

7.4.3 HARD WASTE COLLECTION SERVICE REVIEW

Responsible Manager:	Kristy Green, Manager Sustainable Monash
Responsible Director:	Jarrod Doake, Director City Services

RECOMMENDATION

That Council

- Endorses the transition from a single annual scheduled collection to an at-call (booked) service providing two collections of up to 4 cubic metres each per year, commencing in the 2027 service year.**

INTRODUCTION

This report presents the outcomes of community consultation on the future delivery model for hard waste collection. It seeks Council endorsement to transition from the current annual scheduled service to an at-call booking system from 2027, reflecting community preference. It also outlines next steps for procurement and compliance measures to ensure successful implementation. Findings, options and implications are provided to inform Council's decision on the preferred model from 2027.

COUNCIL PLAN STRATEGIC OBJECTIVES

A city that promotes environmental sustainability

Where neighbourhoods are designed and developed along environmentally sustainable development and urban design principles, in sympathy with the natural environment.

A council with good governance, strong leadership and community involvement in decision making

A Council that provides governance and leadership for the benefit of our community through community engagement, advocacy, decision making and action.

BACKGROUND

The City of Monash currently provides a hard waste collection service under contract, designed to help residents safely dispose of bulky household items such as furniture, white goods, and mattresses. The service model was determined following an overwhelming response to community consultation in 2017, which strongly supported retaining an annual scheduled collection with the option of an additional paid at-call service.

Under the current arrangement, residents receive one scheduled annual collection of up to 4 cubic metres, typically delivered between July and September, with the option to book an additional at-call collection for a fee. This service has been delivered consistently under the existing contract, which is due to expire on 30 June 2027, with the final scheduled annual collection occurring in 2026.

Given the timing of the contract expiry and the last scheduled collection, this was the ideal opportunity to consult with our community to determine their preferred service model for the future. The consultation results will inform the design of the next program and enable Council to tender for a new contract that reflects community preferences and needs.

2025 Consultation Intent and Timing

The recent Shape Monash consultation (Oct–Nov 2025) sought community preferences to guide the post-2026 service model. This timing ensures Council can incorporate community feedback into the new contract design and commence procurement well before the current contract expires.

Observed shift over time: The 2017 mailed survey strongly supported retaining an annual blanket collection with a paid at-call option, whereas the 2025 Shape Monash consultation shows a slight majority now preferring a booked at-call model overall, signalling an evolving community preference toward flexibility while keeping amenity protections front of mind.

DISCUSSION

The consultation aimed to understand community preferences for the future hard waste service and ensure the next contract reflects these needs. Engagement was strong, supported by a multi-channel campaign, and the results show a clear shift toward flexibility.

Consultation Overview (17 Oct – 27 Nov 2025)

The Shape Monash project recorded 5,945 views, 5,179 visits, 4,255 unique visitors, and 2,745 contributions from 2,451 contributors, with 252 followers. The hard waste and glass bin preferences page was the most visited, attracting 5,141 visits and 4,228 visitors. Most visits were first-time (76.8%) rather than returning (23.2%).

Traffic sources included direct (46.8%), campaigns (25.2%), websites (17.1%), social media (5.6%), and search engines (5.3%). An email campaign reached 1,928 recipients with a 9.65% click-through rate. Page views were predominantly English (96%), with Chinese (Simplified and Traditional), Hindi, and Greek also represented, highlighting the value of interpreters at pop-up sessions.

Council promoted the consultation through the Monash Bulletin (76,500+ households), social media (19,000+ followers), renter-targeted ads (8,130 accounts reached), e-newsletters, SMS alerts (5,944+ messages), website links (10,689 users), on-hold messages, and three pop-up events with translators. Posters and digital screens were displayed at civic and community facilities.

Community Preferences

Of 2,666 valid responses, 55.36% (1,476) preferred a booked at-call service, while 44.64% (1,190) supported retaining the scheduled annual collection.

Demographic insights:

- Tenure: 86.8% homeowners; 8.8% renters.
- Dwelling type: 81% standalone houses; 17.3% multi-unit dwellings.

- Top suburbs: Glen Waverley (21.5%), Mount Waverley (20.8%), Wheelers Hill (11.9%), Mulgrave (10%), Clayton (6.7%).

Common Themes

Community feedback highlighted strong and contrasting views on both service models:

- Flexibility and convenience: Many residents value the ability to book collections when needed, with options for smaller, split collections. This suits households with limited storage or changing needs.
- Predictability and simplicity: Others appreciate the certainty of a scheduled annual service, which makes planning easier, particularly for older residents and those with limited access to technology.
- Amenity and compliance: Concerns were raised about potential visual clutter and illegal dumping under an at-call model. Residents stressed the need for strict put-out times, rapid collection and robust enforcement.
- Equity and access: Ensuring fair access for renters and multi-unit dwellings was considered important, with targeted outreach welcomed.
- Cost and efficiency: The annual service was seen by some as more cost-effective and operationally efficient, reducing administrative overhead and consolidating pickups.
- Environmental and community benefits: Scheduled collections were praised for encouraging reuse and salvage, reducing landfill, and fostering a sense of community through shared participation.
- Concerns about at-call alternatives: While flexibility was popular, some residents expressed strong opposition to booked collections, citing risks of year-round messiness and reduced civic pride.

Service Options

Option A – Retain scheduled annual service:

- Advantages: predictable logistics, concentrated operational timeframes, stable unit costs.
- Disadvantages: lower flexibility, peak resource pressures, increased “out of cycle” demand via the Recycling and Waste Centre, less responsive to changing household needs, customers who miss the scheduled collection often request free out-of-cycle pickups, creating additional resource costs. More expensive than at-call, as every residence is charged.

Option B – Transition to at-call service (slightly preferred by community):

- Advantages: flexibility, offers two at-call collections of up to 4 cubic metres each, improved alignment with contemporary customer expectations, year-round capacity smoothing, potential financial savings, less cost as we are only charged for services that take place.
- Disadvantages: requires a booking platform and customer support, stronger amenity controls (specified presentation areas and rapid collection service) and compliance,

operational dispatch complexity and potential increase in service administration if the contract is not designed appropriately.

Implementation

Council will go out to tender in 2026 for a new contract commencing in 2027. The tender will reflect the service model endorsed by Council, either the current scheduled annual collection or the proposed at-call model.

If Council endorses the transition to an at-call service, the contract will:

- Include contractor-managed bookings and collections (digital and phone options).
- Set service standards for timely pick-up (e.g., 48–72 hours after booking).
- Incorporate compliance and enforcement provisions to maintain amenity.

Officers will also investigate additional resources to support enforcement and protect neighbourhood amenity.

Benchmarking

Monash provides one of the most comprehensive and resident-focused hard waste services among the benchmarked councils. While some councils offer more frequent collections, Monash delivers a generous service with one of the largest standard allowances (4m x 1m x 1m) and maintains access to a dedicated Recycling and Waste Centre, including significant resident discounts—an advantage many others lack. This service excellence will continue to be maintained in either of the proposed service models Council chooses to implement.

Preliminary feedback from GSEM councils using booked at-call services shows uptake varies widely (30–60%), indicating that demand fluctuates significantly between municipalities. This will be carefully considered in future cost modelling and service design.

FINANCIAL IMPLICATIONS

Annual scheduled service: Costs are generally predictable because collections occur within a single defined period each year.

Table 1 – Actual Costs Annual Hard Waste Collection

Financial Year	Actual Total Costs
FY25-26	\$1,833,081
FY24-25	\$1,627,431
FY23-24	\$1,593,938
FY22-23	\$1,522,701
FY21-22	\$1,503,028

At-call service: actual costs are yet to be determined. Overall costs could be lower if residents only book collections when needed, rather than being encouraged to put out waste annually.

Table 2 – Estimated costs of at-call collection with 50% uptake

Item	Estimated Costs
Collection	\$1,088,300
Disposal	\$805,368
Total	\$1,893,668

Table 3 – Estimated costs of at-call collection with 60% uptake

Item	Estimated Costs
Collection	\$1,305,962
Disposal	\$966,440
Total	\$2,272,402

POLICY IMPLICATIONS

Once the service type is confirmed by Council, the relevant details will be incorporated into the *new Resource Recovery and Waste Services Policy (draft)*, which is currently before Council for consideration. This ensures alignment between service delivery and Council's overarching policy framework.

CONSULTATION

Extensive engagement was undertaken using multiple channels to ensure broad participation, including targeted outreach to renters and culturally diverse communities. Pop-up sessions provided in-person opportunities with translators available.

SOCIAL IMPLICATIONS

- Flexibility & household needs: At-call models better suit residents with limited storage, changing household circumstances, or those preferring to dispose when needed.
- Equity: Continued focus on renters and multi-unit dwellings (17.3% of respondents) to ensure fair booking access and compliant storage/put-out arrangements.
- Amenity: Clear put-out rules, rapid pick-ups, and compliance are critical to protect streetscapes, reflecting long-standing community concerns (2017 and 2025).
- Inclusion: Language support and access to translators remain valuable given multilingual page views and diverse demographics.

HUMAN RIGHTS CONSIDERATIONS

There are no human rights implications for this report.

GENDER IMPACT ASSESSMENT

An extensive Gender Impact Assessment was undertaken in accordance with the requirements of the Resource Recovery and Waste Services Policy (draft), which includes delivery of the Hard Waste service. The assessment considered how the proposed service model may impact different genders and identified measures to ensure equitable access and participation. Findings from the GIA have informed the design principles for the future service and will continue to guide implementation and communication strategies.

CONCLUSION

Community sentiment has slightly favoured an at-call hard waste model, with 55.36% of respondents preferring bookings over the scheduled annual service (44.64%). Preliminary benchmarking from other GSEM Councils with at-call hard waste collections indicate uptake of the service ranging from 30% to 60%, demonstrating potential financial savings with this model.

In line with this feedback, and to ensure the next contract reflects community needs, Council is requested to endorse the transition to an at-call (booked) hard waste collection service commencing from the 2027 service year, as outlined in the recommendation. This approach will allow Council to design and tender for a program that delivers improved service flexibility while maintaining amenity and operational efficiency.

ATTACHMENT LIST

1. Hard Waste and Glass Bins- Final Shape Overview-27 Nov 2025 [7.4.3.1 - 6 pages]
2. Hard Waste- Glass Bins- Final Summary Report-27 Nov 2025 [7.4.3.2 - 16 pages]
3. monash-2021-and-beyond-community-survey-research-report-final [7.4.3.3 - 54 pages]
4. waste-management-strategy-and-hard-waste-service-options-december-2017 [7.4.3.4 - 3 pages]

Shape Monash

Report Type: Project

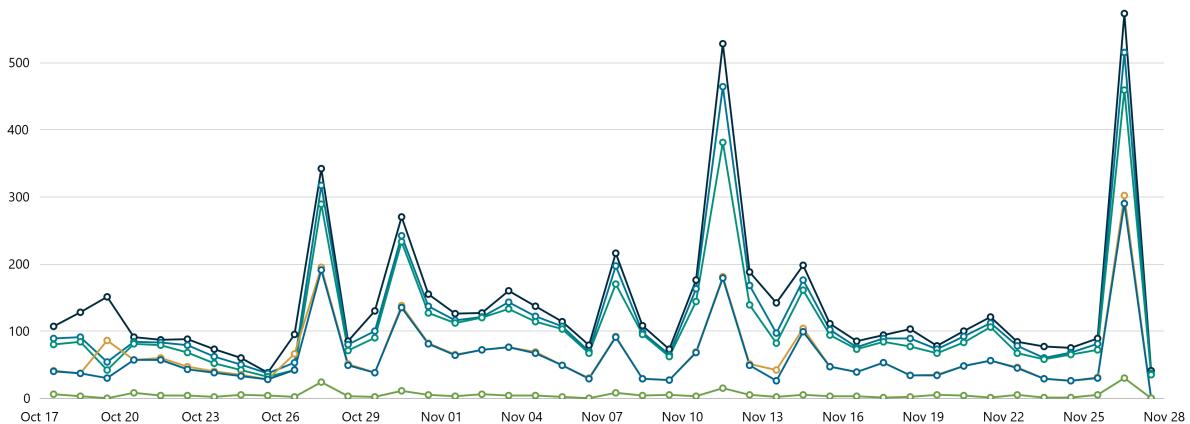
Project Name: Share your hard waste and glass bin preferences

Date Range: 17-10-2025 - 27-11-2025

Exported: 27-11-2025 12:39:12

Performance Summary

Information regarding key visitation and utilisation metrics for your Site or projects.

**5,945**
Views**5,179**
Visits**4,255**
Visitors**2,745**
Contributions**2,451**
Contributors**252**
Followers

Views - The number of times a Visitor views any page on a Site.

Visits - The number of end-user sessions associated with a single Visitor.

Visitors - The number of unique public or end-users to a Site. A Visitor is only counted once, even if they visit a Site several times in one day.

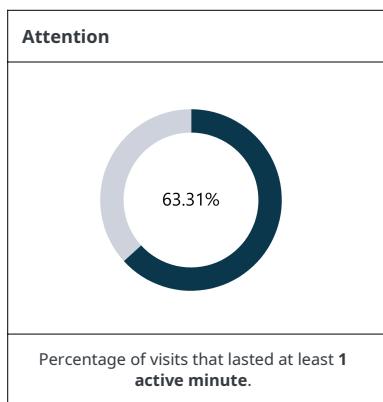
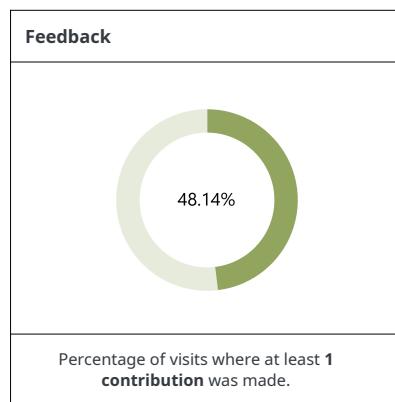
Contributions - The total number of responses or feedback collected through the participation tools.

Contributors - The unique number of Visitors who have left feedback or Contributions on a Site through the participation tools.

Followers - The number of Visitors who have 'subscribed' to a project using the 'Follow' button.

Conversions

Information regarding how well your engagement websites converted Visitors to perform defined key actions.



Participation

Information regarding how people have participated in your projects and activities.

Contributions by Activity		
Contributions by Activity is a breakdown of contributions across each tool		
Activity	Contributions	%
Form	2,745	<div style="width: 100%;">100%</div>

Top Activities			
Top Activities is the top 5 tools that received the highest contributions			
Activity	Page Name	Contributions	Contributors
Form	Share your hard waste and glass bin preferences	2,745	2,451

Projects

The current number of published projects on your site

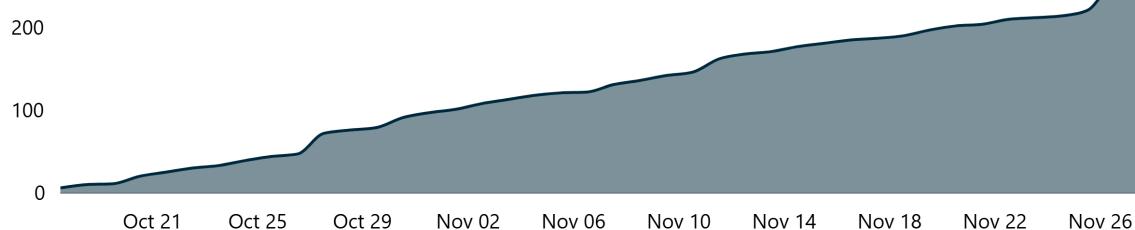
Engagement Time		Top Visited Pages			
10	13	4	Page Name	Visitation %	Visits
Days	Hours	Minutes	Share your hard waste and glass bin preferences	100%	5,141
Nov 26th 2025				Wednesday	
Peak Visitation Date		Peak Visitation Day			

People

Information regarding who has participated in your projects and activities.

Follower Activity

Information regarding the activity of registered Members who have 'followed' or subscribed to one or more projects.



252

Total Followers

252

New Followers

254

Total Follows

254

New Follows

Total Followers - The number of unique Members who have 'followed' at least one project.

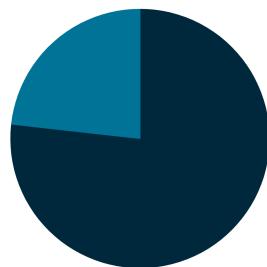
New Followers - The number of new unique Members who have 'followed' at least one project within the specified reporting date range.

Total Follows - The number of total 'follows' performed by all Followers across all projects. Each Follower may record multiple Follows.

New Follows - The number of new total 'follows' performed by all Members across all projects within the specified reporting date range.

Visit Profile

Visit Profile compares new visits and returning visits over the selected period.



● First Time: 3,976 - 76.77%

● Returning: 1,203 - 23.23%

First Time - The number of Visits that are visiting a Site for the first time within the reporting date range.

Returning - The number of Visits that have made more than one Visit to a Site within the reporting date range.

Acquisition

Information regarding the method by which Visitors arrived to your Site or projects.

Referral Types

Referral traffic is the segment of traffic that arrives on your website through another source, like through a link on another domain.



- Direct: 2,424 - 46.80%
- Campaigns: 1,303 - 25.16%
- Websites: 887 - 17.13%
- Social Media: 291 - 5.62%
- Search Engines: 274 - 5.29%
- AI Assistants: 0 - 0.00%

Direct - Visits from Visitors who enter the exact URL or click an untracked link (e.g., from emails without UTM parameters).

Search Engines - Visits from search results on engines like Google or Bing.

Websites - Visits from links on external sites, excluding search engines and social media.

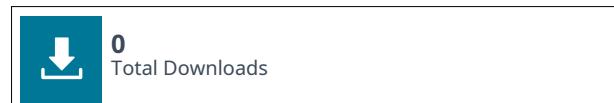
Social Media - Visits from links on platforms like Facebook, LinkedIn, or X.

Campaigns - Visits from tracked marketing efforts using UTM parameters, such as email campaigns or paid ads.

AI Assistants - Visits from clicks or referrals originating from AI services such as ChatGPT, Copilot, or other AI-powered tools.

Downloads

Information regarding your downloads, the total set of unique documents downloaded, total downloads of all files, and your top downloads.



