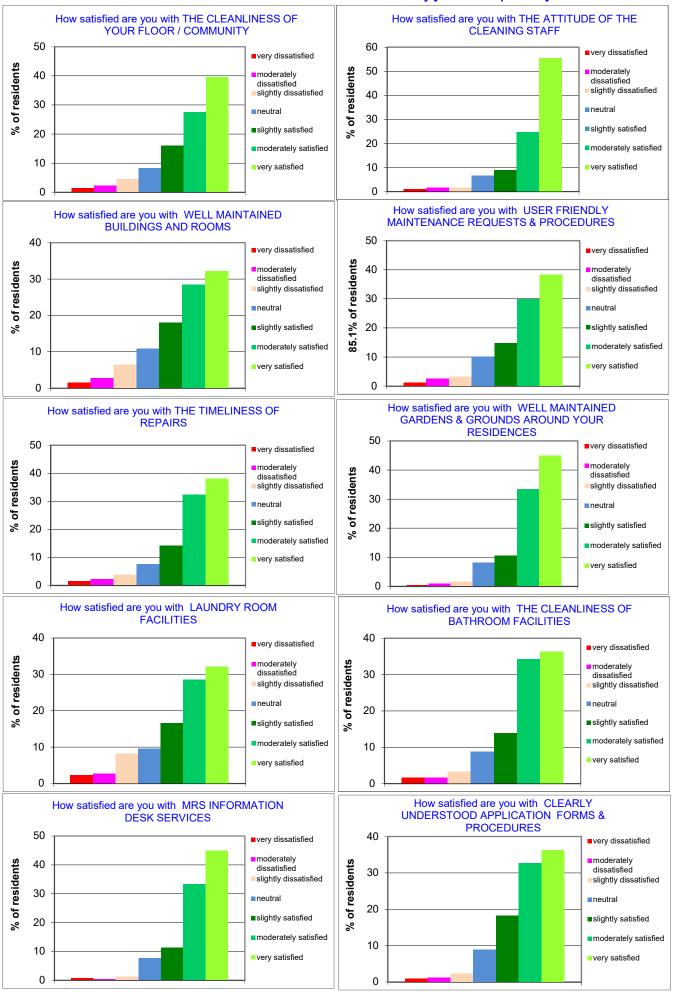
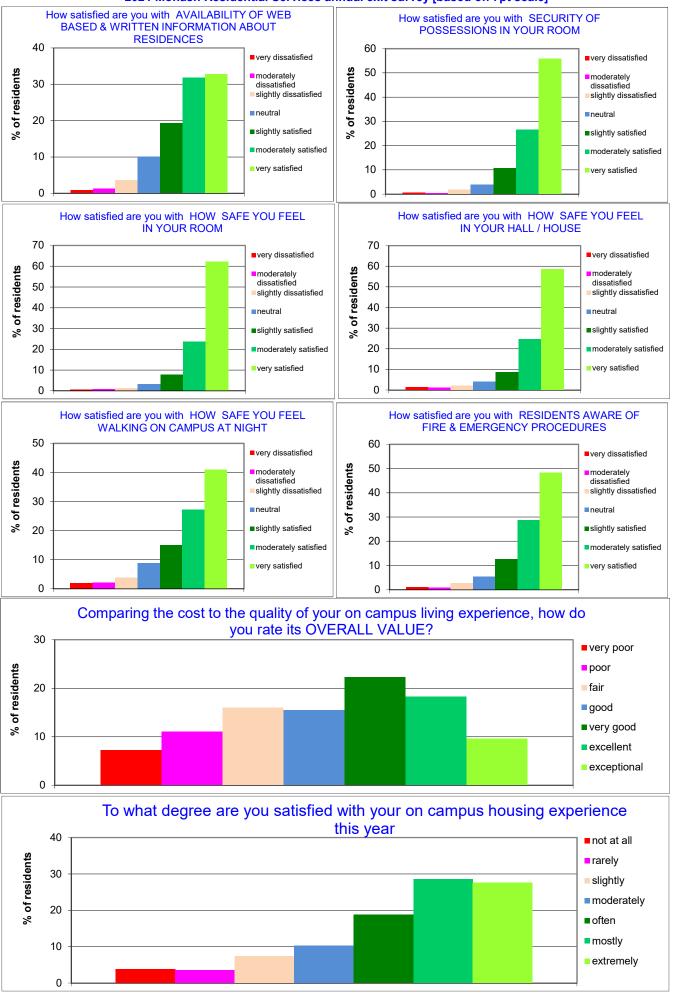
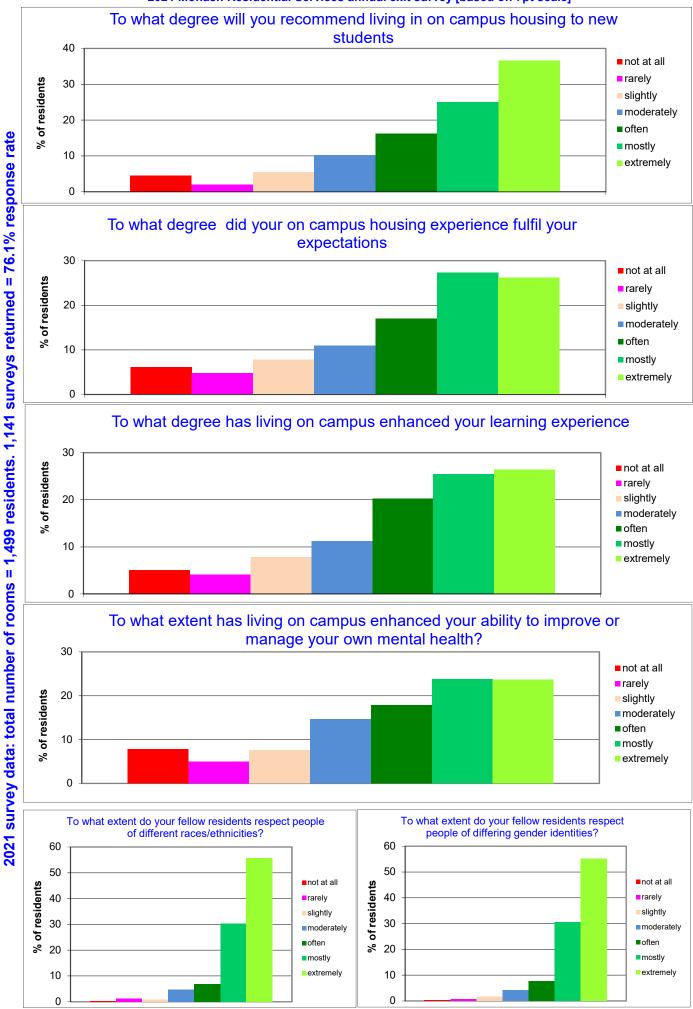
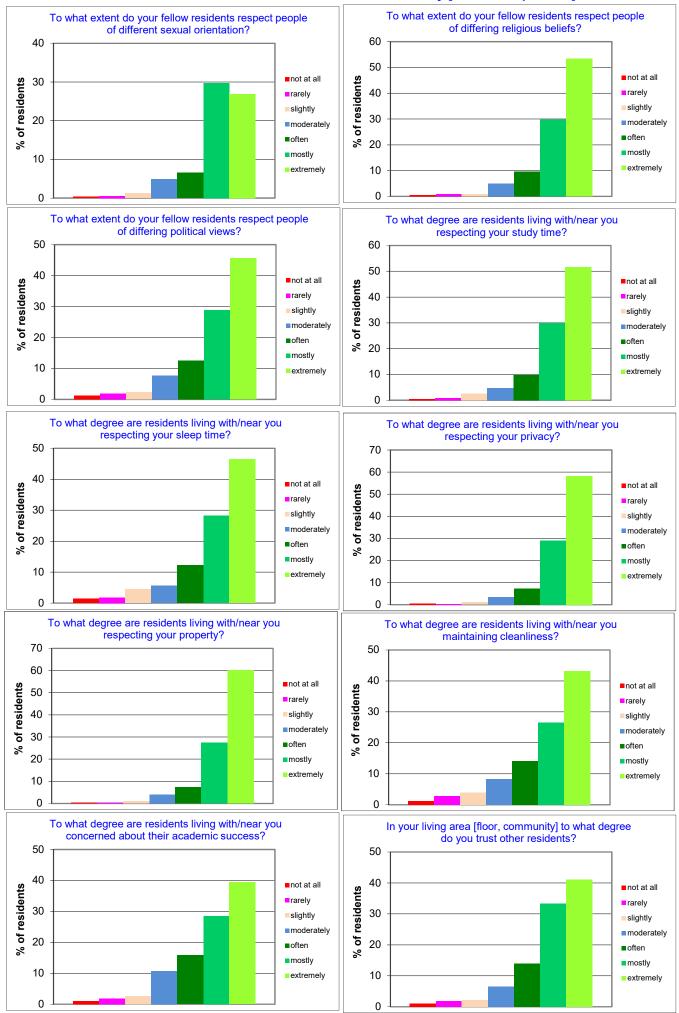
2021 Monash Residential Services annual exit survey [based on 7pt scale] How satisfied are you with your Residential Support How satisfied are you with your Residential Support Team regarding EFFORTS TO GET TO KNOW YOU Team regarding AVAILABILITY 50 40 ■very dissatisfied very dissatisfied 40 moderately moderately of residents % of residents dissatisfied slightly dissatisfied dissatisfied 30 slightly dissatisfied 30 neutral neutra 20 ■ slightly satisfied slightly satisfied 20 2021 survey data: total number of rooms = 1,499 residents. 1,141 surveys returned = 76.1% response rate % moderately satisfied moderately satisfied 10 very satisfied 10 very satisfied 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 40 50 very dissatisfied very dissatisfied % of residents of residents moderately dissatisfied moderately 40 dissatisfied 30 slightly dissatisfied slightly dissatisfied 30 neutral neutral 20 ■slightly satisfied ■slightly satisfied % 20 moderately satisfied moderately satisfied 10 10 very satisfied very