

Darebin City Council

2011 Annual Community Survey Summary Report

February 2012

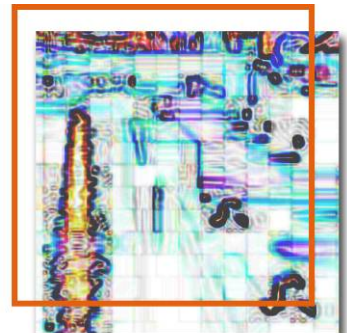
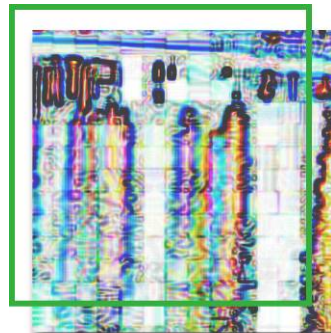


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Introduction

This is the ninth *Community Survey* conducted by Metropolis Research Pty Ltd for the City of Darebin. The survey was previously conducted annually by the City of Darebin to measure the community's satisfaction with a range of services provided by Council, and to examine community satisfaction with Council's overall operations in a more general sense. This survey aims to provide Council with an objective, timely and consistent picture of the community's perception of Council performance providing a broad range of services and facilities as well as aspects of governance and leadership and overall performance.

This survey does not aim to replace individual services satisfaction surveys for client based services but does provide a broad measure of the community's perception of performance for all services.

The sample size and methodology employed in this survey is statistically sound and provides the results with a level of statistical significance generally greater than that obtained through other individual service specific surveys. Within the margin of error as detailed for individual services, the results published in this report are an accurate reflection of the community's perception. Readers are advised however to treat quarterly results with some caution due to the smaller sample size and refer to this report where possible for time series results.

Methodology

Similar to previous years, the survey has been split into four quarterly surveys of 200 respondents each conducted in January, April, July and December 2011. The surveys were conducted as door-to-door, interview style questionnaires, conducted by trained Metropolis Research interviewers in 2011.

The total sample size was 800 residential households, approximately 200 in each quarter and spread equally across the municipality with approximately 100 surveys completed in each precinct. The data has been weighted to ensure that each precinct has contributed the correct proportion to the overall results, based on the *2006 Census of Population & Housing* precinct populations.

Response rate

A total of approximately 3,792 households were approached to participate in the survey over the course of the four quarterly surveys. Of these households, 1,893 were unattended when approached, 970 refused to participate and 800 completed the survey.

This provides a response rate of 42.1%, similar to 42.9% recorded in 2010. This is consistent with the response rate achieved by *Governing Melbourne* across metropolitan Melbourne as well as other municipal *Annual Community Survey* programs conducted by Metropolis Research.



Governing Melbourne



Governing Melbourne is a new service provided by Metropolis Research in 2010. *Governing Melbourne* is a survey of 1,000 respondents 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 *Darebin City Council – 2011 Annual Community Survey*. It is not intended to provide a “league table” for local councils, rather to provide additional context with which to understand the results of this survey.

Glossary of terms

Measurable

Measurable is used to describe the difference between two results presented in the report. A measurable difference is one where the difference between the two numbers being compared is sufficiently large to ensure that they are in fact different results. This is due to the fact that survey results are subject to a margin of error or an area of uncertainty.

Statistically significant

Statistically significant is the technical term for measurable difference as described above.

Significant result

Metropolis Research Pty Ltd uses the term significant result to describe a change or difference between results that is sufficiently large so as to be considered important. This is because often results can be measurable but are not of significant interest in a policy context.

Satisfaction categories

Metropolis Research typically categorizes satisfaction results into a range of categories including poor, solid, good, very good and excellent. These ranges have been developed over many years as a guide to the index scores presented in the reports and are designed to give a general context to each score.

These categories are not entirely fixed but vary somewhat depending on the nature of the question, but in general terms are categorised as follows:



Poor: Scores less than 6 are typically categorized as poor



Solid: Scores between 6 and 6.5 are typically categorized as solid



Good: Scores between 6.5 and 7.25 are typically categorized as good



Very good: Scores between 7.25 and 7.75 are typically categorized as very good



Excellent: Scores of 7.75 and above are typically categorized as excellent



Satisfaction with services and facilities

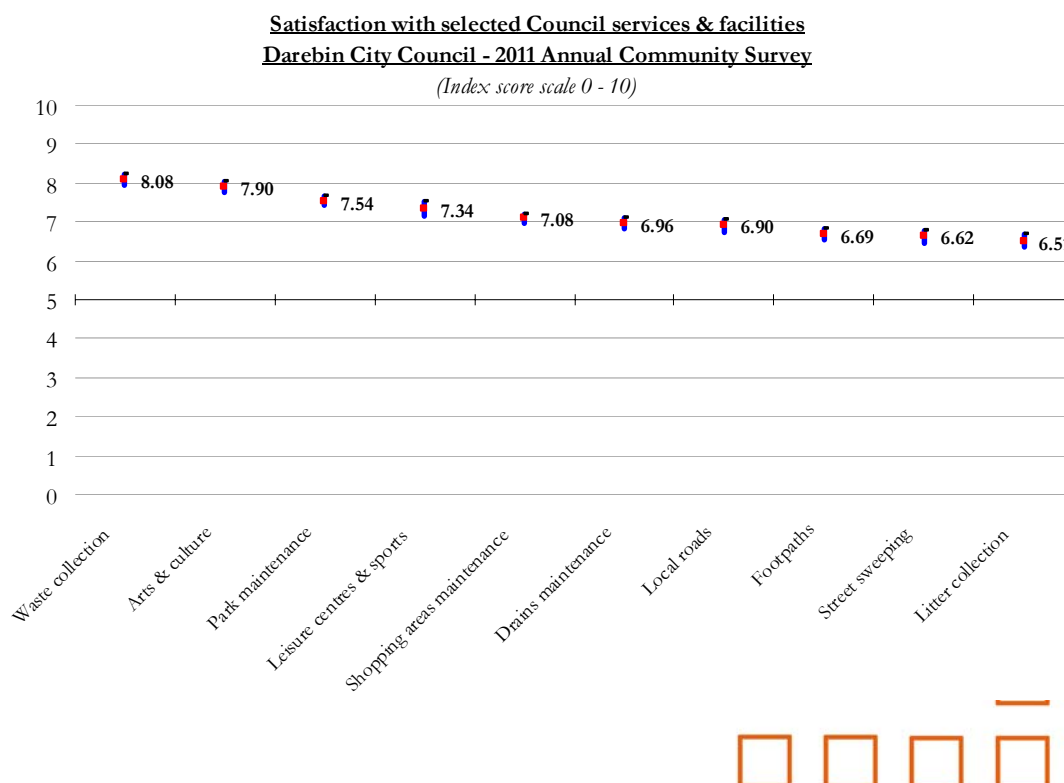
The following graph displays the average rating for each of the services and facilities included in the *Annual Community Survey*.

Combining these ten broad service area scores into a general satisfaction with Council services score; a result of 7.16 is obtained. The *Governing Melbourne* average satisfaction with services and facilities for metropolitan Melbourne was 7.04, slightly lower than the Darebin average of 7.16. It is important to note however that *Governing Melbourne* measured satisfaction with 28 individual services rather than the ten broad areas measured for the City of Darebin and that the comparison the results is provided for indicative purposes only.

The satisfaction scores recorded for the broad service areas can be summarised as follows:

- ⊗ A level best categorised as “good” for litter collection, street sweeping, footpaths, local roads, drains maintenance and the maintenance and cleaning of shopping area.
- ⊗ A level of best categorised as “very good” for leisure centres and sports facilities and the maintenance of parks, reserves and open spaces.
- ⊗ A level of best categorised as “excellent” for arts and culture facilities and services and waste collection services.

There was relatively little variation in the satisfaction ranking of services with those with the highest level of satisfaction similar to the highest recorded in 2010 and 2009.





Maintenance and repair of local roads



Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”

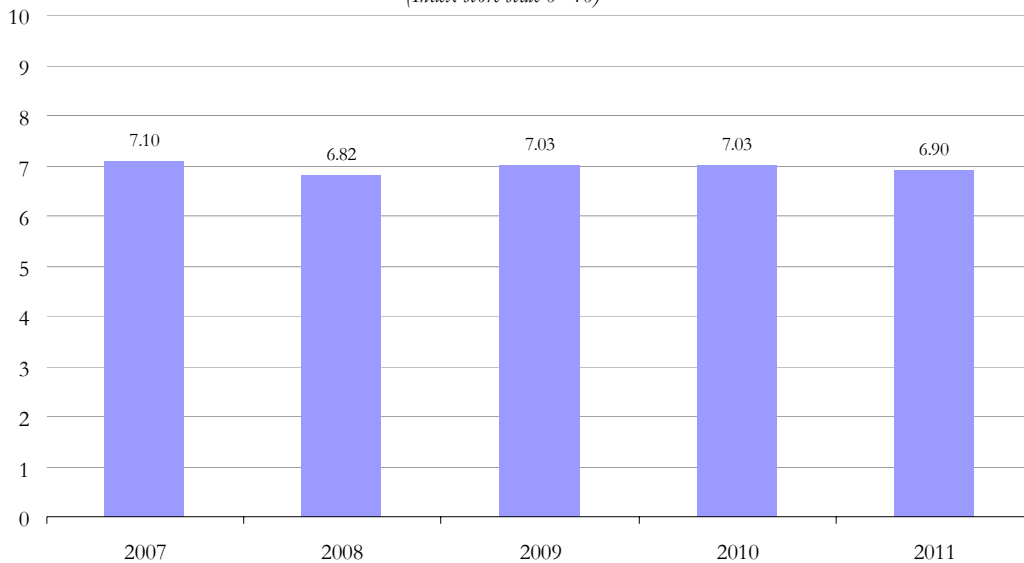
Satisfaction with the maintenance and repair of local roads in the City of Darebin declined marginally but not significantly in 2011, from 7.03 to 6.90. This level of satisfaction remains best categorised as “good”.

There was some variation in satisfaction with the maintenance and repair of local roads across the municipality, although respondents from all precincts rated satisfaction at a level best categorised as “good” or better.

There were no measurable or significant increases in satisfaction at the precinct level, and the only precinct with a noticeably lower satisfaction score was Reservoir East, which declined from 7.42 to 6.94, although not a statistically significant decline.

Satisfaction with maintenance and repair of local roads
Darebin City Council - 2011 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with maintenance and repair of local roads
Darebin City Council - 2011 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Lower</i>	<i>Range Mean</i>	<i>Upper</i>
Thornbury	2007	96	6.52	6.93	7.33
	2008	96	6.60	6.85	7.11
	2009	99	6.66	7.10	7.53
	2010	96	6.82	7.18	7.53
	2011	107	7.02	7.39	7.76
Fairfield-Alphington	2007	100	6.84	7.11	7.38
	2008	103	6.73	6.99	7.25
	2009	100	7.13	7.42	7.71
	2010	100	6.65	7.03	7.41
	2011	45	6.48	7.12	7.76
Reservoir East	2007	99	6.36	6.75	7.14
	2008	95	6.65	6.97	7.28
	2009	99	6.50	6.93	7.36
	2010	98	7.17	7.42	7.67
	2011	157	6.57	6.94	7.31
Reservoir West	2007	121	6.84	7.11	7.38
	2008	105	6.22	6.58	6.94
	2009	98	6.33	6.73	7.14
	2010	93	6.44	6.85	7.26
	2011	136	6.64	6.91	7.18
City of Darebin	2007	804	6.99	7.10	7.22
	2008	803	6.75	6.82	6.94
	2009	779	6.90	7.03	7.16
	2010	781	6.91	7.03	7.14
	2011	786	6.75	6.90	7.05
Kingsbury-Bundoora	2007	95	7.07	7.35	7.62
	2008	99	6.76	7.04	7.32
	2009	98	7.09	7.40	7.71
	2010	100	6.77	7.05	7.33
	2011	41	6.17	6.75	7.33
Northcote	2007	96	7.13	7.47	7.81
	2008	107	6.45	6.68	6.92
	2009	91	6.38	6.78	7.18
	2010	99	6.84	7.16	7.49
	2011	129	6.34	6.71	7.09
Preston West	2007	97	6.91	7.18	7.45
	2008	104	6.55	6.82	7.09
	2009	100	7.03	7.31	7.59
	2010	98	6.23	6.58	6.94
	2011	83	6.19	6.69	7.19
Preston East	2007	99	7.02	7.23	7.45
	2008	94	6.65	6.87	7.10
	2009	98	6.99	7.29	7.58
	2010	101	6.30	6.63	6.97
	2011	89	6.19	6.65	7.10



Footpath maintenance and repairs

Respondents were asked:

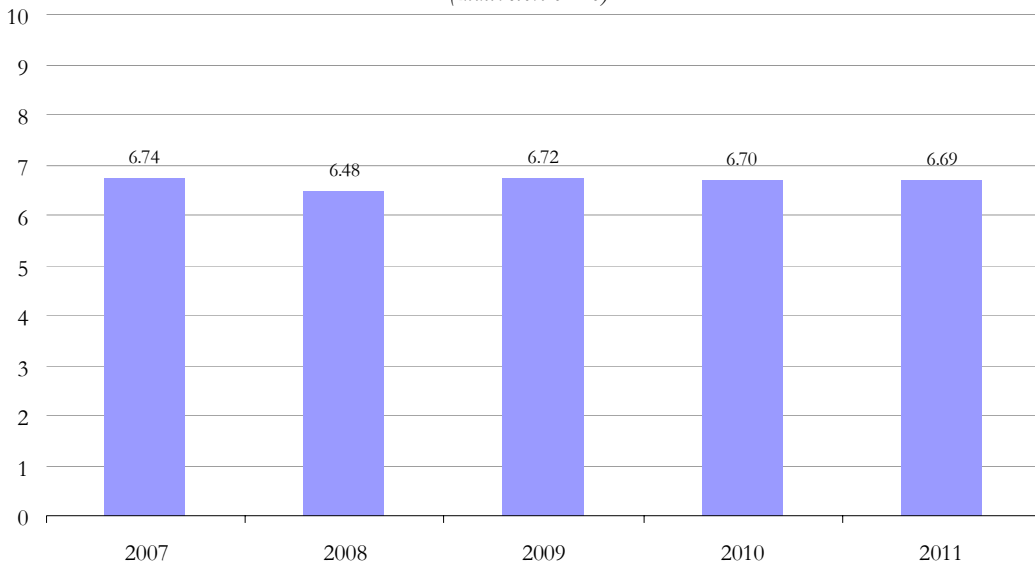
“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”

Satisfaction with footpath maintenance and repairs across the municipality was rated at 6.69 out of 10 in 2011. This is almost identical to the 6.70 recorded in 2010. Footpath maintenance and repairs was the third lowest rated service in 2011, and remains at a level best categorised as “good”.

There was very little variation from the 2010 precinct results for footpath maintenance and repairs, with respondents from Northcote reporting the only notably decline in satisfaction (6.50 down from 7.02) and Preston West the only notable increase (6.80 up from 6.46). Neither of these movements was statistically significant.

Satisfaction with footpath maintenance and repairs
Darebin City Council - 2011 Annual Community Survey

(Index score 0 - 10)



Satisfaction with footpath maintenance and repairs
Darebin City Council - 2011 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Lower</i>	<i>Range Mean</i>	<i>Upper</i>
Thornbury	2007	99	6.25	6.62	6.98
	2008	95	6.20	6.48	6.77
	2009	99	6.88	7.28	7.69
	2010	99	6.42	6.83	7.24
	2011	108	6.60	6.99	7.38
Preston West	2007	99	6.50	6.74	6.98
	2008	105	6.17	6.47	6.77
	2009	100	6.67	6.96	7.25
	2010	99	6.10	6.46	6.81
	2011	82	6.38	6.80	7.21
Fairfield-Alphington	2007	101	6.33	6.66	6.99
	2008	104	6.57	6.84	7.10
	2009	99	6.44	6.77	7.09
	2010	99	6.39	6.76	7.12
	2011	44	6.08	6.80	7.51
Reservoir West	2007	121	6.62	6.91	7.20
	2008	103	6.01	6.36	6.71
	2009	100	5.98	6.38	6.78
	2010	98	5.98	6.42	6.85
	2011	136	6.48	6.75	7.01
Reservoir East	2007	99	6.04	6.41	6.79
	2008	92	6.08	6.97	6.77
	2009	100	6.05	6.46	6.87
	2010	99	6.57	6.87	7.16
	2011	155	6.36	6.72	7.09
City of Darebin	2007	814	6.62	6.74	6.85
	2008	798	6.37	6.48	6.59
	2009	790	6.59	6.72	6.85
	2010	792	6.58	6.70	6.83
	2011	786	6.54	6.69	6.84
Kingsbury-Bundoora	2007	97	6.63	6.95	7.27
	2008	101	6.11	6.43	6.74
	2009	99	6.35	6.71	7.06
	2010	98	6.23	6.60	6.98
	2011	40	6.02	6.56	7.09
Northcote	2007	99	6.81	7.15	7.49
	2008	107	6.04	6.34	6.92
	2009	95	6.41	6.80	7.25
	2010	98	6.75	7.02	7.29
	2011	129	6.13	6.50	6.87
Preston East	2007	99	6.29	6.54	6.78
	2008	94	6.57	6.80	7.03
	2009	99	6.41	6.71	7.00
	2010	102	6.17	6.50	6.83
	2011	93	5.86	6.39	6.91



Street sweeping



Respondents were asked:

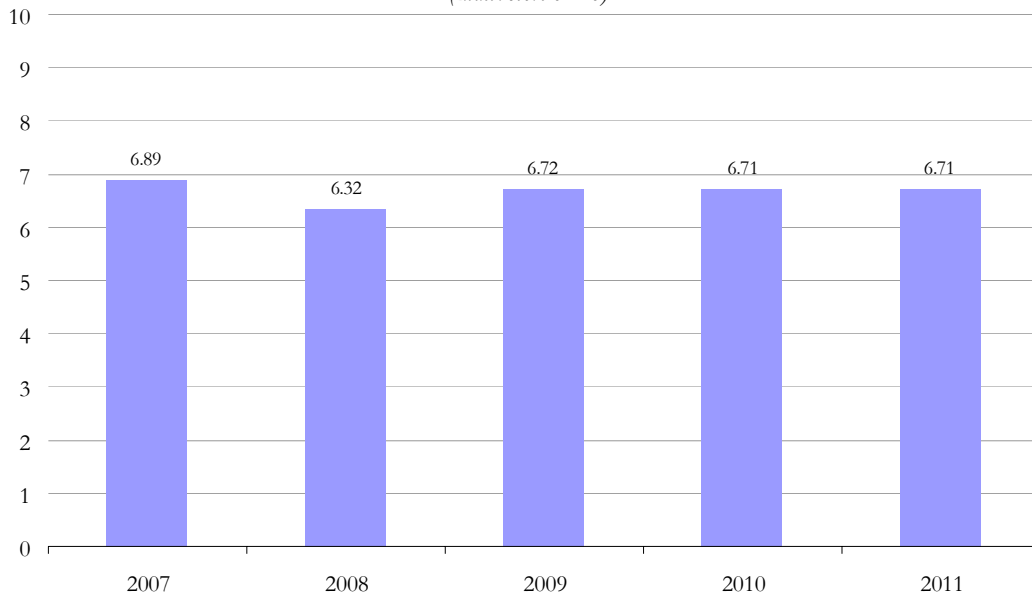
“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”

Satisfaction with street sweeping in the City of Darebin was rated 6.71 out of 10 in 2011. This result is almost identical to the results from 2009 and 2010 and is at a level best categorised as “good”.

