

RESULTS OF 2025 LOCAL GOVERNMENT COMMUNITY SATISFACTION SURVEY

Responsible Director:	Joanne Robertson, Executive Manager Communications and Customer Experience
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RECOMMENDATION

That Council notes the findings of the 2025 Monash Community Satisfaction Survey and that specific areas have been identified for further attention or improvement.

INTRODUCTION

This year's Community Satisfaction Survey was conducted in February 2025. The survey was again conducted as a random sample, door-to-door, in-person interview style survey. The research was undertaken by independent research company Metropolis Research Pty Ltd, with 800 randomly selected residents aged 15 years and over.

This year's survey saw a very strong response rate of 60%, up from 45% last year.

The aim of the research is to measure community satisfaction with 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 28 individual services and facilities and explored the top issues the community feel needs to be addressed in the municipality.

The survey sample reflects the cultural and linguistic diversity of our community with 56% of respondents coming from a multi-lingual household.

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

The results are useful to Council highlighting areas where we are performing well and identifying areas for improvement. It also helps us track our performance and compare it to previous years.

COUNCIL PLAN STRATEGIC OBJECTIVES

Inclusive Services

Deliver high performing services.

Good Governance

Effectively communicate and engage with the community.

BACKGROUND

It is pleasing to report that Council for the second consecutive year recorded an overall satisfaction score of 7.3. Our understanding is the score of 7.3 places Monash equal second among Councils for the highest level of satisfaction amongst all metropolitan councils.

Monash rated higher than the metropolitan Melbourne average benchmark of 7.1 and higher than the 7.1 recorded by the eastern region councils in the 2025 *Governing Melbourne* research.

Overall satisfaction with the City of Monash remains in the “very good” range.

Satisfaction in the Local Government Performance Reporting Framework reporting requirements for Monash were:

- Council’s overall performance (7.3)
- Maintaining trust and confidence of the local community (7.1)
- Community engagement and consultation (7.4)
- Making decisions in the interest of the community (7.2)
- Responsiveness to local community needs (7.1) and
- Representation, lobbying and advocacy on behalf of community (7.2).

There were increases in satisfaction with 19 Council services this year, up three from last year, with the largest increases recorded for the regular garbage collection (up 3% to 8.3), the provision and maintenance of local playgrounds (up 3% to 8.2), the provision and maintenance of street trees (up 3% to 7.4), activities encouraging environmental sustainability (up 3% to 7.7) and public toilets (up 3% to 6.9).


Satisfaction with Council’s customer service increased notably this year, up by an average of 4% to 7.6 which is a “very good” up from a “good” level.

The services with the highest satisfaction this year include the regular green waste collection (8.6), local library and library services (8.4), and the regular garbage collection service (8.3), as well as services for children and their families (8.3), and the waste transfer station (8.3).

Satisfaction with planning for population growth by all levels of government increased measurably this year, up three percent to 72 out of 10. This result was marginally higher than the metropolitan Melbourne (7.1) and eastern region councils (7.1). Satisfaction with the planning and development outcomes, including the design of public spaces (7.8 up from 7.6), the protection of trees and vegetation on private property (7.3 up from 7.2) and the appearance and quality of new developments (7.2, stable) all remained essentially stable this year.

DISCUSSION

The only service to record a statistically significant decline in satisfaction this year was the provision and maintenance of sealed local roads, which declined three percent to 7.2 out of 10, which was marginally (1%) below the metropolitan average. Declining satisfaction with sealed local roads was also recorded across other metropolitan Melbourne Councils this year.



Other key issues in this year's survey were parking both enforcement and availability (stable at 13%), street trees (12% up from 8%), traffic management (12% down from 13%), rubbish and waste issues including garbage collection (stable at 11%), lighting issues (10% up from 4%), and road maintenance and repair related issues (10% up from 6%).

Respondents considered each of the six Community Vision themes to be very important with importance scores of 8.1 and above. 'Services in my neighbourhood' were measurably more important (8.5) than the five other areas.

FINANCIAL IMPLICATIONS

There are no financial implications to this report.

POLICY IMPLICATIONS

There are no Policy implications to this report.

CONSULTATION

Community Consultation was not required.

SOCIAL IMPLICATIONS

There are no social implications to this report.

HUMAN RIGHTS CONSIDERATIONS

There are no human rights implications to this report.

GENDER IMPACT ASSESSMENT

A GIA was not completed because this agenda item is not a 'policy', 'program' or 'service'.

CONCLUSION

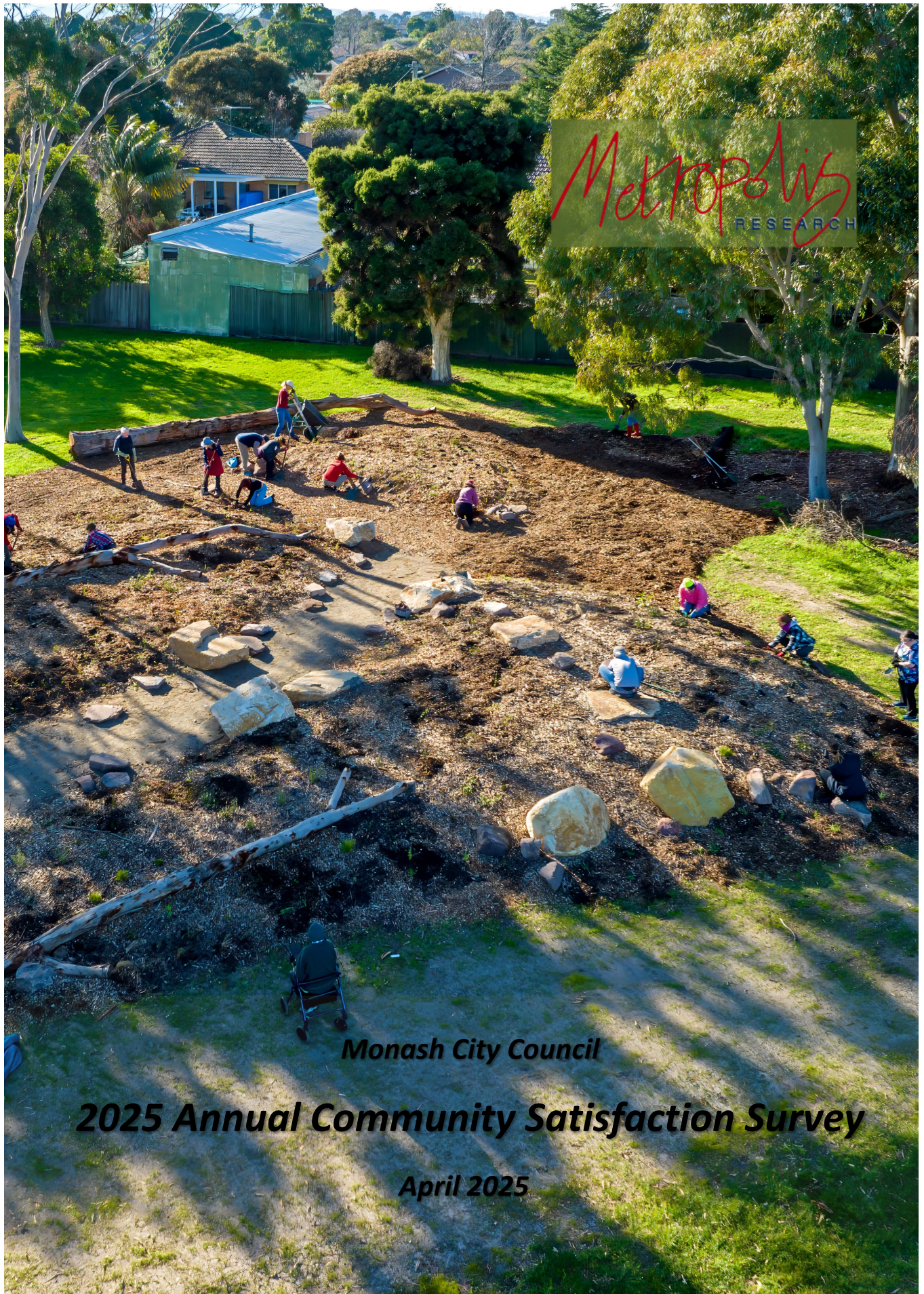
Council thanks those community members who gave of their time to participate in our 2025 Community Satisfaction Survey. The feedback provided gives Council direction on what matters to our residents and inspires us to build an even higher-functioning organisation that is responsive to the community and acts on issues quickly.

The full results of this survey have been made public (in this meeting's agenda) and will be communicated to residents via the Monash Bulletin, the e-newsletter, a media release and on Council's website. There is no requirement for this, but Monash does make its full report publicly available every year in the interests of transparency and open government.



ATTACHMENT LIST

1. Monash - 2025 Annual Community Satisfaction Survey Report FINAL [**7.5.1.1** - 240 pages]



Monash City Council

2025 Annual Community Satisfaction Survey

April 2025

Monash City Council – 2025 Annual Community Satisfaction Survey

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Executive summary

Survey aims and methodology:

Metropolis Research conducted this, Council's ninth *Annual Community Satisfaction Survey* as a door-to-door, 15-minute interview survey of 800 respondents conducted from the 1st to the 24th of February 2025.

The survey was again this year conducted as a random sample, door-to-door, in-person interview style survey, after being conducted by telephone in 2020 through 2022 due to the pandemic. This in-person method provides a richer interaction with the community, includes a more representative sample of the community, and importantly, recorded an extremely strong response rate of 60% (up from 45% last year), up significantly on the 18% recorded in 2022 using the telephone methodology.

The aim of the research was to measure community satisfaction with the broad range of Council provided services and facilities, aspects of governance and leadership, 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 28 individual services and facilities and explored the top issues the community feel needs to be addressed in the municipality 'at the moment'.

There were also a set of questions relating to Council's performance across four policy areas (gender equity, family violence, support for local business, and reducing loneliness in the community), which were included for the first-time last year.

Key findings:

The key finding from the survey this year was that satisfaction with the overall performance of Monash City Council remained stable this year at a "very good" 7.3 out of 10.

This result was somewhat (2%) higher than the metropolitan Melbourne average satisfaction, as recorded in *Governing Melbourne*, and was, at the time of publication, the equal highest satisfaction score recorded for an individual municipality surveyed by Metropolis Research in 2025.

Overall satisfaction has recovered from the lower-than-average results in 2022 and 2023 to be consistent with the long-term average since 2016 of 7.3.

Satisfaction with most aspects of Council performance remained relatively stable this year including planning for population growth by all levels of government (7.3, up 3%), 28 services and facilities (7.8, up 1%), five aspects of governance and leadership (7.1, stable), three planning and development outcomes (7.4, down 1%), and six aspects of traffic and parking (7.1, down 1%).



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Of particular note this year was the four percent increase in average satisfaction with aspects of customer service, which reversed the decline recorded last year, and brings satisfaction with customer service back into line with the long-term average since 2016 of 7.6 out of 10, or “very good”.

Despite the improvement this year, the average satisfaction with customer service (3% below), as well as the overall satisfaction with the customer service experience (2% below) continue to under-perform the metropolitan average.

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

<i>Satisfaction with:</i>	<i>Metro. Melbourne 2025</i>	<i>City of Monash 2024</i>	<i>City of Monash 2025</i>
<i>Customer service (average score across 7 indicators)</i>	7.9	7.2	7.6
Overall satisfaction with customer service experience	7.7	n.a.	7.5
Community consultation and engagement	7.5	7.1	7.4
Council’s Overall performance	7.1	7.3	7.3
Making decisions in the interests of community	7.2	7.1	7.2
Maintenance and repair of sealed local roads	7.3	7.4	7.2
Representation, lobbying and advocacy	7.0	7.1	7.2
Responsiveness of Council to local community needs	7.1	7.0	7.1
Maintaining trust and confidence of the community	7.3	7.1	7.1

There were increases in satisfaction with 19 individual Council services and facilities this year, with the largest increases recorded for the regular garbage collection (up 3% to 8.3), the provision and maintenance of local playgrounds (up 3% to 8.2), the provision and maintenance of street trees (up 3% to 7.4), activities encouraging environmental sustainability (up 3% to 7.7), and public toilets (up 3% to 6.9).

Of particular note were the increases in satisfaction with street trees (recovering from the lower-than-average result last year due at least in part to the storm event at the time), and satisfaction with the regular garbage collection (continuing to recover from the lower-than-average result in 2023 due to the changes to the kerbside collection services).

The only service to record a statistically significant decline in satisfaction this year was the provision and maintenance of sealed local roads, which declined three percent to 7.2 out of 10, which was marginally (1%) below the metropolitan average.

Metropolis Research has noted declining satisfaction with sealed local roads in a patchy manner across metropolitan Melbourne this year.

The 2023 report noted an impact from the changes to the kerbside collection services on satisfaction with these services, as well as overall satisfaction with Council. Metropolis Research notes that this year, satisfaction with these services has continued to increase, now up five percent to 8.3 from the low point in 2023 of 7.8, although it still remains two percent below the long-term average since 2016.



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Metropolis Research notes, however, that the proportion of respondents who nominated rubbish and waste issues (including mostly kerbside collections) remained at an elevated level of 11% (down from a peak of 17% in 2023).

This does show that, whilst satisfaction with the kerbside collection services has recovered strongly from the decline recorded when the service changes were made, there remains a group in the community who were concerned about the changes to the system, and that the issue continues to negatively influence their satisfaction with the overall performance of Monash City Council, with this group of respondents reporting overall satisfaction score six percent (up from 4% last year) lower than the average of all respondents.

Metropolis Research notes that satisfaction with the kerbside collection services were all at “excellent” levels this year.

Some of the most nominated issues continued to exert a negative influence on overall satisfaction for the respondents who nominate the issues, including parking issues (102 respondents, 3% lower), street trees (95 respondents, 5% lower), rubbish and waste issues (85 respondents, 6% lower), and road maintenance and repairs (76 respondents, 8% lower).

The exception to this was traffic management (e.g., congestion, commuting times), which was nominated by 95 respondents, but those respondents reported the same overall satisfaction score as the average of all respondents (7.3 out of 10, or “very good”).

Other issues that appeared to exert a negative influence on satisfaction with Council’s overall performance for the respondents nominating them were footpaths, hard rubbish, parks and gardens, planning and development, communication, and Council rates, fees, and charges.

Satisfaction with the performance of Council:

Satisfaction with the [overall performance](#) of Monash City Council remained stable this year at 7.3 out of a potential 10. This result was identical to the long-term average satisfaction since 2016 of 7.3.

This result was somewhat (2%) higher than the metropolitan Melbourne average of 7.1 and marginally (1%) higher than the eastern region councils’ (7.1), both as recorded in the 2025 *Governing Melbourne* research.

It is clear that satisfaction with Monash City Council has recovered from the two lower-than-average results in 2022 and 2023. Metropolis Research notes that the influence on overall satisfaction from the changes to the kerbside collection services over those two years has diminished somewhat, although there remains a proportion who were dissatisfied with these changes.

Overall satisfaction with the City of Monash in 2025 was at a “very good” level of satisfaction.



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A little less than half (47% down from 49%) of respondents were “very satisfied” with Council’s overall performance (rating satisfaction at eight or more out of 10), whilst six percent (up from 5%) were dissatisfied (rating zero to four).

There was some variation in satisfaction with Council’s overall performance observed this year, although most of this variation was not statistically significant, as follows:

- **Somewhat higher than average satisfaction** – included respondents from Ashwood-Burwood, Clayton, and Wheelers Hill, young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), respondents from two-parent families with youngest child 0 to 5 years), and 24 respondents identifying as LGBTIQ+.
- **Somewhat lower than average satisfaction** – included respondents from Mulgrave, Hughesdale, Chadstone, and Oakleigh South, middle-aged and older adults (aged 45 to 74 years), respondents from households with a member with disability, respondents from two-parent families with adult children only, respondents from one-parent families with children of any age, six respondents identifying as Aboriginal and / or Torres Strait Islander, and 44 respondents with chronic illness.

Satisfaction with the seven included aspects of [governance and leadership](#) increased marginally this year, up one percent to 7.2 out of 10, which remains marginally below the pre-pandemic average of 7.3.

Other than the range of issues discussed in the [relationship between issues and overall satisfaction](#), discussed above, there were no other significant underlying factors identified in this report that negatively impacted on satisfaction with Council’s overall performance or satisfaction with governance and leadership by a substantial number of respondents.

Governance and leadership issues did not appear as substantive issues to address in the municipality, nor were there significant issues raised by respondents who were dissatisfied with Council’s overall performance relating to governance and leadership performance.

As in previous years, there were comments received from several respondents dissatisfied with overall performance or aspects of governance and leadership that reflected a perception from these respondents that Council was not adequately listening to or communicating effectively with the community.

Satisfaction with Council’s community consultation and engagement performance increased three percent to 7.4 out of 10, which was a “very good” level.

Satisfaction with the other six aspects of governance and leadership remained at “good” levels, including representation, lobbying and advocacy (up 1% to 7.2), making decisions in the interests of the community (up 1% to 7.2), maintaining community trust and confidence (stable at 7.1), and the responsiveness of Council to local community needs (up 1% to 7.1). The new aspect of governance and leadership around Council performance providing value for rates was 6.9 out of 10, somewhat (2%) above the metropolitan average.

Satisfaction with Council’s [customer service](#) increased notably this year, up by an average of four percent to 7.6, which was a “very good”, up from a “good” level.



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These results reverse the decline recorded last year, with satisfaction with customer service now back to the long-term average since 2016 (7.6).

Satisfaction with customer service remains somewhat (3%) below the metropolitan Melbourne result (7.9) and remains the only major area of Council performance that appears to be somewhat under-performing the metropolitan Melbourne average.

The average satisfaction with the 28 Council provided [services and facilities](#) included in the survey increased marginally (1%) this year to 7.8 out of 10, which was an “excellent” level.

The average satisfaction with these services and facilities in the City of Monash (7.8) was identical to the metropolitan Melbourne average of 7.8.

There were increases in satisfaction with 19 individual Council services and facilities this year, with the largest increases recorded for the regular garbage collection (up 3% to 8.3), the provision and maintenance of local playgrounds (up 3% to 8.2), the provision and maintenance of street trees (up 3% to 7.4), activities encouraging environmental sustainability (up 3% to 7.7), and public toilets (up 3% to 6.9).

The services with the highest satisfaction this year include the regular green waste collection (8.6), local library and library services (8.4), and the regular garbage collection service (8.3), as well as services for children and their families (8.3), and the waste transfer station (8.3).

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 were those with which the community was most satisfied.

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

The two services and facilities to record satisfaction scores lower than overall satisfaction include public toilets (6.9 up from 6.5), and the maintenance and repair of sealed local roads (7.2 down from 7.4).

It is important to bear in mind that satisfaction with these two services and facilities were categorised as “good”, despite recording satisfaction scores lower than the overall satisfaction. There were no services and facilities included in the survey this year that received “solid”, “poor”, “very poor”, or “extremely poor” categorised scores.

Satisfaction with [planning for population growth by all levels of government](#) increased measurably this year, up three percent to 72 out of 10. This result was marginally higher than the metropolitan Melbourne (7.1) and eastern region councils (7.1).

Satisfaction with the [planning and development outcomes](#), including the design of public spaces (7.8 up from 7.6), the protection of trees and vegetation on private property (7.3 up from 7.2) and the appearance and quality of new developments (7.2, stable) all remained essentially stable this year.



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Satisfaction with the design of public spaces was measurably higher than the metropolitan Melbourne average.

It is noted that planning issues remain relatively modest in the City of Monash community this year, with four percent (down from 7%) nominating planning and development related issues as a top three issue. This was identical to the metropolitan average.

These results show that overall, the Monash community was relatively satisfied with planning and development outcomes and planning for population growth.

Issues to address for the City of Monash:

The main [issues to address in the City of Monash 'at the moment'](#) included parking both enforcement and availability (stable at 13%), street trees (12% up from 8%), traffic management (12% down from 13%), rubbish and waste issues including garbage collection (stable at 11%), lighting issues (10% up from 4%), and road maintenance and repair related issues (10% up from 6%).

Most of these issues appear to exert a negative influence on satisfaction with Council's overall performance for the respondents who raised each issue, with the exception of traffic management which did not report a different overall satisfaction score.

Particular attention is drawn to the still significant proportion of respondents who nominated rubbish and waste issues this year, which declined from the unusually high 17% recorded in 2023, but remained at an elevated level, higher than the long-term average (7%). It is also noted that this group in the community who continue to raise rubbish and waste issues were six percent less satisfied with Council's overall performance than the municipal average.

The other issue of note this year was street trees (12%), which has increased again this year, up from a low of four percent back in 2022 to 12% this year, which was measurably higher than the long-term average since 2016 of seven percent.

Those who raised street tree related issues were measurably (5%) less satisfied with Council's overall performance than average, despite the fact that satisfaction with the provision and maintenance of street trees increased somewhat (2%) this year, recovering some of the four percent lost last year.

Metropolis Research also noted the increase in the proportion of respondents nominating roads (10% up from 6%), and lighting related issues (10% up from 4%), and notes that both of these issues appear to exert a negative influence on satisfaction with Council's overall performance for the respondents who raise these issues.

Importance of Council initiatives:

Respondents were in 2025, asked to rate the [importance of aspects of the Community Vision](#) in relation to six areas.



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All six of these aspects were considered “very important” by respondents, with average importance scores from 8.3 for services in the neighbourhood, to a low of 8.1 for a strong sense of community and a sustainable future.

It is noted, however, that services in the neighbourhood (8.5) were measurably more important than the five other areas, with 78% of respondents (who provided a score) considering this to be “very important” (i.e., rated importance at eight or more out of 10).

By contrast, a strong sense of community (8.1) and a sustainable future (8.1) were measurably less important than the top three other areas, with 68% and 70% respectively considering these two aspects to be “very important”.

Perception of safety:

Respondents were again in 2025, asked to rate their [perception of safety in the public areas of the municipality](#) during the day (8.5, down 1%), in and around the local shopping district / centre (8.2, down 1%), travelling on / waiting for public transport (stable at 8.0), and at night (stable at 7.3).

These results all remain consistent with the eastern region councils’ average, and somewhat higher than the metropolitan Melbourne averages, and continue to suggest a strong perception of safety in the public areas of the City of Monash.

It is noted that eight percent (up from 4%) of respondents nominated safety, policing, and crime related issues as one of the top three issues to address, and it is noted that eight percent of respondents felt “unsafe” in the public areas of the City of Monash at night, which remains notably lower than the metropolitan Melbourne average of 10%.

Traffic and parking:

Respondents were again in 2025, asked to rate their satisfaction with six aspects of [traffic and parking](#) on residential streets and main roads.

There were notable decreases in satisfaction with the volume and speed of traffic and the availability of parking on both residential streets recorded this year.

Satisfaction with all but one of the six aspects was “good” this year, with satisfaction with the speed of traffic on main roads categorised as “very good”.

It is important to note that car parking including availability and enforcement (13%) and traffic management (12%) were two of the most nominated issues to address for the City of Monash, and car parking related issues continue to exert a somewhat negative influence on community satisfaction with the overall performance of Monash City Council.



Introduction

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

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

The *Monash City Council - 2025 Annual Community Satisfaction Survey* comprises the following:

- Satisfaction with Council's **overall performance**.
- Satisfaction with aspects of **governance and leadership**.
- Importance of and satisfaction with 28 **Council services and facilities**.
- **Issues of importance** for the City of Monash 'at the moment'.
- Satisfaction with aspects of Council's **customer service**.
- Satisfaction with **planning for population growth** by all levels of government.
- Importance of selected aspects of **Community Vision**.
- **Perception of safety** in Monash.
- Satisfaction with **traffic and parking**.
- Respondent profile.

Rationale

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

The survey meets the requirements of the Local Government Victoria (LGV) annual satisfaction survey by providing importance and satisfaction ratings for the major Council services and facilities as well as scores for satisfaction with Council overall.

The *Annual Community Satisfaction Survey* provides in-depth coverage of Council services and facilities as well as additional community issues and expectations. This information is critical to informing Council of the attitudes, levels of satisfaction and issues facing the community in the City of Monash.



Monash City Council – 2025 Annual Community Satisfaction Survey

A particular strength of this survey program is identifying the issues of importance to the community and how these issues may be impacting on community satisfaction with the performance of Council.

In addition, the *Annual Community Satisfaction Survey* includes a range of demographic and socio-economic variables against which the results can be analysed. For example, the *Annual Community Satisfaction Survey* includes data on age structure, gender, language spoken at home, disability, period of residence, household structure, and diverse population groups. By including these variables, satisfaction scores can be analysed against these variables and issues that sub-groups in the community have with Council's performance or services can be identified.

Methodology, response rate and statistical strength

The *Annual Community Survey* has traditionally been conducted as a door-to-door, interview style survey, and the 2023 survey returned fully to this method, following the three pandemic years (2020, 2021, and 2022).

The door-to-door, face-to-face interview style survey methodology was employed for this project, as it provides the richest interaction with residents, encourages their thoughtful participation in the research, records a substantially higher response rate, and provides a sample that is more representative of the underlying Monash community than can be obtained via other methods.

The surveying was completed from the 1st of February to the 24th of February 2025.

Most surveys were completed on Saturdays and Sundays from 11am till 5pm, as this is the best time to ensure that the sample is most randomly selected and therefore representative of the underlying population, with no more than 15% completed daylight hours weekdays.

The sample was pre-weighted by precinct population, to ensure that each precinct contributed proportionally to the overall municipal results.

The final sample of surveys were then weighted by age and gender, to ensure that each age / gender group contributed proportionally to the overall municipal result.

A total of 2,593 residents were approached with a view to inviting them to participate in the research. Of these:

- No answer - 1,266
- Refused – 527
- Completed - 800



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This provides a response rate of 60%, which was strongly on the 45% recorded last year, and a significant improvement over the 18% recorded in 2022, using the less effective telephone methodology.

This extremely strong response rate reflects well on the door-to-door methodology, as well as the level of engagement of the Monash community with their local council.

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

This is based on a total sample size of 800 respondents, and an underlying population of the City of Monash of 202,847.

The 95% confidence level around the precinct level results is approximately plus or minus 12%, based on an average sample size of approximately 65 respondents. The 95% confidence level around the gender-based results is approximately plus or minus 5%, and for the age groups averages around plus or minus 7%.

Governing Melbourne

The sample is drawn in equal numbers from every municipality in metropolitan Melbourne and then weighted by age and gender to reflect the profile of the metropolitan Melbourne community.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the *Monash City Council – 2025 Annual Community Satisfaction Survey*.

It is not intended to provide a “league table” for local councils, rather to provide a context within which to understand the results.

This report provides some comparisons against the 2025 metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area as well as the East region (Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse, Yarra Ranges).

Glossary of terms

Precinct

The results of this report are presented at both the municipal and precinct level. The term precinct is used by Metropolis Research to describe the sub-municipal areas for which results are presented, as agreed with officers of Council.

The precincts used for this report are the sub-municipal areas as presented in Council’s *Community Profile* as published by i.d Consulting.



Measurable and statistically significant

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

Significant result

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

Marginal / somewhat / notable

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

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

These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight into the variation in community sentiment.

95% confidence interval

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

The margin of error around percentage results presented in this report at the municipal level is plus or minus 3.5%.

Satisfaction categories

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

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



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

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



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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 Monash City Council ‘across all areas of responsibility’, or “overall performance” remained stable this year at 7.3 out of 10.

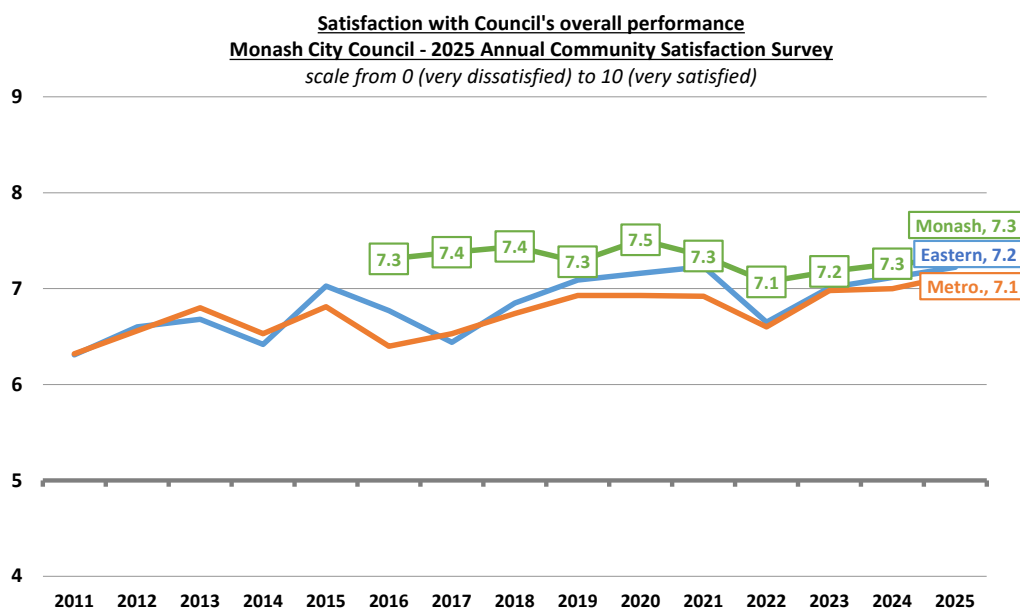
This remained a “very good” level of satisfaction and consistent with the long-term average since 2016 of 7.3 out of 10.

By way of comparison, this result was marginally (1%) higher than the eastern region councils’ average of 7.2, and somewhat (2%) above the metropolitan average of 7.1 out of 10, both as recorded in the 2025 *Governing Melbourne* research.

The *Governing Melbourne* research survey was conducted independently by Metropolis Research in January 2025, using the same in-person, door-to-door methodology, and provides a consistent set of results against which to compare these Monash City Council results.

Metropolis Research notes that the long-term average overall satisfaction with Monash City Council has been measurably (5%) higher than the metropolitan average, although it is important to note that the average over-performance of Monash City Council has reduced.

From 2016 to 2020, Monash City Council scored an average of seven percent above the metropolitan average, though the pandemic (2021 and 2022) the average difference was four percent, and post-pandemic (2023 to 2025), the average difference has been two percent.



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Metropolis Research notes that satisfaction with Monash City Council was somewhat lower than the long-term average in both 2022 and 2023. As discussed in the 2024 report, a range of reasons underpinned that lower-than-average satisfaction, including a broader fatigue with government across metropolitan Melbourne in 2023, coming out of the last of the pandemic lockdowns, and then into both federal and state government election campaigns.

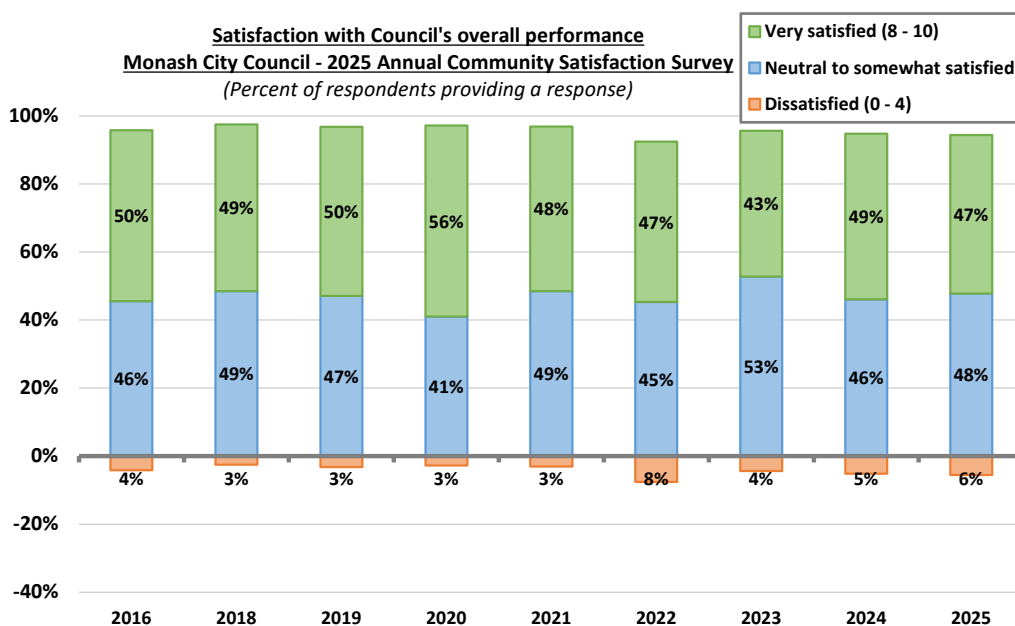
Specifically in relation to satisfaction with Monash City Council, in both 2022 and 2023, there appeared to be some impact on overall satisfaction from the changes to the kerbside collection services.

Metropolis Research notes that the kerbside collection issues remain evident in these 2025 results, with 11% still raising rubbish and waste issues as a top three [issue to address](#). This was down on the high of 17% in 2023 when the changes to this service were implemented.

It is, however, noted that satisfaction with the [regular garbage collection](#) has improved substantially in recent years. The average satisfaction with the regular garbage collection was 8.8 out of 10 from 2016 to 2021, recorded a low of 7.8 in 2023, and has since recovered measurably (5%) to 8.3 out of 10 this year.

This does suggest that community concern around the changes to the kerbside collection services may have diminished, although it is noted that the 85 respondents who raised rubbish and waste related issues remained six percent less satisfied with Council's overall performance than the municipal average.

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



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Consistent with the results in most years of the survey program, approximately half (47%) of respondents who provided a score were “very satisfied” with Council’s overall performance, whilst six percent were “dissatisfied”.

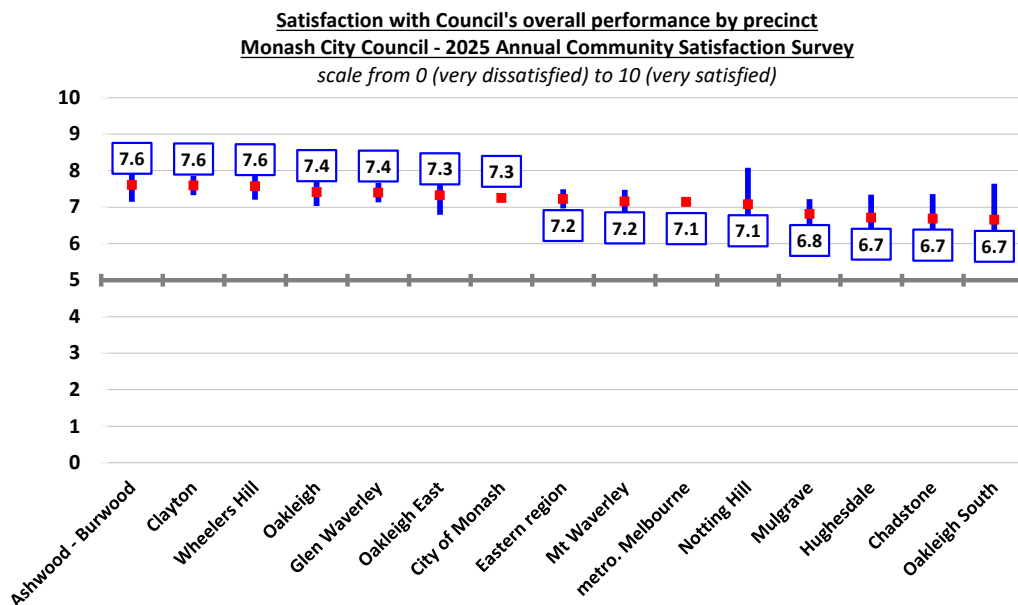
Metropolis Research notes that over 25 years measuring community satisfaction with local government, it has never recorded less than three percent “dissatisfied” respondents. This reflects the fact that there will always be some in the community who, for a variety of reasons, will be dissatisfied with the performance of their local council.

Over the nine years of the survey program, these City of Monash results reflect widespread community satisfaction with the performance of Monash City Council.

Overall performance by precinct

There was no statistically significant variation in satisfaction with Council’s overall performance observed across the municipality, although it is noted that:

- ***Somewhat HIGHER than average satisfaction*** - respondents from Ashwood-Burwood, Clayton, and Wheelers Hill on average rated satisfaction somewhat (3%) higher than average.
- ***Somewhat LOWER than average satisfaction*** – respondents from Mulgrave, Hughesdale, Chadstone, and Oakleigh South on average rated satisfaction somewhat (3%) lower than average.

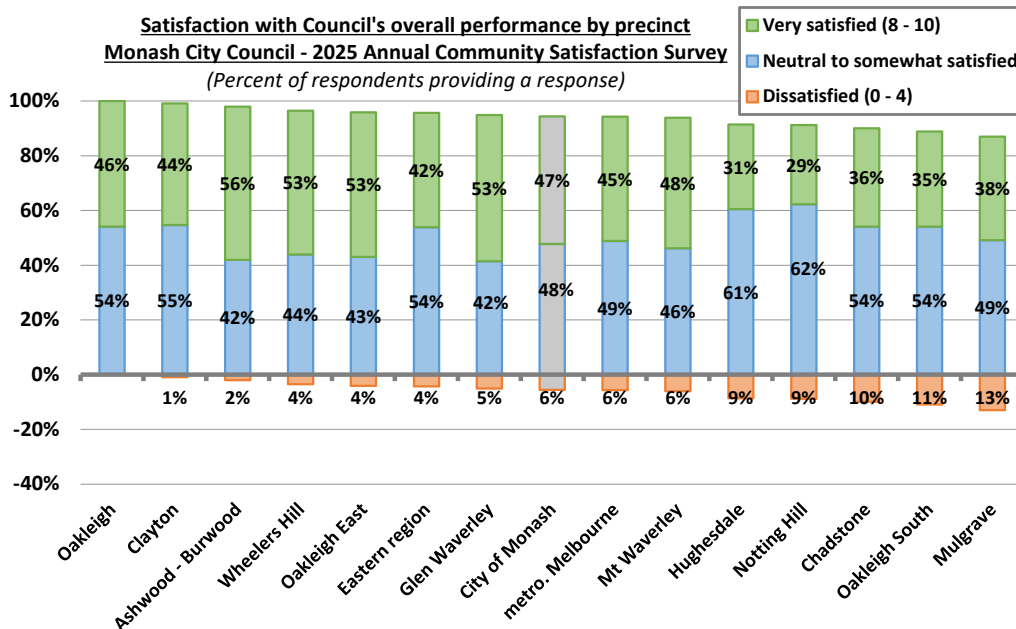


Metropolis Research notes that more than half of the respondents (who provided a score) from Ashwood-Burwood (56%), Wheelers Hill (53%), Oakleigh East (53%), and Glen Waverley (53%) were “very satisfied” with Council’s overall performance.



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By contrast, approximately one-third of the respondents from Mulgrave (38%), Chadstone (36%), Oakleigh South (35%), Hughesdale (31%), and Notting Hill (29%), were “very satisfied”, with between nine and 13% of respondents from these precincts “dissatisfied”.



Overall performance by respondent profile

The following section provides a comparison of satisfaction with Council’s overall performance by respondent profile, including age structure, gender, language spoken at home, household disability status, contact with Council, household structure, and diverse population groups.

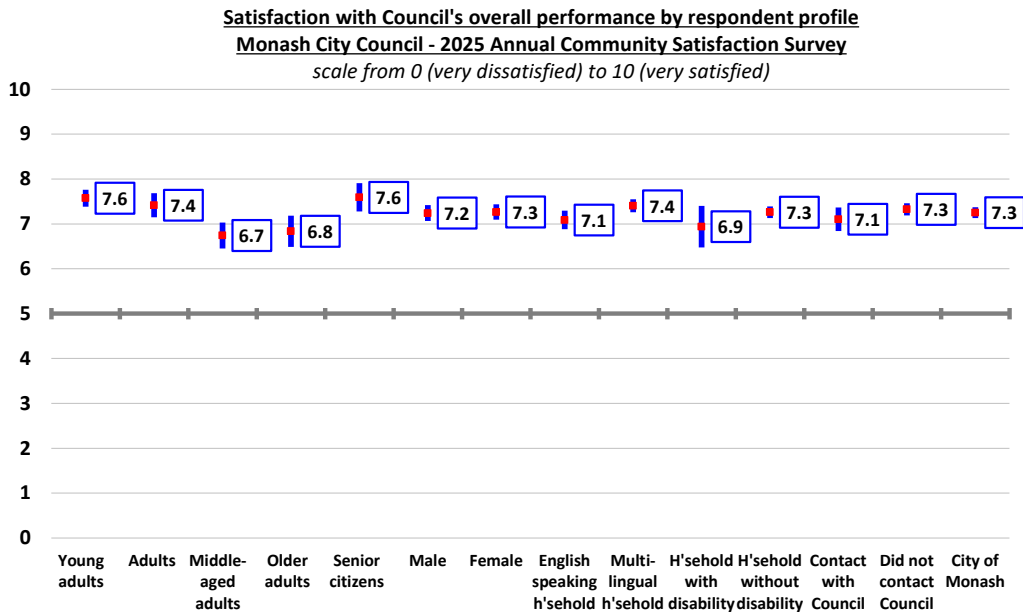
There was some variation in satisfaction observed by respondent profile, with attention drawn to the following:

- **Somewhat higher than average satisfaction** – included young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), respondents from two-parent families with youngest child 0 to 5 years), and 24 respondents identifying as LGBTIQ+.
- **Somewhat lower than average satisfaction** – included middle-aged and older adults (aged 45 to 74 years), respondents from households with a member with disability, respondents from two-parent families with adult children only, respondents from one-parent families with children of any age, six respondents identifying as Aboriginal and / or Torres Strait Islander, and 44 respondents with chronic illness.

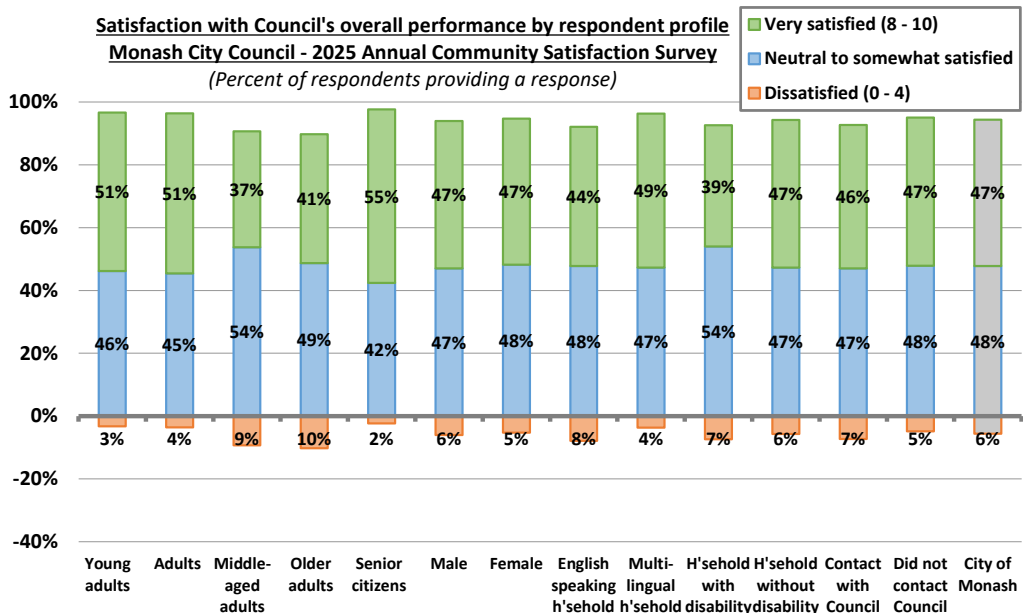
Metropolis Research notes that some of these groups included only a small number of respondents.



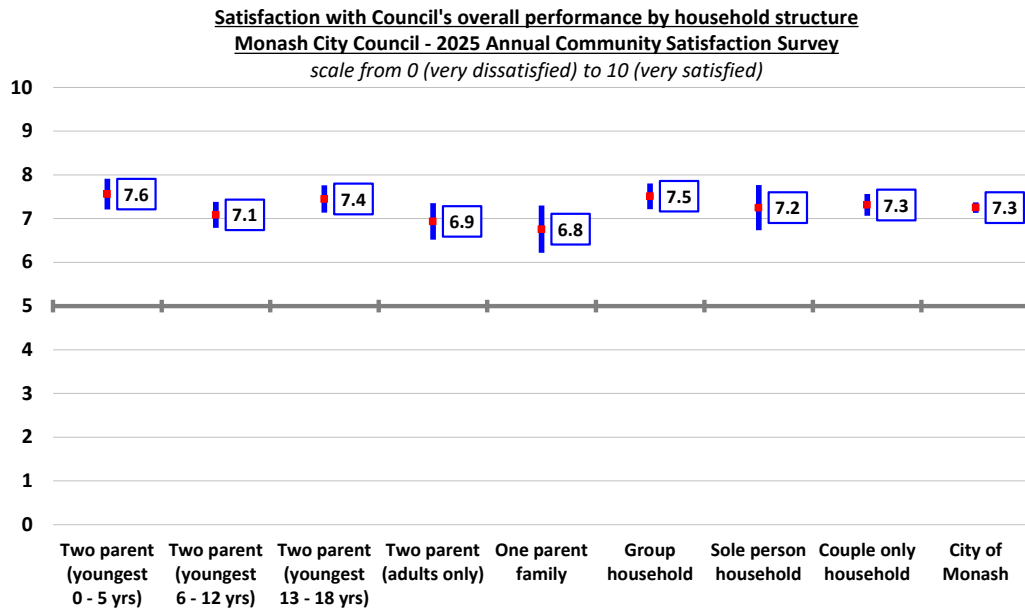
Monash City Council – 2025 Annual Community Satisfaction Survey



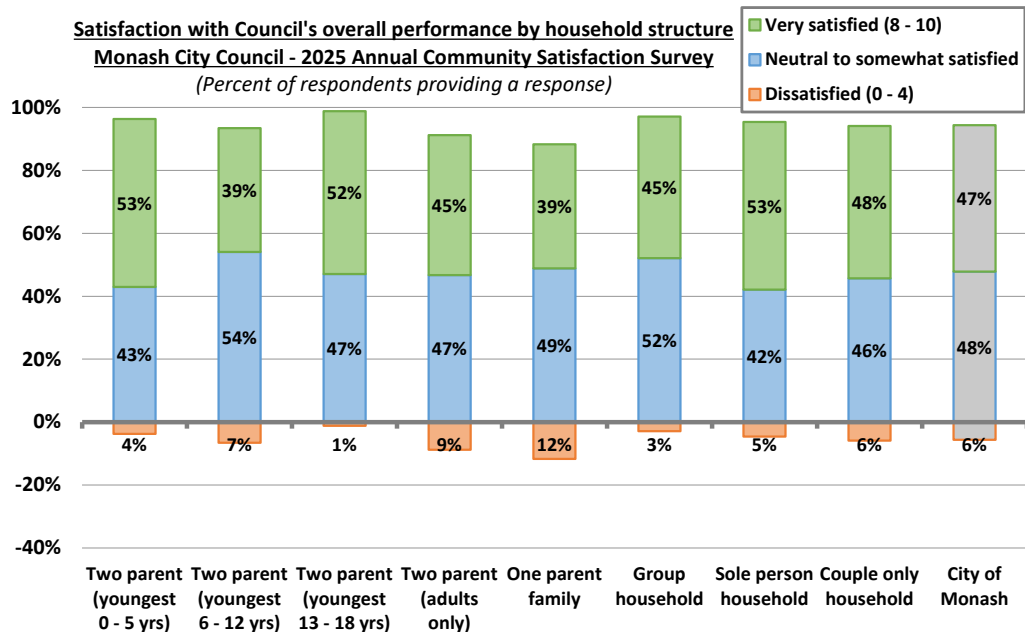
It is noted that more than half of the young adults and adults (aged 18 to 44 years) and senior citizens (aged 75 years and over) were “very satisfied” with Council’s overall performance, whilst nine percent of middle-aged adults (aged 45 to 54 years) and 10% of older adults (aged 55 to 74 years) were “dissatisfied”.



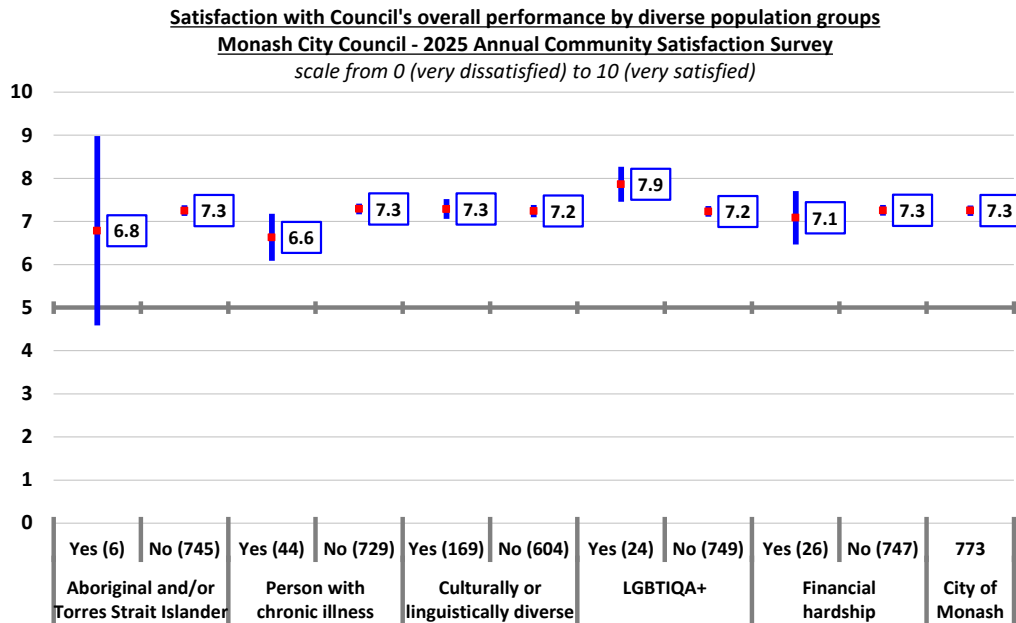
Monash City Council – 2025 Annual Community Satisfaction Survey



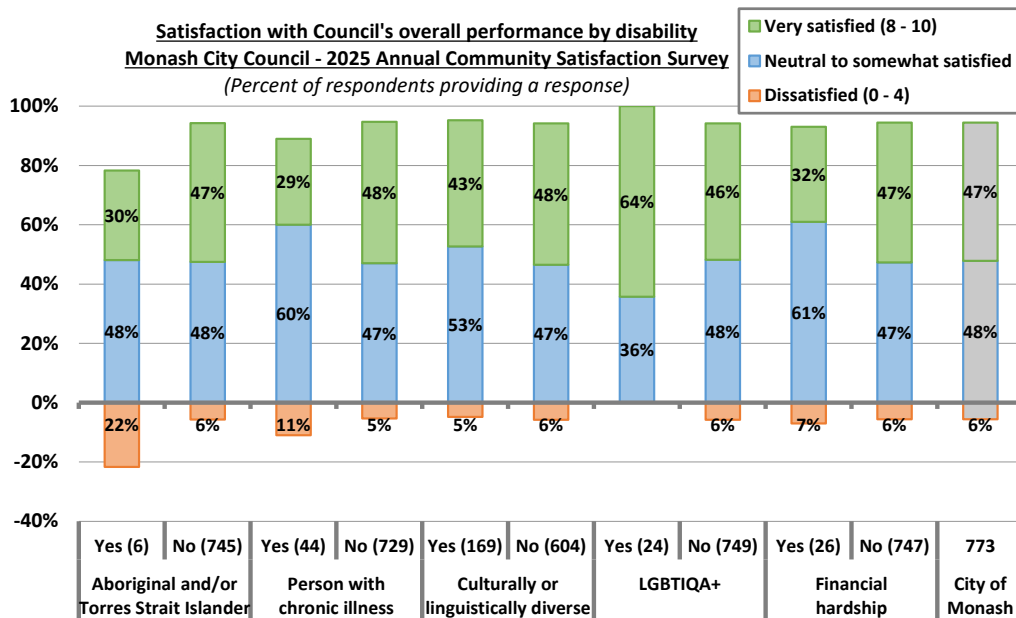
It is noted that more than half of the respondents from two-parent families with youngest child aged under 5 years, and aged between 13 and 18 years, and respondents from sole person households were “very satisfied” with Council’s overall performance, whilst 12% of respondents from one-parent families and nine percent of respondents from two-parent families with adults only at home were “dissatisfied”.



Monash City Council – 2025 Annual Community Satisfaction Survey



It is noted that 64% of the 24 respondents identifying as LGBTIQ+ were “very satisfied” with Council’s overall performance, whilst 22% of the six respondents identifying as Aboriginal and / or Torres Strait Islander and 11% of the 44 respondents with chronic illness were “dissatisfied”.



Relationship between issues and satisfaction with overall performance

The following graph shows the average overall satisfaction score for respondents nominating each of the top 13 issues to address for the City of Monash ‘at the moment’, with a comparison to the overall satisfaction score of all respondents (7.3), as well as a comparison to the 226 respondents who did not nominate any issues to address (7.9).

The detailed analysis of the top issues to address in the City of Monash “at the moment” is discussed in the [Current Issues for the City of Monash](#) section of this report.

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

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

Clearly the number of respondents nominating each of these 12 issues varied substantially, which is reflected in the size of the blue vertical bars (the 95% confidence interval).

Metropolis Research notes that 226 respondents (28% of the total sample) did not have any issues they felt needed to be addressed ‘at the moment’ for the City of Monash. Naturally, these respondents were significantly more satisfied than respondents who did nominate issues to address, and they rated satisfaction with Council’s overall performance six percent higher than the municipal average at 7.9 out of 10, an “excellent” level of satisfaction.

Metropolis Research notes that this 7.9 out of 10 overall satisfaction score for respondents who do not nominate any issues to address was the highest result of this group of respondents recorded for any of the councils for whom Metropolis Research conducts this survey. This is a very significant result showing an “excellent” underlying level of satisfaction with the performance of Monash City Council.

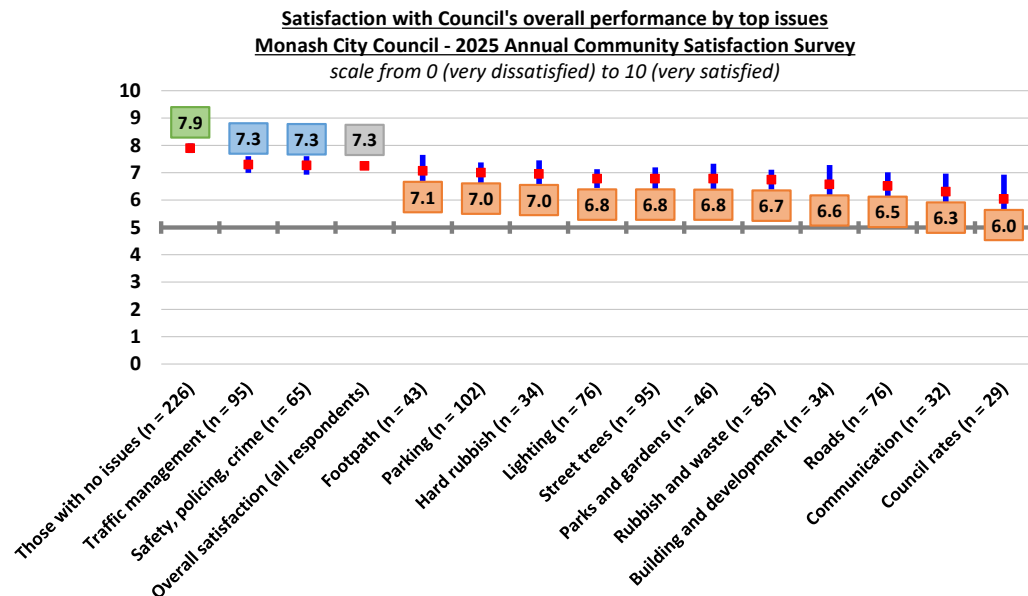
There were clearly three issues that dominated the results this year, those being traffic management (105 respondents), car parking (101 respondents), and rubbish and waste issues (91 respondents).

As outlined in the following graph there were a range of issues that were likely to be exerting a negative influence on overall satisfaction with Council, including rates (29 respondents at 6.0), communication (32 respondents at 6.3), roads (76 respondents at 6.5), planning and development (34 respondents at 6.6), rubbish and waste (85 respondents at 6.7), parks and gardens (46 respondents at 6.8), street trees (95 respondents at 6.8), and lighting (76 respondents at 6.8).

Of these, the four most prominent issues were lighting, street trees, rubbish and waste issues, and road maintenance and repair related issues.



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The 85 (down from 91) respondents who nominated rubbish and waste issues this year were, on average, six percent less satisfied with Council's overall performance, up somewhat on the results recorded previously (4% lower in 2024 and 3% lower in 2023).

This result shows that the size of the Monash community who have concerns around rubbish and waste issues (including mostly the kerbside collection services) has diminished from the peak of 17% in 2023 but has not diminished further this year.

This group in the community who remain concerned about rubbish and waste issues continue to report lower satisfaction with Council's overall performance than the municipal average, and that their level of dissatisfaction is a little larger this year than last.

Metropolis Research does note, however, that satisfaction with the regular garbage collection has improved measurably (5%) over the last three years, from a low of 7.8 back in 2023 to 8.3 this year, with five percent "dissatisfied".

This does reinforce the view that, overall, the Monash community is extremely satisfied with the kerbside collection services, although there remain a sizeable (between 5% and 11%) group in the community who still rate down their satisfaction with Council's overall performance due to kerbside collection issues.

Other issues that appear to exert a negative influence on overall satisfaction were consistent with results recorded in previous years, with attention drawn to parks and gardens (5% lower satisfaction), lighting (5% lower), and roads (8% lower).

Given the number of respondents nominating these issues, they do have a small impact on the average overall satisfaction score.



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It is important to bear in mind, however, that satisfaction with parks and gardens was “excellent” at 8.0 out of 10, and satisfaction with sealed local roads was “good” at 7.2.

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

The table displays the proportion of respondents who were “dissatisfied” with Council’s overall performance who nominated each of the top 12 issues, compared to the proportion of all respondents who nominated each issue.

This table shows that respondents who were “dissatisfied” with Council’s overall performance were notably more likely to nominate road related issues (26% compared to 10%), street trees (21% compared to 12%), parks, gardens, and open spaces (12% compared to 6%), Council rates, fees, and charges (12% compared to 4%), communication and consultation (9% compared to 4%), and planning and development (9% compared to 4%).

Metropolis Research advises, however, that it is important to bear in mind the small sample of just 44 respondents who were “dissatisfied”.

Top issues for Monash of respondents' dissatisfied with overall performance
Monash City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of total respondents who dissatisfied with overall performance)

Issue	Dissatisfied respondents		All respondents
	Number	Percent	
Road repairs and maintenance	11	26%	10%
Provision and maintenance of street trees	9	21%	12%
Lighting	6	14%	10%
Parks, gardens and open space	5	12%	6%
Parking	5	12%	13%
Council rates	5	12%	4%
Rubbish and waste issues inc. garbage	5	12%	11%
Communication, consultation, provision of information	4	9%	4%
Building, planning, housing and development	4	9%	4%
Footpath repairs and maintenance	3	7%	5%
Drains maintenance and repairs	2	5%	3%
Activities and facilities for children	2	5%	1%
All other issues (12 separately identified issues)	36	84%	59%
Total responses	97		1,120
<i>Respondents identifying at least one issue (percent of total respondents)</i>	<i>43 (98%)</i>		<i>560 (70%)</i>

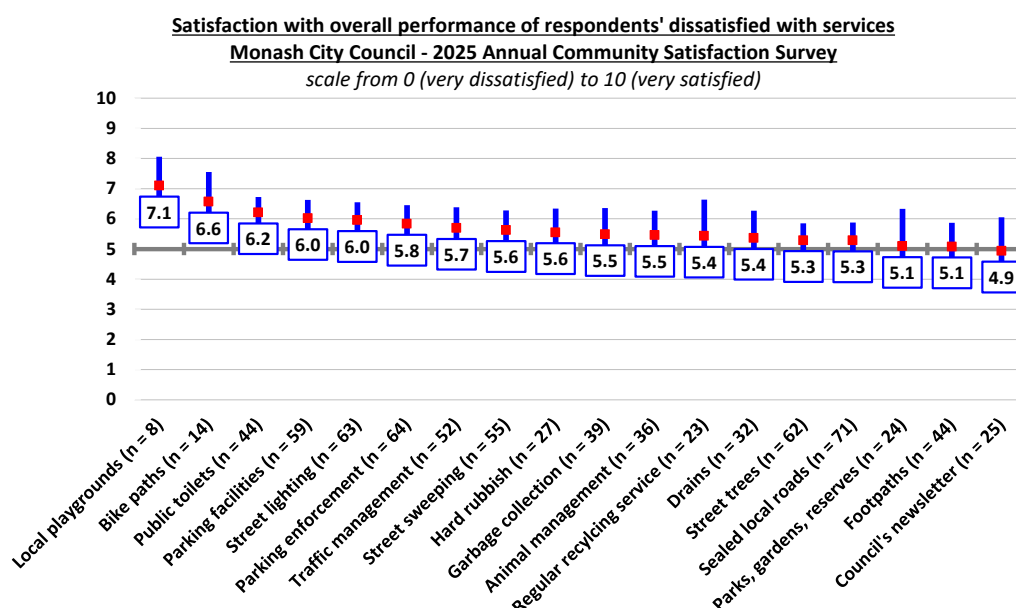


Overall satisfaction of respondents dissatisfied with services and facilities:

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

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

It is important to bear in mind that for many of these services, there were relatively few dissatisfied respondents (an average of approximately 44 dissatisfied respondents), hence the relatively large 95% confidence interval around these results.



Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably and significantly less satisfied with Council's overall performance than the municipal average of all respondents (7.3).

It is also acknowledged that a relatively small sample of respondents were dissatisfied with most core services and facilities, with a significant degree of overlap between services. In other words, respondents who were dissatisfied with one service were likely to be dissatisfied with several, and they were also measurably less satisfied with Council's overall performance.

The services and facilities that appear to be most strongly associated with lower overall satisfaction this year were parks, gardens, reserves; footpaths; and the *Monash Bulletin*.

Respondents who were dissatisfied with any of these, on average, rated satisfaction with Council's overall performance at "very poor" to "extremely poor" levels.

Metropolis Research notes that parks and gardens, and the *Monash Bulletin* were both at the bottom of this list in 2024.



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

The opposite is also true for many respondents who tended to provide the same satisfaction rating for many, if not all, services, and facilities.

This again reflects the fact that these respondents tended to see Council performance as being generally consistent across the full range of services and facilities provided by Council.

Improvements to Council's overall performance

Respondents were asked:

"If overall satisfaction less than 6, what does Council most need to do to improve its performance?"

There were 126 (up from 85) comments received from respondents who were not satisfied with Council's overall performance, outlining the improvements that they would like to see to improve their satisfaction with Council's overall performance.

The most common responses provided by respondents related to improvements to Council's communication and engagement (23 comments), Council's management, governance, and responsiveness (23 comments), rates and financial management (15 comments), individual Council services and facilities (10 comments), and generally negative comments (10 comments).

The following table provides the verbatim responses received from respondents, to provide insight into the range of views of the Monash community.

Preferred improvements to Council's overall performance
Monash City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Council governance, management and responsiveness</i>	
Responsiveness of the Council is bad / slow	5
Council is very unresponsive towards residents needs / needs to be more responsive	2
Follow through with what they say they are going to do	2
They are overextending / doing things they should not be doing	2
Allow community to help in decision making	1
Be more on top of what is happening	1
Because of security reasons, they do not do much about crimes like robbery	1
Better management	1



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I do not feel that the Council adequately represents the people	1
Reduce number of staff	1
Some areas are extremely poor, some are extremely good	1
They are disorganized	1
They have not contacted me back about an inquiry	1
They spend more time and energy on arguing that they are right rather than solving the issues	1
Too political	1
We are unhappy with the bureaucracy	1
Total	23

Communication and engagement

Engage with the community more / do not hear from them	10
Listen to the feedback / community	3
Actually, take the community into consideration	1
Be more involved in the community	1
Better awareness in the community in how we can have our say	1
Consult better	1
Do not really know what they do	1
Overall communication seems to be missing	1
The consultation about what is going on is poor	1
They ask for opinions and seem to ignore them	1
They have never consulted the people, so they do not know much about the problems we are having	1
Was told that we are welcome to talk to the Council	1
Total	23

Rates and financial management

Rates are very high / reduce the rates	3
Get nothing for it / ripping people off	2
Improve costs / overheads	2
They do not use our rates for us / they get the funds for their sake	2
Concession on rates would be good	1
Paying of \$4,000 is high but not reflected in maintenance and services, like potholes on roads	1
Provide justification for the high rates they are charging	1
The value is not there	1
They are only increasing everything	1
They take rates but do not know where Mount Waverley is	1
Total	15

Council services and facilities

Celebration of the communities and different festivals	1
Cleaning of the gutter	1
Council should provide more services for the rates they are charging	1
Improve services	1



Monash City Council – 2025 Annual Community Satisfaction Survey

Long grass on Council strips	1
Maintain footpaths	1
Need to send letters to the Council to ask them to take care of roads and grass	1
Separate bike paths	1
There are not many things available	1
We are unhappy with the services	1
Total	10
<i>General negative</i>	
Improvement needed overall	4
Council takes away the benefits of the community	1
Needs to improve a lot to gain trust from the people	1
No one listens nicely	1
Not doing anything good	1
Nothing happens	1
They are only looking out for themselves	1
Total	10
<i>Roads and traffic management</i>	
Maintenance of roads	2
Bumpy roads	1
Fix potholes quickly	1
It would be good if they could install a speed camera on Stephenson's Rd	1
Reduce accidents at intersection	1
The Council spend funds on unnecessary things which is not good for taxpayers	1
There are always people speeding on Stephenson's Rd every night after 7.30pm	1
Total	8
<i>Waste management</i>	
I had to help the neighbours with their rubbish	1
Improve hard rubbish collection	1
They need to improve on bin collection	1
Look at their waste collection	1
More rubbish collection	1
Reinstate the previous bin collection service	1
The changes from weekly to fortnightly for the red bin is terrible and need to be better	1
The Council need provide big bins	1
They do a very good job with rubbish collection	1
Total	9
<i>Trees</i>	
Cut down these trees	1
Cut gum trees from major roads	1
Decide sensibly where they plant the trees	1
Get rid of the trees that are causing accidents	1



Monash City Council – 2025 Annual Community Satisfaction Survey

Please get rid of the gum trees	1
Tree maintenance	1
Total	6
<i>Parking</i>	
Parking enforcement	1
Parking in schools	1
Parking in station	1
Provide more parking	1
They do a very good job with parking at shopping centres	1
Total	5
<i>Parks, gardens, playgrounds</i>	
Invest in more parks	1
Invest in more recreation places	1
Invest in more walk reserves	1
Pets in every park without leash	1
They do a very good job with parks	1
Total	5
<i>Planning, development and housing</i>	
Building permits needs to be more streamlined	1
Building permits should ask for consent from neighbours before building any property	1
Monash has the worst process for building permits in the whole of Melbourne	1
Too many buildings	1
Total	4
<i>Cleanliness and maintenance of area</i>	
Dog poop on roads	1
General maintenance of the area	1
Total	2
<i>Other comments</i>	
Do not know who the members are	1
Everything is privatised	1
I do not think about them much anymore	1
I feel pretty neutral	1
It is not our fault	1
Targeting dog owners over cat owners because they are willing to pick up dogs but not cats	1
Total	6



Monash City Council – 2025 Annual Community Satisfaction Survey

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 performance?”

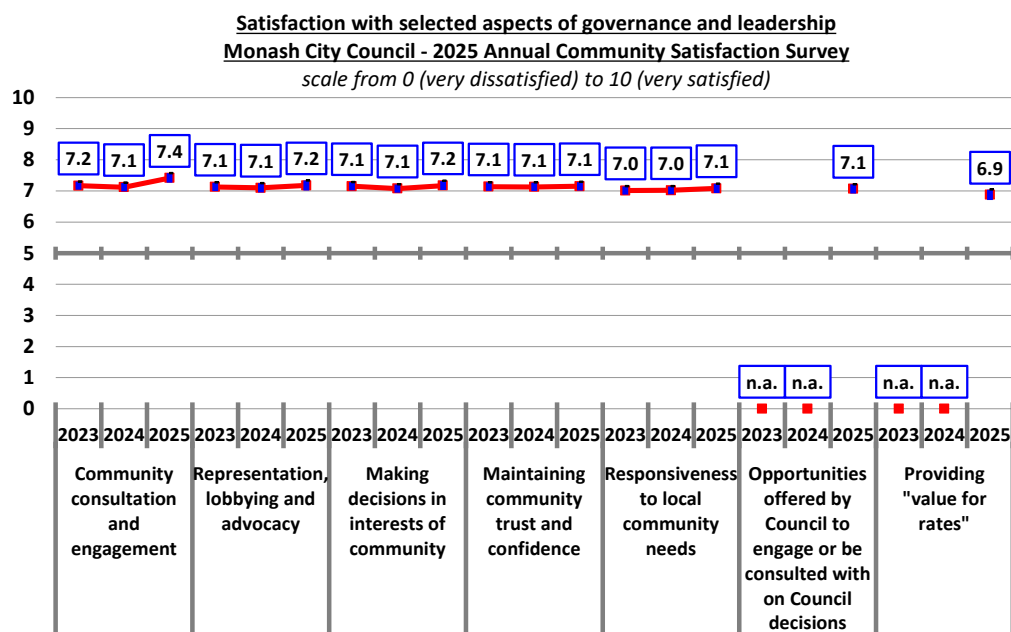
Respondents were again in 2025, asked to rate their satisfaction with five core aspects of Council’s governance and leadership performance.

There were two new measures included in the survey this year, the first being the new LGPRF indicator around ‘opportunities offered by Council to engage or be consulted with on Council decisions’, which will, in 2025, replace the previous measure around ‘community consultation and engagement’.

The other new measure this year was in relation to satisfaction with Council’s performance providing value for rates. This was included this year to bring Monash into line with the Governing Melbourne research, which includes this as a core measure of governance and leadership.

Satisfaction with four of these five measures of governance and leadership increased marginally to somewhat this year, with satisfaction with Council’s performance maintaining the trust and confidence of the local community stable at 7.1 out of 10.

The stand-out positive result this year, was the measurable (3%) increase in satisfaction with Council’s community consultation and engagement performance. Metropolis Research also notes that satisfaction with this variable was measurably (3%) higher than satisfaction with the new variable about the opportunities provided by Council to engage or be consulted (7.1).



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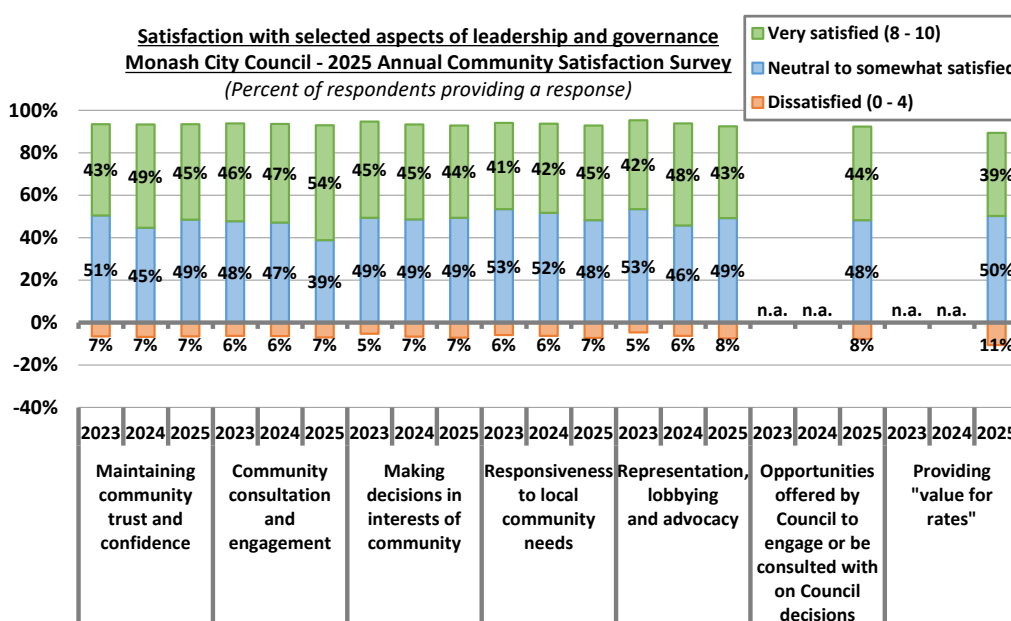


Monash City Council – 2025 Annual Community Satisfaction Survey

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

A little less than half of the respondents providing a score were “very satisfied” with six of the seven aspects, with 54% “very satisfied” with Council’s community consultation and engagement performance.

Attention is drawn to the 11% of respondents who were “dissatisfied” with Council’s performance providing value for rates, a result that was broadly consistent with the metropolitan average of 10%.



Consistent with the results recorded last year, satisfaction with governance and leadership has continued to recover the ground lost from the pre-pandemic average from 2016 through 2020 of 7.3, up from the average over 2021 and 2022 of 7.0, and 7.1 last year, to 7.2 this year. This result was based on only the measures for which time series results were available.

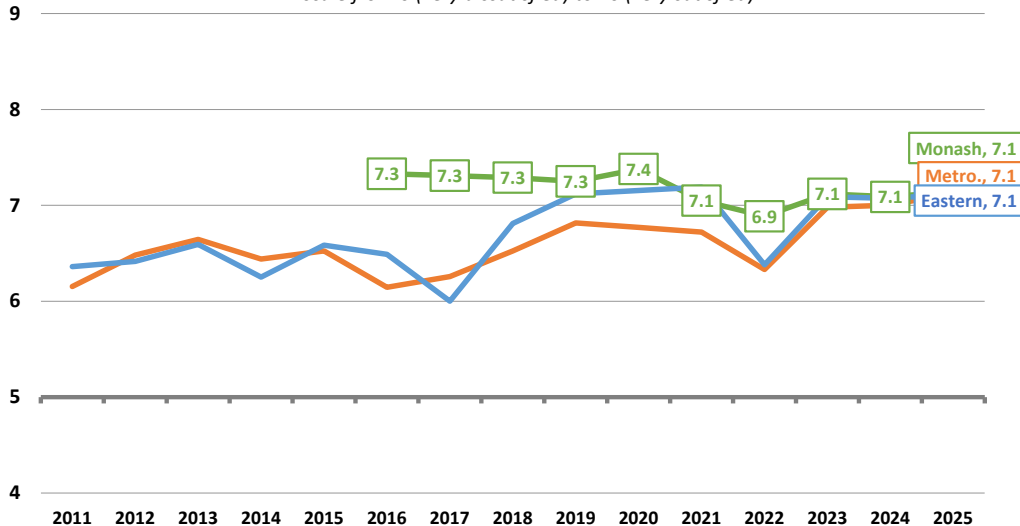
By way of comparison, the average satisfaction with these six aspects of governance and leadership for the City of Monash was identical to the metropolitan Melbourne and the eastern region councils’ average of 7.1.

These results clearly indicate a very consistent level of community satisfaction with the governance and leadership performance of the Monash City Council, which includes some reference both to the elected Council as well as Council management and staff.



Monash City Council – 2025 Annual Community Satisfaction Survey

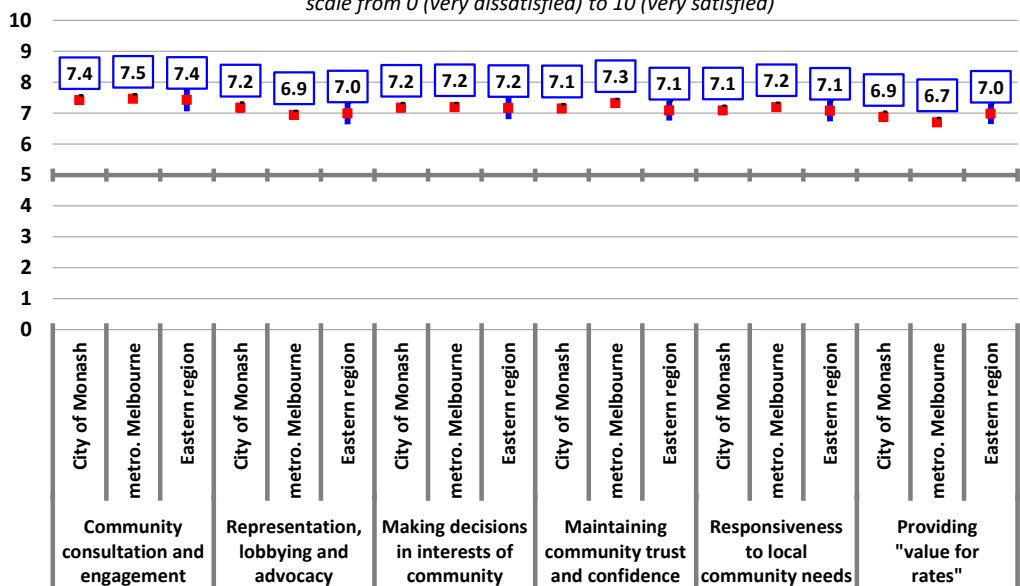
Average satisfaction with governance and leadership
Monash City Council - 2025 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Respondents in the City of Monash were notably (3%) more satisfied than the metropolitan Melbourne average with representation, lobbying, and somewhat (2%) more satisfied with Council's performance providing value for rates.

Satisfaction with Council's performance maintaining the trust and confidence of the local community was somewhat (2%) lower in the City of Monash than the metropolitan Melbourne average.

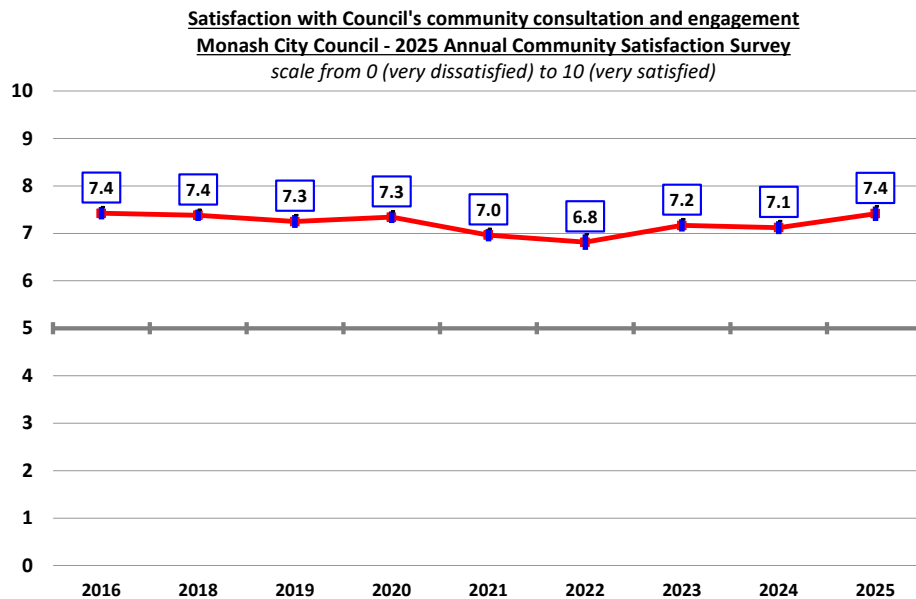
Satisfaction with aspects of governance and leadership
Monash City Council - 2025 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



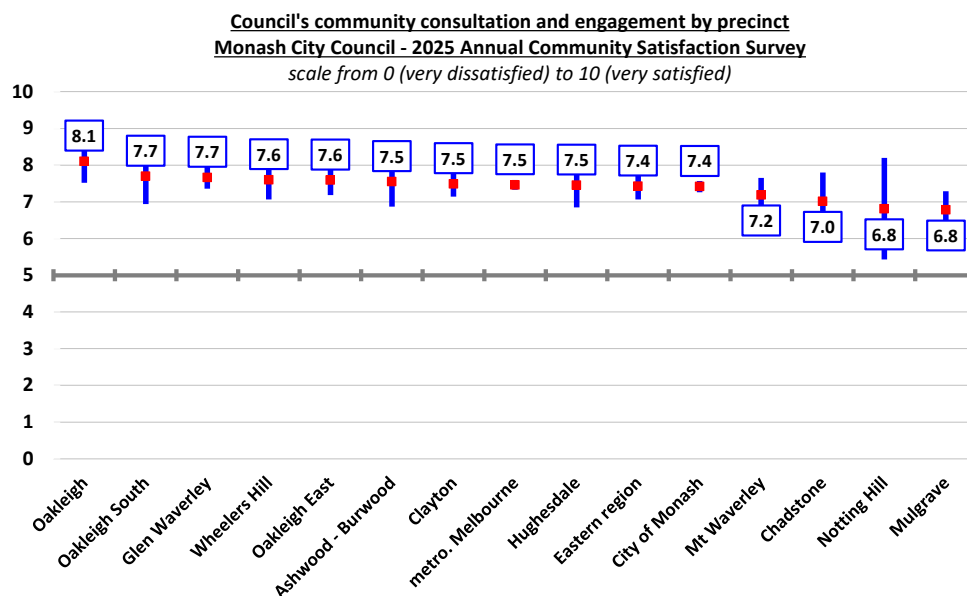
Monash City Council – 2025 Annual Community Satisfaction Survey

Community consultation and engagement

Satisfaction with Council's community consultation and engagement increased measurably this year, up three percent to 7.4 out of 10, which was a "very good", up from a "good" level of satisfaction. This was the equal highest score recorded for the City of Monash, and above the long-term average since 2016 of 7.2 out of 10 or "good".



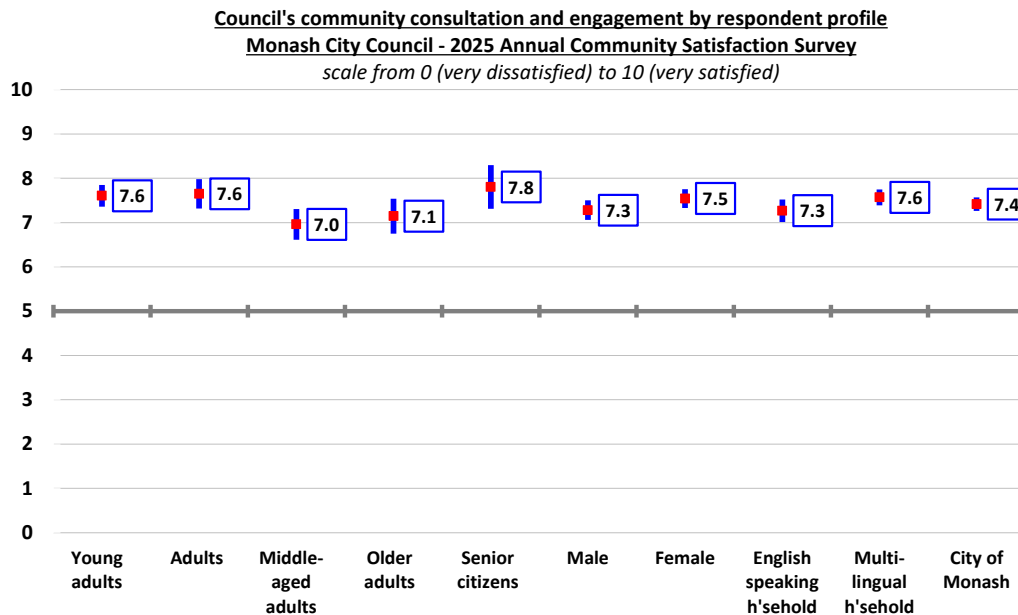
There was variation in satisfaction observed across the municipality, with respondents from Oakleigh notably (7%) more satisfied than average and at an "excellent" level, whilst respondents from Mulgrave were measurably (6%) and respondents from Chadstone and Notting Hill notably (4% and 6% respectively) less satisfied than average, and at "good" levels.