satisfied 0 n How satisfied are you with your Residential Support Team regarding TREATING EVERYONE FAIRLY How satisfied are you with your Residential Support Team COMMUNICATING RULES & REGULATIONS 60 ■very dissatisfied 50 very dissatisfied % of residents 50 moderately moderately residents dissatisfied 40 dissatisfied slightly dissatisfied 40 slightly dissatisfied 30 neutral neutral 30 ■slightly satisfied ₽ slightly satisfied 20 % 20 moderately satisfied moderately satisfied very satisfied 10 10 very satisfied 0 n 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** 50 40 very dissatisfied very dissatisfied % of residents of residents moderately moderately 40 dissatisfied dissatisfied slightly dissatisfied 30 slightly dissatisfied 30 neutral 20 ■ slightly satisfied ■slightly satisfied 20 % moderately satisfied moderately satisfied 10 10 very satisfied very satisfied n 0 How satisfied are you with your Residential Support Team RESPECTING ETHNIC DIVERSITY How satisfied are you with your Residential Support PROMOTING TOLERANCE OF Team regarding **OTHERS** 50 60 very dissatisfied very dissatisfied of residents % of residents moderately 50 moderately 40 dissatisfied dissatisfied slightly dissatisfied slightly dissatisfied 40 30 neutral 30 ■slightly satisfied % ■slightly satisfied 20 20 moderately satisfied moderately satisfied 10 very satisfied 10 very satisfied 0 0

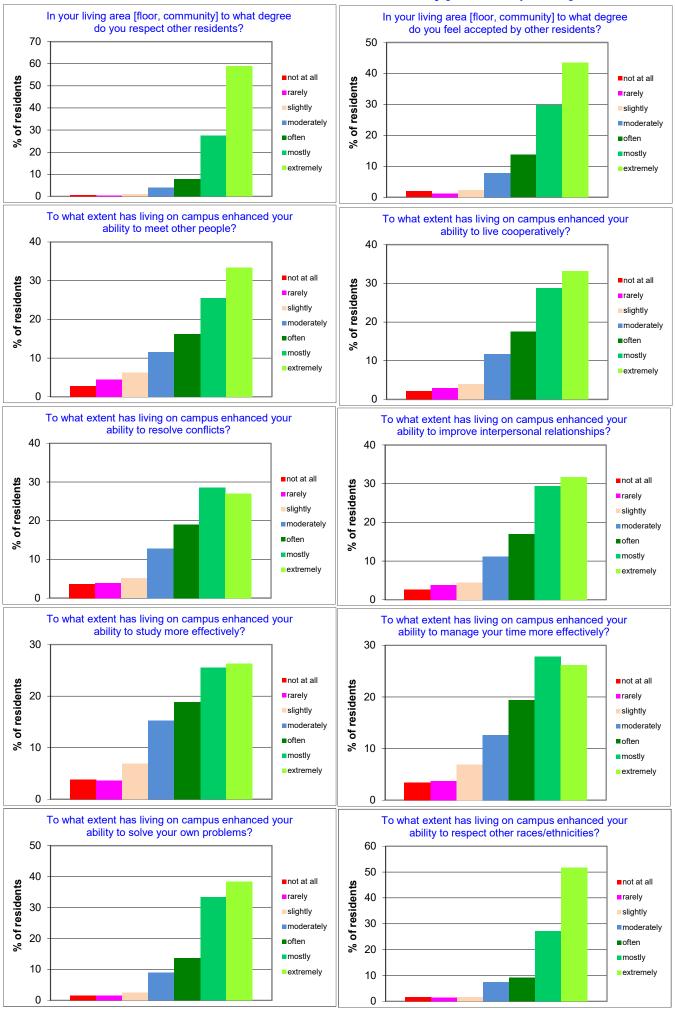
2021 Monash Residential Services annual exit survey [based on 7pt scale] OVERALL, how satisfied are you with the How satisfied are you with events provided by your PERFORMANCE of your hall regarding SOCÍAL, EDUCATIONAL, CULTÚRAL Residential Support Team programs 40 30 very dissatisfied very dissatisfied of residents % of residents moderately moderately dissatisfied dissatisfied 30 slightly dissatisfied slightly dissatisfied 20 neutral neutral 20 % ■ slightly satisfied ■slightly satisfied 2021 survey data: total number of rooms = 1,499 residents. 1,141 surveys returned = 76.1% response rate 10 moderately satisfied moderately satisfied 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 30 30 very dissatisfied ■very dissatisfied % of residents % of residents moderately dissatisfied moderately dissatisfied slightly dissatisfied slightly dissatisfied 20 20 neutral neutral ■slightly satisfied ■ slightly satisfied 10 10 moderately satisfied