There was no statistically significant variation in respondent satisfaction with street sweeping in any of the precincts comprising Darebin, although respondents from Fairfield-Alphington rated satisfaction somewhat lower than in 2010 and respondents from Kingsbury-Bundoora rated satisfaction somewhat higher than in 2010.

Satisfaction with street sweeping
Darebin City Council - 2011 Annual Community Survey

(Index score 0 - 10)



Satisfaction with street sweeping
Darebin City Council - 2011 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Lower</i>	<i>Range Mean</i>	<i>Upper</i>
Reservoir East	2007	99	6.57	6.95	7.33
	2008	93	5.98	6.38	6.77
	2009	98	6.30	6.66	7.03
	2010	98	6.80	7.11	7.43
	2011	150	6.52	6.86	7.21
Fairfield-Alphington	2007	101	6.09	6.43	6.76
	2008	101	5.72	6.10	6.48
	2009	99	6.16	6.51	6.87
	2010	100	5.84	6.24	6.64
	2011	44	6.08	6.77	7.45
Reservoir West	2007	124	6.67	6.98	7.28
	2008	105	6.11	6.50	6.90
	2009	98	6.76	7.12	7.48
	2010	96	6.35	6.71	7.07
	2011	139	6.30	6.64	6.98
Preston East	2007	98	6.41	6.63	6.85
	2008	95	5.96	6.27	6.59
	2009	99	6.36	6.71	7.05
	2010	99	6.38	6.70	7.02
	2011	91	6.22	6.64	7.05
City of Darebin	2007	814	6.77	6.89	7.01
	2008	794	6.20	6.32	6.44
	2009	777	6.59	6.72	6.86
	2010	779	6.58	6.71	6.84
	2011	774	6.58	6.71	6.84
Kingsbury-Bundoora	2007	96	6.29	6.63	6.96
	2008	98	6.13	6.47	6.81
	2009	99	6.57	6.88	7.19
	2010	99	6.81	7.15	7.50
	2011	40	5.88	6.55	7.23
Thornbury	2007	98	6.73	7.08	7.44
	2008	95	5.93	6.28	6.64
	2009	97	6.56	6.99	7.42
	2010	99	5.98	6.47	6.95
	2011	107	6.06	6.53	7.00
Preston West	2007	100	6.34	6.65	6.96
	2008	97	6.03	6.32	6.61
	2009	98	5.85	6.24	6.64
	2010	95	5.84	6.23	6.63
	2011	80	5.93	6.46	7.00
Northcote	2007	98	6.72	7.12	7.53
	2008	107	5.84	6.15	6.45
	2009	93	6.01	6.47	6.94
	2010	96	6.40	6.74	7.08
	2011	123	6.05	6.46	6.86



Litter collection in public places

Respondents were asked:

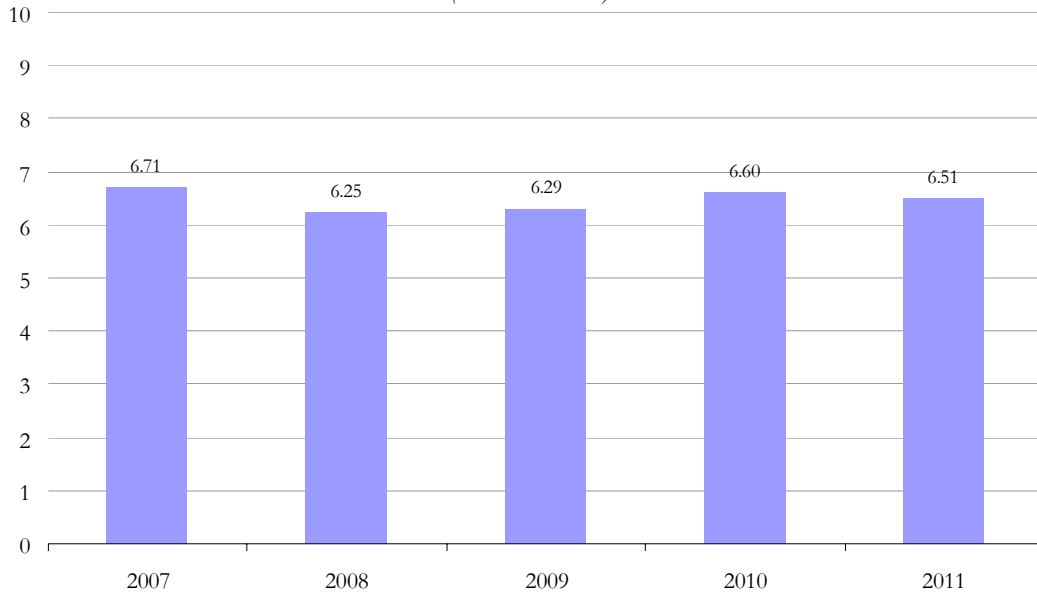
“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”

Satisfaction with litter collection in public places in the City of Darebin declined marginally in 2011, from 6.60 to 6.51, although it remains at a level best categorised as “good”.

There were slight declines in satisfaction recorded in five of the eight precincts, with particular attention drawn to Kingsbury-Bundoora (down from 6.85 to 6.27). None of the precinct level variation was statistically significant.

Satisfaction with litter collection in public areas
Darebin City Council - 2011 Annual Community Survey

(Index score 0 - 10)



Satisfaction with litter collection in public places
Darebin City Council - 2011 Annual Community Survey
 (Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Lower</i>	<i>Range</i> <i>Mean</i>	<i>Upper</i>
Reservoir East	2007	99	5.99	6.37	6.76
	2008	93	6.20	6.56	6.92
	2009	98	5.99	6.42	6.85
	2010	96	6.64	6.96	7.28
	2011	149	6.34	6.66	6.98
Fairfield-Alphington	2007	99	6.09	6.39	6.7
	2008	98	6.41	6.71	7.02
	2009	99	6.16	6.52	6.89
	2010	98	6.13	6.48	6.83
	2011	44	6.22	6.78	7.33
Reservoir West	2007	123	6.64	6.96	7.28
	2008	104	5.97	6.36	6.74
	2009	98	6.01	6.40	6.78
	2010	90	6.19	6.58	6.97
	2011	132	6.5	6.84	7.18
Preston East	2007	98	6.19	6.49	6.79
	2008	92	5.47	5.82	6.16
	2009	98	5.83	6.20	6.58
	2010	98	6.07	6.45	6.82
	2011	90	5.87	6.33	6.78
City of Darebin	2007	810	6.59	6.71	6.83
	2008	785	6.12	6.25	6.37
	2009	781	6.15	6.29	6.44
	2010	757	6.47	6.60	6.73
	2011	766	6.36	6.51	6.66
Kingsbury-Bundoora	2007	96	6.44	6.75	7.06
	2008	100	6.15	6.47	6.79
	2009	98	6.44	6.76	7.09
	2010	97	6.50	6.85	7.19
	2011	40	5.60	6.27	6.93
Thornbury	2007	98	6.20	6.56	6.93
	2008	93	5.96	6.27	6.58
	2009	99	5.94	6.35	6.77
	2010	97	6.06	6.49	6.91
	2011	106	5.98	6.39	6.8
Preston West	2007	99	6.42	6.71	6.99
	2008	101	5.46	5.83	6.20
	2009	98	5.52	5.95	6.38
	2010	95	5.89	6.30	6.70
	2011	82	5.99	6.50	7.00
Northcote	2007	97	6.93	7.26	7.59
	2008	103	5.72	6.08	6.43
	2009	95	5.53	6.01	6.49
	2010	91	6.23	6.57	6.91
	2011	125	5.80	6.21	6.62



Maintenance and repair of storm water drains



Respondents were asked:

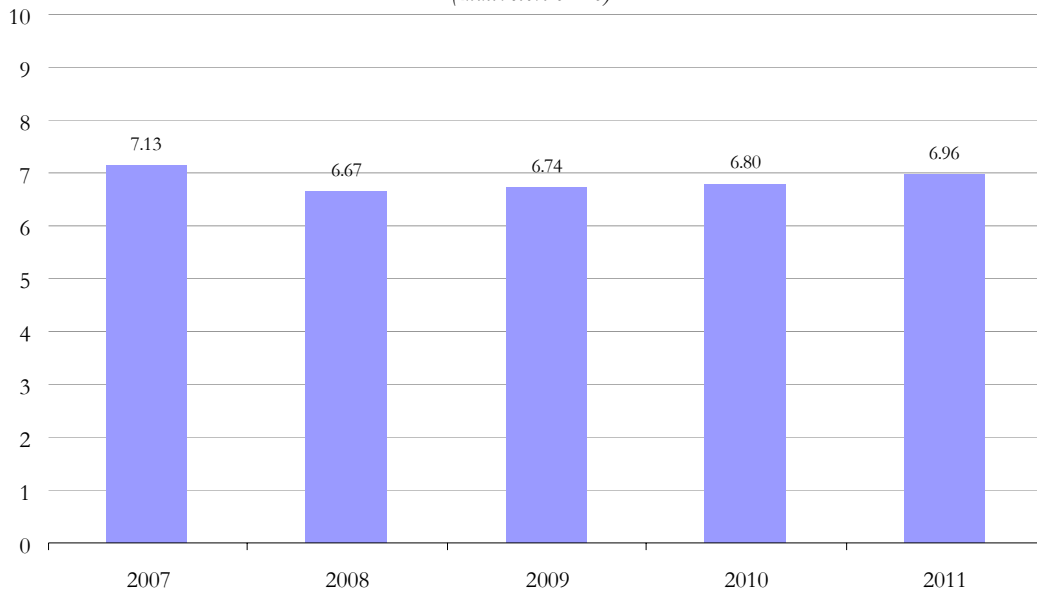
“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”

Satisfaction with the maintenance and cleaning of storm water drains across the municipality was rated 6.96 out of 10 in 2011, a slight but not statistically significant increase on the 2010 score of 6.80. This is the third consecutive increase in satisfaction with this service. This level of satisfaction is best categorised as “good”.

There were no statistically significant differences in the precinct-level results between 2010 and 2011 for the maintenance and cleaning of storm drains, with six of the eight precincts recording slightly but not measurably higher satisfaction than in 2010.

Satisfaction with maintenance of storm water drains
Darebin City Council - 2011 Annual Community Survey

(Index score 0 - 10)



Satisfaction with maintenance and repair of storm water drains
Darebin City Council - 2011 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Lower</i>	<i>Range Mean</i>	<i>Upper</i>
Thornbury	2007	81	6.67	7.00	7.33
	2008	87	6.45	6.77	7.09
	2009	90	7.21	7.68	8.15
	2010	89	6.58	6.97	7.36
	2011	94	6.89	7.26	7.62
Reservoir East	2007	84	7.08	7.37	7.66
	2008	83	6.50	6.84	7.18
	2009	91	5.86	6.34	6.82
	2010	89	6.53	6.88	7.23
	2011	139	6.77	7.09	7.42
Preston West	2007	96	6.32	6.66	6.99
	2008	95	6.27	6.56	6.85
	2009	92	6.10	6.50	6.90
	2010	94	6.16	6.51	6.86
	2011	75	6.57	7.03	7.49
City of Darebin	2007	746	7.02	7.13	7.23
	2008	743	6.56	6.67	6.79
	2009	708	6.60	6.74	6.89
	2010	714	6.67	6.80	6.92
	2011	701	6.82	6.96	7.11
Reservoir West	2007	117	7.05	7.30	7.55
	2008	103	5.99	6.36	6.73
	2009	90	6.42	6.78	7.13
	2010	82	6.22	6.66	7.09
	2011	120	6.64	6.95	7.26
Kingsbury-Bundoora	2007	86	7.13	7.37	7.62
	2008	93	6.43	6.74	7.06
	2009	93	6.79	7.07	7.36
	2010	92	7.15	7.40	7.65
	2011	38	6.31	6.93	7.54
Preston East	2007	97	6.74	6.96	7.17
	2008	86	6.35	6.63	6.90
	2009	93	6.58	6.84	7.10
	2010	96	6.33	6.70	7.07
	2011	78	6.43	6.87	7.31
Fairfield-Alphington	2007	95	6.23	6.59	6.95
	2008	92	6.46	6.76	7.06
	2009	91	6.48	6.83	7.19
	2010	94	6.30	6.70	7.10
	2011	42	6.18	6.83	7.47
Northcote	2007	94	6.96	7.30	7.63
	2008	102	6.49	6.79	7.09
	2009	76	5.81	6.31	6.82
	2010	87	6.47	6.79	7.11
	2011	115	6.24	6.66	7.08



Maintenance and cleaning of shopping areas



Respondents were asked:

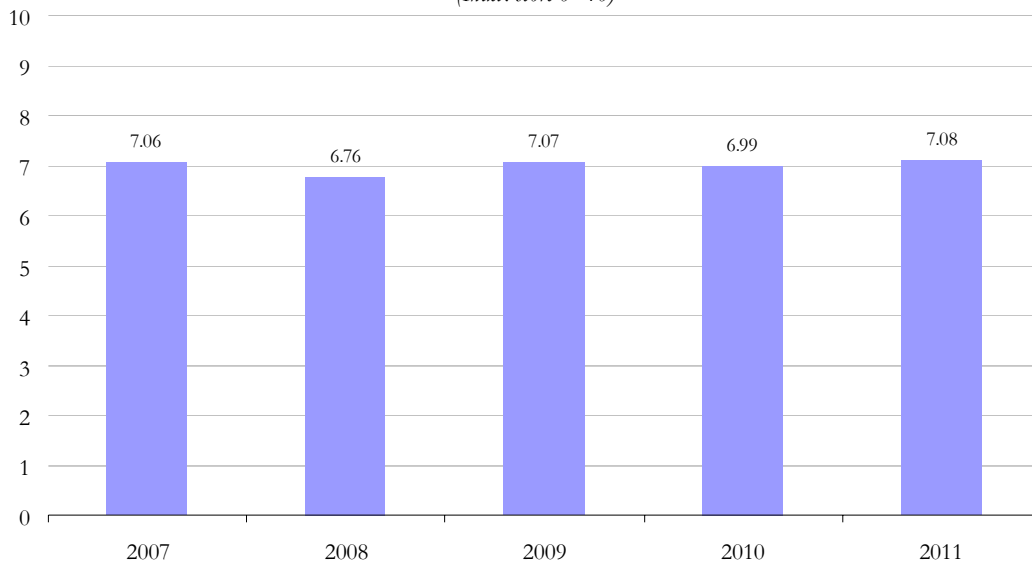
“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”

Satisfaction with the maintenance and cleaning of shopping areas was rated at 7.08 out of 10 in 2011. This is a marginal increase on the 2010 result, and almost identical to the result in 2007 and 2009. This level of satisfaction is best categorised as “good”, the same categorisation as in each previous survey.

Six of the eight precincts reported a higher level of satisfaction with this service in 2011 than in 2010, with particular attention drawn to Preston West (up from 6.52 to 6.95). Respondents in Kingsbury-Bundoora were somewhat less satisfied (down from 7.41 to 7.09).