Monash City Council – 2025 Annual Community Satisfaction Survey

There was also variation observed by respondent profile, with senior citizens (aged 75 years and over) notably (4%) more satisfied than average, and at an “excellent” level, whilst middle-aged adults (aged 45 to 59 years) measurably (4%) and older adults (aged 60 to 74 years) notably (3%) less satisfied, and at “good” levels.

Respondents from multilingual households were notably (3%) more satisfied than respondents from English speaking households.



Preferred consultation topics / issues

Respondents dissatisfied with community consultation and engagement were asked:

“What do you wish Council would ask you about?”

There were 87 comments received from respondents outlining the consultation topics and issues about which respondents preferred Council engage with them.

Most (43 of the 83 comments) were focused on perceived lack of consultation rather than specific issues.

Issues about which respondents would prefer Council to ask them about included parks and gardens (9 comments), Council services and facilities (8 comments), planning and development (7 comments), rates and financial management (4 comments), and waste management (4 comments).



Monash City Council – 2025 Annual Community Satisfaction Survey

Preferred consultation topics / issues
Monash City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>General communication and information</i>	
No communication / have not seen much	6
There is no engagement	5
I just wish they responded actively / they do not respond	4
All we get is newsletters	3
There is no consultation / do things without consulting people	3
Never see or hear them	2
They should be more transparent	2
Can be improved / need more	1
I do not think they advertise community engagement very well	1
I find things out by accident; we need better information on things that are happening	1
I have not heard from them directly about the topics in this survey	1
I never heard of anything even though I have been here for more than 1 year	1
Just involve us more in what they are doing	1
No prior noticed when they changed the local golf house	1
The is not enough engagement after one feedback session	1
The method of communication	1
There is no feedback process	1
They do not follow through with the consultation	1
They do not listen to the people	1
They just do consultations for the sake of doing it	1
They never ask about our satisfaction despite us being ratepayers	1
They should be more honest	1
They try to consult but focus on less important things	1
This survey is the first in a long time that the Council is communicating with us	1
We only hear about things after decisions are made	1
Total	43
<i>Parks, gardens, trees</i>	
Damper Creek is not supposed to be off leash	2
The trees	2
Cutting the trees down	1
Parks near Stapley Cres	1
They completely ignored us after consulting us on off-leash dogs in Damper Creek Reserve	1
They did a survey and then decided to go against the result of the survey about trees	1
We want fenced dog parks, but they never listen to us	1
Total	9



Monash City Council – 2025 Annual Community Satisfaction Survey

<i>Council services and facilities</i>	
Council is engaging in things that are not elected	1
Drainage	1
How much can be provided to the youth	1
Issues affecting the community	1
Need more work for families	1
Organise more community engagement activities	1
They are wasting money by duplicating the services that state government should do like gender equality and LGBTQ services	1
They can organize events and inform us in advance	1
Total	8
<i>Planning and development</i>	
Do not just build without asking residents	1
High rises are ridiculous as they do not do anything for the roads	1
New high density activity centre should be taken down by the Council	1
The overdevelopment of suburbs	1
They did consult on the relocation of the crossover next door near Samuel Close	1
They do not consult us about high rises	1
They ignored the community feedback about the new apartment construction	1
Total	7
<i>Rates and financial management</i>	
I would like to know what the rates are used for / why it is so high	1
Rates are going up a lot	1
There is a mismatch of what we are paying and getting out of our rates	1
They are grossly overstaffed and overpaid	1
Total	4
<i>Waste management</i>	
The bins are so dirty / used to be cleaner	2
Do not like the whole bins situation	1
Scrap the recycling system	1
Total	4
<i>Roads</i>	
I have concerns about road safety	1
We need common rules and laws about road safety	1
Total	2



Monash City Council – 2025 Annual Community Satisfaction Survey

<i>Parking</i>	
Street parking	1
Total	1
<i>Other</i>	
Council is raising foreign flags	1
Do something about cats	1
Everything	1
Have not had much involvement	1
I do not know now	1
More eco friendly	1
More surveys about local issues needed	1
Only turns up when there is a Council election	1
Under our constitution, Council is actually a private entity, and they have no legal status	1
Total	9
Total responses	87

Opportunities offered by Council to engage or be consulted with on Council decisions

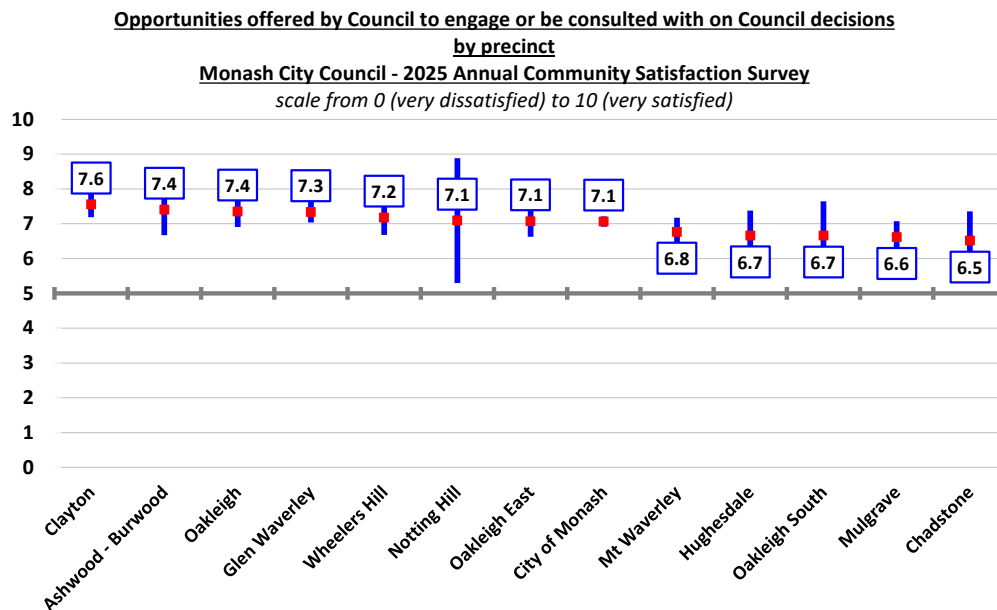
This new variable of satisfaction with the opportunities offered by Council to engage or be consulted with on Council decisions was included for the first time this year, as it is a new LGPRF indicator, and will replace the previous measure asking satisfaction with Council's consultation and engagement performance.

There was measurable variation in this result observed across the municipality with respondents from Clayton measurably (5%), and respondents from Ashwood-Burwood and Oakleigh notably (3%) more satisfied than average, and at "very good" levels.

By contrast, respondents from Hughesdale, (4%), Oakleigh South (4%), Mulgrave (4%), and Chadstone (5%) were notably less satisfied than average, although still at "good" levels.

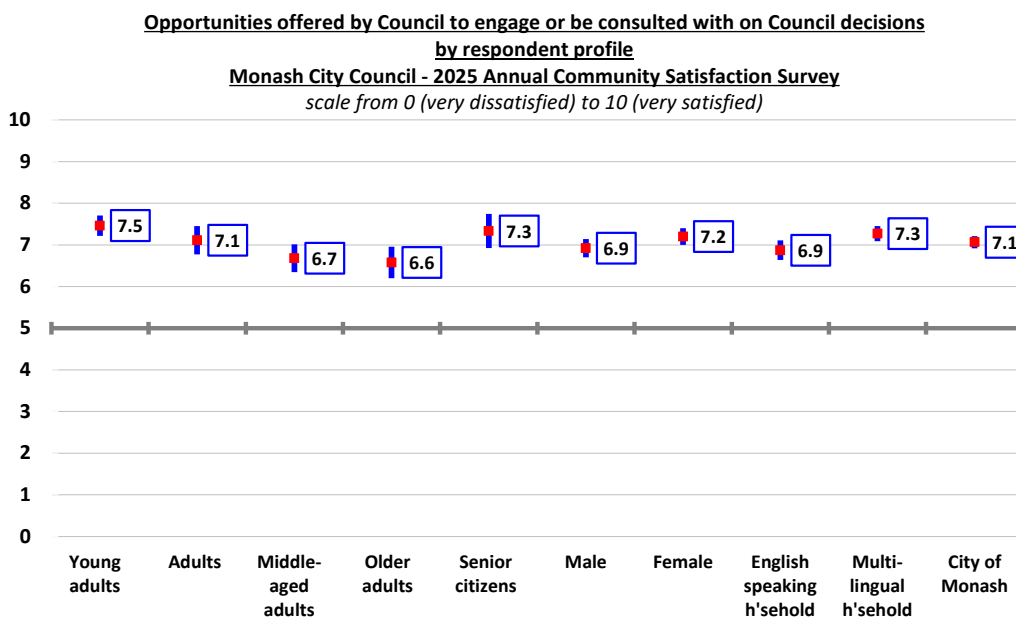


Monash City Council – 2025 Annual Community Satisfaction Survey



There was also variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (4%) more satisfied than average and at a “very good” level. By contrast, middle-aged and older adults (aged 45 to 74 years) were notably (4% and 5% respectively) less satisfied than average, although still at “good” levels.

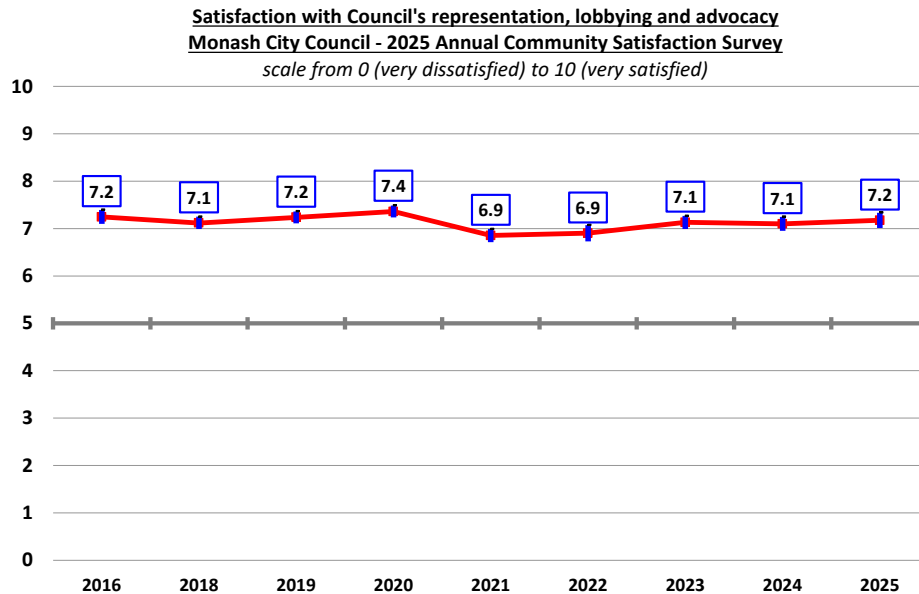
Female respondents were notably (3%) more satisfied than males, and respondents from multilingual households were notably (4%) more satisfied than respondents from English speaking households.



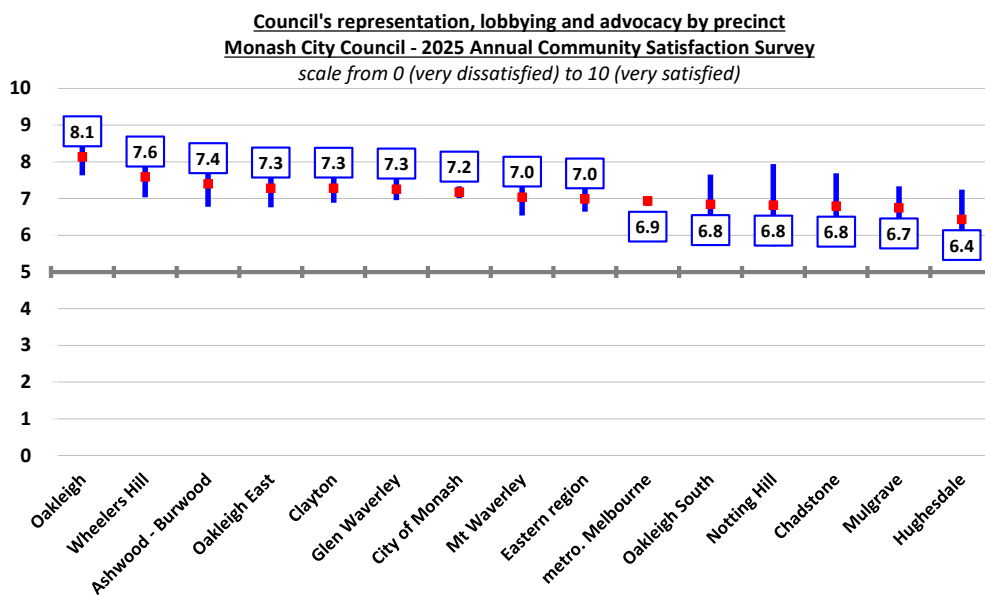
Monash City Council – 2025 Annual Community Satisfaction Survey

Representation, lobbying and advocacy:

Satisfaction with the representation, lobbying, and advocacy performance of Council increased marginally this year, up one percent to 7.2 out of 10, which remained a “good” level of satisfaction, but remained below the long-term average satisfaction since 2016 of 7.1.

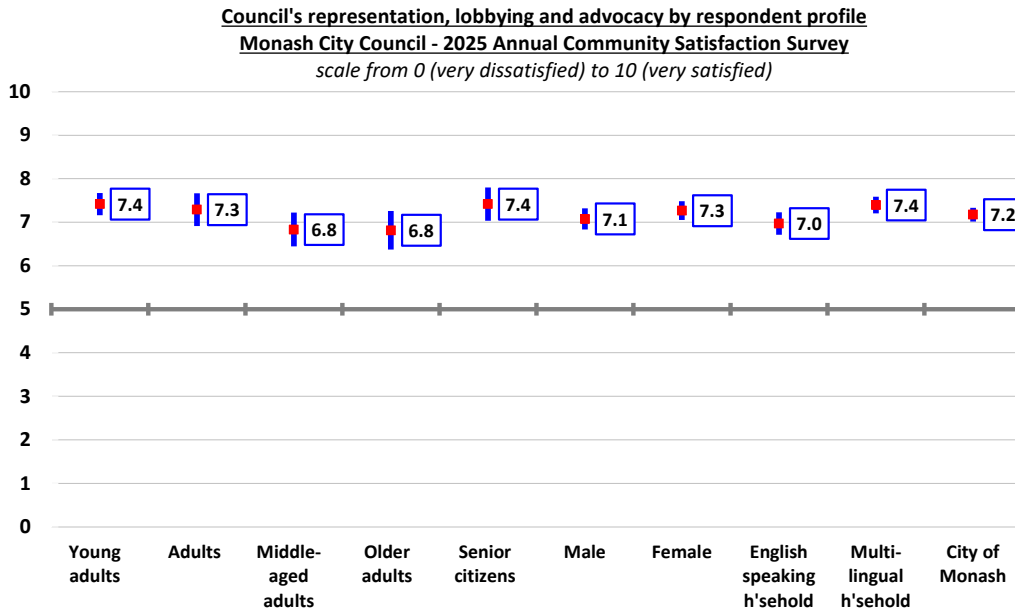


There was measurable variation in this result observed across the municipality with respondents from Oakleigh measurably (9%), and respondents from Wheelers Hill (4%) and Ashwood-Burwood (3%) notably more satisfied than average, and at “very good” levels. By contrast, respondents from Mulgrave (3%), and Hughesdale (6%) were notably less satisfied than average, with respondents from Hughesdale rating satisfaction at a “solid” level.



Monash City Council – 2025 Annual Community Satisfaction Survey

There was also variation observed by respondent profile, with middle-aged and older adults (aged 45 to 74 years) notably (4%) less satisfied than average. Respondents from multilingual households were measurably (4%) more satisfied than respondents from English speaking households.



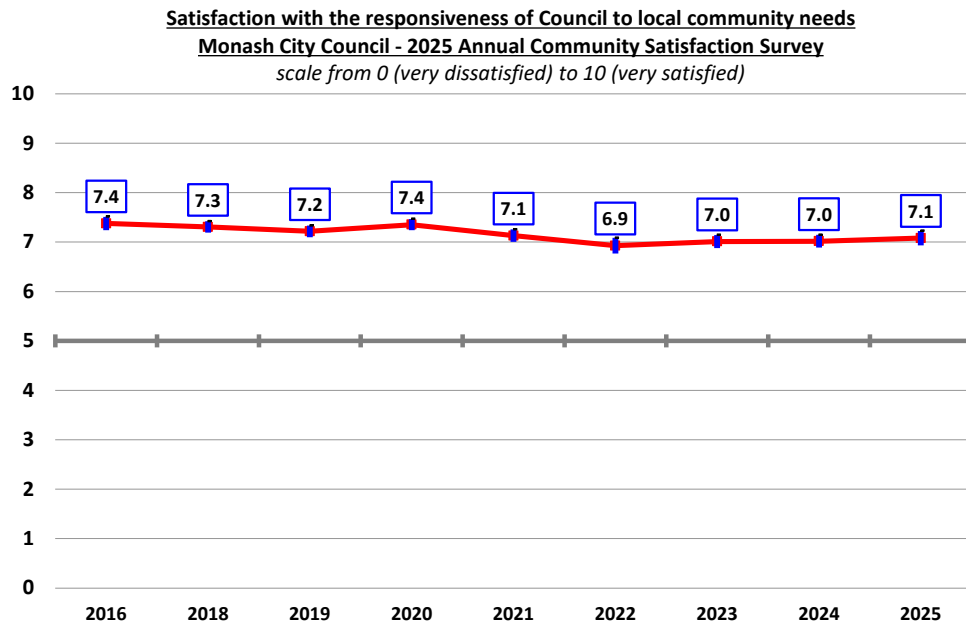
Responsiveness of Council to local community needs:

Satisfaction with the responsiveness of Council to local community needs increased marginally this year, up one percent to 7.1 out of 10, which remained a “good” level of satisfaction.

This result remained below the long-term average satisfaction since 2016 of 7.2 out of 10, or “good”.

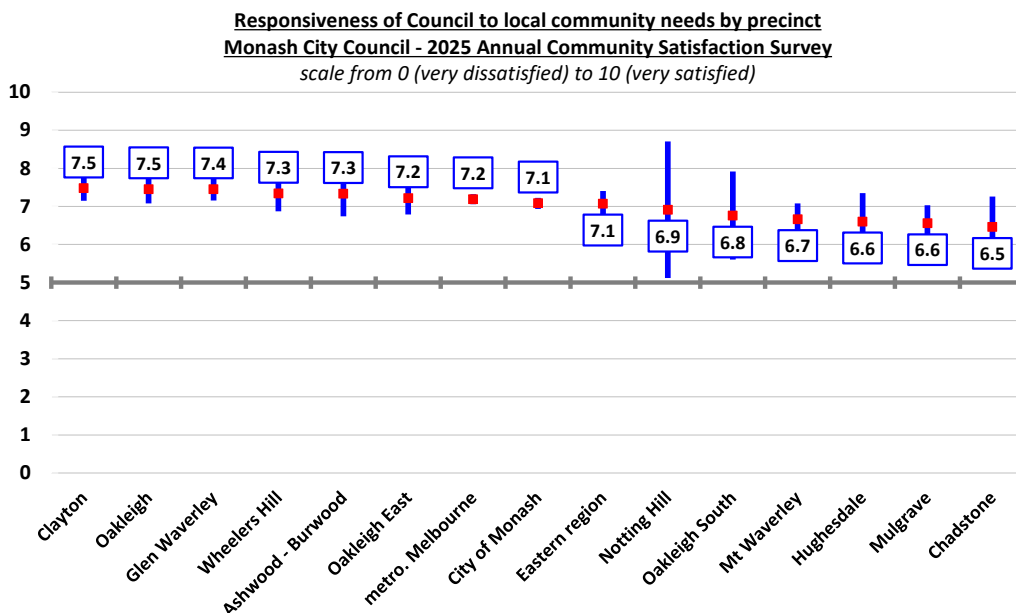


Monash City Council – 2025 Annual Community Satisfaction Survey



Whilst there was no measurable variation in satisfaction observed across the municipality, it is noted that respondents from Clayton (4%), Oakleigh (4%), and Glen Waverley (3%) were notably more satisfied than average and at “very good” levels.

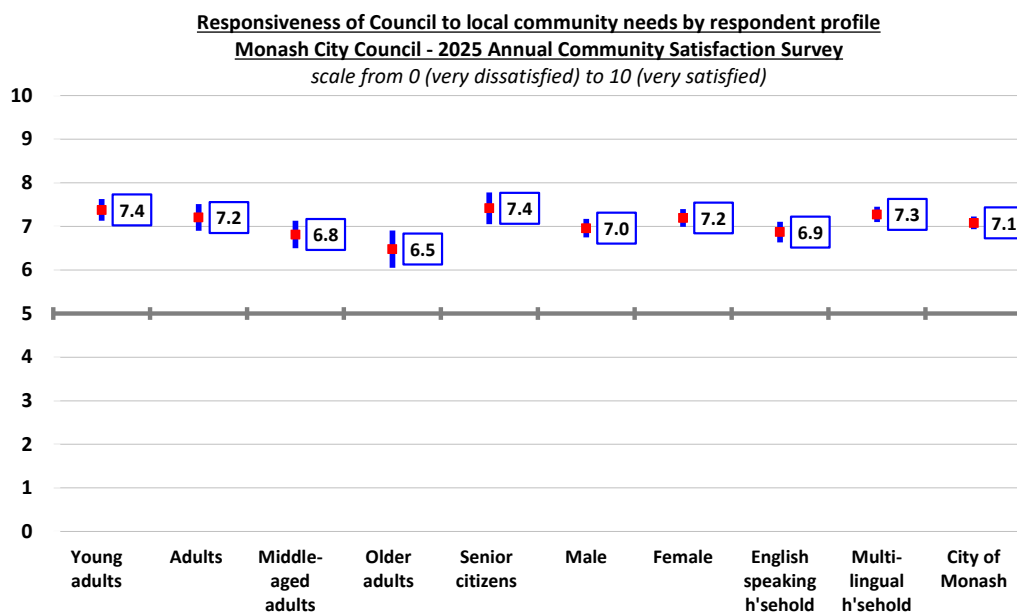
By contrast, respondents from Mt Waverly (4%), Hughesdale (4%), Mulgrave (5%), and Chadstone (6%) were notably less satisfied than average, although all still at “good” levels.



Monash City Council – 2025 Annual Community Satisfaction Survey

There was also variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) notably (3%) more satisfied than average and at “very good” levels. By contrast, middle-aged adults (aged 45 to 59 years) were notably (3%) and older adults (aged 60 to 74 years) were measurably (6%) less satisfied, although still at “good” levels.

Respondents from multilingual households were measurably (4%) more satisfied than respondents from English speaking households.



Providing ‘value for rates’

Satisfaction with Council’s performance providing value for rates was included for the first time in the survey program this year.

This was included to bring the City of Monash survey more into line with Governing Melbourne and provide additional insight into community satisfaction with the performance of Monash City Council.

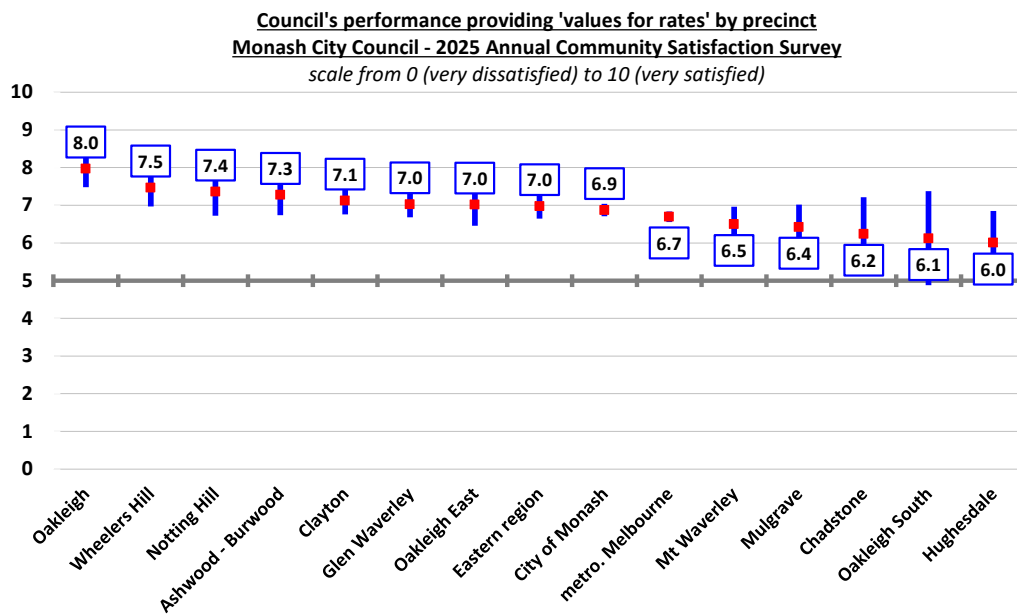
Satisfaction with Council’s performance providing value for rates was 6.9 out of 10, or a “good” level of satisfaction, somewhat (2%) higher than the metropolitan Melbourne average of 6.7, as recorded in *Governing Melbourne*.

There was substantial variation in satisfaction observed across the municipality, with respondents from Oakleigh (11%) and Wheelers Hill (6%) measurably more satisfied than average, and at “excellent” and “very good” levels.

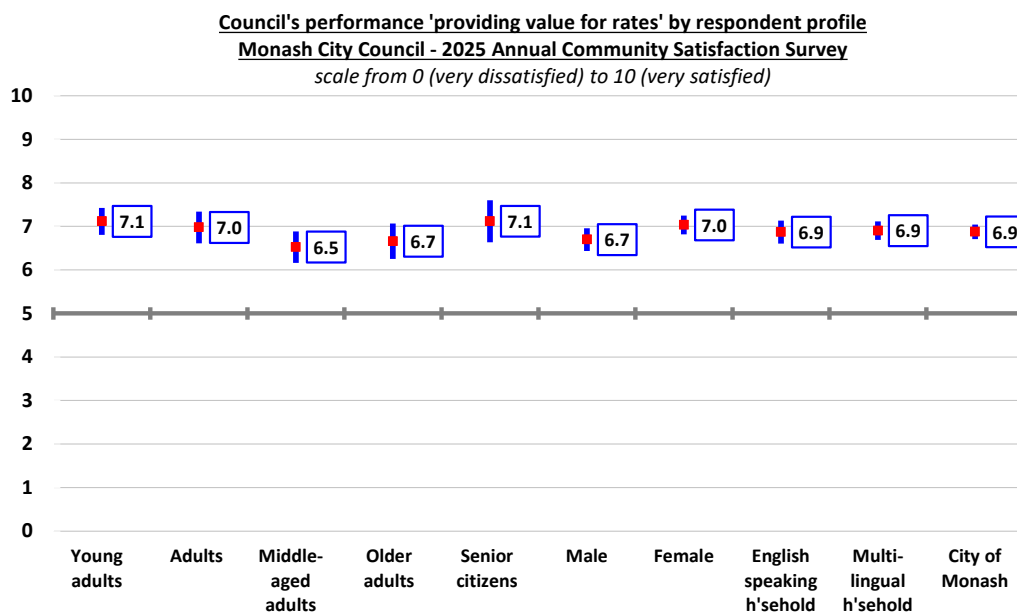


Monash City Council – 2025 Annual Community Satisfaction Survey

Respondents from Notting Hill (5%) and Ashwood-Burwood (4%) were notably more satisfied than average and at “very good” levels. By contrast respondents from Mt Waverly (4%) were notably less satisfied but still at a “good” level, whilst respondents from Mulgrave (5%), Chadstone (7%), Oakleigh South (8%), and Hughesdale (9%) were notably less satisfied than average, and at “solid” levels.

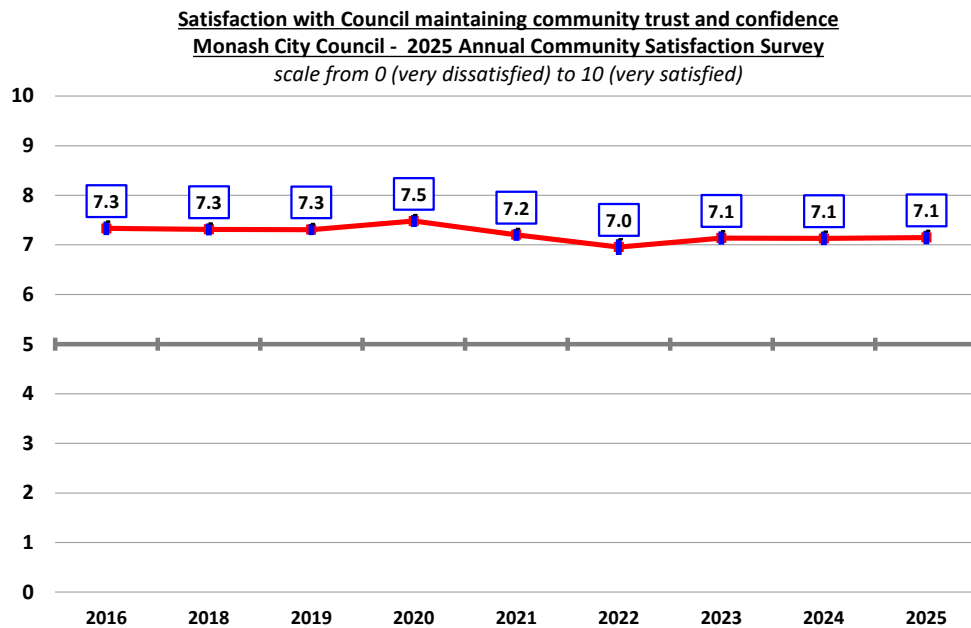


There was also some variation observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably (4%) less satisfied than average, although still at a “good” level. Female respondents were notably (3%) more satisfied than male respondents.



Maintaining trust and confidence of the local community

Satisfaction with the performance of Council maintaining the trust and confidence of the local community remained stable again this year at 7.1 out of 10, which remained a “good” level, but marginally (1%) below the long-term average satisfaction since 2016 of 7.2 out of 10.



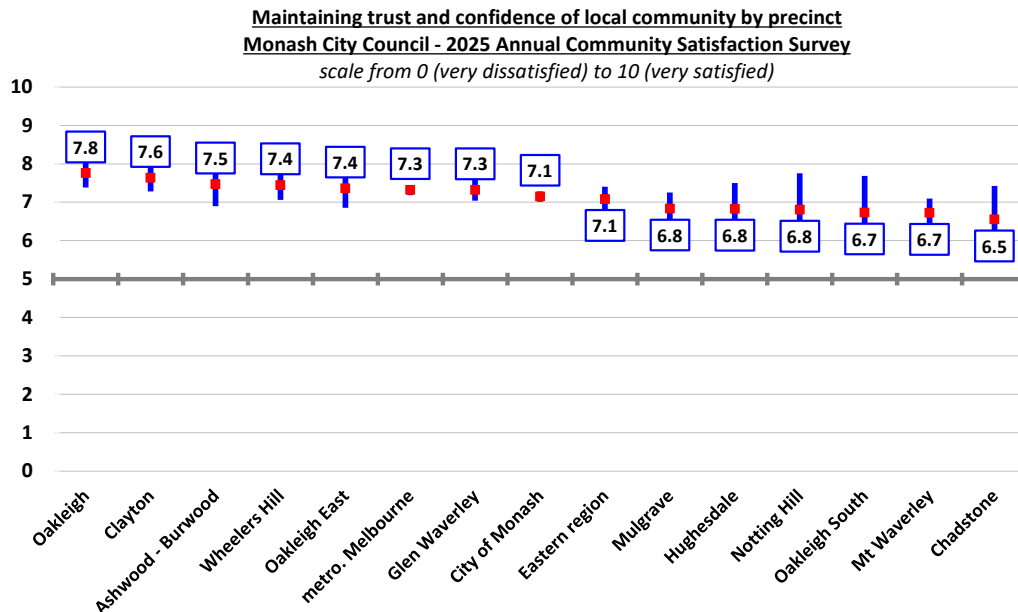
There was measurable variation in satisfaction with Council’s performance maintaining the trust and confidence of the local community observed across the municipality.

Respondents from Oakleigh (7%) and Clayton (5%) were measurably more satisfied than average, and at “excellent” and “very good” levels respectively, whilst respondents from Ashwood-Burwood were notably (4%) more satisfied than average and at a “very good” level.

By contrast, respondents from Oakleigh South (4%), Mt Waverly (4%), and Chadstone (6%) were notably less satisfied than average, although still at “good” levels of satisfaction.

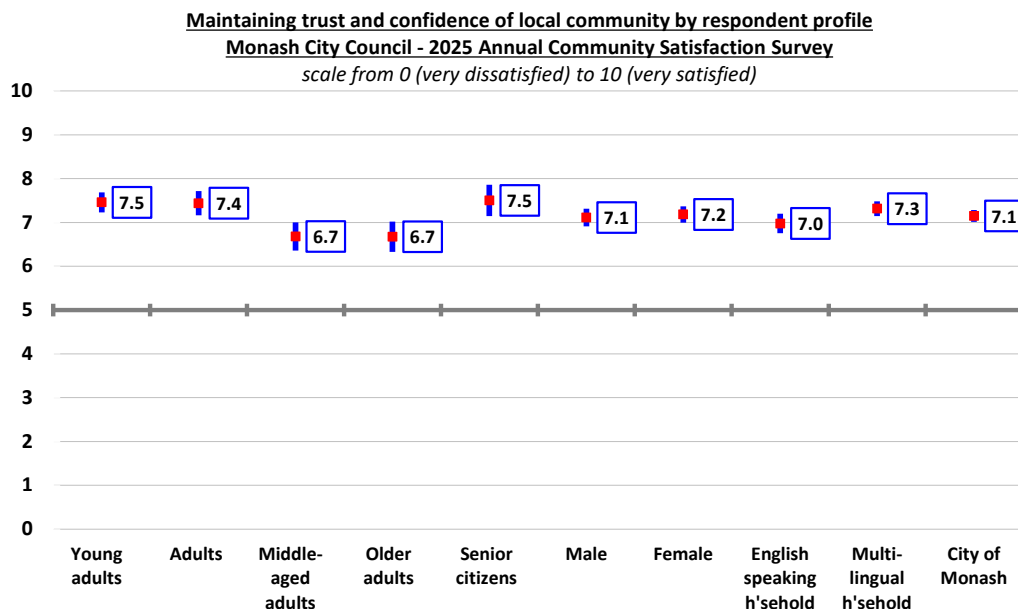


Monash City Council – 2025 Annual Community Satisfaction Survey



There was also variation in satisfaction observed by respondent profile, with young adults and adults (aged 18 to 44 years) and senior citizens (aged 75 years and over) notably (4% and 3%) more satisfied than average and at “very good” levels. By contrast, middle-aged and older adults (aged 45 to 74 years) were notably (4%) less satisfied, although still at “good” levels.

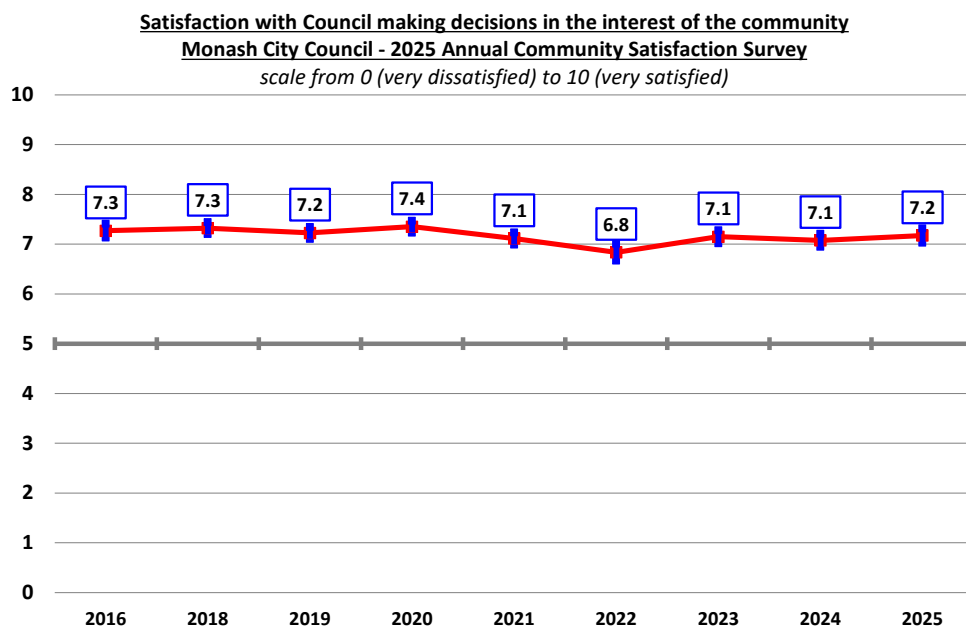
Respondents from multilingual households were notably (3%) more satisfied than respondents from English speaking households, and at a “very good” level of satisfaction.



Making decisions in the interests of the community

Satisfaction with Council's performance making decisions in the interests of the community increased marginally this year, up one percent to 7.2 out of 10, although it remained at a "good" level of satisfaction.

With the exception of the unusually low 2022 result, which was a particularly poor year for satisfaction with local government coming out of the pandemic, satisfaction with Council's performance making decisions in the interests of the community has remained very stable around the long-term average satisfaction since 2016 of 7.2 out of 10, or "good".



There was measurable variation in satisfaction observed across the municipality, with respondents from Oakleigh (6%) were measurably more satisfied than average, and at an "excellent" level of satisfaction.

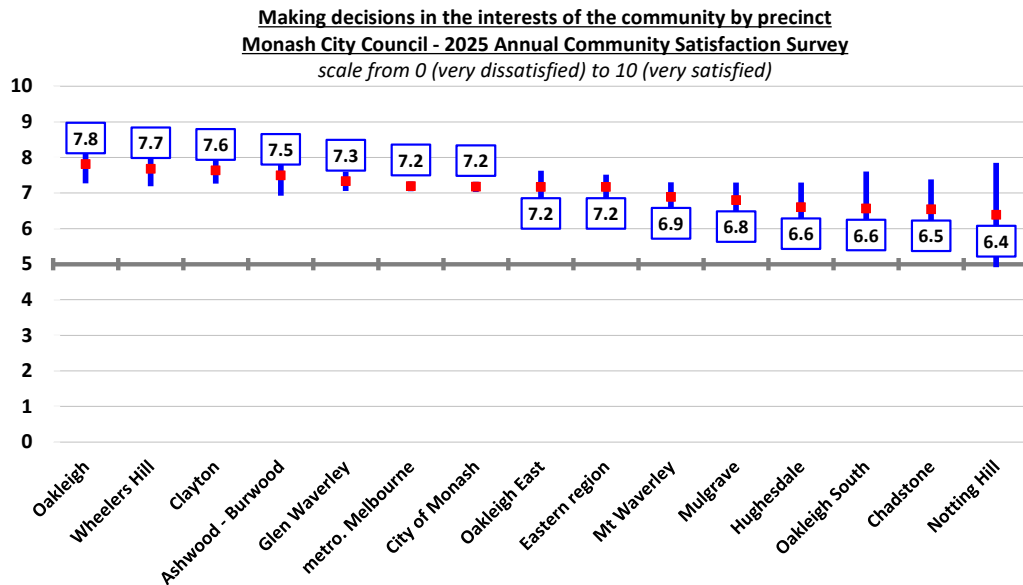
Respondents from Wheelers Hill (5%), Clayton (4%), and Ashwood-Burwood (3%) were notably more satisfied than average, and at "very good" levels.

By contrast, respondents from Notting Hill were notably (8%) less satisfied than average, and at a "solid" rather than a "good" level.

Respondents from Chadstone (7%), Oakleigh South (6%), Hughesdale (6%), and Mulgrave (5%), were notably less satisfied than average, although still at "good" levels of satisfaction.

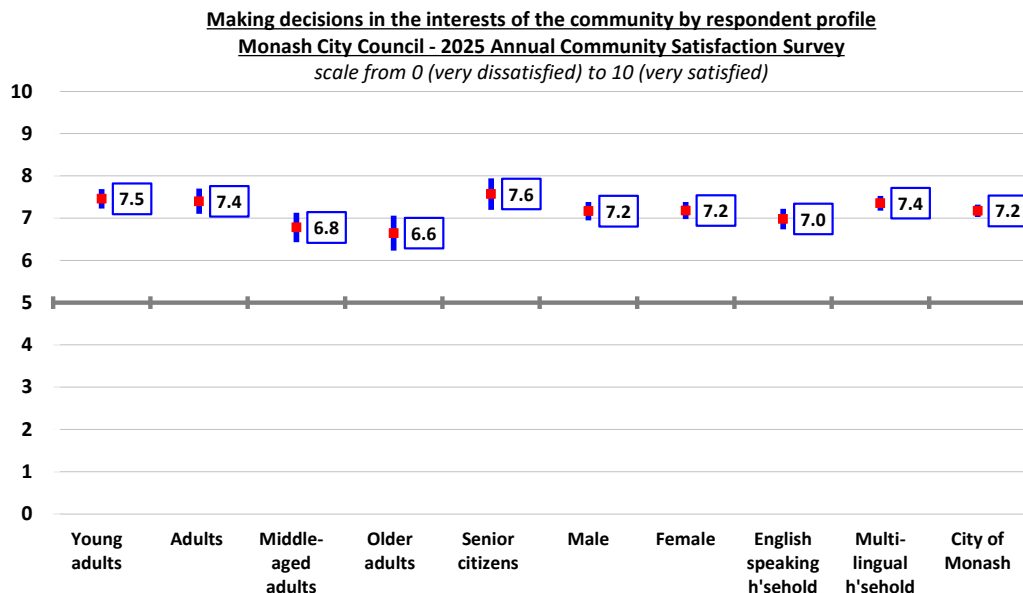


Monash City Council – 2025 Annual Community Satisfaction Survey



There was also variation in satisfaction observed by respondent profile, with young adults and adults (aged 18 to 44 years) and senior citizens (aged 75 years and over) notably (3% and 4%) more satisfied than average and at “very good” levels. By contrast, middle-aged and older adults (aged 45 to 74 years) were notably (4% and 6% respectively) less satisfied, although still at “good” levels.

Respondents from multilingual households were measurably (4%) more satisfied than respondents from English speaking households, and at a “very good” level of satisfaction.



Monash City Council – 2025 Annual Community Satisfaction Survey

Contact with Council

Contact with Council in the past 12 months:

Respondents were asked:

“Have you contacted Monash City Council in the past 12 months?”

Consistent with the historical results, approximately one-quarter (27%) of respondents in 2025 reported that they had contacted Council in the last 12 months.

It is noted that through the pandemic years of 2021 and 2022, there were more respondents contacting Council than pre-pandemic. Metropolis Research notes that this was observed across several municipalities in Victoria, with many councils now showing a return to pre-pandemic levels of contact with Council.

Contacted Council in the last twelve months
Monash City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2025		2024	2023	2022	2021	2020
	Number	Percent					
Yes	216	27%	25%	27%	38%	30%	26%
No	578	73%	75%	73%	62%	70%	74%
Not stated	6		2	0	6	1	0
Total	800	100%	801	815	800	801	805

Reasons for contacting Council

Respondents who had contacted Council were asked:

“If Yes, why did you contact Council?”

The survey included a new question this year, asking respondents for the reason why they last contacted Council.

This additional question was included in order to provide some context around the satisfaction scores, as it is clear that the reason why respondents were compelled to contact Council can often impact on their satisfaction with aspects of customer service.

This can be the result of dealing with a different part of Monash City Council but also may be the result of differing outcomes that respondents might receive, depending on why they contacted Council.



Monash City Council – 2025 Annual Community Satisfaction Survey

The three most common reasons why respondents contacted Council related to rubbish and waste issues including recycling (25%), tree maintenance related issues (15%), and parking related issues (13%).

As is clear in the table, there were a wide range of other reasons why respondents contacted Council in 2025, reflecting the broad range of responsibilities of Council.

Reasons for contacting Council in the last 12 months
Monash City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents contacting Council providing a response)

Reason	2025	
	Number	Percent
Waste incl. rubbish, recycling and hard rubbish	53	25%
Trees maintenance	31	15%
Parking	28	13%
Planning and development	11	5%
Services and facilities for elderly / people with disability	11	5%
Cleanliness and maintenance of area	8	4%
Parks, gardens and vegetation	8	4%
Drains / flooding	8	4%
Rates / fees / charges	7	3%
Animal / pest management	6	3%
Local laws enforcement	5	2%
Childcare / kinder	4	2%
Illegally dumped rubbish / cars / trolleys	4	2%
Cleaning and maintenance of roads / streets	3	1%
Footpath repairs and maintenance	3	1%
Health and medical issues	3	1%
Neighbour issues	3	1%
Roads / traffic	3	1%
Safety, policing and crime	3	1%
Dog off leash issues and amenities	1	0%
Maintenance and upkeep of facilities and infrastructure	1	0%
Street lighting	1	0%
Upkeep of private property	1	0%
Other	3	1%
Reason not stated	7	
Total	216	100%



Monash City Council – 2025 Annual Community Satisfaction Survey

Forms of contact

Respondents who had contacted Council were asked:

“When you last contacted the Council, was it?”

The 2025 survey included a new question asking respondents for the method by which they last contacted Council.

This question was included in order to provide more context around the satisfaction with aspects of customer service.

Metropolis Research has consistently found over many years that satisfaction with customer service can vary depending on the method by which respondents had contacted Council.

The most common methods by which respondents last contacted Council was by telephone during office hours (52%) and by email (22%).

Metropolis Research notes the significant proportion of respondents who last contacted Council by email, and notes that in research elsewhere across metropolitan Melbourne, it has been observed that through and post-pandemic, the proportion of respondents contacting Council by email increased substantially.

This increase in email and to a lesser extent website contacts, appears to have come at the expense of fewer respondents visiting Council in person. This has created a challenge for local government in ensuring good quality customer service by methods other than face-to-face.

Form of last contact with Council
Monash City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents contacting Council providing a response)

Response	2025	
	Number	Percent
Telephone (during office hrs)	113	52%
Email	48	22%
Website	15	7%
Visit in person	14	6%
Web request / online forms	6	3%
Live chat	4	2%
Mail	4	2%
Telephone (after hours service)	3	1%
Social media (e.g. Facebook)	2	1%
Directly with a Councilor	0	0%
Other	7	3%
Not stated	0	
Total	216	100%



*Monash City Council – 2025 Annual Community Satisfaction Survey***Preferred method of contacting Council**

Respondents who had contacted Council were asked:

“Was this your preferred method of contacting Council? If No, how would you have preferred to contact Council? If No, why were you unable to use your preferred method?”

Of the 216 respondents who contacted Council, 204 were able to provide a response as to whether the method by which they contacted Council was their preferred method.

The overwhelming majority of these 204 respondents (94%) reported that their method by which they contacted Council was their preferred method.

Of the 12 respondents who reported that it was not their preferred method, eight would have preferred to telephone Council, two would have preferred to visit in person, and one each would have preferred email and via the website / online.

These results clearly show that there are few barriers to respondents contacting Council via their preferred method.

Preferred method of contacting Council
Monash City Council - 2025 Annual Community Satisfaction Survey
 (Number and percent of respondents contacting Council providing a response)

Response	2025	
	Number	Percent
Yes	192	94%
No	12	6%
Telephone	8	4%
In person	2	1%
Email	1	0%
Website / online	1	0%
Not stated	12	
Total	216	100%

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 had contact with the Monash City Council? If any aspect rated less than 6, why do you say that?”

The 216 respondents who reported that they had contacted Council in the last 12 months were asked to rate their satisfaction with nine aspects of customer service, as outlined in the following graphs.



Monash City Council – 2025 Annual Community Satisfaction Survey

This includes a new summary measure asking, ‘overall satisfaction with the customer service experience’, which was included to provide comparison results against the metropolitan average, as recorded in *Governing Melbourne*.

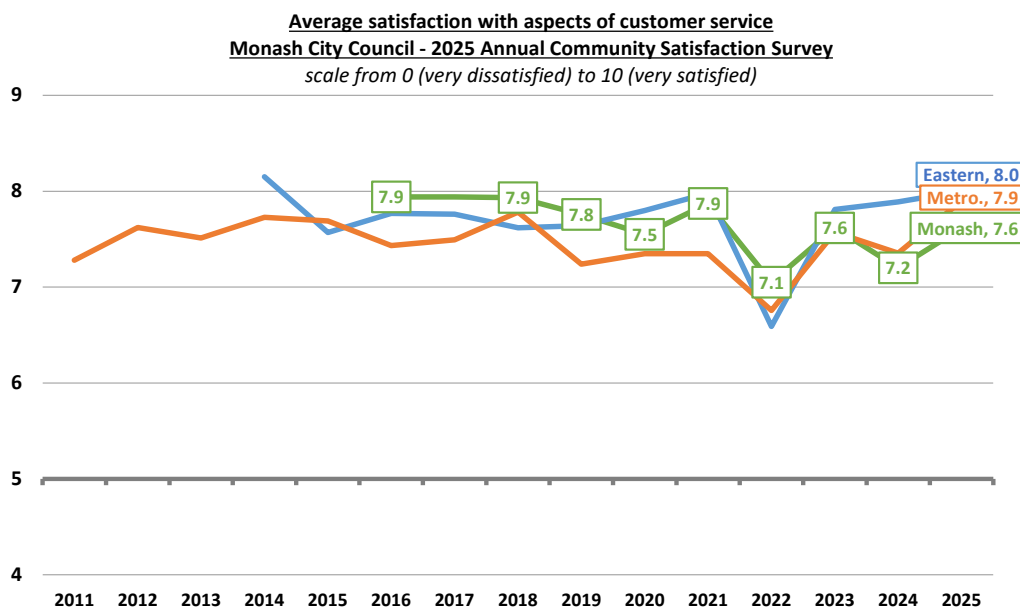
The second new question asked about satisfaction with ‘resolving the request with a sense of ease and accomplishment’. Metropolis Research does not have comparison results for this aspect of customer service.

The average satisfaction with these nine aspects of customer service increased notably this year, up four percent to 7.6 out of 10, which recovered the ground lost last year, and returns average satisfaction with aspects of customer service to the long-term average satisfaction since 2016 of 7.6 out of 10, or “very good”.

The average satisfaction with aspects of customer service was notably (3%) higher than the overall satisfaction with Council, strongly suggesting that customer service was a positive rather than a negative influence on community satisfaction with Monash City Council.

By way of comparison, this result was three percent below the metropolitan Melbourne average satisfaction with the eight of the nine aspects of customer service of 7.9 out of 10, as recorded in the 2025 *Governing Melbourne* research.

It is noted that satisfaction with customer service was notably lower in the City of Monash than the eastern region councils’ average of 8.0 out of 10 this year, although it is noted that the eastern region councils’ average has varied more substantially from year to year given the small regional sample size for respondents who had contacted Council (approximately 40 respondents).

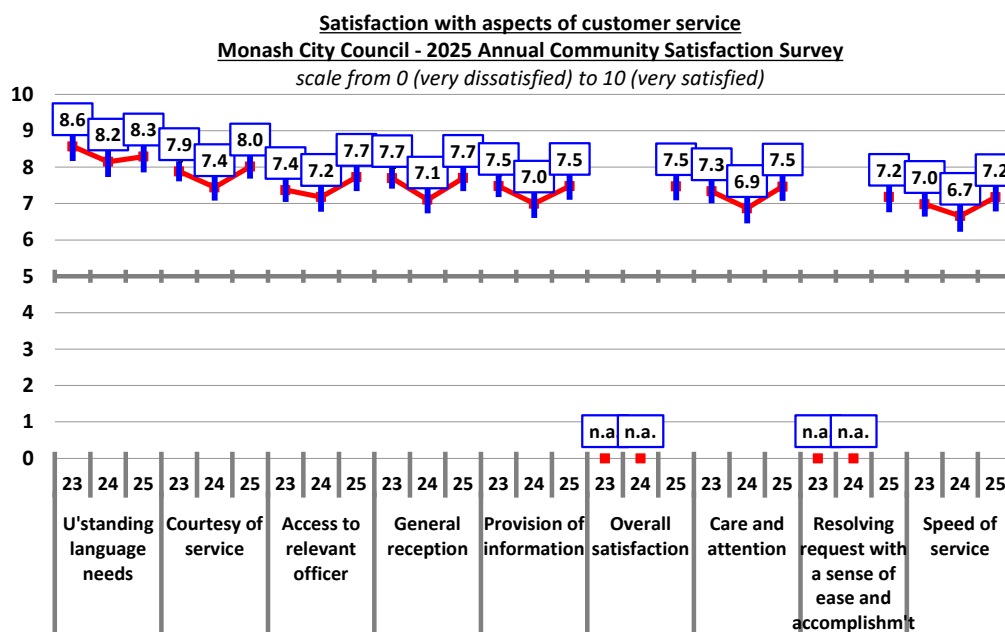


Monash City Council – 2025 Annual Community Satisfaction Survey

The increase in satisfaction with aspects of customer service was recorded for all seven of the aspects that were included in previous years.

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

- **Excellent** – for staff understanding language needs (multilingual households only), and courtesy of service.
- **Very Good** – for access to relevant officer, general reception, the provision of information, overall satisfaction with the customer service experience, and care and attention to enquiry.
- **Good** – for resolving the request with a sense of ease and accomplishment, and the speed of service.



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

Metropolis Research notes that there was an increase in the proportion of respondents who were “very satisfied” with each of the seven aspects of customer service for which time series results were available.

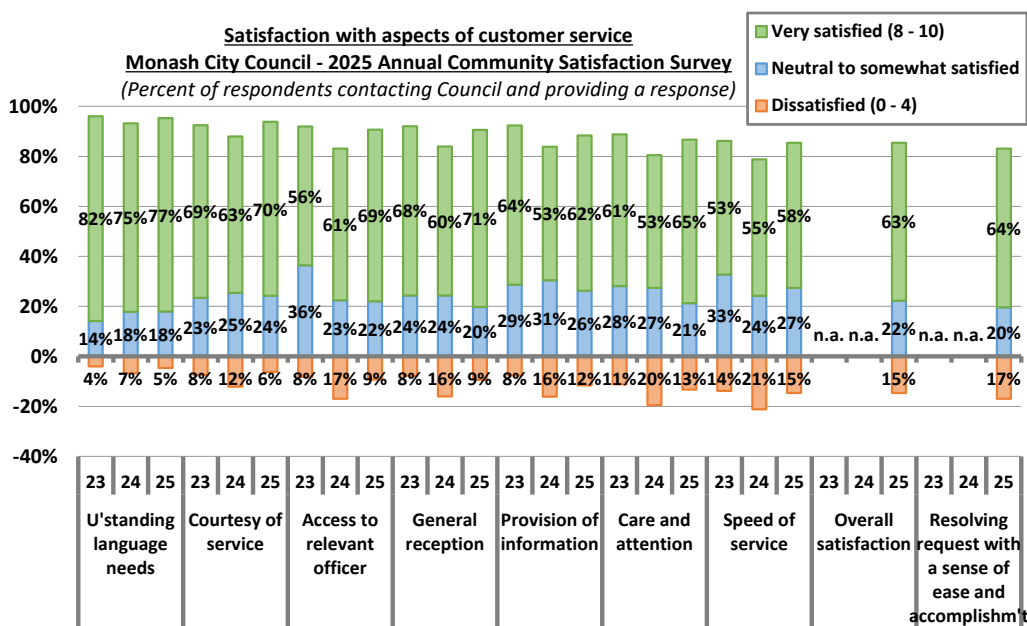
Of these, the largest increase in the proportion of “very satisfied” respondents was in relation to the care and attention to enquiry (up 12%), general reception (up 11%), provision of information (up 9%), access to relevant officer (up 8%), and courtesy of service (up 7%).



Monash City Council – 2025 Annual Community Satisfaction Survey

There was a commensurate decline in the proportion of respondents who were “dissatisfied” with each of these seven aspects of customer service, with the largest decline in dissatisfied respondents being for access to relevant officer (down 8%), care and attention to enquiry (down 7%), courtesy of service (down 6%), and speed of service (down 6%).

These results clearly reflect a substantial improvement in community satisfaction with the broad range of aspects of customer service, which reflects well on Council’s performance this year.



Comparison to the metropolitan average

The following graph provides a comparison of satisfaction with aspects of customer service against the metropolitan Melbourne average results, as recorded in the 2025 *Governing Melbourne* research.

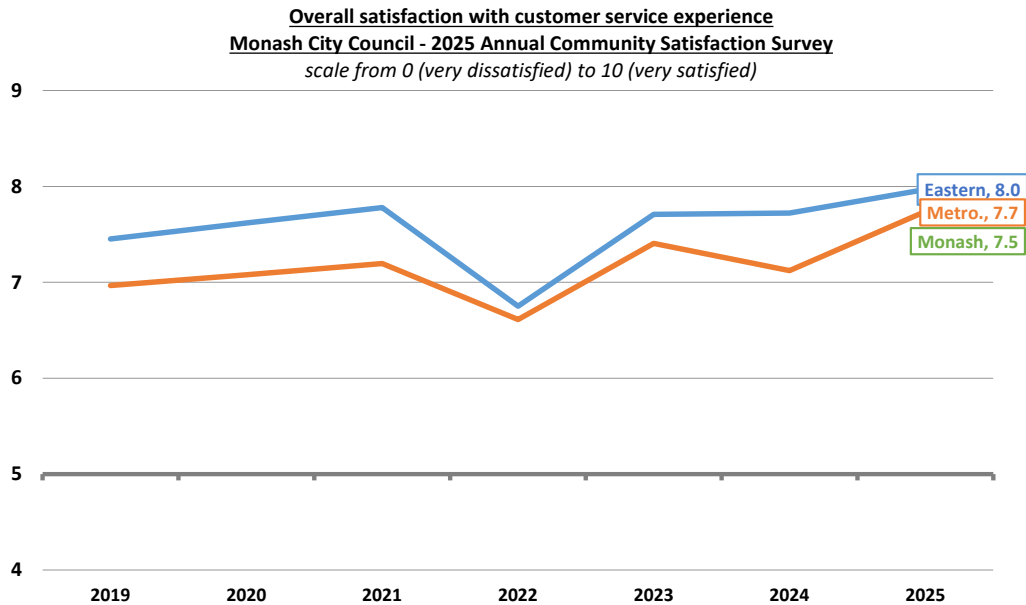
Governing Melbourne was conducted independently by Metropolis Research in January 2025, using the same in-person, door-to-door survey methodology.

The first graph shows the overall satisfaction with the customer service experience, with the City of Monash recording satisfaction marginally (2%) below the metropolitan average, and notably (5%) below the eastern region councils’ average of 8.0 or “excellent”.

Metropolis Research notes that the eastern region councils’ average was based on a relatively small sample size of approximately 40 respondents, given that only approximately one-quarter of the respondents had contacted their local council in the last 12 months.

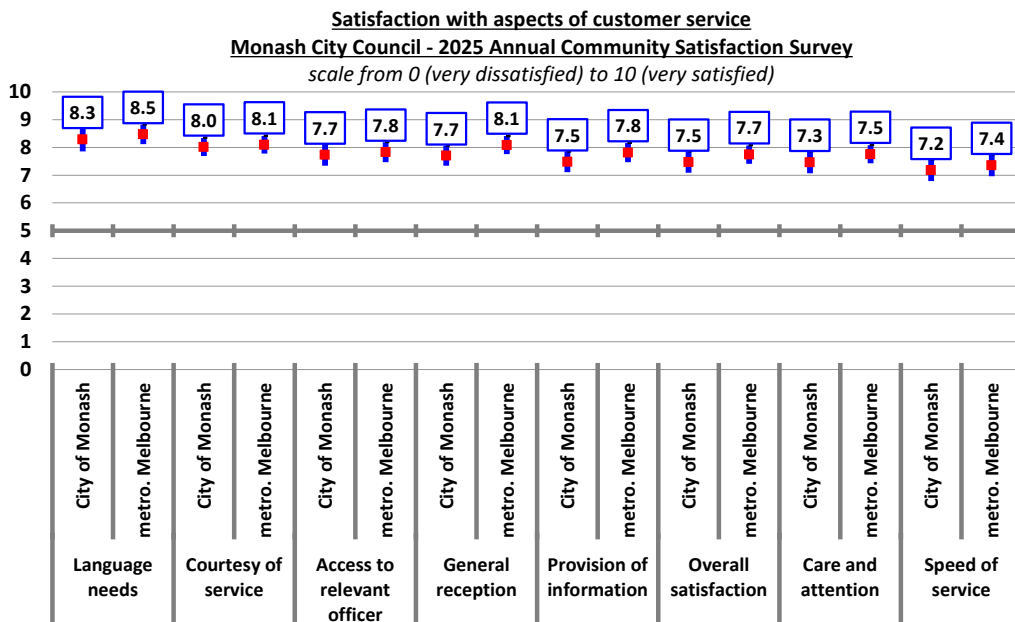


Monash City Council – 2025 Annual Community Satisfaction Survey



Satisfaction with the eight aspects of customer service that were included in both this survey as well as *Governing Melbourne* was marginally lower in the City of Monash than the metropolitan average.

This variation was largest in relation to general reception (4% lower) and the provision of information (3% lower). These variations were not statistically significant at the 95% confidence level.



Monash City Council – 2025 Annual Community Satisfaction Survey

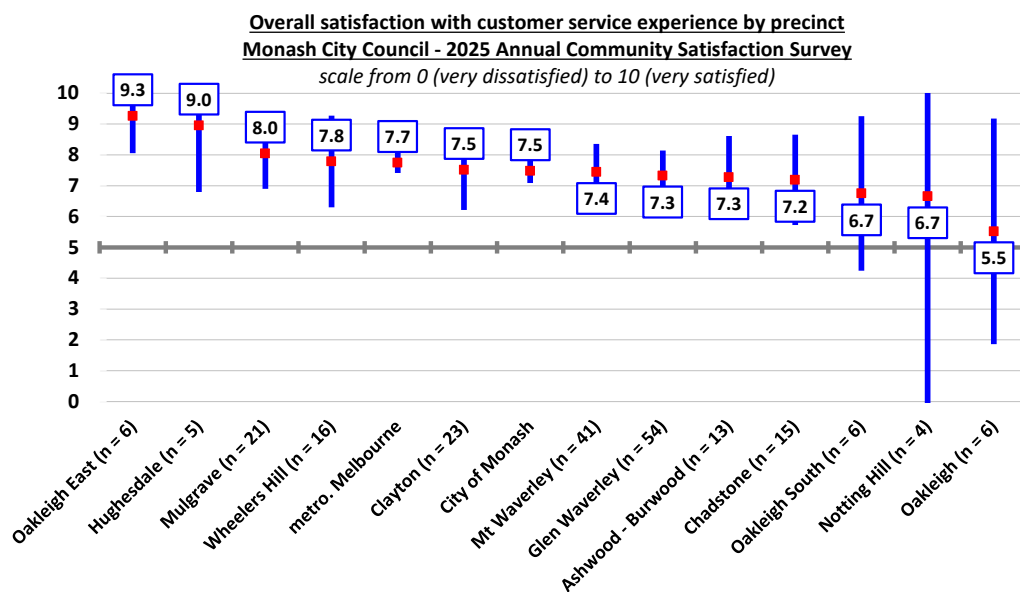
Overall satisfaction with customer service experience

The overall satisfaction with the customer service experience was 7.5 out of 10 this year, or a “very good” level of satisfaction.

This result was marginally (2%) lower than the metropolitan Melbourne average, as recorded in *Governing Melbourne*.

Noting the very small sample sizes for many of these suburbs, it is noted that respondents from Oakleigh East (six respondents at 9.3), Hughesdale (five at 9.0), Mulgrave (21 at 8.0), and Wheelers Hill (16 at 7.8) all recorded “excellent” overall satisfaction with the customer service experience.

By contrast, the six respondents from Oakleigh rated overall satisfaction with the customer service experience at 5.5 out of 10, or a “poor” level, with respondents from Oakleigh South (six at 6.7) and Notting Hill (four at 6.7) also somewhat less satisfied than the municipal average.

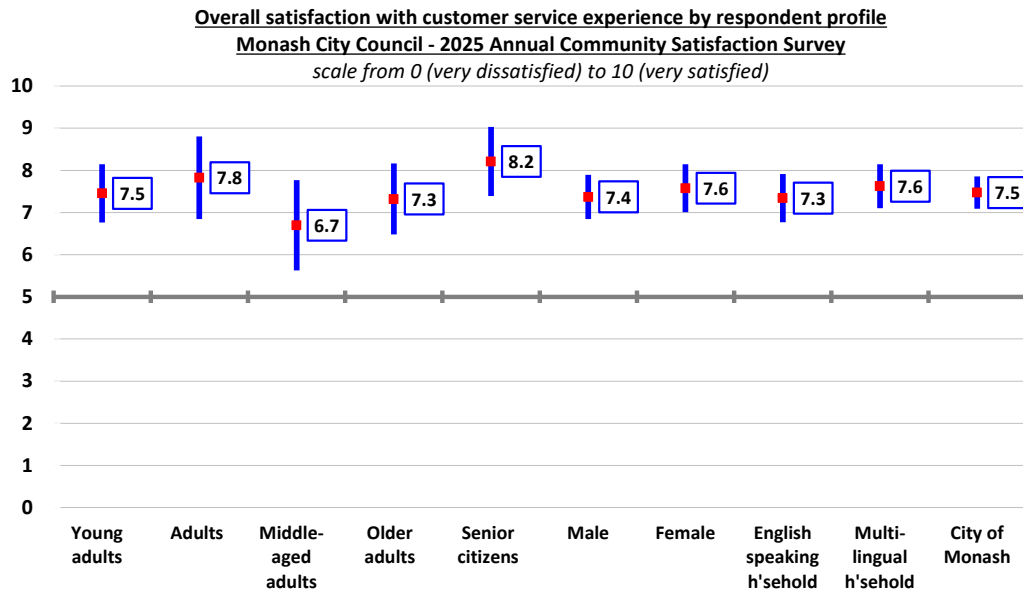


Whilst there was no measurable (statistically significant) variation in overall satisfaction with the customer service experience observed by respondent profile, it is noted that:

- **Senior citizens (aged 75 years and over)** – respondents were notably (7%) more satisfied than average, and at an “excellent” rather than a “very good” level.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were notably (8%) less satisfied than average, and at a “good” rather than a “very good” level of satisfaction.

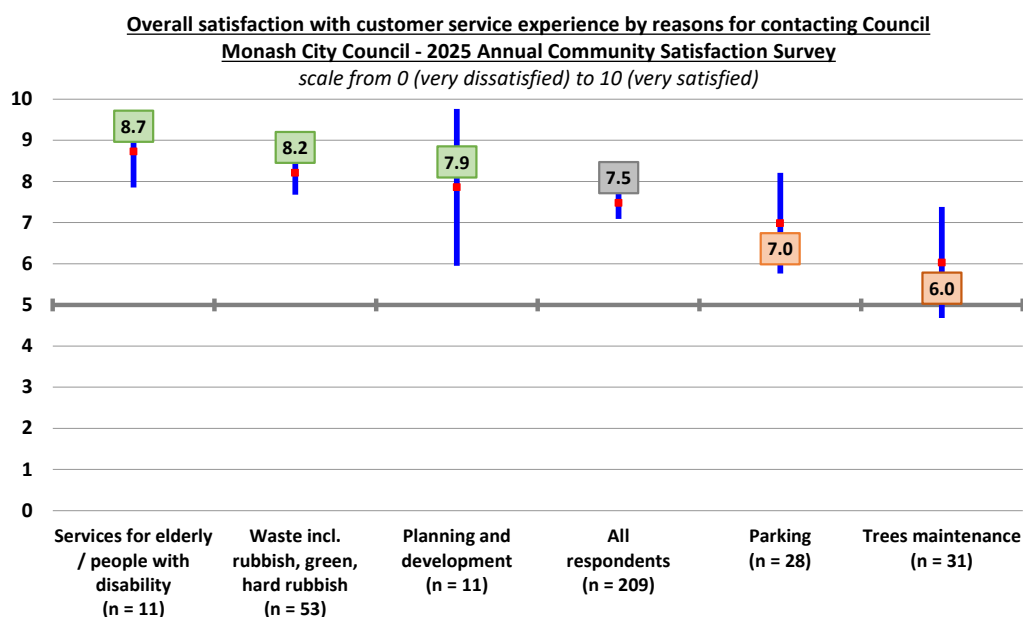


Monash City Council – 2025 Annual Community Satisfaction Survey



Whilst there was no measurable variation in overall satisfaction with the customer service experience observed by the reason for contacting Council, there was notable variation observed, as outlined in the following graph.

- **Higher than average satisfaction** – included respondents who contacted Council in relation to services for the elderly / people with disability (11 at 8.7) and waste (53 at 8.2), both at “excellent” levels of satisfaction.
- **Lower than average satisfaction** – included respondents who contacted Council in relation to parking (28 at 7.0 or “good”), and tree maintenance (31 at 6.0 or “solid”).



Monash City Council – 2025 Annual Community Satisfaction Survey

The following graph provides a comparison of overall satisfaction with the customer service experience by the method of contacting Council.

It is important to note the very small sample size for some of these methods, which is reflected in the very large confidence intervals (the blue vertical bars) around the average scores.

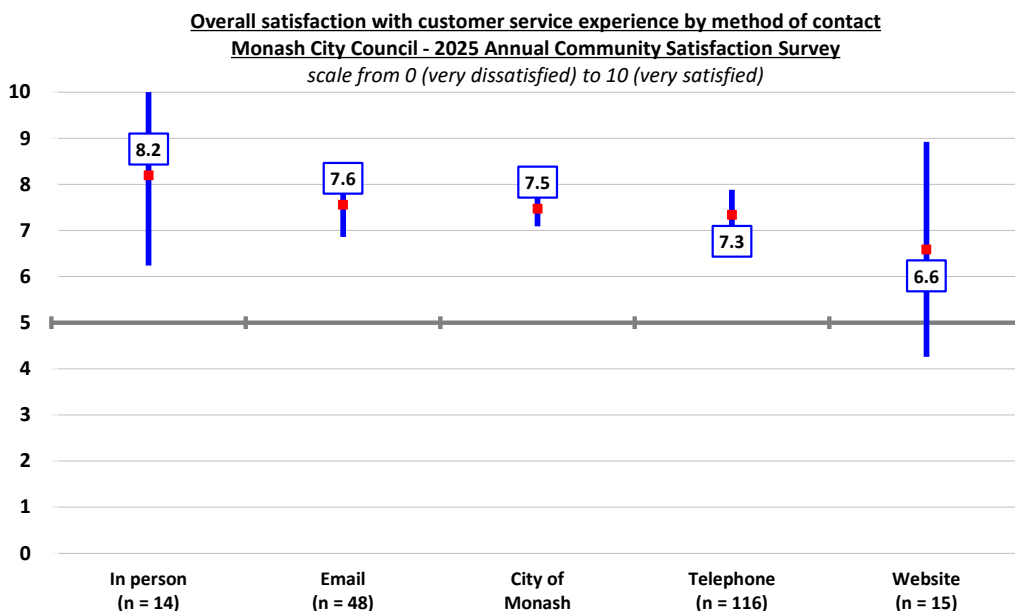
With that in mind, it is noted that the 14 respondents who visited Council in person recorded “excellent” overall satisfaction with the customer service experience at 8.2 out of 10.

By contrast, it is noted that the 15 respondents who contacted Council via the website rated satisfaction notably (9%) lower than the municipal average, at a “good” level of 6.6 out of 10.

Metropolis Research draws particular attention to the fact that the 48 respondents who contacted Council via email rated satisfaction at a “very good” 7.6 out of 10. This is a positive result, given the growing number of respondents who contact Council via this method.

Metropolis Research has observed a patchy set of results in terms of satisfaction with customer service for respondents who contact Council via email, with most councils tending to report lower than average customer service results for those contacting Council by email.

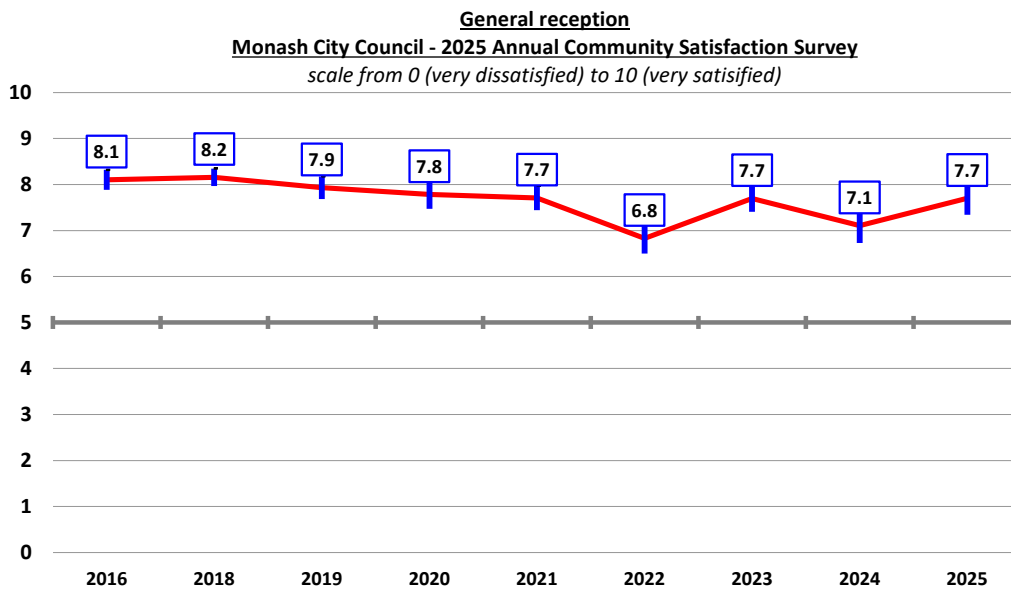
The fact that the Monash City Council results show that those who contact Council via email do not report lower-than-average satisfaction reflects well on the performance of Council in providing quality customer service by email.



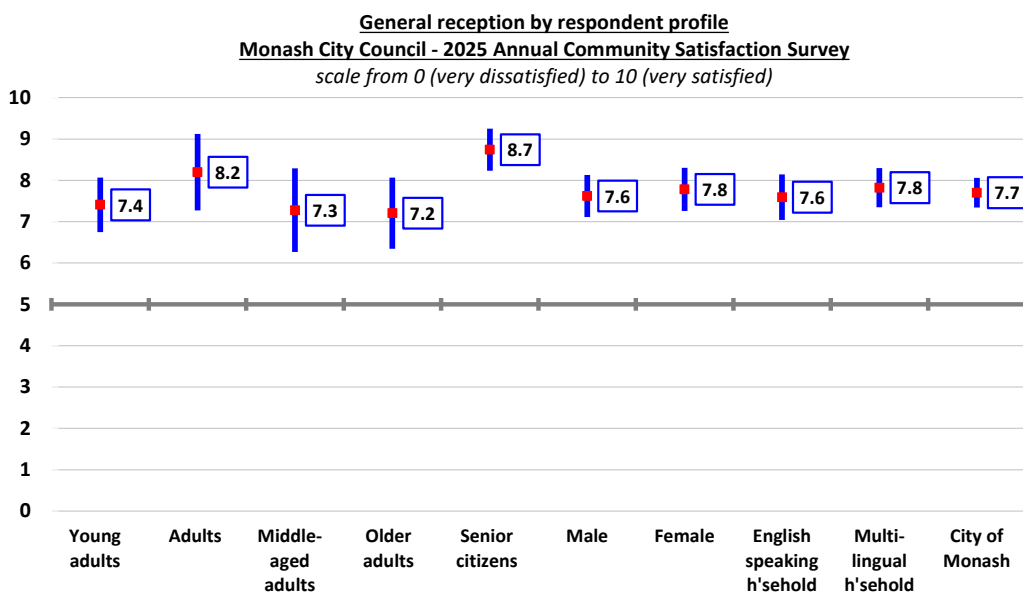
Monash City Council – 2025 Annual Community Satisfaction Survey

General reception

Satisfaction with general reception increased notably this year, up six percent to 7.7 out of 10, which was a “very good”, up from a “good” level, which was identical to the long-term average satisfaction since 2016 of 7.7 out of 10.



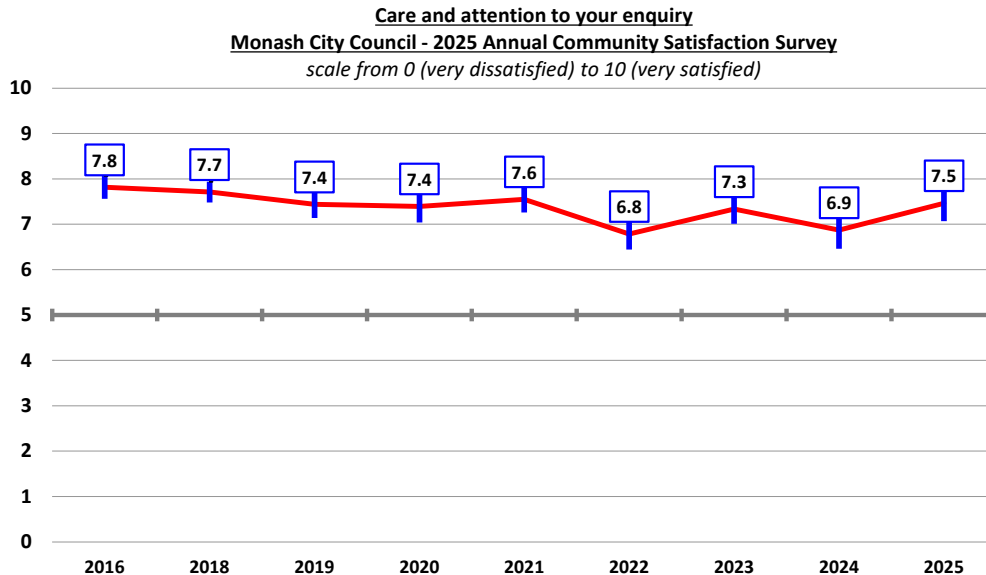
There was measurable variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) measurably (10%) more satisfied than average, and at an “excellent” level of satisfaction. By contrast, middle-aged and older adults (aged 45 to 74 years) were somewhat (4%, 5%) less satisfied, and at “good” rather than “very good” levels.



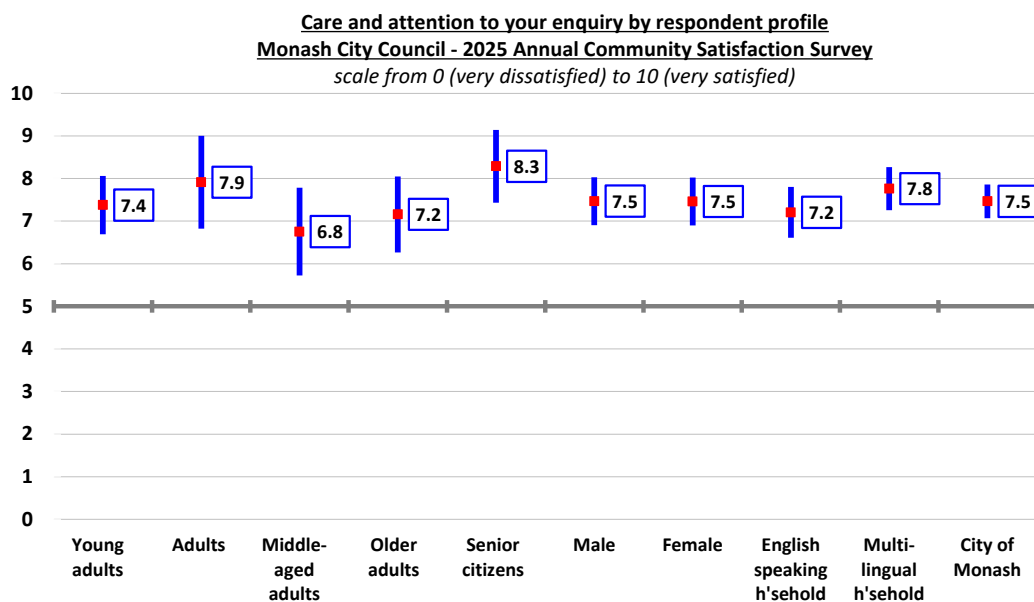
Monash City Council – 2025 Annual Community Satisfaction Survey

Care and attention to your enquiry

Satisfaction with care and attention to enquiry increased notably this year, up six percent to 7.5 out of 10, which was a “very good”, up from a “good” level, which was marginally (1%) higher than the long-term average satisfaction since 2016 of 7.4 out of 10.



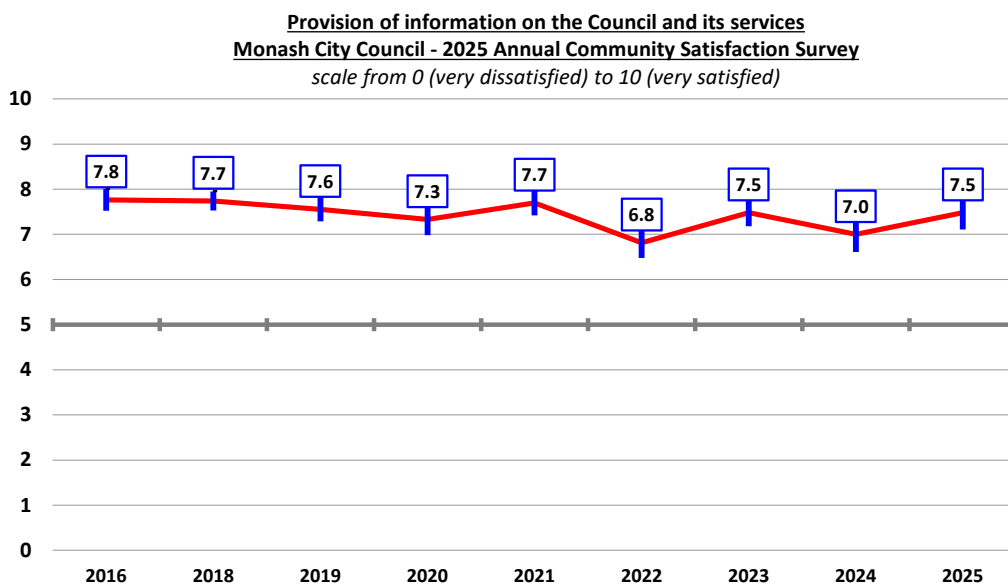
There was some variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) notably (8%) more satisfied than average, and at an “excellent” level of satisfaction. By contrast, middle-aged adults (aged 45 to 59 years) were notably (7%) less satisfied, and at “good” rather than “very good” levels. Respondents from multilingual households were notably (6%) more satisfied than English speaking households.



