

Bayside City Council

2024 Annual Community Satisfaction Survey

April 2024



Metropolis
RESEARCH

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Executive summary

Introduction and methodology

Council's seventh *Annual Community Satisfaction Survey* was conducted by Metropolis Research using a door-to-door interview style survey of 700 residents in March and April 2024.

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 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 28 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 question this year focused on what respondents consider should be Council's priorities over the next four years.

Key findings

The key finding from the 2024 survey was that the Bayside community maintained a stable level of satisfaction with most aspects of Council performance this year, maintaining the significant, broad-based improvements recorded in 2022 and 2023.

Satisfaction with the overall performance of Bayside City Council has not, however, fully returned as yet to the higher-than-average satisfaction scores recorded in 2019 and 2020, and in 2024 were generally more in line with, rather than ahead of, the metropolitan Melbourne average.

These results confirm that satisfaction with Bayside City Council's overall performance (7.0) was consistent with the metropolitan (7.0) and inner eastern region councils' average (7.1).

Satisfaction with aspects of governance and leadership was marginally below the metropolitan average (6.8 compared to 7.0), with satisfaction with community consultation and engagement measurably lower than the metropolitan average (6.9 compared to 7.2).

Satisfaction with customer service, however, remained stable this year at a "very good" level, although still somewhat lower than the pre-pandemic results recorded back in 2019 and 2020.



Planning and housing development remain significant issues in the City of Bayside, with 12% of respondents nominating these as a top three issue. This was significantly higher than the metropolitan Melbourne average of two percent.

It is noted, however, that satisfaction with aspects of planning and development remained relatively stable this year, maintaining the significant improvement in satisfaction recorded last year, although still somewhat lower than the metropolitan average.

There was a statistically significant (3%) improvement in satisfaction with the regular garbage collection service, reversing the trend of declining satisfaction recorded from 2018 to 2023.

This significant improvement is an important finding, as satisfaction with the fortnightly garbage collection service this year was now marginally higher than the metropolitan average (which includes a mix of weekly and fortnightly council collections). This was important, as it strongly suggests that the Bayside community has adjusted to the new kerbside collection services relatively smoothly, with satisfaction with the regular garbage collection service never falling below an “excellent” level over the course of the last seven years.

There was also a significant (6%) increase in satisfaction with the hard rubbish booking / pick up service, significantly higher than the metropolitan average (8.6 compared to 8.0).

Attention is drawn this year to issues around road maintenance and repairs. Satisfaction with the maintenance and repair of sealed local roads declined measurably this year, down five percent to 6.7, which puts it now below the metropolitan average of 7.0.

Consistent with this decline in satisfaction, there were twice as many respondents nominating road maintenance and repair related issues as a top three issue (14% up from 7%), which was double the metropolitan average (7%).

This decline in satisfaction with roads (focused on local roads but clearly including state-managed roads as well as Council-managed roads) has been observed elsewhere across metropolitan Melbourne in recent years and was a negative influence on satisfaction with Council’s overall performance this year.

The other issue of note this year was the increase in the proportion nominating safety, policing, and crime related issues, up from three percent last year to 10% this year, compared to metropolitan average of two percent. These issues were also the most nominated priority for Council over the next four years (10%). These issues included mostly concerns about safety and security, and fear of crime particularly car break-ins, home invasions, and robbery.

Summary of survey results

Satisfaction with the [overall performance of Bayside City Council](#) declined marginally this year, down one percent from 7.1 to 7.0, remaining at a “good” level of satisfaction. This result was marginally (1%) lower than the average for the six inner eastern region councils but identical to the metropolitan result, as recorded in the *Governing Melbourne* research.



This year, 40% (down from 42%) of respondents were very satisfied with Council’s overall performance (rating satisfaction at eight or more out of ten), whilst 6% (up from 5%) 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 Hampton East and Cheltenham, young adults and adults (aged 18 to 44 years), senior citizens (aged 75 years and over), respondents from multilingual households, respondents who did not contact Council in the last 12 months, rental households, and new and new residents (less than five years in the municipality).
- **Somewhat less satisfied than average** – included respondents from Highett and Hampton, middle-aged and older adults (aged 45 to 74 years), respondents who had contacted Council in the last 12 months, long-term residents (10 years or more in the municipality), respondents from two-parent families with adult children only at home, and respondents from one-parent families.

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 to roads, traffic, and parking, communication and consultation, and planning and development related issues.

The issues most negatively correlated with satisfaction with overall performance for the respondents nominating the issues this year were Council rates, fees, and charges, drains, footpaths, rubbish and waste issues, roads, street trees, and planning and development issues.

There was a small decline in average agreement this year with the [six statements about Bayside City Council](#) as an organisation, as follows:

- **Strong Agreement** – that Council provides important services that meet community needs (7.2 down from 7.3) and is trustworthy and reliable (7.0 down from 7.2). Less than seven percent disagreed with either of these statements.
- **Moderate Agreement** – that Council is efficient and effective (6.9 down from 7.0), has a sound direction for the future (6.7 down from 7.1), is a responsible financial manager (6.6 down from 6.9), and offers value for rates (6.4 down from 6.7). An average of 10% disagreed with these statements, with 15% disagreeing that Council offers value for rates.

Consistent with the stable satisfaction with Council’s overall performance and the small decline in views about Bayside City Council as an organisation, satisfaction with the five included aspects of [leadership and governance](#) declined marginally (down 1%) this year, down from 6.9 to 6.8, which remains a “good” level, but now marginally below the metropolitan average of 7.0.



Satisfaction with [Council's customer service](#) remained stable this year at an average “very good” level, with the professionalism of staff and staff understanding language needs both remaining at “excellent” levels.

Satisfaction with the 28 included [services and facilities](#) provided by Bayside City Council remained stable this year at 7.7, or a “very good” level. This result was marginally higher than the metropolitan average satisfaction with a similar group of services and facilities of 7.6.

Satisfaction with the local library (8.6), hard rubbish booking / pick up service (8.6 up from 8.2), food and green waste collection (8.5), regular recycling (8.4 up from 8.2), garbage collection service (8.3 up from 8.0), sports grounds and ovals (8.2), services for children from birth to five years of age (8.1), services for older people (8.0 up from 7.6), services for youth (8.0 up from 7.6), arts and culture (7.8), and the provision and maintenance of parks and gardens (7.8 down from 8.1) all recorded “excellent” levels of satisfaction.

The services that recorded the lowest levels of satisfaction were public toilets (6.6 down from 7.2), the maintenance and repair of sealed local roads (6.7 down from 7.2), the maintenance and repair of footpaths (6.8), parking enforcement (6.9), Council meeting its responsibilities towards the environment (7.0), and drains maintenance and repairs (7.1), all of which recorded a “good” level of satisfaction.

Satisfaction with none of the 28 services or facilities recorded “solid”, “poor”, “very poor”, or “extremely poor” levels of satisfaction.

When asked to nominate what [Council should prioritise over the next four years](#), the five top priorities were safety, policing, and crime issues (10%), building, housing, planning, and development issues (10%), road maintenance and repairs (9%), car parking (8%), and environment, sustainability, and climate change related issues (7%).

The most common [issues to address in the City of Bayside](#), were car parking (15% up from 11%), road maintenance and repairs (14% up from 7%), building, housing, planning, and development (12% up from 10%), and safety, policing, and crime related issues (10% up from 3%).

The substantial increase in the number of respondents nominating both roads as well as safety and crime related issues this year were stand-out results.

The satisfaction with the six aspects of [planning and development](#) remained stable this year at 6.5 out of 10. Satisfaction with the appearance and quality of new developments increased marginally this year, up two percent to 6.7 out of 10, although it remains below the metropolitan average of 7.1. This reinforces the fact that planning and development remain significant issues for some in the Bayside community.

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 satisfaction, with the 83 respondents' who nominated these issues rating overall satisfaction with Council four percent 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 seven percent (down from 9%) nominating these issues. The decrease in rubbish and waste issues reinforces the three percent increase in satisfaction with the [regular garbage collection service](#) this year.

Car parking remains the most common issue in Bayside this year, with 15% (up from 11%) of respondents nominating it as an issue to address. Given the number of respondents who nominated car parking related issues, it clearly exerts a somewhat negative influence on community satisfaction with Council's overall performance. In addition, satisfaction with [parking enforcement](#) remained "good" at 6.9 (down from 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 declined marginally this year, with all aspects now at "solid" levels of satisfaction. Approximately one-seventh of respondents were "dissatisfied" with the availability of parking.

[Traffic management issues](#) in the City of Bayside remained stable with eight percent (up from 7%) of respondents nominating these as issues to address in the municipality.

Consistent with this level of concern about traffic management, satisfaction with the [volume of traffic](#) on both residential streets (up 1% to 6.6) and main roads (down 5% to 6.0) remained relatively modest at "good" and "solid" levels respectively. Approximately one-seventh of respondents were "dissatisfied" with the volume of traffic.

Respondents' perception of their [safety whilst walking](#) on both residential streets (7.5) and main roads (7.3) was very good, as was their perception of [safety whilst cycling](#) on residential streets (7.2) and to a lesser degree on main roads (at a "good" 6.6 down from 7.0).

Approximately 12% of respondents providing a score were "dissatisfied" with their safety whilst cycling, and six percent were "dissatisfied" with their safety while walking.

[Local community involvement](#) increased this year, reversing the trend of declining community participation observed in recent years (including through the pandemic), with 27% (up from 23%) reporting that they were an active member of a club or community group, 18% (up from 13%) volunteer regularly, 19% (stable) sometimes volunteer, and seven percent (up from 5%) 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" (7.8 out of 10), "Bayside is accessible and inclusive for all in the community" (7.8), "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.



Introduction

Metropolis Research Pty Ltd was commissioned by Bayside City Council to undertake this, its seventh *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 2024 survey comprises the following:

- Satisfaction with Council's overall performance
- Satisfaction with aspects of leadership and governance
- Satisfaction with aspects of Council's customer service
- Agreement with statements about Bayside Council as an organisation
- Importance of and satisfaction with 28 Council services and facilities
- Satisfaction with aspects of planning and development
- Satisfaction with aspects of traffic and parking
- Issues of importance to address in Bayside in the coming year
- Questions around the sense of community, and local community involvement
- 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 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 – 2024 Annual Community Satisfaction Survey* was conducted as a door-to-door interview style survey of 700 households approached at random from across the municipality during March and April 2024.

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.

A total of 2,859 households were approached to participate in the *Bayside City Council – 2024 Annual Community Satisfaction Survey*.

Of these 1,399 were unattended at the time, 760 refused the offer to participate in the research and 700 completed a survey.

This provides a response rate of 48%, which was notably higher than the 38% recorded last year, and up significantly on the 29% recorded in 2022 using the hybrid (in-person and telephone method) model.

The 2024 response rate was the highest response rate recorded for the City of Bayside, and up a little on the 44% recorded in 2020.

The strong response rate reflects the strength of the door-to-door methodology in engaging effectively with 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 700 respondents, and an underlying population of the City of Bayside of 105,718.



Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* included a sample of 800 respondents in 2024.

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 – 2024 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 2024 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’ or “overall performance” remained essentially stable this year, down one percent to 7.0 out of 10.

This remains a “good” level of satisfaction and consistent with the long-term average satisfaction since 2018 of 7.0 out of 10 or “good”.

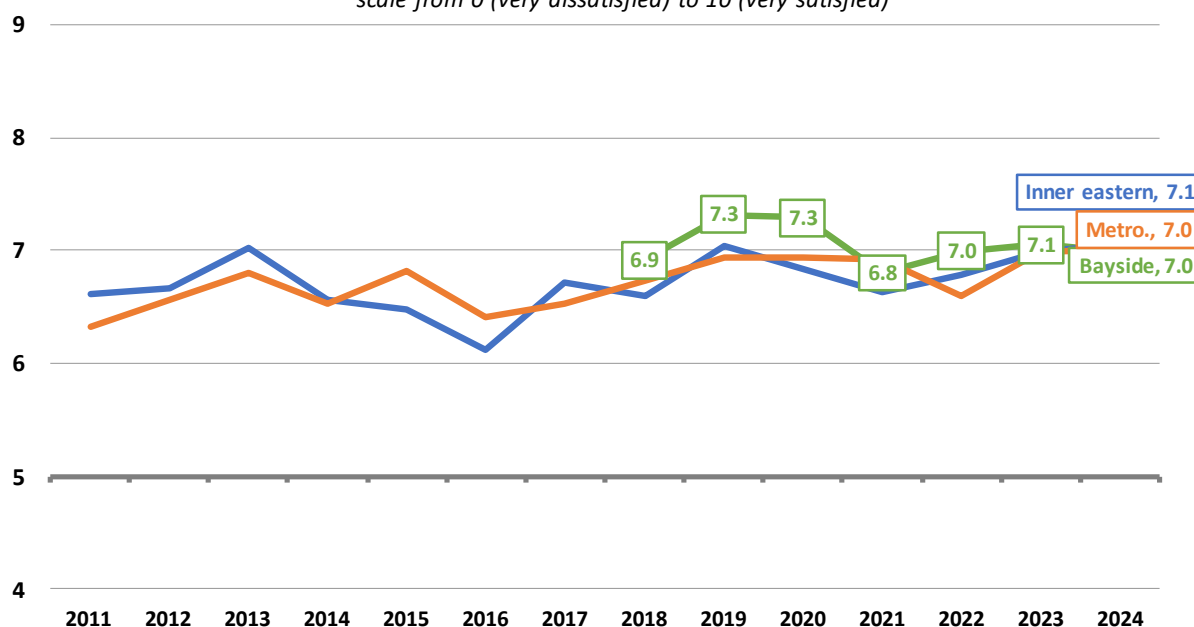
By way of comparison, this result was identical to the metropolitan Melbourne average of 7.0, but marginally below the inner eastern region councils’ average of 7.1 out of 10.

This comparison results were sourced from the 2024 *Governing Melbourne* research conducted independently by Metropolis Research in January 2024, using the same in-person, door-to-door methodology.

Metropolis Research suggests that this result reflects a steady level of overall community satisfaction with the performance of Bayside City Council. It appears, however, that Bayside City Council has yet to fully return to the higher-than-average, pre-pandemic levels of satisfaction.

It is noted that over the seven years of the community satisfaction survey program, the City of Bayside has recorded higher satisfaction than the metropolitan average in five years, a lower result in one year (2021), and an identical result in one year (2024).

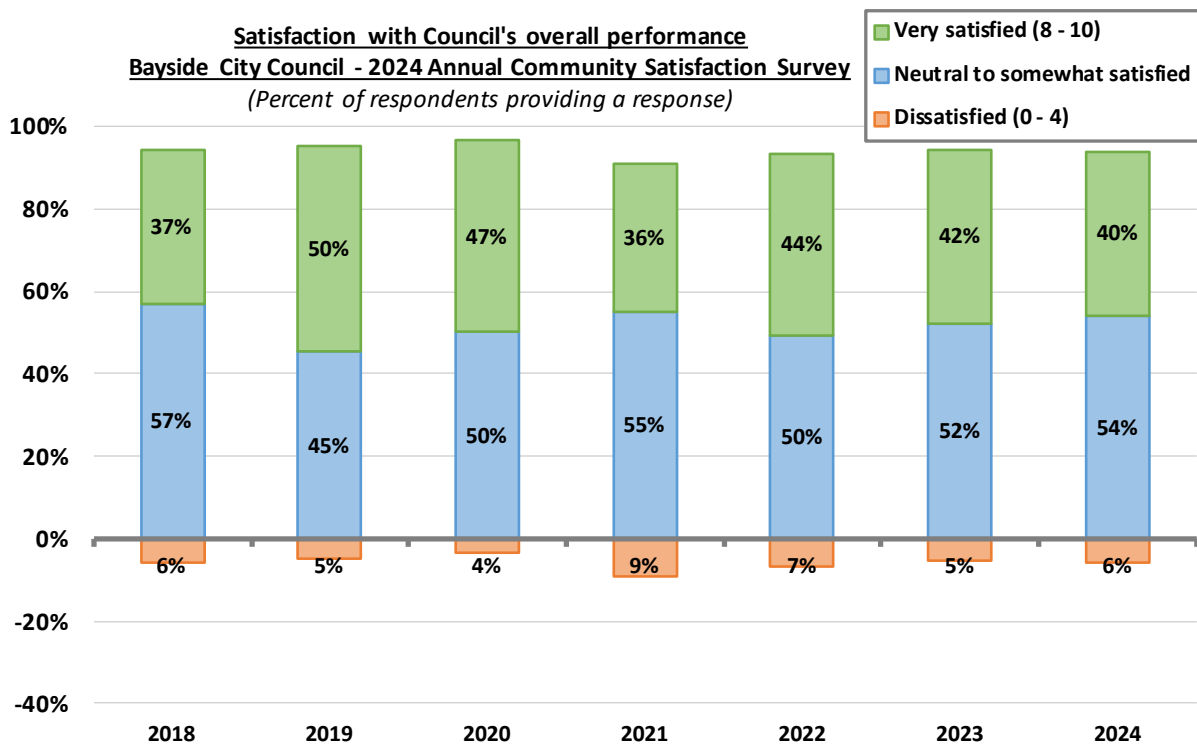
Satisfaction with Council's overall performance
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

Consistent with the marginally lower overall satisfaction score this year, there was a small decrease in the proportion of “very satisfied” respondents (down 2%) and a small increase in the proportion of “dissatisfied” respondents (up 1%).

These results reflect a steady level of community satisfaction with Council’s overall performance.



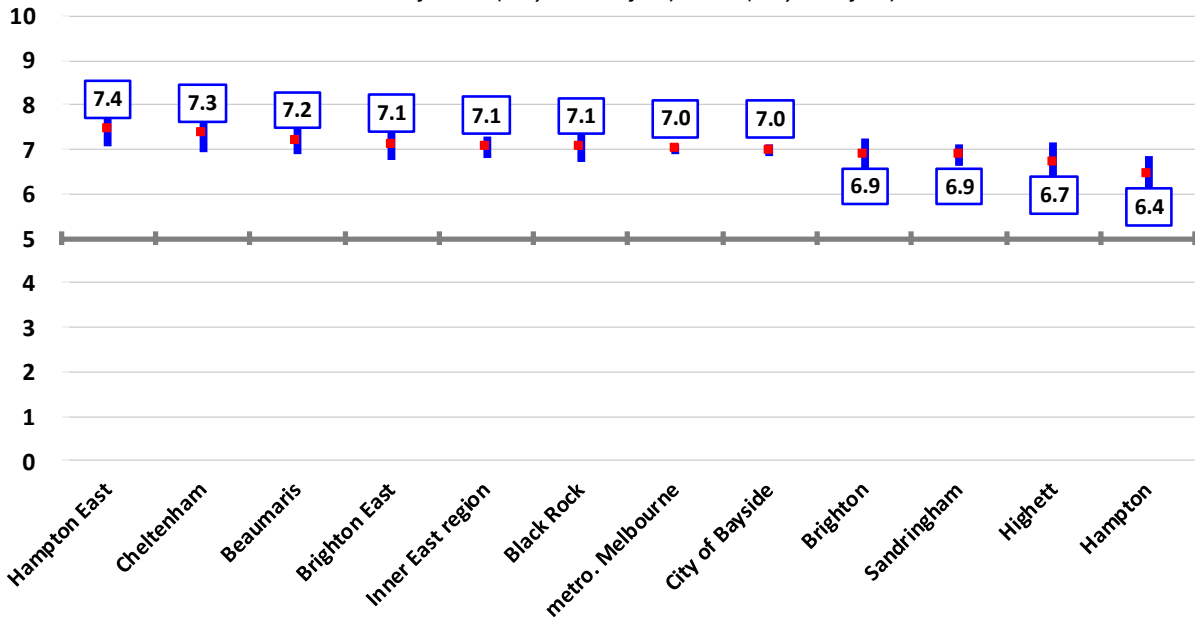
Overall satisfaction by precinct

There was some notable and measurable variation in satisfaction with overall performance observed across the municipality.

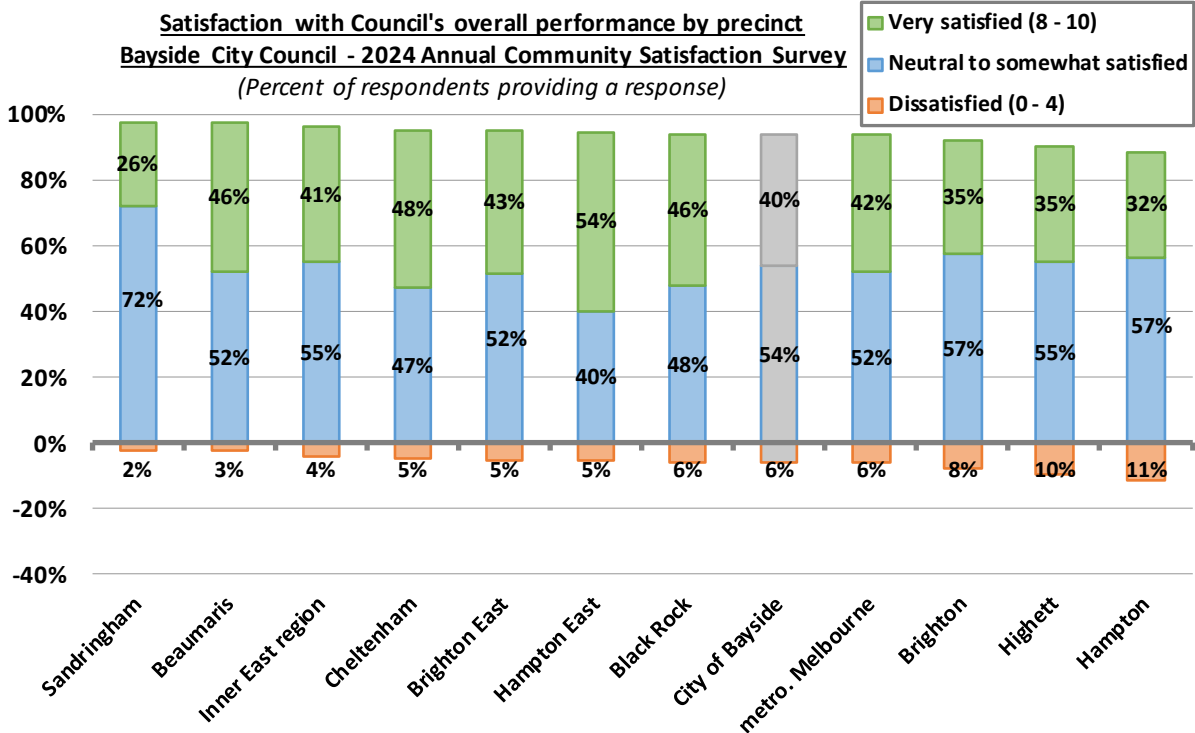
Respondents from Hampton East were measurably and respondents from Cheltenham were notably more satisfied than average, and both at “very good” levels. Respondents from Hampton were measurably less satisfied than average, and at a “solid” rather than a “good” level.



Satisfaction with Council's overall performance by precinct
Bayside City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Attention is drawn to more than half (54%) of the respondents from Hampton East and the 48% from Cheltenham who were “very satisfied” with Council’s overall performance, whilst 10% from Highett and 11% from Hampton were dissatisfied.



Overall performance by respondent profile

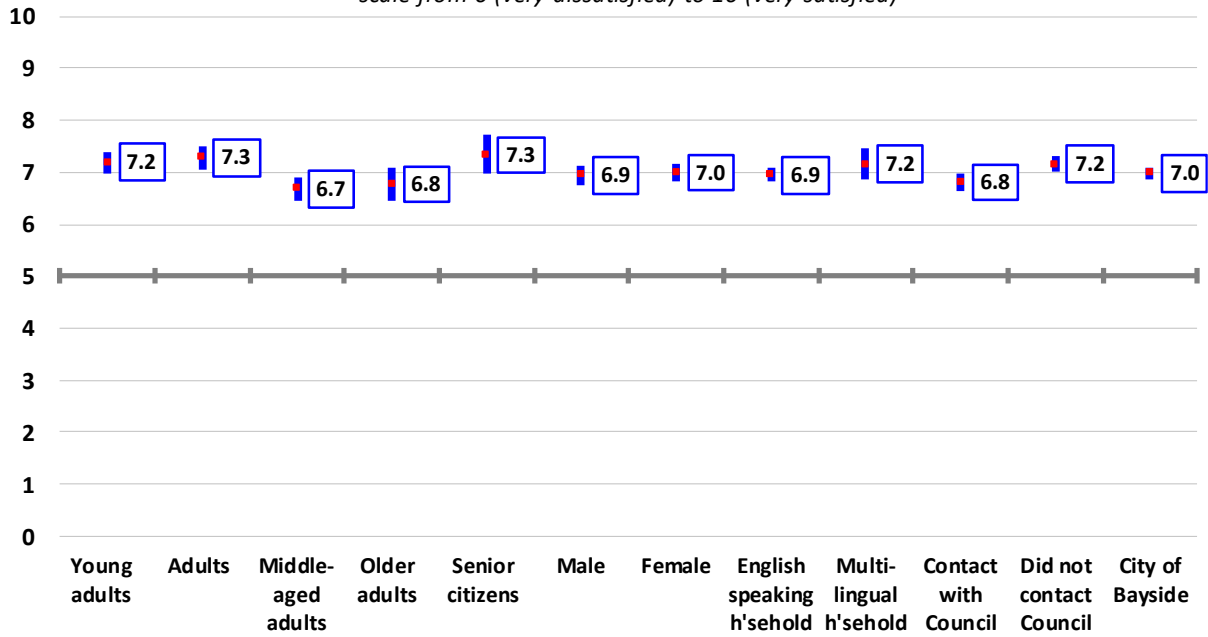
The following graphs provide a comparison of satisfaction with Council’s overall performance by respondent profile, including age structure, gender, language spoken at home, contact with Council, housing situation, period of residence in the City of Bayside, household disability status, and household structure.

Whilst there was no statistically significant variation observed, the following variations were noted:

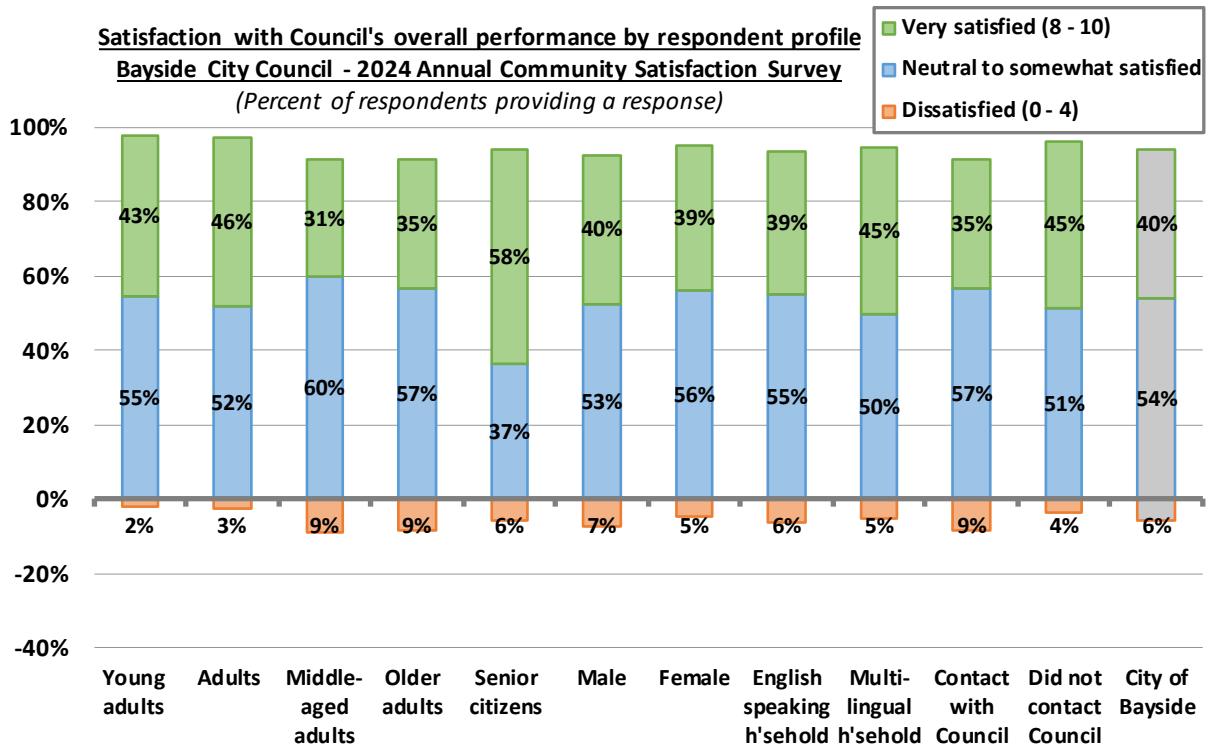
- **Somewhat more satisfied than average** – included young adults and adults (aged 18 to 44 years), senior citizens (aged 75 years and over), respondents from multilingual households, respondents who did not contact Council in the last 12 months, rental households, and new and new residents (less than five years in the municipality).
- **Somewhat less satisfied than average** – included middle-aged and older adults (aged 45 to 74 years), respondents who had contacted Council in the last 12 months, long-term residents (10 years or more in the municipality), respondents from two-parent families with adult children only at home, and respondents from one-parent families.



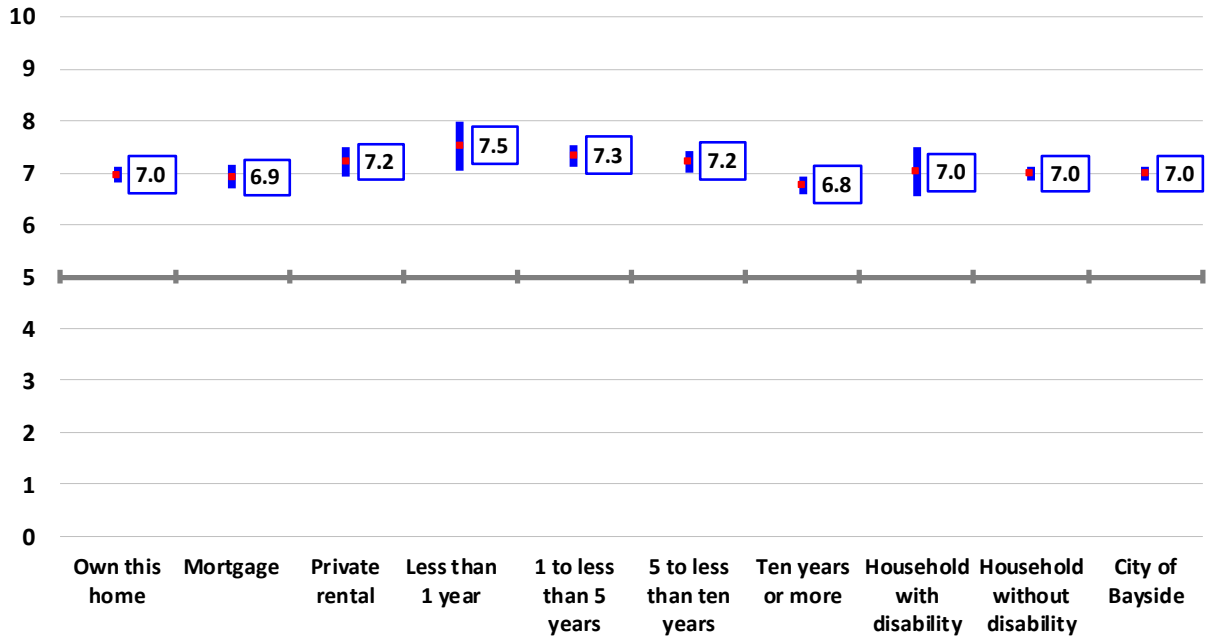
Satisfaction with Council's overall performance by respondent profile
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Attention is drawn to the 58% of senior citizens (aged 75 years and over) who were “very satisfied” with Council’s overall performance.

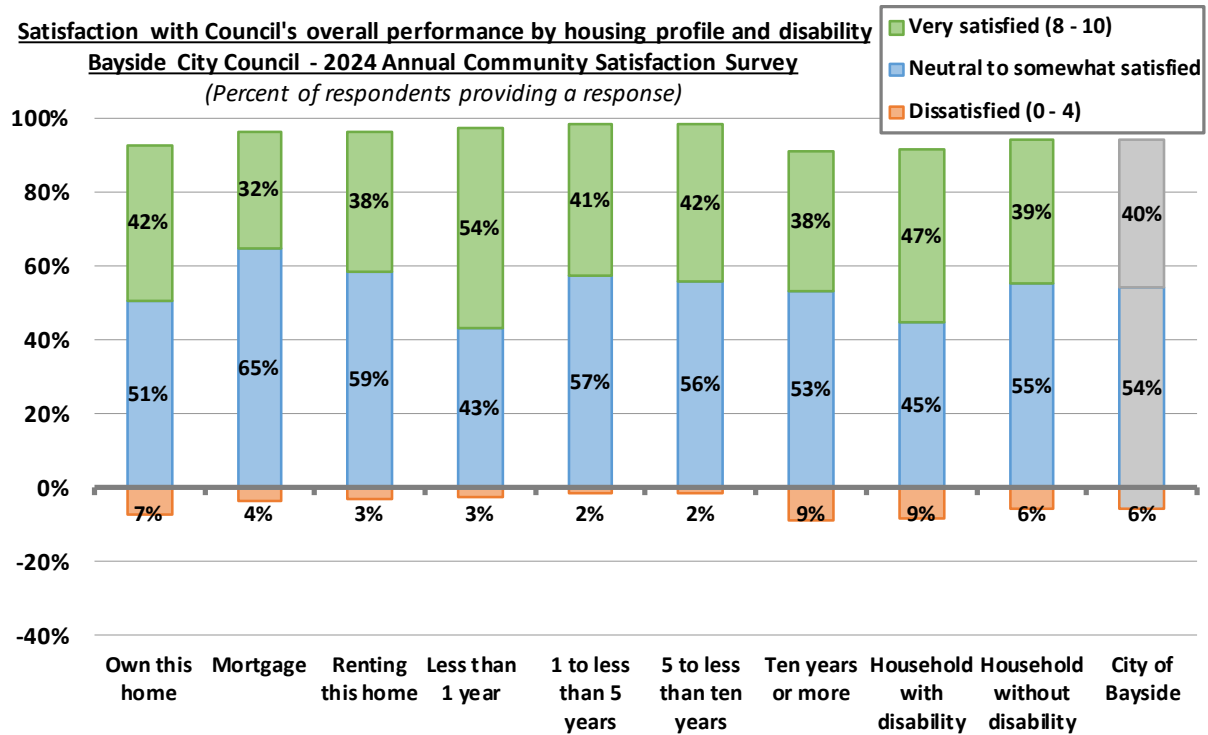


Satisfaction with Council's overall performance by housing profile and disability
Bayside City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)

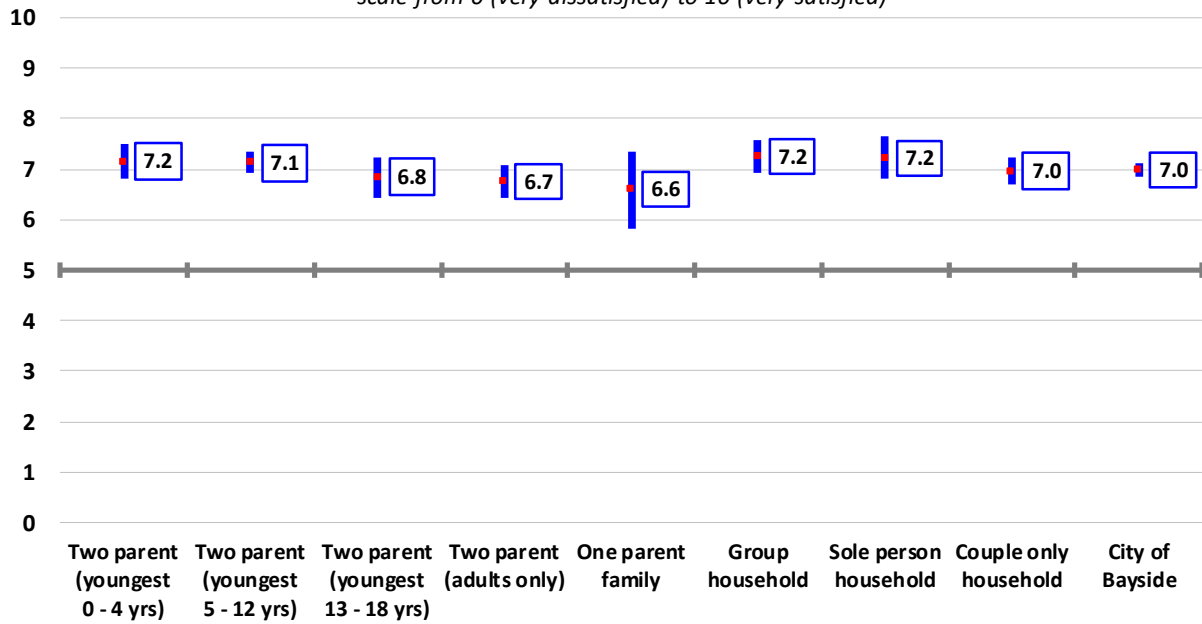


Attention is drawn to the 54% of new residents (less than one year in the municipality) who were “very satisfied” with Council’s overall performance.

Satisfaction with Council's overall performance by housing profile and disability
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)

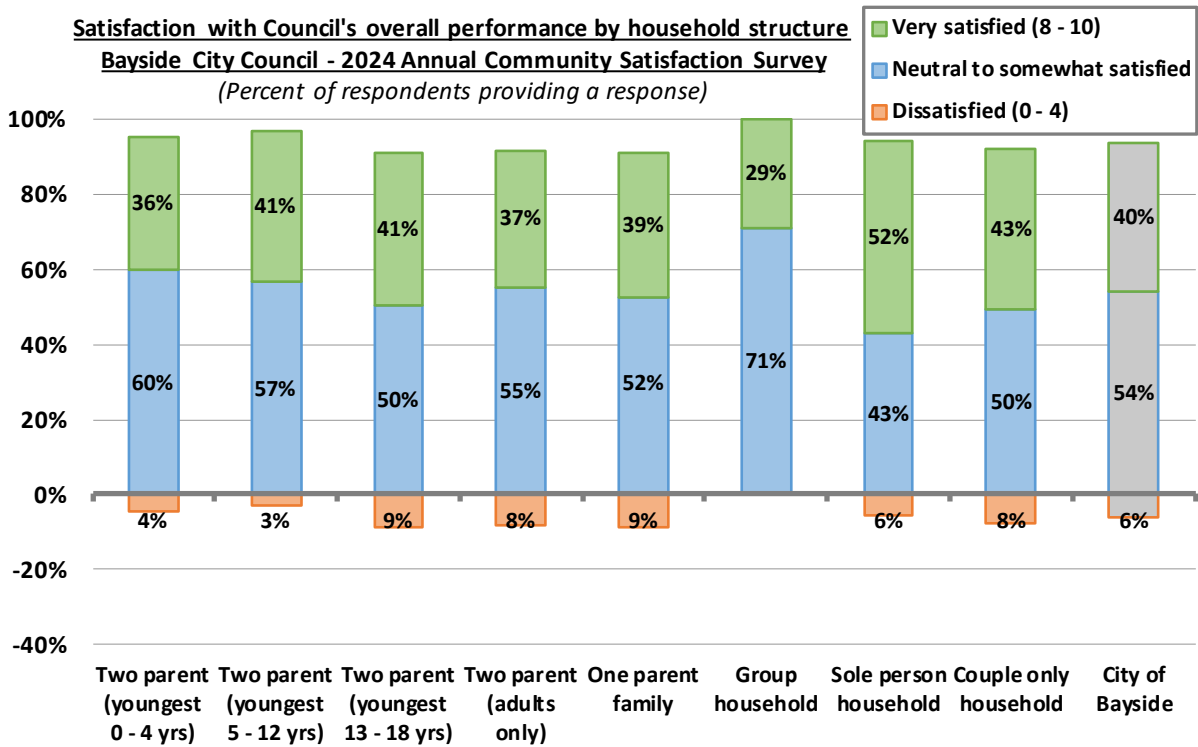


Satisfaction with Council's overall performance by household structure
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Attention is drawn to the 52% of respondents from sole person households who were “very satisfied” with Council’s overall performance.

Satisfaction with Council's overall performance by household structure
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



Relationship between issues and satisfaction with overall performance

The following graph displays the average overall satisfaction score for respondents nominating each of the top 11 issues to address for the City of Bayside ‘at the moment’, with a comparison to the overall satisfaction score of all respondents (7.0), as well as a comparison to the 178 respondents who did not nominate any issues to address (7.4)

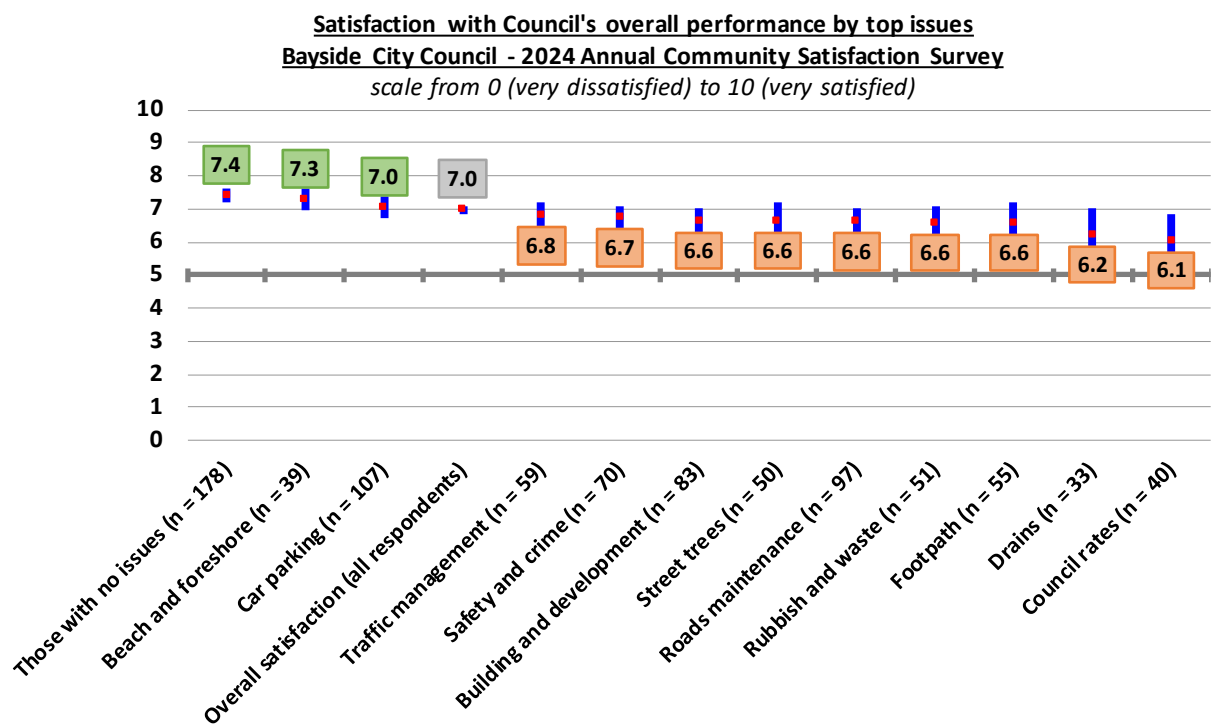
The detailed analysis of the top issues to address in the City of Bayside “at the moment” is discussed in the [current issues for the City of Bayside](#) section of this report.

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

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

Clearly the number of respondents nominating each of these 11 issues varied substantially, which is reflected in the size of the blue vertical bars (the 95% confidence interval).

Metropolis Research notes that 178 respondents (25% of the total sample) did not have any issues they felt needed to be addressed ‘at the moment’ for the City of Bayside. Naturally, these respondents were significantly more satisfied than respondents who did nominate issues to address, and they rated satisfaction with Council’s overall performance four percent higher than the municipal average at 7.4 out of 10.



Of the top 11 issues, all but two appear to exert a notable negative influence on overall satisfaction.

The 39 respondents who raised beach and foreshore issues were, on average, somewhat more satisfied than the average of all respondents, rating overall satisfaction at 7.3 out of 10.

There were 107 respondents (15% of the total sample) who nominated car parking related issues (including availability and enforcement). These respondents, on average, rated overall satisfaction at 7.0 out of 10, the same as the municipal average.

Metropolis Research does, however, interpret these results as suggesting that satisfaction with overall performance was restrained somewhat by some community concerns around car parking, mostly due to the size of the sub-group within the community who raised car parking related concerns as a top three issue.

The small proportion of respondents who nominated drains (5% of total sample) and Council rates, fees, and charges (6% of total sample) were the least satisfied with Council's overall performance, suggesting that these two issues exert a significant negative influence on overall satisfaction for the respondents who nominate them.

Metropolis Research draws particular attention this year to issues with roads (4% lower), planning and development (4% lower), and safety, policing and crime (3% lower). Each of these issues were nominated by 10% or more of the total sample, and the respondents who nominated each were somewhat less satisfied than average.

Most of the issues that appear to exert a negative influence on overall satisfaction were at least partly the responsibility of local government, including drains, footpaths, rubbish and waste, roads, street trees, planning and development, and car parking.

The issues around traffic management, and particularly the issues around safety, policing, and crime were more within the remit of state rather than local government.

Metropolis Research notes that 10% of respondents nominated safety, policing, and crime issues this year, up significantly on the three percent last year.

It appears likely that community concerns around safety, policing, and crime related issues may well have reduced overall sentiment about the local area for these respondents, which reduced their overall satisfaction score, rather than necessarily implying a direct causal link between the issues around safety, policing, and crime and the direct performance of Council.

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

The table displays the proportion of respondents who were "dissatisfied" with Council's overall performance who nominated each of the top 11 issues, compared to the proportion of all respondents who nominated each issue.



This table shows that respondents who were “dissatisfied” with Council’s overall performance were notably more likely to nominate Council rates, fees, and charges (24% compared to 6%), road related issues (22% compared to 14%), and cleanliness of the area related issues (12% compared to 2%).

It is important to bear in mind the small sample of just 41 respondents who were “dissatisfied” with Council’s overall performance.

Top issues for Bayside of respondents' dissatisfied with overall performance

Bayside City Council - 2024 Annual Community Satisfaction Survey

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

<i>Issue</i>	<i>Dissatisfied respondents</i>		<i>All respondents</i>
	<i>Number</i>	<i>Percent</i>	
Council rates / charges	10	24%	6%
Roads maintenance and repairs	9	22%	14%
Car parking	7	17%	15%
Building, planning, housing, development	7	17%	12%
Cleanliness and maintenance of area	5	12%	2%
Footpath maintenance and repairs	5	12%	8%
Provision and maintenance of street trees	5	12%	7%
Traffic management	5	12%	8%
Drains maintenance and repairs	4	10%	5%
Communication and provision of information	4	10%	2%
Safety, policing and crime	4	10%	10%
Rubbish and waste issues including garbage	4	10%	7%
Council governance and performance	3	7%	2%
Elderly services and facilities	2	5%	3%
All other issues <i>(19 separately identified issues)</i>	21	51%	54%
Total responses	95		1,084
<i>Respondents identifying at least one issue (percent of total respondents)</i>		38 (91%)	518 (74%)

Overall satisfaction of respondents dissatisfied with services and facilities

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

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

It is important to bear in mind that for many of these services, there were relatively few dissatisfied respondents (an average of approximately 35 dissatisfied respondents), hence the relatively large 95% confidence interval around these results.



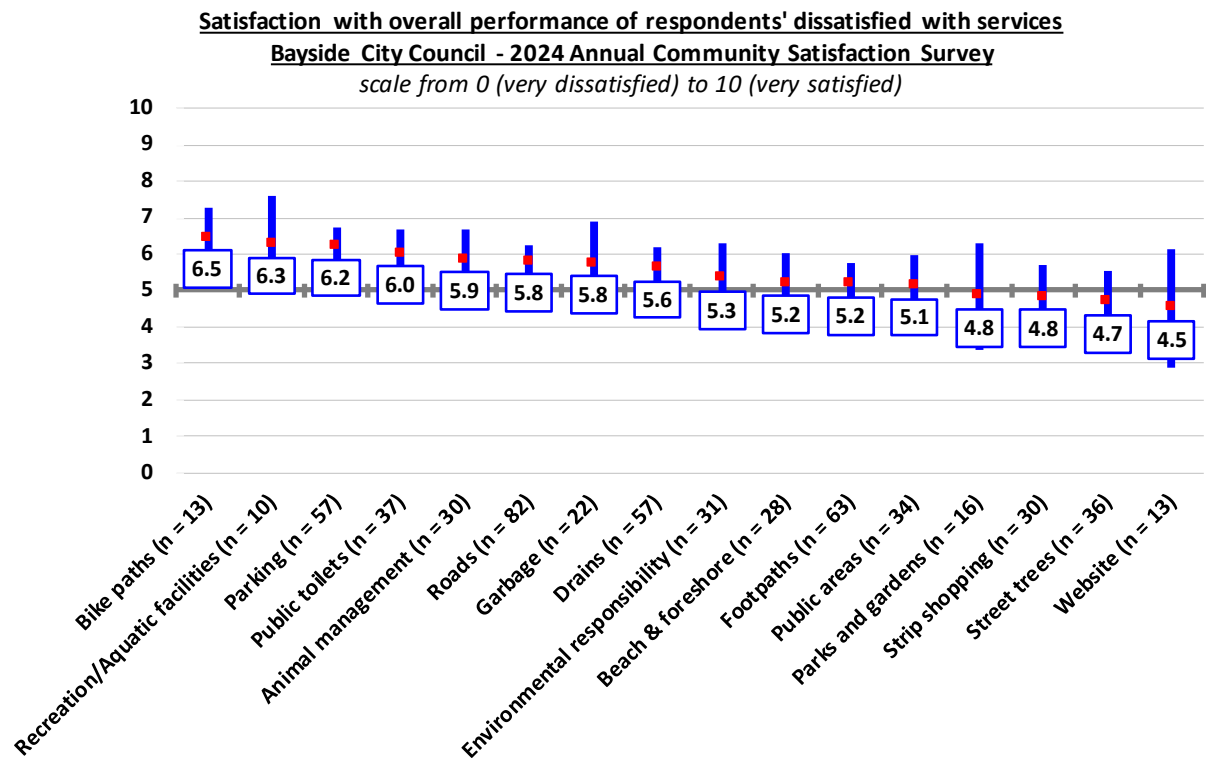
Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably and significantly less satisfied with Council’s overall performance than the municipal average of all respondents (7.0).

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

The services and facilities that appear to be most strongly associated with lower overall satisfaction this year were parks and gardens, the maintenance and cleaning of strip shopping areas, street trees, and the website. Respondents who were dissatisfied with any of these, on average, rated satisfaction with Council’s overall performance at “extremely poor” levels.

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

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



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 (441 comments)*** – including 203 generally positive comments, 60 neutral comments, and 178 generally negative comments. The positive comments focused on the perception that Council was doing a good job (129), happy with specific services (32), communication, engagement, and responsiveness (16), and good apart from a few specific areas (3). The most common generally negative comments related to communication and consultation issues (32 comments), general negative statements (25), roads, traffic, and parking (22), Council management and governance (20), specific Council services (19), and planning and development related (17), and Council rates, fees, and charges (15).
- ***Neutral respondents (27 comments)*** – the most common issues raised by respondents who were neutral in relation to Council's overall performance were management and governance (5 comments), and communication and engagement (5).
- ***Dissatisfied respondents (50 comments)*** – the most common responses related to roads, traffic, and parking (11 comments), general negative comments (10), communication and consultation (7), specific services and facilities (5), and planning and development (5).

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:

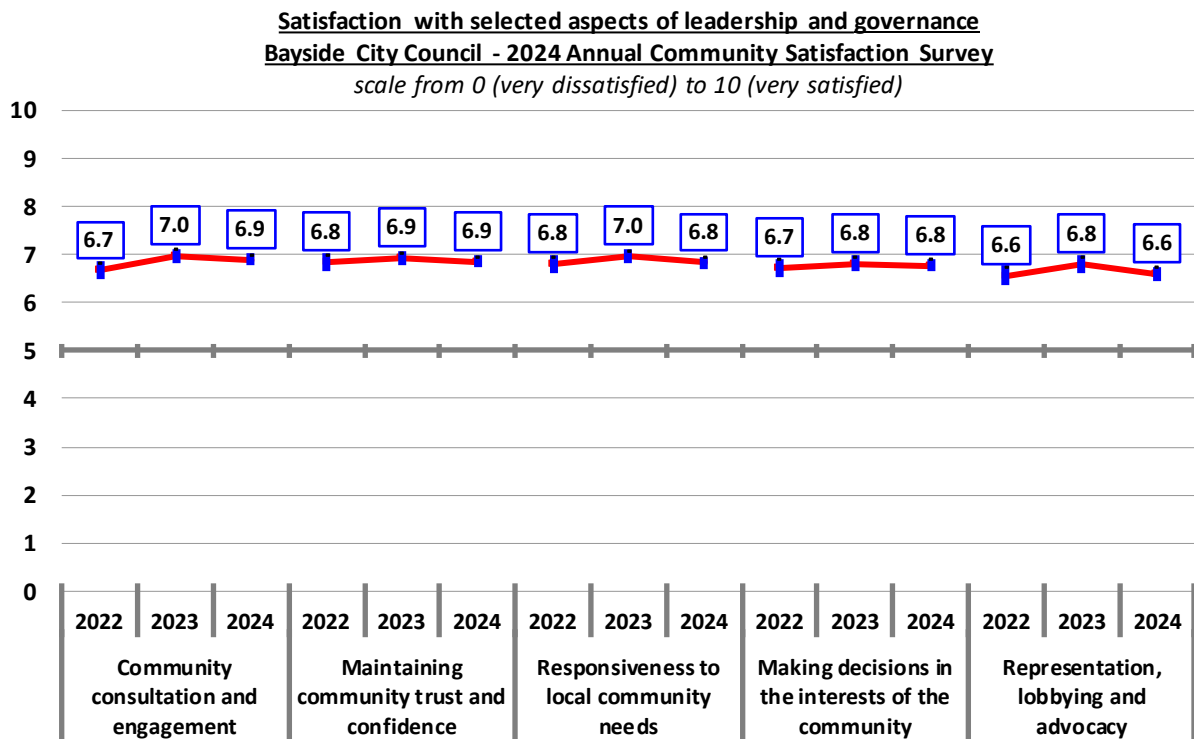
“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with the following aspects of Council’s performance?”

Respondents were again in 2024, asked to rate their satisfaction with five core aspects of Council’s governance and leadership performance.

Satisfaction with two of these aspects remained stable this year, whilst there were marginally declines for community consultation and engagement (down 1%), responsiveness to local community needs (down 2%), and representation, lobbying, and advocacy performance (down 2%).

None of these variations were statistically significant at the 95% confidence level.

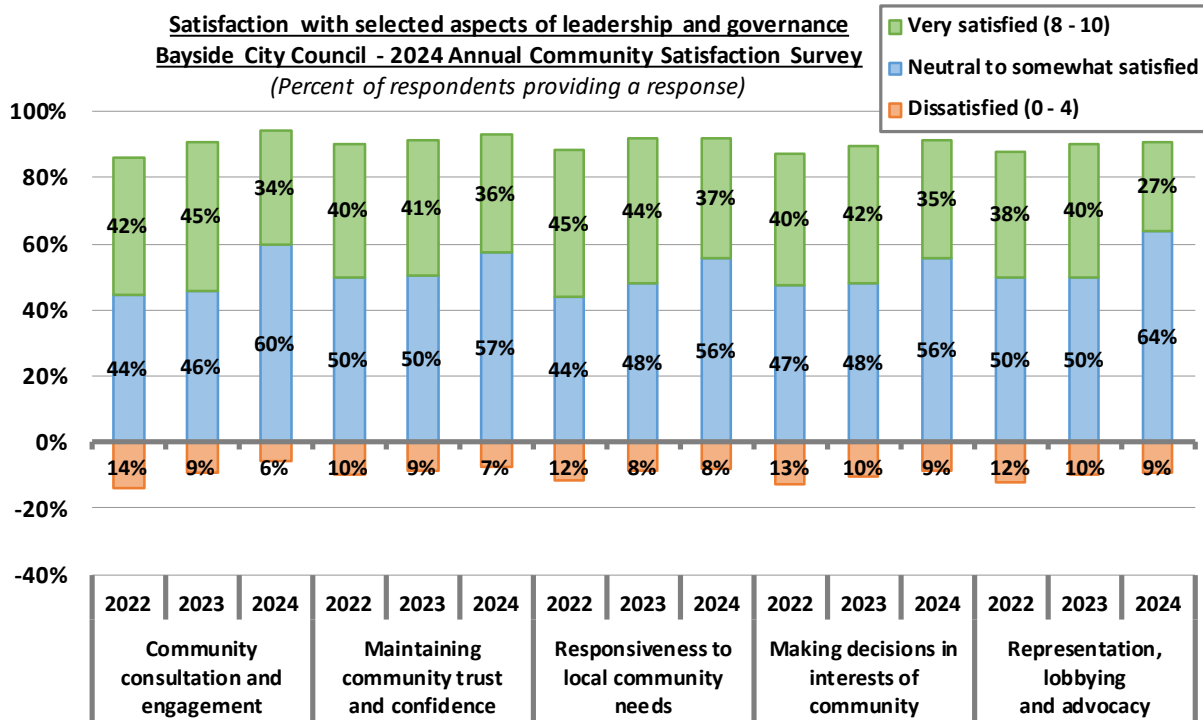
Consistent with the results recorded last year, satisfaction with governance and leadership has recovered more than half of the ground lost from the pre-pandemic average from 2018 through 2020 of 7.0, up from the unusually low 6.3 recorded in 2021, to an average of 6.8 out of 10 this year.



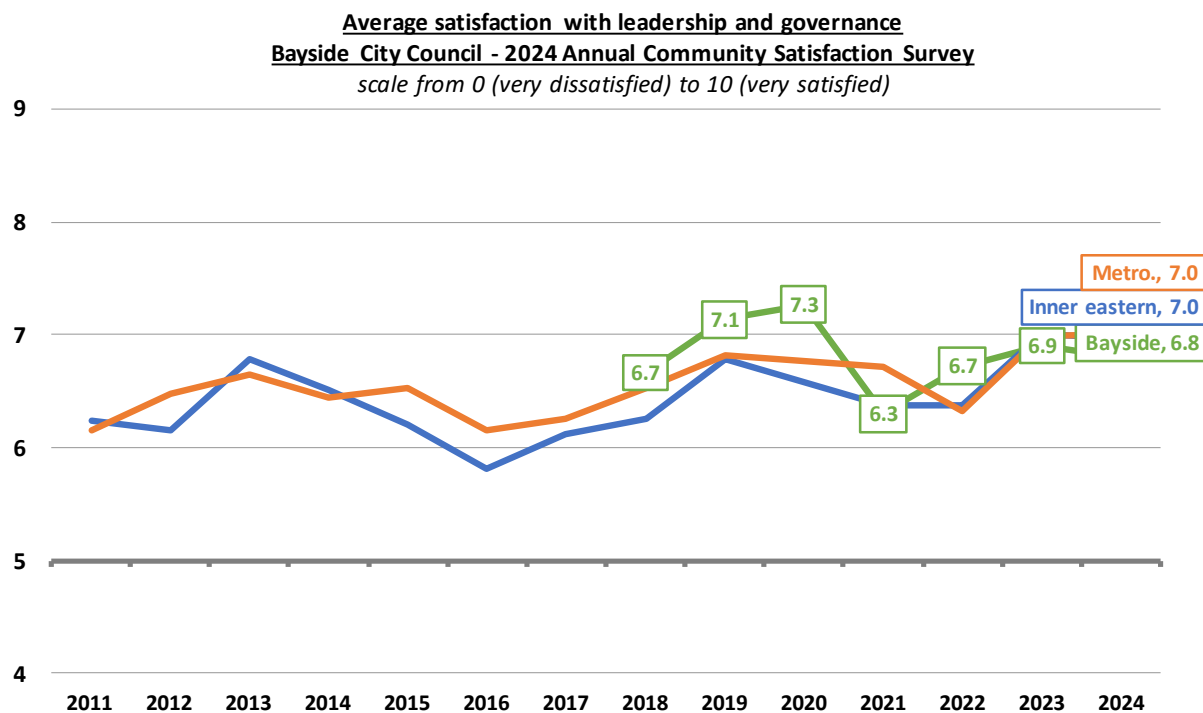
The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who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



It is noted that there was a notable decline in the proportion of respondents “very satisfied” with each of these five aspects of governance and leadership this year, although it is important to note that there was no corresponding increase in the proportion “dissatisfied”.



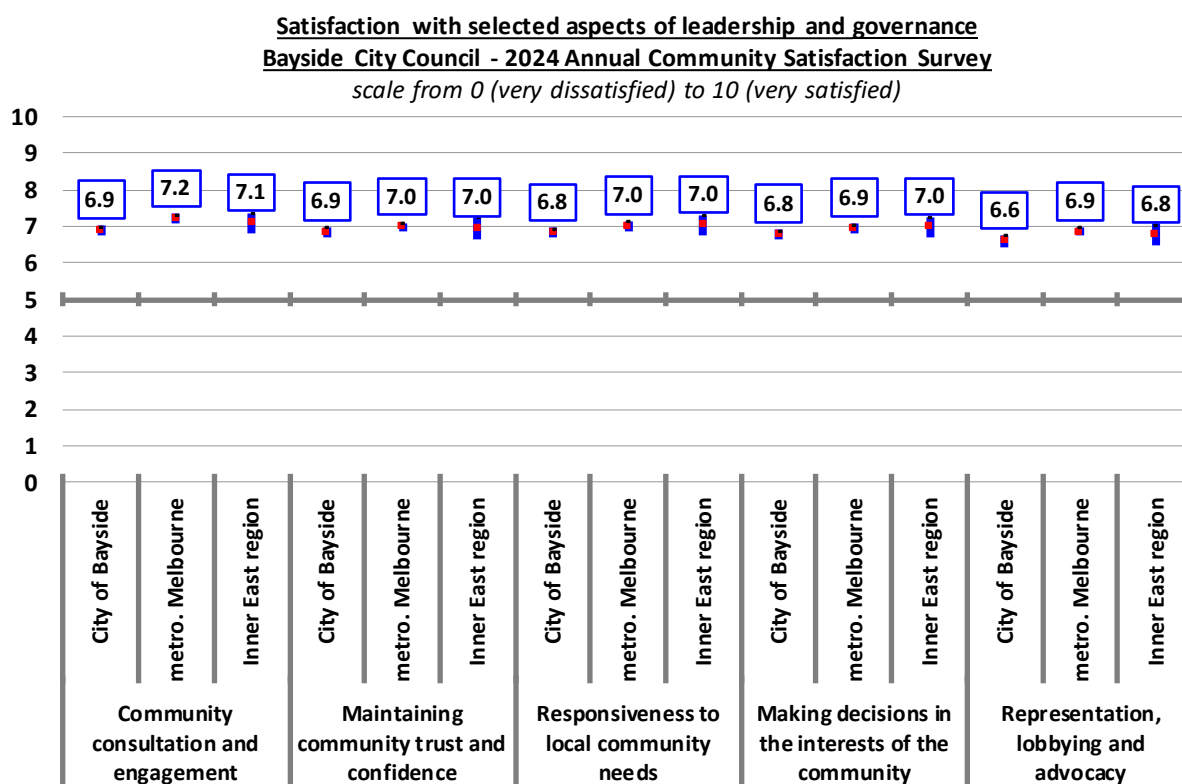
By way of comparison, the average satisfaction with these five aspects of governance and leadership for the City of Bayside was marginally lower than both the inner eastern region councils’ and the metropolitan Melbourne averages of 7.0 out of 10.



The following graph provides the average satisfaction with each of the five aspects of governance and leadership with a comparison to the eastern region councils and metropolitan Melbourne averages, as sourced from the *Governing Melbourne* research conducted independently by Metropolis Research in January 2024.

Whilst satisfaction with four of these five aspects was marginally to somewhat lower in the City of Bayside than the metropolitan Melbourne average this year, it is noted that satisfaction with community consultation and engagement was measurably (3%) lower in the City of Bayside, although still at a “good” level of satisfaction.

Metropolis Research notes that satisfaction with community consultation and engagement was also recorded at two percent below the metropolitan average last year (7.0 compared to 7.2).



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 for individual aspects of governance and leadership, in general terms the following trend was observed:

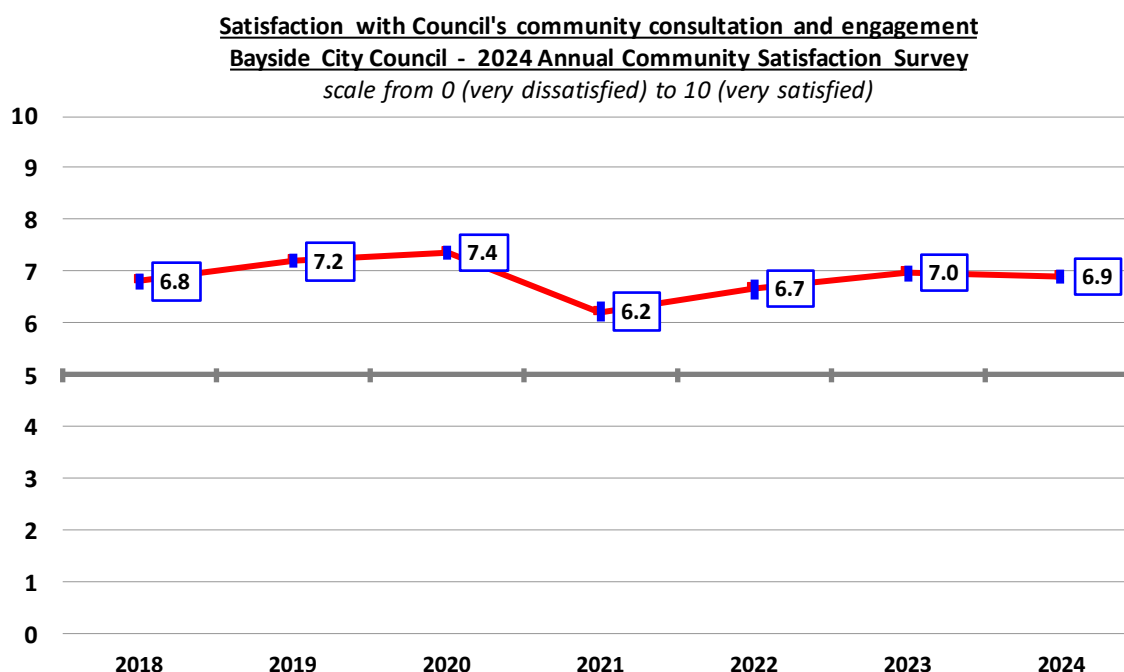
- **Somewhat more satisfied than average** – included respondents from Hampton East and Cheltenham, young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), and English-speaking household respondents.
- **Somewhat less satisfied than average** – included respondents from Hampton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

Community consultation and engagement

Satisfaction with community consultation and engagement declined marginally (down 1% this year) to 6.9 out of 10, although it remains at a “good” level, and consistent with the long-term average since 2018 of 6.9.

This result was comprised of 34% (down from 45%) “very satisfied” and six percent (down from 9%) dissatisfied.

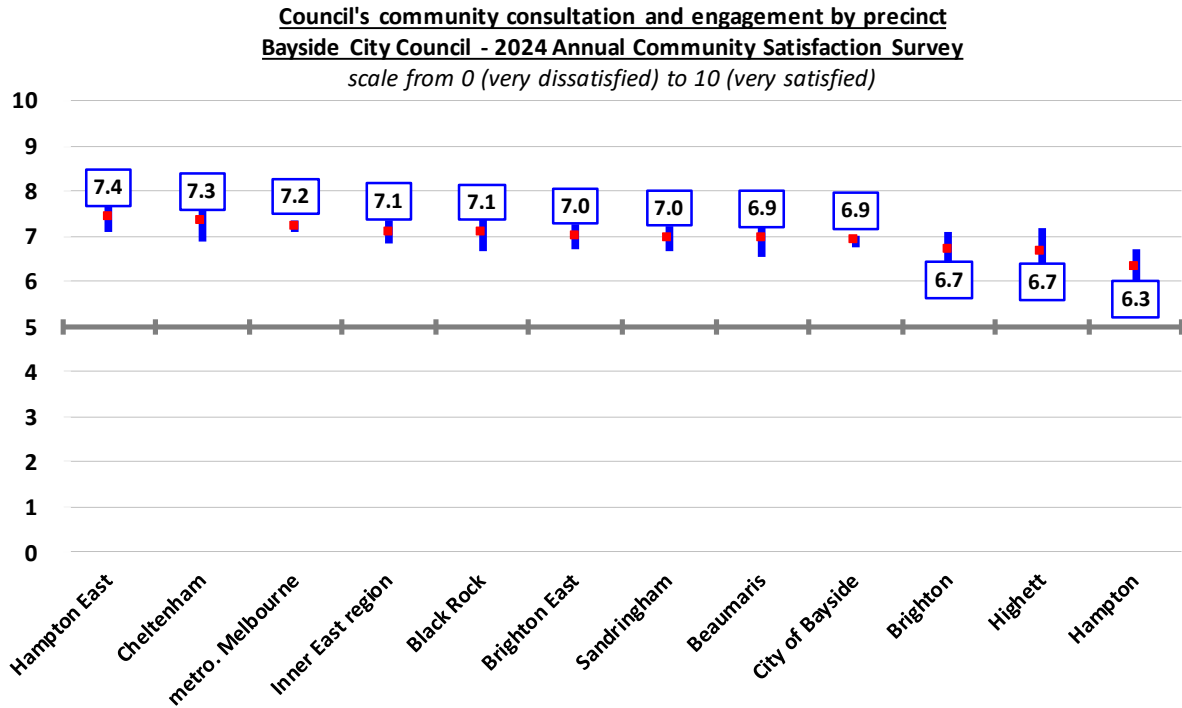
This result was measurably lower than the metropolitan Melbourne average of 7.2 out of 10.



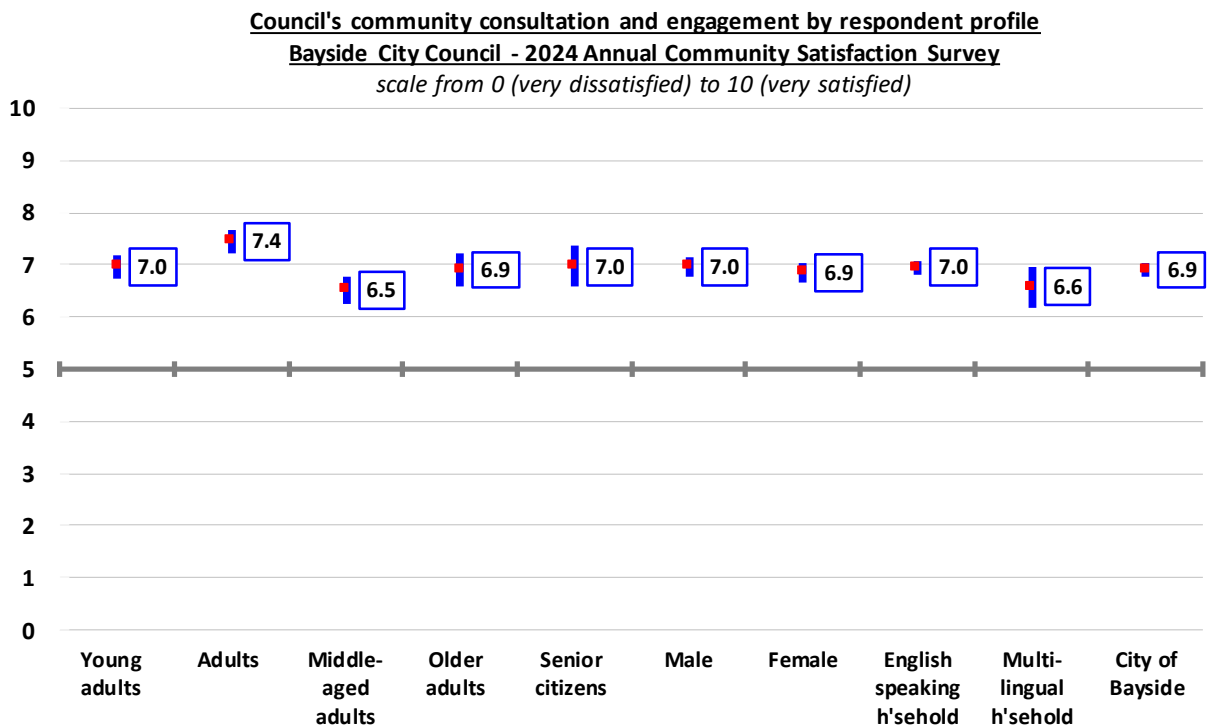
There was measurable and notable variation in this result observed across the municipality.

Respondents from Hampton East were measurably and respondents from Cheltenham were notably more satisfied than average and at “very good” levels, whilst respondents from Hampton were measurably less satisfied than average and at a “solid” rather than a “good” level.





There was measurable variation in satisfaction with this aspect of performance observed by respondent profile. Adults (aged 35 to 44 years) were measurably more satisfied than average and at a “very good” level, whilst middle-aged adults (aged 45 to 59 years) were measurably less satisfied. Respondents from English speaking households were notably more satisfied than respondents from multilingual households.



The following table outlines the 52 comments received from respondents dissatisfied with community consultation and engagement, with most of these comments related to a perceived lack of consultation and engagement with the community.



Reason for dissatisfaction with Council's community consultation and engagement

Bayside City Council - 2024 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
I'm not aware of / don't see any community consultation	16
We don't know what is happening, we used to get the local paper, but now we don't get it here	3
They seek voices but they do not seem to incorporate the voice well	2
This is the first survey I've done	2
Because Have Your Say doesn't capture enough people's opinions	1
Council should listen to us	1
Didn't like the changes	1
Don't know what impact	1
Don't see them very often	1
I don't believe in climate change or their wokeness and wasting money	1
I think they are election signs; the Council were being politically manipulative which is poor	1
Inappropriate developments in Sandringham and Bayside. Seven story buildings on residential streets are inappropriate	1
Issues go nowhere, recent building permit to remove trees affected the community / old lady in one of the units near the corner of Seaview Cres / Beach Rd	1
It doesn't affect me	1
It's useless talking to them, it's hard to make an impact	1
No provision seen	1
Only one Councillor effectively engaged	1
Put Aboriginal info on Facebook, but delete every comment that does not suit their narratives	1
The Council and developers get their way	1
The Council is not responding to my complaints	1
The issue is with property development and ability to appeal	1
The public servants are doing good, but the Councillors do not seem to engage with people	1
There could be more wide promotion for community to have a say	1
They are involved in too many things other than the core issues. They should focus on rates, roads, and rubbish	1
They are just lazy	1
They are not practical. Too green	1
They do not take the voice of disabled people. The surveys are only for ticking the box	1
They haven't fixed any issues on the roads	1
They should have asked us before giving permits to house. The developments to Cosco Hall are being developed but it is dangerous	1
They should have more communication	1
They should put more leaflets so that we can be informed	1
They try but it's useless most of the time	1
Town planning, what they are allowing to happen in Hampton, it's lost its vibe and becoming a slum, so many vacant shops, too many high-rises	1
Total	52

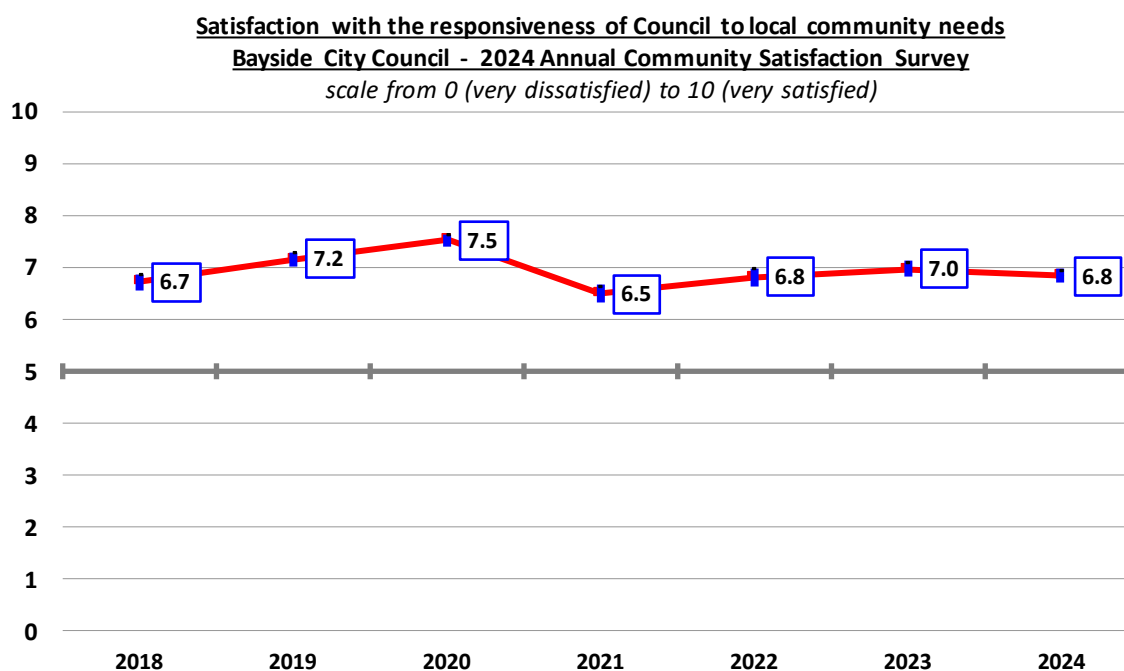


The responsiveness of Council to local community needs

Satisfaction with the responsiveness of Council to local community needs declined somewhat this year, down two percent to 6.8 out of 10, although it remains at a “good” level, and just one percent below the long-term average since 2018 of 6.9 out of 10.

This result was comprised of 37% (down from 44%) “very satisfied” respondents and nine percent dissatisfied.

This result was marginally (2%) lower than the metropolitan Melbourne average of 6.9 out of 10.

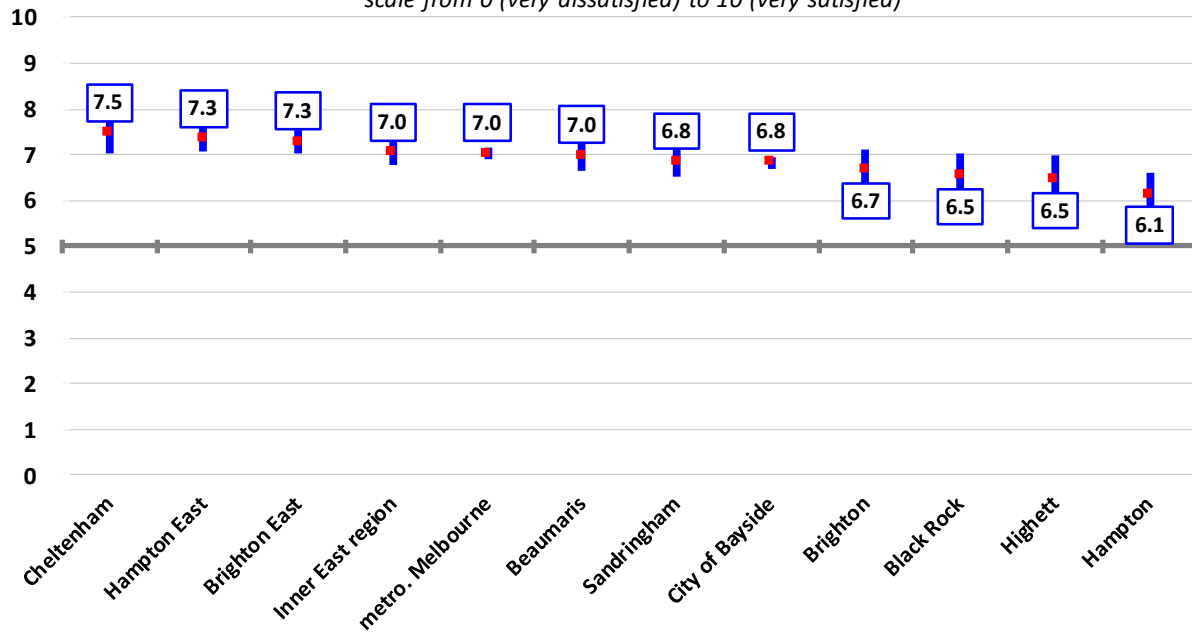


There was statistically significant variation in this result observed across the municipality, with respondents from Cheltenham, Hampton East, and Brighton East measurably more satisfied and at “very good” levels.

By contrast, respondents from Hampton were measurably less satisfied than average and at a “solid” rather than a “good” level of satisfaction.

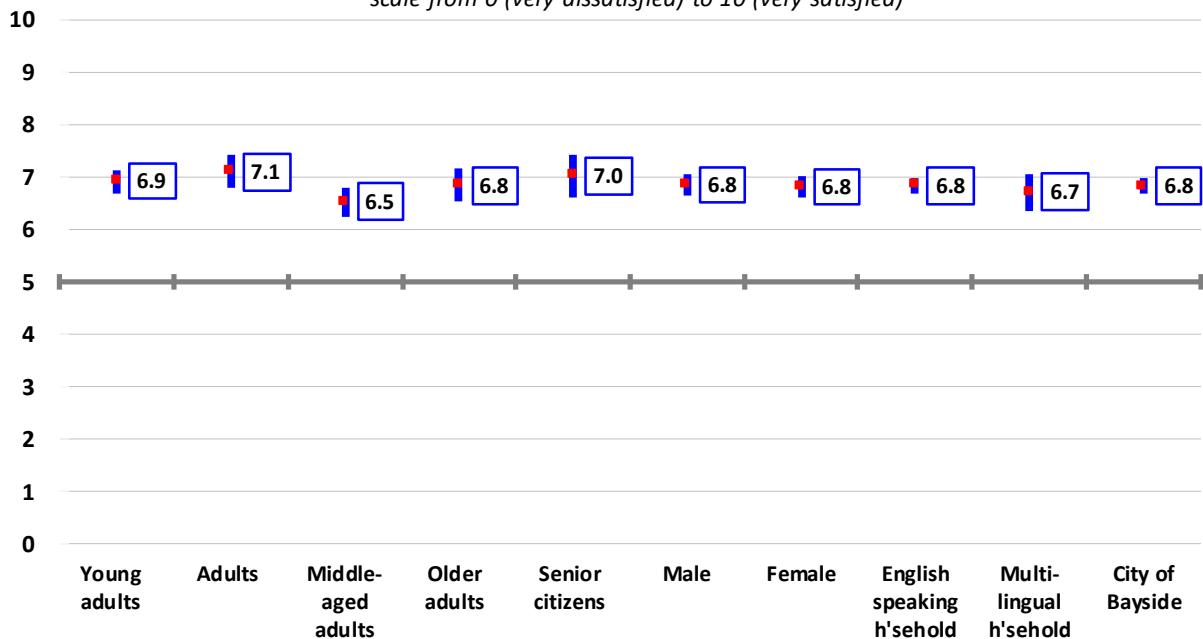


The responsiveness of Council to local community needs by precinct
Bayside City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Whilst there was no statistically significant variation in satisfaction with the responsiveness of Council observed by respondent profile, it is noted that middle-aged adults (aged 45 to 59 years) were somewhat less satisfied than average, although still at a “good” level of satisfaction.

