



Bayside City Council

2022 Annual Community Satisfaction Survey

May 2022



Prepared by:

**Metropolis Research
ABN 39 083 090 993**

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Executive summary

Council's fifth *Annual Community Satisfaction Survey* was conducted by Metropolis Research using a combination of the telephone and door-to-door interview style survey of 600 residents in March, April, and early May 2022.

The survey has traditionally been conducted as a door-to-door, face-to-face interview style survey with 700 respondents.

Due to the continued impact of the COVID-19 pandemic on labour and staff availability, the survey was conducted as a hybrid of the telephone and door-to-door interview style methodologies. It is our intention to return to a fully door-to-door methodology next year with a sample of 700 respondents.

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

The survey also measured the importance to the community of the 26 individual services and facilities, explored the top issues the community feel should be addressed in the City of Bayside "at the moment", and their satisfaction with aspects of traffic and parking.

In addition to these core survey components, the survey also included a set of questions relation to participation in a range of environmental activities, which have been reported separately. In 2022 the survey also included questions related to Bayside's 2050 community visions, diversity and inclusion, volunteering, and sense of community.

Satisfaction with the [overall performance of Bayside City Council](#) increased somewhat this year, up 2.8% from 6.80 to 6.99, although it remains at a "good" level of satisfaction. This result was marginally higher than the average for the six inner eastern region councils (6.78) and somewhat higher than the metropolitan Melbourne average of 6.60, both as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2022.

This year, a little less than half (43.9% up from 37.5%) of respondents were very satisfied with Council's overall performance (rating satisfaction at eight or more out of ten), whilst 6.6% (down from 9.1%) were dissatisfied (rating zero to four).

There was some variation in this result observed across the municipality, as follows:

- **Somewhat more satisfied than the municipal average** - includes respondents from Brighton, young adults (aged 18 to 34 years), new and newer residents (less than 5 years in Bayside), and group households.
- **Somewhat less satisfied than the municipal average** – includes respondents from Highett, older adults (aged 60 to 74 years) and two-parent families (youngest child aged 13 to 18 years).



The issues most negatively correlated with satisfaction with overall performance for the respondents nominating the issues this year were sports and recreation facilities, car parking, and planning and development issues.

The most common reasons why some respondents were dissatisfied with Council's overall performance related largely to Council management and governance, planning and development issues, and parks, gardens, and open spaces.

There was an increase in agreement with the six statements about Council. When asked their level of agreement with [six statements about the Bayside City Council](#) as an organisation, respondents agreed as follows:

- **Strong Agreement** – that Council provides important services that meet community needs (7.44 up from 6.82). More than half of the respondents “strongly agreed” with this statement and 5.6% disagreed.
- **Moderate Agreement** - that is trustworthy and reliable (6.99 up from 6.66), is efficient and effective (6.97), is a responsible financial manager (6.72 up from 6.33), and has a sound direction for the future (6.65 up from 6.35). Between one-third and half of the respondents strongly agreed with these five statements, whilst between approximately 10% and 16% disagreed.

Consistent with the increase in satisfaction with Council's overall performance and the improved view about Bayside City Council as an organisation, satisfaction with the five included aspects of [leadership and governance](#) all increased notably this year, up by an average of 6.7%, up from 6.30 or “solid”, to 6.72, or “good”.

Satisfaction with [Council's customer service](#) improved this year, with an average satisfaction with the six included aspects of customer service of 7.68, an increase of 3.4% on the 2021 result, although it remains at a “very good” level of satisfaction. Although a direct comparison cannot be made to *Governing Melbourne* given slightly different wording for the customer service section, satisfaction with Council's customer service appears to be a consistent with the metropolitan Melbourne average.

Satisfaction with the 26 included [services and facilities](#) provided by the Bayside City Council increased marginally this year to 7.63 (up from 7.55), an increase of 1.1% this year. This remains a “very good” level of satisfaction. This result is marginally higher than the 2022 metropolitan Melbourne average satisfaction with the similar group of services and facilities of 7.40.

Satisfaction with the local library, garbage collection, regular recycling, food and green waste collection, hard rubbish booking / pick up service, services for children from birth to five years of age, the appearance of the beach, foreshore, and bushland, sports grounds and ovals, arts and culture, and services for older people were all rated at “excellent” levels.

Satisfaction with none of the 26 services or facilities were rated as “solid”, “poor” or lower.



When asked to rank the importance of these five advocacy projects from highest to lowest priority, advocacy around aged and disability, public transport, and the planning system were the three highest priority projects.

There was a new set of questions included in the survey this year, asking respondents the degree to which they believe that Council is [achieving its overall vision across 10 vision areas](#). On average, respondents rated how well Council was achieving its vision moderately well, with average scores from 7.32 for its vision in relation to the living / natural environment, to a low of 6.64 for its vision in relation to promoting innovation.

Planning and development issues remain significant [issues in the City of Bayside](#). “Building, housing, planning and development” issues were the most identified issues to address in the municipality, with 15.0% nominating these issues this year, which was more than double the metropolitan Melbourne average of 6.4%. For the respondents nominating planning and development issues as one of the top three issues to address in the City of Bayside, on average they rated overall satisfaction with Council at 6.19, or 11.4% lower than the municipal average.

The prominence of planning and development issues in the survey this year was reflected in the fact that satisfaction with the seven included aspects of [planning and development](#) increased by an average of just 1.6% this year, lower than the increase in overall satisfaction (up 2.8%).

Community concern around planning issues, which focus in large measure on the size and number of higher density residential developments occurring in Bayside do appear to exert a negative influence on these respondents’ satisfaction with Council.

Sports and recreation facilities also remain significant issues for a small number of respondents in the City of Bayside this year, with 5.2% (up from 4.7%) of respondents nominating this as an issue to address for the City of Bayside this year. These respondents were on average, significantly less satisfied with Council’s overall performance than the average, with a score of just 5.83, which was 16.6% lower than the municipal average of 6.99. This is a similar result to that observed by Metropolis Research in 2021, where these 4.7% of respondents who nominated sports and recreation facilities as a top three issue were 19.3% less satisfied with Council’s overall performance than the municipal average.

A significant finding in the survey results this year is the decline in community concern around parking related issues in the City of Bayside.

Satisfaction with the availability of [parking](#) on residential streets, main roads, and in and around shopping strips and major commercial areas all improving measurably and significantly this year, up by an average of 13.2%, with satisfaction with parking in all situations now at record high levels.

This improvement is reinforced by the fact that car parking declined again this year as a top three issue to address in the municipality, with just five percent (down from 11.4% in 2021 and 21.5% in 2019) nominating these issues.



It is important to note, however, that for the five percent of respondents who nominated car parking issues as an issue to address were on average measurably less satisfied with Council's overall performance than the average (5.95 compared to 6.99), suggesting that the issue continues to exert a negative influence on satisfaction with Council's overall performance for the respondents who raise car parking as an issue.

[Traffic management issues](#) in the City of Bayside increased only marginally this year, with seven percent (up from 4.6%) identifying these as issues to address in the municipality. Consistent with this relatively modest level of concern about traffic management related issues, satisfaction with the [volume of traffic](#) on both residential streets and main roads improved by an average of nine percent this year, and both were now at "solid", up from "poor" levels.

Metropolis Research notes that respondents nominating traffic management and road maintenance and repairs as issues in the City of Bayside were on average, only somewhat less satisfied with Council's overall performance than the average, which implies that traffic management and road maintenance and repairs continues to exert a mildly negative influence on satisfaction with Council for the respondents raising these issues.

Respondents were asked to rate their perception of [safety whilst walking and cycling](#) on both residential streets and main roads in the municipality, with most remaining stable or increasing marginally. Respondents felt very safe whilst walking on residential streets (7.81) and main roads (7.53), and when cycling on residential streets (7.39). They felt less safe, albeit still very safe, cycling on main roads (6.69 up from 6.40).

Respondents were asked a range of questions around [local community involvement](#), with 31.7% (down from 50.3% in 2020) reporting that they were an active member of a club or community group, 22.3% (up from 20.7%) volunteer regularly, 22.8% (down from 36.7% in 2020) sometimes volunteer, and 7.9% (down from 13.5% in 2020) currently sit on a community group board or committee.

Respondents were also asked to rate their agreement with four statements about the Bayside community and Council in relation to the [sense of community](#). Respondents, on average, very strongly agreed that they feel "welcome, included, and respected when accessing Council services, facilities, and activities" (8.05 out of 10), and strongly agreed that "the Bayside community is welcoming and supportive of people from diverse cultures and backgrounds" (7.66) "Bayside is accessible and inclusive for all in the community" (7.61), and "Bayside Council respects, reflects, and is inclusive of First Nations' peoples" (7.51). Less than six percent of the respondents providing a score, disagreed with any of these four statements.

Summary of satisfaction with Bayside City Council

The 2022 Annual Community Satisfaction Survey reported strong improvements in community satisfaction with the performance of Council, largely reversing the declines reported in 2021 during the COVID-19 pandemic.



Whilst acknowledging some complications in comparison due to the impact of COVID-19 on survey implementation across metropolitan Melbourne in early 2022, it is noted that satisfaction with Bayside City Council has returned to a higher than metropolitan Melbourne level this year.

The improvement in satisfaction with Council performance was particularly strong in relation to Council's leadership and governance performance (up by an average of 6.7%), but also notable for customer service (up by an average of 3.4%), and modest for planning and development (up by an average of 1.6%), and services and facilities (up by an average of 1.1%).

Some of the Council services and facilities to report notable increases in satisfaction this year include services for youth (up 6.3%), the appearance of the beach, foreshore, and bushland (up 4.7%), parking enforcement (up 3.7%), services for people with disability (up 2.7%), and the maintenance and repair of sealed local roads (up 2.6%).

Particular attention this year is drawn to substantial improvements in community sentiment in relation to car parking related issues in the City of Bayside, including in three sets of questions in the survey:

- Car parking issues declined as a top three issues from a recent high of 21.5% back in 2019 to just five percent this year (lower than the metropolitan Melbourne average of eight percent).
- Satisfaction with the availability of parking in the City of Bayside improved by an average of 13.3%.
- Satisfaction with the parking enforcement service improved 3.8% this year and is now substantially higher than the metropolitan Melbourne average.

Planning and development related issues remain prominent in the City of Bayside, with 15% nominating these as a top three issue, and satisfaction with planning and development largely remain at "poor" levels (consistent with the metropolitan Melbourne average).

Sports and recreation facilities remain of concern to a small proportion of respondents, and it is noted that these issues appear to be a significant negative influence on these respondents' satisfaction with Council's overall performance.

The other issue that was prominent in the results in 2022 related to environment, conservation, and climate change, which increased as a top three issue from approximately four percent in recent years to eight percent this year, and it is now the second most nominated issue for the City of Bayside.

Whilst the respondents who nominated these issues were, on average, marginally more satisfied with Council's overall performance than average, it is noted that satisfaction with Council's performance "meeting its environmental responsibilities" declined by a statistically significant 4.8% this year.



Introduction

Metropolis Research Pty Ltd was commissioned by Bayside City Council to undertake this, its fifth *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 2022 survey comprises the following:

- Satisfaction with Council's overall performance
- Satisfaction with aspects of leadership and governance
- Importance of and satisfaction with 26 Council services and facilities
- Issues of importance to address in Bayside in the coming year
- Agreement with statements about Bayside Council as an organisation
- Ranking of the priority of Council advocacy projects
- How well Council is working to achieve overall vision across selected areas
- Satisfaction with planning for population growth by all levels of government
- Satisfaction with aspects of planning and development
- Satisfaction with aspects of traffic and parking
- Satisfaction with aspects of Council's customer service
- Questions around the sense of community, local community involvement
- Questions about environmental sustainability
- 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 feel and 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 an in-depth coverage of Council services and facilities as well as additional community issues and expectations. This information is critical to informing Council of the attitudes, levels of satisfaction and issues facing the community in the City of Bayside.

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, dwelling type, period of residence, and household structure. By including these variables, satisfaction scores can be analysed against these variables and individual sub-groups in the community that have issues with Council's performance or services can be identified.



Methodology and response rate

The *Annual Community Survey* has traditionally been conducted as a door-to-door, interview style survey.

Due to the continued impact of the COVID-19 pandemic on labour and staff availability, the survey was conducted this year using a hybrid of the telephone and door-to-door interview style methodologies.

It is our intention to return to the more robust and effective, door-to-door methodology in the future because the telephone interview methodology does not engender the same level of confidence in the process by the community as the more interactive and personal face-to-face interview methodology, nor does it obtain as representative sample.

The surveying was all completed in March, April, and early May 2022.

Due to the impact of labour supply shortages on the research timeframe, the survey included a total sample this year of 600 rather than the usual 700.

Telephone surveys were conducted from 11am till 7pm weekdays, and 11am till 5pm on Saturdays and Sunday, and the door-to-door surveys all completed on Saturdays and Sundays from 11am till 5pm.

Several (up to approximately four) attempts were made to contact each randomly selected telephone number, to give the household multiple opportunities to participate in the research.

The sample of residential telephone numbers 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. This was necessary given the limitations of the telephone survey methodology in obtaining a sample that reflects the age structure of the underlying population.

A total of 6,143 residents were approached with a view to inviting them to participate in the research. Of these:

- No answer - 3,839
- Refused - 1,499
- Call back another time - 205
- Completed - 600

This provides a response rate of 28.6%, including 27.8% for the door-to-door and 29.8% for the telephone surveys, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated. This is down somewhat on the 31.6% response rate achieved in 2021 which was conducted by telephone.



The 95% confidence interval (margin of error) of these results is plus or minus 3.7% at the fifty percent 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 46.3% and 53.7%. This is based on a total sample size of 700 respondents, and an underlying population of the City of Bayside of 105,718

Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* is usually conducted with a sample of 1,200 respondents, however, due to COVID-19 this year, the survey included a sample of 800 respondents.

The sample is drawn in equal numbers from every municipality in metropolitan Melbourne.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the *Bayside City Council – 2022 Annual Community Satisfaction Survey*. It is not intended to provide a “league table” for individual councils, rather to provide both a metropolitan and local region framework within which to understand these survey results.

This report provides some comparisons against the 2022 metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area as well as the inner east region (Bayside, Glen Eira, Stonnington, Melbourne, Port Phillip, and Yarra).

Glossary of terms

Precinct

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



Somewhat / notable / marginal

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.

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 across the municipality or between groups within the community, or in changes in results over time.

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.

The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 4.4%.

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 and 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 personal level of satisfaction with the performance of Council across all areas of responsibility?”

Satisfaction with the performance of Council across all areas of responsibility “overall performance” increased marginally, but not measurably this year, up 2.8% to 6.99. This remains a “good” level of satisfaction.

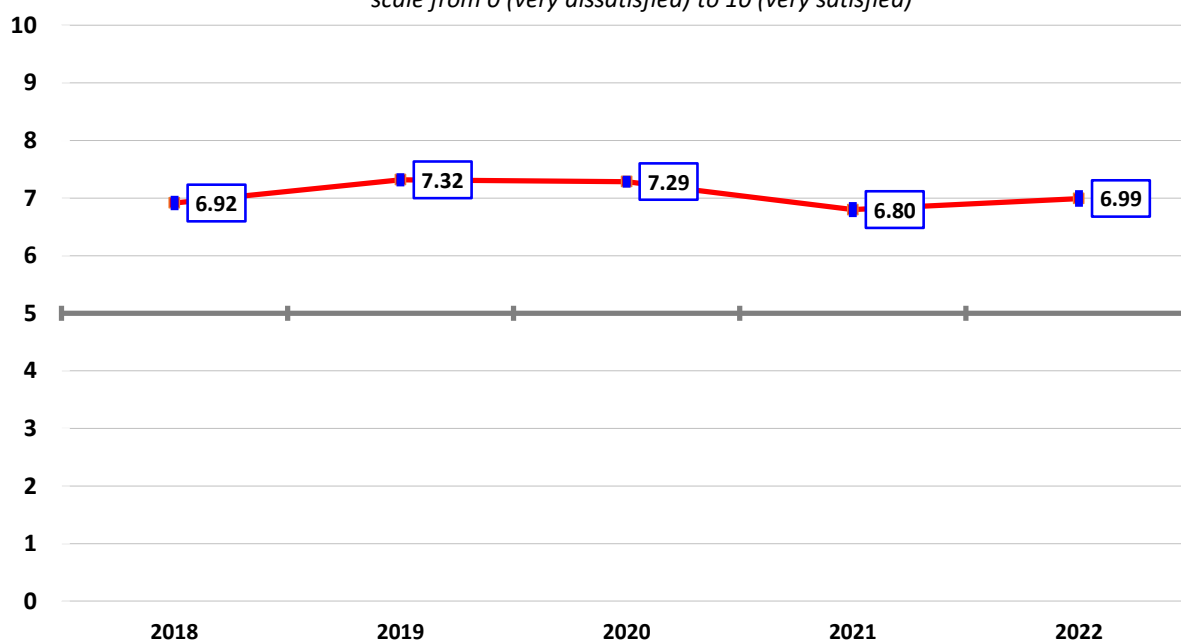
This result remains marginally lower than the long-term average since 2018 of 7.08.

By way of comparison, this result was measurably (5.9%) higher than the metropolitan Melbourne average of 6.60, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research via a telephone methodology, in January 2022.

Metropolis Research notes that the survey was conducted in 2022 using a combination of telephone and the door-to-door methodologies. This was due to labour supply shortages in the market, as well as the impact of COVID-19 on staff availability to conduct face-to-face surveying in the community.

There was some variation in the overall satisfaction score recorded between the telephone (251 surveys at an average of 6.74) and door-to-door (349 surveys at 7.15). Metropolis Research notes that the variation in result between the two methodologies was somewhat larger than has been observed elsewhere in recent years. This may reflect greater concerns around telephone surveying in the community in 2022 than during the pandemic.

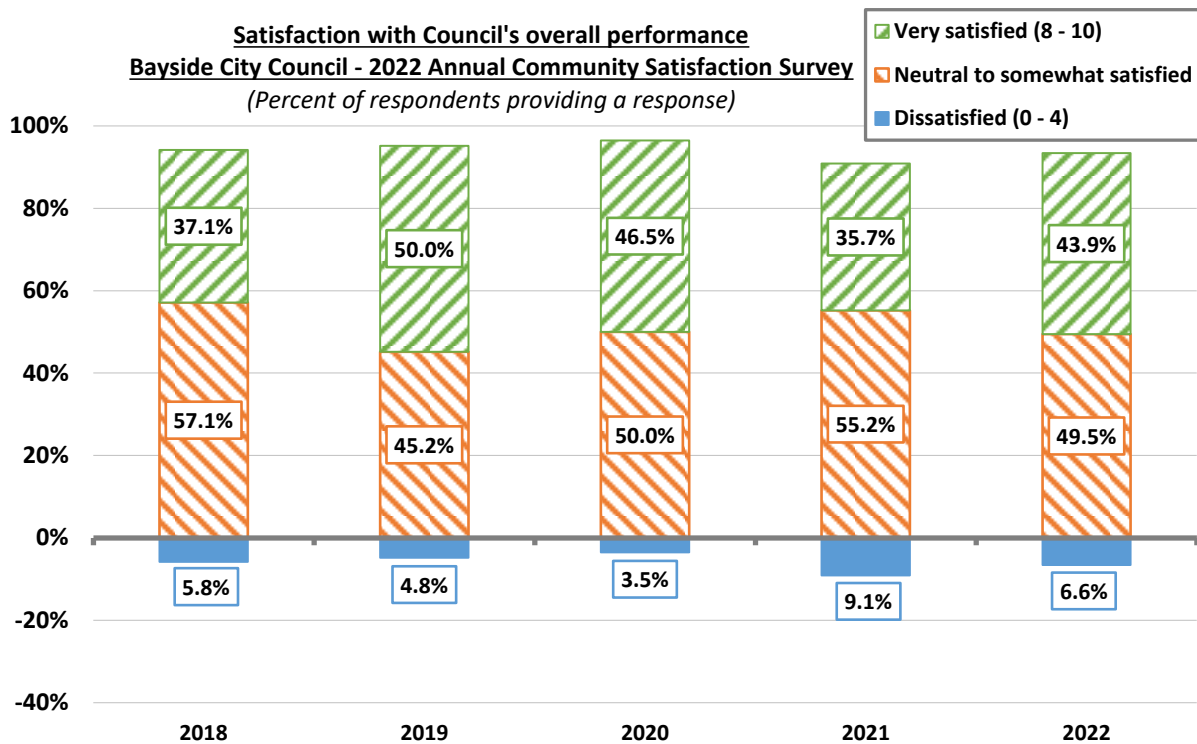
Satisfaction with Council's overall performance
Bayside City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

There was a substantial increase this year in the proportion of respondents who were “very satisfied” with Council’s overall performance, up from 35.7% last year to 43.9%, which is a result more consistent with previous years.

There was also a small decline in the proportion of “dissatisfied” respondents, down from the somewhat higher than average 9.1% recorded last year, to 6.6% this year.



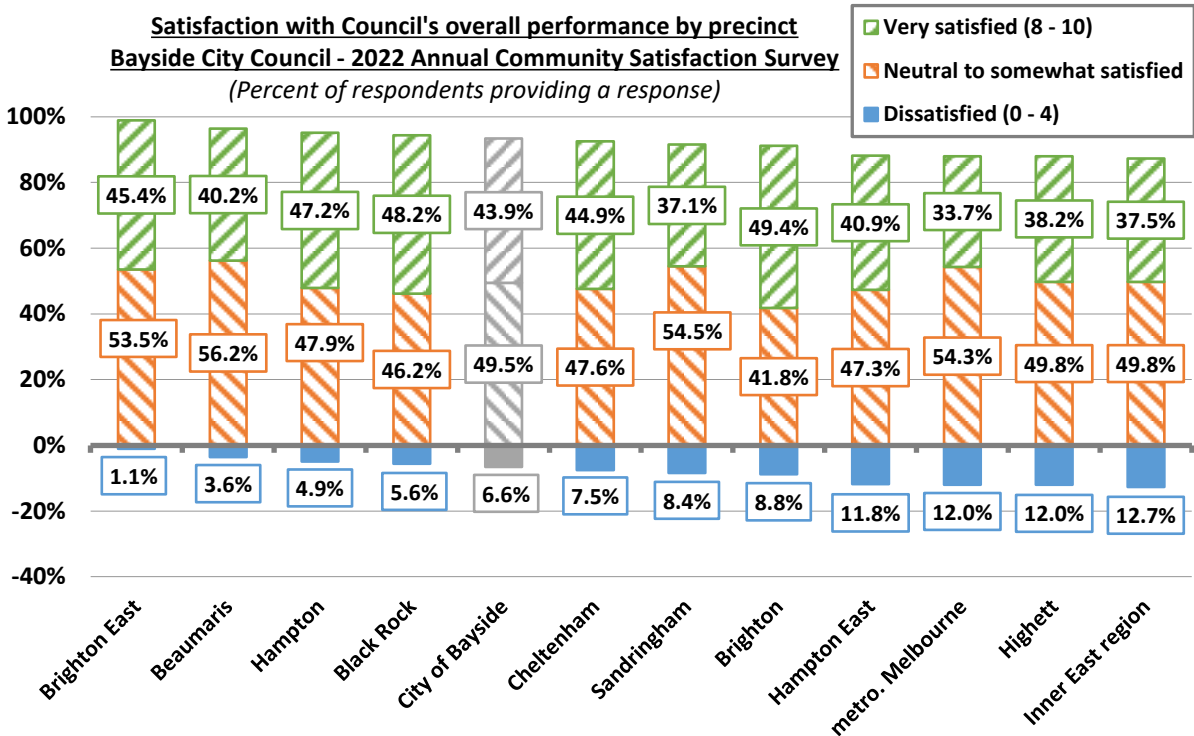
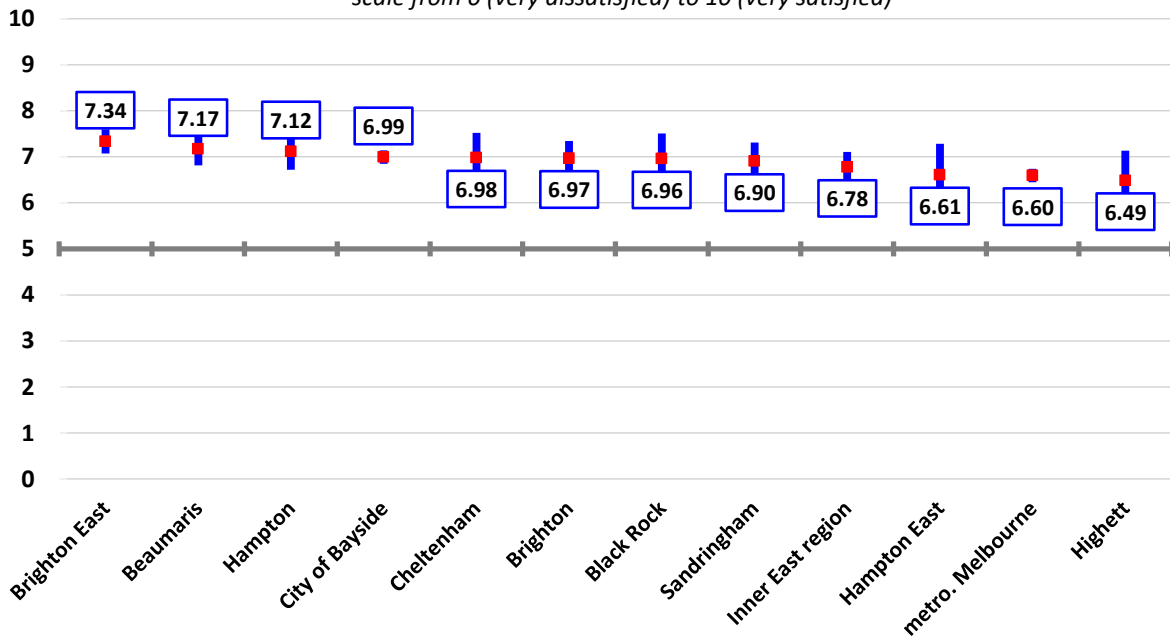
Overall satisfaction by precinct

There was no statistically significant variation in overall satisfaction observed across the nine precincts comprising the City of Bayside, although it is noted that:

- **Brighton East** – respondents rated satisfaction somewhat higher than the municipal average and at a “very good” rather than a “good” level of satisfaction.
- **Highett** – respondents rated satisfaction notably but not measurably lower than the municipal average and at a “solid” rather than a “good” level of satisfaction.



Satisfaction with Council's overall performance by precinct
Bayside City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Overall performance by respondent profile

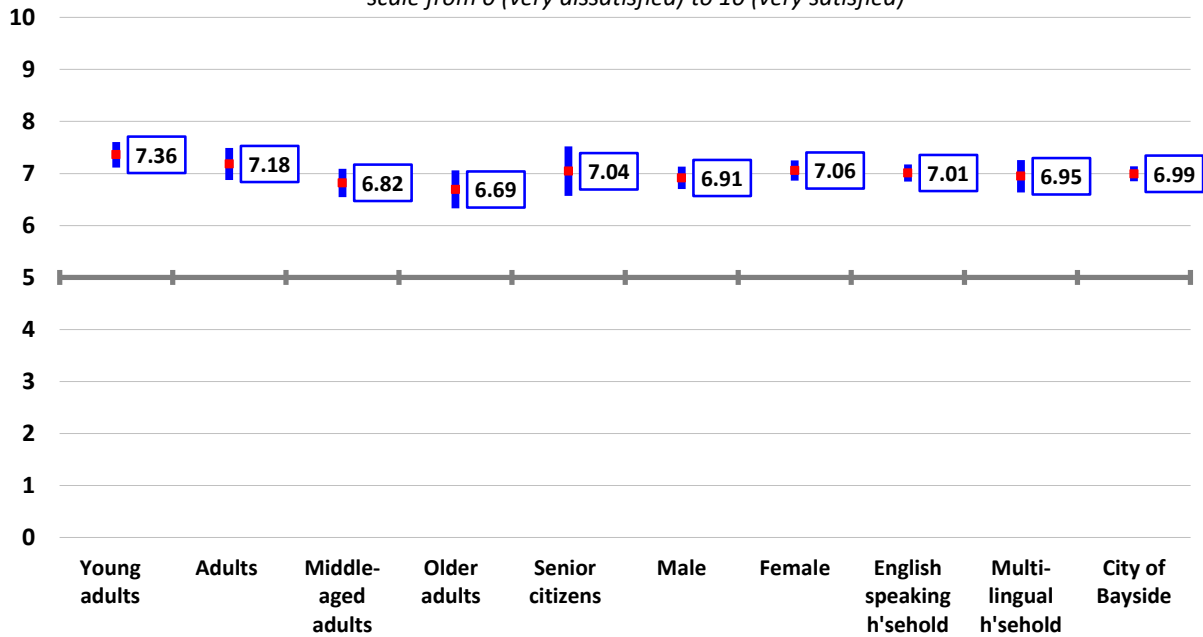
The following graphs outline the average overall satisfaction and raw satisfaction percentages broken down by respondent profile, including age structure, gender, language spoken at home, housing situation, period of residence in the City of Bayside, household disability status, and household structure.



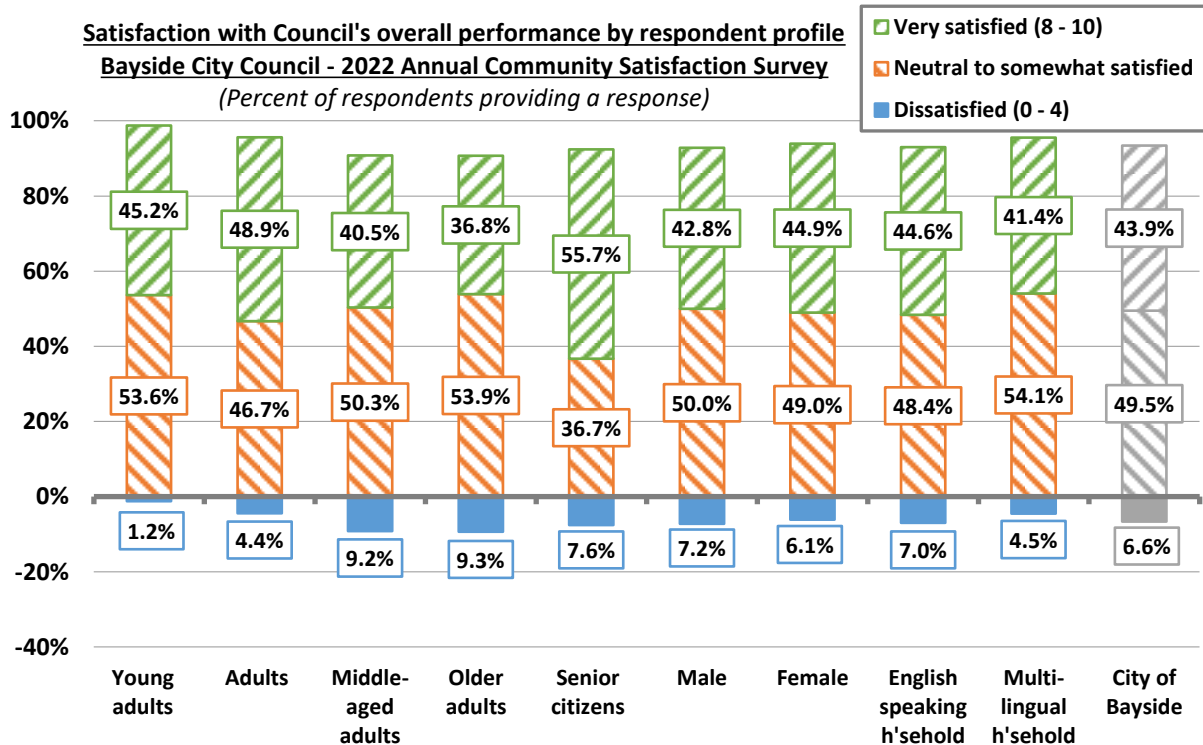
There was relatively little measurable variation in satisfaction observed by respondent profile. The following variations were noted:

- **Somewhat more satisfied than the municipal average** - includes young adults (aged 18 to 34 years), new and newer residents (less than 5 years in Bayside), and group households.
- **Somewhat less satisfied than the municipal average** – includes older adults (aged 60 to 74 years) and two-parent families (youngest child aged 13 to 18 years).

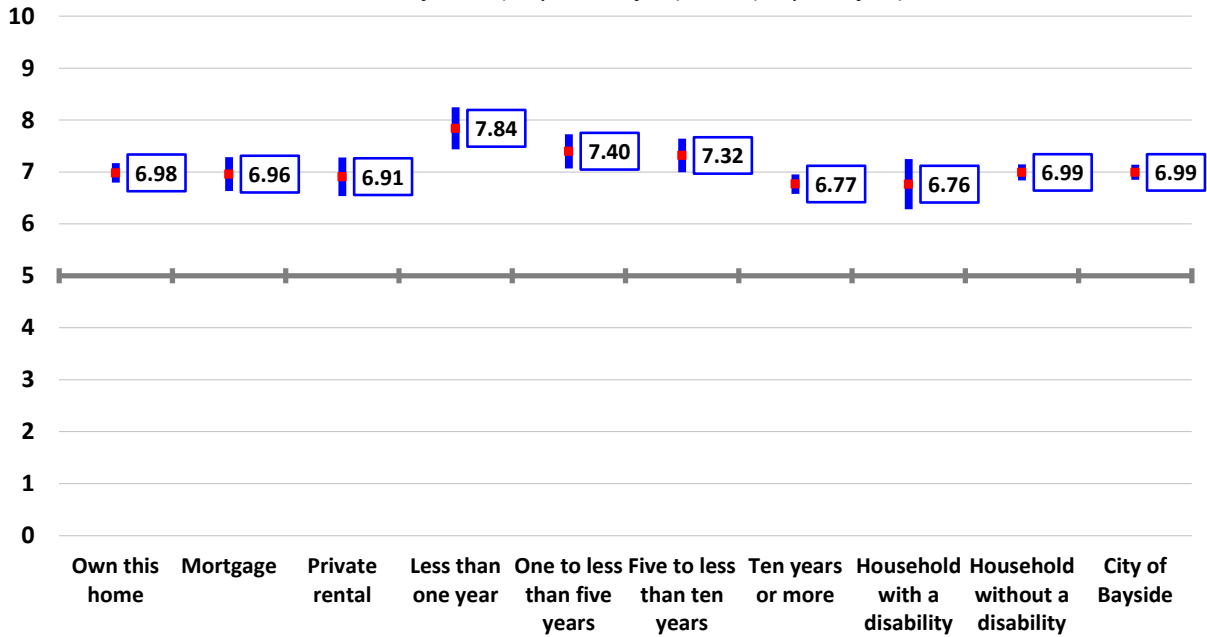
Satisfaction with Council's overall performance by respondent profile
Bayside City Council - 2022 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



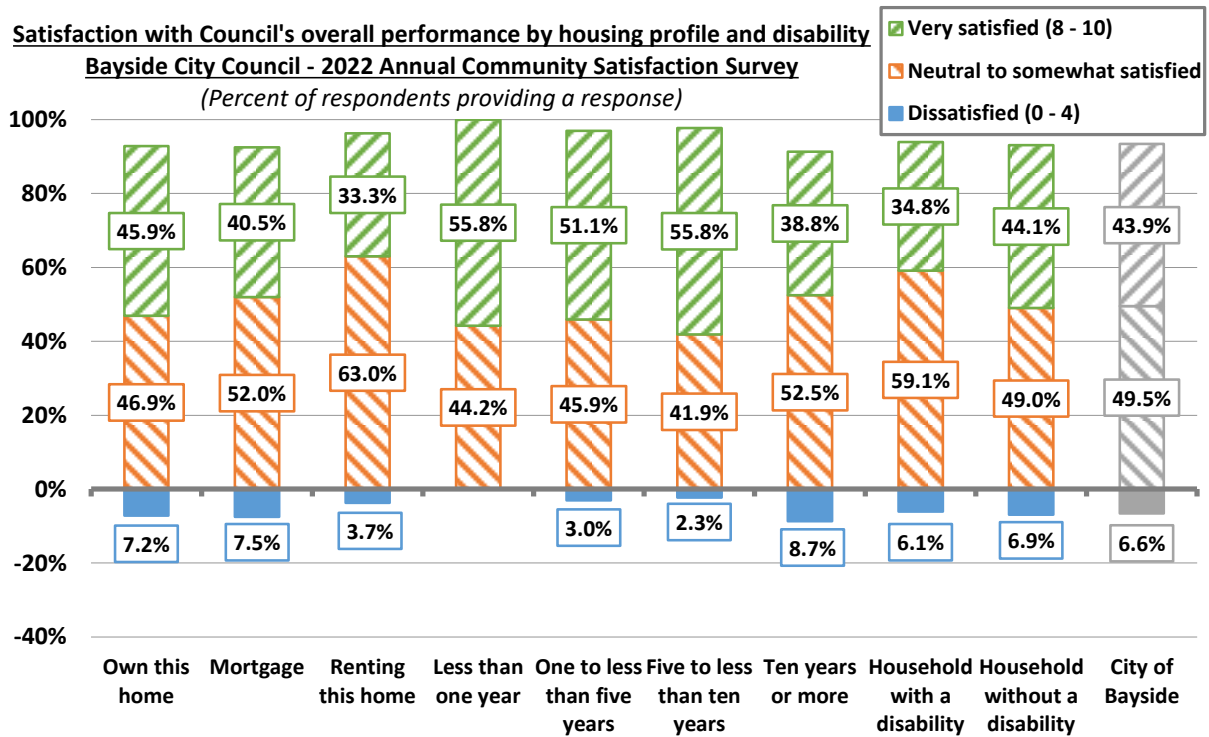
Satisfaction with Council's overall performance by respondent profile
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



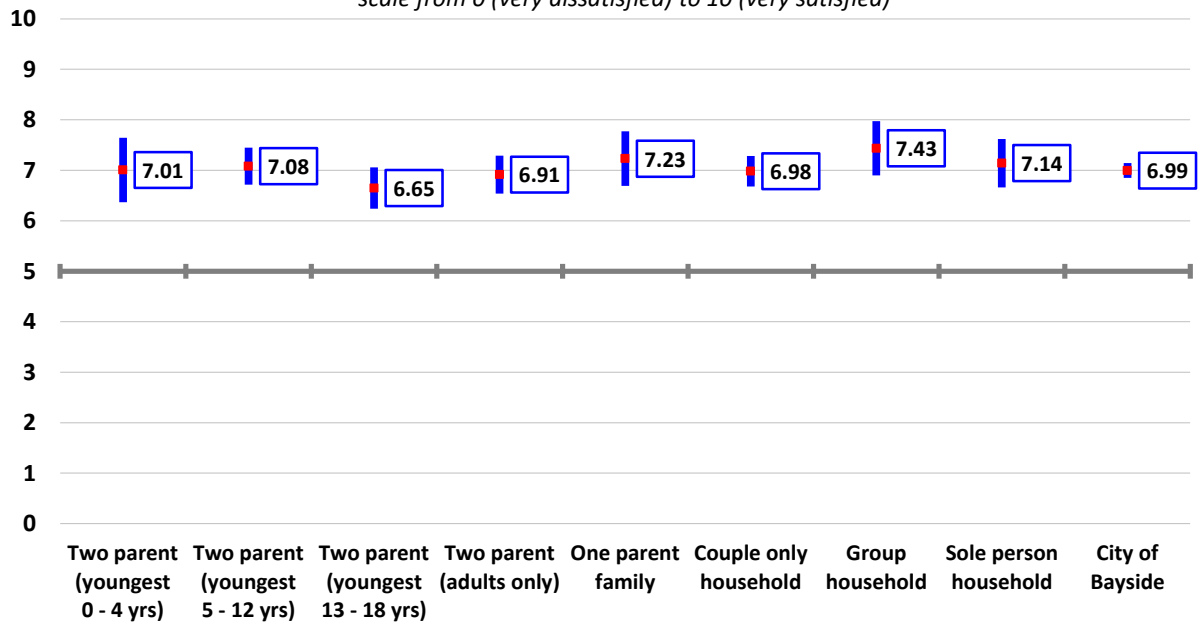
Satisfaction with Council's overall performance by housing profile and disability
Bayside City Council - 2022 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



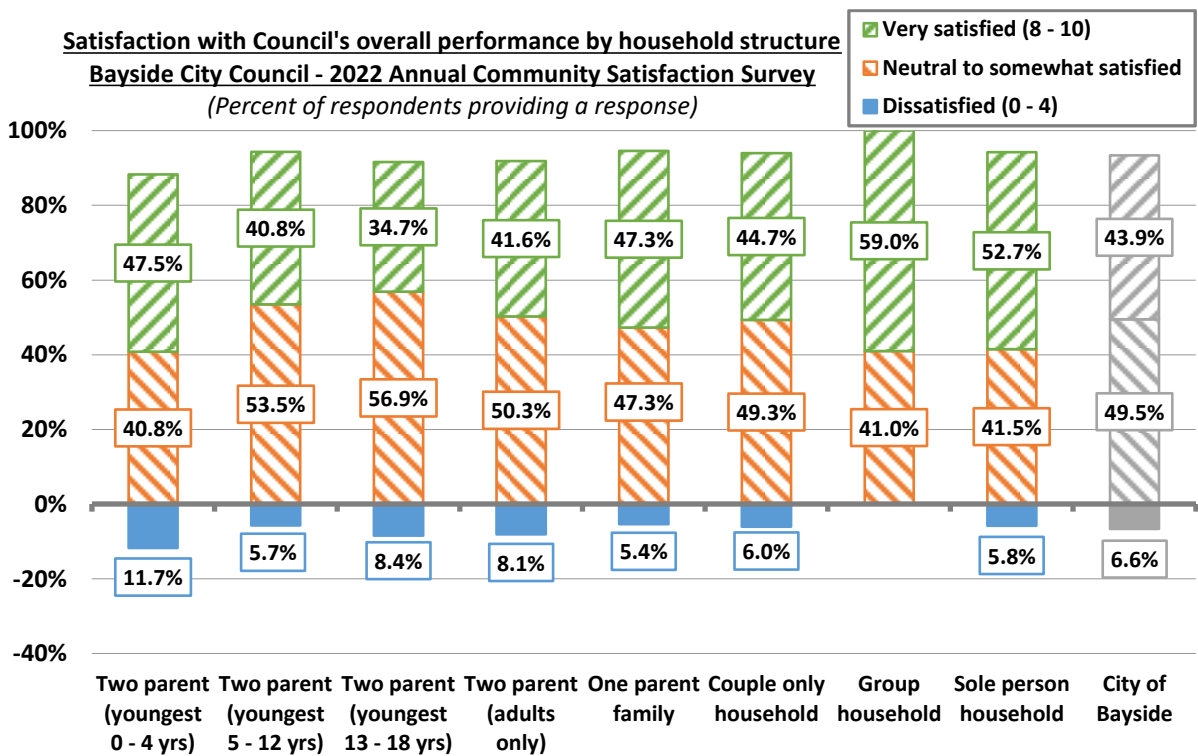
Satisfaction with Council's overall performance by housing profile and disability
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



Satisfaction with Council's overall performance by household structure
Bayside City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Council's overall performance by household structure
Bayside City Council - 2022 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



Correlation between issues and satisfaction with Council's overall performance

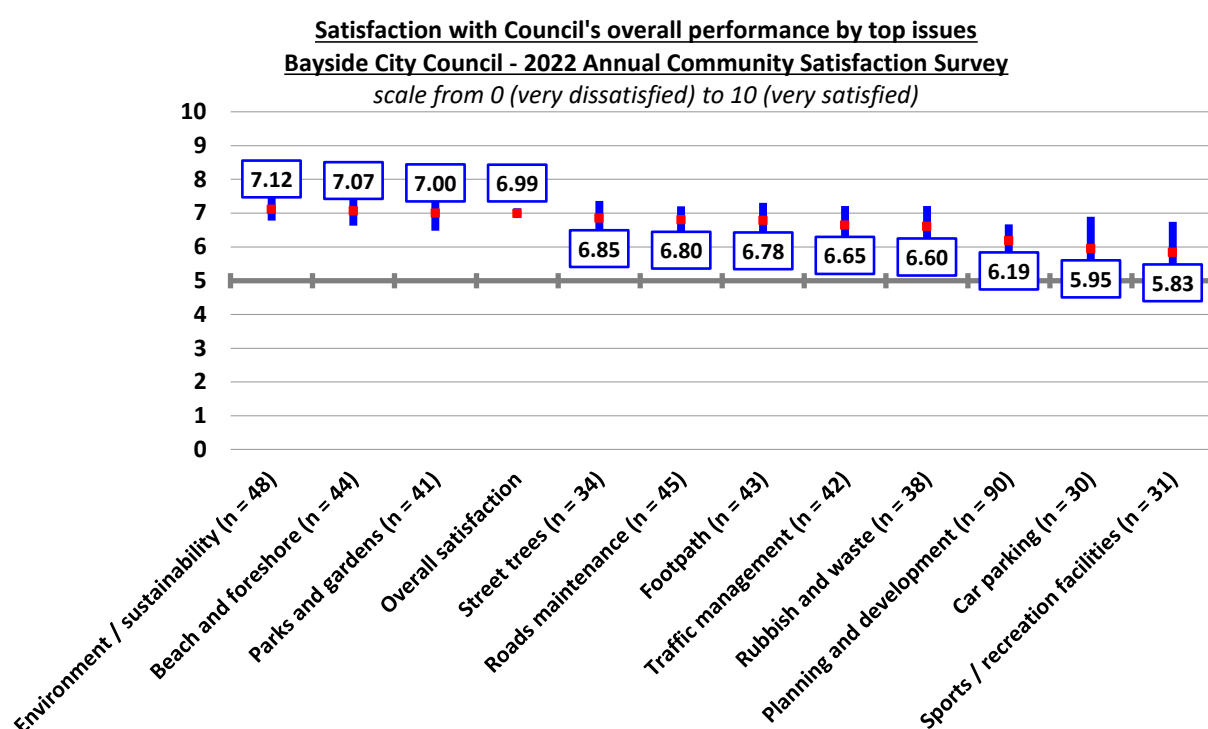
The following graph provides a comparison of satisfaction with Council's overall performance for respondents nominating each of the 11 most nominated issues to address for the City of Bayside "at the moment".



A detailed discussion of these issues is included in the [Current Issues to Address for the City of Bayside](#) section of this report.

As is clear in the graph, the small number of respondents nominating eight of these 11 issues, were, on average, somewhat less satisfied with Council’s overall performance than the average of all respondents.

Respondents who nominated planning and development (90 respondents @ 6.19), car parking (30 respondents @ 5.95), and sports / recreation facilities (31 respondents @ 5.83) were measurably less satisfied with Council’s overall performance than the municipal average. This strongly suggests that, for these respondents, these issues were exerting a negative influence on their satisfaction with Council’s overall performance.



The following table provides an alternative approach to exploring the relationship between issues and overall satisfaction.

The table shows the proportion of respondents who were dissatisfied with Council’s overall performance who nominated each of the top 15 issues, with a comparison to the proportion from the total sample.

These results clearly show that respondents who were dissatisfied with Council’s overall performance were substantially more likely than average to nominate planning and development (28.9%), sports and recreation facilities (15.8%), car parking (10.5%), and financial issues and priorities for Council (10.5%) than the average of all respondents.



Top issues for Bayside of respondents' dissatisfied with overall performance

Bayside City Council - 2022 Annual Community Satisfaction Survey

(Number and percent of total respondents who dissatisfied with overall performance)

| Issue | Dissatisfied respondents | | All respondents |
|--|--------------------------|---------------|-----------------|
| | Number | Percent | |
| Building, planning, housing, development | 11 | 28.9% | 15.0% |
| Sports and recreation facilities | 6 | 15.8% | 5.2% |
| Car parking | 4 | 10.5% | 5.0% |
| Financial issues and priorities for Council | 4 | 10.5% | 2.3% |
| Footpath maintenance and repairs | 4 | 10.5% | 7.2% |
| Parks, gardens and open spaces | 4 | 10.5% | 6.8% |
| Communication and provision of information | 3 | 7.9% | 3.0% |
| Council rates | 3 | 7.9% | 4.7% |
| Rubbish and waste issues including garbage | 3 | 7.9% | 6.3% |
| Beach and foreshore issues | 3 | 7.9% | 7.3% |
| Cleanliness and maintenance of the area | 2 | 5.3% | 2.8% |
| Council governance and performance | 2 | 5.3% | 1.8% |
| Lighting | 2 | 5.3% | 0.5% |
| General infrastructure (e.g. internet, electricity) | 2 | 5.3% | 1.3% |
| Street trees | 2 | 5.3% | 5.7% |
| All other issues (13 separately identified issues) | 15 | 39.5% | 66.4% |
| Total responses | 70 | | 848 |
| <i>Respondents identifying at least one issue (percent of total respondents)</i> | | 30 (79.1%) | 407 (67.8%) |

Overall satisfaction of respondents dissatisfied with services and facilities

The following graph provides the average satisfaction with Council’s overall performance of respondents dissatisfied with individual services and facilities. Services and facilities with which fewer than 10 respondents were dissatisfied have been excluded from these results.

Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably less satisfied with Council’s overall performance than the municipal average of all respondents (6.99).

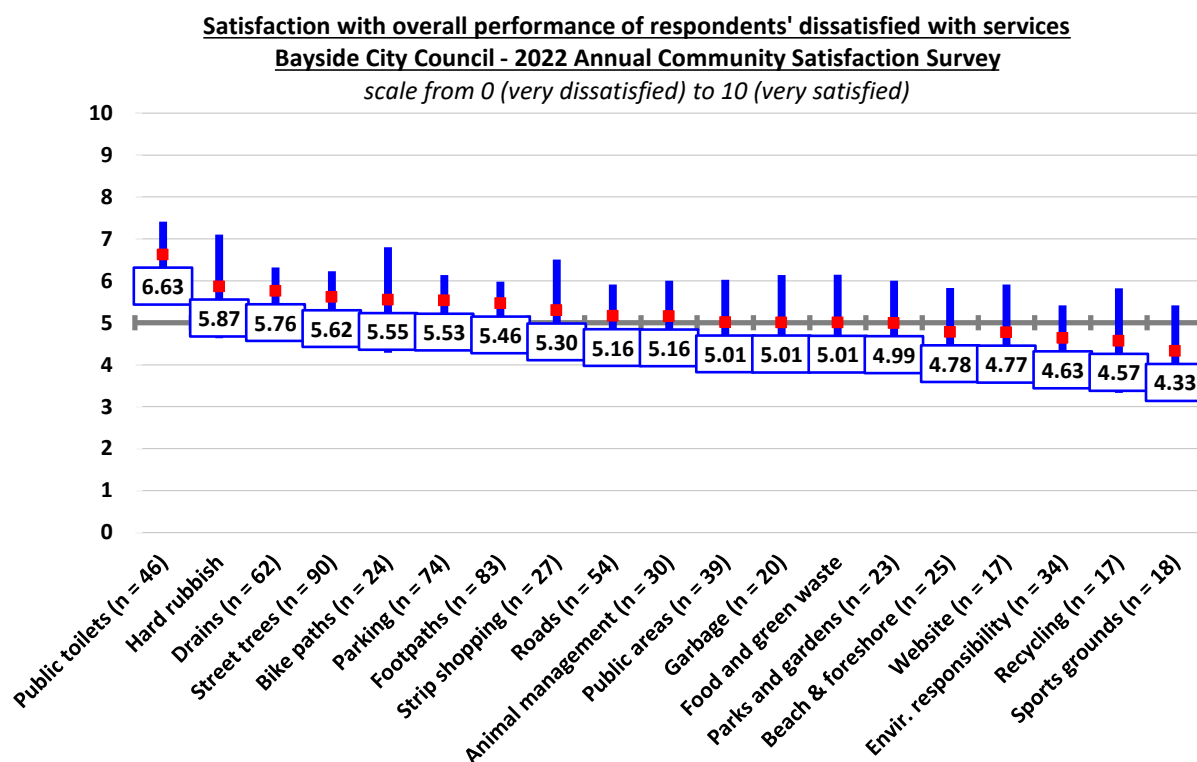
It is also acknowledged that a relatively small sample of respondents were dissatisfied with most core Council services and facilities, with a significant degree of overlap between services. In other words, respondents who were dissatisfied with one core service and facility were likely to be dissatisfied with a number of these services and facilities.

This reflects the fact that some (an average of 32) respondents were dissatisfied with Council’s performance and this tended to influence their satisfaction ratings for many, if not all, services and facilities included in the survey.



The opposite is also true for some respondents who tended to provide the same higher satisfaction rating for many, if not all, services, and facilities. This again reflects the fact that these respondents tended to see Council performance as being generally consistent across the range of services and facilities that Council provides.

The services and facilities that appear to be most strongly associated with lower overall satisfaction scores were the appearance of the beaches, foreshore, and bushland, Council’s website, Council meeting its environmental responsibilities, recycling collection, and sports grounds and similar facilities. Whilst only a very small proportion of the total sample (approximately three percent), these small groups of respondents were the least satisfied with Council’s overall performance.



Reasons for level of satisfaction with Council’s overall performance

Respondents were asked:

“Why did you rate Council’s overall performance at the level you did?”

Respondents were asked the reasons why they rated their satisfaction with Council’s overall performance at the level they did.

The 348 responses have been broken down into those who were “dissatisfied” (rated satisfaction at less than five), those who were “neutral” (rated satisfaction at five), and those who were “satisfied” (rated satisfaction at six or more).



In summary, the key findings are as follows:

- **Satisfied respondents (248 comments)** – including 103 generally positive statements, 31 neutral statements, and 114 negative comments. The positive statements focused on the view that Council was generally doing a good job (67), followed by communication, engagement, and responsiveness (12), and cleanliness of the municipality (5). The neutral comments focused on there being no major issues (10) and that performance has been average (5). The negative comments focused on concerns around communication, consultation, and engagement (17), planning and development (17), roads, traffic, and parking (8), and Council management and governance related issues (6).
- **Neutral respondents (58 responses)** – the most common issues raised included communication, engagement, and responsiveness (10), management and governance (6), parks, gardens, and open spaces (6), and planning and development (5).
- **Dissatisfied respondents (42 responses)** – the most common responses related to Council management and governance (8), planning and development (7), and parks, gardens, and open spaces (5).

Reasons for rating Council's overall performance at the level you did
Bayside City Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| <i>Satisfied (rating at 6 or more)</i> | |
| <i>General positive statements (rating at 6 or more)</i> | |
| Council is doing a good job / doing well | 37 |
| They are not too bad / doing ok | 8 |
| Satisfied / meets expectations | 6 |
| Don't see a significant problem in the Council overall / have had no issues | 5 |
| Area is neat and clean, well maintained | 3 |
| Happy with Council | 3 |
| Council is doing reasonably well at managing community / community issues | 2 |
| I think they try to engage with community / listen to community | 2 |
| Responsive | 2 |
| The Council's doing a great job with room for improvement in all aspects mentioned | 2 |
| Above average, safe suburb, everything works | 1 |
| All of areas are really good but building regulations poor in some areas | 1 |
| Always satisfied with Council interactions | 1 |
| Any activities or interactions with Council was good and they provide a reasonable service | 1 |
| Believe they run smoothly, accessible | 1 |
| Can do better but good | 1 |
| Clean Council, but tree maintenance needs attention | 1 |
| Confident they're on top of most issues relatively quickly | 1 |
| Doing some things well, need improvement in others. Dislike fortnightly rubbish collection change, felt like decision had been made before consultation started | 1 |
| Everything is adequate, a few issues but not a big deal | 1 |



| | |
|---|------------|
| Excellent greenery | 1 |
| Generally enjoyed living in Bayside, haven't needed to think about Council | 1 |
| Generally, that's how I feel | 1 |
| Good service for seniors | 1 |
| Great job but can be better | 1 |
| Have a presence and trying | 1 |
| Have young children and parents, have used all the services and am happy with it. The support for aged care makes a big difference. e.g., support cannot be made in another Council but Bayside has | 1 |
| I think they get onto things quickly and responsive | 1 |
| If there's an issue with roads or anything else, they come up and fix it they are doing good | 1 |
| Impressed with Council run events | 1 |
| It's been really good and no issues when I dealt with planning applications | 1 |
| Lot of the day-to-day service delivery well done | 1 |
| Lovely area to live clean and neat needs are met. Mild inconveniences still exist | 1 |
| Mostly happy with what they add to community | 1 |
| Pretty good in Black Rock | 1 |
| Provide important services | 1 |
| Responsive to questions but sometimes not right | 1 |
| Seems responsible | 1 |
| The Council could do much better with public services and especially with maintaining public place hygiene | 1 |
| The Council is helpful | 1 |
| Varies on services and overall, they are approachable | 1 |
| Website is messy | 1 |
| Whenever we had to deal with them, they've been reasonably good | 1 |
| Total | 103 |

Neutral statements (rating at 6 or more)

| | |
|---|-----------|
| No major issues / complaints / problems with them | 13 |
| Aggregate score based on the Council's major responsibilities | 5 |
| Don't know what Council is doing well | 3 |
| Good and bad aspects | 3 |
| Because they are not perfect | 2 |
| A lot of the Council services I don't need, and I don't use | 1 |
| Can always do better | 1 |
| Have hands tied by other jurisdictions | 1 |
| It depends. | 1 |
| Nothing that they did wrong | 1 |
| Total | 31 |

General negative statements (rating at 6 or more)

| | |
|---|---|
| Do a lot of services well but still some issues | 5 |
| Footpaths need work | 5 |
| Feel like Council could communicate better to us on what's going on | 4 |
| Lack of consultation / engagement / transparency | 4 |



| | |
|--|---|
| Not aware of what they're doing | 4 |
| Rates are high | 3 |
| Council does not maintain everything properly | 2 |
| Don't listen to issues, haven't received contact about some issues raised | 2 |
| Drains need work | 2 |
| Everything is fine except they need to control the wild animals around the area (possums) | 2 |
| Need to focus on basics like roads | 2 |
| Respond to issues well but still lot of improvement needed in amenities | 2 |
| Response too slow when making enquiries for planning permits | 2 |
| Room for improvement | 2 |
| Sometimes action takes too long | 2 |
| Toilet is dirty | 2 |
| Trees are not trimmed | 2 |
| According to the tax we pay, I don't see the same being reciprocated by the Council to the community | 1 |
| Approve building against community wishes | 1 |
| Because of not enough responsibility in spending rate plans | 1 |
| Because of the difficulties faced during COVID. It's a difficult job | 1 |
| Bigger picture bit vague | 1 |
| Concerned about property developments | 1 |
| Council gone too left, don't use Council to go into politics | 1 |
| Council is more orientated to aesthetics rather than maintenance | 1 |
| Council should have more transparency with locals | 1 |
| Cyclists' safety should be given more priority but otherwise, I'm quite happy with the Council's work this year | 1 |
| Dendy St failure | 1 |
| Development in the area is a bit too fast in Hampton area | 1 |
| Do a lot of good work. There are things we don't agree with, taking gates off oval | 1 |
| Do not listen to the community during building development | 1 |
| Do some things well, but rates are too high | 1 |
| Dog poo rules | 1 |
| Don't agree with enforcement of traffic | 1 |
| Everything is great, except bin collection - it is left on the street | 1 |
| Good, but too interested in money and overdevelopment | 1 |
| Had an issue with neighbours around beach access and was resolved ok | 1 |
| Has some issues mostly related to schools | 1 |
| I am unhappy that they made the parking issues worse because they made us take the rocks away | 1 |
| I think in a lot of cases they don't do a good job but in some they do | 1 |
| I think recently they were banning open fire cooking based on few resident opinions they went straight to ban rather than consultations | 1 |
| I think the Council is in a difficult position in regard of what the State Government needs for housing rules but not what community wants. They should support residents more | 1 |
| If they get better at handling parking in main areas, that'd be good | 1 |
| Inefficiency in permit department | 1 |
| It's not that great with maintenance of drains around Brighton | 1 |
| It's not that great with maintenance of parking facilities around Brighton | 1 |
| It's not that great with maintenance of some footpaths around Brighton | 1 |
| Lack of support in dealing with builder of tennis court cave in. Get penalized when someone did the wrong thing | 1 |
| Local heritages aren't being reserved enough. Not as much as it should | 1 |
| More developments and too many restrictions | 1 |



| | |
|--|------------|
| More supervision of scooter of bikes | 1 |
| Most Councillors only interested in what they can get out of it | 1 |
| My number 1 issue is the Sandringham Village development being ignored | 1 |
| Need to focus on environment | 1 |
| Neighbourhood dogs are creating a little ruckus | 1 |
| Not enforcing bylaws to make a better community | 1 |
| Not hearing negative things | 1 |
| Not taking care of parking | 1 |
| Only a couple things that have been slightly disappointing Spent too much to preserve beach boxes | 1 |
| Only have one small issue (need fenced parks for children) | 1 |
| Overall good but lack of maintenance of beach path | 1 |
| Overall, I feel the Council is involved in the community. Can order more subscribed news | 1 |
| Overdevelopment, (CSIRO) | 1 |
| Problem is with permitted buildings | 1 |
| Public area could have more facilities | 1 |
| Railway crossing (Highett) | 1 |
| Should have change room for the beach area | 1 |
| Should reduce apartment building | 1 |
| Sometimes a lot of paper works involved to get a response for any issues | 1 |
| Spread too many resources in one area need to be equal to all suburbs | 1 |
| The accountability | 1 |
| The community needs to understand them | 1 |
| The dreadful experience of building a house | 1 |
| The driveway wasn't fixed properly | 1 |
| The parks could be better Dendy Park, Hurlingham Park and Landcox Park | 1 |
| They are not visible as they could be, and I don't think so they are catered to all constituents | 1 |
| They can focus more on key issues rather than political issues | 1 |
| They got some good performing areas and some poor for example don't clean the footpaths in shopping areas (Reserve Rd) | 1 |
| Too focused on beautification rather than practicality | 1 |
| Too interfering. Highly annoying | 1 |
| Too much leverage to developers | 1 |
| Very contrast experiences when contacted them. Some officers are helpful while some just don't care | 1 |
| Will move when poked. Will not move if not poked | 1 |
| Work on bike paths, parking, and links between bike paths | 1 |
| Total | 114 |

Reasons for rating Council's overall performance at the level you did

Bayside City Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| <i>Dissatisfied (rating less than 5)</i> | |
| Loss of trees / don't remove trees | 2 |
| They don't go out of their way for rate payers | 2 |



| | |
|---|-----------|
| Because of planning application and control on what you do on your own property, have too much power | 1 |
| Because they are just pathetic and no influence | 1 |
| Below par Council | 1 |
| Building is crowded and loud down the street | 1 |
| Changes in rubbish collection schedule bad | 1 |
| Communication is not appropriate | 1 |
| Council is not representative | 1 |
| Council neglects Hampton | 1 |
| Dendy Park is filthy | 1 |
| Distracted in things that are not important like climate change | 1 |
| Don't respond about parking | 1 |
| Elsternwick Park oval cancelled | 1 |
| Feels like the Council is pulling down old houses for monetary reasons | 1 |
| House becoming taller and taller. Not satisfied | 1 |
| I don't think they do what is in the best interest of the community | 1 |
| Instead of reconstructing roads too often rather do sidewalks and other maintenance (Meek St) | 1 |
| Intersection at Boundary of Thomas and Unison St needs to have crossing and lights for bikes | 1 |
| Lack of parking | 1 |
| Netball situation, whistles blow all day, noise pollution, bad parking will happen | 1 |
| Poor planning and development of sporting facilities | 1 |
| Poor playground design | 1 |
| Spent too much money in wrong areas | 1 |
| Staff are good but the Council is terrible | 1 |
| Terrible | 1 |
| The amount of traffic | 1 |
| The cleanliness and general maintenance of Hampton Street is disgusting and very poorly managed | 1 |
| The Council rate is expensive | 1 |
| The hard rubbish collection is very strict with the quantity of garbage | 1 |
| The overall sanitation of the area is always disgusting, and Council does not give a crap about the complaints | 1 |
| The website content is not accurate | 1 |
| There is overdevelopment | 1 |
| They allow all developers anything. Rate payers don't count | 1 |
| They never consult. If they do, they never actually implement what we want | 1 |
| They not addressing housing affordability | 1 |
| They tend to not care what they community thinks and when you enquire them, they don't respond or just ignore that is no accountability | 1 |
| Wasting too much time and no work is done | 1 |
| We live close to the railway station. The builders block the road, streets blocked | 1 |
| Whoever was involved in the court case should resign. It doesn't benefit the local needs | 1 |
| Total responses | 42 |
| <i>Neutral (rating at 5)</i> | |
| More communication, consultation, and engagement | 3 |
| Footpaths | 2 |
| Only fine / ordinary job | 2 |
| Accessible stuffs for seniors | 1 |
| Always room for improvement | 1 |
| Because of the complication of being in the community while having a business in it | 1 |



| | |
|--|-----------|
| Biggest issue is waste. We need frequent waste collection | 1 |
| Both positive and negative with the Council | 1 |
| Building works | 1 |
| Community garden cancelled | 1 |
| Council is stifled by bureaucracy | 1 |
| Council members need to connect with residents | 1 |
| Councillor are pushing their own agenda hence very inconsistent and not professional | 1 |
| Councillors get involved with each other's wards | 1 |
| Don't see much | 1 |
| Drains | 1 |
| General cleaning is good | 1 |
| Good job except rates | 1 |
| Have many issues with the mayor | 1 |
| I have never heard the Council interacting with me | 1 |
| If it doesn't apply to their agendas, they don't care | 1 |
| I'm not very familiar with what the Council is up to | 1 |
| Inclusion of sports recreation facilities | 1 |
| It sometimes is good sometimes bad | 1 |
| It's typical. Bad just bad | 1 |
| More apartments more traffic | 1 |
| More infrastructure | 1 |
| Much more attention is required for disability people | 1 |
| Need more dog parks | 1 |
| Need to take care environment through cleaning also in beach area | 1 |
| Netball, court had no consultation | 1 |
| No idea what they do on climate change | 1 |
| Not listening when trying to stop development | 1 |
| Nothing major to complain about | 1 |
| Parking enforcement | 1 |
| Parking is bad in Hampton St | 1 |
| Parks and gardens are not looked after | 1 |
| Poor planning and development | 1 |
| Poor town planning - Council not letting cut down trees (friends), lack of consistency | 1 |
| The art is for older people and not for younger demographic | 1 |
| The beach could be more interesting | 1 |
| The parks are well kept | 1 |
| The roads are bad | 1 |
| The town planning is not realistic. Only units going up everywhere | 1 |
| Their cleaning needs to be looked at | 1 |
| They are doing a below average job | 1 |
| They are not listening to residents | 1 |
| They are not polite enough to people who need help | 1 |
| They don't do childcare | 1 |
| They don't do elderly services | 1 |
| They should get back to the request made | 1 |
| Too many demolitions in with their planning | 1 |
| Very hard to get to the right person when I make an enquiry to the council | 1 |
| What the Council have done with South Road | 1 |
| Total responses | 58 |



Leadership and governance

Respondents were asked:

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

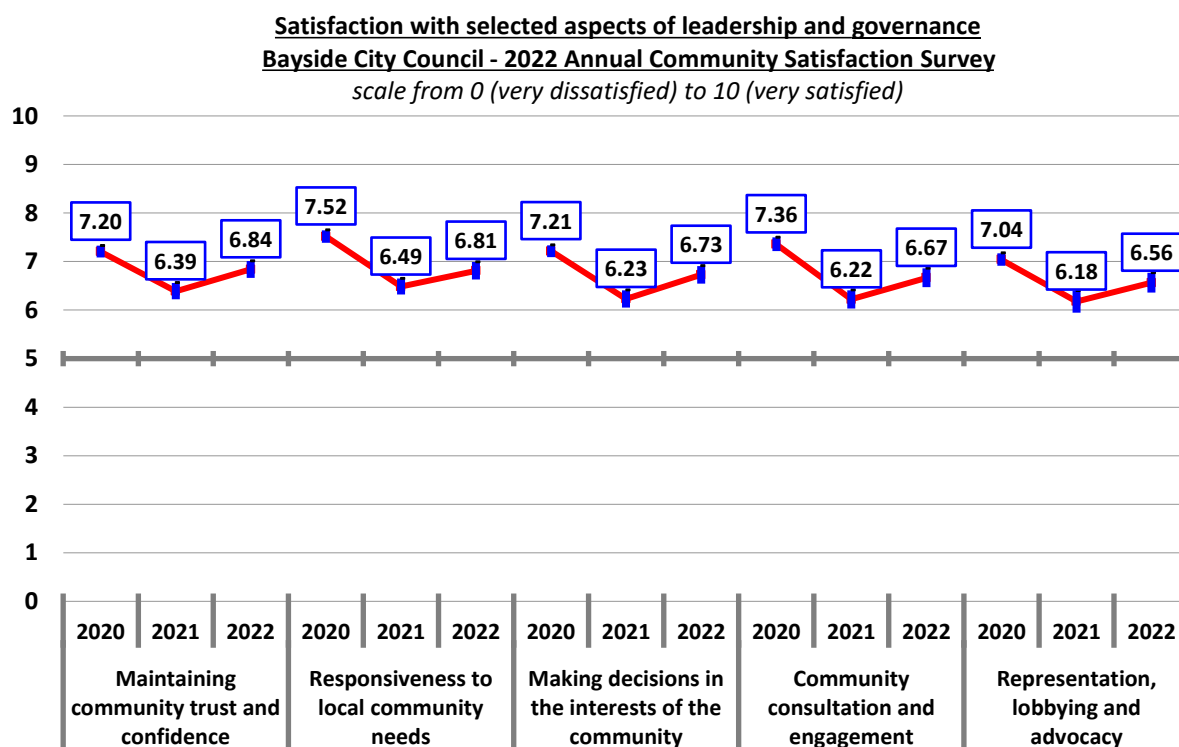
The average satisfaction with the five aspects of leadership and governance all increased notably this year, up an average of 6.7% from the unusually low average of 6.30 last year, to 6.72 in 2022, although it remains marginally below the long-term average since 2018 of 6.82.

This improves the average satisfaction with leadership and governance from a “solid” to a “good” level of satisfaction, with all five aspects recording a “good” level of satisfaction this year.

Metropolis Research notes that the increase in average satisfaction with leadership and governance in 2022 reflects the partial return to the personal interaction methodology, but also substantially reflects a return to more typical levels of satisfaction with local government following the impacts of COVID-19 on the City of Bayside results in 2021.

This is important to note, as when only the surveys conducted by telephone are considered, satisfaction with all five aspects of leadership and governance increased substantially this year, from the unusually low results recorded around the third COVID-19 lockdown in February 2021.

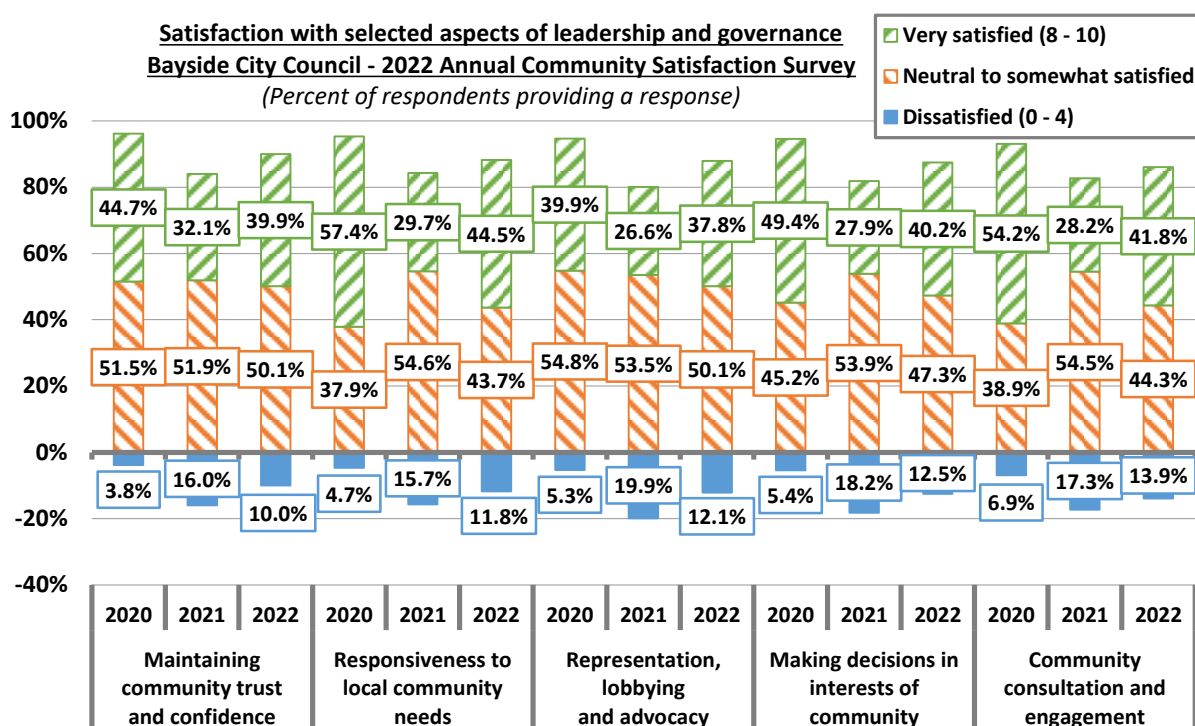
It is important to bear in mind that the 2020 City of Bayside survey was completed immediately prior to the COVID-19 pandemic.



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

Attention is drawn to the increase in the proportion of “very satisfied” respondents with all five aspects of leadership and governance this year, with more than one-third of respondents “very satisfied”.

There was also a notable decline in the proportion of respondents “dissatisfied” with each of the five aspects of leadership and governance this year, although it is noted that more than 10% of respondents in 2022 were “dissatisfied” with each aspect.



The following graph provides a comparison of satisfaction with the five aspects of leadership and governance between the City of Bayside compared to the eastern region councils’ and the metropolitan Melbourne averages, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022 using the telephone methodology.

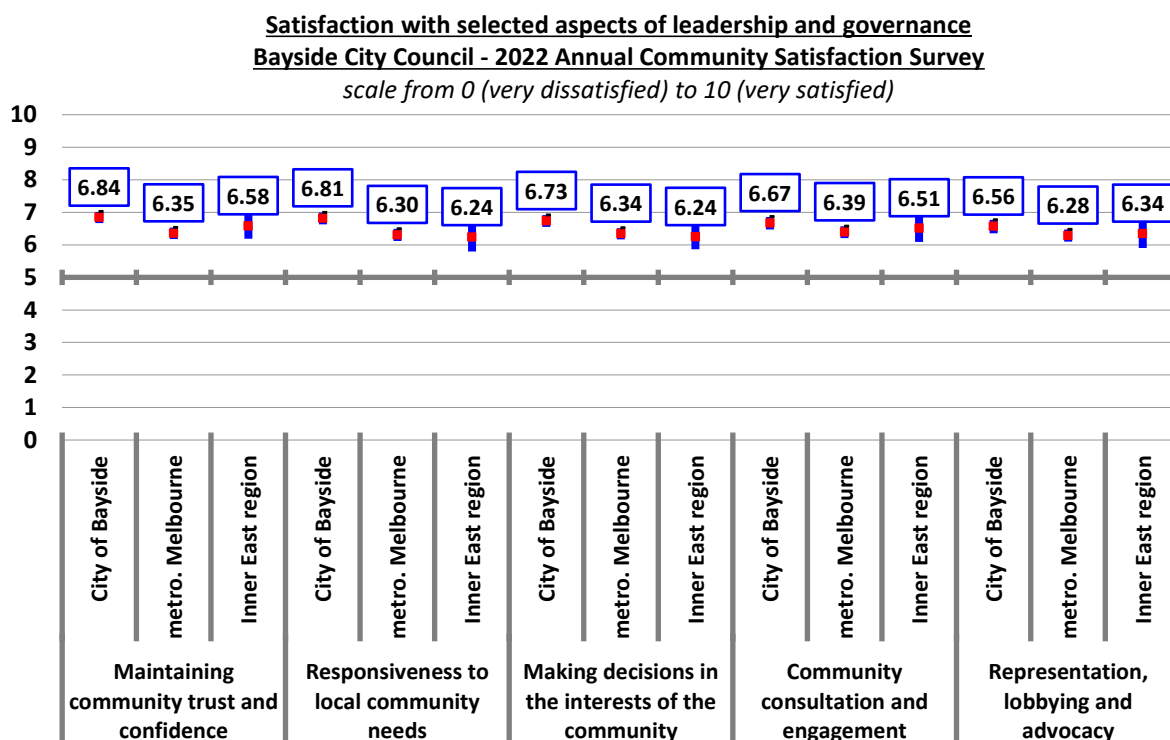
Respondents in the City of Bayside were measurably more satisfied than the metropolitan Melbourne average with Council’s performance maintaining community trust and confidence, responsiveness to local community needs, and making decisions in the interests of the community.

Respondents in the City of Bayside were somewhat, but not measurably more satisfied than the metropolitan Melbourne average with community consultation and engagement, and Council’s representation, lobbying, and advocacy on behalf of the community.



Metropolis Research does note the variation in methodology between the City of Bayside and the *Governing Melbourne* research this year, which will slightly overstate the variation in satisfaction between the City of Bayside and the metropolitan Melbourne average.

It is important to note, however, that when comparing only the surveys conducted for the City of Bayside by telephone, satisfaction with all five aspects of leadership and governance was higher in the City of Bayside than the metropolitan Melbourne average.



These results for leadership and governance recorded in 2022 reflect a significant increase in satisfaction this year, largely, but not entirely reversing the unusually low results recorded in 2021.

The following section provides full time series results for each of the five aspects of leadership and governance, as well as a comparison of satisfaction across the nine precincts comprising the City of Bayside.

In general terms it is noted that respondents from Brighton East, Hampton, and Black Rock tended to be somewhat more satisfied than average with most aspects, whilst respondents from Highett and Hampton East tended to be somewhat less satisfied.

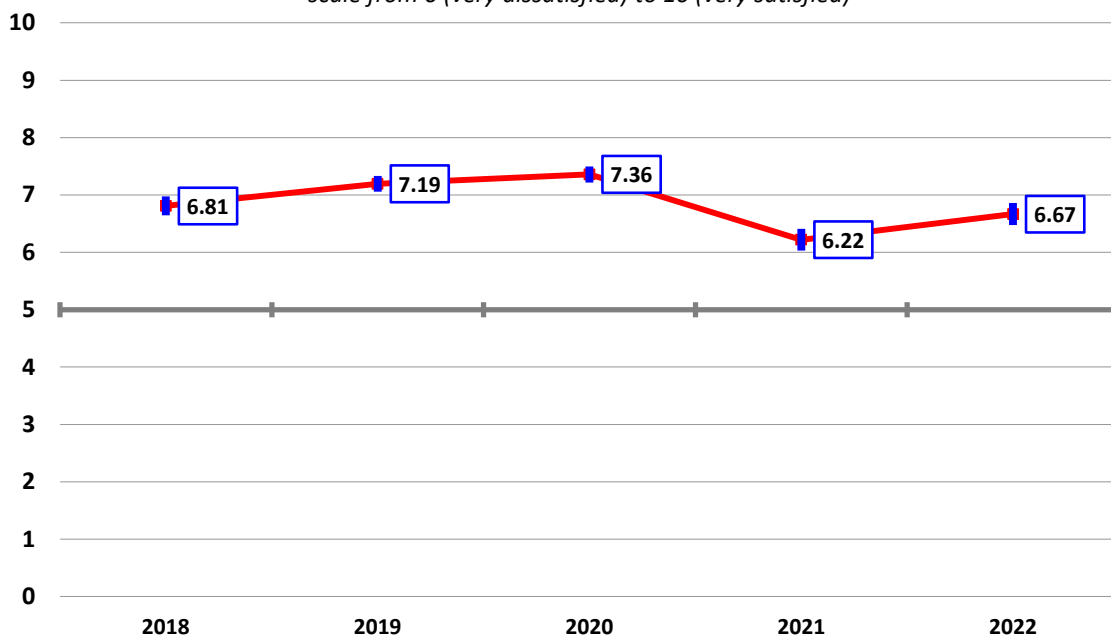
These variations tended not to be statistically significant at the 95% confidence level.



Community consultation and engagement

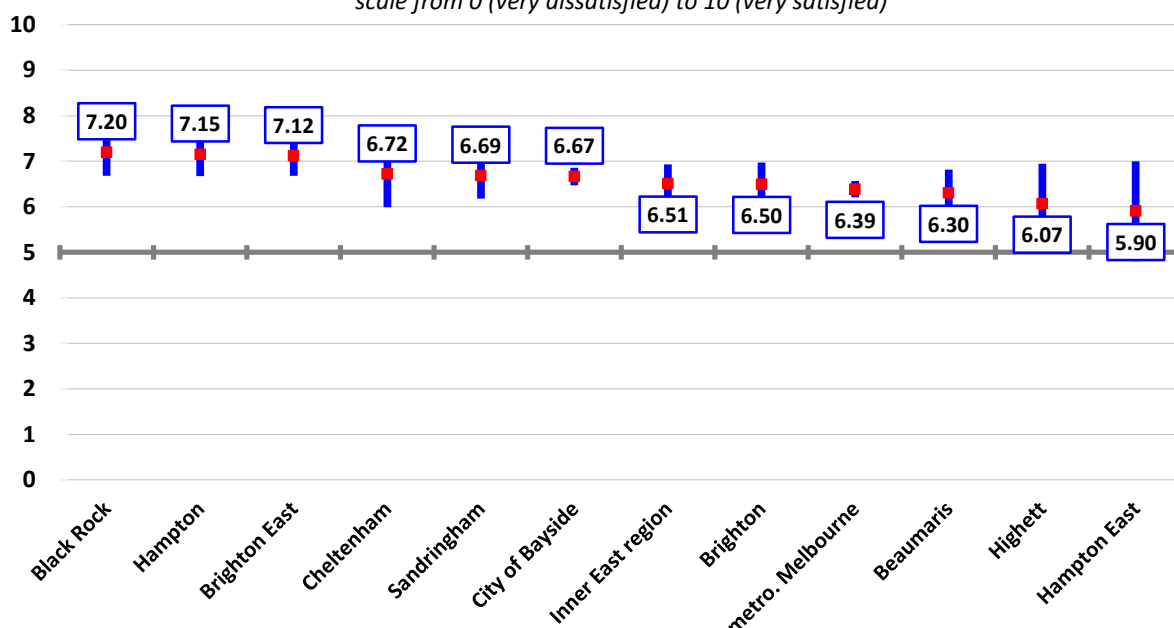
Satisfaction with community consultation and engagement increased measurably and significantly this year, up 7.2% to 6.67, which is a “good”, up from a “solid” level of satisfaction. Despite the increase this year, this remains below the long-term average of 6.85.

