

Bayside City Council

2023

Annual Community Satisfaction Survey



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Executive summary

Introduction and methodology

Council's sixth *Annual Community Satisfaction Survey* was conducted by Metropolis Research using a door-to-door interview style survey of 714 residents in March and April 2023.

The survey has traditionally been conducted as a door-to-door, face-to-face interview style survey with 700 respondents, but due to the pandemic it was conducted as a random sample telephone survey in 2021 and a hybrid telephone / door-to-door survey in 2022.

The survey completed its return to the door-to-door methodology this year, as the door-to-door methodology provides a more meaningful interaction with residents, and it results in greater participation from the community, with more residents who would not normally engage with Council participating in the research.

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 need to 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 2023 the survey also included questions relating to the holding of events on Australia Day January 26.

Key summary of results

The 2023 survey reported moderate improvements in community satisfaction with most aspects of Council performance this year, building on the significant, broad-based improvements recorded last year.

The survey records a sustained recovery in satisfaction with Council performance from the low point recorded during the height of the pandemic in 2021, with satisfaction close to the consistently high pre-pandemic levels of community satisfaction with Council.

These results confirm that satisfaction with Bayside City Council (7.1) was higher than the metropolitan Melbourne and inner eastern region councils' average (both 7.0), which has traditionally been the case over the course of the survey since 2018.



The improvement in satisfaction with Council performance was broad-based across many areas of Council performance but was most prominent for aspects of traffic and parking (up 12%), and aspects of planning and development (up 11%).

The improvement in satisfaction with planning was reflected in its decline as an issue to address this year (10% down from 15%). Despite the significant improvement this year, satisfaction remains below the metropolitan average.

There was a statistically significant decline of four percent in satisfaction with the regular garbage collection service, and an increase of rubbish and waste as an issue to address. These results reflect the impact of the recent change in the kerbside collection service and is consistent with the decline recorded by Metropolis Research in other municipalities where kerbside collection service changes have been made.

Customer service was the only other area of Council performance to decline this year, down an average of four percent, although it remains “very good”, and a little higher than the metropolitan Melbourne average.

Summary of survey results

Satisfaction with the [overall performance of Bayside City Council](#) increased somewhat this year, up one percent from 7.0 to 7.1, and it remains at a “good” level of satisfaction.

This result was marginally higher than the average for both the six inner eastern region councils and metropolitan Melbourne of 7.0, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023.

This year, a little less than half (42% down from 44%) of respondents were very satisfied with Council’s overall performance (rating satisfaction at eight or more out of ten), whilst 5% (down from 7%) were dissatisfied (rating zero to four).

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

- ***Somewhat more satisfied than average*** – included respondents from Black Rock, young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), English speaking households, private rental households, new and newer residents (less than five years in Bayside), and households with a member with disability, group households, and sole persons.
- ***Somewhat less satisfied than average*** – included respondents from Brighton East, middle-aged adults (aged 45 to 59 years), multilingual households, respondents who had contacted Council in the last 12 months, and two-parent families with adult children only.

The most common reasons why respondents were satisfied with Council’s overall performance were the perception that Council was doing a good job, and that respondents were satisfied with a range of specific Council services that they had experienced.



The most common reasons why some respondents were dissatisfied with Council’s overall performance related largely to their perception of Council management and governance, and communication and engagement performance, largely focused on the perception that Council was not effectively listening to or communicating with the community, along with some comments about roads, traffic, and parking.

The issues most negatively correlated with satisfaction with overall performance for the respondents nominating the issues this year were planning and building, car parking, Council rates, fees, and charges, and environment and sustainability.

There was an increase in agreement this year with four of the [six statements about Bayside City Council](#) as an organisation, as follows:

- **Strong Agreement** – that Council provides important services that meet community needs (7.3 down from 7.4), is trustworthy and reliable (7.2 up from 7.0) has a sound direction for the future (7.1 up from 6.6), and is efficient and effective (7.0, stable). Approximately half of the respondents “strongly agreed” with these statements and less than eight percent disagreed.
- **Moderate Agreement** - that is a responsible financial manager (6.9 up from 6.7) and offers value for rates (6.7 up from 6.4). More than one-third of the respondents strongly agreed with these statements, whilst approximately 10% disagreed.

Consistent with the increase in satisfaction with Council’s overall performance and the improvement in views about Bayside City Council as an organisation, satisfaction with the five included aspects of [leadership and governance](#) all increased somewhat again this year, up by an average of three percent, up from 6.7 to 6.9, which remains a “good” level, and consistent with the metropolitan Melbourne average.

Satisfaction with [Council’s customer service](#) was one of the few areas of Council performance to decline this year, with average satisfaction with the six included aspects down four percent to 7.4, although it remains at a “very good” level. Although a direct comparison cannot be made to *Governing Melbourne* given different wording for the customer service section, satisfaction with Council’s customer service appears to be a consistent with or a little higher than the metropolitan Melbourne average.

Satisfaction with the 26 included [services and facilities](#) provided by Bayside City Council increased marginally this year to 7.7 (up from 7.6), an increase of one percent, which remains a “very good” level. This result was marginally higher than the metropolitan Melbourne average satisfaction with a similar group of services and facilities of 7.6.

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

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



The services that recorded the lowest levels of satisfaction were parking enforcement (7.0) the maintenance and repair of footpaths (7.0), and Council meeting its responsibilities towards the environment (7.1), which were all recorded at “good” level of satisfaction.

When asked to rank the importance of five advocacy projects from highest to lowest priority, the planning system, aged and disability services, and public transport were the three [highest priority advocacy projects](#).

Planning and development issues remain significant [issues in the City of Bayside](#), despite declining notably this year, with 10% (down from 15%) nominating “building, housing, planning and development” issues. Despite this substantial decline, it remains more than three times the metropolitan average.

The decline in the prominence of planning and development issues this year was reinforced by a significant increase in satisfaction with the six aspects of [planning and development](#) with satisfaction increasing by an average of 11% to 6.5 out of 10, or “good”.

It is important to bear in mind, however, that community concern around planning issues, which focus in large measure on the size and number of higher density residential developments occurring in Bayside clearly continue to exert a negative influence on these 69 respondents’ satisfaction with Council, with these respondents, on average rating satisfaction with Council 13% lower than the municipal average, implying it is a significant negative issue for them.

Metropolis Research draws attention to rubbish and waste issues this year, with nine percent (up from 6% last year and 1% in 2021) nominating these issues. The increase in rubbish and waste as an issue is reflected also in a four percent decline in satisfaction with the [regular garbage collection service](#) this year.

This decline, and the increase as an issue reflect the recent changes to the kerbside collection services. The negative impact of this issue on overall satisfaction was clear, with respondents who raised the issue four percent less satisfied with Council overall performance. The size of this impact appears consistent with results observed in other municipalities that have made recently made changes to their kerbside collection services.

Car parking remains the most common issue in Bayside this year, with 11% (up from 5% last year and 11% in 2021) of respondents nominating it as an issue to address. Respondents who nominated car parking as an issue were on average 11% less satisfied with Council’s overall performance, although satisfaction with [parking enforcement](#) was “good” at 7.0 out of 10.

Satisfaction with the availability of [parking](#) on residential streets, main roads, and in and around shopping strips and major commercial areas mostly increased marginally this year, maintaining the significant improvements recorded last year. Approximately one-seventh of respondents remain “dissatisfied” with the availability of parking.

[Traffic management issues](#) in the City of Bayside remained stable with seven percent of respondents nominating these as issues to address in the municipality.



Consistent with this relatively modest level of concern about traffic management, satisfaction with the [volume of traffic](#) on both residential streets (up 3%) and main roads (up 4%) improved and both were now at “good”, up from “solid” levels. Approximately one-sixth of respondents remains “dissatisfied” with the volume of traffic.

Respondents’ perception of their [safety whilst walking](#) on both residential streets (7.8) and main roads (7.8 up from 7.5) was very good, as was their perception of [safety whilst cycling](#) on residential streets (7.5) and to a slightly lesser degree on main roads (7.0 up from 6.7).

Ten percent of respondents providing a score were “dissatisfied” with their safety whilst cycling, and just three percent were “dissatisfied” with their safety while walking.

[Local community involvement](#) declined notably this year, continuing a trend of declining community participation, with 23% (down from 32%) reporting that they were an active member of a club or community group, 13% (down from 22%) volunteer regularly, 19% (down from 23%) sometimes volunteer, and 5% (down from 8%) 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 and council role](#).

Respondents, on average, very strongly agreed that they feel “welcome, included, and respected when accessing Council services, facilities, and activities” (7.9 out of 10), “Bayside is accessible and inclusive for all in the community” (7.7), “the Bayside community is welcoming and supportive of people from diverse cultures and backgrounds” (7.7) and “Bayside Council respects, reflects, and is inclusive of First Nations’ peoples” (7.6).

Less than five percent of the respondents providing a score disagreed with any of these four statements.

When asked if Council should continue to hold events such as Citizenship Ceremonies on January 26 (Australia Day), 37% supported Council continuing to hold such events, 21% opposed, and 42% did not know.

The most common reasons why 263 respondents supported Council continuing to hold these events were the perception that they did not see any reason to change, or that they did not perceive any problems or issues with these events being held on Australia Day.

The most common reasons why 153 respondents opposed Council continuing to hold such events was the perception that it was offensive or disrespectful to First Nations’ Peoples.



Introduction

Metropolis Research Pty Ltd was commissioned by Bayside City Council to undertake this, its sixth *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 2023 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
- 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, and 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 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, including 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 *Bayside City Council – 2023 Annual Community Satisfaction Survey* was conducted as a door-to-door interview style survey of 714 households approached at random from across the municipality during March and April 2023.

Due to the impact of COVID-19, the 2021 survey was conducted as a random sample telephone survey, and the 2022 survey was conducted as a hybrid telephone / door-to-door survey. The 2023 survey returns entirely to the door-to-door methodology, which provides a significantly more robust interaction with residents, encourages greater engagement from participants, and results in a higher response rate.

The higher response rate is critical in ensuring that the results most effectively reflects the views of the entire Bayside community, rather than just those who are more engaged with Council and are willing to take steps to participate in consultation activities.

Trained Metropolis Research survey staff conducted face-to-face interviews of approximately 15 to 20 minutes duration with householders.

This methodology has produced highly consistent results in terms of the demographics of those surveyed, which is evidenced by the consistent demographic profile of the respondents to the survey.

Despite the inherent limitations of any voluntary data collection or consultation process where individual residents are not obliged to participate; the methodology developed by Metropolis Research over almost two decades provides the most effective means of including respondents from across the broad spectrum of the Bayside community.

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 714 respondents, and an underlying population of the City of Bayside of 105,718.

A total of 3,739 households were approached to participate in the *Bayside City Council – 2023 Annual Community Satisfaction Survey*. Of these 1,880 were unattended at the time, 1,159 refused the offer to participate in the research and 700 completed a survey.

This provides a response rate of 38%, which was notably higher than the 29% recorded last year using the hybrid model, although still down a little on the 44% recorded in 2020. The very solid response rate reflects the strength of the door-to-door methodology in engaging effectively with the Bayside community.



Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* included a sample of 800 respondents in 2023.

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 published on Council’s *Community Profile*.

Measurable and statistically significant

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

Significant result

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

Marginal / somewhat / notable

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



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

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



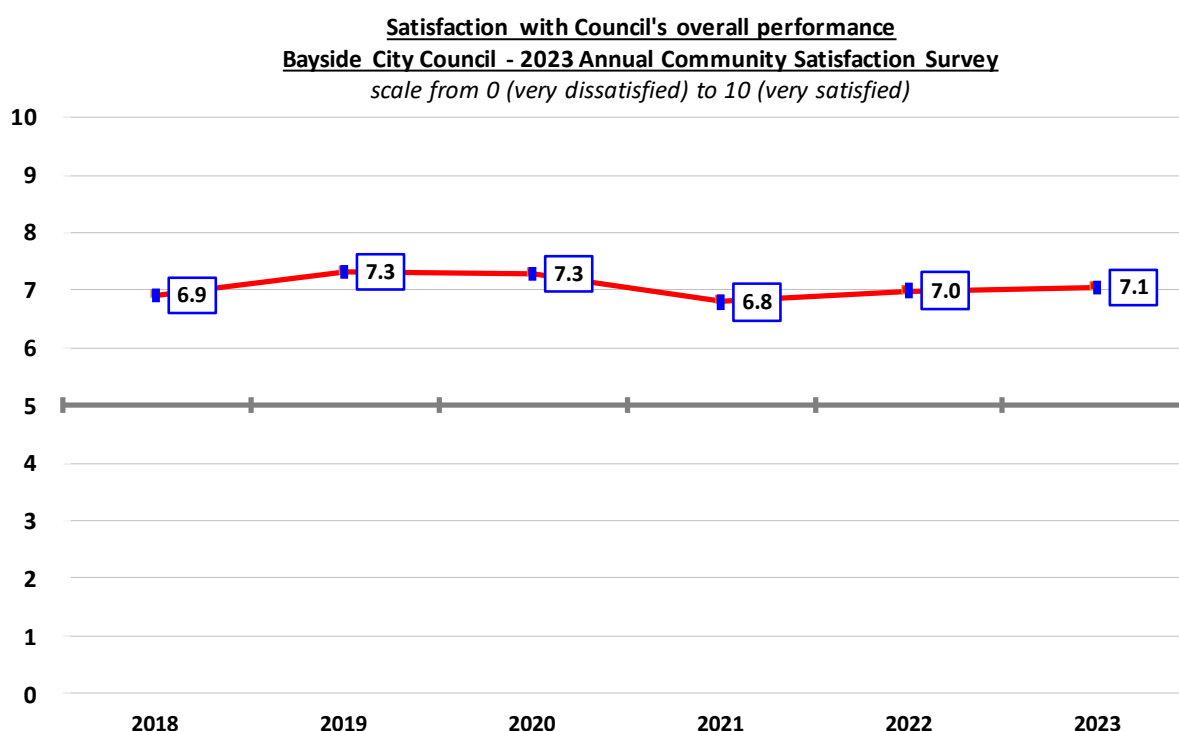
Council’s overall performance

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 one percent to 7.1.

This remains a “good” level of satisfaction, and identical to the long-term average since 2018 of 7.1.



By way of comparison, this result was marginally higher than the metropolitan Melbourne and inner eastern region councils’ averages of 7.0, as recorded in the 2023 Governing Melbourne research conducted independently by Metropolis Research in January 2023, using the identical door-to-door interview style methodology.

Metropolis Research notes that changes were made to the kerbside collection services provided by Bayside City Council. These changes were evident in several datasets in the survey this year, including that nine percent of respondents nominated “rubbish and waste issues” as one of the top three [issues to address](#) for the City of Bayside at the moment, and a six percent decline in [satisfaction with the regular garbage collection](#).

It is an important result to highlight, that Bayside Council reported an increase in overall satisfaction, despite the notable decline in satisfaction with the regular garbage collection service, which was the most important services provided by Council (at 9.3 out of 10).



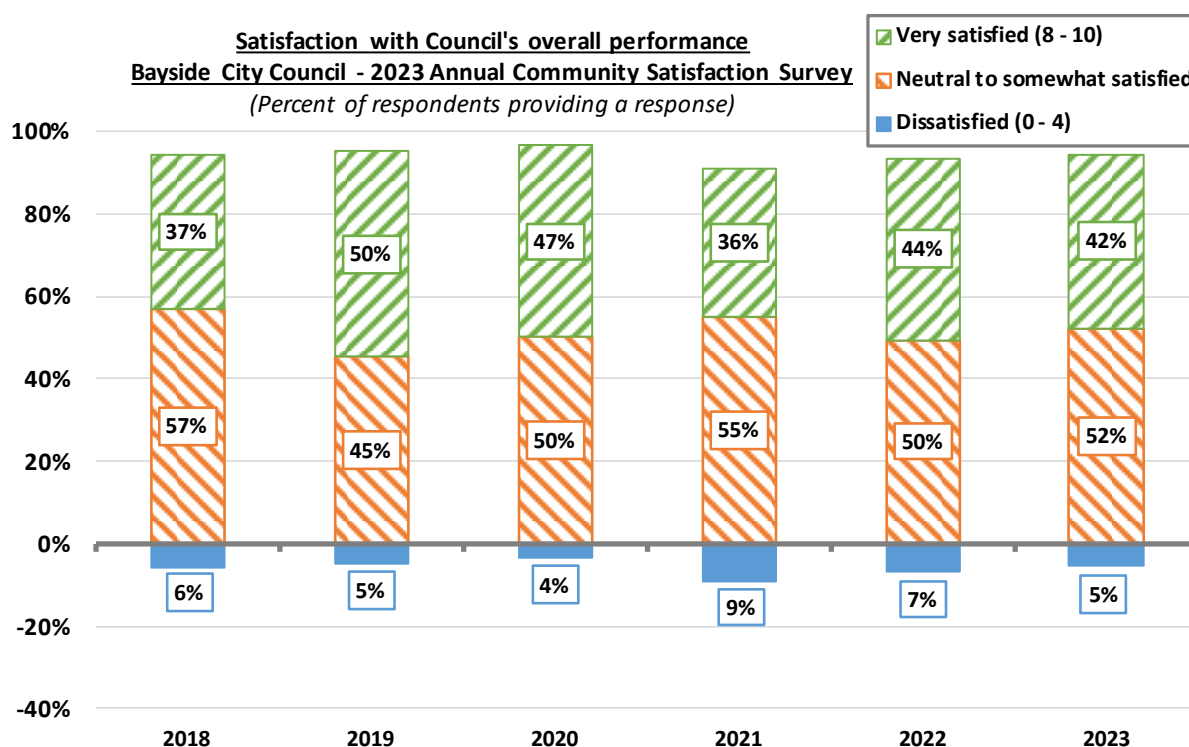
The other substantial issue that may be a notable factor underpinning the improvement in overall satisfaction with Council this year was planning and housing development.

There was a measurable and significant increase in [satisfaction with aspects of planning and housing development](#) this year, up an average of 11% to 6.5 or “good”, up from “poor”. This was consistent with a substantial decline in the proportion of respondents nominating “building, housing, planning, and development” related issues, as one of the top three [issues to address](#) for the City of Bayside ‘at the moment’.

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

Whilst there was a small decline in the proportion of “very satisfied” respondents this year, down from 44% to 42%, there was also a decline in the proportion of “dissatisfied” respondents, down from a high of nine percent back in 2021 to five percent this year.

By way of comparison, the 2023 metropolitan Melbourne average proportion of “very satisfied” respondents was 39% and the proportion of “dissatisfied” was seven percent.

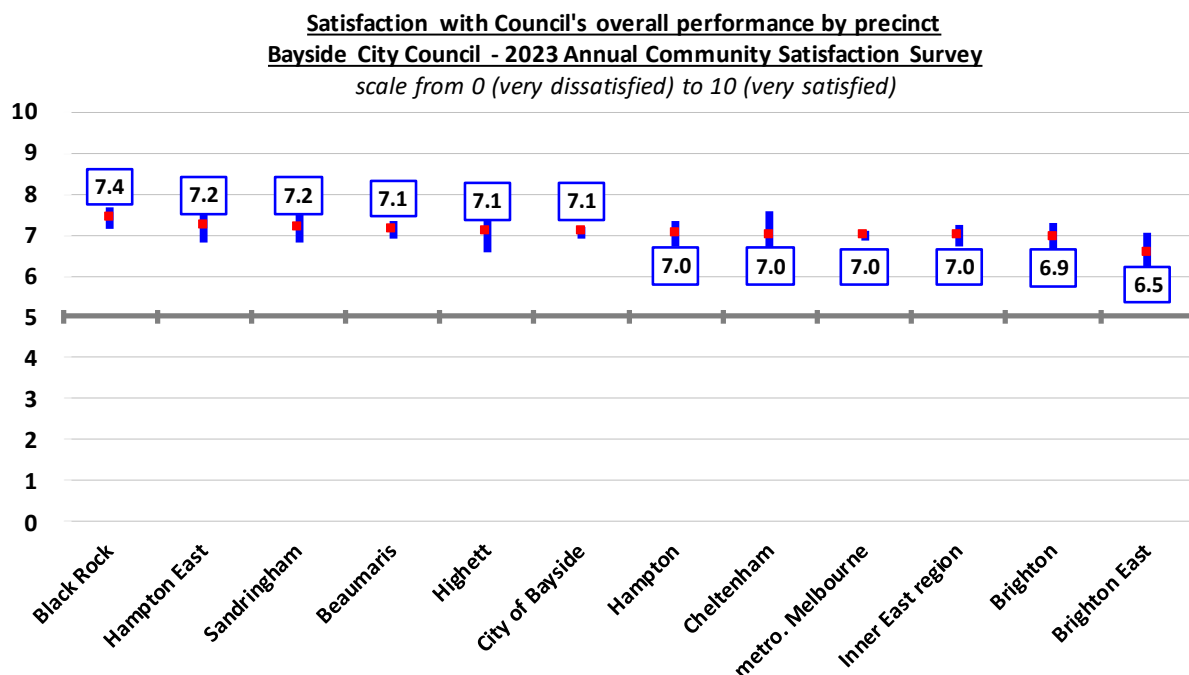


The following sections provide a comparison of satisfaction by precinct, by respondent profile (including age structure, gender, language spoken at home, whether respondents had contacted Council, housing situation, period of residence in Bayside, household disability status, and household structure). Additional detail is also provided in the following sections around the relationship between overall satisfaction and the issues to address, comparison of overall satisfaction of the respondents dissatisfied with individual services and facilities, as well as reasons for dissatisfaction with Council’s overall performance.

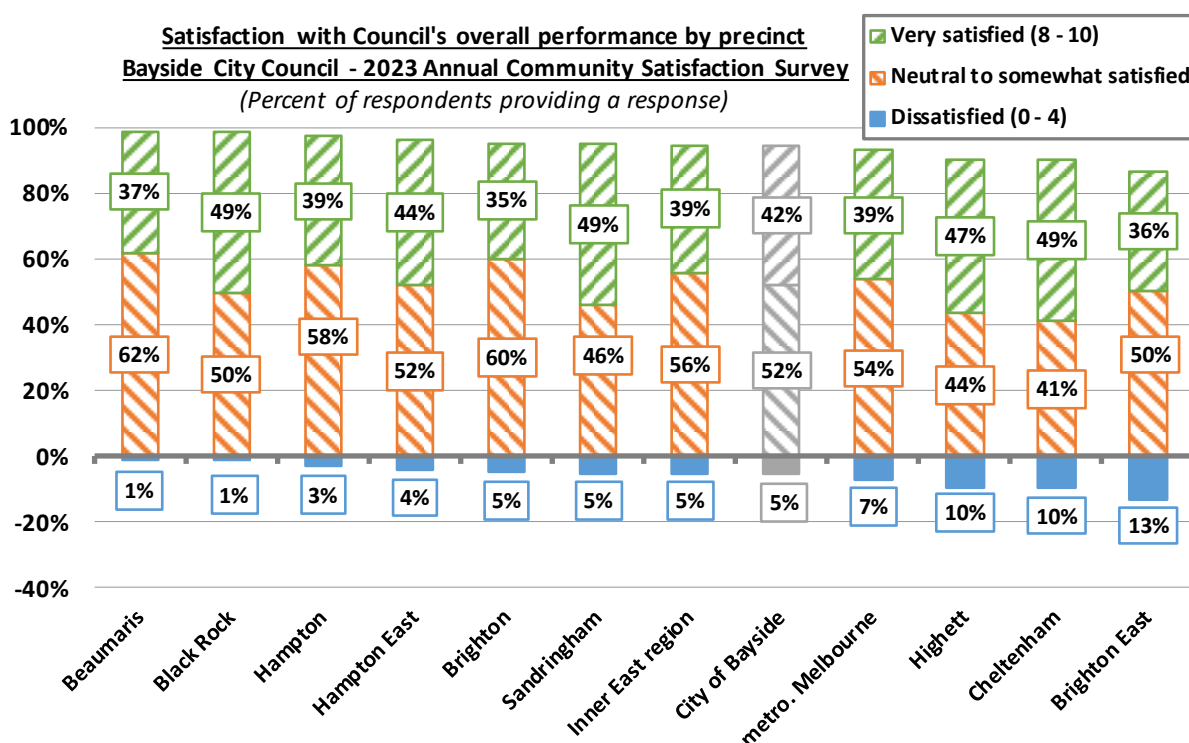


Overall satisfaction by precinct

Whilst there was no statistically significant variation in satisfaction with Council’s overall performance observed by respondent profile, it is noted that respondents from Black Rock were notably more satisfied than average and at a “very good” level, whilst respondents from Brighton East were notably less satisfied than average, although still at a “good” level.



Attention is drawn to the 10% of respondents from Highbett and Cheltenham and the 13% from Brighton East who were “dissatisfied” with Council’s overall performance this year.



Overall performance by respondent profile

The following sections provide a comparison of satisfaction by respondent profile, including age structure, gender, language spoken at home, whether respondents had contacted Council, housing situation, period of residence in Bayside, household disability status, and household structure.

There was some variation in satisfaction with Council's overall performance observed by respondent profile, as follows:

- **Somewhat more satisfied than average** – included young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), English speaking households, private rental households, new and newer residents (less than five years in Bayside), and households with a member with disability, group households, and sole person households.
- **Somewhat less satisfied than average** – included middle-aged adults (aged 45 to 59 years), multilingual households, respondents who had contacted Council in the last 12 months, and two-parent families with adult children only.

Metropolis Research notes that this pattern of variation in satisfaction with Council's overall performance by respondent profile is generally consistent with results observed over time and across metropolitan Melbourne.

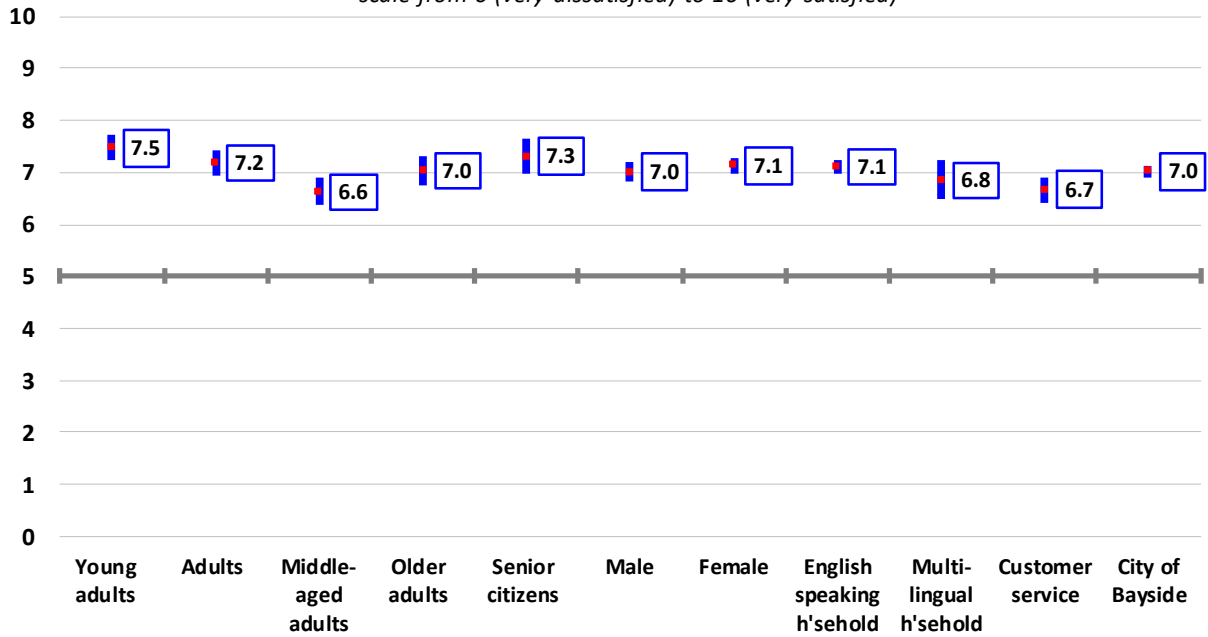
This is particularly true in relation to the variation by age structure, which reflects a long-standing pattern of satisfaction.

Of most interest this year was the fact that respondents from English speaking households were marginally more satisfied with Council's overall performance than respondents from multilingual households.

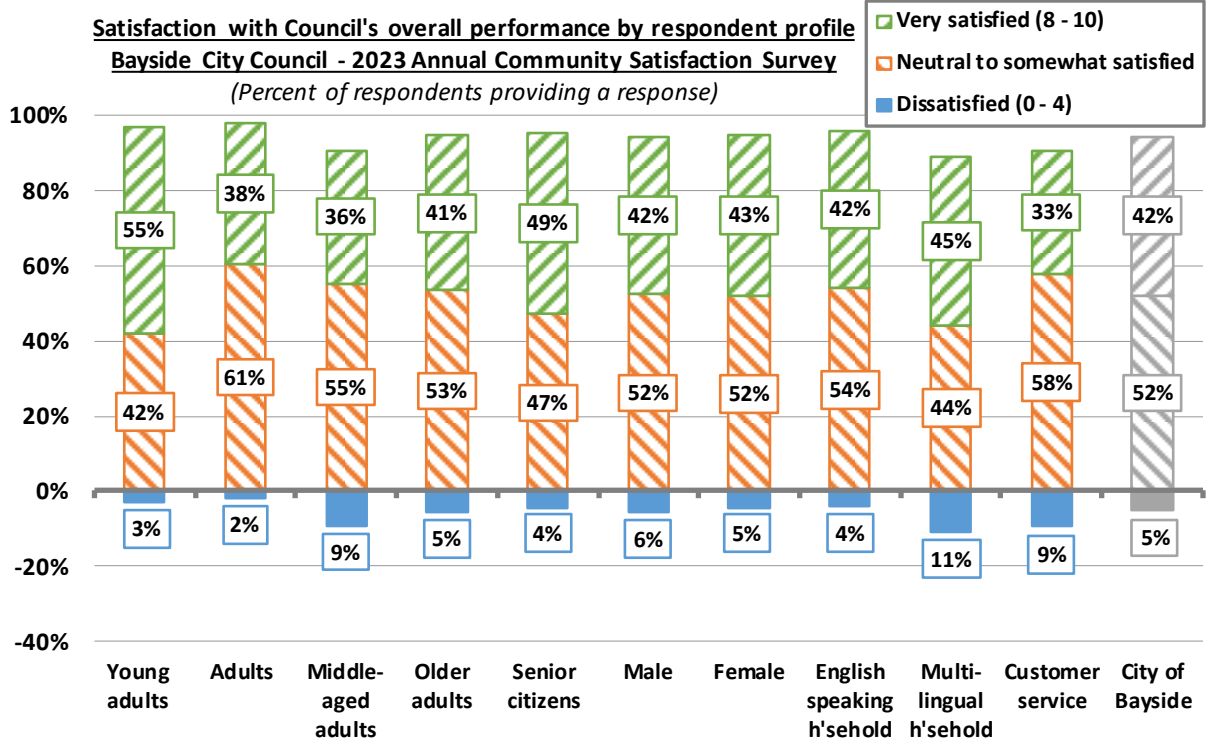
This is a somewhat unusual result within the metropolitan Melbourne context, although it was observed somewhat last year as well, with English speaking (7.01) and multilingual households (6.95) both recording overall satisfaction scores of 7.0 out of 10.



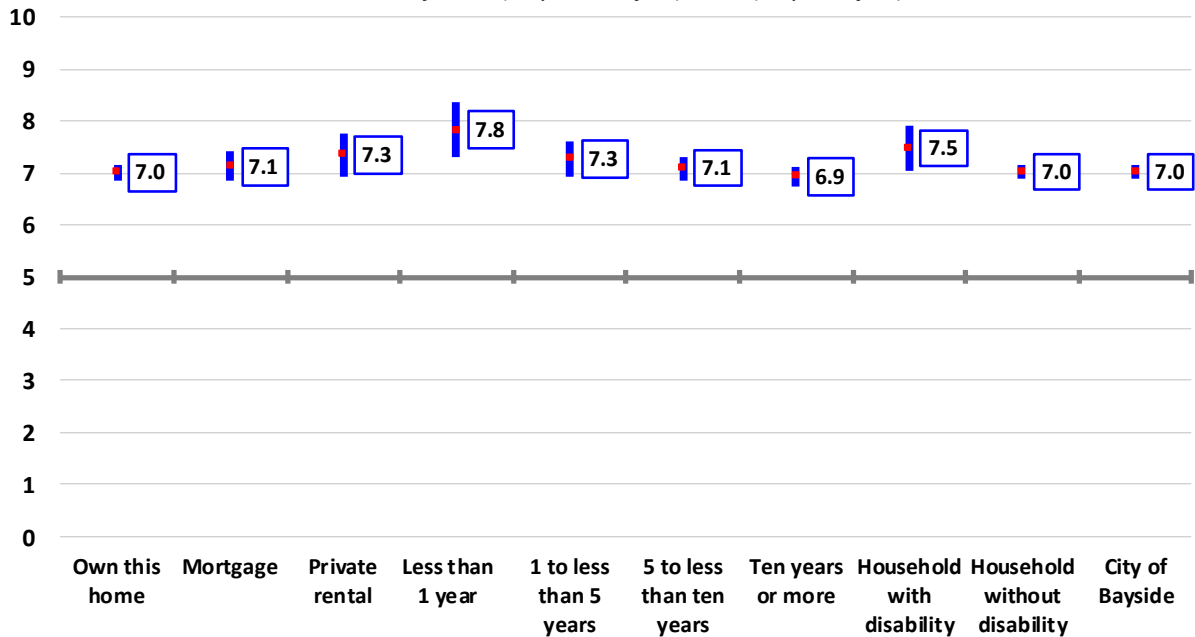
Satisfaction with Council's overall performance by respondent profile
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Particular attention is drawn to the 11% of the 136 respondents from multilingual households who were “dissatisfied” with Council’s overall performance, as well as the 55% of young adults who were “very satisfied”.

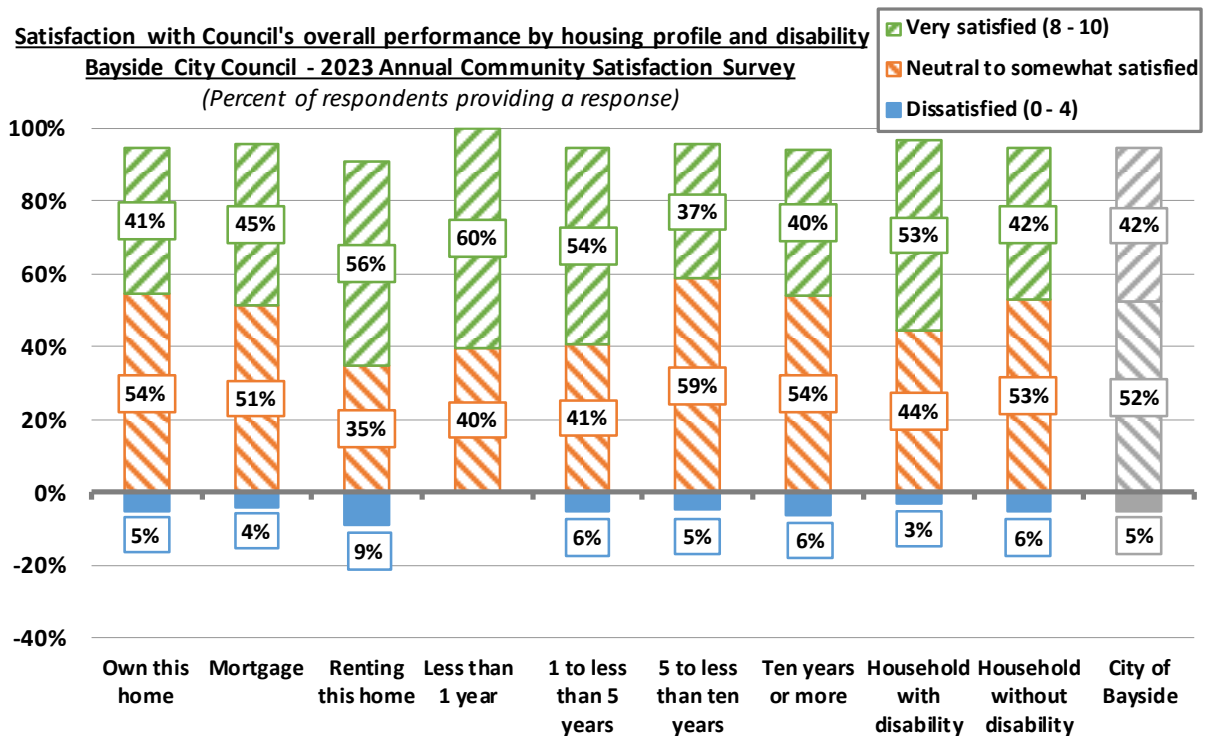


Satisfaction with Council's overall performance by housing profile and disability
Bayside City Council - 2023 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)

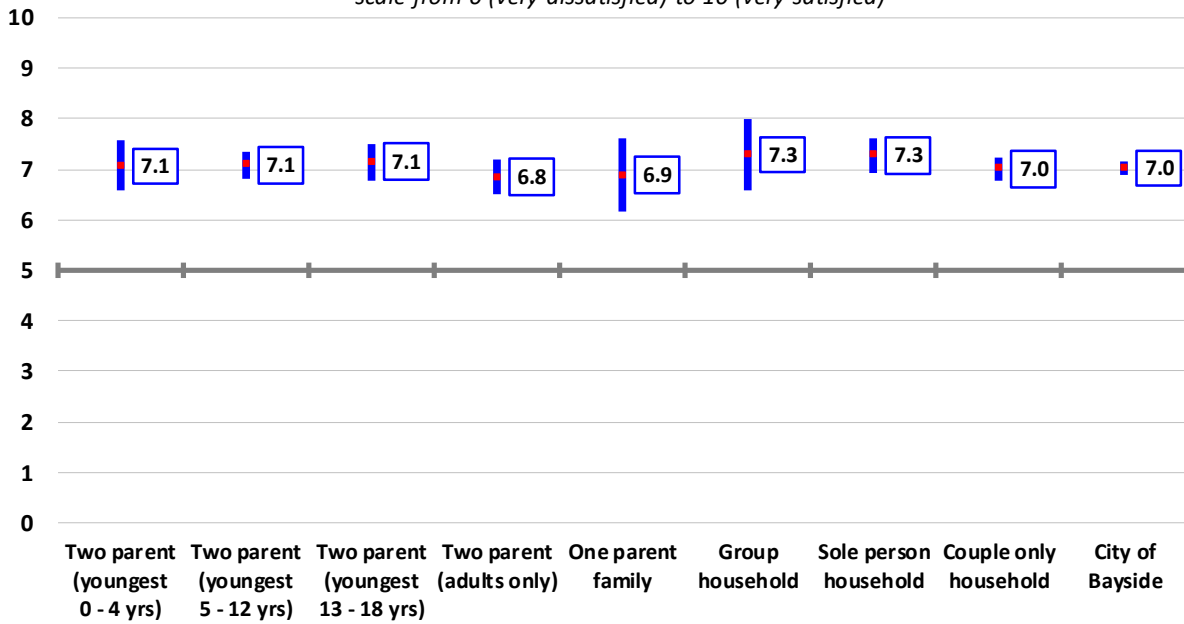


Particular attention is drawn to the fact that none of the 25 respondents who had lived in the City of Bayside for less than one year “dissatisfied” with Council’s overall performance and 60% “very satisfied”.

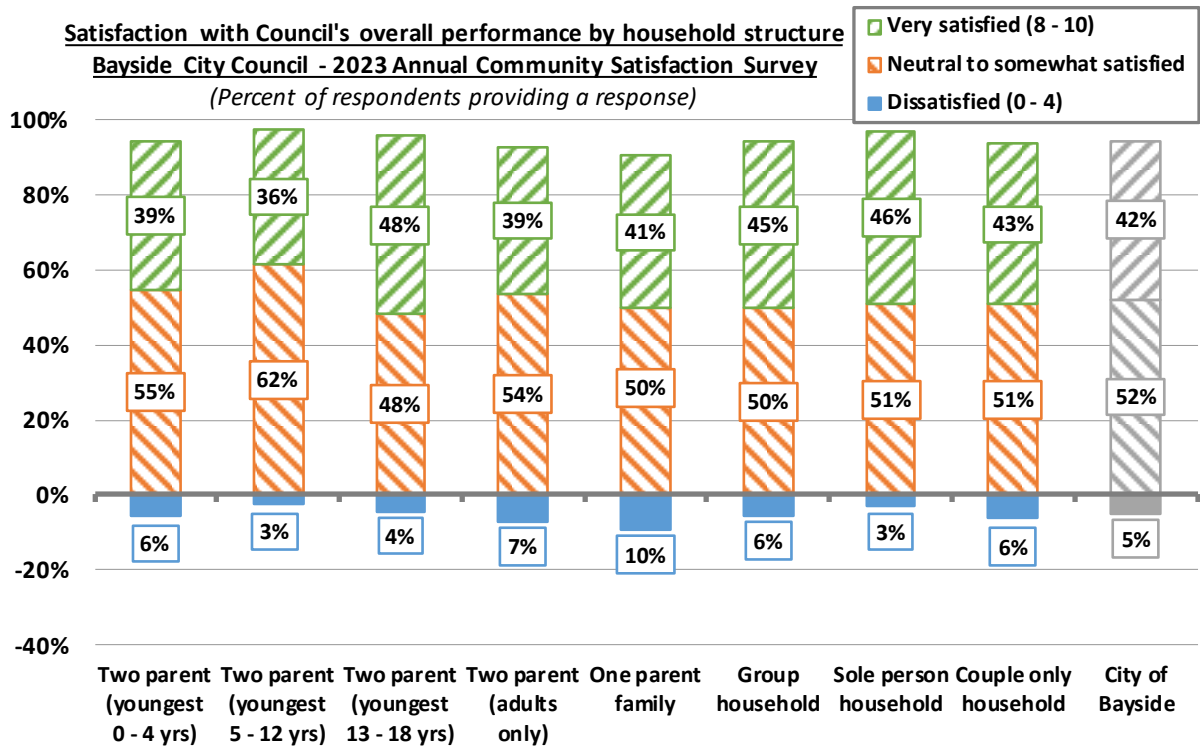
Satisfaction with Council's overall performance by housing profile and disability
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



Satisfaction with Council's overall performance by household structure
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Particular attention is drawn to the 10% of the 33 respondents from one-parent families who were “dissatisfied” with Council’s overall performance.



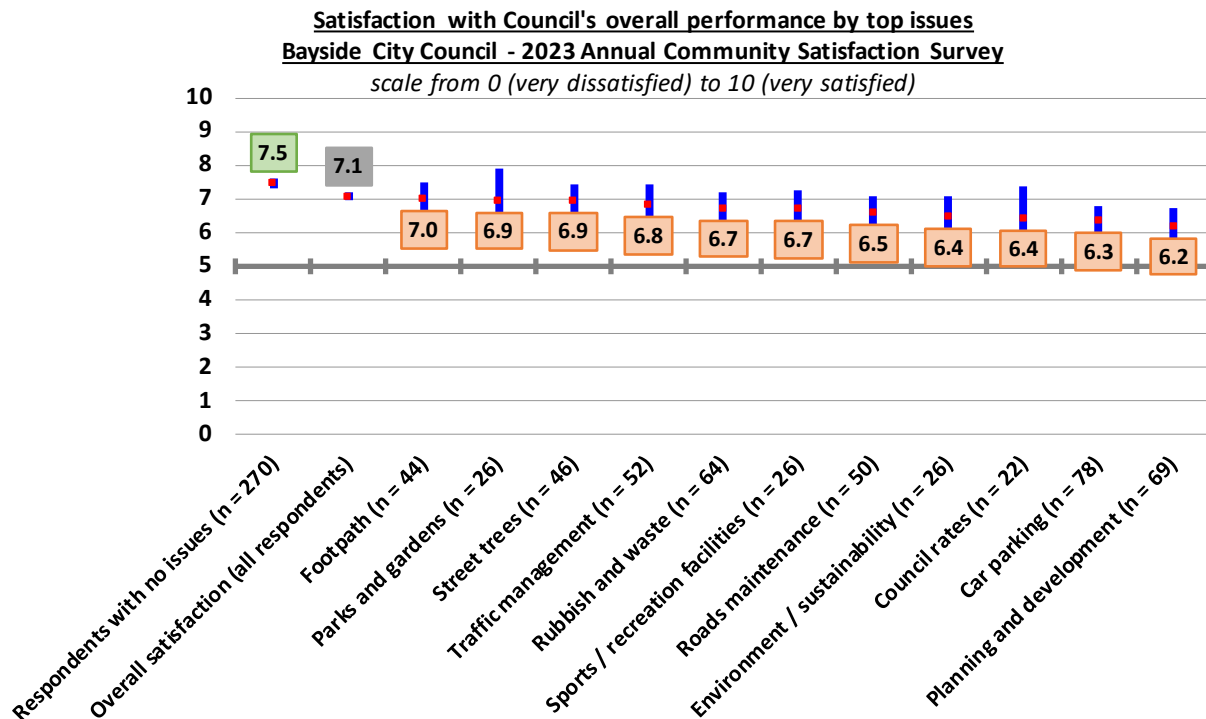
Relationship between issues and satisfaction with overall performance

The following graph provides a comparison of satisfaction with Council’s overall performance for respondents who nominated 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 [Issues to address](#) section of this report.

The 270 respondents who did not nominate any issues to address for the City of Bayside ‘at the moment’ were measurably more satisfied than the municipal average, which is an expected result, given that these respondents did not feel compelled to nominate issues of concern to them in the municipality and therefore they will always report higher satisfaction.

As is outlined in the graph, on average, respondents who raised each of these 11 issues were somewhat less satisfied than the municipal average of all respondents.



Respondents who nominated either car parking or planning and development related issues were measurably less satisfied with Council’s overall performance than the municipal average, and both rated satisfaction at “solid” rather than “good” levels.

Metropolis Research draws particular attention to the 64 respondents who nominated issues around rubbish and waste. Given the changes to the kerbside collection services, it is worth noting that the respondents who nominated these issues were six percent less satisfied with Council’s overall performance than the municipal average.

If these 64 respondents were removed from the results, overall satisfaction would be 7.08 out of 10 rather than the 7.05 recorded, or less than one percent difference.



Metropolis Research suggests that, in our experience, this variation suggests that the changes to the kerbside collection services have been relatively well received in the community, and that the impact on overall satisfaction appears to be relatively minor, despite the existence of a small group who were clearly dissatisfied with these changes.

The following table provides an alternative exploration of 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 (including all other issues).

These results reinforce the average satisfaction results above, highlighting that respondents who were dissatisfied with Council’s overall performance were significantly more likely than average to nominate planning and development, car parking, governance and performance, rubbish and waste, communication and consultation, roads, and traffic management.

Top issues for Bayside of respondents' dissatisfied with overall performance

Bayside City Council - 2023 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	8	22%	10%
Car parking	7	19%	11%
Council governance and performance	7	19%	3%
Rubbish and waste issues including garbage	6	17%	9%
Communication and provision of information	5	14%	3%
Roads maintenance and repairs	5	14%	7%
Traffic management	5	14%	7%
Provision and maintenance of street trees	3	8%	6%
Elderly services and facilities	2	6%	2%
Parks, gardens and open spaces	2	6%	4%
Disability services, facilities, and activities	2	6%	1%
Council rates	2	6%	3%
Environment, sustainability, climate change	2	6%	4%
Safety, policing and crime	2	6%	3%
All other issues (15 separately identified issues)	15	42%	48%
Total responses	73		855
<i>Respondents identifying at least one issue (percent of total respondents)</i>	<i>30 (84%)</i>		<i>439 (62%)</i>



Overall satisfaction of respondents dissatisfied with services and facilities

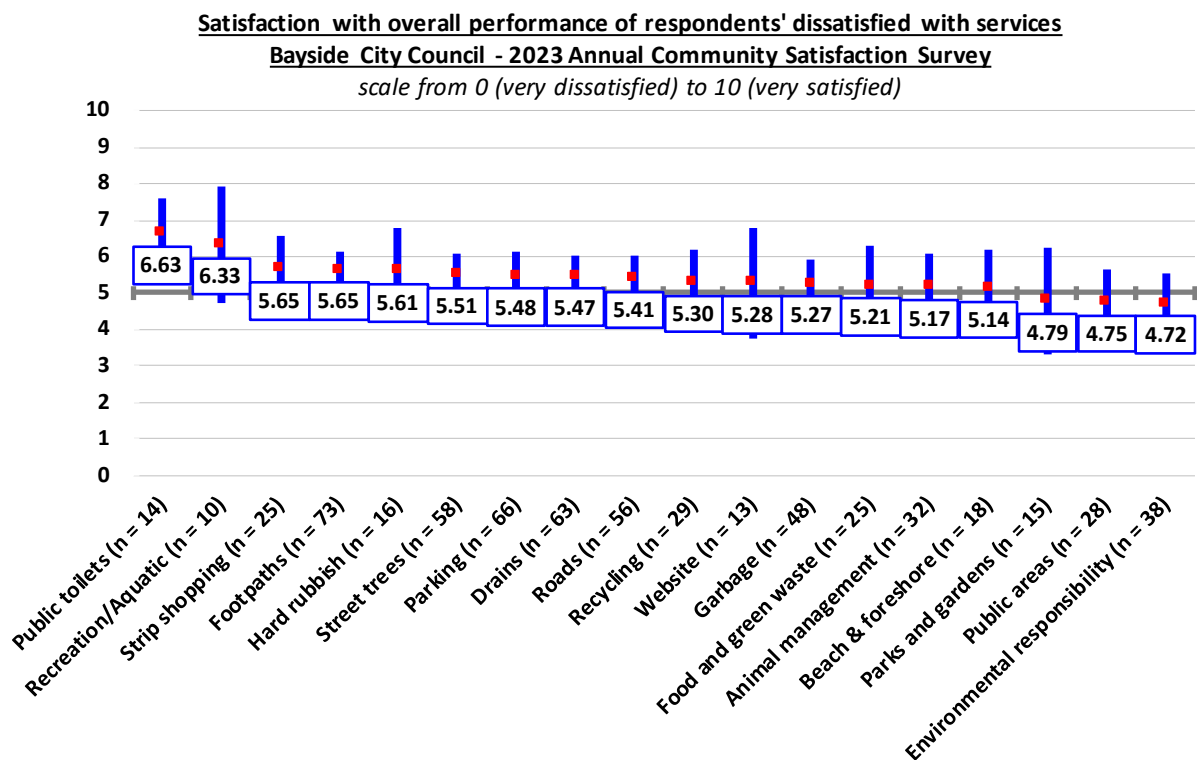
The following graph provides the average satisfaction with Council’s overall performance of respondents dissatisfied with individual services and facilities. Services and facilities with which fewer than 10 respondents were dissatisfied have been excluded from these results.

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 35) 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.



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?”

There was a total of 353 comments received from the 700 respondents outlining the reasons why respondents had rated their overall satisfaction with Council at the level they did.

The verbatim comments are included as an appendix to this report.

These verbatim comments have been broadly categorised, based on respondents' rating of satisfaction, and in summary the key findings are as follows:

- ***Satisfied respondents (257 comments)*** – including 139 generally positive comments, 10 neutral comments, and 108 generally negative comments. The positive comments focused on the perception that Council was doing a good job (82), happy with specific services (22), communication, engagement, and responsiveness (13), and good apart from a few specific areas (10). The most common generally negative comments related to communication and consultation issues (25 comments), management and governance (22), specific council services (12), and road, traffic, and parking related issues (12).
- ***Neutral respondents (43 comments)*** – the most common issues raised by respondents who were neutral in relation to Council's overall performance were management and governance (8 comments), planning and development (8), communication and engagement (4), and not being aware of much going on (4).
- ***Dissatisfied respondents (37 comments)*** – the most common responses related to Council management and governance (11 comments), communication and engagement (5), rates and financial management (5), responsiveness (4), and roads and footpaths (4).

The issues raised by respondents in relation to their rating of satisfaction with Council's overall performance were generally consistent with those recorded in previous years.

The focus of some of the generally negative comments on communication and consultation is consistent with results commonly observed, and mostly tended to relate to the general perception that Council was not effectively listening to or communicating with the community, rather than negative comments about specific communication or consultation tools of Council.

It is often the case that the respondents' lower satisfaction with Council tends to drive the perception of poor communication and consultation rather than the other way around.



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?”

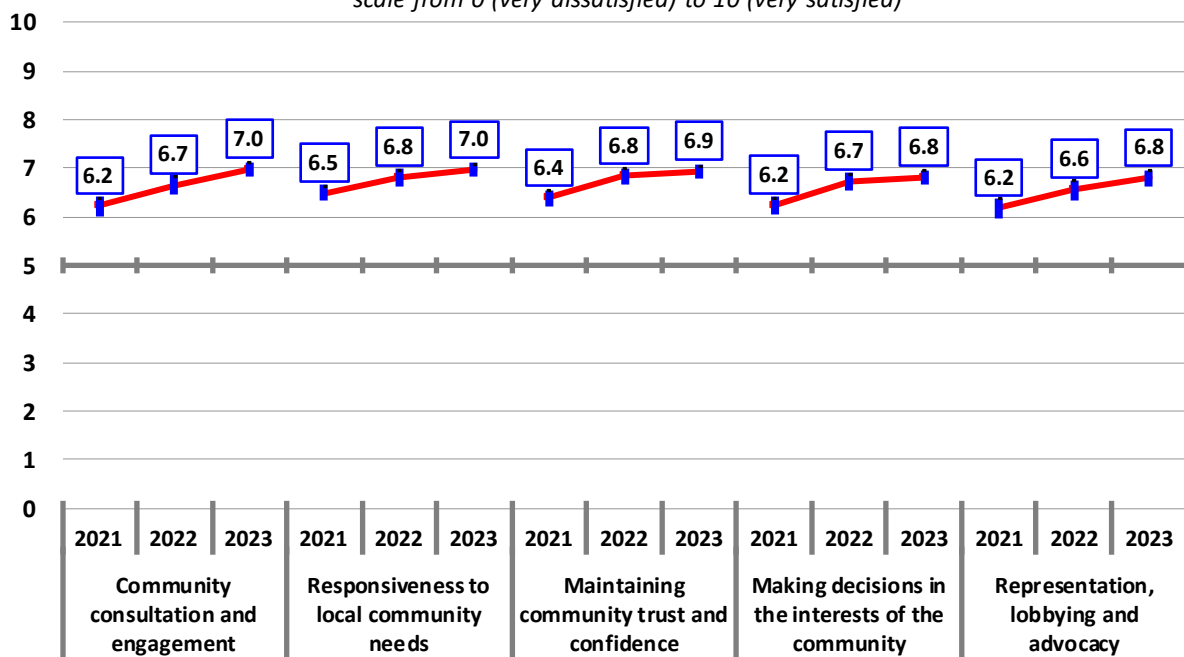
Respondents were again in 2023, asked to rate their satisfaction with five core aspects of Council’s leadership and governance performance.

The average satisfaction with these five aspects increased again this year, up three percent to 6.9, although it remains at a “good” level of satisfaction.

This result reflects a substantial return to trend for Bayside City Council, following on from the unusually low average satisfaction of 6.3 recorded back in 2021. The return to the door-to-door methodology was a small factor in the increase in 2022, but clearly the 2023 results show continued improvement in community sentiment with the leadership and governance performance of Council.

Satisfaction with all five aspects of leadership and governance were rated at “good” levels of more than 6.5 out of 10.

Satisfaction with selected aspects of leadership and governance
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

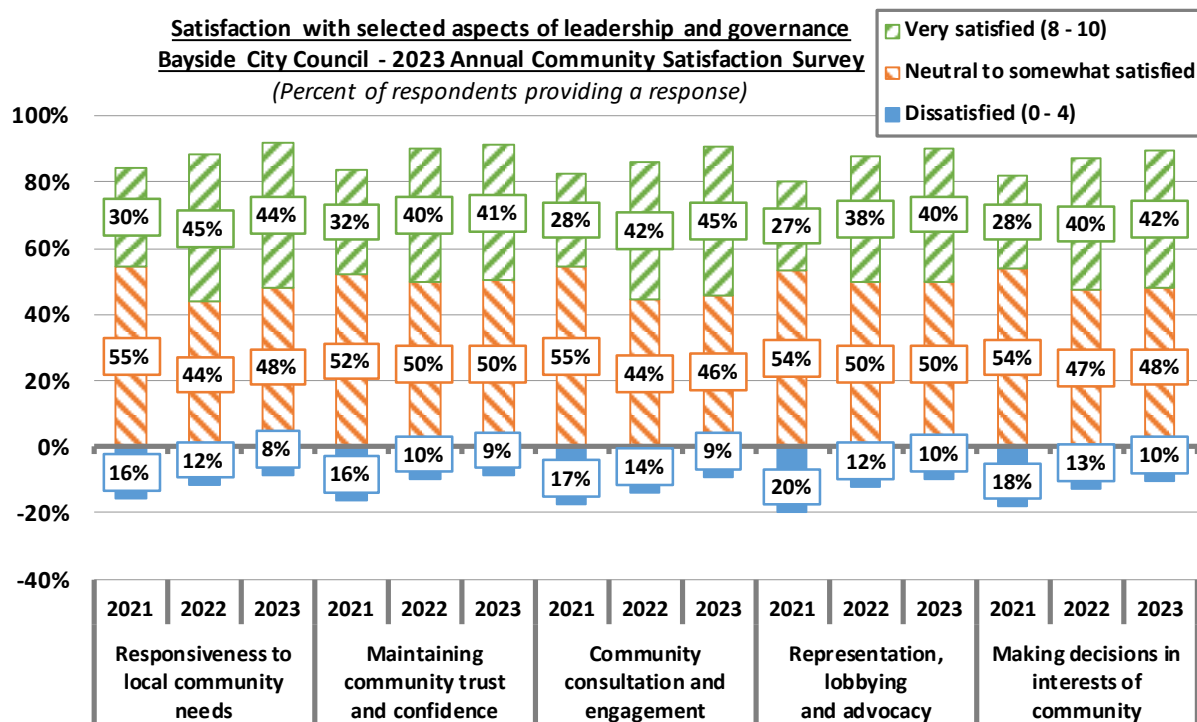


The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e.,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



It is noted that a little less than half of the respondents providing a score were “very satisfied” with each of the five aspects of leadership and governance, whilst between eight percent and 10% were “dissatisfied”.

Metropolis Research notes that the proportion of “dissatisfied” respondents has declined for each of the five aspects in each of the last two years, up from the unusually low results recorded back in 2021.



The following graph provides a comparison of average satisfaction with the five core aspects of governance and leadership between the City of Bayside, the inner eastern region councils, and the metropolitan Melbourne averages.

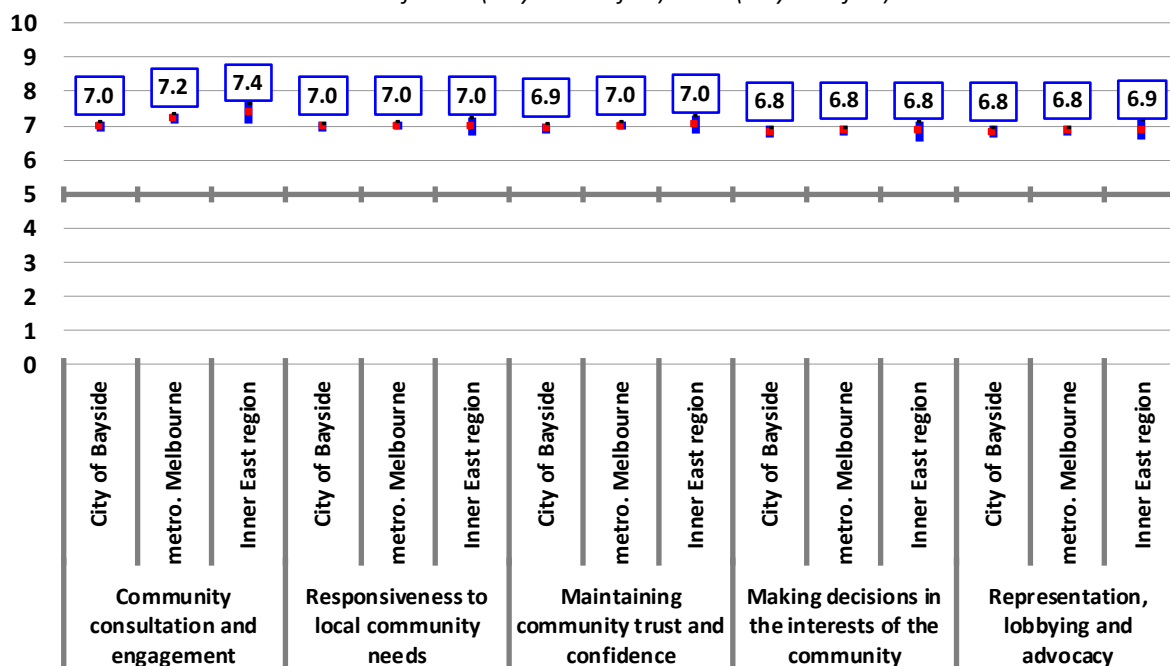
The inner eastern region councils and metropolitan Melbourne averages were sourced from the 2023 *Governing Melbourne* research conducted independently by Metropolis Research using the identical door-to-door methodology in January 2023.

It is noted that satisfaction with the responsiveness of Council, maintaining trust and confidence of the community, making decisions in the interests of the community, and representation, lobbying, and advocacy performance of Bayside City Council was identical to both the inner eastern region councils and metropolitan Melbourne averages.

Satisfaction with Bayside City Council’s community consultation and engagement performance was marginally lower than the metropolitan Melbourne average (7.2), but measurably lower than the inner eastern councils’ average (7.4).



Satisfaction with selected aspects of leadership and governance
Bayside City Council - 2023 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



The following section provides a more detailed discussion of satisfaction with each of the five aspects of leadership and governance, including the full time-series results, satisfaction by precinct and satisfaction by respondent profile (including age structure, gender, and language spoken at home).

Whilst there was some variation in these results observed, in general terms the following trend was observed:

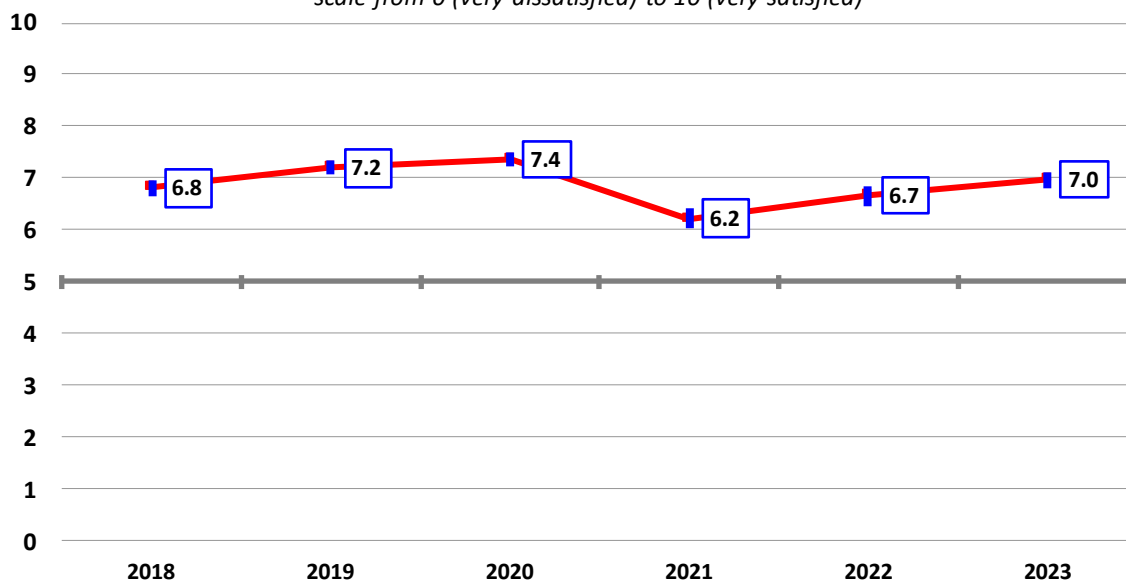
- **Somewhat more satisfied than average** – included respondents from Black Rock, Sandringham, Hampton East, and Hampton, young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), and English-speaking household respondents.
- **Somewhat less satisfied than average** – included respondents from Cheltenham and most notably Brighton East, middle-aged adults (aged 45 to 59 years) and to a lesser extent older adults (aged 60 to 74 years), and respondents from multilingual households.



Community consultation and engagement

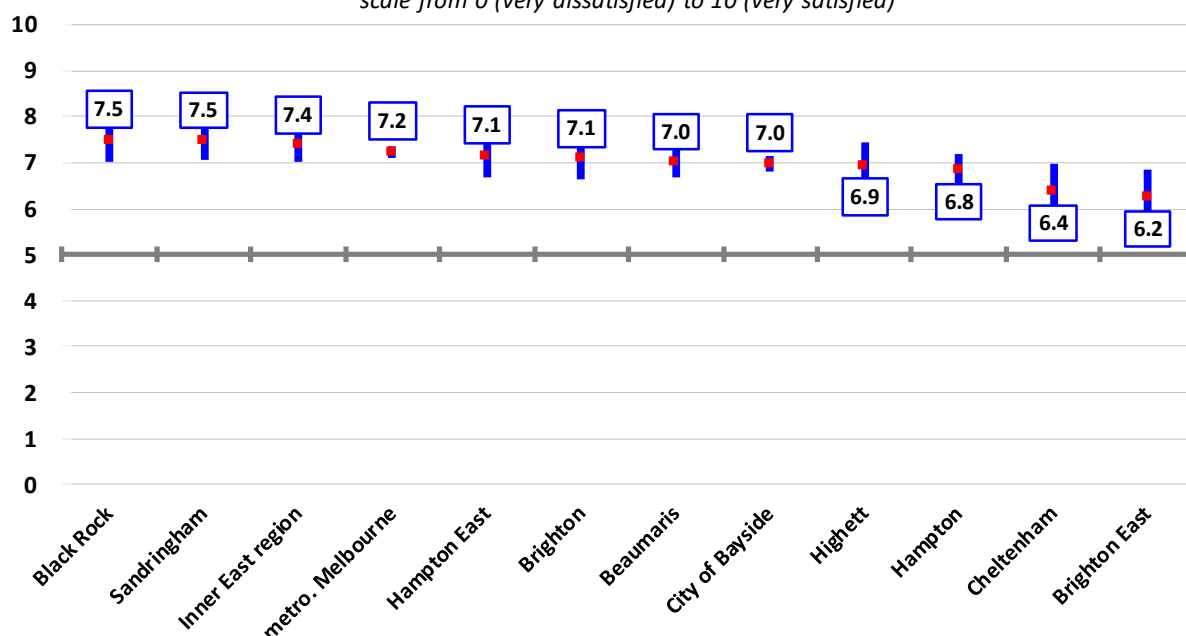
Satisfaction with Council’s community consultation and engagement increased somewhat, up five percent to 7.0, although it remains at a “good” level. This result was marginally above the long-term average since 2018 of 6.9.

Satisfaction with Council's community consultation and engagement
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

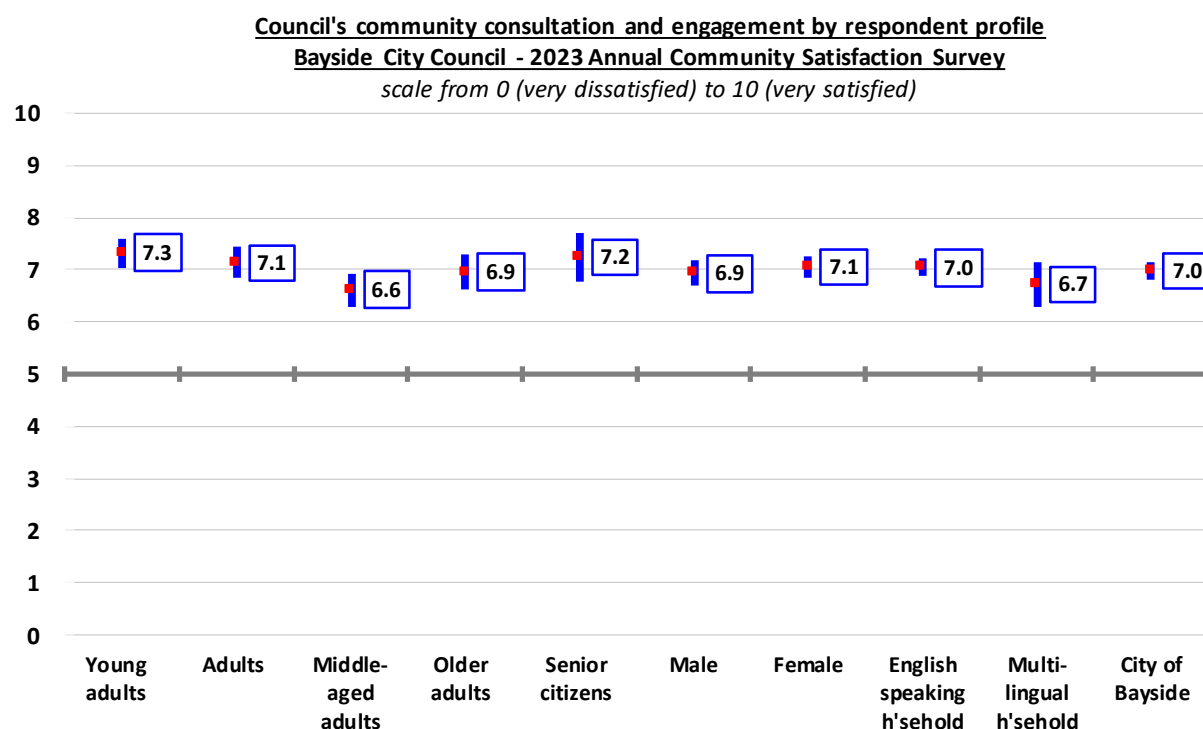


There was notable and measurable variation observed by precinct, with respondents from Black Rock somewhat more satisfied and at a “very good” level, whilst respondents from Cheltenham were somewhat less satisfied, and respondents from Brighton East measurably less satisfied and both at “solid” levels.

Council's community consultation and engagement by precinct
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Whilst not statistically significant, it is noted that young adults were somewhat more satisfied and at a “very good” level, whilst middle-aged adults were notably less satisfied. Multilingual household respondents were notably less satisfied than English speaking households.



The following table outlines the 79 comments received from respondents who were not satisfied with Council’s community consultation and engagement performance.

Many of these comments were related to a perceived lack of communication or engagement, perceived slow response to community, and more general comments around the perception that Council was not listening to or responding to the needs of the community, with some specific issues raised as examples.

Reason for dissatisfaction with Council's community consultation and engagement
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
No / lack of communication	10
No / slow response rate	5
No engagement	5
There is none / not enough	4
They do not listen to requests	4
It's hard to find out what they're considering / no consideration	3
They don't consult the community for new projects	3
You don't ever see anything actually happen	3
Consultation needed around planning and new construction is very poor	2
I have not experienced any of that	2

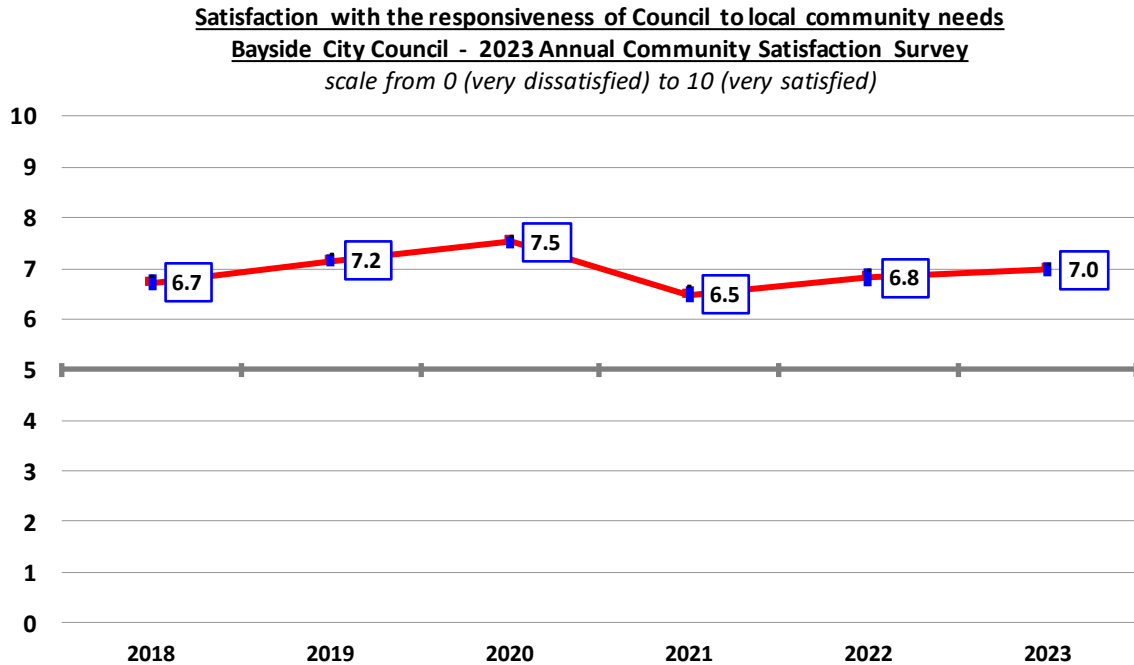


Lack of transparency to ratepayers	2
Need more community input and consultation	2
Changed the parking without consulting	1
Contacted the Council about Christmas lights in this road and the noise levels. I got a written response that did not address the concerns I had	1
Didn't really consider the outcome of the consultation when they made the decision on the CSIRO	1
Feel like there's not enough attention for the whole Council area. Engagement is not quite there	1
First time surveying	1
For example, with the shared bike trails in the area	1
Historic decisions have remained for a prominent pre-school without current community consultation or response	1
I don't like them	1
I have contacted them but many times no response, by email	1
I was never consulted, it's just 3 people making decisions, sounds like a dictatorship	1
It's not given enough information on building permits	1
Lack of communication with local traders	1
Lip service to urgent issues by prominent Councillors	1
Netball centre railroading	1
No consultation on recent street signs on Clonmore St	1
No contact for consultation	1
Not enough people got consulted about life saving club being replaced	1
Post office closure	1
Seems to be what they want e.g., parking	1
Self-centred	1
The Council doesn't consider the demographic changes e.g., increase in apartments and townhouses but no improvement for sporting facilities for families	1
There is a lot development in our street, and we've had no consultation i.e., who the builders are, where they're going to park, number of developments because there have been 6 in our area	1
They are disconnected to the community; they are driven by money	1
They are not very visible; I have not used their consultation. Traffic lights was a good project	1
They don't understand my situation	1
They post community feedback invitations on social media usually after the consultation dates have closed. Poor community consultation at a meaningful level	1
They're just so much red tape and the cost it too much. The bloke next to my house paid thousands of dollars to put a fence up	1
Thy only care about lining their own pockets	1
Unless you're on their website, you don't hear much. The print media is outdated	1
Very biased, I am not sure they are working for what we want	1
Wanting to play at tennis courts, needs to be member. Hurlingham Park tennis club	1
We had a tree branch fall down on the road, could have been a lot more serious. Put a complaint in one year ago. Heard nothing	1
We have issues that have not been addressed, no actions	1
When the Savoy hotel was transformed into a drug and alcohol rehab centre, the residents were not consulted	1
Total	79

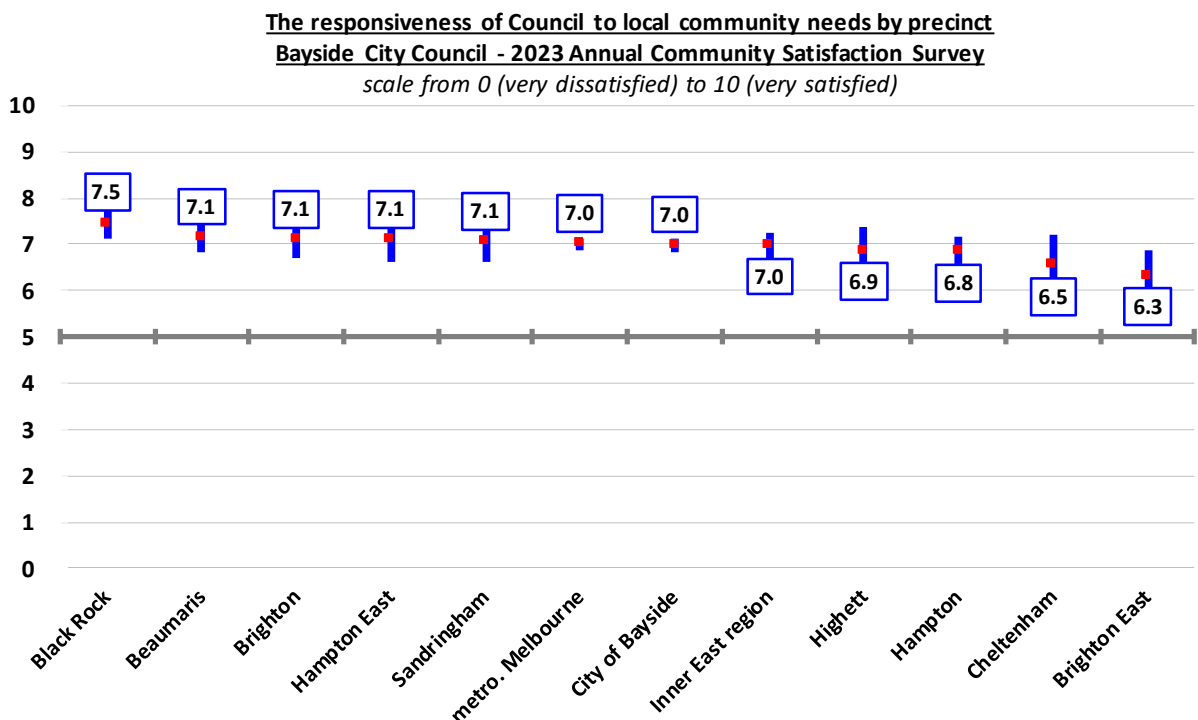


The responsiveness of Council to local community needs

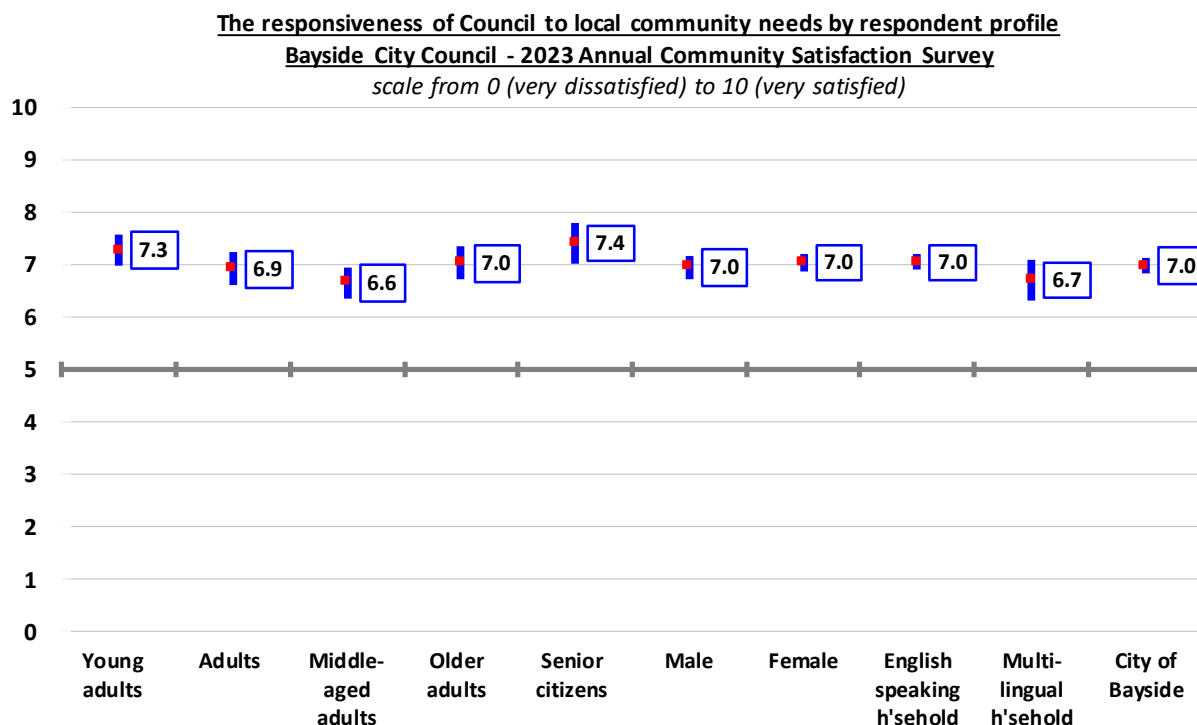
Satisfaction with the responsiveness of Council to local community needs increased somewhat, but not measurably this year, up three percent to 7.0, although it remains at a “good” level, and marginally below the long-term average since 2018 of 6.9.



