

7.5.2 2026 COMMUNITY SATISFACTION SURVEY RESULTS

Responsible Director:	Imogen Kelly, Executive Manager Communications and Customer Experience
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RECOMMENDATION

That Council notes the findings of the 2026 Monash Community Satisfaction Survey.

INTRODUCTION

Each year, Monash Council surveys residents to measure satisfaction with Council's performance and services. The survey provides valuable insights into community priorities and expectations, helping Council to identify areas of strength and opportunities for improvement. The results also enable Council to monitor performance over time and compare levels of satisfaction with previous years.

COUNCIL PLAN STRATEGIC OBJECTIVES

A healthy, safe and connected community

A community where all people have the opportunity to experience enhanced levels of social, emotional, and physical wellbeing.

A well-planned and future ready city

An attractive and well-designed city with connected neighbourhoods, active transport, open spaces, facilities and infrastructure that meets the current and future needs of our community.

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 2026 Monash Community Satisfaction Survey was conducted by Metropolis Research Pty Ltd between 7 February to 7 March 2026. The survey was undertaken using a random face-to-face, door-to-door methodology, with 801 randomly selected Monash residents aged 18 years and over participating.

The survey results provide an independent measure of community satisfaction across a broad range of Council services, facilities and functions.

The survey measured community satisfaction with 28 individual Council services and facilities, aspects of governance and leadership, planning and development, customer service, and the performance of Council across all areas of responsibility.

DISCUSSION

The survey findings indicated Council's overall satisfaction in 2026 remained in the "very good" range at 7.3, consistent with results from 2025 and 2024. This result was 1 point higher than the metropolitan Melbourne average satisfaction.

Satisfaction in Council's performance measured against the following key attributes were:

- Customer service (7.7)
- Overall satisfaction with customer service experience (7.6)
- Community consultation and engagement (7.4)
- Council's overall performance (7.3)
- Making decisions in the interest of community (7.3)
- Maintenance and repair of sealed local roads (7.2)
- Representation, lobbying and advocacy (7.2)
- Responsiveness to Council to local community needs (7.3)
- Maintaining trust and confidence of the community (7.3)

There were increases in satisfaction with 13 individual Council Services and facilities in 2026. The largest increases were recorded for:

- Council run programs and activities for young people (8.4)
- Animal management (7.9)
- Council run services for children and their families (8.5)
- Street sweeping (7.7)
- Recreation and aquatic centers (8.3)
- Regular recycling services (8.2), and
- Local library and library services (8.6)

Services with the highest satisfaction in 2026 were:

- Local library and library services (8.6)
- Regular green waste collection (8.5)
- Council run services for children and their families (8.5)
- Provision and maintenance of local playgrounds (8.4)

Level of importance of selected Council services and facilities:

- In comparison with 2025 results, provision and maintenance of street lighting and hard rubbish collection has decreased in level of importance for the community.
- Regular garbage collection has remained the most important service for Council (9.2), followed by:
 - o Council services and activities for older residents (9.1)
 - o Regular green waste collection (9.1)
 - o Regular recycling services (9.1)

Areas to be addressed:

- Rubbish and waste issues, including regular garbage collection (8.2) and hard rubbish collection remained lower than metropolitan averages.

- Changes to kerbside collection services since 2024 has declined from the long-term satisfaction average of 8.4 - 19 comments related to frequency of red garbage bin to be collected weekly.
- Regular garbage collection service was the most important of the 29 services (9.2), and ranked 9th in overall satisfaction (8.2)
 - Senior citizens (aged 75 years and over) were notably more satisfied (8.7) and middle adults (aged 45 – 59) were notably less satisfied (7.8).
- Traffic management and parking, including enforcement and availability
 - Parking availability and enforcement, and traffic management were 2 of the most nominated issues for Monash residents. Despite a small decline in average satisfaction (6.9), this did not appear to have exerted a substantial negative influence on overall satisfaction.
 - Satisfaction with volume of traffic on residential streets (6.9) and main roads (6.6) declined in 2026.
 - Notting Hill residents were more satisfied with the volume of traffic on local streets (7.9), with the lowest levels of satisfaction recorded in Hughesdale (5.8)
 - There was no measurable variation in satisfaction with the volume of traffic on main roads.
 - Satisfaction with speed of traffic on residential streets (7.0) and main roads (7.4) declined in 2026.
 - There was no measurable variations in satisfaction between residential streets and main roads.
 - Majority of respondents (88%) were dissatisfied with the speed of traffic on residential streets, considering the speed to be “too fast”.
 - Availability of parking on residential streets increased (7.3), however declined on main road (6.4).
 - Respondents from Notting Hill were notably more satisfied (7.7), with respondents from Hughesdale (5.9) and Oakleigh (5.8) less satisfied.
- Perception of safety in public areas has declined across metropolitan Melbourne, with several municipalities recording significantly larger declines than Monash.
 - Results for Monash (7.7) remained higher than the metropolitan averages, suggesting relatively strong perception of safety.
 - 8% of respondents nominated safety, policing and crime related issues as one of the top 3 issues to be addressed. Verbatim comments indicated “lot of crime/crime everywhere”, “car break-ins / thefts are common” and “too many break-ins during day and night in the neighborhood” as the top reasons for feeling unsafe in public areas.
 - 9% of respondents felt unsafe in public areas at night. Verbatim responses indicated “not enough lighting / street is too dark” as the top reason for feeling unsafe in public areas at night.

Planning for population growth by all levels of government declined in 2026 (6.8).

- Decline in satisfaction is suggested to have been influenced by recent announcements by state government on higher density development in nominated activity centres across metropolitan Melbourne.

- Comments relating to dissatisfaction with planning included “lack of planning”, “not enough parking spaces”, “overpopulation”, and “existing infrastructure is not enough to accommodate growth”.

Local Government Performance Reporting Framework

Council uses these survey findings annually to report against the Local Government Performance Reporting Framework. In October 2025 Local Government Victoria issued an updated practice note requiring survey providers to be ISO accredited at the time researchers are in the field. At the time Council’s contracted survey provider, Metropolis was not ISO accredited. Metropolis has since obtained ISO accreditation.

In order to be fully compliant with the new practice note requirements in the 2025-26 reporting period Council engaged the Victorian Government’s newly appointed provider, Klein Research, to conduct a supplementary phone survey limited to the minimum sample size (400) and the core measures required for Local Government Performance Reporting Framework (LGPRF).

Satisfaction on the LGPRF core indicators for Monash, as measured by this supplementary survey were:

Indicator	Monash	State	Metro Melbourne
Overall performance	65	58	64
Spending public funds	60	51	58
General direction	51	48	50
Customer service	71	68	70
Opportunities to give feedback	65	55	60
Waste management	77	72	74
Making decision	61	52	58
Sealed local streets	61	54	61

Commentary will be included on the Know Your Council website to explain the difference in the results in 2025-26 and provide the comparative figure for a more accurate indication of trends over time.

FINANCIAL IMPLICATIONS

There are no financial implications to this report.

POLICY IMPLICATIONS

There are no policy implications to this report.

CONSULTATION

Community consultation was not required.

SOCIAL IMPLICATIONS

There are no social implications to this report.

HUMAN RIGHTS CONSIDERATIONS

There are no human rights implications to this report.

GENDER IMPACT ASSESSMENT

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

CONCLUSION

The results of Metropolis' 2026 Community Satisfaction Survey will be publicly available on Council's website, supporting Council's commitment to transparency, accountability and open government.

The results of the supplementary survey will be submitted to the Local Government Performance Reporting Framework in accordance with the reporting requirements of Local Government Victoria and published on the Know Your Council website.

ATTACHMENT LIST

1. 2026 Community Satisfaction Survey report - Metropolis [7.5.2.1 - 246 pages]

Monash City Council

2026 Annual Community Satisfaction Survey

April 2026



Metropolis
RESEARCH

Monash City Council – 2026 Annual Community Satisfaction Survey

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Executive summary

Survey aims and methodology:

Metropolis Research conducted this, Council's 10th *Annual Community Satisfaction Survey* as a door-to-door, 15-minute interview survey of 801 respondents conducted from the 7th of February till the 7th of March 2026.

The survey was again this year conducted as a random sample, door-to-door, in-person interview style survey, after being conducted by telephone in 2020 through 2022 due to the pandemic.

This in-person method provides a richer interaction with the community, includes a more representative sample of the community, and importantly, recorded an extremely strong response rate of 40% (down from the unusually high 60% last year), but up significantly on the 18% recorded in 2022 using the telephone methodology.

The aim of the research was to measure community satisfaction with the broad range of Council provided services and facilities, aspects of governance and leadership, planning and development, customer service, and the performance of Council across all areas of responsibility.

The survey also measured the importance to the community and their satisfaction with 28 individual Council services and facilities, as well as major arterial roads and highways managed by VicRoads. The survey also explored the top issues the community feel need to be addressed in the municipality 'at the moment'.

There were also a set of questions relating to the importance of four aspects of the Community Vision.

Key findings:

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

This result was somewhat (1pt or 1.4%) higher than the metropolitan Melbourne average satisfaction, as recorded in the 2026 *Governing Melbourne*, and was, at the time of publication, the highest satisfaction score recorded for an individual municipality surveyed by Metropolis Research so far in 2026.

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

Satisfaction with most broad areas of Council performance remained relatively stable this year including 28 services and facilities (up 1pt to 7.9), three planning and development outcomes (stable at 7.4), overall satisfaction (stable at 7.3), seven aspects of governance and leadership (up 1pt to 7.2), and six aspects of traffic and parking (down 2pts to 6.9).



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There was, however, a measurable (4pt or 6%) decline in satisfaction with planning for population growth by all levels of government (6.8 down from 7.2). Metropolis Research is of the view that recent media attention around the state government policies in relation to activity centre planning may well have been a factor in this result this year.

The average satisfaction with seven aspects of customer service increased marginally this year, building on the four-percentage point increase recorded last year. The 2025 result reversed the decline recorded in 2024, and maintains satisfaction with customer service in line with the long-term average since 2016 of 7.7 out of 10, or “very good”.

The average satisfaction with customer service (1pt down from 3pts below), as well as the overall satisfaction with the customer service experience (identical) are now at similar levels to the metropolitan average. This was a substantial improvement on the 2024 and 2025 results.

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

<i>Satisfaction with:</i>	<i>Metro. Melbourne 2026</i>	<i>City of Monash 2025</i>	<i>City of Monash 2026</i>
Customer service (average score across 7 indicators)	7.8	7.6	7.7
Overall satisfaction with customer service experience	7.6	7.5	7.6
Community consultation and engagement	7.6	7.4	7.4
Council’s overall performance	7.2	7.3	7.3
Making decisions in the interests of community	7.3	7.2	7.3
Maintenance and repair of sealed local roads	7.4	7.2	7.2
Representation, lobbying and advocacy	7.3	7.2	7.2
Responsiveness of Council to local community needs	7.2	7.1	7.3
Maintaining trust and confidence of the community	7.3	7.1	7.3

The 2023 report noted an impact from the changes to the kerbside collection services on satisfaction with these services, as well as overall satisfaction with Council.

Metropolis Research notes that this year, satisfaction with the regular garbage collection declined marginally (down 1pt to 8.2), but remained four percentage points (5%) above the low point in 2023 of 7.8, although it remains three percentage below the long-term average since 2016.

Metropolis Research notes that the proportion of respondents who nominated rubbish and waste issues (including mostly kerbside collections) remained at an elevated level of 10% (down from a peak of 17% in 2023). These respondents, however, on average rated satisfaction with Council’s overall performance at the municipal average of 7.3, implying that the rubbish and waste issues were not exerting a substantial negative influence on their satisfaction with the overall performance of Monash City Council.

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



Satisfaction with the performance of Council:

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

This result was somewhat (1pt) higher than the metropolitan average of 7.2 and identical to the eastern region councils' (7.3), both as recorded in the 2026 *Governing Melbourne* research.

Satisfaction with Monash City Council has recovered from the two lower-than-average results in 2022 and 2023 and has maintained its “very good” categorisation.

Metropolis Research notes that the influence on overall satisfaction from the changes to the kerbside collection services over those two years has diminished further, even though the proportion of the community who raise rubbish and waste issues has remained at a somewhat elevated level.

A little less than half (45% down from 47%) of respondents were “very satisfied” with Council’s overall performance (rating satisfaction at eight or more out of 10), whilst three percent (down from 6%) were dissatisfied (rating zero to four).

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

- **Somewhat HIGHER than average satisfaction** – included respondents from Notting Hill and Clayton, as well as young adults and adults (aged 18 to 44 years), senior citizens (aged 75 years and over), respondents from two-parent families with youngest child 0 to 5 years), respondents from group households, and respondents identifying as culturally or linguistically diverse.
- **Somewhat lower than average satisfaction** – included respondents from Wheelers Hill, as well as middle-aged (aged 45 to 64 years), respondents from households with a member with disability, 12 respondents identifying as Aboriginal and / or Torres Strait Islander, 42 respondents with chronic illness, 16 respondents identifying LGBTIQA+, and 33 respondents identifying with financial hardship.

There were a range of issues, as discussed in the [relationship between issues and overall satisfaction](#), that were negatively correlated to overall satisfaction. These issues included planning and development (34 respondents, 8pts less satisfied), footpaths (34 respondents, 5pts less), parks and gardens (42 respondents, 5pts less), street trees (59 respondents, 4pts less), lighting issues (29 respondents, 4pts less), Council rates, fees, and charges (36 respondents, 3pts less), and safety, policing, and crime (61 respondents, 2pts less).

There were no other significant underlying factors identified in this report that negatively impacted on satisfaction with Council’s overall performance or satisfaction with governance and leadership by a substantial number of respondents.



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

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

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

Satisfaction with Council's community consultation and engagement performance remained stable again this year at a record high 7.4 out of 10, which was a "very good" level.

Satisfaction with the other six aspects of governance and leadership included the responsiveness of Council to local community needs (up 2pts to 7.3), maintaining community trust and confidence (up 2pts to 7.3), making decisions in the interests of the community (up stable at 7.2), representation, lobbying and advocacy (stable at 7.2), the opportunities offered by Council to engage or be consulted with on Council decisions (stable at 7.1), and performance providing value for rates (down 1pt to 6.8).

Almost one-quarter (24% down from 27%) of respondents had contacted Council in the last 12 months, with the most common reasons being for rubbish and waste issues (25%), planning and development (13% up from 5%), and tree maintenance issues (11% down from 15%).

This year, almost all (95%) of respondents who contacted Council in the last 12 months reported that they did so via their preferred method.

The average satisfaction with the seven aspects of Council's [customer service](#) increased marginally this year, up by an average of one percentage point to 7.7, which remained a "very good" level.

These results continue to build on the significant increase recorded last year, with satisfaction with customer service consistent with the long-term average since 2016 (7.7).

Overall satisfaction with the customer service experience was identical (up from 3pts below) the metropolitan Melbourne result.

The average satisfaction with the 28 Council provided [services and facilities](#) included in the survey increased marginally (1pt) again this year to 7.9 out of 10, which was an "excellent" level.

The average satisfaction with these services and facilities in the City of Monash (7.9) was identical to the metropolitan Melbourne average.



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There were increases in satisfaction with 13 individual Council services and facilities this year, with the largest increases recorded for Council run programs and activities for young people (up 4pts by 48 respondents), and two percentage point increases for animal management, Council run services for children and their families, street sweeping, recreation and aquatic centres, the regular recycling service, and local library and library services.

There were no services or facilities that recorded a notable decline in satisfaction this year.

The services with the highest satisfaction this year include the local library and library services (8.6), regular green waste collection (8.5), Council run services for children and their families (8.5), the provision and maintenance of local playgrounds (8.4) and Council run programs and activities for young people (8.4).

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

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

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

Metropolis Research notes that satisfaction with the maintenance and repair of sealed local roads managed by Council was two percentage points (3%) higher than satisfaction with the maintenance and repair of major arterial roads and highways managed by VicRoads.

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

Satisfaction with [planning for population growth by all levels of government](#) declined measurably this year, down four percentage points (6%) to 6.8 out of 10. This result was measurably (4pts) lower than the metropolitan (7.2) and eastern region councils (7.4).

The decline in satisfaction with planning for population growth by all levels of government was unusual in the context of the other results recorded in the survey this year. Metropolis Research suggests that increased community engagement in population growth related issues may well have resulted from the recent state government consultation around activity centre planning. This included increased density in a range of activity centres around metropolitan Melbourne.

Satisfaction with the [planning and development outcomes](#), including the design of public spaces (down 2pts to 7.6), the protection of trees and vegetation on private property (stable at 7.3), and the appearance and quality of new developments (up 1pt to 7.3) all remained essentially stable this year.



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Satisfaction with the design of public spaces was marginally (1pt) higher than the metropolitan Melbourne average, while satisfaction with the appearance and quality of new developments was marginally (1pt) lower.

It is noted that planning issues remain relatively modest in the City of Monash community this year, with four percent nominating planning and development related issues as a top three issue again this year. This was marginally (1pt) lower than the metropolitan average.

These results show that overall, the Monash community was relatively satisfied with planning and development outcomes, but that concerns around planning for population growth (by all levels of government) have increased notably this year.

Issues to address for the City of Monash:

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

Attention is drawn to the still significant proportion of respondents who nominated rubbish and waste issues this year, which declined from the unusually high 17% recorded in 2023, but remained at an elevated level, higher than the long-term average (6%).

While the group in the community with concerns around rubbish and waste issues remained elevated above the long-term average, these respondents, on average, recorded an overall satisfaction score that was identical to the municipal average (7.3).

This is an important result, as in 2025, this group of respondents were six percentage points less satisfied with Council's overall performance than the municipal average.

This result implies that while there continues to be an elevated level of community interest in rubbish and waste issues, the issues do not appear to be exerting a substantial negative influence on community satisfaction with Council's overall performance.

Perception of safety:

Respondents were again in 2026, asked to rate their [perception of safety in the public areas of the municipality](#) during the day (down 2pts to 8.3), in and around the local shopping district / centre (down 2pts to 8.0), travelling on / waiting for public transport (down 3pts to 7.7), and at night (down 2pts to 7.1).

This decline in the perception of safety in public areas has been observed elsewhere across metropolitan Melbourne through 2025 and so far in 2026, with several municipalities recording significantly larger declines than these City of Monash results.



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These results all remain somewhat higher than the metropolitan averages and continue to suggest a relatively strong perception of safety in the public areas of the City of Monash.

It is noted that eight percent of respondents nominated safety, policing, and crime related issues as one of the top three issues to address, and it is noted that nine percent (up from 8%) of respondents felt “unsafe” in the public areas of the City of Monash at night, which remains notably lower than the metropolitan Melbourne average of 13% (up from 10%).

Importance of Council initiatives:

Respondents were again in 2026, asked to rate the [importance of aspects of the Community Vision](#) in relation to six areas.

All six of these aspects were considered “very important” by respondents, with average importance scores from 8.6 for services in the neighbourhood, to a low of 8.5 for an engaged community.

Traffic and parking:

Respondents were again in 2026, asked to rate their satisfaction with six aspects of [traffic and parking](#) on residential streets and main roads.

There were declines again this year, in satisfaction with the volume and speed of traffic and the availability of parking on both residential streets.

Satisfaction with the volume of traffic on both residential streets (down 2pts to 6.9) and on main roads (down 1pt to 6.6) both remained at “good” levels, despite the small declines recorded this year.

Satisfaction with the speed of traffic on residential streets (down 2pts to 7.0) and on main roads (down 1pt to 7.4), remained at “good” and “very good” levels respectively.

Satisfaction with the availability of parking on residential streets increased somewhat this year, up two percentage points to 7.3 out of 10, or a “very good” level.

By contrast, satisfaction with the availability of parking on main roads declined measurably this year, down five percentage points to 6.4 out of 10, which was a “solid”, down from a “good” level.

It is important to note that car parking including availability and enforcement (13%) and traffic management (10% down from 12%) were two of the most nominated issues to address for the City of Monash, although both these issues do not appear to have exerted a substantial negative influence on community satisfaction with the overall performance of Monash City Council this year.



Introduction

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

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

The *Monash City Council - 2026 Annual Community Satisfaction Survey* comprises the following:

- Satisfaction with Council's **overall performance**.
- Satisfaction with aspects of **governance and leadership**.
- Importance of and satisfaction with 29 **Council services and facilities**.
- **Issues of importance** for the City of Monash 'at the moment'.
- Satisfaction with aspects of Council's **customer service**.
- Satisfaction with **planning for population growth** by all levels of government.
- Importance of selected aspects of **Community Vision**.
- **Perception of safety** in Monash.
- Satisfaction with **traffic and parking**.
- Respondent profile.

Rationale

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

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

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



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

In addition, the *Annual Community Satisfaction Survey* includes a range of demographic and socio-economic variables against which the results can be analysed. For example, the *Annual Community Satisfaction Survey* includes data on age structure, gender, language spoken at home, disability, period of residence, household structure, and diverse population groups.

By including these variables, satisfaction scores can be analysed against these variables and issues that sub-groups in the community have with Council's performance or services can be explore in more detail.

Methodology, response rate and statistical strength

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

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

A representative sample of households were approached at random by Metropolis Research staff in-person and invited to participate in the research.

The surveying was completed from the 7th of February to the 7th of March 2026.

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

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

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

A total of 3,775 residents were approached with a view to inviting them to participate in the research. Of these:

- No answer – 1,748
- Refused – 1,226
- Completed - 801



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This provides a response rate of 40%, which was down on the extremely high 60% recorded last year, but similar to the 45% recorded in 2024, and a significant improvement over the 18% recorded in 2022, using the less effective telephone methodology.

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

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

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

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

Governing Melbourne

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

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the *Monash City Council – 2026 Annual Community Satisfaction Survey*.

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

This report provides some comparisons against the 2026 metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area as well as the East region (Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse, Yarra Ranges).

Glossary of terms

Precinct

The results of this report are presented at both the municipal and precinct level.

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



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

Measurable and statistically significant

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

Significant result

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

Marginal / somewhat / notable

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

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

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

95% confidence interval

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

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



Satisfaction categories

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

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

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

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



Council's overall performance

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the performance of Council across all areas of responsibility?”

Satisfaction with the performance of Monash City Council ‘across all areas of responsibility’, or “overall performance” remained stable for the third consecutive year at 7.3 out of 10.

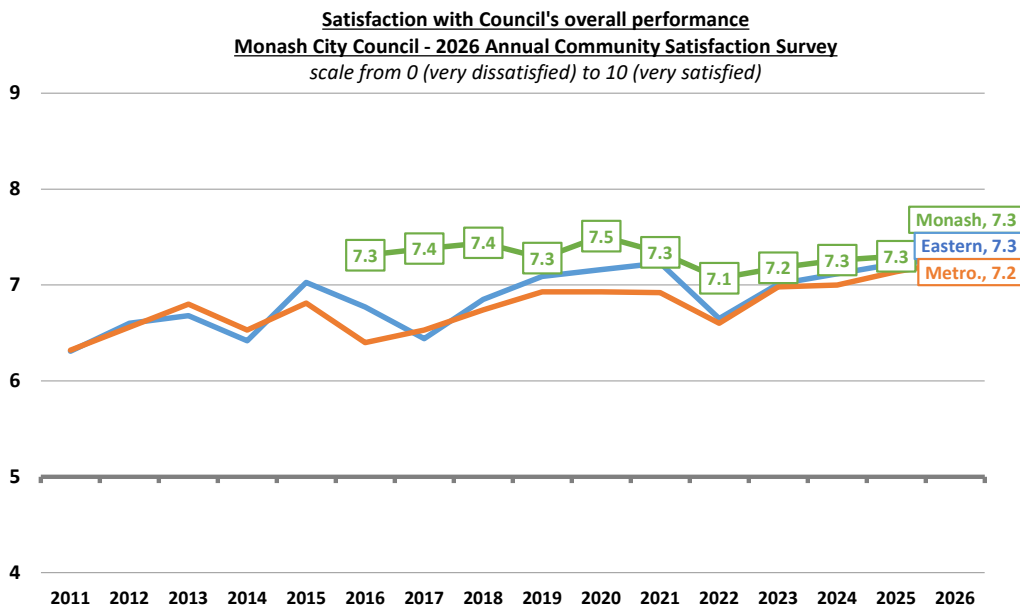
This remained a “very good” level of satisfaction and consistent with the long-term average since 2016 of 7.3 out of 10.

By way of comparison, this result was marginally (one percentage point or 1.4%) higher than the metropolitan average of 7.2 out of 10, but identical to the eastern region councils’ average, both as recorded in the 2026 *Governing Melbourne* research.

The *Governing Melbourne* research survey was conducted independently by Metropolis Research in January 2026, using the same in-person, door-to-door methodology, and provides a consistent set of results against which to compare these Monash City Council results.

Metropolis Research notes that the long-term average overall satisfaction with Monash City Council has been measurably (4pts down from 5pts) higher than the metropolitan average.

It is important to note, however, that this over-performance of Monash City Council has reduced over time. From 2016 to 2020, Monash City Council scored an average of seven percentage points (10%) above the metropolitan average, though the pandemic (2021 and 2022) the average difference was four points (6%), and post-pandemic (2023 to 2025), the average difference has been two percentage points (3%).



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Metropolis Research notes that satisfaction with Monash City Council was somewhat lower than the long-term average in both 2022 and 2023. As discussed in the 2024 and 2025 reports, a range of reasons underpinned that lower-than-average satisfaction, including a broader fatigue with government across metropolitan Melbourne in 2023, coming out of the last of the pandemic lockdowns, and then into both federal and state government elections.

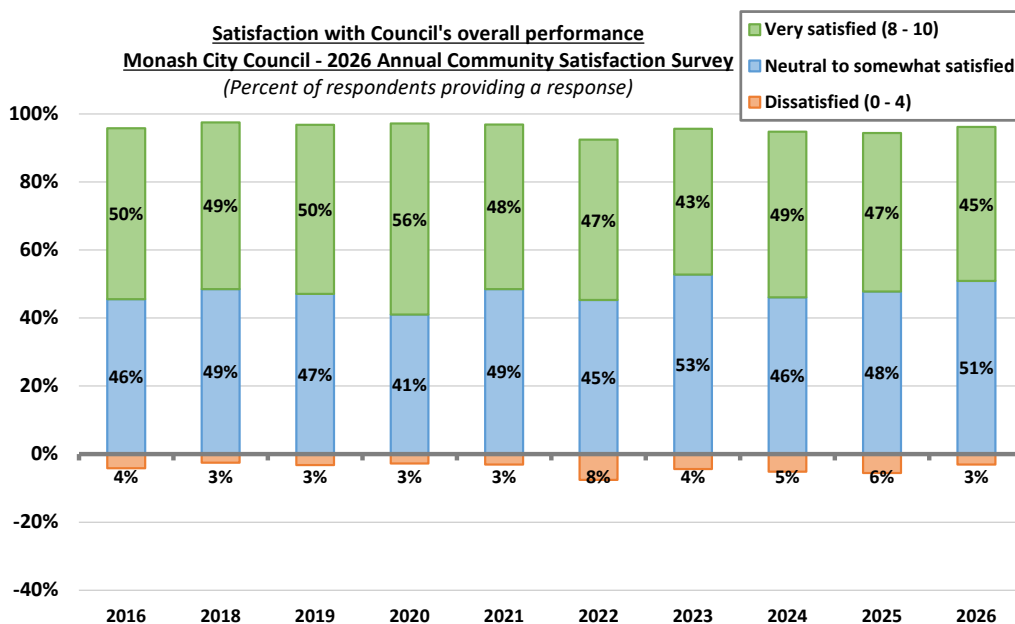
Specifically for Monash City Council, in both 2022 and 2023, there also appeared to be some impact on overall satisfaction from the changes to the kerbside collection services.

Metropolis Research notes that the kerbside collection issues remain evident in these 2026 results, with 10% raising rubbish and waste issues as a top three [issue to address](#). This was down on the high of 17% in 2023 when the changes to this service were implemented.

It is, however, noted that satisfaction with the [regular garbage collection](#) has improved substantially in recent years. The average satisfaction with the regular garbage collection was 8.8 out of 10 from 2016 to 2021, recorded a low of 7.8 in 2023, and has since recovered measurably (4pts or 5%) to 8.2 (down from 8.3) out of 10 this year.

This does suggest that community concern around the changes to the kerbside collection services have diminished. Importantly, the 83 respondents who raised rubbish and waste issues this year recorded an average overall satisfaction score identical to the municipal average (7.3 out of 10 or “very good”). This was a significant improvement on the result last year. In 2025, the 85 respondents who raised these issues were six percentage points (9%) less satisfied with Council’s overall performance than the municipal average.

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



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Consistent with the results in most years of the survey program, approximately half (45% down from 47%) of respondents who provided a score were “very satisfied” with Council’s overall performance, whilst three percent (down from 6%) were “dissatisfied”.

Metropolis Research notes that over 26 years measuring community satisfaction with local government across Victoria and Tasmania, it has never recorded less than three percent “dissatisfied” respondents. This reflects that there will always be some in the community who, for a variety of reasons, will be dissatisfied with the performance of their local council.

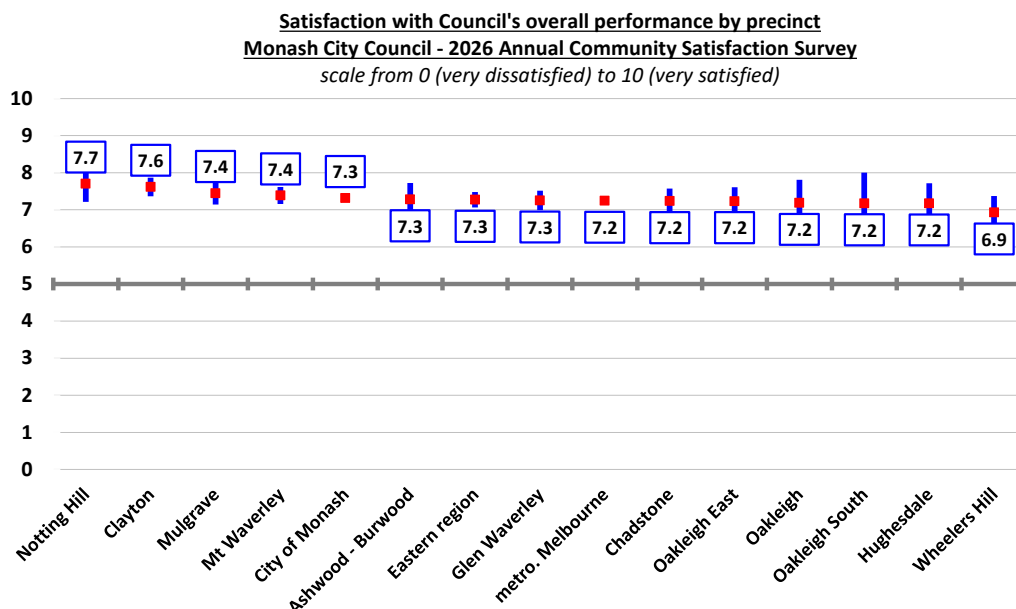
Over the nine years of the survey program, these City of Monash results reflect widespread community satisfaction with the performance of Monash City Council.

Overall performance by precinct

There was some measurable variation in satisfaction with Council’s overall performance observed across the municipality, as follows

- **Notably to measurably HIGHER than average satisfaction** – included respondents from Notting Hill and Clayton.
- **Somewhat LOWER than average satisfaction** – included respondents from Wheelers Hill.

The 75 respondents from Wheelers Hill recorded an eight-percentage point (10%) decline in overall satisfaction this year, moving from a notably higher than average result to a notably lower-than-average result.

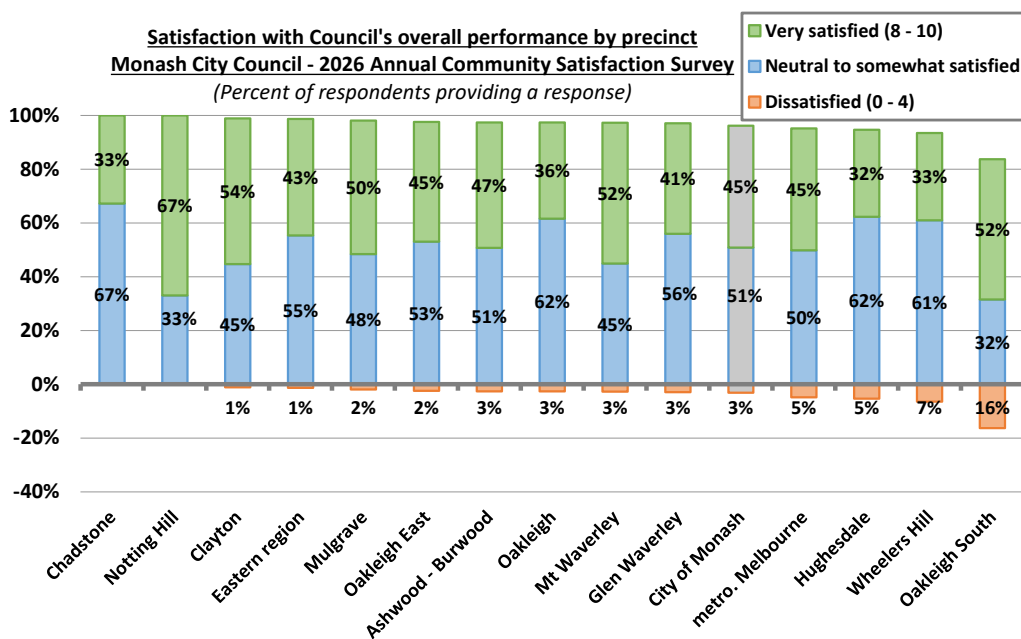


Monash City Council – 2026 Annual Community Satisfaction Survey

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

At least half of the respondents (who provided a score) from Notting Hill (67%), Clayton (54%), Mt Waverley (52%), Oakleigh South (52%), and Mulgrave (50%) were very satisfied” with Council’s overall performance.

It is noted, however, that 16% (up from 11%) of respondents from Oakleigh South were “dissatisfied” with Council’s overall performance.



Overall performance by respondent profile

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

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

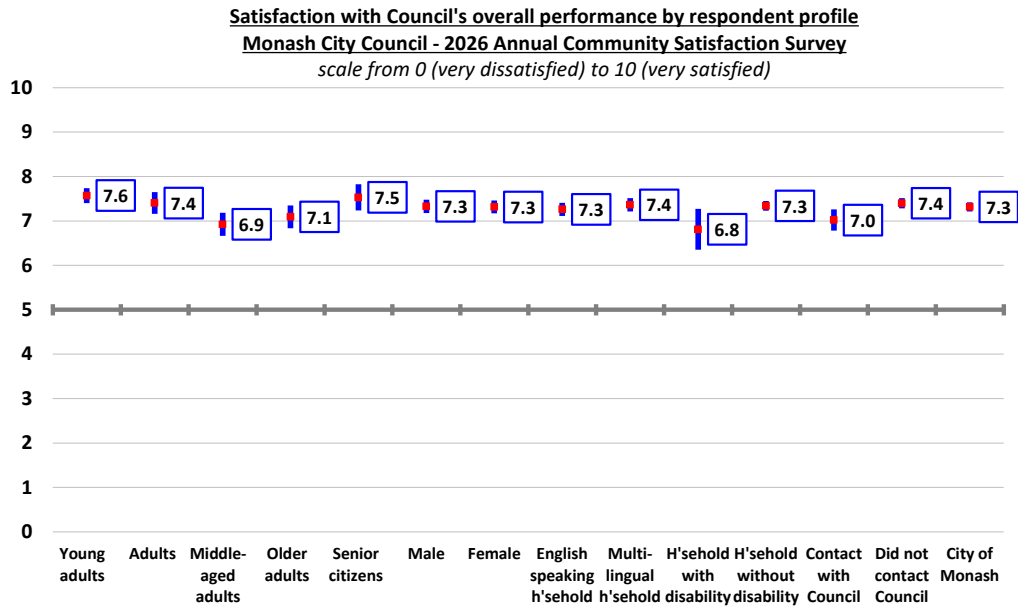
- **Somewhat HIGHER than average satisfaction** – included young adults and adults (aged 18 to 44 years), senior citizens (aged 75 years and over), respondents from two-parent families with youngest child 0 to 5 years), respondents from group households, and respondents identifying as culturally or linguistically diverse.



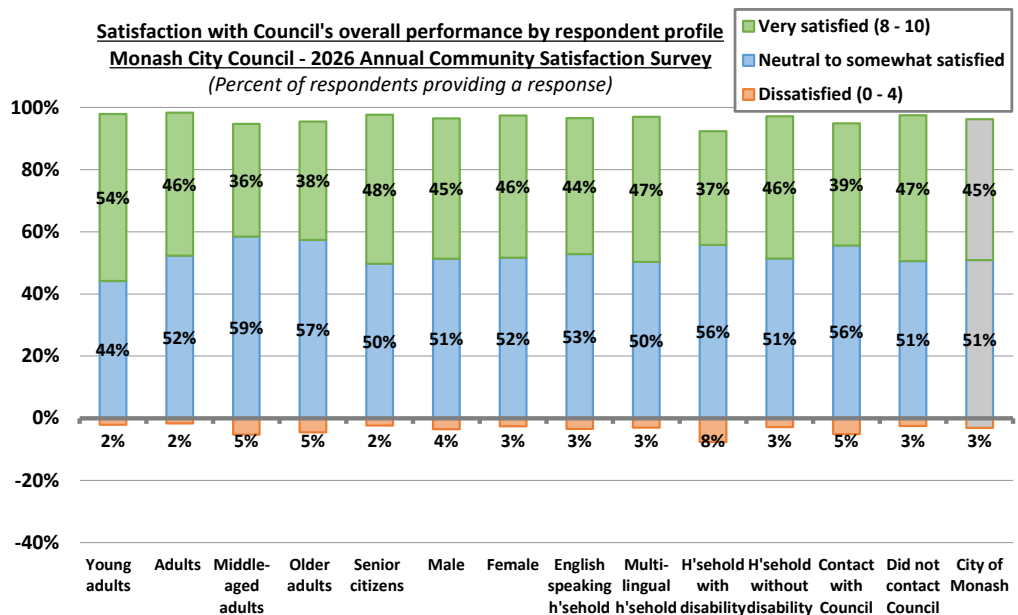
Monash City Council – 2026 Annual Community Satisfaction Survey

- **Somewhat lower than average satisfaction** – included middle-aged (aged 45 to 64 years), respondents from households with a member with disability, 12 respondents identifying as Aboriginal and / or Torres Strait Islander, 42 respondents with chronic illness, 16 respondents identifying LGBTIQ+, and 33 respondents identifying with financial hardship.

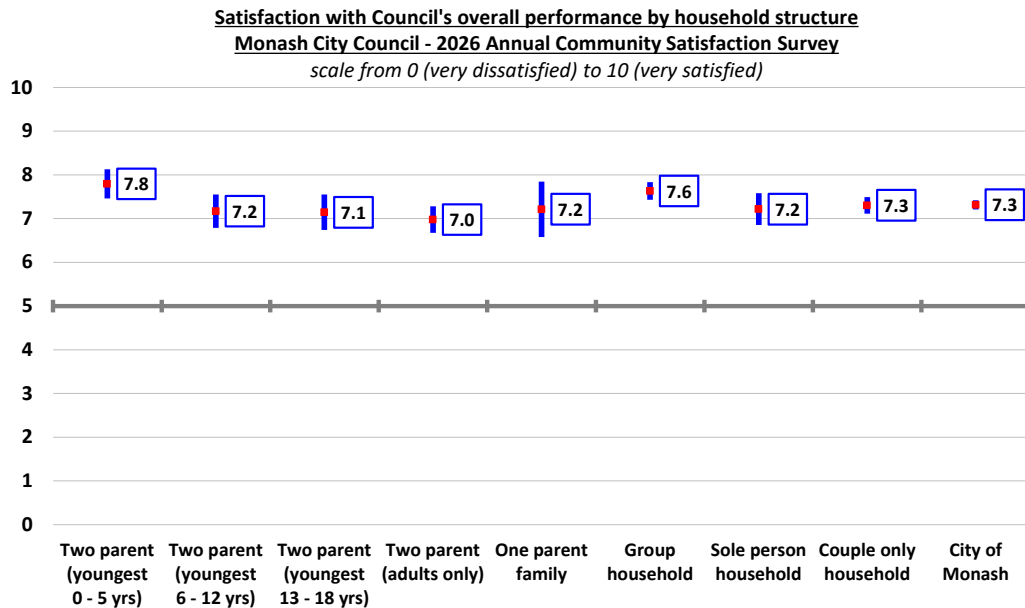
Metropolis Research notes that some of these groups included only a small number of respondents.



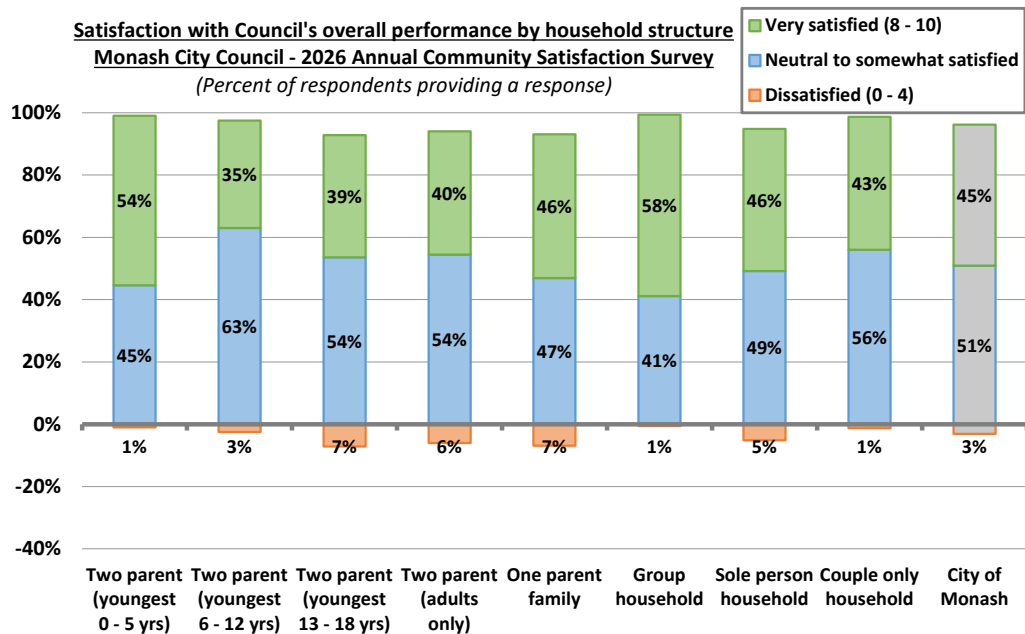
More than half of the young adults (aged 18 to 34 years) were “very satisfied” with Council’s overall performance, while eight percent of respondents from households with a member with disability were “dissatisfied”.



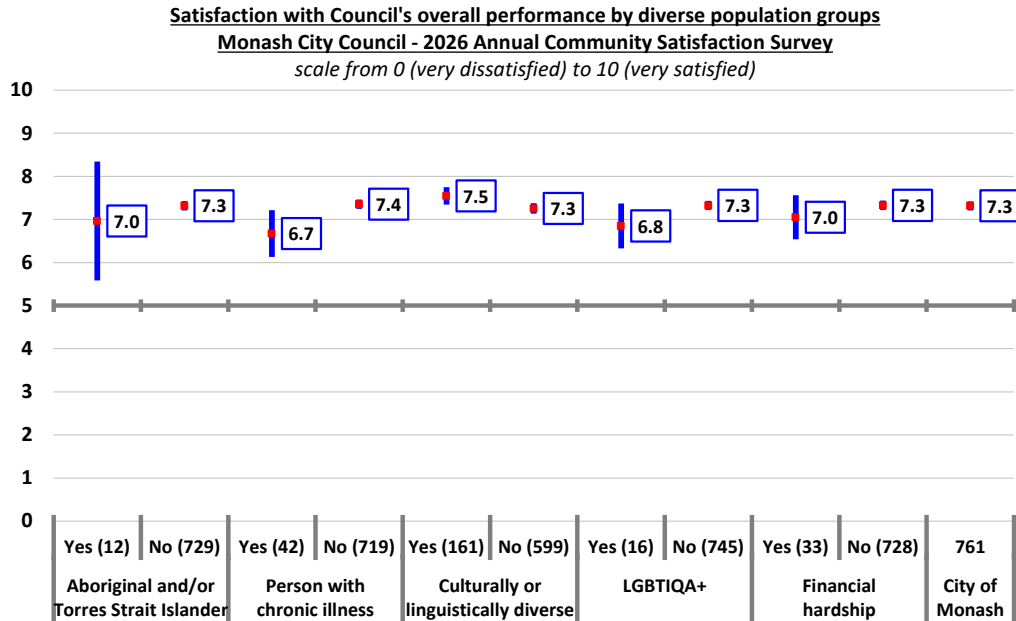
Monash City Council – 2026 Annual Community Satisfaction Survey



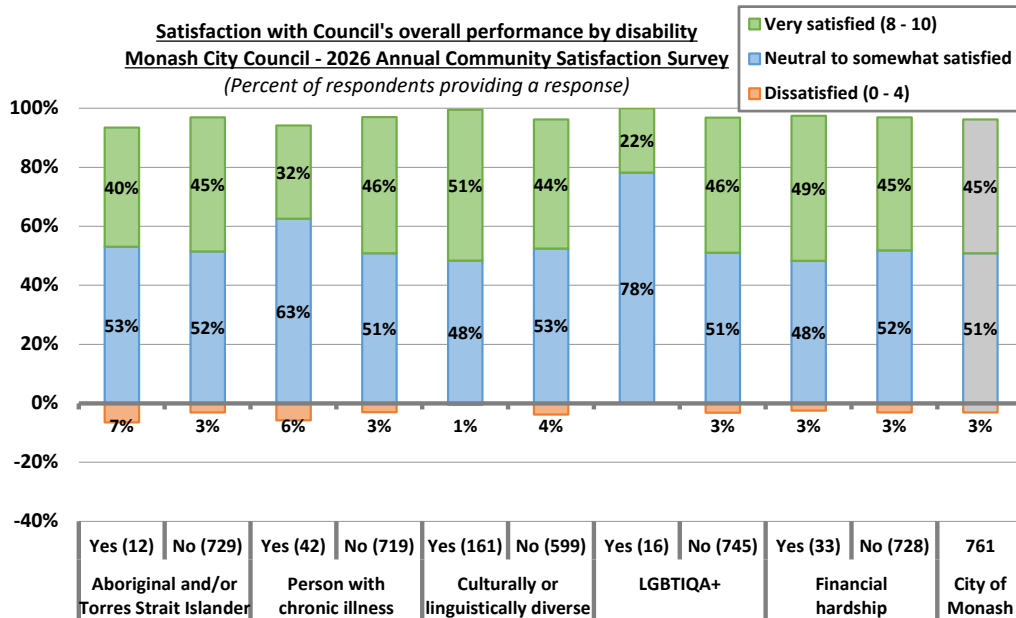
More than half of the respondents from two-parent families (with youngest child aged 0 to 4 years) and group households were “very satisfied” with Council’s overall performance. Less than eight percent of respondents from any of the household structure sub-groups were “dissatisfied” with Council’s overall performance.



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Approximately half of the 161 respondents identifying as culturally or linguistically diverse and the 33 respondents identifying with financial hardship were “very satisfied” with Council’s overall performance. Less than eight percent of respondents from any of the diverse population groups were “dissatisfied” with Council’s overall performance.



Relationship between issues and satisfaction with overall performance

The following graph shows the average overall satisfaction score for respondents nominating each of the top 13 issues to address for the City of Monash 'at the moment', with a comparison to the overall satisfaction score of all respondents (7.3), as well as a comparison to the 226 respondents who did not nominate any issues to address (7.7 down from 7.9).

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

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

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

Clearly the number of respondents nominating each of these 13 issues varied substantially, which is reflected in the size of the blue vertical bars (the 95% confidence interval).

Metropolis Research notes that 226 respondents (28% of the total sample) did not have any issues they felt needed to be addressed 'at the moment' for the City of Monash. Naturally, these respondents were significantly more satisfied than respondents who did nominate issues to address, and they rated satisfaction with Council's overall performance six percentage points higher than the municipal average at 7.7 (down from 7.9) out of 10, a "very good", down from an "excellent" level of satisfaction.

There were clearly four issues that dominated the results this year, those being road maintenance and repairs (107 respondents), parking (102 respondents), traffic management (83 respondents), and rubbish and waste issues (83 respondents).

These issues were also prominent in the results in 2025.

Both traffic management and car parking related issues did not appear to exert a significant negative influence on overall satisfaction with Council for the respondents who raised these issues. The respondents who raised these issues, on average, rated satisfaction at the municipal average (7.3 out of 10).

Attention is drawn to the respondents who raised rubbish and waste issues this year, as they rated satisfaction at 7.3 out of 10, compared to 6.7 out of 10 last year. This is an important result, as it suggests that those with concerns around rubbish and waste issues were not, on average, less satisfied with Council than the municipal average.

This result does suggest that while rubbish and waste issues remain elevated in the City of Monash, this does not appear to be exerting a significant negative influence on community satisfaction with the overall performance of Monash City Council.



Monash City Council – 2026 Annual Community Satisfaction Survey

Metropolis Research also notes that satisfaction with the regular garbage collection has improved measurably (4pts) over the last four years, from a low of 7.8 back in 2023 to 8.2 (down from 8.3) this year, with four percent (down from 5%) “dissatisfied”.

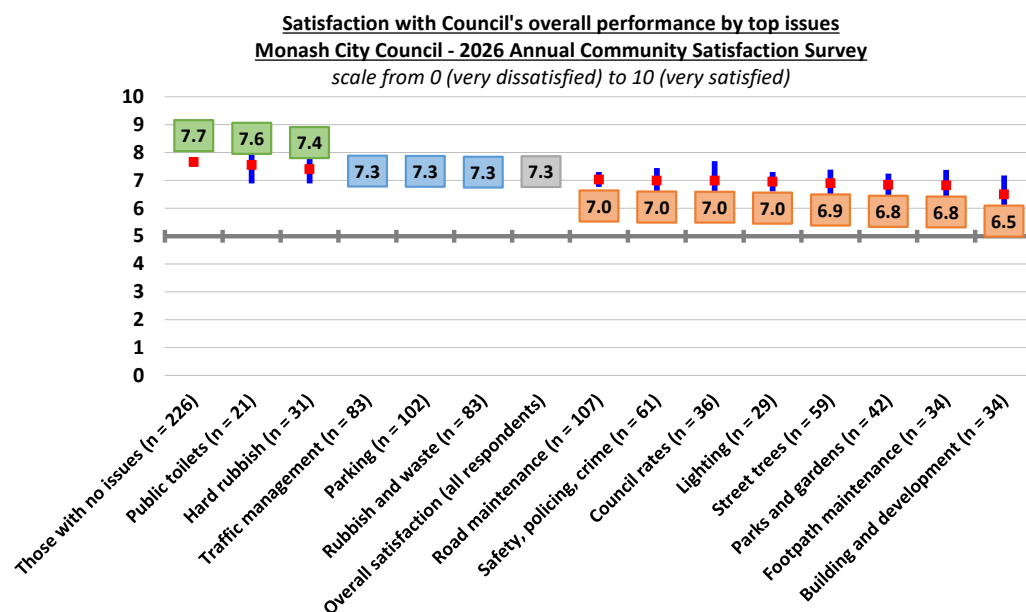
These results reinforce the view that, overall, the Monash community was very satisfied with the kerbside collection services, and although there remains a group within the Monash community with concerns around the kerbside collection services (particularly the frequency of the regular garbage collection and the size of the bin), this does not appear to exert a substantial negative influence on overall satisfaction with Council.

The respondents who raised road maintenance and repair related issues, however, were, on average, less satisfied with Council’s overall performance than the municipal average, rating satisfaction at 7.0 out of 10, or three percentage points lower.

As outlined in the following graph there were a range of other issues that were likely to be exerting a negative influence on overall satisfaction with Council for the respondents who raised them.

These issues included planning and development (34 respondents, 8pts less satisfied), footpaths (34 respondents, 5pts less), parks and gardens (42 respondents, 5pts less), street trees (59 respondents, 4pts less), lighting issues (29 respondents, 4pts less), Council rates, fees, and charges (36 respondents, 3pts less), and safety, policing, and crime (61 respondents, 2pts less).

Of these, planning and development related issues appeared to exert the most significant negative influence on overall satisfaction for the respondents who raised the issues. This is often observed across metropolitan Melbourne, reinforcing the strong relationship between those who have planning and development concerns, and their satisfaction with the local council.



Monash City Council – 2026 Annual Community Satisfaction Survey

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

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

This table shows that respondents who were "dissatisfied" with Council's overall performance were notably more likely to nominate street trees (21% compared to 7%), planning and development (17% compared to 4%), communication and consultation (13% compared to 2%), and Council rates, fees, and charges (13% compared to 4%).

It is important to bear in mind when interpreting these results that just 24 respondents were "dissatisfied" with Council's overall performance this year.

Top issues for Monash of respondents' dissatisfied with overall performance
Monash City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total respondents who dissatisfied with overall performance)

<i>Issue</i>	<i>Dissatisfied respondents</i>		<i>All respondents</i>
	<i>Number</i>	<i>Percent</i>	
Provision and maintenance of street trees	5	21%	7%
Building, planning, housing and development	4	17%	4%
Communication and consultation	3	13%	2%
Council rates	3	13%	4%
Road repairs and maintenance	3	13%	13%
Safety, policing and crime	3	13%	8%
Parks, gardens and open space	2	8%	5%
Footpath repairs and maintenance	2	8%	4%
Financial issues and priorities for Council	2	8%	0%
Rubbish and waste issues inc. garbage	2	8%	10%
Traffic management	2	8%	10%
Council customer service and responsiveness	2	8%	1%
All other issues (12 separately identified issues)	13	54%	54%
Total responses	46		998
<i>Respondents identifying at least one issue (percent of total respondents)</i>	<i>22 (91%)</i>		<i>534 (67%)</i>

Improvements to Council's overall performance

Respondents were asked:

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



Monash City Council – 2026 Annual Community Satisfaction Survey

There was a total of 70 responses received from respondents who were not satisfied with Council's overall performance (i.e., rated satisfaction at less than six out of 10).

These comments have been broadly categorised as follows:

• Communication and engagement	19 comments
• Rates and financial management	9 comments
• General negative	8 comments
• Council governance, management and responsiveness	7 comments
• Safety, security and policing related	5 comments
• Parks, gardens, playgrounds	4 comments
• Roads and traffic management	4 comments
• Cleanliness and maintenance of area	3 comments
• Council services and facilities	3 comments
• Waste management	2 comments
• Parking	1 comment
• Planning, development and housing	1 comment
• Public transport	1 comment
• Trees	1 comment
• Other comments	2 comments

The following table provides the verbatim responses as categorised as above.

Preferred improvements to Council's overall performance
Monash City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Communication and engagement</i>	
Councillors should come and talk to people here who have lived here for a while	1
Because I haven't had any opportunity or chance to speak with them directly that's why I have been neutral	1
Come around and ask the community about needs	1
Communication, newsletter quarterly or if possible monthly	1
Consultation is good but priority needs to be given to the residents' concerns. Consultation will extend to consultants and advisers who do not listen to community input	1
Council actively promoting the services and program for people to use	1
I would like more opportunity to put my word forward, make it more obvious. Me going to council meeting is not it, make it more specified council, ask people in general more like do surveys. More community gathering for older people and make it easier to do community parties there is too much red tape for it. Ask people about their opinion like new roundabouts that we got in local area, what do people actually think of them	1
Information and consultation with the community not just increasing the rates	1
Listen and engage and represent the actual community instead of pushing own agenda	1
Listen to the community and do what the community wants and have interactions	1
Making the Council more accessible and aware towards citizens	1
More accepting of feedback, act on it. People are busy enough, don't have time to talk about things over and over	1



Monash City Council – 2026 Annual Community Satisfaction Survey

More communication	1
More community consultation	1
More community engagement	1
Respond to community grievances	1
Terrible communication	1
There was no consultation, they make decision regardless they don't represent community they represent the broader decisions of the government	1
They should be disclosing more information on the financial logistics and public servants in Council tend to sit on things for ages	1

Total **19**

Rates and financial management

Reduce rates	2
Better value for money	1
Maintain the rates	1
Rates are high, everything is getting more expensive	1
The focus is only on money	1
The important ones they need to spend money on don't have proper consideration	1
They are doing stuff that they are not supposed to, wasting money. Inclusivity and all that	1
When it comes to us giving them money, they are strict but when it comes to spending money on footpaths and roads it doesn't happen	1

Total **9**

General negative

They can always improve / do more	2
Because I think they do some things okay, but I do think they can do a lot of things better	1
Everything is not pleasant to live here	1
I don't agree with what they do	1
I don't like them and whatever work they do	1
Nothing extraordinary, just like any other Council	1
They neglect this area	1

Total **8**

Council governance, management and responsiveness

Because you know they have an agenda when they push it regardless from what the community actually want	1
Cause they don't really care about the individuals; they just do their job and get their money paid	1
Engagement and defence against state and federal policy	1
Focus on community needs	1
I think they are too political instead of focusing on local issues	1
They need to be more proactive	1
Transparency in funding	1

Total **7**



Monash City Council – 2026 Annual Community Satisfaction Survey

<i>Safety, security and policing</i>	
Area needs to be safer	2
Crime rate reduction	1
Drug labs next door	1
Public security	1
Total	5
<i>Parks, gardens, playgrounds</i>	
I have lived here for 26 years, and I haven't seen anyone come inspect the park, the park doesn't have a rubbish bin on the exit	1
No maintenance of the park	1
They might have some to spend on playgrounds like tree scaping as well	1
No bins being emptied in the park, there is trash in the park	1
Total	4
<i>Roads and traffic management</i>	
No speed breakers in Carramar Ave	1
There are potholes	1
They pay people to fix up roads, and they are not the appropriate ones not the ones that need maintenance and it just looks like upkeep	1
Traffic	1
Total	4
<i>Cleanliness and maintenance of area</i>	
Nothing is maintained; the streets are not cleaned	1
They don't repair sooner	1
They must stick to improvement of basic maintenance	1
Total	3
<i>Council services and facilities</i>	
Adding more public facilities and we get notified	1
Cut programs that are not part of core services	1
No signs for Huntingdale Rd to tell people there are toilets and people poop in the park	1
Total	3
<i>Waste management</i>	
Increase bin collection	2
Total	2



Monash City Council – 2026 Annual Community Satisfaction Survey

<i>Parking</i>	
No parking on Wallace Ave	1
Total	1
<i>Planning, development and housing</i>	
Delays with construction	1
Total	1
<i>Public transport</i>	
Impact on commute and timings	1
Total	1
<i>Trees</i>	
Take care of trees	1
Total	1
<i>Other comments</i>	
I don't know much about them, not interested much in politics	1
Look into using AI	1
Total	2
Total responses	70



Monash City Council – 2026 Annual Community Satisfaction Survey

Governance and leadership

Respondents were asked:

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

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

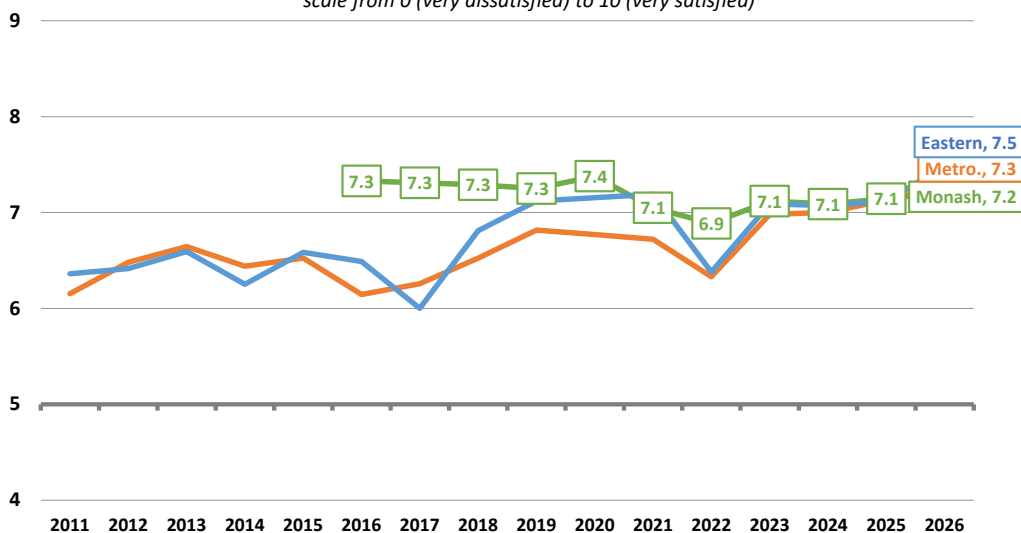
Consistent with the results recorded last year, satisfaction with governance and leadership has continued to recover the ground lost from the pre-pandemic average from 2016 through 2020 of 7.3, up from the average over 2021 and 2022 of 7.0, to 7.2 this year.

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

By way of comparison, the average satisfaction with these six aspects of governance and leadership for the City of Monash was marginally (1point) lower than the metropolitan and eastern region councils’ average of 7.3, and the eastern region councils’ average of 7.5 out of 10.

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

Average satisfaction with governance and leadership
Monash City Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



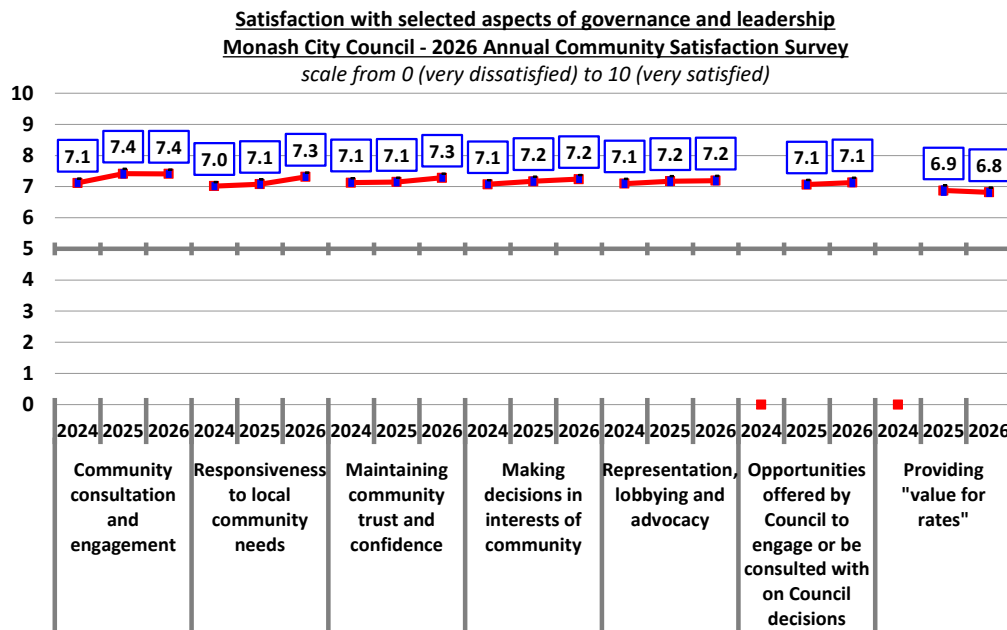
Monash City Council – 2026 Annual Community Satisfaction Survey

Satisfaction with two of these seven measures increased marginally this year, with the two-percentage point (3%) increase in satisfaction with the responsiveness of Council to local community needs the stand-out positive result.

Metropolis Research also notes that satisfaction with Council's community consultation and engagement performance maintained all of three percentage point increase that was the stand-out improvement recorded last year.

As discussed last year, Metropolis Research also notes that satisfaction with this older communication and consultation variable was measurably (4pts up from 3pts) higher than satisfaction with the new variable about the opportunities provided by Council to engage or be consulted (6.8 down from 6.9).

The variation in satisfaction between the two communication and consultation measures likely reflects the more action-focused nature of the new question, which implies Council actively offering opportunities to engage or be consulted with on Council decisions.



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

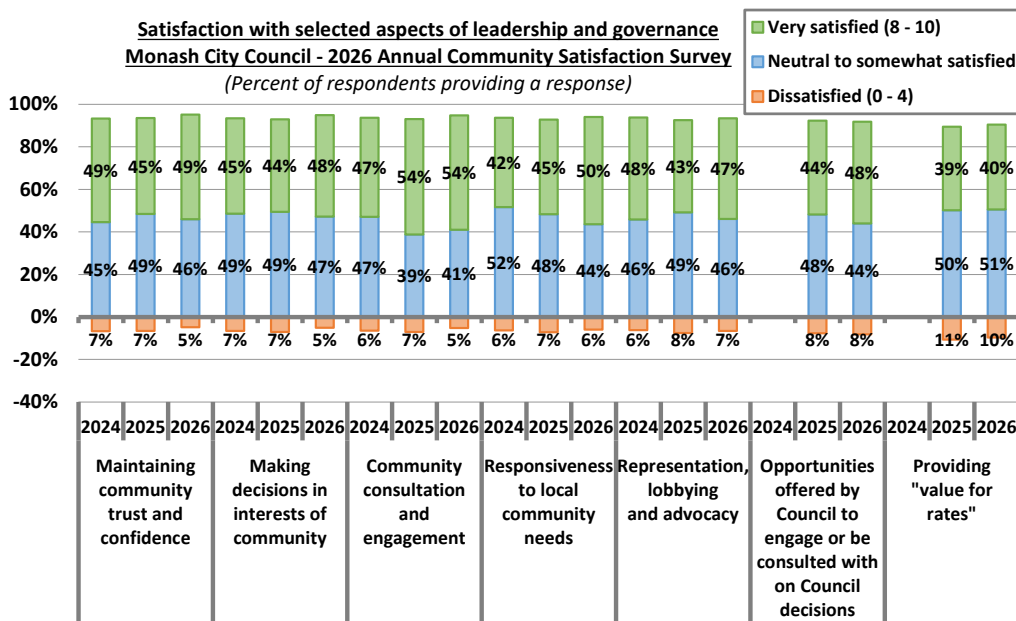
Approximately half of the respondents providing a score were "very satisfied" with six of the seven aspects, with 54% again this year, "very satisfied" with Council's community consultation and engagement performance.



Monash City Council – 2026 Annual Community Satisfaction Survey

Attention is drawn to the 10% (down from 11%) of respondents who were “dissatisfied” with Council’s performance providing value for rates, a result that was broadly consistent with the metropolitan average of 10%. A total of 40% (up from 39%) of respondents were “very satisfied” with Council’s performance providing value for rates.

There were notable increases in the proportion of respondents “very satisfied” this year with the responsiveness of Council to local community needs (up 5pts to 50%), Council’s representation, lobbying and advocacy (up 4pts to 47%), performance maintaining the trust and confidence of the local community (up 4pts to 49%), and performance making decisions in the interests of the community (up 4pts to 48%).



When compared to the metropolitan average results, as recorded in the 2026 *Governing Melbourne* research, respondents in the City of Monash were marginally (1pt) more satisfied than the metropolitan average with the responsiveness of Council to local community needs.

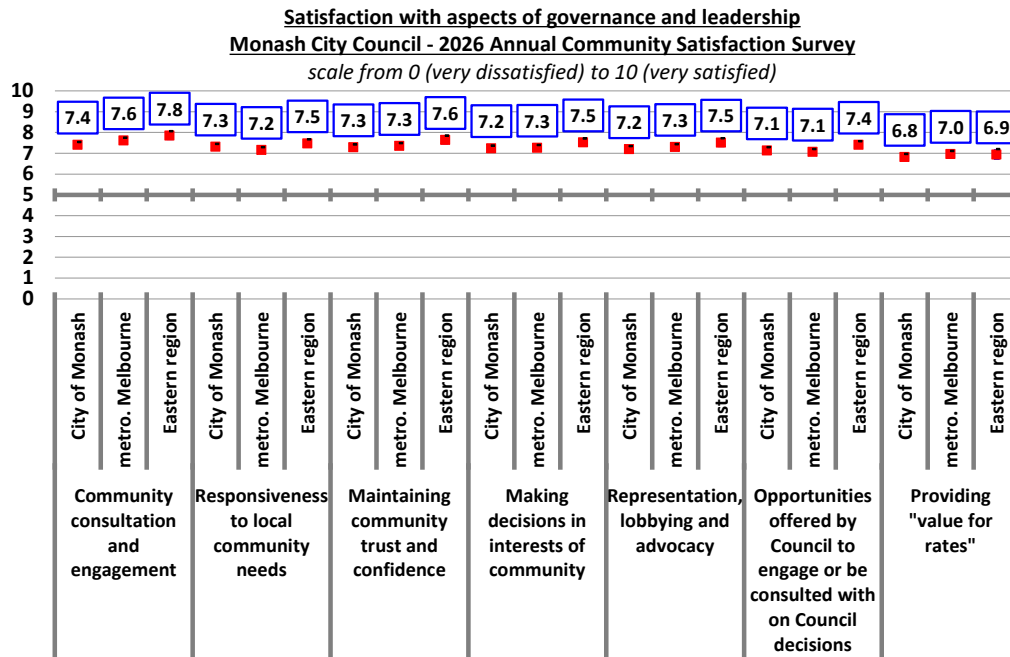
Satisfaction with community consultation and engagement (2pts lower), and performance providing value for rates (2pts lower) were both marginally lower than the metropolitan average.

It is also noted that satisfaction with all seven of these aspects of governance and leadership was marginally to somewhat lower in the City of Monash than the eastern region councils’ averages, as recorded in *Governing Melbourne*.

The relatively small sample size for the eastern region councils’ results should be borne in mind when interpreting these variations.



Monash City Council – 2026 Annual Community Satisfaction Survey



The following section of the report provides a more detailed examination of satisfaction with each of the seven aspects of governance and leadership.

This includes the full time series results for each aspect, as well as a comparison of average satisfaction by precinct as well as by respondent profile (including age structure, gender, and language spoken at home).

While results vary somewhat for each individual aspect, in general terms the following variations were observed:

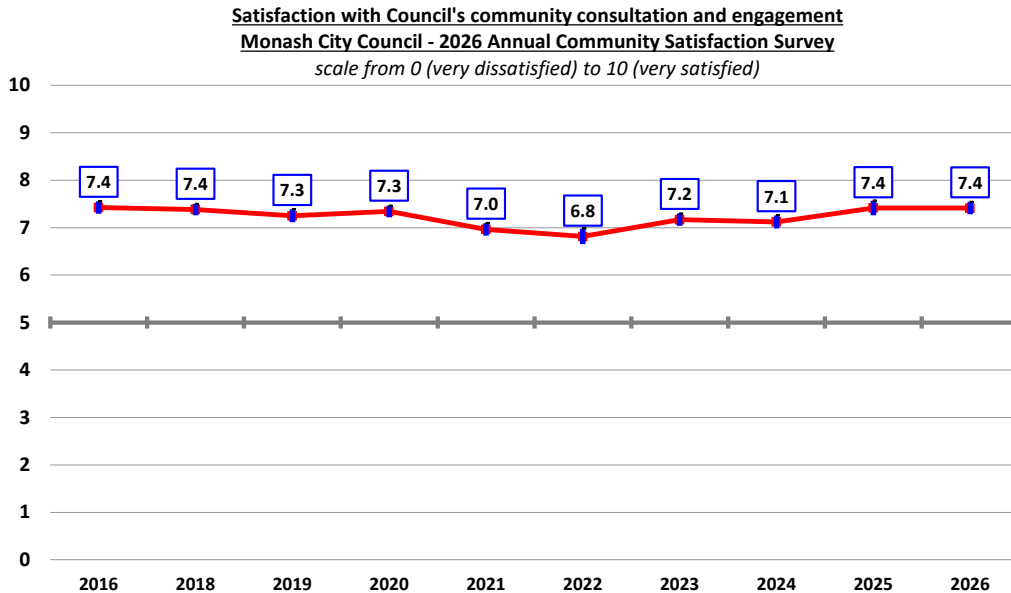
- **Generally, MORE satisfied than average** - included respondents from Notting Hill, Oakleigh, Oakleigh East, Oakleigh South, Clayton, and Mulgrave, young adults and adults (aged 18 to 44 years), senior citizens (aged 75 years and over), female respondents, and respondents from multilingual households.
- **Generally, LESS satisfied than average** – included respondents from Wheelers Hills, Ashwood-Burwood, and Hughesdale, middle aged and older adults (aged 45 to 74 years), male respondents, and respondents from English speaking households.



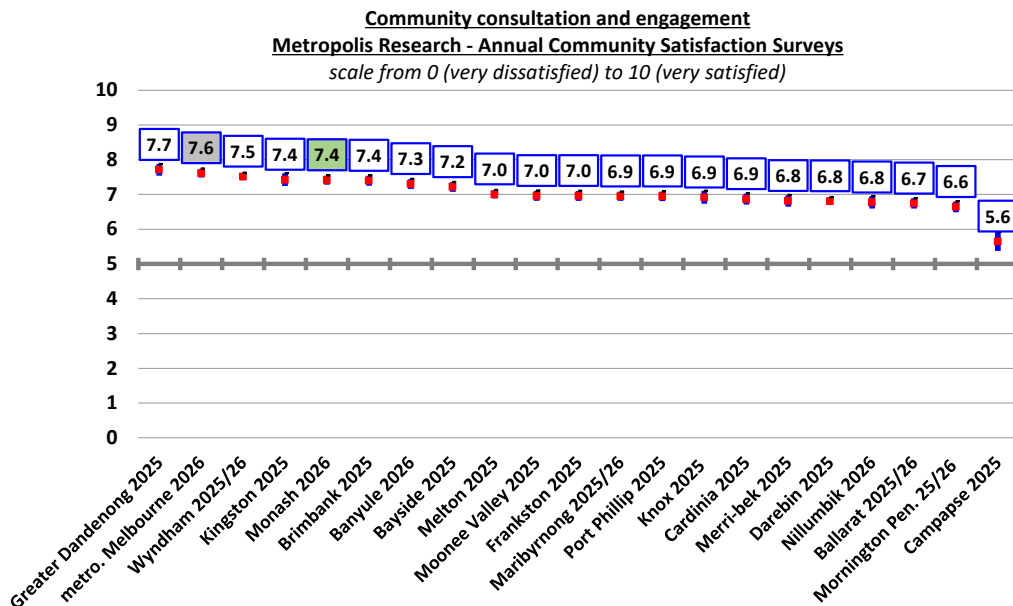
Monash City Council – 2026 Annual Community Satisfaction Survey

Community consultation and engagement

Satisfaction with Council’s community consultation and engagement performance remained stable this year at 7.4 out of 10, or a “very good” level of satisfaction. This result was somewhat (2pts) above the long-term average since 2016 of 7.2 out of 10, or “good”.

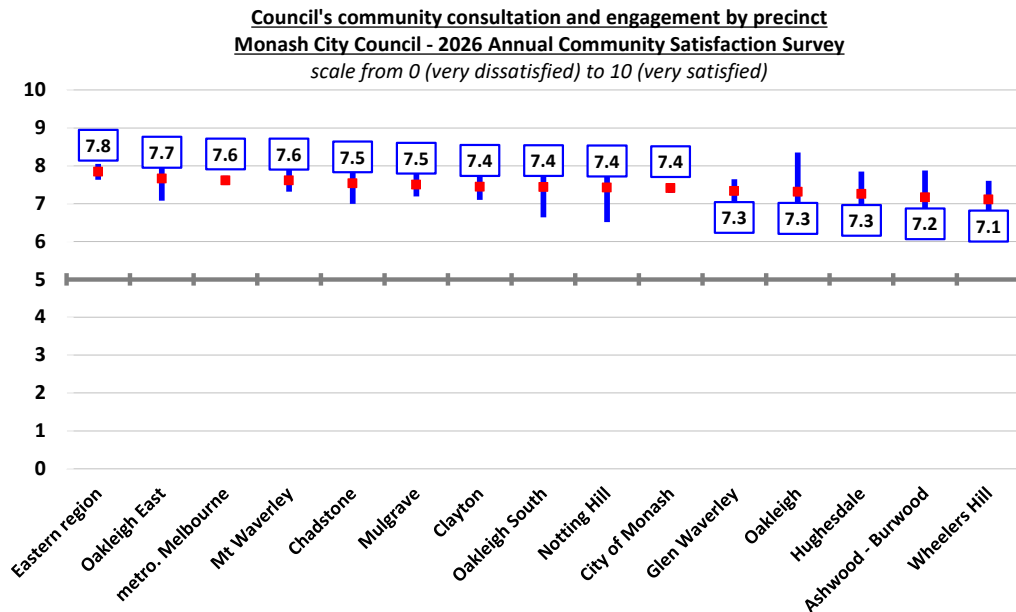


Despite being somewhat (2pts) lower than the 2026 metropolitan average as recorded in *Governing Melbourne*, satisfaction with Monash City Council’s community consultation and engagement performance was towards the upper end of results recorded by Metropolis Research in 2025 and so far in 2026.

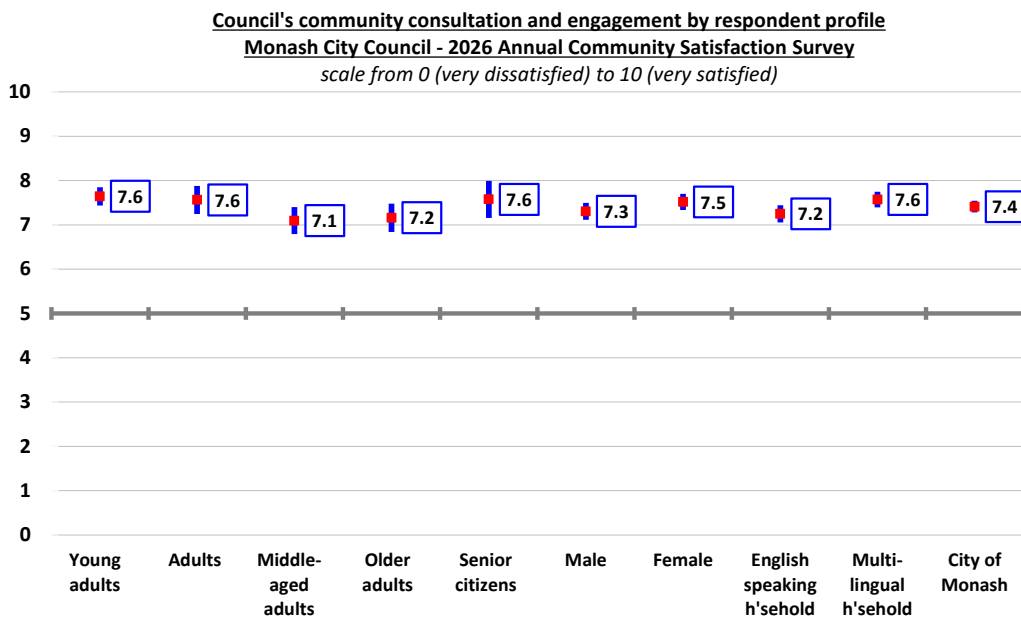


Monash City Council – 2026 Annual Community Satisfaction Survey

While there was no measurable variation in this result against the municipal average, respondents from Oakleigh East were notably (3pts) more satisfied than average. By contrast, respondents from Wheelers Hill were notably (3pts) less satisfied, and at a “good” rather than a “very good” level.