No Data Available

Email Campaigns

Information regarding your email campaigns, your total campaigns, the total number of recipients, and your top campaigns by click-through rate (clicks as a percentage of total recipients).



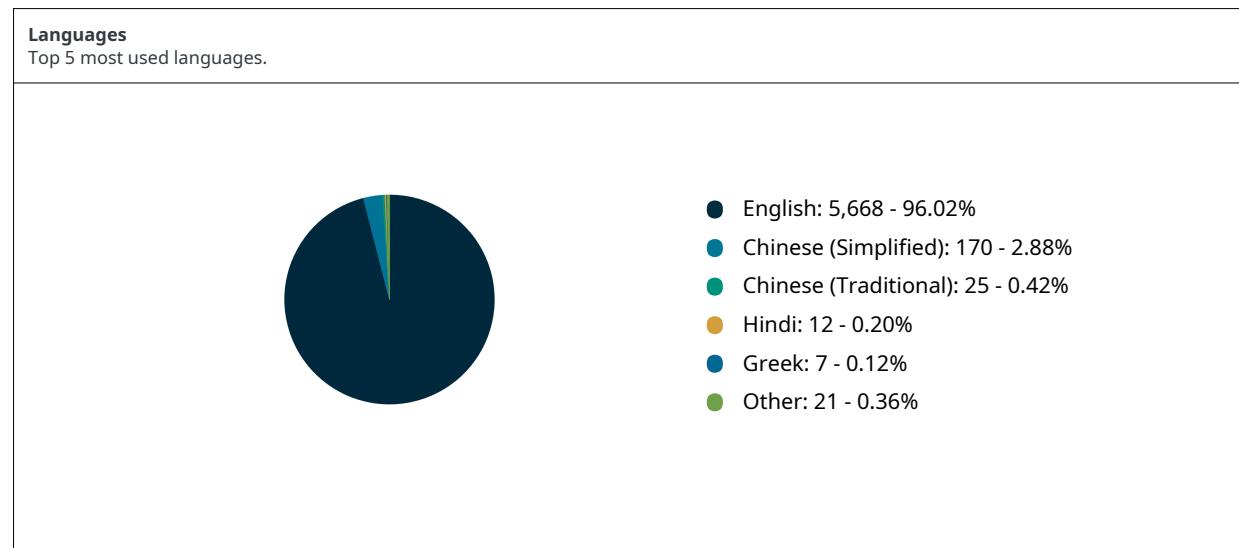
Top Campaigns

Top email campaigns that have activity in your selection, ordered by click-through rate (clicks as a percentage of total recipients).

Campaign Name	Recipients	Clicks	Click-through Rate
Share your hard waste and glass bin preferences	1,928	186	9.65%

Translation

Information regarding the languages used by visitors to your site or projects.



Top Languages	
Top 5 languages with the number of page views	
Language	Page Views
English	5,668
Chinese (Simplified)	170
Chinese (Traditional)	25
Hindi	12
Greek	7

Shape Monash

Form Results Summary

Oct 17, 2025 - Nov 27, 2025

Project: Share your hard waste and glass bin preferences

Form: Tell us how you want your hard waste collected and which glass bin size you prefer.

Tool Type: Form

Activity ID: 611

Exported: Nov 27, 2025, 12:45 PM

Exported By: selena.lee

Filter By: No filters applied.

Closed

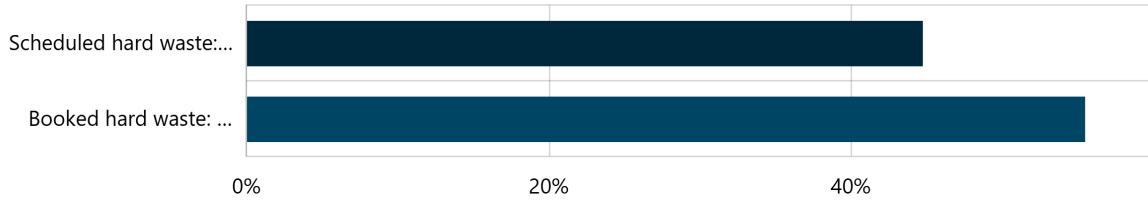
Tell us how you want your hard waste collected and which glass bin size you prefer.
[Share your hard waste and glass bin preferences](#)

2,451
Contributors **2,745**
Contributions

Contribution Summary

1. How do you want your hard waste collected? Required

Multi Choice | Skipped: 79 | Answered: 2,666 (97.1%)



Answer choices	Percent	Count
Scheduled hard waste: Keep the current service with one annual collection on a week set by Council.	44.64%	1,190
Booked hard waste: Change to a service where you can book the collection when needed.	55.36%	1,476
Total	100.00%	2,666

2. Can you tell us why you selected that option?

Short Text | Skipped: 523 | Answered: 2,222 (80.9%)

Sentiment

No sentiment data

Tags

No tag data

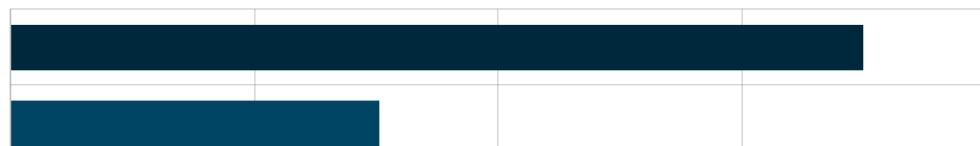
Featured Contributions

No featured contributions

3. Which height do you prefer?

Multi Choice | Skipped: 90 | Answered: 2,655 (96.7%)

Shorter bin (80L)



Taller bin (120L)

0%

20%

40%

60%

Answer choices**Percent****Count**

Shorter bin (80L)

69.83%

1,854

Taller bin (120L)

30.17%

801

Total**100.00%****2,655**

4. Can you tell us why you selected that option?

Short Text | Skipped: 561 | Answered: 2,184 (79.6%)

Sentiment

No sentiment data

Tags

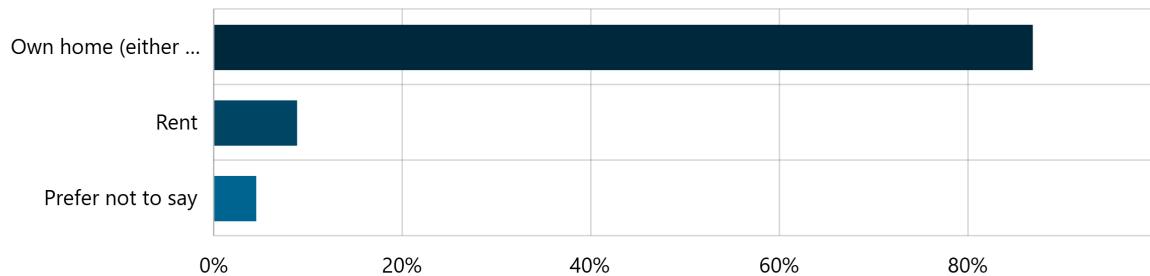
No tag data

Featured Contributions

No featured contributions

5. Do you own your own home or rent?

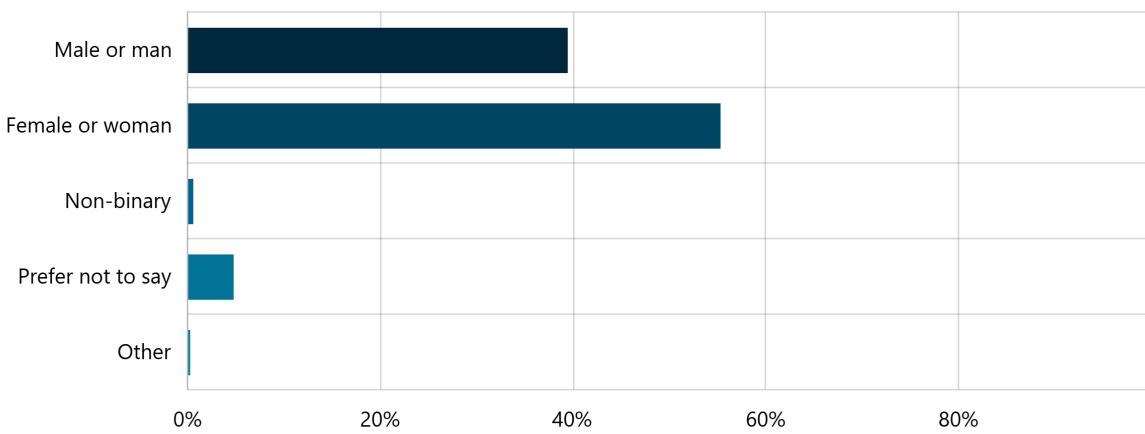
Select Box | Skipped: 201 | Answered: 2,544 (92.7%)



Answer choices	Percent	Count
Own home (either outright or with a mortgage)	86.79%	2,208
Rent	8.77%	223
Prefer not to say	4.44%	113
Total	100.00%	2,544

6. Your gender

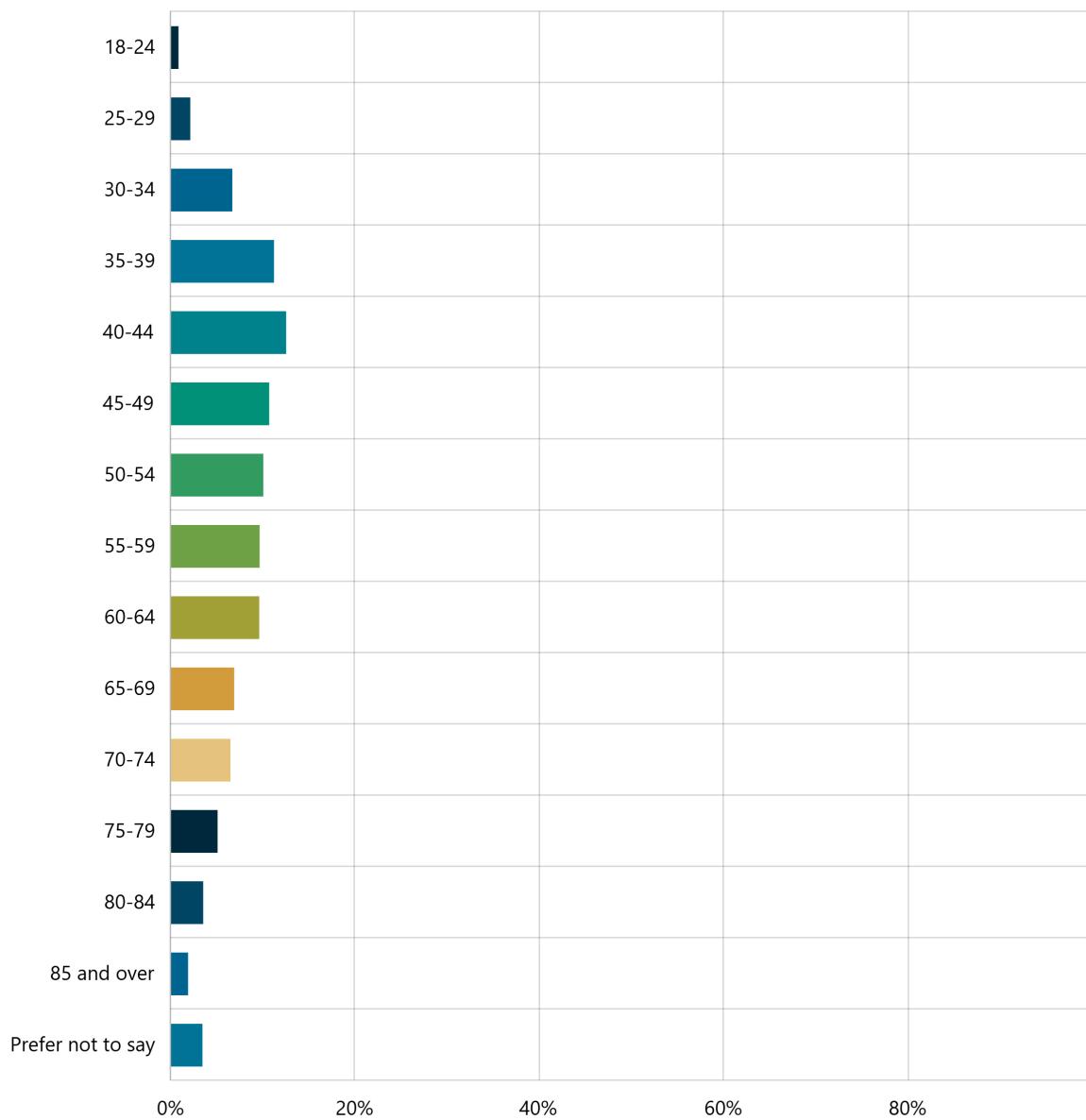
Select Box | Skipped: 240 | Answered: 2,505 (91.3%)



Answer choices	Percent	Count
Male or man	39.36%	986
Female or woman	55.21%	1,383
Non-binary	0.52%	13
Prefer not to say	4.71%	118
Other	0.20%	5
Total	100.00%	2,505

7. Your age group

Select Box | Skipped: 245 | Answered: 2,500 (91.1%)

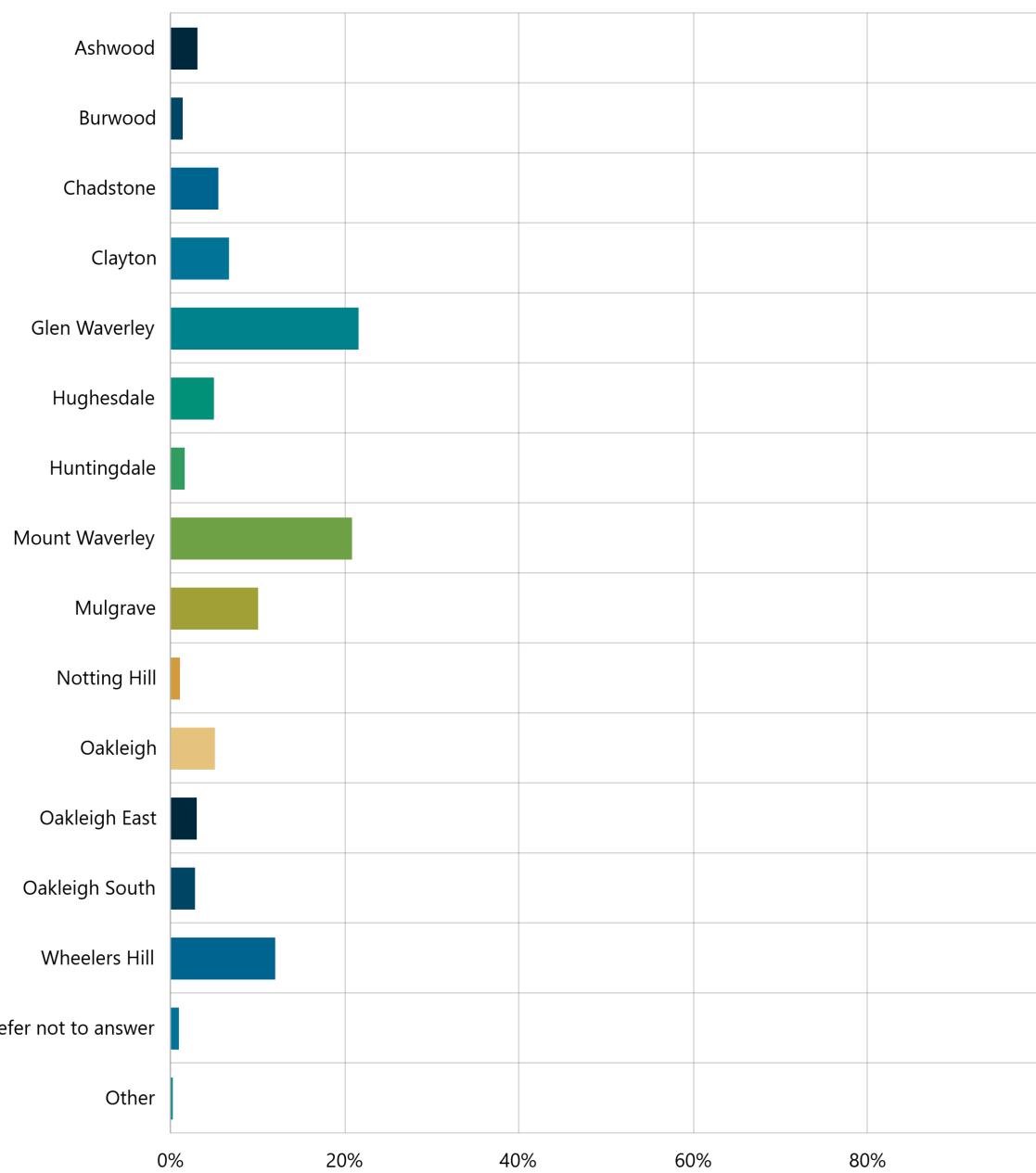


Answer choices	Percent	Count
18-24	0.80%	20
25-29	2.08%	52
30-34	6.64%	166
35-39	11.16%	279

40-44	12.48%	312
45-49	10.64%	266
50-54	10.00%	250
55-59	9.60%	240
60-64	9.56%	239
65-69	6.84%	171
70-74	6.44%	161
75-79	5.04%	126
80-84	3.48%	87
85 and over	1.84%	46
Prefer not to say	3.40%	85
Total	100.00%	2,500

8. Your suburb

Select Box | Skipped: 202 | Answered: 2,543 (92.6%)

