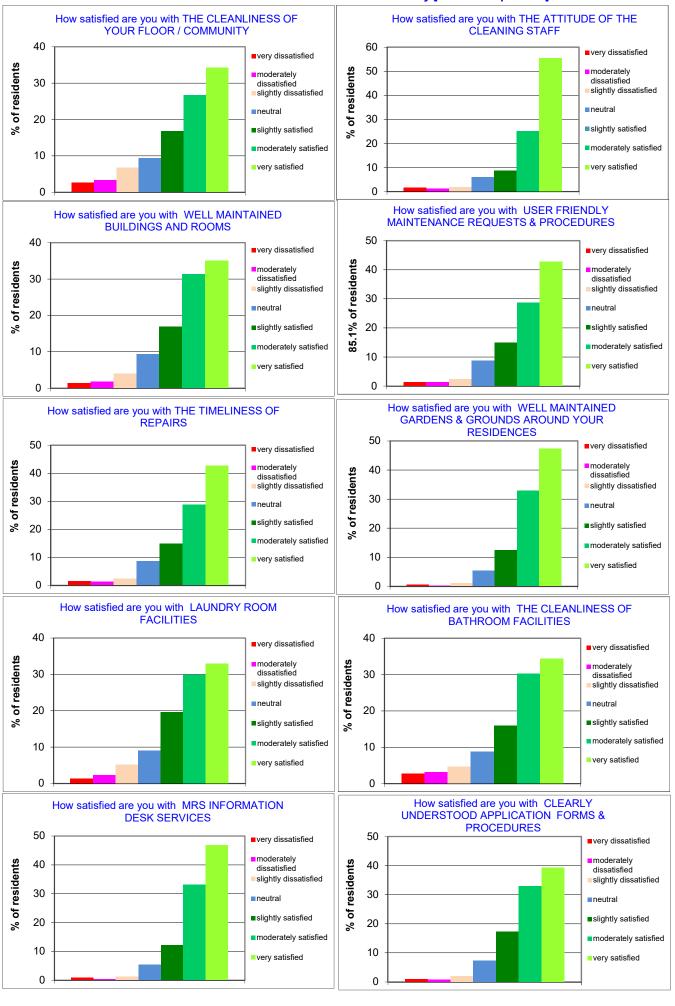
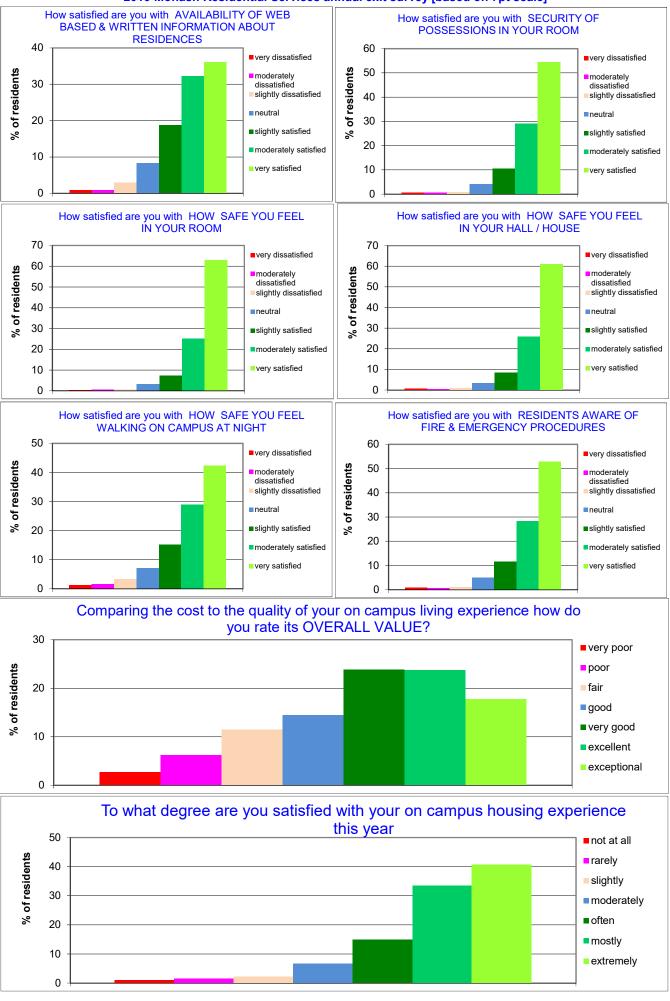
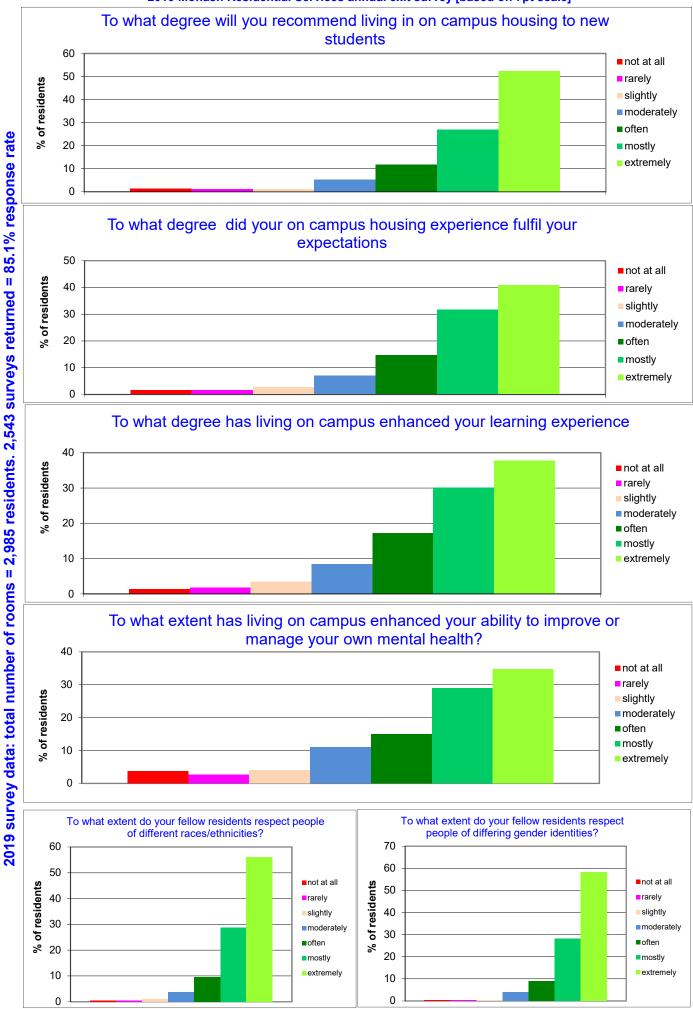
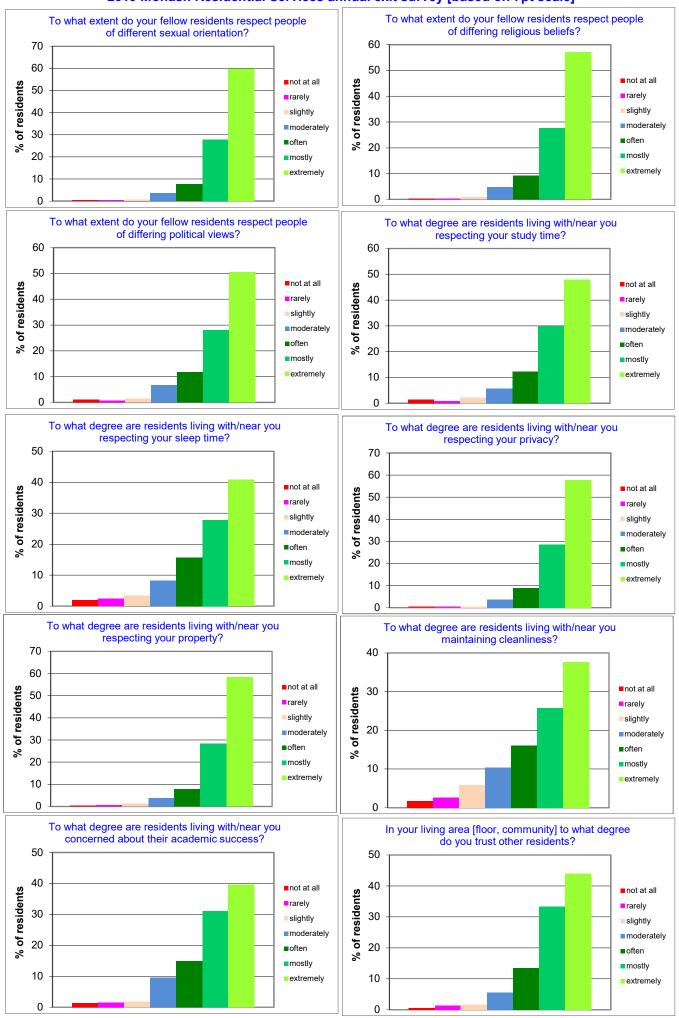
2019 Monash Residential Services annual exit survey [based on 7pt scale] How satisfied are you with your Residential Support How satisfied are you with your Residential Support Team regarding EFFORTS TO GET TO KNOW YOU Team regarding AVAILABILITY 60 50 ■very dissatisfied very dissatisfied 50 moderately moderately of residents % of residents 40 dissatisfied slightly dissatisfied dissatisfied slightly dissatisfied 40 30 neutral neutra 30 ■ slightly satisfied ■slightly satisfied 20 2019 survey data: total number of rooms = 2,985 residents. 2,543 surveys returned = 85.1% response rate % 20 moderately satisfied moderately satisfied very satisfied 10 very satisfied 10 0 0 How satisfied are you with your Residential Support How satisfied are you with your Residential Support Team regarding GAINING YOUR RESPECT Team regarding HELPING WITH A PROBLEM 60 60 ■very dissatisfied very dissatisfied % of residents residents moderately dissatisfied 50 moderately 