



Quiet Lakes Community Survey

December 2009

Final Report

Prepared for Melbourne Water by

Evaluation Solutions
Suite 1241 St Kilda Rd Towers
1 Queens Road
Melbourne VIC 3004
www.evaluationsolutions.com

Table of Contents

- Table of Contents2
- 1. Introduction 3
 - 1.1. Background to Survey.....3
 - 1.2. Survey Methodology3
 - 1.3. Survey Design.....4
 - 1.4. Response Rates.....4
- 2. Main Findings 7
 - 2.1. Overall Findings – All Lakes7
 - 2.2. Findings by Individual Lake.....9
- 3. Detailed Findings..... 11
 - 3.1. Melbourne Water Services 11
 - 3.1.1. Awareness 11
 - 3.1.2. Satisfaction 11
 - 3.1.3. Satisfaction – differences between Lakes 13
 - 3.2. Communication 13
 - 3.2.1. Awareness: Patterson Lakes Advisory Committee (PLAC) 13
 - 3.2.2. Satisfaction with Communication Methods..... 14
 - 3.2.3. Satisfaction with Representation to Melbourne Water 16
 - 3.3. Lakes Precinct Activities (Use of Lakes) 17
 - 3.3.1. Use of Lakes 17
 - 3.3.2. Two most important improvements 17
 - 3.4. Water Quality..... 18
 - 3.5. Prepared to Pay..... 19
 - 3.6. Additional Comments 20
 - 3.7. Non-resident Owners Survey..... 21
- 4. Survey 22

1. Introduction

1.1. Background to Survey

Melbourne Water is responsible for managing the Patterson Lakes waterways, including the Quiet Lakes.

Property owners in the Quiet Lakes precinct pay a precept rate for additional works and services provided by Melbourne Water, in addition to the normal drainage rates. These rates have recently increased, and will increase further in the future, to more closely reflect the costs of the current program of services.

At the same time, there has been discussion with the Quiet Lakes sub-committee of the Patterson Lakes Advisory Committee (PLAC) regarding the issue of Blue Green Algae and the quality of the water in the lakes.

Melbourne Water considered it timely to seek feedback from property owners and residents about their perceptions of the services and priorities for the Quiet Lakes, in order to inform Melbourne Water's management of the lakes and communication with stakeholders (owners and residents).

Melbourne Water engaged Evaluation Solutions, an independent research company, to undertake the community consultation process through the design and facilitation of a survey of Quiet Lakes property owners and residents.

1.2. Survey Methodology

The survey of Quiet Lakes property owners and residents was undertaken over the period 27 November to 17 December 2009. The survey was conducted via door-to-door interviews, with a phone survey option provided to increase participation rates. A separate (modified) paper-based survey was mailed to non-resident property owners along with a reply paid envelope.

Door-to-door fieldwork was scheduled at varying times to achieve a cross-section of residents, including weekdays, early evening and weekends. Although responses were anonymous, interviewers kept a record of the households who participated, those who declined (opted-out), and those where there was no one home. This ensured only one response was recorded per household, and enabled targeted follow-ups.

Property owners who were not home at the time of the fieldwork received a notice in their letterbox inviting them to phone Evaluation Solutions to complete a phone survey. Morning, afternoon or evening interviews were offered, including weekdays or weekends. A few residents phoned to make arrangements for a face-to-face interview when fieldworkers were next on site.

By the end of the survey period, all residents had had the opportunity to participate. All households were approached by an interviewer going door-to-door, and unless the interview was completed or the resident declined to participate, one or more notices were left inviting participation via the phone survey.

1.3. Survey Design

The survey for residents included the following sections:

- Melbourne Water Services
 - Awareness of Melbourne Water services
 - Satisfaction with services provided by Melbourne Water
- Communication
 - Awareness of PLAC
 - Satisfaction with Communications and preferred methods of receiving information
 - Satisfaction with representation to Melbourne Water
- Lakes Precinct Activities
 - Importance of various lake usage activities
 - Two most important things, if any, to improve (open ended)
- Water Quality
 - Importance and impact of increased access to safe “swimable” water
 - Preparedness to pay for improvements (rate payers only)

All sections of the survey included opportunities to make comments.

The survey for non-resident home owners was slightly modified to suit the paper medium and to focus on use of the lakes by tenants.

A copy of the residents survey used in door-to-door and phone data collection is included at the end of this report.

1.4. Response Rates

Of the 345 households on the Quiet Lakes, 163 households (47%) responded to the survey, and another 49 households (14%) declined the opportunity to respond, giving a total concluded rate of 61%. Interviewers were unable to contact the remaining 133 households at home, and these households did not respond to the invitation to complete a phone survey. These rates are displayed below:

Response Status	Number	Percentage
Responded	163	47%
Declined Survey	49	14%
Unable to make contact	133	39%
TOTAL	345	100%

There was no evident difference between the groups of households who responded, declined or were unable to be contacted, in terms of location or type of residence. Responses were collected across the entire target area, with no particular street or location being noticeably under-represented.

However, given that a degree of self-selection was available, with some residents declining the survey and others actively seeking to participate by phoning in, it cannot necessarily be assumed that similar sentiments are held by those who responded (47% of households) and those who did not (53% of households).

In this report the terms “respondent” and “resident” are often used interchangeably. In this context, the use of the term “resident” refers only to those who completed the survey (47% of all Quiet Lakes residents).