Satisfaction with Council's community consultation and engagement
Bayside City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no statistically significant variation in satisfaction with community consultation and engagement observed across the municipality, although it is noted that respondents from Hampton East rated satisfaction at a “poor” level of satisfaction.

Council's community consultation and engagement by precinct
Bayside City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



A total of 90 comments were received from respondents who were “dissatisfied” or “neutral” in relation to Council’s community consultation and engagement, as outlined in the following table.

The most common reasons relate to a perception that Council is not engaging / interacting with the community or providing information to the community.

There were also several comments reflecting the perception that Council does engage with the community but does not listen to the feedback when making decisions, including some respondents who felt that Council had its own agenda.

There were also a range of specific issues raised by respondents about which they believe Council is not responding to community preferences, including kerbside collection services, planning, and building related issues, and some sports and recreation facilities.

Reason for dissatisfaction with Council's community consultation and engagement
Bayside City Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| No information, Council is not interactive | 10 |
| Have never engaged with them | 4 |
| They don't consult at all / no interaction with community | 4 |
| Consultation is done but then ignored | 3 |
| Ignores public feedback / don't let you comment | 3 |
| Make decisions without listening to feedback | 2 |
| Netball court is a disaster | 2 |
| They don't engage, but ignore | 2 |
| They don't respond, even if done, very slow | 2 |
| Big trees damaged the power line, but nothing was done, cost about 5k in damages. Damages includes roof and lines. Suggestion to remove the whole trees | 1 |
| Building department | 1 |
| Council don't do anything that are brought up | 1 |
| Dendy St bad experience build storm water drainage lose homes | 1 |
| Don't know how they communicate | 1 |
| Experiences of other people and busy intersections | 1 |
| Feels non-existent, decisions made prior to consultation. Meetings too long | 1 |
| Focused on trendy issues not real issues | 1 |
| Had to put in issue about property, was listening to Council meeting but did not have issue read and details were taken down wrong | 1 |
| Hard for Council to get message out to community in mass. Fine when there is local paper. Social media is not wisely used | 1 |
| Hate seeing rubbish left out on nature strip | 1 |
| Have their own agenda | 1 |
| Highbett gets forgotten | 1 |
| Husband tried contacting the Council once. It was horrible | 1 |
| I don't think they are focused on rate payers | 1 |



| | |
|---|---|
| I find it extraordinary that garbage pickup services are once in 2 weeks instead of 1. More frequent pick up needed | 1 |
| I rang about the planting on the beach that it's not indigenous the Council said they will look it up end of COVID which I didn't find good | 1 |
| Its horrendous to deal with Council they are complete incompetent | 1 |
| It's just general waste of time | 1 |
| It's the department amenity protection it's not following and lagging behind | 1 |
| Lack of engagement to consider development around Arthur St | 1 |
| Launched a proposal and had no response | 1 |
| More communication | 1 |
| Need customer service training at centres | 1 |
| Need the Leader | 1 |
| Netball court is being developed but it's in a location which will not work with high traffic volumes, Wangara Rd | 1 |
| No engagement of community unless its election time in Hampton | 1 |
| No proper development and investment in facilities | 1 |
| Not advertised well enough | 1 |
| Not aware of enforcement | 1 |
| Not enough consultation on developments being overpopulated and crowding feel of suburb | 1 |
| Not happy with Council | 1 |
| Not happy with South Rd | 1 |
| Organised but pointless engagement | 1 |
| Overdevelopment Assume we are climate change people | 1 |
| Perpetuated influx of over usage on Council funds uses on useless facilities | 1 |
| Poor decision making for development of sports facilities | 1 |
| Poor planning | 1 |
| Redeveloped suburb, concrete wasteland | 1 |
| Resident signs parking put up and no consultation when it's going to happen, and issuing of the permits | 1 |
| Some places are hugely overdeveloped | 1 |
| Streets are cluttered with cars | 1 |
| The Council member at times not listening to all our concerns | 1 |
| The Council rate is expensive | 1 |
| The decisions they make | 1 |
| The hard rubbish collection is very strict with the quantity of garbage | 1 |
| The netball courts being out around the corner had no consultation, on Holloway Rd | 1 |
| The website content is not accurate | 1 |
| There was local newsletter earlier but it's no more lowering the Council engagement | 1 |
| They come with a planned agenda | 1 |
| They could do better and engage residents with more focus groups particular with age and consult with teenagers more | 1 |
| They try but no real help | 1 |
| This is the first time I have been called and the survey has been done. It needs to happen more | 1 |
| Timmy Wilson legislation, money wasted a lot by court cost and why should it be paid with our rates | 1 |
| Too authoritarian | 1 |
| Was supposed to be part of a community garden but Council messed that up on Tulip St | 1 |
| We only get announcement, not negotiations | 1 |
| Your opinion is heard by third party, but Council doesn't listen, does whatever they want | 1 |

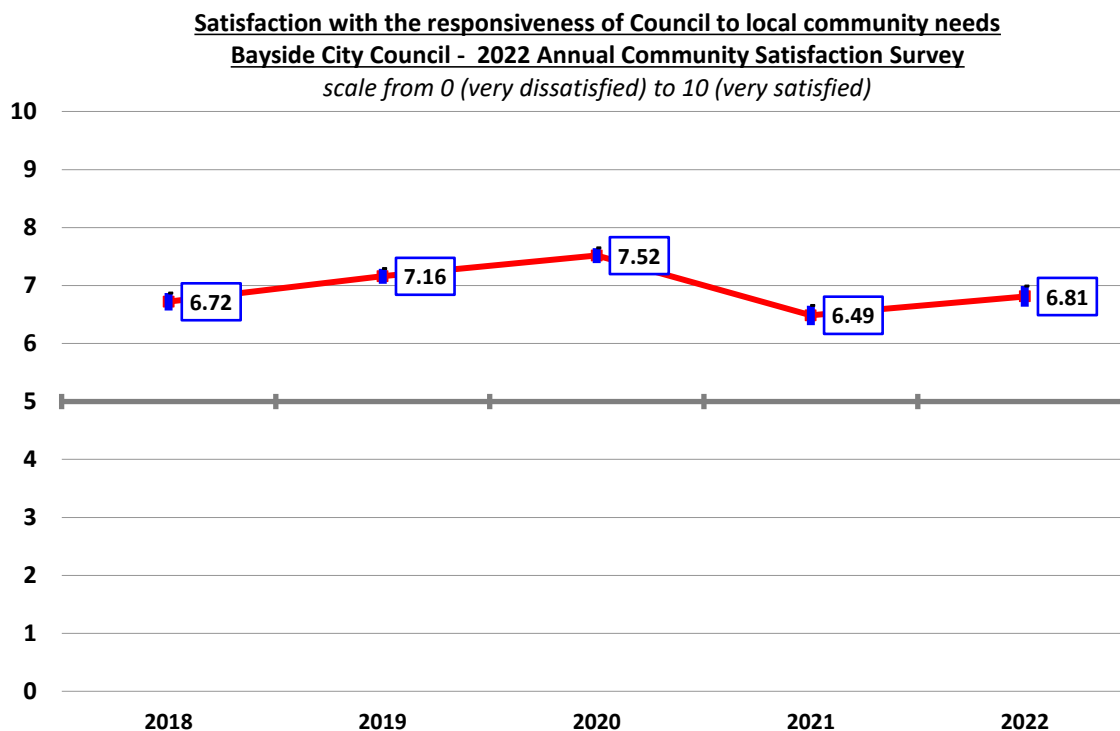
Total

90

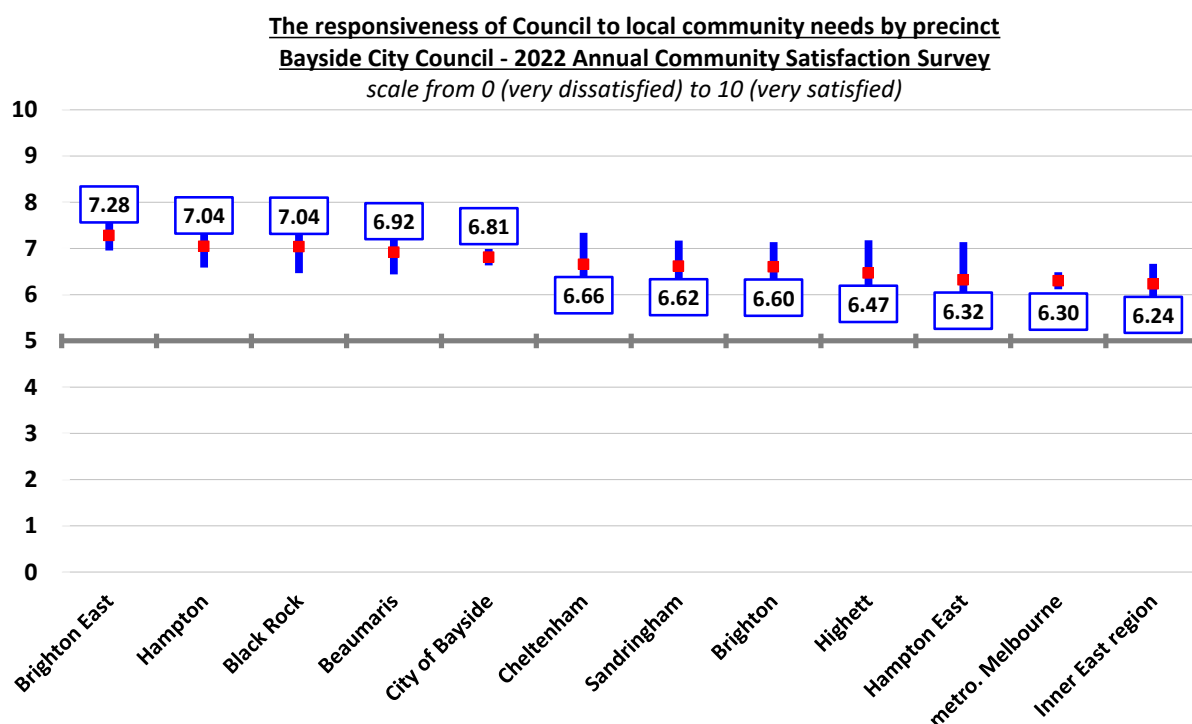


The responsiveness of Council to local community needs

Satisfaction with the responsiveness of Council to local community needs increased measurably this year, up 4.9% to 6.81, which is a “good” up from a “solid” level. Despite the increase, this result remains below the long-term average since 2018 of 6.94.



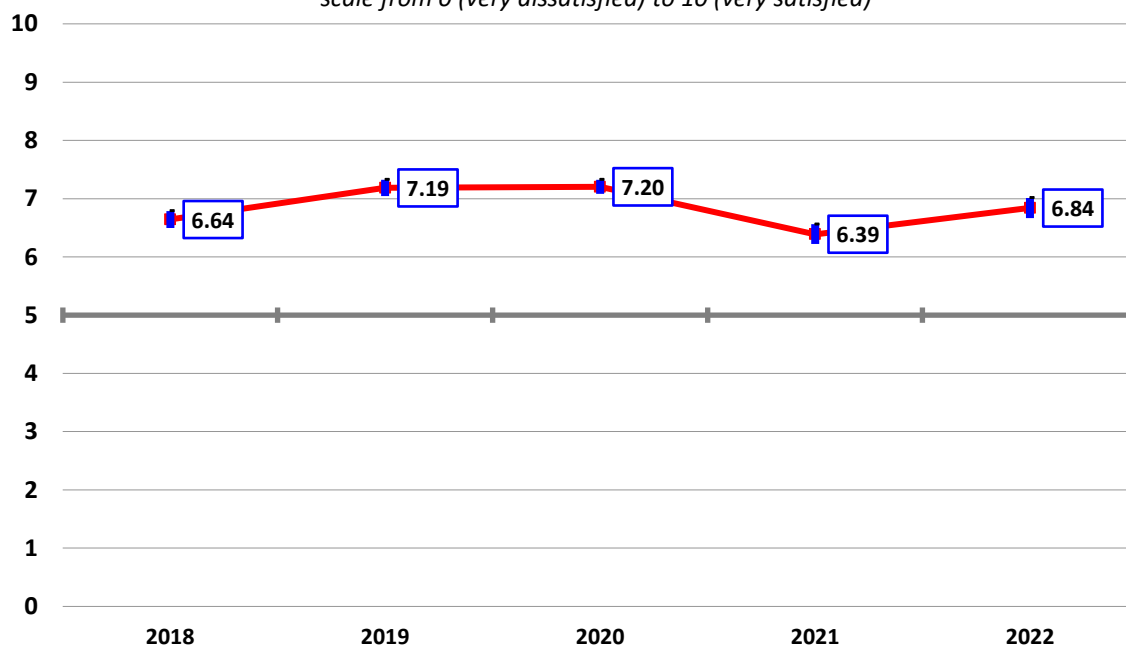
Whilst there was no statistically significant variation in satisfaction observed across the municipality, it is noted that respondents from Brighton East rated satisfaction as “very good”, whilst respondents from Highett and Hampton East rated it as “solid”.



Maintaining trust and confidence of local community

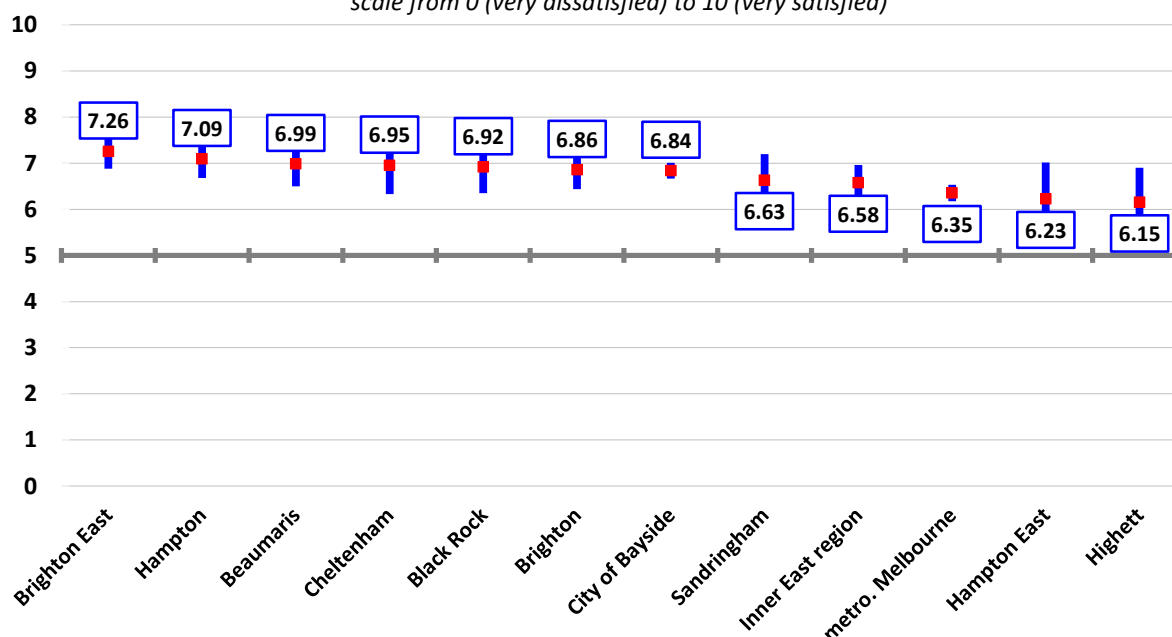
Satisfaction with Council’s performance maintaining the trust and confidence of the local community increased measurably this year, up seven percent to 6.84, which is a “good”, up from a “solid” level of satisfaction. This returns satisfaction to the long-term average of 6.85.

Satisfaction with Council maintaining community trust and confidence
Bayside City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



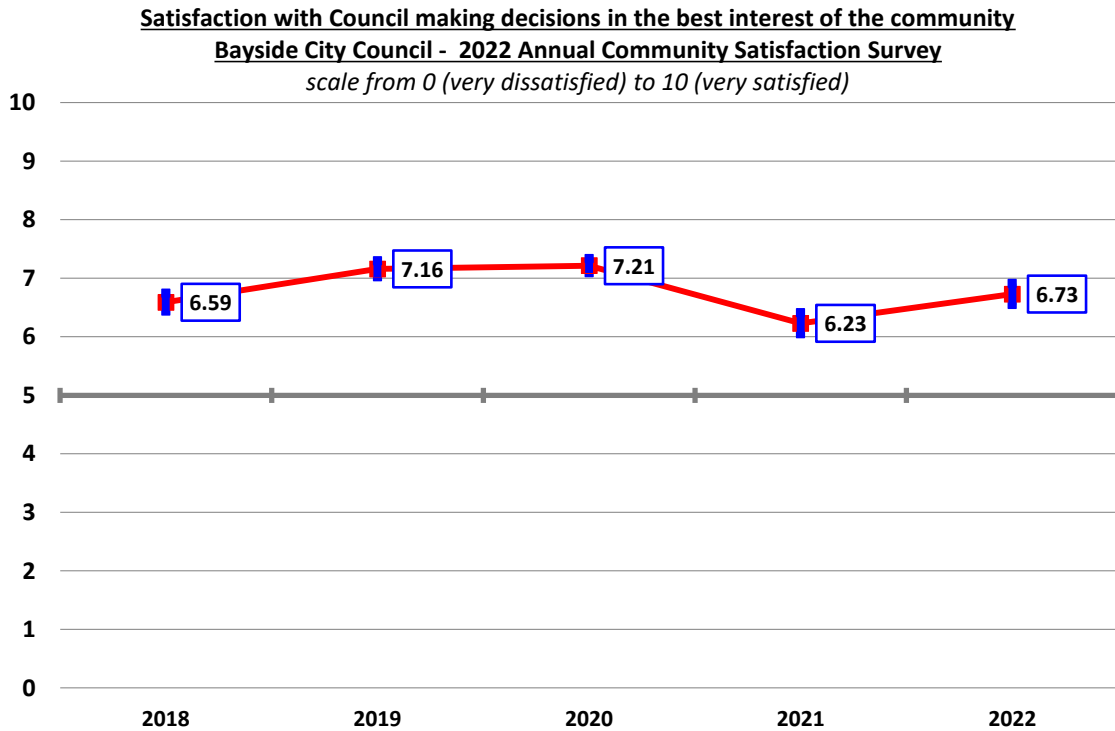
There was no statistically significant variation in this result observed across the municipality, although respondents in Brighton East rated satisfaction “very good”, whilst respondents in Hampton East and Highett rated it “solid”.

Maintaining trust and confidence of local community by precinct
Bayside City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

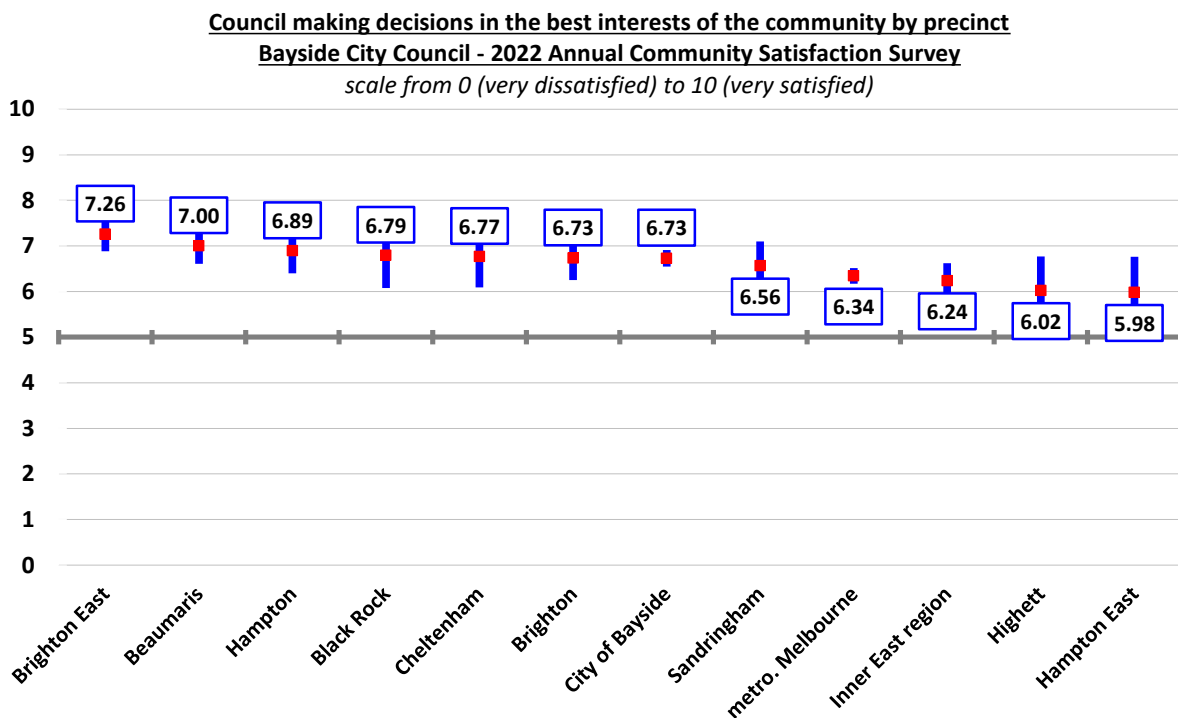


Making decisions in the interests of the community

Satisfaction with Council’s performance making decisions in the interests of the community increased measurably and significantly this year, up eight percent to 6.73, which is a “good”, up from a “solid” level of satisfaction. This result is similar to the long-term average of 6.78.



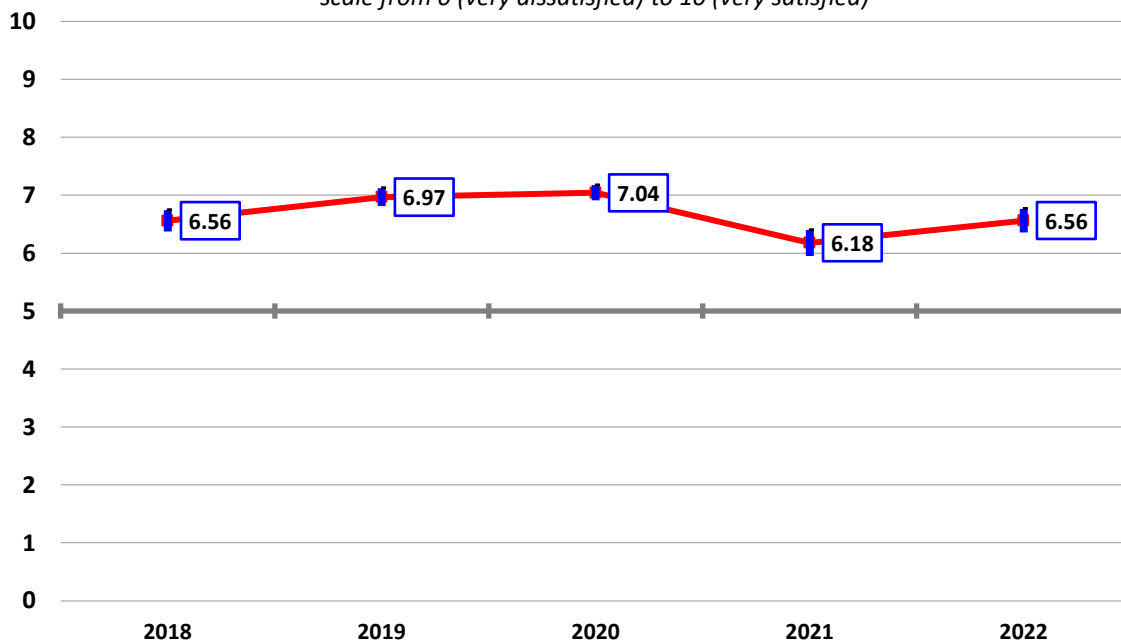
There was no statistically significant variation in this result observed across the municipality, although respondents in Brighton East rated satisfaction “very good”, whilst respondents in Hampton East and Highett rated it “solid”.



Representation, lobbying and advocacy

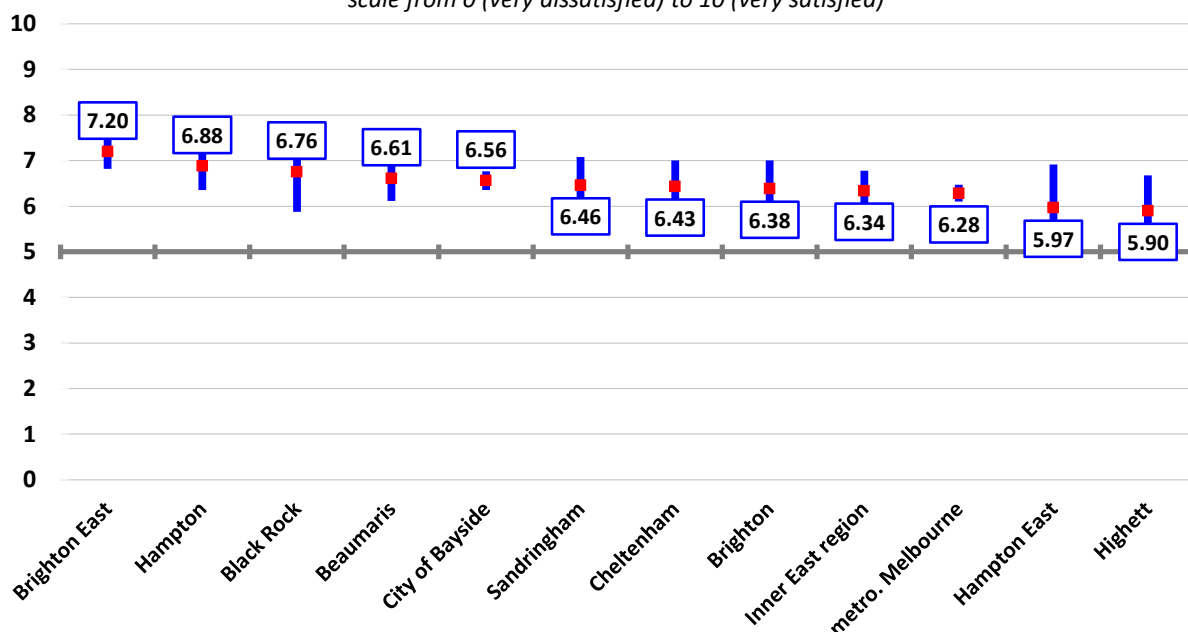
Satisfaction with Council’s representation, lobbying, and advocacy increased solidly but not measurably this year, up 6.1% to 6.56, which is a “good”, up from a “solid” level. This result remains marginally below the long-term average since 2018 of 6.66.

Satisfaction with Council's representation, lobbying and advocacy
Bayside City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Respondents in Brighton East were measurably more satisfied than average, although still at a “good” level, whilst respondents from Hampton East and Highett were notably but not measurably less satisfied and at “poor” levels of satisfaction.

Council's representation, lobbying and advocacy by precinct
Bayside City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Bayside Council as an organisation

Respondents were asked:

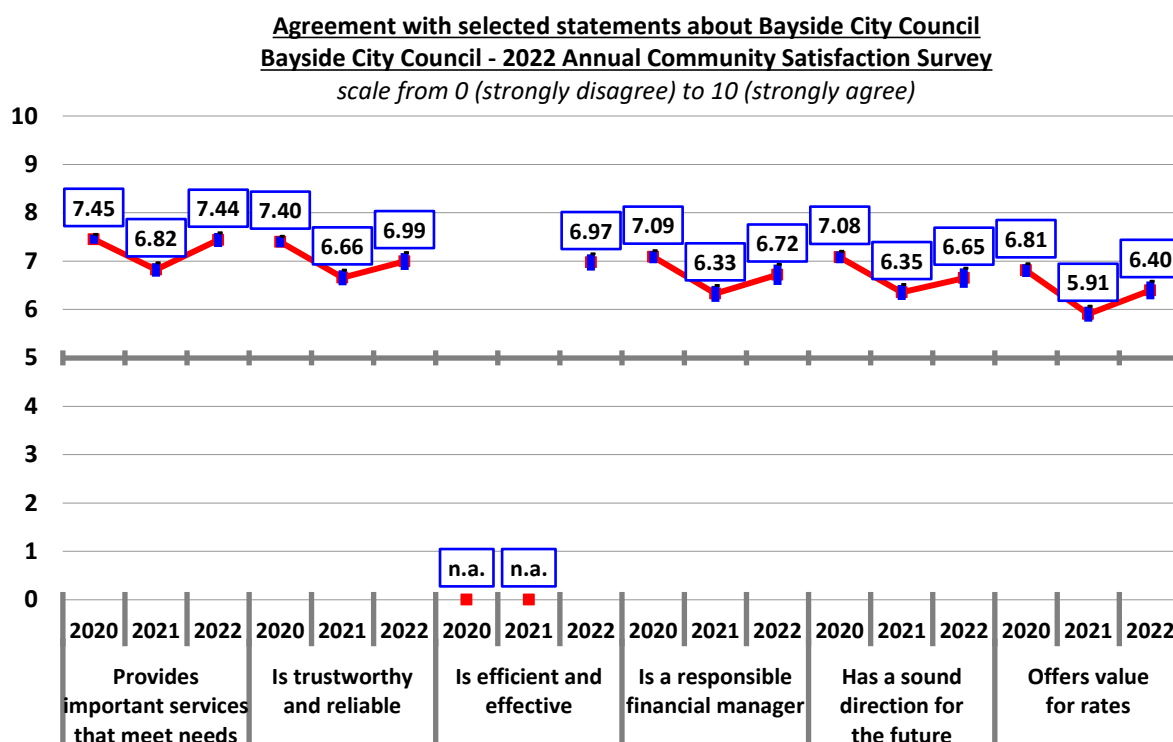
“On a scale of zero (strongly disagree) to ten (strongly agree), please rate your agreement with the following statements regarding Bayside City Council as an organisation.”

Respondents were again in 2022, asked to rate their agreement with six statements about Bayside Council as an organisation. In previous years there were seven statements, including a statement about Council being “progressive and up-to-date” which has been discontinued.

The statement relating to Council being efficient and effective was modified from previous years, where the statement was “Council is bureaucratic and inefficient”. This change was made to bring the statement into line with the other five statements.

Consistent with the strong increase both in overall satisfaction (up 2.8%) and average satisfaction with leadership and governance (up an average of 6.7%), the average agreement with these six statements increased substantially this year. The average increase in agreement with the five statements for which comparisons were valid was 6.6%.

On average, respondents were strongly in agreement that Council provides important services and were moderately in agreement that Council is trustworthy and reliable; efficient and effective; a responsible financial manager, has a sound direction for the future, and offers value for rates.



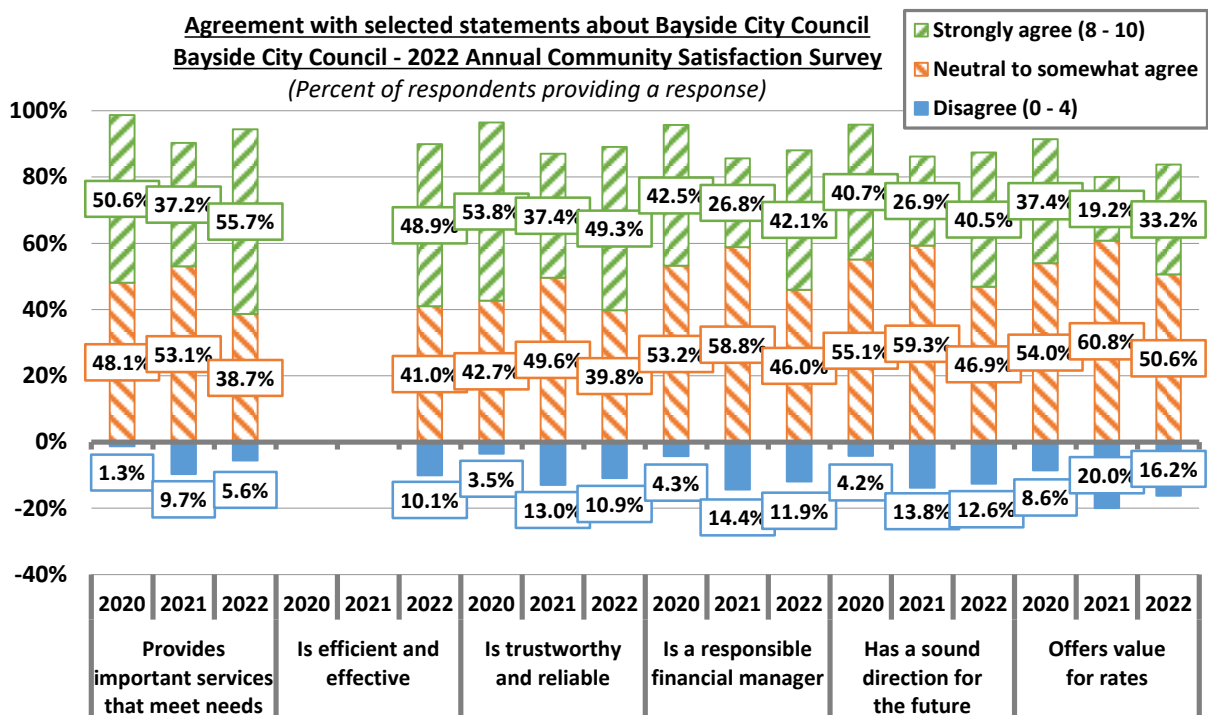
The following graph provides a breakdown of these results into the proportion of respondents who “strongly agreed” (i.e., rated agreement at eight or more), those who were “neutral to somewhat agreed” (rated agreement at five to seven), and those who “disagreed” (rated agreement at less than five).

It is noted that more than half of the respondents providing a response “strongly agreed” that Council provides important services that meet community needs, whereas 5.6% (down from 9.7%) disagreed.

Approximately half of the respondents “strongly agreed” that Council is efficient and effective and is trustworthy and reliable, with approximately 10% of respondents disagreeing with these two statements.

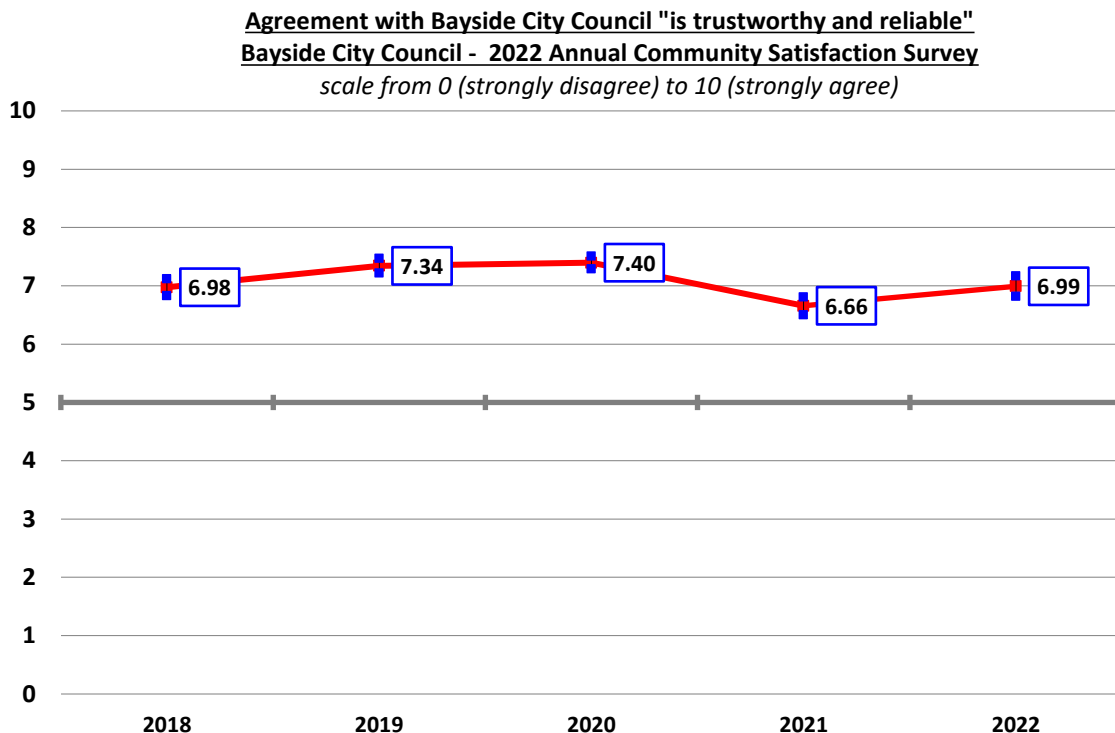
A little more than one-third of respondents “strongly agreed” that Council is a responsible financial manager and has a sound direction for the future, with a little more than 10% disagreeing with these two statements.

There was a substantial increase this year in the proportion of respondents who “strongly agreed” that Council offers value for rates, up from just 19.2% in 2021 to 33.2% this year. There was also a small decrease in the proportion of respondents who disagreed with this statement down from one-fifth last year to 16.2% in 2022.

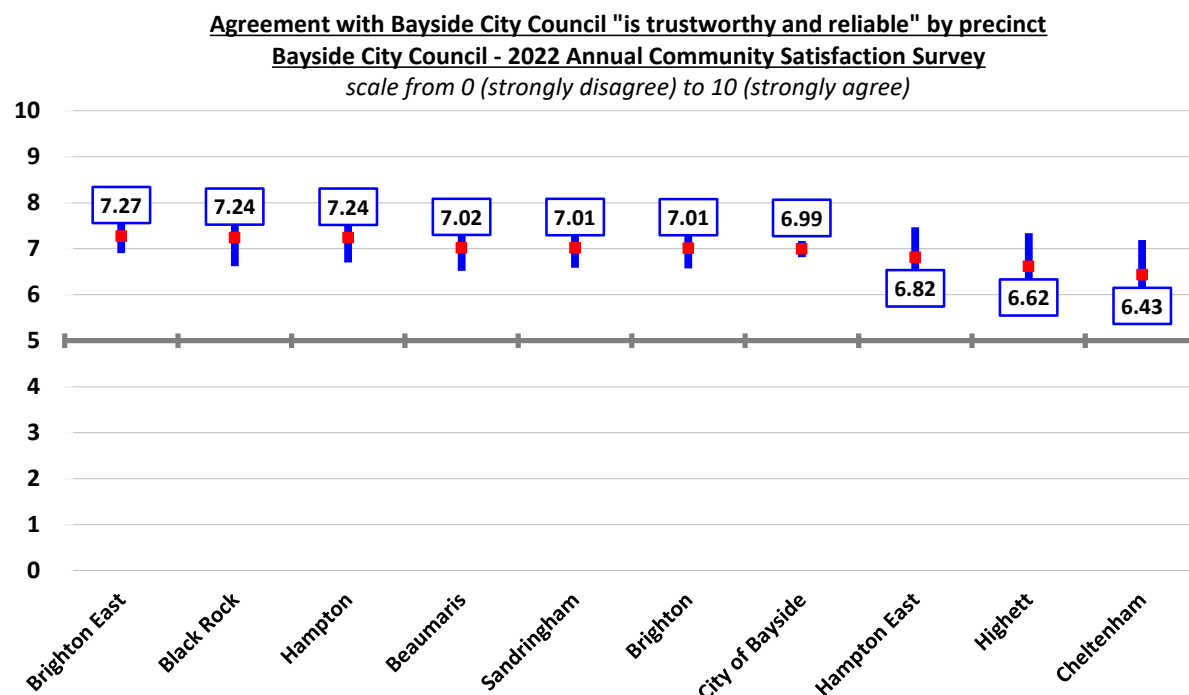


Is trustworthy and reliable

The average agreement that Council is trustworthy and reliable increased somewhat but not measurably this year, up five percent to 6.99, although it remains marginally below the long-term average agreement since 2018 of 7.07.



There was no statistically significant variation in the average agreement with this statement observed across the municipality, although respondents in Cheltenham were notably, but not measurably less in agreement than the municipal average.

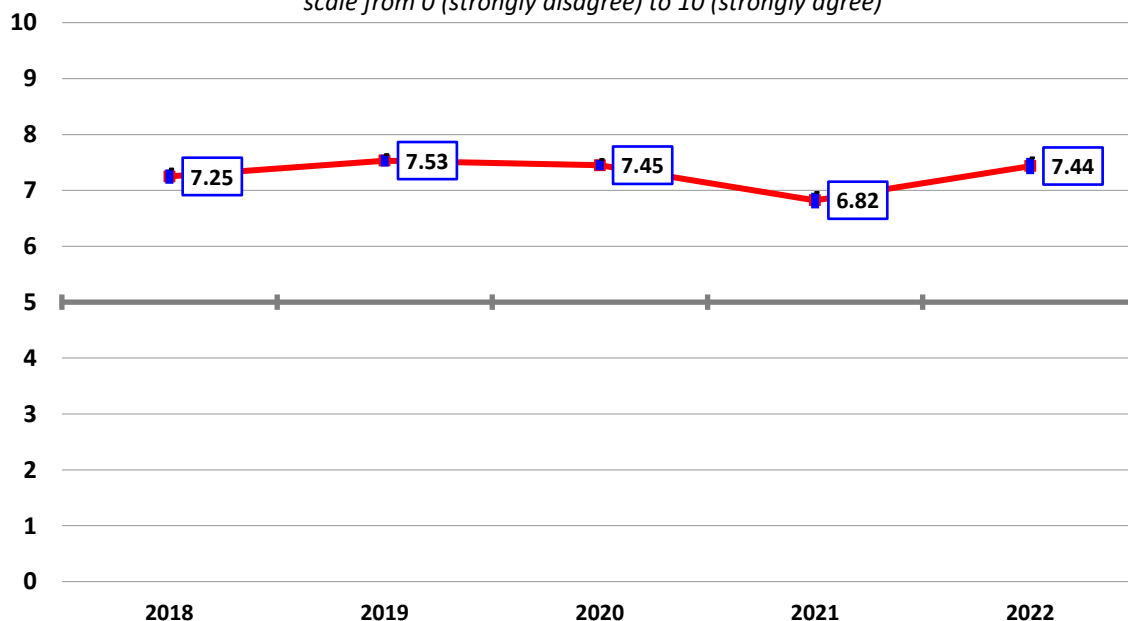


Provides important services that meet the needs of the whole community

The average agreement that Council provides important services that meet the needs of the whole community increased measurably and significantly this year, up 9.1% to 7.44, entirely reversing the unusually low result recorded last year during the COVID-19 pandemic. This result is above the long-term average since 2018 of 7.30.

Agreement with Bayside City Council "provides important services that meet the needs of the whole community"

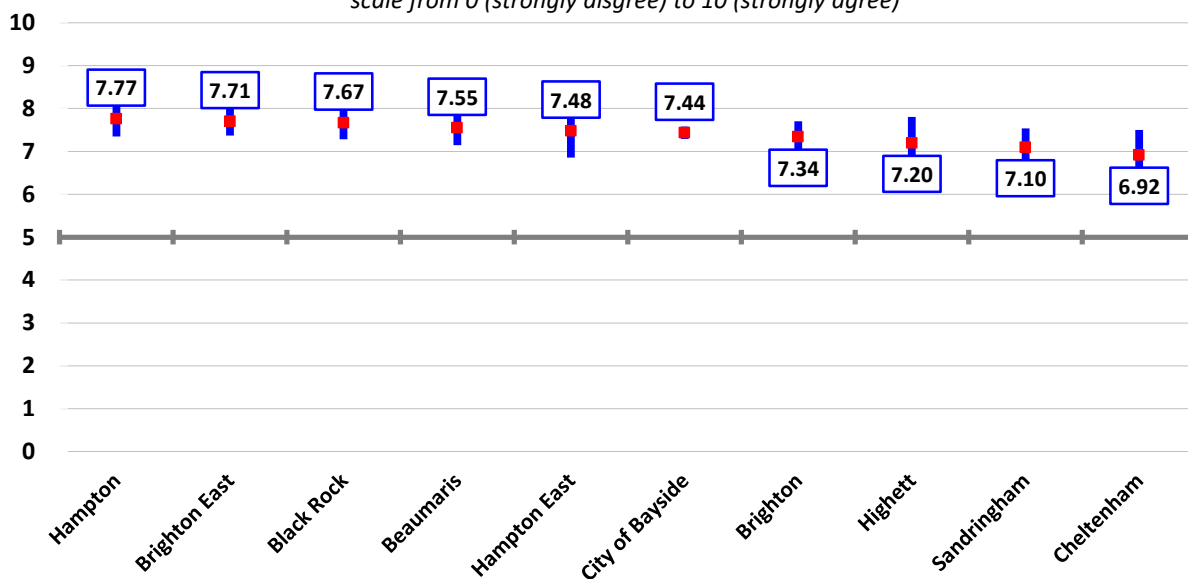
Bayside City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



There was no statistically significant variation in this result observed across the municipality.

Agreement with Bayside City Council "provides important services that meet needs" by precinct

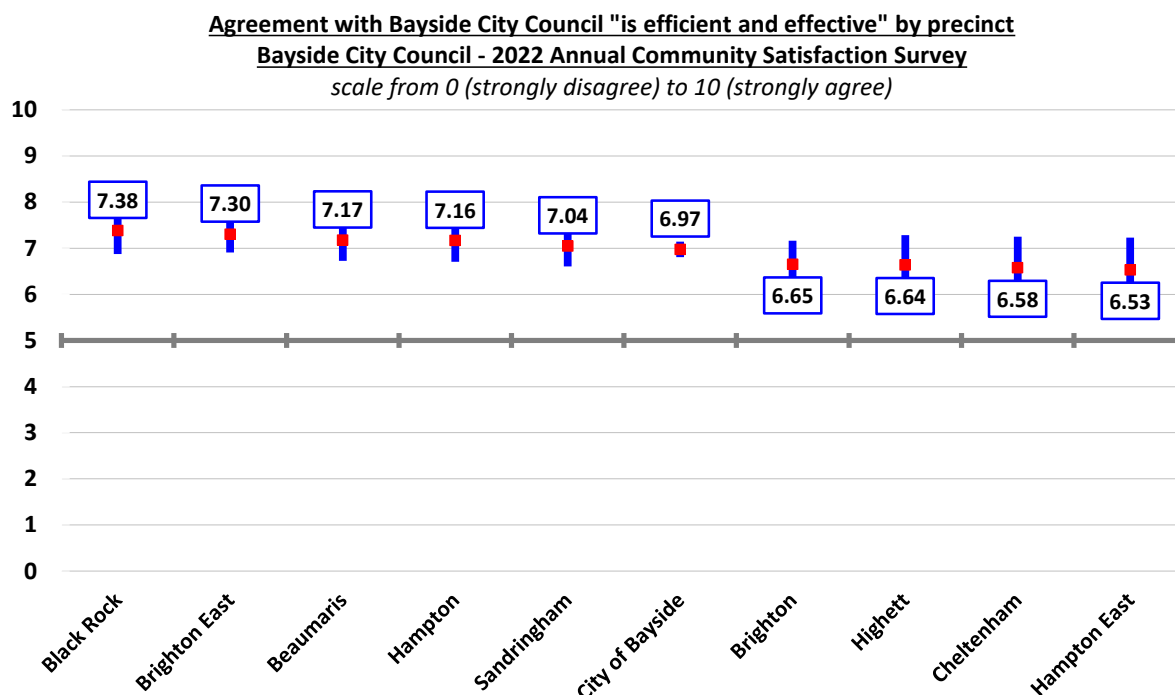
Bayside City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



Is efficient and effective

This statement was modified in 2022 and therefore no time series results are available.

There was no statistically significant variation in this result observed across the municipality, although it was lower than average in Brighton, Highett, Cheltenham, and Hampton East.



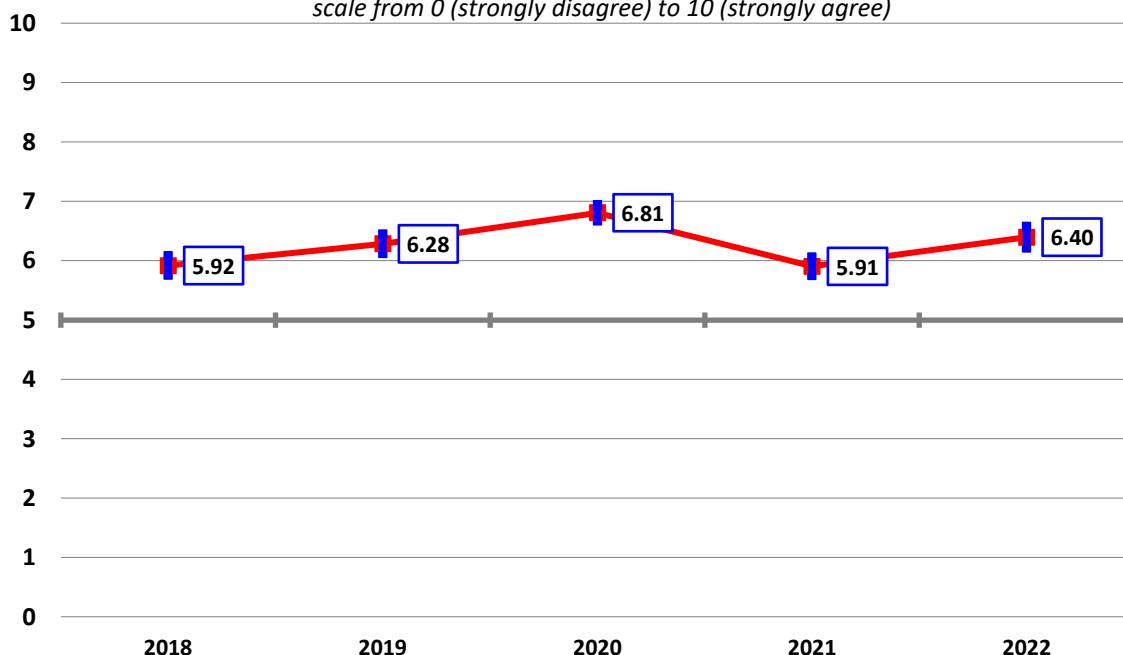
Offers value for rates

The average agreement that Council offers value for rates increased notably but not measurably this year, up 8.3% to 6.40, largely but not entirely reversing the decline recorded last year.

By way of comparison, the 2022 *Governing Melbourne* research recorded an average satisfaction with Council’s performance “providing value for rates” of 5.86, or a “poor” level of satisfaction.

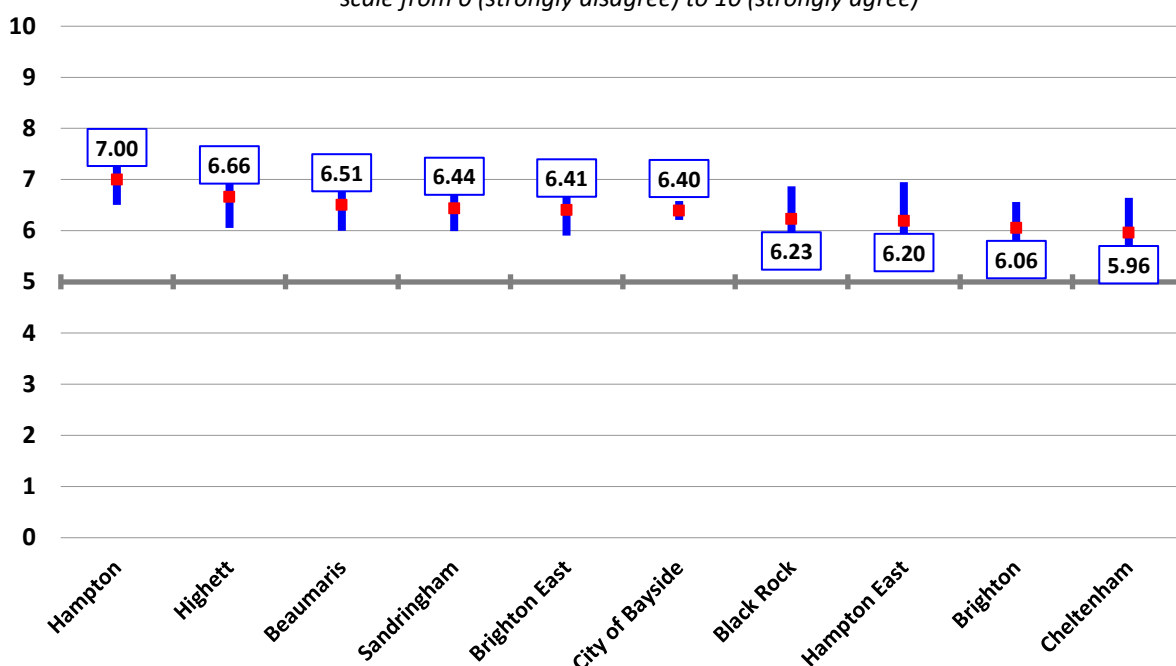


Agreement with Bayside City Council "offers value for rates"
Bayside City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



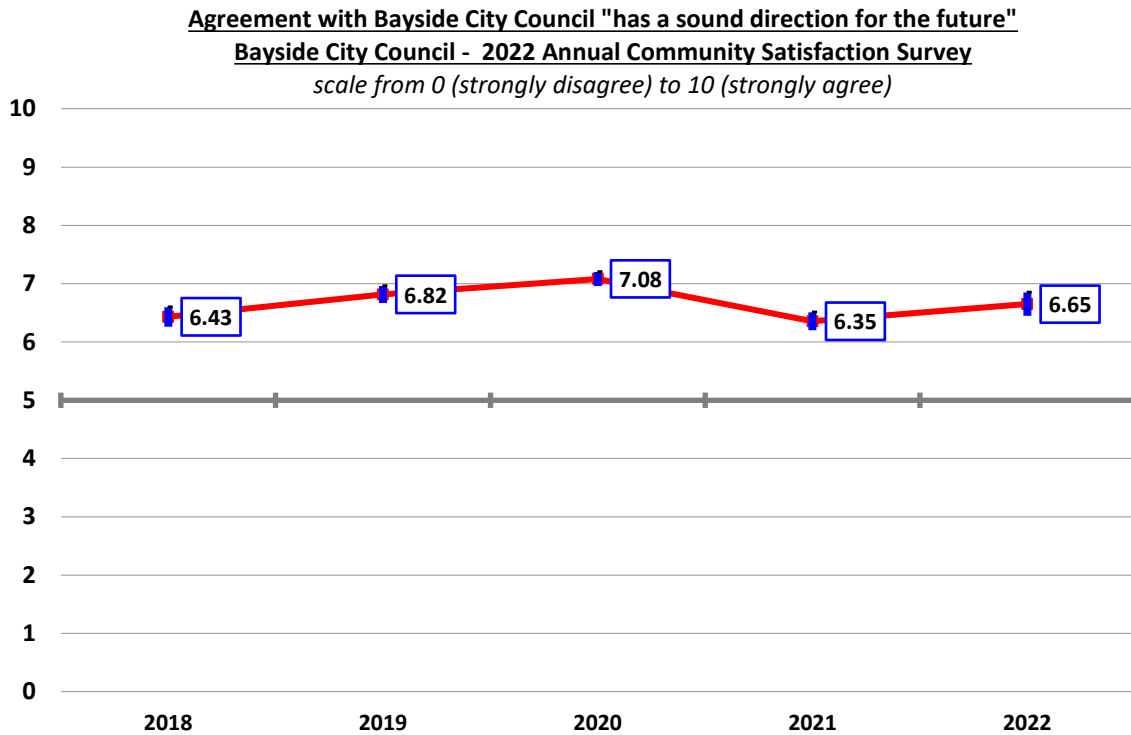
Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Hampton were notably more in agreement than average, whilst respondents from Brighton and Cheltenham were notably less in agreement.

Agreement that Council offers value for rates by precinct
Bayside City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)

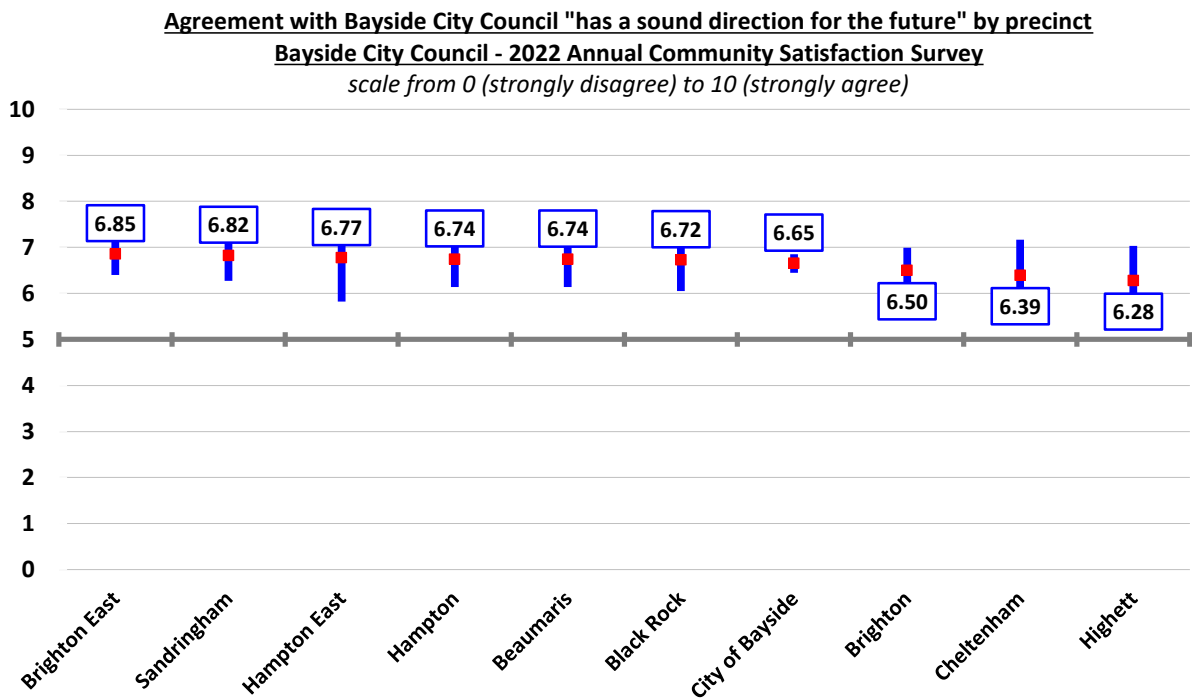


Has a sound direction for the future

The average agreement that Bayside Council has a sound direction for the future increased marginally but not measurably this year, up 4.7% to 6.65, which is consistent with the long-term average since 2018 of 6.67.

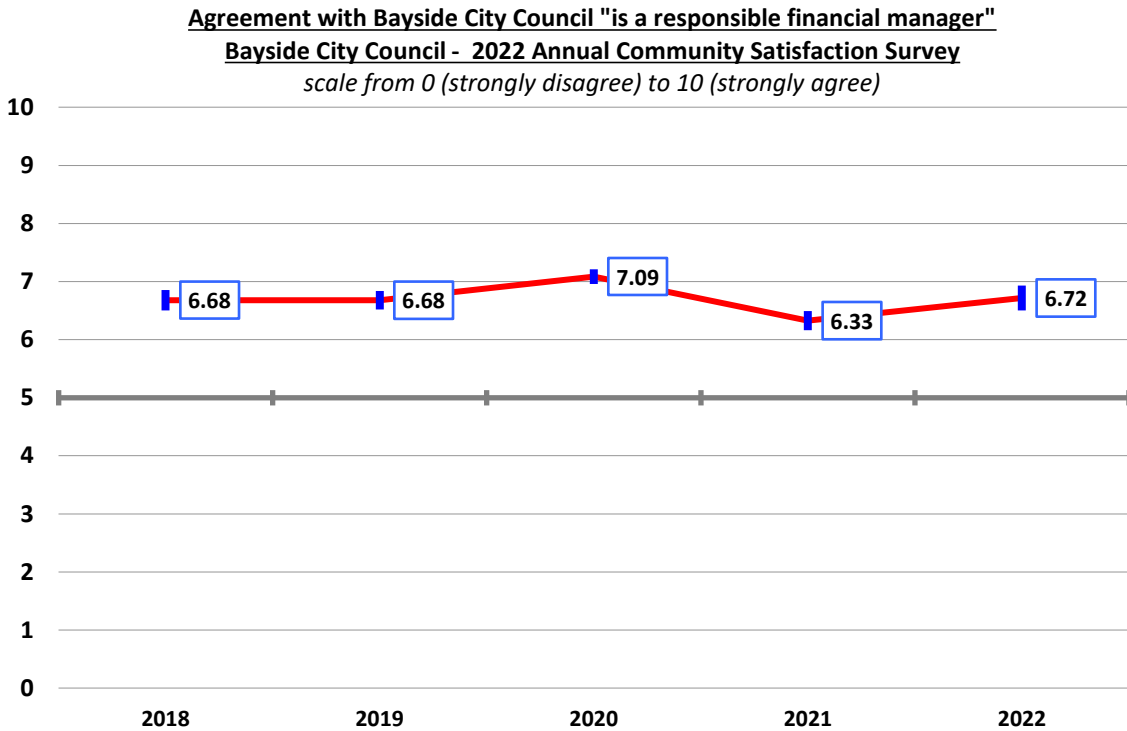


There was no statistically significant variation in this result observed across the municipality.

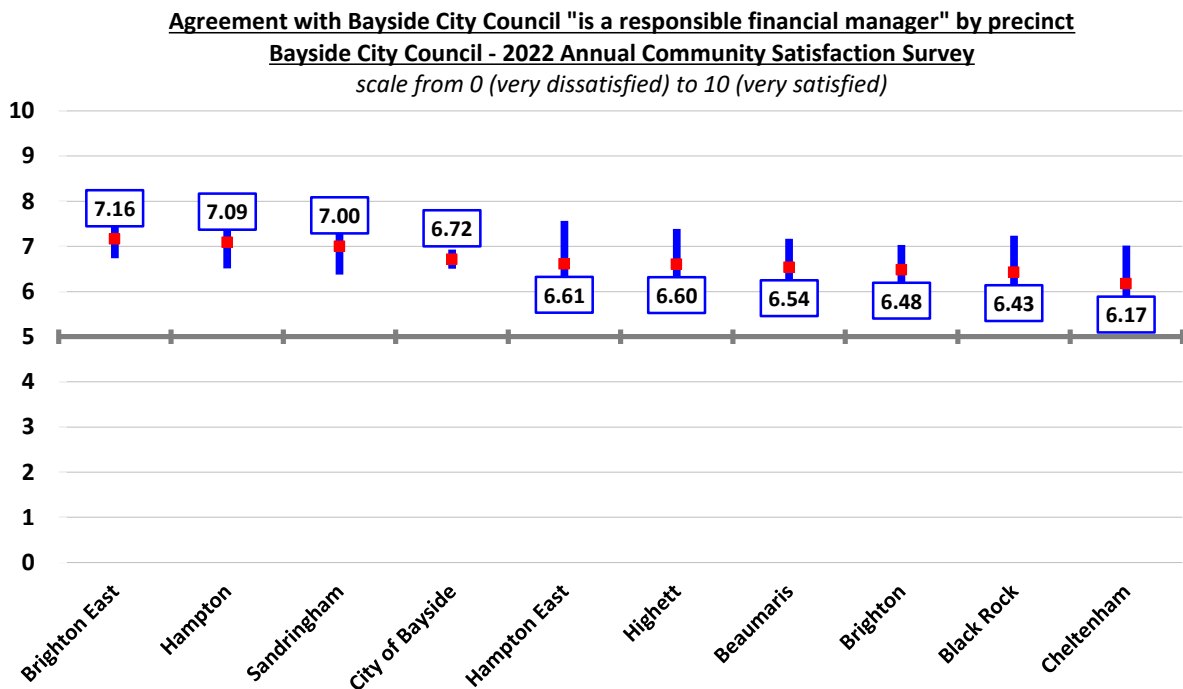


Is a responsible financial manager

The average agreement that Bayside Council is a responsible financial manager increased notably but not measurably this year, up 6.2% to 6.72, which is consistent with the long-term average agreement since 2018 of 6.70.



There was no statistically significant variation in this result observed across the municipality, although it is noted that respondents from Brighton East were somewhat more in agreement, and respondents from Cheltenham were somewhat less in agreement, but not measurably.



Priority ranking of Council advocacy projects

Respondents were asked:

“Please rank from 1 (highest priority) to 5 (lowest) the importance of the following five advocacy projects currently being undertaken by Council.”

Respondents were asked to rank from highest to lowest priority, the importance of the five examples of Council advocacy currently being undertaken by Council.

The results are presented in two formats, firstly the percentage of respondents ranking each project from one (highest) to five (lowest) priority, and then secondly, the average priority ranking of each of the five projects.

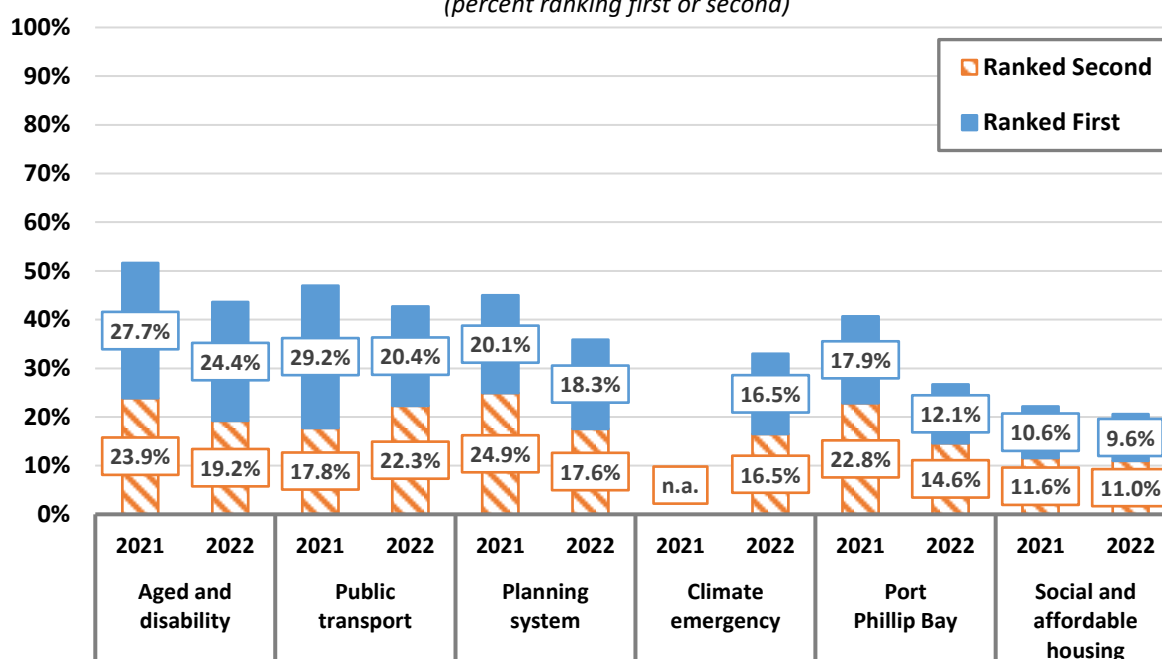
The two highest priority advocacy projects this year were the same as last year, those being advocating for high quality support services for the elderly and people with a disability and for improved public transport in and across Bayside.

The wording for the public transport related advocacy project was modified in 2022 from wording used in previous years, which was for “better bus routes, sufficient commuter parking and development around train stations”.

It is noted that the proportion of respondents who ranked these two advocacy projects as first or second declined this year, as did the proportion ranking “addressing coastal erosion and protecting Port Phillip Bay”.

Metropolis Research suggests that these declines reflect the inclusion of the new advocacy project, “for action on the climate emergency, including reducing emissions”, with which one-third of respondents providing a response ranked as either first (16.5%) or second (16.5%).

Highest priority Council Advocacy projects
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (percent ranking first or second)



Ranking priority of advocacy projects currently being undertaken by Council

Bayside City Council - 2022 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

| Response | Survey | Ranking | Rank 1 | Rank 2 | Rank 3 | Rank 4 | Rank 5 | Rank 6 | Not stated |
|--|--------|-------------|--------|--------|--------|--------|--------|--------|------------|
| To ensure that the elderly, and people with a disability, continue to have access to high quality support services | 2020 | 2.83 | 24.3% | 20.5% | 21.5% | 15.9% | 17.8% | n.a. | 18 |
| | 2021 | 2.69 | 27.7% | 23.9% | 16.7% | 15.4% | 16.3% | n.a. | 170 |
| | 2022 | 2.97 | 24.4% | 19.2% | 19.1% | 17.8% | 12.8% | 6.7% | 114 |
| For improved public transport in and across Bayside ¹ | 2020 | 2.74 | 24.2% | 23.1% | 21.3% | 16.5% | 14.8% | n.a. | 19 |
| | 2021 | 2.70 | 29.2% | 17.8% | 23.2% | 13.8% | 16.0% | n.a. | 175 |
| | 2022 | 3.21 | 20.4% | 22.3% | 14.6% | 14.0% | 16.4% | 12.3% | 114 |
| For a planning system that better considers local community and Council feedback ² | 2020 | 3.02 | 15.8% | 20.8% | 23.4% | 25.2% | 14.8% | n.a. | 18 |
| | 2021 | 2.82 | 20.1% | 24.9% | 21.8% | 19.6% | 13.6% | n.a. | 174 |
| | 2022 | 3.36 | 18.3% | 17.6% | 21.2% | 13.6% | 14.3% | 15.1% | 110 |
| For action on the climate emergency, including reducing emissions | 2020 | n.a. | n.a. | n.a. | n.a. | n.a. | n.a. | n.a. | n.a. |
| | 2021 | n.a. | n.a. | n.a. | n.a. | n.a. | n.a. | n.a. | n.a. |
| | 2022 | 3.51 | 16.5% | 16.5% | 14.9% | 21.0% | 16.5% | 14.7% | 112 |
| To address coastal erosion and protect Port Phillip Bay ³ | 2020 | 2.92 | 24.1% | 20.5% | 15.5% | 18.9% | 21.1% | n.a. | 18 |
| | 2021 | 2.93 | 17.9% | 22.8% | 22.8% | 21.3% | 15.2% | n.a. | 179 |
| | 2022 | 3.75 | 12.1% | 14.6% | 15.5% | 19.5% | 21.5% | 16.7% | 114 |
| For increasing the supply of social and affordable housing in Bayside | 2020 | 3.47 | 12.1% | 14.8% | 18.3% | 23.6% | 31.2% | n.a. | 23 |
| | 2021 | 3.64 | 10.6% | 11.6% | 15.4% | 28.2% | 34.2% | n.a. | 183 |
| | 2022 | 4.22 | 9.6% | 11.0% | 15.1% | 14.1% | 17.3% | 32.9% | 114 |

The following graph provides a comparison of the proportion of respondents ranking addressing the climate emergency as either first or second priority for Council advocacy.

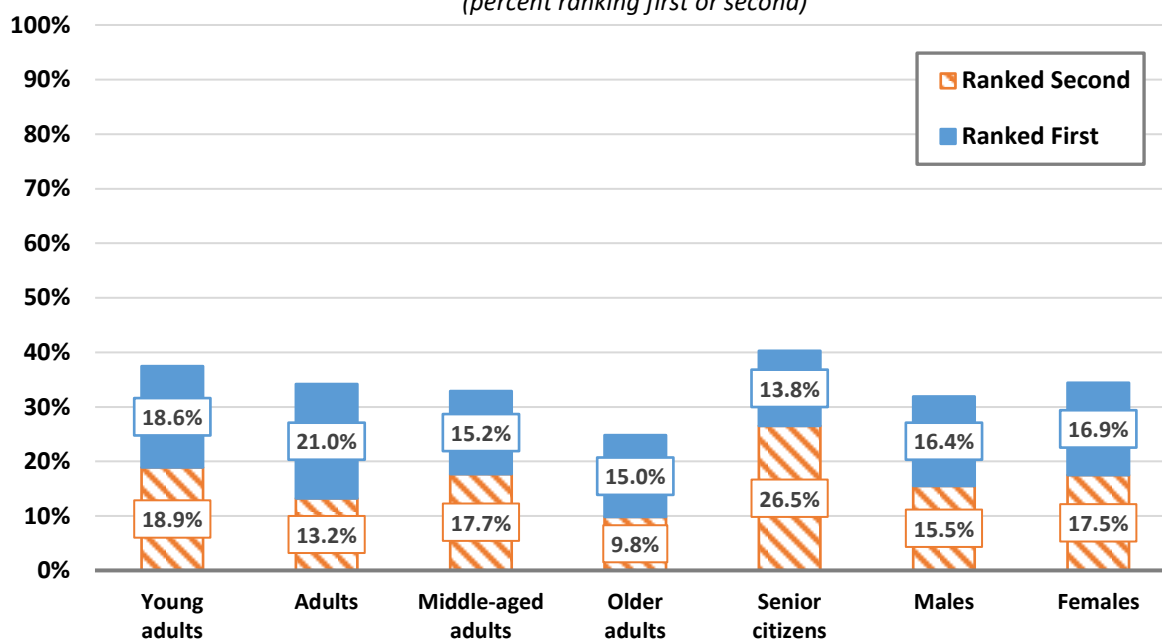
It is noted that younger respondents (aged 18 to 44 years) were somewhat more likely to rank this project as the first priority than older respondents (aged 60 years and over).

Particular attention is drawn, however, to the fact that senior citizens (aged 75 years and over) were the most likely to rank addressing the climate emergency as their second priority project.

There was no meaningful variation in this result observed between male and female respondents



Addressing the climate emergency priority ranking by age and gender
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (percent ranking first or second)



Council’s vision

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), how well do you believe Council is working to achieve this overall vision across each of the following areas?”

This set of questions relating to Council’s vision areas was included in the survey for the first time this year.

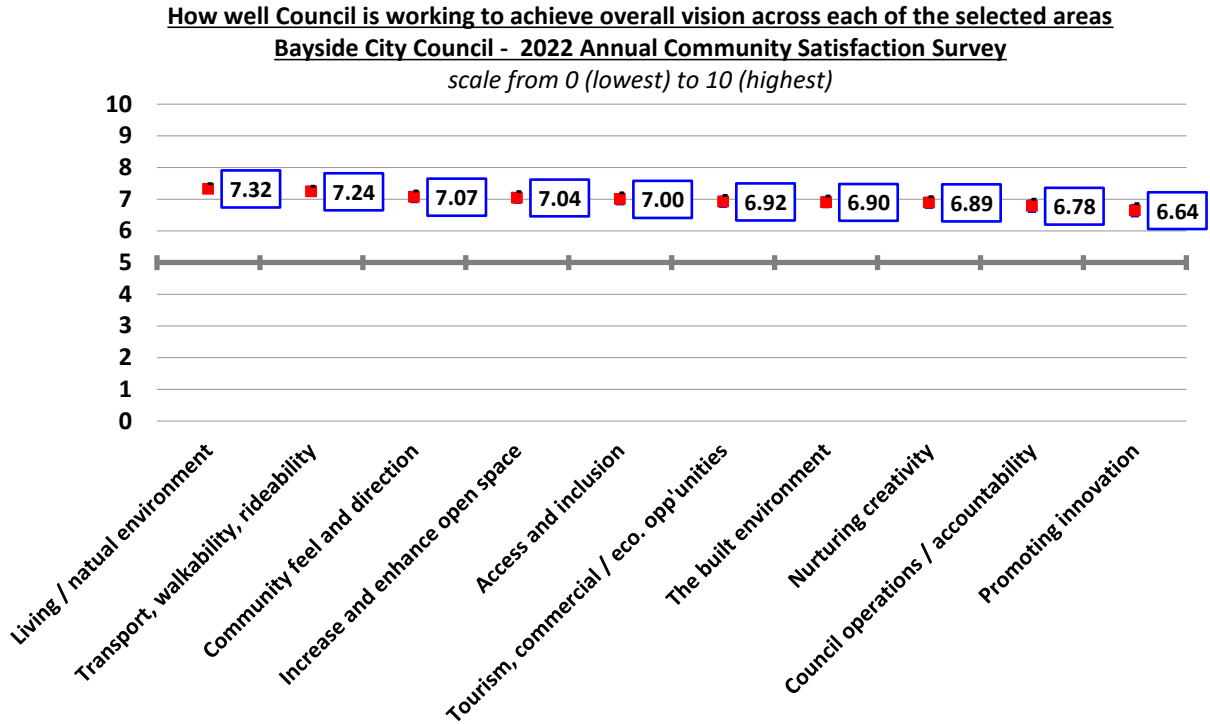
Respondents were asked to rate how well they believe that Council is working to achieve its overall vision across each of these 10 vision areas.

The average degree to which respondents believe that Council is achieving this overall vision across the 10 areas was 6.98 out of a potential 10, or a “moderate” level.

There was no statistically significant variation between the average score for all 10 vision statements and each individual statement, however, it is noted that the highest scoring area (living / natural environment) was rated higher than the bottom five areas (tourism, commercial, economic opportunities, the built environment, nurturing creativity, Council operations / accountability, and promoting innovation).

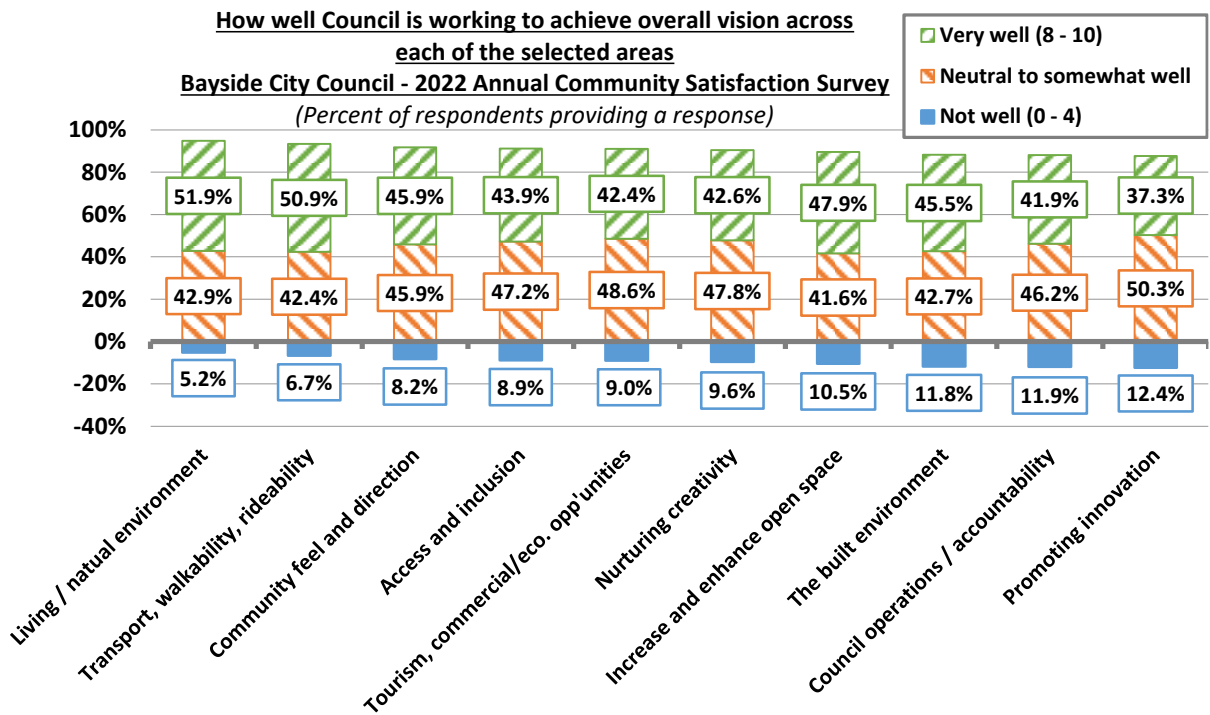
The lowest rated vision area (promoting innovation) was rated lower than the top four rated areas (living / natural environment, transport, walkability, rideability, community feel and direction, and increasing and enhancing open space).





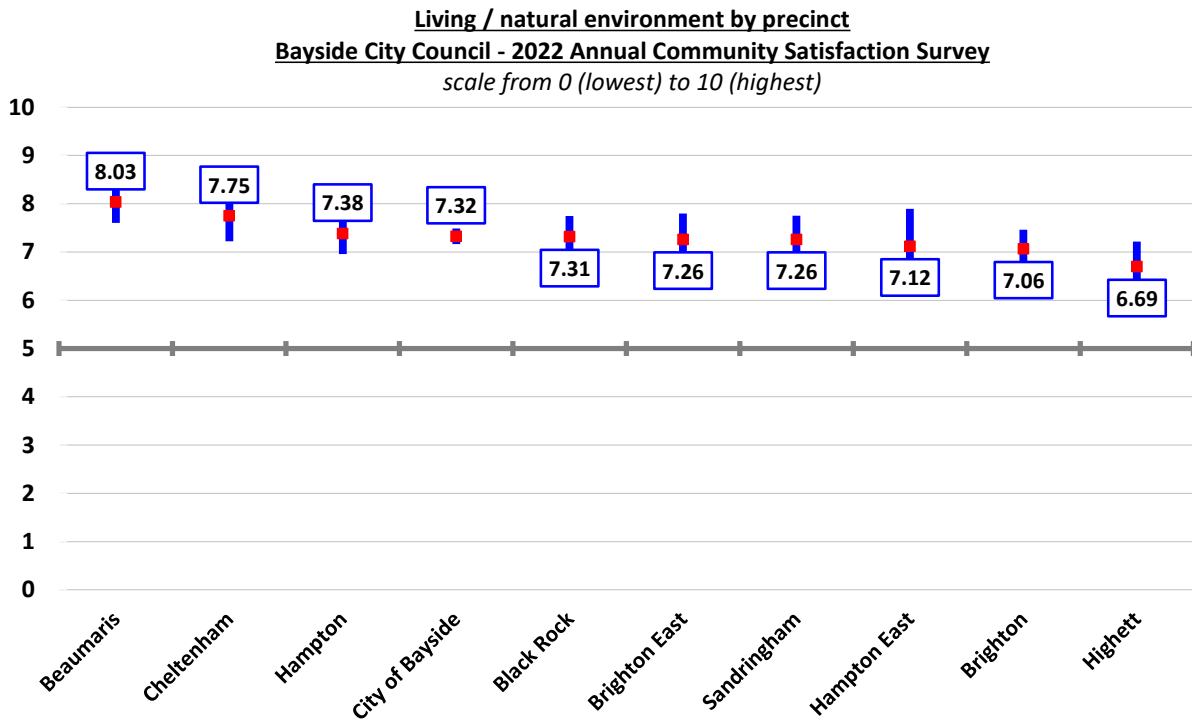
The following graph provides a breakdown of these results into the proportion of respondents who believe Council is achieving its vision “very well” (i.e., rated at eight to 10), “neutral to somewhat well” (i.e., rated at five to seven), and “not well” (i.e., rated at less than five).