There was measurable variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably (3pts) less satisfied than average, and at a “good” rather than a “very good” level. Respondents from multilingual households were measurably (4pts) more satisfied than respondents from English speaking households.



*Monash City Council – 2026 Annual Community Satisfaction Survey***Preferred consultation topics / issues**

Respondents dissatisfied with community consultation and engagement were asked:

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

There was a total of 63 responses received from respondents as to preferred topics or issues that they wish Council would ask them about.

These have been broadly categorised as follows:

• General communication and information	25 responses
• New policies / decisions	6 responses
• Planning and development	8 responses
• Parking	3 responses
• Rates and financial management	3 responses
• Safety	3 responses
• Traffic management	2 responses
• Waste management	2 responses
• Council services and facilities	1 response
• Environment and sustainability	1 response
• Parks, gardens, trees	1 response
• Road	1 response
• Other issues	7 responses

The following table provides the verbatim responses as discussed above.

Preferred consultation topics / issues
Monash City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>General communication and information</i>	
Could be better / more involvement / more feedback	3
Lack of communication / consultation	3
Never heard of anything / have never reached out	3
Encourage more interaction / more surveys	2
Because I do not really see anyone knocking on the door, the Councillors need to make a lot more effort to connect with people in the area	1
Feel that in some cases they need more experience and patience and make job easy	1
Hard to know what's going on, there should be more ways to give feedback	1
How is it consulting if they don't take in your views and requests	1
I have never been approached by Council before this, so they need to do these more frequently	1
I have not really heard about any engagement	1
I just wish they would listen and get a sample size	1
I never had any engagement from them, I am a pensioner and I was not told about any services available in city of Monash, nothing	1



Monash City Council – 2026 Annual Community Satisfaction Survey

Lack of engagement. Political discourse creates alienation	1
No proper response	1
No useful information	1
The only way they communicate is through the newsletter which has very less information	1
They consult but they do not listen to us and just do what they want to do	1
We only get information from the newsletter that do not relate to us	1
Total	25

Planning and development

Beautification	1
Because they are turning this area into a ghetto. Multiple builds	1
Infrastructure plans, with roads	1
Pre-notification. The Council has permitted multi dwelling units despite the SAL being reserved for single unit dwellings without community approval	1
Too many houses in one area that should be consulted	1
Because plans are made without proper community consultation, it is not fair. It seems that they put upon us what they have on their agenda and local people are not happy due to that	1
Prioritize non-resident opinions when rezoning public areas. For example, reserve areas are no longer dog off lead due to false concern of dog as vector for weed transmission	1
Information of construction in Clayton should be informed	1
Total	8

New policies / decisions

Being transparent about the decisions made	2
Just before taking any new decisions or making changes, consulting everyone is important	1
Keeping updated on new policies which they make would be great	1
There are things that have been done without proper consultation. They redo footpaths but not the ones where water stagnates	1
They should also take in our opinions before taking any new decisions or making changes	1
Total	6

Parking

Congestion in the central of Glen Waverly as it is narrow, unable to find car park	1
Local area parking is overcrowded which should be consulted	1
We had issues with cars parking on our nature strip	1
Total	3

Rates and financial management

For what we pay in rates, we do not receive value for money	1
Rates	1
Take their responsibilities as they charge more rates	1
Total	3



Monash City Council – 2026 Annual Community Satisfaction Survey

<i>Safety</i>	
General community safety	1
Reform on the police and ask the police to do their best	1
Safety at night as there are a lot of burglaries	1
Total	3
<i>Traffic management</i>	
The Council has permitted the traffic lights on the corner of Waverley Rd and Jells Park without the community consent	1
The new development will increase the traffic and now that we have the development there is a traffic problem	1
Total	2
<i>Waste management</i>	
They should ask us if we want a hardware collection facility	1
They should consult the public regarding what size bins to use	1
Total	2
<i>Council services and facilities</i>	
Let me know more about the maintenance services, ask me how regularly they need to be done	1
Total	1
<i>Environment and sustainability</i>	
Sustainability	1
Total	1
<i>Parks, gardens, trees</i>	
I would like them to ask me what public plants they would like to plant	1
Total	1
<i>Roads</i>	
Coleman Pde	1
Total	1



Monash City Council – 2026 Annual Community Satisfaction Survey

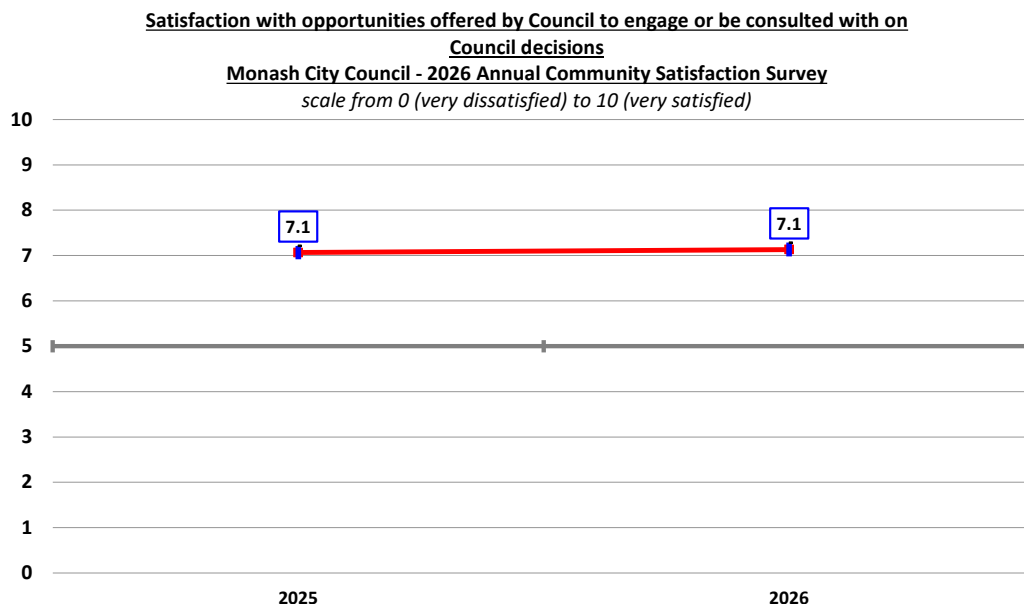
<i>Other</i>	
I have not been to any Council consultations	3
I do not particularly like the Monash Council as the care factor does not seem to be very high	1
It is during work hours	1
They are focusing too much on minorities; they should promote Australia's culture more	1
They are liars and hypocrites	1
Total	7
Total responses	63

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

Satisfaction with the opportunities offered by Council to engage or be consulted with on Council decisions remained stable this year at 7.1 out of 10, or a “good” level.

This result remained measurably lower than the previous measure on community consultation and engagement of 7.4 out of 10, or “very good”.

By way of comparison, this result was identical to the metropolitan average, but somewhat (3pts) lower than the eastern region councils’ average, as recorded in *Governing Melbourne*.

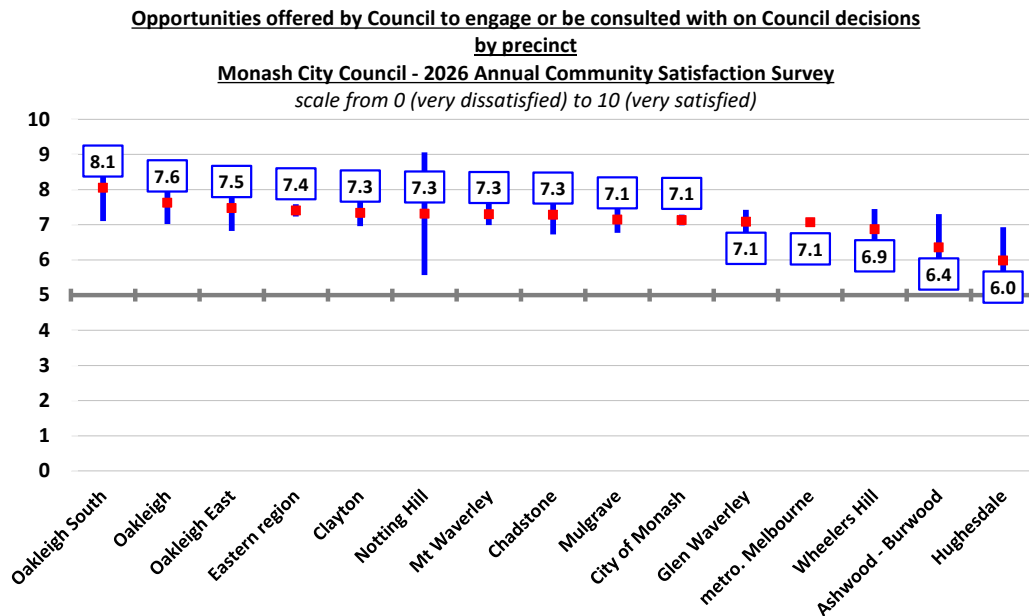


While there was no measurable variation in this result observed across the municipality, respondents from Oakleigh South and Oakleigh were notably more satisfied than average, with Oakleigh South respondents recording an “excellent” level of satisfaction.

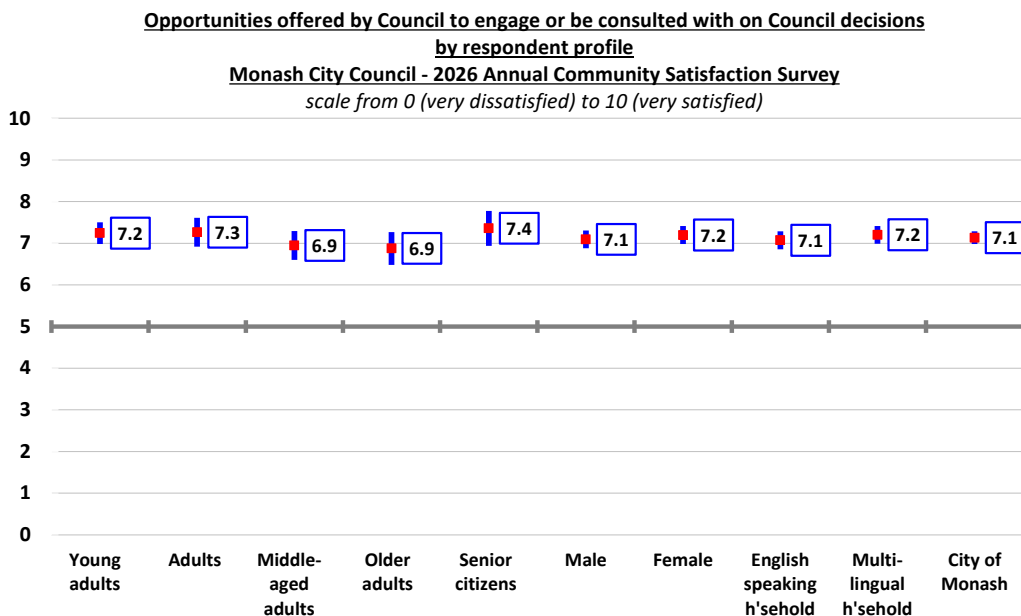


Monash City Council – 2026 Annual Community Satisfaction Survey

By contrast, respondents from Ashwood-Burwood and Hughesdale were notably less satisfied than average, and at “solid” rather than “good” levels of satisfaction.



There was no measurable variation in this result observed across the municipality, although senior citizens (aged 75 years and over) were somewhat (3pts) more satisfied than the municipal average, and at a “very good” level.

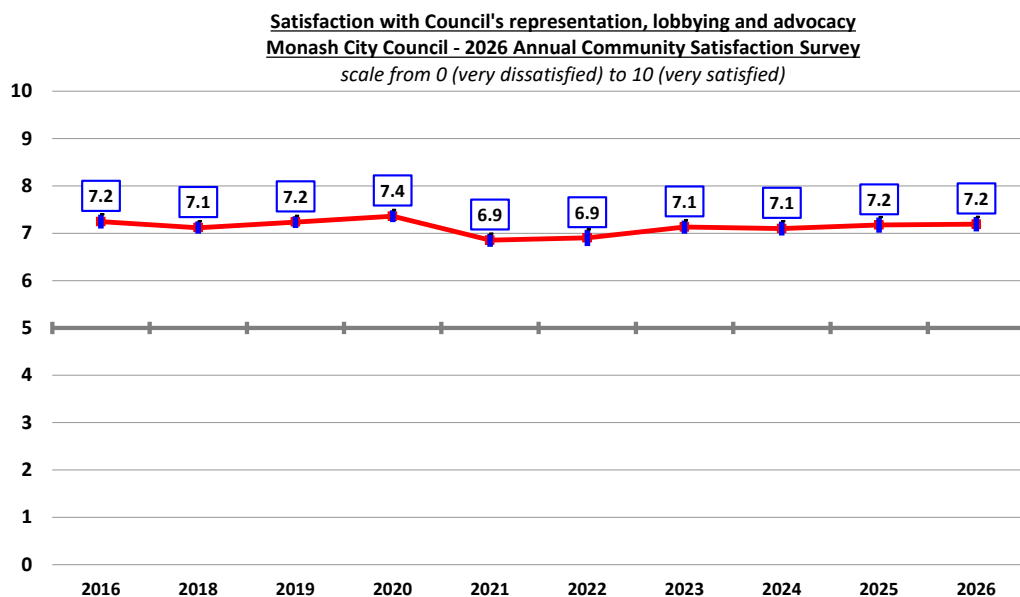


*Monash City Council – 2026 Annual Community Satisfaction Survey****Representation, lobbying and advocacy:***

Satisfaction with Council's representation, lobbying, and advocacy performance remained stable this year at 7.2 out of 10. This remained at a "good" level of satisfaction.

This result remained marginally (1pt) above the long-term average satisfaction since 2016 of 7.1 out of 10, or "good".

By way of comparison, this result was marginally (1pt) lower than the metropolitan average, but somewhat (3pts) lower than the eastern region councils' average, as recorded in *Governing Melbourne*.

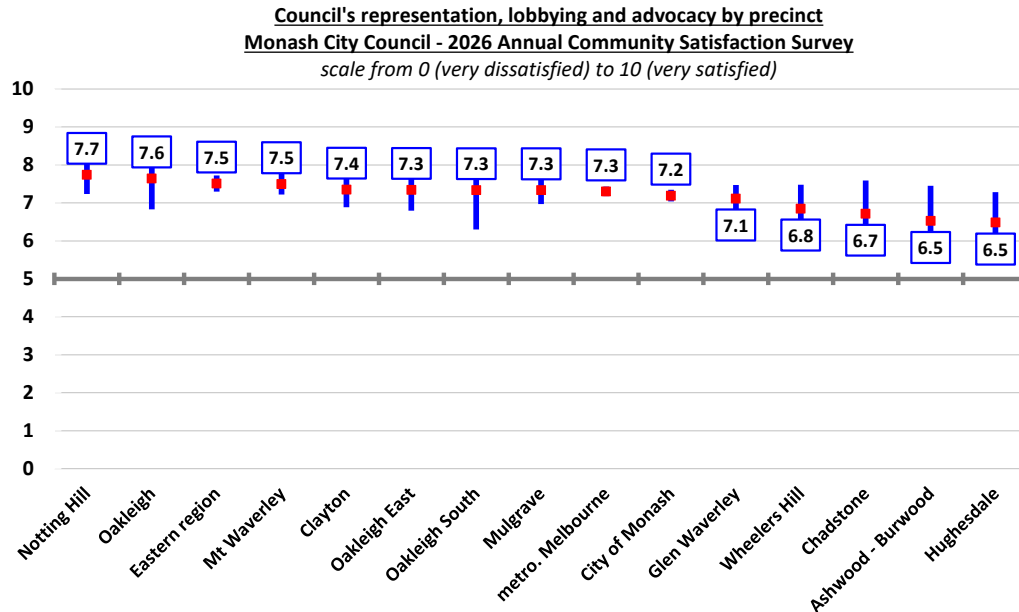


While there was no measurable variation in this result observed across the municipality, respondents from Notting Hills, Oakleigh, and Mount Waverley were notably more satisfied than average, and at "very good" levels.

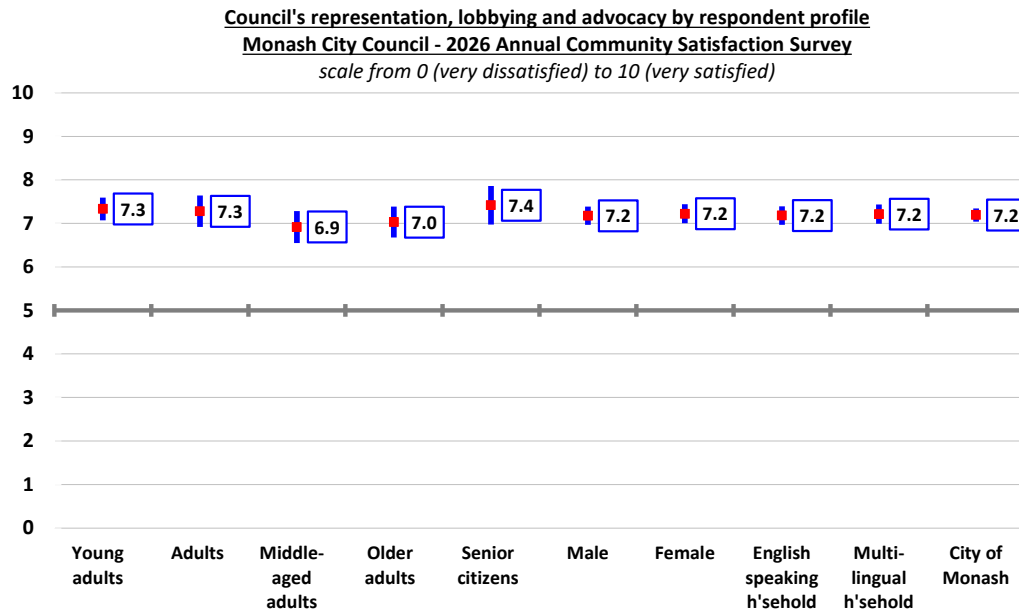
By contrast, respondents from Wheelers Hills, Chadstone, Ashwood-Burwood, and Hughesdale were notably 4pts to 7pts) less satisfied than average, although still at "good" levels.



Monash City Council – 2026 Annual Community Satisfaction Survey



There was no measurable variation in this result observed across the municipality, although middle-aged adults (aged 45 to 59 years) were somewhat (3pts) less satisfied than the municipal average, although still at a “good” level.

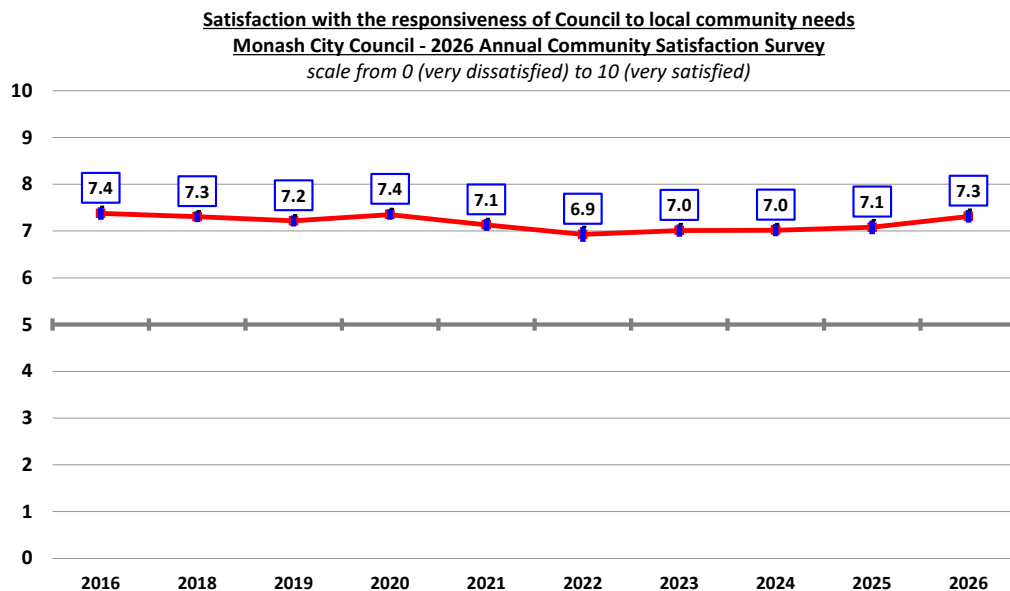


Responsiveness of Council to local community needs:

Satisfaction with the responsiveness of Council to local community needs increased somewhat this year, up two percentage points (3%) to 7.3 out of 10, which was a “very good”, up from a “good” level.

This was the equal second highest score recorded for this aspect of performance for the City of Monash and was above the long-term average satisfaction since 2016 of 7.2 out of 10, or “good”.

By way of comparison, this result was marginally (1pt) higher than the metropolitan average of 7.2 out of 10, but marginally (2pts) lower than the eastern region councils’ average of 7.5 out of 10, as recorded in *Governing Melbourne*.



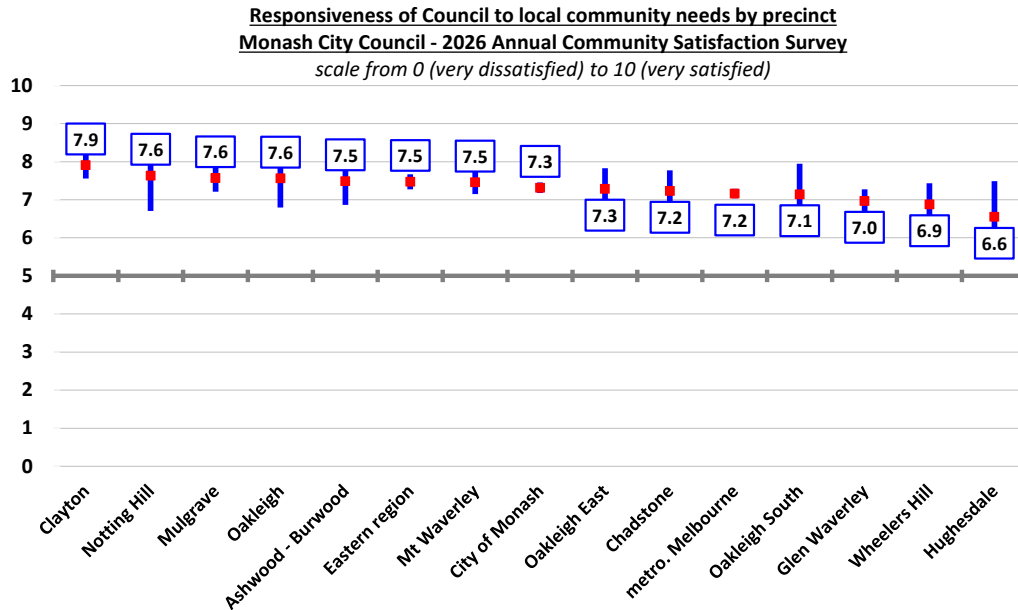
There was measurable variation in this result observed across the municipality, with respondents from Clayton measurably (6pts or 8%) more satisfied than average, and at an “excellent” level.

Respondents from Notting Hill, Mulgrave, and Oakleigh were notably more satisfied than average.

By contrast, respondents from Wheelers Hill and Hughesdale were notably less satisfied than average, and at “good” rather than “very good” levels.

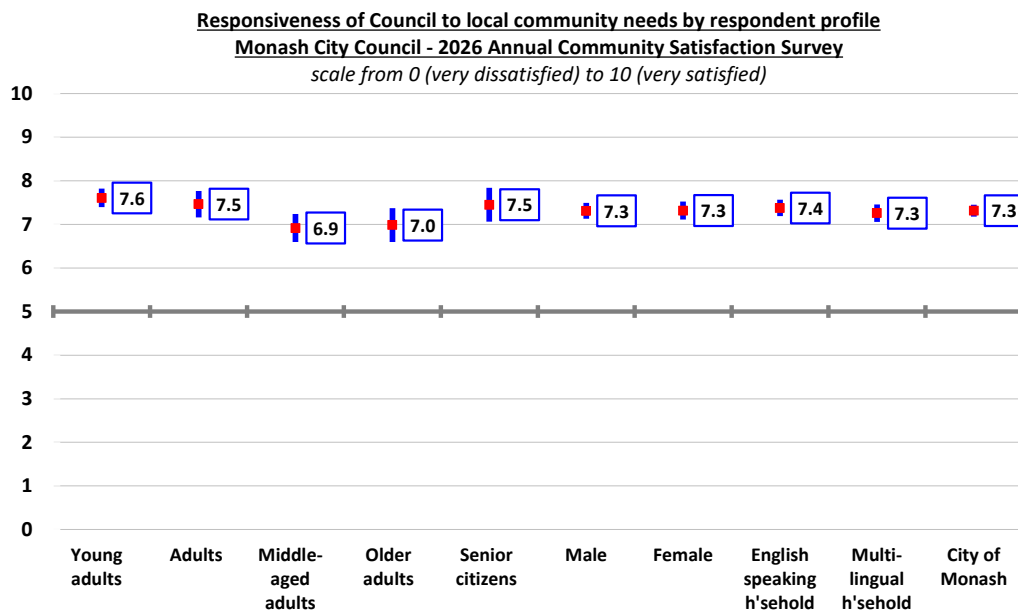


Monash City Council – 2026 Annual Community Satisfaction Survey



While there was no measurable variation in this result observed by respondent profile, young adults (aged 18 to 34 years) were notably more satisfied than average.

By contrast middle-aged and older adults (aged 45 to 74 years) were notably less satisfied than average, and at “good” rather than “very good” levels.

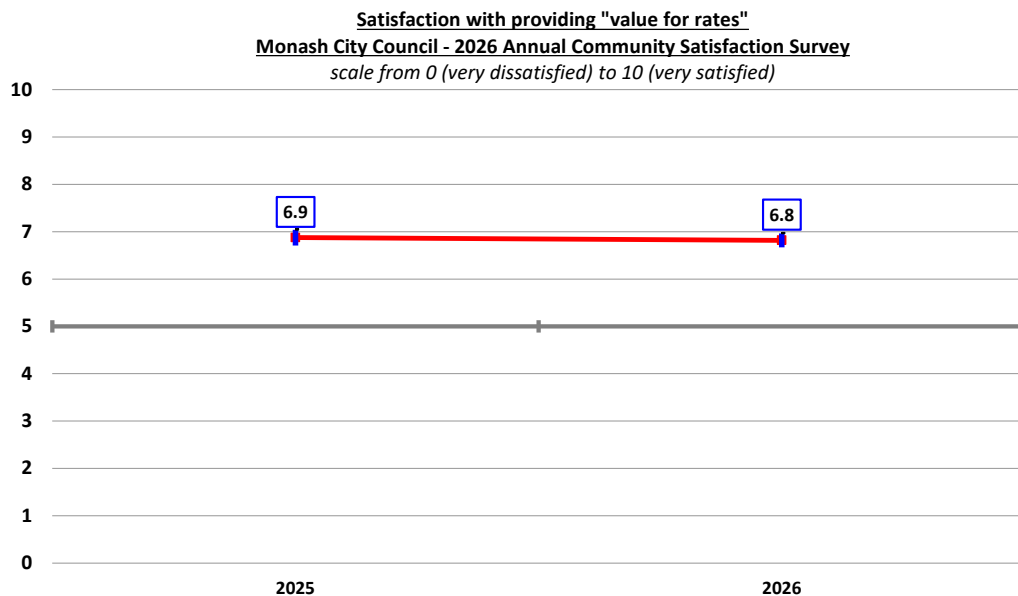


Monash City Council – 2026 Annual Community Satisfaction Survey

Providing ‘value for rates’

Satisfaction with the performance of Council providing value for rates remained essentially stable this year, down one percentage point to 6.8 out of 10, although it remained at a “good” level.

By way of comparison, this result was marginally lower than the eastern region councils’ (1pt lower) and metropolitan (2pts lower) average, as recorded in *Governing Melbourne*.



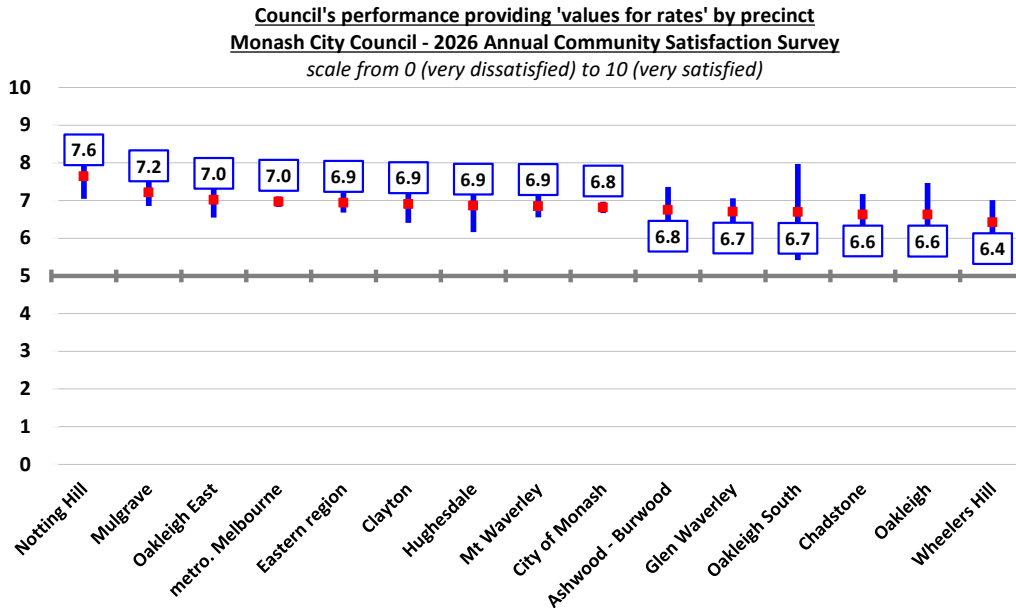
There was measurable variation in this result observed across the municipality, with 12 respondents from Notting Hill measurably (8pts or 12%) more satisfied than average, and at a “very good” level.

Respondents from Mulgrave were notably more satisfied than average, although still at a “good” level.

By contrast, respondents from Wheelers Hill were notably less satisfied than average, and at a “solid” rather than a “good” level.

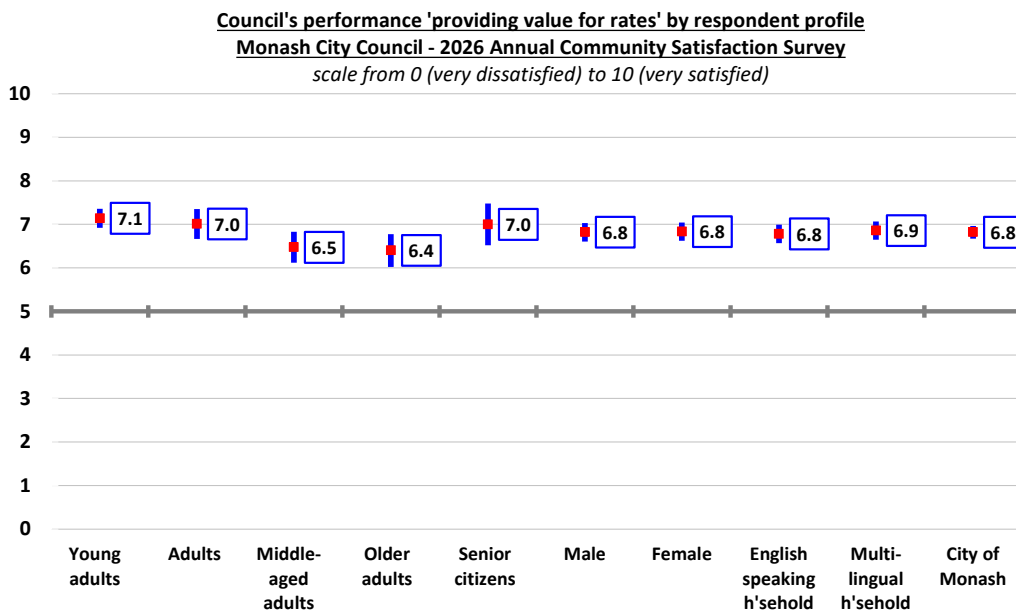


Monash City Council – 2026 Annual Community Satisfaction Survey



While there was no measurable variation in this result observed by respondent profile, young adults (aged 18 to 34 years) were notably more satisfied than average, although still at a “good” level.

By contrast middle-aged and older adults (aged 45 to 74 years) were notably less satisfied than average, with older adults rating satisfaction at a “solid” rather than a “good” level.

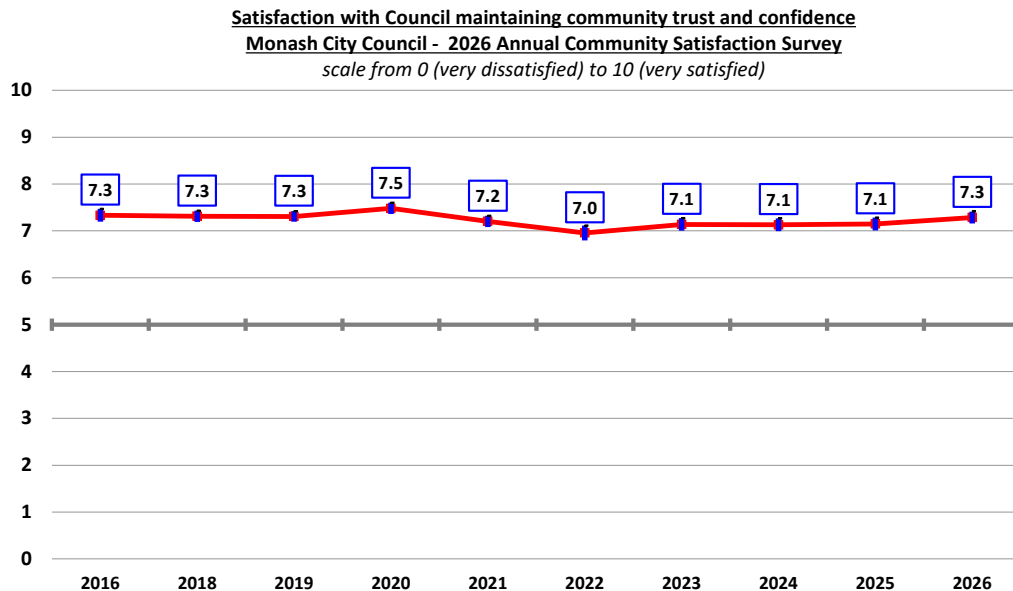


Maintaining trust and confidence of the local community

Satisfaction with the performance of Council maintaining the trust and confidence of the local community increased somewhat this year, up two percentage points (3%) to 7.3 out of 10, which was a “very good”, up from a “good” level.

This was the equal second highest score recorded for this aspect of performance for the City of Monash and was marginally (1pt) higher than the long-term average satisfaction since 2016 of 7.2 out of 10, or “good”.

By way of comparison, this result was identical to the metropolitan average of 7.3 out of 10, but somewhat (3pts) lower than the eastern region councils’ average of 7.6, as recorded in *Governing Melbourne*.



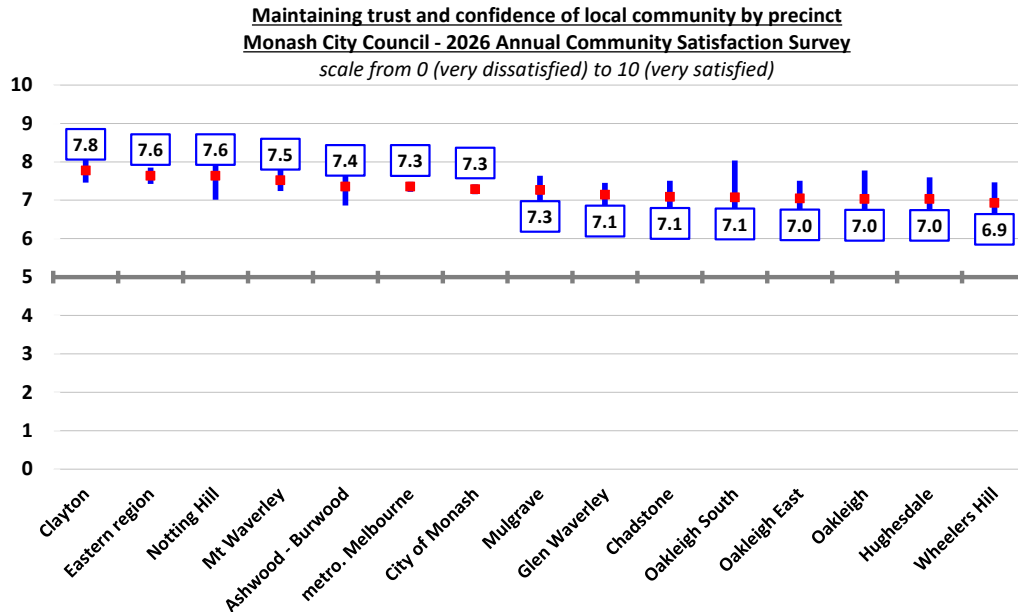
There was measurable variation in this result observed across the municipality, with respondents from Clayton measurably (5pts or 7%) more satisfied than average, and at an “excellent” level.

The 12 respondents from Notting Hill were notably more satisfied than average, although still at a “good” level.

By contrast, respondents from Oakleigh East, Oakleigh, Hughesdale, and Wheelers Hill were notably less satisfied than average, and at “good” rather than “very good” levels.

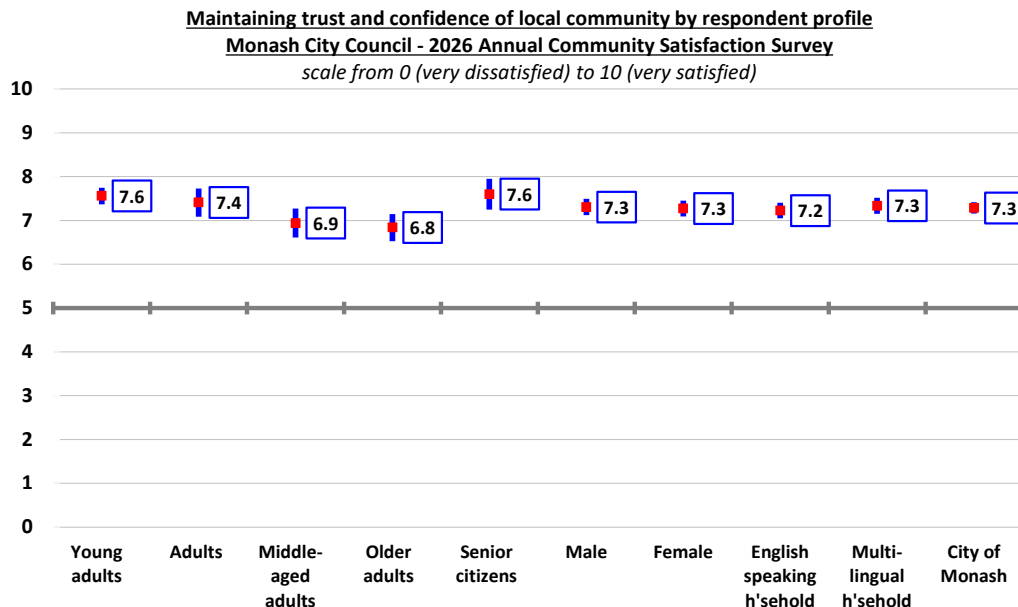


Monash City Council – 2026 Annual Community Satisfaction Survey



There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably and senior citizens (aged 75 years and over) notably more satisfied than average.

By contrast, middle-aged adults (aged 45 to 59 years) were notably, and older adults (aged 60 to 74 years) were measurably less satisfied than average, and at “good” rather than “very good” levels.

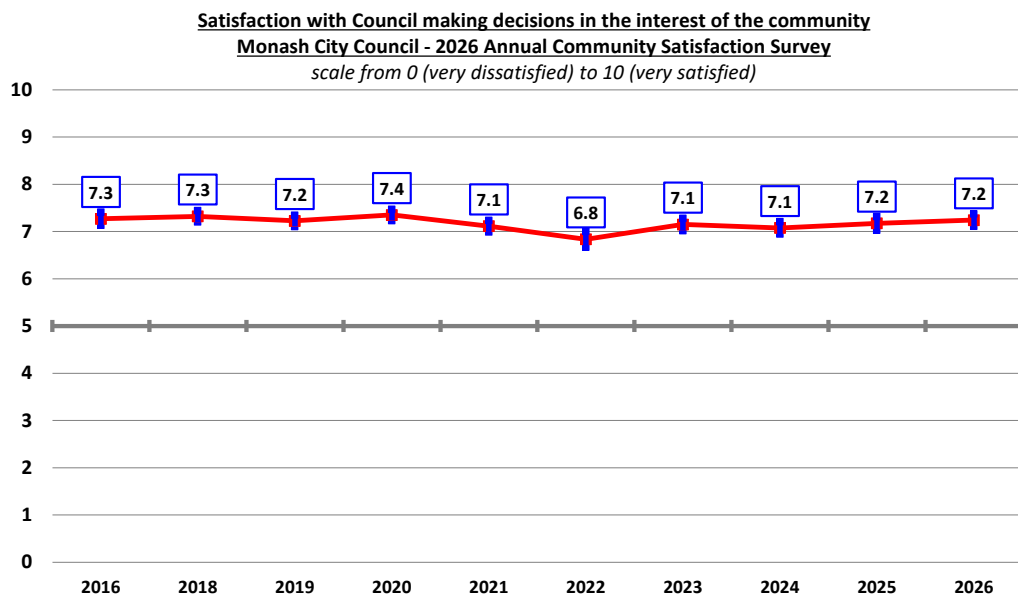


Making decisions in the interests of the community

Satisfaction with the performance of Council making decisions in the interests of the community remained stable this year at 7.2 out of 10, or a “good” level of satisfaction.

This result was identical to the long-term average satisfaction since 2016 of 7.2 out of 10.

By way of comparison, this result was marginally (1pt) lower than the metropolitan average but somewhat (3pts) lower than the eastern region councils’ average (7.5), as recorded in the *Governing Melbourne* research.

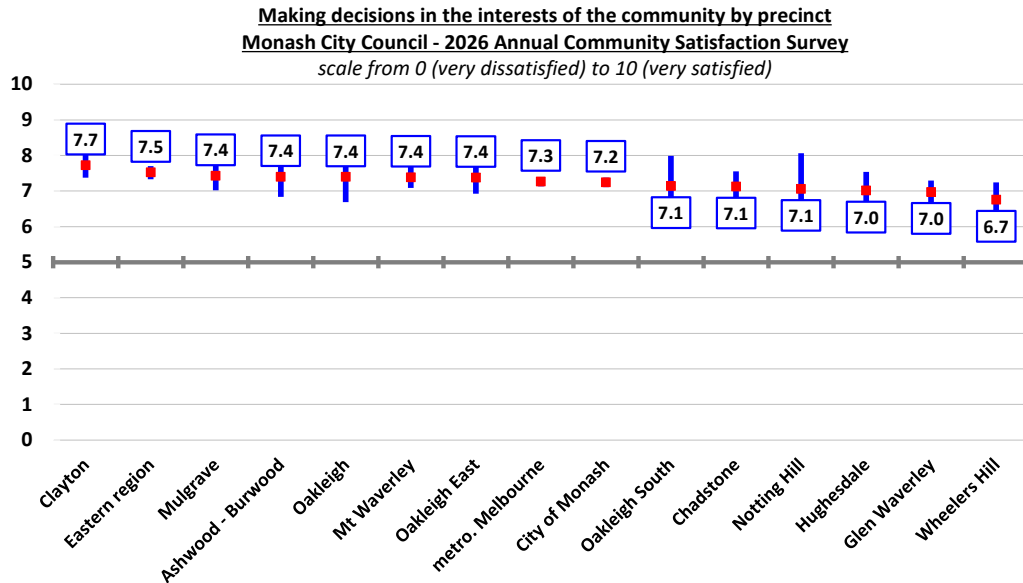


There was measurable variation in this result observed across the municipality, with respondents from Clayton measurably (5pts or 7%) more satisfied than average.

By contrast, respondents from Wheelers Hill were notably less satisfied than average, although still at a “good” level.

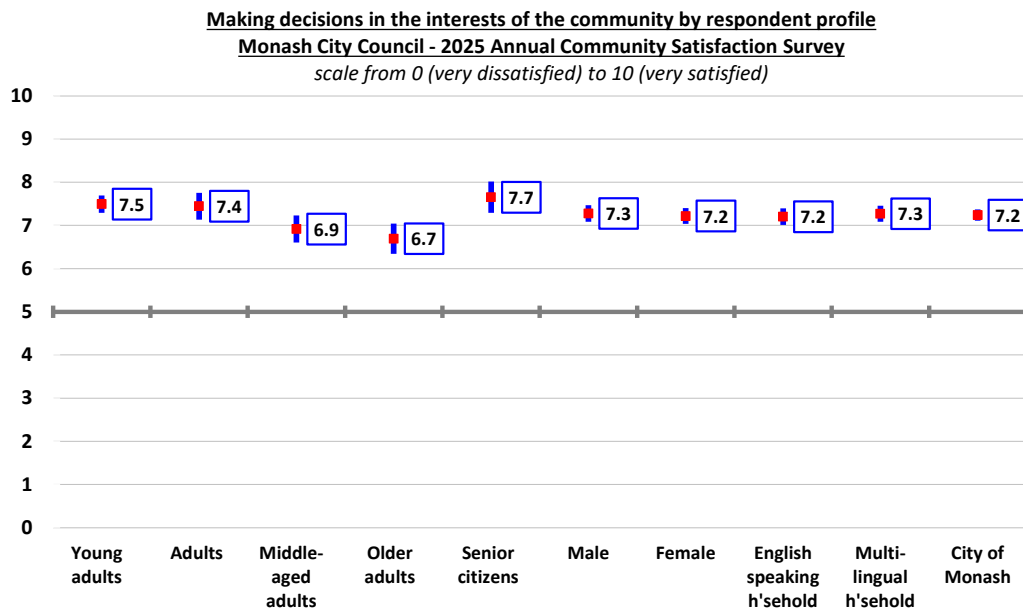


Monash City Council – 2026 Annual Community Satisfaction Survey



There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably, and senior citizens (aged 75 years and over) notably more satisfied than average, and at “very good” levels.

By contrast, middle-aged adults (aged 45 to 59 years) were notably, and older adults (aged 60 to 74 years) were measurably less satisfied than average, although still at “good” levels.



Monash City Council – 2026 Annual Community Satisfaction Survey

Contact with Council***Contact with Council in the past 12 months:***

Respondents were asked:

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

In 2025, 24% of the 795 respondents who provided a response to this question reported that they had contacted Council in the last 12 months.

This was the equal lowest proportion recorded of respondents who had contacted Council (24% in 2019), and down on the higher-than-average proportion recorded during the pandemic in 2021 and in 2022.

Contacted Council in the past 12 months
Monash City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2026		2025	2024	2023	2022	2021
	Number	Percent					
Yes	194	24%	27%	25%	27%	38%	30%
No	601	76%	73%	75%	73%	62%	70%
Not stated	6		6	2	0	6	1
Total	801	100%	800	801	815	800	801

Reasons for contacting Council

Respondents who had contacted Council were asked:

“If Yes, why did you contact Council?”

The 194 respondents who had contacted Council in the last 12 months were asked the reason why they last contacted Council.

This question was included in the survey to allow for some examination of variation in satisfaction with customer service based on the reasons why the respondents had contacted Council.

This reflects the fact that satisfaction with customer service can often be influenced by the nature of the enquiry, including the potential final outcomes of the interaction.



Monash City Council – 2026 Annual Community Satisfaction Survey

Consistent with the results recorded last year, rubbish and waste issues (25%) were the most common reasons for contacting Council. This result was consistent with rubbish and waste issues being one of the top three [issues to address](#) for residents living in the City of Monash. Other common reasons for contacting Council included planning and development (13% up from 5%), and tree related issues (11% down from 15%).

There were notably fewer respondents who contacted Council for parking related issues this year compared to last year.

It is noted that there were a small number of respondents who contacted Council for a wide range of reasons, reflecting the wide range of services and facilities provided by local government.

Reasons for contacting Council in the past 12 months**Monash City Council - 2026 Annual Community Satisfaction Survey**

(Number and percent of respondents contacting Council providing a response)

Reason	2026		2025
	Number	Percent	
Waste incl. rubbish, recycling and hard rubbish	47	25%	25%
Planning and development	25	13%	5%
Trees maintenance	21	11%	15%
Animal / pest management	11	6%	3%
Rates / fees / charges	11	6%	3%
Parking	10	5%	13%
Traffic management	7	4%	0%
Services and facilities for elderly / people with disability	5	3%	5%
Parks, gardens and vegetation	4	2%	4%
Street lighting	4	2%	0%
Childcare / kinder	3	2%	2%
Drains / flooding	3	2%	4%
Footpath repairs and maintenance	3	2%	1%
Illegally dumped rubbish / cars / trolleys	3	2%	2%
Roads / traffic	3	2%	1%
Cleanliness and maintenance of area	2	1%	4%
Community support	2	1%	0%
Council services	2	1%	0%
Information / newsletter / calendar	2	1%	0%
Local laws enforcement	2	1%	2%
Registration activities	2	1%	0%
Safety, policing and crime	2	1%	1%
Support for local business	2	1%	0%
Bikes, cycling / walking tracks	1	1%	0%
Dog off leash issues and amenities	1	1%	0%
Health and medical issues	1	1%	1%
Noise	1	1%	0%
Prov. and maint. of sports and recreation facilities	1	1%	0%
Other	5	3%	1%
Reason not stated	8	4%	7
Total	194	104%	216



*Monash City Council – 2026 Annual Community Satisfaction Survey***Forms of contact**

Respondents who had contacted Council were asked:

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

Consistent with the results recorded last year, the most common method by which respondents last contacted Council was via the telephone during office hours (60% up from 52%).

There was a decline in the proportion of respondents who contacted Council by email recorded this year, with 17% (down from 22%) using this method.

This remains notably higher than pre-pandemic levels of email contacts with Council, as observed by Metropolis Research in many municipalities across metropolitan Melbourne.

This increase in email and to a lesser extent website contacts, appears to have come at the expense of fewer respondents visiting Council in person.

The increase in email contacts with Council has created a challenge for local government in ensuring good quality customer service by methods other than face-to-face, in-person at Council offices and Customer Service Centres.

Form of last contact with Council**Monash City Council - 2026 Annual Community Satisfaction Survey**

(Number and percent of respondents contacting Council providing a response)

Response	2026		2025
	Number	Percent	
Telephone <i>(during office hrs)</i>	115	60%	52%
Email	32	17%	22%
Visit in person	13	7%	6%
Website	13	7%	7%
Web request / online forms	6	3%	3%
Live chat	3	2%	2%
Telephone <i>(after hours service)</i>	2	1%	1%
Mail	2	1%	2%
Social media <i>(e.g. Facebook)</i>	0	0%	1%
Directly with a Councilor	0	0%	0%
Other	7	4%	3%
Not stated	1		0
Total	194	100%	216



*Monash City Council – 2026 Annual Community Satisfaction Survey***Preferred method of contacting Council**

Respondents who had contacted Council were asked:

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

Almost all (95% up from 94%) of the 193 respondents who contacted Council in the last 12 months reported that the method by which they contacted Council was their preferred method.

Of the 10 respondents who reported that it was not their preferred method, five would have preferred to email, four would have preferred to telephone, and one would have preferred to visit-in-person.

Preferred method of contacting Council
Monash City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents contacting Council providing a response)

Response	2026		2025
	Number	Percent	
Yes	183	95%	94%
No	10	5%	6%
Email	5	3%	0%
Telephone	4	2%	4%
In person	1	1%	1%
Not stated	1		12
Total	194	100%	216

The following table outlines the reasons why these 10 respondents could not contact Council via their preferred method.

Reasons for not being able to use the preferred method
Monash City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents contacting Council providing a response)

Reason	2026	
	Number	Percent
Because I wanted to talk to someone who knew the detail	1	17%
Calling is quicker	1	17%
I was at work couldn't access email	1	17%
It wasn't urgent and it's easier to send picture in email	1	17%
Response took 6 weeks	1	17%
They declined taking your request and said email instead	1	17%
Reason not stated	4	
Total	10	100%



Monash City Council – 2026 Annual Community Satisfaction Survey

Satisfaction with Council's customer service:

Respondents who had contacted Council were asked:

“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of service when you last had contact with the Monash City Council? If any aspect rated less than 6, why do you say that?”

The 194 respondents who had contacted Council in the last 12 months were asked to rate their satisfaction with nine aspects of customer service, including ‘overall satisfaction with the customer service experience’.

Eight of these nine aspects of customer service (excluding resolving the request with a sense of ease and accomplishment) were also included in the 2026 *Governing Melbourne* research. *Governing Melbourne* was conducted independently by Metropolis Research in January 2026, using the same in-person, door-to-door survey methodology.

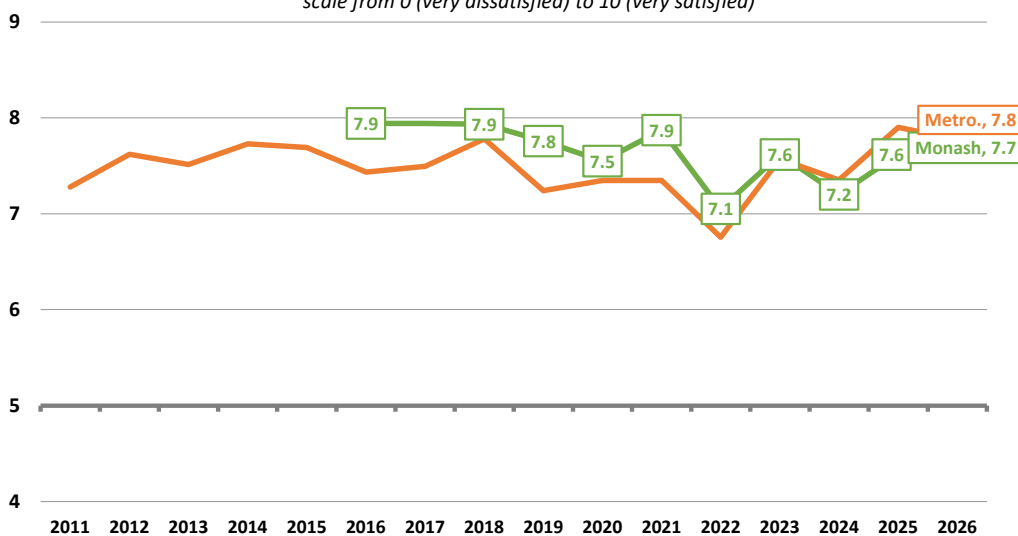
The average satisfaction with these seven aspects of customer service increased marginally this year to 7.7 out of 10, although it remained at a “very good” level.

This result recovered further from the unusually low result of 7.2 out of 10 recorded back in 2022, to be identical to the long-term average satisfaction since 2016 of 7.7 out of 10.

This result was marginally (1 percentage point) lower than the metropolitan average of 7.8 out of 10, although Metropolis Research notes that the metropolitan average from *Governing Melbourne* has increased substantially over recent years to be at a historically high level.

The City of Monash long-term average satisfaction with customer service remained two percentage points above the metropolitan long-term average over the same period.

Average satisfaction with aspects of customer service
Monash City Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



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Monash City Council – 2026 Annual Community Satisfaction Survey

Satisfaction with the nine aspects of customer service all remained relatively stable this year, with none increasing or decreasing by more than one percentage point.

Given the relatively small sample of 194 respondents, these results reflect a very consistent level of community satisfaction with Council's customer service, at a relatively high level.

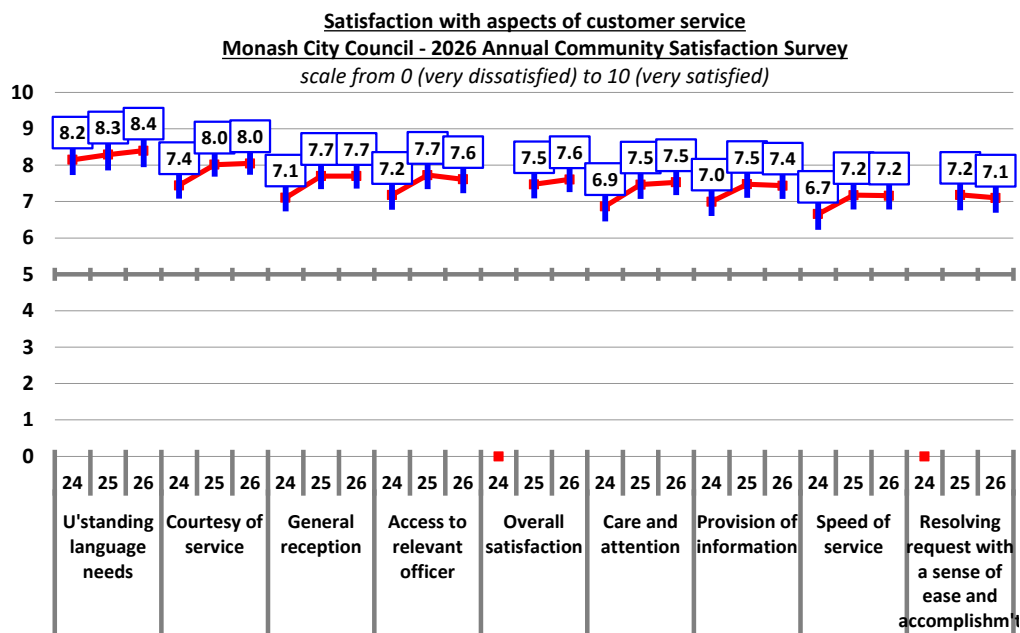
Satisfaction with these nine aspects can best be summarised as follows:

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

It is noteworthy that the two aspects of customer service with which respondents were the least satisfied (although still at a "good" level) were related to the speed of service and the associated aspects of the resolution of the enquiry.

In the experience of Metropolis Research measuring community satisfaction with local government customer service performance, the speed of service is typically the lowest rated.

The other aspect that typically scores lower than overall satisfaction with the customer service experience is the 'final outcome of the enquiry', which is a somewhat similar measure to the City of Monash measure about resolving the enquiry with a sense of ease and accomplishment.



Monash City Council – 2026 Annual Community Satisfaction Survey

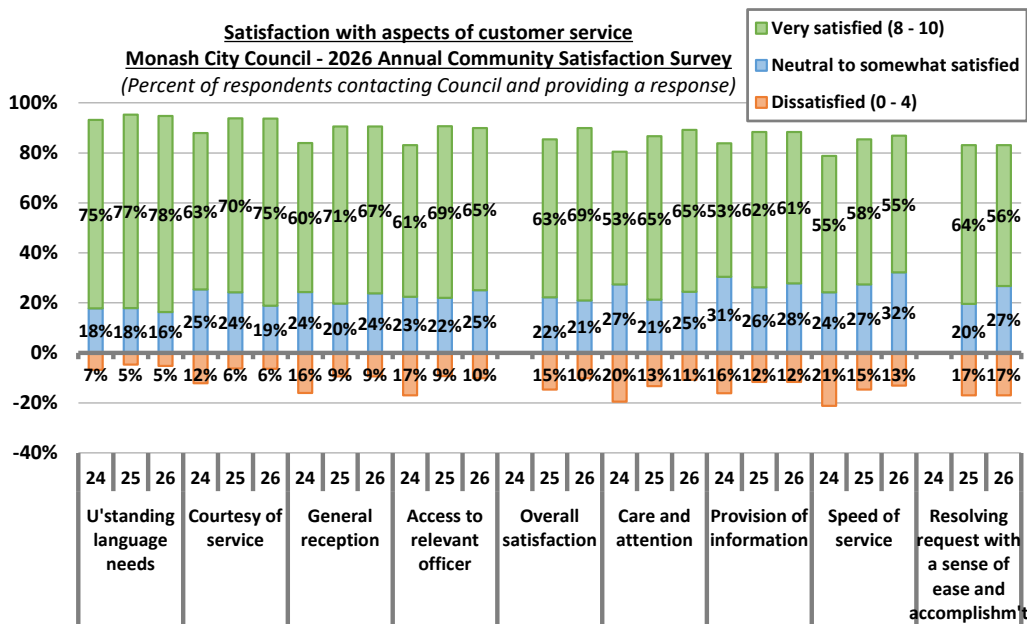
The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who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

Between a little more than half and three-quarters of respondents who had contacted Council in the last 12 months were “very satisfied” with each aspect.

Consistent with the lower average satisfaction scores, less than two-thirds of respondents were “very satisfied” with the speed of service and with resolving the request with a sense of ease and accomplishment.

A total of 17% of respondents were “dissatisfied” with the resolving the request with a sense of ease and accomplishment, identical to the result recorded last year, although there were eight percentage points fewer respondents who were “very satisfied” with this aspect.

Metropolis Research notes that the proportion of respondents “dissatisfied” with the speed of service has declined significantly over the last two years, down from 21% back in 2024 to 13% this year. By way of comparison, the 2026 metropolitan average was 15% “dissatisfied” with the speed and efficiency of service.



Comparison to the metropolitan average

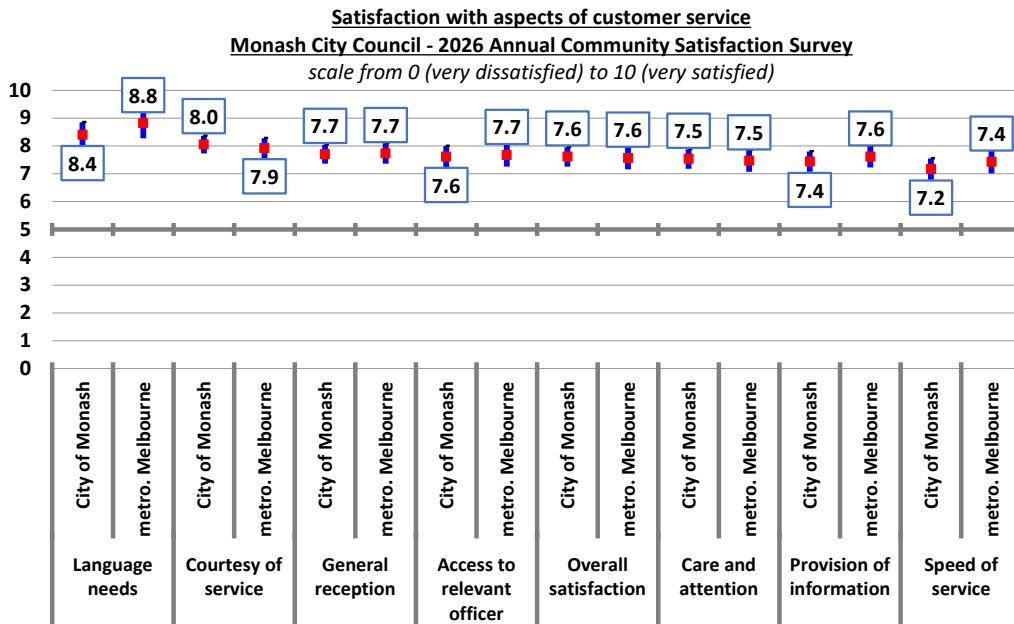
When compared to the metropolitan average, as recorded in the 2026 *Governing Melbourne* research, satisfaction with each aspect of customer service was within the margin of error of the metropolitan average.



Monash City Council – 2026 Annual Community Satisfaction Survey

The City of Monash did, however, marginally underperform the metropolitan average satisfaction with staff understanding language needs, but given the very small sample size for this sub-group of respondents, this variation was not significant.

Satisfaction with each aspect of customer service received the same categorisation as the metropolitan average, including “excellent” for staff understanding language needs, and the courtesy of service.



Overall satisfaction with customer service experience

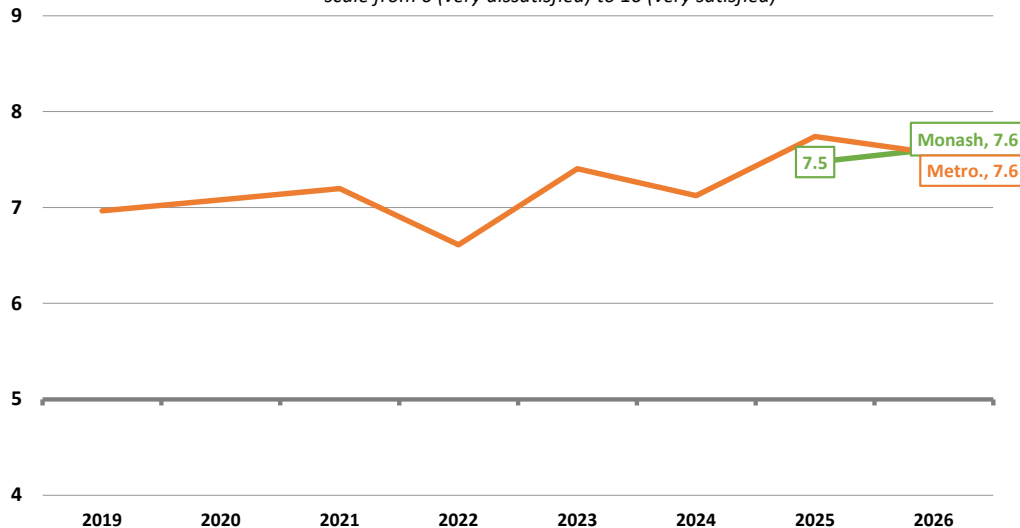
The overall satisfaction with the customer service experience increased marginally this year, up one percentage point to 7.6 out of 10 this year, although it remained at a “very good” level.

This result was identical to the metropolitan average of 7.6, as recorded in *Governing Melbourne*.



Monash City Council – 2026 Annual Community Satisfaction Survey

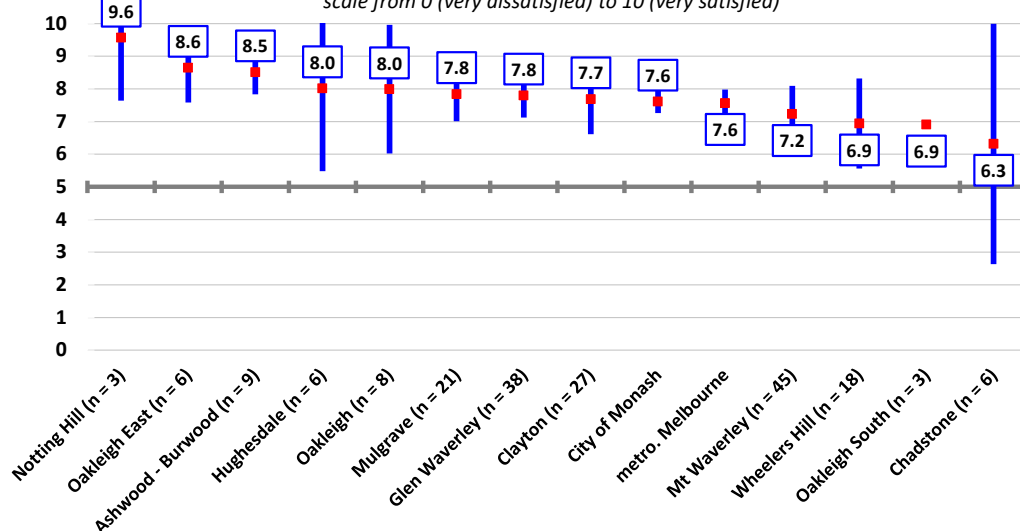
Overall satisfaction with customer service experience
Monash City Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Given the extremely small sample size for these results, there was no measurable variation in overall satisfaction with the customer service experience observed across the municipality.

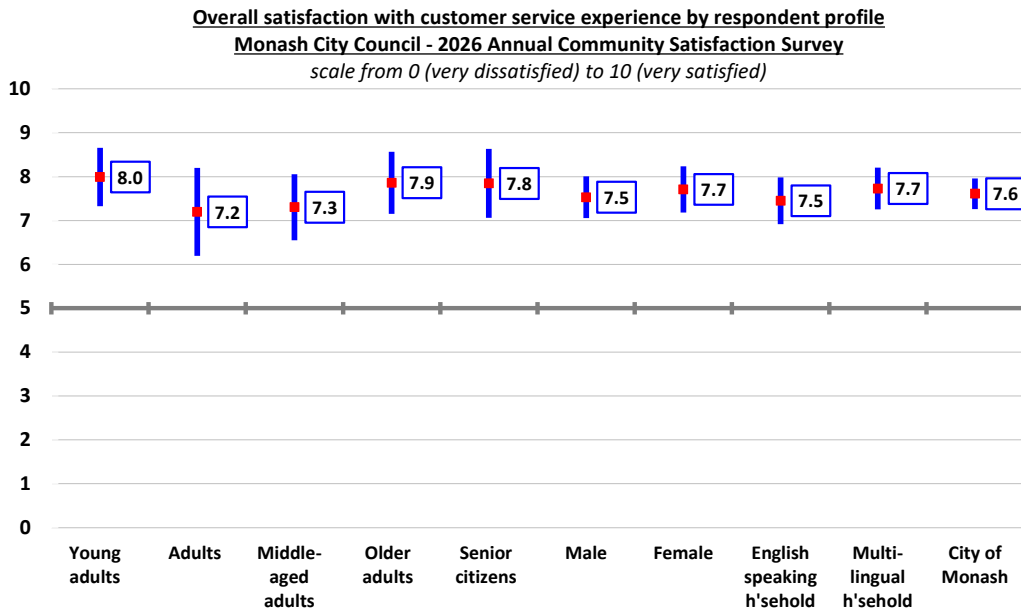
It is noted, however, that the small sample of 45 respondents from Mt Waverley, 18 from Wheelers Hill, three from Oakleigh South, and six for Chadstone rated satisfaction at “solid” to “good” levels, rather than “excellent” or “very good”.

Overall satisfaction with customer service experience by precinct
Monash City Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)

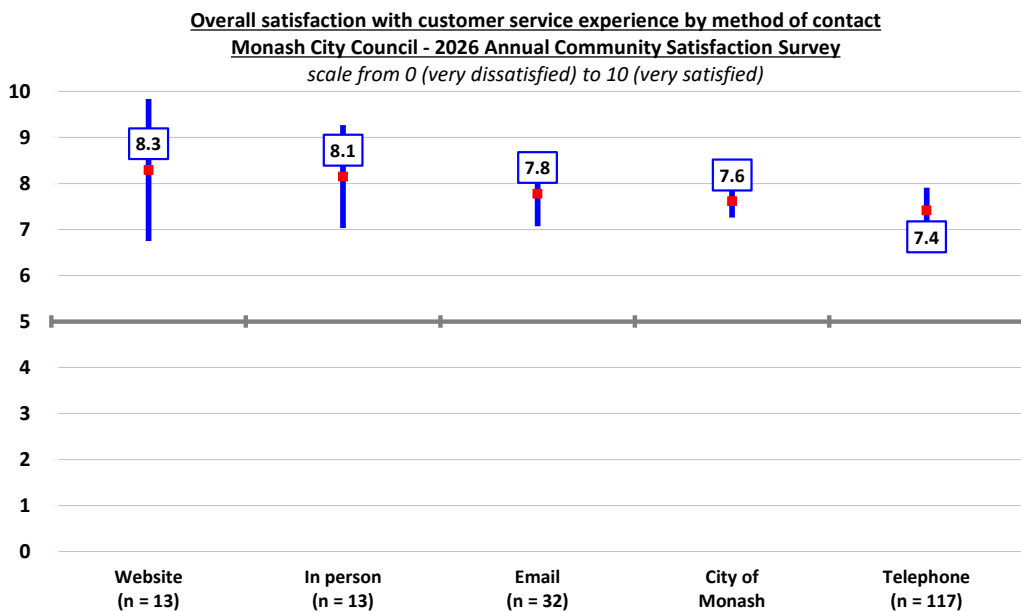


Monash City Council – 2026 Annual Community Satisfaction Survey

There was no measurable variation in overall satisfaction with the customer service experience observed by respondent profile. Young adults (aged 35 to 44 years) were the least satisfied, and at a “good” rather than a “very good” level.



There was no measurable variation in overall satisfaction with the customer service experience observed by the method of contact, with those visiting the website, visiting in person, and emailing Council all rating satisfaction at “excellent” levels. By contrast, the 117 respondents who telephoned Council rated satisfaction at a “very good” level.



Monash City Council – 2026 Annual Community Satisfaction Survey

There was no measurable variation in overall satisfaction with the customer service experience observed by the reason for contacting Council.

It is noted, however, that the 25 respondents who contacted Council in relation to planning and development reasons rated satisfaction at a “very good” level, and the 21 who contacted Council in relation to issues with trees like tree maintenance, rated satisfaction notably lower than average, and at a “good” level.

Given the continued prominence of rubbish and waste issues in the survey again this year, it was a positive result that the 47 respondents who contacted Council in relation to rubbish and waste issues rated satisfaction with the overall customer service experience at an “excellent” 8.0 out of 10.



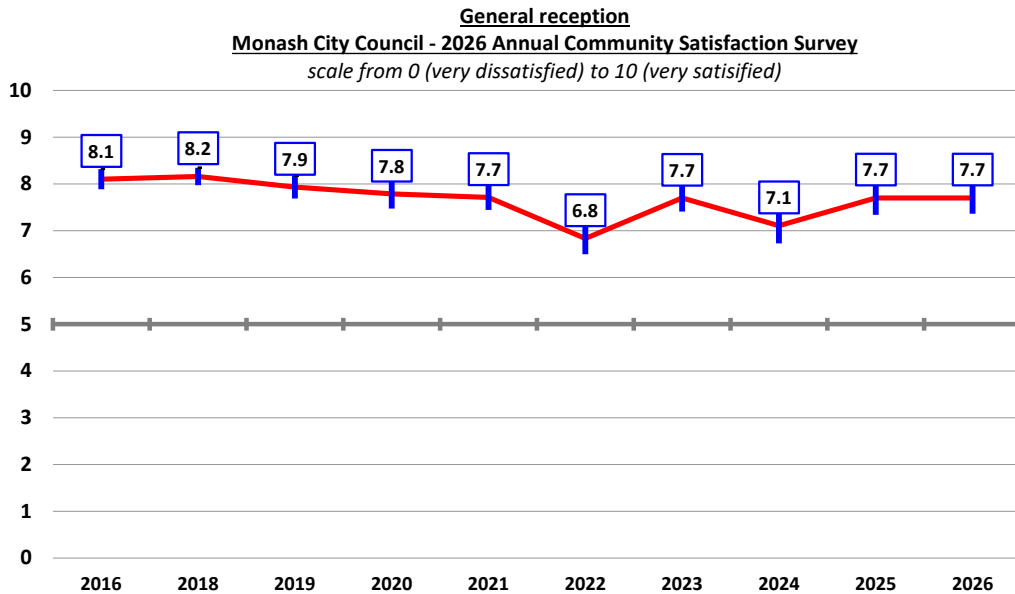
General reception

Satisfaction with the general reception at Monash City Council remained stable this year at 7.7 out of 10, or a “very good” level.

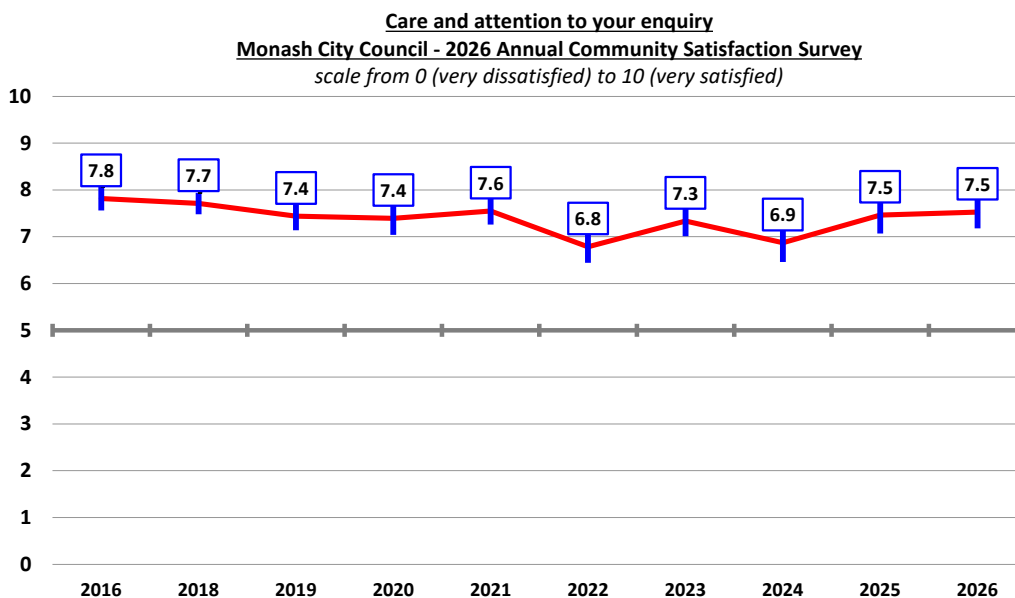
This result was identical to the long-term average satisfaction since 2016 of 7.7 out of 10.