The responsiveness of Council to local community needs by respondent profile
Bayside City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)

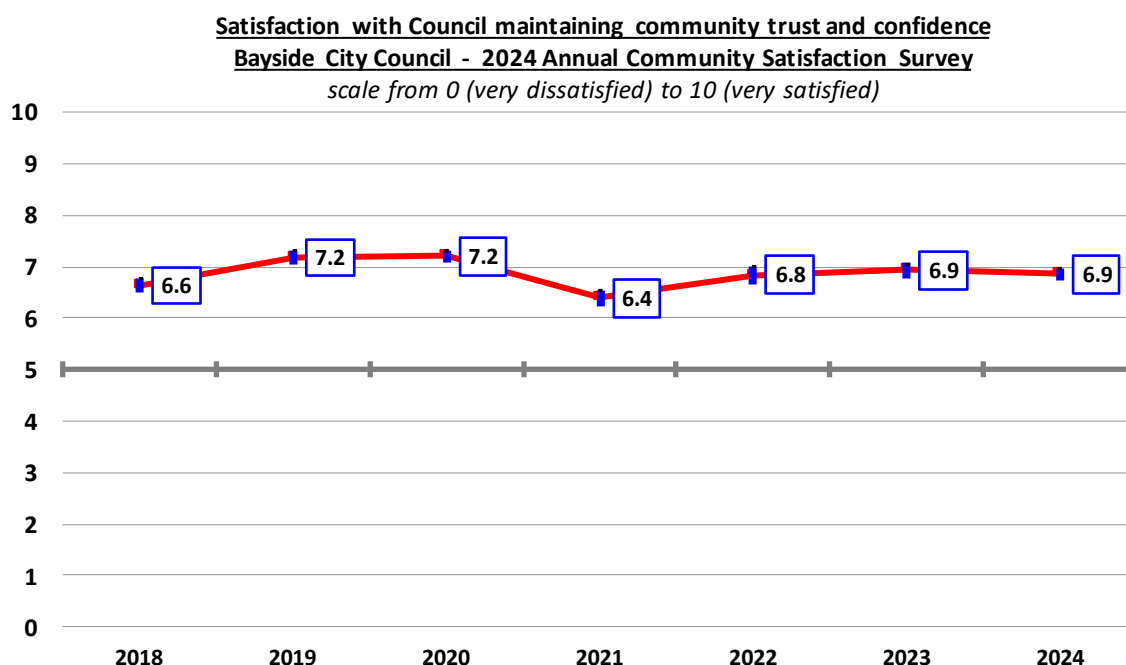


Maintaining trust and confidence of local community

Satisfaction with the performance of Council maintaining the trust and confidence of the local community remained stable this year at 6.9 out of 10, which was a “good” level, and consistent with the long-term average since 2018 of 6.9 out of 10.

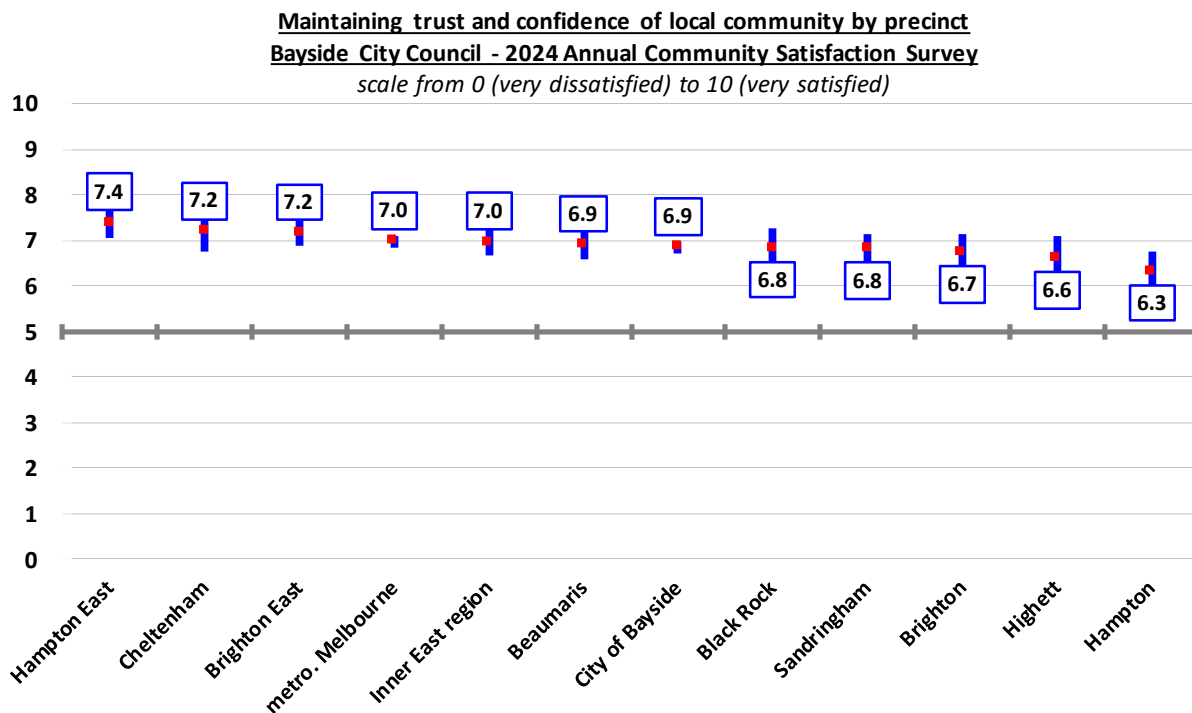
This result was comprised of 36% (down from 41%) “very satisfied” respondents and seven percent (down from 9%) dissatisfied.

This result was marginally (1%) lower than the metropolitan Melbourne average of 7.0 out of 10.

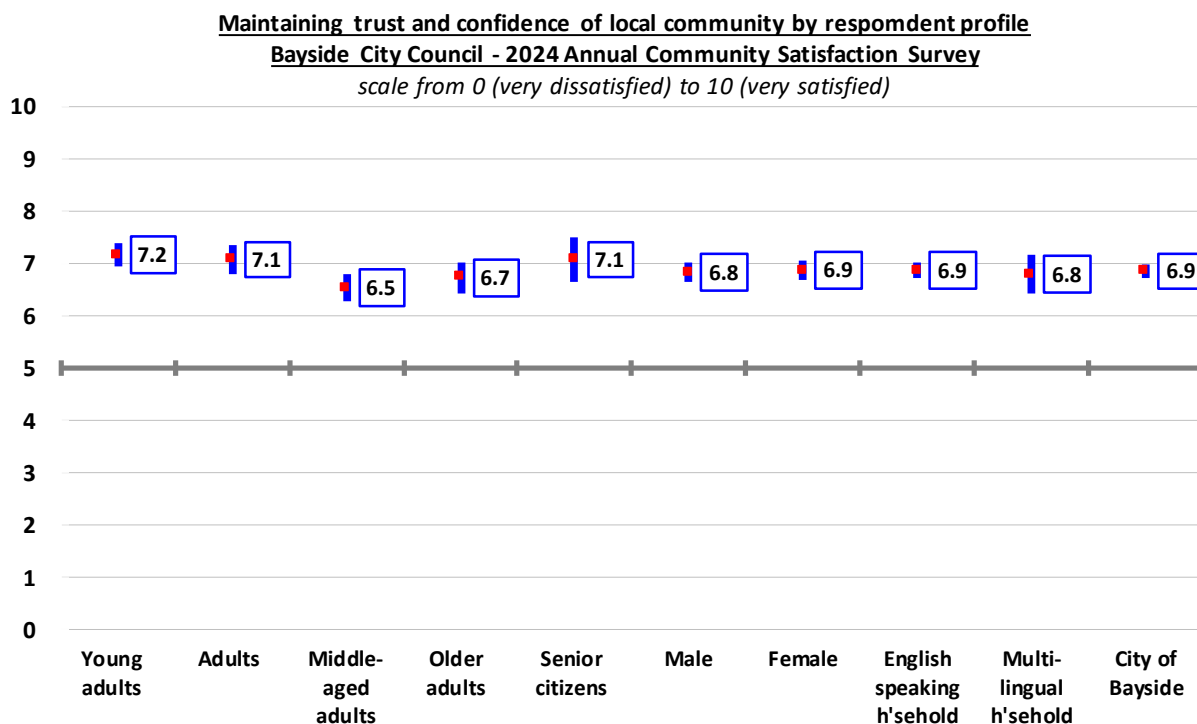


There was measurable variation in this result observed across the municipality, with respondents from Hampton East measurably more satisfied than average and at a “very good” level, whilst respondents from Hampton were measurably less satisfied, and at a “solid” rather than a “good” level.





Whilst there was no statistically significant variation in satisfaction with the performance of Council maintaining the trust and confidence of the local community observed by respondent profile, it is noted that middle-aged adults (aged 45 to 59 years) were somewhat less satisfied than average, although still at a “good” level of satisfaction.

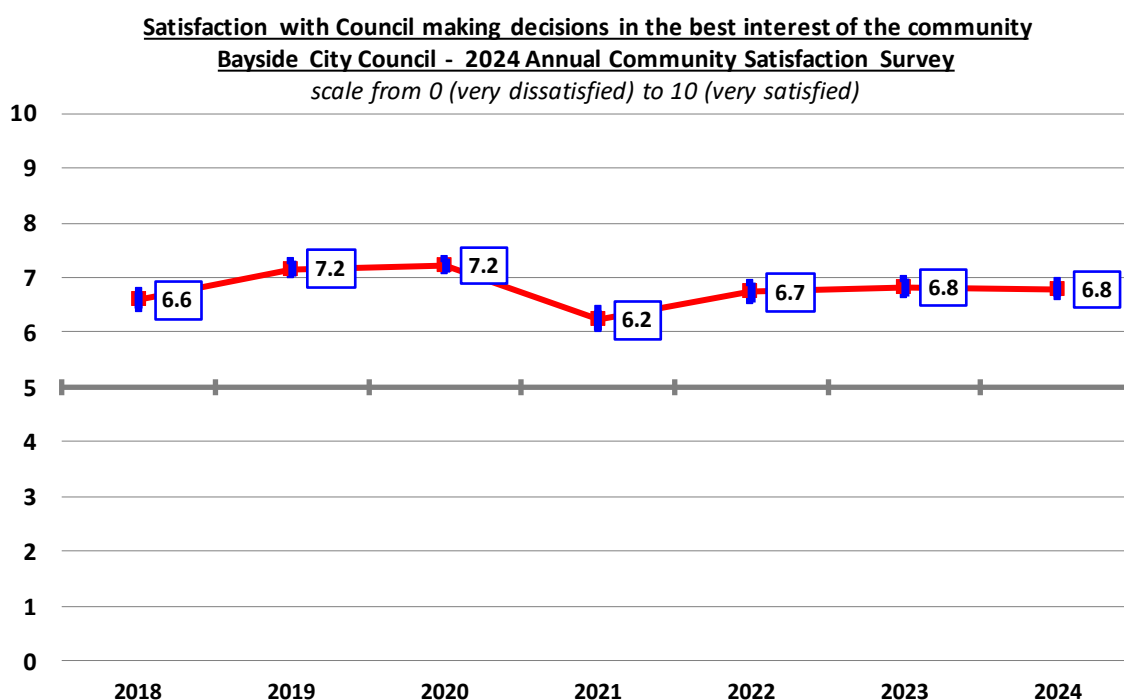


Making decisions in the interests of the community

Satisfaction with the performance of Council making decisions in the interests of the community remained stable this year at 6.8 out of 10, which was a “good” level, and consistent with the long-term average since 2018 of 6.8 out of 10.

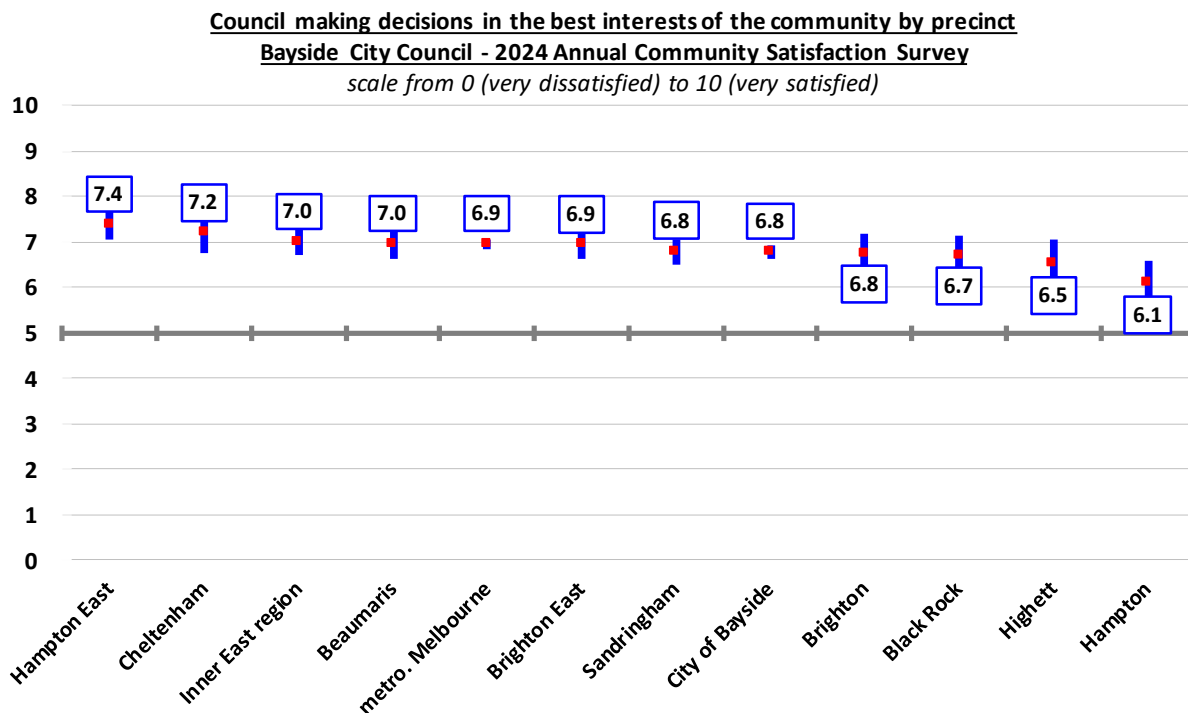
This result was comprised of 35% (down from 42%) “very satisfied” respondents and nine percent (down from 10%) dissatisfied.

This result was marginally (1%) lower than the metropolitan Melbourne average of 6.9 out of 10.

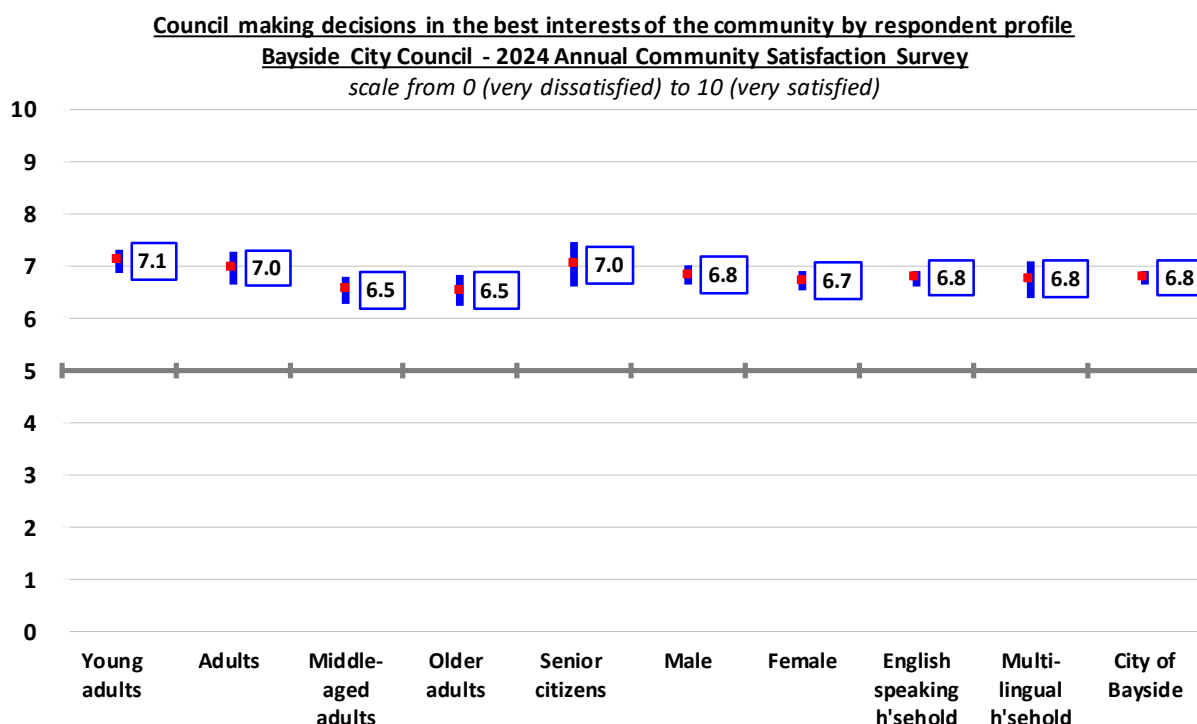


There was measurable and notable variation in this result observed across the municipality, with respondents from Hampton East were notably but not measurably more satisfied than average and at a “very good” level, whilst respondents from Hampton were measurably less satisfied, and at a “solid” rather than a “good” level.





There was measurable and notable variation in satisfaction with the performance of Council making decisions in the interests of the community observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied, and middle-aged and older adults (aged 45 to 74 years) were somewhat less satisfied than average, although still at a “good” level of satisfaction.

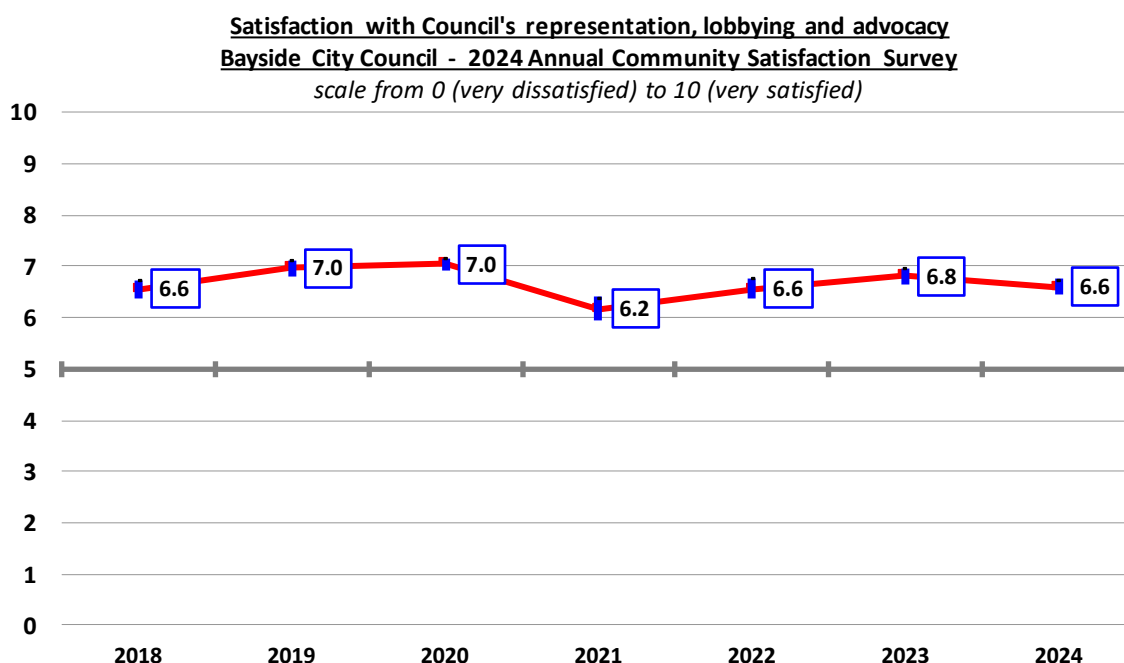


Representation, lobbying and advocacy

Satisfaction with Council’s representation, lobbying, and advocacy on behalf of the community declined marginally this year, down two percent to 6.6 out of 10, which remains a “good” level of satisfaction, and just marginally (1%) below the long-term average since 2018 of 6.7 out of 10.

This result was comprised of 27% (down from 40%) “very satisfied” respondents and nine percent (down from 10%) dissatisfied.

This result was notably (3%) lower than the metropolitan Melbourne average of 6.9 out of 10.

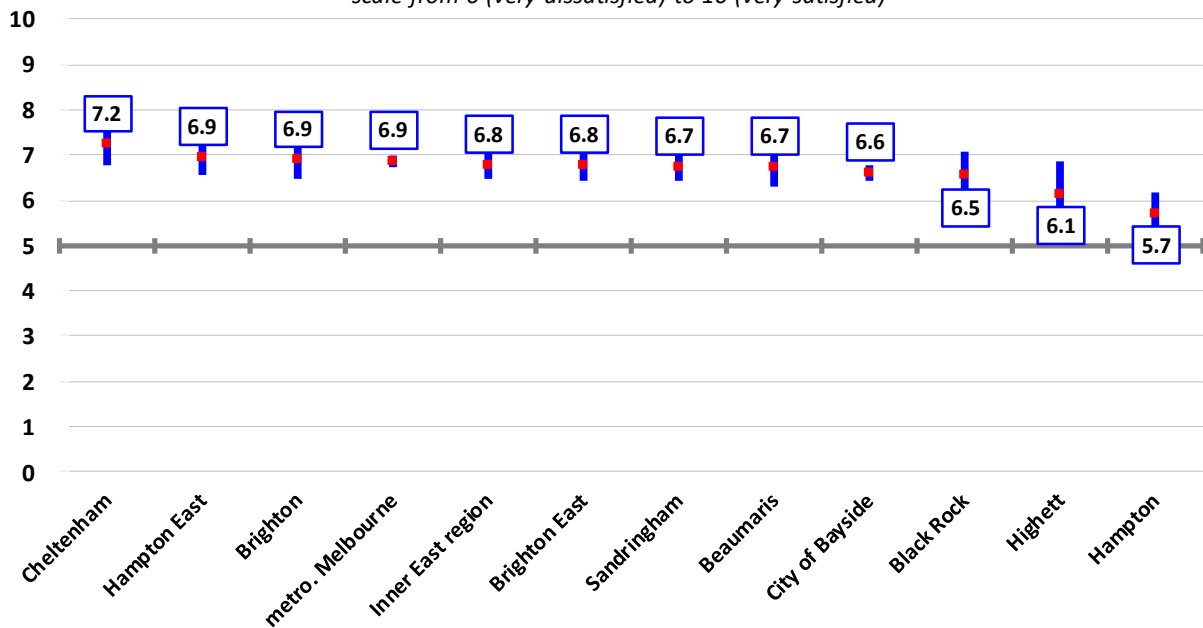


There was measurable and notable variation in this result observed across the municipality, with respondents from Cheltenham measurably more satisfied, and respondents from Hampton East and Brighton notably but not measurably more satisfied than average, although still all at “good” levels of satisfaction.

Respondents from Highett were notably less satisfied than average and at a “solid” level, and respondents from Hampton were measurably less satisfied, and at a “poor” rather than a “good” level of satisfaction.

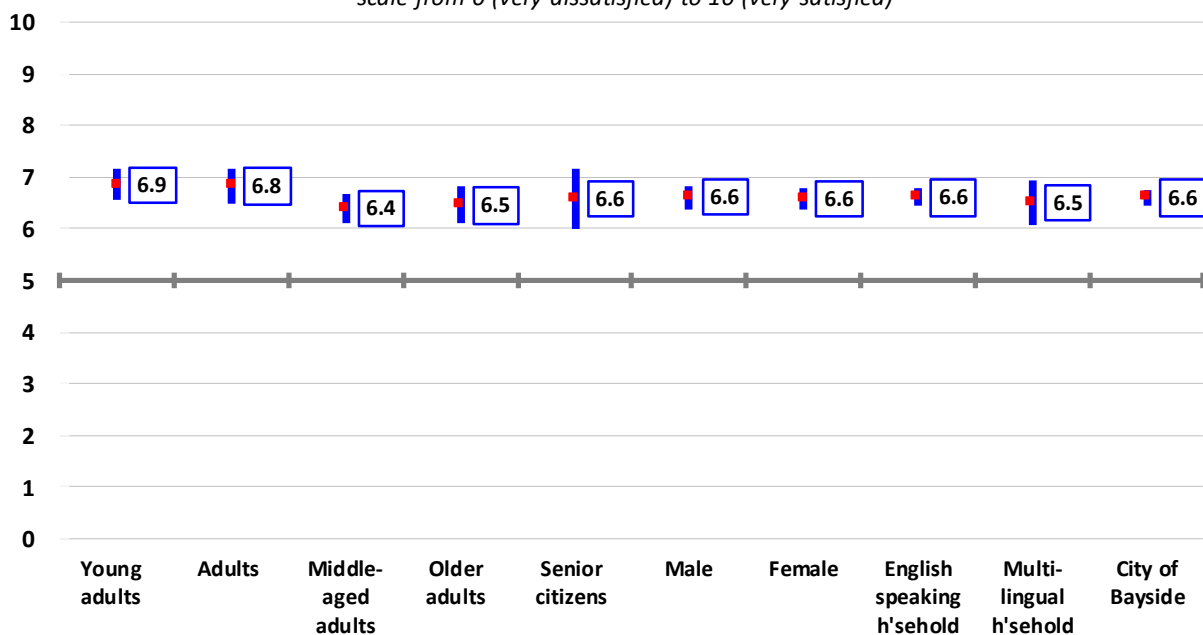


Council's representation, lobbying and advocacy by precinct
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that young adults (aged 18 to 34 years) were somewhat more satisfied than average, although still at a “good” level of satisfaction, whilst middle-aged adults (aged 45 to 59 years) were somewhat less satisfied, and at a “solid” rather than a “good” level of satisfaction.

Council's representation, lobbying and advocacy by respondent profile
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Bayside Council as an organisation

Respondents were asked:

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

Respondents were again in 2024, asked to rate their agreement with six statements about Bayside City Council as an organisation.

The average agreement with these six statements was 6.8 out of 10, down two percent from the 7.0 recorded last year.

The average agreement with all six of these statements declined this year.

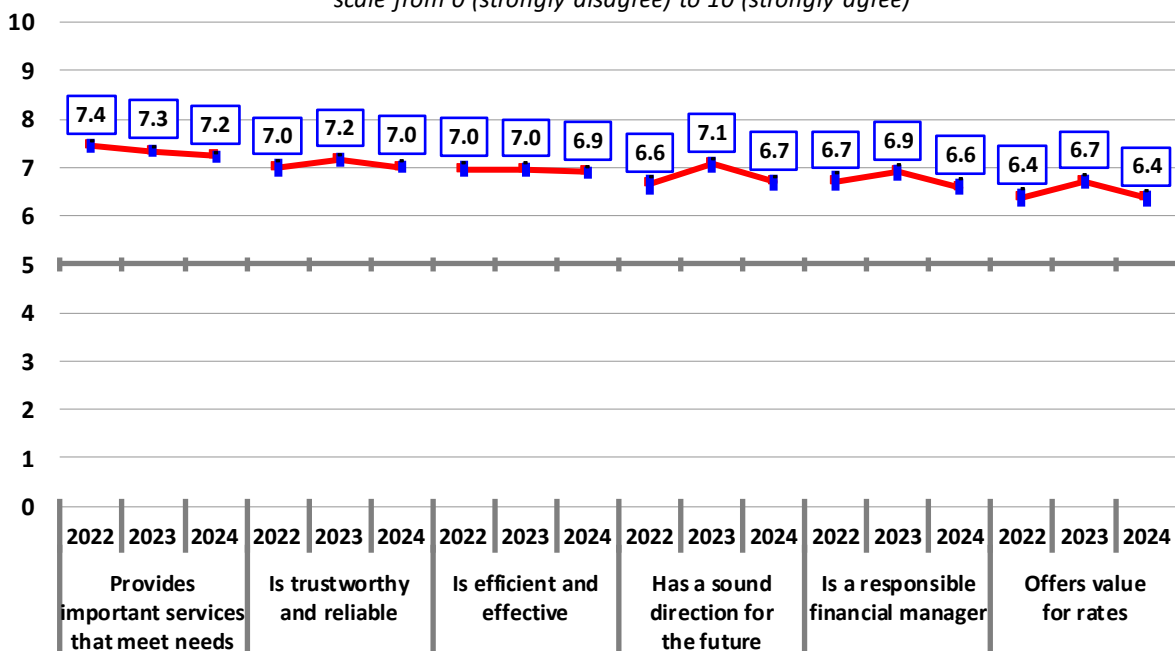
The decline in agreement that Council has a sound direction for the future (down 4%) and Council offers value for rates (down 3%) were statistically significant at the 95% level.

These results confirm that respondents, on average, strongly agree that Council provides important services, is trustworthy and reliable, is efficient and effective, and has a sound direction for the future,

Respondents were moderately in agreement that Council is a responsible financial manager and offers value for rates.

These results were consistent with the increase this year in the proportion of respondents nominating Council rates, fees, and charges as a top three [issue to address](#) (6% up from 3%), although it is at the metropolitan Melbourne average of six percent.

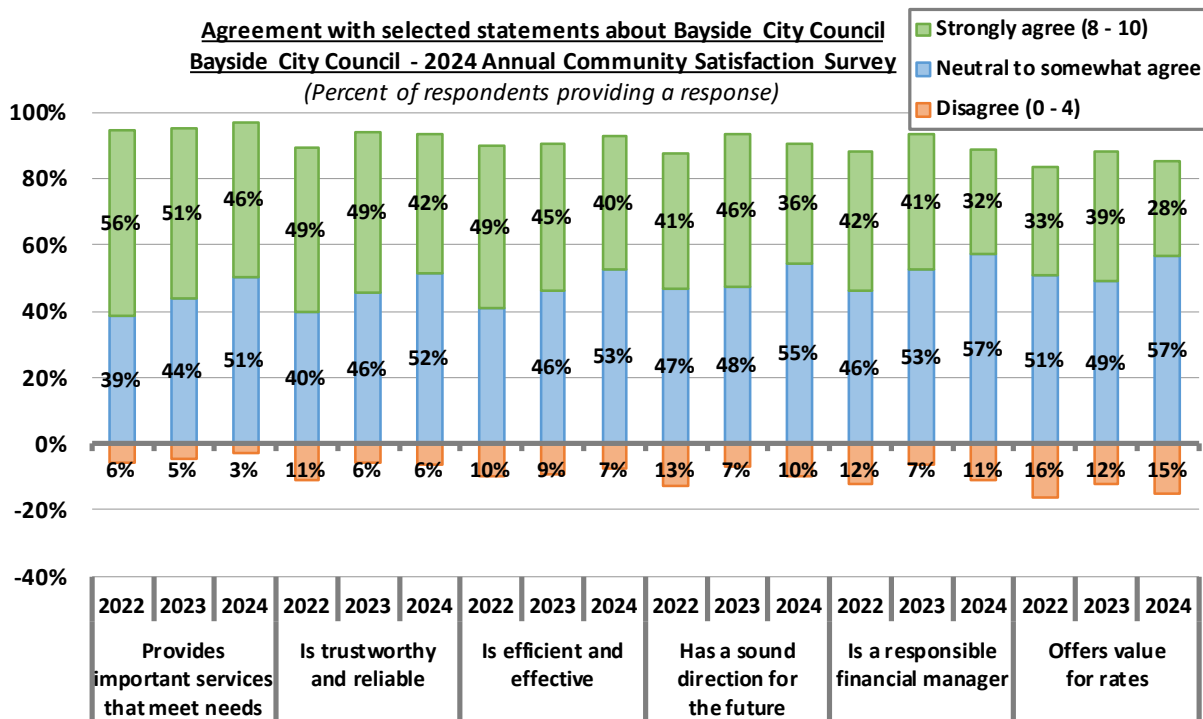
Agreement with selected statements about Bayside City Council
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



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 28% (offers value for rates) and 46% (provides important services that meet community needs) of respondents providing a score “strongly agreed” with each statement.

It is noted that 15% (up from 12%) of respondents disagreed that Council offers value for rates.



The following table provides a breakdown of the average agreement with these statements by respondent profile, including age structure, gender, and language spoken at home.

Whilst there was some variation in these results for each of the individual statements, in general terms it was observed that middle-aged and older adults (aged 45 to 74 years) were less in agreement than average.

There was relatively little variation observed by the respondents’ gender.

It is noted that multilingual households were somewhat more in agreement than English speaking respondents that Council provides important services that meet community needs (7.5 compared to 7.2), whilst respondents from English speaking households were somewhat more in agreement that Council offers value for rates.



Average satisfaction with selected statements about Bayside City Council

Bayside City Council - 2024 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

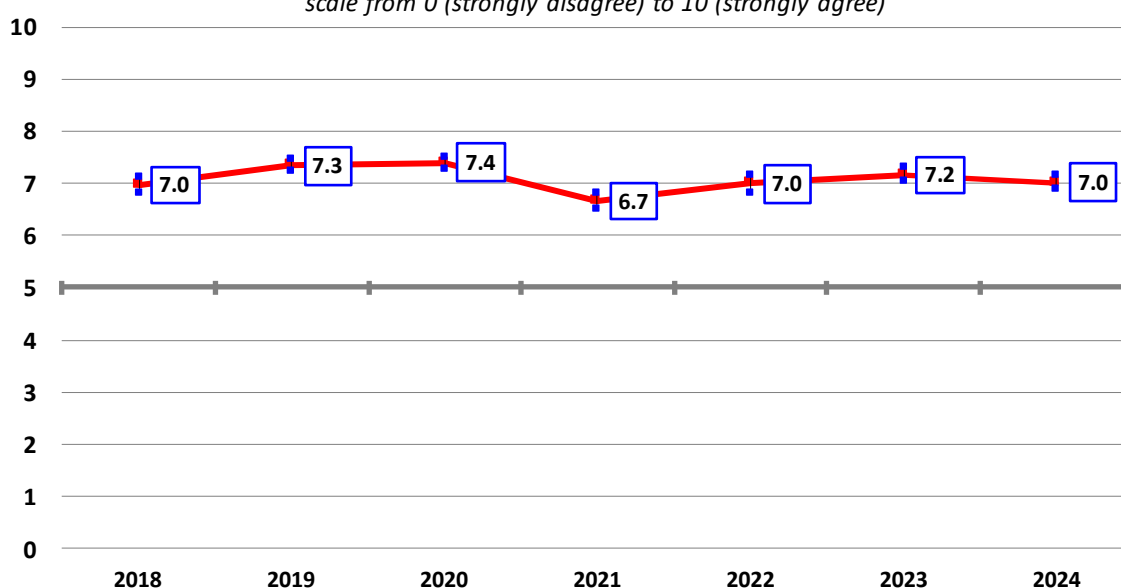
Aspects	Young adults	Adults	Middle-aged	Older adults	Senior citizens	Male	Female	English speaking	Multi-lingual
Is trustworthy and reliable	7.1	7.2	6.7	6.9	7.5	7.0	7.0	7.0	7.0
Provides important services to meet needs	7.2	7.3	7.1	7.2	7.5	7.2	7.3	7.2	7.5
Is efficient and effective	7.1	7.0	6.7	6.8	7.2	6.8	7.0	6.9	7.0
Offers value for rates	6.6	6.5	6.1	6.2	6.7	6.3	6.4	6.4	6.1
Has a sound direction for the future	6.9	7.1	6.4	6.4	7.0	6.7	6.7	6.7	6.7
Is a responsible financial manager	6.8	6.8	6.4	6.3	6.9	6.5	6.7	6.6	6.5
<i>Average satisfaction</i>	7.0	7.0	6.6	6.6	7.1	6.7	6.8	6.8	6.8
Total respondents	142	115	212	143	85	323	370	581	114

Is trustworthy and reliable

The average agreement that Bayside Council is trustworthy and reliable declined somewhat, but not measurably, down two percent to 7.0 out of 10.

This result was only marginally below the long-term average agreement since 2018 of 7.1.

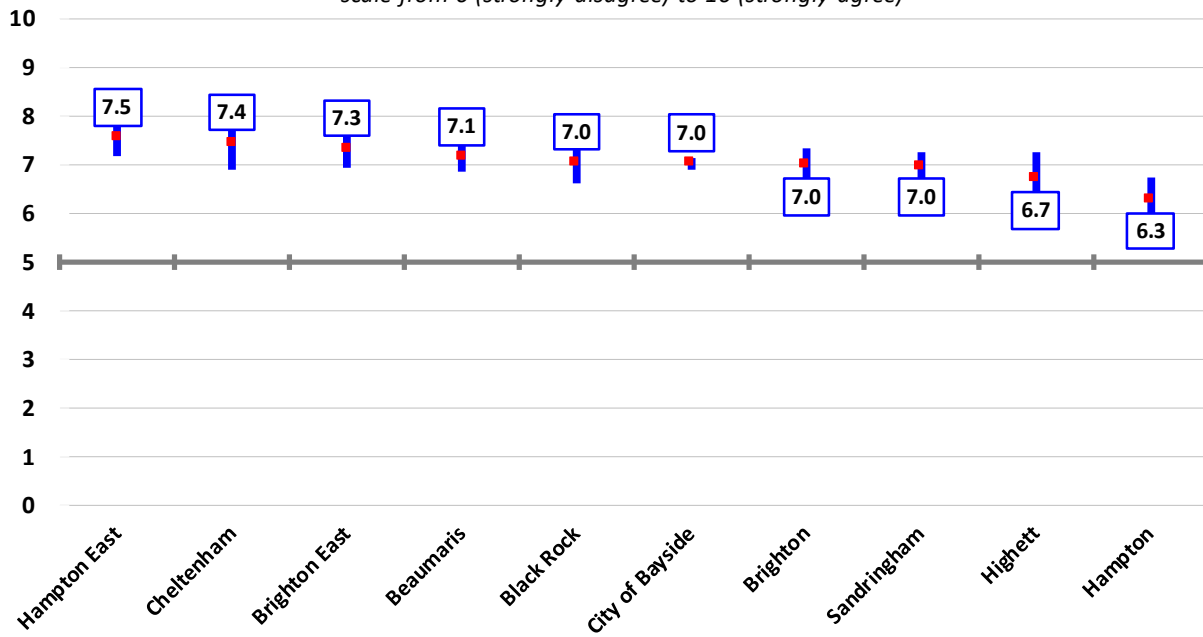
Agreement with Bayside City Council "is trustworthy and reliable"
Bayside City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (strongly disagree) to 10 (strongly agree)



There was measurable variation in this result observed across the municipality, with respondents from Hampton East measurably more in agreement than average, whilst respondents from Hampton were measurably less in agreement and at a “moderate” level.



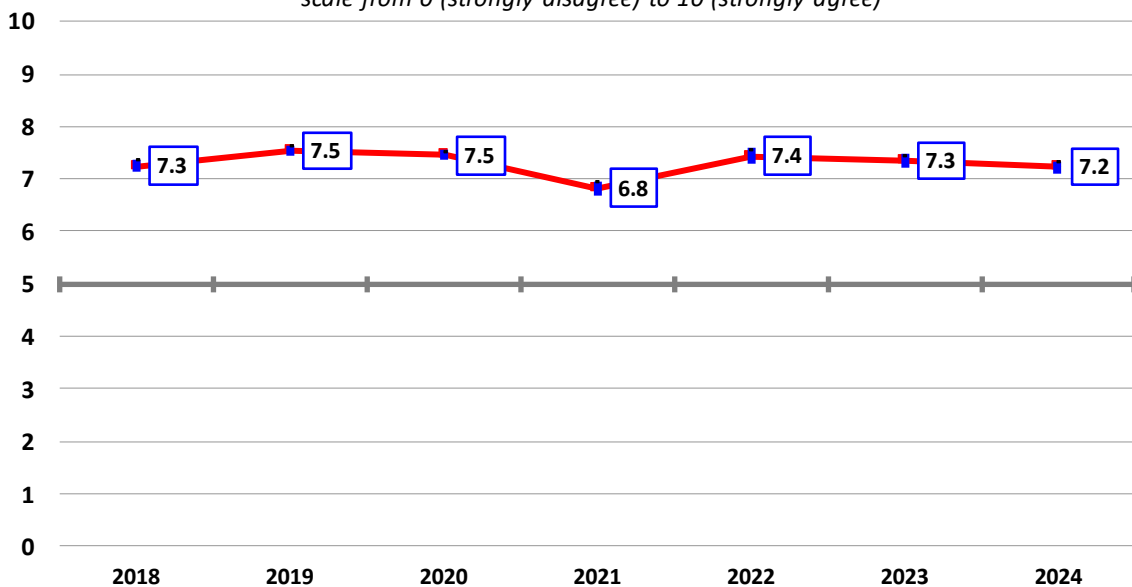
Agreement with Bayside City Council "is trustworthy and reliable" by precinct
Bayside City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (strongly disagree) to 10 (strongly agree)



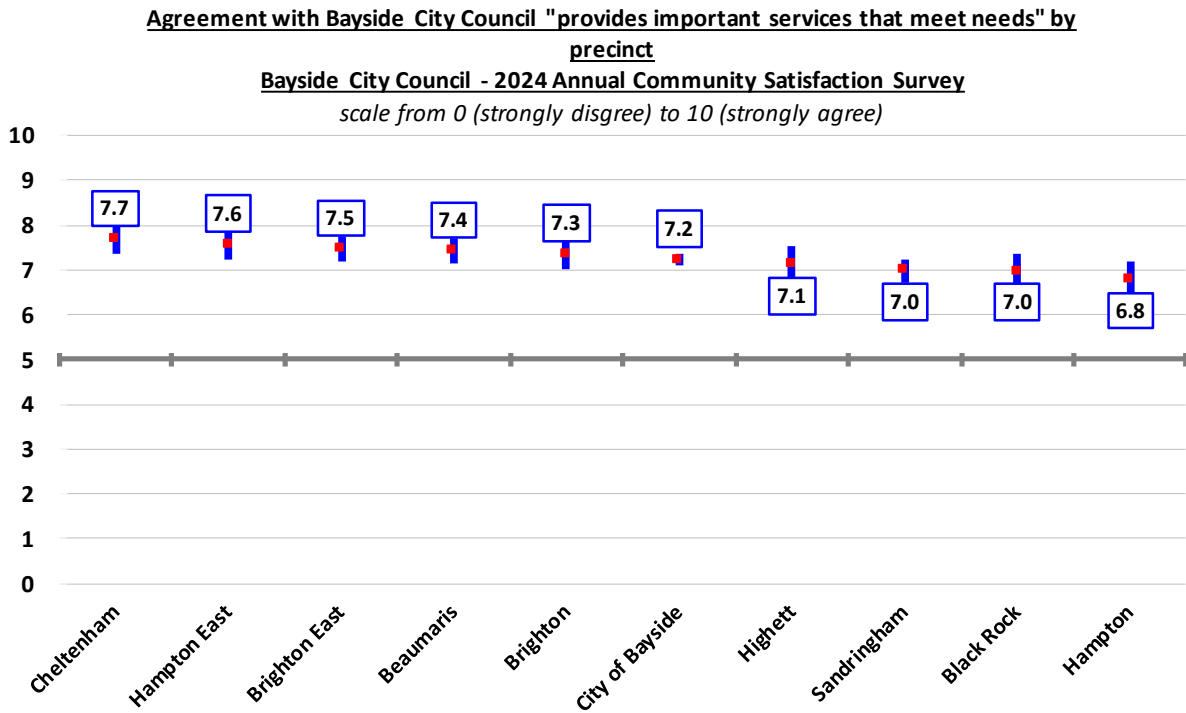
Provides important services that meet the needs of the whole community

The average agreement that Council provides important services that meet the needs of the community declined marginally this year, down one percent to 7.2, and it remains marginally (1%) below the long-term average since 2018 of 7.3 out of 10.

Agreement with Bayside City Council "provides important services that meet the needs of the whole community"
Bayside City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (strongly disagree) to 10 (strongly agree)

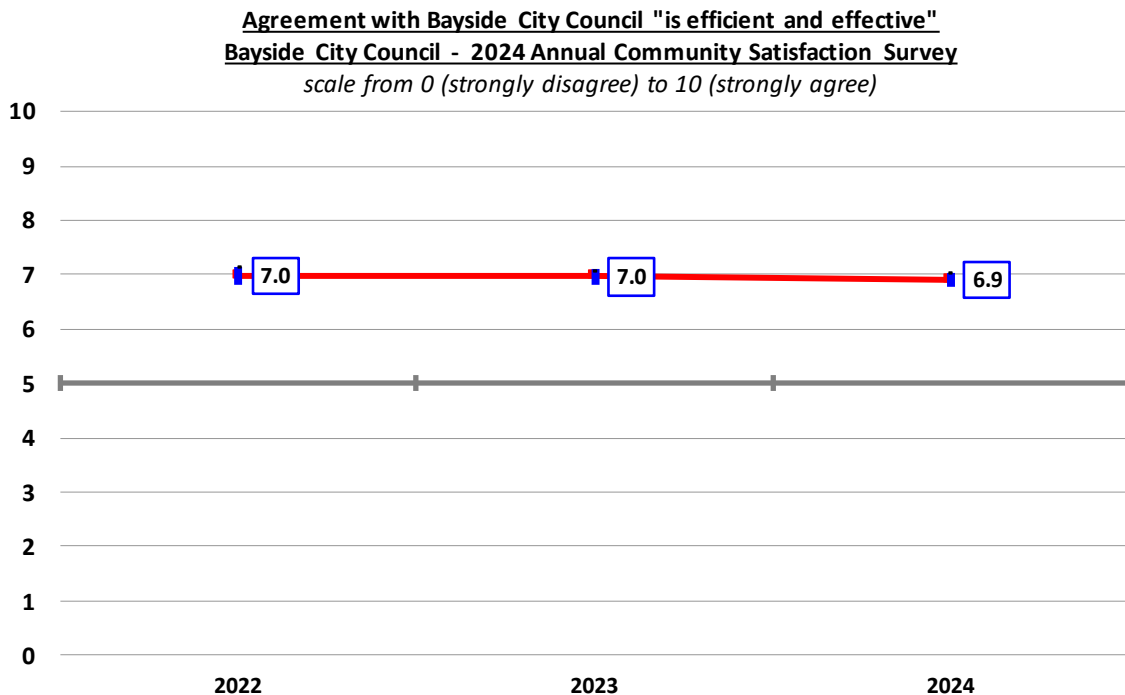


Whilst there was no measurable variation in this result observed across the municipality, it is noted that respondents from Cheltenham were notably more in agreement than average, whilst respondents from Hampton were notably less in agreement and at a “moderate” level.

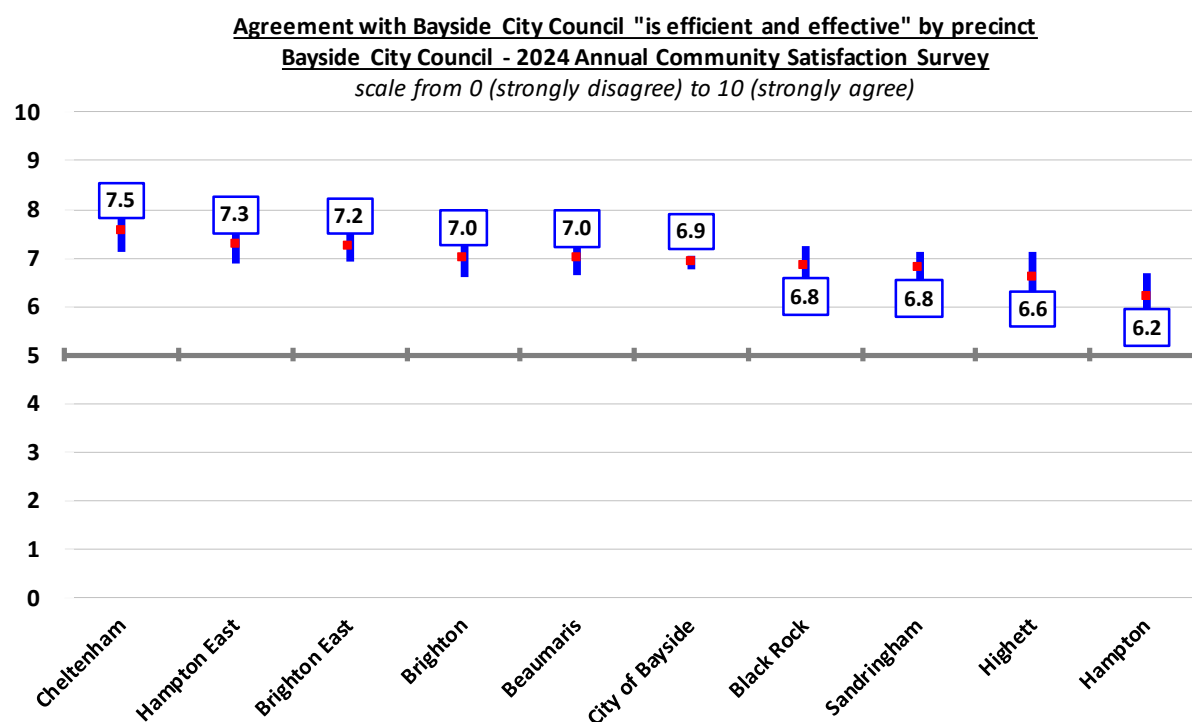


Is efficient and effective

The average agreement that Council is efficient and effective declined marginally this year, down one percent to 6.9.



There was measurable variation in this result observed across the municipality, with respondents from Cheltenham measurably more in agreement than average, whilst respondents from Hampton were measurably less in agreement and at a “moderate” level.



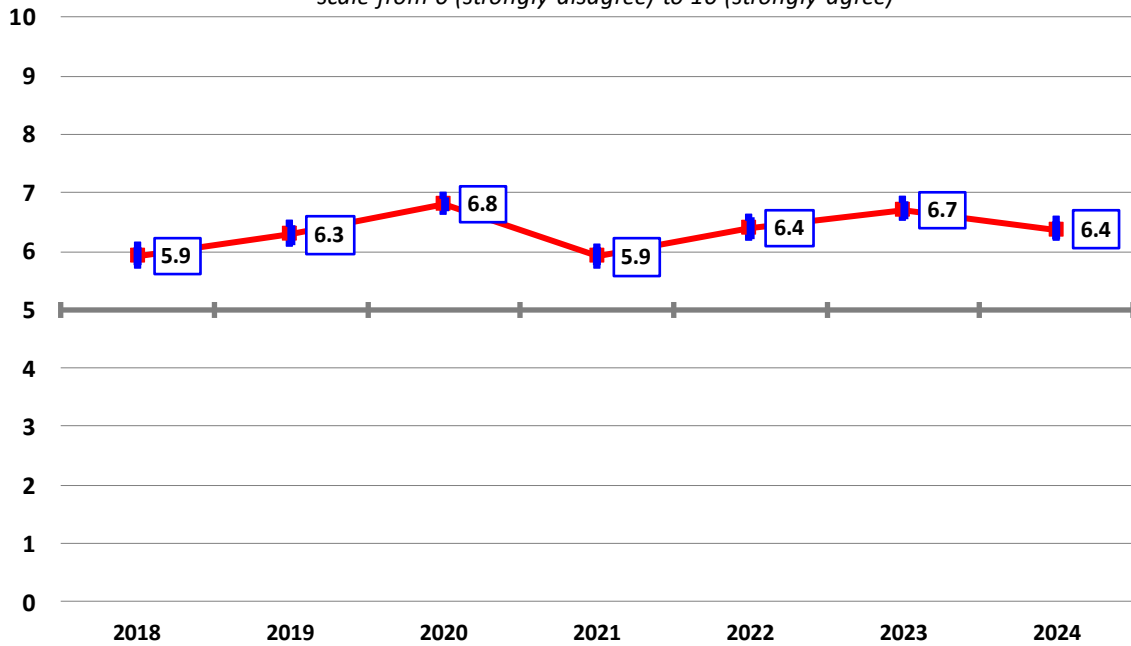
Offers value for rates

The average agreement that Council offers value for rates declined measurably this year, down three percent to 6.4, although it remains marginally (1%) above the long-term average since 2018 of 6.3 out of 10.

Metropolis Research notes that these results were consistent with the increase this year in the proportion of respondents nominating Council rates, fees, and charges as a top three [issue to address](#) (6% up from 3%), although it is at the metropolitan Melbourne average of six percent.

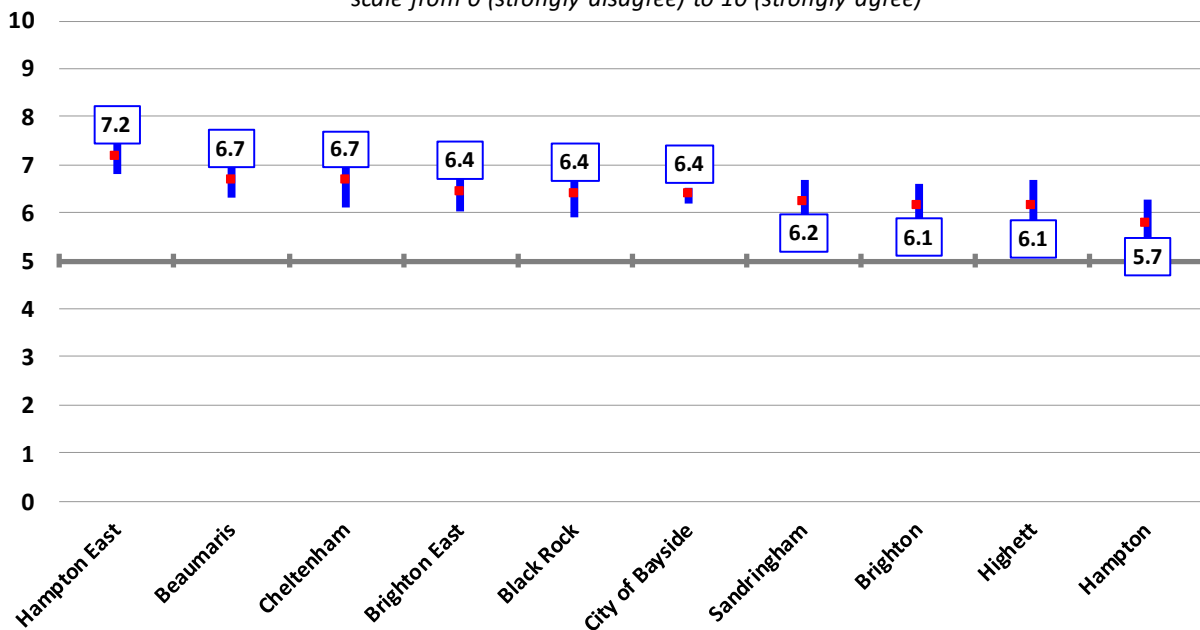


Agreement with Bayside City Council "offers value for rates"
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



There was measurable and notable variation in this result observed across the municipality, with respondents from Hampton East measurably more in agreement than average, whilst respondents from Hampton were notably less in agreement and at a “moderate” level.

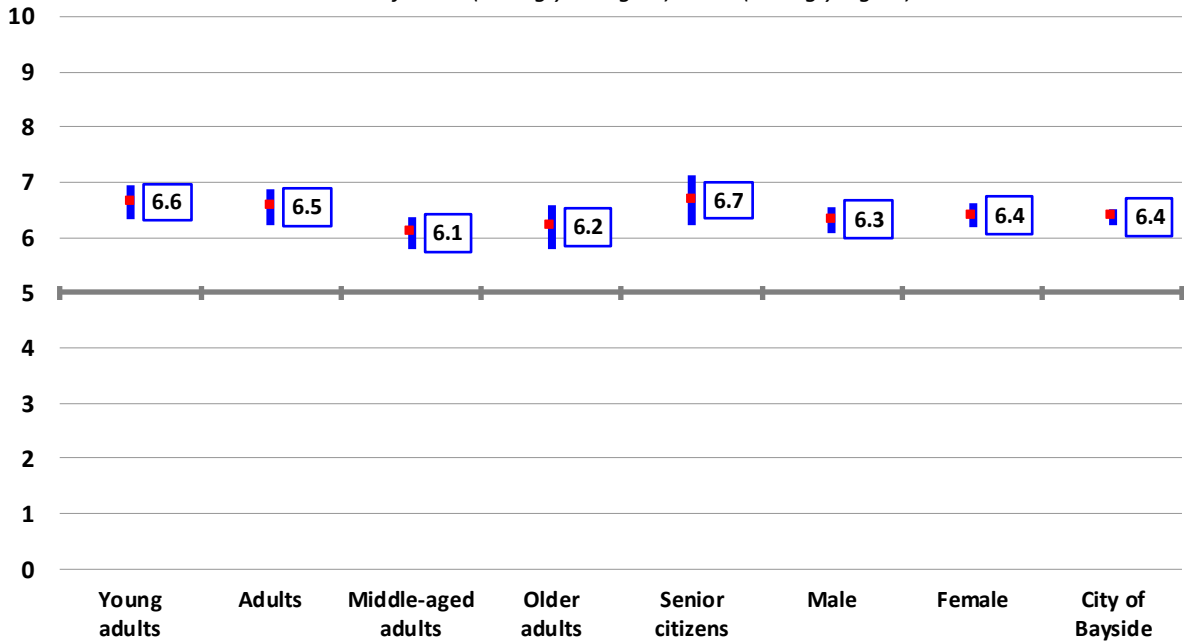
Agreement with Bayside City Council "offers value for rates" by precinct
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that middle-aged and older adults (aged 45 to 74 years) were somewhat less in agreement than other respondents.



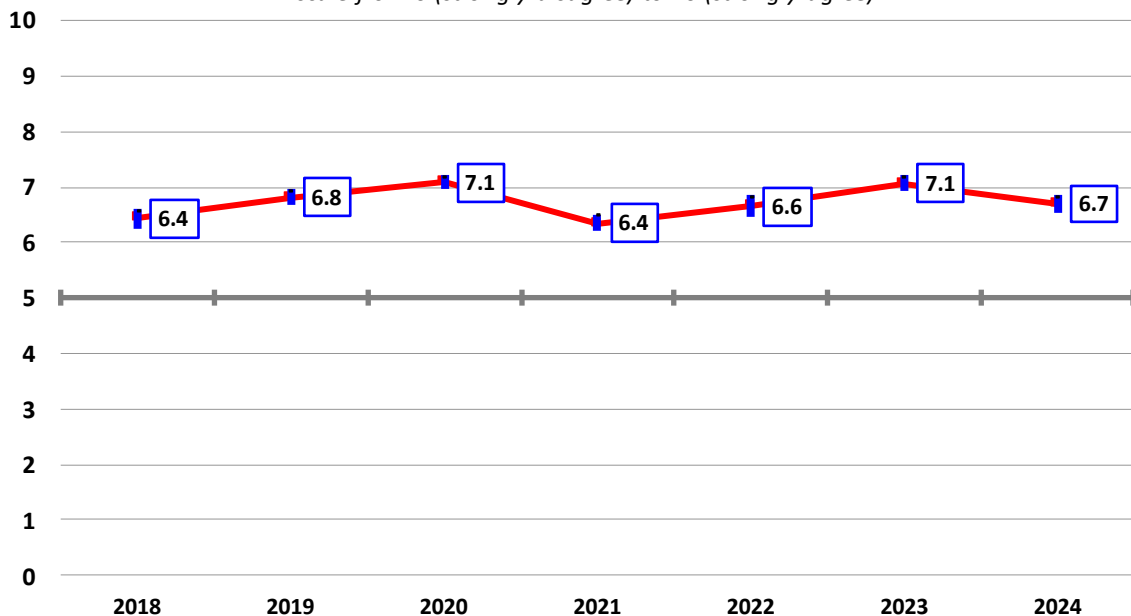
Agreement with Bayside City Council "offers value for rates" by respondent profile
Bayside City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (strongly disagree) to 10 (strongly agree)



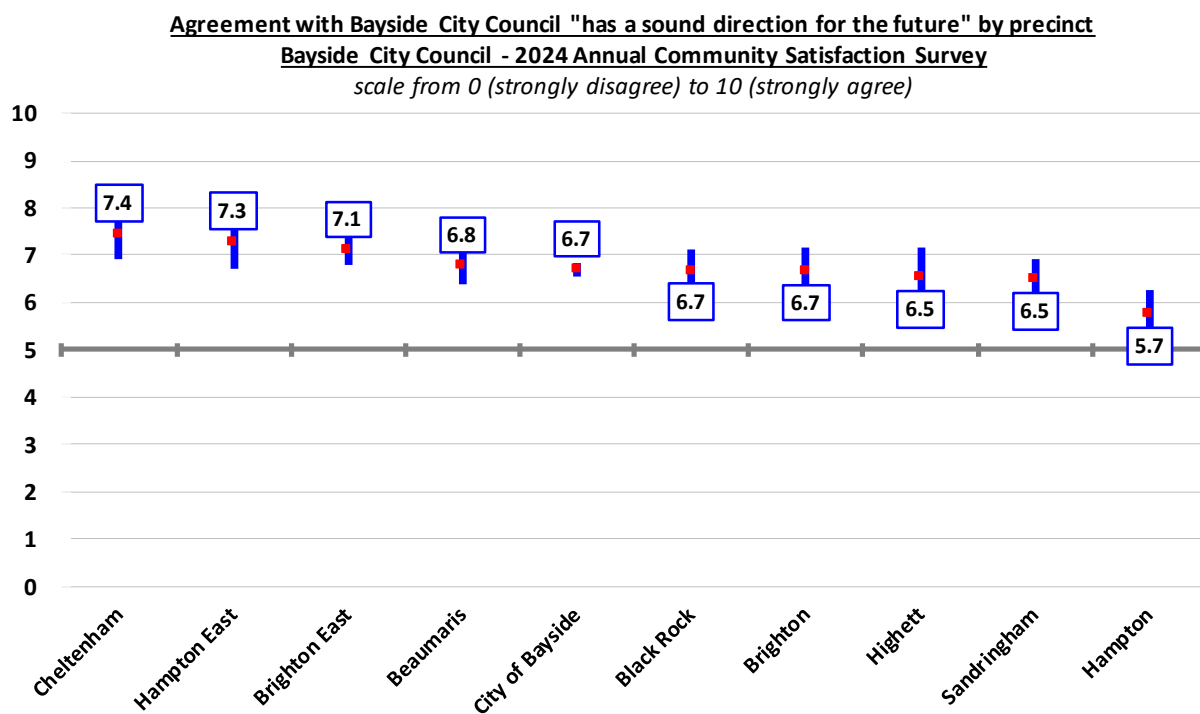
Has a sound direction for the future

The average agreement that Council has a sound direction for the future declined measurably this year, down four percent to 6.7, although it remains consistent with the long-term average since 2018 of 6.7 out of 10.

Agreement with Bayside City Council "has a sound direction for the future"
Bayside City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (strongly disagree) to 10 (strongly agree)



There was measurable variation in this result observed across the municipality, with respondents from Cheltenham measurably more in agreement than average, whilst respondents from Hampton were measurably less in agreement and at a “moderate” level.

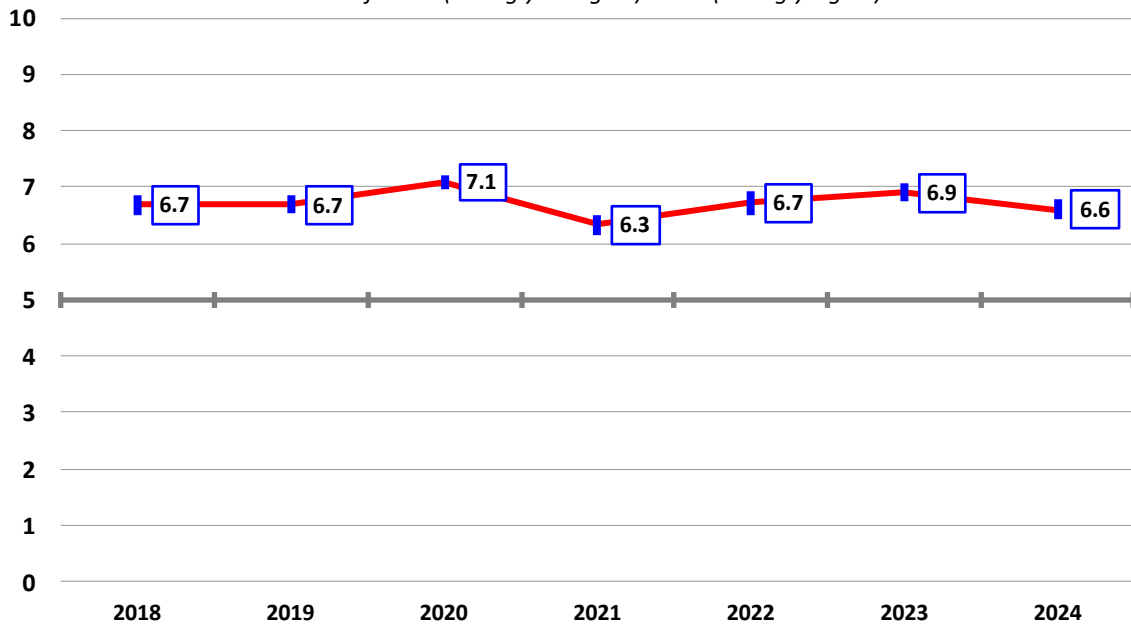


Is a responsible financial manager

The average agreement that Council is a responsible financial manager declined notably this year, down three percent to 6.6, and was now marginally below the long-term average since 2018 of 6.7 out of 10.

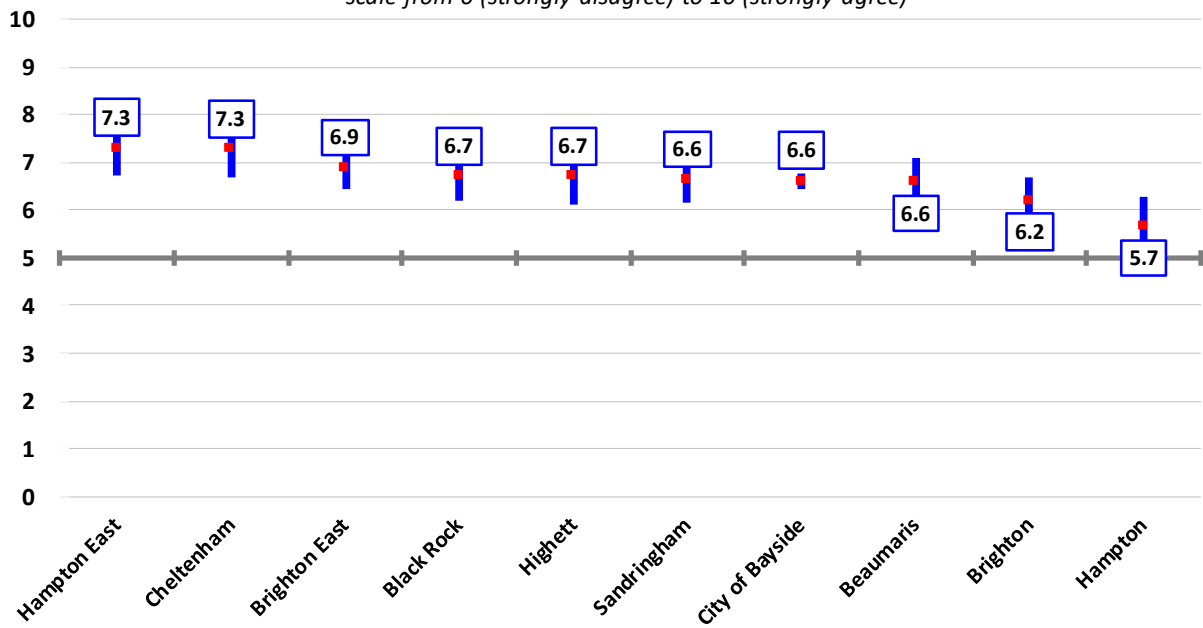


Agreement with Bayside City Council "is a responsible financial manager"
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



There was measurable and notable variation in this result observed across the municipality, with respondents from Hampton East and Cheltenham notably more in agreement than average, whilst respondents from Hampton were measurably less in agreement and at a “moderate” level.

Agreement with Bayside City Council "is a responsible financial manager" by precinct
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



Council's priority over the next four years

Respondents were asked:

“The Council Plan sets the strategic direction for Council. When preparing the Council Plan, can you please list what you believe Bayside Council should prioritise over the next four years?”

Respondents were asked for the first time this year, to list what they believe Council's priorities should be over the next four years.

This question was asked as an open-ended question, where respondents could list any priorities, they felt appropriate.

Almost two-thirds (62%) of respondents listed a total of 822 priorities, at an average of approximately two priorities per respondent.

Metropolis Research notes that these results have significant overlap with the [issues to address](#) 'at the moment' question discussed elsewhere in the report.

In the experience of Metropolis Research, many respondents will tend to view the current priorities as similar to the medium-term priorities, with a four-year planning horizon being relatively short term.

The top five priorities for Council for the next four years included safety, policing, and crime issues (10% compared to 10% as a current issue), building, housing, planning, and development issues (10% compared to 12% as a current issue), road maintenance and repairs (9% compared to 14% as a current issue), car parking (8% compared to 15% as a current issue), and environment, sustainability, and climate change (7% compared to 4% as a current issue).



Aspects that Bayside Council should prioritise over the next four years

Bayside City Council - 2024 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Response	2024	
	Number	Percent
Safety, policing, crime	73	10%
Building, housing, planning and development	70	10%
Roads maintenance and repairs	60	9%
Car parking	59	8%
Environment, sustainability, climate change	46	7%
Traffic management	32	5%
Beach and foreshore cleaning / maintenance	28	4%
Cleanliness and maintenance of area incl. rubbish	28	4%
Provision and maintenance of street trees	27	4%
Council rates / charges	25	4%
Public transport	21	3%
Parks, gardens and open spaces	20	3%
Health and medical issues / services	19	3%
Footpath maintenance and repairs	18	3%
Sports, leisure, recreation facilities	18	3%
Rubbish and waste issues inc garbage	17	2%
Services and facilities for the elderly	17	2%
Council governance, performance and accountability	13	2%
Financial issues and priorities for Council	12	2%
Drains maintenance and repairs	11	2%
Communication, consultation, provision of information	10	1%
Dog off-leash issues / parks / amenities	10	1%
Electric charging points / solar hub / community battery	10	1%
Housing availability / affordability	10	1%
Community activities / centres / arts and culture	9	1%
Provision and maintenance of infrastruc	9	1%
Shops, restaurants, bars and entertainment venue issues	9	1%
Bike / shared paths	8	1%
Education and schools	8	1%
Heritage / character	8	1%
Recycling collection	8	1%
Services and facilities for people with disability	8	1%
Public housing issues	7	1%
Public toilets	7	1%
Quality and provision of community services	7	1%
Community needs / core services	6	1%
Employment and job creation	6	1%
Street cleaning and maintenance	6	1%
All other aspects (26 separately identified)	62	9%

Total responses **822**

Respondents identifying at least one aspect
432
(62%)



Council priorities by precinct

There was some variation in these results observed across the municipality, as follows:

- ***Brighton East*** – respondents were somewhat more likely than average to nominate environment, sustainability, and climate change, and health and medical services.
- ***Brighton*** – respondents were somewhat more likely than average to nominate planning and development, footpaths, beach and foreshore issues, and services for the elderly.
- ***Black Rock*** – respondents were somewhat more likely than average to nominate car parking, Council governance and performance, and electric charging points / solar hubs.
- ***Highett*** – respondents were somewhat more likely than average to nominate traffic management, and cleanliness / maintenance of the local area.
- ***Sandringham*** – respondents were somewhat more likely than average to nominate car parking, and health and medical services.
- ***Hampton*** – respondents were somewhat more likely than average to nominate road maintenance and repairs.



Aspects that Bayside Council should prioritise over the next four years by precinct

Bayside City Council - 2024 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Brighton East	
Environment,sustainability,climate change	14%
Roads maintenance and repairs	12%
Safety, policing, crime	11%
Building, housing, planning, development	10%
Health and medical issues / services	9%
Education and schools	5%
Community activities / centres / arts	5%
Sports, leisure, rerecreation facilities	5%
Parks, gardens and open spaces	4%
Car parking	4%
All other aspects	45%
<i>Respondents identifying an aspect</i>	66 (73%)

Brighton	
Building, housing, planning, development	14%
Safety, policing, crime	13%
Environment,sustainability,climate change	9%
Roads maintenance and repairs	9%
Footpath maintenance and repairs	8%
Beach / foreshore cleaning / maintenance	8%
Services and facilities for the elderly	6%
Car parking	6%
Provision and maintenance of street trees	6%
Rubbish and waste issues inc garbage	5%
All other aspects	53%
<i>Respondents identifying an aspect</i>	54 (62%)

Beaumaris	
Building, housing, planning, development	10%
Environment,sustainability,climate change	9%
Car parking	8%
Safety, policing, crime	8%
Beach / foreshore cleaning / maintenance	8%
Roads maintenance and repairs	7%
Traffic management	7%
Services and facilities for the elderly	6%
Cleanliness and maintenance of area	6%
Public transport	6%
All other aspects	42%
<i>Respondents identifying an aspect</i>	57 (65%)

Black Rock	
Car parking	13%
Council rates / charges	9%
Safety, policing, crime	9%
Building, housing, planning, development	7%
Environment,sustainability,climate change	7%
Traffic management	7%
Cleanliness and maintenance of area	6%
Roads maintenance and repairs	6%
Council governance and performance	6%
Electric charging points / solar hubs	6%
All other aspects	66%
<i>Respondents identifying an aspect</i>	60 (70%)

Highbett	
Traffic management	14%
Building, housing, planning, development	12%
Cleanliness and maintenance of area	9%
Safety, policing, crime	9%
Car parking	7%
Housing availability / affordability	7%
Public transport	5%
Roads maintenance and repairs	5%
Parks, gardens and open spaces	4%
Footpath maintenance and repairs	4%
All other aspects	44%
<i>Respondents identifying an aspect</i>	31 (55%)

Cheltenham	
Cleanliness and maintenance of area	9%
Building, housing, planning, development	9%
Roads maintenance and repairs	9%
Safety, policing, crime	9%
Provision and maintenance of street trees	7%
Traffic management	7%
Council rates / charges	5%
Public transport	5%
Financial issues and priorities for Council	5%
Community needs / core services	5%
All other aspects	42%
<i>Respondents identifying an aspect</i>	32 (56%)



Aspects that Bayside Council should prioritise over the next four years by precinct

Bayside City Council - 2024 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Hampton East	
Safety, policing, crime	12%
Roads maintenance and repairs	7%
Parks, gardens and open spaces	3%
Communication,consultation,prov. of info.	3%
Environment,sustainability,climate change	3%
Rubbish and waste issues inc garbage	3%
Provision and maintenance of street trees	3%
Car parking	2%
Council rates / charges	2%
Building, housing, planning, development	2%
All other aspects	10%
Respondents identifying an aspect	19 (32%)

Sandringham	
Car parking	20%
Safety, policing, crime	13%
Building, housing, planning, development	11%
Health and medical issues / services	8%
Environment,sustainability,climate change	6%
Roads maintenance and repairs	6%
Cleanliness and maintenance of area	5%
Beach / foreshore cleaning / maintenance	5%
Sports, leisure, rerecreation facilities	5%
Provision / maintenance of infrastructure	5%
All other aspects	55%
Respondents identifying an aspect	65 (74%)

Hampton	
Roads maintenance and repairs	15%
Building, housing, planning, development	13%
Safety, policing, crime	10%
Car parking	9%
Rubbish and waste issues inc garbage	4%
Hampton Street issues	4%
Parks, gardens and open spaces	3%
Council rates / charges	3%
Environment,sustainability,climate change	3%
Provision and maintenance of street trees	3%
All other aspects	36%
Respondents identifying an aspect	49 (55%)

City of Bayside	
Safety, policing, crime	10%
Building, housing, planning, development	10%
Roads maintenance and repairs	9%
Car parking	8%
Environment,sustainability,climate change	7%
Traffic management	5%
Beach / foreshore cleaning / maintenance	4%
Cleanliness and maintenance of area	4%
Provision and maintenance of street trees	4%
Council rates / charges	4%
All other aspects	53%
Respondents identifying an aspect	432 (62%)

Council priorities by respondent profile

There was some variation in these results observed by respondent profile, as follows:

- **Adults (aged 35 to 44 years)** – respondents were somewhat more likely than average to nominate safety, policing, and crime issues, as well as cleanliness and maintenance of the local area.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were somewhat more likely than average to nominate safety, policing, and crime issues, as well as sports, leisure, and recreation facilities.



- **Male** – respondents were somewhat more likely than female respondents to nominate road maintenance and repair related issues.
- **Female** – respondents were somewhat more likely than males to nominate safety, policing, and crime related issues, planning and development, as well as environment, sustainability, and climate change related issues.
- **English speaking household** – respondents were somewhat more likely than respondents from multilingual households to nominate planning and development, car parking, as well as environment, sustainability, and climate change related issues.

Aspects that Bayside Council should prioritise over the next four years by respondent profile

Bayside City Council - 2024 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Male	
Roads maintenance and repairs	12%
Car parking	10%
Building, housing, planning, development	8%
Safety, policing, crime	7%
Cleanliness and maintenance of area	5%
Environment,sustainability,climate change	5%
Beach / foreshore cleaning / maintenance	5%
Council rates / charges	4%
Footpath maintenance and repairs	4%
Traffic management	4%
All other aspects	53%
<i>Respondents identifying an aspect</i>	<i>204 (63%)</i>

Female	
Safety, policing, crime	14%
Building, housing, planning, development	12%
Environment,sustainability,climate change	8%
Car parking	8%
Roads maintenance and repairs	6%
Traffic management	5%
Provision and maintenance of street trees	5%
Services and facilities for the elderly	3%
Council rates / charges	3%
Sports, leisure, rerecreation facilities	3%
All other aspects	50%
<i>Respondents identifying an aspect</i>	<i>225 (61%)</i>

English speaking	
Building, housing, planning, development	11%
Safety, policing, crime	11%
Car parking	9%
Roads maintenance and repairs	9%
Environment,sustainability,climate change	7%
Traffic management	4%
Provision and maintenance of street trees	4%
Beach / foreshore cleaning / maintenance	4%
Cleanliness and maintenance of area	4%
Council rates / charges	4%
All other aspects	55%
<i>Respondents identifying an aspect</i>	<i>371 (64%)</i>

Multi-lingual	
Safety, policing, crime	9%
Roads maintenance and repairs	7%
Car parking	6%
Building, housing, planning, development	6%
Traffic management	4%
Cleanliness and maintenance of area	4%
Council governance and performance	4%
Housing availability / affordability	4%
Parks, gardens and open spaces	4%
Council rates / charges	4%
All other aspects	44%
<i>Respondents identifying an aspect</i>	<i>59 (52%)</i>



Aspects that Bayside Council should prioritise over the next four years by respondent profile

Bayside City Council - 2024 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Young adults (18 to 34 years)	
Building, housing, planning, development	10%
Environment,sustainability,climate change	8%
Safety, policing, crime	8%
Roads maintenance and repairs	8%
Car parking	7%
Traffic management	4%
Cleanliness and maintenance of area	4%
Health and medical issues / services	4%
Public transport	3%
Employment and job creation	3%
All other aspects	42%
<i>Respondents identifying an aspect</i>	84 (59%)

Adults (35 to 44 years)	
Safety, policing, crime	16%
Car parking	10%
Cleanliness and maintenance of area	9%
Traffic management	8%
Parks, gardens and open spaces	6%
Public transport	6%
Environment,sustainability,climate change	6%
Roads maintenance and repairs	6%
Beach / foreshore cleaning / maintenance	5%
Council rates / charges	4%
All other aspects	42%
<i>Respondents identifying an aspect</i>	73 (64%)

Middle aged adults (45 to 59 years)	
Safety, policing, crime	14%
Building, housing, planning, development	10%
Roads maintenance and repairs	10%
Car parking	10%
Environment,sustainability,climate change	8%
Beach / foreshore cleaning / maintenance	6%
Sports, leisure, rerecreation facilities	6%
Traffic management	5%
Council rates / charges	4%
Services and facilities for the elderly	4%
All other aspects	61%
<i>Respondents identifying an aspect</i>	148 (70%)

Older adults (60 to 74 years)	
Building, housing, planning, development	13%
Roads maintenance and repairs	10%
Provision and maintenance of street trees	8%
Car parking	7%
Environment,sustainability,climate change	7%
Safety, policing, crime	6%
Council rates / charges	6%
Footpath maintenance and repairs	4%
Services and facilities for the elderly	3%
Health and medical issues / services	3%
All other aspects	57%
<i>Respondents identifying an aspect</i>	89 (63%)

Senior citizens (75 years and over)	
Building, housing, planning, development	12%
Car parking	8%
Roads maintenance and repairs	7%
Provision and maintenance of street trees	6%
Safety, policing, crime	5%
Parks, gardens and open spaces	4%
Communication,consultation, prov.of info.	4%
Rubbish and waste issues inc garbage	4%
Services and facilities for the elderly	2%
Cleanliness and maintenance of area	2%
All other aspects	36%
<i>Respondents identifying an aspect</i>	38 (45%)

City of Bayside	
Safety, policing, crime	10%
Building, housing, planning, development	10%
Roads maintenance and repairs	9%
Car parking	8%
Environment,sustainability,climate change	7%
Traffic management	5%
Beach / foreshore cleaning / maintenance	4%
Cleanliness and maintenance of area	4%
Provision and maintenance of street trees	4%
Council rates / charges	4%
All other aspects	53%
<i>Respondents identifying an aspect</i>	432 (62%)



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.