Satisfaction with maintenance and cleaning of shopping areas
Darebin City Council - 2011 Annual Community Survey

(Index score 0 - 10)



Satisfaction with maintenance and cleaning of shopping areas

Darebin City Council - 2011 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Lower	Range Mean	Upper
Thornbury	2007	93	6.69	7.02	7.35
	2008	93	6.54	6.76	6.99
	2009	95	6.77	7.07	7.38
	2010	99	6.82	7.14	7.47
	2011	103	7.12	7.42	7.72
Northcote	2007	99	6.98	7.29	7.61
	2008	106	6.55	6.78	7.01
	2009	91	6.85	7.19	7.52
	2010	92	6.66	6.94	7.21
	2011	125	6.93	7.21	7.49
Reservoir West	2007	121	6.69	6.95	7.21
	2008	97	6.29	6.66	7.03
	2009	100	6.72	7.03	7.34
	2010	93	6.56	6.89	7.23
	2011	138	6.87	7.18	7.50
Kingsbury-Bundoora	2007	91	6.98	7.23	7.48
	2008	97	6.94	7.18	7.41
	2009	97	7.24	7.48	7.73
	2010	97	7.17	7.41	7.66
	2011	40	6.66	7.09	7.52
City of Darebin	2007	803	6.96	7.06	7.16
	2008	785	6.66	6.76	6.86
	2009	772	6.96	7.07	7.19
	2010	771	6.88	6.99	7.09
	2011	771	6.96	7.08	7.21
Preston East	2007	99	7.21	7.39	7.57
	2008	96	6.53	6.81	7.09
	2009	98	6.94	7.16	7.39
	2010	101	6.70	6.97	7.24
	2011	87	6.68	7.05	7.43
Fairfield-Alphington	2007	100	6.84	7.07	7.30
	2008	98	6.67	6.94	7.21
	2009	97	6.83	7.12	7.41
	2010	97	6.55	6.89	7.22
	2011	44	6.43	7.00	7.57
Preston West	2007	98	7.00	7.18	7.36
	2008	104	6.45	6.67	6.90
	2009	97	6.43	6.75	7.08
	2010	98	6.18	6.52	6.86
	2011	81	6.53	6.95	7.37
Reservoir East	2007	99	6.33	6.69	7.04
	2008	93	6.32	6.67	7.01
	2009	98	6.62	7.02	7.42
	2010	97	6.93	7.19	7.44
	2011	154	6.45	6.77	7.10



Waste collection services



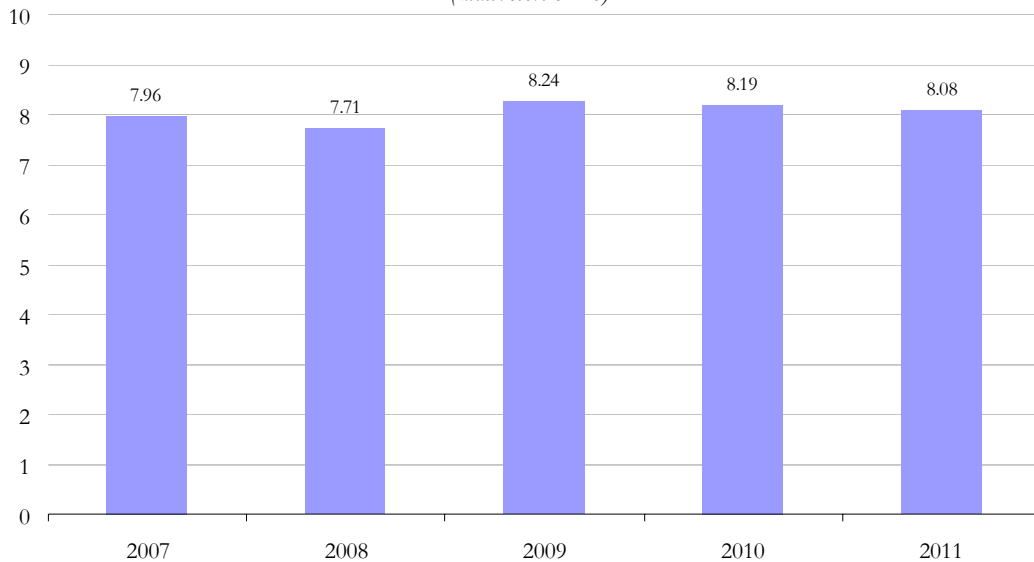
Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”

The satisfaction score for waste collection services declined marginally in 2011, falling from 8.19 to 8.08 out of 10. This decline is not statistically significant and satisfaction remains at a level best categorised as “excellent”. Waste collection services recorded the highest level of satisfaction out of all the listed services in the last three years.

Respondents from Thornbury were notably more satisfied with waste collection services in 2011 than in 2010, although not measurably more satisfied. There was a small decline in satisfaction in six of the eight precincts, although none were measurable.

Satisfaction with waste collection
Darebin City Council - 2011 Annual Community Survey
 (Index score 0 - 10)



Satisfaction with waste collection services
Darebin City Council - 2011 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Lower</i>	<i>Range Mean</i>	<i>Upper</i>
Thornbury	2007	98	7.33	7.63	7.93
	2008	96	7.56	7.81	8.06
	2009	99	8.19	8.49	8.80
	2010	98	7.59	7.92	8.25
	2011	109	8.19	8.50	8.81
Reservoir East	2007	99	7.52	7.84	8.16
	2008	96	7.52	7.81	8.11
	2009	100	7.97	8.27	8.57
	2010	100	8.11	8.35	8.59
	2011	154	7.92	8.24	8.56
Reservoir West	2007	124	7.81	7.98	8.16
	2008	107	7.51	7.87	8.23
	2009	100	8.38	8.59	8.80
	2010	97	8.39	8.62	8.85
	2011	139	7.93	8.22	8.51
Kingsbury-Bundoora	2007	99	7.67	7.96	8.25
	2008	100	7.69	7.98	8.27
	2009	98	8.01	8.25	8.50
	2010	99	7.98	8.25	8.52
	2011	40	7.58	8.08	8.58
City of Darebin	2007	817	7.86	7.96	8.05
	2008	813	7.60	7.71	7.81
	2009	780	8.13	8.24	8.35
	2010	793	8.08	8.19	8.29
	2011	792	7.95	8.08	8.21
Fairfield-Alphington	2007	99	7.84	8.11	8.38
	2008	102	7.41	7.69	7.96
	2009	100	7.66	7.97	8.28
	2010	100	7.55	7.86	8.17
	2011	45	7.47	8.04	8.61
Preston West	2007	100	7.96	8.20	8.44
	2008	106	7.33	7.60	7.88
	2009	101	7.61	7.96	8.32
	2010	99	7.70	8.03	8.36
	2011	83	7.65	7.99	8.33
Northcote	2007	99	7.83	8.12	8.41
	2008	107	7.25	7.56	7.87
	2009	86	7.62	8.01	8.40
	2010	99	7.97	8.25	8.54
	2011	129	7.52	7.82	8.11
Preston East	2007	99	7.79	7.98	8.17
	2008	97	7.01	7.34	7.67
	2009	100	7.76	8.03	8.30
	2010	102	7.45	7.77	8.08
	2011	93	7.13	7.59	8.04



Maintenance of parks, reserves and open spaces



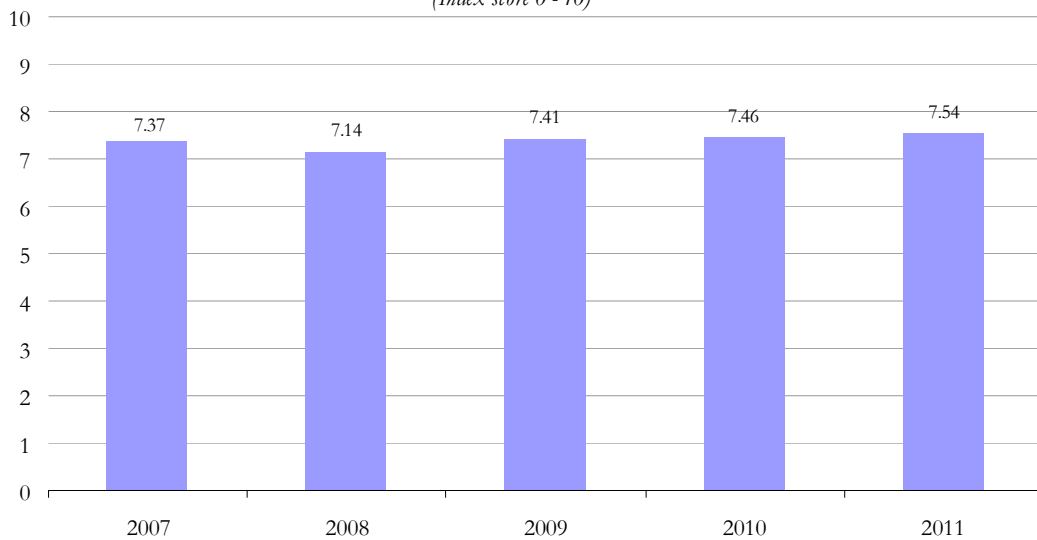
Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”

There was a slightly but not statistically significant increase in respondent satisfaction with Council's maintenance of parks, gardens and reserves, with the municipal average rising from 7.46 in 2010 to 7.54 in 2011. This level of satisfaction is best categorised as “very good”.

No measurable variation was recorded at the precinct level. Respondents from Reservoir East were however notably more satisfied than in 2010, whilst respondents from Thornbury were less satisfied. These movements were not statistically significant.

Satisfaction with maintenance of parks, reserves and open spaces
Darebin City Council - 2011 Annual Community Survey
(Index score 0 - 10)



Satisfaction with maintenance of parks, reserves and open spaces

Darebin City Council - 2011 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Lower	Range Mean	Upper
Fairfield-Alphington	2007	95	7.25	7.51	7.76
	2008	101	6.97	7.25	7.52
	2009	95	7.25	7.48	7.72
	2010	96	7.41	7.67	7.92
	2011	43	7.39	7.83	8.28
Reservoir East	2007	91	7.12	7.39	7.65
	2008	87	6.95	7.26	7.58
	2009	95	6.85	7.20	7.55
	2010	94	7.02	7.29	7.56
	2011	143	7.43	7.70	7.97
Reservoir West	2007	119	7.33	7.51	7.69
	2008	97	6.90	7.22	7.54
	2009	99	7.30	7.58	7.87
	2010	91	7.20	7.51	7.81
	2011	128	7.44	7.67	7.91
City of Darebin	2007	770	7.28	7.37	7.45
	2008	760	7.05	7.14	7.24
	2009	767	7.29	7.41	7.52
	2010	763	7.36	7.46	7.56
	2011	749	7.42	7.54	7.66
Northcote	2007	97	7.41	7.71	8.01
	2008	105	6.77	7.02	7.27
	2009	93	7.11	7.45	7.79
	2010	98	7.33	7.55	7.77
	2011	126	7.17	7.49	7.81
Thornbury	2007	89	6.62	6.89	7.15
	2008	91	6.72	7.01	7.30
	2009	99	7.28	7.62	7.98
	2010	98	7.64	7.92	8.20
	2011	102	7.13	7.48	7.83
Preston West	2007	94	6.98	7.16	7.34
	2008	93	6.65	6.95	7.25
	2009	96	7.24	7.53	7.82
	2010	94	6.80	7.07	7.35
	2011	80	7.04	7.39	7.74
Preston East	2007	92	6.93	7.13	7.33
	2008	94	6.91	7.13	7.34
	2009	95	6.59	6.94	7.28
	2010	98	6.98	7.28	7.58
	2011	88	6.96	7.33	7.71
Kingsbury-Bundoora	2007	95	7.48	7.70	7.91
	2008	93	7.28	7.55	7.82
	2009	94	7.34	7.58	7.83
	2010	97	7.11	7.37	7.63
	2011	40	6.65	7.24	7.82



Darebin leisure centres and sports facilities



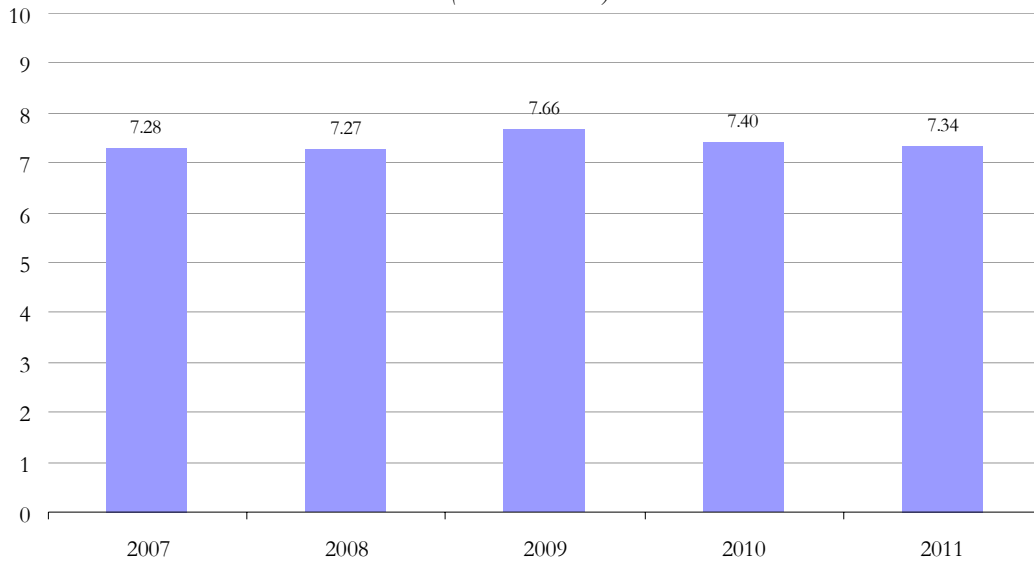
Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”

Satisfaction with Darebin leisure centres and sports facilities declined from 7.40 to 7.34 in 2011. This decline is not statistically significant and satisfaction remains best categorised as “very good”.

There was very little movement in satisfaction with this service at the precinct level between 2010 and 2011.

Satisfaction with leisure centres and sports facilities
Darebin City Council - 2011 Annual Community Survey
(Index score 0 - 10)



Satisfaction with Darebin leisure centres and sports facilities
Darebin City Council - 2011 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Lower</i>	<i>Range Mean</i>	<i>Upper</i>
Thornbury	2007	67	6.78	7.13	7.49
	2008	45	6.95	7.44	7.93
	2009	70	7.75	8.11	8.48
	2010	43	7.70	7.95	8.20
	2011	55	7.62	7.96	8.30
Fairfield-Alphington	2007	46	6.91	7.30	7.69
	2008	56	6.71	7.09	7.47
	2009	56	7.54	7.77	8.00
	2010	50	7.11	7.44	7.77
	2011	23	7.12	7.75	8.37
Reservoir East	2007	47	6.62	7.09	7.55
	2008	48	7.24	7.63	8.01
	2009	45	7.06	7.53	8.01
	2010	47	7.13	7.45	7.76
	2011	59	6.98	7.43	7.89
City of Darebin	2007	425	7.15	7.28	7.41
	2008	378	7.12	7.27	7.41
	2009	425	7.52	7.66	7.80
	2010	383	7.27	7.40	7.52
	2011	352	7.17	7.34	7.51
Reservoir West	2007	65	6.37	6.74	7.11
	2008	44	6.46	7.02	7.59
	2009	54	7.18	7.56	7.93
	2010	47	7.04	7.55	8.06
	2011	61	6.89	7.32	7.75
Kingsbury-Bundoora	2007	47	7.05	7.47	7.89
	2008	44	7.13	7.45	7.78
	2009	47	7.68	8.00	8.32
	2010	46	6.87	7.22	7.56
	2011	18	6.29	7.14	7.98
Northcote	2007	55	7.58	7.87	8.16
	2008	53	6.65	7.06	7.46
	2009	55	7.00	7.45	7.91
	2010	52	6.86	7.19	7.52
	2011	68	6.59	7.04	7.49
Preston West	2007	42	7.17	7.48	7.78
	2008	47	6.76	7.15	7.54
	2009	47	7.07	7.45	7.83
	2010	45	6.83	7.20	7.57
	2011	30	6.48	7.00	7.52
Preston East	2007	48	7.35	7.54	7.73
	2008	42	6.87	7.17	7.47
	2009	51	7.24	7.59	7.94
	2010	53	6.72	7.06	7.40
	2011	37	6.47	7.00	7.53

Arts and cultural facilities/services

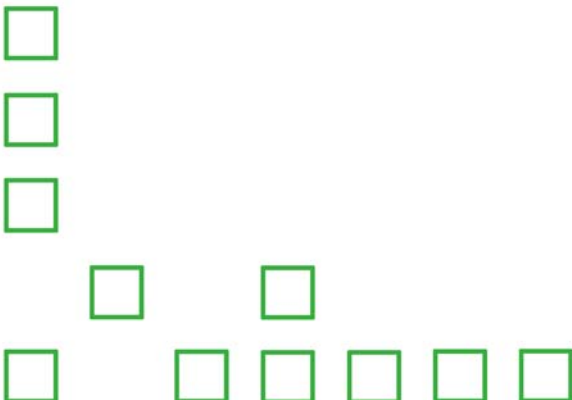
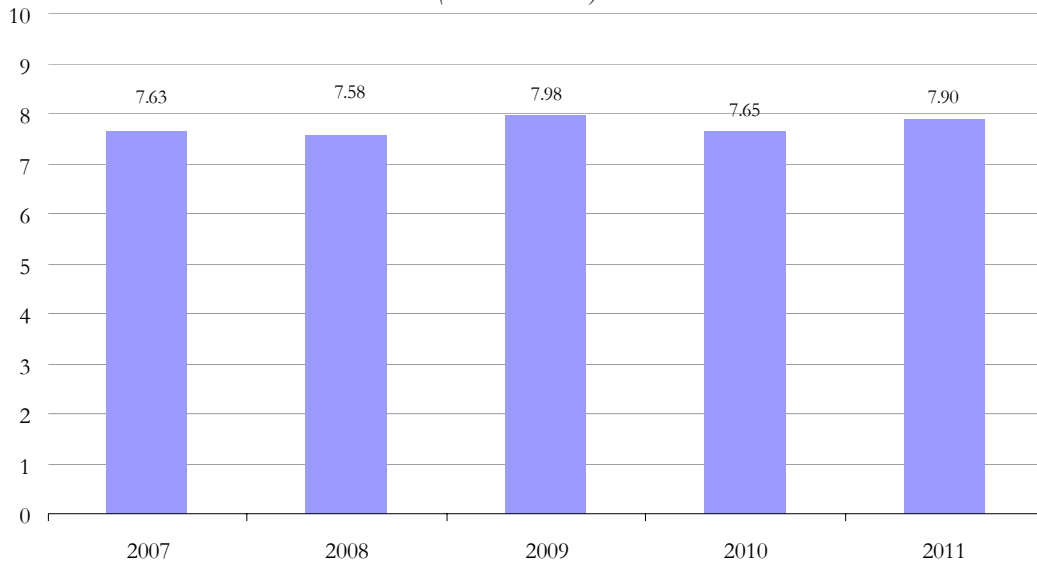
Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”

Satisfaction with arts and cultural services and facilities improved somewhat in 2011, from 7.65 to 7.90. Despite this increase, satisfaction remains at a level best categorised as “excellent”.