Monash City Council – 2026 Annual Community Satisfaction Survey

**Care and attention to your enquiry**

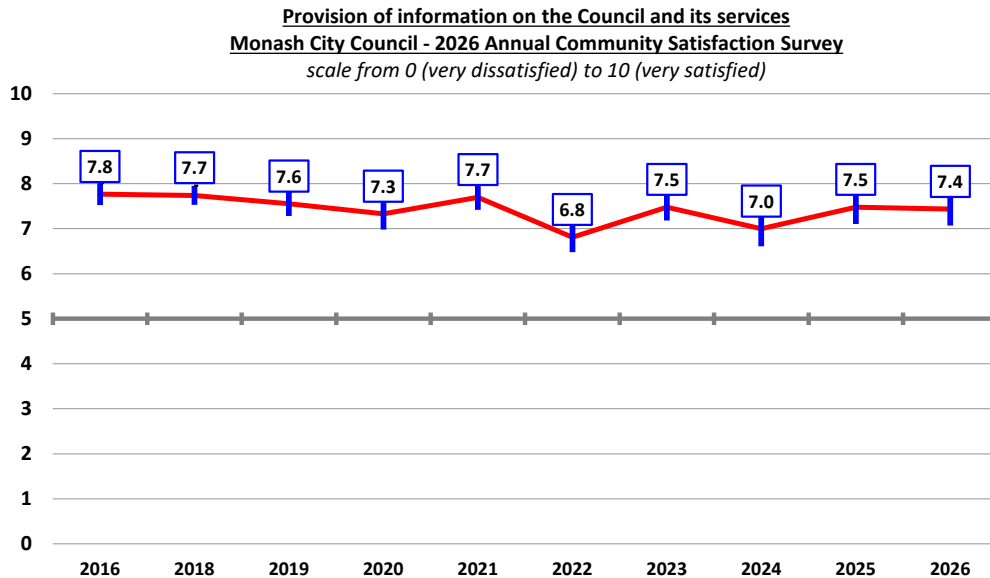
Satisfaction with the care and attention to enquiry remained stable this year at 7.5 out of 10, or a “very good” level of satisfaction. This result was marginally (1pt) higher than the long-term average satisfaction since 2016 of 7.4 out of 10.



Monash City Council – 2026 Annual Community Satisfaction Survey

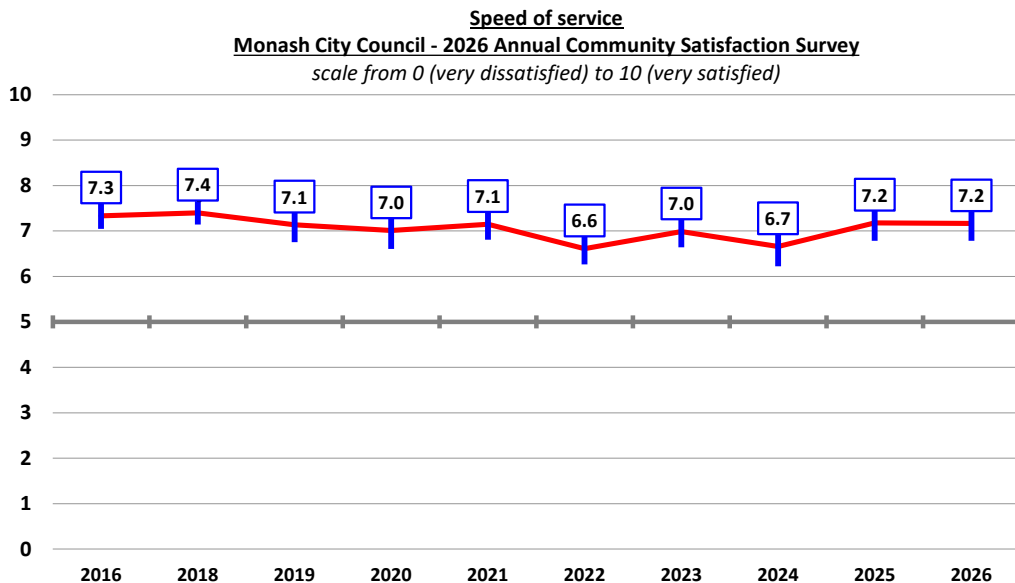
Provision of information on the Council and its services

Satisfaction with the provision of information on the Council and its services remained essentially stable this year, down one percentage point to 7.4 out of 10. This result was identical to the long-term average satisfaction since 2016 of 7.4 out of 10.



Speed of service

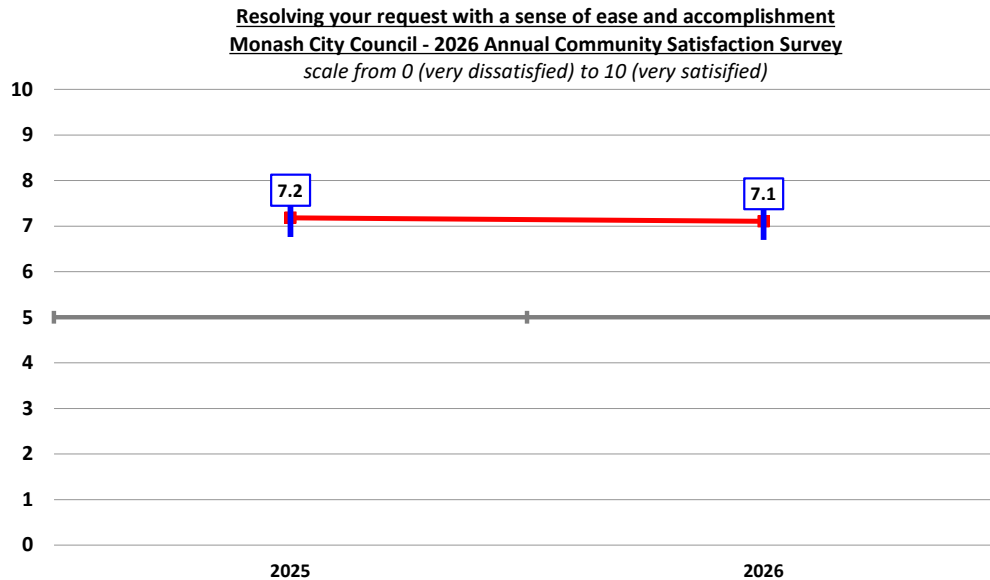
Satisfaction with the speed of service remained stable this year at 7.2 out of 10, or a “good” level of satisfaction, and was marginally (1pt) higher than the long-term average of 7.1.



Monash City Council – 2026 Annual Community Satisfaction Survey

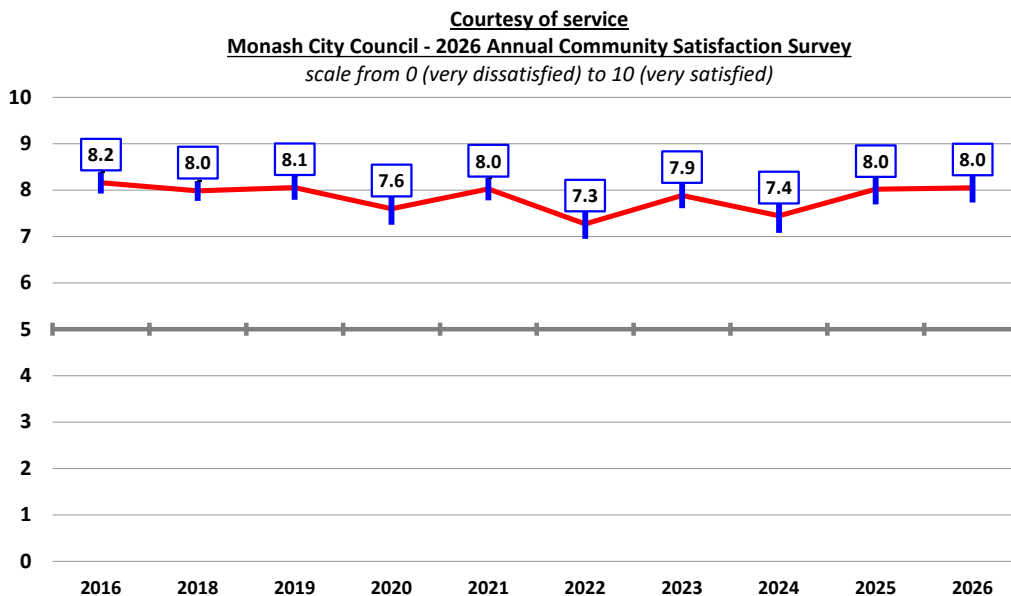
Resolving your request with a sense of ease and accomplishment

Satisfaction with Council resolving the request with a sense of ease and accomplishment remained essentially stable this year, down one percentage point to 7.1 out of 10, or a “good” level.



Courtesy of service

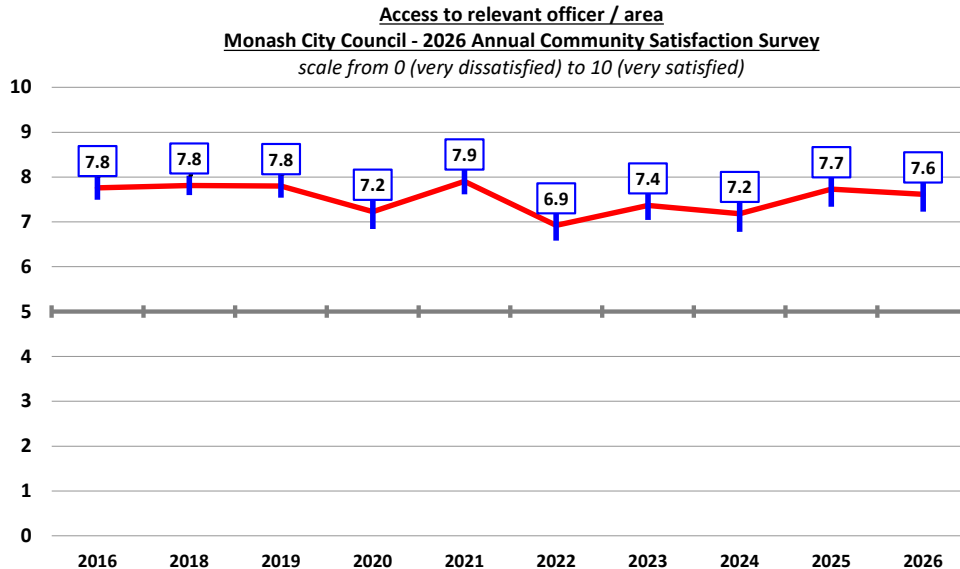
Satisfaction with the courtesy of service remained stable this year at 8.0 out of 10, or an “excellent” level. This result was marginally (2pts) above the long-term average of 7.8.



Monash City Council – 2026 Annual Community Satisfaction Survey

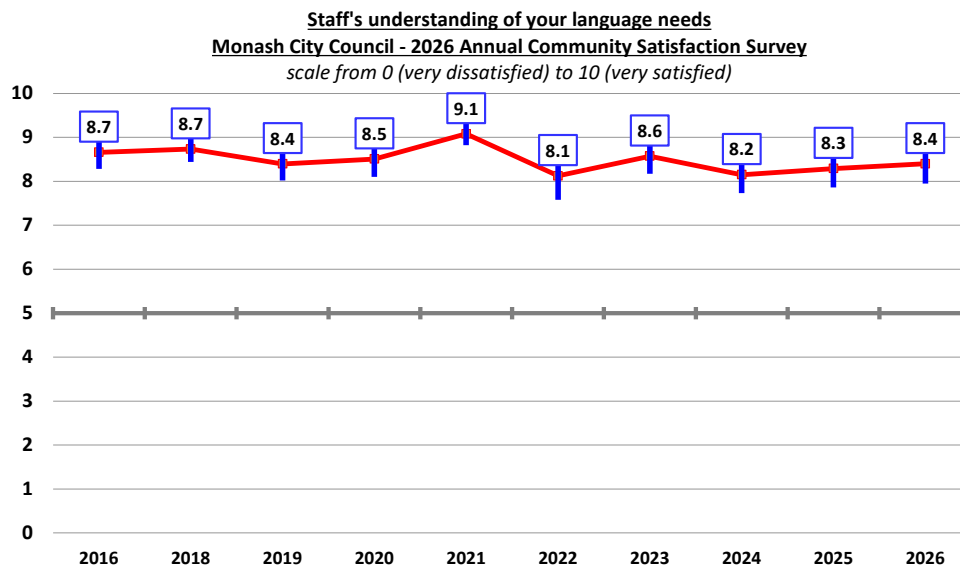
Access to relevant officer / area

Satisfaction with access to the relevant officer or area of Council declined marginally this year, down two percentage points to 7.6 out of 10, although it remained at a “very good” level. This result remained marginally above the long-term average since 2016 of 7.5 out of 10.



Staff's understanding of your language needs

Satisfaction with staff understanding the respondents' language needs (for respondents from multilingual households only) increased marginally again this year, up one percentage point to 8.4 out of 10. While this result was marginally lower than the long-term average of 8.5, satisfaction with this aspect of customer service has been rated as “excellent” every year.



*Monash City Council – 2026 Annual Community Satisfaction Survey****Reason for dissatisfaction with selected aspects of customer service***

There was a total of 58 comments received from respondents who were not satisfied with aspects of customer service this year.

These comments have been broadly categorised as follows:

- Requests / complaints poorly actioned / unresolved 20 comments
- Slow / no response 14 comments
- Poor communication, information and consultation 7 comments
- Lack of support / help from Council 5 comments
- Difficulty in contacting / accessing Council 3 comments
- General negative 3 comments
- Difficulty accessing relevant officer / department 2 comments
- Rude staff 2 comments
- Other comments 2 comments

Reasons for dissatisfaction with selected aspects of customer service**Monash City Council - 2026 Annual Community Satisfaction Survey**

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Requests / complaints poorly actioned / unresolved</i>	
No resolution	6
Council did not do anything about my issue / request	5
Did not pay adequate attention	1
He came over when it was not noisy so he could not do anything. He said he would send an email, but he did not	1
I applied for the permit and got tossed from one place to another and I am still awaiting responses. In the end I wasted \$2,000 dollars and it did not get anywhere	1
No matter what we complained about, nothing got changed and there was no feedback from the Council	1
Nothing has happened. Contacted them in December but still have not heard back	1
Often you get no resolve from the Snap Send Solve	1
Needed to put same request three times	1
They have not yet worked on that issue, I have asked them to just maintain the nature strip properly, but I am maintaining everything these days. I run a cleaning business, so I clean and keep the strips maintained, the Council does nothing	1
Services were not received	1
Total	20
<i>Slow / no response</i>	
Enquiry / complaints not attended to fast enough	4
Long waiting period	2
Not responsive	2
Asked to put out rat bait but still have not	1



Monash City Council – 2026 Annual Community Satisfaction Survey

It took them 3 weeks to clear the road after the storm	1
It took too long to get a permit for the fence	1
The bins issue took a while	1
They could have responded faster	1
Very difficult due to long wait times and they asked me to pay	1
Total	14
<i>Poor communication, information and consultation</i>	
No communication or updates	2
Do not give much information	1
The green issue, they want to reserve it, and we understand but just replace it	1
They gave me the incorrect information and had to ring them again	1
They need to specify the closest office	1
They should listen to us more about trees and how they can impact residents, some trees just make you anxious all the time and those trees should be allowed to be removed	1
Total	7
<i>Lack of support / help from Council</i>	
Because they are not flexible	1
Do not offer any service	1
Not taking responsibility	1
Sometimes they say they cannot do anything about the issue	1
They said deal with it yourself and it is not the Council problem	1
Total	5
<i>Difficulty in contacting / accessing Council</i>	
Poor access	1
They said to call back during week	1
Website is appalling	1
Total	3
<i>General negative</i>	
Everybody has a problem	1
It was okay but could be better	1
Living in this area I believed that the Council would look after it	1
Total	3
<i>Difficulty accessing relevant officer / department</i>	
Cannot access the person representative	1
Pass people around	1
Total	2



Monash City Council – 2026 Annual Community Satisfaction Survey

<i>Rude staff</i>	
I think they need to be qualified, experienced, kinder and patient with people with different culture backgrounds	1
The Council themselves first acted unprofessional, who comes to check bins at 1 and draw faces on bins	1
Total	2
<i>Other</i>	
A few problems around here, especially with the bird population. They cut the wrong trees for the bird problems, and these birds attack the kids	1
They are so focused on following procedure that they miss the opportunity to solve the problem	1
Total	2
Total responses	58



Importance of and satisfaction with Council services

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and your personal level of satisfaction with each of the following Council provided services?”

The annual community survey in 2025, included importance of and satisfaction scores for 29 Council provides services and facilities.

Importance of Council services and facilities

The average importance of the 29 included services and facilities remained stable this year at 8.9 out of 10.

Of these 29 services and facilities, 28 were included in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2026, using the same door-to-door methodology.

The average importance of services and facilities was somewhat (2pts) lower in the City of Monash than the metropolitan Melbourne average (9.1).

The importance for each of the included services and facilities once again ranged from a “very high” 8.1 for the *Monash Bulletin* to an “extremely high” 9.2 for the regular garbage collection, indicating that respondents continued to consider each service to be very important.

Change in importance 2025 to 2026:

Of the 29 services and facilities included, 28 were also included in the 2025 survey. Of these 28 services and facilities, the importance of four increased at least marginally this year. Five services and facilities remained stable in terms of importance, and 19 services and facilities recorded a decline in importance.

- **Marginally MORE important in 2026 than in 2025** – included the *Monash Bulletin* (up one point), Council activities to encourage environmental sustainability (up one point), parking enforcement (up one point), and the provision of parking facilities (one point higher).
- **Somewhat LESS important in 2026 than in 2025** – included street sweeping (2pts lower), bike paths and shared pathways (2pts), hard rubbish collection (2pts), Council run programs and activities for young people (2pts), the provision and maintenance of street lighting (2pts), and the provision and maintenance of parks, gardens, and reserves (2pts).

Variation in importance from the metropolitan Melbourne average:

Of the 28 services and facilities included in both the City of Monash survey and *Governing Melbourne*, none were more important in the City of Monash, one reported identical importance, and 27 were at least marginally less important.



Monash City Council – 2026 Annual Community Satisfaction Survey

The following variations from the metropolitan average were observed:

- **Notably more important in the City of Monash than metro. average** – no services were more important in the City of Monash.
- **Notably less important in the City of Monash than metro. average** – included street sweeping (4pts less important in Monash), parking enforcement (4pts), the provision and maintenance of street trees (4pts), the provision and maintenance of street lighting (4pts), the provision and maintenance of parks, gardens, and reserves (4pts), animal management (5pts), Council activities to encourage environmental sustainability (5pts), and the *Monash Bulletin* (7pts less important).

Importance of selected Council services and facilities
Monash City Council - 2026 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	2026			2025	2024	2026 Metro.*
			Lower	Mean	Upper			
Higher than average	Regular garbage collection	794	9.2	9.2	9.3	9.4	9.3	9.4
	Council services: older residents, activities: seniors	732	9.0	9.1	9.2	9.1	9.0	9.3
	Regular green waste collection	795	9.0	9.1	9.2	9.2	9.2	9.1
	Regular recycling service	788	9.0	9.1	9.2	9.1	9.1	9.4
Average importance	Local library and library services	763	9.0	9.0	9.1	9.1	9.0	9.2
	Council run services for children and their families	729	9.0	9.0	9.1	9.1	8.9	9.3
	Drains maintenance and repairs	784	8.9	9.0	9.1	9.1	8.9	9.2
	The maintenance and repair of major arterial roads	778	8.9	9.0	9.1	n.a.	n.a.	9.3
	Local traffic management	775	8.9	9.0	9.1	9.0	8.8	9.3
	Public toilets	760	8.9	9.0	9.0	9.0	9.0	9.1
	The maintenance and repair of sealed local roads	787	8.9	9.0	9.0	9.1	8.9	9.3
	Footpath maintenance and repairs	786	8.9	8.9	9.0	9.0	8.9	9.2
	Provision of parking facilities	769	8.9	8.9	9.0	8.9	8.8	n.a.
	Provision and maintenance of parks, gardens, reserves	786	8.8	8.9	9.0	9.1	8.9	9.3
	Provision and maintenance of street lighting	794	8.8	8.9	9.0	9.2	8.9	9.3
	Provision and maintenance of local playgrounds	758	8.8	8.9	9.0	9.0	8.8	9.1
	Council's Waste Transfer Station	722	8.8	8.9	9.0	8.9	8.8	9.0
	Sports ovals and other outdoor sporting facilities	757	8.8	8.9	8.9	8.9	8.8	9.1
	Council run programs and activities for young people	711	8.8	8.9	9.0	9.0	8.8	9.2
	Hard rubbish collection	785	8.8	8.9	8.9	9.1	9.1	9.1
	Recreation and Aquatic Centres	758	8.7	8.8	8.9	8.9	8.8	9.1
	Provision and maintenance of street trees	787	8.7	8.8	8.9	8.8	8.8	9.2
	Bike paths and shared pathways	750	8.6	8.7	8.8	8.8	8.7	9.0
	Council's website	768	8.6	8.7	8.8	8.7	8.5	9.0
	Animal management	706	8.6	8.7	8.8	8.8	8.4	9.1
	Council activities encourage envir'm'tal sustainability	748	8.6	8.7	8.8	8.6	8.4	9.2
Lower	Street sweeping	780	8.5	8.6	8.7	8.8	8.5	9.1
	Parking enforcement	773	8.4	8.5	8.7	8.5	8.2	8.9
	Council's newsletter <i>Monash Bulletin</i>	734	7.9	8.1	8.2	8.0	7.8	8.8
Average importance of Council services			8.8	8.9	9.0	8.9	8.8	9.1

(*) 2026 metropolitan Melbourne average from Governing Melbourne



Monash City Council – 2026 Annual Community Satisfaction Survey

Average importance by respondent profile

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

Consistent with results in previous years, there was no statistically significant variation in the average importance of services and facilities observed by respondent profile, although some variation was observed for individual services and facilities.

Average importance of selected Council services and facilities
Monash City Council - 2026 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

Service/facility	Young adults	Adults	Middle-aged	Older adults	Senior citizens	Male	Female	English speaking	Multi-lingual
Maintenance, repair of major arterial roads	8.9	8.9	9.1	9.1	9.1	9.0	9.0	9.0	9.0
Maintenance, repair of sealed local roads	8.9	9.0	8.9	8.9	9.1	8.9	9.0	8.9	9.0
Footpath maintenance and repairs	9.0	8.8	8.9	8.9	9.1	8.8	9.0	8.9	9.0
Drains maintenance and repairs	9.1	8.8	8.8	9.0	9.0	9.0	9.0	8.9	9.1
Regular garbage collection	9.2	9.2	9.1	9.3	9.4	9.3	9.2	9.2	9.3
Regular recycling service	9.1	9.0	9.0	9.0	9.2	9.1	9.1	9.1	9.1
Regular green waste collection	9.1	9.1	9.0	9.1	9.3	9.1	9.1	9.0	9.2
Street sweeping	8.7	8.7	8.6	8.5	8.8	8.6	8.7	8.5	8.7
Provision & maintenance of street lighting	9.0	8.8	8.9	8.8	9.2	8.9	9.0	8.8	9.0
Parking enforcement	8.5	8.6	8.3	8.6	8.7	8.4	8.6	8.5	8.6
Provision of parking facilities	9.0	8.9	8.8	9.1	9.0	8.9	9.0	8.8	9.0
Local traffic management	9.0	8.9	8.9	8.9	9.0	8.9	9.0	8.8	9.1
Prov. / maint. of parks, gardens, reserves	8.9	9.0	8.9	8.9	9.0	8.9	9.0	8.8	9.0
Provision and maintenance of street trees	8.8	8.8	8.7	8.8	9.0	8.8	8.8	8.7	8.9
Animal management	8.7	8.6	8.6	8.6	9.0	8.6	8.7	8.6	8.7
Activities encourage env'mental sustain.	8.7	8.7	8.4	8.5	8.8	8.6	8.7	8.5	8.8
Council's newsletter Monash Bulletin	7.9	8.1	8.0	8.1	8.7	8.0	8.1	8.0	8.2
Council's website	8.7	8.7	8.7	8.5	8.6	8.6	8.7	8.6	8.8
Hard rubbish collection	8.7	8.8	8.9	9.0	9.1	8.8	8.9	8.7	9.0
Council's Waste Transfer Station	8.8	8.9	8.9	8.9	9.0	8.8	8.9	8.8	9.0
Recreation and Aquatic Centres	8.7	9.0	8.7	8.8	9.0	8.7	8.9	8.7	8.9
Bike paths and shared pathways	8.7	8.7	8.7	8.5	8.6	8.7	8.7	8.6	8.8
Sports ovals / outdoor sporting facilities	8.8	8.9	8.8	8.9	8.8	8.8	8.9	8.8	8.9
Provision & maint. of local playgrounds	8.8	9.0	8.9	8.9	9.1	8.9	8.9	8.8	9.0
Public toilets	9.0	9.0	8.9	8.9	9.2	8.9	9.0	8.8	9.1
Services for children and their families	9.1	9.0	8.8	9.0	9.3	9.0	9.1	9.0	9.1
Services: older residents, activities: seniors	9.1	9.1	9.1	9.1	9.2	9.1	9.2	9.0	9.2
Local library and library services	9.1	9.0	9.0	9.0	9.2	9.0	9.1	8.9	9.2
Programs and activities for young people	8.8	9.0	8.8	8.8	9.1	8.8	9.0	8.7	8.9
Average importance	8.9	8.9	8.8	8.9	9.0	8.8	8.9	8.8	9.0
Total respondents	278	126	175	129	88	386	409	366	429



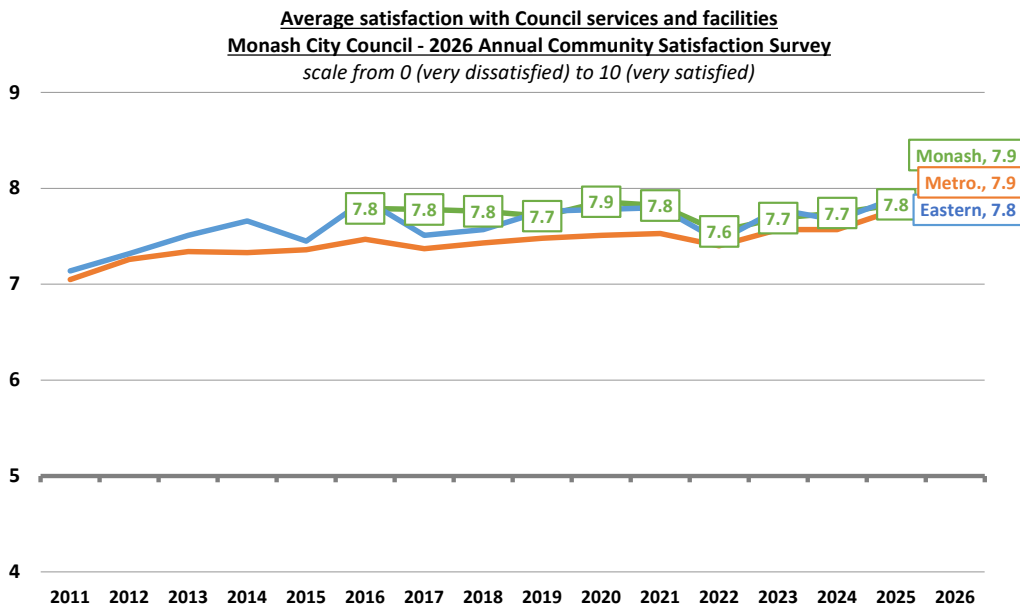
*Monash City Council – 2026 Annual Community Satisfaction Survey***Satisfaction with Council services and facilities**

The average satisfaction with the 29 included services and facilities increased marginally this year, up one percentage point to 7.9 out of 10, which remains an “excellent” level of satisfaction.

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

The general level of satisfaction with Council services and facilities has remained broadly consistent over time, at an “excellent” level, indicating a stable and high level of average satisfaction with Council’s services and facilities.

This average satisfaction of 7.9 out of 10 was identical to the metropolitan Melbourne average of 7.9, and broadly consistent with the eastern region councils’ average of 7.8. All services recorded a “good” (3 services), “very good” (9 services), or “excellent” (17 services) score.

**Comparative satisfaction:**

As outlined at the left-hand side of the main satisfaction table following, there were four services that recorded a satisfaction score measurably higher than the average of all 29 (7.9), and eight that recorded a satisfaction score measurably lower than the average, as follows:

- **Measurably HIGHER than average satisfaction** – included the local library and library services (7pts higher), regular green waste collection (6pts), Council run services for children and their families (6pts), and the provision and maintenance of local playgrounds (5pts higher).



Monash City Council – 2026 Annual Community Satisfaction Survey

- **Measurably LOWER than average satisfaction** – included public toilets (10pts lower), the maintenance and repair of major arterial roads (managed by VicRoads) (9pts lower), the maintenance and repair of sealed local roads (7pts), parking enforcement (6pts), the provision of parking facilities (5pts), footpath maintenance and repairs (5pts), the provision and maintenance of street trees (5pts), and local traffic management (4pts).

Satisfaction with selected Council services and facilities

Monash City Council - 2026 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

	Service/facility	Number	2026			2025	2024	2026 Metro.*
			Lower	Mean	Upper			
Higher	Local library and library services	372	8.4	8.6	8.7	8.4	8.6	8.7
	Regular green waste collection	795	8.4	8.5	8.6	8.6	8.5	8.6
	Council run services for children and their families	114	8.2	8.5	8.7	8.3	8.2	8.4
	Provision and maintenance of local playgrounds	346	8.2	8.4	8.5	8.2	8.0	8.3
Average satisfaction	Council run programs and activities for young people	49	8.1	8.4	8.8	8.1	7.9	7.7
	Recreation and Aquatic Centres	257	8.1	8.3	8.5	8.2	8.1	8.3
	Sports ovals and other outdoor sporting facilities	334	8.2	8.3	8.4	8.2	8.2	8.4
	Council's Waste Transfer Station	228	8.0	8.3	8.5	8.3	8.1	8.2
	Regular garbage collection	796	8.1	8.2	8.4	8.3	8.0	8.6
	Regular recycling service	771	8.1	8.2	8.3	8.1	8.1	8.5
	Hard rubbish collection	479	8.0	8.2	8.3	8.1	8.0	8.6
	Council services: older residents, activities: seniors	76	7.6	8.0	8.4	8.1	8.2	8.1
	Council's website	370	7.8	8.0	8.1	7.8	7.7	8.0
	Bike paths and shared pathways	307	7.7	7.9	8.1	7.9	7.9	7.9
	Provision and maintenance of parks, gardens, reserves	778	7.8	7.9	8.0	8.0	7.8	8.1
	Animal management	619	7.7	7.9	8.0	7.7	7.7	8.0
	Provision and maintenance of street lighting	790	7.6	7.8	7.9	7.6	7.7	7.7
	Drains maintenance and repairs	762	7.6	7.7	7.8	7.7	7.5	7.7
	Street sweeping	761	7.6	7.7	7.8	7.5	7.5	7.8
	Council activities encourage envir'm'tal sustainability	676	7.5	7.6	7.7	7.7	7.4	7.7
	Council's newsletter <i>Monash Bulletin</i>	654	7.4	7.6	7.7	7.7	7.5	7.7
Lower than average satisfaction	Local traffic management	764	7.3	7.5	7.6	7.5	7.4	7.6
	Provision and maintenance of street trees	777	7.3	7.4	7.6	7.4	7.2	7.6
	Footpath maintenance and repairs	790	7.3	7.4	7.5	7.4	7.4	7.4
	Provision of parking facilities	745	7.3	7.4	7.5	7.4	7.3	n.a.
	Parking enforcement	740	7.2	7.3	7.5	7.3	7.2	7.6
	The maintenance and repair of sealed local roads	777	7.1	7.2	7.3	7.2	7.4	7.4
	The maintenance and repair of major arterial roads	775	6.9	7.0	7.2	n.a.	n.a.	7.2
	Public toilets	317	6.7	6.9	7.1	6.9	6.5	7.2

Average satisfaction with Council services

7.7 **7.9** 8.1 7.8 7.7 7.9

(*) 2026 metropolitan Melbourne average from Governing Melbourne



Monash City Council – 2026 Annual Community Satisfaction Survey

Percentage satisfaction results

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

Of the 29 services and facilities, more than half of the respondents providing a score were “very satisfied” with 26. More than 10% of respondents were “dissatisfied” with two services and facilities, these being the provision and maintenance of street trees (10% dissatisfied) and public toilets (10% “dissatisfied”).

Satisfaction with selected Council services and facilities
Monash City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

<i>Service/facility</i>	<i>Dissatisfied</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied</i>	<i>Can't say</i>	<i>Total</i>
Local library and library services	2%	14%	84%	5	377
Regular green waste collection	2%	16%	81%	6	801
Council run programs and activities for young people	0%	19%	81%	4	54
Provision and maintenance of local playgrounds	3%	17%	80%	2	348
Council's Waste Transfer Station	7%	14%	80%	3	231
Council run services for children and their families	0%	22%	78%	4	117
Sports ovals and other outdoor sporting facilities	2%	21%	77%	0	334
Hard rubbish collection	6%	17%	77%	2	480
Recreation and Aquatic Centres	3%	20%	77%	2	259
Regular recycling service	3%	21%	77%	30	801
Regular garbage collection	4%	22%	74%	5	801
Council services: older residents, activities: seniors	2%	26%	72%	2	79
Council's website	2%	29%	69%	6	376
Bike paths and shared pathways	3%	29%	68%	4	311
Animal management	5%	28%	67%	182	801
Provision and maintenance of parks, gardens, reserves	3%	32%	65%	23	801
Street sweeping	7%	29%	64%	40	801
Provision and maintenance of street lighting	6%	30%	64%	11	801
Drains maintenance and repairs	4%	35%	61%	39	801
Council activities encourage environmental sustainability	6%	34%	61%	125	801
Council's newsletter Monash Bulletin	6%	35%	60%	147	801
Provision and maintenance of street trees	10%	32%	58%	24	801
Parking enforcement	9%	35%	56%	61	801
Local traffic management	7%	38%	56%	37	801
Footpath maintenance and repairs	7%	37%	56%	11	801
Provision of parking facilities	8%	37%	55%	56	801
The maintenance and repair of sealed local roads	7%	46%	47%	24	801
The maintenance and repair of major arterial roads	9%	45%	46%	26	801
Public toilets	10%	50%	40%	2	319



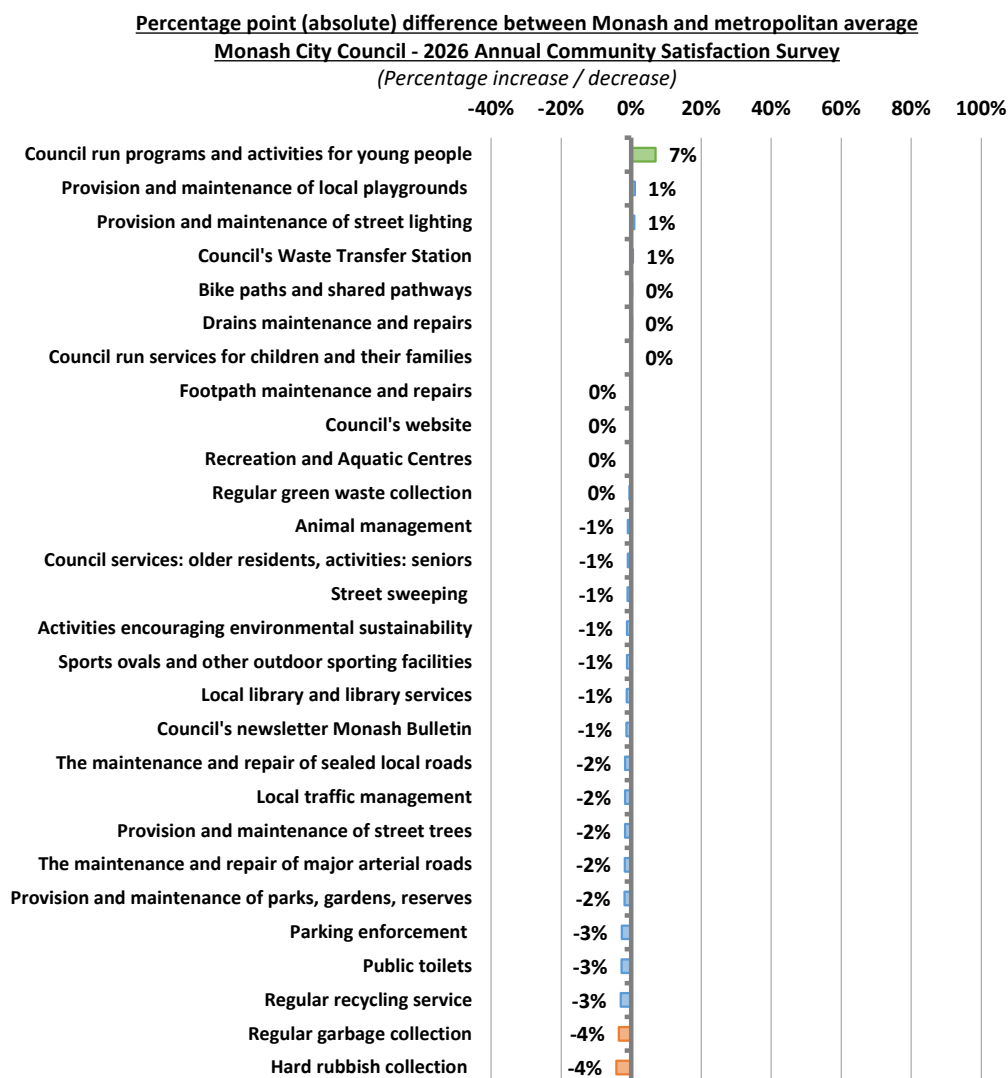
Monash City Council – 2026 Annual Community Satisfaction Survey

Comparison to the metropolitan Melbourne average

Of the 29 services and facilities included in the survey this year, 28 were also included in *Governing Melbourne* in a comparable format.

Of these 27 services and facilities, four recorded a higher satisfaction score in the City of Monash than the metropolitan average, seven recorded identical satisfaction, and 17 recorded at least a marginally lower score.

Most of these variations were not statistically significant. The largest variations in satisfaction between the City of Monash and the metropolitan average were observed for Council run programs and activities for young people (7pts higher in the City of Monash), the hard rubbish collection (4pts lower in Monash), and regular garbage collection (4pts lower in Monash).



Monash City Council – 2026 Annual Community Satisfaction Survey

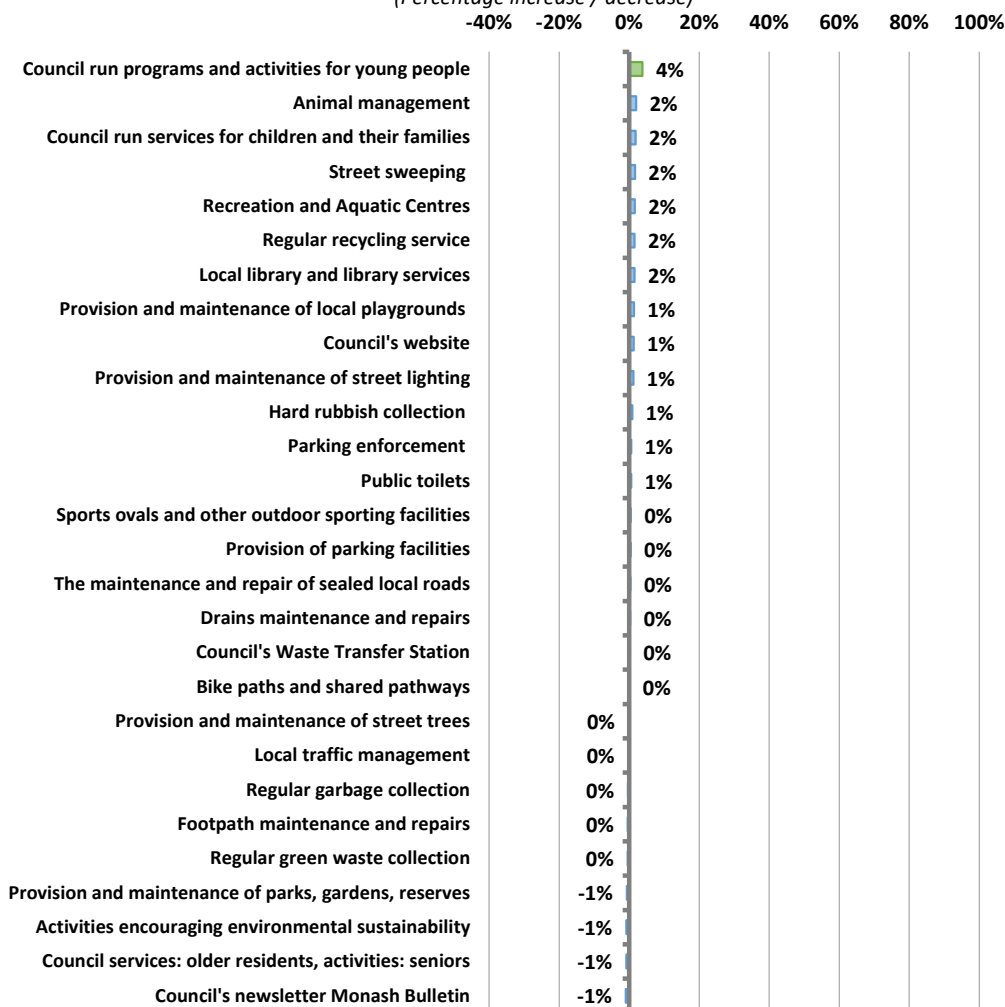
Change in satisfaction between 2025 and 2026:

Of the 28 services and facilities included in the survey in 2025, average satisfaction with 13 increased at least marginally, remained the same for 11, and declined, at least marginally, for four services and facilities, with attention drawn to the following:

- **Notably INCREASE satisfaction in 2026** – included Council run programs and activities for young people (4pts higher in 2026).
- **Marginal DECREASE in satisfaction in 2026** – included the provision and maintenance of parks, gardens, and reserves (down one point), Council services and activities for older residents and seniors (one point lower), Council activities to encourage sustainability (one point lower), and Council's newsletter the *Monash Bulletin* (one point lower).

Percentage point (absolute) change in satisfaction 2025 to 2026
Monash City Council - 2026 Annual Community Satisfaction Survey

(Percentage increase / decrease)



Change in satisfaction over the last ten years:

The following graph displays the percentage change in satisfaction with included services and facilities over the course of the satisfaction survey program from 2016. It displays the change in satisfaction from the three-year moving average (2016 through 2018) compared to 2026.

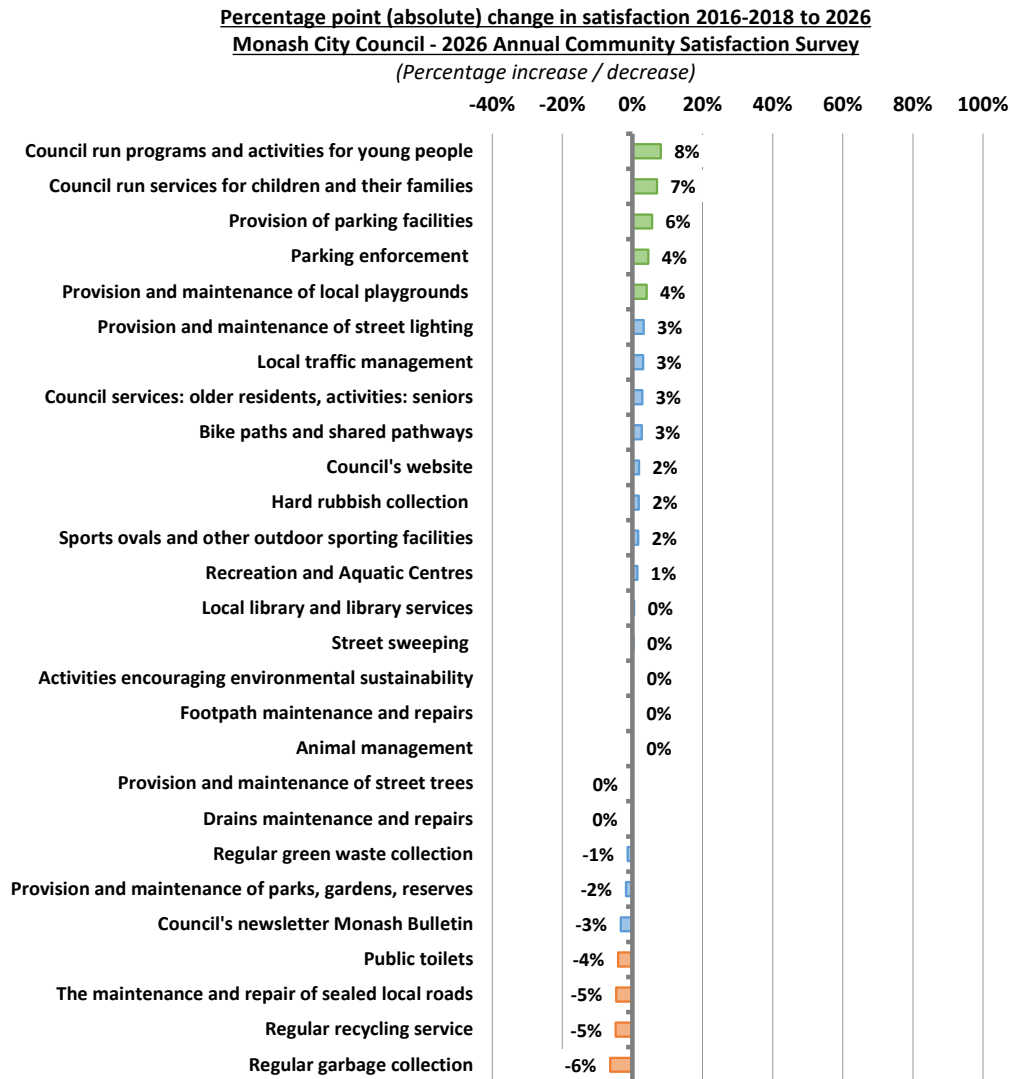
This is based on the average satisfaction from 2016 to 2018 compared to the 2026 result. The aim of the graph is to provide a longer-term look at community satisfaction with Council services and facilities.

It is noted that satisfaction with 13 services and facilities increased over this timeframe, whilst satisfaction with nine declined, with attention drawn to the following:

- **Notably HIGHER satisfaction in 2026 compared to the 2016-18 average** – included Council run programs and activities for young people (8pts higher), Council run services for children and their families (7pts higher), the provision of parking facilities (6pts), parking enforcement (4pts), and the provision and maintenance of local playgrounds (4pts).
- **Notably LOWER satisfaction in 2026 compared to the 2016-18 average** – included regular garbage collection (6pts lower in 2026), the regular recycling service (5pts lower), the maintenance and repair of sealed local roads (5pts lower), and public toilets (4pts lower)



Monash City Council – 2026 Annual Community Satisfaction Survey



Satisfaction by respondent profile:

The following table displays the average satisfaction with each of the 29 included services and facilities by respondent profile, including age structure, gender, and language spoken at home.

Whilst the total number of respondents in each of these profile groups has been included at the bottom of the table, it is important to bear in mind that not all respondents will have been asked to or provided a satisfaction score with each service and facility, as some services and facilities were used by only a sub-set of the community.



Monash City Council – 2026 Annual Community Satisfaction Survey

Looking at the average satisfaction with all 28 services and facilities by respondent profile, it was noted that young adults and adults (aged 18 to 44 years) were marginally more satisfied with Council services and facilities than the municipal average. Conversely, middle-aged adults and older adults (aged 45 to 74 years) were marginally less satisfied.

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

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

Average satisfaction with selected Council services and facilities
Monash City Council - 2026 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

Service/facility	Young adults	Adults	Middle-aged	Older adults	Senior citizens	Male	Female	English speaking	Multi-lingual
Maintenance, repair of major arterial roads	7.5	7.3	6.7	6.2	6.8	6.9	7.1	6.8	7.2
Maintenance, repair of sealed local roads	7.7	7.4	6.7	6.6	7.4	7.2	7.2	7.0	7.3
Footpath maintenance and repairs	8.0	7.5	6.9	6.8	7.1	7.4	7.4	7.2	7.6
Drains maintenance and repairs	8.1	7.9	7.2	7.3	7.7	7.7	7.7	7.7	7.7
Regular garbage collection	8.3	8.2	7.8	8.5	8.7	8.3	8.2	8.2	8.3
Regular recycling service	8.3	8.3	8.0	8.1	8.3	8.3	8.2	8.1	8.3
Regular green waste collection	8.6	8.6	8.2	8.5	8.6	8.6	8.5	8.5	8.5
Street sweeping	8.0	8.0	7.5	7.1	7.4	7.6	7.8	7.8	7.7
Provision & maintenance of street lighting	7.7	7.6	7.7	7.6	8.3	7.6	7.9	7.9	7.6
Parking enforcement	7.6	7.5	7.0	7.0	7.4	7.3	7.3	7.3	7.4
Provision of parking facilities	7.5	7.7	7.1	7.1	7.4	7.5	7.3	7.4	7.4
Local traffic management	7.7	7.6	7.1	7.2	7.6	7.4	7.5	7.5	7.5
Prov. / maint. of parks, gardens, reserves	8.0	8.1	7.6	7.7	8.1	7.9	7.9	7.8	8.0
Provision and maintenance of street trees	7.9	7.7	7.0	6.9	7.0	7.5	7.4	7.3	7.5
Animal management	8.2	7.9	7.6	7.1	8.1	7.9	7.8	7.9	7.9
Activities encourage env'mental sustain.	7.8	7.8	7.2	7.4	7.6	7.5	7.7	7.5	7.7
Council's newsletter Monash Bulletin	7.6	7.8	7.5	7.5	7.6	7.6	7.6	7.6	7.6
Council's website	8.1	8.0	7.6	8.3	7.7	7.9	8.0	8.0	8.0
Hard rubbish collection	8.2	8.2	7.9	8.1	8.6	8.1	8.2	8.3	8.0
Council's Waste Transfer Station	8.5	8.6	8.1	7.8	8.7	8.1	8.6	8.2	8.4
Recreation and Aquatic Centres	8.3	8.3	8.2	8.2	8.8	8.4	8.3	8.3	8.3
Bike paths and shared pathways	8.2	7.7	7.8	7.6	7.5	7.8	8.0	8.0	7.9
Sports ovals / outdoor sporting facilities	8.3	8.3	8.2	8.5	8.1	8.3	8.3	8.3	8.3
Provision & maint. of local playgrounds	8.5	8.3	8.2	8.3	8.5	8.4	8.3	8.4	8.4
Public toilets	6.8	7.0	6.5	7.2	8.3	7.0	6.8	7.1	6.8
Services for children and their families	8.5	8.6	8.1	8.5	8.5	8.5	8.4	8.5	8.4
Services: older residents, activities: seniors	8.3	8.0	8.3	7.9	7.6	8.1	7.8	8.2	7.9
Local library and library services	8.5	8.7	8.5	8.5	8.7	8.5	8.7	8.4	8.7
Programs and activities for young people	8.2	8.6	8.4	8.5	7.0	8.3	8.7	8.2	8.5
<i>Average satisfaction</i>	<i>8.0</i>	<i>8.0</i>	<i>7.6</i>	<i>7.7</i>	<i>7.9</i>	<i>7.9</i>	<i>7.9</i>	<i>7.8</i>	<i>7.9</i>
Total respondents	278	126	175	129	88	386	409	366	429



Importance and satisfaction cross tabulation

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

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

Metropolis Research notes that most of the services of higher-than-average importance also received higher than average satisfaction scores, suggesting that the City of Monash has continued to be effective in providing the most important services satisfactorily. The exception to this was street lighting, which was of higher-than-average importance but received a lower-than-average satisfaction score.

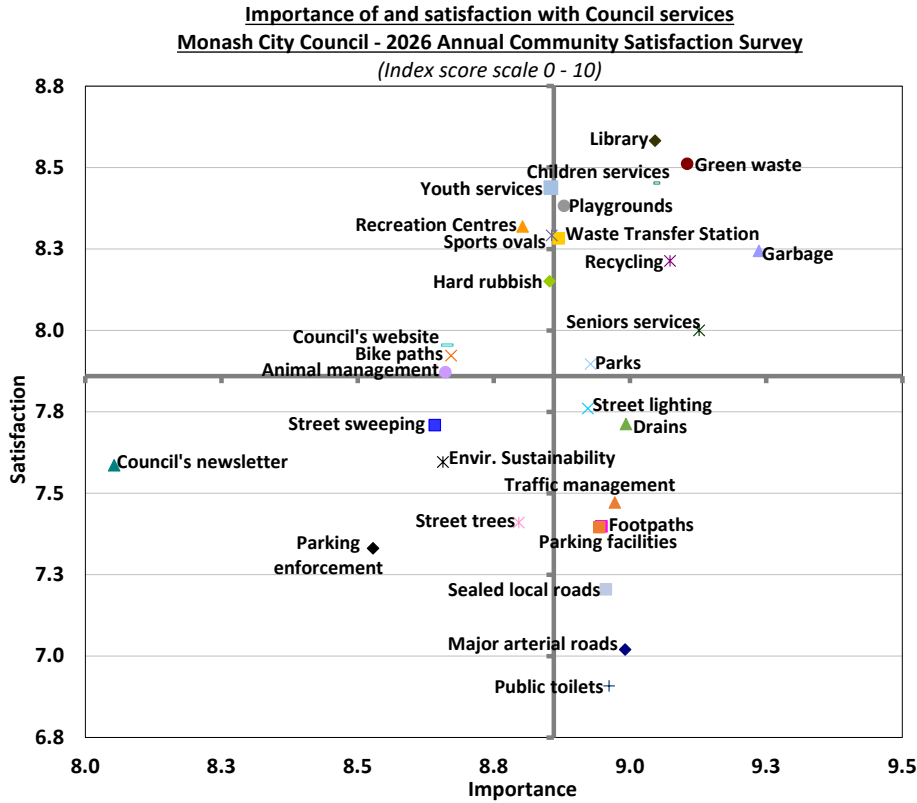
It is noted that the average satisfaction with services and facilities in the City of Monash was identical to the metropolitan Melbourne average (7.9).

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

Some points to note from these results:

- ***Kerbside collection services*** – these services (including regular garbage collection, regular recycling, green waste, and hard rubbish, and the Waste Transfer Station) were all higher-than-average satisfaction, and three of the four were also more important than average.
- ***Community services*** – these services (including services for children, seniors, and youth) all recorded higher-than-average satisfaction scores, and they were all more important than average.
- ***Sports and recreation*** – these services (including recreation centres, sports ovals, bike paths, parks, and playgrounds) were of higher-than-average satisfaction but were of average or slightly lower than average importance.
- ***Communication*** – both of Council's newsletter and Council's website were of somewhat lower-than-average importance, with the website recording a somewhat higher-than-average satisfaction score, and the newsletter a somewhat lower-than-average satisfaction score.
- ***Parking*** – both parking enforcement and the provision of parking facilities continued to receive notably lower-than-average satisfaction scores, however parking enforcement was also less important than average.
- ***Services and facilities of most concern*** – included local traffic management, the provision and maintenance of street trees, footpath maintenance and repairs, the provision of parking facilities, parking enforcement, the maintenance and repair of sealed local roads, the maintenance and repair of major arterial roads (managed by VicRoads), and public toilets.



Monash City Council – 2026 Annual Community Satisfaction Survey***Correlation between service / facilities satisfaction and overall satisfaction***

The following table provides the Pearson correlation coefficient for each of the 29 services and facilities when analysed individually against satisfaction with Council's overall performance.

The correlation coefficient provides a measure of the relationship between satisfaction with each of the 29 services and facilities and satisfaction with Council's overall performance. The correlation coefficient is a number between minus one and positive one, with scores of more than zero representing a positive correlation, and scores of less than one a negative correlation.

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

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



Monash City Council – 2026 Annual Community Satisfaction Survey

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

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

Correlation between satisfaction with services and facilities and overall satisfaction
Monash City Council - 2026 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

Service / facility	2025		Correlation*
	Number	Mean	
Council's website	370	8.0	0.52
Council activities to encourage environmental sustainability	676	7.6	0.45
The maintenance and repair of major arterial roads	775	7.0	0.43
The maintenance and repair of sealed local roads	777	7.2	0.41
Provision and maintenance of parks, gardens and reserves	778	7.9	0.40
Council run services for children and their families	114	8.5	0.40
Parking enforcement	740	7.3	0.39
Provision and maintenance of street trees	777	7.4	0.39
Council run programs and activities for young people	49	8.4	0.39
Local traffic management	764	7.5	0.39
Recreation and Aquatic Centres	257	8.3	0.38
Provision of parking facilities	745	7.4	0.38
Drains maintenance and repairs	762	7.7	0.37
Council's newsletter Monash Bulletin	654	7.6	0.36
Footpath maintenance and repairs	790	7.4	0.35
Street sweeping	761	7.7	0.34
Bike paths and shared pathways	307	7.9	0.33
Local library and library services	372	8.6	0.32
Sports ovals and other outdoor sporting facilities	334	8.3	0.30
Regular recycling service	771	8.2	0.30
Provision and maintenance of local playgrounds	346	8.4	0.30
Council's Waste Transfer Station	228	8.3	0.29
Provision and maintenance of street lighting	790	7.8	0.28
Council services for older residents & activities for seniors	76	8.0	0.27
Regular green waste collection	795	8.5	0.26
Hard rubbish collection	479	8.2	0.25
Public toilets	317	6.9	0.25
Regular garbage collection	796	8.2	0.24
Animal management	619	7.9	0.24

Average satisfaction with selected services

7.9

() Pearson coefficient*



Satisfaction by broad service areas

Metropolis Research has created a standard set of broad service areas for use in comparing average satisfaction with results from *Governing Melbourne*. The following graph provides the average satisfaction with the 10 broad service areas for the City of Monash, with a comparison to the metropolitan Melbourne 2026 averages.

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

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

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

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

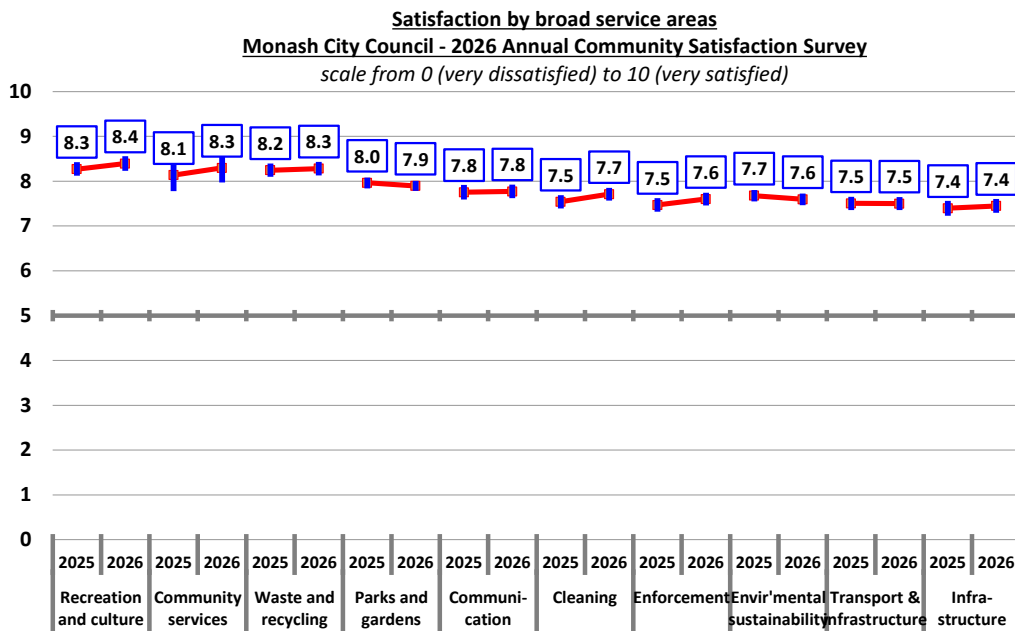
- **Excellent** – for recreation and culture, waste and recycling, community services, parks and gardens, and communications.
- **Very Good** – for transport, cleaning, enforcement, environmental sustainability, and infrastructure.



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Increases in satisfaction were recorded for five of the 10 broad service areas, including community services (2pts higher), cleaning (2pts), recreation and culture (1 point), waste and recycling (1 point), and enforcement (1 point).

However, none of these variations was statistically significant (measurable).



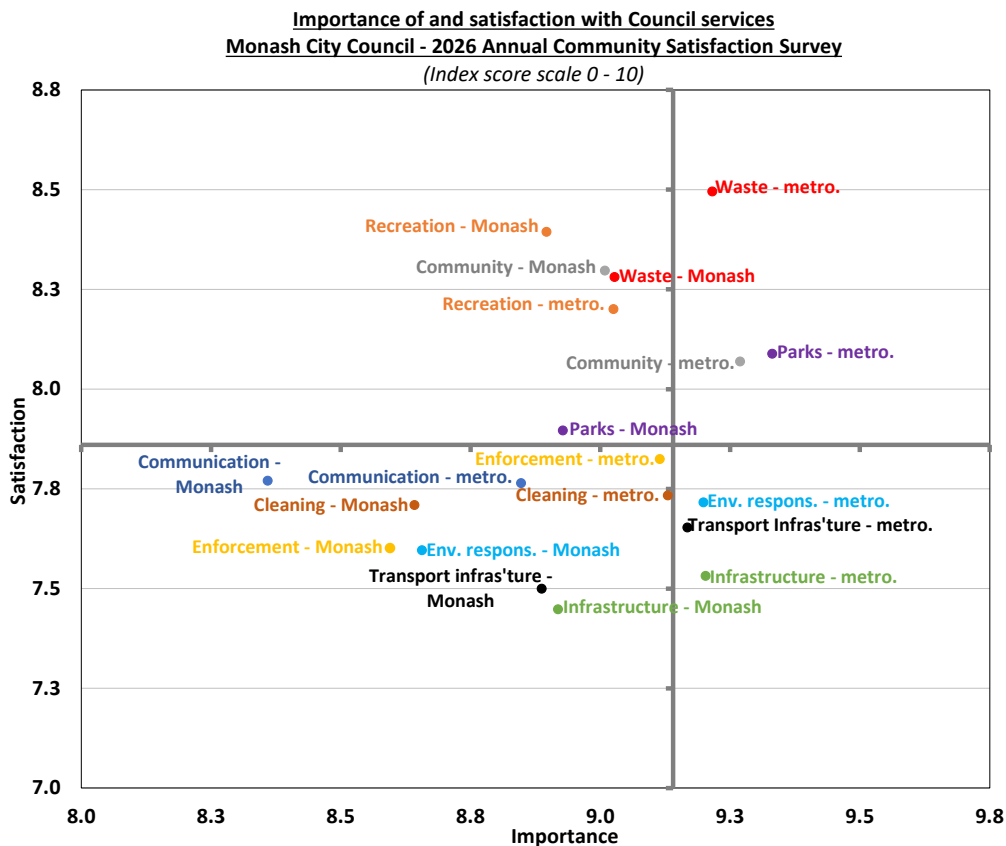
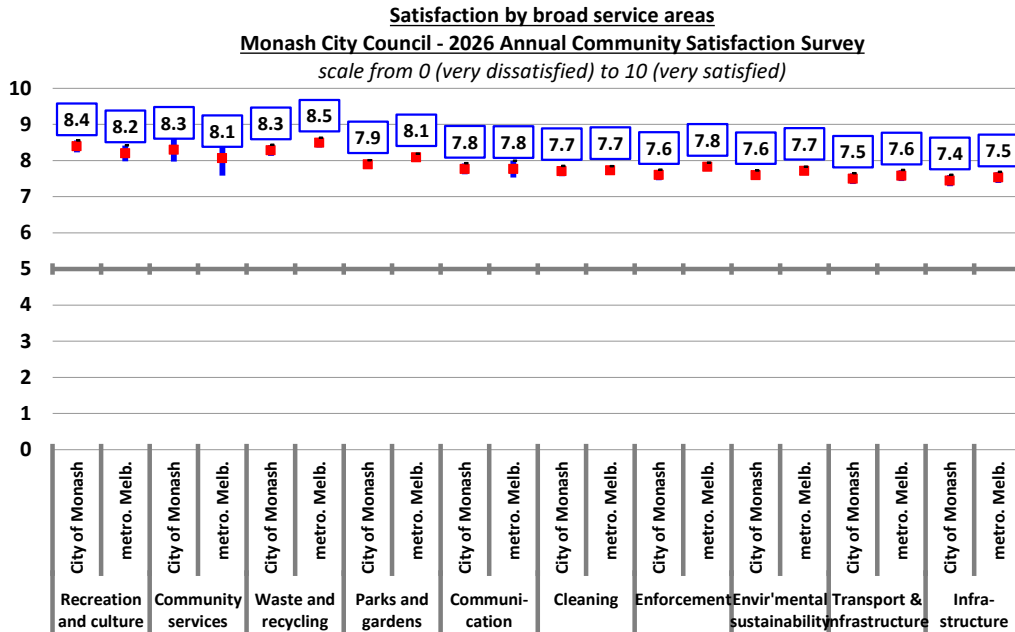
The following graph provides a comparison of satisfaction with these 10 broad service areas against the metropolitan Melbourne average satisfaction as recorded in the 2026 *Governing Melbourne* research.

The following variations are noted:

- **HIGHER satisfaction in the City of Monash** – included recreation and culture (2pts higher), community services (2pts), and environmental sustainability (1 point higher). None of these variations was measurable.
- **LOWER satisfaction in the City of Monash** – included waste and recycling (2pts lower in Monash), parks and gardens (2pts lower), enforcement (2pts), transport (1 point lower), and infrastructure (1 point lower). Of these variations, enforcement, parks and gardens, and waste and recycling were measurable.

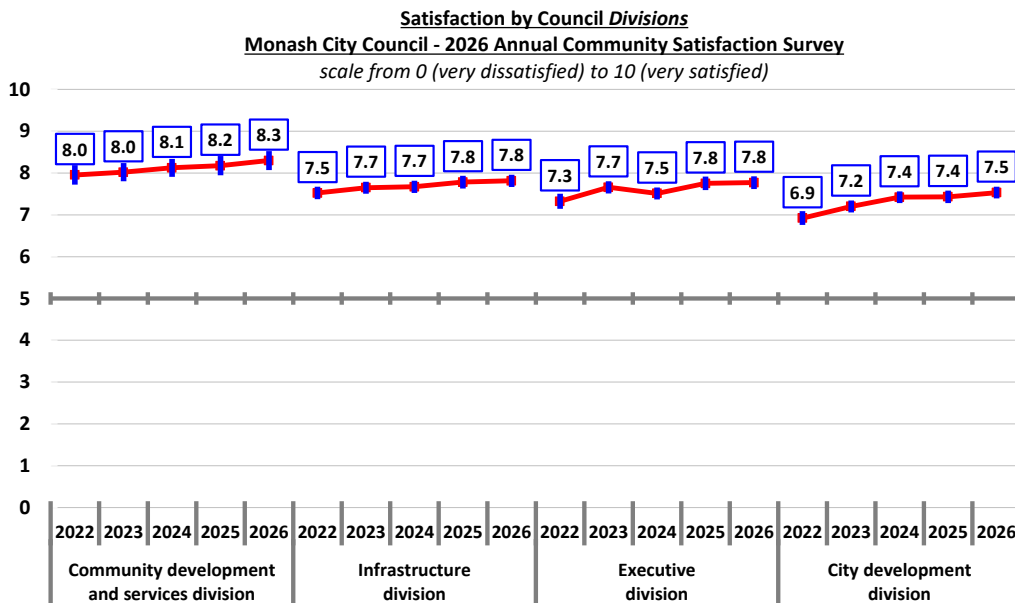


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*Monash City Council – 2026 Annual Community Satisfaction Survey***Satisfaction by Council division**

The following section of the report provides details on the average importance and average satisfaction with each of the 29 services and facilities included in the survey, broken down by the four Council divisions.

**Infrastructure Division – waste and recycling**

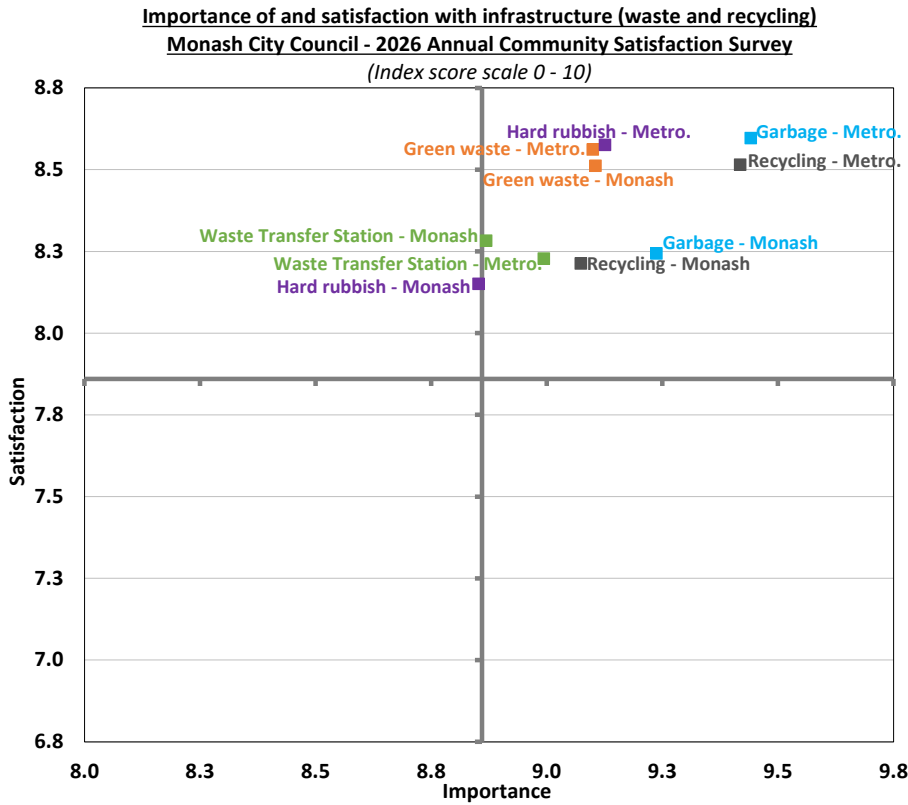
Five services related to waste and recycling were included in the survey this year. These were regular garbage collection, regular recycling, regular green waste collection, hard rubbish collection, and the Waste Transfer Station.

All five of these services and facilities were of average or higher-than-average importance in 2026. In addition, all five services and facilities recorded higher-than-average satisfaction scores, at “excellent” levels.

However, it is noted that satisfaction with regular garbage collection, regular recycling, and hard rubbish collection remains somewhat lower in Monash than the metropolitan averages.



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Regular garbage collection

The regular garbage collection service was the most important of the 29 included services and facilities, with an average importance of 9.2 out of 10, and one of four services and facilities that were measurably more important than the average of all 29 (8.9).

Satisfaction with the regular garbage collection remained essentially stable this year, down one percentage point to 8.2 out of 10, which remains an “excellent” level of satisfaction.

This result was somewhat below the long-term average satisfaction since 2016 of 8.4 out of 10, or “excellent”.

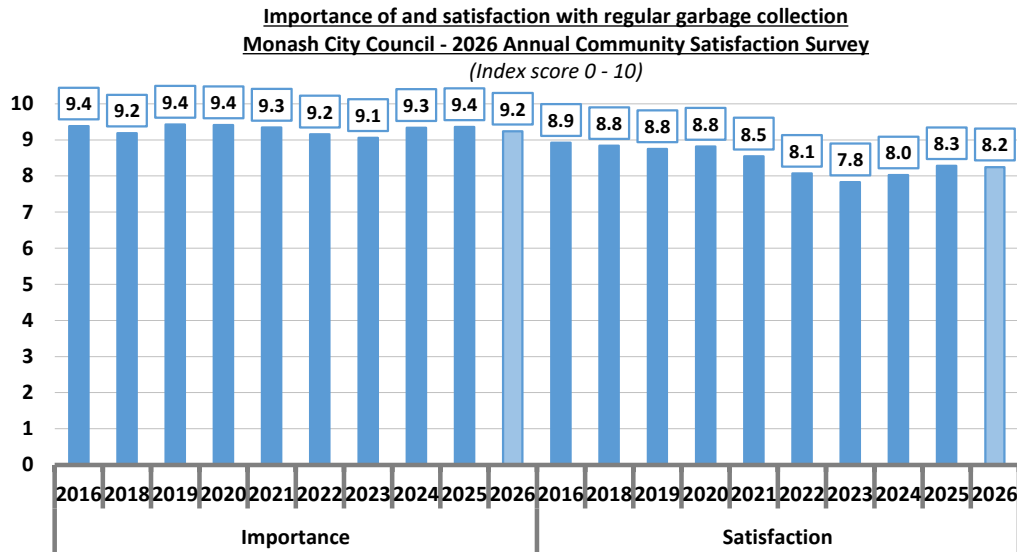
This result ranks the regular garbage collection 9th in terms of satisfaction this year.

This result comprised 74% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 796 of the 801 respondents who provided a satisfaction score this year.

There was some substantive variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years and over) notably more satisfied than average, and middle-aged adults (aged 45 to 59 years) notably less satisfied.

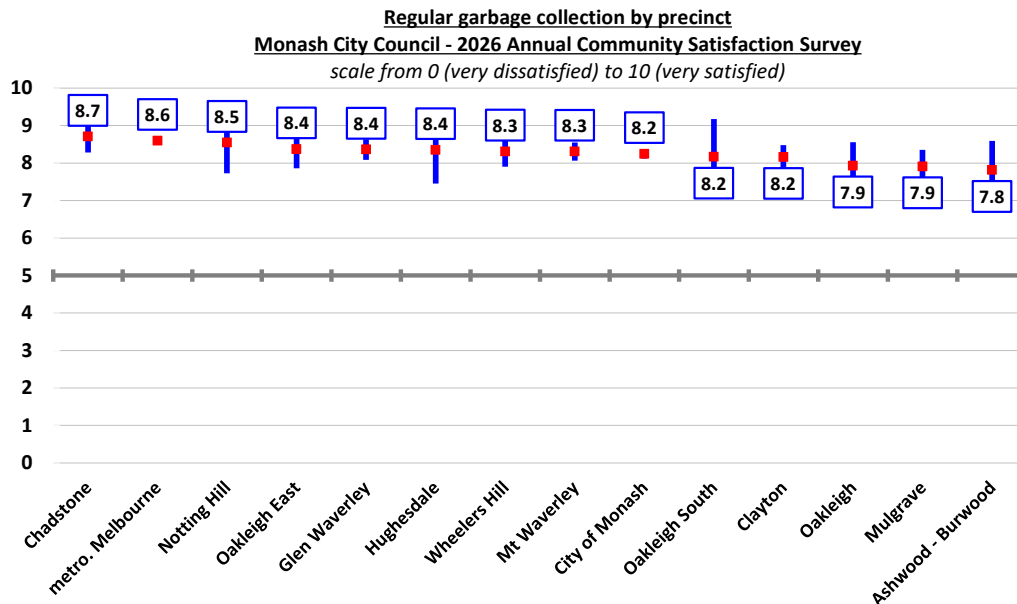


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By way of comparison, this result was measurably (4pts) lower than the metropolitan average satisfaction with the “regular garbage collection” of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with the regular garbage collection observed across the municipality, respondents from Ashwood–Burwood were notably (4pts) less satisfied, although still at an “excellent” level.



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Regular recycling service

The regular recycling collection service was the 4th most important of the 29 included services and facilities, with an average importance of 9.1 out of 10, and one of four that were measurably more important than the average of all 29 (8.9).

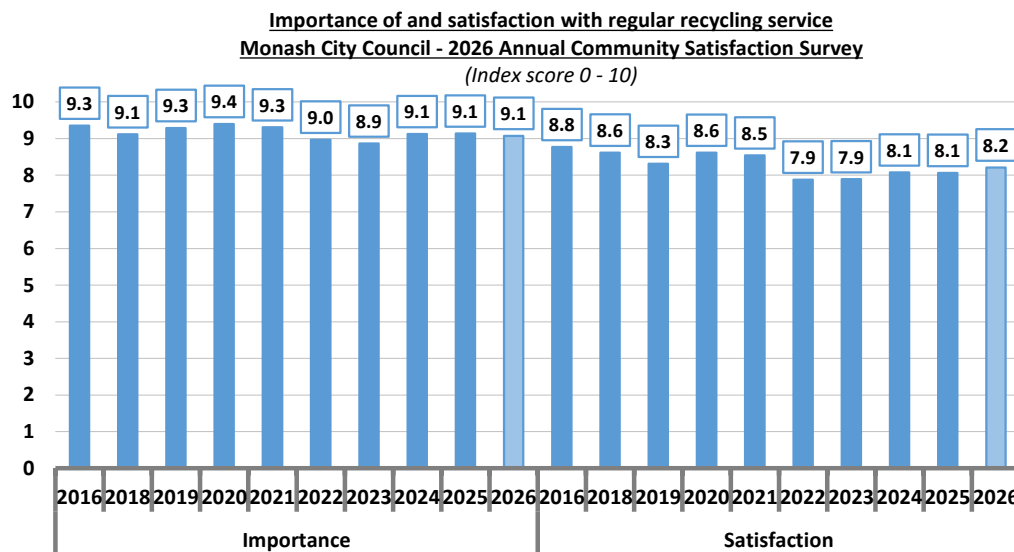
Satisfaction with the regular recycling service remained essentially stable this year, rising one percentage point to 8.2 out of 10, which remains an “excellent” level of satisfaction.

This result was broadly consistent with the long-term average satisfaction since 2016 of 8.3 out of 10, or “excellent”.

This result ranks the regular recycling service 10th in terms of satisfaction this year.

This result was comprised of 77% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 771 of the 801 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with these services observed by respondent profile.

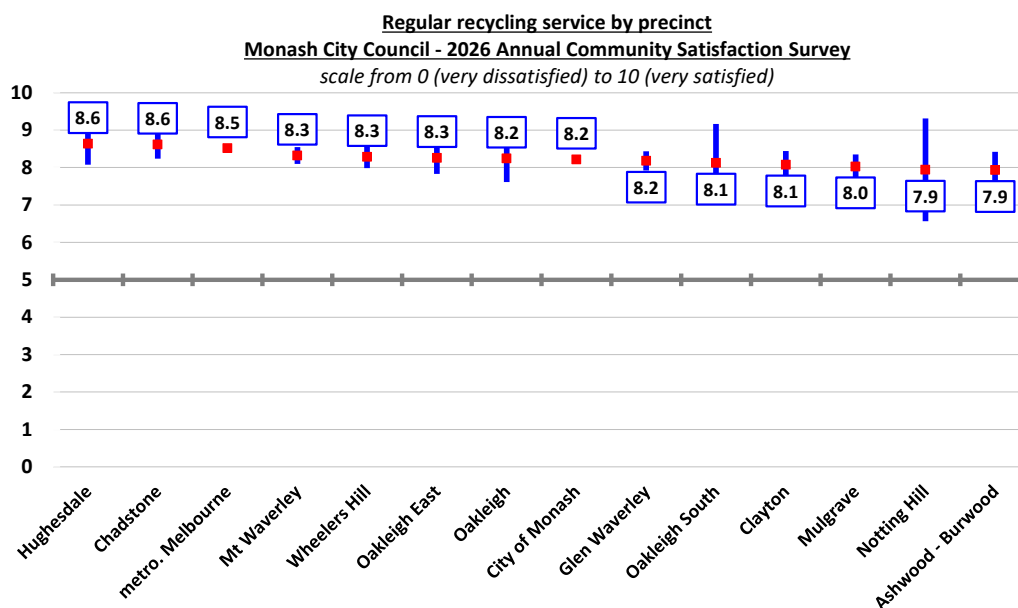


By way of comparison, satisfaction with the regular recycling service was measurably (3pts) lower than the metropolitan average satisfaction with the “regular recycling” of 8.5 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with the regular recycling service observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.