Of the residents who responded to the survey (163), the vast majority were home owners. The remaining ten residents were tenants who did not pay the rates; seven of these were on Lake Legana, two on Lake Illawong and one on Lake Carramar. There were no tenants who paid their own rates amongst the survey respondents. These rates are displayed below:

Household Status	Number	Percentage
Home Owner	153	94%
Tenant who pays rates	0	0%
Tenant whose landlord pays rates	10	6%
TOTAL	163	100%

The response rates across the three lakes, as well as those with Key Access only, were as follows:

Lake	Total Households	Responded		Declined		Total Concluded	
		Number	%	Number	%	Number	%
Carramar	37	20	54%	2	5%	22	59%
Illawong	132	65	49%	25	19%	90	68%
Legana	125	65	52%	7	6%	72	58%
Key Access	51	13	25%	15	29%	28	55%
TOTAL	345	163	47%	49	14%	212	61%

Response rates varied on Lake Illawong between general households and those in the Retirement Village. The response rates for the two sub-groups were as follows:

Illawong Group	Total Households	Responded		Declined		Total Concluded	
		Number	%	Number	%	Number	%
General	56	35	63%	7	13%	42	75%
Retirement	76	30	39%	18	24%	48	63%
TOTAL	132	65	47%	25	14%	90	68%

The majority of all surveys (80%) were completed face-to-face by interviewers conducting door-knocks. One fifth of all surveys were conducted over the phone; however no phone surveys were conducted for residents with Key Access only.

The proportion of face-to-face and phone surveys across the three lakes, as well as those with Key Access only, were as follows:

Lake	Total Responded	Door-to-door		Phone	
		Number	%	Number	%
Carramar	20	16	80%	4	20%
Illawong	65	53	82%	12	18%
Legana	65	49	75%	16	25%
Key Access	13	13	100%	0	0%
TOTAL	163	131	80%	32	14%

The Non-resident Owners survey was mailed to fifty-one rate payers with a reply-paid envelope. A total of 7 valid responses were received. Four surveys were returned unopened (return-to-sender), and two surveys were returned indicating the owner had sold the property, or it was not on the lakes.

The response statistics were as follows:

Non-resident Owners	Number
Surveys mailed out	51
Return-to-sender	4
Owner left/not on lakes	2
TOTAL VALID INVITATIONS	45
Surveys returned	7
Response rate	16%

Given the relatively small number of responses and the low response rate, there is insufficient data available for in-depth analysis of the non-resident owners' survey. However the results are discussed briefly at the end of this report.

2. Main Findings

2.1. Overall Findings – All Lakes

- Vast majority of respondents aware that Melbourne Water (MW) provides services, and that owners pay a precept rate.
- When asked to name any services provided, the most commonly mentioned services were those related to beach maintenance and water maintenance and quality. Very few residents mentioned grass or lighting maintenance, or signage and communications.
- Satisfaction with services varied markedly, with ratings spread between 1 and 5.
- Average satisfaction with services was moderate at best, with highest satisfaction rating for “maintains the lighting” (mean = 3.7 on a scale of 1=low satisfaction to 5=high satisfaction) followed by “manages the signs and notice boards” (mean = 3.5), “looks after the beach” (mean = 3.4) and “looks after grass area” (mean = 3.4).
- The most prominent issue of concern to respondents was water quality. Satisfaction with the way Melbourne Water “manages the water quality” was substantially lower than other services (mean = 1.9). Over half of all respondents rated this 1/5, and approximately 18% of these residents initially volunteered a rating of “zero” or a negative number (eg “minus 10”). Maintenance of water quality was also the most frequently mentioned in terms of the two highest priorities for improvement.
- Comments from residents about services were mostly about aspects that they wanted to see improved, with the most prominent theme being water quality, followed by beach maintenance (more frequent raking and debris collection, weeding, and the need for sand replenishment). Others commented that maintenance was not frequent enough, or that lighting maintenance was slow to occur.
- The vast majority of residents were aware of PLAC, over half knew who represents them, although this varied substantially by lake. Two thirds of Lakes Legana and Illawong (non retirement) knew who represented them; the same proportion of Retirement Village and Key Access residents did not know.
- Majority of residents reported receiving PLAC bulletins, over half were satisfied with the information received through these bulletins (4/5 or 5/5)
- Less than half accessed information through noticeboards; those who did were moderately satisfied on average (mean 3.3).
- Newsletter was by far the most popular preferred method of receiving information (over 80%). One third indicated email, and one fifth gave the Community Noticeboard as a preferred option.
- Suggestions for improving communications centred around more and better open, honest and consistent communication from Melbourne Water. 13% of respondents raised concerns about PLAC.
- Satisfaction with the options for providing feedback to Melbourne Water varied amongst residents. The mean score was 3.0 however 25% gave a rating of 1/5.
- Satisfaction that residents’ views are adequately represented through PLAC was also divided, with 50% giving a rating of rating 4 or above (28% rated 4/5; 22% 5/5) and 29% giving a rating of 1/5. The mean rating was 3.0.
- The majority of respondents gave high importance ratings for enjoying Lake views/ambiance, having bird life around, using the beach/sand area, walking/jogging/ running

or walking the dog, swimming/paddling/wading and using water craft. Except for fishing (mean importance = 2.6), all aspects received an average rating above 4.0.

- The vast majority indicated that increased access to safe “swimable” water was very important (mean 4.6 on a scale of 1 to 5). Over 80% rated this 5/5, and 10% 4/5.
- Comments about the two most important improvements that respondents would like to see mostly related to the theme of Water Quality, with over three quarters (78%) of all respondents mentioning some aspect of this. The next most prominent theme was beach quality, mentioned by 18% of respondents.
- More than half of all respondents (51.3%) said they were not prepared to pay to improve water quality. A further 14.5% did not know whether or how much they might be prepared to pay. Of the remaining one third of residents (who did select an amount) the majority (67% of 52 residents) indicated they would pay up to \$250, which was the lowest cost bracket offered.
- Many respondents made comments about their willingness to pay for an improvement to water quality, with the majority giving reasons why they were not prepared to pay (already paying enough; Melbourne Water is responsible or at fault and should pay/maintain lakes/not ask for more; can’t afford it). Some property owners indicated they would only pay on the proviso that there was a guaranteed solution. This comment came both from people who indicated a dollar amount, and some who were not prepared to pay.