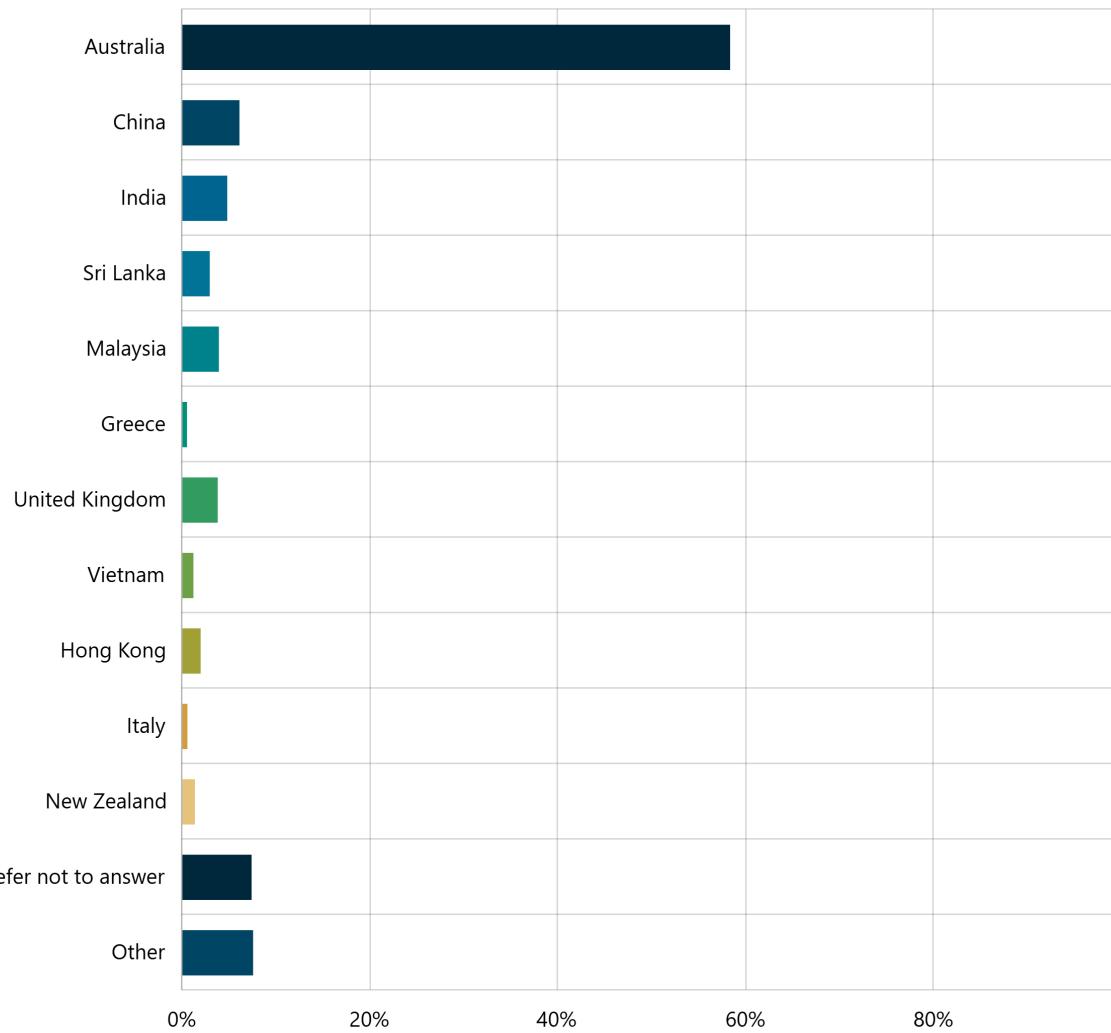


Answer choices	Percent	Count
Ashwood	3.03%	77
Burwood	1.34%	34
Chadstone	5.43%	138

Clayton	6.65%	169
Glen Waverley	21.51%	547
Hughesdale	4.92%	125
Huntingdale	1.57%	40
Mount Waverley	20.76%	528
Mulgrave	9.99%	254
Notting Hill	1.02%	26
Oakleigh	5.03%	128
Oakleigh East	2.95%	75
Oakleigh South	2.75%	70
Wheelers Hill	11.95%	304
Prefer not to answer	0.90%	23
Other	0.20%	5
Total	100.00%	2,543

9. Where were you born?

Select Box | Skipped: 272 | Answered: 2,473 (90.1%)

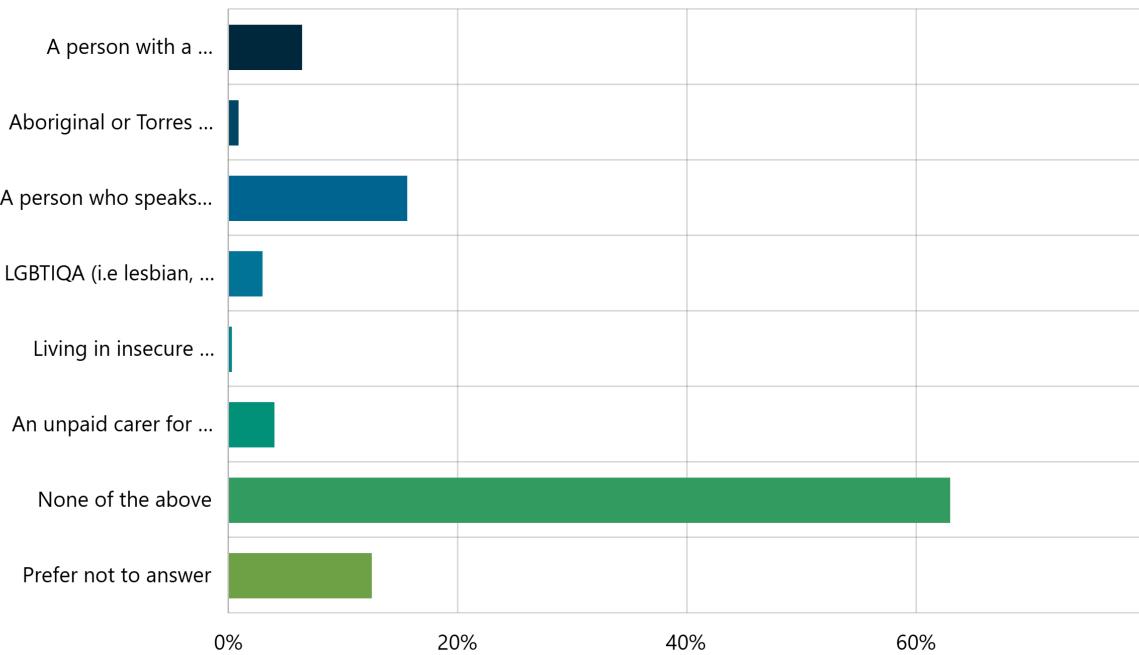


Answer choices	Percent	Count
Australia	58.27%	1,441
China	6.07%	150
India	4.77%	118
Sri Lanka	2.91%	72
Malaysia	3.88%	96
Greece	0.49%	12
United Kingdom	0.49%	93

Vietnam	1.17%	29
Hong Kong	1.94%	48
Italy	0.53%	13
New Zealand	1.33%	33
Prefer not to answer	7.36%	182
Other	7.52%	186
Total	100.00%	2,473

10. Do you identify as...

Multi Choice | Skipped: 344 | Answered: 2,401 (87.5%)



Answer choices	Percent	Count
A person with a disability, long-term health condition, or impairment that affects your daily activities	6.37%	153
Aboriginal or Torres Strait Islander	0.83%	20
A person who speaks a language other than English at home	15.54%	373
LGBTIQA (i.e lesbian, gay, bisexual, trans or gender diverse, intersex, queer or questioning)	2.92%	70
Living in insecure housing or experiencing homelessness	0.25%	6
An unpaid carer for family members or others because of their disability or a long term health condition	3.96%	95
None of the above	62.89%	1,510
Prefer not to answer	12.45%	299

11. What language do you speak at home?

Short Text | Skipped: 2,423 | Answered: 322 (11.7%)

Sentiment

No sentiment data

Tags

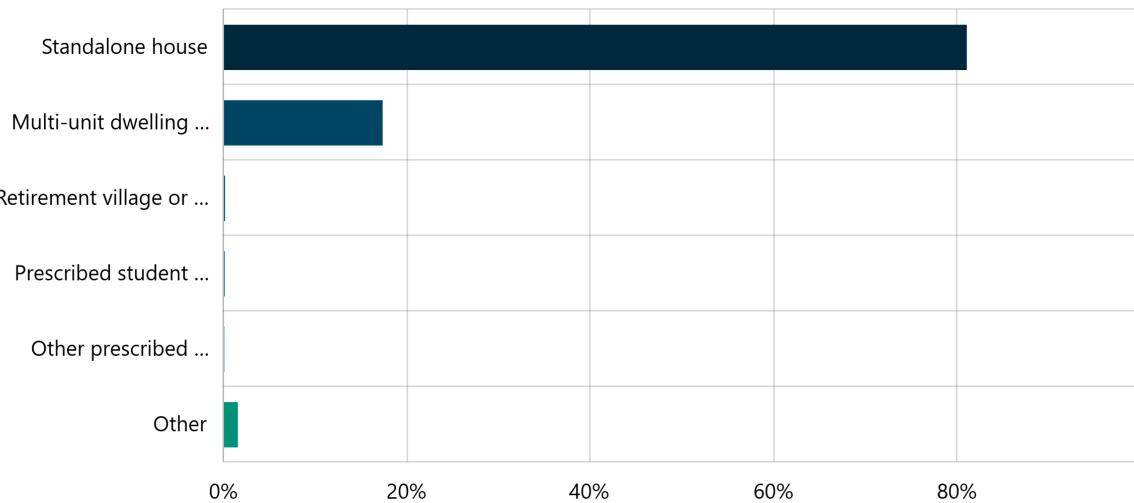
No tag data

Featured Contributions

No featured contributions

12. What kind of building do you live in?

Select Box | Skipped: 223 | Answered: 2,522 (91.9%)



Answer choices	Percent	Count
Standalone house	80.97%	2,042
Multi-unit dwelling (for example: apartment, unit or flat)	17.29%	436
Retirement village or aged care facility	0.12%	3
Prescribed student accommodation (for example, dormitories, residential college)	0.08%	2
Other prescribed accommodation (for example, rooming house)	0.04%	1
Other	1.51%	38
Total	100.00%	2,522

Monash 2021 and beyond - Community Survey



Summary of Results, August 2017



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Monash 2021 and beyond

Summary report on results of our coordinated community survey 2017

Monash 2021 and beyond was a survey for Monash community members, undertaken in February & March 2017. Just over 900 community members responded to this survey (700 people completed surveys online and an additional 200 people completed hard copy surveys).

This summary report brings together all the results and community feedback from the survey.

The survey was designed to coordinate the collection of community views for input into 10 Council strategies and forward plans, which are being developed by Council in 2017, following the election of our new Council at the end of 2016. The survey results have been incorporated into each of the draft plans, strategies, or reviews listed above. This ensured that all community feedback was considered in detail and incorporated into early drafts of strategies or plans.

Community members were invited to answer questions in three separate sections. No questions were compulsory and respondents could answer questions or sections they were most interested in. As a result, each question has been answered by a different number of respondents.

The three sections of the survey were:

Section 1: Managing our natural & built environments.

This section asked questions to provide feedback for development of Council's:

1. *Draft Public Open Space Strategy*
2. *Draft Vegetation & Landscape Strategy*
3. *Draft Domestic Animal Management Plan 2017-2021*
4. *Draft Waste Management Strategy* and consideration of a possible waste management charge for ratepayers
5. *Review of the current Road Management Plan*

Section 2: Promoting health & wellbeing

This section asked questions to provide evidence for development of Council's:

1. *Health & Wellbeing Partnership Plan 2017-2021*
2. *Draft Recreation Strategy*
3. *Draft Disability Action Plan*

Section 3: Fostering connected, inclusive & respectful communities

This section asked questions to provide feedback for development of Council's:

1. *Multicultural Action Plan*
2. Social health objectives within the *Health & Wellbeing Partnership Plan*
3. *Review of the Monash Engagement Framework*

In addition, **a set of demographic questions** were asked of respondents, to help Council understand who responded to the survey and how representative this survey sample was of our broader Monash community. This analysis "*About our survey sample*", can be found at the end of this report.

Section 1: Managing our natural & built environment



Public open spaces in Monash

Our *Community Survey 2017* asked two questions (Q.1 & Q2) to feed into development of a draft **OPEN SPACE STRATEGY**.

The most highly valued public open space

873 people responded to this question

The Monash community values most highly:

1. Local parks and playgrounds
2. Bushland reserves
3. Shared pathways for walking and cycling.

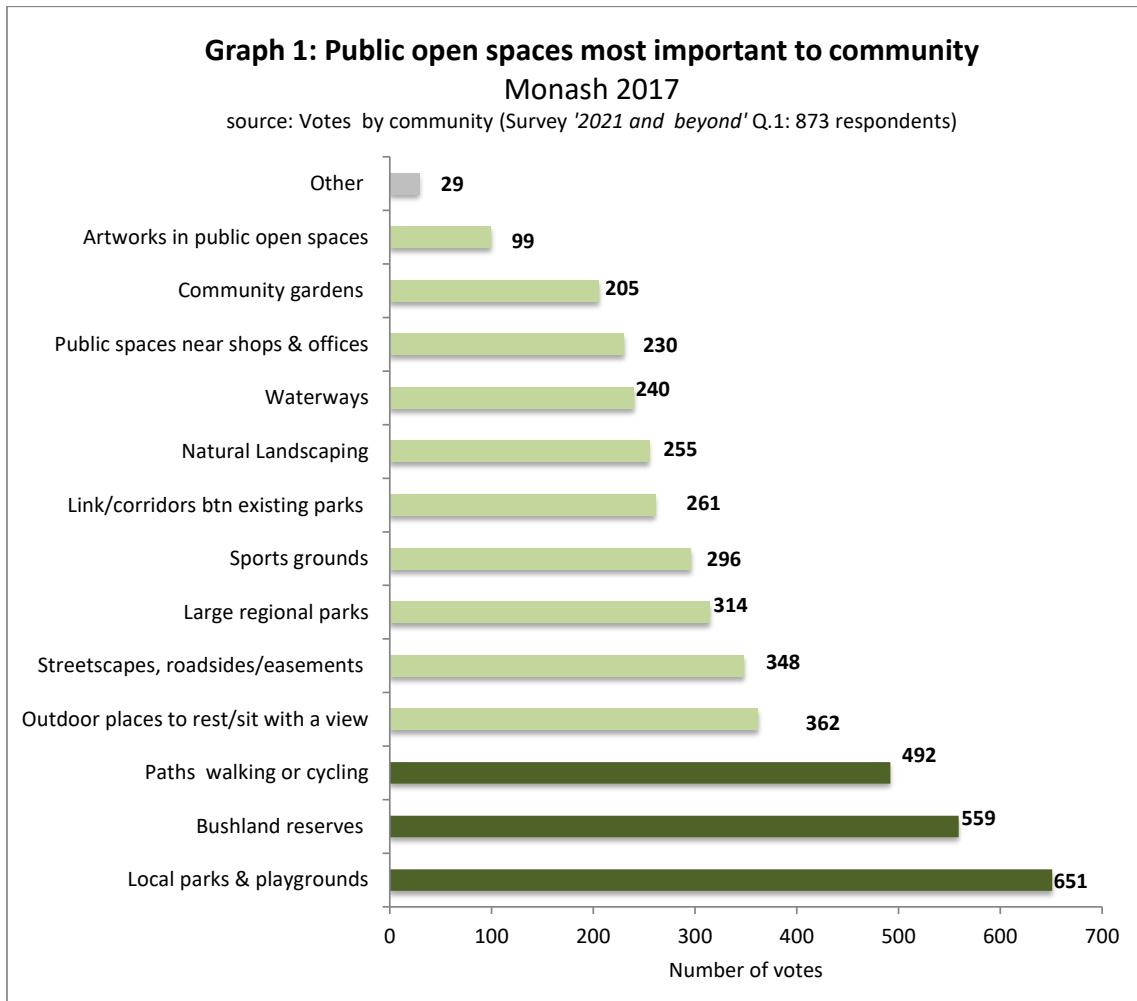
All votes are shown in Graph 1 overleaf.

The 'top three' above were the same priorities identified by the Monash community in 2012.

Encouraging the use of our public open spaces

To encourage people to use public open spaces more, the most highly recommended strategies for Council were:

- Continuing to invest in updating and reinvigorating these areas, including interesting child-friendly spaces
- Keeping all our public open spaces well-maintained and very clean
- Adding seating and park furniture
- Focusing on paths and trails to link-up our open spaces
- Promoting and publicising the spaces more.



Plants & Landscaping in your neighbourhood



Our *Community Survey 2017* asked four questions (Q.18 – Q.21) to feed into development of a new strategy – Council's **VEGETATION, LANDSCAPE & CANOPY STRATEGY**, being considered in 2017.

Importance of trees and gardens to your neighbourhood

880 people responded to this question

The overwhelming majority of respondents (93%) do consider trees and gardens to be *important* for their neighbourhood. In fact, 71% consider these *very important*.

Less than 2% considered trees and gardens to be *unimportant* for their neighbourhood.

It was noted that results did vary for respondents from culturally and linguistically diverse backgrounds (CALD respondents are those who born in mainly non-English speaking countries or speak another language at home).

- CALD respondents were more likely to be *neutral* on this matter or consider as *unimportant* the trees and gardens in their neighbourhood – 13%, compared with 5% from those respondents who spoke English only.
- Respondents who spoke English only, were more likely to rate trees and gardens as *important* or *very important* for their neighbourhood (95%) compared with CALD respondents (87%).

How neighbourhood gardens and trees have changed over time

878 people responded to this question

29% respondents noticed *no significant change* to gardens and trees in their neighbourhood.

However, more than half of respondents (58%) did report *significant changes* to gardens and trees in their neighbourhood. Overwhelmingly, the changes described were seen as having negative impacts for the neighbourhood – with 79% of those who had noted change describing negative outcomes (403 out of 510 people).

Changes people had noticed to local gardens and trees

A total of 486 comments were made

Negative changes/outcomes noticed in the neighbourhood

403 comments (representing 79% of all those who noted changes)

Most often mentioned were:

- The loss of mature trees & gardens due to increased subdivision & development (184 comments)
- Generally less trees, gardens & green spaces in the neighbourhood (51 comments)
- Gardens & front nature strips destroyed or not being maintained (37 comments)
- Gardens being neglected (30 comments)
- Trees removed & not replaced (11 comments)
- Big and mature trees being cut down due to development (11 comments)
- Harsh pruning of trees growing under electrical lines (9 comments)
- Too many dying or diseased trees (8 comments)
- Trees that are overgrown or becoming very large & hazardous (8 comments)
- Large canopy trees being replaced by smaller canopy trees (8 comments).

Positive changes/outcomes noticed in the neighbourhood

83 comments (representing 16% of all those who had noticed changes)

Most mentioned were:

- New trees & plants in their neighbourhood (16 comments)
- The growth of local trees, with some maturing/looking beautiful now (9 comments)
- Improved landscaping in gardens (9 comments).