The average satisfaction with aspects of planning and housing development remained stable this year at 6.5 out of 10, which remains a “good” level of satisfaction.

Metropolis Research notes that satisfaction with aspects of planning and development 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 remains the case this year, with satisfaction with most aspects remaining relatively consistent with the results recorded last year.

This relatively stable satisfaction with aspects of planning and development was consistent with the marginal increase 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, up from 10% last year to 12% this year. This remains significantly higher than the metropolitan Melbourne average of just two percent.

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

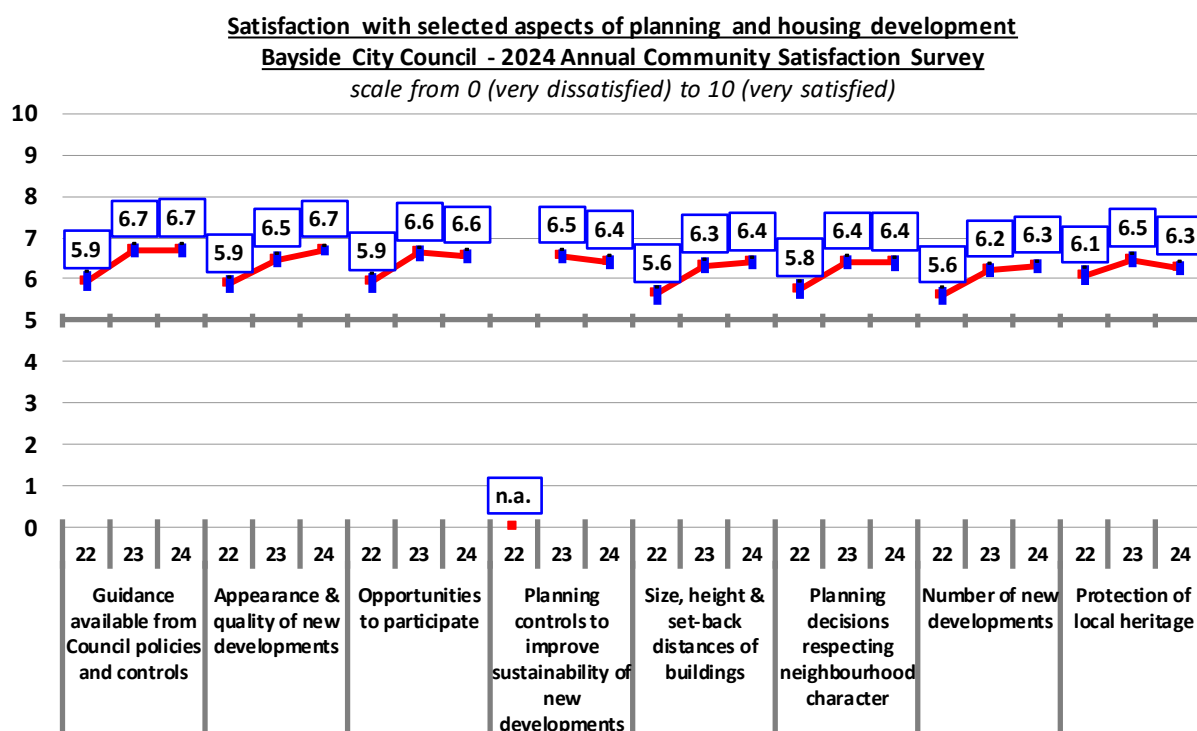
It is important to note, however, that satisfaction with planning and development outcomes have varied somewhat from year to year, with 2018 being a significantly lower result, and 2020 a notably higher than average result. These variations do suggest some fluctuation in satisfaction over time, likely in response to specific development activities as they occur across the municipality.

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



Metropolis Research draws attention to the fact that satisfaction with none of these eight aspects of planning and housing development were recorded at “poor” or lower levels of satisfaction.

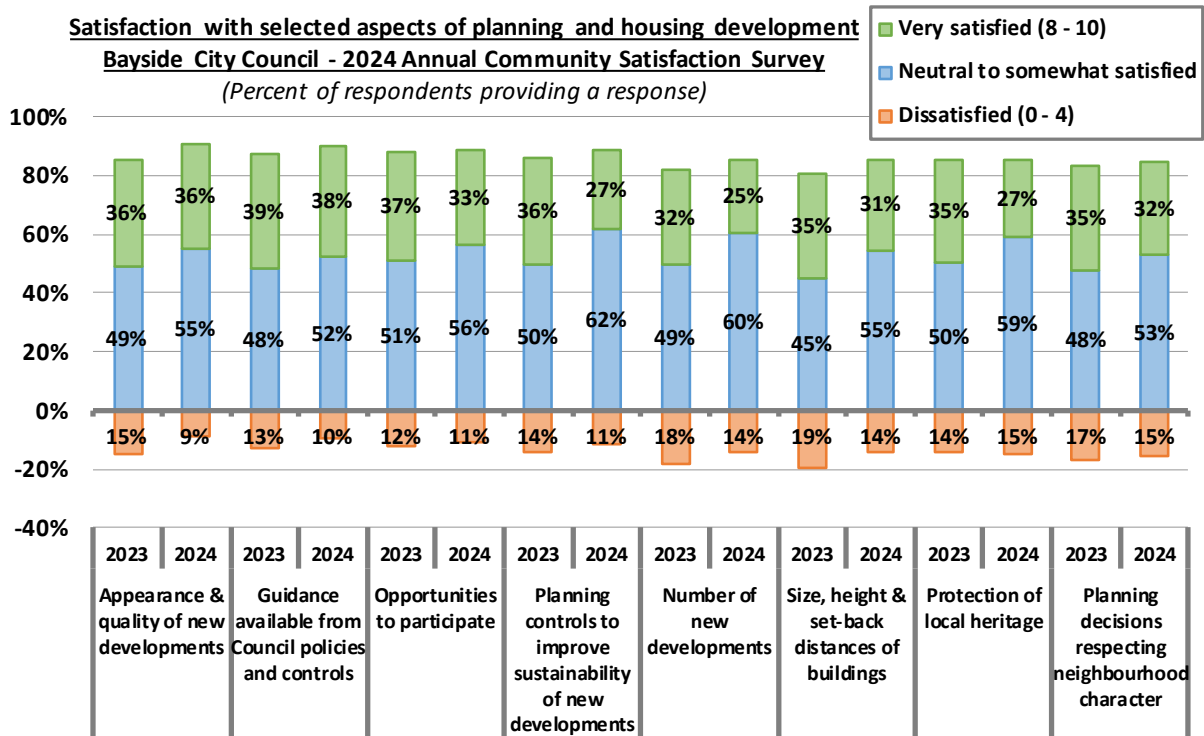


The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who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

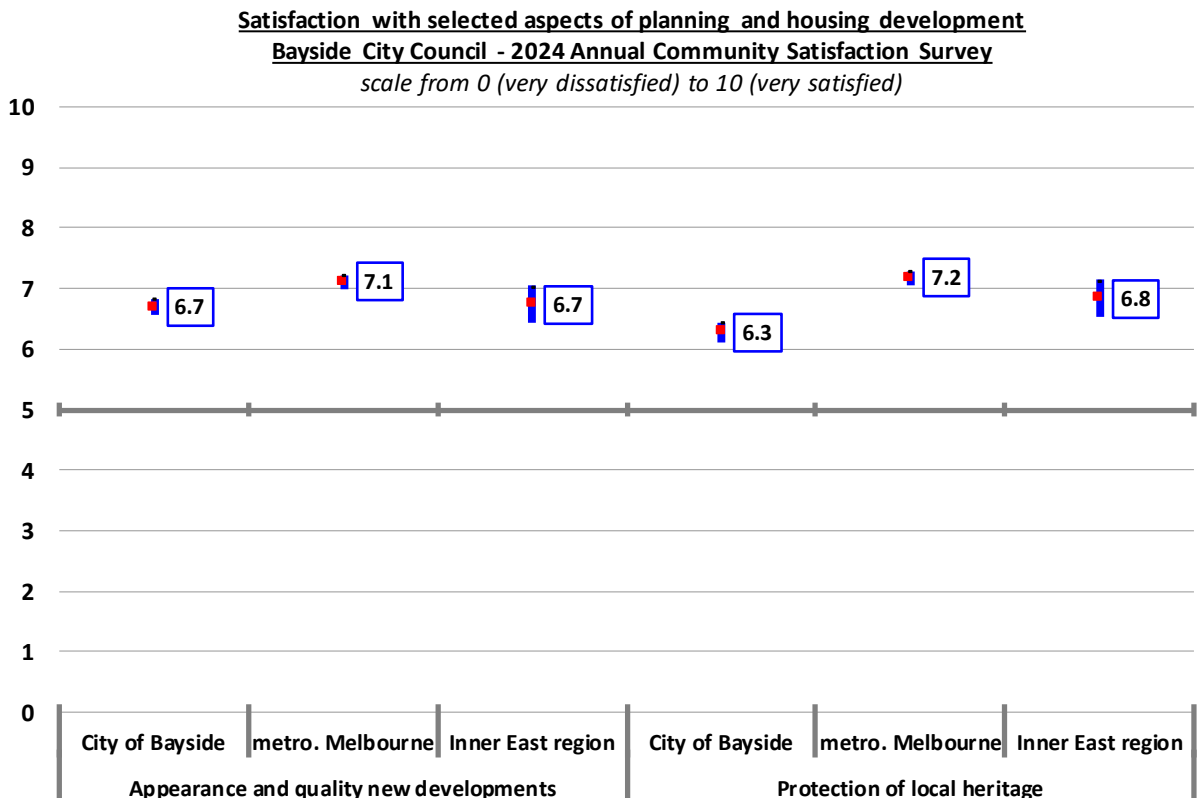
It is noted that approximately one-third of respondents who provided a score were “very satisfied” with five of the eight aspects, with approximately one-quarter “very satisfied” with the number of new developments (25%), planning controls to improve sustainability of new developments (27%), and the protection of local heritage (27%).

Consistent with the relatively solid levels of satisfaction, it is noted that between nine and 15% of respondents who provided a score were “dissatisfied” with each of these eight aspects of planning and housing development.



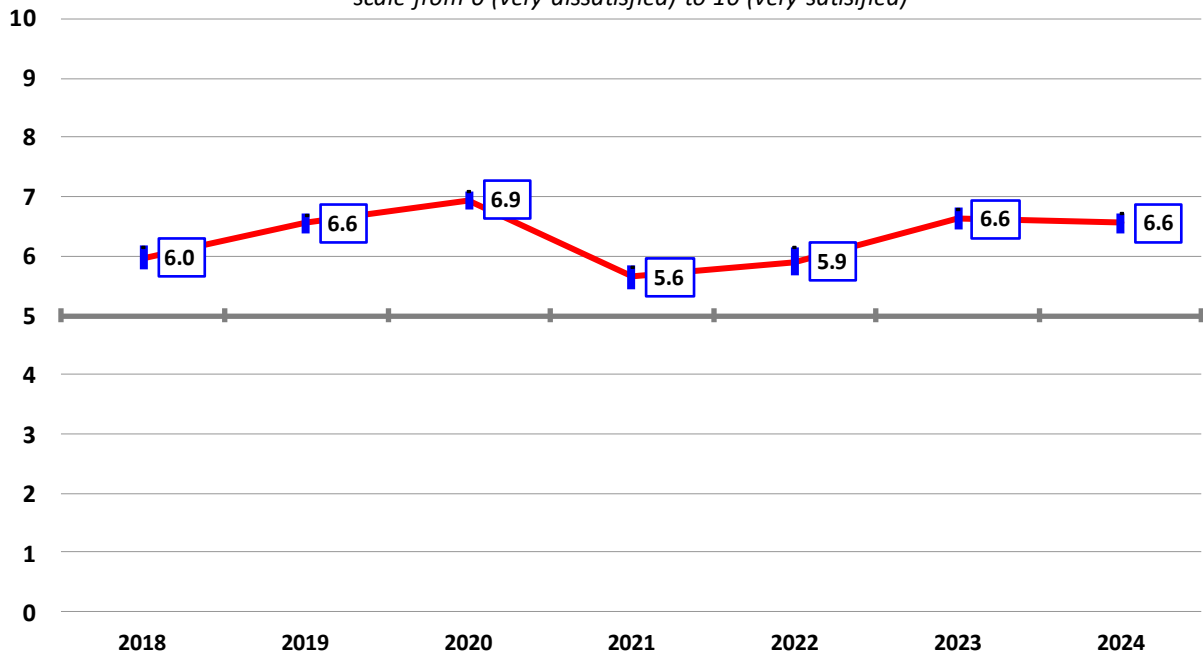


The following graph provides a comparison of satisfaction with the two aspects of planning and housing development that were also included in the 2024 Governing Melbourne research. It is noted that satisfaction with both the appearance and quality of new developments and the protection of local heritage was measurably and significantly lower in the City of Bayside than the metropolitan Melbourne average, although more consistent with the inner eastern councils' results.



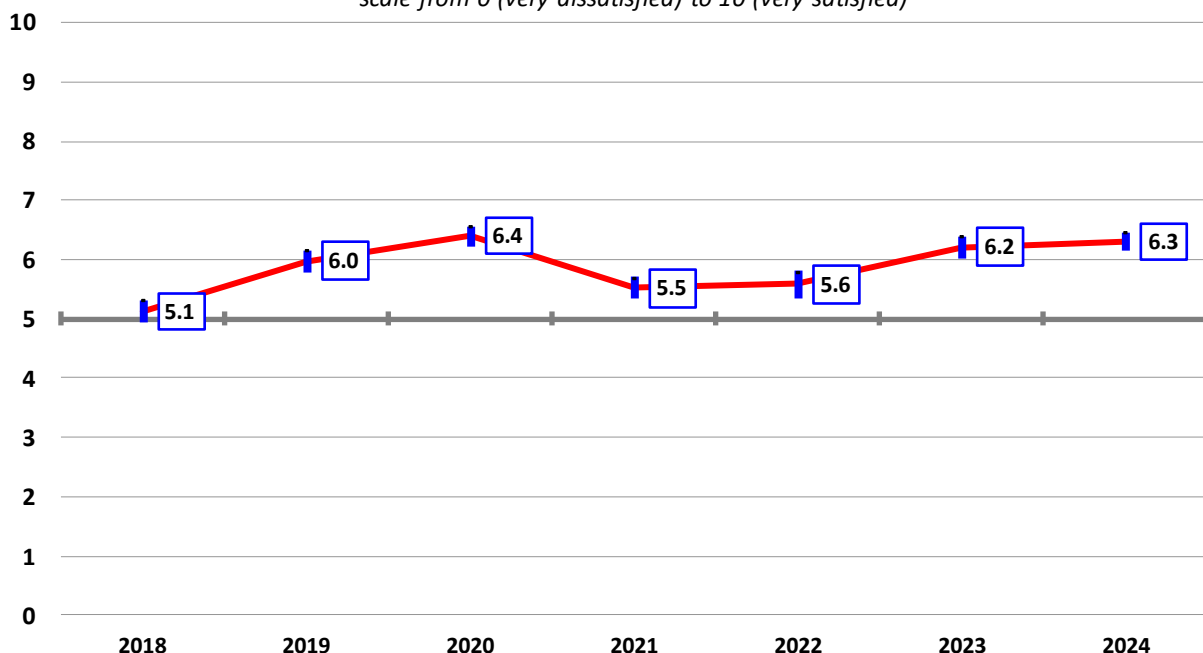
Satisfaction with the opportunities to participate in consultations on planning remained stable this year at 6.6 out of 10, or a “good” level. This result was somewhat (3%) above the long-term average satisfaction since 2018 of 6.3 or “solid”.

Opportunities to participate in consultations on planning
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



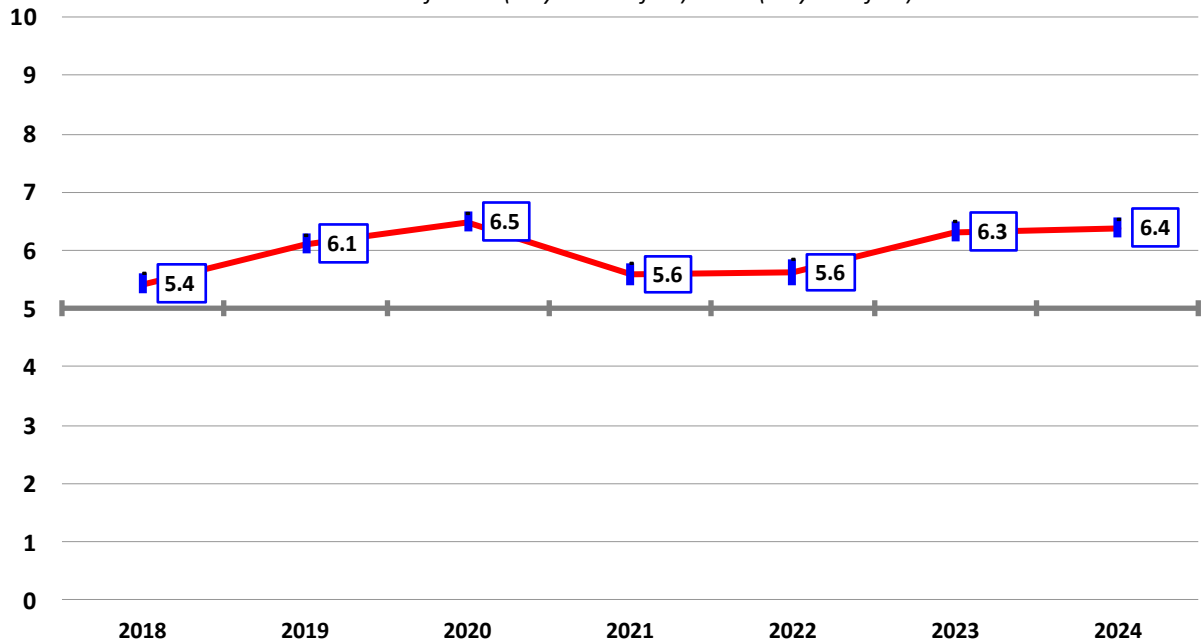
Satisfaction with the number of new developments increased marginally (up 1%) this year to 6.3 out of 10, which remains a “solid” level. This result was notably (4%) above the long-term average satisfaction since 2018 of 5.9 or “poor”.

The number of new developments
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



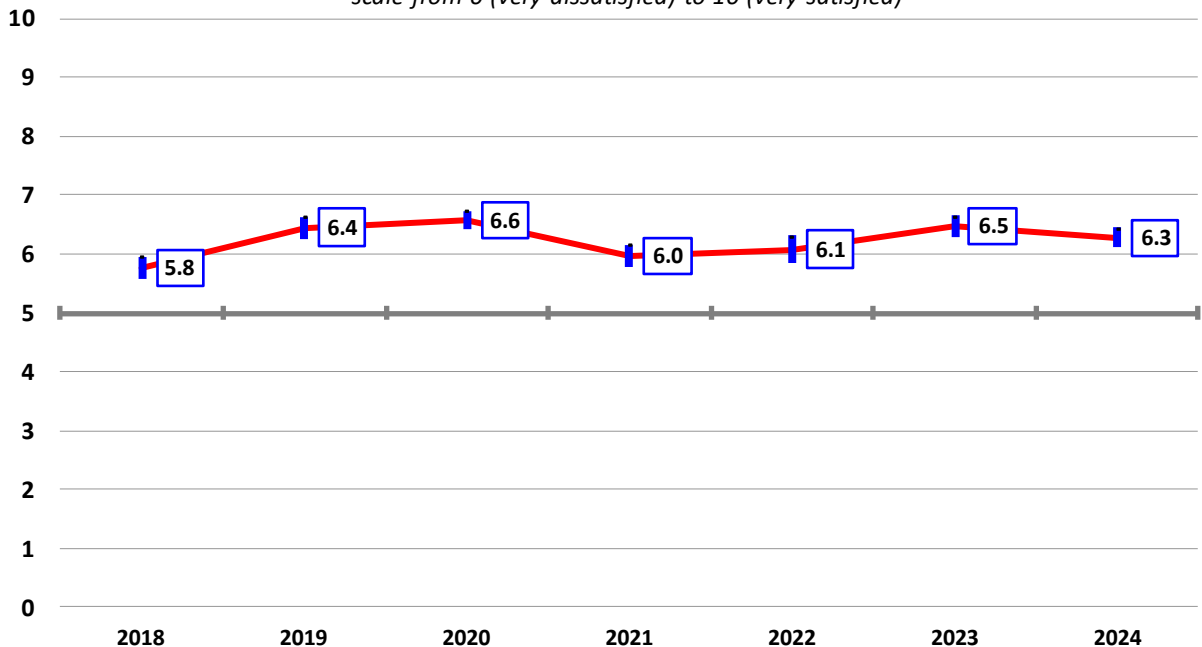
Satisfaction with the size, height, and set-back distances of buildings being developed increased marginally (up 1%) this year to 6.4 out of 10, which remains a “solid” level. This result was notably (4%) above the long-term average satisfaction since 2018 of 6.0 or “solid”.

The size, height and set-back distances of buildings being developed
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



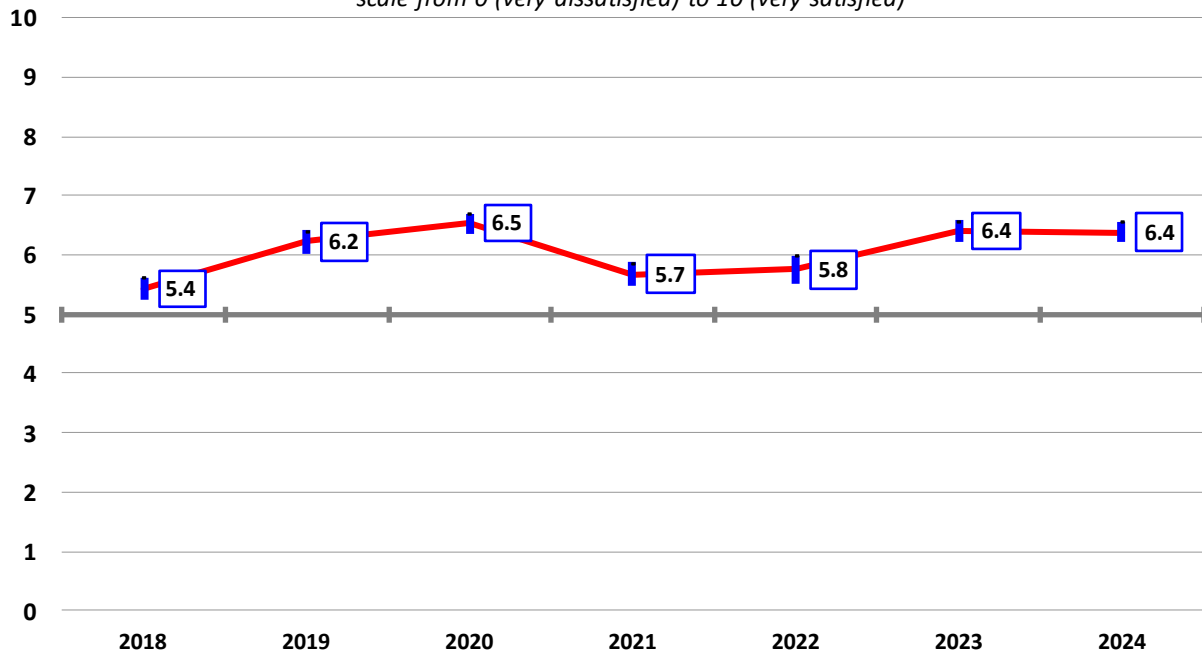
Satisfaction with the protection of local heritage declined marginally (down 2%) this year to 6.3 out of 10, which was a “solid”, down from a “good” level. This result was marginally (1%) below the long-term average satisfaction since 2018 of 6.2 or “solid”.

Protection of local heritage
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



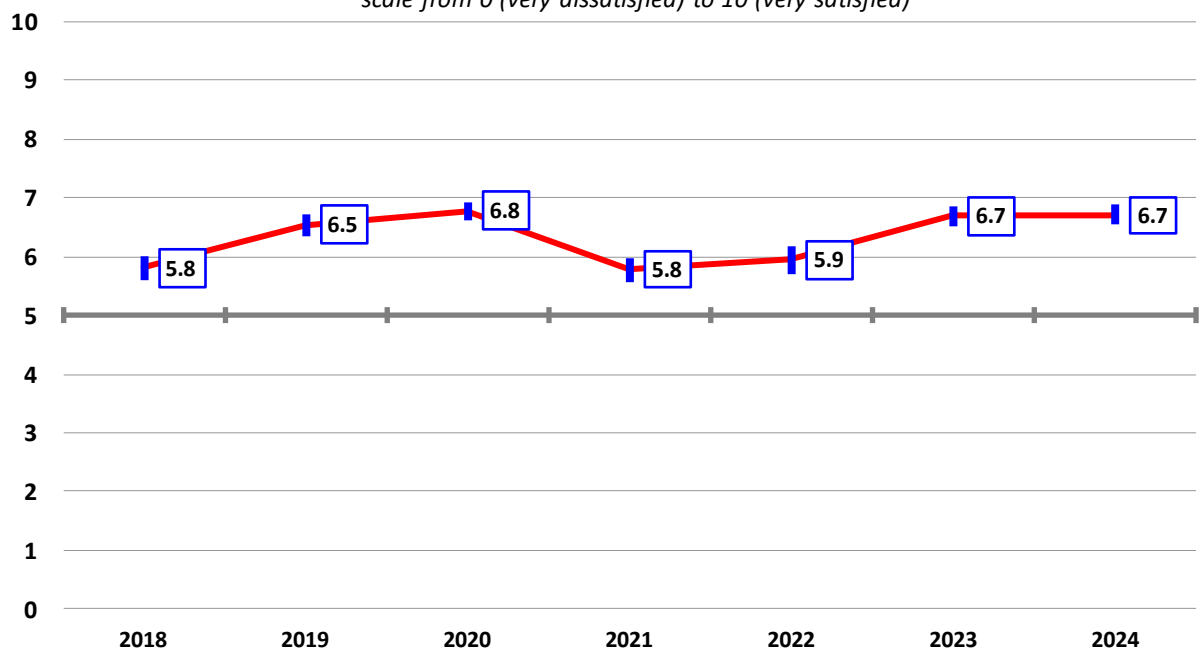
Satisfaction with planning decisions respecting the local neighbourhood character remained stable this year at 6.4 out of 10, which remains a “solid” level. This result was notably (3%) above the long-term average satisfaction since 2018 of 6.1 or “solid”.

Planning decisions respecting the local neighbourhood character
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

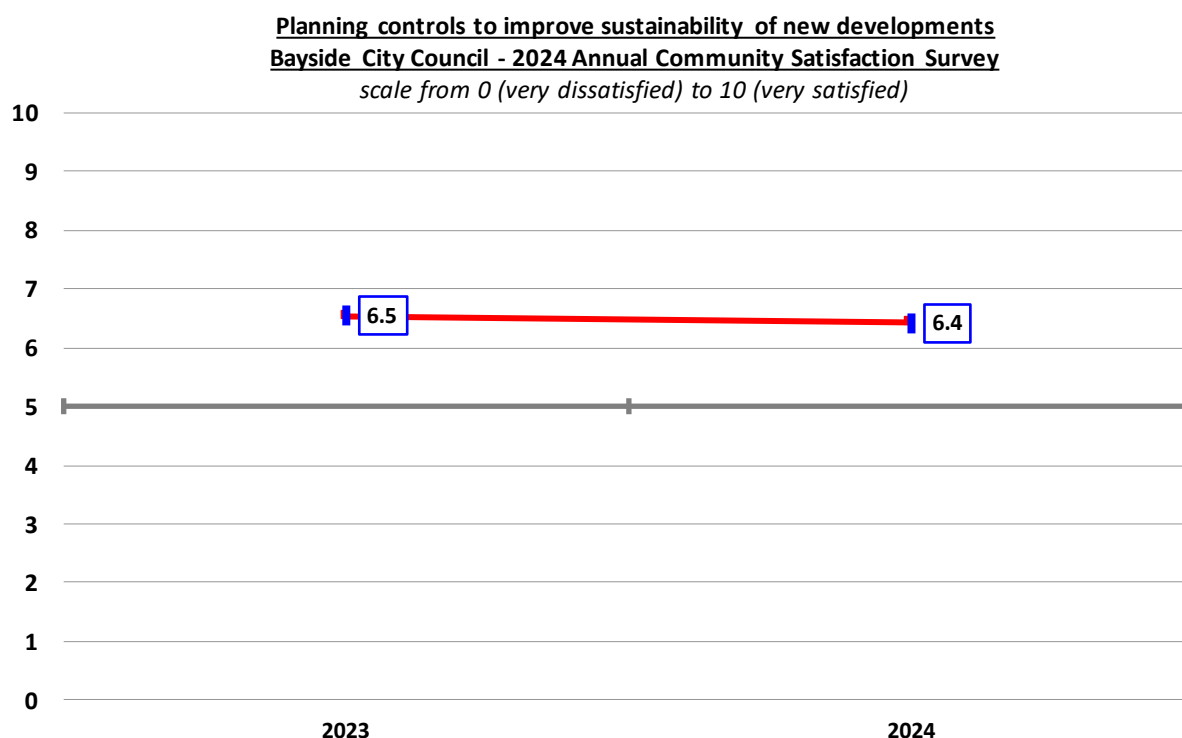


Satisfaction with the guidance available from Council on policies and controls remained stable this year at 6.7 out of 10, which remains a “good” level. This result was notably (3%) above the long-term average satisfaction since 2018 of 6.3 or “solid”.

The guidance available from Council policies and controls
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with planning controls to improve the sustainability of new developments declined marginally (down 1%) this year to 6.4 out of 10, which was a “solid”, down from a “good” level.



Appearance and quality of new developments

The appearance and quality of new developments was the key measure of community satisfaction with the type and nature of new development occurring in the municipality, including issues around density, design, quality, and impacts on infrastructure and neighbourhood character.

Satisfaction with the appearance and quality of new developments increased somewhat this year, up two percent to 6.7, although it remains at a “good” level.

This result was measurably (5%) above the long-term average satisfaction since 2018 of 6.2 or “solid”.

Metropolis Research notes that this was the highest score recorded for the appearance and quality of new developments for the City of Bayside, with the previous high being 6.6 out of 10 back in 2020.

Despite the increase recorded this year, this result remains below the metropolitan Melbourne average of 7.1 out of 10.

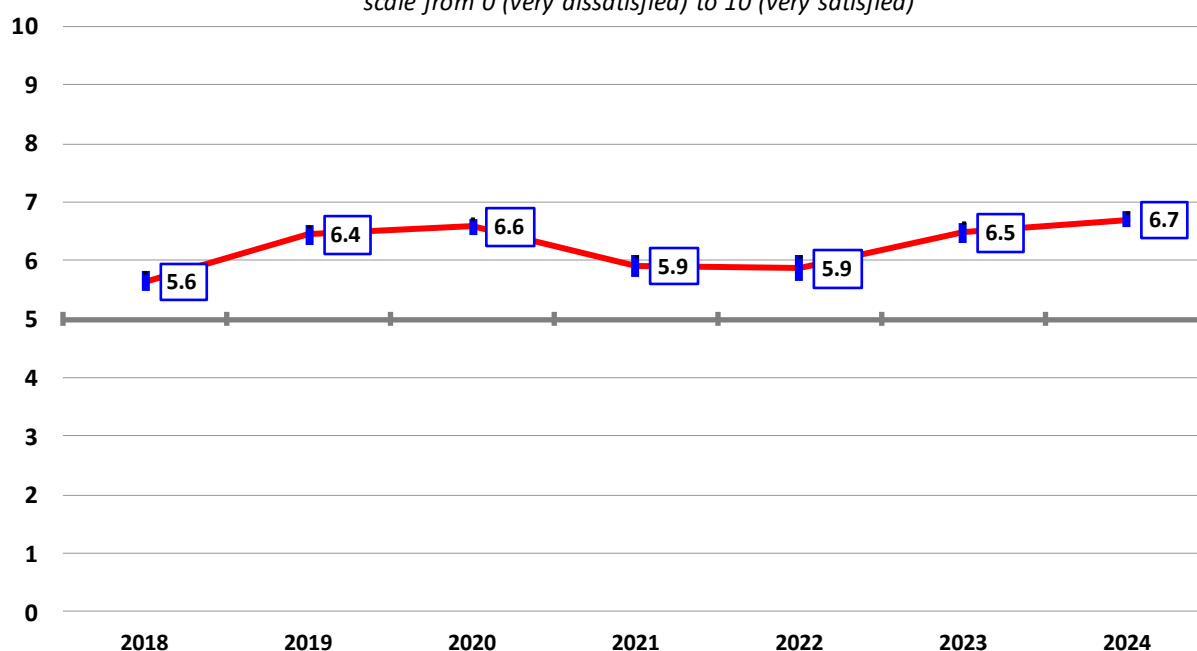


This was a good result, particularly given the small increase in the proportion of respondents who nominated planning, housing, and development related issues as a top three [issue to address](#) for the City of Bayside at the moment (12% up from 10%). This compares to the metropolitan Melbourne average in 2024 of two percent.

Metropolis Research notes that the 83 respondents who nominated planning and development related issues were, on average, four percent less satisfied with Council’s overall performance than the municipal average (6.6 compared to 7.0).

This reinforces the view that there remains a significant minority of residents in the City of Bayside with concerns around planning and development, and that these concerns flow through into lower satisfaction with Council’s overall performance.

The appearance and quality of new developments in your area
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



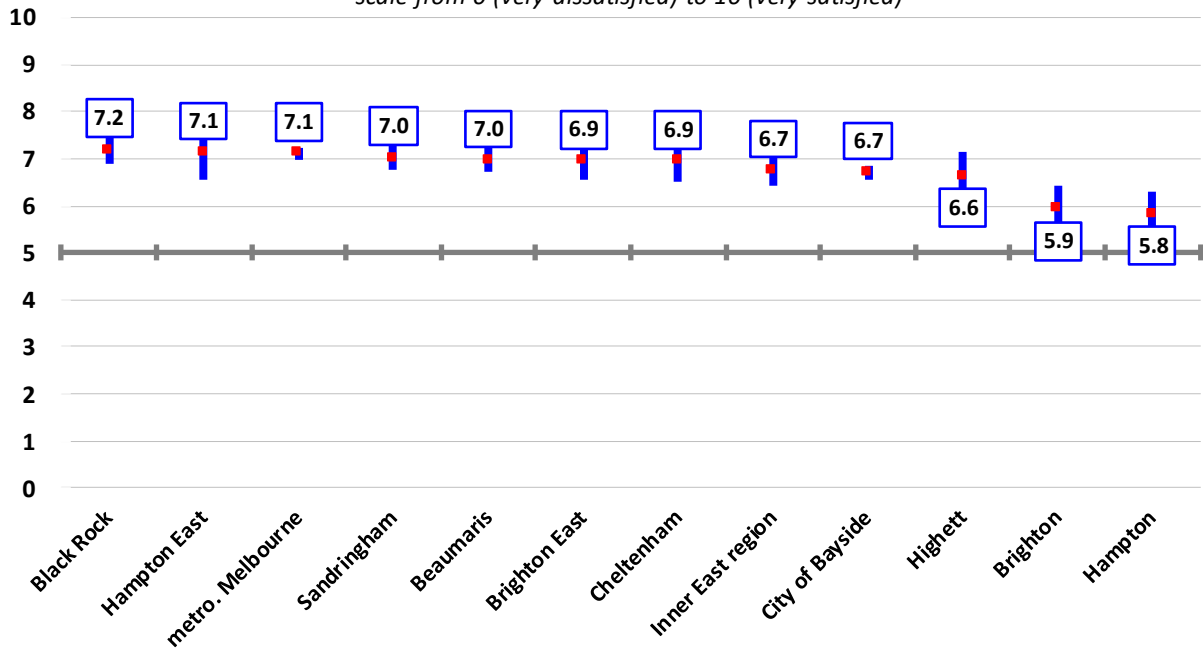
There was measurable and significant variation in satisfaction with the appearance and quality of new developments observed across the municipality.

Respondents from Black Rock were measurably more satisfied than average, although still at a “good” level of satisfaction.

Respondents from Brighton and Hampton were, however, measurably less satisfied than average, and at “poor” levels of satisfaction.



Appearance and quality of new developments by precinct
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable and significant variation in satisfaction with the appearance and quality of new developments observed by respondent profile. Young adults and adults (aged 18 to 44 years) were measurably more satisfied than average, whilst older adults (aged 60 to 74 years) were measurably and significantly less satisfied and at a “poor” level of satisfaction. Male respondents were measurably more satisfied than female respondents.

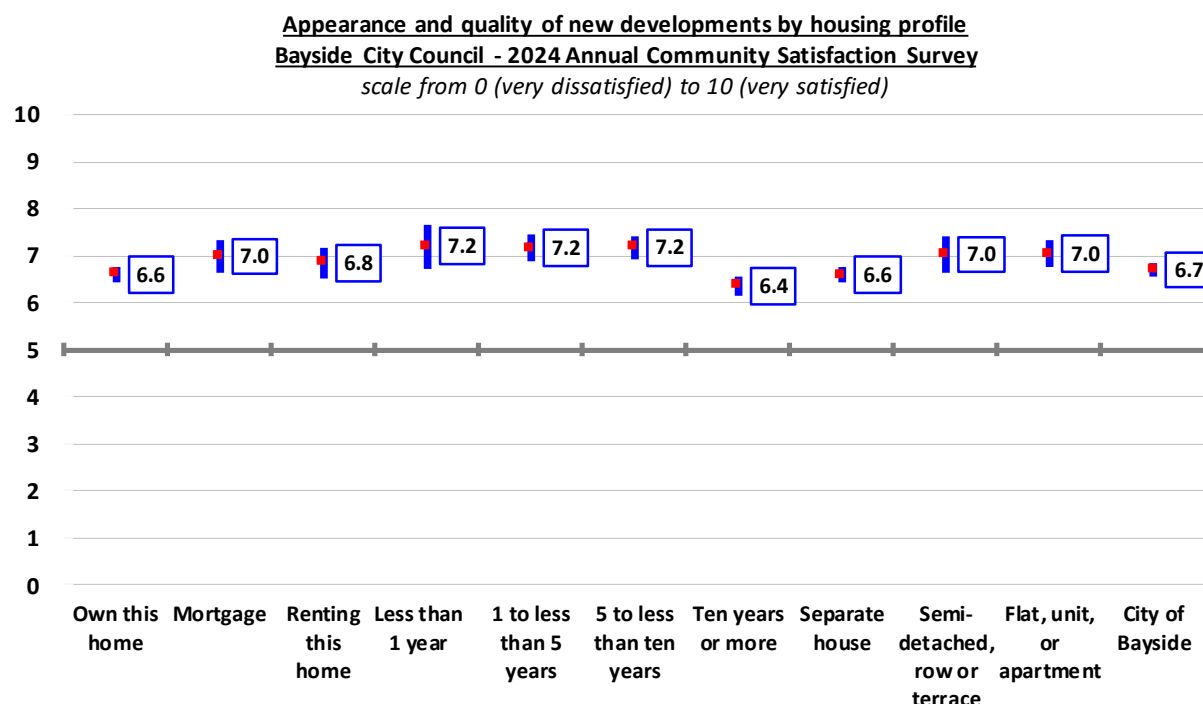
Appearance and quality of new developments by respondent profile
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no significant variation in satisfaction with the appearance and quality of new developments observed by housing situation, although measurable variation was observed by the respondents’ period of residence in the City of Bayside and dwelling type.

Long-term residents (10 years or more in the municipality) were measurably less satisfied than average and at a “solid” level of satisfaction.

Respondents living in separate detached houses were measurably less satisfied than respondents who lived in semi-detached, row or terrace houses, or flats, units, or apartments.



Reasons for dissatisfaction with appearance and quality of new developments

There were 19 comments received from respondents dissatisfied with the appearance and quality of new developments.

Many of these comments related to perceived overdevelopment, including the height of new developments.

Comments regarding the appearance and quality of new development
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Response	Number
Too crowded, too many apartments / high-rises	4
Over density is impacting existing traffic structures	2



Excessive high-density construction particularly elderly care facilities	1
Hampton St, Hampton - new apartment blocks too big and congested	1
High-rise on Abbot St and Hampton St	1
I don't think they take things seriously into consideration	1
I understand local Labour government is only responsible. However, Council is not doing enough to protect the houses. 10 Ocean Rd is a classic example	1
Looks like a cruise ship near Hampton station	1
Nursing home on Centre Rd near Talofa Ave, the black development on Hampton St is ugly	1
Recent development in Dendy St, it's out of character of the area	1
Some of them are out of character with the neighbourhood	1
The ones in Hampton, Hampton St and railway station	1
Too many buildings, blocks out backyards and trees	1
Too many dual occupancies and too many multi house developments occurring	1
Units beside Hampton station, Male St, Orlando St (terrible over development of a house block)	1
Total	19

Reasons for dissatisfaction with aspects of planning and housing development

There were 63 comments received from respondents in relation to dissatisfaction with the various aspects of planning and housing development.

Many of these comments were related to perceived overdevelopment, the size of developments, and the impacts on local neighbourhood character.

Reason for dissatisfaction with selected aspects of planning and housing development

Bayside City Council - 2024 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Overdevelopment / high density development</i>	
High-rises should not be built in old neighbourhoods / too many new developments / high-rises	11
Infrastructure is not keeping up with the people living in the apartments	3
Allowing high level residential properties to be instituted. They need to monitor the amount of apartment complexes being constructed in my area	1
Because I feel that Council is allowing large developments within residential areas that are not in alignment with existing street culture. I feel like there's over capitalisation of Sandringham and Hampton	1
Because the development is too much, lots of medium and high-rise building / apartment in Cheltenham Rd shopping centres	1
I think they are overpopulating the suburb	1
I'm not happy with how many multi-story developments they have in Hampton	1
In relation to Hampton St too much focus on high density development	1



Limit heights	1
More multi dwellings needed	1
People building the places right to the boundary	1
Stop the new developments. Council should be fighting harder against it	1
The setbacks are too far, it just means people don't have useful space and less people can live in the area	1
They are huge, they are an obstruction in people's lives	1
Too many developments but need more close attention	1
Too much development, for the one state school	1
Total	28

Heritage protection / character of neighbourhood

Developments are proceeding despite local heritage. We are losing neighbourhood character / heritage is not prioritized	11
I just think it's killing the village atmosphere of Hampton and constant building all around us is unpleasant and effecting community	1
They are dramatically changing the character of Hampton	1
Total	13

Trees and greenery

Improve / add green space around them	2
Lots of trees are cutting down for new development	2
No environmental action seen	1
Should not build on 100% of the land, part of the land should be left for garden / open space	1
When houses are demolished the trees and shrubs should be maintained	1
Total	7

Quality and appearance of developments

Appearance should be taken care of in terms of aesthetic of area	1
I don't think what they are building is respectful to the local neighbourhood and community	1
People buy old houses and knock it down and build two story houses which do not look good. There are old houses which are still functional	1
They are allowing apartments that are shoddy and not keeping up with the nature / standard of the suburb	1
Hampton St is cheap development	1
Total	5



<i>Traffic and parking</i>	
All of them don't come with car parking, people will end up parking on streets / too many cars	1
In relation to Hampton St no focus on parking	1
Parking and noise in the local area because of new developments	1
Total	3
<i>Planning and development process / regulations</i>	
Council sits on the fence regarding giving help to residents to amend developers' plans. Council needs to help equip residents to appeal. Developers have unfair, unequal access to money and planning knowledge	1
Just because of the red tape. People who are going through planning face too many hurdles. It's all complicated. It's rubbish	1
Total	2
<i>Communication / consultation / information</i>	
I am not aware of any opportunity to participate in consultations on planning	1
Lack of communication, and no way to learn about new policies	1
Total	2
<i>Other</i>	
Development on the corner of Newbay and Bay St has underpants drying in balcony in full view from the street as an example as well as brooms and mops	1
I have nothing to do with Council	1
Regarding CSIRO development, they complained about it, but it was not addressed	1
Total	3
Total	63



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 2024, half of the 700 respondents reported that they had engaged with Council in at least one of the eight listed ways. This was a decline on the 60% in 2023 and the 69% in 2022.

Metropolis Research notes that the proportion of the community contacting Council had been somewhat higher through the pandemic, with 2023 and particularly 2024 results trending towards pre-pandemic norms. This does appear to be the case to some extent in the City of Bayside.

Consistent with previous years, the two most common methods by which respondents engaged with Council were by looking up information on the Council website (23% down from 31%), and by telephoning Council / Council officer (22% down from 28%).

Method of engaging with Council in the last twelve months
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2024		2023	2022	2021	2020	2019
	Number	Percent					
Looked up information on Council website	162	23%	31%	25%	21%	31%	33%
Telephoned Council / Council officer	151	22%	28%	25%	25%	34%	39%
Made a payment using the Council website	107	15%	17%	10%	10%	16%	13%
Filled in a form / made a request using Council website	100	14%	16%	13%	10%	12%	14%
Emailed Council / Council officer	100	14%	17%	13%	11%	10%	13%
Visited Council officers in Sandringham	79	11%	12%	10%	7%	14%	16%
Read or responded to social media post	30	4%	4%	5%	2%	3%	3%
Used live chat on Council website	18	3%	1%	n.a.	n.a.	n.a.	n.a.
Total responses	747		885	707	607	843	918
<i>Respondents identifying at least one method</i>	<i>349</i> <i>(50%)</i>		<i>429</i> <i>(60%)</i>	<i>411</i> <i>(69%)</i>	<i>380</i> <i>(54%)</i>	<i>514</i> <i>(73%)</i>	<i>435</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?”

Consistent with the results in recent years, 87% of respondents who had contacted Council by telephone or visiting in person reported that they used their preferred method of contact.

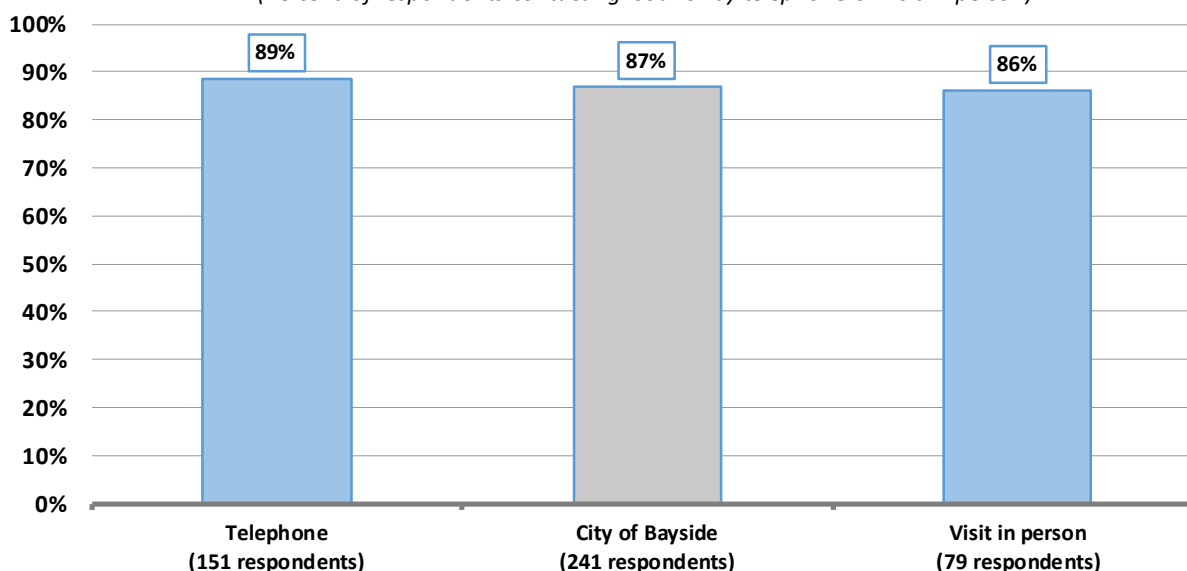
The average result since this question was first included in 2019 was 90%.

Preferred method of contacting Council
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents contacted Council by telephone or visit in-person)

Response	2024		2023	2022	2021	2020	2019
	Number	Percent					
Preferred method of contacting Council	133	87%	88%	85%	92%	94%	95%
Tried another method first	20	13%	12%	15%	8%	6%	5%
Not stated	33		9	7	3	7	5
Total	186	100%	241	212	204	283	312

There was no meaningful variation in this result observed between respondents who telephoned Council (89%) and those who visited Council in person (86%).

Preferred method of contacting Council by telephone or visit in-person
Bayside City Council - 2024 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?”

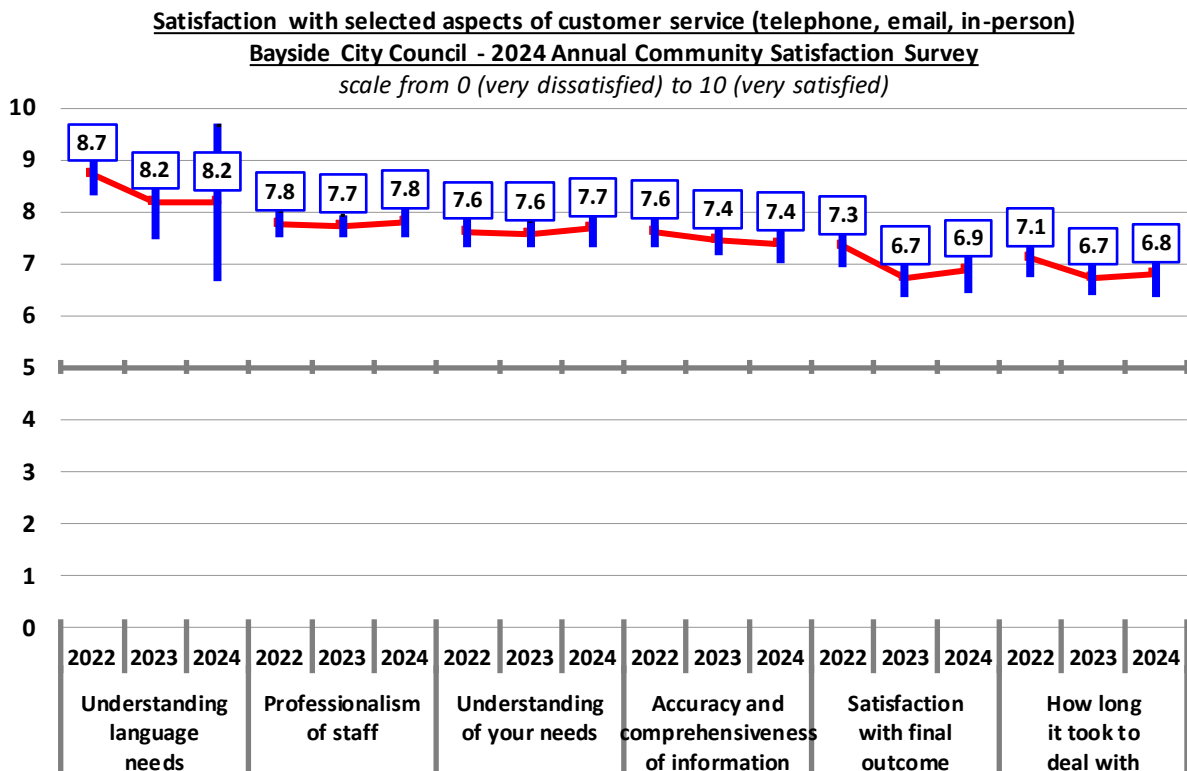
Respondents who had contacted Council by telephone, email, or visiting in person were asked to rate satisfaction with six aspects of customer service, as outlined in the following graph.

The average satisfaction with these six aspects of customer service remained stable this year at 7.6 out of 10, which was a “very good” level of satisfaction.

Given that the section of the survey was not comparable to most of the *Governing Melbourne* results, it was not possible to provide a comparison of satisfaction with Bayside City Council’s customer service against the metropolitan Melbourne average.

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

- **Excellent** – for staff understanding of language needs (respondents from multilingual households only) and the professionalism of staff.
- **Very Good** – for understanding of 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 / issue.

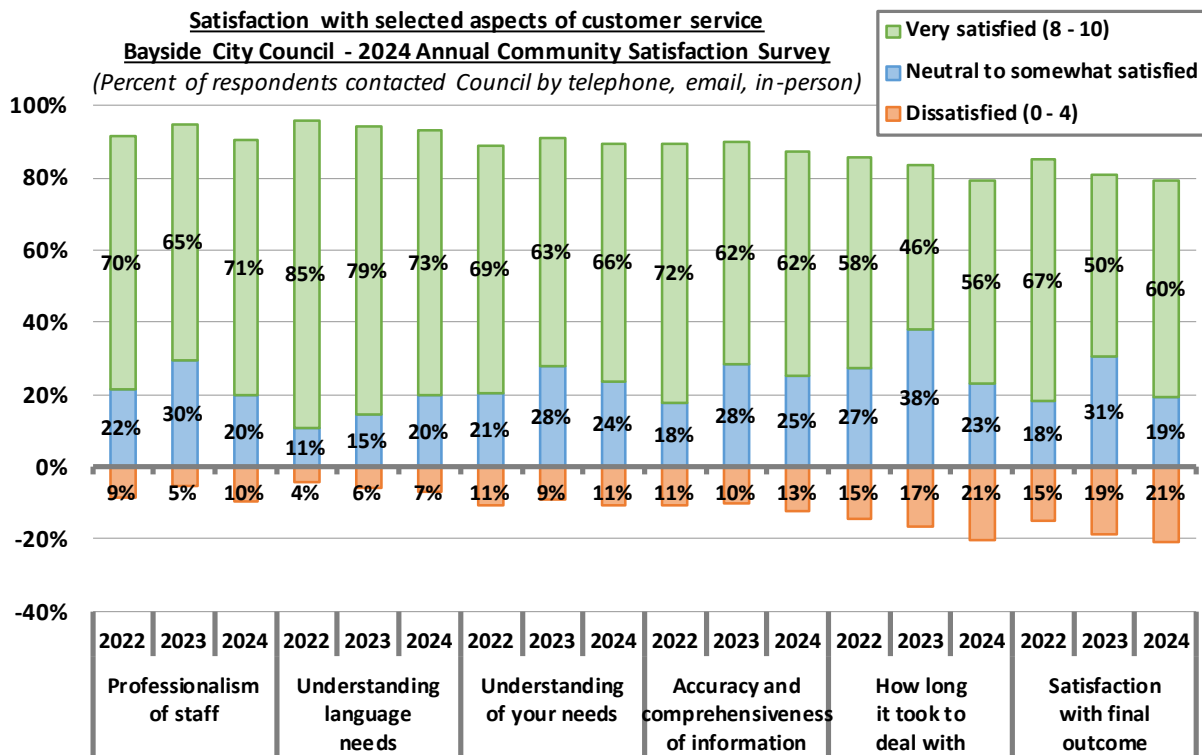


The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who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

Attention is drawn to the fact that approximately two-thirds or more of respondents who contacted Council were “very satisfied” with four of the six aspects of customer service.

It is noted, however, that 21% of respondents who contacted Council were dissatisfied with how long it took to deal with the enquiry / issue and their satisfaction with the final outcome.

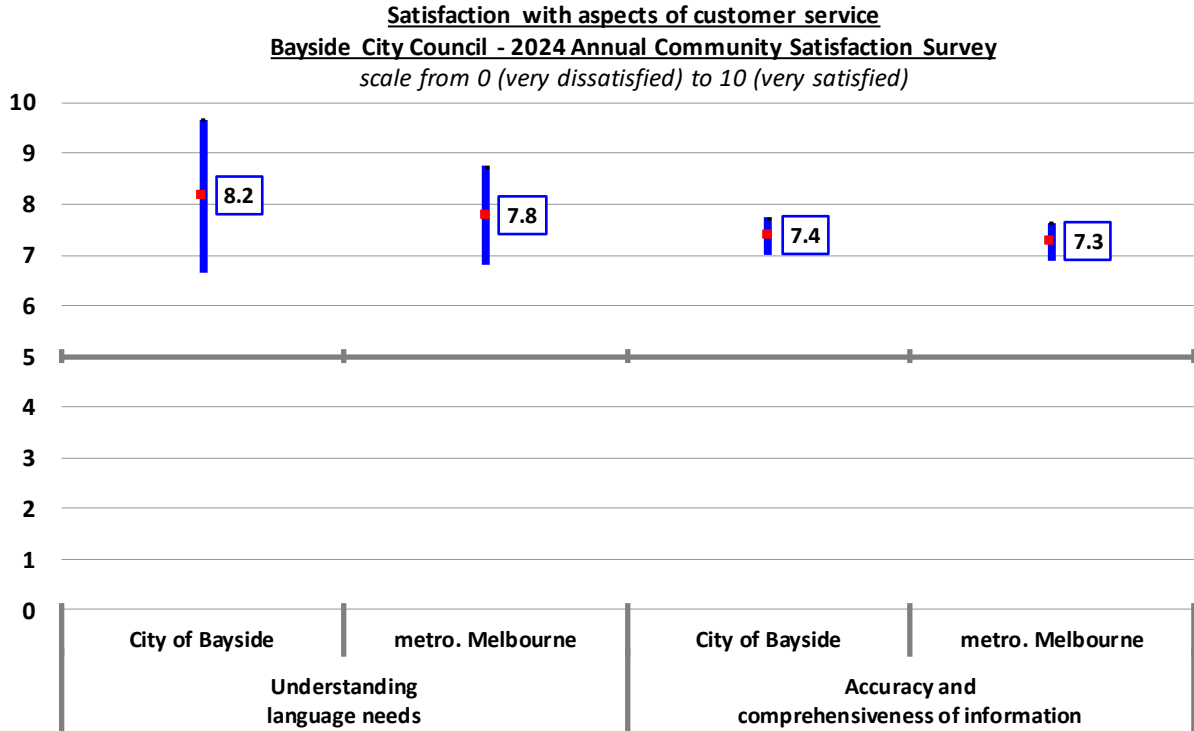
Metropolis Research does note that Council has only limited capacity to impact on respondents’ satisfaction with the final outcome, depending on the individual circumstances (e.g., whether or not to rescind a parking fine, etc).



There were two aspects of customer service that were directly comparable to the metropolitan Melbourne averages, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2024.

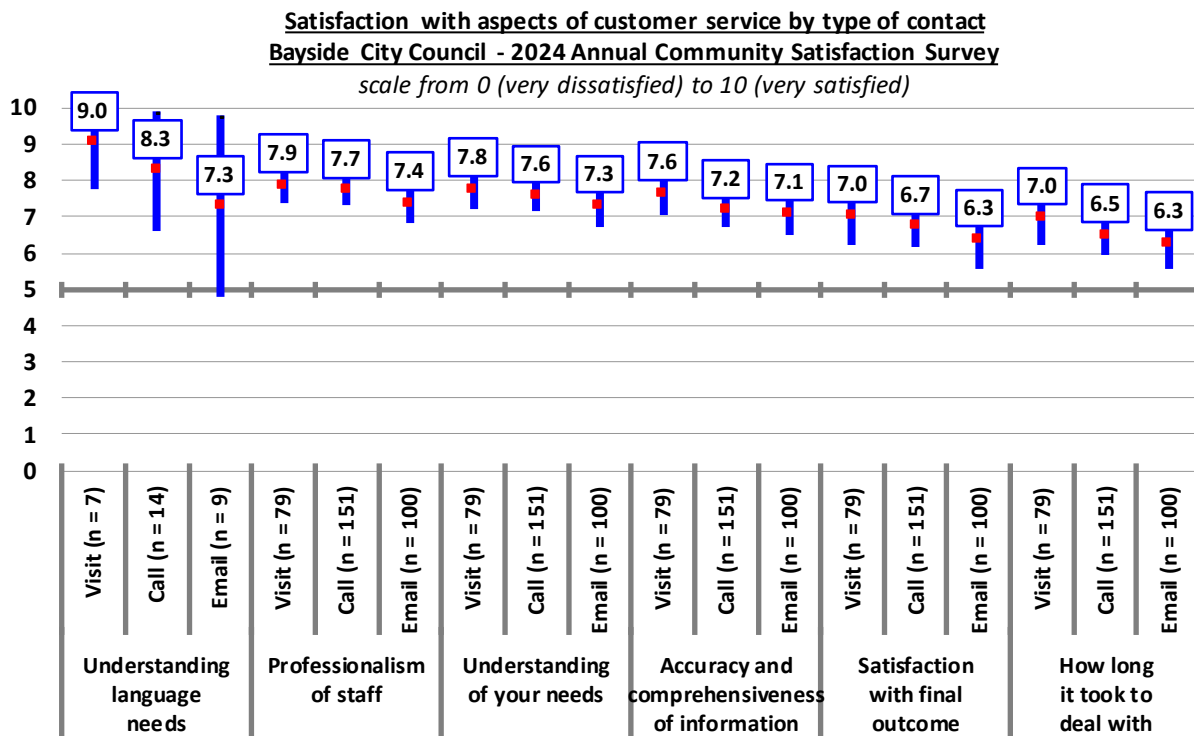
It is noted that satisfaction with staff understanding language needs (of multilingual households only) and satisfaction with the accuracy and comprehensiveness of information (including in *Governing Melbourne* as “the provision of accurate information”) were both marginally higher than the metropolitan Melbourne average.



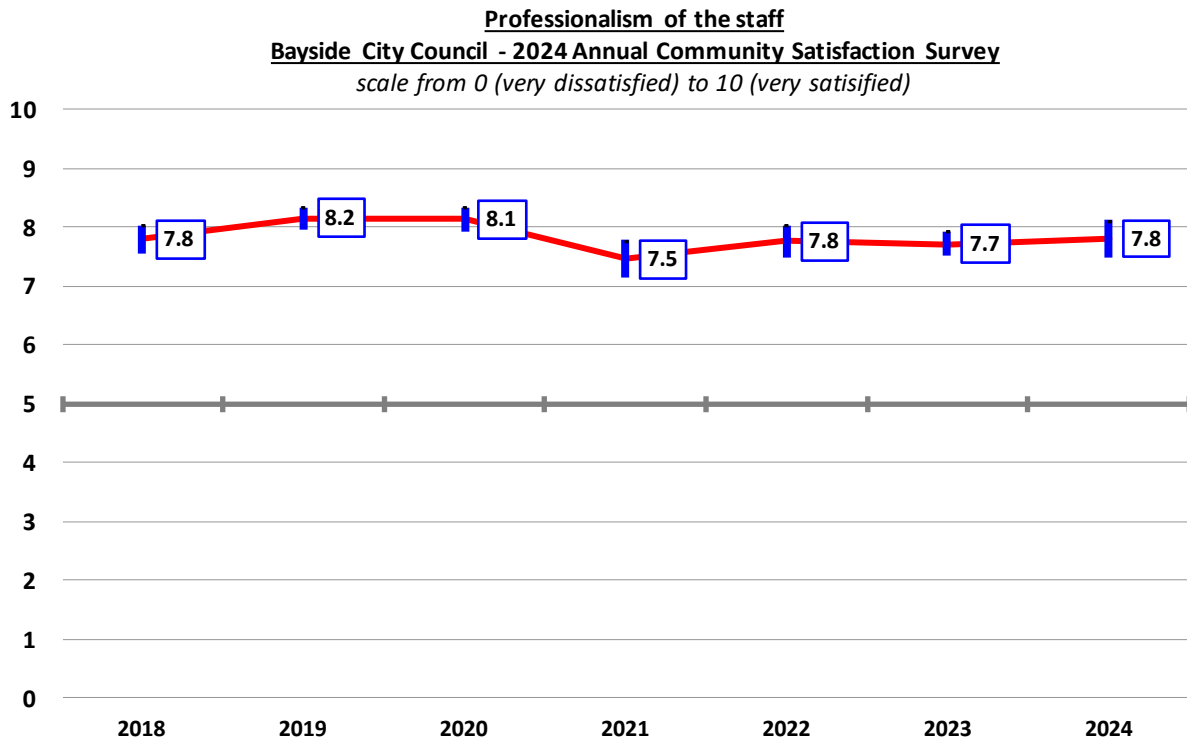


Given the limitations of the sample size for these results, it is noted that respondents who visited Bayside City Council in person tended to be more satisfied with aspects of customer service than those who telephoned council.

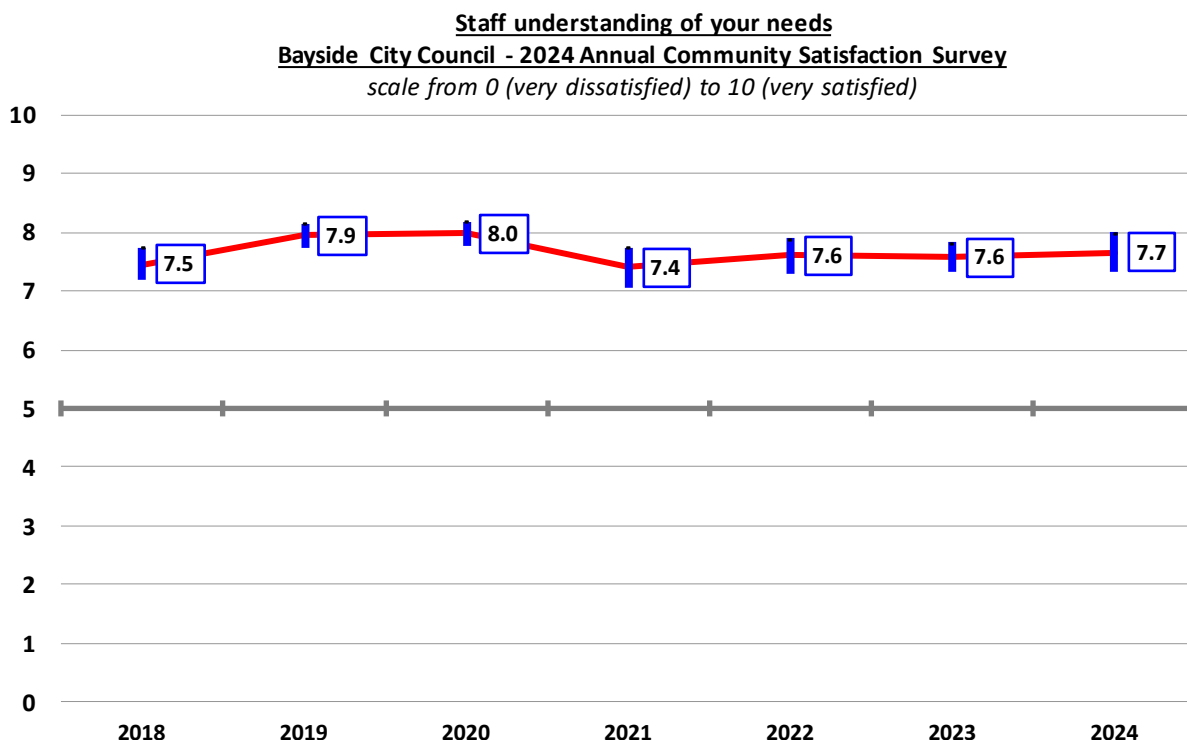
Respondents who emailed Council were the least satisfied with these aspects of customer service, although the variation was not statistically significant.



Satisfaction with the professionalism of staff increased marginally this year (up 1%) to 7.8, which was an “excellent”, up from a “very good” level of satisfaction. This result was identical to the long-term average satisfaction since 2018 of 7.8 out of 10.

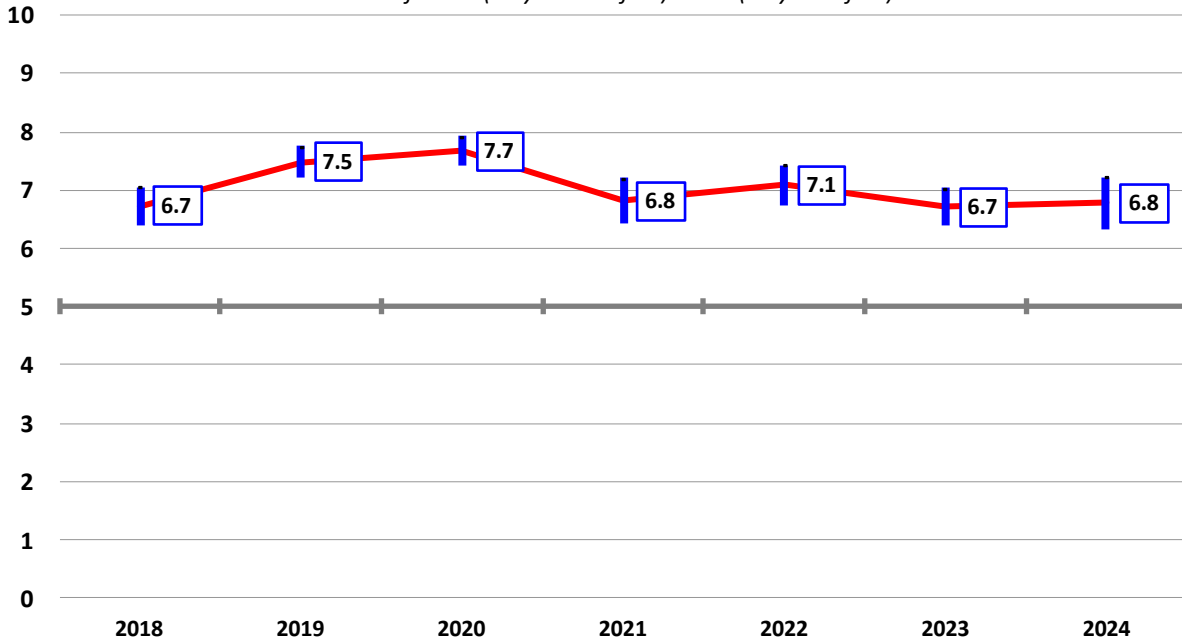


Satisfaction with staff understanding the respondents’ needs increased marginally this year (up 1%) to 7.7, which remains a “very good” level of satisfaction. This result was identical to the long-term average satisfaction since 2018 of 7.7 out of 10.



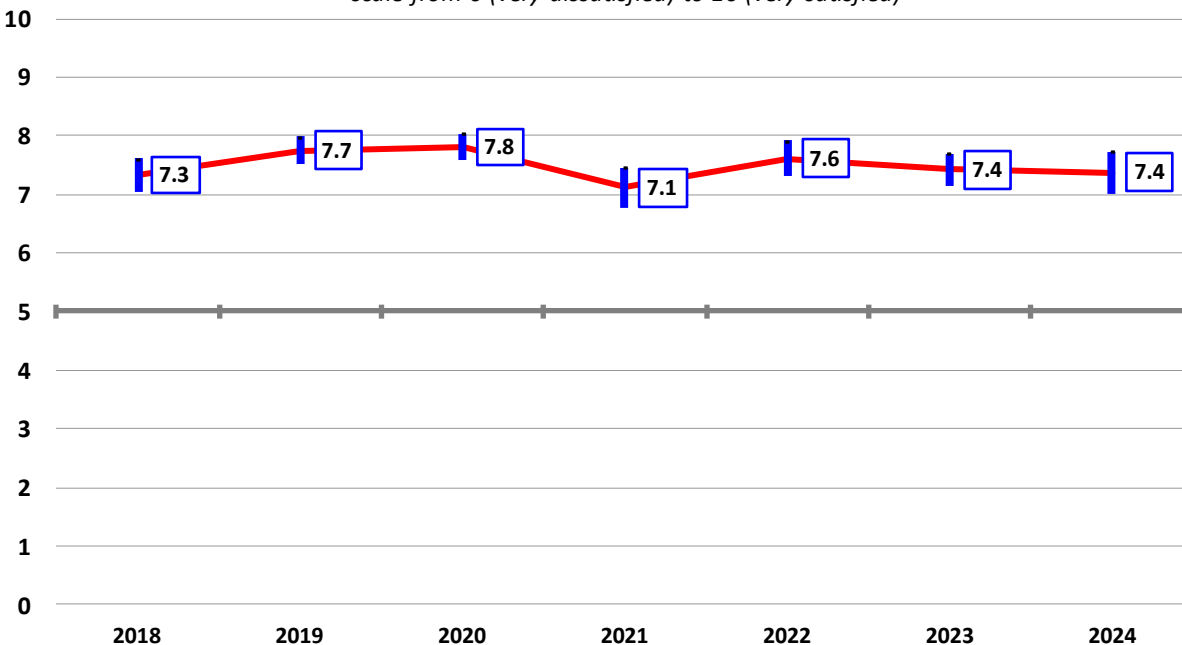
Satisfaction with how long it took to deal with the enquiry / issue respondents’ needs increased marginally this year (up 1%) to 6.8, which remains a “good” level of satisfaction. This result was marginally below the long-term average satisfaction since 2018 of 7.0.

How long it took to deal with the enquiry / issue
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

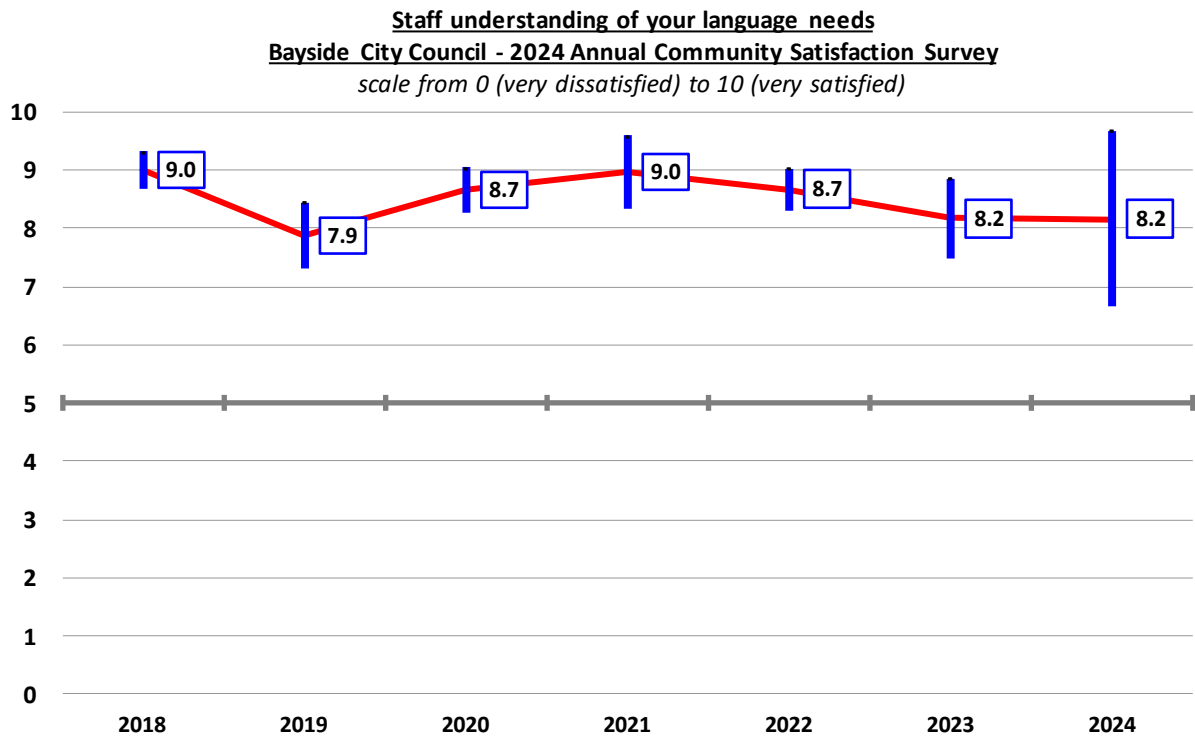


Satisfaction with the accuracy and comprehensiveness of information provided remained stable this year at 7.4, which remains a “very good” level of satisfaction. This result was marginally below the long-term average satisfaction since 2018 of 7.5 out of 10.

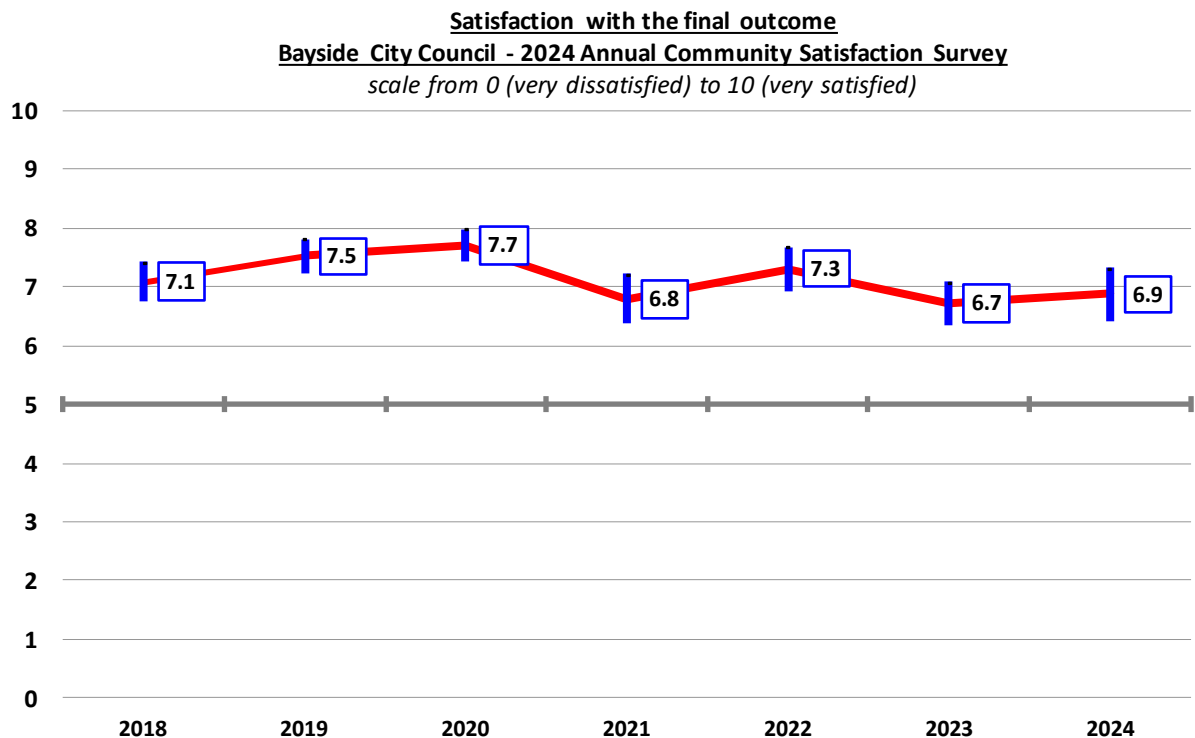
Accuracy and comprehensiveness of the information provided
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with staff understanding of language needs (of multilingual households only) remained stable this year at 8.2 out of 10, which remains an “excellent” level of satisfaction. This result was somewhat below the long-term average satisfaction since 2018 of 8.5.



Satisfaction with the final outcome increased marginally this year (up 2%) to 6.9, which remains a “good” level of satisfaction. Despite this increase, this result remains somewhat below the long-term average satisfaction since 2018 of 7.1 out of 10.



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 28 included Council services and facilities were to the community, rather than to them as individuals.

There were two new services included in the survey this year, relating to “face-to-face community engagement sessions”, and “Council’s online consultation tool, Have Your Say’.

The average importance of these 28 Council provided services and facilities remained stable this year at 8.9 out of 10.

Metropolis Research notes that respondents on average rated all 28 services and facilities as being of very high importance, with all 28 recording an importance score of more than eight out of 10.

The lowest importance score again this year was arts and culture (8.2), whilst the highest was again this year was the regular garbage collection service (9.4).

The following table displays the average importance of each of the 28 services and facilities included in the 2024 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 2024 metropolitan Melbourne average importance score sourced from *Governing Melbourne*.

Relative importance of services and facilities

The main table showing average importance also shows, at the left-hand side, which services and facilities were measurably more important than the average of all 28 (8.9), and those that were measurably less important than the average of all 28, as follows:

- **Measurably more important than the average of all services / facilities** – included garbage collection service, food and green waste collection, recycling collection service, services for older people, and services for people with disability.



- **Measurably less important than the average of all services / facilities** – included arts and culture, parking enforcement, Council’s online consultation site, Council meeting its environmental responsibilities, animal management, face-to-face community engagement sessions, and on and off-road bike paths.

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 average importance of 12 services and facilities increased this year, 10 remained the same, and the average importance of four declined marginally, as follows:

- **Marginally increased importance in 2024** – included the maintenance and repair of sealed local roads (up 2%).
- **Decreased importance in 2024** – the average importance of none of the services and facilities declined by more than one percent this year.

Comparison to the metropolitan Melbourne average importance

There was some variation in the average importance that respondents in the City of Bayside placed on the 25 of 28 services and facilities that were included in *Governing Melbourne* in a comparable format.

The 2024 *Governing Melbourne* research was conducted independently by Metropolis Research in January 2024 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, 17 were more important in the City of Bayside than the metropolitan Melbourne average, four reported identical importance scores, and four were less important.

Attention is drawn to the following variations of note:

- **Notably more important in the City of Bayside than the metropolitan Melbourne average** – includes food and green waste collection service (5% more important in Bayside), services for older people (4%), and services for people with disability (4%).
- **Notably less important in the City of Bayside than the metropolitan Melbourne average** – there were no services and facilities that were more than one percent less important in the City of Bayside than the metropolitan Melbourne average.