Attention is drawn to the fact that less than 13% of respondents considered that Council was not achieving across any of the 10 vision areas, and that between more than one-third and a little more than half believed that Council was achieving “very well” across each of 10 areas.

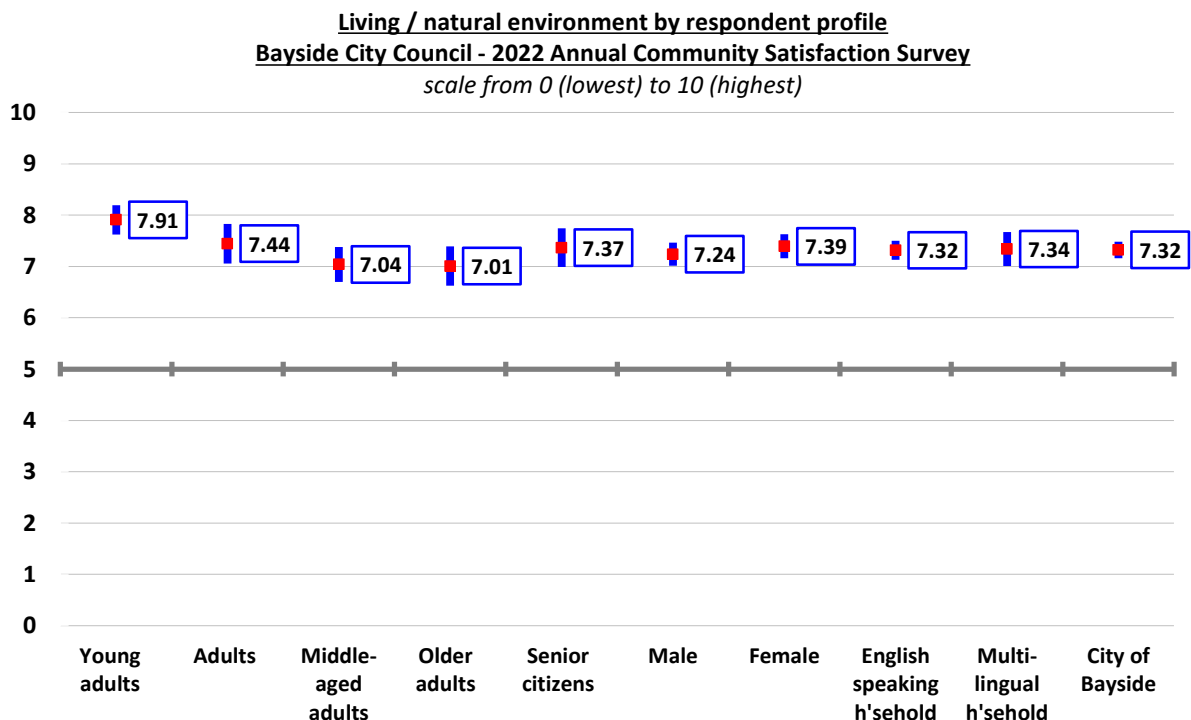


Living / natural environment

There was measurable variation in the degree to which respondents believe Council was achieving its vision around the living / natural environment. Respondents from Beaumaris rated this measurably higher, and respondents from Highett significantly lower.

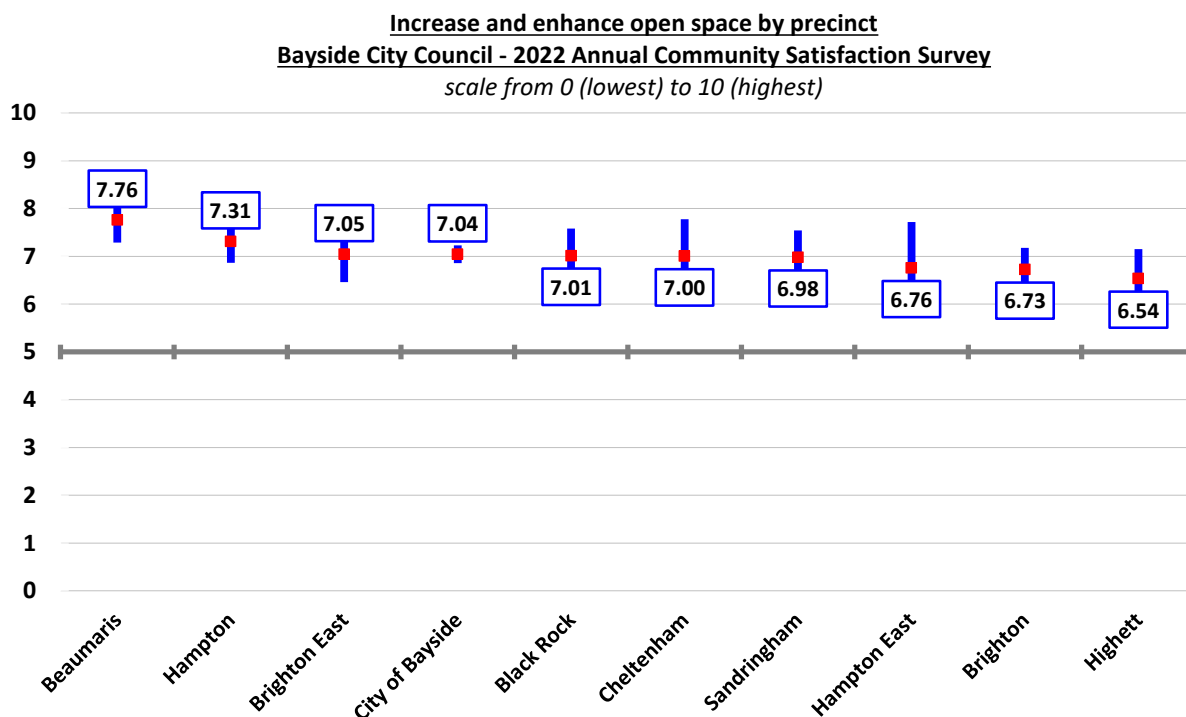


There was also some variation by age, with young adults (aged 18 to 34 years) rating Council's achievement measurably higher than the municipal average, and middle-aged and older adults (aged 45 to 74 years) rating it somewhat, but not measurably lower.

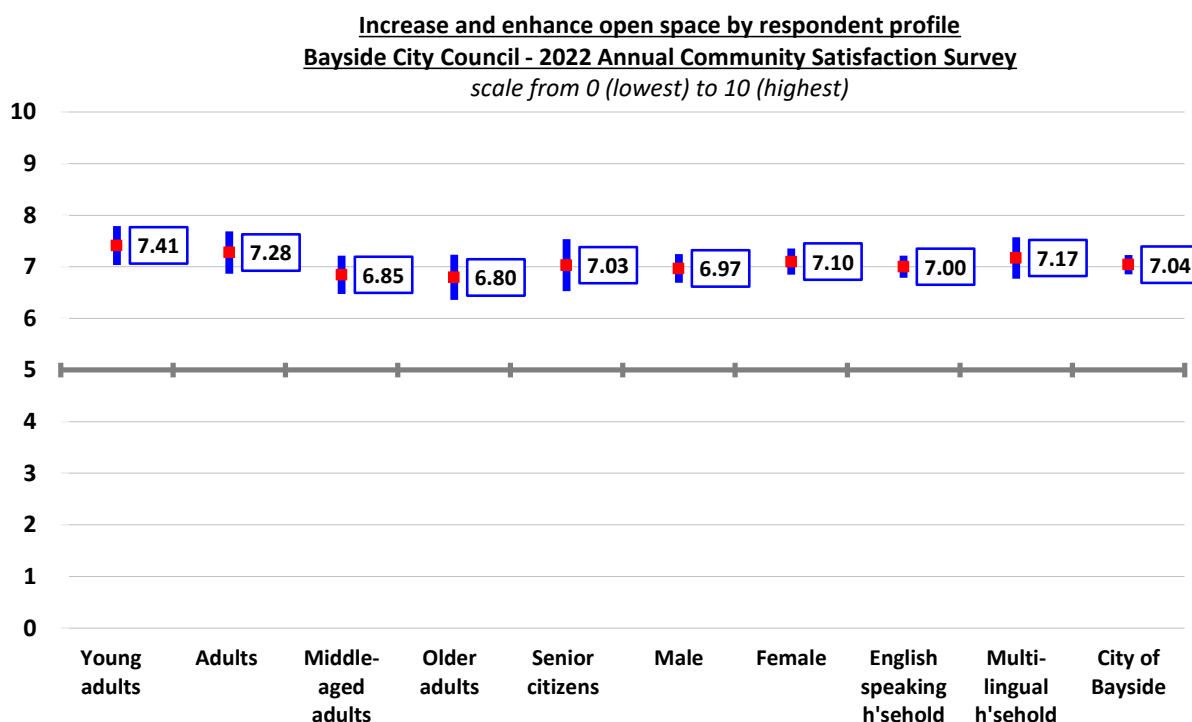


Increase and enhance open space

There was measurable variation in the degree to which respondents believe Council was achieving its vision to increase and enhance open spaces, with respondents from Beaumaris rating this measurably higher, and respondents from Highett notably lower than average.

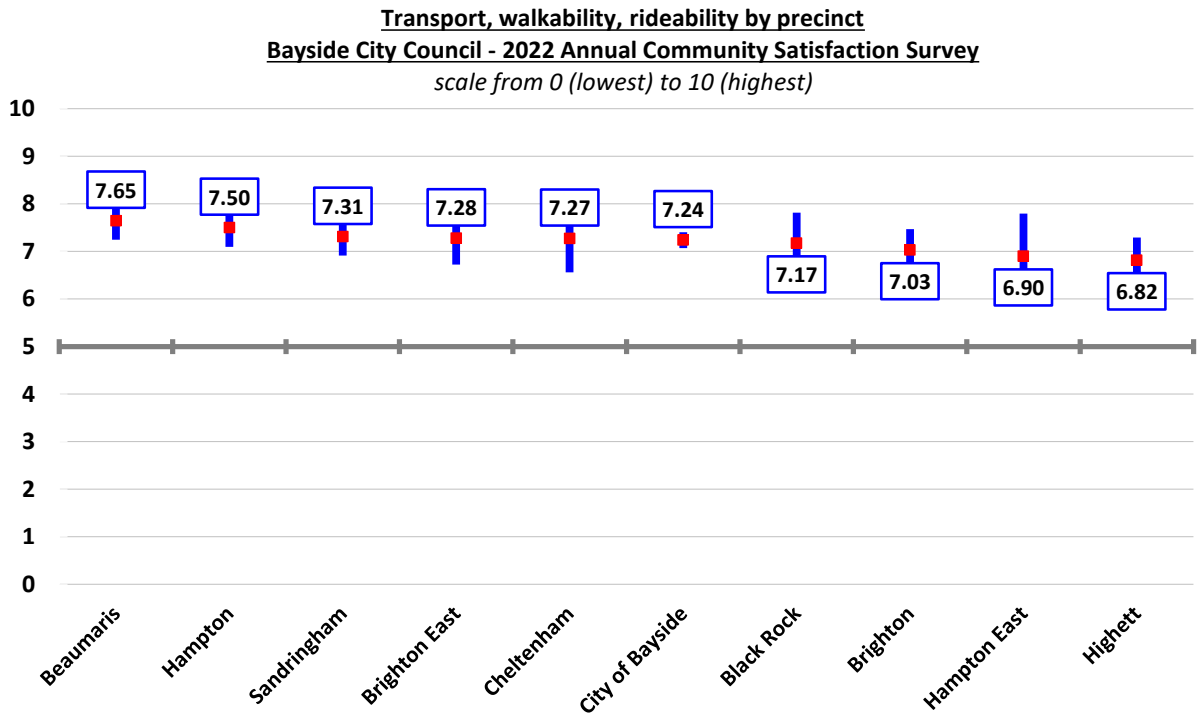


There was no statistically significant variation in this result observed by respondent profile, although younger respondents rated this notably higher than middle-aged and older adults.

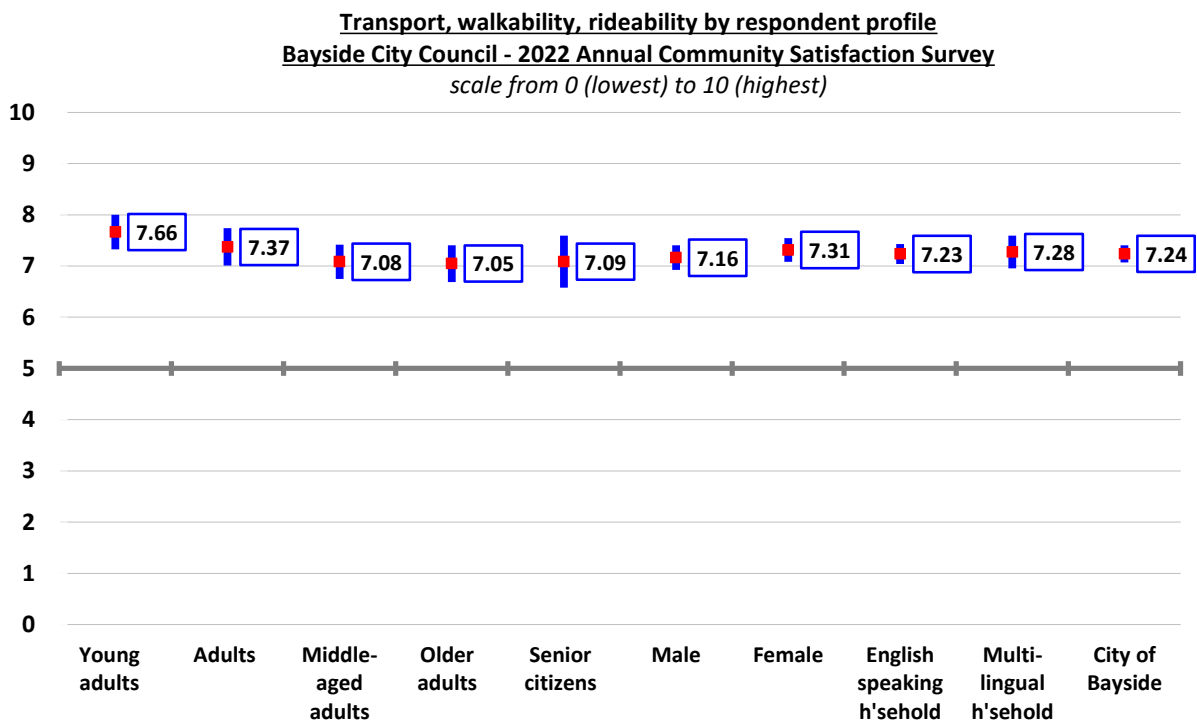


Transport, walkability, rideability

There was no statistically significant variation across the municipality in the degree to which respondents believe Council is achieving its vision in transport, walkability, and rideability. It is noted, however, that respondents from Beaumaris rated it somewhat higher, and respondents from Highett somewhat lower than the average.

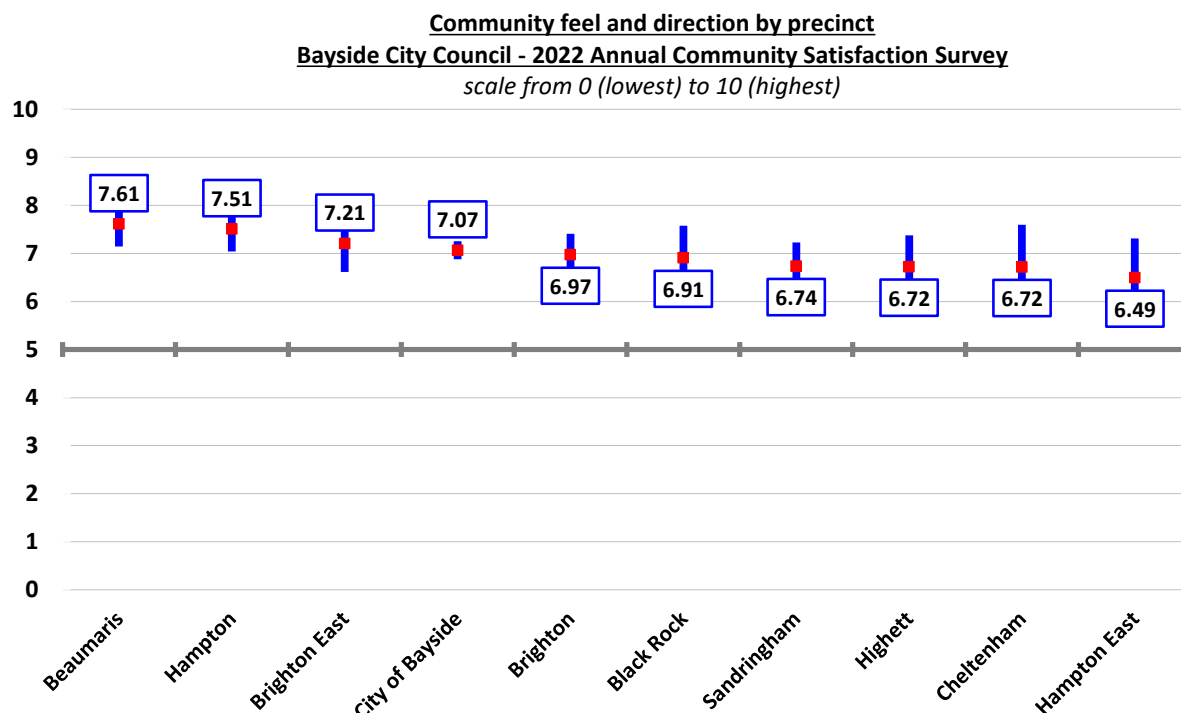


There was no statistically significant variation observed by respondent profile, although young adults (aged 18 to 34 years) rated this somewhat higher than average.

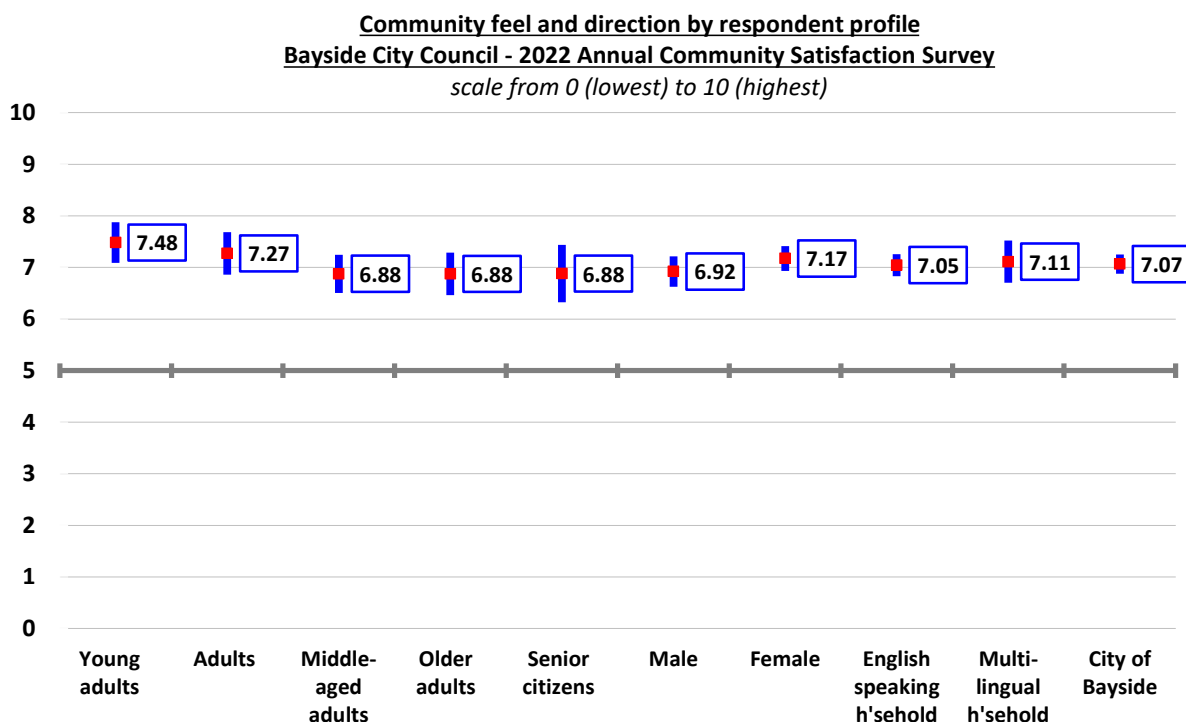


Community feel and direction

There was no statistically significant variation across the municipality in the degree to which respondents believe Council is achieving its vision around community feel and direction. It is noted, however, that respondents from Beaumaris rated it somewhat higher, and respondents from Hampton East somewhat lower than the average.

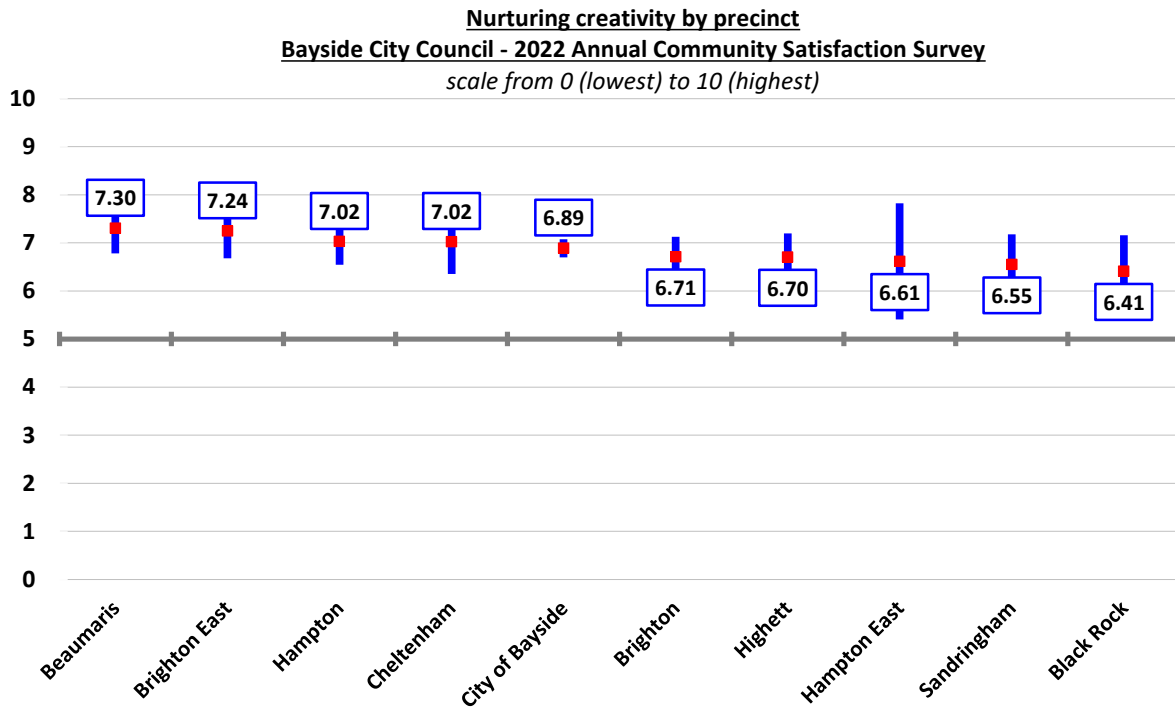


There was no statistically significant variation observed by respondent profile, although young adults (aged 18 to 34 years) rated this somewhat higher than average.

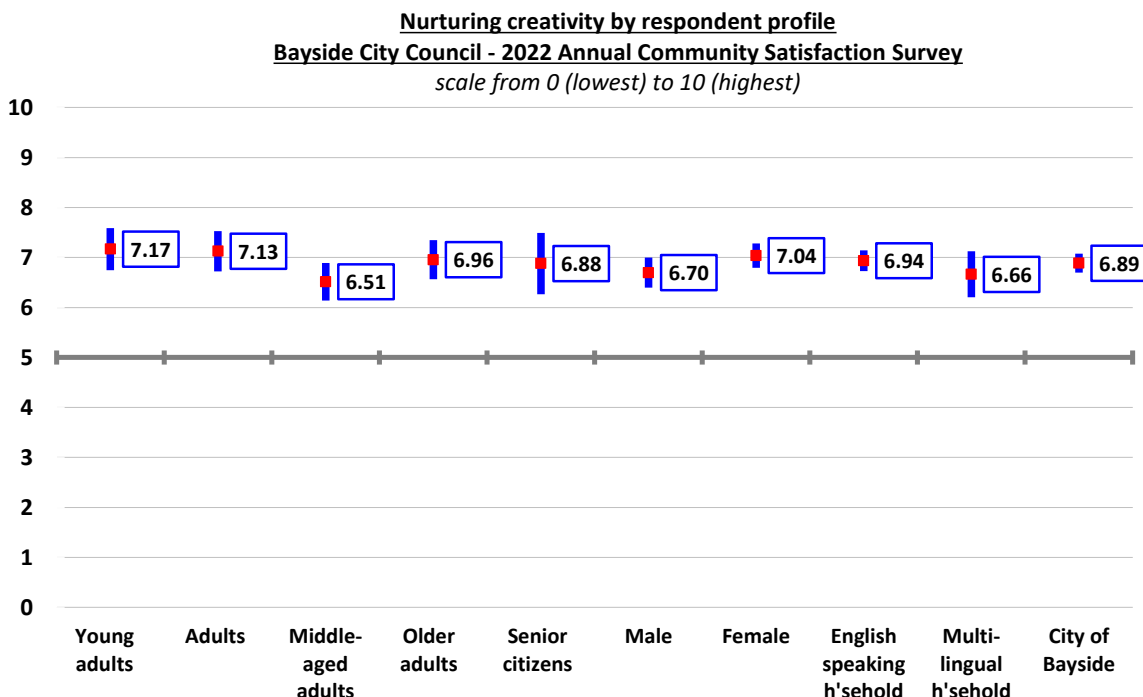


Nurturing creativity

There was no statistically significant variation across the municipality in the degree to which respondents believe Council is achieving its vision around nurturing creativity. It is noted, however, that respondents from Beaumaris and Brighton East rated it somewhat higher, and respondents from Black Rock somewhat lower than the average.

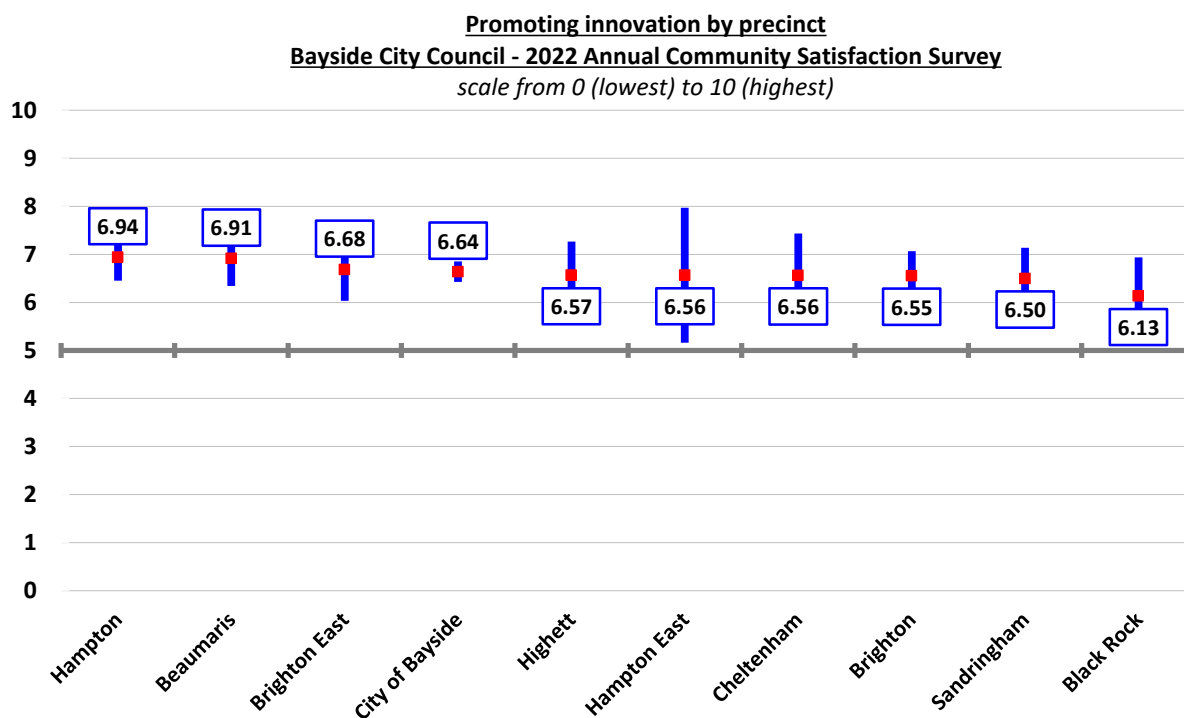


Whilst there was no statistically significant variation observed by respondent profile, it is noted that middle-aged adults (aged 45 to 59 years) rated this notably lower than average. Female respondents rated this notably, but not measurably higher than male respondents.

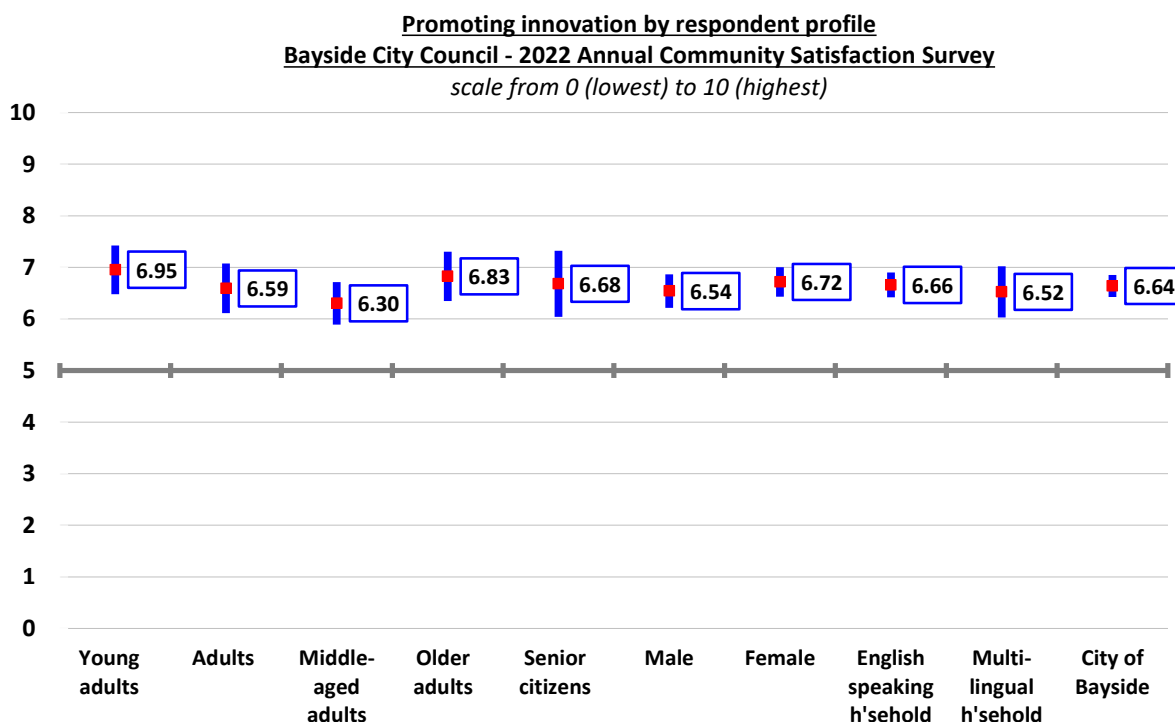


Promoting innovation

There was no statistically significant variation in the degree to which respondents believe Council is achieving its vision around promoting innovation, although respondents from Black Rock rated this substantially, but not measurably lower than the municipal average.

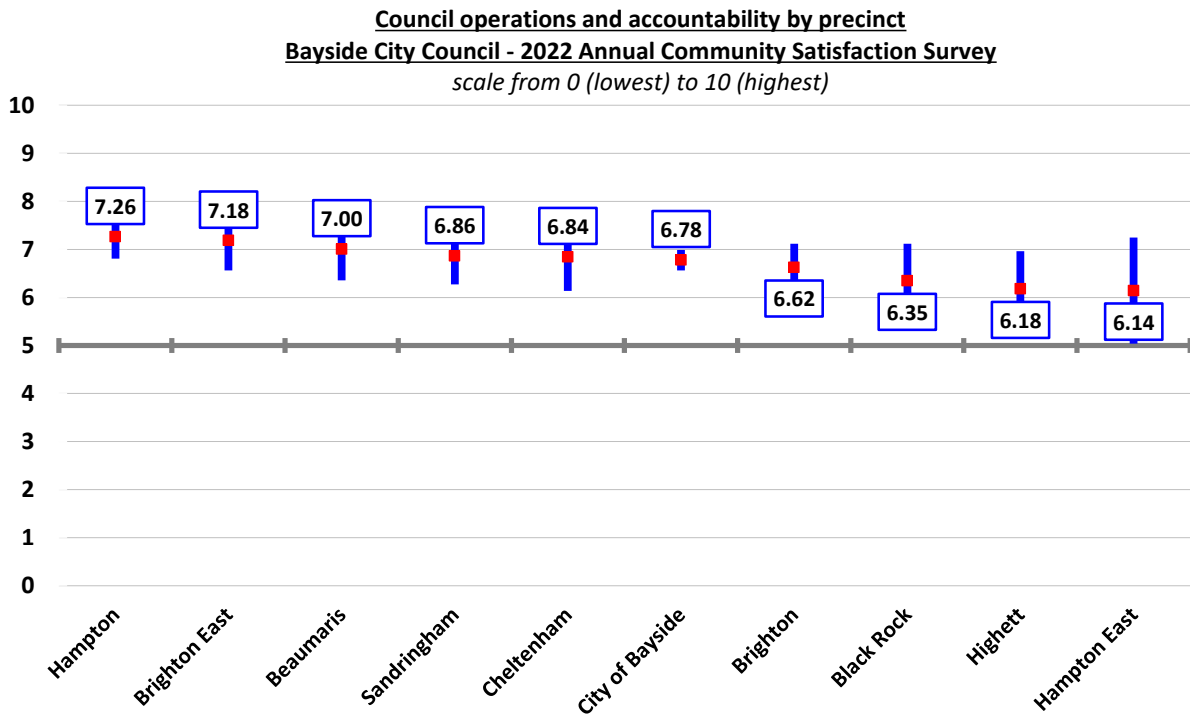


Whilst there was no statistically significant variation observed by respondent profile, it is noted that middle-aged adults (aged 45 to 59 years) rated this somewhat lower than average.

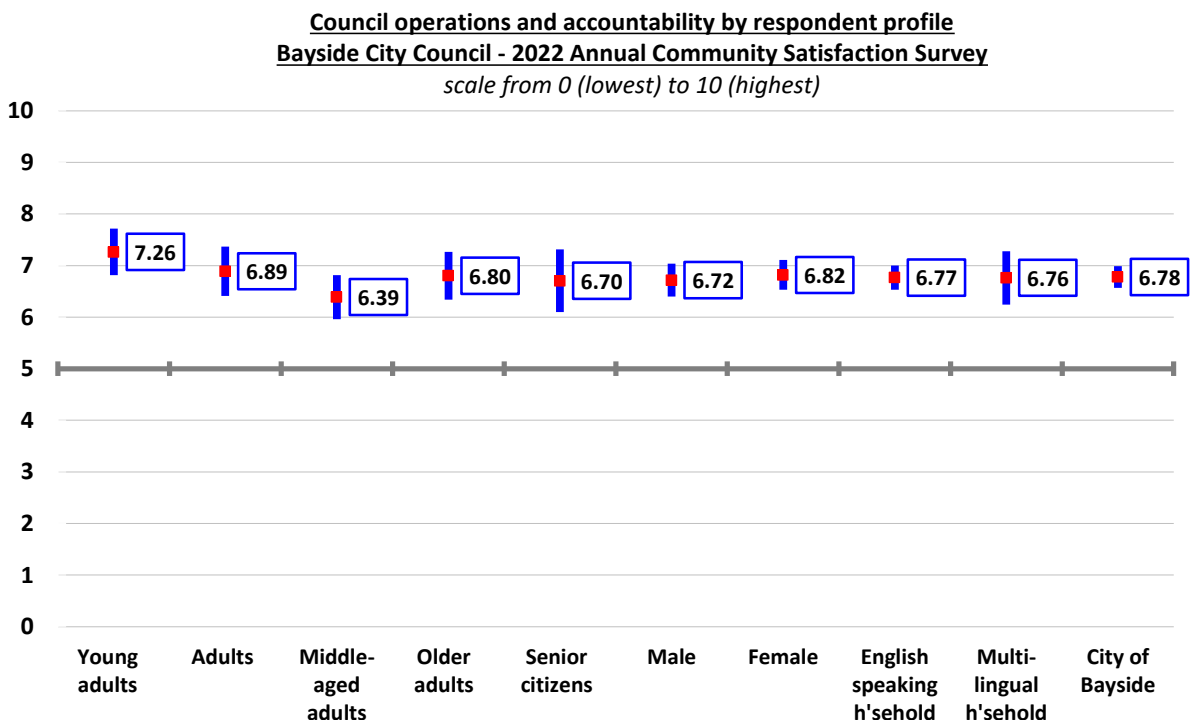


Council operations and accountability

There was no statistically significant variation in the degree to which respondents believe Council is achieving its vision around Council operations and accountability, although respondents from Highett and Hampton East rated this substantially, but not measurably lower than the municipal average.

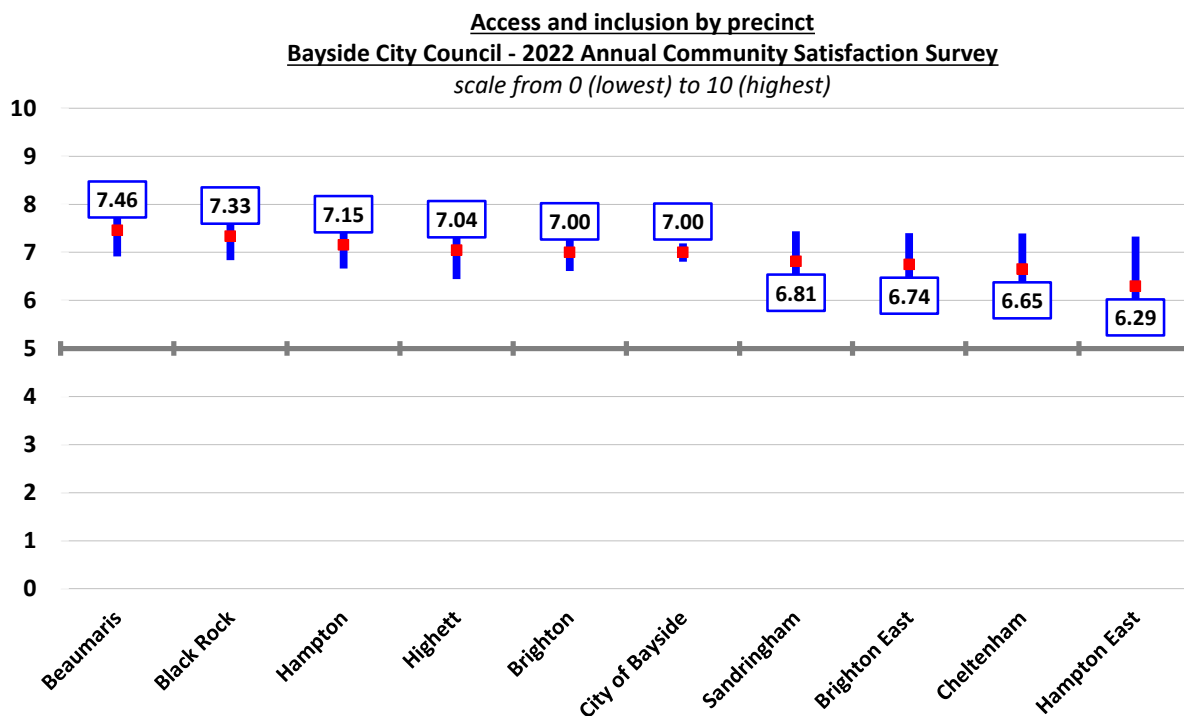


Whilst there was no statistically significant variation observed by respondent profile, it is noted that middle-aged (aged 45 to 59 years) adults rated this somewhat lower than average.

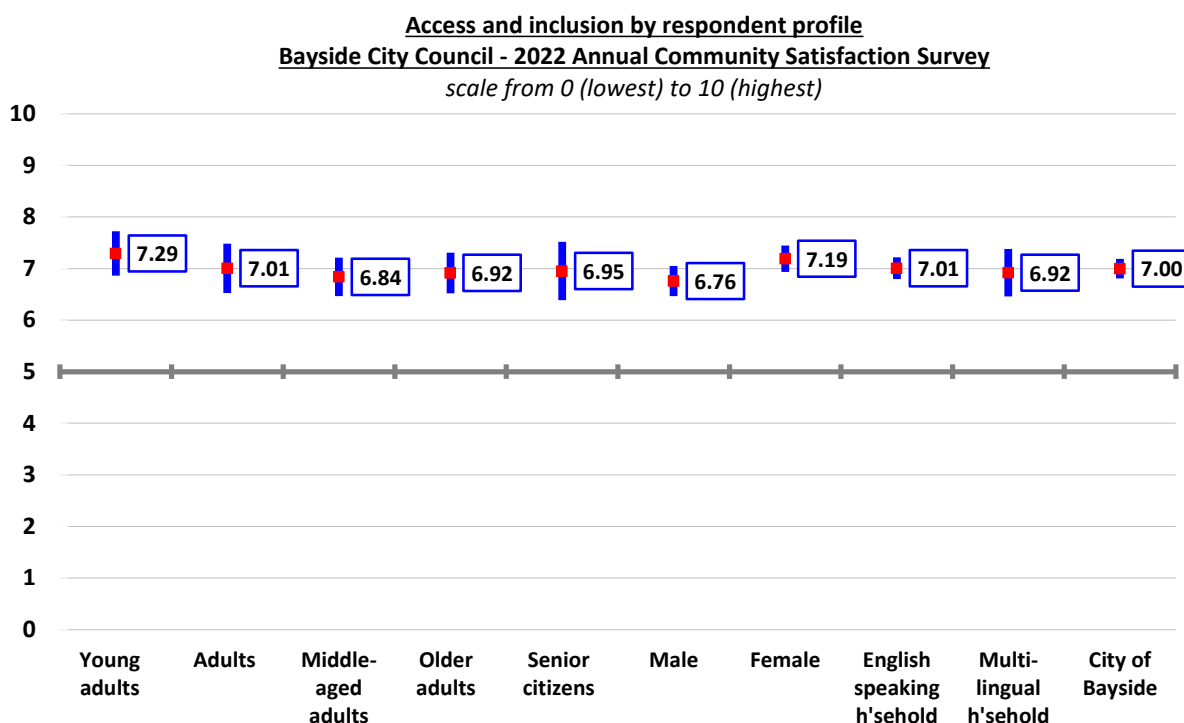


Access and inclusion

There was no statistically significant variation in the degree to which respondents believe Council is achieving its vision around access and inclusion, although respondents from Hampton East rated this substantially, but not measurably lower than the municipal average.

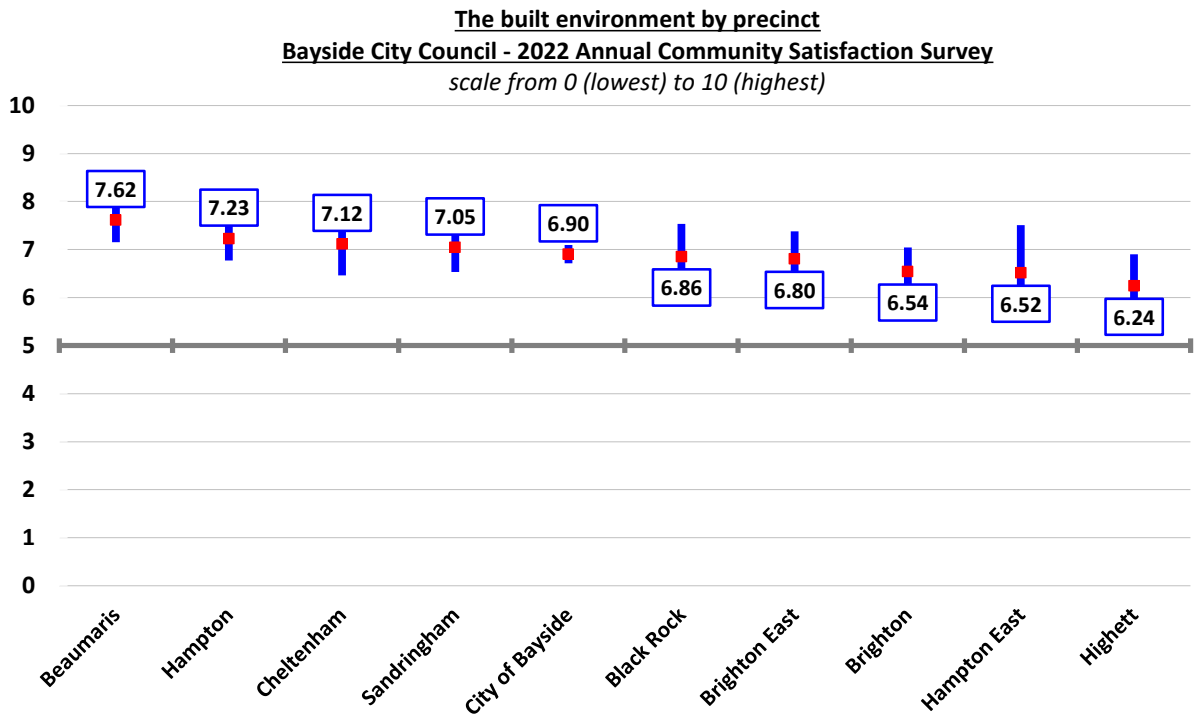


There was no statistically significant variation observed by respondent profile, although female respondents rated this substantially higher than male respondents.

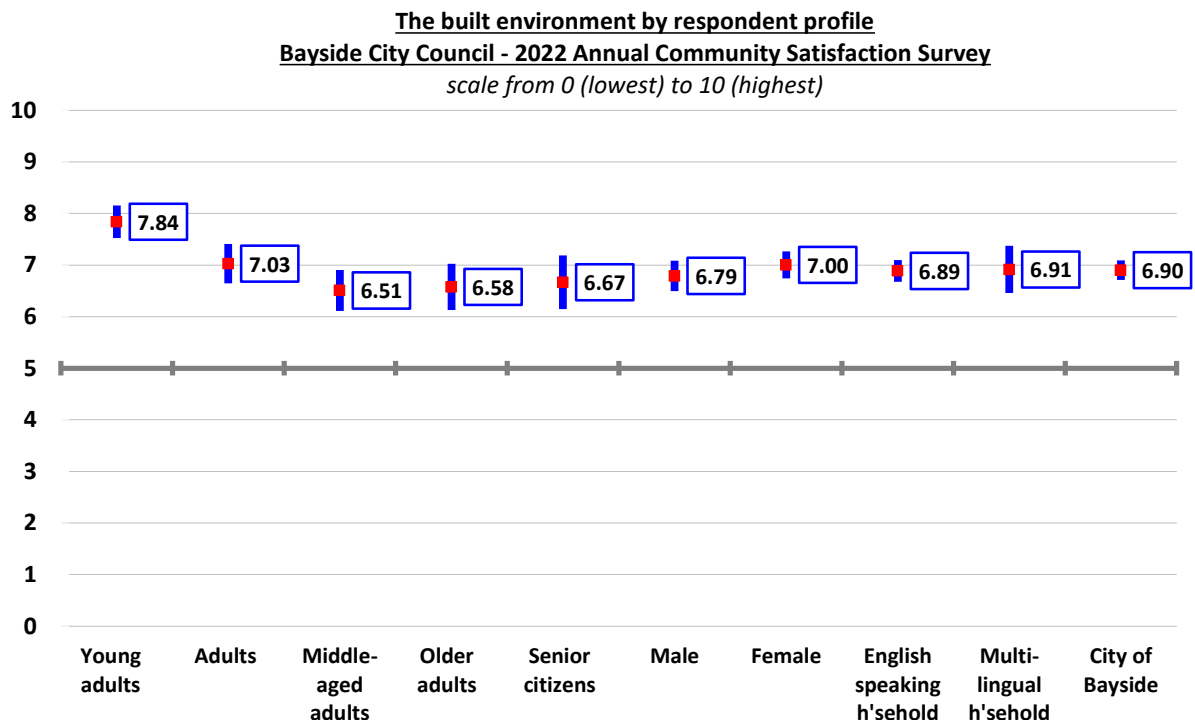


The built environment

There was no statistically significant variation in the degree to which respondents believe Council is achieving its vision around the built environment, although respondents from Beaumaris rated this notably higher than average, and respondents from Highett rated this substantially, but not measurably lower than the municipal average.

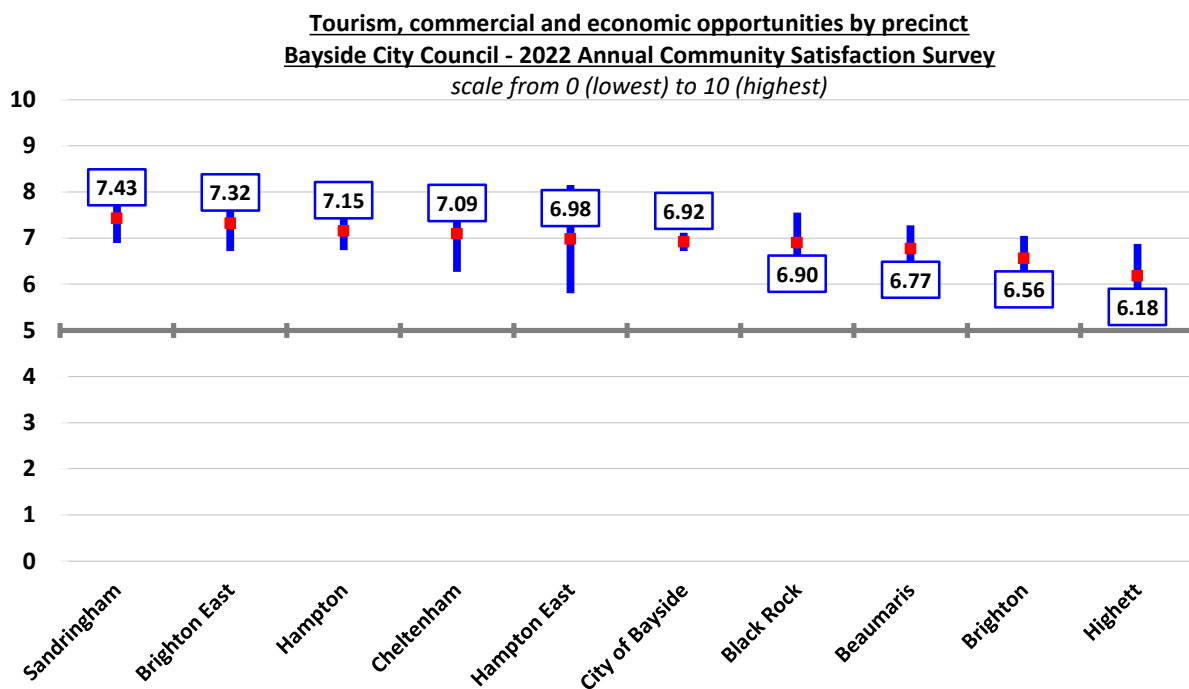


There was measurable variation observed by age, with young adults (aged 18 to 34 years) rating this measurably higher than average.

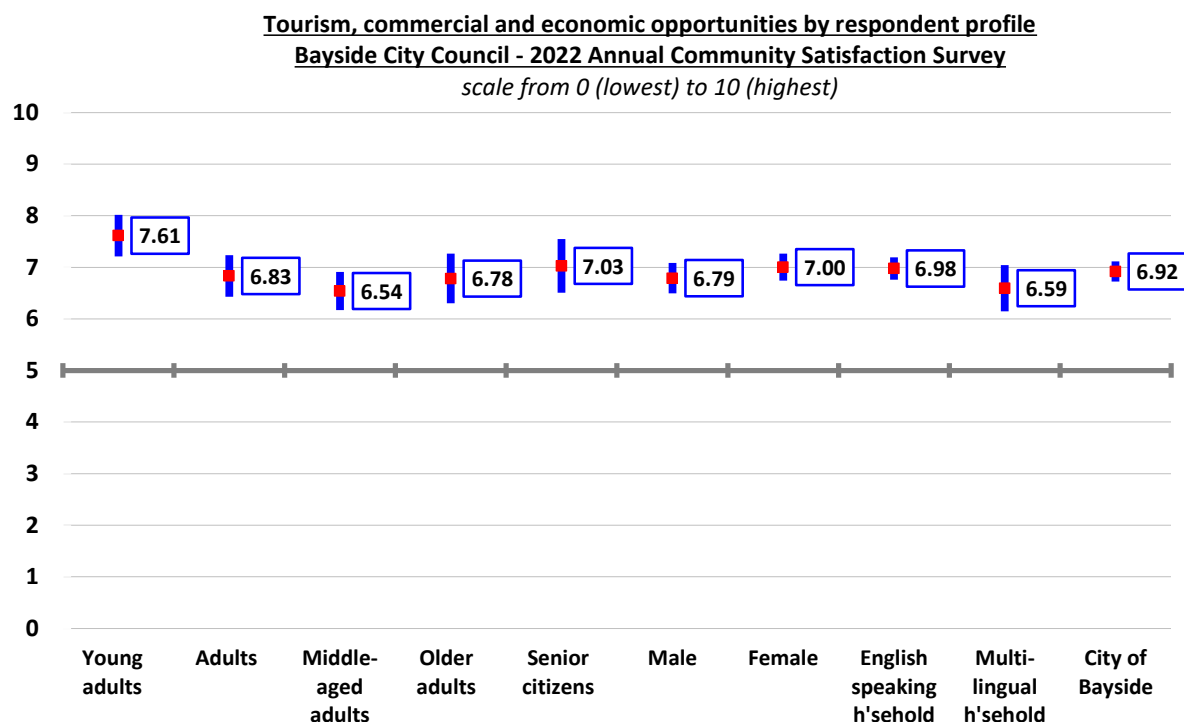


Tourism, commercial and economic opportunities

There was no statistically significant variation in the degree to which respondents believe Council is achieving its vision around tourism, commercial and economic opportunity, although respondents from Sandringham rated this notably higher than average, and respondents from Highett rated this substantially, but not measurably lower.



There was measurable variation observed by age, with young adults (aged 18 to 34 years) rating this measurably higher than average. Multilingual households also rated this somewhat lower than English speaking households.



Current issues for the City of Bayside

Respondents were asked:

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

Respondents were asked what they consider to be the top three issues for the City of Bayside “at the moment”. This question was asked as an open-ended question and the results have been broadly categorised into a list of approximately 70 different issues to allow for analysis of the results and comparison to the metropolitan results from *Governing Melbourne*.

It is important to bear in mind that these results are not to be read as a list of complaints about the performance of Council, nor do they reflect only services, facilities and issues that lie within the general remit of the Bayside City Council. Many of the issues raised by respondents are within the remit of other levels of government, most often the State Government.

These results are a very useful guide to the range of issues of importance to the Bayside community “at the moment” and allow for some insight into the degree to which these issues may affect community satisfaction with the performance of Council.

Approximately two-thirds (67.8% up from 55.4%) of respondents provided a total of 848 responses, at an average of approximately two issues per respondent. Metropolis Research notes that the proportion of respondents nominating issues in response to this question are lower when surveyed via telephone than they have historically been when surveyed face-to-face. This reflects the greater level of engagement in the interview when conducted personally.

The most nominated issues to address in the City of Bayside in 2022 remains the same as previous years, that being building, housing, planning and development (15.0% down from 15.6%).

There were, however, some notable changes in the most common issues nominated in 2022 compared to 2021, as follows:

- **Increased in 2022** – includes environment, sustainability, and climate change (8.0% up from 4.3%), road maintenance and repairs (7.5% up from 3.9%), beach and foreshore issues (7.3% up from 4.3%), footpath maintenance and repairs (7.2% up from 3.4%), rubbish and waste issues (6.3% up from 0.9%), and Council rates (4.7% up from 1.4%).
- **Decreased in 2022** – includes car parking (5.0% down from 11.4%).

When compared to the 2021 metropolitan Melbourne results, some variations are noted. It is important to bear in mind however that for some of these issues, whilst they may be more, or less commonly identified in Bayside than the metropolitan average, they are only identified by a relatively small proportion of respondents and may not be significant issues.



- **More commonly nominated in the City of Bayside** – includes building, housing, planning, and development (15.0% compared to 6.4%), environment, sustainability, and climate change (8.0% compared to 2.6%), and spots and recreation facilities (5.2% compared to 1.9%).
- **Less commonly nominated in the City of Bayside** – road maintenance and repairs (7.5% compared to 13.1%), traffic management (7.0% compared to 15.3%), and parks, gardens, and open spaces (6.8% compared to 12.8%).

Building, housing, planning, and development

The proportion of respondents nominating building, housing, planning, and development issues remained stable this year, but still down significantly from a very high 39.1% in 2018 at 15.0% this year. The result of 39.1% recorded in 2018 was far and away the highest proportion recorded in any municipality surveyed by Metropolis Research since it commenced conducting community satisfaction surveys in 2001.

By way of comparison, the 2022 metropolitan Melbourne average for this issue was 6.4%.

Metropolis Research notes that respondents who nominated planning and development issues as one of the top three issues to address in the municipality “at the moment” were, on average, measurably less satisfied with Council’s overall performance than the municipal average, with an average overall satisfaction score of 6.19 compared to the municipal average of 6.99.

This result strongly implies that planning and development issues exert a negative influence on the overall satisfaction with Council for the respondents who nominate the issue.

Environment, sustainability, and climate change

There was an increase this year, in the proportion of respondents nominating environment, conservation, and climate change related issues as one of the top three issues to address for the City of Bayside, up from 4.3% to eight percent. This result is substantially higher than the metropolitan Melbourne average of 2.6%.

It is interesting to reflect on this issue given the current situation of a federal government election, with significant interest around candidates’ positions on climate change in the public discourse.

Metropolis Research notes that the 48 respondents who nominated environment, conservation, and climate change related issues as one of the top three issues to address, were, on average, somewhat more satisfied with Council’s overall performance than the municipal average (7.12 compared to 6.99). This result strongly suggests that for these respondents, the issue of environment, conservation, and climate change was not negatively affecting this view around the performance of Bayside City Council.



Car parking

In 2022, the proportion of respondents nominating car parking issues declined substantially, down from 11.4% last year to five percent this year. This result is now below the metropolitan Melbourne average of eight percent. The metropolitan Melbourne average of respondents nominating car parking increased marginally this year, up from 7.2% to eight percent.

It appears that the impact of COVID-19 on changes to travel patterns may have stabilised across metropolitan Melbourne, although Metropolis Research has yet to observe any substantial increases in car parking related issues in other municipalities as yet in 2022.

Metropolis Research notes that car parking issues have been prominent in many of the inner region municipalities.

Respondents that identified car parking as an issue were on average substantially less satisfied with Council's overall performance than the municipal average, with an average satisfaction of just 5.95 compared to the municipal average of 6.99. This does suggest that, despite the decline in the proportion of respondents nominating the issue, this issue exerts a strongly negative influence on satisfaction with Council's performance for the respondents who consider this one of the top three issues to address in the municipality.

Sports and recreation facilities

Whilst only nominated by 31 of the 600 respondents (5.2% up from 4.7%), Metropolis Research notes that for this small group of respondents, sports and recreation facilities may well be a significant factor influencing their satisfaction with Council's overall performance.

A range of issues were raised by respondents that have been categorised as sports facilities, including general sports and recreation facilities, ovals, grounds (14 responses), aquatics (5 responses), recreation (5 responses), netball courts (4 responses), tennis (1 response), and women's sport (1 response).

This group of respondents nominating sports and recreation facilities as one of the top three issues to address for the City of Bayside "at the moment", on average, rated satisfaction with Council's overall performance at just 5.83 or "poor", which was 16.6% lower than the municipal average satisfaction of 6.99 or "good".

This variation is consistent with that reported last year, at which time there was a 19.3% difference in satisfaction between respondents who nominated sports and recreation facilities and those who did not (5.49 compared to 6.80).



Top three issues for the City of Bayside at the moment
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

| Response | 2022 | | 2021 | 2020 | 2019 | 2022 Metro.* |
|---|----------------|---------|----------------|----------------|----------------|-----------------|
| | Number | Percent | | | | |
| Building, planning, housing, development | 90 | 15.0% | 15.6% | 15.9% | 20.9% | 6.4% |
| Environment, sustainability, climate change | 48 | 8.0% | 4.3% | 4.9% | 4.6% | 2.6% |
| Roads maintenance and repairs | 45 | 7.5% | 3.9% | 4.0% | 5.1% | 13.1% |
| Beach and foreshore issues | 44 | 7.3% | 4.3% | 3.9% | 5.0% | n.a. |
| Footpath maintenance and repairs | 43 | 7.2% | 3.4% | 4.0% | 5.3% | 6.6% |
| Traffic management | 42 | 7.0% | 4.6% | 7.4% | 14.8% | 15.3% |
| Parks, gardens and open space | 41 | 6.8% | 5.3% | 3.1% | 5.0% | 12.8% |
| Rubbish and waste issues including garbage | 38 | 6.3% | 0.9% | 1.3% | 3.0% | 5.0% |
| Street trees | 34 | 5.7% | 4.1% | 5.0% | 8.3% | 8.4% |
| Sports and recreation facilities | 31 | 5.2% | 4.7% | 1.6% | 3.7% | 1.9% |
| Car parking | 30 | 5.0% | 11.4% | 15.4% | 21.5% | 8.0% |
| Council rates | 28 | 4.7% | 1.4% | 1.6% | 3.0% | 2.5% |
| Animal management | 20 | 3.3% | 1.1% | 0.7% | 1.9% | 1.5% |
| Communication and provision of information | 18 | 3.0% | 4.3% | 3.6% | 1.6% | 1.8% |
| Drains maintenance and repairs | 18 | 3.0% | 1.4% | 1.7% | 3.0% | 2.1% |
| Cleanliness and maintenance of the area | 17 | 2.8% | 1.7% | 1.3% | 3.3% | 4.6% |
| Cycling / walking paths and tracks | 17 | 2.8% | 2.7% | 1.6% | 2.8% | 2.6% |
| Safety, policing and crime | 17 | 2.8% | 2.3% | 0.9% | 4.7% | 4.5% |
| Dog parks and amenities | 16 | 2.7% | 0.0% | 0.0% | 0.0% | 1.6% |
| Public transport | 16 | 2.7% | 0.9% | 2.7% | 4.0% | 2.1% |
| Financial issues and priorities for Council | 14 | 2.3% | 1.4% | 1.6% | 1.1% | 0.4% |
| Children activities and facilities | 11 | 1.8% | 0.3% | 0.3% | 1.1% | 2.3% |
| Council governance and performance | 11 | 1.8% | 1.6% | 1.1% | 1.4% | 2.3% |
| Public toilets | 11 | 1.8% | 1.0% | 1.7% | 1.4% | 2.1% |
| Recycling collection | 11 | 1.8% | 1.6% | 2.0% | 3.1% | 2.3% |
| Community services quality and provision | 10 | 1.7% | 0.4% | 0.6% | 1.4% | 0.1% |
| Disability services, facilities, and activities | 9 | 1.5% | 1.0% | 0.3% | 0.7% | 1.3% |
| Shops, restaurants, bars and entertainment | 9 | 1.5% | 1.0% | 0.6% | 1.0% | 1.0% |
| Council customer service responsiveness | 7 | 1.2% | 1.1% | 0.7% | 0.3% | 1.3% |
| Elderly services and facilities | 5 | 0.8% | 2.4% | 1.3% | 2.0% | 0.1% |
| Heritage / character | 5 | 0.8% | 0.7% | 0.1% | 0.9% | 0.3% |
| General infrastructure (e.g. internet, electricity) | 8 | 1.3% | 0.3% | 2.0% | 1.6% | 1.8% |
| Health and medical issues / services | 7 | 1.2% | 0.6% | 0.0% | 0.1% | 1.0% |
| Community activities / centres / arts an | 6 | 1.0% | 0.1% | 0.1% | 0.6% | 1.8% |
| Hard rubbish collection | 6 | 1.0% | 0.4% | 0.7% | 1.1% | 1.9% |
| Youth activities, services, and facilities | 6 | 1.0% | 0.4% | 0.6% | 0.7% | 0.5% |
| All other issues (28 separately identified) | 59 | 9.8% | 13.4% | 16.5% | 11.4% | 22.0% |
| Total responses | 848 | | 743 | 771 | 1,063 | 1,167 |
| <i>Respondents identifying at least one issue</i> | 407 (67.8%) | | 388 (55.4%) | 428 (61.2%) | 534 (76.1%) | 555 (69.4%) |

(*) 2022 metropolitan Melbourne average from Governing Melbourne



Issues by precinct

There was some variation in the top issues to address for the City of Bayside observed across the municipality.

Whilst most of these variations were not statistically significant, given the relatively small precinct sample size, attention is drawn to the following variations of note from against the municipal average:

- ***Brighton East*** – respondents were notably more likely than average to nominate sports and recreation facilities.
- ***Beaumaris*** – respondents were notably more likely than average to nominate street trees, and somewhat more likely to nominate dog parks and amenities.
- ***Black Rock*** – respondents were measurably more likely than average to nominate building, housing, planning and development issues, and beach and foreshore issues; and somewhat more likely to nominate footpaths, Council rates, and street trees.
- ***Highett*** – respondents were measurably more likely than average to nominate building, housing, planning, and development issues; notably more likely to nominate traffic management, and environment, sustainability, and climate change; and somewhat more likely to nominate drains and cycling / walking paths and tracks.
- ***Cheltenham*** – respondents were measurably more likely than average to nominate environment, sustainability, and climate change related issues; and somewhat more likely to nominate car parking, Council rates, and safety, policing, and crime related issues.
- ***Hampton East*** – respondents were notably more likely than average to nominate rubbish and waste issues, including garbage collection; and somewhat more likely to nominate sports and recreation facilities, and graffiti / vandalism related issues.
- ***Sandringham*** – respondents were notably more likely than average to nominate beach and foreshore related issues, and somewhat more likely to nominate public transport, and financial issues and priorities for Council.
- ***Hampton*** – respondents were somewhat more likely than average to nominate building, housing, planning, and development, environment, sustainability, and climate change, and roads maintenance and repairs.



Top three issues for the City of Bayside at the moment by precinct

Bayside City Council - 2022 Annual Community Satisfaction Survey

(Number and percent of total respondents)

| Brighton East | |
|--|---------------|
| Roads and maintenance and repairs | 9.8% |
| Rubbish and waste issues inc garbage | 9.8% |
| Traffic management | 9.8% |
| Safety, policing and crime | 7.3% |
| Council rates | 6.1% |
| Animal management | 6.1% |
| Dumped rubbish | 6.1% |
| Car parking | 4.9% |
| Building, planning, housing, development | 4.9% |
| Public transport | 4.9% |
| All other issues | 59.8% |
| <i>Respondents identifying an issue</i> | 53 (64.2%) |

| Brighton | |
|---|---------------|
| Building, planning, housing, development | 16.7% |
| Sports and recreation facilities | 12.5% |
| Footpath maintenance and repairs | 11.5% |
| Parks, gardens and open spaces | 10.4% |
| Roads and maintenance and repairs | 8.3% |
| Beach and foreshore issues | 7.3% |
| Council rates | 5.2% |
| Rubbish and waste issues inc garbage | 5.2% |
| Provision and maintenance of street trees | 5.2% |
| Environment,sustainability,climate change | 4.2% |
| All other issues | 57.3% |
| <i>Respondents identifying an issue</i> | 69 (72.1%) |

| Beaumaris | |
|---|---------------|
| Provision and maintenance of street trees | 13.2% |
| Building, planning, housing, development | 7.9% |
| Car parking | 6.6% |
| Footpath maintenance and repairs | 6.6% |
| Dog parks and amenities | 6.6% |
| Communication,consultation,prov. of info. | 5.3% |
| Environment,sustainability,climate change | 5.3% |
| Animal management | 5.3% |
| Parks, gardens and open spaces | 3.9% |
| Drains maintenance and repairs | 3.9% |
| All other issues | 36.8% |
| <i>Respondents identifying an issue</i> | 44 (57.4%) |

| Black Rock | |
|---|---------------|
| Building, planning, housing, development | 28.8% |
| Beach and foreshore issues | 28.8% |
| Footpath maintenance and repairs | 11.5% |
| Council rates | 9.6% |
| Rubbish and waste issues inc garbage | 9.6% |
| Provision and maintenance of street trees | 9.6% |
| Parks, gardens and open spaces | 7.7% |
| Communication,consultation,prov. of info. | 7.7% |
| Environment,sustainability,climate change | 7.7% |
| Roads and maintenance and repairs | 7.7% |
| All other issues | 78.8% |
| <i>Respondents identifying an issue</i> | 47 (89.7%) |

| Highbett | |
|---|---------------|
| Building, planning, housing, development | 28.1% |
| Traffic management | 21.1% |
| Environment,sustainability,climate change | 14.0% |
| Parks, gardens and open spaces | 10.5% |
| Roads and maintenance and repairs | 8.8% |
| Drains maintenance and repairs | 8.8% |
| Provision and maintenance of street trees | 7.0% |
| Cycling / walking paths and tracks | 7.0% |
| Safety, policing and crime | 5.3% |
| Rubbish and waste issues inc garbage | 5.3% |
| All other issues | 57.9% |
| <i>Respondents identifying an issue</i> | 41 (71.6%) |

| Cheltenham | |
|---|---------------|
| Environment,sustainability,climate change | 17.6% |
| Car parking | 11.8% |
| Council rates | 9.8% |
| Building, planning, housing, development | 9.8% |
| Roads and maintenance and repairs | 9.8% |
| Traffic management | 9.8% |
| Safety, policing and crime | 7.8% |
| Beach and foreshore issues | 7.8% |
| Footpath maintenance and repairs | 5.9% |
| Dog parks and amenities | 5.9% |
| All other issues | 62.7% |
| <i>Respondents identifying an issue</i> | 36 (70.5%) |



Top three issues for the City of Bayside at the moment by precinct

Bayside City Council - 2022 Annual Community Satisfaction Survey

(Number and percent of total respondents)

| Hampton East | |
|---|-----------------------|
| Building, planning, housing, development | 17.0% |
| Rubbish and waste issues inc garbage | 12.8% |
| Footpath maintenance and repairs | 10.6% |
| Sports and recreation facilities | 8.5% |
| Parks, gardens and open spaces | 6.4% |
| Car parking | 6.4% |
| Environment,sustainability,climate change | 6.4% |
| Roads and maintenance and repairs | 6.4% |
| Traffic management | 6.4% |
| Graffiti / vandalism | 4.3% |
| All other issues | 42.6% |
| <i>Respondents identifying an issue</i> | <i>30 (64.5%)</i> |

| Sandringham | |
|---|-----------------------|
| Beach and foreshore issues | 13.2% |
| Building, planning, housing, development | 8.8% |
| Traffic management | 8.8% |
| Public transport | 7.4% |
| Footpath maintenance and repairs | 7.4% |
| Financial issues and priorities for Coun | 7.4% |
| Parks, gardens and open spaces | 5.9% |
| Communication,consultation,prov. of info. | 5.9% |
| Environment,sustainability,climate change | 5.9% |
| Rubbish and waste issues inc garbage | 5.9% |
| All other issues | 63.2% |
| <i>Respondents identifying an issue</i> | <i>40 (59.4%)</i> |

| Hampton | |
|---|-----------------------|
| Building, planning, housing, development | 19.7% |
| Environment,sustainability,climate change | 12.7% |
| Roads and maintenance and repairs | 11.3% |
| Parks, gardens and open spaces | 8.5% |
| Rubbish and waste issues inc garbage | 7.0% |
| Council rates | 5.6% |
| Footpath maintenance and repairs | 5.6% |
| Provision and maintenance of street trees | 5.6% |
| Beach and foreshore issues | 5.6% |
| Sports and recreation facilities | 5.6% |
| All other issues | 54.9% |
| <i>Respondents identifying an issue</i> | <i>47 (66.2%)</i> |

| City of Bayside | |
|---|------------------------|
| Building, planning, housing, development | 15.0% |
| Environment,sustainability,climate change | 8.0% |
| Roads maintenance and repairs | 7.5% |
| Beach and foreshore issues | 7.3% |
| Footpath maintenance and repairs | 7.2% |
| Traffic management | 7.0% |
| Parks, gardens and open space | 6.8% |
| Rubbish and waste issues inc garbage | 6.3% |
| Street trees | 5.7% |
| Sports and recreation facilities | 5.2% |
| All other issues | 65.3% |
| <i>Respondents identifying an issue</i> | <i>407 (67.8%)</i> |

| Inner-eastern region | |
|---|------------------------|
| Traffic management | 19.6% |
| Parking | 16.0% |
| Parks, gardens and open spaces | 10.4% |
| Building, housing, planning, development | 8.6% |
| Roads maintenance and repairs | 6.1% |
| Footpath maintenance and repairs | 6.1% |
| Safety, policing and crime | 6.1% |
| Street cleaning and maintenance | 6.1% |
| Rubbish and waste issues incl. garbage | 5.5% |
| Environment, conservation, sustainability | 4.9% |
| All other issues | 73.0% |
| <i>Respondents identifying an issue</i> | <i>121 (74.0%)</i> |

| Metropolitan Melbourne | |
|--|------------------------|
| Traffic management | 15.3% |
| Roads maintenance and repairs | 13.1% |
| Parks, gardens and open space | 12.8% |
| Street trees / nature strips | 8.4% |
| Car parking | 8.0% |
| Footpath maintenance and repairs | 6.6% |
| Building, housing, planning, development | 6.4% |
| Rubbish and waste issues | 5.0% |
| Cleanliness and maintenance of area | 4.6% |
| Safety, policing and crime | 4.5% |
| All other issues | 61.3% |
| <i>Respondents identifying an issue</i> | <i>555 (69.4%)</i> |



Issues by respondent profile

There was some variation in the top issues to address for the City of Bayside observed by respondent profile, including age structure, gender, and language spoken at home, with attention drawn to the following:

- ***Male*** – respondents were somewhat more likely than females to nominate environment, sustainability, and climate change related issues.
- ***English speaking household*** – respondents were somewhat more likely than respondents from multilingual households to nominate building, housing, planning and development, and beach and foreshore related issues.
- ***Multilingual household*** – respondents were somewhat more likely than respondents from English speaking households to nominate traffic management, and street trees related issues.
- ***Young adults (aged 18 to 34 years)*** – respondents were somewhat more likely than average to nominate beach and foreshore, and public toilets related issues.
- ***Adults (aged 35 to 44 years)*** – respondents were somewhat more likely than average to nominate animal management, and safety, policing, and crime related issues.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were somewhat more likely than average to nominate beach and foreshore, and sports and recreation related issues.
- ***Older adults (aged 60 to 74 years)*** – respondents were somewhat more likely than average to nominate building, housing, planning, and development, rubbish and waste including garbage collection, and street trees related issues.
- ***Senior citizens (aged 75 years and over)*** – respondents were somewhat more likely than average to nominate parks, gardens, and open spaces, Council rates, street trees, car parking, and drains maintenance and repair related issues.



Top three issues for the City of Bayside at the moment by respondent profile

Bayside City Council - 2022 Annual Community Satisfaction Survey

(Number and percent of total respondents)

| Male | |
|---|------------------------|
| Building, planning, housing, development | 14.3% |
| Environment,sustainability,climate change | 9.3% |
| Roads and maintenance and repairs | 7.2% |
| Rubbish and waste issues inc garbage | 7.2% |
| Traffic management | 6.8% |
| Beach and foreshore issues | 6.8% |
| Sports and recreation facilities | 6.8% |
| Footpath maintenance and repairs | 6.1% |
| Provision and maintenance of street trees | 6.1% |
| Parks, gardens and open spaces | 5.7% |
| All other issues | 60.2% |
| <i>Respondents identifying an issue</i> | <i>186 (66.6%)</i> |

| Female | |
|---|------------------------|
| Building, planning, housing, development | 15.1% |
| Footpath maintenance and repairs | 8.2% |
| Beach and foreshore issues | 7.9% |
| Parks, gardens and open spaces | 7.5% |
| Roads and maintenance and repairs | 7.5% |
| Traffic management | 7.2% |
| Environment,sustainability,climate change | 6.9% |
| Rubbish and waste issues inc garbage | 5.7% |
| Provision and maintenance of street trees | 5.3% |
| Car parking | 4.7% |
| All other issues | 68.9% |
| <i>Respondents identifying an issue</i> | <i>219 (68.8%)</i> |

| English speaking | |
|---|------------------------|
| Building, planning, housing, development | 15.8% |
| Environment,sustainability,climate change | 8.4% |
| Beach and foreshore issues | 8.2% |
| Roads and maintenance and repairs | 8.0% |
| Footpath maintenance and repairs | 7.6% |
| Parks, gardens and open spaces | 7.1% |
| Rubbish and waste issues inc garbage | 6.5% |
| Traffic management | 6.3% |
| Car parking | 5.6% |
| Sports and recreation facilities | 5.6% |
| All other issues | 65.7% |
| <i>Respondents identifying an issue</i> | <i>315 (68.0%)</i> |

| Multi-lingual | |
|---|-----------------------|
| Building, planning, housing, development | 11.5% |
| Traffic management | 9.9% |
| Environment,sustainability,climate change | 6.9% |
| Footpath maintenance and repairs | 6.9% |
| Provision and maintenance of street trees | 6.9% |
| Roads and maintenance and repairs | 6.1% |
| Rubbish and waste issues inc garbage | 6.1% |
| Parks, gardens and open spaces | 5.3% |
| Council rates | 5.3% |
| Safety, policing and crime | 5.3% |
| All other issues | 63.4% |
| <i>Respondents identifying an issue</i> | <i>88 (67.6%)</i> |



Top three issues for the City of Bayside at the moment by respondent profile

Bayside City Council - 2022 Annual Community Satisfaction Survey

(Number and percent of total respondents)

| Young adults (18 to 34 years) | |
|---|---------------|
| Traffic management | 10.7% |
| Environment,sustainability,climate change | 9.1% |
| Beach and foreshore issues | 8.3% |
| Building, planning, housing, development | 7.4% |
| Sports and recreation facilities | 7.4% |
| Public transport | 5.8% |
| Roads and maintenance and repairs | 5.8% |
| Public toilets | 5.8% |
| Parks, gardens and open spaces | 5.0% |
| Car parking | 5.0% |
| All other issues | 52.1% |
| <i>Respondents identifying an issue</i> | 73 (60.1%) |

| Adults (35 to 44 years) | |
|---|---------------|
| Building, planning, housing, development | 13.1% |
| Roads and maintenance and repairs | 9.1% |
| Environment,sustainability,climate change | 8.1% |
| Footpath maintenance and repairs | 8.1% |
| Parks, gardens and open spaces | 7.1% |
| Traffic management | 7.1% |
| Animal management | 7.1% |
| Safety, policing and crime | 6.1% |
| Council rates | 5.1% |
| Beach and foreshore issues | 5.1% |
| All other issues | 47.5% |
| <i>Respondents identifying an issue</i> | 61 (61.9%) |

| Middle aged adults (45 to 59 years) | |
|--|----------------|
| Building, planning, housing, development | 15.4% |
| Beach and foreshore issues | 11.0% |
| Environment,sustainability,climate change | 9.3% |
| Sports and recreation facilities | 8.8% |
| Parks, gardens and open spaces | 8.2% |
| Traffic management | 7.1% |
| Rubbish and waste issues inc garbage | 7.1% |
| Footpath maintenance and repairs | 6.6% |
| Car parking | 4.9% |
| Council rates | 4.9% |
| All other issues | 67.0% |
| <i>Respondents identifying an issue</i> | 124 (68.1%) |

| Older adults (60 to 74 years) | |
|---|---------------|
| Building, planning, housing and developm | 21.8% |
| Roads and maintenance and repairs | 10.5% |
| Footpath maintenance and repairs | 8.9% |
| Rubbish and waste issues inc garbage | 8.9% |
| Provision and maintenance of street trees | 8.9% |
| Beach and foreshore issues | 7.3% |
| Environment,sustainability,climate change | 6.5% |
| Communication,consultation,prov. of info. | 5.6% |
| Car parking | 4.8% |
| Safety, policing and crime | 4.8% |
| All other issues | 67.7% |
| <i>Respondents identifying an issue</i> | 95 (76.8%) |

| Senior citizens (75 years and over) | |
|--|---------------|
| Building, planning, housing, development | 15.3% |
| Parks, gardens and open spaces | 11.1% |
| Council rates | 11.1% |
| Provision and maintenance of street trees | 11.1% |
| Car parking | 9.7% |
| Roads and maintenance and repairs | 9.7% |
| Drains maintenance and repairs | 8.3% |
| Footpath maintenance and repairs | 8.3% |
| Environment,sustainability,climate change | 6.9% |
| Rubbish and waste issues inc garbage | 5.6% |
| All other issues | 52.8% |
| <i>Respondents identifying an issue</i> | 95 (76.8%) |

| City of Bayside | |
|---|----------------|
| Building, planning, housing, development | 15.0% |
| Environment,sustainability,climate change | 8.0% |
| Roads maintenance and repairs | 7.5% |
| Beach and foreshore issues | 7.3% |
| Footpath maintenance and repairs | 7.2% |
| Traffic management | 7.0% |
| Parks, gardens and open space | 6.8% |
| Rubbish and waste issues inc garbage | 6.3% |
| Street trees | 5.7% |
| Sports and recreation facilities | 5.2% |
| All other issues | 65.3% |
| <i>Respondents identifying an issue</i> | 407 (67.8%) |



Planning and population

Planning for population growth

Respondents were read the following preamble:

The State Government has planned for the population of Bayside to continue growing by approximately 13,000 over the next 20 years. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

Respondents were then asked:

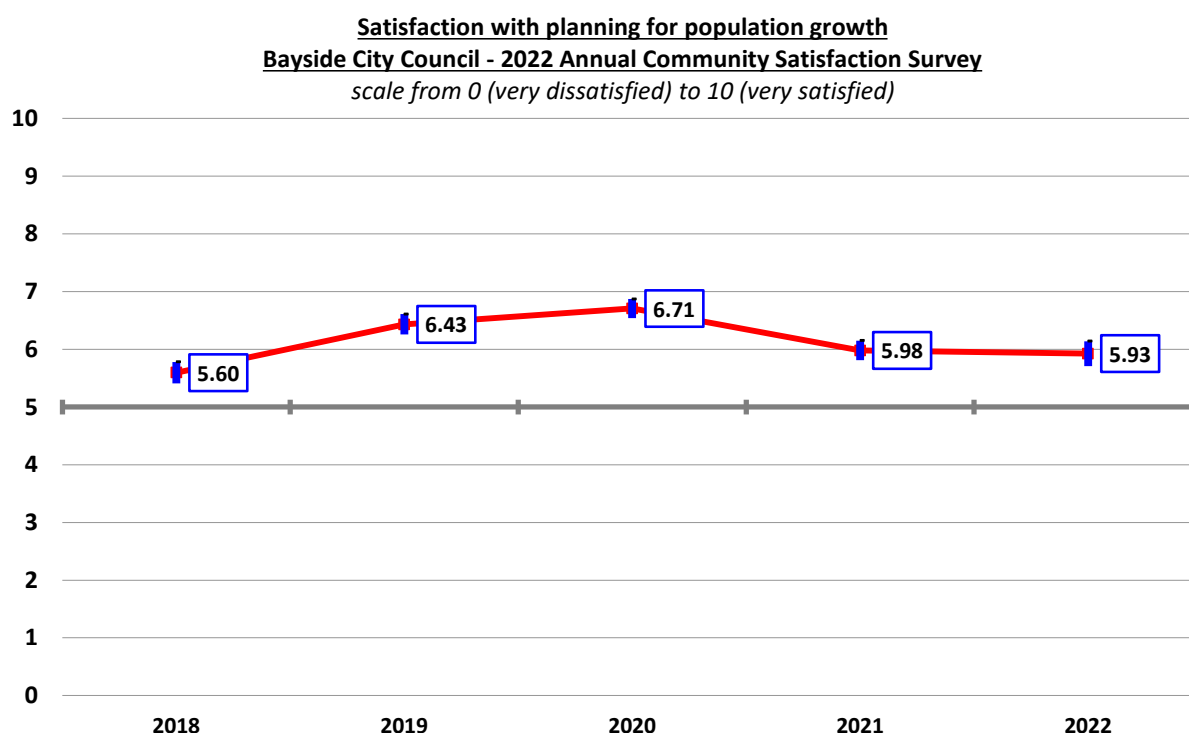
“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with planning for population growth?”