Should new developments include gardens and trees?

871 people responded to this question

An overwhelming majority of respondents (95%) agree that *new development should include gardens and trees.*



350 comments were made about including gardens & trees in new developments, as summarised below:

- 24% of respondents gave *general support* to Council ensuring that new developments do include trees and gardens.
- 47% expressed *specific reasons why they support* the inclusion of trees & gardens within new developments. Most mentioned were beliefs that this would:
 - Contribute to the performance and character of the area (8%)
 - Make the neighbourhood look less of a concrete jungle or lessen the effects of McMansions (10%)
 - Contribute to environment (including assisting with drainage) & be more aesthetic (7%)
 - Contribute to the health & wellbeing of community members (7%)
 - Retain the treed streetscapes & 'Garden City' character of Monash (5%)
 - Offer shade & keep the area cooler (4%)
 - Provide habitat for bees, birds, animals or attract native wildlife (3%).
- 27% gave *qualified support*, agreeing to this on the proviso that:
 - The size, number & type of trees/vegetation was "appropriate" (9%)
 - If there is adequate maintenance & replacement plans for plants; education of tenants & enforcement – including builders or Owners Corporation being held responsible for planting & ongoing care (12%)
 - If there are guidelines about species to be planted and residents are able to choose rather than Council being too prescriptive (3%)
 - If there's replacement planning for inappropriate or dead plants (2%)
 - If it applies only to multi-dwelling developments (0.3%).

Under 2% of respondents (16 people) selected “No” to the question of whether new developments should include gardens and trees. Less than 3% of respondents (31 people) were “unsure”. The reasons given for being against this or for selecting “unsure” included:

- Trees can cause problems
- Council cannot control or regulate for ongoing maintenance of gardens
- This should not apply to new single homes – as individuals should have right to choose the look of their own properties
- Monash is treed/green enough already.

Levels of agreement on whether Council should do more to ensure that gardens and trees are a strong part of the environment

Respondents were asked:

“How strongly do you agree with the following statement?

I think Council should do more to ensure that gardens and trees are a strong part of my neighbourhood, both now and into the future.”

877 people responded to this.

The overwhelming majority (91%) agreed with this statement.

In fact, 69% *strongly agreed* that Council should do more both now and into the future.

Less than 3% respondents *disagreed or strongly disagreed* with this statement.

Results did vary slightly for respondents from culturally and linguistically diverse (CALD) backgrounds:

- CALD respondents were *less likely to agree* that Council should do more to ensure gardens and trees are a strong part of their neighbourhood – 58% compared to 72% from respondents who speak English only.
- CALD residents were *more likely to disagree*, that Council should do more to ensure gardens and trees are a strong part of their neighbourhood – 6% compared with 2% from respondents who speak English only.

259 respondents made comments here.

14% respondents (37 people) made comments that *generally agreed* that Council should do more.

The top **recommendations** were that:

1. Council should make recommendations regarding the type, size & number of trees or plants (41 responses, or 16%)
2. Council should educate & encourage residents to grow & maintain their greenery (37 responses, or 14%).

There were a range of other types of comments, including references to a balance between the rights of property owners and Council rules (15 responses), the importance of proper planning, implementation and maintenance (11 responses) and the enforcement of standards (10 responses).

A small number of respondents suggested Council’s role is in relation to public open space and not relevant to private homes.

Managing Pets



Our *Community Survey 2017* asked eight questions (Q.3 - 9) to feed into development of a draft **DOMESTIC ANIMAL MANAGEMENT PLAN: 2017-2021**.

Improving our existing Dog “off-leash” areas

871 people responded to this question

Monash has just over 30 parks with dog “off-leash” areas.

22% of all respondents and 50% of dog-owners believe that the existing dog off-leash areas *could be improved*.

192 people made recommendations on how the existing off-leash areas could be improved.

Most often recommended were:

1. Provision of fencing and gates (27% of recommendations)
2. Provision of dispensers of bags for the collection of dog droppings (15% of recommendations)
3. Drinking fountains for people and dogs (7% of recommendations)
4. Better access/more off-leash parks (7% of recommendations).

Importance of providing fenced areas for dogs off-leash

868 people responded to this question

Almost two-thirds of respondents (65%) considered it *important* or *very important* that Council has **at least one fenced off-leash** area in the municipality. A clear majority of both dog-owners (80%) and non-dog-owners (59%) considered this important for Monash.

10% respondents considered such areas *unimportant*.

Compulsory registering of dogs and cats

875 people responses to this question

The overwhelming majority of respondents (84%) agreed that residents should be fined if they fail to register their cats and dogs. There was no variation in the result between pet-owners and non-pet owners.

Questions about “nuisance cats” in Monash

874 people responses to this question

Respondents were asked the question of whether or not they have been affected by nuisance cats in Monash. A little less than one-third (32%) of respondents reported that they had been affected by nuisance cats in Monash. However, residents of Notting Hill were significantly more likely to report this – with 62% reporting they have been affected by nuisance cats.

251 residents described problems they had experienced with nuisance cats.

Most mentioned were:

1. Concerns about cats killing birds and other wildlife (28%)
2. Cat excrements in other peoples' property (22%)
3. Noisy cat fights (13%).

Support for the implementation of a night time curfew for cats?

876 people respondents to this question

There was considerable support for Council moving to implement a night time curfew for cats. 65% of respondents selected yes to this question, including a clear majority of both cat-owners and non-cat owners supporting this (56% and 67% respectively).

479 people provided reasons for why they would support such a curfew. Most mentioned were:

1. To help protect wildlife (58% of responses)
2. To stop cats fighting and making noises at night (10%)
3. Keeping cats safe including helping to prevent cats being injured or diseased (6%).

Better meeting the needs of pets and pet-owners

313 people responded to this open-ended question

Most popular ways for Council to better meet the needs of pets and pet-owners:

1. *Stronger policing/enforcement of Animal By-Laws*
This was recommended by 16% of respondents, with little variation between pet-owners and non-pet owners.
2. *Providing more bags and bins to assist with the collection of dog droppings*
This was recommended by 11% of respondents, by both pet-owners (11%) and non-pet owners (12%).
3. *Promoting ways for people to become more responsible pet-owners*
This was identified by 10% of respondents. Non-pet owners were *more likely* than pet-owners to recommend this.
4. *Provide more off-leash areas (open and fenced), parks and walking tracks*
Recommended by 9% of respondents. Dog owners were *more likely* (at 14%) to recommend these.
5. *Council to provide better communications and advice for pet-owners*
e.g. about off leash areas, education of caring for pets and responsible pet ownership. Identified by 8% of respondents, with little variation between pet-owners and non-pet owners.

Other priority issues for Council's new Domestic Animal Management Plan: 2017-2021

159 people made suggestions for the focus of Council's new DAM Plan

In accord with the previous answer, most mentioned was the need for Council to ensure a focus on:

1. Stronger policing & enforcement of Animal By-Laws (31% responses)
2. Actioning complaints about barking dogs (18% of responses).

Dog owners were also more likely to suggest Council provide more community events on training, pet-care and dog socialisation.

Cat owners were more likely to suggest addressing problems with feral cats and other animal pests.

Waste Management in Monash

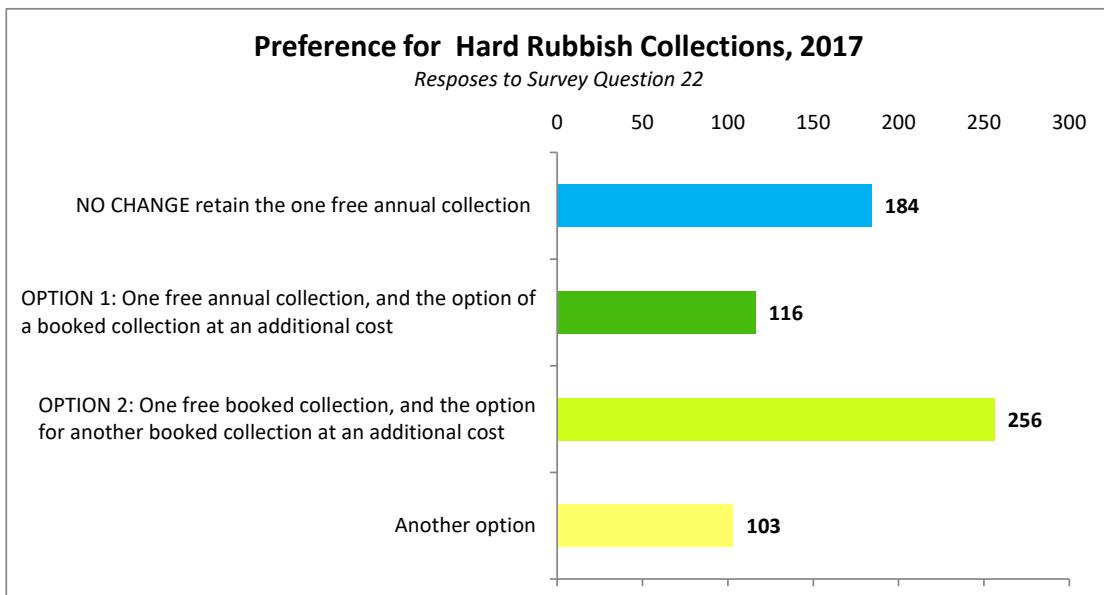


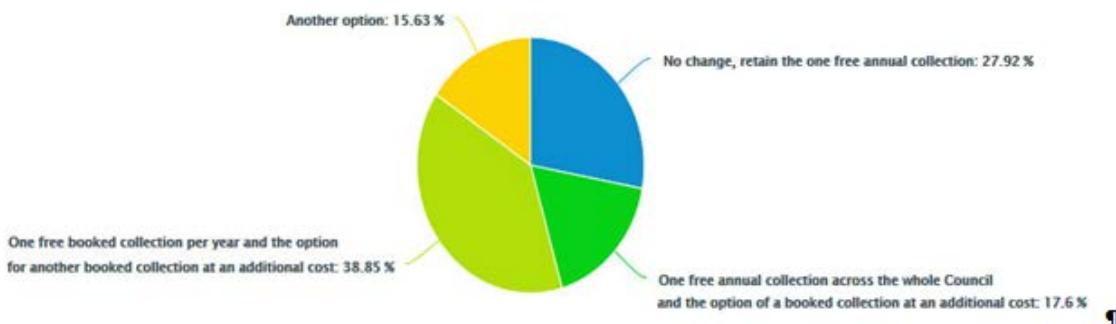
Our *Community Survey 2017* asked 10 questions (Q.22 – Q.31) regarding the development of a new **WASTE MANAGEMENT STRATEGY** for Monash, including the possible introduction of a separate waste charge for ratepayers.

Hard rubbish collection in the future

Survey respondents were asked which of three preset options they would *prefer*, if Council were to consider a change to hard rubbish collection across Monash.

659 people responded to this question





As can be seen from the graphs above, most popular, was OPTION 2: One free booked collection and the option of another booked collection at an additional cost – 39% of respondents selected this option.

Less than 18% respondents chose OPTION 1: for One free annual blanket collection, and the option of a booked collection at an additional cost.

These results do suggest that a call and book collection of hard waste is considered preferable to the current blanket collection service for hard waste.

However, it should be noted that:

- A significant 28% of respondents opted for “*No change*”, wanting Council to retain the one free annual blanket collection
- Analysis of the comments showed there are strong views that all collections should be *free* (55% of all comments made) regardless of the method used to collect hard waste, and that hard waste collection is viewed as a ‘core’ service of Council.

103 people made additional comments. **Other options** proposed by survey respondents were:

- OPTION 3: Offer two or more BOOKED collections p.a. FREE - 3% respondents.
- OPTION 4: Offer two BLANKET collections p.a. FREE - 2% respondents
- OPTION 5: Offer VOUCHERS for the Waste Transfer Station - 2% respondents

Awareness of the Monash Waste Transfer Station & recycling services there.

Survey respondents were asked if they knew that they could drop off recyclable materials at the Monash Waste Transfer Station (WTS) in Notting Hill.

876 people responded to this question.

The results show that there is ***strong awareness of Council's WTS***:

- 80% of all respondents stated they are aware of the Waste Transfer Station
- 16% advised that they were unaware they could drop off recyclable materials at the WTS
- A small proportion (4%) of respondents were unsure about the role of our WTS or the materials accepted for recycling there.

208 comments/questions were then made about the Waste Transfer Station or people’s experience of recycling there. Most mentioned was:

1. *Positive feedback* on the WTS and opportunities for recycling it provides (18% responses)
2. *Concerns about COST of using the WTS & requests to reduce charges* (18% responses)
3. *The need for better promotion of WTS or that many people do not know about it* (16%).

Ways to encourage people and households to recycle more

Respondents were asked to select from a list which strategies they thought would be most effective in getting people to increase their recycling.

There was strong support for two strategies in particular:

1. Allowing households to put more household items in the **yellow recycling bin** (22% or 473 votes) and
2. Introducing a '**cash for containers' scheme** in Victoria - like in other states - where 10 cents is paid on return of each bottle or can be collected (22% or 480 votes).

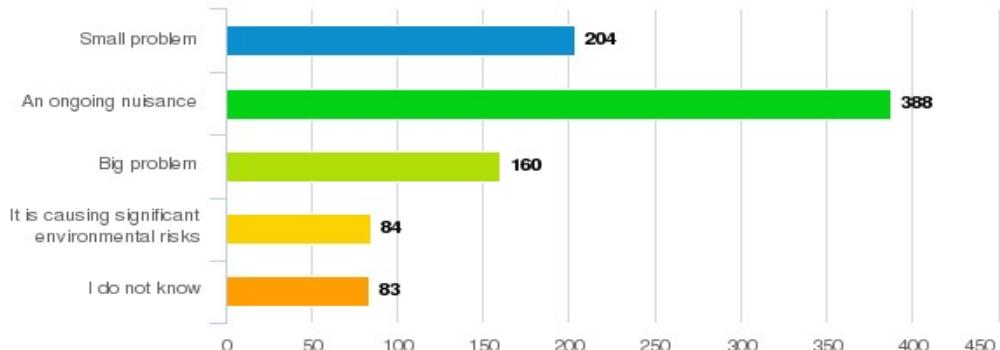
There was also support for the other strategies offered:

- Increasing promotion & reminders (19% or 405 votes)
- Having more recycling bins in public places (18% 389 votes)
- Establishing more local "drop-off centres" (16% 332 votes).

The problem of illegally dumped rubbish & waste management in public places

Respondents were asked to explain to Council their perception of the problem of dumped rubbish, by selecting their preferred response from five options. As can be seen by the graph below most people clearly see dumped rubbish as an **ongoing nuisance** within Monash.

28. How much of a problem is illegally dumped rubbish?



Respondents were also asked to recommend what they believe Council should do to **improve waste services and litter control in public areas**.

A total of 441 people made suggestions

Clearly most people believe that Council could invest more on **enforcement** with:

- 17% recommending more enforcement of littering in public places, including handing out more penalties and fines
- 7% want **improved surveillance** in public places for this purpose, including CCTV cameras and more lighting in these places.

Other popular suggestions were

- **Adding more bins in public places** (13% recommendations)

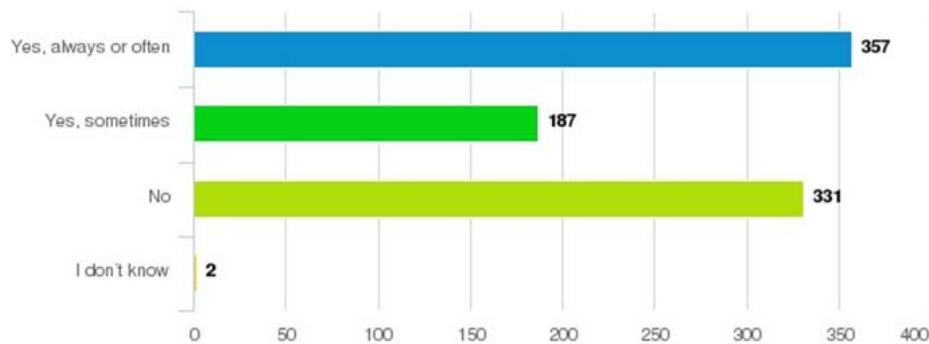
- More *public education campaigns* about waste services/litter control (10% recommendations).

Recycling of food scraps

How can households currently recycle their food scraps?

877 people responded to this Question 23

41% of respondents (357 people) reported that they already recycle all or most of their scraps. However 38% reported that they do not currently recycle their food scraps.



Support for the introduction of a 'kitchen bin' for food waste?

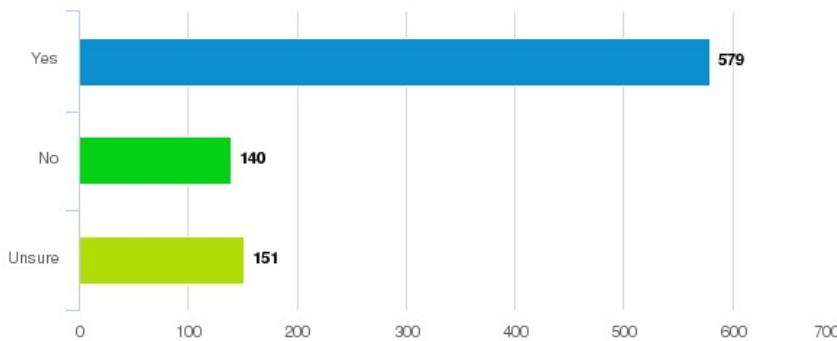
Survey respondents were asked if they were prepared to support a *State Government* initiative whereby households may be supplied with a kitchen bin for food waste, where food waste would then be placed in the outside "green waste bin".

870 people responded to this question.

As the graph below shows:

- 67% of people supported this initiative
- 16% of people did not support this initiative
- 17% of people were unsure about this initiative.

Kitchen bin for food waste



407 people made additional comments, showing **Strong support** for the introduction of these kitchen bins (27% comments).

However:

- 11% people expressed concerns about odours & rodents associated with food waste collections
- 13% people reported that they already do their own food recycling or have NO waste food.

Suggestions about what else might encourage people to recycle their food waste

211 people responded to this open-ended question

The key suggestions were for Council to:

- Promote, educate and offer more guidance to households to reduce food waste and encourage recycling of food scraps (45 comments)
- Promote gardening & composting and subsidize the cost of compost bins (75 comments)
- Promote the use of worm farms & backyard chickens (23 comments).