Importance of selected Council services and facilities
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2024			2023	2022	2024 Metro.*
			Lower	Mean	Upper			
Higher than average	Garbage collection service	672	9.4	9.4	9.5	9.3	9.0	9.1
	Food and green waste collection service	669	9.3	9.3	9.4	9.3	8.9	8.9
	Recycling collection service	673	9.2	9.3	9.4	9.3	9.1	9.1
	Services for older people	635	9.2	9.2	9.3	9.2	9.1	8.9
	Services for people with disability	623	9.1	9.2	9.3	9.2	9.2	8.9
Average importance	Hard rubbish booking / pick up service	655	9.0	9.1	9.2	9.1	8.9	8.9
	Maintenance and repair of sealed local roads	679	8.9	9.0	9.1	8.9	8.6	9.0
	Provision & maint. of parks, gardens and reserves	669	8.9	9.0	9.1	9.0	8.7	8.9
	Maintenance and repair of footpaths	675	8.9	9.0	9.1	9.0	8.6	8.8
	Appearance of the beach & foreshore & bushland	668	8.9	9.0	9.1	8.9	8.7	n.a.
	Services for children from birth to 5 years of age	619	8.9	9.0	9.1	9.1	9.0	8.9
	Maintenance and repair of drains	673	8.9	9.0	9.1	8.9	8.7	8.8
	Public toilets	643	8.8	8.9	9.0	8.8	8.6	8.7
	Local library	641	8.8	8.9	9.0	8.9	8.7	8.8
	Sports grounds and ovals	652	8.8	8.9	9.0	8.9	8.8	8.7
	Maintenance and cleaning of public areas	679	8.8	8.9	9.0	8.9	8.6	8.8
	Provision & maintenance of street trees & vegetation	669	8.7	8.8	8.9	8.7	8.4	8.7
	Maintenance and cleaning of strip shopping areas	674	8.7	8.8	8.9	8.7	8.5	8.6
	Services for youth	619	8.6	8.8	8.9	8.9	8.8	8.8
	Recreation and Aquatic facilities	636	8.6	8.7	8.8	8.6	8.5	8.6
Council's website	633	8.6	8.7	8.8	8.6	8.4	8.6	
Lower than average	On and off-road bike paths	640	8.5	8.6	8.7	8.7	8.6	8.6
	Face-to-face community engagement sessions	584	8.4	8.6	8.7	n.a.	n.a.	n.a.
	Animal management	651	8.4	8.5	8.7	8.6	8.3	8.7
	Council meeting its environmental responsibilities	635	8.4	8.5	8.6	8.5	8.3	8.5
	Council's online consultation site 'Have Your Say'	493	8.3	8.4	8.6	n.a.	n.a.	n.a.
	Parking enforcement	662	8.2	8.4	8.5	8.2	7.6	8.5
Arts and Culture	629	8.1	8.2	8.3	8.2	8.0	8.3	
<i>Average importance</i>			<i>8.8</i>	<i>8.9</i>	<i>9.0</i>	<i>8.9</i>	<i>8.6</i>	<i>8.7</i>

(*) 2024 metropolitan Melbourne average from Governing Melbourne

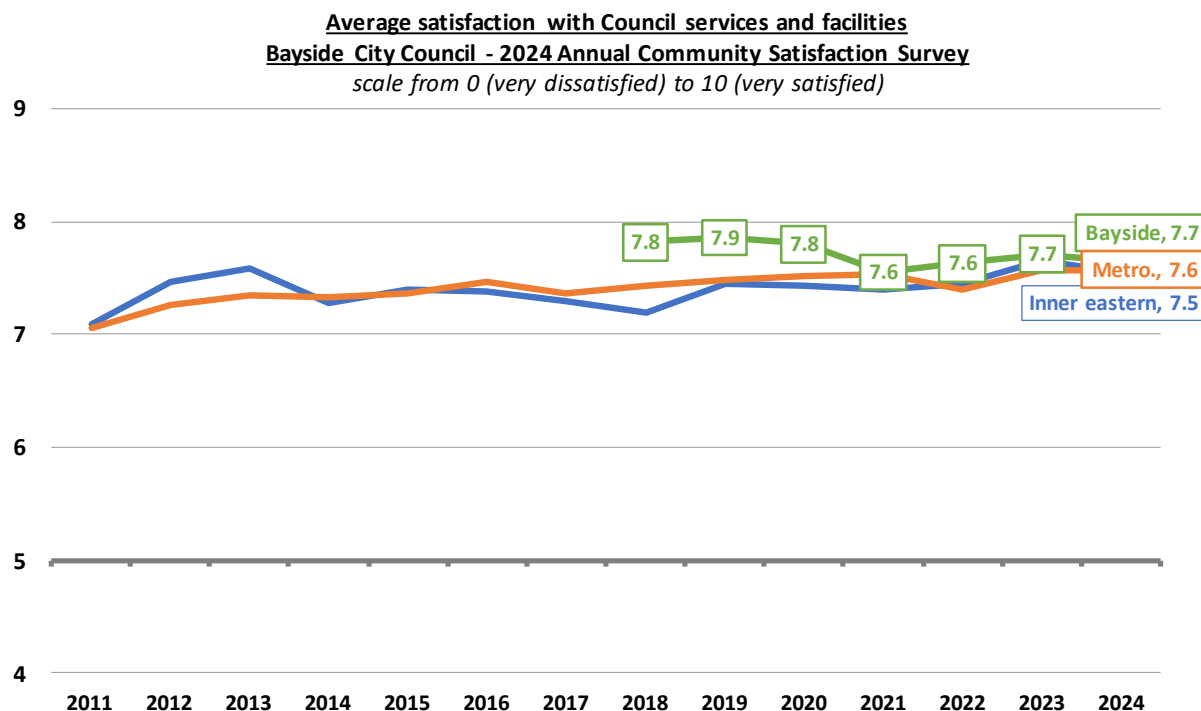
Satisfaction with Council services and facilities

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 15 services and facilities that they or members of their household had used in the last 12 months.

The average satisfaction with the 28 included services and facilities remained stable this year at 7.7 out of 10, which remains a “very good” level of satisfaction.



This result was marginally higher than the metropolitan Melbourne average satisfaction with 25 of these 26 services and facilities (7.6), and somewhat higher than the inner eastern region councils’ average of 7.5, both as recorded in the 2024 *Governing Melbourne* research conducted independently by Metropolis Research in January 2024 using the same method.



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

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, three reported identical scores, and nine recorded lower satisfaction scores, with the following variations noted:



- **Notably higher satisfaction in the City of Bayside** – included hard rubbish booking / pickup service (6% higher in Bayside), services for youth (5% higher), services for children (5% higher), local library (5% higher), food and green waste collection (4% higher), and sports grounds and ovals (4% higher).
- **Notably lower satisfaction in the City of Bayside** – included Council meeting its environmental responsibilities (5% lower in Bayside), and maintenance and repair of footpaths (4% lower).

Satisfaction with selected Council services and facilities
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2024			2023	2022	2024 Metro.*
			Lower	Mean	Upper			
Higher than average	Local library	313	8.5	8.6	8.8	8.8	8.5	8.2
	Hard rubbish booking / pick up service	354	8.4	8.6	8.7	8.2	8.2	8.0
	Food and green waste collection service	665	8.4	8.5	8.6	8.4	8.3	8.1
	Recycling collection service	669	8.3	8.4	8.5	8.2	8.3	8.2
	Garbage collection service	678	8.2	8.3	8.4	8.0	8.3	8.2
	Sports grounds and ovals	315	8.1	8.2	8.4	8.2	7.9	7.9
Average satisfaction	Services for children from birth to 5 years of age	66	7.8	8.1	8.4	8.1	8.0	7.6
	Services for older people	71	7.7	8.0	8.4	7.6	7.7	7.7
	Services for youth	46	7.7	8.0	8.3	7.6	7.6	7.5
	Arts and Culture	148	7.6	7.8	8.1	7.8	7.9	7.5
	Provision & maint. of parks, gardens and reserves	657	7.7	7.8	7.9	8.1	7.7	7.9
	Council's website	385	7.6	7.7	7.9	7.5	7.5	7.6
	Recreation and Aquatic facilities	183	7.4	7.7	7.9	8.0	7.7	7.7
	Appearance of the beach & foreshore & bushland	655	7.5	7.6	7.8	7.9	7.9	n.a.
	Services for people with disability	74	7.2	7.6	8.0	7.6	7.7	7.4
	Maintenance and cleaning of strip shopping areas	665	7.4	7.5	7.6	7.7	7.6	7.5
	Animal management	598	7.4	7.5	7.6	7.6	7.4	7.7
	On and off-road bike paths	286	7.3	7.5	7.7	7.5	7.4	7.4
	Maintenance and cleaning of public areas	675	7.3	7.4	7.6	7.7	7.4	7.4
	Face-to-face community engagement sessions	56	6.7	7.4	8.1	n.a.	n.a.	n.a.
	Council's online consultation site 'Have Your Say'	78	6.9	7.4	7.9	n.a.	n.a.	n.a.
	Provision & maintenance of street trees & vegetation	661	7.1	7.3	7.4	7.2	7.3	7.4
Lower than average	Maintenance and repair of drains	651	6.9	7.1	7.3	7.2	7.2	7.4
	Council meeting its environmental responsibilities	526	6.9	7.0	7.2	7.1	7.0	7.6
	Parking enforcement	639	6.7	6.9	7.0	7.0	6.9	7.2
	Maintenance and repair of footpaths	673	6.7	6.8	7.0	7.0	6.8	7.3
	Maintenance and repair of sealed local roads	681	6.6	6.7	6.9	7.2	7.3	7.0
	Public toilets	288	6.4	6.6	6.9	7.2	6.9	6.9
	<i>Average satisfaction</i>		7.4	7.7	7.9	7.7	7.6	7.6

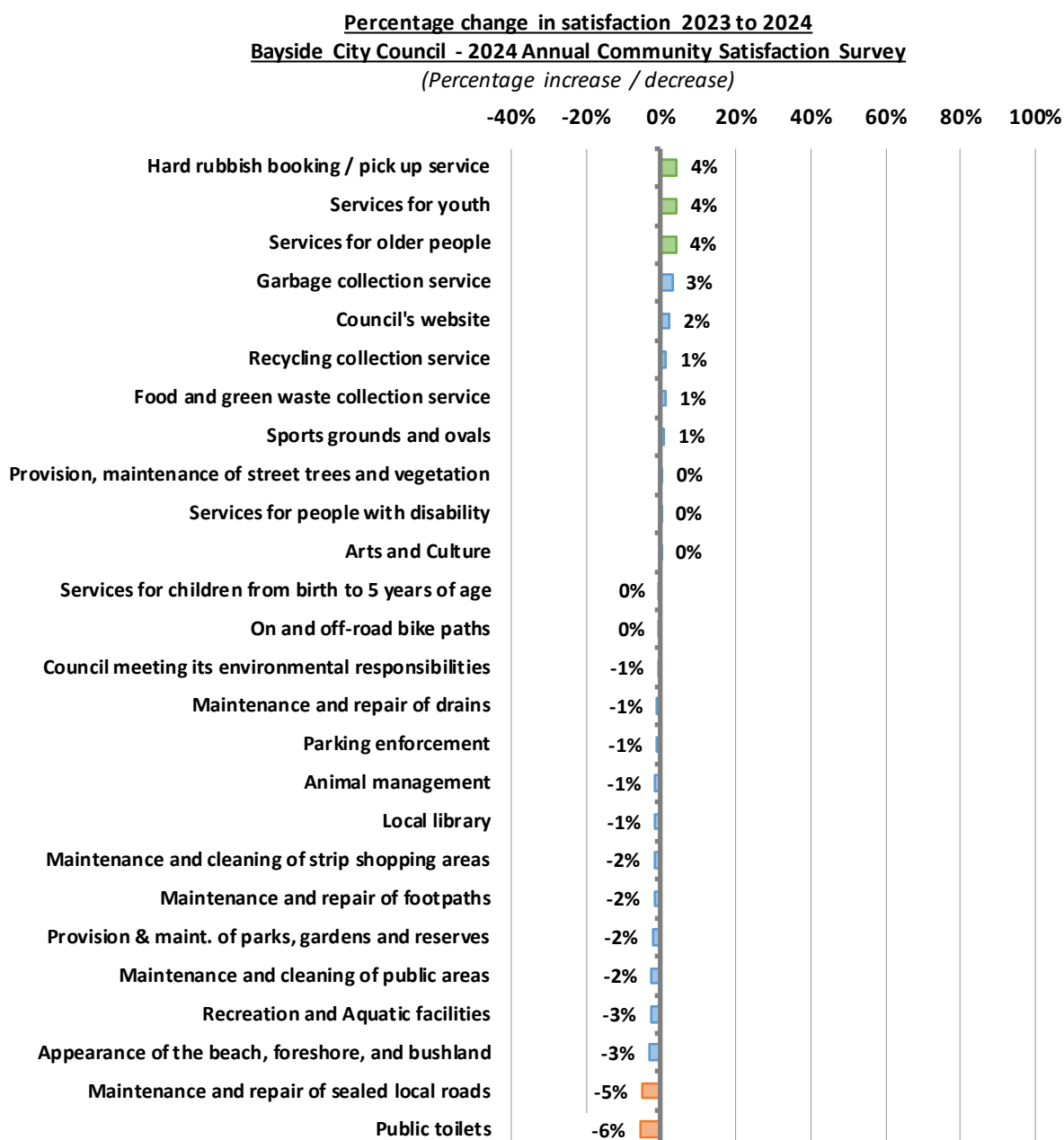
(*) 2024 metropolitan Melbourne average from Governing Melbourne



Change in satisfaction with services and facilities this year

The average satisfaction with eight of the 26 services and facilities that were included last year increased somewhat this year, satisfaction with five remained the same, and satisfaction with 13 declined somewhat, with attention drawn to the following notable variations:

- **Notably increased satisfaction this year** – included the hard rubbish booking / pickup service (up 4%), services for youth (up 4%), and services for older people (up 4%).
- **Notably decreased satisfaction this year** – included public toilets (down 6%), and the maintenance and repair of sealed local roads (down 5%).

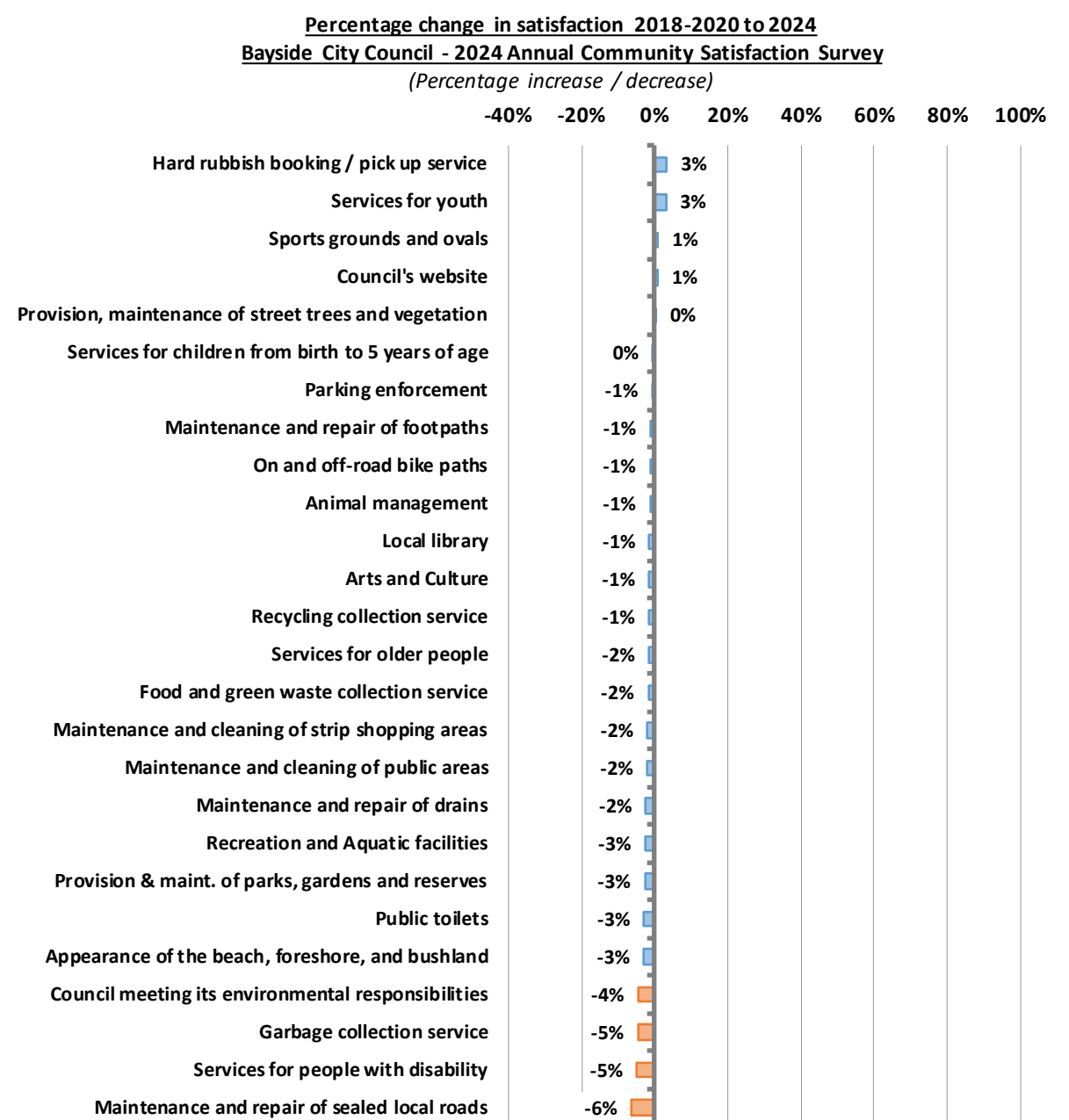


Change in satisfaction over the last six years (2018/20 to 2024)

The following graph provides a longer-term examination of change in satisfaction with Council services and facilities. These results were the percent change in average satisfaction from an average score for 2018 to 2020 against the 2024 results.

It is noted that satisfaction with many services and facilities remains marginally (1% or 2%) lower than the 2018-2020 (pre-pandemic) averages.

Particular attention is drawn to satisfaction with the regular garbage collection service, that remains five percent below the 2018 to 2020 average, which reflects the gradual return to average satisfaction with this service following the change to the kerbside collection services in recent years.



Percentage breakdown of satisfaction with services and facilities

The following table provides a breakdown of satisfaction with the 28 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, half or more of the respondents providing a score were “very satisfied” with 22 of the 28 services and facilities.

It is noted that 10% or more of respondents were “dissatisfied” with public toilets (13%), face-to-face community engagement sessions (13% of 56 respondents), sealed local roads (12%), footpaths (10%), and the online consultation tool ‘Have Your Say’ (10% of 78 respondents).

Satisfaction with selected Council services and facilities
Bayside City Council - 2024 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%	16%	84%	2	315
Food and green waste collection service	1%	16%	83%	35	700
Hard rubbish booking / pick up service	2%	16%	83%	3	357
Recycling collection service	1%	18%	81%	31	700
Sports grounds and ovals	0%	20%	79%	3	318
Garbage collection service	3%	18%	79%	22	700
Services for children from birth to 5 years of age	2%	27%	71%	5	71
Provision and maint. of parks, gardens and reserves	3%	30%	67%	43	700
Arts and Culture	1%	32%	67%	4	151
Recreation and Aquatic facilities	5%	28%	67%	1	185
Council’s online consultation site ‘Have Your Say’	10%	23%	67%	3	81
Services for youth	0%	34%	66%	3	49
Council's website	3%	33%	63%	1	385
Services for older people	3%	34%	63%	5	75
Face-to-face community engagement sessions	13%	24%	63%	2	58
On and off-road bike paths	5%	34%	61%	4	290
Appearance of the beach, foreshore, and bushland	4%	35%	61%	45	700
Animal management	5%	36%	59%	102	700
Maintenance and cleaning of strip shopping areas	5%	37%	58%	35	700
Services for people with disability	5%	38%	58%	7	81
Maintenance and cleaning of public areas	5%	40%	55%	25	700
Provision & maintenance of street trees & vegetation	6%	43%	51%	39	700
Maintenance and repair of drains	9%	44%	48%	49	700
Parking enforcement	9%	48%	43%	61	700
Council meeting its environmental responsibilities	6%	51%	43%	174	700
Maintenance and repair of footpaths	10%	51%	40%	27	700
Maintenance and repair of sealed local roads	12%	49%	39%	19	700
Public toilets	13%	56%	31%	2	290



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 middle-aged adults (aged 45 to 59 years) tended to be somewhat less satisfied than other respondents, female respondents were marginally more satisfied than males, and respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.

Average satisfaction with selected Council services and facilities
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

<i>Service/facility</i>	<i>Young adults</i>	<i>Adults</i>	<i>Middle-aged</i>	<i>Older adults</i>	<i>Senior citizens</i>	<i>Male</i>	<i>Female</i>	<i>English speaking</i>	<i>Multi-lingual</i>
Maintenance and repair of sealed local roads	7.1	6.9	6.6	6.4	6.7	6.6	6.8	6.7	6.8
Maintenance and repair of drains	7.4	7.5	6.8	6.7	7.4	7.0	7.1	7.1	7.0
Maintenance and repair of footpaths	7.2	7.4	6.7	6.5	6.4	6.8	6.9	6.8	7.1
Maintenance and cleaning of public areas	7.3	7.5	7.5	7.3	7.7	7.3	7.5	7.4	7.5
Maintenance, cleaning of strip shopping areas	7.6	7.5	7.7	7.2	7.5	7.5	7.5	7.5	7.7
Garbage collection service	8.3	8.3	8.1	8.3	8.7	8.3	8.3	8.3	8.6
Recycling collection service	8.5	8.3	8.2	8.3	8.7	8.3	8.4	8.3	8.6
Food and green waste collection service	8.3	8.4	8.5	8.5	8.7	8.4	8.6	8.4	8.7
Appearance of beach, foreshore, and bushland	7.5	7.5	7.7	7.6	8.0	7.5	7.7	7.6	7.6
Provision, maintenance parks, gardens, reserves	7.7	7.6	7.7	8.0	8.2	7.7	7.9	7.8	8.0
Provision, maintenance, street trees, vegetation	7.7	7.4	7.0	7.1	7.2	7.3	7.2	7.2	7.4
Meeting environmental responsibilities	7.1	7.1	7.1	6.7	7.0	7.1	7.0	7.0	6.9
Animal management	7.8	7.6	7.5	7.3	7.1	7.5	7.5	7.5	7.5
Parking enforcement	7.0	7.1	6.5	7.0	7.0	6.9	6.9	6.9	6.7
Council's website	7.9	7.8	7.4	7.9	8.4	7.8	7.7	7.7	7.9
Council's online consultation site 'Have Your Say'	8.0	8.3	7.4	6.6	7.3	7.0	7.7	7.4	7.6
Face-to-face community engagement sessions	7.4	8.0	7.4	6.3	8.2	7.0	7.8	7.2	8.1
Local library	8.3	8.7	8.6	8.8	9.1	8.5	8.7	8.6	8.9
Public toilets	6.2	6.9	6.4	6.8	7.4	6.7	6.6	6.5	7.1
On and off-road bike paths	7.8	7.5	7.3	7.6	7.1	7.6	7.4	7.5	7.5
Arts and Culture	8.3	7.9	7.4	8.0	8.2	7.7	7.9	7.8	7.9
Sports grounds and ovals	8.3	8.3	8.1	8.3	8.3	8.2	8.3	8.2	8.4
Recreation and Aquatic facilities	8.0	8.0	7.2	8.1	7.7	7.9	7.5	7.6	7.8
Services for children to 5 years of age	7.8	8.3	7.6	8.7	8.0	8.3	7.9	8.2	7.6
Services for youth	8.3	7.7	8.0	8.0	7.5	7.9	8.1	8.0	8.0
Services for older people	7.4	7.6	7.8	8.0	8.6	7.8	8.2	7.9	8.4
Services for people with disability	7.8	7.5	7.2	7.3	8.4	7.4	7.7	7.6	7.7
Hard rubbish booking / pick up service	8.3	8.6	8.5	8.7	8.9	8.5	8.6	8.6	8.4
<i>Average satisfaction</i>	<i>7.7</i>	<i>7.8</i>	<i>7.5</i>	<i>7.6</i>	<i>7.8</i>	<i>7.6</i>	<i>7.7</i>	<i>7.6</i>	<i>7.8</i>
Total respondents	142	115	212	143	85	323	370	581	114



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 (8.7) and satisfaction (7.6) with Council services and facilities as recorded in the 2024 *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:

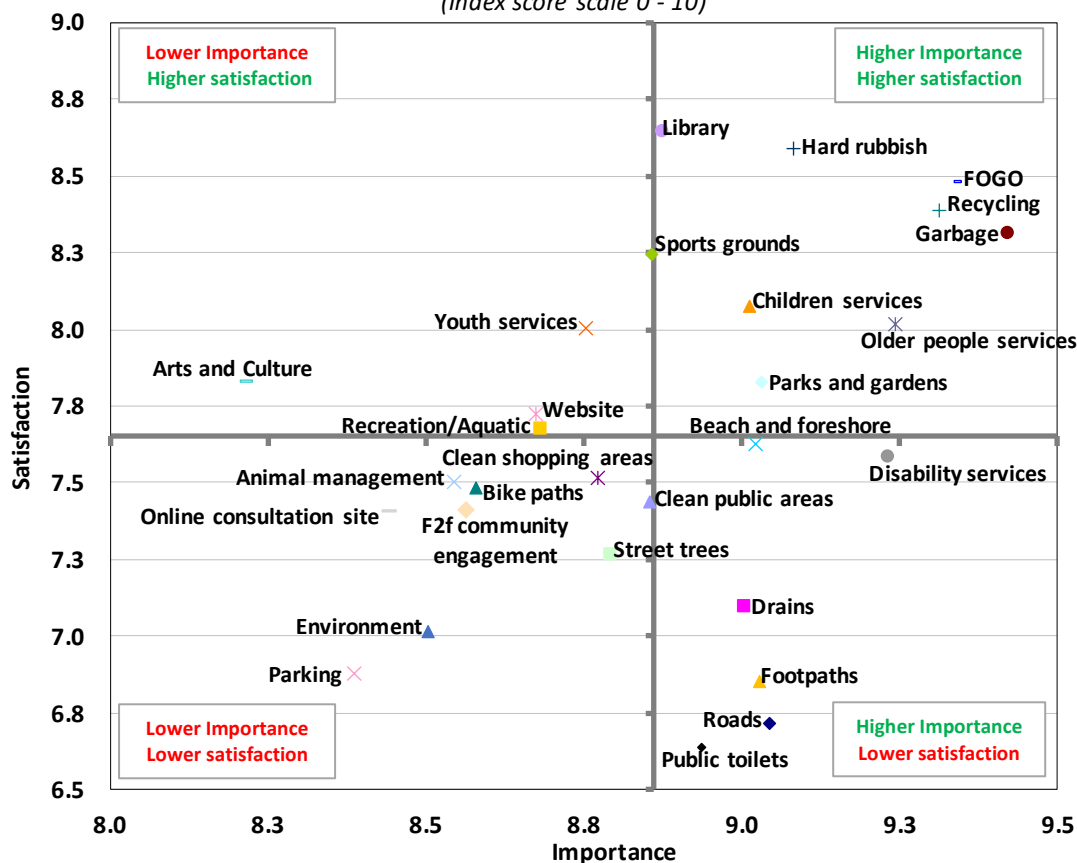
- **Kerbside collection services** – these were all higher-than-average importance and received higher than average satisfaction scores, with the increase in satisfaction with the garbage collection a notable result this year (up 3%).
- **Community services** – these were mostly of higher-than-average importance, and three of the four received marginally higher than average satisfaction scores (excluding disability services).
- **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, whilst the consultation services received somewhat lower than average satisfaction scores this year.
- **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 public toilets, roads, footpaths, drains, Council meeting its environmental responsibilities, and drains.

It is important to note, however, that none of the 26 services and facilities received a satisfaction score lower than 6.5 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 - 2024 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.

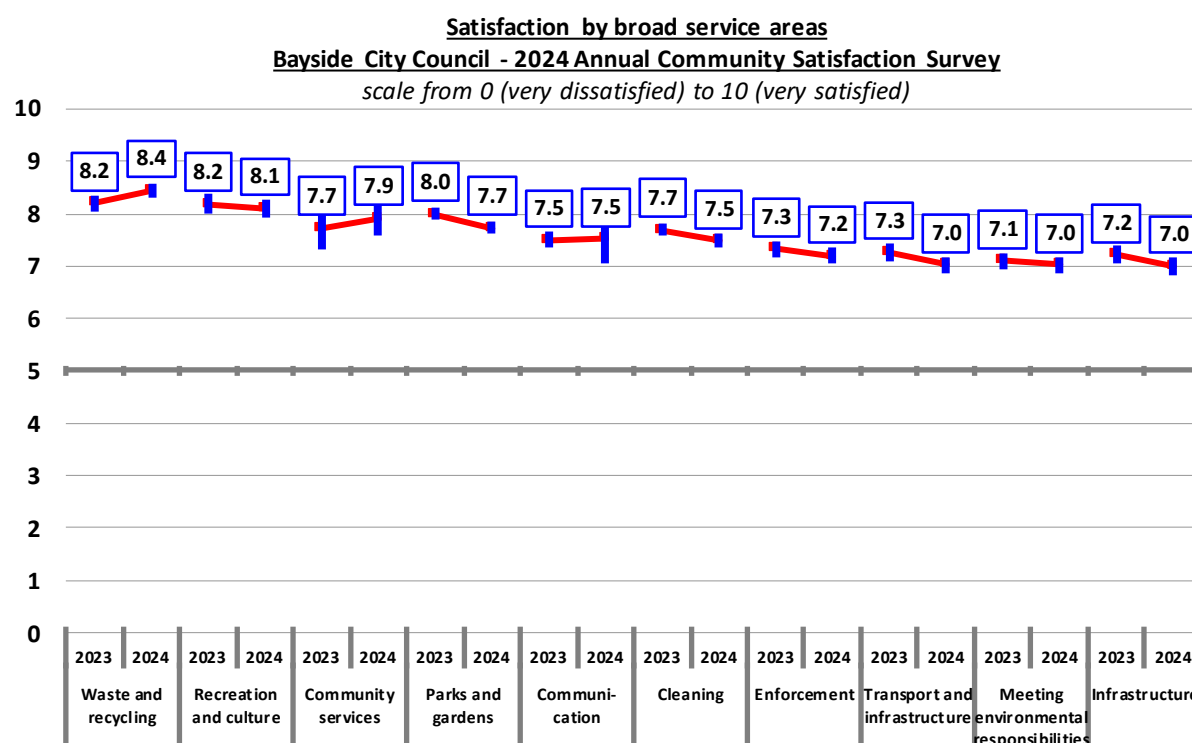
The breakdown of services and facilities into these broad service areas is as follows:

- **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 disability.



- **Enforcement** – includes animal management, and parking enforcement.
- **Communication** – includes the Council’s website, Council’s online consultation site ‘Have Your Say’, and face-to-face community engagement sessions.
- **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.

The average satisfaction with the broad service areas of waste and recycling (up 2%) and community services (up 2%) improved a little this year, satisfaction with three remained essentially the same, and the average satisfaction with parks and gardens (down 3%), transport infrastructure (down 3%), cleaning (down 2%), and infrastructure (down 2%) all declined marginally to somewhat.

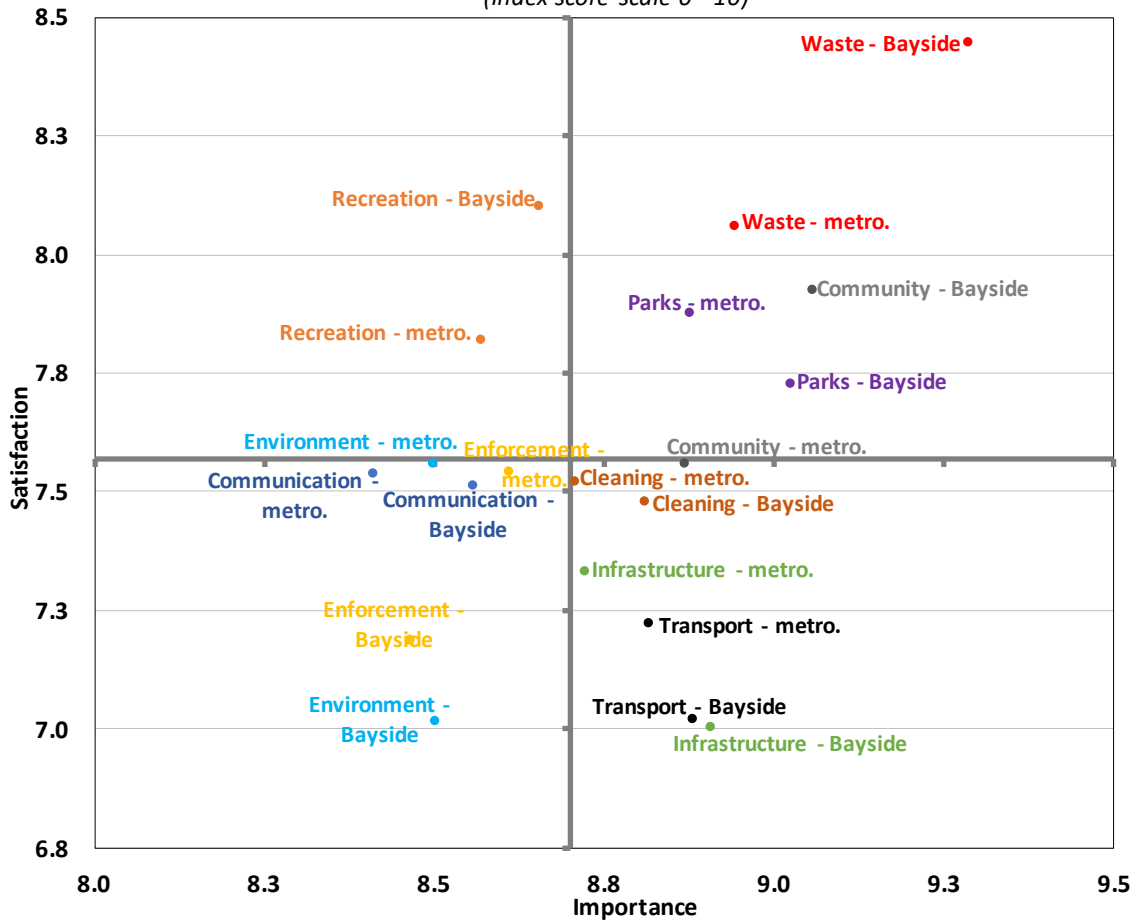


When compared to the metropolitan Melbourne results as recorded in the 2024 *Governing Melbourne* research, it was noted that:

- **Higher satisfaction in the City of Bayside** – included waste and recycling (4% higher in Bayside), community services (4% higher), recreation and culture (3% higher).
- **Lower satisfaction in the City of Bayside** – included Council meeting environmental responsibilities (5% lower in Bayside), enforcement (4% lower), infrastructure (3% lower), and transport infrastructure (2% lower).



Importance of and satisfaction with Council services
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



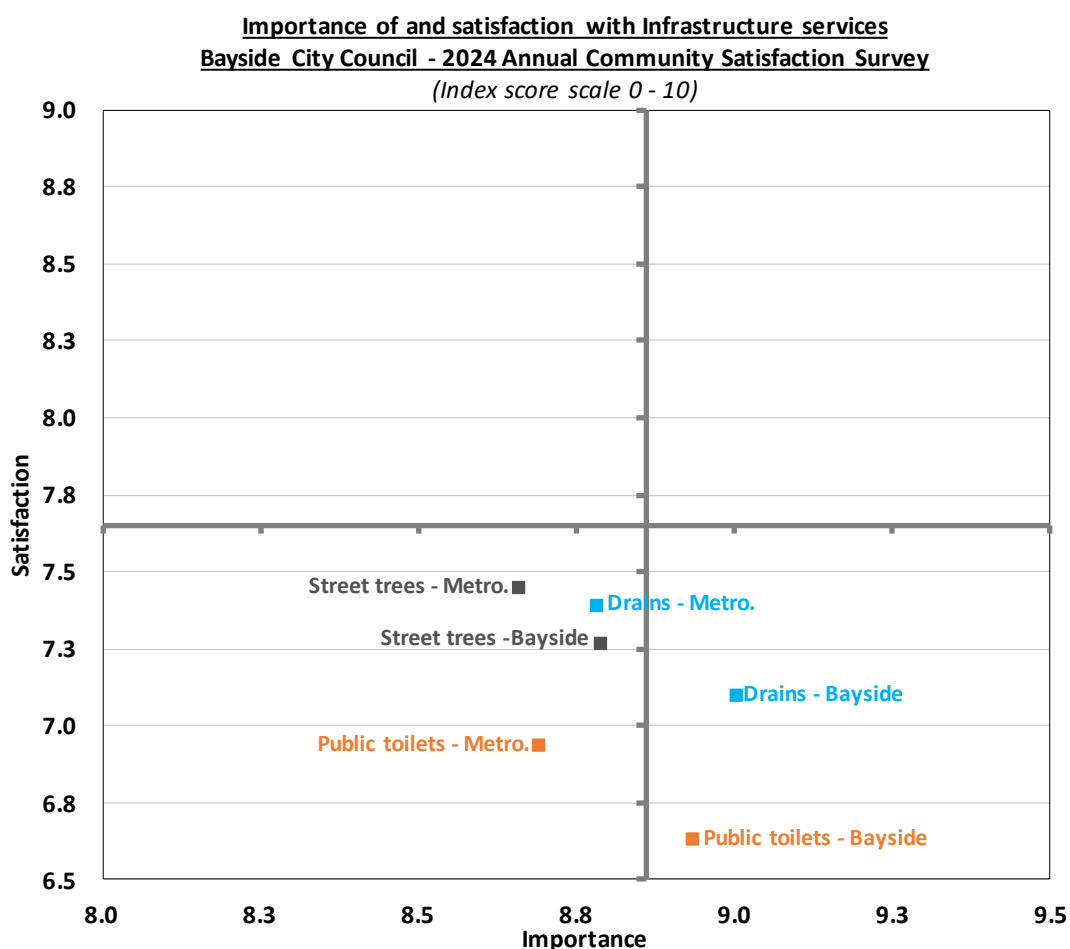
Infrastructure

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.

Metropolis Research notes that satisfaction with each of these three infrastructure services and facilities was somewhat lower in the City of Bayside than the metropolitan Melbourne results.

The Bayside community, however, considered each of these three facilities to be somewhat more important than the metropolitan Melbourne results.



The maintenance and repair of drains

The maintenance and repair of drains was the 12th most important of the 28 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with drains maintenance and repairs declined marginally this year, down one percent to 7.1 out of 10, which remains a “good” level of satisfaction.

This result ranks the drains 23rd in terms of satisfaction this year, and one of six that received a satisfaction score measurably lower than the average of all 28 (7.7).

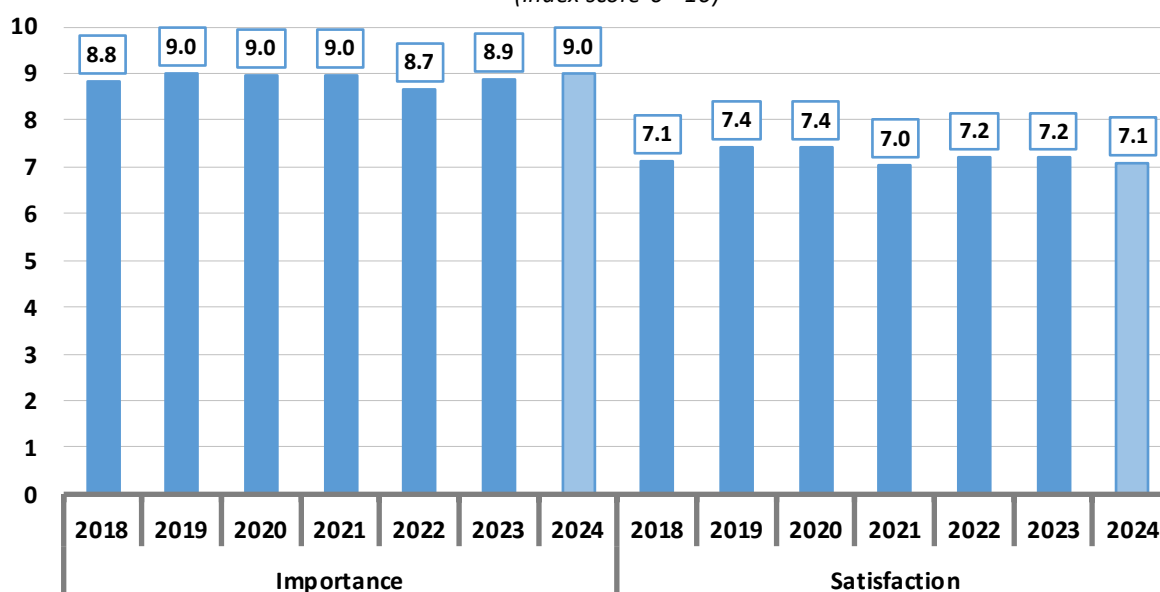
This result was marginally below the long-term average satisfaction since 2018 of 7.2 out of 10, or “good”.

This result comprised 48% “very satisfied” and nine percent dissatisfied respondents, based on a total sample of 651 of the 700 respondents who provided a satisfaction score.

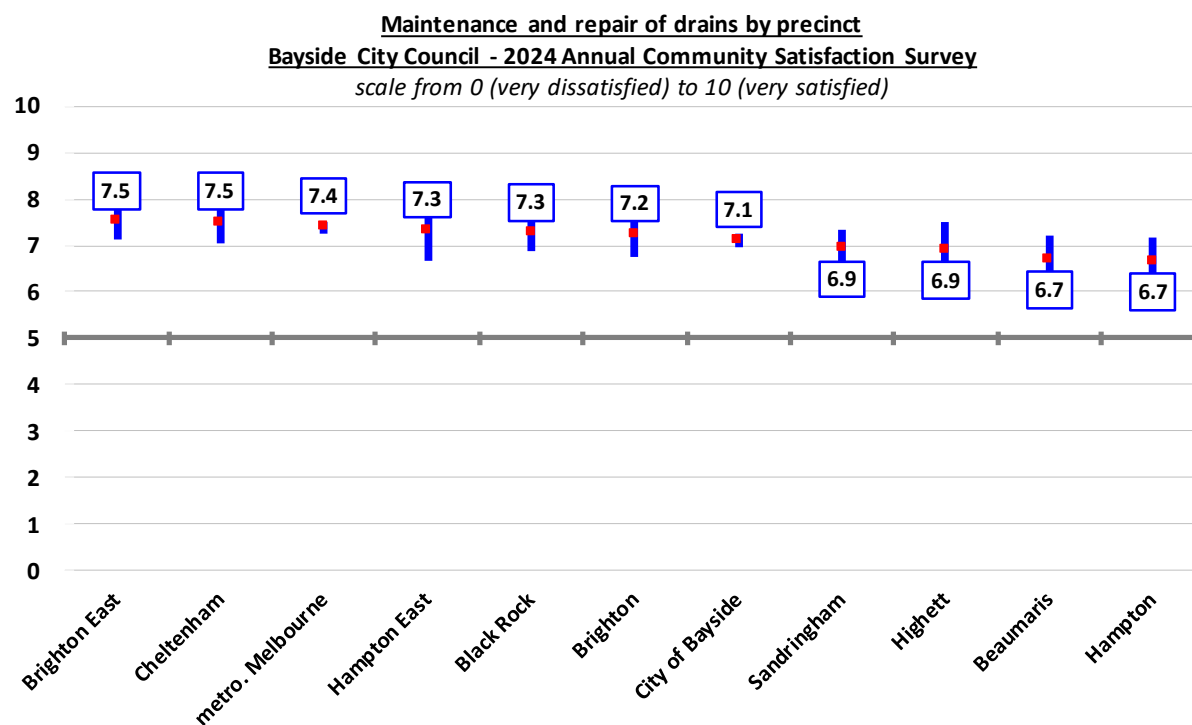
There was some variation in satisfaction observed by respondent profile, with adults (aged 35 to 44 years) somewhat more satisfied and middle-aged and older adults (aged 45 to 74 years) notably less satisfied than average.

By way of comparison, satisfaction with drains was notably lower than the metropolitan Melbourne average satisfaction with the “drains maintenance and repair” of 7.4 out of 10, as recorded in the 2024 *Governing Melbourne*.

Importance of and satisfaction with the maintenance and repair of drains
Bayside City Council - 2024 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 Brighton East and Cheltenham were notably more satisfied than average, and at a “very good” rather than a “good” level.



The provision and maintenance of street trees and vegetation

The provision and maintenance of street trees and vegetation was the 17th most important of the 28 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with street trees and vegetation increased marginally this year, up less than one percent to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This result ranks street trees and vegetation 22nd in terms of satisfaction this year.

This result was marginally above the long-term average satisfaction since 2018 of 7.2 out of 10, or “good”.

This result comprised 51% “very satisfied” and six percent dissatisfied respondents, based on a total sample of 661 of the 700 respondents who provided a satisfaction score.

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

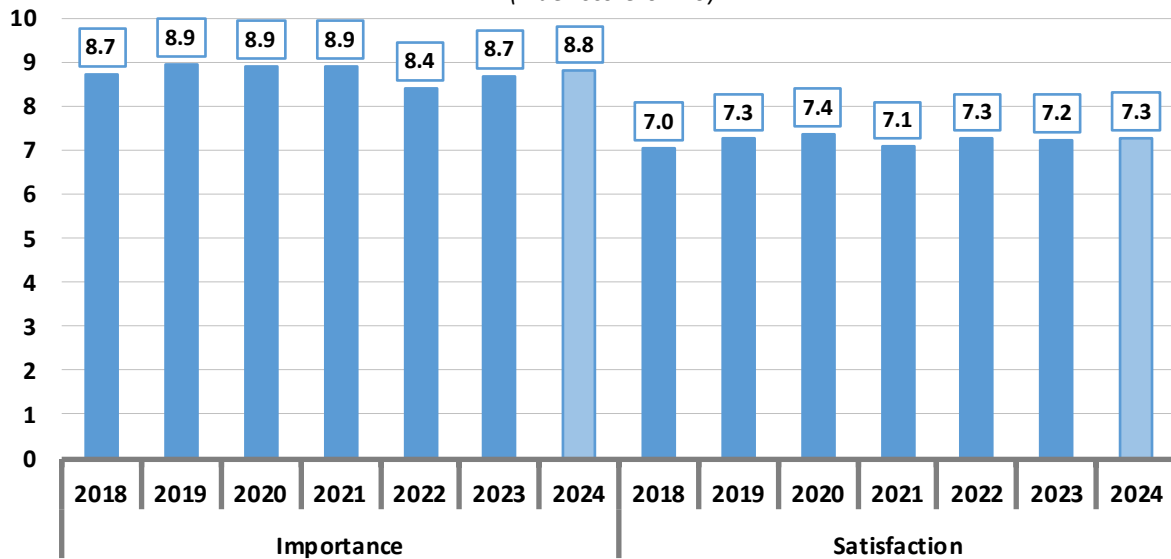
By way of comparison, satisfaction with street trees and vegetation was marginally (1%) lower than the metropolitan Melbourne average satisfaction with the “the provision and maintenance of street trees” of 7.4 out of 10, as recorded in the 2024 *Governing Melbourne*.



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

Bayside City Council - 2024 Annual Community Satisfaction Survey

(Index score 0 - 10)

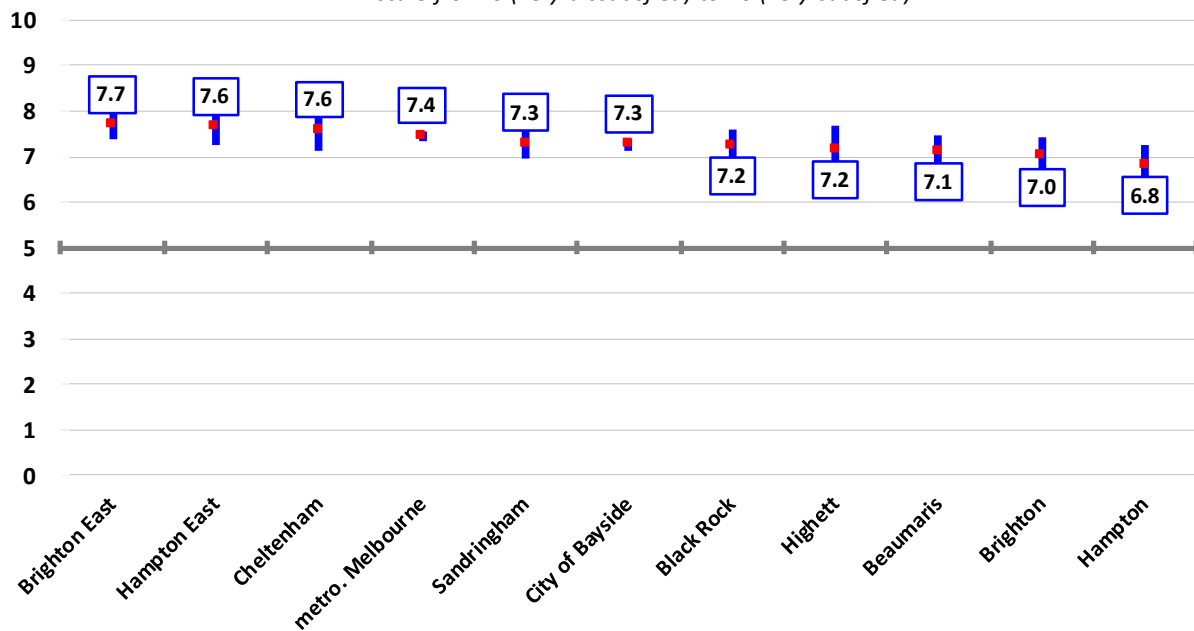


There was some measurable and some notable variation in this result observed across the municipality. Respondents from Brighton East were measurably more satisfied than average, whilst respondents from Hampton were notably less satisfied than average, and at a “good” rather than a “very good” level.

Provision and maintenance of street trees and vegetation by precinct

Bayside City Council - 2024 Annual Community Satisfaction Survey

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



There were 86 responses received from respondents who were not satisfied with street trees and vegetation. Most of these comments related to a perceived lack of maintenance of street trees.



Reason for dissatisfaction with the provision and maintenance of street trees and vegetation

Bayside City Council - 2024 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Overhanging / fallen / dead branches / maintenance</i>	
A lot of overhanging tree branches, not regularly maintained / need to cut	19
They butcher the trees, quality of tree cutting is very poor	6
Many trees are low hanging, disturb car pathways and no one cares	2
Because the trees hang on the side of the park and difficult for me to walk	1
Children's park at Park Rd is not maintained often	1
Could be better	1
Falling branches	1
More pruning should be done in roads and parks	1
Overgrown trees	1
Street trees are not maintained and trimmed often on Stuart Ave	1
Street trees on Spicer St are not trimmed on time	1
Street trees should be maintained on time in East Hampton as I face difficulty while walking on footpaths	1
The tree outside the Bayside Shed blocks our view of oncoming traffic	1
The trees outside Rene St are not maintained frequently	1
The trees peak and their leaves fall over. Gumtrees fall over and their limbs fall causing a mess	1
There are lots of dead branches on trees at Welwyn Ave	1
There's not enough pruning of dead branches	1
They are not pruning the trees, not disinfecting the place before carrying on with other trees. The diseases carry on to other trees	1
They do not look at trees much. They just come once a year	1
They may cause hazards during storms	1
They're too slow	1
Tree out the front of 39 Flowerdale Rd needs maintenance	1
Tree trimming should be focusing on the safety of the walking people	1
Trees are hanging low on Gray St	1
Trees are not maintained at Fourth St	1
Total	49

Tree types

Choice of trees is terrible / wrong	2
Don't put unsuitable trees on national land	1
Inappropriate choice on narrow streets, gum trees	1
Selection of trees, itchy bomb trees should be removed	1
The wrong trees on nature strip especially on my street Stanley St	1
They should have knowledge about the trees and what should be planted	1
Trees are often ugly	1
Trees need to be grouped by species	1
Total	9



<i>Damage to property / infrastructure</i>	
Damage to front fence because of trees	1
Falling branches are so risky to parked vehicles	1
They don't control the trees enough when it is affecting the footpaths and driveways	1
Trees on the street are protected by Council but not appropriate for streets, lift pavement	1
Trees out the front of 86 Wells Rd need to be removed because I find that branches and leaves are ruining my car	1
We had a branch that came off, it damaged our gate and Council didn't compensate for it	1
Total	6

<i>Dead trees / tree removal</i>	
I think the little pink tree out the front of 4 Acheron Ct has died. I would love if the Council could inspect it and replace it if it is deemed dead	1
The Council refused to remove a tree for ages, and it finally got removed when new neighbours moved in. They didn't pay any attention to what I had to say	1
The tree in front of the house 41 Eliza St needs to be chopped down but Council has been ignoring us from the last one year	1
The trees planted by the Council in my house never sustain and die very fast	1
Trees on Hobson St are dead for 3 years	1
We reported a dead tree on our nature strip in October 2023 and it has not yet been removed. 16 Roslyn St Brighton	1
Total	6

<i>Leaf / tree litter</i>	
Massive tree that drops waste	2
Leaves and gumnuts are dropping from the tree and I'm struggling to keep up and remove it all	1
People blow leaves onto the roads	1
The rubbish of cutting trees goes into the property	1
Total	5

<i>Not enough trees</i>	
Need more trees planted in streets	1
Not enough trees	1
Too limited trees left	1
We need more nature strip trees	1
Total	4

<i>Electric wires</i>	
Street trees should be on the opposite side of the road having electric wires on Lawson Pde	1
The trees aren't suitable to be planted under electrical lines	1
Tree outside my house at Collingwood St is leaning and touching electric wires	1
Total	3



<i>Other</i>	
Don't shape the tree	1
I am constantly mowing the nature strip which is not mine	1
Should get rid of all street trees	1
We're not allowed to cut down the tree in our private property	1
Total	4
Total	86

Public toilets

Public toilets were the 13th most important of the 28 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with public toilets declined measurably this year, down six percent to 6.6 out of 10, although it remains at a “good” level of satisfaction.

This result ranks public toilets last (28th) in terms of satisfaction this year and one of six that received a satisfaction score measurably lower than the average of all 28 (7.7).

This satisfaction score was the equal lowest satisfaction score for public toilets recorded since the program commenced in 2018.

This was down on the unusually high 7.2 recorded last year, and also notably below the long-term average satisfaction since 2018 of 6.9 out of 10, or “good”.

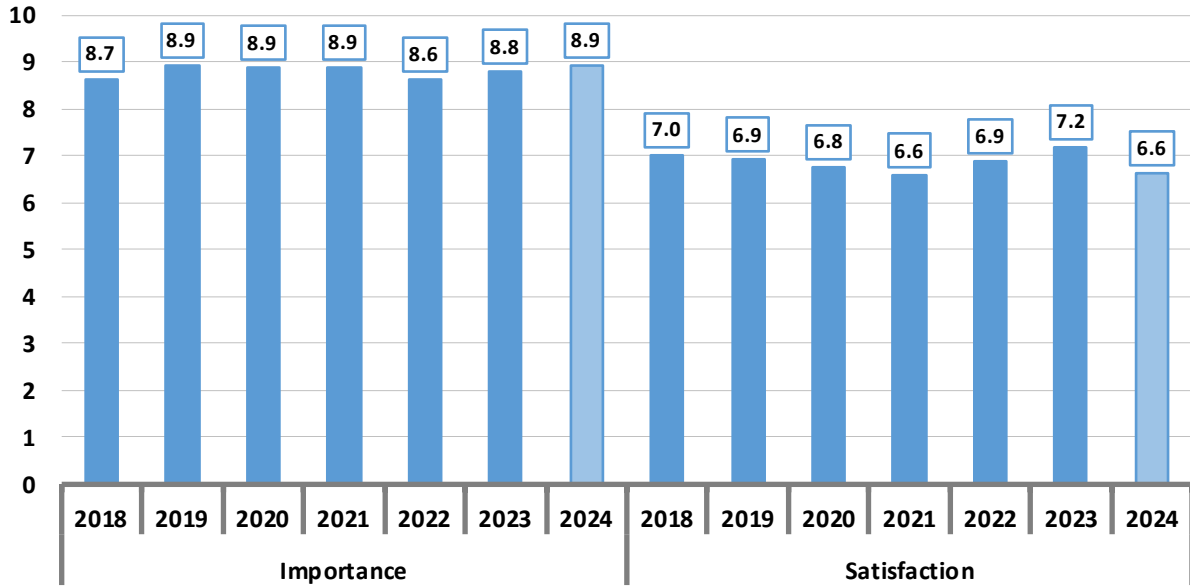
This result comprised 31% “very satisfied” and 13% dissatisfied respondents, based on a total sample of 288 of the 290 respondents (41%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably less and senior citizens (aged 75 years) notably more satisfied than average. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with public toilets was notably (3%) lower than the metropolitan Melbourne average satisfaction with the “the provision and maintenance of public toilets” of 6.9 out of 10, as recorded in the 2024 *Governing Melbourne*.

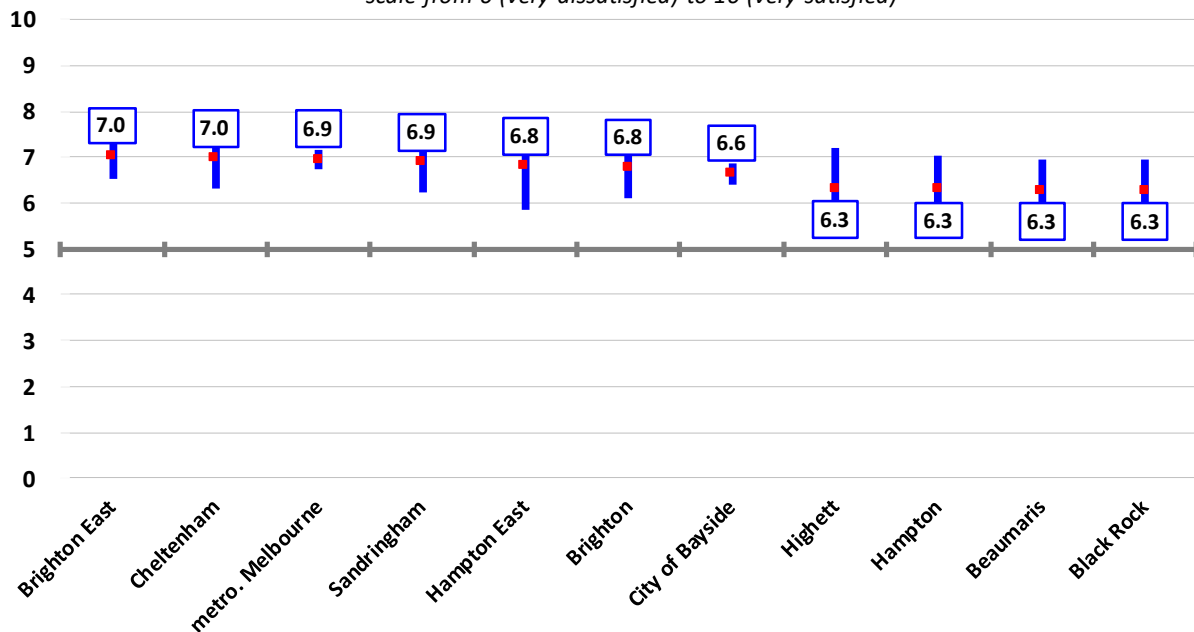


Importance of and satisfaction with public toilets
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Index score 0 - 10)



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

Public toilets by precinct
Bayside City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table outlines 32 comments and 33 locations of concern in relation to the provision and maintenance of public toilets in the City of Bayside.



Reason for dissatisfaction with public toilets
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Number of responses)

Reason	Number
Bad condition, dirty	19
In poor condition, not that modern / need replacing	4
Park toilet is very unhygienic / bad	2
Drug syringes lying around	1
It's not electronic anymore - the doors and flush	1
Most of them are very unclean especially the musical ones	1
Nothing special, just toilets	1
Personally, don't feel safe	1
Soap dispenser didn't work	1
There could be more	1
Total	32

Specific locations identified by respondents

Beach toilets are bad	2
Basterfield Park toilets are unclean	1
Broken toilet bottom of Jetty Rd, rotunda in Sandringham often blocked	1
Dendy Village on Hampton St has a bad toilet	1
Hampton toilets are filthy, no maintenance and it's very smelly	1
In the car park in Hampton St	1
It's dirty. The one near the Safeway. Willis St	1
McDonald's toilet was filthy	1
More toilet papers in toilet in Hampton St. Dendy Park toilet should have more public toilets	1
Next to Hampton library is bad	1
No public toilets in Coape St	1
Not clean, any of them near Black Rock or near Sandringham station	1
One near Ricketts Point near the lifesaving club which is a little dodgy	1
Probably not enough toilets around the streets in Cheltenham	1
Public toilets at Black Rock Park are quite far to access	1
Public toilets in Sandringham were filthy. I can't remember which exact ones, but they were disgusting	1
Public toilets near Woolworths car park at Well St aren't clean	1
Smells bad. Highett Shopping Centre	1
Some are better than others. The one on Tennyson St Park is bad	1
The one on Balcombe Rd is unclean and needs cleaning	1
The public toilet on the Bayside beachfront is always smelling horribly	1
The public toilets in my area are disgusting. I can't recall the exact areas but the ones in parks around Hampton are filthy	1
The toilet at the end of the Thomas St has dirty smell, is not clean, blocked	1
The toilets in the foreshore are not cleaned	1
The trail area toilet was blocked	1
There are no public toilets in Cheltenham	1
There is no toilet at Pennydale Park	1
They could be cleaner, especially in the Sandringham area, and the ones that have a time limit in Black Rock	1



They stink in Church St and Bay St and Gardenvale	1
They've got enough of them, but they are dirty and have graffiti and need more cleaning too in general around the shops, especially the electronic ones with a time limit	1
Toilet door at the Dendy Park is opened most of the time and is visible from our house and makes us annoyed	1
Toilets at Sandringham beach is not cleaned	1
Total	33
Total	65

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.

It is noted that all four of the kerbside collection services were more important than the average of all 28 services and facilities, and all received notably higher than average satisfaction scores.

This reflects an important finding that Bayside Council is effectively providing a high-quality service for some of the services that the community consider most important.

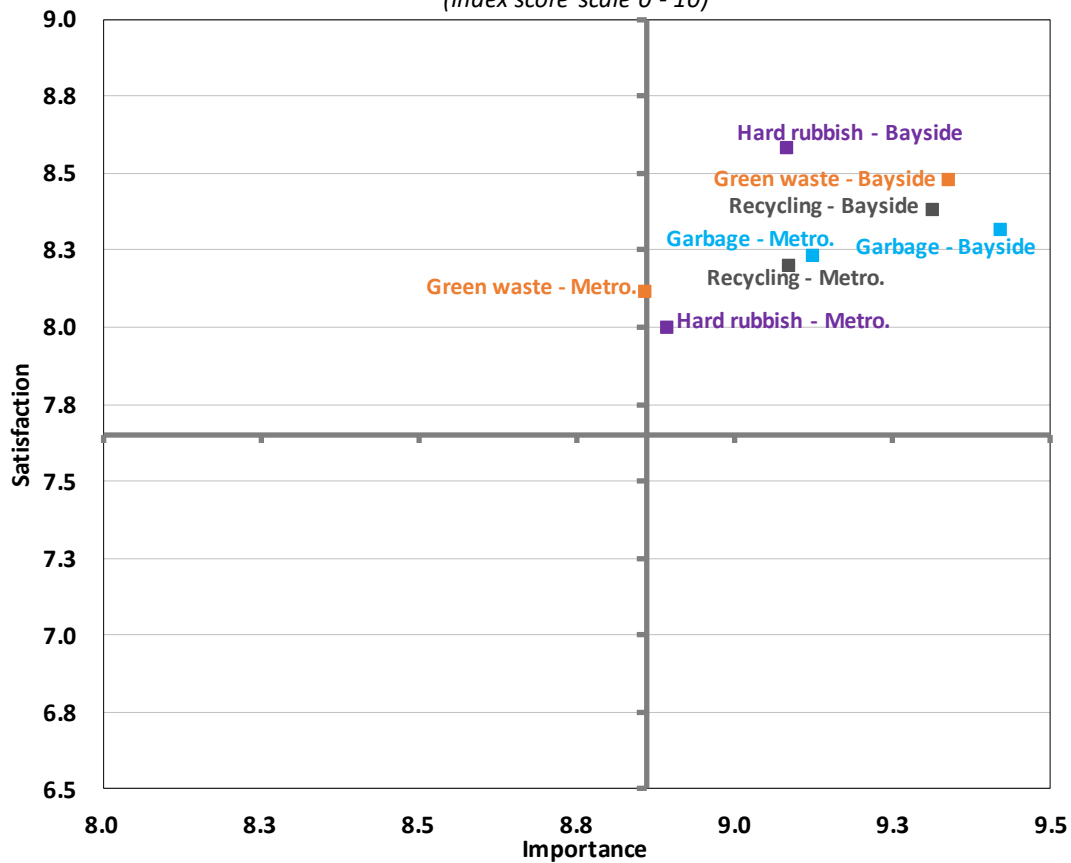
Metropolis Research notes that satisfaction with the hard rubbish, green waste, and recycling services were all somewhat higher than the metropolitan Melbourne average, whilst satisfaction with the regular garbage collection was marginally higher than the metropolitan average.

This is an important finding given that Council has moved from the weekly to the fortnightly collection.

As discussed in the report last year, it appears that the Bayside community has responded more positively to the change in the kerbside collection services than several other municipalities that Metropolis Research has surveyed through the process.



Importance of and satisfaction with Waste and Recycling services
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



The garbage collection service

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

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

Metropolis Research notes that this result reverses the trend of declining satisfaction with the garbage collection service, which had declined nine percent from 2018 to 2023.

This result ranks the garbage collection service 5th in terms of satisfaction this year and one of six that received a satisfaction score measurably higher than the average of all 28 (7.7).

Despite the three percent increase in satisfaction, this result remains somewhat below the long-term average satisfaction since 2018 of 8.5 out of 10, or “excellent”.

This result comprised 79% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 678 of the 700 respondents who provided a satisfaction score this year.

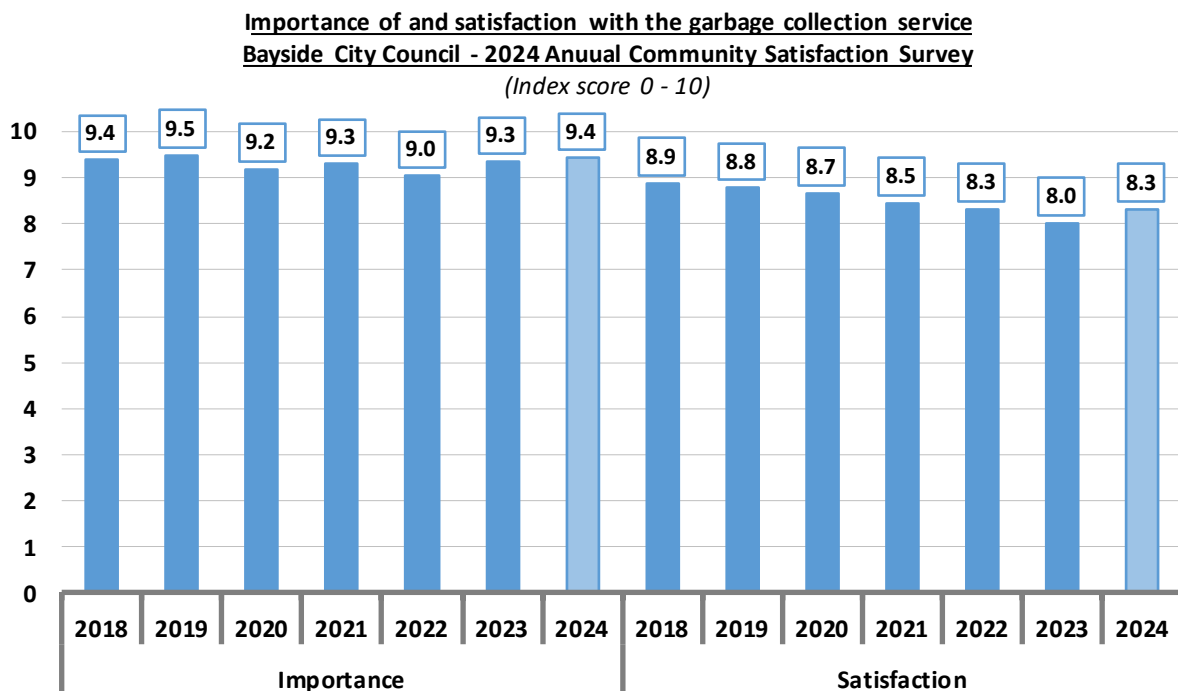


There was some variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years) notably more satisfied than average, and respondents from multilingual households notably more satisfied than respondents from English speaking households.

It is noted, however, that respondents from all age groups, gender, and language spoken at home rated satisfaction with the regular garbage collection service at “excellent” levels.

By way of comparison, satisfaction with the regular garbage collection was marginally (1%) higher than the metropolitan Melbourne average satisfaction with the “regular garbage collection” of 8.2 out of 10, as recorded in the 2024 *Governing Melbourne*.

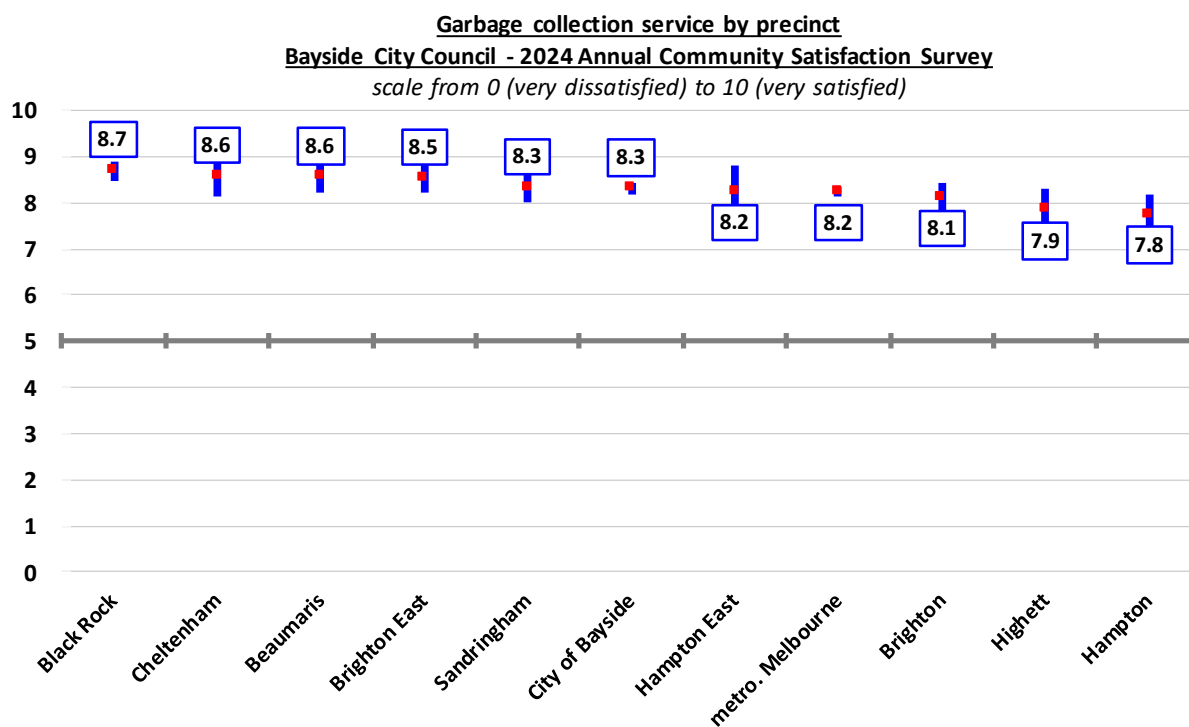
Metropolis Research suggests that these results reflect a significant recovery in satisfaction following the changes to the kerbside collection services, and particularly notes that satisfaction was in 2024, four percent above the metropolitan Melbourne average.



There was statistically significant variation in this result observed across the municipality, with respondents from Black Rock measurably more, and respondents from Hampton measurably less satisfied than average.

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





The following table outlines the 57 comments from respondents in relation to the regular garbage collection. Many of these comments were about the changes to the system and concerns around the bin collection process (e.g., missed bins, unpredictable times, etc.).

Reason for dissatisfaction with the garbage collection service
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Bin changes / frequency</i>	
Bin only collected every 2 weeks / prefer more frequent / weekly	17
Decision of the fortnightly collection is not good	2
Insufficient red bin collection	2
Changed all the bins	1
Garbage should be collected weekly at Wickham St	1
The red bins are picked only fortnightly which is less for us because we have 5 people in the household	1
Total	24
<i>Bin collection process</i>	
Bins are not emptied / inconsistently emptied / I have to call them to get it emptied	7
Because they don't come at the right times	1
Garbage is not collected at times and have to call them to collect it at Besant St	1
Garbage was not collected for five consecutive times at Wickham St, and I had to call Council to ensure that it get collected	1



The bins are always left laying over the nature strip	1
There is no regularity in when they come to pick up the bins	1
They are not punctual and come quite late	1
They come too early to pick	1
They knocked over my bin	1
They missed our rubbish, and they did not collect it until Monday, and we called them, but they did not come to collect as said	1
Times of rubbish pickup in the lane way can be disturbing	1
Waste should be collected after 7 am as at present it is collected at 6 am at Glencairn Ave causing noise for the residents	1
Total	18
<i>Bin size</i>	
Bin is too small / fills up too quickly / not happy with smaller size	7
Red should be weekly. Since the size of the bin is smaller	1
Total	8
<i>Other</i>	
Bins are blooming, messy, impractical not good enough we have to go to drop garbage by ourselves	1
Drainage system at Glencairn Ave is blocked at times due tree leaves accumulation	1
Harsh towing of bins	1
No soft plastic recycling	1
They are just average. Not doing anything great	1
They don't replace the broken bins	1
They have charged more to drop the station wagon	1
Total	7
Total	57

The recycling collection service

The regular recycling collection service was 3rd most important of the 28 included services and facilities, with an average importance of 9.3 out of 10, and one of five that were measurably more important than the average of all 28 services and facilities.

Satisfaction with the recycling collection service increased somewhat this year, up two percent to 8.4 out of 10, which remains at an “excellent” level of satisfaction.

This result ranks the recycling collection service 4th in terms of satisfaction this year and one of six that received a satisfaction score measurably higher than the average of all 28 (7.7).

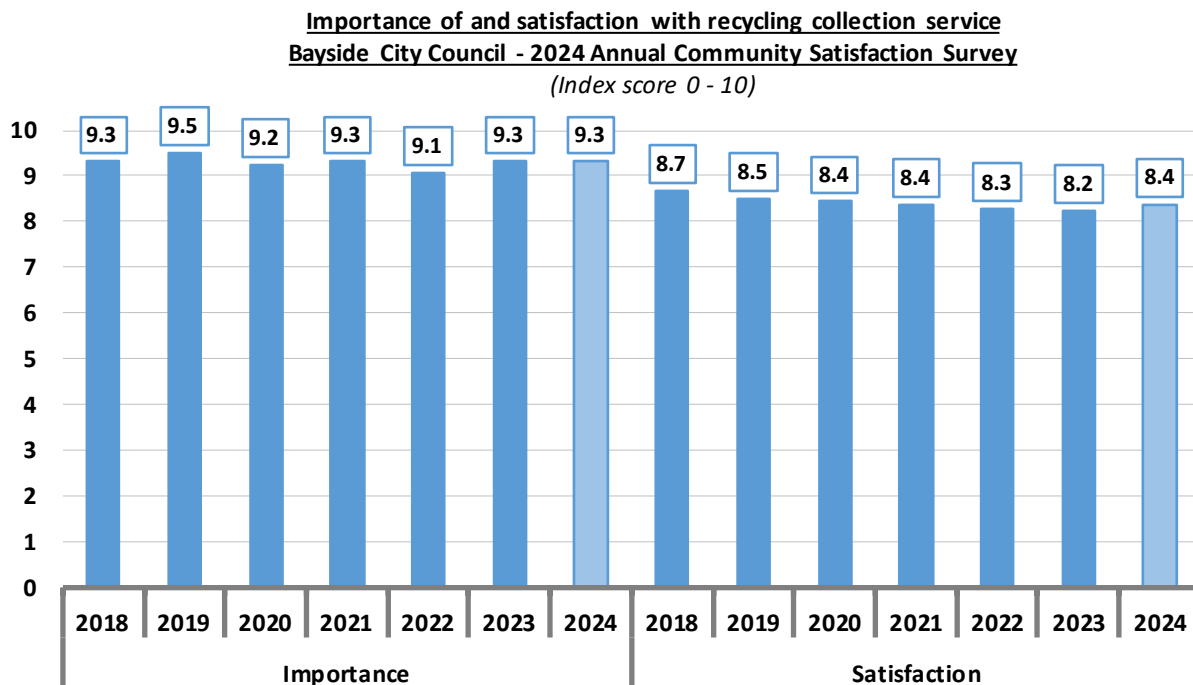
This result was identical to the long-term average satisfaction since 2018 of 8.4 out of 10, or “excellent”.

This result comprised 81% “very satisfied” and just one percent dissatisfied respondents, based on a total sample of 669 of the 700 respondents who provided a satisfaction score this year.



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 with the regular recycling collection service at “excellent” levels.

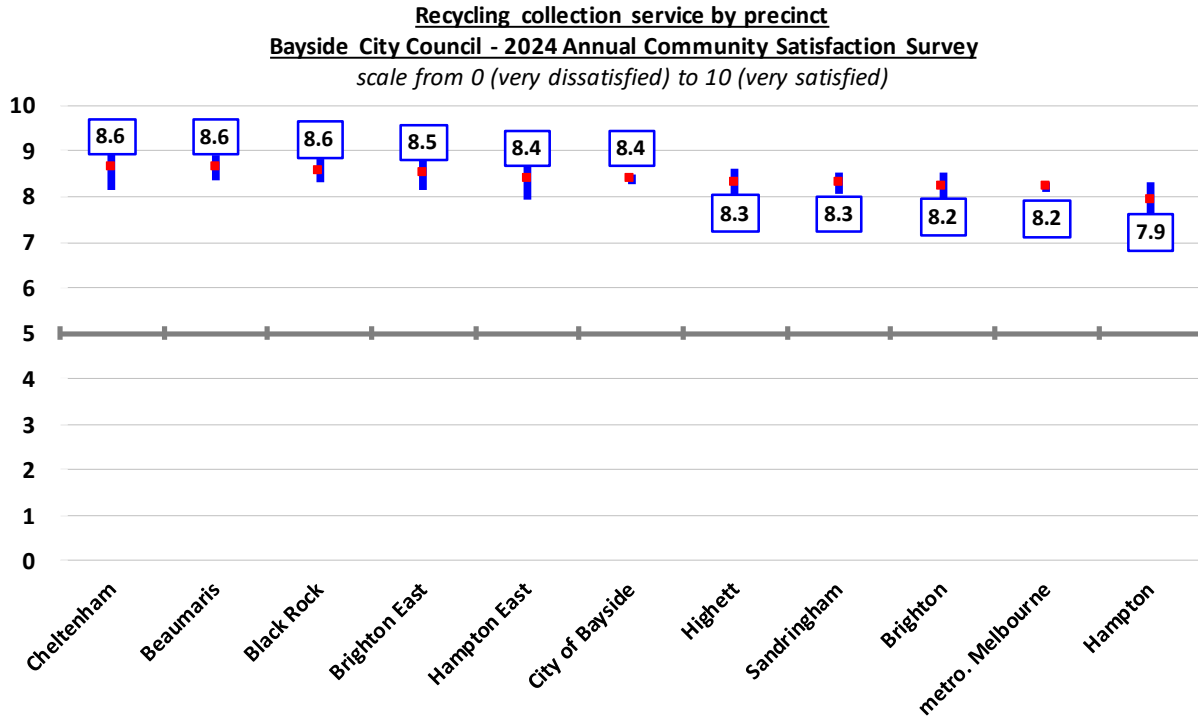
By way of comparison, satisfaction with the regular recycling collection was somewhat (2%) higher than the metropolitan Melbourne average satisfaction with the “regular recycling collection” of 8.2 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was statistically significant variation in this result observed across the municipality, with respondents from Hampton measurably less satisfied than average.

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





The following table outlines the 24 comments from respondents in relation to the regular recycling collection service.

Reason for dissatisfaction with recycling collection service
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Number of responses)

Reason	Number
It should come weekly like it used to	5
I'm not sure / don't think it gets recycled effectively	4
Can be more frequent / not frequent enough	3
Because of the irregularity of the order of the bins	1
Changed all the bins, and do not collect stuff and they have charged more to drop the station wagon	1
Collection service is too regular	1
Implementing rates now	1
It's just average	1
It's not clear what is recyclable and what is not	1
Just because the size is not too big	1
Soft plastics needs to be attended	1
They are not punctual	1
They're trying their best	1
Too many things they don't take, cardboards etc. and we have to drive very far, recycling bins are too small	1
What can we do if we cannot physically lift the paint, chemicals etc. I'm over 75, and can't take stuff to the tip	1

Total

24



Food and Green waste collection service

The food and green waste collection service was 2nd most important of the 28 included services and facilities, with an average importance of 9.3 out of 10, and one of five that were measurably more important than the average of all 28 services and facilities.

Satisfaction with the food and green waste collection service increased marginally this year, up one percent to 8.5 out of 10, which remains at an “excellent” level of satisfaction.

This result ranks the food and green waste collection service 3rd in terms of satisfaction this year and one of six that received a satisfaction score measurably higher than the average of all 28 (7.7).

This result was identical to the long-term average satisfaction since 2018 of 8.5 out of 10, or “excellent”.