Whilst not statistically significant, it is noted that respondents from Black Rock were notably more satisfied than average and at a “very good” level, whilst respondents from Brighton East were notably less satisfied and at a “solid” level.



Whilst not statistically significant, it is noted that young adults and senior citizens were somewhat more satisfied and at “very good” levels, whilst middle-aged adults were notably less satisfied. Multilingual household respondents were notably less satisfied than English speaking households.



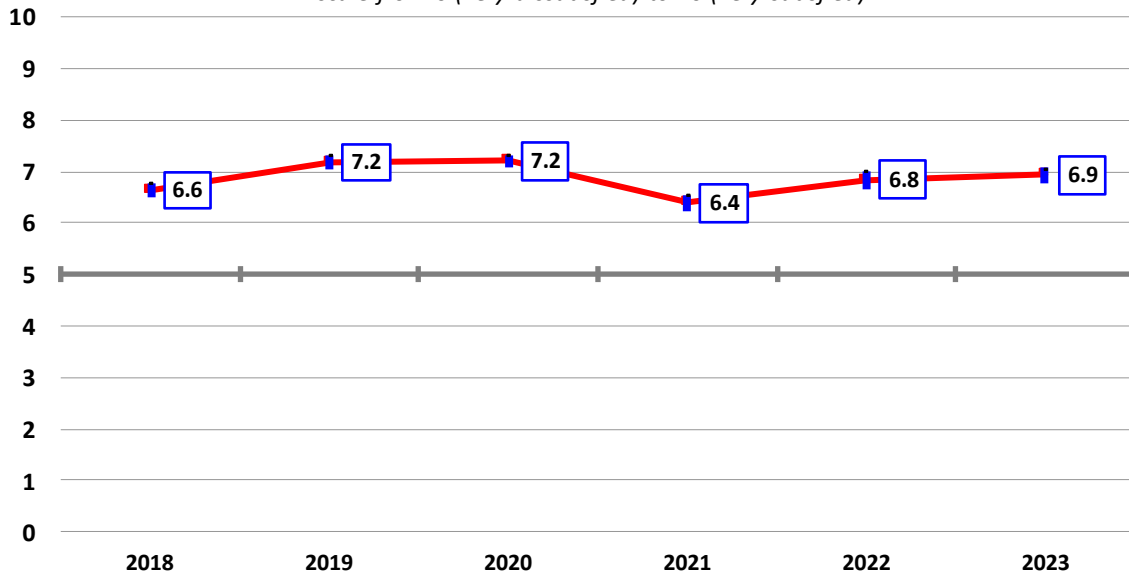
Maintaining trust and confidence of local community

Satisfaction with Council’s performance maintaining the trust and confidence of the local community increased marginally this year, up two percent to 6.9.

This remains a “good” level of satisfaction and marginally below the long-term average since 2018 of 6.9.

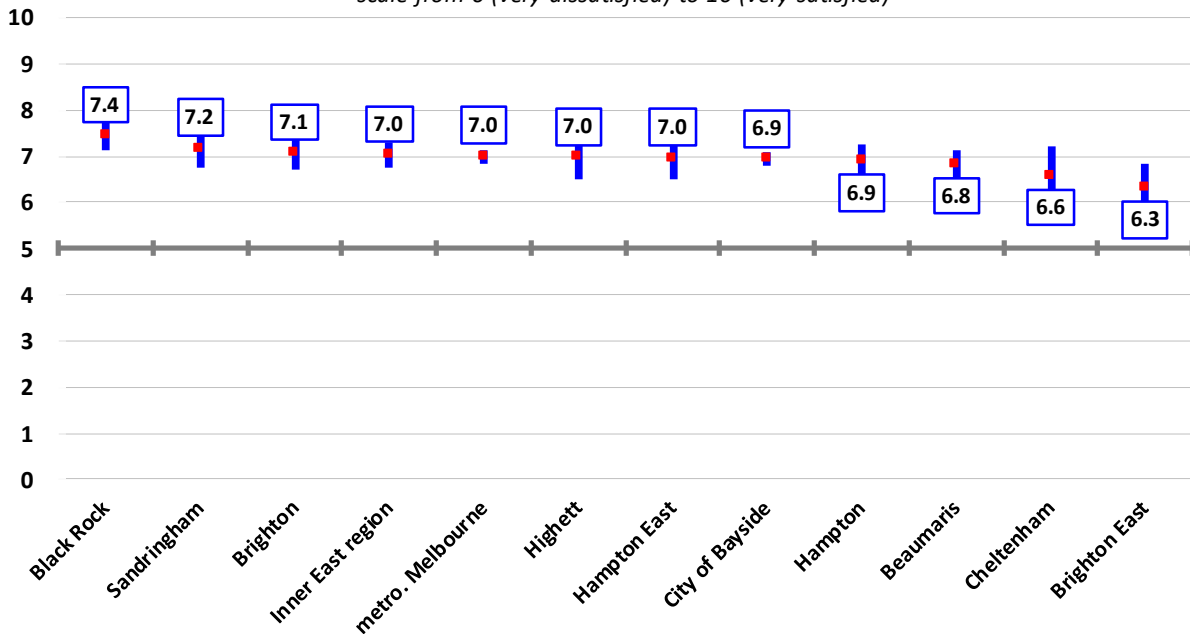


Satisfaction with Council maintaining community trust and confidence
Bayside City Council - 2023 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in satisfaction with this aspect observed, with respondents from Black Rock measurably more satisfied than average and at a “very good” level, whilst respondents from Brighton East were measurably less satisfied and at a “solid” level.

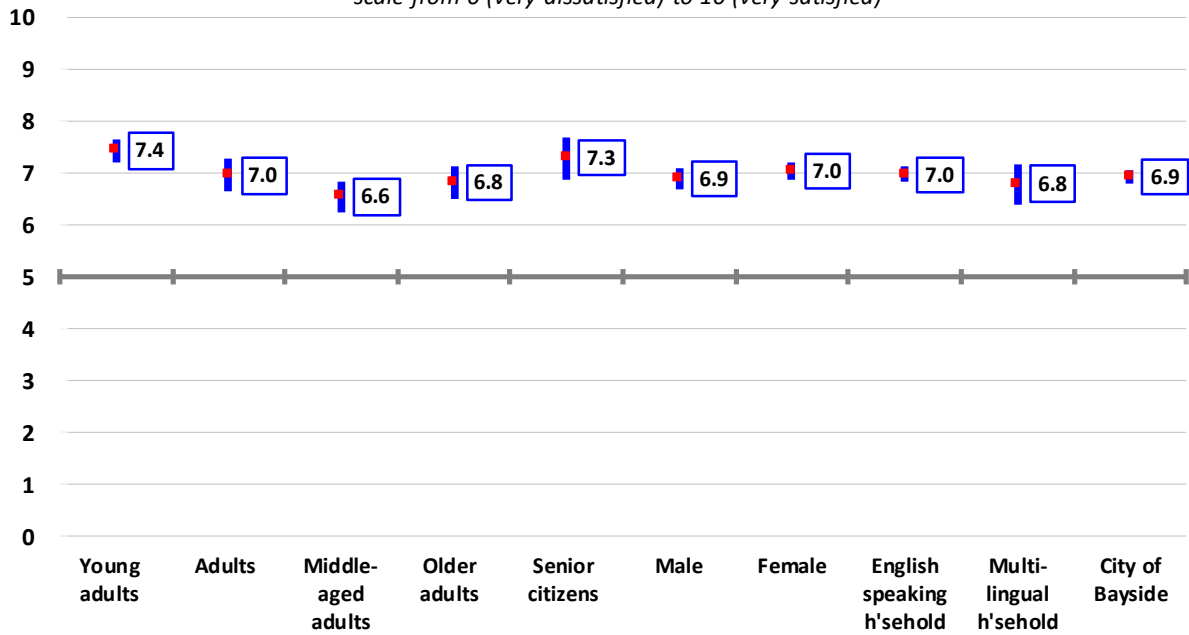
Maintaining trust and confidence of local community by precinct
Bayside City Council - 2023 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



There was also measurable variation observed by age structure, with young adults measurably and senior citizens notably more satisfied and at “very good” levels, whilst middle-aged adults were measurably less satisfied, although still at a “good” level.



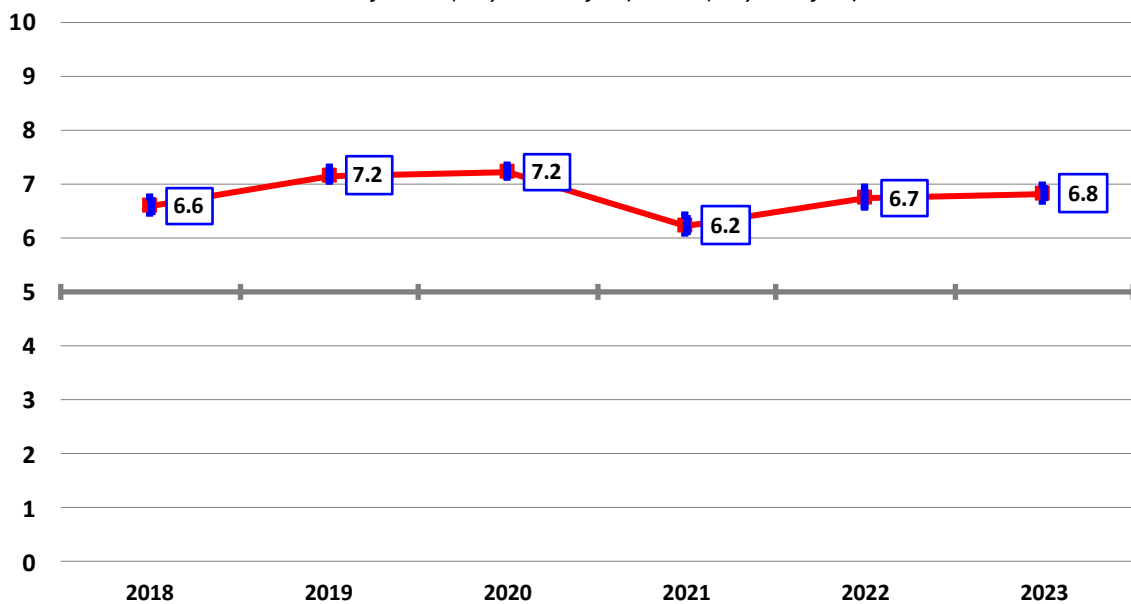
Maintaining trust and confidence of local community by respondent profile
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



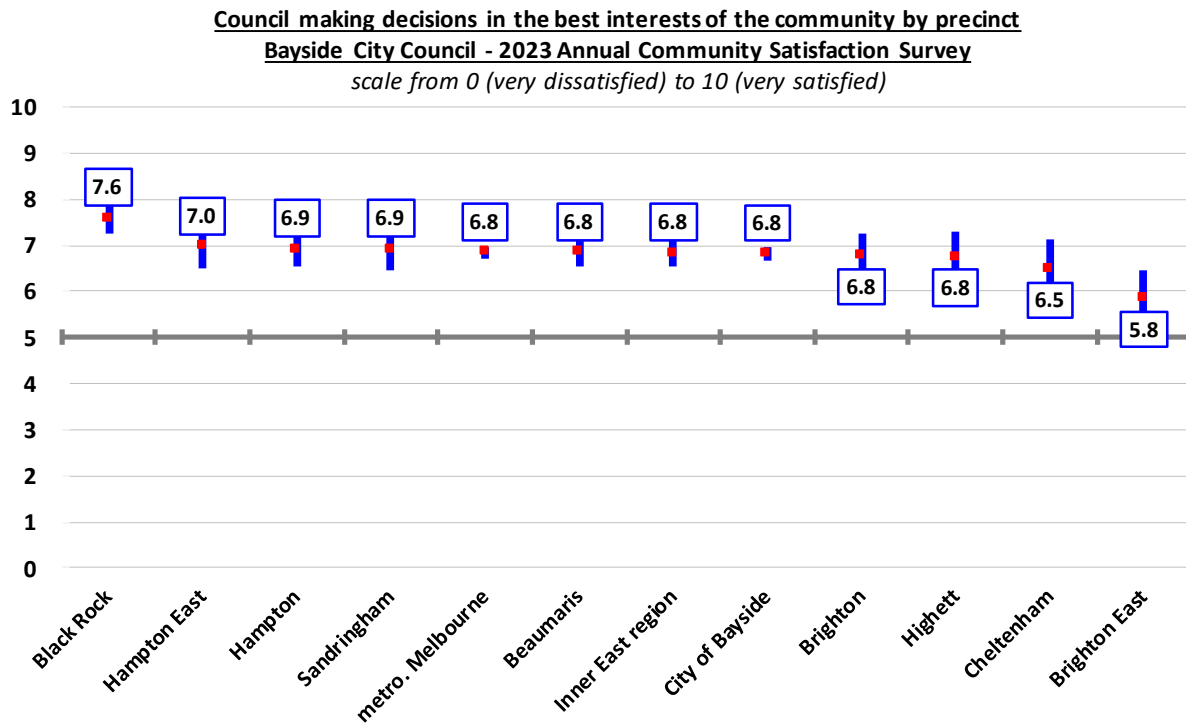
Making decisions in the interests of the community

Satisfaction with Council’s performance making decisions in the interests of the community increased marginally this year, up two percent to 6.8. This remains a “good” level of satisfaction and identical to the long-term average since 2018 of 6.8.

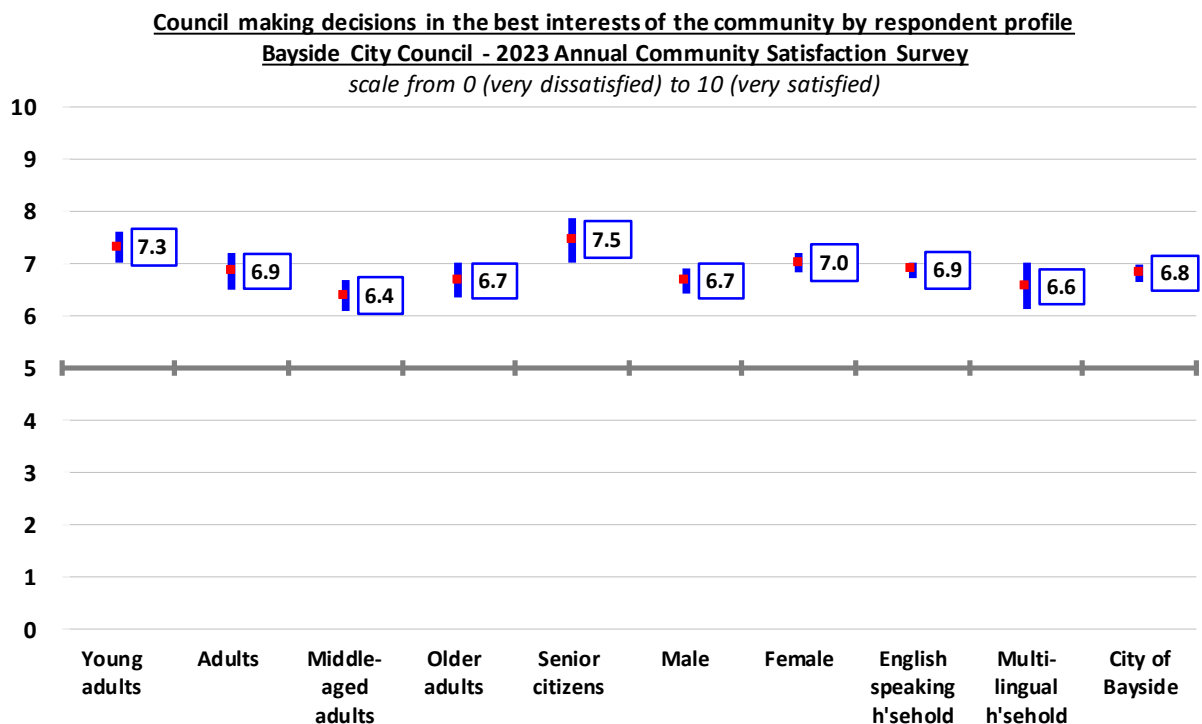
Satisfaction with Council making decisions in the best interest of the community
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in satisfaction with this aspect observed, with respondents from Black Rock measurably more satisfied than average and at a “very good” level, whilst respondents from Brighton East were measurably less satisfied and at a “poor” level.



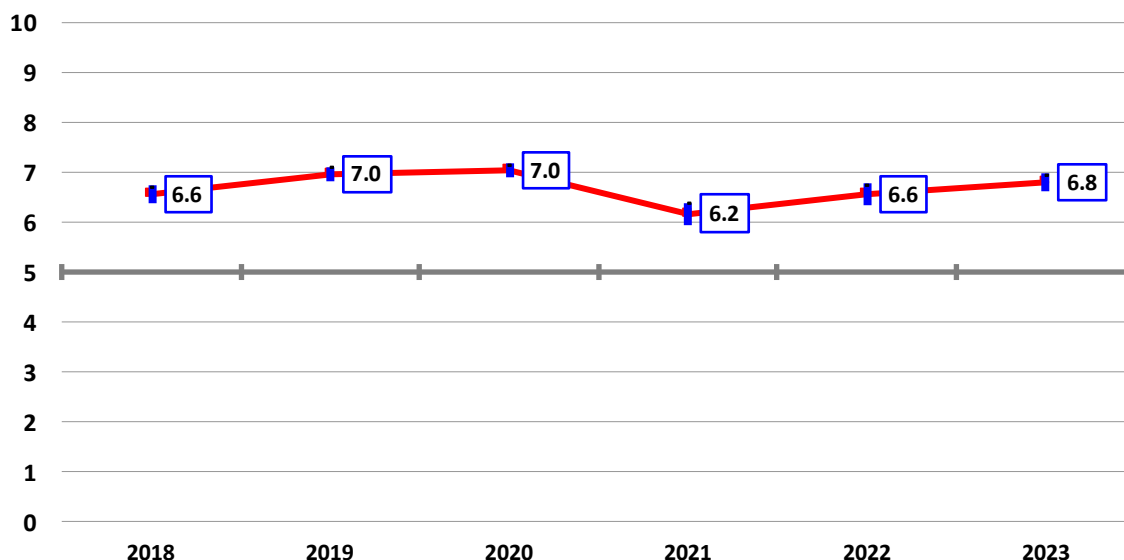
There was also measurable variation observed by profile, with young adults and senior citizens measurably more satisfied and at “very good” levels, and middle-aged adults measurably less satisfied at a “solid” level. Female respondents were notably more satisfied than males, and English-speaking households were notably more satisfied than multilingual.



Representation, lobbying and advocacy

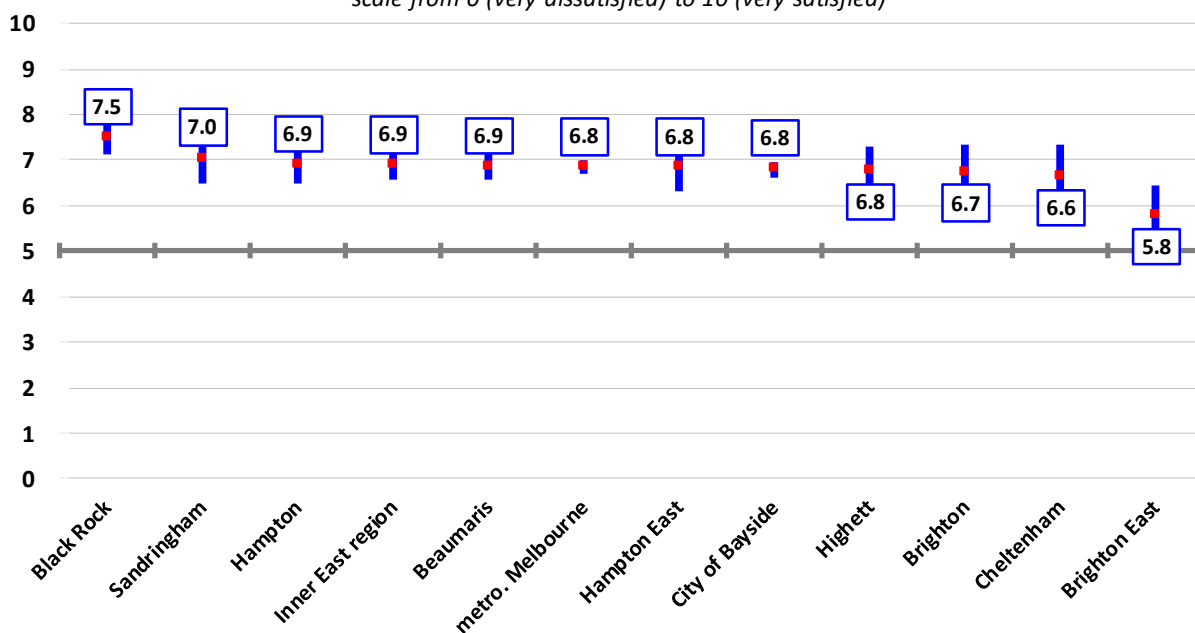
Satisfaction with Council’s representation, lobbying, and advocacy on behalf of the community increased somewhat, but not measurably this year, up three percent to 6.8, which remains at a “good” level, and higher than the long-term average since 2018 of 6.7.

Satisfaction with Council's representation, lobbying and advocacy
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

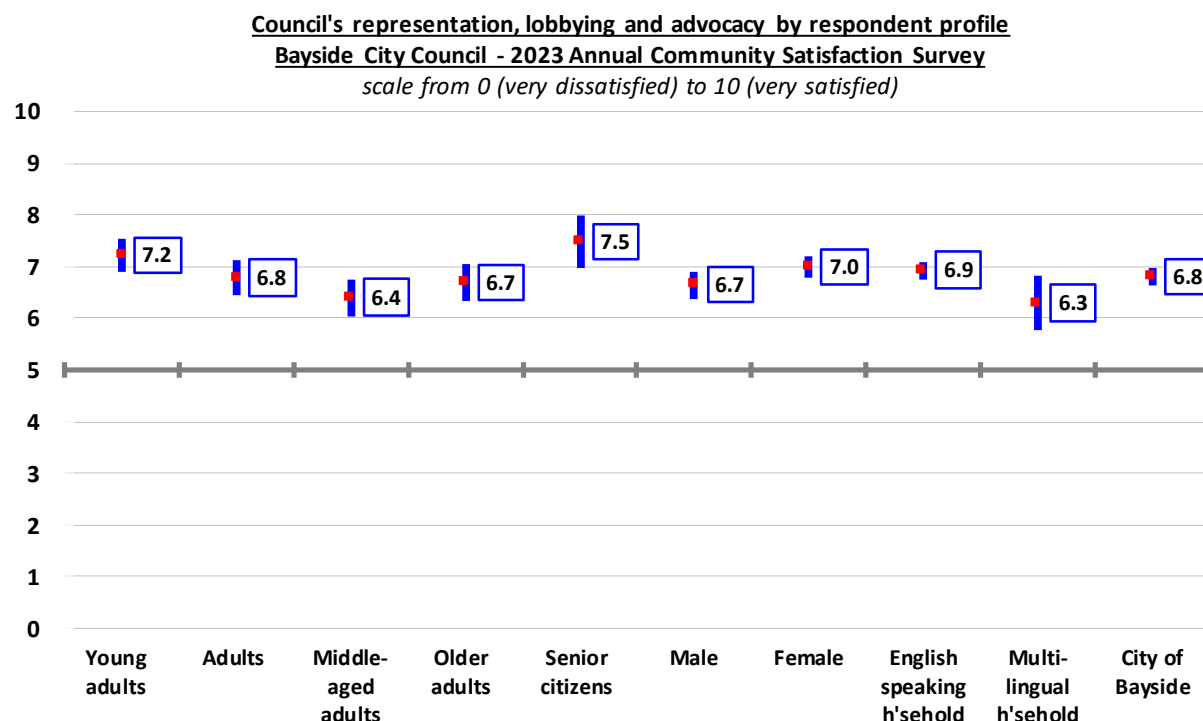


There was measurable variation in satisfaction with this aspect observed, with respondents from Black Rock measurably more satisfied than average and at a “very good” level, whilst respondents from Brighton East were measurably less satisfied and at a “poor” level.

Council's representation, lobbying and advocacy by precinct
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was also measurable variation observed by profile, with young adults notably and senior citizens measurably more satisfied and at “very good” levels, and middle-aged adults notably less satisfied at a “solid” level. Female respondents were notably more satisfied than males, and English-speaking households were measurably more satisfied than multilingual.



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 2023, asked to rate their agreement with six statements about Bayside City Council as an organisation.

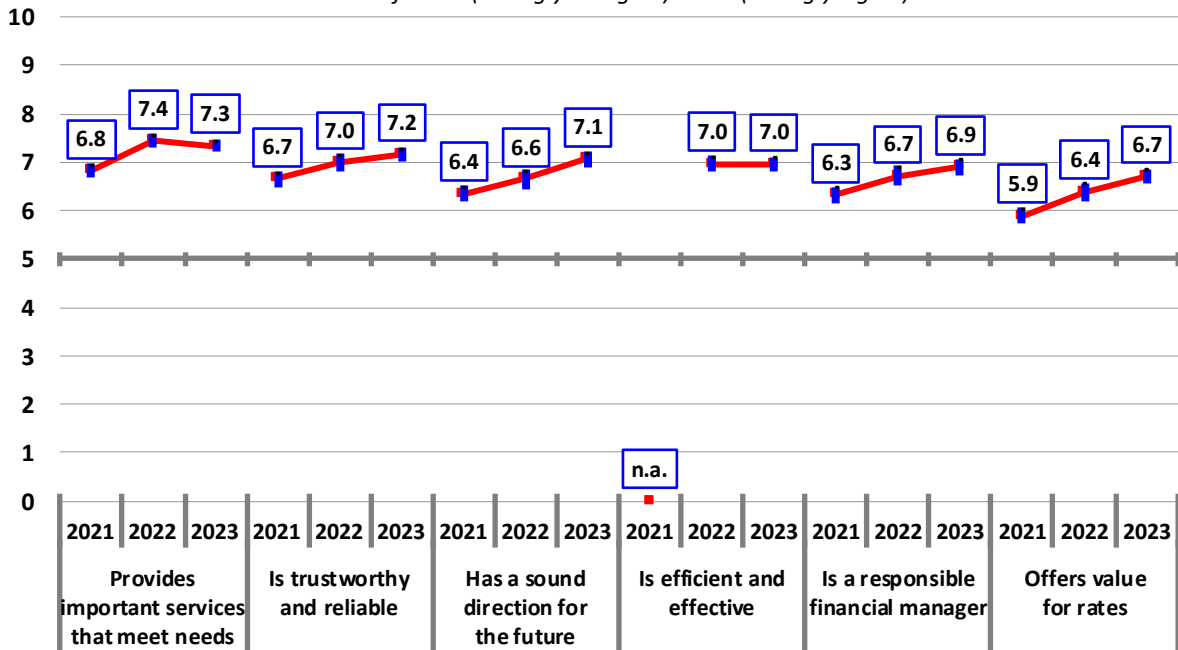
The average agreement with these six statements was seven out of 10, up one percent on the 6.9 recorded last year.

The average agreement with three of these statements increased somewhat, whilst agreement that Council was efficient and effective remained stable, and agreement that Council provides important services that meet community needs declined marginally (but not measurably).

These results confirm that respondents, on average, strongly agree that Council provides important services, is trustworthy and reliable, has a sound direction for the future, is efficient and effective, and is a responsible financial manager. Respondents, on average, were marginally less, but still moderately in agreement that Council offers value for rates.

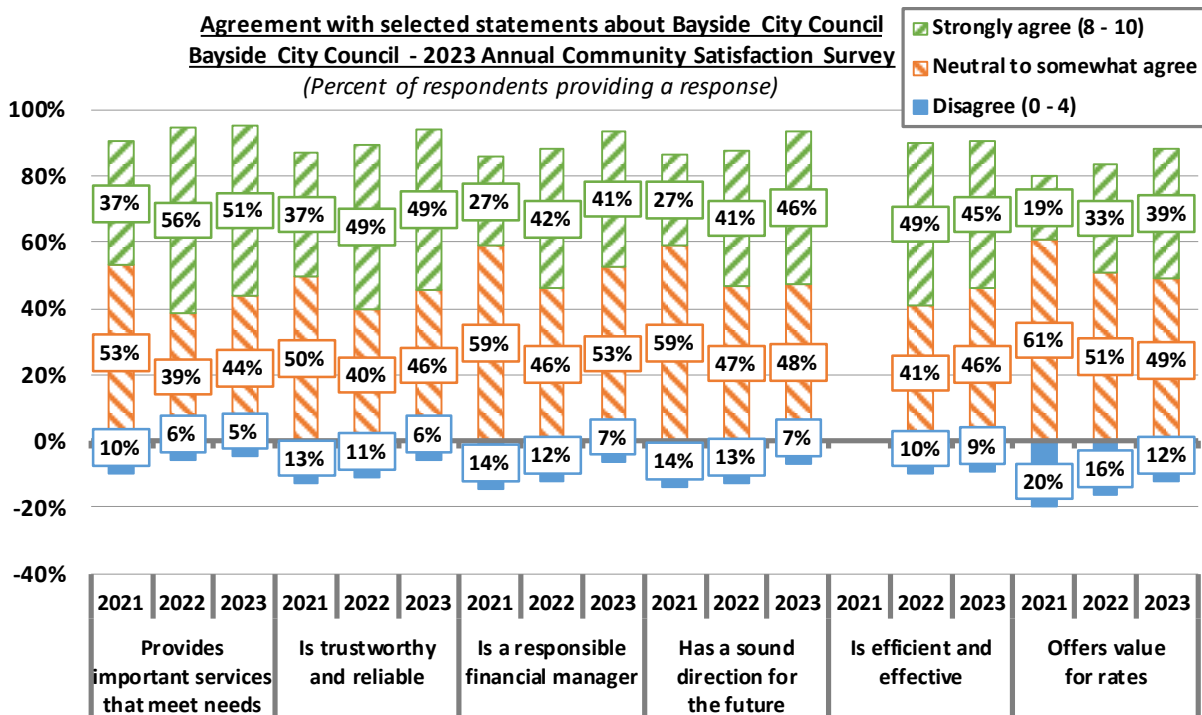


Agreement with selected statements about Bayside City Council
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



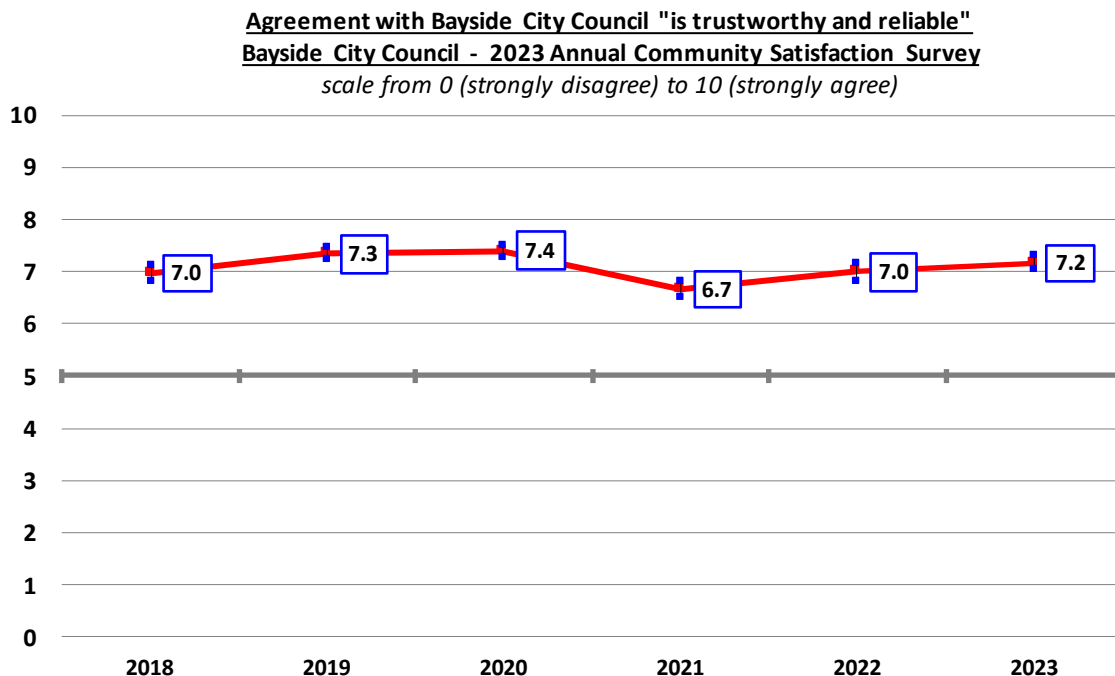
The following graph provides a breakdown of these results into the proportion who “strongly agreed” (i.e., rated agreement at eight or more), those who were “neutral to somewhat agreed” (i.e., rated agreement at between five and seven), and those who “disagreed” (i.e., rated agreement at less than five). Between approximately 40% and 50% of respondents providing a score “strongly agreed” with each statement, whilst between five and 12% “disagreed”.

Agreement with selected statements about Bayside City Council
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Percent of respondents providing a response)

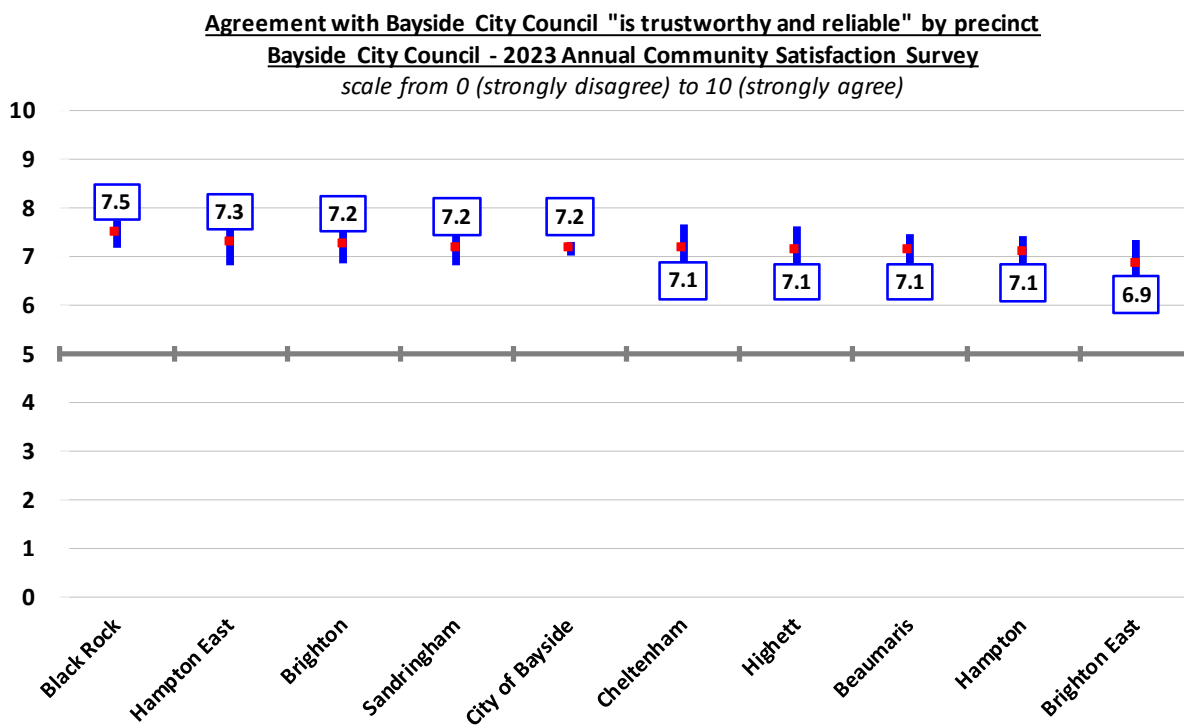


Is trustworthy and reliable

The average agreement that Council is trustworthy and reliable increased marginally again this year, up three percent to 7.2, although it remains marginally below the long-term average since 2018 of 7.1.



Whilst there was no statistically significant variation observed across the municipality, it is noted that respondents from Black Rock were somewhat more in agreement, and respondents from Brighton East were somewhat less.

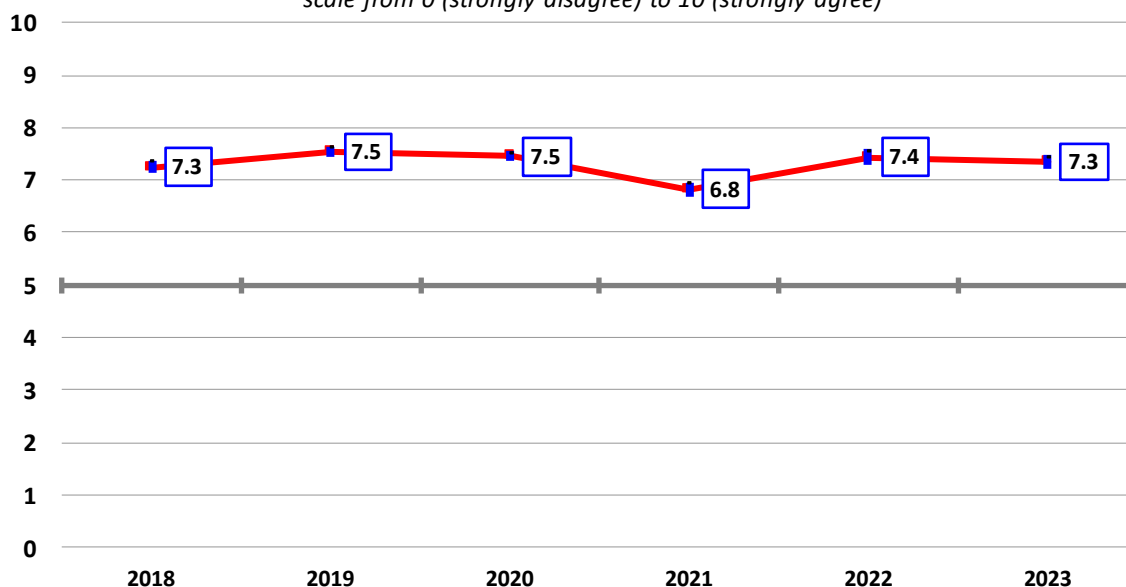


Provides important services that meet the needs of the whole community

The average agreement that Council provides important services that meet the needs of the community declined marginally but not measurably this year, down one percent to 7.3, although it remains consistent with the long-term average since 2018 of 7.3.

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

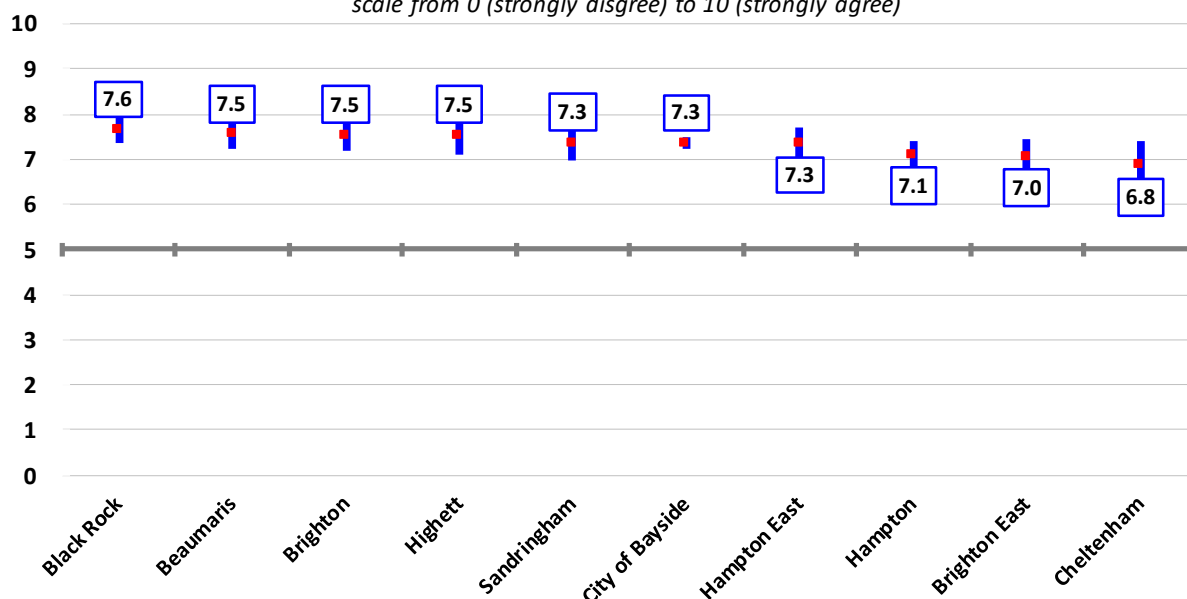
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



Whilst there was no statistically significant variation in agreement observed across the municipality, it is noted that respondents from Black Rock were somewhat more in agreement, whilst respondents from Cheltenham were notably less.

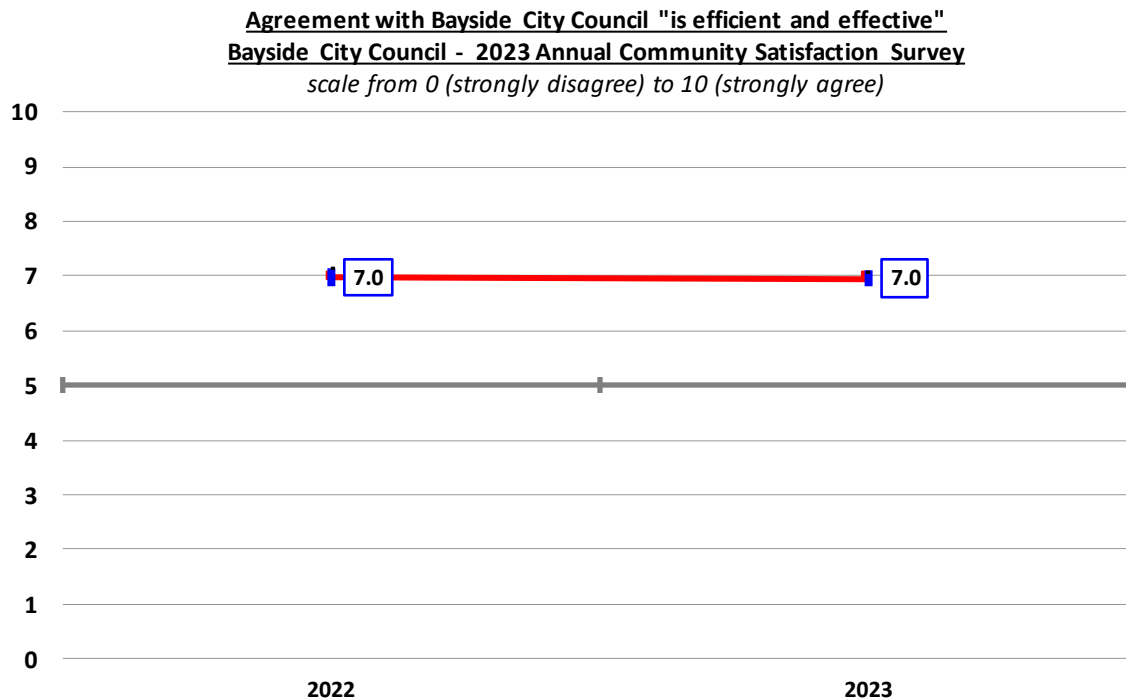
Agreement with Bayside City Council "provides important services that meet needs" by precinct

Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)

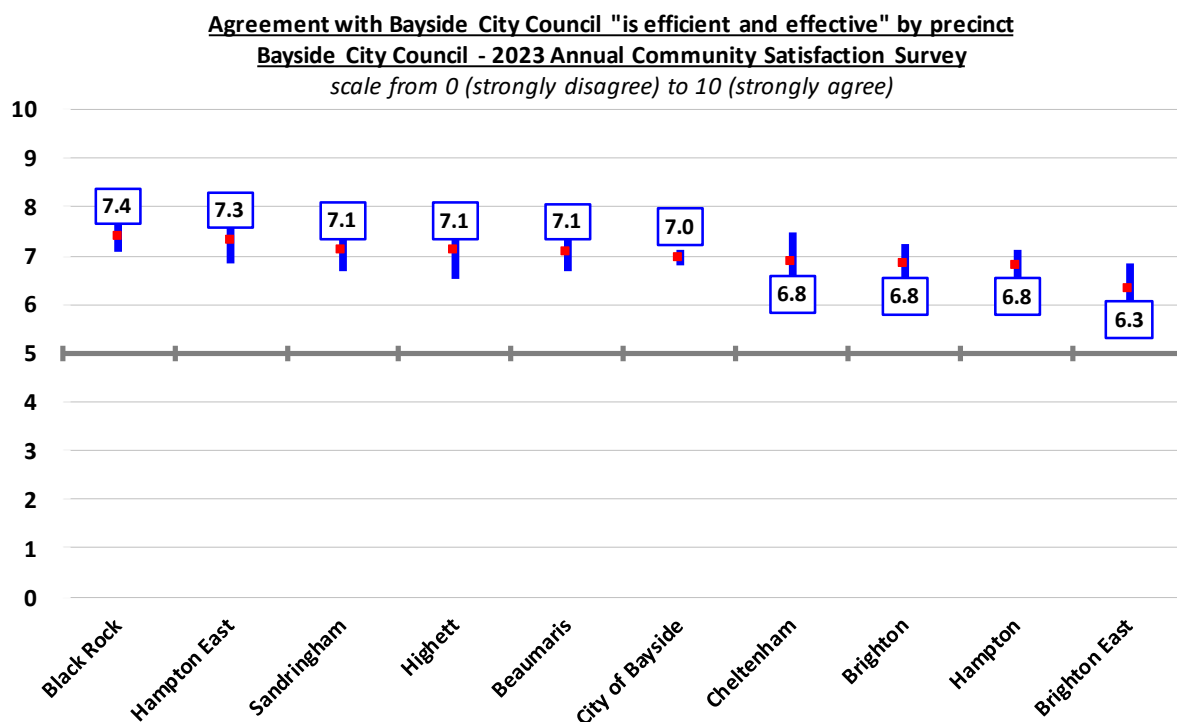


Is efficient and effective

The average agreement that Council is efficient and effective remained stable at seven out of 10, or a “strong” level of agreement.



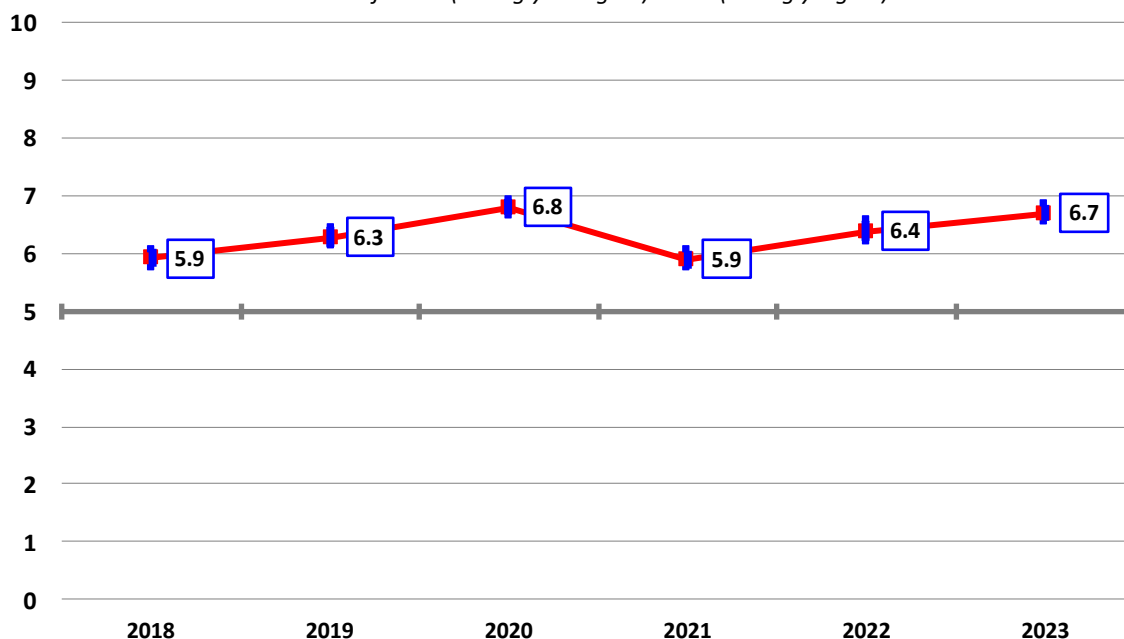
Whilst there was no statistically significant variation in agreement observed across the municipality, it is noted that respondents from Black Rock and Hampton East were somewhat more in agreement, whilst respondents from Brighton East were notably less.



Offers value for rates

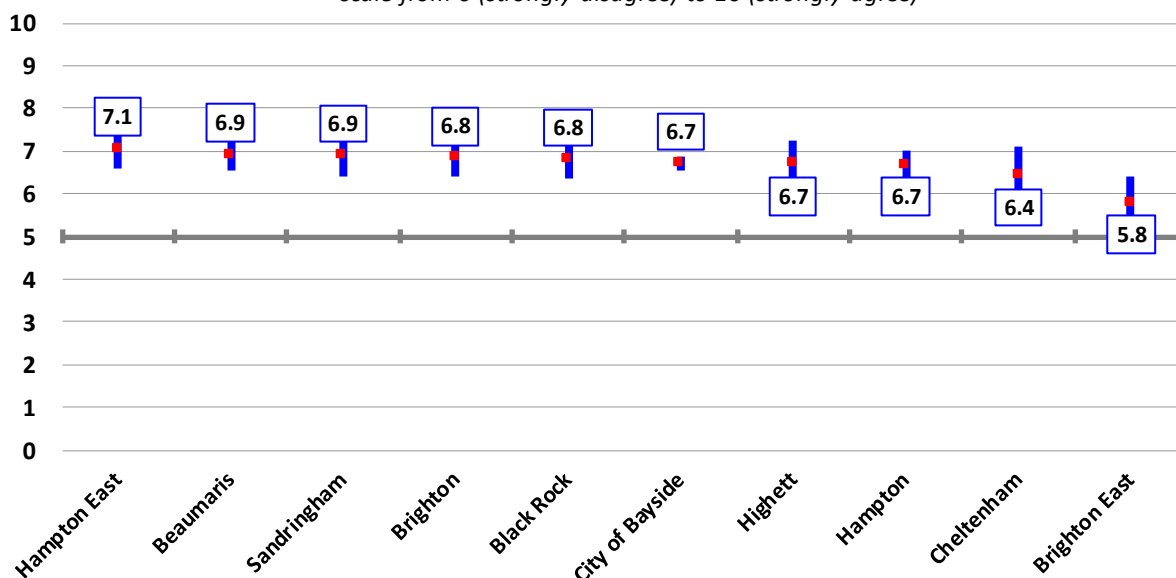
The average agreement that Council offers value for rates increased somewhat again this year, up five percent to 6.7, recovering almost all the ground lost in 2021. This result was measurably above the long-term average since 2018 of 6.3. This result clearly reflects a substantial improvement in community sentiment around the value proposition of Council.

Agreement with Bayside City Council "offers value for rates"
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



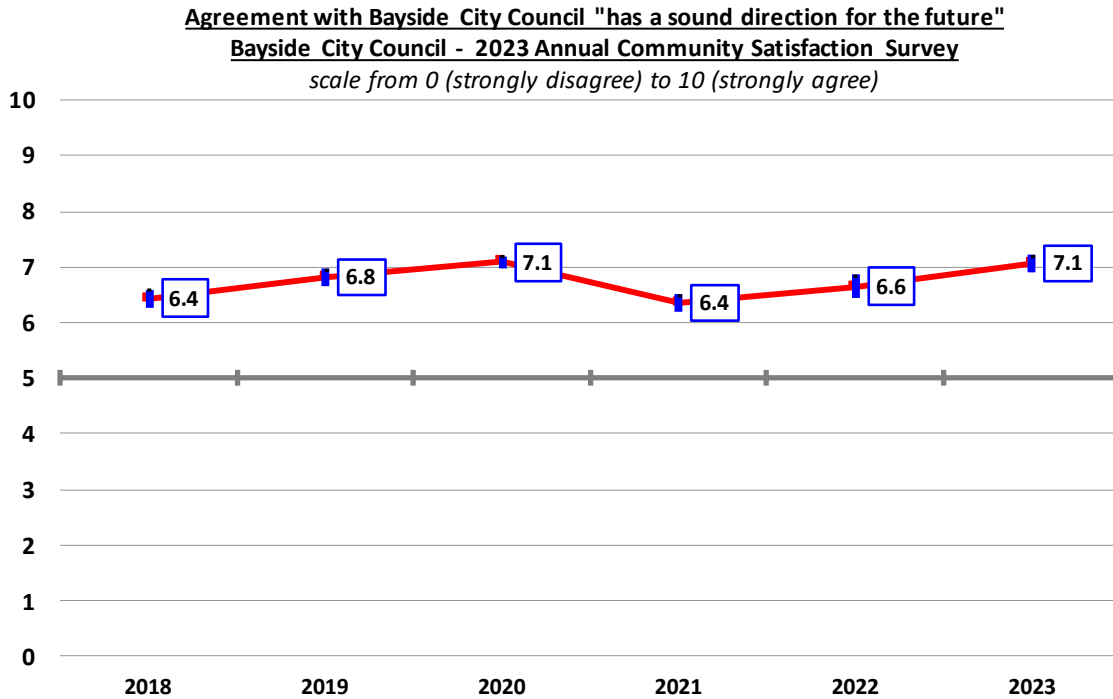
There was notable and measurable variation in this result across Bayside, with respondents from Hampton East somewhat more in agreement, and respondents from Cheltenham notably and respondents from Brighton East measurably less in agreement than average.

Agreement with Bayside City Council "offers value for rates" by precinct
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)

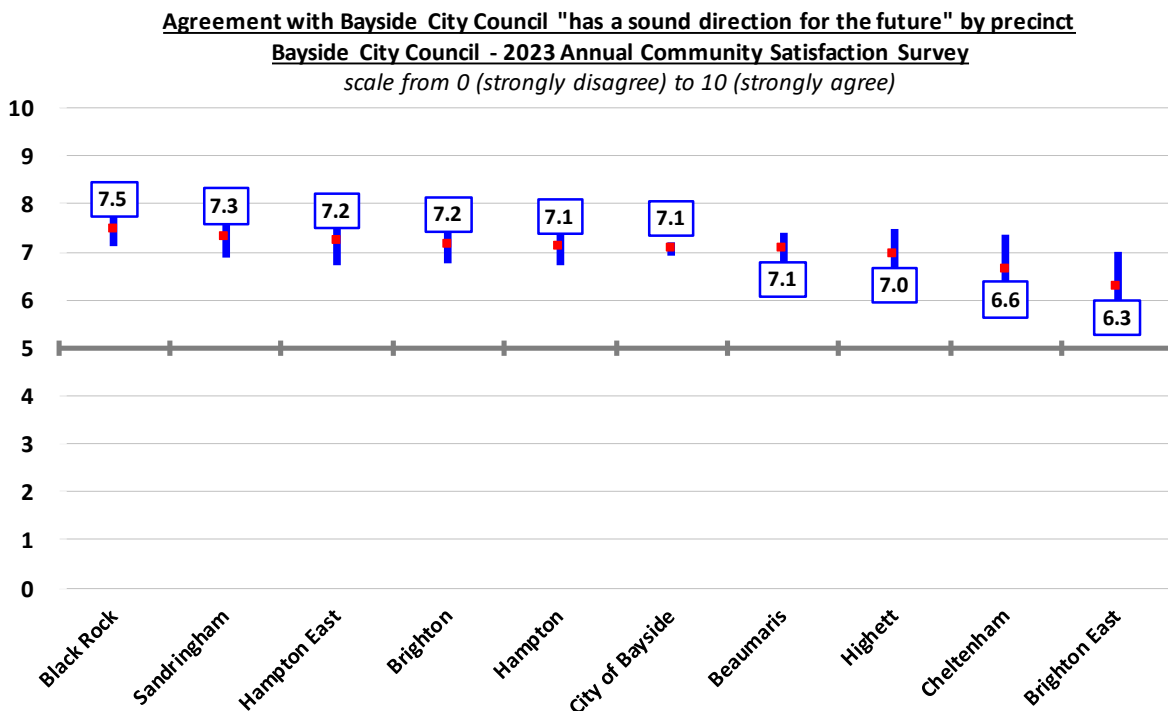


Has a sound direction for the future

The average agreement that Council has a sound direction for the future increased measurably this year, up eight percent to 7.1, which is a “strong”, up from a “moderate” level of agreement. This was the highest agreement recorded for this statement, and above the long-term average agreement since 2018 of 6.7.

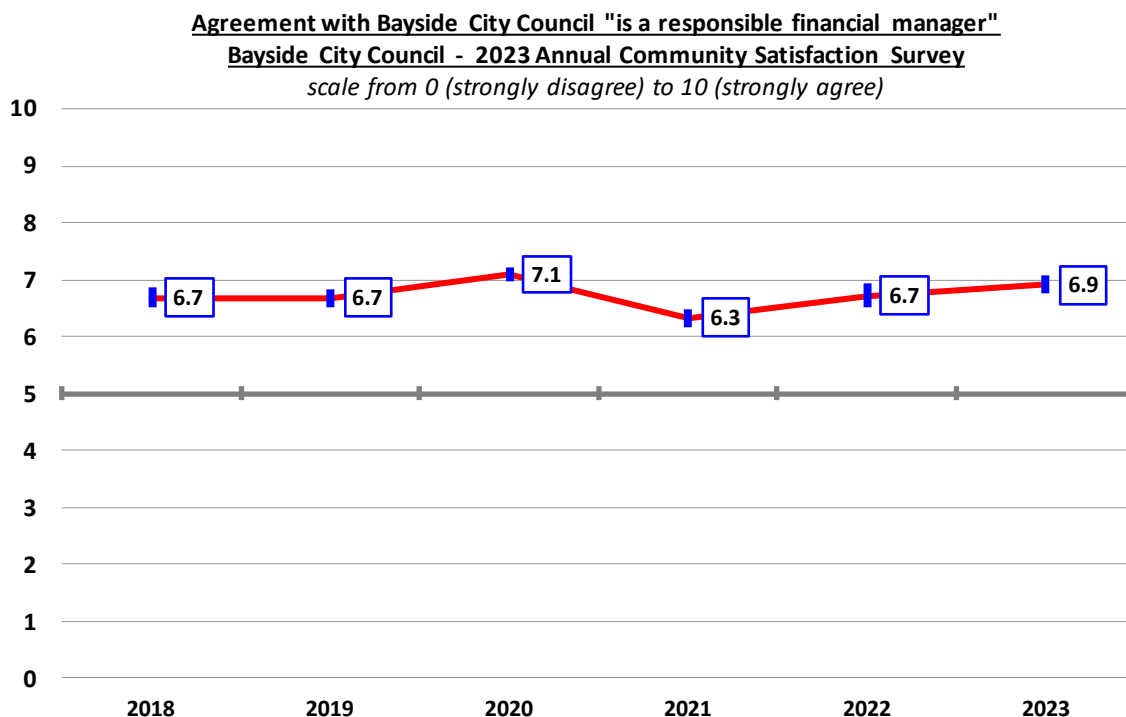


Whilst there was no statistically significant variation in agreement observed across the municipality, it is noted that respondents from Black Rock were notably more in agreement, whilst respondents from Cheltenham and Brighton East were notably less.

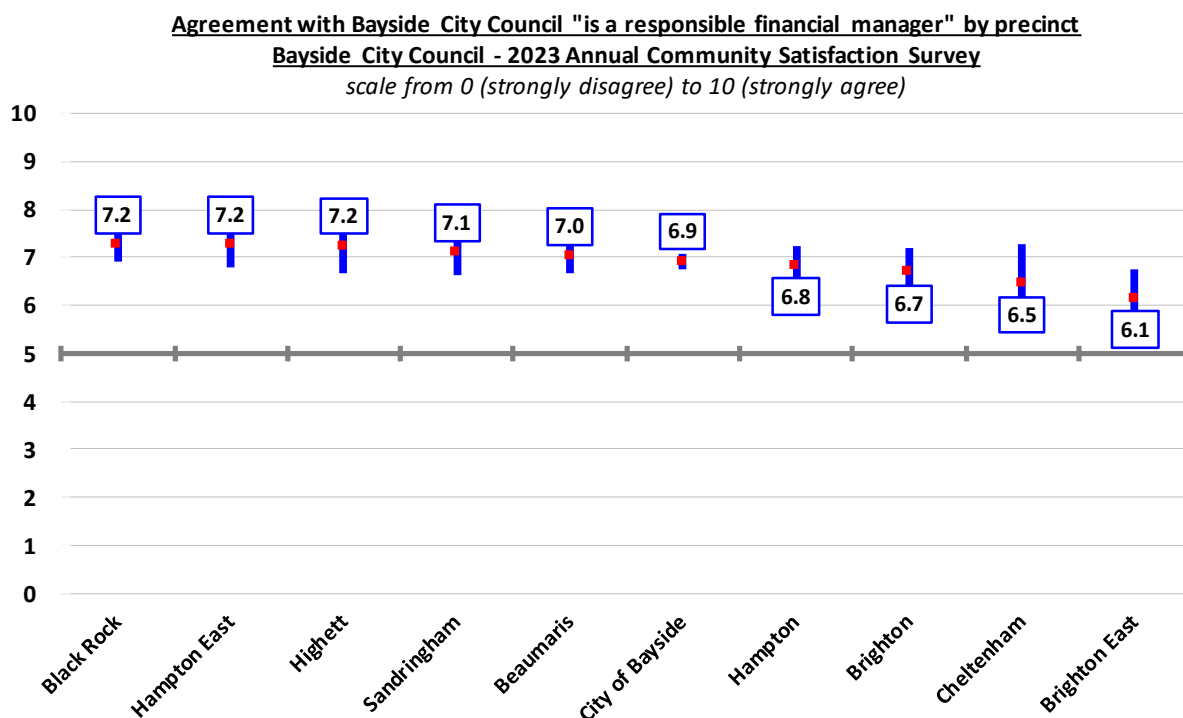


Is a responsible financial manager

The average agreement that Council is a responsible financial manager increased somewhat again this year, up three percent to 6.9, which was above the long-term average agreement since 2018 of 6.7.



Whilst there was no statistically significant variation observed across Bayside, it is noted that respondents from Black Rock, Hampton East, and Highett were somewhat more in agreement, respondents from Cheltenham and Brighton East were notably less in agreement.



Priority ranking of Council advocacy projects

Respondents were asked:

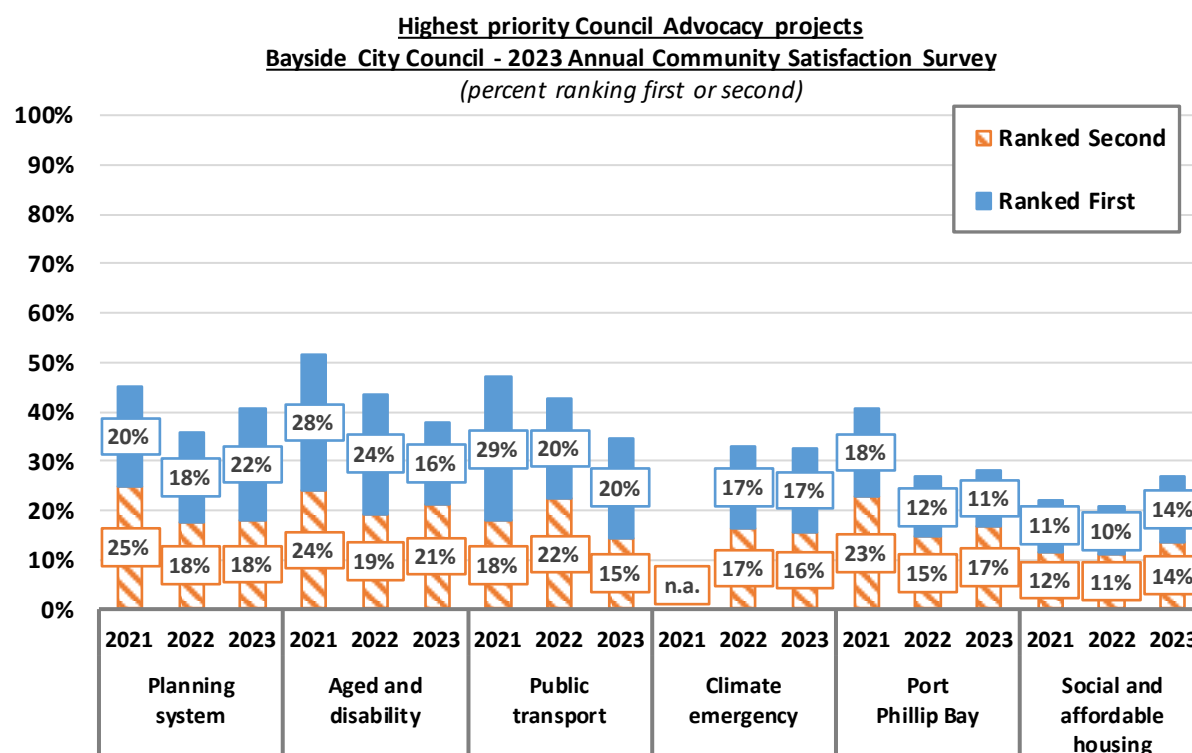
“Please rank from 1 (highest priority) to 6 (lowest) the importance of the following six advocacy projects currently being undertaken by Council.”

Respondents were asked to rank from highest to lowest priority, the importance of five project areas of Council’s advocacy efforts.

Consistent with the results recorded last year, the two highest priority advocacy projects related to the planning system (22% ranked this first), public transport (20% ranked this first), and aged and disability services (16% ranked this first).

When considering both the ranking of first and second, it does appear that these three areas of planning, aged and disability, and public transport were the highest priority advocacy project areas, followed by the climate emergency.

Whilst a lesser priority than the other project areas, it is noted that 28% of respondents ranked both Port Phillip Bay and social and affordable housing as either highest or second highest priority. This is important, as it highlights that no single one or two issues dominate the areas which the community believe Council should be advocating on behalf of with other levels of government.



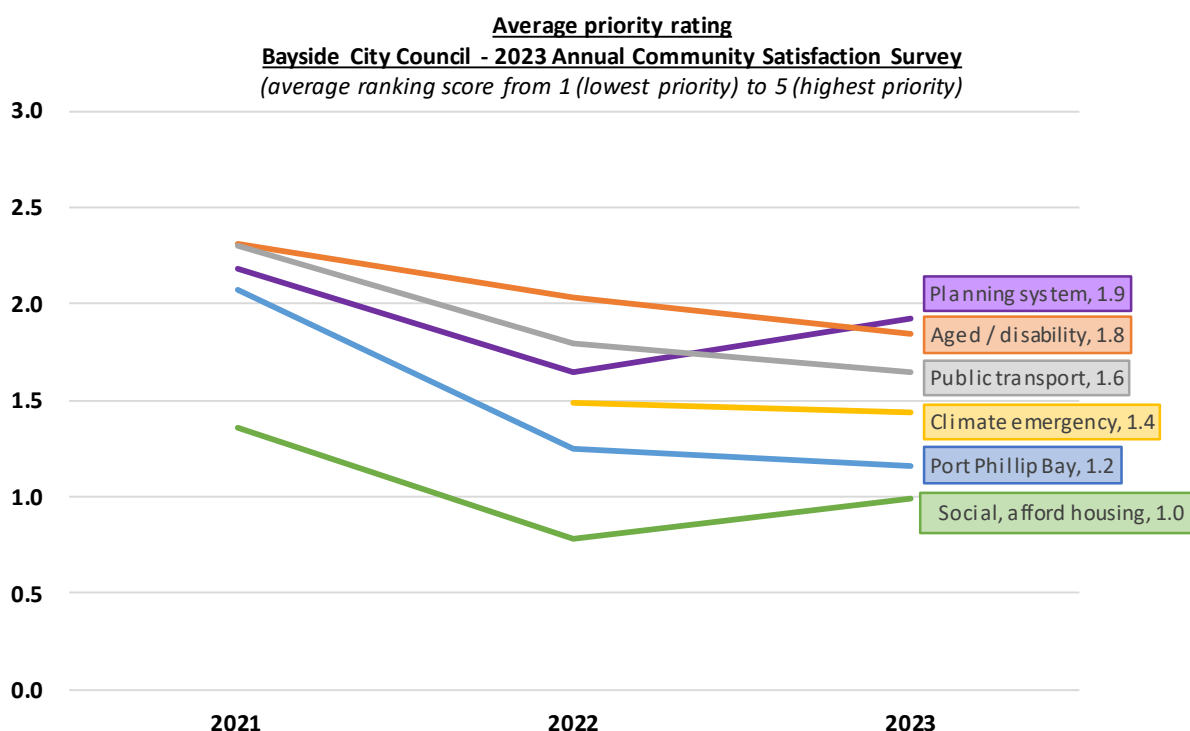
The following graph provides an alternative measure of the average priority ranking of the six advocacy project areas.

The basic variation in importance of the five advocacy project areas has remained relatively consistent over the last three years, although it is noted that the planning system increased in importance in 2023.

This is slightly at odds with the other results in the survey, that showed that “building, housing, planning, and development” related issues had diminished as an issue for Bayside respondents this year, down from 15% to 10%, as discussed in the [Current Issues for the City of Bayside](#) section of this report.

It is also noted that satisfaction with all five variables in the planning approvals section of this report increased measurably this year, up an average of 11%, which strongly suggests increased community satisfaction with planning and development outcomes and process this year in the City of Bayside.

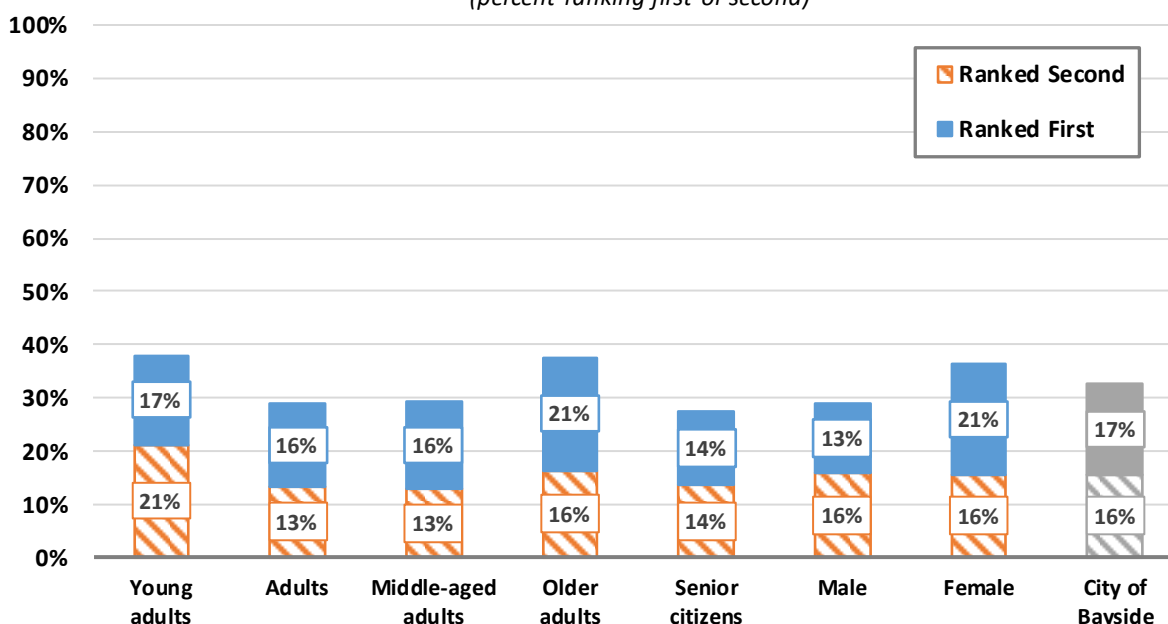
This strongly suggests that significant community concern around planning and development related issues remains in the Bayside community, despite the increase in satisfaction observed this year.



The following graph provides a breakdown of the ranking of importance for addressing the climate emergency by respondent profile. It is noted that older adults were the most likely to rank the climate emergency the number one or number two highest priority advocacy project, followed by young adults. Female respondents were notably more likely to consider this a number one issue than male respondents.



Addressing the climate emergency priority ranking by age and gender
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (percent ranking first or second)



Ranking priority of advocacy projects currently being undertaken by Council
Bayside City Council - 2023 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	
For a planning system that better considers local community and Council feedback ²	2020	3.02	16%	21%	23%	25%	15%	n.a.	18
	2021	2.82	20%	25%	22%	20%	14%	n.a.	174
	2022	3.36	18%	18%	21%	14%	14%	15%	110
	2023	3.08	22%	18%	19%	19%	14%	8%	43
To ensure that older people and people with disability continue to have access to high quality support services	2020	2.83	24%	21%	22%	16%	18%	n.a.	18
	2021	2.69	28%	24%	17%	15%	16%	n.a.	170
	2022	2.97	24%	19%	19%	18%	13%	7%	114
	2023	3.16	16%	21%	20%	20%	16%	7%	42
For improved public transport in and across Bayside ¹	2020	2.74	24%	23%	21%	17%	15%	n.a.	19
	2021	2.70	29%	18%	23%	14%	16%	n.a.	175
	2022	3.21	20%	22%	15%	14%	16%	12%	114
	2023	3.36	20%	15%	19%	17%	13%	16%	44
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	17%	17%	15%	21%	17%	15%	112
	2023	3.56	17%	16%	15%	17%	18%	17%	50
To address coastal erosion and protect Port Phillip Bay ³	2020	2.92	24%	21%	16%	19%	21%	n.a.	18
	2021	2.93	18%	23%	23%	21%	15%	n.a.	179
	2022	3.75	12%	15%	16%	20%	22%	17%	114
	2023	3.84	11%	17%	14%	14%	24%	20%	44
For increasing the supply of social and affordable housing in Bayside	2020	3.47	12%	15%	18%	24%	31%	n.a.	23
	2021	3.64	11%	12%	15%	28%	34%	n.a.	183
	2022	4.22	10%	11%	15%	14%	17%	33%	114
	2023	4.01	14%	14%	14%	13%	14%	33%	41



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 asked to rate their satisfaction with eight aspects of planning and housing development in their local area.

This included a new variable this year, being “planning controls to improve the sustainability of new developments”.

The average satisfaction with aspects of planning and housing development increased measurably and significantly this year, up an average of 11% to 6.5 out of 10, which is a “good”, up from a “poor” level of satisfaction.

Metropolis Research notes that satisfaction with aspects of planning and development have now recovered most to all of the ground lost in 2021, and in 2023 were well above the long-term average satisfaction with these aspects since 2018 of 6.1 or “solid”.

This increase in satisfaction with aspects of planning and development was consistent with the decline in the proportion of respondents who nominated “building, housing, planning, and development” related issues as one of the top [three issues to address](#) for the City of Bayside at the moment, down from 15% last year to 10% this year. This remains, however, significantly higher than the metropolitan Melbourne average of just three percent.

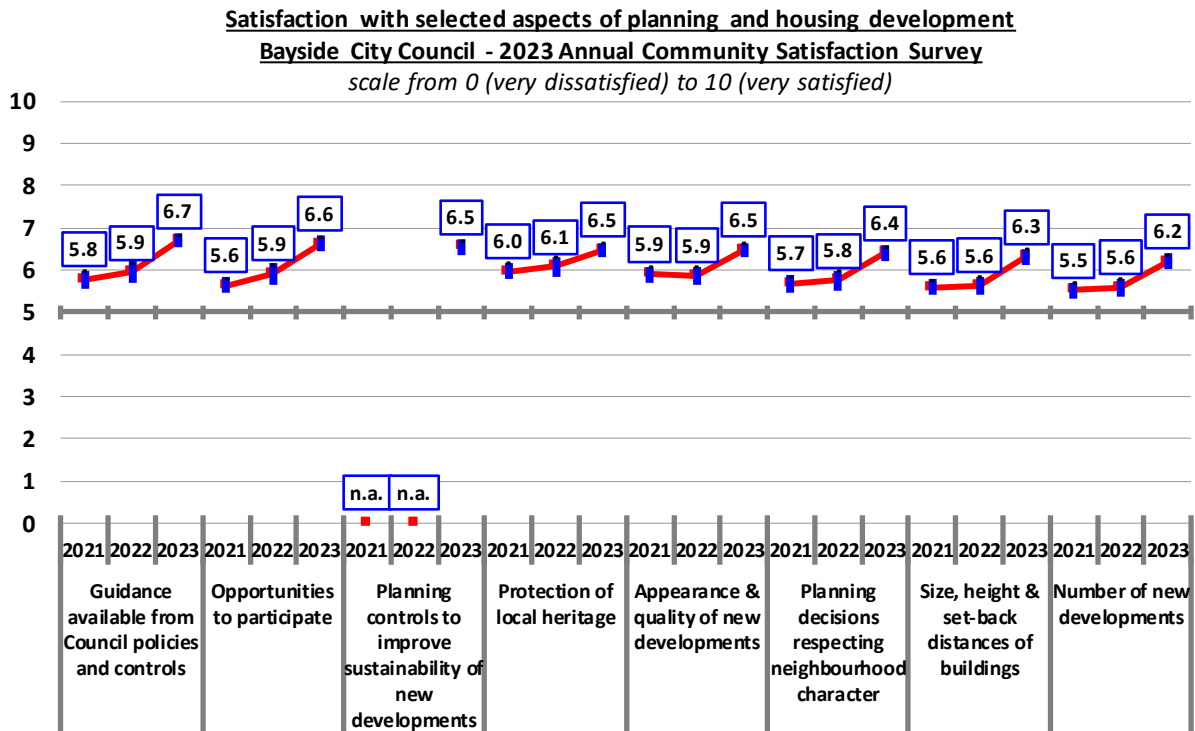
Clearly, community satisfaction with planning and development, including outcomes on the ground as well as aspects of process have improved from the lower-than-average results recorded in 2021 and 2022.

It is important to note, however, that satisfaction with planning and development was also lower than average back in 2018, which does suggest some fluctuation in satisfaction over time.