Furthermore:

- 78 respondents reiterated their commitment to recycling or that they have no wasted food
- 12 respondents expressed again their support for the *kitchen bin food scraps initiative*.

Other changes or improvements wanted in Council's Waste Management

175 people responded to this open-ended question

The top three recommendations for improvements to Council's waste management service were:

1. Providing more options for other recyclable items e.g. batteries, plastic bags
2. More education & promotion (including guidance on waste & recycling services)
3. Council to enable the salvaging of recyclable materials through reselling or reusing materials.

Waste charges and Council rates

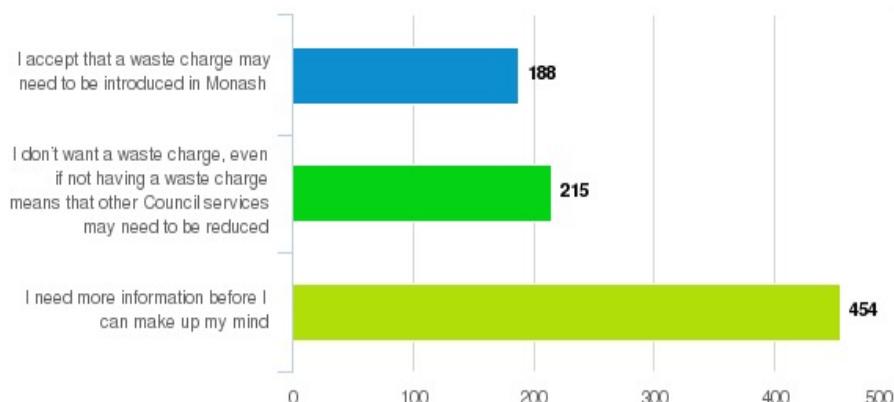
Survey Question 31 asked for responses to the possible introduction of a separate waste charge in annual rates notices.

Respondents were asked to consider the problems of increasing costs for waste disposal - a universal challenge - and the impacts on Council's budget of the State Government placing a 'cap' on local government rates from 2017.

Respondents were asked to select one of three options put to them.

857 people responded to this question

Please tell us your preference:



As can be seen by the graph above:

- The majority of people - 53% - wanted *more information* "before they make up their mind"
- 22% of people *accepted* that a separate waste charge may need to be introduced in Monash
- 25% of people said they *did not want* a separate waste charge.

298 people made comments, which were grouped into themes. **The 'top four' themes** were:

1. Recommendations that waste charges first be fully reviewed, with consideration given to: sliding scales, user pays systems, or providing incentives for those with less waste (22% comments)
2. Requests for specific further information, in particular more details about what "*other Council services*" could be impacted, or what actual charges might be applied by Council (16% comments)
3. Recommendations that Council should *reign in its spending and re-evaluate all that it funds* currently (15% comments)
4. Statements about Waste Collection being a '*core service*' for Councils, and the costs of delivering waste services should be *included in overall rates*, with no *added charges* (12% comments).

Roads & Footpaths in Monash



Our *Community Survey 2017* asked 10 questions (Q.10 – 17) to feed into the review of the Council's **ROAD MANAGEMENT PLAN**.

Ratings of the condition or standard of local roads

870 people responded to this question

- Just over two-thirds of respondents (68%) rated the condition or standard of local roads as *good or very good*
- A little more than one-quarter of respondents (26%) rated the condition as *average*
- Only 6% of respondents rated the condition or standard of local roads as *poor or very poor*.

This is a very good result, with more than twice as many respondents selecting *very good* (12%) over *poor or very poor* (6%) in their assessment of our local roads.

Comments made in relation to the condition of local roads, were:

- Comments about potholes, cracks and uneven surfaces noticed or roads being in bad condition - 26 responses (or 8% of comments about roads more generally)
- Problems related to the degree of on-street parking - 21 responses (or 7% of comments about roads more generally).

Ratings of the standard of signage and line-marking on local roads

869 people responded to this question.

- Almost two-thirds of respondents (65%) rated the standard of signage and line-marking on local roads as *good or very good*, although it is noted that only (9%) rated the standard *very good*
- Just over one-quarter of respondents (27%) rated the standard of signage and line-marking as *average*
- 8% rated *poor or very poor*.

These results show that whilst a strong majority of respondents were *satisfied* with the standard of signage and line-marking, few were *very satisfied*. Key comments related to signage and line-marking on local roads were:

- The need for “*better*” signage - 24 responses (or 8% of comments about roads more generally)
- There’s a problem with *trees blocking signs* - 11 responses (4% of comments about roads more generally).

Ratings of the standard of street sweeping and drainage on local roads

857 people responded to this question.

- Almost two thirds of respondents (61%) rated the standard of street sweeping and drainage on local roads as *good or very good*
- One-quarter of respondents (26%) rated the standard as *average*
- 14% of respondents rated the standard of street sweeping and drainage on local roads as *poor or very poor*.

The most comments about local roads in Monash concerned drainage or street sweeping:

- 66 respondents talked about problems resulting from blocked drains & overflows (making up 21% of comments about local roads generally)
- 42 respondents (or 13%) believe there is not enough street sweeping
- There’s a perception that it is hard to sweep the streets and clean the drains due to the fact that cars are constantly parked on road sides – 20 responses (or 6% of all comments about local roads)
- A further 4% of comments about roads were statements that our roadside drains need better maintenance (11 respondents).

Ratings on the standard of main roads & Highways (managed by VicRoads)

860 responded to this question

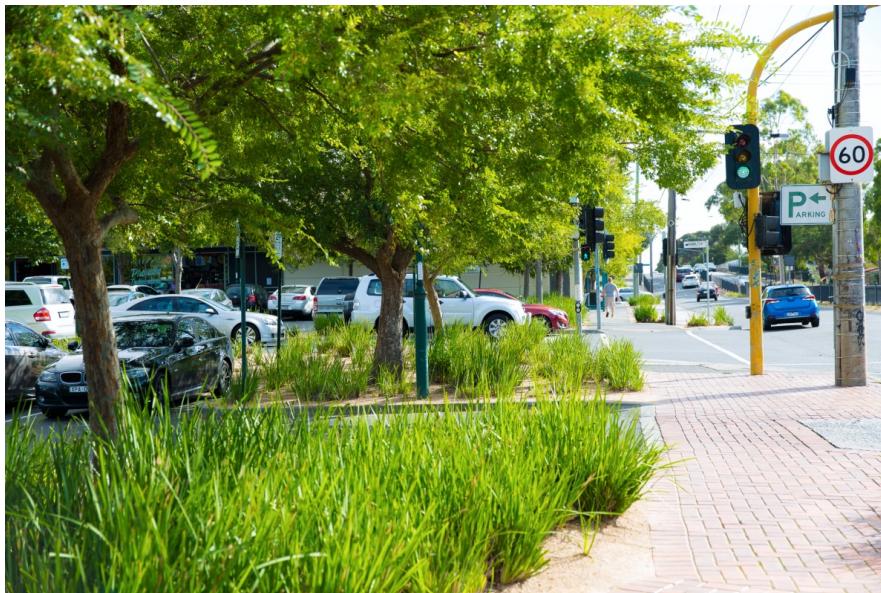
Prior to asking this question, an explanation was provided that Council also advocates to VicRoads for improvements to main roads and highways in Monash (such as Springvale Road, Warrigal Road, Monash Freeway).

Responses show that Monash residents are *relatively satisfied* with the standard of main roads and highways within the municipality, given that:

- No one rated the standard as *very poor*
- Almost two-thirds (65%) of respondents rated the standard of main roads and highways in Monash as *good or very good*, although it is noted that most of these respondents rated the standard as *good* rather than *very good*
- A little more than one-quarter (29%) of respondents rated the standard of main roads and highways in Monash as *average*
- 6.3% rated the standard as *poor*.

224 people made comments about main roads & highways (managed by VicRoads) in Monash. The main comments were that:

- There's a very high level of traffic congestion on these roads (26% of responses) making the need for a review of traffic rules and speed enforcement on these roads more important (9% comments)
- A further 18% commented that the surfaces on these roads can be poor or that their maintenance program needs to be more responsive.



The appearance and cleanliness of roads and surrounds in your own suburb

873 people responded to this question

A little less than two-thirds (64%) of respondents rated the appearance and cleanliness of roads and their surrounds in their own suburb as *good or very good*, whilst a little more than one-quarter (29%) rated them *average*.

Only eight percent (8%) of respondents rated the appearance and cleanliness of the roads and surrounds in their own suburb as *poor or very poor*.

- Residents from the suburbs of Chadstone and Huntingdale were more likely to rate the appearance and cleanliness of roads and their surrounds as *poor or very poor*
- Residents of Wheelers Hill were more likely to be satisfied with the appearance and cleanliness of their roads and surrounds.

The two most common concerns were about dumped rubbish or litter on their streets (46 responses or 22%), or perceptions that nature strips are being poorly maintained or are weedy (43 responses or 20%).

Condition of Footpaths

872 people responded to the question

- Just under half respondents (48%) rated the condition of footpaths in their neighbourhood as *good or very good*
- 40% rated the condition of footpaths in their neighbourhood as *average*
- 13% rated the condition of footpaths in their neighbourhood as *poor or very poor*.

Oakleigh respondents were *significantly more likely* than average to rate the condition of their local footpaths as *poor or very poor*.

Condition of Shared Pathways

753 people responded to this question

As for the responses about our footpaths, the comments about our shared pathways showed that:

- Just under half of respondents (48%) rated the condition of our pathways that are shared between cyclists and pedestrians as *good or very good*
- 40% rated these as *average*
- 12% of respondents rated the condition of shared pathways as *poor or very poor*.

Comments about our footpaths and shared pathways

419 respondents made comments.

- 6% of comments were general positive comments about Monash footpaths and shared pathways and 7% of comments were requests for more shared pathways, bike-lanes or footpaths to be constructed.

Most mentioned comments about our shared pathways:

1. The need for more regular checking and quality maintenance of shared pathways (12% of comments)
2. Wider paths are recommended (8% of comments). This might also address requests for the separation of paths for walkers and cyclists (an additional 4% of comments)
3. Concerns about cyclist behaviour and need for new signage to address this:
 - a. Cyclists riding too fast or aggressively/need to impose speed limits for cyclists (6%)
 - b. Cyclists not using their bells (6%)
 - c. Signs to remind cyclists to give way, slow down & truly share the pathways (3%).

Most mentioned comments about our footpaths:

1. Footpaths are uneven and so present tripping hazards (9% of comments) and footpaths have bumps and cracks (3% comments)
2. Tree roots are damaging our footpaths (5% comments)
3. Concerns about overhanging trees & vegetation, which owners should prune (5% comments).

Footpaths and public spaces around local shopping strips/centres

853 people responded to the following two questions

Footpaths around local shopping strips/centres

Respondents were asked to rate the condition or standard of footpaths around our shopping centres/strips:

- 64% of respondents rated these footpaths as *good or very good*
- 30% rated these footpaths as *average*
- Only 6% of respondents rated these footpaths as *poor or very poor*.

These results suggest a strong level of community satisfaction with the condition or standard of footpaths around shopping centres and strips.



The quality of public spaces around shops for walking and sitting

Respondents were also asked to rate the standard of the spaces for walking and sitting in public areas around their local shops:

- Less than half (46%) of respondents rated the quality of spaces for walking and sitting around shopping areas as *good or very good*
- Just over one-third 34% rated the quality to be *average*
- 20% of respondents rated the quality of spaces for walking or sitting around shopping centres to be *poor or very poor*.

This is a less positive result than the result achieved for the condition of footpaths around shopping centres and strips. The comments (from 325 respondents) revealed two main issues of concern here:

1. The loss of footpath space due to outdoor eating and shop furniture (30% of all comments)
2. The need for more public seating and sitting areas (22% of all comments).

Section 2: Promoting Health & Wellbeing



Local Government Authorities in Victoria are required under state legislation to develop community health & wellbeing plans every four years. Monash Council works in partnership with state health agencies and other local organisations to achieve improved health & wellbeing outcomes for our residents and communities. This section of the survey asked eight questions (Q. 32 & 33; Q.39; Q. 42-43) to assist with the development of the new **2017-2021 HEALTH & WELLBEING PARTNERSHIP PLAN**.

People's own health & wellbeing priorities

890 people responded to this multiple choice question

Clearly, the top two most important health & wellbeing issues for Monash community members are:

1. Getting outdoors to use parklands, reserves or playgrounds

67% respondents selected this (or 554 votes)

2. Feeling safe & being treated with care & respect

58% respondents selected this (or 482 votes)

Significantly more females (60%) than males (53%) selected this as a personal priority.'

Both of these were also selected in the *top three* health & wellbeing issues in our Monash community survey **2012**.

Other health & wellbeing priorities for Monash community members, are the following - listed in order of votes given:

3. Healthy eating
48% respondents selected this (or 399 votes)
4. Staying active or participating in sport or recreation activities
48% respondents (or 397 votes)
Significantly more males (57%) than females (43%) selected this as a personal priority
5. Getting the right health care or support services
47% respondents selected this (or 391 votes)
Significantly more females (51%) than males (42%) selected this as a personal priority
6. Participating in community activities or accessing the local library
36% respondents selected (or 301 votes)
Significantly more females (39%) than males (31%) selected this as a personal priority
7. Achieving work/life balance
34% respondents selected (or 281 votes)

Gender bias in our health & wellbeing priorities

While all the matters above were identified as the top seven priorities for both male and female respondents, it is important to note that there is some strong gender biases in the responses above.

Males were significantly more likely than females to select the following as personal priorities for their health & wellbeing:

- Staying active or participating in sport or recreation activities
- Achieving work/life balance.

Females were significantly more likely than males to select the following as personal priorities from their health & wellbeing:

- Feeling safe & being treated with care & respect
- Getting the right health care or support services
- Participating in community activities or accessing the local library
- Having support is also significant for females (selected as a vital health & wellbeing issue for one third of females).

People's level of physical activity



This survey also asked seven questions to assist with identifying priorities in Council's first ever **RECREATION STRATEGY** (Q 34-38 and 40-41).

Participation in sports or physical recreational activities away from home in last year

803 people responded to this question

- More than three-quarters (77%) reported that they had participated in sport or physical recreation away from their home in the last year
- Males (78%) were slightly *more likely* than females (75%) to have participated in sports or physical recreation activities
- Surprisingly, 26-45 year olds were *more likely* than those in the younger group, aged 16-25 years.
However, this may reflect some characteristics of the younger people who chose to complete this survey.

Reasons for not participating

*130 respondents (from 188 people reporting they had **not participated** in sports or other physical recreation activity in past year).*

The main barriers to participation were identified as:

- *Other commitments* prevent my participation - 27%
- *I have health issues* that prevent my participation - 21%
- *Worry about the cost/affordability* of participating - 19%
- *Not interested* - 17%.

Female respondents were significantly *more likely* than male respondents to nominate "other commitments" preventing their participation, concern about "the cost"/affordability,

that the times or days of activities are not suitable, they don't feel comfortable or confident to join in, and finally the lack of available child care or respite care.

Most popular sports and physical recreational activities

615 people responded to this question identifying 60 separate sports & recreational activities.

Surprisingly, the top eight nominations were mostly physical recreation activities rather than organised sports:

- Clearly the most common physical recreational activity for Monash community is **walking - nominated by 45% respondents**. And 60% of these respondents reported walking "daily".

Other sports and physical recreation activities in which 10% or more respondents participate include:

- Swimming - 24%
- Cycling - 18%
- Gym - 14%
- Yoga, Pilates & Tai Chi - 10%

Gender bias in selected physical activities

There was significant variation in participation observed by respondent's gender, with attention drawn to the following:

Males were *significantly more likely* than female respondents to participate in cycling, tennis, golf, lawn bowls and cricket.

Overall, males were also *more likely* than females, to participate in activities by themselves, or as a member of club/centre.

Females were *significantly more likely* than male respondents to participate in walking, swimming, yoga/pilates/tai chi and aerobics/zumba/group fitness classes.

Overall, females were also *more likely* than males, to participate in group classes.

Frequency of participation

- Most people (46%) reported participating *on a weekly basis* in at least one of their selected physical activities
- One quarter of people (25%) reported participating *daily*, most commonly "walkers".

There was little meaningful variation in this result observed between male and female respondents, although females respondents (19%) were marginally *more likely* than males (13%) to participate in sports or physical activities *irregularly*.

Most used local recreation facilities

808 people responded to this multi-choice question

The most frequently used recreational facilities in Monash were:

1. Local walking paths or cycling trails – with more than three-quarters (78%) of respondents reporting their use of walking paths or cycling trails, and almost two-thirds (64%) reporting using them *"frequently"*.

2. Local parks, reserves & playgrounds – with three-quarters (76%) of respondents reporting using local parks, reserves & playgrounds, and more than half (56%) reporting using them “frequently”.

Volunteering for a sports club or physical recreation organisation

792 people responded to this question

22% of respondents (or 174 people) reported “they had volunteered for a sports club or physical recreation organisation in the past year.” However, male respondents (33%) were twice as likely as female respondents (16%) to have done this.

78% of respondents said “no” (or 618 people).

Comments

160 respondents suggested what might encourage them to volunteer, but there was no clear strategy for Council to employ. The key themes raised are listed in order of most mentioned:

1. ***Having more time to give to others*** - 33% identified this as a factor, suggesting that there may be little that Council or other agencies could do to assist in this regard
2. Providing more information about and more widely ***advertising volunteering opportunities*** was suggested by 18% of respondents
3. 11% of respondents suggested that ***if a family member or friend was participating in the sport*** then they would be more likely to consider volunteering
4. 6% suggested that they would genuinely consider such roles ***if they were personally asked*** to undertake them.

Health & wellbeing of the Monash community



Council plans and funds a number of programs to maximise the health of the Monash community and to assist in preventing chronic diseases. Our survey asked community members to consider a list of six issues and to rank them in order of importance for the Monash community.

Two clear issues were identified as health promotion priorities for Council

1. Encouraging people to be physically active

53% respondents ranked this as their first or second highest priority.

Male respondents were more likely to rank this as the number one issue.