50 dissatisfied slightly dissatisfied slightly dissatisfied 40 40 neutral neutral ٥ 30 30 ■slightly satisfied ■slightly satisfied % 20 20 moderately satisfied moderately satisfied 10 very satisfied very satisfied 10 0 n How satisfied are you with your Residential Support How satisfied are you with your Residential Support Team regarding TREATING EVERYONE FAIRLY Team COMMUNICATING RULES & REGULATIONS 60 ■very dissatisfied 60 very dissatisfied % of residents 50 moderately 50 moderately residents dissatisfied dissatisfied slightly dissatisfied 40 slightly dissatisfied 40 neutral neutral 30 30 ■slightly satisfied ₽ ■slightly satisfied 20 % moderately satisfied 20 moderately satisfied very satisfied 10 10 very satisfied 0 0 How satisfied are you with your Residential Support How satisfied are you with your Residential Support Team regarding ENFORCING POLICIES, RULES & Team regarding ORGANISING PROGRAMS & **REGULATIONS ACTIVITIES** 60 60 very dissatisfied very dissatisfied % of residents residents 50 moderately 50 moderately dissatisfied dissatisfied slightly dissatisfied slightly dissatisfied 40 40 neutral 30 5 30 ■ slightly satisfied ■slightly satisfied % 20 20 moderately satisfied moderately satisfied 10 very satisfied very satisfied 10 n 0 How satisfied are you with your Residential Support Team RESPECTING ETHNIC DIVERSITY How satisfied are you with your Residential Support Team regarding PROMOTING TOLERANCE OF **OTHERS** 60 70 very dissatisfied very dissatisfied residents 60 of residents 50 moderately moderately dissatisfied dissatisfied slightly dissatisfied 50 slightly dissatisfied 40 neutral 40 ₽ 30 ■slightly satisfied % ■slightly satisfied 30 20 moderately satisfied moderately satisfied 20 very satisfied 10 very satisfied 10 0 0

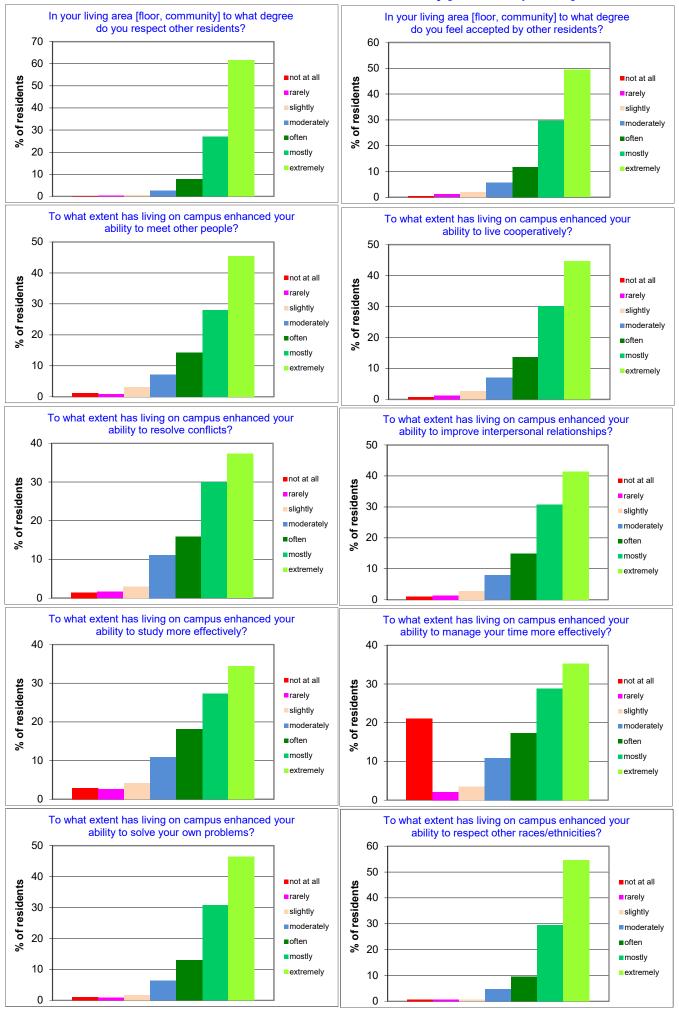
2019 Monash Residential Services annual exit survey [based on 7pt scale] OVERALL, how satisfied are you with the How satisfied are you with events provided by your PERFORMANCE of your hall regarding SOCÍAL, EDUCATIONAL, CULTÚRAL Residential Support Team programs 60 50 very dissatisfied very dissatisfied of residents of residents 50 moderately moderately 40 dissatisfied dissatisfied slightly dissatisfied slightly dissatisfied 40 30 neutral neutral 30 ■ slightly satisfied % ■slightly satisfied 20 2019 survey data: total number of rooms = 2,985 residents. 