Satisfaction with these six aspects of planning and development can best be summarised as follows:

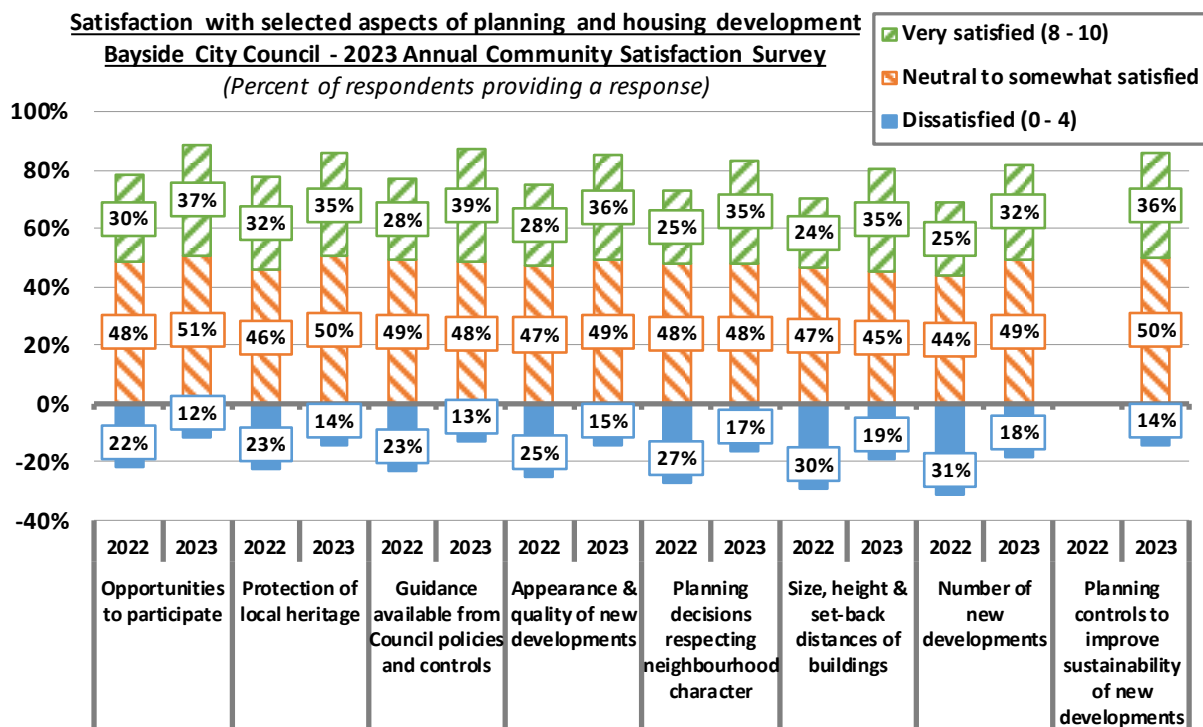
- **Good** – for the guidance available from Council policies and controls, the opportunities to participate in consultations on planning, the protection of local heritage, and the appearance and quality of new developments.
- **Solid** – for planning decisions respecting neighbourhood character, the size, height, and set-back distances of buildings, and the number of new developments.





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

Approximately one-third of respondents providing a score were “very satisfied” with each of the six aspects, whilst it is noted that the proportion who were “dissatisfied” has fallen notably this year, down from approximately one-quarter to approximately one-sixth.



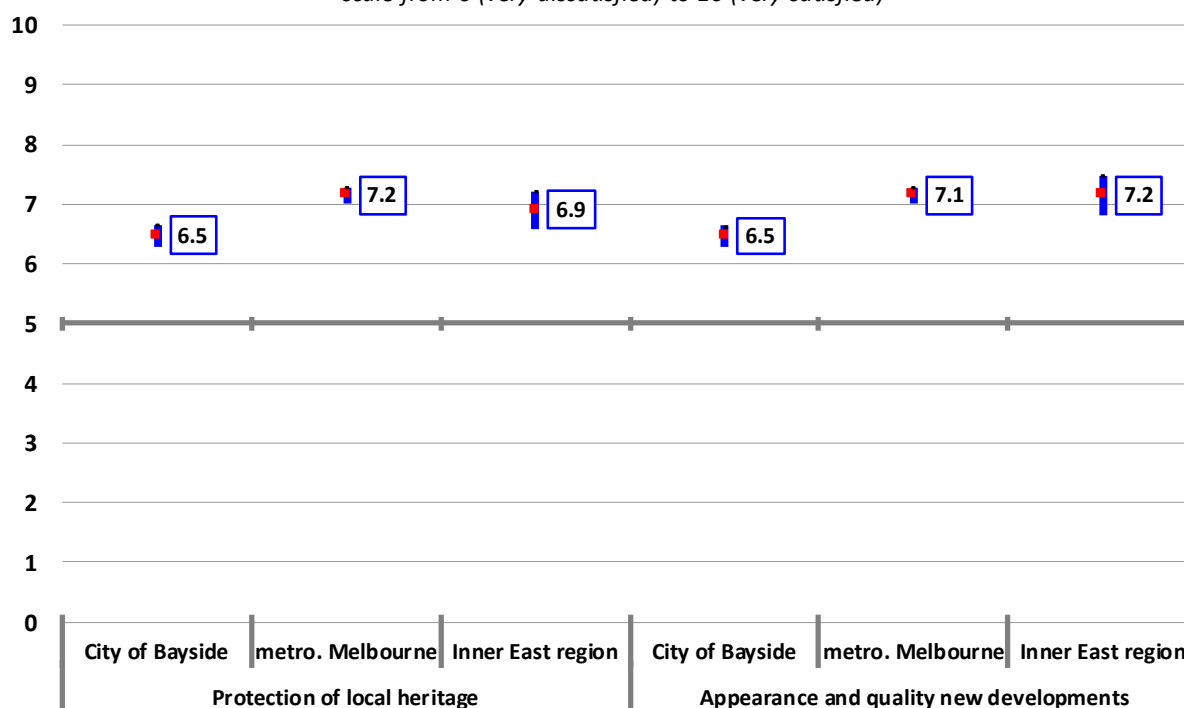
The *Governing Melbourne* research only includes two of the six Bayside measures of planning and development in a format that allows for comparison, as outlined in the following graph these include the appearance and quality of new developments and the protection of local heritage.

It is important to note that whilst satisfaction with these aspects of planning and development increased notably in Bayside this year, satisfaction with both remains measurably and significantly below the metropolitan Melbourne and inner eastern region councils’ average satisfaction.

This is reinforced by the fact that whilst 10% of Bayside respondents nominated “building, housing, planning, and development” issues as a [top three issue](#), the metropolitan Melbourne average was just three percent, and the inner eastern region councils’ average was five percent.

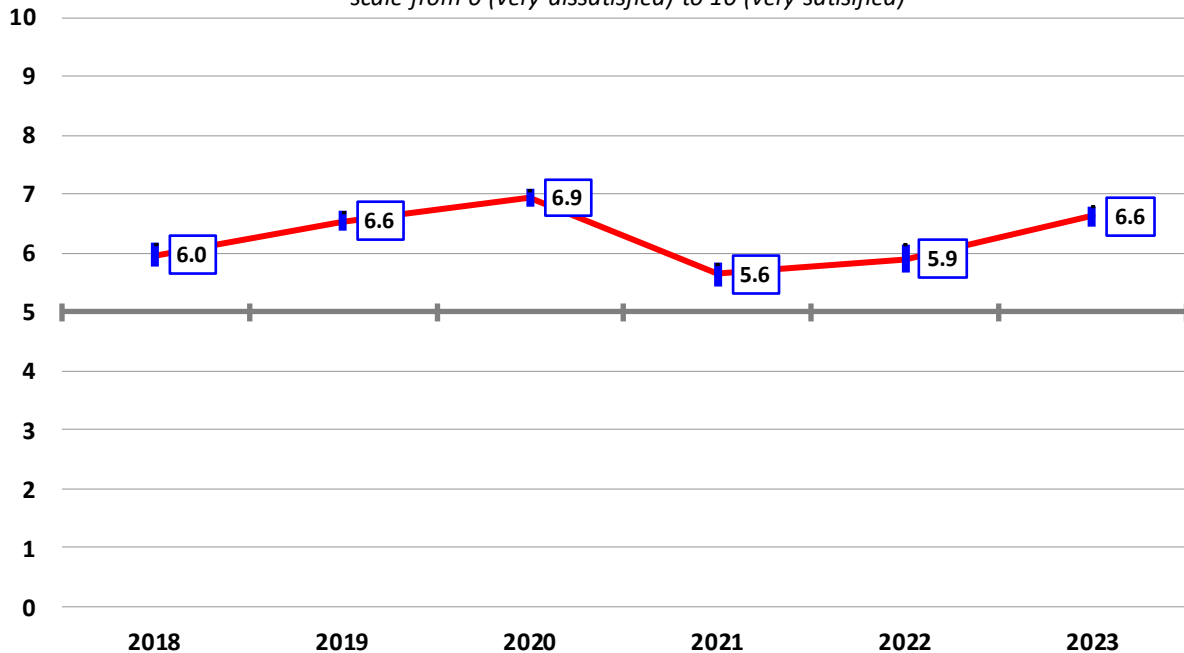
Taken together, these comparison results show that, whilst satisfaction with the appearance and quality of new developments as well as the protection of local heritage improved in Bayside this year, planning and development issues remain significantly more prominent in Bayside than the metropolitan Melbourne average and there remains significant community concern around planning outcomes in the municipality.

Satisfaction with selected aspects of planning and housing development
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



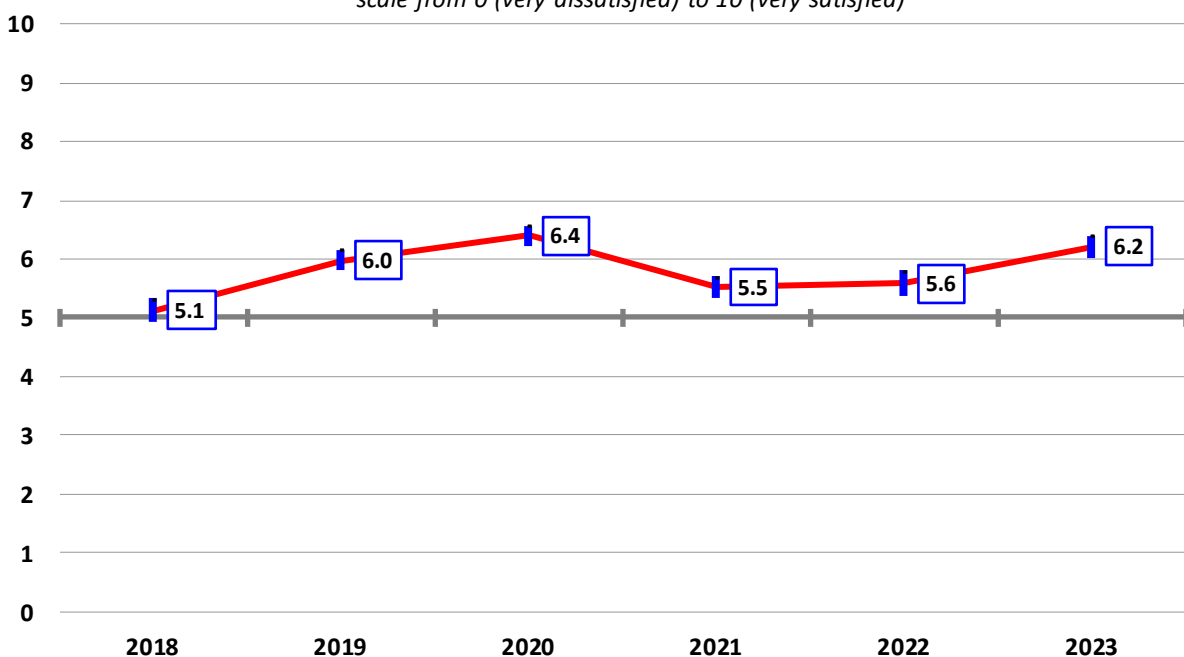
Satisfaction with opportunities to participate in consultations on planning increased measurably this year, up 12% to 6.6, which is a “good”, up from a “poor” level of satisfaction. This result was notably above the long-term average satisfaction since 2018 of 6.3.

Opportunities to participate in consultations on planning
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



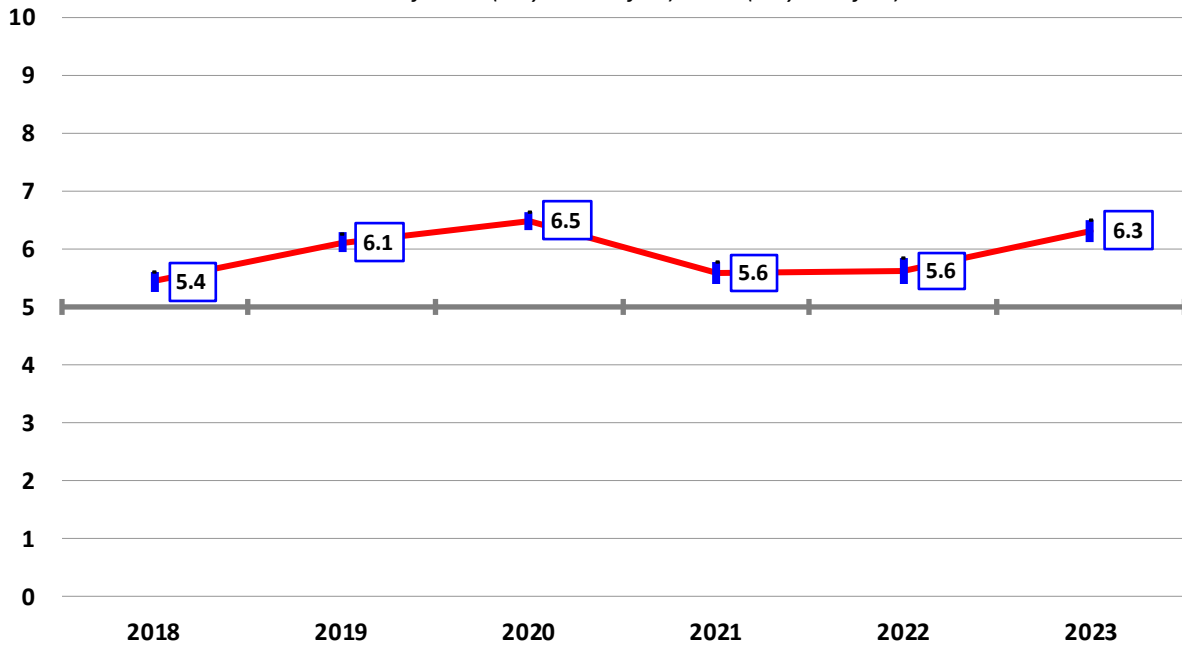
Satisfaction with the number of new developments increased measurably this year, up six percent to 6.2, which is a “solid”, up from a “poor” level of satisfaction. This result was notably above the long-term average satisfaction with this aspect since 2018 of 5.8.

The number of new developments
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



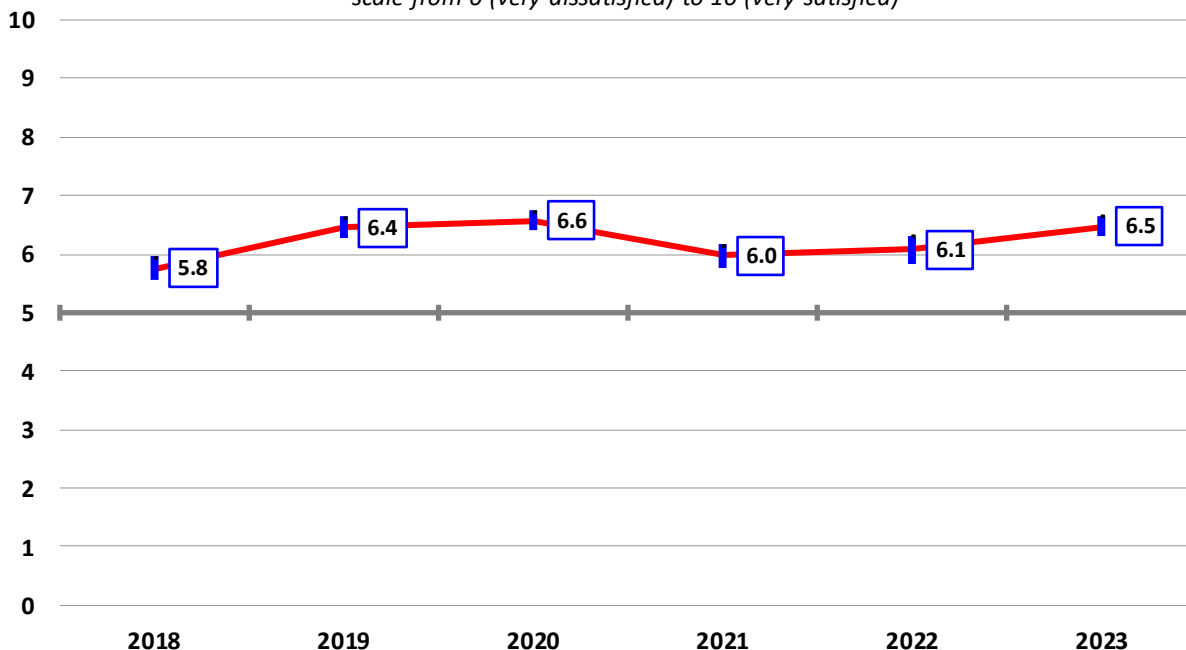
Satisfaction with the size, height, and set-back distances increased measurably this year, up 13% to 6.3, which is a “solid”, up from a “poor” level of satisfaction. This result was notably above the long-term average satisfaction with this aspect since 2018 of 5.9.

The size, height and set-back distances of buildings being developed
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



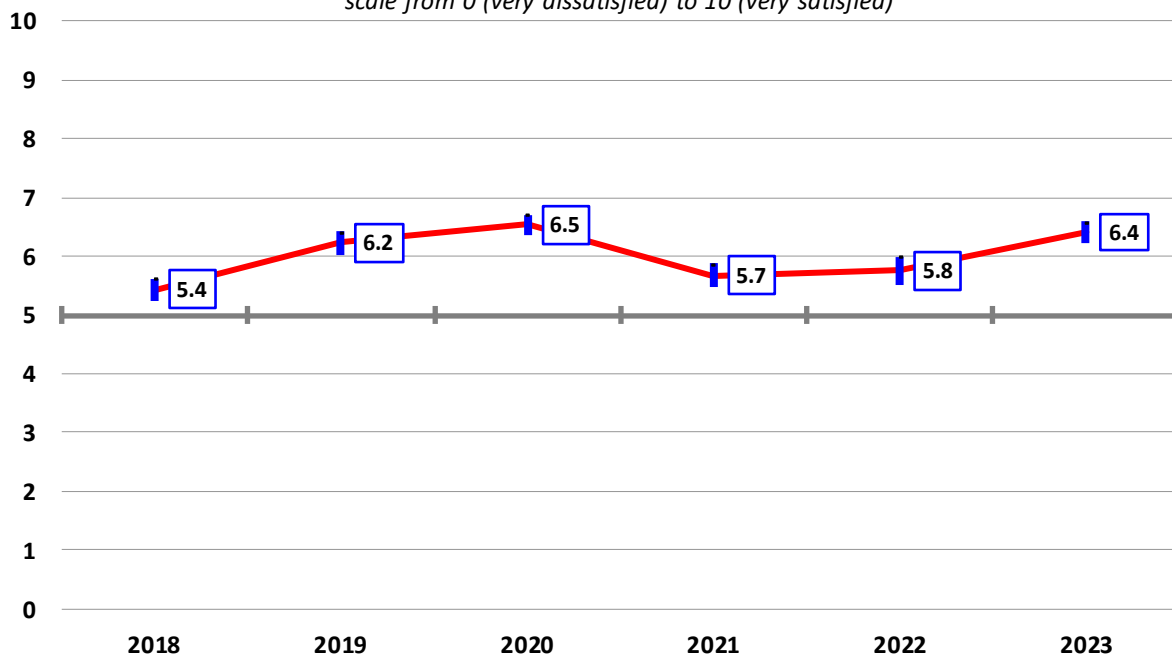
Satisfaction with the protection of local heritage increased notably but not measurably this year, up seven percent to 6.2, which is a “good”, up from a “poor” level of satisfaction. This result was identical to the long-term average satisfaction since 2018 of 6.2.

Protection of local heritage
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



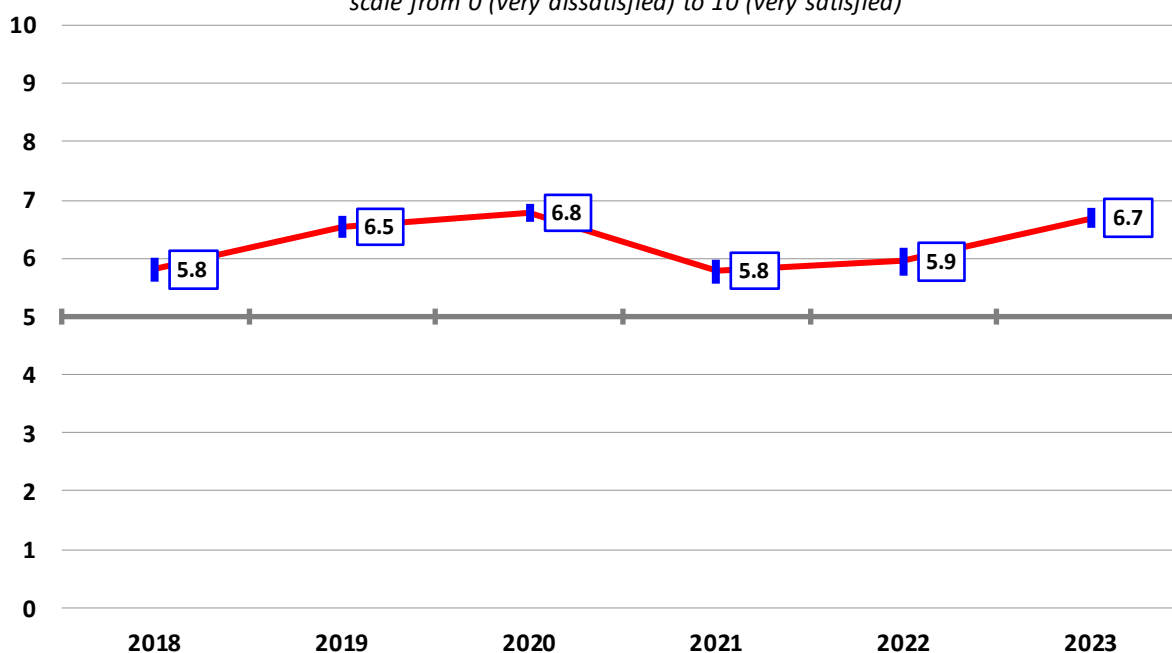
Satisfaction with planning decisions respecting local neighbourhood character increased measurably this year, up 10% to 6.4, which is a “solid”, up from a “poor” level of satisfaction. This result was notably above the long-term average satisfaction since 2018 of 6.0.

Planning decisions respecting the local neighbourhood character
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the guidance available from Council policies and controls increased measurably this year, up 14% to 6.7, which is a “good”, up from a “poor” level of satisfaction. This result was notably above the long-term average satisfaction since 2018 of 6.3.

The guidance available from Council policies and controls
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Appearance and quality of new developments

Satisfaction with the appearance and quality of new developments increased measurably this year, up 10% to 6.5, which is a “good”, up from a “poor” level of satisfaction.

This result was notably above the long-term average satisfaction with this aspect since 2018 of 6.1.

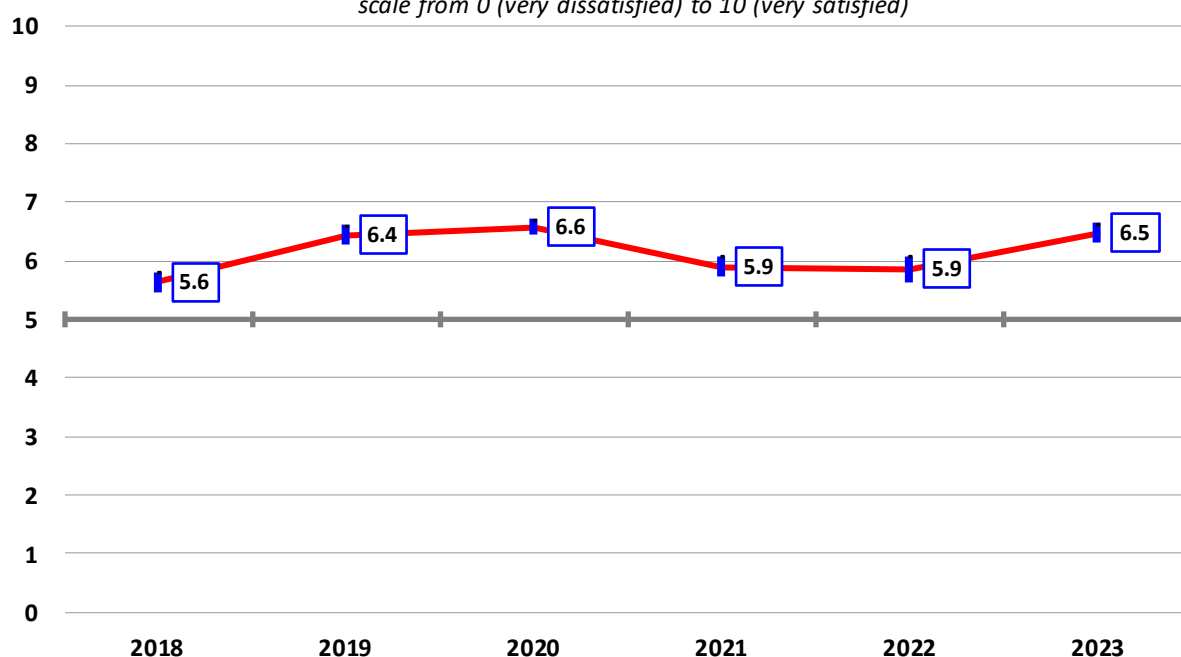
Metropolis Research notes that the appearance and quality of new developments is the key measure of community satisfaction with planning and development outcomes on the ground in the municipality.

This significant increase in satisfaction reflects a return to a higher-than-average satisfaction with new development in the municipality, which is consistent with the decline in the proportion of respondents nominating planning and development related issues as a top three issue for the City of Bayside at the moment.

By way of comparison, however, it is noted that satisfaction with the appearance and quality of new developments was measurably and significantly lower in the City of Bayside than either the inner eastern region councils’ (7.2) or metropolitan Melbourne (7.1) average satisfaction.

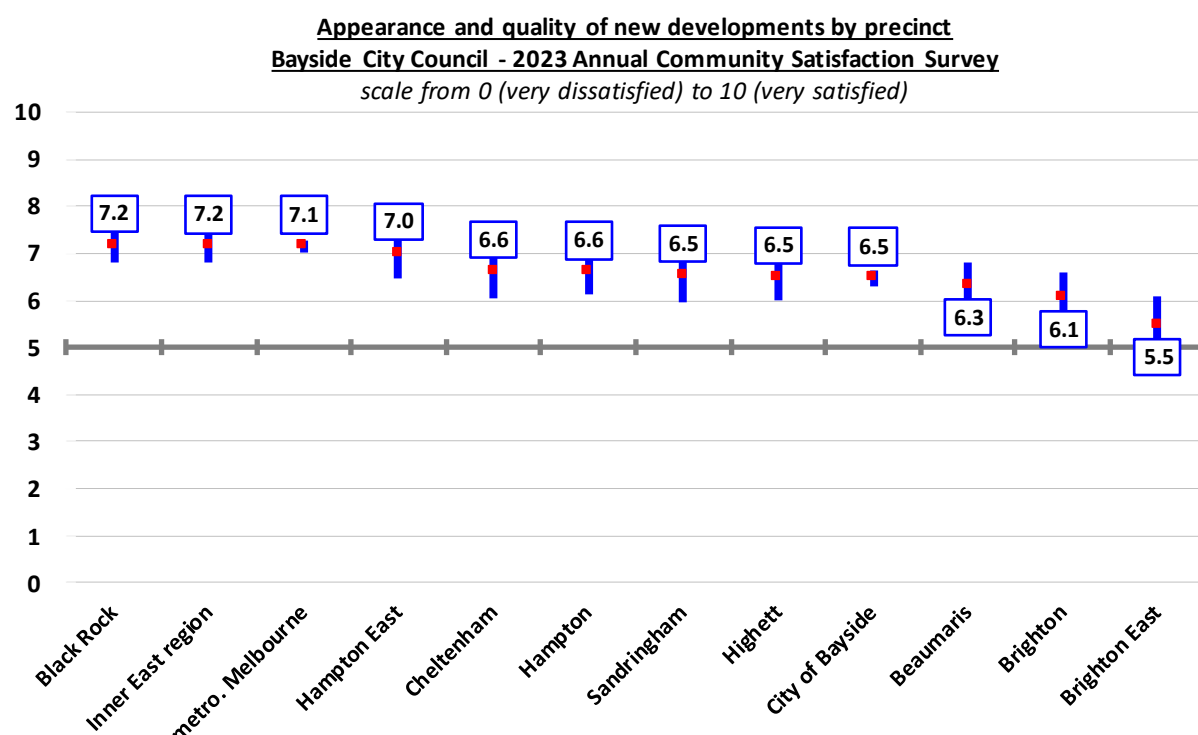
This reinforces the significance of planning and development outcomes to the Bayside community.

The appearance and quality of new developments in your area
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was notable variation in satisfaction with the appearance and quality of new developments observed across the City of Bayside, as follows:

- **Black Rock and Hampton East** – respondents were notably more satisfied with the appearance and quality of new developments than the municipal average.
- **Brighton** – respondents were notably, but not measurably less satisfied than average and at a “solid” level.
- **Brighton East** – respondents were measurably and significantly less satisfied than average and at a “poor” rather than a “good” level of satisfaction.



There was also measurable and significant variation in satisfaction with the appearance and quality of new developments observed by respondent profile, including age structure, gender, language spoken at home, housing situation, period of residence in the City of Bayside, and dwelling type, as follows:

- **Notably more satisfied than average** – included young adults (aged 18 to 34 years), renters, new and newer residents (less than five years in the City of Bayside).
- **Notably less satisfied than average** – included middle-aged and older adults (aged 45 to 74 years), and mortgagor households.

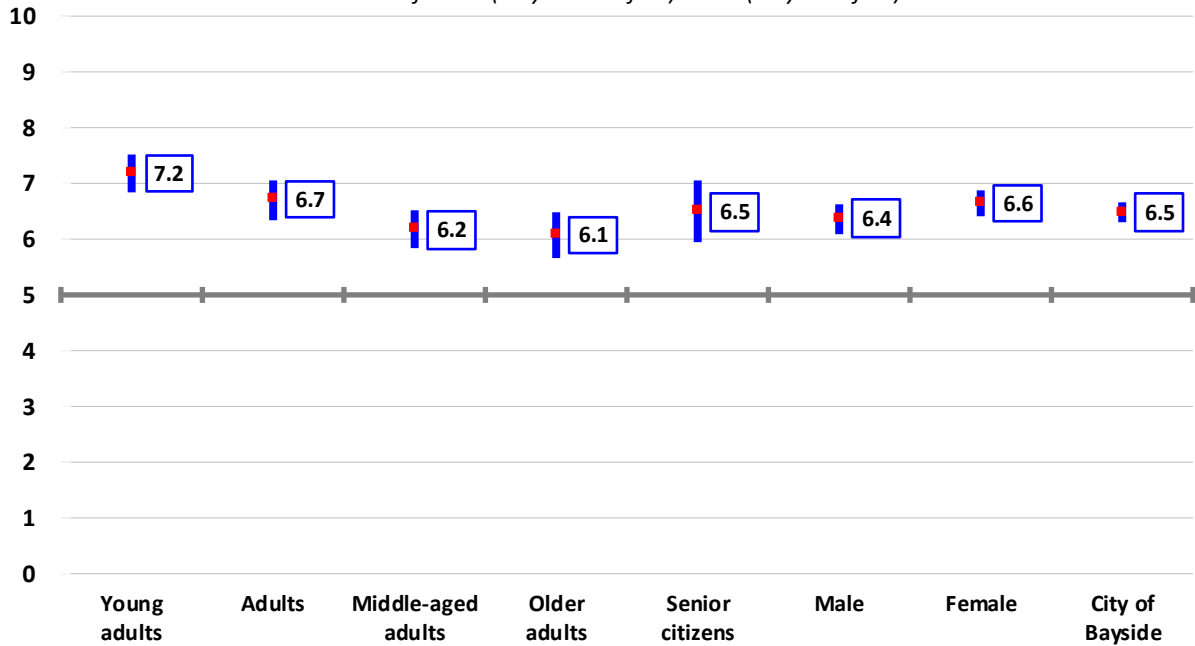
Metropolis Research notes that there was no meaningful variation in satisfaction with the appearance and quality of new developments observed by dwelling type, in other words, respondents living in separate detached houses, semi-detached, row or terrace houses, and those living in flats, units, and apartments all reported the same average satisfaction.



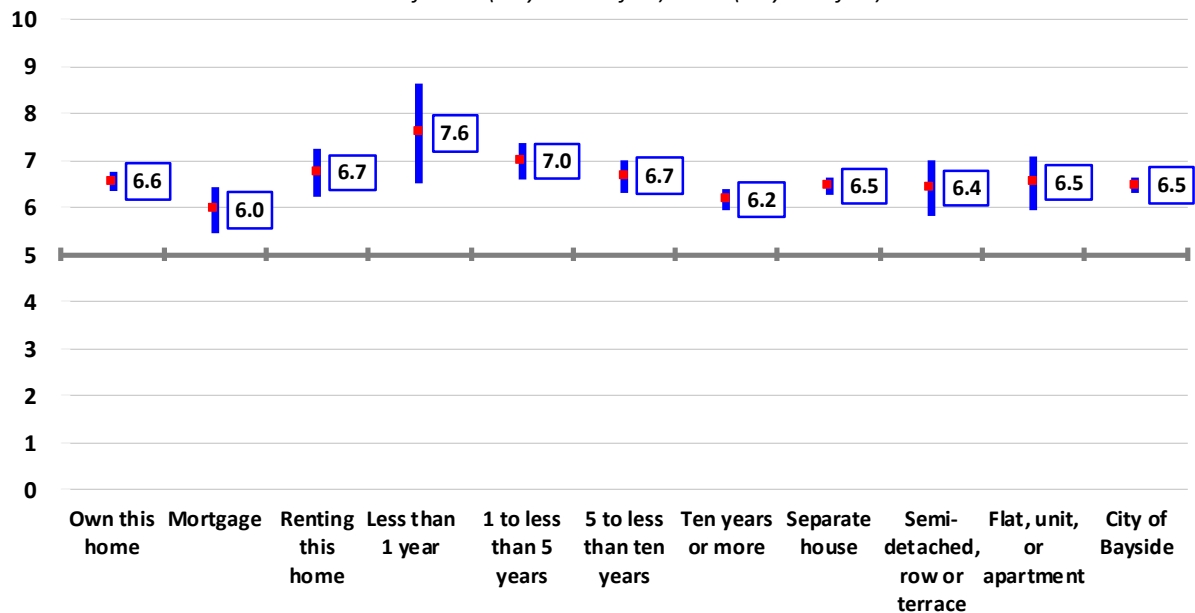
This is an interesting result which does highlight the extent of the community’s concern about planning and development.

Metropolis Research notes that it is more typically observed that respondents living in medium and higher density developments tend to be more satisfied with the appearance and quality of new development than respondents living in separate detached houses.

Appearance and quality of new developments by respondent profile
Bayside City Council - 2023 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 - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table outlines the 49 comments received from respondents about the appearance and quality of new developments.

These comments cover a range of issues, with the most prominent relating to the perception of too many new developments, the perceived low quality of some developments, perceived over-development in terms of the size new developments, perceived negative impacts on local character, and impacts on infrastructure and services (e.g., traffic, parking, community services).

Comments regarding the appearance and quality of new development
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Too many	7
Character of the area destroyed by building anything	4
Not considering the issues generated like parking and traffic	3
Over / way too much development	3
Some of the properties are cheap and nasty and reduces the value of the area	3
Footprint is high, very little open spaces	2
High rise developments are too big	2
Lack of respect for heritage property, preserve them	2
Removing trees and greenery in constructing houses	2
Too modernized, not pretty	2
Way too many shoe boxes looking houses packing the area, making it ugly	2
Asling St near Gardenvale Station	1
Black St in Brighton, disgusting example of overdevelopment	1
Building on the highway beside the Gardenvale Station. It's a four-storey office building, it's awful	1
CSIRO development is way too big than it should be, the development on Charlton Ave takes away parking from the street	1
Huge and horrible in Bay Rd	1
I think that land size here should not allow them to put townhouses on land 700sqm	1
Just the whole of Well St and Black St	1
Kindergarten across the road. They're also too difficult on residential house planning where single residences are concerned	1
McMansions on this street	1
Multi storey building at the Trafford Ave corner, low quality	1
Clubhouse not built keeping in mind neighbouring homes	1
No unifying theme in approved housing developments	1
Not aware of any developments	1
Road closures during the building of high-rises common and retirement village down the road is just terrible	1
The ugliness of the one on the corner or St Kilda St and Head St, on the north side	1
There are heaps of new developments in my street alone which seem to be enormous and cover a huge footprint of the block without maintaining the local leafy character of the suburb	1
There are not enough developments	1
Total	49



Reasons for dissatisfaction with aspects of planning and housing development

The following table outlines the 91 comments received from respondents who were not satisfied with any of the aspects of planning and housing development covered in the survey.

One-third of these comments were related to a perceived overdevelopment of the area, with other issues including heritage and local character protection (12 comments), comments on the process / regulations (10 comments), communication, consultation and the provision of information (8 comments), impacts on traffic and parking (7 comments), the quality and appearance of developments (6 comments), trees and greenery (4 comments), and nine other comments.

Reason for dissatisfaction with selected aspects of planning and housing development

Bayside City Council - 2023 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Overdevelopment / high density development</i>	
Over development / too many	8
Everything is too crowded, too compact	6
Too many apartment buildings / high-rises	6
Too many new developments at once	6
Density	2
I don't like big cities building big buildings	1
In Hampton there are huge apartment blocks. I mean huge. It's ridiculous	1
It's overshadowing other buildings	1
The building near the Canal is highly dense	1
There just seems to be too much development in small, concentrated areas in Highett	1
They allow too many multi residence developments. Too difficult on single house constructions	1
Too much infrastructure taking away housing	1
Total	35
<i>Heritage protection / character of neighbourhood</i>	
The new developments do not take into consideration the local heritage, ruining character	4
New developments coming up at the cost of heritage houses	3
Council has failed to put heritage listing on certain homes and then the beautiful buildings disappear	1
In Hampton too many blocks of apartments that ruins the character of the neighbourhood	1
Keep homes that are heritage listed	1
There is no evidence of protection of local heritage	1
We are losing old houses	1
Total	12



Planning and development process / regulations

Because people aren't putting in places that are well enough insulated, no solar panels, no water tanks. No double-glazed windows. And they don't have charging stations for cars. This should all be required. It's bulls**t	1
Can't see many controls on construction planning	1
Having recently opposed a local development I can say that there seems to be no grounds for refusal of the development based on environmental considerations including sustainability of the design and the building	1
I got no visibility of planning decisions	1
Illegal buildings being built	1
Long planning approvals	1
New straight development project is a blunder / mistake	1
No clear-cut guidance on policies and Council controls	1
No planning and no judgment in planning	1
Planning decisions have been contradicting, multiple multi storey buildings were not in the original planning	1
Total	10

Communication / consultation / information

There are no / very little consultations on planning	3
I don't think as a resident I am getting a full picture; clear and factual information is needed	2
It's really hard to find on the website and the language is too technical	1
No news / information conveyed by the Council	1
They engage the community	1
Total	8

Traffic and parking

Parking is getting complicated and traffic too	3
All of the major new developments don't have enough parking for residents because of too many units	2
Hampton has too many blocks of apartments and no parking	1
The house across the road has 4 children, all driving. So, they have 5 cars and 1 car space. The house besides, the garage is too small. The developments do not seem to be taking into consideration the number of cars needed	1
Total	7

Quality and appearance of developments

Designs of new building are not matching with the area and are too big	1
Not satisfied with Hampton St buildings	1
Some are too close to residential area	1
Some are unsustainable for the community	1
Some of the buildings are built too close to the fence line and there's lack of privacy	1
They are protecting it too much, not needed, there should be more protection for sustainability. Remove planning controls or reduce around solar panels	1
Total	6



<i>Trees and greenery</i>	
Bayside is good because of the greenery and they are taking it away	1
Destruction of flora and inappropriate plantings	1
We need more green space and with the railroad (SRL) the developments would be massive and the infrastructure could support it	1
Trees are a problem; Council don't seem to understand	1
Total	4
<i>Other</i>	
Clubhouse	1
Council is only interested only money	1
Council needs to buy property and fix it	1
Council weakness with developers	1
It has not affected me but I feel for the people who have	1
No evidence, I have not seen any	1
Noise of new building development	1
Not acting fast enough	1
Should protect less	1
Total	9
Total	91



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 2023, a little less than two-thirds (60% down from 69%) of respondents reported that they had “engaged” with Council in the last 12 months.

Metropolis Research notes that this question is more broadly constructed than that included in *Governing Melbourne*, which focuses on “contact” with Council.

Contact with Council is a more traditional term suggesting an interaction, whereas “engaging” with Council is a broader term that includes passive interactions such as reading social media posts or looking up information on the website.

The traditional form of “contact” is used in *Governing Melbourne* as it focuses on a more direct link to traditional aspects of customer service.

Consistent with the results recorded in previous years, the two most common methods by which respondents had engaged with Council were by looking up information on the website (31% up from 21%), and by telephoning Council / Council officer (28% up from 25%).

Method of engaging with Council in the last twelve months
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2023		2022	2021	2020	2019
	Number	Percent				
Looked up information on Council website	218	31%	25%	21%	31%	33%
Telephoned Council / Council officer	200	28%	25%	25%	34%	39%
Made a payment using the Council website	120	17%	10%	10%	16%	13%
Emailed Council / Council officer	118	17%	13%	11%	10%	13%
Filled in a form / made a request using Council website	111	16%	13%	10%	12%	14%
Visited Council officers in Sandringham	83	12%	10%	7%	14%	16%
Read or responded to social media post	26	4%	5%	2%	3%	3%
Used live chat on Council website	9	1%	n.a.	n.a.	n.a.	n.a.
Total responses	885		707	607	843	918
<i>Respondents identifying at least one method</i>	<i>429</i>		<i>411</i>	<i>380</i>	<i>514</i>	<i>435</i>
	<i>(60%)</i>		<i>(69%)</i>	<i>(54%)</i>	<i>(73%)</i>	<i>(62%)</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 proportion of the 241 respondents who had engaged with Council in the last 12 months by visiting Council in person or by telephoning Council were asked if this was their preferred method of contact.

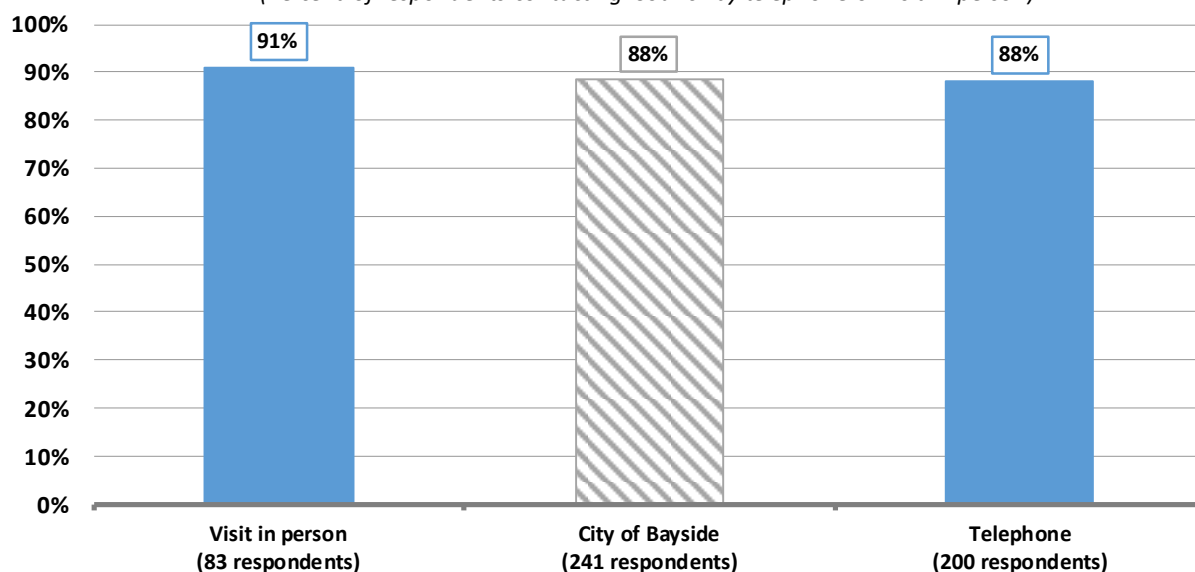
The proportion of these respondents who reported that this was their preferred method of contacting Council increased marginally from the unusually low 85% last year to 88%, although it remains below the long-term average since 2019 of 91%. Metropolis Research suggests that this result confirms that the overwhelming majority of respondents who choose to engage with Council either in person or by telephone prefer those methods.

Preferred method of contacting Council
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Number and percent of respondents contacted Council by telephone or visit in-person)

Response	2023		2022	2021	2020	2019
	Number	Percent				
Preferred method of contacting Council	205	88%	85%	92%	94%	95%
Tried another method first	27	12%	15%	8%	6%	5%
Not stated	9		7	3	7	5
Total	241	100%	212	204	283	312

There was no meaningful variation in this result between those who visited in person and those who telephoned Council.

Preferred method of contacting Council by telephone or visit in-person
Bayside City Council - 2023 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 respondents who reported that they had engaged with Council by email, telephone, or visiting in person were asked to rate their satisfaction with six aspects of customer service.

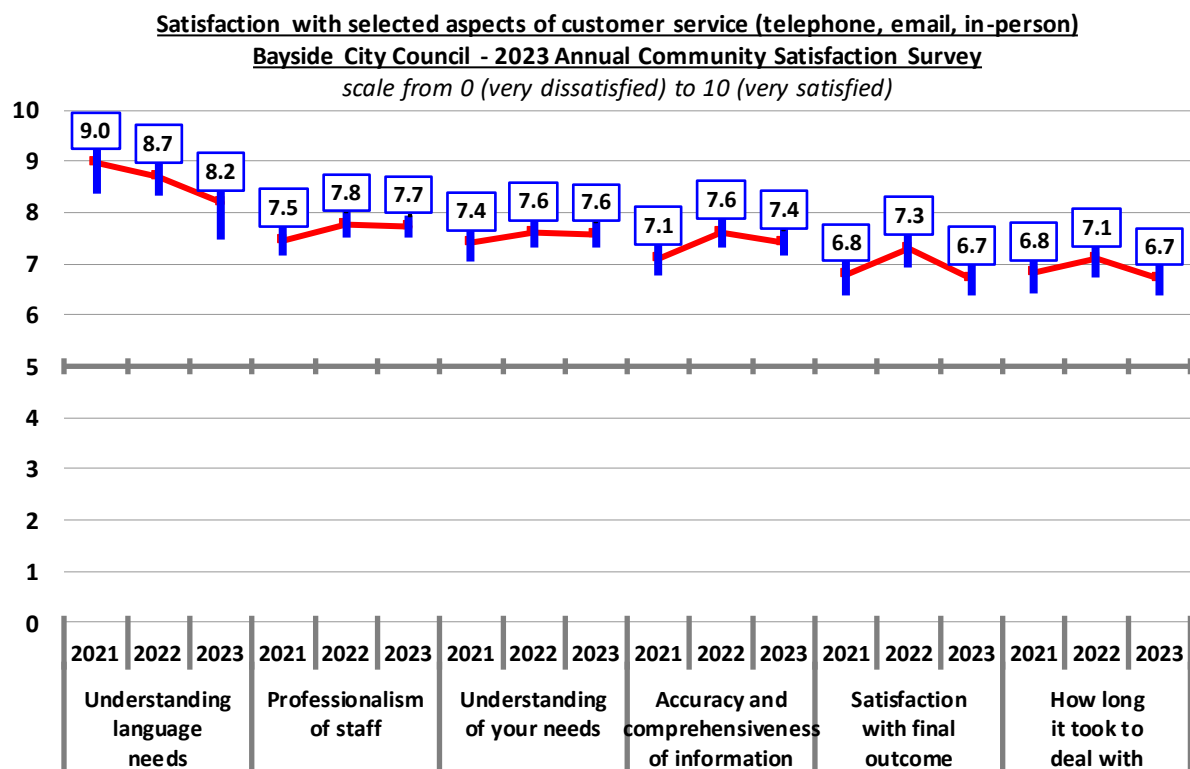
The average satisfaction with these six aspects of customer service declined notably, but not measurably this year, down four percent to 7.4, which was a “very good”, down from an “excellent” level of satisfaction.

Metropolis Research notes that customer service was one of the few areas of Council performance to record a decline in satisfaction this year. The survey this year reported increases in satisfaction with overall performance, average satisfaction with governance and leadership, average satisfaction with services and facilities, and aspects of planning.

The only other area of Council to record a meaningful decline in satisfaction this year was the regular garbage collection service, satisfaction with which declined four percent to 8.0 (down from 8.5), in line with the change in service delivery this year.

Satisfaction with all six aspects of customer service declined, although the decline was most significant for “satisfaction with the final outcome”, which declined eight percent.

Satisfaction with “staff understanding language needs” declined five percent but based on a smaller sample of just 31 respondents from multilingual households.



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

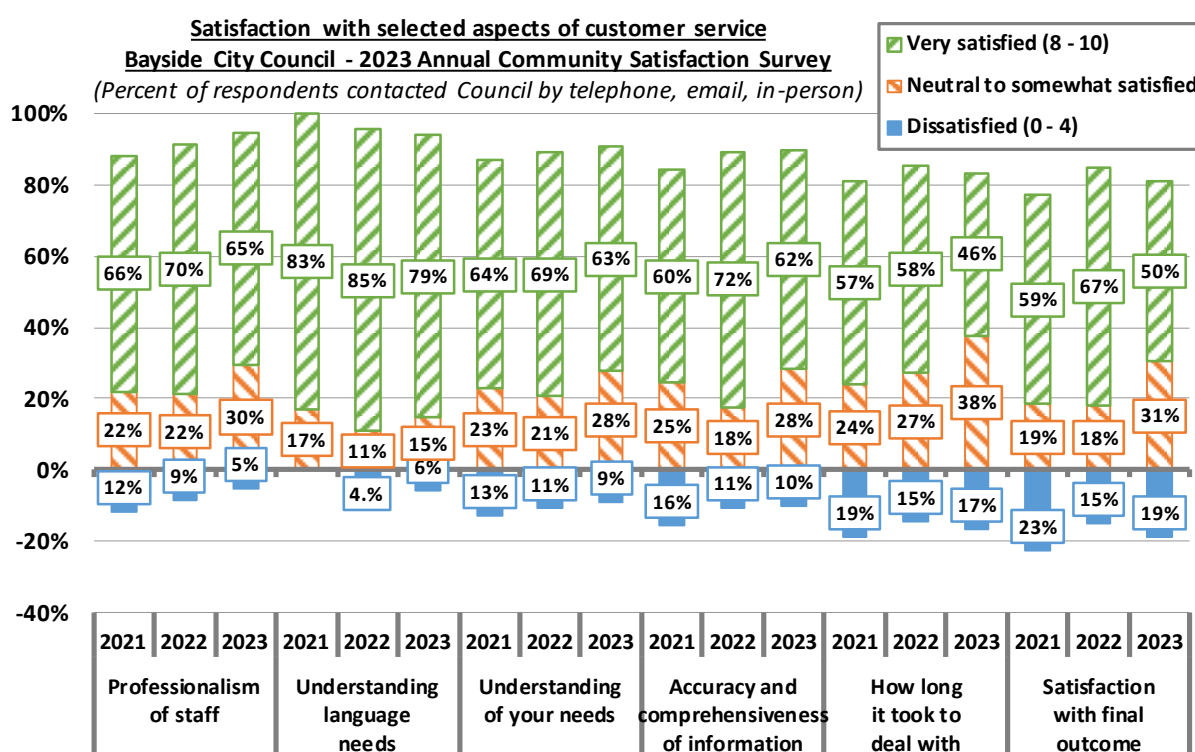
- **Excellent** – for staff understanding language needs (of multilingual households).
- **Very Good** – for the professionalism of staff, staff understanding the respondents’ needs, and the accuracy and comprehensiveness of information.
- **Good** – for satisfaction with the final outcome and how long 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” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Approximately two-thirds or more of respondents were “very satisfied” with the professionalism of staff, understanding language needs, understanding needs, and the accuracy and comprehensiveness of information, whilst approximately half were “very satisfied” with how long it took to deal with the enquiry, and with the final outcome.

Attention is drawn to the 19% of respondents who were “dissatisfied” with the final outcome and the 17% of respondents who were “dissatisfied” with how long it took to deal with their enquiry.

It is important to bear in mind that Council cannot control respondents’ satisfaction with the final outcome, and this is often an area of customer service that records lower than average satisfaction scores. This may have been lower this year due to the impact of the kerbside collection service changes, which likely resulted in more contacts with Council.



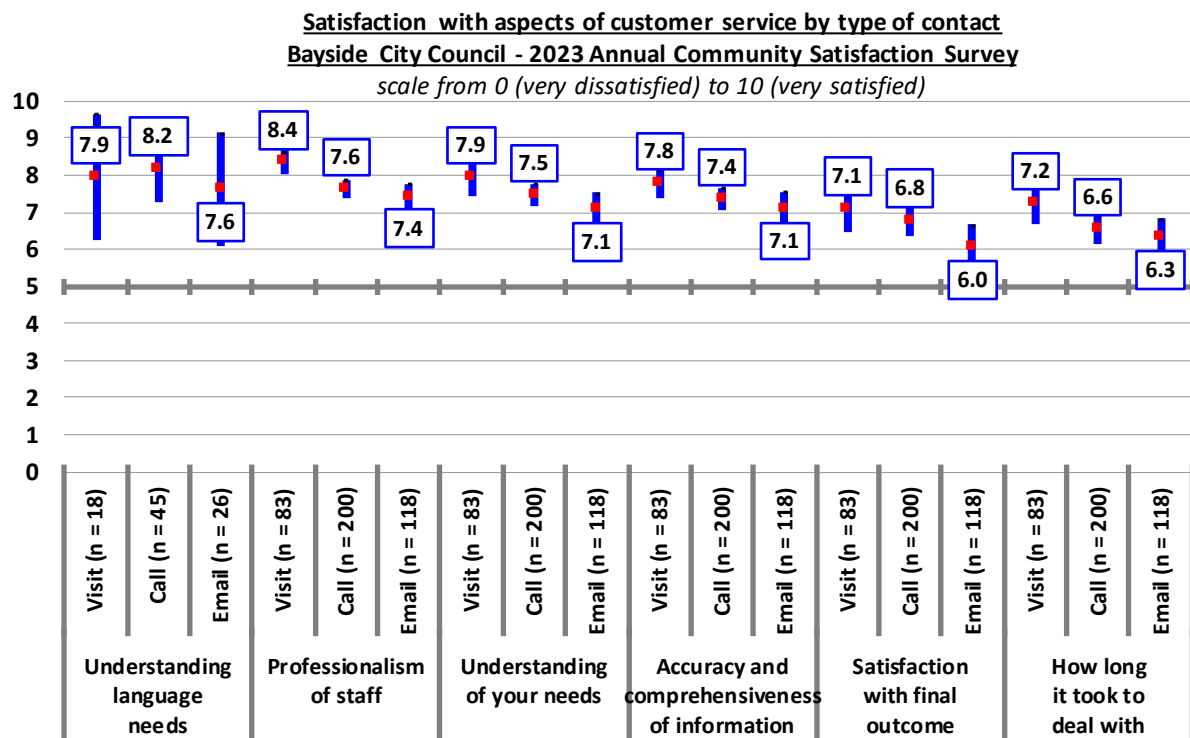
The following graph provides a comparison of satisfaction with the six aspects of customer service by the method of engaging with Council.

In general terms, these results show that respondents who visited Council in person tended to be more satisfied with the engagement than respondents who telephoned Council, with respondents who emailed Council being the least satisfied.

Metropolis Research notes that these results are consistent with those observed elsewhere in recent years, particularly through the pandemic, as more contacts with local government were made by telephone and by email.

Email contacts in particular appear to result in lower satisfaction with the engagement or interaction than traditional methods of contact. The 2023 results clearly indicate that the 118 respondents who emailed Council were, on average, six percent less satisfied than those who telephoned Council and 10% less satisfied than those who visited Council in person.

This variation was most evident in relation to the satisfaction with the final outcome, but also notable in relation to how long it took to deal with the enquiry, and the staff understanding of the respondents’ needs.

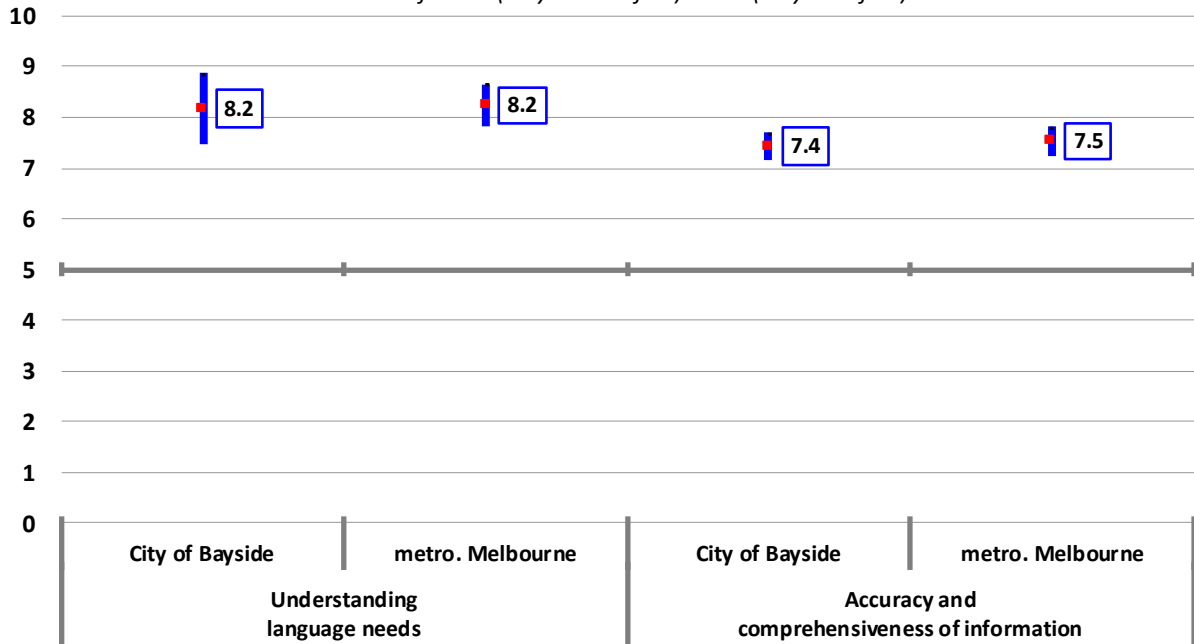


Only two of the six aspects of customer service included in this Bayside Council survey were included in a similar format in *Governing Melbourne*, that being staff understanding language needs (multilingual household respondents only), and accuracy and comprehensiveness of information, which is included in *Governing Melbourne* as “provision of information”.

As outlined in the following graph, satisfaction with these two aspects of customer service was similar in the City of Bayside as the metropolitan Melbourne average.

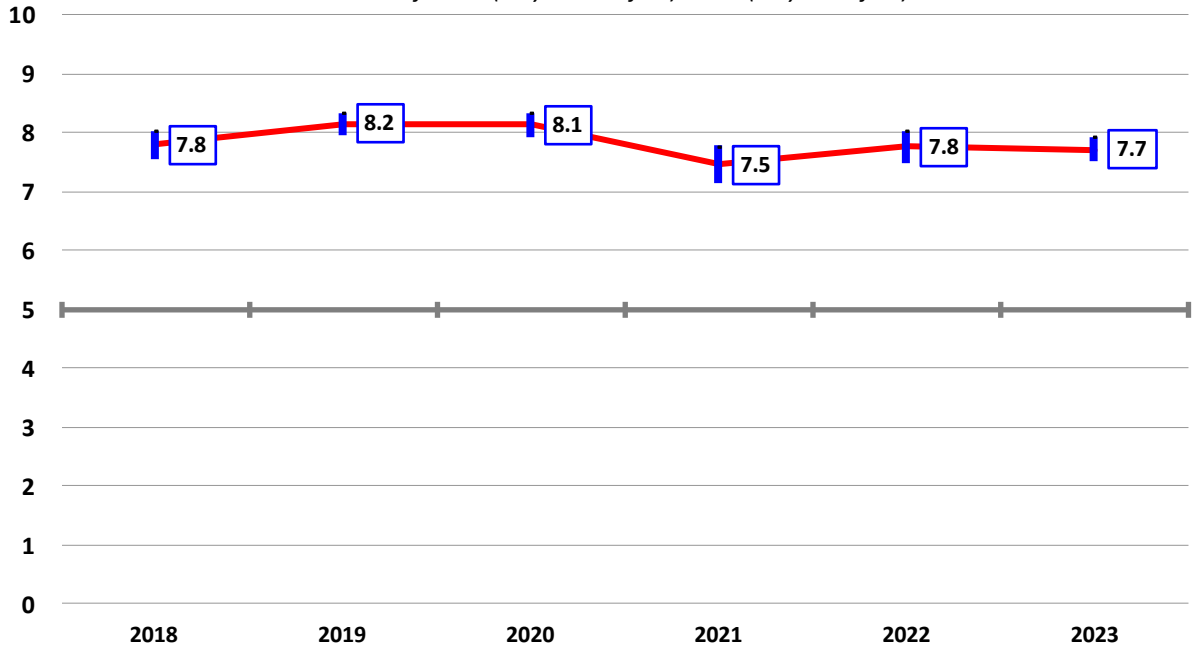


Satisfaction with aspects of customer service
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

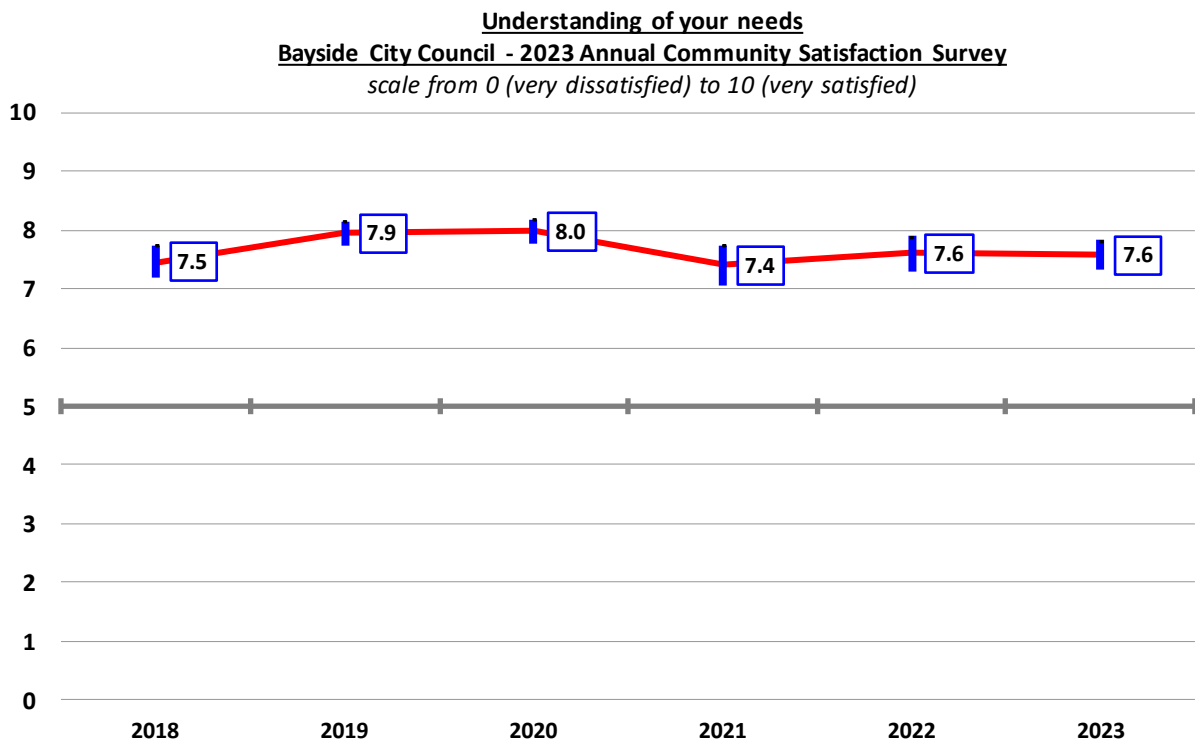


Satisfaction with the professionalism of staff declined marginally but not measurably this year, down one percent to 7.7, which is a “very good”, down from an “excellent” level, and just marginally below the long-term average since 2018 of 7.8.

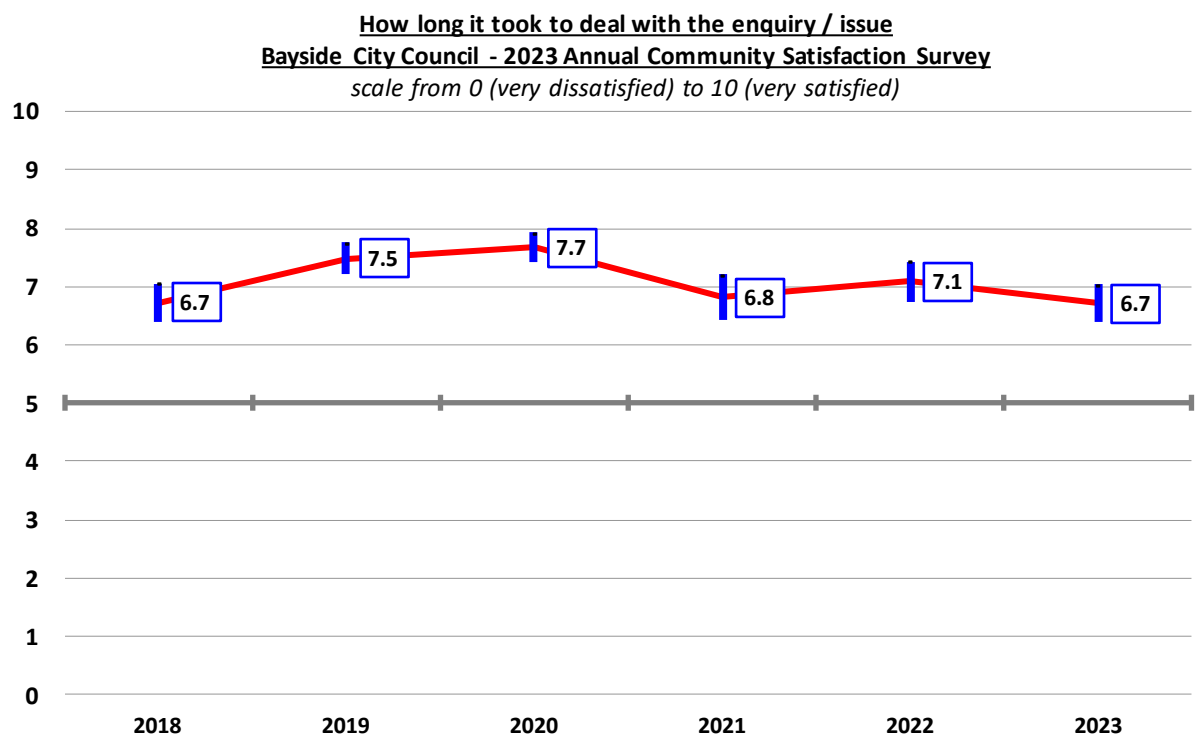
Professionalism of the staff
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with staff understanding of the respondents’ needs remained stable at 7.6 this year, which was a “very good” level of satisfaction, although still marginally below the long-term average satisfaction since 2018 of 7.7.

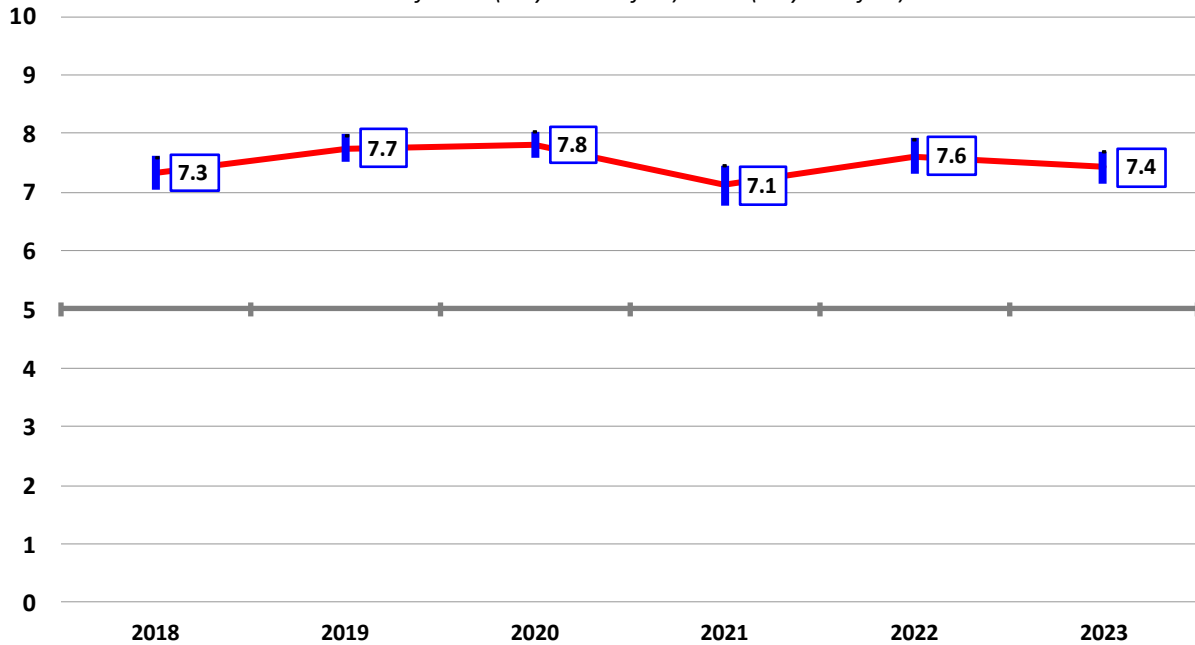


Satisfaction with how long it took to deal with the enquiry / issue declined notably, but not measurably this year, down six percent to 6.7, although it remains at a “good” level, but notably lower than the long-term average satisfaction since 2018 of 7.1.



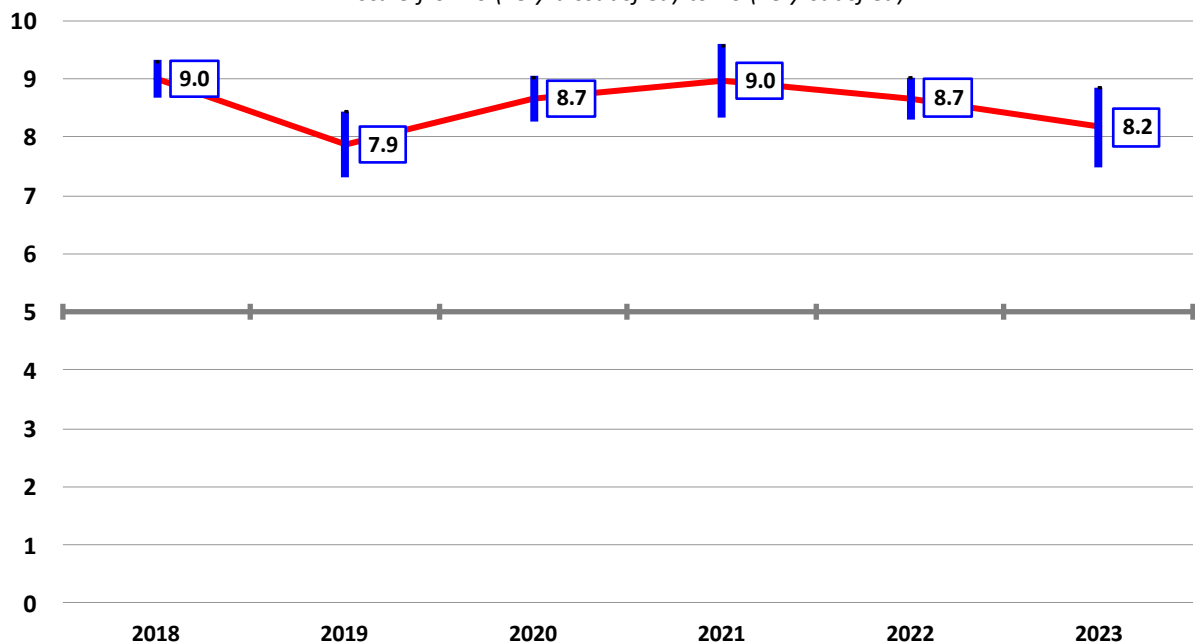
Satisfaction with the accuracy and comprehensiveness of information declined somewhat, but not measurably this year, down three percent to 7.4, but remains a “very good” level of satisfaction, and somewhat below the long-term average since 2018 of 7.5.

Accuracy and comprehensiveness of the information provided
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

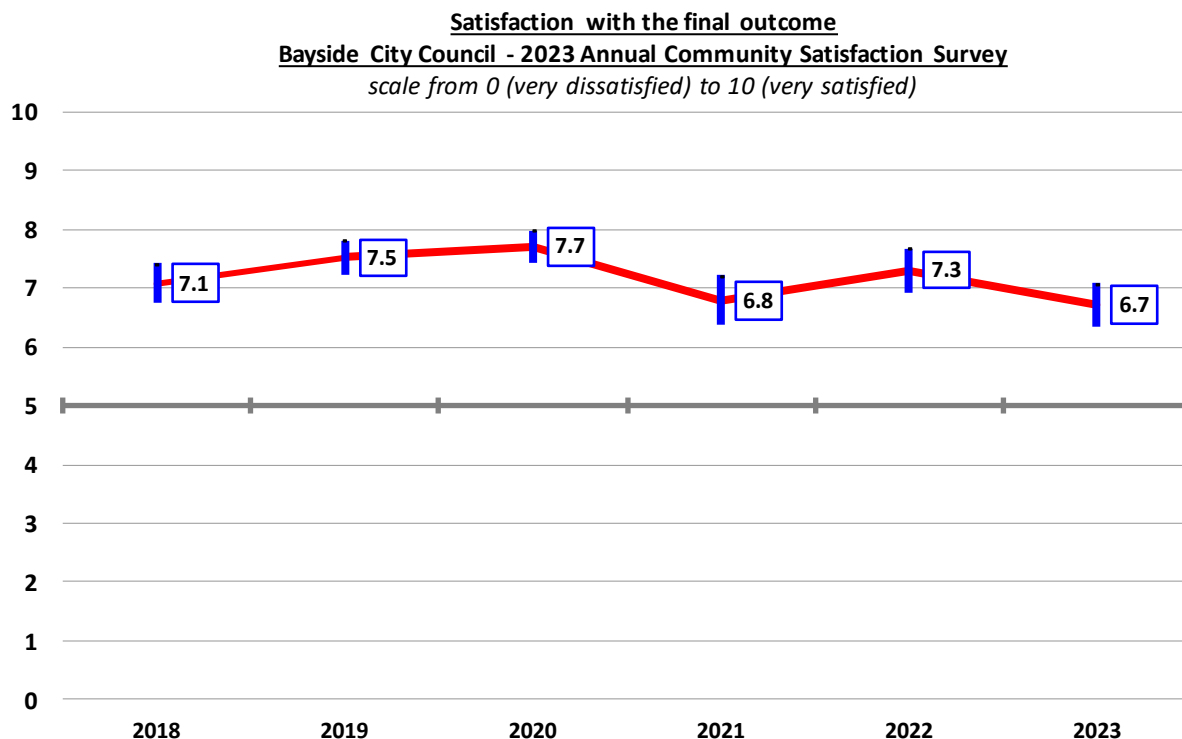


Satisfaction with staff understanding of the respondents’ language needs (multilingual households) declined somewhat, but not measurably this year, down six percent to 8.2, somewhat below the long-term average since 2018 of 8.6, but remains “excellent”.

Understanding of your language needs
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the final outcome declined notably but not measurably this year, down eight percent to 6.7, which is a “good”, down from a “very good” level of satisfaction. This was the lowest satisfaction for this variable recorded, and it was notably lower than the long-term average since 2018 of 7.2.



The survey did not ask respondents the reasons for engaging with Council, Metropolis Research suggests that it is likely that the changes to the kerbside collection services may well be a factor in the decline in satisfaction with customer service this year.

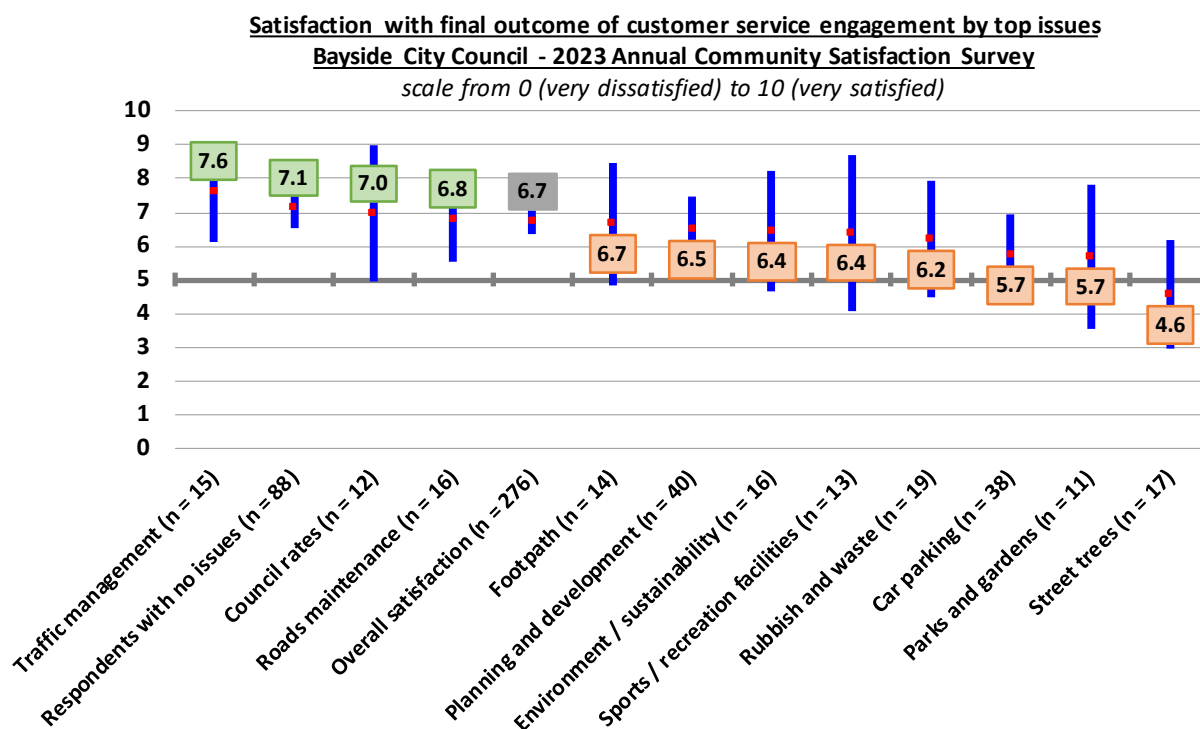
The following graph provides a comparison of satisfaction with the final outcome of the customer service engagement by the top issues respondents nominate for the City of Bayside at the moment, as discussed in the [Current Issues for Bayside](#) section of this report.

It is important to note when exploring these results that the issues nominated by respondents that they feel need to be addressed may not be the same issues about which they engaged with Council but given the lack of that information from the survey, these results are worth exploring.

These results do suggest that respondents who nominated planning and development, environment and sustainability, sports and recreation facilities, rubbish and waste (including kerbside collections), car parking, parks and gardens, and street trees were notably less satisfied with the final outcome of their engagement with Council than the average of all respondents.

This does highlight how some of these issues can impact on respondent satisfaction not only with Council’s overall performance, but also other aspects of performance including customer service.





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 than to them as individuals.

The average importance of these 26 Council provided services and facilities increased somewhat this year, up three percent from 8.6 to 8.9.

Metropolis Research notes that respondents on average rated all 26 services and facilities as being of very high importance, with all 26 recording an importance score of more than eight out of 10.

The lowest importance score was 8.2 (arts and culture), whilst the highest was 9.3 (regular garbage collection service).