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The following table outlines the 32 comments received from respondents who were not satisfied with the regular recycling service. The most common responses related to preference for a more frequent collection.

Reasons for dissatisfaction with regular recycling service
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 (Number of responses)

Reason	Number
<i>Frequency</i>	
Increasing the frequency	6
Only comes every two weeks and it could come every week	5
Make it twice a year	1
Total	12
<i>General negative</i>	
Not good compared to China	1
Not good enough	1
Recycling is too broad. I am not convinced that the yellow bin is enough	1
Terrible jobs with bins	1
Too much of money is spent by the Council on the recycling services	1
Total	5



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<i>Recycling stations insufficient / too far</i>	
I do not think we have any recycling services	1
Insufficient recycling stations	1
I have to drive quite far	1
More opportunities for recycling	1
Total	4
<i>Bin collection</i>	
I am not sure if it is done properly, it is important for them to meet our demand to collect recycle goods weekly instead of fortnightly	1
I would prefer to see either areas or wards encouraged to book collection instead of putting it in the street, so it does not pile up from people dumping from other places, it falls apart and spreads everywhere and gets rained on too	1
The bins are not emptied fully. They don not flip it enough. Bins are not place back properly; they are left on the streets	1
Total	3
<i>Bin contents</i>	
No idea what they do with it. They are probably dumping it in landfills	1
Not properly policed. Poor education on what can and cannot be recycled	1
Recycle items by glass / paper is more efficient	1
Total	3
<i>Bin size</i>	
Bigger bins needed	2
Total	2
<i>Other</i>	
Because it is a specific date and week that it is collected, we missed out on few years because we have been away. And we do not want to leave the rubbish on the street because it piles up. We had to pay extra to get it collected	1
Flooding of garbage in the Blackburn Rd near 7/11 and McDonalds	1
I must recycle my own waste	1
Total	3
Total responses	32



*Monash City Council – 2026 Annual Community Satisfaction Survey***Regular green waste collection**

The regular green waste collection service was the 3rd most important of the 29 included services and facilities, with an average importance of 9.1 out of 10, and one of four that were measurably more important than the average of all 29 (8.9).

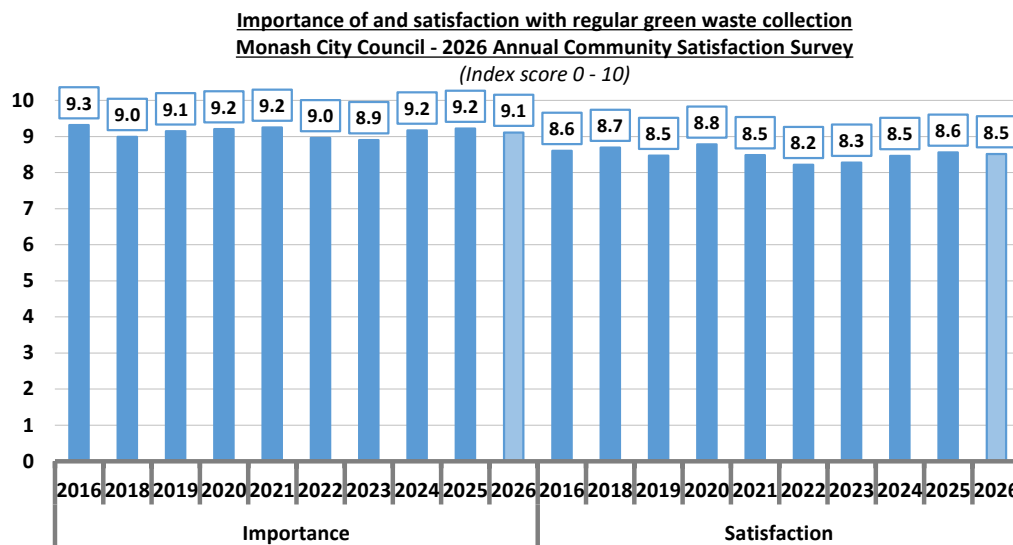
Satisfaction with the regular green waste collection remained essentially stable this year, falling one percentage point to 8.5 out of 10, which remains an “excellent” level of satisfaction.

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

This result ranks the regular green waste collection 2nd in terms of satisfaction this year, and one of four that recorded a satisfaction score which was measurably higher than the average of all 29 (7.9).

This result was comprised of 81% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 795 of the 801 respondents who provided a satisfaction score.

There was no substantive variation in satisfaction with these services observed by respondent profile.

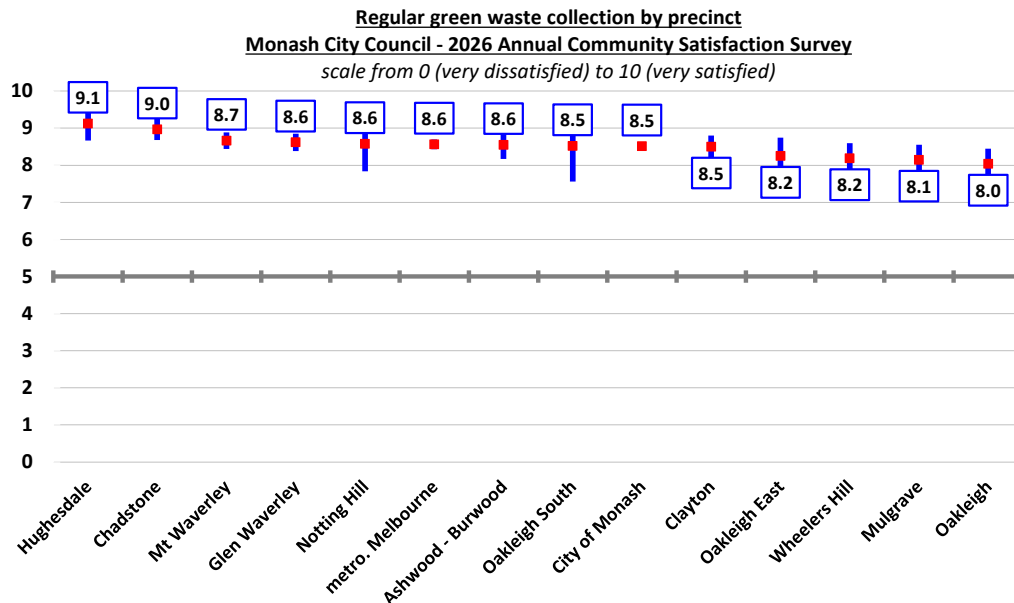


By way of comparison, satisfaction with the regular green waste collection was broadly consistent with the metropolitan average satisfaction with the “green waste collection” of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While respondents from all precincts rated satisfaction with the green waste collection at “excellent” levels, there was some measurable variation in satisfaction observed across the municipality. Respondents from Hughesdale and Chadstone measurably (5pts and 4pts respectively) more satisfied than the municipal average, and respondents from Oakleigh measurably (4pts) less satisfied.



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Hard rubbish collection

The hard rubbish collection service was the 20th most important of the 29 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with the hard rubbish collection remained essentially stable this year, up one percentage point to 8.2 out of 10, which remains an “excellent” level of satisfaction.

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

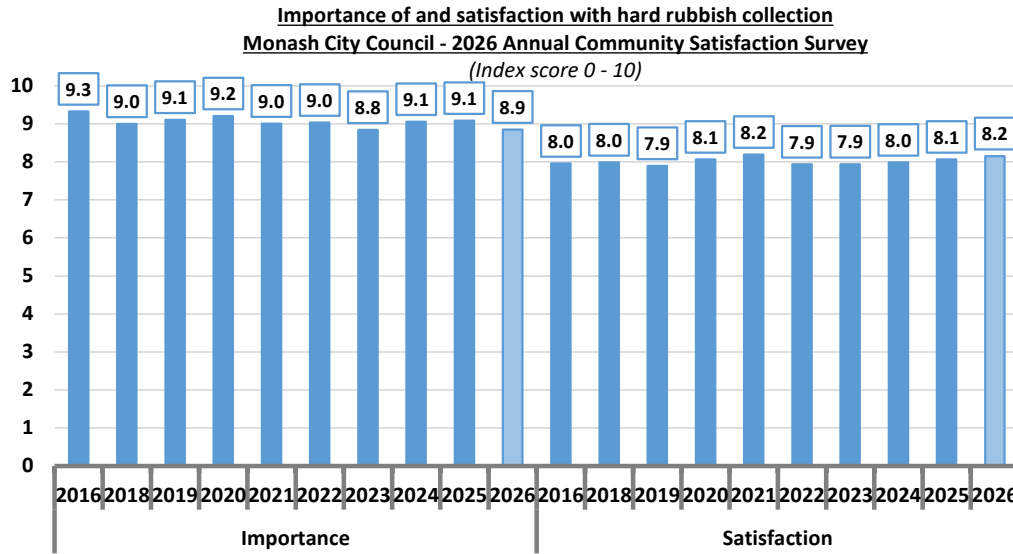
This result ranks the hard rubbish collection 11th in terms of satisfaction this year.

This result was comprised of 77% “very satisfied” and six percent dissatisfied respondents, based on a total sample of 478 of the 480 respondents (60%) from households who had used these services in the last 12 months.

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

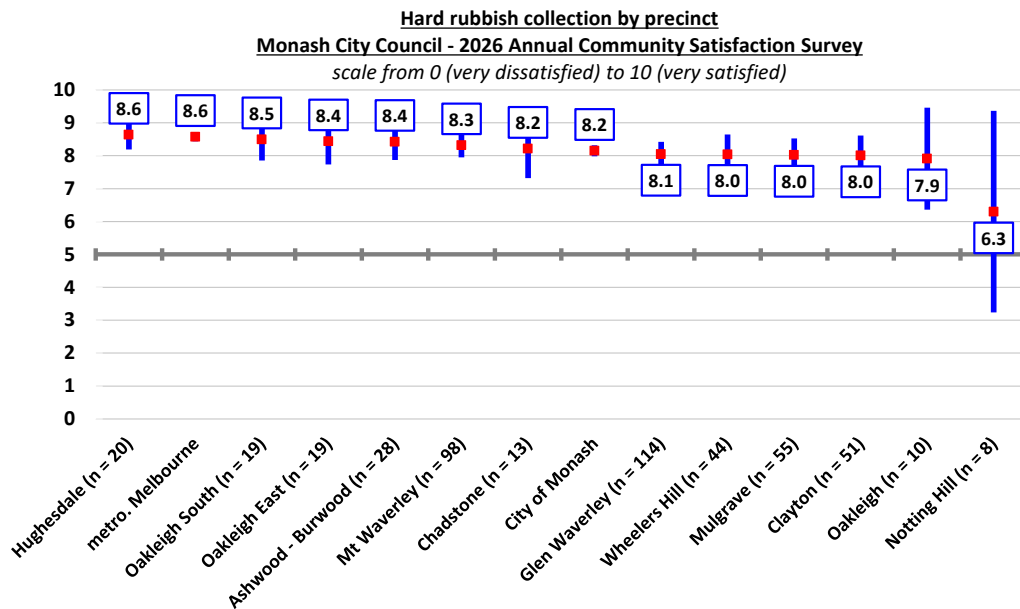


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By way of comparison, satisfaction with the hard rubbish collection was measurably (4pts) lower than the metropolitan average satisfaction with the “hard rubbish collection” of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with the hard rubbish collection observed across the municipality, attention is drawn to the 20 respondents from Hughesdale, who were notably (4pts) more satisfied than the municipal average. By contrast, the eight respondents from Notting Hill were notably (19pts) less satisfied, and at a “solid” rather than an “excellent” level.



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Council's Waste Transfer Station

Council's waste transfer station was the 17th most important of the 29 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with the waste transfer station remained stable this year at 8.3 out of 10, which remains an "excellent" level of satisfaction.

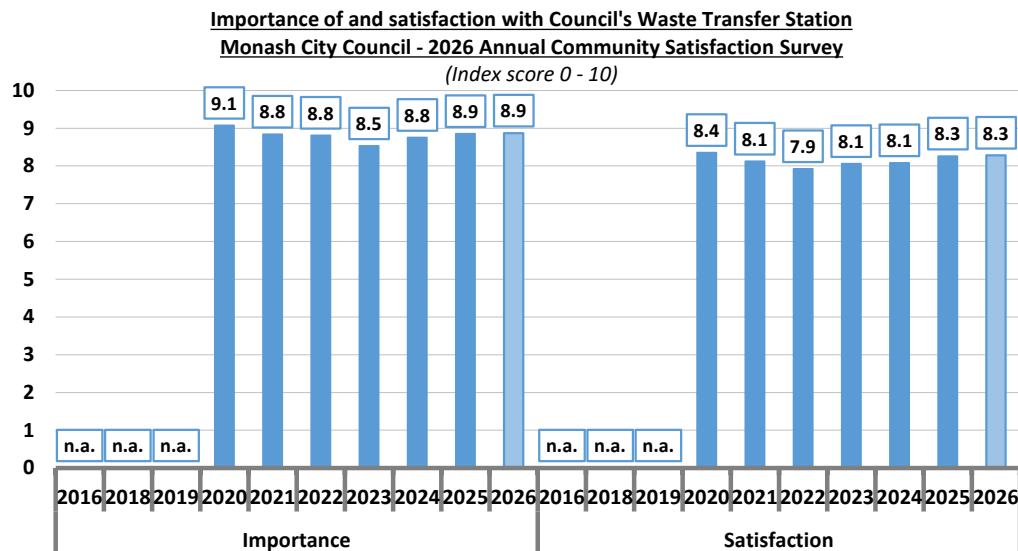
This result was broadly consistent with the long-term average satisfaction since 2020 of 8.2 out of 10, or "excellent".

This result ranks the waste transfer station 8th in terms of satisfaction this year.

This result was comprised of 80% "very satisfied" and seven percent dissatisfied respondents, based on a total sample of 228 of the 231 respondents (29%) from households who had used these services in the last 12 months.

There was some variation in satisfaction observed by respondent profile, with adults (aged 35 to 44 years) and senior citizens (aged 75 years or older) notably more satisfied than average.

Female respondents were notably more satisfied than male respondents.

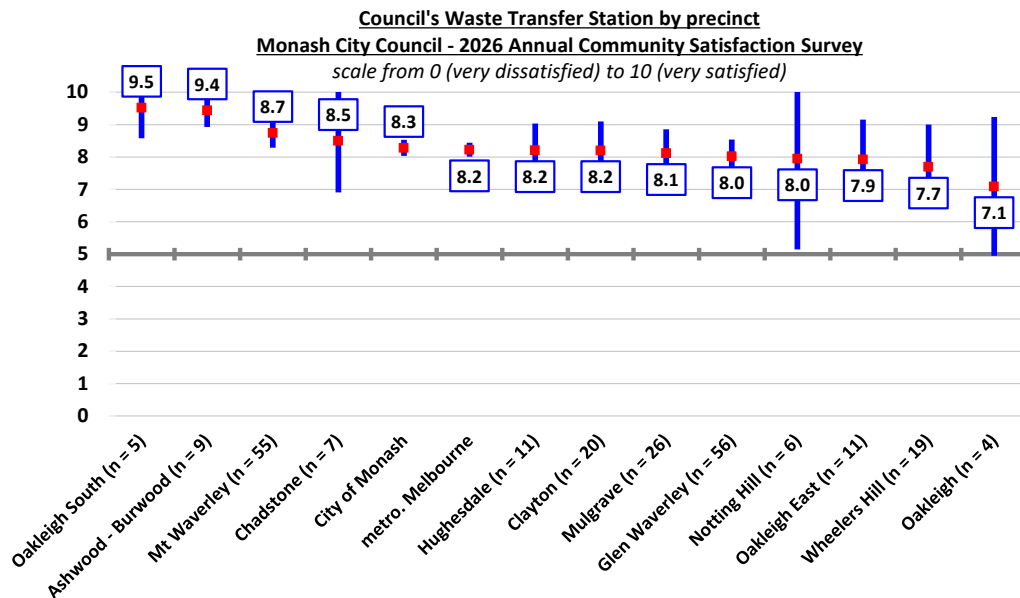


By way of comparison, satisfaction with the waste transfer station was broadly consistent with the metropolitan Melbourne average satisfaction with the "waste transfer station / tip" of 8.2 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with the waste transfer station observed across the municipality, with the five respondents from Oakleigh South (12pts) and the nine respondents from Ashwood–Burwood measurably (11pts) more satisfied than the municipal

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average. Conversely, the four respondents from Oakleigh (12pts) and the 19 respondents from Wheelers Hill were notably (6pts) less satisfied than average.

**Infrastructure Division – other**

There were 15 other services and facilities from the Infrastructure Division included in the survey this year, as outlined in the following graph.

Sports ovals, parks, bike paths, and playgrounds were the only services and facilities from these to record satisfaction scores which were higher than the average of all 29 services and facilities.

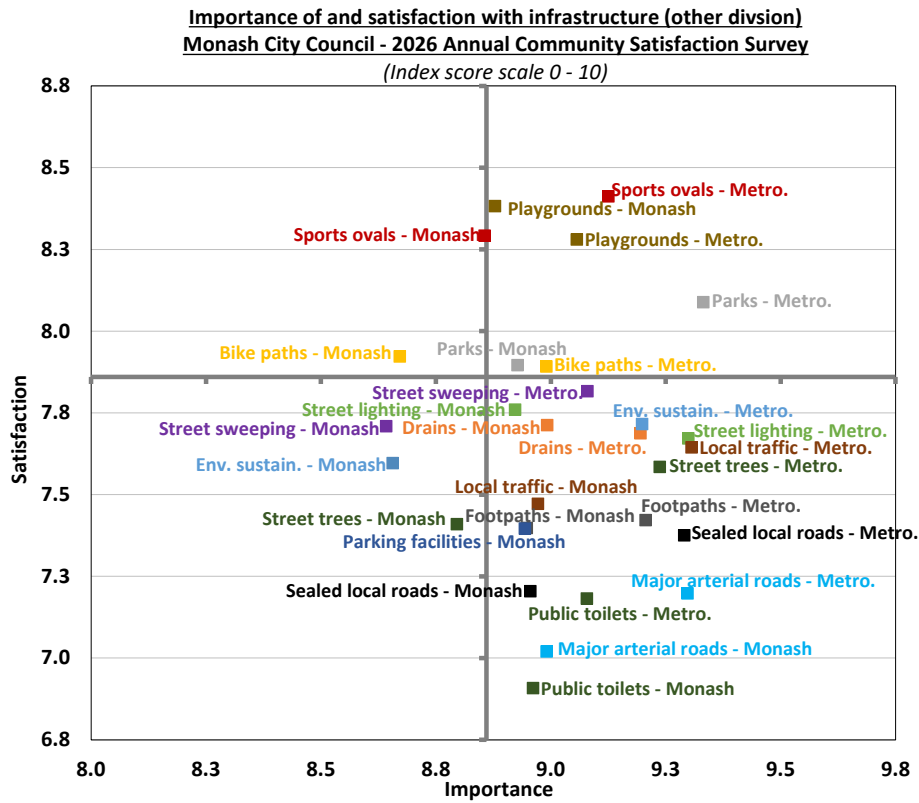
Playgrounds and parks were also of higher-than-average importance, placing them among the services and facilities which respondents considered most important and with which they were most satisfied.

However, several of these services and facilities fell into the quadrant of most concern, being of higher-than-average importance but lower-than-average satisfaction.

These included all the remaining services and facilities from this division except for street sweeping, environmental sustainability, and street trees, which were less important.



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Maintenance and repair of major arterial roads and highways

The maintenance and repair of major arterial roads and highways (managed by VicRoads) was the 8th most important of the 29 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with major roads was 7.0 out of 10 this year, which was a “good” level of satisfaction.

This year was the first year these facilities were included in the survey.

This variable was included in the survey to bring it into line with *Governing Melbourne*, and to provide a better opportunity for respondents to separate their views on roads between local roads managed by Council and major arterial roads and highways managed by VicRoads.

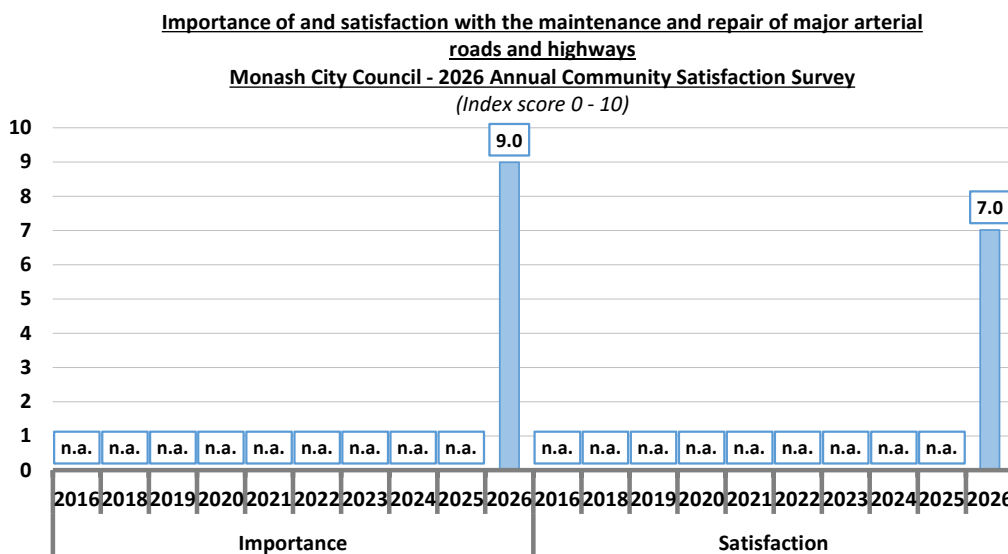
It has been observed in the past that respondents were often basing their satisfaction on some major arterial roads of concern to them. By asking first about major arterial roads and highways, a more nuanced picture of satisfaction with roads is possible.



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Governing Melbourne recorded a two-percentage point difference between satisfaction with sealed local roads managed by Council (7.4) and major arterial roads and highways managed by VicRoads (7.2). Metropolis Research notes that for some individual councils, particularly outer urban and interface councils, the gap between Council and VicRoads managed roads has been as high as six percentage points.

This differential held true for the City of Monash, as sealed local roads managed by Council recorded a two-percentage point (3%) higher satisfaction than VicRoads managed roads.



This result ranks major roads 28th in terms of satisfaction this year, and one of eight services and facilities to record a satisfaction score which was measurably lower than the average of all 29 (7.9).

This result comprised 46% “very satisfied” and nine percent dissatisfied respondents, based on a total sample of 775 of the 801 respondents who provided a score this year.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and older adults (aged 60 to 74 years) notably less satisfied. Respondents from multicultural households were notably more satisfied than respondents from English speaking households.

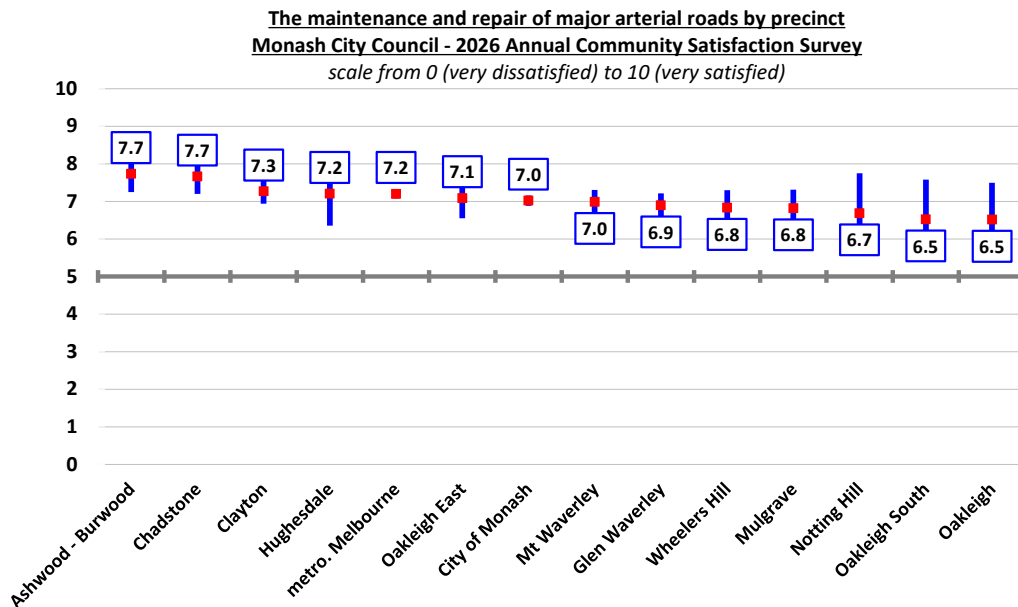
By way of comparison, satisfaction with major roads was somewhat (2pts) lower than the metropolitan average satisfaction with “the maintenance and repair of major arterial roads and highways managed by VicRoads” of 7.2 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with major roads observed across the municipality, with respondents from Ashwood–Burwood and Chadstone measurably (7pts) more satisfied than the municipal average, and at “very good”, rather than “good”, levels.



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By contrast, respondents from Oakleigh South and Oakleigh were notably (5pts) less satisfied, although still at “good” levels.



The following table outlines the 62 comments and 78 locations of concern in relation to the maintenance and repair of major arterial roads and highways managed by VicRoads.

These comments have been broadly categorised as follows:

• Potholes	28 comments
• Cleanliness and upkeep of roads	7 comments
• Road maintenance	6 comments
• General comments	4 comments
• Condition of the roads	3 comments
• Traffic management	3 comments
• Roadworks	2 comments
• Safety	2 comments
• Drains and flooding	1 comment
• Other issues	6 comments
• Specific locations	78 locations

It is important to bear in mind when examining these results that despite respondents being asked separately in relation to major arterial roads managed by VicRoads and sealed local roads managed by Council, there remain overlap in the two sets of results (and comments).



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Reasons for dissatisfaction with maintenance and repairs of major arterial roads and highways**Monash City Council - 2026 Annual Community Satisfaction Survey**

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Potholes</i>	
Potholes	24
A lot of potholes even though I paid \$1,000 in rates	1
It is all potholes in the local area, about 5-6 of them have been there for a long time	1
Lots of potholes and you have to swerve around them, which makes you put people in danger and damage your own car	1
There are potholes around on freeways	1
Total	28
<i>Cleanliness and upkeep of roads</i>	
Always overgrown	1
Filthy, dirty and not maintained at all. There are plastic and grass	1
Freeways have branches	1
Leaves on roads	1
Roads have rubbish	1
Some lawn areas look like farm or a field and needs to be cut	1
There is 14 bags of rubbish dumped in the park, which happened overnight. If the tip cost less there would be less rubbish around	1
Total	7
<i>Road maintenance</i>	
In general, there are roads that are rough	2
Lack of maintenance or upkeep of roads and road verges	2
I go to country a lot and the roads there are so damaged	1
Water on roads	1
Total	6
<i>General comments</i>	
I do not see any difference	1
It is not good everywhere	1
Roads are horrendous in general	1
Unsure	1
Total	4



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<i>Condition of the roads</i>	
All roads are downgraded	1
All surrounding roads, I feel like it is all average, nothing to rate highly, and Council should keep working to be better always	1
Cracks in pavements	1
Total	3
<i>Road works</i>	
Sometimes the stands are not fixed in time and they do not care	1
Tunnel works	1
Total	2
<i>Traffic management</i>	
Heavy traffic	1
Too many traffic jams, almost everywhere including school zones	1
Less speed humps because they only slow conventional vehicles, not SUVs or 4 wheel drivers	1
Total	3
<i>Safety</i>	
No signage or knowledge of parking in residential streets can cause road safety issues	1
No visible interest in safeguarding community safety	1
Total	2
<i>Drains and flooding</i>	
Grass and rubbish in the gutters	1
Total	1
<i>Other</i>	
Food market up there does not have footpath, so everyone just walks on the road there and even when the footpaths are available, the grass is up to legs though and wet so needs improvement	1
Just sort of work needed in Monash, I think because of the trees breaking on the driveways	1
Resident's enquiry takes a lot of time to be taken care of	1
Ridiculous requests to trim our gardens	1
Truck parking	1
Upset to pay to go on the highway because I pay my rates	1
Total	6



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Specific location	
High St Rd has potholes which are not flat	7
Dandenong Rd has potholes	4
Wellington Rd has potholes	4
Blackburn Rd is a nightmare since it is so worn out	3
Coleman Pde	3
Ferntree Gully Rd has potholes	3
Stephenson Rd has potholes	3
Clayton Rd has a lot of potholes	2
Huntingdale Rd has potholes	2
Lack of road maintenance on North Rd	2
Police Rd has potholes and has heavy trucks	2
Bad concrete on Belmont Rd	1
Bollington Rd has potholes	1
Bottom of High St Rd is blocked	1
Brandon Park Dr always has construction going on which causes traffic	1
Clifford St, in front of my house there are cracks	1
Clifford St, there is grass growing in front of my house	1
Coleman Pde needs maintenance since it is full of potholes	1
Conditions such as potholes in Ferntree Gully	1
Darbyshire Rd has potholes	1
Driving up Huntingdale Rd there are loads of potholes, some take you by surprise and some are not levelled	1
Excessive potholes on Huntingdale Rd	1
Ferntree Gully	1
Ferntree Gully Rd has unkempt nature strip	1
Ferntree Gully, Safeway between retirement village needs clean up	1
Haughton Rd particularly around the roundabouts when you come out going north, the leads they put on the ground are dangerous	1
High St Rd	1
High St Rd gets too busy	1
High St Rd going towards Knox has got potholes	1
High St Rd has cracks	1
Highbury Rd	1
Huntingdale Rd and Dandenong Rd intersection at the shops has potholes that have been there for a while	1
It is very hard and dangerous to cross the Atkinson St, especially in the morning when people are going to work. An accident might happen	1
Kangaroo Rd	1
Lack of road maintenance on Clarinda Rd	1
Lots of potholes while heading to the North Rd and they are very big	1
M1 Fwy has a lot of potholes going towards city	1
Marianne Wy has many potholes	1
On Gallaghers Rd and High St Rd roundabout intersection, there is one huge pothole in that highway	1
Potholes and bumps near McDonalds	1
Potholes at Ferntree Gully Rd between Jells Rd and Springvale Rd	1
Roads need maintenance at Syndal Station area	1
Shaw St	1
Springvale Rd	1
Springvale Rd has potholes	1
Stephenson Rd	1

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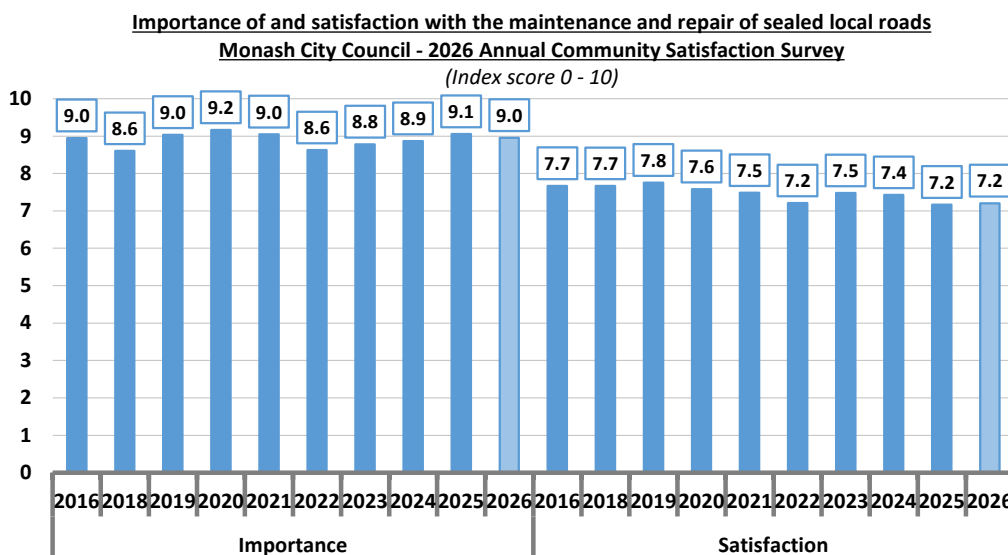
Stephenson Rd drains overflow near south side, Mount Waverly	1
Strickland Dr has potholes	1
There are potholes on the Valley St and Haughton Rd that are dangerous and have had few near miss accidents. They have been there for 12 months and have not been fixed yet	1
Waverley Rd	1
Waverley Rd at peak hour is the worst because people are taking the shortcut through Atkinson St, everyone has been complaining	1
Waverley Rd on the way to station has uneven footpaths	1
Wellington Rd	1
Western Hwy has potholes	1
Total	78
Total responses	140

Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 11th most important of the 29 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with sealed local roads remained stable this year at 7.2 out of 10, which remains a “good” level of satisfaction.

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



This result ranks sealed local roads 27th in terms of satisfaction this year, and one of eight services and facilities to record a satisfaction score which was measurably lower than the average of all 29 (7.9).



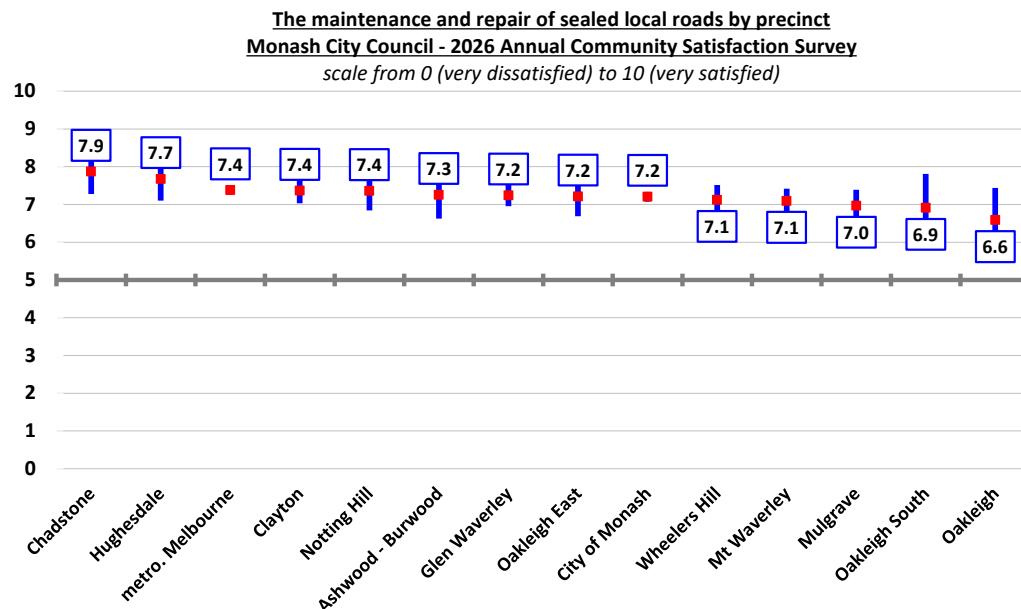
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This result comprised 47% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 777 of the 801 respondents who provided a score this year.

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

By way of comparison, satisfaction with sealed local roads was somewhat (2pts) lower than the metropolitan average satisfaction with the “the maintenance and repair of sealed local roads” of 7.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with sealed local roads observed across the municipality, with respondents from Chadstone measurably (7pts) more satisfied than the municipal average, and at an “excellent”, rather than a “good”, level. Conversely, respondents from Oakleigh were notably (6pts) less satisfied, albeit still at a “good” level.



The following table outlines the 56 comments and 34 locations of concern received from respondents who were not satisfied with the maintenance and repair of sealed local roads managed by Council.

These comments have been broadly categorised as follows:

- | | |
|-----------------------------------|-------------|
| • Potholes | 23 comments |
| • Condition of the roads | 7 comments |
| • General comments | 5 comments |
| • Road maintenance | 5 comments |
| • Parking | 4 comments |
| • Cleanliness and upkeep of roads | 3 comments |



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- Traffic management 3 comments
- Drains and flooding 1 comment
- Non sealed / dirt roads 1 comment
- Roadworks 1 comment
- Other issues 3 comments
- Specific locations 34 locations

Reasons for dissatisfaction with maintenance and repairs of sealed local roads**Monash City Council - 2026 Annual Community Satisfaction Survey***(Number of responses)*

<i>Response</i>	<i>Number</i>
<i>Potholes</i>	
Potholes	18
It took 2 years to fix potholes	1
Potholes everywhere around for months which is quite dangerous	1
Potholes in main and arterial roads, not repaired which has caused damage to my car	1
Potholes on back streets	1
They are just bad. A lot of potholes, that only end up with temporary fixes	1
Total	23
<i>Condition of the roads</i>	
Crooked / uneven / wobbly roads	3
All of them are just average, nothing extraordinary	1
Made the road too narrow	1
Roads are too small in some areas due to which larger cars cannot get through	1
They are the same, no one really looks at them. They should go every month to look at them or engage the garbage collectors to take notes	1
Total	7
<i>General comments</i>	
In general	1
Intersect	1
It is not good	1
Overall, they are not good, just cannot remember any specific roads as of now	1
We pay the rates and they do not do the job	1
Total	5
<i>Road maintenance</i>	
Maintenance is not well planned	3
Again maintenance done at wrong time and not on the important roads	1
They do not repair them	1
Total	5



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<i>Parking</i>	
Not enough parking	1
Poor parking management on roads especially around T intersections	1
Roads are too narrow. People Park on both sides of the street	1
There are too many cars parked on both sides of the road	1
Total	4
<i>Cleanliness and upkeep of roads</i>	
Sweeper comes very rarely and they do not come in winters, which is when most of the leaves fall and make lot of mess	1
They need to clean more often to ensure roads and sideways remain clean	1
Too clogged	1
Total	3
<i>Traffic management</i>	
Buses cannot get through when there is car parked	1
Too many cars on the road and cannot drive past	1
Too much traffic without pedestrian crossing which is unsafe for kids	1
Total	3
<i>Drains and flooding</i>	
Lot of flooding	1
Total	1
<i>Non sealed / dirt roads</i>	
Sometimes the roads are not sealed	1
Total	1
<i>Road works</i>	
Have a routine of doing one certain patch, otherwise it makes people run over potholes	1
Total	1
<i>Other</i>	
Footpath maintenance	1
Too much calling to resolve issues	1
Trees around the roads are dangerous	1
Total	3



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<i>Specific locations</i>	
Coleman Pde	3
High St Rd has potholes	2
Police Rd potholes	2
Roads around Oakleigh have traffic issues all the time	2
Alice St has potholes	1
Clarinda Rd has potholes	1
Getting rid of car and bike parks in Oakleigh has made it unkempt	1
Golf Ave	1
High St Rd further down the road is rough and course with gravels. It needs be more smoothened	1
Highbury Rd	1
Huntingdale Rd has potholes	1
It took 2 years to fix potholes on Huntingdale Rd	1
Jackson Ct has potholes	1
Manhole on the roundabout on Wallace Ave that people have to drive around	1
Marshall St, rubbish	1
Monash Fwy potholes	1
Montclair Ave	1
Need more traffic lights at the corner of Police Rd	1
Not satisfied with recent construction in Munro Ave	1
Poor visual signage on Atkinson St	1
Prince Charles St is becoming more congested. Specifically in the morning	1
Roads around Oakleigh are below average	1
Spring Rd	1
Stockdale Ave has no streetlights	1
They just put the bump at the Atkinson St getting to Princes Hwy, but they need to do something about the traffic. I would appreciate that because it takes extra 20 minutes	1
Uneven streets at Marcus Ave	1
Waverley Rd has potholes	1
Wellington Rd	1
Wellington Rd potholes	1
Total	34
Total responses	90

Footpath maintenance and repairs

Footpath maintenance and repairs were the 12th most important of the 29 included services and facilities, with an average importance of 8.9 out of 10.

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

This result was broadly consistent with the long-term average satisfaction since 2016 of 7.3 out of 10, or “very good”.



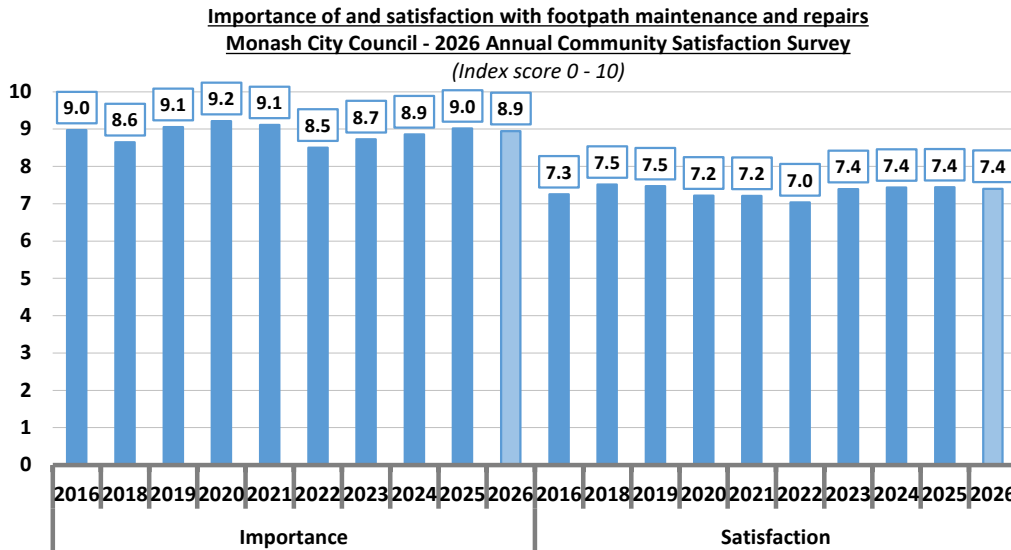
Monash City Council – 2026 Annual Community Satisfaction Survey

This result ranks footpaths 24th in terms of satisfaction this year, and one of eight services and facilities to record a satisfaction score which was measurably lower than the average of all 29 (7.9).

This result comprised 56% “very satisfied” and seven percent dissatisfied respondents, based on a total sample of 790 of the 801 respondents who provided a score this year.

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

Respondents from multilingual households were notably more satisfied than respondents from English speaking households.



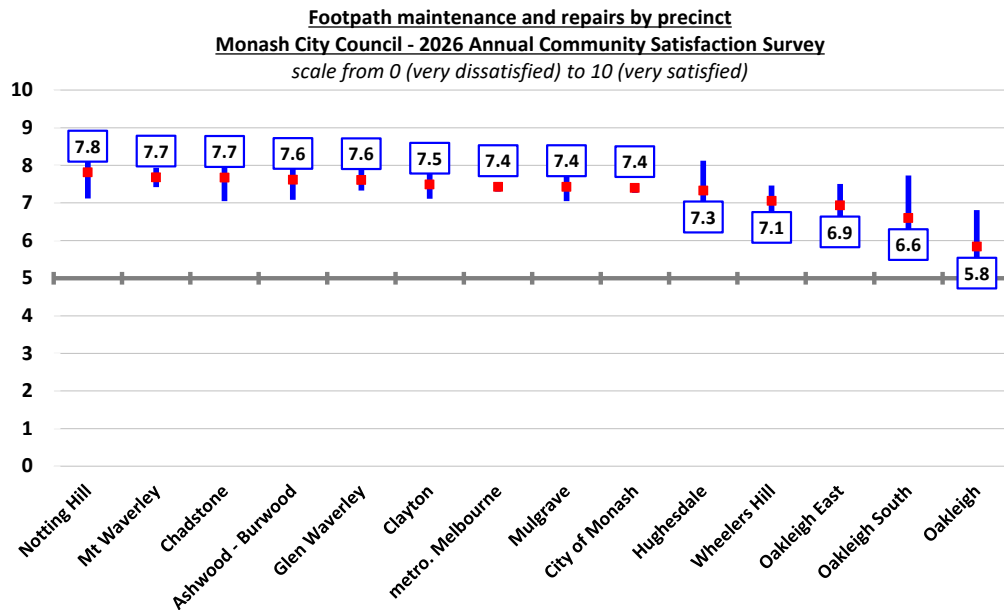
By way of comparison, satisfaction with footpaths was identical to the metropolitan average satisfaction with “footpath maintenance and repair” of 7.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with footpaths observed across the municipality, with respondents from Oakleigh measurably (16pts) less satisfied than the municipal average, and at a “poor”, rather than a “very good”, level.

However, attention is drawn to the 15 respondents from Notting Hill, who were notably (4pts) more satisfied than the municipal average, and at an “excellent”, rather than a “very good”, level of satisfaction.



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Drains maintenance and repair

Drains maintenance and repair was the 7th most important of the 29 included services and facilities, with an average importance of 9.0 out of 10.

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

This result was broadly consistent with the long-term average satisfaction since 2016 of 7.6 out of 10, or “very good”.

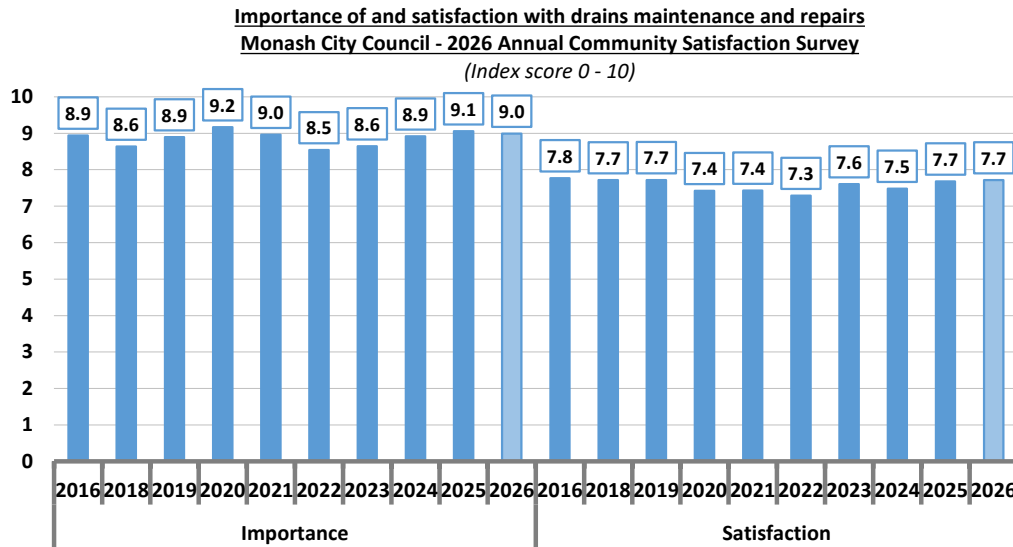
This result ranks drains maintenance and repair 18th in terms of satisfaction this year.

This result comprised 61% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 762 of the 801 respondents who provided a score this year.

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

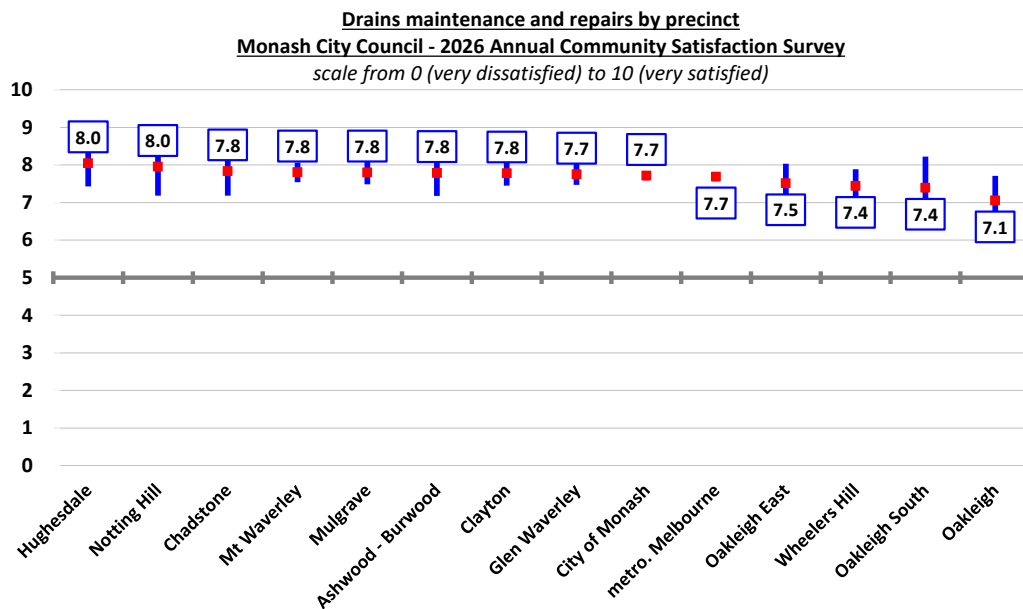


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By way of comparison, satisfaction with drains was identical to the metropolitan average satisfaction with “drains maintenance and repair” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with drains maintenance and repair observed across the municipality, respondents from Oakleigh were notably (6pts) less satisfied than average, and at a “good”, rather than an “excellent”, level.



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Street sweeping

Street sweeping was the 27th most important of the 29 included services and facilities, with an average importance of 8.6 out of 10, and one of three services and facilities to be measurably less important than the average of all 29 (8.9).

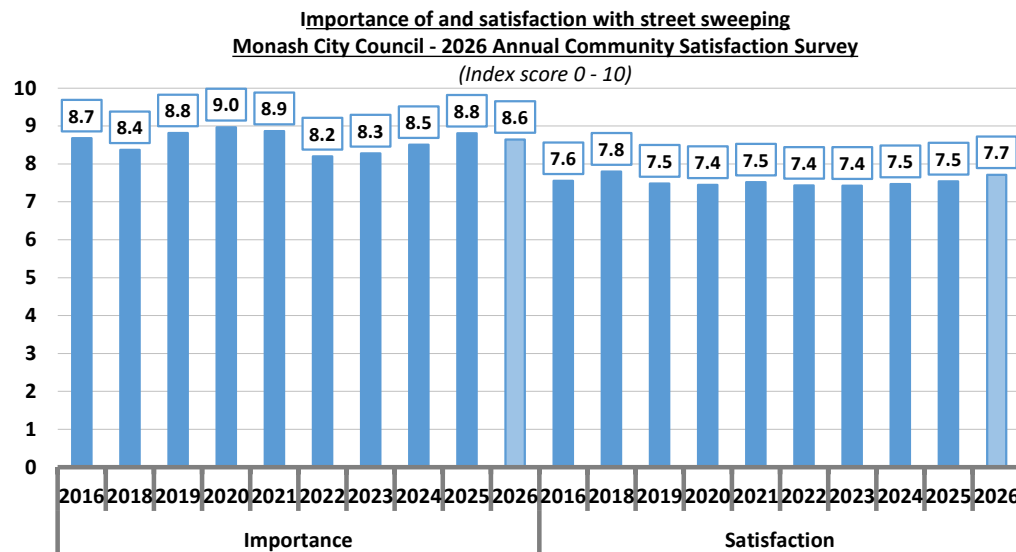
Satisfaction with street sweeping increased somewhat this year, up two percentage points to 7.7 out of 10, which remains a “very good” level of satisfaction.

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

This result ranks street sweeping 19th in terms of satisfaction this year.

This result comprised 64% “very satisfied” and seven percent dissatisfied respondents, based on a total sample of 761 of the 801 respondents who provided a score this year.

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

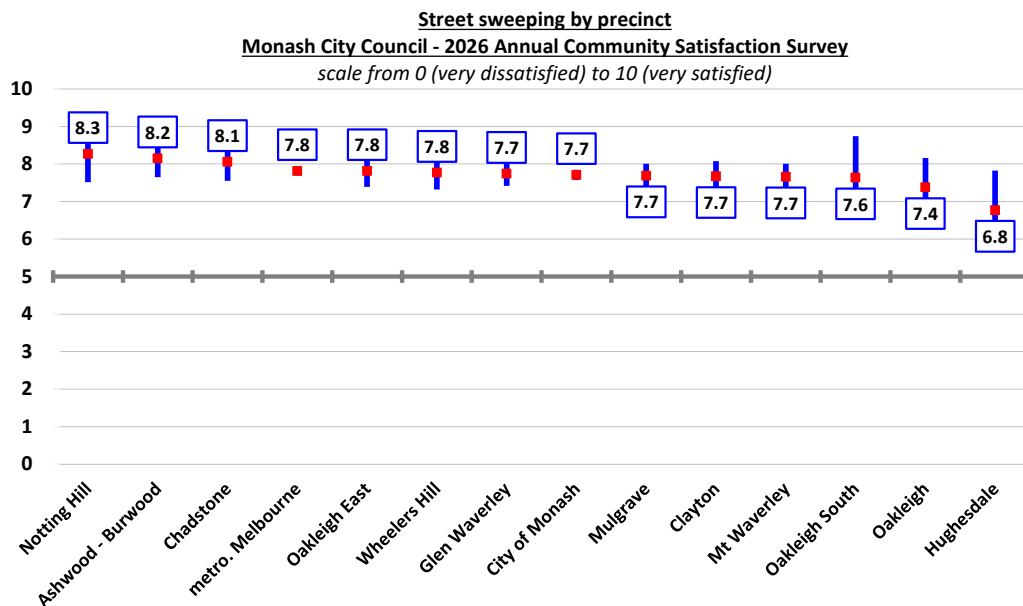


By way of comparison, satisfaction with street sweeping was broadly consistent with the metropolitan average satisfaction with “street sweeping” of 7.8 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with street sweeping observed across the municipality, the 15 respondents from Notting Hill (6pts), and respondents from Ashwood–Burwood were notably (5pts) more satisfied than average, and at “excellent” rather than “very good” levels. By contrast, respondents from Hughesdale were notably (9pts) less satisfied, and at a “good” level.



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Provision and maintenance of street lighting

The provision and maintenance of street lighting was the 15th most important of the 29 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with street lighting increased somewhat this year, up two percentage points to 7.8 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

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

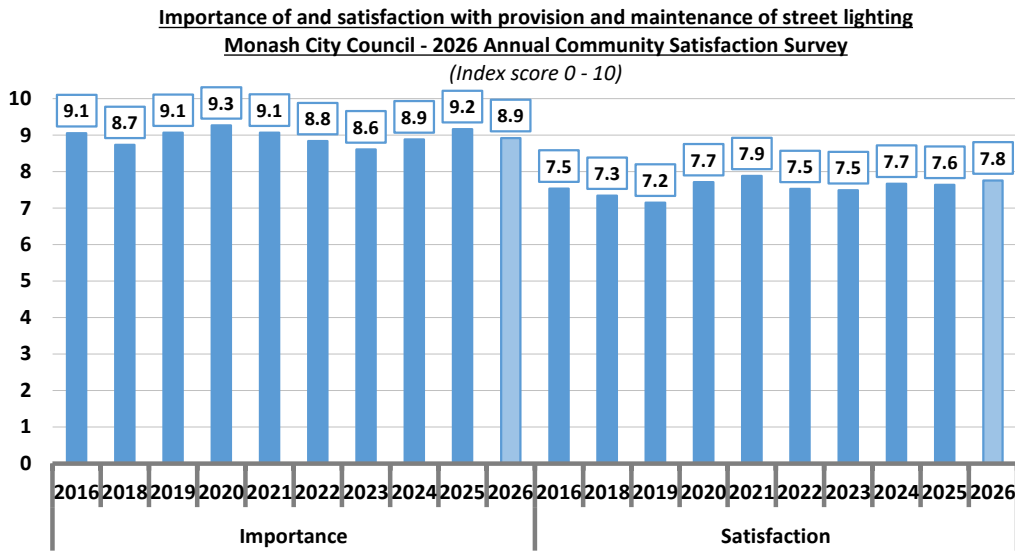
This result ranks street lighting 17th in terms of satisfaction this year.

This result comprised 64% “very satisfied” and six percent dissatisfied respondents, based on a total sample of 790 of the 801 respondents who provided a score this year.

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

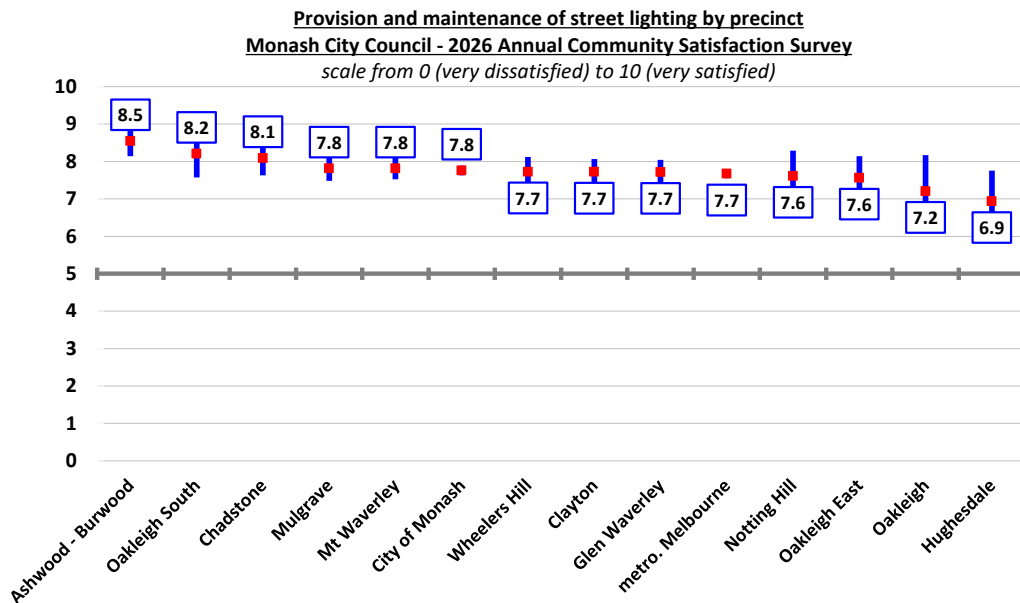


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By way of comparison, satisfaction with street lighting was broadly consistent with the metropolitan average satisfaction with the “provision and maintenance of street lighting” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was measurable variation in satisfaction with street lighting observed across the municipality, with respondents from Ashwood–Burwood measurably (7pts) more satisfied than the municipal average. Conversely, respondents from Oakleigh (6pts) and Hughesdale (9pts) were notably less satisfied than average, and at “good”, rather than “excellent” levels.



Monash City Council – 2026 Annual Community Satisfaction Survey

Provision of parking facilities

The provision of parking facilities was the 13th most important of the 29 included services and facilities, with an average importance of 8.9 out of 10.

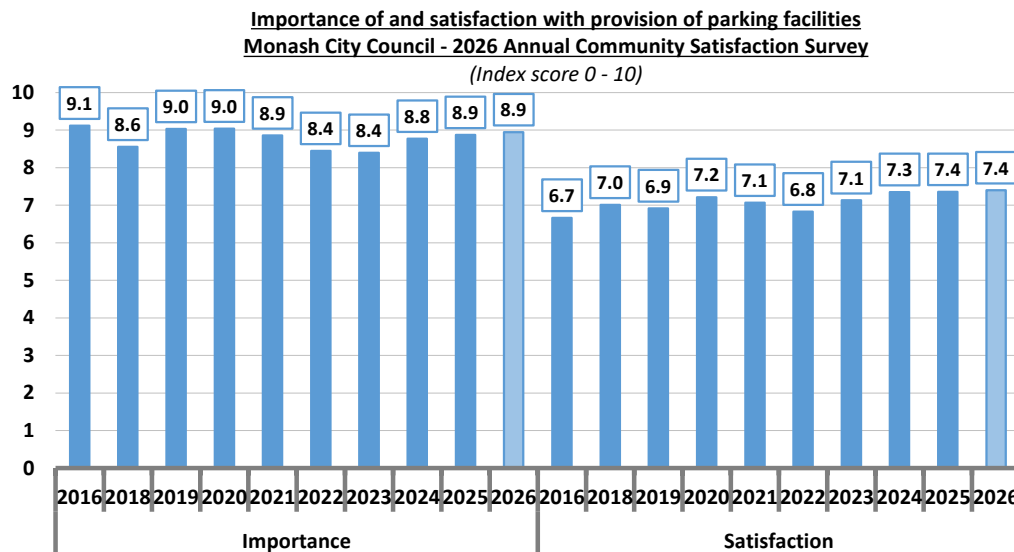
Satisfaction with parking facilities remained stable this year at 7.4 out of 10, which remains a “very good” level of satisfaction.

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

This result ranks parking facilities 25th in terms of satisfaction this year, and one of eight services and facilities to record a satisfaction score which was measurably lower than the average of all 29 (7.9).

This result comprised 55% “very satisfied” and eight percent dissatisfied respondents, based on a total sample of 745 of the 801 respondents who provided a score this year.

There was no substantive variation in satisfaction with the provision of parking facilities observed by respondent profile.



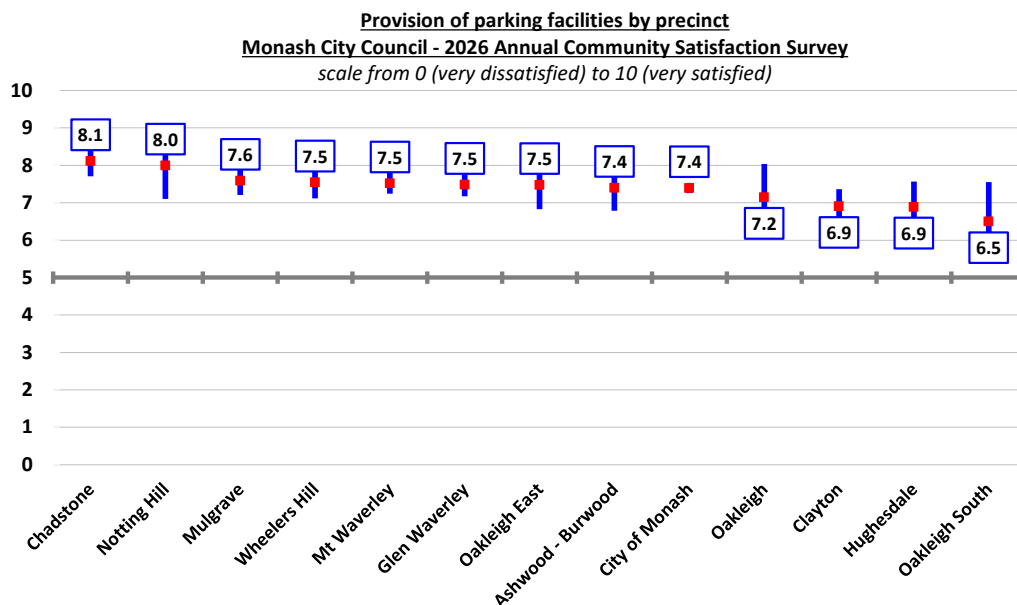
By way of comparison, these facilities were not included in the 2026 *Governing Melbourne* research and therefore no comparison result was available.

There was some measurable variation in satisfaction with parking facilities observed across the municipality. Respondents from Chadstone were measurably (7pts) and respondents from Notting Hill were notably (6pts) more satisfied than average, and at “excellent”, rather than “very good” levels.



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Conversely, respondents from Clayton (5pts), Hughesdale (5pts), and Oakleigh South (9pts) were notably less satisfied, and at “good” rather than “very good” levels.



Local traffic management

Local traffic management was the 9th most important of the 29 included services and facilities, with an average importance of 9.0 out of 10.

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

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

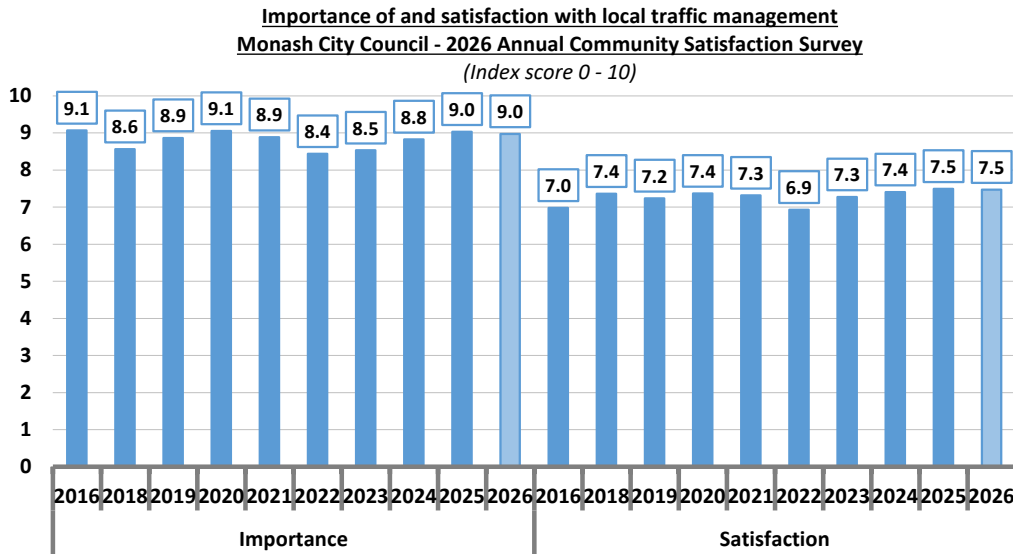
This result ranks local traffic management 22nd in terms of satisfaction this year, and one of eight services and facilities to record a satisfaction score which was measurably lower than the average of all 29 (7.9).

This result comprised 56% “very satisfied” and seven percent dissatisfied respondents, based on a total sample of 764 of the 801 respondents who provided a score this year.

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

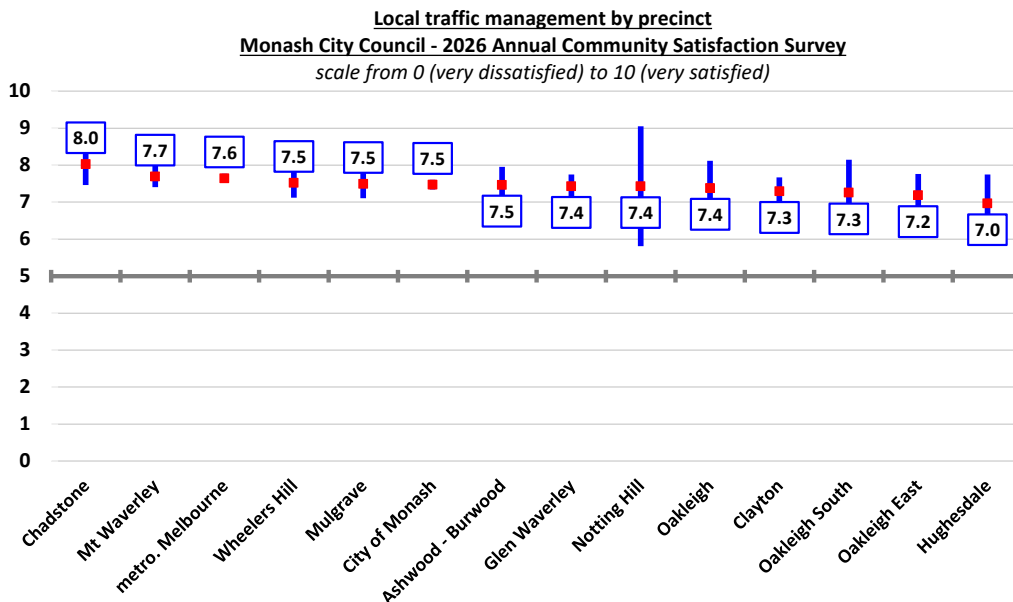


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By way of comparison, satisfaction with local traffic management was broadly consistent with the metropolitan average satisfaction with “local traffic management” of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with traffic management observed across the municipality, respondents from Chadstone were notably (5pts) more satisfied than average, and at an “excellent” rather than a “very good” level. Conversely, respondents from Hughesdale were notably (5pts) less satisfied, and at a “good” level.



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Provision and maintenance of parks, gardens, and reserves

The provision and maintenance of parks, gardens, and reserves was the 14th most important of the 28 included services and facilities, with an average importance of 8.9 out of 10.

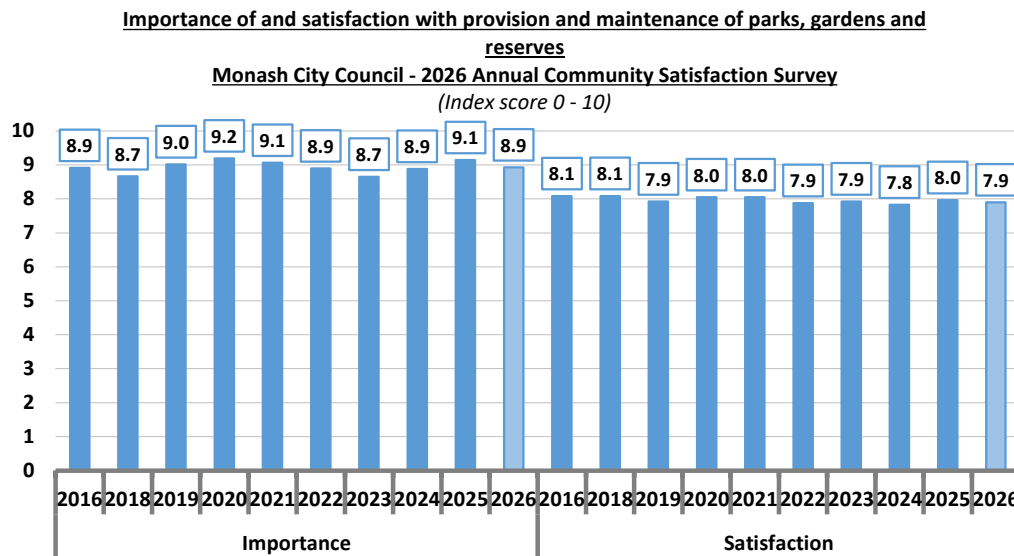
Satisfaction with parks, gardens, and reserves remained essentially stable this year, down one percentage point to 7.9 out of 10, which remains an “excellent” level of satisfaction.

This result ranks parks, gardens, and reserves 15th in terms of satisfaction this year.

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

This result comprised 65% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 778 of the 801 respondents who provide a score this year.

There was no substantive variation in satisfaction with parks and gardens observed by respondent profile.

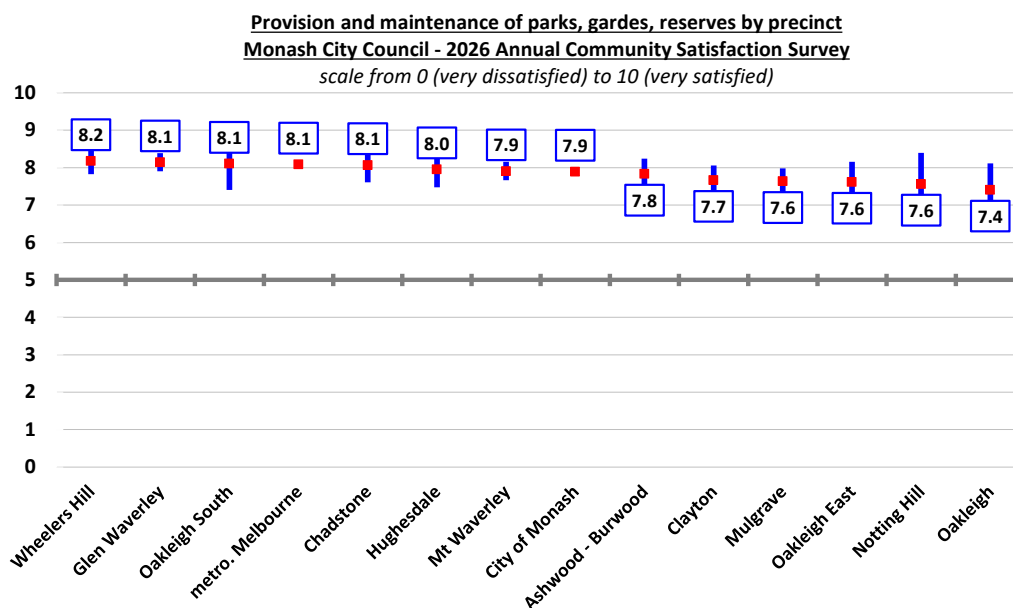


By way of comparison, satisfaction with parks, gardens, and reserves was measurably (2pts) lower than the metropolitan average satisfaction with the “the provision and maintenance of parks, gardens, and open spaces” of 8.1 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with parks and gardens observed across the municipality, the 30 respondents from Oakleigh were notably (5pts) less satisfied than the municipal average, and at a “very good” rather than an “excellent” level.



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The following table outlines the 29 comments and 22 locations of concern provided by respondents who were not satisfied with the provision and maintenance of parks, gardens, and open spaces.

Reasons for dissatisfaction with provision and maintenance of parks, gardens and reserves
Monash City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
A lot of places are converted into kids' area	1
Cause they do not do it nicely	1
Dog faeces	1
Encourage wildlife and wildflowers	1
Generally, all over Monash	1
Has not been updated in a long time	1
It is nice to be in a country with green spaces, they set it up and then leave it. But there are trees and branches that fall, that needs cleaning up	1
Lack of maintenance	1
More animal friendly	1
Need more trimming	1
Neglected area	1
No good local gardens. Lacking good gardens in Clayton compared to other Councils	1
No lights in the park	1
No mowing	1
No pruning	1
Not enough of them	1
Not fixed for 2 years	1
Park needs more space for kid play	1



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Parks	1
People dump a lot of hard rubbish	1
Play area should be improved	1
Signage to pick up after the dogs	1
The sprinklers, the lawn mowing, the park equipment, it lies there all year around	1
There are no leash areas	1
They do not do anything about the gardens	1
They should look after the gardens as well	1
Too many buildings in green areas	1
Very few rubbish bins	1
Walkway is too risky	1
Total	29
<i>Specific locations of concern</i>	
Flora Rd playground	2
Southern Reserve	2
Botanic Drive Playground	1
Brickmakers Park gets flooded	1
Certain areas do not maintain. The reserve on the corner Ferntree Gully Rd next to it there is a nature strip which is just long grass strip that is not maintained. If you throw a cigarette at it, might start a fire	1
Flora Rd playground has no lights and gets very dark at night	1
Glendal Primary School, park behind the school has no wheelchair access	1
Have not done anything on Evelyn St	1
In Germany, there is a wildflower field where you can pick flowers and make a donation for them. Should do similar donation of wildflower field. Make more wildflower fields and boxes in the area	1
Lum Reserve, they simply waste money on all the unnecessary things for the sake of maintenance, but do not work on actual things that requires maintenance	1
One on Kangaroo Rd	1
Penleigh Ct needs more bins, just like the reserve	1
Playground on Damper Creek	1
Reg Harris Reserve	1
Reserve off of Walsham Ct i.e., Sandhurst Court Reserve	1
Spend so much money but I do not see much of an improvement at Glen Waverly	1
Springvale	1
The park at the end of Westbrook St	1
Waverley Park	1
Waverley Park has broken things	1
Total	22
Total responses	51



Provision and maintenance of street trees

The provision and maintenance of street trees was the 22nd most important of the 29 included services and facilities, with an average importance of 8.8 out of 10.

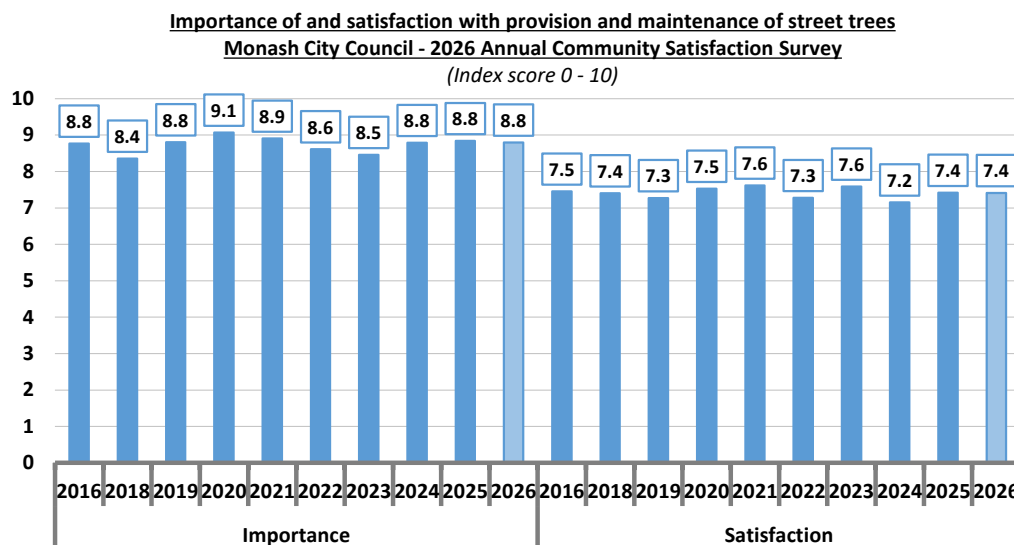
Satisfaction with street trees remained stable this year at 7.4 out of 10, which remains a “very good” level of satisfaction.

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

This result ranks street trees 23rd in terms of satisfaction this year, and one of eight services and facilities to record a score which was measurably lower than the average of all 29 (7.9).

This result comprised 58% “very satisfied” and 10% dissatisfied respondents, based on a total sample of 777 of the 801 respondents who provided a satisfaction score this year. Street trees were one of two services and facilities to comprise 10% or more “dissatisfied” respondents.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied, and older adults (aged 60 to 74 years) notably less satisfied than average.



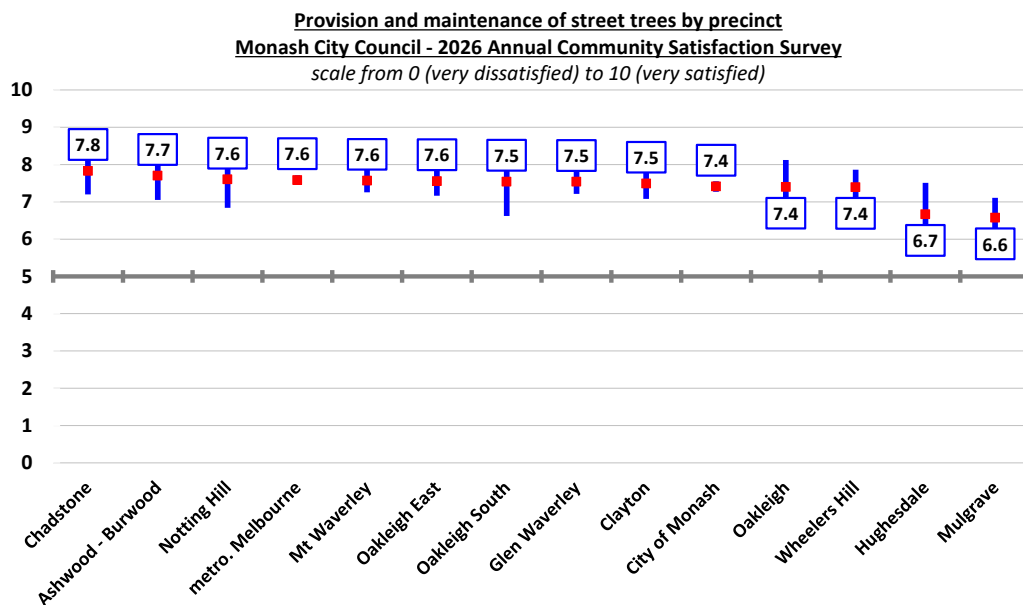
By way of comparison, satisfaction with street trees was somewhat (2pts) lower than the metropolitan average satisfaction with the “provision and maintenance of street trees” of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with street trees observed across the municipality, respondents from Chadstone were notably (4pts) more satisfied than average, and at an “excellent”, rather than a “very good” level.