2.2. Findings by Individual Lake

Lake Carramar residents:

- Lake Carramar residents were satisfied with the way Melbourne Water (MW) “looks after the beach” – 42% rated 5/5.
- Along with most groups, they reported very low satisfaction with the way MW “manages water quality”. More than two thirds of residents gave a rating of 1/5.
- The majority were aware of PLAC, but over half don’t know who represents them.
- On average, they were moderately satisfied that their views are adequately represented through PLAC, more so than Legana residents.
- They were slightly more satisfied than other groups (except Retirement Village) with their options for providing feedback to MW.
- The mean importance ratings from Lake Carramar residents for all aspects of using the lakes, apart from fishing, were between 4.4 – 4.8.
- They gave higher ratings about importance of bird life.
- This group represented the highest percentage mentioning water quality in the “two most important things” (88%).
- Opinion was divided in this group in terms of paying for improvements (53% would not pay or don’t know); most of the respondents who said they would pay more than \$250 came from this group.

Lake Illawong residents (excluding Retirement Village):

- Lake Illawong residents (not in the Retirement Village) were only moderately satisfied with the way MW “looks after the beach”, significantly less so than Retirement Village residents.
- Along with most groups, they reported very low satisfaction with the way MW “manages water quality” (56% of residents gave rating of 1/5).
- They were all aware of PLAC, and over two thirds know who represents them.
- On average, they were moderately satisfied that their views are adequately represented through PLAC, more so than Lake Legana and Lake Carramar residents.
- They were very satisfied with the way MW looks after lighting, much more so than Lake Legana residents.
- They were moderately satisfied with their options for providing feedback to MW, more so than Lake Legana residents, less so than Retirement Village residents.
- The mean importance ratings from this group for all aspects of using the lakes, apart from fishing, were between 4.3 – 4.9.
- They represented the second highest percentage mentioning water quality in the “two most important things” (85%).
- This group was the most likely to use water craft more often if they were provided with increased access to safe “swimable” water (three quarters said this).
- This group was most likely to pay for improvements; 54% indicated they would pay \$250 (42%) or \$500 (12%).

Lake Illawong Retirement Village residents:

- Lake Illawong Retirement Village residents were satisfied with the way Melbourne Water “looks after the beach” – over 80% rated 4/5 or more, and over half rated 5/5.

- They were significantly more satisfied than all other groups with the way MW “manages water quality” (mean 2.8).
- They were very satisfied with the way MW looks after lighting, significantly more so than residents of Lake Legana.
- The majority were aware of PLAC, but over two thirds don't know who represents them.
- They were significantly more satisfied than other groups that that their views are adequately represented through PLAC, and with options for providing feedback to MW.
- They had lower average importance ratings for swimming/paddling/wading (significantly lower) and using water craft and fewer residents from this group said they would do these things if increased access was provided to safe “swimable” water.
- This group had significantly higher average importance ratings for fishing; this was one of the groups with higher numbers saying they would fish more if increased access was provided to safe swimable water.
- Lake Illawong Retirement Village residents were less likely than other groups to mention water quality in the “two most important things” (64%).
- Along with Key Access residents, they were the least likely to pay for improvements (77% would not pay or don't know).

Lake Legana residents:

- Lake Legana residents were the least satisfied group in terms of the way MW “looks after the beach” (mean 2.7). 41% of residents gave ratings of 1 or 2, which was more than double the percentage in any of the other groups. However opinion was varied; 4/5 was the most frequent response, given by 30%.
- Along with most groups, they reported very low satisfaction with the way MW “manages water quality”. More than two thirds of residents gave a rating of 1/5.
- Lake Legana residents were only moderately satisfied with the way MW looks after lighting; significantly less satisfied than Lake Illawong and Retirement Village residents. 27% gave rating of 1 or 2.
- The majority were aware of PLAC, and approximately two thirds know who represents them.
- They were the least satisfied of any group that that their views are adequately represented through PLAC, and with their options for providing feedback to MW.
- The mean importance ratings from this group for all aspects of using the lakes, apart from fishing, were between 4.2 – 4.9.
- They were the least likely of all groups to fish more, if provided with increased access to safe “swimable” water.
- The majority of Lake Legana residents mentioned water quality in the “two most important things” (79%), but other lakes mentioned it more.
- The majority of beach quality issues in the “two most important things” came from this group. Almost a third of Lake Legana residents mentioned this; they accounted for 70% of these comments.
- Lake Legana residents were the only group to mention water level in “two most important things”.
- Apart from Key Access and Retirement Village residents, Lake Legana residents least likely to pay for improvements (70% would not pay or don't know).
- They were less likely to pay for improvements than Lake Carramar and Lake Illawong residents (70% of Legana would not pay or don't know), but more likely than Key Access or Retirement Village residents.

3. Detailed Findings

3.1. Melbourne Water Services

3.1.1. Awareness

The vast majority (96%) of respondents were aware that Melbourne Water manages the Quiet Lakes. The remaining 4% (six residents) who were not aware included four home owners and two tenants.

Of the 153 home owner rate payers, the vast majority (96%) were aware they paid an additional precept rate for services from Melbourne Water. The remaining 4% (six residents) included two from Lake Legana, two from Illawong Retirement Village, and two with Key Access only.

When asked to name any services provided by Melbourne Water, "raking the beach" was the service most frequently mentioned, with 49% of residents listing this.

The top responses in order of frequency are shown below, including the number and percentage of all residents who gave each response. As this question allowed multiple responses, the percentages are not intended to add to 100%.