Respondents were again in 2022, asked to rate their satisfaction with planning for population growth by all levels of government.

The preamble was provided to this question to outline the projected population growth for the City of Bayside and to make clear that planning for population growth was a shared responsibility between primarily state and local government, and not only a local government responsibility.

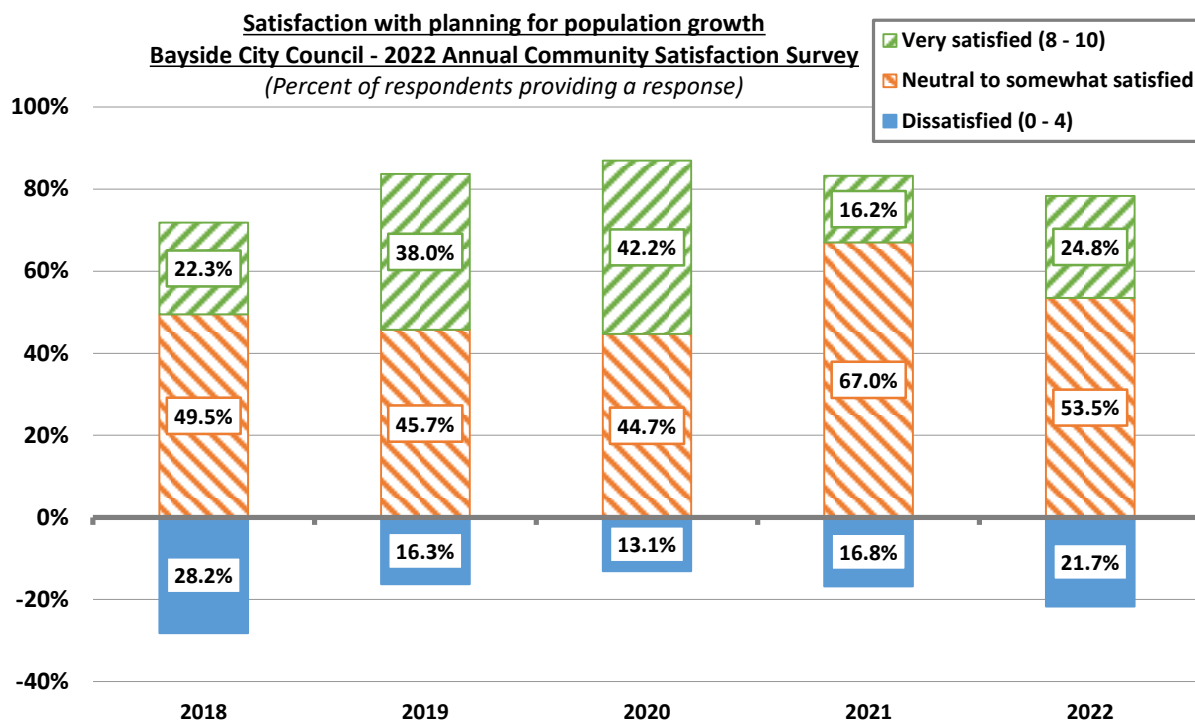
Satisfaction with planning for population growth by all levels of government declined very marginally, but not measurably this year, down by one percent to 5.93, although it remains at a “poor” level of satisfaction.

This result was marginally below the long-term average satisfaction of 6.13 or “solid”.



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

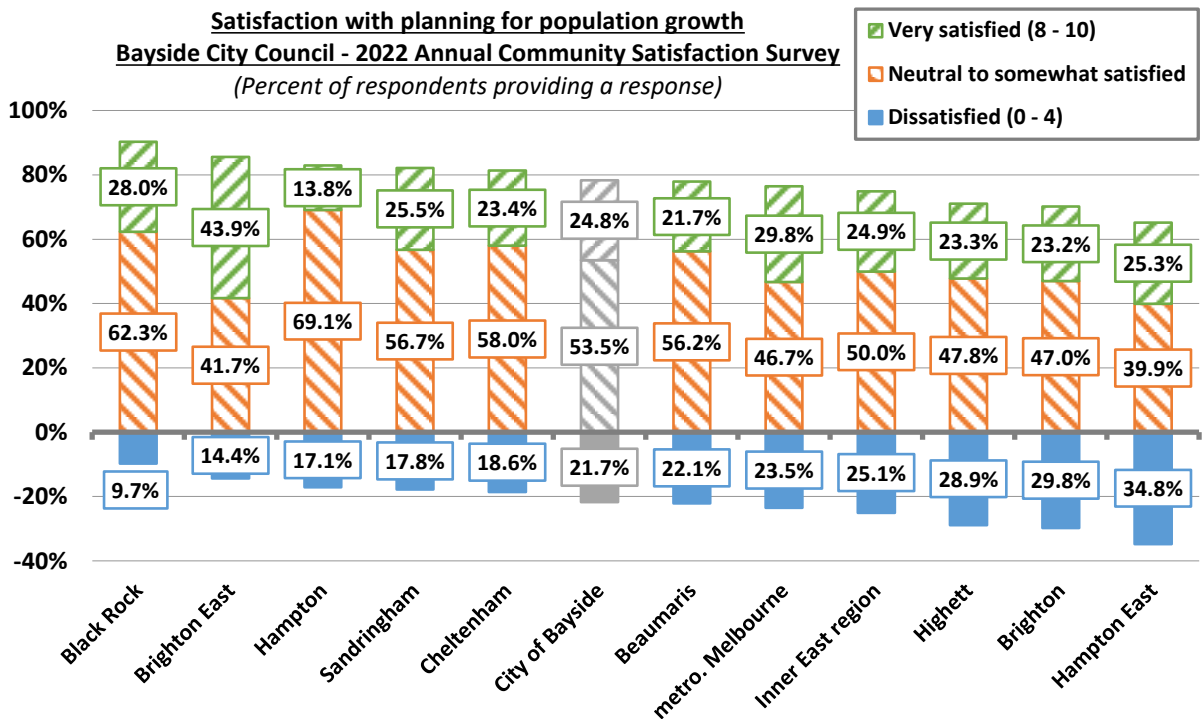
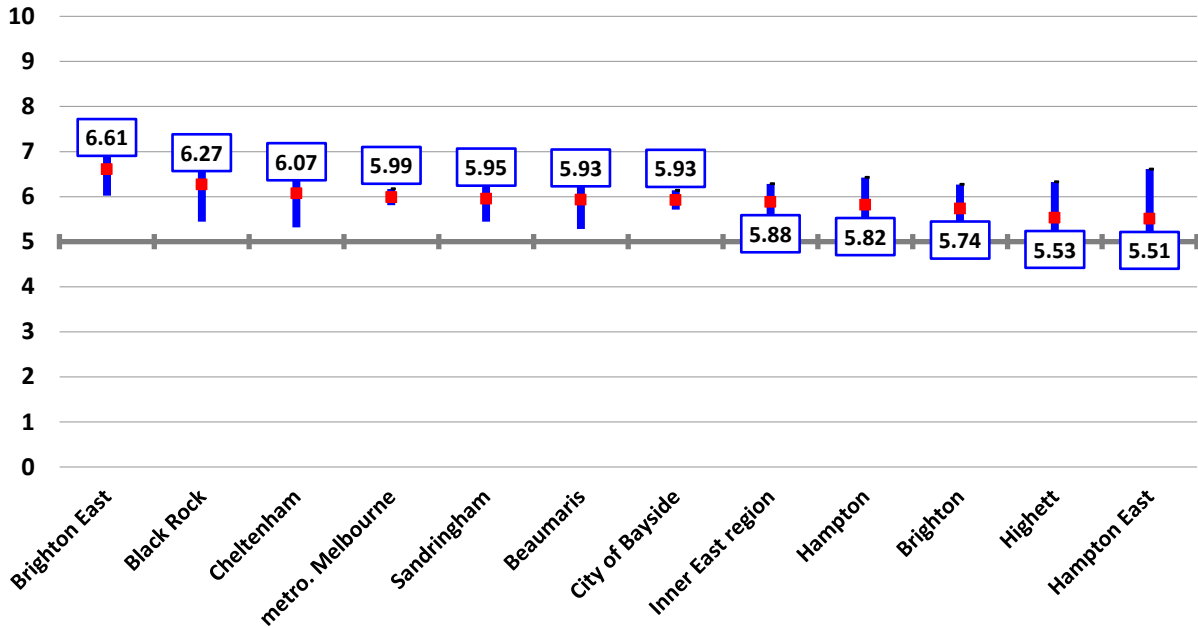
There was a substantial increase in the proportion of respondents who were “very satisfied” with planning for population growth, up from 16.2% to 24.8% of respondents providing a response this year, but also a small increase in the proportion of “dissatisfied” respondents (up from 16.8% to 21.7% this year).



There was no statistically significant variation in satisfaction with planning for population growth by all levels of government observed across the municipality, although it is noted that respondents from Brighton East (6.61) were somewhat more satisfied than average, and at a “good” level of satisfaction.



Satisfaction with planning for population growth
Bayside City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



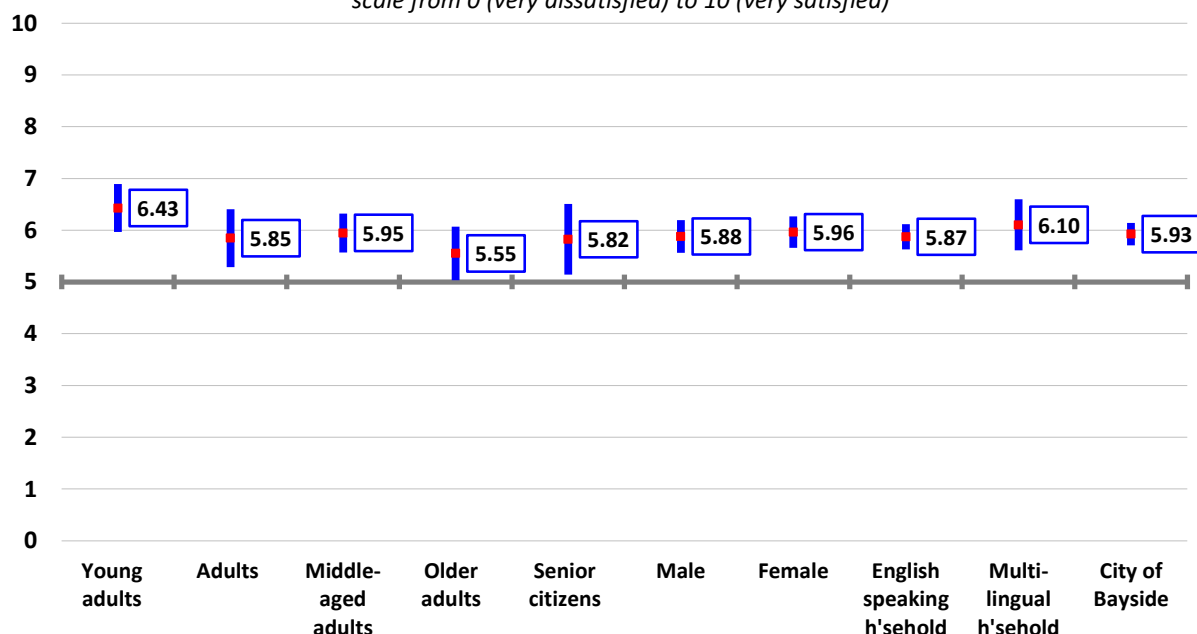
The following three graphs provide a comparison of the average satisfaction with planning for population growth by all levels of government, by respondent profile, including age structure, gender, language spoken at home, housing situation, period of residence in the City of Bayside, household disability status, and household structure.



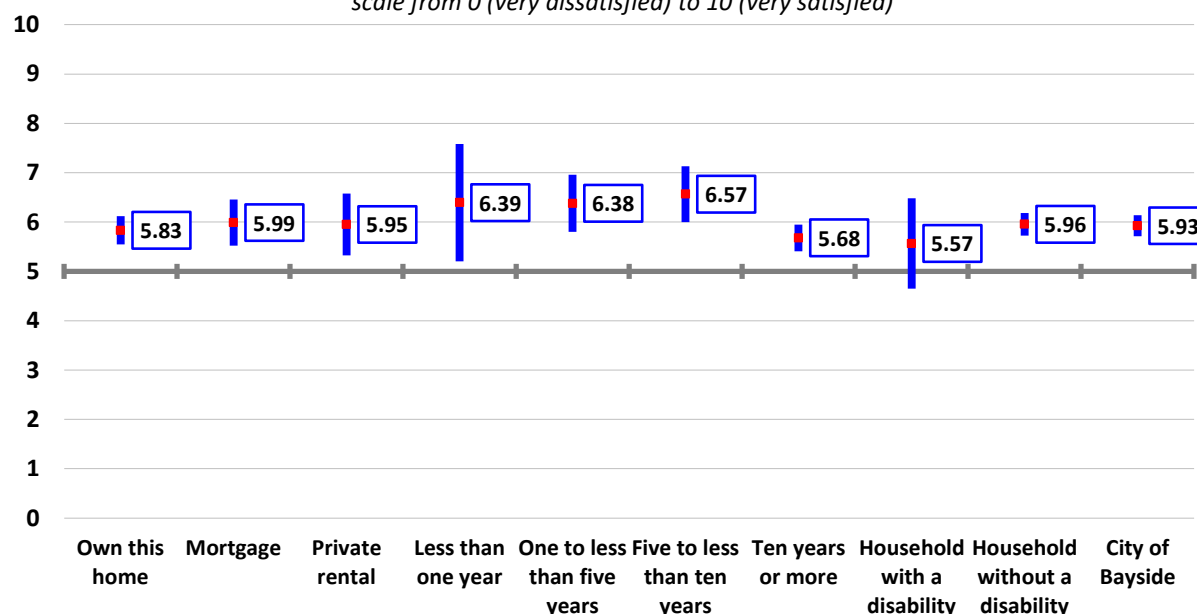
There was no statistically significant variation in satisfaction when compared to the municipal average of 5.93, although attention is drawn to the following variations of note:

- **Somewhat more satisfied than average** – includes young adults (aged 18 to 34 years), new and newer residents (less than 10 years in the City of Bayside), and sole person households.
- **Somewhat less satisfied than average** – includes older adults (aged 60 to 74 years), long-term residents (10 years or more in the City of Bayside), households with a member with disability, one-parent families, and couple households without children.

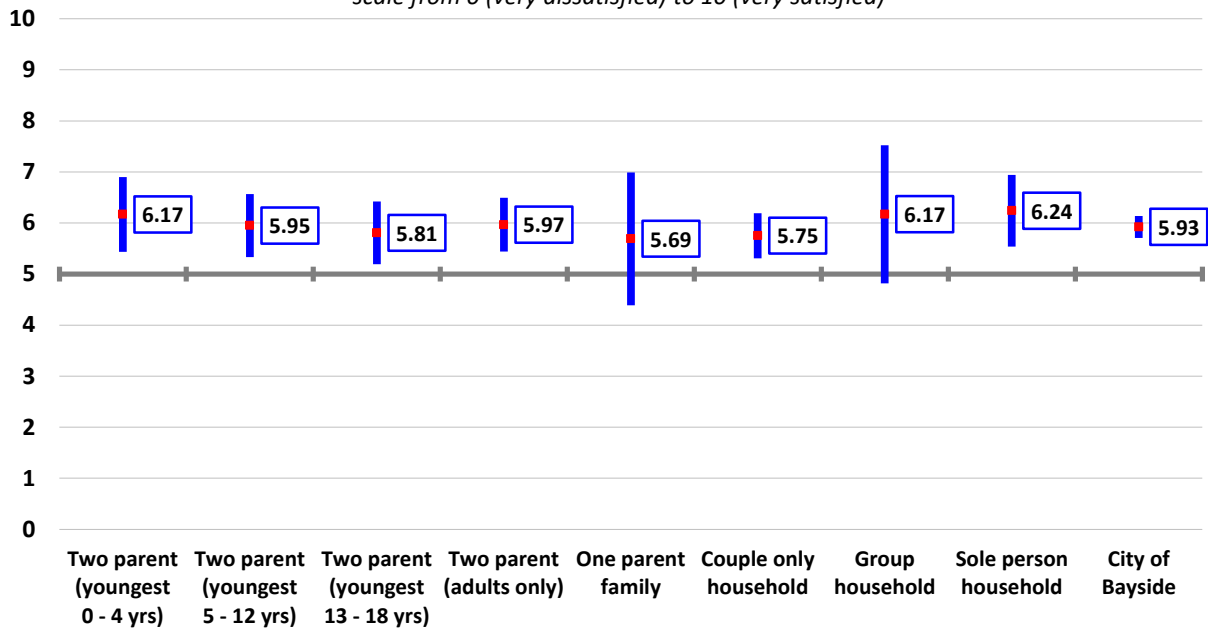
Satisfaction with planning for population growth by respondent profile
Bayside City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with planning for population growth by housing situation, period of residence and disability
Bayside City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with planning for population growth by household structure
Bayside City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Concerns you most about population growth in the municipality

Respondents were then asked:

“If you rated satisfaction less than 5, what concerns you most about population growth in the municipality?”

A total of 83 comments were received from respondents who were “dissatisfied” with population growth in the municipality, outlining what concerns them most.

Of these 83 comments, 47 were related to planning and development issues such as a perception of overdevelopment in the municipality.

A total of 21 were related to concerns around the impact of population growth on infrastructure, nine were related to parking, traffic, and roads, three were related to impacts on services and facilities, and 10 comments covered a range of other issues.



Most concerns regarding population growth in the municipality
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Number of responses)

| <i>Response</i> | <i>Number</i> |
|---|---------------|
| <i>Planning and development</i> | |
| Overdevelopment | 11 |
| Don't like heritage being destroyed for apartments | 4 |
| Overpopulation | 4 |
| We need more development | 3 |
| Inappropriate development | 2 |
| Overdevelopment great, but does not support population pressures | 2 |
| There's no planning for population growth | 2 |
| Too much growth | 2 |
| Bayside Council can't handle the population growth predicted by State government | 1 |
| Bayside should remain distinct in that the population is limited to sustain the ambient living conditions | 1 |
| Change of neighbourhood character | 1 |
| Concentration in Highett St is already at breaking point | 1 |
| CSIRO development will ruin bayside | 1 |
| Do not like apartment, too crowded, lose the village atmosphere | 1 |
| Don't know where they're going to put everybody | 1 |
| High rise buildings in small area are concerning | 1 |
| Highett has too aggressive development | 1 |
| Highett station - new developments | 1 |
| I don't like the pricing of housing and knocking houses to put mansions | 1 |
| No planning across all levels of requirements | 1 |
| Not happy with the plan since there will be people moving in and buildings built, destroying the community | 1 |
| Overdevelopment of housing around Bay St | 1 |
| Overpopulated area, more people, and cars, like in New York | 1 |
| Should develop medium regional city instead of Bayside, to ensure no overpopulation | 1 |
| Strategic plan isn't widely known and inconsistent | 1 |
| The duplex and large apartment complexes and no parking provisions or not enough | 1 |
| They are not planning too many developments | 1 |
| Too much overpopulation, too much to private company to do, should have more public housing private to maximize profit at cost of community | 1 |
| Too much planning | 1 |
| Very slow | 1 |
| Total | 52 |



| <i>Infrastructure</i> | |
|--|-----------|
| Infrastructure isn't keeping up with developments | 3 |
| No proper infrastructure | 1 |
| Preservation of amenity | 1 |
| The number of people with lack of infrastructure | 1 |
| Total | 6 |
| <i>Parking, traffic, and roads</i> | |
| Excess traffic | 6 |
| Congestion | 2 |
| Loss of parking | 2 |
| Need car parking near shopping areas | 1 |
| Parking congestion | 1 |
| Too built up, not enough parking and road access | 1 |
| Traffic management, level crossing on Highett Rd | 1 |
| Total | 14 |
| <i>Services and facilities</i> | |
| Provision of facilities doesn't match the growth of community | 2 |
| In fact, not enough facilities to support current capacity | 1 |
| It's the lack of facilities and high-rise buildings is going to create problem | 1 |
| More facilities are needed | 1 |
| Total | 5 |
| <i>Other</i> | |
| The effects it will have on environment | 2 |
| Not aware of any | 1 |
| State government responsibility | 1 |
| Too many pets | 1 |
| Too slow | 1 |
| Total | 6 |
| Total | 83 |



Planning and housing development

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of planning and housing development in your local area? If any aspect rated less than 5, why do you say that?”

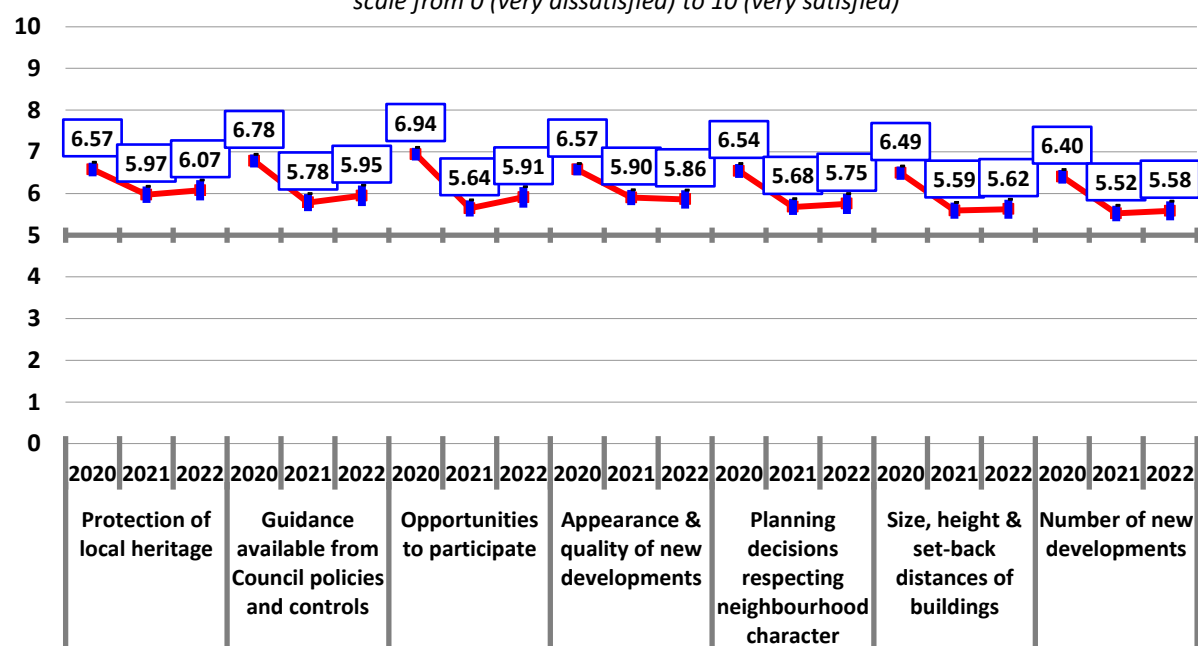
All respondents were again in 2022, asked to rate their satisfaction with seven aspects relating to planning and housing development in the City of Bayside.

Satisfaction with all seven aspects of planning and development increased marginally but not measurably this year.

Satisfaction with the protection of local heritage improved from a “poor” to a “solid” level of satisfaction, whilst satisfaction with the remaining six aspects all remaining at “poor” levels.

These 2022 results are in line with the results recorded back in 2018, prior to the unusually high results recorded in 2019 and 2020. Further details are included for each individual aspect in the following sections of the report.

Satisfaction with selected aspects of planning and housing development
Bayside City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



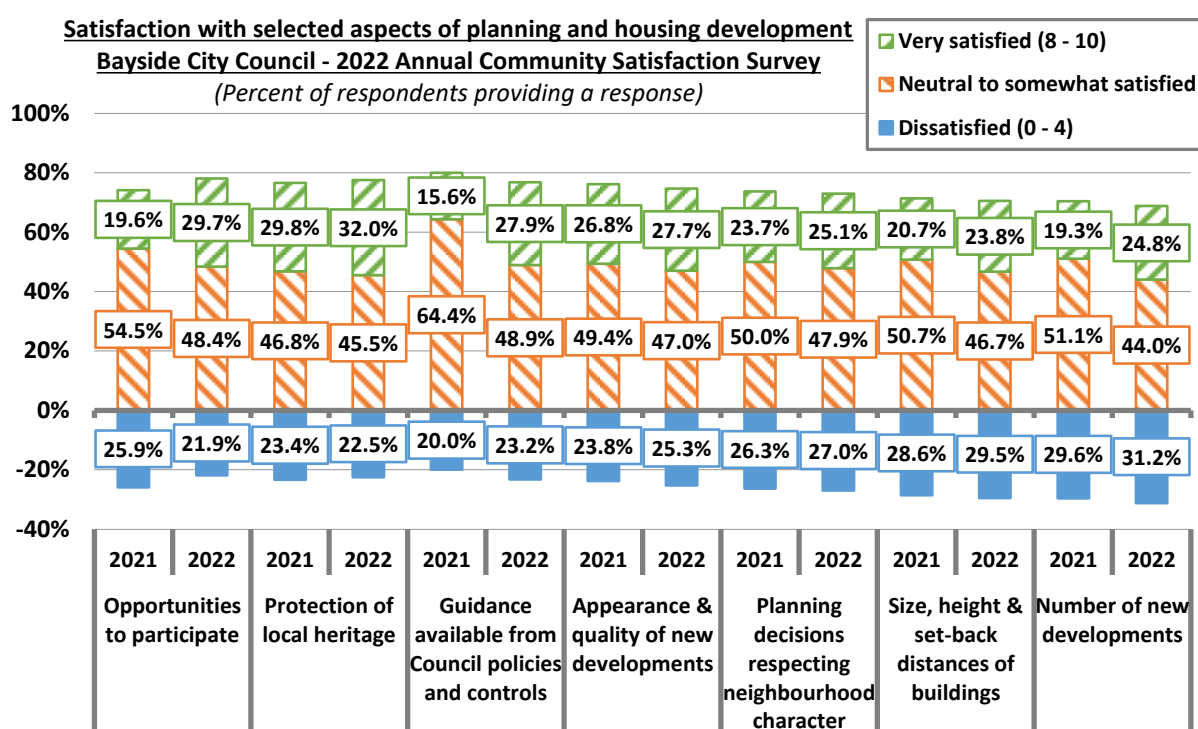
The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (rated satisfaction at five to seven), and those who were “dissatisfied” (rated satisfaction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



Whilst almost one-third (32.0% up from 29.8%) of respondents providing a response were “very satisfied” with the protection of local heritage, approximately one-quarter or a little more of respondents were “very satisfied” with the remaining six aspects.

Almost one-third (31.2%) of respondents were “dissatisfied” with the number of new developments, whilst approximately one-quarter of respondents were “dissatisfied” with each of the remaining six aspects.

The key message from these raw percentage and average satisfaction results remains that the community is relatively evenly split between a significant group who were very satisfied with planning and development outcomes in the municipality, a significant group who were dissatisfied, and a significant group who were relatively neutral around planning and development.



The following graph provides a comparison against the two planning and development outcome related aspects that were also included in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research using a telephone survey methodology, in January 2022.

Consistent with the results observed over the last five years, satisfaction with both the protection of local heritage as well as the appearance and quality of new developments was measurably and significantly lower in the City of Bayside than both the metropolitan Melbourne and inner eastern region councils’ averages.

This lower satisfaction with these two planning and development outcomes in the City of Bayside compared to the metropolitan Melbourne average is consistent with the fact that “building, housing, planning, and development” related issues were the most nominated issues to address for the City of Bayside ‘at the moment’, as outlined in the [Current Issues for the City of Bayside](#) section of this report.

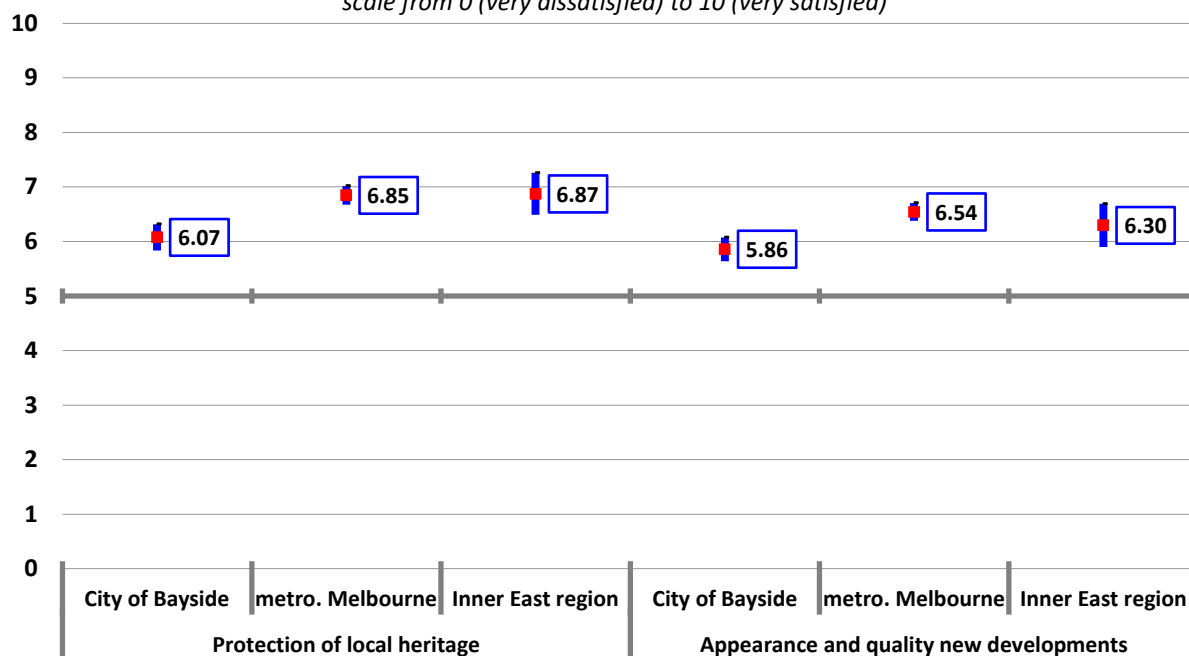


In the City of Bayside in 2022, 15.0% of respondents nominated these issues, a result that was more than double the 6.4% average across metropolitan Melbourne, and higher than the 8.6% average recorded for the inner eastern region councils.

Satisfaction with selected aspects of planning and housing development

Bayside City Council - 2022 Annual Community Satisfaction Survey

scale from 0 (very dissatisfied) to 10 (very satisfied)

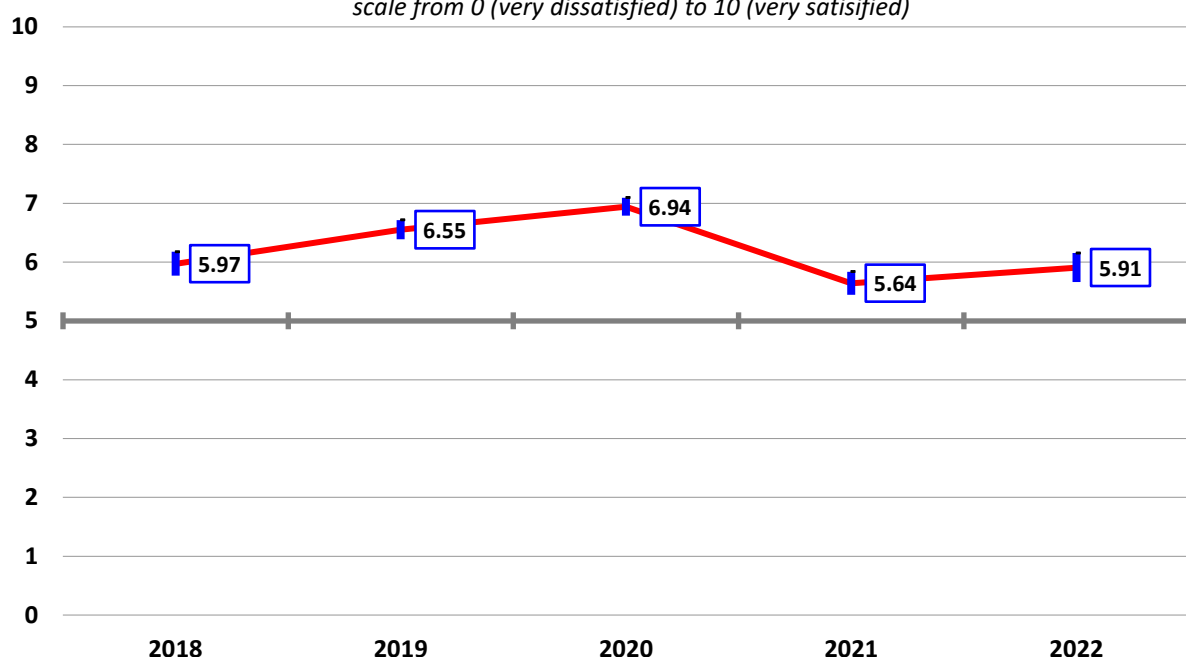


Satisfaction with opportunities to participate in consultations on planning increased marginally but not measurably this year, up 4.8% to 5.91, although it remains at a “poor” level of satisfaction, and lower than the long-term average satisfaction since 2018 of 6.20.

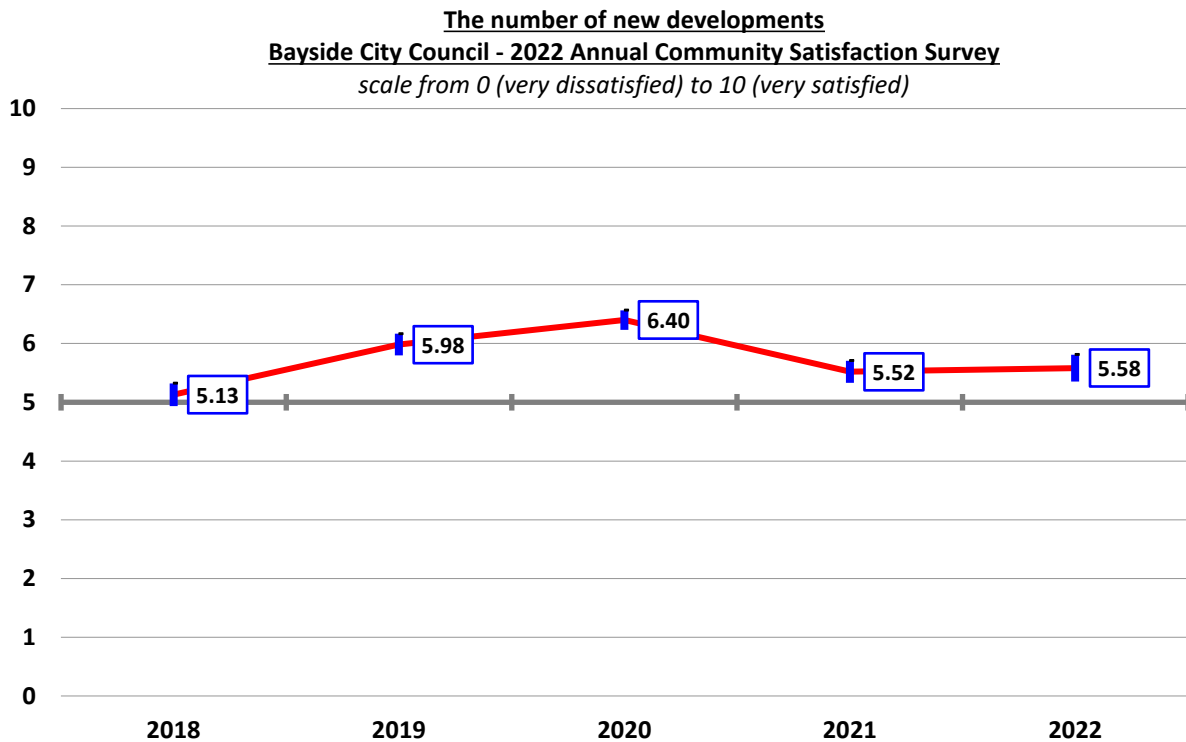
Opportunities to participate in consultations on planning

Bayside City Council - 2022 Annual Community Satisfaction Survey

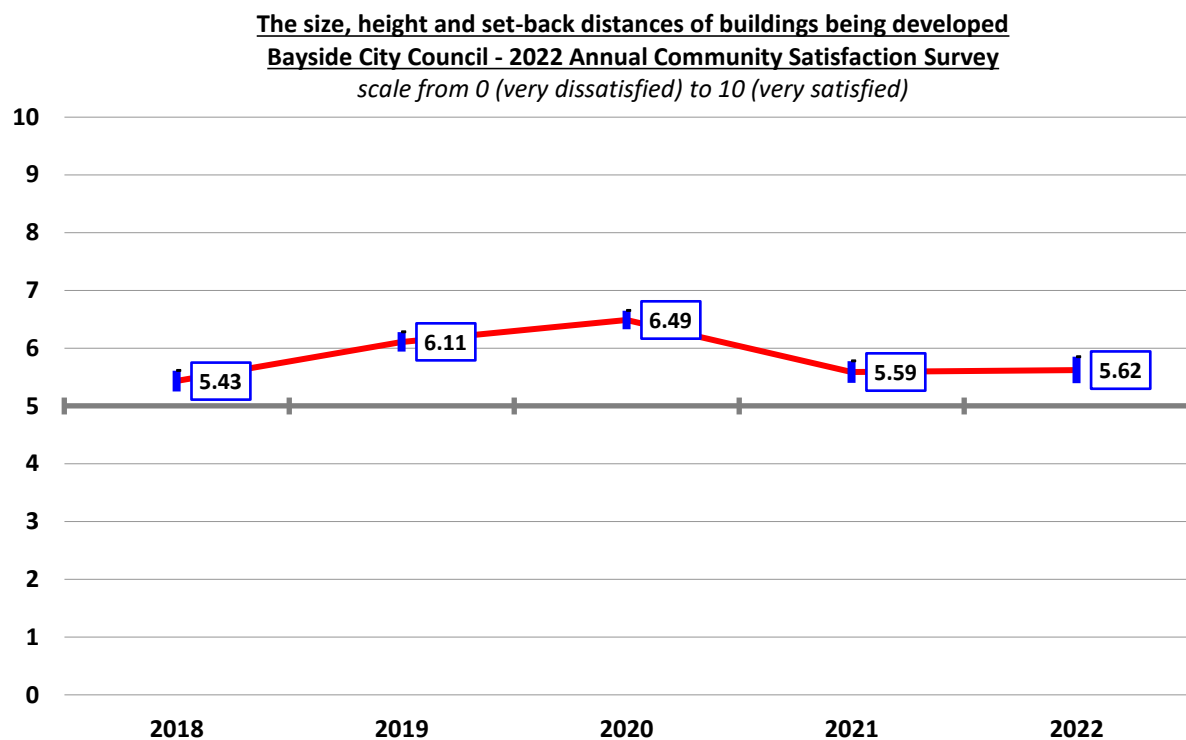
scale from 0 (very dissatisfied) to 10 (very satisfied)



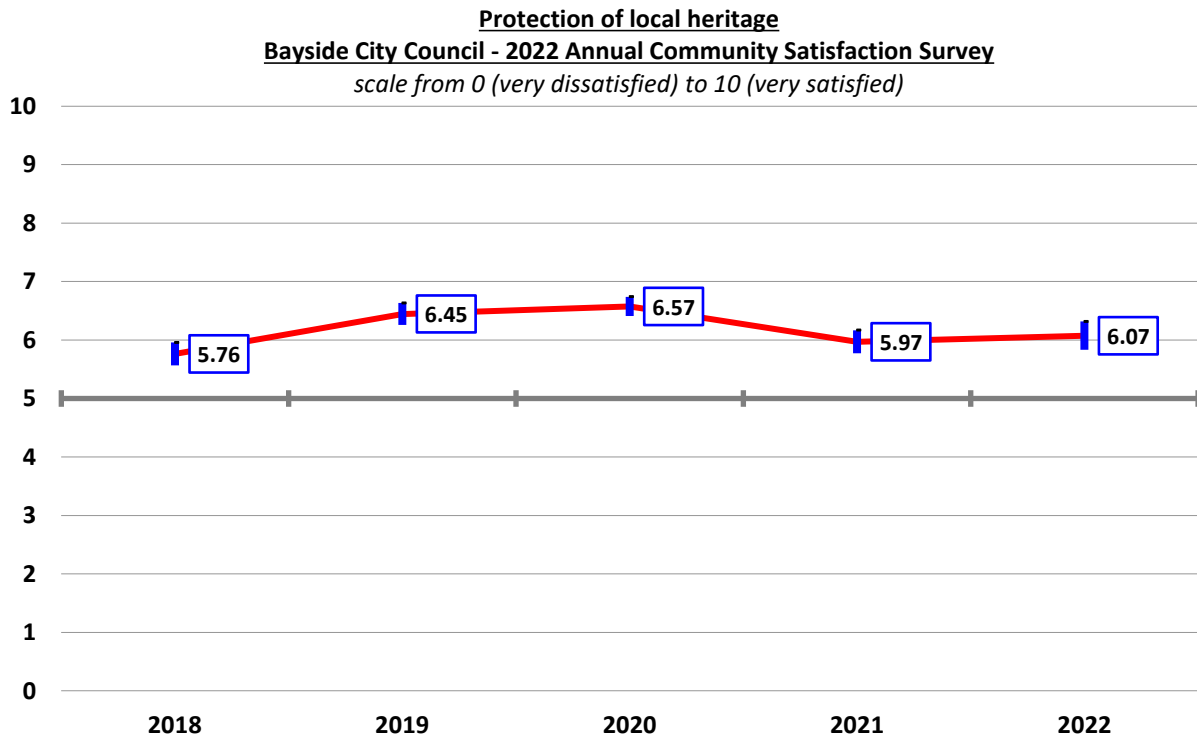
Satisfaction with the number of new developments increased very marginally this year, up 1.1% to 5.58, although it remains at a “poor” level, and below the long-term average satisfaction since 2018 of 5.72.



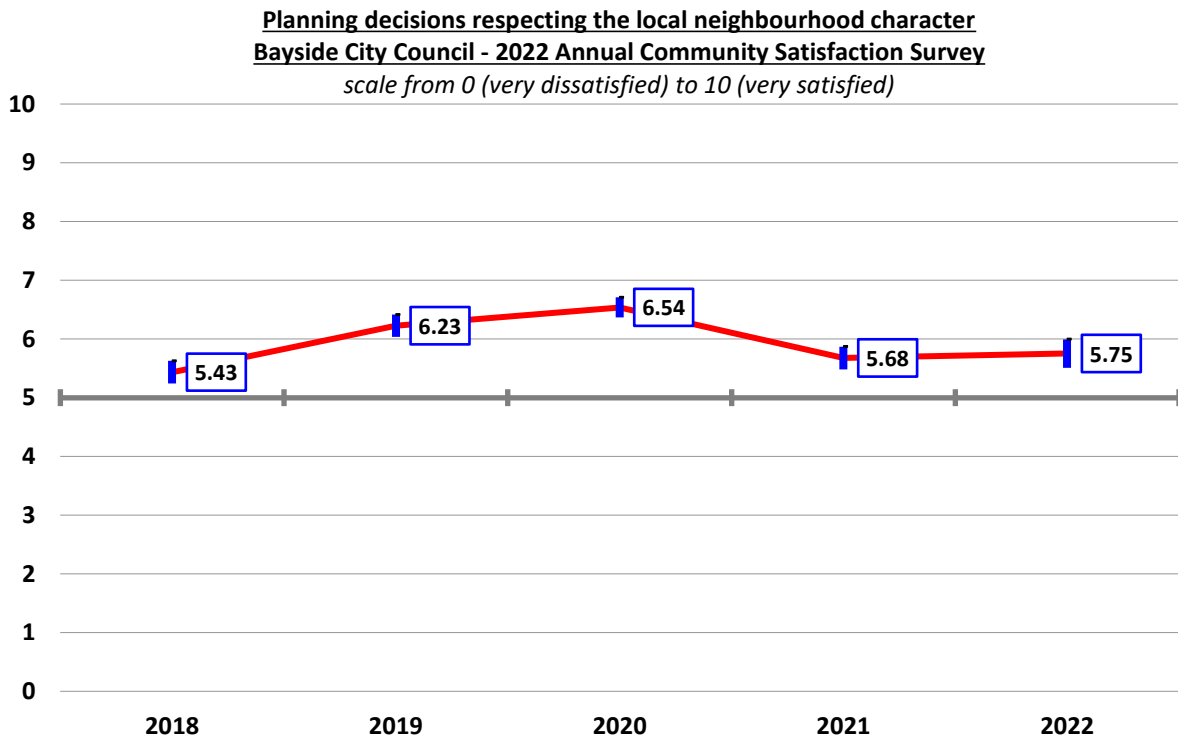
Satisfaction with the size, height, and set-back distances of building being developed increased very marginally this year, up less than one percent to 5.62, although it remains at a “poor” level, and below the long-term average satisfaction since 2018 of 5.85.



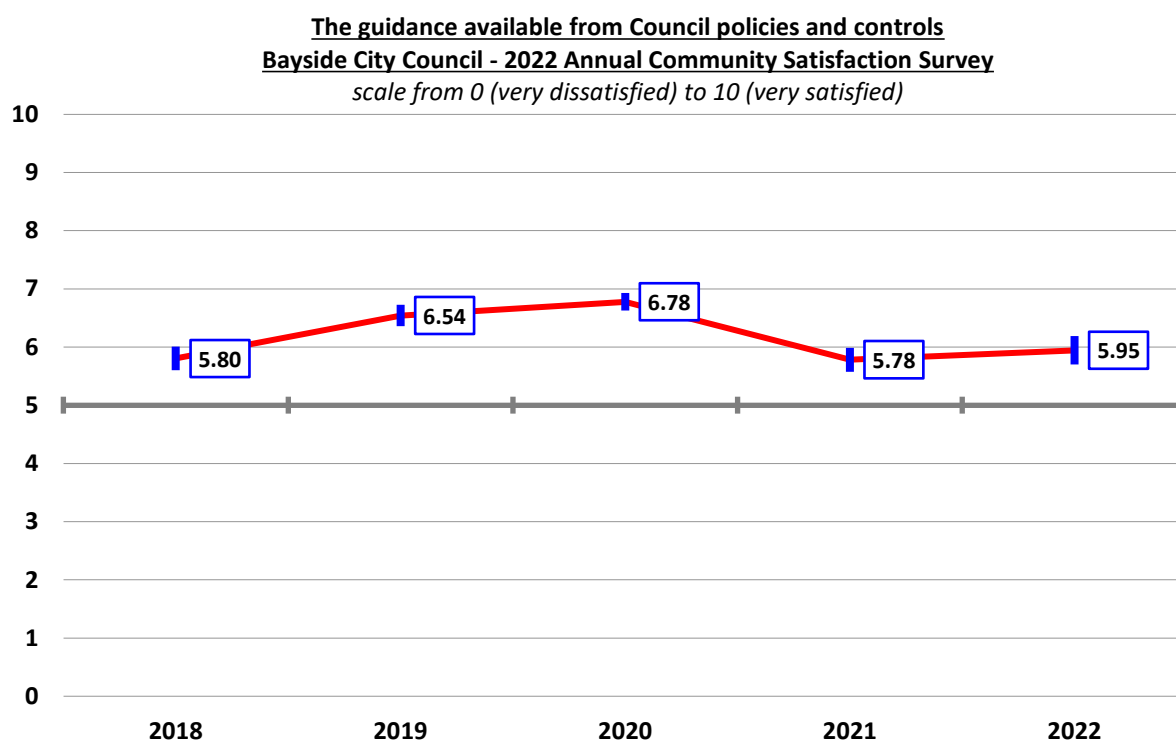
Satisfaction with the protection of local heritage increased very marginally, but not measurably this year, up less than one percent to 6.07, and is now at a “solid”, up from a “poor” level, but remains below the long-term average satisfaction since 2018 of 6.17.



Satisfaction with planning decisions respecting local neighbourhood character increased very marginally, but not measurably this year, up 1.2% to 5.75, and remains at a “poor” level, and below the long-term average satisfaction since 2018 of 5.93.



Satisfaction with the guidance available from Council policies and controls increased marginally, but not measurably this year, up 2.9% to 5.95, but remains at a “poor” level, and below the long-term average satisfaction since 2018 of 6.17.



Appearance and quality of new developments

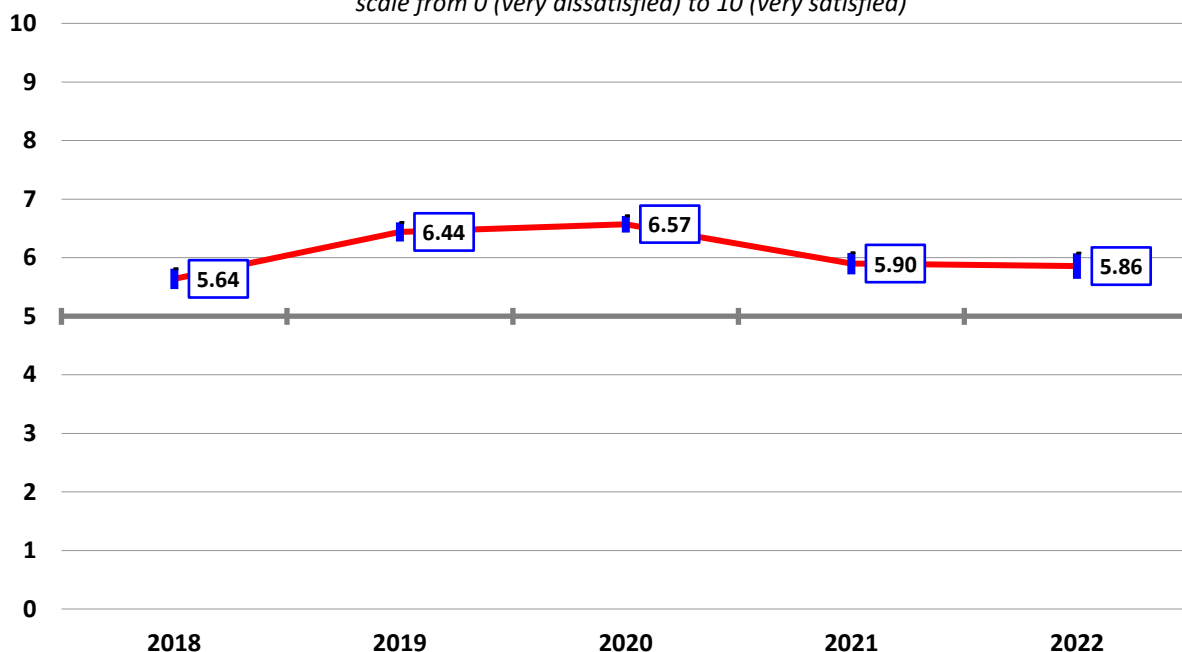
Satisfaction with the appearance and quality of new developments is the key measure of community satisfaction with new developments in the City of Bayside.

Satisfaction with the appearance and quality of new developments declined very marginally, but not measurably this year, down less than one percent to 5.86, which remains a “poor” level of satisfaction.

This result was measurably and significantly lower than both the inner eastern region councils’ average of 6.30 and the metropolitan Melbourne average of 6.54, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022, using a telephone survey methodology.

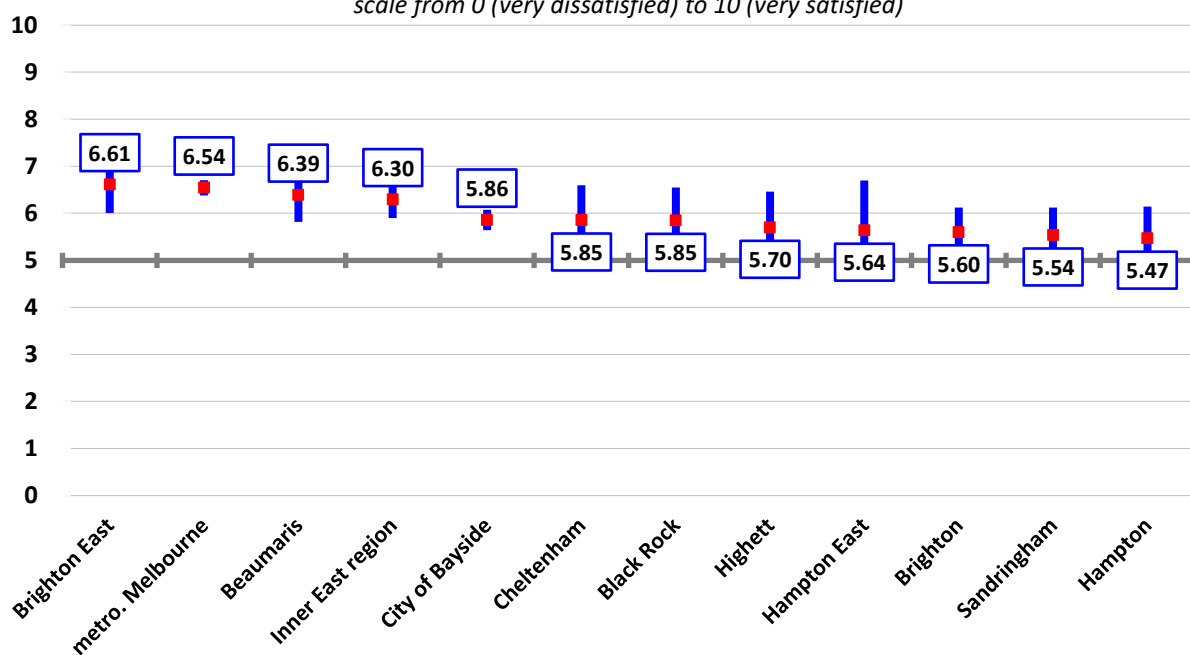


The appearance and quality of new developments in your area
Bayside City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Whilst there was no statistically significant variation in satisfaction with the appearance and quality of new developments observed across the municipality, it is noted that respondents from Brighton East (6.61) rated satisfaction somewhat higher than average at a “good” level. By contrast, respondents from Hampton rated satisfaction notably lower than average and at a “very poor” level of satisfaction.

Appearance and quality of new developments by precinct
Bayside City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



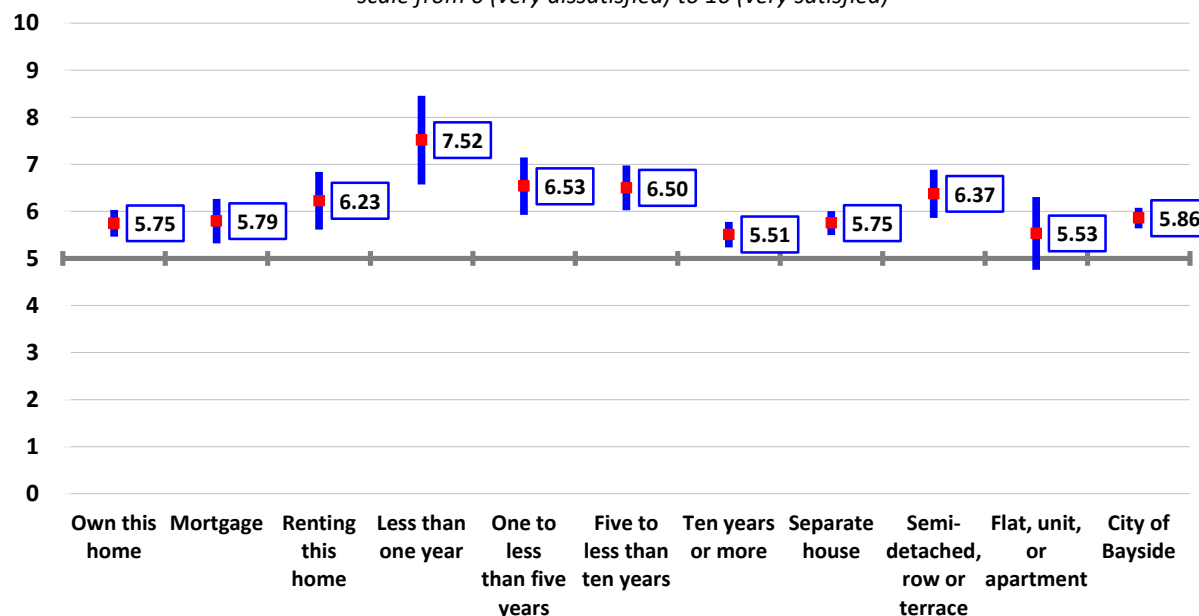
There was some notable variation in satisfaction with the appearance and quality of new developments observed by respondent profile, as follows:

- **Somewhat higher than average satisfaction** – young adults (aged 18 to 34 years), new and newer residents (less than 10 years in the City of Bayside, and respondents in semi-detached, row or terrace housing.
- **Somewhat lower than average satisfaction** – older adults and senior citizens (aged 60 years and over), long-term residents (10 years or more in the City of Bayside), and respondents living in flats, units, or apartments.

Appearance and quality of new developments by respondent profile
Bayside City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Appearance and quality of new developments by housing profile
Bayside City Council - 2022 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



A total of 78 comments were received from respondents either outlining developments or locations of developments of concern or outlining reasons for dissatisfaction with the appearance and quality of new developments.

There were several comments specifically referring to the CSIRO site.

A range of issues were raised by respondents, including the general perception that there is too much development, some concerns around the quality of new developments, and some concerns about the impact of new development on infrastructure, service delivery and the sense of community / local neighbourhood character.

Comments regarding the appearance and quality of new development

Bayside City Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

| <i>Response</i> | <i>Number</i> |
|---|---------------|
| CSIRO | 5 |
| Over developed | 3 |
| Bay St | 2 |
| Because they all look so bad | 2 |
| Don't want high rise buildings. It's a suburb not a city | 2 |
| In general. | 2 |
| Look ugly and the same | 2 |
| New houses / apartments on Bay Rd don't look nice | 2 |
| The look horrible and congested | 2 |
| Too many high rise / multi-storey dwellings | 2 |
| Too many apartments along Bay Road, congestion | 1 |
| 2-6 Tatong Rd | 1 |
| 3 developments in Hampton, 1 in Sandringham | 1 |
| 5 Ardoyne St | 1 |
| A lot of new developments look like shipping containment stacked on one another and flat roofs should be outload (All over Highett) | 1 |
| Aged care buildings | 1 |
| Bayview Cr | 1 |
| Black St | 1 |
| Concrete wasteland | 1 |
| Council is permitting to destroy old houses | 1 |
| Creates more people | 1 |
| CSIRC, awful impacts coming on surrounding St | 1 |
| Hampton has too many high rises | 1 |
| Hampton Hill it's too big and tall | 1 |
| Hampton St | 1 |
| Inappropriate developments | 1 |
| Inconsistent in the size and type of development | 1 |
| Lack of facilities like parking for new population | 1 |
| Low quality structures | 1 |
| Male St | 1 |
| Martin St | 1 |
| Mc Cafe | 1 |



| | |
|---|-----------|
| Most of the development is out of place | 1 |
| Multi-developments ruining the big houses and nature | 1 |
| Nepean Highway near Southland | 1 |
| New buildings built in the area does not fit the community | 1 |
| Not many that I come across | 1 |
| Not prepared to take the growth on | 1 |
| Over developed in Middle Brighton | 1 |
| Overall, new buildings across the area don't look nice | 1 |
| Rules are not reasonable | 1 |
| Some garages are used into rooms hence a lot of cars are parked in the street did it without Council permission. Should only park on one side so cars can get through | 1 |
| Some of the dual occupancy houses are of poor quality and cheap looking, with incomplete landscaping visible to the street | 1 |
| Street appeal and aesthetic is not considered | 1 |
| Taking down a nearby church to replace it with apartments | 1 |
| The apartments going across Hampton St | 1 |
| The one in Service St | 1 |
| The buildings do not fit into the neighbourhood | 1 |
| The development in the area is too fast and too ugly. Beautiful houses are being knocked down in Hampton area | 1 |
| The netball courts are being made | 1 |
| The big new building near Hampton station | 1 |
| The one near Linacre Rd | 1 |
| The two large development near Forrest Hill Rd (near Sacred Heart Primary) | 1 |
| There's not enough green space | 1 |
| They look ugly and out of character | 1 |
| Too bulky overdevelopment tasteless profit ahead design | 1 |
| Too many and badly planned | 1 |
| Too many developments, not enough parking, too many brick walls | 1 |
| Too many in Highett St | 1 |
| Too many new buildings and it's too compact | 1 |
| Train station in Cheltenham, looks like a wasteland | 1 |
| Ugly new buildings in general | 1 |
| Well St | 1 |
| Woolworths apartments, the ones near Sandy East Primary. Too much traffic without enough parking | 1 |
| Total | 78 |

Reasons for dissatisfaction with aspects of planning and housing development

There were 86 comments received from respondents who were dissatisfied with any of the other aspects of planning and housing development. These verbatim comments have been broadly categorised into issues in the following table.

There were 27 about perceived overdevelopment, 15 comments about heritage protection and neighbourhood character, 15 about planning process and regulations, 12 about the quality and appearance of developments, eight about communication and consultation, four about trees and greenery, four about traffic and parking, and one comment about public housing.



Reason for dissatisfaction with selected aspects of planning and housing development

Bayside City Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| <i>Overdevelopment / high density development</i> | |
| Overdevelopment | 6 |
| The buildings are too high | 6 |
| No apartments developments / don't like them | 3 |
| Big new projects but not much space available | 1 |
| Developments in Bay Rd | 1 |
| Multiple units in small areas (Bay St) | 1 |
| New apartments are being built rapidly | 1 |
| Over development - box like construction of houses - thereby losing the character and aesthetics | 1 |
| Overdeveloped, not enough outside space, everything is removed | 1 |
| The CSIRO site is very disappointing | 1 |
| Too many apartment buildings, often eyesores | 1 |
| Too many buildings will destroy the neighbourhood and community | 1 |
| Too many in Highett St | 1 |
| Too many units | 1 |
| Townhouses being built in area | 1 |
| Total | 27 |
| <i>Heritage protection / character of neighbourhood</i> | |
| Developments not in character | 5 |
| Beautiful houses are being knocked down in Hampton area | 1 |
| Council is unwilling to protect the traditional character | 1 |
| Demolishing of old homes - building high rise apartments / flats which is not needed | 1 |
| Developments over prioritised heritage | 1 |
| Local character involves the communities and not the Councils | 1 |
| Losing the charm of old houses with new developments | 1 |
| Over protection of art building (Reserve Rd) | 1 |
| Protection of historic structures should be done rather than tearing them down to build new ones | 1 |
| The level of apartment buildings isn't in line with the character of Bayside | 1 |
| Too large building, not the character of the neighbourhood | 1 |
| Total | 15 |



| <i>Planning and development process / regulations</i> | |
|--|-----------|
| Horrible availability of guidance and policies | 2 |
| Council doesn't do enough | 1 |
| Council doesn't help the process | 1 |
| Lack of vision | 1 |
| Needs to be stricter | 1 |
| Not enough planning for car parks, too dense | 1 |
| Overpopulation | 1 |
| Set back distance too close to road | 1 |
| The Council could do better | 1 |
| The planning is horrible and new developments are mundane | 1 |
| The process was ridiculous and time consuming | 1 |
| Their planning process goes good until a point, but the enforcement of the planning rules is bad | 1 |
| Too many restrictions around single home building, too little around multifamily housing | 1 |
| Town planner isn't doing a good job, very hard to apply permits. They only work if there is money | 1 |
| Total | 15 |
| <i>Quality and appearance of developments</i> | |
| New developments are ugly | 4 |
| All the houses look the same, like no variation at all | 1 |
| Changes the look of Hampton | 1 |
| Don't like how they look | 1 |
| Good plans rejected and ugly development allowed to proceed. Wanted to build old style house, rejected because of a subjective architectural reason, but money seems to allow others to proceed with monstrosities | 1 |
| More places like Pennydale Village threatening communal vibe | 1 |
| No quality | 1 |
| Some developments in the last 10 years density inappropriate for area | 1 |
| They are not in time with the local needs | 1 |
| Total | 12 |
| <i>Communication / consultation / information</i> | |
| Council did not consult with my sister on building next door | 1 |
| Decisions feel top down and are made before consultation begins | 1 |
| Hard to access | 1 |
| More consultation and more enforcement of standards will be good | 1 |
| Not supplied with enough information | 1 |
| Objected to lots of things, received no feedback from Council. Don't know what is happening without local paper | 1 |
| They don't listen to us | 1 |
| Transparency and consultation and flexibility all issues e.g., strongly support grant flats don't understand resistance | 1 |
| Total | 8 |



| <i>Trees and greenery</i> | |
|--|-----------|
| Reduced green space | 2 |
| Decisions on tree removals, not being removed when it is dangerous | 1 |
| Lack of understanding to reduce development, need more trees to avoid urban heat problem | 1 |
| Total | 4 |
| <i>Traffic and parking</i> | |
| Reduced street parking | 1 |
| The new developments in relation with parking is not acceptable | 1 |
| The streets are not capable of taking it, and the loss of quiet enjoyment | 1 |
| Too many cars | 1 |
| Total | 4 |
| <i>Other</i> | |
| Don't want public housing | 1 |
| Total | 1 |
| Total | 86 |



Traffic and parking

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of traffic and parking in the City of Bayside.”

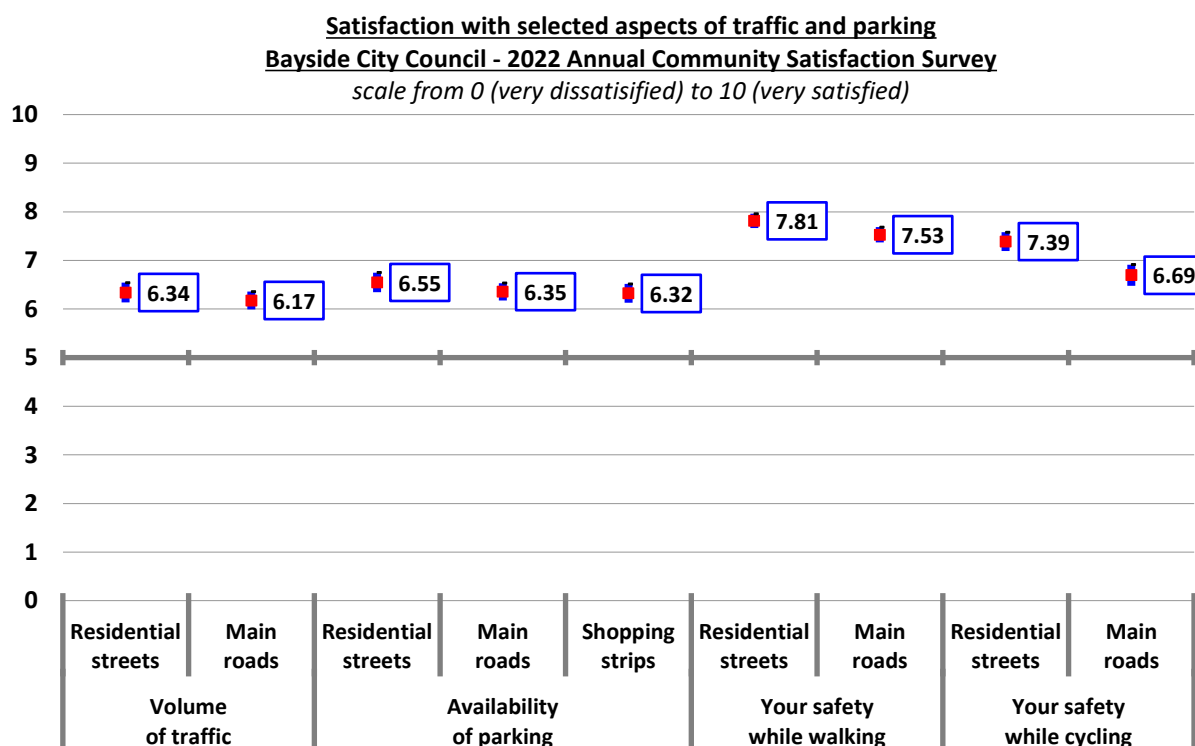
Respondents were again in 2022, asked to rate their satisfaction with four aspects of traffic and parking on both residential streets, main roads, as well as the availability of parking in shopping strips / major commercial areas.

The four aspects were the volume of traffic, the availability of parking, and the respondents’ safety while walking and cycling.

Satisfaction with these nine aspects of traffic and parking can best be summarised as follows:

- **Excellent** – for the respondents’ safety while walking on residential streets.
- **Very Good** – for the respondents’ safety while walking on main roads.
- **Good** – for the respondents’ safety while cycling on main roads.
- **Solid** – for the volume of traffic on residential streets and main roads, the availability of parking on residential streets, main roads, and shopping strips / major commercial areas.

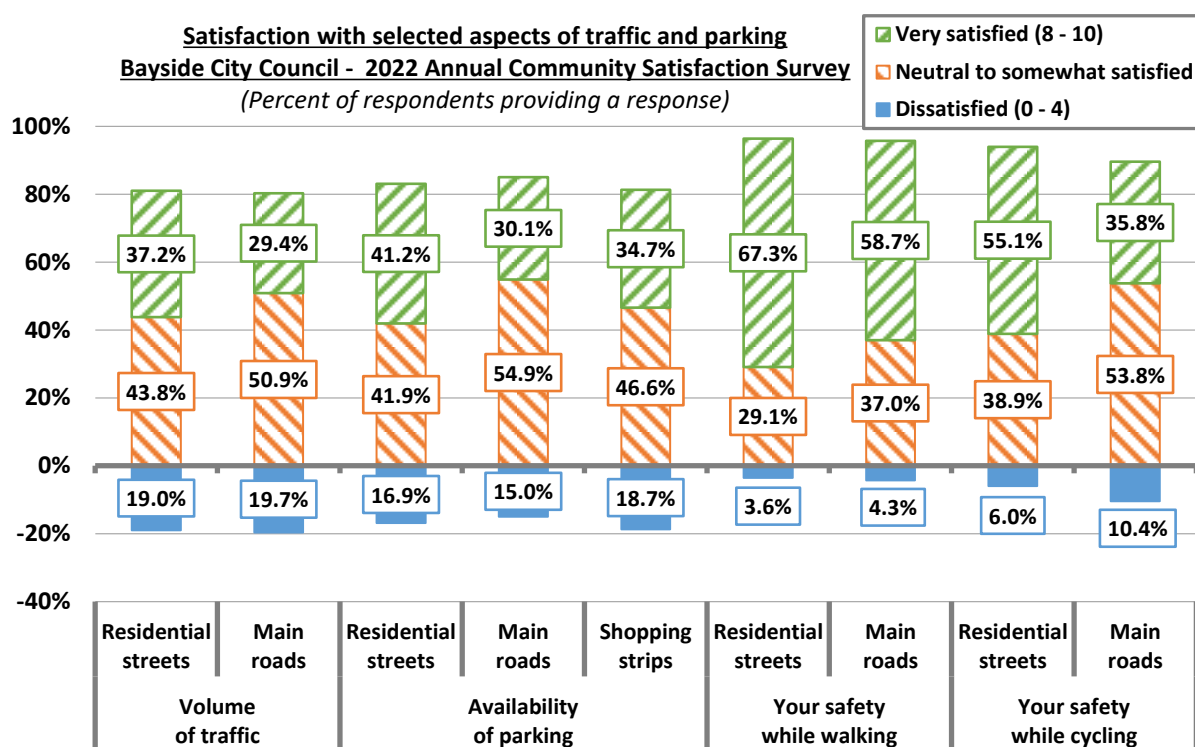
As is discussed in the following sections in relation to each individual aspect, satisfaction with both the volume of traffic and the availability of parking on residential streets, main roads, and parking in around local shopping areas, all strongly increased this year, reversing the small declines reported last year, and bringing satisfaction to record levels for the City of Bayside.



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

Approximately one-third or more of the respondents providing a response were “very satisfied” with each of the nine aspects of traffic and parking, including more than half of the respondents “very satisfied” with their safety while walking or cycling on residential streets and safety while walking on main roads.

Attention is drawn to the fact that almost one-fifth of respondents were “dissatisfied” with the volume of traffic on both residential streets and main roads, and approximately one-sixth of respondents were “dissatisfied” with the availability of parking on residential streets, main roads, and shopping strips / major commercial areas.

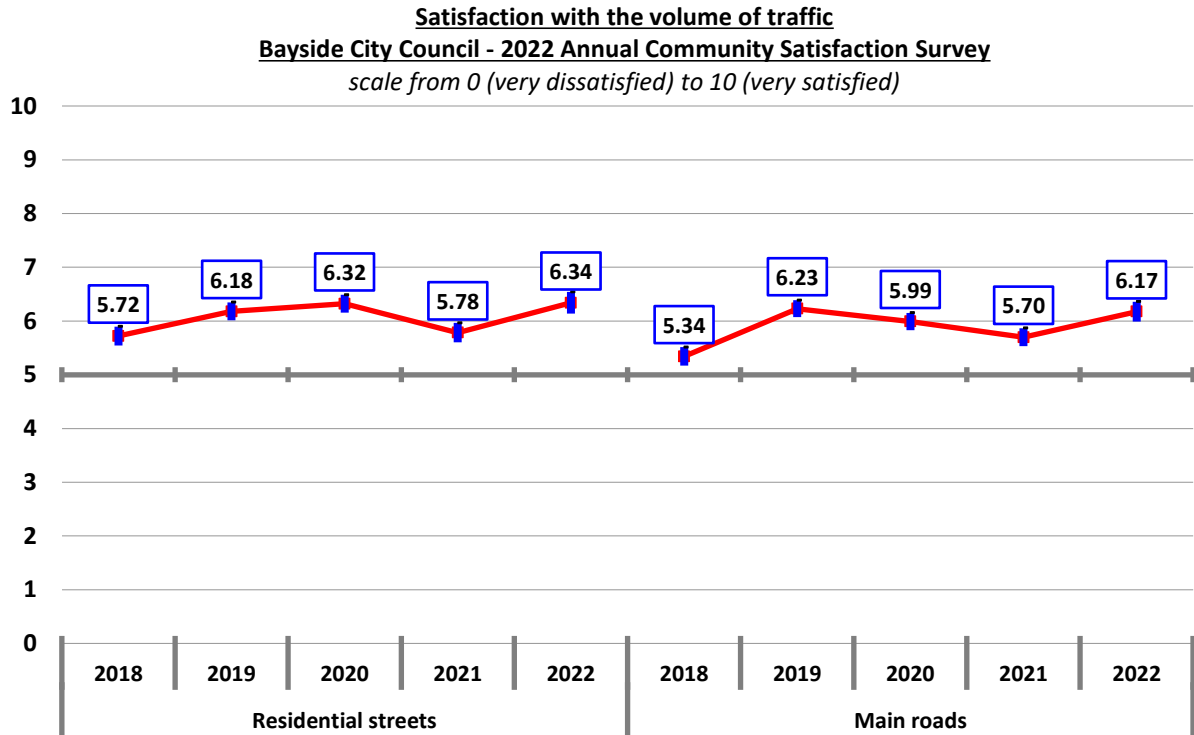


Volume of traffic

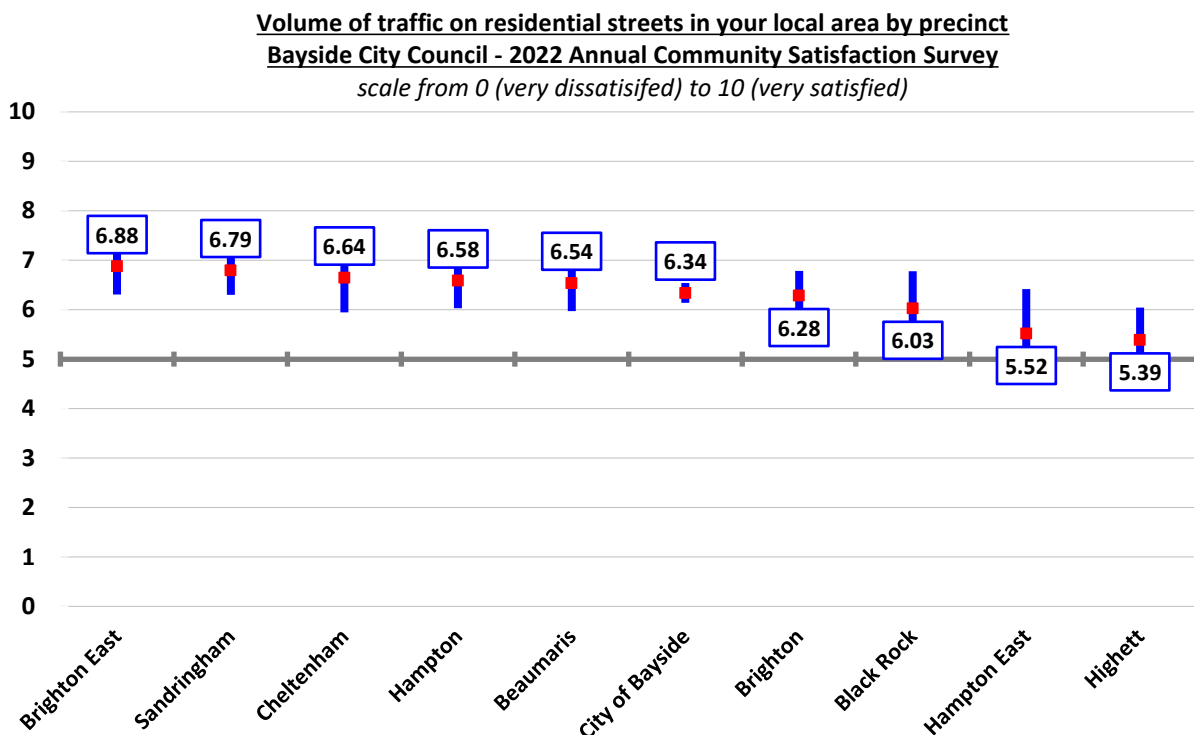
Satisfaction with both the volume of traffic on residential streets (up 9.7%), main roads (up 8.2%) increased measurably and significantly, with both moving from a “poor” to a “solid” level of satisfaction. Satisfaction with both aspects is now at the highest levels recorded for the City of Bayside.