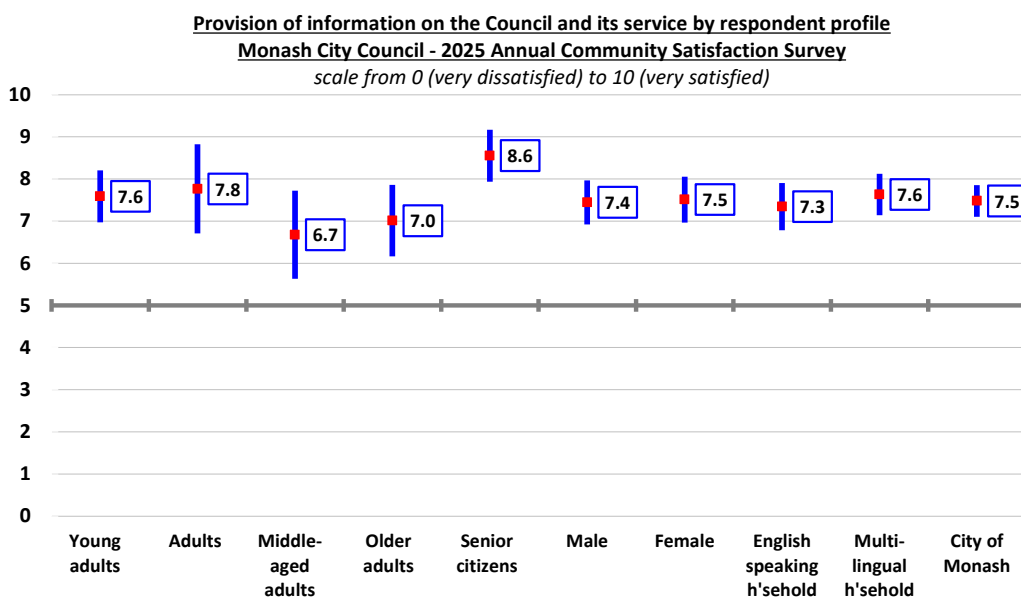
Monash City Council – 2025 Annual Community Satisfaction Survey

Provision of information on the Council and its services

Satisfaction with the provision of information on the Council and its services increased notably this year, up five percent to 7.5 out of 10, which was a “very good”, up from a “good” level, which was marginally (1%) higher than the long-term average since 2016 of 7.4.



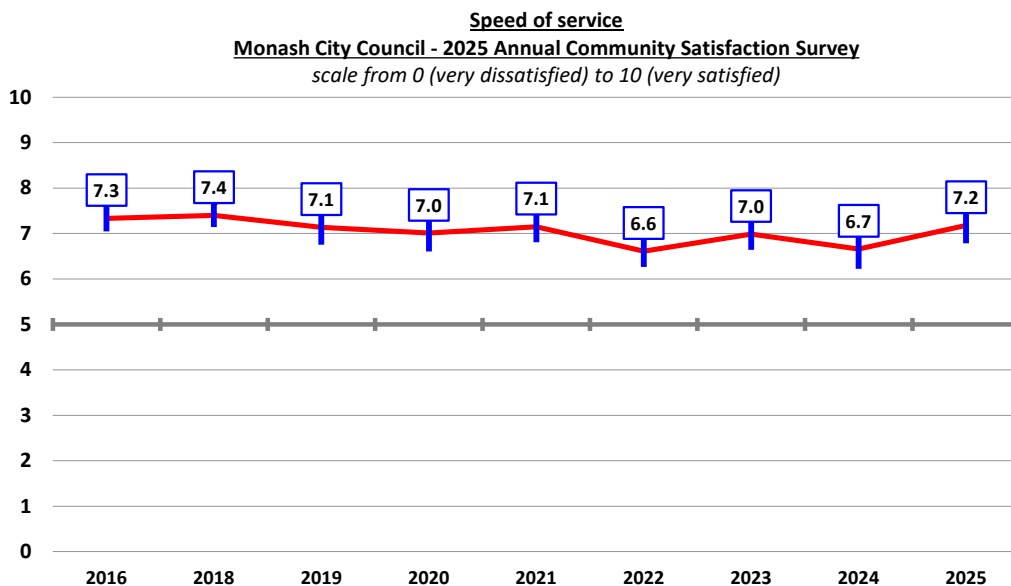
There was measurable variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) measurably (11%) more satisfied than average, and at an “excellent” level of satisfaction. By contrast, middle-aged and older adults (aged 45 to 74 years) were notably (8%, 5%) less satisfied, and at “good” rather than “very good” levels.



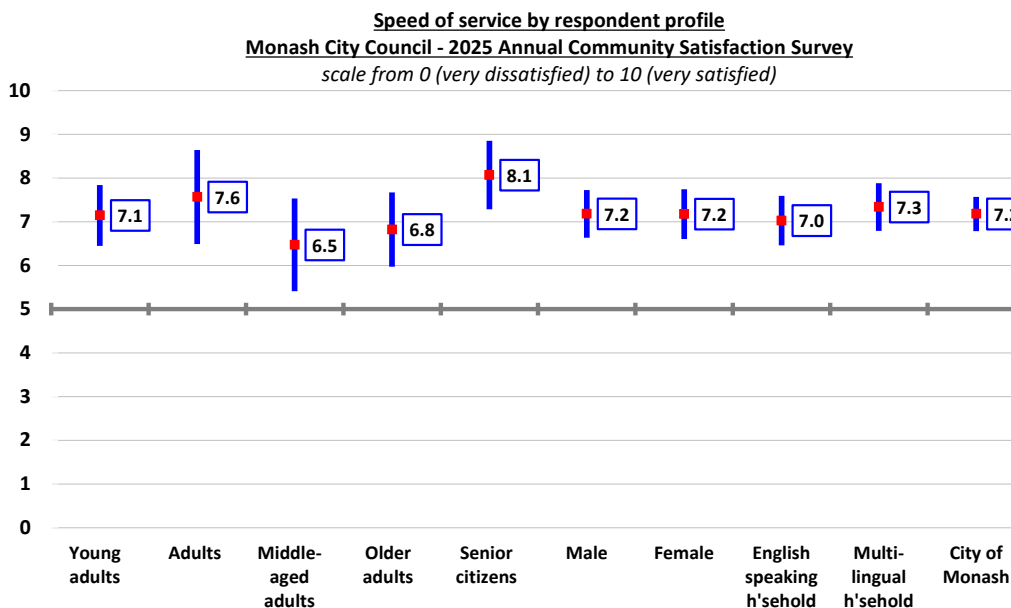
Monash City Council – 2025 Annual Community Satisfaction Survey

Speed of service

Satisfaction with the speed of service increased notably this year, up five percent to 7.2 out of 10, although it remained at a “good” level, which was marginally (1%) higher than the long-term average satisfaction since 2016 of 7.1 out of 10.



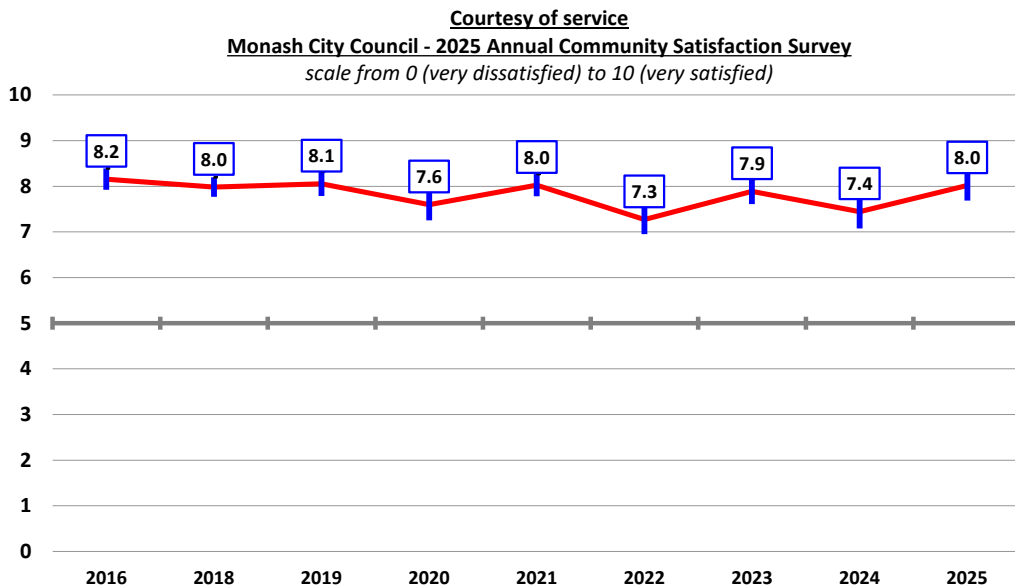
There was some variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) notably (9%) more satisfied than average, and at an “excellent” level of satisfaction. By contrast, middle-aged and older adults (aged 45 to 74 years) were notably (7% and 4%) less satisfied, and at “good” rather than “very good” levels.



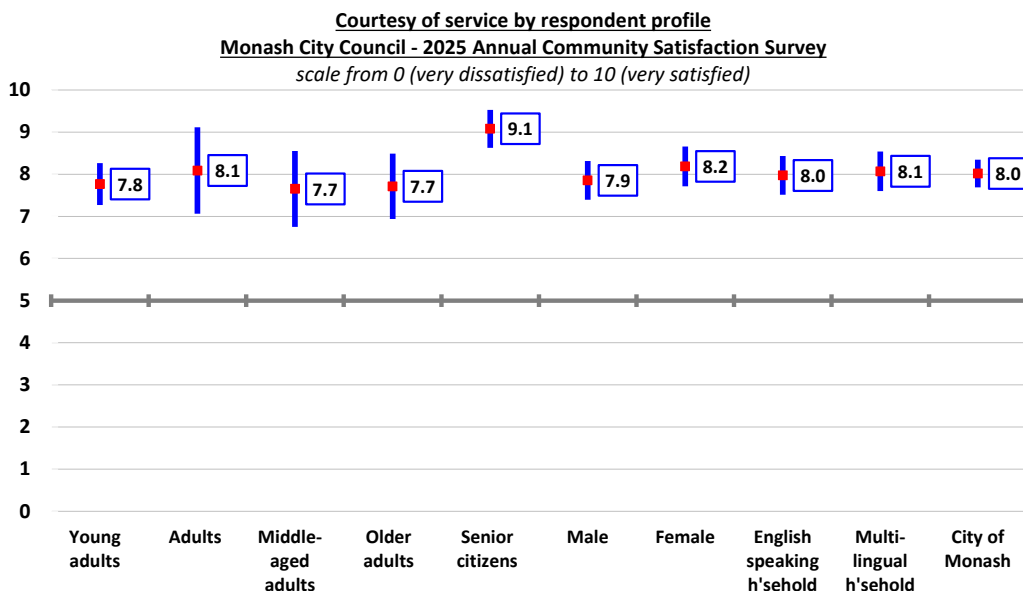
Monash City Council – 2025 Annual Community Satisfaction Survey

Courtesy of service

Satisfaction with the courtesy of service increased notably this year, up six percent to 8.0 out of 10, which was an “excellent”, up from a “very good” level, marginally (2%) higher than the long-term average satisfaction since 2016 of 7.8 out of 10.



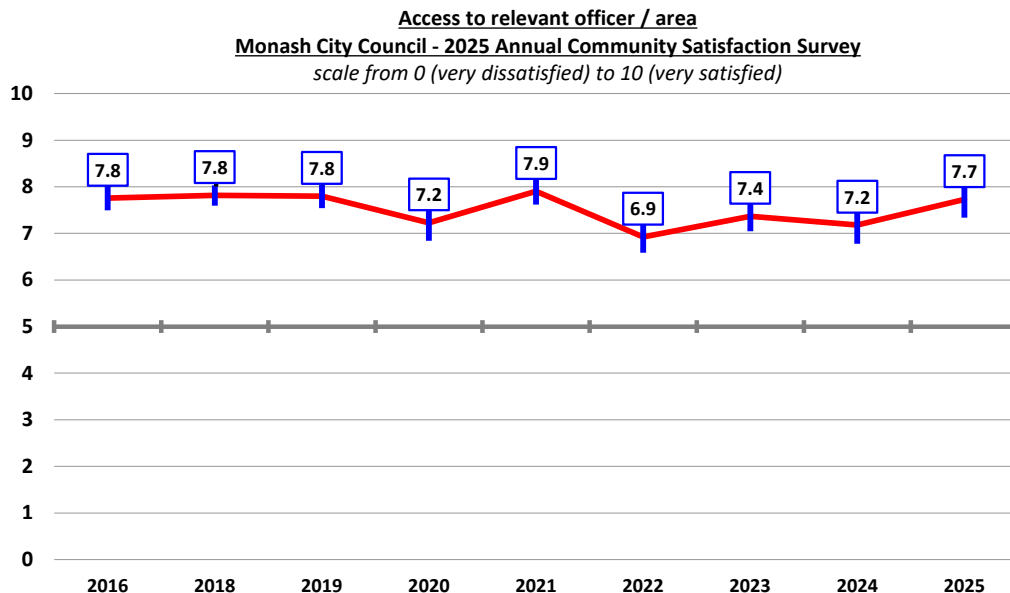
There was some variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) measurably (11%) more satisfied than average.



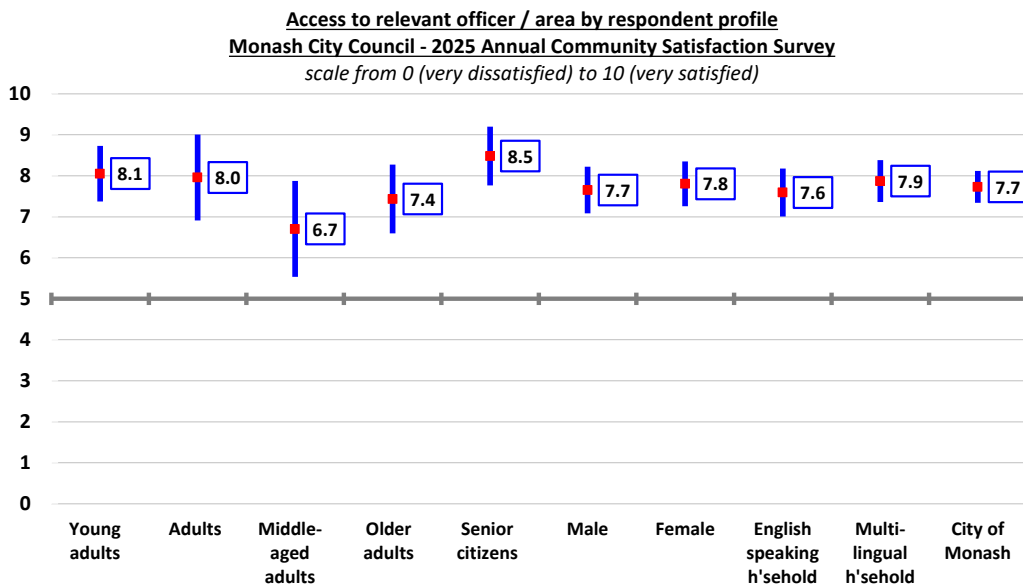
Monash City Council – 2025 Annual Community Satisfaction Survey

Access to relevant officer / area

Satisfaction with the access to relevant officer / area increased notably this year, up five percent to 7.7 out of 10, which was a “very good”, up from a “good” level, which was marginally (2%) higher than the long-term average satisfaction since 2016 of 7.5 out of 10.



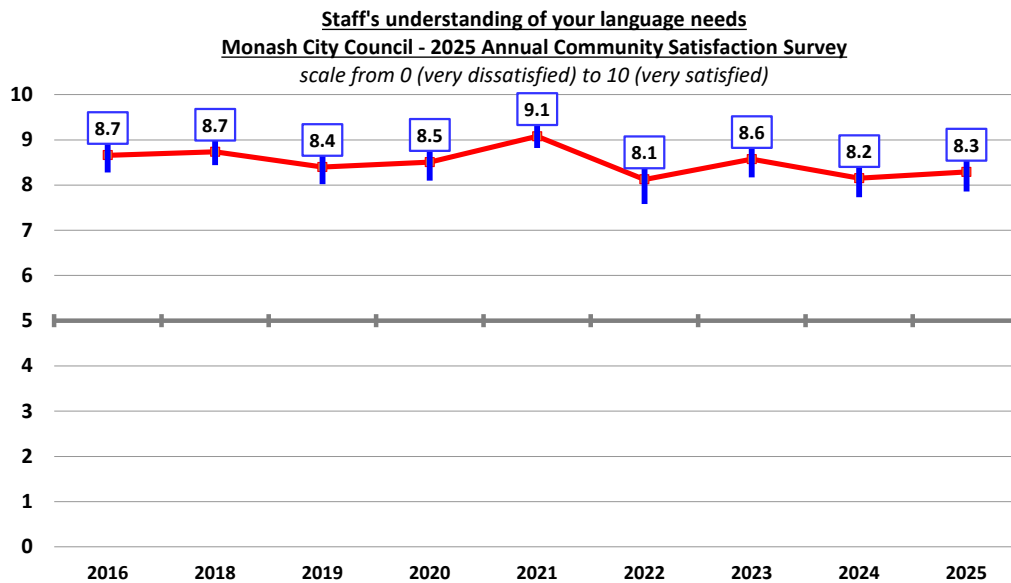
There was some variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) notably (8%) more satisfied than average, and at an “excellent” level of satisfaction. By contrast, middle-aged adults (aged 45 to 59 years) were notably (10%) less satisfied, and at “good” rather than a “very good” level.



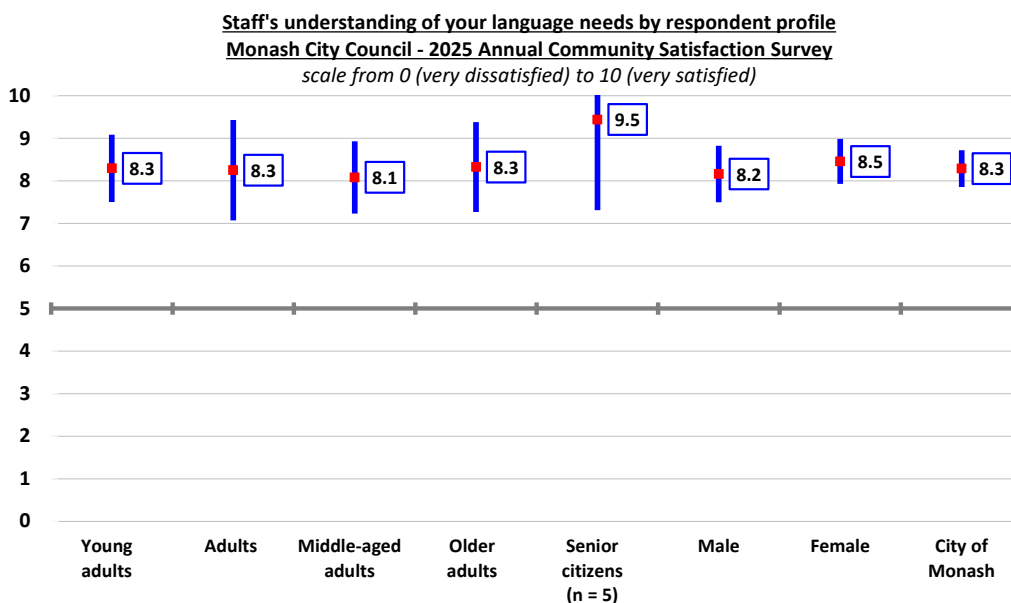
Monash City Council – 2025 Annual Community Satisfaction Survey

Staff's understanding of your language needs

Satisfaction with staff understanding of language needs (of multilingual households only) remained essentially stable this year, up one percent to 8.3 out of 10, which remained an “excellent” level. This result was marginally (2%) lower than the long-term average satisfaction since 2016 of 8.5 out of 10, although it is important to note it was categorised as “excellent” in every year of the survey program.



Given the small sample size, there was no meaningful variation in this result observed by respondent profile.



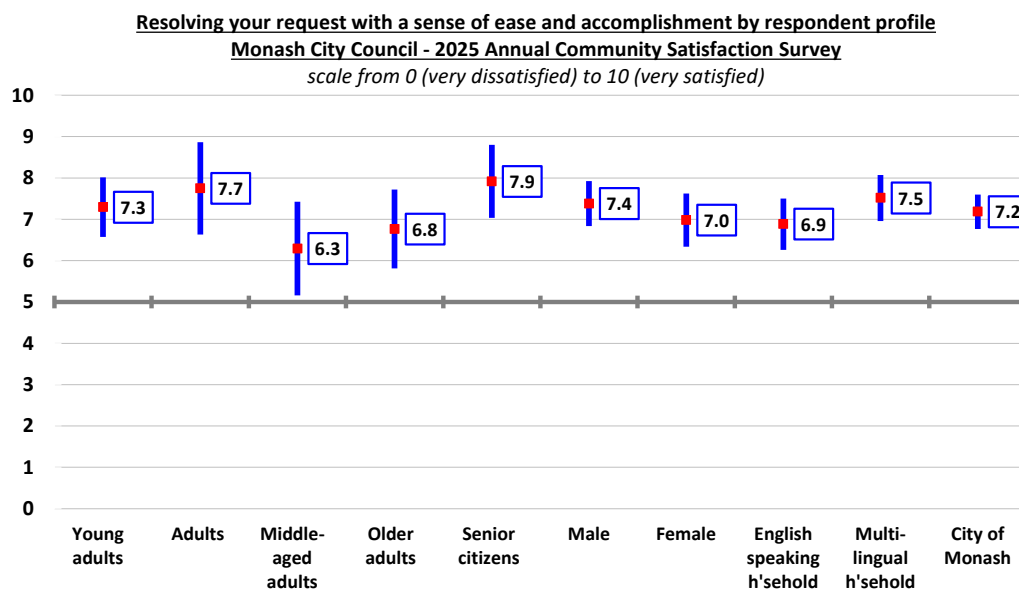
Resolving your request with a sense of ease and accomplishment

Satisfaction with this new aspect of customer service was 7.2 out of 10, or a “good” level of satisfaction.

Whilst there was no measurable variation in satisfaction observed by respondent profile, it is noted that adults (aged 35 to 44 years) and senior citizens (aged 75 years and over) were both notably (5% and 7% respectively) more satisfied than average, and at “very good” and “excellent” levels of satisfaction.

By contrast, middle-aged and older adults (aged 45 to 74 years) were notably (9% and 5%) less satisfied than average, and at “solid” and “good” levels respectively.

It is also noted that respondents from multilingual households were notably (6%) more satisfied with the resolving of their request with a sense of easy and accomplishment than respondents from English speaking households.



Reason for dissatisfaction with selected aspects of customer service

There was a total of 55 comments received from respondents dissatisfied with any aspect of customer service, as outlined in the following table.

The majority of these comments were focused on perceived slow or non-response (21 comments), and the perception that the request / complain was poorly actioned or unresolved (11 comments).



*Monash City Council – 2025 Annual Community Satisfaction Survey***Reasons for dissatisfaction with selected aspects of customer service****Monash City Council - 2025 Annual Community Satisfaction Survey***(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>Slow / no response</i>	
Did not get an answer / response	7
Too slow / had to wait too long	3
The response was delayed	2
Have not received parking permit yet	1
I sent a follow up email about the parking permit, and it has been two-three weeks	1
It took them 4 years	1
It was initially quick but afterwards was slow to follow up, but they did address the issue	1
It was not cut for 1 month	1
Not really responsive	1
Supposed to be get the permit around October but received it in January	1
The service was done late, and it took a lot of time	1
They have not paid back my asset protection fees	1
Total	21
<i>Requests / complaints poorly actioned / unresolved</i>	
Issue not resolved / no solution	7
My inquiry did not get resolved, even after multiple emails	1
Nothing has been done; Ning Lu is the operator I spoke to	1
The follow up was not good	1
They demanded the impossible in order to take any action	1
Total	11
<i>Lack of support / help from Council</i>	
It did not help me / no help provided	4
Generally, there is no assistance, when I asked for further information, nothing was provided	1
Help was not given because I was new to this Council, and I needed more information	1
Total	6
<i>Poor communication, information and consultation</i>	
Lady that took the call was not helpful at all and I had to go into their website	1
There was a lack of consultation regarding the driveway cross over	1
They do not how to say polystyrene in Mandarin Chinese, which is not plastic	1
They fined me thrice for the same issue and provided no proper information why, even though I was new to this city Council	1
Total	4



Monash City Council – 2025 Annual Community Satisfaction Survey

<i>Difficulty in contacting / accessing Council</i>	
Sometimes the wait for calling is too long	1
There was no way to a contact person	1
Total	2
<i>Difficulty accessing relevant officer / department</i>	
Finding the right spot to go to be a problem	1
Total	1
<i>General negative</i>	
They are sometimes frustrating to deal with	1
Total	1
<i>Unfair treatment / action</i>	
Not satisfied because Council refused to pay half of the cost of the fence even though it is broken because of a fallen tree on Council land	1
Total	1
<i>Other</i>	
Council should put more effort in recycling the landfill waste	1
Info on the website is not clear	1
Services are not permanent	1
Some of their rules just do not look into what we want	1
The Council is not clear with what it wants	1
The person was nice	1
The speed of response was fast	1
The wheel does not get greased quickly	1
Total	8
Total responses	55



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?”

The annual community survey in 2025, included importance of and satisfaction scores for 28 Council provides services and facilities.

Importance of Council services and facilities

The average importance of the 28 included services and facilities marginally increased this year, up 1% to 8.9 out of 10.

Of these 28 services and facilities, 27 were included in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door methodology.

The average importance of services and facilities was somewhat lower in the City of Monash than the metropolitan Melbourne average (8.9 compared to 9.1).

The importance for each of the included services and facilities ranged from a “very high” 8.0 for the *Monash Bulletin* to an “extremely high” 9.4 for the regular garbage collection, indicating that respondents continued to consider each service to be very important.

Change in importance 2024 to 2025:

Of the 28 included services and facilities, the importance of six increased somewhat this year. There were no services and facilities to record a decline in importance.

- ***Notably more important in 2025 than in 2024*** – included parking enforcement (up 3%), animal management (up 3%), street sweeping (up 3%), Council run activities for young people (up 3%), provision and maintenance of parks, gardens, and reserves (up 3%), and provision and maintenance of street lighting (up 3%).
- ***Less important in 2025 than in 2024*** – there were no services or facilities to record a decline in importance this year.

Variation in importance from the metropolitan Melbourne average:

Of the 27 services and facilities included in both the City of Monash survey and *Governing Melbourne*, none were more important in the City of Monash, six reported identical importance, and 19 were somewhat less important, with attention drawn to the following:



Monash City Council – 2025 Annual Community Satisfaction Survey

- **More important in the City of Monash than metro. average** – no services were more important in the City of Monash.
- **Notably less important in the City of Monash than metro. average** – included street sweeping (4% less important in Monash), animal management (4% less important in Monash), Council activities to encourage environmental sustainability (4% less important), parking enforcement (5% less important), and the *Monash Bulletin* (6% less important).

Importance of selected Council services and facilities
Monash City Council - 2025 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	2025			2024	2023	2025 Metro. *
			Lower	Mean	Upper			
Higher than average importance	Regular garbage collection	791	9.3	9.4	9.4	9.3	9.1	9.5
	Regular green waste collection	786	9.1	9.2	9.3	9.2	8.9	9.2
	Provision and maintenance of street lighting	791	9.1	9.2	9.3	8.9	8.6	9.3
	Provision and maintenance of parks, gardens, reserves	789	9.1	9.1	9.2	8.9	8.7	9.3
	Council services: older residents, activities: seniors	747	9.1	9.1	9.2	9.0	8.7	9.2
	Regular recycling service	782	9.1	9.1	9.2	9.1	8.9	9.5
Average importance	Council run services for children and their families	744	9.0	9.1	9.2	8.9	8.6	9.1
	Hard rubbish collection	785	9.0	9.1	9.2	9.1	8.8	9.2
	Local library and library services	774	9.0	9.1	9.2	9.0	8.7	9.1
	Drains maintenance and repairs	779	9.0	9.1	9.1	8.9	8.6	9.3
	The maintenance and repair of sealed local roads	792	9.0	9.1	9.1	8.9	8.8	9.3
	Local traffic management	784	8.9	9.0	9.1	8.8	8.5	9.2
	Provision and maintenance of local playgrounds	767	8.9	9.0	9.1	8.8	8.6	9.0
	Public toilets	759	8.9	9.0	9.1	9.0	8.7	9.1
	Footpath maintenance and repairs	791	8.9	9.0	9.1	8.9	8.7	9.2
	Council run programs and activities for young people	744	8.9	9.0	9.1	8.8	8.4	9.1
	Sports ovals and other outdoor sporting facilities	754	8.8	8.9	9.0	8.8	8.6	9.0
	Recreation and Aquatic Centres	761	8.8	8.9	9.0	8.8	8.5	9.0
	Provision of parking facilities	784	8.8	8.9	9.0	8.8	8.4	n.a.
	Council's Waste Transfer Station	706	8.8	8.9	8.9	8.8	8.5	8.8
	Bike paths and shared pathways	759	8.7	8.8	8.9	8.7	8.4	8.9
	Provision and maintenance of street trees	786	8.7	8.8	8.9	8.8	8.5	9.2
	Street sweeping	785	8.7	8.8	8.9	8.5	8.3	9.2
	Animal management	726	8.6	8.8	8.9	8.4	8.0	9.2
	Council's website	731	8.6	8.7	8.8	8.5	8.3	9.0
Lower	Council activities encourage envir'm'tal sustainability	740	8.5	8.6	8.7	8.4	8.3	9.0
	Parking enforcement	769	8.3	8.5	8.6	8.2	8.0	9.0
	Council's newsletter <i>Monash Bulletin</i>	719	7.8	8.0	8.1	7.8	7.8	8.6
Average importance of Council services			8.8	8.9	9.0	8.8	8.5	9.1

(*) 2025 metropolitan Melbourne average from Governing Melbourne



Monash City Council – 2025 Annual Community Satisfaction Survey

Average importance by respondent profile

The following table provides a breakdown of the average importance of each of these services and facilities by respondent profile, including age structure, gender, and language spoken at home.

There was no statistically significant variation in the average importance of services and facilities observed by respondent profile, although some variation was observed for individual services and facilities.

Average importance of selected Council services and facilities
Monash City Council - 2025 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

<i>Service/facility</i>	<i>Young adults</i>	<i>Adults</i>	<i>Middle-aged adults</i>	<i>Older adults</i>	<i>Senior citizens</i>	<i>Male</i>	<i>Female</i>	<i>English speaking</i>	<i>Multi-lingual</i>
Maintenance, repair of sealed local roads	8.9	9.2	9.1	9.2	9.1	9.0	9.1	9.1	9.1
Footpath maintenance and repairs	8.9	9.0	9.1	9.3	8.9	9.0	9.1	9.0	9.0
Drains maintenance and repairs	9.0	9.1	9.1	9.2	9.0	9.0	9.1	9.1	9.0
Regular garbage collection	9.3	9.4	9.4	9.5	9.2	9.3	9.4	9.3	9.4
Regular recycling service	9.2	9.2	9.1	9.1	9.0	9.0	9.2	9.1	9.2
Regular green waste collection	9.2	9.3	9.1	9.4	9.2	9.1	9.4	9.2	9.3
Street sweeping	8.7	8.9	8.8	8.9	8.9	8.7	8.9	8.7	8.9
Provision & maintenance of street lighting	9.2	9.3	9.1	9.2	9.0	9.1	9.2	9.2	9.2
Parking enforcement	8.4	8.7	8.4	8.4	8.4	8.3	8.6	8.2	8.7
Provision of parking facilities	8.8	9.1	8.9	8.9	8.8	8.8	8.9	8.7	9.0
Local traffic management	9.1	9.0	9.0	9.0	9.0	9.0	9.1	9.0	9.1
Prov. / maint. of parks, gardens, reserves	9.2	9.3	9.1	9.2	8.9	9.1	9.2	9.1	9.2
Provision and maintenance of street trees	8.8	8.9	8.8	8.8	8.8	8.7	8.9	8.8	8.9
Animal management	8.7	8.8	8.6	8.9	8.8	8.7	8.9	8.9	8.7
Activities encourage env'mental sustain.	8.8	8.6	8.4	8.6	8.3	8.4	8.7	8.7	8.6
Council's newsletter <i>Monash Bulletin</i>	7.8	8.0	7.7	8.3	8.5	7.8	8.2	8.0	8.1
Council's website	8.7	9.0	8.7	8.7	8.4	8.6	8.8	8.8	8.7
Hard rubbish collection	9.0	9.3	9.0	9.2	9.0	9.0	9.1	9.1	9.1
Council's Waste Transfer Station	8.8	9.0	8.8	8.9	8.8	8.8	8.9	8.9	8.9
Recreation and Aquatic Centres	9.0	8.9	8.8	8.9	8.7	8.8	8.9	8.9	8.9
Bike paths and shared pathways	8.9	8.9	8.7	8.8	8.7	8.8	8.9	8.8	8.9
Sports ovals / outdoor sporting facilities	9.1	9.0	8.7	8.8	8.7	8.8	9.0	8.9	8.9
Provision & maint. of local playgrounds	9.1	9.2	8.9	9.0	8.8	8.9	9.1	9.0	9.1
Public toilets	9.1	9.2	8.9	8.9	8.8	8.9	9.1	8.9	9.1
Services for children and their families	9.2	9.1	8.9	9.1	9.0	9.0	9.1	9.0	9.1
Services: older residents, activities: seniors	9.2	9.0	9.2	9.2	9.0	9.1	9.2	9.1	9.2
Local library and library services	9.1	9.2	9.0	9.2	9.0	9.0	9.1	9.0	9.1
Programs and activities for young people	9.0	9.2	8.9	9.2	8.8	9.0	9.1	9.0	9.1
<i>Average importance</i>	<i>8.9</i>	<i>9.0</i>	<i>8.9</i>	<i>9.0</i>	<i>8.8</i>	<i>8.8</i>	<i>9.0</i>	<i>8.9</i>	<i>9.0</i>
Total respondents	275	128	176	128	87	388	409	354	438

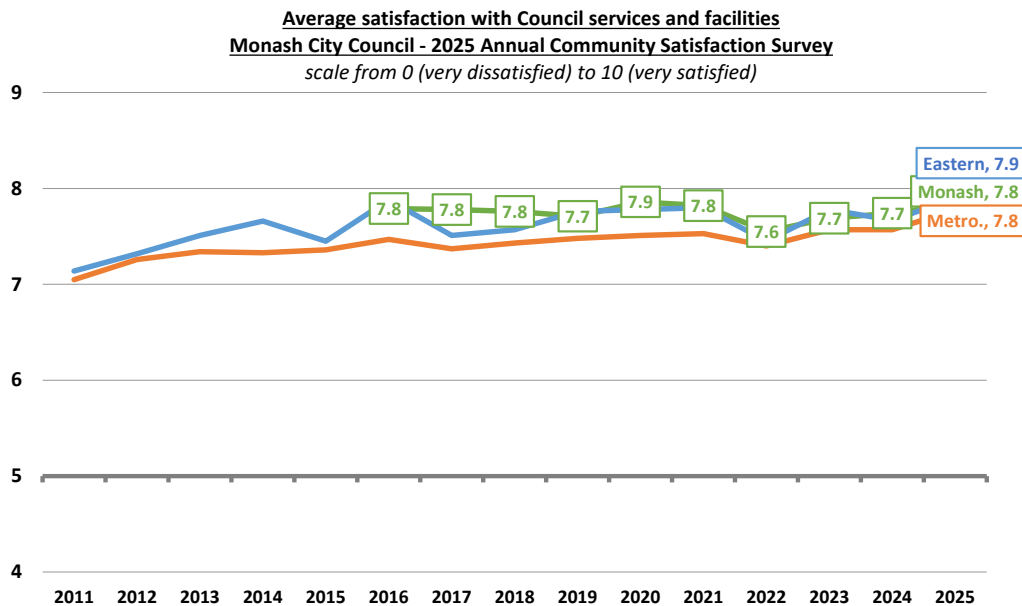


Monash City Council – 2025 Annual Community Satisfaction Survey

Satisfaction with Council services and facilities

The average satisfaction with the 28 included services and facilities increased marginally this year, up one percent to 7.8 out of 10, or an “excellent”, up from a “very good” level.

This result remained consistent with the long-term average satisfaction with Council services and facilities since 2016 of 7.8.



It is noted that the general level of satisfaction with Council services and facilities has remained relatively consistent over time at an “excellent” level.

This average satisfaction of 7.8 out of 10 was identical to the metropolitan Melbourne average, and with all services recording a “good” (6 services), “very good” (9 services), or “excellent” (13 services) score.

These results continue to represent a strong level of satisfaction with the performance of Monash City Council providing services and facilities to the community.

Comparative satisfaction:

As outlined at the left-hand side of the main satisfaction table following, there were three services that recorded a satisfaction score measurably higher than the average of all 28 (7.8), and seven that recorded a satisfaction score measurably lower than the average, as follows:

- **Measurably higher-than-average satisfaction** – included regular green waste collection (8% higher), the local library and library services (6% higher), and the regular garbage collection (5% higher).



Monash City Council – 2025 Annual Community Satisfaction Survey

- **Measurably lower-than-average satisfaction** – included public toilets (9% lower), maintenance and repair of sealed local roads (6% lower), parking enforcement (5% lower), provision of parking facilities (4% lower), provision and maintenance of street trees (4% lower), footpath maintenance and repairs (4% lower), and local traffic management (3% lower).

Satisfaction with selected Council services and facilities
Monash City Council - 2025 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2025			2024	2023	2025 Metro.*
			Lower	Mean	Upper			
Higher	Regular green waste collection	782	8.5	8.6	8.7	8.5	8.3	8.5
	Local library and library services	365	8.3	8.4	8.6	8.6	8.5	8.4
	Regular garbage collection	798	8.2	8.3	8.4	8.0	7.8	8.5
Average satisfaction	Council run services for children and their families	87	8.0	8.3	8.6	8.2	7.9	7.8
	Council's Waste Transfer Station	260	8.0	8.3	8.5	8.1	8.1	8.1
	Sports ovals and other outdoor sporting facilities	350	8.1	8.2	8.4	8.2	8.1	8.2
	Provision and maintenance of local playgrounds	299	8.1	8.2	8.4	8.0	8.0	8.2
	Recreation and Aquatic Centres	292	8.0	8.2	8.3	8.1	8.2	7.9
	Council services: older residents, activities: seniors	73	7.7	8.1	8.5	8.2	7.7	7.8
	Hard rubbish collection	541	7.9	8.1	8.2	8.0	7.9	8.4
	Regular recycling service	773	7.9	8.1	8.2	8.1	7.9	8.5
	Council run programs and activities for young people	66	7.7	8.1	8.4	7.9	7.7	8.0
	Provision and maintenance of parks, gardens, reserves	754	7.8	8.0	8.1	7.8	7.9	8.1
	Bike paths and shared pathways	314	7.7	7.9	8.1	7.9	7.9	7.8
	Council's website	371	7.6	7.8	8.0	7.7	7.8	7.7
	Drains maintenance and repairs	754	7.6	7.7	7.8	7.5	7.6	7.6
	Council's newsletter <i>Monash Bulletin</i>	646	7.5	7.7	7.8	7.5	7.6	7.5
	Council activities encourage envir'm'tal sustainability	655	7.6	7.7	7.8	7.4	7.4	7.7
	Animal management	641	7.5	7.7	7.8	7.7	7.5	7.8
	Provision and maintenance of street lighting	784	7.5	7.6	7.8	7.7	7.5	7.5
	Street sweeping	745	7.4	7.5	7.7	7.5	7.4	7.6
Lower than average satisfaction	Local traffic management	760	7.4	7.5	7.6	7.4	7.3	7.4
	Footpath maintenance and repairs	784	7.3	7.4	7.6	7.4	7.4	7.5
	Provision and maintenance of street trees	777	7.3	7.4	7.6	7.2	7.6	7.6
	Provision of parking facilities	762	7.2	7.4	7.5	7.3	7.1	n.a.
	Parking enforcement	730	7.1	7.3	7.4	7.2	7.0	7.5
	The maintenance and repair of sealed local roads	787	7.0	7.2	7.3	7.4	7.5	7.3
	Public toilets	307	6.6	6.9	7.1	6.5	6.7	6.8
Average satisfaction with Council services			7.7	7.8	8.0	7.7	7.7	7.8

(*) 2025 metropolitan Melbourne average from Governing Melbourne



Monash City Council – 2025 Annual Community Satisfaction Survey

Percentage satisfaction results

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

Of the 28 services and facilities, more than half of the respondents providing a score were “very satisfied” with 27 of the 28 services and facilities.

This included eight services and facilities with which three-quarters or more of respondents were “very satisfied”.

The only service with which more than 10% were “dissatisfied” was public toilets (14% “dissatisfied”).

Satisfaction with selected Council services and facilities
Monash City Council - 2025 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>
Regular green waste collection	3%	14%	83%	18	800
Local library and library services	0%	20%	80%	5	370
Council's Waste Transfer Station	3%	18%	79%	9	269
Regular garbage collection	5%	17%	78%	2	800
Council services: older residents, activities: seniors	6%	17%	78%	6	80
Provision and maintenance of local playgrounds	3%	20%	77%	4	303
Council run services for children and their families	1%	24%	75%	4	90
Sports ovals and other outdoor sporting facilities	2%	24%	75%	4	355
Recreation and Aquatic Centres	2%	26%	72%	7	299
Council run programs and activities for young people	2%	27%	71%	4	70
Hard rubbish collection	5%	24%	70%	12	553
Regular recycling service	3%	26%	70%	27	800
Bike paths and shared pathways	5%	28%	68%	5	320
Provision and maintenance of parks, gardens, reserves	4%	29%	67%	46	800
Council's website	4%	29%	66%	8	379
Provision and maintenance of street lighting	8%	30%	62%	16	800
Animal management	6%	32%	62%	159	800
Drains maintenance and repairs	5%	34%	62%	46	800
Street sweeping	8%	33%	59%	55	800
Council's newsletter Monash Bulletin	4%	38%	58%	154	800
Local traffic management	7%	36%	57%	40	800
Provision and maintenance of street trees	9%	35%	57%	23	800
Footpath maintenance and repairs	6%	38%	56%	16	800
Council activities encourage environmental sustainability	3%	41%	56%	145	800
Parking enforcement	9%	36%	55%	70	800
Provision of parking facilities	8%	37%	55%	38	800
The maintenance and repair of sealed local roads	9%	39%	52%	13	800
Public toilets	14%	44%	42%	2	309



Monash City Council – 2025 Annual Community Satisfaction Survey

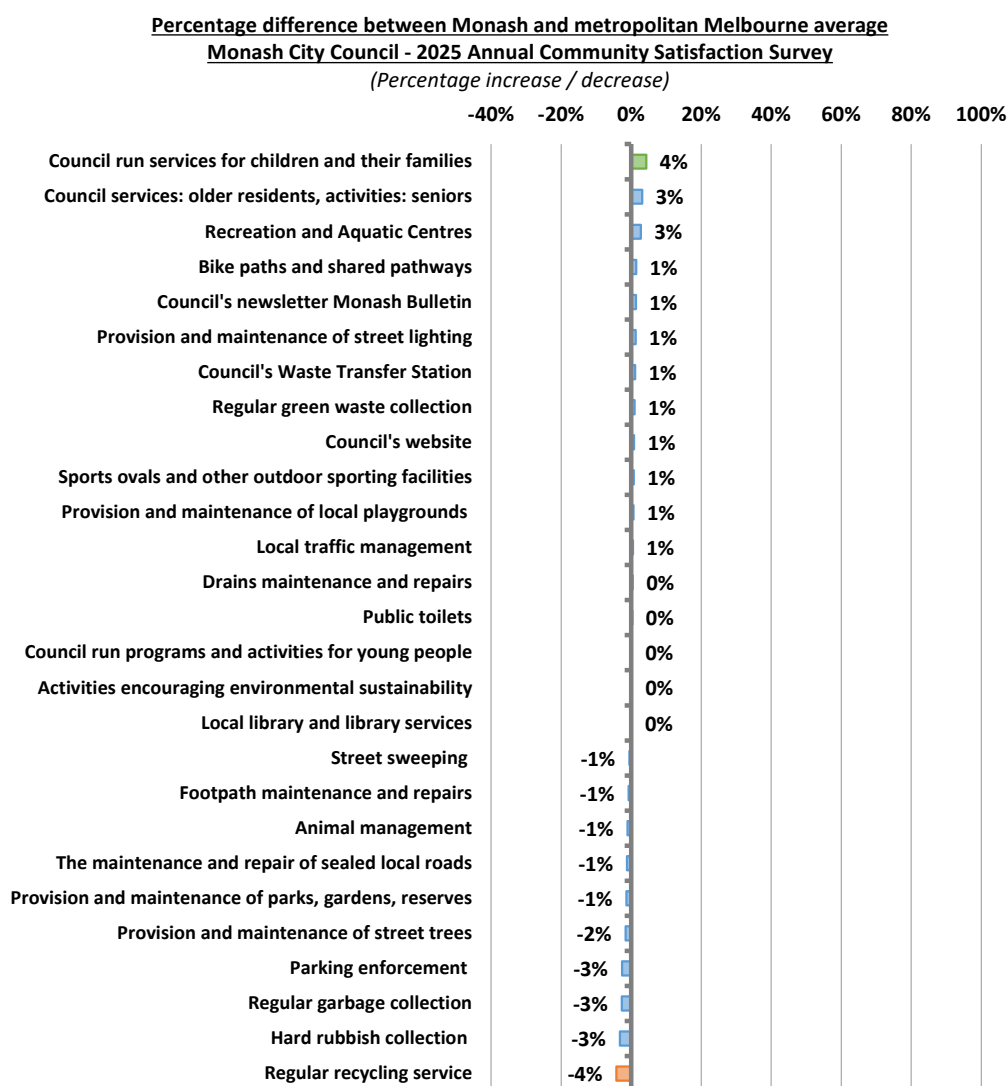
Comparison to the metropolitan Melbourne average

Of the 28 services and facilities included in the survey this year, 27 were also included in *Governing Melbourne* in a comparable format.

Of these 27 services and facilities, 12 recorded a higher satisfaction score in the City of Monash, five recorded identical satisfaction, and 10 recorded a somewhat lower score.

Most of these variations were not statistically significant.

The largest variations in satisfaction between the City of Monash and the metropolitan Melbourne average were observed for Council run services for children and their families (4% higher in the City of Monash), and the regular recycling service (4% lower in Monash).

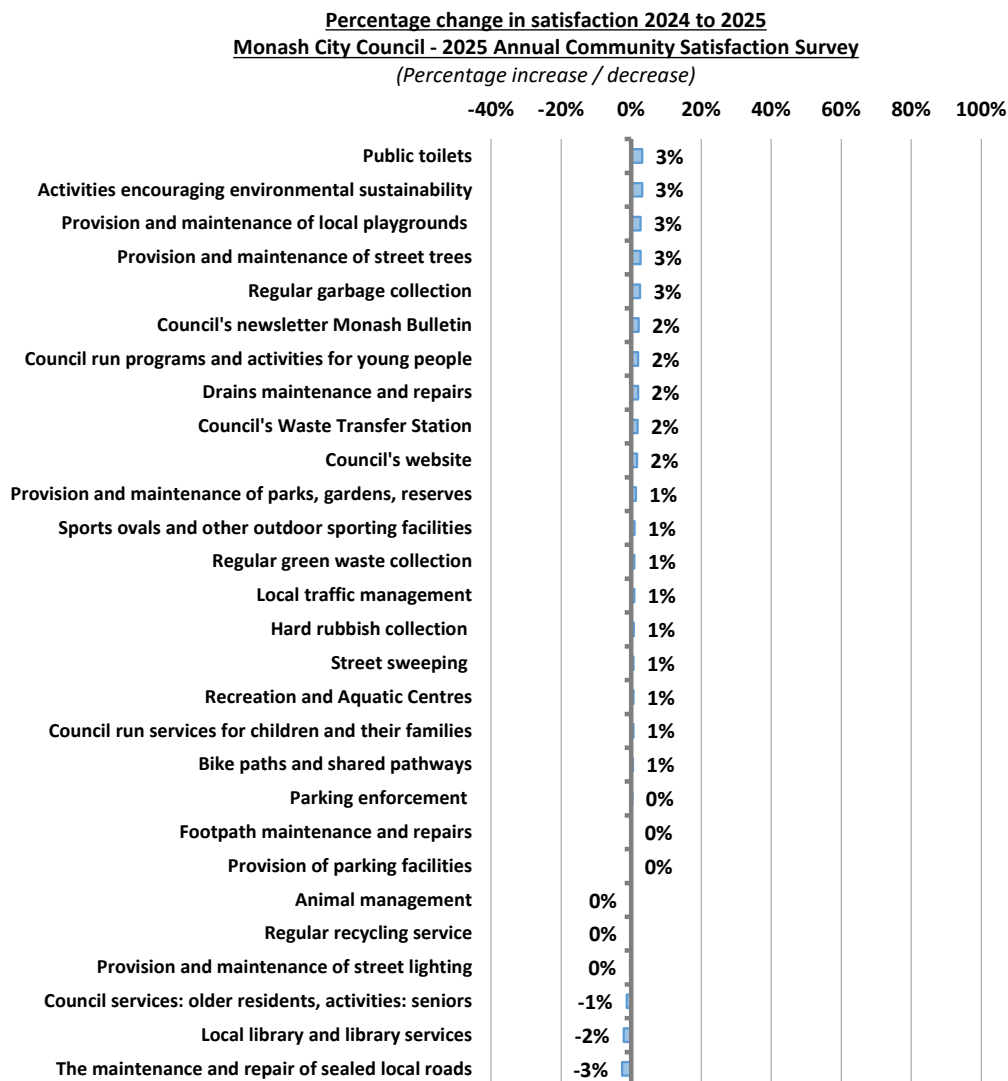


Monash City Council – 2025 Annual Community Satisfaction Survey

Change in satisfaction between 2024 and 2025:

Of the 28 services and facilities included in the survey in 2025, the average satisfaction with 19 increased, six recorded stable satisfaction, and satisfaction declined for three services and facilities, with attention drawn to the following:

- **Notable to measurable increase in satisfaction between 2024 and 2025** – included public toilets (up 3%), the provision and maintenance of street trees (up 3%), Council activities to encourage sustainability (up 3%), the provision and maintenance of local playgrounds (up 3%), and regular garbage collection (up 3%).
- **Notable decrease in satisfaction between 2024 and 2025** – included the maintenance and repair of sealed local roads (down 3%).



Change in satisfaction over the last nine years:

The following graph displays the percentage change in satisfaction with included services and facilities over the course of the satisfaction survey program from 2016.

It displays the change in satisfaction from the three-year moving average (2016 through 2018) compared to 2024.

This is based on the average satisfaction from 2016 to 2018 compared to the 2024 result.

The aim of the graph is to provide a longer-term look at community satisfaction with Council services and facilities.

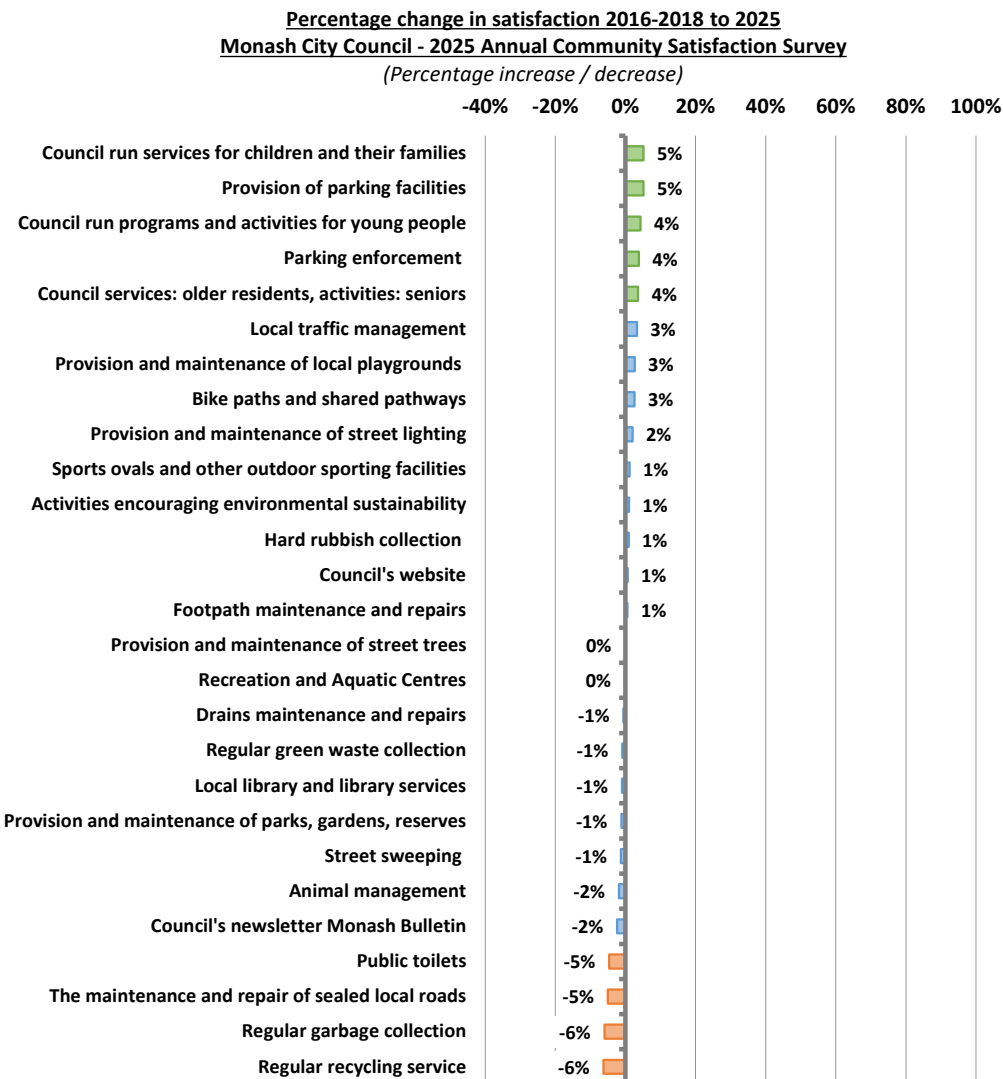
It is noted that satisfaction with 14 services and facilities has increased over this timeframe, whilst satisfaction with 13 has declined.

Metropolis Research draws attention to the following when interpreting these results.

- **Higher-than-average satisfaction with services and facilities in the City of Monash** – over the nine years of the City of Monash survey, the average satisfaction with services and facilities has remained an average of two percent higher than the metropolitan Melbourne average.
- **Stable satisfaction over time** – satisfaction with more than half (20 of the 28) services and facilities has remained relatively stable over time, either increasing or decreasing in satisfaction by less than four percent over the nine years.
- **Parking facilities and enforcement** – satisfaction with parking related services and facilities has continued to improve, with satisfaction with parking facilities up five percent and satisfaction with parking enforcement up four percent.
- **Kerbside collection services** – it is noted that satisfaction with two of the three kerbside collection services has declined substantially over the nine years. Of these, satisfaction with the regular garbage and regular recycling services remains measurably below the average from 2016 to 2018, although satisfaction has improved strongly over the last two years. Community concerns around the changes to the kerbside collection services are discussed in both the [Issues to Address](#) section, the [Relationship between Issues and Overall Satisfaction](#), and other results, with 11% of respondents nominating rubbish and waste issues, and these respondents, on average, reported eight percent lower satisfaction with Council's overall performance.
- **Public toilets** – satisfaction with public toilets continued to decline measurably over time, although it is somewhat higher this year. Satisfaction with public toilets declined from 7.3 out of 10 in 2016 to 2018 to 6.9 this year.



Monash City Council – 2025 Annual Community Satisfaction Survey



Satisfaction by respondent profile:

The following table displays the average satisfaction with each of these 28 services and facilities by respondent profile, including age structure, gender, and language spoken at home.

Whilst the total number of respondents in each of these profile groups has been included at the bottom of the table, it is important to bear in mind that not all respondents will have been asked to or provided a satisfaction score with each service and facility.

Some services and facilities were used by only a sub-set of the community, and therefore the number of respondents varies for each service and facility.



Monash City Council – 2025 Annual Community Satisfaction Survey

Looking at the average satisfaction with all 28 services and facilities by respondent profile, it was noted that senior citizens (aged 75 years or older) were somewhat more satisfied with Council services and facilities than the municipal average.

It is also noted that female respondents were marginally more satisfied than males, and respondents from multilingual households were marginally more satisfied than respondents from English speaking households.

A more detailed discussion of satisfaction with Council services and facilities is provided in the following section outlining the results for each individual service and facility.

Average satisfaction with selected Council services and facilities
Monash City Council - 2025 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

<i>Service/facility</i>	<i>Young adults</i>	<i>Adults</i>	<i>Middle-aged adults</i>	<i>Older adults</i>	<i>Senior citizens</i>	<i>Male</i>	<i>Female</i>	<i>English speaking</i>	<i>Multi-lingual</i>
Maintenance, repair of sealed local roads	7.6	7.5	6.9	6.5	6.7	7.2	7.1	6.8	7.5
Footpath maintenance and repairs	8.0	7.4	7.0	7.0	7.3	7.6	7.3	7.2	7.6
Drains maintenance and repairs	8.0	7.8	7.3	7.3	7.8	7.7	7.7	7.6	7.8
Regular garbage collection	8.2	8.3	8.1	8.3	8.8	8.2	8.4	8.2	8.4
Regular recycling service	8.1	8.2	8.0	8.0	8.1	8.0	8.1	7.9	8.2
Regular green waste collection	8.6	8.6	8.3	8.7	8.8	8.4	8.7	8.6	8.6
Street sweeping	7.8	7.7	7.3	7.1	7.8	7.5	7.6	7.4	7.7
Provision & maintenance of street lighting	7.8	7.5	7.4	7.5	8.2	7.5	7.7	7.7	7.6
Parking enforcement	7.4	7.4	7.2	6.7	7.5	7.2	7.3	7.1	7.4
Provision of parking facilities	7.5	7.7	7.2	6.7	7.8	7.3	7.4	7.3	7.4
Local traffic management	7.7	7.6	7.2	7.1	7.6	7.4	7.6	7.4	7.6
Prov. / maint. of parks, gardens, reserves	8.0	8.0	7.7	7.8	8.4	7.9	8.0	7.9	8.1
Provision and maintenance of street trees	7.9	7.6	7.3	6.8	6.9	7.3	7.5	7.3	7.5
Animal management	7.8	7.8	7.4	7.5	7.9	7.7	7.7	7.7	7.7
Activities encourage env'mental sustain.	7.9	7.8	7.4	7.3	8.0	7.6	7.8	7.6	7.8
Council's newsletter <i>Monash Bulletin</i>	7.7	7.9	7.4	7.6	7.9	7.6	7.7	7.6	7.8
Council's website	8.0	8.0	7.4	7.7	8.1	7.7	7.9	7.7	8.0
Hard rubbish collection	7.9	7.9	8.0	8.3	8.3	8.1	8.1	8.1	8.0
Council's Waste Transfer Station	8.3	8.4	7.9	8.4	8.5	8.2	8.4	8.1	8.5
Recreation and Aquatic Centres	8.2	8.1	8.0	8.4	8.5	8.1	8.2	8.2	8.1
Bike paths and shared pathways	8.0	8.1	7.9	7.8	7.2	8.0	7.8	7.9	7.9
Sports ovals / outdoor sporting facilities	8.5	8.2	8.1	8.0	8.1	8.2	8.3	8.2	8.3
Provision & maint. of local playgrounds	8.4	8.2	7.9	8.3	8.9	8.2	8.3	8.3	8.2
Public toilets	6.9	6.8	6.6	6.8	7.5	6.7	7.0	7.0	6.8
Services for children and their families	8.1	8.4	8.4	7.0	9.0	8.3	8.2	8.4	8.3
Services: older residents, activities: seniors	6.7	8.7	8.0	7.9	8.6	7.8	8.3	8.2	7.9
Local library and library services	8.4	8.5	8.2	8.5	8.8	8.5	8.4	8.5	8.4
Programs and activities for young people	8.2	7.7	7.9	7.6	9.0	8.0	8.1	8.1	8.0
<i>Average satisfaction</i>	7.9	7.9	7.6	7.6	8.1	7.8	7.9	7.8	7.9
Total respondents	275	128	176	128	87	388	409	354	438



Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the 28 included Council services and facilities against the average satisfaction with each service.

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

Metropolis Research notes that the majority of the services of higher-than-average importance also received higher than average satisfaction scores, suggesting that the City of

The City of Monash has continued to be effective at providing the most important services satisfactorily. The exception to this was street lighting, which was of higher-than-average importance but received a lower-than-average satisfaction score.

It is noted that the average satisfaction with services and facilities in the City of Monash was identical to the metropolitan Melbourne average (7.8).

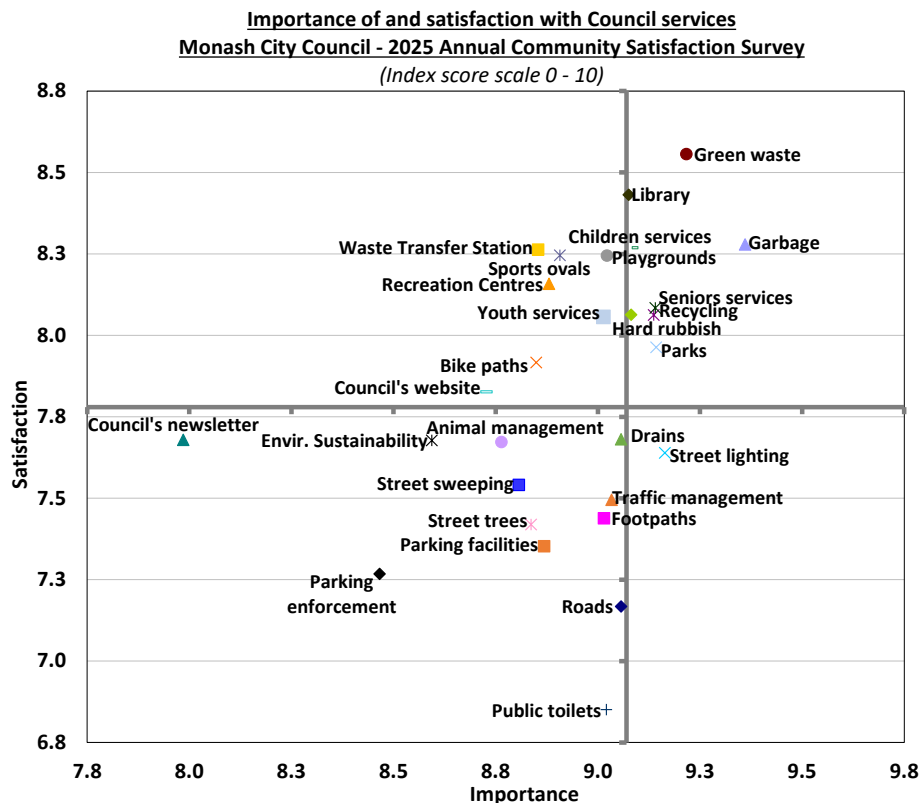
The services and facilities in the lower right-hand quadrant are those that were more important than average, but with which respondents were less satisfied than average. This quadrant represents the services and facilities of most concern.

Some points to note from these results:

- ***Kerbside collection services*** – these services were all higher-than-average importance and continued to record higher than average satisfaction.
- ***Community services*** – these services were of mostly average importance, and all received higher than average satisfaction scores.
- ***Sports and recreation*** – these services were of slightly lower than average importance, but all received higher than average satisfaction scores.
- ***Communication*** – both of these services were of somewhat lower-than-average importance, with one receiving a somewhat higher than average satisfaction score, and the other a somewhat lower than average satisfaction score.
- ***Parking*** – both parking enforcement and the provision of parking facilities continued to be of lower-than-average importance and receive notably lower than average satisfaction, particularly enforcement which received the third lowest satisfaction score again this year.
- ***Services and facilities of most concern*** – the only service to fall into the quadrant of most concern was street lighting, however drains, traffic management, footpaths, roads, and public toilets were close to average importance, and all received lower than average satisfaction scores.



Monash City Council – 2025 Annual Community Satisfaction Survey

**Correlation between service / facilities satisfaction and overall satisfaction**

The following table provides the Pearson correlation coefficient for each of the 28 services and facilities when analysed individually against satisfaction with Council's overall performance.

The correlation coefficient provides a measure of the relationship between satisfaction with each of the 28 services and facilities and satisfaction with Council's overall performance. The correlation coefficient is a number between minus one and positive one, with scores of more than zero representing a positive correlation, and scores of less than one a negative correlation.

In other words, these results show how closely related satisfaction with the individual services and facilities are to satisfaction with Council's overall performance. It does not show a causal relationship between satisfaction with services and facilities and overall performance but does highlight how closely they are related (correlated).

It is important to bear in mind when interpreting the correlation coefficients, that many of the services that are most important, and which have consistently recorded high levels of satisfaction tend to have a low correlation coefficient.



Monash City Council – 2025 Annual Community Satisfaction Survey

This is because almost all the respondents were very satisfied with these services (such as the library and waste collection services), regardless of whether they were satisfied or dissatisfied with Council's overall performance.

If the performance of Council delivering these critical services and facilities was to fall unexpectedly, such a fall would likely have a significant impact on overall satisfaction with Council.

Correlation between satisfaction with services and facilities and overall satisfaction**Monash City Council - 2025 Annual Community Satisfaction Survey***(Number and index score scale 0 - 10)*

Service / facility	2025		Correlation*
	Number	Mean	
Council activities to encourage environmental sustainability	655	7.7	0.51
Council run programs and activities for young people	66	8.1	0.51
Council's newsletter Monash Bulletin	646	7.7	0.50
Council's website	371	7.8	0.48
Council's Waste Transfer Station	260	8.3	0.48
Provision and maintenance of street trees	777	7.4	0.47
Council run services for children and their families	87	8.3	0.46
Local traffic management	760	7.5	0.46
The maintenance and repair of sealed local roads	787	7.2	0.45
Footpath maintenance and repairs	784	7.4	0.44
Street sweeping	745	7.5	0.43
Drains maintenance and repairs	754	7.7	0.42
Animal management	641	7.7	0.42
Provision and maintenance of parks, gardens and reserve:	754	8.0	0.42
Parking enforcement	730	7.3	0.41
Recreation and Aquatic Centres	292	8.2	0.41
Regular recycling service	773	8.1	0.41
Public toilets	307	6.9	0.40
Provision of parking facilities	762	7.4	0.38
Provision and maintenance of street lighting	784	7.6	0.37
Hard rubbish collection	541	8.1	0.37
Regular garbage collection	798	8.3	0.34
Sports ovals and other outdoor sporting facilities	350	8.2	0.34
Provision and maintenance of local playgrounds	299	8.2	0.32
Regular green waste collection	782	8.6	0.32
Local library and library services	365	8.4	0.29
Bike paths and shared pathways	314	7.9	0.24
Council services for older residents & activities for senior	73	8.1	0.09

*Average satisfaction with selected services***7.8***(*) Pearson coefficient*

Satisfaction by broad service areas

Metropolis Research has created a standard set of broad service areas for use in comparing average satisfaction with results from *Governing Melbourne*. The following graph provides the average satisfaction with the 10 broad service areas for the City of Monash, with a comparison to the metropolitan Melbourne 2025 averages.

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

- **Infrastructure** – includes drains maintenance and repairs, provision and maintenance of street lighting, provision and maintenance of street trees, and public toilets.
- **Waste and recycling** – include the regular garbage collection, regular recycling service, regular green waste collection, hard rubbish collection, and Council's Waste Transfer Station.
- **Recreation and culture** – include recreation and aquatic centres, sports ovals and other outdoor sporting facilities, provision and maintenance of local playgrounds, and local library and library services.
- **Community services** – includes Council run services for children and their families, Council services for older residents and activities for seniors, and Council run programs and activities for young people (10 – 25 years).
- **Enforcement** – includes parking enforcement, and animal management.
- **Communication** – includes the Council's newsletter *Monash Bulletin*, and Council's website.
- **Cleaning** – includes street sweeping.
- **Transport infrastructure** – includes the maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, bike paths and shared pathways.
- **Parks and gardens** – include the provision and maintenance of parks, gardens, and reserves.
- **Environmental sustainability** – includes Council activities to encourage environmental sustainability.

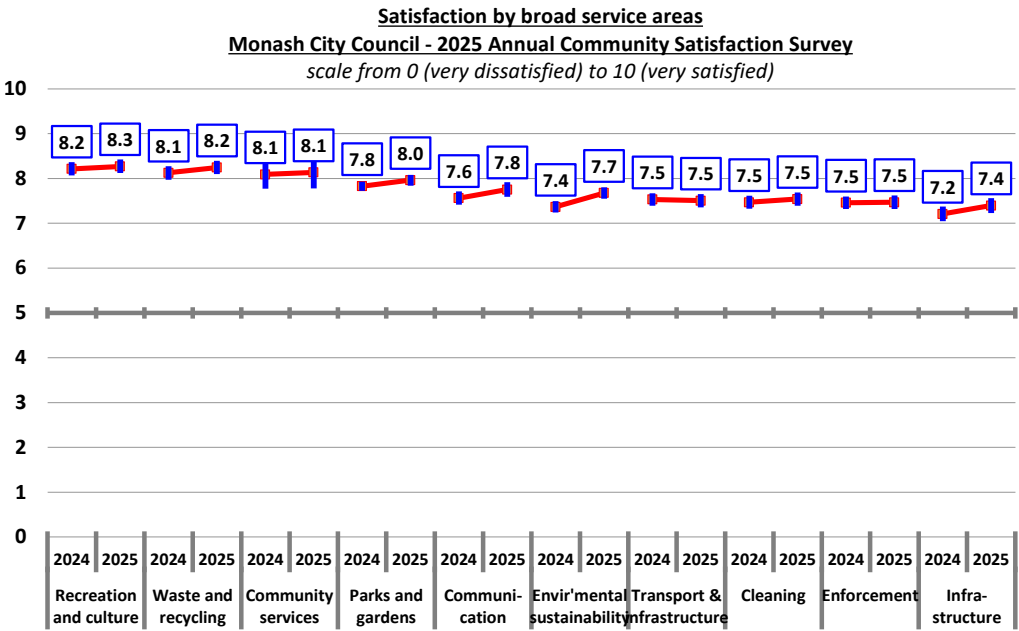
Of the 10 broad service areas, the average satisfaction with seven increased marginally this year. Average satisfaction with the remaining three remained the same, and the average satisfaction with none declined marginally. None of these variations were statistically significant.

Satisfaction with the 10 broad service areas can best be summarised as follows:

- **Excellent** – for recreation and culture, waste and recycling, community services, parks and gardens, and communications.
- **Very Good** – for transport, cleaning, enforcement, environmental sustainability, and infrastructure.



Monash City Council – 2025 Annual Community Satisfaction Survey



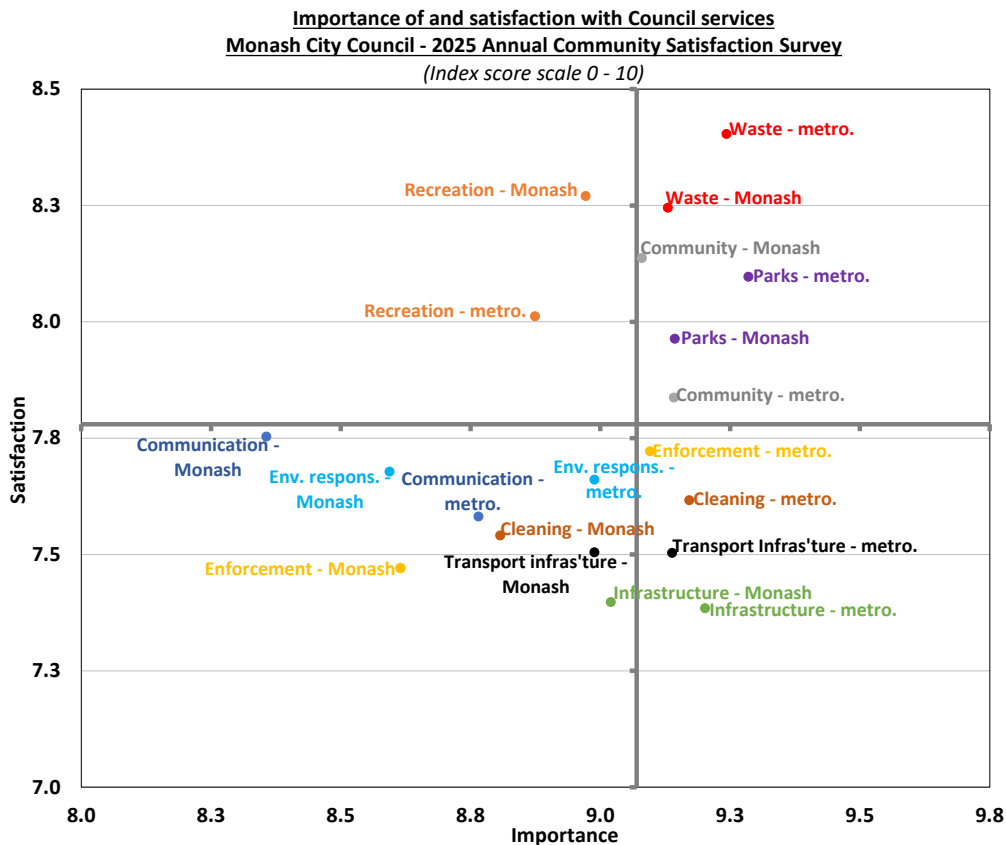
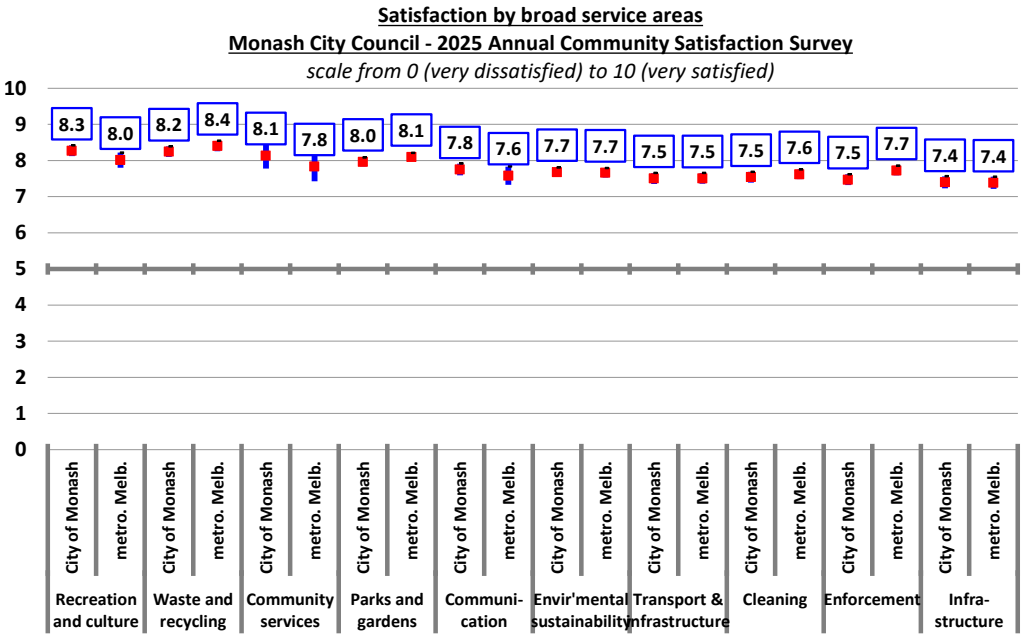
The following graph provides a comparison of satisfaction with these 10 broad service areas against the metropolitan Melbourne average satisfaction as recorded in the 2025 *Governing Melbourne* research.

The following variations were noted:

- **Higher satisfaction in the City of Monash** – included community services (3% higher in Monash), recreation and culture (3% higher), and communication (2% higher).
- **Lower satisfaction in the City of Monash** – included waste and recycling (2% lower in Monash), enforcement (2% lower), cleaning (1% lower), and parks and gardens (1% lower).



Monash City Council – 2025 Annual Community Satisfaction Survey



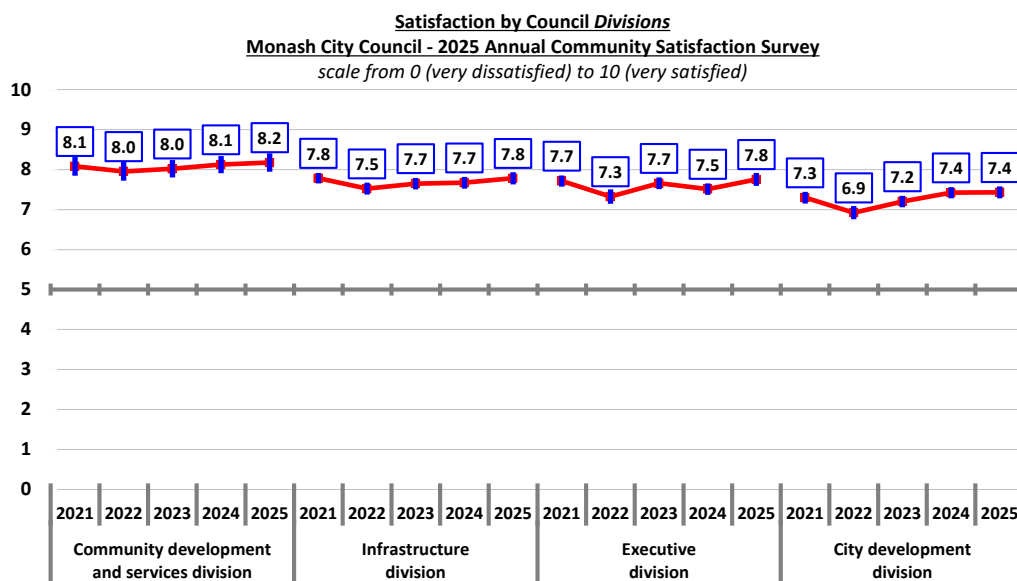
Monash City Council – 2025 Annual Community Satisfaction Survey

Satisfaction by Council division

The following section of the report provides details on the average importance and average satisfaction with each of the 28 services and facilities included in the survey, broken down by the four Council divisions.

Satisfaction with the community development and services division group of services marginally increased this year, up one percent to 8.2 out of 10 or “excellent”.

Satisfaction with infrastructure division (7.8, up 1%), executive division (7.8, up 3%), and city development division (7.4, stable) were all at “excellent” or “very good” levels of satisfaction.



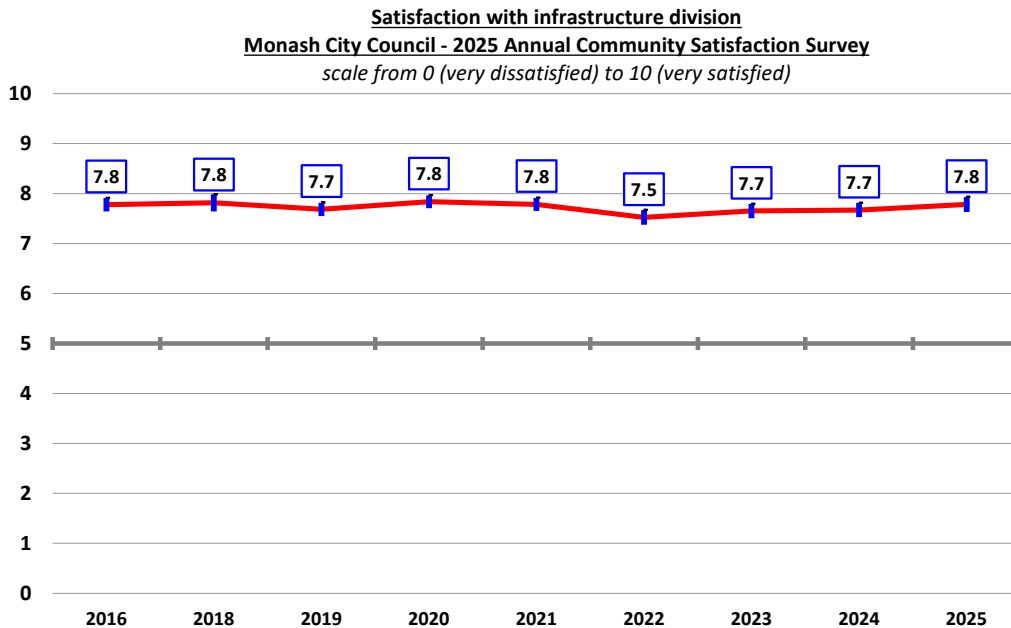
Infrastructure Division

There were 19 services and facilities from the Infrastructure Division of Council included in the survey again this year.

The average satisfaction with this group of 19 services and facilities increased marginally this year, up one percent to 7.8 out of 10, an “excellent” level of satisfaction.

This is the equal highest average satisfaction with Infrastructure Division services and facilities and was marginally higher than the long-term average satisfaction since 2016 of 7.7 out of 10 or “excellent”.



Monash City Council – 2025 Annual Community Satisfaction Survey***Infrastructure Division – waste and recycling***

Four of the five waste and recycling services and facilities continued to be of higher-than-average importance in 2025, with the exception being the waste transfer station, which was somewhat less important than average.

These services and facilities remain among the most important services and facilities provided by Monash City Council.

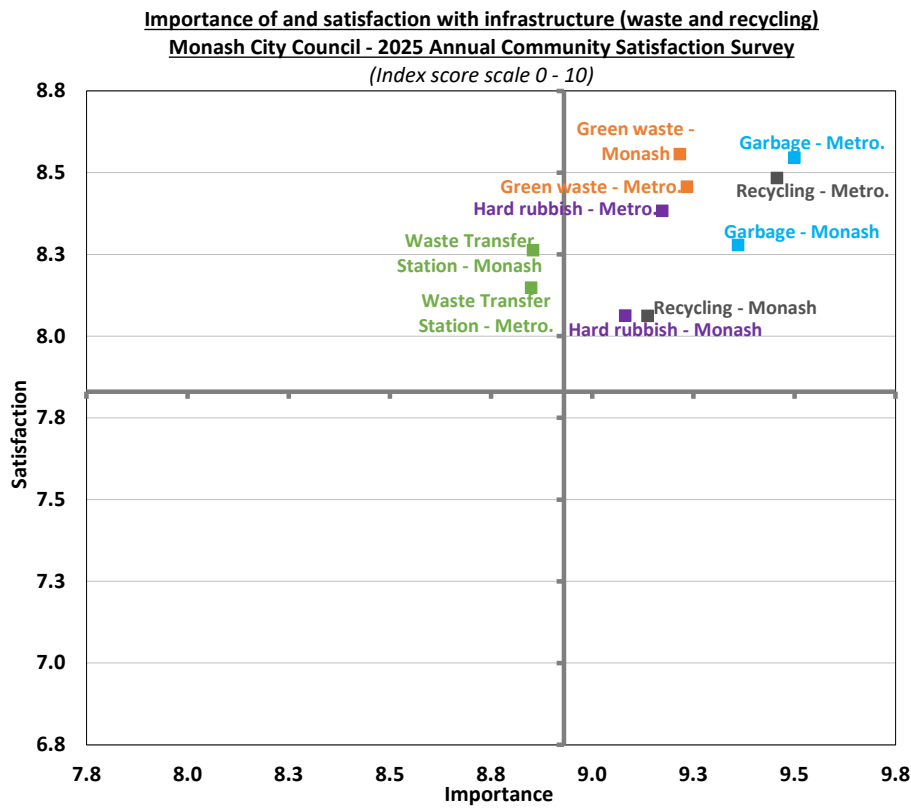
All five services recorded higher than average satisfaction scores, at “excellent” levels.