The following table displays the average importance of each of the 26 services and facilities included in the 2023 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 2023 metropolitan Melbourne average importance score sourced from *Governing Melbourne*.

Relative importance of services and facilities

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 garbage collection service, recycling collection service, food and green waste collection, services for people with disability, services for older people, hard rubbish booking / pick up service, services for children from birth to 5 years of age, and the provision and maintenance of parks, gardens, and reserves.
- **Measurably less important than the average of all services / facilities** – includes animal management, recreation and aquatic facilities, Council’s website, Council meeting its responsibilities towards the environment, parking enforcement, and arts and culture.

Metropolis Research notes that this basic pattern of relative importance was consistent with previous Bayside results, as well as results recorded elsewhere across metropolitan Melbourne over time.

Change in importance of services and facilities

The importance of 25 of the 26 included services and facilities increased this year, reversing the small declines recorded last year.

- **Measurably Increased importance in 2023** – includes parking enforcement (up 9%), food and green waste collection service (up 4%), provision and maintenance of parks, gardens, and reserves (up 4%), maintenance and repair of footpaths (up 4%), animal management (up 4%), and the maintenance and cleaning of public areas (up 4%).
- **Decreased importance in 2021** – the average importance of none of the services and facilities declined this year.

Comparison to the metropolitan Melbourne average importance

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 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the same door-to-door methodology.



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, 10 reported identical importance scores, and seven were less important. None of these variations were statistically significant, although noted as follows:

- **Notably more important in the City of Bayside than the metropolitan Melbourne average** – includes food and green waste collection service (3% more important in Bayside) and arts and culture (3% higher).
- **Notably less important in the City of Bayside than the metropolitan Melbourne average** – includes recreation and aquatic facilities (3% less important in Bayside), and Council meeting its responsibilities towards the environment (3% lower).

Importance of selected Council services and facilities
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	2023			2022	2021	2023 Metro.*
			Lower	Mean	Upper			
Higher than average	Garbage collection service	708	9.3	9.3	9.4	9.0	9.3	9.3
	Recycling collection service	699	9.2	9.3	9.4	9.1	9.3	9.3
	Food and green waste collection service	691	9.2	9.3	9.3	8.9	9.1	9.0
	Services for people with disability	645	9.2	9.2	9.3	9.2	9.1	9.2
	Services for older people	650	9.1	9.2	9.2	9.1	9.1	9.1
	Hard rubbish booking / pick up service	673	9.0	9.1	9.2	8.9	9.1	9.0
	Services for children from birth to 5 years of age	636	9.0	9.1	9.2	9.0	9.0	8.9
	Provision & maint. of parks, gardens and reserves	693	9.0	9.0	9.1	8.7	9.1	8.9
Average Importance	Maintenance and repair of footpaths	702	8.9	9.0	9.0	8.6	9.1	9.0
	Local library	670	8.8	8.9	9.0	8.7	9.0	9.0
	Maintenance and cleaning of public areas	698	8.8	8.9	9.0	8.6	9.0	8.9
	Appearance of the beach & foreshore & bushland	697	8.8	8.9	9.0	8.7	9.0	n.a.
	Maintenance and repair of drains	699	8.8	8.9	9.0	8.7	9.0	9.0
	Services for youth	644	8.8	8.9	9.0	8.8	8.9	8.7
	Sports grounds and ovals	678	8.8	8.9	9.0	8.8	8.9	8.9
	Maintenance and repair of sealed local roads	708	8.8	8.9	9.0	8.6	9.1	8.9
	Public toilets	667	8.7	8.8	8.9	8.6	8.9	8.9
	Maintenance and cleaning of strip shopping areas	705	8.6	8.7	8.8	8.5	8.9	8.7
Lower than average	Provision & maintenance of street trees & vegetation	701	8.6	8.7	8.8	8.4	8.9	8.7
	On and off-road bike paths	655	8.6	8.7	8.8	8.6	8.9	8.7
	Animal management	623	8.5	8.6	8.7	8.3	8.8	8.4
	Recreation and Aquatic facilities	648	8.5	8.6	8.7	8.5	8.8	8.9
	Council's website	665	8.5	8.6	8.7	8.4	8.8	8.6
	Council meeting its environmental responsibilities	621	8.3	8.5	8.6	8.3	9.0	8.7
	Parking enforcement	665	8.1	8.2	8.4	7.6	8.5	8.2
Arts and Culture ¹	648	8.1	8.2	8.3	8.0	8.4	8.0	
<i>Average importance</i>			<i>8.8</i>	<i>8.9</i>	<i>9.0</i>	<i>8.6</i>	<i>9.0</i>	<i>8.8</i>

(*) 2023 metropolitan Melbourne average from *Governing Melbourne*

(1) previously named "art centres"



Satisfaction with Council services and facilities

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

The average satisfaction with the 26 included services and facilities increased marginally, but not measurably this year, up one percent to 7.7 out of 10, which remains a “very good” level.

This result was marginally higher than the metropolitan Melbourne average satisfaction with 25 of these 26 services and facilities (7.6), as recorded in the 2023 Governing Melbourne research conducted independently by Metropolis Research in January 2023 using the same door-to-door methodology.

Relative satisfaction with services and facilities

The table also shows that five services and facilities recorded satisfaction scores that were measurably higher than the average of all 26 services and facilities of 7.7, and eight recorded satisfaction scores that were measurably lower, as follows:

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

Change in satisfaction with services and facilities this year

The average satisfaction with 14 of the 26 services and facilities increased somewhat this year, satisfaction with six remained the same, and satisfaction with six declined somewhat, with attention drawn to the following notable variations in satisfaction this year:

- **Notably increased satisfaction this year** – includes the provision and maintenance of parks, gardens, and reserves (up 5% in 2023), public toilets (up 4%), animal management (up 4%), maintenance and cleaning of public areas (up 3%), local library (up 3%), sports grounds and ovals (up 3%), recreation and aquatic centres (up 3%), and the maintenance and repair of footpaths (up 3%).
- **Notably decreased satisfaction this year** – includes garbage collection service (down 4%), which was a statistically significant decline.

Metropolis Research notes that the four percent decline in satisfaction with the regular garbage collection was a relatively small decline given the recent changes to the kerbside collection services. This tends to suggest a relatively smooth transition to the new system in Bayside.



Comparison to the metropolitan Melbourne average satisfaction

Of the 25 services and facilities that were included in *Governing Melbourne* in a format that allowed for direct comparison, 13 recorded a higher satisfaction score in the City of Bayside than the metropolitan Melbourne average, four reported identical scores, and eight recorded lower satisfaction scores, with the following variations noted:

- **Notably higher satisfaction in the City of Bayside** – includes public toilets (13% higher in Bayside), local library (7%), maintenance and cleaning of public areas (5%), provision and maintenance of parks, gardens, and reserves (4%), services for people with disability (4%), arts and culture (4%), and the maintenance and cleaning of public areas (4%).
- **Notably lower satisfaction in the City of Bayside** – includes the garbage collection (6% lower in Bayside), and the maintenance and repair of drains (4% lower).

Satisfaction with selected Council services and facilities
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	2023			2022	2021	2023 Metro.*
			Lower	Mean	Upper			
Higher than average	Local library	328	8.7	8.8	8.9	8.5	8.5	8.2
	Food and green waste collection service	681	8.2	8.4	8.5	8.3	8.4	8.2
	Recycling collection service	694	8.1	8.2	8.4	8.3	8.4	8.5
	Hard rubbish booking / pick up service	401	8.0	8.2	8.3	8.2	8.3	8.1
	Sports grounds and ovals	418	8.0	8.2	8.3	7.9	7.8	7.9
Average satisfaction	Services for children from birth to 5 years of age	89	7.8	8.1	8.4	8.0	8.2	8.1
	Provision & maint. of parks, gardens and reserves	676	8.0	8.1	8.2	7.7	7.9	7.7
	Garbage collection service	706	7.9	8.0	8.2	8.3	8.5	8.5
	Recreation and Aquatic facilities	239	7.8	8.0	8.2	7.7	7.5	7.8
	Appearance of the beach & foreshore & bushland	671	7.8	7.9	8.1	7.9	7.6	n.a.
	Arts and Culture ¹	187	7.6	7.8	8.1	7.9	7.8	7.5
	Maintenance and cleaning of strip shopping areas	696	7.6	7.7	7.8	7.6	7.4	7.4
	Maintenance and cleaning of public areas	698	7.6	7.7	7.8	7.4	7.2	7.3
	Animal management	570	7.5	7.6	7.8	7.4	7.4	7.6
	Services for older people	85	7.2	7.6	8.0	7.7	7.6	7.9
	Services for youth	81	7.2	7.6	8.0	7.6	7.2	7.6
	Services for people with disability	65	7.1	7.6	8.1	7.7	7.5	7.3
	On and off-road bike paths	306	7.4	7.5	7.7	7.4	7.5	7.5
	Council's website	425	7.4	7.5	7.6	7.5	7.3	7.6
	Lower than average satisfaction	Provision & maintenance of street trees & vegetation	700	7.1	7.2	7.4	7.3	7.1
Maintenance and repair of sealed local roads		700	7.1	7.2	7.4	7.3	7.1	7.1
Public toilets		301	7.0	7.2	7.4	6.9	6.6	6.4
Maintenance and repair of drains		680	7.0	7.2	7.4	7.2	7.0	7.5
Council meeting its environmental responsibilities		519	6.9	7.1	7.3	7.0	7.3	7.1
Maintenance and repair of footpaths		693	6.9	7.0	7.2	6.8	6.8	7.2
	Parking enforcement	633	6.8	7.0	7.2	6.9	6.7	7.1
<i>Average satisfaction</i>			7.5	7.7	7.9	7.6	7.6	7.6



Change in satisfaction over the last five years

The following graph provides a comparison of the change in satisfaction over the last five years.

The graph displays the average change in satisfaction from an average of satisfaction for 2018 through 2020, compared to the average satisfaction in 2023.

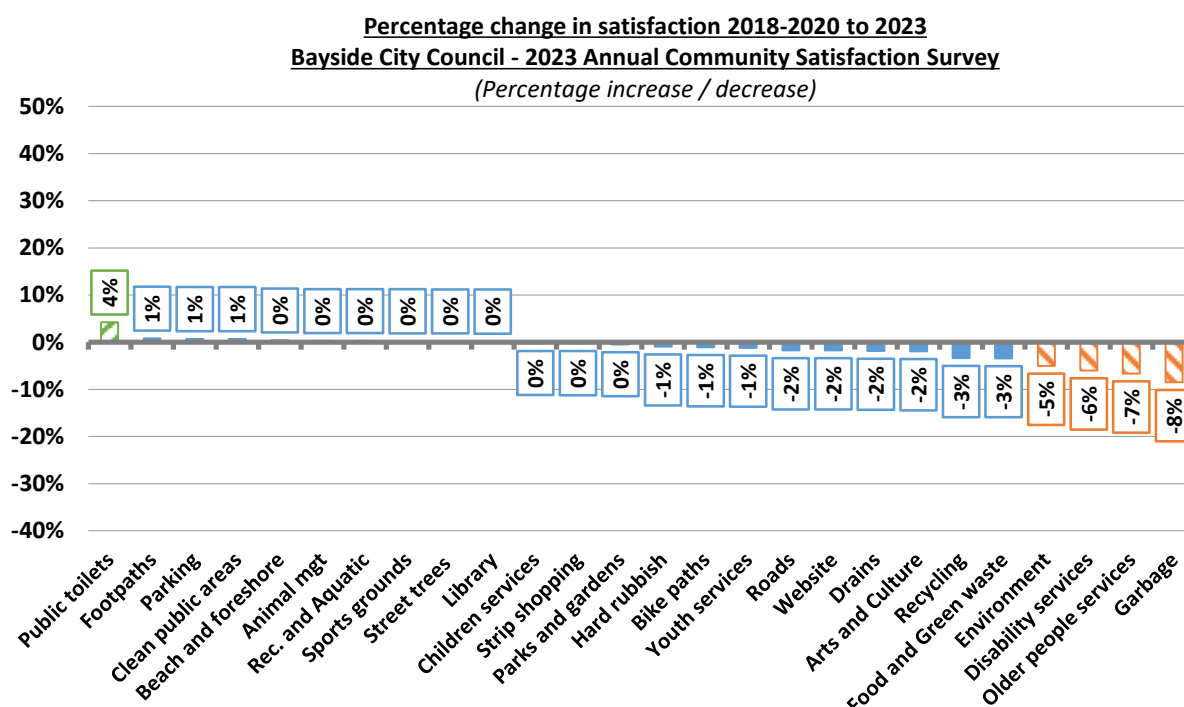
These results have been produced to provide a longer-term view of satisfaction with services and facilities in the City of Bayside.

Over the last five years, satisfaction with most services and facilities remained relatively stable, with only one service (public toilets) improving measurably (up 4%).

Satisfaction with the regular garbage collection (down 8%) was the most significant decline, reflecting the four percent decline in satisfaction this year, and the four percent decline last year. These declines clearly reflect the short-term impact of changes to the kerbside collection services, which are likely, in the experience of Metropolis Research, to be relatively short-term impacts, and it is expected satisfaction will increase over the coming year or two.

The other services that reported notable declines from 2018/2020 till 2023 include Council meeting its environmental responsibilities (down 5%), services for people with disability (down 6%) and services for older people (down 7%).

The declines in relation to services for older people and people with disabilities were based on relatively small sample sizes, so they are subject to greater variability in satisfaction from year to year. Metropolis Research also notes that satisfaction with these services has trended lower across metropolitan Melbourne in recent years, partly due to the impact of the pandemic.



Percentage breakdown of satisfaction with services and facilities

The following table provides a breakdown of satisfaction with the 26 services and facilities into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Consistent with the “very good” average satisfaction with services and facilities, half or more of the respondents providing a score were “very satisfied” with 24 of the 26 services and facilities, with almost half “very satisfied” with public toilets and Council meeting its environmental responsibilities.

It is noted that 10% or more of respondents were “dissatisfied” with the maintenance and repair of footpaths, parking enforcement, and the maintenance and repair of drains.

Satisfaction with selected Council services and facilities
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Service / facility	Dissatisfied (0 to 4)	Neutral to somewhat satisfied (5 to 7)	Very Satisfied (8 to 10)	Can't say	Total
Local library	0%	10%	90%	4	332
Food and green waste collection service	4%	17%	79%	33	714
Recycling collection service	4%	18%	78%	20	714
Sports grounds and ovals	2%	22%	77%	4	422
Hard rubbish booking / pick up service	4%	19%	76%	2	403
Garbage collection service	7%	18%	75%	8	714
Provision and maint. of parks, gardens and reserves	2%	26%	71%	38	714
Services for people with disability	8%	23%	69%	1	66
Appearance of the beach, foreshore, and bushland	3%	29%	69%	43	714
Recreation and Aquatic facilities	5%	27%	68%	6	246
Services for children from birth to 5 years of age	1%	31%	68%	2	91
Arts and Culture ¹	4%	30%	67%	5	192
Maintenance and cleaning of public areas	4%	32%	64%	16	714
Animal management	6%	32%	63%	144	714
Maintenance and cleaning of strip shopping areas	4%	35%	61%	18	714
Services for older people	8%	33%	59%	4	89
Services for youth	5%	37%	58%	4	84
On and off-road bike paths	3%	41%	56%	1	307
Maintenance and repair of drains	10%	35%	54%	34	714
Provision & maintenance of street trees & vegetation	9%	38%	54%	14	714
Maintenance and repair of sealed local roads	9%	38%	53%	14	714
Council's website	3%	44%	53%	2	427
Maintenance and repair of footpaths	11%	39%	50%	21	714
Parking enforcement	11%	40%	50%	81	714
Public toilets	5%	47%	49%	5	305
Council meeting its environmental responsibilities	7%	45%	48%	195	714



Satisfaction by respondent profile

The following table provides a comparison of satisfaction with each of the 26 services and facilities by respondent profile, including age structure, gender, and language spoken at home.

These results are discussed in more detail in the individual services section of this report, however, in general terms it is noted that:

- **Age structure** - younger adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) tended to be marginally more satisfied than average, whilst middle-aged adults (aged 45 to 59 years) tended to be notably less satisfied.
- **Gender** – female respondents tended to be marginally more satisfied than male respondents.
- **Language spoken at home** – overall there was no variation observed between respondents from English speaking households and those from multilingual households.

Average satisfaction with selected Council services and facilities
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

Service/facility	Young adults	Adults	Middle-aged	Older adults	Senior citizens	Male	Female	English speaking	Multi-lingual
Maintenance and repair of sealed local roads	7.7	7.5	6.9	6.9	7.2	7.2	7.2	7.3	7.0
Maintenance and repair of drains	7.8	7.5	6.7	7.1	7.3	7.2	7.2	7.3	6.7
Maintenance and repair of footpaths	7.8	7.5	6.8	6.8	6.1	7.0	7.0	7.1	6.6
Maintenance and cleaning of public areas	8.2	7.8	7.4	7.6	7.7	7.6	7.7	7.7	7.7
Maintenance, cleaning of strip shopping areas	8.0	7.7	7.4	7.7	7.8	7.6	7.7	7.7	7.7
Garbage collection service	8.4	7.9	7.4	8.4	8.5	7.8	8.2	8.1	7.6
Recycling collection service	8.6	8.2	7.7	8.6	8.6	8.1	8.4	8.3	7.9
Food and green waste collection service	8.7	8.3	7.9	8.6	8.8	8.1	8.6	8.4	8.2
Appearance of beach, foreshore, and bushland	8.2	8.2	7.6	7.9	8.1	7.9	8.0	8.0	7.9
Provision, maintenance parks, gardens, reserves	8.3	8.0	7.9	8.1	8.2	8.0	8.1	8.1	8.0
Provision, maintenance, street trees, vegetation	7.9	7.6	7.0	6.8	6.9	7.2	7.3	7.2	7.3
Meeting environmental responsibilities	7.6	7.1	6.8	6.9	7.3	7.0	7.2	7.1	6.9
Animal management	8.2	7.9	7.1	7.7	7.8	7.6	7.7	7.7	7.3
Parking enforcement	7.3	7.4	6.6	6.9	7.0	6.9	7.1	7.1	6.6
Council's website	7.3	7.6	7.5	7.5	7.7	7.4	7.6	7.4	7.8
Local library	8.7	8.8	8.7	8.8	9.2	8.8	8.8	8.8	8.6
Public toilets	7.4	7.3	6.9	7.2	7.7	7.3	7.2	7.2	7.3
On and off-road bike paths	8.1	7.7	7.3	7.0	7.7	7.6	7.6	7.5	7.7
Arts and Culture	7.5	7.9	7.7	8.1	8.1	7.6	8.0	7.9	7.4
Sports grounds and ovals	8.3	8.4	7.8	8.4	8.3	8.1	8.2	8.2	7.9
Recreation and Aquatic facilities	8.1	8.1	7.7	8.2	7.8	8.0	8.0	8.0	7.6
Services for children to 5 years of age	8.2	8.3	7.7	8.2	9.5	8.1	8.1	8.0	8.3
Services for youth	8.4	7.4	7.3	8.0	8.5	7.4	7.7	7.6	7.5
Services for older people	8.9	7.4	6.0	7.8	8.5	8.0	7.4	7.8	6.5
Services for people with disability	7.7	8.7	6.4	7.7	8.3	8.0	7.3	7.6	7.4
Hard rubbish booking / pick up service	8.2	8.0	8.0	8.3	8.4	8.1	8.2	8.2	7.9
<i>Average satisfaction</i>	<i>8.1</i>	<i>7.9</i>	<i>7.3</i>	<i>7.7</i>	<i>8.0</i>	<i>7.7</i>	<i>7.8</i>	<i>7.8</i>	<i>7.5</i>
Total respondents	144	119	216	148	84	327	374	561	148



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 (8.76) and satisfaction (7.57) with Council services and facilities as recorded in the 2023 *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.

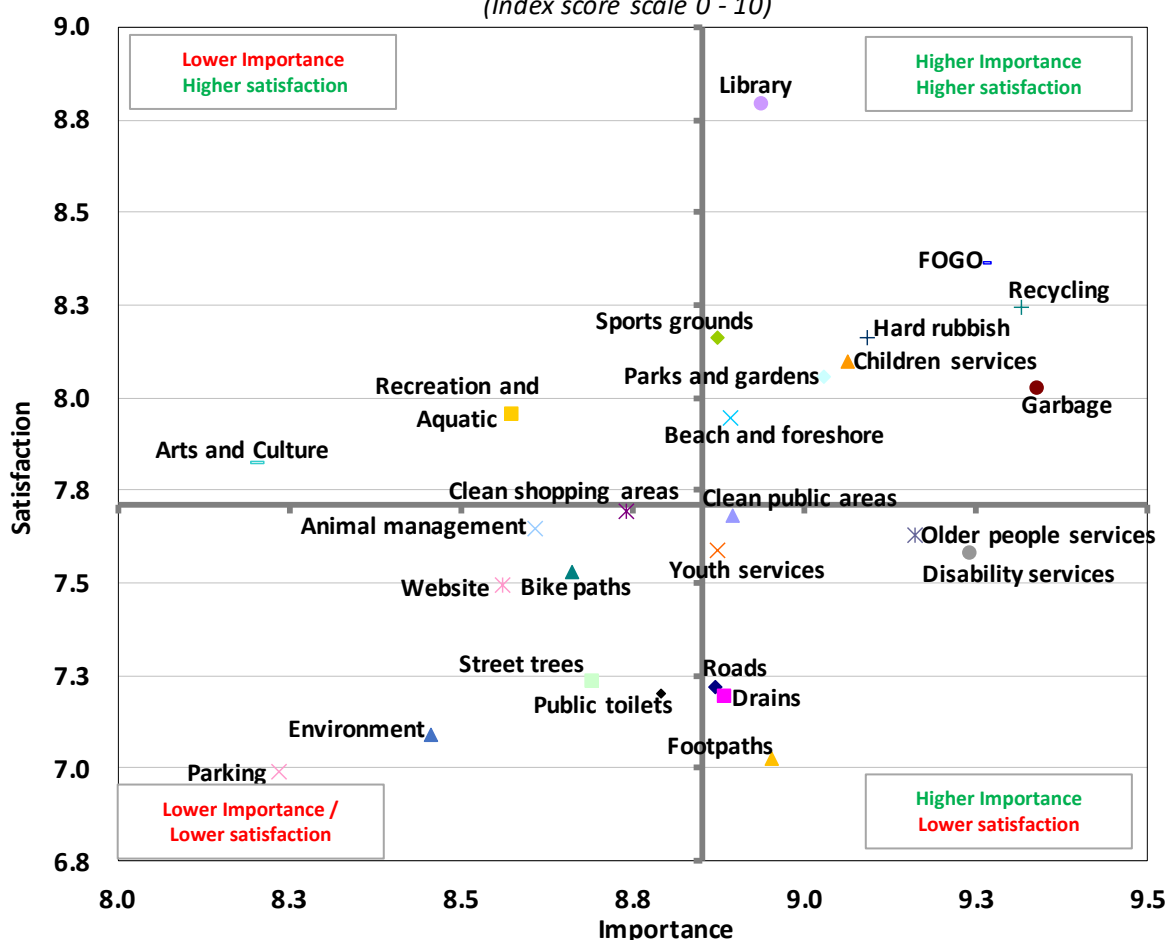
Some points to note from these results:

- ***Kerbside collection services*** – these were all higher-than-average importance and received higher than average satisfaction scores, despite the 4% decline in satisfaction with the regular garbage collection service this year.
- ***Community services*** – these were all higher-than-average importance, but three of the four received marginally lower 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, consistent with results observed elsewhere.
- ***Services and facilities of most concern*** – these include parking, footpaths, drains, roads, public toilets, street trees, and Council meeting its environmental responsibilities.

It is important to note, however, that none of the 26 services and facilities received a satisfaction score lower than seven out of 10, or a “good” level of satisfaction, with none receiving a “solid”, “poor”, “very poor”, or “extremely poor” satisfaction score this year.



Importance of and satisfaction with Council services
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



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.

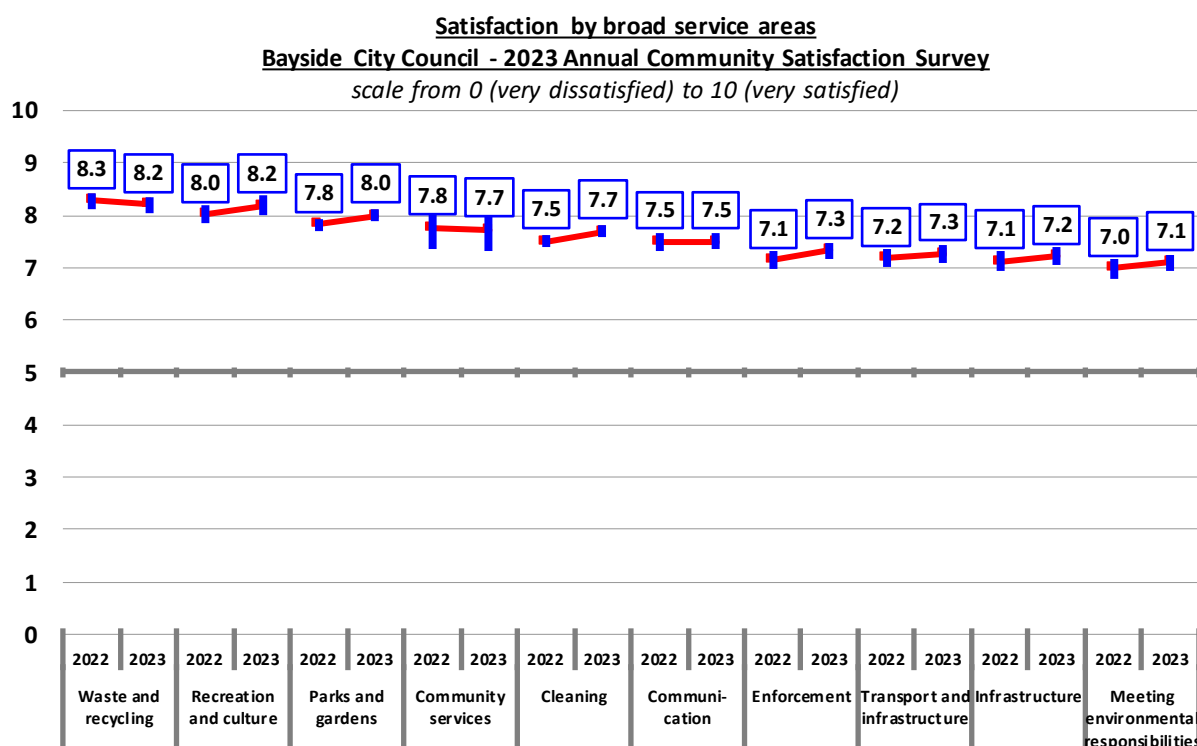


- **Community services** – includes services for children from birth to 5 years of age, services for youth, services for older people, and services for people with a disability.
- **Enforcement** – includes animal management, and parking enforcement.
- **Communication** – includes the Council’s website.
- **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, and parks and gardens.
- **Very Good** – for community services, cleaning, communication, enforcement, and transport infrastructure.
- **Good** – for infrastructure and meeting environmental responsibilities.

Satisfaction with seven broad service areas improved marginally this year, satisfaction with one remained the same, and satisfaction with two declined marginally. None of these variations were statistically significant.

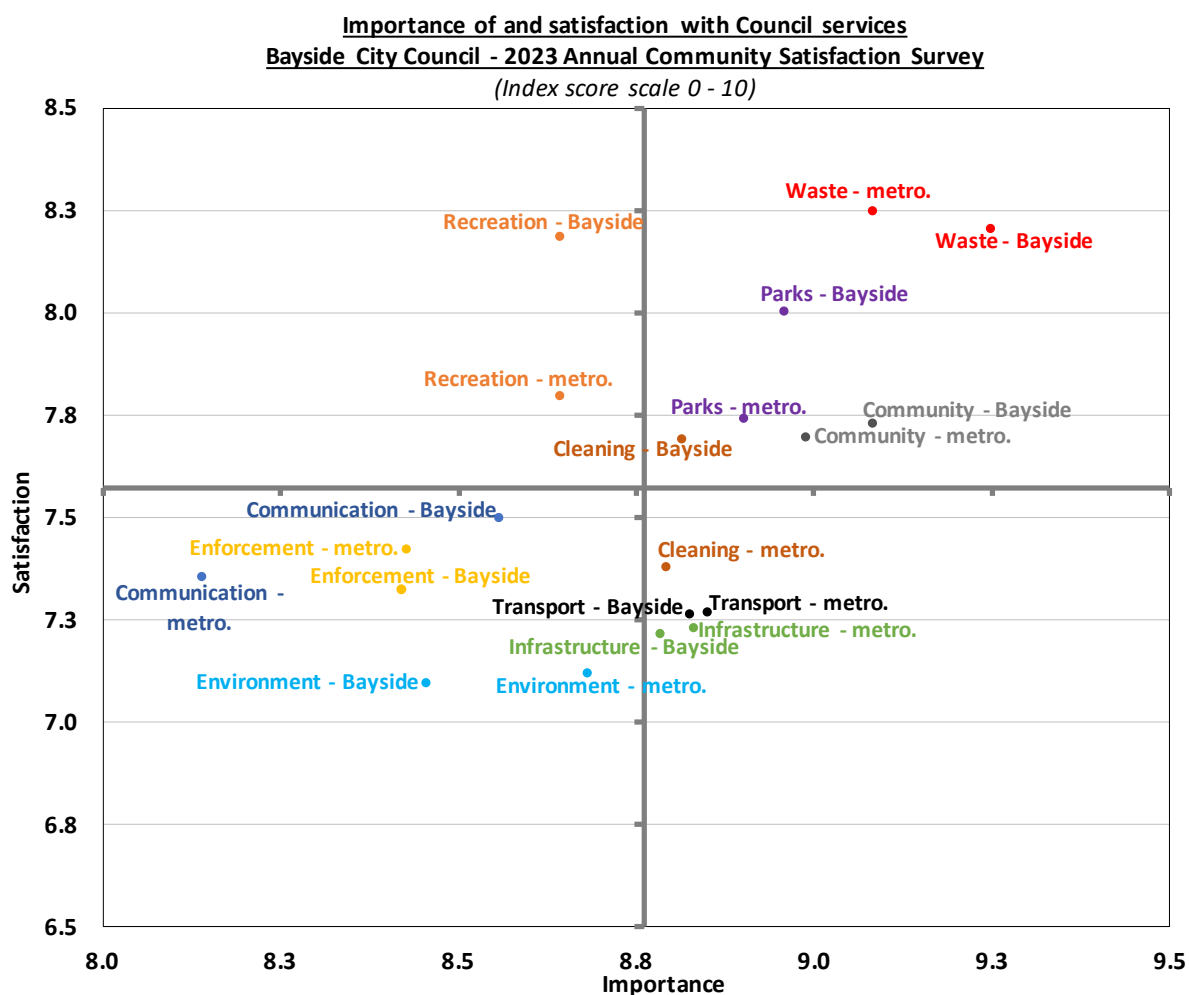


The following graph provides a comparison of satisfaction with the 10 broad service areas between the City of Bayside and the metropolitan Melbourne average, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the same door-to-door methodology.

There was some measurable and notable variation in the average satisfaction with the 10 broad service areas observed between the City of Bayside and the metropolitan Melbourne average, as follows:

On average, respondents in the City of Bayside were measurably more satisfied than the metropolitan Melbourne average with cleaning (5% higher), recreation and culture (5% higher), and parks and gardens (3% higher).

Satisfaction with enforcement was marginally (1%) lower in the City of Bayside than the metropolitan Melbourne average.



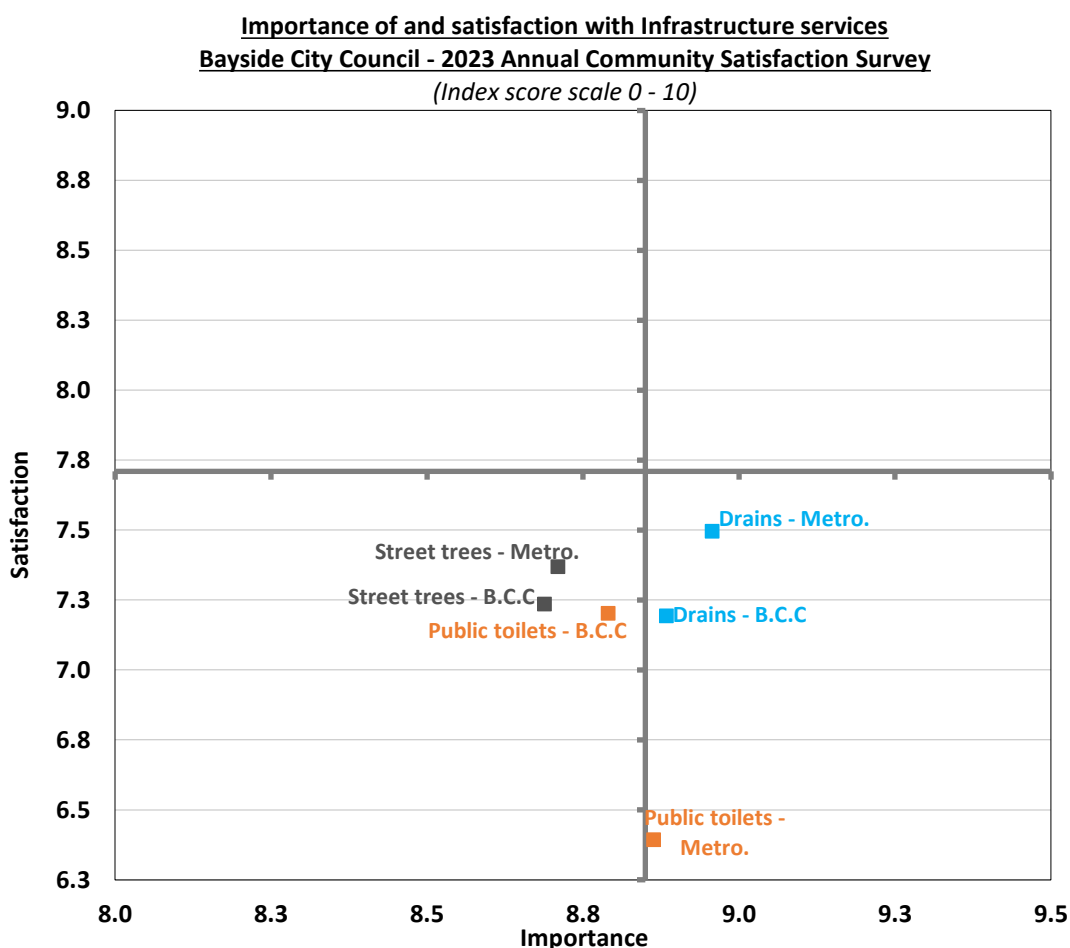
Infrastructure

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

The graph displays the average importance of and satisfaction with each of these services and facilities, with the crosshairs representing the metropolitan Melbourne average importance and satisfaction scores.

It is noted that all three of these infrastructure services and facilities received lower-than-average satisfaction scores.

Metropolis Research notes that satisfaction with public toilets was measurably and significantly higher in the City of Bayside than the metropolitan Melbourne average, however, satisfaction with both drains and street trees was marginally lower in the City of Bayside.



The maintenance and repair of drains

The maintenance and repair of drains was the 13th most important of the 26 included services and facilities with an average importance of 8.9 out of 10 this year. This result has remained very stable over the six years of the survey program.

Satisfaction with the maintenance and repair of drains remained stable this year at 7.2 out of 10, or a “good” level of satisfaction.

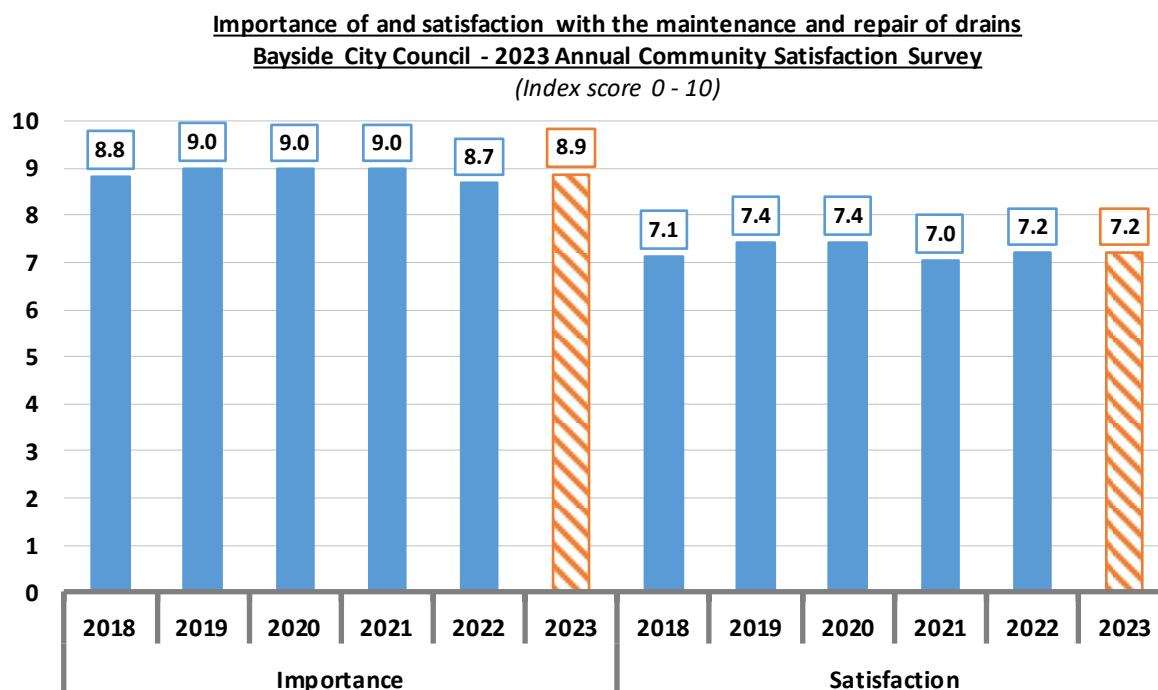
This result has remained stable around the long-term average satisfaction since 2018 of 7.2.

This result ranks drains 23rd in terms of satisfaction, and one of seven services and facilities to record a satisfaction measurably lower than the average of all 26 (7.7).

This result was comprised of 54% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 680 of the 714 respondents who provided a satisfaction score.

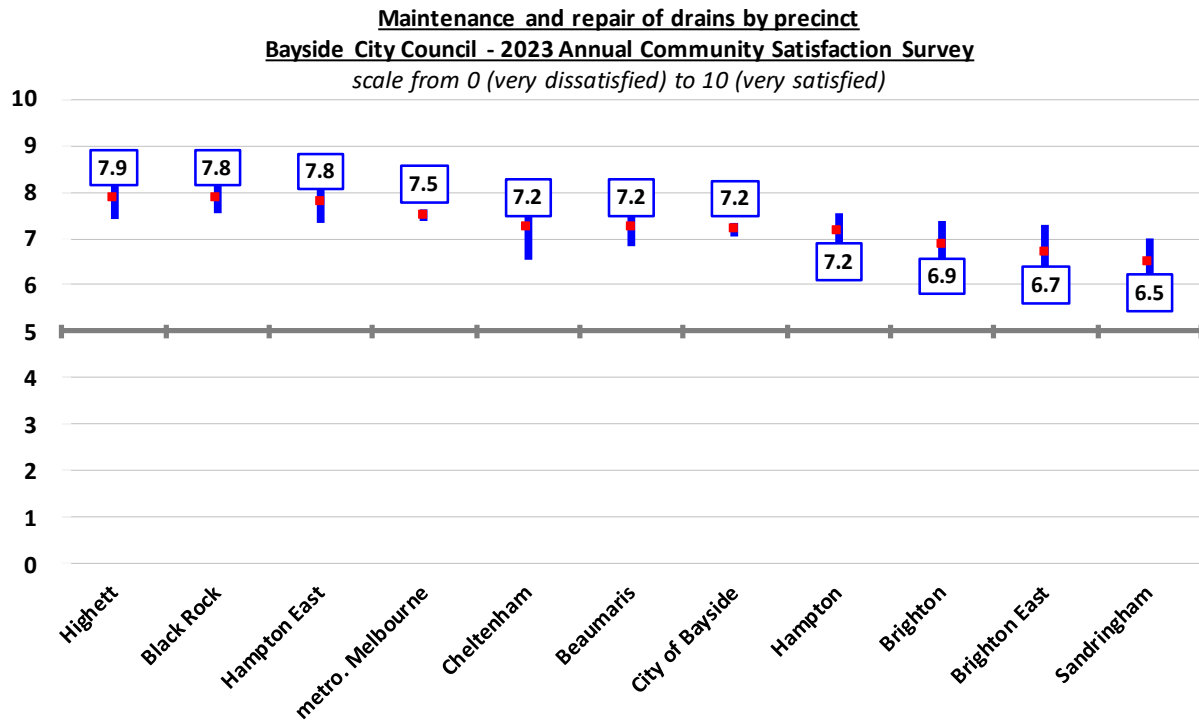
There was some variation in satisfaction observed by respondent profile, with young adults more satisfied and middle-aged adults somewhat less satisfied. Respondents from English speaking households were somewhat more satisfied than multilingual households.

By way of comparison, this result was somewhat lower than the metropolitan Melbourne average satisfaction with the “maintenance and repair of drains” of 7.5, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



There was measurable variation in satisfaction with drains observed across the municipality, with respondents from Highett and Black Rod measurably more satisfied than average and at “excellent” levels, whilst respondents from Sandringham were measurably less satisfied, although still at a “good” level of satisfaction.





The provision and maintenance of street trees and vegetation

The provision and maintenance of street trees and vegetation was the 19th most important of the 26 included services and facilities with an average importance of 8.7 out of 10 this year.

Satisfaction with street trees and vegetation declined marginally but not measurably this year down one percent to 7.2, which is a “good”, down from a “very good” level of satisfaction.

Despite the marginal decline this year, this result was consistent with the long-term average satisfaction since 2018 of 7.2.

This result ranks street trees and vegetation 20th in terms of satisfaction, and one of seven services and facilities to record a satisfaction measurably lower than the average of all 26 (7.7).

This result was comprised of 54% “very satisfied” and 9% “dissatisfied” respondents, based on a total sample of 700 of the 714 respondents who provided a satisfaction score.

There was some variation in satisfaction observed by respondent profile, with young adults and adults (aged 18 to 44 years) somewhat more satisfied than average.

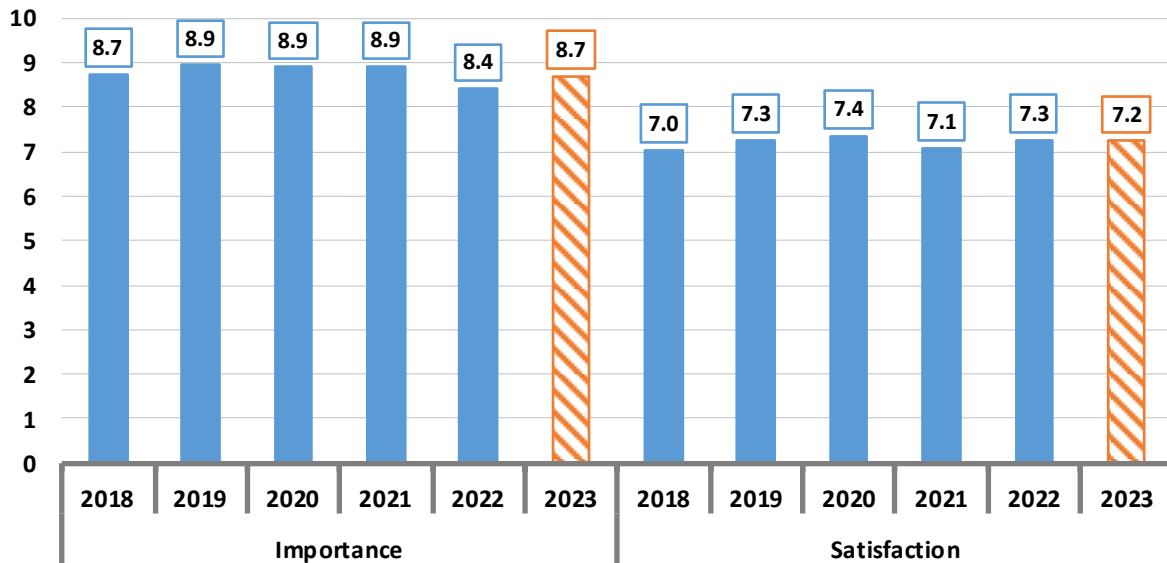
By way of comparison, this result was somewhat lower than the metropolitan Melbourne average satisfaction with the “provision and maintenance of street trees” of 7.4, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Importance of and satisfaction with the provision and maintenance of street trees and vegetation

Bayside City Council - 2023 Annual Community Satisfaction Survey

(Index score 0 - 10)

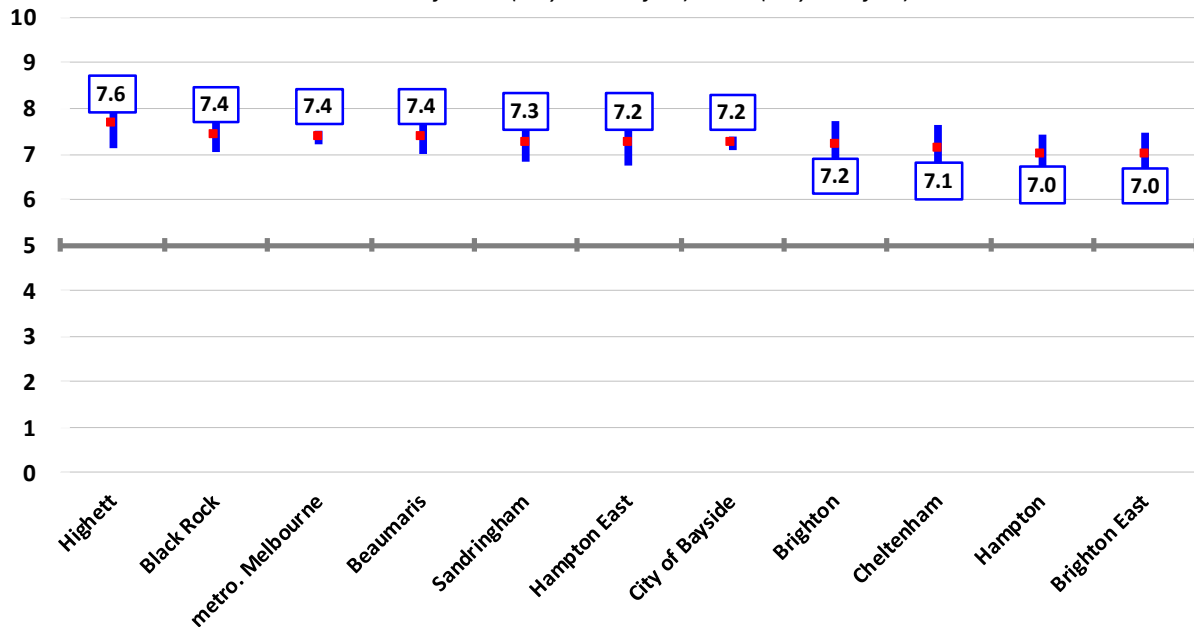


Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Highett, Black Rock, Beaumaris, and Sandringham rated satisfaction at “very good” rather than “good” levels of satisfaction.

Provision and maintenance of street trees and vegetation by precinct

Bayside City Council - 2023 Annual Community Satisfaction Survey

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



Public toilets

Public toilets were the 17th most important of the 26 included services and facilities with an average importance of 8.8 out of 10 this year. This result has remained very stable over the six years of the survey program.

Satisfaction with public toilets increased measurably this year, up 4% to 7.2 out of 10, although it remains at a “good” level of satisfaction. This was the second consecutive increase in satisfaction with public toilets, now up 9% from the low point of 6.6 back in 2021.

This result was measurably above the long-term average satisfaction since 2018 of 6.9.

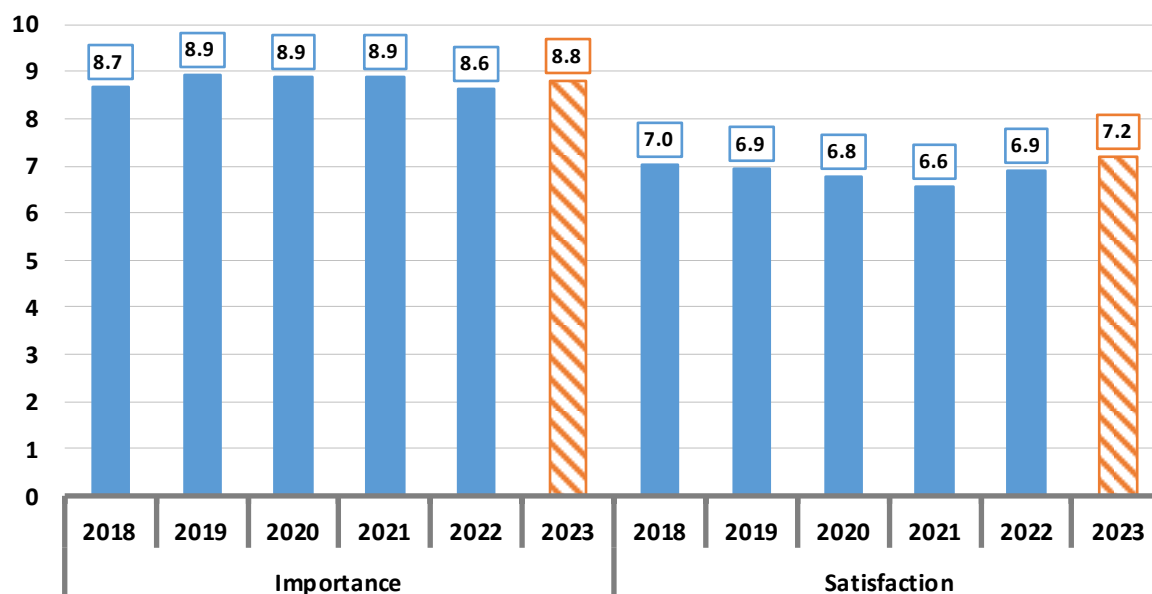
This result ranks public toilets 22nd in terms of satisfaction, and one of seven services and facilities to record a satisfaction measurably lower than the average of all 26 (7.7).

This result was comprised of 49% “very satisfied” and 5% “dissatisfied” respondents, based on a total sample of 300 of the 305 (43%) respondents from households who had used these facilities in the last 12 months.

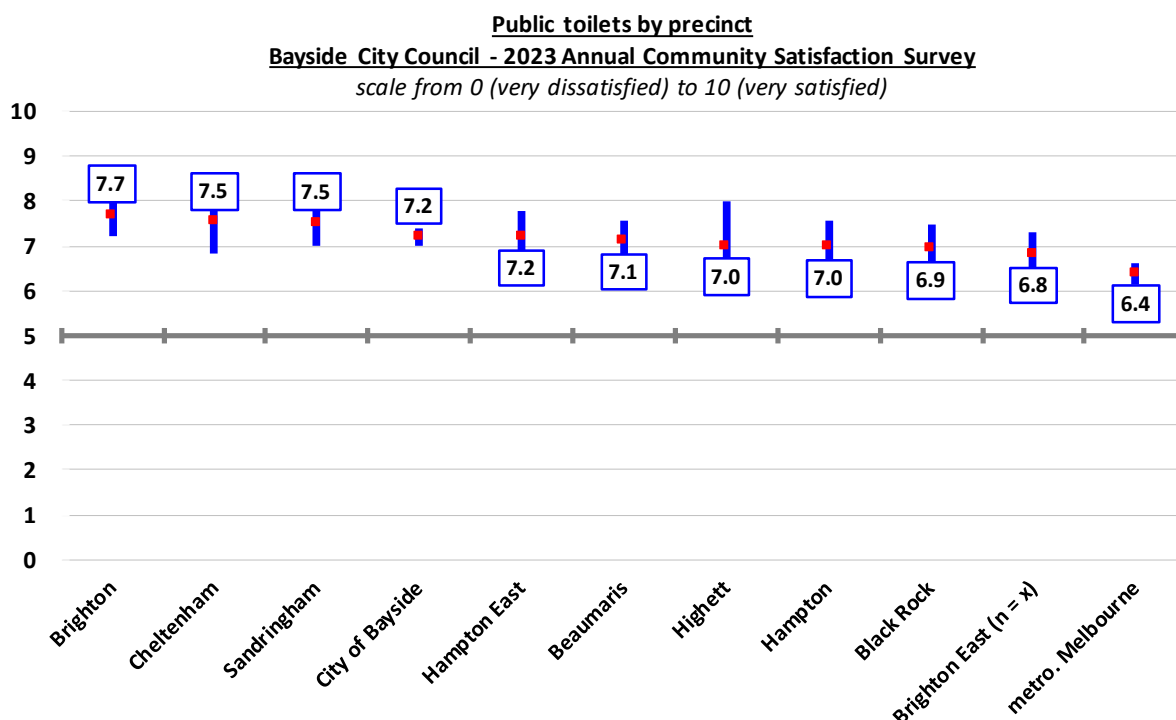
There was some variation in satisfaction observed by respondent profile, with young adults and adults (aged 18 to 44 years) somewhat more satisfied than average.

By way of comparison, this result was measurably and significantly higher than the metropolitan Melbourne average satisfaction with the “public toilets” of 6.4, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.

Importance of and satisfaction with public toilets
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Whilst there was no statistically significant variation in satisfaction observed across the municipality, it is noted that respondents from Brighton, Cheltenham, and Sandringham were somewhat more satisfied than average and at “very good” rather than “good” levels.



The following table displays the 53 comments received from respondents who were not satisfied with public toilets.

Most of these comments related to the perception that the public toilets were insufficiently cleaned, with several also referring to a perceived lack of public toilets.

Reason for dissatisfaction with public toilets
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Cleaned more and often	13
Dirty/ Filthy/ Disgusting	11
Not enough of them around	9
Maintenance/ Upkeep is bad	4
Really smelly	3
Always smelly	1
Could be better	1
Lack of toilet supplies	1
Need updating	1
No toilet paper, no hand sanitizer	1



Not functioning properly	1
Not open	1
On Hampton St is very poor, dirty loaded	1
Poor standards	1
Poorly lit	1
The toilet at the playground at Sandringham beach was blocked	1
The toilet near the dog park was not cleaned the last time we used it	1
Toilets are pretty basic and often don't have soap (on Beach Rd)	1
Total	53

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.

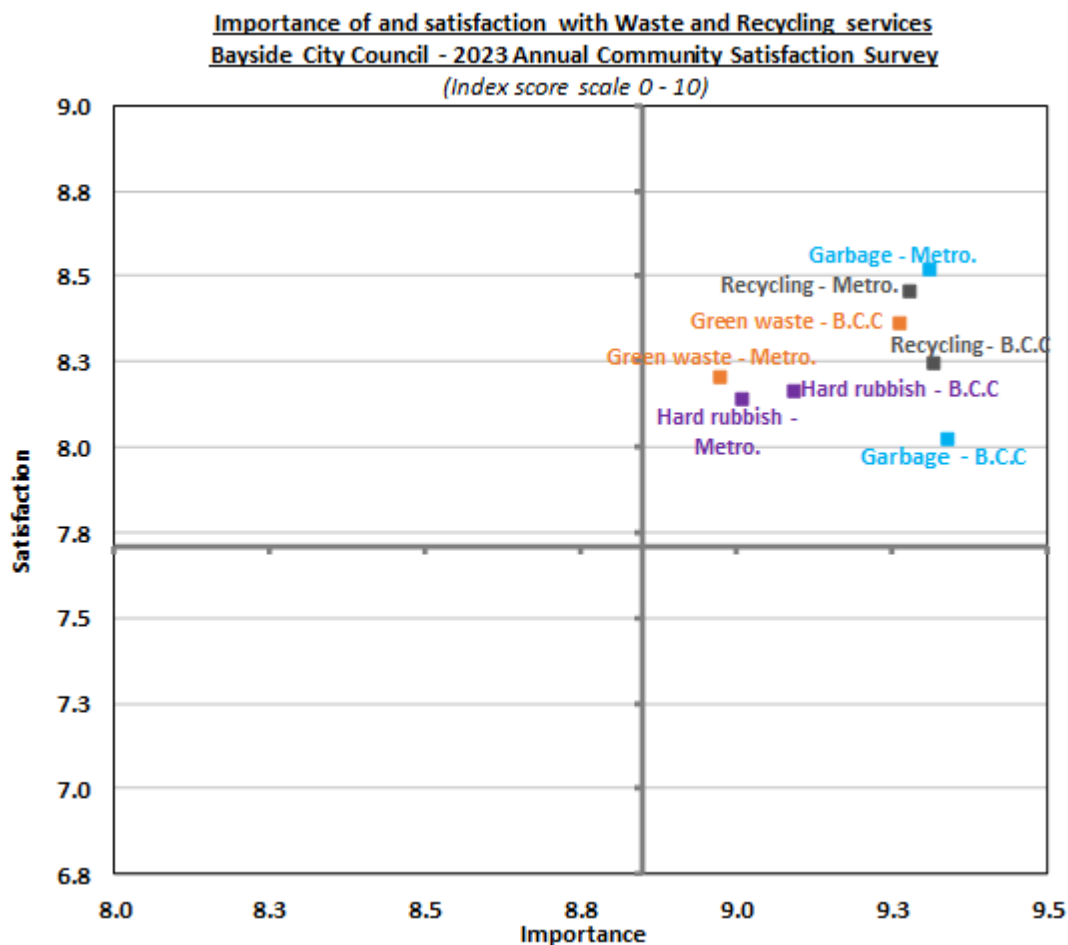
The graph displays the average importance of and satisfaction with each of these services and facilities, with the crosshairs representing the metropolitan Melbourne average importance and satisfaction scores.

All four of these waste and recycling services were of higher-than-average importance and all received higher-than-average satisfaction scores.

Metropolis Research notes that satisfaction with the regular garbage collection service was measurably and significantly lower than the metropolitan Melbourne average.

This variation clearly reflects the recent changes to the kerbside collection services, and is a result that, in the experience of Metropolis Research, tends to dissipate within a year or two of the change to the system.





The garbage collection service

The garbage collection service was most important of the 26 included services and facilities with an average importance of 9.3 out of 10 this year, a notably increase on the 9.0 recorded last year, but consistent with the long-term average since 2018 of 9.3.

Satisfaction with the regular garbage collection declined 4% this year to 8.0 out of 10, although it remains at an “excellent” level of satisfaction.

This result was 6% below the long-term average satisfaction since 2018 of 8.5 and was 10% lower than the high point of 8.9 recorded back in 2018.

This result ranks the regular garbage collection 8th in terms of satisfaction.

This result was comprised of 75% “very satisfied” and 7% “dissatisfied” respondents, based on a total sample of 706 of the 714 respondents who provided a satisfaction score.

Metropolis Research suggests that a four percent decline in satisfaction in the year in which changes were made to the kerbside collection services can be considered a relatively position result. Satisfaction remains at an “excellent” level, 75% of respondents remain “very satisfied”.

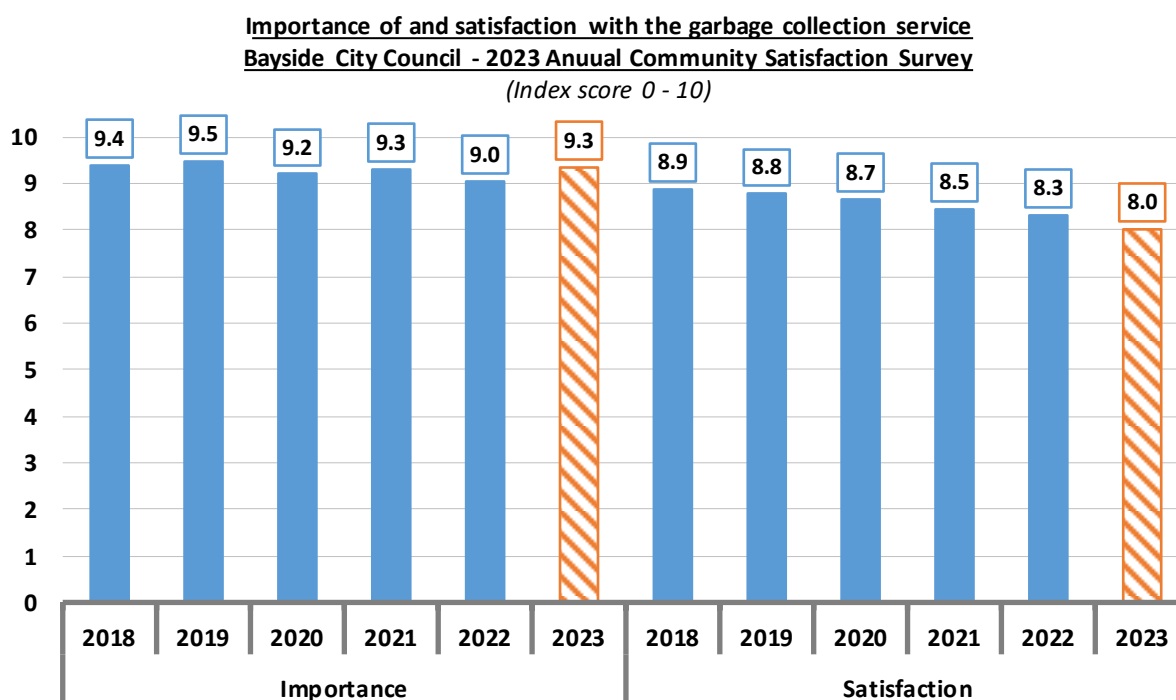


That said, it is important to note that seven percent of respondents were “dissatisfied” with the regular garbage collection.

This result was reinforced by the fact that nine percent (up from 6% last year and 1% in previous years) nominated “rubbish and waste” related issues as one of the top three [issues to address](#) for the City of Bayside ‘at the moment’. The respondents who nominated these issues were six percent less satisfied with Council’s overall performance than the average.

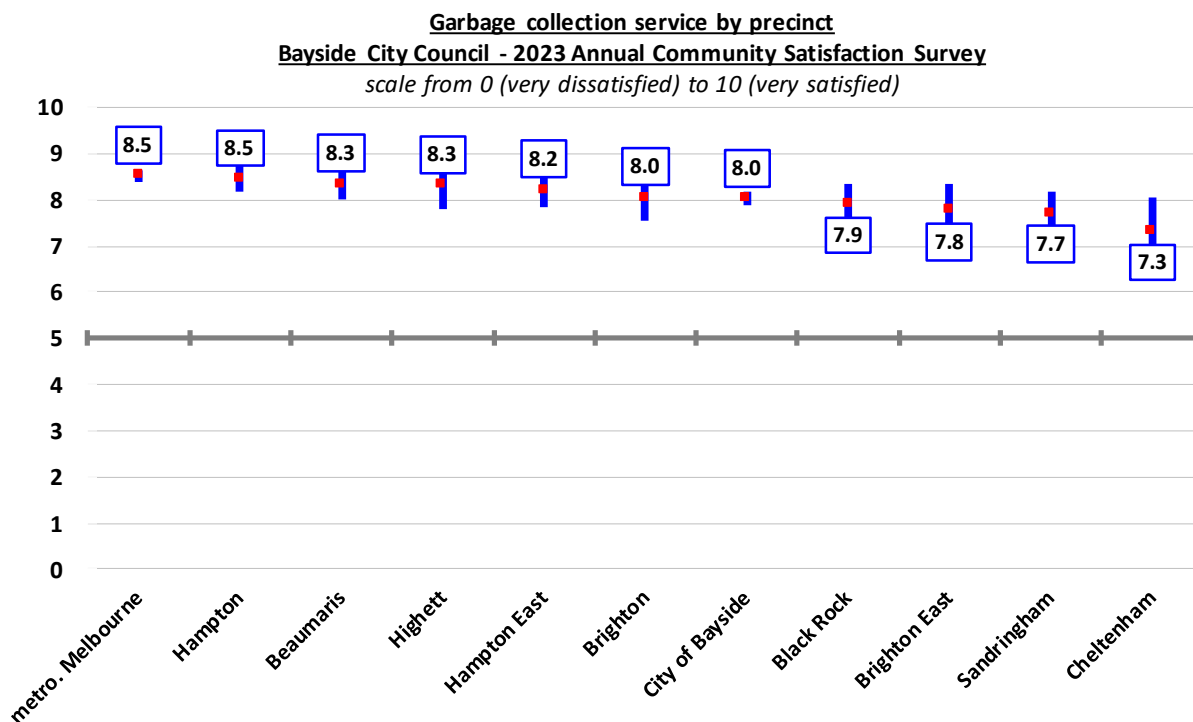
There was significant variation in satisfaction observed by respondent profile, with middle-aged adults (aged 45 to 59 years) measurably less satisfied than average. Female respondents were measurably more satisfied than males, and respondents from English speaking households were measurably more satisfied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

By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with the “regular garbage collection service” of 8.5, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



There was measurable and notable variation in satisfaction with the regular garbage collection observed across the municipality. Respondents from Hampton were measurably more satisfied than average, whilst respondents from Cheltenham and Sandringham were notably less satisfied and at “very good” rather than “excellent” levels of satisfaction.





There was a total of 81 comments received from respondents who were not satisfied with the garbage collection service.

A little more than half (44 of 81 comments) of these comments were directly related to the changes to the kerbside collection services.

There were also some comments around the bin collection process (16 comments), the bin sizes (10 comments), the number of bins (5 comments), and other issues (6 comments).

Reason for dissatisfaction with the garbage collection service
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Number of responses)

Reason	Number
<i>Bin changes / frequency</i>	
Fortnightly collection of landfill rubbish	9
Frequency not enough	8
Normal waste should be every week	7
Not happy with alternate week rubbish collection change	2
Because of the bin situation	1
Because they've gone from big to small garbage bins which was changed to fortnightly	1
Do not require it so often	1
Garbage decays very quickly and a 2-week waiting time by its nature means that by the time it is collected the matter is rotten	1
I think the fortnightly is not working for big families	1
Less frequency of collection	1



Long time	1
Once in fortnight is not enough for family of 4	1
Red and blue are only emptied once a fortnight	1
Red bins more frequently	1
Reduced cycle	1
Small bin only every 2 weeks	1
Stu**d bin schedule needs change	1
The general rubbish bin its collected way too little, I do not have food waste but a lot of general waste	1
The red bins are every two weeks instead of weekly and the rates didn't go down, so they are doing less work for the same amount of money	1
The shift to a fortnightly collection, considering the bins are so small, puts a lot of pressure	1
Two weekly collection is not often enough. I had maggots in my bin twice!	1
Used to do it frequently and now rare	1
Total	44

Bin collection process

Sometimes our bins don't get collected on the specified date	5
Bin is too rushed found stuffs so many times	1
Drivers that collect garbage quite aggressive and rude	1
Empty bins on roadsides annoy me	1
Garbage guys destroys the drains pipes	1
Inconvenient pick-up timings	1
Little incident with truck driver	1
Nature strips and drains get damaged	1
The bins are chucked on the road, the service was horribly handled, not a lot of care taken	1
They broke the bins and I had to purchase new bins	1
They did not come after I called them, I had a broken bin and I waited very long to have it fixed	1
Timings improper	1
Total	16

Bin size

Not enough space, bin too small	6
Bin too big	1
Family of 5 need to be frequent	1
Need bigger bins since we have a senior as well as a newborn living with us	1
The red bin should be the same size as blue and green	1
Total	10

Bin number

We are expected to do the sorting, but we pay for it, too many bins	2
Because they got going into too many different ways of having bins	1
Less number of bins	1
Not enough red bins	1
Total	5



<i>Other</i>	
Bins aren't sturdy, they already have some cracking. Sometimes they're just sort of dumped anywhere	1
Charge separation	1
Council so unresponsive	1
Made a lot simpler more bins	1
Should be called landfill	1
The hard waste collection not useful	1
Total	6
Total	81

The recycling collection service

The recycling collection service was 2nd most important of the 26 included services and facilities with an average importance of 9.3 out of 10 this year, a result that has remained quite stable over time.

Satisfaction with the recycling collection service remained essentially stable this year, down one percent to 8.2 out of 10, and it remains at an “excellent” level of satisfaction.

This result was two percent below the long-term average satisfaction since 2018 of 8.4 and six percent lower than the high point of 8.7 recorded back in 2018.

This result ranks the recycling collection service 3rd in terms of satisfaction and one of five to record a satisfaction score measurably higher than the average of all 26 services and facilities (7.7).

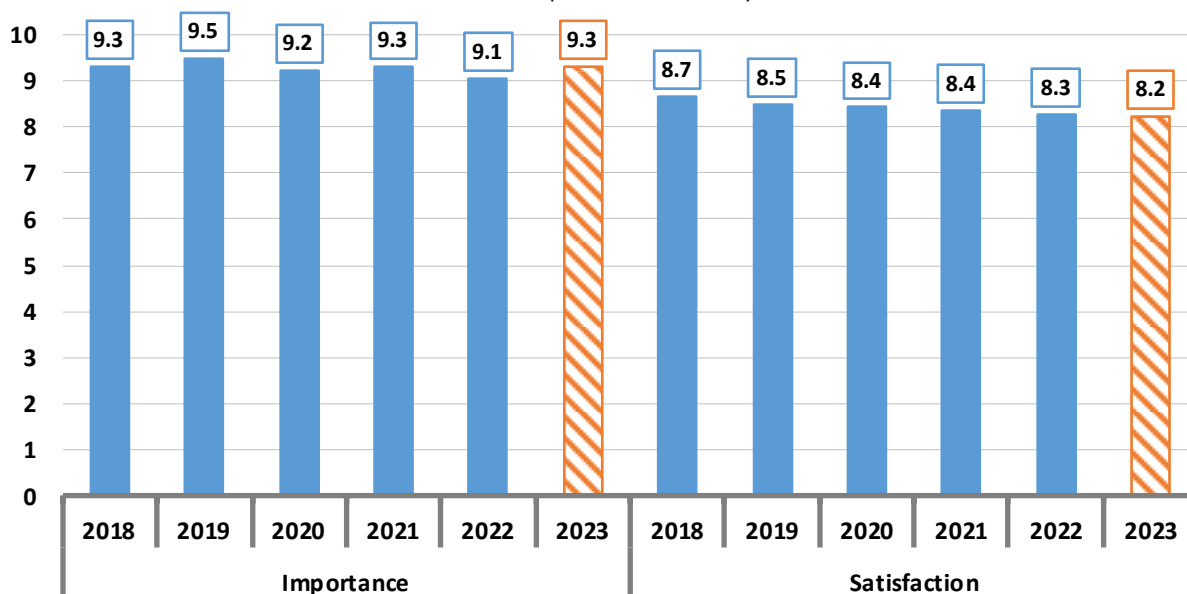
This result was comprised of 78% “very satisfied” and 4% “dissatisfied” respondents, based on a total sample of 696 of the 714 respondents who provided a satisfaction score.

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

By way of comparison, this result was notably lower than the metropolitan Melbourne average satisfaction with the “regular recycling service” of 8.5, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.

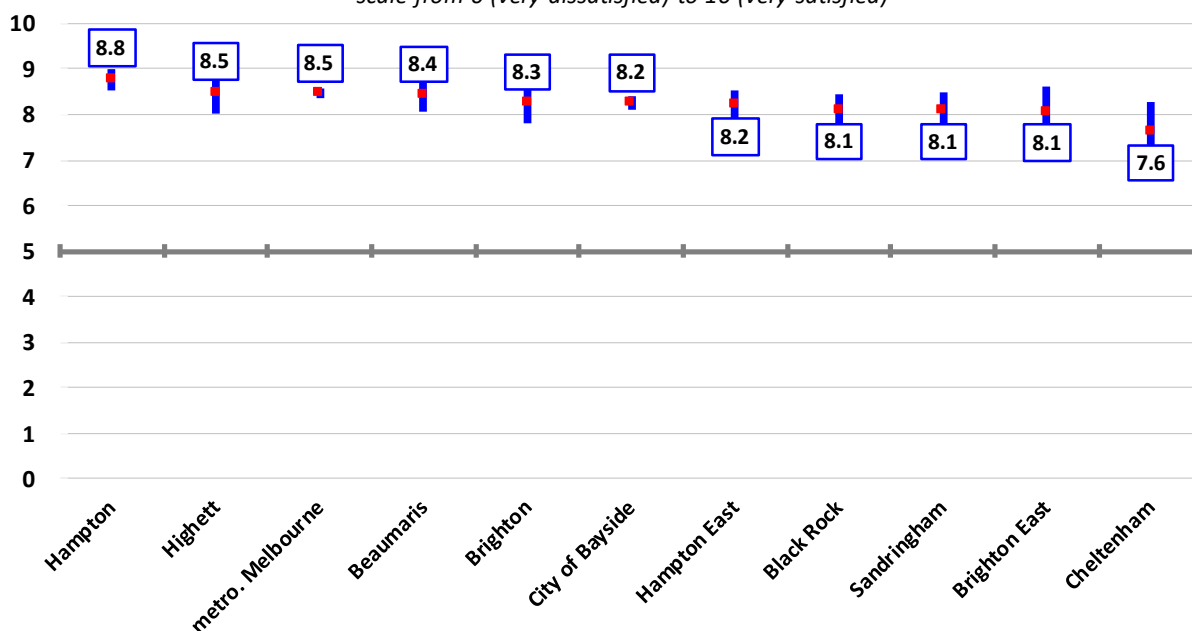


Importance of and satisfaction with recycling collection service
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Index score 0 - 10)



There was some measurable and notable variation in satisfaction with the recycling collection service observed across the municipality. Respondents from Hampton were measurably more satisfied than average, whilst respondents from Cheltenham were notably less satisfied and at a “very good” rather than an “excellent” level of satisfaction.

Recycling collection service by precinct
Bayside City Council - 2023 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table outlines the 37 comments received from respondents who were not satisfied with the recycling collection service. Most of these comments were focused on the frequency of collection, clarity around what can be recycled, the inability to recycle soft plastics, and some commentary around the recent changes to the kerbside collection services.



Reason for dissatisfaction with recycling collection service
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Number of responses)

<i>Reason</i>	<i>Number</i>
Not as frequent as I would like it to be	5
Better clarity needed on what to recycle	4
Small bin only once every 2 weeks	4
Lack of soft plastic waste collection	2
Missing bin	2
Not fan of the new bins, too many collections	2
Absolutely horrible	1
Because I am charged for blind bags for the inside waste	1
Blue bins fortnightly is a problem	1
Good because I have 2 bins	1
It has been done without any community consultations	1
Junk stays there for very long	1
Like to be weekly	1
Long time ago I do more recycling by myself	1
Made a lot simpler more bins	1
More personalised recycling and definitely knowing that your recycling is going to the right place	1
No use	1
Once in fortnight is not enough for family of 4	1
Rubbish management not sufficient	1
Rumours of blue recycling bins going to landfill	1
Sort of plastic	1
There aren't enough recycling receptacles on the street	1
They are not flexible on the waste does not fit in recycling, like books they don't have separate section for books	1
Too little bins	1
Total	37

Food and Green waste collection service

The food and green waste collection service was 3rd most important of the 26 included services and facilities with an average importance of 9.3 out of 10 this year, a notably increase on the 8.9 recorded last year, and the highest importance recorded for this service.

Satisfaction with the food and green waste collection service remained essentially stable this year, up one percent to 8.4 out of 10, and remains at an “excellent” level of satisfaction.

This result was marginally below the long-term average satisfaction since 2018 of 8.5 and was three percent lower than the high point of 8.7 recorded back in 2018.

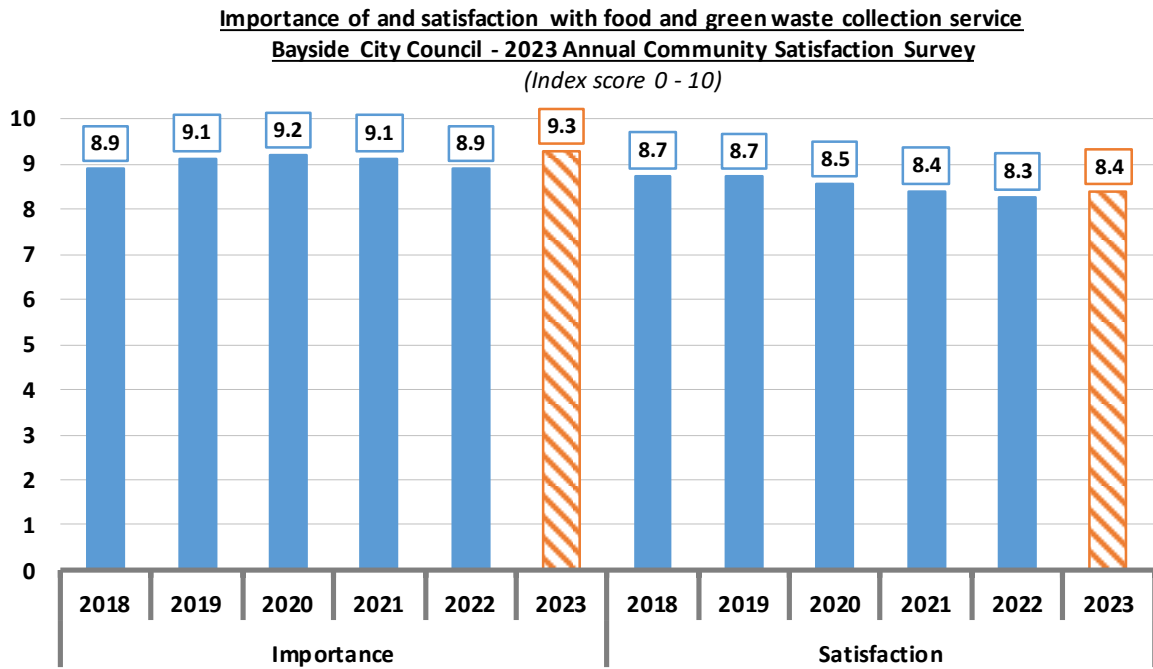
This result ranks the food and green waste collection service 2nd in terms of satisfaction.

This result was comprised of 79% “very satisfied” and 4% “dissatisfied” respondents, based on a total sample of 681 of the 714 respondents who provided a satisfaction score.



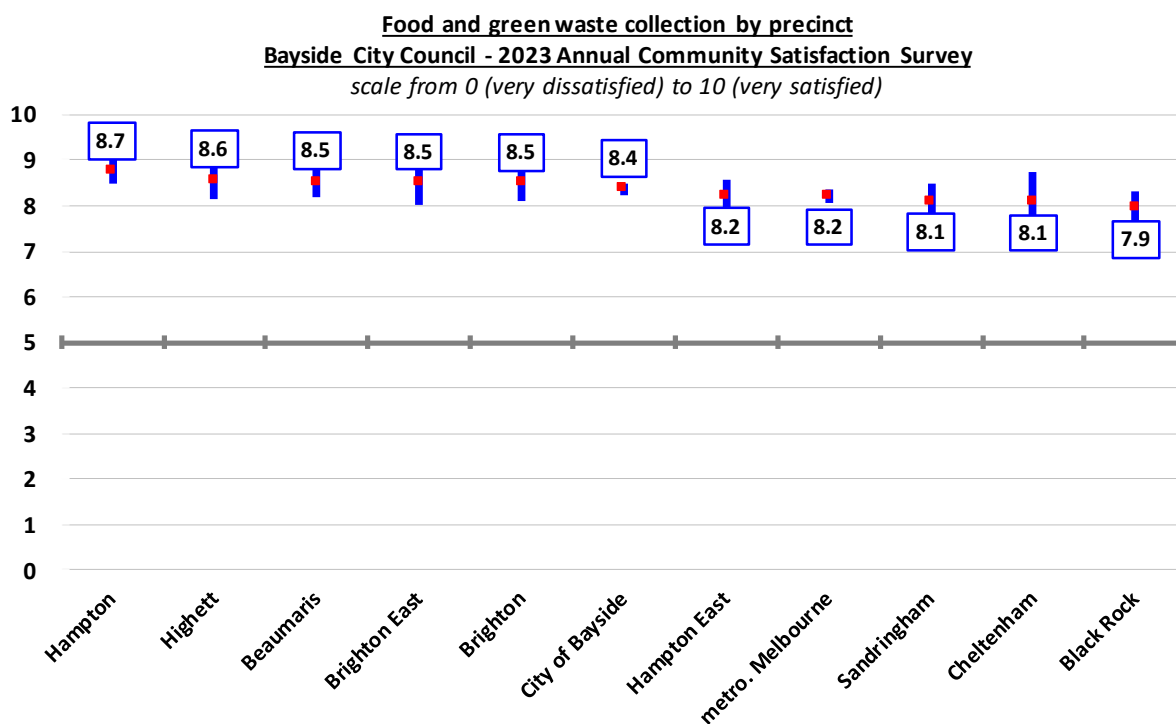
There was significant variation in satisfaction observed by respondent profile, with middle-aged adults (aged 45 to 59 years) measurably less satisfied than average, and female respondents were measurably more satisfied than males.