Metropolis Research notes that seven percent of respondents nominated “traffic management” related issues as one of the top three issues to address for the City of Bayside ‘at the moment’, a small increase on the unusually low 4.6% recorded last year during the COVID-19 pandemic. These results remain significantly lower than the 2022 metropolitan Melbourne average of 15.3%. Further details are provided in the [Current Issues](#) section.

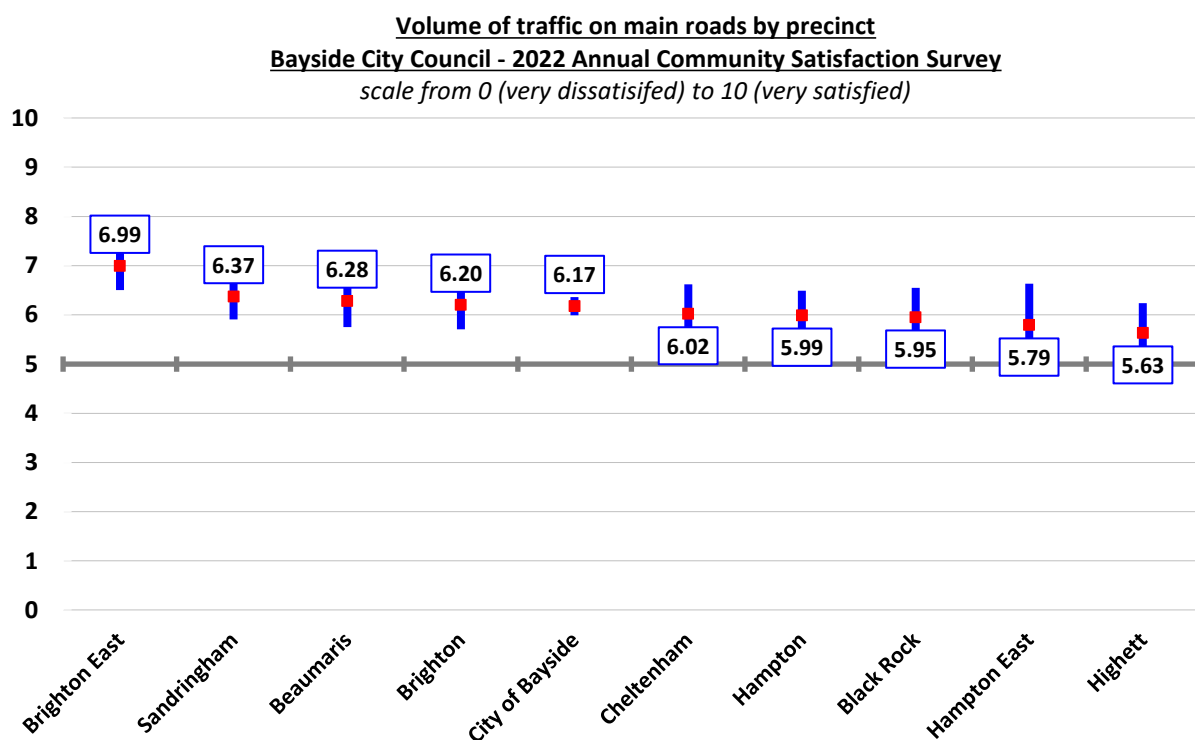




There was statistically significant variation in satisfaction with the volume of traffic on residential streets observed across the municipality. Respondents from Hampton East were notably but not measurably less satisfied and at a “poor” level of satisfaction, and respondents from Highett were measurably less satisfied and at a “very poor” level.



There was also measurable variation in satisfaction with the volume of traffic on main roads observed, with respondents from Brighton East measurably more satisfied and at a “good” level, and respondents from Highett notably but not measurably less satisfied.



Availability of parking

Satisfaction with the availability of parking of residential streets (up 12.5%), on main roads (up 13.6%), and on shopping strips / major commercial areas (up 13.5%) all increased measurably and significantly this year.

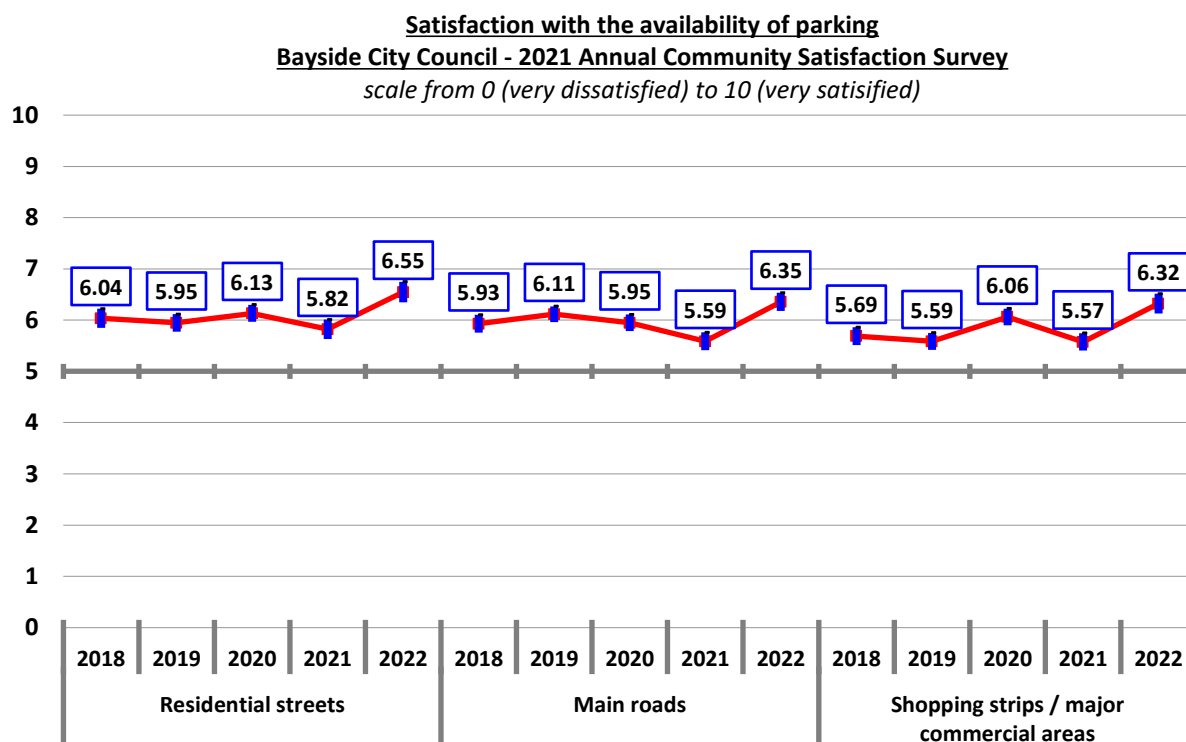
Satisfaction with the availability of parking on residential streets improved from a “poor” to a “good” level, and satisfaction with the availability of parking on main roads and shopping strips / major commercial areas improved from a “poor” to a “solid” level.

Metropolis Research notes that these satisfaction results are the highest levels of satisfaction with the availability of parking recorded for the City of Bayside since the survey commenced back in 2018.

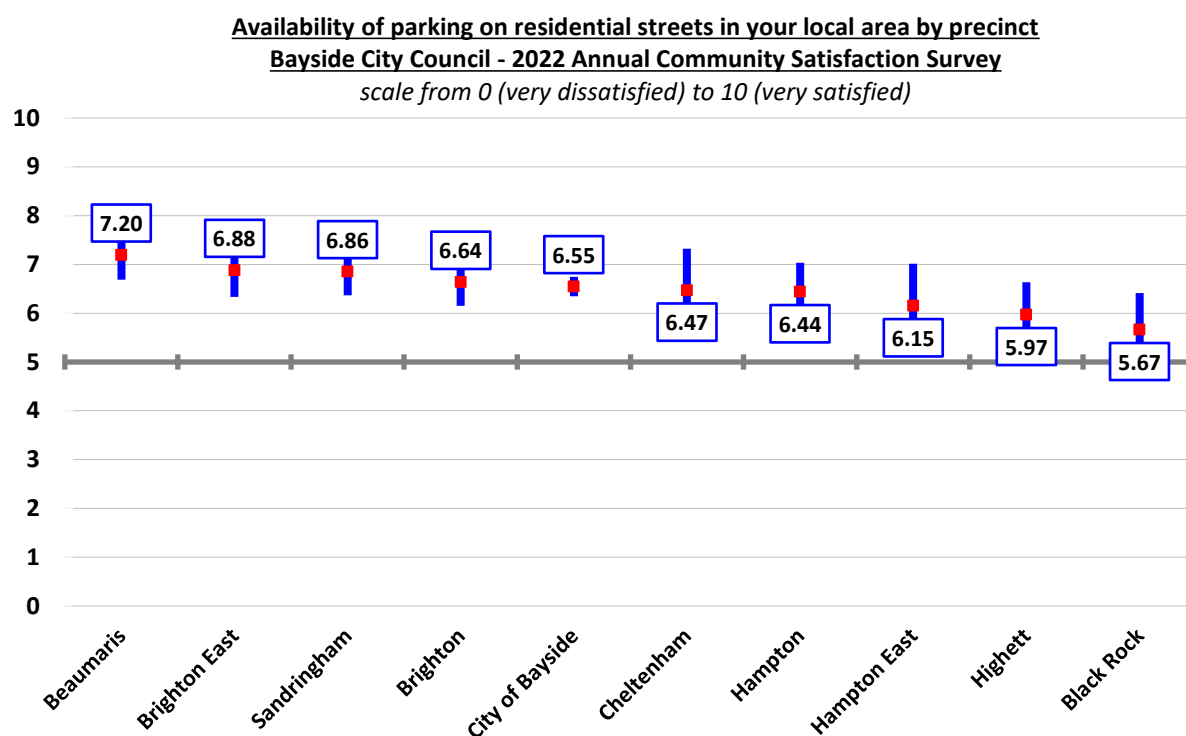
Consistent with these substantial increases in satisfaction with parking availability, the proportion of respondents who nominated “car parking” related issues as one of the top three issues to address for the City of Bayside “at the moment” declined measurably and significantly this year, down from 11.4% in 2021 to just five percent this year. This was a continuation of a longer-term trend of declining car parking issues in the municipality, down from a high of 21.5% in 2019. Further details on this are provided in the [Current Issues for the City of Bayside](#) section of this report.



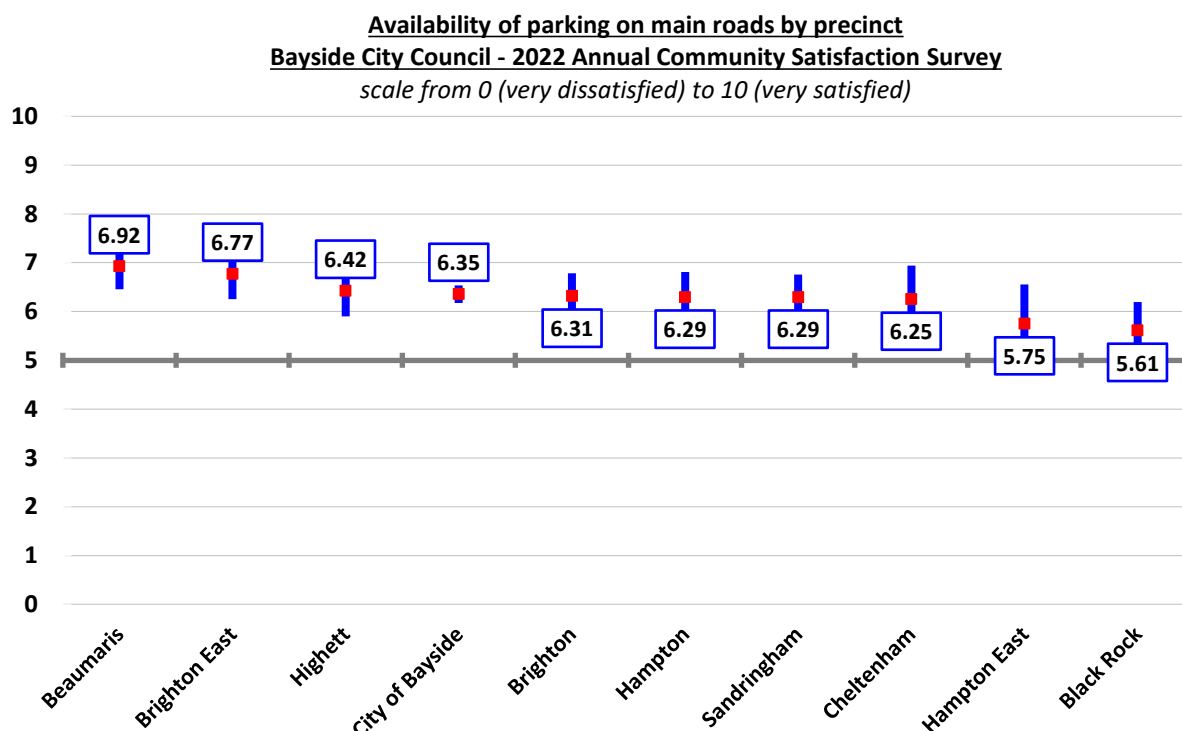
These improvements in satisfaction with the availability of parking are also consistent with the 3.8% increase in satisfaction with the “parking enforcement” service this year, as discussed in the [Parking Enforcement](#) section of this report.



Whilst there was no statistically significant variation in satisfaction with the availability of parking on residential streets, it was notably higher in Beaumaris and notably lower in Highett and Black Rock, where it was rated as “poor” rather than “good”.



Whilst there was no statistically significant variation in satisfaction with the availability of parking on main roads, it was notably higher in Beaumaris and notably lower in Hampton East and Black Rock, where it was rated as “poor” rather than “good”.



Your safety whilst walking

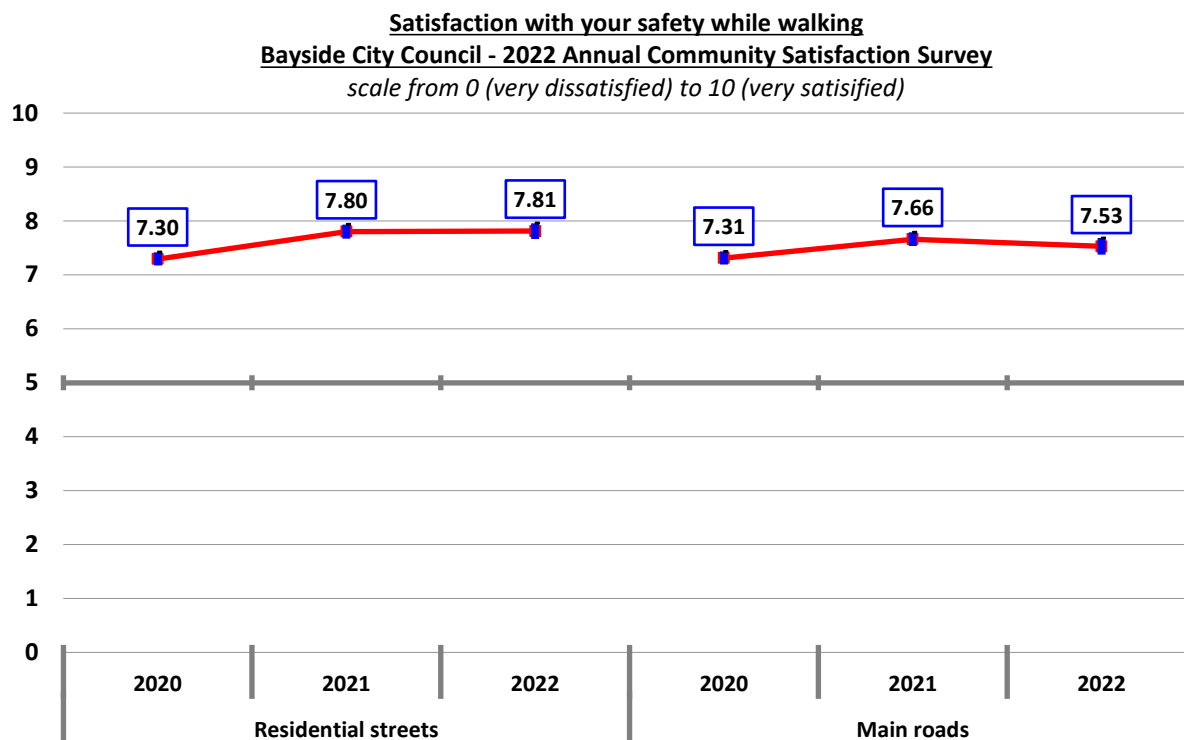
Respondents’ satisfaction with their safety whilst walking on residential streets remained essentially stable this year at an “excellent” level, while satisfaction with safety whilst walking on main roads declined marginally but not measurably, down 1.7%, although it remains at a “very good” level.

As discussed in the summary to this section, less than five percent of the respondents providing a response to these questions were “dissatisfied” with their safety while walking on either residential streets or main roads. These results clearly reflect the fact that most in the community feel safe while walking in the municipality.

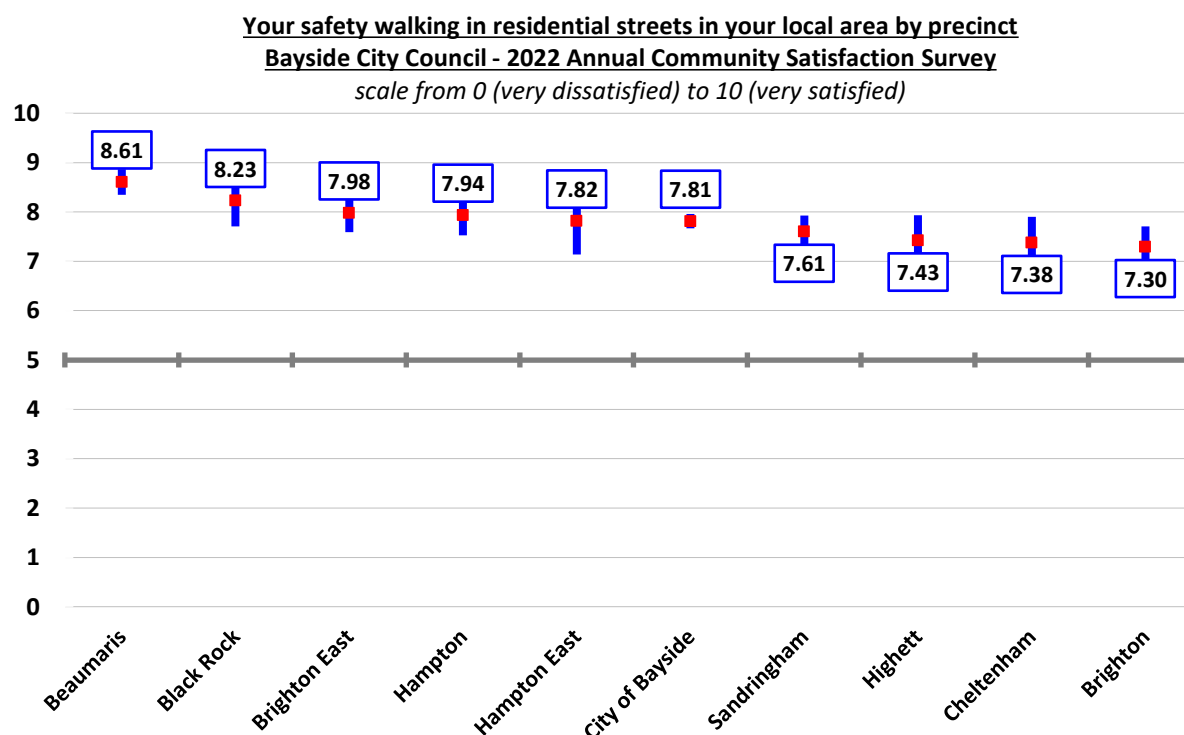
Metropolis Research does note, however, that this does not necessarily reflect significant community satisfaction with the maintenance and repair of footpaths, satisfaction with which was rated at 6.83 or a “good” level, and with which 13.2% of respondents were “dissatisfied”, as discussed in the [Maintenance and repair of footpaths](#) section of this report.

There was also an increase recorded this year, in the proportion of respondents who nominated footpath related issues as one of the top three issues to address for the City of Bayside “at the moment”, with 7.2% up from 3.4% nominating these issues. Further details on this are provided in the [Current Issues for the City of Bayside](#) section of this report.

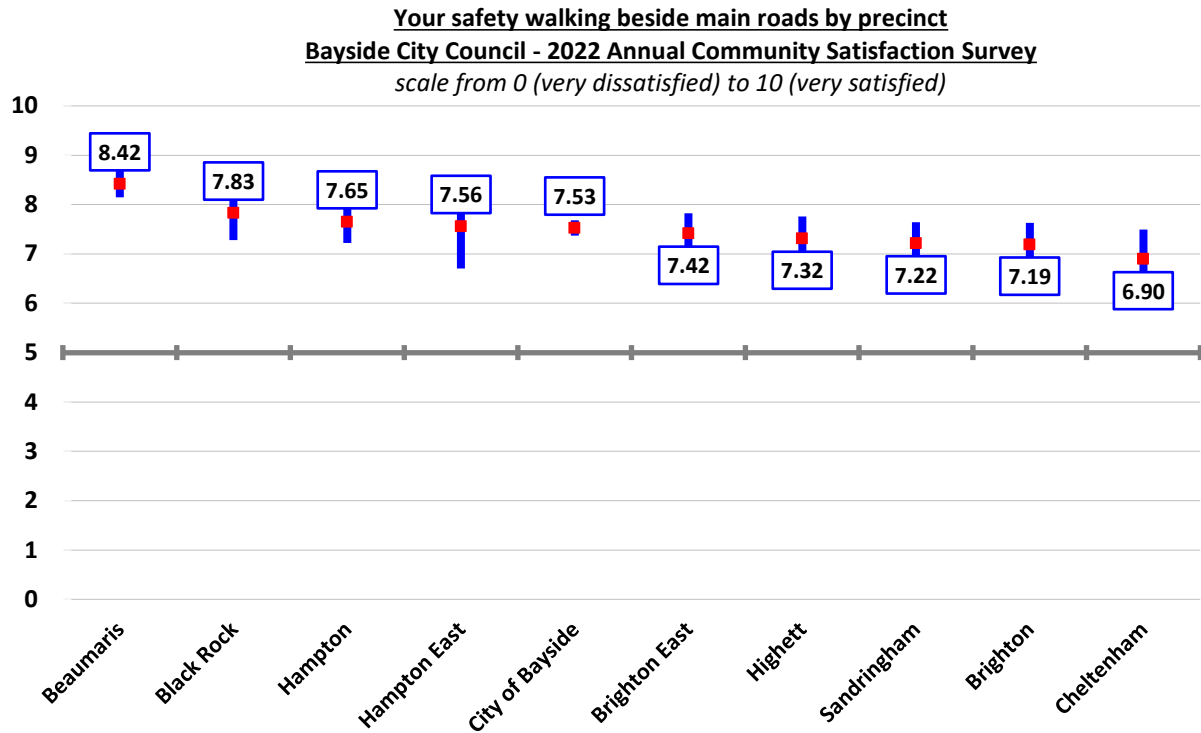




There was statistically significant variation in satisfaction with the respondents’ safety while walking on residential streets observed across the municipality. Respondents from Beaumaris were measurably more satisfied than average, whilst respondents from Brighton were notably, but not measurably less satisfied, and at a “very good” level.



There was statistically significant variation in satisfaction with the respondents’ safety while walking on residential streets observed across the municipality. Respondents from Beaumaris were measurably more satisfied than average and at an “excellent” level, whilst respondents from Cheltenham were notably, but not measurably less satisfied, and at a “good” level.



Your safety whilst cycling

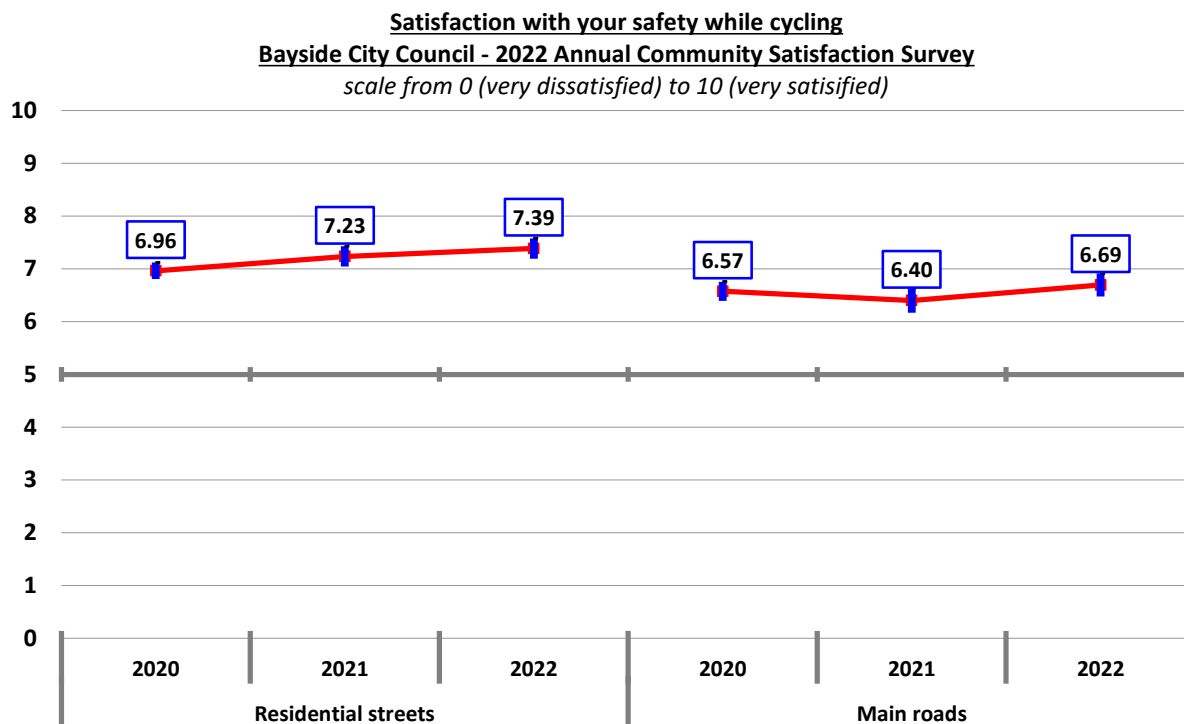
Satisfaction with the respondents’ safety whilst cycling increased marginally for the second consecutive year, up 2.2% this year, and the result is now at a “very good”, up from a “good” level of satisfaction.

Satisfaction with the respondents’ safety whilst cycling on main roads also increased this year, reversing the small decline recorded last year, up 4.5% to 6.69, which is a “good”, up from a “solid” level of satisfaction.

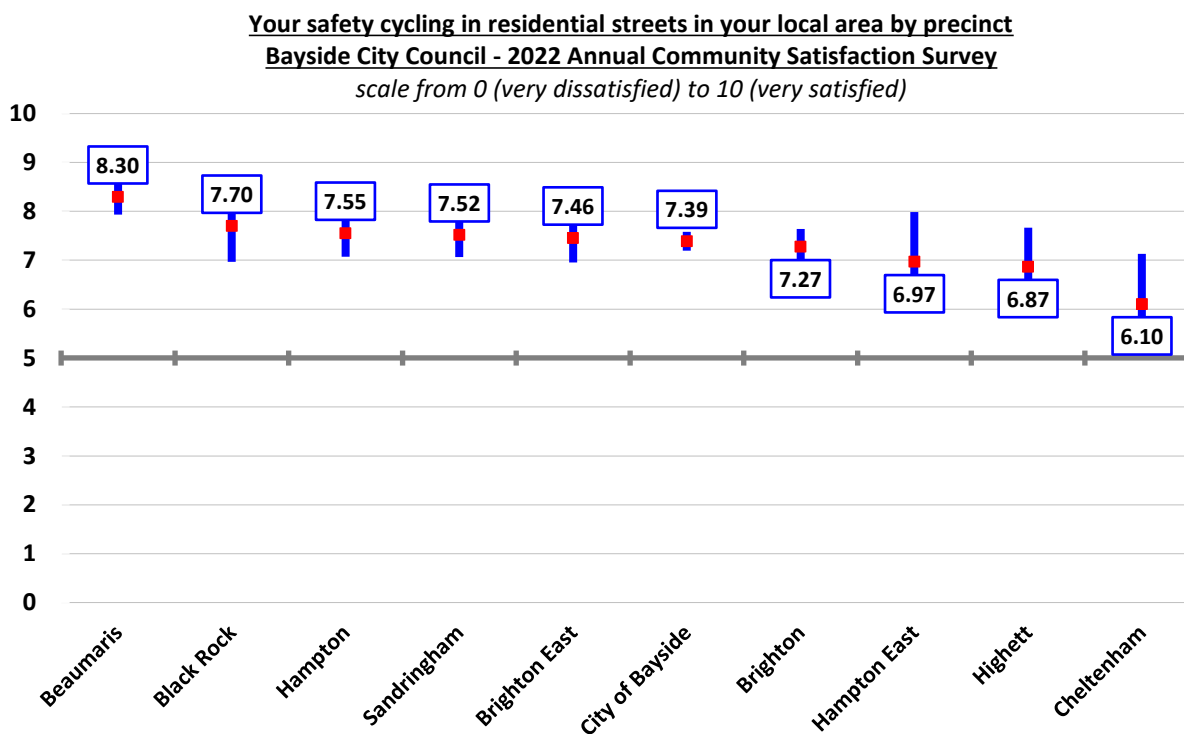
Despite this solid increase in satisfaction with safety while cycling on main roads, Metropolis Research notes that 10.4% (up from six percent) of the 289 respondents who provided a satisfaction score were “dissatisfied” with safety whilst cycling on main roads.

Metropolis Research notes that satisfaction with on and off-road bike paths was rated at 7.37 or “very good” this year, but down marginally on the 7.56 recorded last year, as discussed in more detail in the [On and off-road bike paths](#) section of this report.

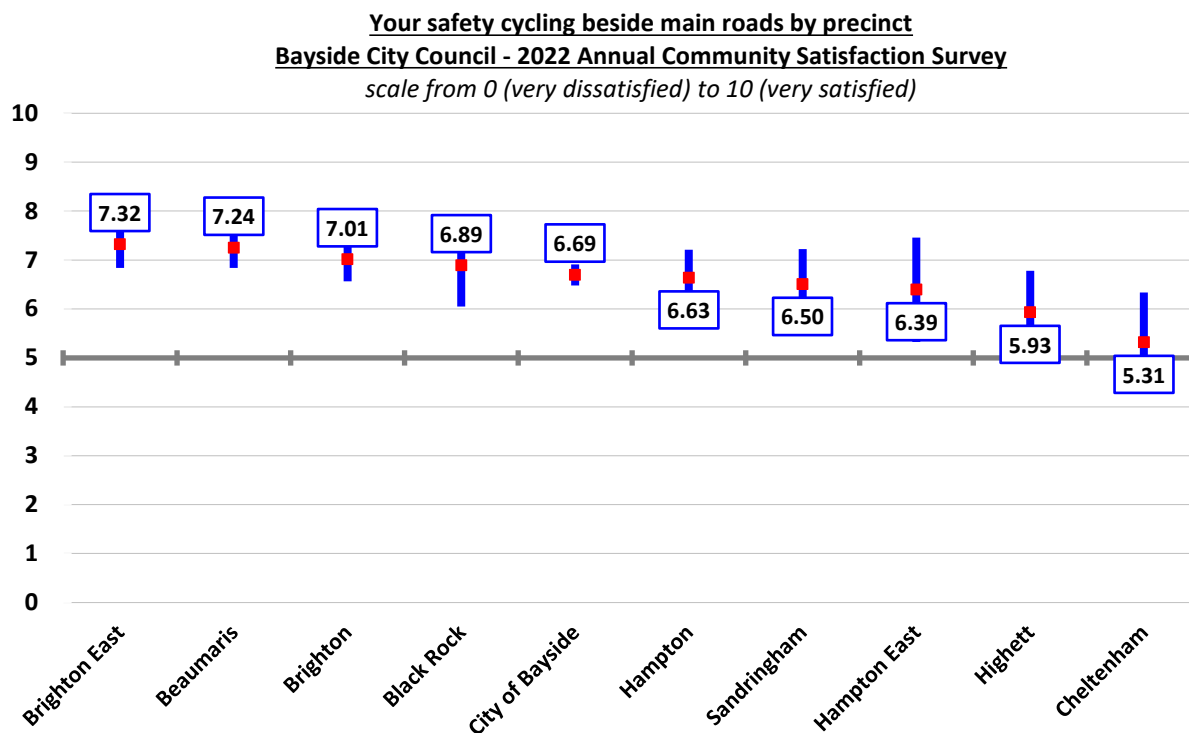




Whilst cognisant of the small sample size for this question at the precinct level, it is noted that respondents from Beaumaris were measurably more satisfied and at an “excellent” level, while respondents from Cheltenham were measurably less satisfied, and at a “solid” rather than a “very good” level.



Whilst cognisant of the small sample size for this question at the precinct level, it is noted that respondents from Highett were somewhat less satisfied than average and at a “poor” level, and respondents from Cheltenham were measurably less satisfied, and at a “very poor” rather than a “good” level.



Community

Local community involvement

Respondents were asked:

“Are you actively involved in your local community in any of the following ways?”

I am an active member of a club or community group

There was a measurable decline this year, in the proportion of respondents reporting that they were an active member of a club or community group, down from approximately half in recent years, to a little less than one-third (31.7%) this year.

It is, however, noted that there was a significant increase this year, in the number of respondents who did not provide a response to this question.



I am an active member of a club or community group
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

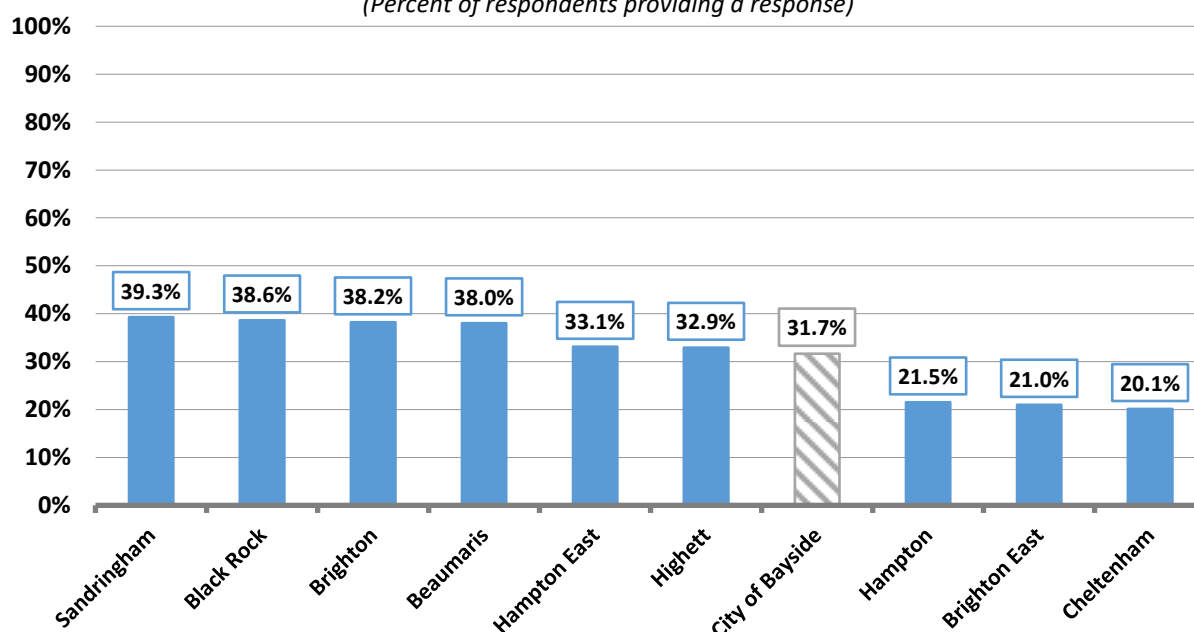
| Response | 2022 | | 2020 | 2019 | 2016 | 2012 |
|--------------|------------|-------------|------------|------------|------------|------------|
| | Number | Percent | | | | |
| Yes | 154 | 31.7% | 50.3% | 43.3% | 48.2% | 51.5% |
| No | 332 | 68.3% | 49.7% | 56.7% | 51.8% | 48.5% |
| Can't say | 114 | | 3 | 4 | 4 | 0 |
| Total | 600 | 100% | 401 | 702 | 400 | 400 |

Cognisant of the relatively small sample size at the precinct level, given the large number of respondents who did not provide a response, there was some variation observed by precinct.

Respondents from Sandringham, Black Rock, Brighton, and Beaumaris were somewhat more likely than average to be an active member of a club or community group, and respondents from Hampton, Brighton East, and Cheltenham were somewhat less likely.

These variations were not statistically significant due to the smaller sample size.

I am an active member of a club or community group by precinct
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



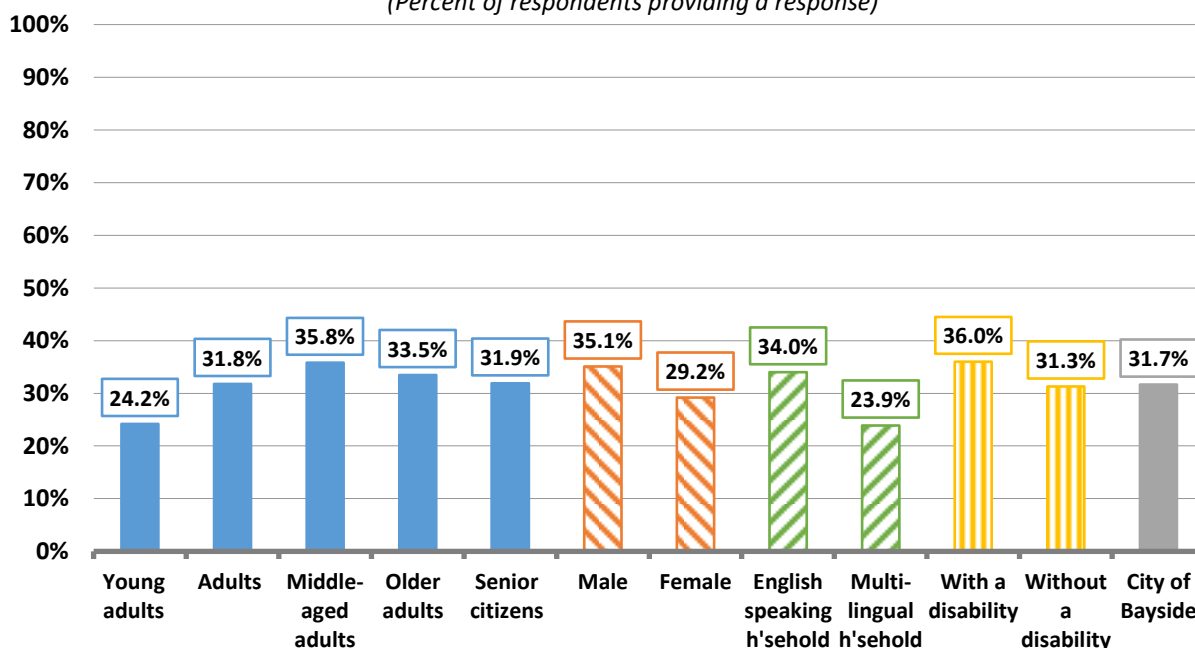
There was also some variation in this result observed by respondent profile, as follows:

- **Age structure** – young adults (aged 18 to 34 years) were somewhat less likely than average to be an active member of a club or community group.



- **Gender** – male respondents were notably more likely to be an active member of a club or community group than female respondents.
- **Language spoken at home** – respondents from English speaking households were measurably more likely than respondents from non-English speaking households.
- **Household disability status** – respondents from households with a member with disability were marginally but not measurably more likely than other households.

I am an active member of a club or community group by respondent profile
Bayside City Council - 2022 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



I regularly volunteer

Consistent with the results recorded in recent years, a little more than one-fifth (22.3%) of respondents reported that they regularly volunteer.

It is, however, noted that there was a significant increase this year, in the number of respondents who did not provide a response to this question.

I regularly volunteer
Bayside City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

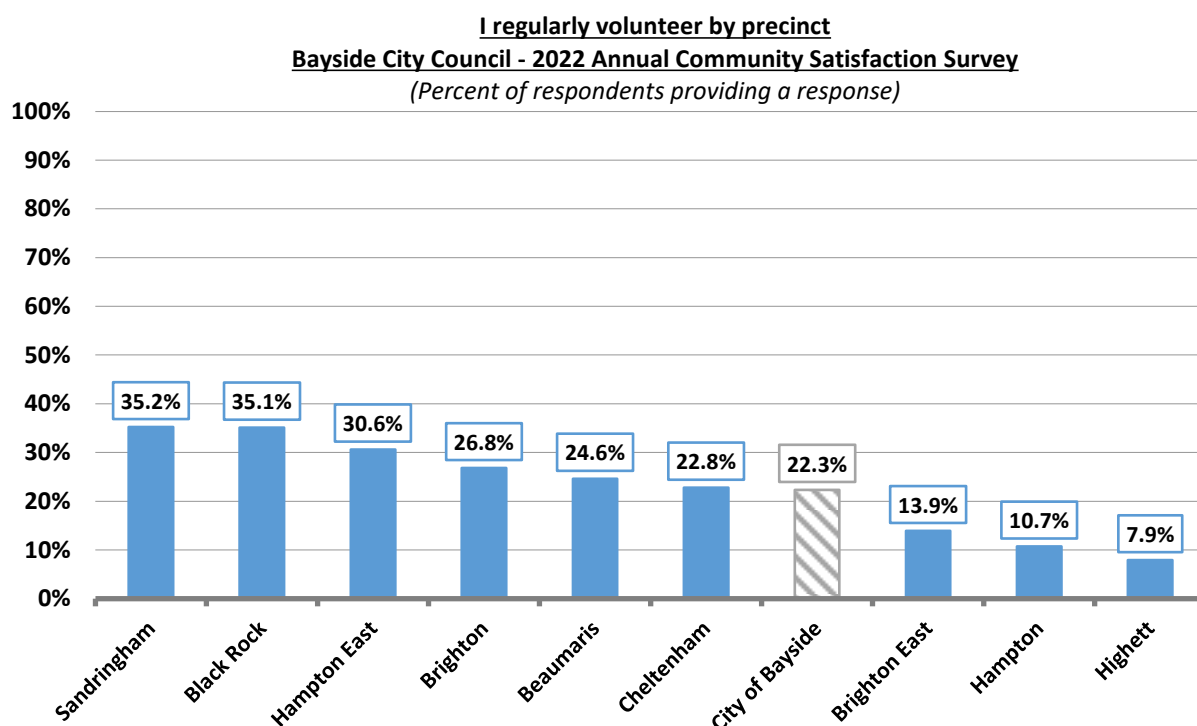
| Response | 2022 | | 2021 | 2020 | 2019 | 2019 | 2018 | 2012 |
|--------------|------------|-------------|------------|------------|------------|------------|------------|------------|
| | Number | Percent | | | | | | |
| Yes | 107 | 22.3% | 20.7% | 27.2% | 21.1% | 21.1% | 30.4% | 32.8% |
| No | 372 | 77.7% | 79.3% | 72.8% | 78.9% | 78.9% | 69.6% | 67.2% |
| Can't say | 121 | | 15 | 4 | 24 | 24 | 24 | 1 |
| Total | 600 | 100% | 700 | 401 | 702 | 702 | 705 | 400 |



Cognisant of the relatively small sample size at the precinct level, given the large number of respondents who did not provide a response, there was some variation observed by precinct.

Respondents from Sandringham and Black Rock were measurably more likely, and respondents from Hampton East somewhat more likely than average to regularly volunteer.

Respondents from Hampton and Highett were measurably less likely than average to regularly volunteer.

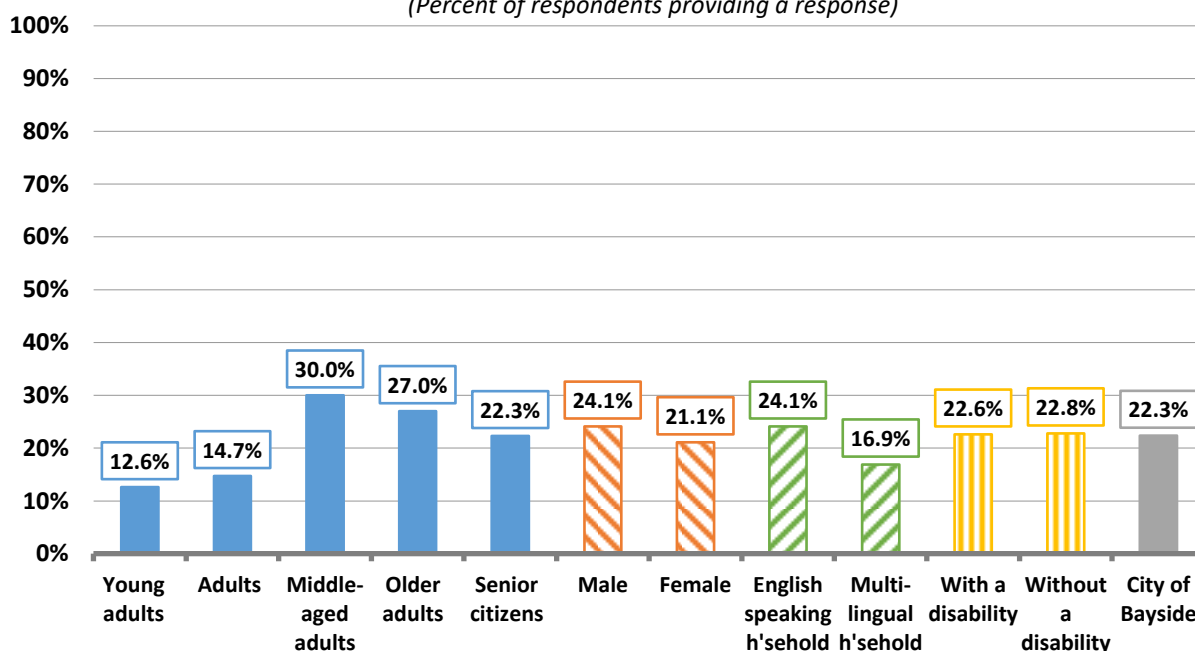


There was also some variation in this result observed by respondent profile, as follows:

- **Age structure** – young adults and adults (aged 18 to 44 years) were somewhat less likely than average to be an active member of a club or community group, whilst middle-aged adults (aged 45 to 59 years) were the most likely.
- **Gender** – there was no measurable variation in this result observed between male and female respondents.
- **Language spoken at home** – respondents from English speaking households were notably but not measurably more likely than respondents from non-English speaking households.
- **Household disability status** – there was no meaningful variation in this result based on the respondent households’ disability status.



I regularly volunteer by respondent profile
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



I sometimes volunteer

This question relating to respondents’ sometimes volunteering has only been included occasionally. There will be some overlap between these results and those in the preceding section relating to regularly volunteering.

In 2022, there was a significant decline in the proportion of respondents who reported that they sometimes volunteer, down from approximately one-third to a little less than one-quarter (22.8%).

It is, however, noted that there was a significant increase this year, in the number of respondents who did not provide a response to this question.

I sometimes volunteer
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

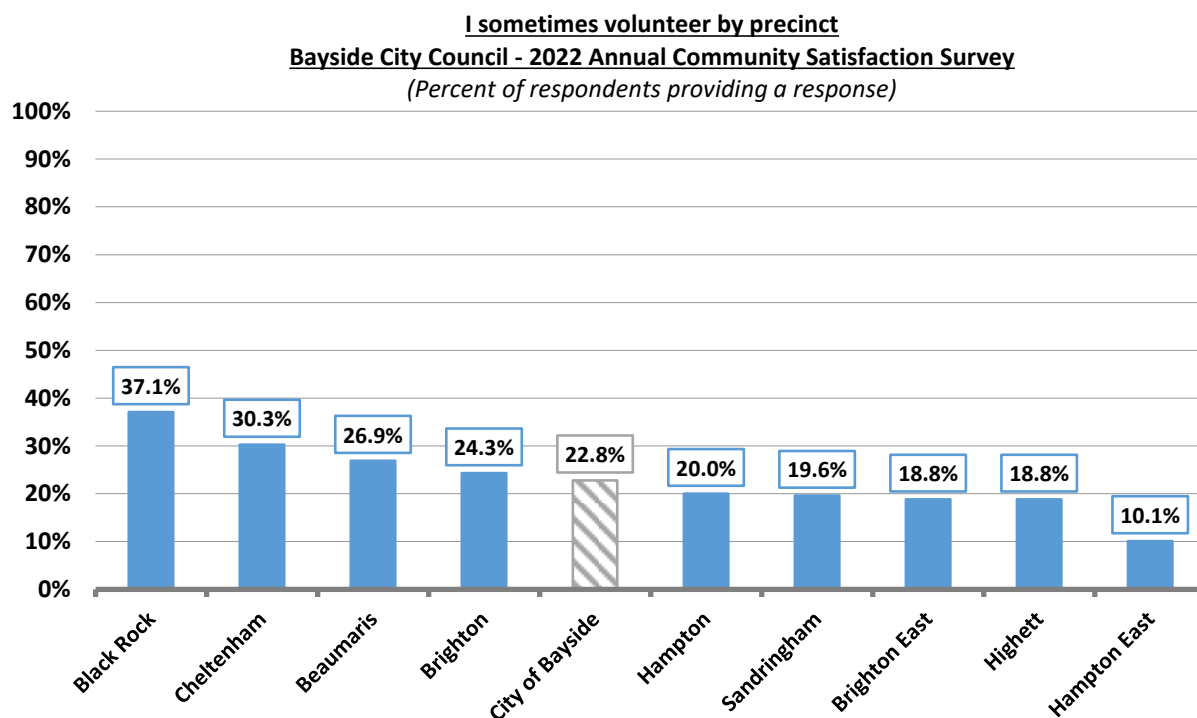
| Response | 2022 | | 2020 | 2016 |
|--------------|------------|-------------|------------|------------|
| | Number | Percent | | |
| Yes | 101 | 22.8% | 36.7% | 37.1% |
| No | 342 | 77.2% | 63.3% | 62.9% |
| Can't say | 157 | | 14 | 36 |
| Total | 600 | 100% | 401 | 400 |



Cognisant of the relatively small sample size at the precinct level, given the large number of respondents who did not provide a response, there was some variation observed by precinct.

Respondents from Black Rock were measurably more likely, and respondents from Cheltenham were somewhat more likely than average to sometimes volunteer.

Respondents from Hampton East were measurably less likely than average to sometimes volunteer.

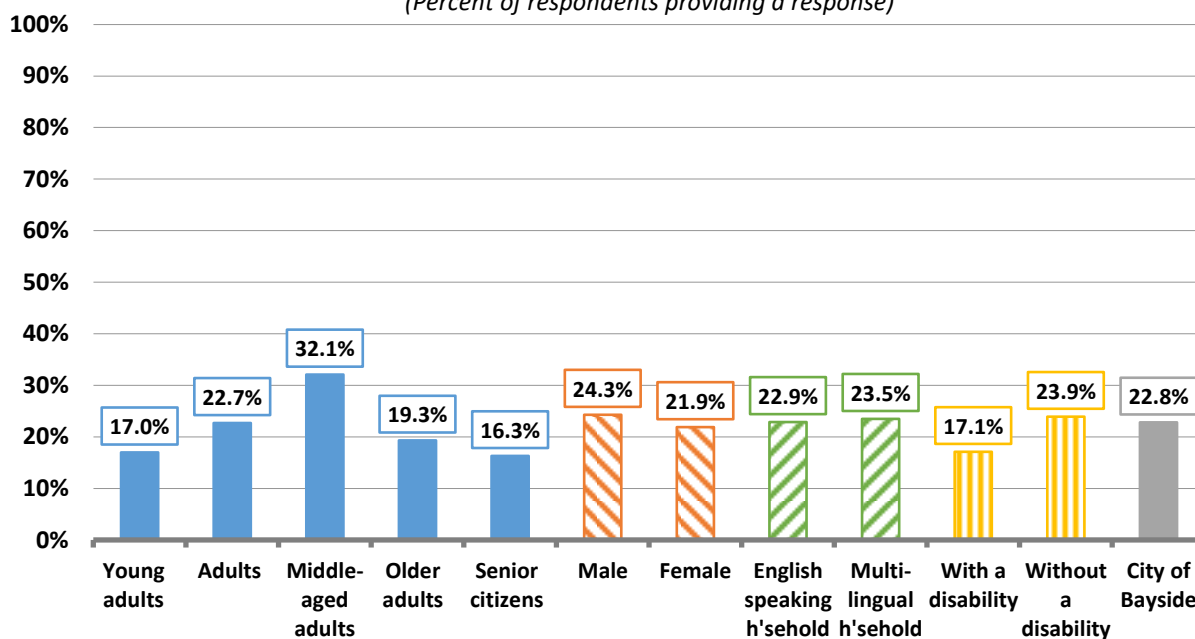


There was also some variation in this result observed by respondent profile, as follows:

- **Age structure** – middle-aged adults (aged 45 to 59 years) were the most likely to sometimes volunteer, measurably more likely than other respondents
- **Gender** – there was no measurable variation in this result observed between male and female respondents.
- **Language spoken at home** – there was no meaningful variation in this result observed between respondents from English speaking households and respondents from non-English speaking households.
- **Household disability status** – respondents from households with a member with disability were somewhat less likely to sometimes volunteer than other respondents.



I sometimes volunteer by respondent profile
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



I currently sit on a community group board / committee

There was a decline this year, in the proportion of respondents who reported that they currently sit on a community group board or committee, down from 13.5% last year to 7.9% this year.

It is, however, noted that there was a significant increase this year, in the number of respondents who did not provide a response to this question.

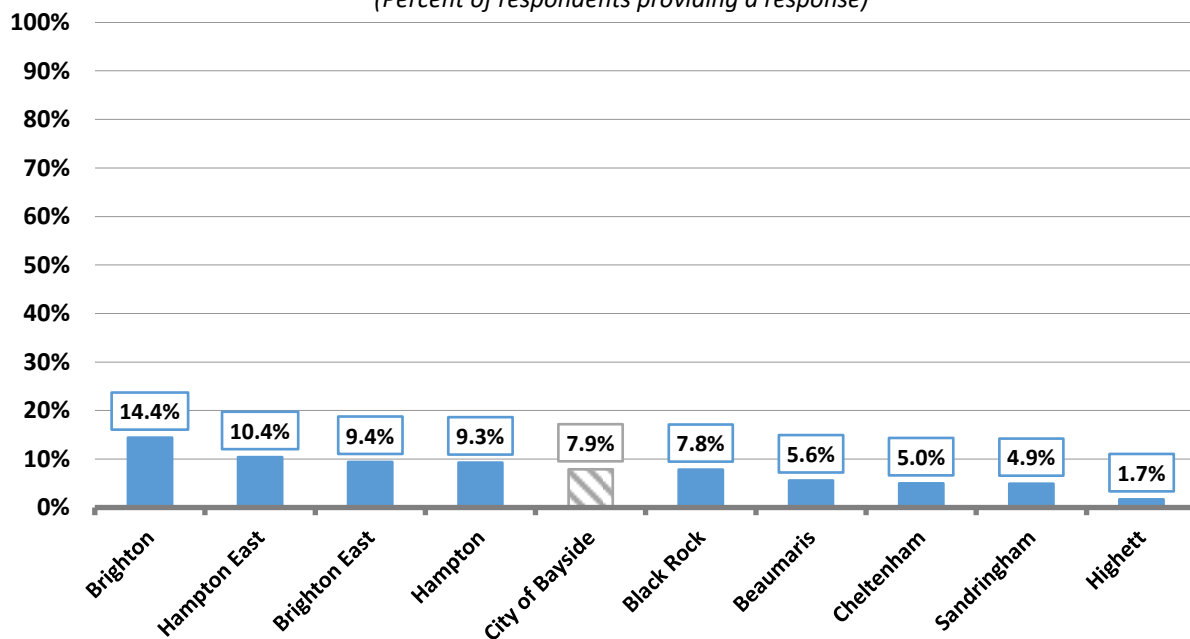
I currently sit on a community group board / committee
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Response | 2022 | | 2020 | 2019 | 2016 |
|--------------|------------|-------------|------------|------------|------------|
| | Number | Percent | | | |
| Yes | 37 | 7.9% | 13.5% | 13.4% | 8.2% |
| No | 434 | 92.1% | 86.5% | 86.6% | 91.8% |
| Can't say | 129 | | 7 | 8 | 9 |
| Total | 600 | 100% | 401 | 702 | 400 |

Whilst respondents from Brighton were somewhat more likely and respondents from Highett somewhat less likely to sit on a community group board or committee, there was no statistically significant variation observed in this result this year.

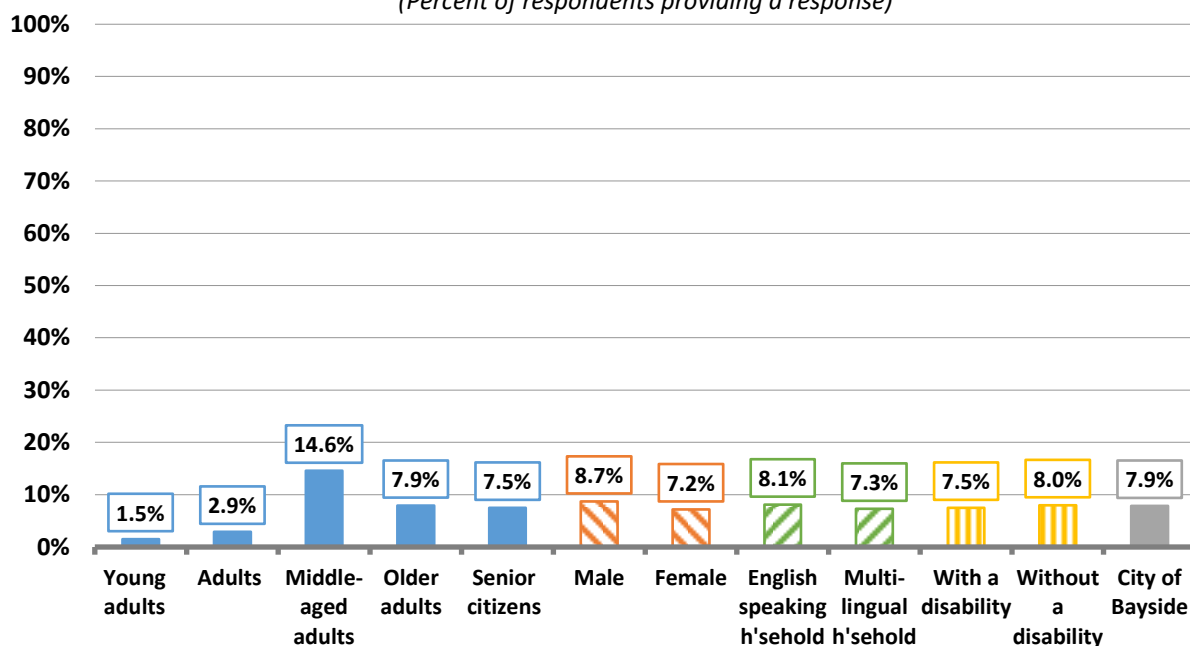


I currently sit on a community group board / committee by precinct
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



There was measurable variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) measurably more likely to sit on a community group board or committee than other respondents. There was no meaningful variation observed based on the respondents' gender, language spoken at home, or household disability status.

I currently sit on a community group board / committee by respondent profile
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



Sense of community

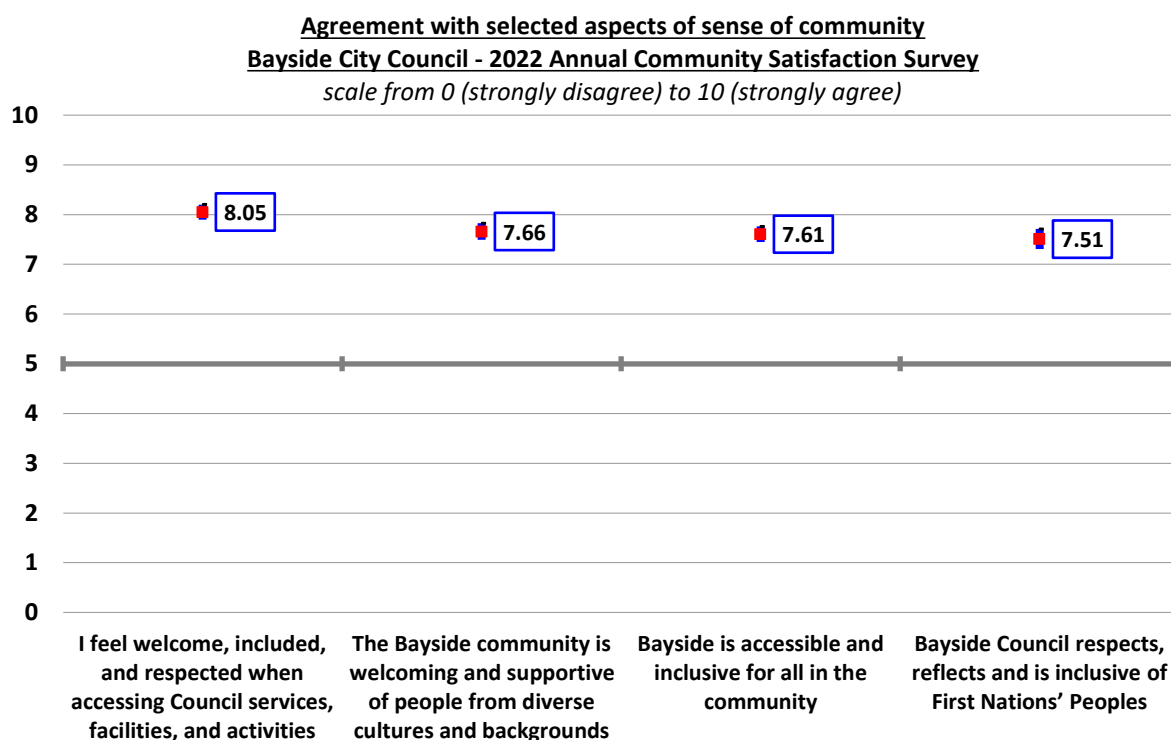
Respondents were asked:

“On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements regarding the local community.”

This set of questions relating to respondents’ agreement with four statements about the sense of community in the City of Bayside was included in this format for the first time in 2022.

On average, respondents very strongly agreed that they feel welcome, included, and respected when accessing Council services, facilities, and activities, with an average agreement of 8.05 out of a potential 10.

Respondents, on average, strongly agreed with the remaining three statements, that the Bayside community is welcoming and supportive of people from diverse cultures and backgrounds; is accessible and inclusive for all in the community; and that Bayside Council respects, reflects, and is inclusive of First Nations’ peoples, with average agreement scores of more than seven out of 10.



The following graph provides a breakdown of these results into the proportion of respondents who “strongly agreed” (i.e., rated agreement at eight or more), those who were “neutral to somewhat agreed” (rated agreement at five to seven), and those who “disagreed” (rated agreement at less than five).

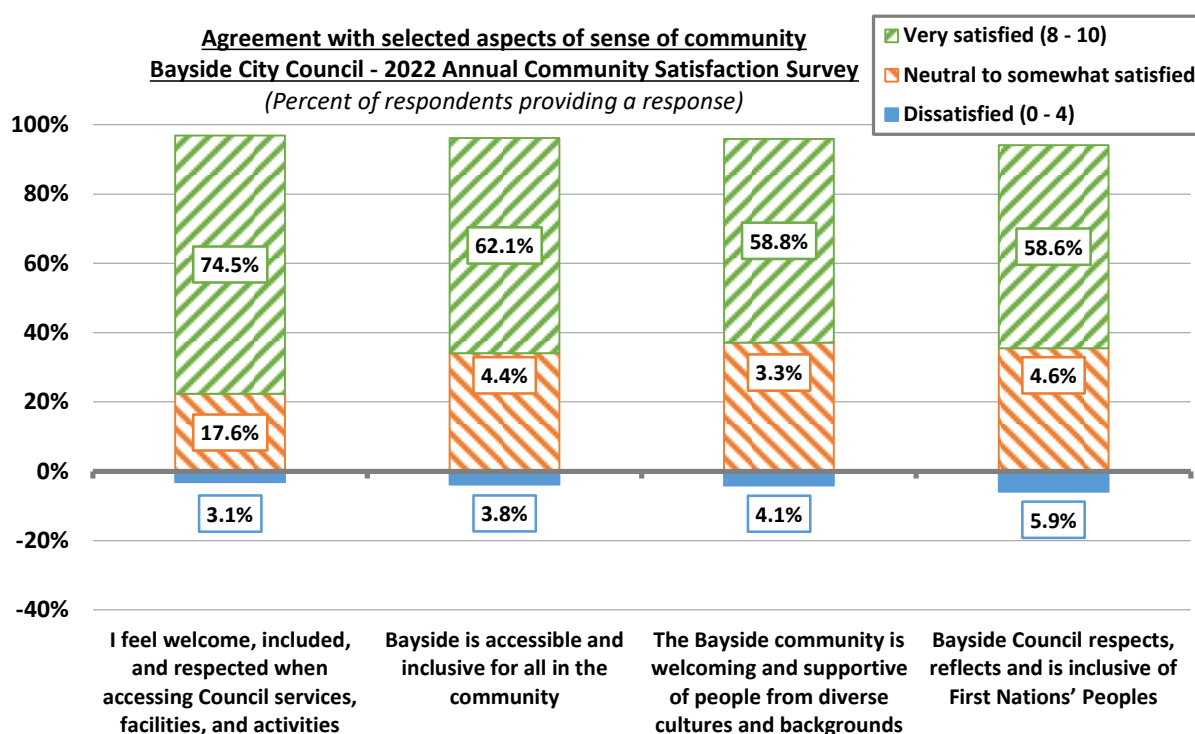


Consistent with the strong to very strong levels of average agreement, well over half of the respondents providing a response to the question “strongly agreed” with each of the four statements.

Attention is drawn to the fact that less than six percent of respondents “disagreed” with any of the four statements, with 5.9% disagreeing that Bayside Council respects, reflects, and is inclusive of First Nations’ peoples.

These results strongly suggest that the Bayside community considers the community to be accessible and inclusive of diversity, including for First Nation’s peoples.

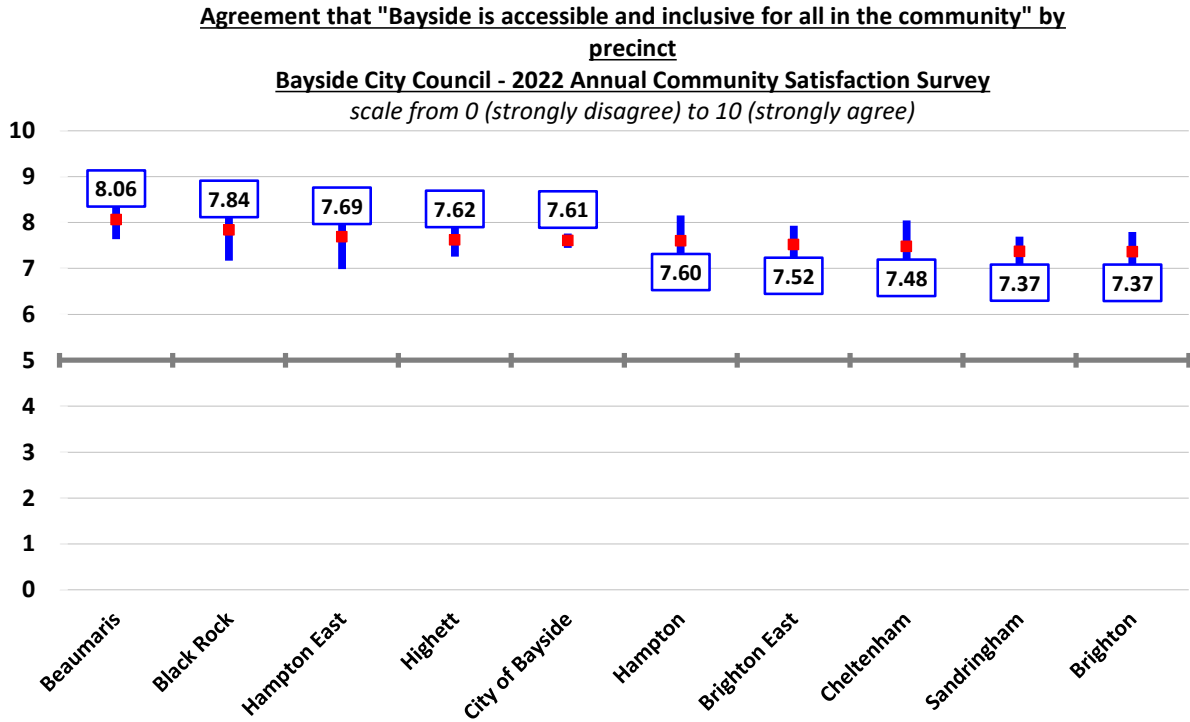
Respondents clearly feel that Council welcomes and respects them as individuals. The 3.1% of respondents who did not agree that they feel welcome, included, and respected when accessing Council services, facilities and activities were spread across the municipality, age groups, genders, language spoken at home, and household disability status. There were no specific groups in the community who were notably more likely than average to disagree that they feel welcome, included, and respected.



Bayside is accessible and inclusive for all in the community

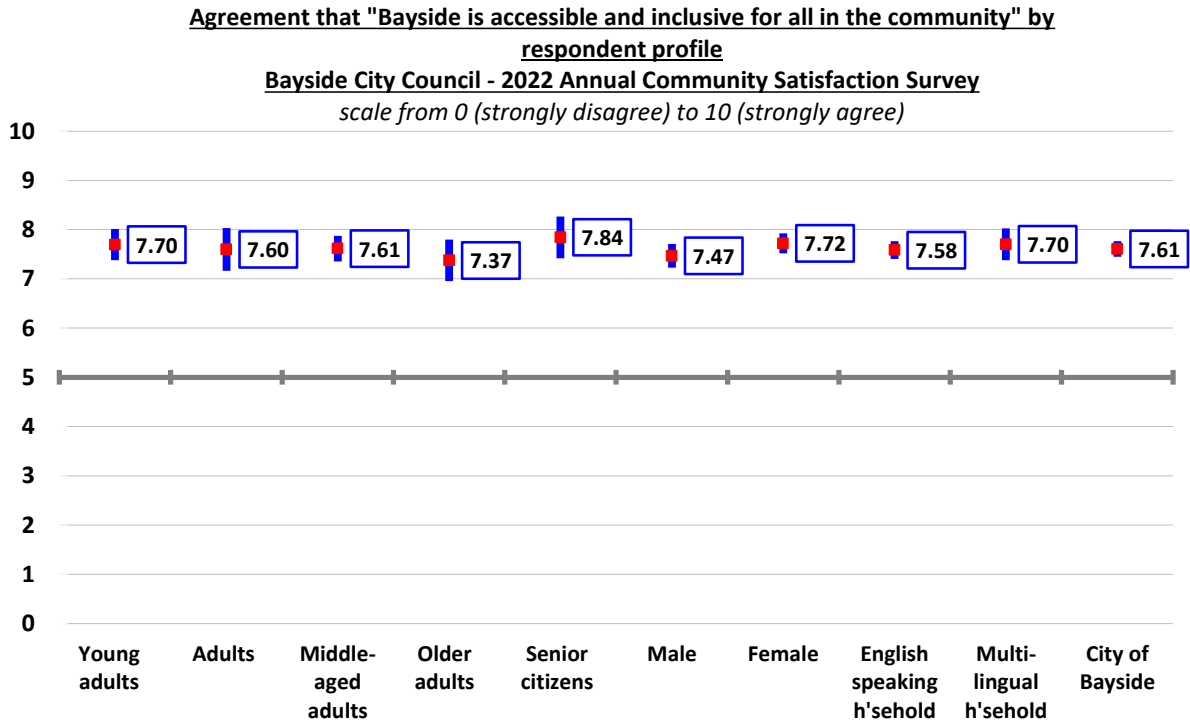
Whilst there was no statistically significant variation in the average agreement that Bayside is accessible and inclusive for all in the community observed across the precincts comprising the City of Bayside, it is noted that respondents from Beaumaris were somewhat more in agreement than the municipal average.





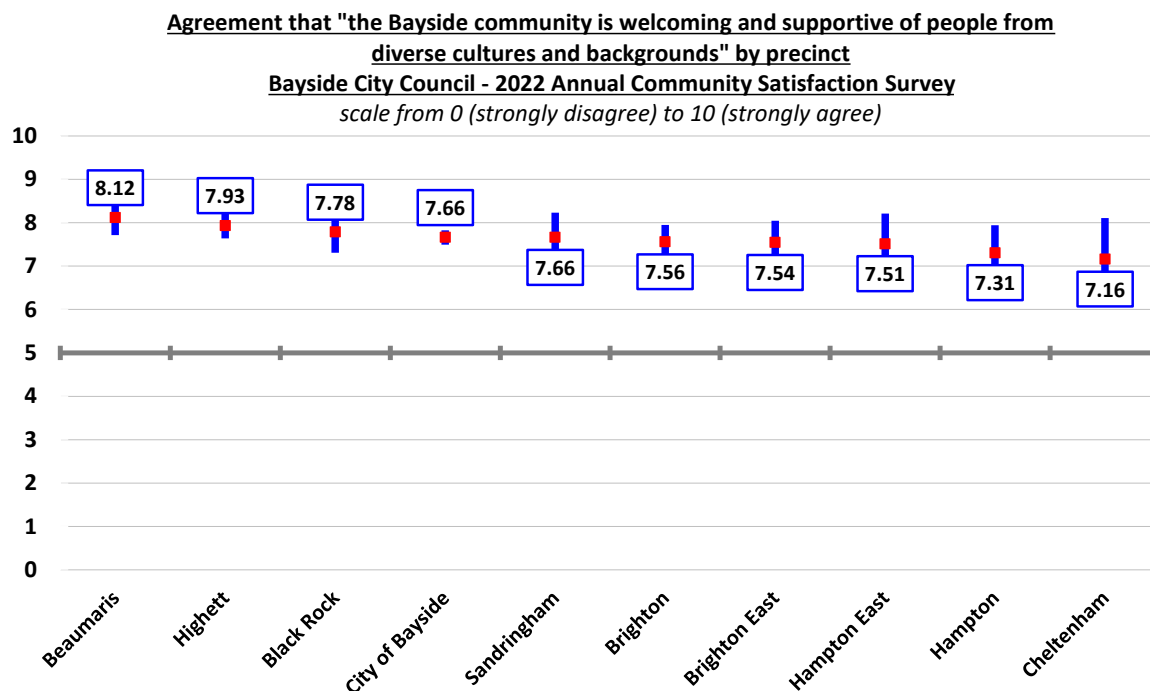
There was also no statistically significant variation in this result observed by respondent profile, by age structure, gender, or language spoken at home.

It is, however, noted that male respondents were notably but not measurably less in agreement than female respondents, and older adults (aged 60 to 74 years) were marginally less in agreement than the municipal average.

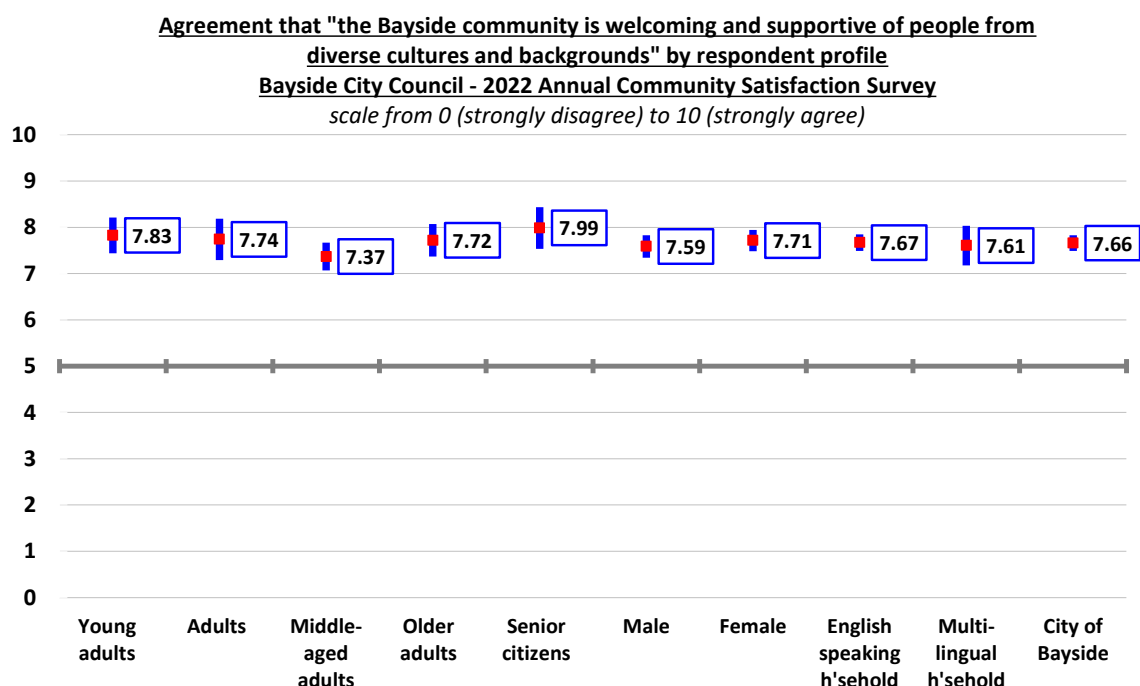


The Bayside community is welcoming and supportive of people from diverse cultures and backgrounds

Whilst there was no statistically significant variation in agreement that the Bayside community is welcoming and supportive of people from diverse cultures and backgrounds observed across the municipality, respondents from Beaumaris were somewhat more in agreement than average, and respondents from Cheltenham were somewhat less.

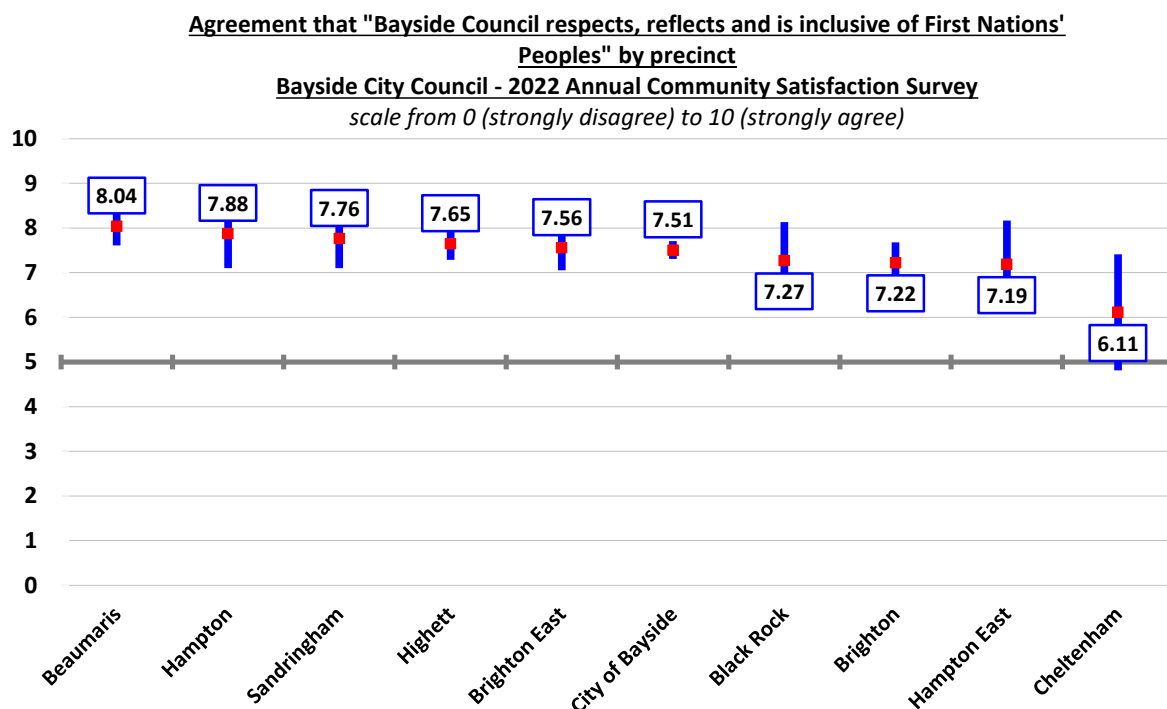


There was also no statistically significant variation in this result observed by respondent profile, by age structure, gender, or language spoken at home, although it is noted that middle-aged adults (aged 45 to 59 years) were marginally less in agreement than average.