It is noted, however, that satisfaction with regular garbage collection, regular recycling, and hard rubbish collection was somewhat lower in Monash than the metropolitan Melbourne average.

Conversely, satisfaction with green waste collection and the waste transfer station were somewhat higher in Monash than the metropolitan Melbourne average.



Monash City Council – 2025 Annual Community Satisfaction Survey



Regular garbage collection

The regular garbage collection service was the most important of the 28 included services and facilities, with an average importance of 9.4 out of 10, and one of six that were measurably more important than the average of all 28 services and facilities (8.9).

Satisfaction with the regular garbage collection notably increased this year, up three percent to 8.3 out of 10, which remains an “excellent” level of satisfaction.

This result ranks the regular garbage collection 3rd in terms of satisfaction this year, and one of three that received a satisfaction score that was measurably higher than the average of all 28 services and facilities (7.8).

This result remains, however, somewhat below the long-term average satisfaction since 2016 of 8.5 out of 10, or “excellent”.

This result has continued the recovery in satisfaction following the decline over 2022 and 2023 due to the changes to the kerbside collection services.

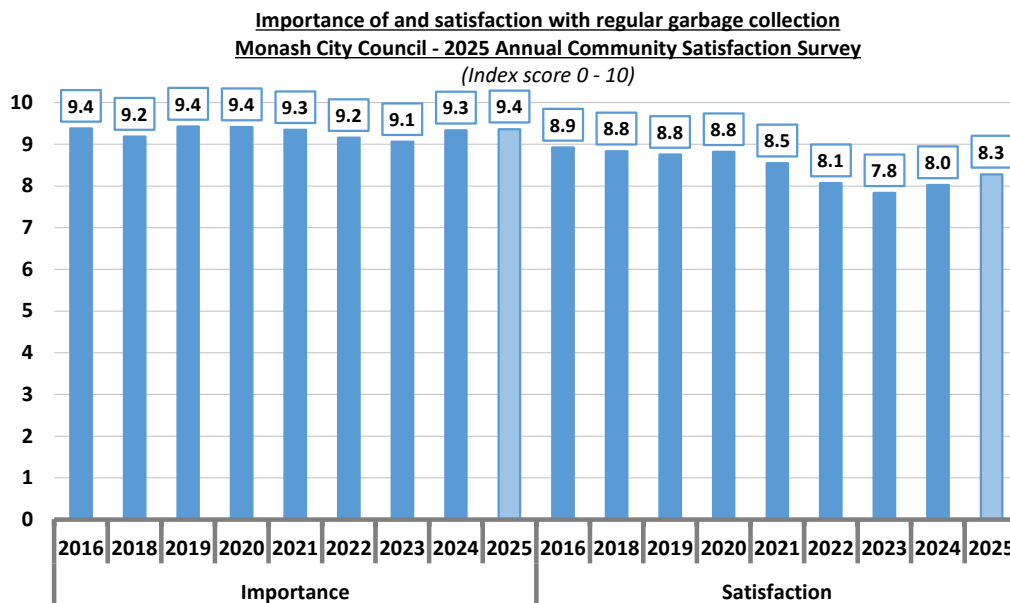
This result comprised 78% (up from 73%) “very satisfied” and five percent (down from 7%) dissatisfied respondents, based on a total sample of 798 of the 800 respondents who provided a satisfaction score.



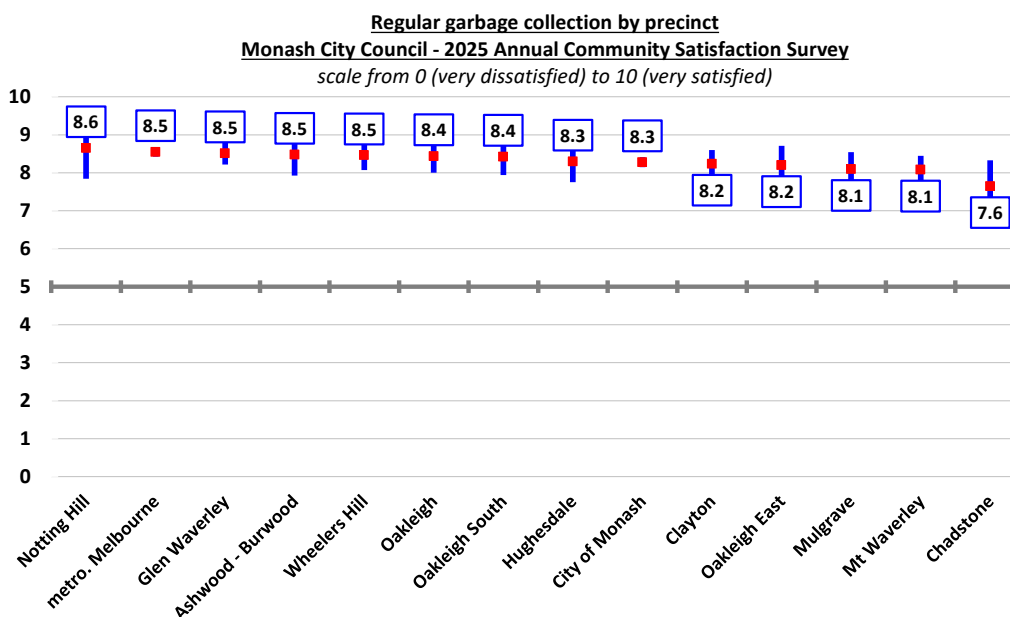
Monash City Council – 2025 Annual Community Satisfaction Survey

There was some variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years and over) notably more satisfied than average.

By way of comparison, satisfaction with the regular garbage collection remains somewhat (2%) lower than the metropolitan Melbourne average satisfaction with the “regular garbage collection” of 8.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Chadstone were notably less satisfied than average, and at a “very good” rather than an “excellent” level of satisfaction.



Regular recycling service

The regular recycling collection service was the 6th most important of the 28 included services and facilities, with an average importance of 9.1 out of 10, and one of six that were measurably more important than the average of all 28 services and facilities (8.9).

Satisfaction with the regular recycling service was stable this year at 8.1 out of 10, which remains an “excellent” level of satisfaction.

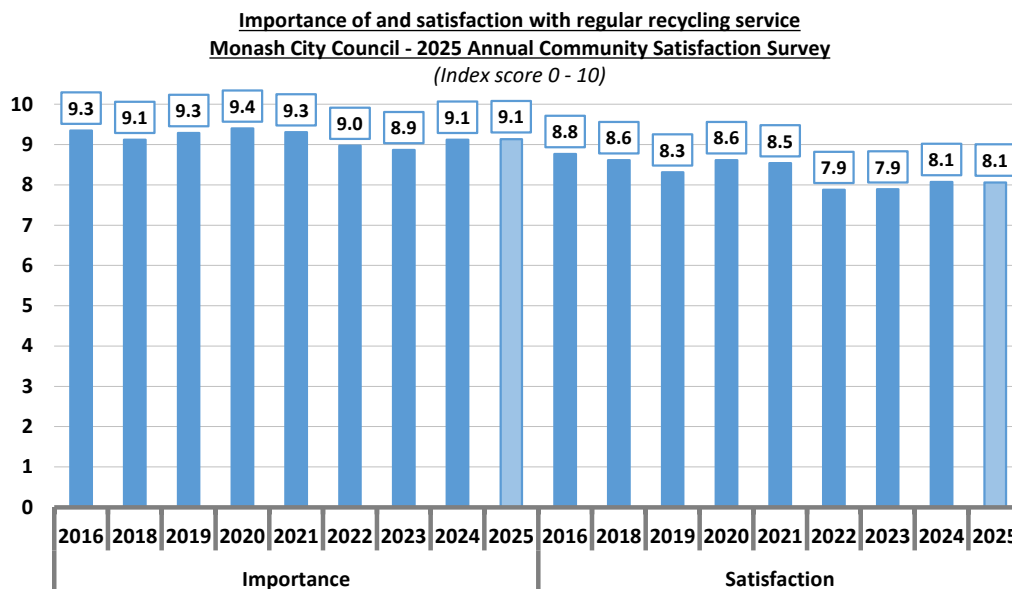
This result ranks the regular garbage collection 11th in terms of satisfaction this year.

This result was somewhat lower than the long-term average satisfaction since 2016 of 8.3 out of 10, or “excellent”.

This result comprised 70% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 773 of the 800 respondents who provided a satisfaction score.

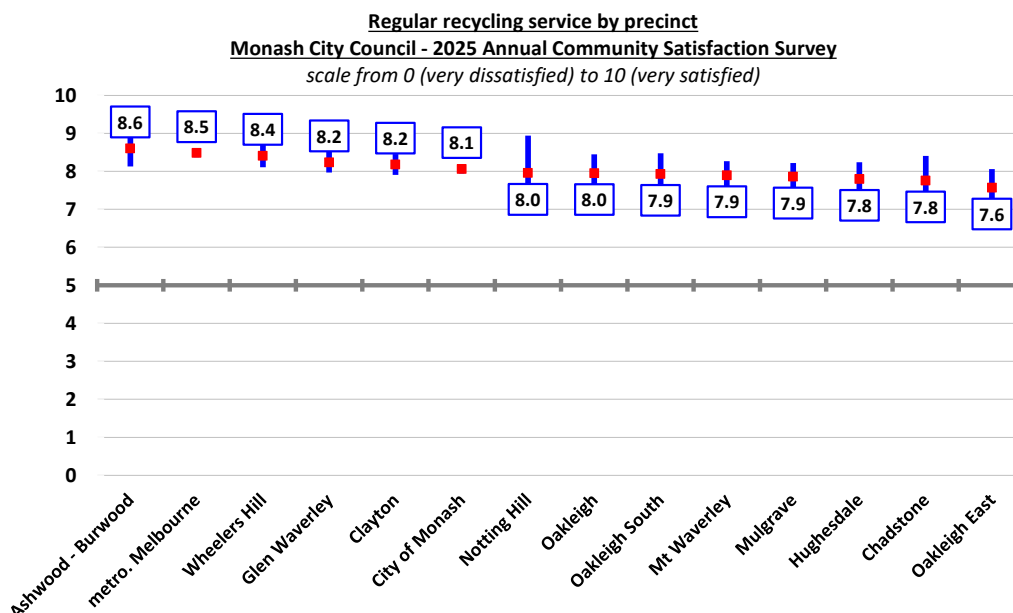
There was some variation in satisfaction observed by respondent profile, with respondents from multilingual households notably more satisfied than respondents from English-speaking households.

By way of comparison, satisfaction with the regular recycling service was measurably (4%) lower than the metropolitan Melbourne average satisfaction with the “regular recycling” of 8.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.



Monash City Council – 2025 Annual Community Satisfaction Survey

While there was no statistically significant variation in satisfaction with regular recycling observed across the municipality, respondents from the Ashwood-Burwood were notably (5%) more satisfied than average, while respondents from Oakleigh East were notably (5%) less satisfied, and at a “very good” rather than an “excellent” level.



The following table outlines the 47 comments received from respondents who were not satisfied with the regular recycling service. The majority of these comments related to concerns around the frequency of collection.

Reasons for dissatisfaction with regular recycling service
Monash City Council - 2025 Annual Community Satisfaction Survey
 (Number of responses)

Reason	Number
<i>Frequency</i>	
Should be weekly	12
Could be more / not enough / do more often	3
It is not enough	2
Red bin needs to be collected weekly / more frequently	2
Because they come every two weeks	1
Frequency should be changed	1
General waste should be picked up every week	1
It is fortnightly	1
It is once a year on a scheduled date which is not what other Councils do	1
Need more recycling collection	1
Once every two weeks is enough	1
Total	26



Monash City Council – 2025 Annual Community Satisfaction Survey

<i>Bin collection</i>	
Sometimes does not get collected / irregular	3
Bin collectors handle the bins in a rough manner	1
Bin is sometimes left on road	1
Total	5
<i>Bin contents</i>	
It is always flowing	2
More education on what goes into which bins	1
Sometimes garbage spills on to the street	1
Total	4
<i>Bin size</i>	
Bigger bins required	2
Bin size does not match the family size	1
Red bin is very small	1
Total	4
<i>Soft plastic recycling</i>	
They do not take soft plastic	1
Total	1
<i>Other</i>	
Mediocre	2
Broken bins are common	1
Hit and miss	1
I do not hear about any activities	1
Problems with language barriers	1
We have a throw away society	1
Total	7
Total responses	47

Regular green waste collection

The regular green waste collection service was the 2nd most important of the 28 included services and facilities, with an average importance of 9.2 out of 10, and one of six that were measurably more important than the average of all 28 services and facilities (8.9).



Monash City Council – 2025 Annual Community Satisfaction Survey

Satisfaction with the regular green waste collection increased marginally this year, up one percent to 8.6 out of 10, which remains an “excellent” level of satisfaction.

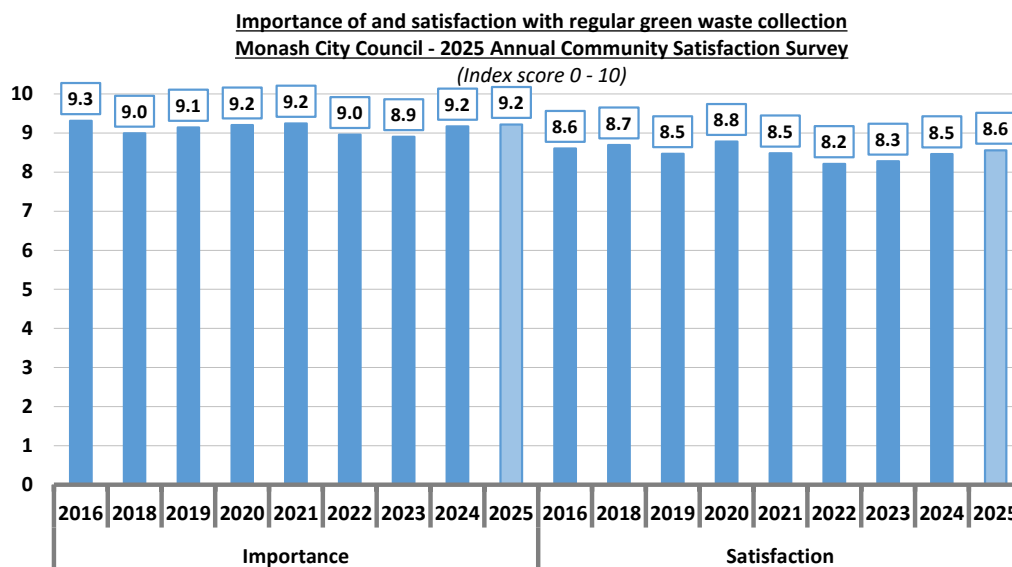
This result ranks the regular green waste collection 1st in terms of satisfaction this year, and one of three that received a satisfaction score measurably higher than the average of all 28 (7.8).

This result was marginally higher than the long-term average satisfaction since 2016 of 8.5 out of 10, or “excellent”.

This result comprised 83% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 782 of the 800 respondents who provided a satisfaction score.

There was some variation in satisfaction observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied than average. Female respondents were notably more satisfied than male respondents.

By way of comparison, satisfaction with the regular green waste collection was marginally (1%) higher than the metropolitan Melbourne average satisfaction with the “green waste collection” of 8.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.

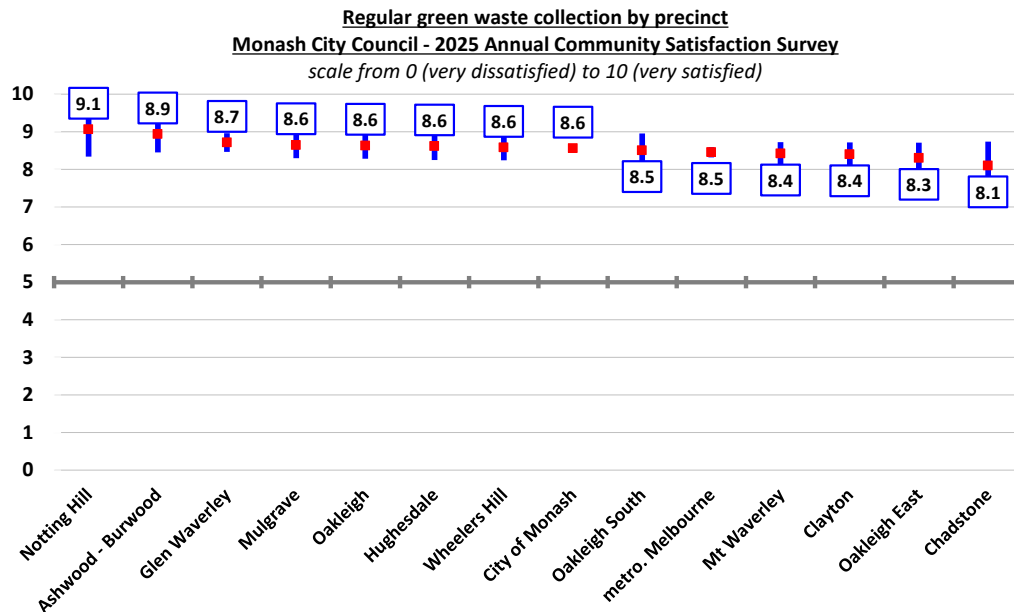


Although there was no statistically significant variation in satisfaction with regular green waste collection observed across the municipality, respondents from Notting Hill were notably (5%) more satisfied than average, whilst respondents from Chadstone were notably (5%) less satisfied, although still at an “excellent” level.

It is important to bear in mind that respondents from all precincts rated satisfaction with the green waste collection at “excellent” levels.



Monash City Council – 2025 Annual Community Satisfaction Survey



Hard rubbish collection

The hard rubbish collection service was the 8th most important of the 28 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with the hard rubbish collection increased marginally this year, up one percent to 8.1 out of 10, which remains an “excellent” level of satisfaction.

This result ranks the hard rubbish collection 10th in terms of satisfaction this year.

This result was marginally (1%) higher than the long-term average satisfaction since 2016 of 8.0 out of 10, or “excellent”.

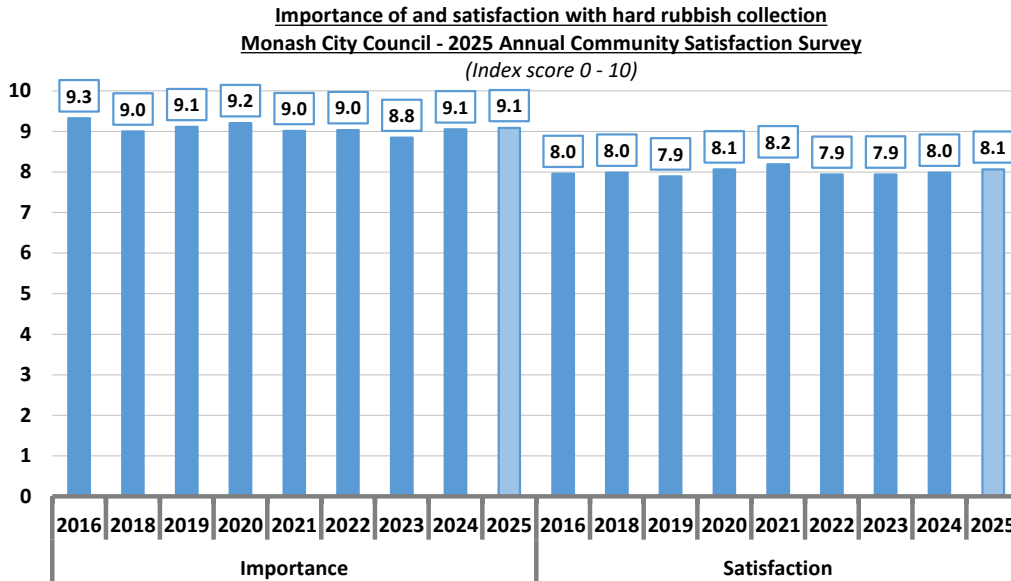
This result comprised 70% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 541 of the 553 respondents (69%) from households who had used these services in the last 12 months.

There was no substantive variation in satisfaction observed by respondent profile, with all respondent groups rating their satisfaction at “excellent” levels.

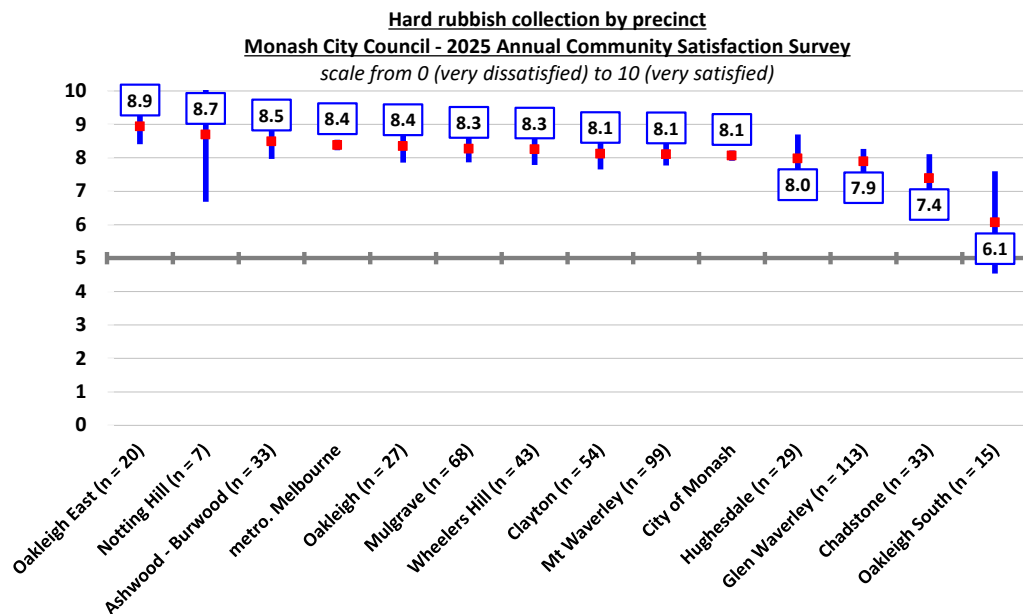
By way of comparison, satisfaction with the hard rubbish collection was notably (3%) lower than the metropolitan Melbourne average satisfaction with the “hard rubbish collection” of 8.4 out of 10, as recorded in the 2025 *Governing Melbourne* research.



Monash City Council – 2025 Annual Community Satisfaction Survey



The 15 respondents from Oakleigh South were measurably (20%) less satisfied with the hard rubbish collection than average, at a “good” rather than an “excellent” level.



Council's Waste Transfer Station

Council's waste transfer station was the 20th most important of the 28 included services and facilities, with an average importance of 8.9 out of 10.



Monash City Council – 2025 Annual Community Satisfaction Survey

Satisfaction with the waste transfer station increased somewhat this year, up two percent to 8.3 out of 10, which remains an “excellent” level of satisfaction.

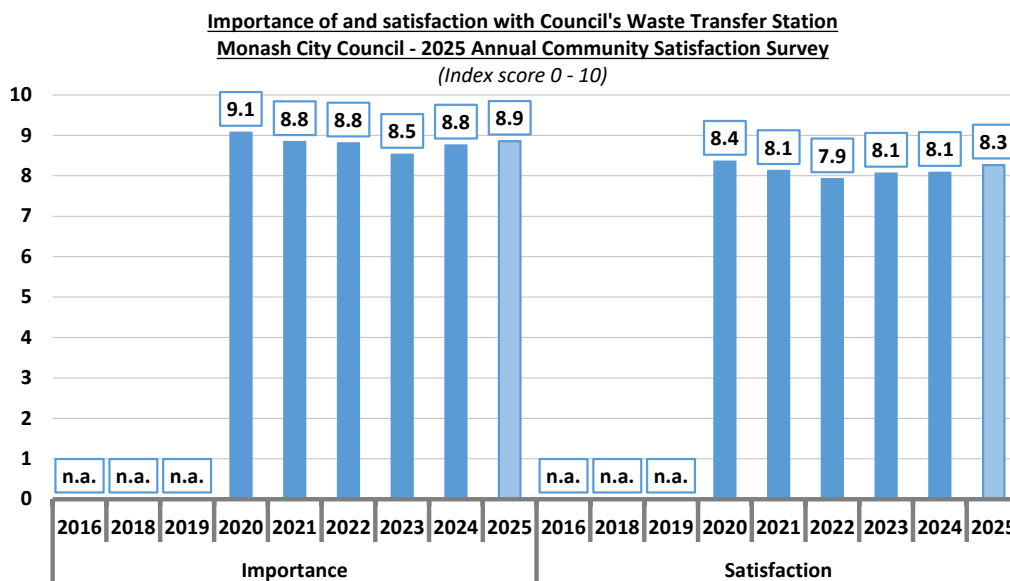
This result ranks the waste transfer station 5th in terms of satisfaction this year.

This result was somewhat higher than the long-term average satisfaction since 2016 of 8.1 out of 10, or “excellent”.

This result comprised 79% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 260 of the 269 respondents (34%) from households who had used these services in the last 12 months.

There was some variation in satisfaction observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied than average. Respondents from multilingual households were notably more satisfied than respondents from English-speaking households.

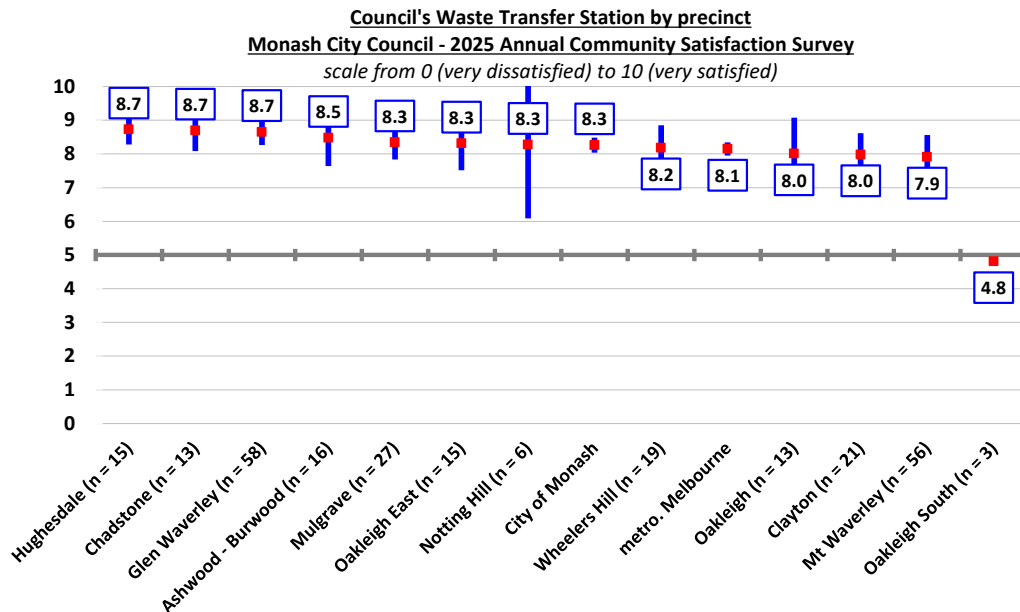
By way of comparison, satisfaction with the waste transfer station was somewhat (2%) higher than the metropolitan Melbourne average satisfaction with the “waste transfer station / tip” of 8.1 out of 10, as recorded in the 2025 *Governing Melbourne* research.



The three respondents from Oakleigh South were significantly (35%) less satisfied than the municipal average, however care should be taken interpreting this result due to the small sample size of just three respondents.



Monash City Council – 2025 Annual Community Satisfaction Survey



Infrastructure Division – other

There were 14 other services and facilities from the Infrastructure Division included in the survey again this year, as outlined in the following graph.

The graph displays the average importance of and satisfaction with each of these 14 services and facilities, with a comparison against the metropolitan Melbourne average results from the 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025 using the same methodology.

As the graph shows, several services were of higher-than-average importance but received lower-than-average satisfaction scores. The most prominent example of this was public toilets, which were of somewhat higher-than-average importance, but received a satisfaction score of less than seven out of 10, the only service to do so.

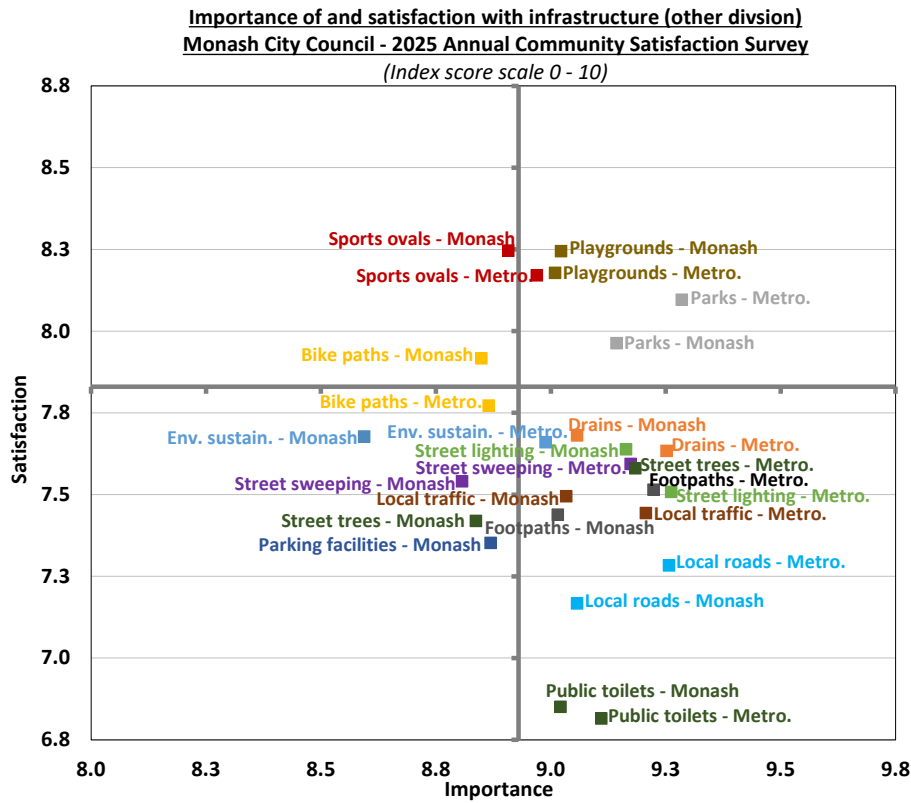
Attention is also drawn to the maintenance and repair of local roads, which were of somewhat higher-than-average importance, but received a notably lower-than-average satisfaction score. Satisfaction with local roads was also lower than the metropolitan Melbourne average and declined somewhat (2%) this year.

As in previous surveys, most, but not all, of these services and facilities recorded a higher satisfaction score in the City of Monash than the metropolitan Melbourne average.

Four services and facilities received higher-than-average satisfaction scores in 2025 including sports ovals, playgrounds, bike paths, along with parks, gardens, and open spaces.



Monash City Council – 2025 Annual Community Satisfaction Survey



Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 11th most important of the 28 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with sealed local roads declined somewhat this year, down two percent to 7.2 out of 10, which remains a “very good” level of satisfaction.

This result ranks sealed local roads 27th in terms of satisfaction this year, and one of seven services and facilities to receive a satisfaction score that was measurably lower than the average of all 28 (7.8).

This result was notably (3%) lower than the long-term average satisfaction since 2016 of 7.5 out of 10, or “very good”.

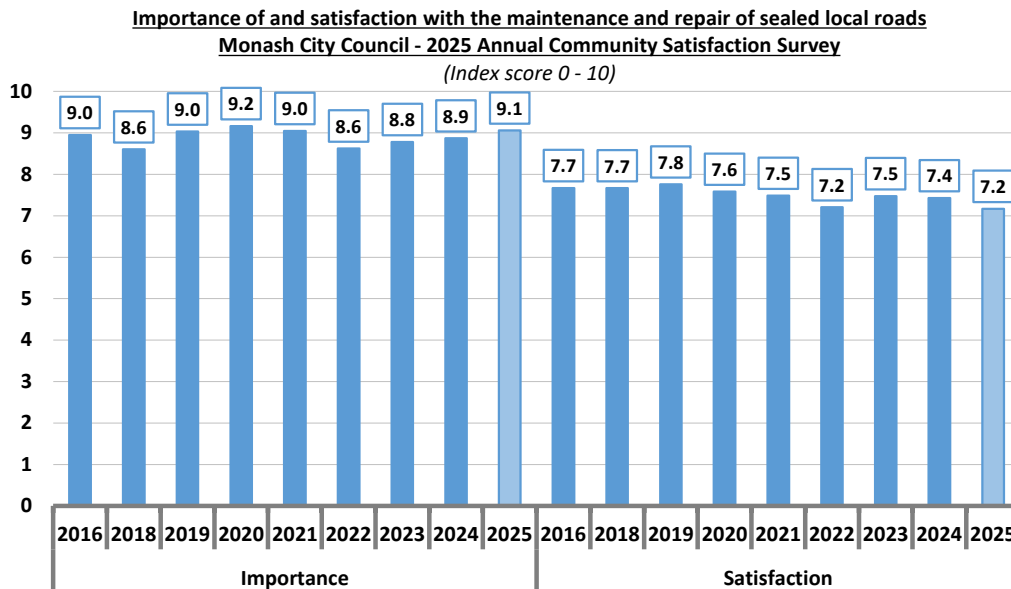
This result comprised 52% “very satisfied” and nine percent dissatisfied respondents, based on a total sample of 787 of the 800 respondents who provided a score this year.

There was some variation in satisfaction observed by respondent profile, with young adults and adults (aged 18 to 44 years) notably more satisfied than average, and older adults and seniors (aged 60 years and older) notably less satisfied, and at a “good” rather than a “very good level of satisfaction.

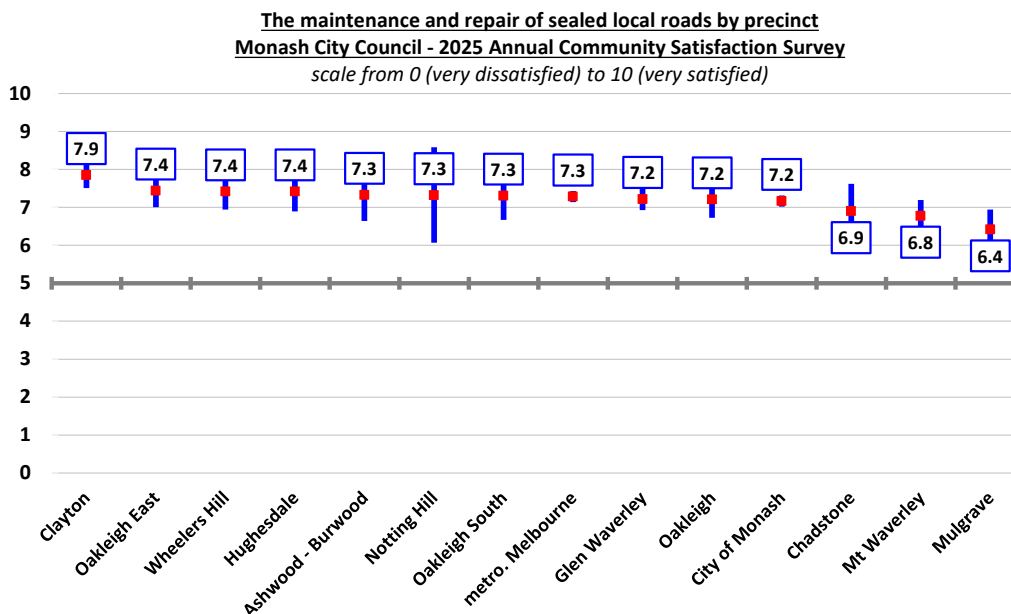


Monash City Council – 2025 Annual Community Satisfaction Survey

By way of comparison, satisfaction with sealed local roads was marginally (1%) lower than the metropolitan Melbourne average satisfaction with the “the maintenance and repair of sealed local roads” of 7.3 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was some variation in satisfaction observed across the municipality, with respondents from Clayton measurably (7%) more satisfied than the average, and at an “excellent” rather than a “very good” level. By contrast, respondents from Mulgrave were measurably (8%) less satisfied than the municipal average, and at a “good” rather than a “very good” level.



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Footpath maintenance and repairs

Footpath maintenance and repair was the 15th most important of the 28 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with footpaths remained stable this year at 7.4 out of 10, or a “very good” level of satisfaction.

This result ranks footpaths 23rd in terms of satisfaction this year and one of seven services and facilities to receive a measurably lower satisfaction score than the average of all 28 (7.8).

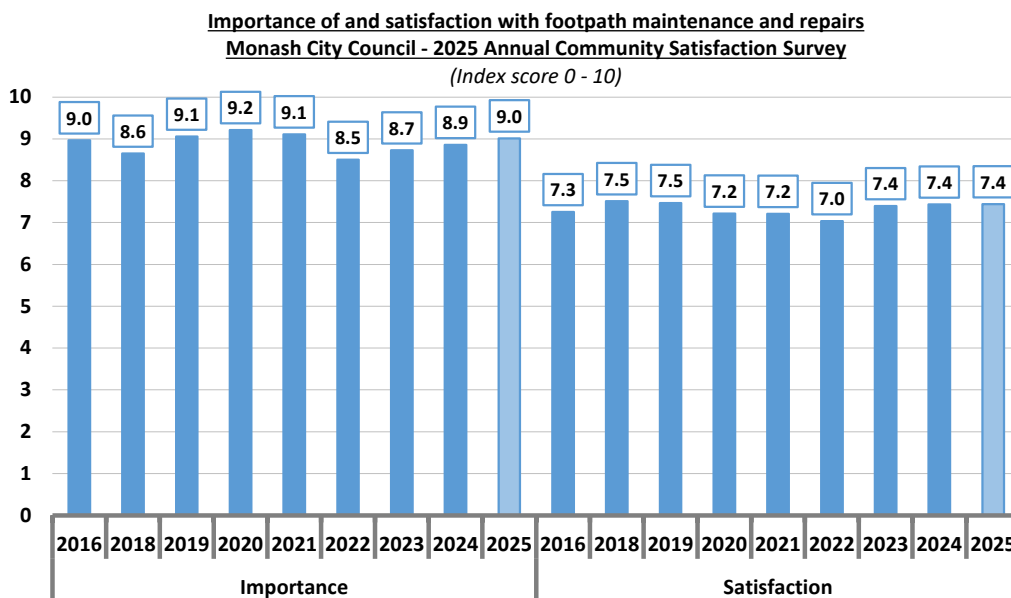
This result was marginally higher than the long-term average satisfaction since 2016 of 7.3 out of 10, or “very good”.

This result comprised 56% “very satisfied” and six percent dissatisfied respondents, based on a total sample of 784 of the 800 respondents who provided a score this year.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, whilst middle-aged and older adults (aged 45 to 74 years) were notably less satisfied.

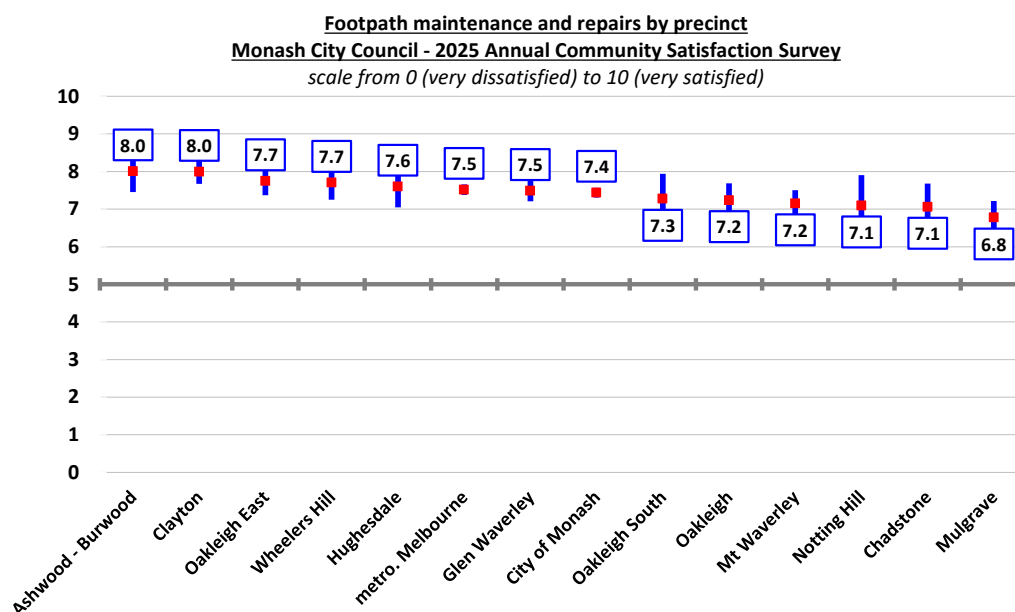
Respondents from multilingual households were notably more satisfied than respondents from English speaking households, and male respondents were somewhat more satisfied than female respondents.

By way of comparison, satisfaction with footpaths was marginally lower than the metropolitan Melbourne average satisfaction with the “footpath maintenance and repair” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.



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There was variation in satisfaction observed across the municipality, with respondents from Clayton measurably (6%) and respondents from Ashwood-Burwood notably (6%) more satisfied than the municipal average, and at “excellent” rather than “very good” levels. By contrast, respondents from Mulgrave were measurably (6%) less satisfied than the municipal average, although still at a “good” level.



Drains maintenance and repair

Drains maintenance and repair was the 10th most important of the 28 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with drains increased somewhat this year, up two percent to 7.7 out of 10, although it remained at a “very good” level of satisfaction.

This result ranks drains maintenance and repair 16th in terms of satisfaction this year.

This result was marginally (1%) higher than the long-term average satisfaction since 2016 of 7.6 out of 10, or “very good”.

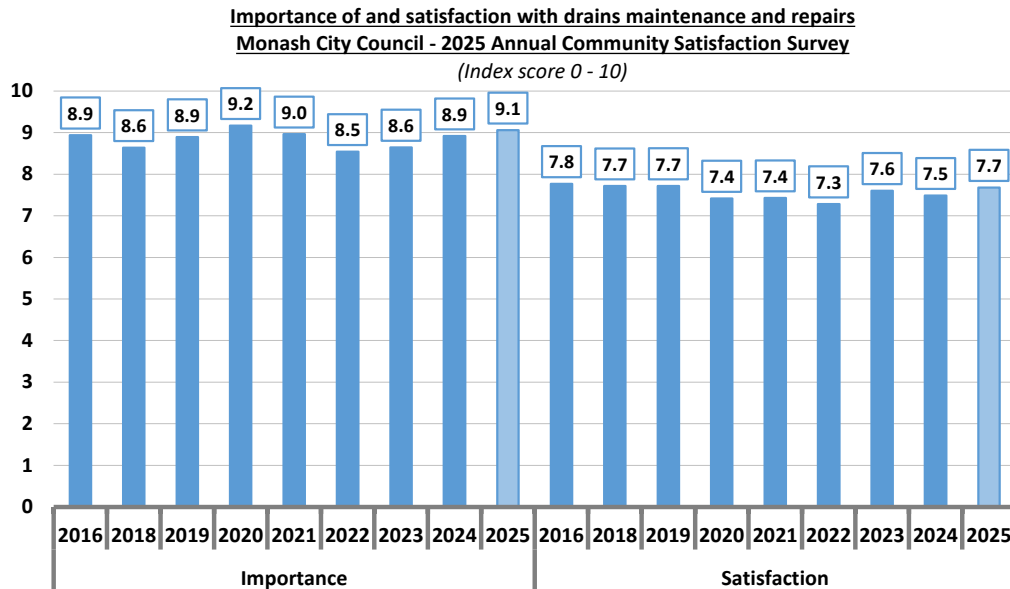
This result comprised 62% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 754 of the 800 respondents who provided a score this year.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average and middle-aged and older adults (aged 60 to 74 years) notably less satisfied and at “good” rather than “very good” levels of satisfaction.

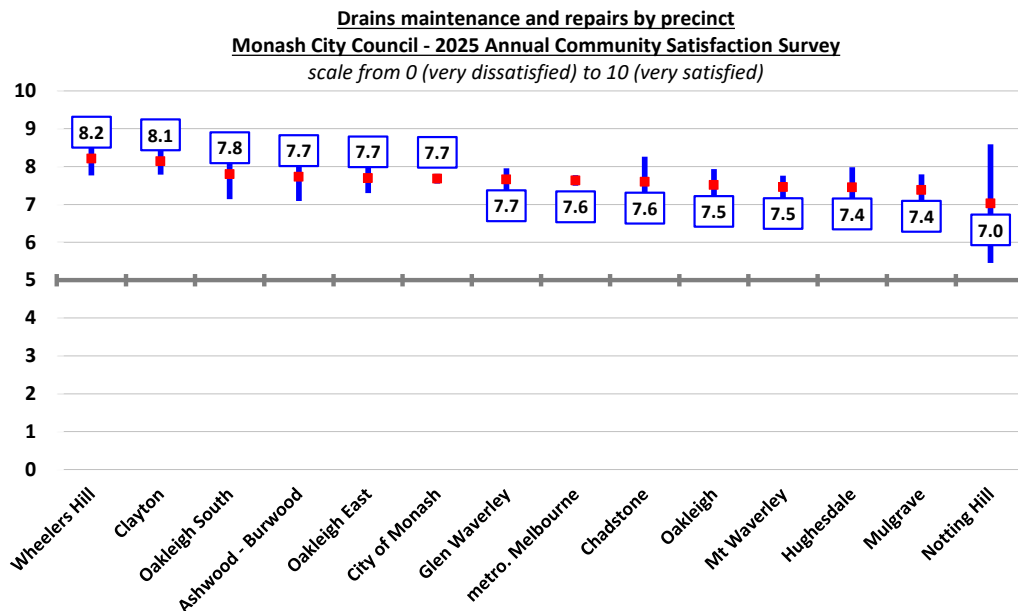


Monash City Council – 2025 Annual Community Satisfaction Survey

By way of comparison, satisfaction with drains was marginally (1%) higher than the metropolitan Melbourne average satisfaction with the “drains maintenance and repair” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.



While there was no statistically significant variation in satisfaction with drains maintenance observed across the municipality, the 14 respondents in Notting Hill were notably (7%) less satisfied than the municipal average, and at a “good” rather than a “very good” level.



*Monash City Council – 2025 Annual Community Satisfaction Survey***Street sweeping**

Street sweeping was the 23rd most important of the 28 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with street sweeping remained stable this year at 7.5 out of 10, which remains a “very good” level of satisfaction.

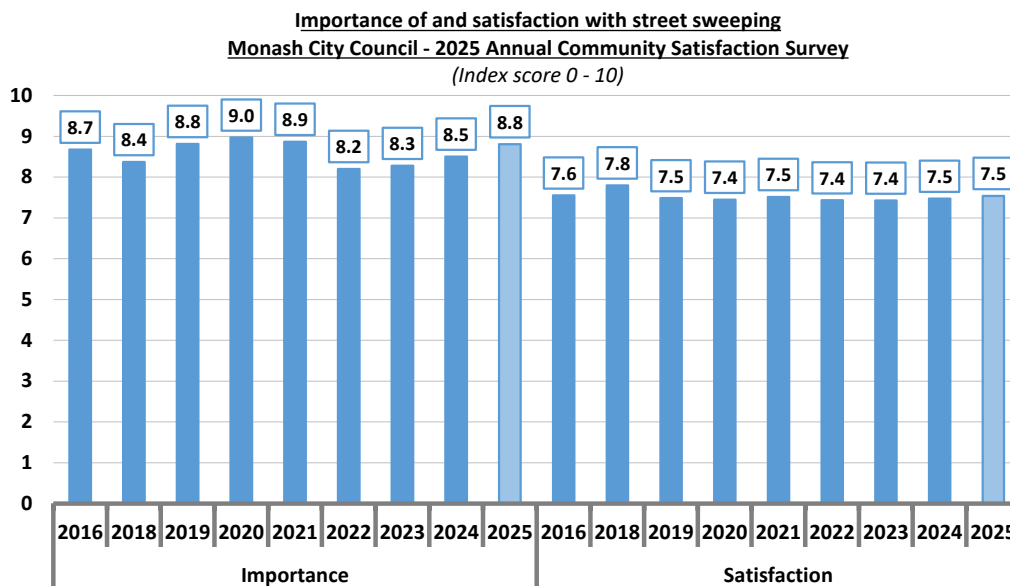
This result ranks street sweeping 21st in terms of satisfaction this year.

This result was identical to the long-term average satisfaction since 2016 of 7.5 out of 10, or “very good”.

This result comprised 59% “very satisfied” and eight percent dissatisfied respondents, based on a total sample of 745 of the 800 respondents who provided a score this year.

There was some variation in satisfaction observed by respondent profile, with young adults and senior citizens (aged 18 to 34 years and 75 years or older) notably more satisfied than average.

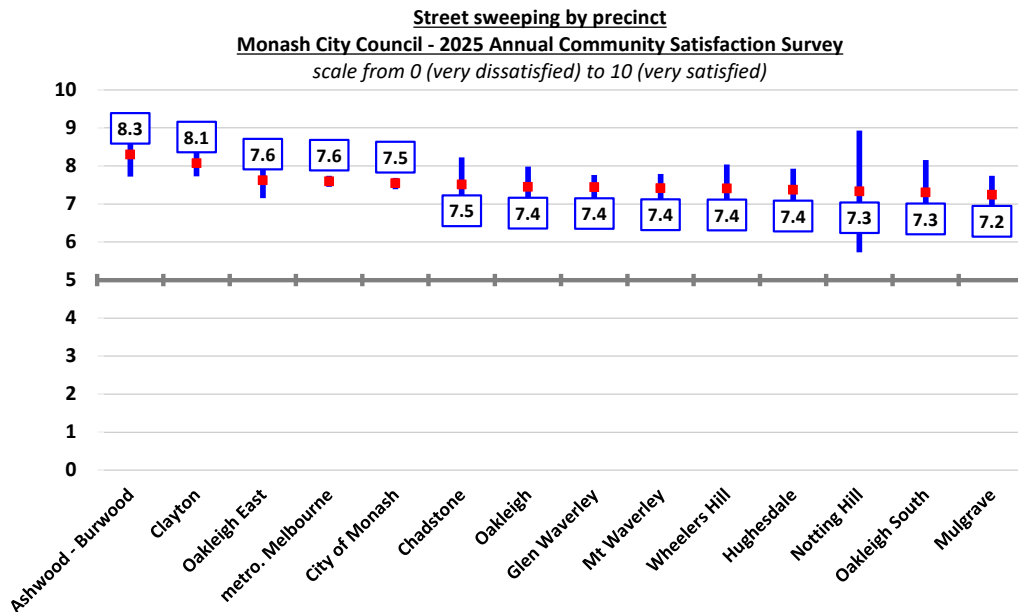
By way of comparison, satisfaction with street sweeping was marginally (1%) lower than the metropolitan Melbourne average satisfaction with the “street sweeping” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was some variation in satisfaction observed across the municipality, with respondents from Ashwood-Burwood and Clayton measurably (8% and 6% respectively) more satisfied than the municipal average, and at “excellent” rather than “very good” levels.



Monash City Council – 2025 Annual Community Satisfaction Survey



Provision and maintenance of street lighting

The provision and maintenance of street lighting was the 3rd most important of the 28 included services and facilities, with an average importance of 9.2 out of 10, and one of six services and facilities to be measurably more important than the average of all 28 (8.9).

Satisfaction with street lighting remained essentially stable this year, down one percent to 7.6 out of 10, although it remains at a “very good” level of satisfaction.

This result ranks street lighting 20th in terms of satisfaction this year.

Despite the marginal decline, this result was still marginally (1%) higher than the long-term average satisfaction since 2016 of 7.5 out of 10, or “very good”.

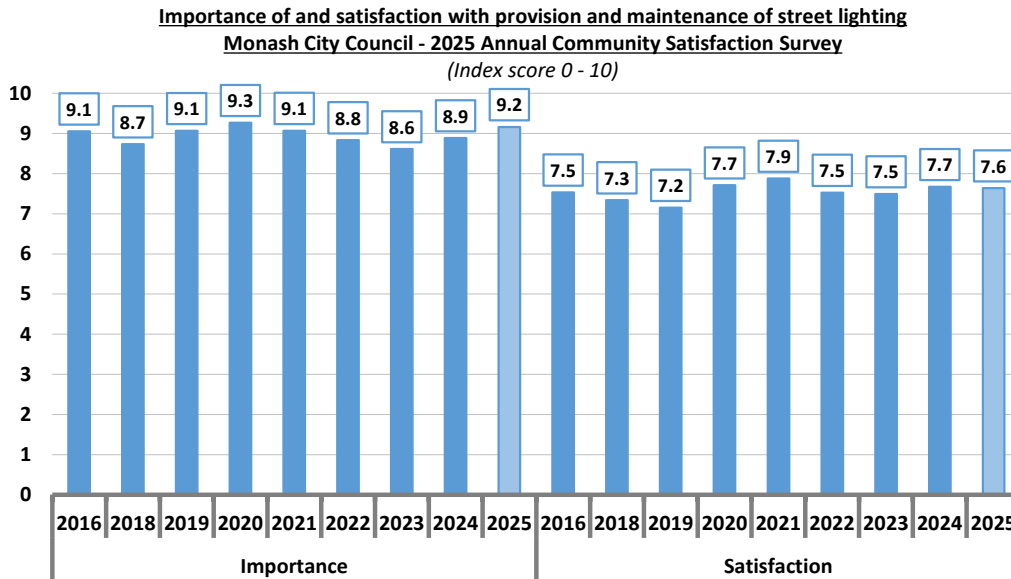
This result comprised 62% “very satisfied” and eight percent dissatisfied respondents, based on a total sample of 784 of the 800 respondents who provided a score this year.

There was some variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years and over) notably more satisfied than average and at an “excellent” level of satisfaction.

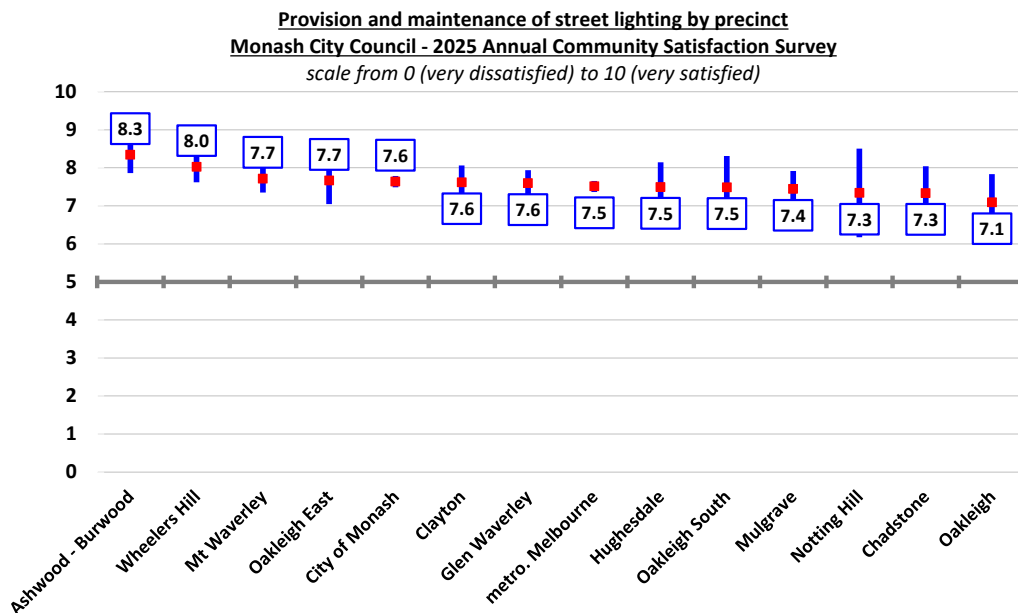
By way of comparison, satisfaction with street lighting was marginally (1%) higher than the metropolitan Melbourne average satisfaction with the “provision and maintenance of street lighting” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.



Monash City Council – 2025 Annual Community Satisfaction Survey



There was some variation in satisfaction observed across the municipality, with respondents from Ashwood-Burwood measurably (7%) more satisfied the municipal average, at an “excellent” rather than a “very good” level. Respondents from Oakleigh, on the other hand, were notably (5%) less satisfied, and at a “good”, rather than a “very good” level.



Monash City Council – 2025 Annual Community Satisfaction Survey

Provision of parking facilities

The provision of parking facilities was the 19th most important of the 28 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with parking facilities increased marginally this year, up one percent to 7.4 out of 10, which remained a “very good” level of satisfaction.

This was the highest score recorded for the provision of parking facilities for the City of Monash over the eight years of the survey program.

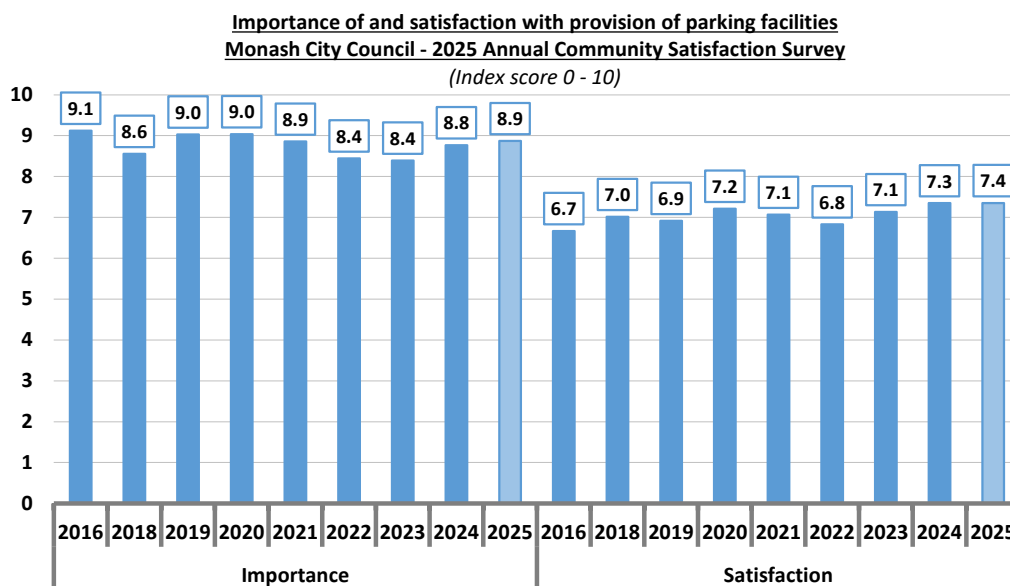
This result ranks parking facilities 25th in terms of satisfaction this year, and one of six that received a satisfaction score measurably lower than the average of all 28 (7.8).

This result was notably higher than the long-term average satisfaction since 2016 of 7.1 out of 10, or “good”.

This result comprised 55% “very satisfied” and eight percent dissatisfied respondents, based on a total sample of 762 of the 800 respondents who provided a score this year.

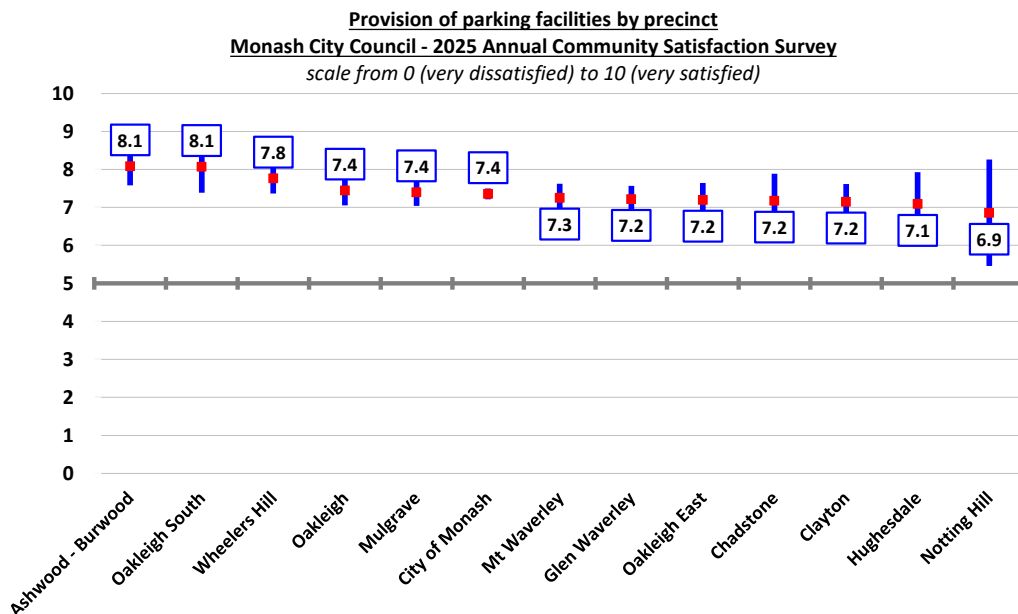
There was some variation observed by respondent profile, with older adults (aged 60 to 74 years) notably less satisfied than average, and at a “good” rather than a “very good” level.

By way of comparison, these facilities were not included in the 2025 *Governing Melbourne* research and therefore no comparison result was available.



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There was some variation observed across the municipality, with respondents from Ashwood-Burwood measurably (7%) and respondents from Oakleigh South notably (7%), more satisfied than average, and at “excellent” rather than “very good” levels. Conversely, the 14 respondents from Notting Hill were notably (5%) less satisfied, and at a “good” level.



Local traffic management

Local traffic management was the 12th most important of the 28 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with local traffic management increased marginally this year, up one percent to 7.5 out of 10, which remains a “very good” level of satisfaction.

This result ranks local traffic management 22nd in terms of satisfaction this year, and one of seven that received a satisfaction score measurably lower than the average of all 28 (7.8).

This result was somewhat (2%) higher than the long-term average satisfaction since 2016 of 7.3 out of 10, or “good”.

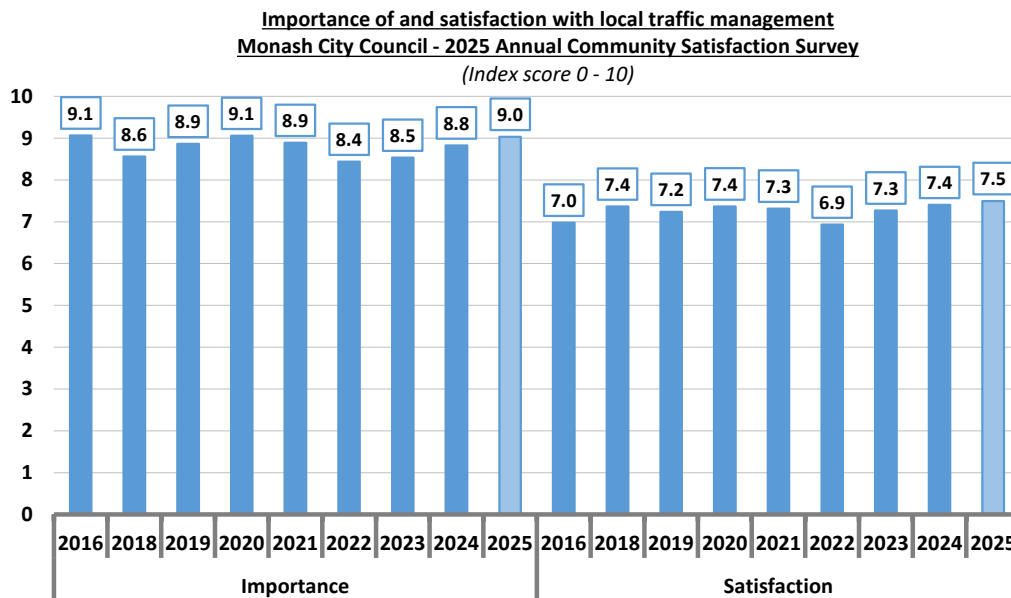
This result comprised 57% “very satisfied” and seven percent dissatisfied respondents, based on a total sample of 760 of the 800 respondents who provided a score this year.

There was some variation in satisfaction with the local traffic management observed by respondent profile, with older adults (aged 60 to 74 years) notably less satisfied than average and at a “good” rather than a “very good” level of satisfaction.

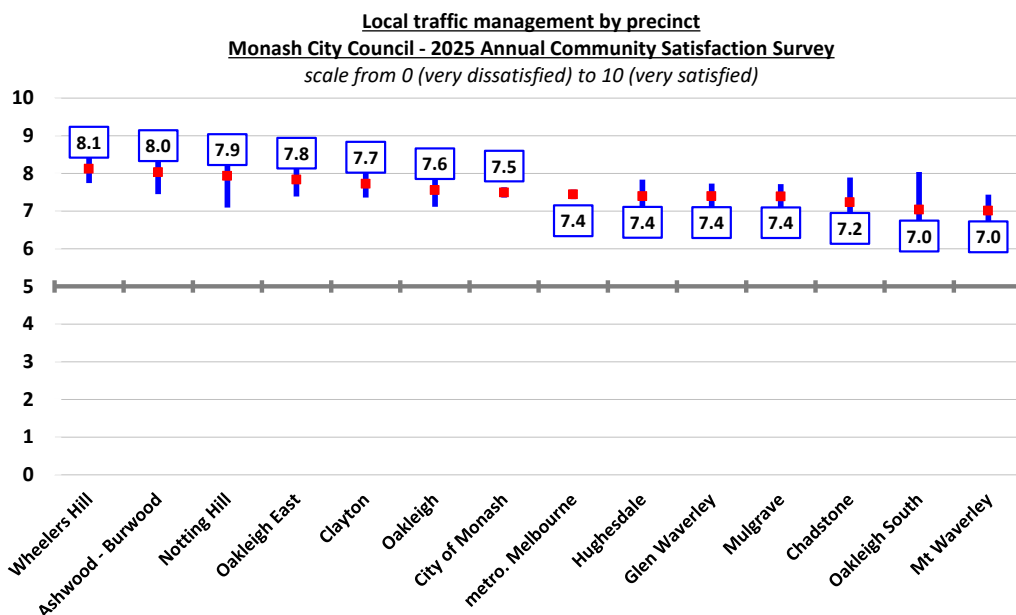


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By way of comparison, satisfaction with local traffic management was marginally (1%) higher than the metropolitan Melbourne average satisfaction with the “local traffic management” of 7.4 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was variation observed across the municipality, with respondents from Wheelers Hill measurably (6%) and respondents from Ashwood-Burwood were notably (5%) more satisfied than the municipal average, and at “excellent” rather than “very good” levels. By contrast, respondents from Oakleigh South and Mt Waverley were notably (5%) less satisfied, and at “good” rather than “very good” levels.



*Monash City Council – 2025 Annual Community Satisfaction Survey***Provision and maintenance of parks, gardens, and reserves**

The provision and maintenance of parks, gardens, and reserves was the 4th most important of the 28 included services and facilities, with an average importance of 9.1 out of 10, and one of six services and facilities to be measurably more important than the average of all 28 (8.9).

Satisfaction with parks, gardens, and reserves increased somewhat this year, up two percent to 8.0 out of 10, which remains an “excellent” level of satisfaction.

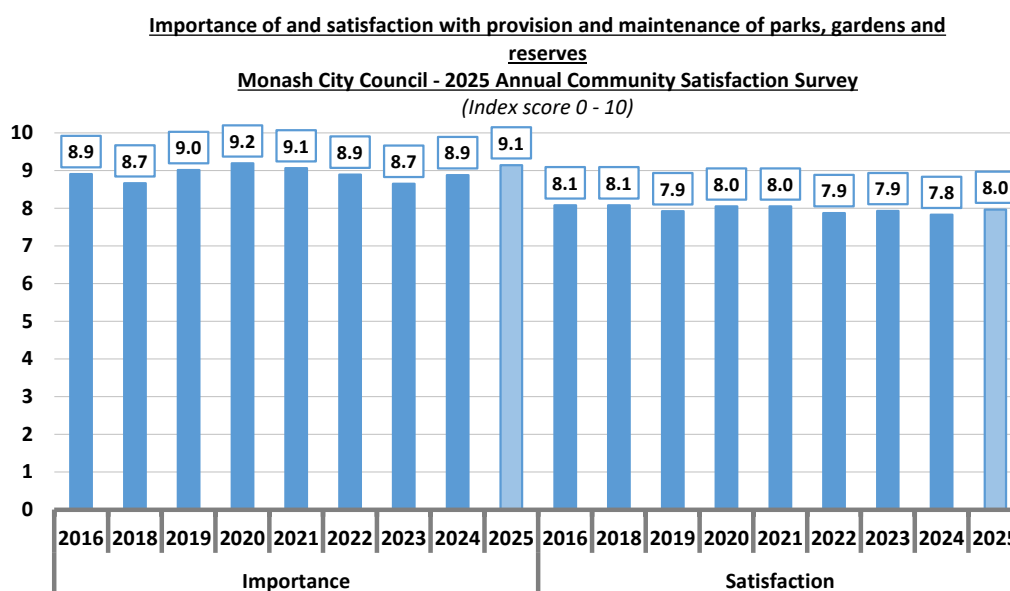
This result ranks parks, gardens, and reserves 13th in terms of satisfaction this year.

This result was identical with the long-term average satisfaction since 2016 of 8.0 out of 10, or “excellent”.

This result comprised 67% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 754 of the 800 respondents who provide a score this year.

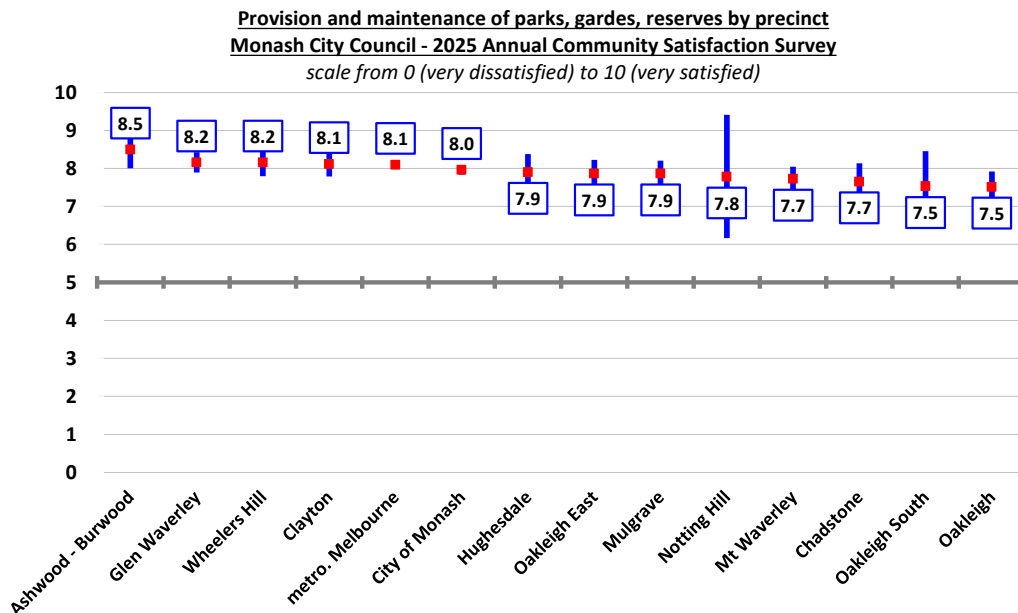
There was some variation observed by respondent profile, with senior citizens (aged 75 years or older) notably more, and middle-aged adults (aged 45 to 59 years) notably less, satisfied than average, although still at a “very good” level.

By way of comparison, satisfaction with parks, gardens, and reserves was marginally (1%) lower than the metropolitan Melbourne average satisfaction with the “the provision and maintenance of parks, gardens, and open spaces” of 8.1 out of 10, as recorded in the 2025 *Governing Melbourne* research.



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There was some variation observed across the municipality, with respondents from Ashwood-Burwood measurably (5%) more satisfied than average. By contrast, respondents from Oakleigh South were notably (7%), and respondents from Oakleigh were measurably (7%) less satisfied than the municipal average, and at “very good” rather than “excellent” levels.



The following table outlines the 68 comments received from respondents who were not satisfied with the provision and maintenance of parks, gardens, and reserves. Many of the comments raised by respondents related to a perceived lack of maintenance in parks, gardens, and reserves, particularly the mowing of grass.

Reasons for dissatisfaction with provision and maintenance of parks, gardens and reserves
Monash City Council - 2025 Annual Community Satisfaction Survey
 (Number of responses)

Reason	Number
Grass grows too high / not maintained / lawns not mowed	9
Needs touch up / maintenance	6
Not enough parks / more parks needed	6
Dog poop / faecal matter from pets	2
Parks are not well maintained	2
Against the Council	1
Always charges for water when they do not water	1
Dog parks should have fences	1
Have not updated the equipment for last 20 years	1
It is average	1
It is dirty	1
Lots of them are small	1



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More play spaces needed	1
More shade needed	1
My local reserve is always filled with dead trees	1
My local reserve is always untidy	1
Needs a major upgrade for the kids	1
Needs more walking paths	1
No footpaths	1
No place for kids to play	1
People take pets and crowd the areas	1
Reserves	1
Seen a lot of badly maintained gardens	1
Side of roads	1
They do not care so why should people care	1
They should start an online service where we can book parks to play cricket	1
Toilet maintenance	1
Too many big dogs without leash are scary for the kids	1
Tree fell within our property but is not being paid by the Council for removal	1
Council said no to dog meet ups, they should not have done that as it is a neighbourhood community thing	1
Total	50
<i>Specific locations of concern</i>	
Fregon Reserve	2
Around the town side	1
Ashwood Reserve Park	1
Brickmakers Park	1
Capital Reserve	1
Central Park	1
Diamond Creek trail	1
Dunrossil Close playground	1
Jells Park	1
Mulgrave Reserve	1
No toilets in Central Park	1
Park near Pryde Ct and Lum Rd	1
Rosemary St Park	1
Rosemary St playground	1
Scotchmans Creek	1
The only park (Flora Road Playground) is too small	1
We do not have any here in Notting Hill for dogs	1
Total	18
Total responses	68



Monash City Council – 2025 Annual Community Satisfaction Survey

Provision and maintenance of street trees

The provision and maintenance of street trees was the 22nd most important of the 28 included services and facilities, with an average importance of 8.8 out of 10.

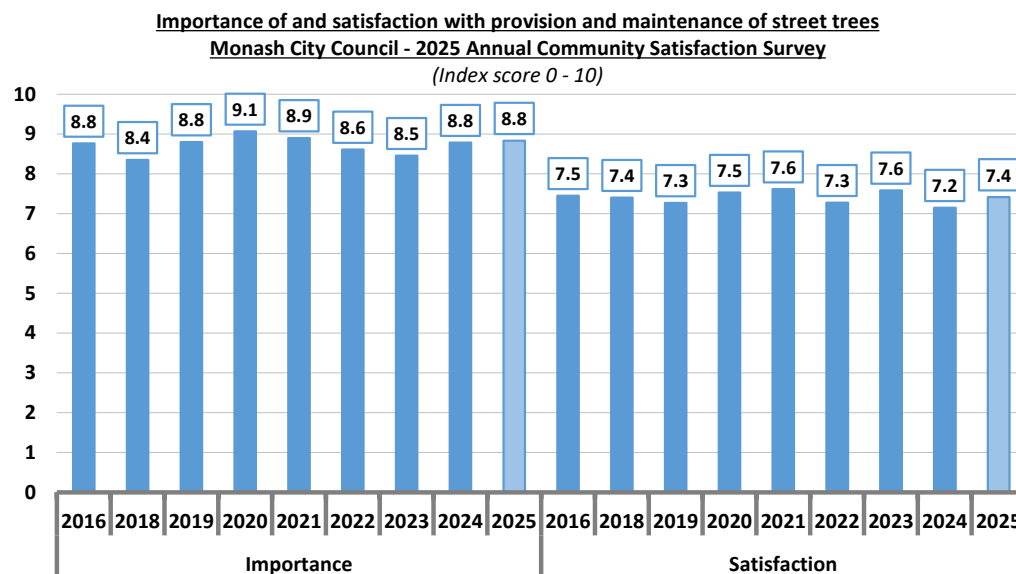
Satisfaction with street trees increased somewhat this year, up two percent to 7.4 out of 10, which was a “very good”, up from a “good” level of satisfaction.

However, it is noted that 12% (up from 8%) of respondents nominated street trees as one of the top three [issues to address](#) at the moment. The provision and maintenance of street trees was the second most commonly raised address this year.

It is also noted that the 95 respondents who nominated street trees as an issue to address, on average, rated [satisfaction with Council’s overall performance](#) measurably (6%) lower than the municipal average.

This result ranks street trees 24th in terms of satisfaction this year, and one of seven that received a score measurably lower than the average of all 28 (7.8).

This result was identical to the long-term average satisfaction since 2016 of 7.4 out of 10, or “good”.



This result comprised 57% “very satisfied” and nine percent dissatisfied respondents, based on a total sample of 777 of the 800 respondents who provided a score.

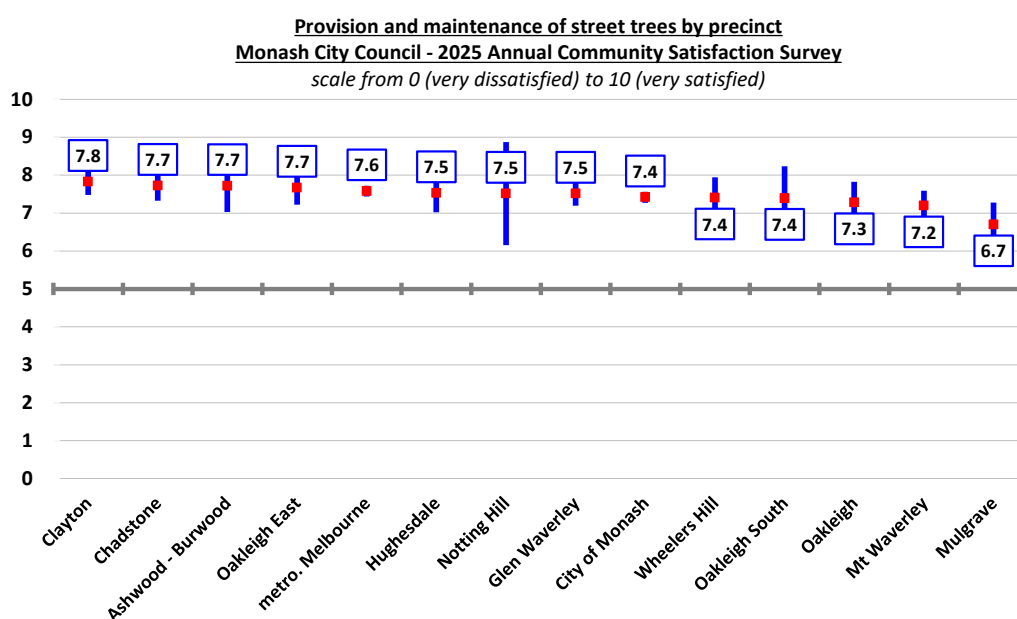
There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied, and older adults and senior citizens (aged 60 years and over) notably less satisfied than average.



Monash City Council – 2025 Annual Community Satisfaction Survey

By way of comparison, satisfaction with street trees was somewhat (2%) lower than the metropolitan Melbourne average satisfaction with the “provision and maintenance of street trees” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was variation in satisfaction observed across the municipality, with respondents from Clayton notably (4%) more satisfied than average and at an “excellent” level, while respondents from Mulgrave were measurably (7%) less satisfied, and at a “good” rather than a “very good” level.



The following table displays the 137 comments received from respondents who were not satisfied with street trees.

These comments have been broadly categorised, with the most common issues raised including a perceived need for more tree maintenance including pruning branches (54 comments), the removal of tree debris, damaged, or dead trees (22 comments), the choice of street trees (16 comments), and overgrown or dangerous trees (16 comments).

Reasons for dissatisfaction with provision and maintenance of street trees

Monash City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
<i>Tree / branch maintenance</i>	
Needs more maintenance	17
Not cutting down trees	3



Monash City Council – 2025 Annual Community Satisfaction Survey

They do not prune according to the health of the tree / they do not prune when they should be pruned	2
Branches need to be trimmed	1
Can be cut shorter	1
I am not an expert, but some trees are bad	1
It is poor as they do not listen	1
Looking after trees need to be enforced by the Council	1
Melbourne always has heavy rain and tree maintenance is not quick enough, so it becomes dirty	1
Need more maintenance of street trees on Grosvenor Ave	1
Need tree maintenance in front of the house	1
Need tree maintenance in Jodi Ave	1
Need tree maintenance in Josephine Ave	1
Need tree maintenance in Vanessa Cres	1
Need tree maintenance on Alabaster St	1
No proper schedule for street sweeping	1
Proper tree maintenance needed on Kuranda Cres	1
Some trees are old and needs care	1
The arborists they send are greenies who do not want to chop down the trees even though sometimes you have to	1
The big parks' trees are getting bad	1
The maintenance is not regular enough and you can see that on all the streets	1
The tree trimmers came around and they left a lot, I had a hard time cleaning as I am old, I was slightly irritated	1
The tree trimmers do not understand how to trim, they are not tree lovers	1
The trees are causing a mess	1
They cut the trees but not the branches fast enough	1
Tree maintenance on Jousting Pl	1
Trees are not cut properly on Pennington St	1
Trees are not cut well	1
Trees are not maintained well in Burton Ave	1
Trees within properties need to be trimmed	1
Trim the trees on the left of the road of High St Rd	1
Trimmed ugly	1
We are asked to clean up mess from trees	1
We contacted the Council, and they just took feedback but did not do anything	1
We have asked for regular checks of trees on Amelia Ave, and it is not done	1
Total	54

Removal of tree debris / damaged / dead trees

The leaves are a hassle / everywhere	5
Branches, leaves and bark keeps falling off	3
Gum trees have lots of waste / fallen branches and leaves	3
Fallen leaves cause drain blockages	2
It fell and they did nothing	1
Some cannot be removed	1
The leaves are not cleared off the street on Moodie St	1
The sap is leaking on Hughes Ct	1
The tree branch was overgrown for 4 years, and had to fall down for them to take action	1
The trees in our area have a lot of seed shedding which causes a lot of problems for us	1



Monash City Council – 2025 Annual Community Satisfaction Survey

They fall over	1
Tree in front of my house in Koonalda Ave is dead and has not been replaced for two years	1
When there is a storm, branches fall	1
Total	22
<i>Choice of trees</i>	
Gum trees are a bad choice / change them out	3
The trees are not suitable for the area	3
They should change the trees and listen to the residents / let us choose the species	2
Gum trees are really disruptive	1
Gum trees around the Pennington St are not good	1
Gum trees shed a lot	1
Replace nature strip gum trees on High St Rd with small trees	1
The gum trees on Waverley Rd lose their branches unexpectedly	1
The paperbark trees are not right	1
They plant inappropriate Queensland box trees which does not offer any amenities to neighbours at all	1
They plant inappropriate Queensland Box trees which looks ugly	1
Total	16
<i>Overgrown / dangerous trees</i>	
Some trees are too high / tall	4
Let's them grow out of hand / control	2
Branches and trees are falling down on Cooper Ave	1
I have seen lots of branches fall down the street and that is dangerous	1
In storms and heavy rains, the branches fall, and it is dangerous	1
It is lopsided and the wind could break the trees on Loretta Ave	1
Lots of trees are bad for the residents, they should be cut	1
The trees are not balanced	1
They do not trim them down enough	1
Tree blew over	1
Trees are dangerous, the one on Loretta Ave fell and luckily no one was there as it broke the fence	1
Trees are too bushy	1
Total	16
<i>Trees and powerlines</i>	
They are cutting them around the lines in a weird shape	3
Branches touch the electrical wires	1
The trees were so tall they cut off the power, only then did the Council cut them down	1
They keep planting inappropriate gum trees on the powerlines	1
Too many trees growing through the power lines	1
Total	7



Monash City Council – 2025 Annual Community Satisfaction Survey

<i>Trees overhanging footpaths / roads / property</i>	
Hanging branches are dangerous on the pathways	1
Leaving limbs of trees hanging on the streets	1
Lots of branches are coming down	1
Tree branches are leaning towards the road, and it is dangerous	1
Trees block the footpath	1
Trees cause damage to the road near my house	1
Total	6
<i>Too many trees</i>	
There are a lot of trees during winter	1
There are a lot of trees outside	1
Too many trees	1
Total	3
<i>Not enough trees</i>	
Not enough trees during summer	1
There are not enough trees	1
Total	2
<i>Tree roots uprooting footpaths / drains</i>	
Concrete is lifting up	1
Total	1
<i>Other</i>	
Contractors are not experts	1
Do it properly	1
Had to have Council meeting to save street trees because they got knocked down by cars	1
It is supposed to be a green zone	1
They did not respond to our requests	1
They should not be there	1
This is the only problem here	1
Tree infrastructure in front of my house	1
When there is a big storm, it is a war zone	1
You can see the empty space there; it has been there for so long	1
Total	10
Total responses	137



Monash City Council – 2025 Annual Community Satisfaction Survey

Council activities to encourage environmental sustainability

Council activities to encourage environmental sustainability were the 26th most important of the 28 included services and facilities, with an average importance of 8.6 out of 10, and one of three that were measurably less important than the average of all 28 (8.9).