Table 1: Services provided by Melbourne Water, as named by residents

Service	Number of residents	% of all residents
Raking the beach	80	49%
Testing for water quality	64	39%
Beach Maintenance (general)	56	34%
Water Maintenance (general)	34	21%
Raking up leaves & debris from beach & shoreline (including dog poo)	32	20%
Removing carp/fish	32	20%
Replacing the sand	26	16%
Don't Know or Not aware of services	17	10%
Cleaning of stormwater outlets	13	8%

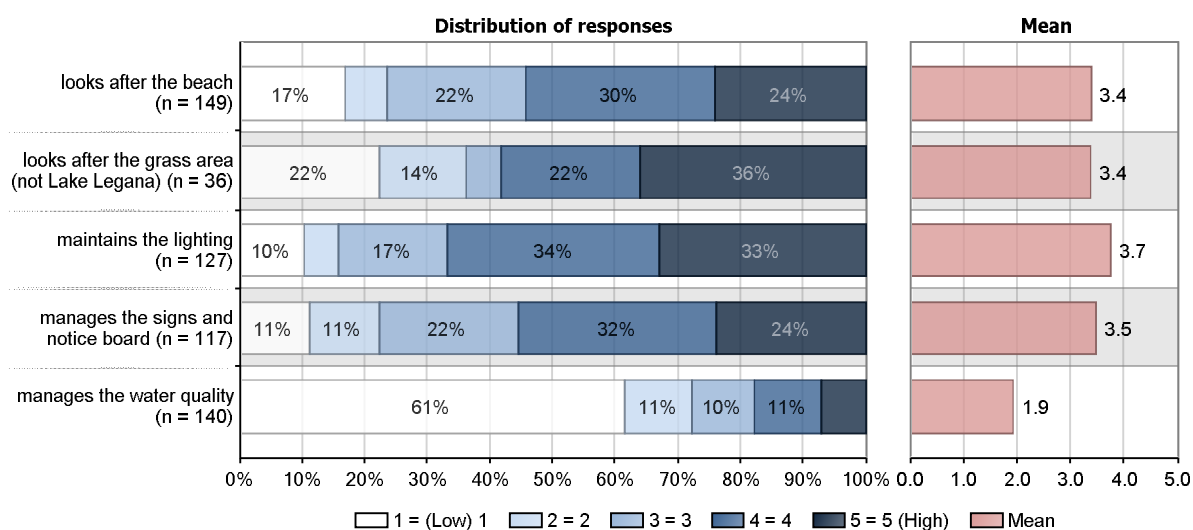
3.1.2. Satisfaction

Of the services provided by Melbourne Water, residents gave the highest satisfaction rating for "maintains the lighting" (mean = 3.7 on a scale of 1 to 5) followed by "manages the signs and notice boards" (mean = 3.5), "looks after the beach" (mean = 3.4) and "looks after grass area" (mean = 3.4).

Satisfaction with the way Melbourne Water "manages the water quality" was substantially lower (mean = 1.9). Of the respondents who gave a score, 61% rated this aspect 1/5. (However this equates to 53% of all residents, as 14% or 23 residents indicated they didn't know). Approximately 18% of residents giving a rating of 1/5 initially volunteered a rating of "zero" or a negative number (e.g. "minus 10").

The chart below displays the distribution of responses and mean ratings with regards to all residents' satisfaction with Melbourne Water's services to Quiet Lakes (where a rating of 1 represents the lowest satisfaction and a rating of 5 represents the highest satisfaction):

Chart 1: Residents' satisfaction with Melbourne Water's services to Quiet Lakes



In addition to giving satisfaction ratings, many residents made comments about Melbourne Water's provision of services. These comments have been grouped into themes, and the most prominent are displayed below. The percentages are not intended to add to 100%, as some residents commented on multiple aspects, and not all residents made a comment.

Note: For completion, the table below also includes comments about Melbourne Water's services that were raised in other sections of the survey; however where a resident commented on a particular service or issue multiple times throughout the survey, these comments have been counted as one single comment.

Table 2: Themes arising in comments about Melbourne Water's Services

Theme	Number of respondents	% of all respondents
Water Quality: poor water quality, cleaning out/flushing stormwater	44	27.0%
Beach Quality: more frequent raking of leaves and debris (in particular), weeding, sand not topped up	23	14.1%
Infrequent/lack of maintenance services	13	8.0%
Various comments regarding the signs/noticeboard (e.g. visibility of signs, not enough information, not updated)	11	6.7%
Positive comments about services	10	6.1%
Lighting: lights take a long time to be fixed/replaced	10	6.1%
Regular carp removal	9	5.5%
Specific comments on pipes/pumps/lake aeration and flushing	7	4.3%
Issues/worries regarding algae & swimmable water	7	4.3%
Miscellaneous comments	15	9.2%
Total number of respondents who made a comment:	101	62%

3.1.3. Satisfaction – differences between Lakes

Looking after the beach

- Lake Illawong Retirement Village residents were the most satisfied, with a mean of 4.3; 52% gave a rating of 5/5, and another 30% gave a rating of 4/5.
- Lake Carramar residents were very satisfied, with a mean of 4.0; 42% gave a rating of 5/5.
- Lake Illawong residents not in the Retirement Village were slightly less satisfied, with a mean of 3.5. These ratings were (statistically) significantly lower than those from Retirement Village residents.
- Lake Legana residents were (statistically) significantly less satisfied than all the groups above, with a mean rating of 2.7; 28% gave a rating of 1/5. However, it should be noted that the most frequent response was a rating of 4/5, given by 30% of residents.
- Key Access residents gave varied responses, and just over half did not know.

Looking after the Lighting

- Lake Illawong residents (both general and Retirement Village) were very satisfied, with a combined mean of 4.2. They were significantly more satisfied (statistically) than Lake Legana residents.
- Lake Legana residents were only moderately satisfied on average (mean = 3.3).

Looking after the Water Quality

- Lake Illawong Retirement Village residents were (statistically) significantly more satisfied than any other group of residents, with a mean of 2.8, although 38% gave a rating of 1/5.
- Residents of Lake Carramar, Lake Illawong (general), Lake Legana and those with Key Access gave similarly low ratings in relation to Water Quality. More than two thirds of residents in these areas gave a rating of 1/5.

3.2. Communication

3.2.1. Awareness: Patterson Lakes Advisory Committee (PLAC)

The vast majority (93.3%) of residents were aware of the Patterson Lakes Advisory Committee (PLAC). Those who were not aware were spread across Lake Legana, Lake Illawong Retirement Village, Key Access, and Lake Carramar.