The key actions recommended for Council to achieve some positive change here are:

- Ensuring fees for use of facilities are cheaper or reasonably priced, and arranging more free community sporting activities
- Continuing to provide parks & gardens with walking tracks - perhaps including exercise bars/rails and community exercise times in these local parks
- Improving the appearance & maintenance public facilities across Monash where these activities occur
- More promotion of what's available when & where including encouragement & awareness campaigns.

2. Preventing violence against women & encouraging respectful relationships

49% respondents ranked this as their first or second highest priority.

Female respondents were more likely to rank this as the number one issue.

The key actions recommended for Council to achieve some positive change here are:

- Education on this issue within community groups and local schools
- Ensuring there's support services or facilities for the woman & children affected
- Continuing to increase people's awareness of this problem including:
 - developing advertising campaigns, and
 - holding local discussion meetings/community workshops
- Focus on preventing violence in general.

Rankings for the other health promotion issues are shown in order of priority:

3. Promoting healthier eating (41% respondents ranked this in their top two priorities)

Key suggestions on how Council might achieve some positive change here:

- Advertising/promoting the benefits of health eating
- Investing in education/information sessions & awareness campaigns, including discouraging “fast food”
- Community gardens
- Ensuring local availability of healthy food for sale (markets /grocers/cafés).

4. Promoting positive mental health (35% respondents ranked this in their top two priorities)

Key suggestions on how Council might achieve some positive change here:

- Increase availability/accessibility of mental health services
- Ensure there's local support groups & networks
- Promote general awareness about mental health, including the importance of the community supporting those with mental health conditions
- Giving people information about resources/supports that they can access.

5. Preventing harm from smoking tobacco or drinking alcohol

(25% respondents ranked this in their top two priorities)

The key responses recommended by the community members for Council attention are:

- Ensuring a non-smoking ban in all public places – indoors and out throughout Monash, not just where food is being served & eaten
- Education programs in schools.

6. Building people's resilience to harm from gambling (only 13% ranked this as a top priority)

The key responses recommended by the community members for Council attention are:

- Support the removal & banning of poker machines
- Closing down gambling clubs/venues.

Additional ways to encourage people to be physically active

This question asked respondents to select from a list of options which could be *most effective* in encouraging others to be physically active.

785 people responded

Two strategies were clearly preferred:

1. Increasing promotion of what's available locally (72% votes)
2. Having more free activities or lowering fees & charges for participation (also 72% votes).

Females were more likely than males to select this strategy.

Both these strategies were suggested by respondents themselves (pg. 30 above) as key ways for Council to bring about positive change in the level of our community's physical activity.

Other popular strategies were:

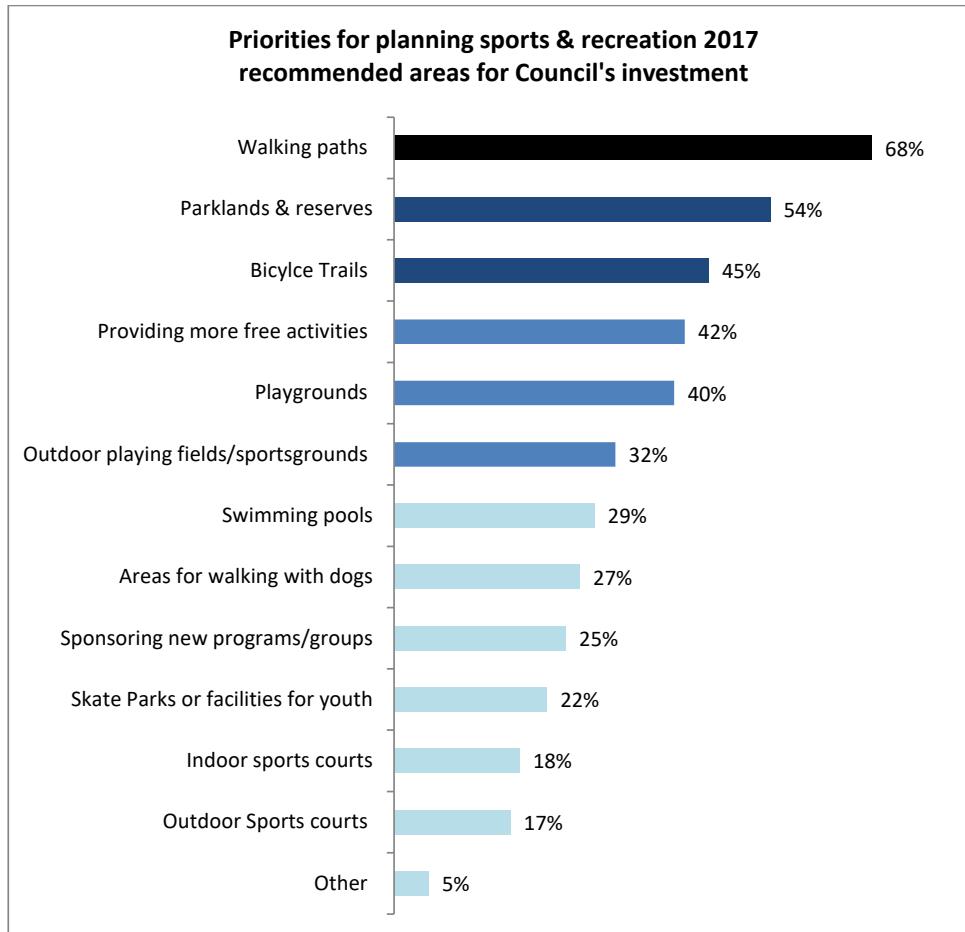
3. Programs or opportunities catering for people of different ages & abilities (57% votes).
This strategy was preferred by females
4. Focusing more on non-competitive activities (39%)
5. Spreading knowledge about the benefits of being physically active (35% votes)
This strategy was preferred by male respondents
6. Better facilities (33% votes)

Council's planning for sport and recreation into the future

784 people responded, selecting on average 4 targets for Council's investment.

As can be seen from the graph below, our community members are most keen for Council to invest its resources into **walking paths** – winning 68% of votes. This, along with **bicycle paths**, was a particularly higher priority for Oakleigh community members.

More than half of respondents also want to see Council's investment in **parklands & reserves** - 54% votes. Mount Waverley community members in particular selected this as a priority.



The full research report for Recreation planning identified priorities for specific suburbs, for example:

- **Glen Waverley** community members were more likely to prefer Council invest in **indoor sports courts**
- **Mulgrave** community members were more likely to prefer Council invest in providing **more free activities**.

Indigenous Australians



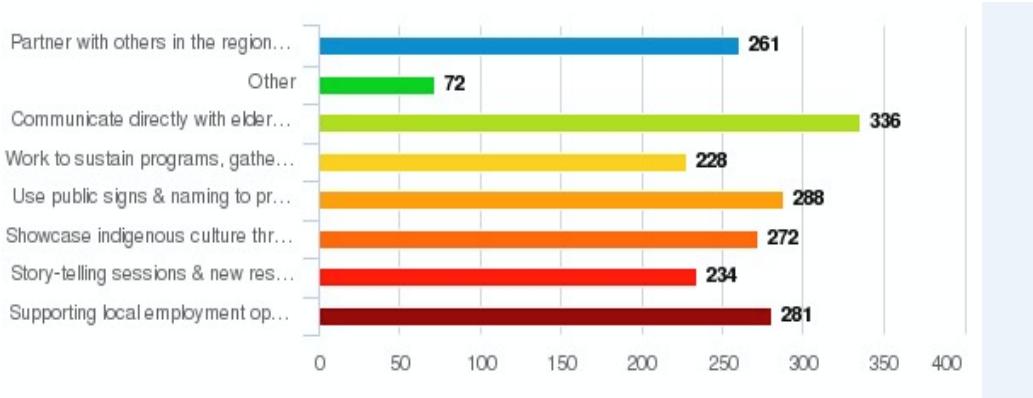
Council's survey explained that all levels of government in Australia are working together to increase respect and 'close the gap' on key indicators of health and wellbeing for Indigenous Australians.

Improving outcomes and promoting reconciliation

Respondents were asked to choose from a list of options about what Council might do to improve these outcomes and better promote reconciliation with Indigenous Australians.

All the options were popular, as seen in the graph below, however most recommended was the importance of Council continuing to *communicate directly with elders* from the Indigenous community in this region (336 votes) as well as:

- Council's use of public signs & naming to promote awareness of Indigenous history & culture was also a popular action (288 votes)
- Supporting local employment opportunities for indigenous people (281 votes).

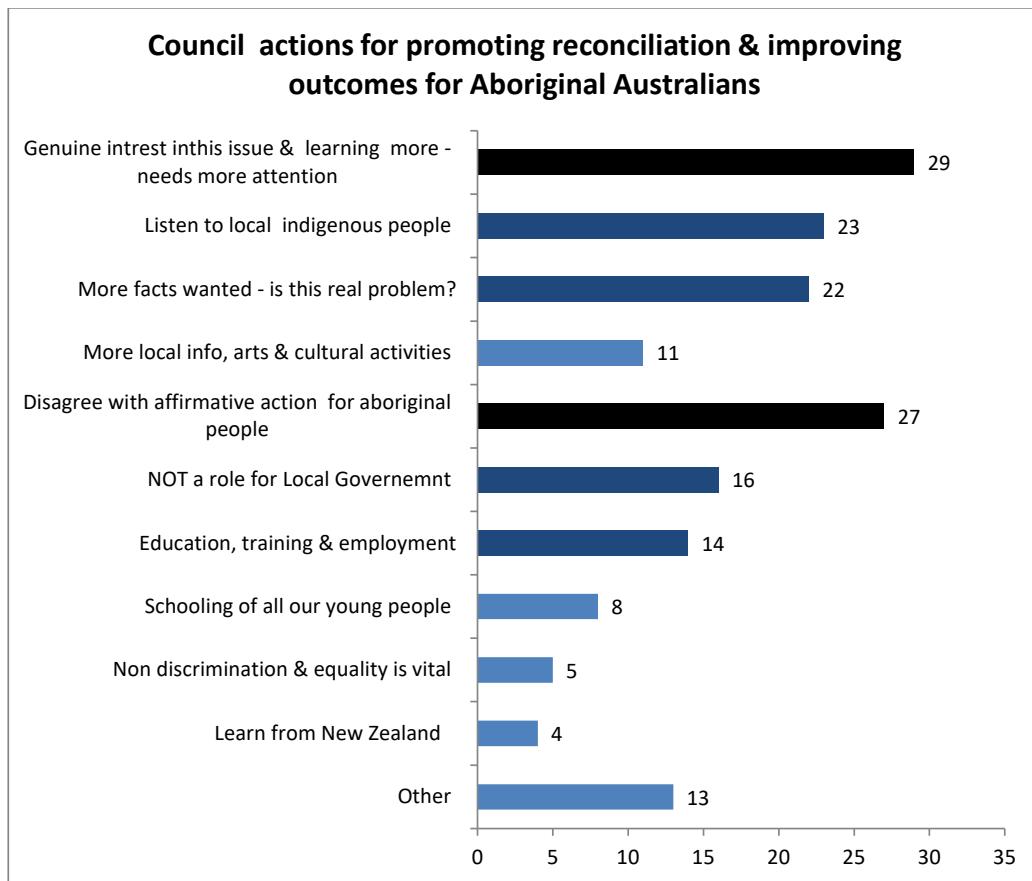


It is interesting to note that none of the six respondents, who identified as being of Aboriginal or Torres Strait Islander (ATSI) origin, selected the most popular option highlighted above.

Instead the most important strategy identified by ATSI respondents was for Council to ensure **story-telling sessions and new resources in Monash libraries & children's services** (selected by 50% ATSI respondents).

155 people made comments about promoting reconciliation and improving health & wellbeing outcomes for Aboriginal people, shown in graph below. These include suggestions made by those who selected “other” strategies or actions:

- There was strong interest expressed by 19% of these respondents, to address this issue and genuine interest in learning more about Aboriginal history & culture
- Collaborating with local or regional indigenous people (from an additional 15% respondents)
- A significant number of respondents (14%) wanted more facts – to understand if this was truly a local problem
- 10% stated their belief that this is not a role for local government and a significant 175 said clearly that they *disagree with any affirmative actions for Indigenous Australians*
- The importance of quality educational, training & employment opportunities for Indigenous young people was again reinforced by 9% of respondents.



People with a disability, their carers & families



The questions in this section were developed specifically to inform Council's draft **DISABILITY ACTION PLAN 2017** (Q 44- 46).

- 8% respondents to our survey (or 63 community members) reported having a disability
- 12% respondents (or 95 community members) selected that they are a carer or family member of a person with a disability.

Council's priorities in supporting people with a disability?

756 people responded to this multi-choice question

The top six strategies identified by more than 20% of respondents with a disability were:

1. Ensuring that our built environment and public places are fully accessible (*selected by 52% all respondents: 60% people with a disability & 62% carers*)

"Public access is essential for social needs, like access into buildings or parklands."

2. Better identifying the needs of people with a disability and their carers (*selected by 50% all respondents: 44% people with a disability & 50% of carers*).

"Okay, so long as these are then acted upon!"

"It's important for people with disabilities to feel useful & belong to the community"

★

"Inclusion on committees – is not a token... but for the other view."

3. Promoting inclusion of people with a disability in local groups and committees (*selected by 34% all respondents: 40 % people with a disability & 23% carers*)

"Those with higher care needs must not be forgotten... full time, long term carers get worn out."

4. Working to increase local provision of respite care and activity groups (*selected by 30% all respondents: 35% people with a disability & 41% carers*).

"Disabled people want to work and need accessibility to get around."

5. Collaborating with others to increase local employment opportunities for people with a disability (selected by 34% of all respondents: 29% of people with a disability and 28% of carers)

6. Focusing on children with a disability – improving availability of childcare & other services (selected by 24% all respondents: 22% people with a disability & 23% carers)

"I have worked with families of disabled children, the rings they have to go through to get essential services are ridiculous, respite needs to be more hours."

99 additional comments were made - a sample of feedback in quotes above.

Good examples of activities or services very successful at including or supporting people with a disability, their family members or carers...

167 people responded to this open-ended question

The most often recommended **activities or programs** were:

1. Physical recreation programs run by local centres or clubs (24 mentions)
2. Music, art or creative programs offered locally, including activities offered by our local libraries (13 mentions)
3. Social activities (10 mentions)
4. Activities offered at local *Neighbourhood Houses* (9 mentions).

The most often mentioned **services** were:

1. Importance of respite care, including three mentions of *Halcyon House* in Glen Waverley (17 mentions)
2. In-home support services & delivered meals (10 mentions)
3. Importance of inclusive educational centres & specialised health care (10 mentions).

The importance of **transport for people with a disability**, especially wheelchair taxis (9 mentions)

The individual service that was most mentioned as a very good example of support was **South East Volunteers**.

Section 3: Fostering connected, inclusive & respectful communities



Creating Safer Communities

Our *Community Survey 2017* asked four additional questions (Q.48-51) to contribute to the development of the Monash **HEALTH & WELLBEING PARTNERSHIP PLAN 2017-2021**.

Community perceptions of safety

809 people responded to these multiple choice questions

IN THE DAYTIME

- The overwhelming majority of respondents *felt safe or very safe* in their homes during the day (88%) or in the local area during the day (85%).
- Less than five percent of respondents felt *unsafe* at home (3%) or walking in the local area (4%) during the day.

NIGHT TIME – AT HOME

- Three-quarters (75%) of respondents *felt safe or very safe* at home at night
- Just over 8% felt *unsafe or very unsafe* at home at night.

NIGHT TIME – OUT IN YOUR LOCAL AREA

A significantly different picture emerges however, in relation to the perception of safety, when people were asked about walking alone in the local area at night:

- More than one-third (36%) *felt unsafe or very unsafe*
- A little less than one-third (32%) felt neither safe nor unsafe
- A little less than one-third of community members (32%) *felt safe or very safe*.

Female respondents were *more than twice* as likely as male respondents to feel *unsafe* when walking alone in the local area at night (46% & 20% respectively).

Public places in Monash where community members feel most unsafe

780 people responded to this question

34% of respondents agreed that there were public places in Monash where they often feel unsafe.

250 respondents listed these places. Most mentioned were:

1. TRAIN STATIONS (identified by 12% of respondents, male and females equally nominated train stations)
2. LOCAL STREETS (8%)
3. CAR PARKS – both multi-level and underground (4%)

Suggested ways to improve safety in these places:

The top suggestions were for:

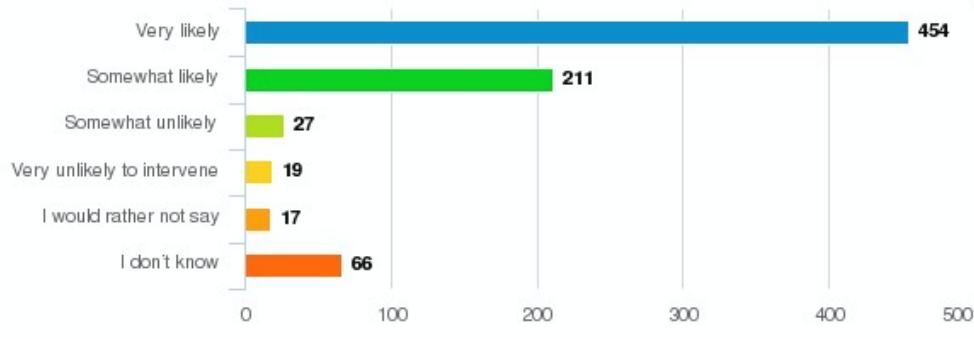
1. Better lighting (12% suggestions)
2. Increased police/officer presence (11% suggestions)
3. More CCTV/other surveillance (4% suggestions).

Pleasingly, almost half of respondents (46%) said there was no public place in Monash where they often feel unsafe and a further 20% respondents said they did not know if there was any such place.

Likelihood of intervening for a victim of FAMILY VIOLENCE

794 people responded to this question

50. If you were to become aware that a family member or close friend of yours had become a victim of family violence, how likely would you be to intervene in any way at all?



Respondents were asked if they might intervene in any way at all if they became aware that a family member or close friend had become a victim of family violence:

- 57% respondents said they would be *very likely* to intervene
- 27% respondents said they would be *somewhat likely* to intervene
- 8% said they *did not know*
- 2% said they *would rather not say*
- 3% said they would be *somewhat unlikely* to intervene
- 2% said they would be *very unlikely* to intervene.