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By contrast, respondents from Mulgrave were notably (8pts) less satisfied, and at a “good” rather than a “very good” level.



The following table outlines 84 comments and 14 locations of concern received from respondents who were not satisfied with street trees.

These comments have been broadly categorised as follows:

• Tree / branch maintenance	31 comments
• Removal of tree debris / damaged / dead trees	12 comments
• Choice of trees	9 comments
• Overgrown / dangerous trees	7 comments
• Trees overhanging footpaths / roads / property	7 comments
• Trees and powerlines	6 comments
• Tree roots uprooting footpaths / drains	4 comments
• Not enough trees	3 comments
• Too many trees	1 comment
• Other issues	4 comments
• Specific locations	14 locations



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Reasons for dissatisfaction with provision and maintenance of street trees**Monash City Council - 2026 Annual Community Satisfaction Survey***(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>Tree / branch maintenance</i>	
No regular maintenance	13
Lack of pruning / trimming regularly	7
Because the poor maintenance of trees affects my property	1
Council area needs to be cleaned more overall by the Council	1
Cut too much sometimes	1
Edges are not cut	1
I mean Council does not do much in managing trees, it is just trees	1
Massacring the trees. It is a joke	1
Some trees need to be cut lower	1
Some trees need to be watered more often because they are drying out. They are dropping leaves everywhere	1
The tree needs to be cut down; it is almost about to fall	1
They can trim the branches which are weak	1
They plant the trees, but they do not come often enough to inspect them. They do not chop the trees and then I have to do it myself	1
Total	31
<i>Removal of tree debris / damaged / dead trees</i>	
Grass is blown on the road and not collected after	1
Leaves keep dropping on my property and infrequently cleaned	1
Lot of dry trees	1
Lot of gum nuts in my area	1
Melaleuca trees drop too many leaves	1
So many leaves fall out which require constant sweeping, which is not done and results in drains being flooded	1
Stuff falling	1
There is a lot of branches when stormy and windy, and they do not do anything about those	1
They do not clean up after trimming them	1
They do not do any maintenance. The branches fall and no one cleans it	1
Tree is dying	1
Trees are dropping a lot of branches. Lack of preventative tripping	1
Total	12
<i>Choice of trees</i>	
Wrong trees are being planted	3
Because some of the plants give me hay fever, I would like them to be removed	1
Everything is making people allergic	1
Planting at the wrong places	1



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Support of the trees are ingress that can grow too tall. Council should consult with residents before planting trees in front of them	1
Terrible gum trees	1
They can plant nicer trees instead of gum trees	1
Total	9
<i>Overgrown / dangerous trees</i>	
Overgrown	4
All around this place, the gum trees are too big here	1
Gum trees falling down, is a safety issue. Not enough cuts for these trees	1
I think it is a bit dangerous	1
Total	7
<i>Trees overhanging footpaths / roads / property</i>	
Big trees that are not trimmed, fall near our house	1
Branches from the trees are falling off	1
Damaged roof 3 times, cannot install solar panels and it caused structural damage creating a huge mess	1
The trees are never trimmed they are overgrown and are covering my gardens as they are too big for nature strip	1
The trees shed inside the property, and we have to keep clearing it. The leaf is very pointy and could poke the foot	1
They block the streetlights at night	1
Tree is tilted and bent in the direction of the house. Might fall on a windy day	1
Total	7
<i>Trees and powerlines</i>	
Touching power lines	2
Because they are never maintained or pruned, they are just left off, so the power line is not symmetric	1
Dead trees in the area are hanging on the power lines	1
They plant big trees under power lines, they do not think of the impact of root system on the house	1
Too much of branches being cut for electricity lines	1
Total	6
<i>Tree roots uprooting footpaths / drains</i>	
A tree root in front of my house is damaging our footpath, and my mother tripped. When I contacted Council, they told me there is nothing that they can do	1
Issue with tree in front of my house, the roots damage the property. The tree was planted by Council, yet they refuse to take responsibility and do not have proper care plan	1
Street trees lift up the footpaths	1
The trees are damaging the footpaths and nature strips	1
Total	4



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<i>Not enough trees</i>	
A lot of trees are cut for construction	1
Not much trees and shade	1
Plant more trees	1
Total	3
<i>Too many trees</i>	
We have lots of pine trees right in front of our house, we had previously asked the Council to remove them	1
Total	1
<i>Other</i>	
Because they plant for the sake of ticking the box in their budget, and it is driving me nuts	1
Education for property owners to clear weeds around the base and water newly planted trees	1
Not pleasant to be in this area	1
Too many raccoons in the trees	1
Total	4
<i>Specific location</i>	
At the Earlwood Dr, they need to trim these trees	1
Big tree at the end of Wendy Ct has overgrown roots and the pollen cause allergies	1
Cherry St trees seeds are falling off	1
During bad weather, the trees are usually falling on Risdon Dr	1
Flimsy trees, there are some that are very dangerous and hazardous. They broke during the storm and should be considered and maintained seriously, especially the one next to the kindergarten near Greville St	1
Gum trees on High St Rd not trimmed frequently, and they create a lot of mess	1
Hazardous trees too close to bus stops. Particularly 736 bus stops	1
Purse St made many complaints about branches falling onto the roads and footpaths. Never considered cutting the tree down	1
They need to create a green umbrella at the Earlwood Dr because it is important they plant more trees and maintain them around here	1
They plant trees too close to the power lines in High St Rd	1
Tree in front of Leroux St, is cracking the footpath and the pines from the tree has ruined the grass and cars	1
Trees around Edna St need maintenance	1
Trees need to be trimmed at Wendy Ct	1
Trees on Craig Hill Dr have been damaging the concrete of my house	1
Total	14
Total responses	98



*Monash City Council – 2026 Annual Community Satisfaction Survey***Council activities to encourage environmental sustainability**

Council activities to encourage environmental sustainability were the 26th most important of the 29 included services and facilities, with an average importance of 8.7 out of 10.

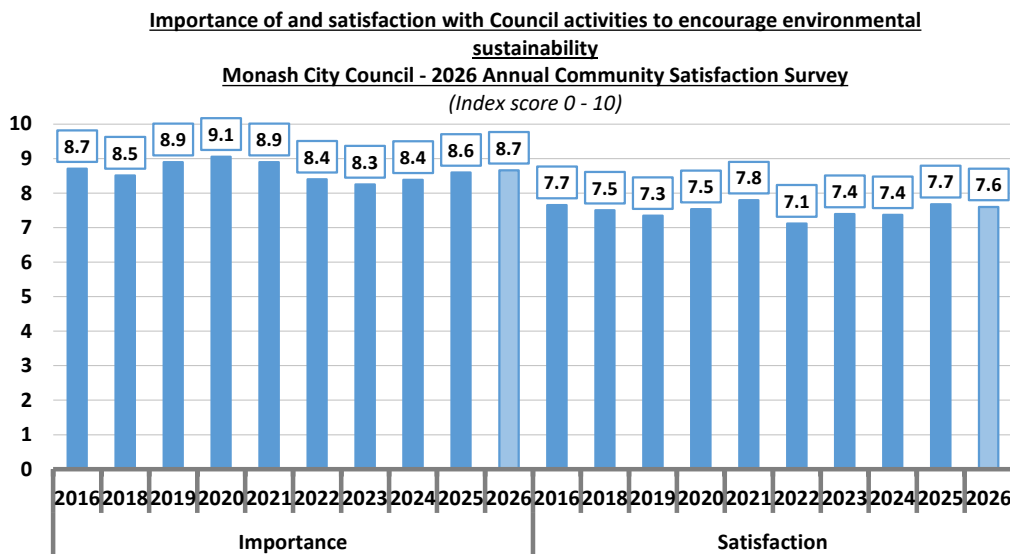
Satisfaction with these services remained essentially stable this year, down one percentage point to 7.6 out of 10, which remains a “very good” level of satisfaction.

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

This result ranks these services 20th in terms of satisfaction this year.

This result comprised 61% “very satisfied” and six percent dissatisfied respondents, based on a total sample of 676 of the 801 respondents who provided a satisfaction score this year.

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



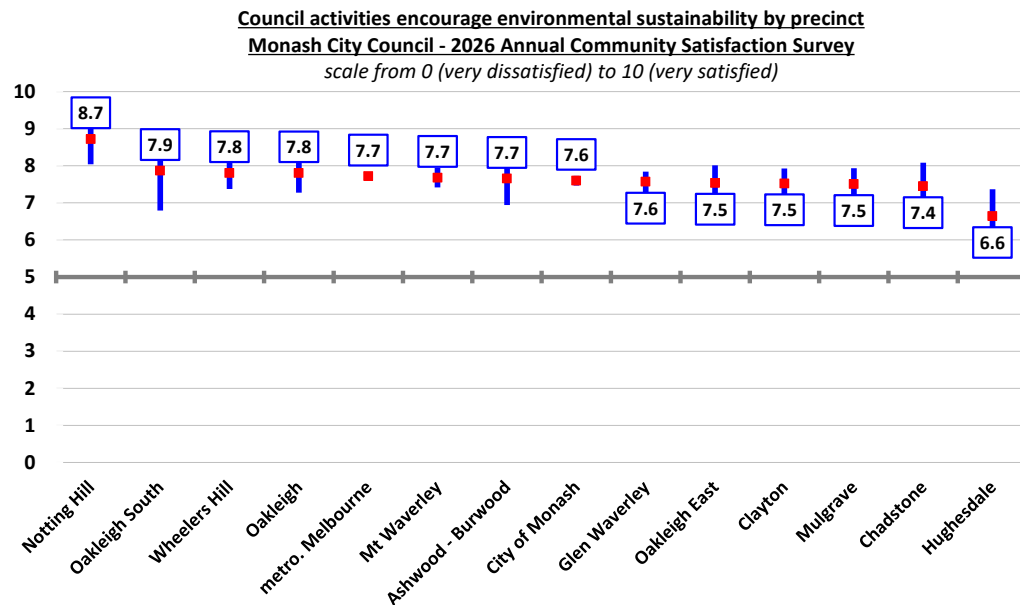
By way of comparison, satisfaction with these services was broadly consistent with the metropolitan average satisfaction with “Council meeting its responsibilities towards the environment” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with these services observed across the municipality, with 15 respondents from Notting Hill measurably (11pts) more satisfied than average, and at an “excellent”, rather than a “very good”, level.



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By contrast, 28 respondents from Hughesdale were measurably (10pts) less satisfied, and at a “good” rather than a “very good” level.



The following table outlines the 53 comments received from respondents who were not satisfied with Council activities to encourage environmental sustainability.

The most common issues raised by respondents was the perception that insufficient activity was taking place or that they were unaware of the activities being undertaken.

• No action / activities undertaken	13 comments
• Not aware of / have not heard about it	8 comments
• Effect of planning and development on environment	5 comments
• Need to do more	5 comments
• Not Council's job / waste of money / not important	5 comments
• Waste and recycling	5 comments
• Lack of communication / information	3 comments
• Trees / greenery maintenance and protection	3 comments
• General negative	2 comments
• Doing too much	1 comment
• Other	3 comments



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Reasons for dissatisfaction with Council activities to encourage environmental sustainability**Monash City Council - 2026 Annual Community Satisfaction Survey**

(Number of responses)

Reason	Number
<i>No action / activities undertaken</i>	
Haven't seen anything from Council	7
Lack of activities / not much is done	2
Council does not put effort to change	1
There aren't any noticeable initiatives	1
There's nothing the Council does, they just need to put in some seeds and water it, in the nature strip, but no even after raising questions they didn't do it, can't even improve a nature strip	1
They are not very worried about environment	1
Total	13
<i>Not aware of / have not heard about it</i>	
Don't know what they do / have done	6
How is Council doing sustainability, and what activities does Council conduct for all that	1
I don't know what activities the Council is promoting for this	1
Total	8
<i>Effect of planning and development on environment</i>	
Bad building regulations. Big block houses do nothing for the environment	1
Building the properties and chopping the trees	1
Don't think the Council focused on the development going on these days	1
New housing developments destroy vegetation	1
Permits, big white box houses with owners that can demolish trees	1
Total	5
<i>Need to do more</i>	
Do more	1
Haven't seen much around regarding the sustainability, I want to see flower boxes and wildflowers bombs (people are given clay bombs they can throw with wildflower seeds to promote the wildflower growth)	1
I think the Council should be involved with that type of stuff	1
More efforts are needed; I feel I'm doing more	1
Too much carbon emissions should focus on it	1
Total	5
<i>Not Council's job / waste of money / not important</i>	



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Don't believe it is proper job it's not an issue	1
I don't think it's the Council's job	1
Irrelevant	1
It's not important	1
Waste of money	1
Total	5
<i>Waste and recycling</i>	
Bin has no action	1
Could take initiative towards recycling	1
People here are not educated to put rubbish in the right bins and maintain the property	1
There should be more green bins around the area	1
They don't clean the bins	1
Total	5
<i>Lack of communication / information</i>	
Council actions are not well communicated to residents	1
I don't know enough they don't make information accessible	1
Not enough publicity	1
Total	3
<i>Trees / greenery maintenance and protection</i>	
Big trees too close to house	1
They are cutting all the trees	1
Trees are not maintained	1
Total	3
<i>General negative</i>	
Because basically there is a lot of talk and no action	1
They don't do it proactively	1
Total	2
<i>Doing too much</i>	
Excessive. Adding a lot of trees in unnecessary areas	1
Total	1
<i>Other</i>	
Marshal St	1
More electric vehicle chargers and more accessible for EVs	1



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Too much plastic usage	1
Total	3
Total responses	53

Bike paths and shared pathways

Bike paths and shared pathways were the 23rd most important of the 29 included services and facilities, with an average importance of 8.7 out of 10.

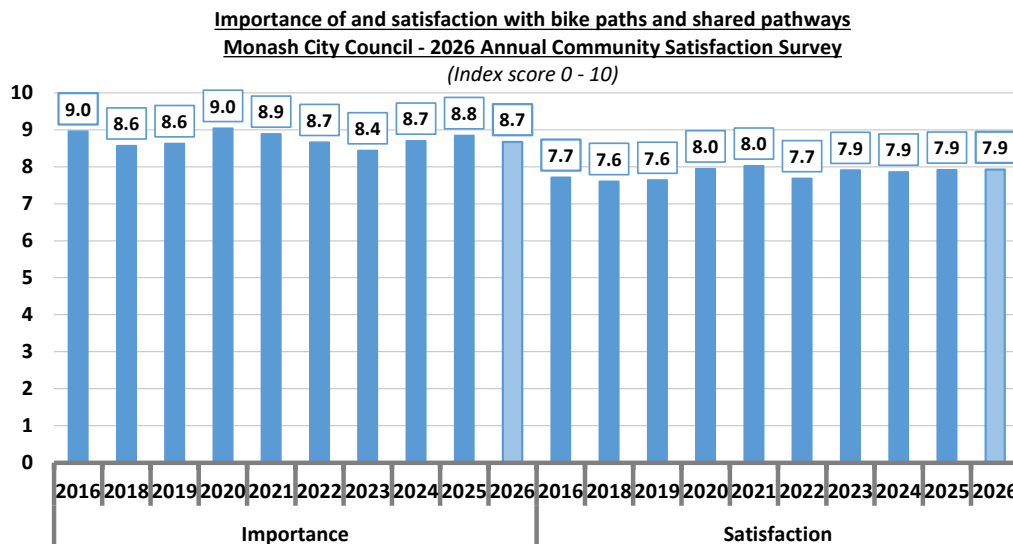
Satisfaction with bike paths and shared pathways remained stable this year at 7.9 out of 10, which remains an “excellent” level of satisfaction.

This result was broadly consistent with the long-term average satisfaction since 2016 of 7.8 out of 10, or “excellent”.

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

This result comprised 68% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 307 of the 311 respondents (39%) from households who had used these facilities in the last 12 months.

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

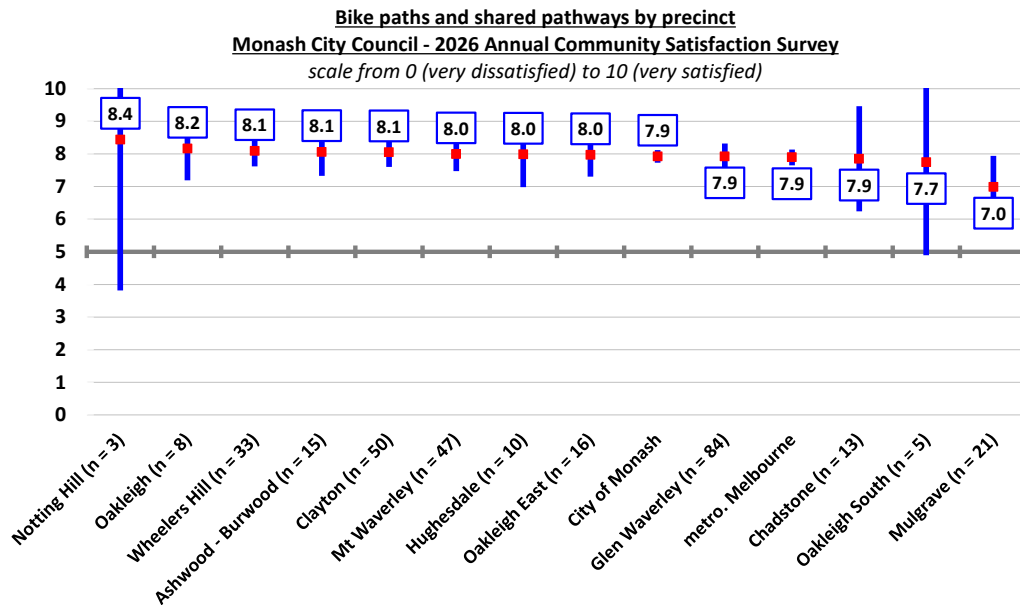


By way of comparison, satisfaction with bike paths and shared pathways was identical to the metropolitan Melbourne average satisfaction with the “bike paths and shared pathways” of 7.9 out of 10, as recorded in the 2026 *Governing Melbourne* research.



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Although there was no measurable variation in satisfaction with these facilities observed across the municipality, the 21 respondents from Mulgrave were notably (9pts) less satisfied, and at a “good” rather than an “excellent” level.



Sports ovals and other outdoor sporting facilities

Sports ovals and other outdoor sporting facilities were the 18th most important of the 29 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with these facilities remained essentially stable this year, up one percentage point to 8.3 out of 10, which remains an “excellent” level of satisfaction.

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

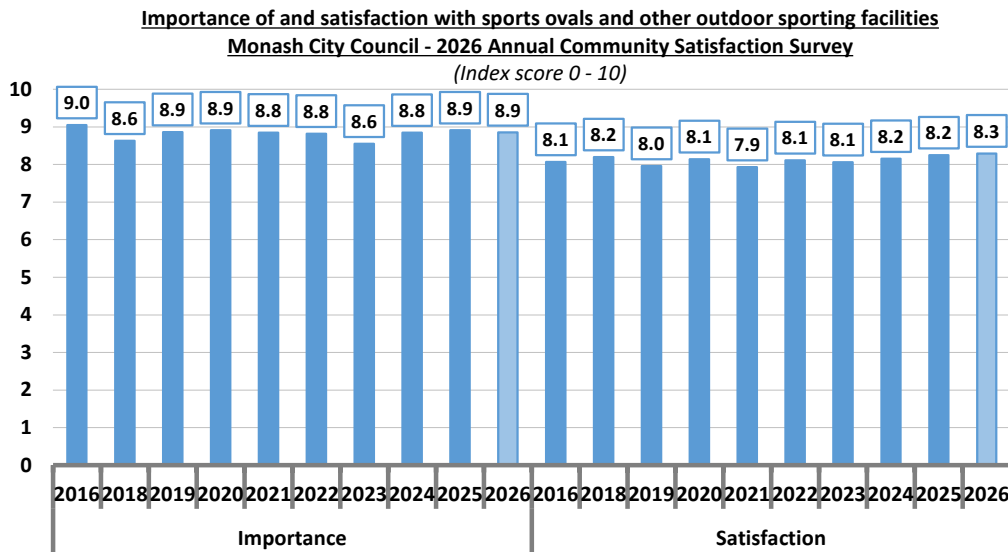
This result ranks sports ovals and other outdoor sporting facilities 7th in terms of satisfaction this year.

This result comprised 77% “very satisfied” and two percent dissatisfied respondents, based on a total sample of all 334 respondents (42%) from households who had used these facilities in the last 12 months.

There was no substantial variation in satisfaction with bike paths and shared pathways observed by respondent profile.



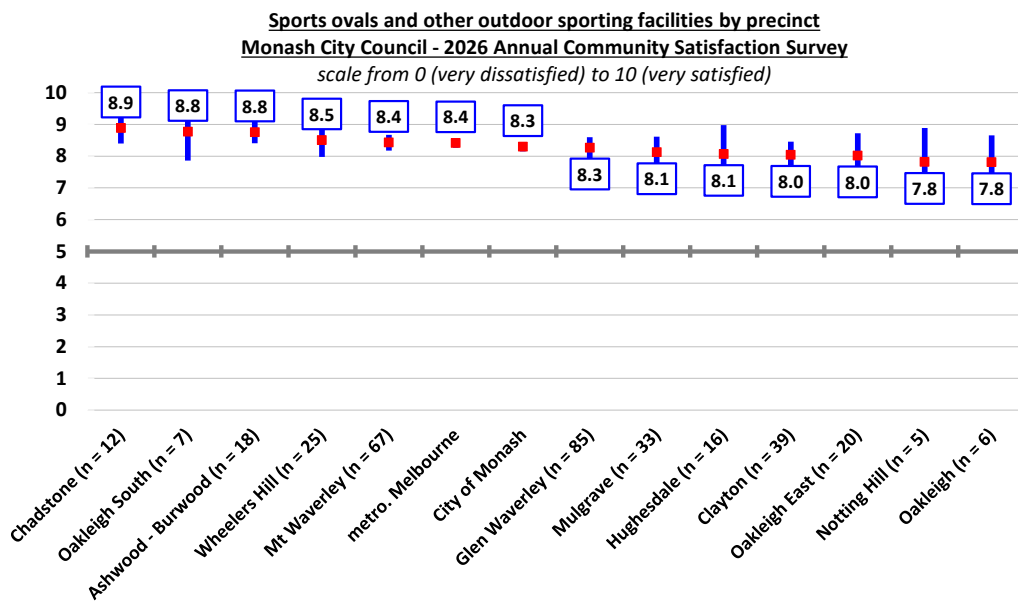
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By way of comparison, satisfaction with these facilities was broadly consistent with the metropolitan average satisfaction with “sports ovals and other outdoor sporting facilities” of 8.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with these facilities observed across the municipality, with 12 respondents from Chadstone measurably (6pts) more satisfied than the municipal average.

It is important to note, however, that respondents from all precincts rated satisfaction with sports ovals and other outdoor sporting facilities at “excellent” levels.



Provision and maintenance of local playgrounds

The provision and maintenance of local playgrounds was the 16th most important of the 29 included services and facilities, with an average importance of 8.9 out of 10.

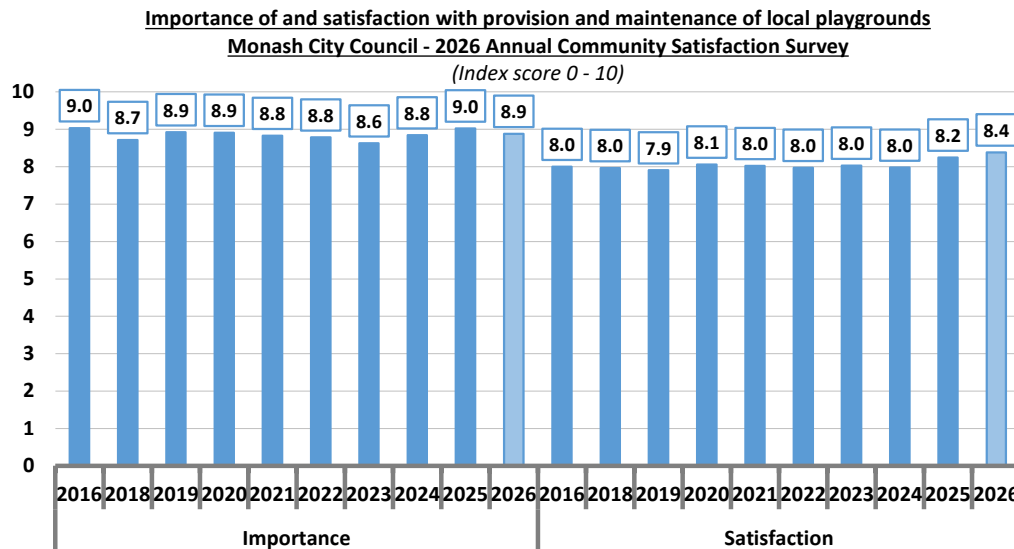
Satisfaction with playgrounds increased somewhat this year, up two percentage points to 8.4 out of 10, which remains an “excellent” level of satisfaction.

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

This result ranks playgrounds 4th in terms of satisfaction this year, and one of four services and facilities to record a satisfaction score which was measurably higher than the average of all 29 (7.9).

This result comprised 80% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 346 of the 348 respondents (43%) from households who had used these facilities in the last 12 months.

There was no substantive variation in satisfaction with the playgrounds observed by respondent profile.



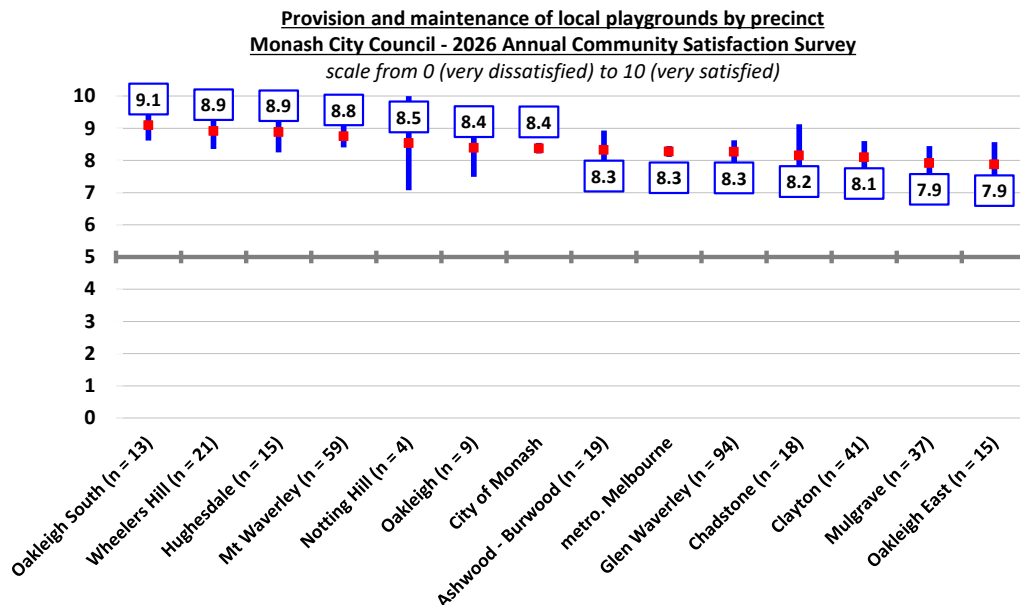
By way of comparison, satisfaction with playgrounds was broadly consistent with the metropolitan average satisfaction with the “the provision and maintenance of playgrounds” of 8.3 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although respondents from all precincts rated satisfaction at “excellent” levels, there was some measurable variation in satisfaction with these facilities observed across the municipality. The 13 respondents from Oakleigh South were measurably (7pts) more satisfied than the municipal average.



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Conversely, the 37 respondents from Mulgrave and the 15 respondents from Oakleigh East were notably (5pts) less satisfied, although still at an “excellent” level.



Public toilets

Public toilets were the 10th most important of the 29 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with public toilets remained stable this year at 6.9 out of 10, which remains a “good” level of satisfaction.

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

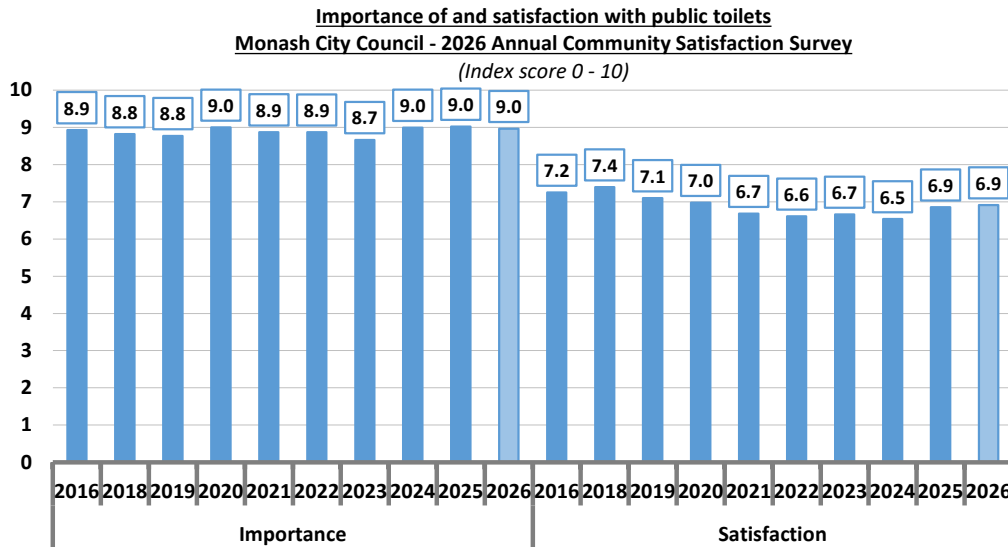
This result ranks public toilets 29th (last) in terms of satisfaction this year, and one of eight services and facilities to record a satisfaction score which was measurably lower than the average of all 29 (7.9).

This result comprised 40% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 317 of the 319 respondents (40%) from households who had used these facilities in the last 12 months. Public toilets were one of two services and facilities to comprise 10% or more “dissatisfied” respondents.

There was some variation in satisfaction with public toilets observed by respondent profile, with senior citizens (aged 75 years and over) notably more satisfied than average, and middle-aged adults (aged 45 to 59 years) notably less satisfied.



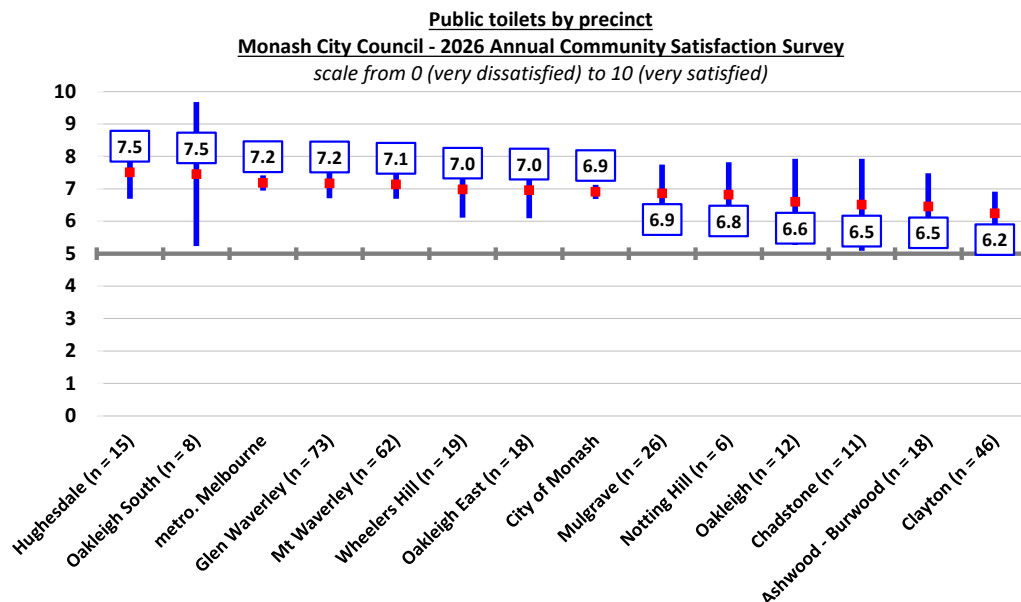
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By way of comparison, satisfaction with public toilets was somewhat (3pts) lower than the metropolitan average satisfaction with “public toilets” of 7.2 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with public toilets observed across the municipality, the 15 respondents from Hughesdale and the eight respondents from Oakleigh South were notably (6pts) more satisfied than the municipal average, and at a “very good” rather than a “good” level.

By contrast, 46 respondents from Clayton were notably less satisfied, and at a “solid” level.



Monash City Council – 2026 Annual Community Satisfaction Survey

The following table outlines 58 comments and 43 locations of concern received from respondents who were not satisfied with public toilets.

These comments have been broadly categorised as follows:

- | | |
|--|-------------|
| • Toilet cleaning / maintenance | 20 comments |
| • More toilets needed / not enough / hard to find / locked | 17 comments |
| • Dirty / smelly / terrible / wet | 15 comments |
| • Other issues | 6 comments |
| • Specific locations | 43 comments |

Reasons for dissatisfaction with public toilets**Monash City Council - 2026 Annual Community Satisfaction Survey***(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>Toilet cleaning / maintenance</i>	
Lack of cleanliness / needs to be cleaned	7
Lack of adequate maintenance / needs to be maintained	5
All public toilets are regularly unclean in Monash City Council	1
Graffiti	1
Never see them clean	1
Not so clean late in the day	1
Papers not being refilled	1
Some are really good and some are really bad	1
Some toilets are not clean, especially in parks	1
Toilets not clean in shopping centres	1
Total	20
<i>More toilets needed / not enough / hard to find / locked</i>	
Insufficient / not enough public toilets	10
Need more public toilets	4
Not enough, compared to the population	1
Only in train stations	1
Toilets in reserves and parks have closing times. Need pin code for residents to use them	1
Total	17
<i>Dirty / smelly / terrible / wet</i>	
Unclean / unhygienic / dirty / filthy	11
Usually smells bad / stinks	2
They are yuck, they are horrible	1
Very dirty, you don't know which part to lift as it is all dirty in there	1
Total	15



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<i>Safety</i>	
Men hang around it, very sketchy	1
Total	1
<i>Other</i>	
I do not know anything about it	1
I do not think it is important to have public toilets	1
I got locked inside	1
The enquiry should be passed directly to the Council instead of through a third party app	1
Unfriendly dogs	1
Total	5
<i>Specific locations</i>	
Jells Park public toilets	3
Mount Waverley Village	2
Shopping centres	2
Brickmakers Park	1
Clayton South public toilet	1
Cleanliness - Fregon Reserve Park	1
Could be cleaner, Burwood Reserve	1
Dirty bathroom at the hydro therapy pool, also staff cannot be bothered when it comes to child safety at hydrotherapy pool, steam room thermostat manipulation by a certain race	1
Dirty, Mount Waverly	1
Glen Waverley	1
Glen Waverley South Reserve	1
Glen Waverley Northern Reserve there is no toilet	1
In Clayton Shopping Plaza	1
In Glen Shopping there is no bathroom	1
In Mount Waverly, next to the plaza, it is too dirty	1
In Pinewood Shopping Village, Central -Blackburn Rd, it is not well maintained and there is no toilet paper and water usually	1
In the Brickmaker park, the automatic door got locked and locked my daughter in	1
Lum Reserve Park, can be kept cleaner	1
Monash Recreational Centre	1
Mount Waverley village only have 1	1
Mount Waverly	1
Near Community Centre	1
Near Kmart Burwood	1
Near local Cole's car park	1
Near tennis court	1
Near the Ashburton shops, they do not maintain it well, it is always dirty. Not enough supplies and broken	1
Near the Central Reserve	1
Never clean - At rugby field and cricket nets next to the hospital	1
Oakleigh Station	1
On Glen Tower drive, around the corner at the new block, first street on the right, near the reserve	1

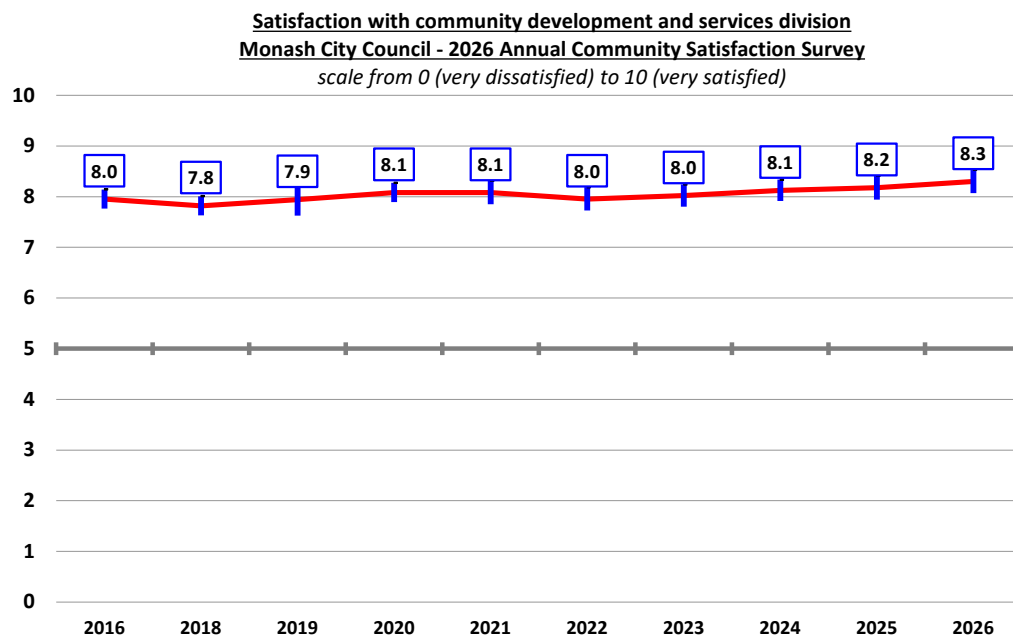


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O'Sullivan Rd open car park	1
Railway station	1
Reg Harris Reserve	1
Southern Reserve Toilets	1
Specially in parks	1
The Holmesglen Reserve is not clean and usually no toilet paper	1
Toilet on Central City Walk	1
Valley Conservation Reserve	1
Waste transfer station	1
Total	43
Total responses	101

Community Development and Services division

Average satisfaction with services from the community development and services division remained essentially stable this year, up one percentage point to 8.3 out of 10, which remains an “excellent” level of satisfaction.

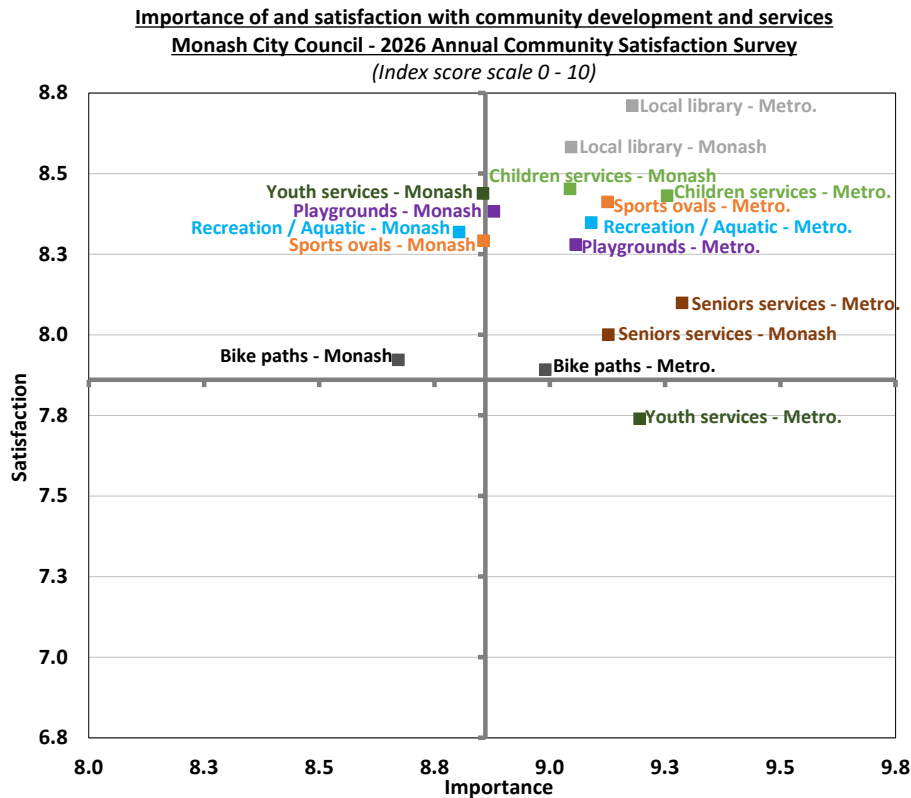


Eight services from the community development and services division of Council were included in the survey this year.

These services and facilities were all relatively average or higher than average importance, and all recorded satisfaction scores higher than the average of all 29, making these services and facilities among those which respondents considered most important, and with which they were most satisfied.



Monash City Council – 2026 Annual Community Satisfaction Survey



Recreation and Aquatic Centres

Recreation and aquatic centres were the 21st most important of the 29 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with these facilities remained essentially stable this year, up one percentage point to 8.3 out of 10, which remains an “excellent” level of satisfaction.

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

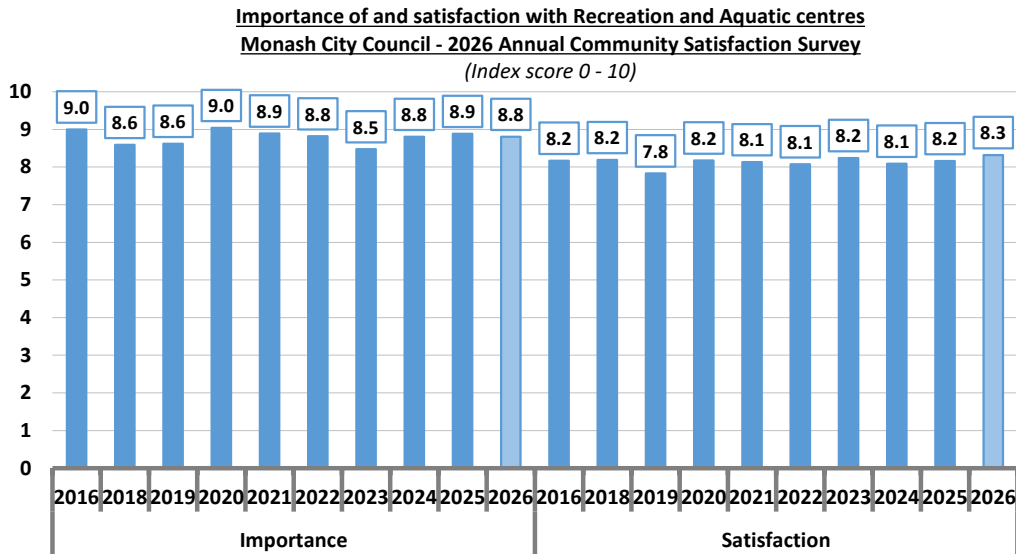
This result ranks recreation and aquatic centres 6th in terms of satisfaction this year.

This result comprised 77% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 257 of the 259 respondents (32%) from households who had used these facilities in the last 12 months.

There was some substantial variation in satisfaction with these services observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average.



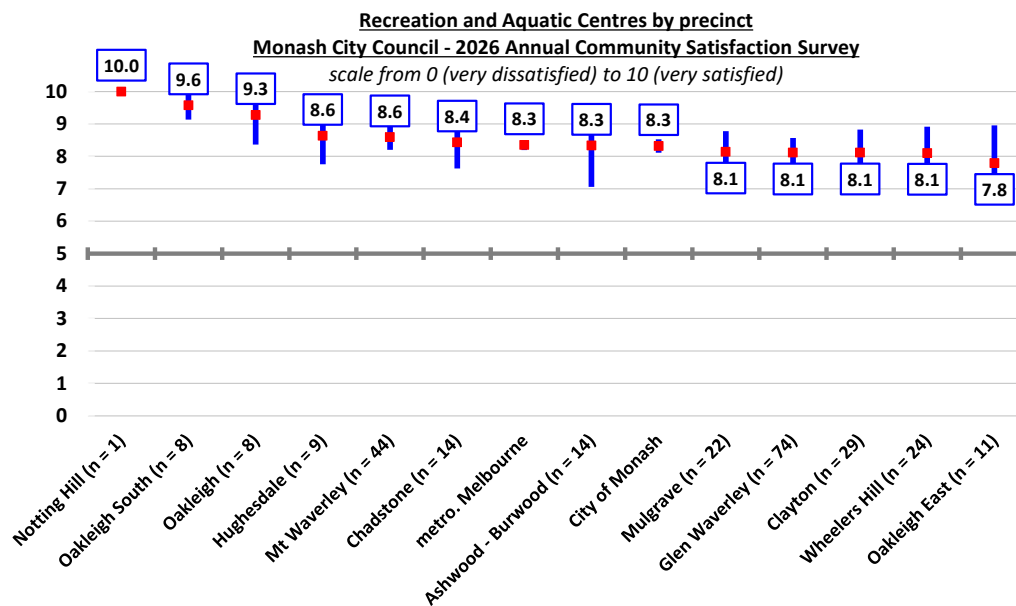
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By way of comparison, satisfaction with these facilities was identical to the metropolitan average satisfaction with “recreation and / or aquatic centres” of 8.3 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with these facilities observed across the municipality, with eight respondents from Oakleigh South measurably (13pts) and the eight respondents from Oakleigh were notably (10pts) more satisfied than average.

It is important to note, however, that respondents from all precincts rated satisfaction at “excellent” levels.



*Monash City Council – 2026 Annual Community Satisfaction Survey***Bike paths and shared pathways**

Bike paths and shared pathways were the 23rd most important of the 29 included services and facilities, with an average importance of 8.7 out of 10.

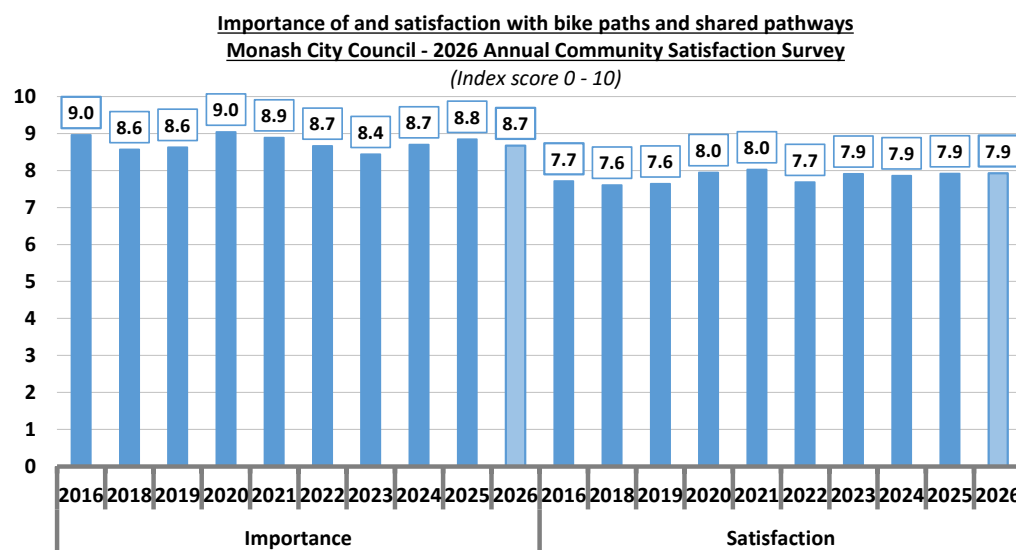
Satisfaction with bike paths and shared pathways remained stable this year at 7.9 out of 10, which remains an “excellent” level of satisfaction.

This result was broadly consistent with the long-term average satisfaction since 2016 of 7.8 out of 10, or “excellent”.

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

This result comprised 68% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 307 of the 311 respondents (39%) from households who had used these facilities in the last 12 months.

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

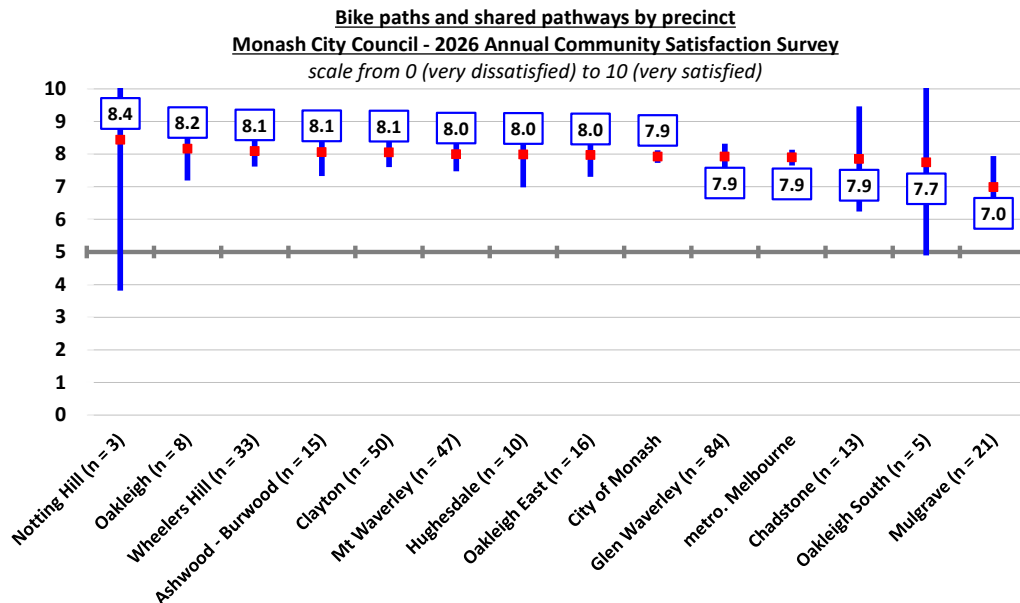


By way of comparison, satisfaction with bike paths and shared pathways was identical to the metropolitan Melbourne average satisfaction with the “bike paths and shared pathways” of 7.9 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with these facilities observed across the municipality, the 21 respondents from Mulgrave were notably (9pts) less satisfied than average, and at a “good” rather than an “excellent” level.



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**Sports ovals and other outdoor sporting facilities**

Sports ovals and other outdoor sporting facilities were the 18th most important of the 29 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with these facilities remained essentially stable this year, up one percentage point to 8.3 out of 10, which remains an “excellent” level of satisfaction.

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

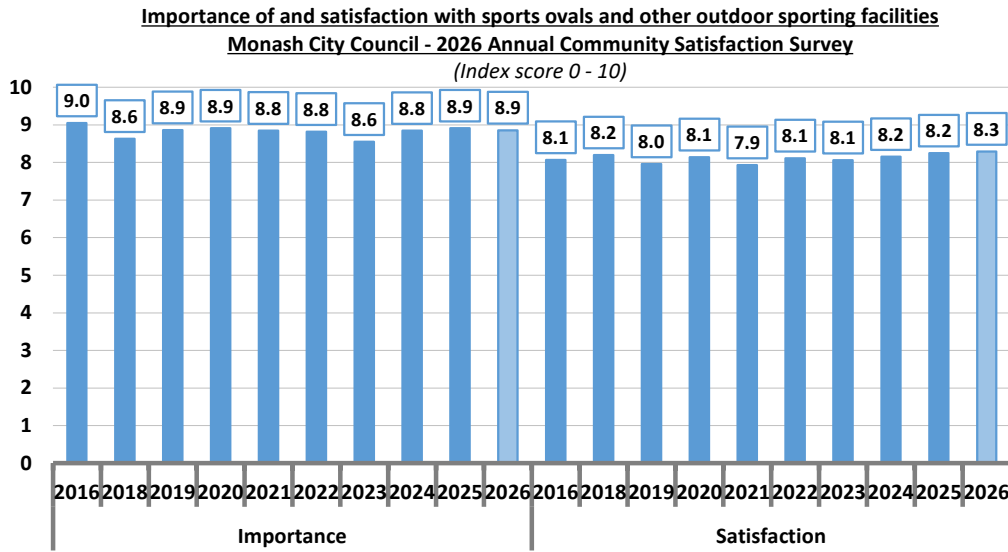
This result ranks sports ovals and other outdoor sporting facilities 7th in terms of satisfaction this year.

This result comprised 77% “very satisfied” and two percent dissatisfied respondents, based on a total sample of all 334 respondents (42%) from households who had used these facilities in the last 12 months.

There was no substantial variation in satisfaction with bike paths and shared pathways observed by respondent profile.



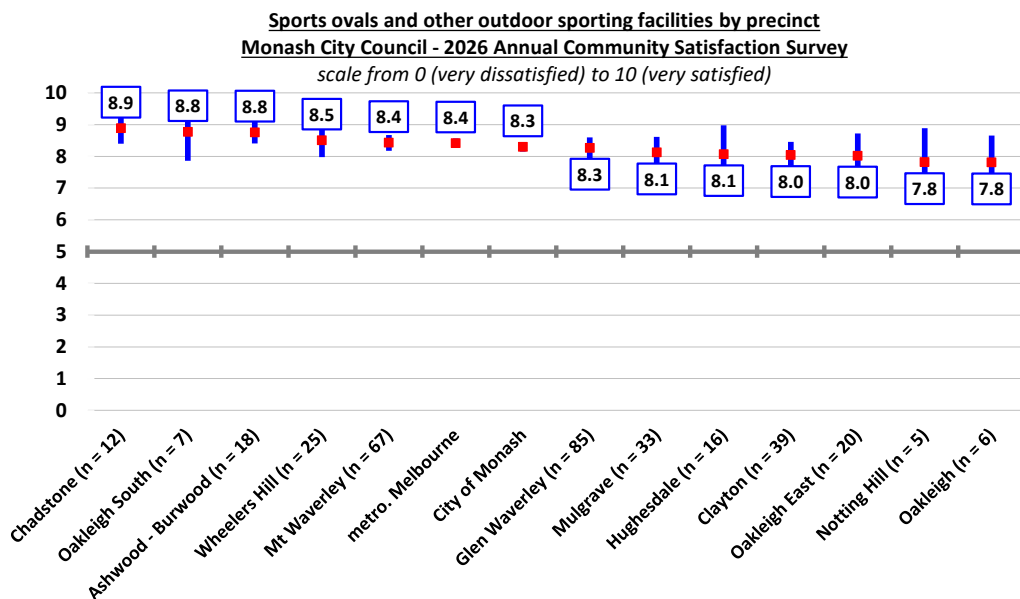
Monash City Council – 2026 Annual Community Satisfaction Survey



By way of comparison, satisfaction with these facilities was broadly consistent with the metropolitan average satisfaction with “sports ovals and other outdoor sporting facilities” of 8.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with these facilities observed across the municipality, with 12 respondents from Chadstone measurably (6pts) more satisfied than the municipal average.

It is important to note that respondents from all precincts rated satisfaction at “excellent” levels.



*Monash City Council – 2026 Annual Community Satisfaction Survey***Provision and maintenance of local playgrounds**

The provision and maintenance of local playgrounds was the 16th most important of the 29 included services and facilities, with an average importance of 8.9 out of 10.

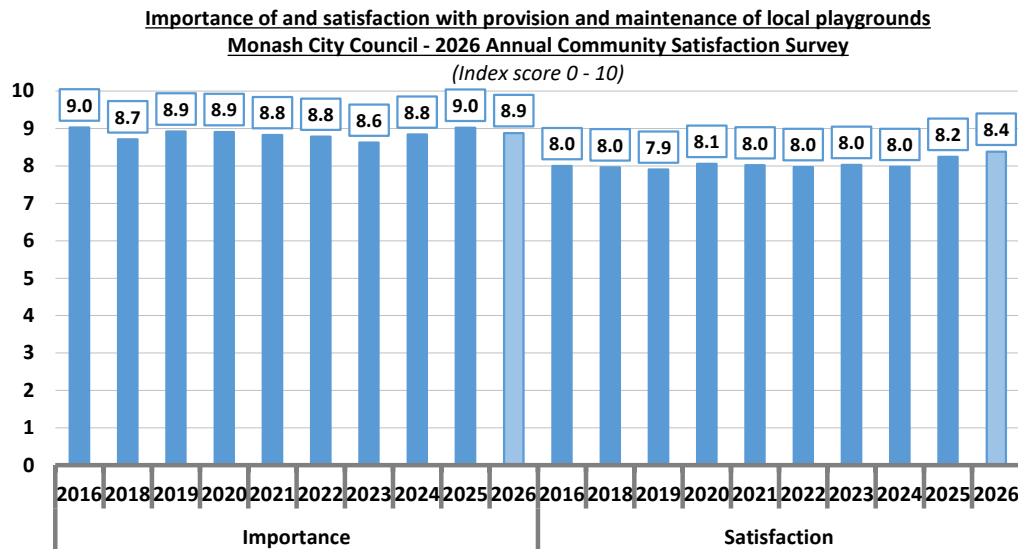
Satisfaction with playgrounds increased somewhat this year, up two percentage points to 8.4 out of 10, which remains an “excellent” level of satisfaction.

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

This result ranks playgrounds 4th in terms of satisfaction this year, and one of four services and facilities to record a satisfaction score which was measurably higher than the average of all 29 (7.9).

This result comprised 80% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 346 of the 348 respondents (43%) from households who had used these facilities in the last 12 months.

There was no substantive variation in satisfaction with the playgrounds observed by respondent profile.

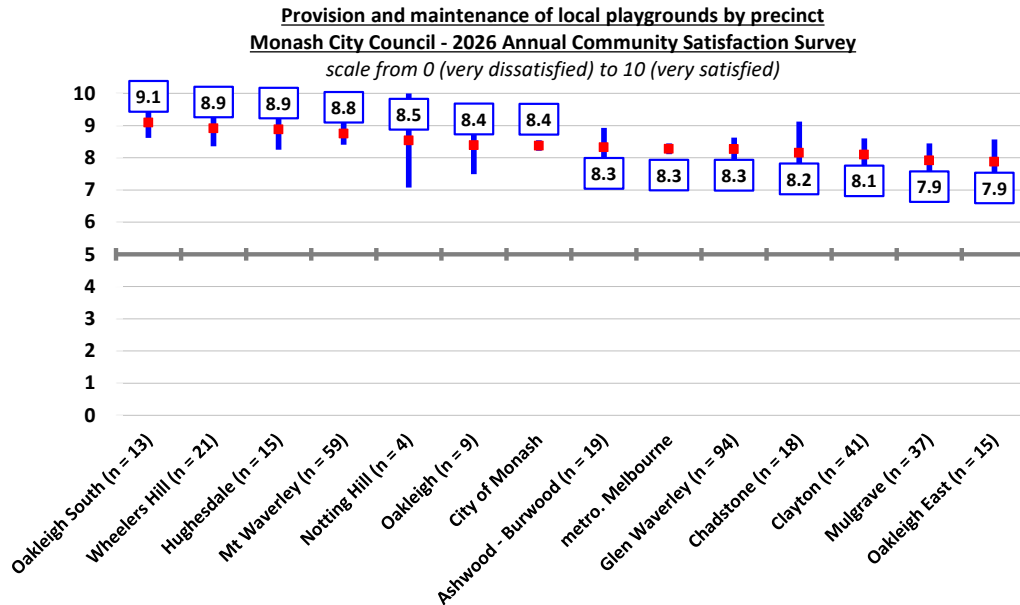


By way of comparison, satisfaction with playgrounds was broadly consistent with the metropolitan average satisfaction with the “the provision and maintenance of playgrounds” of 8.3 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with these facilities observed across the municipality, with 13 respondents from Oakleigh South measurably (7pts) more satisfied than the municipal average. It is important to note, however, that respondents from all precincts rated satisfaction at “excellent” levels.



Monash City Council – 2026 Annual Community Satisfaction Survey

**Council run services for children and their families**

Council run services for children and their families were the 6th most important of the 29 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with these services increased somewhat this year, up two percentage points to 8.5 out of 10, which remains an “excellent” level of satisfaction.

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

This result ranks these services 3rd in terms of satisfaction this year, and one of four services and facilities to record a satisfaction score which was measurably higher than the average of all 29 (7.9).

This result comprised 78% “very satisfied” and no dissatisfied respondents, based on a total sample of 113 of the 117 respondents (15%) from households who had used these facilities in the last 12 months.

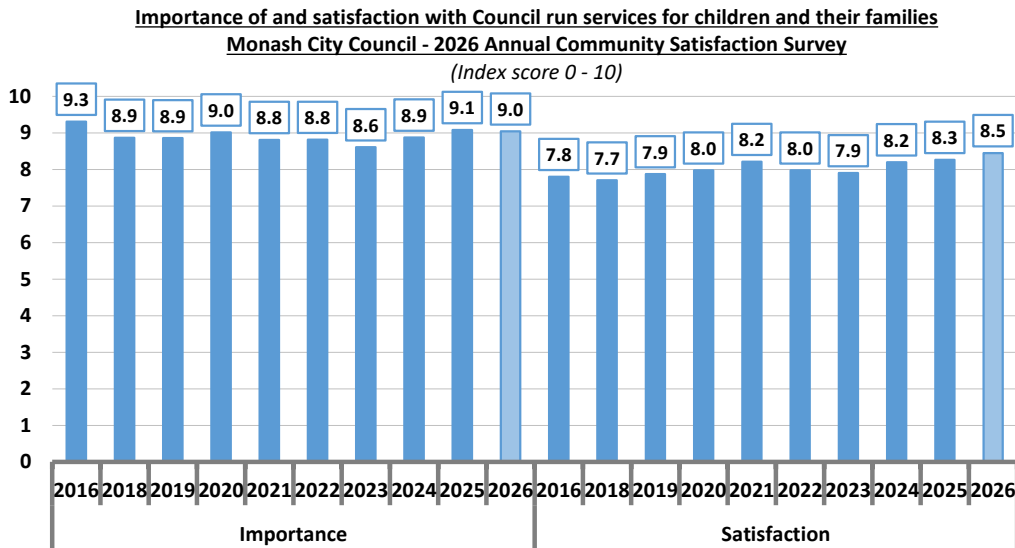
There was some substantive variation in satisfaction with these services observed by respondent profile, with senior citizens (aged 75 years and older) notably less satisfied than average, although care should be taken when interpreting these results due to the relatively small sample sizes for each group of users.

The 26 respondents from two-parent families (with youngest child aged 0 to 5 years) rated satisfaction at 9.1, while the 23 respondents from two-parent families (with youngest child



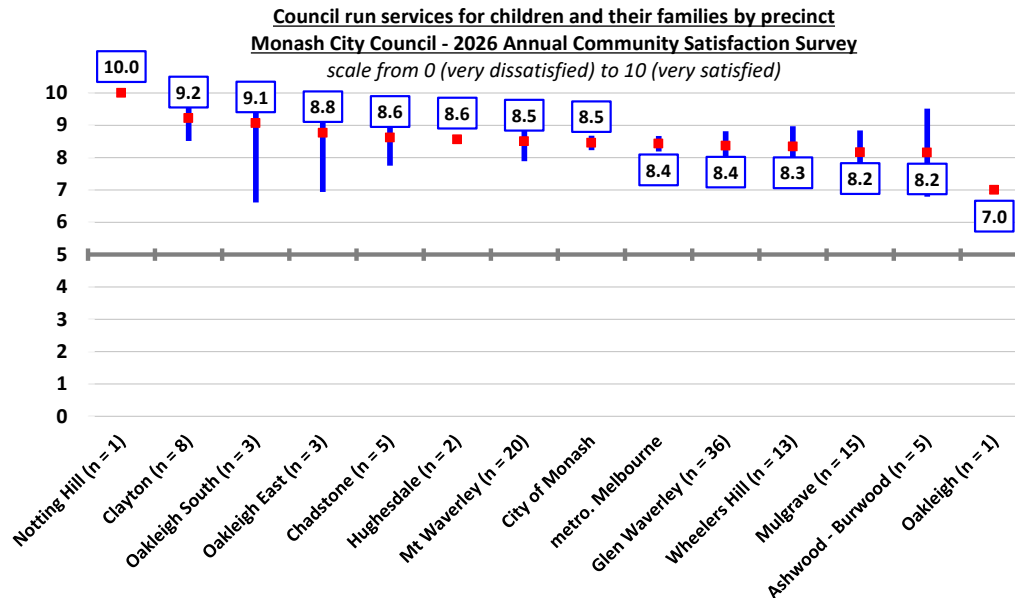
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aged 6 to 12 years) rated it at 8.6. The four one parent families with children under 18 years rated satisfaction at 8.1 out of 10.



By way of comparison, satisfaction with these services was broadly consistent with the metropolitan average satisfaction with the “services for children from birth to five years of age” of 8.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Due to the relatively small sample sizes, there was no measurable variation in satisfaction with these services observed across the municipality.



Council services for older residents and activities for seniors

Council-run services for older residents and activities for seniors were the 2nd most important of the 29 included services and facilities, with an average importance of 9.1 out of 10, and one of four services and facilities to be measurably more important than the average of all 29 (8.9).

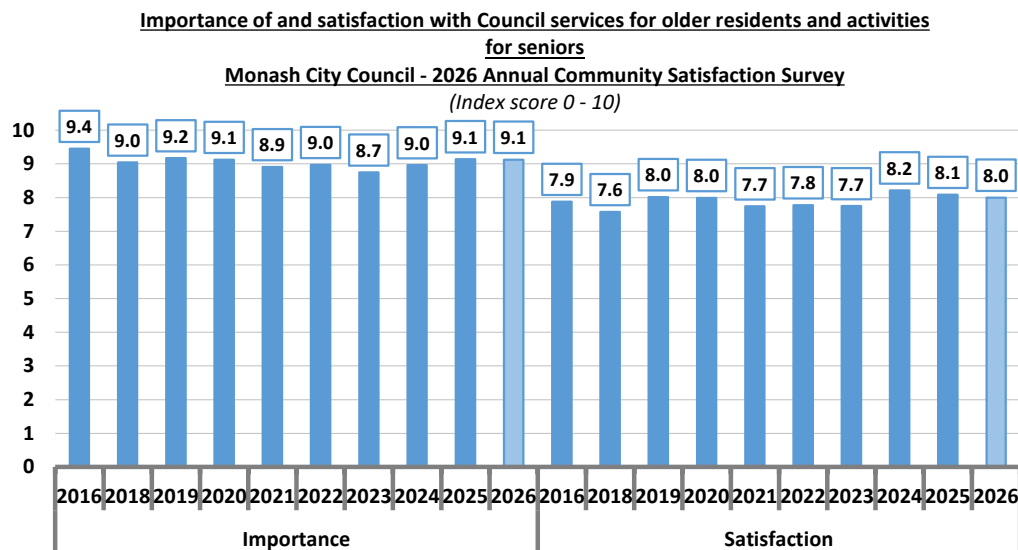
Satisfaction with these services remained essentially stable this year, down one percentage point to 8.0 out of 10, which remains an “excellent” level of satisfaction.

This result was broadly consistent with the long-term average satisfaction since 2016 of 7.9 out of 10, or “excellent”.

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

This result comprised 72% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 77 of the 79 respondents (10%) from households who had used these facilities in the last 12 months.

Considering the relatively small sample size, there was no statistically significant variation in satisfaction with these services observed by respondent profile. The 11 respondents from older sole person households rated satisfaction at 7.6 out of 10, and the 15 older couple-household respondents rated satisfaction at 7.7 out of 10.

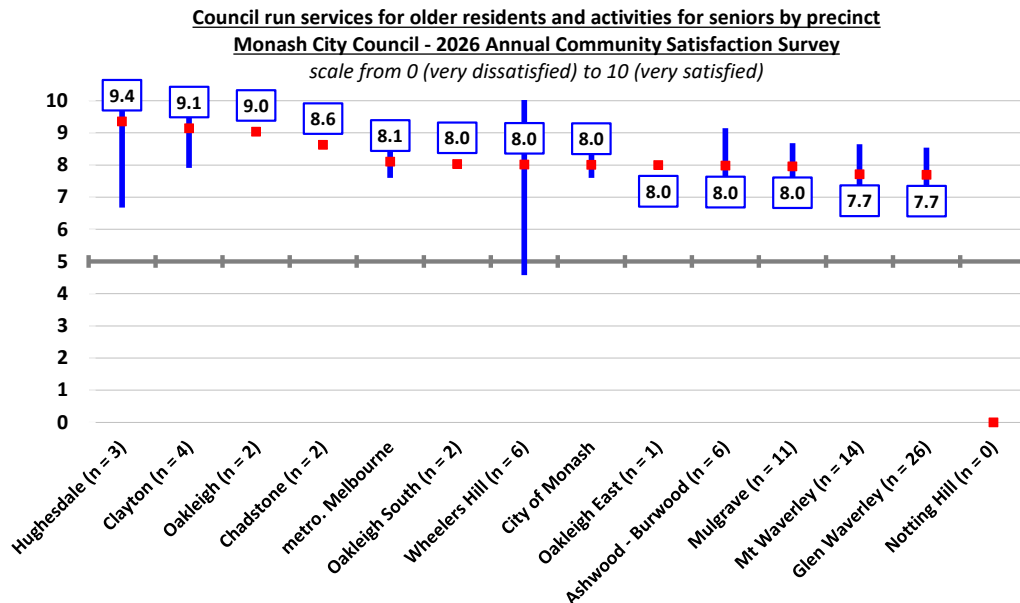


By way of comparison, satisfaction with these services was broadly consistent with the metropolitan average satisfaction with the “services for seniors” of 8.1 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Given the relatively small sample size, there was no measurable variation in satisfaction observed across the municipality.



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

Council run programs and activities for young people (aged 10 to 25 years) were the 19th most important of the 29 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with these services increased somewhat this year, up three percentage points to 8.4 out of 10, which remains an “excellent” level of satisfaction.

This result was notably higher than the long-term average satisfaction since 2016 of 7.8 out of 10, or “excellent”.

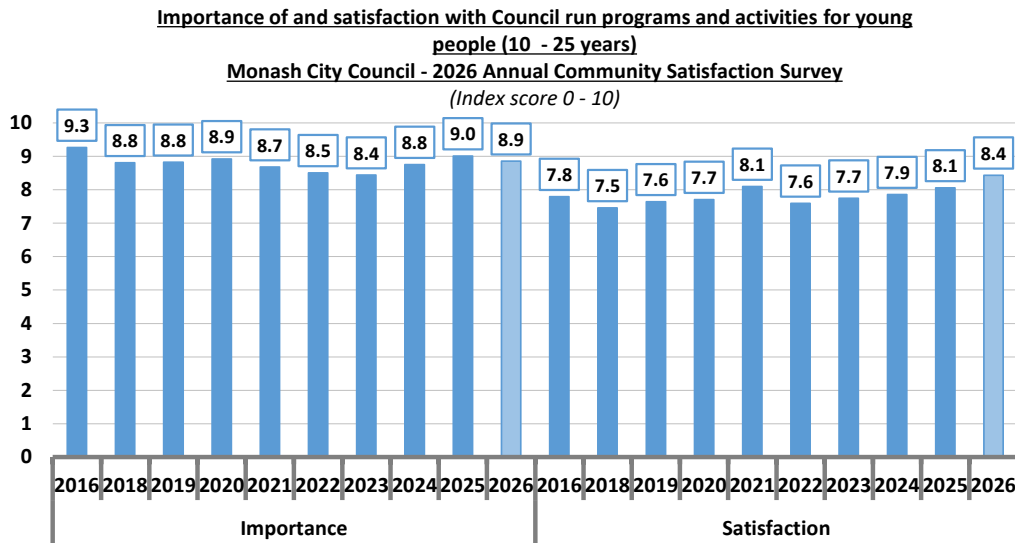
This result ranks these services 5th in terms of satisfaction this year.

This result comprised 81% “very satisfied” and no dissatisfied respondents, based on a total sample of 50 of the 54 respondents (7%) from households who had used these facilities in the last 12 months.

Bearing in mind the small sample size, there was no substantive variation in satisfaction with these services observed by respondent profile.

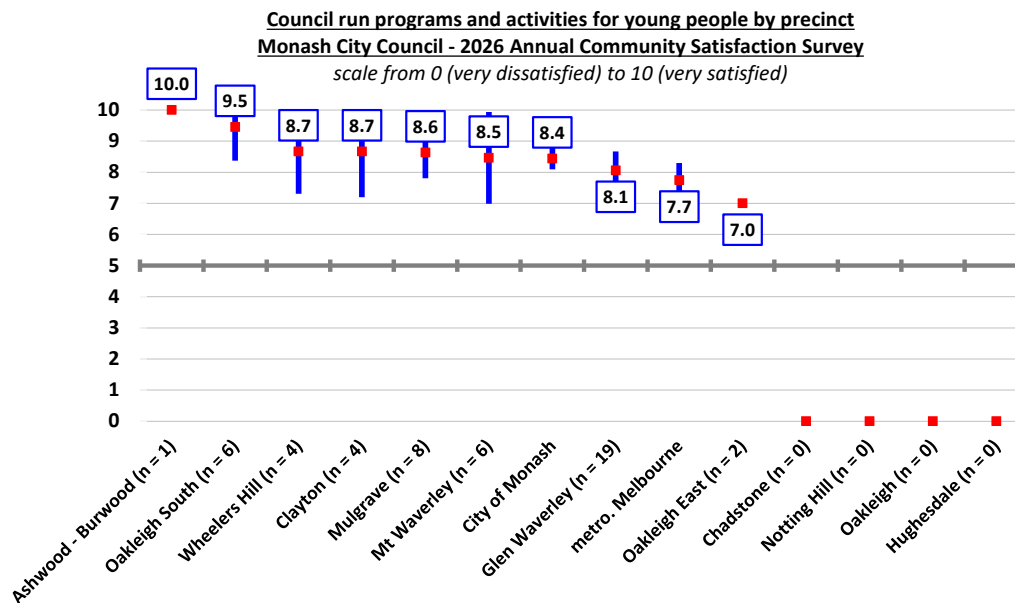


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By way of comparison, satisfaction with these services was notably (7pts) higher than the metropolitan average satisfaction with the “services for youth” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Given the relatively small sample size, there was no measurable variation in satisfaction with these services observed across the municipality.



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Local library and library services

The local library and library services were the 5th most important of the 29 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with library services increased somewhat this year, up two percentage points to 8.6 out of 10, which remains an “excellent” level of satisfaction.

This result was broadly consistent with the long-term average satisfaction since 2016 of 8.5 out of 10, or “excellent”.

This result ranks these services 1st in terms of satisfaction this year, and one of four services and facilities to record a satisfaction score which was measurably higher than the average of all 29 (7.9).

This result comprised 84% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 372 of the 377 respondents (47%) from households who had used these facilities in the last 12 months.

There was no substantive variation in satisfaction with library services observed by respondent profile.

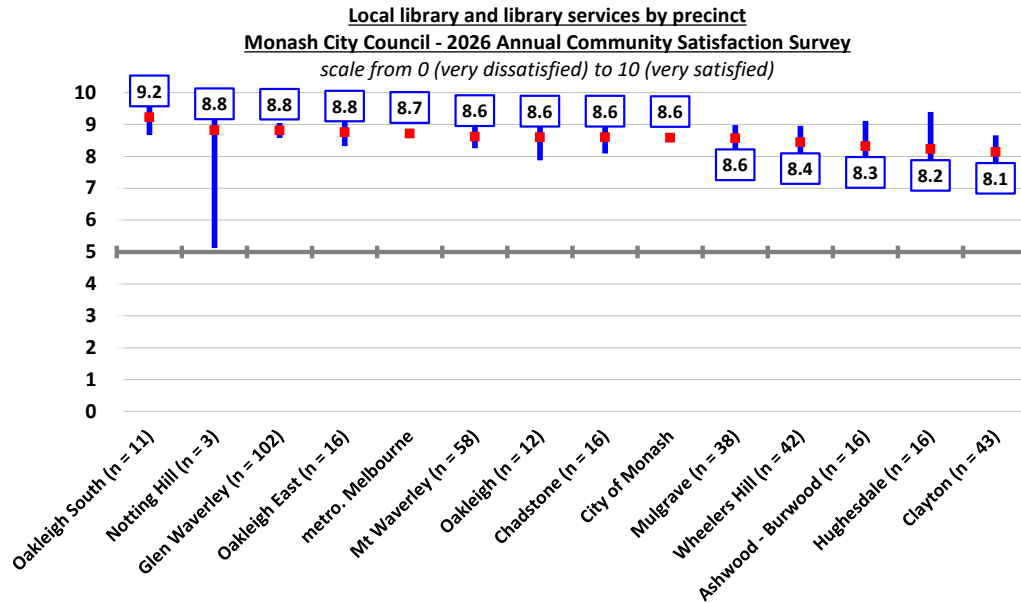


By way of comparison, satisfaction with local library and library services was broadly consistent the metropolitan Melbourne average satisfaction with the “local library” of 8.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with the local library and library services observed across the municipality, with the 11 respondents from Oakleigh South measurably (6pts) more satisfied than average. It is important to note that respondents from all precincts rated satisfaction with the local library and library services at “excellent” levels.