2,543 surveys returned = 85.1% response rate 20 moderately satisfied moderately satisfied 10 10 very satisfied very satisfied 0 0 How satisfied are you with events provided by your hall regarding SPORTING, RECREATIONAL How satisfied are you with events provided by your hall regarding VARIETY OF PROGRAMS programs 50 50 very dissatisfied ■very dissatisfied % of residents of residents moderately dissatisfied moderately 40 40 dissatisfied slightly dissatisfied slightly dissatisfied 30 30 neutral neutral ■slightly satisfied slightly satisfied % 20 20 moderately satisfied moderately satisfied 10 10 very satisfied very satisfied 0 0 How satisfied are you with events provided by your How satisfied are you with events provided in your hall hall regarding QUALITY OF PROGRAMS which ENCOURAGE THE PARTICIPATION OF ALL **RESIDENTS** 50 50 very dissatisfied very dissatisfied residents % of residents moderately moderately 40 40 dissatisfied dissatisfied slightly dissatisfied slightly dissatis 30 30 neutral neutra ₽ ■ slightly satisfied % slightly satisfied 20 20 moderately satisfied moderately satisfied 10 10 very satisfied very satisfied 0 0 How satisfied are you with ENJOYABLE LIVING How satisfied are you with A CARING COMMUNITY -**ATMOSPHERE** HOME AWAY FROM HOME 50 50 very dissatisfied very dissatisfied % of residents moderately 40 residents moderately dissatisfied 40 slightly dissatisfied slightly dissatisfied 30 30 neutral neutral ₹ slightly satisfied 20 ■slightly satisfied % 20 moderately satisfied moderately satisfied 10 10 very satisfied very satisfied 0 0 How satisfied are you with INTERNET How satisfied are you with NOISE LEVELS OF YOUR CONNECTIVITÝ IN YOUR ROOM FLOOR / COMMUNITY 40 40 very dissatisfied very dissatisfied % of residents moderately moderately % of residents dissatisfied 30 30 slightly dissatisfied slightly dissatisfied neutral 20 20 ■slightly satisfied ■slightly satisfied moderately satisfied moderately satisfied 10 10 very satisfied very satisfied 0 0

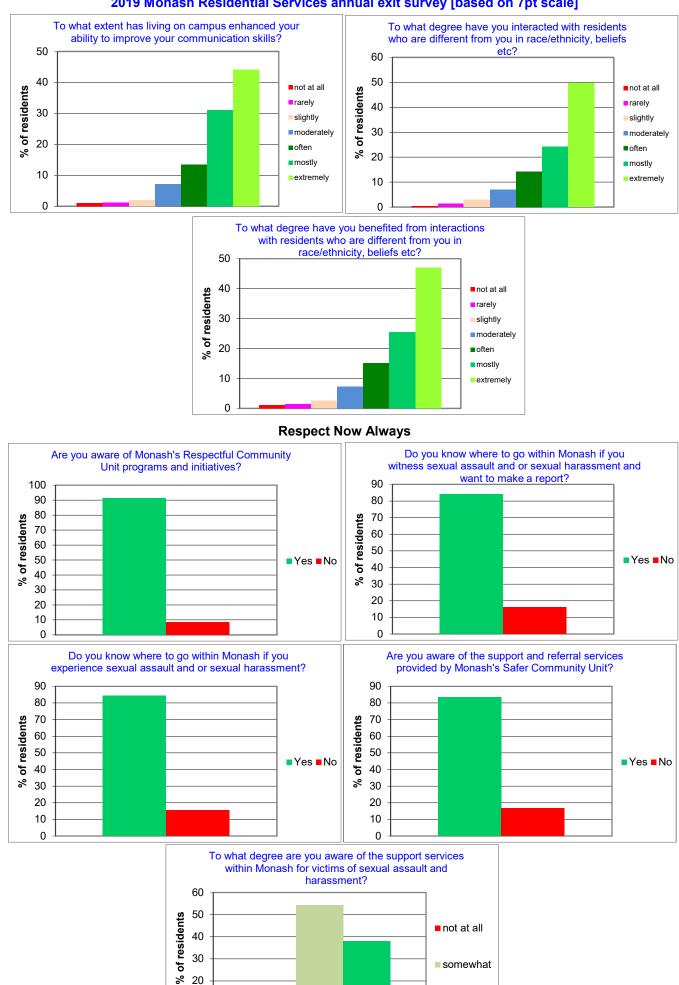












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