Of those who were aware of PLAC, 57% knew who represented their local area. However this varied substantially by lake:

- Around two thirds of Lake Legana and general Lake Illawong residents (66% and 69% respectively) said they knew who represented them
- Over two thirds (69%) of Retirement Village residents and two thirds (67%) of Key Access residents said they didn't know who represented them
- Over half of Lake Carramar residents said they didn't know (56%)

The difference between Lake Illawong Retirement Village and other Lake Illawong and Lake Legana residents was statistically significant.

3.2.2. Satisfaction with Communication Methods

The majority of residents (89%) reported receiving PLAC quarterly newsletters. The mean satisfaction rating from these residents was 3.5, with over 55% giving a satisfaction rating of either 4/5 (31%) or 5/5 (25%).

Less than half (46%) of all residents reported receiving information through the community noticeboards. The mean satisfaction rating from these residents was 3.3, with the most frequent rating being 4/5 (28%) or 3/5 (26%).

Less than half (46.5%) of all residents reported receiving information through the Melbourne Water Community Works Bulletins. The mean satisfaction rating from these residents was 3.3, with the most frequent rating being 4/5 (33%) or 3/5 (28%).

When residents were asked for their preferred method of receiving information, Newsletter was by far the most popular option, indicated by over 80%. One third suggested email, and one fifth indicated the Community Noticeboard was a preferred option.

The top responses in order of frequency are shown below, including the number and percentage of all residents who gave each response. As this question allowed multiple responses, the percentages are not intended to add to 100%.

Table 3: Preferred methods of receiving information from Melbourne Water.

Service	Number of respondents	% of all respondents
Newsletter	134	82%
Email	53	33%
Community Noticeboard	33	20%
Website	20	12%
Other (9 indicated "mail", 2 indicated "meeting")	10	6%
SMS	3	2%

Residents were able to provide suggestions for improving communications to and/or from Melbourne Water. These comments have been grouped into themes, and the most prominent are displayed below. The percentages are not intended to add to 100%, as some residents commented on multiple aspects, and not all residents made a comment.

Table 4: Themes arising in comments and suggestions about improving communications to/from Melbourne Water

Theme	Number of respondents	% of all respondents
Suggestions for better communication:		
▪ More and better/proactive communications with residents regarding updates and responding to feedback	25	15.3%
▪ Open, honest and consistent communication	17	10.4%
▪ Specific suggestions, including channels for residents to give feedback/ask questions (see below for suggestions)	13	8.0%
▪ More information (e.g. from newsletters)	6	3.7%
▪ Update noticeboard	6	3.7%
▪ Better quality information	5	3.1%
▪ Less biased communications and not using communications as a political vehicle to promote/advertise MW	5	3.1%
Concerns about PLAC:		
▪ General dissatisfaction with PLAC	13	8.0%
▪ PLAC advertises for & are advocates of MW (information from PLAC is biased)	6	3.7%
▪ PLAC not representative of residents' opinions	5	3.1%
▪ PLAC newsletter not distributed quarterly and needs to be more regular	3	1.8%
Happy with communications from PLAC	11	6.7%
MW listen but don't act; unable to provide accurate information to residents	6	3.7%
Miscellaneous comments	9	5.5%
Total number of respondents who made a comment or suggestion:	85	52.1%

Some residents made specific suggestions about ways to improve communications. Four residents suggested more in-person communication (face-to-face, public meetings):

- "Why don't Melbourne Water come and visit us...."
- "More face-to-face communication with MW management...someone who can actually take some action"
- "Have public meetings, face-to-face forums, maybe once a year"
- "Greater interaction; general meetings; different spokespeople; Q&A session; subject matter experts to address specific issues"

Four residents suggested a contact phone number:

- "Direct phone number for residents to ring MW"
- "Make sure we know lines of communication, phone number/ contact person"
- "MW could publish contact details of appropriate person should we have issues."
- "Telephone contact - we should be able to ring someone. We had a lot of trouble to get anybody to talk to us - very difficult indeed."

One specific suggestion included an ongoing satisfaction survey: “a survey from MW asking every resident, every quarter or every month, how satisfied we are with the way they handle our suburb. No one [from MW] seems to want to know what's going on here.”

Two comments suggested the website could be further improved: “an interactive website would be good, where you can list your questions and someone gets back to you, like an online interactive forum, and everyone can see the answers”; “Website should be more straight-forward to find and to navigate”.

3.2.3. Satisfaction with Representation to Melbourne Water

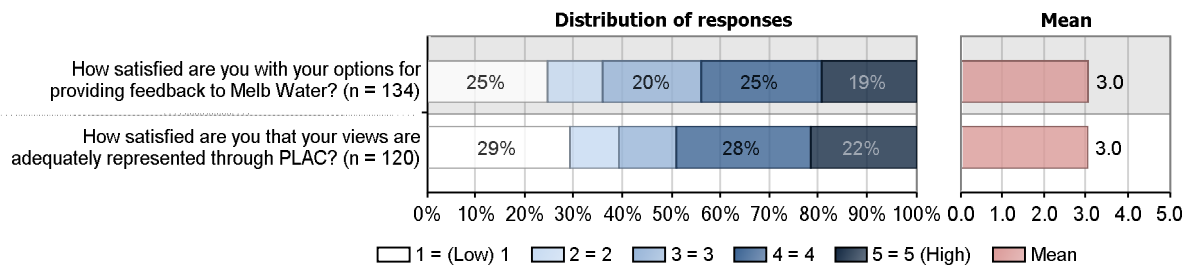
Satisfaction with the options for providing feedback to Melbourne Water varied amongst residents. The mean score was 3.0, however equal numbers gave a rating of 1/5 and 4/5 (both had frequencies of 25%).

Lake Legana residents recorded the lowest mean satisfaction score about the options for providing feedback to Melbourne Water (2.7), followed by Lake Illawong general (3.0), Key Access (3.0), Lake Carramar (3.1). Lake Illawong Retirement Village residents were (statistically) significantly more satisfied than residents on Lake Legana or the general residents on Lake Illawong, with a mean rating of 3.9.