moderately satisfied 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** 40 50 very dissatisfied very dissatisfied residents % of residents moderately moderately 40 dissatisfied dissatisfied 30 slightly dissatisfied slightly dissatis 30 neutral neutra ₽ 20 ■ slightly satisfied % slightly satisfied 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 40 40 very dissatisfied very dissatisfied % of residents moderately % of residents dissatisfied 30 dissatisfied 30 slightly dissatisfied slightly dissatisfied neutral neutral 20 20 slightly satisfied ■slightly satisfied moderately satisfied moderately satisfied 10 10 very satisfied very satisfied 0 0 How satisfied are you with NOISE LEVELS OF YOUR How satisfied are you with INTERNET CONNECTIVITÝ IN YOUR ROOM FLOOR / COMMUNITY 30 40 very dissatisfied very dissatisfied % of residents moderately moderately % of residents dissatisfied 30 slightly dissatisfied slightly dissatisfied 20 neutral 20 ■slightly satisfied ■slightly satisfied 10 moderately satisfied moderately satisfied 10 very satisfied very satisfied 0 0

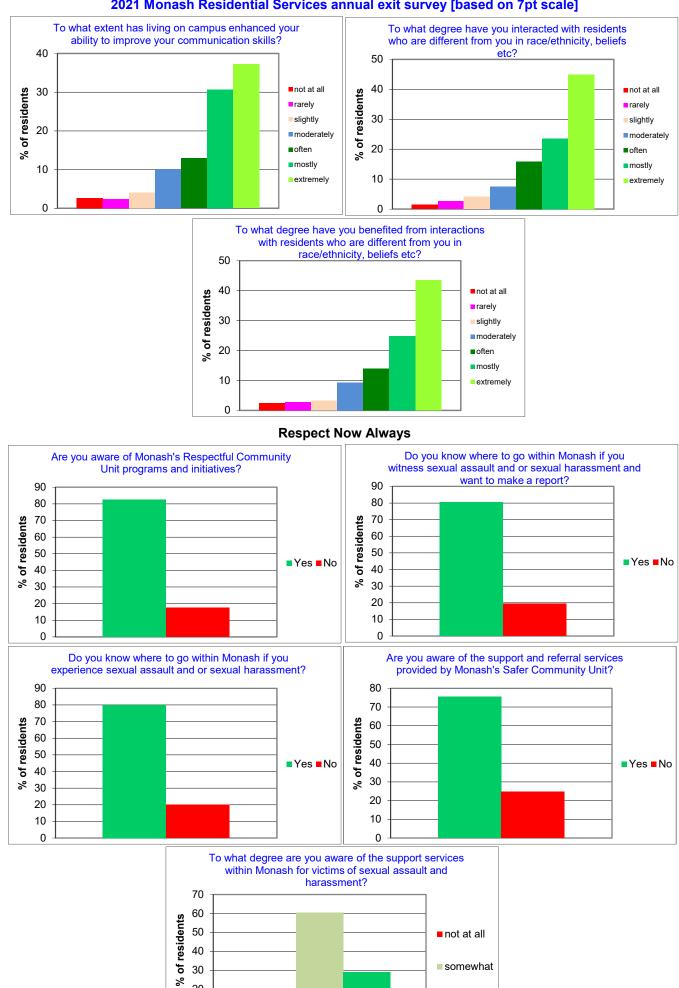












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