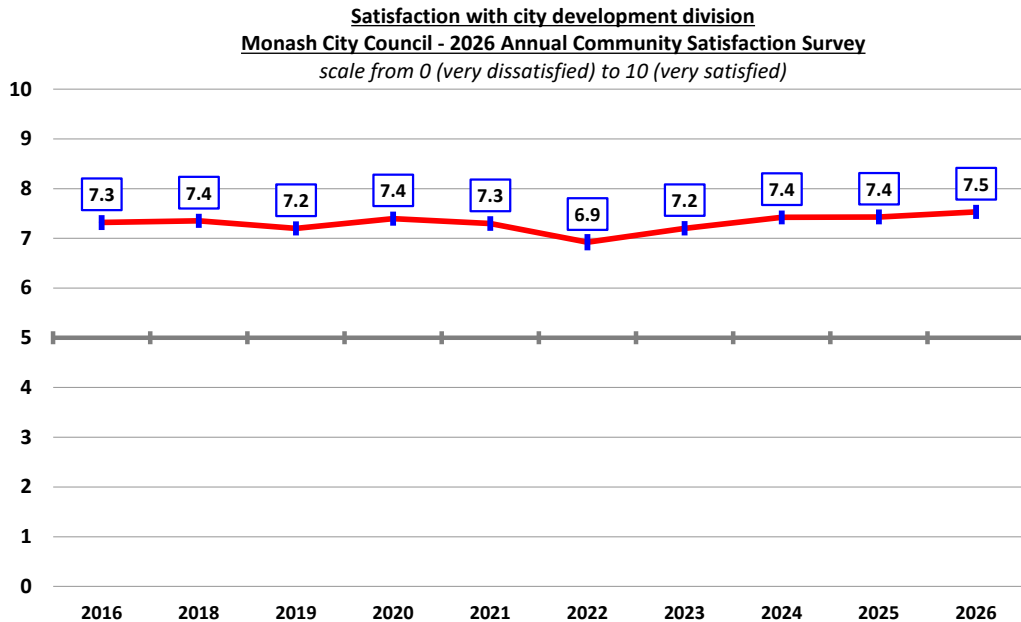


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City Development division

Average satisfaction with the three services and facilities included from the city development division remained essentially stable this year, rising one percentage point to 7.5 out of 10, which remains a “very good” level of satisfaction. This was the highest satisfaction result recorded for this division over the 10 years of the survey program.

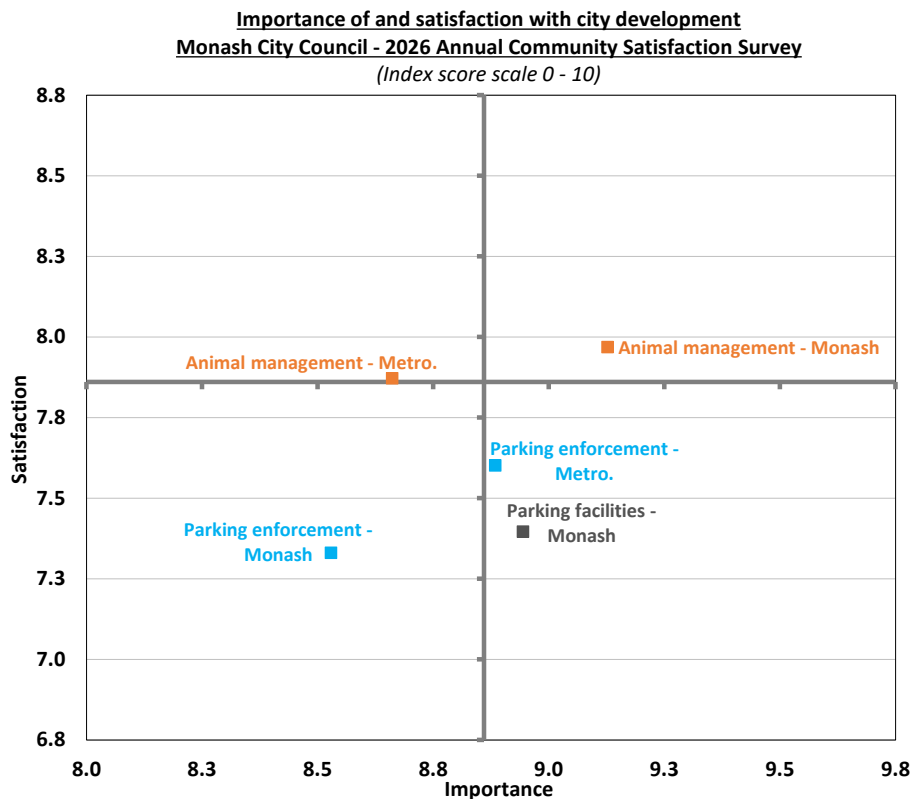


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Animal management was among the services with which respondents were most satisfied and considered most important, being of higher-than-average importance and recording a higher-than-average satisfaction score

Parking facilities fell into the quadrant of most concern, being of higher-than-average importance but recording a lower-than-average satisfaction score.

Parking enforcement also recorded a lower-than-average satisfaction score; however, it was also less important than average.



Parking enforcement

Parking enforcement was the 28th most important of the 29 included services and facilities, with an average importance of 8.5 out of 10, and one of three that was measurably less important than the average of all 29 (8.9).

Satisfaction with parking enforcement remained stable this year at 7.3 out of 10, which remains a “very good” level of satisfaction.

This result was somewhat higher than the long-term average satisfaction since 2016 of 7.0 out of 10, or “good”.



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This result ranks these services 26th in terms of satisfaction this year, and one of eight services and facilities to record a satisfaction score which was measurably lower than the average of all 29 (7.9).

This result comprised 56% “very satisfied” and nine percent dissatisfied respondents, based on a total sample of 740 of the 801 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with parking enforcement observed by respondent profile.



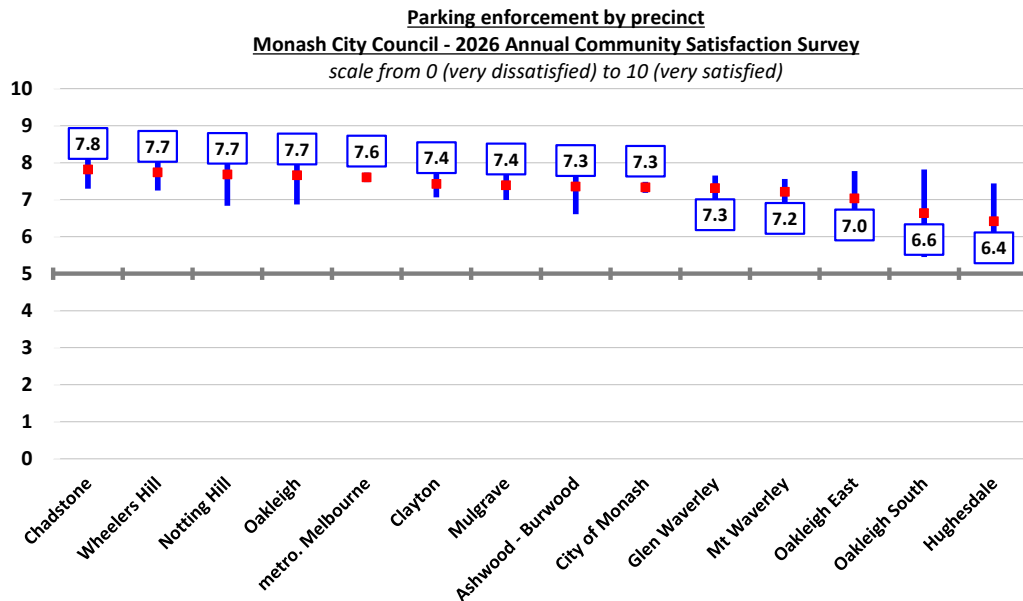
By way of comparison, satisfaction with parking enforcement was measurably (3pts) lower than the metropolitan Melbourne average satisfaction with the “parking enforcement” of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with parking enforcement observed across the municipality, 37 respondents from Chadstone were notably (5pts) more satisfied than, and at an “excellent” rather than a “very good” level.

Conversely, 23 respondents from Oakleigh South (7pts) and 28 respondents from Hughesdale (8pts) were notably less satisfied than average, and at a “good” and a “solid” level.



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Provision of parking facilities

The provision of parking facilities was the 13th most important of the 29 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with parking facilities remained stable this year at 7.4 out of 10, which remains a “very good” level of satisfaction.

This remains the highest score recorded over the 10 years of the survey program and was somewhat higher than the long-term average satisfaction since 2016 of 7.1 out of 10, or “good”.

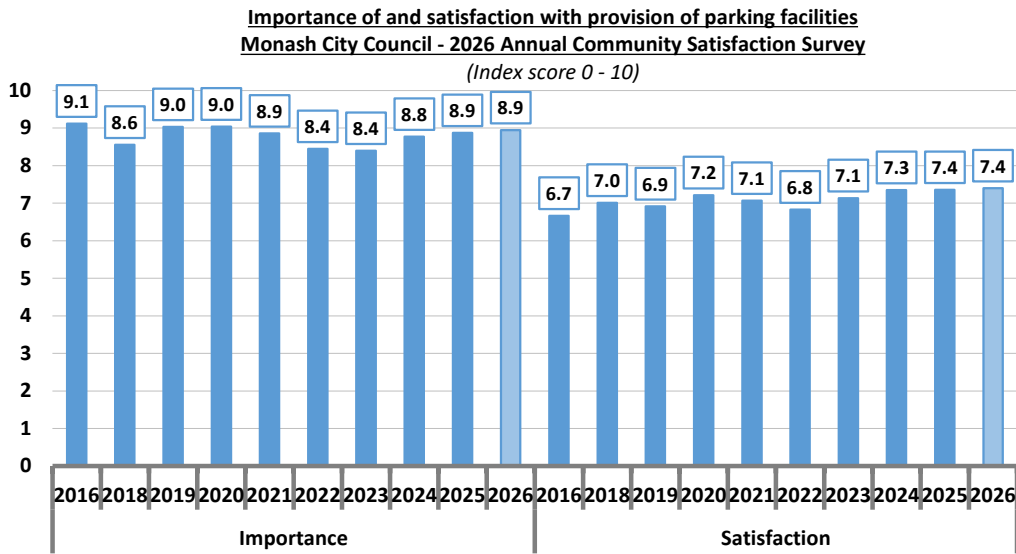
This result ranks parking facilities 25th in terms of satisfaction this year, and one of eight services and facilities to record a satisfaction score which was measurably lower than the average of all 29 (7.9).

This result comprised 55% “very satisfied” and eight percent dissatisfied respondents, based on a total sample of 745 of the 801 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with the provision of parking facilities observed by respondent profile.

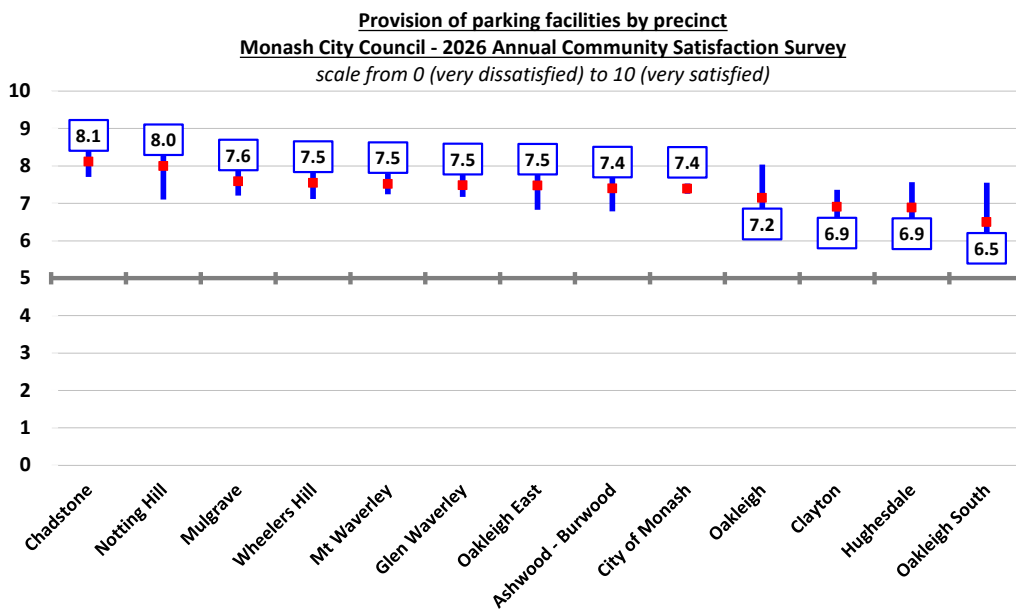


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These services were not included in the 2026 *Governing Melbourne* research, and so no comparisons have been provided.

There was some measurable variation in satisfaction with these services observed across the municipality, with respondents from Chadstone measurably (7pts) more satisfied than the municipal average. Conversely, respondents from Oakleigh South (9pts), Clayton (5pts) and Hughesdale (5pts) were notably less satisfied than average, and at “good” rather than “very good” levels.



*Monash City Council – 2026 Annual Community Satisfaction Survey***Animal management**

Animal management was the 25th most important of the 29 included services and facilities, with an average importance of 8.7 out of 10.

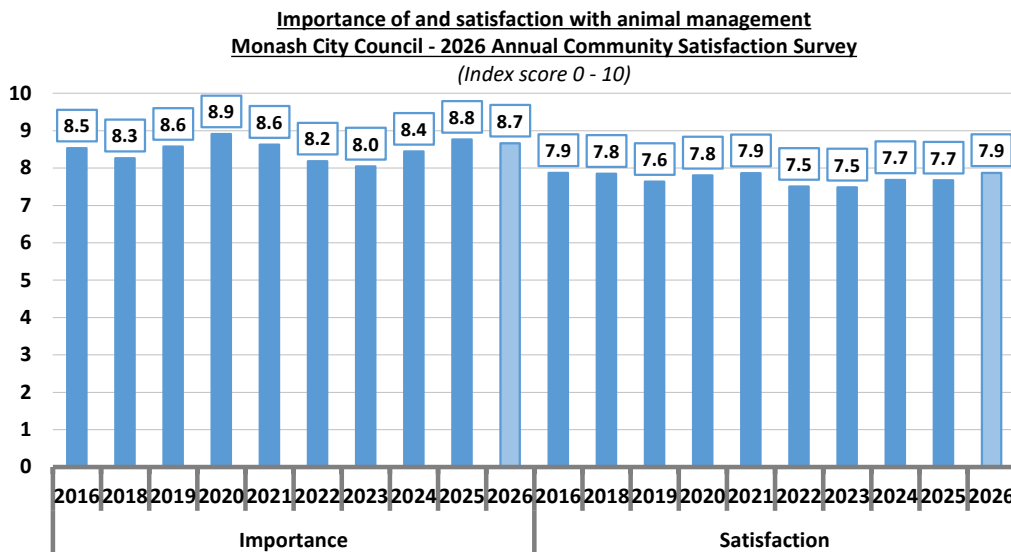
Satisfaction with animal management increased somewhat this year, up two percentage points to 7.9 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

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

This result ranks animal management 16th in terms of satisfaction this year.

This result was comprised 67% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 619 of the 801 respondents who provided a satisfaction score this year.

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

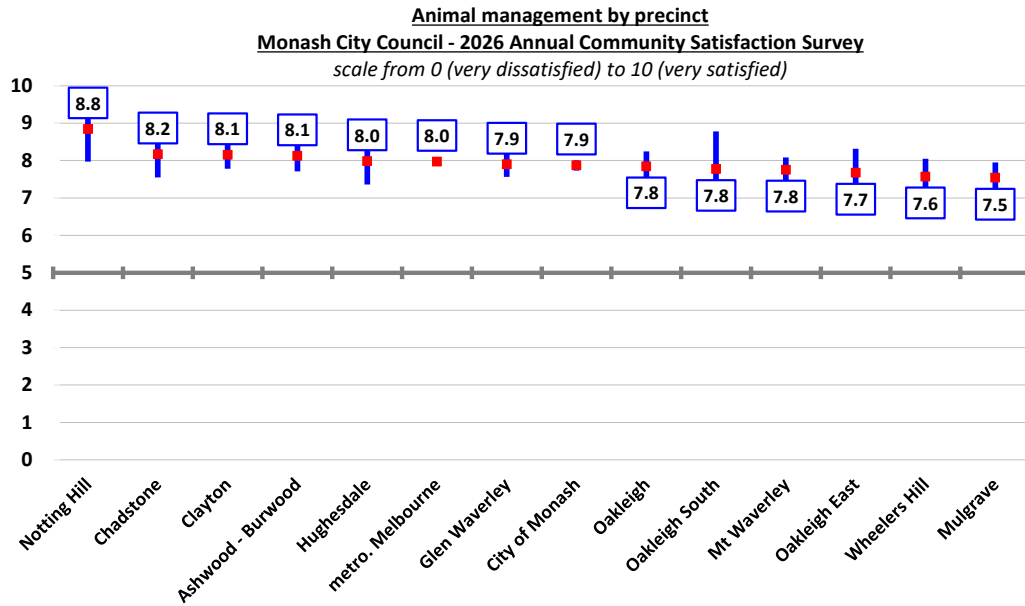


By way of comparison, satisfaction with animal management was broadly consistent with the metropolitan Melbourne average satisfaction with “animal management” of 8.0 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with animal management observed across the municipality, with the 12 respondents from Notting Hill measurably (9pts) more satisfied than the municipal average. Conversely, respondents from Mulgrave were notably (4pts) less satisfied, and at a “very good” rather than an “excellent” level.

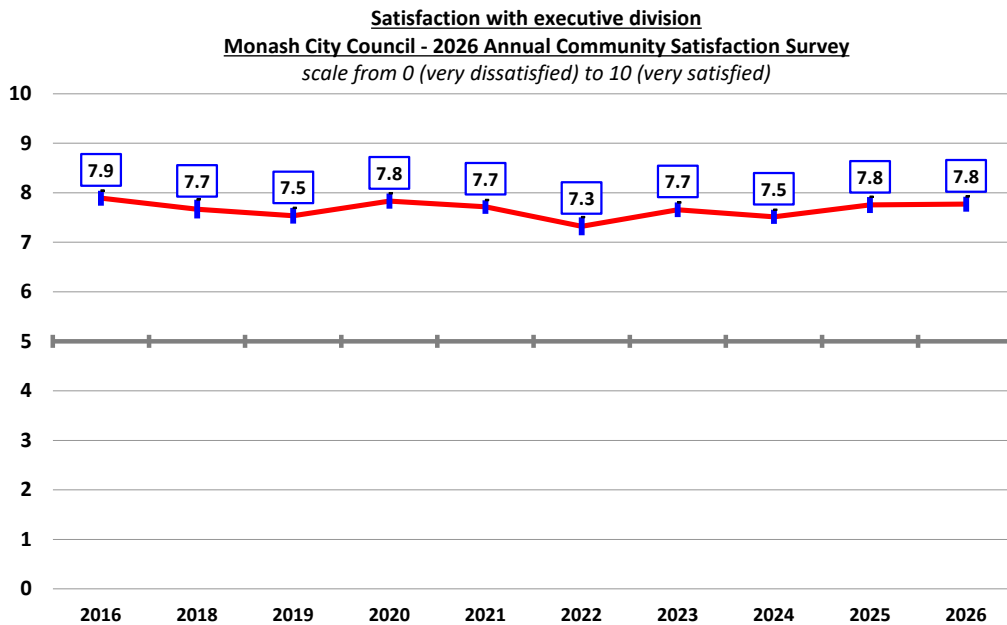


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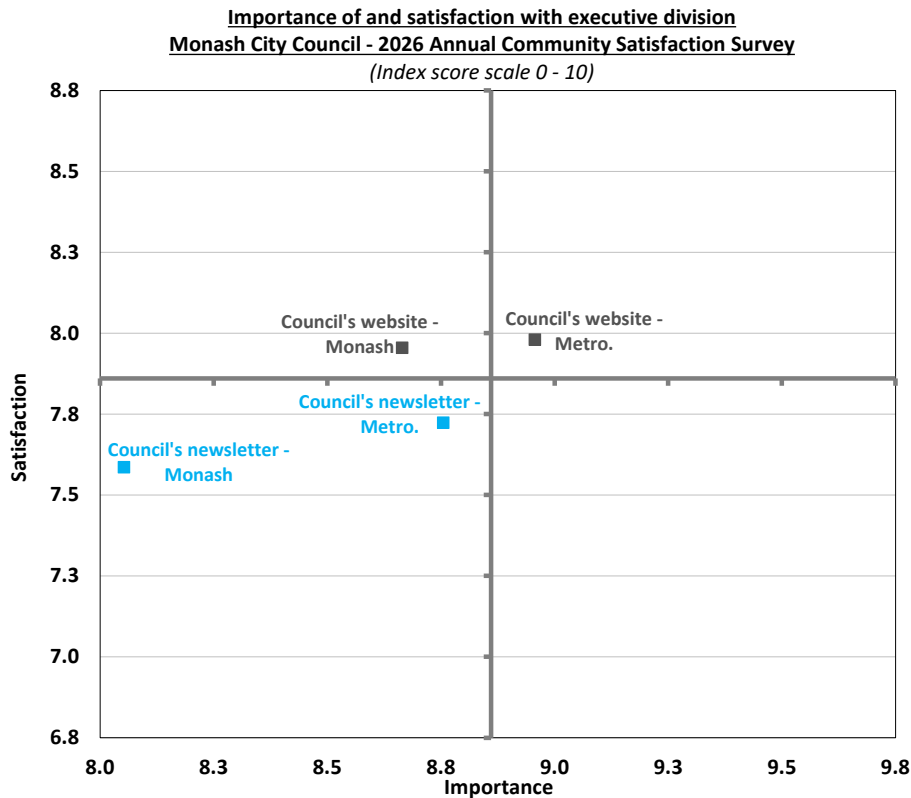
Executive Division

Average satisfaction with the two services from the executive division remained stable this year at 7.8 out of 10, which remains an “excellent” level of satisfaction.



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While satisfaction with Council’s website was higher than the average of all 29 services and facilities, Council’s newsletter recorded a satisfaction score which was lower than the average of all 29 services and facilities. Both services were less important than average.



Council’s newsletter *Monash Bulletin*

The *Monash Bulletin* was the least important (29th) of the 29 included services and facilities, with an average importance of 8.1 out of 10, and one of three services and facilities to be measurably less important than the average of all 29 (8.9).

Satisfaction with the *Monash Bulletin* remained essentially stable this year, down one percentage point to 7.6 out of 10, which remains a “very good” level of satisfaction.

This result was identical with the long-term average satisfaction since 2016 of 7.6 out of 10, or “very good”.

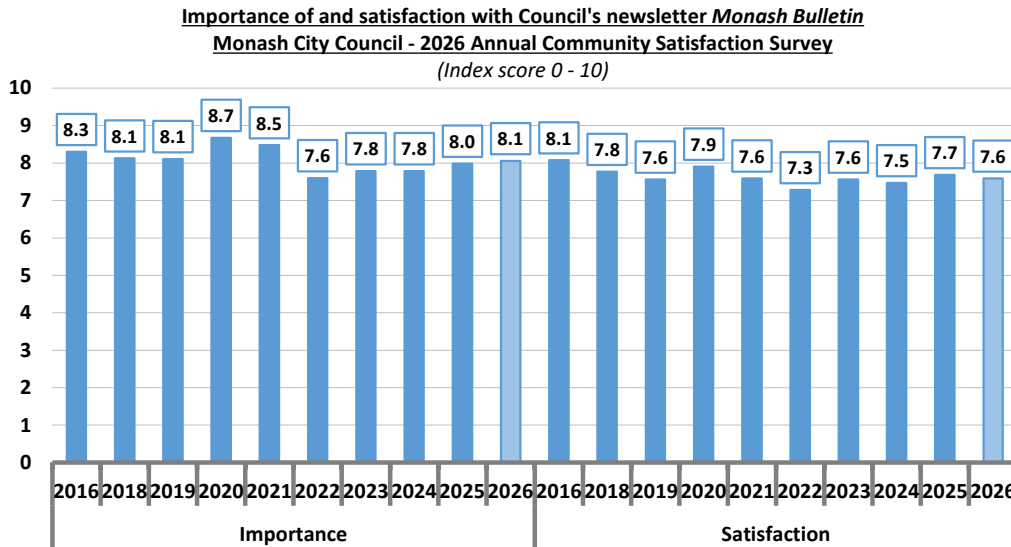
This result ranks the publication 21st in terms of satisfaction this year.

This result comprised 60% “very satisfied” and six percent dissatisfied respondents, based on a total sample of 654 of the 801 respondents who provided a satisfaction score this year.



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There was no substantive variation in satisfaction with the *Monash Bulletin* observed by respondent profile.

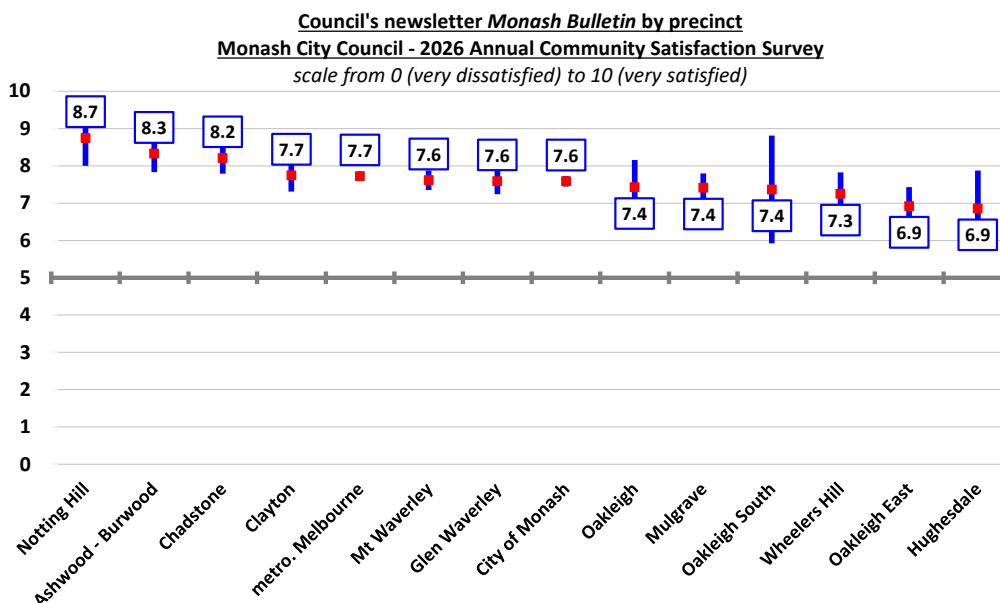


By way of comparison, satisfaction with the *Monash Bulletin* was broadly consistent with the metropolitan Melbourne average satisfaction with “Council’s regular printed newsletter” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with the newsletter observed across the municipality, with 15 respondents from Notting Hill (11pts), 35 from Ashwood–Burwood (7pts), and 34 respondents from Chadstone (6pts) measurably more satisfied than average, and at “excellent” rather than “very good” levels. Conversely, the 34 respondents from Oakleigh East, and 26 from Hughesdale were notably (7pts) less satisfied than the municipal average, and at “good” rather than “very good” levels.



Monash City Council – 2026 Annual Community Satisfaction Survey



The following table outlines the 53 comments received from respondents who were not satisfied with the *Monash Bulletin*.

These comments have been broadly categorised as follows:

- | | |
|---|-------------|
| • Don't read / not interested | 13 comments |
| • Information is insufficient / irrelevant / not useful | 13 comments |
| • Don't get regularly or at all | 9 comments |
| • Prefer electronic / online | 5 comments |
| • Not aware / never heard of it | 4 comments |
| • Waste of money | 3 comments |
| • Content has not improved / changed | 2 comments |
| • Content is biased / controlled | 2 comments |
| • Other issues | 2 comments |

Reasons for dissatisfaction with Council's newsletter *Monash Bulletin*
Monash City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Don't read / not interested</i>	
Do not read it	6
I just put it in the bin	3
Easy to ignore it	1
I don't like the newsletters	1



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I've only read one	1
Not interested	1
Total	13
<i>Information is insufficient / irrelevant / not useful</i>	
No relevant / useful / pertinent information	5
I notice that there's topics they won't talk about. Avoiding the hard things	1
I think there is not a lot of services here	1
I would like to know more recent rules and updates on them	1
Insufficient news	1
It feels like spam	1
It is decent but we should focus on more important things	1
It is only a few pages	1
It's written of piece of paper, not enough information	1
Total	13
<i>Don't get regularly or at all</i>	
Because we don't get it all the time. I have to look it up on the internet, like the rubbish collection, we don't get notified about it	1
Haven't seen recently	1
I don't see it, every now and then, sometimes get it sometimes don't	1
I don't see many newsletter	1
I hardly get the newsletter, I believe I should be getting it regularly.	1
I've never gotten the newsletter	1
never received it	1
The past few months haven't gotten anything	1
We do not see it regularly	1
Total	9
<i>Prefer electronic / online</i>	
Prefer an electric format	2
Prefer email	2
I don't look for the news from this resource as it's easier and more environmentally friendly to check online.	1
Total	5
<i>Not aware / never heard of it</i>	
Never heard of it	2
Didn't know it had one	1
I have never seen it	1
Total	4



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<i>Waste of money</i>	
A lot of money is wasted on printing	1
It is a waste of money, and I would rather money be put into other services	1
Waste of time and money	1
Total	3
<i>Content has not improved / changed</i>	
I never see difference between past 6 months and now	1
No improvement	1
Total	2
<i>Content is biased / controlled</i>	
It's terrible, the content is Council controlled and not community news, Knox Council has a great community news, should be used as an example	1
When I read it's all about Glen Waverley it's all about them and not about any other wards and when it is it's only about new playgrounds. You read in 5 minutes and throw it out	1
Total	2
<i>Other</i>	
Neutral	1
They are not cleaning roads, and they are just talking about new parks	1
Total	2
Total responses	53

Council's website

Council's website was the 24th most important of the 29 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with the website increased somewhat this year, up two percentage points to 8.0 out of 10, which remains an "excellent" level of satisfaction.

This result was somewhat higher than the long-term average satisfaction since 2016 of 7.7 out of 10, or "very good".

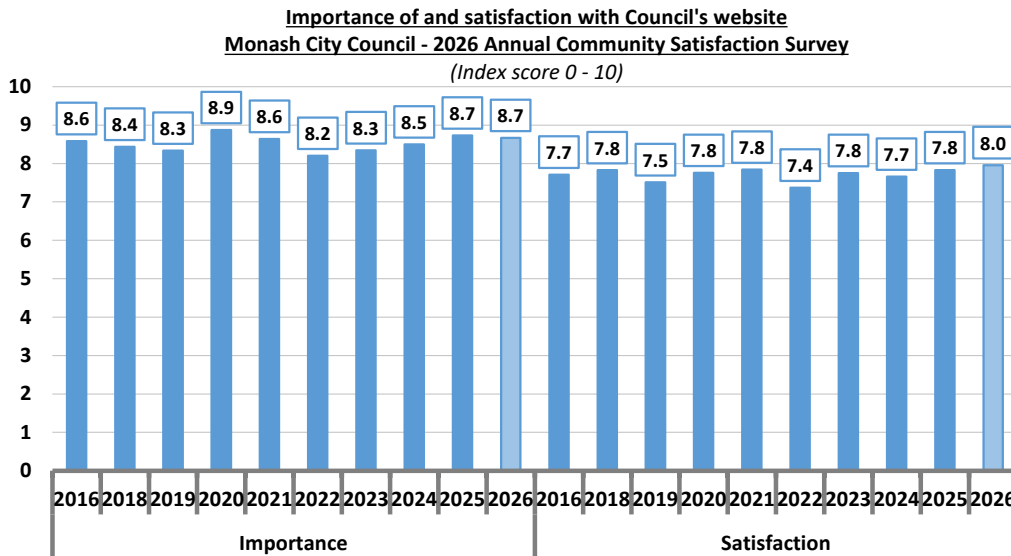
This result ranks the website 13th in terms of satisfaction this year.

This result comprised 69% "very satisfied" and two percent dissatisfied respondents, based on a total sample of 370 of the 376 respondents (47%) from households who had used these facilities in the last 12 months.



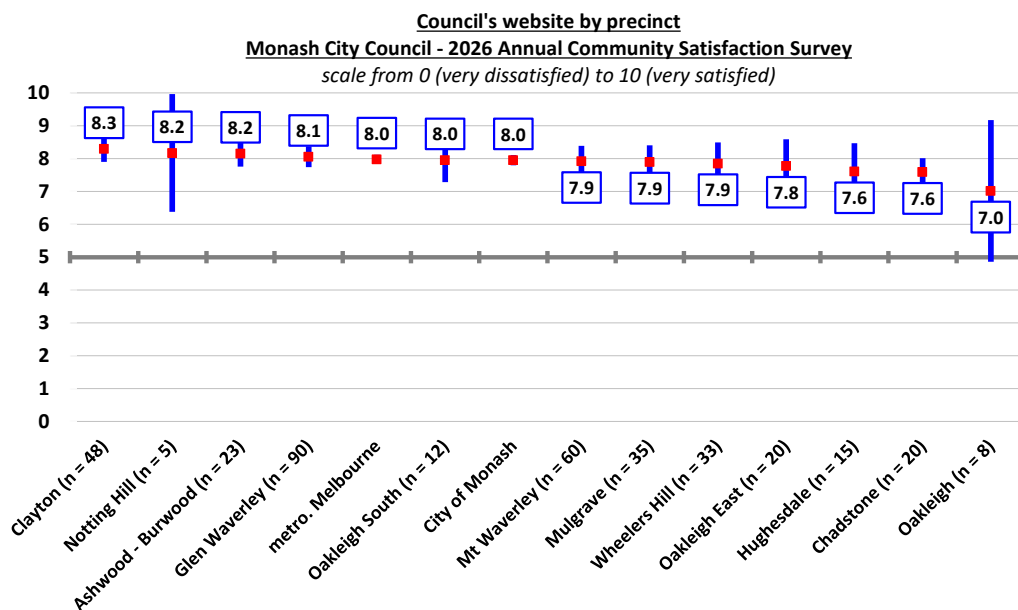
Monash City Council – 2026 Annual Community Satisfaction Survey

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



By way of comparison, satisfaction with the website was identical to the metropolitan Melbourne average satisfaction with the “Council’s website” of 8.0 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with Council’s website observed across the municipality, eight respondents from Oakleigh were notably (8pts) less satisfied than average, and at a “good” rather than an “excellent” level.



Planning and housing development

Planning for population growth by all levels of government

Respondents were read the following preamble, and then asked:

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

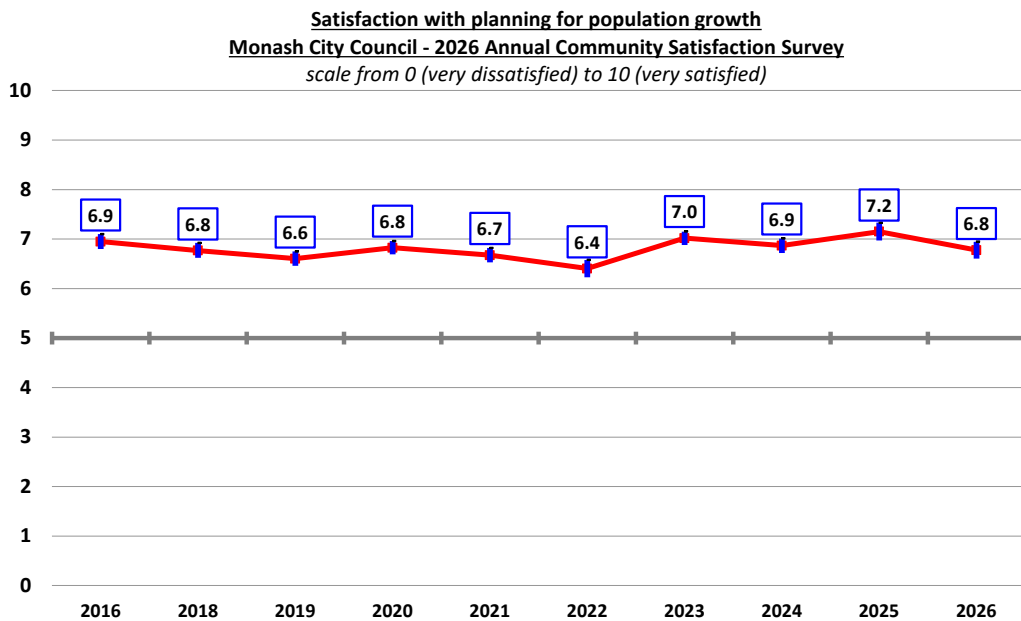
“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with planning for population growth (by all levels of government). If rated less than 6, why do you say that?”

This question specifically asked about satisfaction with planning for population growth by all levels of government, as residents will often have only a limited knowledge of the relatively responsibilities of local, state, and to a limited extent, federal governments in planning for population growth in their community.

Satisfaction with planning for population growth by all levels of government declined notably this year, down four percentage points (6%) from 7.2 to 6.8 out of 10, although it remained at a “good” level.

Despite the notable decline recorded this year, satisfaction with planning for population growth was identical to the long-term average satisfaction since 2016 of 6.8 out of 10.

Metropolis Research notes that the decline in satisfaction with planning for population growth may well have been influenced, at least in part, by recent announcements from the state government around higher density development in nominated activity centres across metropolitan Melbourne.



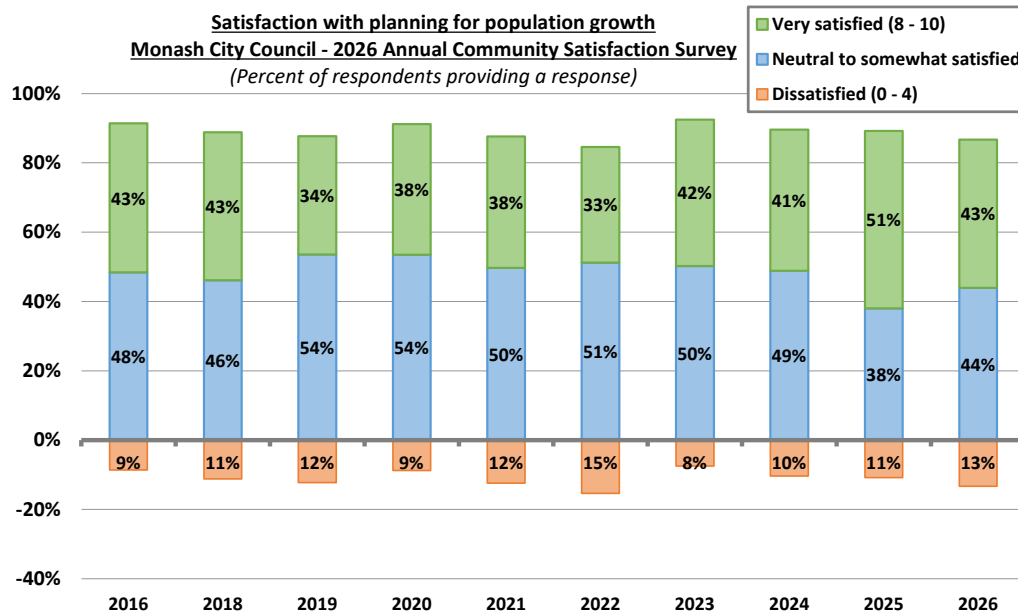
Monash City Council – 2026 Annual Community Satisfaction Survey

By way of comparison, this result was measurably lower than both the eastern region (6pts lower) and metropolitan (5pts lower) averages, as recorded in the 2026 *Governing Melbourne* research.

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

Consistent with the decline in average satisfaction with planning for population growth, there was a decline in the proportion of respondents (who provided a score) who were “very satisfied” this year, down eight percentage points to 43%.

There was a small increase in the proportion of respondents who were “dissatisfied”, which remained stable at 11% of respondents.



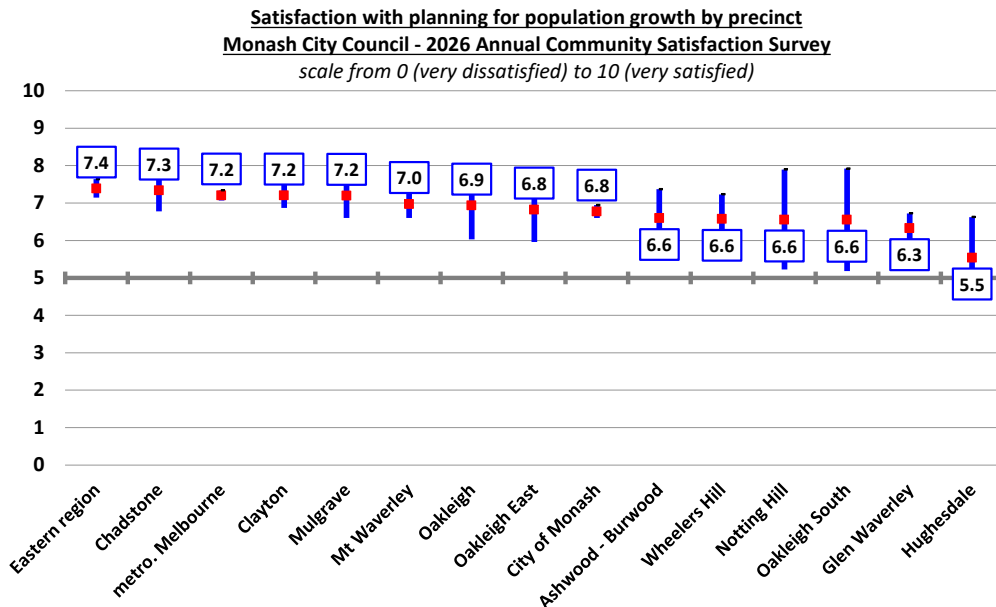
There was measurable variation in satisfaction with planning for population growth by all levels of government observed across the municipality.

Respondents from Chadstone were notably (5pts) more satisfied than average, and at a “very good” level, and respondents from Clayton were measurably (4pts) more satisfied than average, although still at a “good” level.

By contrast, respondents from Glen Waverley were notably (5pts) less satisfied than average and at a “solid” level, while respondents from Hughesdale were measurably and significantly (18pts or 19%) less satisfied than average, and at a “poor” level of satisfaction.

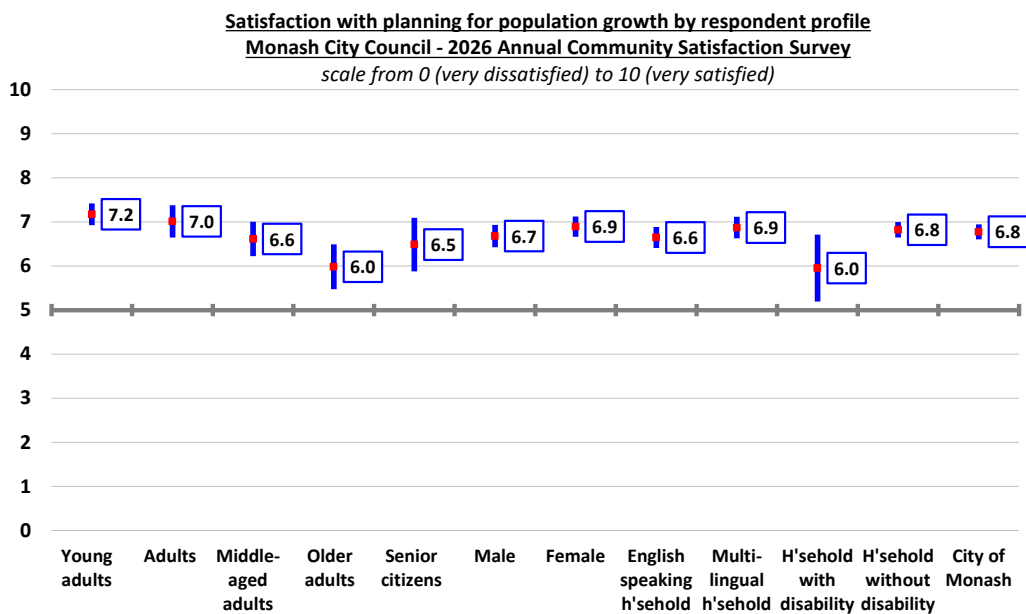


Monash City Council – 2026 Annual Community Satisfaction Survey

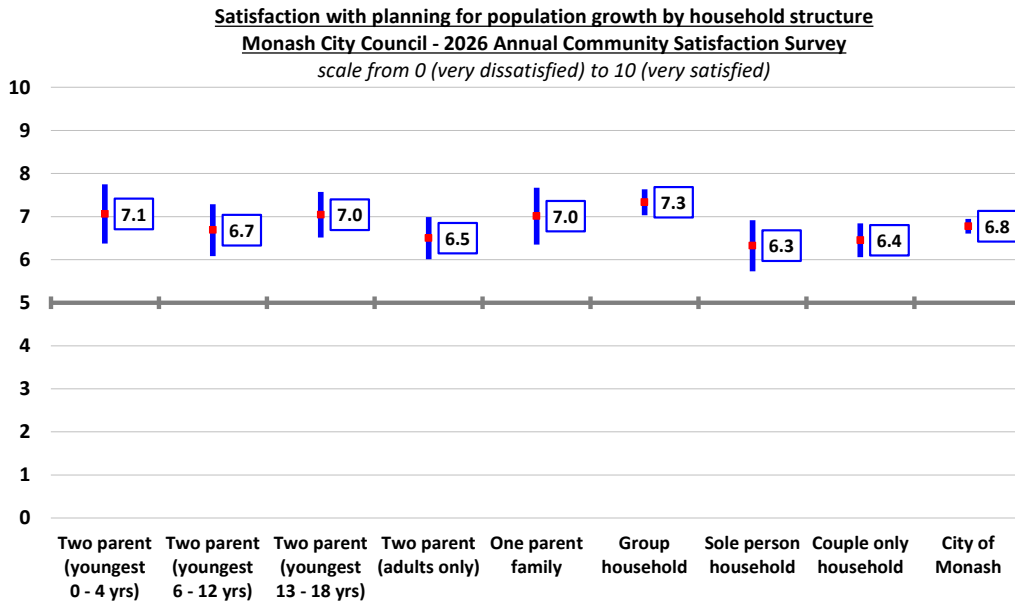


There was also notable to measurable variation in satisfaction with planning for population growth by all levels of government observed by respondent profile and household structure:

- **Notably to measurably MORE satisfied than average** – included young adults (aged 18 to 34 years), respondents from multilingual households, respondents from two-parent families (youngest child aged 0 to 4 years), and respondents from group households.
- **Notably to measurably LESS satisfied than average** – included older adults (aged 60 to 74 years), who rated satisfaction at a “solid” level, respondents from two-parent families (adult children only at home), and respondents from sole person and couple households, both of whom also rated satisfaction at “solid” level.



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Reasons for dissatisfaction with planning for population growth

There were 171 comments received from respondents who were not satisfied with planning for population growth by all levels of government.

These have been broadly categorised as follows:

• Planning and development related	31 comments
• Perceived impacts on parking, traffic, roads and public transport	26 comments
• Population growth / perceived over-population	23 comments
• Perceived impacts on infrastructure	17 comments
• Services and facilities	17 comments
• Need more housing / housing supply issues	16 comments
• Too many houses / high density	16 comments
• Affordable housing	5 comments
• General negative	5 comments
• Overcrowding	5 comments
• Communication / consultation / information / engagement	4 comments
• Environment and natural habitats	4 comments
• Open spaces	1 comment
• Social aspects	1 comment

The comments received around planning and development related aspects included perceived lack of planning, need to pace housing development, and similar issues.



Monash City Council – 2026 Annual Community Satisfaction Survey

Reasons for dissatisfaction with planning for population growth
Monash City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Planning and development</i>	
Lack of planning	10
Planning is poor / haphazard	3
I don't know anything that the Council has been doing to accommodate all these people	1
I don't see any planning at all, I see wealthy people buying houses that's it. No planning for economically struggling people, these issues of economic inequality increase further with increase in population	1
I see lots of new developments, but they are all empty houses	1
In these 5 streets many houses were single level, now it is all getting 3 to 4 levels. We need to look at this. This is due to lot of commercialisations, but quality of life is not good if not controlled in manner and developed too fast	1
It is better having a proper pace of development, it is too fast, need to control it.	1
Lack of development for middle income families	1
Not enough developments	1
Pretty slack on the permits	1
There is no plan, they just do whatever can feed the riches more	1
There is no plan, they just try their best to appease people but don't take the necessary steps required for a sustainable country and community	1
They always seem to be behind, they never seem to be planning properly, and we always pay the price for it	1
They are not doing anything to accommodate the growth	1
They are planning overpopulation for money, I think it's wrong because they want to do more buildings like railway corridors.	1
They are very reactive with their plans	1
They have a push on having no car spaces in new buildings which will affect the roads	1
They just plan for it; they don't do it. It's done without much consideration	1
Too many high rise buildings	1
We don't have the infrastructure for it, the government should think differently before populations move into new cities.	1
Total	31
<i>Parking, traffic, roads and public transport</i>	
Not enough parking spaces	9
Far too much traffic	3
Need more and better and larger roads to keep up with traffic	3
4,600 people will add to the strain on the roads	1
Because it is already overcrowded	1
Because this street gets congested during peak hours, and the travel time on this street slows down, there's too many cars and people, and the school is not far from here but still takes 30 mins to go by car	1
Dandenong Rd it's clogged up and not maintained	1
I've been living in this area for around 10 years and the roads are getting busier, I've worked as a roadside assistant, and they are getting crowded in a bad way	1



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Roads are small and narrow. It is not suited for population growth	1
The buses are always late and very infrequent	1
The infrastructure needs to be bigger as it will have more traffic	1
The traffic congestion due to population can be a real crisis if not looked after	1
Traffic infrastructure is not enough for the current population	1
Will need more of transport	1
Total	26
<i>Population growth / over population</i>	
Overpopulation	10
Too much / too quick immigration, it should be controlled	3
As I said it's already overpopulated, I've seen some of the places with apartments	1
Concerns for overcrowding of services	1
Glen Waverley is crowded	1
I would like to see zero growth, because it's too crowded already	1
Keeping up with the population is difficult	1
Lot of new people moving in all the time and complaining about all the things, Council can't handle more people	1
More people make it harder to maintain	1
Population growth and what is happening is something that all Councils need to get in line with, population growth needs to be paying back	1
There is too much growth in contrast with a lack of infrastructure.	1
We are expanding far too quickly	1
Total	23
<i>Infrastructure</i>	
Existing infrastructure is not enough to accommodate growth	5
Infrastructure is limited / lacking	3
I think the infrastructure has not been developed at the same rate as the population growth	1
I would like to see zero growth, because the infrastructure can't keep up	1
Keep up the infrastructure with the population	1
Not enough infrastructure for malls	1
Not enough infrastructure for schools	1
Not enough infrastructure mainly water security and other infrastructures	1
There is not enough basic infrastructure through the city	1
Theres no plans for infrastructure	1
They should invest more in infrastructure we already have	1
Total	17
<i>Services and facilities</i>	
Existing facilities is not enough to accommodate	5
Facilities need to be increased at same speed as population	2
Government needs to see if we have enough social support services before populating the area with more residents	1
If the population is going to increase so much, there needs to be more facilities provided	1



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It is getting hard to manage public services	1
Kindergarten access already full	1
Lack of services for the added people	1
More resources	1
Not enough medical facilities like specialists and hospitals facilities	1
Not enough services for now	1
Resources already stretched	1
Services like libraries is not enough for the current population	1
Total	17

Need more housing / housing supply issues

Lack of / not enough housing	6
Need more housing	2
Because they are bringing all the migrants without letting them know about not having enough jobs and housing is not enough. There are 3 families living in one apartment, that should not be allowed. Prepare the place first, clean the area, make the housing and then bring the migrants	1
Growth has exceeded the housing demand, need more high-density housing	1
Housing facilities are also really bad	1
Housing market not suitable	1
I just think the population is increasing so much, and we don't have the housing	1
It is unclear to how to accommodate new residents	1
The housing situation is too bad, I had to give my other house on rent, I had lots of bad experience with the tenants, the situation is very bad	1
They want to increase density without consideration for accommodation or population	1
Total	16

Too many houses / high density

Overdevelopment	2
Too many high rises	2
Because they are going high density without thinking of implications	1
Council is allowing too many high-rises around the station	1
Development is there but high rises on the freeways creating high traffic, should be spread out	1
High density living around the city	1
I do not like the subdivision of blocks	1
I just think there's very little consideration of impact of increasing density on residents	1
It has been geared to high density housing. But residents don't like this in the area	1
Just this whole conversation about building the hub in Ashburton seems to me that it'll really impact the density here and I'm not happy about the number of units that they are allowing to be built on small pieces of land	1
Multi story development in residential areas	1
Some streets are getting more denser it should be properly planned based on the locality	1
The high-rise apartments that they are trying to build around Oakleigh metro station, I'm not happy with it. I've seen others do it like Box Hill, they are for international people	1
There is lot of town houses	1
Total	16



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<i>Affordable housing</i>	
Affordability of homes will go down	1
Cost will increase	1
Expensive to buy a house	1
Housing and prices will not reach	1
They need to have affordable homes	1
Total	5
<i>General negative</i>	
I haven't seen any visible action	1
I wouldn't encourage it	1
The Council shouldn't be focused on these issues	1
The Council won't be doing enough	1
They don't care about current inhabitants	1
Total	5
<i>Overcrowding</i>	
Too crowded	2
The people are coming but we are also part of the community so there's no room	1
There are loads of suburbs that they can push out instead of putting into the inner suburbs	1
They want us to live on top of each other	1
Total	5
<i>Communication / consultation / information / engagement</i>	
I don't think there's been much engagement	1
More awareness of a plan	1
Need better PR and advertising on what they going to do with population	1
There was a petition we signed for challenging some plans that were going down the roads, and nothing happened about it	1
Total	4
<i>Environment and natural habitats</i>	
Council are permitting the new construction in the locality which is disturbing the natural habitats	1
Distractions of vegetation	1
If population keeps growing how will they maintain the nature, it'll be just concrete and buildings	1
They cut lot of trees for new constructions around here; they need to maintain a green umbrella	1
Total	4



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<i>Open spaces</i>	
Will need more of spaces	1
Total	1
<i>Social aspects</i>	
There is no respect within the community and overdevelopment is not the answer	1
Total	1
Total responses	171

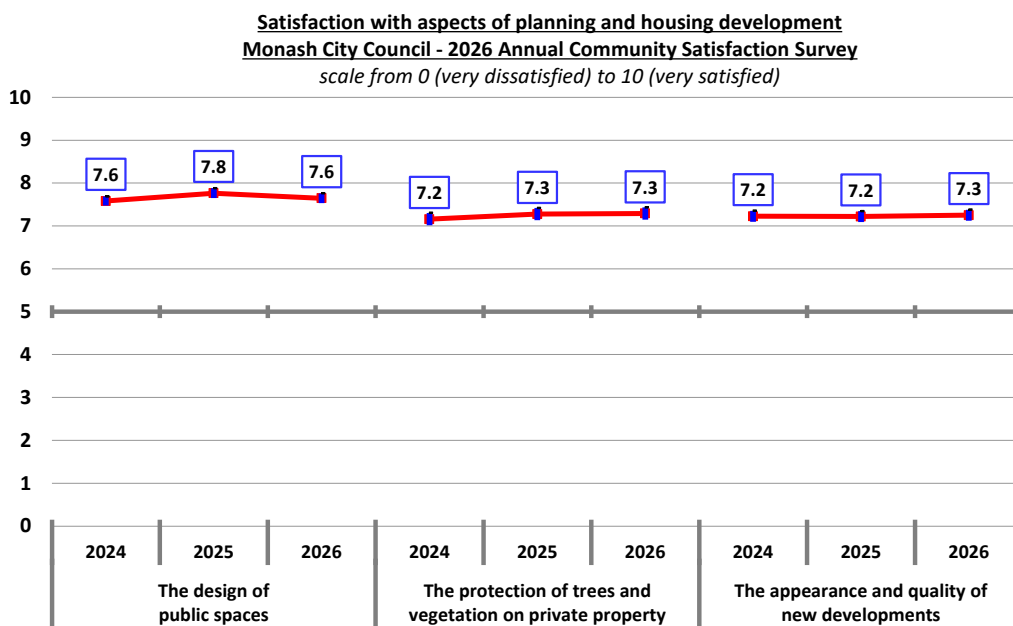
Satisfaction with aspects of planning and housing development

Respondents were asked:

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

Respondents were again in 2026, asked to rate their satisfaction with three key planning and development outcomes in the municipality.

Satisfaction with the three planning and development outcomes remained relatively stable this year, although there was a two-percentage decline in satisfaction with the design of public spaces, down from an “excellent” 7.8 to a “very good” 7.6 out of 10.



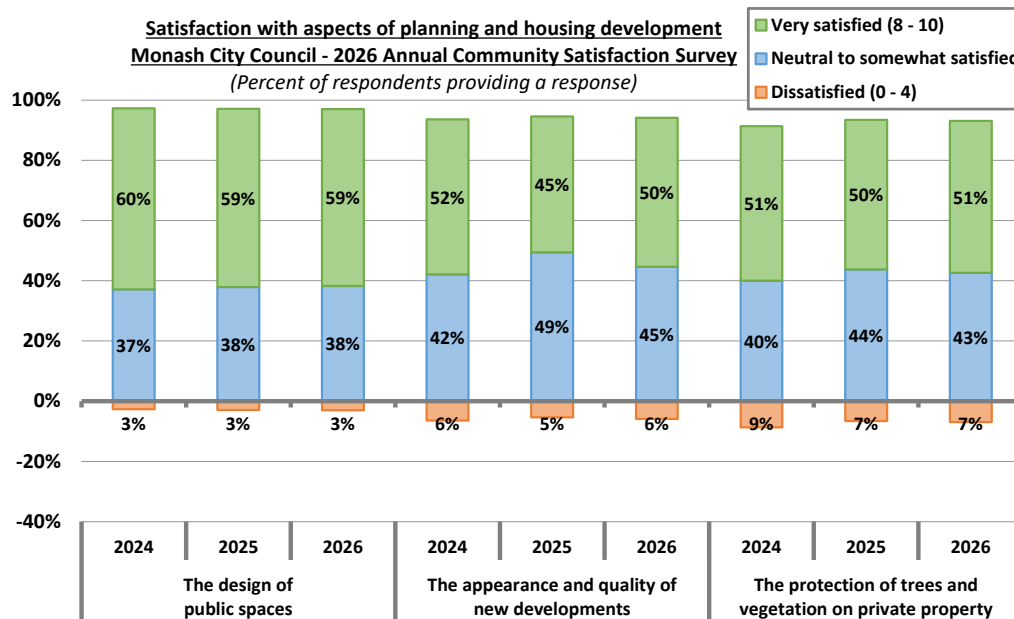
Monash City Council – 2026 Annual Community Satisfaction Survey

Particularly informative was the “very good” satisfaction with the appearance and quality of new developments, which is the key measure of community satisfaction with new development on the ground in the municipality increased to a record level for the City of Monash.

Satisfaction with all three planning and development outcomes was recorded at “very good” levels this year.

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

Attention is drawn to the five-percentage point increase in the proportion of respondents “very satisfied” with the appearance and quality of new developments, up from 45% to 50%. The proportion of respondents who were “dissatisfied” with the three planning and development outcomes remained essentially stable this year, with seven percent “dissatisfied” with the protection of trees and vegetation on private property.



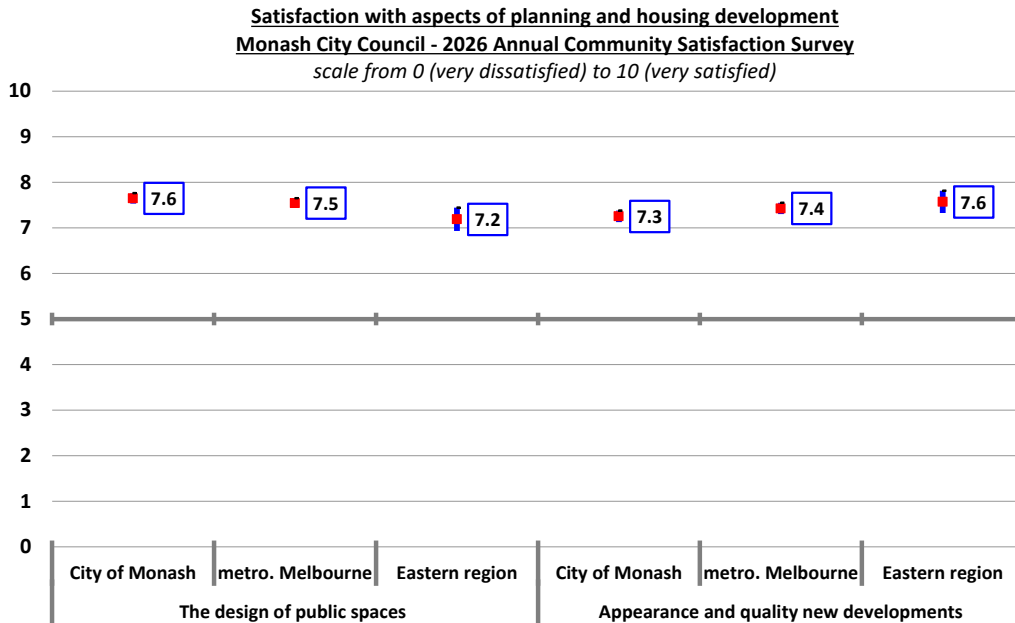
Two of these three planning and development outcomes were also included in the 2026 *Governing Melbourne* research conducted independently by Metropolis Research in January 2026, using the same in-person, door-to-door methodology.

Satisfaction with the design of public spaces remained marginally (1pt) above the metropolitan average, and measurably (4pts) above the eastern region councils’ average.



Monash City Council – 2026 Annual Community Satisfaction Survey

Satisfaction with the appearance and quality of new developments was marginally (1pt) lower than the metropolitan average, and somewhat (3pts) lower than the eastern region councils' average, although all three results were categorised as “very good”,



Appearance and quality of new developments

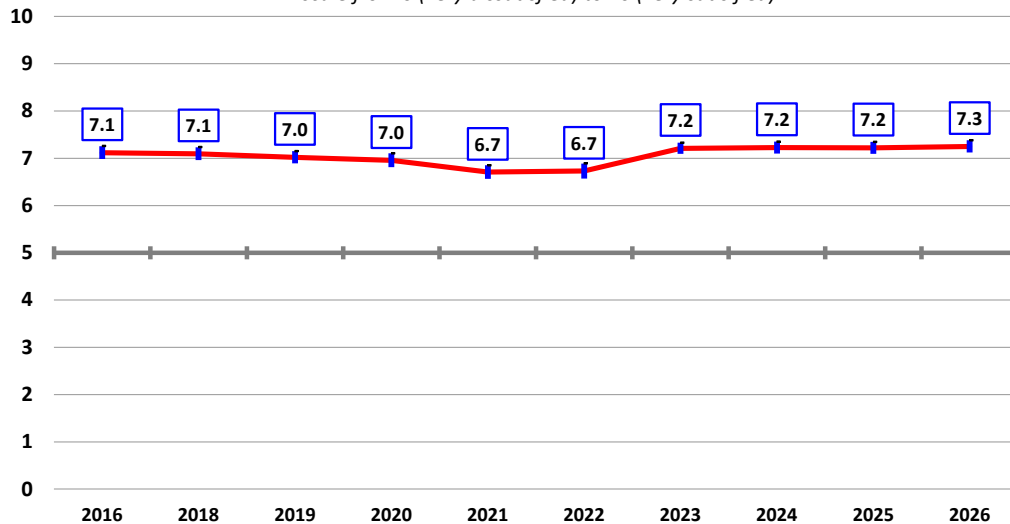
Satisfaction with the appearance and quality of new developments increased marginally this year, to a record high 7.3 out of 10, or a “very good”, up from a “good” level of satisfaction.

This was the highest satisfaction score recorded for the City of Monash for this aspect of performance and was somewhat (2pts) higher than the long-term average since 2016 of 7.1.



Monash City Council – 2026 Annual Community Satisfaction Survey

The appearance and quality of new developments in your area
Monash City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

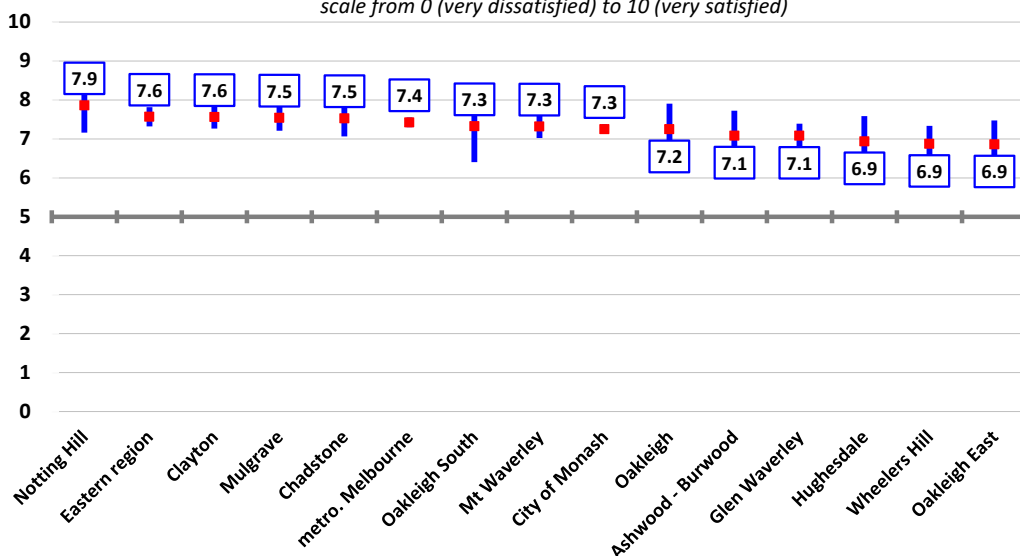


By way of comparison, this result was marginally (1pt) lower than the metropolitan average, and somewhat (3pts) lower than the eastern region councils' average.

While there was no measurable variation in this result observed across the municipality, 15 respondents from Notting Hill were notably (6pts) more satisfied than average, and at an "excellent" level.

By contrast, respondents from Hughesdale, Wheelers Hill, and Oakleigh East were notably less satisfied than average, and at "good" rather than "very good" levels.

Appearance and quality of new developments by precinct
Monash City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



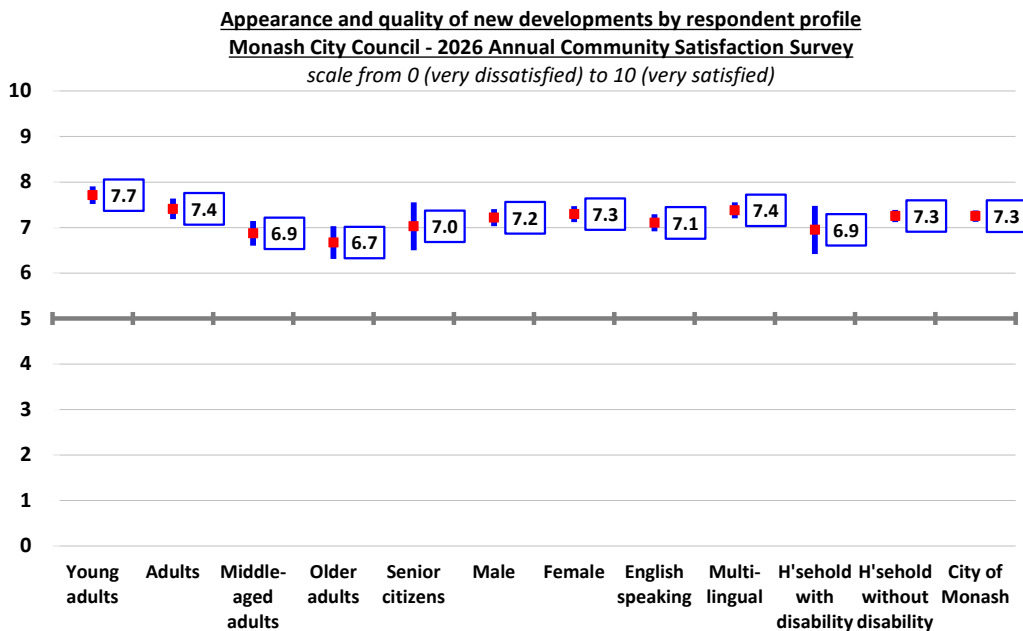
Monash City Council – 2026 Annual Community Satisfaction Survey

There was measurable variation in satisfaction with the appearance and quality of new developments observed by respondent profile.

Young adults (aged 18 to 34 years) were measurably (4pts) more satisfied than average, although still at a “good” level.

By contrast, middle-aged and older adults (aged 45 to 74 years) were measurably (4pts and 6pts respectively), and senior citizens (aged 75 years and over) were notably less satisfied than average, and at “good” rather than “very good” levels.

Respondents from multilingual households were notably (3pts) more satisfied than respondents from English speaking households, and respondents from households with a member with disability were notably less satisfied than other respondents.



Examples of and comments about specific developments

The following table outlines 81 comments and 10 locations or developments of concern in relation to the appearance and quality of new development.

These comments have been broadly categorised as follows:

- | | |
|--|-------------|
| • Appearance and quality | 29 comments |
| • Overdevelopment / high density development | 14 comments |
| • Specific locations | 10 comments |
| • Planning and development process / regulations | 7 comments |
| • Traffic and parking | 6 comments |



Monash City Council – 2026 Annual Community Satisfaction Survey

- Heritage protection / character of neighbourhood 5 comments
- Trees / greenery 5 comments
- Limited / no new developments 4 comments
- General / other reasons 11 comments

Reasons for dissatisfaction with the appearance and quality of new development**Monash City Council - 2026 Annual Community Satisfaction Survey***(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>Appearance / quality</i>	
Some of them are ugly / boring / unattractive	8
Poor / bad quality	7
Some are done cheaply	3
All new houses look the same, done by one company called French Influence	1
Current development is box type, and the Council needs to be discerning on development	1
I do not like new buildings, because this country has so much space	1
Lack of structure of and longevity	1
Needs improvements as the properties are too close to the road	1
New buildings are ugly; they do not have to be. Add timber and make it more environmental	1
Some places that look like public library, due to their ugly design	1
Soon you will not see the Australian housing	1
The houses do not need to be that big	1
The look is all the same and colour scheme brown and black and beige, and it is just revolting.	1
They do not appear to be of minimum quality	1
Total	29
<i>Heritage protection / character of neighbourhood</i>	
Because the sizes of the multi-story houses, that are going up, is taking away from the essence of the area.	1
Does not blend in at all	1
New developments do not really tie in with the style of surroundings	1
Only some fit the aesthetic of the neighbourhood	1
Too many high rises which are changing the landscape and feel of the suburbs	1
Total	5
<i>Overdevelopment / high density development</i>	
Overdevelopment	2
Too many high-density approvals	2
All development is very congested; they are joint to one another	1
Fence to fence building, no spaces between 2 houses, always adjoin	1
Issues with dense housing	1
Overdevelopment of local suburban streets	1



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Push to high-rise is not applicable	1
Size of new developments	1
The multi-storey houses impact on the small houses, as they do not get any light from the neighbours because of big houses and then the houses end up getting sold because they did not know a multistorey will be built there	1
Too many people in one area, causing overcrowding	1
Too many units and apartments and rooming houses	1
Units are crowding tremendously	1
Total	14

Planning and development process / regulations

Because they go for density rather than quality	1
Lack of planning about occupancy	1
Public development capacity is too low	1
The planning of roads and laneways are all not really good	1
There is no uniformity	1
They are doing so much but not concerned about facilities	1
They build 2 storeys when clearly asked for 1 storey. They do not have the values that we had earlier, single storey get permits for 2 storeys as well	1
Total	7

Specific locations

Apartments near Kingsway	1
High rises apartment around Glen Waverley Station. The city should have low density housing	1
I am worried about the golf course. It is not nice now, they cut all the trees, and the water is dirty brown now	1
It is the new development in Talbot Ave, as long as they make access to that from Centre Rd not from our street	1
McIntyre St	1
Neighbour's building is too dangerous	1
The house in front of my house has been emptying for months	1
The houses that are too big on Glen Tower Dr	1
Well, just have a look at the Railway, they stopped maintaining the area, they do not mow the lawns, and the grass is not collected	1
Yellow Box Lane	1
Total	10

Trees / greenery

Excessively large houses for the plots with no gardens	1
Gardens are disappearing	1
I have got trees everywhere, and if 5 years later I want to cut it down, I need to get permission. I get in trouble for cutting my trees, but the house next door does not have any trees, the Council is unfair	1
No green spaces for kids to play in new houses	1
Removal of greenery	1
Total	5



Monash City Council – 2026 Annual Community Satisfaction Survey

<i>Traffic and parking</i>	
Because when new development occurs there is no new parking and facilities for them in the area	1
Causing traffic	1
Multiple buildings being under construction impacts traffic and the planning	1
The amount of apartment that creates congestion is horrible	1
They do not have parking spots which puts pressure on the streets	1
Too many cars on the streets	1
Total	6
<i>Limited / no new developments</i>	
Have not seen any	2
I have not seen any visible action	1
Not enough	1
Total	4
<i>General / other reasons</i>	
In general.	2
They need to fix roads first before they build new developments	2
Conflict of interest question	1
I have heard that the library is being renovated as it had issues	1
Old buildings need to be renovated	1
Some are okay and some are really not	1
They are obstructing views	1
They should work when people are not commuting	1
Too much care towards the Chinese immigrants	1
Total	11
Total responses	91

The design of public spaces

Satisfaction with the design of public spaces declined somewhat this year, down two percentage points to 7.6 out of 10, which was a “very good”, down from an “excellent” level.

Despite the small decline this year, satisfaction with the design of public spaces was identical to the long-term average satisfaction since 2016 of 7.6 out of 10.

These results reinforce a consistent level of high satisfaction with the design of public spaces in the City of Monash.

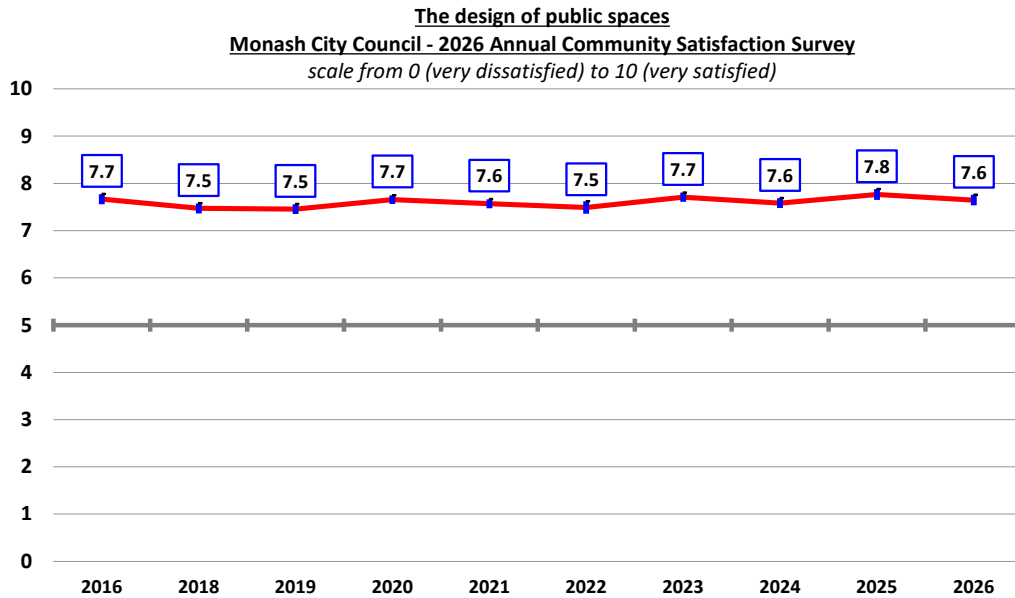
By way of comparison, this result was marginally (1pt) higher than the metropolitan average, and measurably (4pts) higher than the eastern region councils’ average.

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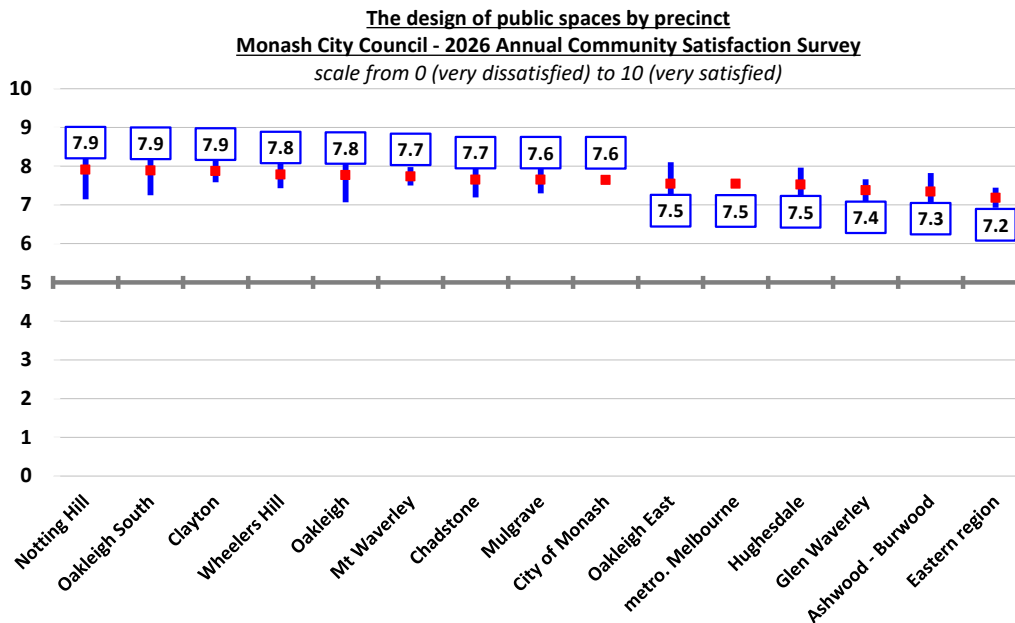


Monash City Council – 2026 Annual Community Satisfaction Survey



There was no measurable variation in satisfaction with the design of public spaces observed across the City of Monash.