Satisfaction that residents’ views are adequately represented through PLAC was also divided, with 50% giving a rating of rating 4 or above (28% rated 4/5; 22% 5/5) and 29% giving a rating of 1/5. The mean rating was 3.0.

Respondents who indicated previously that they were not aware of PLAC all answered “don’t know” about whether their views were adequately represented.

Chart 2: Residents’ satisfaction with representation to Melbourne Water



Lake Legana residents recorded the lowest mean satisfaction score about PLAC representing their views (2.5), followed by Lake Carramar (3.1), Lake Illawong general (3.3) and Lake Illawong Retirement Village (3.9) residents. The difference between Lake Legana and Lake Illawong Retirement village was statistically significant.

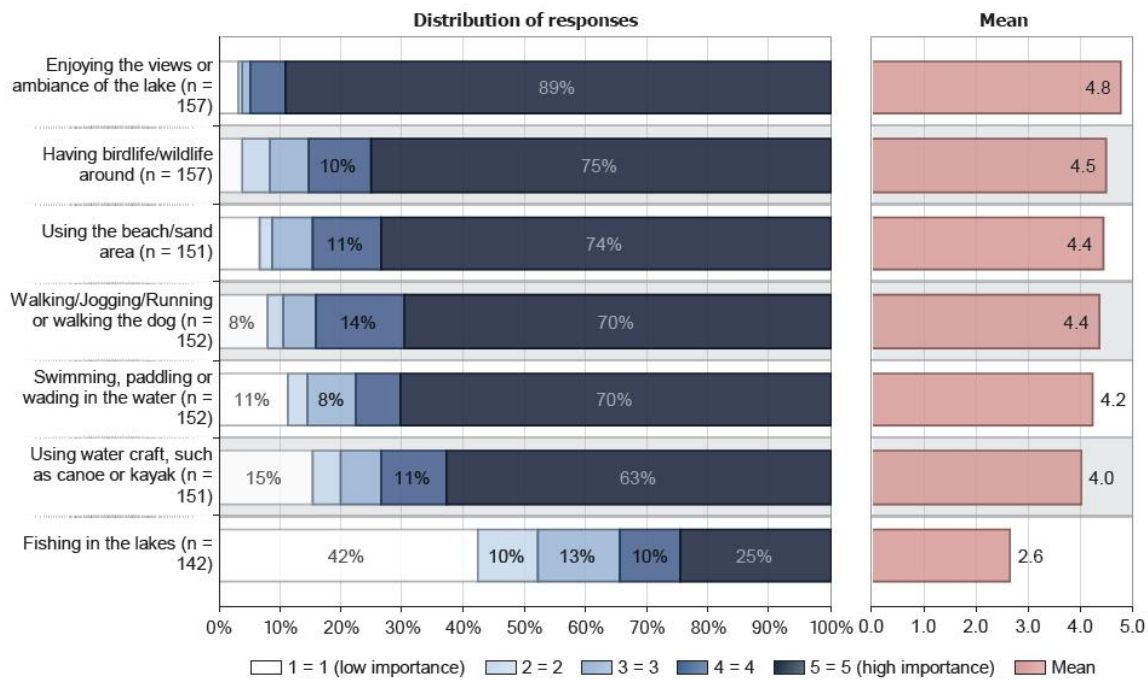
Although there were differences between the Lakes, the pattern of divided views was seen across Lakes Legana, Carramar and Illawong general residents.

3.3. Lakes Precinct Activities (Use of Lakes)

3.3.1. Use of Lakes

Residents were asked about the importance of various aspects of living by or utilising the lakes. With the exception of fishing (mean importance = 2.6), all aspects received a mean rating above 4.0.

Chart 3: Distribution of responses: importance of various lakes precinct activities



Residents with Key Access only gave much lower ratings for all aspects.

Residents living on all three lakes gave consistently high ratings about the importance of enjoying lake views/ambiance (mean 4.8 - 4.9 across groups), using the beach/sand area (mean 4.4 - 4.8), and walking/jogging/running or walking the dog (mean 4.4 – 4.7).

Residents of Lake Carramar gave very high ratings for the importance of birdlife, with Lake Illawong and Lake Legana residents slightly less so. Some residents commented that birds were becoming a nuisance because of people feeding them.

Residents of the Lake Illawong Retirement Village on average gave lower ratings for swimming/paddling/wading in water (mean = 3.4, statistically significant difference) and using water craft (mean = 3.7). However opinion was divided in this group, with almost half (48%) rating swimming/paddling/wading and almost two thirds (64%) rating water craft at the highest level, 5/5.

Residents of the Lake Illawong Retirement Village gave (statistically) significantly higher importance ratings for fishing than Lake Legana residents.

3.3.2. Two most important improvements

Residents were asked to indicate the two most important things, if anything, they would like to improve about the lakes. Comments have been grouped into themes, and the most prominent are displayed below. As residents were asked for multiple responses, the percentages are not intended to add to 100%.

Table 5: Themes arising about the two most important improvements

Theme	Number of respondents	% of all respondents
Water Quality (being able to swim in it, clean water, flushing the lake, aerated, smells bad)	119	77.8%
Beach Quality (i.e. sand)	27	17.6%
"Nothing" or no comment	20	13.1%
Water Level	10	6.5%
Birdlife/wildlife issues (either want or do not want birds)	9	5.9%
Maintenance of lake (e.g. clean out pipes, keep up appearance of lake, not messy)	8	5.2%
Remove carp	8	5.2%
Access issues (allowing people with key access to use lake; stop outsiders from using lake)	8	5.2%
Dogs not on leash/not to be in lake	6	3.9%
Have no other problems other than improving water quality	4	2.6%
Miscellaneous comments	10	6.5%
Total number of respondents who responded about the two most important improvements:	163	100%

By far the most prominent theme related to Water Quality, with over three quarters (78%) of all respondents mentioning some aspect of this. Ten percent of all respondents, all of whom appear in the aforementioned 78%, asked to have Water Quality recorded twice, as the question asked for two things. (Note: water quality has not been counted twice in the table above, in these instances).