Ways in which Council might foster gender equity & more respectful relationships within our community

*282 respondents made suggestion here
Twice as many females (179) as males (93) responded to this question.*

Most often suggested were the following:

1. Council could educate community members & endeavour to increase their awareness of these issues, including holding community forums & workshops (7% suggestions)
2. Council could increase its communication on this matter, including advertisements or special campaigns (5% suggestions)
3. Council could advocate to local schools to focus on these matters (3% suggestions)
4. Council should *lead by example* (3% suggestions)
5. Council and community should focus on addressing violence against women, children & males (3% suggestions, but **only** recommended by female respondents).
6. Equal pay & employment opportunities were seen as a key issue for women and also people with disabilities; people who are transgender (just over 2% responses – equally recommended by male & female respondents).

Creating welcoming & inclusive communities



The questions in this section were developed specifically to inform Council's draft **MULTICULTURAL ACTION PLAN 2017** (Q 53-55) and to also support the planning for activities and programs delivered and supported by several departments within **Council's Community Development & Services Division**.

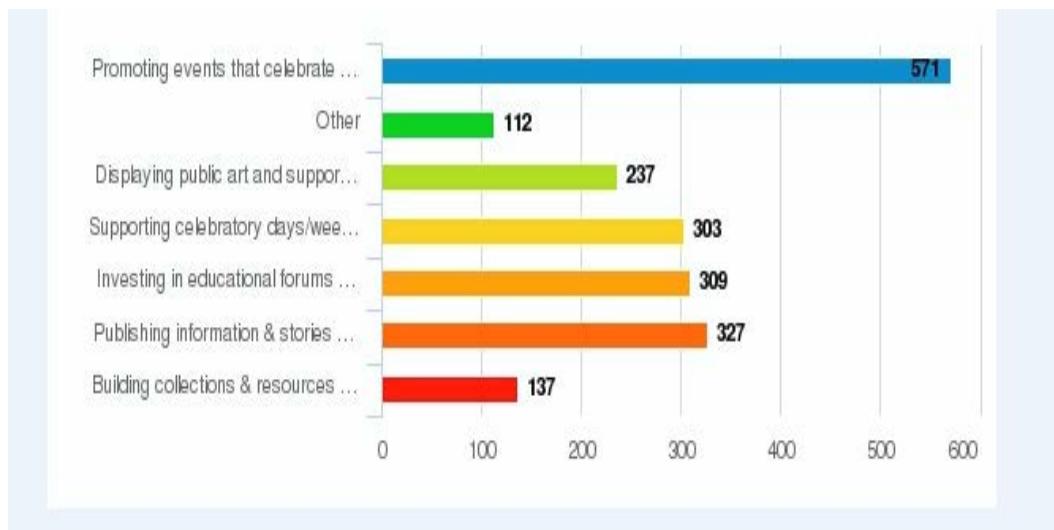
Best ways to respect & embrace our strong cultural diversity

755 people responded to this multi-choice question

Respondents were asked to select their “top three” options from a list of six options.

Clearly, the most popular way to respect and embrace our strong cultural diversity was seen as holding and promoting **events that celebrate differing cultural backgrounds**.

More than two thirds of community members (69%) selected this option.



More than one third of respondents also selected the following options:

- Publishing information and stories about cultural diversity in Monash
39% of community members selected this option
- Promotion of celebratory days (including Harmony Day or Cultural Diversity Week)
36% of community members selected this option
- Investing in educational forums & activities
This was selected by 36% of all respondents, including *significantly more* people from culturally & linguistically diverse backgrounds - 46%.

Smaller numbers of respondents selected the following strategies:

- Displaying public art & investing in community arts projects showcasing diversity - 29%
- Build collections & resources that inform our community on diversity - 17%.

112 community members (12%) selected other where they made their own suggestions.

These suggestions also included comments that show that there are some people in our community who **do not** see that promoting our strong cultural diversity is a positive thing.

Advising that:

- We should be focusing on Australia and protecting Australian culture (17 comments)
- We should promote inclusion not diversity and have events that focus on our similarities rather than our differences (10 comments)
- Assimilation & integration is the most important goal (10 comments)
- These community activities are not a role for Council (14 comments).

How should Council ASSIST residents from culturally and linguistically diverse background?

734 people responded to this multiple-choice question

The 'top three' most commonly identified actions for Council's attention selected by respondents:

1. Ensuring that **Council's own services** are relevant and responsive to culturally & linguistically diverse (CALD) individuals (48%). This was clearly the number one priority, for CALD respondents
2. Assisting new migrants and those of refugee backgrounds settling in Monash, to **know about our area and services** (47% all respondents and 53% females). Interestingly, this was perceived by English-speaking respondents as more important (at 51%) than it was by CALD respondents (39% of respondents from CALD backgrounds)
3. Working hard to ensure **Council's own workforce** is culturally aware and competent, including being able to work comfortably with interpreter services & language assist programs (33% of all respondents). Respondents who were born in a non-English speaking country rated this as more important (at 37%).



Actions more important to CALD respondents:

It should be noted that in addition to above:

- Assisting other organisations to be more culturally aware and competent, was selected by more than a quarter of respondents who spoke a language other than English (28%)
- Supporting campaigns to tackle race-based discrimination was also selected by a quarter of respondents who spoke a language other than English (25%)
- Respondents born in non-English-speaking countries and female respondents were significantly more likely to select as a priority for Council to increase its outreach work for new and emerging communities (18% of females compared with 11% of males; 15% English-speakers compared with 21% of respondents born in NES countries). Suggesting

that female migrants may feel less connected and aware of local services/activities than others. Similarly, more females (17%) than males (12%) recommended Council partner with other organisations to respond to identified needs of CALD residents/communities.

Activities & services perceived as highly successful in supporting CALD individuals or communities

"Can you recommend an activity or service that you think is successful in supporting individuals and communities from different cultural, linguistic, and religious (CALD) backgrounds?"
188 respondents personally recommended at least one activity or service

The most recommended activities were:

1. *Community events, activities or festivals* (9% respondents, and 12% of respondents who speak another language at home)
2. *Communicating to migrants* the information they require to increase their awareness of local activities & services (4% respondents overall, and 7% of respondents who speak another language at home; 6% of respondents who were born in a non-English speaking country)
3. *Ensuring availability of language education/training opportunities* (4% of all respondents).

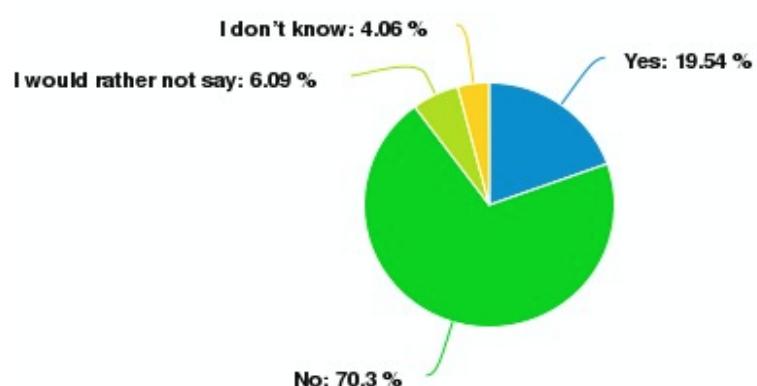
Services more important to CALD respondents

It should be noted that *local libraries* and *Neighbourhood Houses* were specifically acknowledged as important supports for people from CALD backgrounds (selected by 2% of respondents born in non-English speaking countries).

Experiences of racism or other form of discrimination

All respondents were asked whether they had ***directly experienced racism, or another form of discrimination*** in their local community.

788 people responded to this question



Whilst it is pleasing that almost three quarters of respondents (70%) reported "no" – they had not directly experienced discrimination in their local community:

- 6% of respondents "preferred not to say" and
- Worryingly, 20% of respondents reported "yes" they had directly experienced some form of discrimination in their local community.

The table below shows *significantly more females* (21%) than males (15%) reported having experienced discrimination locally. *Significantly, more multilingual respondents* (24%), compared with English-speaking residents, reported having experienced discrimination locally (18%).

Response	Experienced racism or other forms of discrimination Monash City Council - 2021 And Beyond Survey (Number and percent of respondents providing a response)						
	Monash Number	Monash Percent	English speaking	Multi- lingual	Born in NES* 23.6%	Male	Female 20.6%
Yes	154	19.5%	18.2%	23.6%	19.2%	14.7%	20.6%
No	554	70.3%	73.5%	58.8%	63.7%	71.0%	71.6%
Prefer not to say	48	6.1%	4.9%	10.9%	10.3%	8.7%	4.6%
Don't know	32	4.1%	3.4%	6.7%	6.8%	5.6%	3.2%
Not stated	45		24	6	4	7	27
Total responses	833	100%	640	171	150	293	503

(*) Born in mainly non-English speaking country

Our further analysis also showed that older adults, aged 66-75 yrs, were also slightly more likely to have experienced discrimination (22%).

Respondents who experienced discrimination locally were asked to “provide more information”

124 people responded with brief descriptions about what they had experienced

The most common type of discrimination described was racism – (23% of stories).

Here are some examples:

- *It's a fact of life that if, like me, someone is born overseas, or speaks differently, there's always going to be few people who want to make a "put down" joke directed at that person. I've always found this hurtful, but try to ignore it. It has been, however, a frequent enough occurrence that I now think that such views are widespread but unstated." (Male)*
- *A lot [of experiences] ...on streets, on public transport, even Uni and workplaces... in one online job application they said: please do not apply if English is not your first language. (Female)*
- *After spending the last 43 years in Melbourne, I am still occasionally told by strangers to "go home". Recently I walked on the footpath outside a shopping centre towards a guy of European appearance and was told to "keep to the left, because this is an Aussie culture and I should consider going home". What is an Aussie culture? To me: care, respect and tolerance are the culture of this open world. (Male)*
- *Not to myself, though there are a lot of very conservative people here, who judge on "appearance". I have heard racist and sexist talk in the groups I attend and in the...shop - from customers. (Gender not stated)*

- *Ignorant remarks about my English heritage from Australian neighbours - who have now moved away. (Male)*
- *In the new mother's group ... the Anglo mums were mostly content discussing among themselves and dominated group discussions. So much for integration! Moving here... was a rude awakening. (Female)*

Discrimination perceived “against white Australians” (20% of stories).

Here are some examples:

- *Stores with Chinese only signage – this discriminates against English only speaking citizens and our national language. (Female)*
- *As a white Australian I have been neglected in the shop (Female)*
- *As a 5th generation Australian I am feeling unwanted, out of place, in an area which is fast becoming a ghetto. Our schools are being taken over...This is certainly discrimination..." (Gender not stated)*
- *I often find myself in the minority - although not discriminated against - I have been made to feel that...the Australian education system is below standard. I find that incredibly annoying as I believe our system encourages our children to think and learn for themselves...." (Female)*
- *I have tried to show friendliness to newcomers and I have been treated with disrespect - I refer to this as reverse racism. (Female)*

There were also many examples given by people who felt they had been treated unfairly because of their age (14% stories) and/or their gender – female (10% stories).

Ways for Council to address racism within our community

231 people made a range of suggestions here

A total of 258 separate responses were provided, which were arranged into themes.

The three most popular were:

- ***Council to undertake education & promote awareness of cultures & diversity***
(7% or 62 people). This was more likely to be identified by multi-lingual respondents (11%) and respondents born in mainly non-English speaking countries (11%)
- ***Council to continue to support multicultural community activities, events & festivals***
(7% or 55 people)
- ***Council to expand its communication, promotion & advertising*** (3% or 21 people)
This was more likely to be identified by English-speaking respondents, rather than CALD respondents.

English-speaking respondents also were more likely than multi-lingual respondents to suggest that Council **should encourage Australian values and way of life** (3% responses overall, 21 people)

There are clearly a small number of respondents that are of the view that encouraging cultural diversity is not a positive, and that society would be stronger if it was less culturally diverse. Other suggestions made in this same vein included: Addressing reverse racism/avoiding preferential treatment of minority groups (2% responses overall or 15 people); and stop immigration/overseas investment (1% responses, or 4 people).

Fostering a stronger sense of community in our suburbs and neighbourhoods



Respondents were asked to suggest **one** thing Council could do to foster **a stronger sense of community** in their suburb or neighbourhood.

351 comments were made to open-ended

Key strategies recommended by our community are:

1. Council should facilitate more events & opportunities for residents to "get together"

One in five respondents, or 19% people suggested this, including:

- more festivals, fairs, concerts or more markets
- encouraging celebration days.

2. Council should focus on facilitating very local events and encouraging "street parties".

(14% respondent recommended this)

3. Council should use local parks for events and activities including establishment of community gardens to bring neighbours together (9% respondents)

4. Council should invest in promoting the importance of being neighbourly & explain the ways in which new residents might contribute to community. This was recommended by 11% of respondents and suggestions included:

- 'welcome neighbour programs'
- schemes to foster pride in one's neighbourhood
- promoting the benefits of local volunteering
- possibly reinstating Neighbourhood Watch programs.

There was also concerns expressed by 10% of respondents, about the loss or lack of a "community feeling" in their own local areas now, suggesting that:

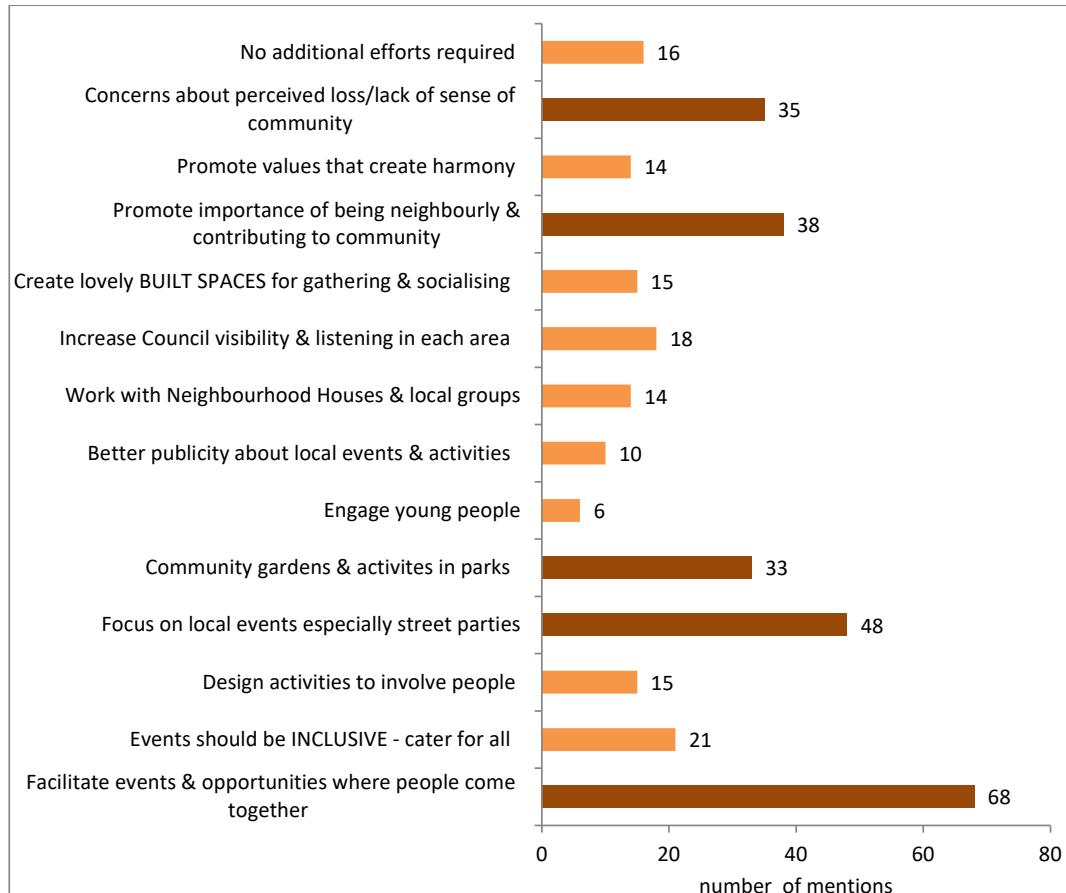
- increased urban density is making the situation worse and more challenging
- stronger efforts are needed to encourage assimilation and integration; and
- we need to recognise that communication (spoken and written) is important for peoples' sense of community. References were made to the importance of translated written

information; the need to help residents from CALD communities to learn English, and need for all signs to be in multi-languages not just one language.

A small percentage of respondents (only 5%) believe that ***Council should make no additional efforts*** in this area – some stating that it is not a role for Council to “foster a sense of community”.

All comments made have been grouped into themes as shown in the Graph below.

Suggested ways to foster stronger sense of community in Monash suburbs and neighbourhood



People's engagement with Council



Our community survey asked two questions (Q. 57 & 58) to inform Council's review of the **MONASH ENGAGEMENT FRAMEWORK** being completed in 2017. This feedback will also inform planning & priorities for Council's **Communications Department**.