By way of comparison, this result was somewhat higher than the metropolitan Melbourne average satisfaction with the “green waste collection service” of 8.2, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



There was measurable and notable variation in satisfaction with this service observed across the municipality. Respondents from Hampton were measurably more satisfied than average, whilst respondents from Black Rock were somewhat less satisfied, although respondents from all precincts rated satisfaction at “excellent” levels of satisfaction.





The following table outlines the 27 comments received from respondents who were not satisfied with the food and green waste collection service. A range of issues were raised by a handful of respondents.

Reason for dissatisfaction with food and green waste collection service
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Number of responses)

Reason	Number
Need bigger bins	3
Bins too big	2
Food waste should be weekly	2
I think the confusion of the bin cycles/schedule is ridiculous/inconvenient	2
It doesn't need to be done every week	2
More frequent collection needed	2
Waste of money	2
All the bins are broken every time they collect	1
Because you have to pay for the liner bag inside which should be provided for free like all over Europe and other parts of the world	1
Big bins with filthy rubbish	1
Big garbage	1
Council unresponsive	1
Haven't been able to source the organic bags	1
I'm not impressed with bins	1
Made a lot simpler with more bins	1
Neighbours seem to put food waste into recycle bins	1
No green bin	1
Smells	1



What they say is different than what they do 1

Total 27

The hard rubbish booking / pick up service

The hard rubbish booking / pick up service was 6th most important of the 26 included services and facilities with an average importance of 9.1 out of 10 this year.

Satisfaction with this service remained stable this year at 8.2 out of 10, and it remains at an “excellent” level of satisfaction.

This result was identical to the long-term average satisfaction since 2018 of 8.2.

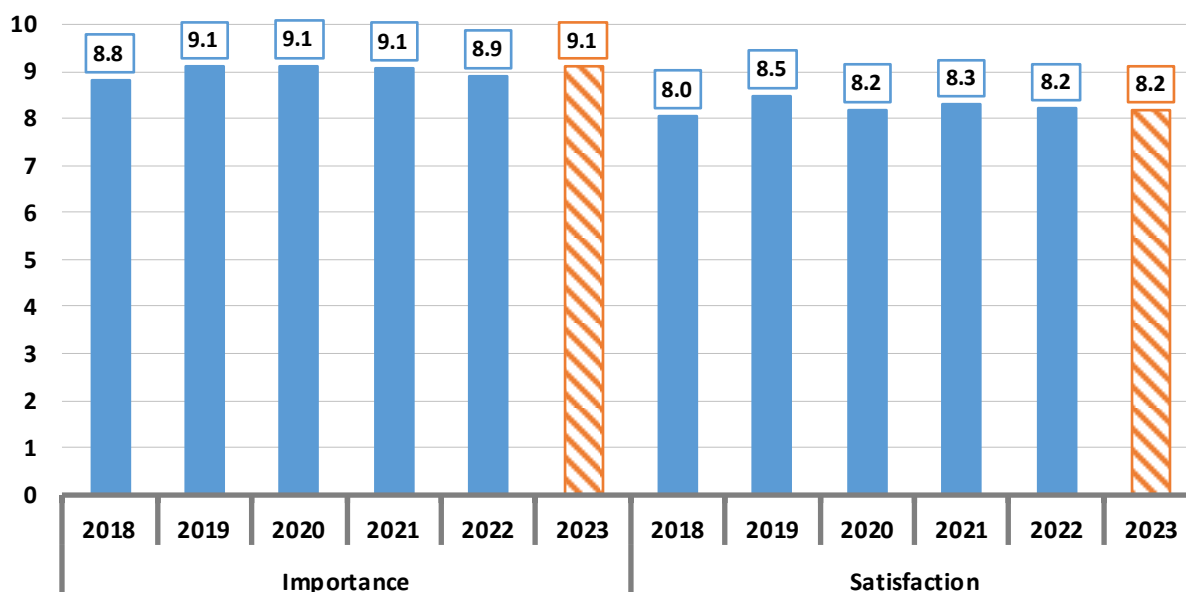
This result ranks the hard rubbish booking / pick up service 4th in terms of satisfaction and one of five to record a satisfaction score measurably higher than the average of all 26 services and facilities (7.7).

This result was comprised of 76% “very satisfied” and 4% “dissatisfied” respondents, based on a total sample of 401 of the 403 respondents (56%) from households who had used these services in the last 12 months.

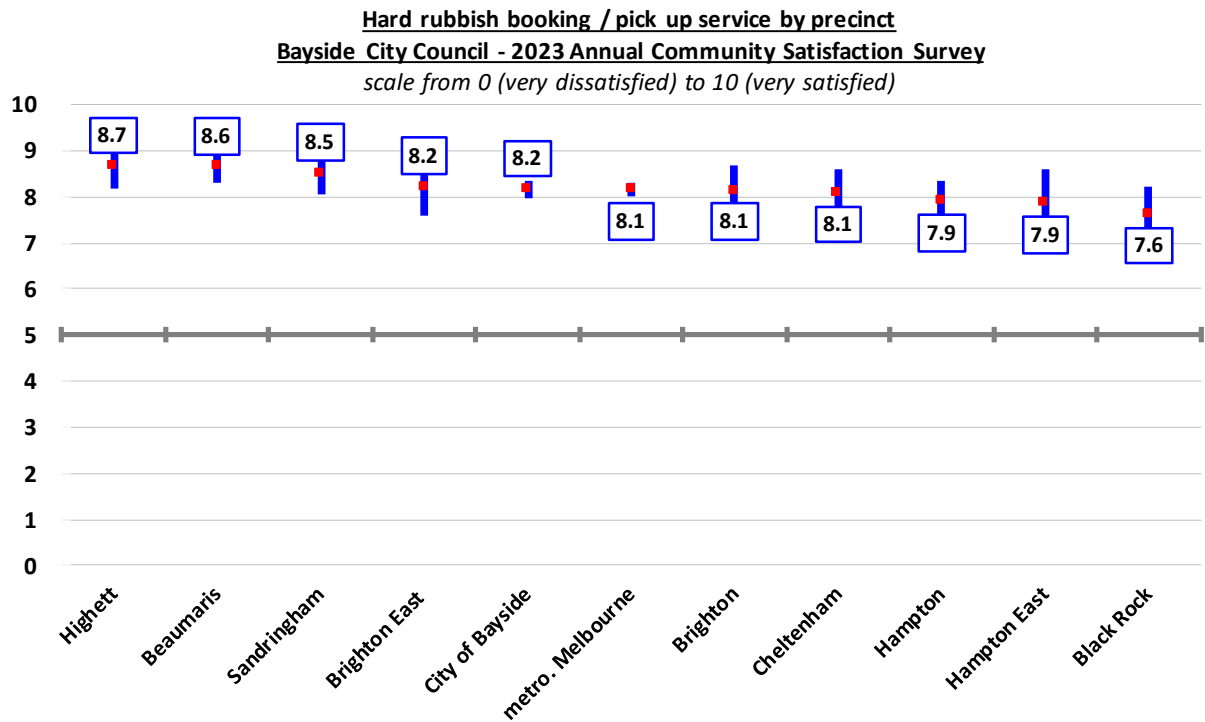
There was no substantive variation in satisfaction observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction at “excellent” levels.

By way of comparison, this result was marginally higher than the metropolitan Melbourne average satisfaction with the “hard rubbish collection service” of 8.1, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.

Importance of and satisfaction with the hard rubbish booking / pick up service
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Index score 0 - 10)



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



Recreation and culture

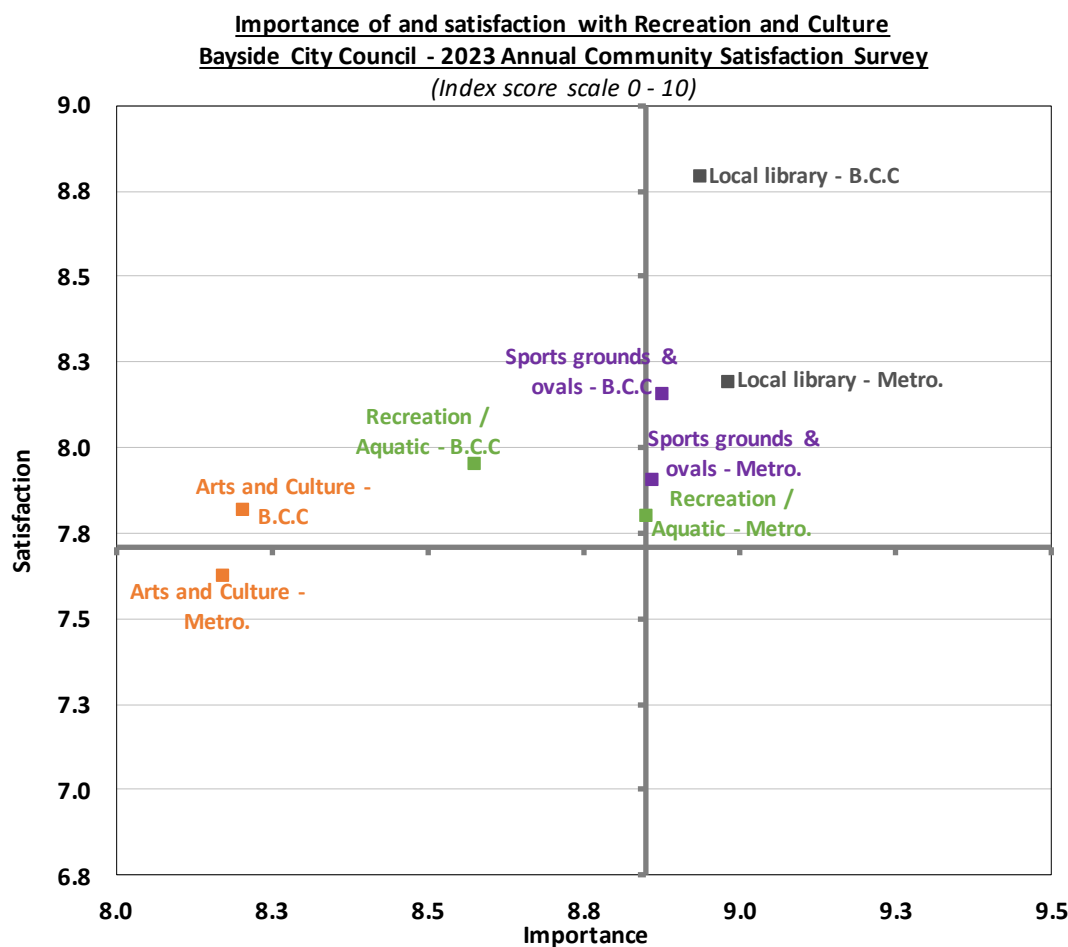
There were four recreation and culture related services included in the survey this year, including the local library, arts and culture, sports grounds and ovals, and recreation and aquatic centres.

The graph displays the average importance of and satisfaction with each of these services and facilities, with the crosshairs representing the metropolitan Melbourne average importance and satisfaction scores.

Consistent with historical results, the local library was of higher-than-average importance and received a measurably higher than average satisfaction score.

It is typically the case that sports and recreation, as well as arts and cultural services and facilities tend to be of average or somewhat lower-than-average importance, and this was the case this year for the City of Bayside.

Metropolis Research also draws attention to the fact that all four of these recreation and culture services and facilities recorded higher satisfaction in the City of Bayside than the metropolitan Melbourne average.



Local library

The local library was the 10th most important of the 26 included services and facilities with an average importance of 8.9 out of 10 this year, which is consistent with the results over time.

Satisfaction with the local library increased measurably this year, up four percent to 8.8 out of 10, which remains an “excellent” level of satisfaction, and the second highest score recorded over the course of the survey program since 2018.

This result was marginally above the long-term average satisfaction since 2018 of 8.7.

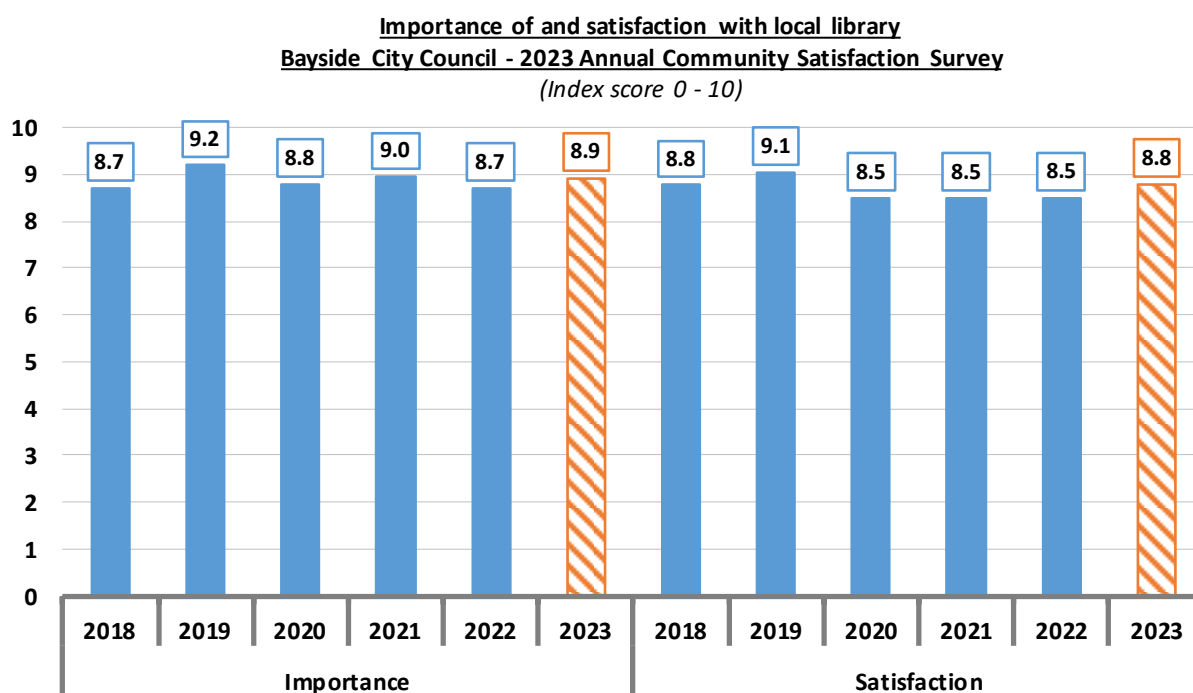
This result ranks the local library 1st in terms of satisfaction and one of five to record a satisfaction score measurably higher than the average of all 26 services and facilities (7.7).

This result was comprised of 90% “very satisfied” and no “dissatisfied” respondents, based on a total sample of 328 of the 332 respondents (47%) from households who had used these facilities in the last 12 months.

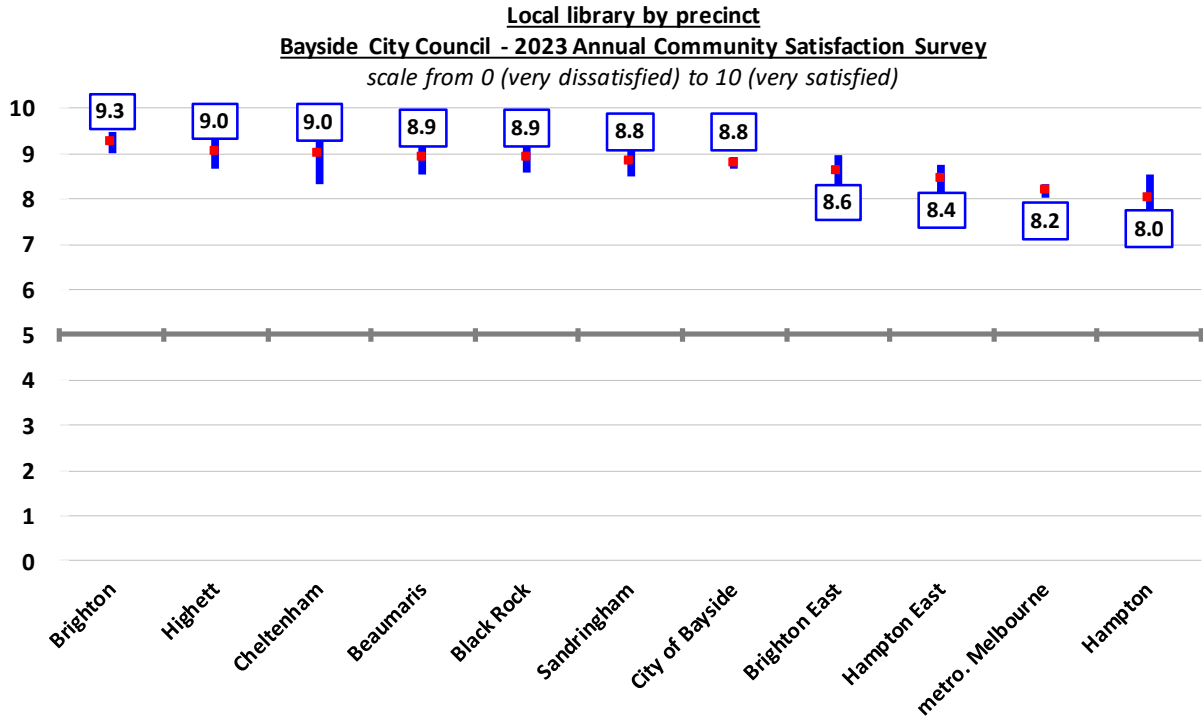
The fact that there were no respondents “dissatisfied” with the local library, and 90% “very satisfied” speaks well to the high level of satisfaction with this important service of Council.

There was little meaningful variation in satisfaction observed by respondent profile, with all age groups, gender, and language spoken at home rating satisfaction at “excellent” levels. It is noted, however, that senior citizens (aged 75 years and over) were somewhat more satisfied than other respondents.

By way of comparison, this result was measurably and significantly higher than the metropolitan Melbourne average satisfaction with the “local library service” of 8.2, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Despite the relatively small sample size, there was measurable variation in satisfaction with the local library observed across the municipality. Respondents from Brighton were measurably more satisfied than average, whilst respondents from Hampton East and Hampton were measurably less satisfied, although still at “excellent” levels of satisfaction.



There were only four comments received from respondents who were not satisfied with the local library.

Reason for dissatisfaction with local library
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Number of responses)

Reason	Number
It's inadequate	1
It's very hard to get the books I want because there don't seem to be enough	1
More work needed around the e-library	1
There is no personal contact at the library with a real person anymore	1
Total	4



Arts and culture

Arts and culture were the least important of the 26 included services and facilities with an average importance of 8.2 out of 10 this year, which was similar to the long-term average.

Satisfaction with arts and culture remained essentially stable this year, up less than one percent to 7.8 out of 10, which remains an “excellent” level of satisfaction.

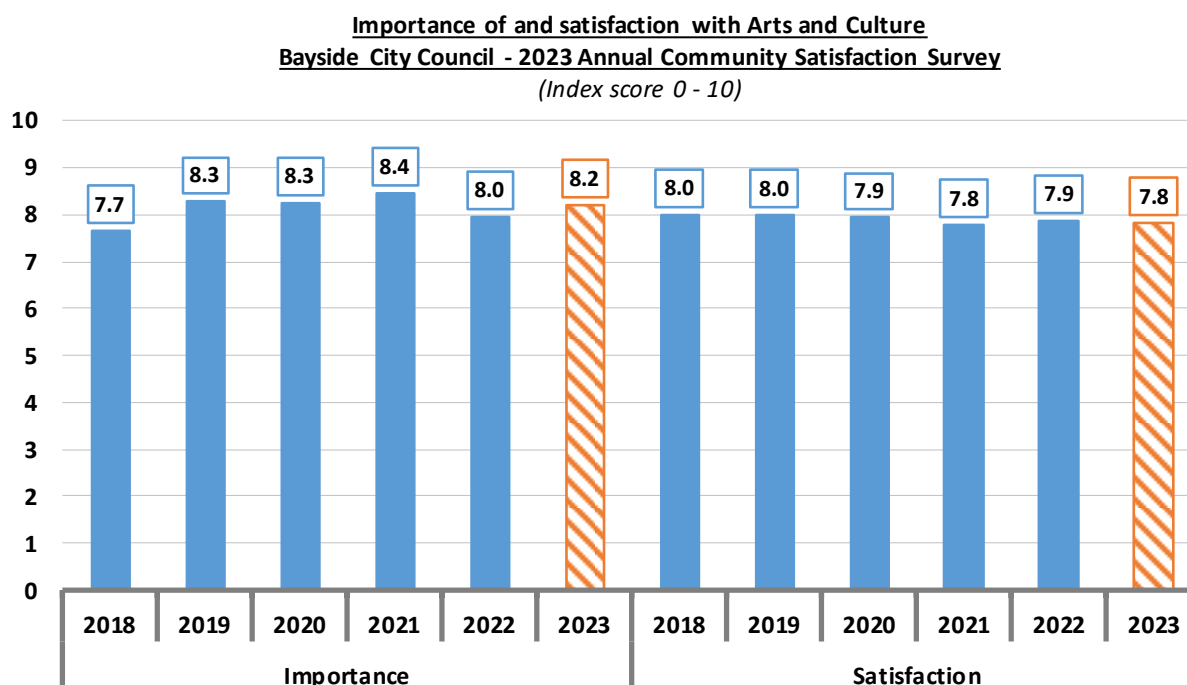
This result was marginally below the long-term average satisfaction since 2018 of 7.9.

This result ranks arts and culture 11th in terms of satisfaction.

This result was comprised of 67% “very satisfied” and 4% “dissatisfied” respondents, based on a total sample of 187 of the 192 respondents (27%) from households who had used these facilities in the last 12 months.

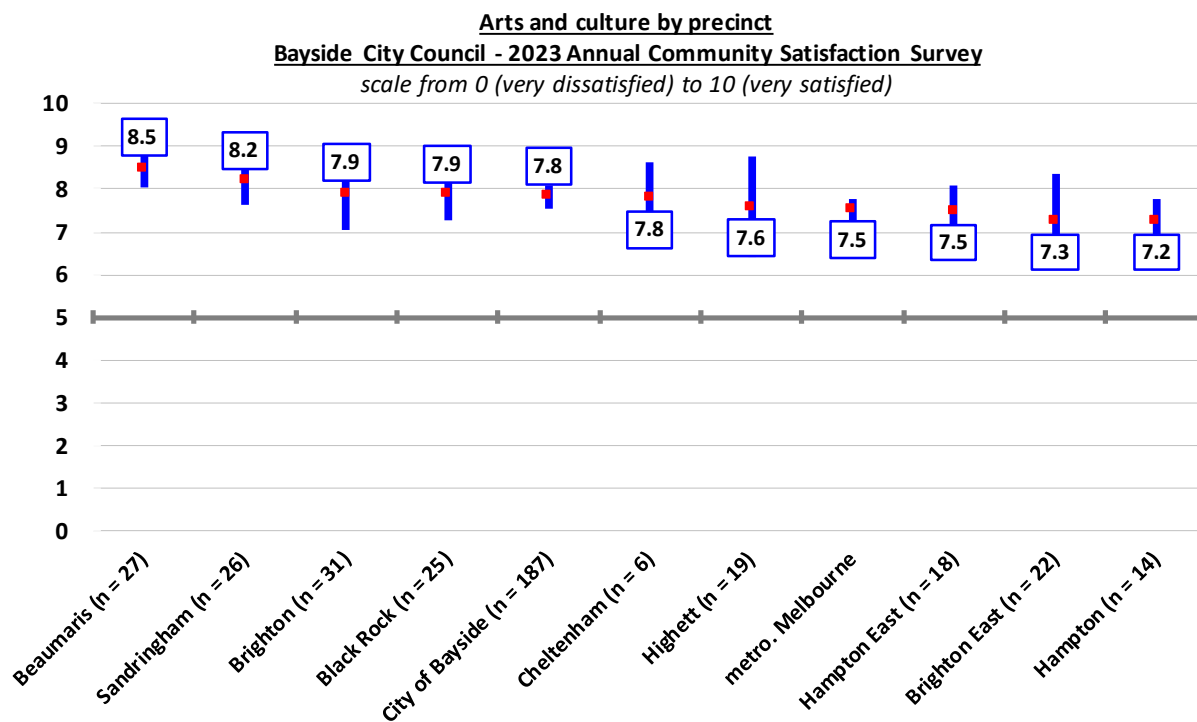
Cognisant of the small sample size, there was no substantial variation in satisfaction observed by respondent profile, although it is noted that younger adults (aged 18 to 34 years) were somewhat less satisfied than older respondents, females were somewhat more satisfied than males, and respondents from English speaking households were somewhat more satisfied than respondents from multilingual households.

By way of comparison, this result was notably higher than the metropolitan Melbourne average satisfaction with the “arts and culture” of 7.5, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Whilst there was no statistically significant variation in satisfaction observed across the municipality, it is noted that respondents from Beaumaris were notably more satisfied, whilst respondents from Hampton were notably less satisfied, and at a “good” level of satisfaction.





The following table outlines the 14 comments received from respondents who were not satisfied with arts and culture.

Reason for dissatisfaction with arts and culture
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
It needs more push	2
They can do a lot more	2
Because I participated as a subject of an art exhibition	1
Council should focus more on infrastructure	1
Culture is not much around	1
Exclusionary programs	1
It's messy	1
Not interested	1
The seating space needs to be improved	1
The facilities such as toilets need to be improved	1
We could use more of them	1
Why pay 75000 for slices of mandarin statue?	1
Total	14



Sports grounds and ovals

Sports grounds and ovals were the 15th most important of the 26 included services and facilities with an average importance of 8.9 out of 10 this year, which is consistent with the results over time.

Satisfaction with sports grounds and ovals increased measurably this year, up four percent to 8.2 out of 10, which remains an “excellent” level of satisfaction, and the equal highest score recorded over the course of the survey program since 2018.

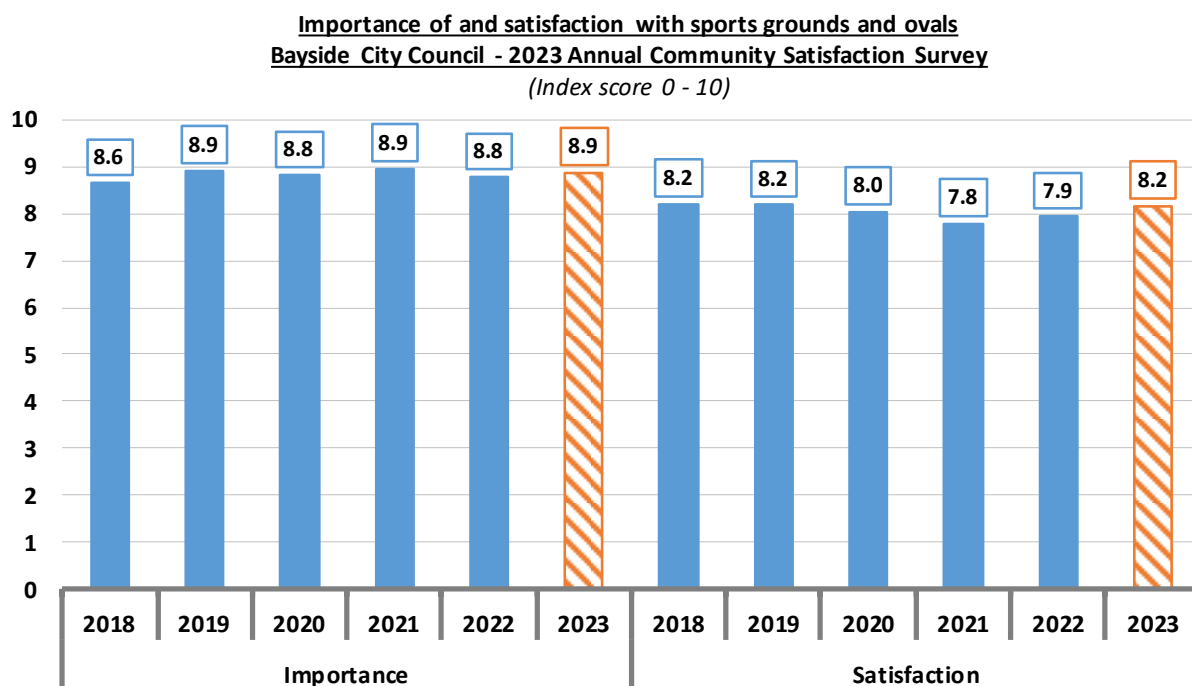
This result was somewhat above the long-term average satisfaction since 2018 of 8.0.

This result ranks sports grounds and ovals 5th in terms of satisfaction and one of five to record a satisfaction score measurably higher than the average of all 26 services and facilities (7.7).

This result was comprised of 77% “very satisfied” and just 2% “dissatisfied” respondents, based on a total sample of 420 of the 422 respondents (59%) from households who had used these facilities in the last 12 months.

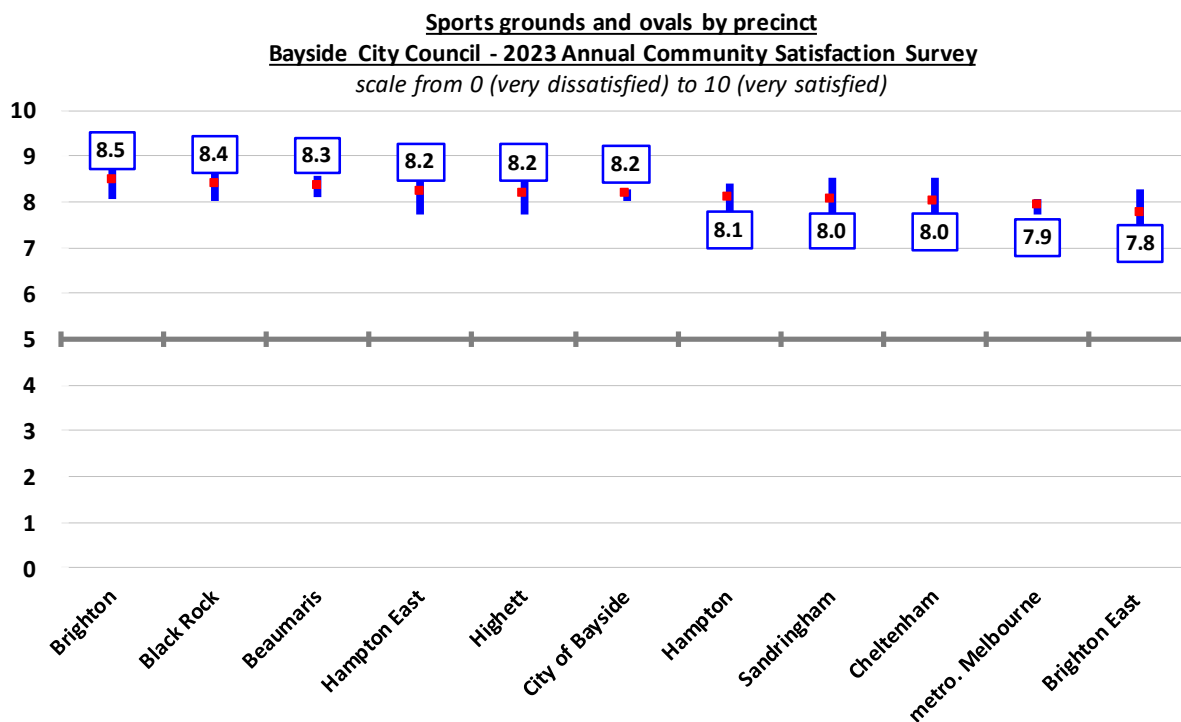
There was relatively little significant variation in satisfaction observed by respondent profile, although it is noted that middle-aged adults (aged 45 to 59 years) were somewhat less satisfied than average.

By way of comparison, this result was somewhat higher than the metropolitan Melbourne average satisfaction with the “sports grounds and ovals” of 7.9, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



There was no statistically significant variation in satisfaction observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.





Recreation and Aquatic facilities

Recreation and aquatic facilities were the 22nd most important of the 26 included services and facilities with an average importance of 8.6 out of 10 this year, which is consistent with the results over time.

Satisfaction with recreation and aquatic facilities increased notably this year, up four percent to 8.0 out of 10, which is an “excellent”, up from a “very good” level of satisfaction.

This result was somewhat above the long-term average satisfaction since 2018 of 7.8.

This result ranks these facilities 9th in terms of satisfaction.

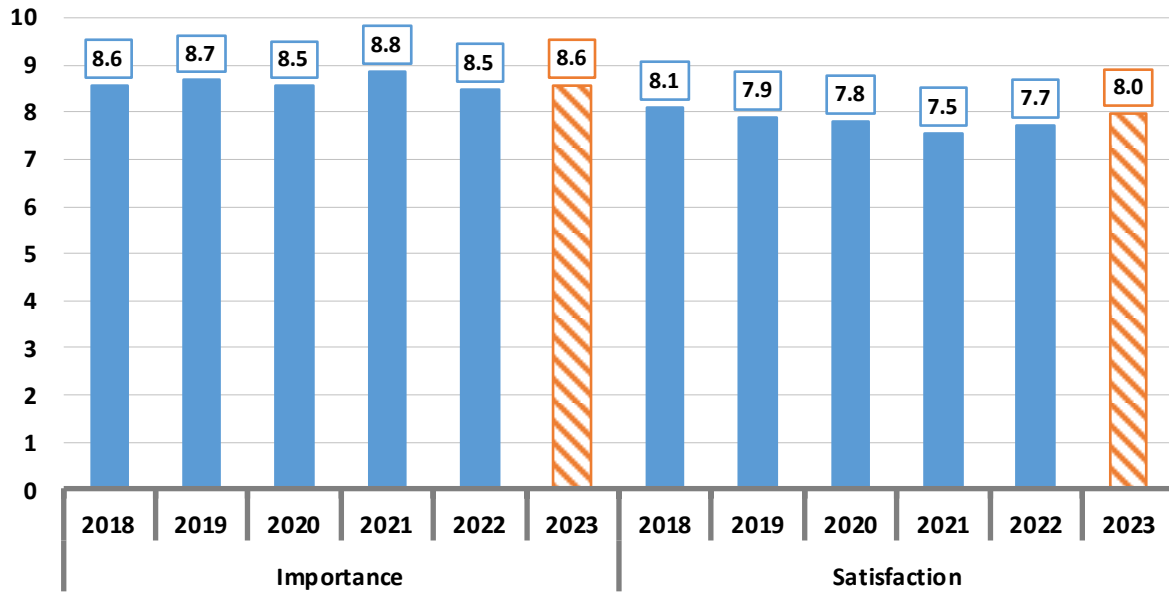
This result was comprised of 68% “very satisfied” and 5% “dissatisfied” respondents, based on a total sample of 240 of the 246 respondents (35%) from households who had used these facilities in the last 12 months.

There was no substantive variation in satisfaction observed by respondent profile, although respondents from English speaking households were somewhat more satisfied than respondents from multilingual households.

By way of comparison, this result was somewhat higher than the metropolitan Melbourne average satisfaction with the “recreation and aquatic centres” of 7.8, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.

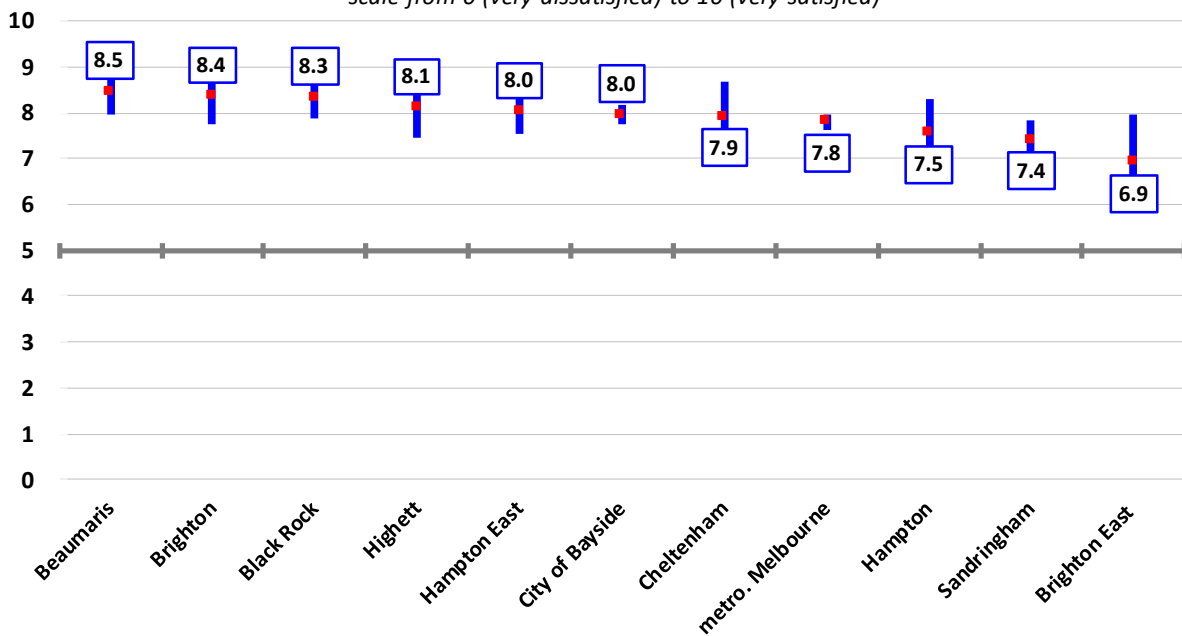


Importance of and satisfaction with recreation and aquatic facilities
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Cognisant of the small sample size there was no statistically significant variation in satisfaction observed across the municipality, although it is noted that respondents from Sandringham (“very good”) and Brighton East (“good”) were notably less satisfied than average.

Recreation and Aquatic facilities by precinct
Bayside City Council - 2023 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Community services

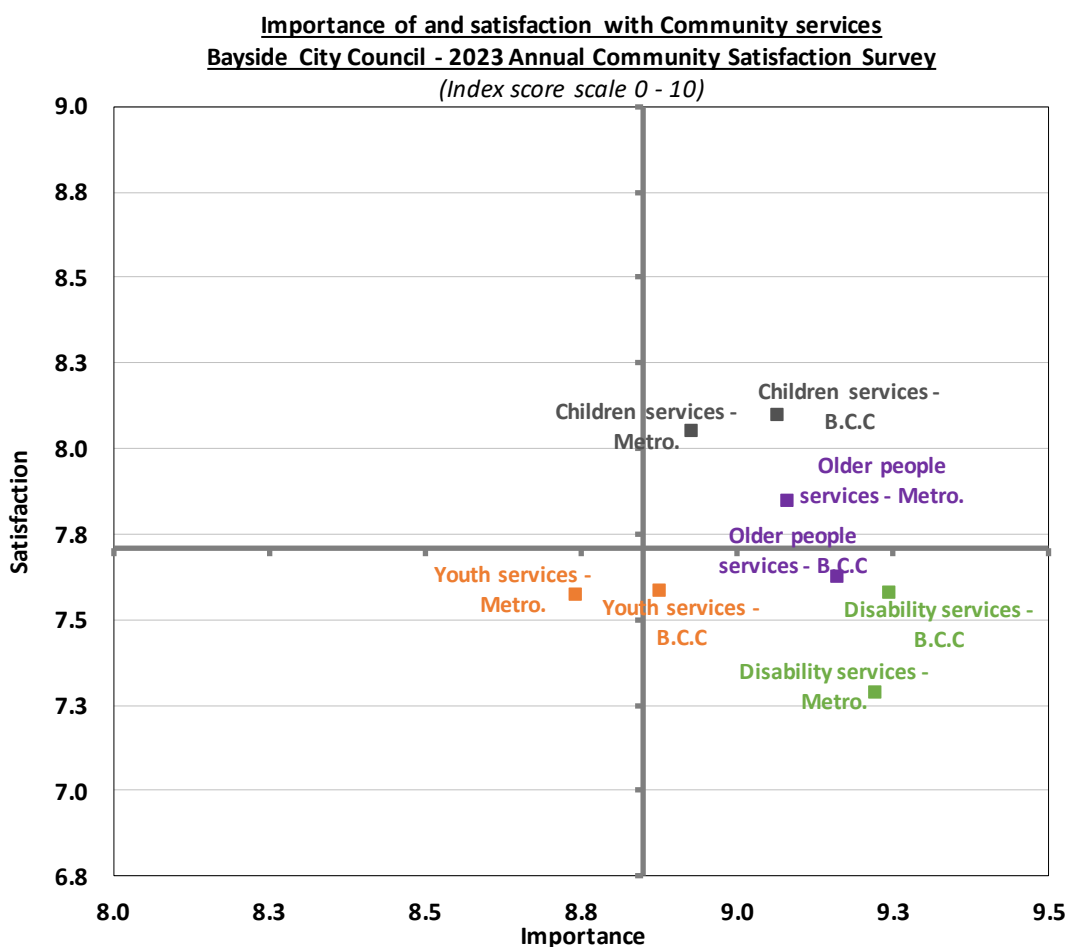
There were four community services included in the survey again this year, including services for children from birth to five years of age, youth, seniors, and persons with a disability.

The graph displays the average importance of and satisfaction with each of these services and facilities, with the crosshairs representing the metropolitan Melbourne average importance and satisfaction scores.

It is noted that all four of these community services were of higher-than-average importance again this year, consistent with historical results for Bayside as well as elsewhere across metropolitan Melbourne.

Metropolis Research notes that services for older people and services for people with disability received marginally lower than average satisfaction scores, although still in the “very good” range.

It is also noted that satisfaction with services for older people was somewhat lower in the City of Bayside than the metropolitan Melbourne average.



Services for children from birth to 5 years of age

Services for children from birth to 5 years of age were the 7th most important of the 26 included services and facilities with an average importance of 9.1 out of 10 this year, a result that has been trending slowly higher over time (up 6% since 2018).

Satisfaction with these services increased marginally this year, up one percent to 8.1, which remains an “excellent” level of satisfaction.

This result was identical to the long-term average satisfaction since 2018 of 8.1.

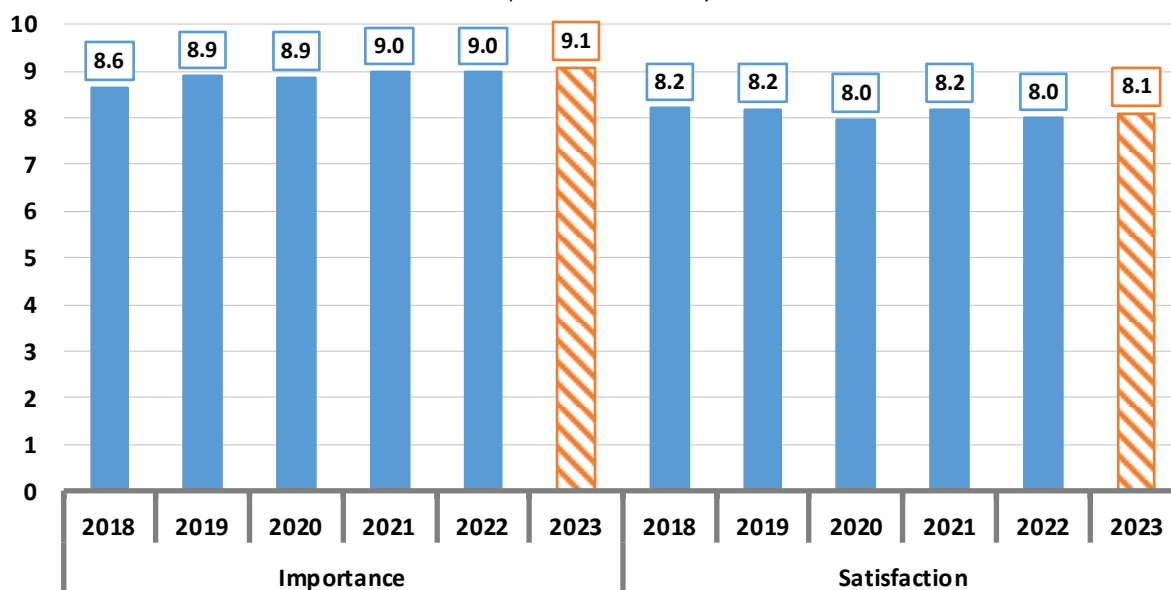
This result ranks these services 6th in terms of satisfaction.

This result was comprised of 68% “very satisfied” and just 1% “dissatisfied” respondents, based on a total sample of 89 of the 91 respondents (13%) from households who had used these facilities in the last 12 months.

Cognisant of the very small sample size there was no meaningful variation in satisfaction observed by respondent profile. It is noted, however, that 26 respondents from two-parent families with youngest child aged 0 to 4 years rated satisfaction at 8.8 out of 10.

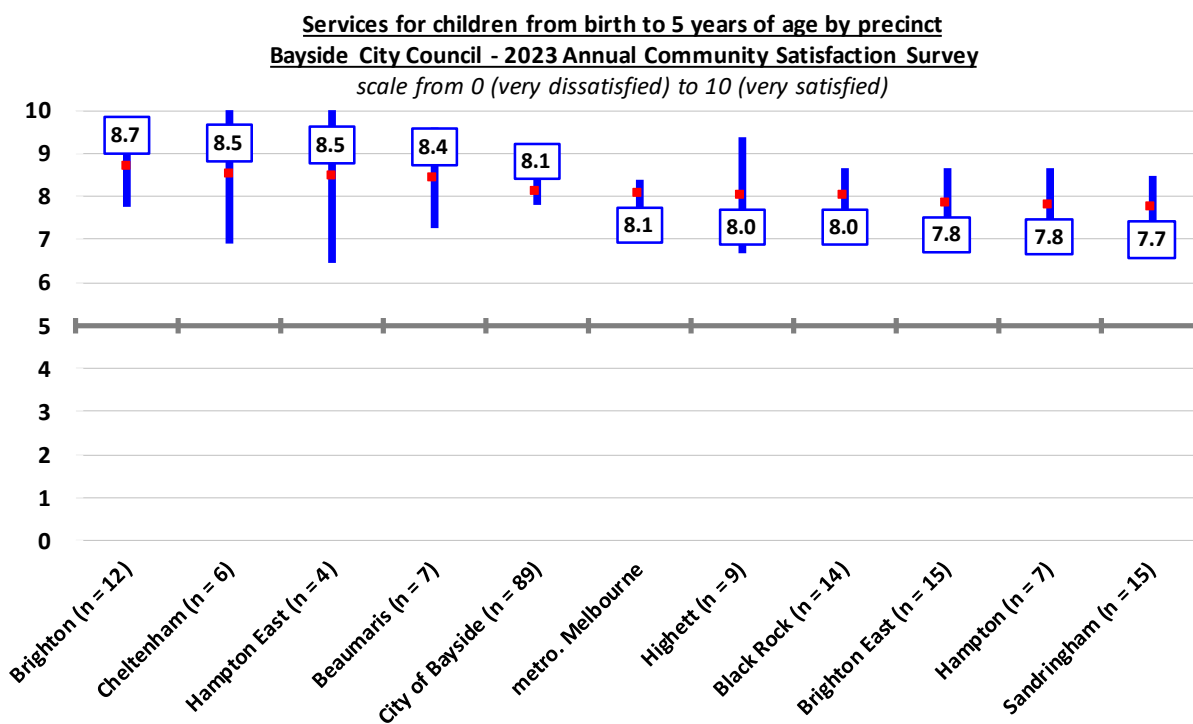
By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with the “services for children aged from birth to 5 years of age” of 8.1, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.

Importance of and satisfaction with services for children from birth to 5 years old
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Cognisant of the very small sample size, there was no meaningful variation in satisfaction observed across the municipality, although respondents from Sandringham rated satisfaction at a “very good” rather than an “excellent” level, although based on just 15 respondents.





Services for youth

Services for youth were the 14th most important of the 26 included services and facilities with an average importance of 8.9 out of 10 this year, which is consistent with results over time.

Satisfaction with these services remained stable this year at 7.6, which is a “very good” level of satisfaction.

This result was identical to the long-term average satisfaction since 2018 of 7.6.

This result ranks these services 16^h in terms of satisfaction.

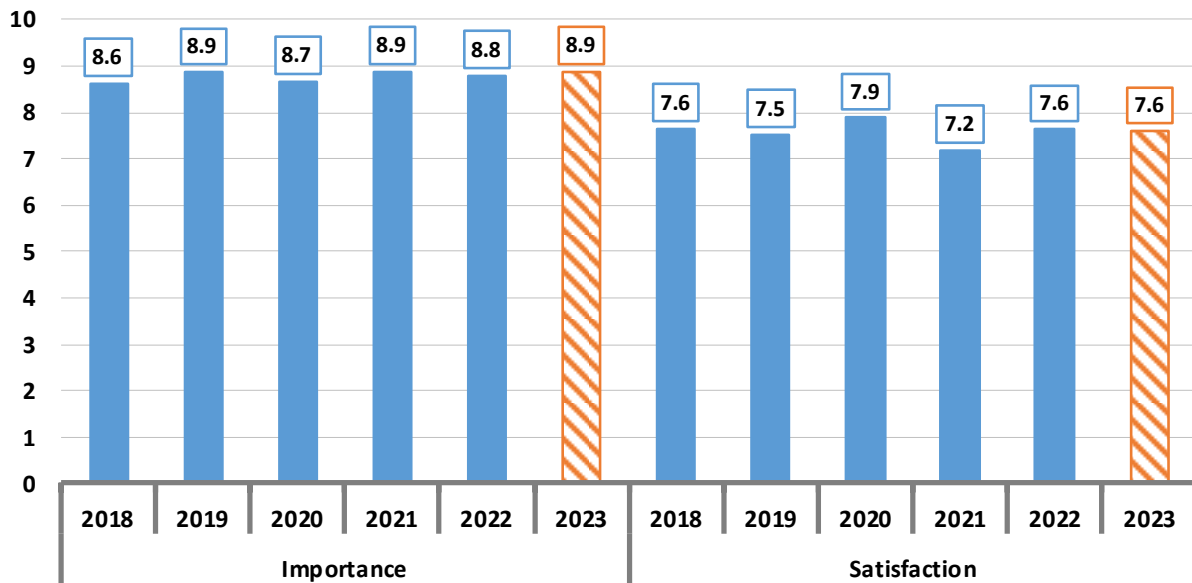
This result was comprised of 58% “very satisfied” and 5% “dissatisfied” respondents, based on a total sample of 80 of the 84 respondents (12%) from households who had used these facilities in the last 12 months.

Cognisant of the very small sample size there was no meaningful variation in satisfaction observed by respondent profile. It is noted, however, that 40 respondents from two-parent families with youngest child aged 5 to 18 years rated satisfaction at 7.5 out of 10.

By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with the “services for youth” of 7.6, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.

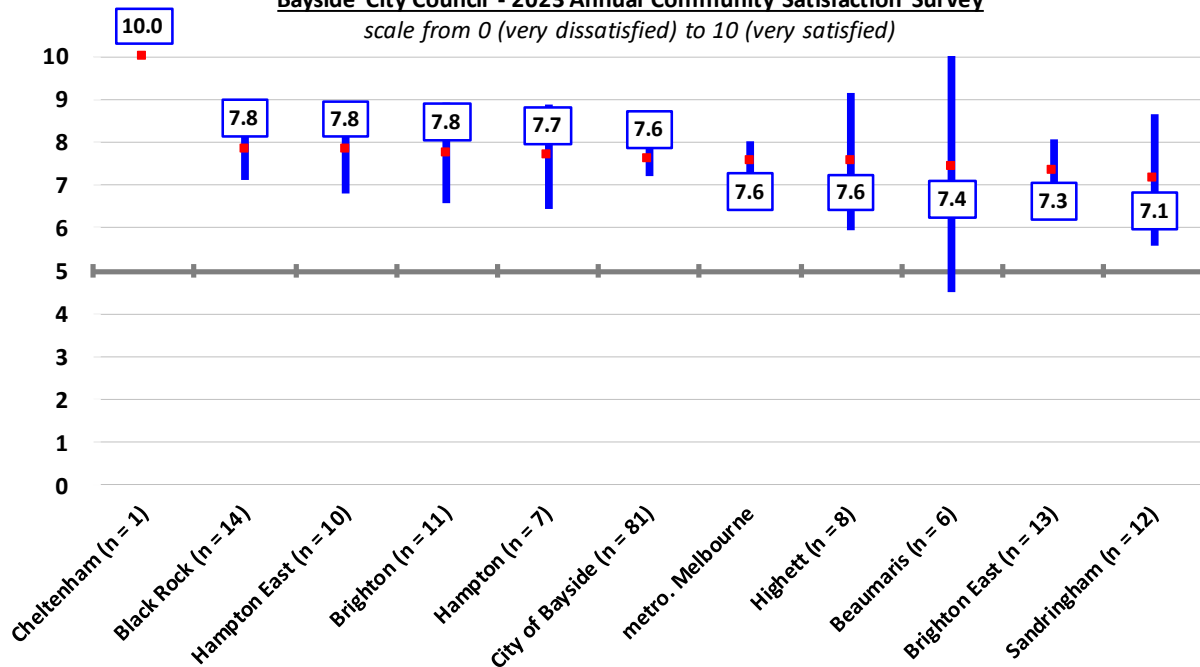


Importance of and satisfaction with services for youth
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Cognisant of the very small sample size, there was no measurable variation in satisfaction observed across the municipality, although the 12 respondents from Sandringham rated satisfaction at a “good” rather than a “very good” level of satisfaction.

Services for youth by precinct
Bayside City Council - 2023 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Services for older people

Services for older people were the 8th most important of the 26 included services and facilities with an average importance of 9.2 out of 10 this year, which has been quite stable over time.

Satisfaction with these services declined marginally this year, down one percent to 7.6, but remains a “very good” level of satisfaction.

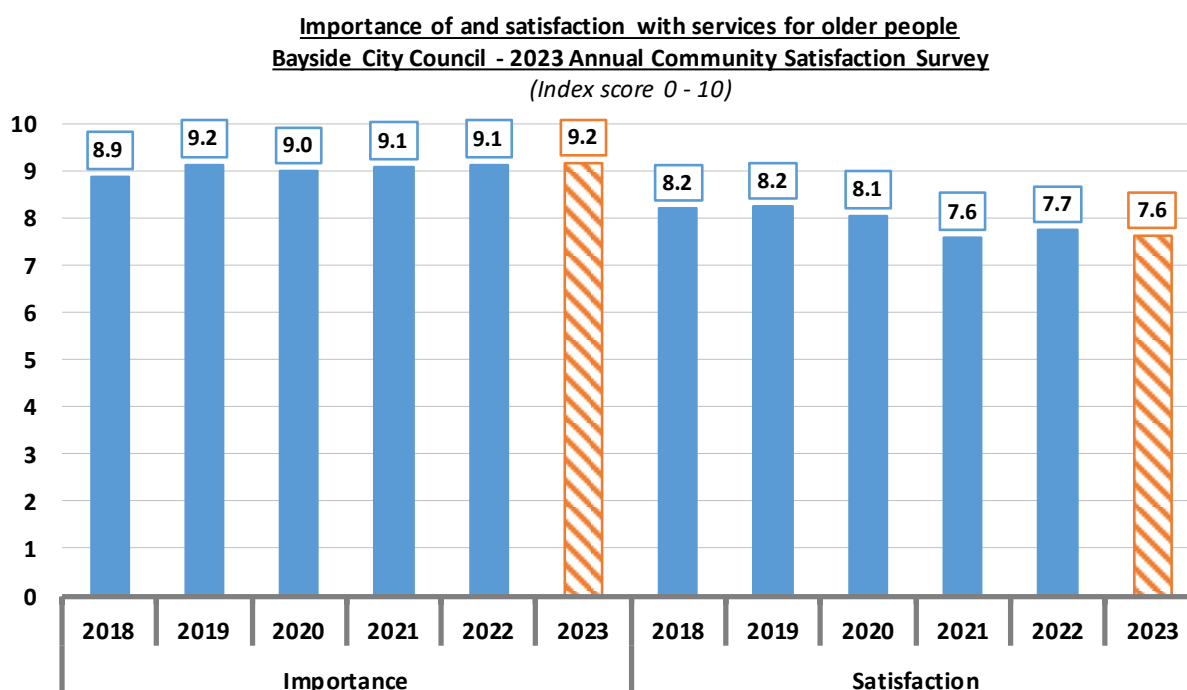
This result was somewhat lower than the long-term average satisfaction since 2018 of 7.9, and down seven percent on the high point recorded in 2018 and 2019.

This result ranks these services 15th in terms of satisfaction.

This result was comprised of 59% “very satisfied” and 8% “dissatisfied” respondents, based on a total sample of 85 of the 89 respondents (13%) from households who had used these facilities in the last 12 months.

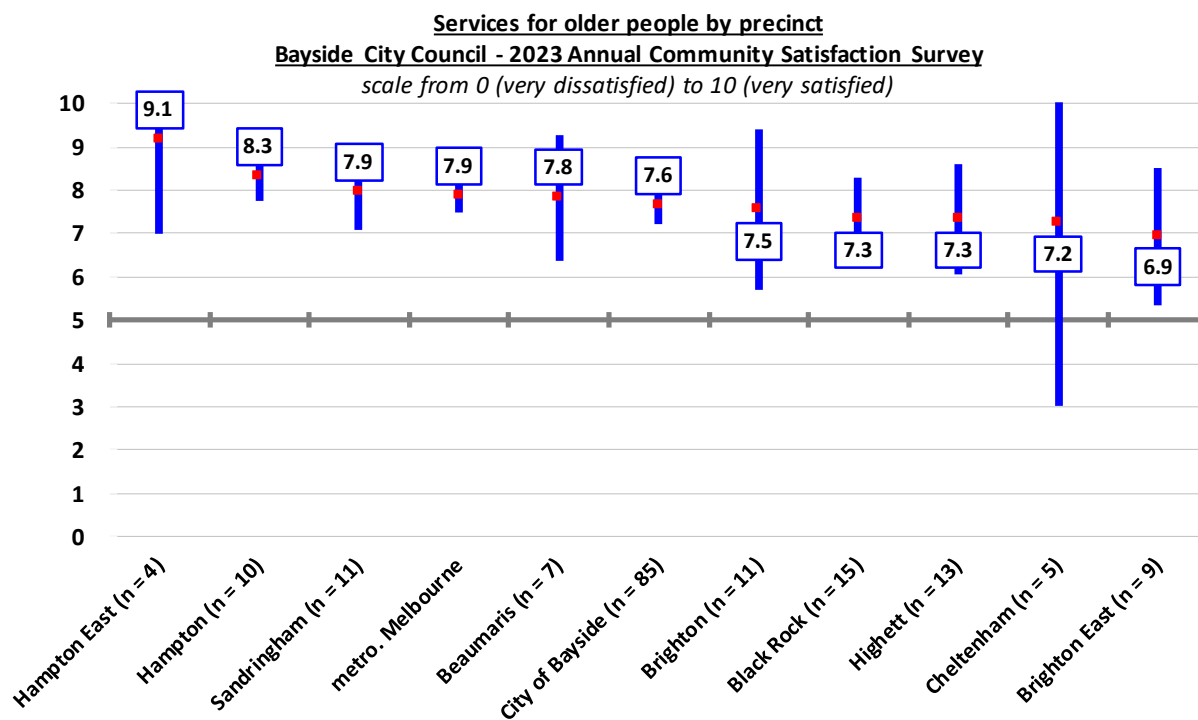
Cognisant of the very small sample size there was no meaningful variation in satisfaction observed by respondent profile. It is noted, however, that 17 sole person household (8.4) and 30 older couple household (8.0) respondents both rated satisfaction at “excellent” levels of 8.0 out of 10.

By way of comparison, this result was somewhat lower than the metropolitan Melbourne average satisfaction with the “services for older people” of 7.9, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Cognisant of the very small sample size, there was no statistically significant variation in satisfaction observed across the municipality.





Services for people with disability

Services for people with disability were the 4th most important of the 26 included services and facilities with an average importance of 9.2 out of 10 this year, which is consistent with results over the last six years. This service has consistently been ranked one of the most important services.

Satisfaction with these services declined marginally this year, down one percent to 7.6, which remains a “very good” level of satisfaction.

This result was somewhat below the long-term average satisfaction since 2018 of 7.8.

This result ranks these services 17th in terms of satisfaction.

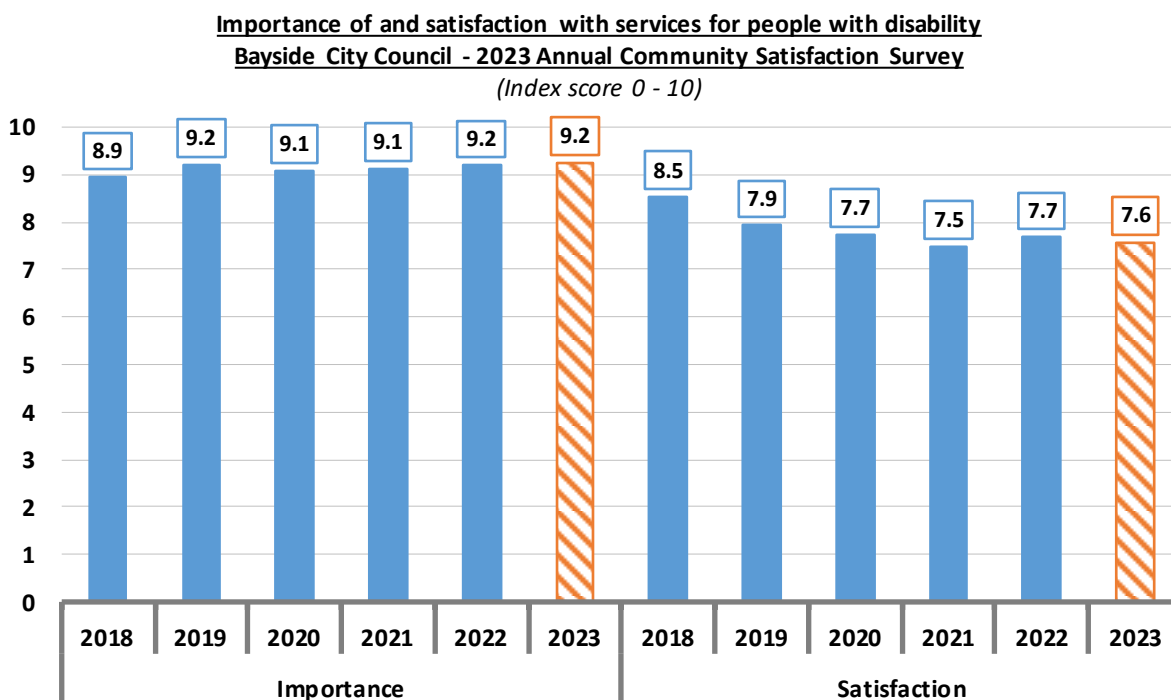
Metropolis Research highlights that the difference in ranking of importance (4th) and satisfaction (17th) is the largest difference of all 26 services and facilities, suggesting it is an area that the community is ranking as very important, but which those who use the services are less satisfied than average.

This result was comprised of 69% “very satisfied” and 8% “dissatisfied” respondents, based on a total sample of 65 of the 66 respondents (9%) from households who had used these facilities in the last 12 months.

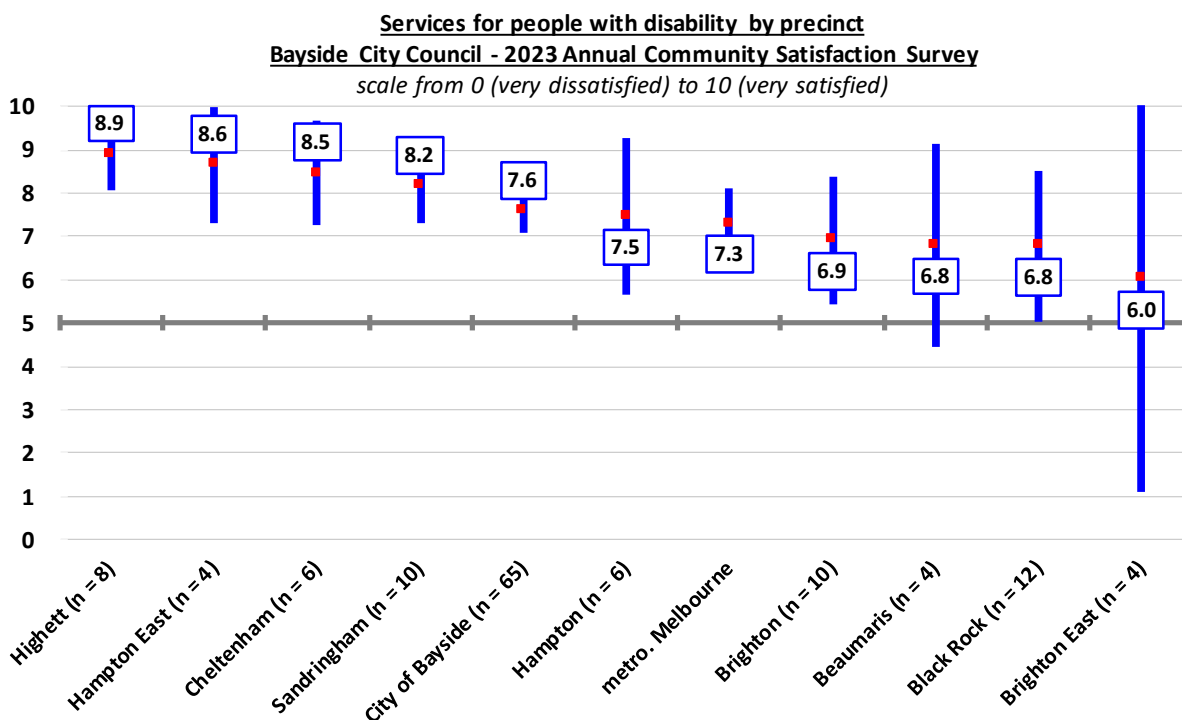
Cognisant of the very small sample size there was no measurable variation observed by respondent profile, although older adults (aged 60 to 74 years) and male respondents were more satisfied than average. It is noted, however, that 23 respondents from households with a member with disability rated satisfaction at 7.3 (5% lower than other respondents).



By way of comparison, this result was somewhat higher than the metropolitan Melbourne average satisfaction with the “services for people with disability” of 7.3, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Cognisant of the very small sample size, there was no statistically significant variation in satisfaction observed across the municipality.



The following table outlines the 11 comments received from respondents who were not satisfied with services for people with disability. A range of issues were raised by one or two respondents.

Reason for dissatisfaction with services for people with disability
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Don't see any / limited	2
Access and inclusivity should be entitled to anybody	1
Contacted the Council to get a disabled parking permit because I had a hip replacement but I wasn't given it even though I did need one	1
Lack of staff to help	1
Long wait time	1
My mother and father-in-law find it hard to travel around the living place	1
Not easily accessible or transparent as to what's available	1
Poor signage, does not translate to visually or hearing impaired	1
Severe lack of consistent provision of disabled parking gets throughout Bayside. Other councils provide a disabled car spot outside disabled residences and Bayside does not	1
There's no Council property that has proper disability access	1
Total	11

Enforcement

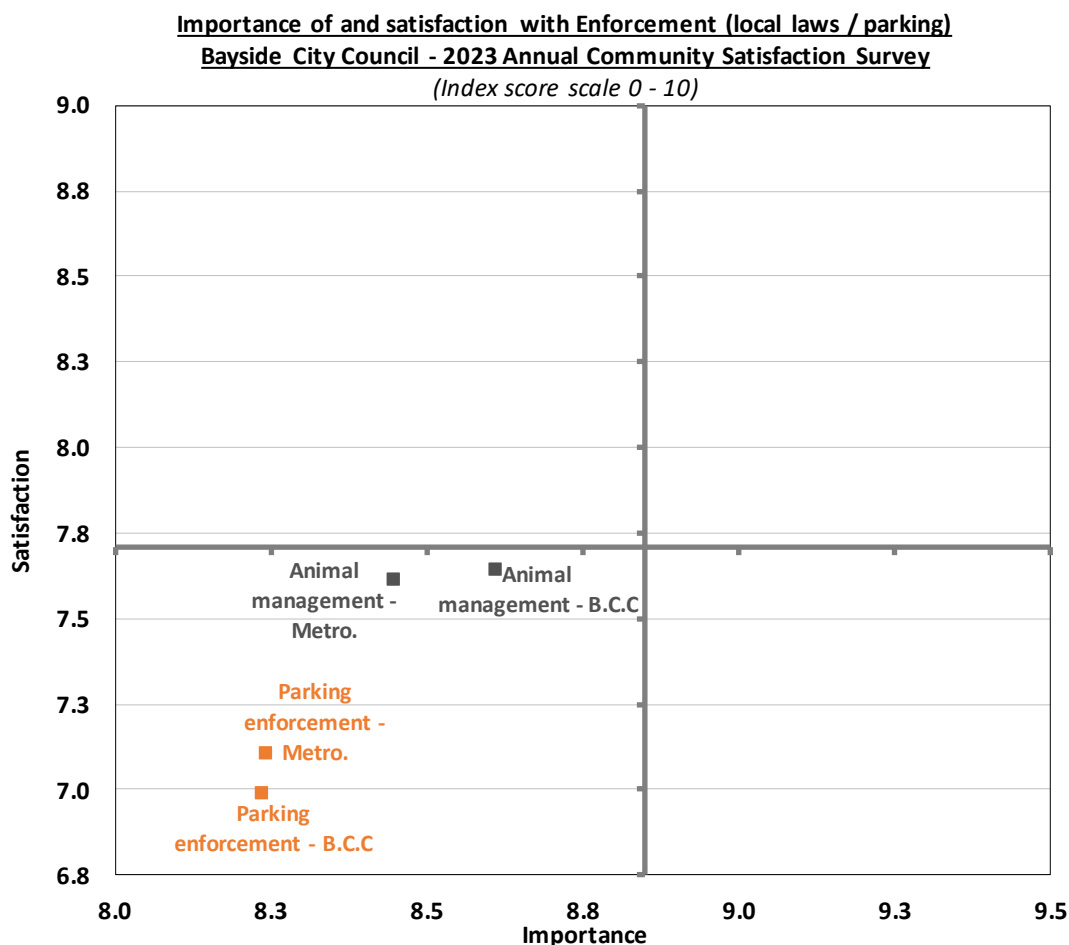
There were two enforcement services included in the survey again this year, including animal management and parking enforcement.

The graph displays the average importance of and satisfaction with each of these services and facilities, with the crosshairs representing the metropolitan Melbourne average importance and satisfaction scores.

Both these enforcement services were of lower-than-average importance, which is consistent with historical results both in the City of Bayside as well as across metropolitan Melbourne.

The lower-than-average importance of parking enforcement also reflects the lower satisfaction, as there were some in the community who were dissatisfied with parking enforcement and therefore believed that there was too much enforcement of parking.





Animal management

Animal management was the 21st most important of the 26 included services and facilities with an average importance of 8.6 out of 10 this year, which is consistent with results over time.

Satisfaction with animal management increased somewhat this year, up three percent to 7.6, which remains a “very good” level of satisfaction.

This result was marginally above the long-term average satisfaction since 2018 of 7.5.

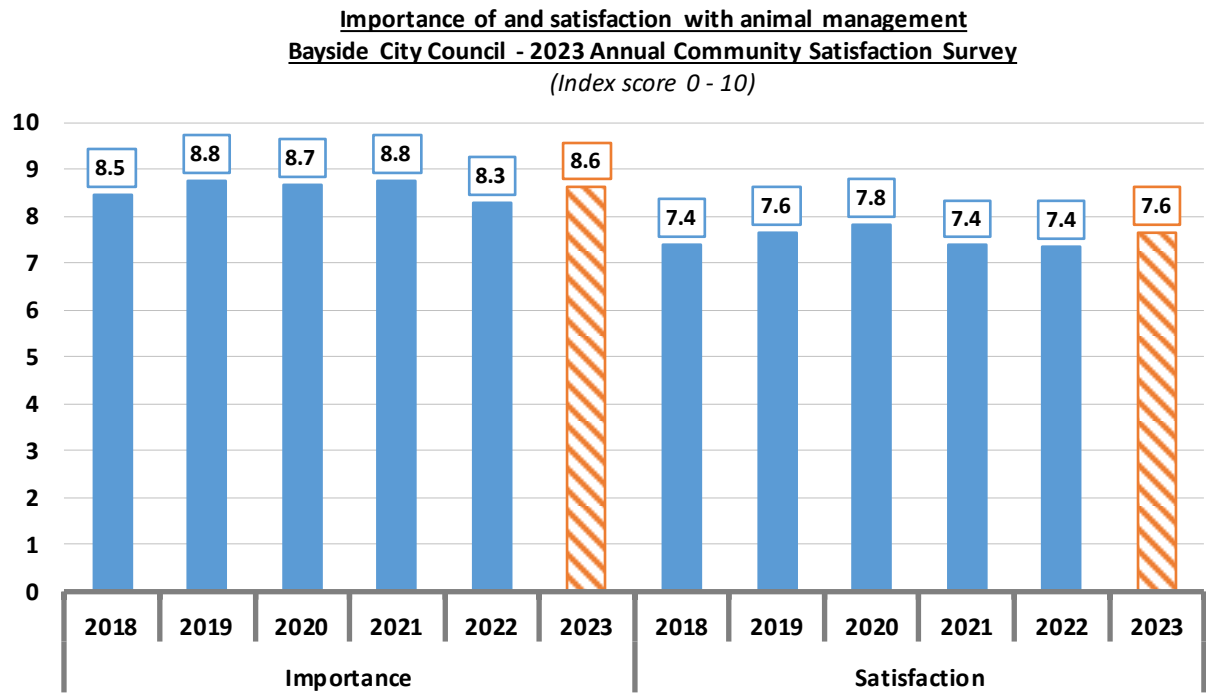
This result ranks these services 14th in terms of satisfaction.

This result was comprised of 63% “very satisfied” and 6% “dissatisfied” respondents, based on a total sample of 570 of the 714 respondents who provided a satisfaction score.

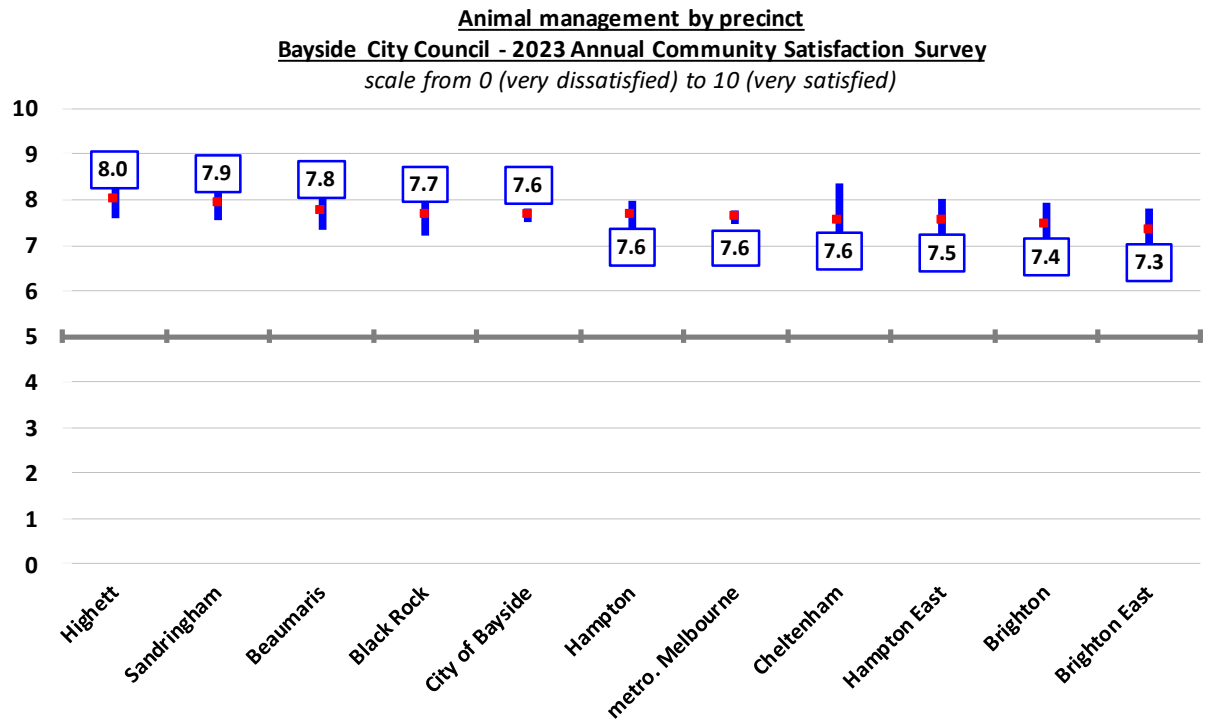
There was some variation in satisfaction observed by respondent profile, with younger adults (aged 18 to 34 years) somewhat more and middle-aged adults (aged 45 to 59 years) somewhat less satisfied than average. Respondents from English speaking households were notably more satisfied than respondents from multilingual households.



By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with the “animal management” of 7.6, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Whilst there was no statistically significant variation observed across the municipality, it is noted that respondents from Highett, Sandringham, and Beaumaris were somewhat more satisfied than average, and at “excellent” levels, whilst respondents from Brighton and Brighton East were somewhat less satisfied, but still at “very good” levels.



The following table outlines the 44 comments received from respondent who were not satisfied with animal management. A range of issues were raised by a handful of respondents.

Reason for dissatisfaction with animal management
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Need more focus on possum issues	5
Dogs / animals off leash running around openly	4
Need more dog poop cleaning and bins in parks and public spaces, sports field, parks	4
Not happy with new cat rules. Cats are not allowed out anymore	4
Don't see any	2
Insufficient access for dogs off-leash dog areas. All ovals should be available for off-leash dogs	2
Neighbours' dogs bark	2
Cats fighting during the day, smells	1
Dog owners should notice dog poops in Elsternwick Park	1
Dog park needs to enclosed area	1
Don't use it but I paid. I don't see the point	1
Foxes	1
I had a very unrewarding experience to say I had 2 stray dogs, and no one came to collect them and out of hour number didn't answer and I rang them back and rang them back	1
I would like to see the 24 hrs ban on cats immediately	1
It's not important	1
I've had an experience with a dog attack and wasn't satisfied with how it was resolved	1
Lots of pet owners in the Council not happy with current rules	1
Messaged the Council on dog faeces	1
No concerns other than magpies in the area. There are chances of getting attacked	1
No enforcement with dog droppings especially during post COVID. Throwing bag of faeces into gardens without penalties	1
People unleash their dogs and last week a sales kid was bit by one	1
The playground is right next to the dog park in Dendy Park, it is quite dangerous	1
The rates are double of other councils	1
There are too many cats that are not contained, and nothing is done about it	1
There is no enforcement of dogs being let off leash. At least they are not enforced to keep out of play areas and children are harassed by dogs in play areas	1
Walk the dogs	1
Website did not permit me to change ownership of my dog	1
Wild animals around the neighbourhood	1
Total	44

Parking enforcement

Parking enforcement was the 25th most important of the 26 included services and facilities with an average importance of 8.2 out of 10 this year, which recovers the decline in importance recorded last year, and returns to the long-term average importance.



Satisfaction with parking enforcement increased marginally this year, up one percent to 7.0, which remains a “good” level of satisfaction.

This result was marginally above the long-term average satisfaction since 2018 of 6.9.