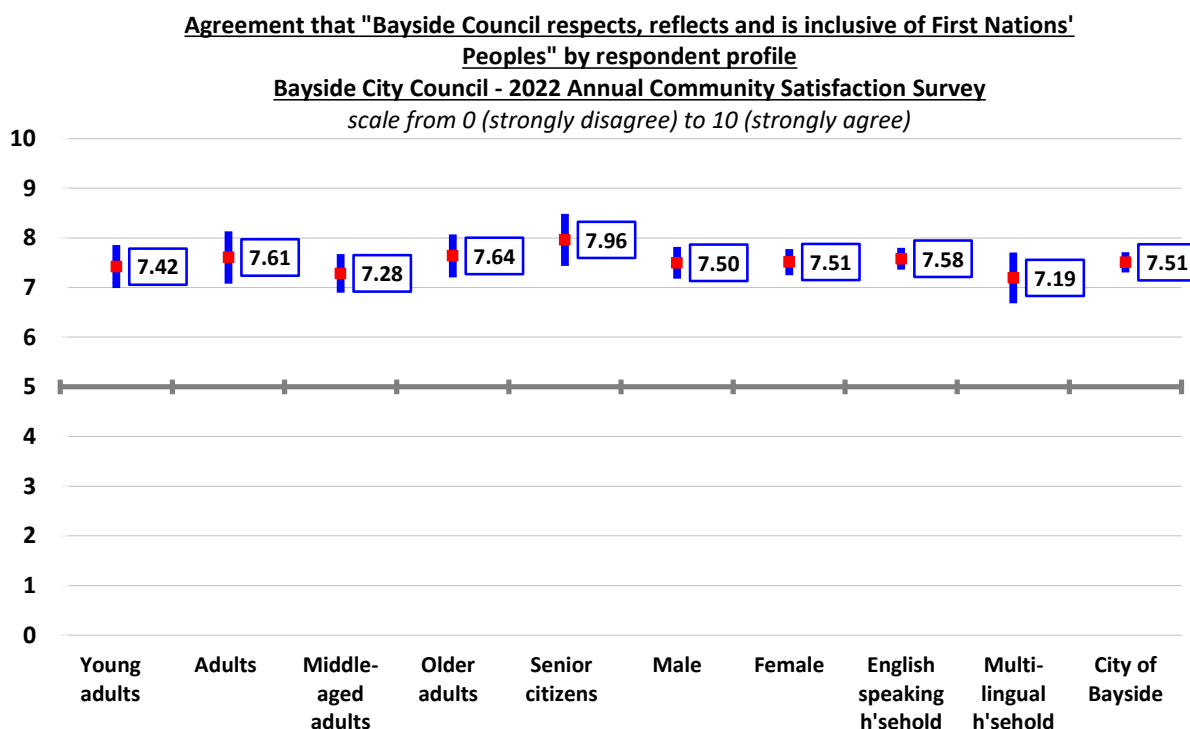


Bayside Council respects, reflects and is inclusive of First Nations’ Peoples

Whilst there was no statistically significant variation in agreement that Bayside Council respects, reflects, and is inclusive of First Nations’ peoples observed across the municipality, respondents from Beaumaris were somewhat more in agreement than average, and respondents from Cheltenham were somewhat less.

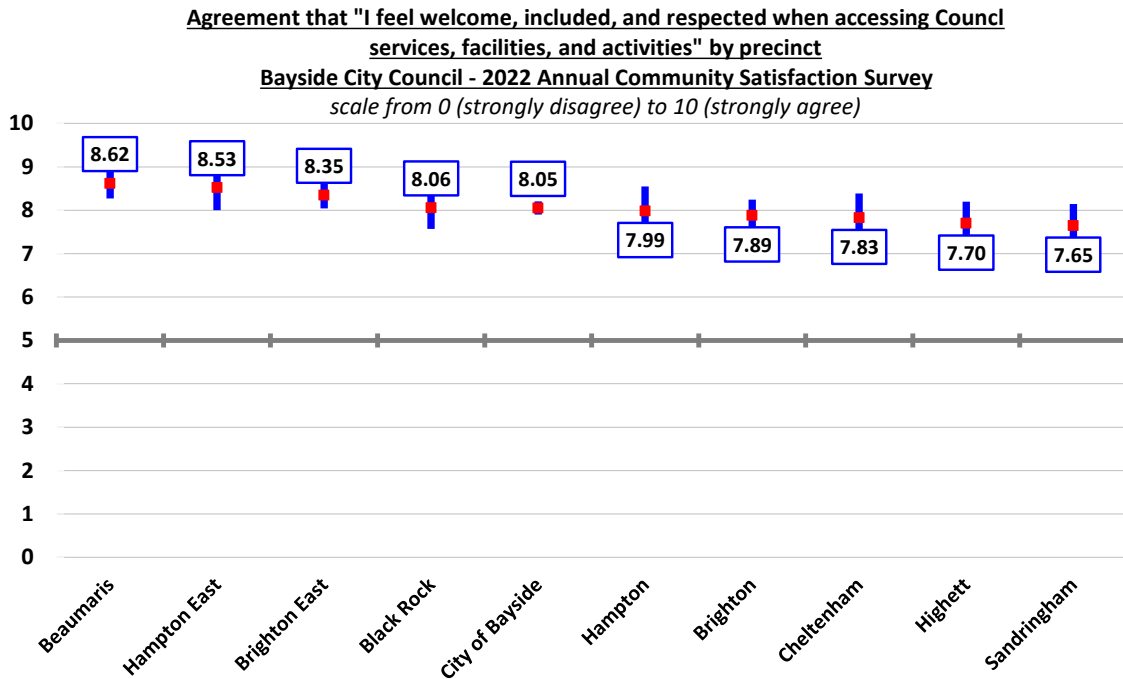


There was also no measurable variation observed by respondent profile, although it is noted that middle-aged adults (aged 45 to 59 years) were marginally less in agreement.

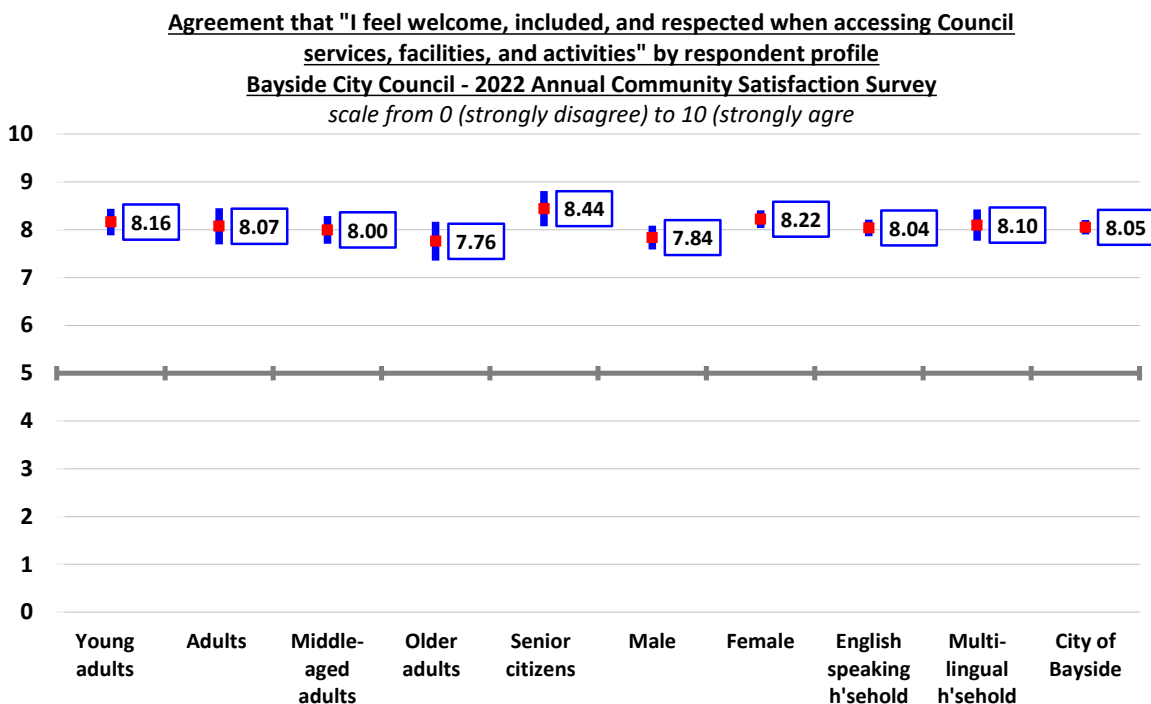


I feel welcome, included, and respected when accessing Council services, facilities, and activities

There was measurable variation in agreement that respondents feel welcome, included, and respected when accessing Council services, facilities, and activities, with respondents from Beaumaris measurably more in agreement than average, and respondents from Highett and Sandringham somewhat, but not measurably less in agreement.



Whilst there was no statistically significant variation observed by respondent profile, it is noted that senior citizens (aged 75 years and over) were notably more in agreement, and female respondents were more in agreement than male respondents.



Contact with Council

Engaging with Council in the last 12 months

Respondents were asked:

“In the last 12 months, have you engaged with Council in any of the following ways?”

In 2022, a little more than two-thirds (68.5% up from 54.3%) of respondents reported that they had engaged with Council in the last 12 months by at least one of the seven listed methods of engagement.

Consistent with the results recorded in previous years, the two most common methods of engaging with Council were looking up information on the Council website (25.0% up from 20.9%), and by telephone to Council or a Council officer (24.7% down from 25.4%).

Method of engaging with Council in the last twelve months
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

| Response | 2022 | | 2021 | 2020 | 2019 |
|---|------------|----------------|----------------|----------------|----------------|
| | Number | Percent | | | |
| Looked up information on Council website | 175 | 25.0% | 20.9% | 30.6% | 33.0% |
| Telephoned Council / Council officer | 173 | 24.7% | 25.4% | 34.3% | 38.7% |
| Emailed Council / Council officer | 93 | 13.3% | 11.3% | 10.1% | 12.8% |
| Filled in a form / made a request using Council website | 89 | 12.7% | 9.7% | 12.0% | 14.2% |
| Made a payment using the Council website | 73 | 10.4% | 9.7% | 16.1% | 12.5% |
| Visited Council officers in Sandringham | 71 | 10.1% | 7.3% | 13.7% | 16.0% |
| Read or responded to social media post | 33 | 4.7% | 2.4% | 3.3% | 3.4% |
| Total responses | 707 | | 607 | 843 | 918 |
| <i>Respondents identifying at least one method</i> | <i>411</i> | <i>(68.5%)</i> | <i>380</i> | <i>514</i> | <i>435</i> |
| | | | <i>(54.3%)</i> | <i>(73.4%)</i> | <i>(62.0%)</i> |

Preferred method of contacting Council

Respondents who contacted Council by telephone or visit in-person were asked:

“If contacted Council by telephone or a visit in-person, was this your preferred method of contacting Council, or did you try another method first?”

The overwhelming majority (85.4% down from 92.0%) of respondents who contacted Council by telephone or in person reported that this was their preferred method of contacting Council.

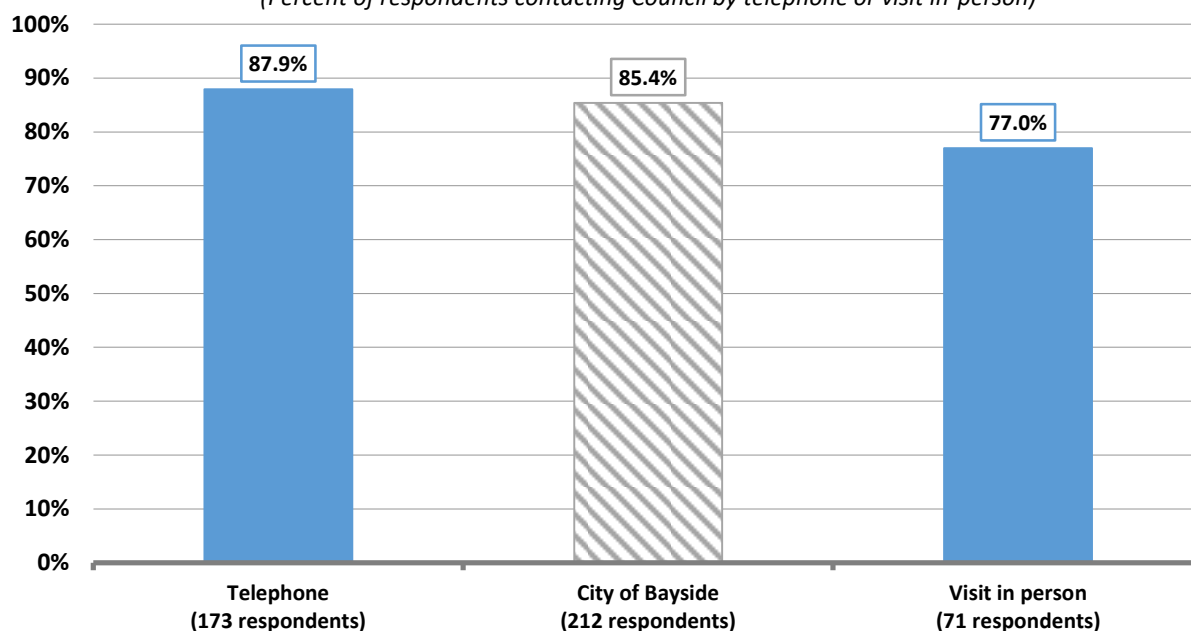


Preferred method of contacting Council
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents contacted Council by telephone or visit in-person)

| Response | 2022 | | 2021 | 2020 | 2019 |
|--|------------|-------------|------------|------------|------------|
| | Number | Percent | | | |
| Preferred method of contacting Council | 175 | 85.4% | 92.0% | 94.2% | 94.8% |
| Tried another method first | 30 | 14.6% | 8.0% | 5.8% | 5.2% |
| Not stated | 7 | | 3 | 7 | 5 |
| Total | 212 | 100% | 204 | 283 | 312 |

Respondents who had contacted Council by telephone were more likely than those who visited Council in person to report that this was their preferred method of contacting Council.

Preferred method of contacting Council by telephone or visit in-person
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Percent of respondents contacting Council by telephone or visit in-person)



Satisfaction with Council’s customer service

Respondents who contacted Council by telephone, email or a visit in-person were asked:

“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of service when you last contacted the Bayside City Council?”

The 212 respondents who had contacted Council by telephone, email, or a visit in person were again in 2022, asked to rate their satisfaction with six aspects of customer service, including satisfaction with the final outcome.

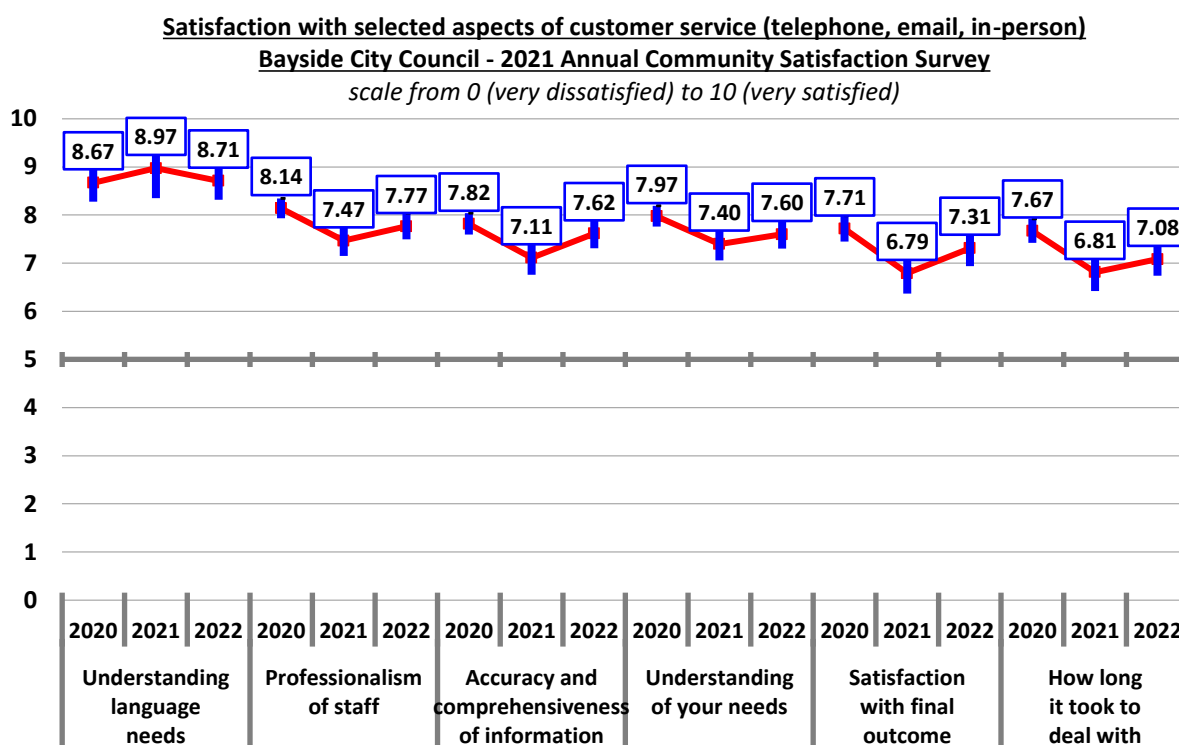


Satisfaction with five of the six aspects, including satisfaction with the final outcome increased this year, with only satisfaction with staff understanding language needs (for multi-lingual households only) declining very marginally.

None of the five increases, nor the one decrease, were statistically significant at the 95% confidence level.

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

- **Excellent** – for staff understanding language needs (for multilingual households only).
- **Very Good** – for the professionalism of staff, the accuracy and comprehensiveness of information, staff understanding the respondents’ needs, and satisfaction with the final outcome.
- **Good** – for how long it took to deal with the enquiry.



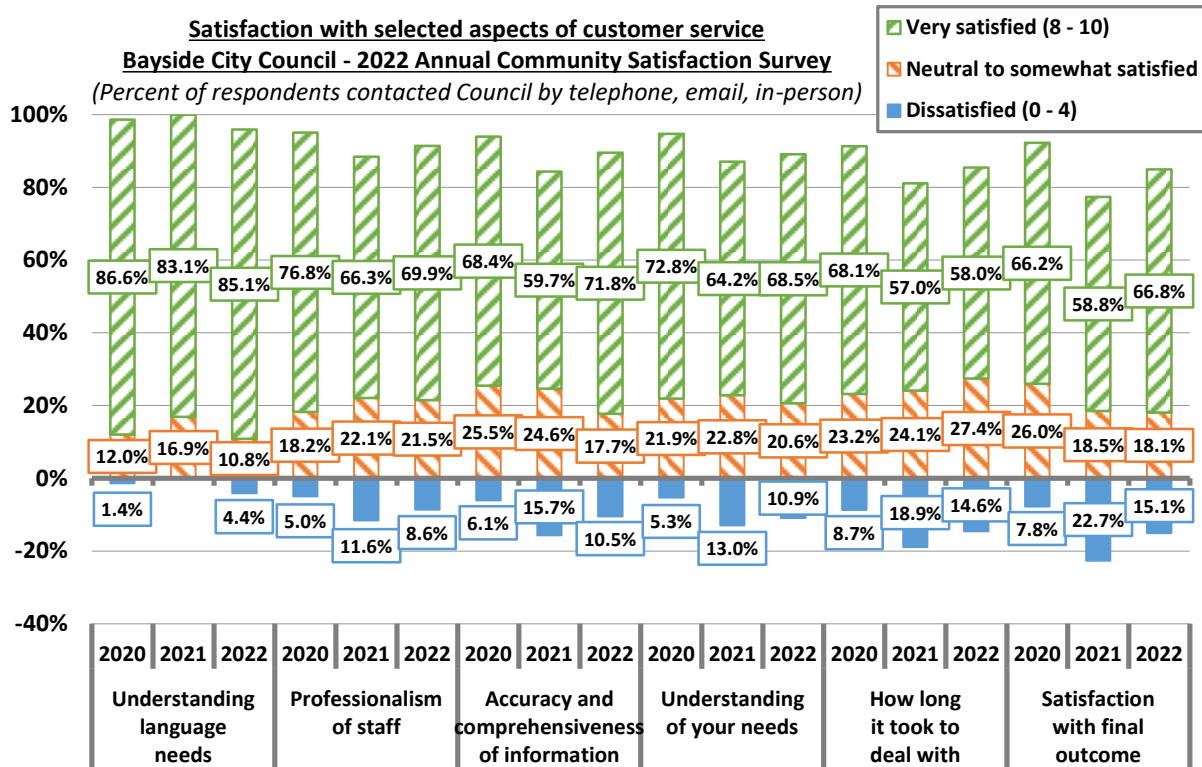
The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (rated satisfaction at five to seven), and those who were “dissatisfied” (rated satisfaction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

More than four-fifths of the respondents from multilingual households were “very satisfied” with staff understanding their language needs, with just 4.4% dissatisfied.

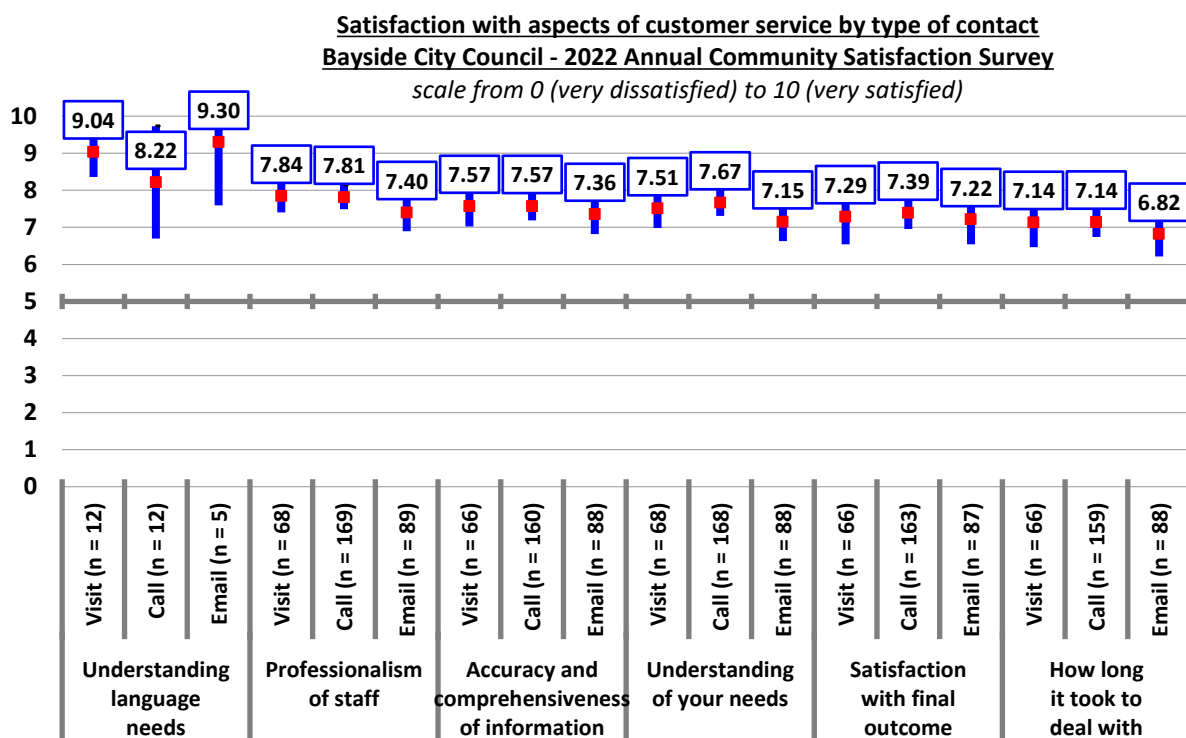
Approximately two-thirds or more of the respondents who had contacted Council by telephone, email, or in-person were “very satisfied” with the five aspects of customer service.



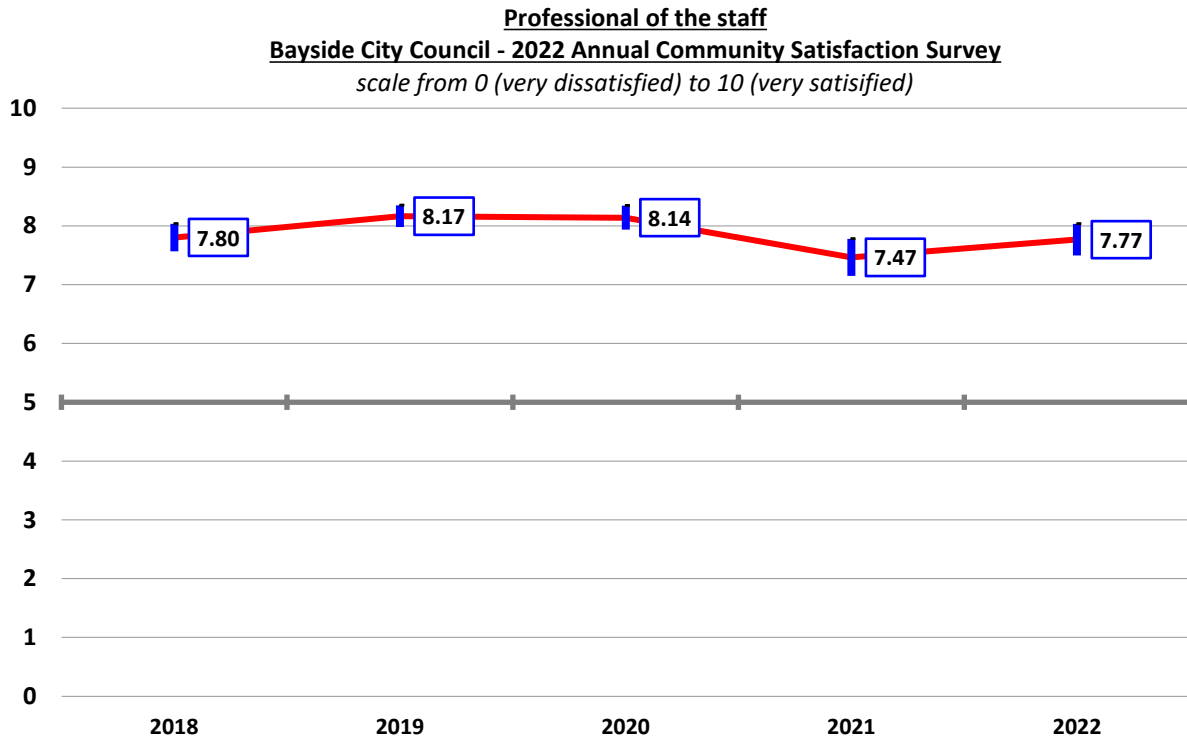
It is noted that a little less than one-sixth of respondents were “dissatisfied” with how long it took to deal with the enquiry and satisfaction with the final outcome.



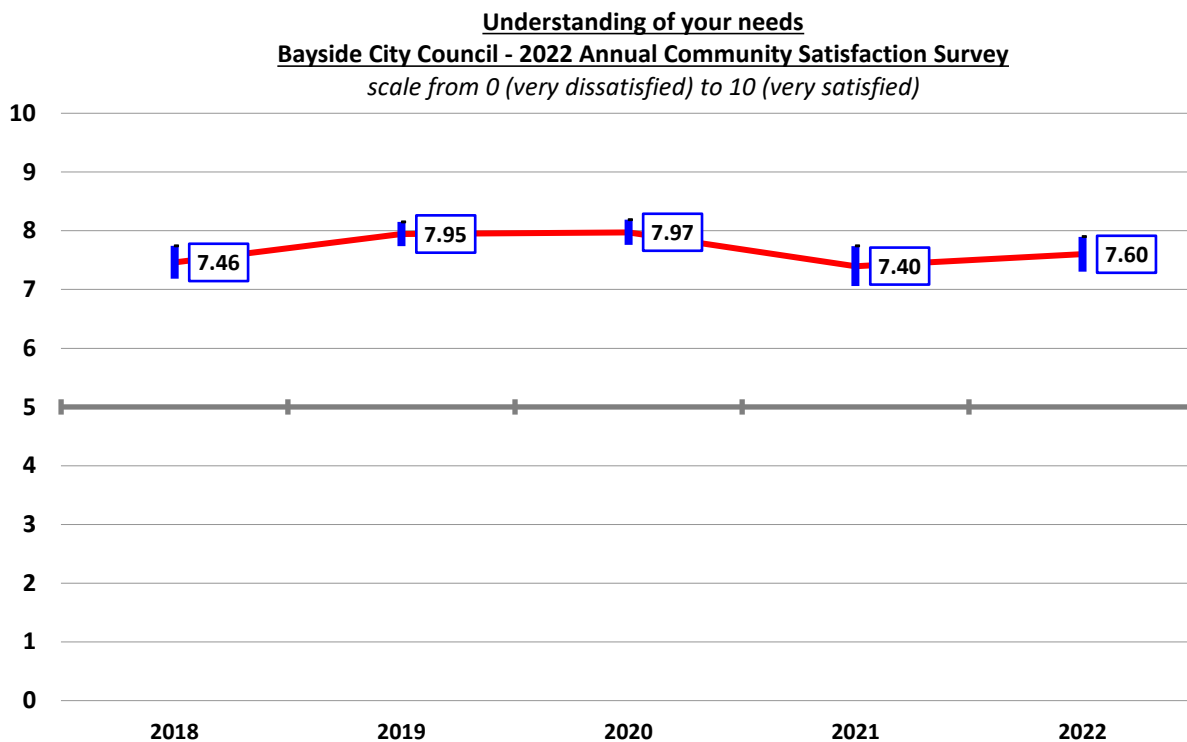
The following graph provides a comparison of satisfaction with the six aspects of customer service for respondents contacting Council by telephone, email, and in-person. There was no statistically significant variation in satisfaction with customer service observed based on the method of contacting Council.



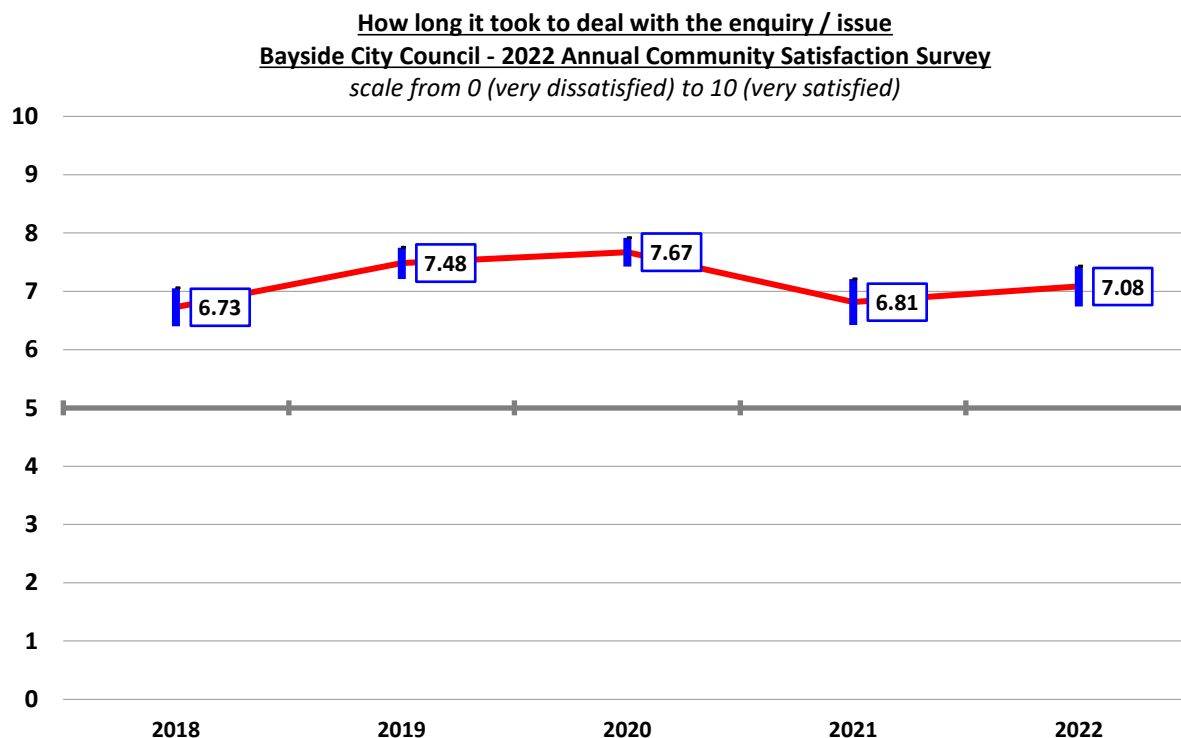
Satisfaction with the professional of the staff increased marginally but not measurably this year, up four percent to 7.77, but it remains at a “very good” level of satisfaction.



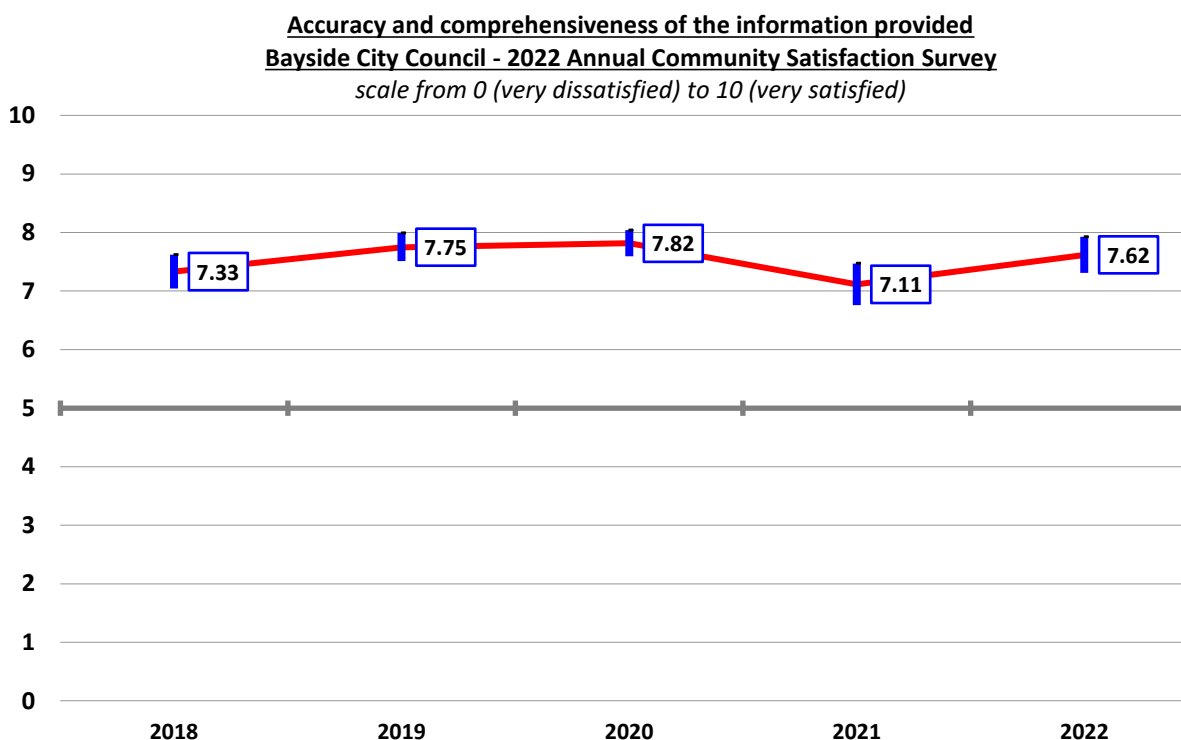
Staff understanding the respondents’ needs increased marginally but not measurably this year, up 2.7% to 7.60, although it remains at a “very good” level of satisfaction.



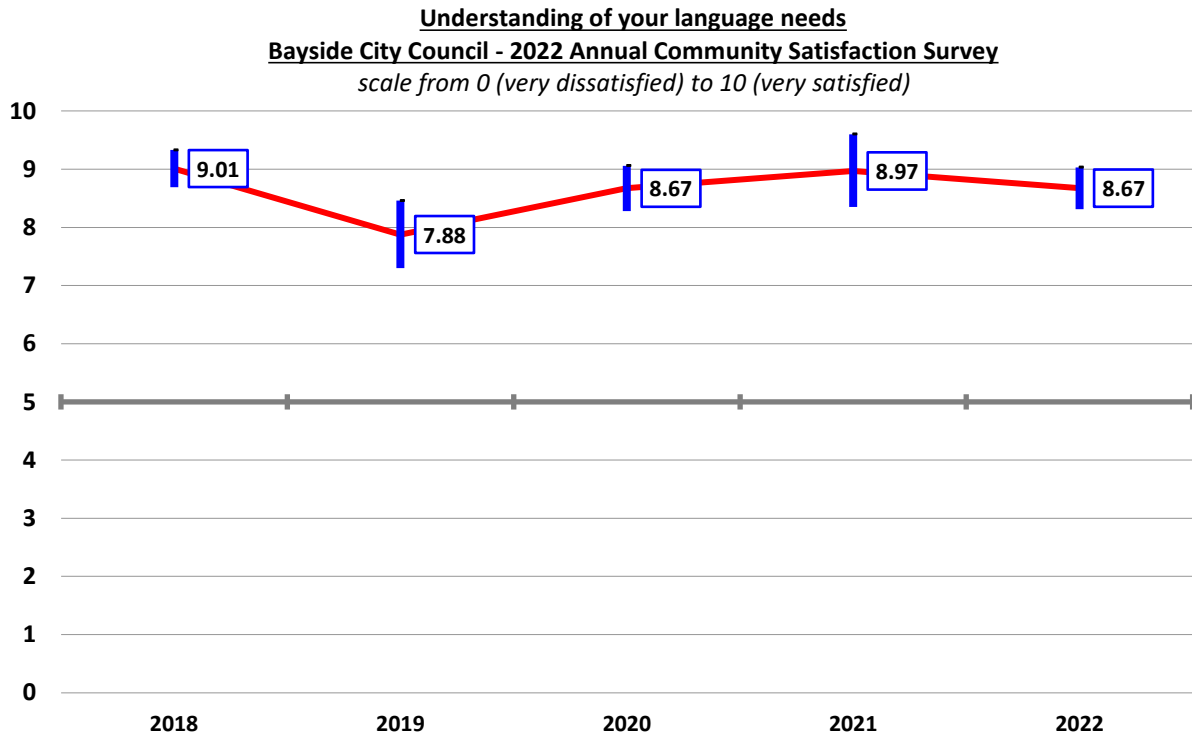
Satisfaction with how long it took to deal with the enquiry or issue increased marginally but not measurably this year, up 2.8% to 7.08, although it remains at a “very good” level of satisfaction.



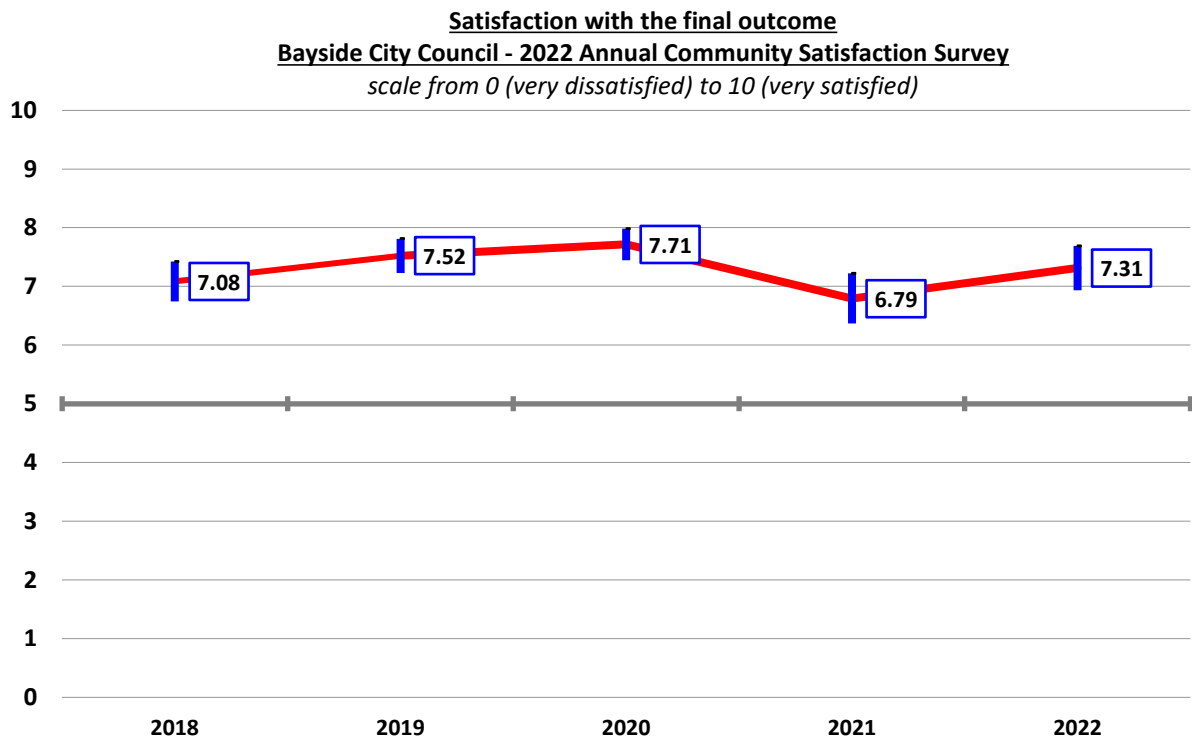
Satisfaction with the accuracy and comprehensiveness of the information provided increased notably but not measurably this year, up 7.2% to 7.62, which is a “very good”, up from a “good” level of satisfaction.



Satisfaction with staff understanding of the respondents’ language needs (multilingual households only) declined marginally but not measurably this year, down 3.3% to 8.67, although it remains at an “excellent” level.



Satisfaction with the final outcome increased notably but not measurably this year, up 7.7% to 7.31, which is a “very good”, up from a “good” level of satisfaction.



Importance of and satisfaction with Council services

Respondents were asked:

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

Importance of Council services and facilities

Respondents were asked how important they considered each of the 26 included Council services and facilities were to the community, rather to them as individuals.

The average importance of these 26 Council provided services and facilities declined somewhat this year, down 3.8% from 8.96 to 8.63. This decline was consistent with the decline reported across metropolitan Melbourne, as recorded in the 2022 *Governing Melbourne* research.

Metropolis Research notes that respondents on average rated all 26 services and facilities as being of very importance, with 24 of the 26 recording an importance score of more than eight out of 10. The lowest importance score was 7.58 (parking enforcement), whilst the highest was 9.19 (services for people with disability).

The following table displays the average importance of each of the 26 services and facilities included in the 2022 survey, along with the 95% confidence interval around each average importance score.

It also provides the number of respondents providing a response to this question for each service and facility, as well as a comparison to the 2022 metropolitan Melbourne average importance score sourced from *Governing Melbourne*.

The table also displays a graphic showing which services and facilities were measurably more important than the average of all services and facilities in the City of Bayside, and which services and facilities were measurably less important.

Attention is drawn to the following measurable variation from the average importance for all services and facilities:

- **Measurably more important than the average of all services / facilities** – includes services for people with disability, services for older people, recycling collection service, garbage collection service, services for children from birth to 5 years of age, hard rubbish booking / pickup service, food, and green waste collection service.
- **Measurably less important than the average of all services / facilities** – includes Council’s website, Council meeting its environmental responsibilities, animal management, arts and culture, and parking enforcement.



The importance of all but two of the 26 included services and facilities declined this year, with attention drawn to the following variations of note:

- **Increased importance in 2022** – includes services for people with disability (up 0.8%), and services for older people (up 0.4%).
- **Decreased importance in 2021** – includes parking enforcement (down 10.7%), Council meeting its environmental responsibilities (down 6.8%), arts and culture (previously called art centres) (down 5.8%), maintenance and repair of footpaths (down 5.8%), provision and maintenance of street trees and vegetation (down 5.6%), animal management (down 5.5%), Council's website (down 5.4%), maintenance and cleaning of public areas (down 5.2%), the provision and maintenance of parks, gardens, and reserves (down 5.1%), the maintenance and repair of sealed local roads (down 4.9%), and the maintenance and cleaning of strip shopping areas (down 4.7%). These declines were all statistically significant at the 95% confidence level.

There was some variation in the average importance that respondents in the City of Bayside place on these 26 services and facilities when compared to the metropolitan Melbourne average importance, as measured in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022.

Of the 25 services and facilities that were included in *Governing Melbourne* in a format that allowed for direct comparison, eight were more important in the City of Bayside than the metropolitan Melbourne average, and 17 were less important. None of these variations were statistically significant.

Attention is, however, drawn to the following variations:

- **Somewhat more important in the City of Bayside than the metropolitan Melbourne average** – includes services for older people (2.2% more important in Bayside), services for people with disability (1.6% higher), food and green waste collection service (1.2% higher), hard rubbish booking / pick up service (1.2% higher), and services for children from birth to five years of age (1.0% higher). These were not statistically significant.
- **Notably less important in the City of Bayside than the metropolitan Melbourne average** – includes Council meeting its environmental responsibilities (4.5% less important in Bayside), maintenance and repair of footpaths (3.1% lower), parking enforcement (2.7% lower), the provision and maintenance of parks, gardens, and reserves (2.7% lower), garbage collection service (2.6% lower), maintenance and repair of sealed local roads (2.5% lower), recreation and aquatic facilities (2.4% lower), provision and maintenance of street trees and vegetation (2.4% lower), maintenance and cleaning of public areas (2.2% lower), and recycling collection service (2.2% lower). These variations were not statistically significant.



Importance of selected Council services and facilities
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

| | Service/facility | Number | 2022 | | | 2021 | 2020 | 2022 Metro.* |
|--|--|-------------------|-------|-------------|-------------|------|------|--------------|
| | | | Lower | Mean | Upper | | | |
| Higher than average | Services for people with a disability | 483 | 9.10 | 9.19 | 9.28 | 9.11 | 9.08 | 9.05 |
| | Services for older people | 460 | 9.03 | 9.13 | 9.23 | 9.09 | 9.00 | 8.93 |
| | Recycling collection service | 587 | 8.96 | 9.06 | 9.16 | 9.30 | 9.25 | 9.26 |
| | Garbage collection service | 590 | 8.94 | 9.04 | 9.14 | 9.30 | 9.20 | 9.28 |
| | Services for children from birth to 5 years of age | 453 | 8.85 | 8.96 | 9.08 | 8.97 | 8.86 | 8.87 |
| | Hard rubbish booking / pick up service | 555 | 8.83 | 8.92 | 9.01 | 9.07 | 9.12 | 8.82 |
| | Food and green waste collection service | 577 | 8.75 | 8.88 | 9.00 | 9.12 | 9.18 | 8.77 |
| Average importance | Services for youth | 433 | 8.65 | 8.78 | 8.92 | 8.88 | 8.67 | 8.76 |
| | Sports grounds and ovals | 541 | 8.67 | 8.77 | 8.88 | 8.95 | 8.81 | 8.81 |
| | Local library | 520 | 8.59 | 8.71 | 8.84 | 8.95 | 8.79 | 8.65 |
| | Maintenance and repair of drains | 567 | 8.56 | 8.68 | 8.80 | 8.98 | 8.98 | 8.73 |
| | Provision & maint. of parks, gardens and reserves | 577 | 8.56 | 8.66 | 8.75 | 9.13 | 9.02 | 8.90 |
| | Appearance of the beach & foreshore & bushland | 575 | 8.56 | 8.66 | 8.75 | 9.05 | 8.94 | n.a. |
| | Public toilets | 519 | 8.52 | 8.63 | 8.74 | 8.90 | 8.88 | 8.69 |
| | Maintenance and repair of sealed local roads | 588 | 8.52 | 8.63 | 8.74 | 9.08 | 9.04 | 8.85 |
| | Maintenance and repair of footpaths | 592 | 8.47 | 8.59 | 8.71 | 9.11 | 8.98 | 8.86 |
| | Maintenance and cleaning of public areas | 576 | 8.48 | 8.58 | 8.68 | 9.05 | 8.95 | 8.77 |
| | On and off-road bike paths | 515 | 8.44 | 8.56 | 8.67 | 8.87 | 8.68 | 8.64 |
| | Maintenance and cleaning of strip shopping areas | 559 | 8.41 | 8.51 | 8.61 | 8.93 | 8.87 | 8.63 |
| | Recreation and Aquatic facilities | 486 | 8.35 | 8.47 | 8.59 | 8.85 | 8.55 | 8.68 |
| | Provision & maintenance of street trees & vegetation | 576 | 8.30 | 8.41 | 8.53 | 8.91 | 8.90 | 8.62 |
| | Lower than average | Council's website | 524 | 8.22 | 8.35 | 8.49 | 8.83 | 8.60 |
| Council meeting its environmental responsibilities | | 502 | 8.20 | 8.35 | 8.50 | 8.96 | 8.93 | 8.74 |
| Animal management | | 518 | 8.16 | 8.29 | 8.41 | 8.77 | 8.67 | 8.36 |
| Arts and Culture ¹ | | 499 | 7.81 | 7.95 | 8.10 | 8.45 | 8.26 | 7.93 |
| Parking enforcement | | 532 | 7.39 | 7.58 | 7.76 | 8.48 | 8.53 | 7.79 |
| | <i>Average importance</i> | | 8.51 | 8.63 | 8.74 | 8.96 | 8.87 | 8.65 |

(*) 2022 metropolitan Melbourne average from Governing Melbourne
 (1) previously named "art centres"

Satisfaction with Council services and facilities

Respondents were asked to rate their personal satisfaction with each of 13 Council provided core services and facilities that are generally used by the entire community, as well as their satisfaction with each of 13 client-based services and facilities that they personally or members of their household had used in the last 12 months.

The average satisfaction with these 26 services and facilities increased marginally this year, up 1.1% from 7.55 to 7.63, although it remains at a “very good” level of satisfaction.



This average satisfaction with services and facilities is somewhat higher than the 2022 metropolitan Melbourne average satisfaction with the 25 services and facilities included in both surveys (7.63 compared to 7.40), although both are categorised as “very good”.

The table also displays a graphic showing which services and facilities obtained measurably higher satisfaction than the average of all services and facilities in the City of Bayside, and which services and facilities obtained measurably lower satisfaction than the average of all Bayside services and facilities.

- **Measurably higher than average satisfaction** – includes local library, garbage collection service, recycling collection, food and green waste collection service, and hard rubbish booking / pick up service.
- **Measurably lower than average satisfaction** – includes the maintenance and repair of footpaths, public toilets, parking enforcement, Council meeting its environmental responsibilities, maintenance and repair of drains, and the provision and maintenance of street trees and vegetation.

Metropolis Research notes that this list of service and facilities that were measurably more or measurably less important than the average of all services and facilities was largely the same as reported in recent years, reflecting a relatively stable table of relative satisfaction.

Consistent with the small increase of 1.1% in the average satisfaction with the 26 included Council provided services and facilities, satisfaction with 17 services and facilities increased this year, whilst satisfaction with nine declined, with attention drawn to the following:

- **Higher satisfaction in 2022 compared to 2021** – includes services for youth (up 6.3%), public toilets (up 4.9%), appearance of the beach, foreshore, and bushland (up 4.7%), parking enforcement (up 3.7%), services for people with disability (up 2.7%), maintenance and repair of sealed local roads (up 2.6%), maintenance and cleaning of strip shopping areas (up 2.6%), maintenance and cleaning of public areas (up 2.6%), the provision and maintenance of street trees and vegetation (up 2.5%), recreation and aquatic facilities (up 2.4%), maintenance and repair of drains (up 2.3%), service for older people (up 2.1%), and Council’s website (up 2.0%). Of these public toilets and the appearance of the beach, foreshore, and bushland were statistically significant.
- **Lower satisfaction in 2022 compared to 2021** – includes Council meeting its environmental responsibilities (down 4.8%), the provision and maintenance of parks, gardens, and reserves (down 2.2%), and services for children from birth to five years of age (down 2.2%). Of these, only Council meeting its environmental responsibilities was statistically significant.

The table also provides a comparison to the 2022 metropolitan Melbourne average satisfaction score as recorded in *Governing Melbourne*.

- **Notably more satisfied in the City of Bayside than the metropolitan Melbourne average** – services for people with disability (15.1% higher in Bayside), arts and culture (13.9% higher), maintenance and repair of sealed local roads (10.0% higher), public toilets (9.0% higher), maintenance and cleaning of public areas (6.2% higher), parking enforcement (5.7% higher), services for youth (4.6% higher), services for older people (3.1% higher), maintenance and repair of drains (2.9% higher),



Council’s website (2.9% higher satisfaction in Bayside), hard rubbish booking / pick up service (2.7% higher), maintenance and cleaning of strip shopping areas (2.4% higher), and the provision and maintenance of street trees and vegetation (2.0% higher). Of these arts and culture, local roads, public toilets, maintenance and cleaning of public areas, and parking enforcement were statistically significant.

- **Notably less satisfied in the City of Bayside than the metropolitan Melbourne average** – includes animal management (3.2% lower satisfaction in Bayside), recreation and aquatic centres (3.1% lower), and services for children from birth to five years of age (1.8% lower). None of these were statistically significant.

Satisfaction with selected Council services and facilities
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

| | Service/facility | Number | 2022 | | | 2021 | 2020 | 2022 Metro.* |
|-------------------------------------|--|--------|-------------|--------------------|-------------|-------------|-------------|--------------|
| | | | Lower | Mean | Upper | | | |
| Higher than average | Local library | 274 | 8.36 | 8.51 | 8.66 | 8.49 | 8.50 | 8.49 |
| | Garbage collection service | 599 | 8.20 | 8.33 | 8.47 | 8.46 | 8.66 | 8.41 |
| | Recycling collection service | 593 | 8.13 | 8.27 | 8.41 | 8.36 | 8.43 | 8.35 |
| | Food and green waste collection service | 569 | 8.12 | 8.26 | 8.41 | 8.40 | 8.53 | 8.16 |
| | Hard rubbish booking / pick up service | 415 | 8.04 | 8.20 | 8.37 | 8.29 | 8.19 | 7.99 |
| Average satisfaction | Services for children from birth to 5 years of age | 93 | 7.70 | 7.99 | 8.28 | 8.17 | 7.96 | 8.14 |
| | Appearance of the beach & foreshore & bushland | 579 | 7.81 | 7.93 | 8.05 | 7.57 | 7.89 | n.a. |
| | Sports grounds and ovals | 355 | 7.75 | 7.92 | 8.10 | 7.79 | 8.05 | 7.99 |
| | Arts and Culture ¹ | 208 | 7.69 | 7.89 | 8.08 | 7.78 | 7.93 | 6.92 |
| | Services for older people | 76 | 7.33 | 7.75 | 8.16 | 7.59 | 8.07 | 7.51 |
| | Recreation and Aquatic facilities | 216 | 7.52 | 7.72 | 7.93 | 7.55 | 7.81 | 7.97 |
| | Provision & maint. of parks, gardens and reserves | 584 | 7.57 | 7.70 | 7.82 | 7.87 | 8.05 | 7.75 |
| | Services for people with a disability | 70 | 7.20 | 7.68 | 8.15 | 7.48 | 7.75 | 6.67 |
| | Services for youth | 64 | 7.26 | 7.63 | 8.00 | 7.18 | 7.87 | 7.30 |
| | Maintenance and cleaning of strip shopping areas | 562 | 7.46 | 7.58 | 7.70 | 7.39 | 7.72 | 7.40 |
| | Council's website | 372 | 7.31 | 7.49 | 7.66 | 7.34 | 7.66 | 7.28 |
| | Maintenance and cleaning of public areas | 581 | 7.30 | 7.43 | 7.57 | 7.25 | 7.55 | 7.00 |
| | On and off-road bike paths | 330 | 7.19 | 7.37 | 7.56 | 7.46 | 7.53 | 7.40 |
| | Animal management | 485 | 7.20 | 7.36 | 7.52 | 7.38 | 7.83 | 7.60 |
| | Maintenance and repair of sealed local roads | 593 | 7.17 | 7.32 | 7.48 | 7.14 | 7.48 | 6.66 |
| Lower than average | Provision & maintenance of street trees & vegetation | 583 | 7.11 | 7.26 | 7.42 | 7.08 | 7.37 | 7.12 |
| | Maintenance and repair of drains | 560 | 7.02 | 7.20 | 7.38 | 7.04 | 7.42 | 7.00 |
| | Council meeting its environmental responsibilities | 451 | 6.79 | 6.98 | 7.16 | 7.33 | 7.59 | 7.04 |
| | Parking enforcement | 511 | 6.73 | 6.91 | 7.09 | 6.66 | 7.08 | 6.54 |
| | Public toilets | 294 | 6.68 | 6.90 | 7.11 | 6.58 | 6.78 | 6.33 |
| Maintenance and repair of footpaths | 594 | 6.66 | 6.83 | 6.99 | 6.76 | 7.15 | 6.74 | |
| <i>Average satisfaction</i> | | | <i>7.43</i> | <i>7.63</i> | <i>7.83</i> | <i>7.55</i> | <i>7.80</i> | <i>7.40</i> |

(*) 2022 metropolitan Melbourne average from Governing Melbourne

(1) previously named "art centres"



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” (rated satisfaction at five to seven), and those who were “dissatisfied” (rated satisfaction at less than five).

It is noted that more than half of the respondents providing a satisfaction score were “very satisfied” with 22 of the 26 included services and facilities, with more than 40% “very satisfied” with all 26.

Attention is drawn to the fact that more than 10% of respondents providing a satisfaction score were “dissatisfied” with the maintenance and repair of drains (11.4%), parking enforcement (11.6%), and the maintenance and repair of footpaths (13.2%).

Metropolis Research also notes that, of the 274 respondents who provided a satisfaction score with the local library, none were “dissatisfied” and 82.7% were “very satisfied”.

Satisfaction with selected Council services and facilities
Bayside City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

| <i>Service / facility</i> | <i>Dissatisfied (0 to 4)</i> | <i>Neutral to somewhat satisfied (5 to 7)</i> | <i>Very Satisfied (8 to 10)</i> | <i>Can't say</i> | Total |
|--|----------------------------------|---|---|----------------------|--------------|
| Local library | 0.0% | 17.3% | 82.7% | 4 | 278 |
| Garbage collection service | 4.1% | 16.5% | 79.4% | 1 | 600 |
| Food and green waste collection service | 3.9% | 17.7% | 78.4% | 31 | 600 |
| Hard rubbish booking / pick up service | 4.1% | 17.9% | 78.0% | 11 | 427 |
| Recycling collection service | 4.0% | 18.7% | 77.3% | 7 | 600 |
| Arts and Culture ¹ | 2.7% | 25.0% | 72.3% | 4 | 212 |
| Sports grounds and ovals | 4.7% | 23.5% | 71.8% | 10 | 365 |
| Appearance of the beach, foreshore, and bushland | 3.3% | 26.3% | 70.4% | 21 | 600 |
| Services for people with a disability | 7.4% | 23.5% | 69.1% | 5 | 75 |
| Services for older people | 5.9% | 27.6% | 66.5% | 2 | 78 |
| Services for children from birth to 5 years of age | 2.2% | 32.4% | 65.4% | 0 | 93 |
| Recreation and Aquatic facilities | 3.2% | 31.8% | 65.0% | 2 | 218 |
| Provision and maint. of parks, gardens and reserves | 3.1% | 34.0% | 62.9% | 16 | 600 |
| Services for youth | 2.6% | 35.3% | 62.1% | 3 | 67 |
| Maintenance and cleaning of strip shopping areas | 3.7% | 36.8% | 59.5% | 38 | 600 |
| Council's website | 5.2% | 36.1% | 58.7% | 7 | 379 |
| On and off-road bike paths | 5.6% | 36.5% | 57.9% | 10 | 340 |
| Maintenance and repair of sealed local roads | 7.7% | 34.8% | 57.5% | 7 | 600 |
| Animal management | 8.0% | 35.9% | 56.1% | 115 | 600 |
| Maintenance and cleaning of public areas | 5.0% | 39.4% | 55.6% | 19 | 600 |
| Maintenance and repair of drains | 11.4% | 33.3% | 55.3% | 40 | 600 |
| Provision & maintenance of street trees & vegetation | 7.9% | 38.4% | 53.7% | 17 | 600 |
| Parking enforcement | 11.6% | 41.5% | 46.9% | 89 | 600 |
| Maintenance and repair of footpaths | 13.2% | 43.8% | 43.0% | 6 | 600 |
| Council meeting its environmental responsibilities | 9.4% | 47.9% | 42.7% | 149 | 600 |
| Public toilets | 8.9% | 50.7% | 40.4% | 3 | 297 |

⁽¹⁾ previously named "art centres"



Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the 26 included Council services and facilities against the average satisfaction with each service and facility.

The grey crosshairs represent the metropolitan Melbourne average importance (8.65) and satisfaction (7.40) with Council services and facilities as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research.

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

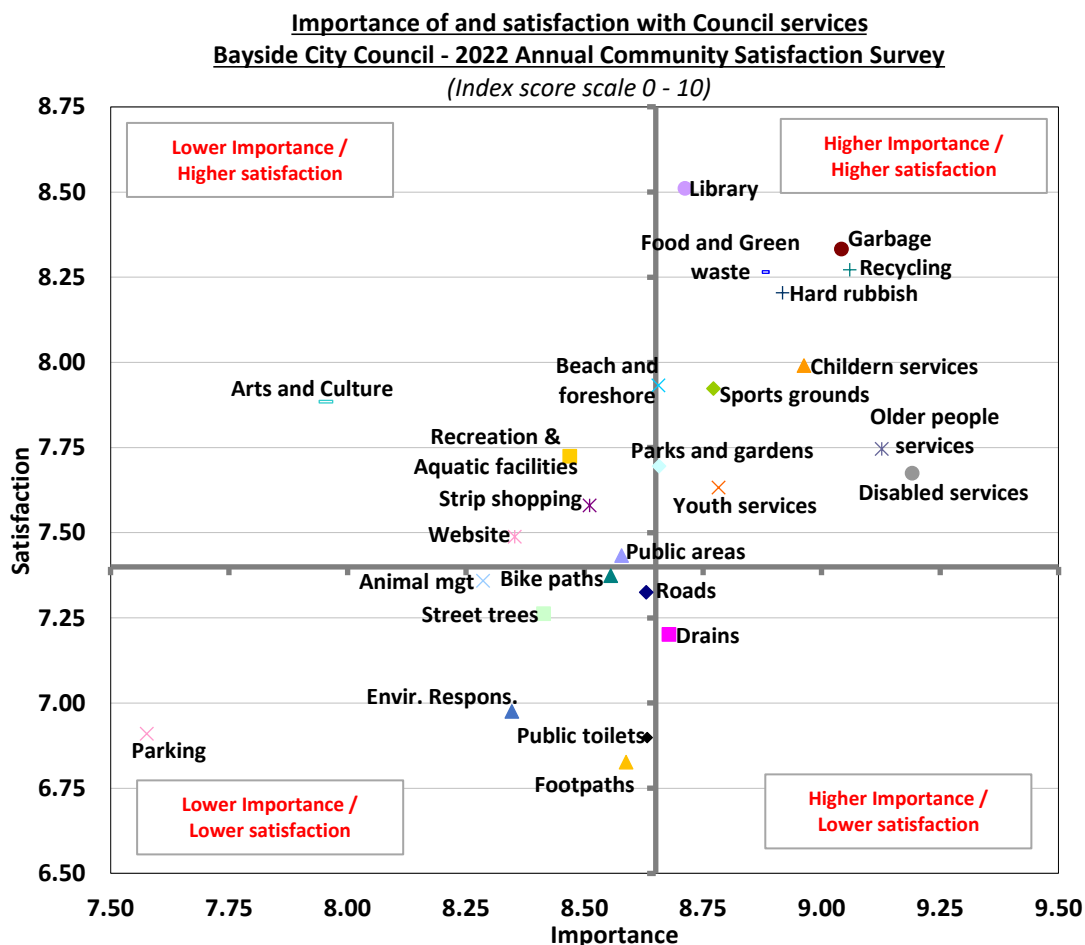
Metropolis Research notes that most of the services of higher-than-average importance also obtained higher than average satisfaction scores. This suggests that Council is overall effectively meeting community expectations in terms of quality service delivery in relation to the most important services. This general pattern is commonly observed by Metropolis Research and is not unique to Bayside.

The services and facilities in the lower right-hand quadrant are those that are 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 were all higher-than-average importance and received higher than average satisfaction scores.
- ***Community services*** – these were all higher-than-average importance, and they all received somewhat higher than average satisfaction scores.
- ***Sports, recreation, beach, foreshore, arts, and culture*** – these were all higher-than-average satisfaction but were only of average or somewhat lower than average importance.
- ***Communication and consultation*** – the Council website was of somewhat lower than average importance, but marginally higher-than average satisfaction.
- ***Parking*** – was of measurably lower than average importance and received a measurably lower-than-average satisfaction score.
- ***Services and facilities of most concern*** – these include parking, but also footpaths, public toilets, and to a lesser extent Council meeting its environmental responsibilities.





Correlation between satisfaction with services and facilities and overall satisfaction

The following table provides the Pearson correlation coefficient for each of the 26 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 26 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).



Each of these correlation coefficients were statistically significant, in other words there was a positive relationship between satisfaction with each service and facility when compared individually to satisfaction with Council’s overall performance.

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. This is because almost all the respondents are very satisfied with these services (such as the library and the garbage collection service), 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
Bayside City Council - 2022 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

| Service / facility | 2022 | | Correlation* |
|--|--------|-------------|--------------|
| | Number | Mean | |
| Council meeting its environmental responsibilities | 451 | 6.98 | 0.541 |
| Maintenance and repair of sealed local roads | 593 | 7.32 | 0.469 |
| Maintenance and repair of footpaths | 594 | 6.83 | 0.460 |
| Maintenance and cleaning of public areas | 581 | 7.43 | 0.447 |
| Council's website | 372 | 7.49 | 0.423 |
| Provision & maint. of parks, gardens and reserves | 584 | 7.70 | 0.418 |
| Maintenance and repair of drains | 560 | 7.20 | 0.416 |
| Maintenance and cleaning of strip shopping areas | 562 | 7.58 | 0.403 |
| Provision & maintenance of street trees & vegetation | 583 | 7.26 | 0.402 |
| Animal management | 485 | 7.36 | 0.402 |
| Parking enforcement | 511 | 6.91 | 0.396 |
| Sports grounds and ovals | 355 | 7.92 | 0.379 |
| Services for people with a disability | 70 | 7.68 | 0.379 |
| Recreation and Aquatic facilities | 216 | 7.72 | 0.354 |
| Appearance of the beach & foreshore & bushland | 579 | 7.93 | 0.353 |
| Food and green waste collection service | 569 | 8.26 | 0.349 |
| Recycling collection service | 593 | 8.27 | 0.342 |
| Garbage collection service | 599 | 8.33 | 0.330 |
| Arts and Culture ¹ | 208 | 7.89 | 0.306 |
| On and off-road bike paths | 330 | 7.37 | 0.264 |
| Hard rubbish booking / pick up service | 415 | 8.20 | 0.241 |
| Services for older people | 76 | 7.75 | 0.178 |
| Public toilets | 294 | 6.90 | 0.174 |
| Services for children from birth to 5 years of age | 93 | 7.99 | 0.150 |
| Services for youth | 64 | 7.63 | 0.116 |
| Local library | 274 | 8.51 | 0.071 |

Average satisfaction with selected services **7.63**

(*) 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 Bayside, with a comparison to the metropolitan Melbourne 2019 averages.

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

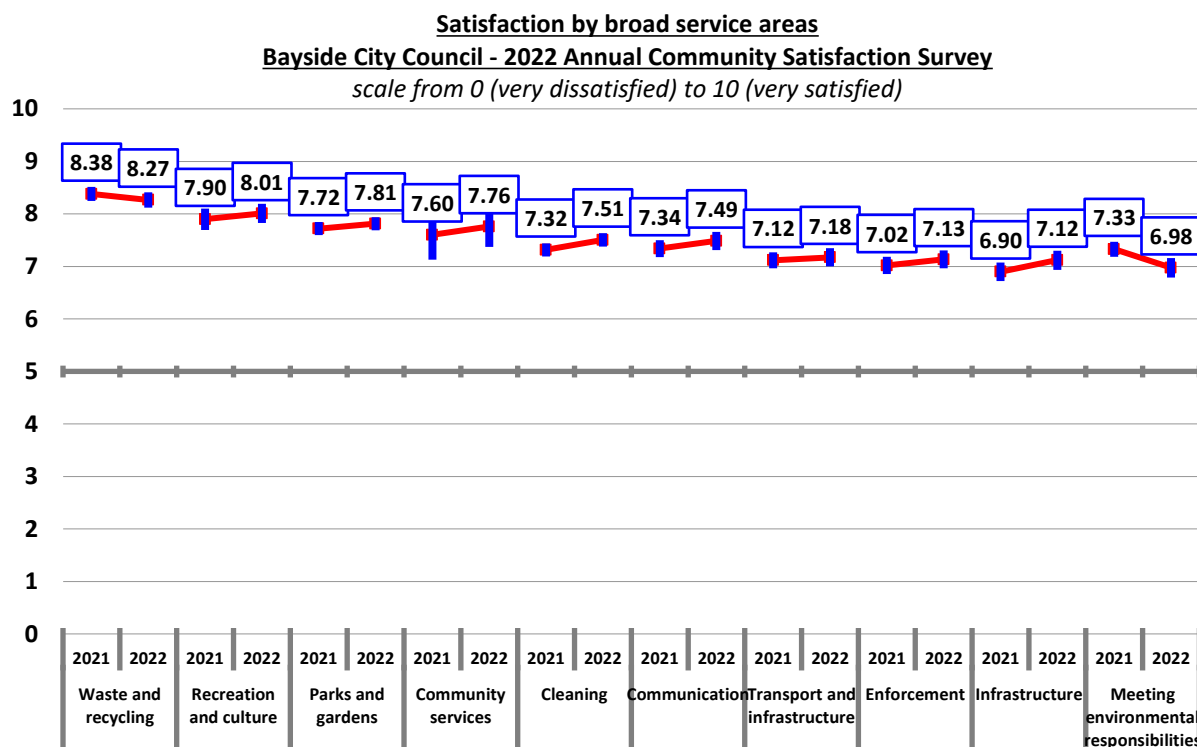
- **Infrastructure** – includes the maintenance and repair of drains, the provision and maintenance of street trees and vegetation, and public toilets.
- **Waste and recycling** – include the garbage collection service, the recycling collection service, the hard rubbish booking / pick-up service, and food and green waste collection.
- **Recreation and culture** – include local library, arts and culture, sports grounds and ovals, and recreation and aquatic facilities.
- **Community services** – includes services for children from birth to 5 years of age, services for youth, services for older people, and services for people with a disability.
- **Enforcement** – includes animal management, and parking enforcement.
- **Communication** – includes the Council’s website.
- **Cleaning** – includes the maintenance and cleaning of public areas, and the maintenance and provision of strip shopping areas.
- **Transport infrastructure** – includes the maintenance and repair of sealed local roads, the maintenance and repair of footpaths, and on and off-road bike paths.
- **Parks and gardens** – include the appearance of the beach and foreshore and bushland, and the provision and maintenance of parks, gardens, and reserves.
- **Environmental responsibilities** – includes Council meeting its environmental responsibilities.

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

- **Excellent** – for waste and recycling; recreation and culture; parks and gardens; and community services.
- **Very Good** – for cleaning and communication services.
- **Good** – for transport infrastructure, enforcement, infrastructure, and meeting environmental responsibilities.

Satisfaction with eight of the 10 areas increased slightly this year, and satisfaction with two areas declined. The largest change was in relation to Council meeting its environmental responsibilities, which declined a statistically significant 4.8%. The other changes were not statistically significant.



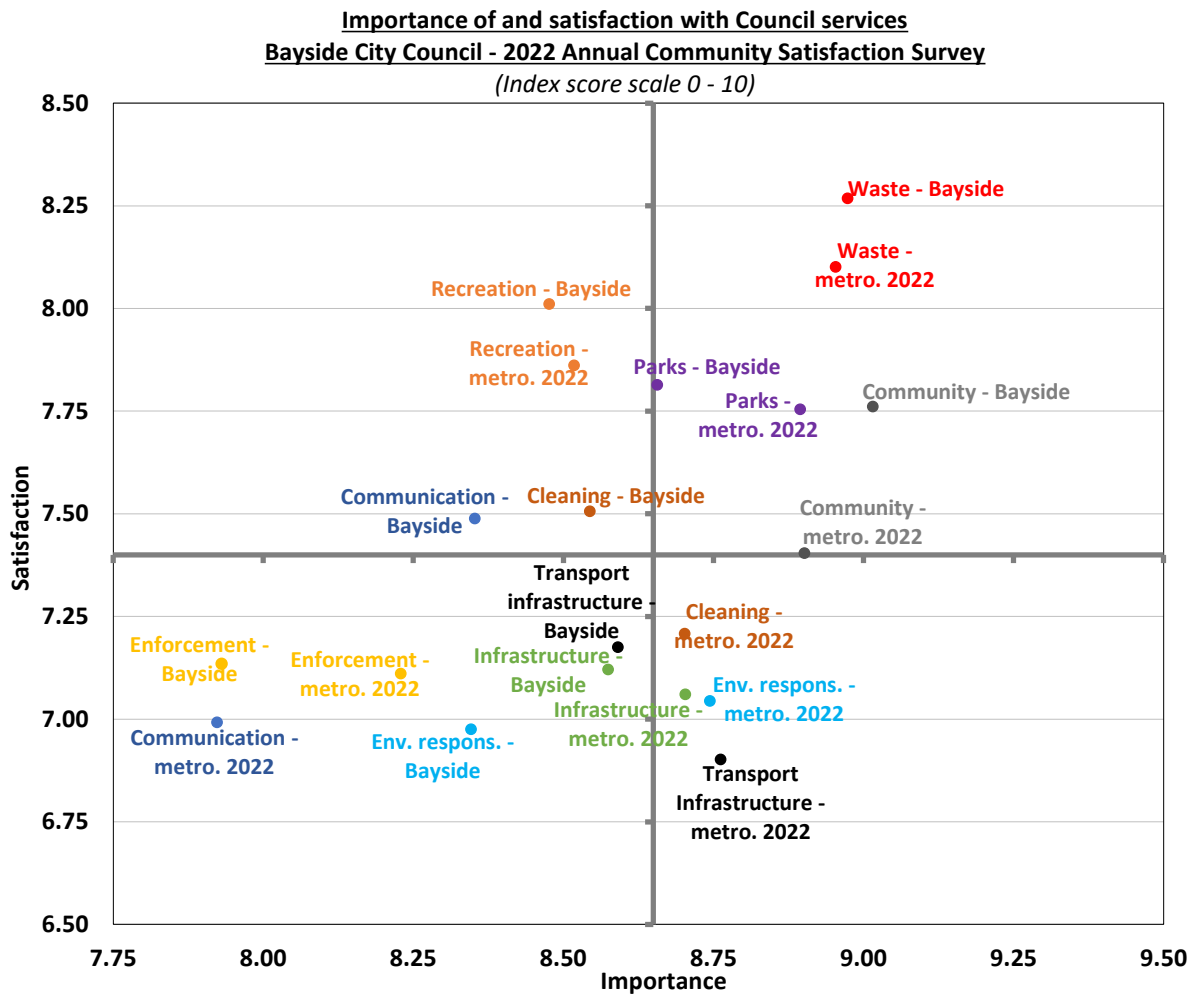
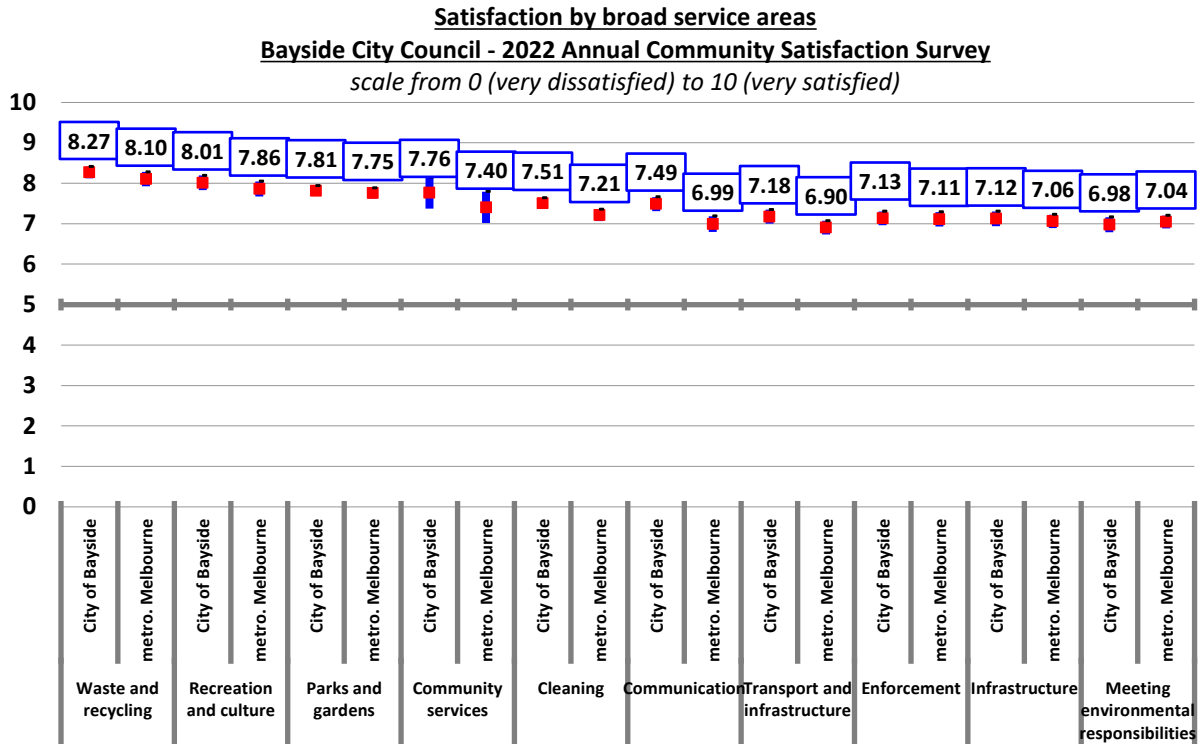


The following graphs provide a comparison of satisfaction (and importance) with the 10 broad service areas compared to the metropolitan Melbourne average results from the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022.

It is noted that satisfaction with nine of the 10 broad service areas was marginally higher in the City of Bayside than the metropolitan Melbourne average, with only Council meeting its environmental responsibilities being marginally (less than one percent) lower in the City of Bayside.

When cross tabulated with importance in the second graph following, it is noted that the City of Bayside is performing somewhat better than the metropolitan Melbourne average for communication, cleaning, transport, and community services, and marginally better for waste services, recreation, parks and gardens, infrastructure, and enforcement.

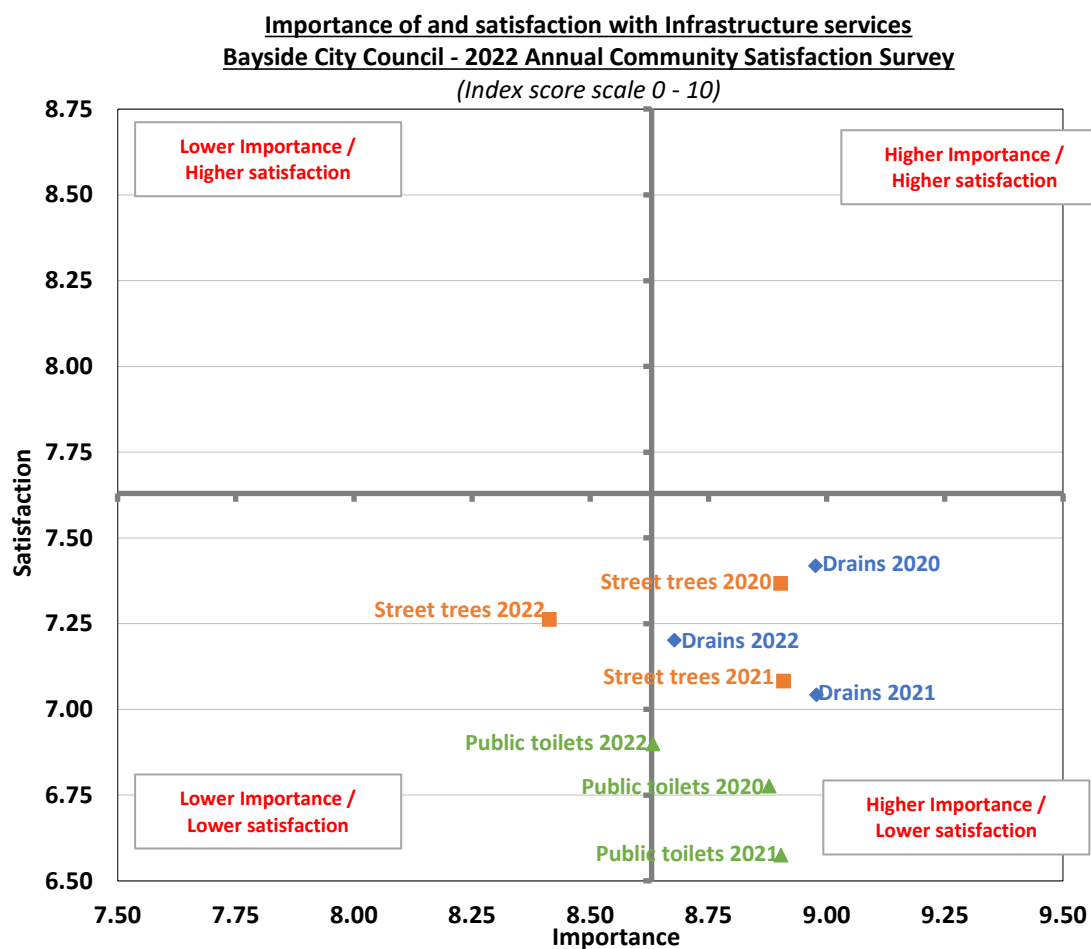




Infrastructure

There were three infrastructure services and facilities included in the survey again this year, as outlined in the following table.

Despite all increasing in satisfaction this year, it is noted that all three of these services and facilities received lower than average satisfaction scores, consistent with the results recorded in previous years.