Satisfaction with this service increased marginally in each of the eight precincts comprising Darebin in 2011.

Satisfaction with arts and cultural facilities/services
Darebin City Council - 2011 Annual Community Survey
(Index score 0 - 10)



Satisfaction with arts and cultural facilities/services
Darebin City Council - 2011 Annual Community Survey
 (Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Lower</i>	<i>Range Mean</i>	<i>Upper</i>
Thornbury	2007	59	7.31	7.56	7.81
	2008	56	7.24	7.59	7.94
	2009	75	8.01	8.35	8.69
	2010	52	7.63	7.94	8.25
	2011	77	8.01	8.30	8.58
Reservoir East	2007	60	7.25	7.57	7.88
	2008	53	7.20	7.58	7.97
	2009	45	7.85	8.13	8.42
	2010	50	7.41	7.74	8.07
	2011	55	7.81	8.14	8.47
Fairfield-Alphington	2007	71	7.72	7.96	8.20
	2008	70	7.22	7.56	7.90
	2009	81	7.37	7.59	7.82
	2010	63	7.25	7.64	8.02
	2011	26	7.49	8.05	8.62
Preston East	2007	69	7.55	7.75	7.96
	2008	61	7.30	7.54	7.78
	2009	62	7.76	8.03	8.30
	2010	57	7.27	7.58	7.89
	2011	44	7.60	8.02	8.44
City of Darebin	2007	484	7.52	7.63	7.74
	2008	464	7.47	7.58	7.69
	2009	501	7.86	7.98	8.10
	2010	436	7.54	7.65	7.76
	2011	425	7.77	7.90	8.02
Reservoir West	2007	54	6.16	6.59	7.02
	2008	49	7.23	7.61	7.99
	2009	52	7.06	7.54	8.01
	2010	56	7.48	7.82	8.16
	2011	68	7.48	7.84	8.19
Kingsbury-Bundoora	2007	65	7.49	7.79	8.08
	2008	63	7.11	7.43	7.75
	2009	53	7.46	7.75	8.05
	2010	39	7.08	7.46	7.84
	2011	18	7.03	7.64	8.25
Northcote	2007	59	7.93	8.20	8.48
	2008	64	7.33	7.59	7.86
	2009	80	7.86	8.21	8.56
	2010	58	7.28	7.55	7.82
	2011	88	7.36	7.60	7.84
Preston West	2007	60	7.46	7.73	8.01
	2008	61	7.44	7.66	7.87
	2009	67	7.35	7.67	8.00
	2010	59	6.93	7.20	7.47
	2011	48	7.06	7.48	7.91

Governance and leadership

Overall environmental performance

Respondents were asked:

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

Municipal-wide satisfaction with Council’s environmental performance increased in 2011, from 7.06 to 7.27, a level best categorised as “very good”.

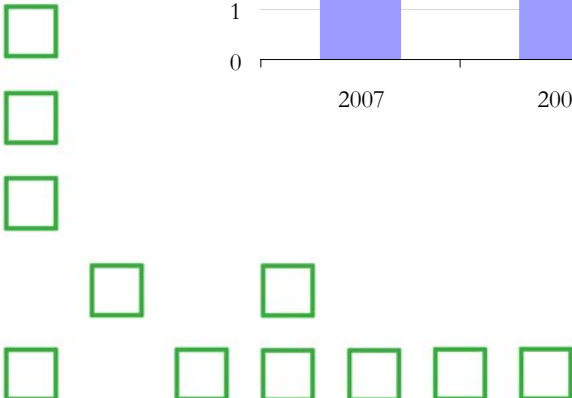
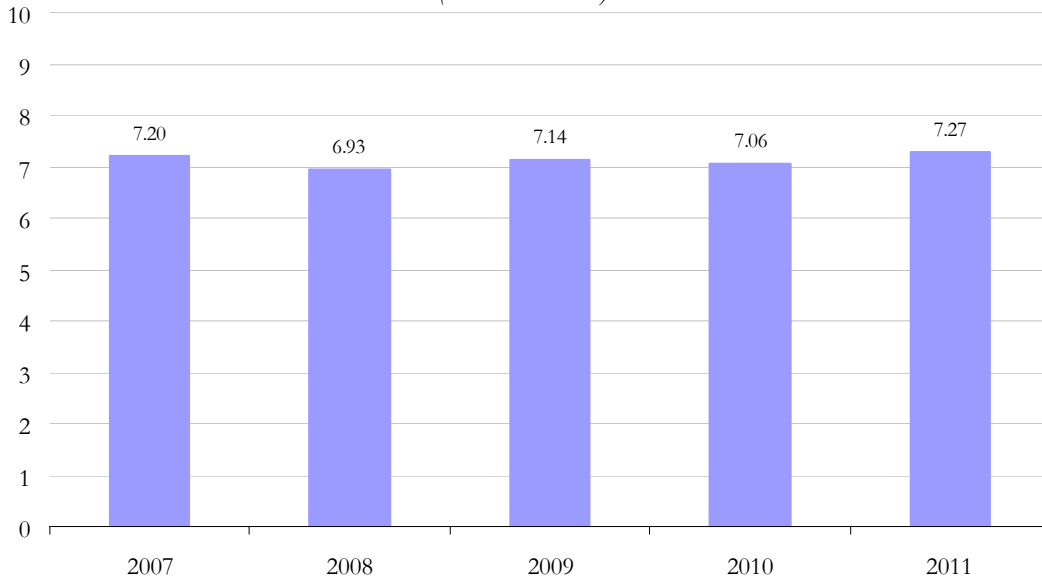
By way of comparison, *Governing Melbourne* reported a metropolitan Melbourne average satisfaction with this aspect of governance and leadership of 6.83, measurably lower than this Darebin result and a level best categorised as “good”.

Satisfaction with this aspect of governance and leadership rose in six of the eight precincts, although none of the precinct level variation was statistically significant.

There were no statistically significant differences recorded between the municipal level of satisfaction with Council’s environmental performance and any of the precincts or demographic group in the community.

Satisfaction with Council's environmental performance
Darebin City Council - 2011 Annual Community Survey

(Index score 0 - 10)



Satisfaction with Council's environmental performance
Darebin City Council - 2011 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Lower</i>	<i>Range Mean</i>	<i>Upper</i>
Thornbury	2007	84	7.14	7.41	7.67
	2008	78	6.78	7.04	7.30
	2009	78	6.73	7.15	7.57
	2010	84	6.69	7.08	7.48
	2011	88	7.19	7.51	7.83
Fairfield-Alphington	2007	90	6.81	7.03	7.26
	2008	91	6.57	6.89	7.21
	2009	83	7.04	7.28	7.53
	2010	79	6.61	6.99	7.37
	2011	39	7.05	7.48	7.92
Reservoir East	2007	85	7.08	7.32	7.55
	2008	85	6.83	7.12	7.40
	2009	87	6.67	6.99	7.31
	2010	92	6.79	7.04	7.30
	2011	117	7.25	7.473	7.69
Reservoir West	2007	106	6.93	7.15	7.37
	2008	78	6.33	6.72	7.11
	2009	81	6.96	7.23	7.51
	2010	84	6.98	7.25	7.51
	2011	117	7.10	7.38	7.66
City of Darebin	2007	670	7.11	7.20	7.28
	2008	668	6.83	6.93	7.02
	2009	665	7.03	7.14	7.25
	2010	696	6.96	7.06	7.17
	2011	643	7.16	7.27	7.39
Preston West	2007	71	6.53	6.80	7.08
	2008	83	6.73	6.92	7.10
	2009	83	6.92	7.27	7.62
	2010	86	6.29	6.59	6.90
	2011	68	6.92	7.24	7.56
Preston East	2007	79	6.76	6.96	7.16
	2008	78	6.69	6.88	7.08
	2009	88	6.59	6.87	7.17
	2010	93	6.67	6.94	7.20
	2011	80	6.70	7.07	7.45
Kingsbury-Bundoora	2007	86	6.95	7.19	7.42
	2008	84	6.92	7.17	7.42
	2009	85	7.00	7.24	7.49
	2010	85	6.81	7.11	7.40
	2011	36	6.62	7.06	7.49
Northcote	2007	74	7.11	7.38	7.65
	2008	92	6.52	6.76	7.01
	2009	76	6.89	7.27	7.66
	2010	84	6.98	7.27	7.57
	2011	97	6.59	6.88	7.16

Satisfaction with Council's environmental performance
Darebin City Council - 2011 Annual Community Survey
 (Number and index score 0 - 10)

Variable	Number	2010		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	18	7.44	8.05	8.66
20 - 35 yrs	187	7.10	7.30	7.51
36 - 45 yrs	151	6.92	7.15	7.38
46 - 60 yrs	150	6.79	7.05	7.30
61 - 75 yrs	90	7.19	7.46	7.72
76 yrs and over	46	7.24	7.61	7.98
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	84	7.23	7.49	7.76
Two parent family (5 to 12 yrs)	75	6.83	7.15	7.47
Two parent family (13 to 18 yrs)	31	6.82	7.34	7.86
Two parent family (adult children only)	60	6.88	7.23	7.59
One parent family (0 to 4 yrs)	2	0.00	6.53	10.00
One parent family (5 to 12 yrs)	11	6.70	7.45	8.19
One parent family (13 to 18 yrs)	10	4.78	6.36	7.93
One parent family (adult children only)	27	6.03	6.75	7.47
Group household	81	7.08	7.39	7.71
Sole person household	72	6.92	7.24	7.57
Couple only household	174	7.06	7.29	7.51
<i>Housing situation</i>				
Own this home	284	7.17	7.33	7.49
Mortgage	151	6.75	7.01	7.27
Renting this home	174	7.20	7.40	7.60
Renting from Office of Housing	19	6.70	7.48	8.27
<i>Period of residence</i>				
Less than one year	55	7.18	7.50	7.82
One to less than five years	147	7.18	7.42	7.66
Five to less than ten years	103	7.06	7.31	7.56
Ten years or more	336	7.00	7.16	7.32
<i>Non-English speaking background</i>				
Non-English speaking	221	7.12	7.34	7.55
English speaking	411	7.11	7.24	7.37
<i>Disability</i>				
Yes	81	6.78	7.14	7.50
No	558	7.17	7.29	7.41
<i>Gender</i>				
Male	319	7.16	7.31	7.45
Female	321	7.07	7.24	7.40
City of Darebin	643	7.16	7.27	7.39

Meeting the needs of the multicultural community

Respondents were asked:

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

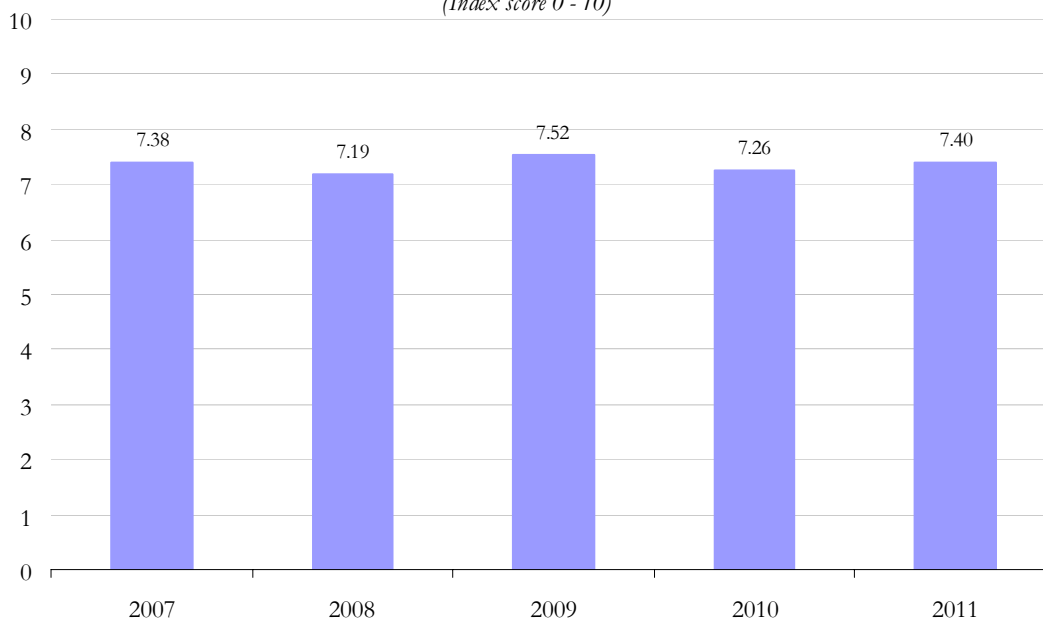
Satisfaction with Council’s performance in meeting the needs of the multicultural community increased marginally in 2011, from 7.26 to 7.40. Satisfaction with this aspect of governance and leadership remains at a level best categorised as “very good”.

There was relatively little variation at the precinct level between 2010 and 2011, although it is noted that respondents from Preston East reported a notable, but not statistically significant increase in satisfaction with this aspect of governance and leadership in 2011 (up from 6.96 to 7.41),

No measurable differences were recorded between the average municipal level of satisfaction with Council’s performance and the level of satisfaction reported for any of the selected demographic groups.

Satisfaction with Council's multicultural performance
Darebin City Council - 2011 Annual Community Survey

(Index score 0 - 10)



Satisfaction with Council's multicultural performance
Darebin City Council - 2011 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Lower</i>	<i>Range Mean</i>	<i>Upper</i>
Reservoir East	2007	81	7.18	7.43	7.69
	2008	81	6.81	7.11	7.42
	2009	78	7.08	7.40	7.73
	2010	93	6.89	7.12	7.35
	2011	92	7.21	7.50	7.79
Thornbury	2007	76	7.41	7.72	8.04
	2008	73	7.05	7.33	7.61
	2009	84	7.55	7.83	8.12
	2010	85	7.18	7.55	7.92
	2011	76	7.09	7.49	7.89
Northcote	2007	66	7.35	7.58	7.80
	2008	78	6.74	6.99	7.23
	2009	60	7.11	7.51	7.91
	2010	82	7.18	7.43	7.68
	2011	83	7.27	7.46	7.65
Fairfield-Alphington	2007	82	7.02	7.28	7.54
	2008	77	6.98	7.29	7.59
	2009	80	6.93	7.27	7.61
	2010	77	7.13	7.39	7.65
	2011	31	6.95	7.45	7.95
Preston East	2007	74	6.96	7.20	7.45
	2008	78	6.90	7.15	7.40
	2009	92	7.02	7.30	7.59
	2010	82	6.66	6.96	7.27
	2011	59	7.06	7.41	7.77
City of Darebin	2007	618	7.29	7.38	7.47
	2008	641	7.09	7.19	7.28
	2009	633	7.40	7.52	7.62
	2010	679	7.16	7.26	7.36
	2011	538	7.28	7.40	7.52
Reservoir West	2007	91	6.93	7.17	7.40
	2008	82	7.06	7.34	7.62
	2009	79	7.41	7.62	7.84
	2010	88	7.21	7.48	7.75
	2011	95	7.03	7.38	7.73
Kingsbury-Bundoora	2007	81	7.25	7.51	7.76
	2008	84	7.07	7.32	7.57
	2009	82	7.15	7.47	7.78
	2010	79	6.83	7.14	7.45
	2011	32	6.89	7.32	7.75
Preston West	2007	74	6.86	7.08	7.30
	2008	87	6.87	7.13	7.39
	2009	82	7.12	7.48	7.85
	2010	79	6.47	6.79	7.09
	2011	70	6.76	7.12	7.48