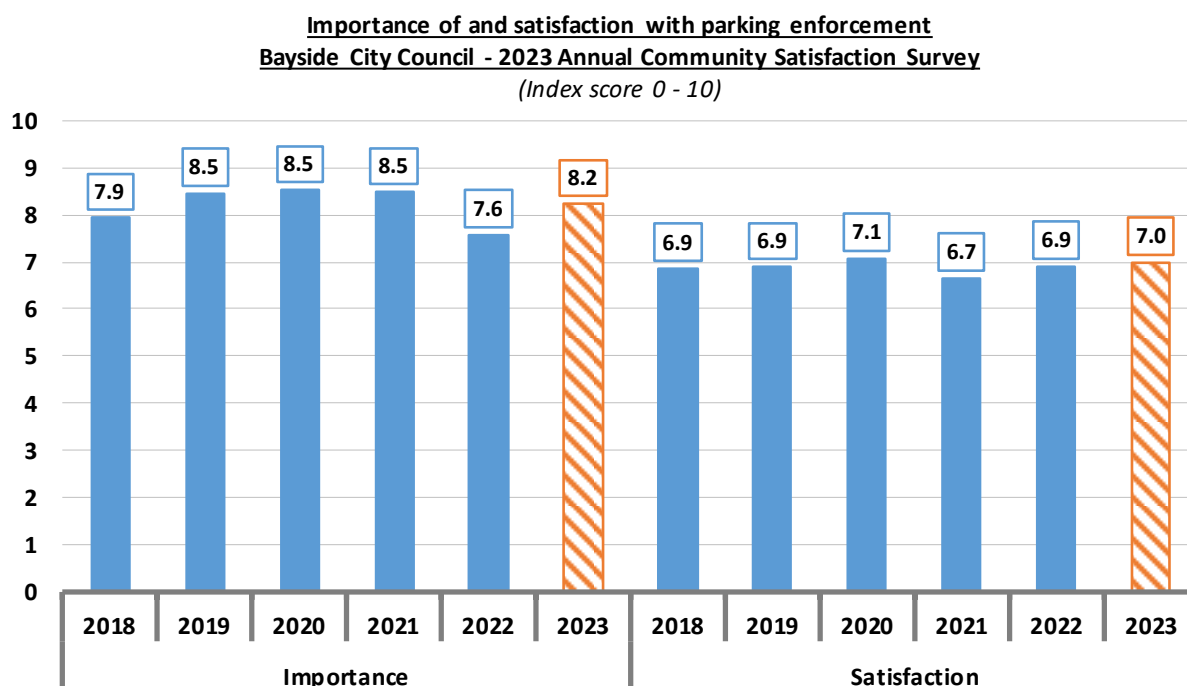
This result ranks parking enforcement last (26th) in terms of satisfaction, which is consistent with previous years.

Metropolis Research notes that these results are consistent with the fact that car parking related issues (including availability, cost, and enforcement) were the most nominated [issues to address](#) for the City of Bayside ‘at the moment’, with 11% nominating them. Respondent who nominated car parking issues were, on average, 12% less satisfied with Council’s overall performance than the average of all respondents (6.3 compared to 7.1). This highlights the significant community concern around car parking issues in the City of Bayside.

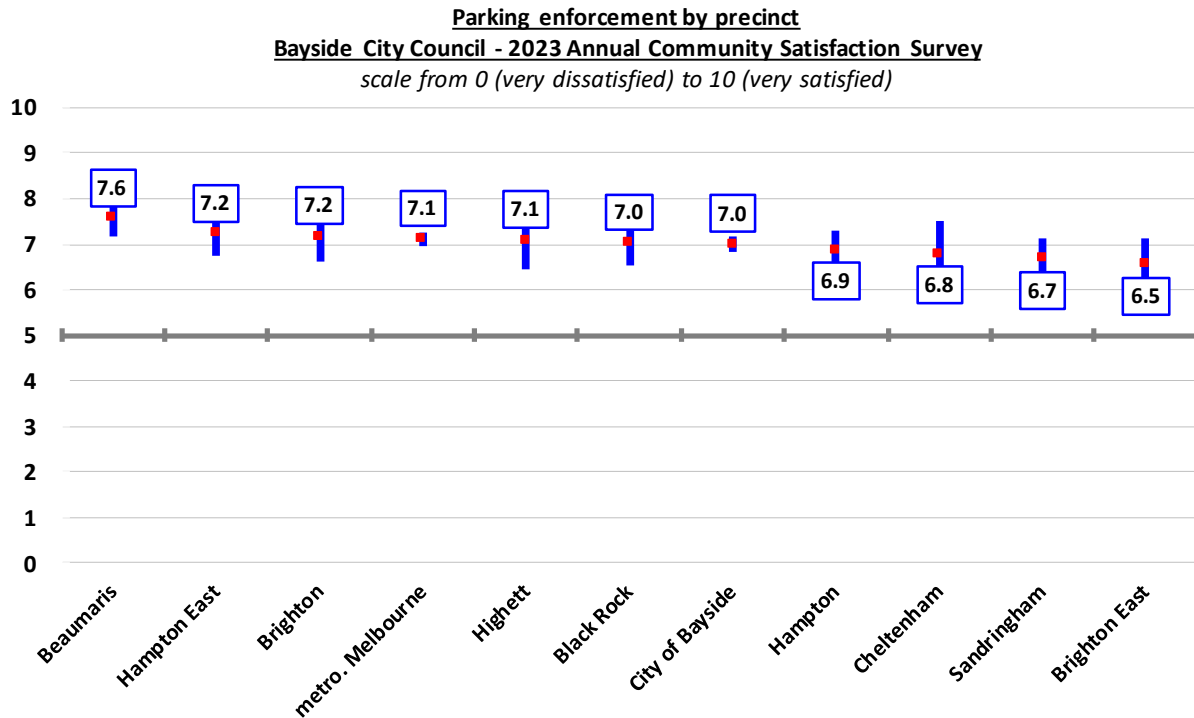
This result was comprised of 50% “very satisfied” and 11% “dissatisfied” respondents, based on a total sample of 633 of the 714 respondents who provided a satisfaction score.

There was some variation in satisfaction observed by respondent profile, with younger adults and adults (aged 18 to 44 years) somewhat more and middle-aged adults (aged 45 to 59 years) somewhat less satisfied than average. Respondents from English speaking households were notably more satisfied than respondents from multilingual households.

By way of comparison, this result was marginally below the metropolitan Melbourne average satisfaction with the “parking enforcement” of 7.1, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



There was measurable and notable variation in satisfaction with parking enforcement observed across the municipality. Respondents from Beaumaris were measurably more satisfied than average and at a “very good” level, whilst respondents from Brighton East were notably less satisfied, although still at a “good” level.



The following table outlines the 92 comments received from respondents who were not satisfied with parking enforcement.

These comments cover a range of issues, with lack of parking availability (26 comments), perceived too little enforcement (25 comments), perceived too much enforcement (25 comments), and a range of other issues (16 comments).

Reason for dissatisfaction with parking enforcement
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Not enough parking availability</i>	
Availability of parking is nil / insufficient	10
No / very little parking facilities near train stations	4
Lack of parking on Hampton St	2
I think a short period of parking is detrimental to businesses	1
Narrow road, residents are unable to park	1
Never enough parking in shopping centres	1
Parking only for 1 hour different than other 2 hours	1
There is an issue with availability, but the enforcement is alright	1



There isn't enough of it, disturbing the flow of traffic and collection of garbage	1
Unable to park my vehicle in street	1
It is not always parking cars and it's been replaced by more of bike lanes. New buildings have no parking	1
There are always too many cars in our street, and you can't park, you can't go in the drive-through many times	1
More people in the area	1
Total	26

Too little enforcement

No parking management / regulation / inspection	5
Signage could be improved in the area	2
Too many people park too long or illegally	2
Because there's always cars parked on this street on a warm day and it's always illegally. They're only getting booked 40% of the time	1
Cars are parked everywhere	1
Constant illegal parking that is not dealt with on Bayside Cres	1
Could be better enforced in off street parking	1
Get them parked on one side only	1
I am disabled and a veteran, there is not enough disability parking in Bayside. Provision is appalling, they are not frequent enough, and they are not consistent throughout the municipality	1
I live in a street that has parking restrictions, but which don't seem to ever be enforced	1
I think the parking isn't enforced along the street	1
It's never done on Iona St	1
No enforcement in local street	1
People are parking everywhere on my street	1
People often park too close to corners, and nothing happens	1
Petty enforcement at the end of the cul-de-sac parking the wrong way round	1
Should not allow parking outside the garage and on the street	1
The leniency they are giving to the block around Charming St	1
They are not policing the Princess Ave and close to Graham Rd. It should be 2P	1
Total	25

Too much enforcement

No need to enforce	4
Fines are too high	3
Too harsh	3
Money making exercise	2
Because of the heavy-handed approach. My wife got booked for parking in front of my own house while waiting for new badge. While making an appeal, the Council was greedy and mean	1
Financial burden	1
Fined for a 2 minute drop off	1
Got a ticket for parking	1
Got bombarded in summer	1
I parked next to the library next to the station. I was there with the kids, and I got a parking fine. Why would I get a fine?	1
The parking enforcement should be a little bit more lenient on the elderly	1
The signs aren't very good on the street, and you get fined, and you don't know why. No sign posted so how do I know?	1



They are policing with attitude	1
They were redoing the concrete on my front yard along Karrakatta St, so I parked my car on the sidewalk for 2 minutes and I was fined	1
Overserviced	1
They fine me out of my own house and building people take all the space, Oswald Thomas Ave	1
I don't like parking officers	1
Total	25
<i>Other</i>	
Parking opposite / close to the driveway makes it difficult to enter and exit	5
A lot of construction, unsafe with trucks	1
A lot of road works and parked cars everywhere	1
At the end of this street, people park on the intersections, which is dangerous. When I turn in, I always risk hitting cars	1
Council useless by not replacing car parking permits	1
I can barely park outside my house on a good day because of the all-day parking	1
Kindergarten staff and parent drop offs block the street	1
My issue with this particular question is that a parking sign is now being erected in this street ostensibly for bicycle riding to promote safe bicycle riding by children and not on the footpath. The problem is they do not use the bicycle lanes anyway	1
People block view	1
The tradies and workers don't seem manageable	1
They allow all day parking on Iona St blocking my driveway making it difficult for me to even get my garbage collected	1
When there are large building sites in street, the Council needs to change the parking sites	1
Total	16
Total responses	92



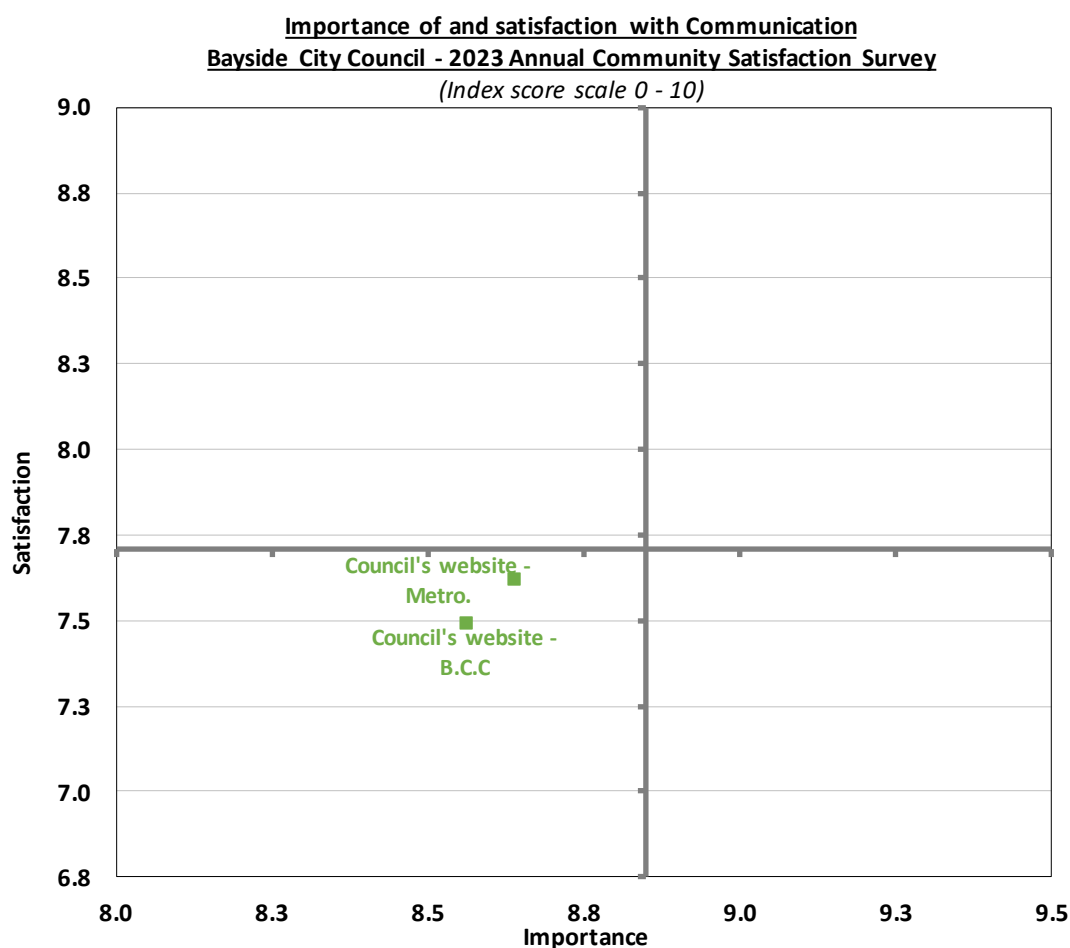
Communication

Council’s website

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

The graph displays the average importance of and satisfaction with the Council website, with the crosshairs representing the metropolitan Melbourne average importance and satisfaction scores.

Consistent with the metropolitan Melbourne average, the website was of somewhat lower than average importance, and received a marginally lower than average satisfaction score, although still in the “very good” range.



Council’s website was the 23rd most important of the 26 included services and facilities with an average importance of 8.6 out of 10 this year, which is consistent with recent years.

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



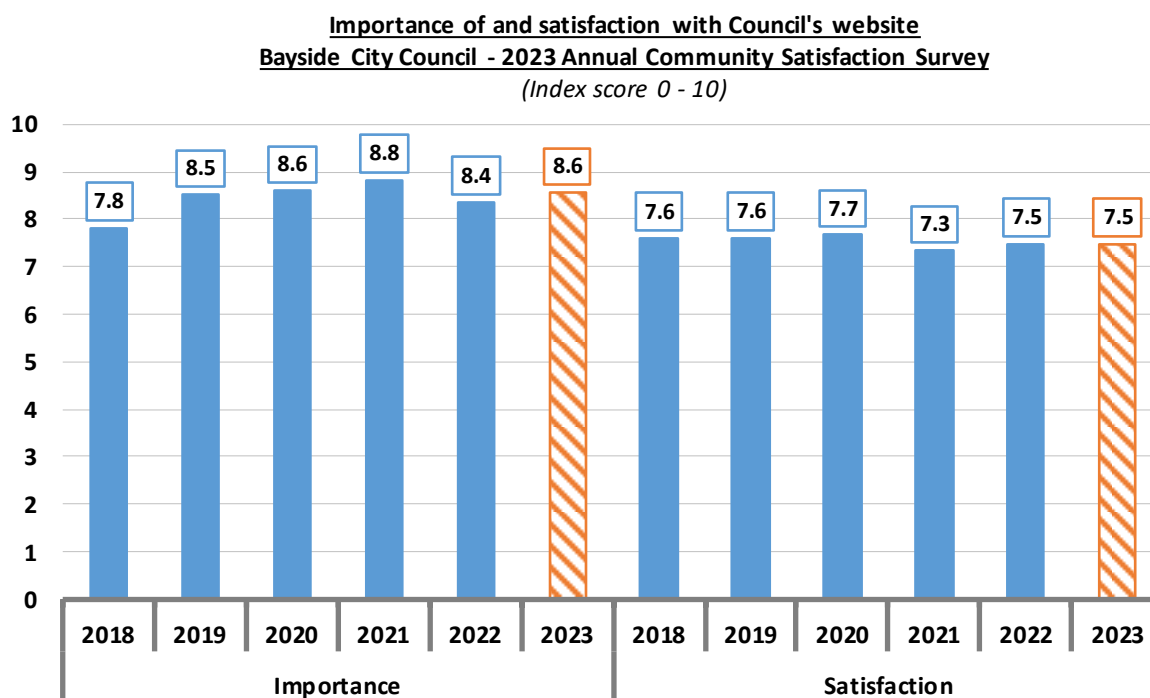
This result was identical to the long-term average satisfaction since 2018 of 7.5.

This result ranks these services 19th in terms of satisfaction.

This result was comprised of 53% “very satisfied” and 3% “dissatisfied” respondents, based on a total sample of 425 of the 427 respondents (60%) from households who had used the website in the last 12 months.

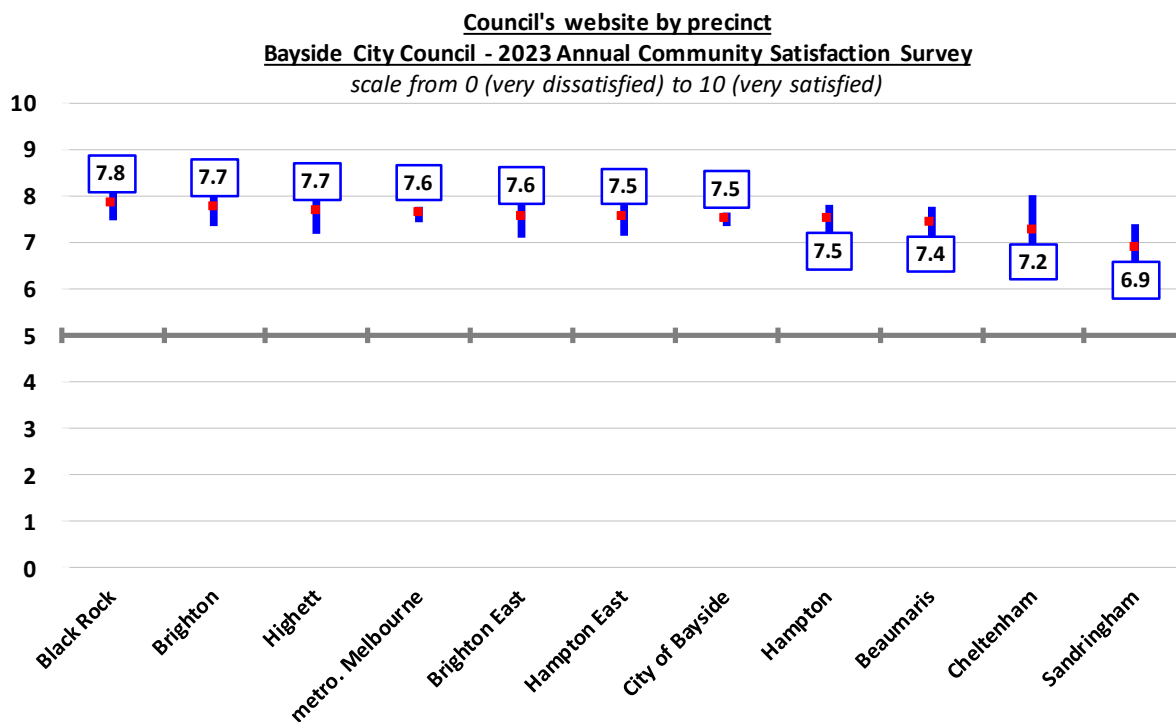
There was some variation in satisfaction observed by respondent profile, with younger adults (aged 18 to 34 years) somewhat less satisfied than average, and respondents from multilingual households notably more satisfied than respondents from English speaking households. This is one of few services and facilities where English speaking household respondents were less satisfied than respondents from multilingual households.

By way of comparison, this result was marginally lower than the metropolitan Melbourne average satisfaction with the “Council’s website” of 7.6, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



There was measurable variation in satisfaction observed across the municipality, with respondents from Black Rock notably more satisfied than average and at an “excellent” level, and respondents from Sandringham measurably less satisfied than average, and at a “good” level.





There were 37 comments received from respondents who were not satisfied with the Council website, with the most common related to difficulty in navigating and finding information.

Reason for dissatisfaction with Council's website
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Hard to find needed information	6
Not user friendly	5
Too hard to navigate	5
A lot of topics aren't covered on the website, needs to be more comprehensive	3
Doesn't respond/ slow response	3
Bad design/ formatting	2
Unclear	2
Action wasn't didn't happen as a result of what I asked for a website	1
Buffering	1
Communication is impossible	1
Don't use it that much	1
Example if you look at the recycling website it is does n	1
Focused on community activities	1
Letters to the editor and recorded in the newsletter	1
Misinformation	1
Needs to improve the search button	1
Only used for rubbish collection	1
Tried to change ownership of my dog but could not	1
Total	37



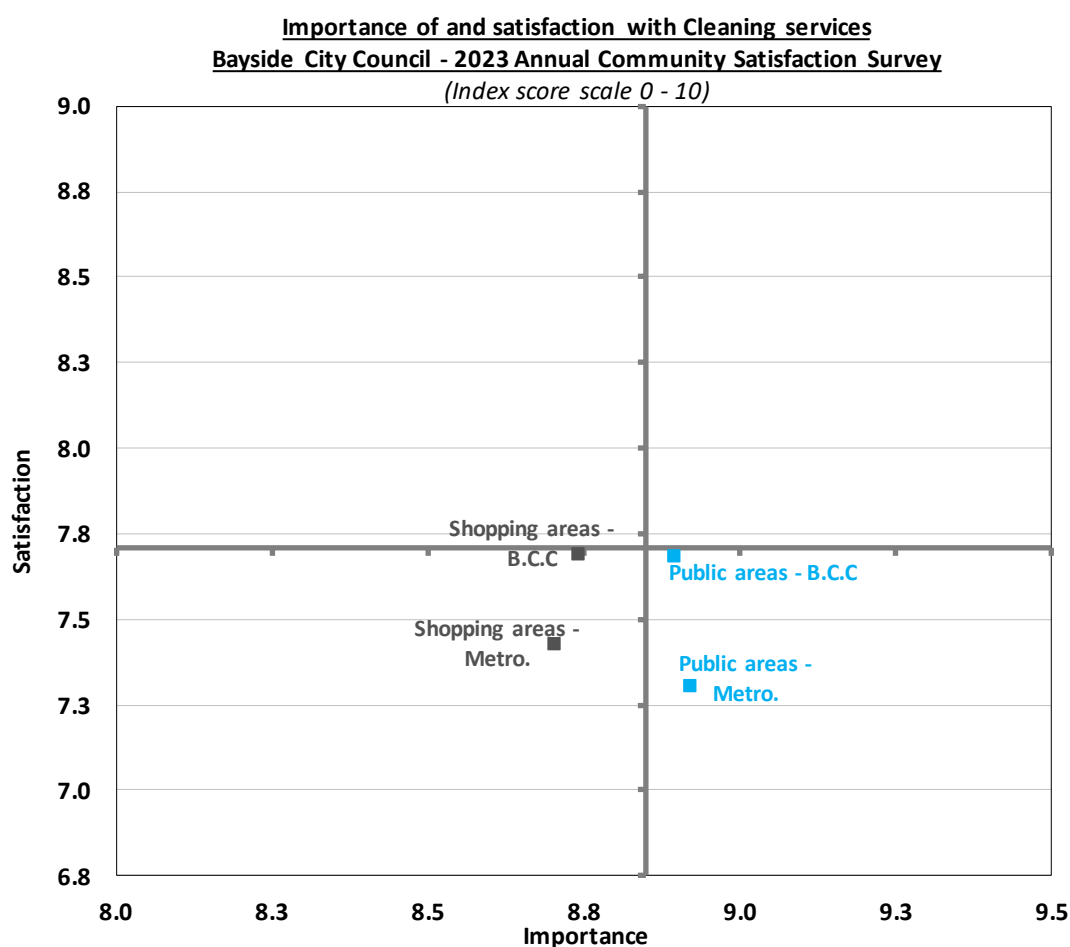
Cleaning

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.

The graph displays the average importance of and satisfaction with each of these services and facilities, with the crosshairs representing the metropolitan Melbourne average importance and satisfaction scores.

Both services were of approximately average importance and received approximately average satisfaction scores.

It is noted that satisfaction with both cleaning services was somewhat higher in the City of Bayside than the metropolitan Melbourne average.



The maintenance and cleaning of public areas

The maintenance and cleaning of public areas was the 11th most important of the 26 included services and facilities with an average importance of 8.9 out of 10 this year, which recovers the unusual decline in importance last year, and returns importance to the long-term average.



Satisfaction with the maintenance and cleaning of public areas increased measurably this year, up four percent to 7.7, although it remains at a “very good” level of satisfaction.

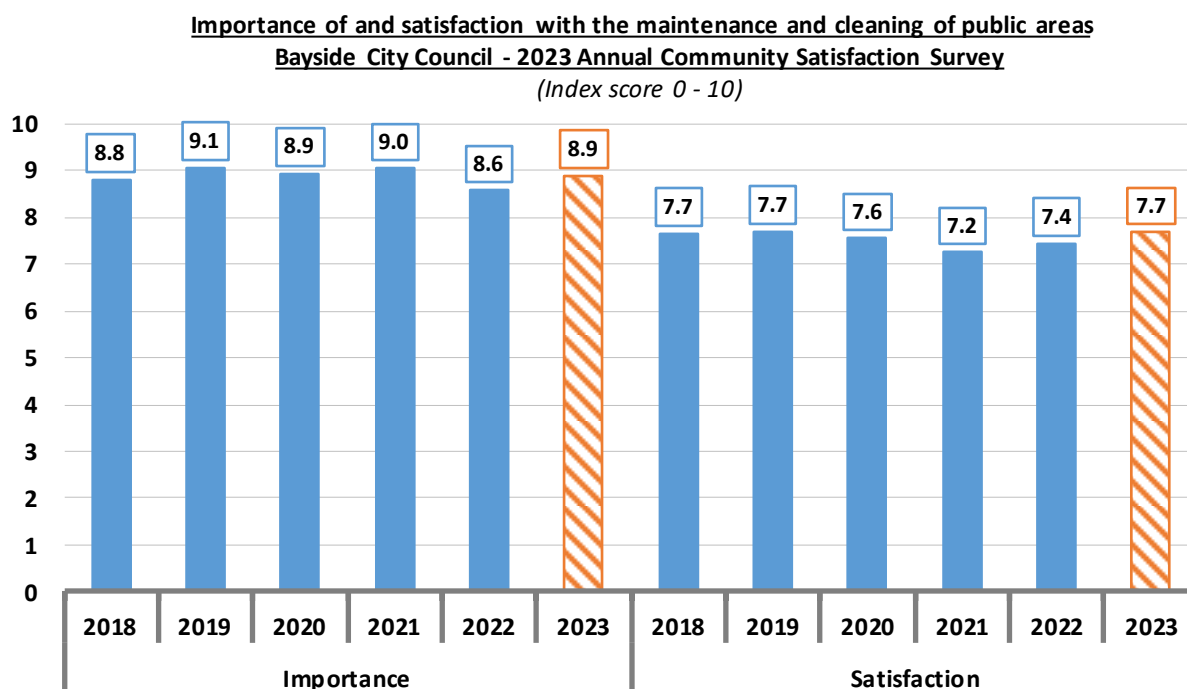
This result was somewhat above the long-term average satisfaction since 2018 of 7.5.

This result ranks these services 13th in terms of satisfaction.

This result was comprised of 64% “very satisfied” and 4% “dissatisfied” respondents, based on a total sample of 698 of the 714 respondents who provided a satisfaction score.

There was some variation in satisfaction observed by respondent profile, with younger adults (aged 18 to 34 years) somewhat more and middle-aged adults (aged 45 to 59 years) marginally less satisfied than average.

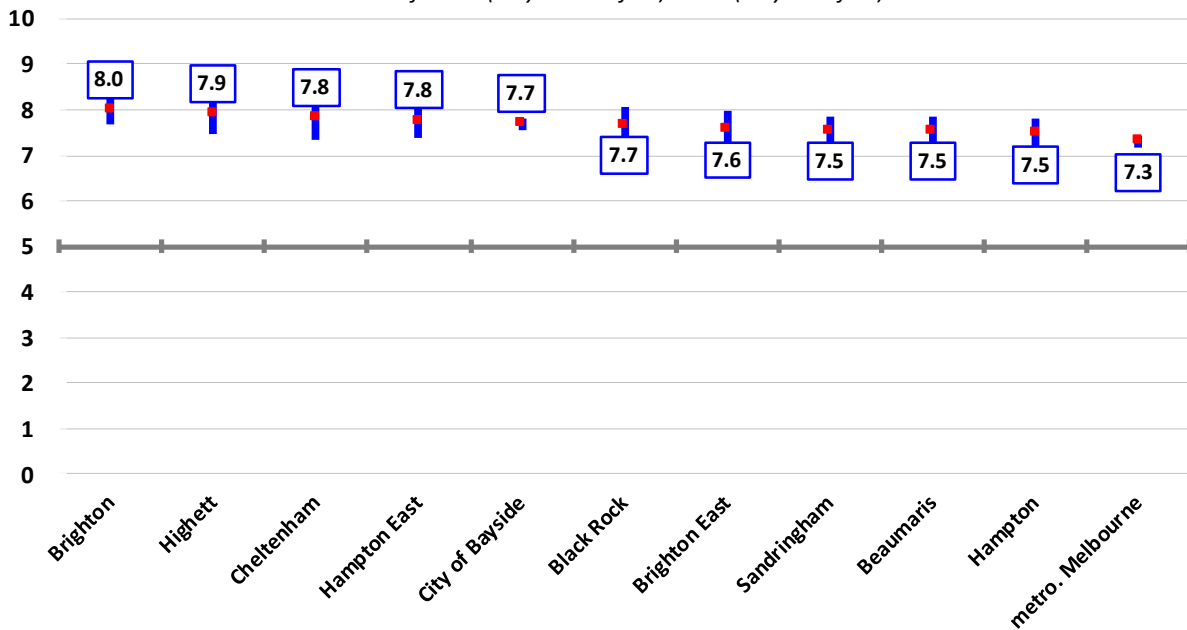
By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with the “maintenance and cleaning of public areas” of 7.3, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Whilst there was no statistically significant variation in satisfaction observed across the municipality, it is noted that respondents from Brighton were somewhat more satisfied than average.



Maintenance and cleaning of public areas by precinct
Bayside City Council - 2023 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



The maintenance and cleaning of strip shopping areas

The maintenance and cleaning of strip shopping areas was the 18th most important of the 26 included services and facilities with an average importance of 8.7 out of 10 this year, which recovers the small decline in importance last year, and returns to the long-term average.

Satisfaction with the maintenance and cleaning of strip shopping areas increased marginally this year, up one percent to 7.7, and it remains at a “very good” level of satisfaction.

This result was marginally above the long-term average satisfaction since 2018 of 7.6.

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

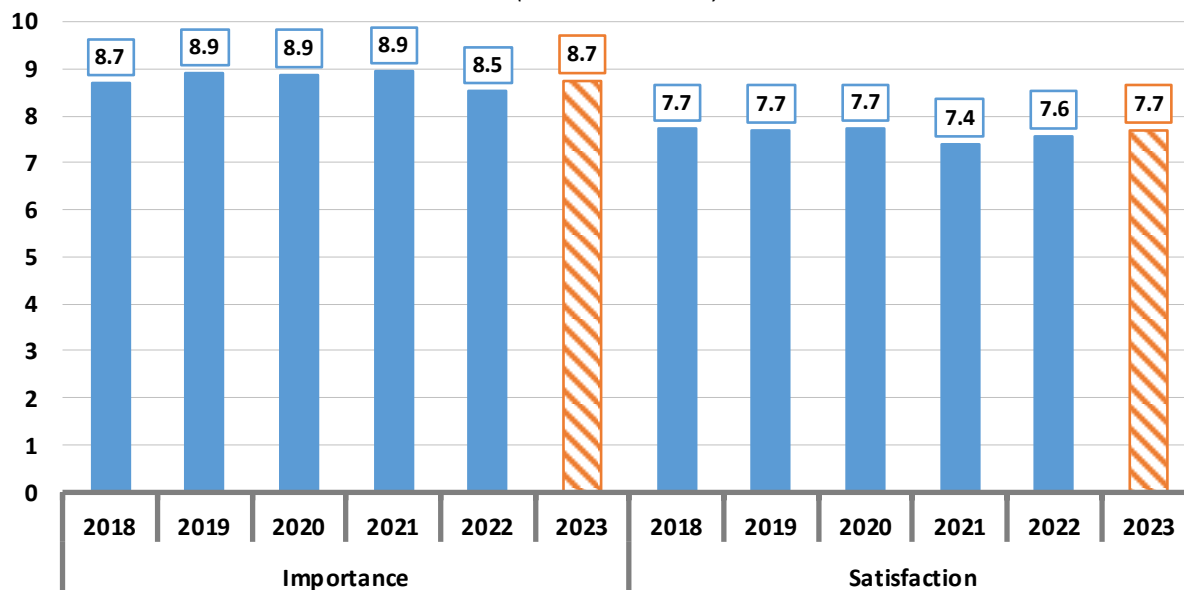
This result was comprised of 61% “very satisfied” and 4% “dissatisfied” respondents, based on a total sample of 696 of the 714 respondents who provided a satisfaction score.

There was some variation in satisfaction observed by respondent profile, with younger adults (aged 18 to 34 years) somewhat more and middle-aged adults (aged 45 to 59 years) marginally less satisfied than average.

By way of comparison, this result was somewhat higher than the metropolitan Melbourne average satisfaction with the “maintenance and cleaning of strip shopping areas” of 7.4, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.

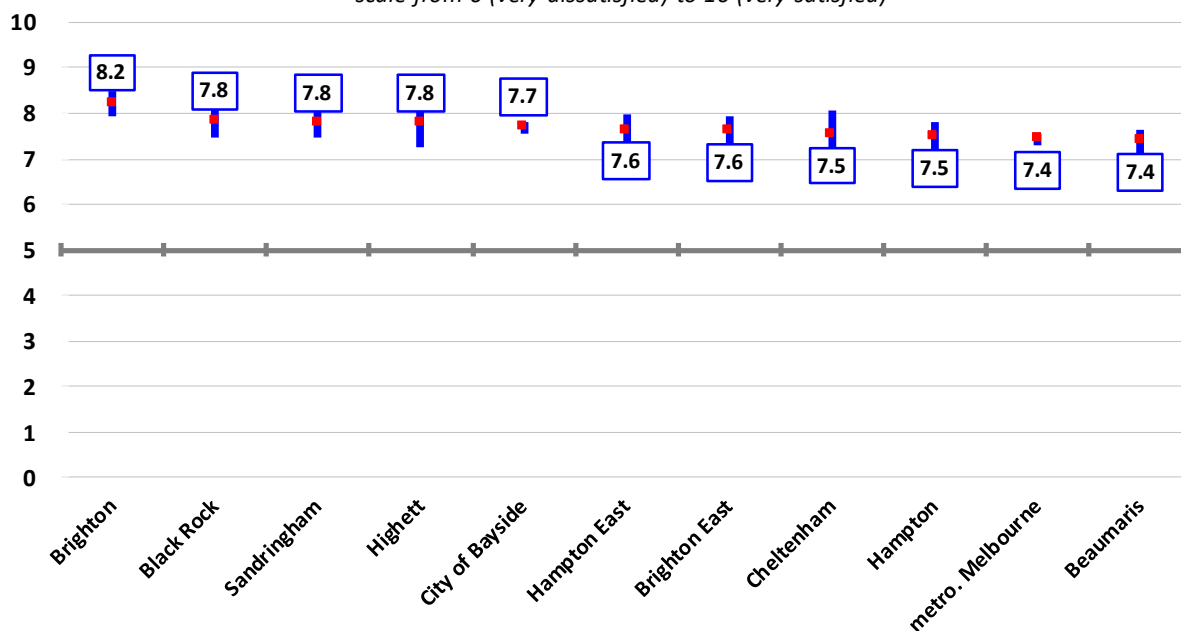


Importance of and satisfaction with the maintenance and cleaning of shopping areas
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Index score 0 - 10)



There was some measurable variation in satisfaction observed across the municipality, with respondents from Brighton measurably more satisfied than average and at an “excellent” level. Respondents from Beaumaris were notably less satisfied than average.

Maintenance and cleaning of strip shopping areas by precinct
Bayside City Council - 2023 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



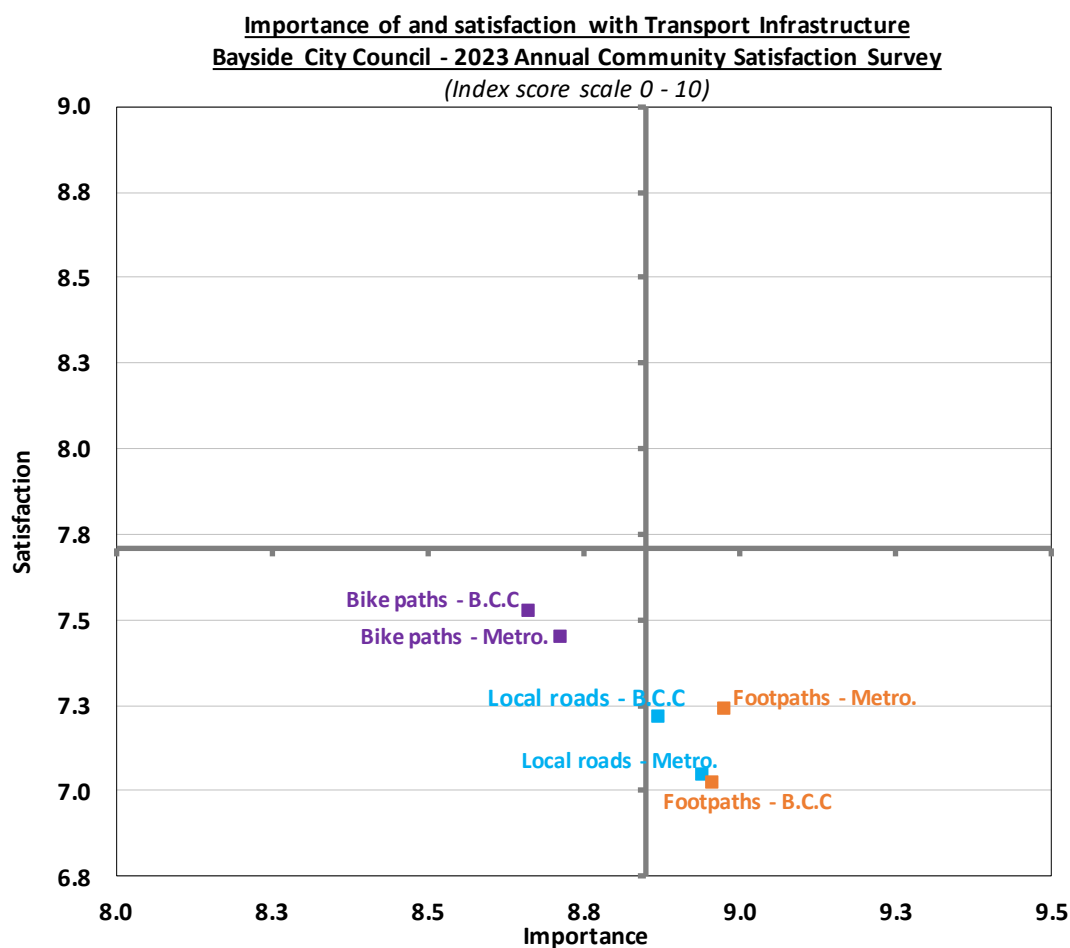
Transport infrastructure

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.

The graph displays the average importance of and satisfaction with each of these services and facilities, with the crosshairs representing the metropolitan Melbourne average importance and satisfaction scores.

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

It is noted that satisfaction with footpath maintenance and repairs was somewhat lower in the City of Bayside than the metropolitan Melbourne average.



The maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 16th most important of the 26 included services and facilities with an average importance of 8.9 out of 10 this year, which recovers the small decline in importance last year, and returns to the long-term average.

Satisfaction with the maintenance and repair of sealed local roads declined marginally this year, down one percent to 7.2, which is a “good”, down from a “very good” level.

This result was marginally below the long-term average satisfaction since 2018 of 7.3.

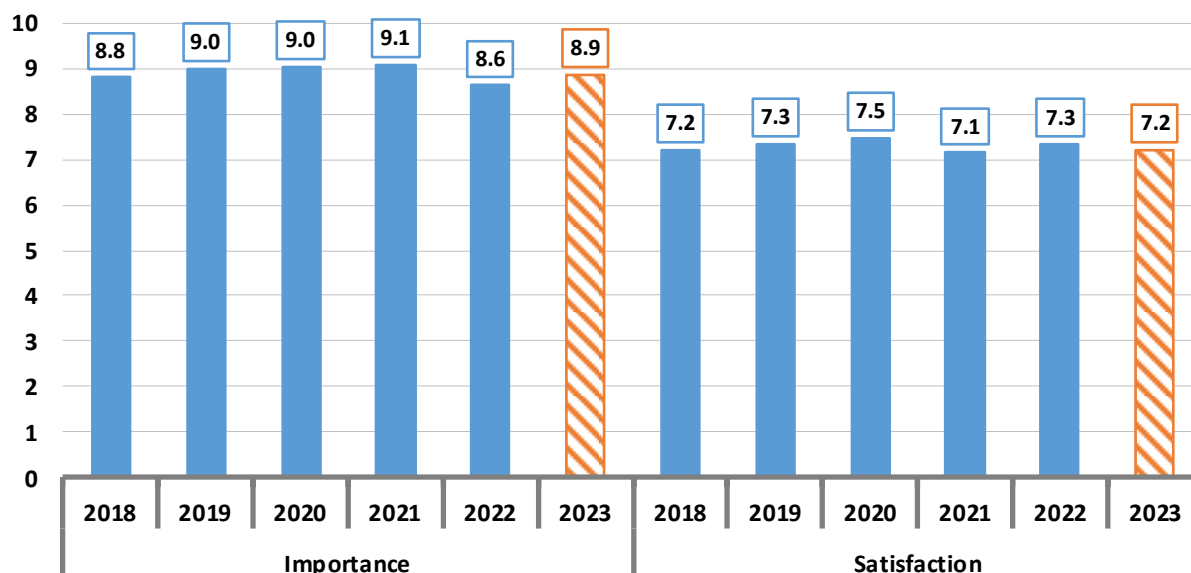
This result ranks these services 21st in terms of satisfaction, and one of seven to record a satisfaction score measurably lower than the average of all 26 services and facilities (7.7).

This result was comprised of 53% “very satisfied” and 9% “dissatisfied” respondents, based on a total sample of 700 of the 714 respondents who provided a satisfaction score.

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

By way of comparison, this result was marginally higher than the metropolitan Melbourne average satisfaction with the “maintenance and repair of sealed local roads” of 7.1, as recorded in the 2023 *Governing Melbourne* research conducted by Metropolis Research.

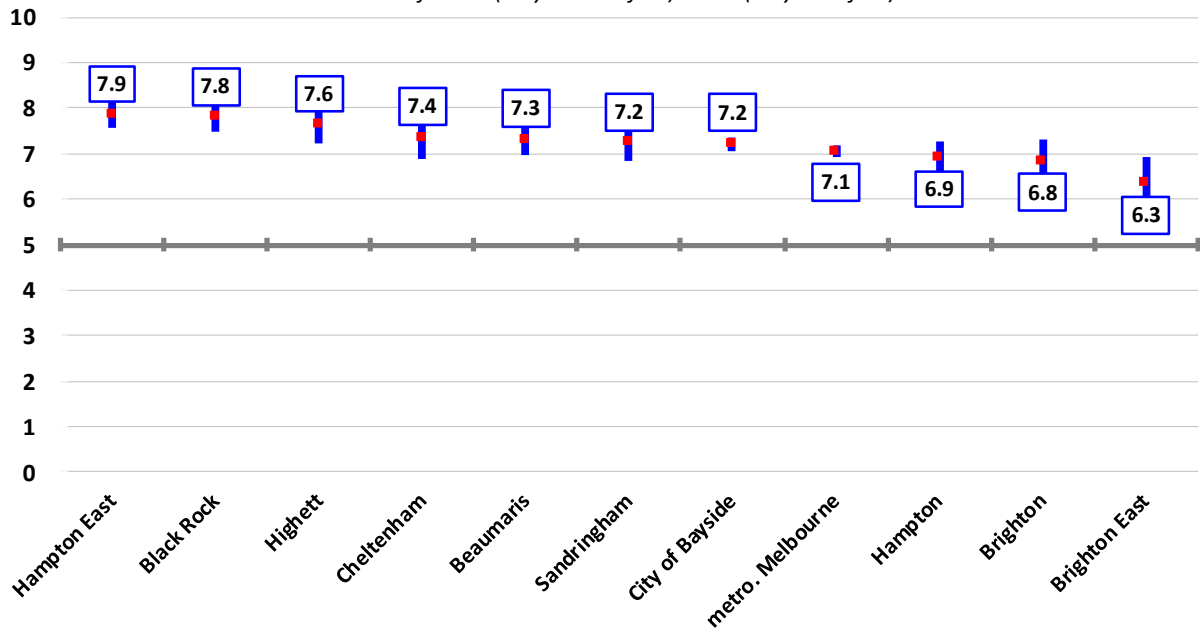
Importance of and satisfaction with the maintenance and repair of sealed local roads
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Index score 0 - 10)



There was measurable variation in satisfaction observed across the municipality. Respondents from Hampton East and Black Rock were measurably more satisfied than average and at “excellent” levels, whilst respondents from Brighton East were measurably less satisfied and at a “solid” rather than a “good” level.



Maintenance and repair of sealed local roads by precinct
Bayside City Council - 2023 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



The maintenance and repair of footpaths

The maintenance and repair of footpaths was the 9th most important of the 26 included services and facilities with an average importance of 8.9 out of 10 this year, which recovers the small decline in importance last year, and returns to the long-term average.

Satisfaction with the maintenance and repair of footpaths increased somewhat this year, up three percent to 7.0, although it remains at a “good” level.

This result was marginally above the long-term average satisfaction since 2018 of 6.9.

This result ranks these services 25th in terms of satisfaction, and one of seven to record a satisfaction score measurably lower than the average of all 26 services and facilities (7.7).

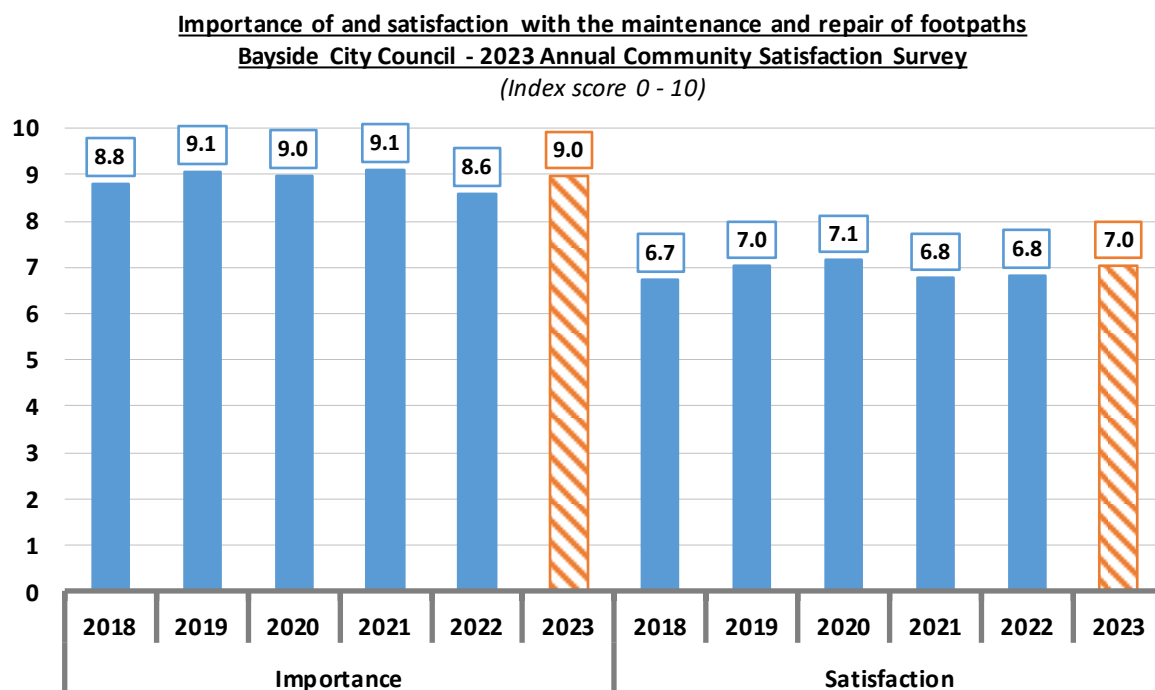
The significant difference in ranking between importance (9th) and satisfaction (25th) is substantial and does suggest that footpaths are an area of high importance to the community and with which they are notably less satisfied.

This result was comprised of 50% “very satisfied” and 11% “dissatisfied” respondents, based on a total sample of 693 of the 714 respondents who provided a satisfaction score.

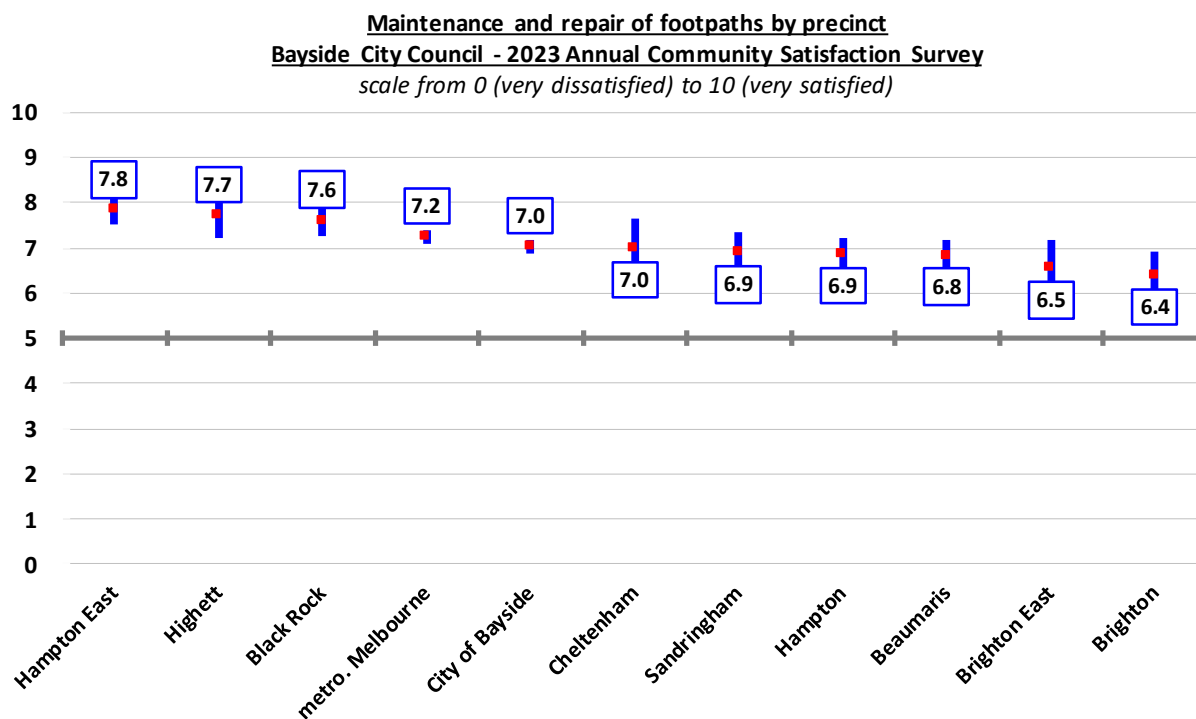
There was variation in satisfaction observed by respondent profile, with younger adults and adults (aged 18 to 44 years) measurably more and senior citizens (aged 75 years and over) measurably less satisfied than average.



By way of comparison, this result was somewhat lower than the metropolitan Melbourne average satisfaction with the “maintenance and repair of footpaths” of 7.2, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



There was measurable variation in satisfaction observed across the municipality. Respondents from Hampton East and Highett were measurably more satisfied than average and at “excellent” and “very good” levels, whilst respondents from Brighton were measurably less satisfied and at a “solid” rather than a “good” level.



On and off-road bike paths

On and off-road bike paths were the 20th most important of the 26 included services and facilities with an average importance of 8.9 out of 10 this year, which is consistent with the long-term average.

Satisfaction with on and off-road bike paths increased marginally this year, up one percent to 7.5, although it remains at a “very good” level.

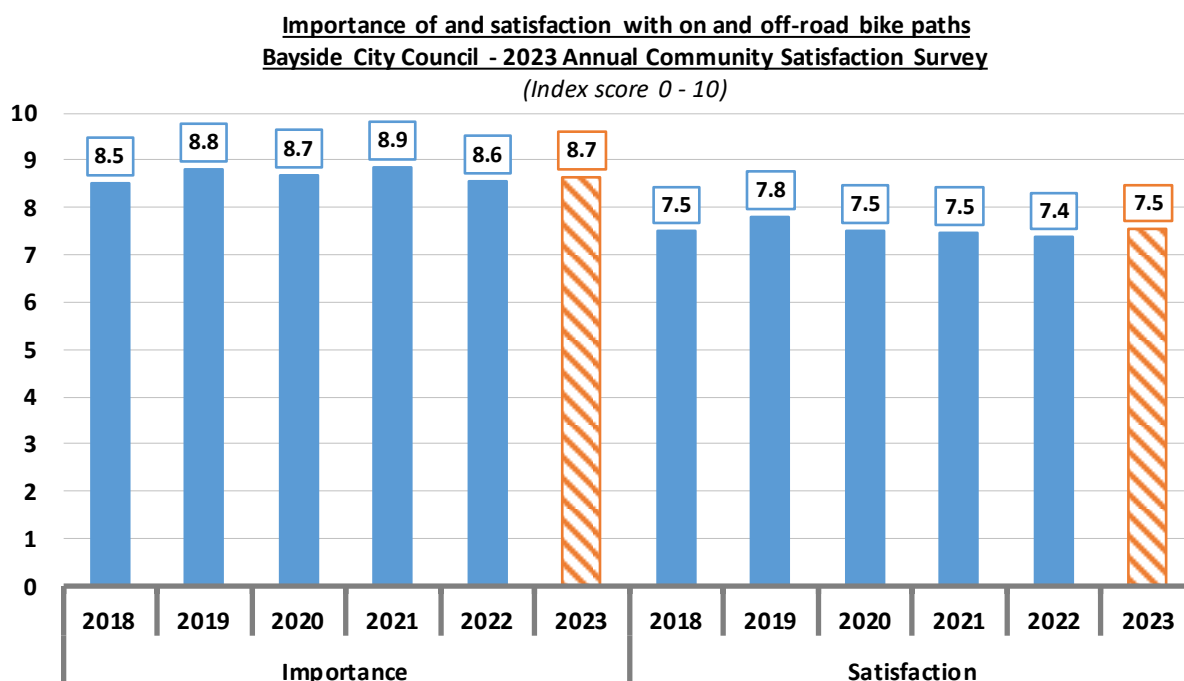
This result was identical to the long-term average satisfaction since 2018 of 7.5.

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

This result was comprised of 56% “very satisfied” and 3% “dissatisfied” respondents, based on a total sample of 306 of the 307 respondents (43%) from households who had used these facilities in the last 12 months.

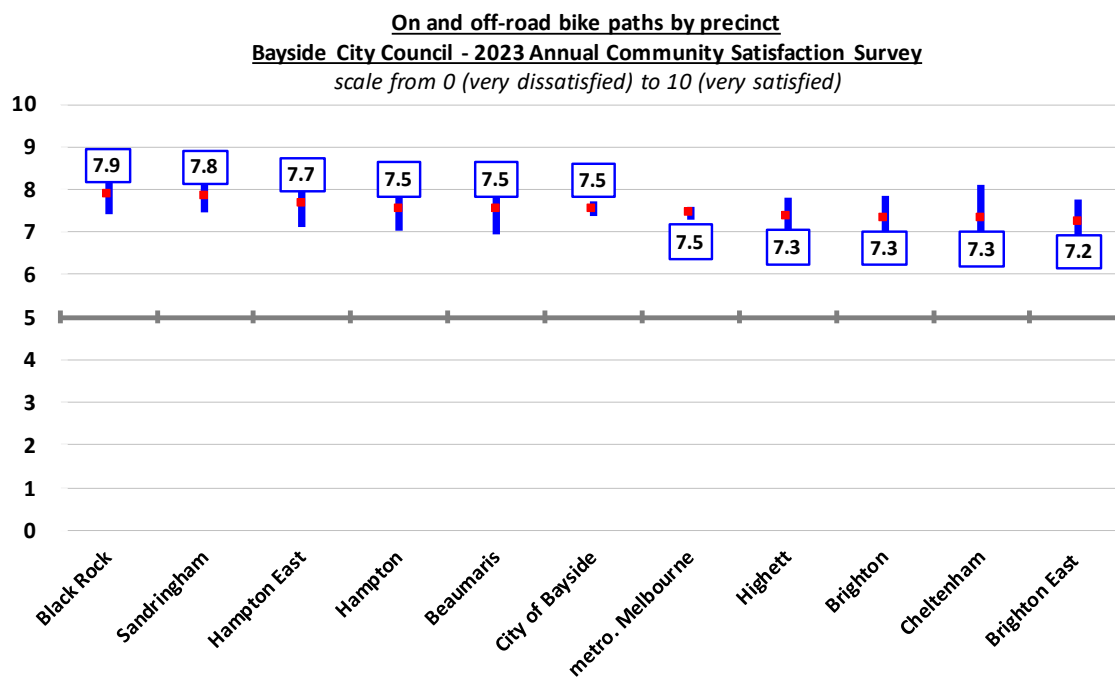
There was variation in satisfaction observed by respondent profile, with younger adults (aged 18 to 34 years) measurably more and older adults (aged 60 to 75 years) measurably less satisfied than average.

By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with the “on and off-road bike paths” of 7.5, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



Whilst there was no statistically significant variation in satisfaction observed across the municipality, it is noted that respondents from Black Road and Sandringham were somewhat more satisfied than average and at “excellent” levels, whilst respondents from Brighton East were somewhat less satisfied than average and at a “good” rather than “very good” level.





The following table outlines the 27 comments received from respondents who were not satisfied with on and off-road bike paths.

Reason for dissatisfaction with on and off-road bike paths
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Just need more maintenance and repair	3
Need more and better on road bike lanes	3
Need more bike trails and shared paths here	3
Dangerous especially for old people	2
There are too many cyclists on the roads	2
Beach strip having been fixed however the bumps were dangerous and other think I don't like I	1
Bike paths on the highway are not good	1
Biking situation is horrendous	1
Don't work	1
I ride on the roads, what paths?	1
Multiple times I have been hit by bikes on shared paths	1
Not consistent	1
Numerous chug points for cyclist that have not being addressed, some markings are ridiculous	1
Path along the Nepean highway has overhanging branch	1
Pretty good around	1
Punctures on my tires	1
The bike just stops and does not keep on going, cars are unaware of bikers. People just ride on the footpaths	1
They're well maintained, but I know of issues with bikes vs pedestrians	1
Too many potholes, especially on Nepean Hwy	1

Total

27



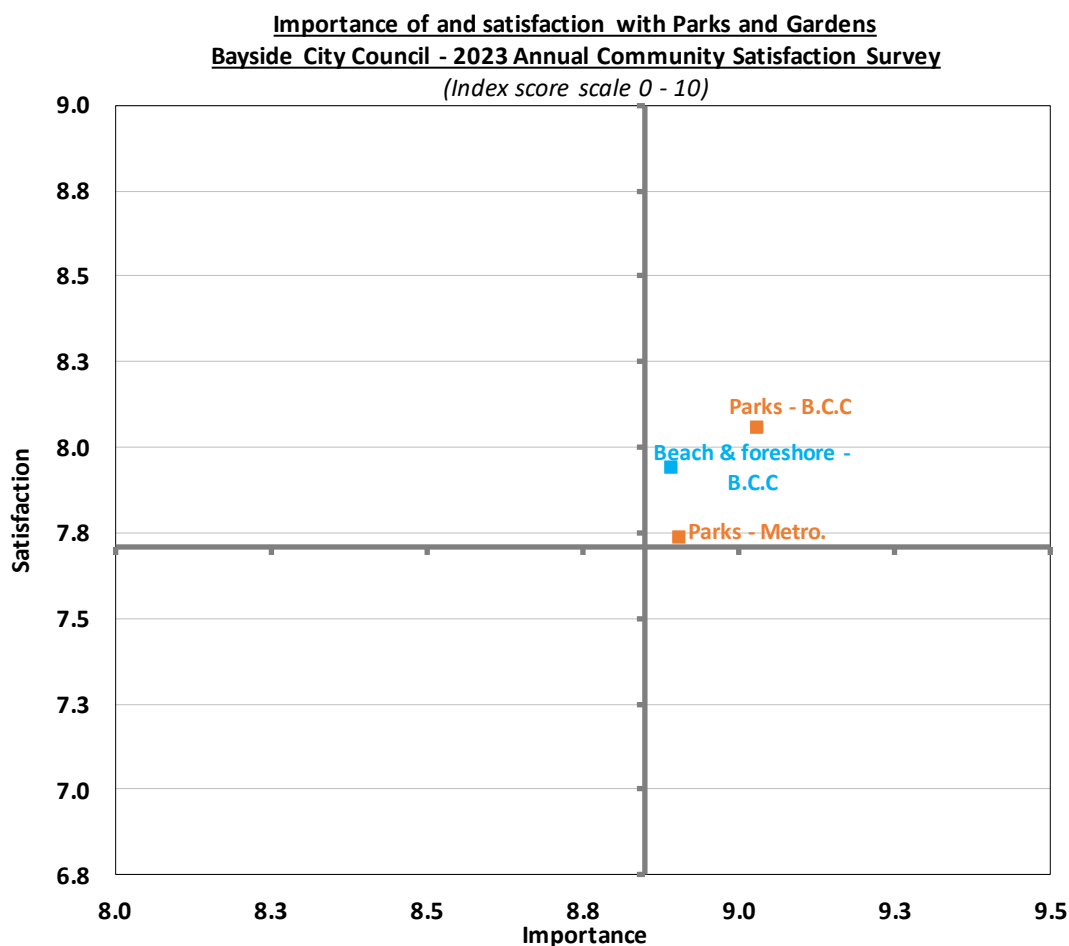
Parks and gardens

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.

The graph displays the average importance of and satisfaction with each of these services and facilities, with the crosshairs representing the metropolitan Melbourne average importance and satisfaction scores.

Both parks and gardens services and facilities were of slightly higher-than-average importance, and both received marginally higher-than-average satisfaction scores.

It is also noted that satisfaction with the maintenance and repairs of parks, gardens, and reserves was somewhat higher in the City of Bayside than the metropolitan Melbourne average.



Appearance of beach, foreshore, and bushland

The appearance of beach, foreshore, and bushland was the 12th most important of the 26 included services and facilities with an average importance of 8.9 out of 10 this year, consistent with the long-term average.

Satisfaction with the appearance of the beach, foreshore, and bushland remained stable at 7.0 out of 10, which is an “excellent” level of satisfaction.

This result was identical to the long-term average satisfaction since 2018 of 7.9.

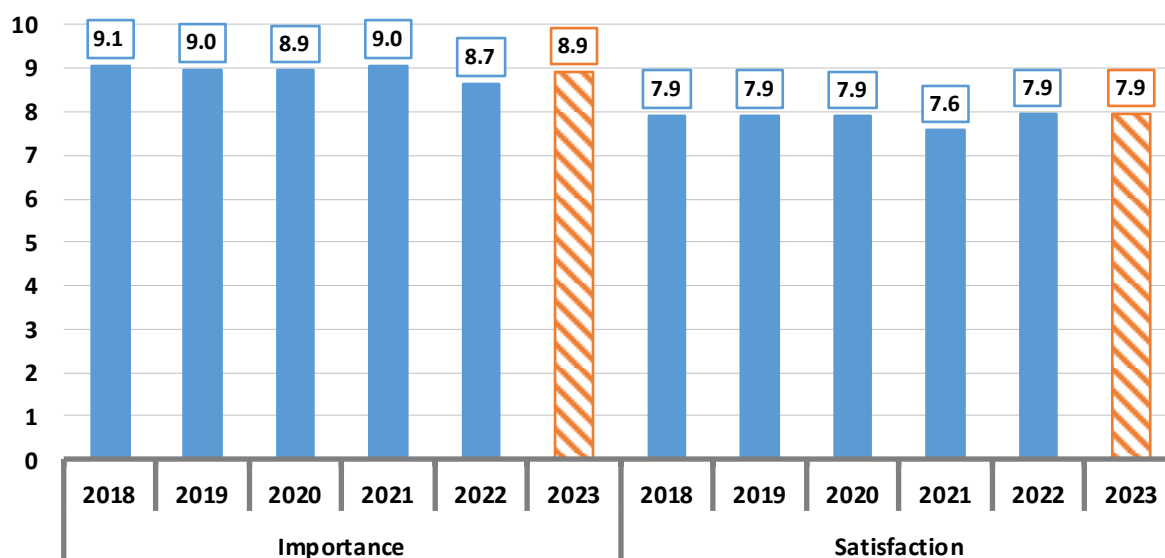
This result ranks these services 10th in terms of satisfaction.

This result was comprised of 69% “very satisfied” and 3% “dissatisfied” respondents, based on a total sample of 671 of the 714 respondents who provided a satisfaction score.

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

This service was not included in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research and therefore no comparison results are available.

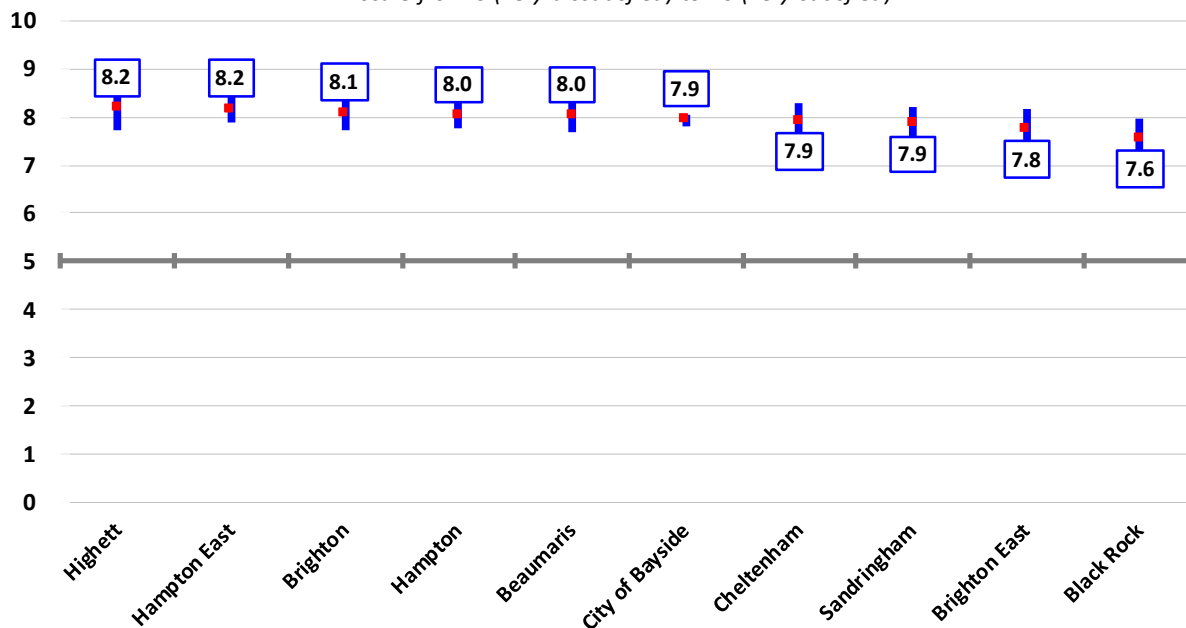
Importance of and satisfaction with the appearance of the beach and foreshore and bushland
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Index score 0 - 10)



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



Appearance of the beach, foreshore, and bushland by precinct
Bayside City Council - 2023 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



The provision and maintenance of parks, gardens, and reserves

The provision and maintenance of parks, gardens, and reserves was the 8th most important of the 26 included services and facilities with an average importance of 9.0 out of 10 this year, consistent with the long-term average.

Satisfaction with these facilities increased measurably this year, up five percent to 8.1 out of 10, which remains an “excellent” level of satisfaction.

This result was marginally above the long-term average satisfaction since 2018 of 8.0.

This result ranks these services 7th in terms of satisfaction.

This result was comprised of 71% “very satisfied” and 2% “dissatisfied” respondents, based on a total sample of 676 of the 714 respondents who provided a satisfaction score.

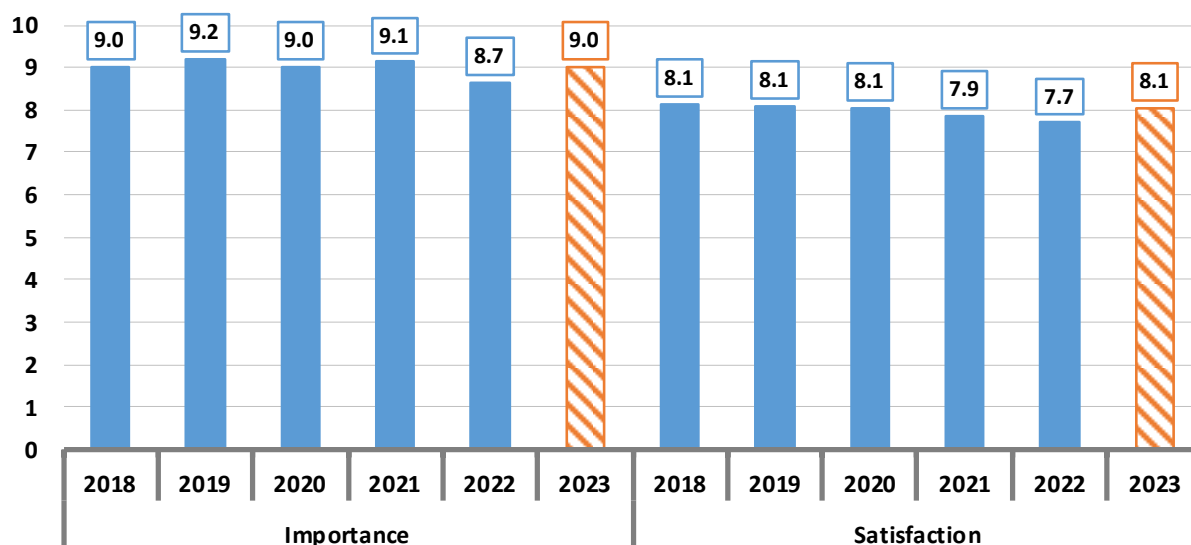
There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34) somewhat more satisfied than average.

By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with the “provision and maintenance of parks, gardens, and open spaces” of 7.7, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.



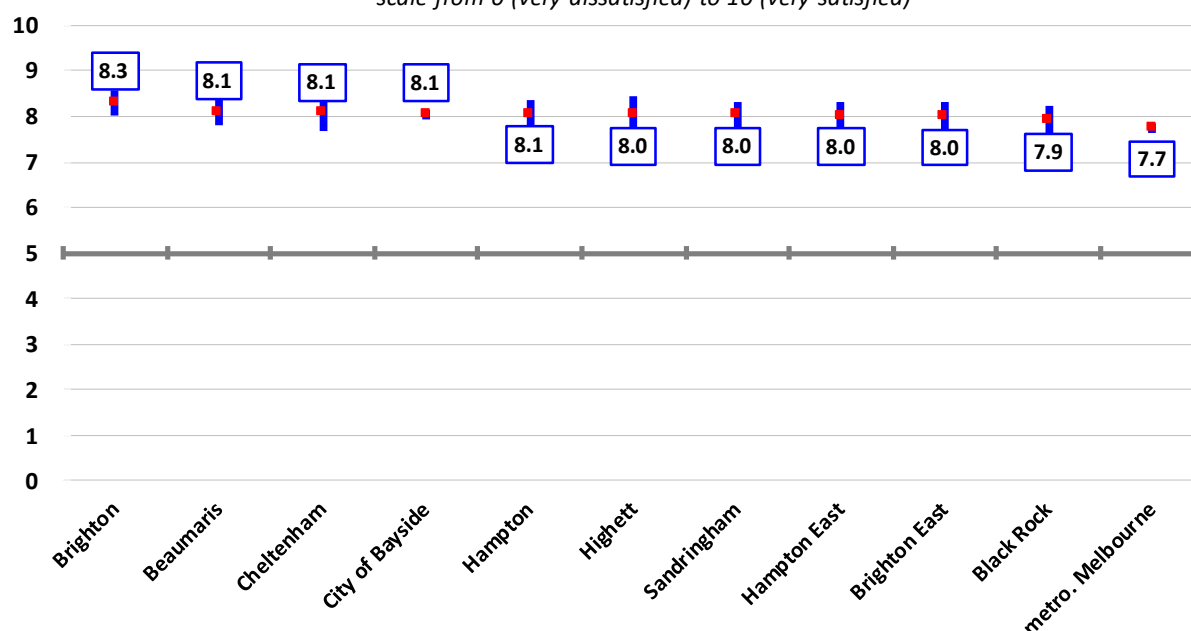
Importance of and satisfaction with the provision and maintenance of parks, gardens and reserves

Bayside City Council - 2023 Annual Community Satisfaction Survey
(Index score 0 - 10)



There was no statistically significant variation in satisfaction with parks, gardens, and reserves observed across the municipality, with respondents in all precincts rating satisfaction at “excellent” levels, and all above the metropolitan Melbourne average.

Provision and maintenance of parks, gardens and reserves by precinct
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table outlines the 22 comments received from respondents who were not satisfied with the provision and maintenance of parks, gardens, and reserves.

A range of issues were raised by a handful of respondents, with commentary around the perceived lack of adequate cleaning and maintenance the most prominent.



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

Bayside City Council - 2023 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Local parks are poorly maintained	3
Too much littering	2
A lot of money is being invested in it, but without success	1
Because more and more parklands are being made out of bounds by so-called maintenance burning	1
Foreshore is crying out for huge native plantings	1
Have rung them up once or twice because the grass got so high and I asked it to be mowed. They should to it regularly	1
I did contact them because of benches that disappeared, weak answers on the issue	1
I don't use it	1
Lots of native flora have been affected and not being replaced	1
Mainly to do with dogs	1
Need more bins in the parks	1
No action in the area	1
Nothing is proactive. The Council is making decisions on their own opinions not what residents or businesses want	1
Parking restrictions must be placed in streets	1
Passable	1
The gardens are not well maintained along the railway lines	1
Vandalism with signs in parks	1
Why pay \$75,000 for statues of slices of mandarin?	1
You might say that the playgrounds need more attention	1
Total	22

Council meeting its environmental responsibilities

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

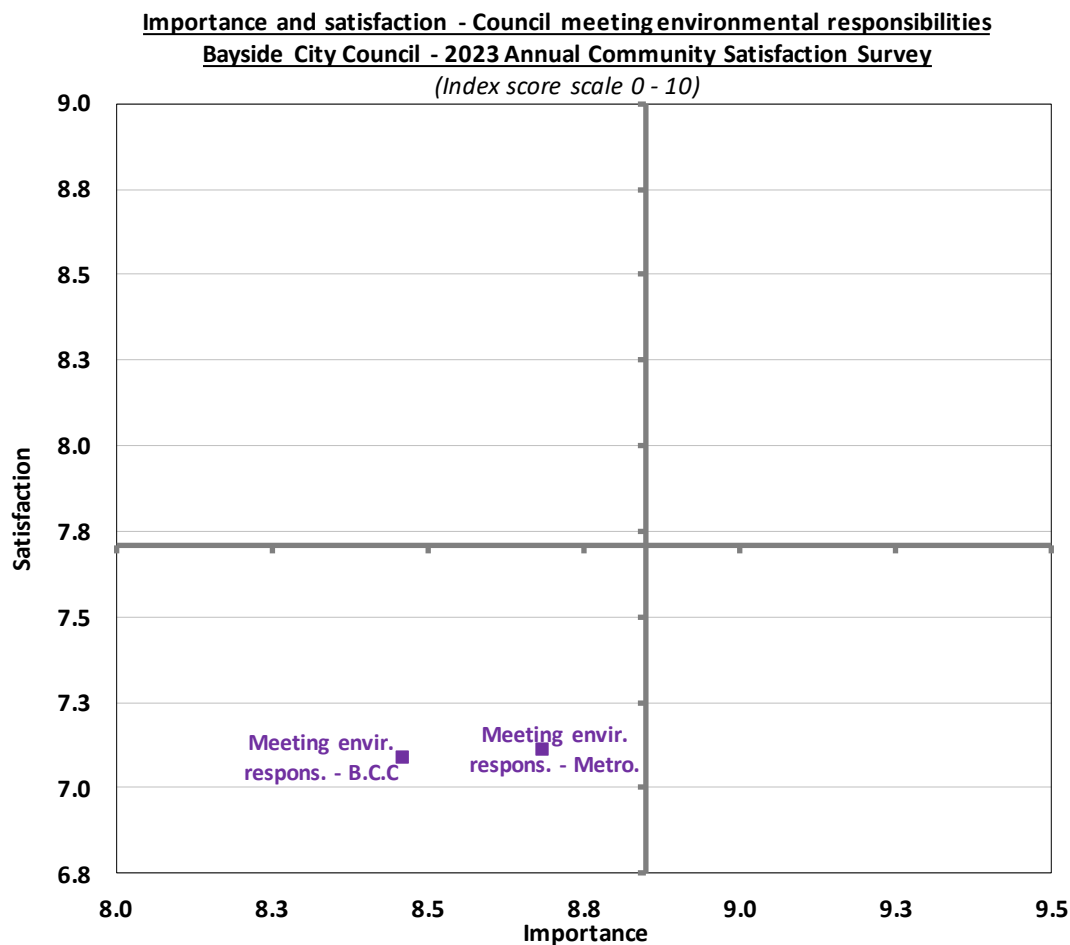
The graph displays the average importance of and satisfaction of this service, with the crosshairs representing the metropolitan Melbourne average importance and satisfaction scores.

Consistent with the metropolitan Melbourne average, Council meeting its environmental responsibilities was of lower-than-average importance and received a lower-than-average satisfaction score.

Metropolis Research notes that satisfaction with this service has been relatively soft across metropolitan Melbourne in recent years, with a decline recorded in some municipalities.



This may reflect increased community attention to environmental sustainability related issues in recent times, and a reflection of the role of Council in addressing these issues.



Council meeting its responsibilities towards the environment was the 24th most important of the 26 included services and facilities with an average importance of 8.5 out of 10 this year, which despite a small increase this year, remains notably below the pre-2022 importance.

Satisfaction with this area of responsibility increased marginally this year, up one percent to 7.1 out of 10, which remains a “good” level of satisfaction.

This result remains somewhat below the long-term average satisfaction since 2018 of 7.3.

This result ranks these services 24th in terms of satisfaction, and one of seven to record a satisfaction score measurably lower than the average of all 26 services and facilities (7.7).