The maintenance and repair of drains

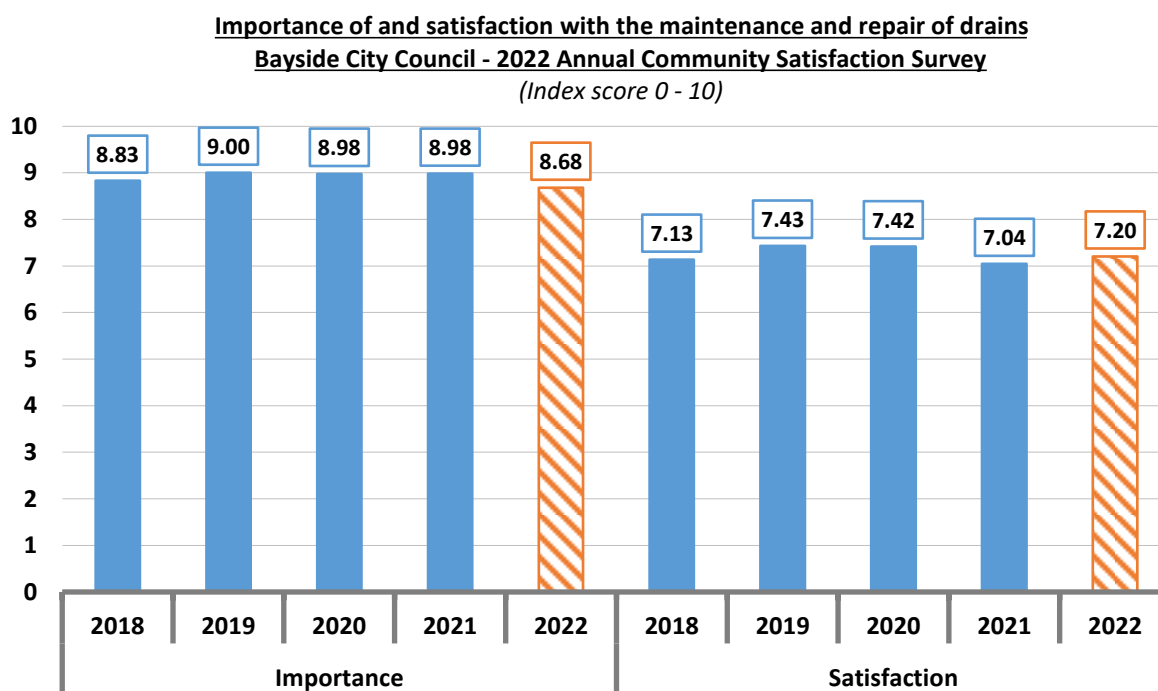
The importance of the maintenance and repair of drains was the 11th most important of the 26 included services and facilities this year, despite recording a decline in importance.

Satisfaction with drains maintenance and repairs increased marginally, but not measurably this year, up 2.3% to 7.20. This result includes 55.3% of respondents “very satisfied” and 11.4% dissatisfied. This is based on a sample of 540 of the 600 respondents.

Satisfaction remains at a “good” level, and just marginally below the long-term average satisfaction since 2018 of 7.25.

This result ranks the service 22nd in terms of satisfaction.

By way of comparison, this result was marginally but not measurably higher than the 2022 metropolitan Melbourne average satisfaction with the maintenance and repair of drains of 7.07, as recorded in *Governing Melbourne*.



The provision and maintenance of street trees and vegetation

The provision and maintenance of streets trees and vegetation was the 21st most important of the 26 included services and facilities this year, with the importance declining somewhat in line with the average decline in importance.

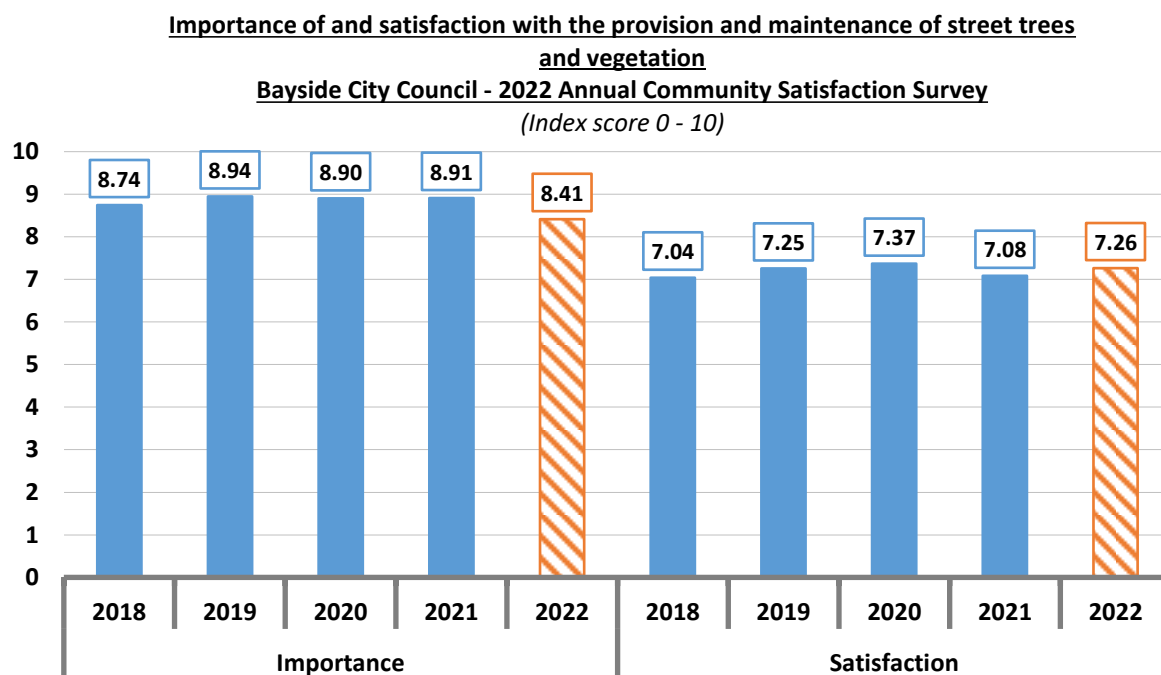
Satisfaction with street trees and vegetation increased marginally but not measurably this year, up 2.5% to 7.26, which is a “very good”, up from a “good” level of satisfaction.

This result was marginally higher than the long-term average satisfaction since 2018 of 7.20.

This result included 5.37% “very satisfied” respondents and 7.9% “dissatisfied”, based on a total of 583 of the 600 respondents.

The provision and maintenance of street trees was ranked 21st in terms of satisfaction this year.

By way of comparison, this result was marginally, but not measurably higher than the 2022 metropolitan Melbourne average satisfaction with “the provision and maintenance of street trees”, as recorded in the 2022 *Governing Melbourne* research.



Public toilets

Public toilets were the 14th most important of the 26 included services and facilities this year, with the importance declining somewhat in line with the average decline in importance.

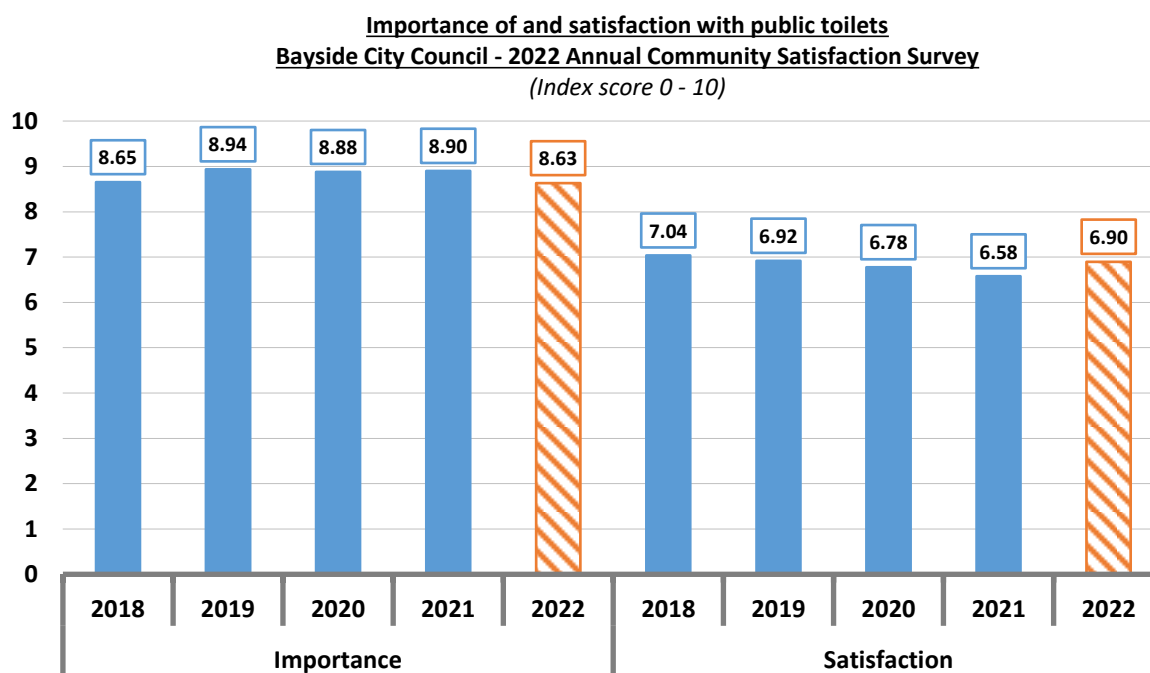
Satisfaction with public toilets increased marginally but not measurably this year, up 4.9% to 6.90, although it remains at a “good” level of satisfaction.

This result was just marginally above the long-term average since 2018 of 6.86.

This ranks public toilets 25th of the 26 services and facilities in terms of satisfaction.

This result includes 40.4% “very satisfied” respondents and 8.9% “dissatisfied”, based on a total sample of 294 of the 297 respondents (49.5%) who reported that they had used these facilities in the last 12 months.

By way of comparison, this result was measurably higher than the 2022 metropolitan Melbourne average satisfaction with “public toilets” of 6.33, as recorded in the 2022 *Governing Melbourne* research.



The respondents who rated satisfaction with public toilets at less than six (i.e., dissatisfied, or neutral) provided a total of 35 separately listed comments as to reasons why they were dissatisfied, as outlined in the following table.

The most common concerns related to a perception that the toilets were dirty or poorly maintained, although there were also a small number related to a preference for additional public toilets.



Reason for dissatisfaction with public toilets
Bayside City Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| Toilets are dirty | 16 |
| Maintenance is poor | 4 |
| Old | 3 |
| Utterly disgusting / abhorrent | 2 |
| Black Rock on the beach the public toilets are poor there | 1 |
| Dirty toilets at Woolworths carparks | 1 |
| Human faeces on the toilets - Sandringham Park Reserve | 1 |
| Same as everywhere | 1 |
| Serve the purpose but pretty minimal (North Rd) | 1 |
| The public toilet has been leaking and there has been constant water block near Hoffman St | 1 |
| They were out of service all over Christmas | 1 |
| Toilet leaking in North Brighton and Middle Brighton | 1 |
| Toilets on the beaches are disgusting. Need more toilets in parks | 1 |
| Unkempt, smelly | 1 |
| Total | 35 |

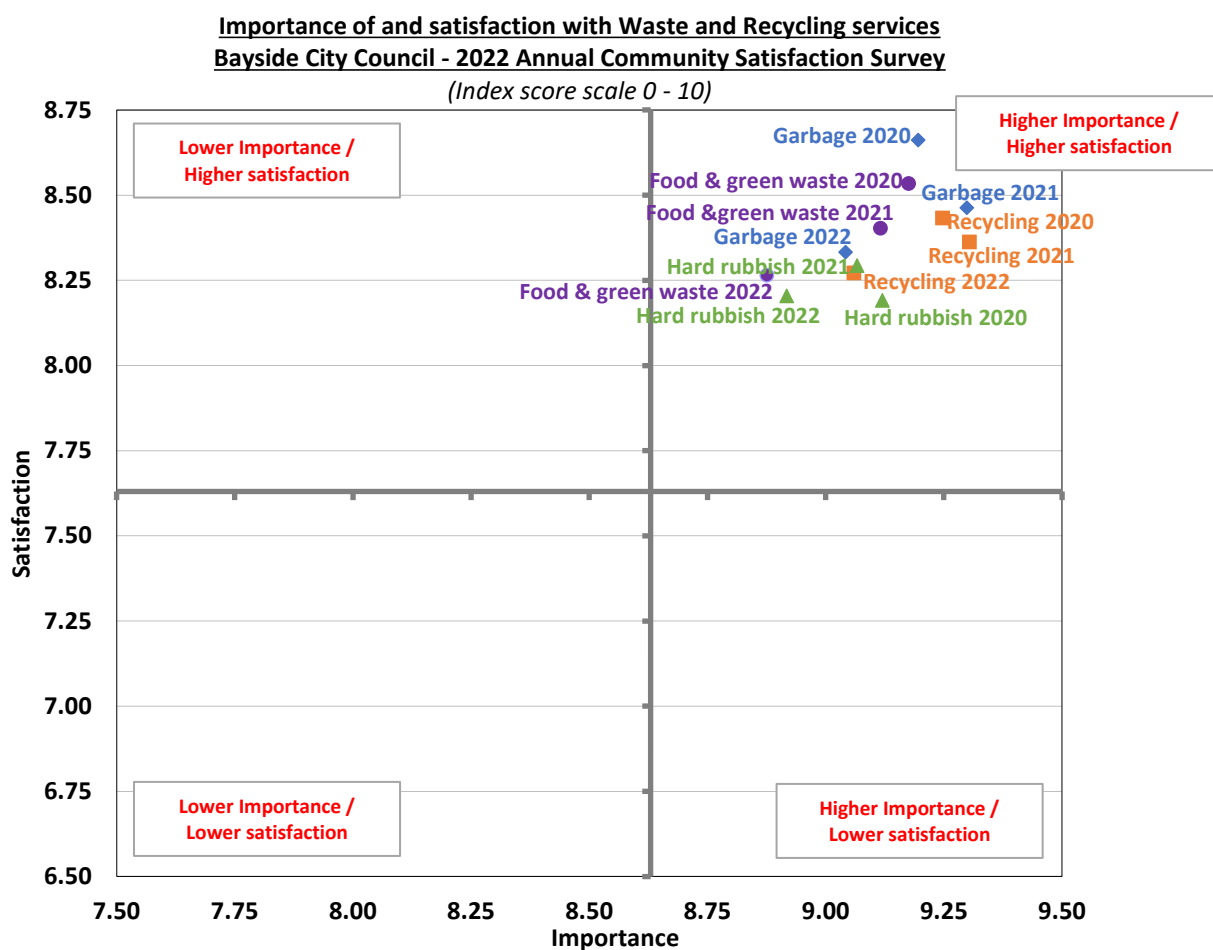


Waste and recycling

There were four waste and recycling services included in the survey again this year, including the garbage collection service, the recycling collection service, the hard rubbish booking / pick-up service, and food and green waste collection.

Consistent with the results recorded in previous years, all four of the kerbside collection services were of measurably higher than average importance, and all received a measurably higher than average satisfaction score.

Metropolis Research draws attention to the very consistent results recorded for these important core services provided by Council, and highlights that the community is clearly very satisfied with Council’s performance providing these services.



The garbage collection service

The garbage collection service was the 4th most important of the 26 included services and facilities this year, consistent with the results recorded in previous years. An importance score of more than nine out of 10 reflects a very high level of importance placed on the service by the community. It is noted that importance declined marginally this year, consistent with the average decline in services and facilities recorded this year.

Satisfaction with the garbage collection service declined marginally but not measurably this year, down 1.5% to 8.33, although it remains at an “excellent” level of satisfaction.

This service was one of just nine of the 26 services and facilities included in the survey this year to report a decline in satisfaction.

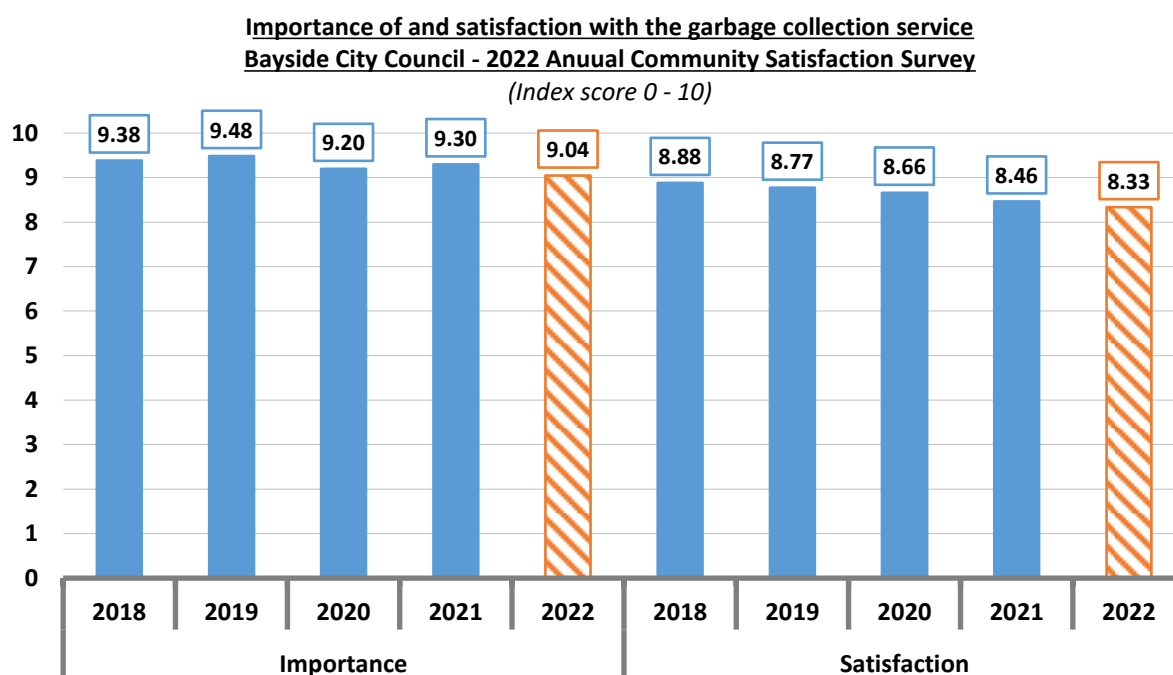
Metropolis Research also notes that this is the fourth consecutive decline in satisfaction with the garbage collection service, which despite remaining at more than eight out of 10, has declined 6.2% since 2018.

This result was notably, but not measurably below the long-term average since 2018 of 8.62.

This ranks the garbage collection service 2nd in terms of satisfaction.

This result includes 79.4% “very satisfied” respondents and 4.1% “dissatisfied”, based on a total sample of 599 of the 600 respondents.

By way of comparison, this result was marginally but not measurably lower than the 2022 metropolitan Melbourne average satisfaction with “regular garbage collection” of 8.41, as recorded in the 2022 *Governing Melbourne* research.



The recycling collection service

The recycling collection service was the 3rd most important of the 26 included services and facilities this year, consistent with the results recorded in previous years. An importance score of more than nine out of 10 reflects a very high level of importance placed on the service by the community. It is noted that importance declined marginally this year, consistent with the average decline in services and facilities recorded this year.

Satisfaction with the recycling collection service declined very marginally but not measurably this year, down 1.1% to 8.27, although it remains at an “excellent” level of satisfaction.

This service was one of just nine of the 26 services and facilities included in the survey this year to report a decline in satisfaction.

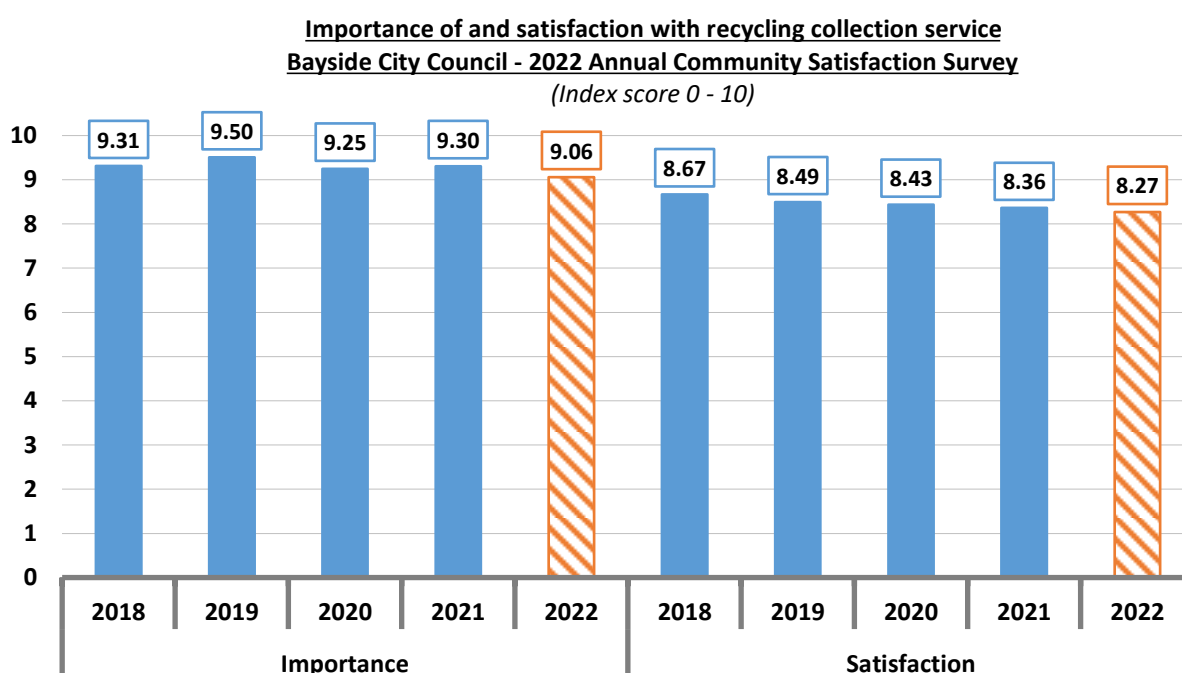
Metropolis Research also notes that this is the fourth consecutive decline in satisfaction with the recycling collection service, which despite remaining at more than eight out of 10, has declined 4.6% since 2018.

This result was somewhat, but not measurably below the long-term average since 2018 of 8.45.

This ranks the service 3rd in terms of satisfaction.

This result includes 77.3% “very satisfied” respondents and 4.0% “dissatisfied”, based on a total sample of 593 of the 600 respondents.

By way of comparison, this result was marginally but not measurably lower than the 2022 metropolitan Melbourne average satisfaction with “regular recycling collection” of 8.35, as recorded in the 2022 *Governing Melbourne* research.



The hard rubbish booking / pick up service

The hard rubbish booking / pick up service was the 6th most important of the 26 included services and facilities this year, despite declining very marginally in line with the average decline in importance recorded this year.

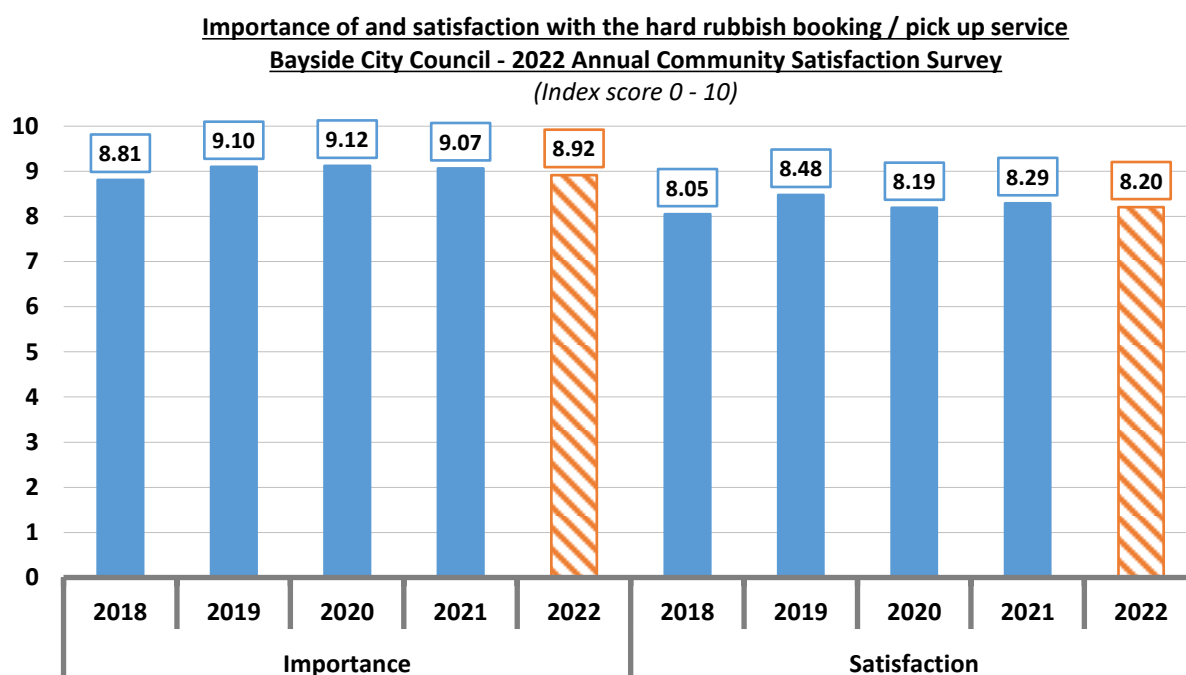
Satisfaction with the hard rubbish booking / pick up service declined very marginally but not measurably this year, down 1.1% to 8.20, although it remains at an “excellent” level of satisfaction.

This result was marginally but not measurably below the long-term average satisfaction since 2018 of 8.24.

This ranks the service 5th in terms of satisfaction.

This result includes 78.0% “very satisfied” and 4.1% “dissatisfied”, based on a total sample of 416 of the 427 respondents (71.2%) who had used the service in the last 12 months.

By way of comparison, this result was notably, but not measurably higher than the 2022 metropolitan Melbourne average satisfaction with the “hard rubbish service” of 7.99, as recorded in the 2022 *Governing Melbourne* research.



Food and Green waste collection services

The food and green waste collection services were the 7th most important of the 26 included services and facilities this year, despite declining very marginally in line with the average decline in importance recorded this year.

Satisfaction with these services declined marginally but not measurably this year, down 1.7% to 8.26, although it remains at an “excellent” level of satisfaction.

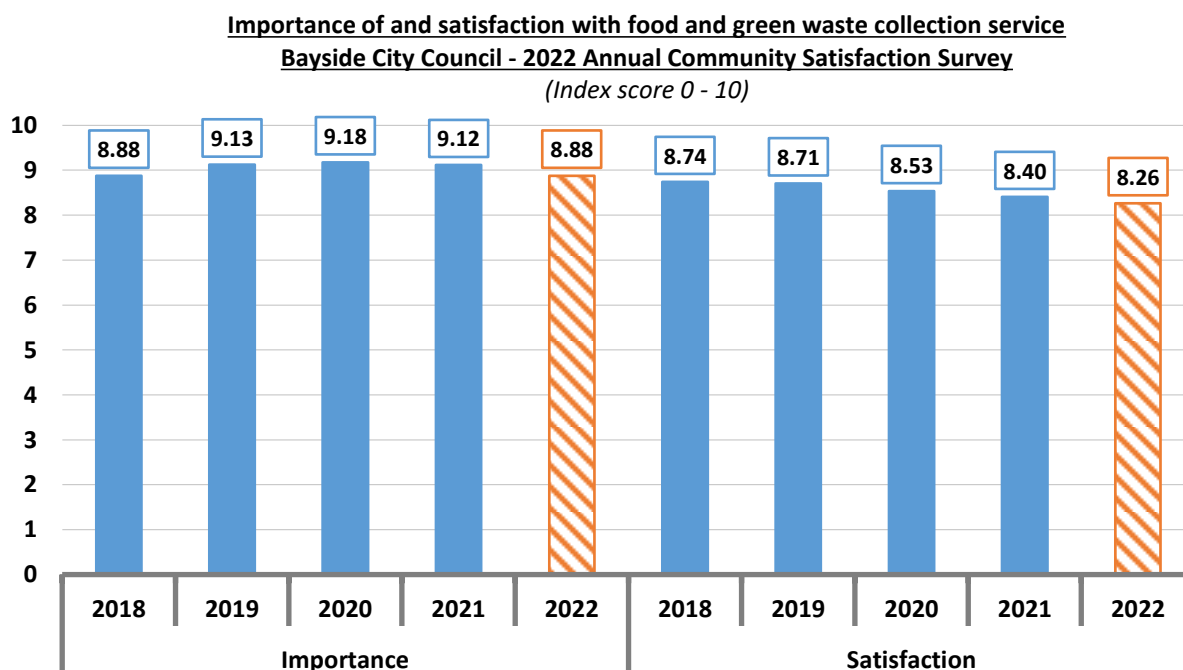
Metropolis Research also notes that this is the fourth consecutive decline in satisfaction with the food and green waste collection services, which despite remaining at more than eight out of 10, has declined 5.5% since 2018.

This result was notably but not measurably below the long-term average satisfaction since 2018 of 8.53.

Despite the decline, this result ranks the service 5th in terms of satisfaction.

This result includes 78.4% “very satisfied” and 3.9% “dissatisfied”, based on a total sample of 569 of the 600 respondents.

By way of comparison, this result was notably, but not measurably higher than the 2022 metropolitan Melbourne average satisfaction with the “green waste service” of 8.16, as recorded in the 2022 *Governing Melbourne* research.



Recreation and culture

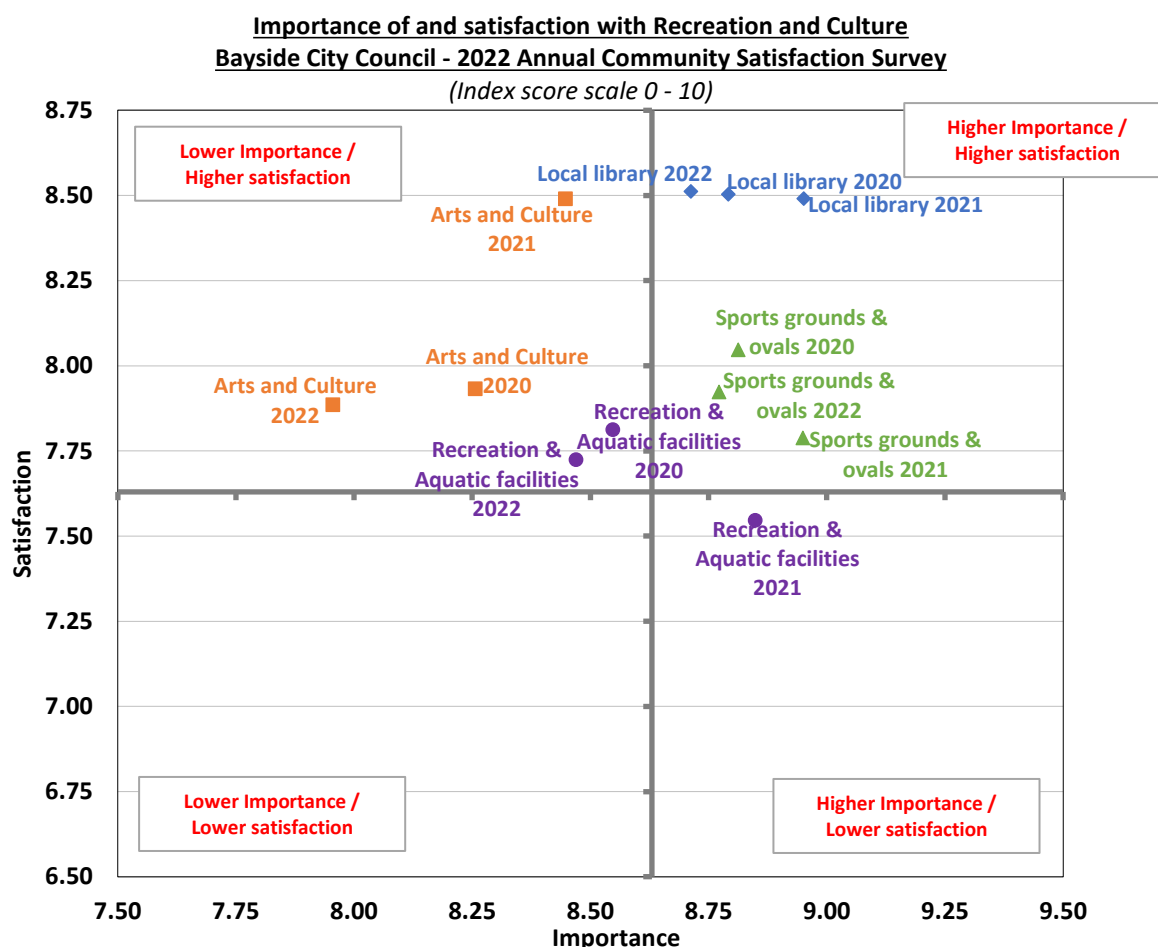
There were four recreation and culture related services included in the survey this year, including the local library, arts and culture, sports grounds and ovals, and recreation and aquatic centres.

Consistent with the results recorded in previous years, local libraries and sports grounds and ovals remain of higher-than-average importance and both received higher-than-average satisfaction scores again this year.

Arts and cultural services as well as recreation and aquatic facilities were of somewhat lower than average importance but received marginally higher than average satisfaction scores.

Metropolis Research notes that this pattern of importance and satisfaction is consistent with results observed elsewhere over many years, with arts and culture in particular, typically receiving a lower-than-average importance score. This clearly reflects the fact that many in the community consider the kerbside collection services, and the provision of core infrastructure to be relatively more important than recreational or arts and cultural services and facilities.

Despite this, it is important to bear in mind that all four of these services and facilities were considered important by most respondents, with average importance of eight or more.



Local library

The local library was the 10th most important of the 26 included services and facilities this year, despite declining very marginally in line with the average decline in importance recorded this year.

Metropolis Research notes that the importance of library services has declined relative to other services in several municipalities across metropolitan Melbourne in recent years. This may potentially be the result of the impact of COVID-19 on library availability.

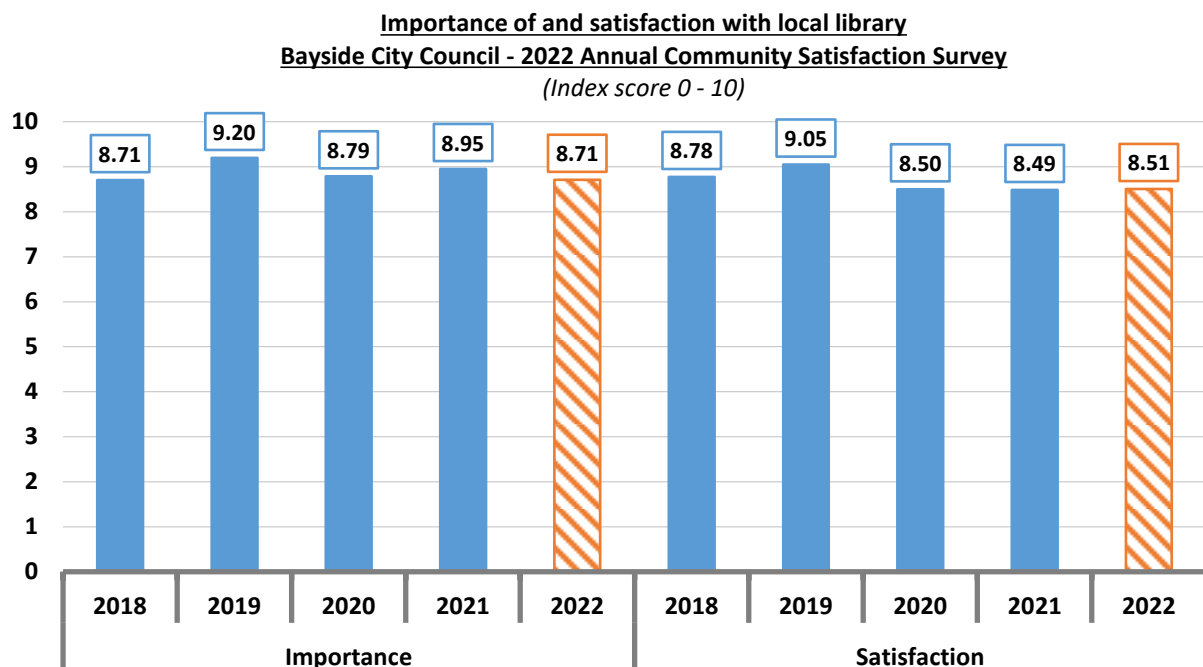
Satisfaction with the local library increased very marginally but not measurably this year, up less than one percent to 8.51, and it remains at an “excellent” level of satisfaction.

This result was marginally but not measurably below the long-term average satisfaction since 2018 of 8.67.

This ranks the service 1st in terms of satisfaction.

This result includes 82.7% “very satisfied” and no “dissatisfied” respondents, based on a total sample of 274 of the 278 respondents (46.3%) who had used the service in the last 12 months.

By way of comparison, this result was almost identical to the 2022 metropolitan Melbourne average satisfaction with the “local library service” of 8.49, as recorded in the 2022 *Governing Melbourne* research.



There were five comments received from respondents who were “neutral” about local libraries, as outlined in the following table.



Reason for dissatisfaction with local library
Bayside City Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| Books can be more diverse and more Mandarin boom | 1 |
| Female toilets are dirty | 1 |
| Had error with 3D printer | 1 |
| Not enough desks | 1 |
| They are not open on the weekends | 1 |
| Total | 5 |



Arts and culture

Arts and culture (e.g., Bayside Gallery, outdoor performance, public art) was the 25th most important of the 26 included services and facilities this year. The importance of these services declined 5.9% this year, a larger decline than the average decline of 3.7% with services and facilities recorded this year.

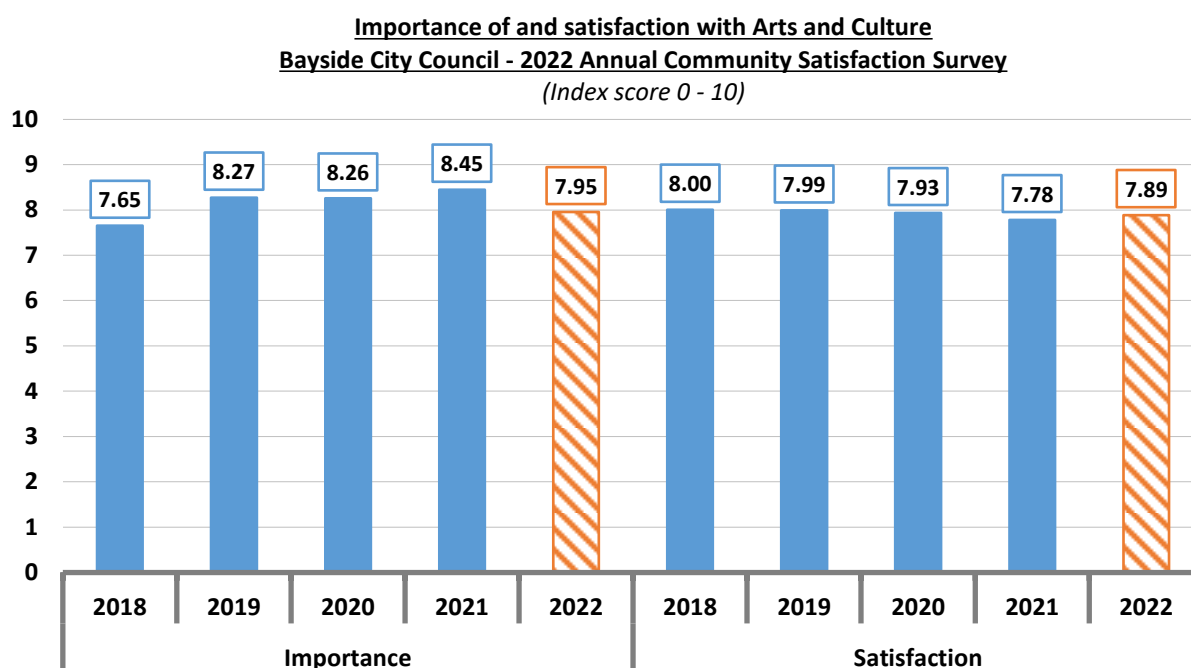
Satisfaction with arts and culture increased very marginally but not measurably this year, up 1.4% to 7.89, and it remains at an “excellent” level of satisfaction.

This result was very marginally below the long-term average satisfaction since 2018 of 7.92.

This ranks the service 9th in terms of satisfaction.

This result includes 72.3% “very satisfied” and 2.7% “dissatisfied” respondents, based on a total sample of 208 of the 212 respondents (35.3%) who had used the service in the last 12 months.

By way of comparison, this result was substantially higher than the 2022 metropolitan Melbourne average satisfaction of 6.92 recorded for “the provision of public art” and marginally higher than the 7.76 recorded for “Council festivals and events”, as recorded in the 2022 *Governing Melbourne* research.



There were three comments received from respondents who were “dissatisfied” or “neutral” in relation to arts and culture, as outlined in the following table.

Reason for dissatisfaction with arts and culture
Bayside City Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| Nothing to support art | 1 |
| Poorly maintained art on the beach Bay Trail | 1 |
| Waste of money, should go to other services | 1 |
| Total | 3 |



Sports grounds and ovals

Sports grounds and ovals were the 9th most important of the 26 included services and facilities this year, declining marginally in line with the average decline of 3.7% with services and facilities recorded this year.

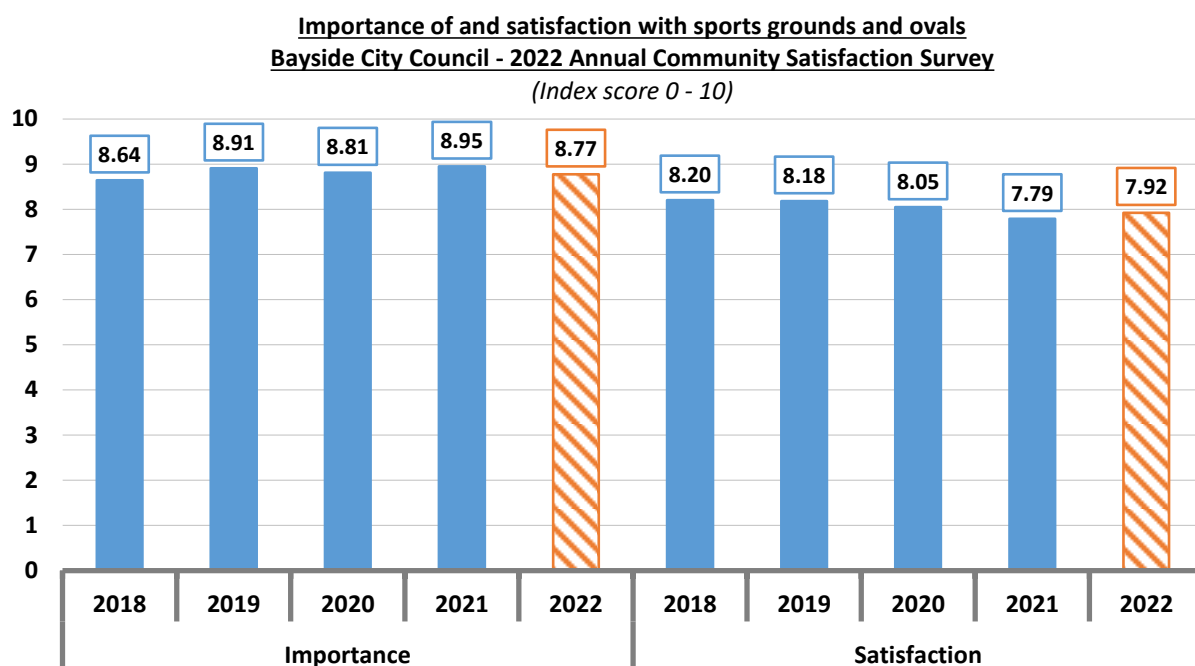
Satisfaction with sports grounds and ovals increased very marginally but not measurably this year, up 1.7% to 7.92, and it remains at an “excellent” level of satisfaction.

This result was very marginally below the long-term average satisfaction since 2018 of 8.03.

This ranks the service 8th in terms of satisfaction.

This result includes 71.8% “very satisfied” and 4.7% “dissatisfied” respondents, based on a total sample of 355 of the 365 respondents (60.8%) who had used the service in the last 12 months.

By way of comparison, this result was marginally lower than the 2022 metropolitan Melbourne average satisfaction with “sports grounds and other local sporting facilities” of 7.99, as recorded in the 2022 *Governing Melbourne* research.



Recreation and Aquatic facilities

Recreation and aquatic facilities were the 20th most important of the 26 included services and facilities this year, declining 4.3% this year, marginally higher than the average decline of 3.7% with services and facilities recorded this year.

Satisfaction with recreation and aquatic facilities increased somewhat but not measurably this year, up 2.3% to 7.72, although it remains at a “very good” level of satisfaction.

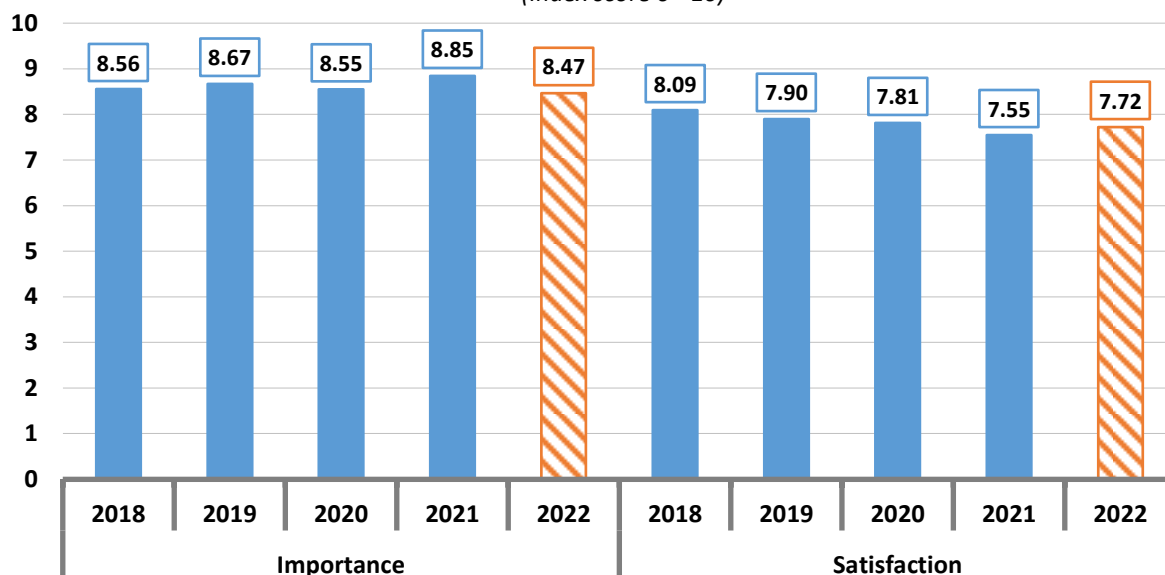
This result was remains marginally below the long-term average satisfaction since 2018 of 7.81.

This ranks the service 11th in terms of satisfaction.

This result includes 65.0% “very satisfied” and 3.2% “dissatisfied” respondents, based on a total sample of 216 of the 218 respondents (36.3%) who had used the service in the last 12 months.

By way of comparison, this result was marginally lower than the 2022 metropolitan Melbourne average satisfaction with “recreation and aquatic centres” of 7.97, as recorded in the 2022 *Governing Melbourne* research.

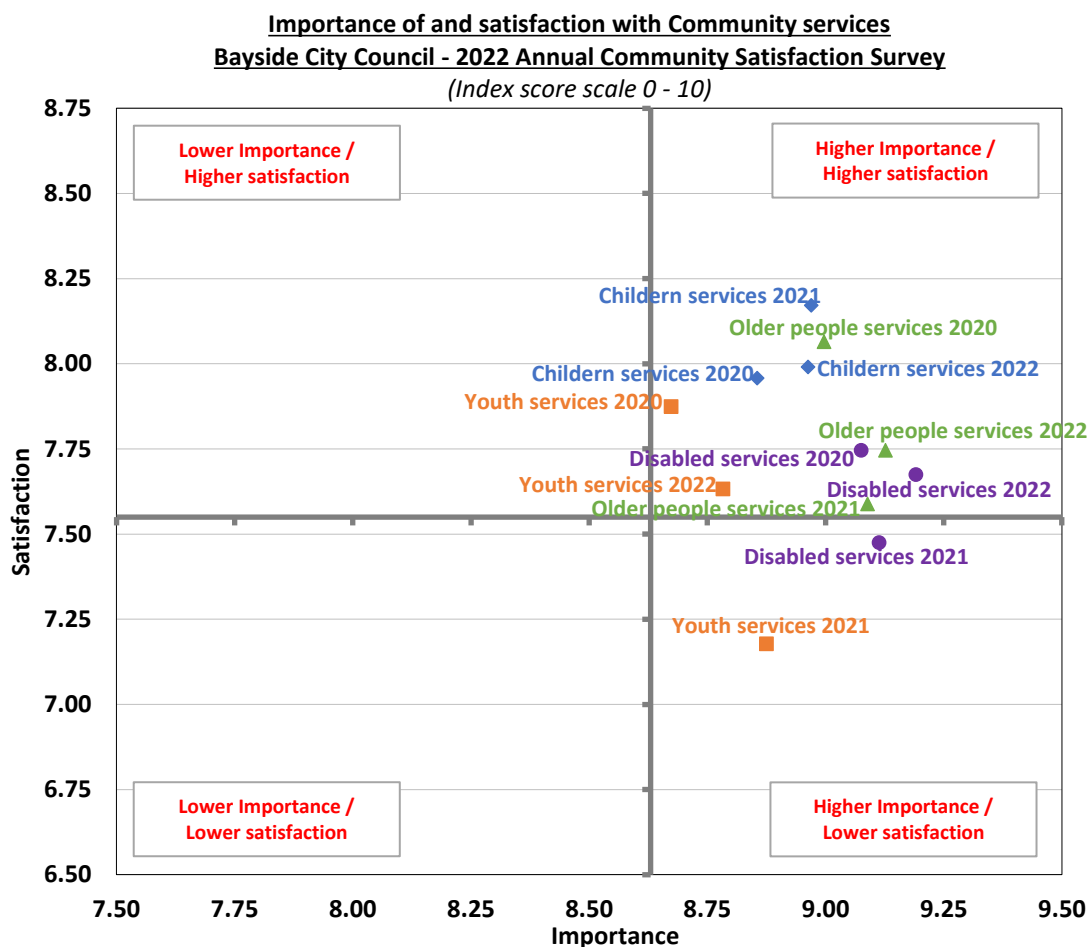
Importance of and satisfaction with recreation and aquatic facilities
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Community services

There were four community services included in the survey again this year, including services for children from birth to five years of age, youth, seniors, and persons with a disability.

Consistent with the results recorded previously for the City of Bayside, as well as results observed elsewhere by Metropolis Research, the community services for children, youth, older persons, and persons with disability were all of higher-than-average importance to respondents, and in 2022, they all received a higher-than-average satisfaction score.



Services for children from birth to 5 years of age

Services for children aged from birth to 5 years of age were the 5th most important of the 26 included services and facilities this year. This result was one of the few services to report a stable average importance score, in a year when the average importance of all 26 services and facilities declined by an average of 3.7%.

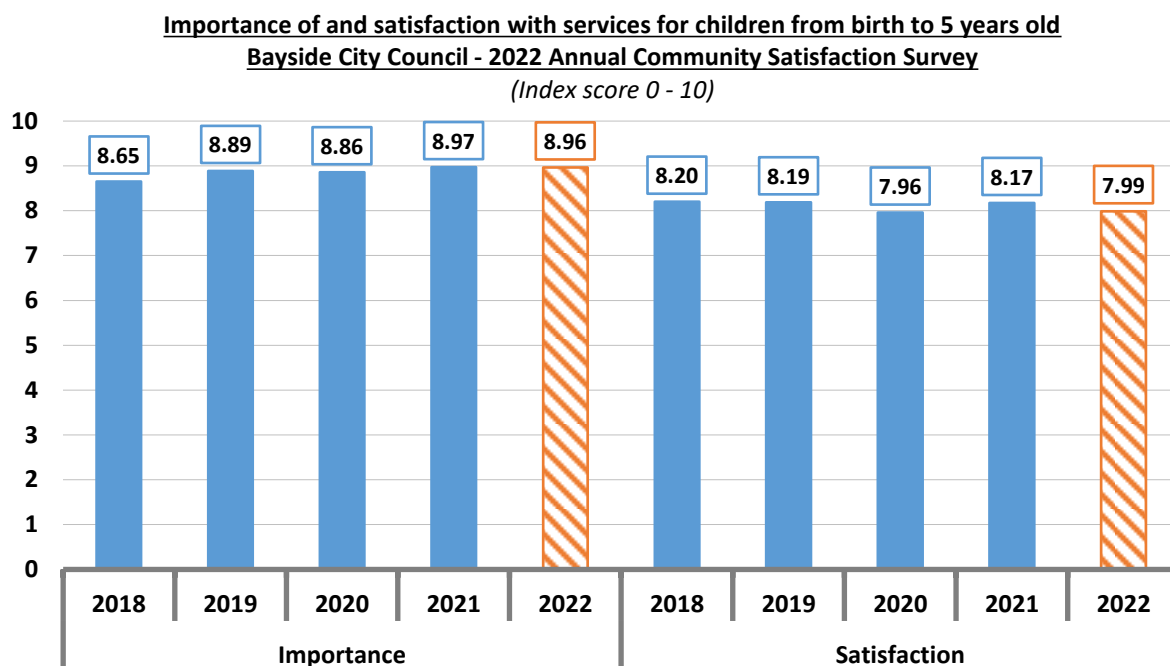
Satisfaction with these services decreased somewhat but not measurably this year, down 2.2% to 7.99, although it remains at an “excellent” level of satisfaction.

This result was marginally below the long-term average satisfaction since 2018 of 8.10.

This ranks the service 6th in terms of satisfaction.

This result includes 65.4% “very satisfied” and 2.2% “dissatisfied” respondents, based on a total sample of 93 of the 93 respondents (15.5%) who had used the service in the last 12 months.

By way of comparison, this result was marginally lower than the 2022 metropolitan Melbourne average satisfaction with “services for children aged 0 to 4 years” of 8.14, as recorded in the 2022 *Governing Melbourne* research.



Services for youth

Services for youth were the 8th most important of the 26 included services and facilities this year. This result was one of the few services to report a relatively stable average importance score, in a year when the average importance of all 26 services and facilities declined by an average of 3.7%.

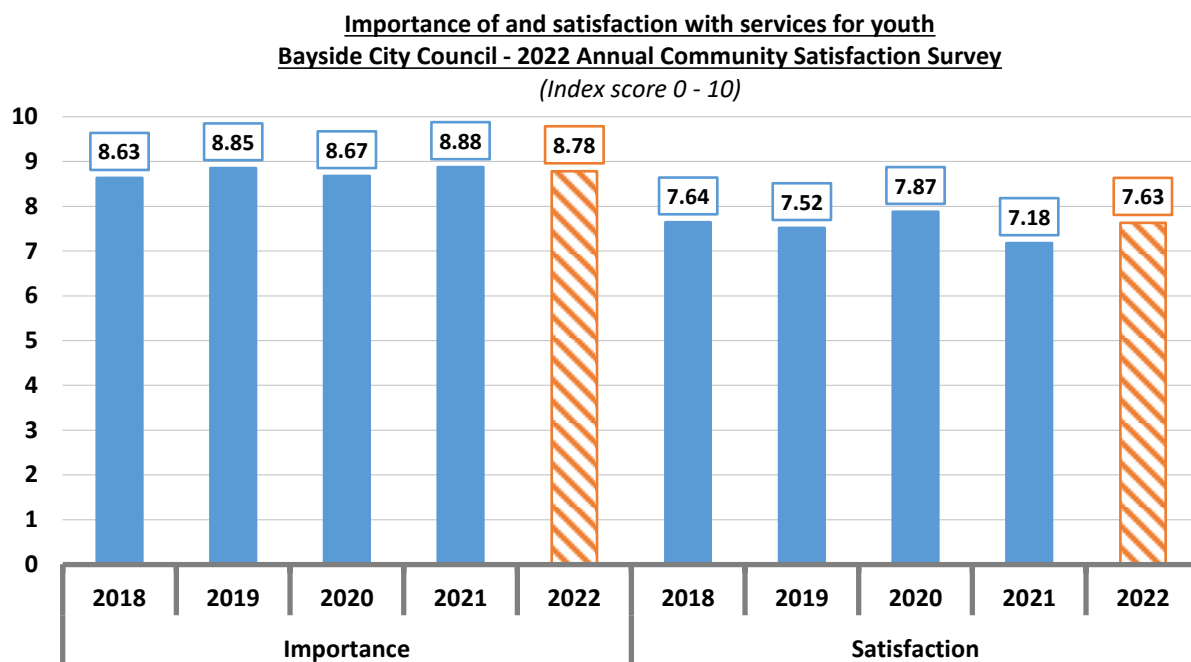
Satisfaction with services for youth increased notably but not measurably this year, up 6.3% to 7.63, which is now a “very good” up from a “good” level of satisfaction.

This result was marginally above the long-term average satisfaction since 2018 of 7.57.

This ranks the service 14th in terms of satisfaction.

This result includes 62.1% “very satisfied” and 2.6% “dissatisfied” respondents, based on a total sample of 64 of the 67 respondents (11.2%) who had used the service in the last 12 months.

By way of comparison, this result was somewhat higher than the 2022 metropolitan Melbourne average satisfaction with “services for youth” of 7.30, as recorded in the 2022 *Governing Melbourne* research.



Services for older people

Services for older people were the 2nd most important of the 26 included services and facilities this year. This result was one of only two services to report an increase in average importance this year (the other being services for people with disability), in a year when the average importance of all 26 services and facilities declined by an average of 3.7%.

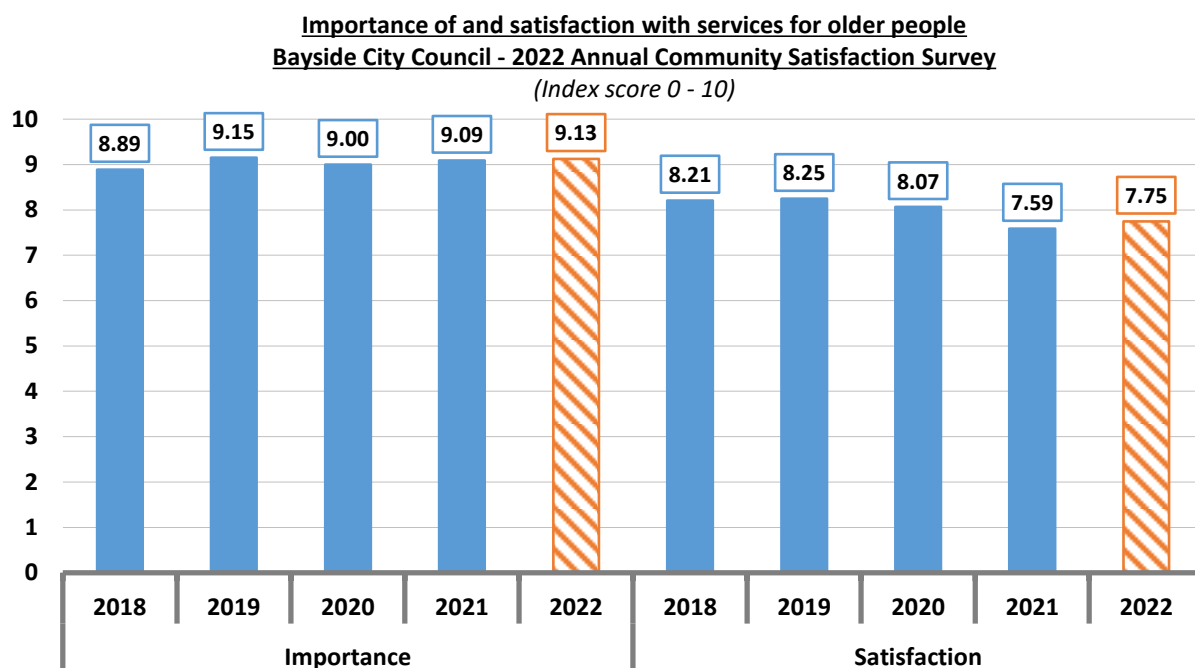
Satisfaction with services for older people increased notably but not measurably this year, up 2.1% to 7.75, which is now an “excellent” up from a “very good” level of satisfaction.

Despite the increase, this result remains somewhat below the long-term average satisfaction since 2018 of 7.97.

This ranks the service 10th in terms of satisfaction.

This result includes 66.5% “very satisfied” and 5.9% “dissatisfied” respondents, based on a total sample of 76 of the 78 respondents (13.0%) who had used the service in the last 12 months.

By way of comparison, this result was somewhat higher than the 2022 metropolitan Melbourne average satisfaction with “services for seniors” of 7.51, as recorded in the 2022 *Governing Melbourne* research.



Services for people with disability

Services for people with disability were the most important of the 26 included services and facilities this year. This result was one of only two services to report an increase in average importance this year (the other being services for older people), in a year when the average importance of all 26 services and facilities declined by an average of 3.7%.

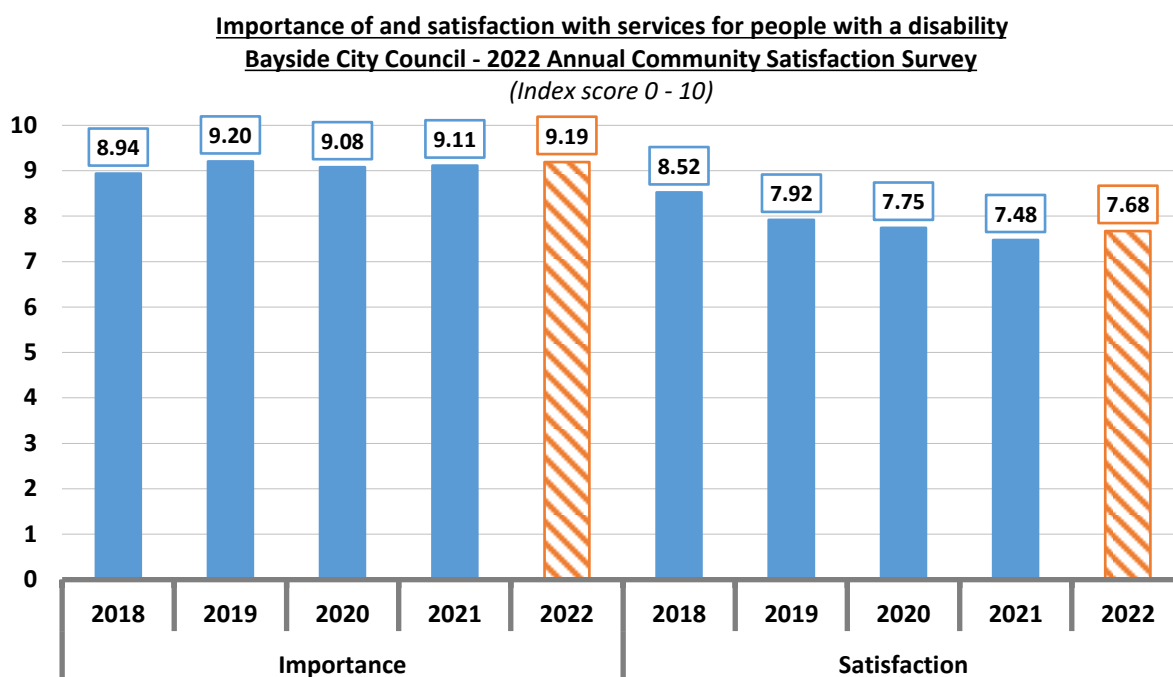
Satisfaction with services for people with disability increased notably but not measurably this year, up 2.7% to 7.68, although it remains at a “very good” level of satisfaction.

Despite the increase, this result remains somewhat below the long-term average satisfaction since 2018 of 7.87.

This ranks the service 10th in terms of satisfaction.

This result includes 69.1% “very satisfied” and 7.4% “dissatisfied” respondents, based on a total sample of 70 of the 75 respondents (12.5%) who had used the service in the last 12 months.

By way of comparison, this result was substantially higher than the 2022 metropolitan Melbourne average satisfaction with “services for persons with a disability” of 6.67, as recorded in the 2022 *Governing Melbourne* research.



There were six comments received from respondents who were “dissatisfied” or “neutral” in relation to services for people with disability, as outlined in the following table, with three of these comments related to disability car parking.



Reason for dissatisfaction with services for people with disability
Bayside City Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| Needs more disabled parking, should never be only one in a carpark | 3 |
| More on Bay St needed | 1 |
| Wheelchair ramp at Ricketts Point is overgrown | 1 |
| Beach access unfriendly | 1 |
| Total | 6 |

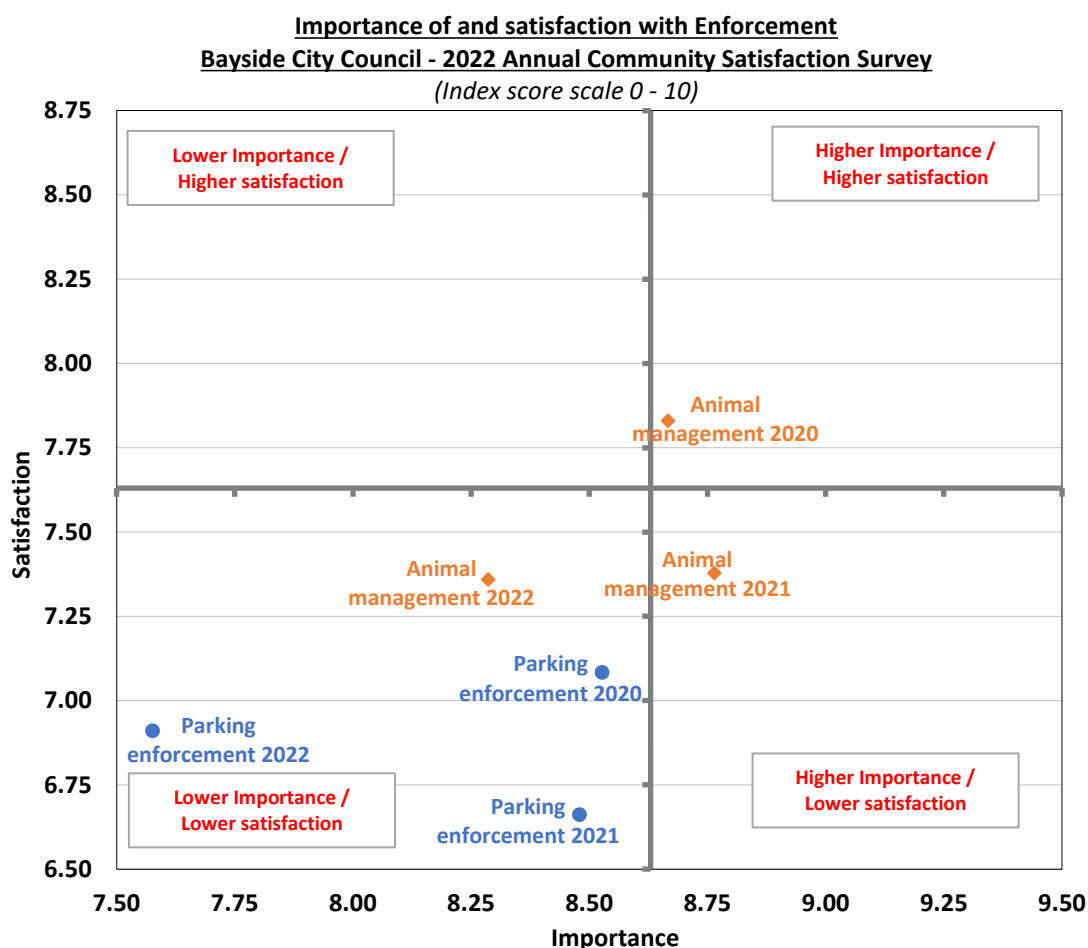


Enforcement

There were two enforcement services included in the survey again this year, including animal management and parking enforcement.

Consistent with previous years, parking enforcement remains of lower-than-average importance and received a lower-than-average satisfaction score. The lower importance reflects lower satisfaction for this service, as some people consider that Council is doing too much enforcement and some others consider Council is doing too little.

Animal management was of lower-than-average importance and received a lower-than average satisfaction score this year. The importance of animal management clearly declined somewhat this year relative to the average of all 26 services and facilities.



Animal management

Animal management the 24th most important of the 26 included services and facilities this year, declining 5.5% this year, marginally higher than the average decline of 3.7% with services and facilities recorded this year.

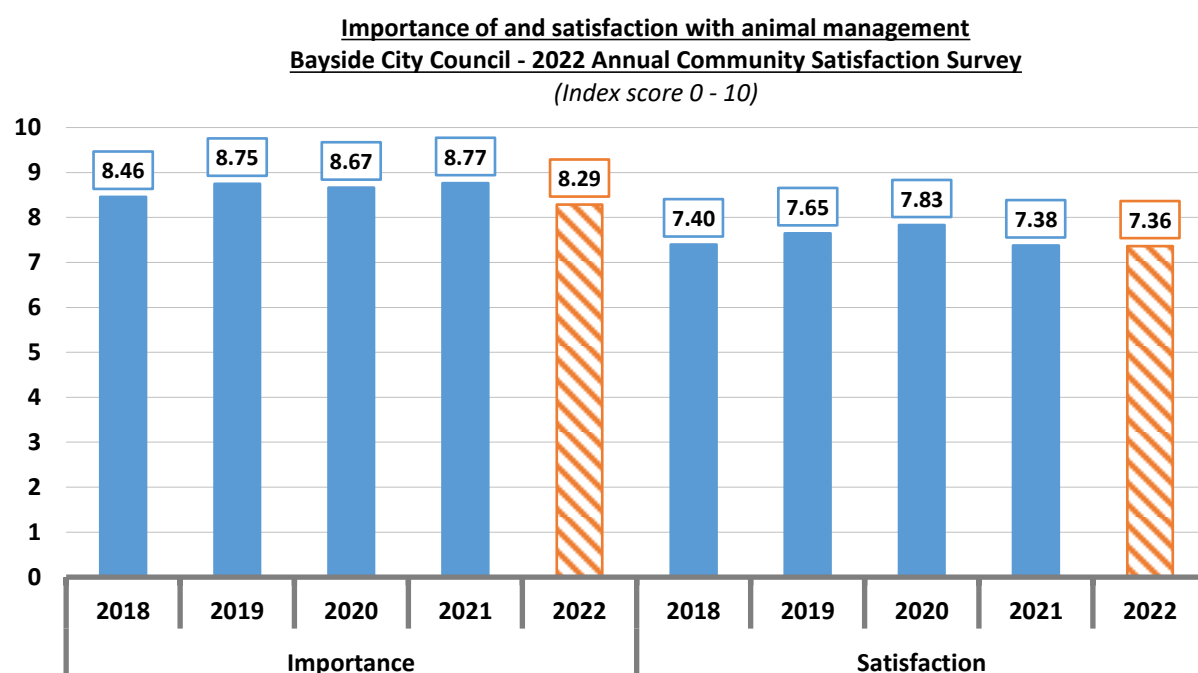
Satisfaction with animal management remained essentially stable this year, down by less than one percent to 7.36, and it remains at a “very good” level of satisfaction.

This result remains marginally below the long-term average satisfaction since 2018 of 7.2.

This ranks the service 19th in terms of satisfaction.

This result includes 56.1% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 485 of the 600 respondents.

By way of comparison, this result was marginally higher than the 2022 metropolitan Melbourne average satisfaction with “animal management” of 7.60, as recorded in the 2022 *Governing Melbourne* research.



There were 43 responses received from respondents who were “dissatisfied” or “neutral” in relation to animal management, as outlined in the following table.

At least half of these comments were concerned with issues with dogs in the community, including dogs off-leash, cleaning up after dog waste, and some around the perceived need for more dog parks.



Reason for dissatisfaction with animal management
Bayside City Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| Dog poo around, need enforcement | 6 |
| Dogs off leash at beach, parks, and streets | 6 |
| Possums need to be controlled | 4 |
| Issues with bird (Indian miner birds especially) | 2 |
| Not enough dog parks | 2 |
| Pets left unattended | 2 |
| Animal mgmt., unleashed dogs on Black Rock beach on weekends and barking dogs in households. Climate change mgmt., decisive action should be taken | 1 |
| Dog everywhere and make the area unclean, especially beach. Unleash dog timing is no in line with the dog association. Should consider resident, not just the dog | 1 |
| Fined me for having dog without leash in front of home | 1 |
| Fox is a problem | 1 |
| Had possum in cafe | 1 |
| Have a problem with possum eating vegetables and neighbours' pet on her property | 1 |
| I think I have real problems with Council for off leash of dogs with fines | 1 |
| Need to also control wild animals around the area | 1 |
| Never seen it | 1 |
| No control on heavy dogs | 1 |
| Not doing enough to control the cats | 1 |
| Often dogs that are off leash that chase people | 1 |
| Pets shouldn't be allowed in cafe and sitting on chairs they need some boundaries and awareness by shop owners to put sign | 1 |
| Possums are eating all the trees that just been planted few years ago | 1 |
| Rat issues around the area | 1 |
| Stupid question | 1 |
| The dogs on the street need better supervision | 1 |
| They need to be lot strict with the rules | 1 |
| Too many animals | 1 |
| Too many irresponsible dog owners leave waste, down the beach and house | 1 |
| Too slow to act | 1 |
| Total | 43 |



Parking enforcement

Parking enforcement the least important of the 26 included services and facilities this year, declining 10.6% this year, significantly higher than the average decline of 3.7% with services and facilities recorded this year.

Satisfaction with parking enforcement increased somewhat, but not measurably this year this year, up 3.7% to 6.91, although it remains at a “good” level of satisfaction.

This result remains marginally below the long-term average satisfaction since 2018 of 6.88.

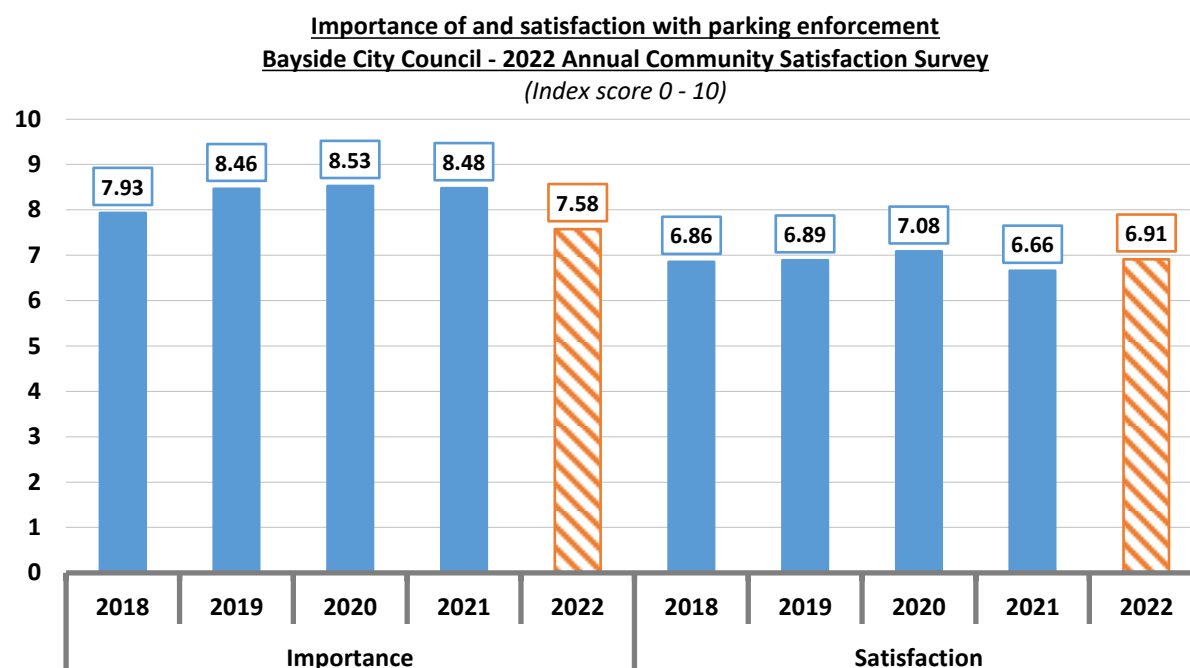
This ranks the service 24th in terms of satisfaction.

This result includes 46.9% “very satisfied” and 11.6% “dissatisfied” respondents, based on a total sample of 511 of the 600 respondents.

By way of comparison, this result was notably higher than the 2022 metropolitan Melbourne average satisfaction with “parking enforcement” of 6.54, as recorded in the 2022 *Governing Melbourne* research.

Additional information is available in this report around parking issues, including the [Current Issues for the City of Bayside](#) and [Traffic and Parking](#) sections of this report.

Car parking issues were only the 11th most nominated issue for the City of Bayside this year, with 30 of the 600 respondents (5%) nominating the issue. It is noted that the respondents who nominated parking issues were, on average, less satisfied with Council’s overall performance than the municipal average (5.95 compared to 6.99).



There was a total of 60 responses received from respondents who were “dissatisfied” or “neutral” in relation to parking enforcement, as outlined in the following table.

Of the comments directly related to parking enforcement, 22 suggested there was too much enforcement, and 23 suggested that there was too little enforcement.

There were 12 comments about a perceived lack of parking and three other comments.

Reason for dissatisfaction with parking enforcement
Bayside City Council - 2022 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| <i>Too much enforcement</i> | |
| It's a money-making policy | 3 |
| Not allowed to park anywhere and ridiculous fine | 3 |
| Over officiated or not at all. Getting ticket, a minute over or not get tickets for over parking whole day | 2 |
| People just park on the main road and it is congested all the time | 2 |
| Too many hourly restriction | 2 |
| Unreasonable parking enforcement for example when train is not working but no lenience on the parking | 2 |
| Additional tax | 1 |
| I have a business at the foreshore, and I lose most of my customers because of parking enforcement | 1 |
| It's difficult park on Elwood St, Bay St, and Church St due to the enforcements | 1 |
| Over the top on North Rd, often get parking tickets when moving cars in the morning | 1 |
| Parking restriction Highland Ave, street blocked up | 1 |
| There is a new officer all the time and they have been intimidating - Church St | 1 |
| They shouldn't be strict towards senior citizens | 1 |
| Too many tickets | 1 |
| Total | 22 |
| <i>Too little enforcement</i> | |
| Not sure if they enforce parking in the residential areas, too many people parking in streets | 4 |
| Council not giving tickets to some who are overparking | 2 |
| Don't see any | 2 |
| Commercial trailers and vans are left on the side of the road, and it's not enforced by the Council and its dangerous for cyclists and drivers | 1 |
| Council's complete inability to maintain control over builders and developers this is causing lack of parking availability on Church St | 1 |
| Deakin St. South no parking enforcement, inconsistent enforcement | 1 |
| Handicapped spaces not enforced, difficult process to report | 1 |
| Level of enforcement in off-street areas should be more | 1 |
| More rigorous fines | 1 |
| People are just parking everywhere. Not sure if they are getting tickets | 1 |



| | |
|--|-----------|
| People keep blocking my driveway | 1 |
| People often park at the dangerous corner in Charming St | 1 |
| The commercial business staff members not adhering to 2 hours restriction in a day (Tibroekney St) | 1 |
| The parking limit is 4 hours, but some cars are parked for months | 1 |
| There is no enforcements due to building works | 1 |
| They don't come to fix the parking issues around school | 1 |
| They don't enforce their by-laws | 1 |
| They park on the grass | 1 |
| Total | 23 |
| <i>Not enough parking availability</i> | |
| Not very good, redevelopment. Overdevelopment, crowded street - no parking | 3 |
| More availability on longer term parking in shopping area Bay St | 1 |
| More disability parking | 1 |
| More parking facilities are required (Brighton) | 1 |
| Need more paid parking | 1 |
| Not enough carparks cause of construction | 1 |
| Not enough parking spots | 1 |
| Parking space is taking up recreational spaces | 1 |
| Primary schools parking only 2 minutes | 1 |
| Should be able to park on foreshore without fee | 1 |
| Total | 12 |
| <i>Other</i> | |
| Clearer sign for beach and street parking permits | 1 |
| Should manage parking | 1 |
| Parking fine - it is impossible to know where you have been fined | 1 |
| Total | 3 |
| Total responses | 60 |



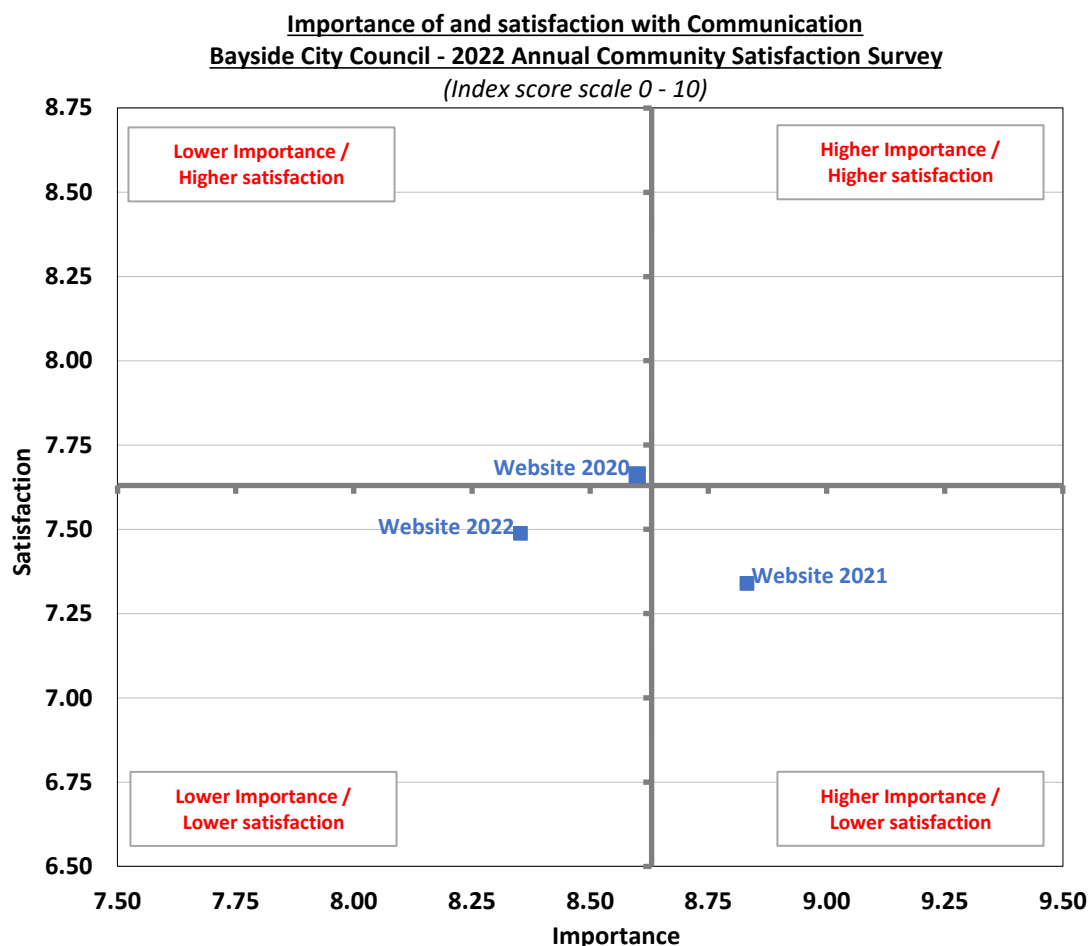
Communication

Council's website

There was just the one communication service included in the survey this year, that being the Council website.