Satisfaction with these services notably increased this year, up three percent to 7.7 out of 10, although it remained at a “very good” level of satisfaction.

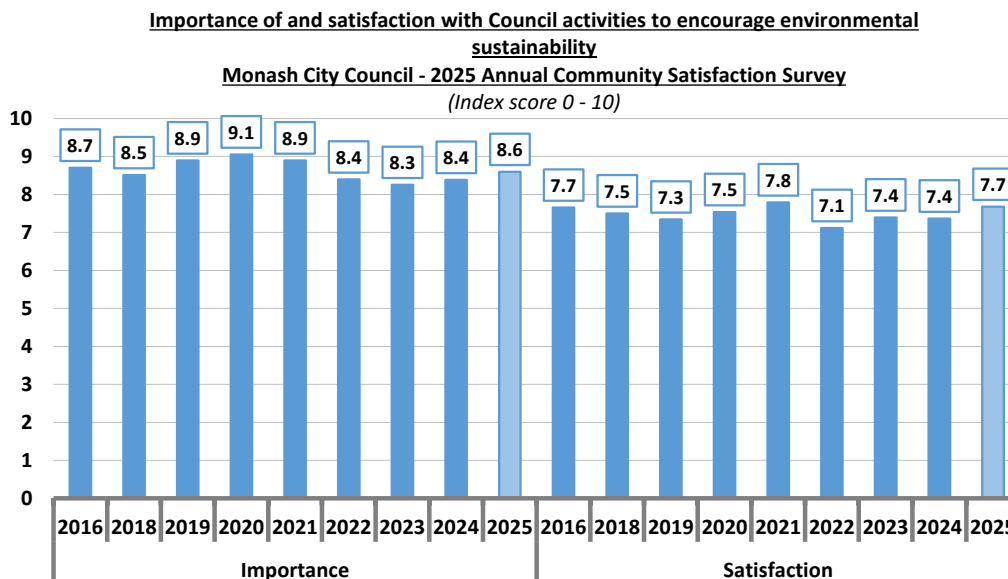
This result ranks these services 18th in terms of satisfaction this year.

This result was somewhat (2%) higher than the long-term average satisfaction since 2016 of 7.5 out of 10, or “very good”.

This result comprised 56% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 655 of the 800 respondents who provided a score this year.

There was some variation observed by respondent profile, with older adults (aged 60 to 74 years) notably less satisfied than average with these services.

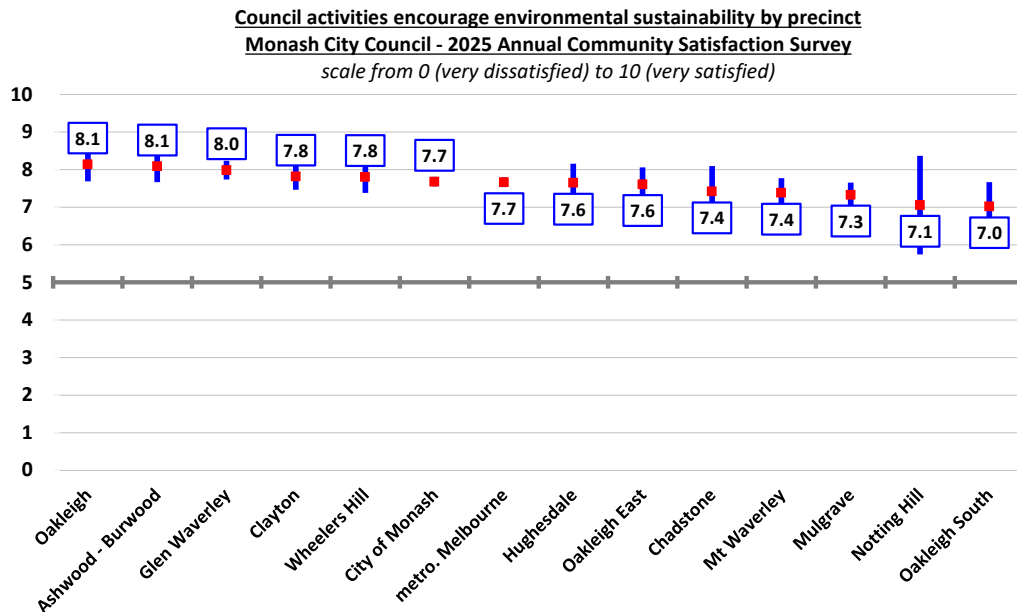
By way of comparison, satisfaction with these services was identical to the metropolitan Melbourne average satisfaction with the “Council meeting its responsibilities towards the environment” of 7.7 out of 10, as recorded in the 2025 *Governing Melbourne* research.



While there was no statistically significant variation in satisfaction observed across the municipality, the 28 respondents from Oakleigh and the 41 respondents in Ashwood-Burwood were notably (4%) more satisfied than the municipal average, while the 22 respondents from Oakleigh South were notably (7%) less satisfied, and at a “good” rather than a “very good” level.



Monash City Council – 2025 Annual Community Satisfaction Survey



There were 16 comments received in relation to Council activities to encourage environmental sustainability, as outlined in the following table.

Reasons for dissatisfaction with Council activities to encourage environmental sustainability
Monash City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Have not seen anything	2
I am not aware of any activities	2
Advertise more	1
Could have better education around the bin system	1
Do not think they understand what trees they need to plant in residential areas	1
Falling branches	1
I believe there is hysteria around climate change	1
I have never looked into it	1
No more playgrounds with fake grass	1
No soft plastic collection	1
Not happy that the Council should do environmental activities as they do not have a clear plan	1
Not noticed any changes	1
Sometimes they waste effort and money. For example, they built seating areas from pine, but there was no shade, so no one wanted to sit there, and it was removed later	1
They do not enforce the recycling properly	1
Total	16



Monash City Council – 2025 Annual Community Satisfaction Survey

Bike paths and shared pathways

Bike paths and shared pathways were the 21st most important of the 28 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with bike paths and shared pathways remained stable this year at 7.9 out of 10, which remains an “excellent” level of satisfaction.

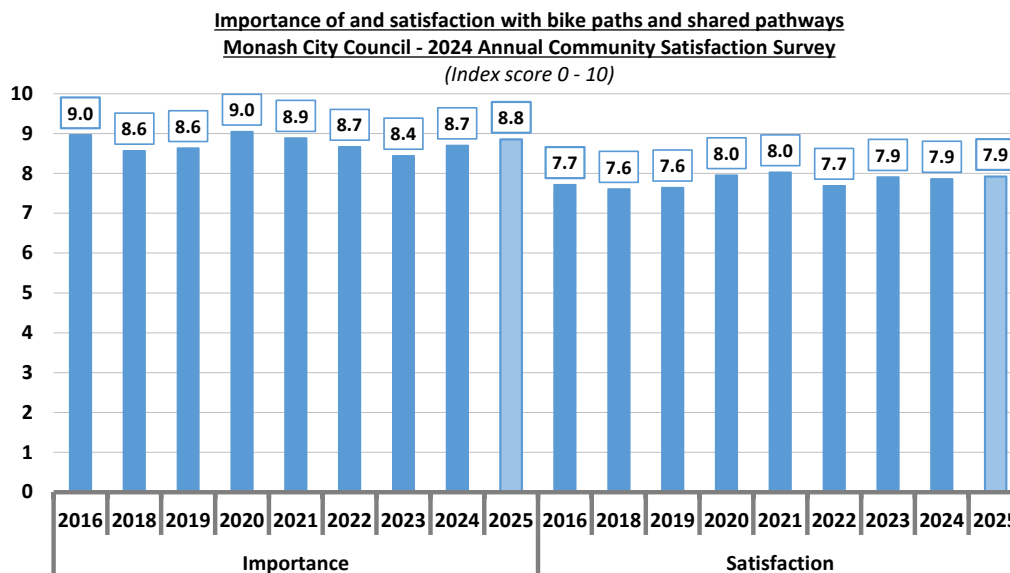
This result ranks bike paths and shared pathways 14th in terms of satisfaction this year.

This result was marginally (1%) higher than the long-term average satisfaction since 2016 of 7.8 out of 10, or “excellent”.

This result comprised 68% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 315 of the 320 respondents (40%) from households who had used these facilities in the last 12 months.

There was some variation observed by respondent profile, with senior citizens (aged 75 years and older) notably less satisfied than average with these facilities.

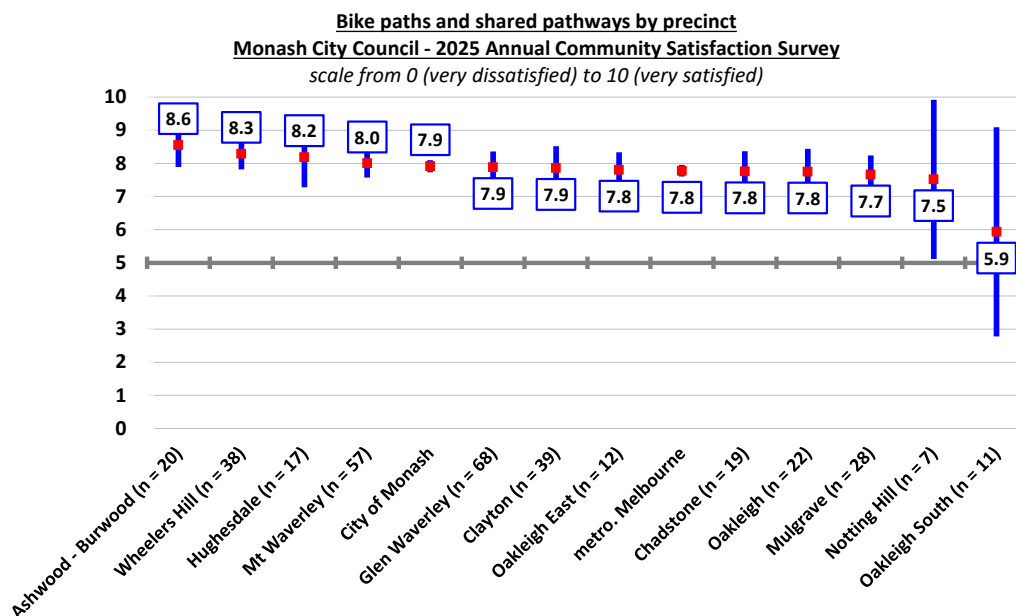
By way of comparison, satisfaction with bike paths and shared pathways was marginally (1%) higher than the metropolitan Melbourne average satisfaction with the “bike paths and shared pathways” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.



While there was no statistically significant variation in satisfaction with these facilities across the municipality, the 20 respondents from Ashwood-Burwood were notably (7%) more satisfied than the municipal average, while the 11 respondents from Oakleigh South were notably (20%) less satisfied, and at a “poor” rather than an “excellent” level. However, caution should be exercised due to the relatively small sample sizes.



Monash City Council – 2025 Annual Community Satisfaction Survey

**Sports ovals and other outdoor sporting facilities**

Sports ovals and other outdoor sporting facilities were the 17th most important of the 28 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with these facilities was stable this year at 8.2 out of 10, which remains an “excellent” level of satisfaction.

This result ranks sports ovals and other outdoor sporting facilities 6th in terms of satisfaction this year.

This result was marginally (1%) higher than the long-term average satisfaction since 2016 of 8.1 out of 10, or “excellent”.

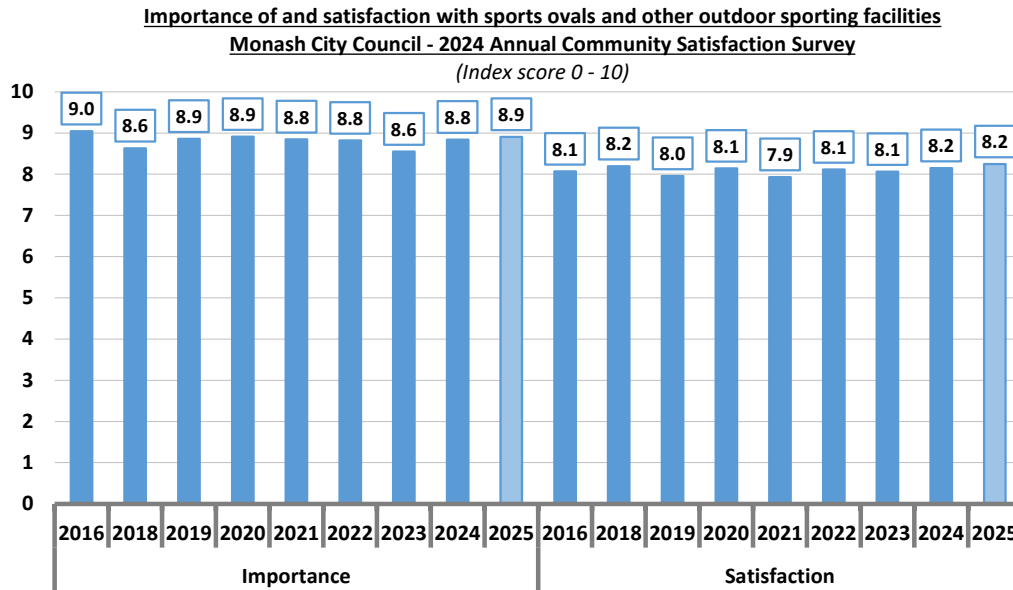
This result comprised 75% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 351 of the 355 respondents (44%) from households who had used these facilities in the last 12 months.

There was no substantial variation in satisfaction with bike paths and shared pathways observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction at “excellent” levels of satisfaction.

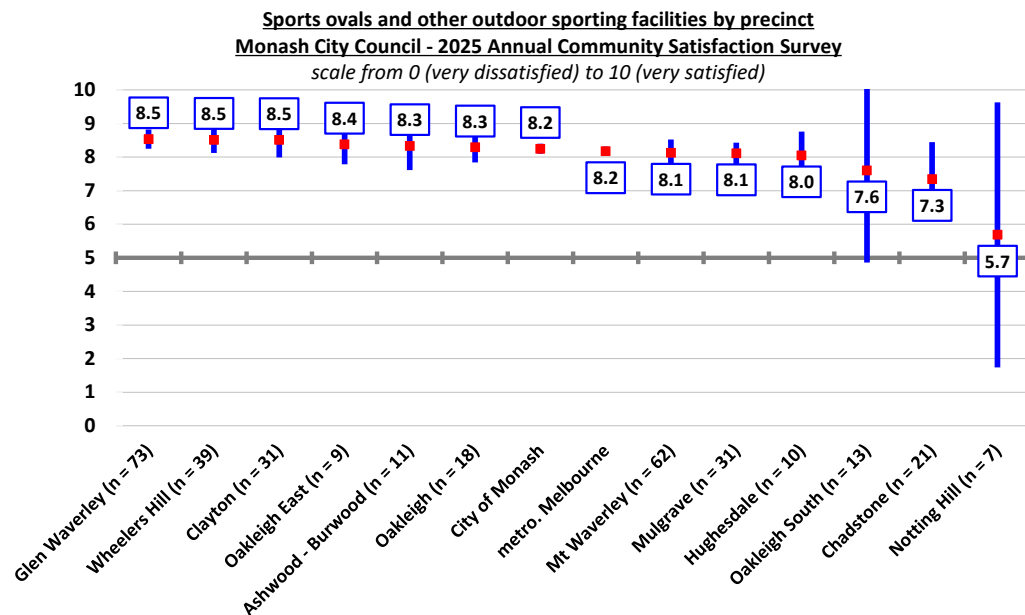
By way of comparison, satisfaction with these facilities was identical to the metropolitan Melbourne average satisfaction with the “sports ovals and other outdoor sporting facilities” of 8.2 out of 10, as recorded in the 2025 *Governing Melbourne* research.



Monash City Council – 2025 Annual Community Satisfaction Survey



There was no statistically significant variation in satisfaction observed across the municipality. However, the 13 respondents from Oakleigh South (6%), the 21 respondents from Chadstone (9%), and the seven respondents from Notting Hill (25%) were notably less satisfied than the municipal average, with the seven respondents from Notting Hill rating satisfaction at a “poor” level. Caution should be exercised when interpreting these precincts results, due to the relatively small sample sizes at the precinct level.



Monash City Council – 2025 Annual Community Satisfaction Survey

Provision and maintenance of local playgrounds

The provision and maintenance of local playgrounds was the 13th most important of the 28 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with playgrounds increased somewhat this year, up two percent to 8.2 out of 10, which remains an “excellent” level of satisfaction.

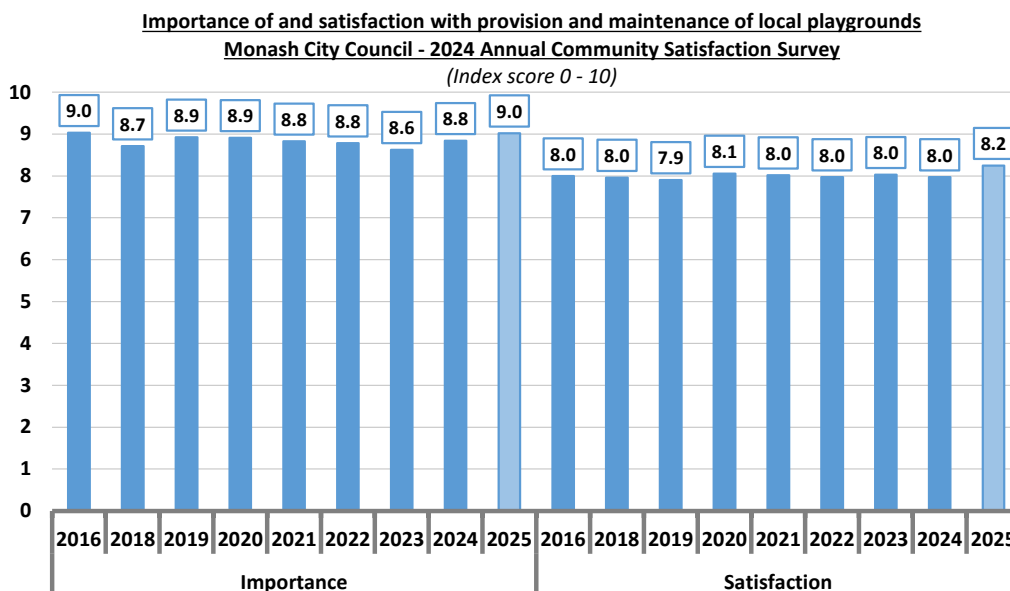
This result ranks playgrounds 7th in terms of satisfaction this year.

This result was somewhat (2%) higher than the long-term average satisfaction since 2016 of 8.0 out of 10, or “excellent”.

This result comprised 77% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 299 of the 303 respondents (37%) from households who had used these facilities in the last 12 months.

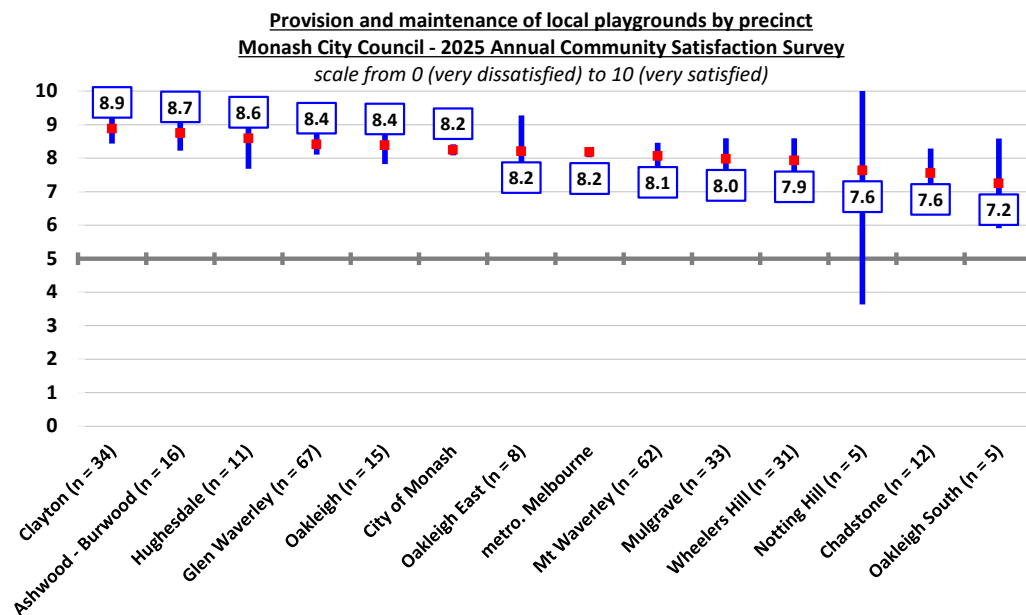
There was some variation in satisfaction with the playgrounds observed by respondent profile, with middle-aged adults (aged 45 to 54 years) notably less satisfied than average, and senior citizens (aged 75 years and older) notably more satisfied.

By way of comparison, satisfaction with playgrounds was identical to the metropolitan Melbourne average satisfaction with the “the provision and maintenance of playgrounds” of 8.2 out of 10, as recorded in the 2025 *Governing Melbourne* research.



Monash City Council – 2025 Annual Community Satisfaction Survey

The 34 respondents from Clayton were measurably (7%) more satisfied than average, while 16 respondents from Ashwood-Burwood (5%) and 11 respondents from Hughesdale (4%) were notably more satisfied. Conversely, the 12 respondents from Chadstone were measurably (6%), and the five respondents from Notting Hill (6%) and Oakleigh South (10%) notably, less satisfied than the municipal average, and at a “good” level.



Public toilets

Public toilets were the 14th most important of the 28 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with public toilets notably increased this year, up four percent to 6.9 out of 10, which remains a “good” level of satisfaction.

This result ranks public toilets 28th (last) in terms of satisfaction this year, and one of seven that received a satisfaction score measurably lower than the average of all 28 (7.8).

This result was identical the long-term average satisfaction since 2016 of 6.9 out of 10, or “good”.

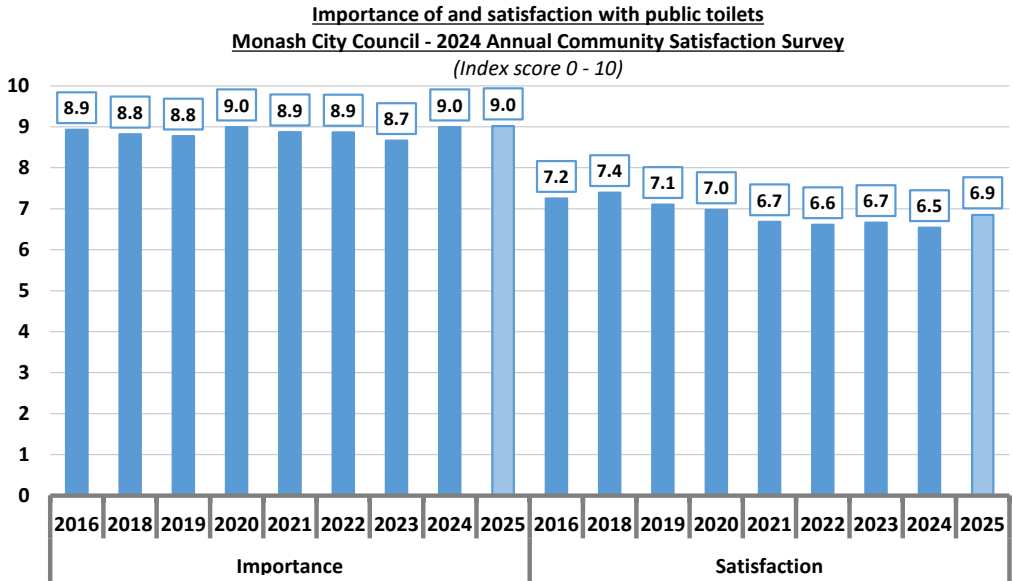
This result comprised 42% “very satisfied” and 14% dissatisfied respondents, based on a total sample of 307 of the 309 respondents (39%) from households who had used these facilities in the last 12 months. Public toilets were the only services to comprise more than 10% of dissatisfied respondents.



Monash City Council – 2025 Annual Community Satisfaction Survey

There was some variation in satisfaction with the public toilets observed by respondent profile, with senior citizens (aged 75 years and over) notably more satisfied than average, and at a “very good” rather than a “good” level.

By way of comparison, satisfaction with public toilets was marginally (1%) higher than the metropolitan Melbourne average satisfaction with the “public toilets” of 6.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

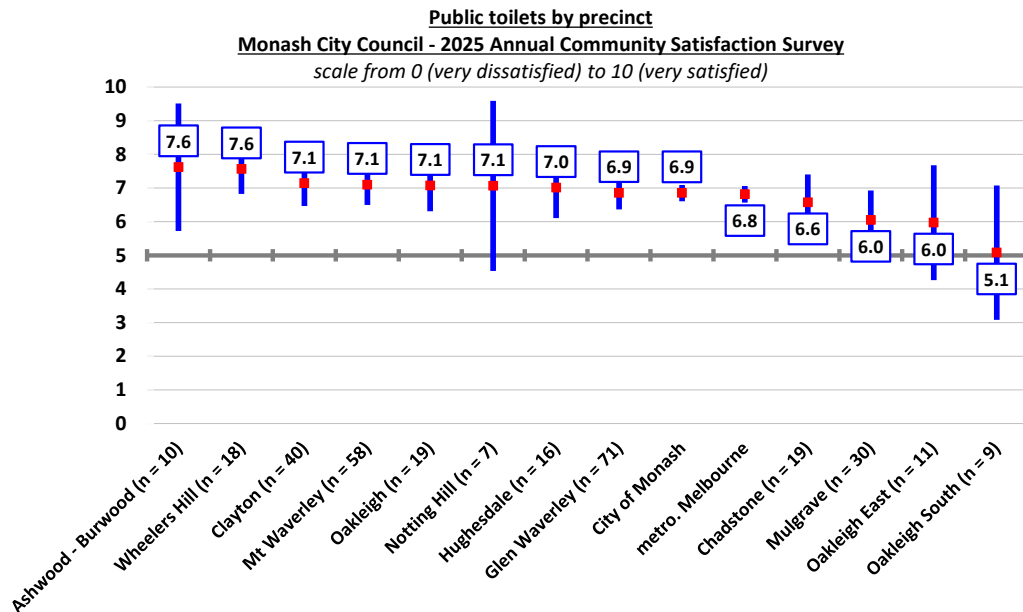


While there was no statistically significant variation in satisfaction with public toilets observed across the municipality, the 10 respondents from Ashwood-Burwood and the 18 respondents from Wheelers Hill were notably (7%) more satisfied than the municipal average, at a “very good” rather than a “good” level.

The 30 respondents from Mulgrave (9%) and the 11 respondents from Oakleigh East (9%) rated satisfaction at “solid” levels, and the nine respondents from Oakleigh South were notably (18%) less satisfied, and at a “very poor” level.



Monash City Council – 2025 Annual Community Satisfaction Survey



There were 152 comments received from respondents who were not satisfied with public toilets, with many of these comments relating to a perceived lack of public toilets (36 comments), perceived lack of cleaning and maintenance (33 comments), and the condition of toilets e.g., dirty (28 comments).

Reasons for dissatisfaction with public toilets
Monash City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>More toilets needed / not enough / hard to find / locked</i>	
No public toilets / not enough toilets	19
Not available everywhere	6
Need more toilets in parks	3
Always locked	2
Lack of amenities / facilities	2
Limited access to public toilets	1
None around here in Mulgrave	1
Not enough toilets along the nature paths	1
Public toilets should be open 24/7	1
Total	36



Monash City Council – 2025 Annual Community Satisfaction Survey

<i>Toilet cleaning / maintenance</i>	
Lack of cleanliness / needs to be cleaned	14
It used to be very neat and clean but not anymore	4
Maintenance is low quality / not in good condition	4
Lack of toilet paper	3
There is no soap	3
Old and needs refurbishing	1
Self-cleaning is not very clean	1
Sometimes it is under maintenance	1
Sometimes they reduce services for toilets and washes	1
The ones in the parks are not maintained at all	1
Total	33
<i>Dirty / smelly / terrible / wet</i>	
Dirty / filthy / disgusting / not clean	23
It smells	3
There is urine everywhere	1
Water spilled everywhere	1
Total	28
<i>Other</i>	
Everywhere / general	5
Drug use in the bathrooms	2
Have not used it	2
Prefer manual toilets over automatic	2
Seems like homeless people live there	1
Temporary eco toilets could be placed around nature paths	1
Total	13
<i>Specific locations</i>	
Hamilton Place	3
Oakleigh Central	3
Clayton Station	2
Huntingdale Rd	2
Jells Park	2
Near HK supermarket	2
Oakleigh Shopping Centre	2
Public toilet near Huntingdale Station	2
Around Mulgrave	1
Blackburn Rd	1
Capital Reserve	1
Chester St	1
Clayton Market	1
Clayton Rd	1



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Coming out of Coles and going to Chemist Warehouse in Oakleigh	1
Corner of Warrigal and North Rd	1
Davies Reserve	1
Glen Waverley North Reserve	1
Glen Waverley Station	1
Holmesglen reserve	1
Kingsway and Railway Pde Junction	1
Mackie Rd Park	1
Mount Waverley Shopping Centre	1
Mount Waverley Station	1
Namatjira Park	1
Near the Springvale Park	1
North Reserve area	1
One of the parks	1
Park near the RSL	1
Parks and playgrounds	1
Scotchmans Creek Trail	1
The park near Coles	1
Total	42
Total responses	152

Community Development and Services division

There were eight services from the Community Development and Services Division of Council included in the survey again this year.

The average satisfaction with these services and facilities increased marginally again this year, up one percent to 8.2, which remains an “excellent” level of satisfaction.

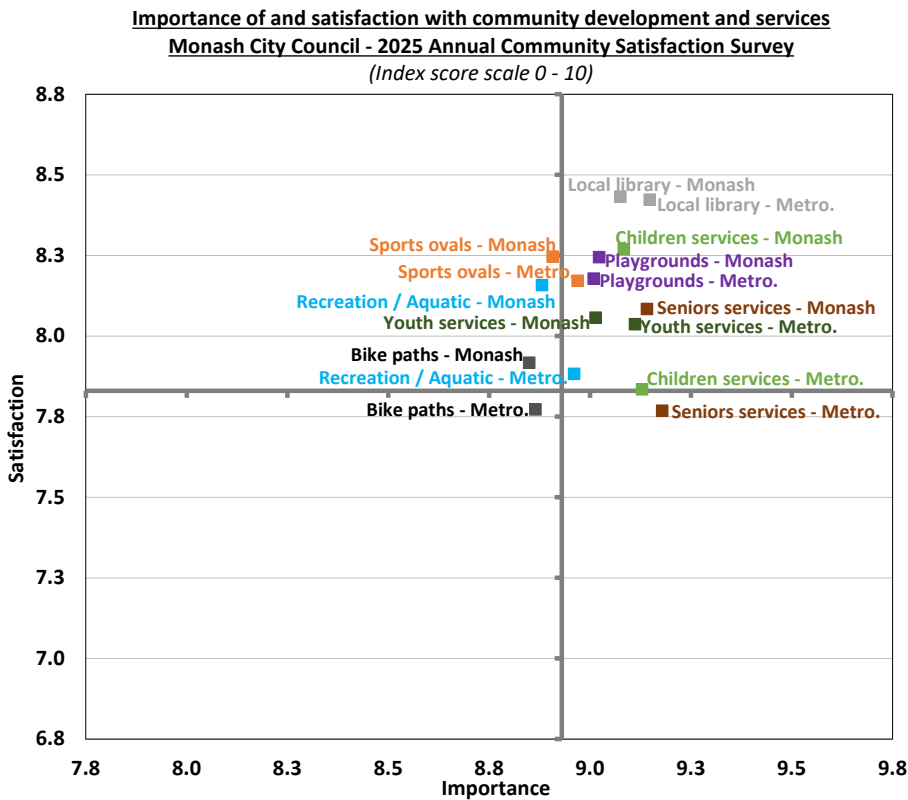
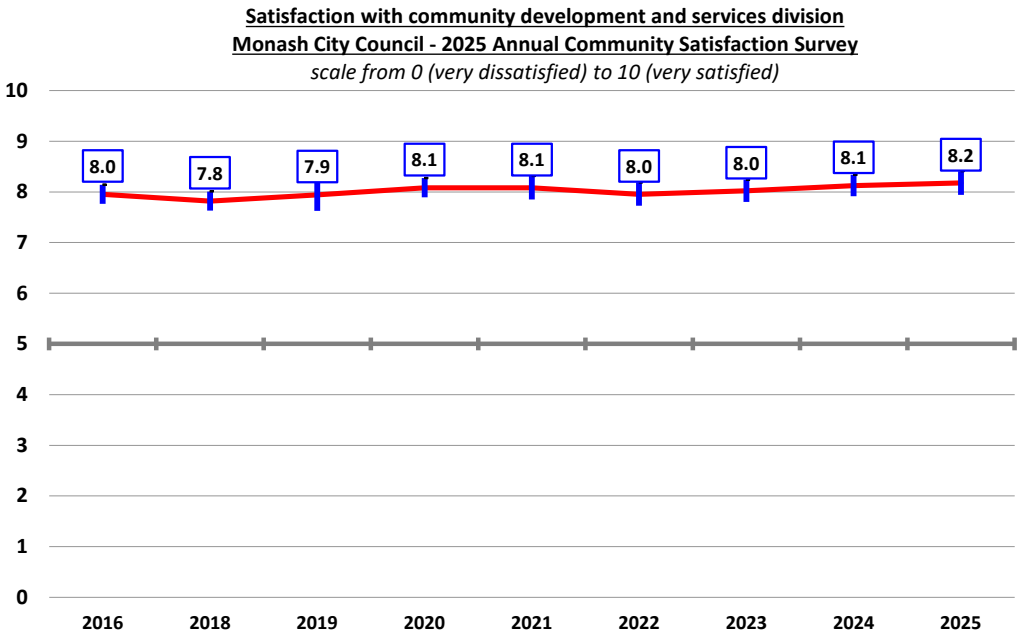
Satisfaction with the Community Development and Services Division has remained very stable around a long-term average satisfaction since 2016 of eight out of 10, or “excellent”.

Metropolis Research notes that all eight of these services and facilities were of average or higher-than-average importance, and satisfaction with all eight was higher-than-average.

It is noted that all recorded satisfaction scores were somewhat higher than the metropolitan Melbourne results, as sourced from the 2025 *Governing Melbourne* research.



Monash City Council – 2025 Annual Community Satisfaction Survey



*Monash City Council – 2025 Annual Community Satisfaction Survey***Recreation and Aquatic Centres**

Recreation and aquatic centres were the 18th most important of the 28 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with these facilities increased somewhat this year, up two percent to 8.3 out of 10, which remains an “excellent” level of satisfaction.

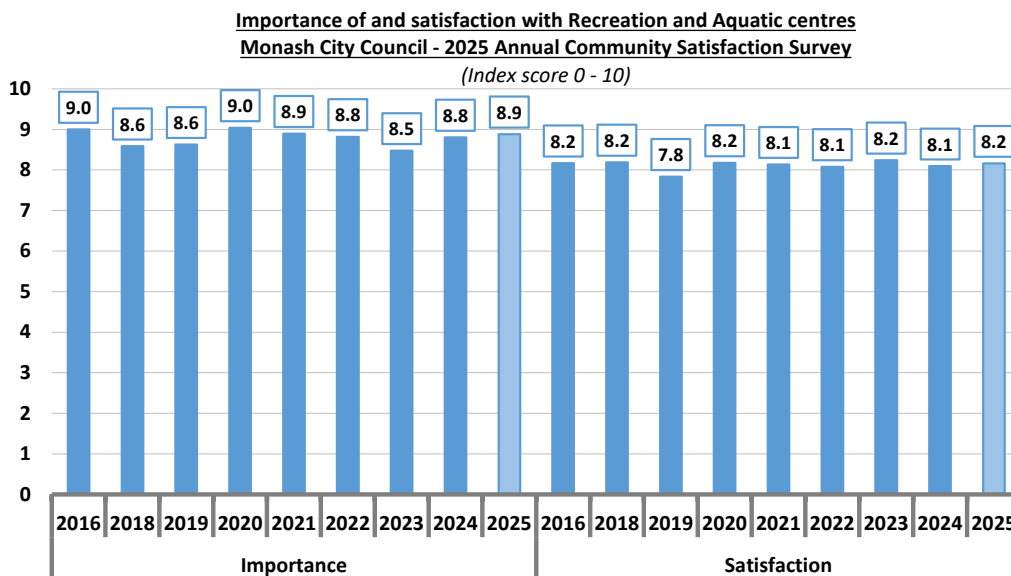
This result ranks recreation and aquatic centres 8th in terms of satisfaction this year.

This result was marginally (1%) higher than the long-term average satisfaction since 2016 of 8.1 out of 10, or “excellent”.

This result comprised 72% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 292 of the 299 respondents (37%) from households who had used these facilities in the last 12 months.

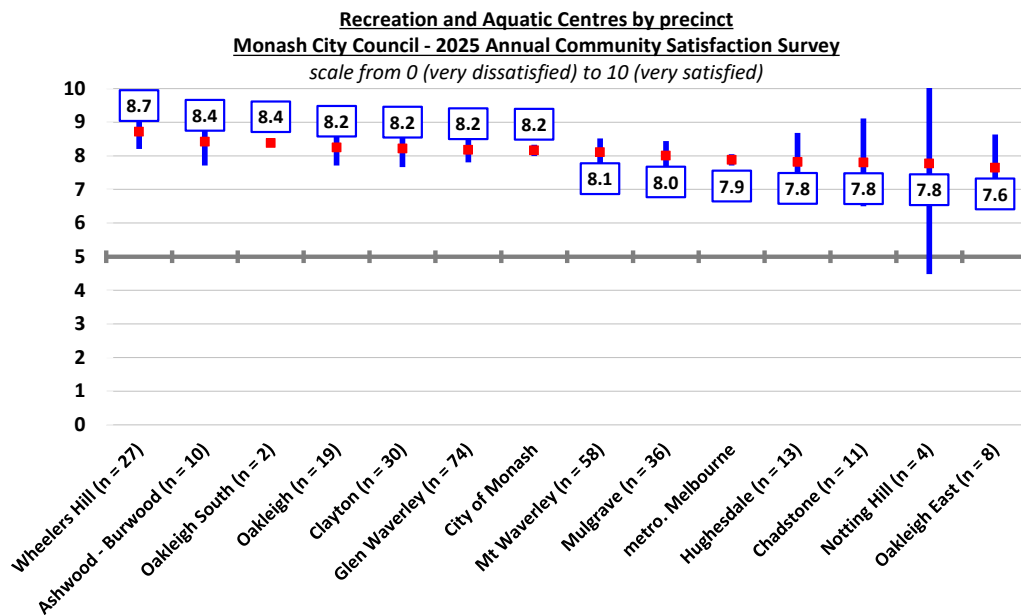
There was no substantial variation in satisfaction with these services observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction at “excellent” levels.

By way of comparison, satisfaction with these facilities was notably (3%) higher than the metropolitan Melbourne average satisfaction with the “recreation and / or aquatic centres” of 7.9 out of 10, as recorded in the 2025 *Governing Melbourne* research.



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Although there was no statistically significant variation in satisfaction observed across the municipality, respondents from Wheelers Hill were notably (5%) more satisfied than the municipal average. Conversely, respondents from Hughesdale (4%), Chadstone (4%), Notting Hill (4%), and Oakleigh East (6%) were notably less satisfied, although only Oakleigh East rated satisfaction at a “very good” rather than an “excellent” level.



Bike paths and shared pathways

Bike paths and shared pathways were the 21st most important of the 28 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with bike paths and shared pathways remained stable this year at 7.9 out of 10, which remains an “excellent” level of satisfaction.

This result ranks bike paths and shared pathways 14th in terms of satisfaction this year.

This result was marginally (1%) higher than the long-term average satisfaction since 2016 of 7.8 out of 10, or “excellent”.

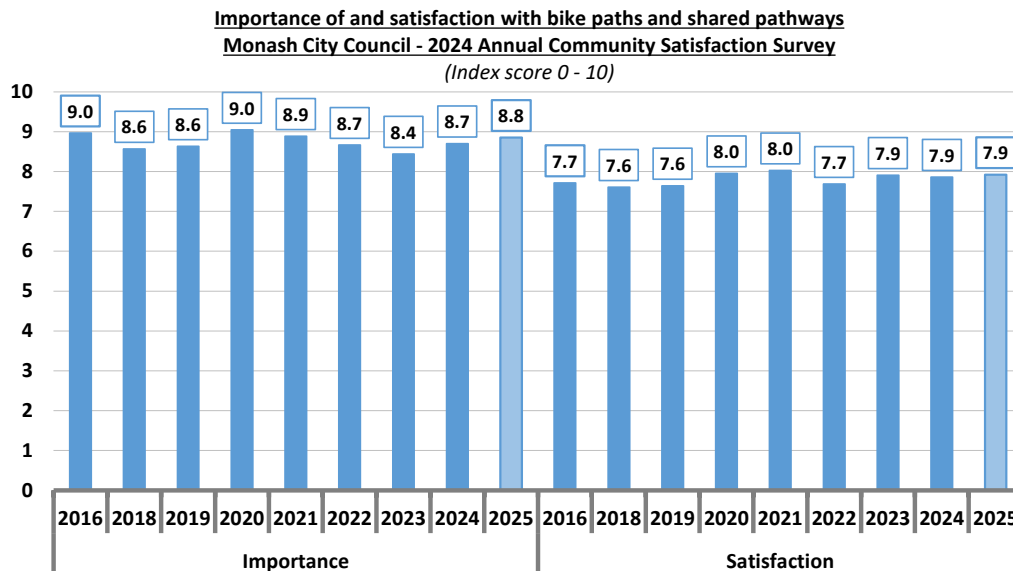
This result comprised 68% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 315 of the 320 respondents (40%) from households who had used these facilities in the last 12 months.

There was some variation observed by respondent profile, with senior citizens (aged 75 years and older) notably less satisfied than average with these facilities.

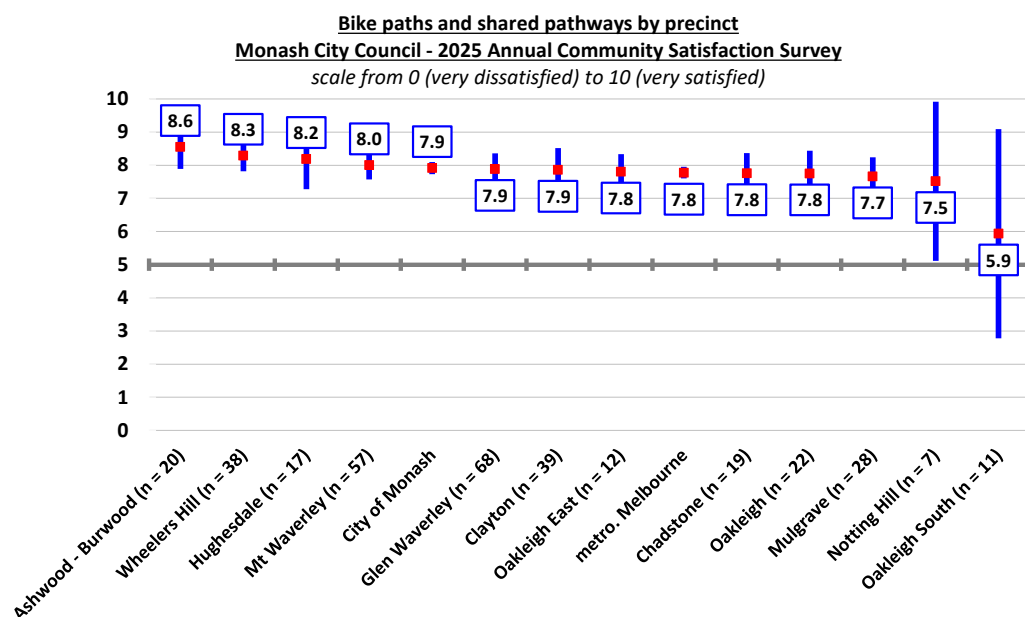


Monash City Council – 2025 Annual Community Satisfaction Survey

By way of comparison, satisfaction with bike paths and shared pathways was marginally (1%) higher than the metropolitan Melbourne average satisfaction with the “bike paths and shared pathways” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.



While there was no statistically significant variation in satisfaction with these facilities across the municipality, the 20 respondents from Ashwood-Burwood were notably (7%) more satisfied than the municipal average, while the 11 respondents from Oakleigh South were notably (20%) less satisfied, and at a “poor” rather than an “excellent” level. However, caution should be exercised due to the relatively small sample sizes.



Sports ovals and other outdoor sporting facilities

Sports ovals and other outdoor sporting facilities were the 17th most important of the 28 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with these facilities was stable this year at 8.2 out of 10, which remains an “excellent” level of satisfaction.

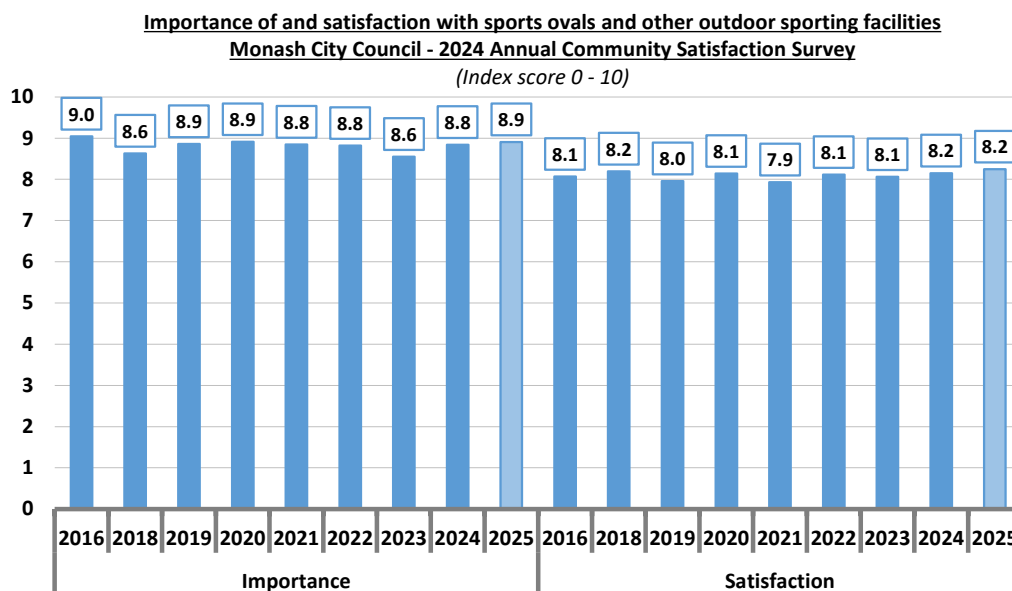
This result ranks sports ovals and other outdoor sporting facilities 6th in terms of satisfaction this year.

This result was marginally (1%) higher than the long-term average satisfaction since 2016 of 8.1 out of 10, or “excellent”.

This result comprised 75% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 351 of the 355 respondents (44%) from households who had used these facilities in the last 12 months.

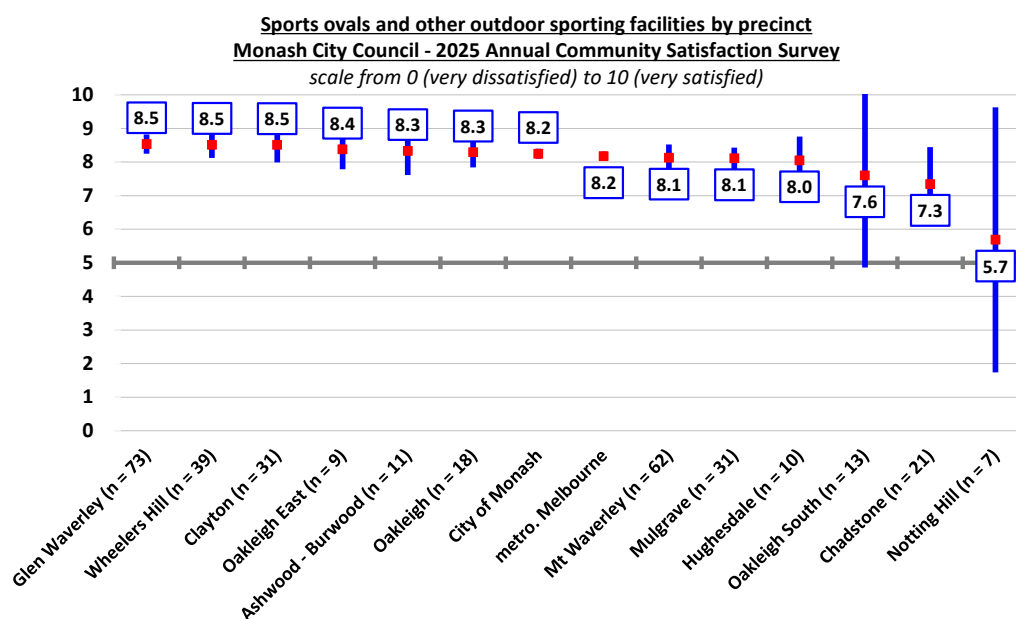
There was no substantial variation in satisfaction with bike paths and shared pathways observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction at “excellent” levels of satisfaction.

By way of comparison, satisfaction with these facilities was identical to the metropolitan Melbourne average satisfaction with the “sports ovals and other outdoor sporting facilities” of 8.2 out of 10, as recorded in the 2025 *Governing Melbourne* research.



Monash City Council – 2025 Annual Community Satisfaction Survey

There was no statistically significant variation in satisfaction observed across the municipality. However, the 13 respondents from Oakleigh South (6%), the 21 respondents from Chadstone (9%), and the seven respondents from Notting Hill (25%) were notably less satisfied than the municipal average, with the seven respondents from Notting Hill rating satisfaction at a “poor” level. Caution should be exercised when interpreting these precincts results, due to the relatively small sample sizes at the precinct level.



Provision and maintenance of local playgrounds

The provision and maintenance of local playgrounds was the 13th most important of the 28 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with playgrounds increased somewhat this year, up two percent to 8.2 out of 10, which remains an “excellent” level of satisfaction.

This result ranks playgrounds 7th in terms of satisfaction this year.

This result was somewhat (2%) higher than the long-term average satisfaction since 2016 of 8.0 out of 10, or “excellent”.

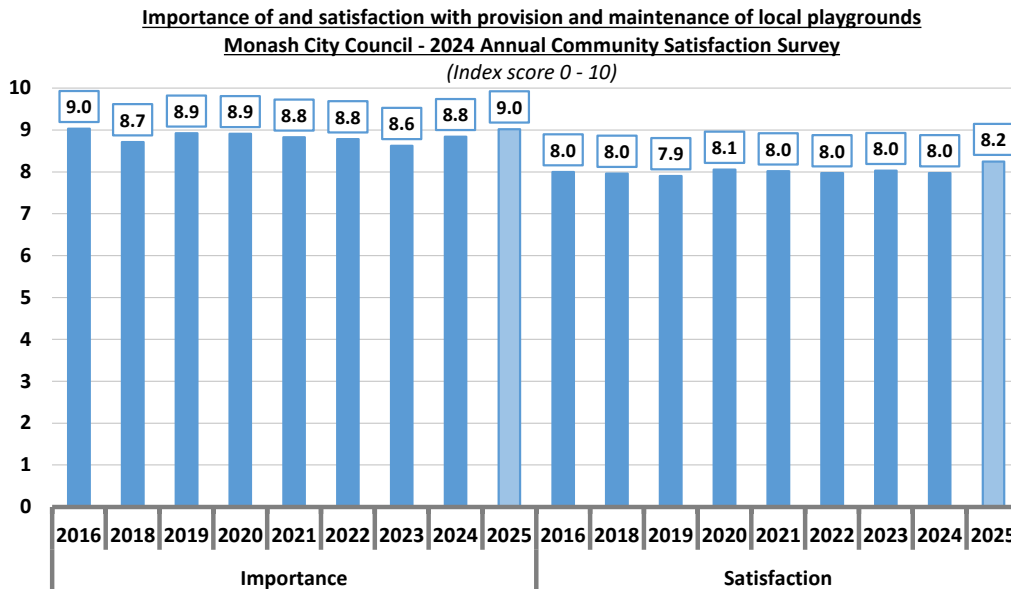
This result comprised 77% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 299 of the 303 respondents (37%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with the playgrounds observed by respondent profile, with middle-aged adults (aged 45 to 54 years) notably less satisfied than average, and senior citizens (aged 75 years and older) notably more satisfied.

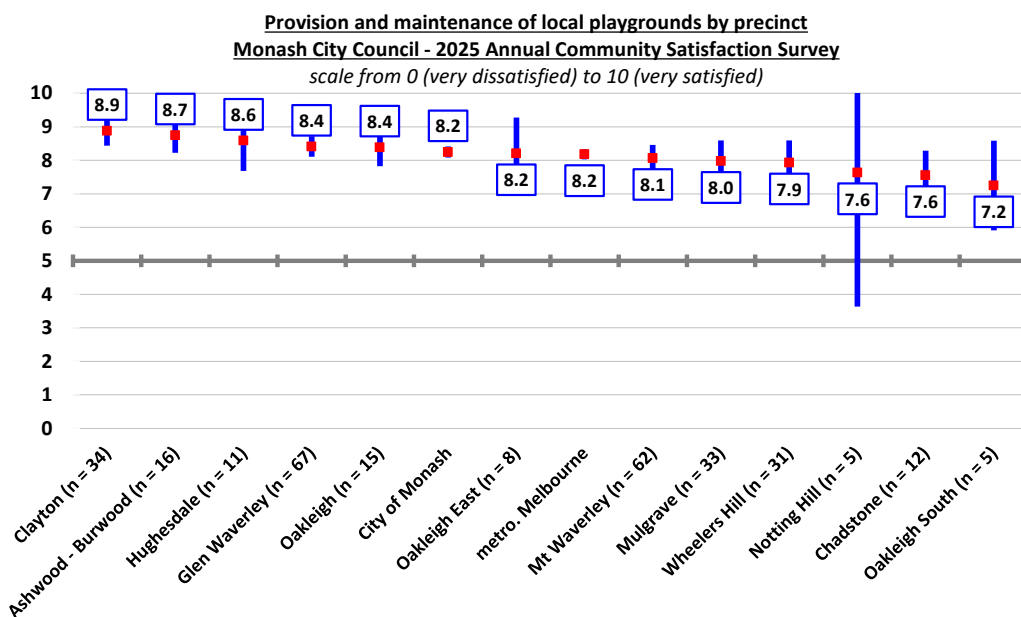


Monash City Council – 2025 Annual Community Satisfaction Survey

By way of comparison, satisfaction with playgrounds was identical to the metropolitan Melbourne average satisfaction with the “the provision and maintenance of playgrounds” of 8.2 out of 10, as recorded in the 2025 *Governing Melbourne* research.



The 34 respondents from Clayton were measurably (7%) more satisfied than average, while 16 respondents from Ashwood-Burwood (5%) and 11 respondents from Hughesdale (4%) were notably more satisfied. Conversely, the 12 respondents from Chadstone were measurably (6%), and the five respondents from Notting Hill (6%) and Oakleigh South (10%) notably, less satisfied than the municipal average, and at a “good” level.



*Monash City Council – 2025 Annual Community Satisfaction Survey***Council run services for children and their families**

Council run services for children and their families were the 7th most important of the 28 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with these services increased marginally this year, up one percent to 8.3 out of 10, which remains an “excellent” level of satisfaction.

This result ranks these services 4th in terms of satisfaction this year.

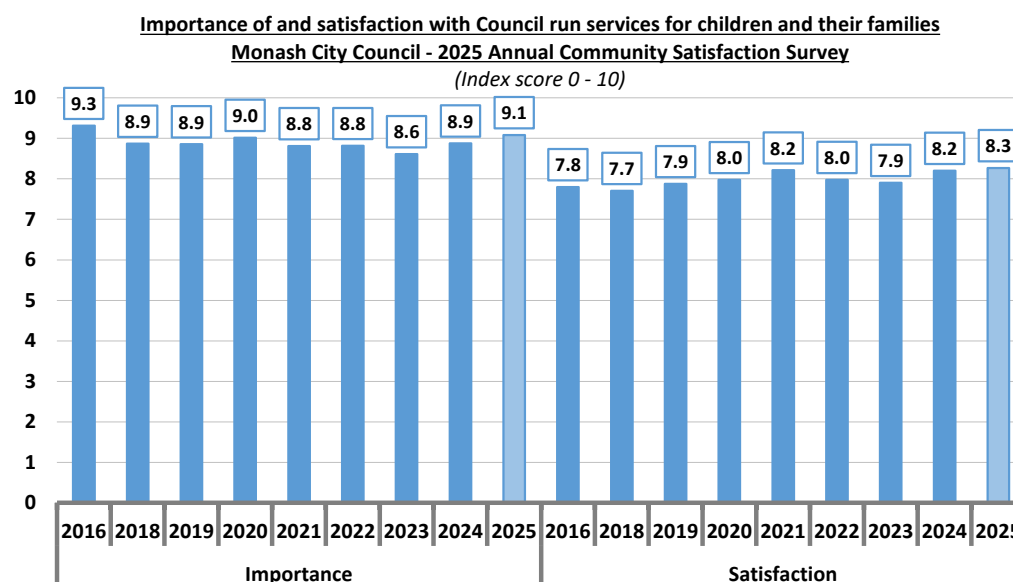
This result was somewhat (3%) higher than the long-term average satisfaction since 2016 of 8.0 out of 10, or “excellent”.

This result comprised 71% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 66 of the 70 respondents (9%) from households who had used these facilities in the last 12 months.

Given the small sample size, there was no meaningful variation in satisfaction observed by respondent profile.

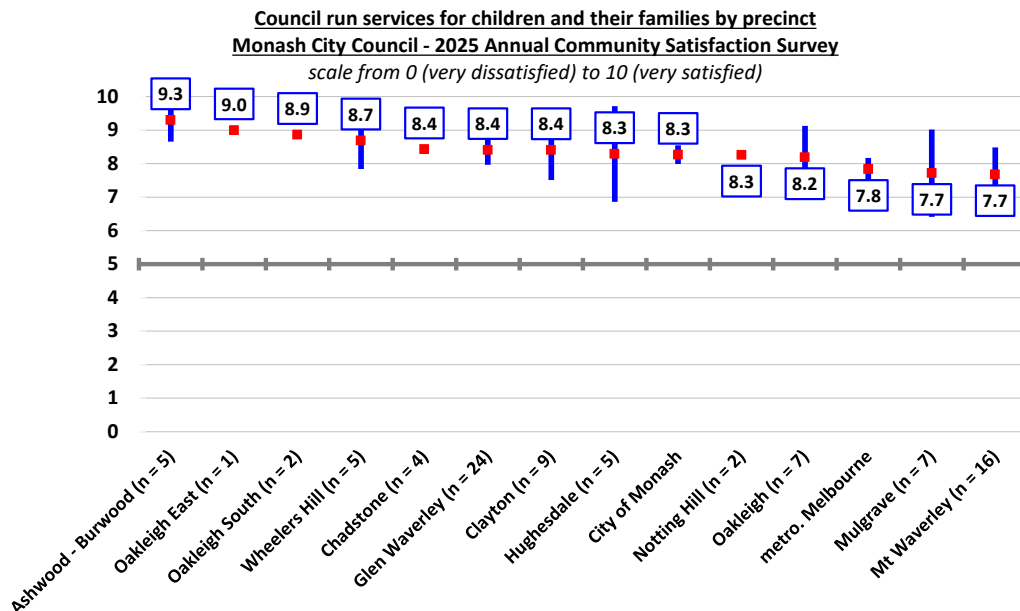
It is noted, however, that 32 respondents from two-parent families (with youngest child aged 0 to 4 years) rated satisfaction at 8.3 out of 10, the 19 respondents from two-parent families (with youngest child aged 5 to 12 years) rated it at 8.2. The two one-parent families with children under 18 years rated satisfaction at 8.9 out of 10.

By way of comparison, satisfaction with these services was notably higher than the metropolitan Melbourne average satisfaction with the “services for children from birth to five years of age” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.



Monash City Council – 2025 Annual Community Satisfaction Survey

Given the very small sample size, there was no measurable variation in satisfaction observed across the municipality, although it is noted that the seven respondents from Mulgrave and the 16 respondents from Mt Waverley rated satisfaction somewhat (6%) lower than average, and at “very good” rather than “excellent” levels.



Council services for older residents and activities for seniors

Council run services for older residents and activities for seniors were the 5th most important of the 28 included services and facilities, with an average importance of 9.1 out of 10, and one of six services and facilities to be measurably more important than the average of all 28 (8.9).

Satisfaction with these services declined marginally this year, down one percent to 8.1 out of 10, which remained an “excellent” level of satisfaction.

This result ranks these services 9th in terms of satisfaction this year.

This result was somewhat (2%) higher than the long-term average satisfaction since 2016 of 7.9 out of 10, or “excellent”.

This result comprised 78% “very satisfied” and six percent dissatisfied respondents, based on a total sample of 74 of the 80 respondents (10%) from households who had used these facilities in the last 12 months.

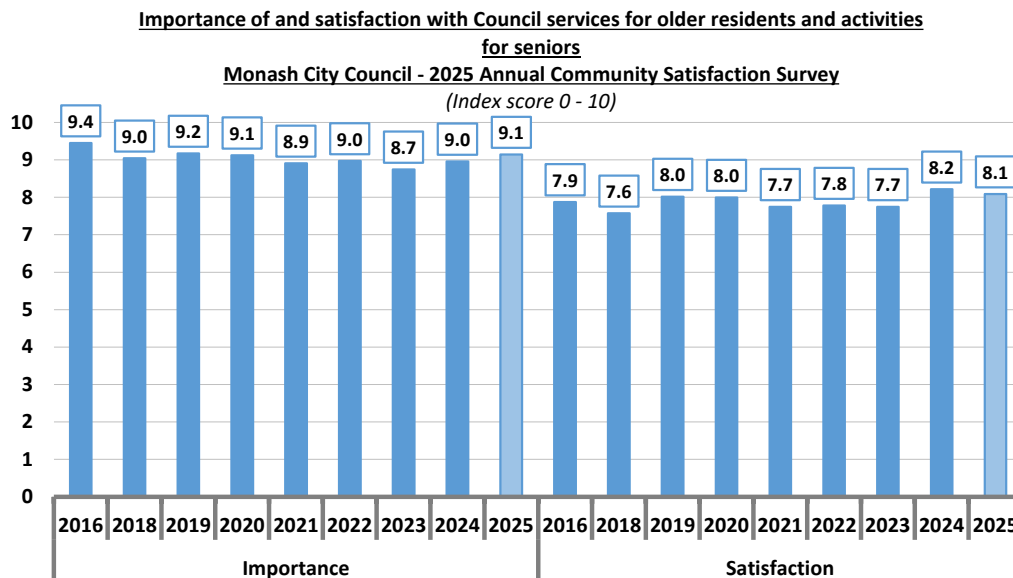
Considering the relatively small sample size, there was no statistically significant variation in satisfaction with these services observed by respondent profile.



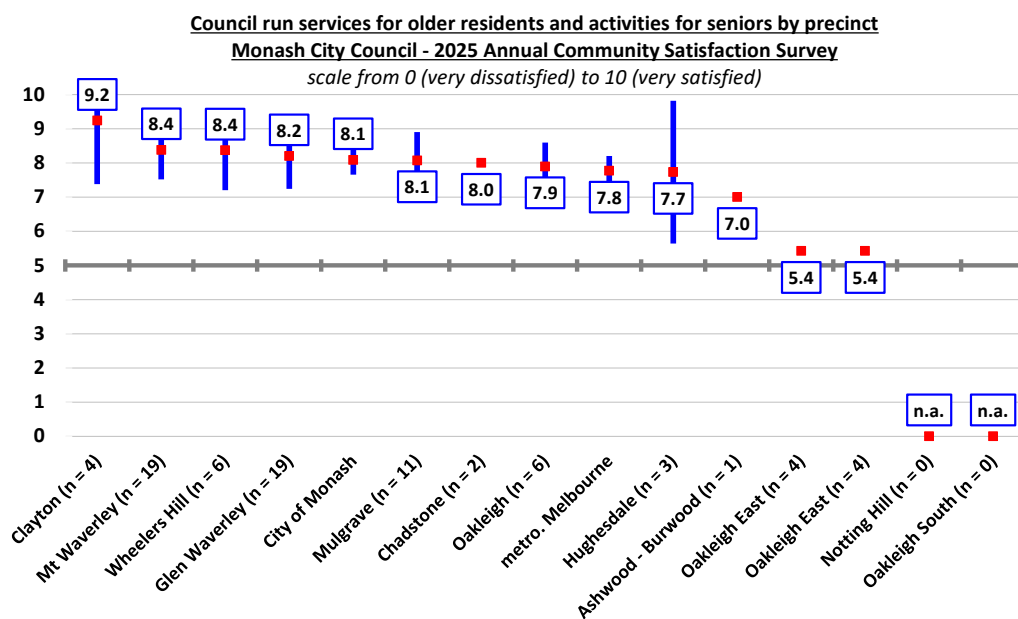
Monash City Council – 2025 Annual Community Satisfaction Survey

It is noted, however, that seven respondents from older sole person households rated satisfaction at 8.9 out of 10, and the 28 older couple-household respondents rated satisfaction at 8.2 out of 10.

By way of comparison, satisfaction with these services was notably higher than the metropolitan Melbourne average satisfaction with the “services for seniors” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.



As a result of the small sample of 88 respondents, there was no statistically significant variation in this result observed across the municipality.



Monash City Council – 2025 Annual Community Satisfaction Survey

Council run programs and activities for young people (10 – 25 years)

Council run programs and activities for young people (aged 10 to 25 years) were the 16th most important of the 28 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with these services increased somewhat this year, up two percent to 8.1 out of 10, which was an “excellent” level of satisfaction.

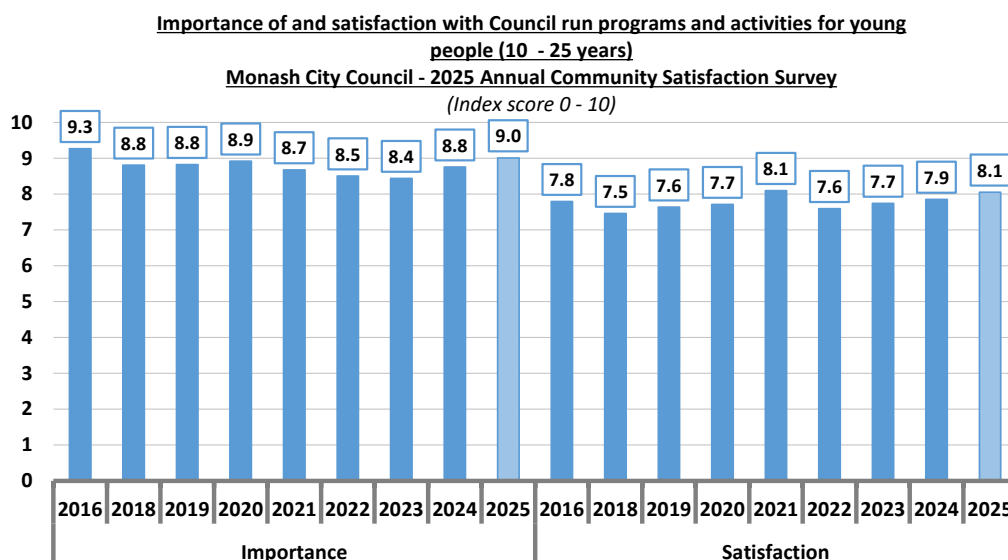
This result ranks these services 12th in terms of satisfaction this year.

This result was somewhat (3%) higher than the long-term average satisfaction since 2016 of 7.8 out of 10, or “excellent”.

This result comprised 71% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 66 of the 70 respondents (9%) from households who had used these facilities in the last 12 months.

Bearing in mind the small sample size, there was no substantive variation in satisfaction with these services observed by respondent profile. It is noted, however, that 12 respondents from two-parent families with youngest child aged 13 to 18 years rated satisfaction at 7.8 out of 10.

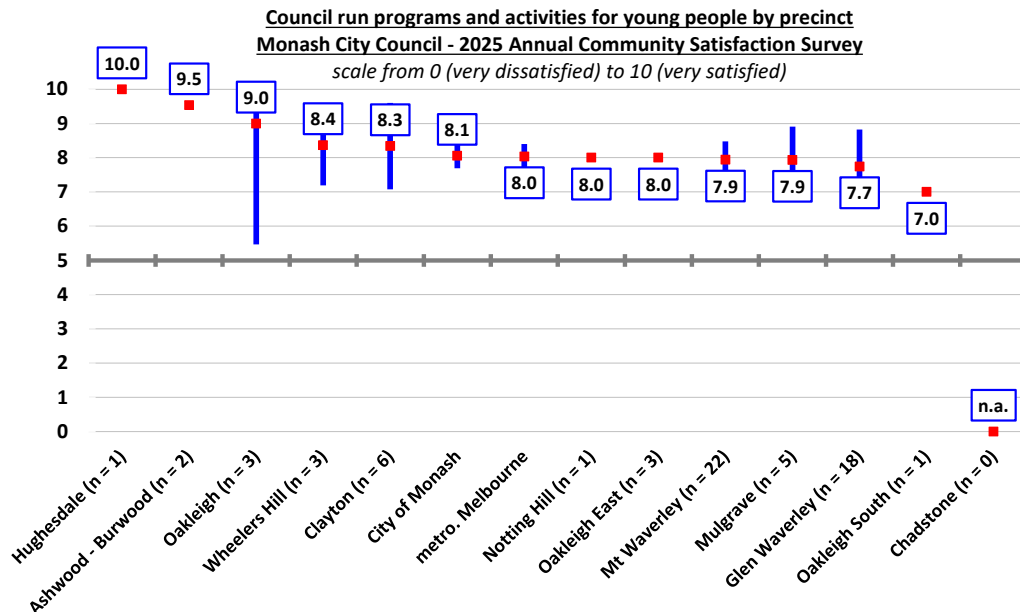
By way of comparison, satisfaction with these services was marginally (1%) higher than the metropolitan Melbourne average satisfaction with the “services for youth” of 8.0 out of 10, as recorded in the 2025 *Governing Melbourne* research.



As a result of the small sample of 66 respondents, there was no statistically significant variation in this result observed across the municipality.



Monash City Council – 2025 Annual Community Satisfaction Survey



Local library and library services

The local library and library services were the 9th most important of the 28 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with library services decreased somewhat this year, down two percent to 8.4 out of 10, although this remains an “excellent” level of satisfaction.

This result ranks these services 2nd in terms of satisfaction this year, and one of three that received a satisfaction score measurably higher than the average of all 28 (7.8).

This result was marginally (1%) lower than the long-term average satisfaction since 2016 of 8.5 out of 10, or “excellent”.

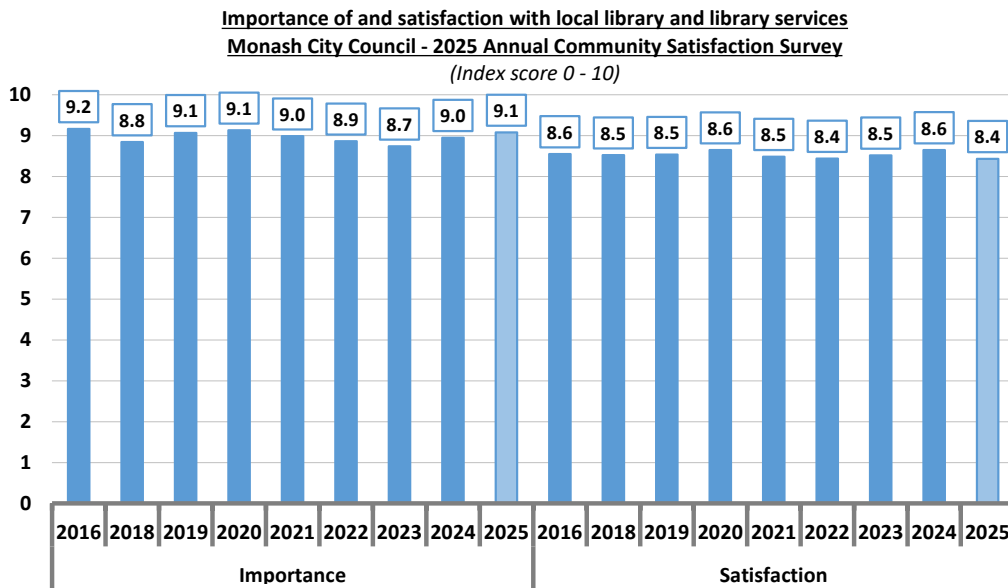
This result comprised 80% “very satisfied” and no dissatisfied respondents, based on a total sample of 365 of the 370 respondents (46%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with library services observed by respondent profile, with senior citizens (aged 75 years and older) somewhat more satisfied than average.

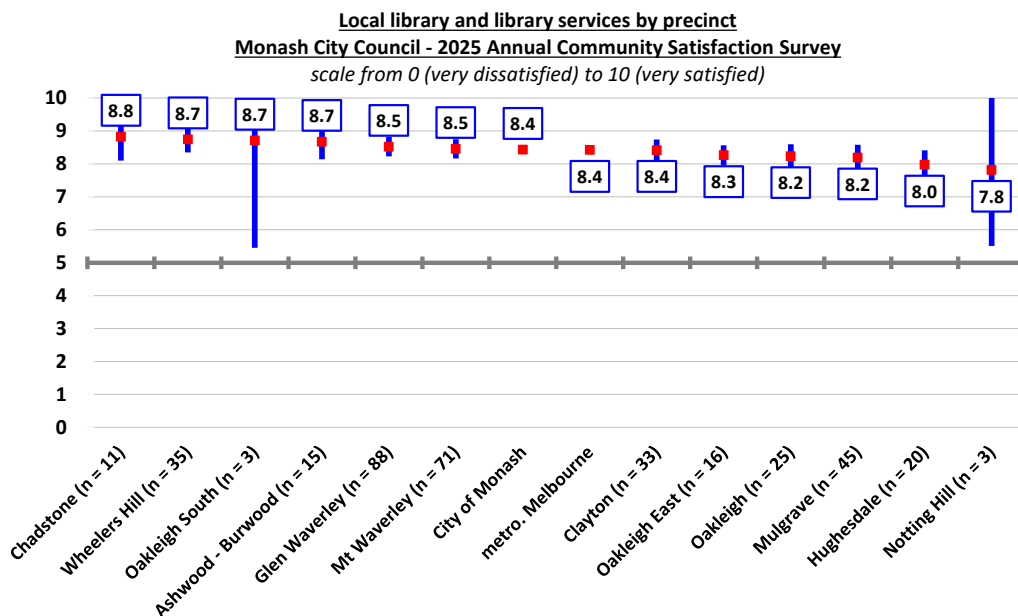
By way of comparison, satisfaction with local library and library services was identical to the metropolitan Melbourne average satisfaction with the “local library” of 8.4 out of 10, as recorded in the 2025 *Governing Melbourne* research.



Monash City Council – 2025 Annual Community Satisfaction Survey



There was no statistically significant variation in satisfaction observed across the municipality, although it is noted that the three respondents from Notting Hill were less satisfied, at a “very good” rather than an “excellent” level.

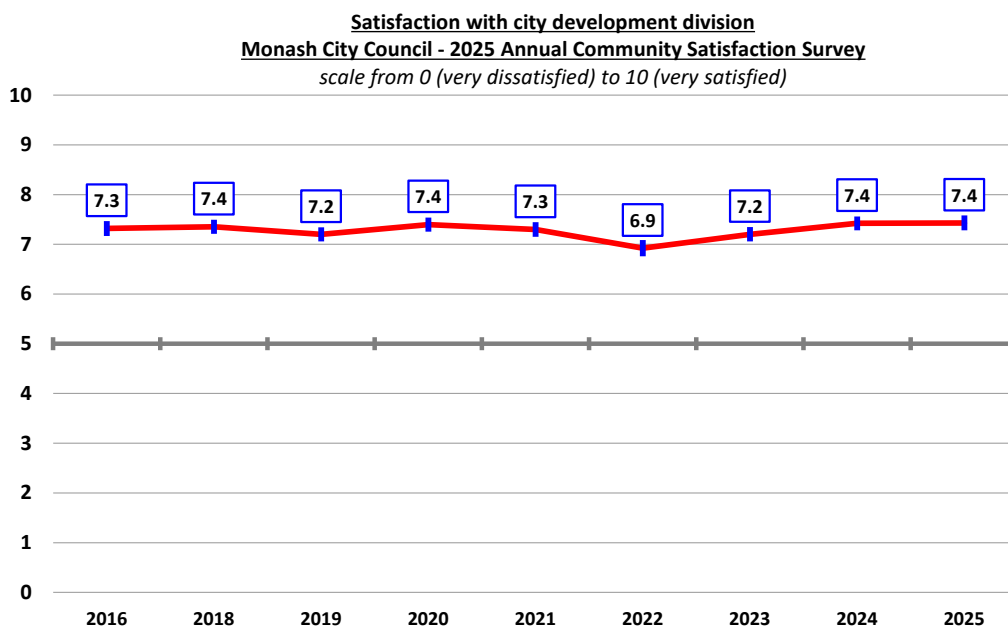


*Monash City Council – 2025 Annual Community Satisfaction Survey***City Development division**

There were three services and facilities from the City Development Division of Council included in the survey again this year.

The average satisfaction with this group of services remained stable this year at 7.4 out of 10, which was the equal highest result for this group of services and facilities.

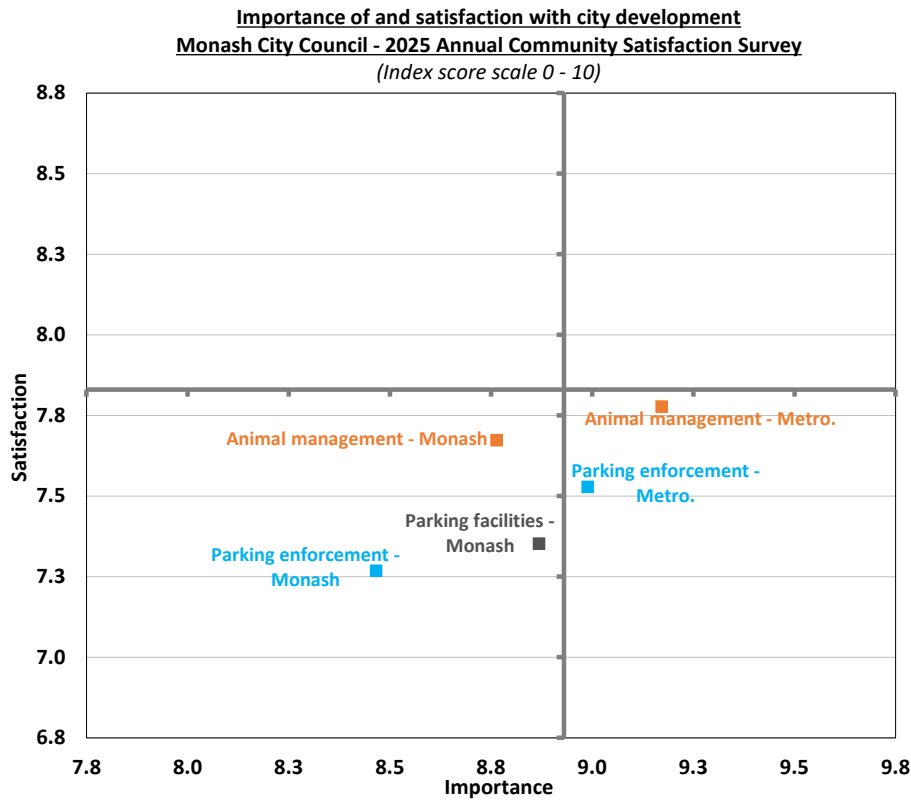
This remained a “very good” level of satisfaction.



It is noted that all three of these services and facilities were of somewhat lower-than-average importance, and all three received lower than average satisfaction scores.



Monash City Council – 2025 Annual Community Satisfaction Survey



Parking enforcement

Parking enforcement was the 27th most important of the 28 included services and facilities, with an average importance of 8.5 out of 10, and one of three that was measurably less important than the average of all 28 (8.9).

Satisfaction with parking enforcement increased marginally this year, up one percent to 7.3 out of 10, although it remains at a “good” level of satisfaction.

This result ranks these services 26th in terms of satisfaction this year, and one of seven that received a satisfaction score measurably lower than the average of all 28 (7.8).

This result was notably (3%) higher than the long-term average satisfaction since 2016 of 7.0 out of 10, or “good”.

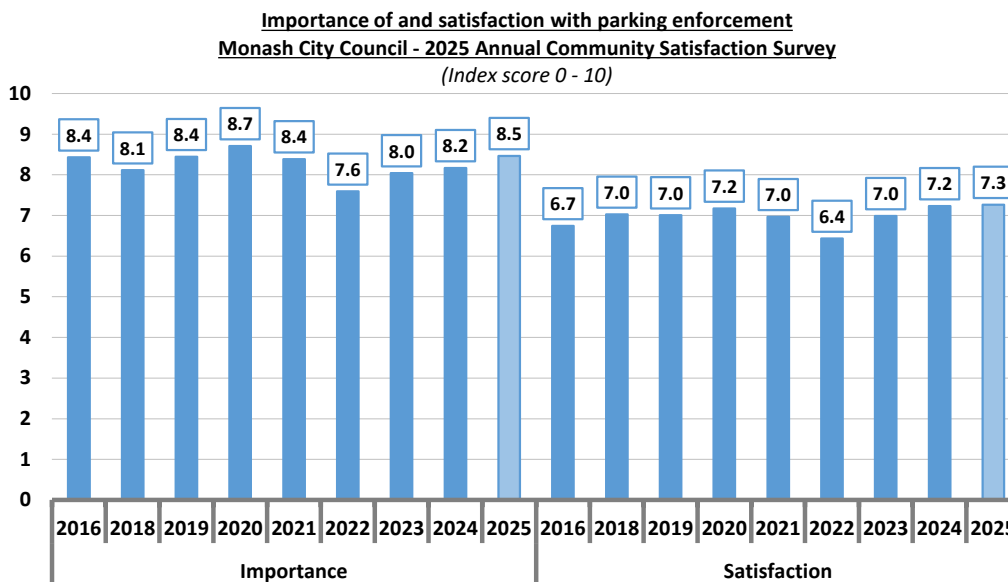
This result comprised 55% “very satisfied” and nine percent dissatisfied respondents, based on a total sample of 730 of the 800 respondents who provided a satisfaction score.