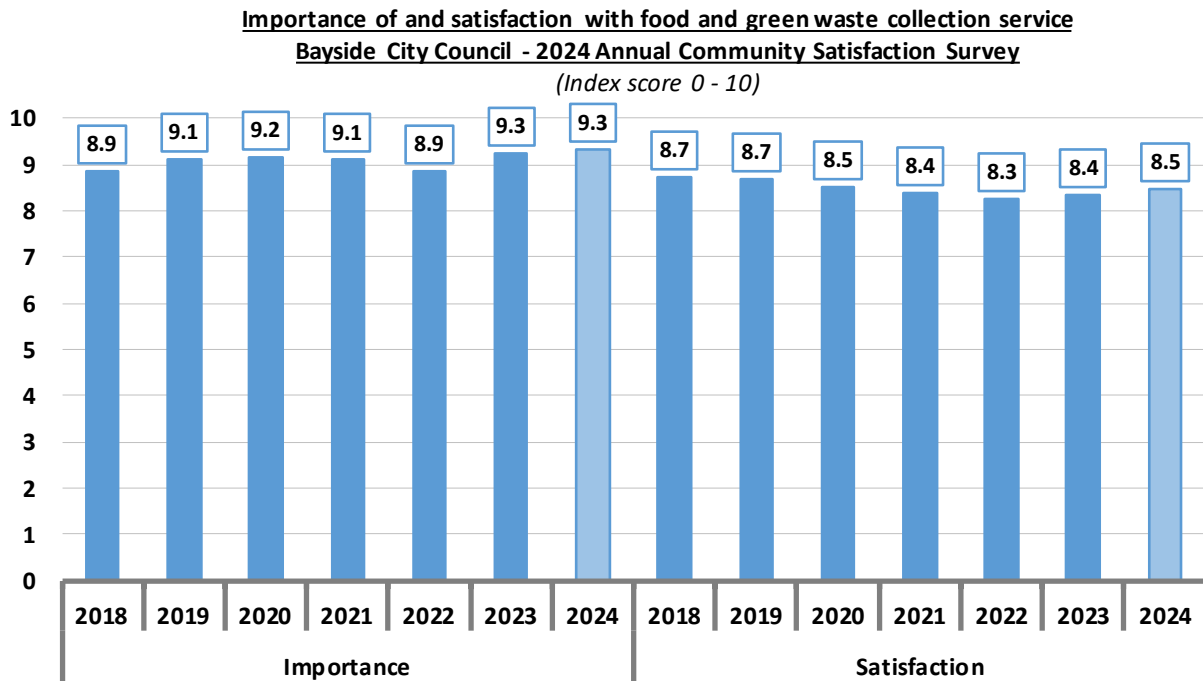
This result comprised 83% “very satisfied” and just one percent dissatisfied respondents, based on a total sample of 665 of the 700 respondents who provided a satisfaction score this year.

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 with the regular recycling collection service at “excellent” levels.

By way of comparison, satisfaction with the food and green waste collection was measurably (4%) higher than the metropolitan Melbourne average satisfaction with the “green waste collection” of 8.1 out of 10, as recorded in the 2024 *Governing Melbourne*.

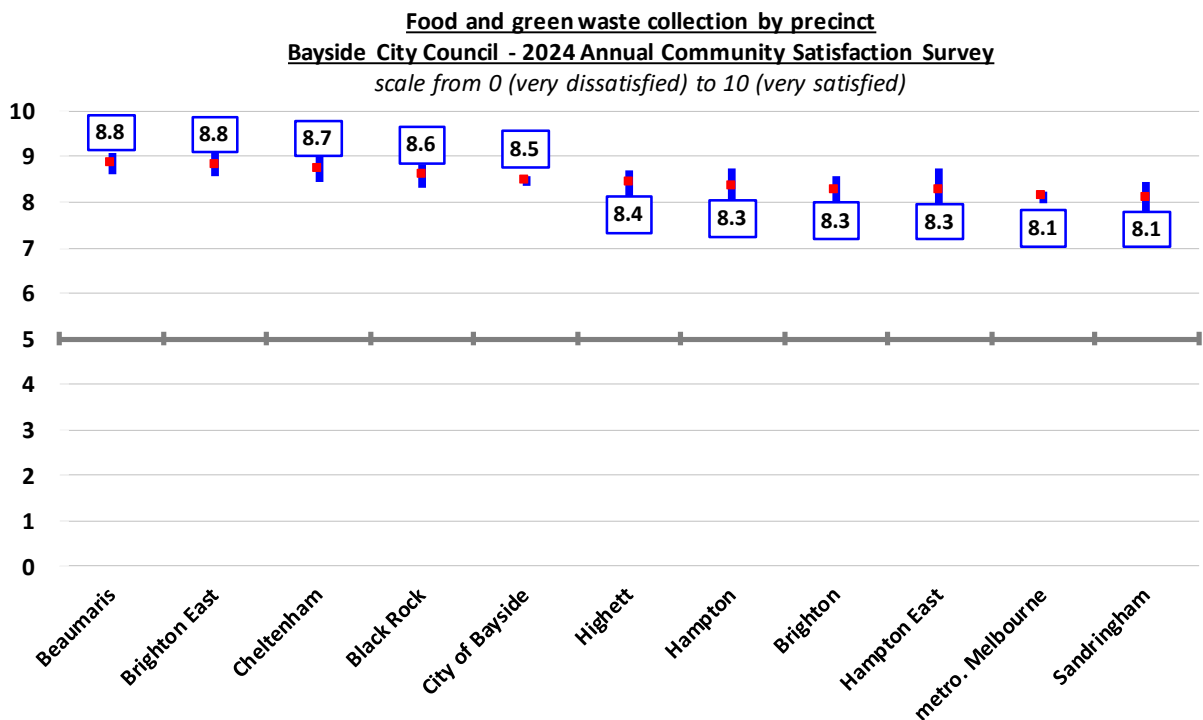
Metropolis Research notes that the higher-than-metropolitan average satisfaction with the food and green waste collection service was consistent with results observed elsewhere from other municipalities who have changed to the new kerbside collection services, particularly a weekly good and garden waste collection service.





There was statistically significant variation in this result observed across the municipality, with respondents from Beaumaris and Brighton East measurably less satisfied than average.

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



The following table outlines the 13 comments from respondents in relation to the food and green waste collection service.



Reason for dissatisfaction with food and green waste collection service

Bayside City Council - 2024 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
It's the timing, sits out there for a long time with food waste, doesn't go out until the following afternoon, it stinks	2
We don't have green waste bins	2
Can be weekly	1
Changed all the bins, and do not collect stuff and they have charged more to drop the station wagon	1
Infrequent but good	1
Just average	1
Just because Council is too lazy and living in their comfortable zone	1
Punctuality and time they choose to pick up	1
Should come fortnightly instead of weekly	1
The bins fill up quickly in a week	1
They should give free composting bags	1
Total	13

The hard rubbish booking / pick up service

The hard rubbish booking / pick up service was 6th most important of the 28 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with the hard rubbish service increased notably this year, up four percent to 8.6 out of 10, which remains at an “excellent” level of satisfaction.

This result ranks the hard rubbish service 2nd in terms of satisfaction this year and one of six that received a satisfaction score measurably higher than the average of all 28 (7.7).

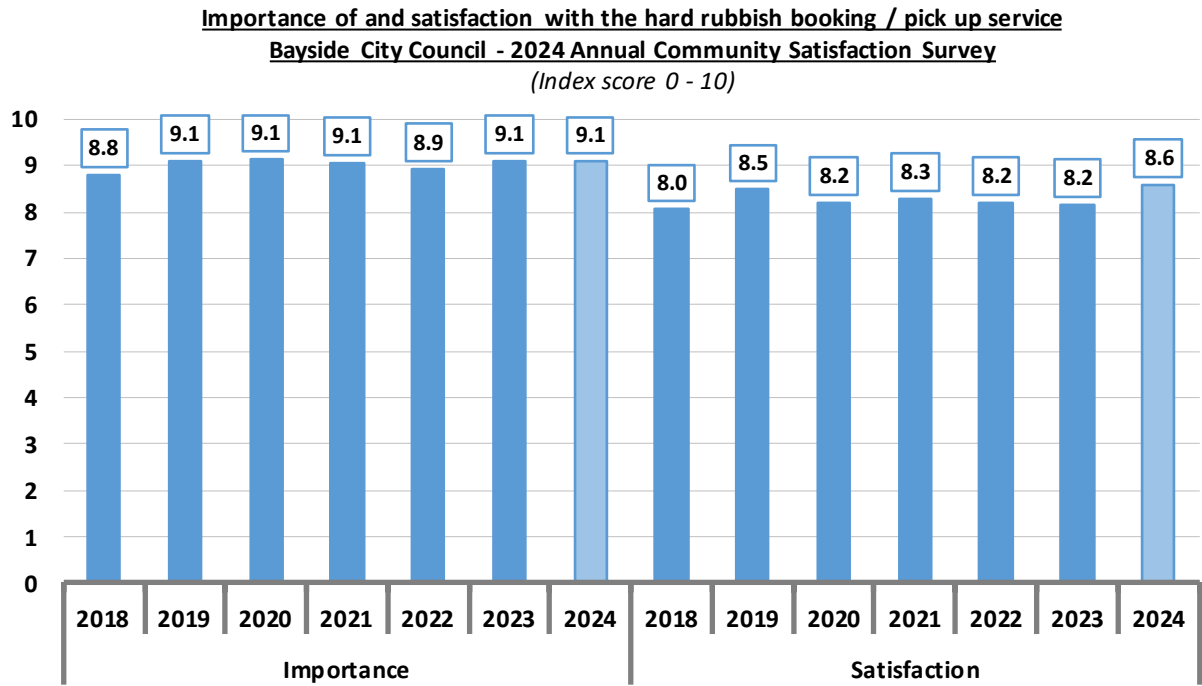
This result was notably above the long-term average satisfaction since 2018 of 8.3 out of 10, or “excellent”.

This result comprised 83% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 354 of the 357 respondents (51%) from households who had used these services in the last 12 months.

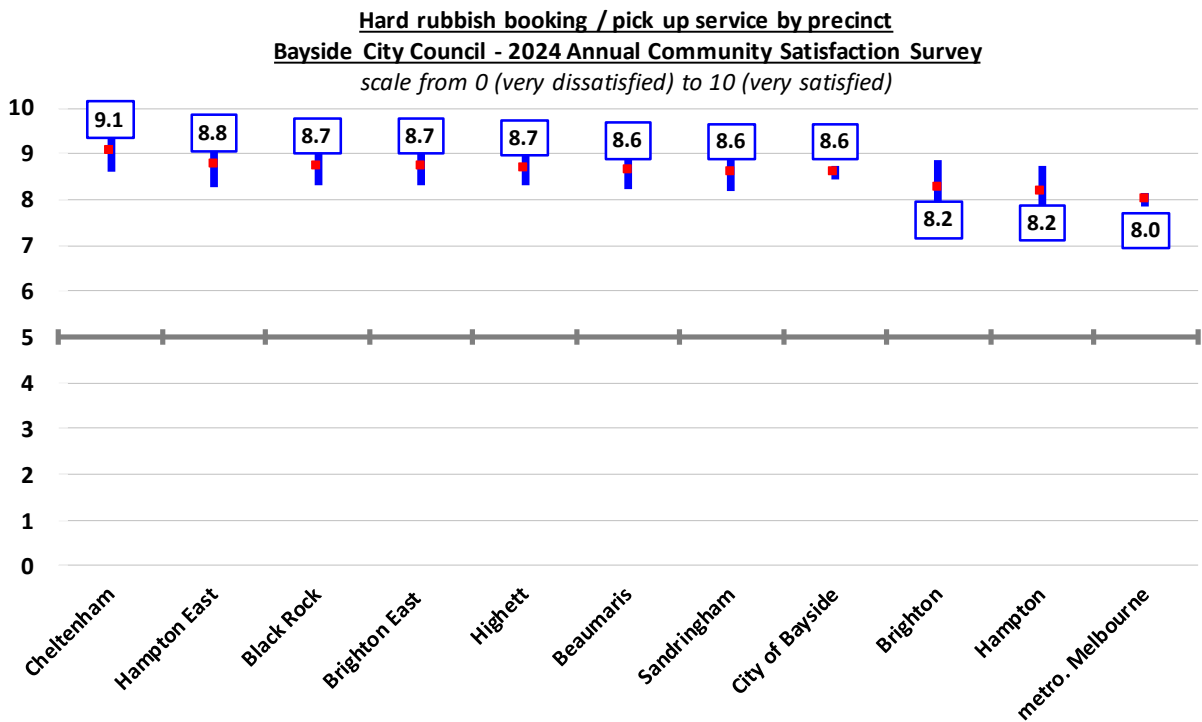
There was no substantive variation in satisfaction observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction with the regular recycling collection service at “excellent” levels.



By way of comparison, satisfaction with the hard rubbish service was measurably (6%) higher than the metropolitan Melbourne average satisfaction with the “hard rubbish collection” of 8.0 out of 10, as recorded in the 2024 *Governing Melbourne*.



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



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.

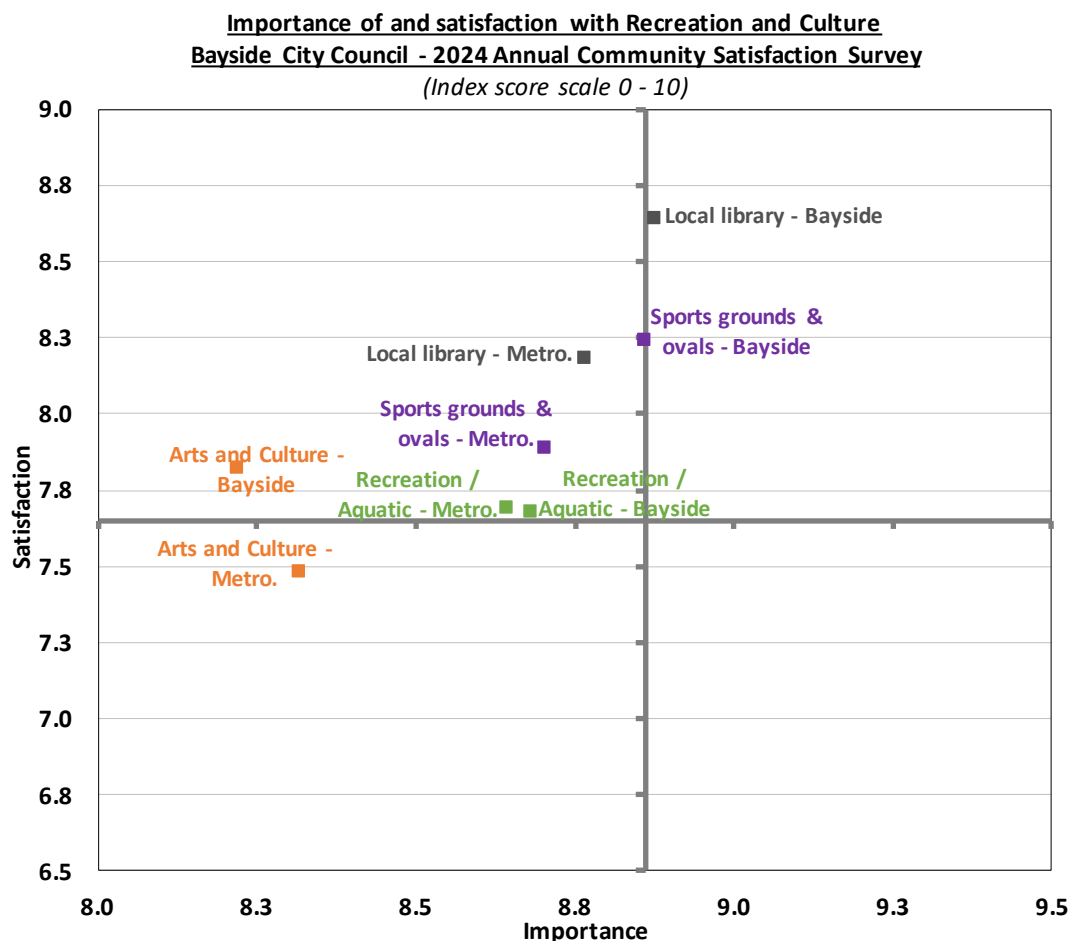
The graph displays the average importance of and satisfaction with each of these services and facilities, with the crosshairs representing the metropolitan Melbourne average importance and satisfaction scores.

Consistent with historical results, each of the four services and facilities were of average, or lower-than-average importance.

Satisfaction with all four services and facilities was average or mostly higher than average, with the local library being the stand-out result again this year.

Metropolis Research notes that satisfaction with three of these four services and facilities was higher in the City of Bayside than the metropolitan Melbourne average.

The exception was recreation and / or aquatic centres, which received a marginally lower satisfaction score in the City of Bayside.



Local library

The local library service was 14th most important of the 28 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with the local library service declined somewhat this year, down two percent to 8.6 out of 10, although it remains at an “excellent” level of satisfaction.

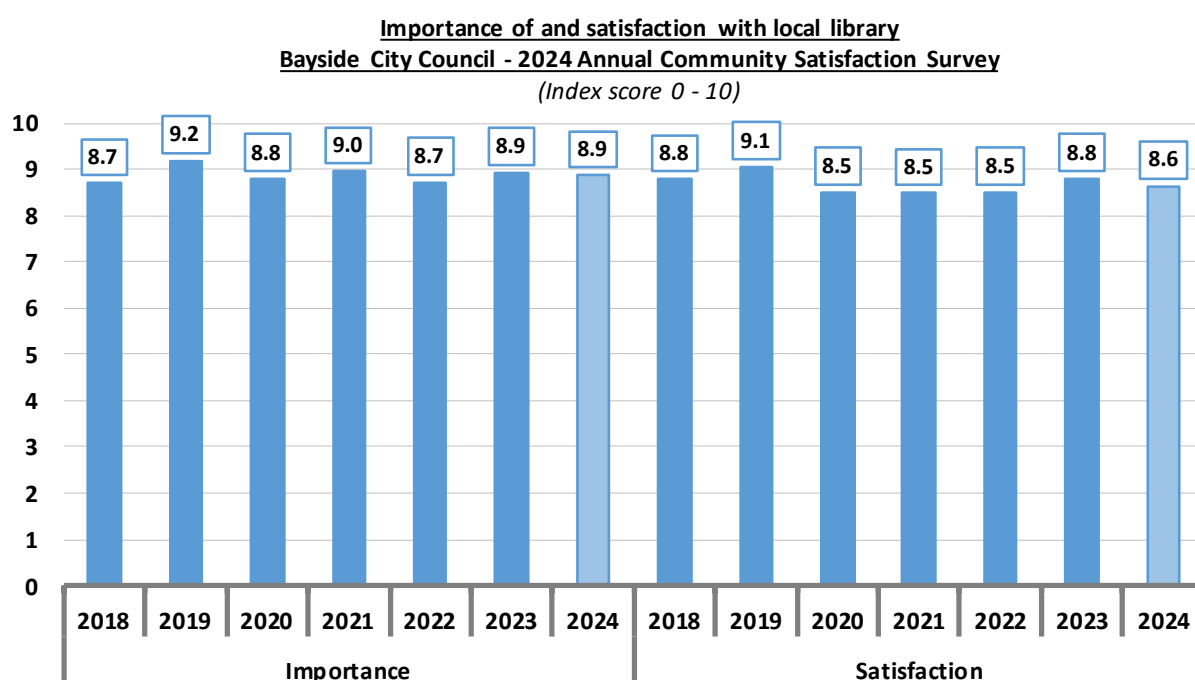
Despite the small decline in satisfaction recorded this year, this result ranks the local library 1st in terms of satisfaction this year and one of six that received a satisfaction score measurably higher than the average of all 28 (7.7).

This result was marginally below the long-term average satisfaction since 2018 of 8.7 out of 10, or “excellent”.

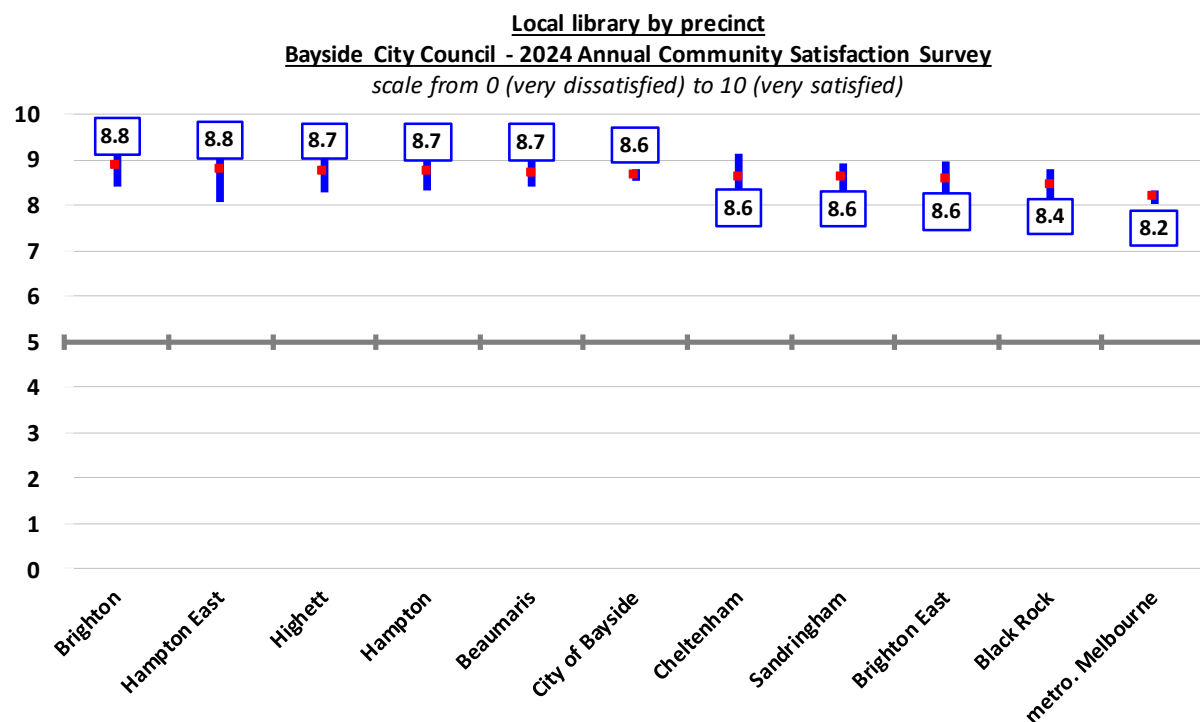
This result comprised 84% “very satisfied” and no dissatisfied respondents, based on a total sample of 313 of the 315 respondents (45%) from households who had used these services in the last 12 months.

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 with the local library service at “excellent” levels.

By way of comparison, satisfaction with the local library was notably (4%) higher than the metropolitan Melbourne average satisfaction with the “local library service” of 8.2 out of 10, as recorded in the 2024 *Governing Melbourne*.



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



Arts and culture

Arts and culture were the least important of the 28 included services and facilities, with an average importance of 8.2 out of 10.

Satisfaction with arts and culture remained stable this year at 7.8 out of 10, which remains an “excellent” level of satisfaction.

This result ranks arts and culture 10th in terms of satisfaction this year.

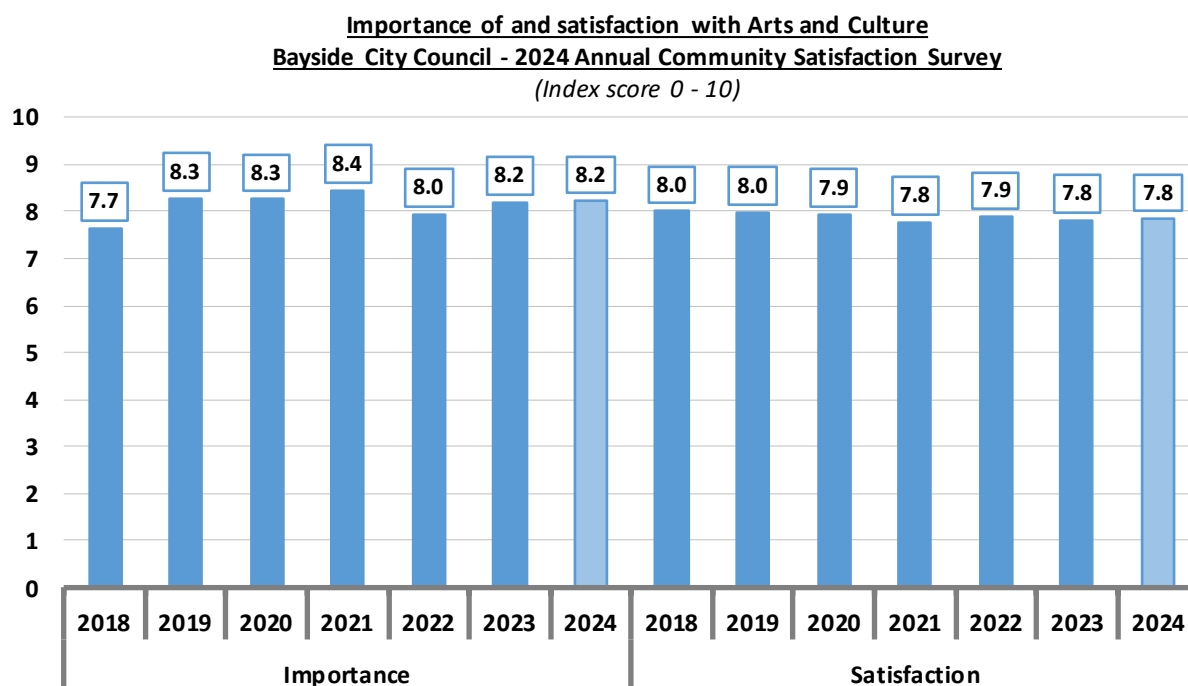
This result was marginally below the long-term average satisfaction since 2018 of 7.9 out of 10, or “excellent”.

This result comprised 67% “very satisfied” and just one percent dissatisfied respondents, based on a total sample of 147 of the 151 respondents (22%) from households who had used these services in the last 12 months.

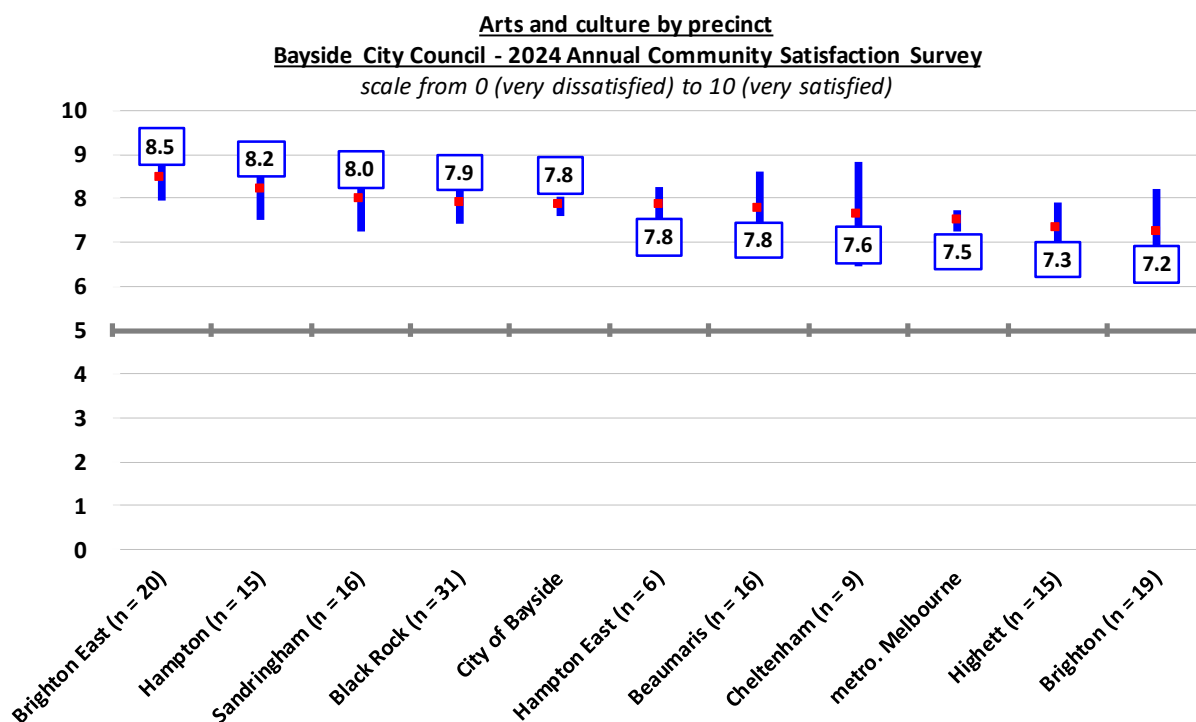
There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) somewhat more satisfied than average and middle-aged adults (aged 45 to 59 years) notably less satisfied.



By way of comparison, satisfaction with arts and culture was notably (3%) higher than the metropolitan Melbourne average satisfaction with the “provision of public art” of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne*.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that 15 respondents from Highett and 19 from Brighton rated satisfaction at “very good” rather than “excellent” levels.



Sports grounds and ovals

Sports grounds and ovals were the 15th most important of the 28 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with sports grounds and ovals remained stable this year at 8.2 out of 10, which remains an “excellent” level of satisfaction.

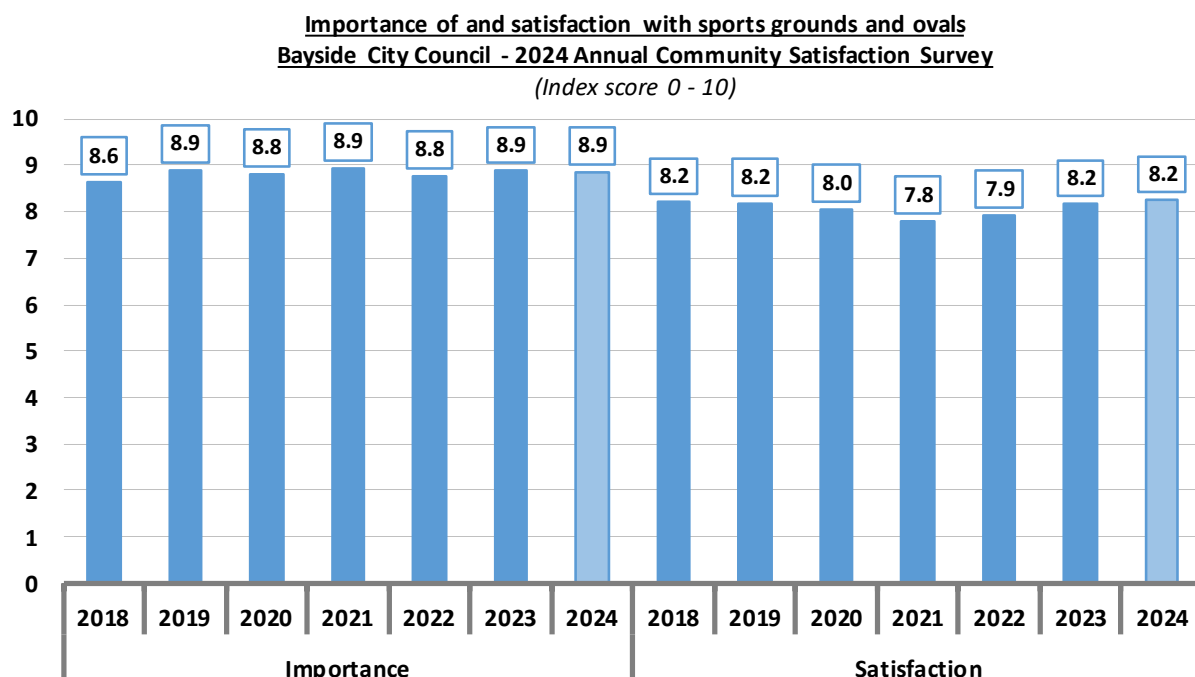
This result ranks sports grounds and ovals 6th in terms of satisfaction this year, and one of six services and facilities that received a satisfaction score measurably higher than the average of all 28 (7.7).

This result was marginally above the long-term average satisfaction since 2018 of 8.1 out of 10, or “excellent”.

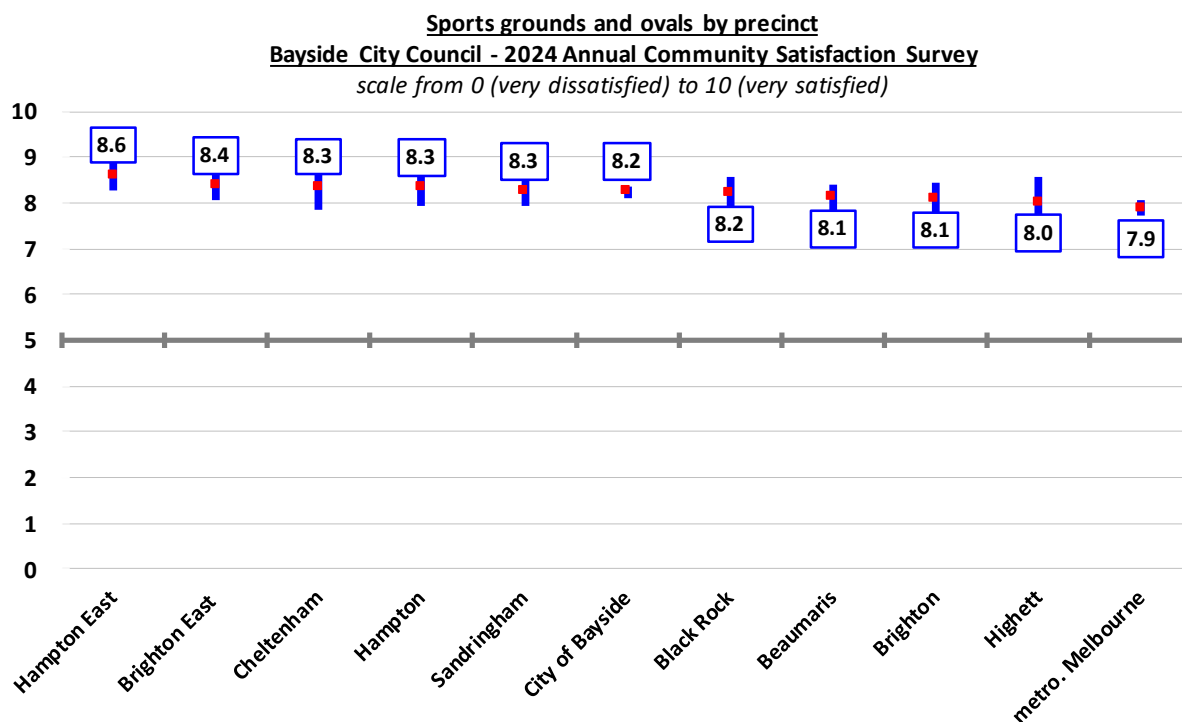
This result comprised 79% “very satisfied” and no dissatisfied respondents, based on a total sample of 315 of the 318 respondents (45%) from households who had used these services in the last 12 months.

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 with sports grounds and ovals at “excellent” levels.

By way of comparison, satisfaction with sports grounds and ovals was notably (3%) higher than the metropolitan Melbourne average satisfaction with the “sports grounds and ovals” of 7.9 out of 10, as recorded in the 2024 *Governing Melbourne*.



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



Recreation and Aquatic facilities

Recreation and aquatic facilities were the 20th most important of the 28 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with recreation and aquatic facilities declined somewhat this year, down three percent to 7.7 out of 10, which was a “very good”, down from an “excellent” level of satisfaction.

This result ranks recreation and aquatic facilities 13th in terms of satisfaction this year.

This result was marginally below the long-term average satisfaction since 2018 of 7.8 out of 10, or “excellent”.

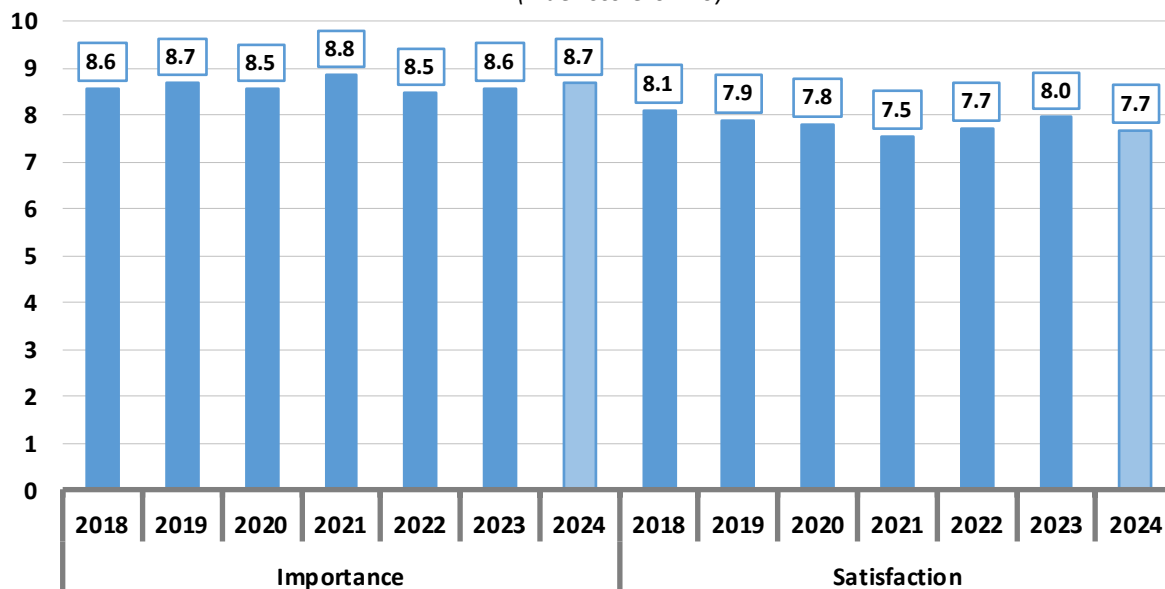
This result comprised 67% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 184 of the 185 respondents (26%) from households who had used these services in the last 12 months.

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



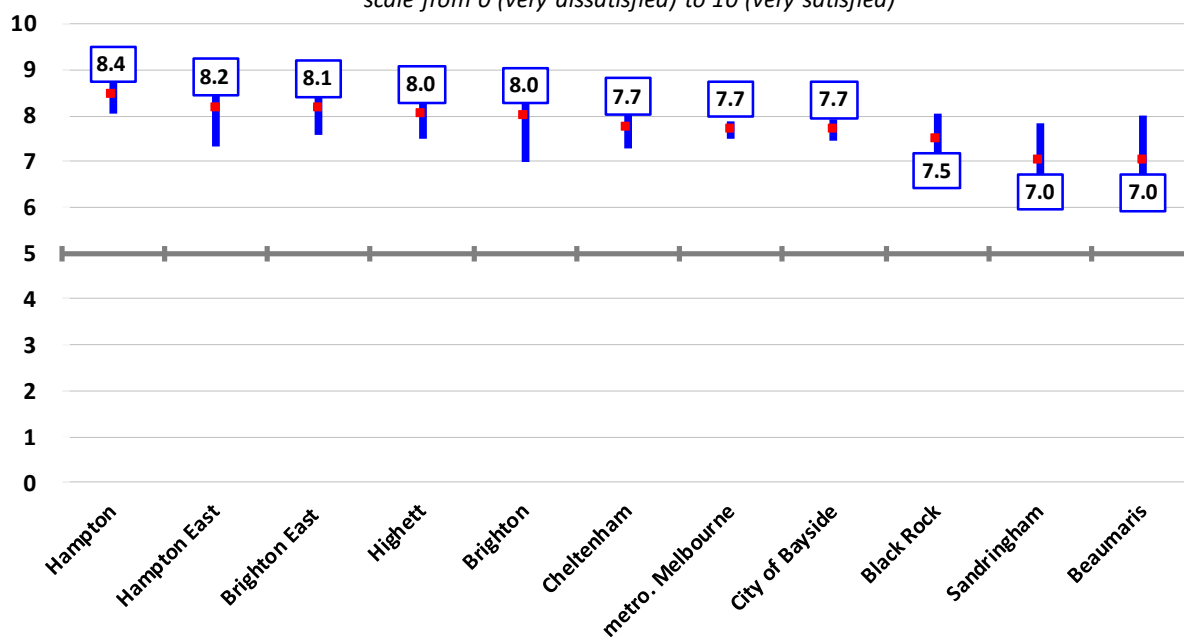
By way of comparison, satisfaction with recreation and aquatic facilities was identical to the metropolitan Melbourne average satisfaction with the “recreation and / or aquatic centres” of 7.7 out of 10, as recorded in the 2024 *Governing Melbourne*.

Importance of and satisfaction with recreation and aquatic facilities
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Whilst conscious of the small sample of 184 respondents, there was some measurable and some notable variation in satisfaction observed across the municipality. The 17 respondents from Hampton were measurably more satisfied than average, whilst respondents from Sandringham and Beaumaris were somewhat less satisfied and at a “good” level.

Recreation and Aquatic facilities by precinct
Bayside City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Community services

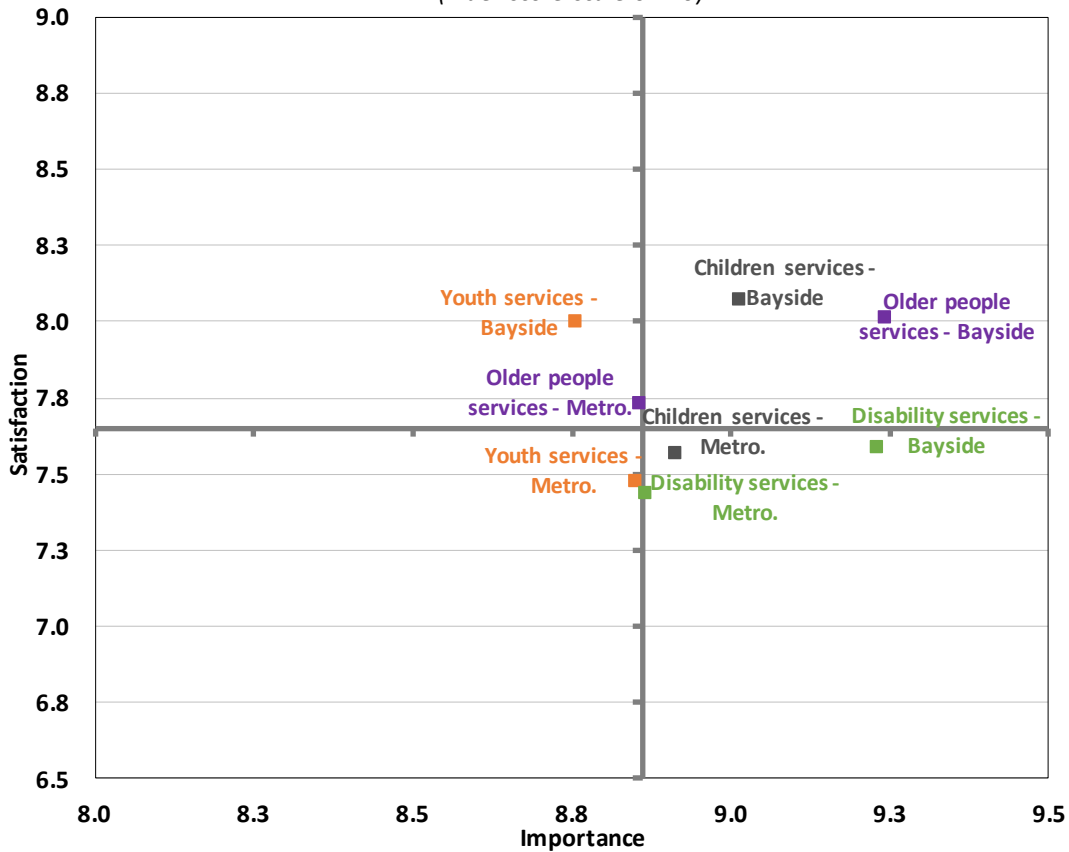
There were four community services included in the survey again this year, including services for children from birth to five years of age, youth, seniors, and persons with a disability.

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 satisfaction with all four of the community services was somewhat higher in the City of Bayside than the metropolitan Melbourne results, as recorded in *Governing Melbourne*.

Services for children, services for older people, and services for people with disabilities were all more important than the average of all 28 services and facilities, whilst services for youth were somewhat less important than average.

Importance of and satisfaction with Community services
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



Services for children from birth to 5 years of age

Services for children aged from birth to 5 years of age were the 11th most important of the 28 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with services for children declined remained stable this year at 8.1 out of 10, which remains an “excellent” level of satisfaction.

This result ranks services for children 7th in terms of satisfaction this year.

This result was identical to the long-term average satisfaction since 2018 of 8.1 out of 10, or “excellent”.

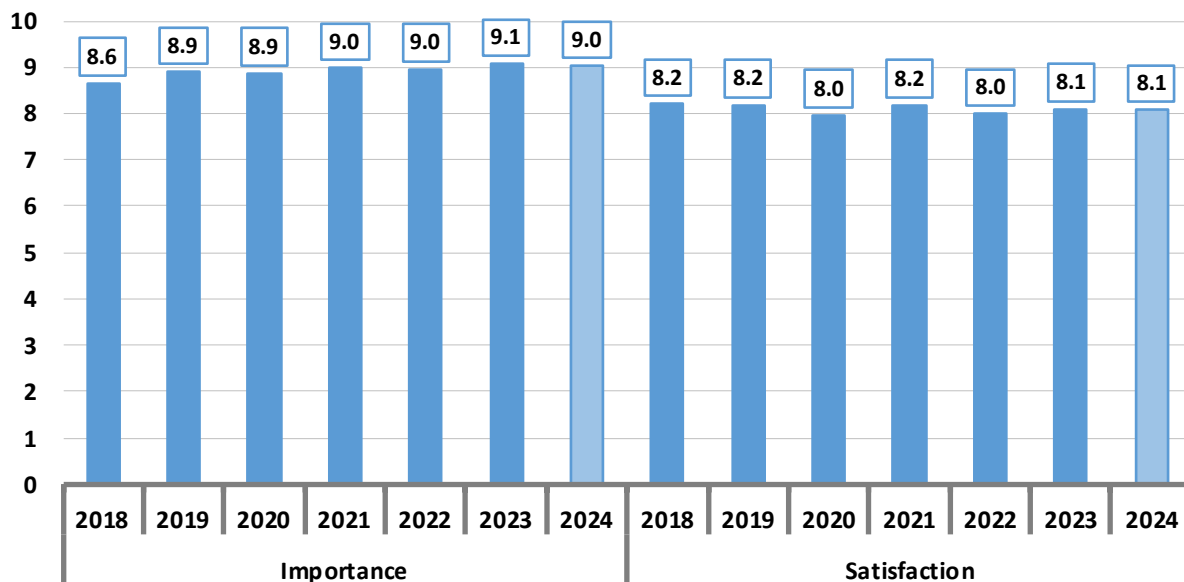
This result comprised 71% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 66 of the 71 respondents (10%) from households who had used these services in the last 12 months.

Whilst noting the small sample of just 71 respondents, it was noted that middle-aged adults (aged 45 to 59 years) were somewhat less satisfied than average.

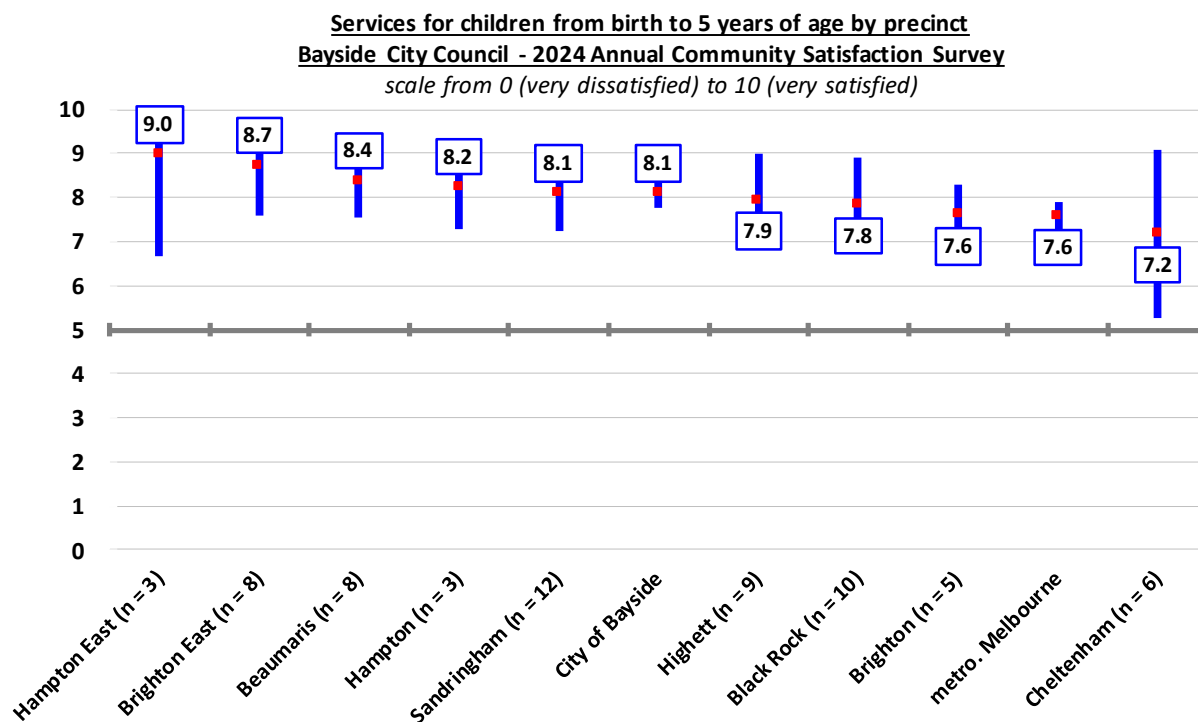
The 19 respondents from two-parent families with youngest child aged 0 to 4 years (8.3) and the five respondents from one-parent families with children (8.8) rated satisfaction at “excellent” levels of satisfaction.

By way of comparison, satisfaction with these services was notably (5%) higher than the metropolitan Melbourne average satisfaction with the “services for children from birth to 5 years of age” of 7.6 out of 10, as recorded in the 2024 *Governing Melbourne*.

Importance of and satisfaction with services for children from birth to 5 years old
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Noting the small sample of 71 respondents, there was no meaningful variation in this result observed across the municipality.



Services for youth

Services for youth were the 19th most important of the 28 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with services for youth increased somewhat this year, up four percent to 8.0 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

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

This result was somewhat higher than the long-term average satisfaction since 2018 of 7.6 out of 10, or “excellent”.

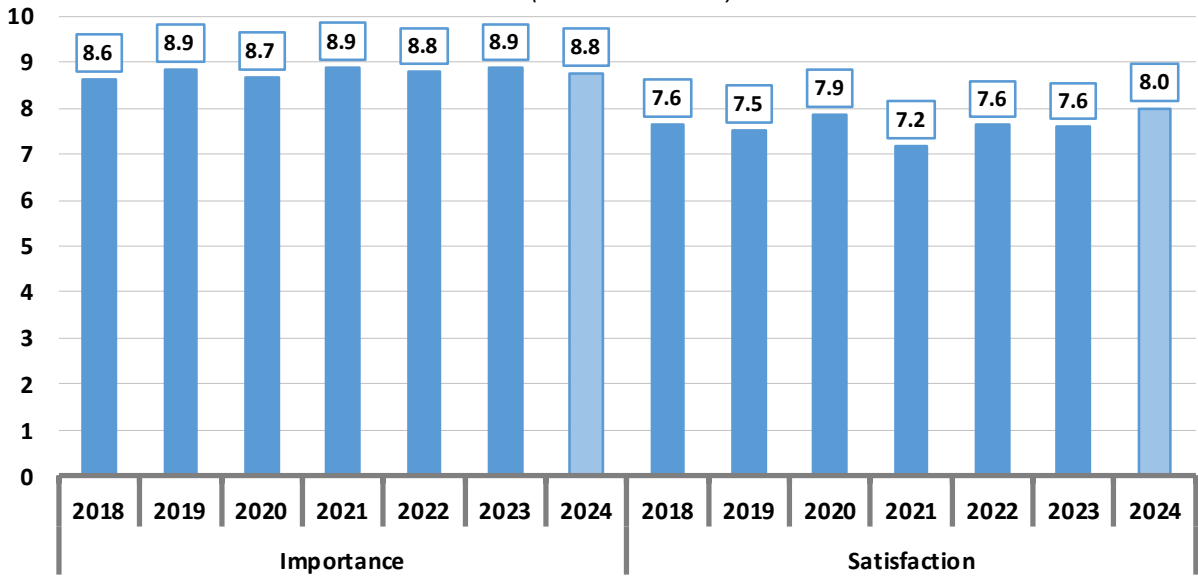
This result comprised 66% “very satisfied” and no dissatisfied respondents, based on a total sample of 46 of the 49 respondents (7%) from households who had used these services in the last 12 months.

Cognisant of the small sample of 46 respondents, there was no meaningful variation in this result observed by respondent profile.

By way of comparison, satisfaction with these services was notably (5%) higher than the metropolitan Melbourne average satisfaction with the “services for youth” of 7.6 out of 10, as recorded in the 2024 *Governing Melbourne*.

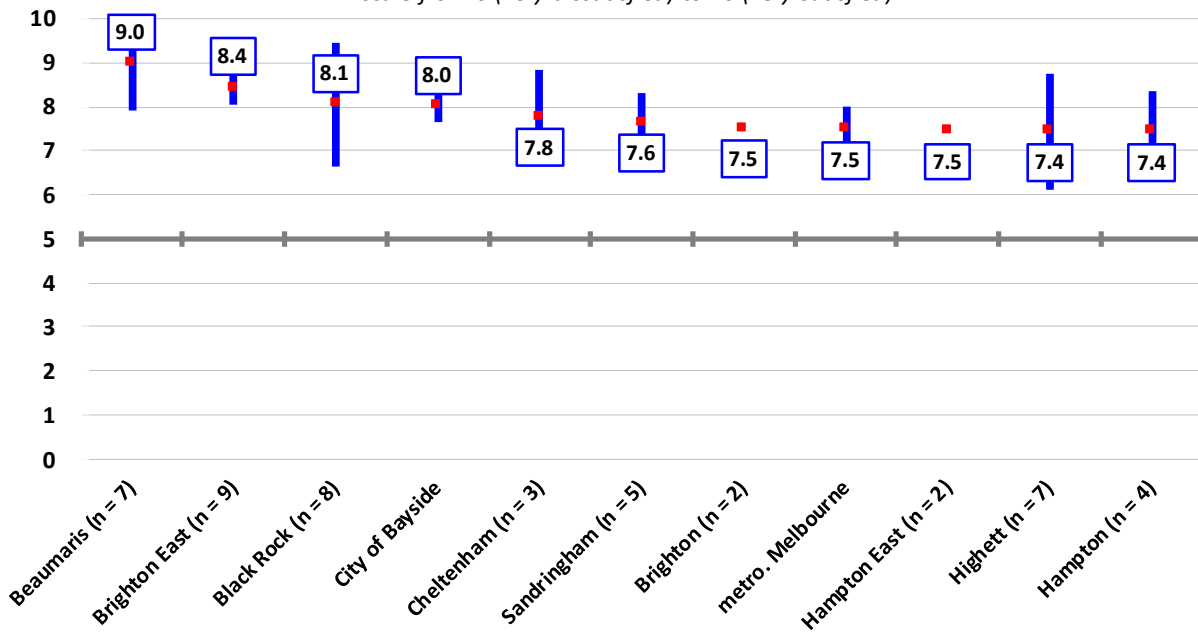


Importance of and satisfaction with services for youth
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Noting the small sample of 46 respondents, there was no meaningful variation in this result observed across the municipality.

Services for youth by precinct
Bayside City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Services for older people

Services for older people was the 4th most important of the 28 included services and facilities, with an average importance of 9.2 out of 10, and one of five that were measurably more important than the average of all 28 services and facilities (8.9).

Satisfaction with services for older people increased somewhat this year, up four percent to 8.0 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

This result ranks services for older people 9th in terms of satisfaction this year.

This result was marginally higher than the long-term average satisfaction since 2018 of 7.9 out of 10, or “excellent”.

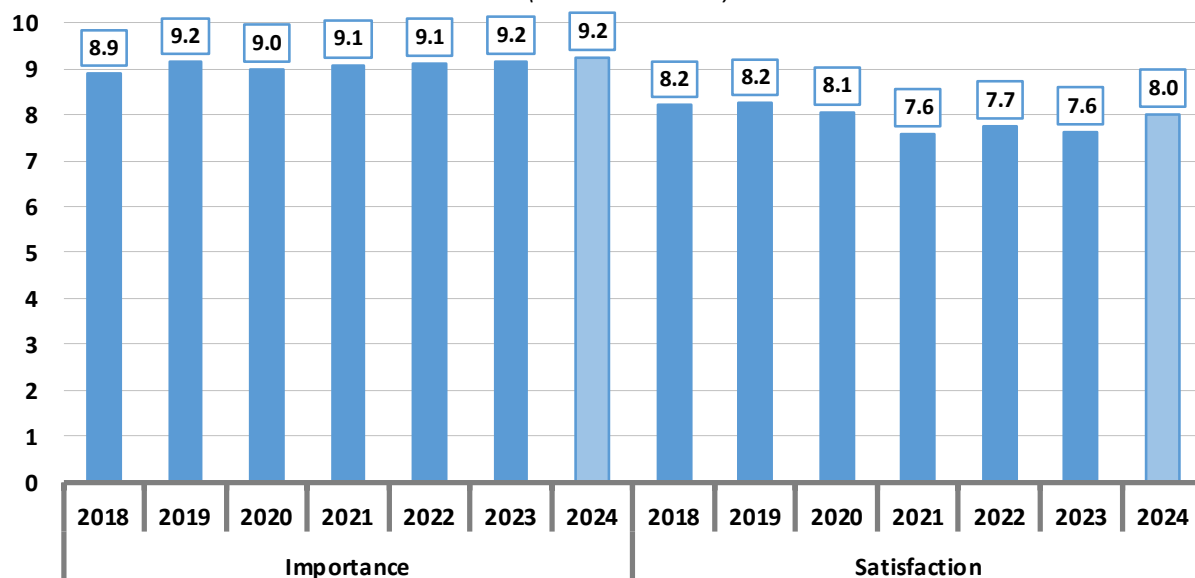
This result comprised 63% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 70 of the 75 respondents (11%) from households who had used these services in the last 12 months.

Cognisant of the small sample of 70 respondents, there was no meaningful variation in this result observed by respondent profile.

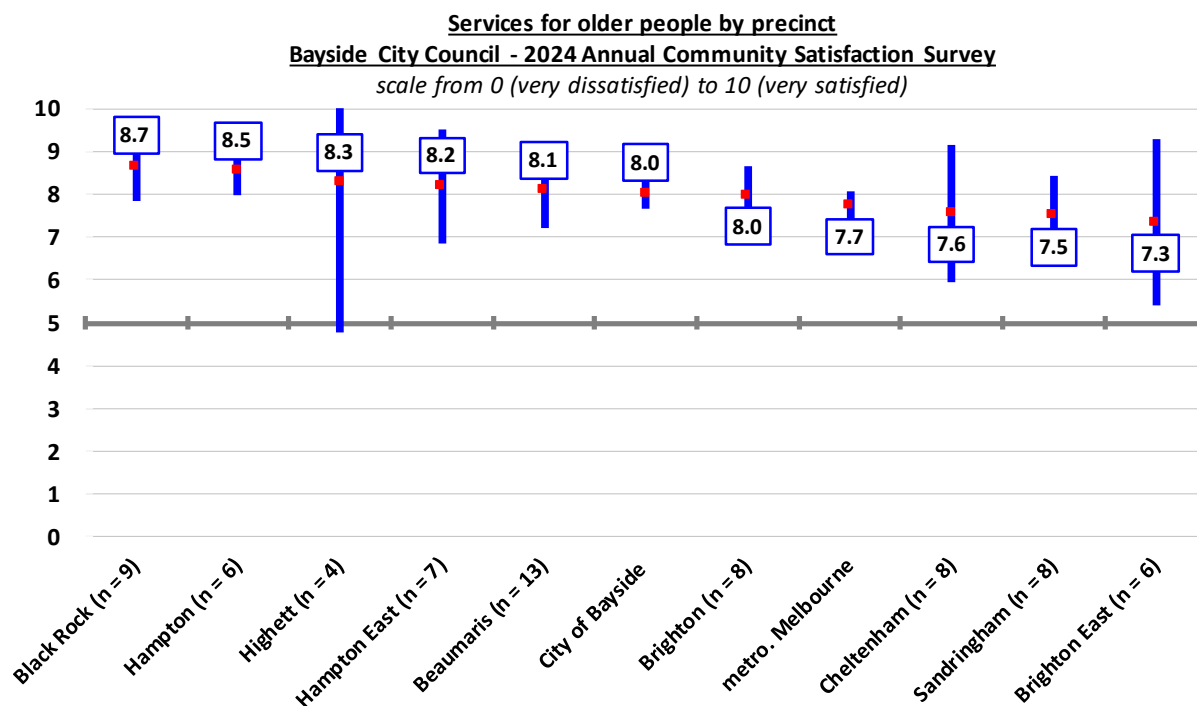
It is noted that 20 respondents from older couple households (8.2) and 11 respondents from older sole person households (8.3) both rated satisfaction at “excellent” levels.

By way of comparison, satisfaction with these services was somewhat (3%) higher than the metropolitan Melbourne average satisfaction with the “services for seniors” of 7.7 out of 10, as recorded in the 2024 *Governing Melbourne*.

Importance of and satisfaction with services for older people
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Noting the small sample of 70 respondents, there was no meaningful variation in this result observed across the municipality.



Services for people with disability

Services for people with disability was the 5th most important of the 28 included services and facilities, with an average importance of 9.2 out of 10, and one of five that were measurably more important than the average of all 28 services and facilities (8.9).

Satisfaction with services for people with disability remained stable this year at 7.6 out of 10, which remains a “very good” level of satisfaction.

This result ranks services for people with disability 15th in terms of satisfaction this year.

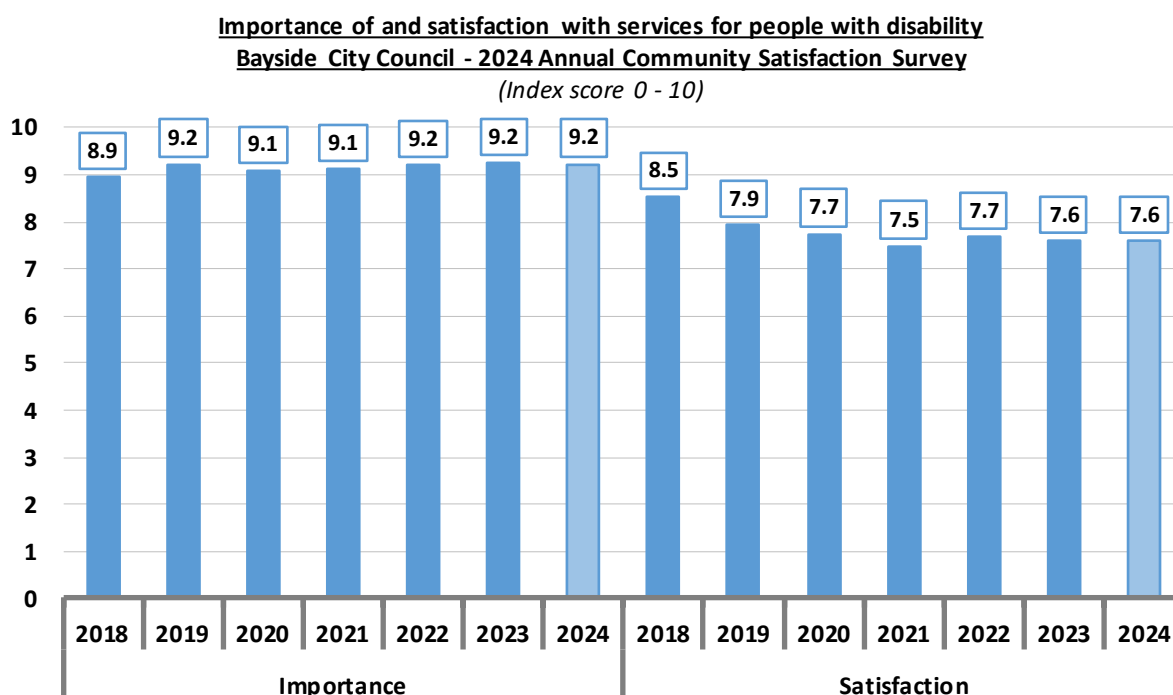
This result was marginally lower than the long-term average satisfaction since 2018 of 7.8 out of 10, or “excellent”.

This result comprised 58% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 74 of the 81 respondents (12%) from households who had used these services in the last 12 months.

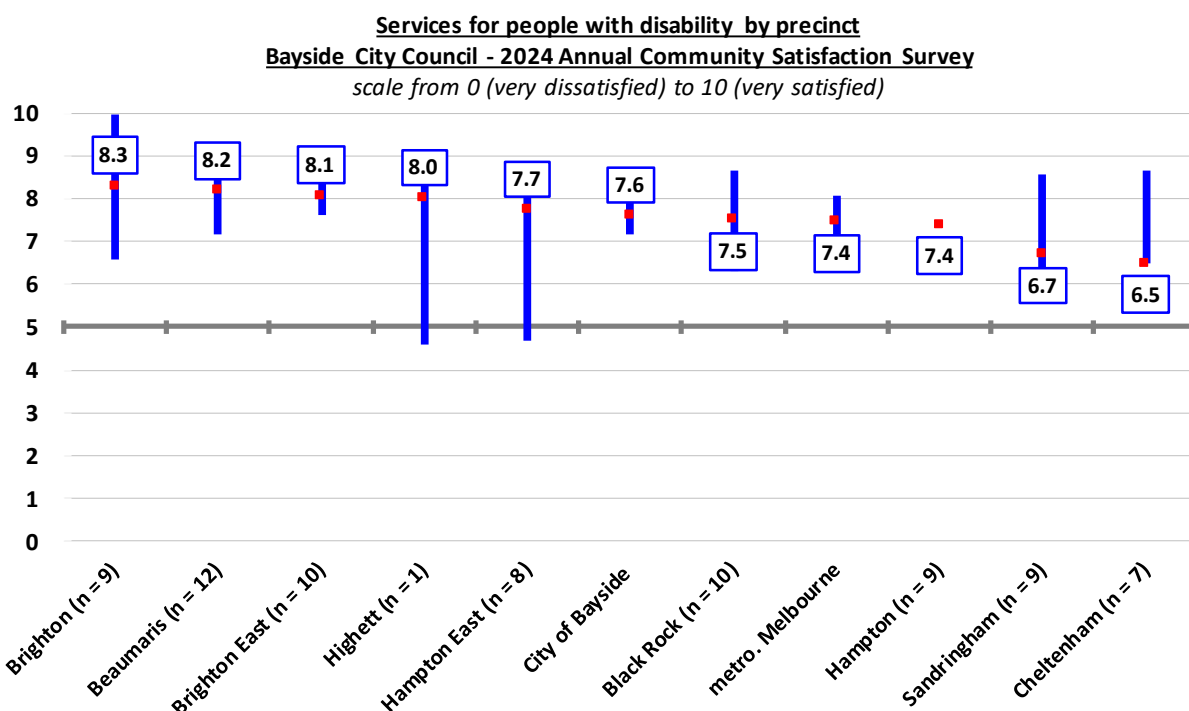
Cognisant of the small sample of 74 respondents, there was some variation in this result observed by respondent profile, with middle-aged and older adults (aged 45 to 74 years) somewhat more satisfied and senior citizens (aged 75 years and over) notably more satisfied than average.



By way of comparison, satisfaction with these services was marginally (2%) higher than the metropolitan Melbourne average satisfaction with the “services for people with disability” of 7.4 out of 10, as recorded in the 2024 *Governing Melbourne*.



Noting the small sample of 74 respondents, there was no meaningful variation in this result observed across the municipality.



The following table outlines the seven comments received from respondents in relation to services for people with disability.

Reason for dissatisfaction with services for people with disability
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Because ramps are cracked and no access for disabled people including parking. Everywhere	1
Because when I'm on the wheelchair I can't get anywhere. Very few services available	1
I don't know what the services are	1
Lift at Woolworths at Hampton St	1
People coming to clean out house do not do gardening and window cleaning	1
They have very few possibilities with such high prices. For example, baby sitting for disabled is far too expensive	1
Uneven footpaths	1
Total	7



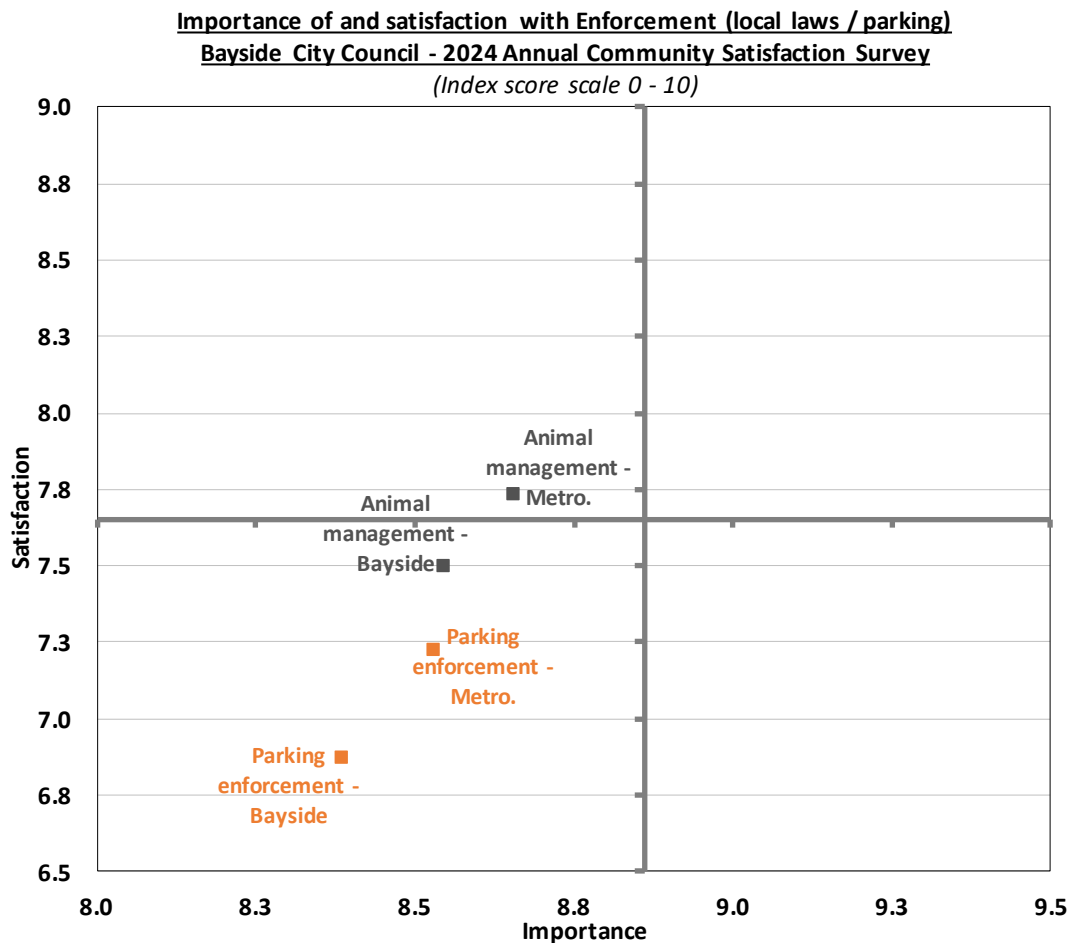
Enforcement

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.

Consistent with historical results, both of these services recorded lower-than-average importance scores, and both recorded lower-than-average satisfaction scores.

Metropolis Research notes that the lower-than-average importance of parking enforcement was likely to reflect, at least in part, the lower-than-average satisfaction. This reflects the fact that some respondent who were dissatisfied with parking enforcement believe there was too much enforcement, and they therefore rate the importance of this service lower.



Animal management

Animal management was the 24th most important of the 28 included services and facilities, with an average importance of 8.5 out of 10, and one of seven that were measurably less important than the average of all 28 services and facilities (8.9).

Satisfaction with animal management declined marginally this year, down one percent to 7.5 out of 10, which remains a “very good” level of satisfaction.

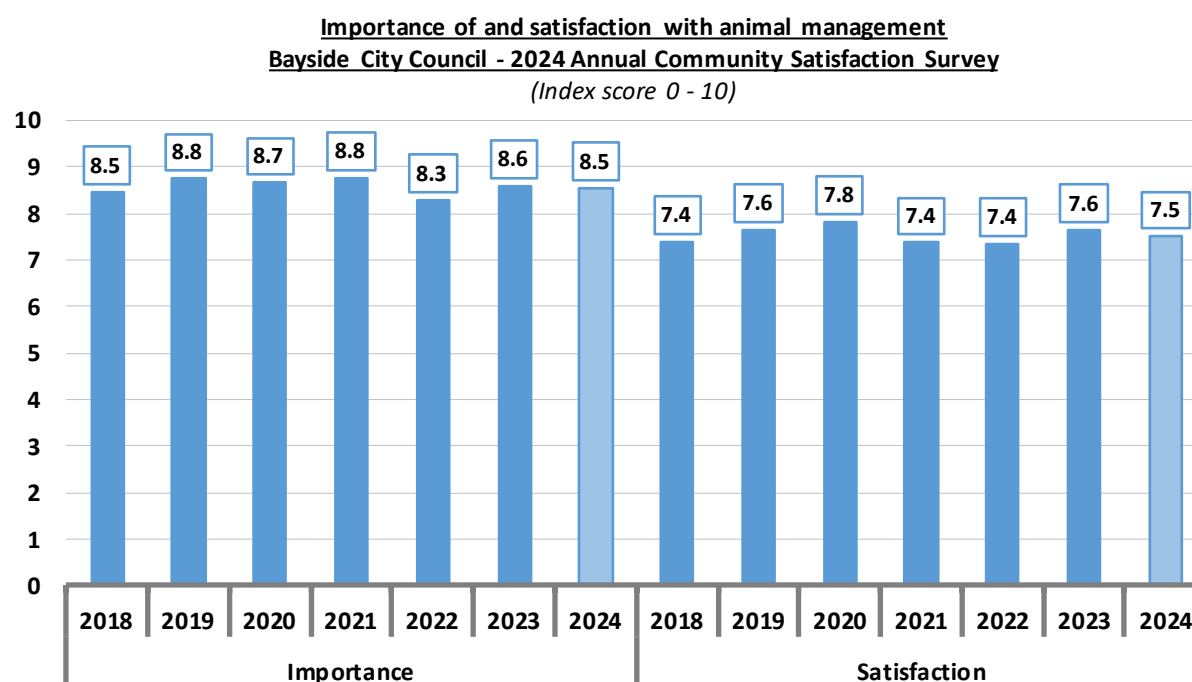
This result ranks animal management 17th in terms of satisfaction this year.

This result was identical to the long-term average satisfaction since 2018 of 7.5 out of 10, or “very good”.

This result comprised 59% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 598 of the 700 respondents who provided a satisfaction score this year.

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

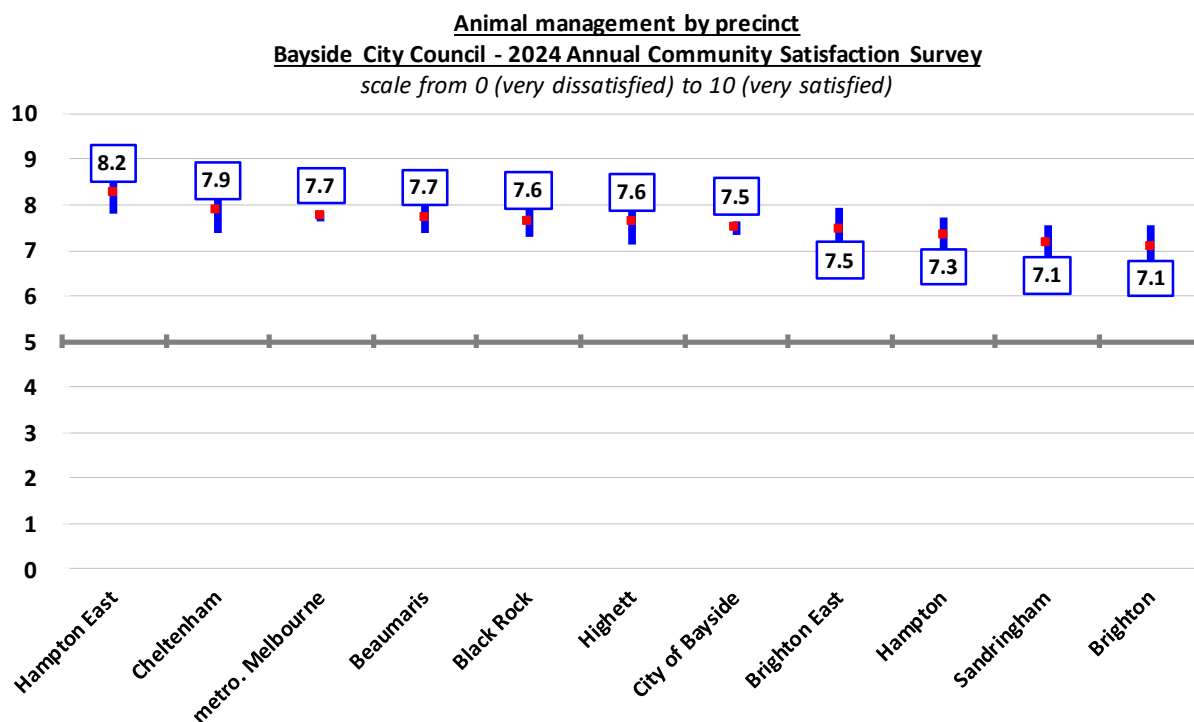
By way of comparison, satisfaction with animal management was marginally (2%) lower than the metropolitan Melbourne average satisfaction with the “animal management” of 7.7 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was some measurable and some notable variation in this result observed across the municipality. Respondents from Hampton East were measurably and respondents from Cheltenham were notably more satisfied than average and at “excellent” levels.



By contrast, respondents from Sandringham and Brighton were notably less satisfied than average, and at “good” rather than “very good” levels of satisfaction.



The following table outlines the 39 comments received from respondents who raised concerns around animal management.

Many of these comments related to dogs, including dogs-off leash related issues, barking dogs, and a range of other issues.

Reason for dissatisfaction with animal management
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Dog poop in nature strip / public areas / beach needs picking up	8
Dogs off leash at the beach area scare me	2
Don't know what they do	2
The dogs are barking quite loud in the neighbourhood, we need general dog control	2
Because of cats roaming around	1
Because there are not many dogs I see at the beach or parks	1
Because they are trying to keep animals inside the house permanently especially cats.	1
We still get a lot of rats and mice around the area. They don't do much about it	1
Because we have to pay a late fee for registration	1
Cat curfew without consultation is a disgrace	1
Dog barking on Talofa Ave, sometimes for 3 hours non-stop (16 Talofa Ave)	1



Dogs are not trained	1
Incapable of clearly expressing the rules on the website so that the map of off leash areas is clear and so that there is appropriate signage and appropriate fines for people who allow their dogs off leash in on leash areas	1
Kamesburgh Garden in the street is meant to be park with dog lead. So many dogs off lead and Council is doing nothing about it. Causes pain to many people. Scaring little children	1
More secure off lead dog parks needed in Bayside	1
Need more dog litter bins in the park	1
No rangers checking the parks, people not controlling their dogs	1
People bring dogs on the beach, and nobody is doing anything about it	1
Personal dissatisfaction	1
Remove cat curfew	1
Strange rules: have to register pets, costs depend on whether they are desexed or not, but can't desex before 6 months old so had to pay full price	1
The cat containment rules are a bit strict. So, you have to keep your cat in a cage	1
The local bylaws are not consistent with state laws. Accused of attacking another dog, got a big fine. We are paid fee for no reason. The accident should have a puncture in the skin but there was no assessment done and fine was paid	1
There are a lot of dog owners who do not control the dogs correctly which are aggressive towards others. There aren't enough staff that patrol the parks	1
There should be more off leash areas. Relaxation of requirements	1
There are so many restrictions on dogs which aren't applicable to cats	1
Too many dogs barking on Champion St	1
Too many dogs cluttering footpaths and shopping centres	1
Too many dogs off the leash and nothings been done. Hampton beach	1
Too many possums in my area	1
Total	39

Parking enforcement

Parking enforcement was the 27th most important of the 28 included services and facilities, with an average importance of 8.4 out of 10, and one of seven that were measurably less important than the average of all 28 services and facilities (8.9).

Satisfaction with parking enforcement declined marginally this year, down one percent to 6.9 out of 10, which remains a “good” level of satisfaction.

This result ranks parking enforcement 25th in terms of satisfaction this year, and one of six that received a satisfaction score measurably lower than the average of all 28 (7.7).

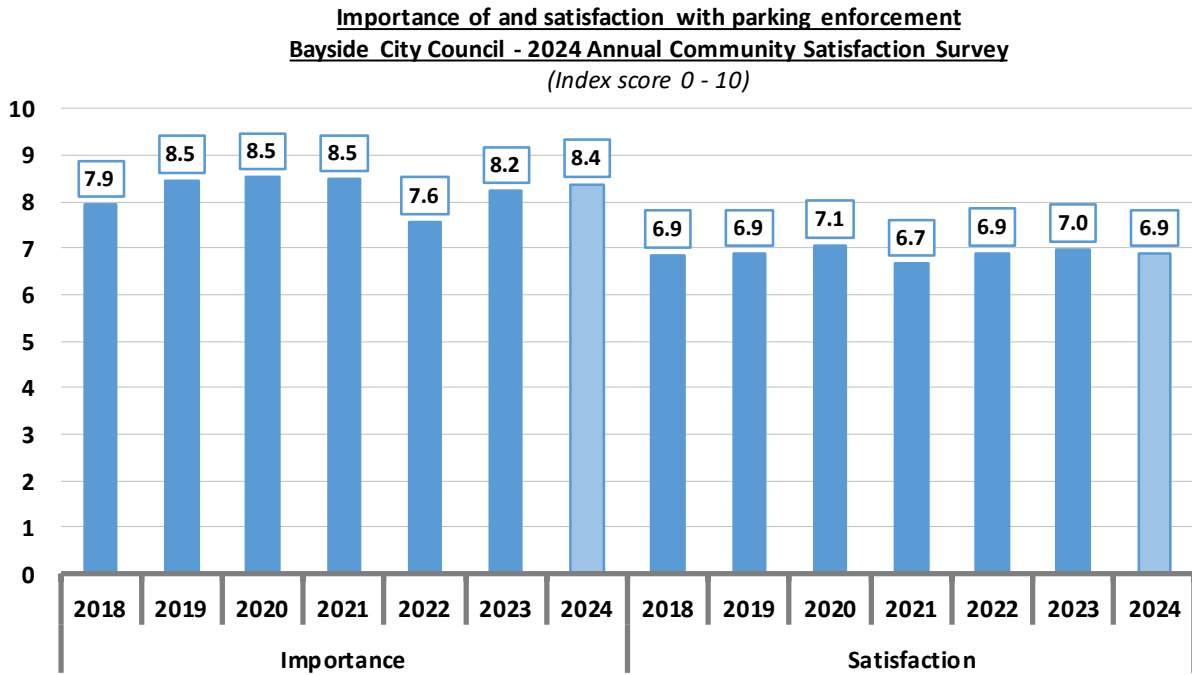
This result was identical to the long-term average satisfaction since 2018 of 6.9 out of 10, or “good”.