Satisfaction with Council's multicultural performance
Darebin City Council - 2011 Annual Community Survey
 (Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>Lower</i>	<i>2011 Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	15	7.21	7.83	8.44
20 - 35 yrs	152	7.22	7.45	7.68
36 - 45 yrs	140	7.28	7.49	7.69
46 - 60 yrs	121	6.90	7.17	7.43
61 - 75 yrs	70	6.80	7.23	7.66
76 yrs and over	39	7.25	7.75	8.24
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	76	7.46	7.68	7.90
Two parent family (5 to 12 yrs)	66	7.25	7.53	7.80
Two parent family (13 to 18 yrs)	25	6.70	7.28	7.86
Two parent family (adult children only)	51	6.54	7.00	7.46
One parent family (0 to 4 yrs)	0	na	na	na
One parent family (5 to 12 yrs)	14	6.73	7.46	8.20
One parent family (13 to 18 yrs)	10	6.31	7.11	7.92
One parent family (adult children only)	25	6.54	7.22	7.89
Group household	62	7.05	7.47	7.89
Sole person household	56	7.04	7.47	7.91
Couple only household	140	7.14	7.40	7.65
<i>Housing situation</i>				
Own this home	241	7.30	7.49	7.67
Mortgage	122	7.19	7.43	7.66
Renting this home	146	7.01	7.25	7.49
Renting from Office of Housing	16	6.93	7.81	8.68
<i>Period of residence</i>				
Less than one year	45	7.24	7.57	7.91
One to less than five years	114	7.12	7.40	7.69
Five to less than ten years	90	7.16	7.39	7.62
Ten years or more	288	7.20	7.38	7.56
<i>Non-English speaking background</i>				
Non-English speaking	188	7.16	7.38	7.60
English speaking	342	7.27	7.42	7.57
<i>Disability</i>				
Yes	68	6.93	7.32	7.72
No	466	7.28	7.41	7.54
<i>Gender</i>				
Male	262	7.07	7.26	7.45
Female	274	7.37	7.53	7.69
City of Darebin	538	7.28	7.40	7.52



Greenhouse gas emissions



Respondents were asked:

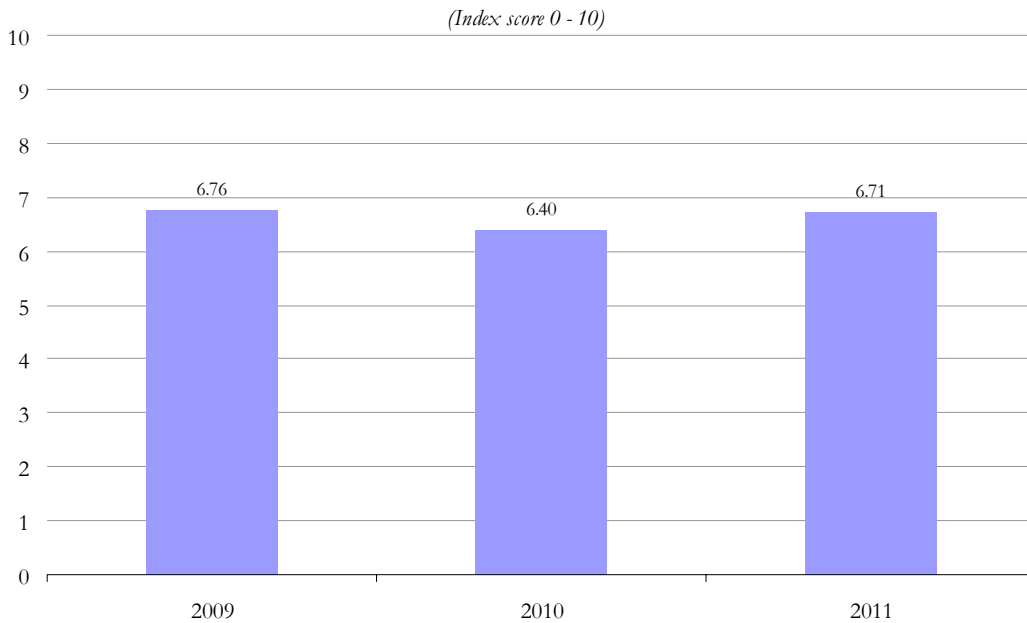
“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with Council’s performance in assisting the community to reduce greenhouse gas emissions?”

Respondent satisfaction with Council’s performance in assisting the community to reduce their greenhouse gas emissions recovered from the decline reported in 2010, returning to the level of satisfaction recorded in 2009 (6.71). This level of satisfaction remains best categorised as “good”.

Satisfaction with this aspect of governance and leadership increased in six of the eight precincts comprising Darebin, with particular attention drawn to the statistically significant increase in satisfaction reported by respondents from Preston West (up 5.96 to 7.18). This increase improved the categorisation of satisfaction in Preston West from a level best categorised as “poor” to “very good”.

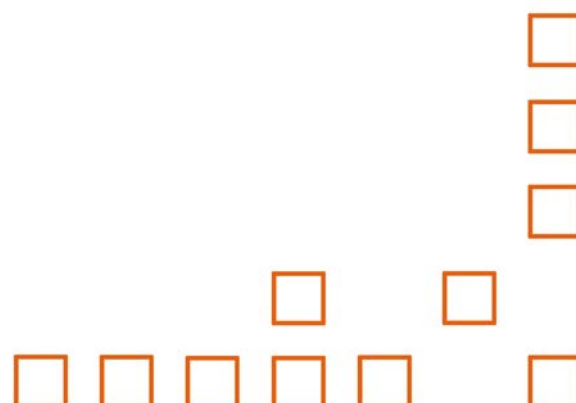
When examined by respondent profile it is observed that senior citizens (aged 75 years and over) were measurably and significantly more satisfied than the municipal average, with a score of 7.75. This level of satisfaction is best categorised as “excellent”.

**Satisfaction with Council's performance in assisting community reduce gas emissions
Darebin City Council - 2011 Annual Community Survey**



Satisfaction with Council's performance in assisting community to reduce gas emissions
Darebin City Council - 2011 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Range		
			Lower	Mean	Upper
Preston West	2009	92	6.68	7.00	7.69
	2010	75	5.58	5.96	6.34
	2011	56	6.79	7.18	7.56
Fairfield-Alphington	2009	45	5.22	5.84	6.48
	2010	70	5.88	6.36	6.83
	2011	30	6.10	6.82	7.54
Reservoir West	2009	51	6.84	7.15	7.47
	2010	69	5.89	6.35	6.81
	2011	88	6.30	6.79	7.29
Reservoir East	2009	53	6.50	6.81	7.13
	2010	76	5.77	6.20	6.63
	2011	95	6.44	6.77	7.09
City of Darebin	2009	404	6.60	6.76	6.93
	2010	567	6.24	6.40	6.56
	2011	513	6.54	6.71	6.87
Thornbury	2009	44	5.51	6.35	7.20
	2010	68	6.08	6.63	7.18
	2011	75	6.15	6.65	7.15
Kingsbury-Bundoora	2009	51	6.24	6.59	6.95
	2010	73	6.10	6.48	6.85
	2011	30	5.97	6.63	7.29
Preston East	2009	51	6.05	6.48	6.91
	2010	70	6.36	6.83	7.30
	2011	54	6.11	6.60	7.08
Northcote	2009	53	6.68	7.18	7.69
	2010	67	6.03	6.54	7.04
	2011	85	5.98	6.35	6.72



Satisfaction with Council's performance assisting community to reduce gas emissions
Darebin City Council - 2011 Annual Community Survey
 (Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>Lower</i>	<i>2011 Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	15	6.89	7.61	8.32
20 - 35 yrs	137	6.50	6.79	7.07
36 - 45 yrs	132	6.29	6.60	6.92
46 - 60 yrs	126	6.04	6.38	6.72
61 - 75 yrs	64	6.22	6.79	7.35
76 yrs and over	38	7.25	7.75	8.24
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	75	6.45	6.85	7.24
Two parent family (5 to 12 yrs)	64	6.44	6.80	7.17
Two parent family (13 to 18 yrs)	24	6.48	6.98	7.48
Two parent family (adult children only)	50	6.29	6.90	7.50
One parent family (0 to 4 yrs)	0	na	na	na
One parent family (5 to 12 yrs)	11	3.91	5.97	8.04
One parent family (13 to 18 yrs)	9	5.03	6.53	8.03
One parent family (adult children only)	21	6.27	6.94	7.61
Group household	63	6.29	6.81	7.33
Sole person household	56	5.78	6.46	7.13
Couple only household	130	6.36	6.64	6.91
<i>Housing situation</i>				
Own this home	230	6.63	6.86	7.10
Mortgage	122	6.13	6.47	6.81
Renting this home	130	6.39	6.71	7.03
Renting from Office of Housing	17	6.18	7.26	8.35
<i>Period of residence</i>				
Less than one year	42	6.55	7.02	7.50
One to less than five years	116	6.41	6.76	7.12
Five to less than ten years	81	6.14	6.54	6.94
Ten years or more	273	6.46	6.69	6.92
<i>Non-English speaking background</i>				
Non-English speaking	175	6.61	6.89	7.18
English speaking	329	6.39	6.59	6.80
<i>Disability</i>				
Yes	64	5.84	6.41	6.99
No	445	6.57	6.74	6.91
<i>Gender</i>				
Male	252	6.34	6.60	6.85
Female	259	6.61	6.82	7.03
City of Darebin	513	6.54	6.71	6.87

Communicating programs and services

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with Council’s performance in communicating its programs and services?”

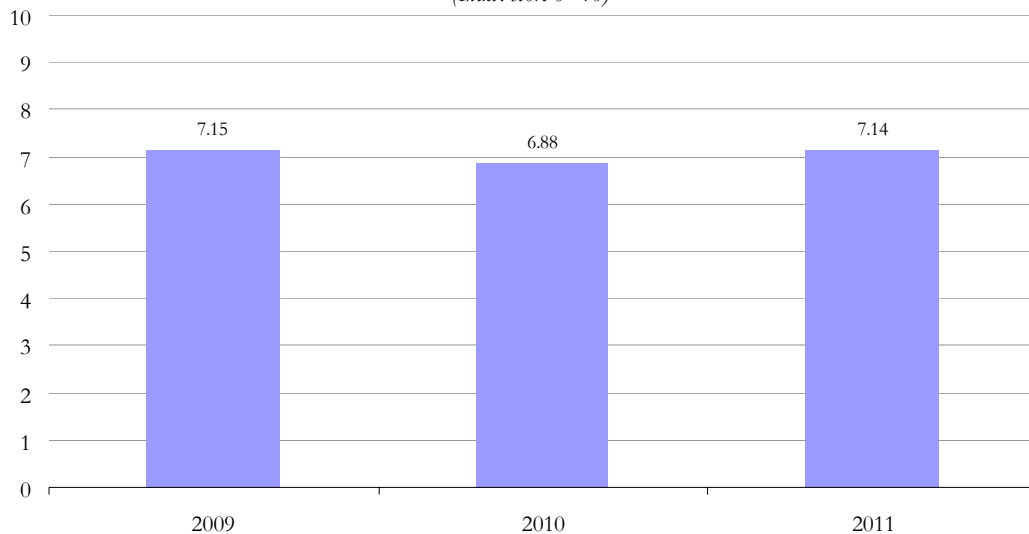
Satisfaction with Council’s performance in communicating its programs and services improved in 2011 from 6.88 to 7.14. This level of satisfaction remains best categorised as “good”.

There was relatively little variation either between the precinct level results in 2011 or within each precinct between 2010 and 2011.

When examined by respondent profile, it is observed that taken as a single group, one parent families appear to have a slightly lower level of satisfaction with this aspect of governance and leadership than the municipal average.

Satisfaction with Council's performance communicating programs & services
Darebin City Council - 2011 Annual Community Survey

(Index score 0 - 10)

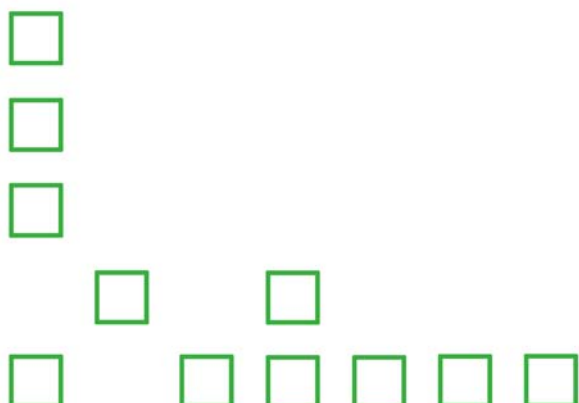


Satisfaction with Council's performance communicating programs & services

Darebin City Council - 2011 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Range		
			Lower	Mean	Upper
Reservoir East	2009	71	6.92	7.19	7.47
	2010	94	6.90	7.14	7.38
	2011	119	7.16	7.41	7.67
Preston West	2009	68	6.43	6.79	7.16
	2010	90	6.19	6.46	6.72
	2011	73	6.87	7.23	7.59
Fairfield-Alphington	2009	69	6.48	6.81	7.15
	2010	92	6.33	6.70	7.07
	2011	42	6.62	7.20	7.79
Thornbury	2009	71	7.17	7.56	7.97
	2010	87	6.65	7.10	7.56
	2011	96	6.82	7.17	7.53
Northcote	2009	68	6.92	7.28	7.65
	2010	87	6.73	7.05	7.36
	2011	117	6.89	7.15	7.40
City of Darebin	2009	552	7.04	7.15	7.27
	2010	722	6.77	6.88	7.00
	2011	670	7.02	7.14	7.27
Reservoir West	2009	68	6.86	7.17	7.48
	2010	89	6.23	6.62	7.01
	2011	117	6.72	7.06	7.40
Preston East	2009	69	6.61	6.92	7.25
	2010	92	6.60	6.88	7.16
	2011	72	6.47	6.88	7.30
Kingsbury-Bundoora	2009	66	6.77	7.00	7.23
	2010	93	6.40	6.74	7.09
	2011	35	6.04	6.68	7.32



Satisfaction with Council's performance communicating programs & services
Darebin City Council - 2011 Annual Community Survey
 (Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>Lower</i>	<i>2011 Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	17	6.89	7.49	8.09
20 - 35 yrs	178	6.99	7.24	7.49
36 - 45 yrs	173	6.81	7.04	7.28
46 - 60 yrs	161	6.65	6.92	7.20
61 - 75 yrs	91	6.78	7.12	7.46
76 yrs and over	49	7.34	7.74	8.14
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	88	6.95	7.26	7.56
Two parent family (5 to 12 yrs)	82	6.61	6.97	7.33
Two parent family (13 to 18 yrs)	33	6.55	7.06	7.58
Two parent family (adult children only)	58	6.69	7.17	7.65
One parent family (0 to 4 yrs)	3	3.91	5.70	7.48
One parent family (5 to 12 yrs)	14	5.59	6.96	8.32
One parent family (13 to 18 yrs)	11	4.99	6.29	7.58
One parent family (adult children only)	27	6.56	7.19	7.81
Group household	82	6.96	7.33	7.69
Sole person household	84	6.65	7.09	7.52
Couple only household	174	6.94	7.17	7.39
<i>Housing situation</i>				
Own this home	299	6.92	7.12	7.32
Mortgage	165	6.87	7.09	7.31
Renting this home	172	7.01	7.25	7.49
Renting from Office of Housing	17	7.00	7.89	8.77
<i>Period of residence</i>				
Less than one year	48	7.26	7.62	7.98
One to less than five years	147	7.04	7.31	7.57
Five to less than ten years	111	6.64	6.94	7.25
Ten years or more	361	6.91	7.09	7.26
<i>Non-English speaking background</i>				
Non-English speaking	222	6.96	7.20	7.44
English speaking	435	6.95	7.10	7.25
<i>Disability</i>				
Yes	83	6.96	7.29	7.62
No	583	6.98	7.12	7.25
<i>Gender</i>				
Male	316	6.95	7.14	7.34
Female	352	6.97	7.13	7.29
City of Darebin	670	7.02	7.14	7.27

Council's overall performance

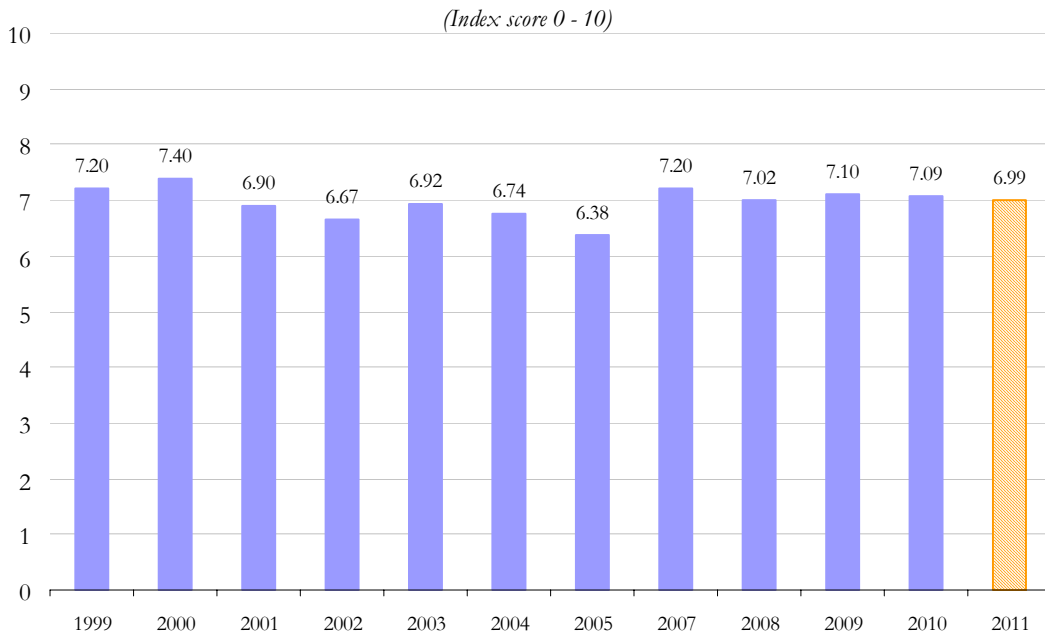
Respondents were asked:

“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 Council's overall performance was rated at 6.99 in 2011, a marginal decline on the 7.09 reported in 2010. This result is almost identical to the long-term average of 6.97 and is best categorised as “good”.

By way of comparison, *Governing Melbourne* reported a metropolitan Melbourne average of 6.32, both measurably and significantly lower than the result for the City of Darebin.