Differences between the Lakes:

Water Quality was mentioned most by Lake Carramar residents (88%) followed by Lake Illawong (non-Retirement Village) residents (85%), Key Access residents (82%), and Lake Legana (79%) residents. Lake Illawong Retirement Village residents were less likely to mention water quality (64%).

Water level was mentioned only by Lake Legana residents.

Beach quality issues were mostly raised by Lake Legana residents with almost a third mentioning this. They accounted for 70% of the comments about this issue. Lake Illawong Retirement Village and Key Access residents did not mention Beach quality.

3.4. Water Quality

The vast majority of residents indicated that providing increased access to safe "swimable" water was very important, with a mean rating of 4.6 on a scale of 1 to 5. Over 80% of all residents rated this at the highest level, 5/5, and a further 10% gave a rating of 4/5.

A comparison across the lakes shows consistently high importance ratings from all areas.

If increased access to safe "swimable" water were provided, 80-86% of residents from Lakes Legana, Carramar and Illawong (general) indicate they would use the lakes more than they do now for swimming/paddling/wading. In contrast, 57% of Lake Illawong Retirement Village residents and 50% of Key Access residents indicated the same.

Three quarters (74%) of Lake Illawong (general) residents indicate they would use water craft more than they do now, along with two thirds (65%) of Carramar residents and slightly fewer (62.5%) of Lake Legana residents. In contrast, 40% of Lake Illawong Retirement Village residents and 30% of Key Access residents indicated the same.

On average, one third of residents (32.5%) indicated they would use the lakes more than they do now for fishing. The groups most likely to say this were Lake Carramar (44%) and Lake Illawong (general and Retirement Village, average 38%), followed by Key Access residents (30%). Less than a quarter (23.4%) of Lake Legana residents said they would fish more if increased access to safe "swimable" water were provided.

3.5. Prepared to Pay

Residents who indicated they were the property owner were asked how much they would be prepared to pay on an annual basis to provide increased access to safe "swimable" water, in addition to what they already pay.

More than half of all property owners (51.3%) were not prepared to pay anything more. A further 14.5% did not know whether or how much they might be prepared to pay.

Of the remaining one third of property owners who indicated an amount, the majority (67% of 52 owners) indicated they would pay up to \$250, which was the lowest cost bracket offered. 20% of those prepared to pay (10 owners) indicated they would pay up to \$500. A very small number of owners indicated they would pay \$750 (2 owners), \$1,000 (4 owners) or more than \$1,500 (1 owner).

Differences between the Lakes:

Residents with Key Access were the least prepared to pay, with a total of 92.3% indicating they would not pay (69%) or did not know (23%).

Residents of the Lake Illawong Retirement Village were next least likely to pay, with a total of 77% indicating they would not pay (70%) or did not know (7%).

Residents of Lake Legana were next least likely to pay, with a total of 70% indicating they would not pay (54%) or did not know (16%).

Lake Carramar residents were divided, with a total of 53% indicating they would not pay (32%) or did not know (21%), and the remaining 47% indicating they would pay \$250, \$500, \$750 or \$1,000 extra per year.

Lake Illawong residents not in the Retirement Village were the most likely to pay with a total of 54% indicating they would pay \$250 (42%) or \$500 (12%).

Comments about Willingness to Pay:

Many respondents made comments about their willingness to pay, with the majority giving reasons why they were not prepared to pay. Some property owners indicated they would only pay on the proviso that there was a guaranteed solution. This comment came both from people who indicated a dollar amount, and some who were not prepared to pay.

Comments made by property owners have been grouped into themes, and the most prominent are displayed below. As some owners commented on multiple themes, the percentages are not intended to add to 100%.

Table 6: Themes arising in comments from owners about willingness to pay

Theme	Number of respondents	% of all respondents
Not prepared to pay any additional amount:		
▪ Already paying enough/high enough rates	32	19.6%
▪ MW duty/responsibility (i.e. should be doing it already; MW at fault so don't ask for more money)	30	18.4%
▪ Can't afford it (e.g. on pension, retired)	18	11.0%
▪ Not getting value for money currently, so would not consider paying even more	9	5.5%
▪ Happy with the way the lake is currently; increased rates not necessary	8	4.9%
▪ Not prepared to pay in general	7	4.3%
▪ Don't use lakes or don't get access	6	3.7%
Would pay, conditionally:		
▪ Seeing a guaranteed outcome/concrete proof of additional services and what will be done	21	12.9%
▪ Want to know budget details before committing	4	2.5%
Willing to pay a small increase only	9	5.5%
Miscellaneous comments	4	2.5%
Total number of respondents who commented:	119	73%

3.6. Additional Comments

At the conclusion of the survey, residents were given the opportunity to provide any additional comments or feedback. While most of the comments were in relation to specific sections of the survey (e.g. MW services, communications, improvements to the lakes) and have therefore been allocated to the various tables of themes throughout this report, a few additional themes emerged, which are displayed below:

Table 7: Additional comments

Theme	Number of respondents	% of all respondents
Dissatisfaction/disappointment with MW (including wanting to take legal action, stating that MW have a legal obligation to maintain lakes, MW should keep up maintenance services that Dandenong Water provided without extra cost)	19	11.7%
Positive feedback (mostly to do with satisfaction with MW services)	10	6.1%
General disappointment with lake deterioration	4	2.5%
Property value affected by lake's deterioration	3	1.8%
Total number of respondents who commented:	29	17.8%

3.7. Non-resident Owners Survey

The seven non-resident owners who completed the survey represented properties that were spread across the three lakes and Key Access only area. There was a high degree of opt-outs, with more than half of these respondents indicating "don't know" for the majority of questions. For this reason, not all aspects of the survey have been reported here.

All but one respondent were aware that MW manages the lakes and that they pay a precept rate.

Feedback from this group indicates they have a low level of awareness about the services provided by Melbourne Water, and consequently were unable to rate their satisfaction with services. Four of the seven indicated "don't know" about satisfaction, for all services.