There was some variation in satisfaction with parking enforcement observed by respondent profile, with older adults (aged 60 to 74 years) somewhat less satisfied than average.

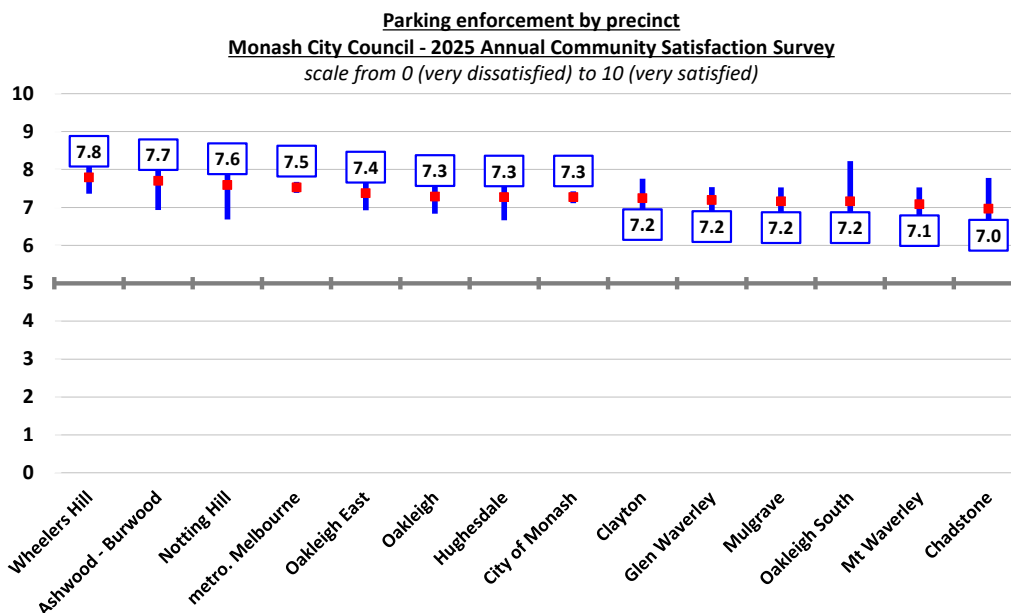


Monash City Council – 2025 Annual Community Satisfaction Survey

By way of comparison, satisfaction with parking enforcement was somewhat (2%) lower than the metropolitan Melbourne average satisfaction with the “parking enforcement” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was some variation observed across the municipality, with respondents from Wheelers Hill measurably (5%) more satisfied than the municipal average, and at an “excellent” rather than a “very good” level of satisfaction.



Monash City Council – 2025 Annual Community Satisfaction Survey

Provision of parking facilities

The provision of parking facilities was the 19th most important of the 28 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with parking facilities increased marginally this year, up one percent to 7.4 out of 10, which remained a “very good” level of satisfaction.

This was the highest score recorded for the provision of parking facilities for the City of Monash over the eight years of the survey program.

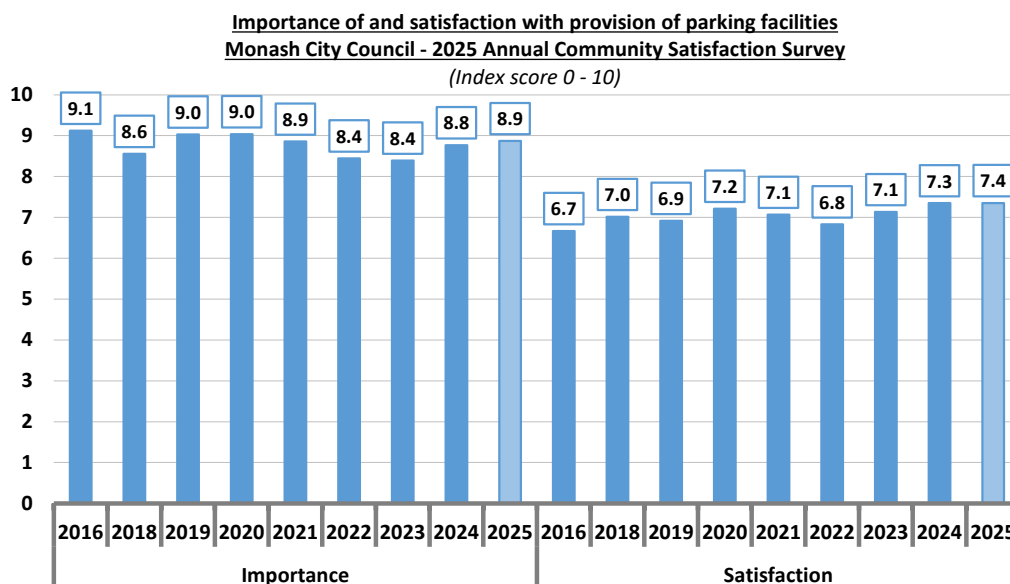
This result ranks parking facilities 25th in terms of satisfaction this year, and one of seven that received a satisfaction score measurably lower than the average of all 28 (7.8).

This result was notably (3%) higher than the long-term average satisfaction since 2016 of 7.1 out of 10, or “good”.

This result comprised 55% “very satisfied” and eight percent dissatisfied respondents, based on a total sample of 762 of the 800 respondents who provided a score this year.

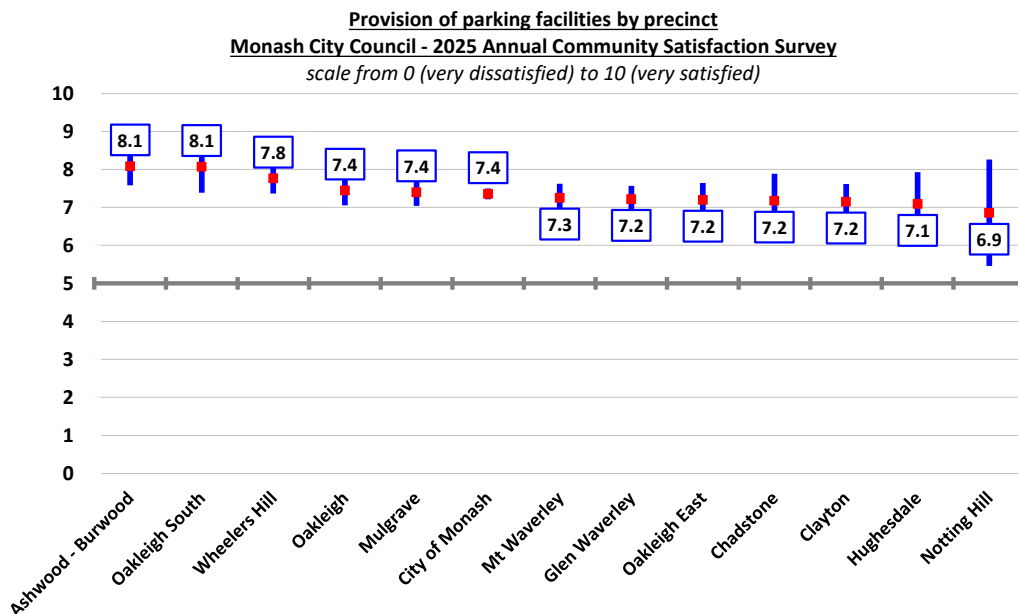
There was some variation in satisfaction observed by respondent profile, with older adults (aged 60 to 74 years) notably less satisfied than average with these facilities.

By way of comparison, these facilities were not included in the 2025 *Governing Melbourne* research and therefore no comparison result has been provided.



Monash City Council – 2025 Annual Community Satisfaction Survey

There was some variation observed across the municipality, with respondents from Ashwood-Burwood measurably (7%), and respondents from Oakleigh South notably (7%), more satisfied than the municipal average, and at “excellent” levels. By contrast, respondents from Notting Hill were notably (5%) less satisfied, and at a “good” rather than a “very good” level.



Animal management

Animal management was the 24th most important of the 28 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with animal management remained stable this year 7.7 out of 10, which remains a “very good” level of satisfaction.

This result ranks animal management 19th in terms of satisfaction this year.

This result was identical to the long-term average satisfaction since 2016 of 7.7 out of 10, or “good”.

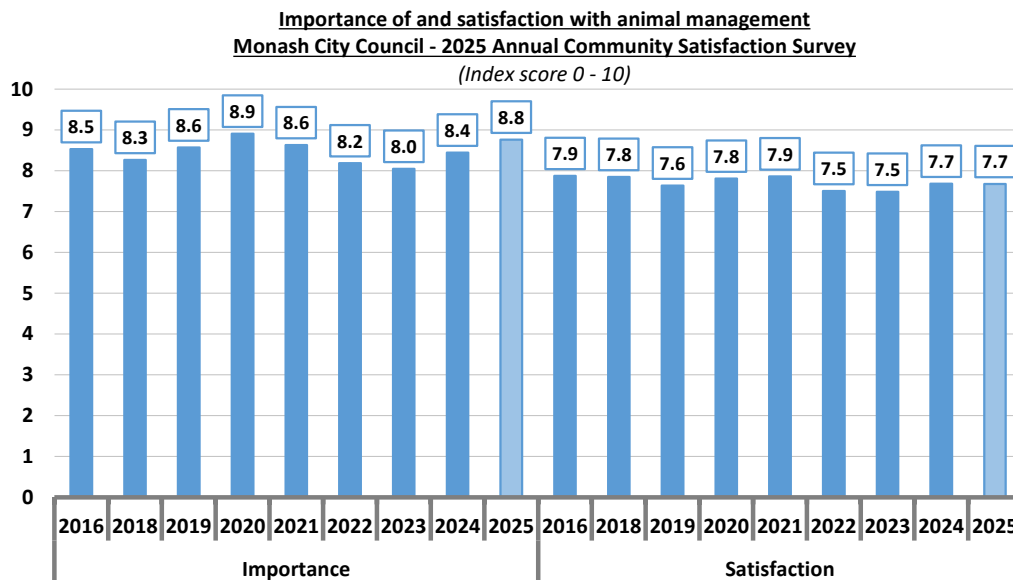
This result comprised 62% “very satisfied” and six percent dissatisfied respondents, based on a total sample of 641 of the 800 respondents who provided a score this year.

There was no substantive variation in satisfaction with animal management observed by respondent profile.

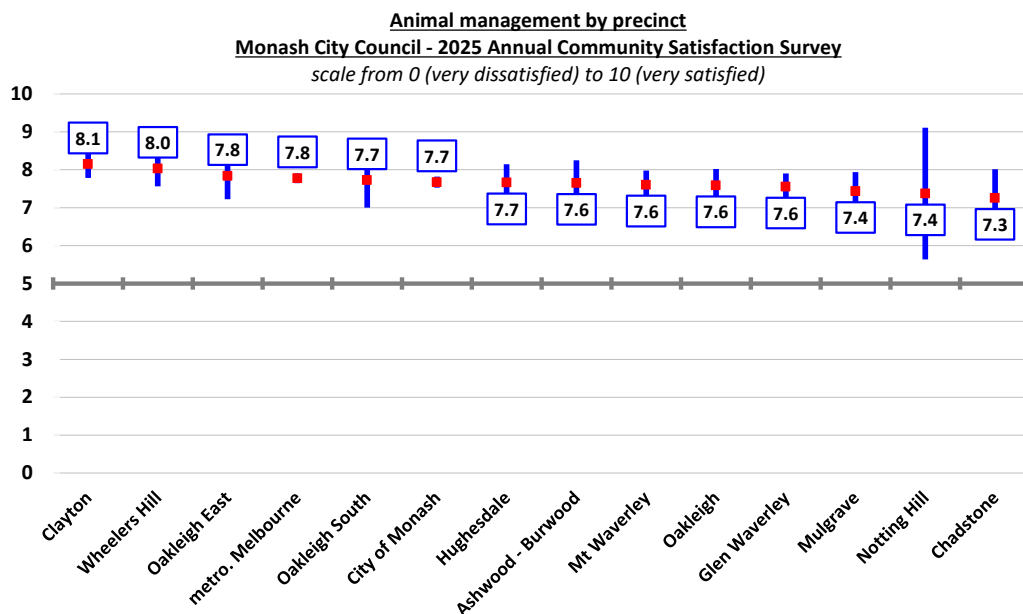


Monash City Council – 2025 Annual Community Satisfaction Survey

By way of comparison, satisfaction with animal management was marginally (1%) lower than the metropolitan Melbourne average satisfaction with the “animal management” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.



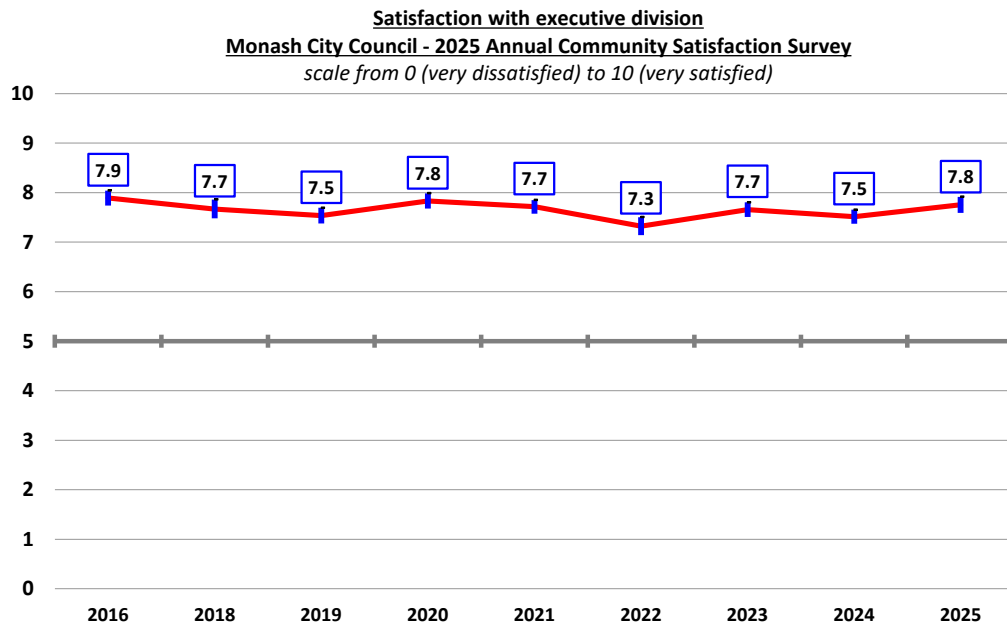
There was some variation in satisfaction observed across the municipality, with respondents from Clayton measurably (4%) more satisfied than the municipal average and at an “excellent” rather than a “very good” level of satisfaction. By contrast, respondents from Chadstone were notably (4%) less satisfied than average, although still at a “very good” level.



*Monash City Council – 2025 Annual Community Satisfaction Survey***Executive Division**

There were two services from the Executive Division included in the survey again this year, relating to the website and the *Monash Bulletin*.

The average satisfaction with these two communication-related services and facilities rose notably this year, up three percent to 7.8 out of 10.

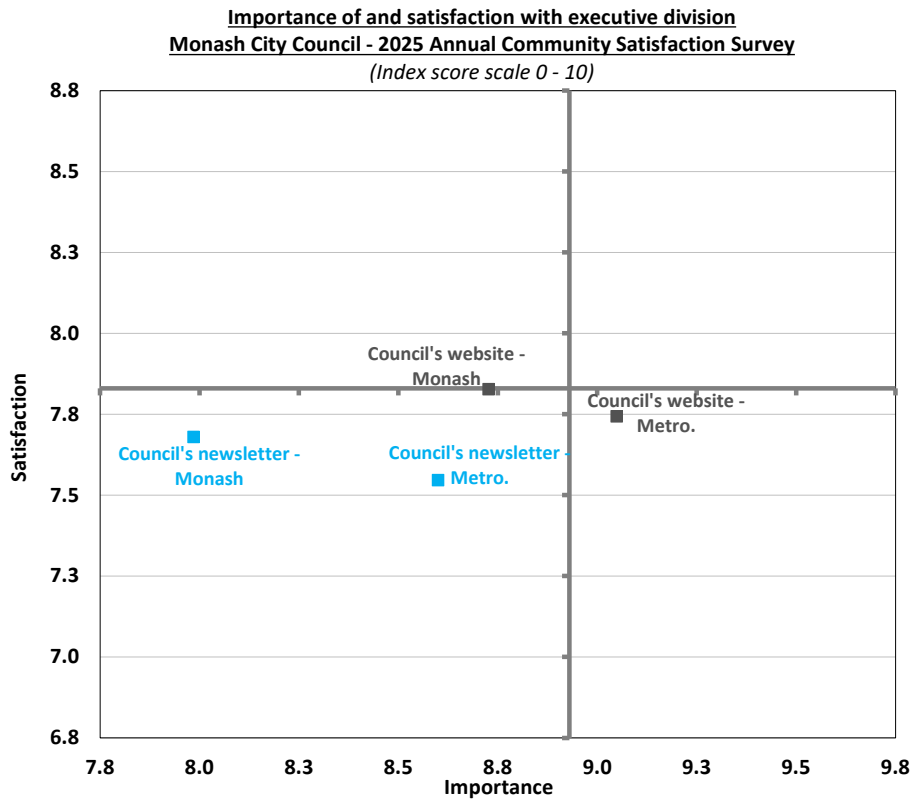


Consistent with previous results, both services were somewhat less important than both the average of all 28 included services, and the metropolitan Melbourne average.

However, both these communication services received higher satisfaction scores than the comparative metropolitan Melbourne scores.



Monash City Council – 2025 Annual Community Satisfaction Survey



Council's newsletter *Monash Bulletin*

The *Monash Bulletin* was the least important (28th) of the 28 included services and facilities, with an average importance of 8.0 out of 10, one of three services and facilities to be measurably less important than the average of all 28 (8.9).

Satisfaction with the *Monash Bulletin* rose somewhat this year, up two percent to 7.7 out of 10, which it remains a “very good” level of satisfaction.

This result ranks the publication 17th in terms of satisfaction this year.

This result was identical with the long-term average satisfaction since 2016 of 7.7 out of 10, or “very good”.

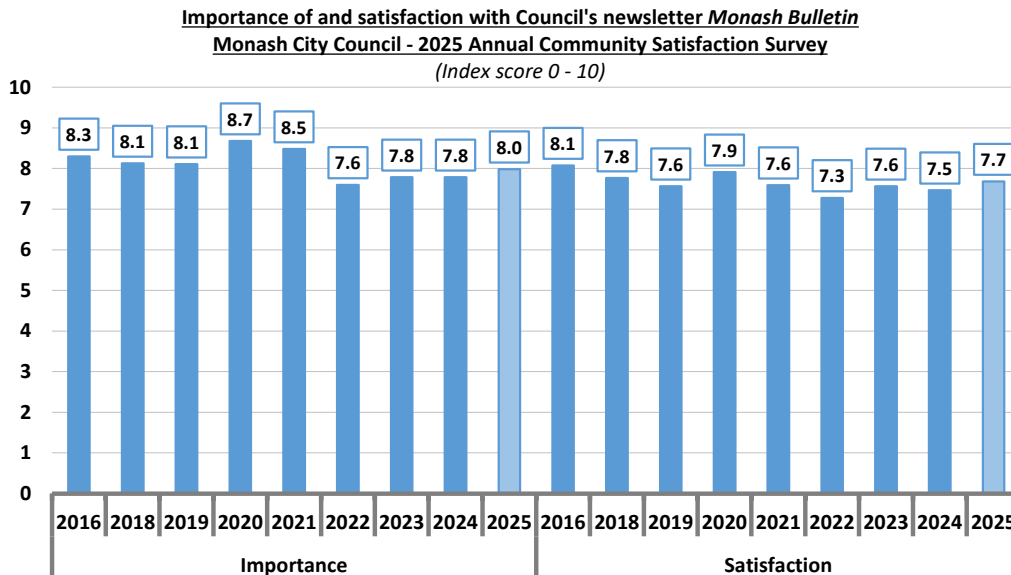
This result comprised 58% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 646 of the 800 respondents who provided a score this year.

There was some variation in satisfaction with the *Monash Bulletin* observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied than average.

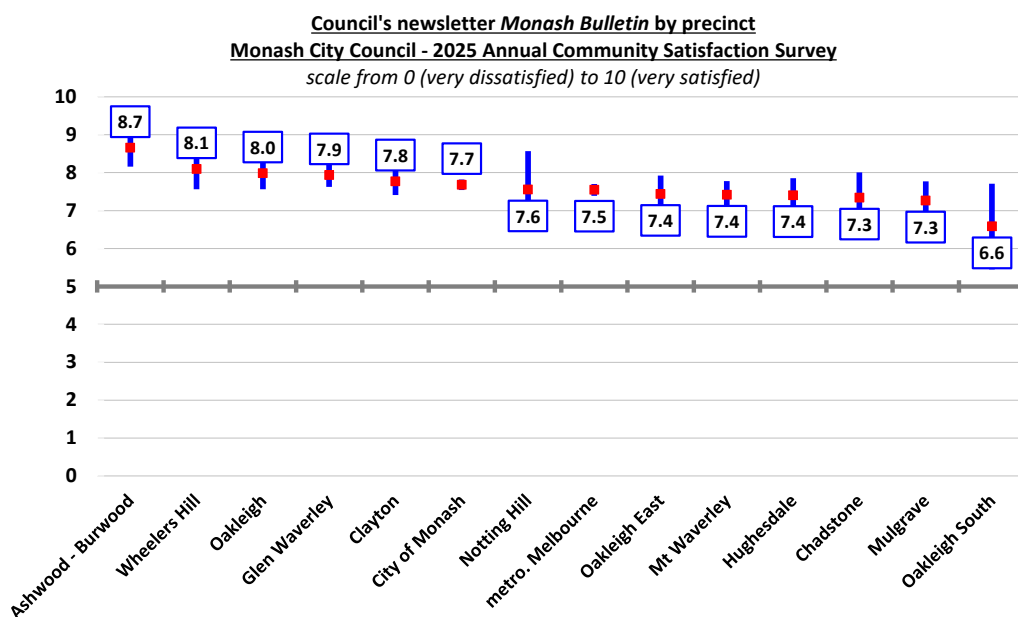


Monash City Council – 2025 Annual Community Satisfaction Survey

By way of comparison, satisfaction with the *Monash Bulletin* was somewhat (2%) higher than the metropolitan Melbourne average satisfaction with the “Council’s regular printed newsletter” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was also some variation in satisfaction observed across the municipality, with respondents from Ashwood-Burwood measurably (10%) more satisfied than the municipal average, and at an “excellent” rather than a “very good” level. Conversely, respondents from Oakleigh South were notably (11%) less satisfied, and at a “good” rather than a “very good” level.



Monash City Council – 2025 Annual Community Satisfaction Survey

The following table displays the 48 comments received from respondents who were not satisfied with the Council newsletter, with many of these comments referencing that the respondent did not receive the publication, or that the information contained in the publication was not relevant, useful, or needed.

Reasons for dissatisfaction with Council's newsletter *Monash Bulletin*
Monash City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Do not get it	10
It is not relevant / useful information / it is not needed	7
Better off with digital version / emailed	3
Could be more regular / it is not often	3
I do not read it	3
Needs more information / detail	3
Save the trees / waste of paper	3
Everyone just parks anywhere	1
Generic and pointless	1
I am not sure whether it is necessary to print that information or not	1
I do not have the time to read it	1
I have not heard about it	1
It would be better to have one piece of paper instead of wasting the paper	1
It would be greater if we could know where to put a lot of garbage because I just moved in and I need a place to put it all in at once	1
Need newsletters like old times	1
Need to spend more time fixing roads instead	1
Needs to cover more topics that matter	1
People cannot get to their house due to parking	1
Poor traffic management because sometimes you cannot get your car through the street	1
Some things are interesting	1
There are other ways of communication	1
They should have an option to stop sending me a physical copy	1
Waste of money	1
Total	48

Council's website

Council's website was the 25th most important of the 28 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with the website increased marginally this year, up one percent to 7.8 out of 10, which remains at a "very good" level of satisfaction.

This result ranks the website 15th in terms of satisfaction this year.



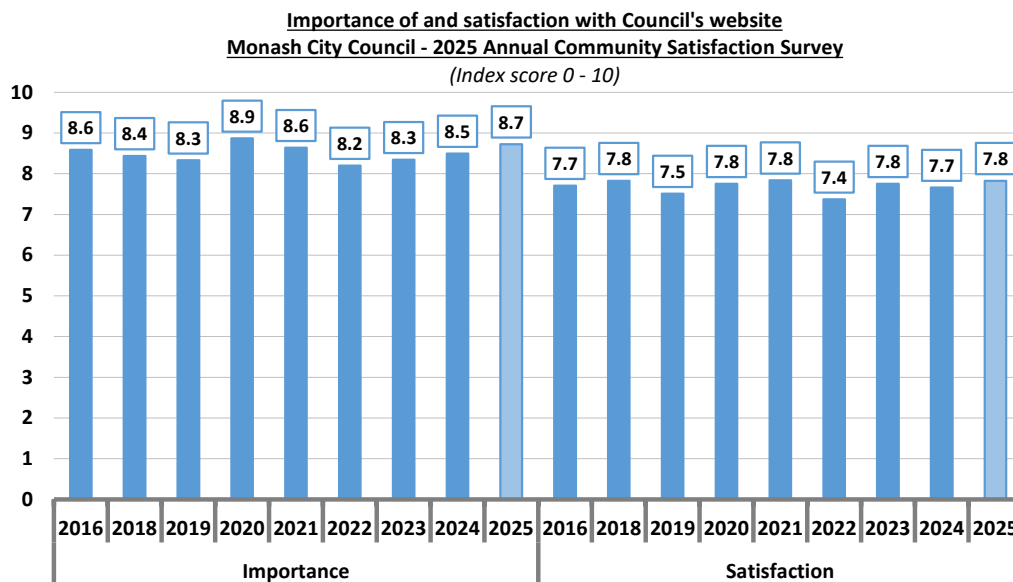
Monash City Council – 2025 Annual Community Satisfaction Survey

This result was marginally (1%) higher than the long-term average satisfaction since 2016 of 7.7 out of 10, or “very good”.

This result comprised 66% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 371 of the 379 respondents (47%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with the website observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied than average.

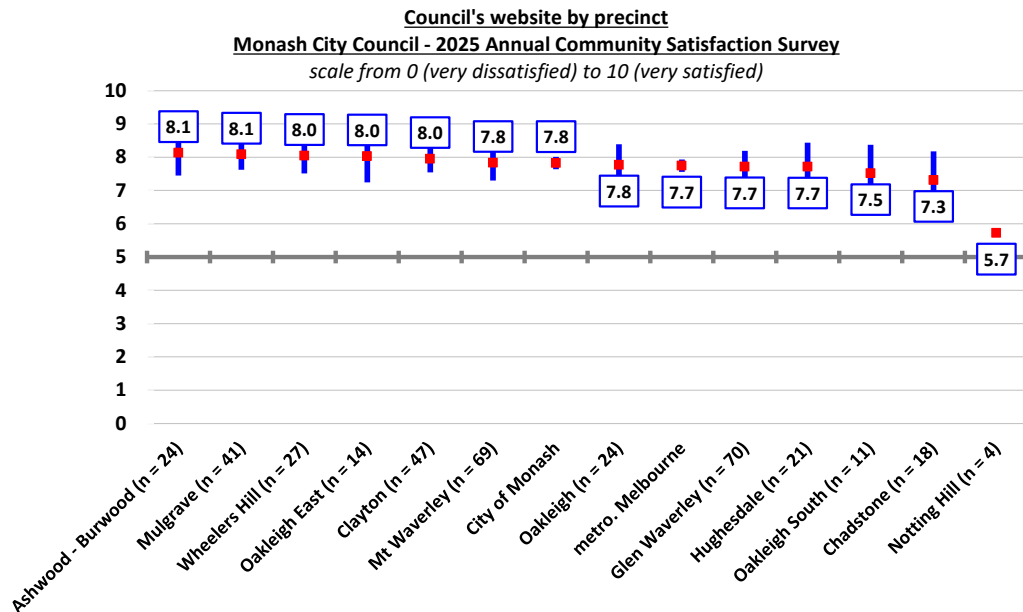
By way of comparison, satisfaction with the website was marginally (1%) higher than the metropolitan Melbourne average satisfaction with the “Council’s website” of 7.7 out of 10, as recorded in the 2025 *Governing Melbourne* research.



The four respondents in Notting Hill were notably (21%) less satisfied than the municipal average, at a “solid” rather than an “excellent” level, although caution should be exercised when interpreting this result, due to the small sample size.



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Planning and housing development

Planning for population growth by all levels of government

Respondents were read the following preamble, and then asked:

The population of Monash is expected to grow by approximately 22,000 over the next 20 years. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with planning for population growth (by all levels of government). If rated less than 6, why do you say that?”

Satisfaction with planning for population growth by all levels of government increased measurably this year, up three percent to 7.2 out of 10, although it remained at a “good” level of satisfaction.

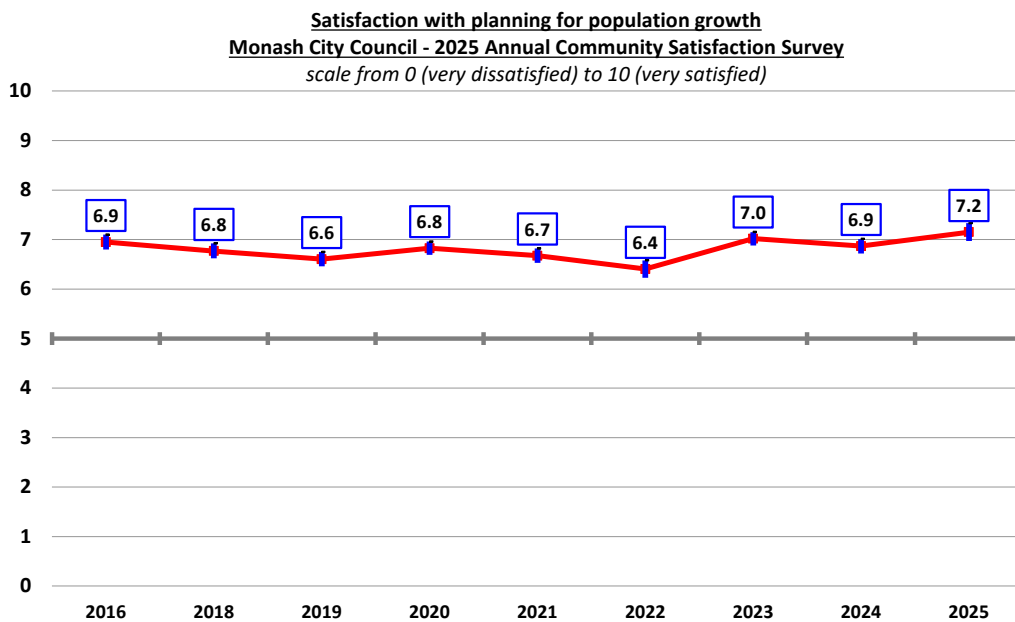
This result remains measurably (4%) above the long-term average satisfaction since 2016 of 6.8 out of 10.

By way of comparison, this result was marginally higher than both the metropolitan Melbourne (7.1) and eastern region councils’ (7.1) averages, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2024, using the same in-person, door-to-door methodology.



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Metropolis Research notes that this increase in satisfaction with planning for population growth was consistent with the decline in the proportion of respondents who nominated “building, housing, planning, and development” related issues (4% down from the unusually high 7% last year) as one of the top three issues to address for the City of Monash ‘at the moment’. This is discussed in more detail in the [Issues To Address](#) section of this report.

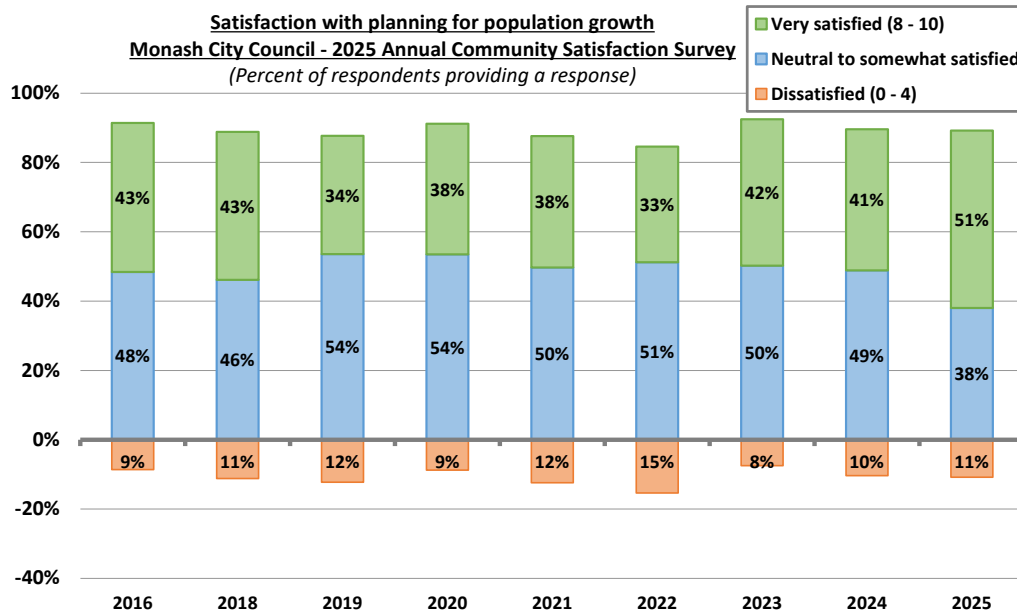


The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who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

Consistent with the increase in satisfaction this year, there were significantly (10%) more “very satisfied” respondents this year, although there was also a marginal (1%) increase in the proportion of “dissatisfied” respondents (11% up from 10%).

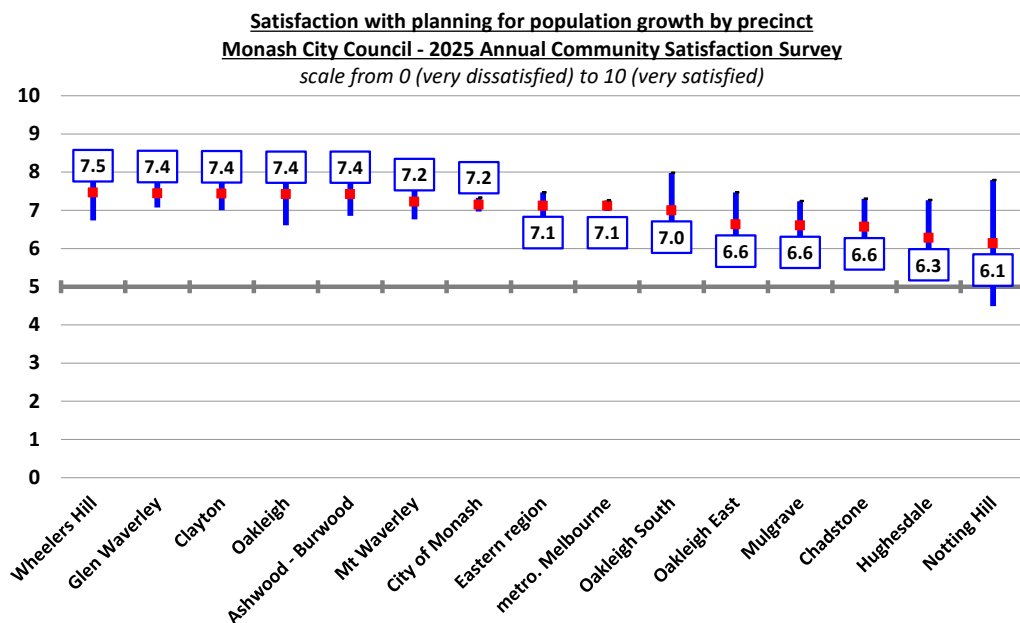


Monash City Council – 2025 Annual Community Satisfaction Survey



Whilst there was no measurable variation in satisfaction with planning for population growth by all levels of government observed across the municipality, it is noted that respondents from Wheelers Hill were somewhat (3%) more satisfied than average.

By contrast, respondents from Notting Hill (11%), Hughesdale (9%), Chadstone (6%), Mulgrave (6%), and Oakleigh South (6%) were all notably less satisfied than average, with respondents from Hughesdale and Notting Hill rating satisfaction at a “solid” rather than a “good” level.



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Whilst there was no measurable (statistically significant) variation in satisfaction observed by respondent profile, it is noted that young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) were somewhat (3% and 5% respectively) more satisfied than average, and at “very good” levels.

By contrast, middle-aged and older adults (aged 45 to 74 years) were notably (6% and 7%) less satisfied than average, although still at “good” levels.

It is also noted that respondents from multilingual households were notably (5%) more satisfied than respondents from English speaking households, and respondents from households with a member with disability were notably (8%) less satisfied than average.



There was also variation in satisfaction with planning for population growth observed by the respondents' household structure, as outlined in the following graph.

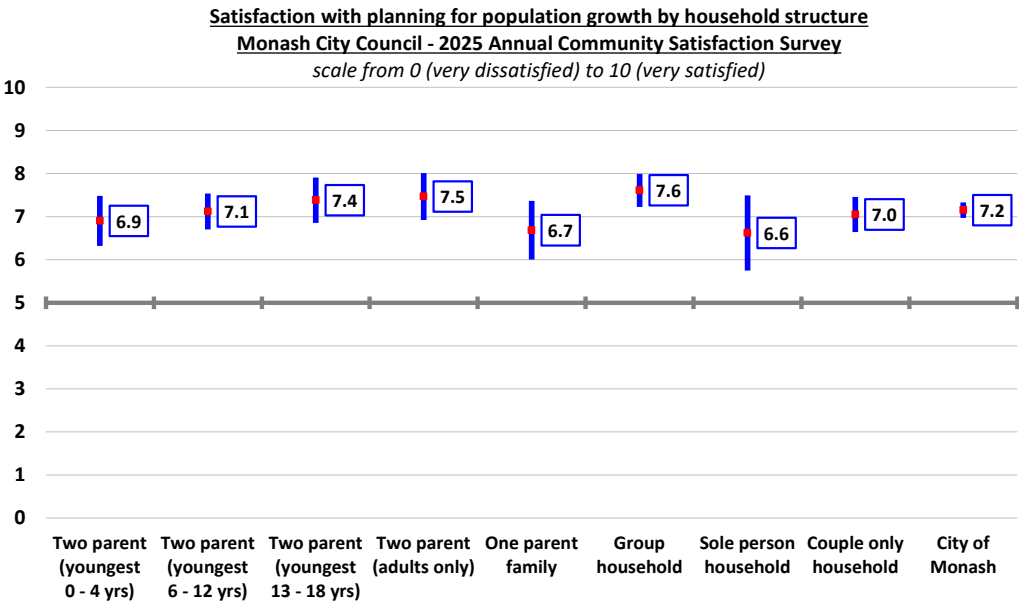
It is noted that respondents from two-parent families with youngest child aged under five years were the least satisfied of the respondents from two-parent families.

It is also noted that respondents from one parent families and respondents from sole person households were notably (5% and 4% respectively) less satisfied than average, although still at “good” levels.

Consistent with the higher-than-average satisfaction of young adults, it is noted that respondents from group households (unrelated flatmates such as students) were notably more satisfied than average.



Monash City Council – 2025 Annual Community Satisfaction Survey



Reasons for dissatisfaction with planning for population growth

There were 171 comments received from respondents as to reasons why they were dissatisfied with planning for population growth by all levels of government.

These responses have been broadly categorised, as outlined in the following table, with the most common issues relating to planning and development including notably concerns around the proposed increase in the number of high-rise apartment developments (38 comments), concerns around the impact on roads, traffic, parking, and public transport (35 comments), and concerns around impacts on infrastructure (15 comments), perceived overpopulation (15 comments), and the perceived impact on services (15 comments).



Monash City Council – 2025 Annual Community Satisfaction Survey

Reasons for dissatisfaction with planning for population growth
Monash City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Planning and development</i>	
Not aware of their plans	8
Overdevelopment happening already	2
The plans are ad hoc / too much planning	2
There are so many humongous buildings coming up	2
There is no planning	2
Already installed infrastructure cannot be changed	1
Have to do a lot of developments	1
High-rises are just stupid because no one wants to live in them	1
House rebuilds are not catching up to population growth	1
I am only aware of a plan for a new train station and student accommodation	1
If there are more people, you have to go for different types of housing	1
Inappropriate overdevelopment	1
Lack of infrastructure planning	1
More access for sub-divisions should be allowed	1
My question is what planning? I do not see any planning	1
Need better planning for high-rise buildings to accommodate people	1
Overdevelopment with high-rises	1
Overdevelopment without infrastructure development	1
State government has not planned very well for the growth	1
The facilities and planning are not keeping up with the growth	1
The high-rise things are just a lousy approach	1
There are high-rise towers but no actual plans around them	1
They should encourage higher density development	1
Too many high-rise buildings are spoiling the sky	1
Too strict with planning issues	1
Overdevelopment is increasing global warming	1
Overdevelopment is increasing habitat loss for wildlife	1
Total	38
<i>Parking, traffic, roads and public transport</i>	
Road congestion / always crowded / clogged / heavy traffic	7
Not enough parking	3
They should have a solution for parking / poor parking	3
More houses built without considering how it impacts parking	2
Need more public transport / bus services	2
Need solutions for traffic	2
Overdevelopment increases traffic / cars	2
The Council is already struggling road facilities	2
Investment in public transport	1
North Rd is already completely congested	1



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North Rd is dangerous, I have seen so many accidents on North Rd	1
Not enough parking for the residents	1
Overdevelopment puts more stress on the roads	1
Public transport is lacking in outer areas	1
Sub-division houses with four bedrooms only have one garage	1
The cost of taking public transport in inner city areas is not great	1
There is no space for cars or traffic	1
There is not enough parking in Kingsway	1
There seems to be a lot of units built without much thought to how they impact the traffic	1
Transport services not great	1
Total	35

Infrastructure

Infrastructure does not accommodate the growth	8
Do not want high-rise buildings to overlook my backyard	1
Inappropriate selection of infrastructure	1
Issues with high-rise buildings	1
Massive apartments are not what we are looking for	1
Not enough infrastructure improvements	1
Not enough infrastructure to support North Rd	1
Not impressed with the multi-story buildings	1
Total	15

Population growth / over population

Monash does not have the infrastructure to support the population growth	2
Overpopulation	2
There is too much growth	2
Concerned about the population development here because it causes overdevelopment	1
I am against population growth	1
I feel like it is already crowded	1
Not enough space to accommodate that much increase	1
Overpopulated too quickly	1
They are underestimating the growth	1
They should make new suburbs for population growth	1
Too many people	1
Too many people coming in before the infrastructure is in place	1
Total	15

Services and facilities

We do not have enough hospital / health facilities for the increase in population	3
We do not have enough schools / we need more schools	2
We do not have the facilities to allow for a big population growth	2
Basic necessities are not there	1
Only one aquatic centre	1
School zones are shrinking	1



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The high school is overflowing	1
There are a lot of restaurants in Pinewood but not much else, they need to have a variety in commercial shops	1
We need more fast food	1
We need more shops	1
Welfare matters	1
Total	15
<i>Social aspects</i>	
It is unsafe now	1
It would increase crimes in high density building area	1
Not organic and through migration and we cannot have big families now	1
Overdevelopment is disturbing the character of the area	1
Suburbs are suburbs	1
There needs to be spreading of communities	1
They just bring anyone	1
They keep bringing people and we lose Australian heritage and the Australian way	1
We have to have migrants	1
We should be ready for migrants in a better way	1
Total	10
<i>Need more housing / housing supply issues</i>	
Not enough houses / lack of housing	5
Not enough apartments	2
Many people are already looking for places to rent	1
Need more high-rise buildings	1
Total	9
<i>Open spaces</i>	
All the parklands will be removed	1
Chopping down all the trees makes the area hot	1
Gum trees are dangerous, and they belong to the country	1
If parklands are removed, you cannot take people for walks anymore	1
Not enough space	1
Overdevelopment is getting rid of greenery	1
They are getting rid of too many trees	1
Total	7
<i>Overcrowding</i>	
Overcrowding in existing suburbs	1
There is not a lot of space for growth	1
They are cramming in too many units and apartment buildings	1
They should not allow subdivision in residential areas	1



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They wait until it is clogged up	1
Too congested	1
Total	7
<i>Too many houses / high density</i>	
Too many houses	3
Subdivision everywhere	1
Too many big apartments are ruining the community	1
Too many high-density housings	1
Too many units	1
Total	7
<i>Communication / consultation / information / engagement</i>	
Does not sound like the funding depends on the government	1
Not listening to what people are saying with regards population growth	1
The people are not consulted neither by the Council nor the state government	1
There are no details on the plan	1
There needs to be some level of announcement regarding the growth	1
Total	5
<i>Affordable housing</i>	
Big apartments are targeted to people with money	1
Need to provide cheaper housing	1
Total	2
<i>Other</i>	
Have not done a good job already	1
The government wants to go one way, and the Council wants to go another way	1
Their priorities are wrong	1
They are arbitrary in their decisions	1
They are going about this the wrong way	1
Waste of taxpayers' dollars	1
Total	6
Total responses	171



Monash City Council – 2025 Annual Community Satisfaction Survey

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 housing development in your local area?”

Respondents were again in 2025, asked to rate their satisfaction with three key planning and development outcomes in the municipality.

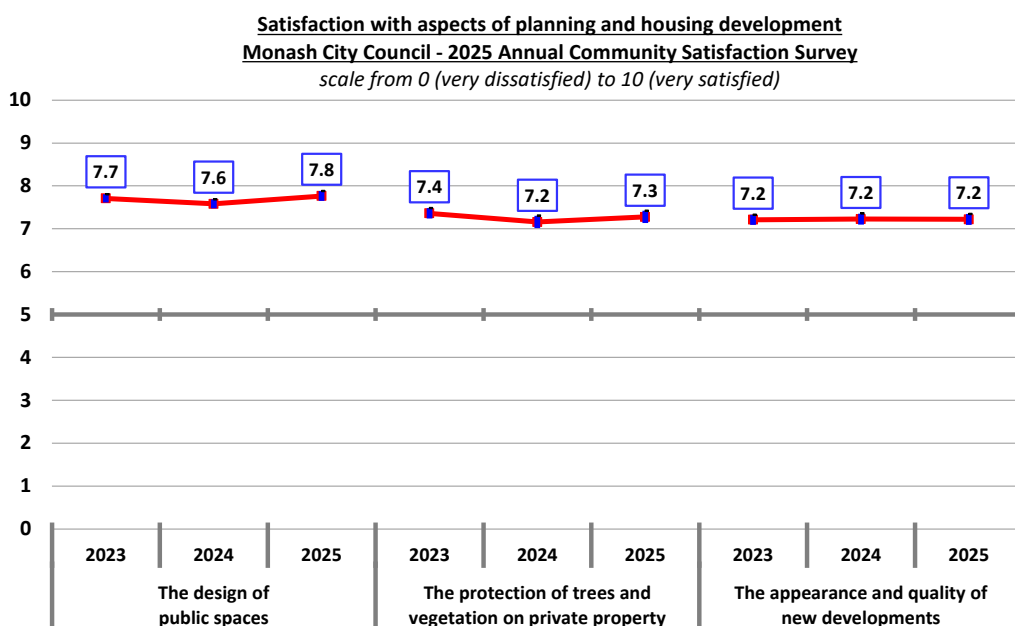
Satisfaction with two of these three of these planning and development outcomes improved marginally this year, whilst satisfaction with the appearance and quality of new developments remained stable.

Metropolis Research notes that these remain positive results for Council, with the “excellent” satisfaction with the design of public spaces being the stand-out positive result this year.

Particularly informative was the “good” satisfaction with the appearance and quality of new developments, which is the key measure of community satisfaction with development outcomes, which is the critical aspect that provides feedback on how satisfied the community is with development on the ground in the municipality.

Satisfaction with these aspects can best be summarised as follows:

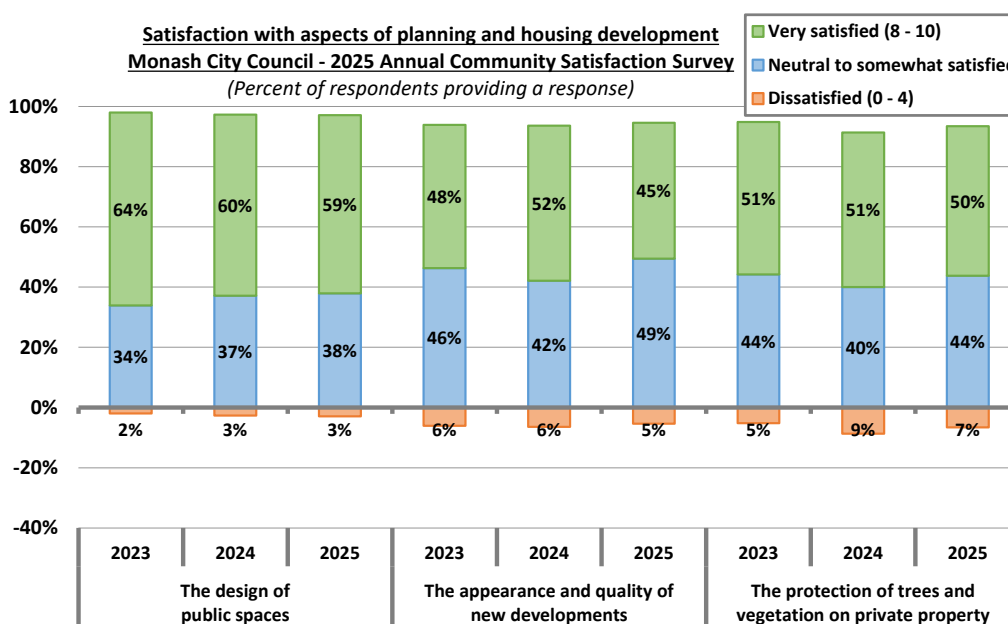
- **Excellent** – for the design of public spaces.
- **Very Good** – for the protection of trees and vegetation on private property.
- **Good** – for the appearance and quality of new developments.



Monash City Council – 2025 Annual Community Satisfaction Survey

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

Consistent with historical results, approximately of the respondents were “very satisfied” with each of the three planning and development outcomes, whilst five percent were “dissatisfied” with the appearance and quality of new developments, and seven percent (down from 9%) were “dissatisfied” with the protection of trees and vegetation on private property this year.



The following graph provides a comparison against the eastern region councils and metropolitan Melbourne, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same methodology.

Satisfaction with the design of public spaces was measurably higher than both the eastern region council’s (3%) and metropolitan (2%) results.

Satisfaction with the appearance and quality of new developments was marginally (1%) below the metropolitan average and somewhat (2%) lower than the eastern region councils’ average.

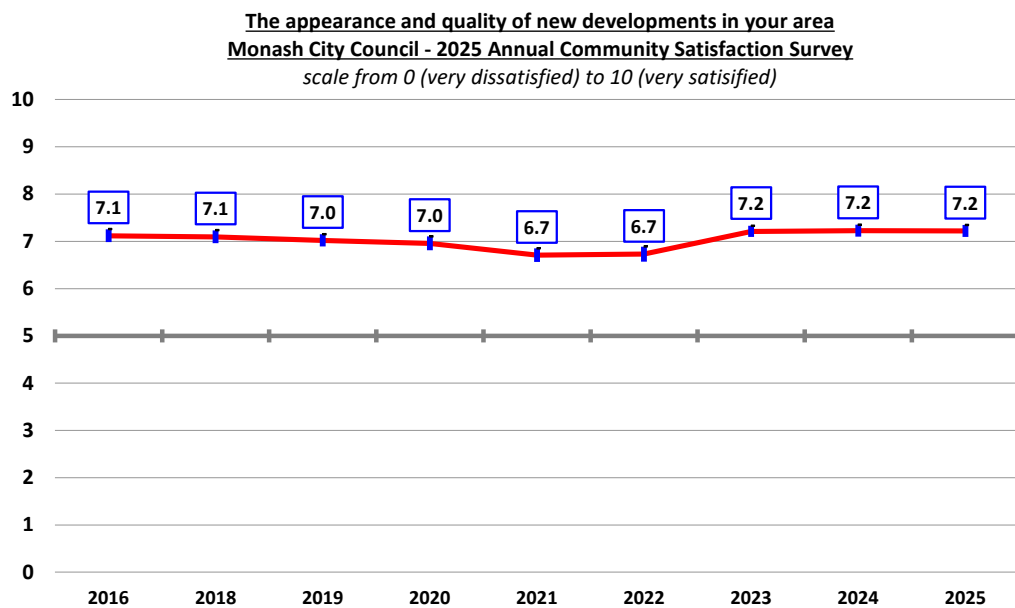
Metropolis Research that these results were consistent with those recorded last year, which reinforce that satisfaction with planning and development outcomes in the City of Monash remains consistent with the metropolitan Melbourne average.



Monash City Council – 2025 Annual Community Satisfaction Survey

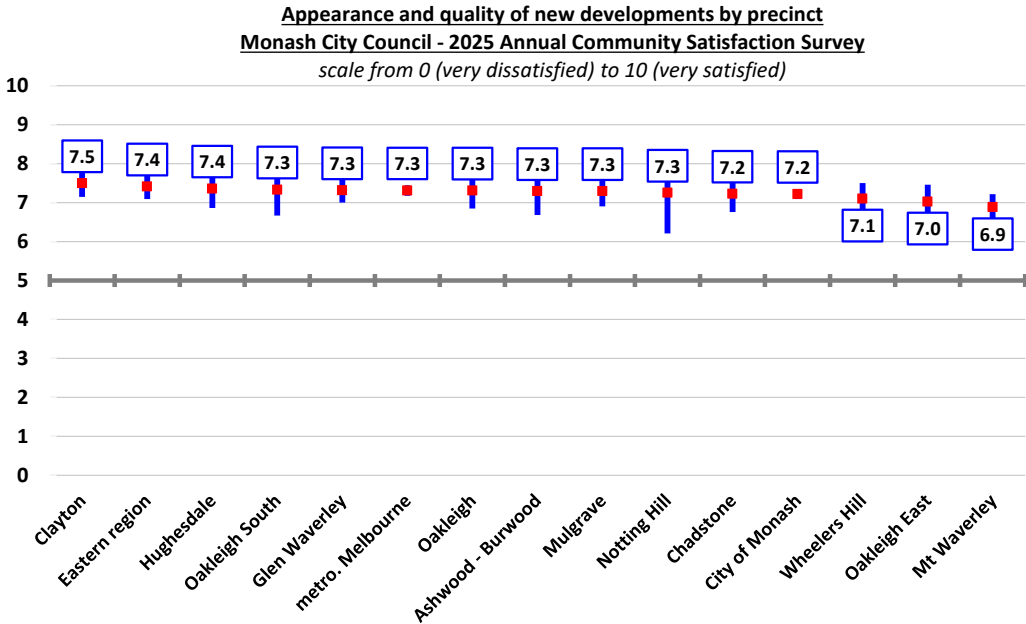
**Appearance and quality of new developments**

Satisfaction with the appearance and quality of new developments remained stable this year at 7.2 out of 10, or a “good” level of satisfaction. Satisfaction with new developments has remained relatively stable in the City of Monash over the nine years of the survey program, except for the two pandemic years of 2021 and 2022, around the long-term average satisfaction of 7.0 out of 10, or “good”.



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Whilst there was no measurable variation in satisfaction with the appearance and quality of new developments observed across the municipality, it is noted that respondents from Clayton were somewhat (3%) more satisfied than average, whilst respondents from Mt Waverley were somewhat (3%) less satisfied.

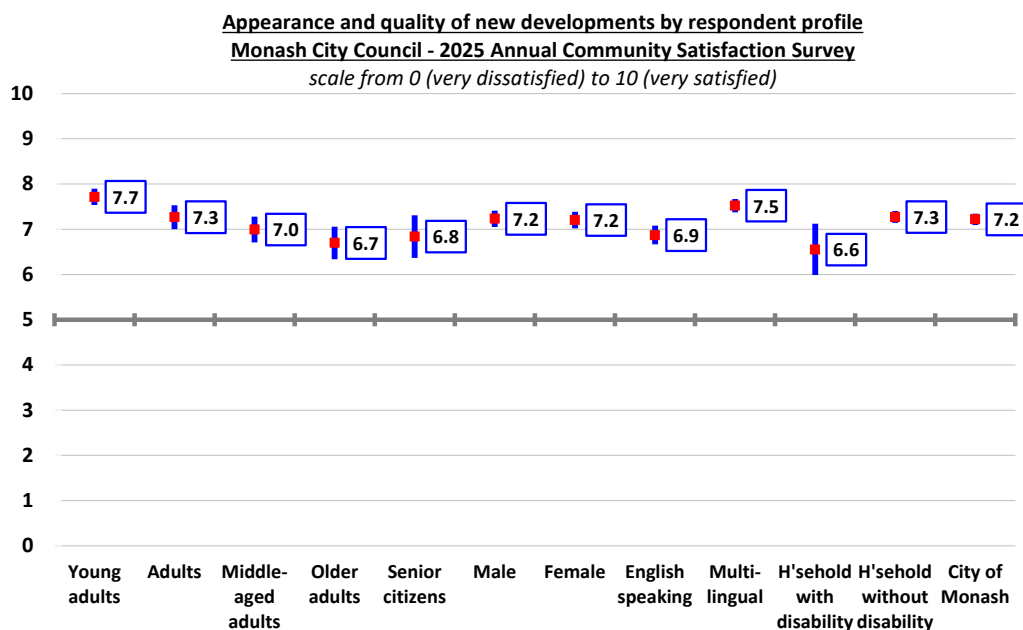


There was measurable variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) measurably (5%) more satisfied, and at a “very good” level, whilst older adults (aged 60 to 74 years) were measurably (5%) and senior citizens (aged 75 years and over) were notably (4%) less satisfied, although both still at “good” levels.

Respondents from multilingual households were measurably (6%) more satisfied than respondents from English speaking households, and respondents from households with a member with disability were measurably (7%) less satisfied than other respondents.



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Examples of and comments about specific developments

There were 97 comments received from respondents dissatisfied with the appearance and quality of new developments.

These comments have been broadly categorised, as outlined in the following table, with the most common issues raised by respondents relating to the appearance and quality (20 comments), perceived impacts on local heritage protection and neighbourhood character (14 comments), and perceived overdevelopment including high-rise (13 comments).

Reasons for dissatisfaction with the appearance and quality of new development
Monash City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>Appearance / quality</i>	
Ugly / not aesthetic	4
Bad quality work / low quality	3
All look pretty much the same / should not look the same	2
Houses are too big	2
Standard is poor / They are just not built very well	2
Car parks are ugly	1
I prefer bricks and stuff	1
In general, the quality of construction is not up to standard	1



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Poor constructions	1
They are ridiculous	1
They are way too big for the environment	1
Visual bulk of it does not look good	1
Total	20
<hr/> <i>Heritage protection / character of neighbourhood</i> <hr/>	
Inconsistent style / no uniformity / some houses do not fit	6
Little attention / care to the character of the neighbourhood	2
Houses should have more character to them	1
Lots of houses are ruining the character of the area	1
New high-rise apartments do not align with the surroundings	1
The new developments do not fit with the current infrastructure	1
Variety is poor	1
They knock down older houses to fit in townhouses, but it encourages crime at night	1
Total	14
<hr/> <i>Overdevelopment / high density development</i> <hr/>	
McMansions	2
Big mansions do not belong in our neighbourhood	1
Excessive unused housing development	1
High density of town houses	1
I prefer low rise buildings	1
Just buildings on buildings and nothing else around it	1
Overdeveloped	1
Overpopulation	1
There are too many apartments in the area	1
Too dense	1
Too many units	1
Too many units in one block	1
Total	13
<hr/> <i>Planning and development process / regulations</i> <hr/>	
Some have been in construction for years / takes too long to build	2
Developers seem to break the rules when everyone else cannot	1
It requires constant maintenance and is too disturbing	1
Not planned for this area	1
The developers are creating a lot of issues while making new houses	1
The way houses are knocked down and rebuilt contributes to the drainage problems	1
They do not care what people are building on their block of lands	1
Too much destruction simultaneously	1
Environmentally unfriendly	1
The houses will burn like in Los Angeles	1
Total	11



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<i>Specific locations</i>	
A few units in a block next to Edith St	1
Basketball hoop near Carboni Ct	1
Building on High St Rd	1
Houses on MacKintosh Rd have overgrown plants	1
Longbourne Ave parking issues	1
No parking near Glen shopping centre	1
Public toilets need improvement	1
Rosings Ct parking issues	1
There are houses with no land left on the block of Watsons Rd	1
Too many units and houses near Glen shopping centre	1
McDonalds	1
Total	11
<i>Trees / greenery</i>	
Trees are cut down / not enough trees	3
Do not like that they chop the vegetation, and we lose tree coverage	1
Gardens are too small	1
Huge houses are on average plot so there is not enough for vegetation and gardens	1
Ignoring the beauty of the garden of the city	1
New houses do not have any gardens	1
No green spaces in them	1
Not enough greenery	1
There is no shade	1
Total	11
<i>Traffic and parking</i>	
Not enough parking	1
Not enough parking for the units	1
Overdevelopment creates parking issues	1
The traffic management needs improvement	1
They put two townhouses in a block which clogs up the street	1
They should not build houses with only one car park space	1
Total	6
<i>Limited / no new developments</i>	
I do not know of any developments around here	1
Total	1



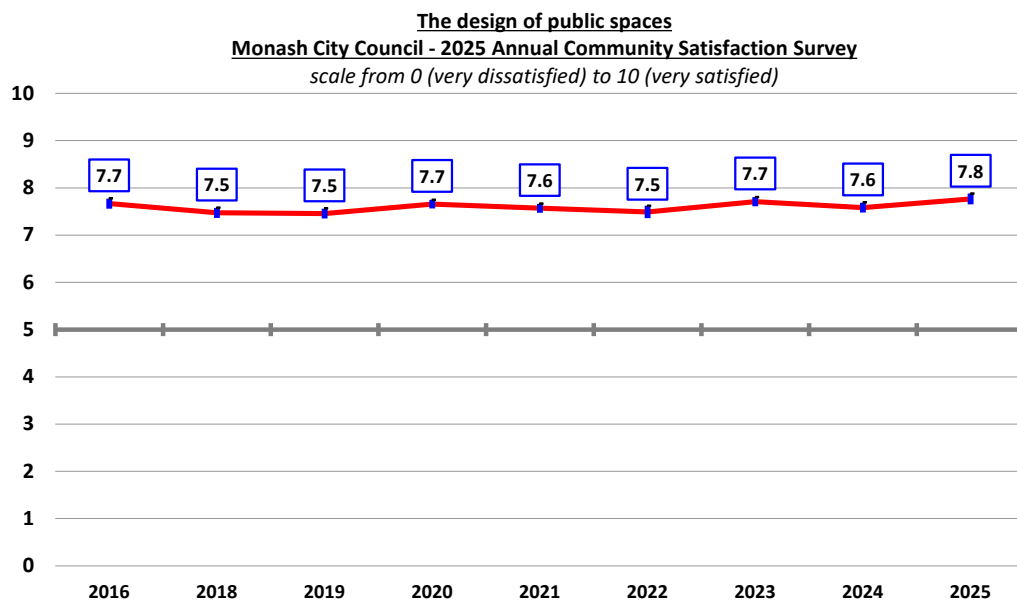
Monash City Council – 2025 Annual Community Satisfaction Survey

<i>General / other reasons</i>	
Businesses get hurt	1
Greedy	1
It is a constant challenge walking around	1
It would be a good idea for trams to connect to the city, it would be better if they were on wheels	1
Just do not like it	1
Just the rubbish because it is not really regulated	1
No affordable solution	1
Not enough infrastructure	1
Recreation centres need improvement	1
They ruin the footpath	1
Total	10
Total responses	97

The design of public spaces

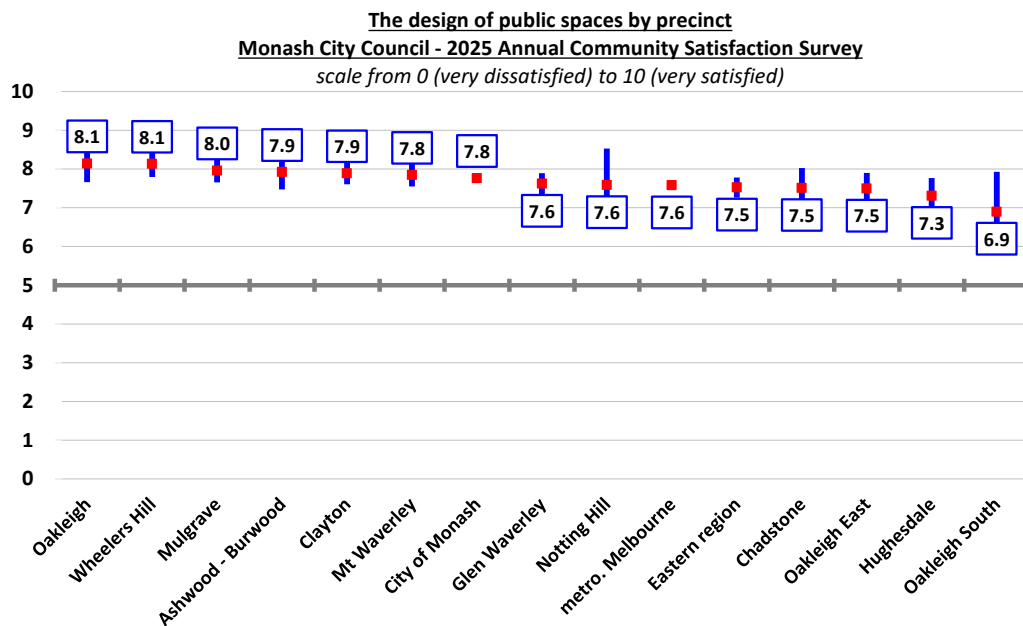
Satisfaction with the design of public spaces increased measurably this year, up two percent to 7.8 out of 10, which was an “excellent”, up from a “very good” level.

This result was the highest satisfaction with the design of public spaces recorded for the City of Monash and was measurably (2%) above the long-term average satisfaction since 2016 of 7.6 or “very good”.

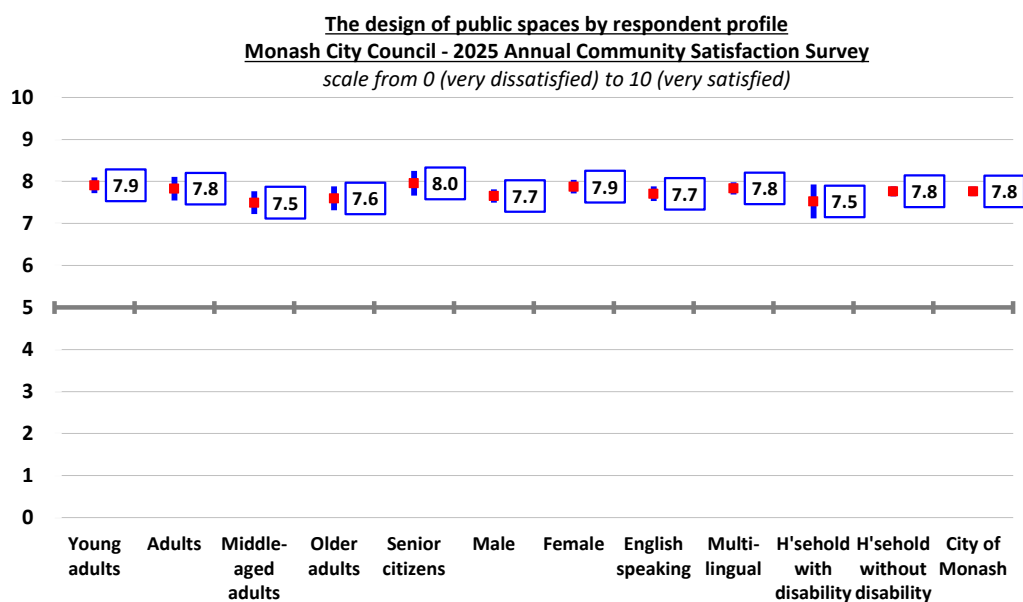


Monash City Council – 2025 Annual Community Satisfaction Survey

Whilst there was no measurable (statistically significant) variation in satisfaction with the design of public spaces observed across the municipality, it is noted that respondents from Hughesdale (5%) and Oakleigh South (9%) were notably less satisfied than average, with respondents from Oakleigh South rating satisfaction at a “good” rather than “very good” level.



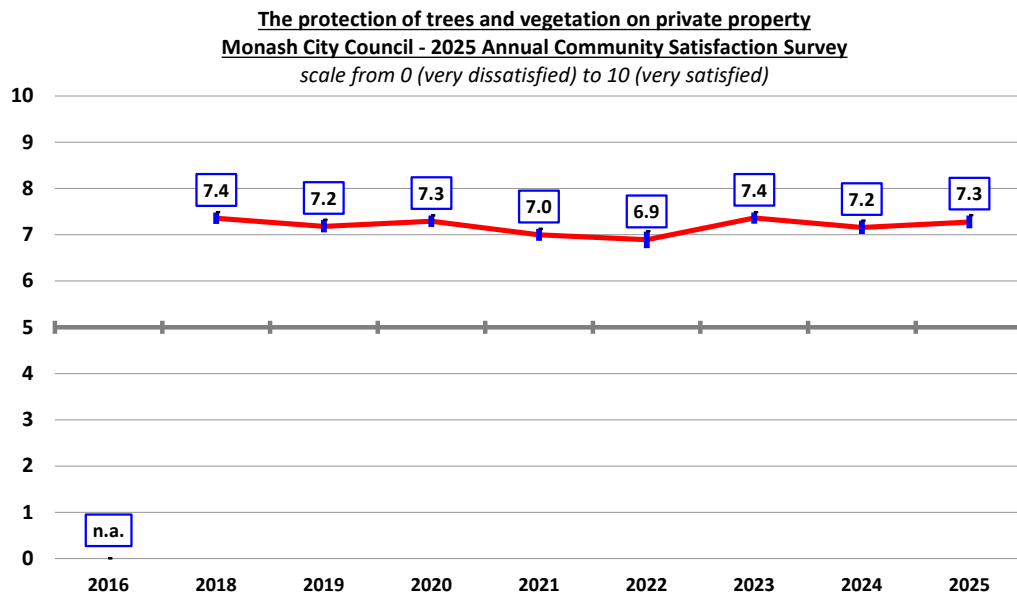
There was no measurable variation in satisfaction with the design of public spaces observed by respondent profile, although it is noted that middle-aged adults (aged 45 to 59 years) were somewhat (3%) less satisfied than average, and at a “very good” rather than “excellent” level.



The protection of trees and vegetation on private property

Satisfaction with the protection of trees and vegetation on private property remained essentially stable this year, up one percent to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This result was marginally (1%) higher than the long-term average satisfaction since 2018 of 7.2 out of 10.



There was some notable variation in satisfaction with the protection of trees and vegetation on private property observed across the municipality.

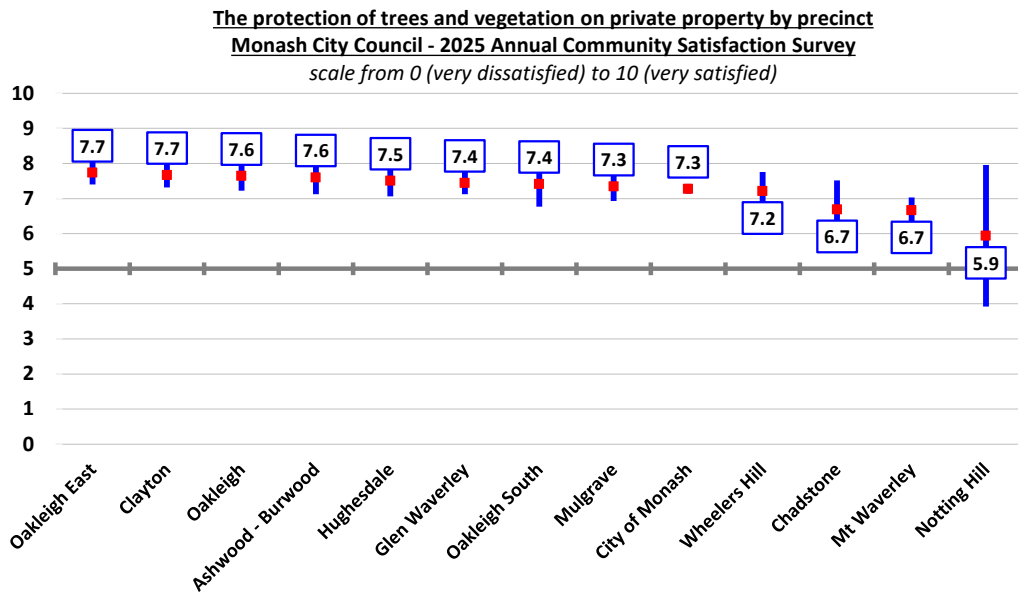
Respondents from Oakleigh East (4%) were measurably and respondents from Clayton (4%) were notably more satisfied than average.

By contrast, respondents from Chadstone and Mt Waverley were notably (6%) less satisfied than average, and at “good” rather than “very good” levels.

Respondents from Notting Hill were notably (14%) less satisfied with the protection of trees and vegetation on private property than the municipality average, and at a “poor”, rather than a “very good” level of satisfaction.

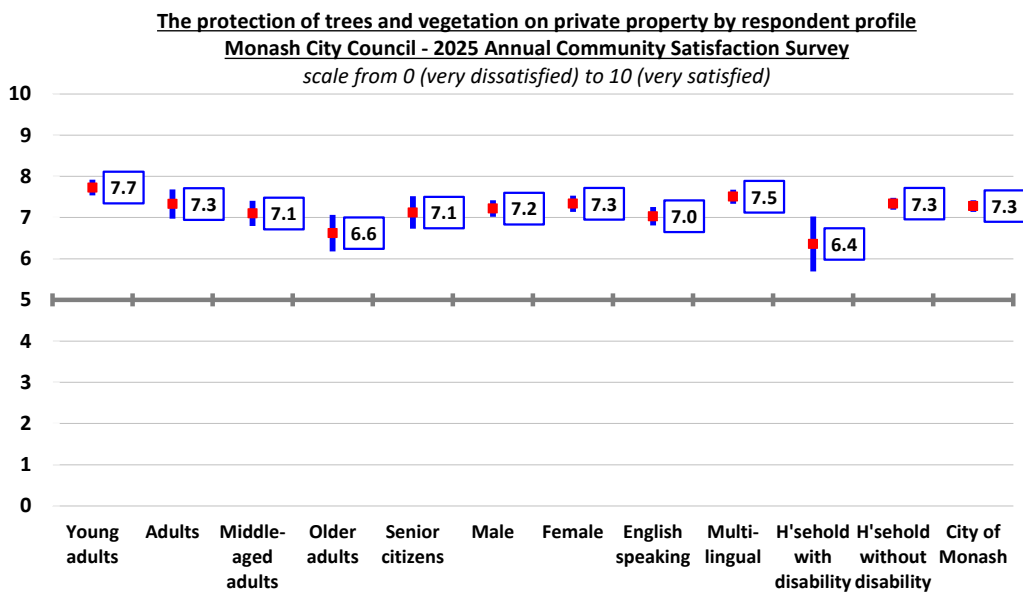


Monash City Council – 2025 Annual Community Satisfaction Survey



There was measurable variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) measurably (4%) more satisfied, and at a “very good” level, whilst older adults (aged 60 to 74 years) were measurably (7%) less satisfied, and at a “good” rather than a “very good” level.

Respondents from multilingual households were measurably (5%) more satisfied than respondents from English speaking households, and at a “very good” level, whilst respondents from households with a member with disability were measurably (9%) less satisfied than other respondents, and at a “solid” level of satisfaction.



Current issues for the City of Monash

Respondents were asked:

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

Respondents were again in 2025 asked to identify what they considered to be the top three issues for the City of Monash to address ‘at the moment’.

A little more than two-thirds (70% up from 69%) of respondents provided a total of 1,120 responses, at an average approximately two issues per respondent.

This is a critical component of the *Annual Community Survey* program, as it provides meaningful insight into the range of issues currently of importance to the community and insight into how these issues may be impacting on community satisfaction with Council.

These can include a wide range of issues, some relating to the activities of Council, and some relating to other areas. They all, however, have the capacity to impact on the local community’s satisfaction with, and expectations of their local council.

It is important to bear in mind that these responses were not necessarily all complaints about the performance of Council, nor do they only reflect services, facilities, and issues within the specific remit of the Monash City Council.

Many of the issues that respondents nominate as significant are generally within the remit of other levels of government.

The open-ended responses received from respondents have been broadly categorised into a set of approximately 70 categories to facilitate analysis and examination of change over time.

Change in results from 2023 to 2024:

There was some variation observed in the top issues to address this year, as follows:

- ***Somewhat more commonly nominated in 2025 than in 2024*** – included street trees (12% up from 8%), lighting (10% up from 4%), roads (10% up from 6%), and safety, policing, and crime issues (8% up from 4%).
- ***Somewhat less commonly nominated in 2025 than in 2024*** – included planning and development related issues (4% down from 7%).

Of most note in these results was the continued increase in street tree related issues, which has tripled from four percent back in 2022 to 12% this year, compared to a long-term average since 2016 of seven percent.



Monash City Council – 2025 Annual Community Satisfaction Survey

Top three issues for the City of Monash at the moment
Monash City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2025		2024	2023	2022	2025 Metro.*
	Number	Percent				
Parking	102	13%	13%	12%	11%	6%
Provision and maintenance of street trees	95	12%	8%	5%	4%	7%
Traffic management	95	12%	13%	14%	13%	9%
Rubbish and waste issues inc. garbage collection	85	11%	11%	17%	13%	7%
Lighting	76	10%	4%	7%	5%	7%
Road maintenance and repairs	76	10%	6%	6%	6%	9%
Safety, policing and crime	65	8%	4%	3%	4%	7%
Parks, gardens and open spaces	46	6%	6%	5%	8%	5%
Footpath maintenance and repairs	43	5%	4%	4%	3%	3%
Building, planning, housing and development	34	4%	7%	4%	9%	4%
Hard rubbish collection	34	4%	4%	3%	5%	2%
Communication, consultation, provision of info.	32	4%	2%	4%	4%	1%
Council rates	29	4%	3%	2%	2%	4%
Street cleaning and maintenance	24	3%	2%	3%	2%	3%
Drains maintenance and repairs	22	3%	4%	2%	2%	3%
Provision and maint. of cycling / walking paths	20	3%	2%	2%	2%	1%
Prov. and maint. of sports and recreation facilities	17	2%	3%	1%	3%	2%
Dog off leash parks / bins / facilities	15	2%	1%	1%	2%	2%
Public toilets	15	2%	2%	3%	2%	2%
Public transport	12	2%	1%	1%	2%	3%
Activities and facilities for children	9	1%	2%	1%	2%	0%
Animal / pest management	8	1%	2%	1%	1%	1%
Illegally dumped rubbish	8	1%	0%	0%	0%	0%
Library services	8	1%	1%	0%	0%	0%
Services and facilities for the elderly	8	1%	1%	1%	2%	1%
Floodwall / flooding	7	1%	0%	0%	0%	0%
Metropolitan transport issues (Sky/suburban rail)	7	1%	0%	0%	0%	0%
Noise	7	1%	0%	1%	0%	1%
Provision and maintenance of infrastructure	7	1%	1%	0%	1%	1%
Community support	6	1%	0%	1%	1%	1%
Recycling collection	6	1%	1%	1%	1%	1%
Cleanliness and maintenance of area	5	1%	1%	5%	2%	2%
Council customer service / responsiveness	5	1%	1%	1%	2%	0%
Council management, governance, accountability	5	1%	1%	1%	2%	1%
Quality and provision of community services	5	1%	0%	0%	0%	1%
Shops, restaurants and entertainment venue	5	1%	0%	1%	1%	0%
All other issues (37 separately identified issues)	77	10%	8%	11%	7%	11%
Total responses	1,120		1,034	1,089	1,016	833
<i>Respondents identifying at least one issue</i>	<i>560</i> <i>(70%)</i>		<i>553</i> <i>(69%)</i>	<i>553</i> <i>(68%)</i>	<i>511</i> <i>(64%)</i>	<i>468</i> <i>(59%)</i>

(*) 2025 metropolitan Melbourne average from Governing Melbourne



Variation between the City of Monash and metropolitan Melbourne:

There was some variation observed in the top issues to address this year between the City of Monash and metropolitan Melbourne, as recorded in *Governing Melbourne*, as follows:

- **Somewhat more commonly nominated in the City of Monash** – included parking issues both enforcement and availability (13% compared to 6%), street trees (12% compared to 7%), rubbish and waste issues (11% compared to 7%), lighting (10% compared to 7%), and communication and consultation related issues (4% compared to 1%).
- **Less commonly nominated in the City of Monash** – there were no significant issues that were somewhat less commonly nominated in the City of Monash than the metropolitan average.

Rubbish and waste issues:

The proportion of respondents nominating rubbish and waste issues (including mostly kerbside collection) related issues remained stable this year at 11%, down from the very high 17% recorded in 2023 and the 13% recorded in 2022.

Over the last four years, these results clearly reflect community engagement with kerbside collection issues through firstly the communication stage (2022), then the implementation stage (2023) of the changes to the kerbside collection services, and over the last two years as the new system settles into the new normal.

As discussed in the [Relationship between issues and overall satisfaction](#) section, the 85 (down from 91 last year) respondents who nominated rubbish and waste issues, were notably (8%) less satisfied with Council's overall performance than the municipal average (6.5 compared to 7.3).

This result clearly indicates the degree to which the changes in the kerbside collection services negatively impacts on satisfaction with Council's overall performance for those in the community who continue to raise concerns around the new system.

Whilst Metropolis Research notes that the size of the group in the community who raise rubbish and waste issues remained relatively large at 11%, and that this group of respondents was substantially (8%) less satisfied with Council's overall performance, it is important to bear in mind that satisfaction with the regular garbage collection has improved measurably (5%) over the last three years (up from 7.8 in 2023 to 8.3 this year).

Traffic and parking issues:

There have traditional been two issues that have dominated the issues to address section of the survey since it commenced in Monash in 2016, those being traffic management (e.g., commuting times, congestion) and parking issues (both availability and enforcement).



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It is noted that traffic management at the long-term average since 2016 of 12%, although car parking issues have yet to fully return to either the long-term average since 2016 of 18%, or the pre-pandemic (2016 to 2019) average of 21%.

Parking issues continue to be more than twice as likely to be nominated an issue in the City of Monash than the metropolitan Melbourne average (13% compared to 6%).