Satisfaction with Council's overall performance
Darebin City Council - 2011 Annual Community Survey

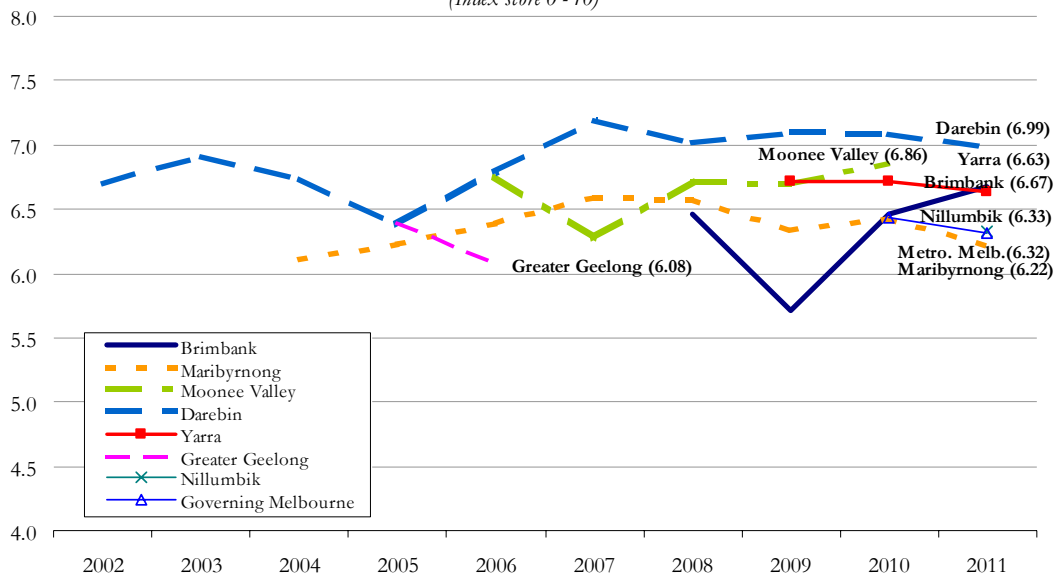


The following graph displays the results for the various municipalities for which Metropolis Research has comparative data as well as for metropolitan Melbourne as recorded in *Governing Melbourne*. It is clear from the graph that satisfaction with the overall performance of Darebin City Council is the highest of all the overall satisfaction scores recorded by Metropolis Research in surrounding municipalities in 2011.

Metropolis Research notes that the City of Darebin has consistently recorded the highest level of satisfaction with Council's overall performance of all the municipalities for which Metropolis Research has conducted this research.

Satisfaction with Council's overall performance - municipal comparison
Darebin City Council - 2011 Annual Customer Satisfaction Survey

(Index score 0 - 10)

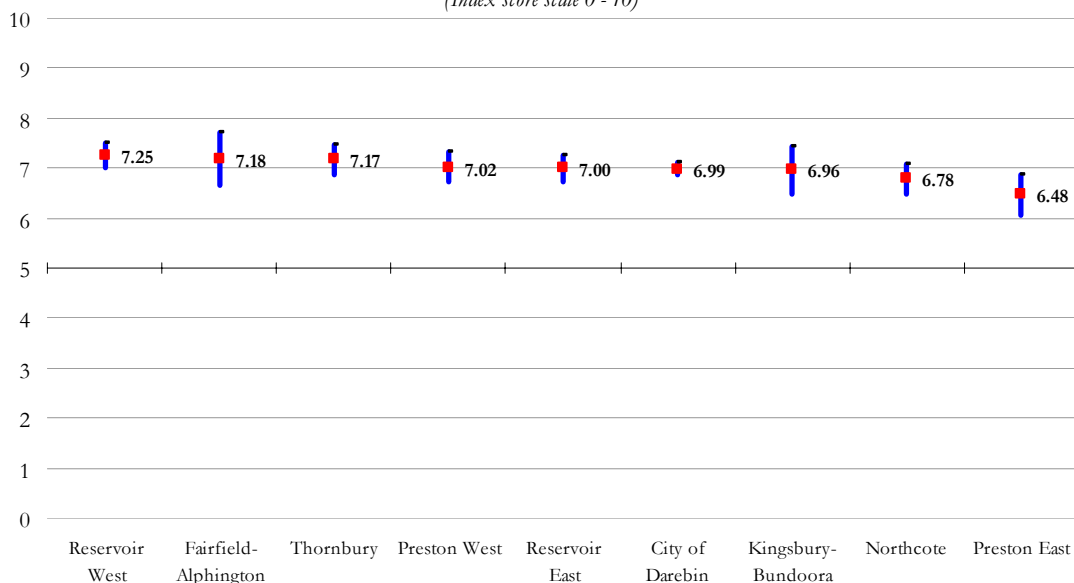


When examined by precinct, some variation is observed across the municipality, as clearly outlined in the following graph.

Respondents from Preston East (6.48) rated satisfaction with Council's overall performance measurably and significantly lower than the municipal average. The result of 6.48 for Preston East is 7.3% lower than the municipal average and is at a level best categorised as "solid".

Satisfaction with Council's overall performance by precinct
Darebin City Council - 2011 Annual Community Survey

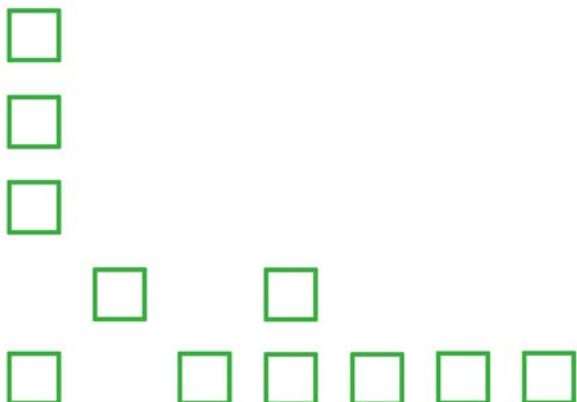
(Index score scale 0 - 10)





Satisfaction with Council's overall performance
Darebin City Council - 2011 Annual Community Survey
(Number and index score 0 - 10)

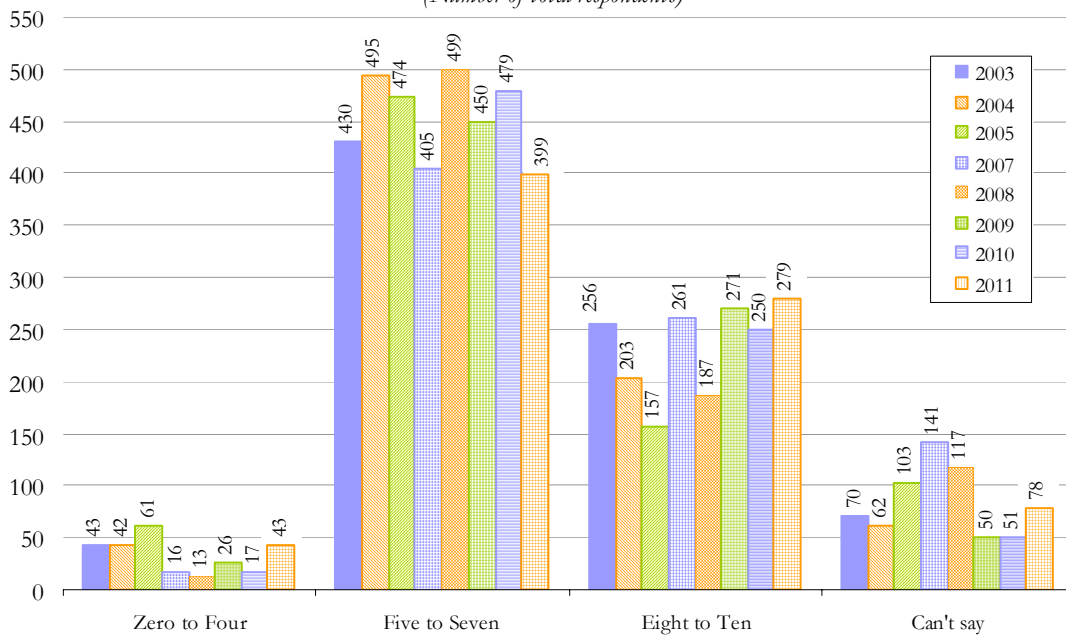
<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Lower</i>	<i>Range Mean</i>	<i>Upper</i>
Reservoir West	2008	90	6.82	7.09	7.36
	2009	92	6.84	7.10	7.35
	2010	97	6.91	7.13	7.34
	2011	132	6.99	7.25	7.51
Fairfield-Alphington	2008	89	6.81	7.08	7.35
	2009	88	7.02	7.29	7.56
	2010	87	6.55	6.86	7.18
	2011	42	6.67	7.18	7.70
Thornbury	2008	76	6.90	7.12	7.34
	2009	95	6.94	7.24	7.54
	2010	89	6.90	7.23	7.55
	2011	98	6.85	7.17	7.48
Preston West	2008	92	6.85	7.00	7.15
	2009	91	6.49	6.86	7.23
	2010	92	6.43	6.63	6.84
	2011	77	6.72	7.02	7.33
Reservoir East	2008	90	6.81	7.04	7.28
	2009	94	6.82	7.07	7.32
	2010	95	6.91	7.13	7.34
	2011	136	6.73	7.00	7.27
City of Darebin	2008	700	6.94	7.02	7.10
	2009	746	7.01	7.10	7.20
	2010	748	7.00	7.09	7.17
	2011	721	6.87	6.99	7.10
Kingsbury-Bundoora	2008	88	7.02	7.23	7.43
	2009	93	7.24	7.43	7.63
	2010	92	6.84	7.05	7.27
	2011	39	6.48	6.96	7.43
Northcote	2008	93	6.71	6.89	7.07
	2009	87	6.70	6.96	7.23
	2010	95	7.11	7.30	7.48
	2011	113	6.07	6.48	6.88
Preston East	2008	79	6.61	6.84	7.06
	2009	98	6.91	7.14	7.37
	2010	94	6.68	6.94	7.19
	2011	83	6.07	6.48	6.88



When the raw score results are graphed, half the respondents (49.8%) rated their satisfaction with Council’s overall performance between 5 and 7 out of 10, while a further 34.8% rated their satisfaction at between 8 and 10 out of 10. Very few respondents (5.3%) rated their satisfaction at 4 out of 10 or below.

These results highlight the consistency in community attitudes towards Council’s overall performance. It is also worth noting that the number of respondents who reported that they “can’t say” what their overall level of satisfaction with Council increased somewhat in 2011, although it remains significantly lower than in 2006 and 2007 and is consistent with results observed elsewhere.

Overall satisfaction
Darebin City Council - 2011 Annual Community Survey
 (Number of total respondents)



When examined by respondent profile, some variation is noted:

- ⊗ Adolescents and young adults are measurably more satisfied than the municipal average
- ⊗ Middle-aged adults are measurably less satisfied
- ⊗ Rental household respondents are measurably more satisfied than the municipal average
- ⊗ Respondents living in the City of Darebin for less than one year are measurably more satisfied.

Satisfaction with Council's overall performance
Darebin City Council - 2011 Annual Community Survey
 (Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>Lower</i>	<i>2011 Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	19	7.48	7.97	8.46
20 - 35 yrs	202	7.04	7.24	7.43
36 - 45 yrs	185	6.54	6.78	7.01
46 - 60 yrs	168	6.40	6.65	6.89
61 - 75 yrs	94	6.67	7.02	7.37
76 yrs and over	52	6.97	7.42	7.87
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	94	6.91	7.21	7.51
Two parent family (5 to 12 yrs)	86	6.25	6.63	7.01
Two parent family (13 to 18 yrs)	38	6.53	6.97	7.40
Two parent family (adult children only)	59	6.77	7.13	7.49
One parent family (0 to 4 yrs)	0	na	na	na
One parent family (5 to 12 yrs)	14	5.77	7.02	8.26
One parent family (13 to 18 yrs)	11	5.13	6.31	7.48
One parent family (adult children only)	28	6.81	7.21	7.62
Group household	87	7.15	7.42	7.70
Sole person household	91	6.50	6.87	7.23
Couple only household	194	6.62	6.85	7.09
<i>Housing situation</i>				
Own this home	316	6.73	6.92	7.10
Mortgage	174	6.60	6.85	7.09
Renting this home	194	7.13	7.30	7.48
Renting from Office of Housing	18	5.76	6.87	7.97
<i>Period of residence</i>				
Less than one year	58	7.08	7.39	7.70
One to less than five years	168	6.89	7.12	7.35
Five to less than ten years	124	6.67	6.95	7.23
Ten years or more	370	6.70	6.87	7.05
<i>Non-English speaking background</i>				
Non-English speaking	248	6.85	7.07	7.28
English speaking	462	6.80	6.94	7.08
<i>Disability</i>				
Yes	89	6.69	7.07	7.44
No	628	6.85	6.97	7.09
<i>Gender</i>				
Male	345	6.86	7.02	7.19
Female	374	6.78	6.95	7.11
City of Darebin	721	6.87	6.99	7.10

Issues for Council

Respondents were asked:

“Can you please list what you consider to be the three most important issues for Council to address in the next twelve months?”

A total of 611 respondents provided 1,391 separate issues in 2011. These open-ended responses have been categorised into issues and are presented in the following tables.

The most commonly identified issue in 2011 was “traffic management” identified by 18.3% of respondents. This result is similar to previous years and the long-term average for this issue of 17.0%. This compares to the *Governing Melbourne* average for metropolitan Melbourne for this issue of 15.2% in 2010.

Safety, policing and crime issues were the second most commonly identified issues in 2011, identified by 12.3% in 2011, similar to the results from 2010 and 2009. This compares to the *Governing Melbourne* average for metropolitan Melbourne for this issue of 13.8% in 2010.

The third most commonly identified issue for respondents in 2011 relate to road maintenance and repairs, which was identified by 9.1%. This is an increase on the results observed for this issue in the last few surveys but is consistent with the metropolitan Melbourne average of 7.7% as recorded in *Governing Melbourne*.

Top issues for Council
Darebin City Council - 2011 Annual Community Survey
 (Number and percent of total respondents)

Issue	2011		2010	2009	2008	2007	2005
	Number	Percent					
Traffic management	146	18.3%	10.8%	19.2%	15.4%	14.2%	24.1%
Safety, policing and crime	98	12.3%	13.1%	12.2%	6.4%	9.5%	14.7%
Roads maintenance and repairs	73	9.1%	4.5%	5.9%	4.3%	9.0%	12.3%
Parking	71	8.9%	5.4%	7.1%	6.2%	9.4%	4.6%
Street trees	67	8.4%	4.3%	7.0%	7.9%	7.7%	5.8%
Hard rubbish collection	59	7.4%	0.6%	0.0%	0.0%	0.0%	0.0%
Rubbish and waste including garbage collection	57	7.1%	4.9%	6.3%	6.0%	4.6%	9.1%
Environment, conservation and climate change	56	7.0%	9.1%	19.0%	9.6%	9.3%	6.7%
Building, housing, planning & development issues	54	6.8%	6.0%	7.3%	5.8%	7.5%	33.2%
Parks, gardens, open space maintenance issues	53	6.6%	6.0%	8.3%	9.3%	7.3%	11.1%
Street lighting	48	6.0%	4.4%	3.3%	1.6%	1.1%	1.4%
Childcare	39	4.9%	3.9%	3.8%	4.1%	5.5%	8.7%
Public transport	35	4.4%	2.5%	5.6%	2.1%	2.0%	5.1%
Footpath maintenance and repairs	32	4.0%	4.9%	5.4%	7.4%	9.4%	8.2%
Services and facilities for the elderly	30	3.8%	5.1%	3.8%	5.2%	10.3%	7.4%
Rates	29	3.6%	2.6%	3.4%	5.2%	2.6%	4.1%

Top issues for Council
Darebin City Council - 2011 Annual Community Survey
(Number and percent of total respondents)