Five of the seven were not aware of PLAC, and none knew who within PLAC represented their property's area.

More than half said they did not get information from Melbourne Water; all indicated that Newsletter was a preferred option for receiving information.

When asked about the two improvements they would like to suggest, three owners answered, and all three indicated water quality was a concern.

All seven owners indicated they were not prepared to pay for a project to improve water quality. Comments on this included:

- "We pay extra now and get NOTHING for that outlay"
- "I would simply ask Melbourne Water to fulfil its obligations"
- "The water should already be clean enough, why should we pay, when water should be clean otherwise it would be a health risk!"
- "I do not see why property owners should now be put upon to pay for Melbourne Waters neglect and mismanagement of the water system"

QUIET LAKES COMMUNITY CONSULTATION SURVEY

My name is _____ from Evaluation Solutions. I'm here on behalf of Melbourne Water conducting the community consultation survey for Quiet Lakes residents.

Are you the home owner or the rate payer at this address?
Do you have 5-10 minutes now? (If no, request phone number or leave phone slip)

1. Are you...
- the home owner
 - a tenant who pays rates
 - a tenant whose landlord pays the rates

Melbourne Water Services

	No	Yes
2. Are you aware that Melbourne Water manages the Quiet Lakes?	<input type="radio"/>	<input type="radio"/>
3. Are you aware that you pay additional rates for this? (The "precept rate" is additional to the normal drainage rates that all Melbourne home owners pay)	<input type="radio"/>	<input type="radio"/>

4. Can you name any of the services that Melbourne Water provides to Quiet Lakes?
Interviewer note: treat as an open-ended question. Code response, but do not read out options. Record all services mentioned, including up to two additional services.

- BEACH MAINTENANCE
 - raking the beach
 - replacing the sand
 - raking up leaves & debris from beach & shoreline (including dog poo)
- GRASS MAINTENANCE
 - mowing the grass
 - spraying weeds
- LIGHTING MAINTENANCE
 - Lake Bollard lighting & maintenance
- SIGNAGE & COMMUNICATIONS
- WATER MAINTENANCE
 - testing for water quality
 - cleaning of stormwater outlets
 - removing carp (fish)
- Other 1: _____
- Other 2: _____
- Don't Know or Not aware of services

I'd like to ask about your satisfaction with the services.

On a scale of 1 to 5, where 1 is the lowest and 5 is the highest, how satisfied are you with the way Melbourne Water...

	(Low) 1	2	3	4	5 (High)	Don't Know
5. looks after the beach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. looks after the grass area (not Lake Legana)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. maintains the lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. manages the signs and notice board	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. manages the water quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Other 1: _____ (Response from above)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Other 2: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. [Record any comments about services]

Communication

	No	Yes
13. Are you aware of the Patterson Lakes Advisory Committee, or PLAC?	<input type="radio"/>	<input type="radio"/>
14. (If yes...) Do you know who represents your area on the committee?	<input type="radio"/>	<input type="radio"/>

Interviewer note: Ask if information received (column 1) before moving to Satisfaction (column 2)

Receive Information?		Satisfaction					
Do you get information through the ...		And on a scale of 1 to 5, how satisfied are you with the information ...					
No	Yes	Low				High	
1	2	1	2	3	4	5	
<input type="radio"/>	<input type="radio"/>	15. PLAC Quarterly Newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	16. Community Noticeboard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	17. Melbourne Water Community Works Bulletins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	(Low) 1	2	3	4	5 (High)	Don't Know
18. How satisfied are you with your options for providing feedback to Melb Water?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. How satisfied are you that your views are adequately represented through PLAC?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Which of the following methods do you prefer, for receiving information from Melbourne Water?
You may choose more than one response...

(Interviewer: read options)

- Community Noticeboard
- Email
- Newsletter
- SMS
- Website
- Other

21. Do you have any suggestions to improve communications? (to or from Melbourne Water)

Lakes Precinct Activities

I'm going to ask you about some aspects of using the Lakes, to find out how important these things are to you...

On a scale of 1 to 5, how important is ...

[interviewer note: responses may take account of usage by other household members, e.g. children]

	1 (low importance)	2	3	4	5 (high importance)	Don't Know or N/A
22. Enjoying the views or ambiance of the lake	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. Having birdlife/wildlife around	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Using the beach/sand area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. Walking/Jogging/Running or walking the dog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Swimming, paddling or wading in the water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. Using water craft, such as canoe or kayak	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. Fishing in the lakes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29. What are the two most important things, if anything, that you would like to improve about the Lakes?

Water Quality

There has been discussion (between Melbourne Water, PLAC and residents) about improving the quality of the water in the lakes.

On a scale of 1 to 5...

	(Low) 1	2	3	4	5 (High)	Don't Know or N/A
30. How important is it to you <i>to provide increased access to safe swimmable water?</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If the quality of the water were improved to provide increased access to *safe swimmable water*, would you use the lakes more than you do now for...

	No	Maybe	Yes	Don't Know
31. Swimming, paddling or wading in the water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. Using water craft, such as canoe or kayak	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. Fishing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

34. Melbourne Water has indicated a project like this would require financial input from home owners.

I'm going to ask how much would you be prepared to pay, on top of what you currently pay per year, towards a project to provide increased access to safe swimmable water.

You're not making any commitment, however Melbourne Water has provided these figures for the purpose of costing a solution.

Which of the following would you be most comfortable with?

- Up to \$250 extra per year
- Up to \$500 extra per year
- Up to \$750 extra per year
- Up to \$1,000 extra per year
- Up to \$1,250 extra per year
- Up to \$1,500 extra per year
- More than \$1,500 extra per year (please specify)
- [Don't Know / Undecided]
- [Not prepared to pay]

[Interviewer: record any comments or variations on the above options]

35. That's the end of the survey questions.
Are there any further comments you would like to make?

36. Household category:

- Lake Carramar
- Lake Illawong
- Lake Legana
- Lake Access via Key

37. [Any additional comments / Interviewer notes]