Parking issues appear to exert a somewhat negative influence on satisfaction with Council's overall performance for the respondents' nominating them, although it is noted that traffic management related issues do not in 2025 appear to be exerting a negative influence on overall satisfaction. This is discussed in more detail in the [Relationship between issues and overall satisfaction](#) section of this report.

It is also noted that the proportion of respondents who nominated road maintenance and repair related issues increased notably (4%) this year to 10%, which was similar to the metropolitan average of nine percent.

Metropolis Research notes that road maintenance and repair related issues have spiked significantly in several municipalities across metropolitan Melbourne in 2024 and 2025, particularly some of the interface councils.

Other notable issues:

Other issues commonly nominated by a smaller proportion of respondents (typically between approximately five and ten percent) in recent years in the City of Monash include street trees, planning, and development issues, road maintenance and repairs including roadworks, and parks, gardens, and open spaces issues.

These issues were all evident in these results again in 2024, with more than five percent of respondents nominating each of these issues.

Importantly, all these issues appear to consistently exert a somewhat negative influence on satisfaction with Council's overall performance, for the respondents who raised the issues, although the proportion of respondents nominating each issue remains relatively small.

Further discussion of the relationship between the issues nominated in this section and the respondents' overall satisfaction with the performance of Council is included in the [Relationship between issues and overall satisfaction](#) section of this report.



Issues by precinct

There was some variation in the top issues to address for the City of Monash at the moment observed across the municipality, as follows:

- **Ashwood – Burwood** – the 21 respondents were not more likely than average to nominate any issues this year.
- **Chadstone** – the 29 respondents were somewhat more likely than average to nominate rubbish and waste issues, traffic management, parking, cycling / walking paths and tracks, hard rubbish collection, and sports and recreation facilities.
- **Clayton** – the 71 respondents were somewhat more likely than average to nominate parking, and rubbish and waste issues.
- **Notting Hill** – the 10 respondents were somewhat more likely than average to nominate planning and development, footpaths, safety, policing, and crime, communication and consultation, and sports and recreation facilities.
- **Glen Waverley** – the 120 respondents were somewhat more likely than average to nominate parking, traffic management, and parks, gardens, and open space related issues.
- **Wheelers Hill** – the 46 respondents were somewhat more likely than average to nominate roads, parks, gardens, and open space, street cleaning and maintenance, and drains related issues.
- **Mt Waverley** – the 96 respondents were somewhat more likely than average to nominate roads, and footpath related issues.
- **Mulgrave** – the 72 respondents were somewhat more likely than average to nominate street trees, roads, safety, policing, and crime issues, rubbish and waste, communication and consultation, and Council rates, fees, and charges related issues.
- **Oakleigh** – the 27 respondents were somewhat more likely than average to nominate lighting, street trees, and safety, policing, and crime related issues.
- **Oakleigh East** – the 26 respondents were somewhat more likely than average to nominate lighting, public transport, Council rates, fees, and charges, and planning and development related issues.
- **Oakleigh South** – the 18 respondents were somewhat more likely than average to nominate traffic management, parking, safety, policing, and crime, hard rubbish collection, activities and facilities for children, and cycling and walking paths and tracks related issues.
- **Hughesdale** – the 17 respondents were somewhat more likely than average to nominate parking, lighting, traffic management, and footpath related issues.



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Top three issues for the City of Monash at the moment by precinct**Monash City Council - 2025 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

Ashwood - Burwood		Chadstone	
Parking	11%	Rubbish and waste issues inc. garbage	21%
Traffic management	11%	Traffic management	21%
Road repairs and maintenance	9%	Parking	18%
Rubbish and waste issues inc. garbage	7%	Safety, policing and crime	10%
Hard rubbish collection	7%	Prov. & maint. of cycling / walking path	10%
Drains maintenance and repairs	4%	Building, planning, housing, development	8%
Rates	4%	Road repairs and maintenance	8%
Safety, policing and crime	4%	Provision and maintenance of street trees	8%
Animal / pest management	4%	Hard rubbish collection	8%
Street cleaning and maintenance	4%	Prov./maint. of sports/recreation facilities	8%
All other issues	20%	All other issues	51%
Respondents identifying an issue	21 (46%)	Respondents identifying an issue	29 (76%)

Clayton		Notting Hill	
Parking	17%	Building, planning, housing, development	14%
Rubbish and waste issues inc. garbage	16%	Footpath repairs and maintenance	14%
Provision and maintenance of street trees	10%	Safety, policing and crime	14%
Lighting	10%	Communication, consultation, prov of info.	14%
Safety, policing and crime	8%	Prov. and maint. of sports and recreatio	14%
Traffic management	7%	Rates	7%
Parks, gardens and open space	5%	Rubbish and waste issues inc. garbage	7%
Road repairs and maintenance	5%	Animal / pest management	7%
Hard rubbish collection	4%	Hard rubbish collection	7%
Building, planning, housing, development	3%	Dog off leash parks / bins / facilities	7%
All other issues	35%	All other issues	36%
Respondents identifying an issue	71 (69%)	Respondents identifying an issue	10 (71%)

Glen Waverley		Wheelers Hill	
Parking	18%	Provision and maintenance of street trees	14%
Traffic management	17%	Road repairs and maintenance	13%
Rubbish and waste issues inc. garbage	11%	Parks, gardens and open space	11%
Lighting	9%	Traffic management	10%
Parks, gardens and open space	9%	Street cleaning and maintenance	9%
Provision and maintenance of street trees	8%	Parking	7%
Road repairs and maintenance	7%	Drains maintenance and repairs	7%
Communication, consultation, prov of info.	6%	Footpath repairs and maintenance	7%
Building, planning, housing, development	4%	Rubbish and waste issues inc. garbage	7%
Footpath repairs and maintenance	4%	Building, planning, housing, development	6%
All other issues	55%	All other issues	47%
Respondents identifying an issue	120 (71%)	Respondents identifying an issue	46 (66%)



Monash City Council – 2025 Annual Community Satisfaction Survey

Top three issues for the City of Monash at the moment by precinct**Monash City Council - 2025 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

Mt Waverley		Mulgrave	
Road repairs and maintenance	14%	Provision and maintenance of street trees	31%
Provision and maintenance of street trees	14%	Road repairs and maintenance	18%
Footpath repairs and maintenance	11%	Safety, policing and crime	16%
Parking	10%	Rubbish and waste issues inc. garbage	15%
Traffic management	9%	Traffic management	11%
Rates	6%	Lighting	11%
Safety, policing and crime	6%	Communication, consultation, prov of info.	8%
Rubbish and waste issues inc. garbage	6%	Rates	7%
Parks, gardens and open space	5%	Parks, gardens and open space	6%
Lighting	5%	Parking	6%
All other issues	45%	All other issues	60%
Respondents identifying an issue	96 (69%)	Respondents identifying an issue	72 (85%)

Oakleigh		Oakleigh East	
Lighting	25%	Lighting	21%
Provision and maintenance of street trees	22%	Parking	10%
Safety, policing and crime	19%	Safety, policing and crime	10%
Traffic management	13%	Rubbish and waste issues inc. garbage	10%
Road repairs and maintenance	9%	Public transport	10%
Rubbish and waste issues inc. garbage	9%	Rates	7%
Parking	6%	Building, planning, housing, development	7%
Hard rubbish collection	6%	Road repairs and maintenance	7%
Communication, consultation, prov of info.	6%	Footpath repairs and maintenance	7%
Parks, gardens and open space	3%	Provision and maintenance of street trees	7%
All other issues	31%	All other issues	38%
Respondents identifying an issue	23 (72%)	Respondents identifying an issue	26 (60%)

Oakleigh South		Hughesdale	
Traffic management	24%	Parking	26%
Parking	20%	Lighting	26%
Safety, policing and crime	20%	Traffic management	15%
Hard rubbish collection	16%	Footpath repairs and maintenance	12%
Lighting	12%	Parks, gardens and open space	9%
Rubbish and waste issues inc. garbage	8%	Safety, policing and crime	9%
Activities and facilities for children	8%	Rubbish and waste issues inc. garbage	9%
Prov. & maint. of cycling / walking path	8%	Road repairs and maintenance	6%
Drains maintenance and repairs	4%	Provision and maintenance of street trees	6%
Road repairs and maintenance	4%	Hard rubbish collection	6%
All other issues	40%	All other issues	53%
Respondents identifying an issue	18 (72%)	Respondents identifying an issue	27 (78%)



Issues by respondent profile

There was some variation in the top issues to address for the City of Monash at the moment observed by respondent profile, as follows:

- ***Young adults (aged 18 to 34 years)*** – respondents were not more likely than average to nominate any issues.
- ***Adults (aged 35 to 44 years)*** – respondents were somewhat more likely than average to nominate lighting related issues.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were somewhat more likely than average to nominate traffic management, safety, policing, and crime, footpaths, and planning and development related issues.
- ***Older adults (aged 60 to 74 years)*** – respondents were somewhat more likely than average to nominate street trees, parking, roads, parks, gardens, and open spaces, and communication and consultation related issues.
- ***Senior citizens (aged 75 years and over)*** – respondents were somewhat more likely than average to nominate street trees, parking, roads, parks, gardens, and open spaces, and communication and consultation related issues.
- ***Male*** – respondents were not more likely than female respondents to nominate any issues this year.
- ***Female*** – respondents were somewhat more likely than male respondents to nominate parking related issues.
- ***English speaking household*** – respondents were somewhat more likely than respondents from multilingual households to nominate roads, planning and development, and communication and consultation related issues.
- ***Multilingual household*** – respondents were somewhat more likely than respondents from English speaking households to nominate parking, lighting, and safety, policing, and crime related issues.
- ***Household with member with disability*** – the 46 respondents were somewhat more likely than respondents from other households to nominate parking, traffic management, roads, planning and development, footpaths, drains, and Council rates, fees, and charges related issues.



Monash City Council – 2025 Annual Community Satisfaction Survey

Top three issues for the City of Monash at the moment by respondent profile**Monash City Council - 2025 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

Young adults (18 to 34 years)		Adults (35 to 44 years)	
Rubbish and waste issues inc. garbage	12%	Lighting	13%
Parking	12%	Rubbish and waste issues inc. garbage	13%
Lighting	10%	Traffic management	12%
Safety, policing and crime	9%	Parking	11%
Traffic management	8%	Provision and maintenance of street trees	9%
Road repairs and maintenance	8%	Parks, gardens and open space	8%
Provision and maintenance of street trees	7%	Safety, policing and crime	8%
Prov. & maint. of cycling / walking path	4%	Road repairs and maintenance	6%
Hard rubbish collection	4%	Hard rubbish collection	6%
Public transport	3%	Building, planning, housing, development	5%
All other issues	33%	All other issues	48%
Respondents identifying an issue	163 (59%)	Respondents identifying an issue	93 (73%)
Middle aged adults (45 to 59 years)		Older adults (60 to 74 years)	
Traffic management	18%	Provision and maintenance of street trees	22%
Provision and maintenance of street trees	13%	Parking	18%
Parking	13%	Road repairs and maintenance	15%
Lighting	12%	Traffic management	12%
Rubbish and waste issues inc. garbage	12%	Parks, gardens and open space	9%
Safety, policing and crime	11%	Footpath repairs and maintenance	9%
Road repairs and maintenance	9%	Rubbish and waste issues inc. garbage	9%
Footpath repairs and maintenance	9%	Communication, consultation, prov of info.	8%
Building, planning, housing, development	7%	Safety, policing and crime	6%
Parks, gardens and open space	7%	Rates	5%
All other issues	66%	All other issues	57%
Respondents identifying an issue	144 (82%)	Respondents identifying an issue	102 (80%)
Senior citizens (75 years and over)		City of Monash	
Provision and maintenance of street trees	14%	Parking	13%
Road repairs and maintenance	11%	Provision and maintenance of street trees	12%
Parking	10%	Traffic management	12%
Traffic management	9%	Rubbish and waste issues inc. garbage	11%
Footpath repairs and maintenance	7%	Lighting	10%
Drains maintenance and repairs	6%	Road maintenance and repairs	10%
Building, planning, housing, development	6%	Safety, policing and crime	8%
Lighting	6%	Parks, gardens and open spaces	6%
Parks, gardens and open space	5%	Footpath maintenance and repairs	5%
Communication, consultation, prov of info.	5%	Building, planning, housing, development	4%
All other issues	54%	All other issues	50%
Respondents identifying an issue	54 (63%)	Respondents identifying an issue	553 (69%)



Monash City Council – 2025 Annual Community Satisfaction Survey

Top three issues for the City of Monash at the moment by respondent profile**Monash City Council - 2025 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

Male		Female	
Provision and maintenance of street trees	12%	Parking	15%
Rubbish and waste issues inc. garbage	12%	Traffic management	12%
Traffic management	11%	Provision and maintenance of street trees	12%
Parking	11%	Lighting	11%
Road repairs and maintenance	9%	Road repairs and maintenance	10%
Lighting	9%	Rubbish and waste issues inc. garbage	10%
Safety, policing and crime	8%	Safety, policing and crime	8%
Parks, gardens and open space	6%	Footpath repairs and maintenance	6%
Footpath repairs and maintenance	5%	Parks, gardens and open space	5%
Rates	5%	Hard rubbish collection	5%
All other issues	49%	All other issues	51%
Respondents identifying an issue	263 (68%)	Respondents identifying an issue	296 (72%)

English speaking		Multi-lingual	
Road repairs and maintenance	12%	Parking	15%
Provision and maintenance of street trees	12%	Traffic management	13%
Traffic management	11%	Provision and maintenance of street trees	12%
Parking	10%	Lighting	11%
Rubbish and waste issues inc. garbage	9%	Rubbish and waste issues inc. garbage	11%
Lighting	7%	Safety, policing and crime	10%
Building, planning, housing, development	7%	Road repairs and maintenance	8%
Communication, consultation, prov of info.	6%	Parks, gardens and open space	7%
Safety, policing and crime	6%	Hard rubbish collection	6%
Footpath repairs and maintenance	5%	Footpath repairs and maintenance	5%
All other issues	49%	All other issues	47%
Respondents identifying an issue	244 (69%)	Respondents identifying an issue	309 (71%)

Household members with disability		Household members without disability	
Parking	16%	Parking	13%
Traffic management	16%	Provision and maintenance of street trees	12%
Road repairs and maintenance	14%	Traffic management	11%
Rubbish and waste issues inc. garbage	10%	Rubbish and waste issues inc. garbage	11%
Provision and maintenance of street trees	10%	Lighting	10%
Building, planning, housing, development	10%	Road repairs and maintenance	9%
Footpath repairs and maintenance	9%	Safety, policing and crime	8%
Drains maintenance and repairs	9%	Parks, gardens and open space	6%
Rates	7%	Footpath repairs and maintenance	5%
Safety, policing and crime	7%	Hard rubbish collection	4%
All other issues	72%	All other issues	49%
Respondents identifying an issue	46 (80%)	Respondents identifying an issue	496 (69%)



*Monash City Council – 2025 Annual Community Satisfaction Survey***Verbatim responses for rubbish and waste related issues**

The following table displays the 93 responses categorised as “rubbish and waste issues including garbage collection”.

Consistent with the results since 2022, the majority of these comments were specifically related to either the frequency of the bin collection (52 comments), or the size of the regular garbage bin (8 comments).

These results reinforce the view that there remains a small group in the community who continue to have concerns around the changes to the kerbside collection services, and that this group of respondents was an average of eight percent less satisfied with Council’s overall performance than the municipal average.

Issues regarding "rubbish and waste issues including garbage collection"**Monash City Council - 2025 Annual Community Satisfaction Survey***(Number of responses)*

<i>Issue</i>	<i>Number</i>
<i>Frequency of red bin collection</i>	
Garbage / red bin collection should be weekly	25
Garbage / red bin collection more frequently	8
Garbage bins should more frequent / weekly or provide larger bins	5
Bin collections should be weekly	2
Recycling bin should be collected every week	2
Rubbish collection, it should be weekly, it stinks and overflows	2
Bin collection to be more in frequency. Collecting yellow weekly, green bin fortnightly	1
Garbage collection like red bin and yellow bin gets filled quickly, it should be weekly	1
Garbage collection, red bin should be weekly as we have a big family, and it affects us	1
Need to collect the all the bins weekly	1
Not regular for general bins, only once a fortnight	1
The amount of population Monash has I don't feel we are getting enough services for the rates we are paying; they have reduced the rubbish bin from weekly to fortnightly	1
The garbage collection: kitchenware and toys need to be every week instead one time in a month	1
Weekly rubbish collection would be nicer to have there are certain families certain couples with children's they cannot wait two weeks just to get their rubbish collected	1
Total	52
<i>Bin size / number</i>	
Bigger red bin would be nice	1
Bins are too small	1
Lot of red bin waste is there but the bin is small	1
Need more bins for garbage collection	1
Size of red rubbish bins has to be made big enough	1
Small rubbish wheelies	1



Monash City Council – 2025 Annual Community Satisfaction Survey

We need a larger bin to accommodate the waste	1
Need more red bins	1
Total	8
<i>Bins not emptied properly</i>	
Bins are not emptied properly	1
Rubbish on footpath	1
Sometimes the bins are tipped over, depending on the people	1
There sometimes big garbage on the street. I called the service, and they quickly collected it	1
Rubbish at the front of my house	1
Total	5
<i>Bin handling</i>	
Bin collectors should be more careful with the bins	1
Bins are dumped on the side	1
Bins are not returned	1
Bins should be kept upright instead of dropping them flat. To reduce spillage	1
Total	4
<i>Hard rubbish collection</i>	
Booked hard rubbish collection, only half got picked up	1
Hard rubbish	1
Hard rubbish to be collected on order rather than a fixed date	1
The hard garbage collection should be better, we have to do it on the day they decide	1
Total	4
<i>Smell</i>	
Don't like to put waste in green bin it's full of compost and disgusting	1
Getting rubbish collection on a weekly basis, it's getting smelly everywhere especially in summer	1
The bins smell	1
There is a big reception hall nearby, they have a big garbage bin, and it smells very bad, behind Roberts Ave	1
Total	4
<i>Bin collection time / regularity</i>	
Better garbage collection because sometimes doesn't get collected	1
Would like to have bins collected early	1
Not very sure of the time of bin collection	1
Total	3



Monash City Council – 2025 Annual Community Satisfaction Survey

<i>Bin monitoring</i>	
Residents are putting their rubbish in our bin	2
Bin management system, they should come and check every time the bins are out for too long or not as a lot of bins are out for a long time and no one comes to check it	1
Total	3
<i>Green bin collection</i>	
The green bin should be fortnightly	1
Provide the plastics	1
Total	2
<i>Other</i>	
Garbage collection service	3
Collecting rubbish	1
I requested extra regular red bins, but they sent me extra recycling bins but half the service (with bigger bins)	1
Our garbage doesn't get full but there will be more bags in it that people chuck. There should be bins attached to the trees for people to throw	1
The red bin	1
The rubbish should be environmental	1
Total	8
Total responses	93



Monash City Council – 2025 Annual Community Satisfaction Survey

Importance of selected aspects of the Community Vision

Respondents were asked:

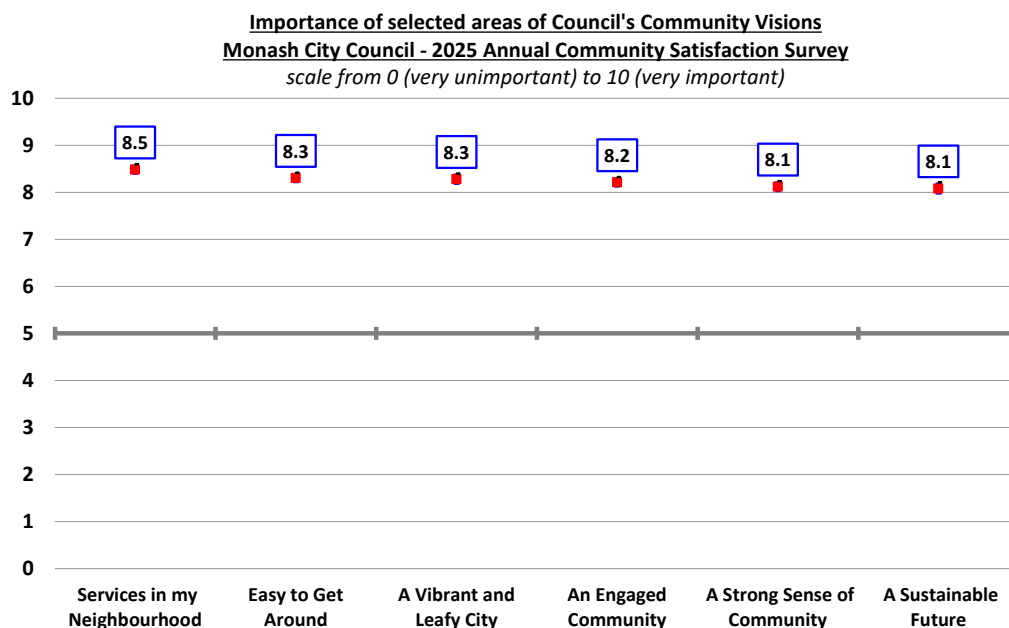
“Over the next four years, Council will continue to focus on the following six areas to work towards achieving the Community Vision. On a scale from 0 (very unimportant) to 10 (very important), how important are each of these areas for Council to focus on?”

Respondents were in 2025, asked to rate how important they considered each of six aspects of the *Community Vision* as areas for Council to focus on.

On average, respondents considered each of these six areas to be very important with importance scores of more than eight out of 10.

It is noted, however, that services in the neighbourhood (8.5) were measurably more important than the five other areas, with 78% of respondents (who provided a score) considering this to be “very important” (i.e., rated importance at eight or more out of 10).

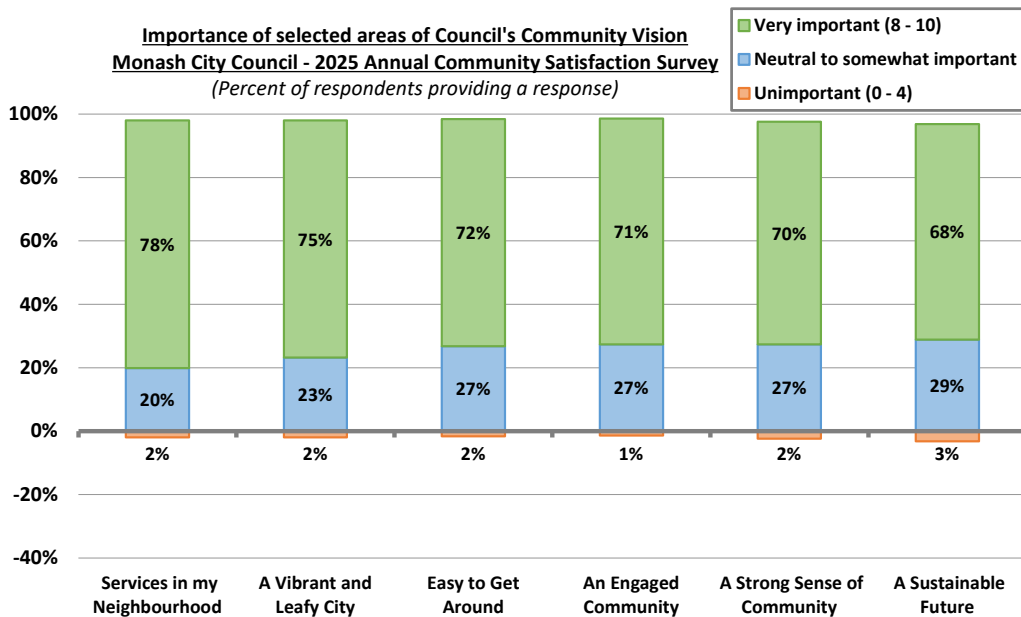
By contrast, a strong sense of community (8.1) and a sustainable future (8.1) were measurably less important than the top three other areas, with 68% and 70% respectively considering these two aspects to be “very important”.



Metropolis Research notes that no more than three percent of the respondents (who provided a score) considered any of these six areas to be “unimportant”.

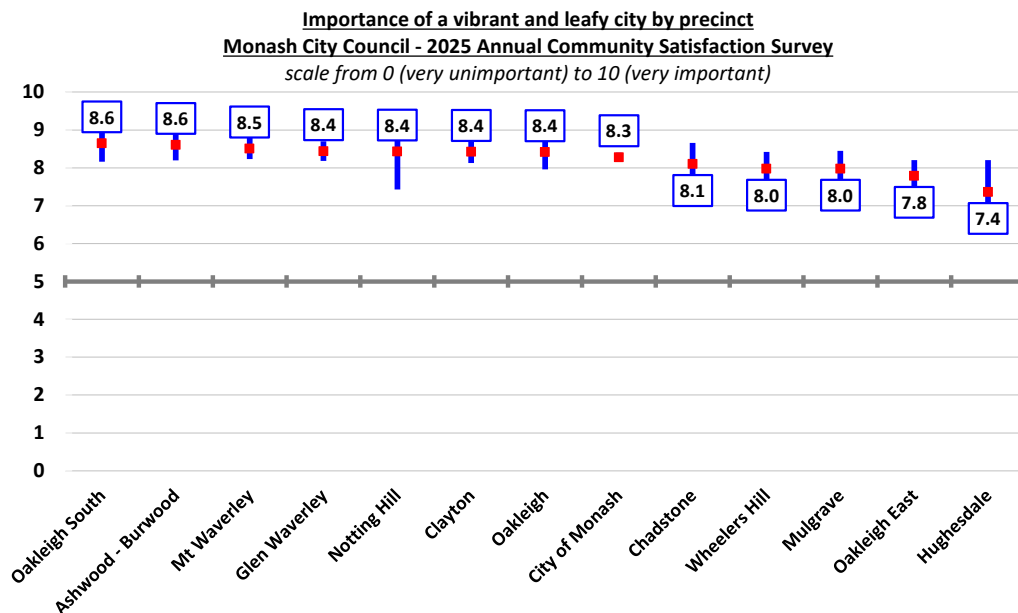


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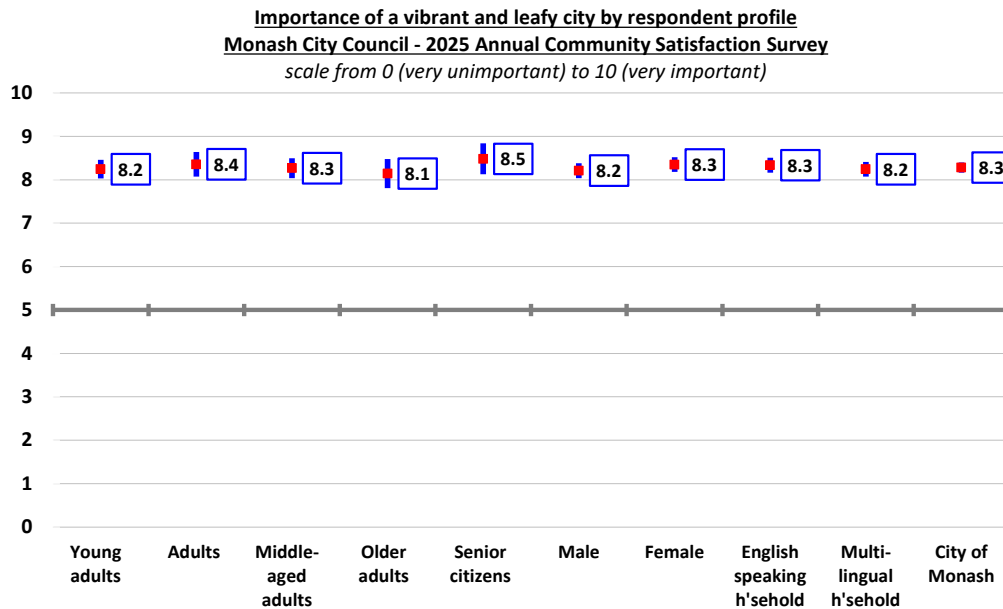
A Vibrant and Leafy City

There was some variation in the average importance of a vibrant and leafy city observed across the municipality, with respondents from Oakleigh South and Ashwood-Burwood rating this somewhat (3%) more important than average. By contrast, respondents from Oakleigh East (5%) and Hughesdale (9%) rated it measurably less important.



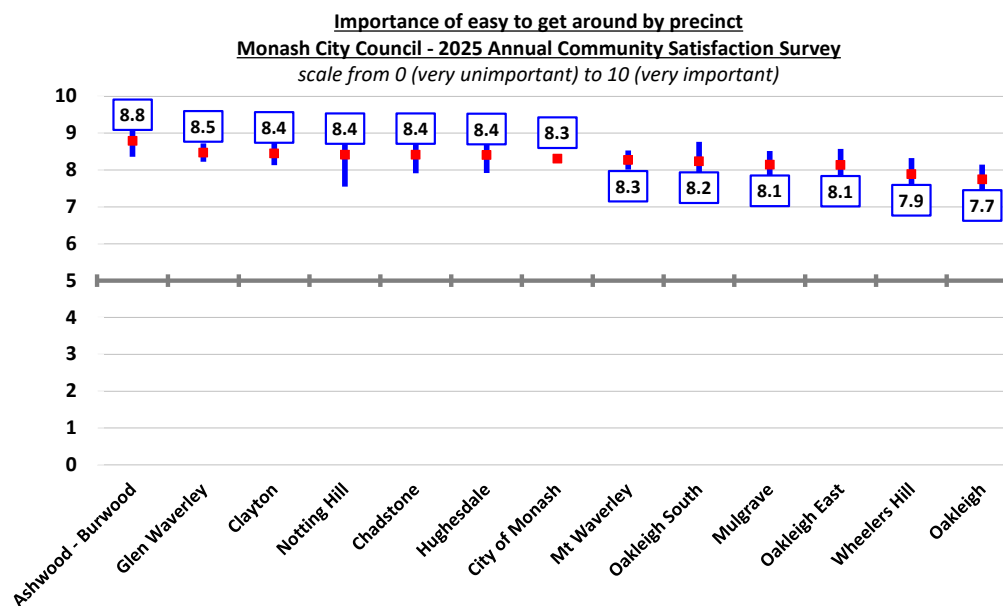
Monash City Council – 2025 Annual Community Satisfaction Survey

There was no significant variation in the average importance of a vibrant and leafy city observed by respondent profile.



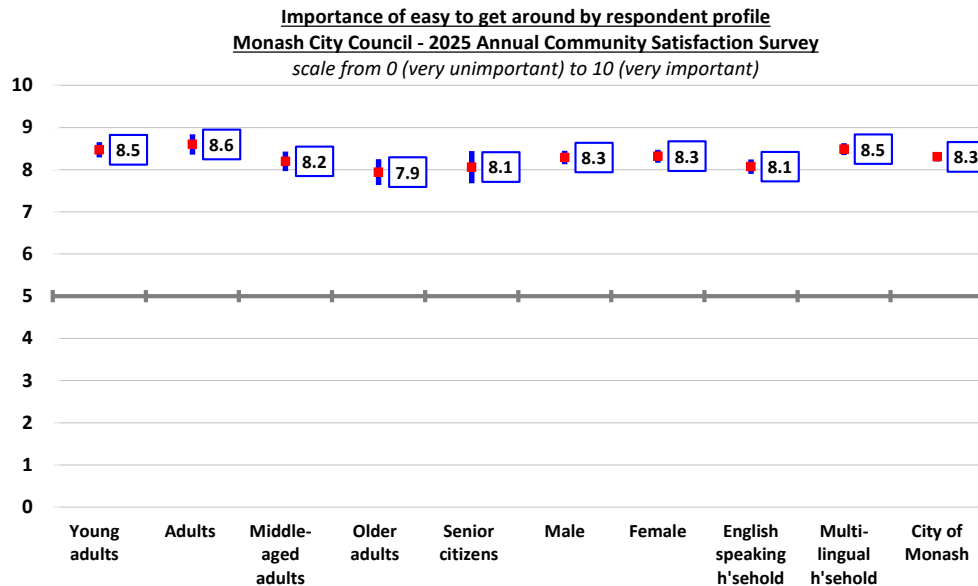
Easy to Get Around

There was some variation in the average importance of easy to get around observed across the municipality, with respondents from Ashwood-Burwood rating this measurably (5%) more important than average. By contrast, respondents from Wheelers Hill rated it notably (4%) and respondents from Oakleigh rated it measurably (6%) less important.



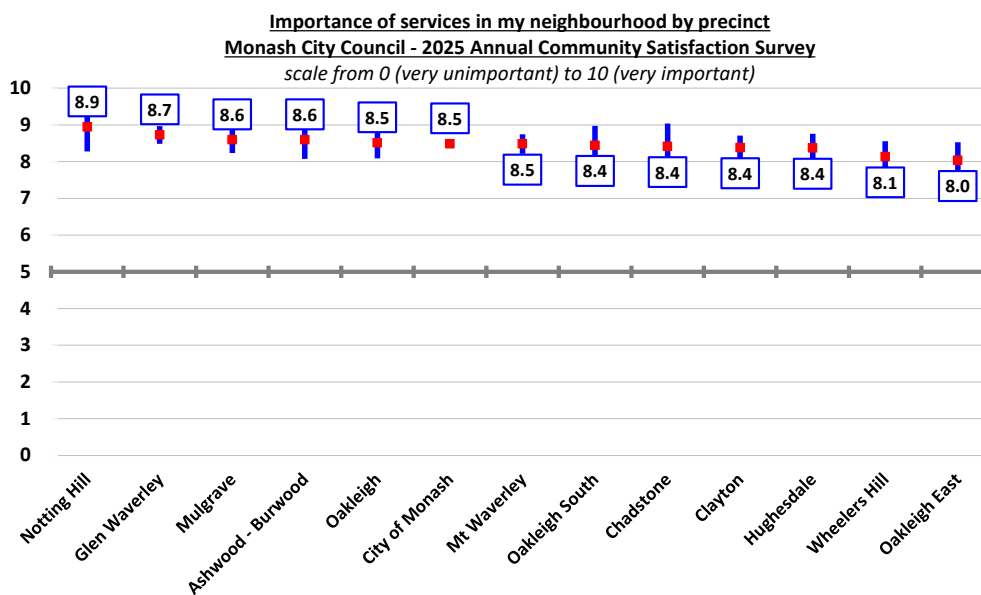
Monash City Council – 2025 Annual Community Satisfaction Survey

There was variation observed by respondent profile, with adults (aged 35 to 44 years) rating this measurably (3%) more important than average, whilst older adults (aged 60 to 74 years) rated it measurably (4%) less important. Respondents from multilingual households rated this measurably (4%) more important than respondents from English speaking households.



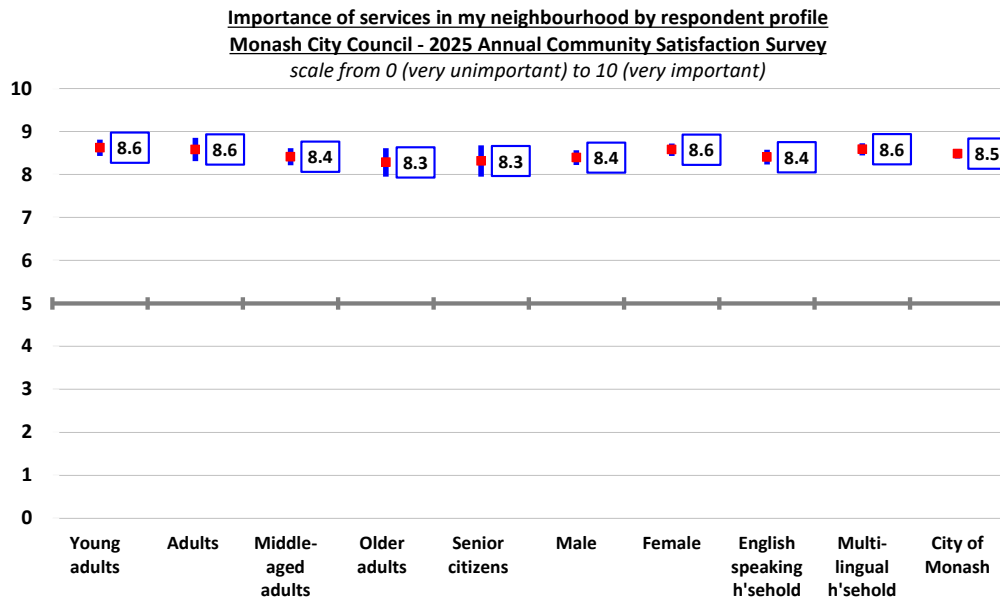
Services in my Neighbourhood

There was some variation in the average importance of services in the neighbourhood across the municipality, with respondents from Notting Hill rating this notably (4%) more important than average. By contrast, respondents from Wheelers Hill (4%) and Oakleigh East (5%) rated it notably less important than average.



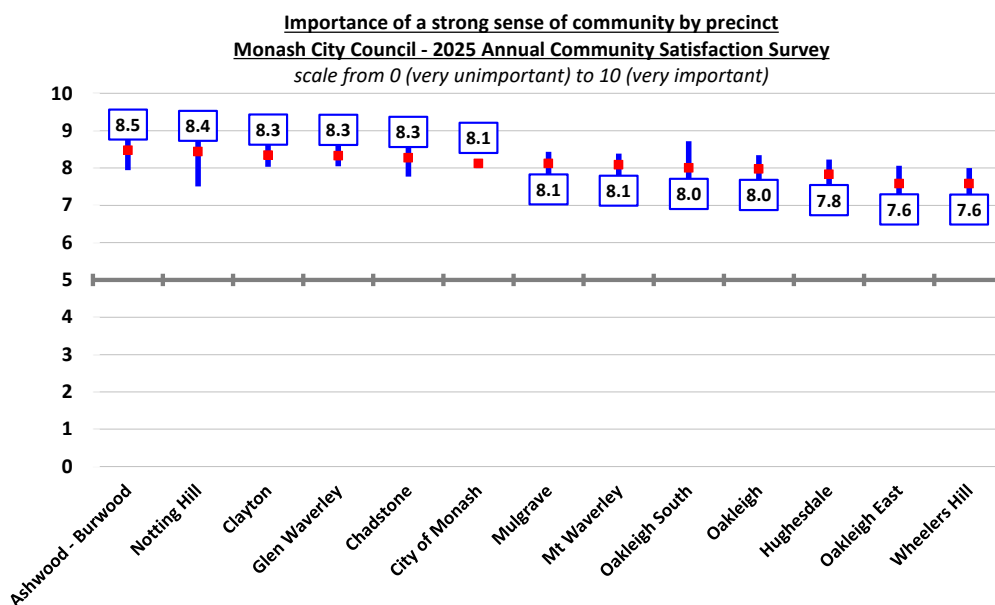
Monash City Council – 2025 Annual Community Satisfaction Survey

There was no meaningful variation in the average importance of services in the neighbourhood observed by respondent profile.



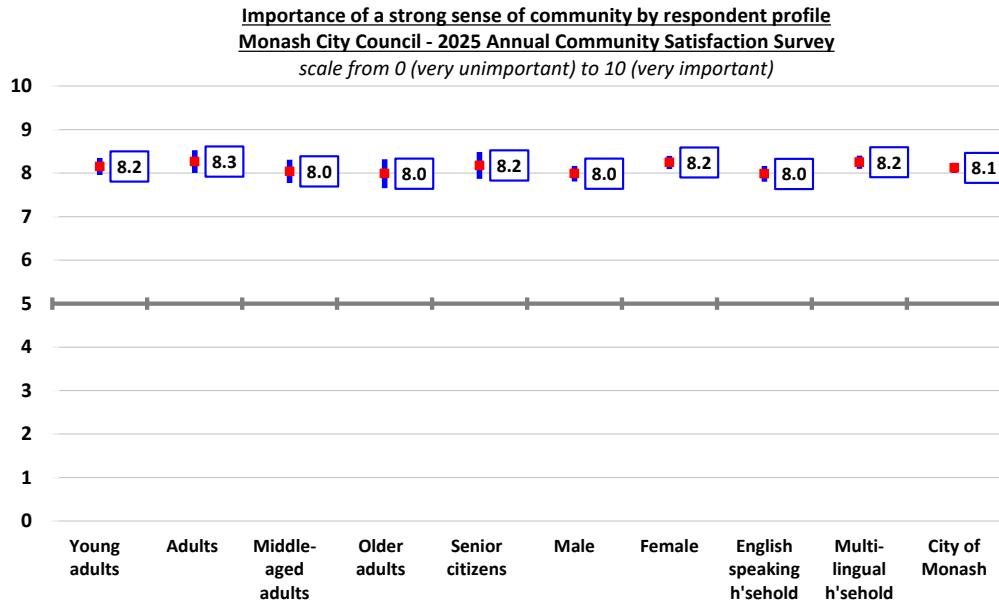
A Strong Sense of Community

There was some variation in the average importance of a strong sense of community across the municipality, with respondents from Ashwood-Burwood (4%) and Notting Hill (3%) rating this somewhat more important than average. By contrast, respondents from Hughesdale (3%) and Oakleigh East (5%) rated it notably, and respondents from Wheelers Hill rated it measurably (5%) less important than average.



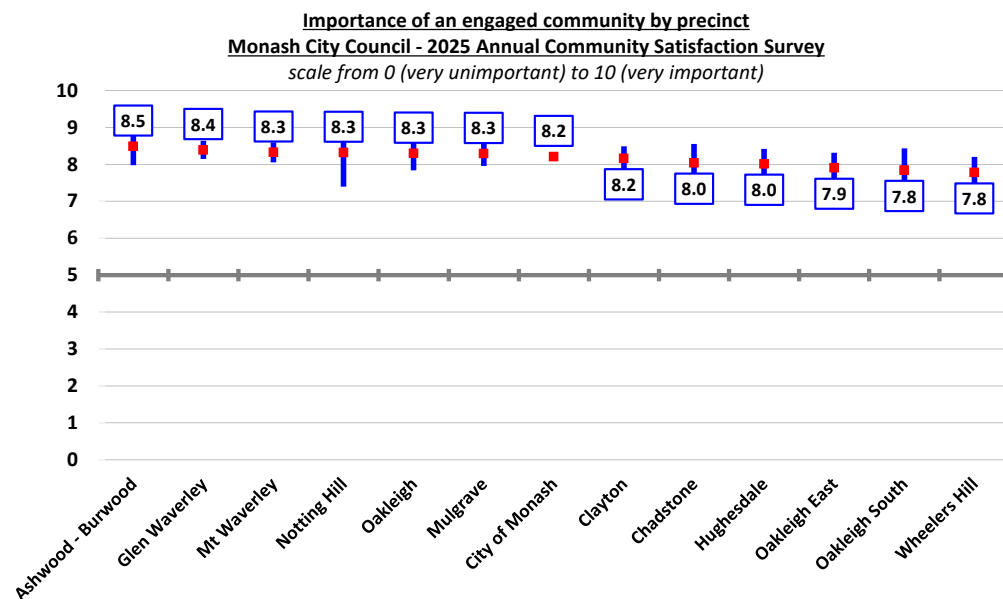
Monash City Council – 2025 Annual Community Satisfaction Survey

There was no meaningful variation in the average importance of a strong sense of community observed by respondent profile.



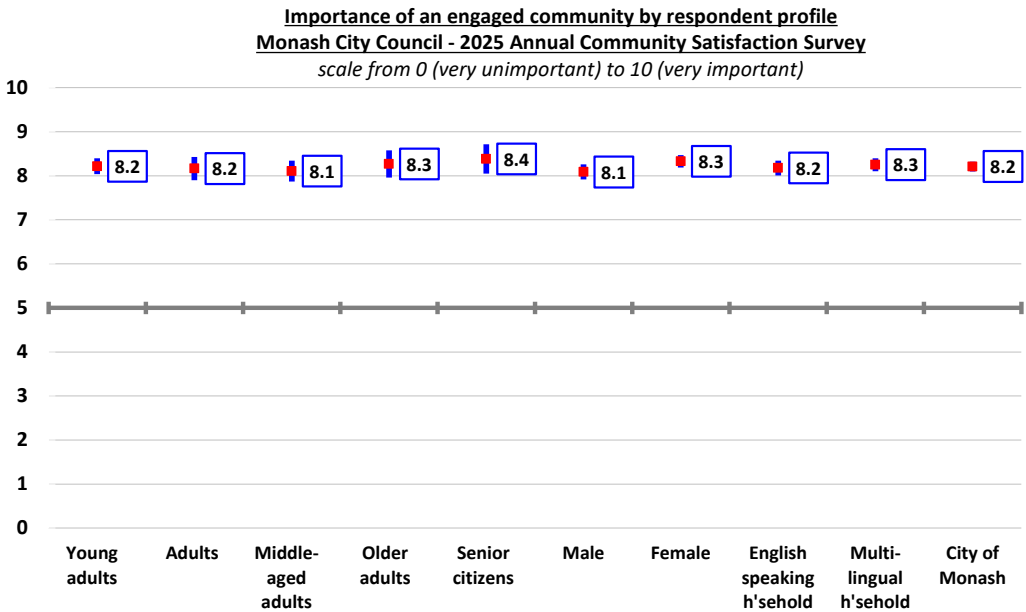
An Engaged Community

There was some variation in the average importance of an engaged community observed across the municipality, with respondents from Ashwood-Burwood (3%) rating this somewhat more important than average. By contrast, respondents from Oakleigh East (3%), Oakleigh South (4%) and Wheelers Hill (4%) rated it somewhat to notably less important than average.



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There was no meaningful variation in the average importance of an engaged community observed by respondent profile.



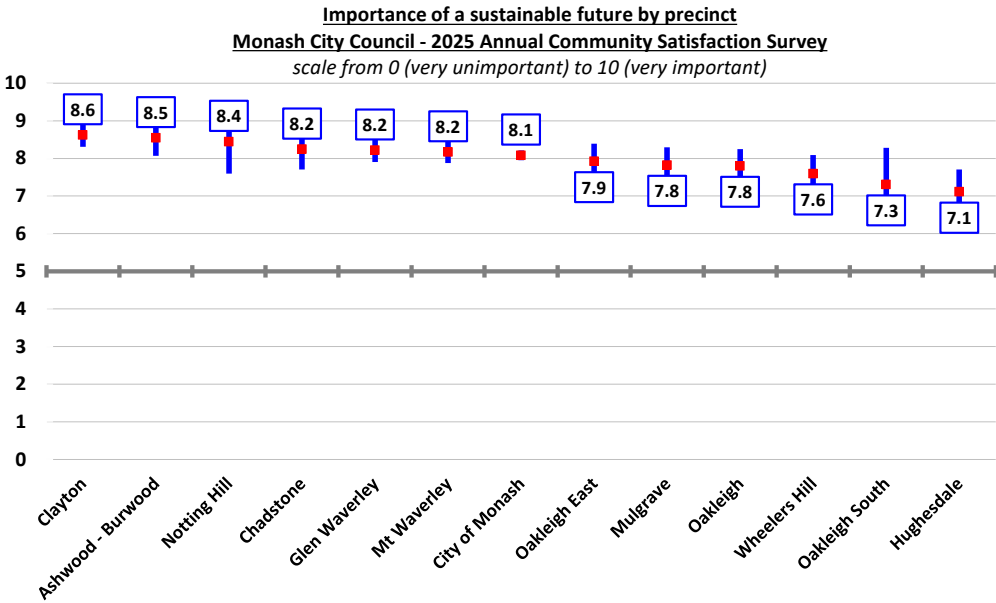
A Sustainable Future

There was some variation in the average importance of a sustainable future observed across the municipality, with respondents from Clayton rating this measurably (5%), and respondents from Ashwood-Burwood (4%) and Notting Hill rating this somewhat more important than average.

By contrast, respondents from Wheelers Hill (5%) and Oakleigh South (7%) rated this notably less important, and respondents from Hughesdale rated it measurably (10%) less important than average.

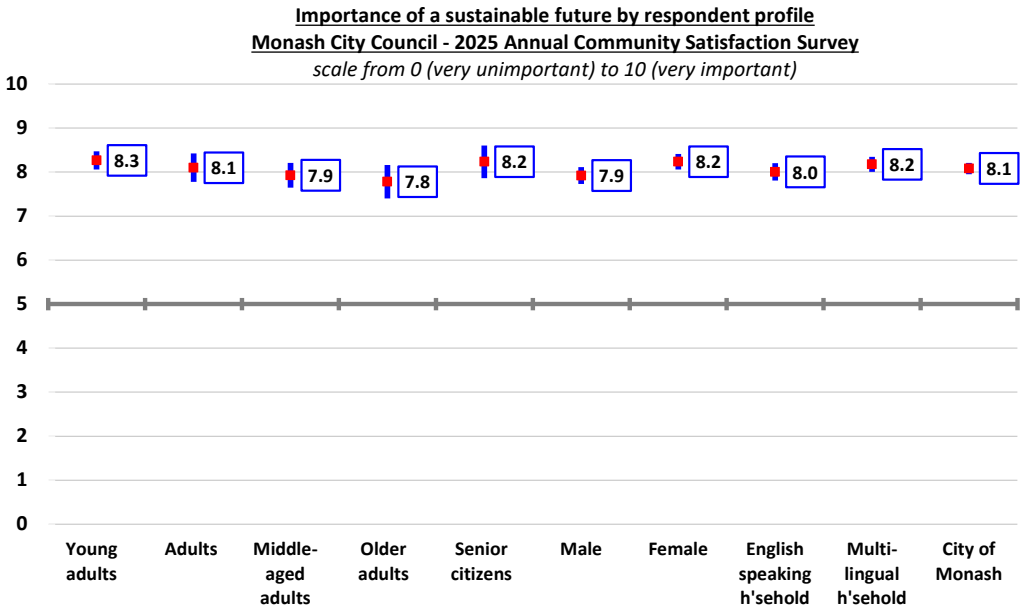


Monash City Council – 2025 Annual Community Satisfaction Survey



There was some variation in the average importance of a sustainable future observed by respondent profile, with older adults (aged 60 to 74 years) rating this notably (3%) less important than average.

Female respondents rated the importance of a sustainable future measurably (3%) more important than male respondents.



Perception of safety

Respondents were then asked:

“On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas in the City of Monash? If rated less than 5, why do you say that?”

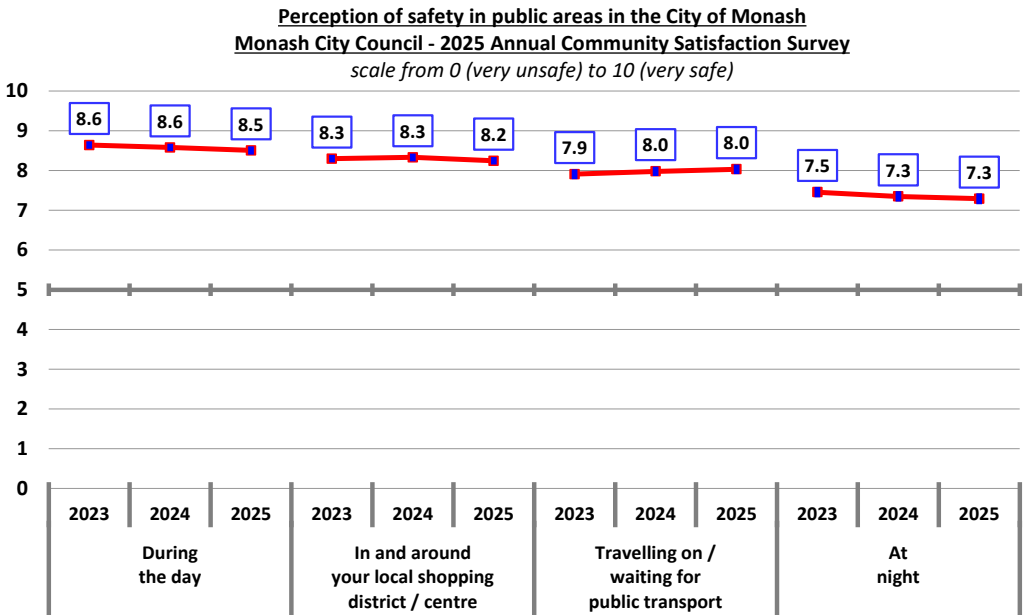
Respondents were again in 2025, asked to rate their perception of safety in the public areas of the City of Monash during the day, at night, in and around their local shopping district / centre, and travelling on / waiting for public transport.

The perception of safety in the public areas of the City of Monash during the day, in and around the local shopping area both remained essentially stable this year (down 1%), whilst the perception of safety travelling on / waiting for public transport and the perception of safety in the public areas of the municipality at night both remained stable.

These results clearly indicate that overall, the Monash community continues to feel very to extremely safe in and around the City of Monash.

Metropolis Research notes that in 2025, eight percent of respondents (up from 4%) nominated safety, policing, and crime related issues as one of the top three [issues to address](#) this year.

Whilst this was marginally (1%) higher than the metropolitan Melbourne average of seven percent, concerns around safety, policing, and crime related issues does not appear to have impacted on the perception of safety in the public areas of the municipality.

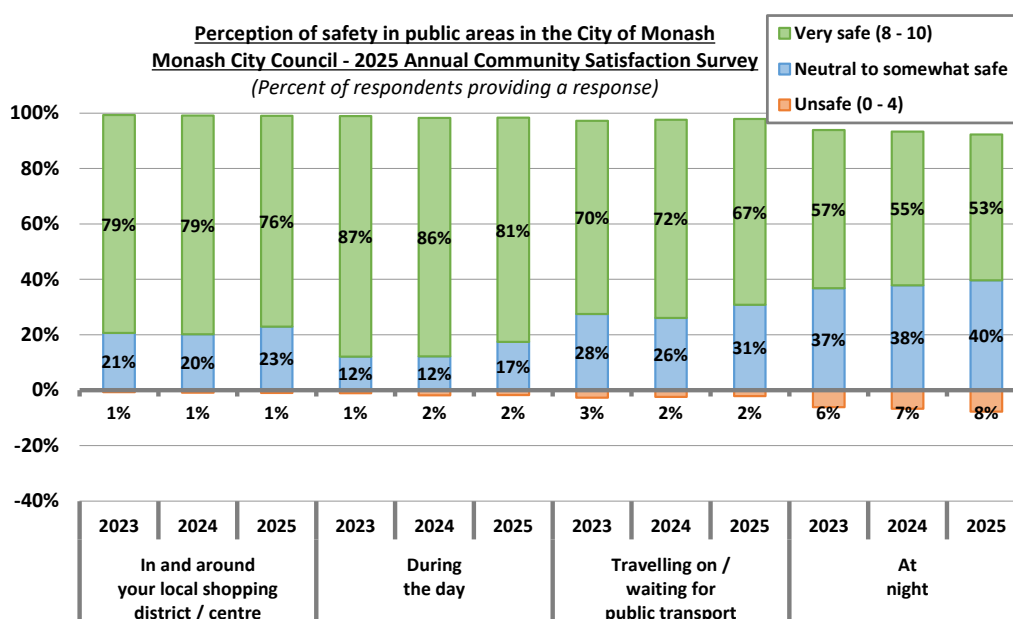


Monash City Council – 2025 Annual Community Satisfaction Survey

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

Approximately three-quarters or more of respondents felt safe around shopping centres, and in public areas of the municipality during the day; approximately two-thirds (67% down from 72%) felt very safety travelling on / waiting for public transport; and a little more than half (53% down from 55%) felt safe in the public areas at night.

It is noted that eight percent (up from 7%) reported that they felt “unsafe” in the public areas of the City of Monash at night.



The following graph provides a comparison of these results against the metropolitan Melbourne and eastern region councils’ results, as sourced from the 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same in-person, door-to-door methodology.

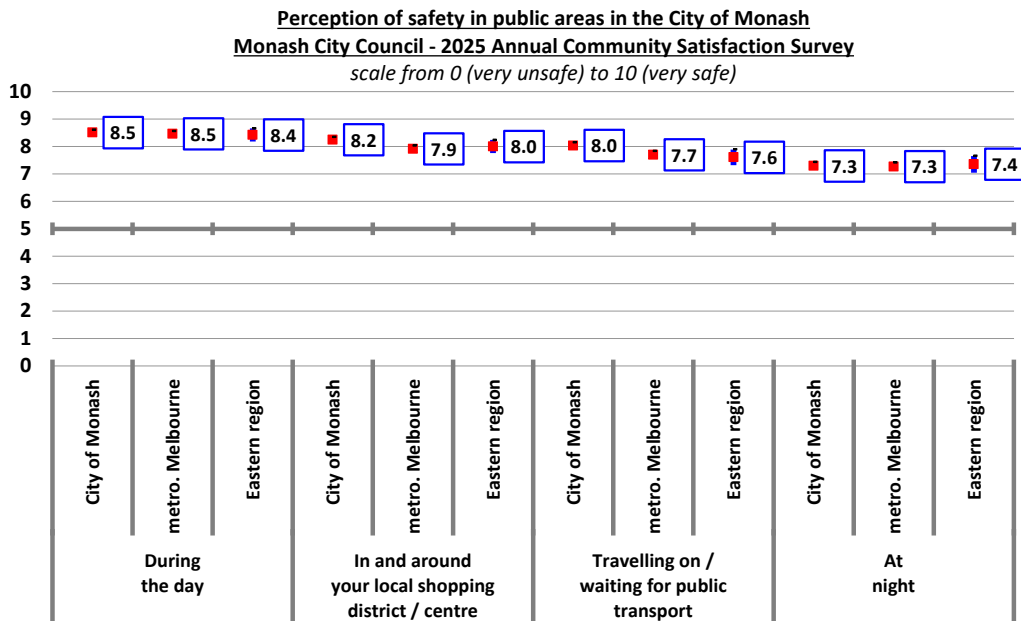
It is noted that the perception of safety in the public areas of the City of Monash during the day and at night was identical to the metropolitan average.

By contrast, the perception of safety in and around the local shopping district / centre and travelling on / waiting for public transport were both measurably (3%) higher than the metropolitan average, as recorded in *Governing Melbourne*.

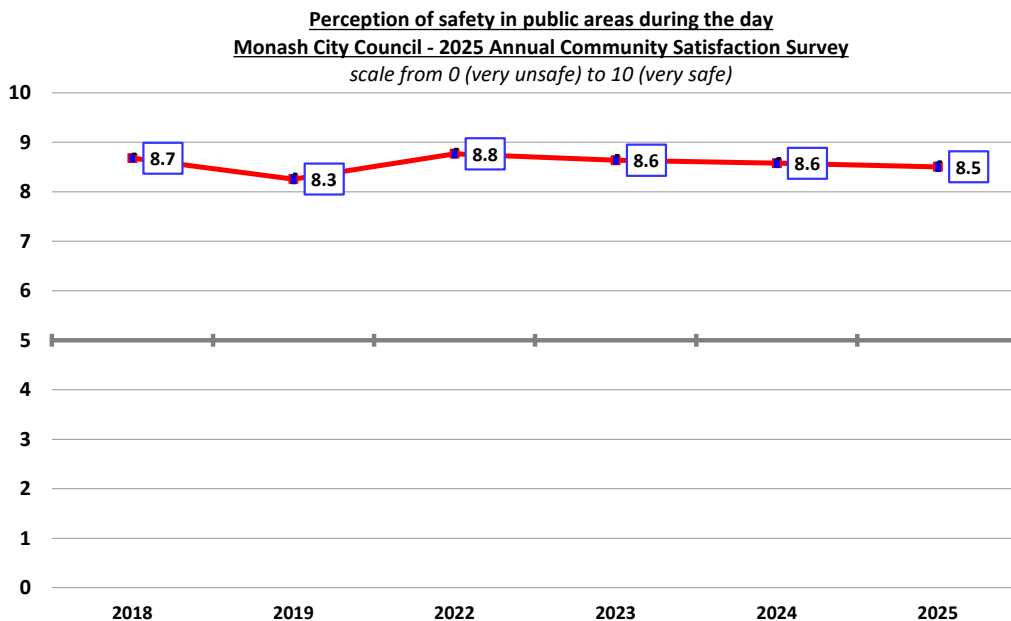
The perception of safety in the City of Monash was also measurably higher than the eastern region councils’ average for public transport and in and around shopping areas.



Monash City Council – 2025 Annual Community Satisfaction Survey

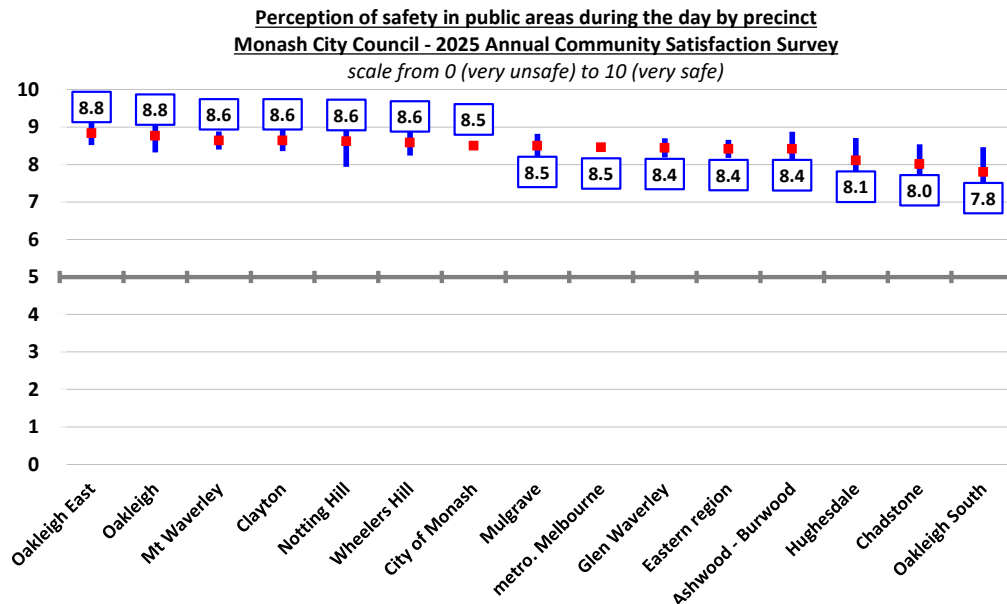
**Perception of safety in public areas during the day**

The perception of safety in the public areas of the City of Monash during the day remained essentially stable this year at 8.5 out of 10 (down 1%), which is an “extremely high” perception of safety score. This result has remained very stable around the long-term average since 2018 of 8.6 out of 10.

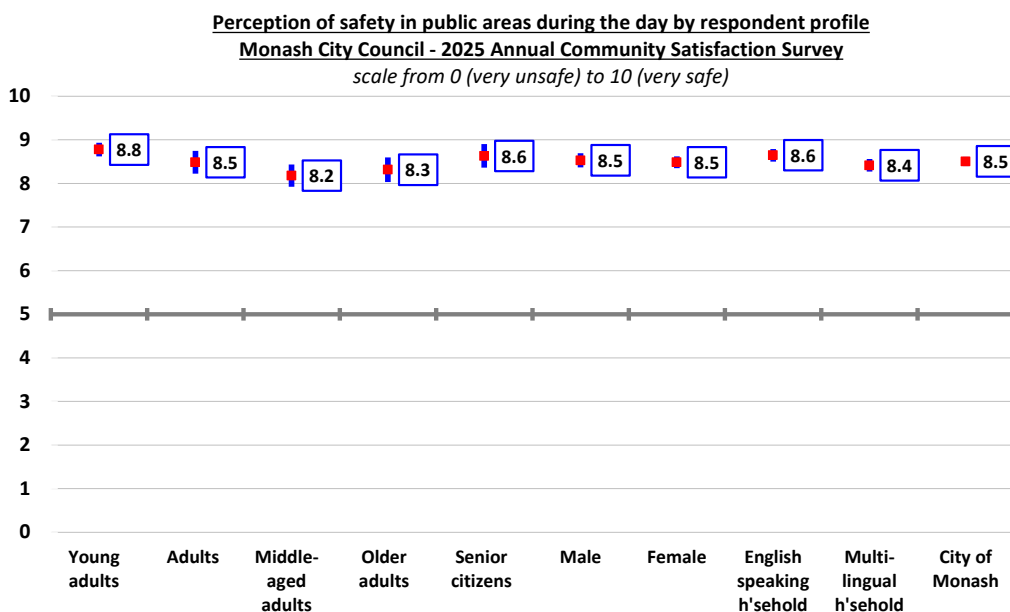


Monash City Council – 2025 Annual Community Satisfaction Survey

There was no statistically significant variation in the average perception of safety in the public areas of the City of Monash during the day observed across the municipality, although it is noted that respondents from Chadstone (5% lower) and Oakleigh South (7% lower) felt notably less safe than the municipal average.



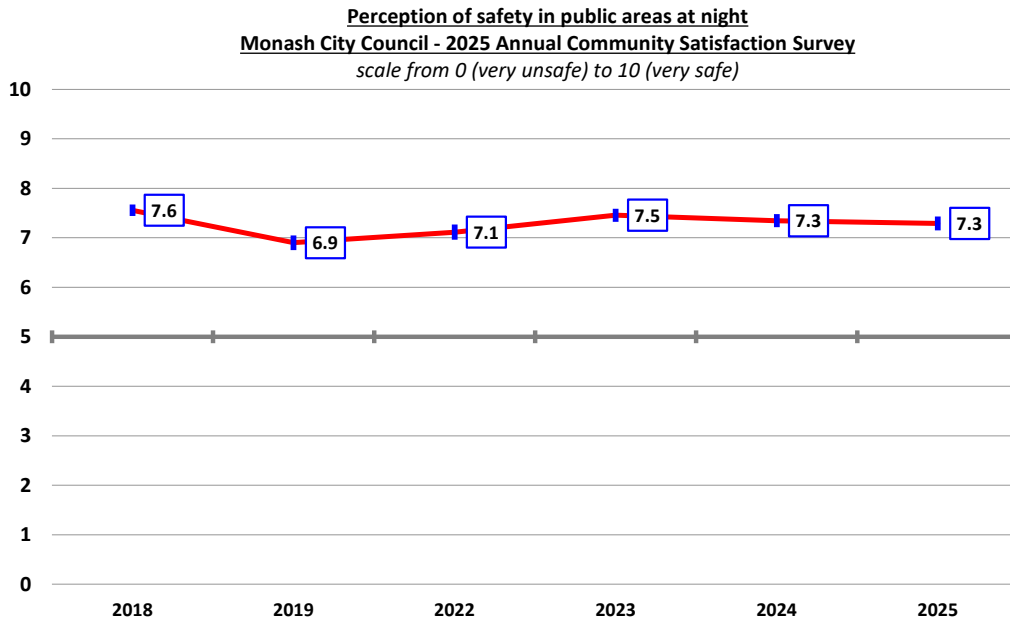
Whilst all respondent profile groups on average, felt extremely safe in the public areas during the day, it is noted that young adults (aged 18 to 34 years) felt measurably safer than average, whilst middle-aged adults (aged 45 to 59 years) felt measurably less safe than average, and respondents from English speaking households felt somewhat (2%) safer than respondents from multilingual households.



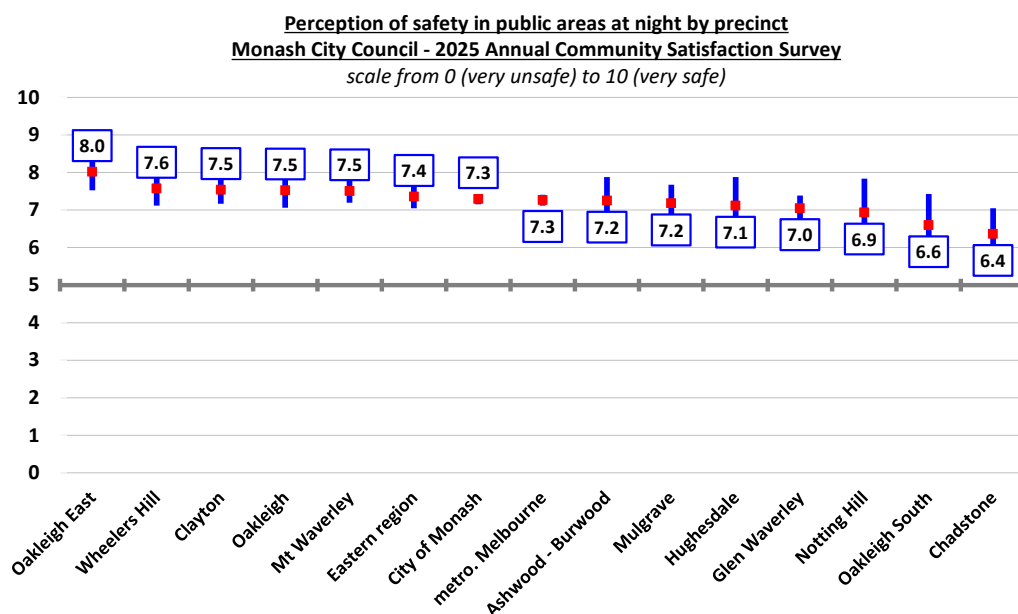
Monash City Council – 2025 Annual Community Satisfaction Survey

Perception of safety in public areas at night

The perception of safety in the public areas of the City of Monash at night remained stable this year at 7.3 out of 10, at a “very safe” average of more than seven out of 10. This result has remained relatively stable around the long-term average result since 2018 of 7.3.

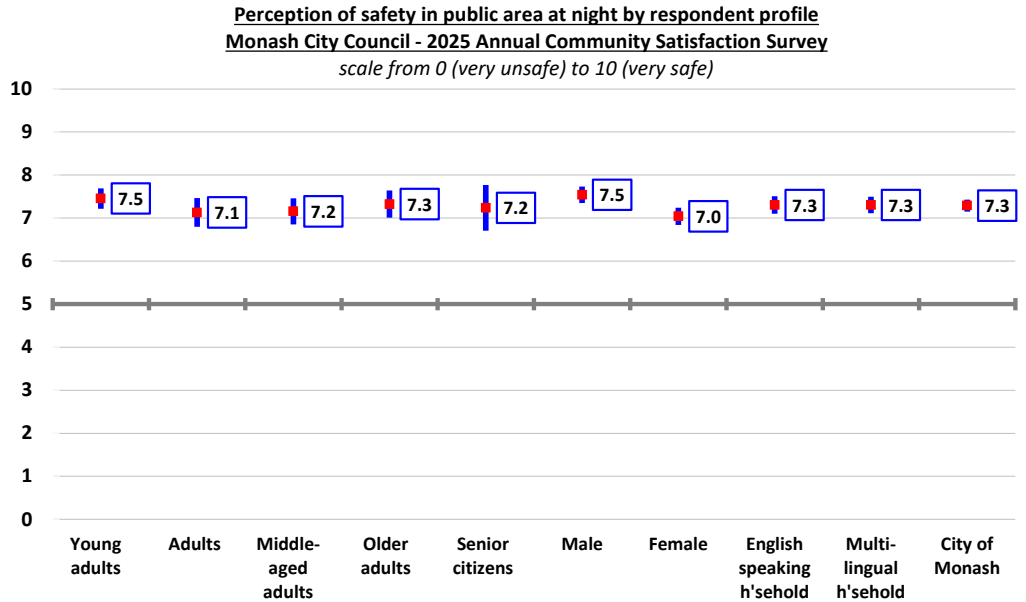


There was variation in this result observed across the municipality, as respondents from Oakleigh East felt measurably (7%) safer than average, whilst respondents from Oakleigh South felt notably (7%) and respondents from Chadstone felt measurably (9%) less safe.



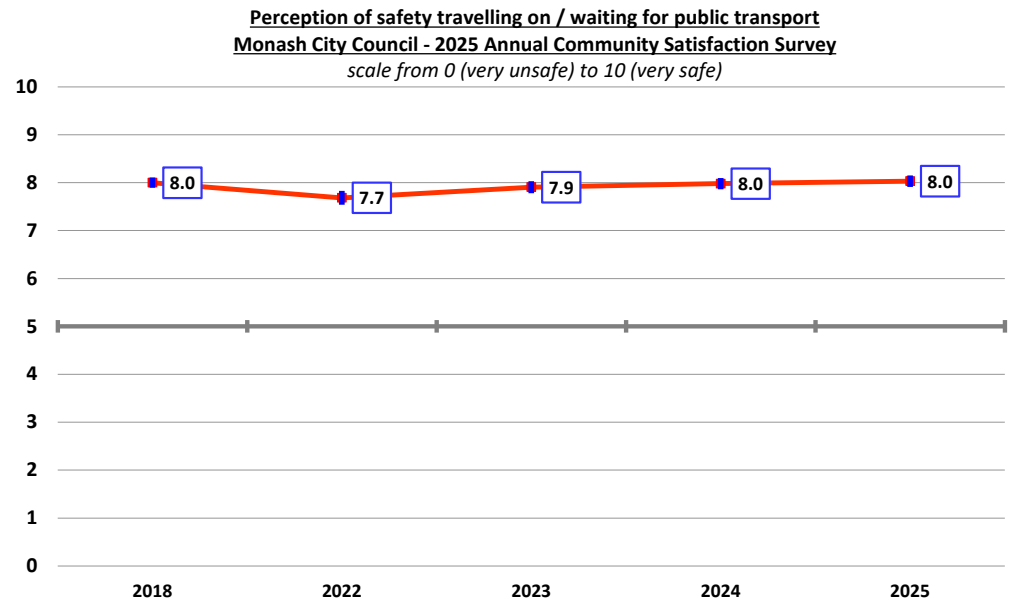
Monash City Council – 2025 Annual Community Satisfaction Survey

There was some variation observed by respondent profile, as young adults (aged 18 to 34 years) felt somewhat (2%) safer than average, and female respondents felt measurably (5%) less safe in the public areas of the municipality at night than male respondents.



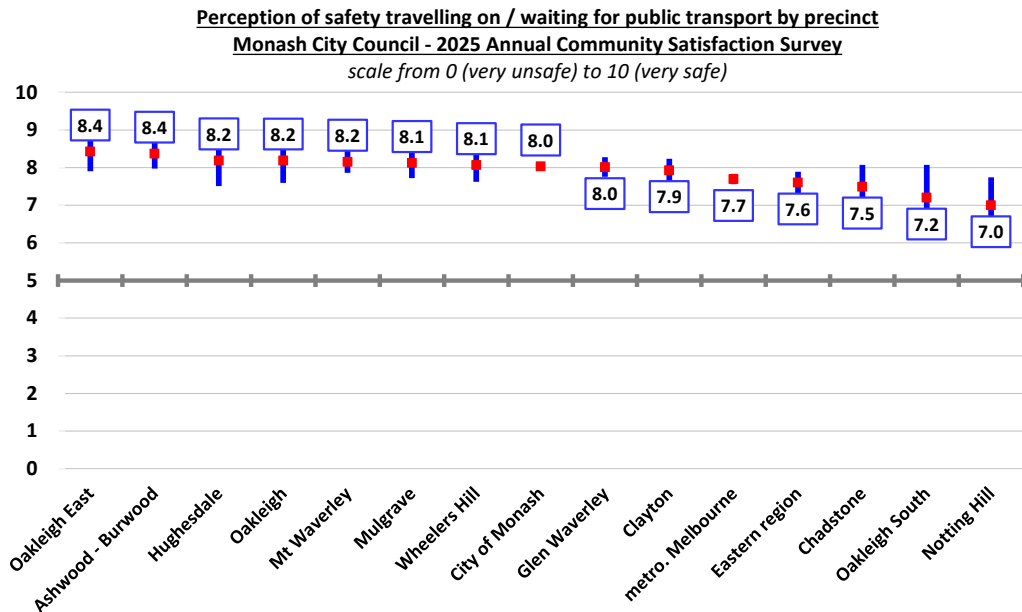
Perception of safety travelling on / waiting for public transport

The perception of safety travelling on / waiting for public transport remained stable this year at 8.0 out of 10. This result has remained relatively stable around the long-term average result since 2018 of 7.9.

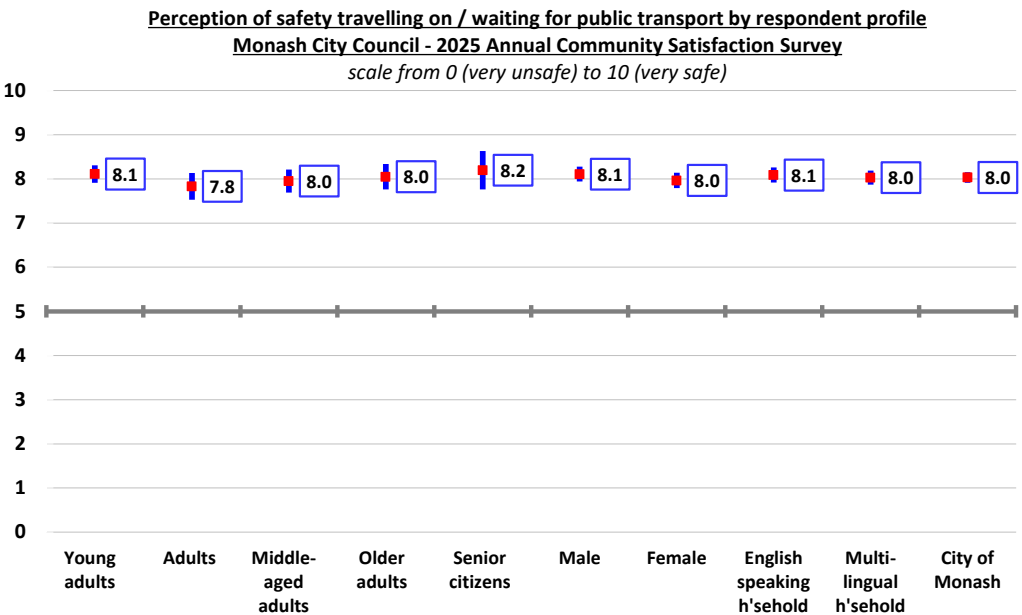


Monash City Council – 2025 Annual Community Satisfaction Survey

There was some variation observed across the municipality, as respondents from Oakleigh East and Ashwood-Burwood felt notably (4%) safer than average, whilst by contrast, 11 respondents from Notting Hill felt measurably (7%) and respondents from Chadstone and Oakleigh South felt notably less safe (5% and 6% respectively).

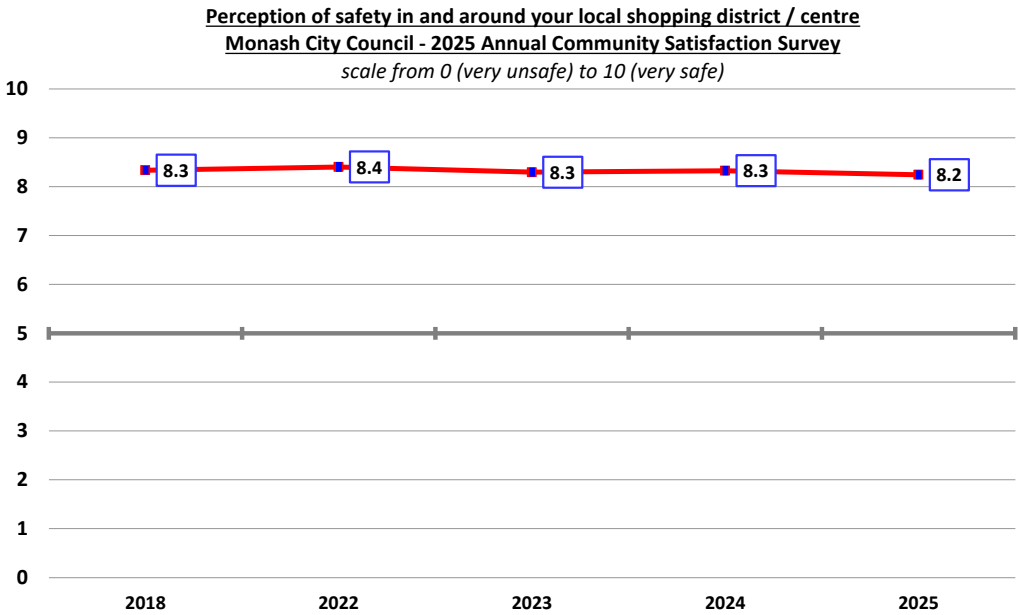


There was no substantial variation in the average perception of safety travelling on / waiting for public transport observed by respondent profile, including age structure, gender, or language spoken at home.

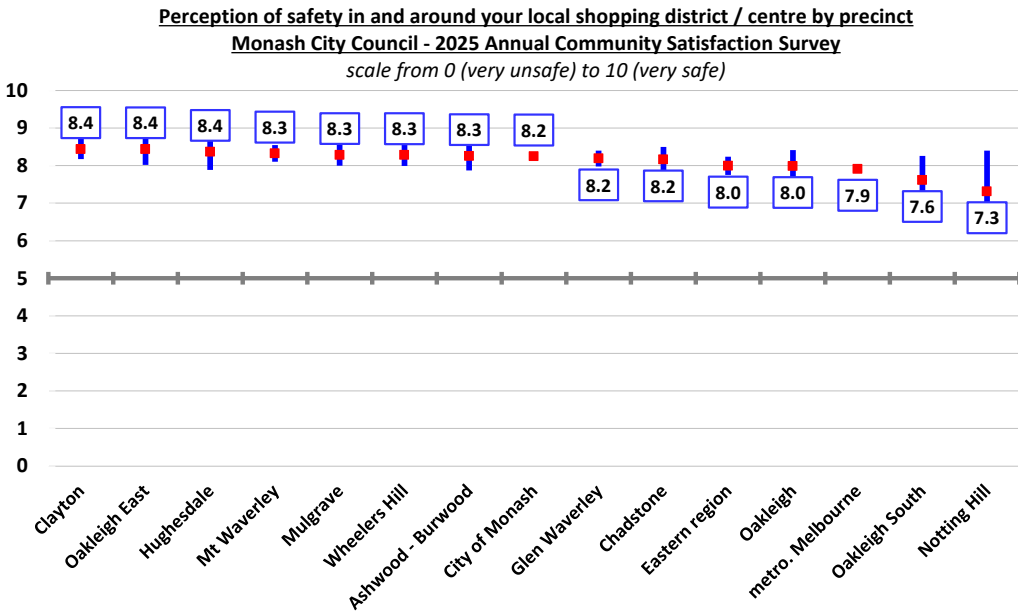


Perception of safety in and around your local shopping district / centre

The perception of safety in and around the local shopping district remained essentially stable this year (down 1%) to 8.2 out of 10. This result has remained relatively stable around the long-term average result since 2018 of 8.3.

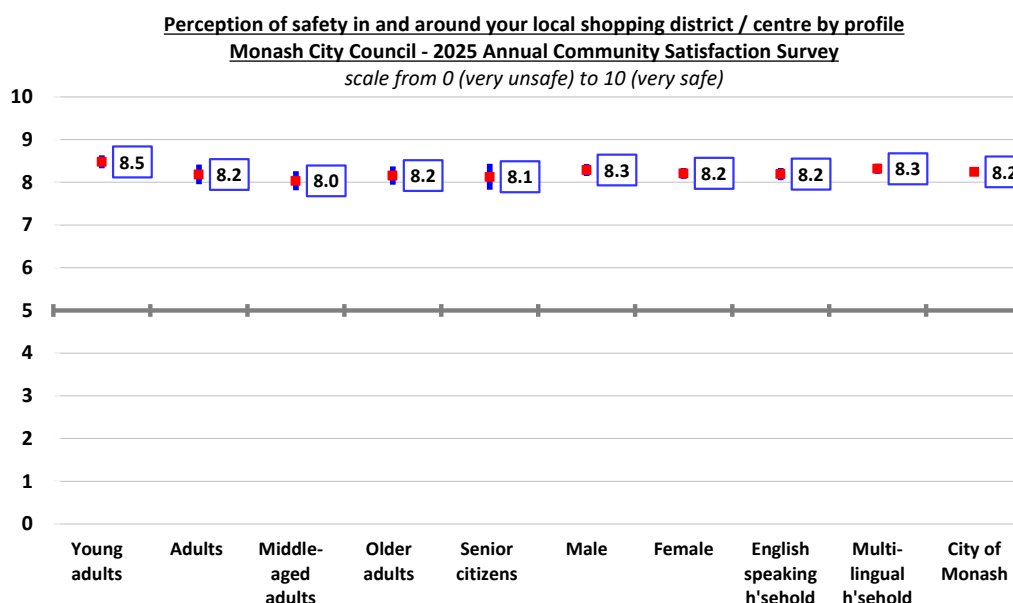


There was variation in this result observed across the municipality, as respondents from Oakleigh South felt notably (6%) and respondents from Notting Hill felt measurably (9%) less safe than the municipal average.