Issue	2011		2010	2009	2008	2007	2005
	Number	Percent					
Street cleaning	27	3.4%	2.1%	4.5%	7.9%	9.4%	5.8%
Cleanliness of area	26	3.3%	5.9%	2.5%	4.4%	6.0%	2.2%
Consultation, comm. & prov. of information	25	3.1%	2.4%	1.9%	1.5%	3.1%	4.5%
Drains	23	2.9%	1.6%	1.9%	2.2%	0.8%	7.2%
Bicycles and bike tracks	21	2.6%	1.8%	4.0%	2.7%	2.0%	0.9%
Multicultural issues	20	2.5%	0.9%	2.5%	1.2%	3.1%	0.0%
Council management	18	2.3%	1.6%	1.3%	1.3%	2.0%	3.3%
Provision & maintenance of general infrastructure	18	2.3%	0.8%	1.9%	3.2%	2.4%	0.0%
Public health	17	2.1%	0.8%	2.8%	0.4%	3.4%	4.1%
Libraries	16	2.0%	0.4%	1.0%	0.8%	0.2%	1.5%
Sports and recreation facilities	15	1.9%	1.6%	1.4%	1.7%	0.7%	0.0%
Promoting community atomsphere, arts & culture	14	1.8%	1.5%	0.9%	1.0%	4.6%	6.8%
Graffiti	14	1.8%	1.3%	0.8%	0.1%	0.0%	0.0%
Public toilets	14	1.8%	0.0%	0.8%	0.4%	0.0%	0.0%
Quality and provision of Council services	12	1.5%	1.6%	2.1%	3.6%	6.8%	5.0%
Animal management	12	1.5%	1.1%	2.6%	1.6%	1.0%	5.0%
Noise	11	1.4%	1.0%	0.0%	1.4%	1.0%	0.5%
Education and schools	10	1.3%	1.5%	3.8%	0.3%	1.0%	2.2%
Cleaning and maintenance of shopping areas	10	1.3%	0.6%	0.0%	0.0%	0.0%	0.0%
Housing affordability	9	1.1%	1.1%	1.0%	0.5%	0.0%	0.0%
Drug and alcohol issues	9	1.1%	0.0%	1.1%	0.3%	0.0%	0.0%
Employment and job creation	8	1.0%	1.3%	0.1%	0.5%	0.3%	4.1%
Preston market	7	0.9%	0.4%	0.0%	0.0%	0.0%	0.0%
Facilities and activities for children	7	0.9%	0.4%	2.3%	0.0%	1.0%	0.7%
Green waste service	7	0.9%	1.0%	0.0%	0.3%	0.0%	3.1%
Economic issues	7	0.9%	0.8%	0.0%	0.0%	0.0%	0.0%
Activities and facilities for youth	6	0.8%	1.1%	1.9%	4.5%	2.4%	4.6%
Community activities and events	6	0.8%	0.3%	1.0%	2.2%	0.0%	0.0%
Living cost / standard	6	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Services for persons with a disability	5	0.6%	1.5%	0.4%	2.3%	2.6%	0.5%
Quality and provision of local shops	5	0.6%	0.6%	0.0%	0.0%	0.0%	0.0%
Support for local business	4	0.5%	0.1%	0.5%	1.1%	0.3%	5.7%
Aesthetics of area	4	0.5%	0.3%	2.1%	1.7%	0.8%	1.2%
Water mangement	4	0.5%	0.8%	5.4%	3.7%	15.6%	0.0%
Recycling	2	0.3%	1.0%	0.4%	2.8%	0.5%	2.2%
Community support	2	0.3%	0.8%	1.3%	0.9%	2.1%	0.0%
Reservoir and Northcote aquatic centres	1	0.1%	0.0%	0.5%	0.2%	0.0%	0.0%
Other issues	22	2.8%	5.0%	15.5%	9.2%	6.2%	24.1%
Total responses	1,391		1,061	1,472	1,310	1,182	1,493
<i>Total respondents providing a response</i>		<i>611 (76.5%)</i>	<i>501</i>	<i>677</i>	<i>654</i>	<i>614</i>	<i>584</i>

When examined by precinct, a degree of variation is observed. Attention is drawn to the following:

- ⊗ The higher than average proportion of respondents from Reservoir East (24.2%), Kingsbury-Bundoora (19.5%) and Northcote (19.2%) identifying traffic management.
- ⊗ The higher than average proportion of respondents from Preston East (28.2%) and to a lesser extent Preston West (19.3%) identifying safety, policing and crime issues.

- ⊗ The higher than average proportion of respondents from Thornbury (12.7%) identifying hard rubbish collection as an issue.
- ⊗ The higher than average proportion of respondents from Fairfield-Alphington (17.8%) identifying street trees as an issue.

Top ten issues for Council by precinct
Darebin City Council - 2011 Annual Community Survey
(Percent of total respondents)

Reservoir East		Reservoir West	
Traffic management	24.2%	Traffic management	15.1%
Safety, crime and policing	14.0%	Roads maintenance and repairs	12.9%
Roads maintenance and repairs	13.4%	Street lighting	12.9%
Hard rubbish collection	8.3%	Street trees	10.1%
Parks, gardens, open space	7.0%	Parks, gardens, open space	9.4%
Street lighting	7.0%	Public transport	7.2%
Services and facilities for the elderly	6.4%	Safety, crime and policing	7.2%
Public transport	6.4%	Rubbish and waste including garbage coll	5.8%
Council management	6.4%	Libraries	4.3%
Parking	5.1%	Rates	4.3%

Preston West		Northcote	
Safety, crime and policing	19.3%	Traffic management	19.2%
Parking	15.7%	Building, housing, planning and developm	18.5%
Rubbish and waste including garbage coll	14.5%	Environment, conservation and climate ch	15.4%
Traffic management	14.5%	Parking	13.1%
Roads maintenance and repairs	13.3%	Childcare	9.2%
Parks, gardens, open space	12.0%	Public transport	6.2%
Services and facilities for the elderly	9.6%	Safety, crime and policing	6.2%
Footpath maintenance and repairs	9.6%	Roads maintenance and repairs	5.4%
Street cleaning	9.6%	Consultation, communication and provisio	5.4%
Rates	8.4%	Bicycles and bike tracks	5.4%

Preston East		Thornbury	
Safety, crime and policing	28.7%	Hard rubbish collection	12.7%
Traffic management	23.4%	Traffic management	12.7%
Parking	13.8%	Street trees	10.9%
Hard rubbish collection	9.6%	Childcare	9.1%
Rubbish and waste including garbage coll	9.6%	Parking	8.2%
Environment, conservation and climate ch	8.5%	Building, housing, planning and developm	8.2%
Street trees	8.5%	Safety, crime and policing	8.2%
Building, housing, planning and developm	5.3%	Rubbish and waste including garbage coll	8.2%
Roads maintenance and repairs	5.3%	Street lighting	7.3%
Parks, gardens, open space	4.3%	Cleanliness of the area	7.3%

Kingsbury-Bundoora		Fairfield/Alphington	
Traffic management	19.5%	Street trees	17.8%
Parks, gardens, open space	17.1%	Hard rubbish collection	13.3%
Rubbish and waste including garbage coll	17.1%	Environment, conservation and climate ch	13.3%
Parking	12.2%	Traffic management	13.3%
Street trees	12.2%	Building, housing, planning and developm	8.9%
Rates	7.3%	Rubbish and waste including garbage coll	8.9%
Hard rubbish collection	7.3%	Parks, gardens, open space	6.7%
Environment, conservation and climate ch	7.3%	Drains maintenance and repairs	6.7%
Roads maintenance and repairs	7.3%	Roads maintenance and repairs	6.7%
Street lighting	7.3%	Safety, crime and policing	6.7%



Safety in public areas

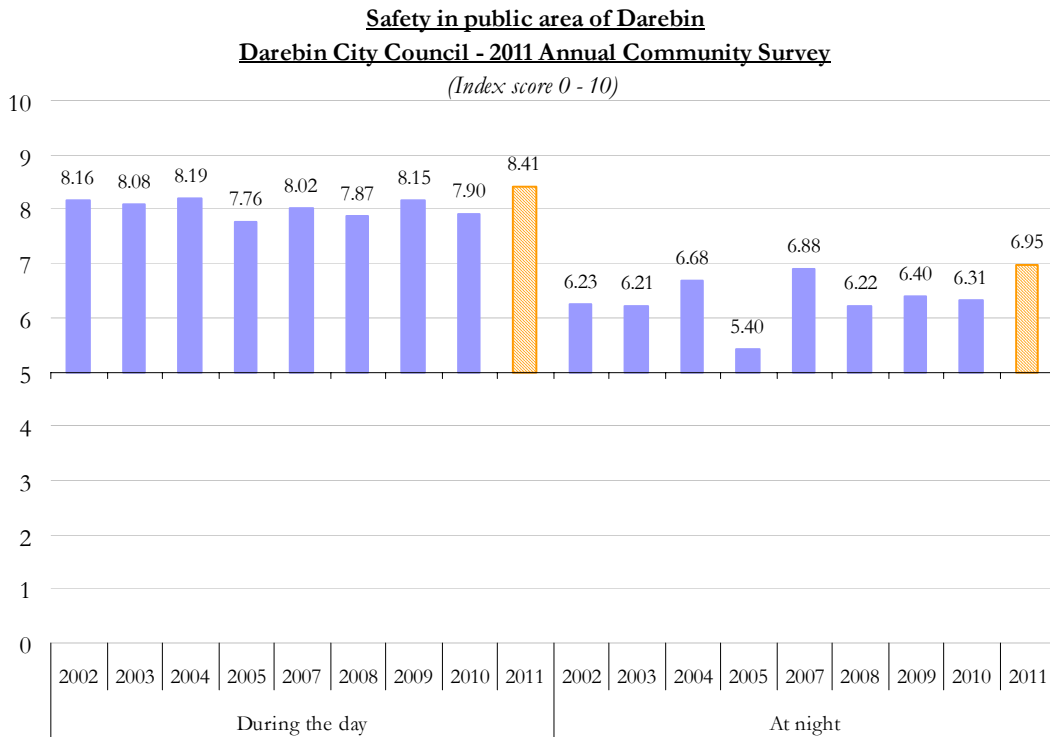


Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas in the City of Darebin? If you rated either of these less than 6, why do you say that?”

Safety in public areas in the City of Darebin during the day increased measurably in 2011, up from 7.90 to 8.41. This is almost identical to the metropolitan Melbourne average of 8.44 as recorded in *Governing Melbourne*.

Safety in public areas in the City of Darebin at night also increased measurably and significantly in 2011, from 6.31 to 6.95. This increase also brings the Darebin perception of safety at night score in line with the metropolitan Melbourne average of 6.95 as recorded in *Governing Melbourne*.



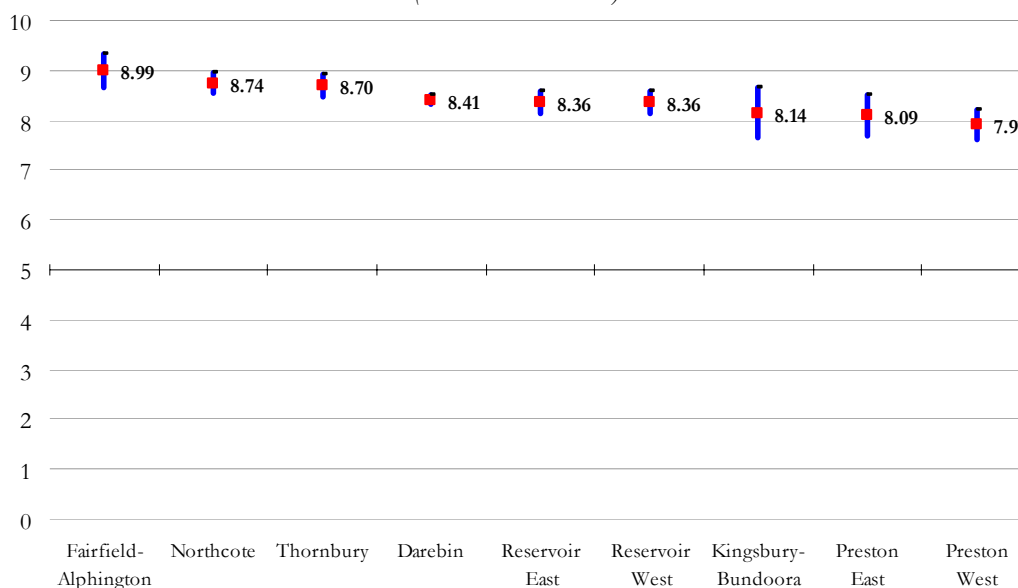
The perception of safety in public areas in Darebin during the day varied somewhat across the eight precincts comprising the City of Darebin. Respondents from the southern precincts of Fairfield-Alphington, Northcote and Thornbury rated satisfaction measurably higher than the municipal average.

Respondents from Preston West and to a lesser extent Preston East rated the perception of safety in public areas of Darebin at night lower than the municipal average.

Perception of safety in public areas of Darebin during the day

Darebin City Council - 2011 Annual Community Survey

(Index score scale 0 - 10)



Perceptions of safety during the day by precinct
Darebin City Council - 2011 Annual Community Survey

(Index score scale 0 - 10)

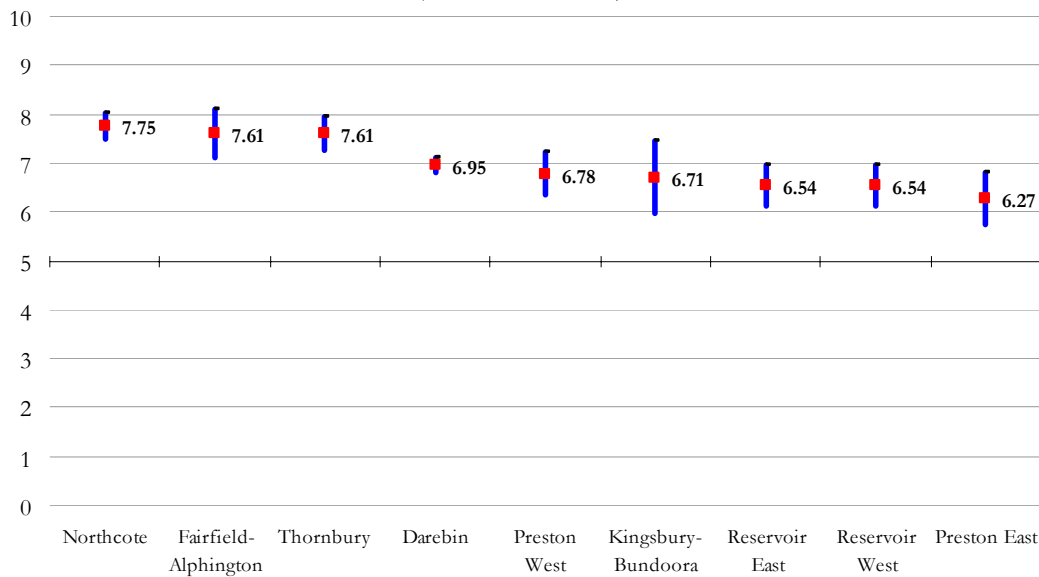
Precinct	2003	2004	2005	2007	2008	2009	2010	2011	Long term average
Northcote	8.63	8.69	8.01	8.54	7.92	8.55	7.97	8.74	8.38
Fairfield-Alphington	8.57	8.70	8.41	8.06	7.73	8.08	7.92	8.99	8.31
Thornbury	8.45	8.36	7.89	8.47	7.67	8.98	7.88	8.70	8.30
Kingsbury-Bundoora	7.79	7.68	7.71	7.94	7.81	8.13	8.26	8.14	7.93
Preston West	7.85	8.09	7.91	7.94	7.89	7.84	7.88	7.91	7.91
Reservoir West	8.04	8.05	7.62	7.78	7.82	7.85	7.78	8.36	7.91
Reservoir East	7.89	7.79	7.36	7.53	8.05	7.99	8.06	8.36	7.88
Preston East	7.35	8.23	7.41	8.05	7.85	7.72	7.60	8.09	7.79
Darebin City Council	8.08	8.19	7.76	8.02	7.87	8.15	7.90	8.41	8.05



A similar pattern emerges in relation to perception of safety in public areas of Darebin at night as for during the day; with respondents from Northcote, Fairfield-Alphington and Thornbury reporting measurably and significantly higher perception of safety at night scores than the municipal average.

Respondents from the southern precincts reported a lower perception of safety at night with particular attention drawn to respondents from Preston East, who reported a score of just 6.27.

Perception of safety in public areas of Darebin at night
Darebin City Council - 2011 Annual Community Survey
(Index score scale 0 - 10)



Perceptions of safety at night by precinct
Darebin City Council - 2011 Annual Community Survey
(Index score scale 0 - 10)

Precinct	2003	2004	2005	2007	2008	2009	2010	2011	Long term average
Fairfield-Alphington	7.05	6.97	6.71	7.05	6.87	6.98	6.80	7.61	7.01
Northcote	6.53	7.04	6.06	7.38	6.80	7.15	6.26	7.75	6.87
Thornbury	6.71	6.69	5.45	7.52	6.12	7.03	6.74	7.61	6.73
Kingsbury-Bundoora	5.80	6.70	4.86	6.60	6.42	6.96	6.42	6.71	6.31
Preston West	5.48	7.08	5.63	6.86	6.20	6.04	6.32	6.78	6.30
Reservoir West	6.31	7.00	5.53	6.86	5.73	5.93	6.02	6.54	6.24
Preston East	5.49	6.42	4.75	6.99	6.35	5.96	5.77	6.27	6.00
Reservoir East	6.13	5.97	4.73	5.96	5.85	5.95	6.46	6.54	5.95
Darebin City Council	6.21	6.68	5.40	6.88	6.22	6.40	6.31	6.95	6.38



Customer service

Contact with Council in last twelve months

Respondents were asked:

“Have you contacted Darebin City Council at all in the last twelve months?”

A total of 45.4% of respondents in 2011 reported that they had contacted Darebin City Council in the last twelve months. This is a slight increase on the 2010 result of 40.3% of respondents.

Forms of contact

Respondents were asked:

“When you last contacted Darebin City Council, did you?”

The most popular method of contacting Council was the telephone, which was employed by a little less than two-thirds (61.0%) of respondents in 2011. The second most popular method was a visit in person (25.9%).

These have been the two main methods respondents have used to contact Council since the *Annual Community Survey* began in 2002.

Forms of contact with Council
Darebin City Council - 2011 Annual Community Survey
(Number and percent of respondents who contacted Council)

Form	2011		2010	2009	2008	2007	2005	2004	2003
	Number	Percent							
Telephone	214	61.0%	62.4%	62.9%	53.3%	55.4%	66.4%	63.5%	57.8%
Visit in person	91	25.9%	31.1%	24.0%	27.1%	26.8%	23.0%	23.9%	20.4%
Site visit by officer	13	3.7%	2.5%	3.4%	8.2%	9.4%	1.3%	0.5%	0.7%
E-mail	11	3.1%	2.5%	5.4%	3.9%	3.0%	1.0%	1.5%	1.9%
Mail	9	2.6%	0.9%	2.6%	4.6%	3.7%	3.3%	2.9%	2.5%
Multiple methods	6	1.7%	0.0%	0.6%	2.3%	0.3%	2.3%	3.9%	16.5%
Can't say	7	2.0%	0.6%	1.1%	0.7%	1.3%	2.6%	3.7%	0.4%
Total	351	100%	322	350	306	298	100%	100%	100%

Satisfaction with customer service

Respondents who had contacted Council were asked:

“Please rate your satisfaction with the following aspects of services when you last contacted Darebin City Council.”