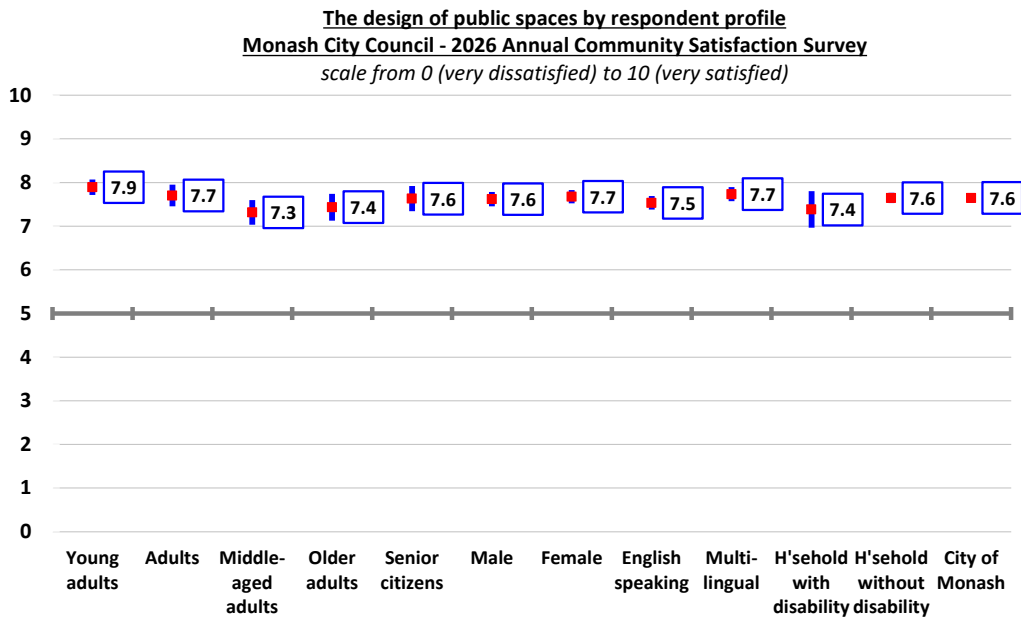
It is noted, however, that respondents from Notting Hill, Oakleigh South, Clayton, Wheelers Hill and Oakleigh all rated satisfaction at “excellent” levels.



Monash City Council – 2026 Annual Community Satisfaction Survey

There was no measurable variation in this result observed by respondent profile, although young adults (aged 18 to 34 years) were notably more satisfied than average, and at an “excellent” level.

By contrast, middle-aged adults (aged 45 to 59 years) were notably less satisfied than average, although still at a “very good” level.



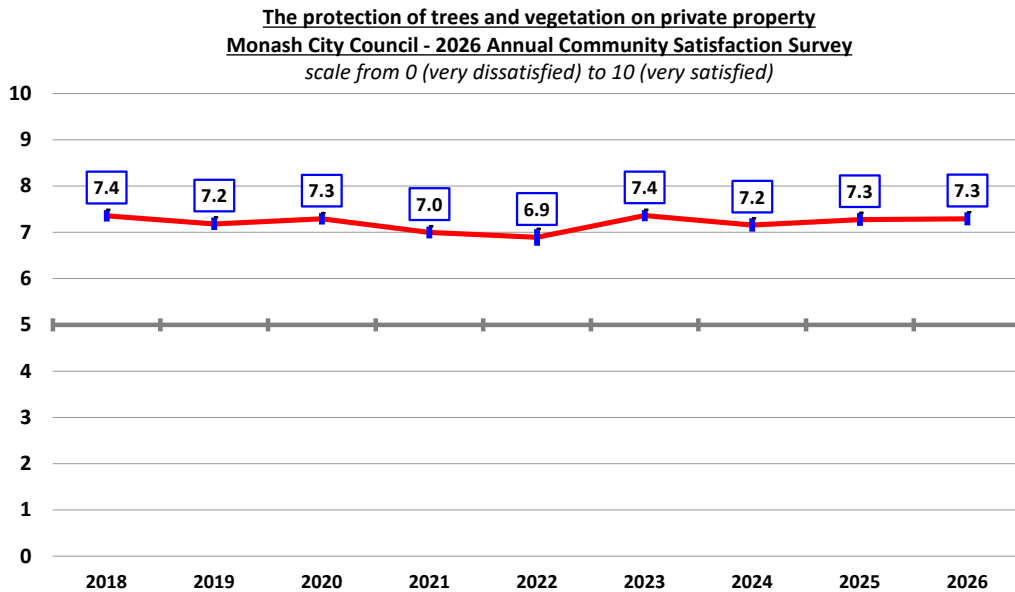
The protection of trees and vegetation on private property

Satisfaction with the protection of trees and vegetation on private property remained stable this year at 7.3 out of 10, or a “very good” level of satisfaction.

This result remains the equal second highest score recorded for this aspect of performance for the City of Monash and was marginally above the long-term average since 2016 of 7.2.



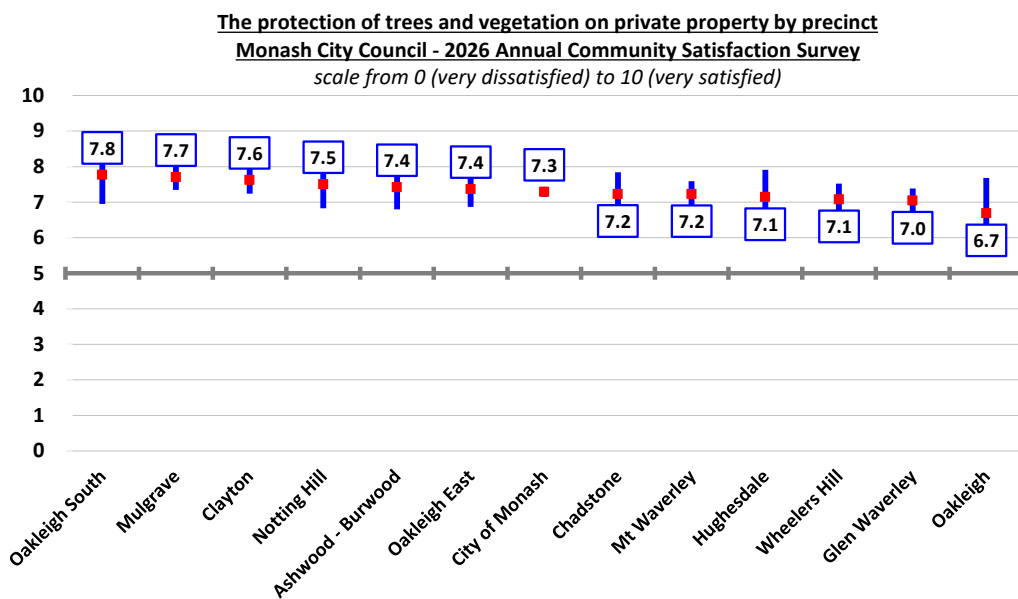
Monash City Council – 2026 Annual Community Satisfaction Survey



There was no measurable variation in this result observed across the municipality, although it is noted that respondents from Oakleigh South were notably (5pts) more satisfied than average, and at an “excellent” level.

Respondents from Mulgrave and Clayton were also notably more satisfied than average, although still at “very good” levels.

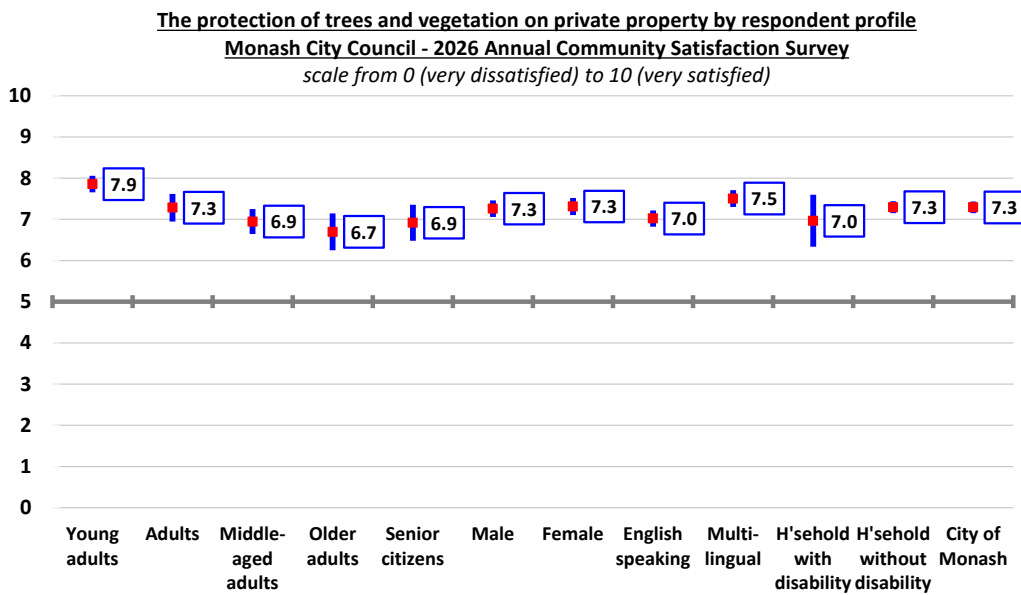
By contrast, respondents from Glen Waverley and Oakleigh were notably less satisfied than average, and at “good” rather than “very good” levels.



Monash City Council – 2026 Annual Community Satisfaction Survey

There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average, and at an “excellent” level. By contrast, older respondents (aged 45 years and over) were notably less satisfied than average, and at “good” rather than “very good” levels.

Respondents from multilingual households were measurably (5pts) more satisfied with the protection of trees and vegetation on private property than respondents from English speaking households.



*Monash City Council – 2026 Annual Community Satisfaction Survey***Current issues for the City of Monash**

Respondents were asked:

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

Respondents were again in 2026 asked to identify what they considered to be the top three issues for the City of Monash to address ‘at the moment’.

This is a critical component of the *Annual Community Survey* program, as it provides meaningful insight into the range of issues currently of importance to the community and insight into how these issues may be related to or potentially impacting on community satisfaction with Council.

These can include a wide range of issues, some relating to the activities of Council, and some relating to other areas. They all, however, have the capacity to impact on the local community’s satisfaction with, and expectations of their local council.

It is important to bear in mind that these responses were not necessarily all complaints about the performance of Council, nor do they only reflect services, facilities, and issues that were primarily the responsibility of local government.

The open-ended responses received from respondents have been broadly categorised into a set of approximately 70 categories as outlined in the following graphic and table.



Monash City Council – 2026 Annual Community Satisfaction Survey

A little more than two-thirds (67% down from 70%) of respondents provided a total of 998 responses, at an average approximately two issues per respondent.

In recent years, there have been four issues that were commonly nominated as top three issues to address for the City of Monash, those being parking, traffic management, road maintenance and repairs, and rubbish and waste issues.

The prominence of these three transport related issues including [roads](#), traffic, and parking was broadly consistent with the metropolitan average, and consistent with many other eastern and southeastern region municipalities, as discussed later in this report.

The prominence of [rubbish and waste issues](#) in the City of Monash was significantly higher than the metropolitan average, and was the second highest proportion recorded by Metropolis Research in 2025 and so far in 2026, as discussed in the following section.

As discussed in the [relationship between issues and overall satisfaction](#) section of this report, the issues that appeared to be negatively related to overall satisfaction with Council included planning and development (34 respondents, 8pts less satisfied), footpaths (34 respondents, 5pts less), parks and gardens (42 respondents, 5pts less), street trees (59 respondents, 4pts less), lighting issues (29 respondents, 4pts less), Council rates, fees, and charges (36 respondents, 3pts less), safety, policing, and crime (61 respondents, 2pts less), and road maintenance and repairs (107 respondents, 3pts less satisfied).

Change in results from 2025 to 2026:

There was some variation observed in the top issues to address this year, as follows:

- ***Somewhat MORE commonly nominated in 2026 than in 2025*** – included road maintenance and repairs issues (13% up from 10%).
- ***Somewhat LESS commonly nominated in 2026 than in 2025*** – included street trees (7% down from 12%) and lighting (4% down from 10%) related issues.

Of most note in these results was the decline in the proportion of respondents nominating street tree related issues this year, back to a level consistent with the metropolitan average.

Variation between the City of Monash and metropolitan Melbourne:

There was some variation observed in the top issues to address this year between the City of Monash and metropolitan Melbourne, as recorded in the 2026 *Governing Melbourne*, as follows:

- ***Somewhat to notably MORE commonly nominated in the City of Monash*** – included road maintenance and repairs (13% compared to 10%), and rubbish and waste issues (10% compared to 3%).
- ***Somewhat LESS commonly nominated in the City of Monash*** – included lighting related issues (4% compared to 10%).



Monash City Council – 2026 Annual Community Satisfaction Survey

Top three issues for the City of Monash at the moment
Monash City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Response	2026		2025	2024	2023	2026 Metro.*
	Number	Percent				
Road maintenance and repairs	107	13%	10%	6%	6%	10%
Parking	102	13%	13%	13%	12%	12%
Rubbish and waste issues inc. garbage collection	83	10%	11%	11%	17%	3%
Traffic management	83	10%	12%	13%	14%	11%
Safety, policing and crime	61	8%	8%	4%	3%	9%
Provision and maintenance of street trees	59	7%	12%	8%	5%	7%
Parks, gardens and open spaces	42	5%	6%	6%	5%	3%
Council rates	36	4%	4%	3%	2%	3%
Building, planning, housing and development	34	4%	4%	7%	4%	5%
Footpath maintenance and repairs	34	4%	5%	4%	4%	3%
Hard rubbish collection	31	4%	4%	4%	3%	1%
Lighting	29	4%	10%	4%	7%	10%
Public toilets	21	3%	2%	2%	3%	2%
Communication and consultation	20	2%	4%	2%	4%	1%
Public transport	17	2%	2%	1%	1%	2%
Animal / pest management	13	2%	1%	2%	1%	1%
Street cleaning and maintenance	13	2%	3%	2%	3%	3%
Cleanliness and maintenance of area	12	1%	1%	1%	5%	3%
Nature strip issues	11	1%	1%	1%	1%	1%
Bike, cycling / walking paths	10	1%	3%	2%	2%	1%
Elderly services and facilities	10	1%	1%	1%	1%	0%
Promote or improve community atmosphere	10	1%	0%	0%	0%	0%
Environment, conservation and climate change	9	1%	1%	1%	3%	2%
Children activities and facilities	8	1%	1%	2%	1%	1%
Cost of living	8	1%	0%	0%	3%	1%
Drains maintenance and repairs	8	1%	3%	4%	2%	3%
Sports, leisure and recreation facilities	8	1%	2%	3%	1%	2%
Dog off leash parks / bins / facilities	7	1%	2%	1%	1%	1%
Provision & maintenance of community facilities	7	1%	0%	0%	1%	1%
Recycling collection	7	1%	1%	1%	1%	1%
Council customer service and responsiveness	6	1%	1%	1%	1%	0%
Education and schools	6	1%	0%	0%	1%	0%
Housing availability / affordability	6	1%	0%	2%	1%	1%
Council management, governance, accountability	5	1%	1%	1%	1%	1%
Quality and provision of community services	5	1%	1%	0%	0%	0%
All other issues (36 separately identified issues)	70	9%	10%	8%	11%	13%
Total responses	998		1,120	1,034	1,089	924
<i>Respondents identifying at least one issue</i>	534 (67%)		560 (70%)	553 (69%)	553 (68%)	496 (62%)

(*) 2026 metropolitan Melbourne average from Governing Melbourne



Issues by precinct

There was some variation in the top issues to address for residents living in the City of Monash observed across the municipality, as follows:

- **Ashwood-Burwood** – respondents were notably more likely than average to nominate road maintenance and repairs and parking related issues, and somewhat more likely to nominate rubbish and waste issues, environment, conservation and climate change issues, and hard rubbish related issues.
- **Chadstone** – respondents were somewhat more likely than average to nominate parks and gardens, lighting, community atmosphere related issues.
- **Clayton** – respondents were notably more likely than average to nominate parking and rubbish and waste related issues, and somewhat more likely to nominate hard rubbish issues.
- **Wheelers Hill** – respondents were notably more likely than average to nominate street tree related issues, and somewhat more likely to nominate parks, gardens, and open spaces.
- **Mt Waverley** – respondents were notably more likely than average to nominate road maintenance and repair related issues.
- **Mulgrave** – respondents were notably more likely than average to nominate road maintenance and repairs, street trees, and parks, gardens, and open spaces, and somewhat more likely to nominate nature strip related issues.
- **Oakleigh** – respondents were notably more likely than average to nominate footpaths, traffic management, Council rates, fees, and charges, parks, gardens, and open spaces, lighting, and bicycle and walking path related issues. They were also somewhat more likely than average to nominate rubbish and waste issues, and street tree related issues.
- **Oakleigh East** – respondents were notably more likely than average to nominate road maintenance and repairs, safety, policing, and crime issues, communication and consultation, community atmosphere, cleanliness and maintenance, and community facilities related issues.
- **Oakleigh South** – respondents were notably more likely than average to nominate road maintenance and repairs, parking, street trees, communication and consultation, dog-off leash and related issues, and elderly services and facilities. They were also somewhat more likely than average to nominate traffic management related issues.
- **Hughesdale** – respondents were notably more likely than average to nominate road maintenance and repairs, and traffic management related issues. They were somewhat more likely than average to nominate lighting, parks, gardens, and open spaces, nature strip issues, community atmosphere, and recycling related issues.



Monash City Council – 2026 Annual Community Satisfaction Survey

Top three issues for the City of Monash at the moment by precinct**Monash City Council - 2026 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

Ashwood - Burwood		Chadstone	
Road repairs and maintenance	18%	Rubbish and waste issues inc. garbage	10%
Rubbish and waste issues inc. garbage	13%	Traffic management	10%
Parks, gardens and open space	10%	Parks, gardens and open space	8%
Parking	10%	Road repairs and maintenance	8%
Traffic management	10%	Safety, policing and crime	8%
Environment, conservation, climate change	8%	Provision and maintenance of street trees	8%
Safety, policing and crime	8%	Lighting	8%
Provision and maintenance of street trees	8%	Promote / improve community atmosphere	5%
Hard rubbish collection	8%	Public toilets	5%
Communication and consultation	5%	Social issues	5%
All other issues	30%	All other issues	38%
Respondents identifying an issue	24 (61%)	Respondents identifying an issue	26 (67%)

Clayton		Notting Hill	
Parking	28%	Parking	3%
Rubbish and waste issues inc. garbage	17%	Provision and maintenance of street trees	2%
Road repairs and maintenance	8%	Hard rubbish collection	2%
Hard rubbish collection	8%	Noise	2%
Traffic management	7%	Parks, gardens and open space	1%
Lighting	6%	Council rates	1%
Parks, gardens and open space	5%	Building, planning, housing, development	1%
Footpath repairs and maintenance	5%	Road repairs and maintenance	1%
Safety, policing and crime	5%	Rubbish and waste issues inc. garbage	1%
Public transport	5%	Traffic management	1%
All other issues	46%	All other issues	4%
Respondents identifying an issue	80 (71%)	Respondents identifying an issue	12 (86%)

Glen Waverley		Wheelers Hill	
Parking	13%	Provision and maintenance of street trees	13%
Traffic management	12%	Road repairs and maintenance	11%
Safety, policing and crime	10%	Parks, gardens and open space	9%
Road repairs and maintenance	9%	Council rates	6%
Provision and maintenance of street trees	7%	Safety, policing and crime	6%
Rubbish and waste issues inc. garbage	6%	Rubbish and waste issues inc. garbage	5%
Hard rubbish collection	6%	Traffic management	5%
Public toilets	6%	Building, planning, housing, development	4%
Building, planning, housing, development	5%	Parking	3%
Council rates	4%	Footpath repairs and maintenance	3%
All other issues	53%	All other issues	41%
Respondents identifying an issue	114 (70%)	Respondents identifying an issue	47 (59%)



Monash City Council – 2026 Annual Community Satisfaction Survey

Top three issues for the City of Monash at the moment by precinct**Monash City Council - 2026 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

Mt Waverley		Mulgrave	
Road repairs and maintenance	17%	Road repairs and maintenance	17%
Parking	14%	Provision and maintenance of street trees	14%
Rubbish and waste issues inc. garbage	11%	Rubbish and waste issues inc. garbage	12%
Traffic management	11%	Traffic management	10%
Safety, policing and crime	9%	Parks, gardens and open space	9%
Building, planning, housing, development	7%	Parking	9%
Council rates	5%	Safety, policing and crime	9%
Footpath repairs and maintenance	3%	Nature strip issues	4%
Provision and maintenance of street trees	3%	Footpath repairs and maintenance	4%
Parks, gardens and open space	3%	Hard rubbish collection	4%
All other issues	34%	All other issues	35%
Respondents identifying an issue	95 (63%)	Respondents identifying an issue	51 (63%)

Oakleigh		Oakleigh East	
Footpath repairs and maintenance	20%	Road repairs and maintenance	19%
Traffic management	17%	Safety, policing and crime	14%
Council rates	13%	Rubbish and waste issues inc. garbage	11%
Road repairs and maintenance	13%	Traffic management	11%
Rubbish and waste issues inc. garbage	13%	Communication and consultation	8%
Parks, gardens and open space	10%	Parking	5%
Safety, policing and crime	10%	Promote / improve community atmosphere	5%
Provision and maintenance of street trees	10%	Provision and maintenance of street tree	5%
Lighting	10%	Cleanliness and maintenance of area	5%
Bike, cycling / walking paths	7%	Provision / maint. of community facilities	5%
All other issues	17%	All other issues	32%
Respondents identifying an issue	18 (60%)	Respondents identifying an issue	24 (66%)

Oakleigh South		Hughesdale	
Road repairs and maintenance	29%	Road repairs and maintenance	21%
Parking	25%	Traffic management	21%
Provision and maintenance of street trees	17%	Rubbish and waste issues inc. garbage	12%
Building, planning, housing, development	13%	Lighting	12%
Traffic management	13%	Parks, gardens and open space	9%
Communication and consultation	8%	Parking	9%
Footpath repairs and maintenance	8%	Provision and maintenance of street trees	9%
Rubbish and waste issues inc. garbage	8%	Nature strip issues	6%
Dog off leash parks / bins / facilities	8%	Promote / improve community atmosphere	6%
Elderly services and facilities	4%	Recycling collection	6%
All other issues	29%	All other issues	21%
Respondents identifying an issue	19 (82%)	Respondents identifying an issue	24 (72%)



Issues by respondent profile

There was variation in the top issues to address observed by respondent profile, as follows:

- ***Young adults (aged 18 to 34 years)*** – respondents were notably more likely than average to nominate rubbish and waste issues.
- ***Adults (aged 35 to 44 years)*** – respondents were notably more likely than average to nominate traffic management related issues.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were notably more likely than average to nominate traffic management, and safety, policing, and crime related issues.
- ***Older adults (aged 60 to 74 years)*** – respondents were notably more likely than average to nominate street trees as well as parks, gardens, and open spaces related issues.
- ***Senior citizens (aged 75 years and over)*** – respondents were notably more likely than average to nominate street trees, footpaths, Council rates, fees, and charges, elderly services and facilities, and communication and consultation related issues.
- ***Gender*** – there was no substantive variation in the top issues nominated by male and female respondents.
- ***Multilingual household*** – respondents were notably more likely than respondents from English speaking households to nominate parking related issues.
- ***Households with a member with disability*** – respondents were notably more likely than other respondents to nominate traffic management, planning and development issues, parks, gardens, and open spaces, and street tree related issues.



Monash City Council – 2026 Annual Community Satisfaction Survey

Top three issues for the City of Monash at the moment by respondent profile**Monash City Council - 2026 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

Young adults (18 to 34 years)		Adults (35 to 44 years)	
Road repairs and maintenance	14%	Traffic management	15%
Rubbish and waste issues inc. garbage	14%	Parking	13%
Parking	13%	Road repairs and maintenance	10%
Traffic management	8%	Safety, policing and crime	9%
Safety, policing and crime	6%	Rubbish and waste issues inc. garbage	9%
Public transport	4%	Parks, gardens and open space	7%
Parks, gardens and open space	4%	Council rates	7%
Lighting	4%	Provision and maintenance of street trees	6%
Hard rubbish collection	4%	Hard rubbish collection	6%
Footpath repairs and maintenance	3%	Communication and consultation	4%
All other issues	36%	All other issues	52%
Respondents identifying an issue	163 (59%)	Respondents identifying an issue	95 (76%)
Middle aged adults (45 to 59 years)		Older adults (60 to 74 years)	
Road repairs and maintenance	15%	Parking	19%
Traffic management	14%	Road repairs and maintenance	16%
Rubbish and waste issues inc. garbage	12%	Provision and maintenance of street trees	11%
Safety, policing and crime	11%	Safety, policing and crime	9%
Parking	10%	Traffic management	9%
Provision and maintenance of street trees	9%	Parks, gardens and open space	9%
Building, planning, housing, development	7%	Footpath repairs and maintenance	7%
Council rates	6%	Rubbish and waste issues inc. garbage	7%
Parks, gardens and open space	5%	Building, planning, housing, development	6%
Hard rubbish collection	5%	Council rates	5%
All other issues	49%	All other issues	49%
Respondents identifying an issue	126 (72%)	Respondents identifying an issue	93 (72%)
Senior citizens (75 years and over)		City of Monash	
Provision and maintenance of street trees	16%	Road maintenance and repairs	13%
Road repairs and maintenance	11%	Parking	13%
Parking	10%	Rubbish and waste issues inc. garbage	10%
Traffic management	9%	Traffic management	10%
Footpath repairs and maintenance	8%	Safety, policing and crime	8%
Council rates	7%	Provision and maintenance of street trees	7%
Building, planning, housing, development	6%	Parks, gardens and open spaces	5%
Elderly services and facilities	6%	Council rates	4%
Communication and consultation	5%	Building, planning, housing, development	4%
Rubbish and waste issues inc. garbage	5%	Footpath maintenance and repairs	4%
All other issues	28%	All other issues	45%
Respondents identifying an issue	56 (64%)	Respondents identifying an issue	534 (67%)



Monash City Council – 2026 Annual Community Satisfaction Survey

Top three issues for the City of Monash at the moment by respondent profile**Monash City Council - 2026 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

<i>Male</i>		<i>Female</i>	
Road repairs and maintenance	13%	Parking	13%
Parking	13%	Road repairs and maintenance	13%
Traffic management	11%	Rubbish and waste issues inc. garbage	10%
Rubbish and waste issues inc. garbage	11%	Traffic management	10%
Safety, policing and crime	8%	Safety, policing and crime	7%
Provision and maintenance of street trees	8%	Provision and maintenance of street trees	7%
Parks, gardens and open space	4%	Parks, gardens and open space	6%
Lighting	4%	Council rates	5%
Footpath repairs and maintenance	4%	Hard rubbish collection	5%
Council rates	4%	Building, planning, housing, development	4%
All other issues	45%	All other issues	45%
Respondents identifying an issue	257 (67%)	Respondents identifying an issue	272 (67%)

<i>English speaking</i>		<i>Multi-lingual</i>	
Road repairs and maintenance	13%	Parking	14%
Parking	11%	Road repairs and maintenance	14%
Rubbish and waste issues inc. garbage	11%	Rubbish and waste issues inc. garbage	10%
Traffic management	11%	Traffic management	10%
Provision and maintenance of street trees	9%	Safety, policing and crime	8%
Safety, policing and crime	7%	Provision and maintenance of street trees	6%
Parks, gardens and open space	6%	Parks, gardens and open space	5%
Building, planning, housing, development	6%	Council rates	4%
Footpath repairs and maintenance	6%	Lighting	4%
Council rates	5%	Public toilets	4%
All other issues	40%	All other issues	47%
Respondents identifying an issue	245 (67%)	Respondents identifying an issue	287 (67%)

<i>Household members with disability</i>		<i>Household members without disability</i>	
Road repairs and maintenance	14%	Road repairs and maintenance	13%
Traffic management	14%	Parking	13%
Parking	13%	Rubbish and waste issues inc. garbage	11%
Building, planning, housing, development	13%	Traffic management	10%
Parks, gardens and open space	11%	Safety, policing and crime	8%
Provision and maintenance of street trees	11%	Provision and maintenance of street trees	7%
Rubbish and waste issues inc. garbage	6%	Parks, gardens and open space	5%
Council rates	6%	Council rates	4%
Street cleaning and maintenance	5%	Footpath repairs and maintenance	4%
Communication and consultation	5%	Hard rubbish collection	4%
All other issues	47%	All other issues	44%
Respondents identifying an issue	47 (73%)	Respondents identifying an issue	475 (67%)



Municipal comparison

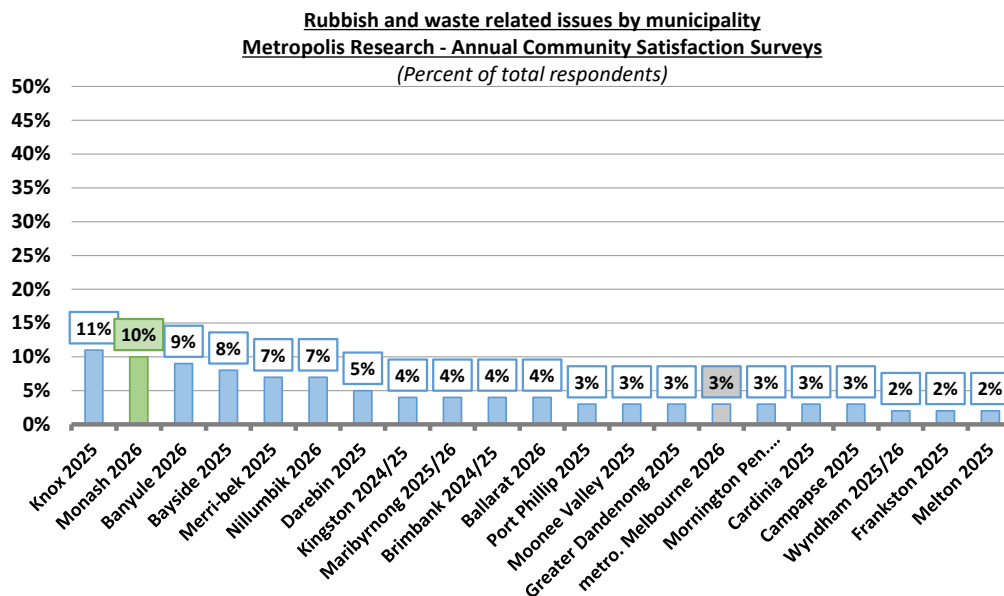
Rubbish and waste related issues

Rubbish and waste related issues remained elevated in the City of Monash this year, after declining from the historically high 17% recorded back in 2023.

This result was significantly higher than the metropolitan average of three percent, and was the second highest proportion recorded by Metropolis Research in 2025 and so far in 2026.

It is important to note, however, that in 2026, the 83 respondents who nominated rubbish and waste issues rated overall satisfaction with Monash City Council at the same level as the municipal average (7.3 out of 10, or “very good”).

This does imply that the issue has receded somewhat as a negative influence on overall satisfaction, despite the issue itself remaining at an elevated level.



Road maintenance and repairs

Road maintenance and repairs were the most common issue raised by respondents in the City of Monash this year with 13% nominating these issues.

While this result was measurably higher than the metropolitan average of 10%, it was significantly smaller proportion of the community than has been observed by Metropolis Research in 2025 and so far in 2026 in several other metropolitan and regional councils.



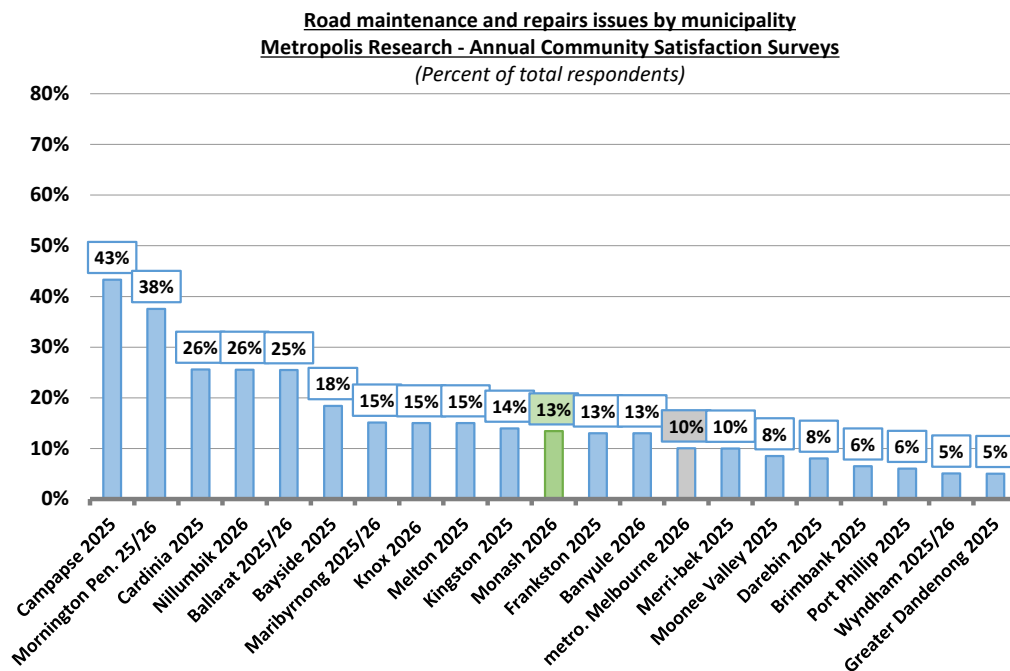
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Road maintenance and repair issues were most prominent in the Campaspe Shire in 2025, and the regional Victorian average for 2025 was 49%, as recorded in *Governing Regional Victoria*.

Other metropolitan municipalities with higher-than-average levels of concern around road maintenance and repair included Cardinia Shire, Nillumbik Shire, and the City of Ballarat.

These results reinforce the importance of road maintenance and repair related issues in outer urban, interface and regional municipalities.

That said, road related issues were clearly also evident in many middle-ring municipalities as well, including the City of Monash.



Safety, policing, and crime issues

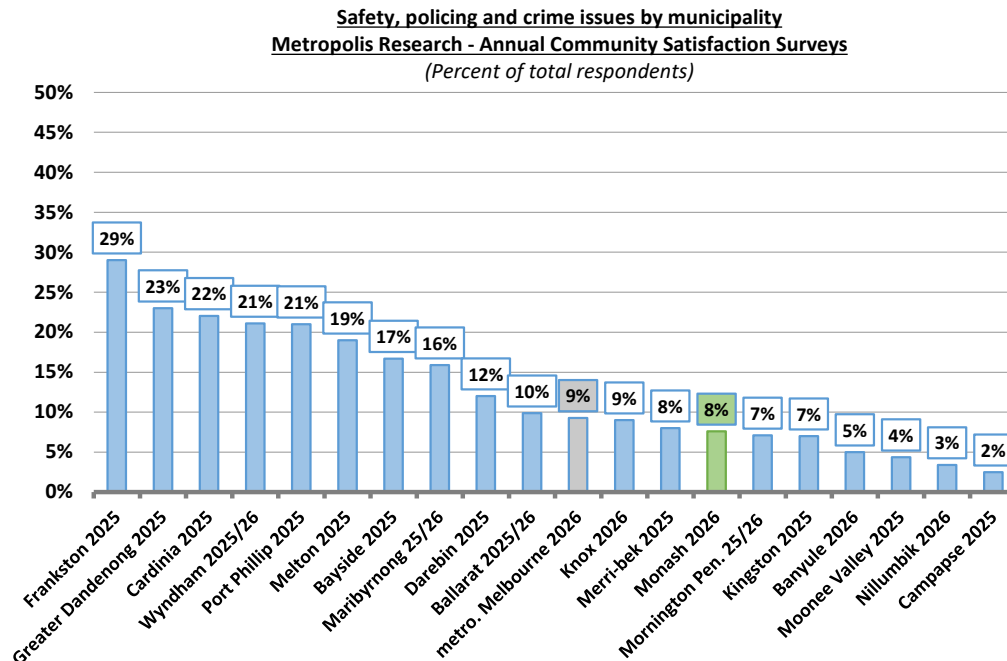
In 2025/26 a total of eight percent of respondents nominated safety, policing, and crime related issues as a top three issue to address for residents living in the City of Monash.

This result was marginally lower than the metropolitan average of nine percent and remained among the lowest proportion recorded by Metropolis Research in 2025 and so far in 2026.



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As is evident in the graph, there were many metropolitan municipalities, including many in the southeastern and eastern regions of metropolitan Melbourne that recorded significantly higher levels of concern around safety, policing, and crime related issues than has been recorded in recent years in the City of Monash.

**Verbatim responses****Rubbish and waste issues**

There was a total of 83 responses categorised as rubbish and waste issues this year. These responses have been further categorised into sub-issues as outlined in the following table.

There were 90 separately categorised responses in this table, reflecting that some responses comprised more than one issue, and these have been broken up by issue in the table.

Of these 90 comments, the most common issue appears to be the frequency of bin collections (35 responses), and issues about the size of the bins (16 comments).

These responses appear to be related to the changes in the kerbside collection services, specifically the fortnightly regular garbage collection via a small bin size.

As discussed in the [relationship between issues and overall satisfaction](#) section of this report, it is observed this year that the respondents who raised these rubbish and waste issues recorded an overall satisfaction score that was identical to the municipal average.



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This strongly suggests that these rubbish and waste issues are unlikely to be exerting a significant negative influence on overall satisfaction with the performance of Monash City Council this year.

Issues regarding "rubbish and waste issues including garbage collection"**Monash City Council - 2026 Annual Community Satisfaction Survey***(Number of responses)*

<i>Issue</i>	<i>Number</i>
<i>Frequency of red bin collection</i>	
Red bins / garbage to be collected weekly	19
Rubbish collection frequency should be more often	4
The bins collection needs to be more frequent / regular	3
Garbage collection of red bins is fortnightly and should be weekly	2
I think it should be more about the red bins collection that it should be collected weekly instead of green bins being weekly	1
Red bin is collected only every two weeks	1
Rubbish collection too infrequent	1
The recycling gets picked up fortnightly, but we could possibly do weekly	1
They are good but the red bins collection should be weekly because the garbage starts stinking after a few days	1
Waste recycling can become more accessible and frequent	1
We prefer the red bins to be collected every week instead of fortnightly. We cannot store the food for 2 weeks nor can we put it for compost	1
Total	35
<i>Bin size / number</i>	
Garbage / red bins are too small and need to be bigger	4
Rubbish bin is too small / tiny	4
General waste cannot hold everything	1
Red garbage bin needs to be bigger, or we should get an additional garbage bin	1
Size of bins have been reduced which as well makes it more of a problem	1
The bin size is also small	1
The bin sizes, it's only two of us we don't need the big ones	1
The general waste is a small, not big enough to hold waste from a family of 5	1
The green bin size also to be adjusted	1
We have not been upgraded to the bigger red bins yet	1
Total	16
<i>General comments</i>	
Waste management	7
Rubbish collection	4
Garbage in general	1
Total	12



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<i>Bin collection time / regularity</i>	
Garbage collection must be punctual	2
The garbage collection can be more regular	2
They sometimes forget to pick up the bins	2
Garbage collection is missed and only collected half sometimes	1
Infrequency in garbage collection on Kiers Ave	1
The garbage is not collected on time, it happened few months ago, they didn't collect for weeks, so they need to improve it	1
Total	9
<i>Hard rubbish collection</i>	
Hard rubbish not enough / frequent enough	2
Hard waste. More frequent collection dates	1
Rubbish collection of hard rubbish should be on demand	1
Waste collection time - it should be more frequent for hard rubbish	1
Total	5
<i>Cost</i>	
Rubbish collection is too expensive	1
The rubbish collection, if you want extra, you must pay and they offer only one day	1
Waste transfer service was way too expensive	1
Total	3
<i>Bins not emptied properly</i>	
The bins did not empty once but that's okay I think my husband pushed the rubbish a little hard into the bin	1
Waste management, make sure to be done adequately	1
Total	2
<i>Bin handling</i>	
The rubbish bins lids break	1
Total	1
<i>Bin monitoring</i>	
Other people dump their rubbish in our bins, and we got a ticket for that	1
Total	1



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<i>Other</i>	
Being a unit, we don't have proper place to put bins	1
Don't like the rubbish collection change	1
Extra recycling days after festivals	1
Garbage recycling is unclear	1
People just do not understand how to dispose of garbage like sanitary pads which do not go in the toilet	1
Token to dispose larger rubbish for rate payers	1
Total	6
Total responses	90

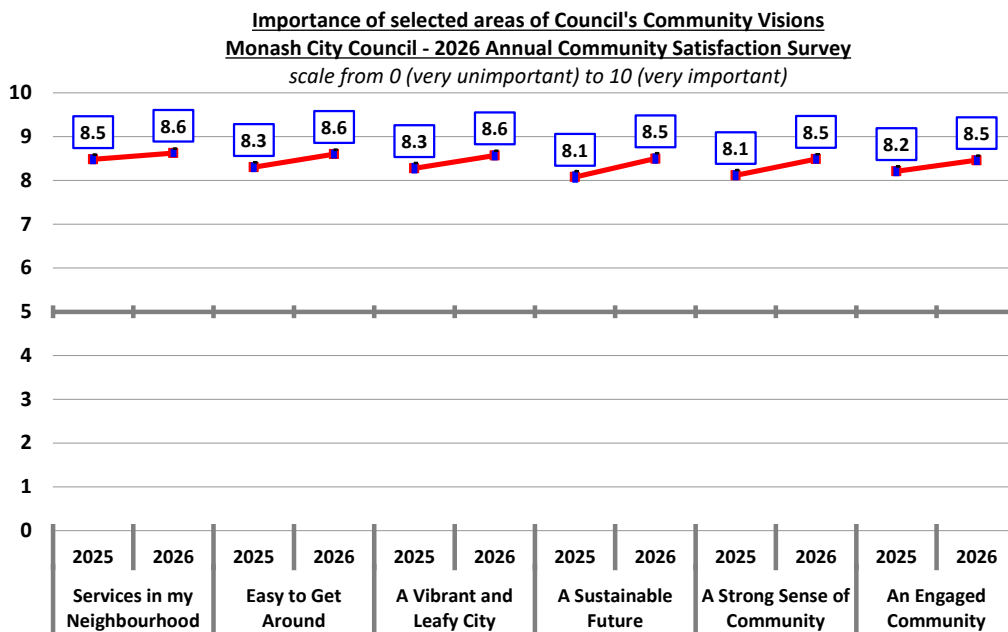
Importance of selected aspects of the Community Vision

Respondents were asked:

"Over the next four years, Council will continue to focus on the following six areas to work towards achieving the Community Vision. On a scale from 0 (very unimportant) to 10 (very important), how important are each of these areas for Council to focus on?"

Respondents were again this year, asked to rate how important or unimportant they considered each of six areas of the Community Vision were to them.

The average importance of all six of these aspects of the Community Vision increased this year, with the largest increases recorded for a sustainable future and a strong sense of community, both of which increased four percentage points (5%).



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As outlined in the following graph, more than three-quarters of the respondents who provided a score considered each of these six aspects as being “very important” (i.e., rated importance at eight or more out of 10).

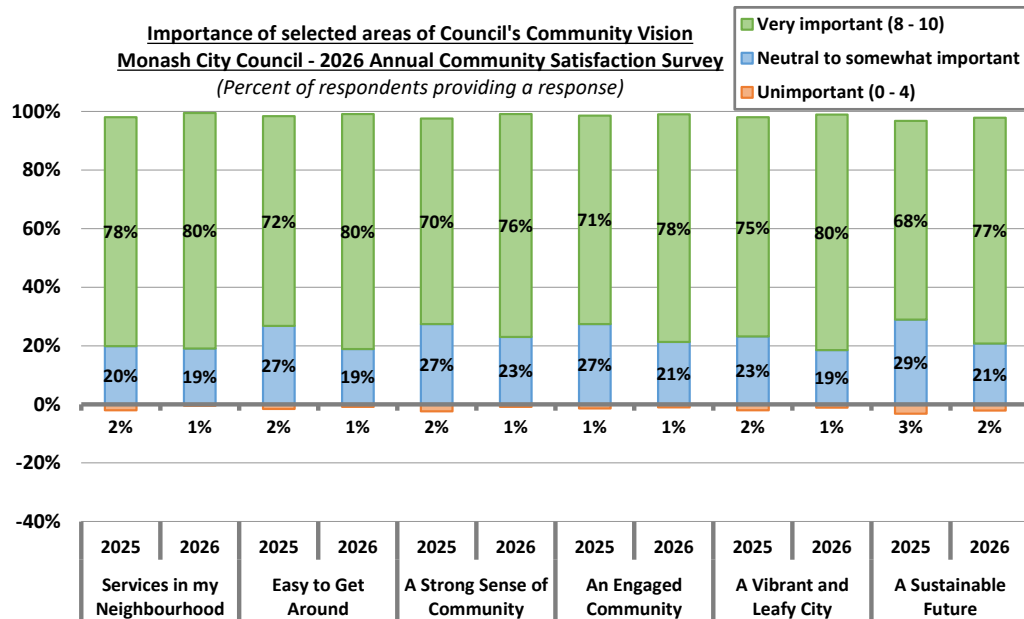
No more than two percent of the respondents who provided a score for these aspects considered any of them to be “unimportant”.

As discussed last year, Metropolis Research is of the view that these results reflect well established community views, not only for the City of Monash, but more broadly across metropolitan communities.

This reflects the fact that most people in the community consider access to services, ease of transport, a green environment, a sustainable future, a strong sense of community, and community engagement to be quite important.

It is difficult to envisage a substantial proportion of any community in metropolitan Melbourne considering any of these areas as being unimportant.

To facilitate a more meaningful examination of the relative importance of these areas of the Community Vision, it would be necessary to put more specifically articulated initiatives to the community for them to be able to rate the relative importance.



The following tables provide a comparison of the average importance of these six aspects of the Community Vision by precinct and by respondent profile.

The most important finding from these results was that all sub-groups (precincts, age groups, gender, and language), on average, rated the importance of these areas as “very important”, with scores of more than eight out of 10.



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This is an important point to note as it reinforces the earlier commentary around these six aspects of the Community Vision being of high importance to many in the community.

There was some variation observed by precinct, as follows:

- ***A Vibrant and Leafy City*** – respondents from Clayton and Oakleigh South rated this more important than average, while respondents from Ashwood-Burwood and Chadstone rated it somewhat less important.
- ***Easy to Get Around*** – respondents from Ashwood-Burwood and Clayton rated this more important than average, while respondents from Chadstone, Oakleigh South and Hughesdale rated it somewhat less important.
- ***Services in My Neighbourhood*** – there was no substantial variation in the importance of this area observed across the municipality.
- ***A Strong Sense of Community*** – respondents from Clayton and Wheelers Hill rated this more important than average, while respondents from Mulgrave and Hughesdale rated it somewhat less important than average.
- ***An Engaged Community*** – respondents from Clayton rated this more important than average, while respondents from Ashwood-Burwood, Mulgrave, Oakleigh, and Oakleigh South rated this somewhat less important.
- ***A Sustainable Future*** – respondents from Clayton and Notting Hill rated this more important than average, while respondents from Ashwood-Burwood, Chadstone, Mulgrave, Oakleigh, Oakleigh East, Oakleigh South, and Hughesdale rated this somewhat less important.

There was relatively little variation in the average importance of these six aspects observed by respondent profile, although the following variations were observed:

- ***A Vibrant and Leafy City*** – middle-aged adults (aged 45 to 59 years) rated this somewhat less important than average, while senior citizens (aged 75 years and over) rated it somewhat more important.
- ***Easy to Get Around*** – older adults (aged 60 to 74 years) rated this somewhat less important than average.
- ***Services in My Neighbourhood*** – there was no substantial variation in the importance of this area observed by respondent profile.
- ***A Strong Sense of Community*** – female respondents rated this somewhat more important than male respondents, and respondents from multilingual households rated it somewhat more important than respondents from English speaking households.
- ***An Engaged Community*** – female respondents rated this somewhat more important than male respondents, and respondents from multilingual households rated it somewhat more important than respondents from English speaking households.
- ***A Sustainable Future*** – respondents from multilingual households rated it somewhat more important than respondents from English speaking households.



Monash City Council – 2026 Annual Community Satisfaction Survey

Average importance of selected areas of Council's Community Visions by precinct**Monash City Council - 2026 Annual Community Satisfaction Survey**

(Number and index score scale 0 - 10)

Aspect	Ashwood - Burwood	Chadstone	Clayton	Notting Hill	Glen Waverley	Wheelers Hill
A Vibrant and Leafy City	8.2	8.3	8.9	8.8	8.5	8.6
Easy to Get Around	8.9	8.3	8.9	8.7	8.7	8.5
Services in my Neighbourhood	8.6	8.4	8.8	8.7	8.7	8.7
A Strong Sense of Community	8.3	8.4	9.0	8.7	8.4	8.8
An Engaged Community	8.1	8.3	8.9	8.4	8.3	8.6
A Sustainable Future	8.2	8.2	9.1	8.8	8.5	8.4
<i>Average importance</i>	8.4	8.3	8.9	8.7	8.5	8.6
Total respondents	40	39	112	15	162	79

Aspect	Mt Waverley	Mulgrave	Oakleigh	Oakleigh East	Oakleigh South	Hughes 'dale
A Vibrant and Leafy City	8.5	8.4	8.6	8.6	8.9	8.7
Easy to Get Around	8.7	8.4	8.4	8.6	8.1	8.0
Services in my Neighbourhood	8.5	8.4	8.7	8.7	8.7	8.5
A Strong Sense of Community	8.4	8.1	8.4	8.6	8.3	8.1
An Engaged Community	8.6	8.1	8.1	8.6	8.1	8.5
A Sustainable Future	8.7	8.2	8.0	8.2	8.1	8.1
<i>Average importance</i>	8.6	8.3	8.4	8.5	8.4	8.3
Total respondents	149	81	30	37	24	33

Average importance of selected areas of Council's Community Visions by respondent profile**Monash City Council - 2026 Annual Community Satisfaction Survey**

(Number and index score scale 0 - 10)

Aspect	Young adults	Adults	Middle- aged	Older adults	Senior citizens	Male	Female	English speaking	Multi- lingual
A Vibrant and Leafy City	8.8	8.4	8.3	8.5	8.9	8.5	8.6	8.6	8.6
Easy to Get Around	8.8	8.6	8.5	8.3	8.7	8.5	8.7	8.5	8.7
Services in my Neighbourhood	8.7	8.6	8.5	8.5	8.8	8.5	8.7	8.5	8.7
A Strong Sense of Community	8.6	8.5	8.3	8.4	8.7	8.3	8.6	8.3	8.6
An Engaged Community	8.5	8.5	8.3	8.3	8.6	8.3	8.6	8.3	8.6
A Sustainable Future	8.6	8.5	8.3	8.5	8.6	8.4	8.6	8.3	8.6
<i>Average importance</i>	8.7	8.5	8.4	8.4	8.7	8.4	8.7	8.4	8.6
Total respondents	278	126	175	129	88	386	409	366	429



Monash City Council – 2026 Annual Community Satisfaction Survey

Perception of safety

Respondents were then asked:

“On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas in the City of Monash? If rated less than 5, why do you say that?”

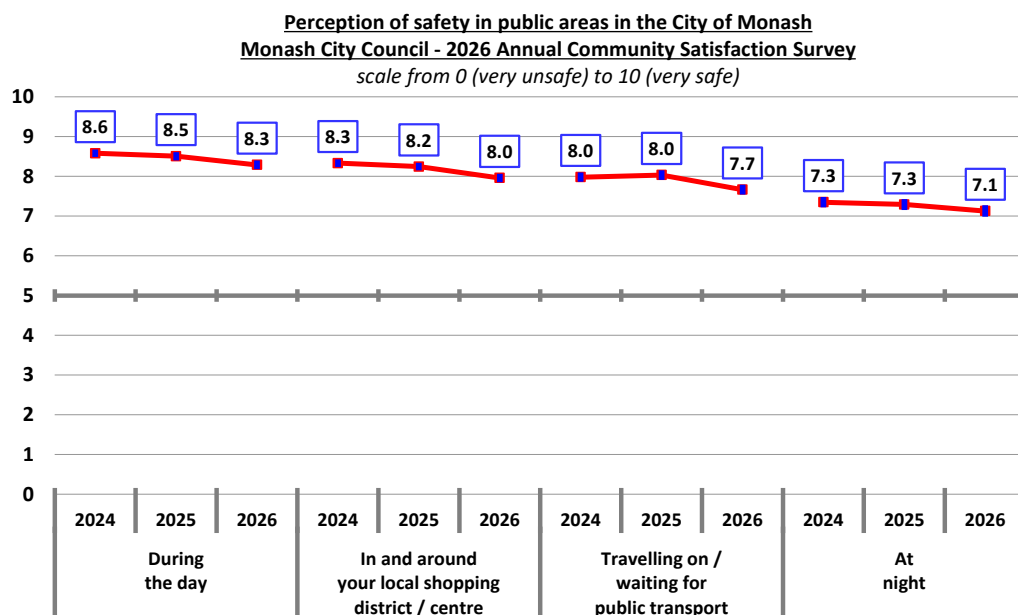
Respondents were again in 2026, asked to rate their perception of safety in the public areas of the City of Monash during the day, at night, in and around their local shopping district / centre, and travelling on / waiting for public transport.

The perception of safety in the public areas of the City of Monash in all four situations and locations declined somewhat this year, with the largest decline being for the perception of safety waiting for and travelling on public transport, which declined three percentage points (4%) to 7.7 out of 10.

These results clearly indicate that while overall, the Monash community continues to feel very safe in and around the City of Monash, the perception of safety has clearly diminished a little this year.

In 2026, eight percent of respondents (stable with 2025) nominated safety, policing, and crime related issues as one of the top three [issues to address](#) this year. This was marginally (1pt) lower than the metropolitan average of eight percent.

Metropolis Research notes that the perception of safety in the public areas around metropolitan Melbourne has declined in recent years, with some municipalities recording significant declines, and some reporting only marginal declines.



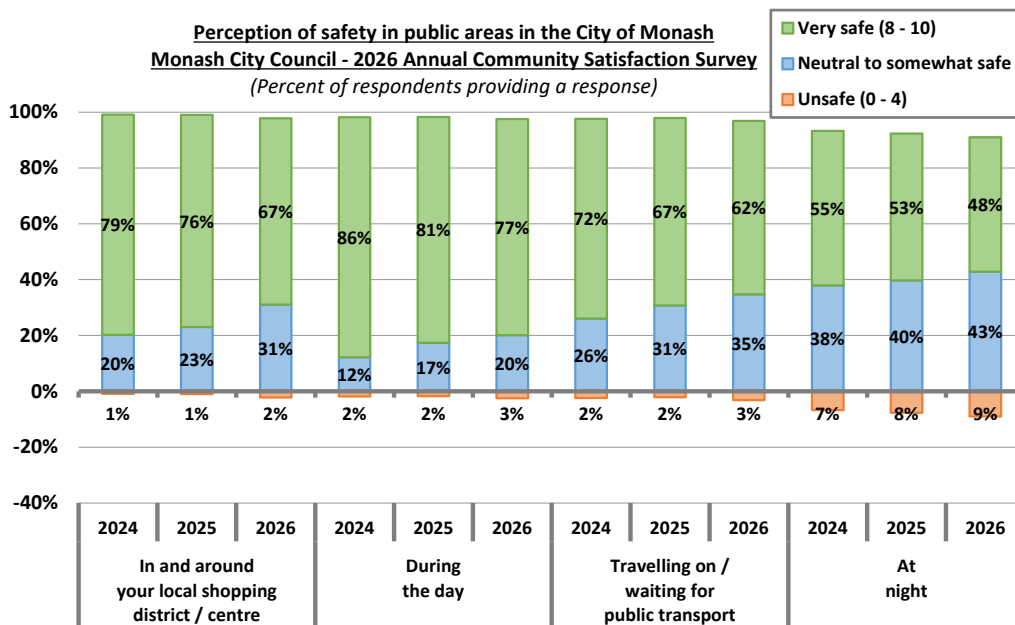
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The following graph provides the breakdown of these results into the proportion of respondents who felt “very safe” (i.e., rated safety at eight or more), those who felt “neutral to somewhat safe” (i.e., rated safety at between five and seven), and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

Consistent with the decline in the average perception of safety, there were declines recorded for the City of Monash this year, there was a decline in the proportion of respondents who felt “very safe” in each of the four circumstances.

The largest decline was recorded for the perception of safety in and around the local shopping district / area, with nine percentage point fewer respondents reporting that they felt “very safe” (67% down from 76%).

There was only a marginal increase (up 1pt) in the proportion of respondents who felt “unsafe” in the public areas of the City of Monash, with nine percent (up from 8%) of respondents reporting that they felt unsafe in the public areas of the City of Monash at night.



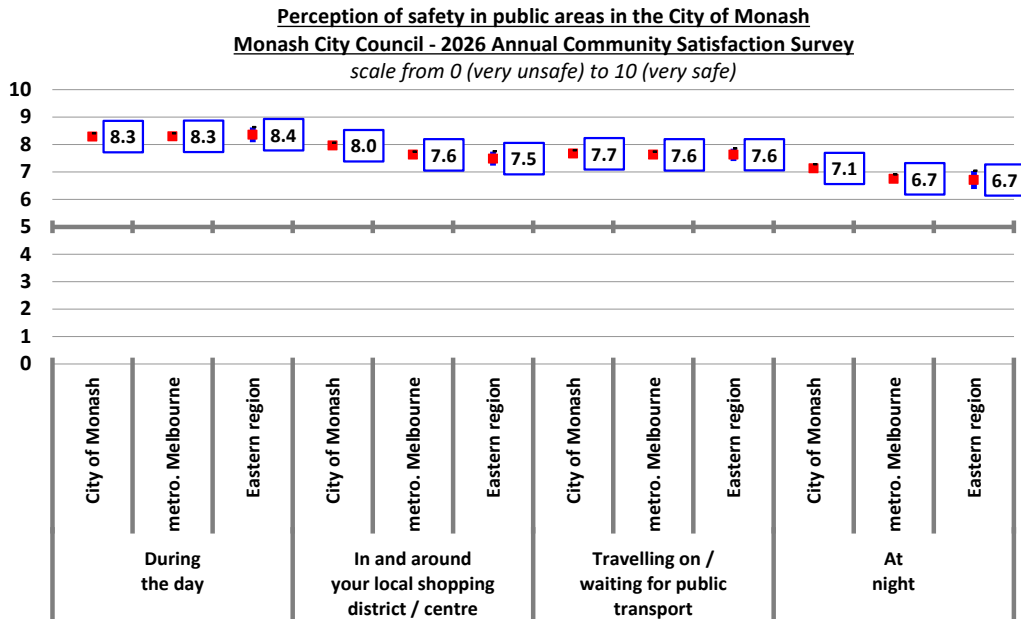
The following graph provides a comparison of the perception of safety against the metropolitan and eastern region councils' averages, as recorded in *Governing Melbourne*.

Governing Melbourne was conducted independently by Metropolis Research in January 2026, using the same in-person, door-to-door methodology, and provides a reliable set of results against which to compare the City of Monash results.

The perception of safety in the public areas of the City of Monash remained at or above the metropolitan averages, with the perception of safety in public areas at night (4pts or 6%) and in and around the local shopping district / centre (4pts or 5%).

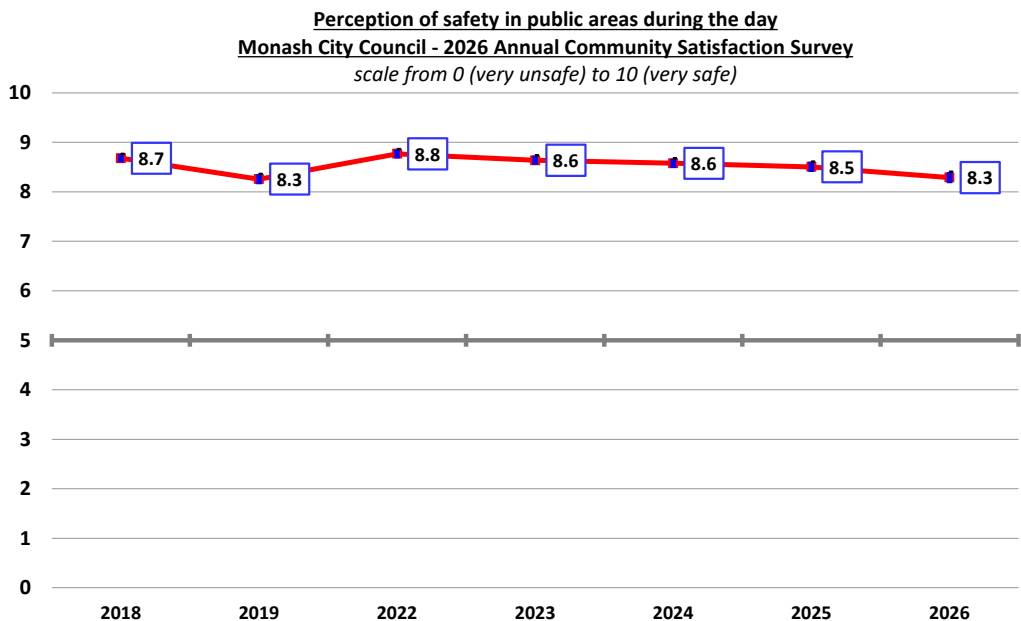


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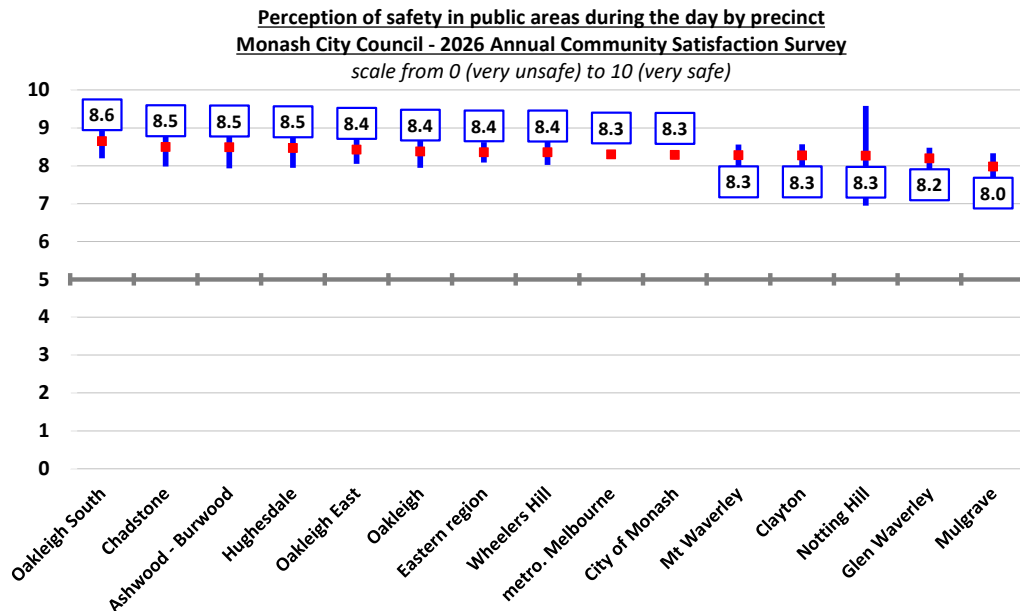
Perception of safety in public areas during the day

The perception of safety in the public areas of the City of Monash during the day declined measurably this year, down two percentage points to 8.3 out of 10. This was the equal lowest score recorded for the City of Monash, and below the long-term average perception of safety since 2016 of 8.5 out of 10.

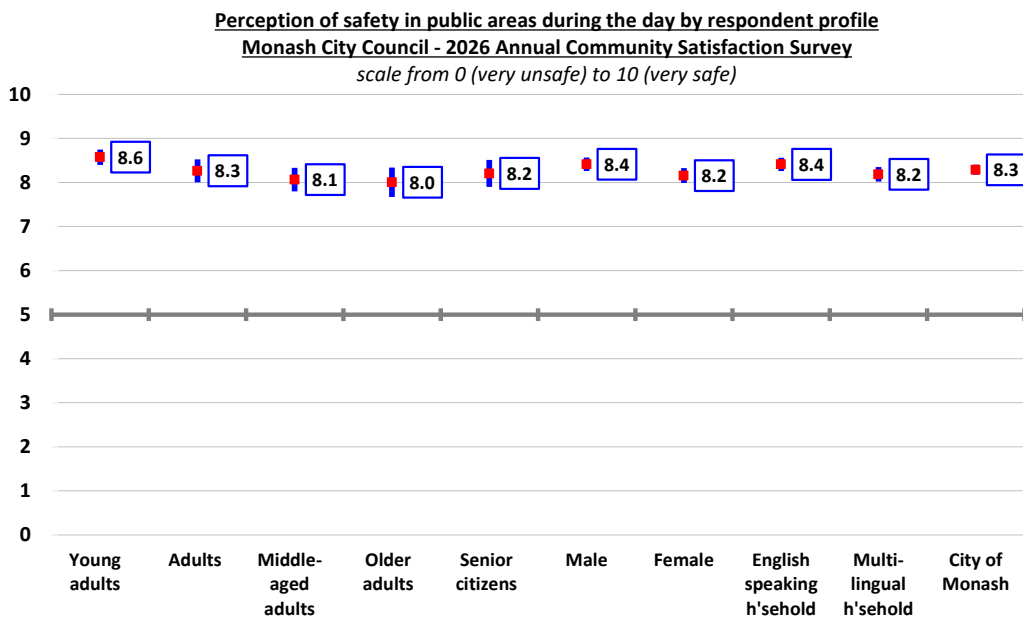


Monash City Council – 2026 Annual Community Satisfaction Survey

There was no measurable variation in the perception of safety in public areas of the municipality during the day observed across the municipality. Respondents from Oakleigh South felt notably (3pts) safer than the municipal average, while respondents from Mulgrave felt notably (3pts) less safe.



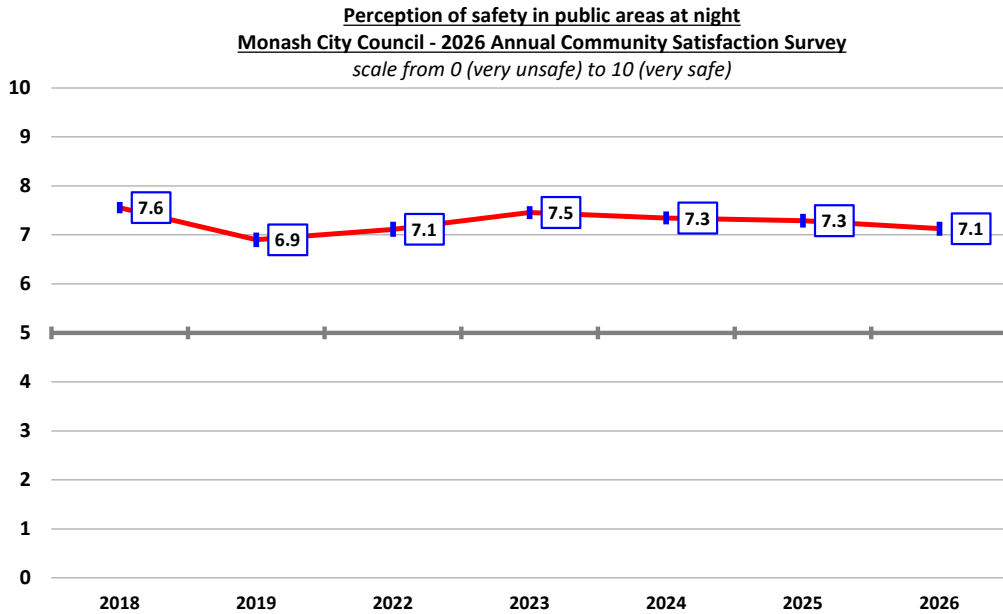
While respondents from all sub-groups on average felt “very safe”, there was measurable variation observed by respondent profile. Young adults (aged 18 to 34 years) felt measurably (3pts) safer than the municipal average, while older adults (aged 60 to 74 years) felt notably (3pts) less safe.



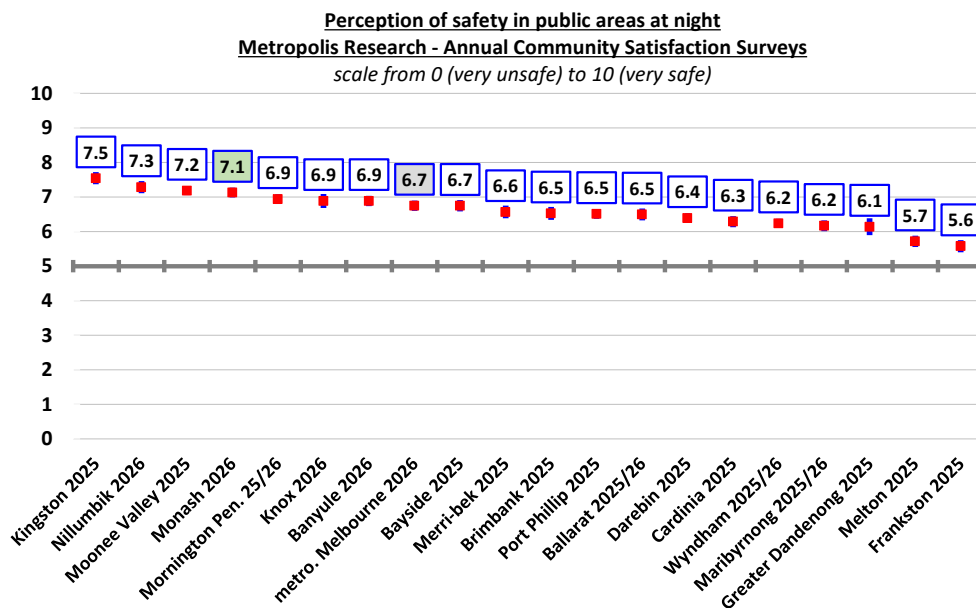
Monash City Council – 2026 Annual Community Satisfaction Survey

Perception of safety in public areas at night

The perception of safety in the public areas of the City of Monash during the day declined somewhat this year, down two percentage points to 7.1 out of 10. This result was somewhat (2pts) below the long-term average perception of safety since 2016 of 7.3 out of 10.

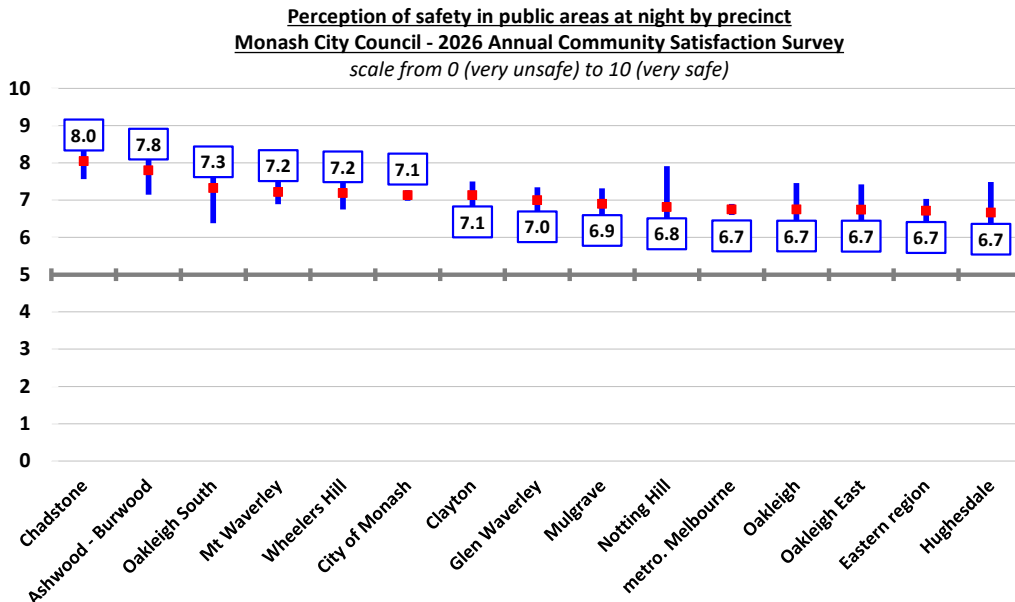


The following graph provides a comparison of the perception of safety in public areas at night against other municipalities surveyed by Metropolis Research in 2025 and so far in 2026. The perception of safety in public areas of the City of Monash at night was higher than the metropolitan average, and among the highest recorded by Metropolis Research recently.

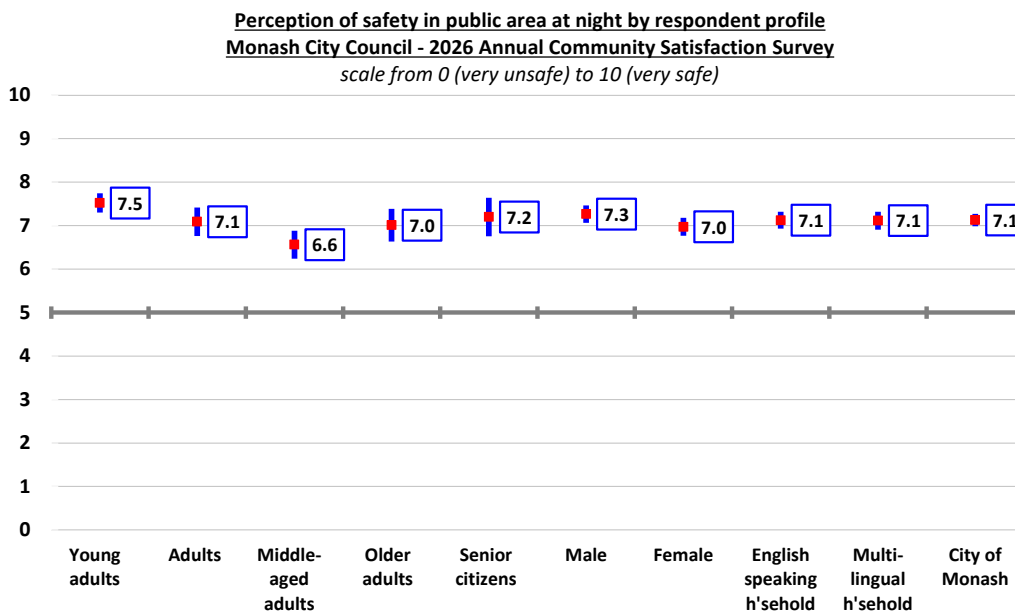


Monash City Council – 2026 Annual Community Satisfaction Survey

There was measurable variation in this result observed across the municipality, as respondents from Chadstone felt measurably (9pts or 13%) and respondents from Ashwood-Burwood felt notably (7pts) safer than average. By contrast, respondents from Oakleigh, Oakleigh East, and Hughesdale felt notably (4pts) less safe than the municipal average.



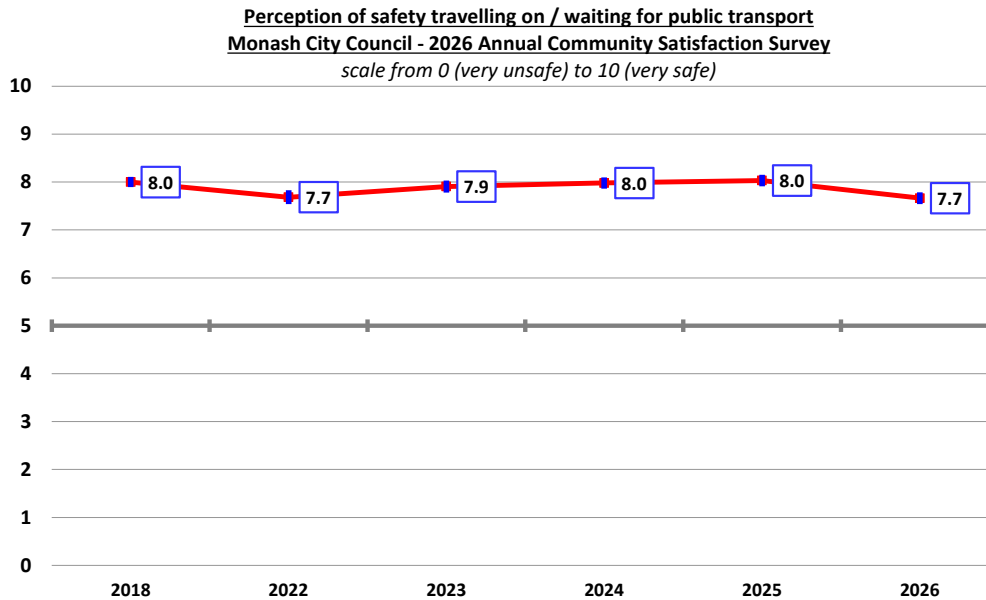
There was measurable variation in this result observed by respondent profile. Young adults (aged 18 to 34 years) felt measurably (4pts) safer than average, while middle-aged adults (aged 45 to 59 years) felt measurably (5pts or 7%) less safe than the municipal average. Male respondents felt notably (3pts) safer than female respondents.



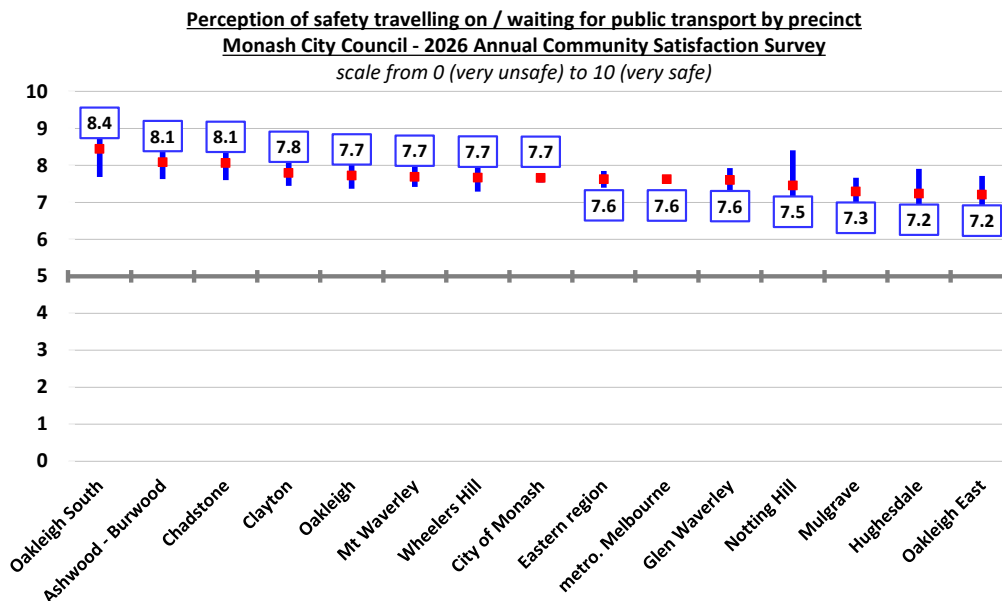
Monash City Council – 2026 Annual Community Satisfaction Survey

Perception of safety travelling on / waiting for public transport

The perception of safety waiting for and travelling on public transport declined measurably this year, down three percentage points to the equal lowest score recorded for the City of Monash (7.7). This result was somewhat (2pts) lower than the long-term average of 7.9.