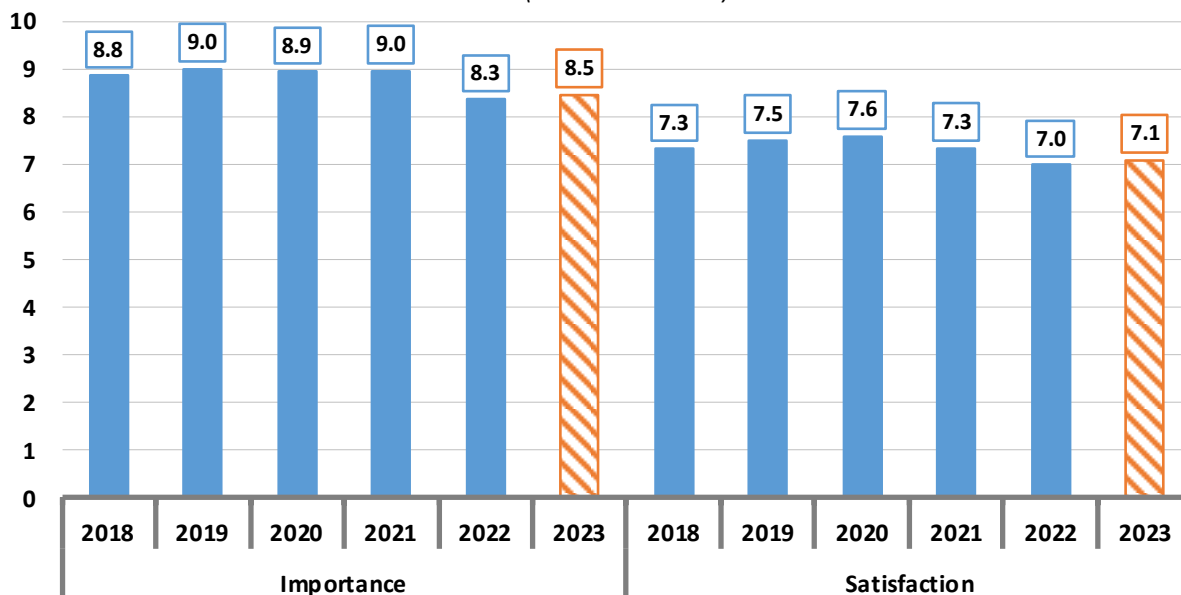
This result was comprised of 48% “very satisfied” and 7% “dissatisfied” respondents, based on a total sample of 519 of the 714 respondents who provided a satisfaction score.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34) measurably more satisfied than average.



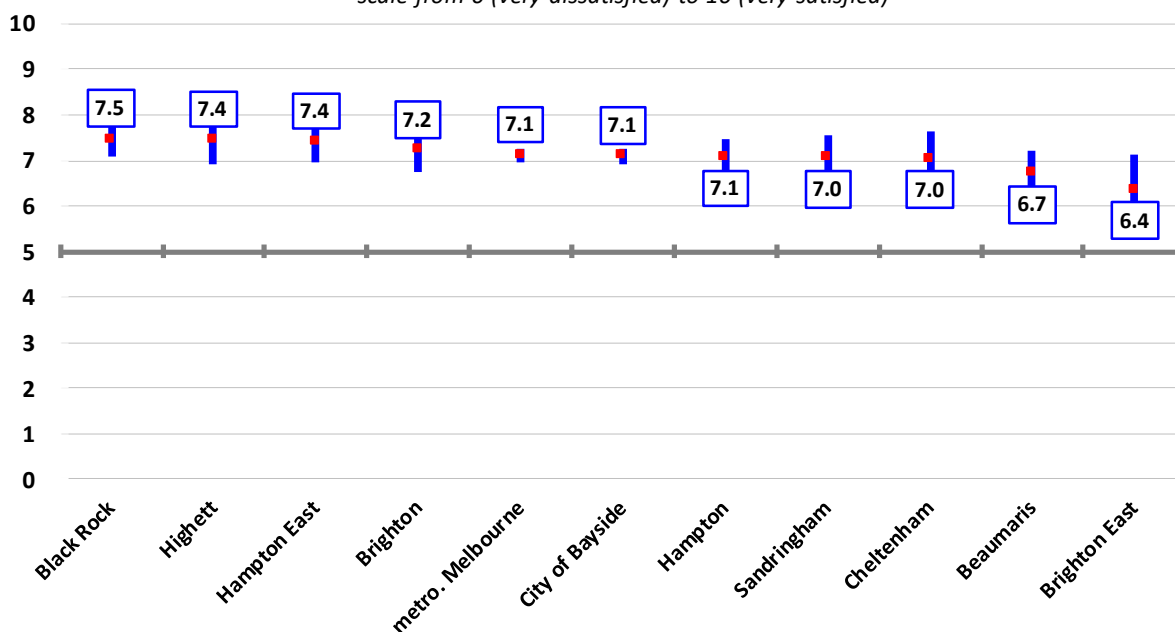
By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with the “Council meeting its responsibilities towards the environment” of 7.1, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research.

Importance of and satisfaction with Council meeting environmental responsibilities
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Whilst there was no statistically significant variation in satisfaction observed across the municipality, it is noted that respondents from Black Rock, Highett, and Hampton East were somewhat more satisfied than average and at “very good” levels, whilst respondents from Brighton East were notably less satisfied than average and at a “solid” rather than “good”.

Council meeting its environmental responsibilities by precinct
Bayside City Council - 2023 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



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?”

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 primarily the responsibility 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 and allow for some insight into the degree to which these issues may affect community satisfaction with the performance of Council.

Approximately two-thirds (62% down from 68%) of respondents provided a total of 855 responses, at an average of approximately two issues per respondent.

The most nominated issues to address in the City of Bayside in 2023 remain the same as previous years, those being car parking (11% up from 5%) and building, housing, planning and development (10% down from 15%).

The third most commonly nominated issue this year was rubbish and waste issues, with nine percent (up from 6% last year and 1% in 2022) nominating these issues. This increase over the last two years clearly reflects the changes to the kerbside collection services.

There were some notable changes in the most common issues nominated in 2023 compared to 2023, as follows:

- **Notably more commonly nominated in 2023** – includes car parking (11% up from 5%), rubbish and waste issues (9% up from 6%), dog off-leash issues (2% up from 0%), and Hampton Street issues (2% up from 0%).
- **Notably less commonly nominated in 2023** – building, housing, planning, and development (10% down from 15%), environment, conservation, and climate change (4% down from 8%), parks, gardens, and open spaces (4% down from 7%), and beach and foreshore issues (3% down from 7%).



Metropolis Research notes that three of the four issues that declined in importance this year related to the natural environment, including environment, parks and gardens, and the beach and foreshore.

The decline in the proportion of respondents nominating building, housing, planning, and development related issues this year reflects the increase in satisfaction with aspects of planning and housing development, as discussed in the [Planning and Housing Development](#) section of this report.

The increase in the proportion of respondents nominating car parking related issues was inconsistent with the relatively stable level of satisfaction with parking enforcement and appears to be a return to the long-term average proportion nominating these issues from the unusually low result of five percent recorded last year.

When compared to the 2023 metropolitan Melbourne results, some variations are noted, as follows:

- **More commonly nominated in the City of Bayside** – includes car parking (11% compared to 6%), building, housing, planning, and development (10% compared to 3%), and rubbish and waste issues (9% compared to 6%).
- **Less commonly nominated in the City of Bayside** – traffic management (7% compared to 13%), road maintenance and repairs including roadworks (7% compared to 10%), parks, gardens, and open spaces (4% compared to 9%), and cleanliness and maintenance of the area (2% compared to 5%).

The three most commonly nominated issues this year (parking, planning, and rubbish) issues were all likely to be exerting a negative influence on respondents' satisfaction with Council's overall performance for the respondents nominating the issues, as discussed in the [Relationship between issues and overall satisfaction](#) section of this report.

This impact was greatest for planning and development issues and car parking related issues, with respondents who nominated these two issues rating overall satisfaction with Council at 6.2 and 6.3 out of 10 respectively, compared to the overall satisfaction score of 7.1 recorded this year.



Top three issues for the City of Bayside at the moment
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2023		2022	2021	2020	2023 Metro.*
	Number	Percent				
Car parking	78	11%	5%	11%	15%	6%
Building, planning, housing, development	69	10%	15%	16%	16%	3%
Rubbish and waste issues including garbage	64	9%	6%	1%	1%	6%
Traffic management	52	7%	7%	5%	7%	13%
Roads maintenance and repairs	50	7%	8%	4%	4%	10%
Provision and maintenance of street trees	46	6%	6%	4%	5%	7%
Footpath maintenance and repairs	44	6%	7%	3%	4%	7%
Environment, sustainability, climate change	26	4%	8%	4%	5%	3%
Parks, gardens and open space	26	4%	7%	5%	3%	9%
Sports and recreation facilities	26	4%	5%	5%	2%	2%
Council rates	22	3%	5%	1%	2%	5%
Beach and foreshore issues	21	3%	7%	4%	4%	n.a.
Communication and provision of information	21	3%	3%	4%	4%	3%
Drains maintenance and repairs	21	3%	3%	1%	2%	2%
Safety, policing and crime	20	3%	3%	2%	1%	5%
Council governance and performance	18	3%	2%	2%	1%	1%
Cleanliness and maintenance of the area	16	2%	3%	2%	1%	5%
Dog off-leash issues	16	2%	0%	0%	2%	1%
Hampton Street issues	14	2%	0%	1%	0%	n.a.
Lighting	14	2%	1%	1%	1%	3%
Street cleaning and maintenance	12	2%	1%	0%	1%	4%
Elderly services and facilities	11	2%	1%	2%	1%	1%
Recycling collection	10	1%	2%	2%	2%	2%
Youth activities, services, and facilities	10	1%	1%	0%	1%	0%
Children activities and facilities	9	1%	2%	0%	0%	2%
Public toilets	9	1%	2%	1%	2%	2%
Animal management	8	1%	3%	1%	1%	2%
Council customer service responsiveness	8	1%	1%	1%	1%	1%
Disability services, facilities, and activities	8	1%	2%	1%	0%	1%
Financial issues and priorities for Council	8	1%	2%	1%	2%	1%
Bike /shared paths / cyclist issues	7	1%	3%	3%	2%	3%
General infrastructure (e.g. internet, electricity)	7	1%	1%	0%	2%	1%
Heritage / character	6	1%	1%	1%	0%	0%
Noise	6	1%	1%	0%	0%	1%
Public transport	6	1%	3%	1%	3%	5%
Graffiti / vandalism	5	1%	1%	0%	1%	1%
Hard rubbish collection	5	1%	1%	0%	1%	1%
All other issues (28 separately identified)	56	8%	10%	13%	17%	17%
Total responses	855		848	743	771	1,061
<i>Respondents identifying at least one issue</i>	<i>439</i>		<i>407</i>	<i>388</i>	<i>428</i>	<i>558</i>
	<i>(62%)</i>		<i>(68%)</i>	<i>(55%)</i>	<i>(61%)</i>	<i>(70%)</i>

(*) 2023 metropolitan Melbourne average from Governing Melbourne



Issues by precinct

There was some variation in the top three issues to address for the City of Bayside ‘at the moment’ observed across the municipality, as follows:

- ***Brighton East*** – respondents were somewhat more likely than average to nominate rubbish and waste issues, and road maintenance and repairs.
- ***Brighton*** – respondents were somewhat more likely than average to nominate car parking, planning and development, street trees, footpaths, and safety, policing, and crime issues.
- ***Beaumaris*** – respondents were somewhat more likely than average to nominate footpaths.
- ***Black Rock*** – respondents were somewhat more likely than average to nominate beach and foreshore issues.
- ***Cheltenham*** – respondents were somewhat more likely than average to nominate traffic management and rubbish and waste related issues.
- ***Hampton East*** – respondents were somewhat more likely than average to nominate rubbish and waste related issues.
- ***Sandringham*** – respondents were somewhat more likely than average to nominate sports and recreation facilities.
- ***Hampton*** – respondents were somewhat more likely than average to nominate Hampton Street issues, street trees, and traffic management.



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

Bayside City Council - 2023 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Brighton East	
Rubbish and waste issues inc garbage	13%
Car parking	12%
Roads maintenance and repairs	12%
Building, planning, housing, development	10%
Footpath maintenance and repairs	8%
Environment,sustainability,climate change	7%
Parks, gardens and open spaces	6%
Cleanliness and maintenance of area	6%
Communication, consultation, prov. of info.	6%
Safety, policing, crime	6%
All other issues	69%
<i>Respondents identifying an issue</i>	57 (69%)

Brighton	
Car parking	22%
Building, planning, housing, development	16%
Provision and maintenance of street trees	12%
Footpath maintenance and repairs	10%
Safety, policing, crime	7%
Drains maintenance and repairs	6%
Roads maintenance and repairs	6%
Lighting	6%
Rubbish and waste issues inc garbage	6%
Council rates	4%
All other issues	51%
<i>Respondents identifying an issue</i>	59 (66%)

Beaumaris	
Building, planning, housing, development	11%
Car parking	10%
Footpath maintenance and repairs	10%
Roads maintenance and repairs	9%
Provision and maintenance of street trees	9%
Environment,sustainability,climate change	5%
Parks, gardens and open spaces	4%
Drains maintenance and repairs	4%
Council rates	4%
Rubbish and waste issues inc garbage	4%
All other issues	39%
<i>Respondents identifying an issue</i>	55 (60%)

Black Rock	
Rubbish and waste issues inc garbage	9%
Beach and foreshore issues	9%
Car parking	8%
Roads maintenance and repairs	8%
Traffic management	8%
Footpath maintenance and repairs	5%
Parks, gardens and open spaces	3%
Communication, consultation, prov. of info.	3%
Environment,sustainability,climate change	3%
Street cleaning and maintenance	3%
All other issues	51%
<i>Respondents identifying an issue</i>	59 (67%)

Highbett	
Building, planning, housing, development	11%
Car parking	8%
Roads maintenance and repairs	8%
Footpath maintenance and repairs	6%
Traffic management	5%
Services and facilities for the elderly	3%
Communication, consultation, prov. of info.	3%
Recycling collection	3%
Provision and maintenance of street tree	3%
Parks, gardens and open spaces	2%
All other issues	19%
<i>Respondents identifying an issue</i>	26 (42%)

Cheltenham	
Traffic management	18%
Rubbish and waste issues inc garbage	16%
Building, planning, housing, development	11%
Car parking	9%
Footpath maintenance and repairs	7%
Parks, gardens and open spaces	5%
Drains maintenance and repairs	5%
Council rates	5%
Council governance and performance	5%
Communication, consultation, prov. of info.	4%
All other issues	30%
<i>Respondents identifying an issue</i>	32 (55%)



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

Bayside City Council - 2023 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Hampton East	
Rubbish and waste issues inc garbage	14%
Car parking	5%
Footpath maintenance and repairs	5%
Traffic management	5%
Drains maintenance and repairs	3%
Cleanliness and maintenance of area	3%
Communication, consultation, prov. of info.	3%
Council rates	3%
Building, planning, housing, development	3%
Animal management	3%
All other issues	28%
Respondents identifying an issue	29 (45%)

Sandringham	
Car parking	12%
Rubbish and waste issues inc garbage	12%
Building, planning, housing, development	11%
Sports and recreation facilities	11%
Traffic management	10%
Provision and maintenance of street trees	8%
Council rates	6%
Environment,sustainability,climate change	6%
Roads maintenance and repairs	3%
Bike /shared paths / cyclist issues	3%
All other issues	33%
Respondents identifying an issue	58 (64%)

Hampton	
Hampton Street issues	14%
Building, planning, housing, development	13%
Provision and maintenance of street trees	13%
Traffic management	11%
Roads maintenance and repairs	10%
Car parking	9%
Rubbish and waste issues inc garbage	7%
Sports and recreation facilities	7%
Environment,sustainability,climate change	6%
Lighting	6%
All other issues	57%
Respondents identifying an issue	64 (73%)

City of Bayside	
Car parking	11%
Building, planning, housing, development	10%
Rubbish and waste issues inc garbage	9%
Traffic management	7%
Roads maintenance and repairs	7%
Provision and maintenance of street trees	6%
Footpath maintenance and repairs	6%
Environment,sustainability,climate change	4%
Parks, gardens and open space	4%
Sports and recreation facilities	4%
All other issues	52%
Respondents identifying an issue	439 (62%)

Inner-eastern region	
Provision and maintenance of street trees	12%
Traffic management	12%
Parking	11%
Roads maintenance and repairs	8%
Council rates	7%
Safety, policing and crime	7%
Street cleaning and maintenance	7%
Footpath maintenance and repairs	6%
Building, housing, planning, development	5%
Bicycle, cycling / walking tracks	5%
All other issues	61%
Respondents identifying an issue	99 (68%)

Metropolitan Melbourne	
Traffic management	13%
Roads maintenance and repairs	10%
Parks, gardens and open space	9%
Footpath maintenance and repairs	7%
Street trees / nature strips	7%
Car parking	6%
Rubbish and waste issues	6%
Safety, policing and crime	5%
Public transport	5%
Cleanliness and maintenance of area	5%
All other issues	61%
Respondents identifying an issue	558 (70%)



Issues by respondent profile

There was some variation in the top three issues to address for the City of Bayside ‘at the moment’ observed by respondent profile, as follows:

- ***Young adults (aged 18 to 34 years)*** – respondents were somewhat more likely than average to nominate rubbish and waste issues.
- ***Adults (aged 35 to 44 years)*** – respondents were somewhat more likely than average to nominate road maintenance and repairs.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were somewhat more likely than average to nominate traffic management.
- ***Older adults (aged 60 to 74 years)*** – respondents were somewhat more likely than average to nominate planning and development, and street trees.
- ***Senior citizens (aged 75 years and over)*** – respondents were somewhat more likely than average to nominate footpaths and street trees.
- ***Male*** – respondents were somewhat more likely than female respondents to nominate planning and development.
- ***Multilingual household*** – respondents were somewhat more likely than respondents from English speaking households to nominate car parking, planning and development, and footpaths.



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

Bayside City Council - 2023 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Male	
Building, planning, housing, development	11%
Car parking	11%
Roads maintenance and repairs	8%
Rubbish and waste issues inc garbage	8%
Traffic management	6%
Provision and maintenance of street trees	6%
Footpath maintenance and repairs	5%
Parks, gardens and open spaces	4%
Communication, consultation, prov. of info.	4%
Council rates	4%
All other issues	50%
<i>Respondents identifying an issue</i>	<i>194 (25%)</i>

Female	
Car parking	11%
Rubbish and waste issues inc garbage	9%
Building, planning, housing, development	8%
Traffic management	8%
Footpath maintenance and repairs	7%
Roads maintenance and repairs	7%
Provision and maintenance of street trees	6%
Environment,sustainability,climate change	4%
Sports and recreation facilities	4%
Hampton Street issues	3%
All other issues	51%
<i>Respondents identifying an issue</i>	<i>236 (63%)</i>

English speaking	
Car parking	10%
Rubbish and waste issues inc garbage	9%
Building, planning, housing, development	9%
Traffic management	7%
Roads maintenance and repairs	7%
Provision and maintenance of street trees	6%
Footpath maintenance and repairs	5%
Sports and recreation facilities	4%
Parks, gardens and open spaces	3%
Council rates	3%
All other issues	50%
<i>Respondents identifying an issue</i>	<i>337 (60%)</i>

Multi-lingual	
Car parking	15%
Building, planning, housing, development	14%
Rubbish and waste issues inc garbage	10%
Footpath maintenance and repairs	9%
Provision and maintenance of street trees	8%
Traffic management	7%
Roads maintenance and repairs	6%
Environment,sustainability,climate change	5%
Drains maintenance and repairs	5%
Parks, gardens and open spaces	4%
All other issues	60%
<i>Respondents identifying an issue</i>	<i>99 (67%)</i>



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

Bayside City Council - 2023 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Young adults (18 to 34 years)	
Rubbish and waste issues inc garbage	13%
Car parking	6%
Traffic management	6%
Provision and maintenance of street trees	4%
Dog off-leash issues	3%
Footpath maintenance and repairs	3%
Parks, gardens and open spaces	3%
Communication, consultation, prov. of info.	3%
Building, planning, housing, development	3%
Environment,sustainability,climate change	3%
All other issues	33%
<i>Respondents identifying an issue</i>	65 (45%)

Adults (35 to 44 years)	
Building, planning, housing, development	12%
Rubbish and waste issues inc garbage	11%
Roads maintenance and repairs	10%
Car parking	9%
Footpath maintenance and repairs	5%
Safety, policing, crime	4%
Council customer service / responsiveness	3%
Parks, gardens and open spaces	3%
Council governance and performance	3%
Drains maintenance and repairs	3%
All other issues	45%
<i>Respondents identifying an issue</i>	67 (56%)

Middle aged adults (45 to 59 years)	
Car parking	13%
Traffic management	12%
Rubbish and waste issues inc garbage	11%
Building, planning, housing, development	10%
Roads maintenance and repairs	9%
Sports and recreation facilities	6%
Environment,sustainability,climate change	6%
Provision and maintenance of street trees	5%
Footpath maintenance and repairs	5%
Council rates	4%
All other issues	56%
<i>Respondents identifying an issue</i>	147 (68%)

Older adults (60 to 74 years)	
Building, planning, housing, development	16%
Car parking	13%
Provision and maintenance of street trees	10%
Roads maintenance and repairs	7%
Footpath maintenance and repairs	7%
Traffic management	7%
Parks, gardens and open spaces	6%
Communication, consultation, prov. of info.	6%
Cleanliness and maintenance of area	5%
Council rates	5%
All other issues	59%
<i>Respondents identifying an issue</i>	103 (69%)

Senior citizens (75 years and over)	
Footpath maintenance and repairs	15%
Provision and maintenance of street trees	13%
Car parking	12%
Building, planning, housing, development	8%
Roads maintenance and repairs	7%
Rubbish and waste issues inc garbage	6%
Traffic management	6%
Services and facilities for the elderly	4%
Street cleaning and maintenance	4%
Council governance and performance	4%
All other issues	44%
<i>Respondents identifying an issue</i>	54 (65%)

City of Bayside	
Car parking	11%
Building, planning, housing, development	10%
Rubbish and waste issues inc garbage	9%
Traffic management	7%
Roads maintenance and repairs	7%
Provision and maintenance of street trees	6%
Footpath maintenance and repairs	6%
Environment,sustainability,climate change	4%
Parks, gardens and open space	4%
Sports and recreation facilities	4%
All other issues	52%
<i>Respondents identifying an issue</i>	439 (62%)



Traffic, parking, and safety on roads

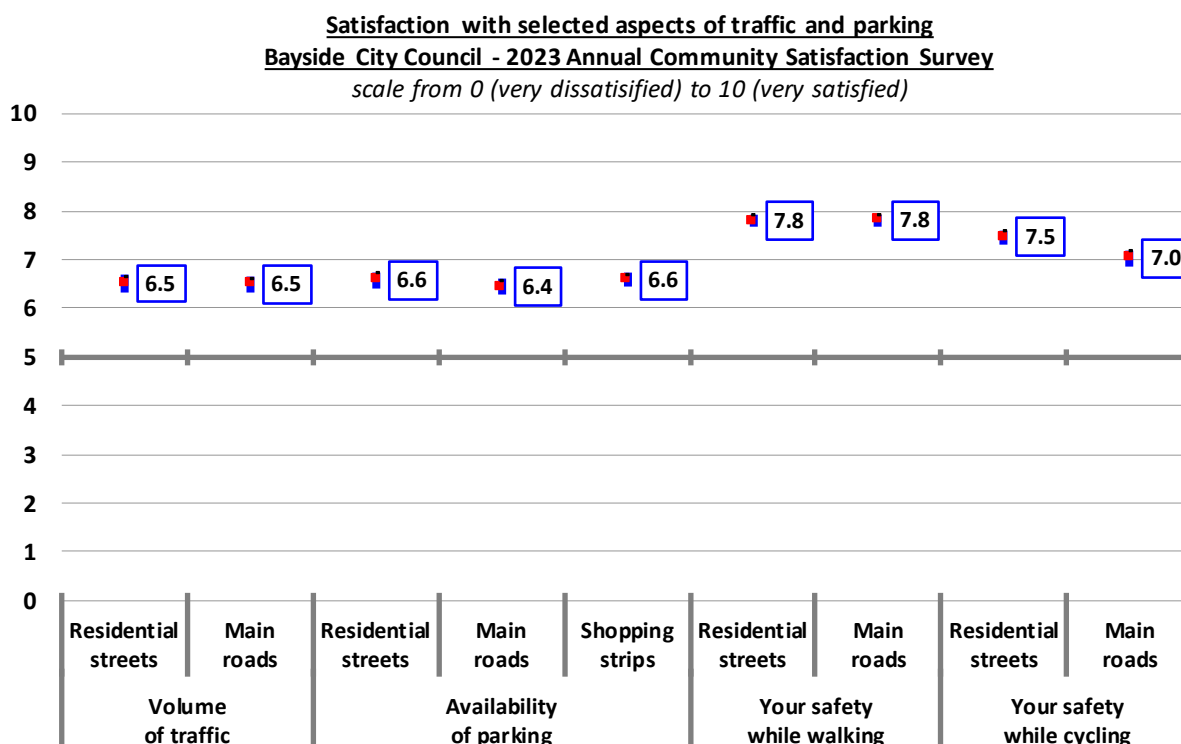
Respondents were asked:

“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 2023, asked to rate their satisfaction with the volume of traffic, the availability of parking, their safety whilst walking, and their safety whilst cycling on both residential streets and main roads, as well as the availability of parking in and around shopping strips.

In 2023, satisfaction with these aspects of traffic and parking can best be summarised as follows:

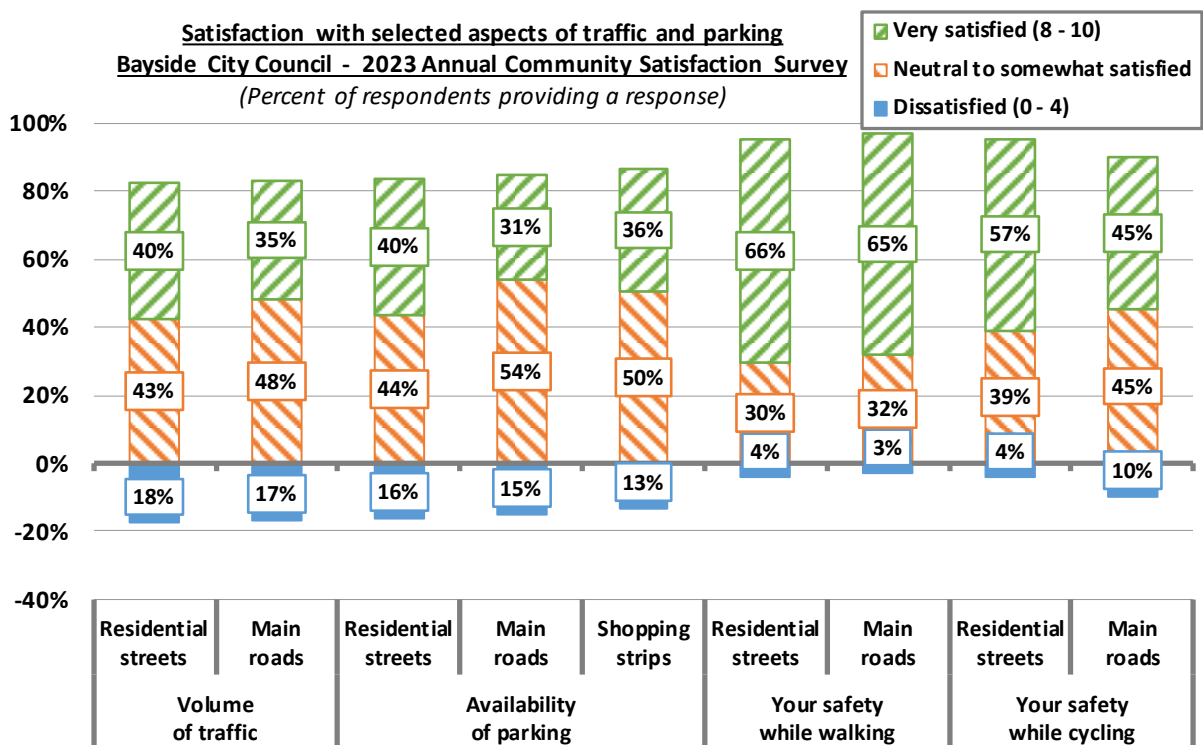
- **Excellent** – for respondents’ perception of their safety whilst walking on both residential streets and main roads.
- **Very Good** – for respondents’ perception of their safety whilst cycling on residential streets.
- **Good** – for respondents’ perception of cycling on main roads, the volume of traffic on residential streets and main roads, and the availability of parking on residential streets and in and around shopping strips.
- **Solid** – for the availability of parking on main roads.



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

It is noted that two-thirds of respondents were “very satisfied” with their safety whilst walking on residential streets and main roads, with approximately one-third “very satisfied” with the volume of traffic and the availability of parking.

It is noted that approximately one-sixth of respondents were “dissatisfied” with the volume of traffic and the availability of parking on both residential streets and main roads, and parking in shopping strips.

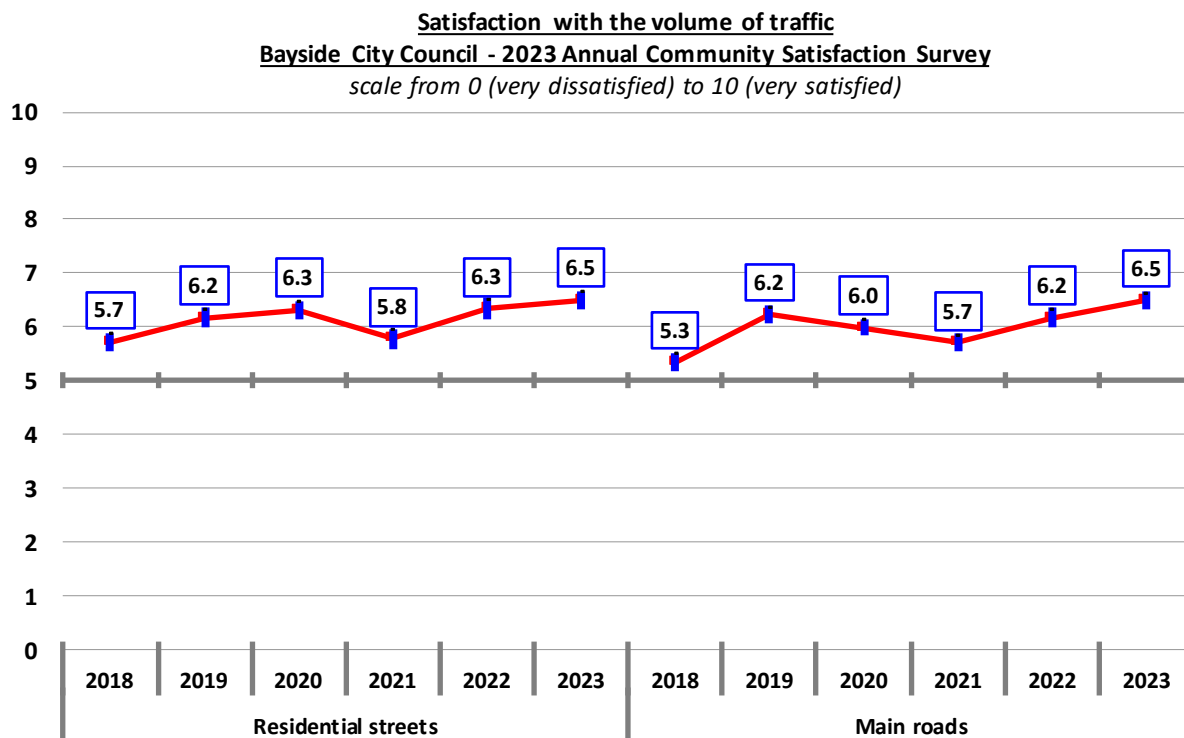


Volume of traffic

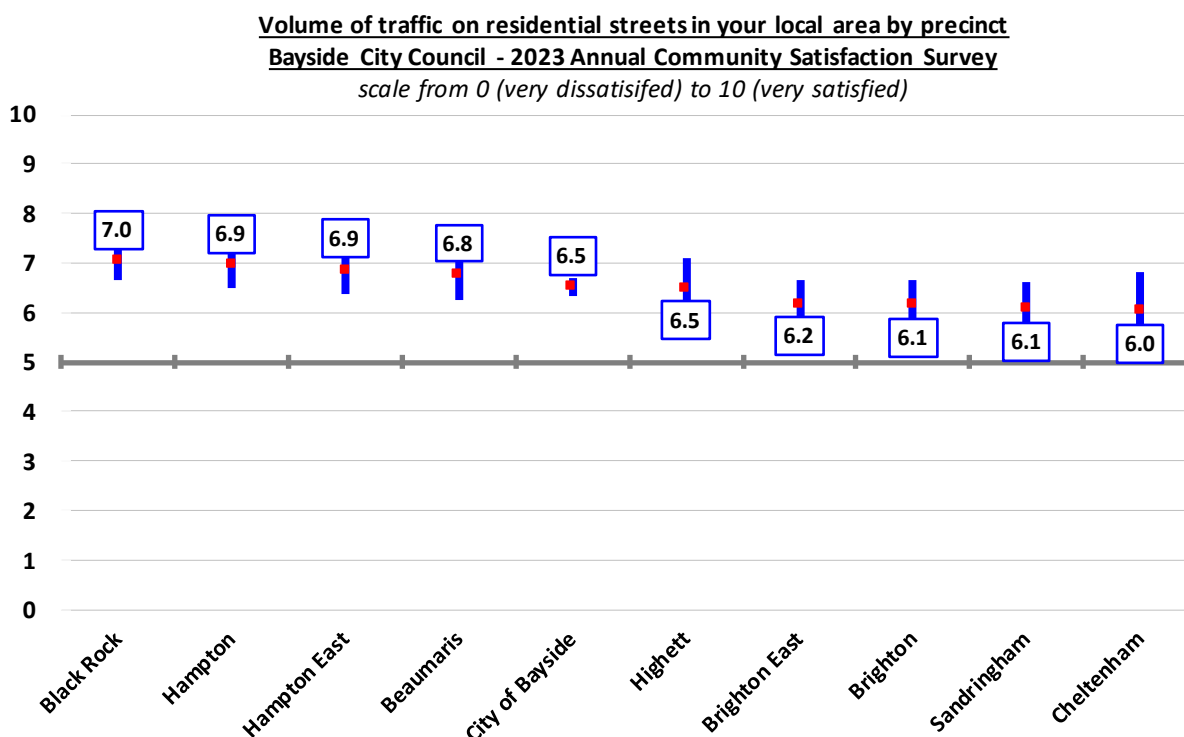
Satisfaction with the volume of traffic both residential streets (up 3%) and on main roads (up 5%) increased notably but not measurably this year, up from “solid” to “good” levels of satisfaction.

Metropolis Research notes that satisfaction with volume of traffic on both residential streets and main roads was at record levels for the City of Bayside, and both were significantly above the long-term average satisfaction with the volume of traffic on residential streets (6.1) and main roads (6.0).

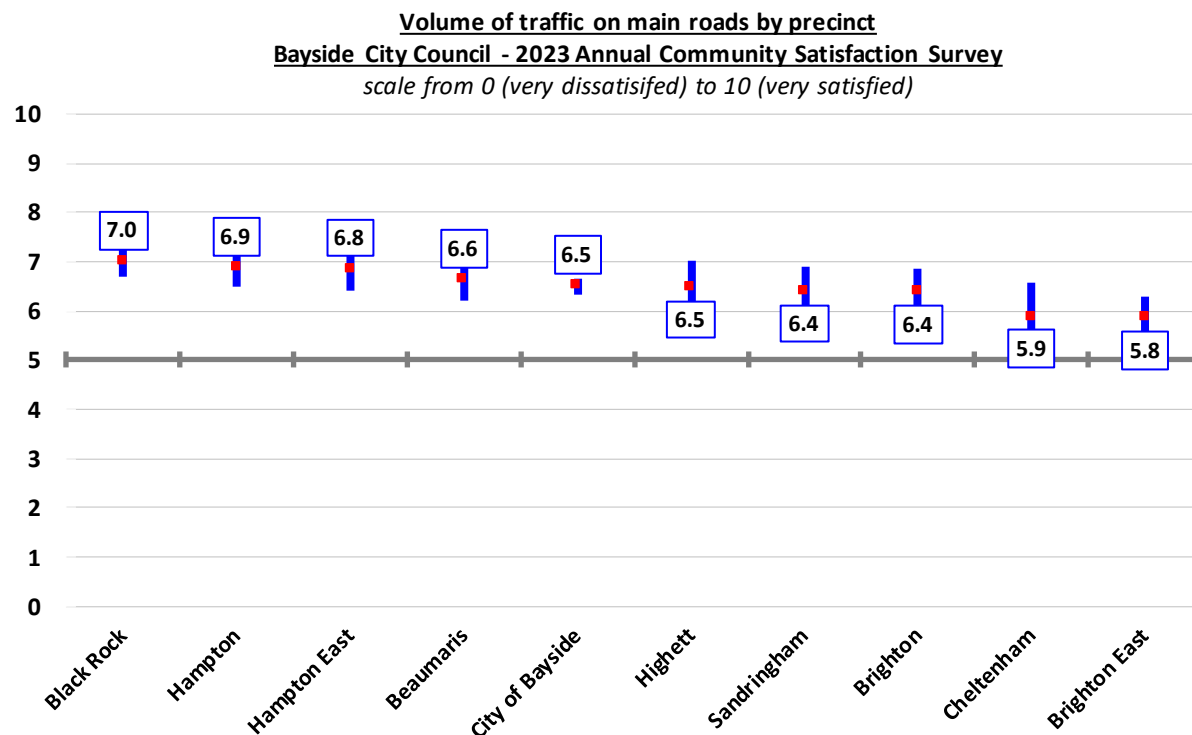




Whilst there was no statistically significant variation observed across the municipality, it is noted that respondents from Black Rock, Hampton, Hampton East, and Beaumaris were somewhat more satisfied than average, while respondents from Brighton, Sandringham, and Cheltenham were somewhat less satisfied.



A similar pattern of satisfaction was evident for the volume of traffic on main roads, with respondents from Black Rock, Hampton, Hampton East, and Beaumaris somewhat more satisfied than average, and respondents from Brighton, Sandringham, and Cheltenham somewhat less satisfied.



Availability of parking

Satisfaction with the availability of parking on both residential streets and main roads remained stable this year at “good” and “solid” levels of satisfaction respectively.

These results confirm satisfaction at “good” levels of satisfaction after being recorded at “poor” to “solid” levels of satisfaction over the preceding four years (2018 to 2021).

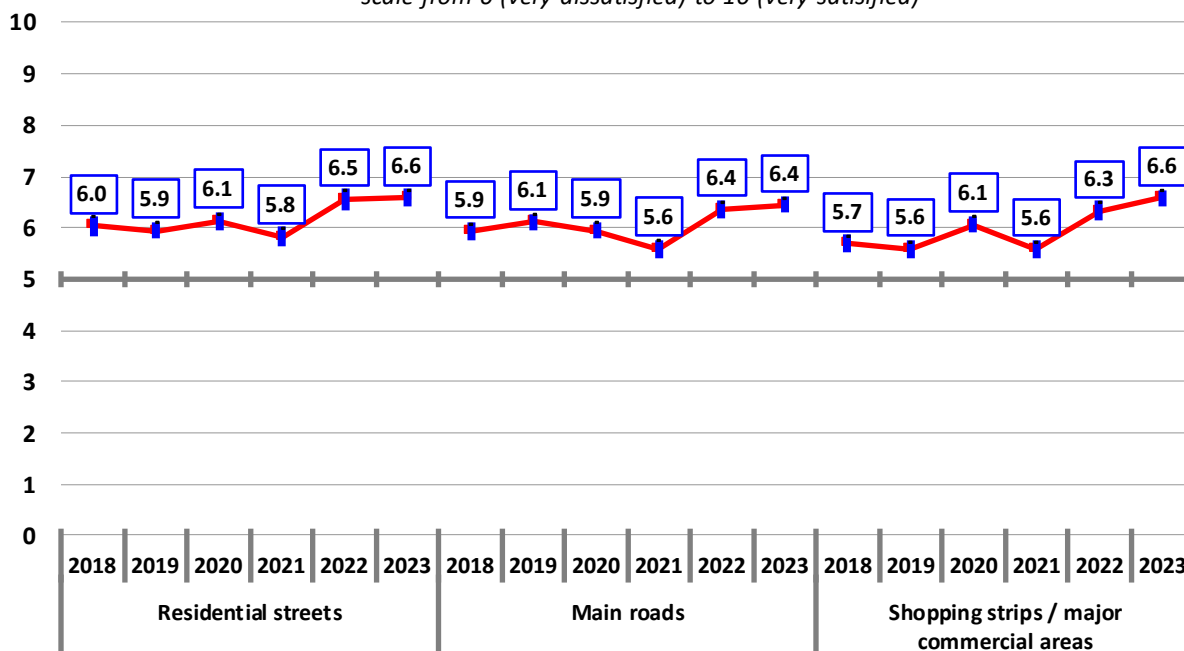
Satisfaction with the availability of parking in and around shopping strips and major commercial areas increased notably, but not measurably this year, up five percent to 6.6, which is a “good”, up from a “solid” level of satisfaction.

These results appear consistent with the continued increase in satisfaction with parking enforcement this year, up one percent following on from the three percent increase recorded in 2022, as discussed in the [satisfaction with parking enforcement](#) section of this report.

Despite these improvements in satisfaction in recent years in the availability of parking and the enforcement of parking was the most common [issue to address](#) for the City of Bayside this year, with 11% (up from 5% in 2022 and 11% in 2021) nominating car parking as one of the top three issues.

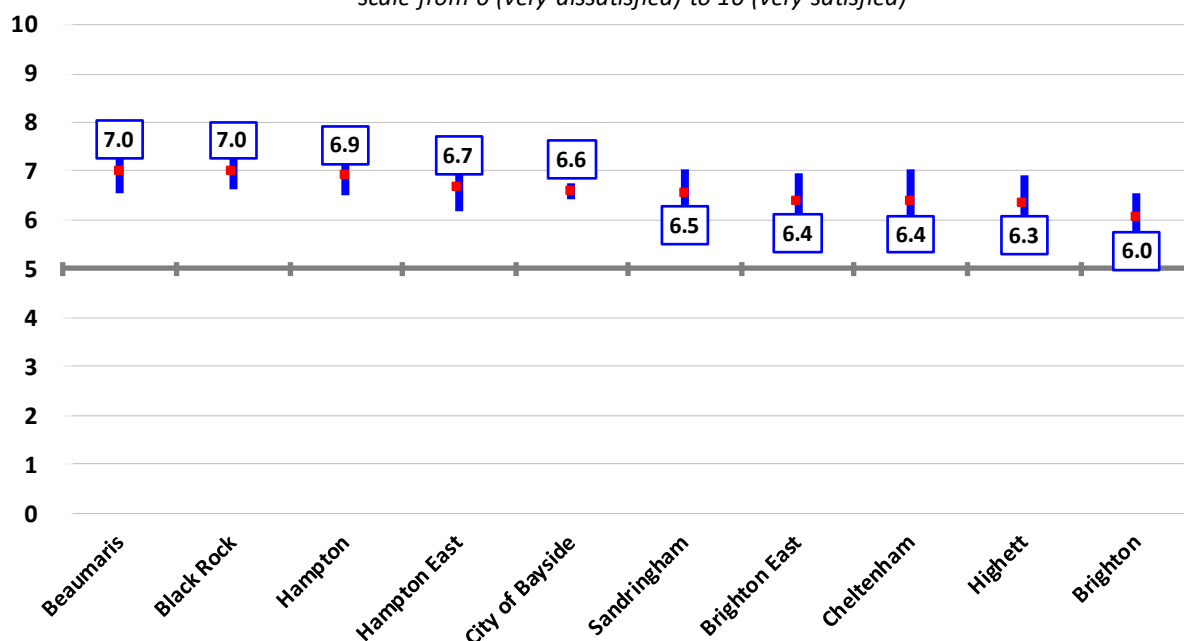


Satisfaction with the availability of parking
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

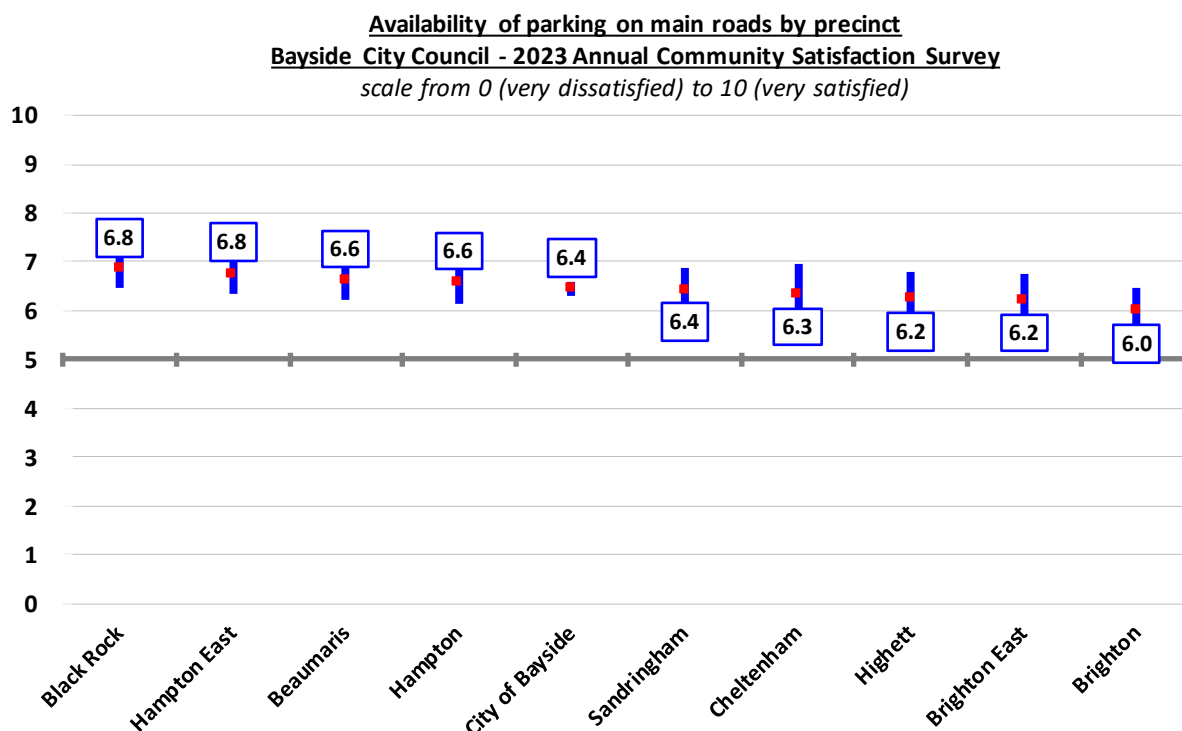


Whilst there was no statistically significant variation in satisfaction with the availability of parking on residential streets, it is noted that respondents from Beaumaris and Black Rock were notably more satisfied than average, whilst respondents from Brighton East and Cheltenham were somewhat and respondents from Highett and Brighton were notably less satisfied than average and at “solid” rather than “good” levels.

Availability of parking on residential streets in your local area by precinct
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



A similar pattern of satisfaction was evident for the availability of parking on main roads, with respondents from Black Rock and Hampton East notably and respondents from Hampton and Beaumaris somewhat more satisfied than average, and respondents from Highett and Brighton East somewhat and respondents from Brighton notably less satisfied than average and at “solid” levels.



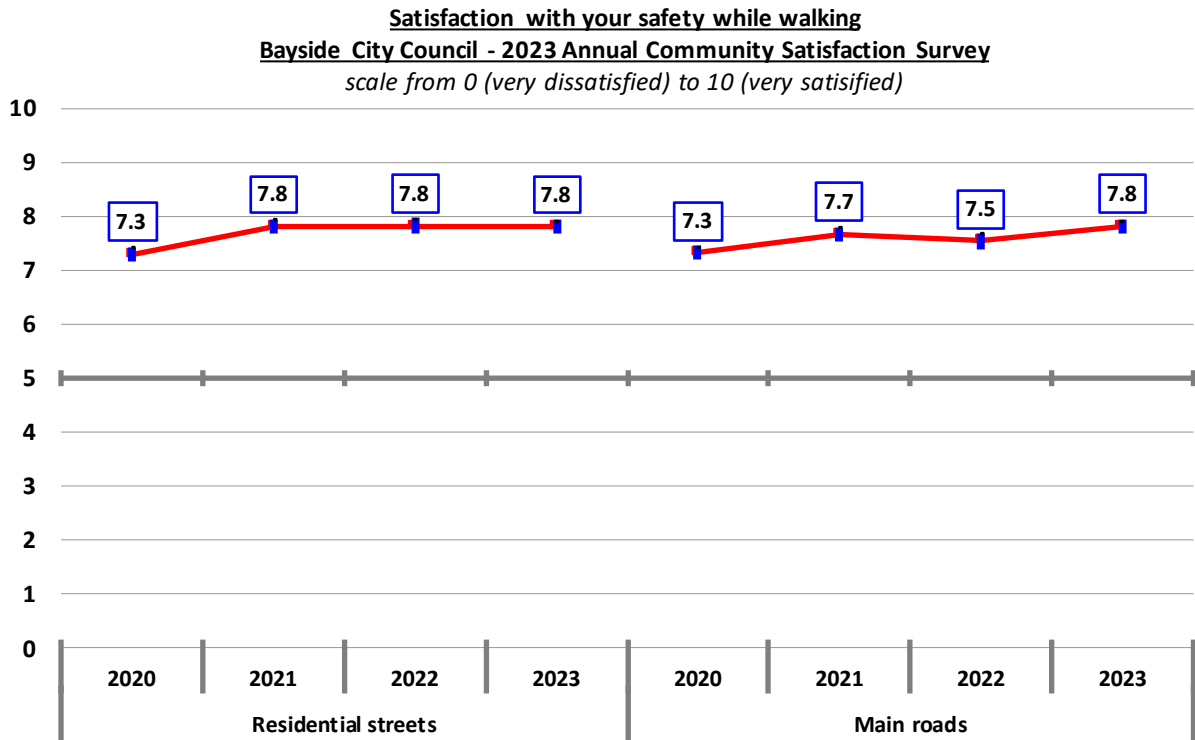
Your safety whilst walking

Respondents’ satisfaction with their perception of safety whilst walking on residential streets remained stable this year at an “excellent” level of satisfaction.

Satisfaction with the perception of safety whilst walking on main roads increased notably this year, up four percent to 7.8, which is an “excellent”, up from a “very good” level of satisfaction.

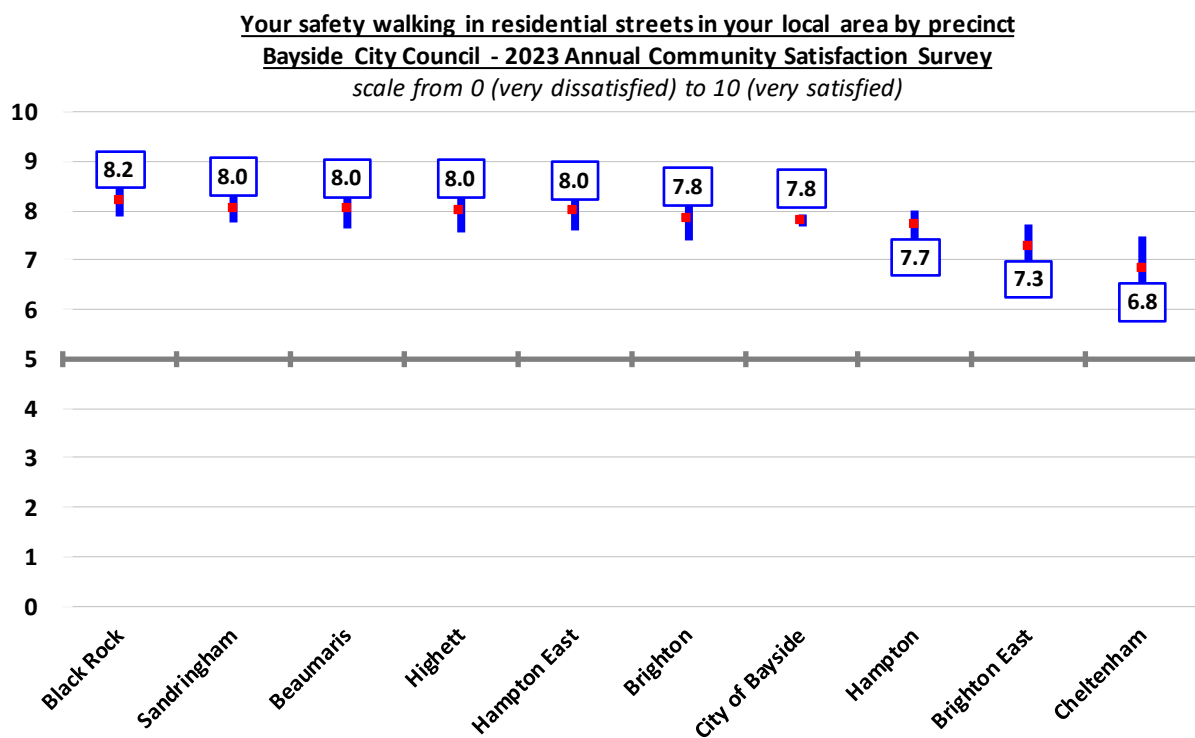
These results clearly reflect a significant degree of community satisfaction with how safe they feel walking on residential streets and beside main roads.



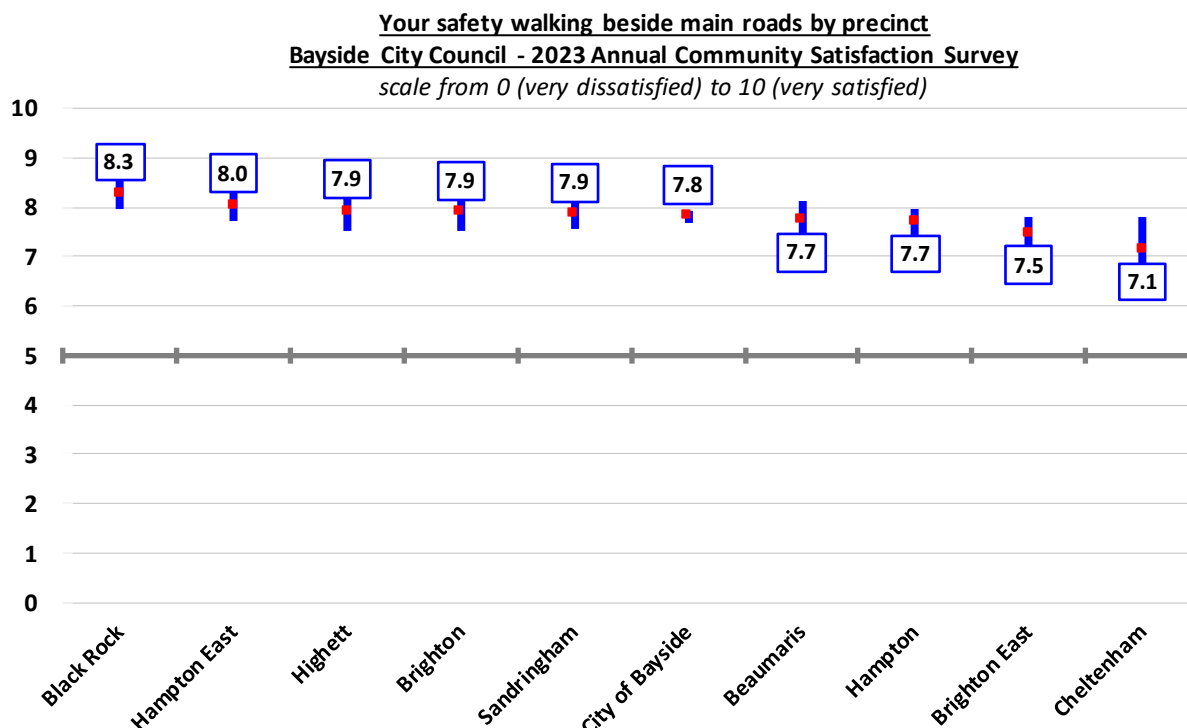


There was notable and measurable variation in satisfaction with the perception of safety walking on residential streets observed across the municipality.

Respondents from Black Rock were notably more satisfied than average, whilst respondents from Brighton East were notably and respondents from Cheltenham were measurably less satisfied than average and at “very good” and “good” levels of satisfaction respectively.



A similar pattern of satisfaction with the perception of safety walking beside main roads, with respondents from Black Rock notably more satisfied than average, and respondents from Brighton East and Cheltenham notably less satisfied, and at “very good” and “good” levels respectively.



Your safety whilst cycling

Approximately 60% of respondents provided a satisfaction score for their perception of safety whilst cycling on residential streets and on main roads, reflecting the fact that many respondents were not cycling at all.

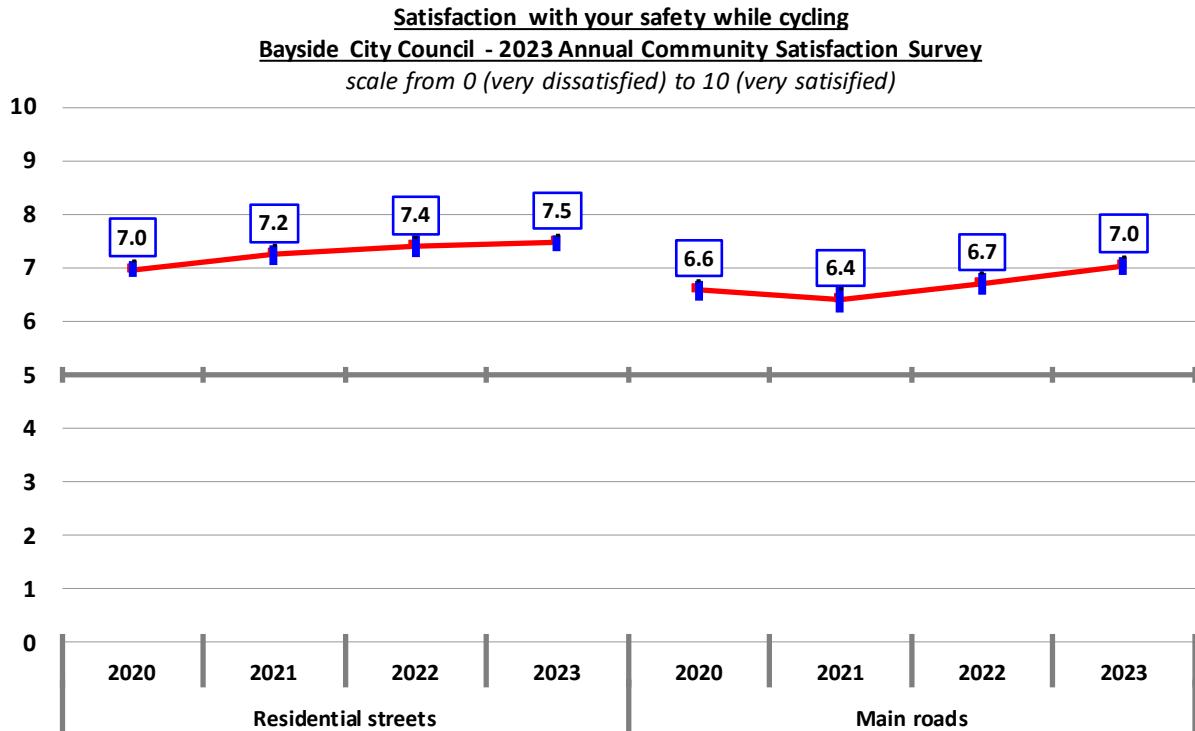
It is important to note that the proportion of respondents who provided a satisfaction score was likely to be somewhat larger than the proportion of respondents who would regularly or occasionally cycle in the municipality.

Metropolis Research notes that in research conducted elsewhere, only approximately one-third to a little less than half of the community will own a bicycle, and only a subset of these will regularly use their bicycle.

Satisfaction with both respondents’ perception of safety whilst cycling on residential streets and main road increased somewhat this year, up one percent and five percent respectively.

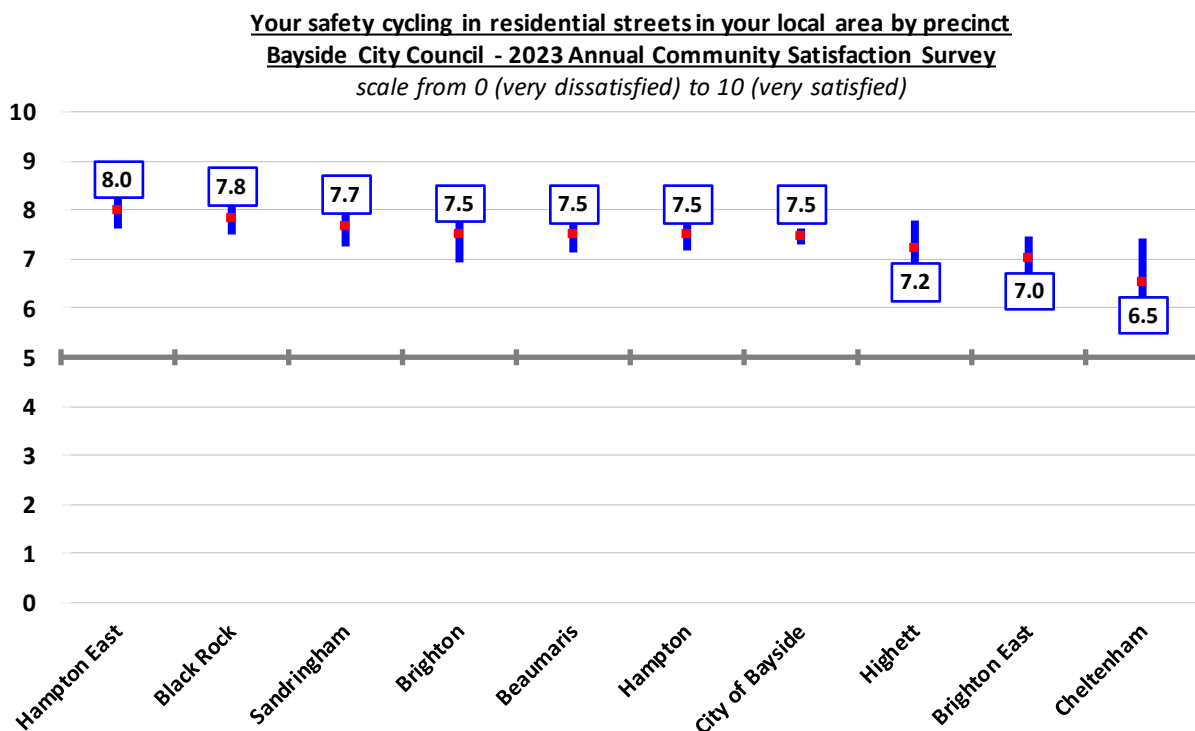
Satisfaction with safety whilst cycling on residential streets remains at a “very good” level and satisfaction with safety whilst cycling on main roads remains at a “good” level.



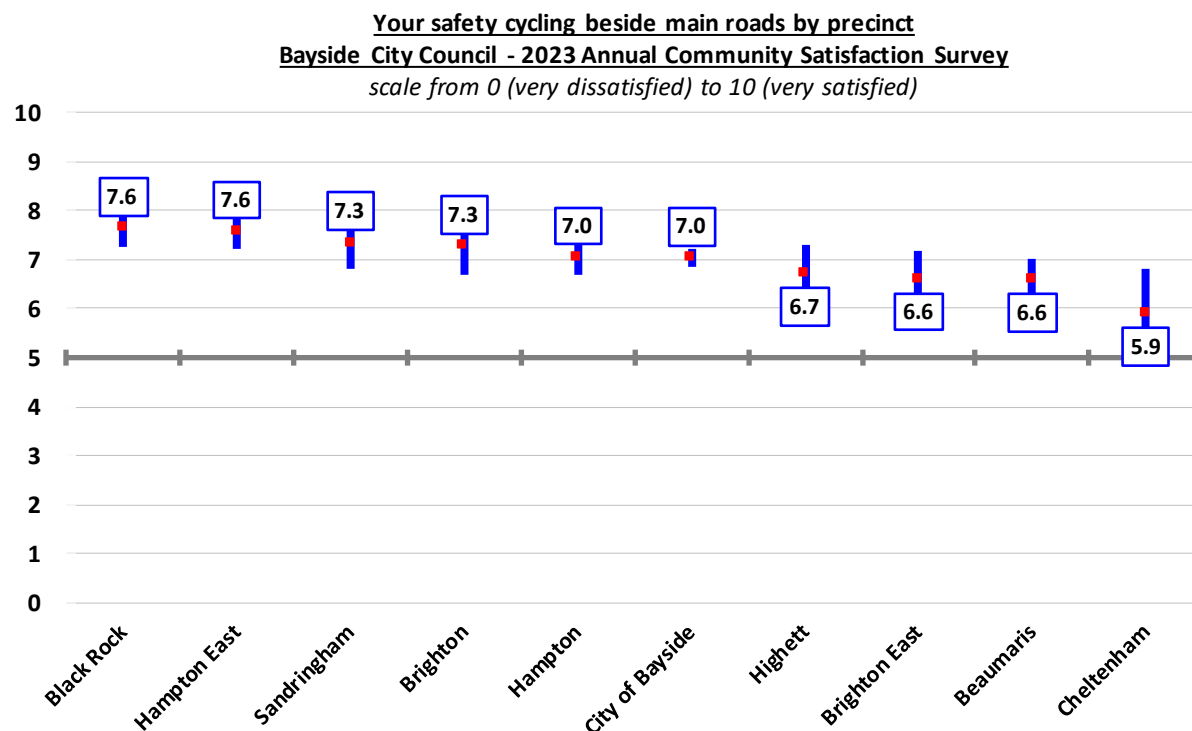


Whilst there was no statistically significant variation in satisfaction with safety whilst cycling on residential streets was observed across the municipality, it is noted that respondents from Hampton East and Black Rock were notably more satisfied and at “excellent” levels.

By contrast, respondents from Highett, Brighton East, and in particular those from Cheltenham rated satisfaction somewhat to notably lower than average and at “good” levels of satisfaction.



A similar pattern of satisfaction was observed for safety cycling beside main roads was evident, with respondents from Black Rock and Hampton East notably more satisfied than average and at “very good” levels. Respondents from Cheltenham, by contrast, were notably less satisfied than average and at a “poor” rather than a “good” level of satisfaction.



Hold events on Australia Day

Respondents were asked:

“Should Council continue to hold events such as Citizenship Ceremonies on January 26 (Australia Day)?”

This question relating to whether Council should continue to hold events such as Citizenship Ceremonies on Australia Day was included in the survey for the first time this year.

A total of 263 of the 714 respondents (37%) supported Council continuing to hold such events on Australia Day, whilst 21% opposed Council continuing to hold such events.

Almost half (42%) of respondents were unable or unwilling to say whether they supported or opposed Council holding events such as Citizenship Ceremonies on January 26 (Australia Day).

Metropolis Research suggests that this is a significant result, as it highlights that the largest proportion of the respondents were insufficiently engaged in the issue of Australia Day to be willing or able to provide a response to this question.

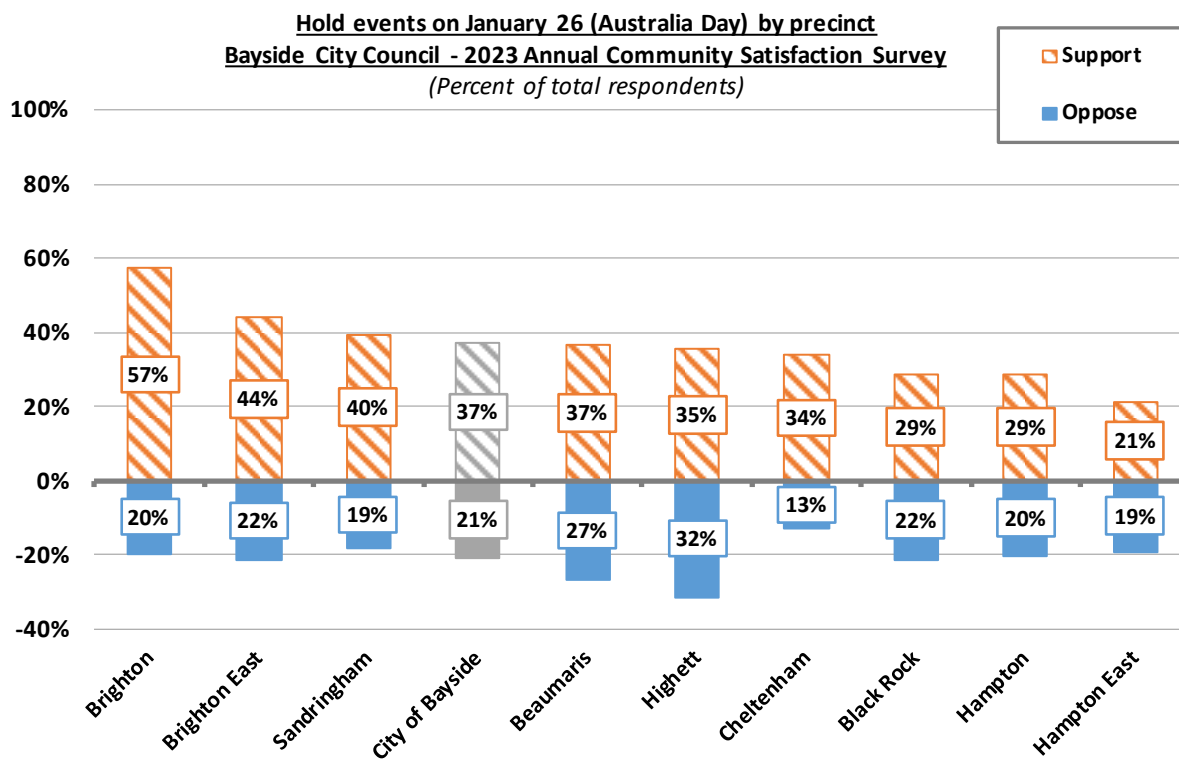


Hold events on January 26 (Australia Day)
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Response	2023	
	Number	Percent
Yes - I support Council continuing to hold these events on January 26	263	37%
No - I oppose Council continuing to hold these events on January 26	153	21%
I don't know / can't say	298	42%
Total	714	100%

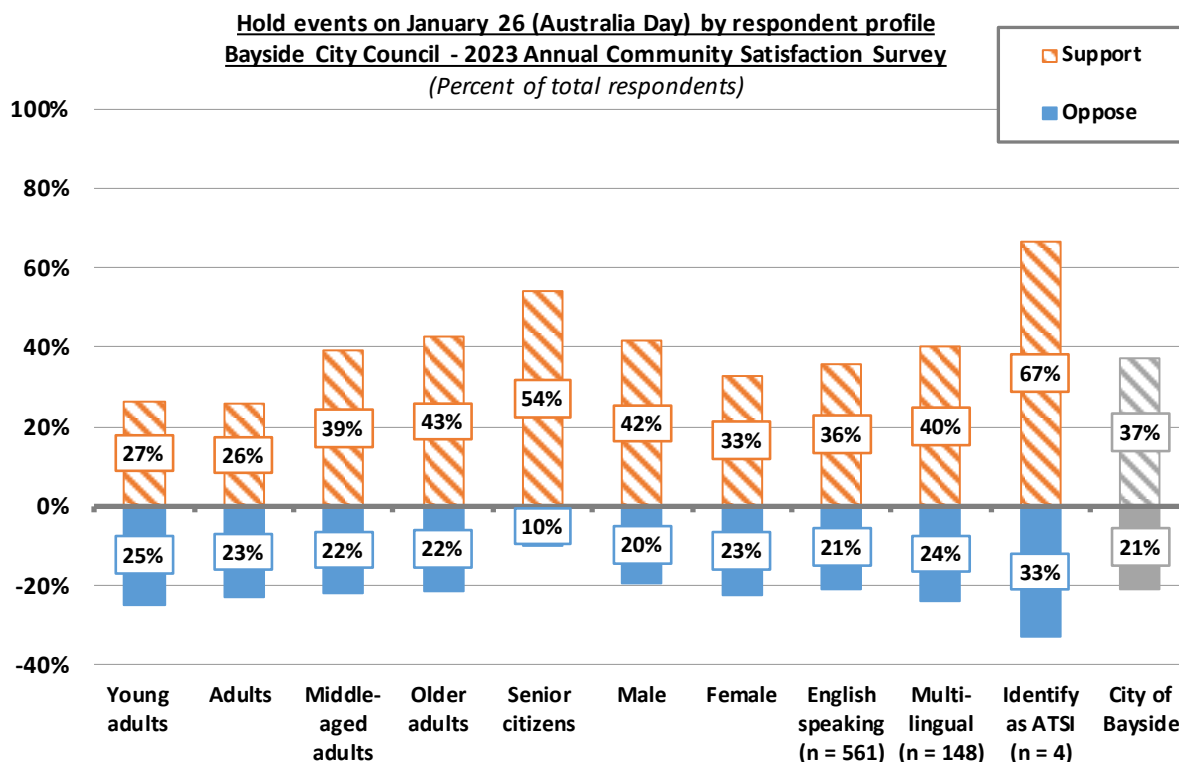
There was notable variation in the level of support and opposition to Council continuing to hold events such as Citizenship Ceremonies on Australia Day observed across the municipality, as follows:

- **Brighton and Brighton East** – respondents were measurably and notable respectively, more likely than average to support Council continuing to hold these events on Australia Day.
- **Black Rock, Hampton, and Hampton East** – respondents were notably and measurably respectively less likely than average to support Council continuing to hold these events on Australia Day.
- **Highett** – respondents were measurably more likely than average to oppose Council continuing to hold these events on Australia Day.



There was measurable variation in the level of support / opposition to Council continuing to hold events such as Citizenship Ceremonies on Australia Day observed by respondent profile, as follows:

- **Age structure** – support for Council continuing to hold these events on Australia Day increased measurably with the respondents’ age, from a low of 27% of young adults (aged 18 to 34 years) to a high of 54% of senior citizens (aged 75 years and over).
- **Gender** – male respondents were measurably and significantly more likely than female respondents to support Council continuing to hold these events.
- **Language spoken at home** – respondents from multilingual households were more likely than those from English speaking households to provide a response, and they were both slightly more likely to support and slightly more likely to oppose Council continuing to hold these events.
- **Aboriginal and / or Torres Strait Islander status** – the four respondents who identified as Aboriginal and / or Torres Strait Islander reported a diversity of views, with three supporting Council continuing to hold these events and one opposed. These results clearly are not statistically significant.



Reasons for support

There was a total of 113 comments received from the 263 respondents who reported that they supported Council continuing to hold events on Australia Day.

The most common reasons why respondents supported Council continuing to hold these events were the perception that they did not see any reason to change or any problems with these events being held on Australia Day.

These views were expressed a variety of ways, as outlined in the verbatim comments table below, but mostly focused on this perception that it is a good day for such events.

There were also several comments from respondents reflecting the fact that these types of events such as Citizenship ceremonies were important to many in the community, including migrants.

Reason for supporting Council to continue to hold events on January 26 (Australia Day)

Bayside City Council - 2023 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
No reason to change / no problem with it	14
Tradition / done it for years	10
Because it is Australia Day / believe in Australia Day	7
Good for the community / positive community event	6
Love and celebrate Australia	5
Good to promote community / brings people together	4
Important / happy to celebrate	4
It's good time to celebrate / it is a good thing	4
They have to celebrate giving citizenships / we need ceremonies	4
Because of all the new people in the community. It's a good day for migrants and new Australians to be acknowledged	3
Because we should have a national day / patriotism	3
Gives more life to community / more community involvement	3
It is a special day for all Australians / has significance	3
Believe in freedom	2
Council should focus on their core services. Don't get involved in WOKE issues	2
Great way for people to come together in celebration and build bonds within the community	2
Happy to have ceremonies on Australia Day	2
It's currently Australia Day and has been since 1915	2
It's got meaning / means a lot to people	2
We need to have an Australia Day / celebrate Australia Day	2
While is still a public holiday they should do it	2
Appropriate for what it represents	1
Australia Day is so important, unites people	1
Because I recently became a citizen here	1
Because it has always been like that, there are ceremonies of citizenships every moment of the year, I do not see anything wrong with it	1
Because it is Australia day, it is important to celebrate us becoming Australians	1



Citizenship is about what an individual feels like to get connected with the people	1
Don't think they should not do them. It's not a massive issue	1
Established as a good day	1
Every day should be celebrated	1
Give new people coming to our country a feeling that we belong here.	1
Good pastimes connecting	1
History is history and January 26 is part of history, we cannot change it	1
I believe that's part of our nationhood	1
I migrated as child, so it nice to celebrate	1
I think Australia day is very important, part of the history, we should not be a cancel industry	1
I think we should celebrate, and I do not think should be changed or cancelled	1
Inclusivity	1
More event for local means more opportunity for local business	1
No one's come up with a better idea, would like to see it on the 25th of Jan	1
No strong ethical issue	1
One country	1
Someone have to do it and I've got the expertise to do it and they've been doing it for a long time so they're The Experts in the field	1
There is no reason to apologise for something that happened 200 years ago and that we had no influence on	1
Think we should celebrate Australians Day. I have no need to celebrate indigenous day	1
Though it doesn't concern me directly, I don't see a problem with how things have been for years now	1
We can exercise when we need	1
We learn from history	1
Total	113

Reasons for opposition

There was a total of 98 comments received from the 153 respondents who opposed Council continuing to hold these types of events on Australia Day.

The most common reasons why these respondents opposed Council continuing to hold such events was the perception that it was offensive or disrespectful to First Nations' Peoples.

These views have been expressed in a variety of ways, as outlined in the verbatim comments table below.



Reason for opposing Council to continue to hold events on January 26 (Australia Day)

Bayside City Council - 2023 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Offensive, disrespectful to First Nations people and indigenous Australians	17
Change the date	13
It is not the appropriate date to celebrate	13
It's day of invasion / genocide / colonisation	8
Culturally sensitive to the indigenous population	4
It is controversial and ethically incorrect	3
Waste of money / time	3
Because we should be changing the day of Australia Day	2
History of the day	2
I do not agree on the celebration of Australia Day / does not need to be commemorated	2
Not inclusive	2
They should choose a new day because of the trauma it causes for First Nations people's	2
Australia day needs to be shifted and we can continue to hold those events on the new date	1
Because it is not a day celebrating for community	1
Clearly irrelevant	1
Doesn't feel right especially on Australia Day	1
Generally unsupported	1
I do think Australia day should be different, but I am not sure should be a day of celebration, more reflection	1
I don't think we should celebrate on January 26 and change the day to First Nations people	1
I think it is a sad day for a lot of people in the community	1
I think it is too conflicting for too many people	1
I think it should be on a different day however Australia Day should still be celebrated as it has for decades	1
I think we need to change the day to citizenship not to be the 26th of January	1
I would feel uncomfortable, I am sure a lot of people feel that too	1
It has bad connotations	1
It is not indicative of what being an Australian should be	1
It's a source of aggravation for the aboriginal population. Who cares what date it's on	1
Make it a day that everyone can celebrate	1
My reason for opposing 26th January ceremonies is that it is not a unifying date for all cultures and all people in Australia	1
Outwardly rude	1
People are being more progressive on that day	1
Pointless who really cares if you attended a ceremony	1
State government has events, no need waste money	1
The citizenship ceremony can be on any day	1
They should be more inclusive. Just because it has always been done, it does not mean that it is the right thing to do	1
Think about what indigenous Australian feeling	1
Too politically insensitive to serve on that day	1
We should celebrate when states came together	1
We shouldn't celebrate a day which signifies violence	1
Total	98



Community

Local community involvement

Respondents were asked:

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

Respondents were asked separately if they were an active member of a club or community group, whether they regularly volunteer, and if they sometimes volunteer.

The way in which this question is formatted is a historical format, which, whilst not ideal, has been maintained to provide consistent time series results.

I am an active member of a club or community group

There was a significant decline in the proportion of respondents who reported that they were an active member of a club or community group, down from 32% last year and 50% in 2020 pre-pandemic, to just 23% this year.

This is the lowest result recorded for this question and was measurably lower than the long-term average satisfaction recorded from when this question was first asked for the City of Bayside by Metropolis Research (in a range of different surveys) of 41%.