How informed community members feel about Council activities & decision-making

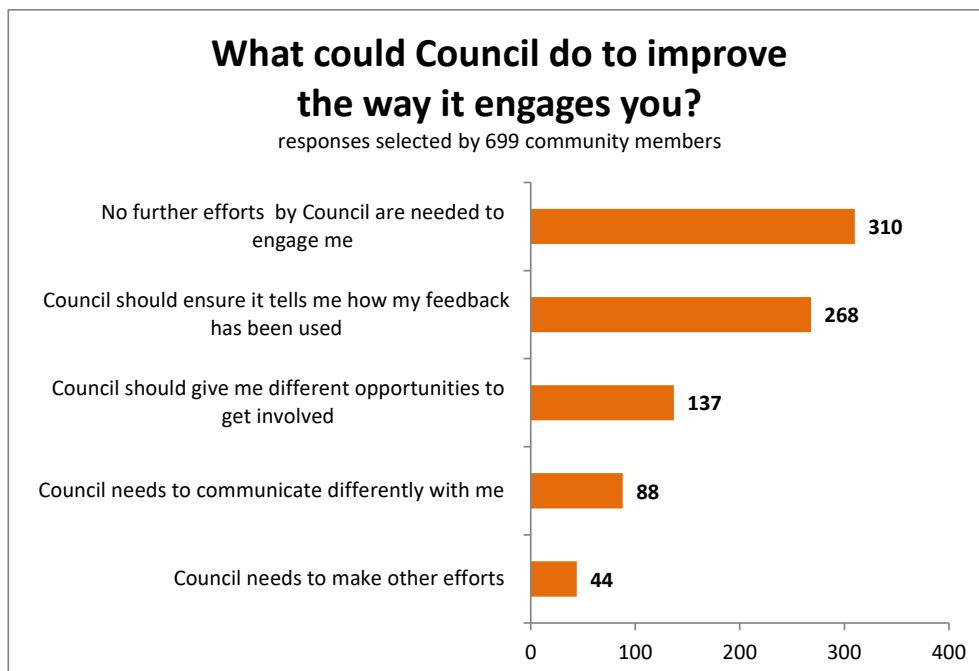
790 responded to this question

- Over half of respondents (53%) reported feeling “informed” or “well informed”
- 32% felt “neutral”
- 15% reported feeling “uninformed” or “very uninformed”

Those who felt *uninformed* or *very uninformed* provided 84 comments on Council activities they want to know more about. The majority of people are wanting Council to demonstrate a more open and transparent approach.

The table below summarises the themes in this feedback:

1. More openness and transparency wanted	43%
a) Particularly our Councillors & their alliances; Council meetings & decision-making.	
b) Particularly about the basis for support or approvals for large local developments	
c) Particularly more detail on Council expenditure, how Council ensures efficiencies and more detail on agreements/contracts with other businesses/agencies.	
2. Want more information about Town Planning - statutory applications, strategic planning & policies	13%
3. Feedback on results of community consultations & progress with actions	8%
4. Events & activities in my local community?	8%
5. More info needed about Council's services, programs & activities (mentions all from non-English speaking background respondents)	6%
6. I do not feel informed - boost Council's reach & PR efforts	5%
7. Wants a local independent newspaper/or more information in newspapers	4%
8. More information about forward planning for local sport & recreation	4%
9. Commitments & schedules for revitalisation of specific assets	2%
10. Info re. caring for environment & mobilising community on these matters	2%
11. Information about programs to support education & family services	2%
12. Audio information options	2%

What Council could do to improve the way it engages community members*699 people responded to this question.*

A very high, 44% of respondents, reported that they consider Monash Council ***does not need to make any further efforts*** to engage with individual community members. There was little variation in this results based on the respondent's gender or cultural and linguistic diversity.

Significantly, however, more than one third of respondents (**38%**) ***want Council to ensure that it gets back to community members to tell them how their feedback has been used.***

Females were twice as likely to request this, than males.

A total 120 comments were made about what kind of feedback they wanted more of from Council. Most mentioned were:

- Council needs to provide people with the results of *this survey*, and publish/promote this broadly (38% of respondents) and to demonstrate what action it has taken in response to community feedback (23% of respondents)
- 12% of respondents also listed specific matters that they would like more feedback about generally – the most mentioned were matters relating to:
 - applications for major developments
 - governance matters
- 8% of respondents suggested Council might even publish, on a regular basis, a summary of issues raised by community with updated actions taken by Council or outcomes achieved.

One fifth of respondents (20%) would like ***different kinds of opportunities to get involved with issues Council is considering.***

72 people made suggestions - again these were grouped into themes. Mostly, people said they wanted:

- Council to boost its electronic engagement opportunities (18% comments)
- Council to continue to allow community members to have their say through a variety of informal means (18% comments)
- Better information about Council agendas, deliberations, decisions (14%)
- 11% of respondents want to be involved in community forums, Council committees or have opportunities to offer advice on Council's investment priorities
- 10% think Council should put increased effort into better promotion of what is under consideration.

Council's communication

13% of people selected that ***Council should communicate differently with them.***

72 suggestions were made, also summarised into themes.

- Mostly recommended was an *increased focus on electronic media, particularly emails* from Council (47% of all suggestions).
Female respondents were more than twice as likely as male respondents to request electronic channels of communication.
 - *Council should look at communicating electronically... Every time I get a paper mail out, I cringe at the money that could be saved by moving most residents to electronic notifications.*
 - *An email reminder after each Council meeting advising when the minutes are available on MCC's website*
 - *More regular mail-outs with more opportunities to have an input. Not only at workshops and the listening posts, but more short and quick fire polls or online surveys, or things residents can do from home online, rather than physically attending. We want to provide feedback, but we don't want to have to spend two hours of our already busy schedule doing it.*
- 17% want Council to continue to *invest in letterboxing and posting* important information and advice
- 7% recommended Council should create more opportunities for community members to have a say AND also to *get involved in implementing change*
- 6% recommended that Council *ensure staff are better prepared to listen for and accept critical feedback* and that the organisation knows how to use this in effective ways.

Finally, 6% of respondents suggested that ***Council needs to make "other efforts***.

The main mentions here reiterated findings above, such as:

- The importance of Council's role in informing the community and continuing with printed information and news, as well as increasing its visibility online
- The need to simplify and improve the way Council communicates and engages with residents about town planning rules and development applications.

ABOUT OUR SURVEY SAMPLE

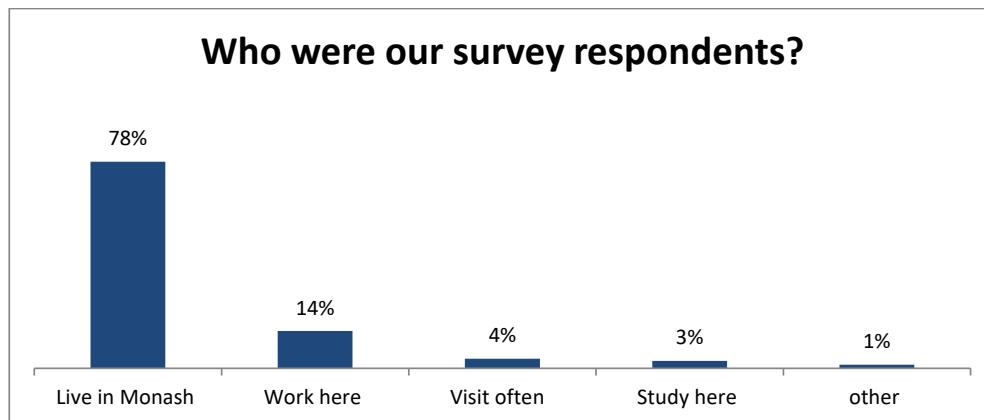
Number of respondents:

903 surveys in total were received. Most were completed online, but 22% responses were hard copy surveys. Surveys translated into simplified Chinese, Greek or Italian could also be requested.

No questions in the survey were compulsory, so each question has been answered by a different number of respondents.

The graph below shows that the majority of respondents were residents of Monash (78% or 854 people) and:

- 14% respondents (154 people) worked in Monash or 3% study here (31 people)
- 4% respondents (40 people) visit Monash often (e.g. to see family members or friends, or participate in sports or community groups here).
- 1% (or 15 people) had another relationship with Monash (e.g. non-resident ratepayer or used to live in Monash until recently).



How representative was our sample?

Seven demographic questions were asked of all respondents, to assist Council to determine whether our survey was undertaken by a representative sample of the Monash Community. Only six respondents did not answer the demographic questions, so the statistical analysis overleaf reflects 99% of our survey sample.

When compared with the 2016 ABS Census profile for Monash, we see that our research sample is not truly reflective of our resident profile, with some suburbs and segments of our community underrepresented. In summary:

Most **significantly underrepresented** in this research sample are:

- The voices of young people aged 10-25yrs
- Residents born overseas, particularly from non-English speaking countries
- Community members from Clayton

Those whose voices are clearly **overrepresented** in this research sample are:

- Older community members - aged over 65 years
- Australian-born residents
- Community members from Mt Waverley

A detailed analysis follows which compares our research sample with the real Monash resident profile using the latest 2016 ABS Census of population & housing.

1. Geographic distribution of our research sample

The sample is considered to be moderately representative of the actual distribution of the Monash population (as detailed in the table below). However, there are some qualifications:

- Suburbs where responses could be seen to be **overrepresented** in the research sample were: **Mt Waverley** (making up 27% of our sample compared with 19% of Monash population living in that suburb) and **Oakleigh** (making up 8% of our sample compared with 4% of the Monash population living in that suburb).
- Suburbs that was clearly **underrepresented** in this survey sample were: **Clayton** (making up 6% of our sample compared with 11% of the Monash population living in that suburb) and **Mulgrave** (making up 8% of our sample compared with 11% of the Monash population living in that suburb). Other suburbs that could be seen to be underrepresented in our sample were: Chadstone, Oakleigh East and Burwood.

Suburb in MONASH	Number of usual residents 2016 Census ¹	As % of the total 2016 Monash population	% of survey respondents from each of these suburbs
Ashwood	6,886	3.8%	3.9%
Burwood	2,364*	1.3%	0.7%
Chadstone	8,641	4.7%	2.4%
Mt Waverley	33,611	18.5%	27.2%
Glen Waverley	40,327	22.2%	21.8%
Wheelers Hill	19,753	10.9%	10.0%
Mulgrave	19,368	10.6%	7.5%
Clayton	19,358	10.6%	5.9%
Notting Hill	3,050	1.7%	1.5%
Huntingdale	1,862	1.0%	1.8%
Oakleigh East	6,444	3.5%	2.0%
Oakleigh	7,893	4.3%	7.7%
Oakleigh South	4,941*	2.7%	3.2%
Hughesdale	7,556	4.2%	3.7%
OTHER suburbs		3.8%	0.7%

2. Gender of our survey respondents

The *Monash 2021 & beyond* survey was completed by 38% males, 62% females and 0.2% 'other'. The 2016 Census figures for Monash showed that there were: 49% males and 51% females usually resident in Monash. This survey sample therefore may have **underrepresented** the views of male residents.

¹ From ABS 2016 Census *Quickstats* Report for each suburb.

*Only one part of this suburb is within the City of Monash, these figures include only Monash residents – 2011 statistics used.

3. Indigenous respondents.

Six community members, or 0.7% of all survey respondents, identified themselves as Indigenous Australians. In 2016, Monash had 0.2% of its population who identified themselves as Australian Aboriginals or Torres Strait Islander (2016 ABS Census *Quickstats* results).

4. Age group of survey respondents

The table below shows that our research sample *significantly underrepresented* the views of young people aged 10-25 yrs - only 8% of our sample compared with 24% of our Monash population.

Our survey sample also *significantly overrepresented* the views of older adults aged 66+ years - making up 35% of our sample compared with 17% of the Monash population.

The voices of community members aged 46-65yrs may also be overrepresented in our research sample – making up 33% of our sample compared with 23% of the Monash population.

Age groups	Survey respondents	Age of usual residents in Monash 2016 ABS Census
10-25 years	7.6%	24.0%
26-45 years	24.0%	27.8%
46-65 years	33.3%	22.8%
66 years & over	35.1%	17.2%

5. Cultural & linguistic diversity of respondents

According to the most recent 2016 ABS Census:

- Monash has 46% of our total population born in **Australia** (or 42% of Monash residents aged 10 yrs or more born in **Australia** (2016 ABS Census, General Community Profile for Monash, Table G09: Country of Birth of Persons by Age). Our research sample had significantly higher percentage - 69% - of respondents born in Australia. Therefore it is apparent that Australian-born residents were significantly *overrepresented* in our research sample.
- Monash also has at least 52% residents **born overseas in other countries**. In contrast, our research sample had only 31% respondents born in other countries and therefore our sample may be *underrepresenting* the views of migrant community members. (2016 ABS Census, General Community Profile for Monash, Table G01: selected person characteristics).
- Overall, 19% of survey responses came from community members who were born in **non-English speaking (NES) countries**. However the 2016 Census data shows that 45% of Monash residents were born in NES countries. Therefore our research sample *significantly underrepresents this segment of our community*.

The Table overleaf also shows that community members born in **China & India** were *particularly underrepresented* in the survey sample.

Proportion of respondents by country of birth

Top Countries of Birth	Survey respondents	Usual residents Monash 2016 ABS Census General Community Profile for Monash - Table G09
Australia	69%	46%
Born Overseas	31%	52% *
China	3%	13%
United Kingdom	7%	5%
India	2%	5%
Malaysia	2%	3%
Sri Lanka	2%	3%
Greece	1%	2%
Italy	0.3%	2%
Vietnam	0.1%	2%
New Zealand	2%	1%
Indonesia	1%	1%
Philippines	0.2%	1%
Hong Kong	1%	1%
South Korea	0.1%	1%
Singapore	1%	1%
South Africa	1%	1%
Germany	1%	0.4%
Poland	1%	0.4%
Totals born in non-English speaking Countries	19%	45%

* Some Census respondents did not state their country of birth

Language spoken at home

The 2016 Census shows that the resident population of Monash includes:

- 45% of residents who speak **English only** at home and
- 50% of residents who speak **another language** at home.

Our research sample shows a significantly different profile, with a *higher proportion* of survey respondents (79%) who speak *English only* at home, and a *lower proportion* of respondents (only 21%) who spoke *other languages* at home.

The table below shows that it was community members who spoke **Chinese languages, Greek and Sinhalese**, who were **particularly underrepresented** in our survey sample 2017.

Proportions of respondents by languages spoken at home

Main Languages spoken at home	Survey respondents	Usual residents Monash 2016 ABS Census General Community Profile - Table G13
Chinese languages (incl. Mandarin and Cantonese)	7%	21%
Greek	3%	6%
Italian	2%	2%
Indonesian	1%	1%
Sinhalese	1%	3%
Hindi	1%	2%
Punjabi	1%	1%
Korean	0.2%	1%
Russian	1%	1%
Spanish	1%	1%
Polish	1%	0.4%



Feedback from the community

There has been extensive community consultation conducted throughout the development of the Strategy. Initial consultation was sought from the community to identify key issues and drivers for change from the perspective of the residents, followed by exhibition of the Draft and information sessions. There was also a survey mailed out to residents regarding new options for the hard waste service and waste charges.

Strategy Development

Feedback was gathered from the community to help direct the strategy and gain input from residents and Monash visitors through the methods of an online survey, community workshops and phone and email comments. The four broad topics discussed were: public services, food organics recycling (FOGO), possible introduction of a waste charge and options for hard rubbish

There was a consensus to increase opportunities for small item recycling, such as batteries, light globes and plastic bags (soft plastics) and dumped rubbish was identified as an ongoing nuisance. Increased surveillance was suggested as a solution. It was also clear that an education program on the functioning and pricing of the Waste Transfer Station would be beneficial.

Most people were in favour of introducing food organics recycling into their waste system. Main concerns were that the initiative would be a disincentive to compost at home and that the process may attract rats.

Results from the survey show that 53% of respondents require more information on a waste charge before deciding whether to support it or not. There was support for a user pays system if it were introduced and comments to reduce council spending to avoid the charge and requests for further information on what other services would be impacted if the charge was not introduced.

Hard Rubbish: Generally, most people are satisfied with the current annual blanket collection but would support a change to a combination service which retained the annual blanket and offered a booked collection. Workshop discussions highlighted a concern that community amenity may be impacted with a booked collection, but recognised a need to cater to the more transient residents within Monash.

Draft Strategy and survey feedback

Following the release of the Draft Strategy online for exhibition, Council subsequently undertook independent consultation through additional information sessions and release of a survey concerning hard waste options.

Most feedback did not support increases to annual rates, or to separate these costs from the rate-capping system. The Strategy does not recommend the introduction of a separate waste and environment charge at this stage.

The Strategy proposes the investigation of an at-call hard waste collection service which could replace the current blanket service, or be offered in conjunction with it. Most responses still showed concern for the amenity issues arising from the possibility of having hard waste on nature-strips year-round.

A number of changes to the Strategy have been made in response to the feedback received. The blue boxes which act as a summary for most sections have been altered to indicate which of the five goals they relate to. This was a suggestion by the Environmental Advisory Committee and effectively connects the goals, context and actions. Other minor suggestions which have been adopted involve the re-wording of terms, additional clarification and inclusion of helpful information throughout the report.

The feedback shows that residents of Monash clearly understand the value of education in waste matters and that they would support more of it. Education focused on waste reduction, awareness and recycling processes was called for and has been addressed in the Strategy.

A portion of the feedback called for a greater focus on environmental sustainability and caring for the environment. The Strategy highlights that Council follows the published Waste Hierarchy which values waste avoidance, reduction and reuse as the key actions for waste management. The goals of increasing diversion of waste from landfill and minimising waste generation also show Council's environmental focus.

The survey which was also mailed out to residents at the end of October 2017 provided information detailing two different options for a new hard waste collection system for which were described as follows:

- Option 1: Is keeping the existing once-a-year pick-up of hard waste on a date set by Council, with the addition of one at-call hard waste collection each year at a cost of up to \$150 to the householder. If you do not use this additional at-call service, there will be no extra charges and the hard waste service essentially remains as you have it now
- Option 2: is an enhanced service that offers each property up to six booked collections each year of hard waste, bundled green waste (for larger branches or garden waste that does not fit in your green waste bin) and bulk cardboard. This will mean that each year you are able to book two hard waste collections, two bundled green waste collections and two cardboard collections at a time of your choosing.

Most of the written responses were in opposition of Option 2. It was clear that residents did not agree that the option is an 'enhanced' service, or that it provides additional choice in the items which can be picked up, as described in the cover letter. Residents would prefer an option which did not cater to those who generate more waste.

Option 2 also presented changes to the format of the annual rates notice by removing waste charges from the general rates. This would also remove the waste charges from the Fair Go Rates System (FGRS) which caps increases to 2% annually. Lack of clarity regarding how the options were costed was a clear issue and many comments called for Council to show more decisive pricing.

rather than averages and estimates. This is why a separate investigation into the introduction of a waste charge is proposed.

Approximately 30,000 survey responses were received, with 77% in favour of Option 1. The feedback favoured the increased flexibility of having an extra collection and the user pays charging system. Many respondents saw this as a fairer way of providing the at-call service, preferring that those who wish to receive an extra collection must pay for it themselves.

In all formats of response there was a significant degree of confusion which was caused by the wording and layout of the survey and as a result there was apprehension about Council's decision-making process. It is clear that residents want the results of the survey to be published and adhered to by Council for this matter.