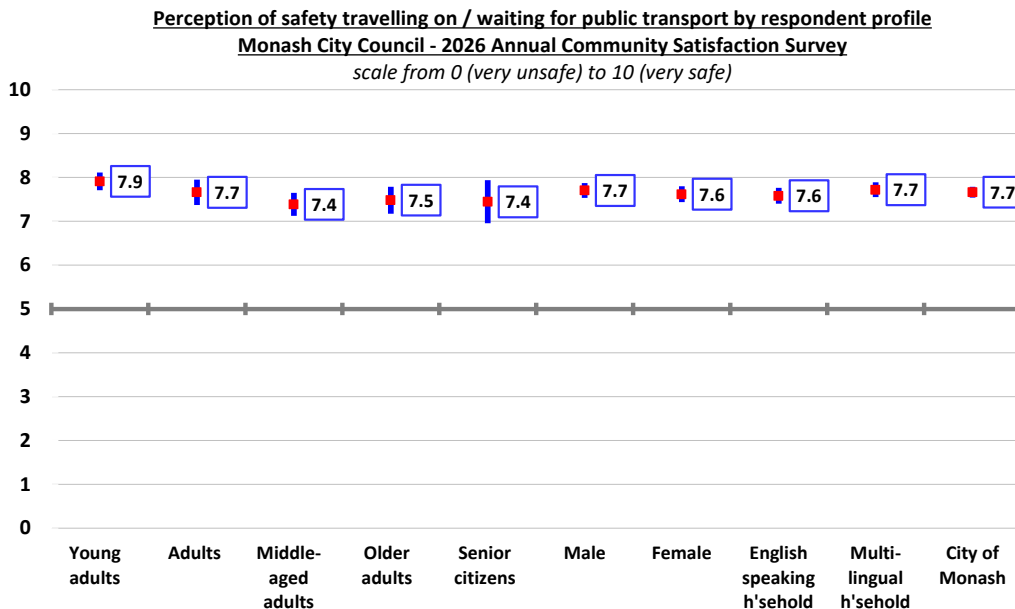


There was no measurable variation in this result observed across the municipality, although respondents from Oakleigh South, Ashwood-Burwood, and Chadstone felt notably safer than average. By contrast, respondents from Mulgrave, Hughesdale, and Oakleigh East felt notably less safe.



Monash City Council – 2026 Annual Community Satisfaction Survey

There was no measurable variation in this result observed by respondent profile, although middle-aged adults (aged 45 to 59 years) felt notably (3pts) less safe than the average.

***Perception of safety in and around your local shopping district / centre***

The perception of safety in and around the local shopping district / centre declined measurably this year, down two percentage points to 8.0 out of 10.

This was the lowest perception of safety in and around the local shopping district / centre recorded for the City of Monash, and while it was still very high at eight out of 10, was measurably lower than the long-term average since 2016 of 8.3 out of 10.

Despite the measurable decline recorded this year, the perception of safety in and around the shopping district / centre remained measurably (4pts or 5%) higher than the metropolitan average, and measurably and significantly (5pts or 7%) higher than the eastern region council's average.



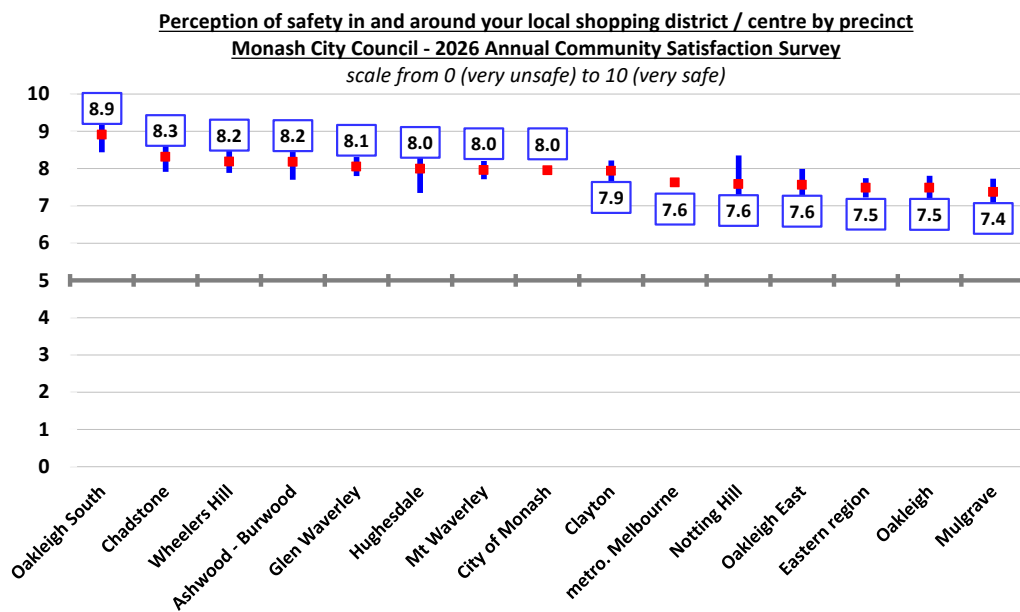
Monash City Council – 2026 Annual Community Satisfaction Survey



There was measurable variation in this result observed across the municipality.

Respondents from Oakleigh South felt measurably (9pts or 11%) and respondents from Chadstone felt notably (3pts) safer than the municipal average.

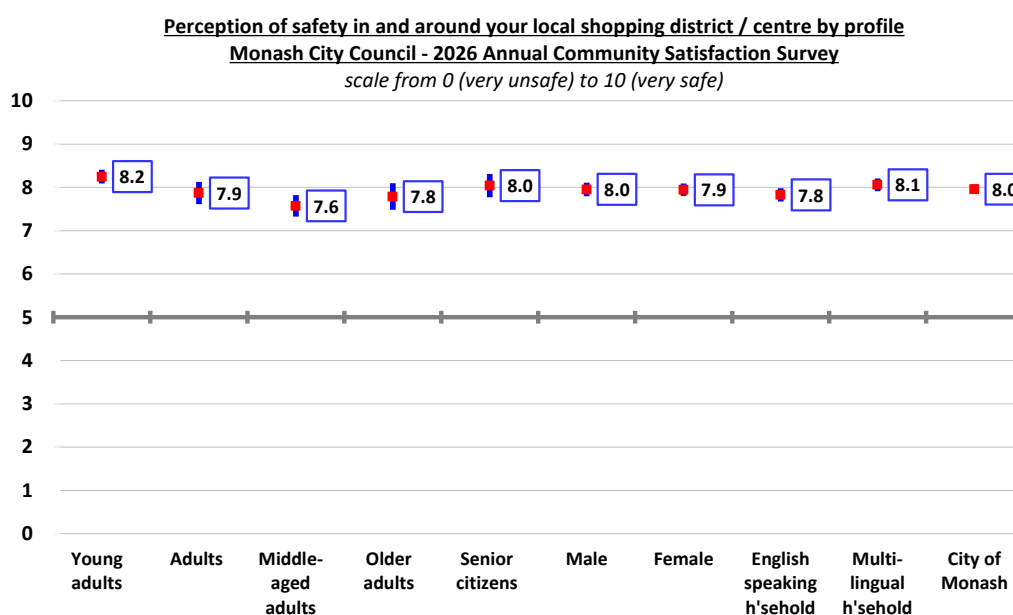
By contrast, respondents from Oakleigh and Mulgrave felt measurably (5pts and 6pts respectively) less safe than the municipal average. Respondents from Notting Hill and Oakleigh East felt notably (4pts) less safe than the municipal average, and at a level identical to the metropolitan average.



Monash City Council – 2026 Annual Community Satisfaction Survey

There was measurable variation in this result observed by respondent profile, as young adults (aged 18 to 34 years) felt measurably (2pts) safer than the municipal average.

By contrast, middle-aged adults (aged 45 to 59 years) felt measurably (4pts or 5%) less safe than the municipal average.



Reason for feeling unsafe in public areas:

There were 79 comments received from respondents outlining reasons why they felt unsafe in the public areas of the City of Monash. These have been broadly categorised, as outlined in the following table.

Reason for feeling unsafe in public areas in the City of Monash
Monash City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of total responses)

Reason	2026		2025	2024	2023
	Number	Percent			
Crime and policing	32	41%	37%	34%	18%
Perception of safety at night	22	28%	19%	26%	48%
Image / feel of place and news reports	10	13%	9%	4%	3%
Issues with various types of people	9	11%	23%	13%	20%
Drugs and alcohol	3	4%	4%	0%	0%
General perception of safety	1	1%	4%	13%	10%
Other	2	3%	4%	11%	3%
Total	79	100%	75	47	40



Monash City Council – 2026 Annual Community Satisfaction Survey

Consistent with the results in recent years, the most common issues remain concerns around crime and policing, perception of safety at night, as well as some concerns around the image / feel of the place and news reports about crime, as well as concerns about various types of people.

The following table outlines the verbatim comments as broadly categorised above.

Reason for feeling unsafe in public areas in the City of Monash
Monash City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Crime and policing</i>	
Lot of crime / crime everywhere	8
Car break-ins / thefts are common	4
Too many break-ins during day and night in the neighbourhood	4
Lot of theft	3
Not enough cameras / need more everywhere	2
Not enough police presence / need more	2
Ask the police to increase frequency of patrol. Drive around often, like three times, during the day	1
Broken windows	1
Crimes in daylight	1
Illegal activities	1
Our neighbour's car plates have been stolen two times. Police do nothing after coming	1
Our neighbour's cars nearly got stolen. Police did not even show up after they called	1
Someone was hiding in the bushes, by the train line, and stabbed someone	1
There are lot of robbery in shops, the shopkeepers chase them, by the time security comes, they are long gone. Even in super market like Woolworths	1
We had a house attack in past, 2 years ago. Few guys tried to barge inside and knocked. Also, they stole car reserve plates	1
Total	32
<i>Perception of safety at night</i>	
Not enough lighting / street is too dark	6
At night, streets are lonely and dead silent	1
At night, there is no police patrols	1
At night, there is no proper street lighting around park	1
Because of the crime that is happening every night, everywhere	1
Because of the underpass. I go early in the morning and there are not many people, and it is dark. It makes me feel unsafe because I do not see any security cameras in the underpass	1
I do not feel safe at night	1
I do not go out at night	1
I have seen break-ins during the night	1
No streetlights in Short St	1
Pitch dark at night at certain spots of the Mora Ave	1
Poor visibility around public transports	1



Monash City Council – 2026 Annual Community Satisfaction Survey

Sometimes you feel uneasy during the night, depends on the suburb though. I stay away from suburbs with higher crime rates	1
The Oakleigh Station tunnel is too dark	1
There is no public transport after 9 pm so I feel like there are no safe ways to get home, if you dont have a car	1
They shut off the lights. It is dangerous	1
Too many people shouting from cars at night	1
Total	22

Image / feel of place and news reports

Area around Clayton station	1
Around train station	1
Glen Waverley railway station. There is a lot of crime around here. People scare you just for the fun of it, they actually do not want anything	1
Glen Waverley Shopping Centre or any shopping centre, nothing specific. There is a lot of crime around here. People scare you just for the fun of it, they actually do not want anything	1
I have heard about lot of house break-ins around, so this area needs more safety	1
I have seen things happen, in the Oakleigh area. Just groups of erratic teenage kids and kids on e-bikes. On e-bikes, reckless driving, it should not be happening, it is illegal	1
I hear a lot of bad things going on in the area	1
Oakleigh central has a pretty bad crowd	1
There are lots of burglary and theft in this area. I heard even my neighbour complain that there were robberies, break-ins. Especially the cars are not safe. My car was broken in recently and valuables were taken from my car; it is not safe here	1
Traffic at Burwood one, it is too busy. A lot of car crashes	1
Total	10

Issues with various types of people

A lot of teenage crime is happening everywhere	1
Because there are a lot of creepy people	1
Because there are lot of people with issues on the street	1
Funny people	1
Homeless people in the area	1
Lots of aggressive teenagers	1
Public housing is creating nuisance	1
There could be teenage crime	1
Too many homeless people	1
Total	9

Drugs and alcohol

Druggies	1
Homeless drug affected people being left to cause issues	1
Oakleigh Railway station has a drug dealing issue	1
Total	3



Monash City Council – 2026 Annual Community Satisfaction Survey

<i>General perception of safety</i>	
Because I am at the dead-end street next to the park and I cannot get out easily	1
Total	1
<i>Other</i>	
Many cars are getting hit and the person then runs away	1
Traffic zones around school are incredibly poor	1
Total	2
Total responses	79



Traffic and parking

Satisfaction with aspects of traffic and parking:

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of traffic and parking in the City of Monash?”

Respondents were again in 2026, asked to rate their satisfaction with the volume and speed of traffic and the availability of parking on both residential streets and main roads.

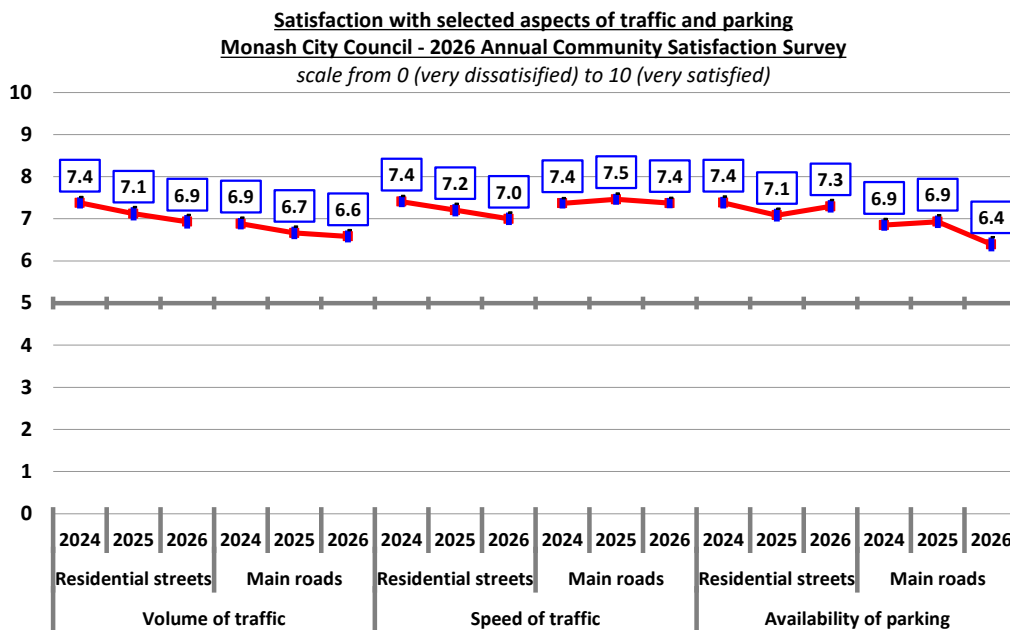
The average satisfaction with these six aspects of traffic and parking declined again this year, down two percentage points to 6.9 out of 10, although it remained at a “good” level.

This second consecutive year of small declines in satisfaction follows two years of strong (4pt) increases in average satisfaction with aspects of traffic and parking, coming out of the pandemic in 2023 and 2024.

It is noted that satisfaction with the services of [local traffic management](#) (stable at 7.5) [parking enforcement](#) (stable at 7.3), and [the provision of parking facilities](#) (stable at 7.4) all remained stable this year

Metropolis Research notes that satisfaction with the volume of traffic (down 5pts in two years) and the speed of traffic (down 4pts in two years) on residential streets all declined again this year, although satisfaction with the availability of parking on residential streets increased two percentage points, back to a “very good” level.

The most significant result in this section this year, was the measurable (5pts or 7%) decline in satisfaction with the availability of parking on main roads.



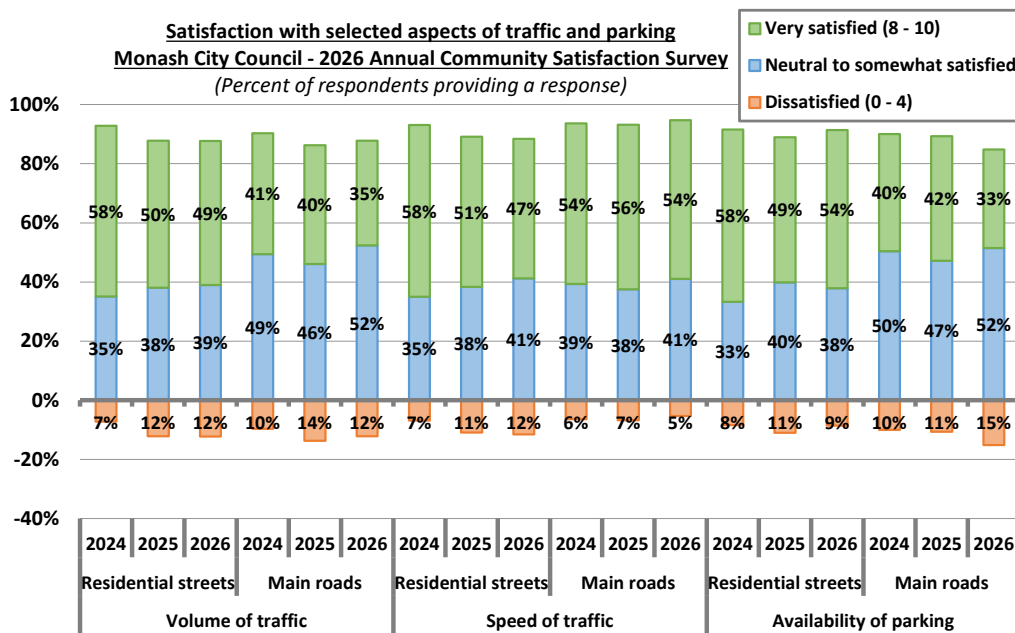
Monash City Council – 2026 Annual Community Satisfaction Survey

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

There was a notable decline this year in the proportion of respondents who were “very satisfied” with the volume of traffic on main roads (down 5pts to 35%), the speed of traffic on residential streets (down 4pts to 47%), and the availability of parking on main roads (down 9pts to 33%). There was also a notable increase in the proportion “dissatisfied” (up 4pts to 15%) with the availability of parking on main roads.

There was, however, an increase in the proportion of respondents “very satisfied” with the availability of parking on residential streets (up 5pts to 54%).

There was a small decrease in the proportion of respondents who were “dissatisfied” with the volume and speed of traffic on residential streets and main roads, and the availability of parking on residential streets.



The following table provides a comparison of the average satisfaction with these six aspects of traffic and parking by respondent profile.

In general terms, it was found that young adults (aged 18 to 34 years) tended to be more satisfied than average, while middle-aged and older adults (aged 45 to 74 years) tended to be less satisfied.

There was no substantial variation in these results observed by gender, or by language spoken at home.



Monash City Council – 2026 Annual Community Satisfaction Survey

Average satisfaction with aspects of traffic and parking by respondent profile

Monash City Council - 2026 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

Aspect	Young adults	Adults	Middle-aged	Older adults	Senior citizens	Male	Female	English speaking	Multi-lingual
Volume of traffic on residential streets	7.3	6.9	6.6	6.5	7.0	6.9	6.9	6.8	7.1
Volume of traffic on main roads	6.8	6.6	6.3	6.4	6.8	6.5	6.7	6.5	6.6
Speed of traffic on residential streets	7.2	7.0	6.7	6.8	7.1	7.0	7.0	6.9	7.1
Speed of traffic on main roads	7.6	7.5	7.2	7.2	7.2	7.4	7.4	7.3	7.4
Availability of parking on residential sts	7.5	7.7	7.1	6.8	7.3	7.4	7.3	7.3	7.3
Availability of parking on main roads	6.5	6.5	6.1	6.2	6.9	6.4	6.4	6.3	6.5
<i>Average satisfaction</i>	7.1	7.0	6.6	6.7	7.0	6.9	6.9	6.8	7.0
Total respondents	278	126	175	129	88	386	409	366	429

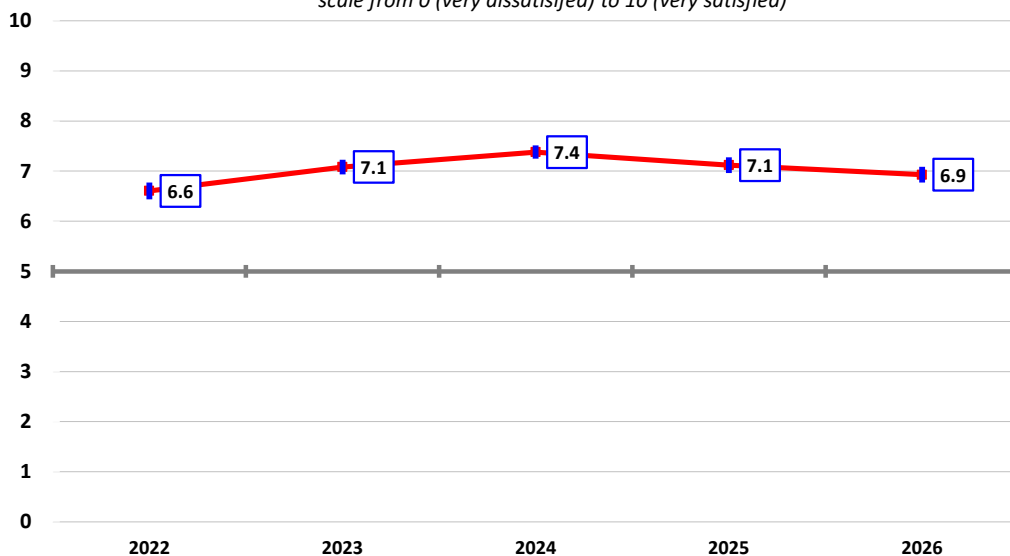
Volume of traffic

Volume of traffic on residential streets

Satisfaction with the volume of traffic on residential streets declined marginally this year, down one percentage point to 6.9 out of 10, although it remained at a “good” level.

This result was marginally (1pt) lower than the long-term average satisfaction since 2022 of 7.0 out of 10, or “good”.

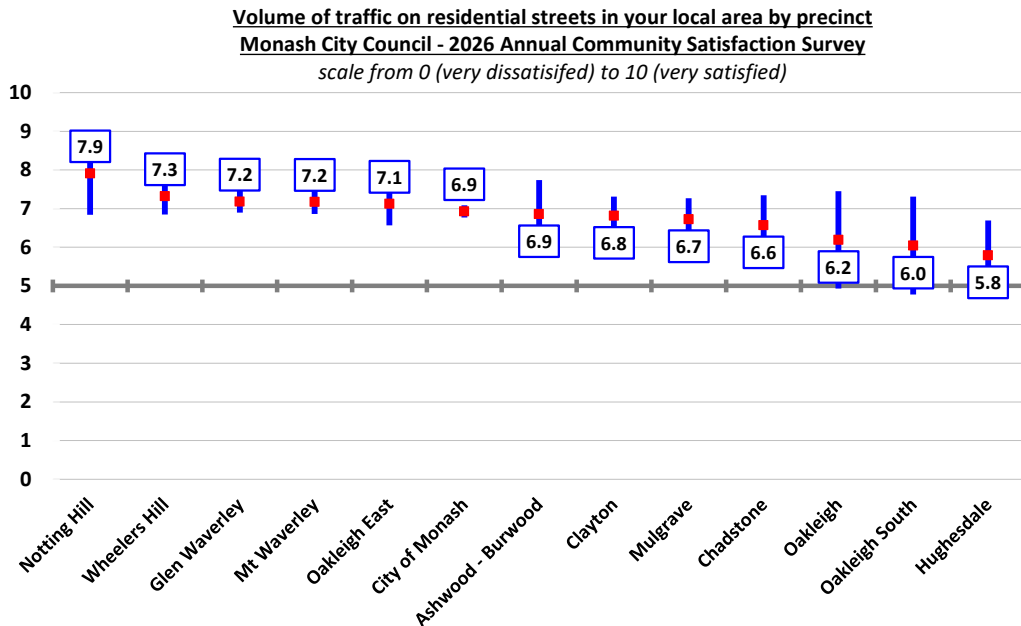
Volume of traffic on residential streets in your local area
Monash City Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Monash City Council – 2026 Annual Community Satisfaction Survey

There was measurable variation in satisfaction with the volume of traffic on local streets observed across the municipality, with respondents from Notting Hill notably (10pts) more satisfied than average, and at an “excellent” level.

By contrast, respondents from Hughesdale were measurably (11pts) less satisfied than average and at a “poor” rather than a “good” level. Respondents from Oakleigh and Oakleigh South were also notably less satisfied than average, and at “solid” rather than “good” levels.



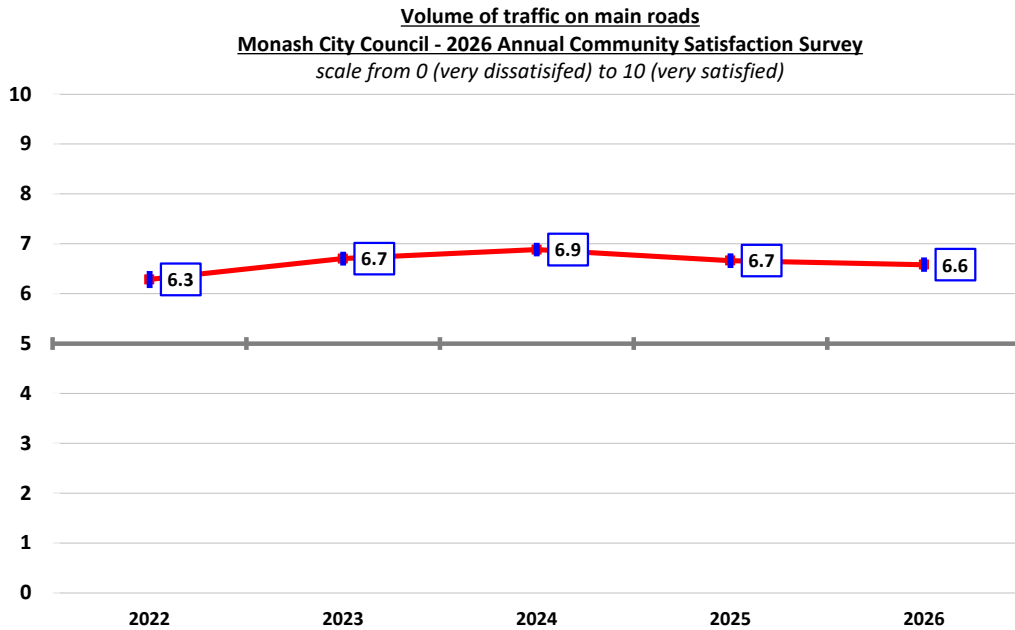
Volume of traffic on main roads

Satisfaction with the volume of traffic on main roads declined marginally this year, down one percentage point to 6.6 out of 10, although it remained at a “good” level.

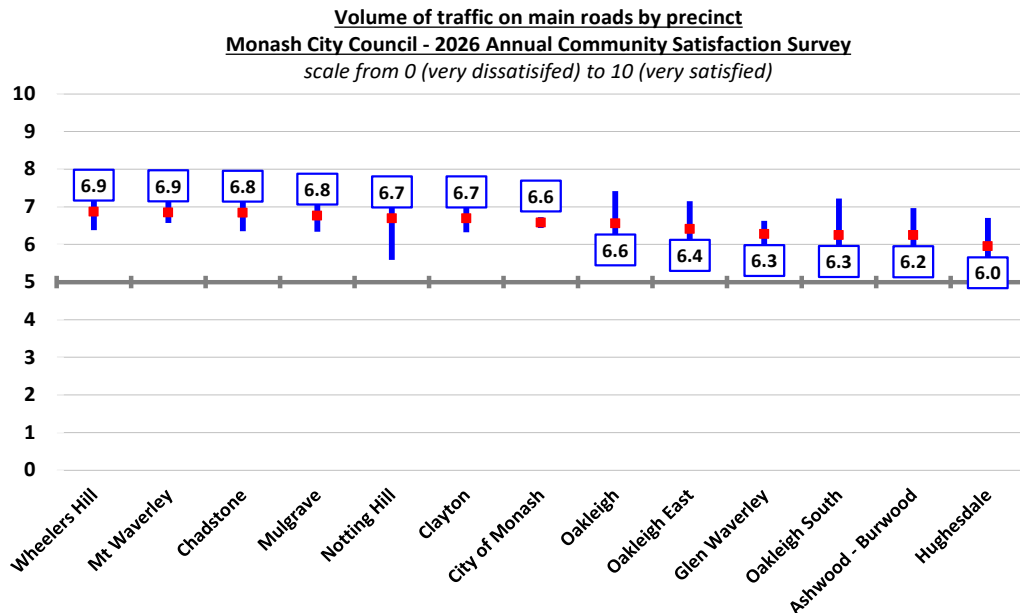
This result was identical to the long-term average satisfaction since 2022 of 6.6 out of 10, or “good”.



Monash City Council – 2026 Annual Community Satisfaction Survey



There was no measurable variation in satisfaction with the volume of traffic on main roads observed across the municipality, although respondents from Hughesdale (6pts) and Ashwood-Burwood (4pts) were notably less satisfied than average, and at “solid” levels.

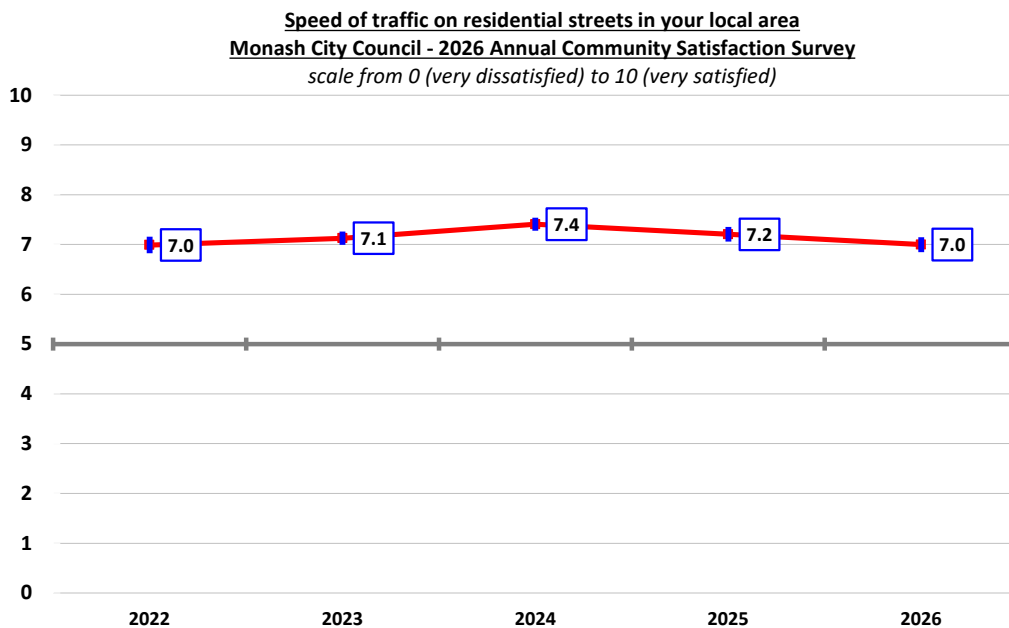


Monash City Council – 2026 Annual Community Satisfaction Survey

Speed of traffic**Speed of traffic on residential streets**

Satisfaction with the speed of traffic on residential streets declined measurably this year, down two percentage point to 7.0 out of 10, although it remained at a “good” level.

This result was marginally (1pt) lower than the long-term average satisfaction since 2022 of 7.1 out of 10, or “good”.

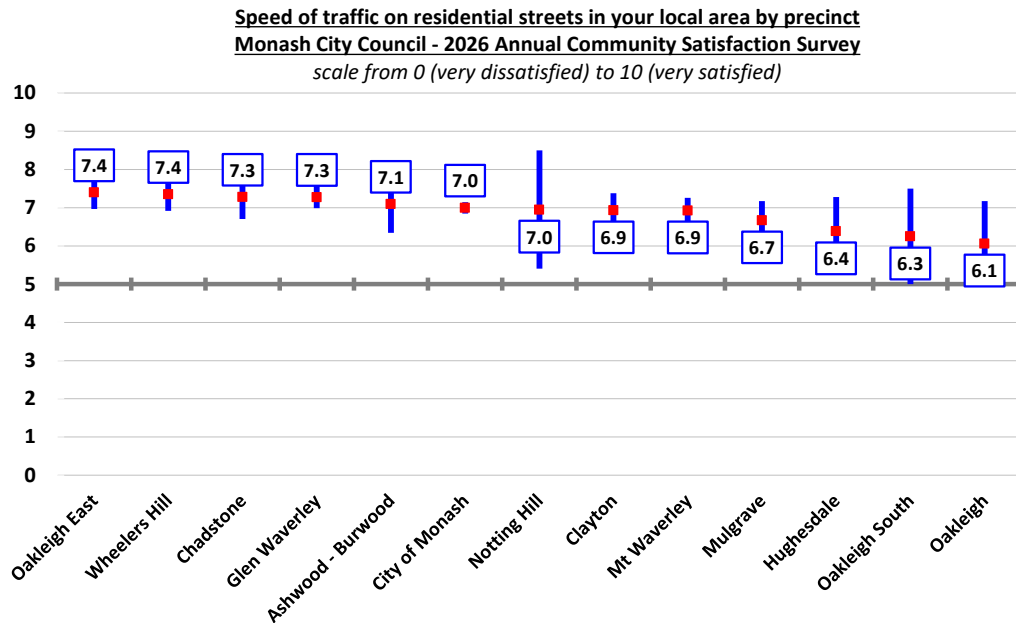


While there was no measurable variation in satisfaction with the speed of traffic on residential streets observed across the municipality, respondents from Oakleigh East, Wheelers Hill, Chadstone, and Glen Waverley were notably (3 to 4pts) more satisfied than average and at “very good” levels.

By contrast, respondents from Hughesdale, Oakleigh South, and Oakleigh were notably less satisfied than average, and at “solid” rather than “good” levels.



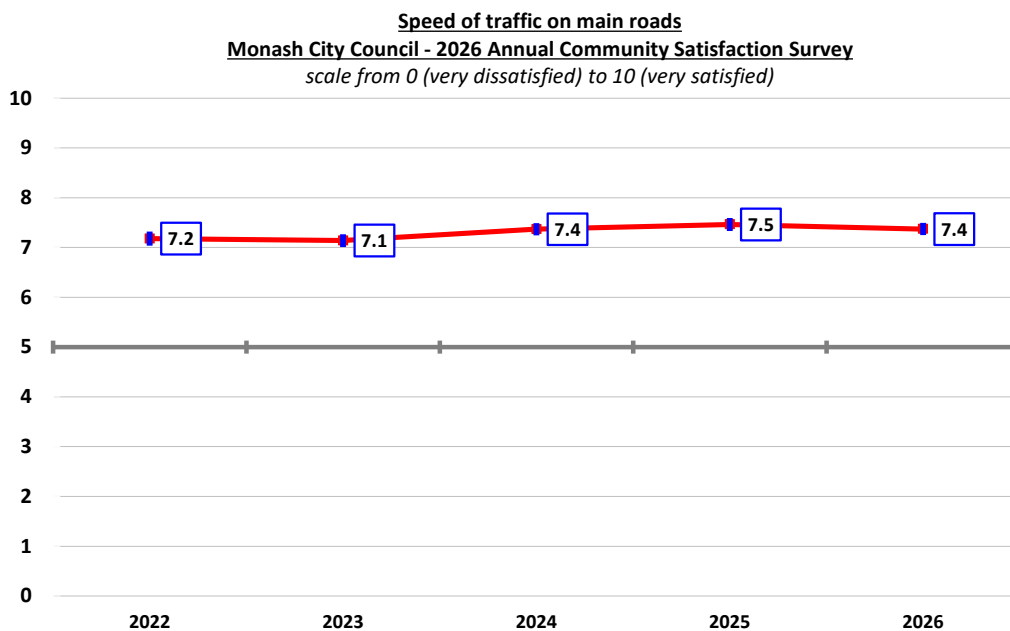
Monash City Council – 2026 Annual Community Satisfaction Survey



Speed of traffic on main roads

Satisfaction with the speed of traffic on main roads declined marginally this year, down one percentage point to 7.4 out of 10, although it remained at a “very good” level.

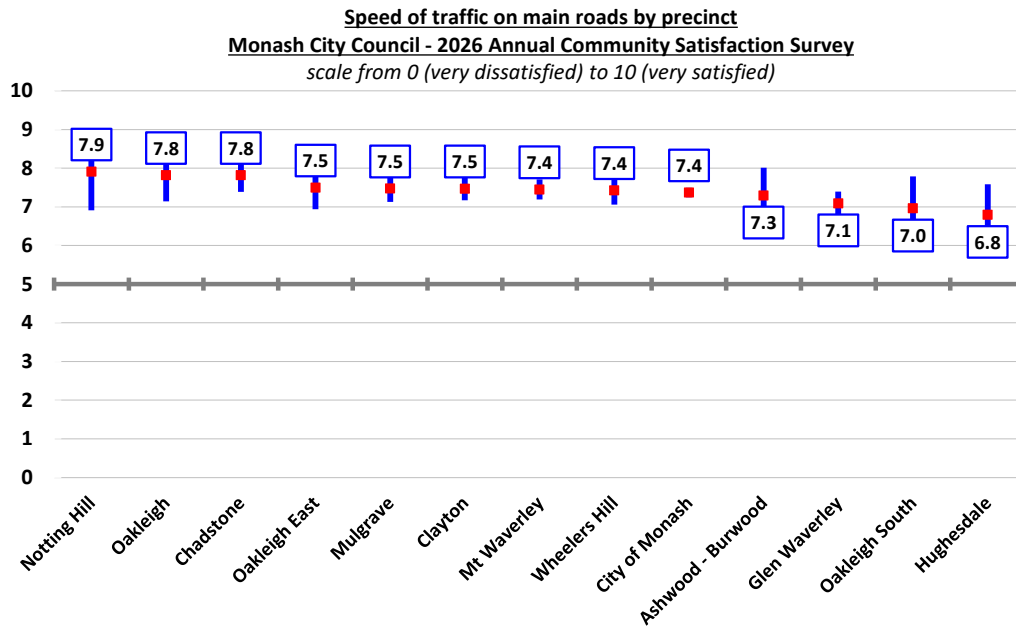
This result was marginally (1pt) higher than the long-term average satisfaction since 2022 of 7.3 out of 10, or “good”.



Monash City Council – 2026 Annual Community Satisfaction Survey

There was no measurable variation in this result observed across the municipality, although respondents from Notting Hill, Oakleigh, and Chadstone were notably (4pts) more satisfied than average, and at “excellent” levels.

By contrast, respondents from Glen Waverley, Oakleigh South, and Hughesdale were notably (3 to 6pts) less satisfied than average, and at “good” rather than “very good” levels.



Reasons for dissatisfaction with the speed of traffic

Consistent with the results recorded in previous years, the overwhelming majority (88%) of respondents who were “dissatisfied” with the speed of traffic on residential streets reported that they considered the speed to be “too fast”.

There was no variation in this result between male and female respondents.

There was a more complex picture observed in relation to the speed of traffic on main roads, with 55% of the male respondents and 33% of the female respondents who were “dissatisfied” with the speed of traffic on main roads considering that the speed was too fast.



Monash City Council – 2026 Annual Community Satisfaction Survey

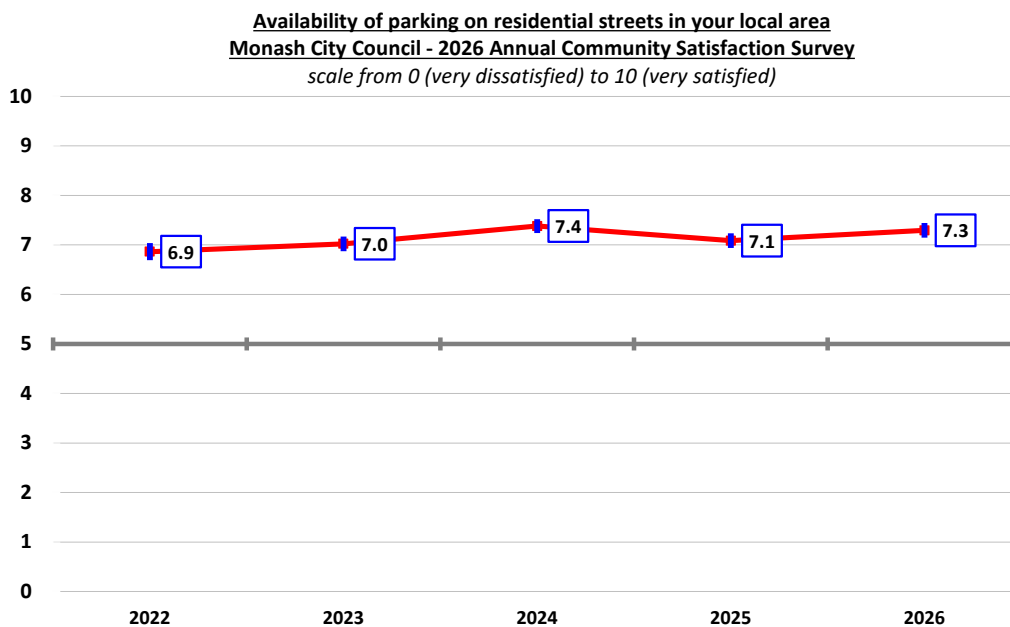
Reasons for dissatisfaction with the speed of traffic by gender
Monash City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents dissatisfied with the speed of traffic)

Response	Residential streets				Main roads			
	Male		Female		Male		Female	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
Too fast	28	88%	21	88%	11	55%	6	33%
Too slow	4	13%	3	13%	9	45%	12	67%
Not stated	13		14		0		0	
Total	45	100%	38	100%	20	100%	18	100%

Availability of parking**Availability of parking on residential streets**

Satisfaction with the availability of parking on residential streets increased somewhat this year, up two percentage points to 7.3 out of 10, which was a “very good”, up from a “good” level.

This result was somewhat (2pts) higher than the long-term average satisfaction since 2022 of 7.1 out of 10, or “good”.



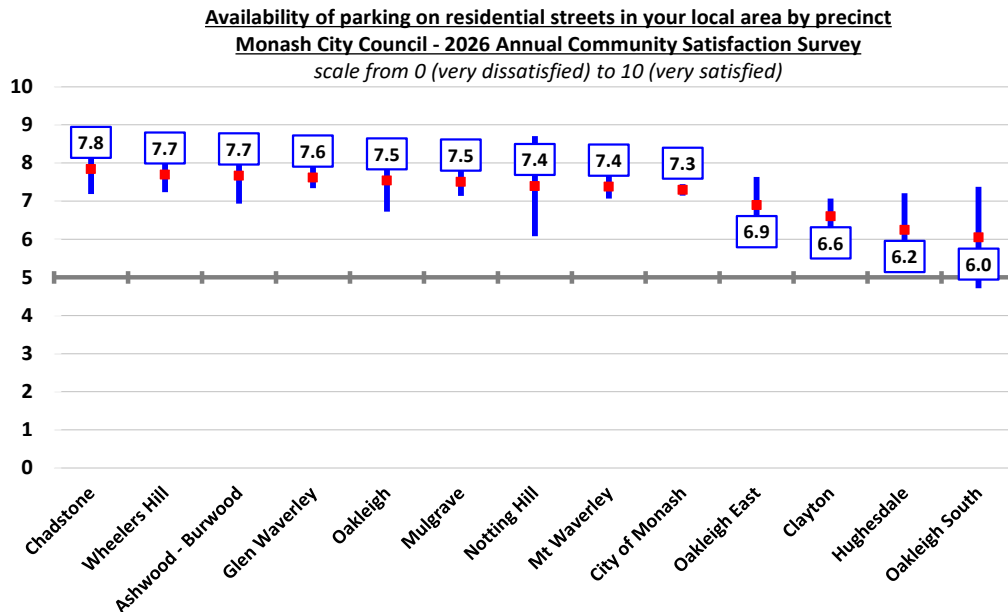
There was no measurable variation in satisfaction with the availability of parking on residential streets observed across the municipality.



Monash City Council – 2026 Annual Community Satisfaction Survey

Respondents from Chadstone were, however, notably more satisfied than average and at an “excellent” level. Respondents from Wheelers Hill, Ashwood-Burwood, and Glen Waverley were also notably more satisfied, but at “very good” levels.

By contrast, respondents from Oakleigh South (13pts) and Hughesdale (11pts) were notably less satisfied than average, and at “solid” rather than “very good” levels.



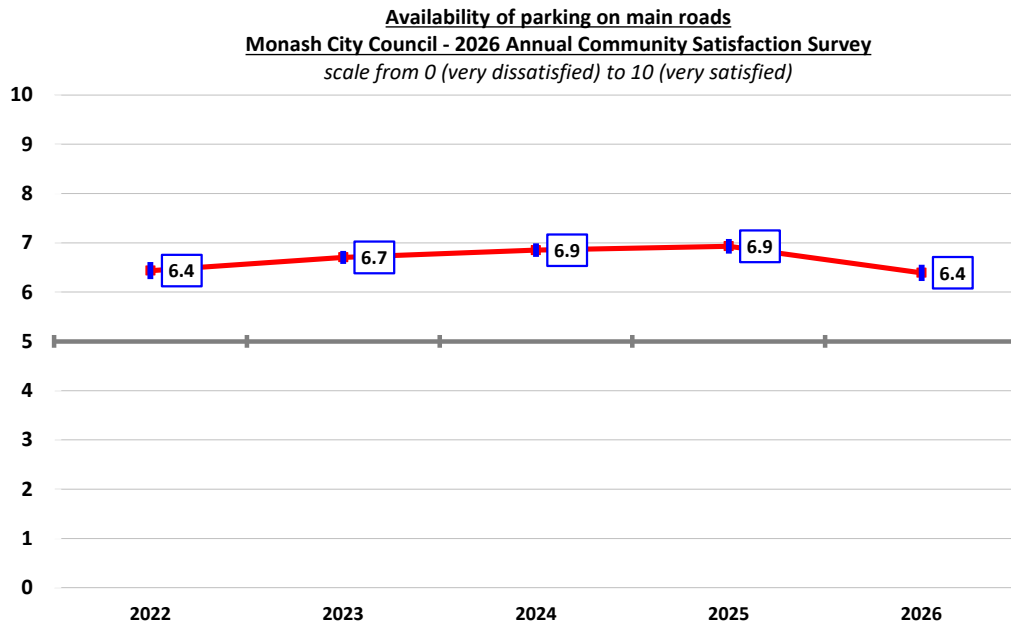
Availability of parking on main roads

Satisfaction with the availability of parking on main roads declined measurably and significantly this year, down five percentage points (7%) to 6.4 out of 10, which was a “solid”, down from a “good” level.

This result was the equal lowest satisfaction with the availability of parking on main roads recorded for the City of Monash and was somewhat (2pts) below the long-term average since 2022 of 6.7 out of 10, or “good”.

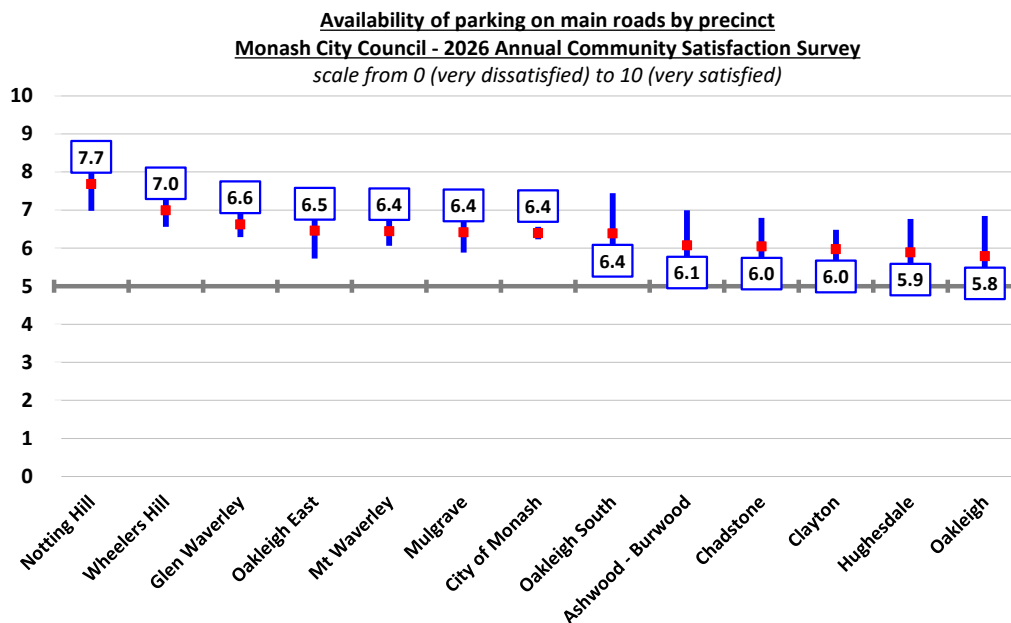


Monash City Council – 2026 Annual Community Satisfaction Survey



While there was no measurable variation in this result observed across the municipality, respondents from Notting Hill were notably (13pts) more satisfied than average and at a “very good” level. Respondents from Wheelers Hill were also notably (6pts) more satisfied than average and at a “good” level.

By contrast, respondents from Hughesdale (5pts) and Oakleigh (6pts) were notably less satisfied than average, and at “poor” rather than “solid” levels.



Monash City Council – 2026 Annual Community Satisfaction Survey

Respondent profile

The following section provides the demographic profile of respondents to the *Monash City Council – 2026 Annual Community Satisfaction Survey*.

Age structure

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* profile of the City of Monash. Metropolis Research notes, however, that the unweighted sample continues to provide a very representative age-structure sample of the Monash community.

Age structure
Monash City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Age	2026 (unweighted)		2026	2025	2024	2023	2022
	Number	Percent	(weighted)				
Young adults (18 - 34 years)	190	24%	35%	35%	35%	35%	35%
Adults (35 - 44 years)	191	24%	16%	16%	16%	16%	16%
Middle-aged adults (45 - 59 yrs)	188	24%	22%	22%	22%	22%	22%
Older adults (60 - 74 years)	135	17%	16%	16%	16%	16%	16%
Senior citizens (75 yrs and over)	91	11%	11%	11%	11%	11%	11%
Not stated	6		6	6	1	6	0
Total	801	100%	801	800	801	815	801

Gender

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* profile of the City of Monash. Metropolis Research notes, however, that the unweighted sample continues to provide a very representative gender-profile sample of the Monash community.

Gender
Monash City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Gender	2026 (unweighted)		2026	2025	2024	2023	2022
	Number	Percent	(weighted)				
Man / Male	426	53%	48%	49%	48%	48%	49%
Women / Female	369	46%	51%	51%	51%	51%	52%
Non-binary	4	1%	1%	0%	0%	1%	0%
Prefer to self describe	1	0%	0%	0%	0%	0%	0%
Prefer not to say / not stated	1		1	1	1	12	0
Total	801	99%	801	800	801	815	800



Monash City Council – 2026 Annual Community Satisfaction Survey

Language spoken at home

Consistent with the results recorded over many years for the City of Monash, approximately half of the respondents were from households that spoke a language other than English at home.

The most common languages remain Mandarin (14%), Hindi (6%), and other Chinese (5%).

Language spoken at home
Monash City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Language	2026		2025	2024	2023	2022	2021
	Number	Percent					
English	366	46%	44%	50%	55%	57%	54%
Mandarin	108	14%	14%	13%	12%	10%	9%
Hindi	46	6%	6%	6%	4%	3%	4%
Chinese, n.f.d	37	5%	2%	5%	2%	2%	2%
Greek	27	3%	4%	0%	4%	5%	4%
Sinhalese	24	3%	3%	4%	3%	4%	3%
Tamil	24	3%	2%	2%	2%	2%	2%
Cantonese	20	3%	3%	3%	3%	3%	2%
Italian	13	2%	2%	0%	1%	2%	3%
Gujarati	12	2%	1%	0%	1%	0%	0%
Vietnamese	12	2%	1%	2%	1%	1%	2%
Telugu	11	1%	1%	2%	1%	0%	1%
Nepali	7	1%	1%	0%	0%	0%	0%
French	6	1%	1%	1%	1%	1%	1%
German	6	1%	0%	1%	0%	1%	1%
Indonesian	6	1%	1%	1%	0%	0%	1%
Persian	6	1%	0%	1%	0%	0%	0%
Punjabi	6	1%	1%	1%	1%	0%	1%
Tagalog (Filipino)	6	1%	1%	1%	1%	1%	0%
Malayalam	5	1%	1%	1%	0%	0%	1%
Korean	4	1%	1%	0%	1%	0%	1%
Malay	4	1%	0%	0%	0%	0%	0%
Spanish	4	1%	1%	1%	0%	0%	1%
Bengali	3	0%	1%	1%	0%	0%	0%
Hungarian	3	0%	0%	0%	0%	0%	0%
Marathi	3	0%	1%	0%	1%	0%	0%
Russian	3	0%	0%	0%	0%	1%	1%
Croatian	2	0%	0%	0%	0%	0%	0%
Japanese	2	0%	1%	0%	0%	0%	1%
Pashto	2	0%	0%	0%	0%	0.1%	0%
Polish	2	0%	0%	1%	0%	0%	1%
Urdu	2	0%	0%	1%	0%	0%	0%
All languages (11 separately identified)	11	1%	5%	4%	10%	14%	6%
Not stated	8		4	9	7	25	6
Total	801	100%	800	801	815	800	801



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Aboriginal or Torres Strait Islander

Consistent with the results recorded in previous years, only a small number of respondents identified a Aboriginal and / or Torres Strait Islander.

Aboriginal Australian or Torres Strait Islander
Monash City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2026		2025	2024	2023	2022	2021
	Number	Percent					
Yes	12	2%	1%	1%	1%	1%	0%
No	769	98%	99%	99%	99%	99%	100%
Not stated	20		23	7	14	18	8
Total	801	100%	800	801	815	800	801

Household member with disability

Consistent with the results recorded in recent years, a little less than 10% of respondents were from households with a member identifying with disability.

It is noted that this result was lower than those recorded pre-2024.

Household member with disability
Monash City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2026		2025	2024	2023	2022	2021
	Number	Percent					
Yes	64	8%	7%	8%	14%	13%	10%
No	714	92%	93%	92%	86%	87%	90%
Not stated	23		23	17	33	35	25
Total	801	100%	800	801	815	800	801

Household structure

Consistent with the results recorded in previous years, the sample included a good cross section of household structures.

This included 41% from two-parent families, with a mix of younger, school-aged, adolescent, and adult children.



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One-quarter of respondents were from couple households without children, 16% from group households (which is higher than typically observed elsewhere across metropolitan Melbourne), and 10% sole person households.

Household structure**Monash City Council - 2026 Annual Community Satisfaction Survey***(Number and percent of respondents providing a response)*

Structure	2026		2025	2024	2023	2022	2021
	Number	Percent					
Two parent family total	321	41%	44%	41%	46%	45%	42%
youngest child 0 - 5 years	64	8%	9%	8%	11%	10%	11%
youngest child 6 - 12 years	72	9%	12%	12%	12%	12%	10%
youngest child 13 - 18 years	89	11%	9%	9%	11%	8%	6%
adult children only	96	12%	13%	13%	12%	15%	14%
One parent family	39	5%	6%	6%	6%	10%	5%
youngest child 0 - 5 years	3	0%	0%	1%	0%	1%	0%
youngest child 6 - 12 years	5	1%	1%	0%	1%	2%	1%
youngest child 13 - 18 years	11	1%	1%	1%	2%	2%	1%
adult children only	20	3%	4%	3%	2%	6%	4%
Group household	129	16%	15%	13%	11%	8%	11%
Sole person household	78	10%	9%	12%	11%	10%	11%
Couple only household	194	25%	25%	27%	25%	24%	30%
Extended or multiple families	25	3%	2%	1%	1%	3%	1%
Not stated	15		8	15	7	30	18
Total	801	74%	800	801	815	800	801

Identify as diverse population groups

Consistent with previous results, 21% of respondents identified as culturally or linguistically diverse. This is lower than the language spoken at home results, given the complexity of the wording of the question.

A small proportion of respondents identified with the other divers population groups.



Monash City Council – 2026 Annual Community Satisfaction Survey

Diverse population groupsMonash City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Response	2025		2025	2024	2023
	Number	Percent			
Culturally or linguistically diverse	172	21%	22%	26%	20%
Person with chronic illness	46	6%	6%	6%	6%
Financial hardship	36	4%	3%	3%	3%
LGBTIQA+	17	2%	3%	3%	3%
Other	1	0%	0%	0%	3%
Total responses	272		274	315	284
<i>Respondents identifying at least one response</i>	232 (29%)		237 (30%)	271 (34%)	253 (31%)

General comments

There were 182 (down from 250) general comments received from respondents this year.

General commentsMonash City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of total responses)

Comment	2026		2025	2024	2023
	Number	Percent			
Safety, policing and crime	20	11%	4%	9%	5%
Parks, gardens, open spaces, tree maintenances	19	10%	13%	10%	5%
Waste management and cleanliness	18	10%	11%	6%	11%
Parking	17	9%	6%	8%	6%
Community facilities / services / activities	15	8%	9%	12%	11%
Traffic and public transport management	15	8%	9%	6%	6%
Planning and development issues	10	5%	3%	8%	1%
Rates / financial management	10	5%	7%	6%	2%
General positive comments	9	5%	6%	8%	13%
Roads	9	5%	6%	4%	7%
Communication, consultation, Council management	8	4%	8%	6%	14%
Footpaths	7	4%	4%	3%	0%
Comments relating to this survey	6	3%	5%	5%	5%
General negative comments	5	3%	1%	0%	0%
Animal management	4	2%	2%	1%	0%
Street lighting	3	2%	2%	1%	6%
Cleanliness of areas	2	1%	2%	0%	0%
Environment and sustainability	1	1%	0%	3%	1%
Multicultural issues	1	1%	1%	0%	5%
Other	3	2%	1%	5%	2%
Total	182	100%	250	170	84



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These have been broadly categorised, as outlined in the above table.

The most common issues raised in the general comments this year included safety, policing, and crime issues (20 comments), parks, gardens, and open spaces (19 comments), waste management and cleanliness issues (18 comments), and car parking (17 comments).

The following table outlines the verbatim comments received from respondents this year.

General comments	
Monash City Council - 2026 Annual Community Satisfaction Survey	
<i>(Number of responses)</i>	
<i>Reason</i>	<i>Number</i>
<i>Safety, policing and crime</i>	
Safety and security of the people	4
Too many robberies	2
Collaboration with the police and security firm at hotspots just for safety reasons	1
Council need to do something about the e-bikes driving around and causing havoc. They destroy school playgrounds	1
Feel unsafe because of robberies so I want more police to drive around the area	1
In the past, people have jumped over our fence, that is dangerous and unsafe	1
In the past, someone tried to frame our neighbour into a situation, the police were called and it was helpful. A lot of neighbours helped, and it was sorted out	1
Issues like unsavoury characters	1
Issues like violence	1
Like to see more support and funding for household security	1
Please improve police patrolling at night around the High Street Rd. There are break in to houses and it is getting unsafe around here	1
Please increase police patrolling at night, it is very important regarding safety	1
Safety concerns regarding robbery in the Delmore Cres	1
There have been car break-ins, we are not sure if street cams are allowed	1
There were cars stolen at Mill Rd	1
Too many teenagers around	1
Total	20
<i>Parks, gardens, open spaces, tree maintenances</i>	
Trees too tall / needs pruning	2
Bog trees are a huge issue	1
Do not cut trees	1
Ferntree Gully Rd vegetation needs to be maintained	1
Grass cutting on the streets needs improvement	1
Gum trees should not be grown in this area	1
Health issue with husband as pine tree at Wendy court leaves yellow dust, which causes too many issues, gets all over	1
I love that you can bring dogs to any park and there are a lot of rubbish bins	1
I want to cut tree in backyard	1
I would love if they were more bushland parks in the area	1



Monash City Council – 2026 Annual Community Satisfaction Survey

In Purse St, disregard of safety issue. Tree branches are falling onto the road	1
Please come and talk to us about the bins in the park	1
The tree issues are something I would the Council to take some steps. It is not good for environment for the green rubbish to lay there and it is so heavy for me to put in the bin. So it would be good for it to be taken and put away safely	1
There is a big community of owners of dogs, but dog friendly areas are being reduced. Justification from Council does not come across as being based on facts or the input of the local residents	1
They are cutting down a lot of trees, need to plant more trees around here	1
They care for the health of the trees far more than humans. No house is happy with the big trees	1
This tree is damaging our house. Do we need to ask the Council to cut it?	1
Wheelchair access parks in the area	1
Total	19

Waste management and cleanliness

Hard rubbish collection should happen frequently	2
Hard rubbish should be twice a year	2
Can you make rubbish call on demand rather than dump at the front	1
Hard rubbish collection should be more than once a year	1
I get confused with the trash and where to put them. They need to put out training and more information on where to put and what to put in the right bin	1
I would like for the Council to take some steps on hard rubbish	1
I would like to have more information on how to put or dispose household chemicals	1
More availability in hard rubbish collection dates needed	1
People keep throwing others trash in my garbage	1
People put a lot of rubbish on the nature strip; I am not sure if it is hard rubbish because it looks like trash and not hard rubbish	1
Red bin collection should restart again to be collected weekly instead of fortnightly	1
Soft plastic management needs to be enforced properly	1
The bins can get replaced every few years. They can get smelly	1
The waste station is too expensive	1
They did not collect the green bin once because I had a non-compatible bag in it, I called them and they took it quickly. I wish they could provide us with composting bags	1
Where can I dispose the batteries?	1
Total	18

Parking

About the parking on residential Harlington St, the street is very narrow, so the side mirrors get broken when people drive past	1
In Glen Waverley train station, the parking slots during the day are limited	1
In the new parking next to Dan Murphy, near station, we can only park for 5 hrs and after that they start fining. If someone needs to go work in the city, we cannot park our cars for 8hrs there. We have to leave the car for 8 hrs at least at a place for work. The Council needs to make new rules regarding that	1
Near Monash University, there is not enough parking	1
On the intersection of Westbrook St and Drummond St, the cars are not allowed to park for at least 9 meters but there are still cars parked and it makes it difficult to drive around the intersection	1
Organise the street, fix the parking	1



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Parking availability on park lanes	1
People park very close to the roundabout because the sign is put very close	1
Plan more parking	1
Restrict street parking	1
School staff are not utilizing parking available on school property where there is adequate available. These cars are parking in such way to limit residential access to their home	1
Street rules need to be more enforced and more clearance for vehicles to exit especially on school areas	1
The bi lane parking has gone insane. They should not be allowing developments to come up if people are not following the parking. The streets get stuck too with both lanes being taken by cars	1
The parking on Evelyn St. They have put in limited-time parking, so the residents need to get parking permits. But it is unnecessary. I would like to know why they decided it is needed on the street	1
The parking on the streets should be at least 1 or 2 hours for free	1
There is not enough public parking around the stations, too many cars on the streets	1
While going to pay parking ticket, the officers were not considerate	1
Total	17

Community facilities / services / activities

Childcare should be more affordable	1
Council should consider better registration for foster carers for animals. Make it transferable	1
Council should provide services to elderly people and care facilities	1
Drainage issues	1
Drainage issues across all Glen Waverley	1
Health services should be provided at affordable prices also	1
Maintenance of swimming pools should be greatly improved	1
More activities for disabled people	1
Need helper but no reply	1
People at the waste station are great	1
Require more community empathy. The driver of the garbage truck was a bit rude for the garbage collection truck. I came running to keep the bins out as soon as I heard the truck noise and I kept it on time, but he still refused to take the bins. It has not happened frequently but just a few times. He can be polite, but he is a little rude	1
Should have more public toilets	1
The Wheelers Hill library does not have enough space, and the study spaces are not open enough. Some spaces require payment to use even for charities	1
There are insufficient arts activities and services	1
There should be more bike paths	1
Total	15

Traffic and public transport management

Burwood One need more traffic signs, it has a poor design driveway	1
Fix the traffic lights because I feel it is going a little wrong	1
I would like for the Council to take some steps on traffic	1
More traffic lights on the main Blackburn Rd	1
On Haughton Rd, it is very hard to turn left to Carinish Rd and similarly right on Carinish Rd to Haughton Rd. This makes other streets congested when people avoid turning on Haughton.	1
They need lights for direction	1
Organise the street, fix the traffic	1



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People are speeding	1
Please improve police patrolling at night around the High Street Rd	1
Public transport sometimes is not on time	1
Request for speed humps on the road Remington Dr to control speed in the area	1
Speeds on main roads like Springvale Rd, is too slow	1
The main issue is that nothing is done about the speedway. No controls have been put in place	1
The roundabouts are really of no use	1
Traffic speed is too high, too fast no control	1
We are a bit far from any public transport. So, we ended up using Uber a lot	1
Total	15

Planning and development issues

Housing crisis is really bad	1
Housing should be more affordable	1
I feel that there is a lack of consistency in regard to when a tree is allowed to be removed. New properties seem to always be allowed to bulldoze trees under the guise that the trees have suddenly died. I feel that this is too convenient and that the trees on the new properties have not really died	1
In general, it could be so much nicer if the landscape would be better	1
Lack of policing of the 60/40 - 70/30 on nature preservation on new property	1
Not happy with high rise buildings apartments, do not want to compromise the cheap high rise apartments	1
Really unhappy about the density of buildings on one block. Loss of sunlight due to neighbourhood housing	1
The main concern is they are planning to build a high rise and demolish the existing building near the station. I expect the Council to stand up for its people, because the high rise will mainly cause congestion	1
The new development taking place near station should be planned well and in proportion or it can cause major congestion issues	1
They cannot control housing development. Six houses are developed in the street and none of them are occupied	1
Total	10

Rates / financial management

Council rates are too expensive, and there is too much tax, please make sure the public facilities are economical for all	1
Drop the rates	1
For the rates which they are charging, you do not get that level of facilities at all	1
I want to ask Council to lower rates for people with lower incomes. I have pension and it is expensive for us	1
Keep the rates more reasonable, Monash Council charges the highest for everything	1
More funding for basic infrastructure	1
Please be human first, do not be money driven. Always try to help people, no other Council work like this. I understand the basic fees and charges, but try to be considerate	1
Rates are higher and services are worse	1
The cost of living is too high, needs to be more affordable	1
The Council can save money by conducting garbage collection less often, personalised services needed	1
Total	10



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<i>General positive comments</i>	
All is good, they do their best and we are happy with the services. No complaints	1
I do a lot of reporting through neighbourhood watch, and I am pleased with the Council's responsiveness and communication	1
It is a very good suburb to live in	1
Keep doing what you're doing	1
Love the area	1
On the whole Council is doing a reasonable job	1
Thank you for the services	1
Very good place. Safe for my daughter. Living here for 7 years now	1
Very happy after living 20 years	1
Total	9
<i>Roads</i>	
Construction holes around intersection of Bertrand Ave and Huxley Ave, inadequately covered	1
Do some work on potholes on the intersection of North Rd and Poath Rd	1
I think the only thing is the roads are not being maintained	1
Please fix the potholes on the Haughton Rd	1
Please fix the potholes on the Valley St	1
Potholes are a big issue	1
Problems relating to better roads	1
The new lanes are not that effective on Princetown Rd	1
The part of the Waverley Rd between Warrigal Rd and Huntingdale Rd needs to be fixed. After heavy rain it has constantly overflowing drains	1
Total	9
<i>Communication, consultation, Council management</i>	
I have never seen a representative of the Council knock on my door before	1
I hope Council is involved in the discussions with the SRL group to minimise disruption to people's livelihood and the environment	1
I think they need to be more effective in communicating about the issues	1
It would be good if there were more ways to give feedback and they would be made known	1
Less newspaper	1
Listen to resident requests	1
People on the phones put me through the right place and they do a good job. The stuff gets done and I get feedback	1
The Council was threatening me regarding the garden cleaning, and I am a single senior person. It is not fair. I was very disappointed and did not appreciate that at all	1
Total	8
<i>Comments relating to this survey</i>	
I think the survey should be shorter, some questions feel repetitive even though they are not and there would be a better response if it was shorter for the next time	1
It is a good thing Council is taking feedback from us, good work and initiative	1
Person conducting the survey was nice	1



Monash City Council – 2026 Annual Community Satisfaction Survey

Personally, I would prefer an online survey.	1
Shorter surveys	1
Survey is way too long. Need more time to properly evaluate questions	1
Total	6
<i>Footpaths</i>	
Builders left rubble in the pavement affecting the wheelchair access	1
Older community suffers with lack of safe footpaths	1
Pathway broken due to roots at the end of Wendy Ct	1
Problems relating to better footpaths	1
Small pedestrian paths	1
Walking along Stephens St to Huntingdale needs footpath maintenance	1
We need more footpaths near schools	1
Total	7
<i>General negative comments</i>	
I think the Council should stay in their lane	1
Improve things	1
Stop outsourcing your labour	1
They do quite a decent job and when I do ask for help, they are pretty good	1
Too much of bureaucracy in Council and no flexibility in terms of services	1
Total	5
<i>Animal management</i>	
In the Mayfield Park, the dogs have run up to the children with the owners taking no responsibility for it	1
Need possum control	1
Rodents around new build at Huxley Ave and Curie Ave	1
There is always dog poop	1
Total	4
<i>Street lighting</i>	
Problems relating to better lighting facilities	1
The Djerring Trail between Warrigal Rd and Galbally Reserve is pitch dark and very unsafe. If they could put a few streetlights on this trail people would feel safer	1
There should be more street lighting	1
Total	3
<i>Cleanliness of areas</i>	
Cleaning of the roads	1
More street sweeping in summer	1
Total	2



Monash City Council – 2026 Annual Community Satisfaction Survey

<i>Environment and sustainability</i>	
Green area needs to be kept green as there too many buildings	1
Total	1
<i>Multicultural issues</i>	
Social cohesion, not enough steps taken against racism	1
Total	1
<i>Other</i>	
I am an international Monash Uni student and am very new to the country	1
Make us proud	1
More visibility with pride and LGBTQIA community	1
Total	3
Total responses	182

Appendix One: survey form

Monash City Council 2026 Annual Community Satisfaction Survey



Hello my name is _____ from Metropolis Research and I am here on behalf of Monash City Council.

Council is required, under government regulations to conduct a community satisfaction survey every year, and we would welcome your feedback on the performance of Council, including ways in which Council may improve its performance.

The survey also includes a few questions about what the community values most about Monash and what the issues are that affect Monash both now and into the future.

The survey will take approximately 15 mins to complete, is completely confidential and voluntary.

1

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

Yes (*continue*)

1

No (*go to Q.5*)

2

If Yes, why did you contact Council?

2

When you last contacted the Council, was it?

(*Please circle one only*)

Visit in person

1

Social media (*e.g. Facebook*)

7

Telephone (*during office hours*)

2

Directly with a Councilor

8

Telephone (*after hours service*)

3

Live chat

9

Mail

4

Web request / online forms

10

Email

5

Other (specify) _____

11

Website

6

3

Was this your preferred method of contacting Council?

Yes

1

No

2

If No, how would you have preferred to contact Council? _____

If No, why were you unable to use your preferred method? _____

4

On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of service when you last had contact with the Monash City Council?

1. General reception	0	1	2	3	4	5	6	7	8	9	10	99
2. Care and attention to your enquiry	0	1	2	3	4	5	6	7	8	9	10	99
3. Provision of information on the Council and its services	0	1	2	3	4	5	6	7	8	9	10	99
4. Speed of service	0	1	2	3	4	5	6	7	8	9	10	99
5. Resolving your request with a sense of ease and accomplishment	0	1	2	3	4	5	6	7	8	9	10	99
6. Courtesy of service	0	1	2	3	4	5	6	7	8	9	10	99
7. Access to relevant officer / area	0	1	2	3	4	5	6	7	8	9	10	99
8. Staff's understanding of your language needs	0	1	2	3	4	5	6	7	8	9	10	99
9. Overall satisfaction with the customer service experience	0	1	2	3	4	5	6	7	8	9	10	99

If any aspect rated less than 6, why do you say that?

5

On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and your personal level of satisfaction with each of the following.

1. The maintenance and repair of major arterial roads and highways managed by VicRoads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
If satisfaction rated less than 6, are there any roads of concern?													
2. The maintenance and repair of sealed local roads managed by Council	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
If satisfaction rated less than 6, are there any roads of concern?													
3. Footpath maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Drains maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Regular garbage collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Regular recycling service	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
If less than 6, why do you say that?													
7. Regular green waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

5

On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and your personal level of satisfaction with each of the following.

8. Street sweeping	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Provision and maintenance of street lighting	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Provision of parking facilities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Local traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Provision and maintenance of parks, gardens and reserves	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
If less than 6, why do you say that?													
Is there a specific park, garden or reserve of concern?													
14. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
If less than 6, why do you say that?													
15. Animal management (control and regulation of pets and domestic animals)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
16. Council activities to encourage environmental sustainability	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
If less than 6, why do you say that?													
17. Council's newsletter Monash Bulletin (delivered by Australia Post to every household in Monash)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
If less than 6, why do you say that?													

6

On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction with only the services you or a family member have used in the past 12 months?

(note: Ask importance, then use, then satisfaction only if service has been used in last 12 months)

1. Council's website	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

6

2. Hard rubbish collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
3. Council's Waste Transfer Station (located in Ferntree Gully Road, Notting Hill)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
4. Recreation and Aquatic Centres	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
5. Bike paths and shared pathways	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
6. Sports ovals and other outdoor sporting facilities	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
7. Provision and maintenance of local playgrounds	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
8. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
If rated less than 6, why do you say that, and please name any specific locations of concern?														
9. Council run services for children and their families	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
10. Council services for older residents and activities for seniors	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
11. Local library and library services	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
12. Council run programs and activities for young people (10 to 25 years of age)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	

7

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following?

1. Council's performance in community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
<i>If less than 6, what do you wish Council would ask you about?</i>												
2. The opportunities offered by Council to engage or be consulted with on Council decisions	0	1	2	3	4	5	6	7	8	9	10	99
3. Council's representation, lobbying and advocacy on behalf of the community with other levels of government or organisations on key issues	0	1	2	3	4	5	6	7	8	9	10	99
4. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99
5. Council performance providing 'value for rates'	0	1	2	3	4	5	6	7	8	9	10	99
6. Council's performance in maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	99
7. Council making decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
8. Performance of Council across all areas of responsibility	0	1	2	3	4	5	6	7	8	9	10	99
If overall satisfaction less than 6, what does Council most need to do to improve its performance?												

8

Can you please list what you consider to be the top three issues for the City of Monash at the moment?

Issue One:	
Issue Two:	
Issue Three:	

The population of Monash is expected to grow by approximately 46,000 over the next 20 years. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

9

On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with planning for population growth (by all levels of government).

Planning for population growth	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												

10

On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of planning and housing development in your local area.

1. The appearance and quality of new developments in your area	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, please identify the developments:</i>												
2. The design of public spaces	0	1	2	3	4	5	6	7	8	9	10	99
3. The protection of trees and vegetation on private property	0	1	2	3	4	5	6	7	8	9	10	99

11

On a scale of 0 (lowest) to 10 (highest) can you please rate your satisfaction with the following aspects of traffic and parking in the City of Monash?

1. Volume of traffic on residential streets	0	1	2	3	4	5	6	7	8	9	10	99
2. Volume of traffic on main roads	0	1	2	3	4	5	6	7	8	9	10	99
3. Speed of traffic on residential streets	0	1	2	3	4	5	6	7	8	9	10	99
<i>If < 5, is speed too fast or too slow</i>	Too fast						Too slow					
4. Speed of traffic on main roads	0	1	2	3	4	5	6	7	8	9	10	99
<i>If < 5, is speed too fast or too slow</i>	Too fast						Too slow					
5. Availability of parking on residential sts.	0	1	2	3	4	5	6	7	8	9	10	99
6. Availability of parking on main roads	0	1	2	3	4	5	6	7	8	9	10	99

12

On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas in the City of Monash?

1. During the day	0	1	2	3	4	5	6	7	8	9	10	99
2. At night	0	1	2	3	4	5	6	7	8	9	10	99
3. Travelling on / waiting for public transport	0	1	2	3	4	5	6	7	8	9	10	99
4. In and around your local shopping district / centre	0	1	2	3	4	5	6	7	8	9	10	99
If any rated less than 5, why do you say that?												

13

Over the next four years, Council will continue to focus on the following six areas to work towards achieving the *Community Vision*. On a scale from 0 (very unimportant) to 10 (very important), how important are each of these areas for Council to focus on?

1. A Vibrant and Leafy City	0	1	2	3	4	5	6	7	8	9	10	99
2. Easy to Get Around	0	1	2	3	4	5	6	7	8	9	10	99
3. Services in my Neighbourhood	0	1	2	3	4	5	6	7	8	9	10	99
4. A Strong Sense of Community	0	1	2	3	4	5	6	7	8	9	10	99
5. An Engaged Community	0	1	2	3	4	5	6	7	8	9	10	99
6. A Sustainable Future	0	1	2	3	4	5	6	7	8	9	10	99

A Vibrant and Leafy City

- We have vibrant and leafy city that values our trees and parklands, and balances the demand for housing and public infrastructure to meet the current and future needs of our community.

Easy to Get Around

- A city that ensures easy access for everyone, supporting preferred modes of travel with sustainable public transport options and interconnected walking and cycling paths.

Services in my Neighbourhood

- A city that has a wide range of quality services such as schools, shops, dining, healthcare, education, jobs, parks, libraries and community facilities.

A Strong Sense of Community

- A safe, diverse, and inclusive community that promotes social connection, supports mental health, and provides opportunities for enhanced social, emotional, and physical wellbeing.

An Engaged Community

- A community that stays well-informed about issues that affect our city and actively participates in decision-making opportunities that impact them.

A Sustainable Future

- A city that protects our natural environment and takes a leadership role in addressing and adapting to climate change.

14**Please indicate which of the following best describes you.**

15 - 19 years	1	45 - 59 years	4
20 - 34 years	2	60 - 74 years	5
35 - 44 years	3	75 years or over	6

15**With which gender do you most identify?**

Man / Male	1	Prefer to self describe:	4
Women / Female	2	_____	
Non-binary	3	Prefer not to say	5

16**Are any members of this household of Aboriginal and / or Torres Strait Islander origin?**

Yes	1	No	2
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17**What are all the languages spoken in this household?**

English only	1	Other (<i>specify</i>): _____	2
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18**Do any members of this household identify as having a disability?**

Yes	1	No	2
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19**What is the structure of this household?**

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

20**Do you identify with any of the following diverse population groups?***(please select as many as appropriate)*

Person with chronic illness	1	Financial hardship	4
Culturally or linguistically diverse	2	Other (<i>please describe</i>):	9
LGBTIQA+	3	_____	

21**Do you have any further comments you would like to make?**

Thank you for your time
Your feedback is most appreciated

Council will publish the full results of this survey on its website by end June 2026, following detailed analysis and discussion with Councillors and senior officers.