I am an active member of a club or community group
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

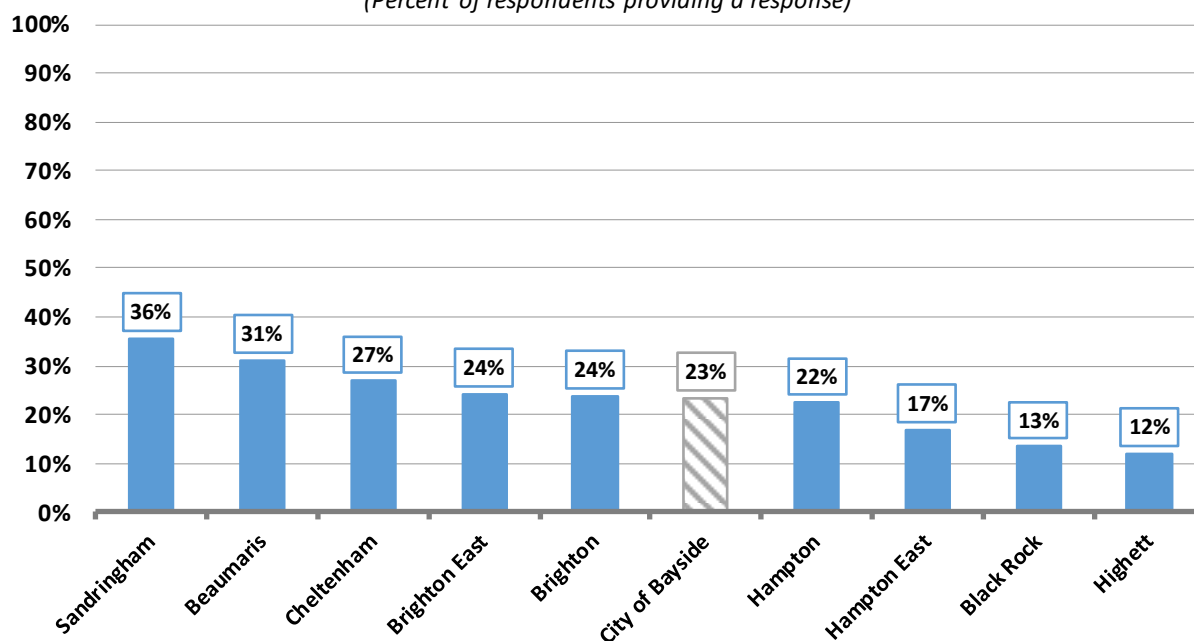
Response	2023		2022	2020	2019	2016	2012
	Number	Percent					
Yes	160	23%	32%	50%	43%	48%	52%
No	523	77%	68%	50%	57%	52%	49%
Can't say	31		114	3	4	4	0
Total	714	100%	600	401	702	400	400

There was measurable and significant variation in this result observed across the municipality, as follows:

- **Sandringham and Beaumaris** – respondents were measurably more likely than average to be an active member of a club or community group.
- **Black Rock and Highett** – respondents were measurably less likely than average to be an active member of a club or community group.



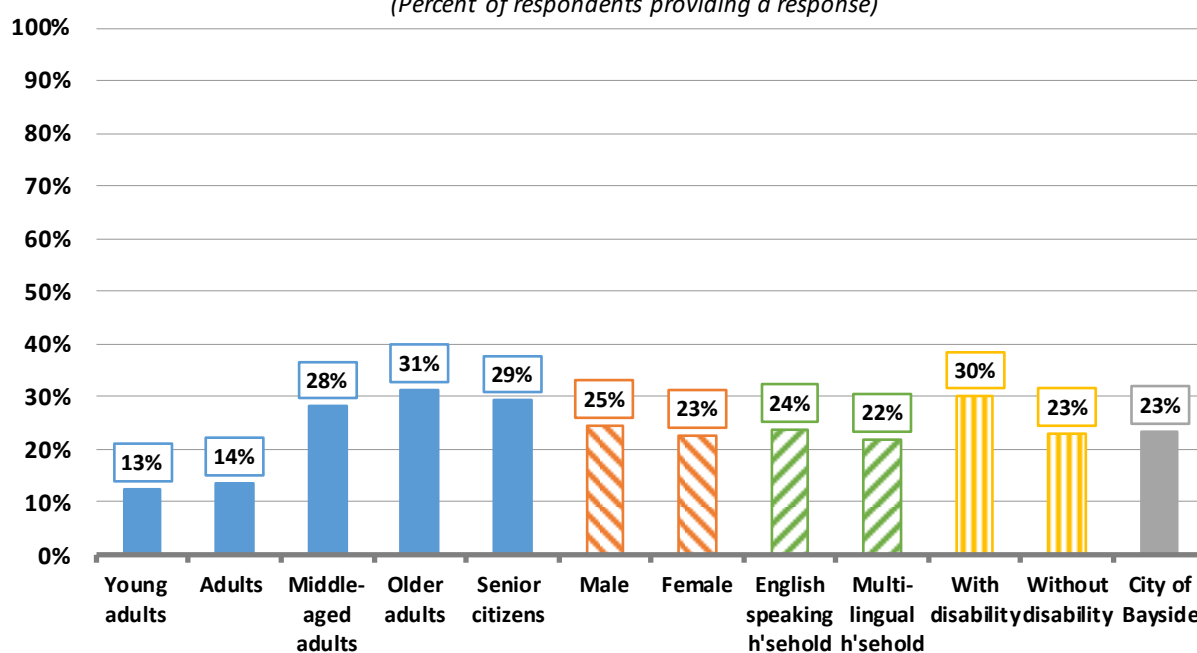
I am an active member of a club or community group by precinct
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



There was notable variation in being an active member of a club or community group observed by respondent profile, as follows:

- **Age structure** – young adults and adults (aged 18 to 44 years) were measurably less likely to be an active member of a club or community group.
- **Household disability status** – respondents from households with a member with disability were notably more likely to be an active member than respondents from other households.

I am an active member of a club or community group by respondent profile
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



I regularly volunteer

The proportion of respondents who reported that they regularly volunteer declined measurably and significantly this year, down from 22% in 2022 to 13% this year.

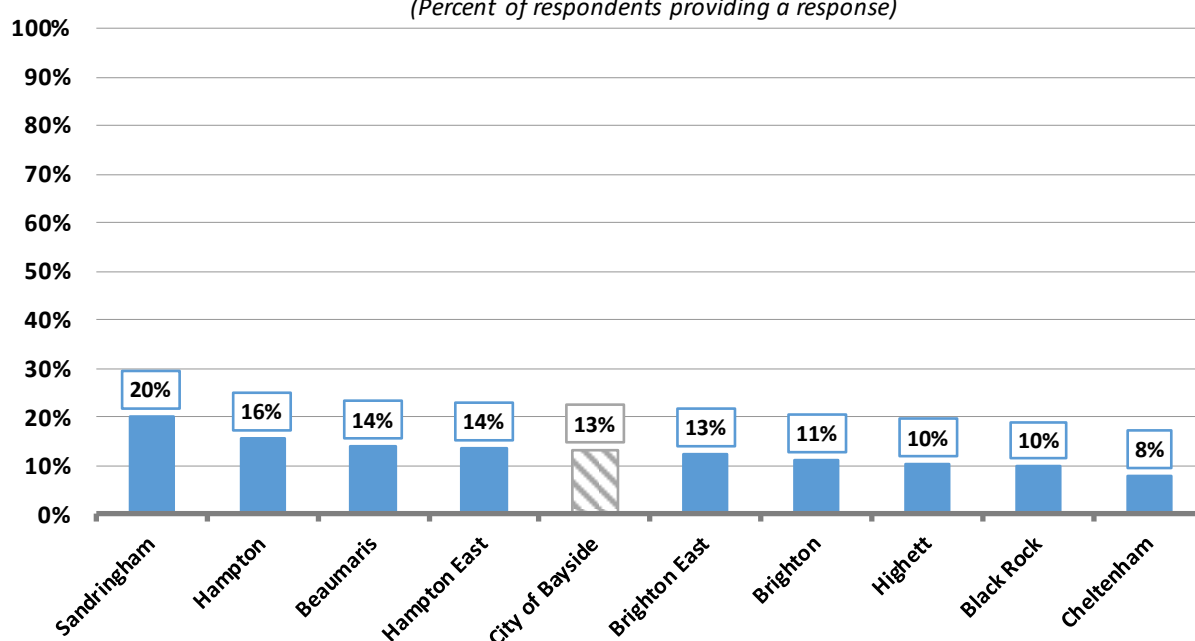
This is the lowest result recorded for this question and was measurably lower than the long-term average satisfaction recorded from when this question was first asked for the City of Bayside by Metropolis Research (in a range of different surveys) of 27%.

I regularly volunteer
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2023		2022	2021	2020	2019	2019	2018	2012
	Number	Percent							
Yes	89	13%	22%	21%	27%	21%	21%	30%	33%
No	588	87%	78%	79%	73%	79%	79%	70%	67%
Can't say	37		121	15	4	24	24	24	1
Total	714	100%	600	700	401	702	702	705	400

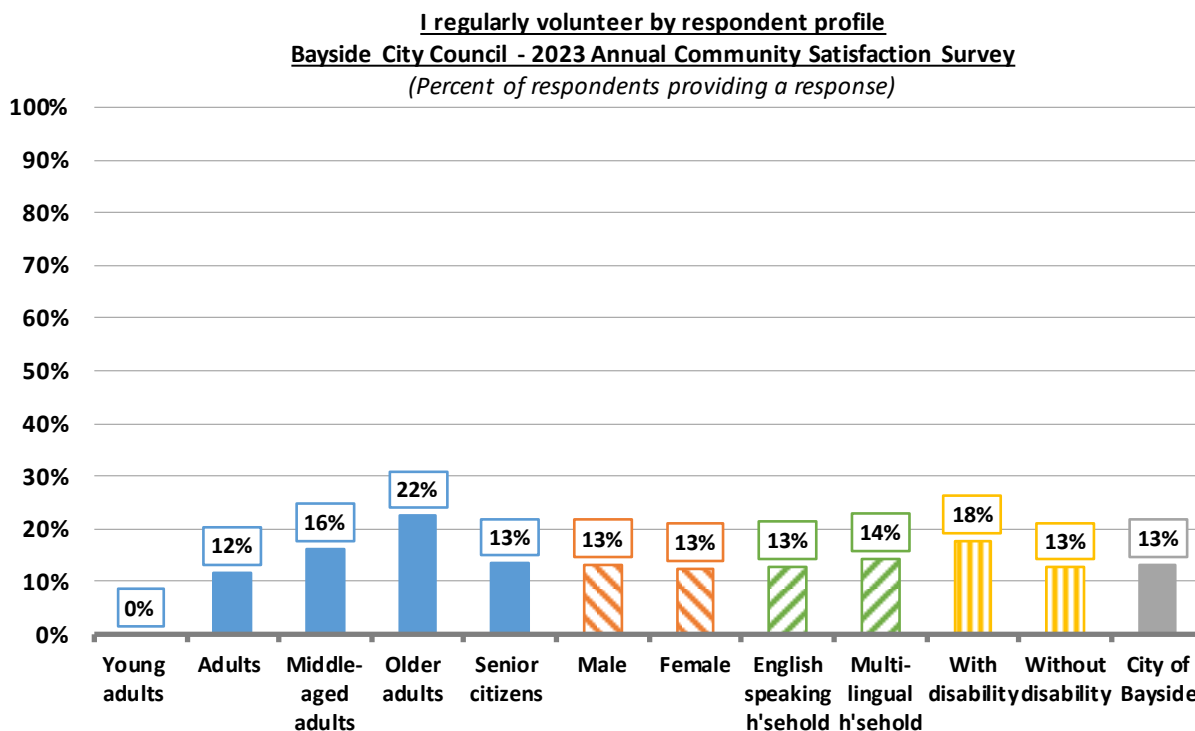
Whilst not statistically significant, it is noted that respondents from Sandringham were somewhat more likely to regularly volunteer than average, whilst respondents from Cheltenham were somewhat less likely.

I regularly volunteer by precinct
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



There was notable variation in volunteering regularly observed by respondent profile, as follows:

- **Age structure** – young adults (aged 18 to 34 years) were measurably less likely to volunteer regularly.
- **Household disability status** – respondents from households with a member with disability were somewhat more likely to be an active member than respondents from other households.



I sometimes volunteer

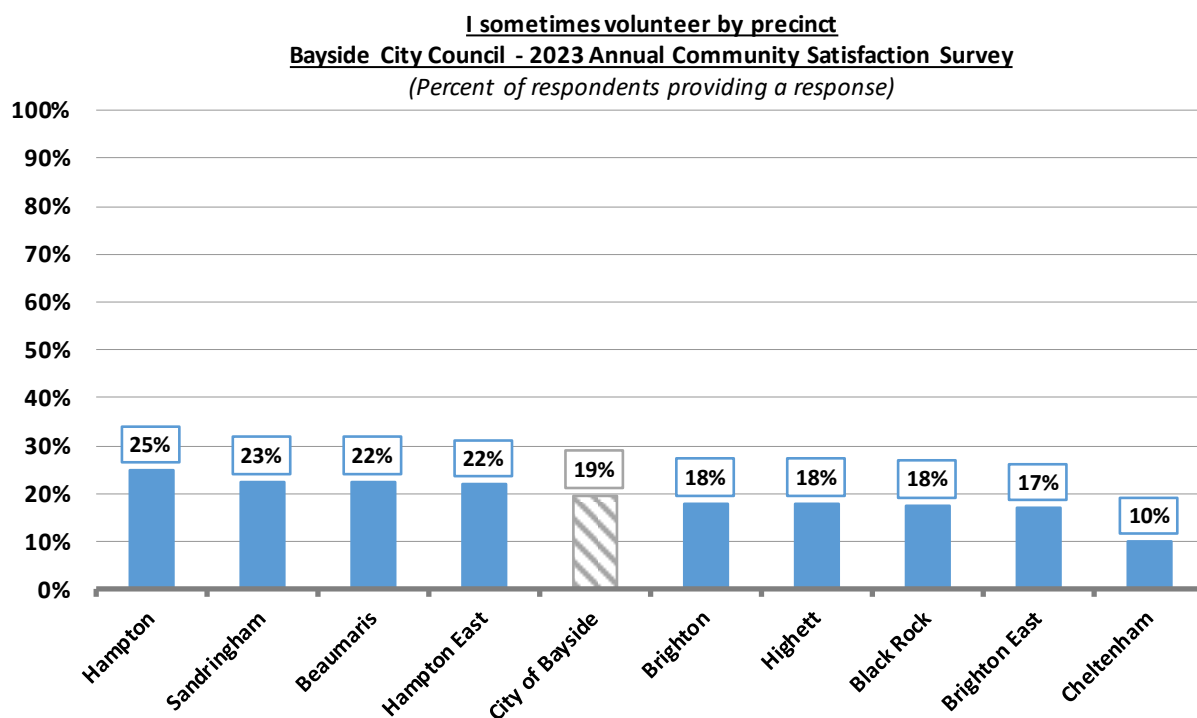
The proportion of respondents who reported that they sometimes volunteer declined somewhat this year, down from 23% to 19%, which is the lowest level recorded for this variable, and significantly lower than the long-term average since 2016 (from a variety of Metropolis Research surveys conducted for Bayside), of 29%.

I sometimes volunteer
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2023		2022	2020	2016
	Number	Percent			
Yes	128	19%	23%	37%	37%
No	531	81%	77%	63%	63%
Can't say	55		157	14	36
Total	714	100%	600	401	400



Whilst not statistically significant, there was some variation in this result observed across the municipality, with respondents from Hampton somewhat more likely to sometimes volunteer, and respondents from Cheltenham notably less likely.

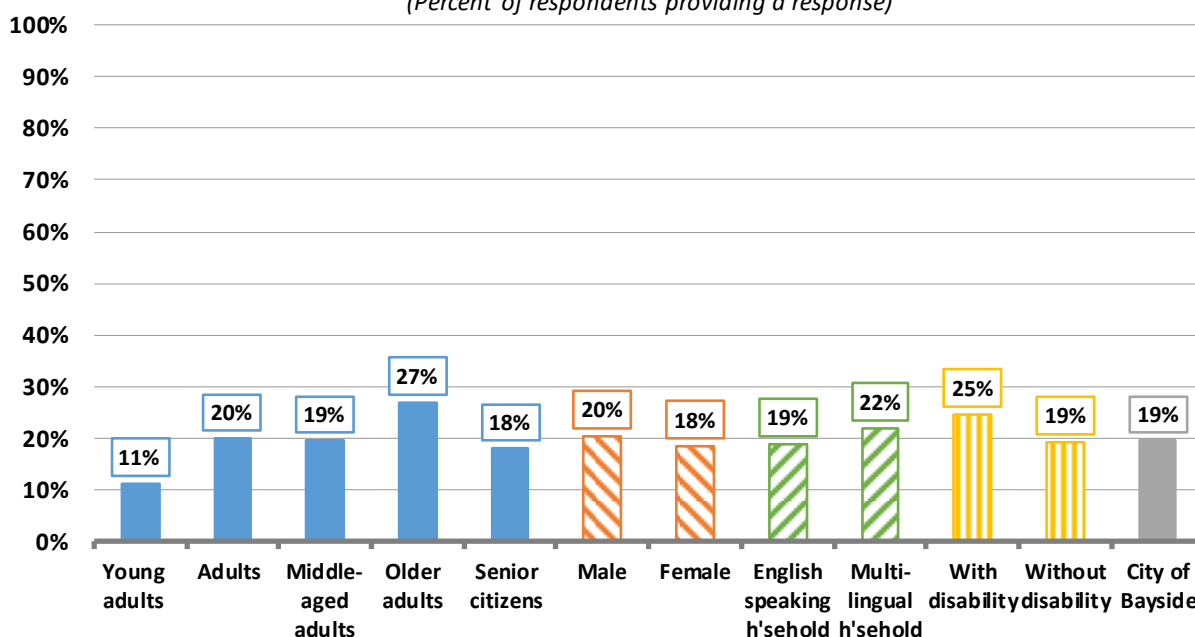


There was notable variation in sometimes volunteering observed by respondent profile, as follows:

- **Age structure** – young adults (aged 18 to 34 years) were somewhat less likely to volunteer whilst older adults (aged 60 to 74 years) were somewhat more likely.
- **Language spoken at home** – respondents from multilingual households were marginally more likely to sometimes volunteer than respondents from English speaking households.
- **Household disability status** – respondents from households with a member with disability were somewhat more likely to volunteer than respondents from other households.



I sometimes volunteer by respondent profile
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



I currently sit on a community group board / committee

The proportion of respondents who reported that they currently sit on a community group board or committee declined again this year, down from 13% in 2020, and eight percent in 2022, to five percent this year.

This was the lowest level recorded for this variable, and lower than the long-term average result of nine percent.

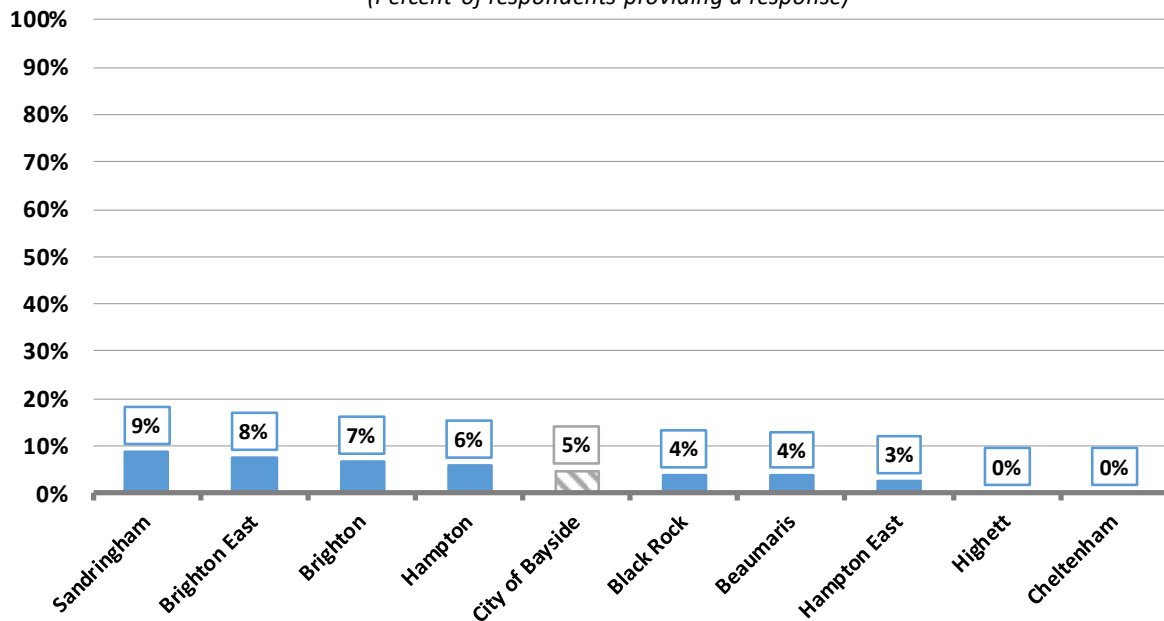
I currently sit on a community group board / committee
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2023		2022	2020	2019	2016
	Number	Percent				
Yes	32	5%	8%	13%	13%	8%
No	637	95%	92%	87%	87%	92%
Can't say	45		129	7	8	9
Total	714	100%	600	401	702	400

Whilst not statistically significant, it is noted that respondents from Sandringham and Brighton East were somewhat more likely than average to sit on a community group board or committee, whilst none of the respondents from Highett and Cheltenham reported that they did.



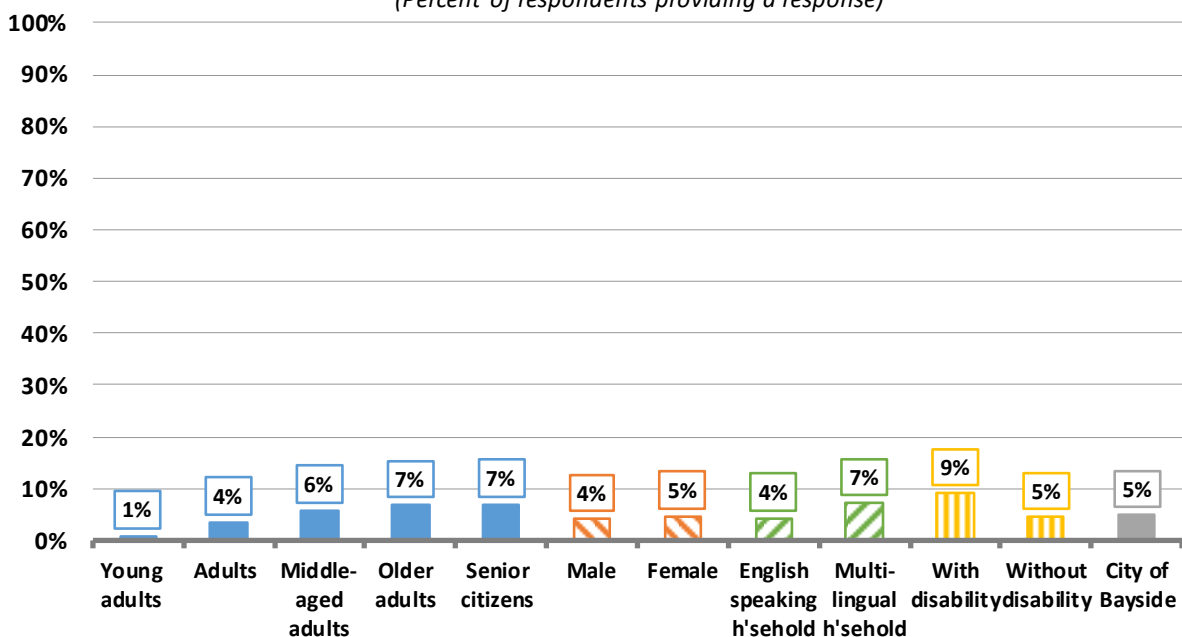
I currently sit on a community group board / committee by precinct
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



There was notable variation in sometimes volunteering observed by respondent profile:

- **Age structure** – young adults (aged 18 to 34 years) were notably less likely than older respondents to sit on a community group board or committee.
- **Language spoken at home** – respondents from multilingual households were marginally more likely to sit on a board or committee than respondents from English speaking households.
- **Household disability status** – respondents from households with a member with disability were somewhat more likely than other households to sit on the board or committee.

I currently sit on a community group board / committee by respondent profile
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



Sense of community

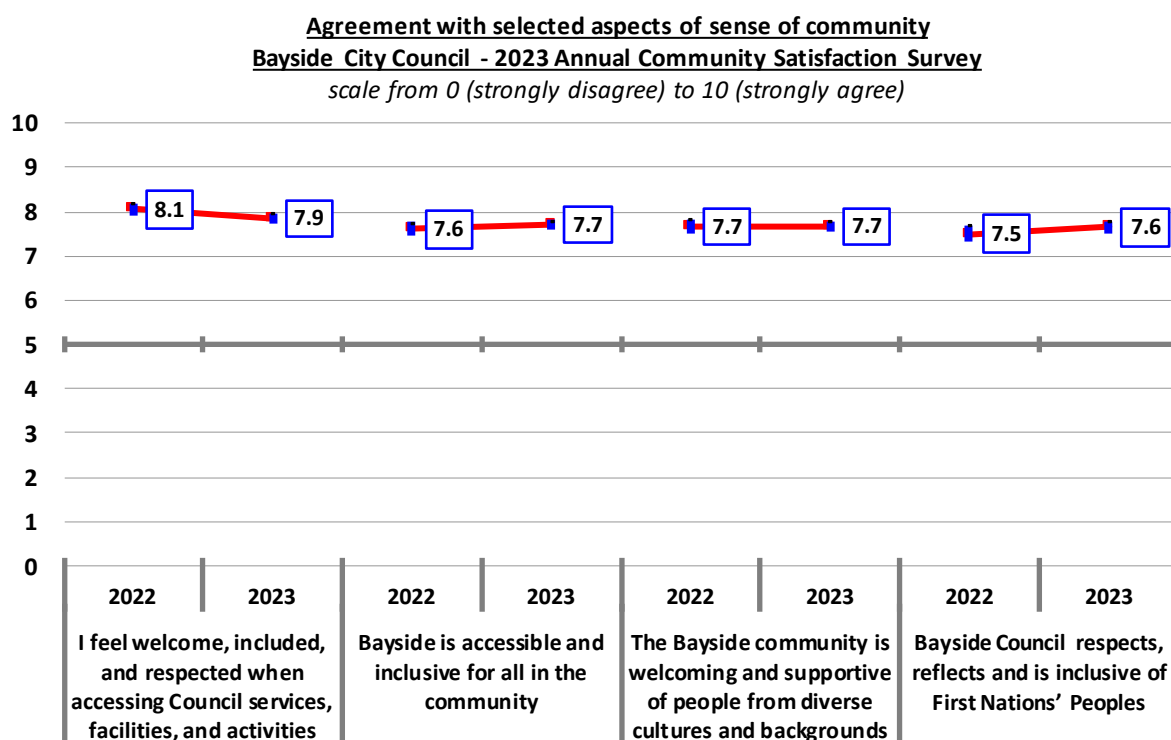
Respondents were asked:

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

Respondents were again in 2023, asked to rate their agreement with four statements about the Bayside community and Bayside Council.

The average agreement with these four statements remained essentially stable this year, although agreement that respondents feel welcome, included, and respected when accessing Council services, facilities, and activities declined somewhat, but not measurably, down two percent to 7.9.

Metropolis Research suggests that these results reflect a very strong level of agreement with these statements, reflecting a community that, on the whole, feels respected and included, and that feels that both Council and the community are inclusive of diversity, including inclusive for First Nations’ Peoples.

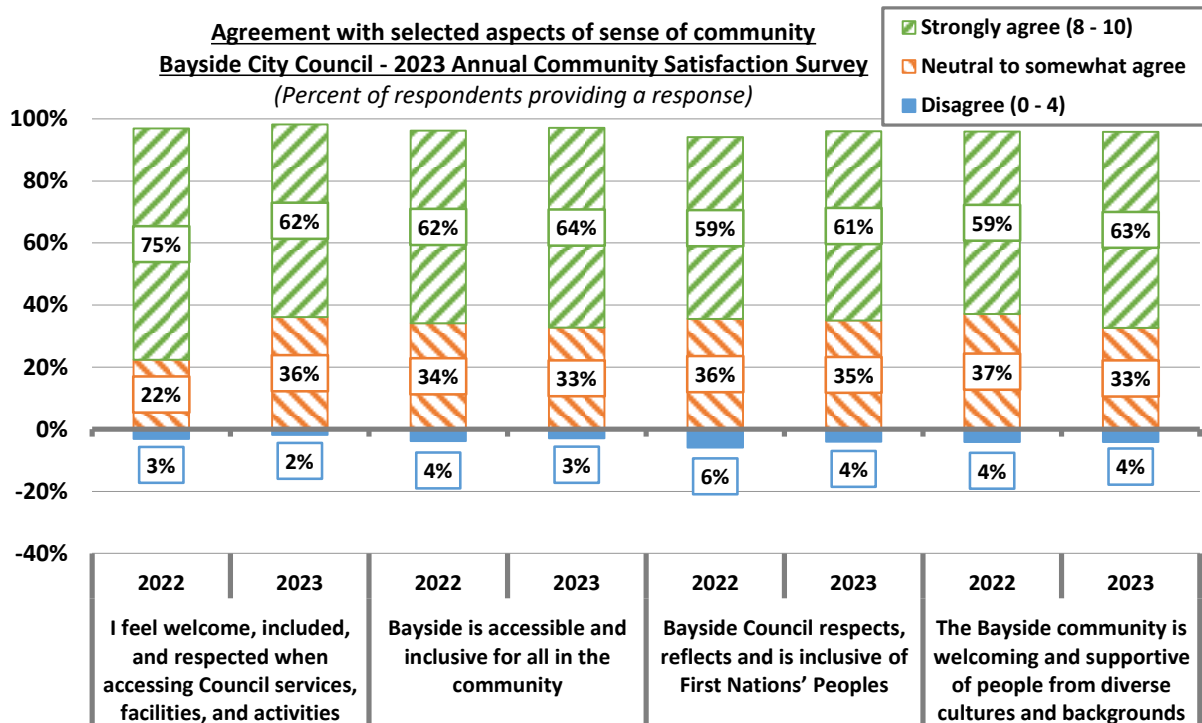


The following graph provides a breakdown of these results into the proportion of respondents who “strongly agreed” (i.e., rated agreement at eight or more), those who were “neutral to somewhat agreed” (i.e., rated agreement at between five and seven), and those who “disagreed” (i.e., rated agreement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

Approximately two-thirds of respondents providing a score “strongly agreed” with each of these statements, whilst less than five percent “disagreed”.



It is noted that the proportion of respondents who “strongly agreed” that they feel welcome, included, and respected when accessing Council services, facilities, and activities declined from three-quarters to two-thirds, although it remains at a “very strong” average agreement of 7.9 out of 10.



Bayside is accessible and inclusive for all in the community

The average agreement that Bayside is accessible for all in the community increased marginally but not measurably this year, up one percent from 7.6 to 7.7 out of 10.

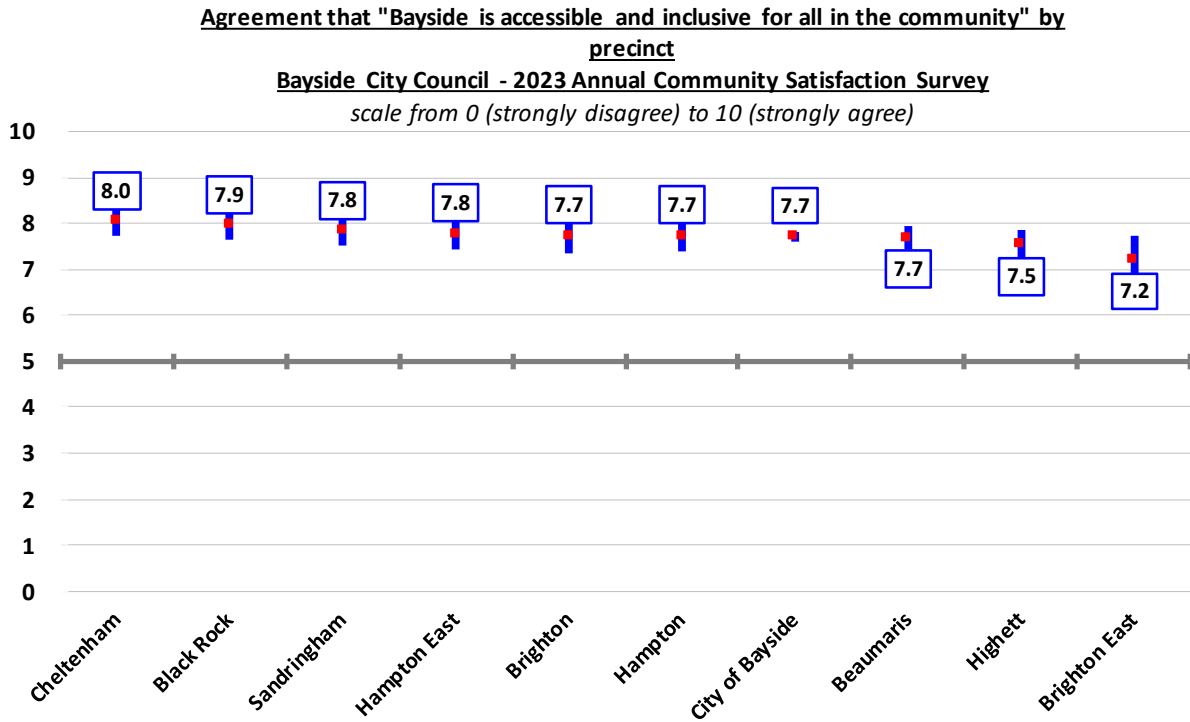
This remains a very strong level of agreement.

Whilst not statistically significant, there was some notable variation in this result observed across the municipality.

Respondents from Cheltenham and Black Rock were somewhat more in agreement, whilst respondents from Highett and most notably Brighton East, were somewhat less in agreement.

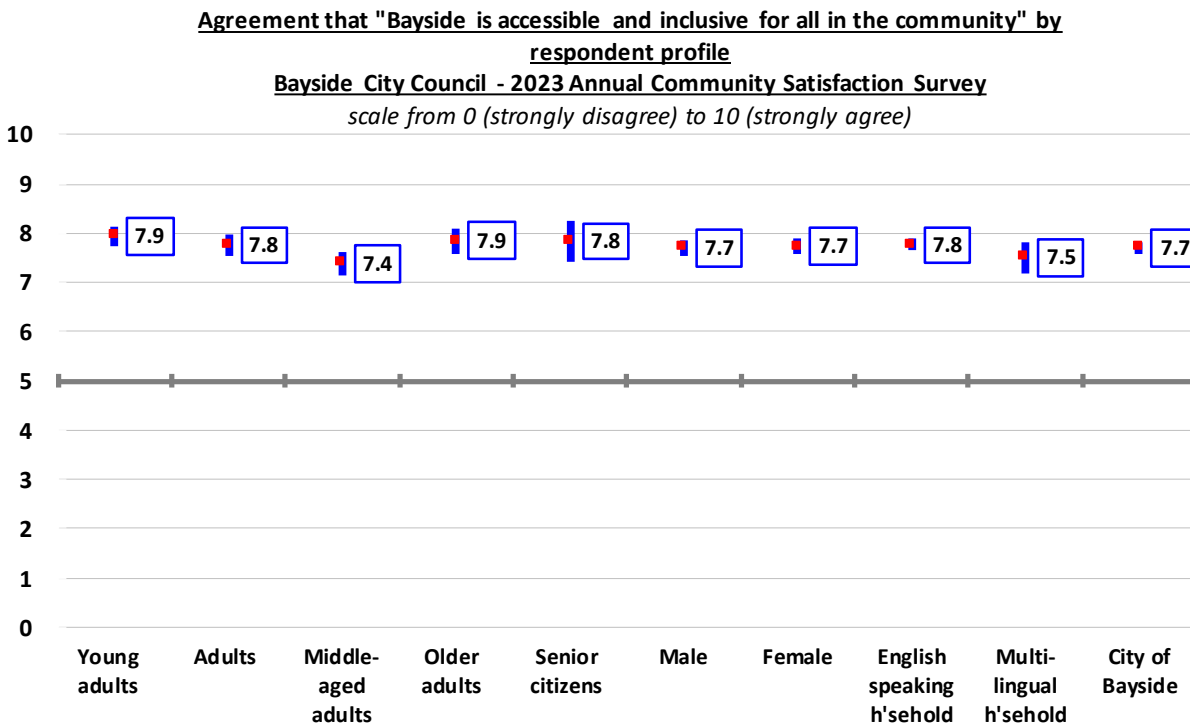
It is noted, however, that respondents from all precincts, on average, rated agreement at strong to very strong levels of more than seven out of 10.





There was notable variation in agreement with this statement observed by respondent profile, as follows:

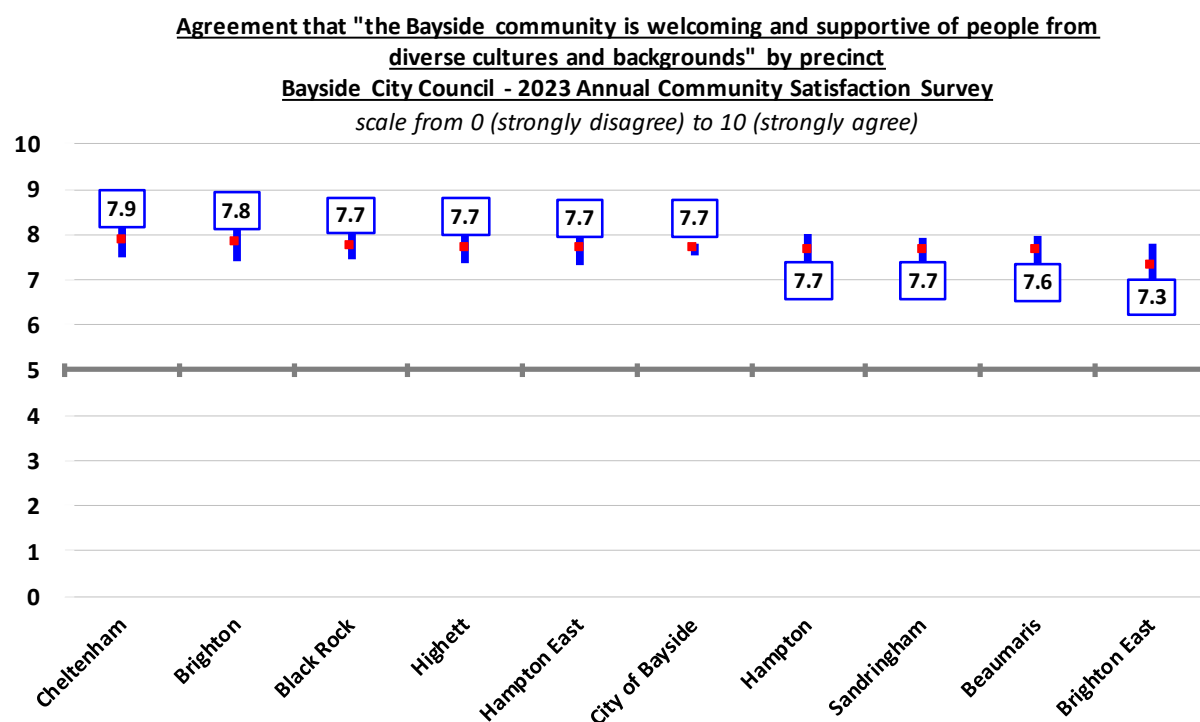
- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably less in agreement than the municipal average.
- **Language spoken at home** – respondents from multilingual households were notably but not measurably less in agreement than respondents from English speaking households.



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

The average agreement that the Bayside community is welcoming and supportive of people from diverse cultures and backgrounds remained stable this year at 7.7 out of 10, or a very strong level of agreement.

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

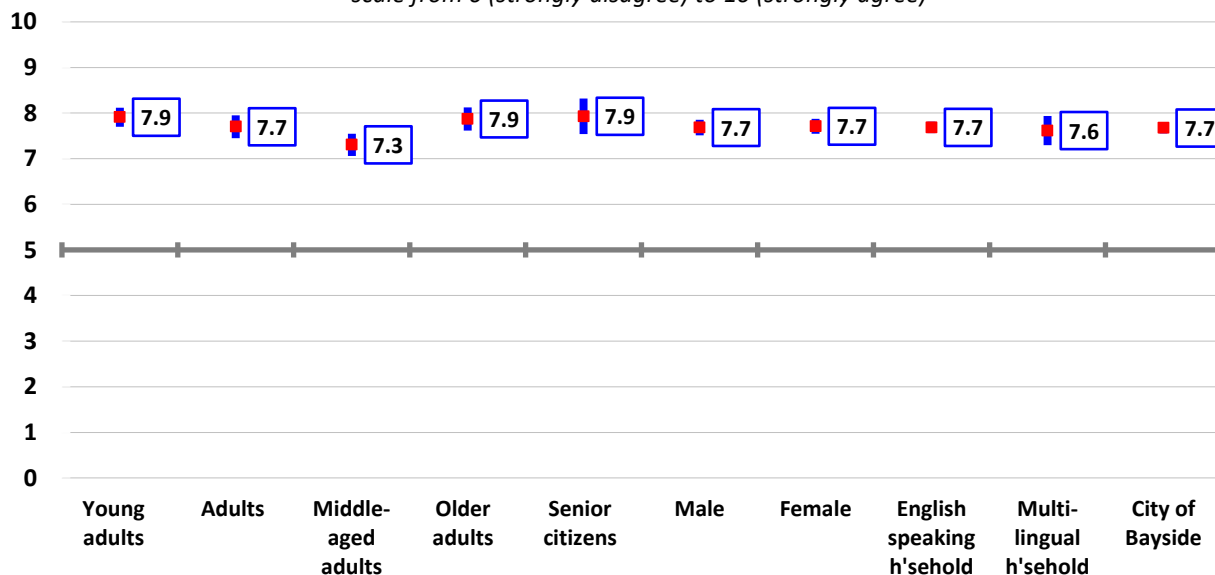


There was some measurable variation in agreement with this statement observed by respondent profile, as follows:

- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably less in agreement than the municipal average.
- **Language spoken at home** – respondents from multilingual households were very marginally but not measurably less in agreement than respondents from English speaking households.



Agreement that "the Bayside community is welcoming and supportive of people from diverse cultures and backgrounds" by respondent profile
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)

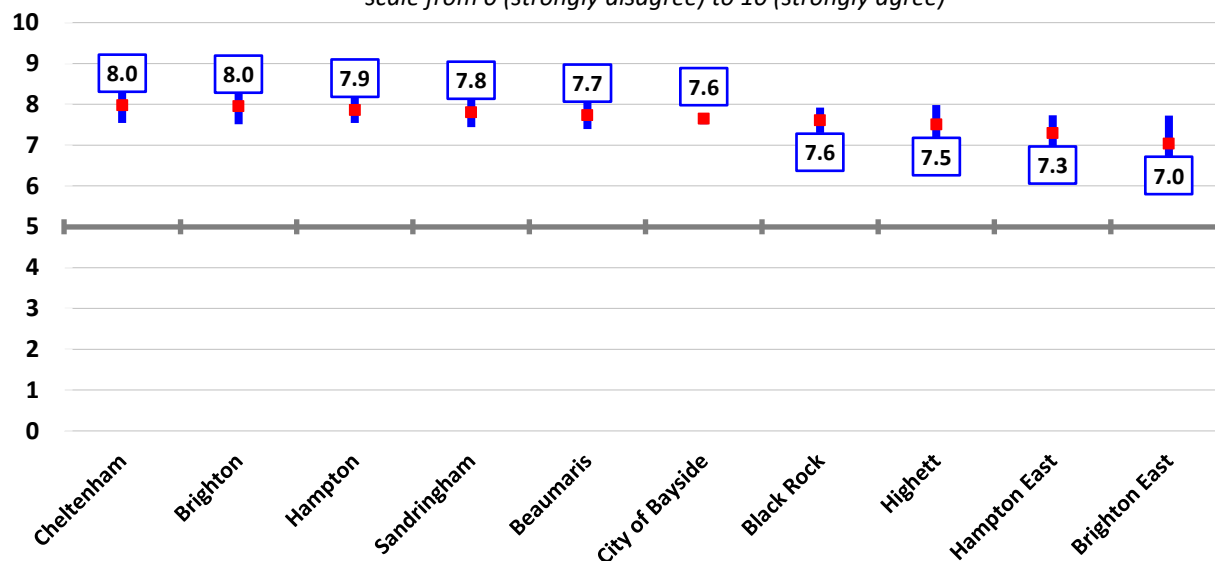


Bayside Council respects, reflects and is inclusive of First Nations' Peoples

The average agreement that Bayside Council respects, reflects, and is inclusive of First Nations' Peoples increased marginally, but not measurably this year, up one percent to 7.6, which remains a very strong level of agreement.

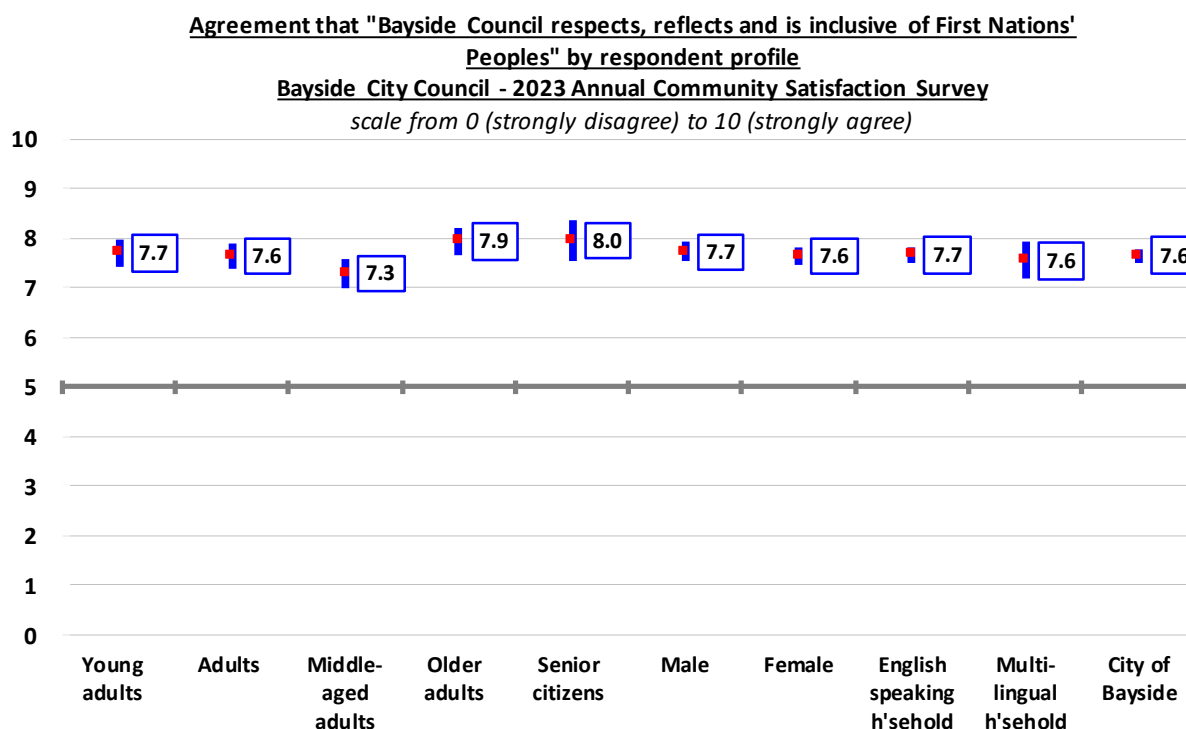
Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Hampton East were Brighton East were somewhat less in agreement than the municipal average.

Agreement that "Bayside Council respects, reflects and is inclusive of First Nations' Peoples" by precinct
Bayside City Council - 2023 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



There was some measurable variation in agreement with this statement observed by respondent profile, as follows:

- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably less in agreement than the municipal average.
- **Older adults and senior citizens (aged 60 years and over)** – respondents were notably, but not measurably more in agreement than the municipal average.



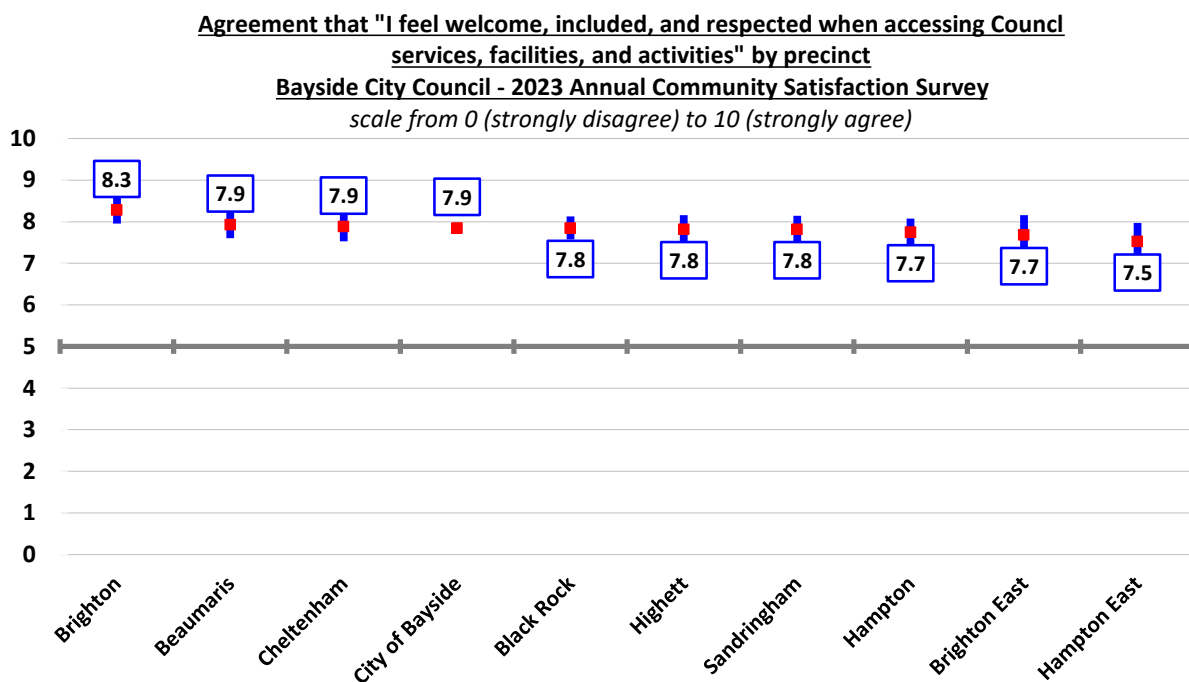
I feel welcome, included, and respected when accessing Council services, facilities, and activities

The average agreement that respondents feel welcome, included, and respected when accessing Council services, facilities, and activities declined somewhat, but not measurably this year, down three percent to 7.9 out of 10, which remains a very strong level.

There was some measurable variation in this result observed across the municipality, with respondents from Brighton measurably more in agreement than average, and at an extremely strong level of agreement.

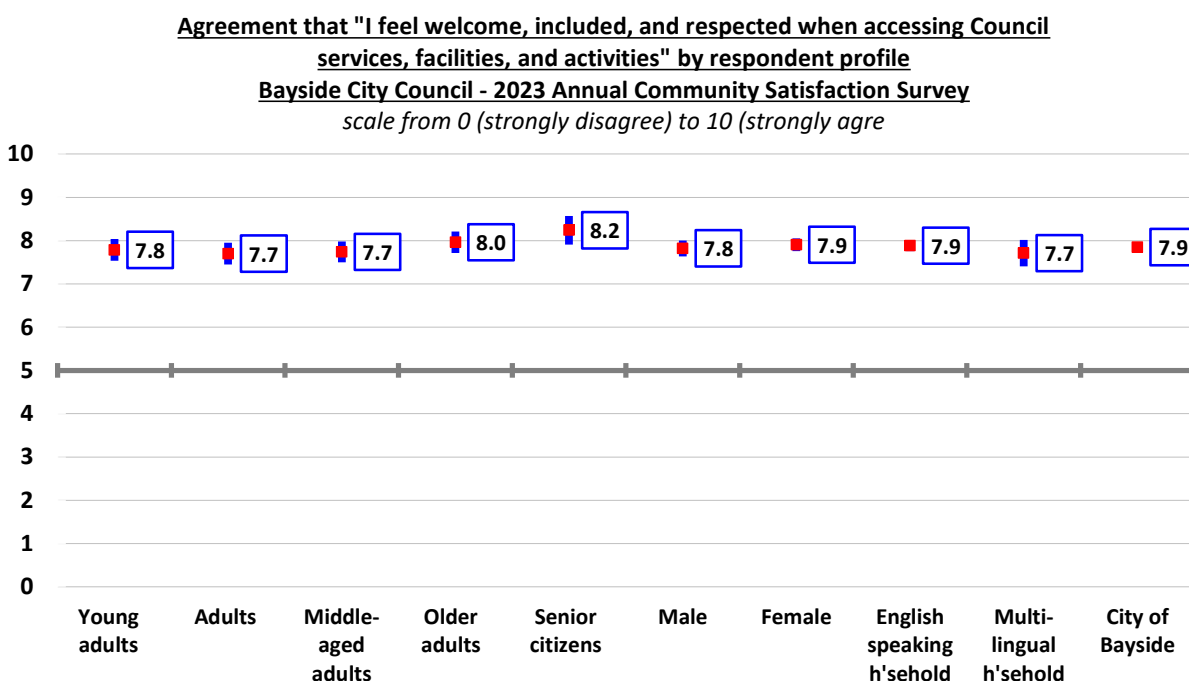
By contrast, respondents from Hampton East, on average, were somewhat, but not measurably less in agreement, although still at a very strong level of agreement.





Whilst there was no statistically significant variation in this result observed by respondent profile, there was some small variation observed, as follows:

- **Age structure** – the average agreement with this statement increased somewhat with the respondents’ age, with older respondents (aged 60 years and over) more in agreement than younger respondents (aged 18 to 59 years).
- **Gender** – female respondents were very marginally more in agreement than male respondents.
- **Language spoken at home** – respondents from English speaking households were marginally more in agreement than respondents from multilingual households.



Respondent profile

The following section provides the demographic profile of respondents to the *Bayside City Council – 2023 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

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* results, although Metropolis Research highlights that the pre-weighted sample was a very good representation of the underlying Bayside community.

Age structure
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Age	2023 (unweighted)		2023	2022	2021	2020	2019
	Number	Percent	(weighted)				
Adolescents (15 - 19 years)	19	3%	3%	4%	3%	3%	4%
Young adults (20 - 34 years)	96	14%	17%	16%	17%	11%	10%
Adults (35 - 44 years)	147	21%	17%	17%	17%	18%	19%
Middle-aged adults (45 - 59 yrs)	184	26%	30%	30%	30%	26%	32%
Older adults (60 - 74 years)	157	22%	21%	21%	21%	26%	24%
Senior citizens (75 yrs and over)	108	15%	12%	12%	12%	16%	11%
Not stated	3		3	0	0	4	0
Total	714	100%	714	700	700	700	702

Gender

Gender
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Gender	2023 (unweighted)		2023	2022	2021	2020	2019
	Number	Percent	(weighted)				
Male	364	51%	46%	47%	47%	48%	48%
Female	337	47%	53%	53%	53%	52%	52%
Non-binary	10	1%	1%	0%	0%	0%	0%
Prefer to self-describe	1	0%	0%	0%	0%	0%	0%
Prefer not to say / not stated	2		2	3	0	5	0
Total	714	98%	714	600	700	700	702



Language spoken at home

Language spoken at home
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Language	2023		2022	2021	2020	2019
	Number	Percent				
English	561	79%	78%	83%	82%	81%
Greek	20	3%	1%	1%	2%	1%
Mandarin	17	2%	3%	1%	2%	3%
Italian	14	2%	2%	2%	2%	2%
Spanish	13	2%	1%	0%	1%	0%
Russian	12	2%	1%	1%	0%	1%
French	8	1%	4%	1%	0%	1%
German	8	1%	2%	1%	1%	1%
Japanese	8	1%	0%	0%	0%	0%
Hindi	4	1%	0%	0%	1%	1%
Dutch	3	0%	0%	0%	0%	0%
Lithuanian	3	0%	0%	0%	0%	0%
Arabic	2	0%	0%	0%	0%	1%
Cantonese	2	0%	0%	0%	0%	0%
Chinese, n.f.d	2	0%	1%	0%	0%	0%
Finnish	2	0%	0%	0%	0%	0%
Indonesian	2	0%	0%	0%	0%	0%
Macedonian	2	0%	0%	0%	0%	0%
Polish	2	0%	1%	1%	0%	1%
Swedish	2	0%	0%	0%	0%	1%
Tamil	2	0%	0%	0%	0%	0%
African Languages	1	0%	0%	0%	0%	0%
Bengali	1	0%	0%	0%	0%	0%
Burmese	1	0%	0%	0%	0%	0%
Czech	1	0%	0%	0%	0%	0%
Gaelic	1	0%	0%	0%	0%	0%
Gujarati	1	0%	0%	0%	0%	0%
Indian (Other)	1	0%	0%	0%	0%	0%
Irish	1	0%	0%	0%	0%	0%
Nepali	1	0%	0%	0%	0%	0%
Punjabi	1	0%	0%	0%	0%	0%
Samoan	1	0%	0%	0%	0%	0%
Sinhalese	1	0%	0%	0%	0%	0%
Thai	1	0%	1%	0%	0%	0%
Ukranian	1	0%	0%	0%	0%	0%
Vietnamese	1	0%	0%	0%	0%	0%
All other languages	5	1%	1%	4%	5%	3%
Multiple	0	0%	0%	0%	2%	2%
Not stated	5		4	4	9	6
Total	714	100%	600	700	700	702



Identify as Aboriginal and / or Torres Strait Islander

There were just three respondents in 2023 identifying as Aboriginal and / or Torres Strait Islander, consistent with previous results.

Identify as Aboriginal and / or Torres Strait Islander
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2023		2022
	Number	Percent	
Yes - Aboriginal	1	0%	
Yes - Torres Strait Islander	1	0%	0%
Yes - both	1	0%	
No	696	100%	100%
Not stated	15		8
Total	714	0%	600

Household member with disability

In 2023, six percent of respondents reported that they were from households with a member with disability.

Metropolis Research notes that this was a decline on the nine and 10% percent recorded over the previous three years.

This result was also lower than that typically observed across metropolitan Melbourne, which tends to be between approximately 12% and 18%.

Household member with a disability
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2023		2022	2021	2020	2019
	Number	Percent				
Yes	45	6%	10%	9%	9%	6%
No	665	94%	90%	91%	91%	94%
Not stated	4		16	18	21	2
Total	714	100%	600	700	700	702



Household structure

Consistent with previous surveys, the sample was comprised of approximately half two-parent families, one-quarter were couple households without children, one-eighth were sole person households, and approximately five percent group households or one-parent families.

Household structure
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Structure	2023		2022	2021	2020	2019
	Number	Percent				
Two parent family total	325	47%	52%	46%	43%	51%
<i>youngest child 0 - 4 years</i>	53	8%	9%	7%	8%	8%
<i>youngest child 5 - 12 years</i>	91	13%	12%	13%	16%	17%
<i>youngest child 13 - 18 years</i>	79	11%	14%	12%	9%	10%
<i>adult children only</i>	102	15%	16%	13%	10%	15%
One parent family	33	5%	6%	6%	3%	6%
<i>youngest child 0 - 4 years</i>	4	1%	1%	1%	0%	0%
<i>youngest child 5 - 12 years</i>	2	0%	1%	1%	1%	1%
<i>youngest child 13 - 18 years</i>	9	1%	1%	1%	1%	1%
<i>adult children only</i>	18	3%	3%	3%	1%	3%
Group household	38	6%	4%	3%	2%	4%
Sole person household	90	13%	12%	13%	16%	13%
Couple only household	193	28%	25%	29%	32%	24%
Extended or multiple families	11	2%	1%	4%	4%	3%
Not stated	24		29	17	7	3
Total	714	100%	600	700	700	702

Current housing situation

Consistent with previous results, approximately two-thirds of respondents owned their home outright, one-sixth were mortgagor households, and one-seventh were rental households.

Current housing situation
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Situation	2023		2022	2021	2020	2019
	Number	Percent				
Own this home	479	69%	63%	63%	66%	68%
Mortgage (<i>paying-off this home</i>)	122	18%	21%	24%	15%	18%
Private rental	84	12%	14%	11%	18%	13%
Renting from the Office of Housing	11	2%	1%	1%	1%	0%
Not stated	18		24	38	15	7
Total	714	100%	600	700	700	702



Dwelling type

Consistent with the previous results, approximately four-fifths of respondents lived in separate detached houses, approximately 10% in semi-detached, row or terrace houses, and approximately 10% in flats, units, and apartments.

Dwelling type
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Type	2023		2022	2021	2020	2019
	Number	Percent				
Separate house	551	79%	77%	73%	83%	81%
Semi-detached, row or terrace	75	11%	12%	11%	9%	10%
Flat, unit, or apartment	69	10%	10%	15%	9%	10%
Other	4	1%	1%	1%	0%	0%
Not stated	15		18	19	31	4
Total	714	100%	600	700	700	702

Period of residence in the City of Bayside

Consistent with the results recorded in previous years, the sample included a good cross-section of periods of residence in the City of Bayside, with a little more than one-fifth new and newer residents (less than 5 years in Bayside), and a little more than half were long-term residents (10 years or more in Bayside).

Period of residence
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Period	2023		2022	2021	2020	2019
	Number	Percent				
Less than one year	34	5%	4%	1%	5%	5%
One to less than five years	118	17%	14%	3%	17%	17%
Five to less than ten years	141	20%	14%	14%	13%	14%
Ten years or more	410	58%	68%	82%	65%	64%
Not stated	11		17	21	10	0
Total	714	100%	600	700	700	702



General comments

There was a total of 87 general comments received from respondents this year, which have been broadly categorised as outlined in the following table.

The issues raised in these general comments reflect the findings throughout this report, including the importance of roads, communication and consultation, council services, planning, and rubbish and waste related issues.

General comments
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Number of total responses)

Comment	2023		2022	2021	2020	2019	2018
	Number	Percent					
Roads, footpath and bike facilities	13	15%	10%	6%	11%	11%	5%
Communication, consultation, management	10	11%	11%	17%	5%	6%	9%
Community facilities / services	10	11%	10%	3%	3%	3%	6%
General positive comments	8	9%	5%	4%	10%	10%	6%
Comments relating to this survey	7	8%	9%	6%	11%	4%	6%
Green waste, recycling, litter, hard rubbish	6	7%	13%	7%	12%	8%	3%
Planning and development issues	6	7%	11%	11%	2%	19%	15%
Parking	5	6%	8%	10%	8%	8%	11%
Parks, gardens, open spaces and trees	5	6%	7%	6%	11%	6%	6%
Drains and flooding	5	6%	1%	1%	2%	3%	2%
Traffic and public transport management	4	5%	5%	10%	9%	6%	9%
Rates / financial management	2	2%	1%	3%	1%	4%	2%
General negative	2	2%					
Animal management	1	1%	4%	3%	3%	3%	5%
Safety, policing and crime	0	0%	3%	2%	2%	0%	2%
Cleanliness of areas	0	0%	1%	3%	1%	0%	2%
Other	3	3%	2%	10%	9%	10%	9%
Total	87	100%	120	120	92	72	131



General comments
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Number of responses)

Comment	Number
<i>Roads, footpath, and bike facilities</i>	
Holes in the roads are a real issue	2
Road maintenance	2
Appreciate cycling in the area, good facilities	1
Attention to paths, it is full of holes	1
My driveway is very dangerous and dented, hard to get into my parking, easy to trip on it	1
No bike lines on the side of the roads	1
Please fix the potholes at the Tulip St swimming centre	1
Pothole to be filled	1
Roads	1
Roads are rubbish. The Council should constraint on core issues, instead of climate change	1
Wider the roads	1
Total	13
<i>Community facilities / services</i>	
Clubhouse	1
Customer service is severely lacking	1
I would like to know when they come to pick up leaves	1
It is essential to provide aged care services. Retain people and not outsource them	1
Most facilities needed for elderly couples	1
Shading in playgrounds still now put up, missed opportunity	1
Should celebrate more diverse cultures festivals apart from Easter	1
Support elderly	1
The library is amazing, terrific. If I could give it more than 10 I would do it	1
There is not much age-appropriate play equipment. 0 to 5 years they have the sand pool, but after that age no equipment	1
Total	10
<i>Communication, consultation, and Council management</i>	
Be less rigid and be more flexible	1
Clear communication, transparency needed at all costs	1
Council lacks common sense	1
Follow up should be done on the concerned raised by residents	1
Interactive Council	1
More focus on locals	1
Positive to have to face conversations, online or face to face	1
Stop the wokeness	1
Too much politics	1
Would like to learn more about community involvement and events	1
Total	10



<i>General positive comments</i>	
I love where I live	2
Council does a reasonable job	1
I am pleased to see Council taking climate action seriously	1
I feel happy and safe. It is a fabulous neighbourhood to live in and it is easy to get everywhere. I don't want to move	1
Lovely place to be	1
Nearly everyone we have dealt with have been good and pleasant	1
Peaceful location to live in	1
Total	8

<i>Comments relating to this survey</i>	
Happy doing the survey, good initiative, thank you	2
It's a very long survey, could be shorter	2
I would like some result from the survey	1
Sack the person who wrote this survey	1
Survey too long and too generic	1
Total	7

<i>Green waste, recycling, litter, hard rubbish</i>	
2 bins left outside my house and no action taken yet after visiting their office and calling them	1
Bin	1
Garbage	1
More recycling for soft plastics	1
Rubbish is only once a week	1
We need to get use of soft plastic like the Kingston Council has done	1
Total	6

<i>Planning and development issues</i>	
Against heritage protection	1
Building department needs a shake up	1
I would like to see the housing committee better resourced and supported	1
Just be considerate of over population	1
Social and affordable housing is more important than heritage protection	1
Trendy areas are trendy, there are pockets of wealth, but also pockets of old people who grew up here and have been gradually priced out by the development	1
Total	6



Drains and flooding

Disappointed with drains	1
Drainage issue	1
Drains cleared more regularly	1
Drains issue when it is raining	1
Drains need to be cleared regularly	1
Total	5

Parking

Car parking	1
Lack of parking	1
More parking on the beach	1
Parking on the street makes it hard to bet it out of the driveway, it's like 1 lane instead of 2	1
Please fix the carpark at the Tulip St swimming centre	1
Total	5

Parks, gardens, open spaces, and tree maintenance

I hope the tree problem can be fixed and the Council can see this so we the trees can be looked after better	1
The park facilities are not really well maintained in Palisades Park. They took all the trees out but did not replace them	1
The park is not being maintained properly; overhanging branches are dangerous	1
Trees on footpaths causing disruption	1
Wrong trees	1
Total	5

Traffic and public transport management

A lot of cars come down this street to try to avoid the interception, would be good to have more signs	1
Pedestrian crossing at every roundabout is very annoying when driving	1
Traffic	1
Dropping of speed limits	1
Total	4

General negative comments

Not considerate Council	1
Not really helpful, they push me to other agencies	1
Total	2



Rates / financial management

Cheaper rates, I don't see the value for money	1
Rates to go down and or service to go up	1
Total	2

Animal management

I think that they have sent out a note to changing the rules that cats will be confined to our property and to change the animal's normal outside access and if you should do that you should do that only for new pets. I think that is barbaric to keep a cat in the house but 24/7 ludicrous and I wouldn't have got a cat in this area if that was said so	1
Total	1

Other

Affordable housing for young people	1
More charges for electric cars	1
They should do up the sparring fields and they should let people drink at the life savings club	1
Total	3
Total	87



Appendix One: Reasons for rating of overall satisfaction

The following table outlines the verbatim comments received from respondents explaining why they rated satisfaction with Council’s overall performance at the level they did.

Reasons for rating of Council's overall performance
Bayside City Council - 2023 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Dissatisfied (rating less than 5)</i>	
Not doing enough	2
Waste taxpayers’ money	2
Footpaths need work	1
Frustrated at lack of response. To get a tree lopped we have to get a permit. Never used to be like that. Too much paperwork to get that done and the cost!	1
Hard to get involved	1
I don't trust in decision making	1
I live three doors from the end of Clinton St where there is a park. There are wooden poles at the end of the road. But there is no light at the end of the road and people hit the poles often	1
I think the Council is preoccupied about the issues of climate change with the community and I think as a Council they should be concentrating on more important issues than the rest. Money spent by the Council will be better devoted to other issues such as maintaining property and looking after older people and general and community	1
Incompetent	1
Lack of communication	1
Non-responsive	1
Not concentrating on what they are supposed to	1
Not much communication with local people, making decisions on their own	1
Not very good experiences when we report issues, form response and no interest in our issues. Not reactive	1
Picking up the rubbish should be priority; I pay them for basics services not to be political	1
Rates are too high	1
Recycling	1
Some of their long-term plans don't look to be motivated in the best interest of the payer	1
Street maintenance is bad	1
The CEO has no public visibility or accountability	1
The election of officials is incredibly flawed, and the most recent Mayor got all of cousins and employees to stand and took their preferences to make sure he became a Councillor or accountability	1
The floods in Allfrey St	1
The money spent by the Council will be better devoted to other issues such as maintaining property, looking after older people and general and community	1
The road (Clinton St) always has potholes filled with water	1
The trees and grass are bad	1
They are disconnected to the community; they are driven by money	1
They are lagging behind other Councils	1
They do not listen to feedback of people who are not happy, they just justify and ignore you	1



They don't do enough for the community	1
They don't do enough for the roads	1
They don't f**k with the local people. Not on our side. All ego no action	1
They focus on the pathetic things that they shouldn't get involved in	1
They will never communicate with me if they got back on the issues that were raised and rarely ever, they get solved	1
We don't get to see them at all	1
We pay exorbitant rates and do not get transparent, efficient, responsive action. There is always a delay	1
Total responses	37

Neutral (rating at 5)

I have not really had much touch point with the Council	2
Room for improvement	2
Allowing too much development that changes the density and beauty of the area	1
Also not developing the facilities to align with the increase of population	1
Because the most important people of our community, being children, are not being given adequate voice in the community	1
Because their service and attitude are bad as they just charge you for anything you ask of them	1
Development is ridiculous. Don't feel like stop anything	1
Doesn't seem bad but doesn't seem exceptionally great	1
Don't think communication is good	1
Drains etc. is poor	1
I do not think the Council does enough for the population, too bureaucratic	1
I don't see much activity	1
Lived in better Council areas	1
Lodged a complaint against a planning permit, no action taken till now	1
Lousy	1
Maintenance of the roads is not great, and many things have been said but not done	1
Medium values	1
Need better lobbying and faster implementation of initiatives	1
Need more community engagement and support	1
Needs improvements	1
No idea what they are doing	1
Not enough for the rates paid	1
Not enough notice is given for big decision making	1
Not listening	1
Not particularly good or bad for the services provided	1
Parking	1
Planning decisions have been contradictory, multiple multi storey buildings were not in the original planning	1
Subdividing houses	1
The Council doesn't consider the community they work for enough when it comes to decisions making	1
The planning is bad	1
The rates are high	1
The sustainability is bad	1
There are issues that haven't been resolved	1
They do a good job overall but focus on the wrong areas at times	1
They don't ring me back when I have any problems	1
They look after golden mall of Brighton and this area was poor area of Elsternwick	1



They look after the housing developers and ignore the residents	1
They make decisions based on self-interest not the communities need	1
They should be more careful about the street maintenance	1
Too many staff that are not doing enough	1
Traffic	1
Total responses	43

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

Reason	Number
<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	41
They are doing well but lacking in a few areas	15
They are not too bad / doing ok / fair / alright / trying	11
I am happy / satisfied with their services	5
I feel they are quite responsive	4
Apart from the rubbish collection, big mistake in that, everything else is pretty good	3
Love living in Bayside	3
Because it is generally good and responsive. Perhaps not perfect	2
I just love this area and it is very well maintained	2
Our community do better than others	2
Overall, they are pretty good, but they are some areas they could improve on	2
Accessible and supportive in all	1
All my needs as young family are fulfilled	1
Always happy with the reaction of Council	1
Because it is presentable clean area	1
Cause they offer a good broad range of services	1
Council does a decent job, but I feel like it could be doing more for the youth and children	1
Efficient, good communication	1
Every time we need it has been easy and good quality, and no overload of interactions	1
Facilities are fantastic	1
Facilities are locally well kept	1
Generally happy with it, they're looking after our beaches. Lot of work being done to keep the facilities up to scratch. They addressed a very dangerous footpath	1
Good at homecare services	1
Good initiative, implementation of past feedback	1
Good when you call	1
Hard rubbish collection is good	1
I do not know much about it, but it seems sufficient	1
I have got a few things to fix. Bought this place and rented it, they gave me double bins without me asking, but I am paying for them	1
I liked the Council newspapers, but in general we like how everything is going	1
If they did not fine me, I would have rated it higher don't really have any issue with Council in any other regard	1



Is expensive but does everything well	1
It is good but rubbish rules are complicated	1
It is okay I don't think they're extremely corrupt	1
It was a good initiative to introduce compost bins and make green bins weekly, but more could be done to encourage companies to use those as well.	1
Mainly responding quickly and acting promptly	1
Never had any problems. Efficient	1
Open and responsive and having serious environmental actions	1
Other than the street trees, they do alright	1
Overall, I think they are fairly good, and they supply a lot of free entertainment	1
Roads, garbage etc. are good	1
Services excellent just the problem with development in the area (advocacy of Council)	1
Some things are done really well but the only issue is that some roads are quite patchy, and the pipes need to be updated in certain areas	1
Suburb is safe	1
Swift response and serves the community	1
The Council does really well to do the best they can with what they have, my husband works for another Council and there is a lot of politics involved in decision making	1
The Council does some things well but there is room for improvement in some areas especially services towards the youth	1
The Council does well on most areas but need to do better in regard to some general aspects such as footpaths and services for diverse population groups in the community	1
The Council look after ratepayer etc, elderly and disable	1
They are pretty responsive but there are issues that they should be more careful about	1
They are well managed; they spend money on community benefits. Probably one of the few profitable Councils in Australia	1
They do most things alright but need more in things like lighting and toilets and they can also be a bit more vocal	1
They do pretty well on basic services like the garbage collection and sports grounds but could do more for the youth and store fronts and businesses	1
They help the community	1
They picked up the hard rubbish	1
They're alright but they're a bit too stringent	1
Though rates are high, the public is kept clean with good roads and parks and services	1
Usually communicates upfront whenever there is something that is going to happen	1
Very organised and well managed	1
We have a good Councillor; he is a good representative	1
Well oriented, good public facilities such as parks that are well maintained	1
Total	139

Neutral statements (rating at 6 or more)

General overview / opinion	8
Can do more / better	6
Don't have any issues / complaints at the moment	3
Because I haven't seen any evidence of there any issues with infrastructure discussed, but I am admitting I may be ignorant of all the issues the Council is doing	1
Cause it's mixed	1
Difficult job	1
I don't have any problem	1
I don't know much about them	1



I have no complaints, neither do I have anything to praise them about	1
Just feel like they are not the worst but not the best	1
Not completely satisfied	1
Not in the negative	1
They are great on some areas but very bad on others	1
Total	27

General negative statements (rating at 6 or more)

I think they ought to do better on the consultation / communication front	5
The rates are too much for services	4
Slow response / not much communication	3
They should do more	2
The bin change is really annoying	2
They don't have much of a presence and could listen more to the community and it's needs	2
Slow response to situations / queries	2
Take so long to solve an issue	2
Average performance of the Council, not improved in long time	2
Pennydale needs more focus	1
It's mediocre	1
I don't think they are good enough	1
Many unsolved issues in the area	1
Policies don't align with street parking for people with in multiple duplex accommodations	1
We found that by putting the parking meters installation on New Years a few years ago to be manipulative in nature due to the fact that a good portion of the residents where not at home and couldn't voice their opinion	1
Church Street, lack of parking, congestion at roundabout but they are not doing much	1
Parking permits took long duration	1
They should enforce road and parking rules	1
Do more for roads	1
Roads are very bad, and they are not doing much about it	1
They can do better for rubbish collection	1
Inadequate traffic planning in Graham Road	1
Maintenance and decisions that the people disagree with, not doing enough to maintain Bayside	1
Repairs need to be done regularly	1
More bin in public area	1
Other Councils are more responsive	1
Been a couple of times where we have communicated with them with no response that a good portion of the residents where not at home and couldn't voice their opinion	1
Haven't heard about any sort of consultation on any upcoming project by the Council	1
I think they do respond and try and assist, but in some service areas they are understaffed	1
I think they might need to find a way to reach on us	1
Maybe should be a bit more interactive from their side, they only receive complaints	1
Not engaging the community, specifically for individuals	1
Not much communication as to what is available for older people.	1
The Council has poor consultation with the community	1
Website is confusing, navigation is a problem	1
More responsiveness, and have not got any opportunity to engage	1



Consultations about rate rises	1
I don't think we found out how they break down the budget, where is the money going, maybe too many Councillors	1
Because I have some problems with the building departments honesty. I think the big developers pay off people in the Council to get things through and when things go wrong, they don't want to fix them	1
A few couple latter developments that are not going on, still proceeding	1
Building and planning issue	1
Council building too many houses on single blocks the tree problem in this area there's not enough consultation and developers can do it they like	1
Leadership and decision making on planning arrangements while building in Council is disruptive by Council areas. They need to make timely decision and act more promptly	1
The planning process is a pain, it took 3 yrs	1
They keep approving new housing developments	1
Protecting heritage housing more (knock down a building recently). Construction, Council didn't explain the master plan to community	1
Council should look after elderly community	1
Do more for drains	1
Nature's strips are not being maintained	1
I am not that involved on Council activity but the basic services they offer are mediocre and could be better as compared to what I hear that people I know get from other councils	1
Services are not good	1
It is important to have a service for the community. To hear our needs	1
Should improve public toilets	1
The Council doesn't do enough for the youth in terms of services	1
Better bike lanes	1
Clubhouse planning not good	1
They could value the sporting and recreation facilities and support the local sporting clubs more.	1
Do more for beaches	1
Things seem ok except for rubbish disposal, despicable	1
When it comes to rubbish collection, they talk but do little, decision making is wrong,	1
Could do better with recycling. Bins should be collected weekly (summer) winter is okay	1
Need better food waste	1
Hard rubbish pick-up services	1
Soft plastic	1
The garbage is gross	1
There should be after hours possibility to contact the Council	1
Booked a rubbish pick up but they never came in time, they have got arrived for weeks and I had to call	1
There is more that can be done. The tree by the bus stop behind the house needs pruning really badly. Council had said tree was dead, I cut back the ivy and the tree came back to life but half of it is dead, needs a severe prune. I would hate for them to cut it down	1
Dangerous of footpath with street trees. Should do with root of trees	1
Few rules in terms of trees, I think maybe hypocritical	1
They have done better recently with tree planting and getting better in general	1
Trees and vegetation	1
Long term thing not considered	1
Government and Council takes a while, efficiency	1



The system is not perfect, and they should achieve better outcomes. I am apprehensive to a government organisation until they prove good	1
I don't think they're performing that well compared to other councils that I know and interact with and use their services. For example, Kingston's library and library service is better overall for my needs and the kids. So, Kingston has a soft plastics recycling program. That's just a couple of examples	1
Too many projects that are unnecessary	1
People working for the Council are not personally invested in the improvements of the area but see it just as job	1
Understaffed	1
They should be focussing on core basic things	1
Too much involvement in some area not relevant to local needs	1
Seem to be self-interested in profit only	1
The Council doesn't focus enough of meeting the general needs of the community	1
Community based thinking and meet community needs	1
Focus on local, solve problem in reasonable time frame	1
I do not want them to become political	1
Please focus on community not the balance sheet	1
Poor governance by Council	1
Self interest	1
They should act more in advance of problems, and not always intervene once the problem comes up	1
There seems to be unnecessary Bureaucracy and how hard Council is to get anything done	1
Transparency should be priority	1
Total	107
Total responses	353



Appendix Two: survey form