This result comprised 43% “very satisfied” and nine percent dissatisfied respondents, based on a total sample of 639 of the 700 respondents who provided a satisfaction score this year.

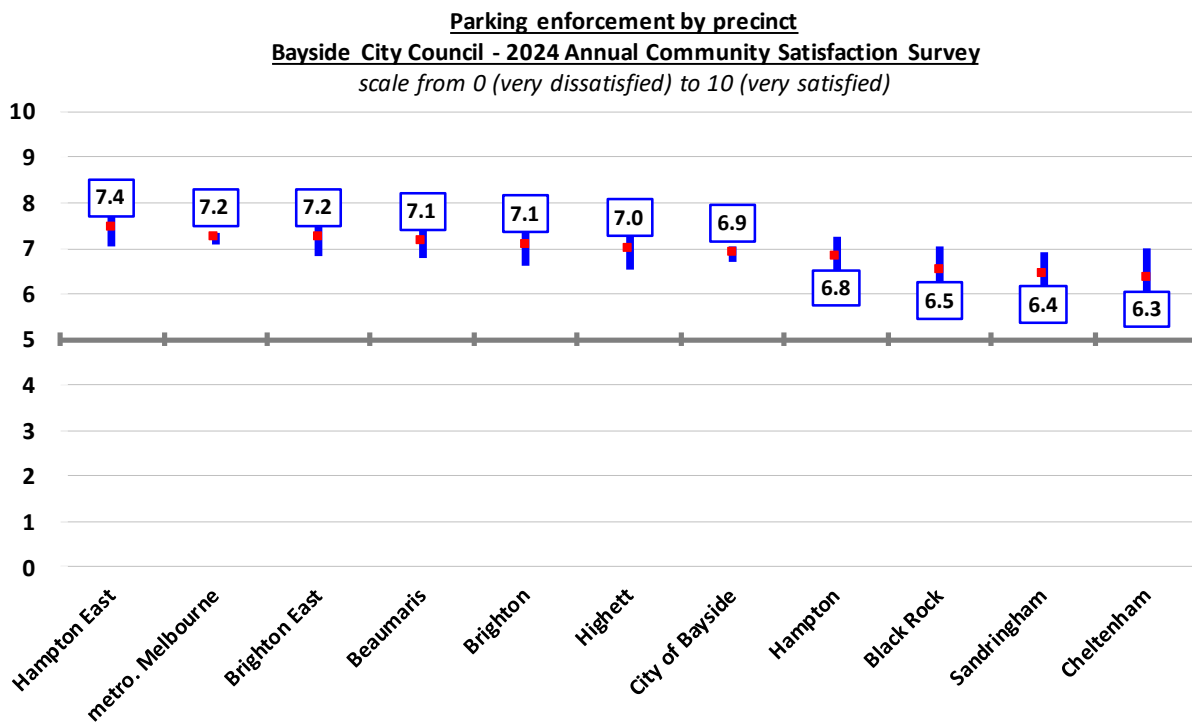
There was some variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied than average.



By way of comparison, satisfaction with parking enforcement was measurably (3%) lower than the metropolitan Melbourne average satisfaction with the “parking enforcement” of 7.2 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was some measurable and some notable variation in this result observed across the municipality. Respondents from Hampton East were measurably more satisfied than average and at a “very good” level, whilst respondents from Sandringham and Cheltenham were notably less satisfied than average and at “solid” rather than “good” levels of satisfaction.



The following table outlines the 95 comments received from respondents who had concerns around parking enforcement.

There were 30 comments around the perceived lack of parking, 18 comments about perceived over-enforcement and 15 comments around perceived under-enforcement of parking in the City of Bayside.

Reason for dissatisfaction with parking enforcement
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Not enough parking availability</i>	
Hospital staff / patients parking in our resident streets	3
Insufficient facilities	3
700 new flats but no new parking spaces / more needed for apartments	1
Although the state is satisfactory, more parking is needed here	1
Because I can't park outside my house. There's less parking in Arthur St	1
Because there's no way to park for the tenants. Coape St. Have to park in the next street	1
Due to the Frankston getting built, people park in our residential area in Weatherall Rd	1
In the corner of our house near Royalty Ave and Graham Rd, there is lots of parking from the nearby café	1
Jack Rd becomes very congested when guests park their cars	1
More disability parking for older people	1
No parking spaces around beach and college	1
Not enough parking. Thomas St netball facility	1
On street parking on all the roads of Bayside for beach goers	1
On street parking for the beach people	1
Parked cars on my street all day in Reserve Rd	1
Parking is a problem in residential areas closer to Olympic Kindergarten school during school hours and during Golf course competition	1
Parking on the residential streets by the train station users	1
People park their vehicles on Fourth St when they visit beach causing difficulty for residents to park their vehicles	1
Short-term parking only no long-term parking	1
Summer parking on the residential streets of Bayside especially Eliza St	1
The hours are too short in Church St	1
The parking is chaotic right now. There is construction going on in this area so there are trucks of cement. Lots of construction vehicles majorly In Jackson Rd and Graham Rd	1
The restrictions in the Hampton Ludstone St area make it difficult for parking all day for a teacher like me	1
The roads on the Bayside are filled with cars from the Sandringham Hospital. No space to move out cars and very busy and noisy	1
There is not parking availability on Hampton St	1
Train station goers park their cars on our streets Middleton Street all day	1
Total	30



Too much enforcement

It's a bit harsh sometimes / overly regulated / fine is too much	4
Because I got a parking fine without even talking and assessing the circumstances. He was just in the car and fined me. It was not fair	1
Got a ticket	1
I think they are unreasonable with the time limits in the parking areas	1
Impacts people's experience. They fine someone on a street like Carew St which is not necessary on a street like this	1
It's a money-making exercise and they book people all the time. People want to shop for longer than an hour	1
Leave parkers alone, no parking anyway	1
My son had his number plate stolen and they fined him originally for parking without number plates	1
Should not be enforced on residents	1
The Council sent parking enforcement inspectors to schools during pickup time	1
There was a resurfaced Michael St. The workers asked to park by the road, and we were fined by the Council	1
They are quite vigilant on that	1
They are too strict. Doesn't leave enough time to go have a meal	1
They booked me for parking in my nature strip	1
They probably spend too much time raising funds through parking tickets	1
Total	18

Too little enforcement

Because they are not ticketing the people who they should be / often not enforced	4
I see a lot of people parking in disabled car parks without a sticker on them	1
In the 4-hour parking zone, at times people park their cars outside the time limit	1
No implementation of fining for people parking in no parking zone	1
Often found random cars parked in my driveway, I'm involved with the Council to make them remove the cars	1
Parking enforcement at Church St is not being observed	1
People park in front of our house blocking the driveway, it is very upsetting for us. Parking is pathetic here on Eliza St	1
Poor parking management on Eliza St and all the streets of Bayside	1
Short on staff I would say, and no consideration given to property owners	1
Some cars park on Seaview Cres illegally when the weather is hot (beach access)	1
They should do better in catching people, but it is annoying when you get caught	1
Visitors park their vehicles in residents' driveways at Wood St	1
Total	15



<i>Not good enough</i>	
Because I've complained about it and hasn't been followed up	1
I have disability sticker, but I find parking in that spot for example Concourse shopping centre	1
I just don't think it's good enough especially in Ocean St	1
Not happy with parking in the shopping area	1
The area with very large restrictions, like where it is 2 hours is too much	1
The Spring St is covered up with the cars of hospital patients and workers. We can't move our cars into our houses	1
They have inspectors that hide, and it is clearly opportunistic fine collection that is disappointing	1
Too much congestion. Hard to understand school zone parking rules	1
We are asking for Council to look at our parking on the street and they have done nothing	1
When building works take place in Highett, people park their cars in residents' driveways	1
Total	10

<i>Other</i>	
Abbott St is narrow, and it is difficult to drive as cars are parked on the road and at high speed	1
All day parking on the streets of Middleton St with no security	1
All-day parking in the resident areas by the passersby	1
Because they are not fixing the parking time in Bamfield St	1
Car parked on Spring St and all the Bayside Rd due to the hospital	1
Don't like parking tickets	1
Glenwood Avenue is narrow and is covered with cars on both sides	1
I suppose we have had one or two local tickets. It's annoying to get a ticket	1
Illegal parking near the Golf course	1
It's hard to get through College St due to parking	1
Nails on wheels around Hampton St because of construction	1
On street full day parking by the hospital	1
On the street parking by strangers on Kingston St	1
Parking regulations on Middleton St	1
People park their car on Paul St	1
Population increases therefore it increases traffic in residential areas	1
Service St, potholes, and tree in front of 63 Service St lifts the pavement	1
They caught me	1
This is about drains. Drain in my backyard has a hole in it please come and have a look, half my compost dropped into it	1
Trees and grass to be better	1
Unfortunately, we only get access	1
Unfriendly	1
Total	22
Total responses	95



Communication

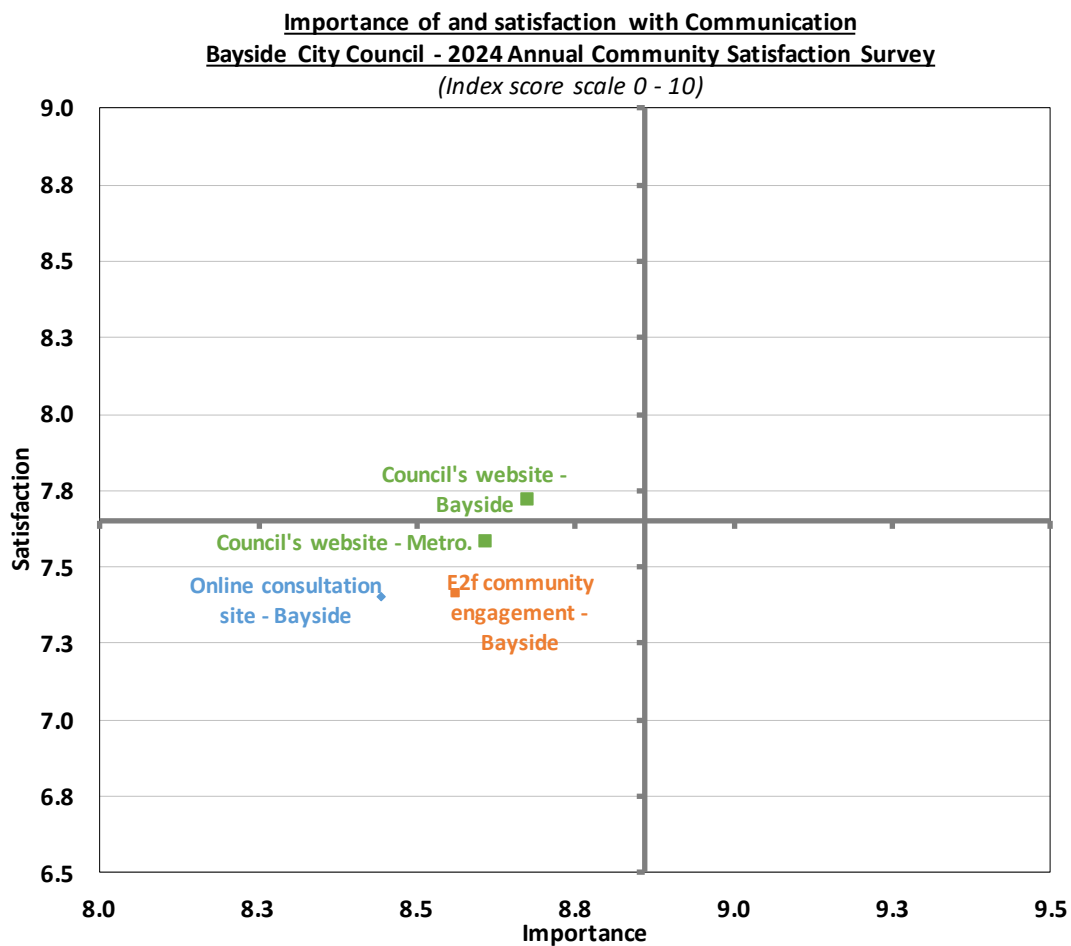
There were three communications services and facilities included in the survey this year, including the Council website and two new services covering the online consultation tool and face-to-face community engagement sessions.

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 both in the City of Bayside, as well as elsewhere, the communication services and facilities were notably less important than the average of all services.

It is noted that the website was considered a little more important than the two consultation services.

Satisfaction with the website was marginally higher than average, whilst satisfaction with the two consultation services was marginally lower than average.



Council’s website

Council’s website was the 21st most important of the 28 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with the website increased somewhat this year, up two percent to 7.7 out of 10, which remains a “very good” level of satisfaction.

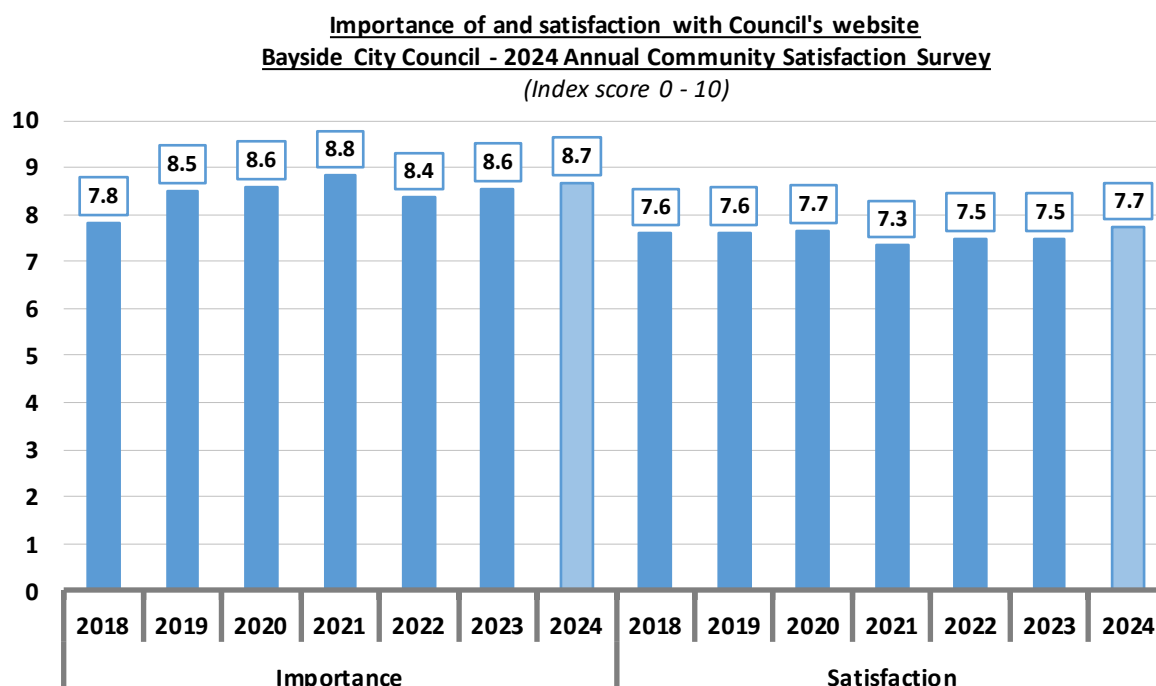
This result ranks the website 12th in terms of satisfaction this year.

This result was marginally higher than the long-term average satisfaction since 2018 of 7.6 out of 10, or “good”.

This result comprised 63% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 384 of the 385 respondents (55%) from households who had used these facilities in the last 12 months.

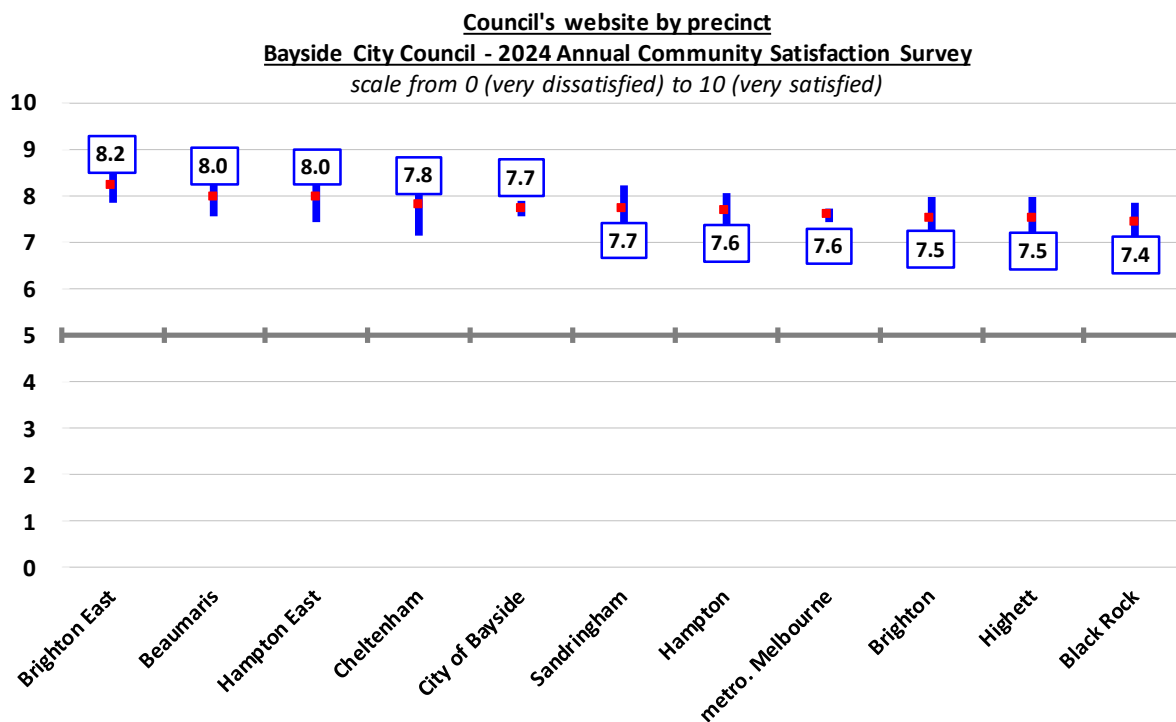
There was some variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied than average and senior citizens (aged 75 years and over) notably more satisfied.

By way of comparison, satisfaction with the website was marginally (1%) higher than the metropolitan Melbourne average satisfaction with the “Council’s website” of 7.6 out of 10, as recorded in the 2024 *Governing Melbourne*.



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





The following table outlines the 29 comments received from respondents in relation to the Council website. Many of these comments related to perceived level of difficulty navigating the site and / or finding required information.

Reason for dissatisfaction with Council's website
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Not easy to navigate / hard to find information	12
No response by the Council	4
It's quite self-promoting	2
Doesn't work on an Android	1
Hard to know what the website is for	1
Ignorance of our issue, Council did not do anything about that	1
I've submitted multiple forms and when the site buffers I have to fill out the forms again which is really time consuming	1
Not enough information	1
Not user friendly. Seems to have been glossier and pretty	1
Nothing impressive	1
Often refers you to pages that waste your time	1
Parking permit service was not easy to find on the website	1
Quite functional	1
Wanted to buy a parking permit on phone and couldn't do it. Have to open laptop to complete it	1
Total	29



Council’s online consultation site ‘Have Your Say’

The online consultation site ‘Have Your Say’ was included in the survey program for the first time this year.

‘Have Your Say’ was the 26th most important of the 28 included services and facilities, with an average importance of 8.4 out of 10, and one of seven that were measurably less important than the average of all 28 (8.9).

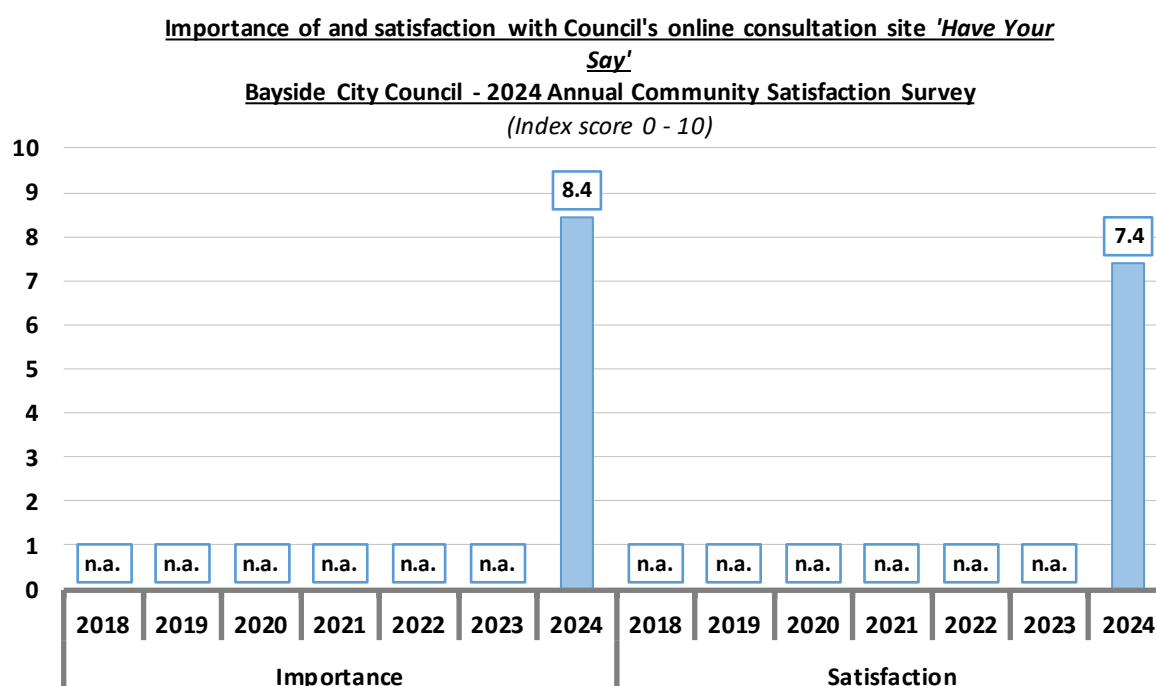
Satisfaction with the online consultation tool was 7.4 out of 10, which was a “very good” level of satisfaction.

This result ranks the online consultation site 21st in terms of satisfaction this year.

This result comprised 67% “very satisfied” and 10% dissatisfied respondents, based on a total sample of 78 of the 81 respondents (12%) from households who had used these facilities in the last 12 months.

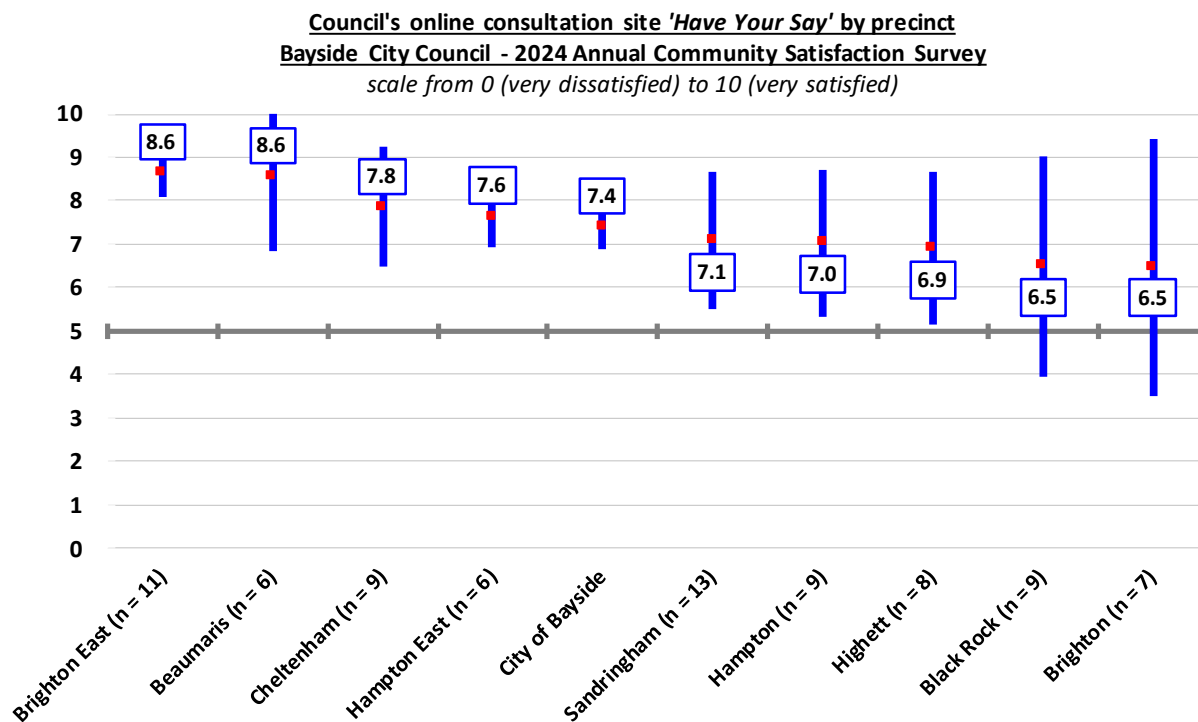
Whilst noting the small sample of 78 respondents, there was some variation in this result observed by respondent profile, with adults (aged 35 to 44 years) somewhat more satisfied and older adults (aged 60 to 74 years) notably less satisfied than average.

By way of comparison, this service was not included in the 2024 *Governing Melbourne* survey and therefore no comparison results were available.



Noting the small sample of 78 respondents, there was no meaningful variation in satisfaction with this service observed across the municipality.





The following table outlines the eight comments received from respondents in relation to the online consultation tool.

Reason for dissatisfaction with Council's online consultation site 'Have Your Say'
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Ignoring / no response	2
Do not listen	1
If you talk to people that's quicker. People like me who are not tech savvy cannot have our say. Aging population cannot have their say because of more dementia	1
It's unclear to me and I can't follow it properly	1
Lack of communication on particular subject	1
My problem was not solved by the council	1
Not aware of it	1
Total	8



Face-to-face community engagement sessions

Face-to-face community engagement sessions were included in the survey program for the first time this year.

Community engagement sessions were the 23rd most important of the 28 included services and facilities, with an average importance of 8.6 out of 10, and one of seven that were measurably less important than the average of all 28 (8.9).

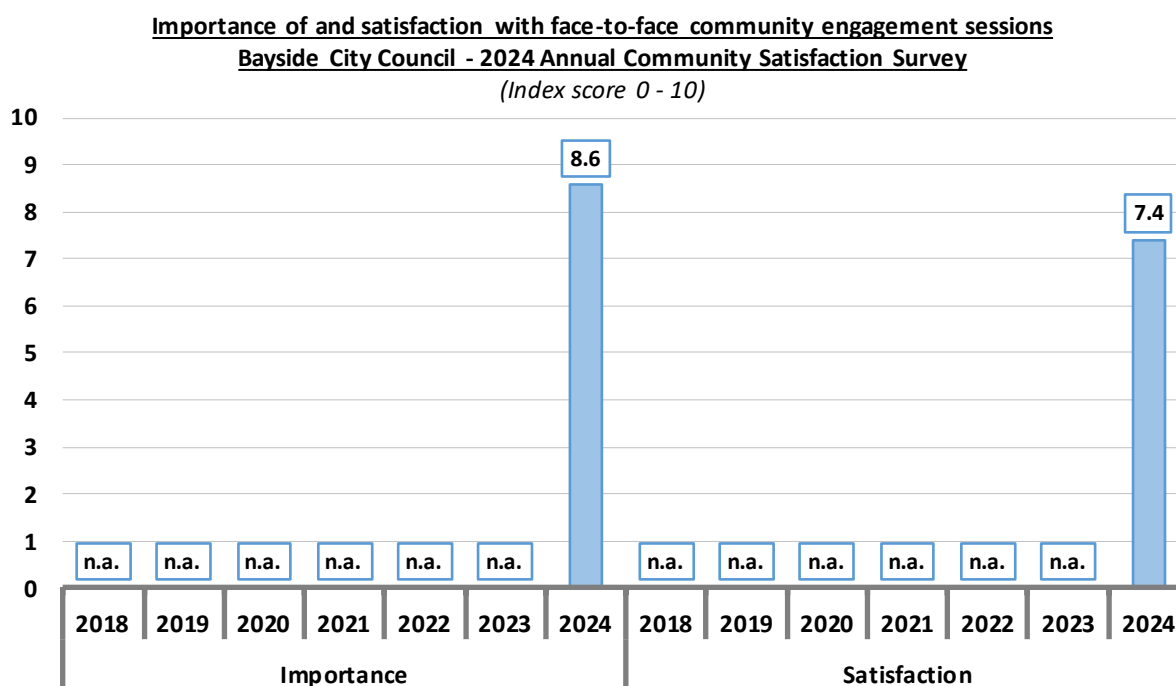
Satisfaction with community engagement sessions was 7.4 out of 10, which was a “very good” level of satisfaction.

This result ranks community engagement sessions 20th in terms of satisfaction this year.

This result comprised 63% “very satisfied” and 13% dissatisfied respondents, based on a total sample of 56 of the 58 respondents (8%) from households who had used these facilities in the last 12 months.

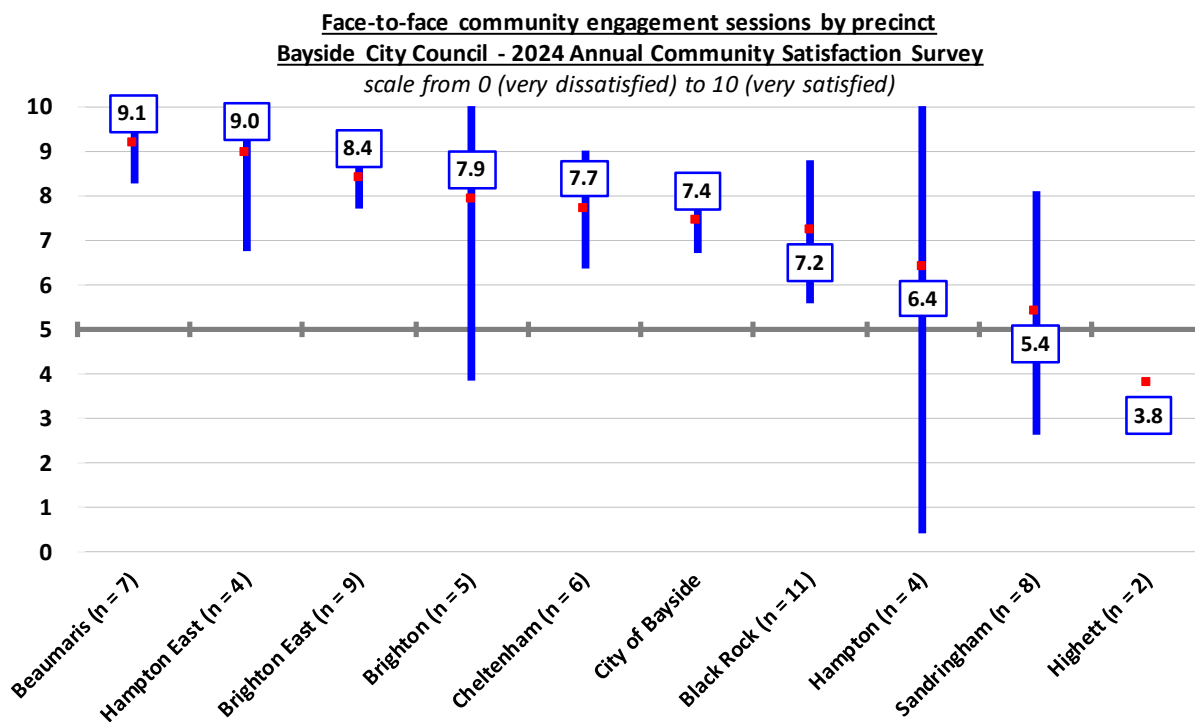
Whilst noting the small sample of 56 respondents, There was some variation in this result observed by respondent profile, with older adults (aged 60 to 74 years) notably less satisfied than average, and respondents from multilingual households notably more satisfied than respondents from English speaking households.

By way of comparison, this service was not included in the 2024 *Governing Melbourne* survey and therefore no comparison results were available.



Noting the small sample of 56 respondents, there was no meaningful variation in satisfaction with this service observed across the municipality.





The following table outlines the eight comments received from respondents in relation to face-to-face community engagement sessions.

Reason for dissatisfaction with face-to-face community engagement sessions
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Our complaint/ issue was not taken up	2
Because I don't think they have resolved my issue regarding the over development in Hampton	1
Because the reception desk was very rude and then you got to line up to talk to someone who cannot provide a solution	1
Didn't do what I wanted	1
Fireworks at Christmas Carnival 2023 was not of good quality	1
They didn't turn up after appointment	1
They were not helpful did not do anything about a drainage problem on the Gray St	1
Total	8



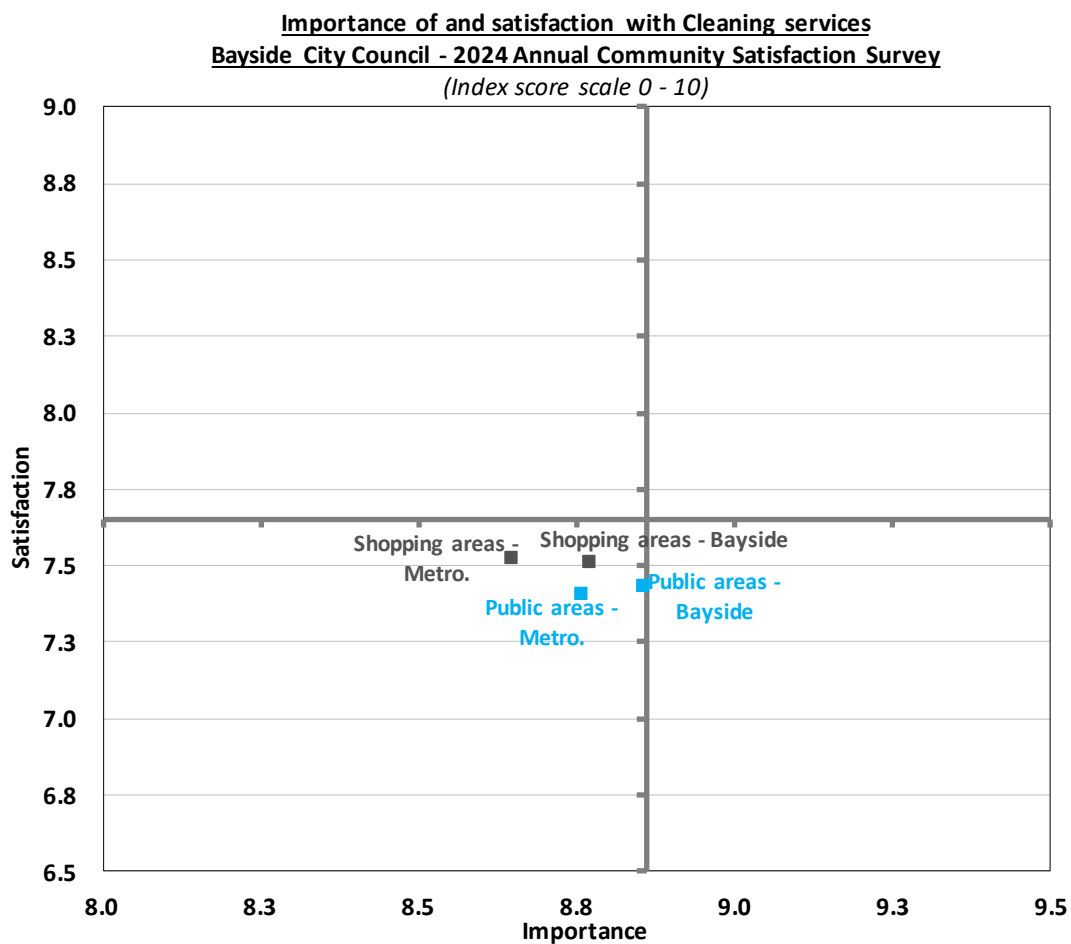
Cleaning

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 these cleaning services were of approximately average importance this year, and both received just marginally lower than average satisfaction scores.

These results were very similar to the metropolitan Melbourne average results, as recorded in *Governing Melbourne*.



The maintenance and cleaning of public areas

The maintenance and cleaning of public areas was the 16th most important of the 28 included services and facilities, with an average importance of 8.9 out of 10.



Satisfaction with these services declined somewhat this year, down three percent to 7.4 out of 10, although it remains a “very good” level of satisfaction.

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

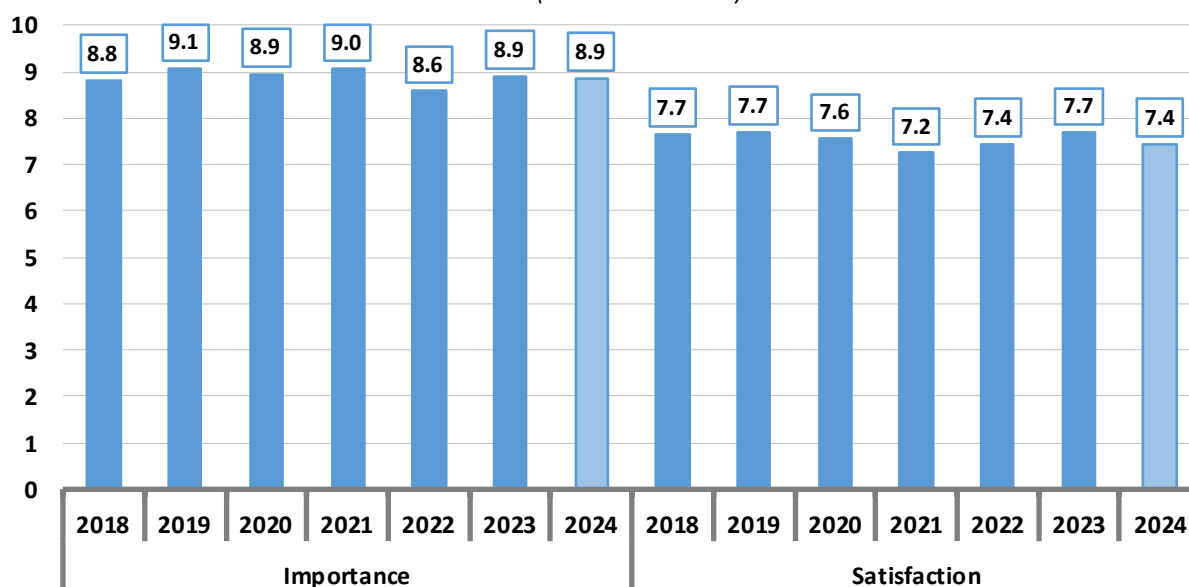
This result was marginally lower than the long-term average satisfaction since 2018 of 7.5 out of 10, or “very good”.

This result comprised 55% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 675 of the 700 respondents who provided a satisfaction score this year.

There was no meaningful variation in this result observed by respondent profile, with all age groups, gender, and language spoken at home rating satisfaction at “very good” levels.

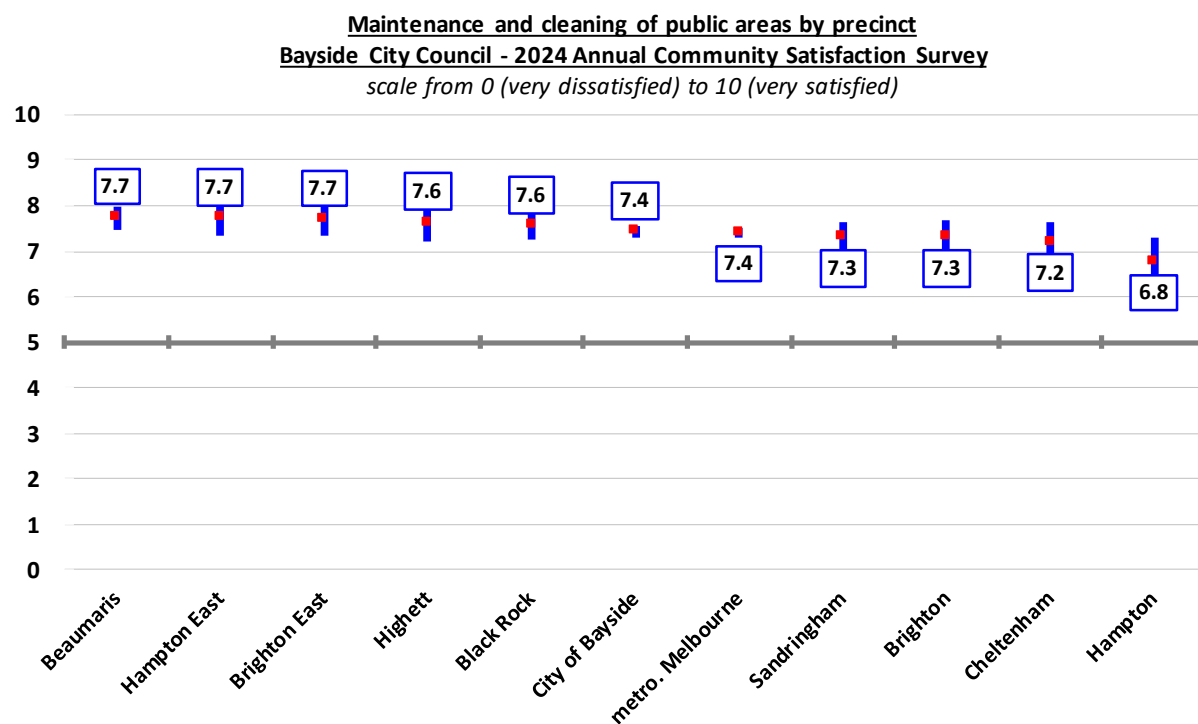
By way of comparison, satisfaction with these services was identical to the metropolitan Melbourne average satisfaction with the “maintenance and cleaning of public areas” of 7.7 out of 10, as recorded in the 2024 *Governing Melbourne*.

Importance of and satisfaction with the maintenance and cleaning of public areas
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Index score 0 - 10)



There was measurable variation in this result observed across the municipality, with respondents from Hampton measurably less satisfied than average, and at a “good” rather than a “very good” level.





The maintenance and cleaning of strip shopping areas

The maintenance and cleaning of strip shopping areas was the 18th most important of the 28 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with these services declined marginally this year, down two percent to 7.5 out of 10, although it remains a “very good” level of satisfaction.

This result ranks these services 16th in terms of satisfaction this year.

This result was marginally lower than the long-term average satisfaction since 2018 of 7.6 out of 10, or “very good”.

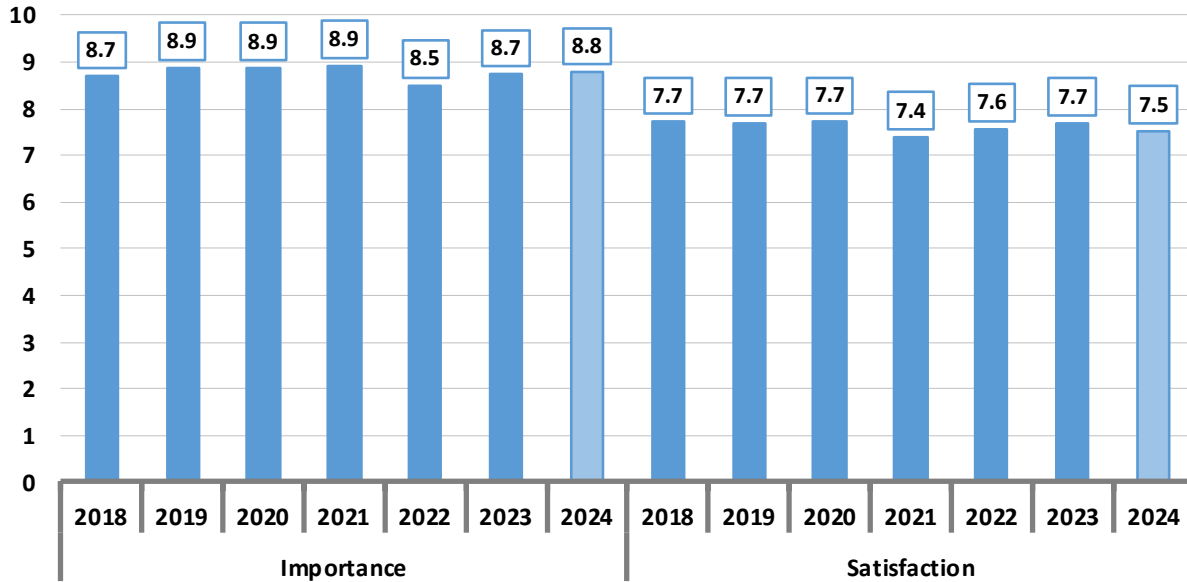
This result comprised 58% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 665 of the 700 respondents who provided a satisfaction score this year.

There was no meaningful variation in this result observed by respondent profile, with all age groups, gender, and language spoken at home rating satisfaction at “very good” levels.

By way of comparison, satisfaction with these services was identical to the metropolitan Melbourne average satisfaction with the “maintenance and cleaning of strip shopping area” of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne*.

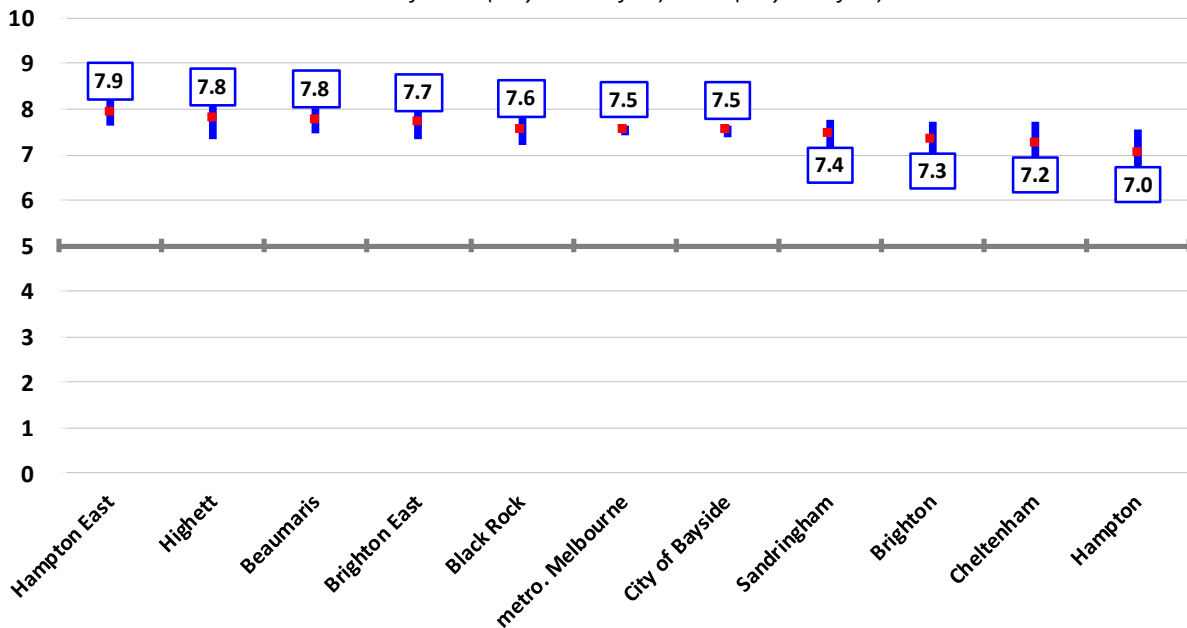


Importance of and satisfaction with the maintenance and cleaning of shopping areas
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Index score 0 - 10)



There was measurable and some notable variation in this result observed across the municipality. Respondents from Hampton East were measurably more satisfied than average and at an “excellent” level, whilst respondents from Cheltenham and Hampton were somewhat less satisfied than average, and at “good” rather than “very good” levels.

Maintenance and cleaning of strip shopping areas by precinct
Bayside City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



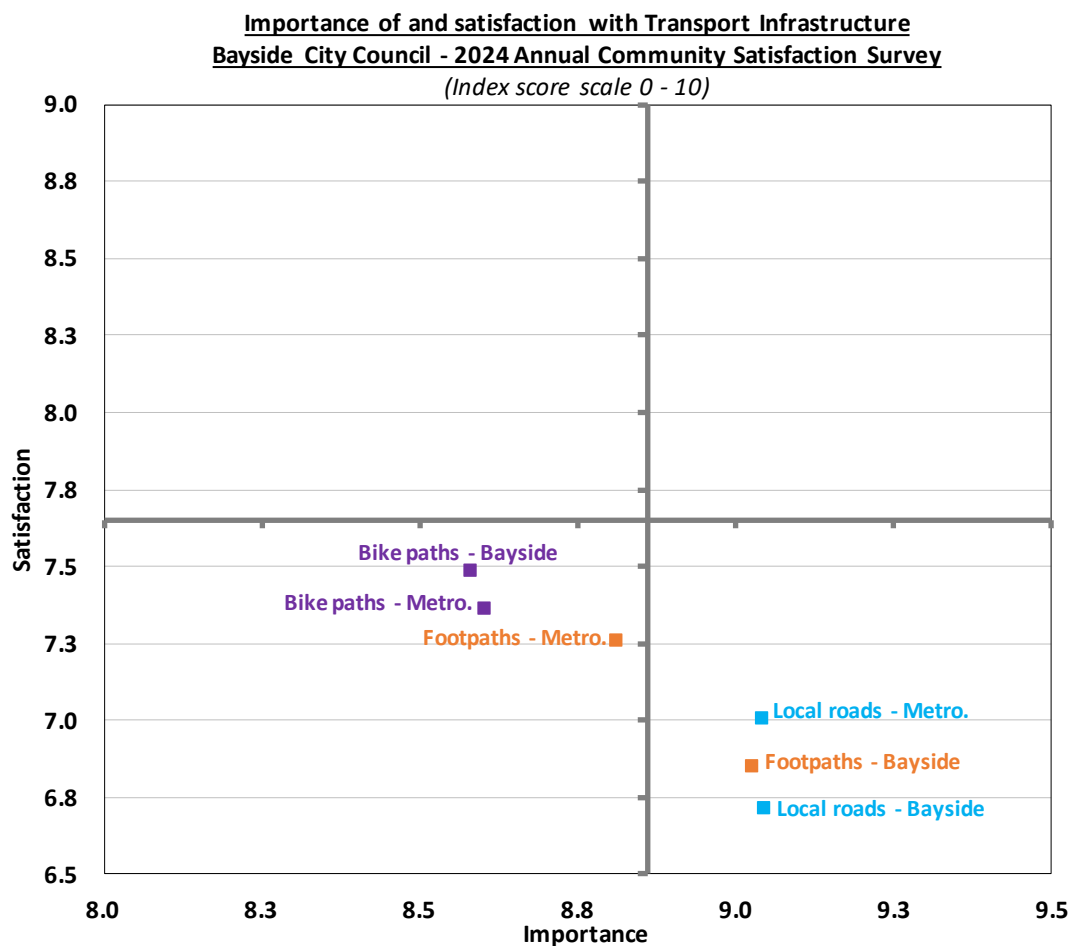
Transport infrastructure

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.

Consistent with the metropolitan Melbourne results, on and off-road bike paths were of somewhat lower than average importance and received a marginally lower than average satisfaction score. The maintenance and repair of sealed local roads was more important than average but received a significantly lower than average satisfaction score.

Attention is drawn, however, to footpaths, which were measurably more important in the City of Bayside than the metropolitan average, and which received a significantly lower satisfaction score than the metropolitan Melbourne average.



The maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 7th most important of the 28 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with local roads declined measurably this year, down five percent to 6.7 out of 10, although it remains at a “good” level of satisfaction.

This result ranks local roads 27th in terms of satisfaction this year, and one of six that recorded a satisfaction score measurably lower than the average of all 28 (7.7).

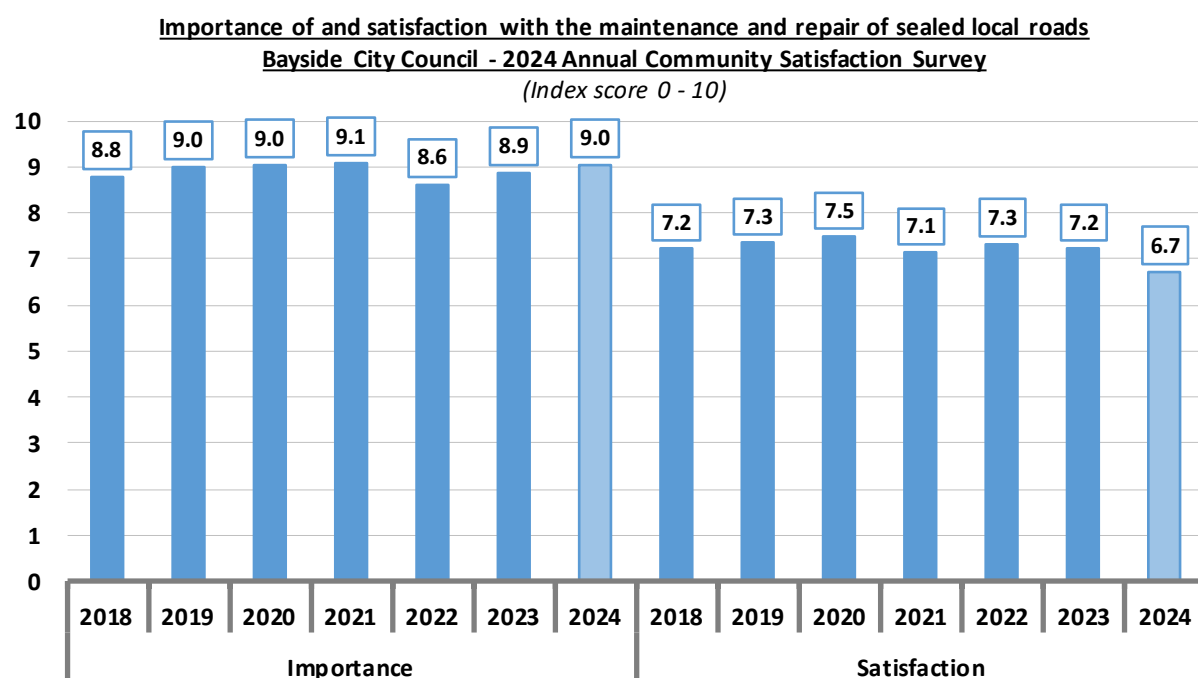
This result was measurably (5%) lower than the long-term average satisfaction since 2018 of 7.2 out of 10, or “good”.

This was the lowest satisfaction score for sealed local roads recorded for the City of Bayside.

This result comprised 39% “very satisfied” and 12% dissatisfied respondents, based on a total sample of 681 of the 700 respondents who provided a satisfaction score this year.

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

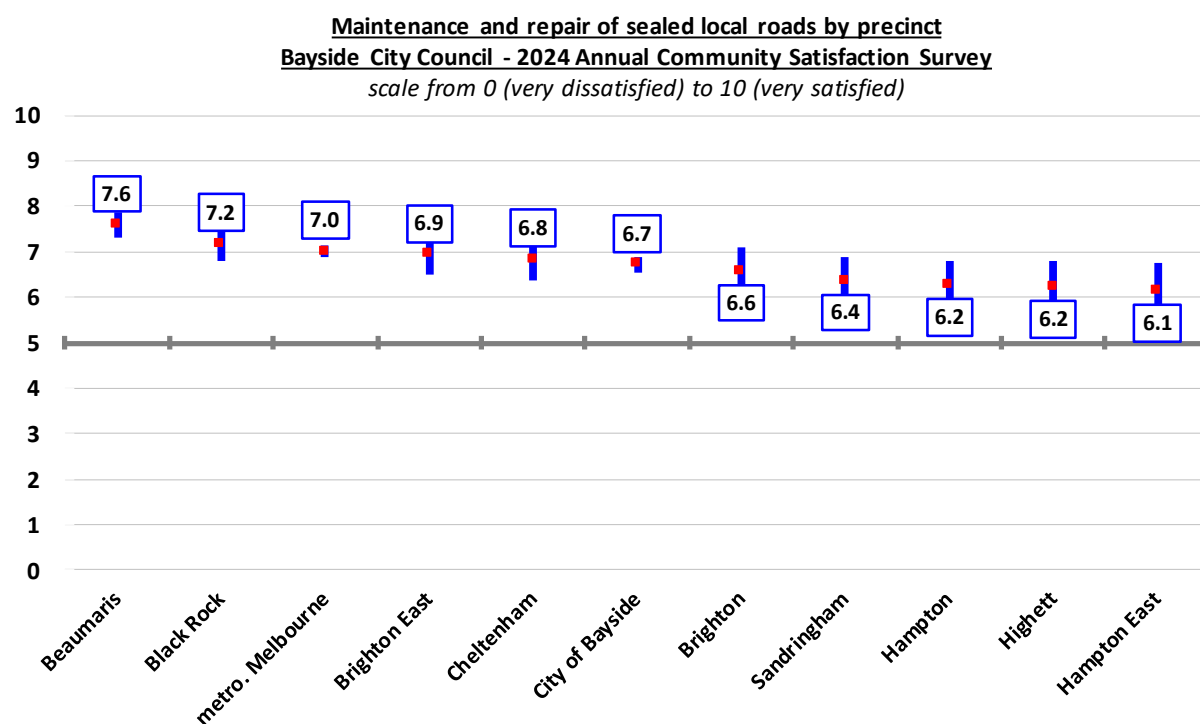
By way of comparison, satisfaction with local roads was measurably (5%) lower than the metropolitan Melbourne average satisfaction with the “maintenance and repair of sealed local roads” of 7.2 out of 10, as recorded in the 2024 *Governing Melbourne*.



There was measurable and some notable variation in satisfaction with sealed local roads observed across the municipality.



Respondents from Beaumaris were measurably more satisfied than average and at a “very good” level. Respondents from Hampton, Highett, and Hampton East were notably less satisfied than average and at “solid” levels of satisfaction.



The maintenance and repair of footpaths

The maintenance and repair of footpaths was the 9th most important of the 28 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with footpaths declined somewhat this year, down two percent to 6.8 out of 10, although it remains at a “good” level of satisfaction.

This result ranks footpaths 26th in terms of satisfaction this year, and one of six that recorded a satisfaction score measurably lower than the average of all 28 (7.7).

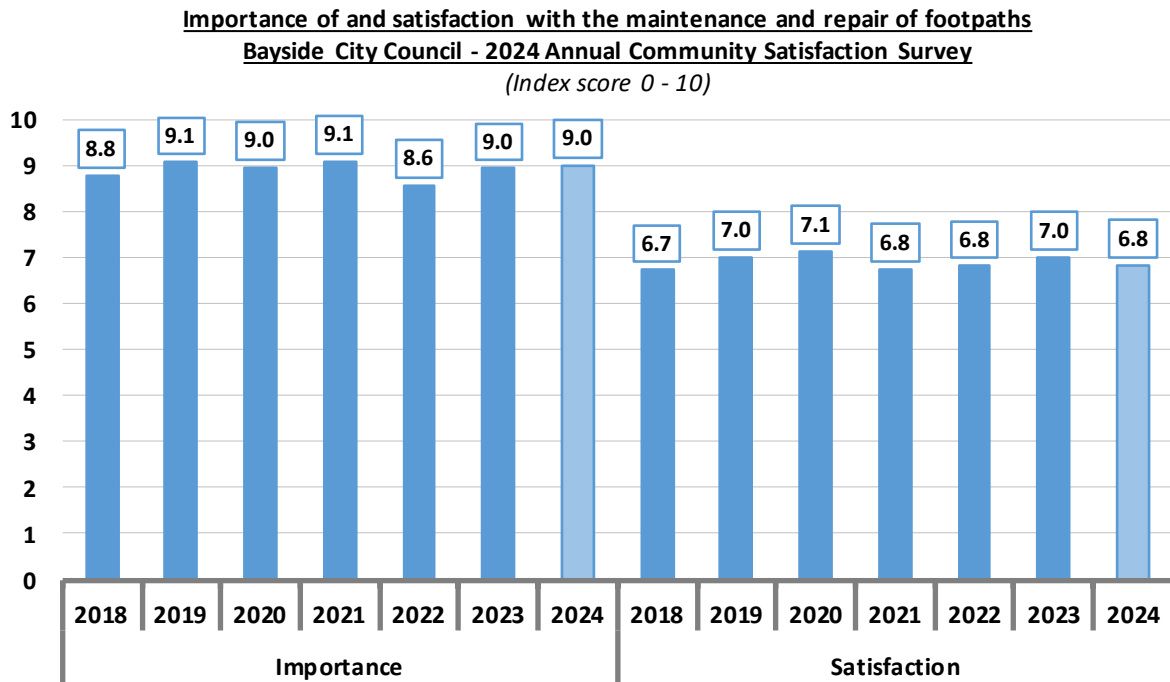
This result was marginally (1%) lower than the long-term average satisfaction since 2018 of 6.9 out of 10, or “good”.

This result comprised 40% “very satisfied” and 10% dissatisfied respondents, based on a total sample of 673 of the 700 respondents who provided a satisfaction score this year.

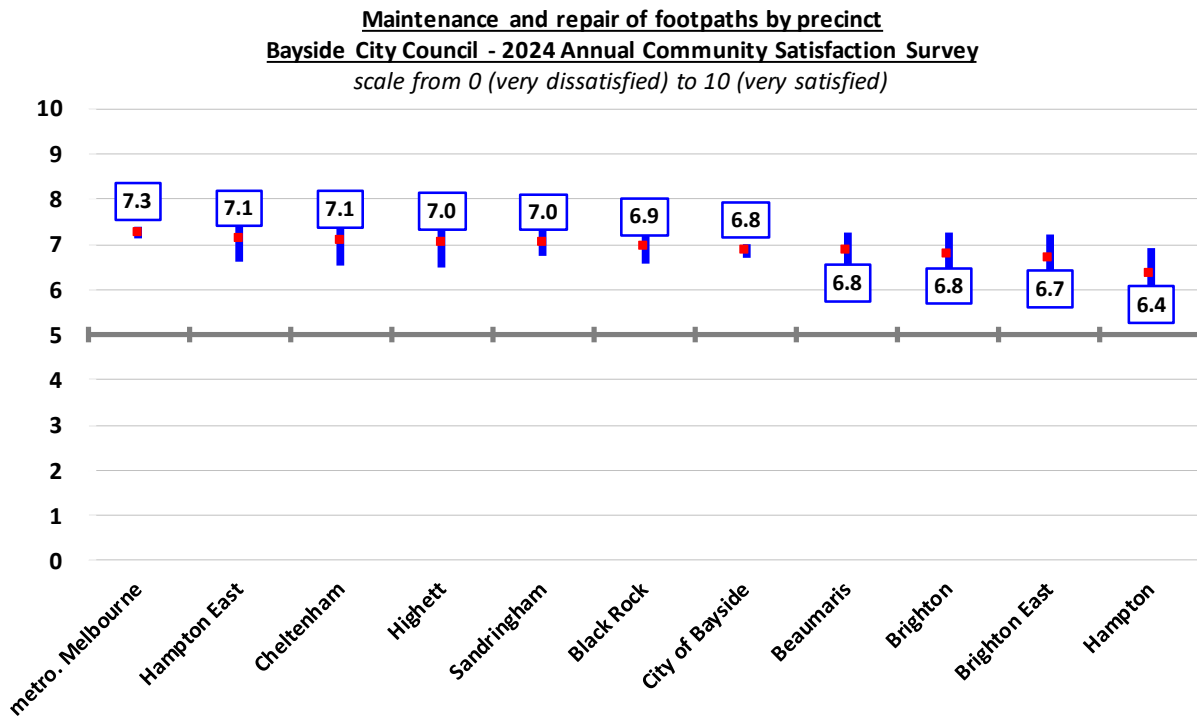
There was some variation in this result observed by respondent profile, with young adults and adults (aged 18 to 44 years) notably more satisfied than average. Respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.



By way of comparison, satisfaction with footpaths was measurably (5%) lower than the metropolitan Melbourne average satisfaction with the “maintenance and repair of footpaths” of 7.3 out of 10, as recorded in the 2024 *Governing Melbourne*.



Whilst there was no statistically significant variation in satisfaction with footpaths observed across the municipality, it is noted that respondents from Hampton were notably less satisfied than average, and at a “solid” rather than a “good” level of satisfaction.



On and off-road bike paths

On and off-road bike paths was the 22nd most important of the 28 included services and facilities, with an average importance of 8.6 out of 10, and one of seven that were measurably less important than the average of all 28 (8.9).

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

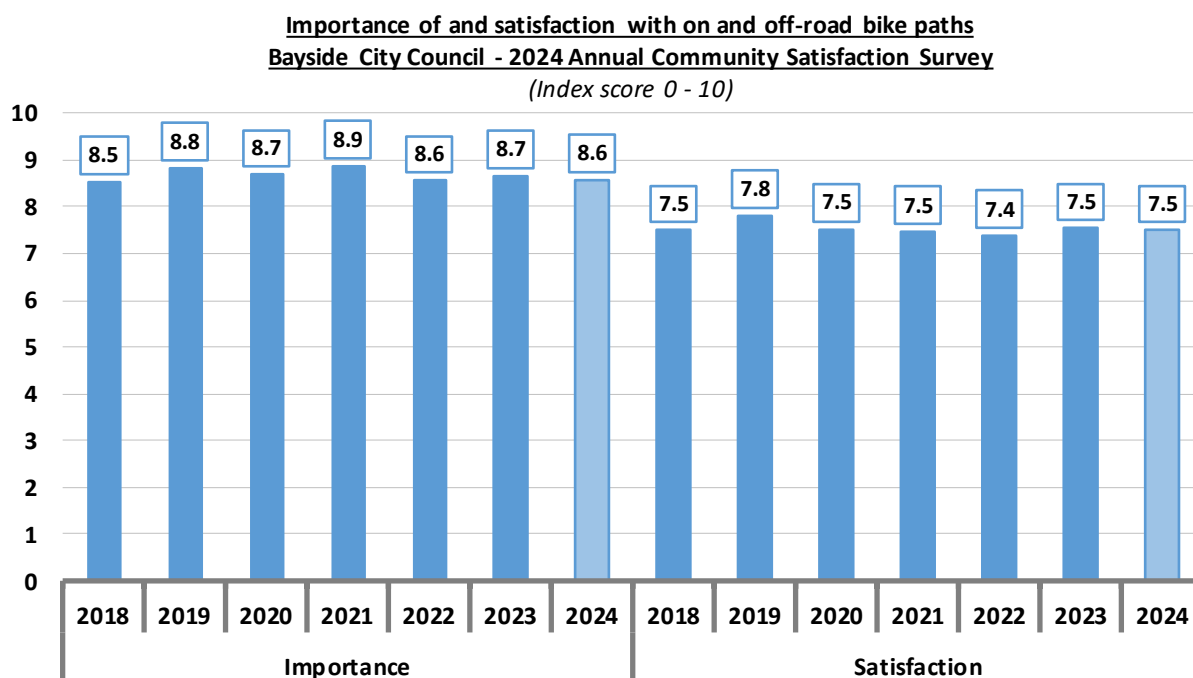
This result ranks bike paths 16th in terms of satisfaction this year.

This result was identical to the long-term average satisfaction since 2018 of 7.5 out of 10, or “very good”.

This result comprised 61% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 286 of the 290 respondents (41%) from households who had used these facilities in the last 12 months.

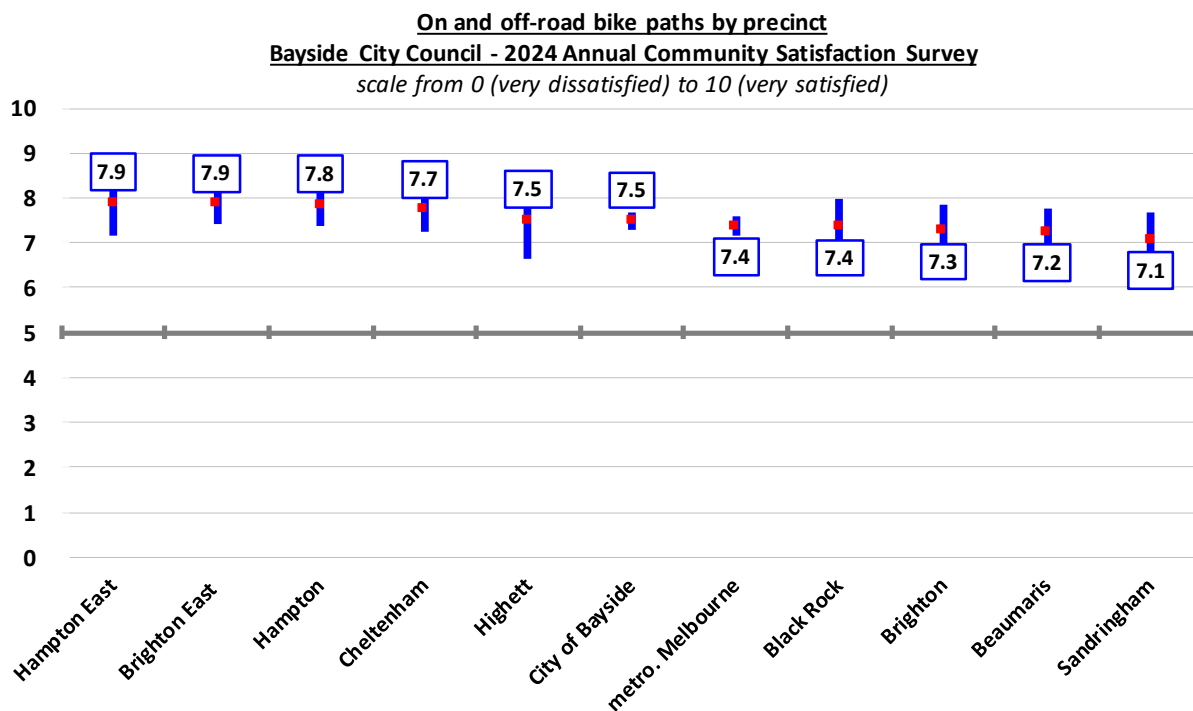
There was some variation in this result observed by respondent profile, senior citizens (aged 75 years and over) somewhat less satisfied than average.

By way of comparison, satisfaction with bike paths was marginally (1%) higher than the metropolitan Melbourne average satisfaction with the “on and off-road bike paths” of 7.4 out of 10, as recorded in the 2024 *Governing Melbourne*.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents Hampton East, Brighton East, and Hampton rated satisfaction at “excellent” levels, whilst respondents from Beaumaris and Sandringham rated satisfaction at “good” rather than “very good” levels.





The following table outlines the 35 comments received from respondents in relation to on and off-road bike paths.

Reason for dissatisfaction with on and off-road bike paths
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Bike and pedestrian paths need to be separate / are not wide enough, especially near beach	10
There should be reduced speed limit for cyclists on shared path closer to beach	4
Make more	2
Cyclists drive fast on foreshore from Hampton to Brighton	1
Cyclists still use the roads even if there are bike paths	1
From Dendy Rd to Sandringham is just for bike and not for pedestrians	1
Its unsafe, dogs run	1
Lacks smoothness	1
Many better designed	1
More bike lanes on Beach Rd	1
More off road is required	1
Need more bike paths through side streets	1
No bike paths in local area. Coape St	1
Not safe enough, no safety measures	1
Overgrown trees and bunch of leaves and branches hanging out	1
Parked cars in the way, terrible for the rider and they need work	1



There are few shared paths in the Bayside	1
There are very dangerous strips for bike rides such as Charman Rd and Balcombe Rd. No way for bikes. Bike paths vanish in the main streets	1
There should be more bike paths in Hampton East	1
There should be more shared bike paths in Highett	1
They are dangerous especially in Brighton area	1
We have witnessed a few accidents	1
Total	35

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.

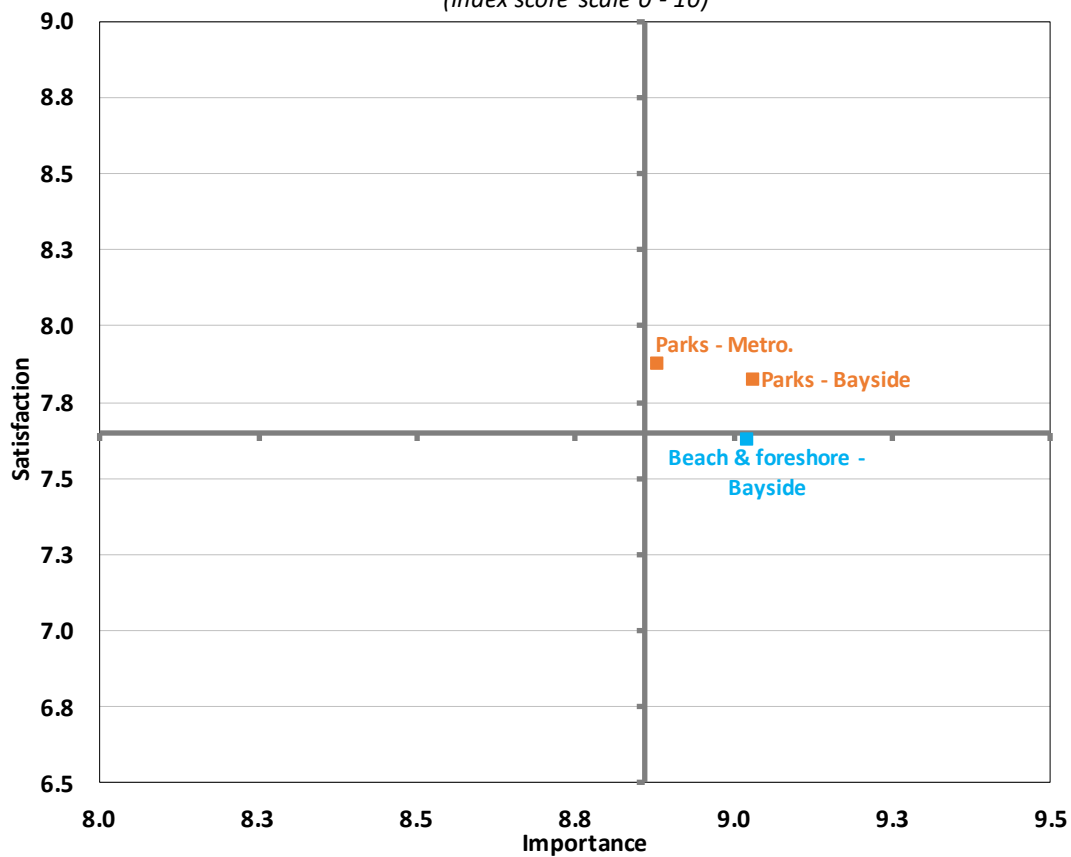
The graph displays the average importance of and satisfaction with each of these services and facilities, with the crosshairs representing the metropolitan Melbourne average importance and satisfaction scores.

Both the appearance of the beach and foreshore and bushland, as well as the provision and maintenance of parks, gardens, and reserves were of somewhat higher than average importance.

Satisfaction with parks, gardens, and reserves was similar to the metropolitan average, and higher than the municipal average, whilst satisfaction with the foreshore and bushland received an average satisfaction score.



Importance of and satisfaction with Parks and Gardens
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



Appearance of beach, foreshore, and bushland

The appearance of the beach, foreshore, and bushland was the 10th most important of the 28 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with these services declined somewhat this year, down three percent to 7.6 out of 10, which was a “very good”, down from an “excellent” level of satisfaction.

This result ranks these services 24th in terms of satisfaction this year.

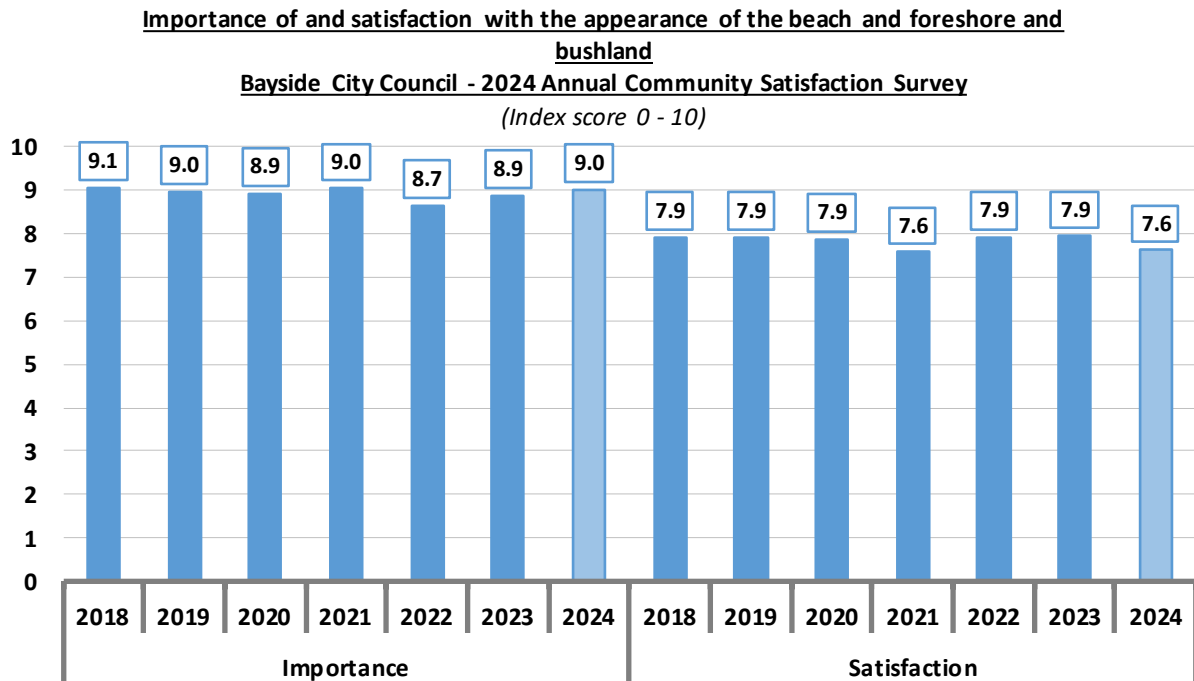
This result was marginally lower than the long-term average satisfaction since 2018 of 7.8 out of 10, or “excellent”.

This result comprised 61% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 655 of the 700 respondents who provided a satisfaction score this year.

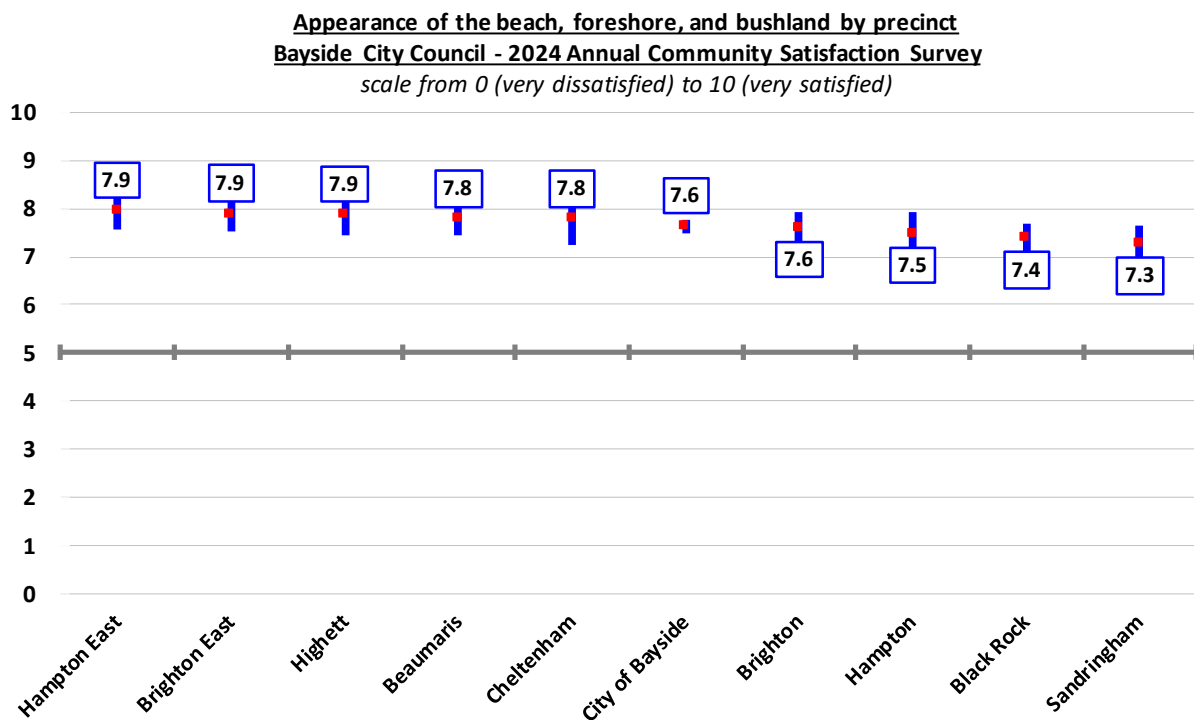
There was some variation in this result observed by respondent profile, senior citizens (aged 75 years and over) somewhat more satisfied than average.



By way of comparison, these services were not included in the 2024 *Governing Melbourne* survey and therefore no comparison results were published.



Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Sandringham were somewhat less satisfied than average, although still at a “very good” level. Satisfaction was at “excellent” levels in Hampton East, Brighton East, Highett, Beaumaris, and Cheltenham.



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 28 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with parks, gardens, and reserves declined notably this year, down three percent to 7.8 out of 10, although it remains at an “excellent” level of satisfaction.