Metropolis Research notes that the importance of the Council website has varied somewhat over the last three years, most likely in response to the COVID-19 pandemic and the resulting increased reliance on the Council website as a means of communicating and engaging with Council.

Satisfaction with the Council website increased somewhat this year, following the unusually low result recorded last year, and is now just marginally below the average satisfaction with all services and facilities.



The Council website was the 22nd most important of the 26 included services and facilities this year, declining 5.4% this year, marginally higher than the average decline of 3.7% with services and facilities recorded this year.



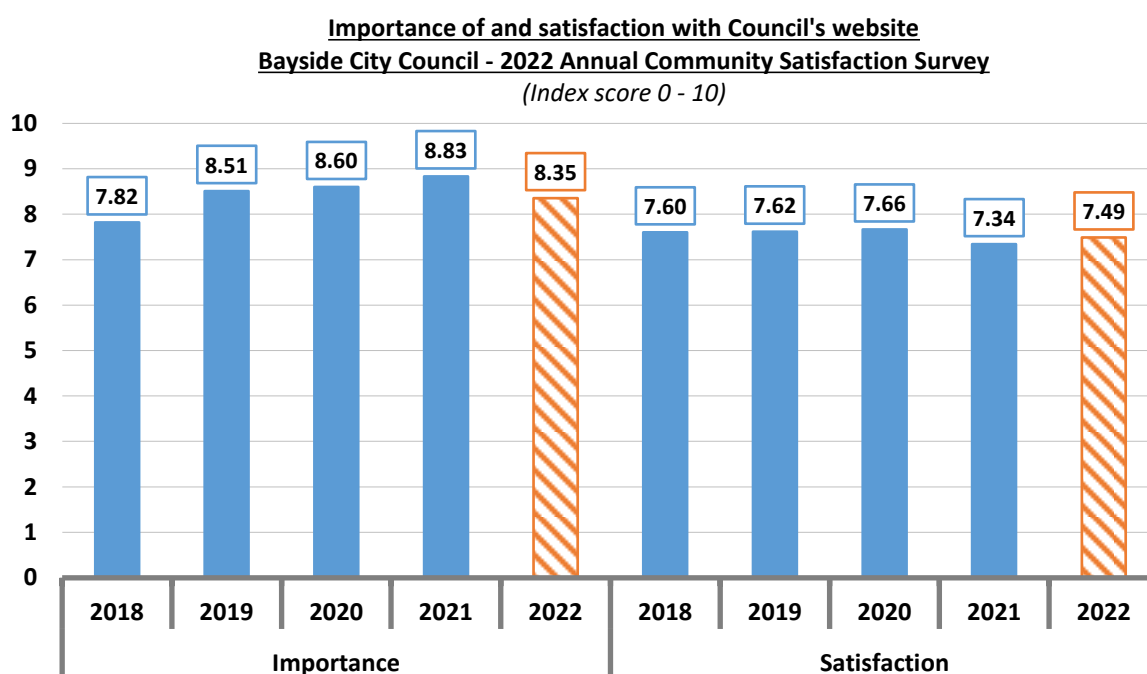
Satisfaction with the Council website increased marginally but not measurably this year, up by two percent to 7.49, and it remains at a “very good” level of satisfaction.

This result remains very marginally below the long-term average satisfaction since 2018 of 7.54.

This ranks the service 16th in terms of satisfaction.

This result includes 58.7% “very satisfied” and 5.2% “dissatisfied” respondents, based on a total sample of 372 of the 379 respondents (63.2%) who had used the service in the last 12 months.

By way of comparison, this result was marginally higher than the 2022 metropolitan Melbourne average satisfaction with “Council’s website” of 7.28, as recorded in the 2022 *Governing Melbourne* research.



There were 27 comments received from respondents who were “dissatisfied” or “neutral” in relation to the Council website, as outlined in the following table.



Reason for dissatisfaction with Council's website
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Number of responses)

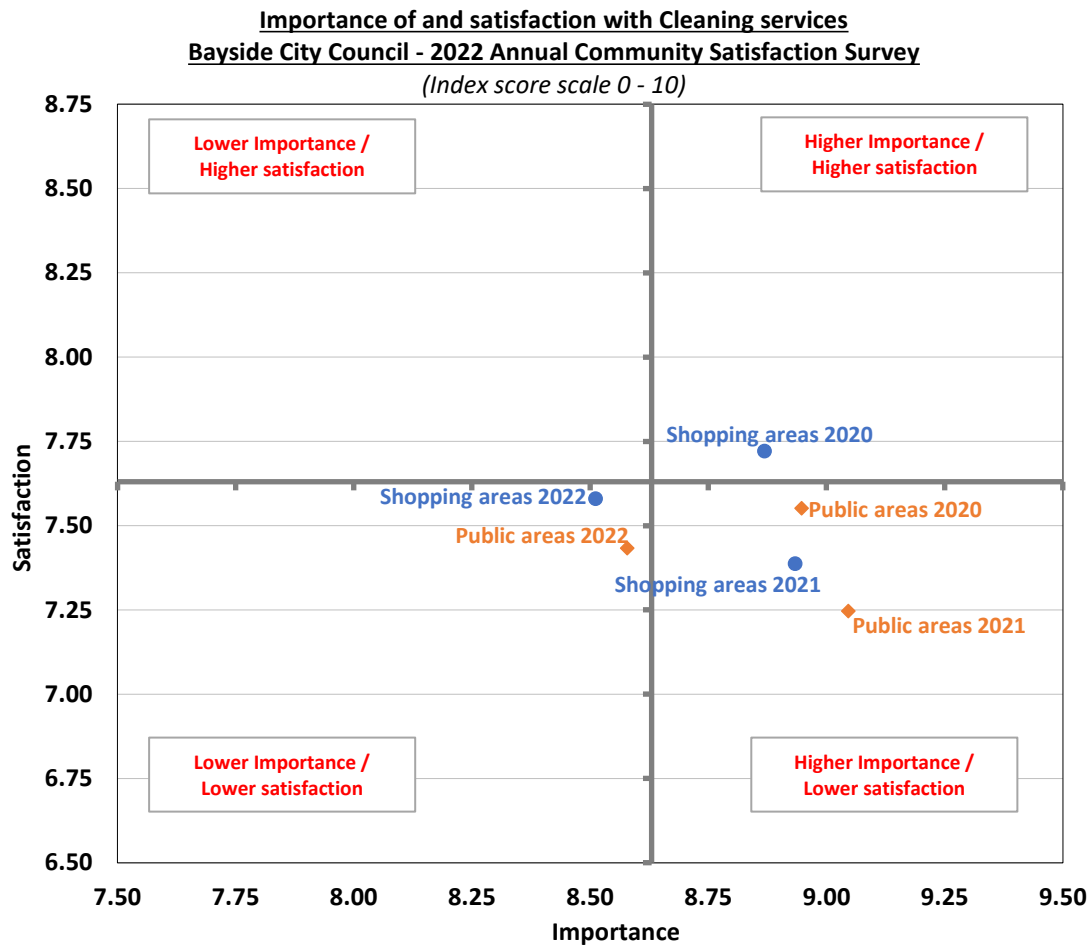
| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| Difficulty navigating | 3 |
| Couldn't find information on specific development | 2 |
| Didn't get a reply from them | 2 |
| Needs more improvement | 2 |
| Neutral, don't use much | 2 |
| Bad design to get information easily | 1 |
| Can't find bin schedule | 1 |
| Clunky to use, not linked well | 1 |
| Difficulty finding contact details for Ward Councillor | 1 |
| Driveway was flooded | 1 |
| E-tender guides could be better | 1 |
| I filled a form regarding maintenance of road but no response | 1 |
| It's not aesthetically pleasing | 1 |
| Messy to use | 1 |
| More transparency is required | 1 |
| No information on how to get a smaller dustbin | 1 |
| Slow | 1 |
| Sometimes it won't let me in | 1 |
| The website content is not accurate during Christmas season | 1 |
| Website isn't very clear when ordering bins so had to call | 1 |
| When tried to put complaints, it doesn't work | 1 |
| Total | 27 |



Cleaning

There were two cleaning services included in the survey this year, including the maintenance and cleaning of public areas and the maintenance and cleaning of strip shopping areas.

There was a notable decline in the average importance of both the maintenance and cleaning related services this year, and both recorded an approximately average importance score, and an approximately average satisfaction score.



The maintenance and cleaning of public areas

The maintenance and cleaning of public areas was the 17th most important of the 26 included services and facilities this year, declining 5.2% this year, marginally higher than the average decline of 3.7% with services and facilities recorded this year.

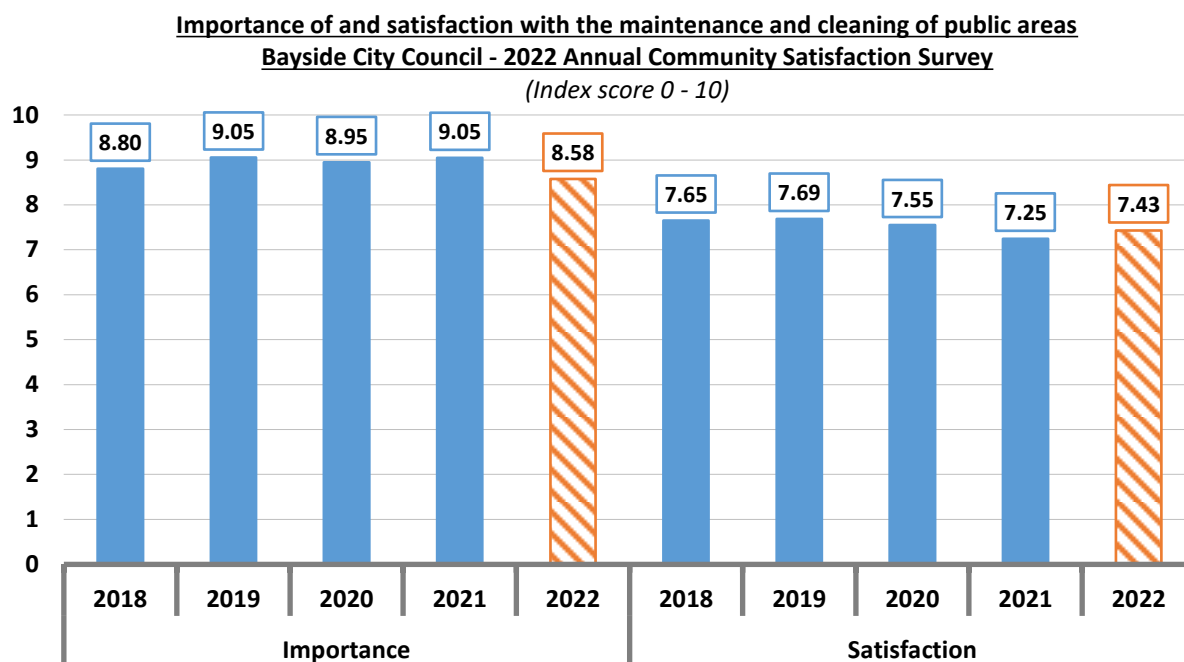
Satisfaction with the maintenance and cleaning of public areas increased marginally but not measurably this year, up 2.5% to 7.43, although it remains at a “very good” level of satisfaction.

This result remains marginally below the long-term average satisfaction since 2018 of 7.51.

This ranks the service 17th in terms of satisfaction.

This result includes 55.6% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 560 of the 600 respondents.

By way of comparison, this result was measurably higher than the 2022 metropolitan Melbourne average satisfaction with “the maintenance and cleaning of public areas” of 7.00, as recorded in the 2022 *Governing Melbourne* research.



The maintenance and cleaning of strip shopping areas

The maintenance and cleaning of strip shopping areas was the 19th most important of the 26 included services and facilities this year, declining 4.7% this year, marginally higher than the average decline of 3.7% with services and facilities recorded this year.

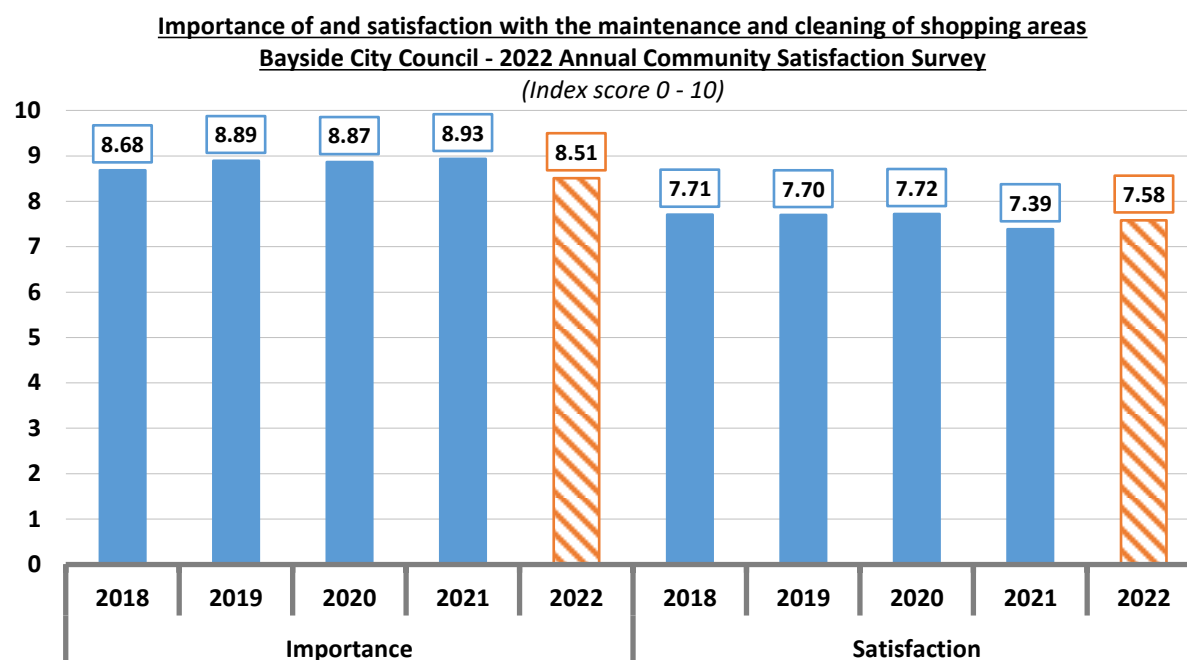
Satisfaction with the maintenance and cleaning of strip shopping areas increased marginally but not measurably this year, up 2.6% to 7.58, although it remains at a “very good” level of satisfaction.

This result remains very marginally below the long-term average satisfaction since 2018 of 7.62.

This ranks the service 15th in terms of satisfaction.

This result includes 59.5% “very satisfied” and 3.7% “dissatisfied” respondents, based on a total sample of 562 of the 600 respondents.

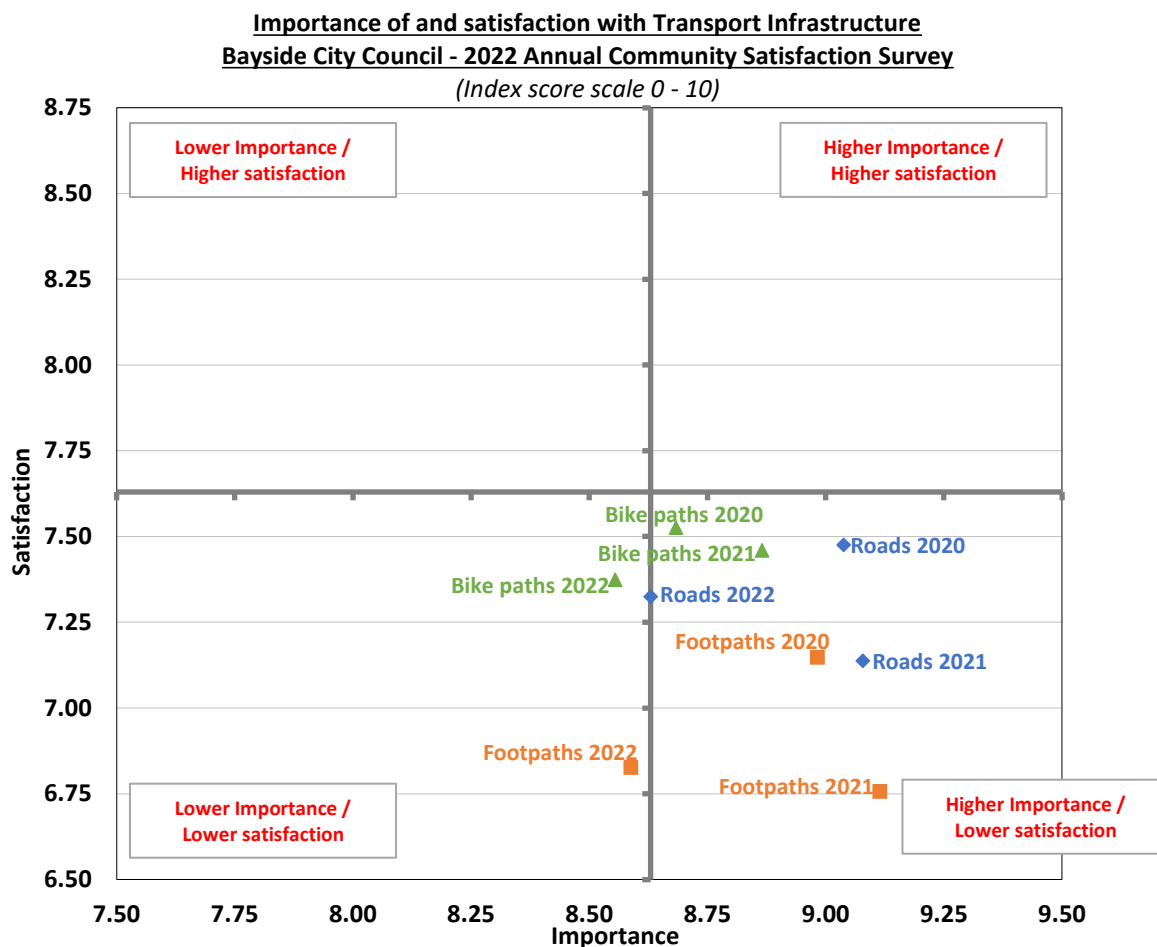
By way of comparison, this result was marginally but not measurably higher than the 2022 metropolitan Melbourne average satisfaction with “the maintenance and cleaning of strip shopping areas” of 7.40, as recorded in the 2022 *Governing Melbourne* research.



Transport infrastructure

There were three transport infrastructure related services included in the survey again this year, including the maintenance and repair of sealed local roads, the maintenance and repair of footpaths, and on and off-road bike paths.

Consistent with the results recorded in previous years, all three of the three transport infrastructure facilities were of approximately average importance, and all received somewhat lower than average satisfaction scores.



The maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 15th most important of the 26 included services and facilities this year, declining 4.9% this year, marginally higher than the average decline of 3.7% with services and facilities recorded this year.

Satisfaction with the maintenance and repair of sealed local roads increased marginally but not measurably this year, up 2.5% to 7.32, and is now at a “very good”, up from a “good” level of satisfaction.

This result was almost identical to the long-term average satisfaction since 2018 of 7.30.

This ranks the service 20th in terms of satisfaction.

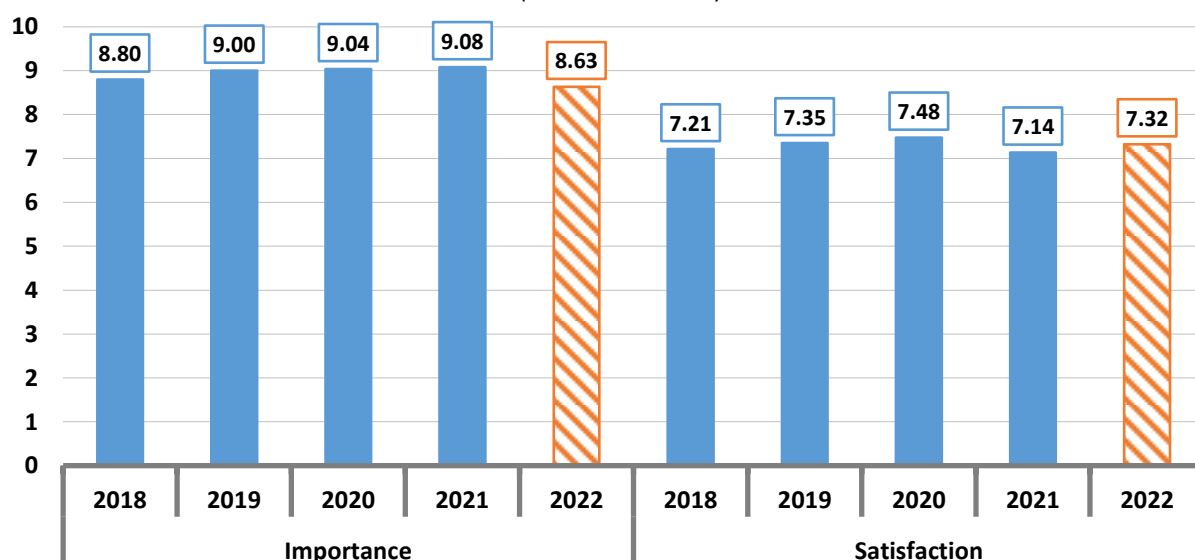
This result includes 57.5% “very satisfied” and 7.7% “dissatisfied” respondents, based on a total sample of 593 of the 600 respondents.

By way of comparison, this result was measurably higher than the 2022 metropolitan Melbourne average satisfaction with “the maintenance and repair of sealed local roads” of 6.66, as recorded in the 2022 *Governing Melbourne* research.

Despite the “very good” average satisfaction with the maintenance and repair of sealed local roads, it is noted that 45 respondents (7.7%) nominated road maintenance and repair related issues as one of the top three [issues to address for the City of Bayside](#) ‘at the moment’. The respondents who nominated road issues as one of the top three issues were, on average, only marginally less satisfied with Council’s overall performance than the average of all respondents (6.80 compared to 6.99).

This reinforces the “very good” satisfaction with these facilities, suggesting that they are not a significant negative influence on community satisfaction with Bayside City Council.

Importance of and satisfaction with the maintenance and repair of sealed local roads
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Index score 0 - 10)



The maintenance and repair of footpaths

The maintenance and repair of footpaths was the 16th most important of the 26 included services and facilities this year, declining 5.7% this year, marginally higher than the average decline of 3.7% with services and facilities recorded this year.

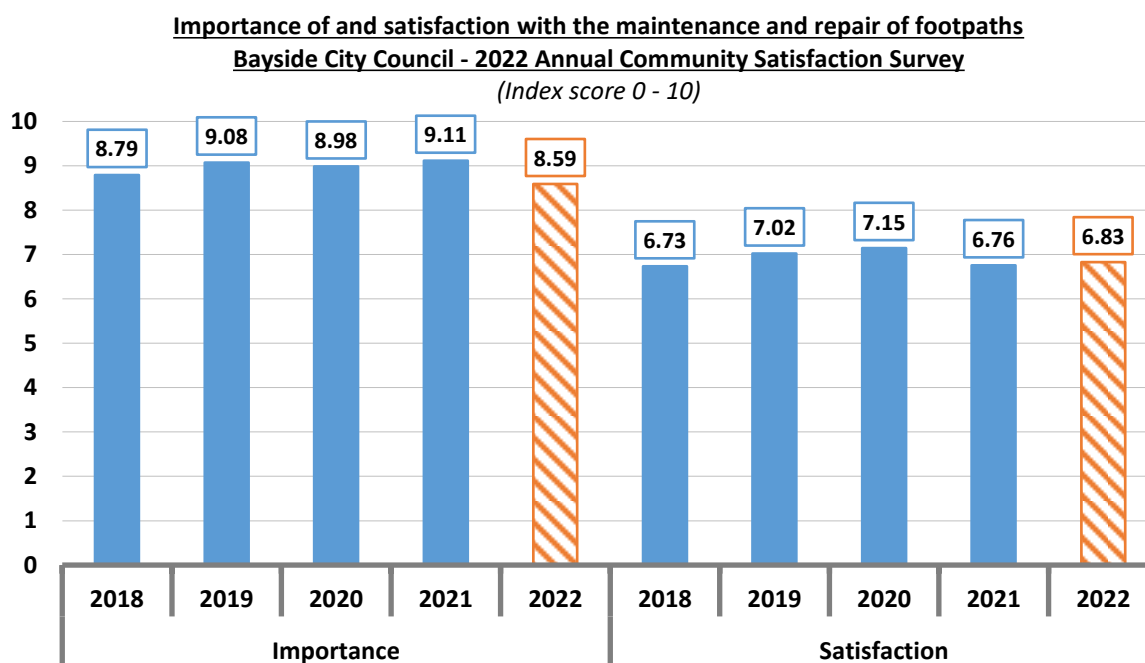
Satisfaction with the maintenance and repair of footpaths increased marginally but not measurably this year, up one percent to 6.83, although it remains at a “good” level of satisfaction.

This result was marginally higher than the long-term average satisfaction since 2018 of 6.90.

This ranks the service 26th or last in terms of satisfaction.

This result includes 43.0% “very satisfied” and 13.2% “dissatisfied” respondents, based on a total sample of 594 of the 600 respondents.

By way of comparison, this result was marginally but not measurably higher than the 2022 metropolitan Melbourne average satisfaction with “the maintenance and repair of footpaths” of 6.74, as recorded in the 2022 *Governing Melbourne* research.



On and off-road bike paths

On and off-road bike paths was the 18th most important of the 26 included services and facilities this year, declining 3.4% this year, similar to the average decline of 3.7% with services and facilities recorded this year.

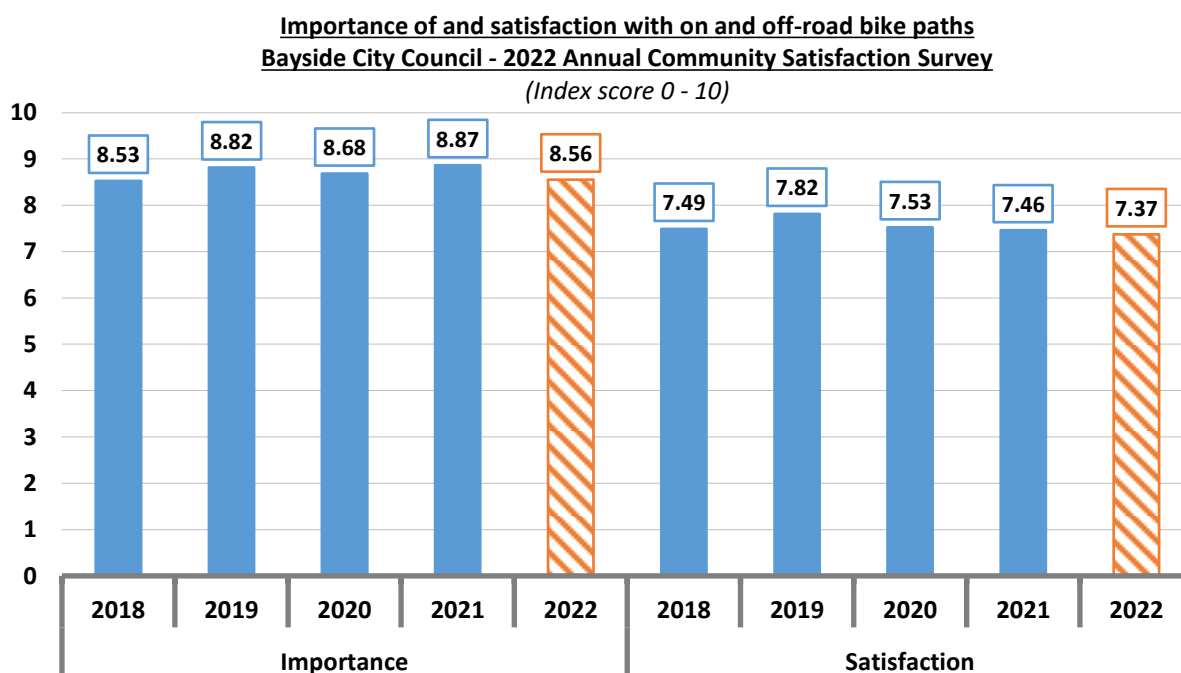
Satisfaction with on and off-road bike paths declined very marginally but not measurably this year, down 1.2% to 7.7, although it remains at a “very good” level of satisfaction.

This result remains marginally lower than the long-term average satisfaction since 2018 of 7.53.

This ranks the service 18th in terms of satisfaction.

This result includes 57.9% “very satisfied” and 5.6% “dissatisfied” respondents, based on a total sample of 330 of the 340 respondents (56.7%) who had used these facilities in the last 12 months.

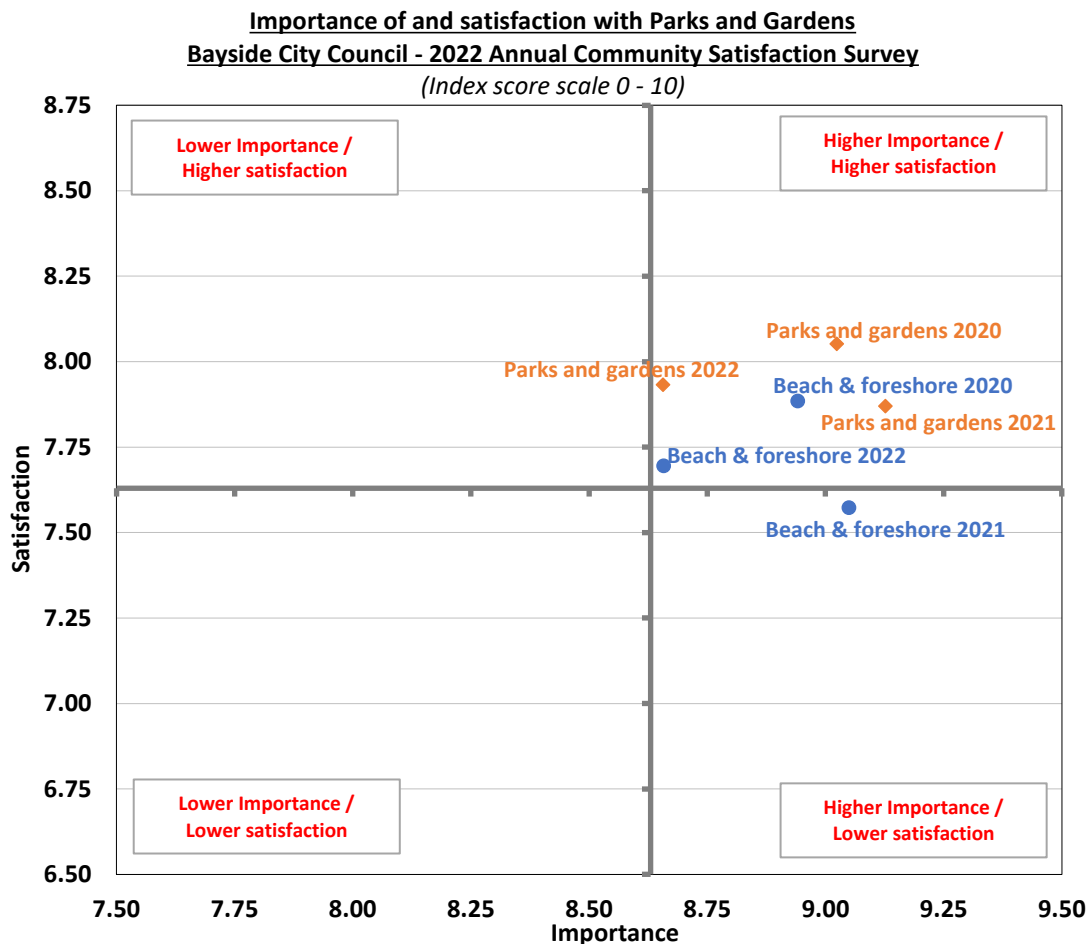
By way of comparison, this result was marginally but not measurably higher than the 2022 metropolitan Melbourne average satisfaction with “bike paths and shared pathways” of 7.40, as recorded in the 2022 *Governing Melbourne* research.



Parks and gardens

There were two parks and gardens related services and facilities included in the survey again this year, including the appearance of the beach, foreshore, and bushland, and the provision and maintenance of parks and gardens.

Consistent with the results recorded in previous years, these facilities were of higher-than-average importance to the community, and they both received somewhat higher than average satisfaction scores this year.



Appearance of beach, foreshore, and bushland

The appearance of beach, foreshore, and bushland was the 13th most important of the 26 included services and facilities this year, declining 4.3% this year, similar to the average decline of 3.7% with services and facilities recorded this year.

Satisfaction with the appearance of beach, foreshore, and bushland increased notably but not measurably this year, up 4.8% to 7.93, and it is now at an “excellent”, up from a “very good” level of satisfaction.

This result was marginally higher than the long-term average satisfaction since 2018 of 7.85.

This ranks the service 7th in terms of satisfaction.

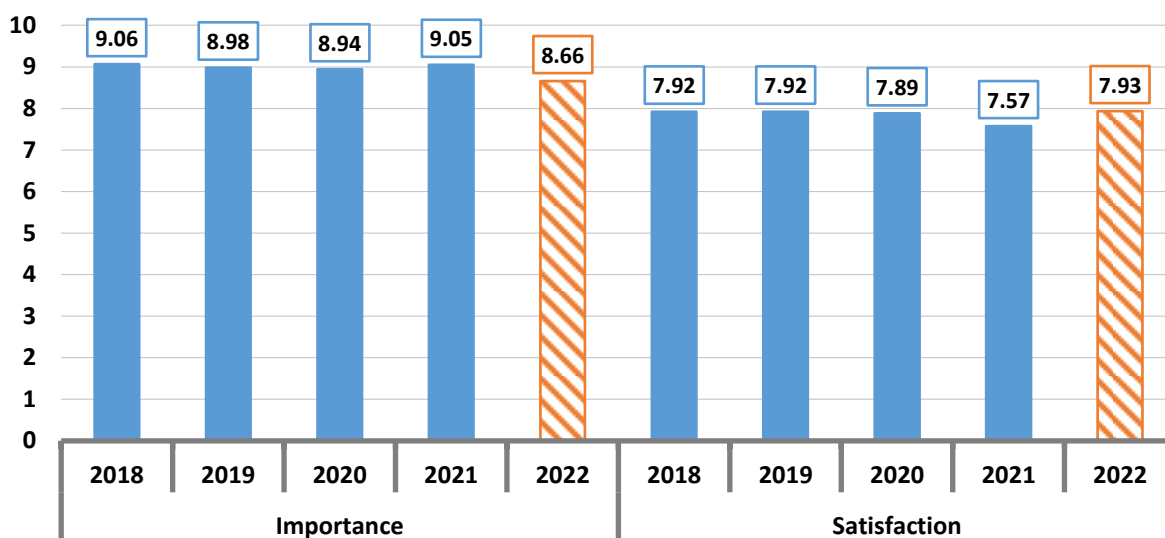
This result includes 70.4% “very satisfied” and 3.3% “dissatisfied” respondents, based on a total sample of 579 of the 600 respondents.

These facilities were not included in the 2022 *Governing Melbourne* research, and therefore no comparison results are available.

Importance of and satisfaction with the appearance of the beach and foreshore and bushland

Bayside City Council - 2022 Annual Community Satisfaction Survey

(Index score 0 - 10)



The provision and maintenance of parks, gardens, and reserves

The provision and maintenance of parks, gardens, and reserves were the 12th most important of the 26 included services and facilities this year, declining 5.1% this year, somewhat higher than the average decline of 3.7% with services and facilities recorded this year.

Satisfaction with these facilities declined very marginally but not measurably this year, down 2.2% to 7.70, and is now at a “very good”, down from an “excellent” level of satisfaction.

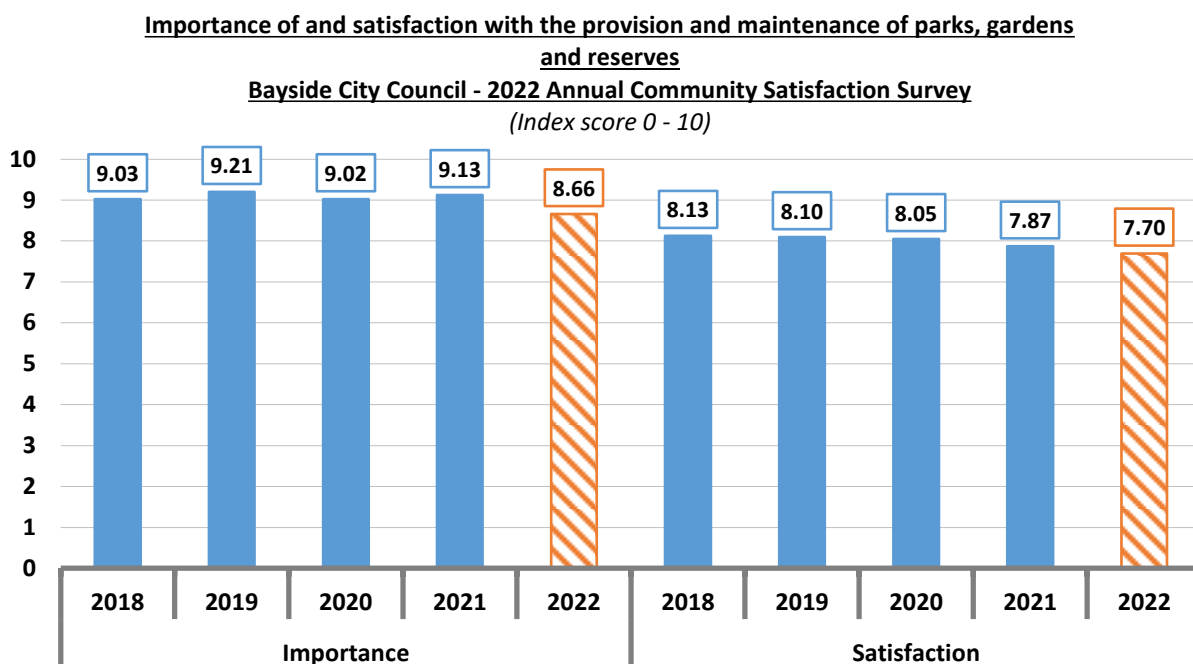
Metropolis Research notes that satisfaction with the provision and maintenance of parks, gardens, and reserves has declined marginally but not measurably in each of the last four surveys and is now down 5.2% since the high point of 8.13 back in 2018.

This result was notably lower than the long-term average satisfaction since 2018 of 7.97.

This ranks the service 12th in terms of satisfaction.

This result includes 62.9% “very satisfied” and 3.1% “dissatisfied” respondents, based on a total sample of 584 of the 600 respondents.

By way of comparison, this result was marginally but not measurably higher than the 2022 metropolitan Melbourne average satisfaction with “bike paths and shared pathways” of 7.40, as recorded in the 2022 *Governing Melbourne* research.



There were 22 comments received from respondents who were “dissatisfied” or “neutral” in relation to the provision and maintenance of parks, gardens, and reserves, as outlined in the following table.

The majority of these comments were related to a perceived lack of maintenance in parks, gardens, and reserves.



Reason for dissatisfaction with the provision and maintenance of parks, gardens, and reserves

Bayside City Council - 2022 Annual Community Satisfaction Survey

(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| Parks are dirty | 3 |
| Council neglects Dendy Park | 2 |
| Sporting ovals are not maintained | 2 |
| CSIRO area is not being maintained | 1 |
| Dendy golf course management | 1 |
| Equipment used not suitable for right age group Ashwood Ave Park | 1 |
| I go to the parks the lawn maintenance is poor (North Road / Bay Rd) | 1 |
| Litter | 1 |
| Lots of littering and rubbish and faeces in the parks | 1 |
| New playground quality low, too basic. Aimed at wrong age group for the community. Notably Landcox Park | 1 |
| Not enough dog parks | 1 |
| Not enough sports ground | 1 |
| Overgrown grass | 1 |
| Slow development | 1 |
| There are lots of available lots | 1 |
| There are still Christmas decors on the park bench (intersection of Little Wood and Hatton St) | 1 |
| They don't maintain it | 1 |
| Trees are cut down for development and does not look good in the neighbourhood | 1 |
| Total | 22 |

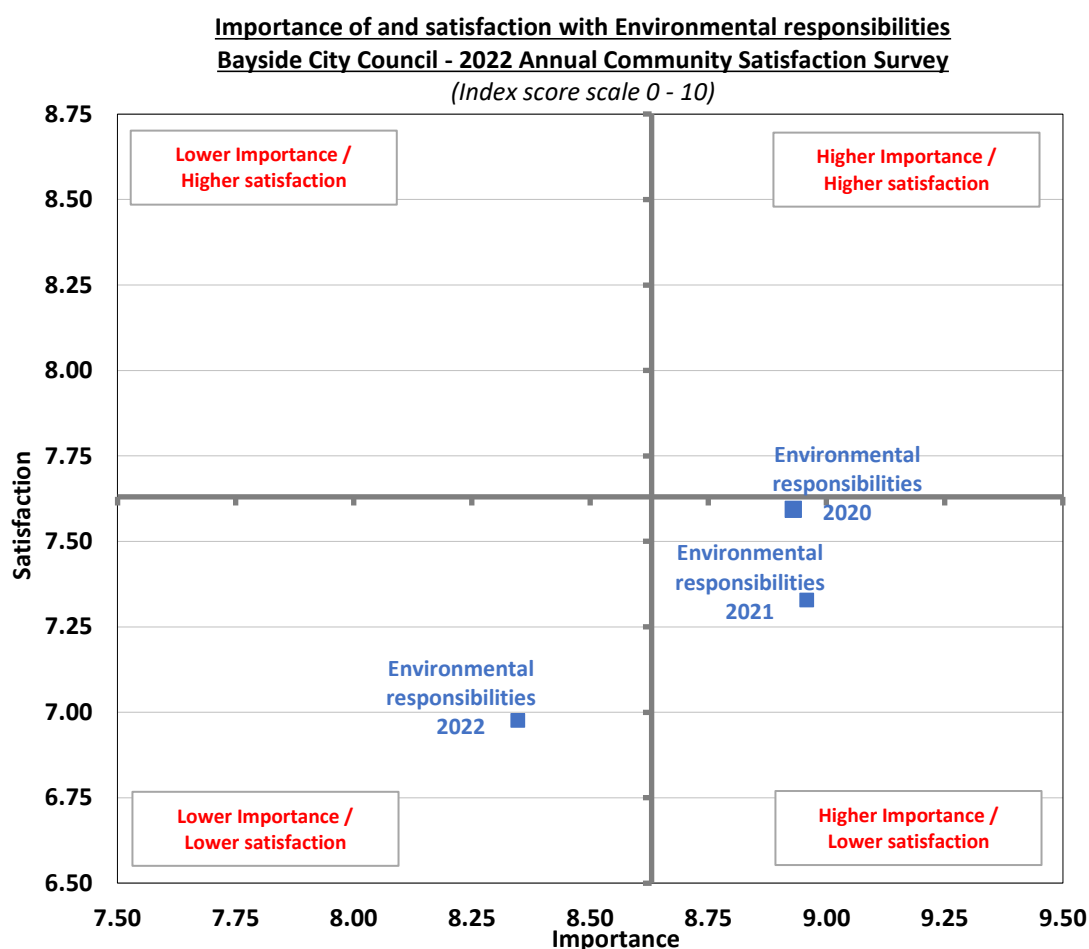


Council meeting its environmental responsibilities

There was just the one environmental service included in the survey this year, that being Council meeting its responsibilities towards the environment.

The importance of Council meeting its environmental responsibilities declined substantially this year and is of somewhat lower-than-average importance.

Satisfaction has also declined measurably over the last three years, and in 2022, received a lower-than-average satisfaction score.



Council meeting its environmental responsibilities was only the 23rd most important of the 26 included services and facilities this year, declining 6.8% this year, notably higher than the average decline of 3.7% with services and facilities recorded this year.

This is an interesting result, given that “environment, sustainability, and climate change” related issues were the second most nominated issues to address for the City of Bayside ‘at the moment’. This is discussed in more detail in the [Current Issues for the City of Bayside](#) section of this report.



The 48 respondents who nominated “environment, conservation, and climate change” as one of the top three issues to address, on average, considered Council meeting its responsibilities towards the environment to be substantially more important than the respondents who did not nominate environment, conservation, and climate change as an issue, at 8.74 compared to 8.30.

This reinforces the fact that Council actions in responding to the issues around particularly climate change were critically important to this sub-group (approximately 7.5%) of the community.

This group of respondents rated satisfaction with Council meeting its responsibilities towards the environment just marginally lower than those who did not nominate environment, conservation, and climate change as an issue (6.85 compared to 6.93).

Satisfaction with this service declined notably but not measurably this year, down 4.7% to 6.98, and is now at a “good”, down from a “very good” level of satisfaction.

This result was notably lower than the long-term average satisfaction since 2018 of 7.34.

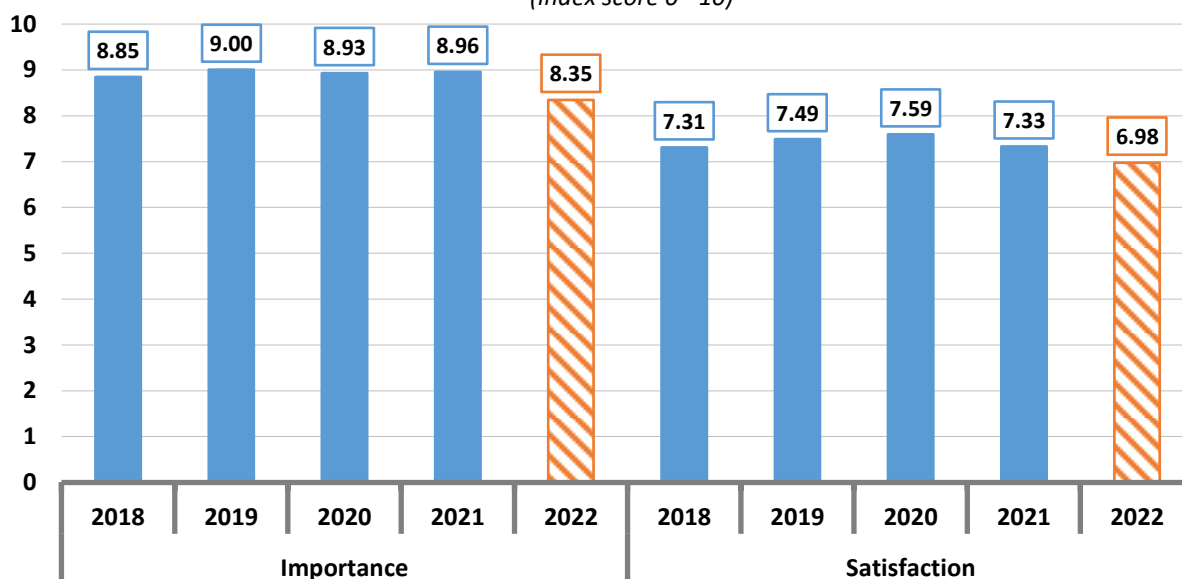
This ranks the service 23rd in terms of satisfaction.

This result includes 42.7% “very satisfied” and 9.4% “dissatisfied” respondents, based on a total sample of 451 of the 600 respondents.

By way of comparison, this result was marginally but not measurably higher than the 2022 metropolitan Melbourne average satisfaction with “Council meeting its responsibilities towards the environment” of 7.04, as recorded in the 2022 *Governing Melbourne* research.

Importance of and satisfaction with Council meeting environmental responsibilities
Bayside City Council - 2022 Annual Community Satisfaction Survey

(Index score 0 - 10)



Respondent profile

The following section provides the demographic profile of respondents to the *Bayside City Council – 2022 Annual Community Satisfaction Survey*.

These questions have been included in the survey for two purposes; to allow checking that the sample adequately reflects the underlying population of the municipality and secondly to allow for more detailed examination of the results of other questions in the survey.

Age structure

Due to the limitations of the telephone methodology in obtaining a good sample of younger residents, the sample has been weighted by age and gender, to conform with the *Census*.

Every effort was made to maximise the participation of younger residents, including over-sampling this group in the random sample of telephone numbers, and where possible, asking to speak with a younger person in the household when contacting landlines.

Metropolis Research ensured that a minimum of 40% of the *Census* percentage for each age group was obtained in the raw sample, prior to weighting by age and gender to precisely reflect the *Census* results.

Age structure
Bayside City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

| Age | 2022 (unweighted) | | 2022 (weighted) | 2021 | 2020 | 2019 | 2018 |
|-----------------------------------|-------------------|-------------|--------------------|------------|------------|------------|------------|
| | Number | Percent | | | | | |
| Adolescents (15 - 19 years) | 15 | 2.5% | 3.9% | 3.0% | 2.9% | 3.6% | 2.4% |
| Young adults (20 - 34 years) | 63 | 10.6% | 16.4% | 17.3% | 11.4% | 9.8% | 11.6% |
| Adults (35 - 44 years) | 95 | 15.9% | 16.6% | 16.6% | 18.2% | 19.1% | 18.2% |
| Middle-aged adults (45 - 59 yrs) | 193 | 32.3% | 30.4% | 30.4% | 25.7% | 32.2% | 25.4% |
| Older adults (60 - 74 years) | 158 | 26.5% | 20.7% | 20.7% | 26.1% | 24.2% | 30.3% |
| Senior citizens (75 yrs and over) | 73 | 12.2% | 12.0% | 12.0% | 15.7% | 11.1% | 12.1% |
| Not stated | 3 | | 0 | 0 | 4 | 0 | 1 |
| Total | 600 | 100% | 700 | 700 | 700 | 702 | 705 |



Identify as Aboriginal and / or Torres Strait Islander

This question was included for the first time in the survey in 2022, and there were no respondents who identified as Aboriginal and / or Torres Strait Islander.

Identify as Aboriginal and / or Torres Strait Islander
Bayside City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

| Response | 2022 | |
|--------------|------------|-------------|
| | Number | Percent |
| Yes | 0 | 0.0% |
| No | 592 | 100.0% |
| Not stated | 8 | |
| Total | 600 | 100% |

Gender

The survey continues to maintain a close to 50/50 gender split between male and female respondents.

Gender
Bayside City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

| Gender | 2022 | | 2021 | 2020 | 2019 | 2018 | 2017 ERP |
|--------------------------------|------------|-------------|------------|------------|------------|------------|---------------|
| | Number | Percent | | | | | |
| Male | 279 | 46.7% | 46.7% | 47.9% | 48.3% | 49.1% | 47.4% |
| Female | 318 | 53.3% | 53.3% | 52.1% | 51.7% | 50.9% | 52.6% |
| Non-binary | 0 | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Prefer to self-describe | 0 | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Prefer not to say / not stated | 3 | | 0 | 5 | 0 | 2 | 0 |
| Total | 600 | 100% | 700 | 700 | 702 | 705 | 84,456 |



Household member with a disability

Consistent with the results recorded in previous years, approximately 10% of respondent households had a member with disability.

Household member with a disability
Bayside City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

| Response | 2022 | | 2021 | 2020 | 2019 | 2018 |
|--------------|------------|-------------|------------|------------|------------|------------|
| | Number | Percent | | | | |
| Yes | 61 | 10.4% | 9.4% | 9.3% | 6.3% | 9.8% |
| No | 523 | 89.6% | 90.6% | 90.7% | 93.7% | 90.2% |
| Not stated | 16 | | 18 | 21 | 2 | 3 |
| Total | 600 | 100% | 700 | 700 | 702 | 705 |

Language spoken at home

Despite the limitations inherent in conducting telephone surveys, the sample included 22.3% of respondents who preferred to speak a language other than English at home.

A wide range of languages were spoken in respondent households, as outlined in the following table.



Language spoken at home
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Language | 2022 | | 2021 | 2020 | 2019 | 2018 |
|---------------------|------------|-------------|------------|------------|------------|------------|
| | Number | Percent | | | | |
| English | 463 | 77.7% | 83.4% | 81.7% | 80.6% | 84.8% |
| French | 26 | 4.4% | 1.4% | 0.4% | 1.1% | 1.4% |
| Mandarin | 17 | 2.9% | 1.1% | 1.6% | 2.6% | 1.6% |
| German | 9 | 1.5% | 1.0% | 1.4% | 1.3% | 0.3% |
| Italian | 9 | 1.5% | 1.9% | 2.2% | 2.3% | 1.6% |
| Greek | 7 | 1.2% | 1.3% | 2.2% | 1.1% | 1.1% |
| Chinese, n.f.d | 6 | 1.0% | 0.3% | 0.3% | 0.0% | 0.3% |
| Polish | 5 | 0.8% | 0.6% | 0.3% | 0.6% | 0.3% |
| Russian | 5 | 0.8% | 1.1% | 0.0% | 0.9% | 1.4% |
| Spanish | 5 | 0.8% | 0.3% | 1.2% | 0.3% | 0.1% |
| Hungarian | 3 | 0.5% | 0.2% | 0.0% | 0.0% | 0.2% |
| Serbian | 3 | 0.5% | 0.4% | 0.0% | 0.1% | 0.2% |
| Thai | 3 | 0.5% | 0.4% | 0.3% | 0.0% | 0.2% |
| Arabic | 2 | 0.3% | 0.4% | 0.0% | 0.6% | 0.1% |
| Dutch | 2 | 0.3% | 0.4% | 0.1% | 0.3% | 0.5% |
| Japanese | 2 | 0.3% | 0.3% | 0.1% | 0.3% | 0.9% |
| Maltese | 2 | 0.3% | 0.1% | 0.1% | 0.3% | 0.0% |
| Portugese | 2 | 0.3% | 0.3% | 0.0% | 0.0% | 0.1% |
| Swedish | 2 | 0.3% | 0.3% | 0.1% | 0.6% | 0.1% |
| Tagalog (Filipino) | 2 | 0.3% | 0.3% | 0.2% | 0.0% | 0.0% |
| Teluga | 2 | 0.3% | 0.0% | 0.1% | 0.0% | 0.0% |
| African Languages | 1 | 0.2% | 0.1% | 0.0% | 0.5% | 0.0% |
| Afrikaans | 1 | 0.2% | 0.1% | 0.4% | 0.1% | 0.1% |
| Danish | 1 | 0.2% | 0.1% | 0.1% | 0.3% | 0.1% |
| Hakka | 1 | 0.2% | 0.0% | 0.1% | 0.0% | 0.0% |
| Hebrew | 1 | 0.2% | 0.1% | 0.0% | 0.3% | 0.1% |
| Hindi | 1 | 0.2% | 0.3% | 0.6% | 0.7% | 0.3% |
| Indonesian | 1 | 0.2% | 0.0% | 0.0% | 0.0% | 0.0% |
| Irish | 1 | 0.2% | 0.1% | 0.0% | 0.1% | 0.0% |
| Latvian | 1 | 0.2% | 0.0% | 0.1% | 0.0% | 0.0% |
| Macedonian | 1 | 0.1% | 0.0% | 0.0% | 0.0% | 0.0% |
| Malay | 1 | 0.2% | 0.0% | 0.0% | 0.0% | 0.0% |
| Norwegian | 1 | 0.2% | 0.1% | 0.0% | 0.0% | 0.0% |
| Samoan | 1 | 0.2% | 0.0% | 0.0% | 0.0% | 0.0% |
| All other languages | 6 | 1.0% | 3.5% | 4.5% | 2.7% | 2.5% |
| Multiple | 0 | 0.0% | 0.0% | 1.6% | 2.3% | 1.9% |
| Not stated | 4 | | 4 | 9 | 6 | 8 |
| Total | 600 | 100% | 700 | 700 | 702 | 705 |



Household structure

Consistent with the results recorded in previous years, approximately half of the respondent households were two-parent families, one-quarter were couple-households, 12.3% were sole person households, six percent one-parent households, and 3.7% group households.

Household structure
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Structure | 2022 | | 2021 | 2020 | 2019 | 2018 |
|--------------------------------|------------|--------------|--------------|--------------|--------------|--------------|
| | Number | Percent | | | | |
| Two parent family total | 297 | 52.0% | 45.7% | 42.6% | 50.5% | 43.8% |
| youngest child 0 - 4 years | 50 | 8.8% | 7.3% | 8.4% | 8.3% | 8.0% |
| youngest child 5 - 12 years | 71 | 12.4% | 13.3% | 15.7% | 17.3% | 14.1% |
| youngest child 13 - 18 years | 82 | 14.4% | 12.3% | 8.5% | 10.3% | 8.4% |
| adult children only | 94 | 16.5% | 12.7% | 10.0% | 14.6% | 13.4% |
| One parent family | 34 | 6.0% | 5.6% | 2.9% | 5.7% | 5.4% |
| youngest child 0 - 4 years | 4 | 0.7% | 1.0% | 0.0% | 0.0% | 0.1% |
| youngest child 5 - 12 years | 5 | 0.9% | 1.2% | 0.9% | 1.3% | 1.1% |
| youngest child 13 - 18 years | 8 | 1.4% | 0.6% | 0.9% | 1.3% | 0.4% |
| adult children only | 17 | 3.0% | 2.8% | 1.2% | 3.1% | 3.7% |
| Couple only household | 141 | 24.7% | 29.1% | 31.9% | 24.3% | 33.7% |
| Group household | 21 | 3.7% | 3.1% | 2.3% | 3.9% | 1.8% |
| Sole person household | 70 | 12.3% | 12.9% | 16.5% | 12.9% | 12.1% |
| Extended or multiple families | 8 | 1.4% | 3.7% | 3.9% | 2.7% | 3.3% |
| Not stated | 29 | | 17 | 7 | 3 | 1 |
| Total | 600 | 100% | 700 | 700 | 702 | 705 |

Current housing situation

Consistent with previous years, approximately two-thirds of respondent households reported that they own their home outright, 21.2% were mortgagor households, and 14.4% were rental households.

Current housing situation
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Situation | 2022 | | 2021 | 2020 | 2019 | 2018 |
|------------------------------------|------------|-------------|------------|------------|------------|------------|
| | Number | Percent | | | | |
| Own this home | 364 | 63.2% | 63.0% | 65.7% | 68.1% | 67.2% |
| Mortgage (paying-off this home) | 122 | 21.2% | 24.2% | 15.0% | 18.3% | 19.5% |
| Private rental | 83 | 14.4% | 11.5% | 18.0% | 13.4% | 11.0% |
| Renting from the Office of Housing | 7 | 1.2% | 1.4% | 1.3% | 0.3% | 2.3% |
| Not stated | 24 | | 38 | 15 | 7 | 6 |
| Total | 600 | 100% | 700 | 700 | 702 | 705 |



Dwelling type

Approximately three-quarters of respondents were separate detached homes, a little more than 10% were semi-detached, row or terrace homes, and 10% were flats, units, or apartments.

Dwelling type
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Type | 2022 | | 2021 | 2020 | 2019 | 2018 |
|-------------------------------|------------|-------------|------------|------------|------------|------------|
| | Number | Percent | | | | |
| Separate house | 449 | 77.1% | 72.7% | 82.5% | 80.7% | 75.8% |
| Semi-detached, row or terrace | 69 | 11.9% | 11.3% | 8.7% | 9.7% | 8.3% |
| Flat, unit, or apartment | 58 | 10.0% | 15.4% | 8.7% | 9.6% | 15.6% |
| Other | 6 | 1.0% | 0.6% | 0.1% | 0.0% | 0.3% |
| Not stated | 18 | | 19 | 31 | 4 | 6 |
| Total | 600 | 100% | 700 | 700 | 702 | 705 |

Period of residence in the City of Bayside

There was an increase this year, in the proportion of respondents who had lived at the current address for less than one year, reversing the decline last year recorded during COVID-19.

Period of residence
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

| Period | 2022 | | 2021 | 2020 | 2019 | 2018 |
|-----------------------------|------------|-------------|------------|------------|------------|------------|
| | Number | Percent | | | | |
| Less than one year | 25 | 4.3% | 1.5% | 5.1% | 5.1% | 4.6% |
| One to less than five years | 80 | 13.7% | 3.4% | 16.5% | 17.2% | 16.2% |
| Five to less than ten years | 84 | 14.4% | 13.5% | 13.5% | 14.0% | 13.5% |
| Ten years or more | 394 | 67.6% | 81.6% | 64.9% | 63.7% | 65.7% |
| Not stated | 17 | | 21 | 10 | 0 | 3 |
| Total | 600 | 100% | 700 | 700 | 702 | 705 |



General comments

A total of 110 general comments were received from the 600 respondents to the survey this year, or 18.3% of respondents, which is consistent with the 17.1% of respondents who provided a general comment last year.

The verbatim comments are included in the following pages of this report and are broadly categorised in the following table.

Consistent with recent years, comments were provided by respondents around waste and recycling, communication and consultation, and Council management, planning and development issues, and transport infrastructure.

There were a few more comments received this year about community facilities and services than has typically been received in the past.

General comments
Bayside City Council - 2022 Annual Community Satisfaction Survey
(Number of total responses)

| Comment | 2022 | | 2021 | 2020 | 2019 | 2018 |
|--|------------|-------------|------------|-----------|-----------|------------|
| | Number | Percent | | | | |
| Green waste, recycling, litter, hard rubbish | 14 | 12.7% | 6.7% | 12.0% | 8.3% | 3.1% |
| Communication, consultation, management | 12 | 10.9% | 16.7% | 5.4% | 5.6% | 9.2% |
| Planning and development issues | 12 | 10.9% | 10.8% | 2.2% | 19.4% | 15.3% |
| Community facilities / services | 11 | 10.0% | 3.3% | 3.3% | 2.8% | 6.1% |
| Roads, footpath and bike facilities | 11 | 10.0% | 5.8% | 10.9% | 11.1% | 4.6% |
| Comments relating to this survey | 10 | 9.1% | 5.8% | 10.9% | 4.2% | 6.1% |
| Parking | 9 | 8.2% | 10.0% | 7.6% | 8.3% | 11.5% |
| Parks, gardens, open spaces and tree maintenance | 8 | 7.3% | 5.8% | 10.9% | 5.6% | 6.1% |
| General positive comments | 6 | 5.5% | 4.2% | 9.8% | 9.7% | 6.1% |
| Traffic and public transport management | 5 | 4.5% | 10.0% | 8.7% | 5.6% | 9.2% |
| Animal management | 4 | 3.6% | 2.5% | 3.3% | 2.8% | 4.6% |
| Safety, policing and crime | 3 | 2.7% | 1.7% | 2.2% | 0.0% | 1.5% |
| Cleanliness of areas | 1 | 0.9% | 2.5% | 1.1% | 0.0% | 2.3% |
| Drains and flooding | 1 | 0.9% | 0.8% | 2.2% | 2.8% | 2.3% |
| Rates / financial management | 1 | 0.9% | 3.3% | 1.1% | 4.2% | 2.3% |
| Other | 2 | 1.8% | 10.0% | 8.7% | 9.7% | 9.2% |
| Total | 110 | 100% | 120 | 92 | 72 | 131 |



General comments
Bayside City Council - 2022 Annual Community Satisfaction Survey
 (Number of responses)

| Comment | Number |
|---|-----------|
| <i>Green waste, recycling, litter, hard rubbish</i> | |
| Can make recycling collection weekly | 2 |
| I suggest that the green waste should be collected weekly | 2 |
| Rubbish collection shouldn't be reduced. Need to stay the same | 2 |
| Frequency of garbage collection is too much | 1 |
| If we get to separate glass and other recycling, that would be great | 1 |
| Keep the green bin where it is. Don't reduce | 1 |
| More than 2 pickup service a year | 1 |
| Rubbish collection is always late | 1 |
| Rubbish collection is not as frequent | 1 |
| The only job that is important for the Council is to collect rubbish | 1 |
| Would be better if Council could provide more information regarding special recycling services | 1 |
| Total | 14 |
| <i>Communication, consultation, and Council management</i> | |
| Community consultation is ignored | 1 |
| Council should stay out of politics | 1 |
| Encourage female Councillors | 1 |
| Friendliness of staff need to be improved | 1 |
| I would like the Council to work for the community like a non-profit instead of a business | 1 |
| Individual Councils aren't individual at all | 1 |
| More responsive to our needs | 1 |
| Needs to be more approachable | 1 |
| Very disappointed with Bayside Council with lack of transparency | 1 |
| Want a professional for Mayor, current Council system to be abolished | 1 |
| When you put an enquiry on anything like energy or registration or permits there should be timely or frequent responses | 1 |
| Would like direct access to Councillors more | 1 |
| Total | 12 |
| <i>Planning and development issues</i> | |
| Protect heritage housing | 2 |
| Buildings on Harding St need to build under regulation | 1 |
| Council is destroying too many old houses without considering and proper planning | 1 |
| Fix the CSIRO side | 1 |
| I am disappointed in the approval of all these apartments | 1 |
| I'd like to see if they can organise solar grids for the entire community | 1 |



| | |
|---|-----------|
| No high rises being built | 1 |
| Stop stupid development. Awful developments | 1 |
| Too many because of development along the Main Rd | 1 |
| Too many units and apartments | 1 |
| We need a fresh approach to sustainability of population, transport, resource use and natural environment | 1 |
| Total | 12 |

Roads, footpath, and bike facilities

| | |
|--|-----------|
| Footpath is badly maintained | 2 |
| Bike lanes should be improved, and no car should park in bike lanes | 1 |
| Footpaths need to be maintained for older folks | 1 |
| Footpaths need fixing for wheels | 1 |
| Get the Highett Rd level crossing removed please | 1 |
| Improving bike lanes | 1 |
| In James Cres has parking equipment left on the road for months | 1 |
| Maintain the roads | 1 |
| Shared pedestrian and bike lane is dangerous. Should have separate one | 1 |
| Some streets don't have footpaths | 1 |
| Total | 11 |

Community facilities / services

| | |
|---|-----------|
| Better beaches carved out between Brighton and Elwood needs to be more swimming spots | 1 |
| Community sport needs to be priority | 1 |
| Council should focus more on sports facilities or at least maintain what they have | 1 |
| Give us better services | 1 |
| Install more streetlights near Princess Ave and Graham Rd | 1 |
| Lack of mental health services | 1 |
| More done for first nations people would be better | 1 |
| Pool regulations are inconsistent and not appropriate | 1 |
| Stick to main services. Don't focus on inclusivity and all | 1 |
| Stop eating time with irrelevant things like environmental change. Provide services instead | 1 |
| There is no aquatic centre in Bayside, Council needs to setup an aquatic centre | 1 |
| Total | 11 |

Comments relating to this survey

| | |
|--|-----------|
| Shorter survey and less quantitative so that more people with busy schedules can participate | 5 |
| It is important to have surveys | 1 |
| Some of the questions doesn't have Council's influence. They are irrelevant | 1 |
| The interviewer is very respectful and knowledgeable | 1 |
| Would like to know why Council needs so many demographic details? | 1 |
| You shouldn't single out specific people due to racial configuration | 1 |
| Total | 10 |



| <i>Parking</i> | |
|--|----------|
| Parking | 2 |
| Big cars parking on main road is blocking access to the street | 1 |
| Can't even find parking in the residential streets | 1 |
| Parking enforcement issues need to be solved especially for those with trailers and vans by the tradies | 1 |
| Permit grant for car park sticker is really slow | 1 |
| Streets packed with parked with cars | 1 |
| The parking spaces on roads are too narrow | 1 |
| The tables put by cafe on the streets are blocking carparks | 1 |
| Total | 9 |
| <i>Parks, gardens, open spaces, and tree maintenance</i> | |
| Don't like how they cut the trees and overgrown bushes. It always looks half done and branches are falling over | 3 |
| Elsternwick Park is a very significant asset for the whole of its catchment area that includes populations in Port Philip and Glen Eira Councils. The state of Victoria should develop a master plan | 1 |
| Grassy Woodlands is dilapidated | 1 |
| Hampton Pier should be open after renovation | 1 |
| More support from Council revolving disputes around neighbour's trees | 1 |
| Street trees that are inappropriate should be cut down at Alicia St | 1 |
| Total | 8 |
| <i>General positive comments</i> | |
| Doing well overall relative to other Councils | 2 |
| Grateful | 2 |
| Library service and staff were great | 1 |
| The staff is very polite and helpful | 1 |
| Total | 6 |
| <i>Traffic and public transport management</i> | |
| Busy side streets need traffic moved to other streets | 1 |
| Fix the boom gate near Highett station | 1 |
| Peterson St and Telford St too busy, maybe roundabout needed | 1 |
| Public transport in the area is not reliable since they are late | 1 |
| The Cheltenham transport hub will greatly increase Highett traffic | 1 |
| Total | 5 |



| <i>Animal management</i> | |
|--|------------|
| Dog owners careless at the park with pets | 1 |
| More bags for animal waste | 1 |
| More supervision on dogs on the streets | 1 |
| Protect the dog park and stop removing them | 1 |
| Total | 4 |
| <i>Safety, policing, and crime</i> | |
| Drug dealer opposite to our home | 1 |
| Drug deals particularly at night at Bluff Rd, Hampton East | 1 |
| Launched a complaint with Council years ago regarding safety walking across Beach Rd and it wasn't followed up | 1 |
| Total | 3 |
| <i>Cleanliness of areas</i> | |
| Council needs to focus on cleaning for the sake of environment | 1 |
| Total | 1 |
| <i>Drains and flooding</i> | |
| Storm drains on Park St broken and is pooling up a lot | 1 |
| Total | 1 |
| <i>Rates / financial management</i> | |
| Reduce the rates | 1 |
| Total | 1 |
| <i>Other</i> | |
| Bad signal in the area for Telstra | 1 |
| Please register 1 Links St into the Council | 1 |
| Total | 2 |
| Total | 110 |



Appendix One: survey form



Hi my name is _____ from Metropolis Research and I am here on behalf of Bayside City Council.

Council is doing its annual Community Satisfaction Survey. This is an opportunity for you to provide feedback on council's programs and services, as well as issues that are important to you.

Council will use the survey results to help improve its services to the community.

We would like to invite someone in your household to participate in the survey.

The survey will take approximately 15 mins to complete, is completely confidential and voluntary.

1

In the last 12 months, have you engaged with Council in any of the following ways?

(please select as many as appropriate)

- | | | | |
|---|----------|---|----------|
| Visited Council offices in Sandringham | 1 | Telephoned Council / Council officer | 5 |
| Looked up information on Council website | 2 | Emailed Council / Council officer | 6 |
| Filled in a form / made a request using the Council website | 3 | Read or responded to social media post (Facebook, Twitter, Instagram) | 7 |
| Made a payment using the Council website | 4 | | |

2

If contacted Council by telephone or a visit in-person:

Was this your preferred method of contacting Council, or did you try another method first?

- | | | | |
|--|----------|----------------------------|----------|
| Preferred method of contacting Council | 1 | Tried another method first | 2 |
|--|----------|----------------------------|----------|

3

If contacted Council by telephone, email, or a visit in-person:

On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of service when you last contacted the Bayside City Council?

| | | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. Professionalism of the staff | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 2. Understanding of your needs | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 3. How long it took to deal with the enquiry / issue | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 4. Accuracy and comprehensiveness of the information provided | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 5. Staff's understanding of your language needs <i>(LOTE respondents only)</i> | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 6. Satisfaction with the final outcome | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

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 those services you or a member of your household has used in the past 12 months.

(Survey note: Ask importance, then use, then satisfaction only if service has been used in last twelve 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 | |
| <i>Reason for rating satisfaction less than 6</i> | | | | | | | | | | | | | | |
| 2. Local library | 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 | |
| <i>Reason for rating satisfaction less than 6</i> | | | | | | | | | | | | | | |
| 3. 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 | |
| <i>Reason for rating satisfaction less than 6</i> | | | | | | | | | | | | | | |
| 4. On and off-road bike paths (including shared paths) | 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. Arts and Culture (e.g. Bayside Gallery, outdoor performance, public art) | 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 | |
| <i>Reason for rating satisfaction less than 6</i> | | | | | | | | | | | | | | |
| 6. Sports grounds and ovals | 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. Recreation and Aquatic 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 | |
| 8. Services for children from birth to 5 years of age (e.g. Maternal and Child Health, childcare) | 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 | |
| 9. Services for youth (e.g. School holiday programs, Council recreation events) | 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

| | | | | | | | | | | | | | | |
|--|--------------|-----|---|---|---|---|----|---|---|---|---|----|----|--|
| 10. Services for older people <i>(community transport, delivered meals, social support)</i> | 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. Services for people with a disability | 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 | |
| <i>Reason for rating satisfaction less than 6</i> | | | | | | | | | | | | | | |
| 12. The hard rubbish booking / pick up service | 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

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

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. Council's community consultation and engagement | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| <i>Reason for rating less than 6</i> | | | | | | | | | | | | |
| 2. The responsiveness of Council to local community needs | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 3. 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 |
| 4. Council making decisions in the best interests of the community | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 5. Council's representation, lobbying and advocacy on behalf of the community with other levels of government on key issues | 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 personal level of satisfaction with the performance of Council across all areas of responsibility?

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. Performance of Council across all areas of responsibility | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| <i>1a. Why did you rate Council's overall performance at the level you did?</i> | | | | | | | | | | | | |

8

On a scale of zero (strongly disagree) to ten (strongly agree), please rate your agreement with the following statements regarding Bayside City Council as an organisation.

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. Is trustworthy and reliable | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 2. Provides important services that meet the needs of the whole community | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 3. Is efficient and effective | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 4. Offers value for rates | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 5. Has a sound direction for the future | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 6. Is a responsible financial manager | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

9

Can you please list what you consider to be the top three issues for the City of Bayside at the moment?

| | |
|---------------------|--|
| Issue One: | |
| | |
| Issue Two: | |
| | |
| Issue Three: | |
| | |

10

Please rank from 1 (highest priority) to 6 (lowest) the importance of the following five advocacy projects currently being undertaken by Council.

For improved public transport in and across Bayside

| |
|--|
| |
| |
| |

For action on the climate emergency, including reducing emissions

| |
|--|
| |
| |
| |

For a planning system that better considers local community and Council feedback

To address coastal erosion and protect Port Phillip Bay

To ensure that the elderly and people with a disability continue to have access to high quality support services

For increasing the supply of social and affordable housing in Bayside

The Bayside Council’s vision statement is:
“Bayside in 2050 leads the way demonstrably as a diverse, healthy, and liveable place. We value economic and cultural progress, environmental sustainability and the protection of open spaces and coastline, and we nurture inclusiveness, safety, accessibility, community vibrancy, creativity and innovation”.

11

On a scale of 0 (lowest) to 10 (highest), how well do you believe Council is working to achieve this overall vision across each of the following areas?

| | | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. Living / natural environment | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 2. Increase and enhance open space | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 3. Transport, walkability, rideability | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 4. Community feel and direction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 5. Nurturing creativity | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 6. Promoting innovation | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 7. Council operations and accountability | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 8. Access and inclusion | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 9. The built environment | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 10. Tourism, commercial and economic opportunities | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

12

Are you actively involved in your local community in any of the following ways?

| | Yes | No | Can't say |
|--|-----|----|-----------|
| I am an active member of a club or community group | 1 | 2 | 9 |
| I regularly volunteer (<i>approximately monthly or more often</i>) | 1 | 2 | 9 |
| I sometimes volunteer (<i>less often than approximately monthly</i>) | 1 | 2 | 9 |
| I currently sit on a community group board / committee | 1 | 2 | 9 |

The State Government has planned for the population of Bayside to continue growing by approximately 13,000 over the next 20 years. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

13

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with?

| | | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. Planning for population growth | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| If you rated satisfaction less than 5, what concerns you most about population growth in the municipality? | | | | | | | | | | | | |
| | | | | | | | | | | | | |

14

On a scale of 0 (lowest) to 10 (highest) can you please rate your satisfaction with the following aspects of planning and housing development in your local area?

| | | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. Opportunities to participate in consultations on planning | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 2. The number of new developments | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 3. 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 5, please identify any specific developments as examples of your concerns:</i> | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| 4. The size, height and set-back distances of buildings being developed | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 5. Protection of local heritage | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 6. Planning decisions respecting the local neighbourhood character | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 7. The guidance available from Council policies and controls | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| If any aspect rated less than 5, why do you say that? | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |

15

On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of traffic and parking in the City of Bayside.

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. The volume of traffic on residential streets in your local area | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 2. The volume of traffic on main roads | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 3. Availability of parking on residential streets in your local area | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 4. Availability of parking on main roads | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 5. The availability of parking around busy shopping strips / major commercial areas | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 6. Your safety walking in residential streets in your local area | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 7. Your safety walking beside main roads | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 8. Your safety cycling in residential streets in your local area | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 9. Your safety cycling beside main roads | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

16

Have you or members of your household engaged in the following sustainable environmental initiatives, and if not, what was the main barrier?

| | <i>Currently doing / done</i> | <i>Considering within 1 year</i> | <i>Not considering</i> | <i>Can't say</i> | <i>Barrier</i> |
|---|-------------------------------|----------------------------------|------------------------|------------------|----------------|
| 1. Installed solar panels and/or batteries | 1 | 2 | 3 | 9 | |
| 2. Purchased an electric only vehicle (<i>not a dual fuel hybrid</i>) | 1 | 2 | 3 | 9 | |
| 3. Used a special recycling service (e.g., for electronic or e-waste) | 1 | 2 | 3 | 9 | |
| 4. Avoided single-use plastics e.g. use re-useable bags for shopping | 1 | 2 | 3 | 9 | |
| 5. Consumed home grown fresh herbs, fruits, or vegetables | 1 | 2 | 3 | 9 | |
| 6. Prepared a plan for your household to cope with a heatwave or flooding | 1 | 2 | 3 | 9 | |
| 7. Used grey water in garden or have water tanks for gardens | 1 | 2 | 3 | 9 | |
| 8. Modified heating or cooling usage to save energy and / or money | 1 | 2 | 3 | 9 | |
| 9. Changed your electricity supply to 'GreenPower' or renewable energy | 1 | 2 | 3 | 9 | |

- | | | | |
|---------------------------------|----------|----------------------------------|----------|
| Lack of information / knowledge | 1 | Lack of interest | 4 |
| Cost is too expensive | 2 | Not possible / e.g. not an owner | 5 |
| Lack of time | 3 | Other | 9 |

17

On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements regarding the local community.

| <i>Statement</i> | <i>Strongly disagree</i> | | | <i>Neutral</i> | | | | <i>Strongly agree</i> | | | <i>Can't say</i> | |
|--|--------------------------|---|---|----------------|---|---|---|-----------------------|---|---|------------------|----|
| | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 1. Bayside is accessible and inclusive for all in the community | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 2. The Bayside community is welcoming and supportive of people from diverse cultures and backgrounds | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 3. Bayside Council respects, reflects and is inclusive of First Nations' Peoples | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 4. I feel welcome, included, and respected when accessing Council services, facilities, and activities | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

18**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 |

19**With which gender do you identify?**

| | | | |
|------------|---|--------------------------|---|
| Male | 1 | Prefer to self-describe: | 4 |
| Female | 2 | _____ | |
| Non-binary | 3 | Prefer not to say | 9 |

20**Do any members of this household speak a language other than English at home?**

| | | | |
|--------------|---|---------------------------------|---|
| English only | 1 | Other (<i>specify</i>): _____ | 2 |
|--------------|---|---------------------------------|---|

21**Do any members of this household identify as Aboriginal and / or Torres Strait Islander?**

| | | | |
|------------------------------|---|------------|---|
| Yes - Aboriginal | 1 | Yes - both | 3 |
| Yes - Torres Strait Islander | 2 | No | 4 |

22**What is the structure of this household?**

| | | | |
|---|---|---|----|
| Two parent family (<i>youngest 0 - 4 yrs</i>) | 1 | One parent family (<i>youngest 13-18yr</i>) | 7 |
| Two parent family (<i>youngest 5 – 12 yrs</i>) | 2 | One parent family (<i>adult child only</i>) | 8 |
| Two parent family (<i>youngest 13 - 18 yrs</i>) | 3 | Extended or multiple families | 9 |
| Two parent family (<i>adult child only</i>) | 4 | Group household | 10 |
| One parent family (<i>youngest 0 - 4 yrs</i>) | 5 | Sole person household | 11 |
| One parent family (<i>youngest 5 – 12 yrs</i>) | 6 | Couple only household | 12 |

23**Do any members of this household have a permanent or long-term disability?**

| | | | |
|-----|---|----|---|
| Yes | 1 | No | 2 |
|-----|---|----|---|

24**Which of the following best describes the current housing situation of this household?**

| | | | |
|---|---|--|---|
| Own this home | 1 | Private rental (<i>eg Real Estate Agent</i>) | 3 |
| Mortgage (<i>paying-off this home</i>) | 2 | Renting from Office of Housing or Housing Association | 4 |

25**What type of dwelling is this?**

| | | | |
|-------------------------------------|---|-------------------------|---|
| Separate house | 1 | Flat, unit or apartment | 3 |
| Semi-detached, row or terrace house | 2 | Other | 4 |

26**How long have you lived in the City of Bayside?**

| | | | |
|------------------------|---|-------------------------|---|
| Less than 1 year | 1 | 5 to less than 10 years | 3 |
| 1 to less than 5 years | 2 | 10 years or more | 4 |

27**Do you have any further comments you would like to make?**

| |
|--|
| |
| |

THANK YOU FOR YOUR TIME AND PARTICIPATION