Monash City Council – 2025 Annual Community Satisfaction Survey

Whilst respondents from all age groups, gender, and language spoken at home, on average, felt extremely safe in and around their local shopping district / centre, it is noted that young adults (aged 18 to 34 years) felt measurably safer than average.



Reason for feeling unsafe in public areas:

There were 75 comments received as to reasons for feeling unsafe in public areas of the City of Monash, as outlined in the following summary table.

The most common concerns raised by respondents related to perception of crime and policing (28 comments), concerns around various types of people (17 comments), and concerns around the perception of safety at night and lighting issues (14 comments).

Reason for feeling unsafe in public areas in the City of Monash
Monash City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of total responses)

Reason	2025		2024	2023	2022
	Number	Percent			
Crime and policing	28	37%	34%	18%	21%
Issues with various types of people	17	23%	13%	20%	16%
Perception of safety at night	14	19%	26%	48%	40%
Image / feel of place and news reports	7	9%	4%	3%	4%
Drugs and alcohol	3	4%	0%	0%	3%
General perception of safety	3	4%	13%	10%	14%
Other	3	4%	11%	3%	3%
Total	75	100%	47	40	73



Monash City Council – 2025 Annual Community Satisfaction Survey

The following table outlines the verbatim comments as broadly categorised above.

<u>Reason for feeling unsafe in public areas in the City of Monash</u> <u>Monash City Council - 2025 Annual Community Satisfaction Survey</u> <i>(Number of responses)</i>	
<i>Reason</i>	<i>Number</i>
<i>Crime and policing</i>	
A lot of home evasions / break-ins / burglary in the suburb	6
Attempted car thefts	3
Break-in to our house	2
Vandalism / graffiti concerns	2
Lot of crime around the area	1
Neighbours attacked twice	1
No police control in Glen Waverley	1
No security for the public in Glen Waverley	1
Not enough security	1
Random guys hitting others	1
Robbery happening in our area	1
Someone broke into my car at night and stole my glasses	1
Someone came to my house to steal my car	1
Someone stole our car plate during night	1
Someone tried to steal my nephew's laptop	1
Theft happened recently	1
There has been attempted robbery in houses	1
There have been a lot of break-ins happening in Juniper Ave	1
There is too much graffiti that goes unpunished	1
Total	28
<i>Issues with various types of people</i>	
Lot of youth crime	3
Need better management / help for mental people	2
Concerned about the low-income dodgy people on High St Rd	1
Drunk people knock on my door at 2 am	1
I have seen people roam and hang around Brandon Park shopping centre	1
Kids in Glen Waverley are violent	1
Neighbours are degenerate	1
Neighbours treat the streets like dumps	1
Our camera spotted suspicious masked people looking around	1
People follow you	1
The type of people they are bringing into the country	1
There are a lot of bandits	1
There are a lot of undesirables hanging around Pinewood Shopping Centre asking for money	1
Undesirables	1
Total	17



Monash City Council – 2025 Annual Community Satisfaction Survey

<i>Perception of safety at night</i>	
Not enough lighting / street is too dark	5
Gets unsafe at night / we generally do not feel safe at night	2
Anybody out at night alone is vulnerable to crime and abuse	1
At night, the streets get crowded with lots of people and teenagers	1
Being female in dark areas is scary	1
I work at night, and I am a woman	1
I work at night, and I feel unsafe as I hear a lot of incidents	1
Some person started to knock my door in the middle of the night	1
There are not enough lights near the station	1
Total	14
<i>Image / feel of place and news reports</i>	
Chinatown	1
Close to the train station	1
Concerned about the building on High St Rd	1
Graffiti in railway stations	1
Graffiti in shopping centres	1
History of what has happened in the past in this area	1
I watch the news. There is too much youth crime that goes unpunished	1
Total	7
<i>Drugs and alcohol</i>	
Crime increases because of druggies and dangerous people	1
Gladeswood Dr has suspected drug dealing going on	1
Lots of young people drinking	1
Total	3
<i>General perception of safety</i>	
Does not feel safe	1
Men can be dangerous	1
Weapons are common	1
Total	3
<i>Other</i>	
Lots of cars	1
The Council did not do anything about the dog incident that was a violation	1
The electric scooters	1
Total	3
Total responses	75



Traffic and parking

Satisfaction with aspects of traffic and parking:

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of traffic and parking in the City of Monash?”

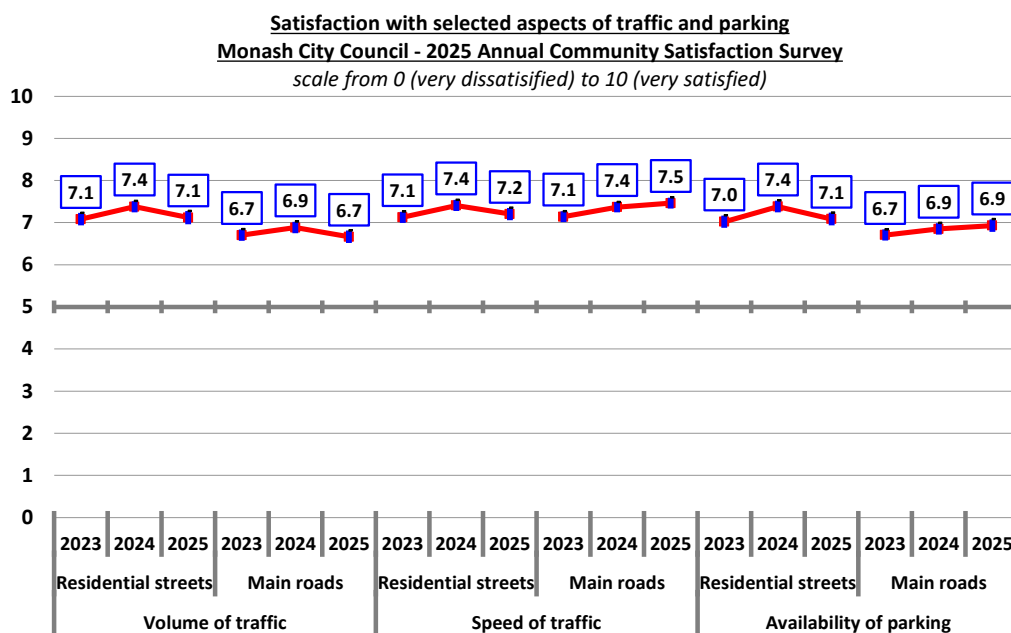
Respondents were again in 2025, asked to rate their satisfaction with the volume and speed of traffic and the availability of parking on both residential streets and main roads.

The average satisfaction with these six aspects of traffic and parking remained essentially stable this year, down one percent to 7.1 out of 10, which remained a “good” level of satisfaction. This marginal decline follows two years of strong (4%) increases in average satisfaction with aspects of traffic and parking.

It is noted that satisfaction with the services of [local traffic management](#) (up 1%), [parking enforcement](#) (up 1%), and [the provision of parking facilities](#) (up 1%) all increased marginally.

Metropolis Research notes that satisfaction with the volume of traffic (down 3%), the speed of traffic (down 2%), and the availability of parking (down 3%) on residential streets all declined this year, suggesting an increase in community concerns around traffic and parking on residential streets.

There was also a small decrease in satisfaction with the volume of traffic on main roads, but this did not flow through into reduced satisfaction with either the speed of traffic or the availability of parking.

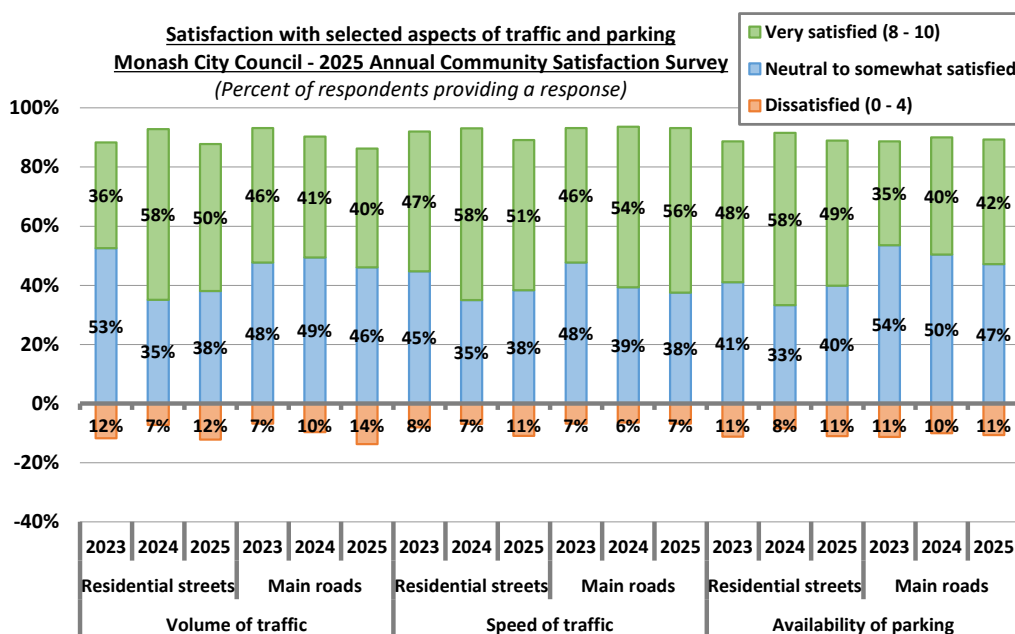


Monash City Council – 2025 Annual Community Satisfaction Survey

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

Consistent with the decline in average satisfaction, there was a notable decline in the proportion of respondents “very satisfied” with the volume and speed of traffic and availability of parking on residential streets, and a notable increase in the proportion of respondents “dissatisfied” with these aspects of traffic and parking on residential streets.

The breakdown in satisfaction with the volume and speed of traffic and the availability of parking on main roads remained relatively stable this year, although it is noted that the proportion of respondents “dissatisfied” with the volume of traffic on main roads increased from 10% to 14% this year.



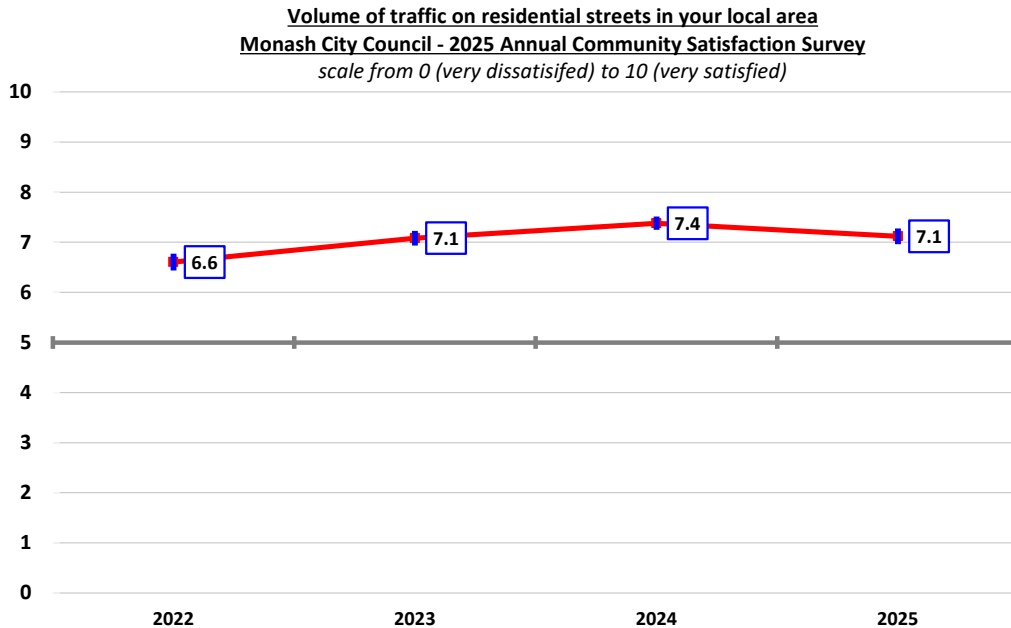
Volume of traffic

Volume of traffic on residential streets

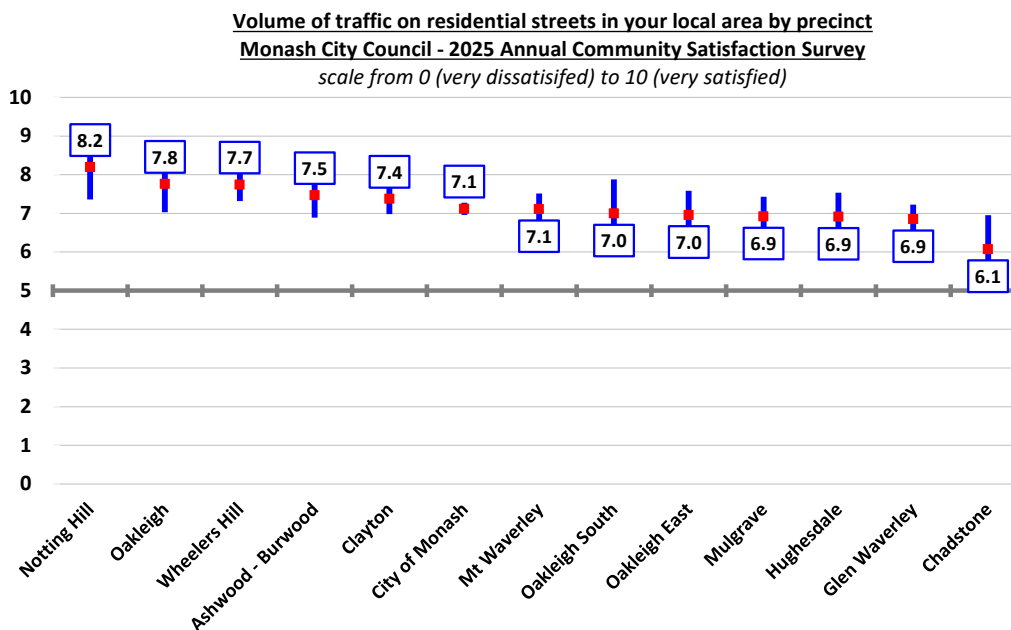
Satisfaction with the volume of traffic on residential streets declined notably this year, down three percent to 7.1 out of 10, which was a “good”, down from a “very good” level of satisfaction.



Monash City Council – 2025 Annual Community Satisfaction Survey

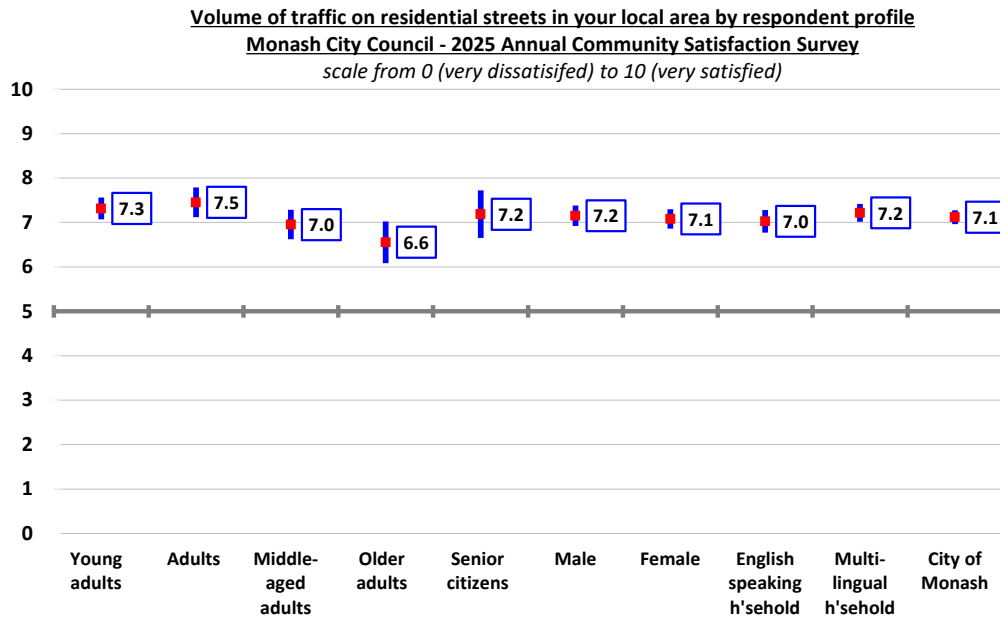


There was measurable variation in this result observed across the municipality, with 14 respondents from Notting Hill measurably (11%) and respondents from Oakleigh (7%) notably more satisfied than average and at “excellent” levels, and respondents from Wheelers Hill (6%), Ashwood-Burwood (4%), and Clayton (3%) notably more satisfied and at “very good” levels. By contrast, respondents from Chadstone were measurably less satisfied than average, and at a “solid” rather than a “good” level.



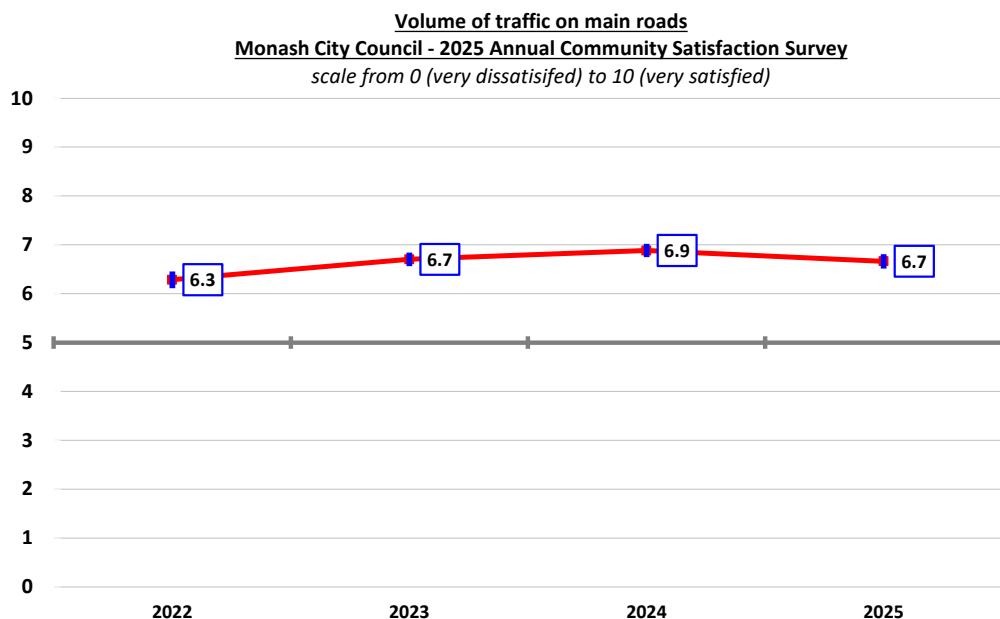
Monash City Council – 2025 Annual Community Satisfaction Survey

There was measurable variation in satisfaction with the volume of traffic on residential streets observed by respondent profile, with adults (aged 35 to 44 years) notably (4%) more satisfied than average, whilst older adults (aged 60 to 74 years) were measurably less satisfied.



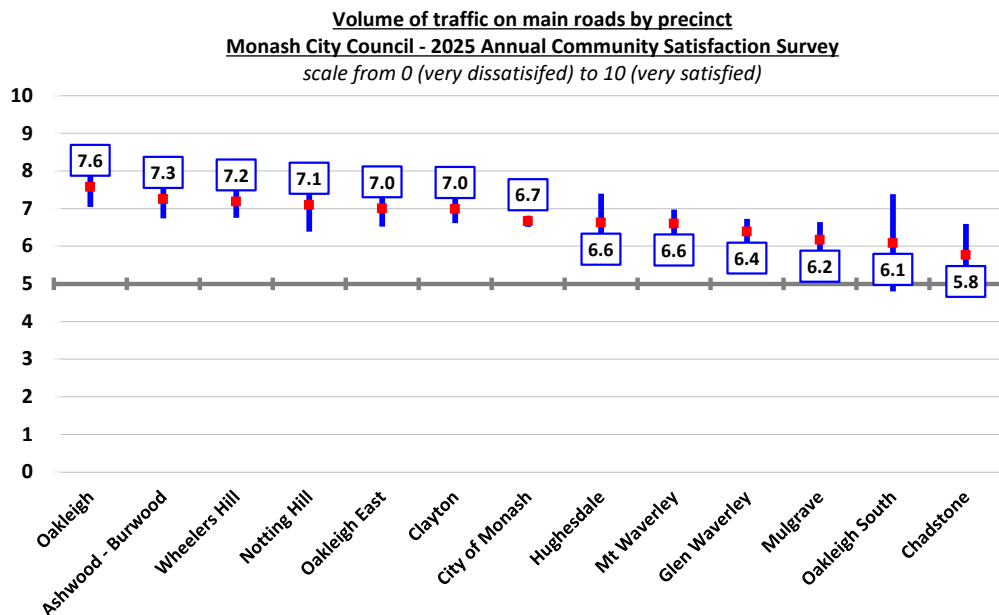
Volume of traffic on main roads

Satisfaction with the volume of traffic on main roads declined somewhat this year, down two percent to 6.7, and at a “good” level, above the long-term average since 2022 of 6.6.

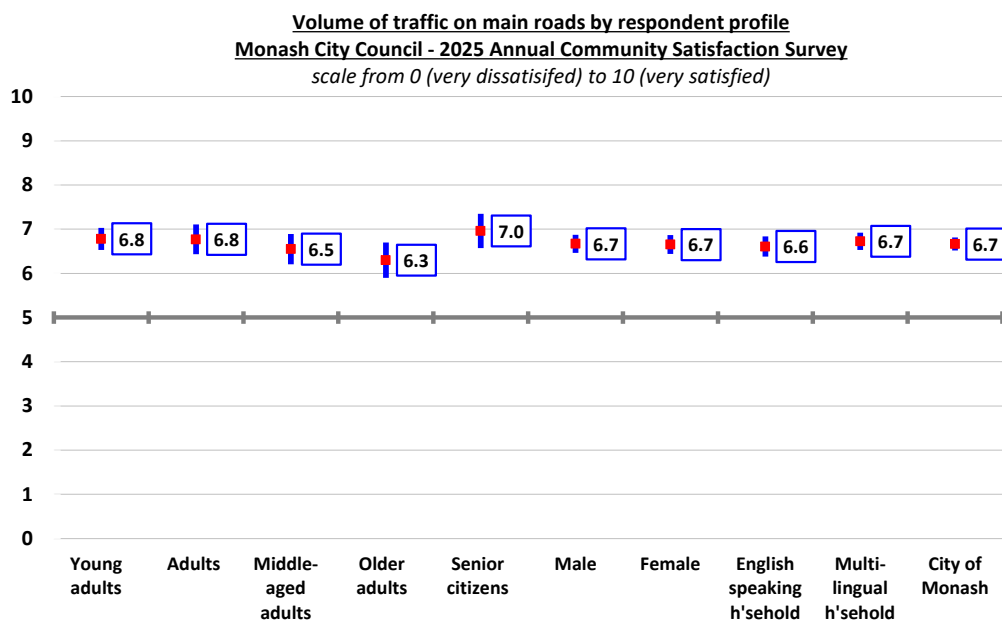


Monash City Council – 2025 Annual Community Satisfaction Survey

There was notable variation in satisfaction observed across the municipality, with respondents from Oakleigh measurably (9%) and respondents from Ashwood-Burwood notably (6%) more satisfied than average, and at “very good” levels. By contrast, respondents from Chadstone (9%) were notably less satisfied and at a “poor” level, and respondents from Mulgrave and Oakleigh South were notably (5% and 6% respectively) less satisfied, and at “solid” rather than “good” levels.



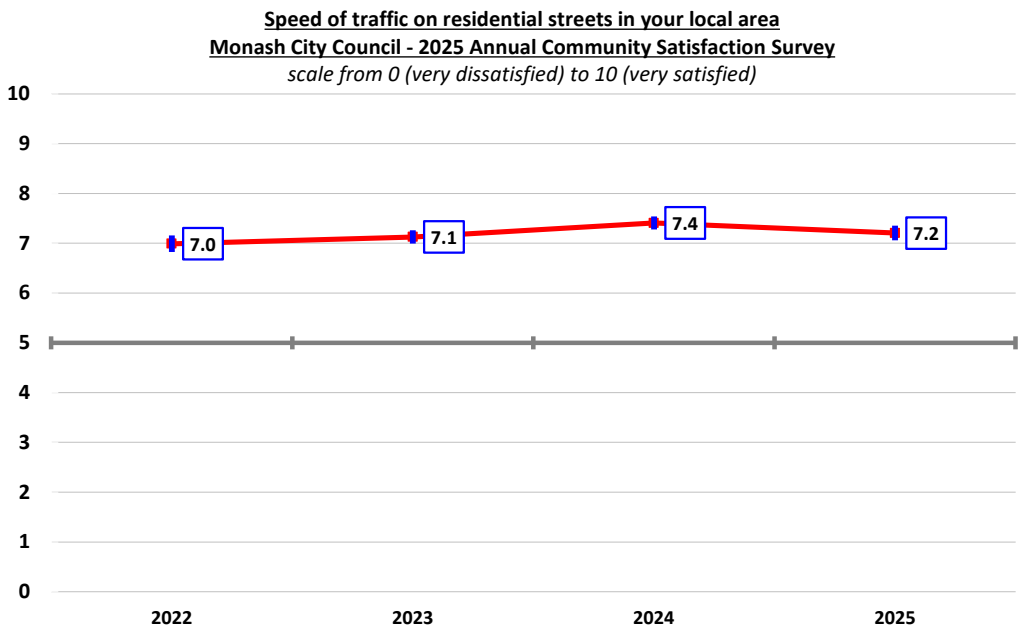
There was measurable variation in satisfaction observed by respondent profile, older adults (aged 60 to 74 years) were measurably less satisfied.



Speed of traffic

Speed of traffic on residential streets

Satisfaction with the speed of traffic on residential streets declined somewhat this year, down two percent to 7.2 out of 10, which was a “good”, down from a “very good” level, although it remained consistent with the long-term average since 2022 of 7.2.



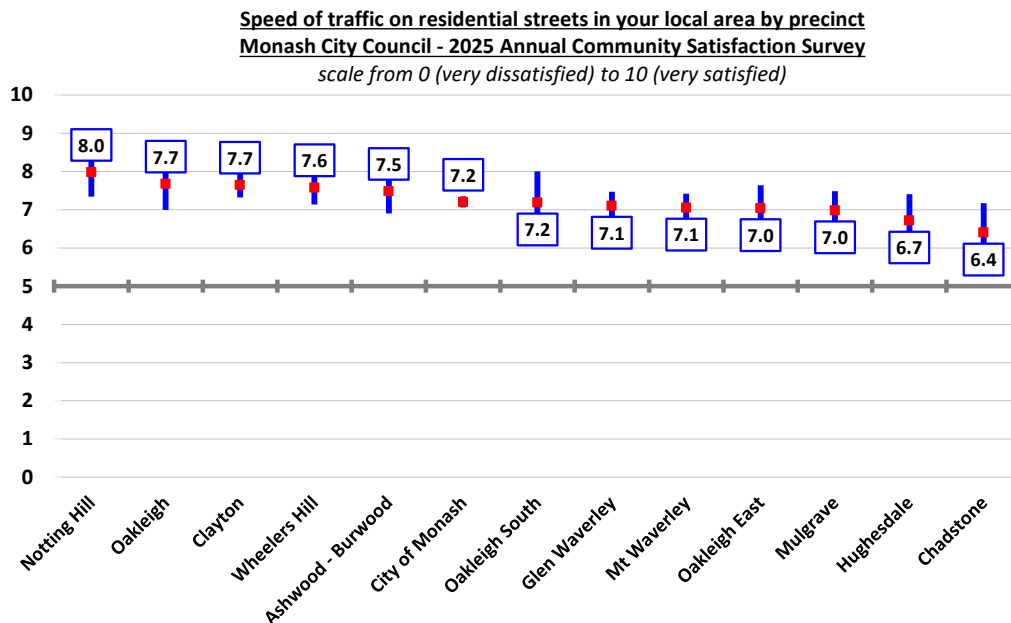
Whilst there was no measurable variation in satisfaction with the speed of traffic on residential streets observed across the municipality, it is noted that 14 respondents from Notting Hill were notably (8%) more satisfied than average, and at an “excellent” level.

Respondents from Oakleigh and Clayton were also notably (5%) more satisfied than average, and at “very good” levels.

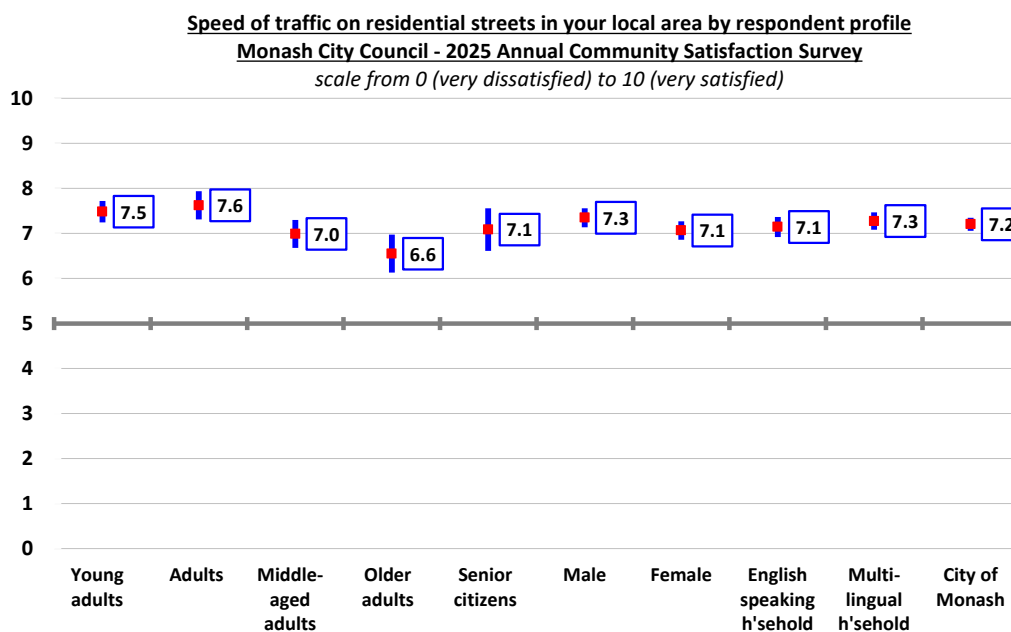
By contrast, respondents from Hughesdale (5%) and Chadstone (7%) were notably less satisfied than average and at a “good” and “solid” level respectively.



Monash City Council – 2025 Annual Community Satisfaction Survey

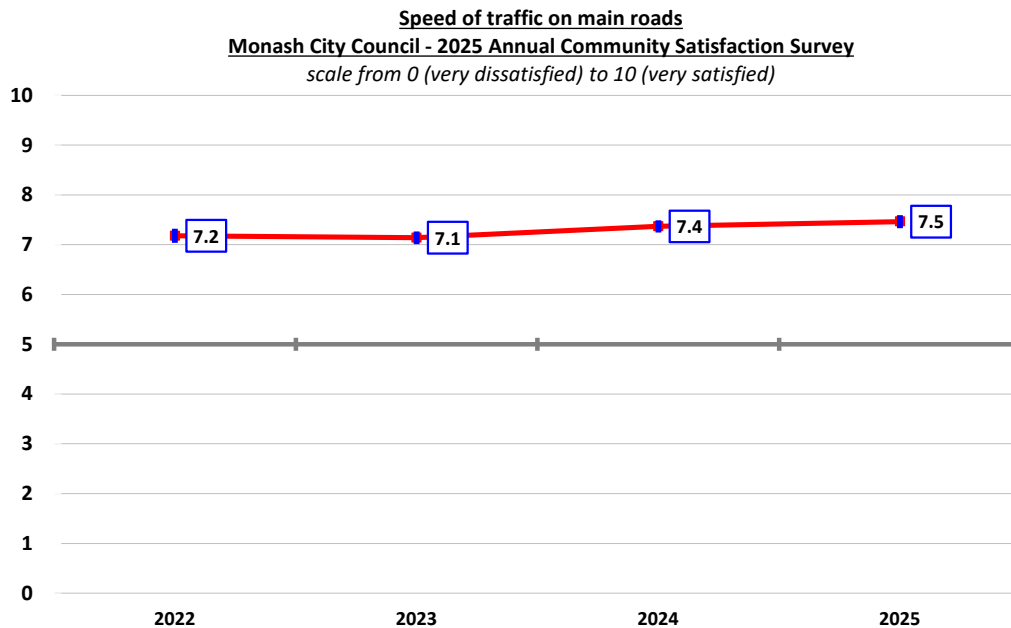


There was notable variation in satisfaction with the speed of traffic on residential streets observed by respondent profile, with young adults and adults (aged 18 to 44 years) notably (3% and 4% respectively) more satisfied than average and at “very good” levels, whilst older adults (aged 60 to 74 years) were measurably (6%) less satisfied, although still at a “good” level.



*Monash City Council – 2025 Annual Community Satisfaction Survey***Speed of traffic on main roads**

Satisfaction with the speed of traffic on main roads remained essentially stable this year, up one percent to 7.5 out of 10, which remained a “very good” level, and the highest satisfaction score recorded for this variable since its inclusion in the survey back in 2022.

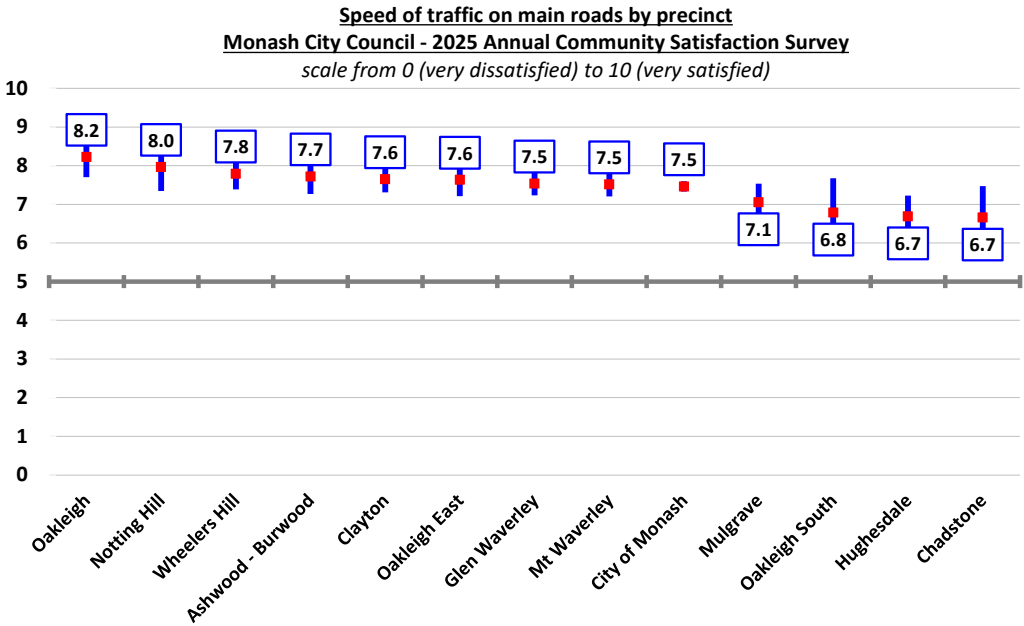


There was notable variation in this result observed across the municipality, with respondents from Oakleigh measurably (7%) and respondents from Notting Hill (5%) and Wheelers Hill (3%) notably more satisfied than average, and all at “excellent” levels of satisfaction.

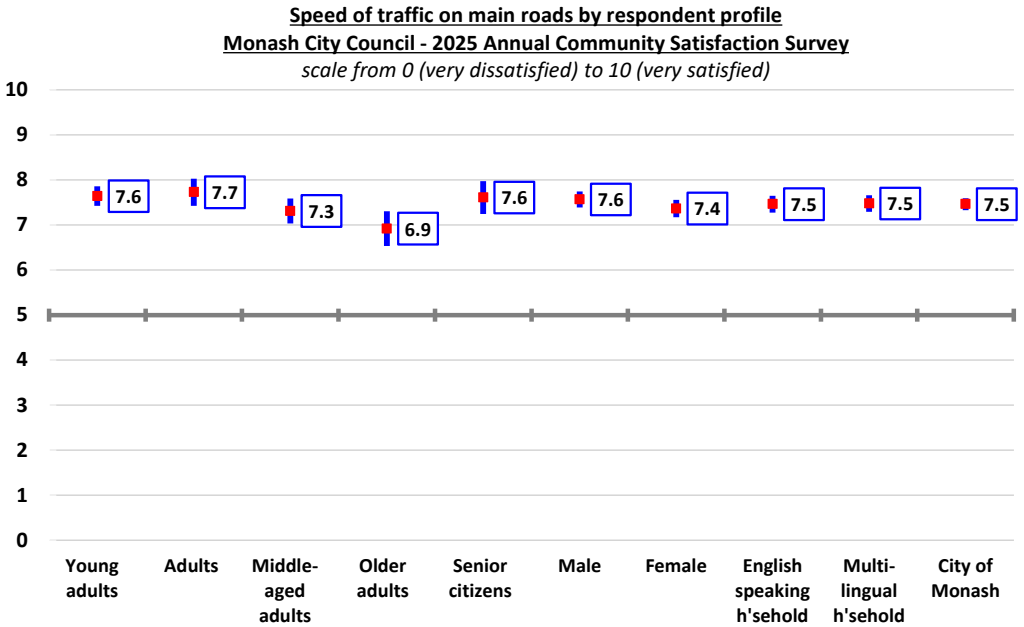
By contrast, respondents from Oakleigh South (7%), Hughesdale (8%) and Chadstone (8%) were notably less satisfied than average, and at “good” rather than “very good” levels.



Monash City Council – 2025 Annual Community Satisfaction Survey



There was notable variation in satisfaction with the speed of traffic on main roads observed by respondent profile, with older adults (aged 60 to 74 years) measurably (6%) less satisfied, although still at a “good” level.



Reasons for dissatisfaction with the speed of traffic

Consistent with the results observed by Metropolis Research across metropolitan Melbourne, the majority of respondents who were dissatisfied with the speed of traffic on residential streets felt that the speed was “too fast”, whilst views were more mixed in relation to the speed of traffic on main roads.

It is noted, however, that the 31 female respondents were significantly more likely to consider the speed of traffic on main roads to be ‘too fast’ compared to male respondents (81% compared to 44%).

Reasons for dissatisfaction with the speed of traffic by gender
Monash City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents dissatisfied with the speed of traffic)

Response	Residential streets				Main roads			
	Male		Female		Male		Female	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Too fast	25	78%	42	91%	8	44%	25	81%
Too slow	7	22%	4	9%	10	56%	6	19%
Not stated	1		3		2		0	
Total	33	100%	49	100%	20	100%	31	100%

Availability of parking

Availability of parking on residential streets

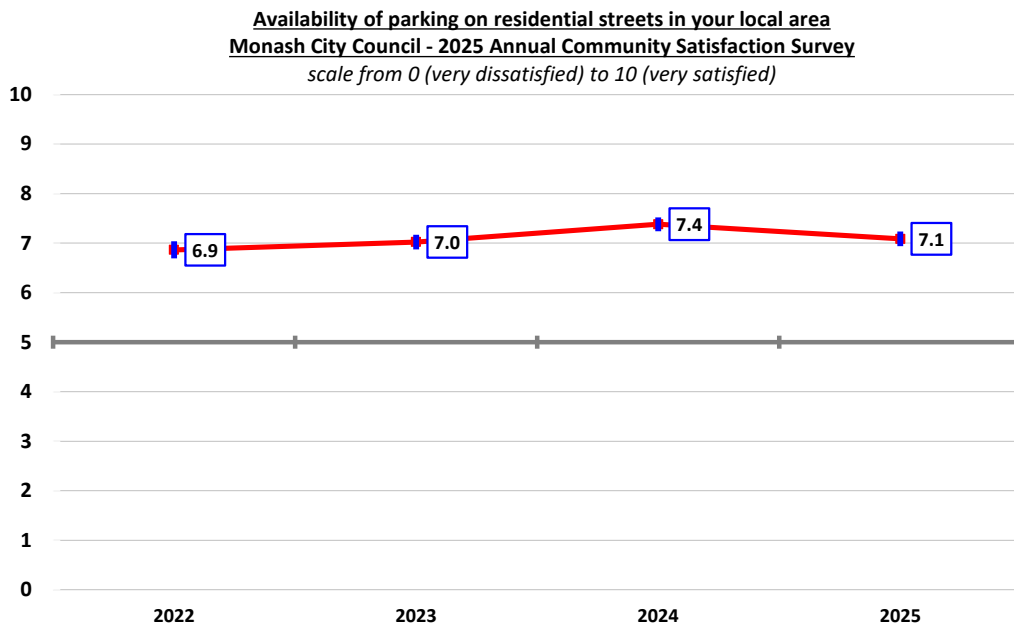
Satisfaction with the availability of parking on residential street declined notably this year, down three percent to 7.1 out of 10, which was a “good”, down from a “very good” level.

Despite this decline, satisfaction with the availability of parking on residential streets remained consistent with the long-term average satisfaction from 2022 of 7.1 out of 10.

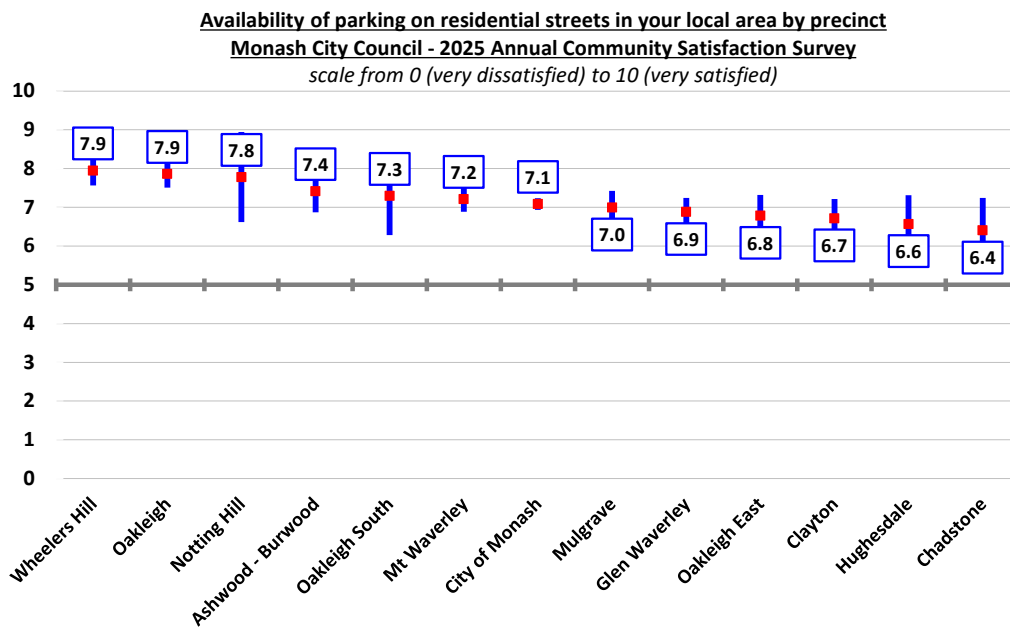
Metropolis Research notes that satisfaction with both parking availability (up 1%) and parking enforcement (up 1%) as services increased marginally this year, which appears more in line with stable satisfaction with the availability of parking on main roads (discussed in the next section).



Monash City Council – 2025 Annual Community Satisfaction Survey



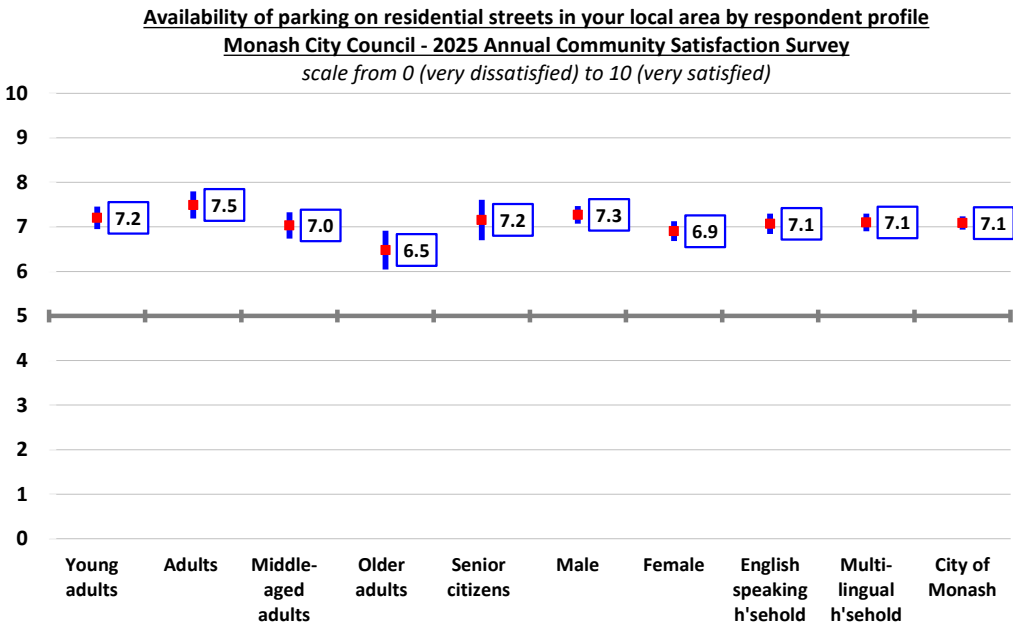
There was variation in satisfaction with the availability of parking on residential streets observed across the municipality, with respondents from Wheelers Hill and Oakleigh measurably (8%) and 14 respondents from Notting Hill notably (7%) more satisfied than average, and at “excellent” levels of satisfaction. By contrast, respondents from Chadstone were notably (7%) less satisfied than average and at a “solid” level, whilst respondents from Hughesdale (5%) and Clayton (4%) were notably less satisfied, although still at “good” levels of satisfaction.



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There was measurable variation in satisfaction with the availability of parking on residential streets observed by respondent profile, with adults (aged 35 to 44 years) measurably (4%) more satisfied than average, and at a “very good” level, whilst older adults (aged 60 to 74 years) were measurably (6%) less satisfied than average, although still at a “good” level.

It is also noted that male respondents were measurably (4%) more satisfied with the availability of parking on residential streets than female respondents.



Availability of parking on main roads

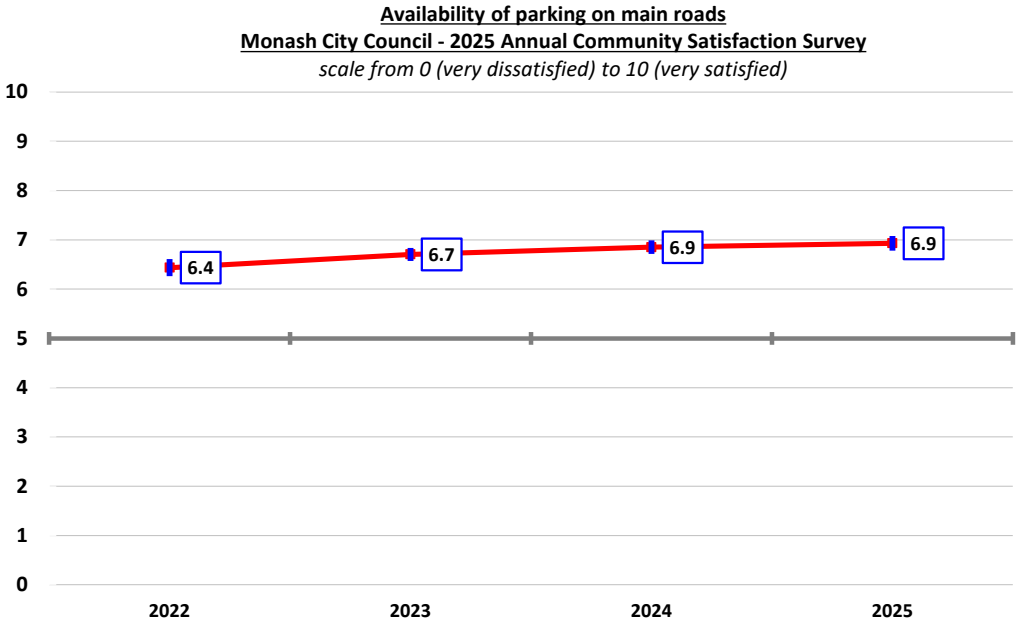
Satisfaction with the availability of parking on main roads remained stable this year at 6.9 out of 10, which remained a “good” level of satisfaction.

This remains the highest satisfaction with this aspect recorded since the question was first included in the survey program back in 2022.

Metropolis Research notes that satisfaction with both parking availability (up 1%) and parking enforcement (up 1%) as services increased marginally this year, which appears broadly in line with this stable satisfaction with the availability of parking on main roads.



Monash City Council – 2025 Annual Community Satisfaction Survey

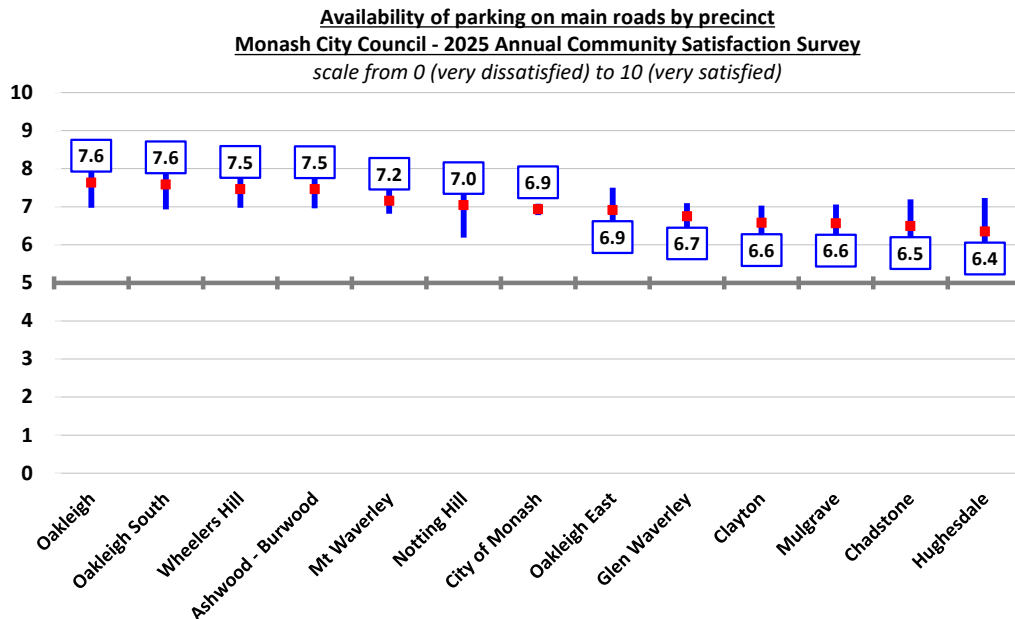


Whilst there was no measurable variation in satisfaction with this result observed across the municipality, it is noted that respondents from Oakleigh (7%), Oakleigh South (7%), Wheelers Hill (6%) and Ashwood-Burwood (6%) were all notably more satisfied than average, and at “very good” levels.

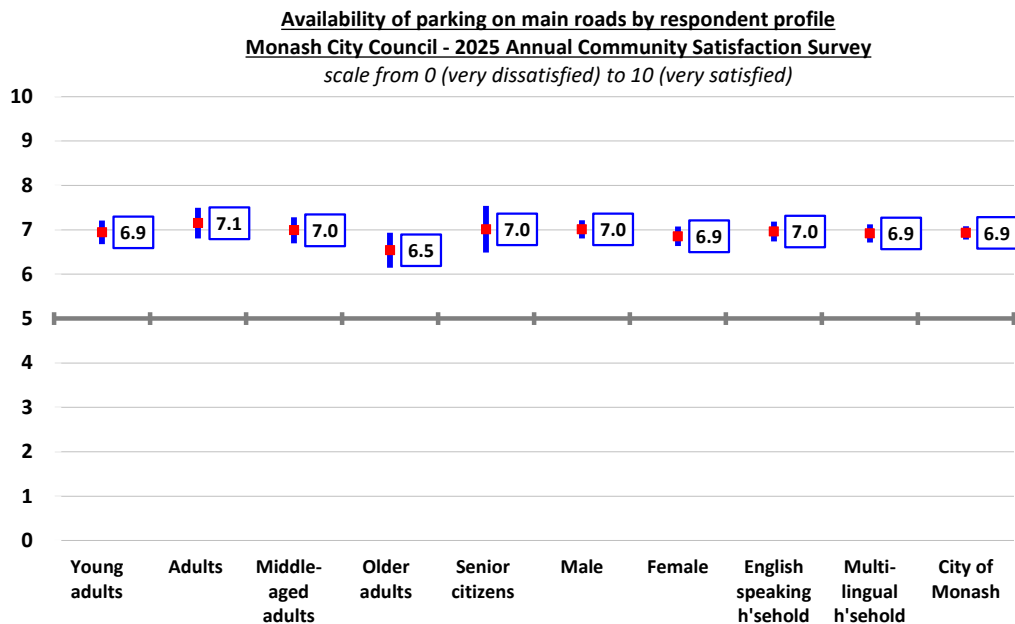
By contrast, respondents from Hughesdale were notably (5%) less satisfied than average and at a “solid” level, and respondents from Chadstone were notably (4%) less satisfied, although still at a “good” level.



Monash City Council – 2025 Annual Community Satisfaction Survey



There was notable variation in satisfaction with the availability of parking on main roads observed by respondent profile, with older adults (aged 60 to 74 years) notably (4%) less satisfied, although still at a “good” level.



Monash City Council – 2025 Annual Community Satisfaction Survey

Respondent profile

The following section provides the demographic profile of respondents to the *Monash City Council – 2025 Annual Community Satisfaction Survey*.

Age structure

The results have continued to be weighted by age and gender to maintain consistency with the previous three years, although Metropolis Research notes that the door-to-door methodology provided an underlying sample that was more in line with the *Census* results than had been achieved via the telephone methodology during the pandemic. This speaks well to the effectiveness of the door-to-door methodology at engaging with the community.

Age structure
Monash City Council – 2025 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Age	2025 (unweighted)		2025	2024	2023	2022	2021
	Number	Percent	(weighted)				
Young adults (18 - 34 years)	195	25%	35%	35%	35%	35%	35%
Adults (35 - 44 years)	171	22%	16%	16%	16%	16%	16%
Middle-aged adults (45 - 59 yrs)	176	22%	22%	22%	22%	22%	22%
Older adults (60 - 74 years)	154	19%	16%	16%	16%	16%	16%
Senior citizens (75 yrs and over)	98	12%	11%	11%	11%	11%	11%
Not stated	6		6	1	6	0	0
Total	800	100%	800	801	815	801	801

Gender

The results were weighted by age and gender to reflect the 2021 Census, although it is noted that the sample closely reflected the gender split.

Gender
Monash City Council – 2025 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Gender	2025 (unweighted)		2025	2024	2023	2022	2021
	Number	Percent	(weighted)				
Man / Male	430	54%	49%	48%	48%	49%	49%
Women / Female	367	46%	51%	51%	51%	52%	51%
Non-binary	2	0%	0%	0%	1%	0%	0%
Prefer to self describe	0	0%	0%	0%	0%	0%	0%
Prefer not to say / not stated	1		1	1	12	0	0
Total	800	100%	800	801	815	800	801

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Language spoken at home

There was an increase in 2025, in the proportion of respondents from households that spoke a language other than English at home, up from a long-term average of 48% to 56% this year.

The most common other languages included Mandarin (14%), Hindi (6%), Greek (4%), Sinhalese (3%), Cantonese (3%), Chinese not further defined (2%), and Tamil (2%).

Language spoken at home
Monash City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Language	2025		2024	2023	2022	2021	2020
	Number	Percent					
English	354	44%	50%	55%	57%	54%	52%
Mandarin	114	14%	13%	12%	10%	9%	6%
Hindi	49	6%	6%	4%	3%	4%	4%
Greek	30	4%	0%	4%	5%	4%	5%
Sinhalese	26	3%	4%	3%	4%	3%	3%
Cantonese	21	3%	3%	3%	3%	2%	3%
Chinese, n.f.d	19	2%	5%	2%	2%	2%	2%
Tamil	17	2%	2%	2%	2%	2%	2%
Italian	13	2%	0%	1%	2%	3%	3%
Gujarati	10	1%	0%	1%	0%	0%	0%
Indonesian	10	1%	1%	0%	0%	1%	2%
Malayalam	10	1%	1%	0%	0%	1%	1%
Nepali	9	1%	0%	0%	0%	0%	2%
Bengali	7	1%	1%	0%	0%	0%	1%
French	7	1%	1%	1%	1%	1%	1%
Korean	6	1%	0%	1%	0%	1%	0%
Vietnamese	6	1%	2%	1%	1%	2%	1%
Japanese	5	1%	0%	0%	0%	1%	1%
Marathi	5	1%	0%	1%	0%	0%	0%
Punjabi	5	1%	1%	1%	0%	1%	1%
Spanish	5	1%	1%	0%	0%	1%	1%
Khmer	4	1%	0%	0%	0%	0%	0%
Tagalog (Filipino)	4	1%	1%	1%	1%	0%	1%
Telugu	4	1%	2%	1%	0%	1%	1%
Arabic	3	0%	0%	1%	1%	1%	0%
Persian	3	0%	1%	0%	0%	0%	0%
Russian	3	0%	0%	0%	1%	1%	0%
Thai	3	0%	1%	0%	1%	0%	0%
Urdu	3	0%	1%	0%	0%	0%	1%
All languages (23 separately identified)	41	5%	4%	10%	14%	6%	13%
Not stated	4		9	7	25	6	13
Total	800	100%	801	815	800	801	805



Monash City Council – 2025 Annual Community Satisfaction Survey

Aboriginal or Torres Strait Islander

Consistent with the results recorded in previous years, and the 2021 Census, one percent of respondents identified as Aboriginal and / or Torres Strait Islander.

Aboriginal Australian or Torres Strait Islander
Monash City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2025		2024	2023	2022	2021	2020
	Number	Percent					
Yes	7	1%	1%	1%	1%	0%	1%
No	770	99%	99%	99%	99%	100%	99%
Not stated	23		7	14	18	8	12
Total	800	100%	801	815	800	801	805

Household member with disability

In 2025, seven percent (down from 8%) of respondents were from households with a member with disability. This was one of the smaller proportions recorded for this question in recent years, and below the long-term average of 10%.

Household member with disability
Monash City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2025		2024	2023	2022	2021	2020
	Number	Percent					
Yes	58	7%	8%	14%	13%	10%	12%
No	719	93%	92%	86%	87%	90%	88%
Not stated	23		17	33	35	25	36
Total	800	100%	801	815	800	801	805

Household structure

Consistent with historical results, the survey sample continues to include a good cross-section of households.

This included a little less than half (44%) from two-parent families, 25% couple households without children, 15% group households, nine percent sole person households, and six percent from one-parent families.



Monash City Council – 2025 Annual Community Satisfaction Survey

Household structure
Monash City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Structure	2025		2024	2023	2022	2021	2020
	Number	Percent					
Two parent family total	345	44%	41%	46%	45%	42%	44%
youngest child 0 - 5 years	74	9%	8%	11%	10%	11%	8%
youngest child 6 - 12 years	98	12%	12%	12%	12%	10%	11%
youngest child 13 - 18 years	74	9%	9%	11%	8%	6%	10%
adult children only	99	13%	13%	12%	15%	14%	16%
One parent family	51	6%	6%	6%	10%	5%	6%
youngest child 0 - 5 years	2	0%	1%	0%	1%	0%	0%
youngest child 6 - 12 years	7	1%	0%	1%	2%	1%	1%
youngest child 13 - 18 years	7	1%	1%	2%	2%	1%	1%
adult children only	35	4%	3%	2%	6%	4%	4%
Group household	118	15%	13%	11%	8%	11%	10%
Sole person household	68	9%	12%	11%	10%	11%	11%
Couple only household	197	25%	27%	25%	24%	30%	28%
Extended or multiple families	13	2%	1%	1%	3%	1%	1%
Not stated	8		15	7	30	18	27
Total	800	77%	801	815	800	801	805

Identify as diverse population groups

It is noted that 22% (down from 26%) of respondents identified as culturally or linguistically diverse. It is noted that this is a less reliable method of asking this question than the language spoken at home question discussed above. A small number of respondents identified as a person with chronic illness (47 respondents), dealing with financial hardship (26 respondents), and LGBTIQ+ (24 respondents).

Diverse population groups
Monash City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2025		2024	2023
	Number	Percent		
Culturally or linguistically diverse	175	22%	26%	20%
Person with chronic illness	47	6%	6%	6%
Financial hardship	26	3%	3%	3%
LGBTIQ+	24	3%	3%	3%
Other	2	0%	0%	3%
Total responses	274		315	284
<i>Respondents identifying at least one response</i>	<i>237</i> <i>(30%)</i>		<i>271</i> <i>(34%)</i>	<i>253</i> <i>(31%)</i>



Monash City Council – 2025 Annual Community Satisfaction Survey

General comments

The following tables outline the general comments received from respondents at the conclusion of the survey this year.

There were 250 general comments received this year, up on the 170 received last year, and the unusually low 84 received in 2023.

These comments have been broadly categorised, as outlined in the following table, with the most common issues relating to parks, gardens, and open spaces (32 comments), waste management and cleanliness (27 comments), community facilities, services, and activities (23 comments), and traffic and public transport management (23 comments).

Metropolis Research notes that the issues raised in the general comments have been discussed in detail in the main body of this report, particularly in relation to street trees, parks, and gardens, waste management, and traffic, all of which were identified as issues to address again this year.

General comments
Monash City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of total responses)

Comment	2025		2024	2023	2022
	Number	Percent			
Parks, gardens, open spaces, tree maintenances	32	13%	10%	5%	12%
Waste management and cleanliness	27	11%	6%	11%	24%
Community facilities / services / activities	23	9%	12%	11%	11%
Traffic and public transport management	23	9%	6%	6%	7%
Communication, consultation, Council management	19	8%	6%	14%	7%
Rates / financial management	17	7%	6%	2%	5%
Parking	16	6%	8%	6%	10%
General positive comments	15	6%	8%	13%	8%
Roads	15	6%	4%	7%	5%
Comments relating to this survey	12	5%	5%	5%	2%
Safety, policing and crime	10	4%	9%	5%	6%
Footpaths	9	4%	3%	0%	0%
Planning and development issues	8	3%	8%	1%	6%
Cleanliness of areas	6	2%	0%	0%	1%
Animal management	5	2%	1%	0%	5%
Street lighting	4	2%	1%	6%	3%
General negative comments	3	1%	0%	0%	1%
Multicultural issues	3	1%	0%	5%	0%
Environment and sustainability	1	0%	3%	1%	1%
Other	2	1%	5%	2%	3%
Total	250	100%	170	84	173



Monash City Council – 2025 Annual Community Satisfaction Survey

The following table outlines the verbatim comments received from respondents this year.

General comments	
Monash City Council - 2025 Annual Community Satisfaction Survey	
<i>(Number of responses)</i>	
<i>Reason</i>	<i>Number</i>
<i>Parks, gardens, open spaces, tree maintenances</i>	
Tree maintenance is poor / street trees are cut weird	3
Need more green spaces / not enough green spaces	2
Street trees fall down easily / trees are falling in storms	2
Maintenance of parks	1
More flowering plants	1
More inspection of yards	1
More playgrounds would be good	1
Murdo Rd has trees that are overgrown and block the footpaths	1
Need fences for dog parks	1
Need more exercise equipment in parks	1
Neighbours' tree is coming to my side, I want it to be cut down	1
Not enough parks compared to the previous Council	1
Notting Hill needs more parks in the area	1
Parks can be cleaner	1
People should be able to make decisions regarding the trees in their property, not Council dictating it	1
Plant better trees on the street like maple trees	1
Removal of trees	1
Save the trees	1
Terrific garden for wildlife	1
The tree on Amelia Ave has berries that drop which I have to clean	1
The trees are overgrown on 31 Cambro Rd	1
Tree roots damage the footpaths	1
Trees on Murdo Rd must be fixed quickly	1
Trees planted in footpaths are not suitable for residential areas	1
We have a concern that branches could clog the drains on 31 Cambro Rd	1
We have a very large gum tree out there and I understand that current Council rules say it cannot be chopped down	1
We have a very large gum tree out there that was supposed to be a swamp gum tree	1
We need better tree species	1
Total	32
<i>Waste management and cleanliness</i>	
Bin collection should be collected every week, or the bin should be larger	6
The frequency of hard rubbish collection should be twice a year as once is too little / should be twice a year and not during rainy season	4
General rubbish bin collection should be improved / addressed urgently	2
Hard rubbish should be on call / on demand	2



Monash City Council – 2025 Annual Community Satisfaction Survey

After rubbish and hard rubbish collection, you can see a lot of junk still lying around	1
Bring the old garbage collection system back	1
Cleanliness of nature strips after rubbish and hard rubbish collection should be looked at	1
Green waste bins are smelly	1
Green waste bins do not seal well	1
If the civic centre adds a collection point for plastic bags, it will be good	1
Recycling should be done once a week and not fortnightly	1
Reduce landfill waste by having a place to drop off plastic bags	1
Some bins are not closed after rubbish collection	1
Sometimes they do not empty the rubbish bin completely	1
The hard rubbish collection should be more frequent like once every 4-6 months	1
The red bins are collected every two weeks, and it gets very full quickly	1
Rubbish maintenance	1
Total	27

Community facilities / services / activities

Focus on healthcare more / health services from the Council	2
Any support program for business	1
Blocked drainages	1
Create job opportunities for people	1
Do something about the social housing conditions around here	1
Drainage problems in the street / improve the drains since it gets clogged up	1
Good to have a coffee shop in the neighbourhood	1
I prefer public toilets that are manual over the electronic ones	1
It would be greater if there were more services for neurodivergent kids	1
Maintaining community services like neighbourhood houses is really important	1
Making sure community services like neighbourhood houses exist and are ongoingly funded is very important	1
More businesses needed near Cabena Cres	1
More farmers' markets	1
More local events like cultural events	1
Need to do a lot more for supporting mental health	1
One time the electronic public toilet door opened by itself	1
Provide value for money services	1
Social housing should not be concentrated in one area only e.g.: Chadstone and Ashburton, it should be spread out in the entirety of Monash	1
The library requires an update as they are keeping very old books	1
The pools for the kids are always occupied by the after-school swimming program at Glen Waverley	1
They should help our day to day lives	1
When I contacted them, they stated that they are no longer offering free therapy sessions for mental health	1
Total	23

Traffic and public transport management

Bus service 802 / 804 / 631 frequency should be more often	2
More public transport	2



Monash City Council – 2025 Annual Community Satisfaction Survey

Annoying because people are using Atkinson St as a shortcut	1
Cars are very noisy at night	1
Cars drifting and screeching at night on Blackburn Rd is scary and annoying	1
Get rid of the electric bikes as they are dangerous	1
I would like to know how they are going to manage the traffic coming out of the Gully development	1
It is difficult to merge from Wellington Service Rd to Wellington Rd	1
Look into traffic jams in Wellington Rd, specifically in peak hours	1
More awareness for speed limits / no consideration of the speed signs	1
More concern for traffic	1
Need a bus stop on Browns Rd	1
Need to keep a clear zone on High St Rd during peak hours	1
No one follows the rules, especially the 40k by the shops	1
Prefer 40K for most residential streets	1
Road safety, particularly the speed limits	1
Traffic from Matthew St to Blackburn Rd is bad	1
Traffic management near Coles in Cooke St / Centre Rd is purely terrible	1
Warrigal Rd is way too busy	1
We could not turn out into Waverley Rd from Atkinson St	1
Woolwich Dr is used by people not from here as a short cut and to avoid the humps in other streets	1
Total	23

Communication, consultation, Council management

Broaden services over the phone	1
Council often does not have any authority to do anything	1
Council should focus on local issues, not global issues and politics	1
Everyone works from home	1
Flooding and drains problems have been unresolved for the last ten years	1
I am upset with the Councillors as they are more focused on their political career and need to be more in tune with the work	1
I do not like way the election boundaries are set up	1
It takes a long time to address issues like electricity and water	1
Just need to respond quickly	1
More feedback on the Council offices upgrade	1
Put information elsewhere other than websites	1
Some sort of online service after 5 pm to complain would be great as we work when the service is open, and we want to complain to them after work	1
Spoken language like Telugu and Urdu	1
The way the election boundaries are set up makes it hard to remove or elect a Councillor	1
They are not handling things well	1
They are very slow with their work	1
User friendly with services on the phone	1
We are receiving information in the mail regarding the elections, and they say they will cut the cost of living, but they should tell us how they will cut it	1
Would prefer the newsletter to be sent via email	1
Total	19



Monash City Council – 2025 Annual Community Satisfaction Survey

<i>Rates / financial management</i>	
Focus on cutting rates / keep the rates as low as possible / cheaper	3
Council should reduce staff by 50% / save money	2
Pleased with the value for money, lowest rates etc.	2
Council should not be involved in climate change policies or spending money on it	1
Do not blindly go into renewable energy without the research and the cost being considered	1
Manage the finance efficiently	1
Out of Council's control but it would be so much better if we pay less taxes	1
Please stop using money for the rainbow agenda	1
Reduce the rent near Monash University	1
Spend our money wisely	1
The rates are so high in healthcare centres	1
Try to get the inflation down	1
Try to only do essential services to keep rates down	1
Total	17
<i>Parking</i>	
More concern for parking / needs to be improved	3
I have difficulty accessing my driveway because of parking from the rental houses	1
Make free parking longer than 1 hour	1
My friends and family might not have parking space when coming over on weekends	1
Need more car parks on residential streets	1
Parking has been terrible due to construction and traffic	1
Parking is almost fully occupied	1
Parking is terrible	1
People double park during picks up and drop off time on Edith St	1
People should not park outside on the streets	1
The rental houses have too many cars that park on the road	1
There is enough parking on the street but is often occupied by hospital staff as parking is charged at the hospital	1
To add more parking on Kingsway Rd	1
We need more parking facilities in public spaces, such as at the Monash Aquatic Centre	1
Total	16
<i>General positive comments</i>	
All is good / Council is ok / doing a good job	7
Keep on doing a good job / keep up the good work	3
Generally happy	2
I enjoy living here	1
Pretty good Council	1
The city should keep the things as it is because it is good	1
Total	15



Monash City Council – 2025 Annual Community Satisfaction Survey

<i>Roads</i>	
Road maintenance / fix the roads / potholes	4
Fix the potholes in Wellington Rd / Wellington Rd is full of potholes	2
Cambro Rd is unsafe	1
Centre Rd has potholes	1
Clarinda Rd has potholes	1
Huntingdale Rd has potholes	1
I have concern about the one way on Wilma Ave as I have been nearly hit a few times	1
I would like to know when the Westall Rd joins the freeway	1
The road just before Central Reserve is broken on most lanes and has not been fixed for 3 - 4 years	1
There is a lack of lighting on Cambro Rd	1
There should be a signal light at the turn from Atkinson St to Waverley Rd	1
Total	15
<i>Safety, policing and crime</i>	
Safety	3
Crime as there is a lot of burglaries being reported on Facebook everyday	1
Drunkard living in community housing was seen abusing people in Chadstone village	1
Increase surveillance and safety in the area	1
Policing and security of the area as crime rate is quite high here	1
Safety is a concern here because there have been a lot of break-ins happening in this area	1
Security of the area due to thefts in the area	1
Unsafe	1
Total	10
<i>Comments relating to this survey</i>	
Make an online version of the survey / should have been online	3
Survey was too long	2
Do they take this feedback into consideration? After paying to get feedback?	1
I prefer participating in shorter surveys more often	1
It will be useful to publish survey results to the bulletin	1
Surveys do not allow more feedback or has narrow feedback	1
Take action on this survey	1
This is the first time I have done this sort of a survey. Nice work	1
Would be good if the survey can be done in Korean	1
Total	12
<i>Footpaths</i>	
Do not like shared paths as bikes whizz past and it is not safe for the elderly	1
Do not paint footpaths with rainbow colours	1
Footpath in the park near Macrina St, Huntingdale	1
Footpaths should be a priority	1



Monash City Council – 2025 Annual Community Satisfaction Survey

Improve the condition of the walkways	1
Not a single pedestrian walking for the children in front of the school opposite Oleander St	1
The bikers path lines should be done again	1
The footpaths are not level, and it made me break my leg when I tripped over it	1
They do not fix the paths permanently which causes issues in the neighbourhood	1
Total	9

Planning and development issues

It is a bit sad to see this crowding with way the houses are being re-developed	1
Council should be on to the housing department to deal with the boarded up public housing on 1 Risdon Dr	1
Keep fighting developments, not against it but there should be a limit as it makes parking terrible	1
More housing	1
They are not including hospitals but there are other developments	1
They should stop building high-rise apartments	1
Unhappy with big concrete double story houses	1
Unhappy with houses being knocked down	1
Total	8

Cleanliness of areas

More street sweeping / sweeping needed	3
Junk lying around after rubbish and hard rubbish collection does not look good for the neighbourhood	1
Rubbish from factories is smelly on Connam Ave	1
Some litter on Murdo Rd	1
Total	6

Animal management

Cats are not being contained / there are stray cats in the area	2
Animal management	1
Dogs are barking incessantly and the Council's rules for taking any notice is ludicrous	1
Get rid of the possums because they poop everywhere. They are becoming pests	1
Total	5

Street lighting

Cabena Child and Family Community Centre has a bright light on the front door that shines through the blinds at night	1
Streetlights should face down, so it does not affect the birds	1
There is no light at night	1
We need more streetlights	1
Total	4



Monash City Council – 2025 Annual Community Satisfaction Survey

<i>General negative comments</i>	
Common sense, none of this LGBT ****	1
It is not being done well	1
They should let someone else do it properly	1
Total	3
<i>Multicultural issues</i>	
Immigrants knock down existing houses	1
Street taken over by China	1
Want more Australians to live here	1
Total	3
<i>Environment and sustainability</i>	
More trees for the birds and insects	1
Total	1
<i>Other</i>	
Always strive to do better	1
If there is a helicopter at night, the flight path vibrates, it should go over the factory area instead	1
Total	2
Total responses	250

Appendix One: survey form

Monash City Council 2025 Annual Community Satisfaction Survey



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

Council is required, under government regulations to conduct a community satisfaction survey every year, and we would welcome your feedback on the performance of Council, including ways in which Council may improve its performance.

The survey also includes a few questions about what the community values most about Monash and what the issues are that affect Monash both now and into the future.

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

1

Have you contacted Monash City Council in the past 12 months?

Yes (*continue*)

1

No (*go to Q.5*)

2

If Yes, why did you contact Council?

2

When you last contacted the Council, was it?

(Please circle one only)

Visit in person

1

Social media (*e.g. Facebook*)

7

Telephone (*during office hours*)

2

Directly with a Councilor

8

Telephone (*after hours service*)

3

Live chat

9

Mail

4

Web request / online forms

10

Email

5

Other (specify) _____

11

Website

6

3

Was this your preferred method of contacting Council?

Yes

1

No

2

If No, how would you have preferred to contact Council? _____

If No, why were you unable to use your preferred method? _____

4

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

1. General reception	0	1	2	3	4	5	6	7	8	9	10	99
2. Care and attention to your enquiry	0	1	2	3	4	5	6	7	8	9	10	99
3. Provision of information on the Council and its services	0	1	2	3	4	5	6	7	8	9	10	99
4. Speed of service	0	1	2	3	4	5	6	7	8	9	10	99
5. Resolving your request with a sense of ease and accomplishment	0	1	2	3	4	5	6	7	8	9	10	99
6. Courtesy of service	0	1	2	3	4	5	6	7	8	9	10	99
7. Access to relevant officer / area	0	1	2	3	4	5	6	7	8	9	10	99
8. Staff's understanding of your language needs	0	1	2	3	4	5	6	7	8	9	10	99
9. Overall satisfaction with the customer service experience	0	1	2	3	4	5	6	7	8	9	10	99

If any aspect rated less than 6, why do you say that?

5

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

1. The maintenance and repair of sealed local roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<i>This includes local streets and roads managed by Monash but excludes highways and main roads that are managed by VicRoads</i>													
2. Footpath maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Drains maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Regular garbage collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Regular recycling service	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<i>If less than 6, why do you say that?</i>													
6. Regular green waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

5

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.

7. Street sweeping	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Provision and maintenance of street lighting	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Provision of parking facilities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Local traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Provision and maintenance of parks, gardens and reserves	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
If less than 6, why do you say that?													
Is there a specific park, garden or reserve of concern?													
13. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
If less than 6, why do you say that?													
14. Animal management (control and regulation of pets and domestic animals)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Council activities to encourage environmental sustainability	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
If less than 6, why do you say that?													
16. Council's newsletter Monash Bulletin (delivered by Australia Post to every household in Monash)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
If less than 6, why do you say that?													

6

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

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

1. Council's website	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

6

2. Hard rubbish collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
3. Council's Waste Transfer Station (located in Ferntree Gully Road, Notting Hill)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
4. Recreation and Aquatic Centres	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
5. Bike paths and shared pathways	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
6. Sports ovals and other outdoor sporting facilities	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
7. Provision and maintenance of local playgrounds	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
8. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
If rated less than 6, why do you say that, and please name any specific locations of concern?														
9. Council run services for children and their families	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
10. Council services for older residents and activities for seniors	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
11. Local library and library services	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
12. Council run programs and activities for young people (10 to 25 years of age)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	

7

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

1. Council's performance in community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
<i>If less than 6, what do you wish Council would ask you about?</i>												
2. The opportunities offered by Council to engage or be consulted with on Council decisions	0	1	2	3	4	5	6	7	8	9	10	99
3. Council's representation, lobbying and advocacy on behalf of the community with other levels of government or organisations on key issues	0	1	2	3	4	5	6	7	8	9	10	99
4. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99
5. Council performance providing 'value for rates'	0	1	2	3	4	5	6	7	8	9	10	99
6. Council's performance in maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	99
7. Council making decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
8. Performance of Council across all areas of responsibility	0	1	2	3	4	5	6	7	8	9	10	99
If overall satisfaction less than 6, what does Council most need to do to improve its performance?												

8

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

Issue One:	
Issue Two:	
Issue Three:	

The population of Monash is expected to grow by approximately 46,000 over the next 20 years. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

9

On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with planning for population growth (by all levels of government).

Planning for population growth	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												

10

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

1. The appearance and quality of new developments in your area	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, please identify the developments:</i>												
2. The design of public spaces	0	1	2	3	4	5	6	7	8	9	10	99
3. The protection of trees and vegetation on private property	0	1	2	3	4	5	6	7	8	9	10	99

11

On a scale of 0 (lowest) to 10 (highest) can you please rate your satisfaction with the following aspects of traffic and parking in the City of Monash?

1. Volume of traffic on residential streets	0	1	2	3	4	5	6	7	8	9	10	99
2. Volume of traffic on main roads	0	1	2	3	4	5	6	7	8	9	10	99
3. Speed of traffic on residential streets	0	1	2	3	4	5	6	7	8	9	10	99
<i>If < 5, is speed too fast or too slow</i>	Too fast						Too slow					
4. Speed of traffic on main roads	0	1	2	3	4	5	6	7	8	9	10	99
<i>If < 5, is speed too fast or too slow</i>	Too fast						Too slow					
5. Availability of parking on residential sts.	0	1	2	3	4	5	6	7	8	9	10	99
6. Availability of parking on main roads	0	1	2	3	4	5	6	7	8	9	10	99

12

On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas in the City of Monash?

1. During the day	0	1	2	3	4	5	6	7	8	9	10	99
2. At night	0	1	2	3	4	5	6	7	8	9	10	99
3. Travelling on / waiting for public transport	0	1	2	3	4	5	6	7	8	9	10	99
4. In and around your local shopping district / centre	0	1	2	3	4	5	6	7	8	9	10	99
If any rated less than 5, why do you say that?												

13

Over the next four years, Council will continue to focus on the following six areas to work towards achieving the *Community Vision*. On a scale from 0 (very unimportant) to 10 (very important), how important are each of these areas for Council to focus on?

1. A Vibrant and Leafy City	0	1	2	3	4	5	6	7	8	9	10	99
2. Easy to Get Around	0	1	2	3	4	5	6	7	8	9	10	99
3. Services in my Neighbourhood	0	1	2	3	4	5	6	7	8	9	10	99
4. A Strong Sense of Community	0	1	2	3	4	5	6	7	8	9	10	99
5. An Engaged Community	0	1	2	3	4	5	6	7	8	9	10	99
6. A Sustainable Future	0	1	2	3	4	5	6	7	8	9	10	99

A Vibrant and Leafy City

- We have vibrant and leafy city that values our trees and parklands, and balances the demand for housing and public infrastructure to meet the current and future needs of our community.

Easy to Get Around

- A city that ensures easy access for everyone, supporting preferred modes of travel with sustainable public transport options and interconnected walking and cycling paths.

Services in my Neighbourhood

- A city that has a wide range of quality services such as schools, shops, dining, healthcare, education, jobs, parks, libraries and community facilities.

A Strong Sense of Community

- A safe, diverse, and inclusive community that promotes social connection, supports mental health, and provides opportunities for enhanced social, emotional, and physical wellbeing.

An Engaged Community

- A community that stays well-informed about issues that affect our city and actively participates in decision-making opportunities that impact them.

A Sustainable Future

- A city that protects our natural environment and takes a leadership role in addressing and adapting to climate change.

14**Please indicate which of the following best describes you.**

15 - 19 years	1	45 - 59 years	4
20 - 34 years	2	60 - 74 years	5
35 - 44 years	3	75 years or over	6

15**With which gender do you most identify?**

Man / Male	1	Prefer to self describe:	4
Women / Female	2	_____	
Non-binary	3	Prefer not to say	5

16**Are any members of this household of Aboriginal and / or Torres Strait Islander origin?**

Yes	1	No	2
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17**What are all the languages spoken in this household?**

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

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

Yes	1	No	2
-----	---	----	---

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

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

20**Do you identify with any of the following diverse population groups?**

Person with chronic illness	1	Financial hardship	4
Culturally or linguistically diverse	2	Other (<i>please describe</i>):	9
LGBTIQA+	3	_____	

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

Thank you for your time
Your feedback is most appreciated

Council will publish the full results of this survey on its website by end June 2025, following detailed analysis and discussion with Councillors and senior officers.