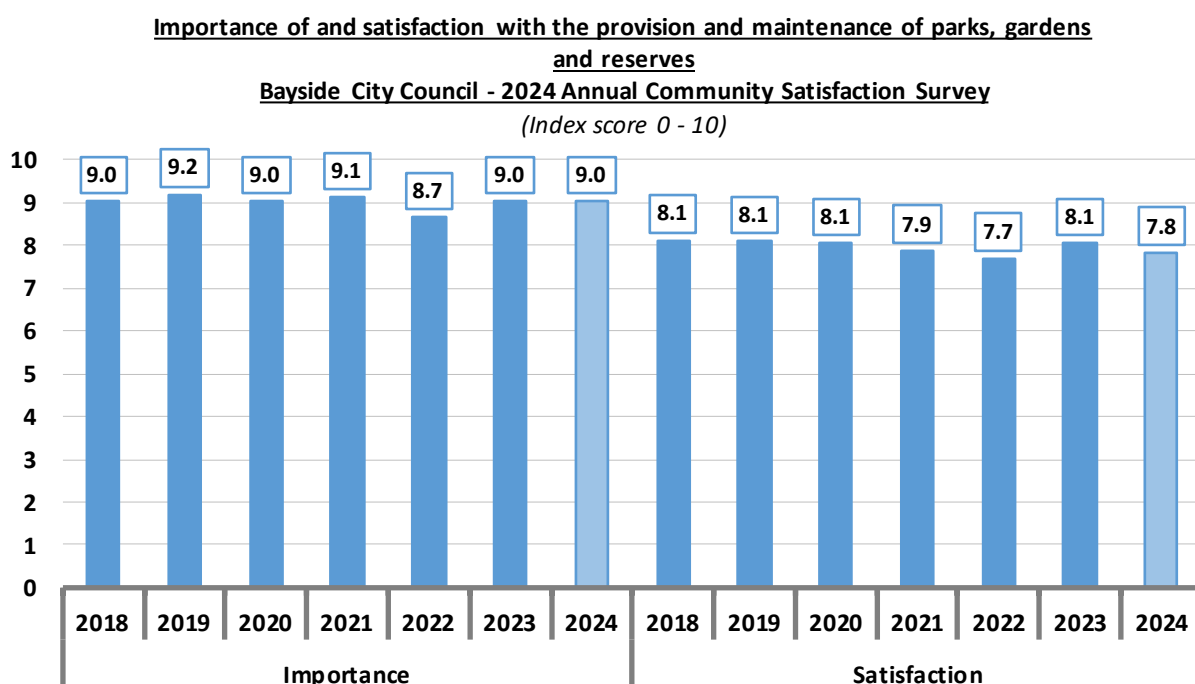
This result ranks parks, gardens, and reserves 11th in terms of satisfaction this year.

This result was marginally lower than the long-term average satisfaction since 2018 of 8.0 out of 10, or “excellent”.

This result comprised 67% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 657 of the 700 respondents who provided a satisfaction score this year.

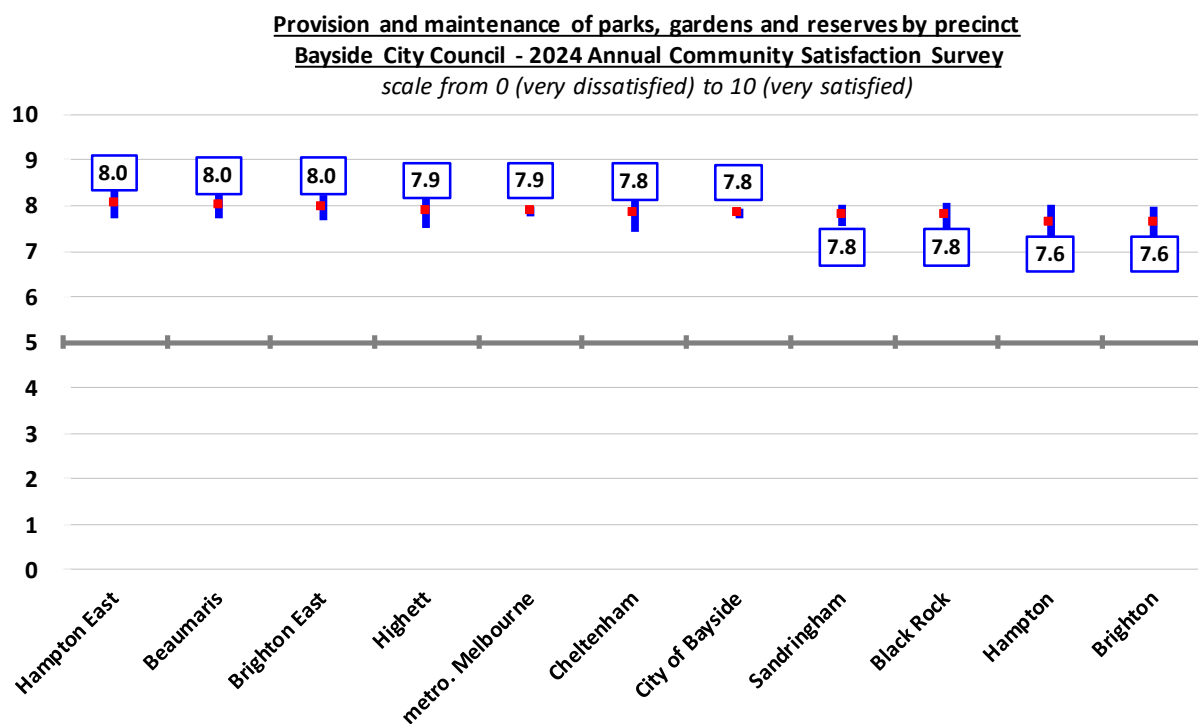
There was no substantive variation in this result observed by respondent profile, with respondents from all age groups, gender, and language rating satisfaction at “excellent” levels.

By way of comparison, satisfaction with parks, gardens, and reserves was marginally (1%) lower than the metropolitan Melbourne average satisfaction with the “the provision and maintenance of parks, gardens, and open spaces” of 7.9 out of 10, as recorded in the 2024 *Governing Melbourne*.



Whilst there was no statistically significant variation in satisfaction with parks, gardens, and reserves observed across the municipality, it is noted that respondents from Hampton and Brighton rated satisfaction at “very good” rather than “excellent” levels of satisfaction.





The following table outlines the 27 comments received from respondents in relation to parks, gardens, and reserves.

Reason for dissatisfaction with the provision and maintenance of parks, gardens and reserves
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Dendy Park maintenance should be improved	2
Unclean park / not spotless	2
A J Steel Reserve needs maintenance	1
Because they could be better	1
Because usually the lawns aren't mowed regularly	1
Bins are overflowing	1
Black Rock Park is not maintained and toilets in the park are quite far to access	1
Footpath across Basterfield Park is not connected	1
It is not convenient for people to visit, in general	1
Lighting at the Dendy Park needs to be improved	1
Mow the lawns	1
Not cleaned up, weeds around traffic signals, traffic islands are a disgrace as weeds are very high	1
Not enough expenditure	1
Over development	1
Park at Fifth Ave is taking forever, the construction	1
Renovate the parks around Kingston St, the surface of the basketball court is tough which can hurt the kids	1



Renovate the parks in Highett	1
Royal Ave Park could be repaired	1
Rusty and loose things are lying on the ground	1
The park at the end of Wells Rd	1
The park playgrounds are not renovated, we have to take our kids to Cheltenham for playing and using swimming pools	1
The reasons and the loss of the Dendy beach access are not satisfactory and taking over a year	1
They are not doing enough, in general. Very plain, no shelters and barbecues more community things	1
They need to repair the Beaumaris cricket nets, the steps of the Beaumaris beach need to be repaired and there also needs to be a shower	1
Unkept and overgrown, just in general mainly in Hampton	1
Total	27

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.

Council meeting its responsibilities towards the environment was the 25th most important of the 28 included services and facilities, with an average importance of 8.5 out of 10, and one of seven that were measurably less important than the average of all 28 (8.9).

Satisfaction with these services declined marginally this year, down one percent to 7.0 out of 10, which remains at a “good” level of satisfaction.

This result ranks these services 24th in terms of satisfaction this year, and one of six that recorded a satisfaction score measurably lower than the average of all 28 (7.7).

This result was somewhat lower than the long-term average satisfaction since 2018 of 7.3 out of 10, or “very good”.

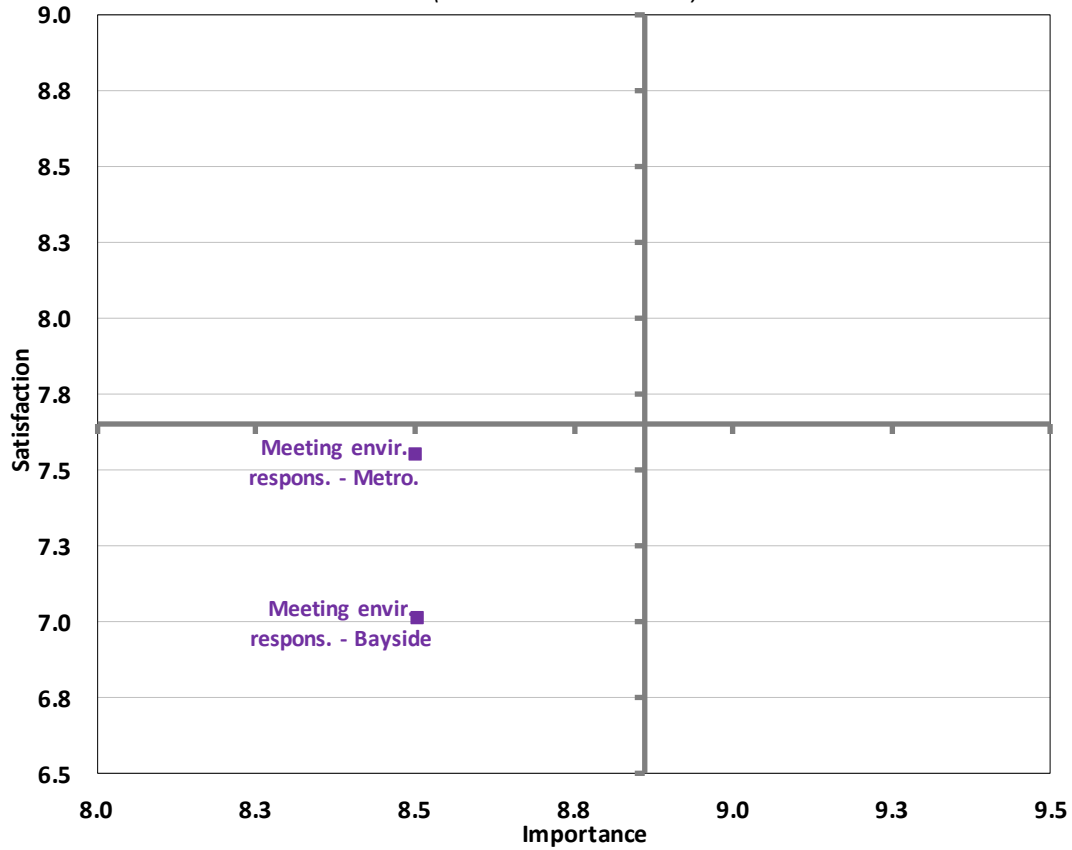
This result comprised 43% “very satisfied” and six percent dissatisfied respondents, based on a total sample of 526 of the 700 respondents who provided a satisfaction score this year.

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

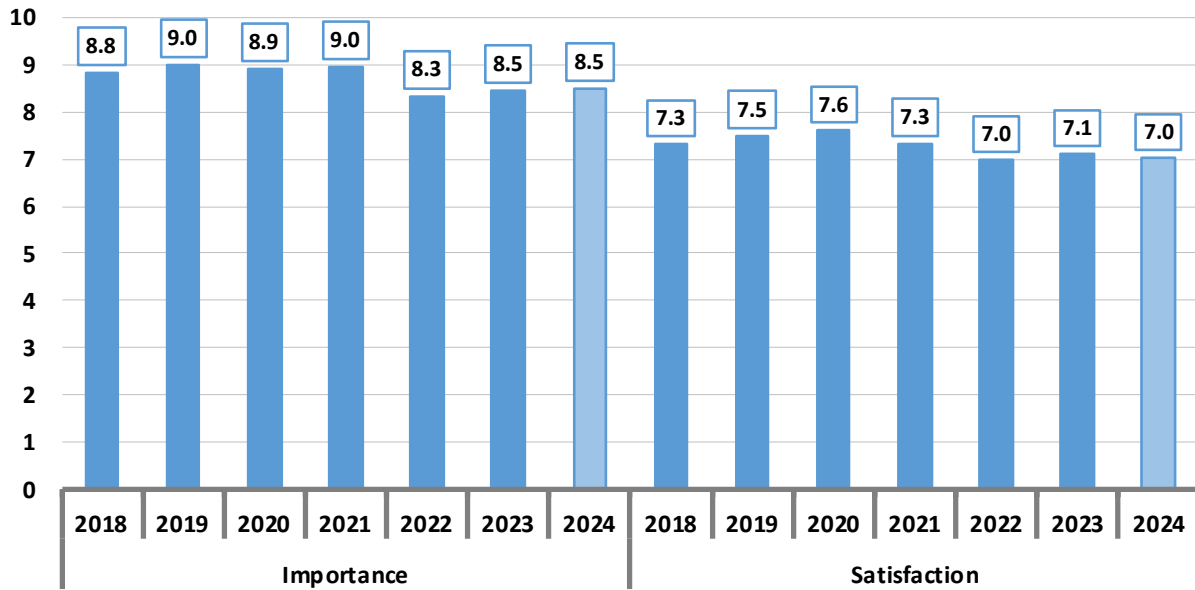
By way of comparison, satisfaction with these services was measurably (6%) lower than the metropolitan Melbourne average satisfaction with the “Council meeting its responsibilities towards the environment” of 7.6 out of 10, as recorded in the 2024 *Governing Melbourne*.



Importance and satisfaction - Council meeting environmental responsibilities
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



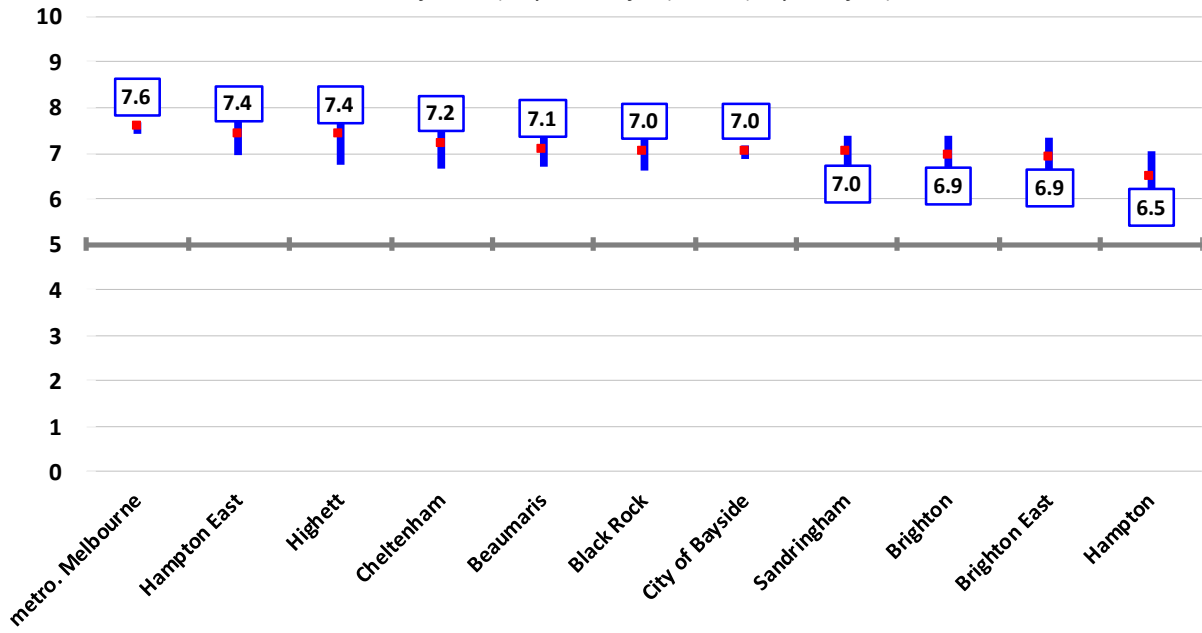
Importance of and satisfaction with Council meeting environmental responsibilities
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Index score 0 - 10)



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



Council meeting its environmental responsibilities by precinct
Bayside City Council - 2024 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?”

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 three-quarters (74% up from 62%) of respondents provided a total of 1,084 responses, at an average of approximately two issues per respondent.

There were four key issues nominated by respondents this year, including car parking (15%), road maintenance and repairs including roadworks (14%), building, housing, planning, and development (12%), and safety, policing, and crime related issues (10%).

Car parking

The most nominated issue to address in the City of Bayside in 2024 remains the same as previous years, that being car parking (15% up from 11%). Over the seven years of the survey program, an average of 14% of respondents have nominated car parking related issues as one of the top three issues to address for the City of Bayside. This was approximately double the metropolitan Melbourne average.

These results reflect a considerable level of community concern around car parking related issues in the municipality.

It is important to note, however, that the 107 respondents who nominated car parking related issues, on average, rated satisfaction with [Council’s overall performance](#) at 7.0 out of 10, which was the same as the municipal average. This does suggest that car parking exerts a mildly negative influence on overall satisfaction with Bayside City Council, mostly due to the large number of respondents nominating the issue.



Building, housing, planning, and development

The proportion of respondents nominating planning and development related issues has remained relatively stable in recent years, around a long-term average of 18%, with 12% (up from 10%) nominating these issues this year.

Metropolis Research notes that this result was significantly below the 21% recorded back in 2019 and the extremely high 39% recorded in the first year of the survey program (2018).

Planning and development issues have consistently been identified as a negative influence on overall satisfaction for the respondents who nominate these issues as a top three issue to address. This result has been consistently observed across metropolitan Melbourne, which highlights how planning concerns can often be negative influences on satisfaction with local government.

On average, the 83 respondents who nominated planning and development related issues were six percent less satisfied with Council's overall performance than the municipal average.

Road maintenance and repairs (including roadworks)

There was an increase this year, in the proportion of respondents nominating road maintenance and repair related issues, up from seven percent last year to 14% this year.

Metropolis Research has observed an increase in community concern around roads across many municipalities in metropolitan Melbourne in recent years, with several councils recording a result in excess of 20%.

The 70 respondents who nominated road maintenance and repair issues, on average, rated satisfaction with [Council's overall performance](#) four percent lower than the municipal average.

Safety, policing, and crime issues

There was a substantial increase this year, in the proportion of respondents nominating safety, policing, and crime related issues this year. These verbatim responses are outlined in this section of the report.

Many of these responses related to a perceived lack of safety, concerns around car break-ins, home invasions, and other forms of crime. There were also some comments around safety at night and lighting related issues.

The 70 respondents who nominated safety, policing, and crime related issues, on average, rated satisfaction with [Council's overall performance](#) three percent lower than the municipal average.



Change in issues between 2023 and 2024

There were some notable changes in the most common issues nominated in 2024 compared to 2023, as follows:

- **Notably more commonly nominated in 2024** – included car parking (15% up from 11%), road maintenance and repairs (14% up from 7%), safety, policing, and crime (10% up from 3%), Council rates and fees (6% up from 3%), and beach and foreshore issues (6% up from 3%).
- **Notably less commonly nominated in 2024** – included sports and recreation facilities (2% down from 4%).

Comparison to the metropolitan Melbourne results

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

- **More commonly nominated in the City of Bayside** – included car parking (15% compared to 7%), road maintenance and repairs (14% compared to 7%), building, housing, planning, and development (12% compared to 2%), safety, policing, and crime (10% compared to 2%), footpath maintenance and repairs (8% compared to 4%), beach and foreshore issues (6% compared to 0%), drains maintenance and repairs (5% compared to 1%), environment, sustainability, and climate change (4% compared to 0%), and public toilets (2% compared to 0%).
- **Less commonly nominated in the City of Bayside** – included traffic management (8% compared to 14%).



Top three issues for the City of Bayside at the moment
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Response	2024		2023	2022	2021	2020	2024 Metro.*
	Number	Percent					
Car parking	107	15%	11%	5%	11%	15%	7%
Roads maintenance and repairs	97	14%	7%	8%	4%	4%	7%
Building, planning, housing, development	83	12%	10%	15%	16%	16%	2%
Safety, policing and crime	70	10%	3%	3%	2%	1%	2%
Traffic management	59	8%	7%	7%	5%	7%	14%
Footpath maintenance and repairs	55	8%	6%	7%	3%	4%	4%
Rubbish and waste issues including garbage	51	7%	9%	6%	1%	1%	6%
Provision and maintenance of street trees	50	7%	6%	6%	4%	5%	6%
Council rates / charges	40	6%	3%	5%	1%	2%	6%
Beach and foreshore issues	39	6%	3%	7%	4%	4%	n.a.
Drains maintenance and repairs	33	5%	3%	3%	1%	2%	1%
Parks, gardens and open space	30	4%	4%	7%	5%	3%	6%
Environment, sustainability, climate change	27	4%	4%	8%	4%	5%	0%
Bike / shared paths / cyclist issues	24	3%	1%	3%	3%	2%	1%
Elderly services and facilities	18	3%	2%	1%	2%	1%	2%
Animal management	17	2%	1%	3%	1%	1%	2%
Public toilets	17	2%	1%	2%	1%	2%	0%
Communication and provision of information	16	2%	3%	3%	4%	4%	2%
Council governance and performance	14	2%	3%	2%	2%	1%	2%
Housing availability / affordability	14	2%	0%	0%	1%	1%	1%
Lighting	13	2%	2%	1%	1%	1%	2%
Cleanliness and maintenance of the area	11	2%	2%	3%	2%	1%	3%
Sports and recreation facilities	11	2%	4%	5%	5%	2%	1%
Dog off-leash issues	10	1%	2%	0%	0%	2%	1%
Health and medical issues / services	10	1%	0%	1%	1%	0%	1%
Children activities and facilities	9	1%	1%	2%	0%	0%	1%
Community activities / centres / arts & culture	9	1%	0%	1%	0%	0%	0%
Street cleaning and maintenance	9	1%	2%	1%	0%	1%	3%
Hampton Street issues	8	1%	2%	0%	1%	0%	n.a.
Public transport	8	1%	1%	3%	1%	3%	1%
Quality and provision of community services	8	1%	1%	0%	0%	0%	0%
Recycling collection	8	1%	1%	2%	2%	2%	1%
Shops, restaurants, bars and entertainment	8	1%	1%	2%	1%	1%	1%
Electric charging points / solar hub	7	1%	0%	0%	0%	0%	0%
Disability services, facilities, and activities	6	1%	1%	2%	1%	0%	0%
Financial issues and priorities for Council	6	1%	1%	2%	1%	2%	1%
All other issues (35 separately identified)	82	12%	8%	10%	13%	17%	14%
Total responses	1,084		855	848	743	771	765
<i>Respondents identifying at least one issue</i>	<i>518</i>		<i>439</i>	<i>407</i>	<i>388</i>	<i>428</i>	<i>391</i>
	<i>(74%)</i>		<i>(62%)</i>	<i>(68%)</i>	<i>(55%)</i>	<i>(61%)</i>	<i>(50%)</i>

(*) 2024 metropolitan Melbourne average from Governing Melbourne



Issues by precinct

There was some notable variation in the top issues to address nominated by respondents across the nine precincts comprising the City of Bayside.

Metropolis Research notes the relatively small sample size for many of these precincts, which should be borne in mind when interpreting variations across the municipality.

The following variations of note were observed:

- **Brighton East** – respondents were somewhat more likely than average to nominate road maintenance and repairs.
- **Brighton** – respondents were somewhat more likely than average to nominate road maintenance and repairs, footpaths, planning and development, and environment, sustainability, and climate change related issues.
- **Beaumaris** – respondents were somewhat more likely than average to nominate drains maintenance and repairs, as well as bike paths / shared paths / cyclist issues.
- **Black Rock** – respondents were somewhat more likely than average to nominate car parking, environment, sustainability, and climate change, and housing affordability / availability related issues.
- **Highett** – respondents were somewhat more likely than average to nominate road maintenance and repairs, and traffic management related issues.
- **Cheltenham** – respondents were somewhat more likely than average to nominate traffic management, planning and development, rubbish and waste issues, and parks, gardens, and open spaces.
- **Hampton East** – respondents were somewhat more likely than average to nominate safety, policing, and crime related issues.
- **Sandringham** – respondents were somewhat more likely than average to nominate car parking, beach and foreshore issues, and health and medical issues and services.
- **Hampton** – respondents were somewhat more likely than average to nominate planning and development, road maintenance and repairs, and rubbish and waste related issues.



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

Bayside City Council - 2024 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Brighton East	
Roads maintenance and repairs	18%
Car parking	12%
Building, planning, housing, development	11%
Footpath maintenance and repairs	10%
Traffic management	10%
Provision and maintenance of street trees	9%
Drains maintenance and repairs	8%
Safety, policing, crime	8%
Beach and foreshore issues	8%
Council rates / charges	5%
All other issues	65%
Respondents identifying an issue	74 (81%)

Brighton	
Roads maintenance and repairs	21%
Footpath maintenance and repairs	20%
Building, planning, housing, development	17%
Safety, policing, crime	10%
Provision and maintenance of street trees	10%
Traffic management	10%
Car parking	9%
Environment,sustainability,climate change	9%
Beach and foreshore issues	9%
Drains maintenance and repairs	8%
All other issues	72%
Respondents identifying an issue	73 (85%)

Beaumaris	
Car parking	10%
Drains maintenance and repairs	10%
Bike / shared paths / cyclist issues	10%
Council rates / charges	8%
Traffic management	8%
Building, planning, housing, development	7%
Footpath maintenance and repairs	7%
Safety, policing, crime	6%
Provision and maintenance of street trees	6%
Parks, gardens and open spaces	5%
All other issues	55%
Respondents identifying an issue	55 (63%)

Black Rock	
Car parking	22%
Safety, policing, crime	10%
Building, planning, housing, development	9%
Environment,sustainability,climate change	9%
Provision and maintenance of street trees	8%
Beach and foreshore issues	8%
Council rates / charges	7%
Roads maintenance and repairs	7%
Rubbish and waste issues inc garbage	6%
Housing availability / affordability	6%
All other issues	74%
Respondents identifying an issue	70 (80%)

Highbett	
Roads maintenance and repairs	18%
Car parking	16%
Traffic management	12%
Building, planning, housing, development	9%
Safety, policing, crime	9%
Rubbish and waste issues inc garbage	7%
Parks, gardens and open spaces	5%
Footpath maintenance and repairs	5%
Elderly services and facilities	4%
Drains maintenance and repairs	4%
All other issues	40%
Respondents identifying an issue	35 (61%)

Cheltenham	
Traffic management	19%
Car parking	18%
Building, planning, housing, development	16%
Roads maintenance and repairs	16%
Rubbish and waste issues inc garbage	12%
Parks, gardens and open spaces	11%
Safety, policing, crime	9%
Provision and maintenance of street trees	9%
Footpath maintenance and repairs	7%
Council rates / charges	5%
All other issues	47%
Respondents identifying an issue	44 (78%)



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

Bayside City Council - 2024 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Hampton East	
Safety, policing, crime	16%
Roads maintenance and repairs	12%
Rubbish and waste issues inc garbage	9%
Car parking	7%
Communication and consultation	5%
Council rates / charges	5%
Provision and maintenance of street trees	5%
Parks, gardens and open spaces	3%
Building, planning, housing, development	3%
Traffic management	3%
All other issues	19%
<i>Respondents identifying an issue</i>	<i>30 (51%)</i>

Sandringham	
Car parking	28%
Roads maintenance and repairs	13%
Safety, policing, crime	11%
Beach and foreshore issues	10%
Building, planning, housing, development	8%
Footpath maintenance and repairs	7%
Health and medical issues / services	7%
Rubbish and waste issues inc garbage	7%
Council rates / charges	6%
Traffic management	6%
All other issues	68%
<i>Respondents identifying an issue</i>	<i>72 (82%)</i>

Hampton	
Building, planning, housing, development	22%
Roads maintenance and repairs	19%
Car parking	16%
Safety, policing, crime	12%
Rubbish and waste issues inc garbage	11%
Provision and maintenance of street trees	10%
Parks, gardens and open spaces	7%
Footpath maintenance and repairs	7%
Traffic management	6%
Drains maintenance and repairs	4%
All other issues	53%
<i>Respondents identifying an issue</i>	<i>65 (74%)</i>

City of Bayside	
Car parking	15%
Roads maintenance and repairs	14%
Building, planning, housing, development	12%
Safety, policing and crime	10%
Traffic management	8%
Footpath maintenance and repairs	8%
Rubbish and waste issues incl. garbage	7%
Provision and maintenance of street trees	7%
Council rates / charges	6%
Beach and foreshore issues	6%
All other issues	62%
<i>Respondents identifying an issue</i>	<i>518 (74%)</i>

Inner-eastern region	
Parking	14%
Traffic management	12%
Provision and maintenance of street trees	7%
Council rates	6%
Rubbish and waste issues incl. garbage	6%
Drains maintenance and repairs	4%
Roads maintenance and repairs	3%
Footpath maintenance and repairs	3%
Street cleaning and maintenance	3%
Services and facilities for the elderly	3%
All other issues	45%
<i>Respondents identifying an issue</i>	<i>88 (60%)</i>

Metropolitan Melbourne	
Traffic management	14%
Roads maintenance and repairs	7%
Car parking	7%
Council rates	6%
Parks, gardens and open space	6%
Rubbish and waste issues incl. garbage	6%
Street trees / nature strips	6%
Footpath maintenance and repairs	4%
Cleanliness and maintenance of area	3%
Street cleaning and maintenance	3%
All other issues	39%
<i>Respondents identifying an issue</i>	<i>391 (50%)</i>



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 car parking, bike / shared paths / cyclist issues, and housing affordability / availability related issues.
- ***Adults (aged 35 to 44 years)*** – respondents were somewhat more likely than average to nominate safety, policing, and crime issues, and bike / shared paths / cyclist issues.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were somewhat more likely than average to nominate planning and development related issues.
- ***Older adults (aged 60 to 74 years)*** – respondents were somewhat more likely than average to nominate planning and development, footpath maintenance and repairs, street trees, and Council governance and accountability related issues.
- ***Senior citizens (aged 75 years and over)*** – respondents were somewhat more likely than average to nominate elderly resident services and facilities.
- ***Male*** – respondents were somewhat more likely than female respondents to nominate road maintenance and repair related issues.
- ***Female*** – respondents were somewhat more likely than male respondents to nominate safety, policing, and crime, and street trees related issues.
- ***English speaking household*** – respondents were somewhat more likely than respondents from multilingual households to nominate planning and development related issues.
- ***Multilingual household*** – respondents were somewhat more likely than respondents from English speaking households to nominate safety, policing, and crime related issues.



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

Bayside City Council - 2024 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Male	
Roads maintenance and repairs	19%
Car parking	16%
Building, planning, housing, development	12%
Traffic management	9%
Rubbish and waste issues inc garbage	8%
Footpath maintenance and repairs	7%
Safety, policing, crime	7%
Council rates / charges	7%
Parks, gardens and open spaces	6%
Provision and maintenance of street trees	5%
All other issues	63%
<i>Respondents identifying an issue</i>	<i>249 (77%)</i>

Female	
Car parking	15%
Safety, policing, crime	13%
Building, planning, housing, development	11%
Roads maintenance and repairs	10%
Provision and maintenance of street trees	9%
Footpath maintenance and repairs	8%
Traffic management	8%
Rubbish and waste issues inc garbage	7%
Beach and foreshore issues	6%
Drains maintenance and repairs	5%
All other issues	61%
<i>Respondents identifying an issue</i>	<i>264 (71%)</i>

English speaking	
Car parking	15%
Roads maintenance and repairs	14%
Building, planning, housing, development	12%
Safety, policing, crime	10%
Traffic management	9%
Footpath maintenance and repairs	8%
Provision and maintenance of street trees	7%
Rubbish and waste issues inc garbage	7%
Beach and foreshore issues	6%
Council rates / charges	6%
All other issues	63%
<i>Respondents identifying an issue</i>	<i>429 (74%)</i>

Multi-lingual	
Car parking	16%
Roads maintenance and repairs	14%
Rubbish and waste issues inc garbage	11%
Safety, policing, crime	11%
Footpath maintenance and repairs	10%
Building, planning, housing, development	9%
Traffic management	8%
Provision and maintenance of street trees	7%
Parks, gardens and open spaces	6%
Council rates / charges	6%
All other issues	57%
<i>Respondents identifying an issue</i>	<i>83 (73%)</i>



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

Bayside City Council - 2024 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Young adults (18 to 34 years)	
Car parking	21%
Roads maintenance and repairs	9%
Safety, policing, crime	8%
Beach and foreshore issues	7%
Footpath maintenance and repairs	6%
Bike / shared paths / cyclist issues	6%
Traffic management	6%
Rubbish and waste issues inc garbage	5%
Housing availability / affordability	4%
Council rates / charges	4%
All other issues	51%
Respondents identifying an issue	93 (66%)

Adults (35 to 44 years)	
Safety, policing, crime	16%
Car parking	15%
Traffic management	11%
Building, planning, housing, development	10%
Roads maintenance and repairs	10%
Rubbish and waste issues inc garbage	8%
Beach and foreshore issues	7%
Council rates / charges	6%
Bike / shared paths / cyclist issues	6%
Parks, gardens and open spaces	5%
All other issues	55%
Respondents identifying an issue	85 (74%)

Middle aged adults (45 to 59 years)	
Roads maintenance and repairs	17%
Building, planning, housing, development	15%
Car parking	12%
Safety, policing, crime	12%
Traffic management	11%
Provision and maintenance of street trees	8%
Drains maintenance and repairs	8%
Footpath maintenance and repairs	7%
Rubbish and waste issues inc garbage	7%
Parks, gardens and open spaces	7%
All other issues	72%
Respondents identifying an issue	169 (80%)

Older adults (60 to 74 years)	
Building, planning, housing, development	17%
Roads maintenance and repairs	17%
Car parking	14%
Footpath maintenance and repairs	13%
Provision and maintenance of street trees	13%
Safety, policing, crime	9%
Rubbish and waste issues inc garbage	9%
Council rates / charges	8%
Traffic management	6%
Council governance and performance	6%
All other issues	67%
Respondents identifying an issue	112 (78%)

Senior citizens (75 years and over)	
Car parking	18%
Building, planning, housing, development	13%
Roads maintenance and repairs	12%
Footpath maintenance and repairs	11%
Provision and maintenance of street trees	9%
Rubbish and waste issues inc garbage	8%
Elderly services and facilities	6%
Drains maintenance and repairs	6%
Council rates / charges	6%
Traffic management	6%
All other issues	39%
Respondents identifying an issue	57 (67%)

City of Bayside	
Car parking	15%
Roads maintenance and repairs	14%
Building, planning, housing, development	12%
Safety, policing and crime	10%
Traffic management	8%
Footpath maintenance and repairs	8%
Rubbish and waste issues incl. garbage	7%
Provision and maintenance of street trees	7%
Council rates / charges	6%
Beach and foreshore issues	6%
All other issues	62%
Respondents identifying an issue	518 (74%)



Verbatim responses

The following section outlines the verbatim responses categorised as safety, policing, and crime issues, as well as road maintenance and repairs.

These were the two issues that increased notably in the results this year.

Verbatim comments on other issues are available on request.

Safety, policing, and crime

There were 75 responses categorised as safety, policing, and crime related issues this year.

Many of these issues were relatively general in nature relating to perceived lack of safety. There were also several comments around perceived lack of policing, fear of crime including car break-ins, home invasions, and other crime.

"Safety, policing and crime" related issues
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Safety and security</i>	
Safety / making area safer / securer	8
Car thefts and break-in / home invasion / robbery	8
Safety and crime rates / lots of crime	5
I don't feel safe here at all	1
Make the whole area feel safer	1
Need more police patrol around the train line	1
No safety and security on the streets of Spring Rd	1
Safety and crime in Hampton and Hampton East	1
Safety, car parked by strangers are not safe for us	1
Safety for pedestrian on Hampton St. Especially crossing on Hampton St	1
Safety walking in streets	1
Safety, car break-ins and home invasions that cause fear among my kids	1
Safety, more lights	1
Security at night is not up to the mark	1
Security issues on Keats St. High rate of break-ins	1
Security should be prioritised	1
There are people selling drugs on the streets	1
There are safety issues - people drinking and disorderly	1
Crime rates / increasing crime / theft	15
Youth car break-ins / home invasions / crime	5
A lot of Incidents of robbery have taken place in Bayside	1
Aggressive behaviour of people, street drinking, car break-ins, home invasions	1



Car break-in home invasion in Hampton East	1
Car break-ins, youths were trying to break into my car. This happened three times in the last 6 months at my house in Spring Rd	1
Cars are broken into repeatedly at Thomas St	1
Crime around station	1
Crime control	1
Crime rates in Bayside	1
Gentrification and crime in the area	1
Increasing drug use by youth	1
Lack of addressing local crime	1
Mobile police patrol is needed on Rothesay Ave to combat the series of break-ins we face	1
More updates on updating the locals about the criminal activities	1
No security on Keats St. We had an attempted break in 3 days where some young people, with weapons almost burgled a home. We had to involve the police because it is becoming a regular experience	1
Rising crime and mob mentality	1
Safety is major concern	1
Someone got hurt near Gray St before, gangster issue	1
Stopping home invasions	1
We have experienced a series of car theft and attempted break-ins on Meek St and the closest police station we could report to is at Caulfield. We need a more closer police station	1
Total	75

Road maintenance and repair related issues

The 97 responses categorised as road maintenance and repair related issues are outlined in the following table. These have been broken into a total of 121 separate issues, including several specific roads of concern.

It is clear that these include a mix of both local and state roads, which is a consistent result observed elsewhere by Metropolis Research.

"Road maintenance and repair" related issues
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Maintenance of roads	25
Roads	5
Roads need to be fixed / repaired	5
There are lots of potholes on roads and streets across Bayside	5
Potholes on roads need to be filled	3
Poor roads conditions	2
Roads are poorly maintained	2
Centre Rd is filled with potholes and needs repair	1



Charman Rd and Nepean Highway is congested and due to high volume of traffic, we have to wait a lot in the traffic	1
Condition of roads can be improved	1
Council needs to maintain roads and build new infrastructure	1
Few potholes need fixing around Bayside	1
Few potholes need fixing around Thomas St	1
Fixing local roads in Grant Rd towards station	1
Fixing local roads in the Jackson Rd	1
Focus more on roads	1
Graham Rd is little bumpy	1
Hampton St	1
Hampton St in particular has potholes everywhere. Absolutely disgrace	1
Lot of roads take long time to be repaired and the repairs aren't ideal	1
Main roads have too many bumps	1
Maintaining the roads mainly around North Rd	1
Maintenance of roads in Brighton	1
Maintenance of roads, Bay St	1
Marriage Rd is filled with potholes and needs repair	1
Need better roads	1
Please re-service the roads once every year	1
Potholes and big gaps on roads in Kingston St	1
Potholes are not permanently fixed	1
Potholes on Bay Rd	1
Potholes on roads - damage car	1
Quality of roads - general quality of the roads	1
Quality of roads needs to be maintained	1
Repair of New St	1
Road has to be looked at especially due to tree roots	1
Road maintenance along the Bay Rd majorly. There are potholes	1
Road maintenance on Charman Rd along Park Rd	1
Road maintenance, especially Highett Rd as there are lot of cracks and bumps on it	1
Road maintenance, generally around Hampton near new apartment and building	1
Road maintenance, Keats Rd has a lot of maintenance needed	1
Road maintenance, lot of bumps on Highett Rd	1
Road maintenance, South Rd has many potholes	1
Road maintenance, too many potholes, Littlewood St	1
Road management	1
Road repairs in Hampton St	1
Road should be maintained, Prince St	1
Roads Pretty good but in some sections, they can be choppy e.g. not any specific road	1
Roads are in poor quantity	1
Roads around Highett Rd need maintenance and repairs	1
Roads have slow traffic need more speeding signs	1
Roads in Bayside are not in good condition	1
Roads like New St	1
Road maintenance across Bayside	1
Roads need to be repaired especially after rains	1
Roads need to be re-surface, damaged and noise	1
Roads needs to be fixed, too many potholes Outer Crescent St	1
Roads needs to be fixed, too many potholes, Centre Rd	1
Roads needs to be fixed, too many potholes, East Brighton	1
Roads needs to be fixed, too many potholes, St Andrew Rd	1
Road pothole, Royal Ave	1



Roads should be improved	1
Surface of the road. There are potholes everywhere. It's terrible in Bayside	1
Roads, there are potholes everywhere. Everywhere in Melbourne	1
The road - redirecting all the heavy trucks towards Reserve Rd. Not to use Bay Rd, they can use Park Rd to go to Reserve Rd where there is more space and less populated	1
The roads get bumpy	1
There are lots of bumps on roads across Sandringham	1
There are lots of potholes across different streets and are fixed temporarily	1
There are lots of potholes on streets across Sandringham	1
There are potholes on various main roads	1
There is a huge bulge on Bay Rd in the Sandringham, and thus difficulty in riding cycle	1
Too much roadwork around	1
Too many holes and cracks	1
Total	112



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 small increase this year in the proportion of respondents (who provided a response) who reported that they were an active member of a club or community group, up from the unusually low 23% recorded last year to 27% this year.

This result remains significantly below the long-term average result over seven years from 2012 of 39%.

It is noted that engagement in community groups and volunteering did appear to decline during the pandemic, with the 23% recorded in 2023 being an unusually low result.

Metropolis Research does note the higher-than-average number of respondents who did not provide a response to this question this year. It is possible that many of these respondents will not be an active member of a club or community group.

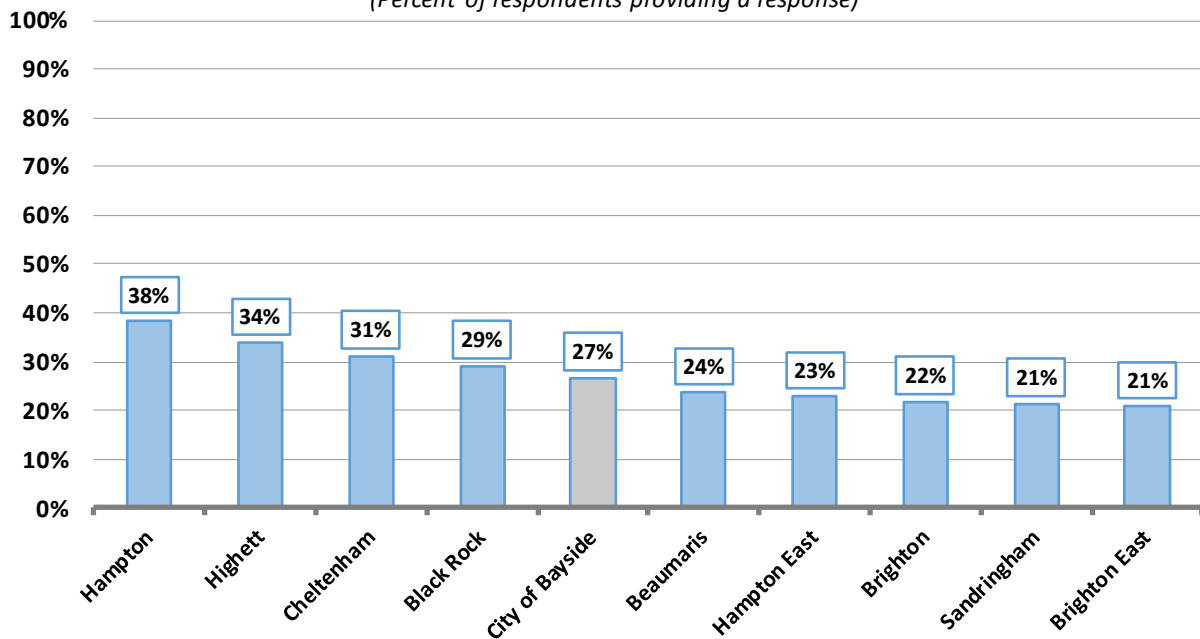
I am an active member of a club or community group
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2024		2023	2022	2020	2019	2016	2012
	Number	Percent						
Yes	150	27%	23%	32%	50%	43%	48%	52%
No	414	73%	77%	68%	50%	57%	52%	49%
Can't say	136		31	114	3	4	4	0
Total	700	100%	714	600	401	702	400	400

There was measurable variation in this result observed across the municipality, with respondents from Hampton measurably more likely than average to be an active member of a club or community group. By contrast, respondents from Brighton, Sandringham, and Brighton East were notably less likely to be an active member.

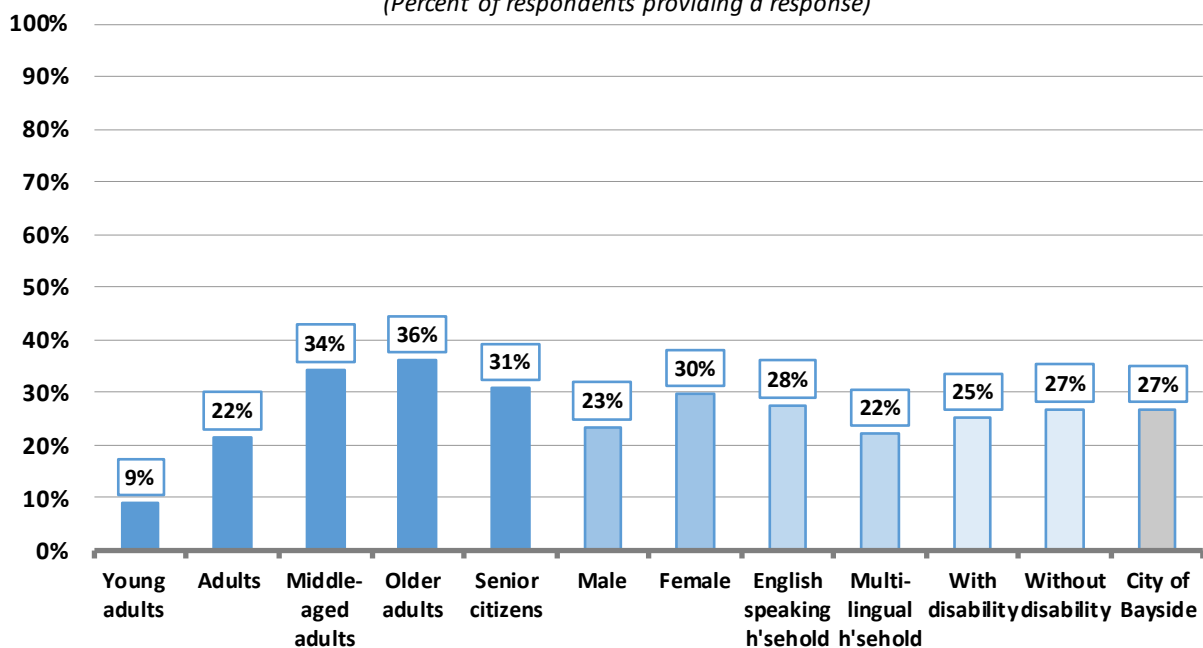


I am an active member of a club or community group by precinct
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



There was measurable and significant variation in this result observed by respondent profile. Young adults (aged 18 to 34 years) were measurably and significantly less likely than average to be a member of a club or community group, whilst middle-aged and older adults (aged 45 to 74 years) were notably more likely. Female respondents were measurably more likely to be a member than male respondents, and respondents from English speaking households were notably more likely than respondents from multilingual households.

I am an active member of a club or community group by respondent profile
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



I regularly volunteer

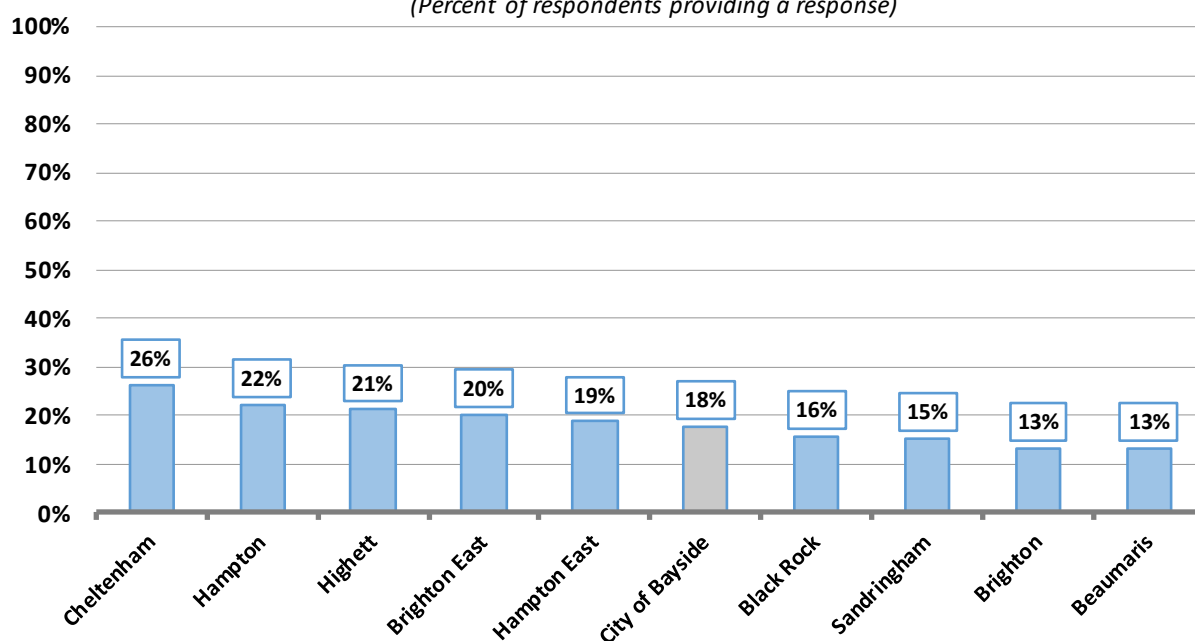
The proportion of respondents who provided a response who reported that they regularly volunteer increased somewhat this year, up five percent to 18%. This increase recovers some of the ground lost in recent years, although it remains below the long-term average since 2012 of 23%.

I regularly volunteer
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2024		2023	2022	2021	2020	2019	2018	2012
	Number	Percent							
Yes	98	18%	13%	22%	21%	27%	21%	30%	33%
No	451	82%	87%	78%	79%	73%	79%	70%	67%
Can't say	151		37	121	15	4	24	24	1
Total	700	100%	714	600	700	401	702	705	400

Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Cheltenham were notably more likely than average to regularly volunteer, whilst respondents from Brighton and Beaumaris were the least likely.

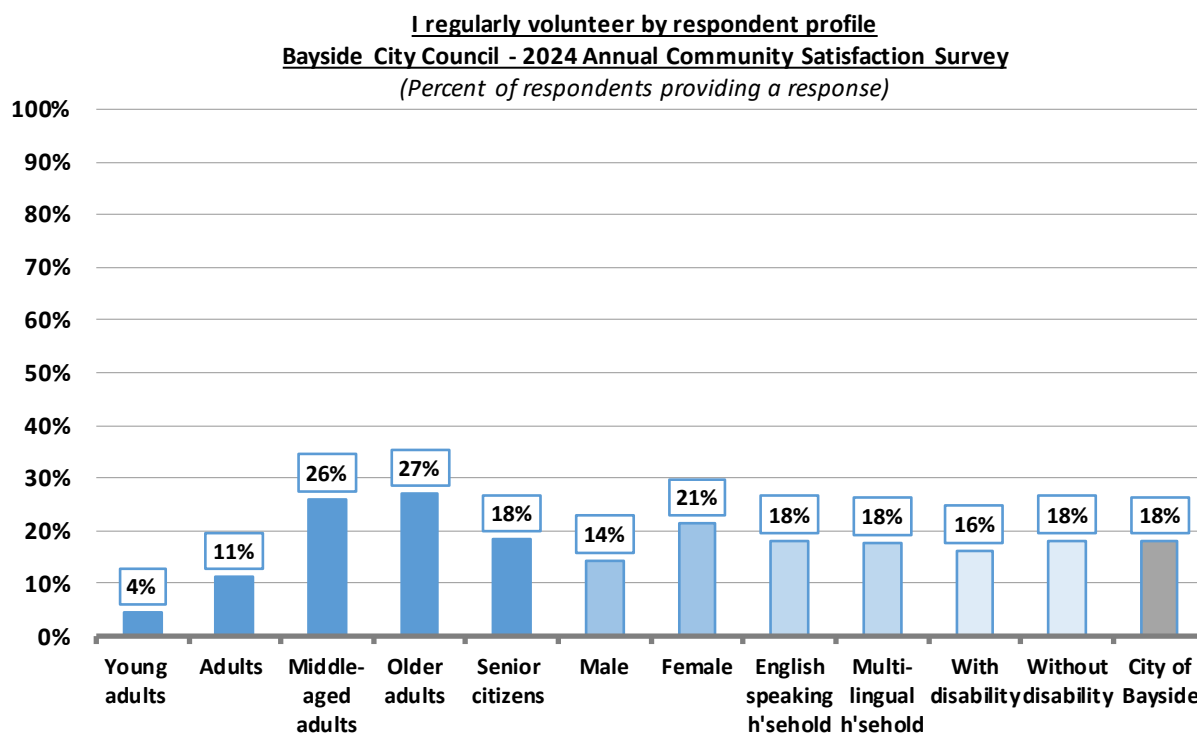
I regularly volunteer by precinct
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



There was measurable variation in the level of regular volunteering observed by respondent profile.



Young adults and adults (aged 18 to 44 years) were notably to significantly less likely than average to volunteer, whilst middle-aged and older adults (aged 45 to 74 years) were measurably more likely. Female respondents were notably more likely to regularly volunteer than male respondents.



I sometimes volunteer

The proportion of respondents (who provided an answer) who reported that they sometimes volunteer remained stable at 19%. This result remains below the long-term average result since 2016 of 27%.

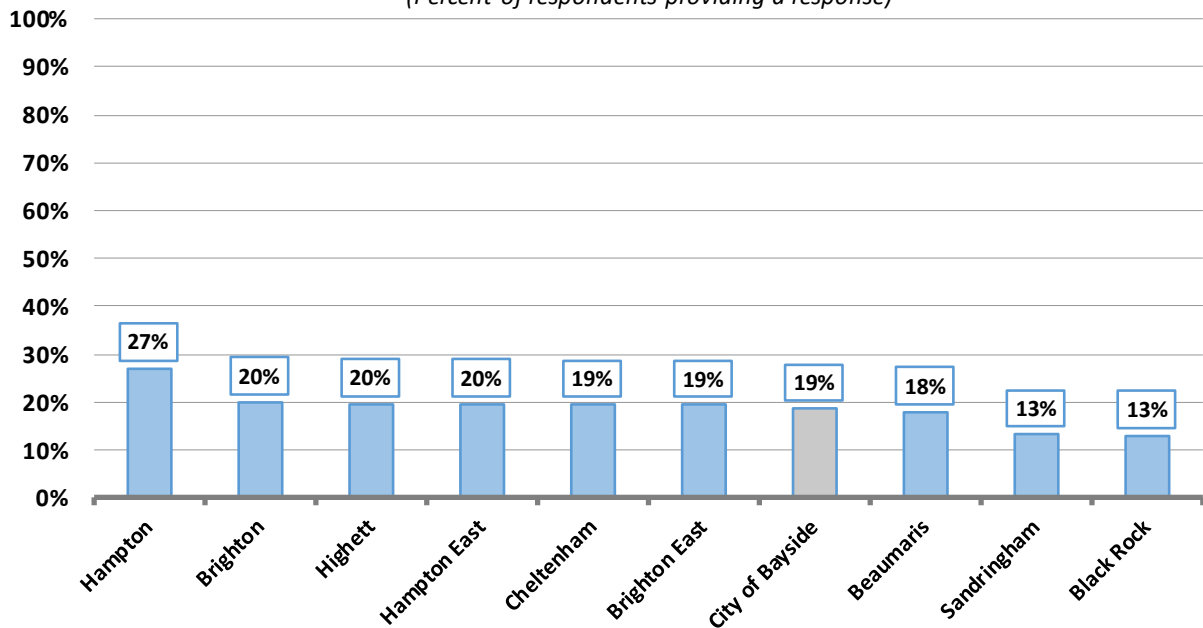
I sometimes volunteer
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2024		2023	2022	2020	2016
	Number	Percent				
Yes	96	19%	19%	23%	37%	37%
No	421	81%	81%	77%	63%	63%
Can't say	183		55	157	14	36
Total	700	100%	714	600	401	400

There was some variation in this result observed across the municipality, with respondents from Hampton notably more likely than average to sometimes volunteer.

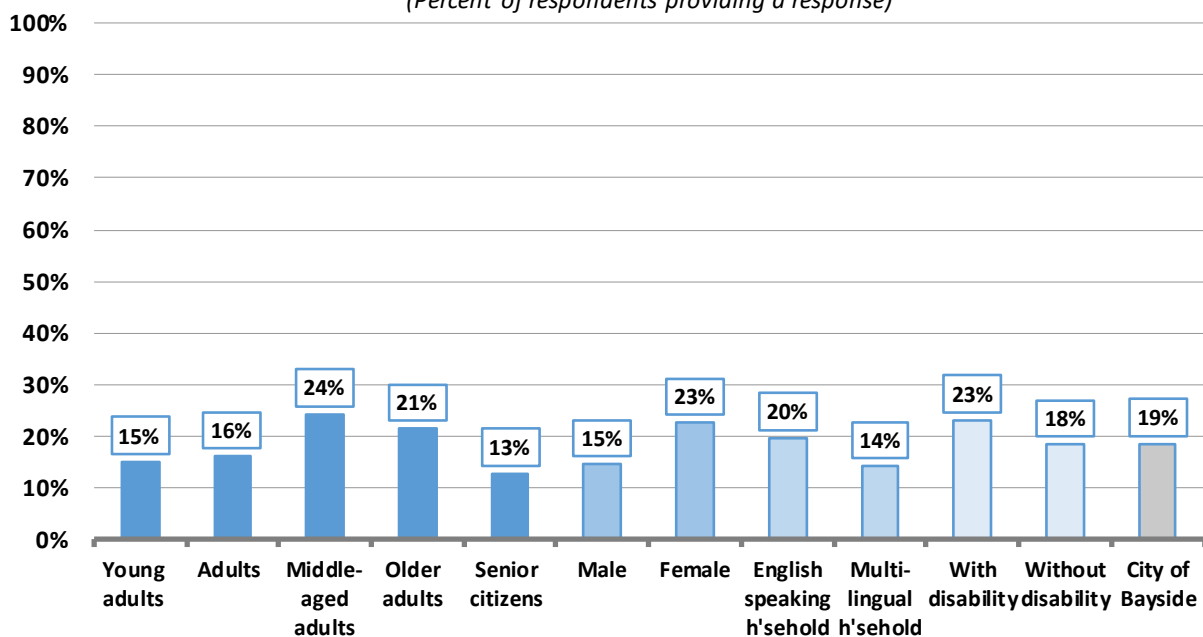


I sometimes volunteer by precinct
Bayside City Council - 2023 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



There was less variation in relation to sometimes volunteering than was observed in relation to regularly volunteering, although it is noted that middle-aged adults (aged 45 to 59 years) remain the most likely to sometimes volunteer. Female respondents were measurably more likely to sometimes volunteer than males, and respondents from English speaking households were notably more likely to sometimes volunteer than respondents from multilingual households.

I sometimes volunteer by respondent profile
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Percent of respondents providing a response)



I currently sit on a community group board / committee

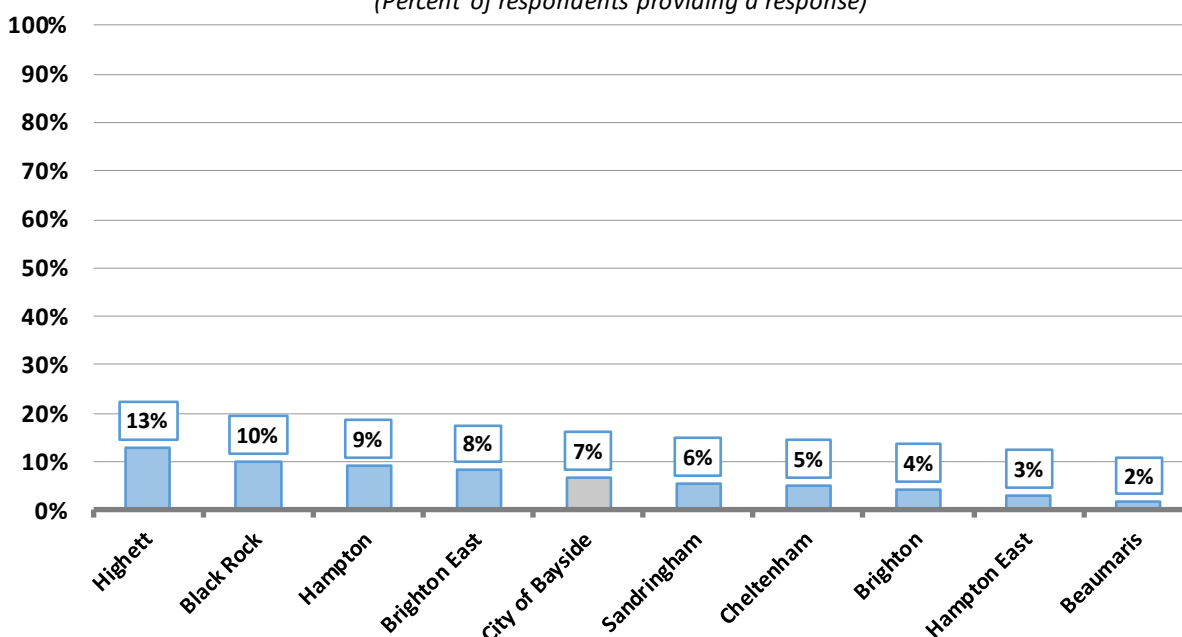
The proportion of respondents (who provided an answer) who reported that they currently sit on a community group board or committee increased marginally this year, up two percent to seven percent, although it remains below the long-term average since 2016 of nine percent.

I currently sit on a community group board / committee
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2024		2023	2022	2020	2019	2016
	Number	Percent					
Yes	36	7%	5%	8%	13%	13%	8%
No	505	93%	95%	92%	87%	87%	92%
Can't say	159		45	129	7	8	9
Total	700	100%	714	600	401	702	400

There was some variation in this result observed across the municipality, with respondents from Highett somewhat more likely than average to currently sit on a board, whilst respondents from Beaumaris were somewhat less likely.

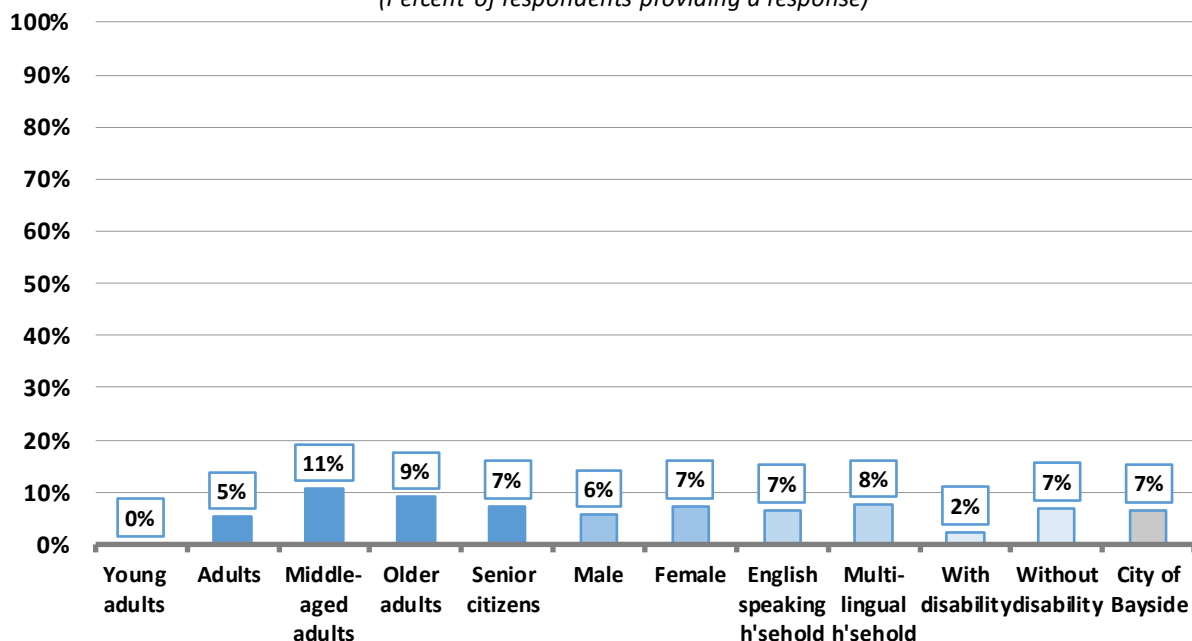
I currently sit on a community group board / committee by precinct
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



Young adults (aged 18 to 34 years) were significantly less likely than average to sit on a board, whilst middle-aged adults (aged 45 to 59 years) were notably more likely.



I currently sit on a community group board / committee by respondent profile
Bayside City Council - 2024 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.”

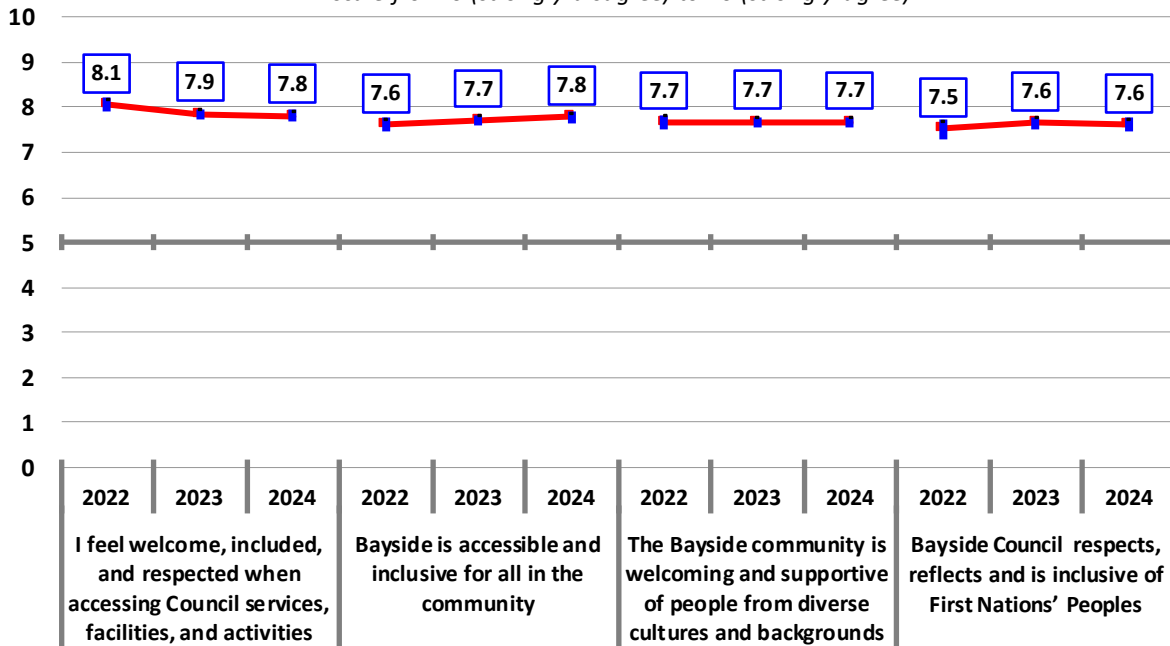
Respondents were again in 2024, asked to rate their agreement with four statements about the Bayside community and Bayside Council.

The average agreement with these four statements remained essentially stable this year, with the average agreement with none of the four statements varying by more than one percent from the 2023 results.

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.

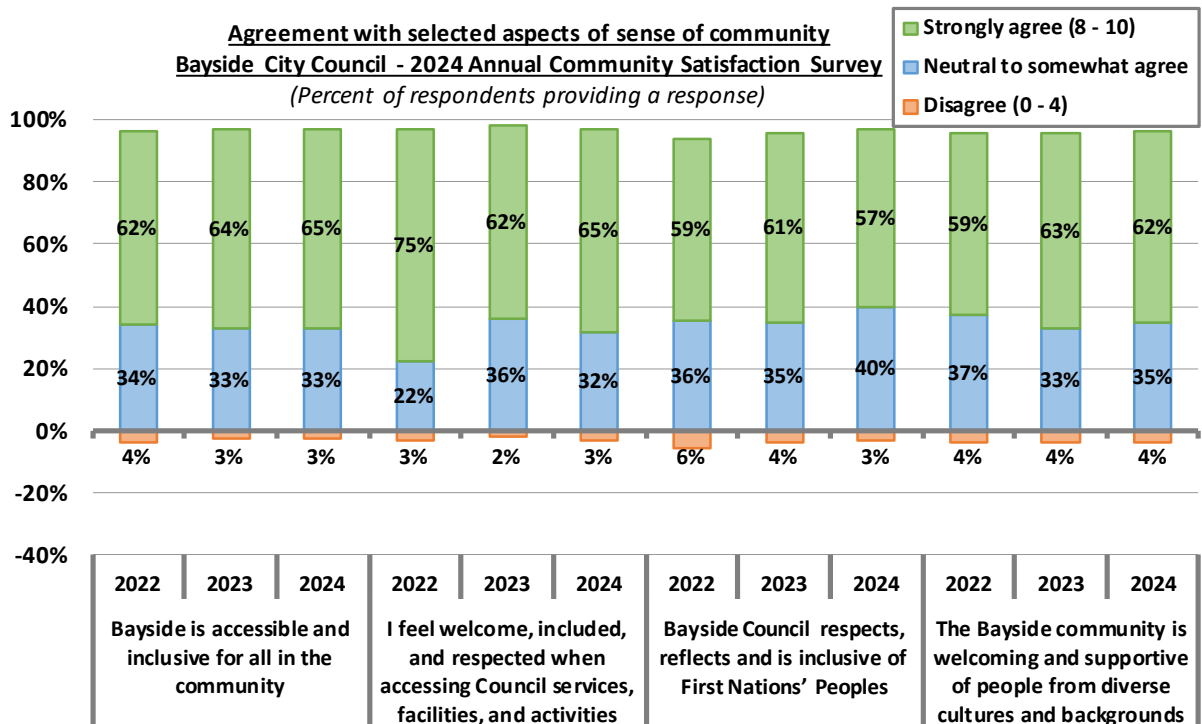


Agreement with selected aspects of sense of community
Bayside City Council - 2024 Annual Community Satisfaction Survey
 scale from 0 (strongly disagree) to 10 (strongly agree)



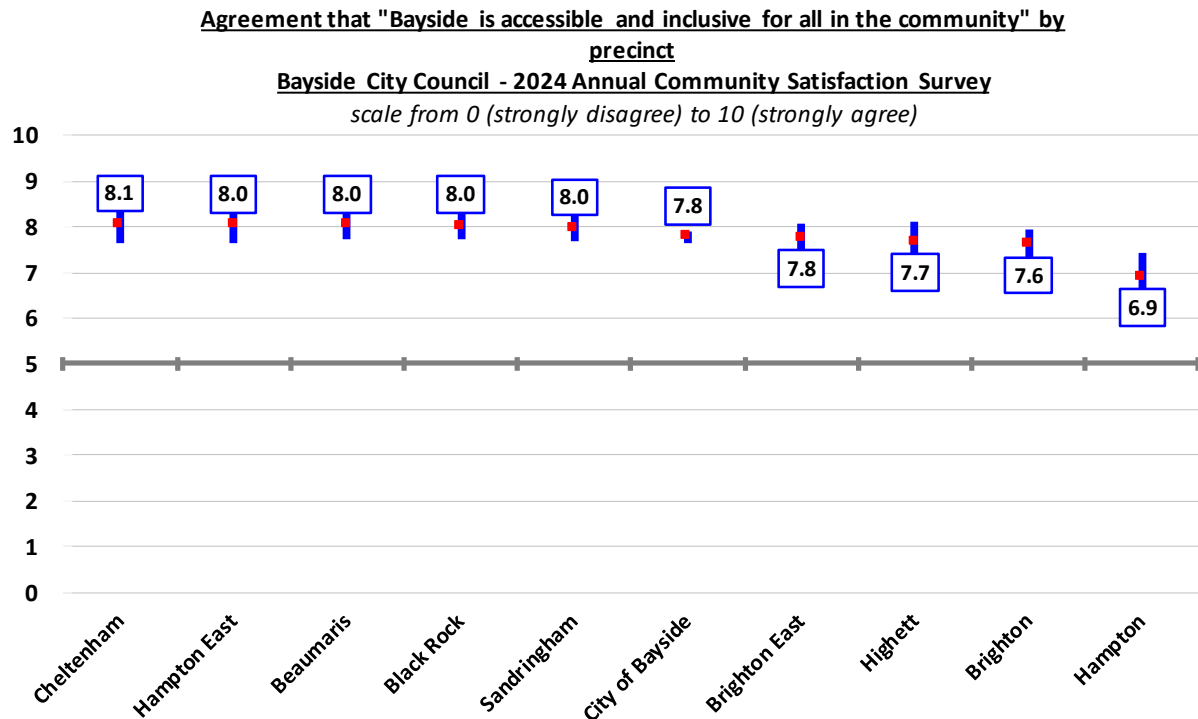
The following graph provides a breakdown of these results into the proportion of respondents who “strongly agreed” (i.e., rated agreement at eight or more), those who were “neutral to somewhat agreed” (i.e., rated agreement at between five and seven), and those who “disagreed” (i.e., rated agreement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

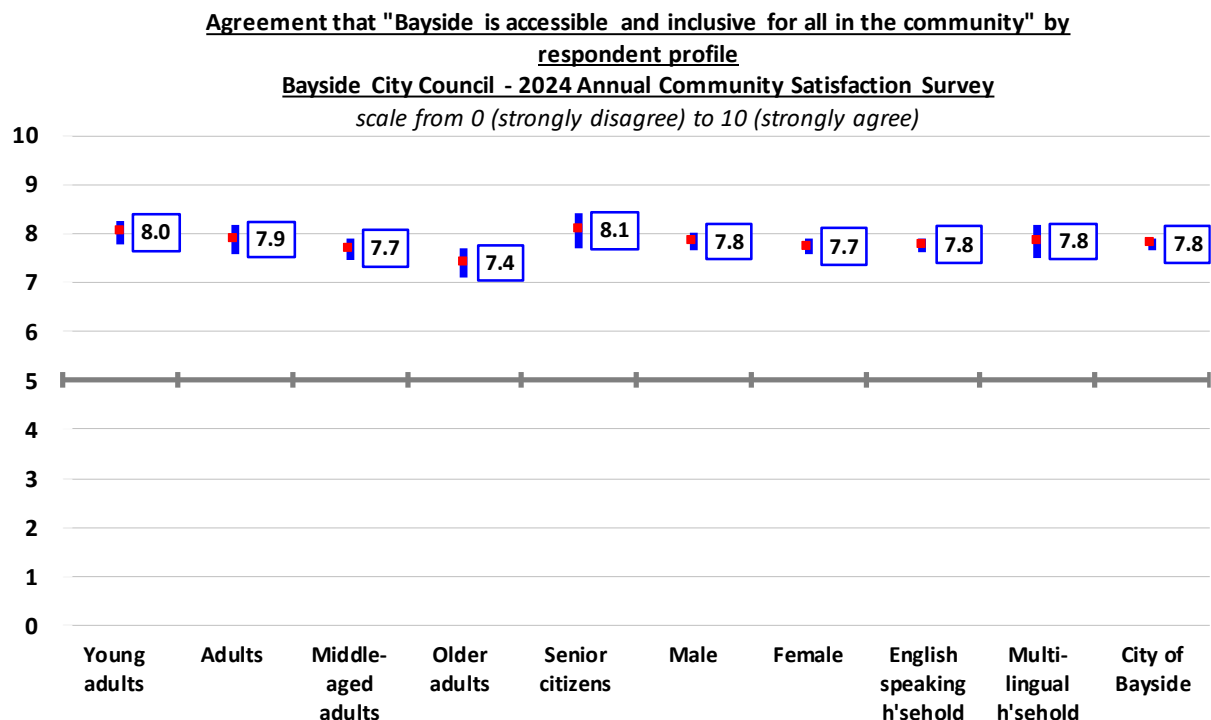


Bayside is accessible and inclusive for all in the community

There was some variation in the average agreement that Bayside is accessible and inclusive for all in the community observed across the municipality, with respondents from Hampton measurably and significantly less in agreement than the municipal average.



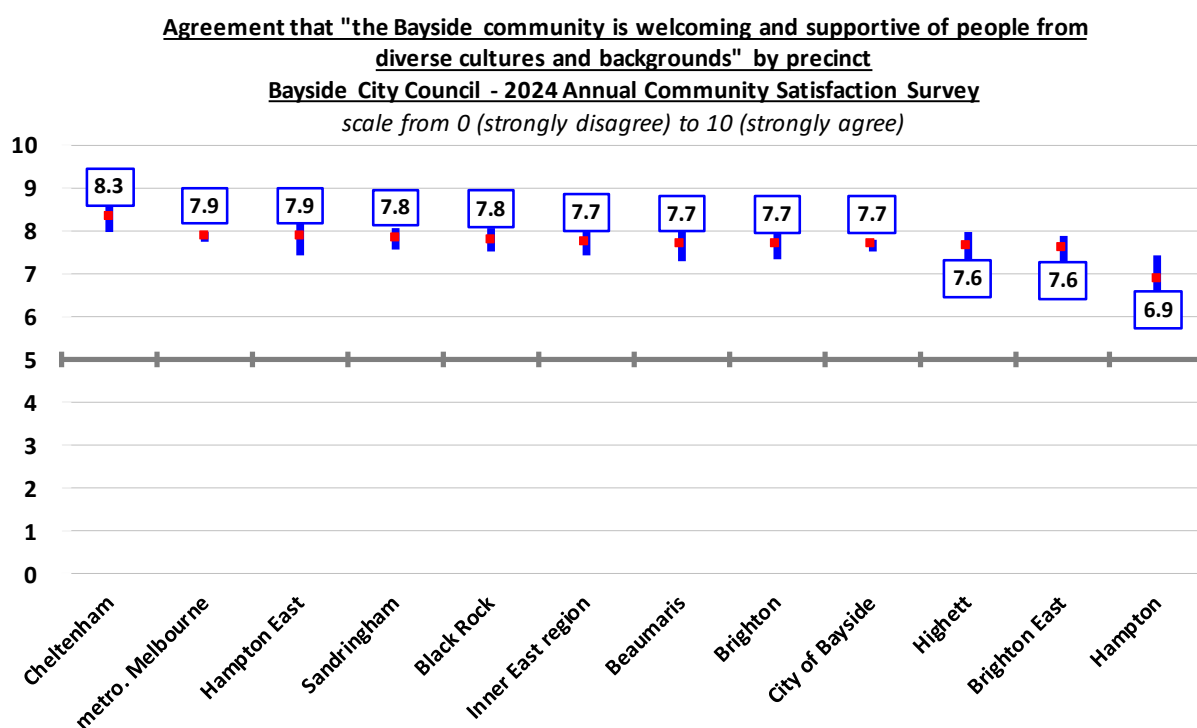
There was also measurable variation observed by respondent profile, with older adults (aged 60 to 74 years) measurably less in agreement than average.



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

There was measurable variation in agreement that the Bayside community is welcoming and supportive of people from diverse cultures and backgrounds observed across the municipality. Respondents from Cheltenham were measurably more satisfied than average, whilst respondents from Hampton were measurably less in agreement.

It is noted that the average agreement with this statement was measurably (but not significantly) lower than the metropolitan Melbourne average agreement of 7.9 out of 10 that the “local community is welcoming and supportive of people from diverse cultures and backgrounds”.



Whilst there was no statistically significant variation in average agreement observed by respondent profile, it is noted that senior citizens (aged 75 years and over) were notably (3%) more in agreement than the municipal average.