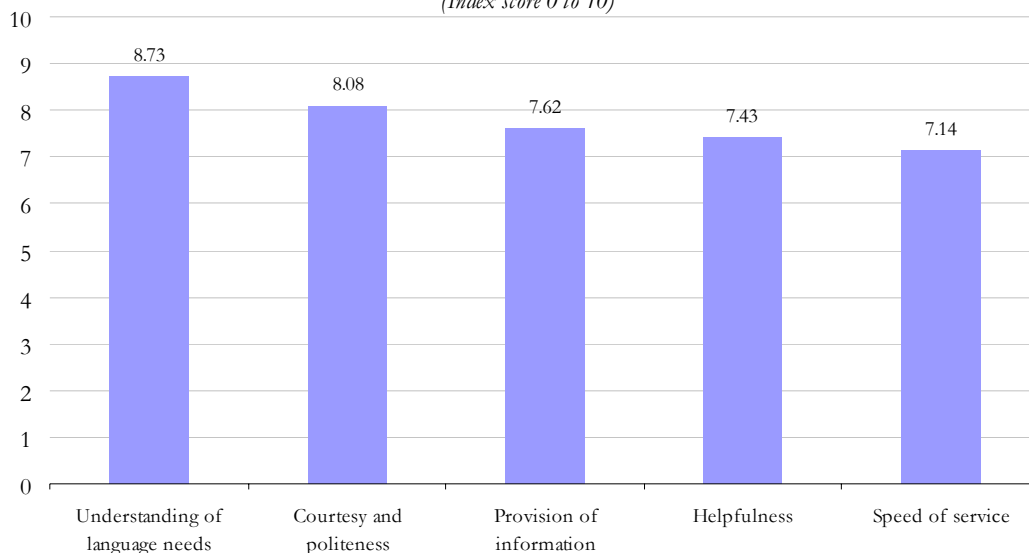
Satisfaction with all five aspects of Council's customer service declined marginally in 2011, although these declines were not measurable or significant.

Satisfaction with ‘understanding of language needs’ and ‘courtesy and politeness’ were both at levels best categorised as “excellent”, provision of information was at a level best categorised as “very good”, whilst satisfaction with helpfulness and speed of service were at levels best categorised as “good”.

Satisfaction with aspects of customer service
Darebin City Council - 2011 Annual Community Survey
(Number and index score scale 0 - 10)

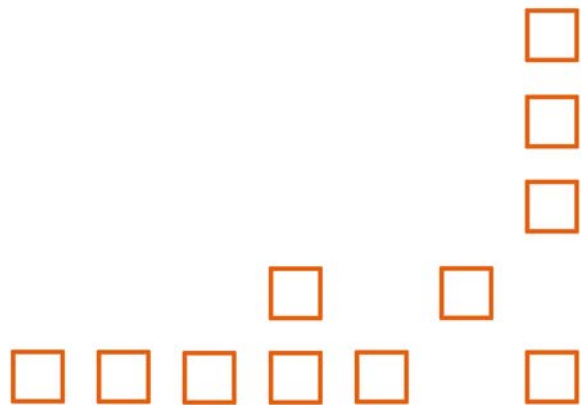
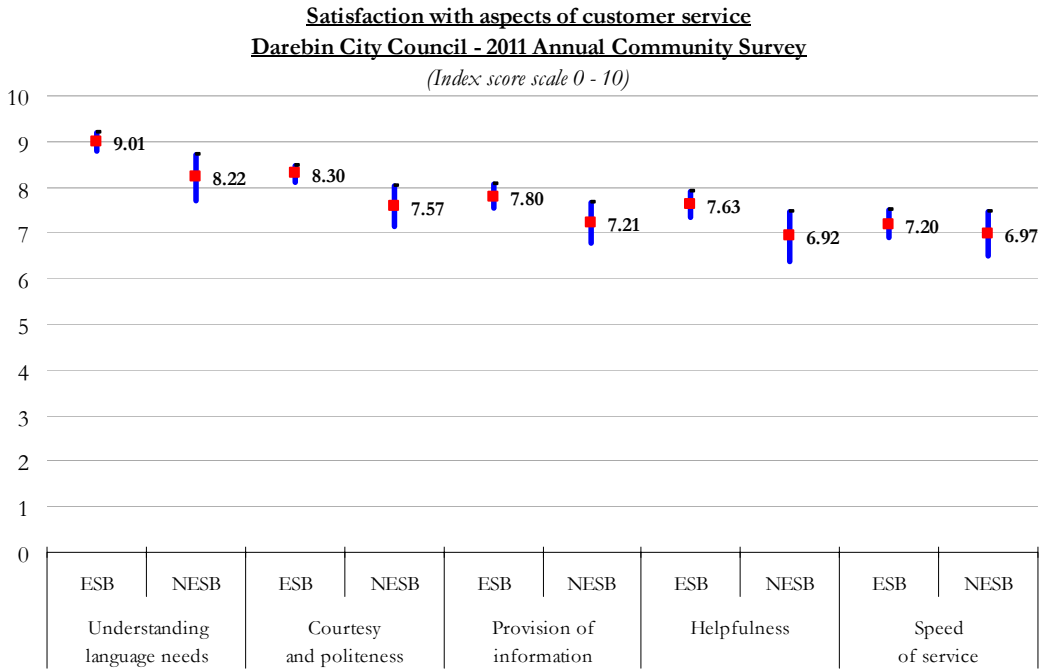
Aspect	2011		2010	2009	2008	2007	2005	2004	2003
	Number	Mean							
Understanding of language needs	235	8.73	8.75	8.80	8.14	8.37	7.61	7.60	na
Courtesy and politeness	334	8.08	8.10	8.36	8.02	8.29	7.30	7.34	7.70
Provision of information	324	7.62	7.82	7.84	7.52	7.83	6.80	6.29	7.24
Helpfulness	338	7.43	7.63	7.72	7.48	7.80	6.84	6.98	7.20
Speed of service	334	7.14	7.34	7.31	7.30	7.48	6.50	6.66	6.54

Satisfaction with aspects of customer service
Darebin City Council - 2011 Annual Community Survey
(Index score 0 to 10)



The following graph shows the level of satisfaction with aspects of customer service according to whether the respondent is from an English-speaking background. Non-English speaking background respondents rated their satisfaction with each of the listed aspects of customer service lower than English-speaking respondents. This is consistent with the results reported in previous years.

That said, despite this variation in satisfaction between English and non-English speaking background respondents, NESB respondents reported levels of satisfaction rated at levels from “good” to “excellent”.





Respondent profile

Age

The age structure of respondents to the *Annual Community Survey* has remained relatively stable since the survey began in 2002. Metropolis Research notes that the survey has obtained a very consistent sample over the course of many years, obtaining a good sample from all age groups.

Lifecycle stage
Darebin City Council - 2011 Annual Community Survey
(Number and percent of total respondents)

Lifecycle stage	2011		2010	2009	2008	2007	2005	2004	2003
	Number	Percent							
15 - 19 years	19	2.4%	2.4%	1.8%	1.5%	1.7%	1.6%	2.0%	3.0%
20 - 35 years	219	27.4%	22.9%	26.6%	23.5%	30.3%	25.7%	28.0%	29.0%
36 - 45 years	209	26.2%	29.8%	27.9%	30.7%	29.7%	29.0%	25.0%	28.0%
46 - 60 years	187	23.4%	26.2%	22.5%	21.7%	21.2%	23.8%	24.0%	20.0%
61 - 75 years	106	13.3%	11.2%	14.3%	14.3%	12.3%	13.7%	14.0%	13.0%
76 years and over	59	7.4%	7.5%	7.0%	8.2%	4.7%	6.3%	6.0%	7.0%
Not stated	1		1	1	39	12			
Total	800	100%	799	798	817	823	100%	100%	100%

Gender

The survey included near to a fifty-fifty split between males and females, consistent with previous years.

Gender
Darebin City Council - 2011 Community Survey
(Number and percent of total respondents)

Gender	2011		2010	2008	2007	2005	2004	2003
	Number	Percent						
Male	382	47.9%	45.3%	51.2%	49.3%	46.3%	52.4%	47.9%
Female	415	52.1%	54.7%	48.8%	50.7%	53.7%	47.6%	42.1%
Not stated	2		22	7	1			
Total	799	100%	799	817	823	100%	100%	100%



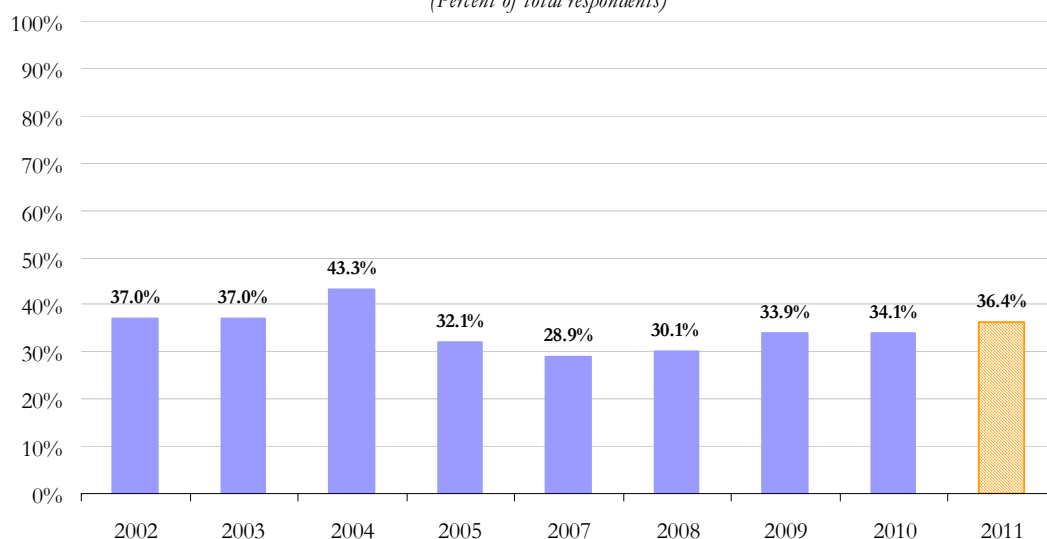
Language

The proportion of respondents with a non-English speaking background was 36.4% in 2011, the fourth slight increase in NESB respondents since the low point of 2007.

Italian (8.3%) and Greek (6.4%) were the most common languages spoken by respondents other than English, consistent with results from previous years. Metropolis Research notes that small but consistent sample of respondents speaking various forms of Chinese and Indian languages (mainly Hindi).



Non-English speaking background
Darebin City Council - 2011 Annual Community Survey
 (Percent of total respondents)



Language spoken at home
Darebin City Council - 2011 Annual Community Survey
 (Number and percent of total respondents)

Language	2011		2010	2009	2008	2007	2005	2004	2003
	Number	Percent							
English	499	63.6%	65.9%	65.4%	69.9%	71.1%	67.9%	56.7%	63.0%
Italian	65	8.3%	11.8%	10.9%	11.7%	9.3%	12.4%	12.8%	14.5%
Greek	50	6.4%	4.1%	6.8%	5.5%	3.2%	4.8%	8.0%	12.0%
Chinese n.f.d.	20	2.6%	2.0%	1.3%	0.9%	0.4%	0.4%	0.0%	0.0%
Hindi	17	2.2%	1.4%	2.2%	1.3%	1.1%	0.1%	0.4%	0.0%
Vietnamese	15	1.9%	0.4%	0.8%	0.1%	1.0%	1.5%	1.5%	1.0%
Arabic	12	1.5%	2.3%	2.0%	2.5%	1.2%	1.8%	2.5%	2.5%
Spanish	11	1.4%	1.3%	0.3%	0.3%	0.1%	1.2%	1.4%	1.0%
Indian	7	0.9%	0.0%	na	na	na	na	na	na
Mandarin	6	0.8%	1.3%	1.4%	2.1%	2.5%	0.4%	1.7%	0.7%
Cantonese	6	0.8%	1.3%	0.5%	0.1%	2.1%	0.7%	0.2%	0.4%
Thai	6	0.8%	0.3%	na	na	na	na	na	na
Macedonian	5	0.6%	0.9%	0.9%	0.6%	0.4%	0.0%	2.7%	1.5%
Polish	5	0.6%	0.5%	0.1%	0.1%	0.1%	0.4%	0.1%	0.0%
Maltese	4	0.5%	0.8%	0.3%	0.5%	0.1%	0.0%	1.2%	0.2%
French	3	0.4%	0.9%	0.9%	0.5%	0.1%	0.4%	0.6%	0.6%
Indonesian	3	0.4%	na	na	na	na	na	na	na
Korean	3	0.4%	na	na	na	na	na	na	na
German	2	0.3%	0.6%	0.9%	0.1%	0.2%	0.1%	1.2%	0.1%
Tamil	2	0.3%	0.4%	0.3%	0.1%	0.2%	0.5%	0.1%	0.0%
Tagalog (Filipino)	2	0.3%	0.1%	0.5%	0.1%	0.2%	0.5%	0.9%	0.2%
Japanese	2	0.3%	0.1%	0.1%	0.4%	0.4%	0.5%	0.2%	0.2%
Russian	1	0.1%	0.4%	na	na	na	na	na	na
Portugese	1	0.1%	0.1%	40.0%	0.3%	na	na	na	na
Multiple	7	0.9%	na	na	na	na	na	na	na
All other languages	30	3.8%	1.6%	1.5%	0.0%	2.5%	4.0%	7.5%	2.1%
Not stated	15		11	17	24	16			
Total	799	100%	799	798	817	823	100%	100%	100%



Household structure



The 2011 sample has a slightly smaller proportion of two-parent families than in previous years, with more sole person and group households. This variation is relatively minor.

Household structure
Darebin City Council - 2011 Annual Community Survey
(Number and percent of total respondents)

Structure	2011		2010	2009	2008	2007	2005	2004	2003
	Number	Percent							
Two parent family	298	37.4%	48.9%	46.0%	44.8%	47.0%	42.2%	39.0%	41.0%
One parent family	62	7.8%	6.0%	5.9%	7.7%	6.6%	8.8%	8.0%	12.0%
Couple only household	210	26.4%	26.3%	24.3%	26.4%	27.7%	21.8%	25.0%	18.0%
Group household	96	12.1%	8.9%	10.7%	8.6%	7.1%	10.0%	13.0%	13.0%
Sole person household	106	13.3%	8.6%	12.7%	10.9%	11.3%	12.8%	13.0%	14.0%
Other household	24	3.0%	1.3%	0.4%	1.6%	0.2%	4.4%	3.0%	2.0%
Not stated	2		5	1	11	10			
Total	798	100%	799	798	817	823	100%	100%	100%

Disability

The proportion of respondents that reported a household member has a disability increased in 2011. The long-term average for this result is 12.8% and the result has been very stable around this average from year to year.

Household members identified as having a disability
Darebin City Council - 2011 Annual Community Survey
(Number and percent of total respondents)

Disability	2011		2010	2009	2008	2007
	Number	Percent				
Yes	96	12.0%	10.9%	12.8%	15.9%	12.8%
No	700	87.6%	89.1%	87.2%	84.1%	87.2%
Not stated	3		13	4	19	8
Total	799	100%	799	798	817	823



Current housing situation

The current housing situation of respondents has remained fairly stable over the life of the *Annual Community Survey*. There were no substantial changes in the current housing situation of respondents in 2011.

Housing situation
Darebin City Council - 2011 Annual Community Survey
(Number and percent of total respondents)

Situation	2011		2010	2009	2008	2007	2005	2004	2003
	Number	Percent							
Own this home	339	43.1%	44.5%	39.7%	41.7%	42.5%	43.4%	51.0%	51.0%
Mortgage	195	24.8%	28.6%	29.8%	31.0%	25.5%	30.3%	21.0%	21.0%
Renting this home	218	27.7%	24.7%	26.5%	22.6%	24.9%	23.6%	26.0%	25.0%
Renting (<i>Office of Housing</i>)	26	3.3%	0.5%	3.9%	1.8%	3.0%			
Other arrangement	9	1.1%	1.7%	0.0%	1.6%	2.4%	2.8%	2.0%	3.0%
Not stated	12		3	9	4				
Total	799	100%	799	798	817	823	100%	100%	100%

Period of residence

There were no substantial differences reported in the results for period of residence in 2011. It is noted that there were slightly fewer respondents living at their address for 5 to 10 years than in 2010 and more living at the address 10 years or more.

Period of residence
Darebin City Council - 2011 Annual Community Survey
(Number and percent of total respondents)

Period	2011		2010	2009	2008	2007	2005	2004	2003
	Number	Percent							
Less than 1 year	70	8.8%	5.9%	7.2%	8.5%	7.0%	12.3%	11.0%	12.0%
1 to less than 5 years	190	23.9%	23.2%	21.7%	22.3%	27.7%	25.1%	25.0%	25.0%
5 to less than 10 years	132	16.6%	23.2%	18.1%	19.0%	20.4%	18.9%	20.0%	17.0%
10 years or more	404	50.8%	47.7%	53.1%	49.3%	45.0%	43.7%	43.0%	45.0%
Not stated	2		2	1	2	3			
Total	798	100%	799	798	817	823	100%	100%	100%