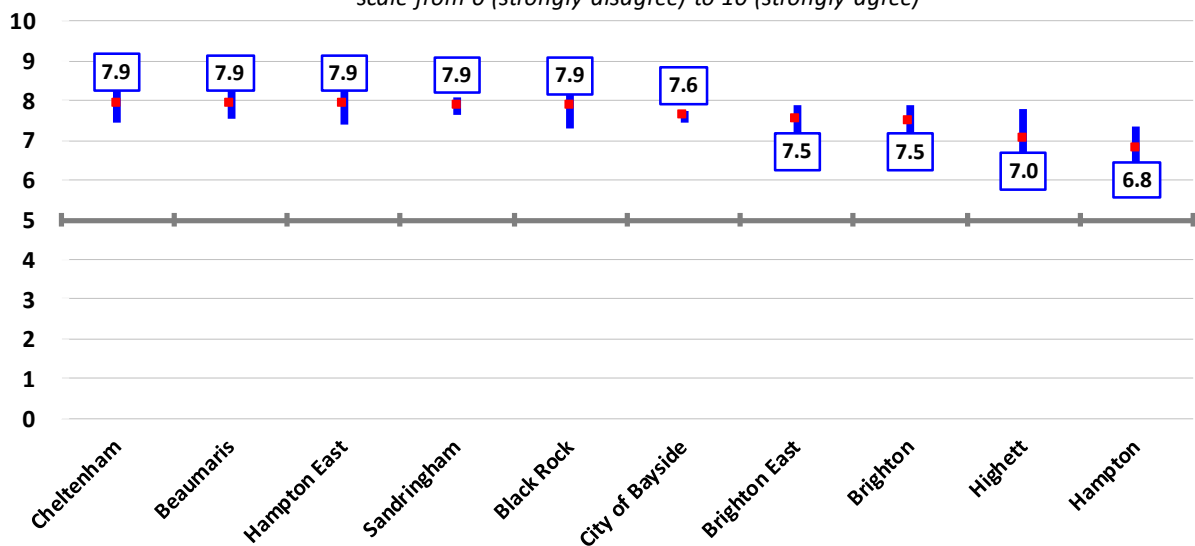
Agreement that "the Bayside community is welcoming and supportive of people from diverse cultures and backgrounds" by respondent profile
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



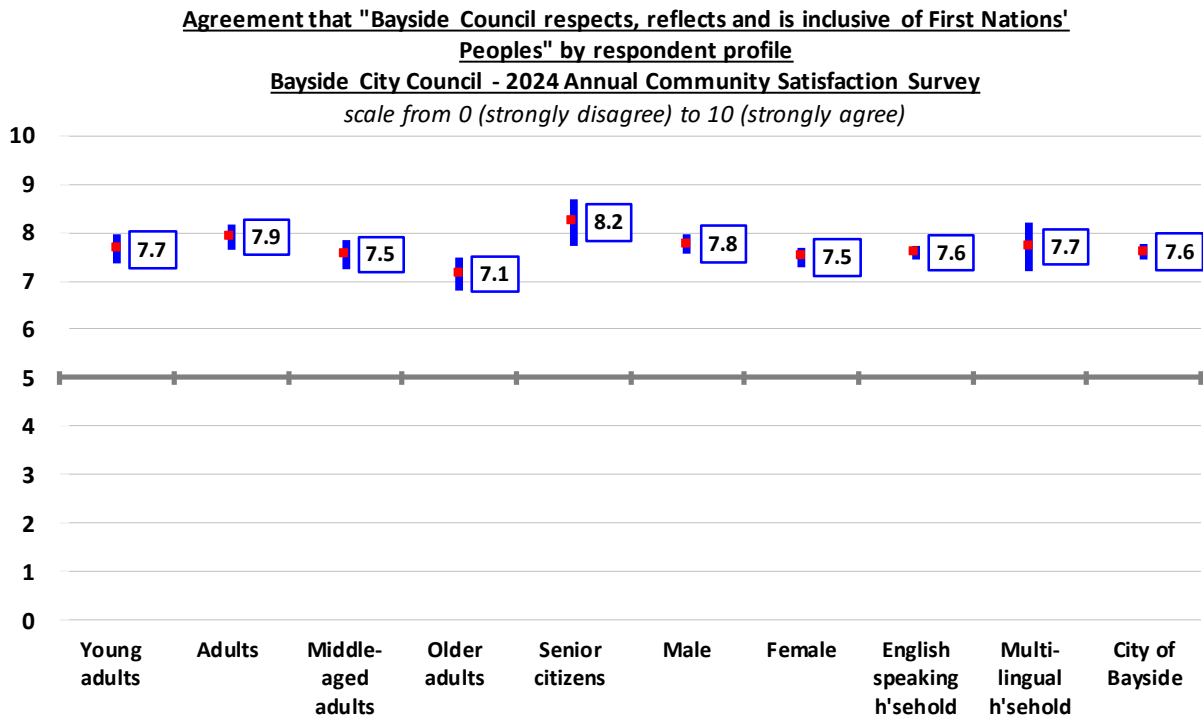
Bayside Council respects, reflects and is inclusive of First Nations' Peoples

There was measurable variation in agreement that Bayside Council respects, reflects, and is inclusive of First Nations' Peoples observed across the municipality. Respondents from Hightett were notably (6%) and respondents from Hampton were measurably (8%) 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 - 2024 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



Whilst there was no statistically significant variation in average agreement observed by respondent profile, it is noted that senior citizens (aged 75 years and over) were notably (6%) more in agreement than the municipal average, whilst older adults (aged 60 to 74 years) were notably (5%) less in agreement than average. Male respondents were somewhat (3%) more in agreement than female respondents.

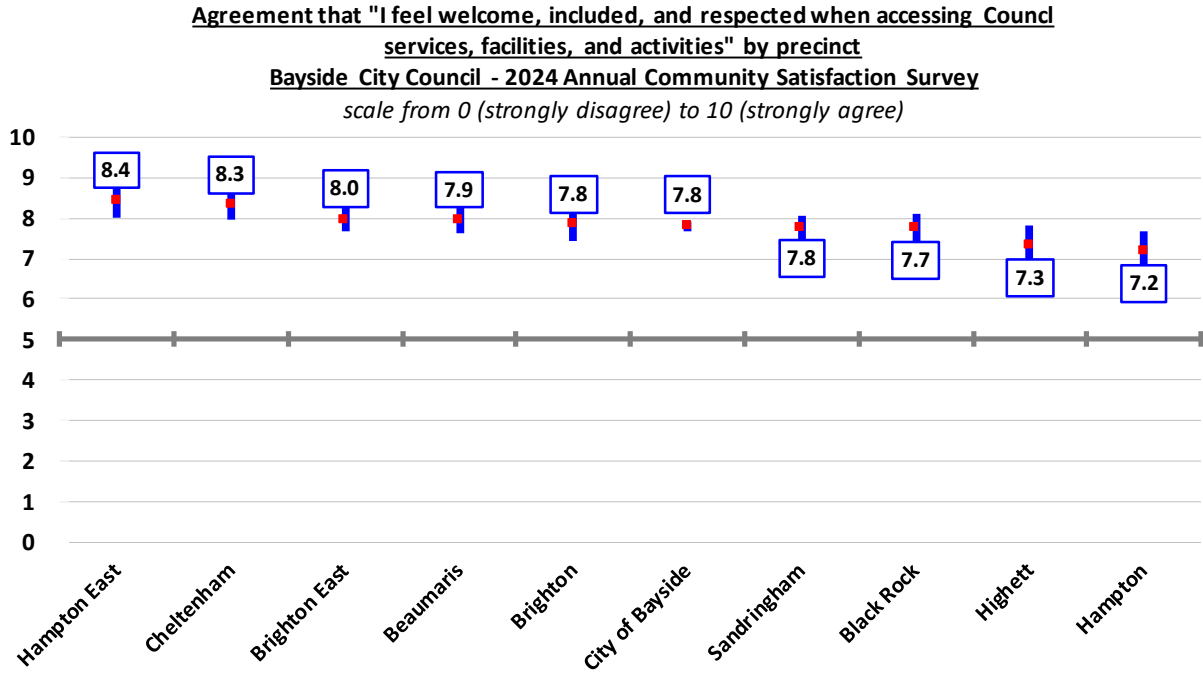


I feel welcome, included, and respected when accessing Council services, facilities, and activities

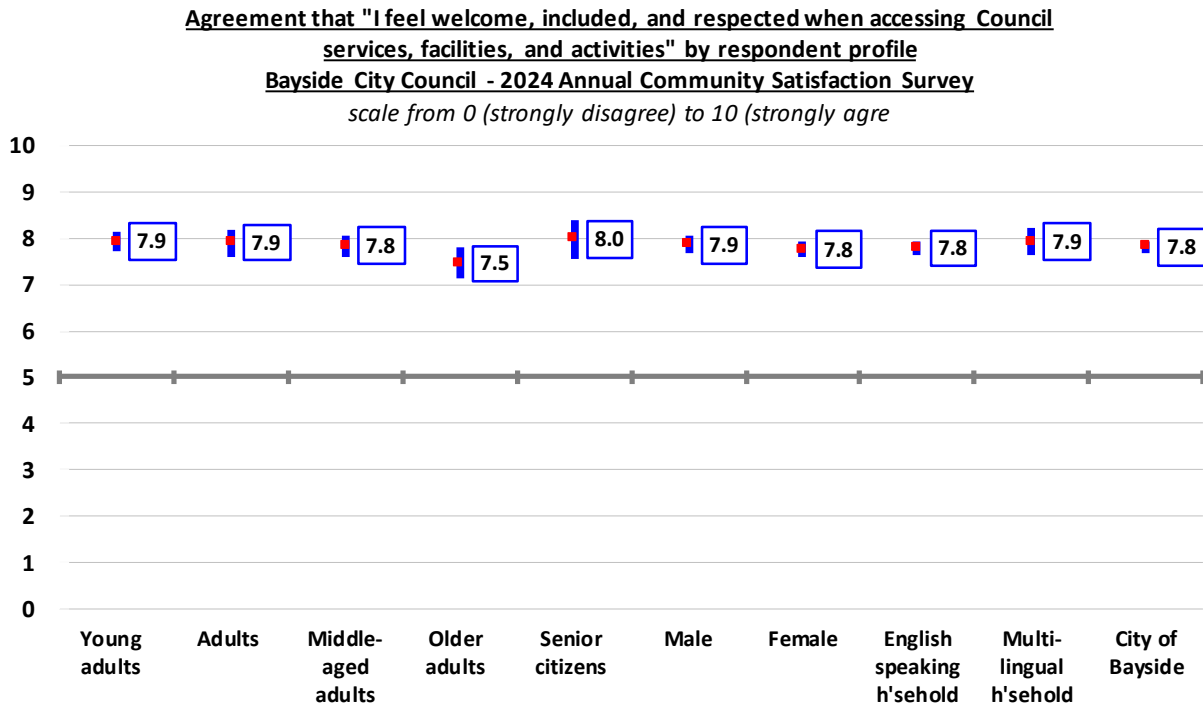
There was measurable variation in agreement that respondents feel welcome, included, and respected when accessing Council services, facilities, and activities observed across the municipality.

Respondents from Hampton East and Cheltenham were measurably more in agreement than the municipal average, whilst respondents from Highett were notably (5%) and respondents from Hampton were measurably (6%) less in agreement than the municipal average.





Whilst there was no statistically significant variation in average agreement with this statement observed by respondent profile, it is noted that older adults (aged 70 to 74 years) were notably (3%) less in agreement than the municipal average.



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.”

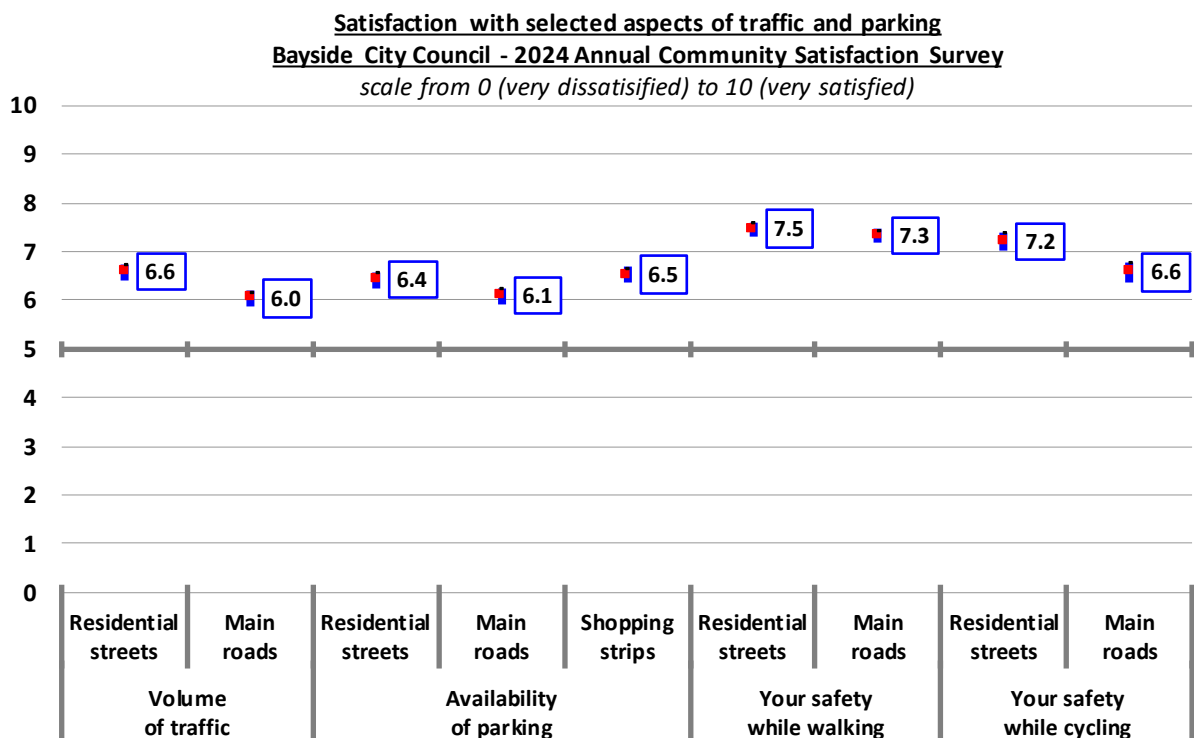
Respondents were again in 2024, asked to rate their satisfaction with the volume of traffic, availability of parking, safety whilst walking, and safety whilst cycling on residential streets and main roads, and the availability of parking in shopping strips.

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

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

Metropolis Research notes that these results were consistent with the fact that 15% of respondents nominated car parking (both availability and enforcement) and eight percent nominated traffic management related issues as top three [issues to address](#) for the City of Bayside at the moment.

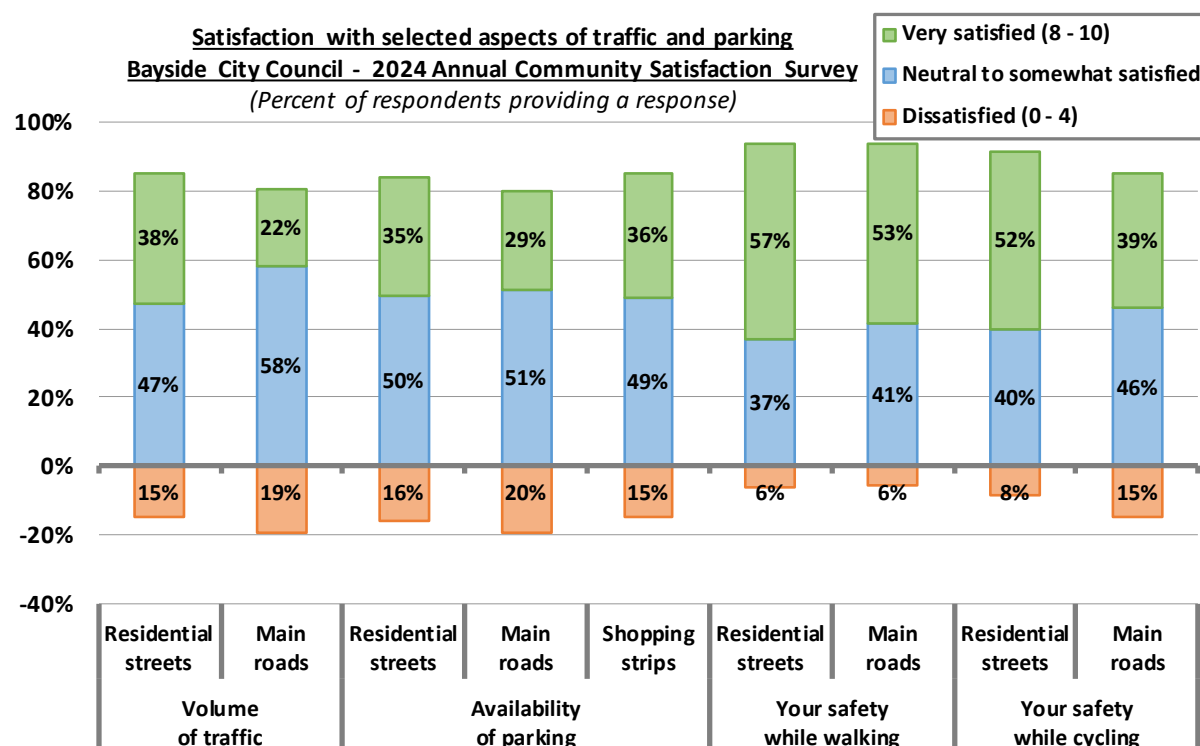
Whilst satisfaction with the availability of parking in the City of Bayside was relatively modest, satisfaction with [parking enforcement](#) as a service of Council was “good” at 6.9 out of 10.



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

It is noted that the majority of respondents who provided a score were “very satisfied” with safety whilst walking on both residential streets and main roads, and safety whilst cycling on residential streets.

Approximately one-fifth of respondents were dissatisfied with volume of traffic and availability of parking on main roads.



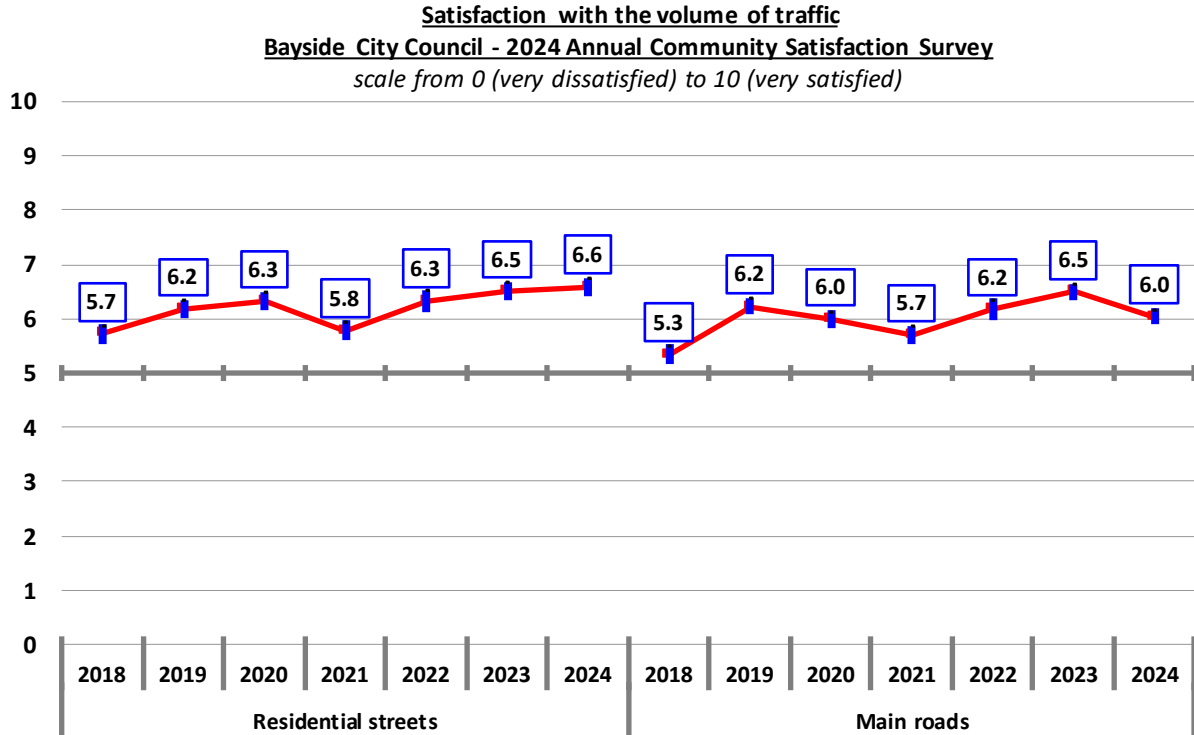
Volume of traffic

Satisfaction with the volume of traffic on residential streets increased marginally (up 1%) this year to 6.6 out of 10, which remains a “good” level, which was comfortably above the long-term average since 2018 of 6.2.

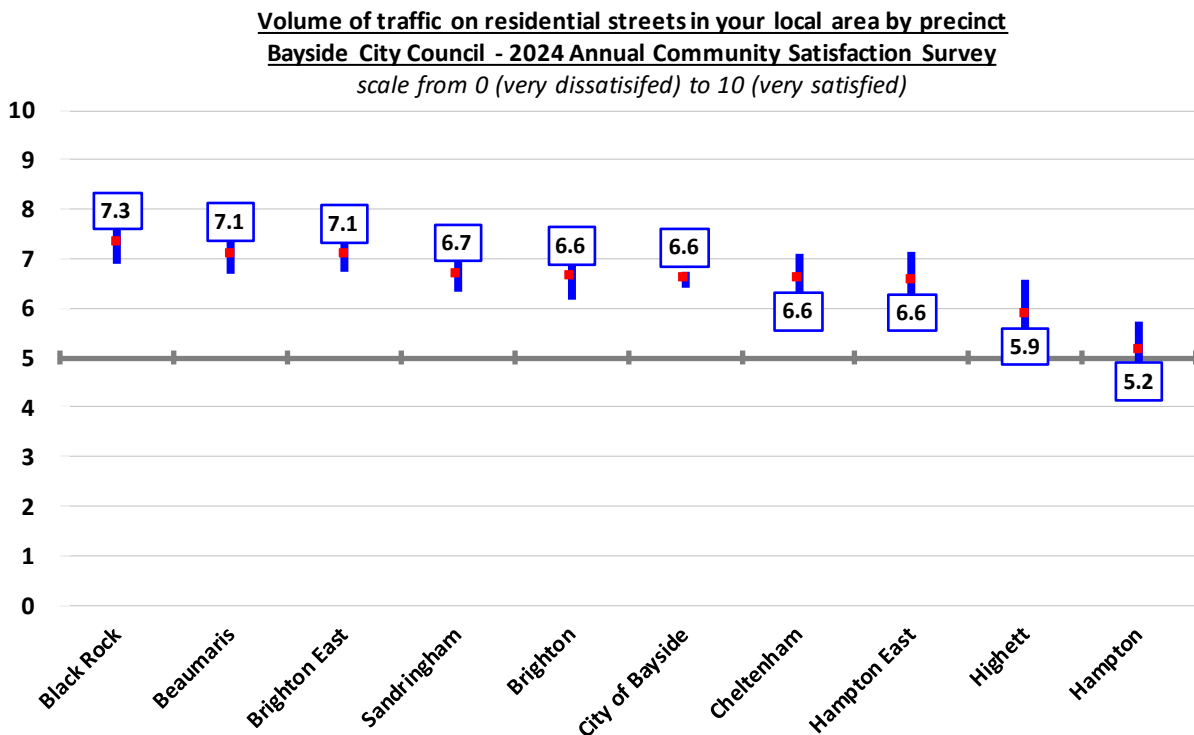
By contrast, however, satisfaction with the volume of traffic on main roads declined measurably (down 5%) to 6.0 out of 10, which was a “solid”, down from a “good” level, although it remains consistent with the long-term average since 2018 of 6.0.

Whilst satisfaction with the volume of traffic on main roads was only at a “solid” level, it is noted that fewer respondents raised traffic management related issues as a top three issue to address for the City of Bayside as the metropolitan Melbourne average (8% compared to 14%). This does imply that traffic management related issues were less prominent in the City of Bayside than the metropolitan average.

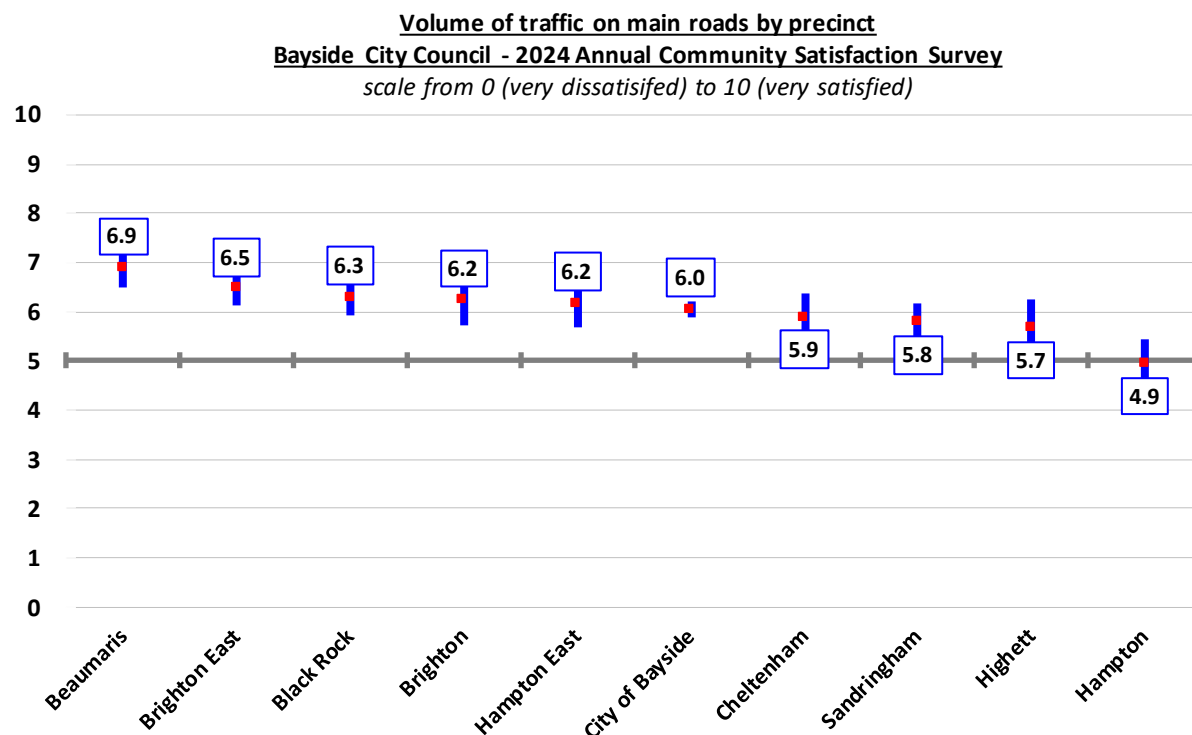




There was statistically significant variation in satisfaction with the volume of traffic on residential streets observed across the municipality. Respondents from Black Rock, Beaumaris, and Brighton East were measurably more satisfied than average, with respondents from Black Rock rating satisfaction at a “very good” level. By contrast, respondents from Highett were notably less satisfied and at a “poor” level, and respondents from Hampton were measurably and significantly less satisfied and at a “very poor” level.



There was also measurable variation in satisfaction with the volume of traffic on main roads observed across the municipality. Respondents from Beaumaris were measurably more satisfied than average, whilst respondents from Hampton were measurably and significantly less satisfied, and at an “extremely poor” level of satisfaction.



Availability of parking

Satisfaction with the availability of parking in the City of Bayside declined somewhat this year, with marginal declines for parking availability on residential streets (down 2%) and shopping strips / major commercial areas (down 1%).

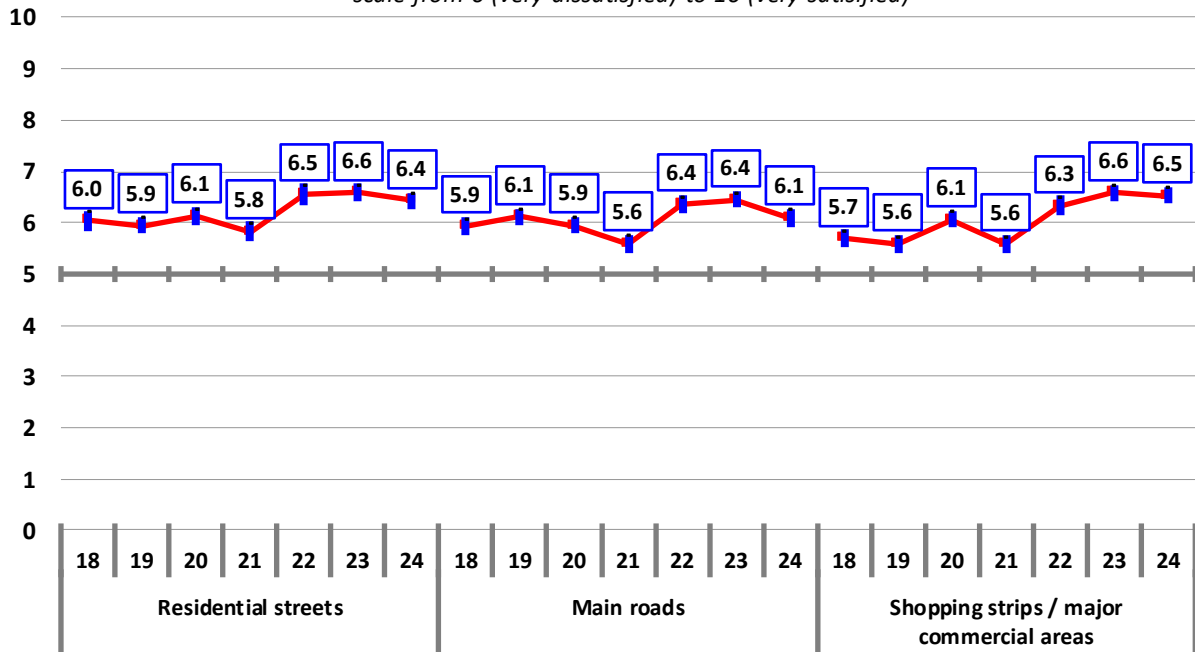
Satisfaction with the availability of parking on main roads declined measurably this year, down three percent to 6.1 out of 10, although it remains at a “solid” level.

This decline in satisfaction with parking availability was consistent with the increase in the proportion of respondents who nominated car parking related issues (including availability and enforcement) as a top three issue for the City of Bayside this year. The proportion nominating car parking issues increased from just five percent in 2022 and 11% last year to 15% this year.

It is noted, however, that respondents who nominated car parking related issues rated satisfaction with Council’s overall performance at the same level as the municipal average (7.0 out of 10). This does imply that car parking issues were not exerting a substantial negative influence on community satisfaction with the performance of Bayside City Council this year.

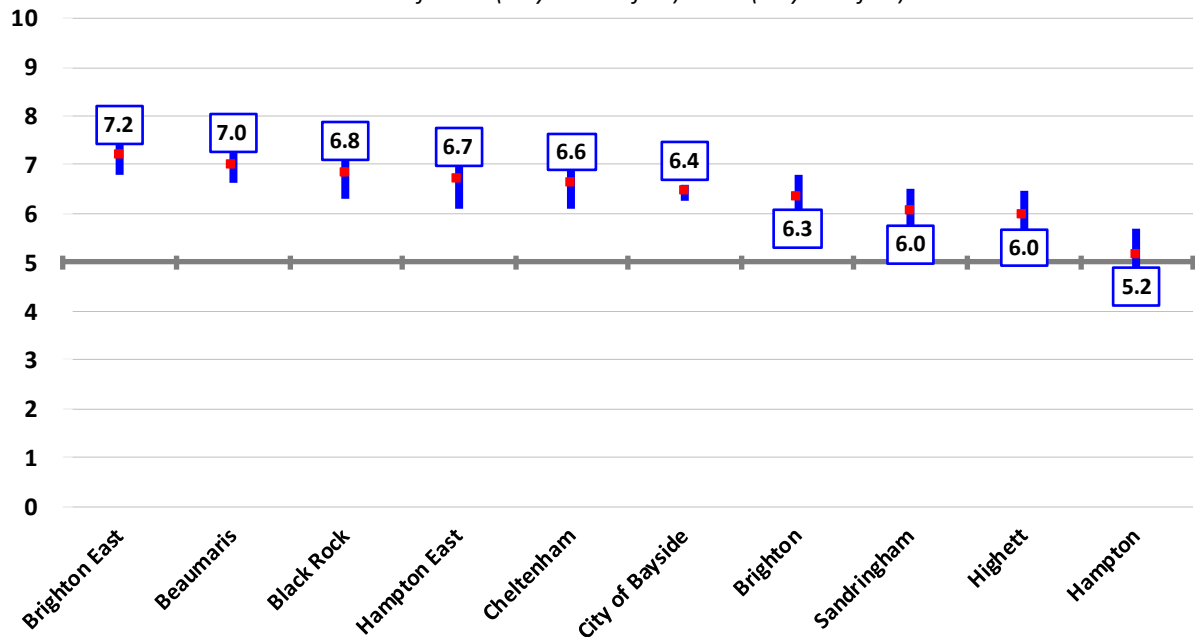


Satisfaction with the availability of parking
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

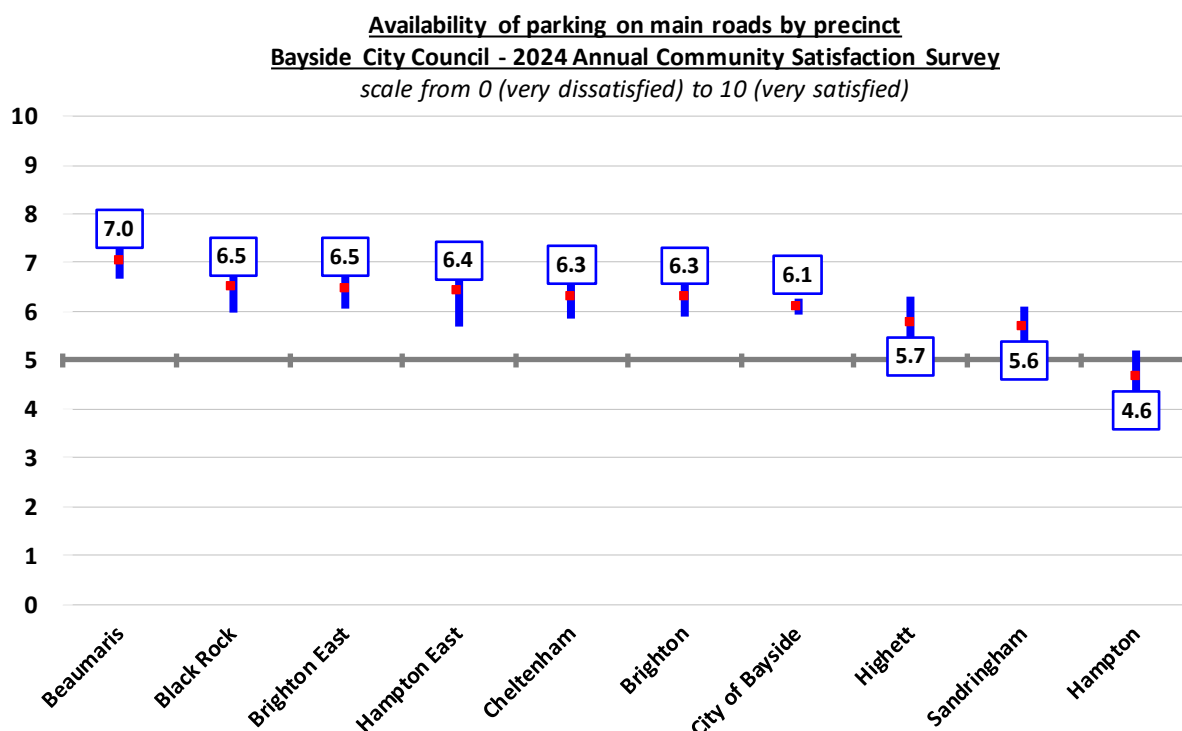


There was measurable variation in satisfaction with the availability of parking on residential streets observed across the municipality. Respondents from Brighton East and Beaumaris were measurably more satisfied than average, whilst respondents from Hampton were measurably and significantly less satisfied than average and at a “very poor” level of satisfaction.

Availability of parking on residential streets in your local area by precinct
Bayside City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in satisfaction with the availability of parking on main roads observed across the municipality. Respondents from Beaumaris were measurably more satisfied than average and at a “good” level, whilst respondents from Hampton were measurably and significantly less satisfied than average and at an “extremely poor” level of satisfaction.

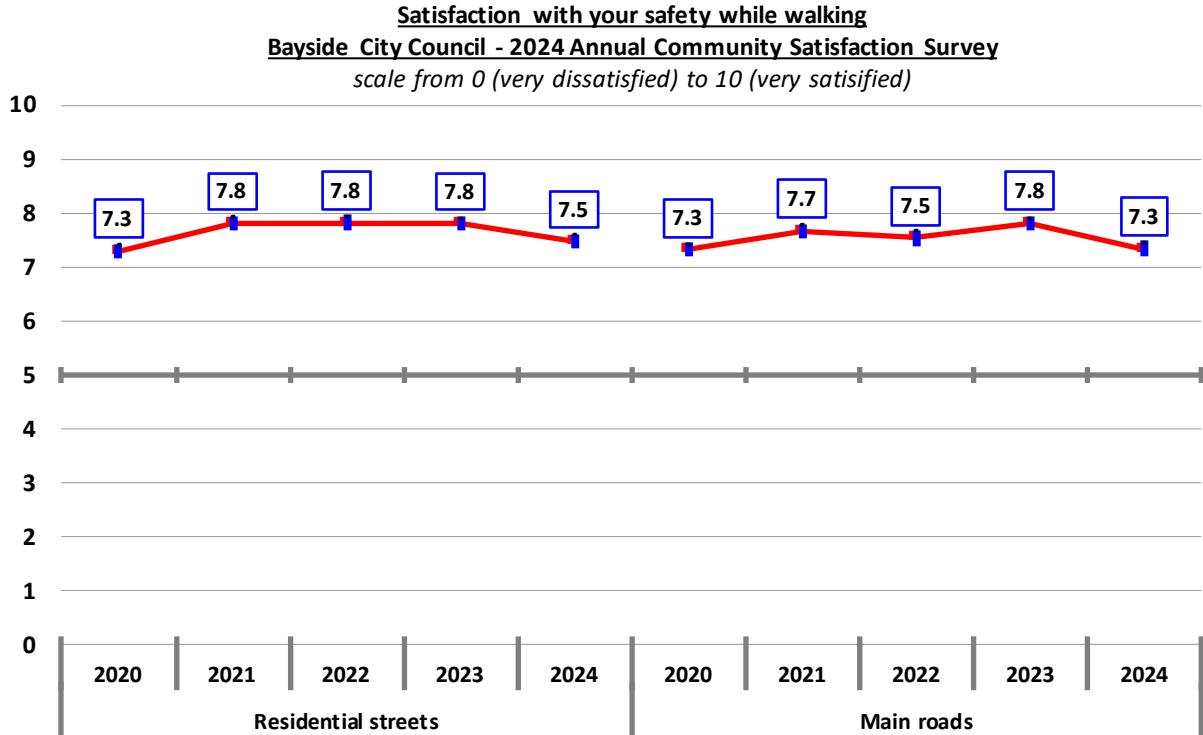


Your safety whilst walking

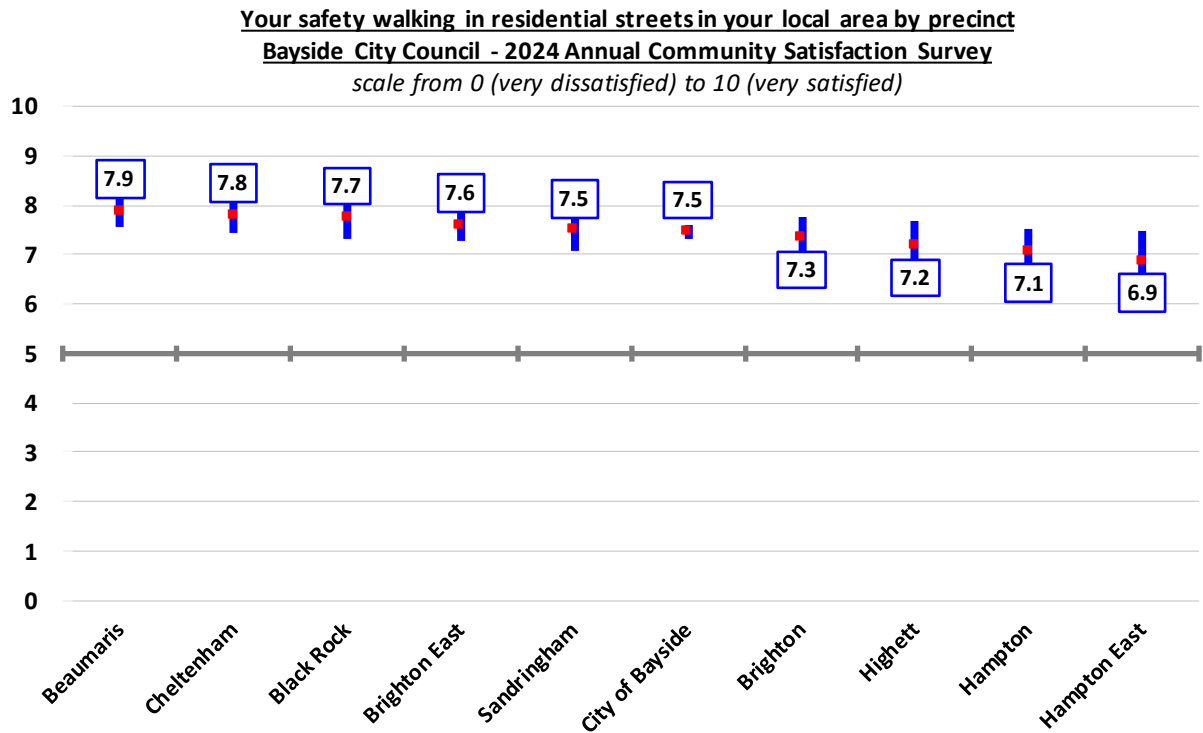
Satisfaction with respondents’ safety whilst walking on both residential streets (down 3%) and on main roads (down 5%) both declined measurably this year, with both down from “excellent” to “very good” levels of satisfaction.

Despite these measurable declines this year, Metropolis Research notes that satisfaction with safety whilst walking on both residential streets and main roads remains consistent with the long-term average satisfaction since 2020 of 7.6 and 7.5 respectively.

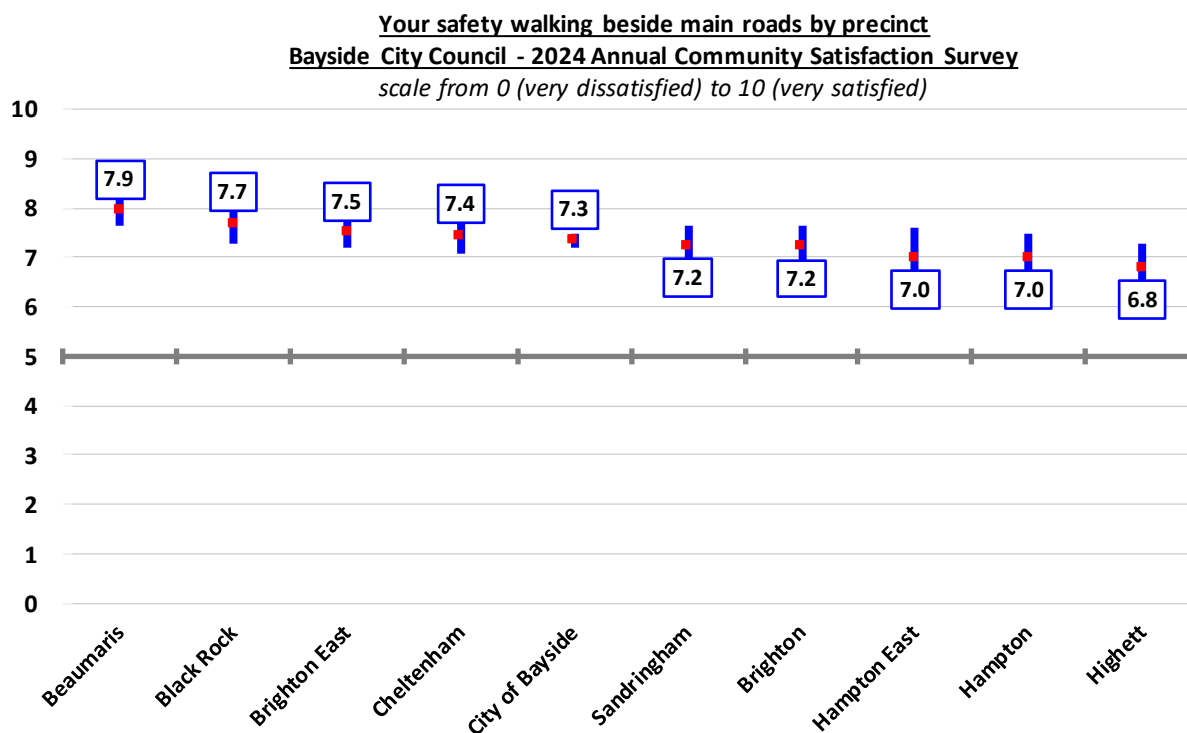




There was measurable and notable variation in satisfaction with safety walking on residential streets observed across the municipality. Respondents from Beaumaris were measurably and respondents from Cheltenham were notably more satisfied than average and at “excellent” levels. By contrast, respondents from Highett, Hampton, and Hampton East were notably less satisfied than average and at “good” rather than “very good” levels.



There was measurable and notable variation in satisfaction with safety walking on main roads observed across the municipality. Respondents from Beaumaris were measurably more satisfied than average and at an “excellent” level. By contrast, respondents from Highett were notably less satisfied than average and at a “good” rather than a “very good” level.



Your safety whilst cycling

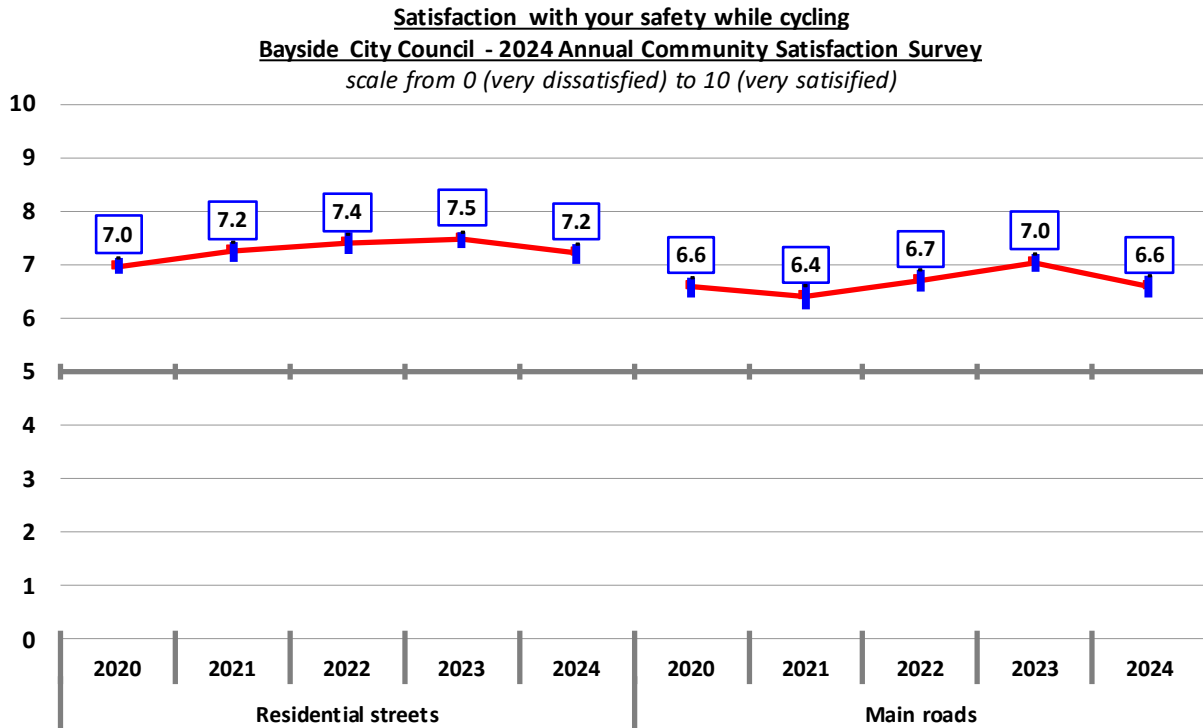
Satisfaction with respondents’ safety whilst cycling residential streets (down 3%) declined notably, whilst safety whilst cycling on main roads (down 4%) declined measurably this year.

It is important to bear in mind the smaller sample size for this aspect of traffic and parking, with 374 respondents rating satisfaction with cycling on residential streets and 362 rating satisfaction with cycling on main roads.

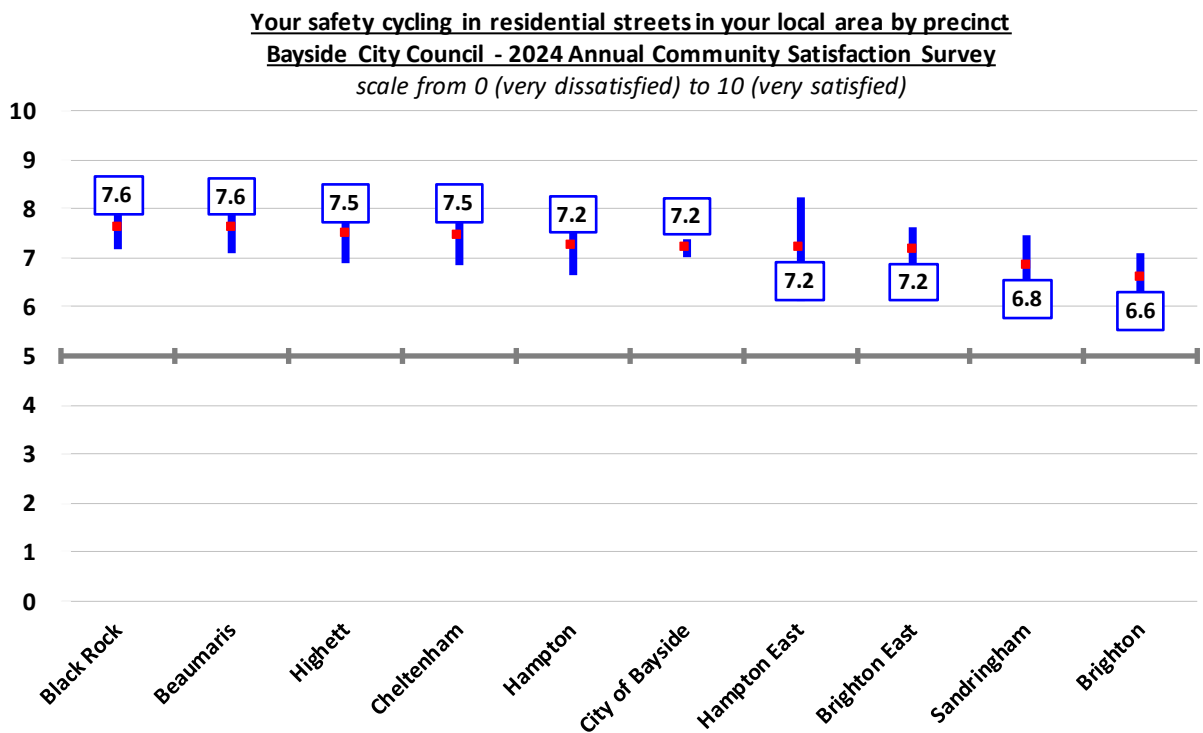
Satisfaction with both was now at “good” levels of satisfaction, with safety cycling on residential streets declining from a “very good” level over the last two years.

Metropolis Research notes that three percent of respondents nominated bike paths and related issues as a top three [issue to address](#) for the City of Bayside at the moment.

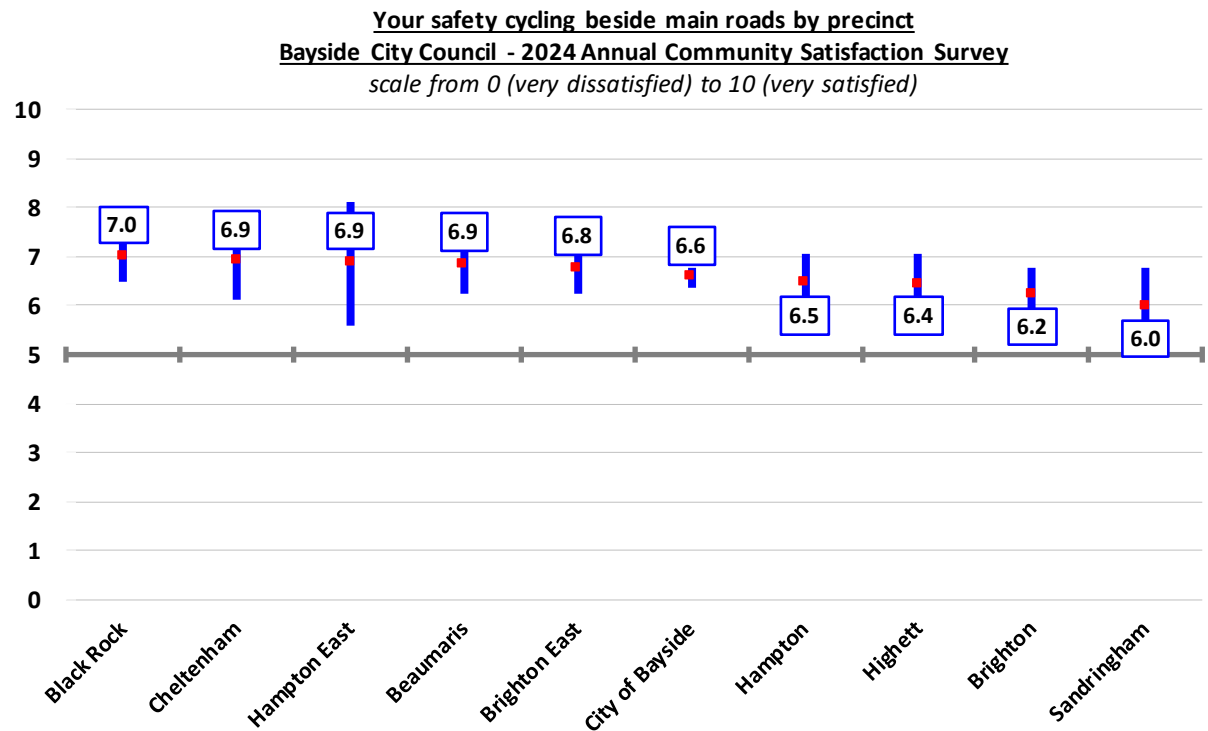




Whilst there was no statistically significant variation in satisfaction with safety whilst cycling on residential streets observed across the municipality, it is noted that respondents from Brighton were notably less satisfied than average, although still at a “good” level.



Whilst there was no statistically significant variation in satisfaction with safety whilst cycling on main roads observed across the municipality, it is noted that respondents from Sandringham were notably less satisfied than average, and at a “solid” level.



Respondent profile

The following section provides the demographic profile of respondents to the *Bayside City Council – 2024 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 was weighted by age and gender to reflect the 2021 Census profile of the City of Bayside. Metropolis Research notes that the underlying (unweighted) sample was a very good representation of the Bayside community, which reinforces the strength of the door-to-door, in-person methodology.

Age structure
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Age	2024 (unweighted)		2024	2023	2022	2021	2020
	Number	Percent	(weighted)				
Young adults (18 - 34 years)	111	16%	20%	20%	20%	20%	14%
Adults (35 - 44 years)	127	18%	17%	17%	17%	17%	18%
Middle-aged adults (45 - 59 yrs)	200	29%	30%	30%	30%	30%	26%
Older adults (60 - 74 years)	149	21%	21%	21%	21%	21%	26%
Senior citizens (75 yrs and over)	110	16%	12%	12%	12%	12%	16%
Not stated	3		3	3	0	0	4
Total	700	100%	700	714	700	700	700

Gender

The sample was weighted by age and gender to reflect the 2021 *Census* profile of the City of Bayside.



Gender
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Gender	2024 (unweighted)		2024	2023	2022	2021	2020
	Number	Percent	(weighted)				
Man	371	53%	46%	46%	47%	47%	48%
Woman	322	46%	53%	53%	53%	53%	52%
Non-binary	3	0%	0%	1%	0%	0%	0%
Prefer to self-describe	1	0%	0%	0%	0%	0%	0%
Prefer not to say / not stated	3		3	2	3	0	5
Total	700	99%	700	714	600	700	700

Identify as Aboriginal and / or Torres Strait Islander

Consistent with the historical results, there were only a handful of respondents who identified as Aboriginal and / or Torres Strait Islander.

This result was consistent with the 2021 *Census* which reported a total of 269 Aboriginal and / or Torres Strait Islander residents, which was 0.2% of the total population.

Identify as Aboriginal and / or Torres Strait Islander
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2024		2023	2022
	Number	Percent		
Yes - Aboriginal	2	0%	0%	
Yes - Torres Strait Islander	2	0%	0%	0%
Yes - both	0	0%	0%	
No	669	99%	100%	100%
Not stated	27		15	8
Total	700	100%	714	600

Household member with disability

Consistent with the results recorded in recent years, eight percent of the respondents who provided an answer to this question reported that there were members of their households with disability. The long-term average result since 2018 was nine percent.



Household member with disability
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2024		2023	2022	2021	2020
	Number	Percent				
Yes	56	8%	6%	10%	9%	9%
No	628	92%	94%	90%	91%	91%
Not stated	16		4	16	18	21
Total	700	100%	714	600	700	700

Household structure

Consistent with the results recorded in recent years, approximately half of the respondents providing an answer to the question were from two-parent families, relatively evenly split between those with younger children and older children and adults.

One-quarter (26%) of respondents were couple households without children, and a small proportion of sole person (9%), group (6%), one-parent family (5%), and extended family (5%) households.

Household structure
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Structure	2024		2023	2022	2021	2020
	Number	Percent				
Two parent family total	332	49%	47%	52%	46%	43%
<i>youngest child 0 - 4 years</i>	48	7%	8%	9%	7%	8%
<i>youngest child 5 - 12 years</i>	102	15%	13%	12%	13%	16%
<i>youngest child 13 - 18 years</i>	66	10%	11%	14%	12%	9%
<i>adult children only</i>	116	17%	15%	16%	13%	10%
One parent family	35	5%	5%	6%	6%	3%
<i>youngest child 0 - 4 years</i>	1	0%	1%	1%	1%	0%
<i>youngest child 5 - 12 years</i>	4	1%	0%	1%	1%	1%
<i>youngest child 13 - 18 years</i>	8	1%	1%	1%	1%	1%
<i>adult children only</i>	22	3%	3%	3%	3%	1%
Group household	43	6%	6%	4%	3%	2%
Sole person household	63	9%	13%	12%	13%	16%
Couple only household	180	26%	28%	25%	29%	32%
Extended or multiple families	31	5%	2%	1%	4%	4%
Not stated	16		24	29	17	7
Total	700	100%	714	600	700	700



Language spoken at home

Consistent with the long-term average since 2018 of 82%, in 2024, 84% of respondents who provided an answer reported that their household speaks only English at home, which was identical to the 2021 *Census* result of 84% of residents speaking only English at home.

Language spoken at home
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Language	2024		2023	2022	2021	2020
	Number	Percent				
English	581	84%	79%	78%	83%	82%
Mandarin	14	2%	2%	3%	1%	2%
Greek	12	2%	3%	1%	1%	2%
Italian	12	2%	2%	2%	2%	2%
French	10	1%	1%	4%	1%	0%
German	7	1%	1%	2%	1%	1%
Spanish	7	1%	2%	1%	0%	1%
Hindi	4	1%	1%	0%	0%	1%
Polish	4	1%	0%	1%	1%	0%
Arabic	3	0%	0%	0%	0%	0%
Russian	3	0%	2%	1%	1%	0%
Afrikaans	2	0%	0%	0%	0%	0%
Cantonese	2	0%	0%	0%	0%	0%
Chinese, n.f.d	2	0%	0%	1%	0%	0%
Hungarian	2	0%	0%	1%	0%	0%
Japanese	2	0%	1%	0%	0%	0%
Maltese	2	0%	0%	0%	0%	0%
Persian	2	0%	0%	0%	0%	0%
Tagalog (Filipino)	2	0%	0%	0%	0%	0%
Vietnamese	2	0%	0%	0%	0%	0%
Bulgarian	1	0%	0%	0%	0%	0%
Croatian	1	0%	0%	0%	0%	0%
Czech	1	0%	0%	0%	0%	0%
Dutch	1	0%	0%	0%	0%	0%
Hebrew	1	0%	0%	0%	0%	0%
Irish	1	0%	0%	0%	0%	0%
Latvian	1	0%	0%	0%	0%	0%
Macedonian	1	0%	0%	0%	0%	0%
Malayalam	1	0%	0%	0%	0%	0%
Portugese	1	0%	0%	0%	0%	0%
Punjabi	1	0%	0%	0%	0%	0%
Serbian	1	0%	0%	1%	0%	0%
Shona	1	0%	0%	0%	0%	0%
Slovene	1	0%	0%	0%	0%	0%
All other languages	5	1%	1%	1%	4%	5%
Not stated	6		5	4	4	9
Total	700	100%	714	600	700	700



Current housing situation

Consistent with the historical results, 70% of respondents reported that they owned their home outright, 14% (down from 18%) were mortgagor households, and 13% were from rental households.

The sample appears to over-represent homeowners (70% compared to 44% from *Census*) and under-represent mortgagor households (14% compared to *Census* 36%). This variation is commonly observed, and likely reflects respondent mis-responding to the question.

Current housing situation
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Situation	2024		2023	2022	2021	2020
	Number	Percent				
Own this home	485	70%	69%	63%	63%	66%
Mortgage (<i>paying-off this home</i>)	97	14%	18%	21%	24%	15%
Private rental	89	13%	12%	14%	11%	18%
Renting from the Office of Housing	20	3%	2%	1%	1%	1%
Not stated	9		18	24	38	15
Total	700	100%	714	600	700	700

Dwelling type

Consistent with historical results, approximately three-quarters of respondents were from separate detached houses. The sample somewhat over-represented those in separate detached homes (74% compared to 63% in *Census*), and somewhat under-represented those in semi-detached row or terrace homes (9% compared to 23% in *Census*), and appropriately included those in flats, units, or apartments (17% compared to 14% in *Census*).

Dwelling type
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Type	2024		2023	2022	2021	2020
	Number	Percent				
Separate house	508	74%	79%	77%	73%	83%
Semi-detached, row or terrace	59	9%	11%	12%	11%	9%
Flat, unit, or apartment	118	17%	10%	10%	15%	9%
Other	6	1%	1%	1%	1%	0%
Not stated	9		15	18	19	31
Total	700	100%	714	600	700	700



Period of residence in the City of Bayside

Consistent with the historical results, approximately one-fifth of respondents were new or newer residents (less than five years in the City of Bayside), whilst 60% were long-term residents (10 years or more in the municipality).

Period of residence
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

<i>Period</i>	<i>2024</i>		<i>2023</i>	<i>2022</i>	<i>2021</i>	<i>2020</i>
	<i>Number</i>	<i>Percent</i>				
Less than one year	36	5%	5%	4%	1%	5%
One to less than five years	120	17%	17%	14%	3%	17%
Five to less than ten years	120	17%	20%	14%	14%	13%
Ten years or more	417	60%	58%	68%	82%	65%
Not stated	7		11	17	21	10
Total	700	100%	714	600	700	700



General comments

There were 64 general comments received from respondents this year, down a little on the 87 last year and the 120 back in 2022.

The smaller number of general comments may reflect the inclusion of additional open-ended questions in the survey this year, which gave additional opportunity for respondents to outline their priorities for Council.

Consistent with previous years, the most common issues raised by respondents related to communication and consultation (8 comments), roads and bike facilities (7 comments), community facilities / services (6 comments), planning and development (6 comments).

There were several more comments this year in relation to safety, policing, and crime than in recent years.

General comments
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of total responses)

Comment	2024		2023	2022
	Number	Percent		
Communication, consultation, management	8	13%	11%	11%
Roads, bike facilities	7	11%	15%	10%
Community facilities / services	6	9%	11%	10%
Planning and development issues	6	9%	7%	11%
Safety, policing and crime	6	9%	0%	3%
Animal management	5	8%	1%	4%
General positive comments	5	8%	9%	5%
Traffic and public transport management	5	8%	5%	5%
Drains and flooding	3	5%	6%	1%
Rates / financial management	3	5%	2%	1%
Cleanliness of areas	2	3%	0%	1%
Comments relating to this survey	2	3%	8%	9%
General negative	2	3%	2%	0%
Parking	1	2%	6%	8%
Parks, gardens, open spaces and trees	1	2%	6%	7%
Footpaths	1	2%		
Other	1	2%	3%	2%
Total	64	100%	87	120

The following table outlines the verbatim comments underpinning the above table.



General comments

Bayside City Council - 2024 Annual Community Satisfaction Survey

(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Roads, bike facilities</i>	
Higher priority for bicycle lanes and safety on Beach Rd	1
I think they can invest in some bike lanes	1
Intersection at Hobson St and Wood St is uneven and needs to be even surface	1
Potholes at Collingwood St needs to be fixed permanently	1
Roads need to be maintained and fixed	1
The intersection of Roslyn St and Were St is dangerous, but Council hasn't done anything about it despite many complaints from residents, such as speed bumps and roundabouts	1
The road on Hampton St near Dendy Village needs urgent repair	1
Total	7

<i>Community facilities / services</i>	
Brighton baths are not being repaired and maintained	1
Continue investment in community sport facilities	1
Get rid of musical toilets	1
The arts have nothing compelling for us to visit	1
We have to go to Cheltenham for services such as swimming pools, playgrounds, and parks	1
Would like to see the heated pool finished as soon as possible	1
Total	6



Planning and development issues

I would not like to see the planning change to high-rise, please maintain what we have now / maintain feel of community / sun is being blocked by high-rises	3
High-density residential development in the suburban street in Brighton	1
Melbourne needs to grow so planning restrictions need to be looser but not too loose	1
Planning permits that are being issued lately	1
Total	6

Safety, policing, and crime

Keiller St and Nepean highway, intersections are unsafe due to cars speeding	1
Lack of visible police and more policing	1
My kids are so scared due to ongoing home invasions, car break-ins and stealing on Eliza St	1
Over speeding at Hobson St needs to be regulated	1
Safety in the area, with kids with machetes	1
Too many druggies on the road, which makes it unsafe	1
Total	6

Animal management

Better animal policies for the owners of dogs	1
In sports and recreation areas and beach front, people are taking their dogs in the same areas	1
Poor regulation of dog behaviour along the foreshore, on-leash requirements not enforced	1
Possums are uncontrolled	1
Why do we register the dogs, why do we have to do it every year? We get nothing from it	1
Total	5

General positive comments

Overall, we are happy with the way things are run and managed by Council	4
Good to be able to say things	1
Total	5

Traffic and public transport management

Bluff Rd and Bay Rd have too much traffic congestion due to high-rise being built	1
Get the bus off Roslyn St	1
Public transport to train stations needs to be increased	1
They should inform us before changing speed limits of roads	1
Too much traffic on Highett Rd	1
Total	5



Drains and flooding

Drainage system at Abbott St and Neptune St is not maintained and it is flooded with water after heavy rain	1
Issue with drainage, it was laid incorrectly and was patched ineffectively on Yuille St	1
Stormwater drainage system on Beach Rd should be maintained. I have asked the Council to address this issue, but it has still not been resolved	1
Total	3

Rates / financial management

Council wastes their money on unnecessary upgrades like tortoise at Sandringham station, instead do good for the people	1
I saw a brochure about taking views on how Council can make toilets better. So it is about common sense. They just need to clean it. Nothing more than that. Printing costs a lot.	1
Council needs to save money on such unnecessary things	1
Rates should be cut down	1
Total	3

Cleanliness of areas

Cleaning graffiti and garbage at Highett	1
Cleanliness of shopping areas	1
Total	2

Comments relating to this survey

Interesting questionnaire	1
The survey was far too long	1
Total	2

General negative comments

There are excessive lighting coming from other houses which keeps me awake. The council will not do anything to investigate it	1
There is excessive noise and they do not do anything about it either	1
Total	2

Footpaths

Footpath from Abbott St to Sandringham station is uneven	1
Total	1



<i>Parking</i>	
Get people parking in driveways and not on streets	1
Total	1
<i>Parks, gardens, open spaces, and tree maintenance</i>	
Plant more trees	1
Total	1
<i>Other</i>	
Focus on what are mentioned previously	1
Total	1
Total	64

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 Council's overall performance at the "dissatisfied" level
Bayside City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
The roads are not maintained well	4
I think they are useless / a disgrace	3
Because I don't believe they do what they should be doing	2
Footpaths need to be fixed	2
Haven't responded to my queries respectfully / poor response	2
Because Council is dealing with easy issues and not facing hard issues such as road issues, chemical laminate industry right here on the Bay Rd	1
Because they do absolutely nothing to help the community	1
Because they don't bother to talk to me	1
Because we have so many unpleasant issues such as parking issues	1
Because we have so many unpleasant issues such as pets	1
Better drainage system at Besant St	1
Cause they are good at something and terrible at other things	1



Council is slow and works poorly	1
Don't do anything, no post office, no bank, need to go to Brighton or Southland	1
Drug issue in the area	1
I am not happy with the Council services	1
I believe Bayside pretty much runs itself, so the Council is not doing anything new	1
I don't believe they focus on their core service and requirements like footpaths	1
I don't believe they focus on their core service and requirements like public amenities	1
I don't believe they focus on their core service and requirements like roads	1
I don't know what they do. Who looks after roads? I don't know	1
I don't like that building pavements and beautiful houses are getting destroyed	1
I'm clearly unsatisfied	1
In areas of infrastructure, the Council is trying but I am not satisfied will all the out-of-control development the Council has been embarking on	1
Inappropriate development	1
Involvement with developments that are unfavourable	1
Most Councils are a money-making venture and don't maintain the street signs	1
Not doing anything right	1
Not happy with the way Council deals with things	1
Short term day to day things is okay but the long term such as traffic management, are not being taken care of	1
The Council needs to perform their duties efficiently by ensuring road maintenance across Bayside	1
The lack of support for the people they have rehomed	1
They are increasing the rates	1
They are not doing good job in protecting locals	1
They don't follow up even when they gave me a timeline	1
They don't listen much to the community	1
They should be doing what they need to do	1
They're not listening to the needs of the locals. Lack of understanding what the people need	1
Too busy carrying on with climate change	1
Unfortunately, because they have not applied the building regulations with respect to my neighbours	1
We spend so much money on nothing	1
Whenever I visit the Council, they pass me off to somebody who's not really listening to me regarding the issues I have with the trees, rubbish, and lighting on my street	1
Total dissatisfied comments	50



Reasons for rating Council's overall performance at the "neutral" level

Bayside City Council - 2024 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Cannot find much information on the website, or I mean not easy to navigate	1
Council is lacking in safety and security	1
Council not invested in needs of the community	1
Footpaths in the village are poor, unlevelled	1
Lack of communication	1
My opinion	1
Not sure what they (Council) should be doing	1
Not transparent	1
Politically influenced	1
Some people are in the Council for wrong reasons they build their own profile and own career	1
Some things are done very well. But money talks ahead of Brighton's heritage and natural environment	1
Sometimes basic services get deprioritised and specific projects of Councillors or smaller groups take priority	1
The Council does not listen and, they do not respond to requests	1
The Council needs to perform better	1
The rate is too expensive, and the value is not shown in the services provided	1
They are only interested in themselves. They took far too long for homeowners	1
They are out for themselves and not listening to the needs of the public	1
They are too slow to act and set their own priorities. They don't seem to listen	1
They can do better, green waste collection	1
They can do better, in terms of rubbish collection	1
They didn't repair the cricket nets at Beaumaris Reserve and there are too many restrictions to initiate change at local sporting clubs	1
Various tasks such as maintenance of drainage system, is not done by the Council	1
Various tasks such as maintenance of trees is not done by the Council	1
Various tasks such as provision of safe environment is not done by the Council	1
Wasting money on Federal issues that are not relevant to the local community, for example The Voice	1
We are old people, but we do not get any help. More help and facilities are needed in day to day lives. Such as helping to go to hospital etc.	1
Whole lot of areas are being addressed well (controlling development) but can be improved	1
Total neutral comments	27



Reasons for rating Council's overall performance at the "satisfied" level
Bayside City Council - 2024 Annual Community Satisfaction Survey
 (Number of responses)

Reason	Number
<i>General positive statements (rating at 6 or more)</i>	
The Council is performing well, doing a good / great job	60
It is doing alright / ok / average / not bad	10
Bins / garbage gets collected on time	6
Good overall	6
Most of the services are good / well delivered	5
The Council is doing its job / what is necessary	5
I think they're doing good with maintenance of area	4
I'm satisfied with their performance	4
All of my requests and needs have been met professionally	3
Because they clean footpaths / well maintained / repaired	3
Cause they are responsive	3
Council provided amazing / great services	3
Everything runs well	3
Good performance / happy with services	3
It's safe	3
Some things are very good	3
They do a reasonable / decent job	3
I am happy to live in Bayside	2
I think beaches are cleaned regularly which is good	2
Public toilets are clean / good	2
Road looks ok / getting fixed	2
They clean public areas	2
50 odd years of experience	1
Area is pleasant, no issues	1
Because I have lived here for 4 months so I reckon they are pretty good	1
Because some things they do quite well but some issues are not well looked after	1
Because we have just moved here from a western suburb so I assume that the Council will do great job	1
Cleaning service is going well	1
Communication is frequent enough	1
Compared to other area, Council made the best efforts to maintain the local area	1
Council focus is on the right track	1
Council is looking after the community well enough	1
Council performance meet our expectations / needs	1
Digital newsletter is amazing	1
Doing survey is a great idea	1
Empty the bins on time	1
Green waste is good	1
I can see from website telling what they are doing	1
I can see they are holding some sort of activities and working for the community around	1
I have no reason to complain especially since the Council fixed our drainage channels.	1
Our roads used to be very flooded before	1



I love living close to the beach	1
I think they do a really good job compared to other Councils	1
I think we are lucky here and the Council is doing their best	1
I'm aware of the good Council engagement, communication and we know what is going on	1
I'm very happy, I've been here for a year and I'm very satisfied with how the suburb is run	1
I'm very satisfied with the availability of parks	1
I'm very satisfied with the maintenance of footpaths	1
Improved since last year	1
Improvement through the years	1
It is important that they are doing across all areas	1
It's obviously difficult to be perfect across all areas but I'm satisfied	1
It's okay. The area near Carew St has improved	1
Jobs are completed without fuss	1
Looks like Council is planning the future ok	1
Most of things have been done as they have been done	1
Neighbourhood is generally good to live	1
Our Council look after us	1
Overall, they're reliable	1
Road is getting swept I have no problem	1
Roads are clean	1
Security services is going well	1
Seems that they are very attentive to things	1
The Council has been helpful in fixing our drains	1
The Council is extremely quick to respond and take all matters seriously which is fantastic	1
Their information is easily accessible	1
There is much information on the web site showing what they are doing	1
They are doing a good job but needs to perform all their tasks efficiently and timely	1
They are doing their work diligently	1
They are good around the parks	1
They are proactive in fixing things in the community	1
They are providing necessary services efficiently	1
They are responsive for maintenance	1
They are responsive, consultative	1
They are very approachable in our interests	1
They clean the street regularly	1
They cover services for all age group. From child to seniors	1
They do the job; they seem proactive on public service	1
They do well but not perfect	1
They mostly do what they say	1
They seem to be doing alright if they steer clear from politics	1
They take everything under their hat, they focus on the most important things and not on other stuff	1
They thrive for the best outcome possible	1
Things are neat and tidy around here	1
Transport services is going well	1
Very diverse area and community, Council does a good job meeting broad range of needs	1
We are happy living in Bayside Council	1
We had some issues such as drain and cycling so they did pretty good job	1
With all my dealings with the Council, they have been very satisfactory	1

Total

203



Neutral statements (rating at 6 or more)

Room for improvement	21
I do not have any objection / complaints to the Council's performance so far	13
Can do better	4
The Council is doing its best	4
The Council is trying	3
I don't know, just a general feeling	2
There are things that I'm not aware of	2
Because I am not that aware of how they are working. My friend living with me got fined for his dog late registration	1
Because we do not have much interaction with them, so we are kind of neutral	1
Haven't really been on top of the knowledge regarding Council services	1
I am not using much of the services	1
I do not really know what they do	1
It's a difficult job and people are always needy, so I understand how difficult it is to satisfy everyone	1
Most of the things I agree with and some things I don't	1
Not good or bad	1
There is always opportunity for the Council to do more	1
There is still room to get the job done in more efficient way	1
Well in some areas they are 8 and in some they are 4 so it's 7	1
Total	60

General negative statements (rating at 6 or more)

Council takes so long to respond to matters	4
More maintenance of roads	4
Because I guess there are some challenges such as local roads not managed optimally	3
I still cannot see the value of the rate they charge	3
The Council should focus more on providing necessary services such as drainage system	3
There are still a lot the Council needs to do / fix	3
Because they don't always respond well or in a reasonable period. Usually have to take a follow up	2
CISRPO development	2
Concerned with over development	2
Council needs to promote what they are doing	2
Do not listen / consult much	2
I don't know what the Council is doing / don't hear much	2
Lack of engagement / more needed	2
Many issues to be resolved	2
Netball courts development	2
Not doing great job not good enough	2
The rates are very high	2
There's a lot we need to do for climate change so there's still improvement needed to be done in that space	2
Traffic management	2
We need better maintenance of all parks	2
At Christmas Brighton gets all the focus but nothing for Black Rock	1
Beaches appearance	1



Because I guess there are some challenges such as parking	1
Because of over development next to the transport. High density building	1
Because Sandringham Life Saving Club is the only one that hasn't been updated. The club is 60 years old and I'm working with Council to work on it. But they are doing remedial work on a property that has passed its use by date	1
Because they are doing job but not that satisfactorily	1
Bollards on the Main St is falling apart	1
But keeping cat in will be difficult	1
Certain things that are going on which I'm not happy with	1
Council did not make any decision for residents requesting	1
Council needs to be more efficient in completing the required tasks	1
Council needs to be more flexible when it comes to community service	1
Council needs to be proactively to foresee issues and trend	1
Council only focuses on Brighton	1
Council should incorporate community responsibility to feedback on key things	1
Council spent more funding on Brighton rather than Beaumaris	1
Crossing in Dendy Village	1
Disappointed on Council response on matter, takes so long and is stressful	1
Dog management not done very well	1
Don't conduct their business-like inner city leftist councils	1
Don't take notice of people enough	1
Except the streets	1
Footpaths are a hazard for old people, a lot of updating required	1
Footpaths maintenance	1
For the rates they are taking, they need to work a better job, like fixing road in a timely manner	1
Hampton St could be improved with road quality	1
Having problems with the contact in street parking, so I just give them 8	1
I don't know much about what they do but it is not perfect for some people	1
I don't know what the services are they provide and how to reach out to them	1
I don't know what Council had done anything that is favour to our local community	1
I don't think they are quite there	1
I feel Council performance is worse than 4 years ago	1
I have issues with lack of gardens, place is become hot, it's quality of life	1
I have issues with tennis courts etc. concrete with no gardens, place is become hot, it's affecting quality of life	1
I have issues with too much concreting	1
I have issues with town planning	1
I would like to see a little bit more public activity	1
I'd like Council to remove bus routes from small suburban streets and move them to larger arterial streets, particularly from Roslyn St	1
Regarding maintaining the suburbs because of new developments	1
Issues that Council deems important aren't much important	1
It would be better if they were more transparency	1
It's not perfect, Dendy beach debacle is not good	1
It's probably more the streets appearance	1
It's the timing of things that I want done and the response to my needs	1
Just engagement with Councillors at a community level is minimal. Don't know who they are	1
Key issues in the community have not been listened to	1
Lack of visibility of the Council within the area	1
Lacks full community support	1



Less entanglement though	1
Little appetite for Council officers to make decisions and take responsibility	1
Low impact of Council activities on my life	1
Mainly due to graffiti	1
Maintenance of heritage buildings and heritage sites not done very well	1
Maybe the worst performing precinct	1
More involvement maybe I'm not getting enough information	1
More maintenance of waterworks	1
My rubbish bins are too small	1
Need to have more community consultation	1
New developments particularly are not good in Hampton	1
Not a big concern, but not too much information about what they are doing	1
Not enough has changed	1
Online interactions too slow / not followed through. It was better in-person	1
Our area does not have good roads	1
Overdevelopment in Hampton	1
Planning for new development should be done more effectively	1
Rate is not in good value, but 6 is just given to whatever they have done	1
Rates can be reduced	1
Roads are poor, sinks	1
Roads like Bluff Rd are filled with potholes	1
Rubbish and shopping trolleys in around Graham Rd	1
Some are bad management	1
Some of the services like bikes lanes should be improved and safer	1
Some services are poorly managed population growth	1
The areas should be better managed	1
The Bayside Council charge a very high rate compared to the rate other Councils	1
The bike paths need work	1
The Council is lagging in safety and security	1
The Council need to perform better	1
The council needs to be proactive in performing its duties	1
The Council needs to work proactively	1
The Council should focus more on providing necessary services such as improved security on main roads	1
The Council should focus more on providing necessary services such as maintained roads	1
The fines	1
The planning area should be improved	1
The representative election is not ideal within Council	1
The roads should be taken care of like Hampton St	1
The rubbish collection should occur weekly not fortnightly	1
The rubbish issue has never been listened to	1
There are a few things that get neglected such as rubbish around park areas	1
There are a lot of dogs in this area without leashes. There needs to be better management of animals, especially with dog residue on footy ovals, parks etc.	1
There are a lot of grey areas where they don't want to take responsibility	1
There are certain issues such as lack of recreation activities for teenagers that the Council needs to address	1
There is a lot of areas that they need to improve on such as parking for retail	1
There is an inequality across the municipality	1



There is room for improvement regarding street tree management. We had an issue about a tree blocking our view of oncoming traffic, but they haven't made an active effort to respond	1
There is so much not done, what they promise and what they do, wasting money on stupid stuff like statues	1
There was a federation house, and they broke it. It's gone now. Removing the essence of local heritage	1
They are a bit vicious by making rules and introducing fees on every service they provide	1
They are hard to negotiate	1
They are neglecting the greenery in Hampton	1
They are not good in my area Coape St	1
They can always try harder and do more for the community	1
They can work more on smoking spots its bullsh*t	1
They could improve on collection of dog poo	1
They could improve on driveways	1
They could improve on includes bike paths	1
They don't follow up on us when complained about noise	1
They need to address community' needs more efficiently	1
They need to focus on road maintenance across Bayside at there are lots of potholes at various streets and roads	1
They need to improve all services performance	1
They need to perform their duties more efficiently	1
They need to perform their tasks efficiently	1
They need to respond to community s needs quickly and earlier to hit a higher score	1
They need to work more efficiently	1
They only communicate when election is heading, and they do things which isn't worthy for everyone	1
They should concentrate on some areas like respecting the owners of residence and resisting commercial developments	1
They should improve providing basic services	1
They should restrict their activities to local needs rather than international issues	1
They sometimes spend too much time on unrealistic art instead of issues that are more important to the community	1
Too involved in other issues like environmental issues which and state and federal governments are involved in	1
Too many new apartment buildings	1
Too slow and cumbersome in decision making	1
Tree maintenance	1
Trees need to be maintained, tree roots are affecting our driveway, and we have to spend money to replace it. It is not fair. Our gate can't open due to roots	1
Walking around and what I see, things could be better	1
We have a problem at Brighton pier, it has been closed for many years and Council is not pushing hard enough for the works to be completed	1
We need more dog off-leash parks	1
We're sad when we see homeless people in local area and not sure who's responsible	1
Whatever the Council is doing is not coming to my attention	1
Will be better if Council planning is more transparency	1
Total satisfied comments	178
Total responses	441

