

2015-16 ANNUAL COMMUNITY SURVEY SUMMARY REPORT

JULY 2016



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Introduction

This is the sixteenth year that Metropolis Research has conducted the *Community Survey* program for the City of Darebin. The *Community Survey* has been conducted quarterly since 2007 to provide a regular assessment of the community's perceptions throughout each year. Prior to 2007, the *Community Survey* was conducted annually.

The aim of the survey is to provide Council with a comprehensive picture of the community's perception of Council's performance across eighteen services and facilities, aspects of governance and leadership, aspects of customer service as well as Council's overall performance. In addition, each quarterly survey includes a more detailed investigation of one group of services/facilities.

This survey does not aim to replace satisfaction surveys of individual client based services. It does however provide a broad measure of the community's perception of performance for core services and allows for comparison of services across Council.

In addition to measuring community satisfaction with aspects of Council performance, the *Community Survey* measures community perception of safety in public areas of Darebin. The *Community Survey* also quantifies the issues of importance to the community and examines specific questions as required by Council each quarter.

The sample size and methodology employed in this survey is statistically robust and provides results with a level of statistical significance generally greater than that obtained by 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 perceptions. Readers are advised however to be mindful of the sample size for the quarterly results and treat the results appropriately.

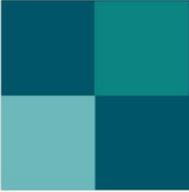
Methodology, response rate and statistical strength

The *Community Survey* program is conducted as a face-to-face interview style survey of approximately fifteen minutes duration, conducted at the door of residential properties located within the City of Darebin. All surveys are conducted daylight hours at weekends to ensure the best opportunity for all residents to participate if invited. The sample is drawn in equal numbers from each of the eight precincts comprising the City of Darebin. The sample has been weighted to ensure that each precinct contributed the correct proportion to the overall results, based on the *2011 Census of Population & Housing*.

A total of approximately 5,870 households were approached to participate in the survey over the course of the four quarterly surveys. Of these households, 3,160 were unattended when approached, were therefore not invited to participate, and played no further part in the research. 1,710 refused to participate and one thousand completed the survey.

This provides a response rate of 36.9%, which is slightly higher than that 33.9% recorded in 2014-15. 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.

The 95% confidence interval (margin of error) of these results is plus or minus 3.1%, at the fifty percent level. In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 46.9% and 53.1%. This is based on a total sample size of one thousand respondents, and an underlying population of the City of Darebin of 150,881. The 95% confidence interval is approximately 6.2% for the precinct level results.



Governing Melbourne

Governing Melbourne is a new service provided by Metropolis Research since 2010. *Governing Melbourne* is a survey of one thousand 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 this 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

A measurable difference is one where the difference between or change in results is sufficiently large to ensure that they are in fact different results, i.e. the difference is statistically significant. This is 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 a measurable difference as described above. The term “statistically significant” and the alternative term “measurable” describe a quantifiable change or difference between results. They do not describe or define whether the result or change is of a sufficient magnitude to be important in the evaluation of performance or the development of policy and service delivery.

Significant result

Metropolis Research uses the term *significant result* to describe a change or difference between results that Metropolis Research believes to be of sufficient magnitude that they may impact on relevant aspects of policy development, service delivery and the evaluation of performance and are therefore identified and noted as significant or important.

Discernible / observed

Metropolis Research will describe some results or changes in results as being discernible, observable or notable. These are not statistical terms rather they are interpretive. They are used to draw attention to results that may be of interest or relevance to policy development and service delivery. These terms are often used for results that may not be statistically significant due to sample size or other factors but may none-the-less provide some insight.

Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretive of the results. These categories have been developed over many years as a guide to the scores presented in the report and are designed to give a general context. These categories are designed to be indicative of the level of satisfaction. They are generally defined as follows:

<i>Excellent:</i>	Scores of 7.75 and above are categorised as excellent
<i>Very Good:</i>	Scores of 7.25 to less than 7.75 are categorised as very good
<i>Good:</i>	Scores of 6.5 to less than 7.25 are categorised as good
<i>Solid:</i>	Scores of 6 to less than 6.5 are categorised as solid
<i>Poor:</i>	Scores less than 6 are categorised as poor
<i>Very Poor:</i>	Scores less than 5.50 are categorised as very poor
<i>Extremely Poor:</i>	Scores less than 5 are categorised as extremely poor

Summary of results

The Darebin City Council continues to maintain a good level of community satisfaction with its performance across all areas of responsibility, as well as for many of the individual services and facilities included in the survey program.

Metropolis Research notes that the overall satisfaction score of 6.69 obtained by Darebin City Council is this year measurably higher than the metropolitan Melbourne average of 6.40, and the northern region average of 5.97, as recorded in the 2016 *Governing Melbourne* research conducted independently by Metropolis Research.

Despite a small decline in satisfaction with aspects of governance and leadership in 2015-16, respondents continue to rate highly Council's performance meeting the needs of the multicultural community, and to a lesser extent Council's performance in ensuring that services and facilities are inclusive of the LGBTIQ community.

The majority of respondents again in 2015-16 agreed that Council provides important services, is trustworthy and reliable, is progressive and up-to-date, has a sound direction for the future, and to a lesser extent offers value for money. Respondents have however become more in agreement than last year that Council is bureaucratic and ineffective.

Particular attention is again in 2015-16 drawn to the consistently high level of satisfaction recorded for the waste and recycling services (weekly garbage, recycling, and green waste), all of which obtained excellent satisfaction scores of more than eight out of ten.

Satisfaction with aspects of planning and housing development remains relatively low, with most aspects being rated as poor in 2015-16.

The issues of importance in the community for Council to focus on have consistently been headed by traffic management issues, and this remains true in 2015-16. Almost one-quarter of respondents identified traffic management issues, which is in 2016 a little higher than the average across metropolitan Melbourne. The importance to the community of traffic management issues is further borne out in Darebin by the fact that Council's performance managing traffic was the service with the lowest satisfaction score of all the services and facilities included in the survey. The solid to very poor level of satisfaction with the volume and speed of traffic on local and main roads also reflects its importance.

Satisfaction with the customer service provided by Council to residents contacting Council declined marginally in 2015-16. It remains true however that for both visits in person and contacts made via the telephone, satisfaction with customer service is rated very good to excellent. This is true of respondents from both English and non-English speaking households.

The perception of safety in the public areas of the City of Darebin remains very high and in fact increased a little again in 2015-16.

Key findings

The following are the key findings from the *Darebin City Council – 2015-16 Annual Community Survey*.

Overall performance

- ⊗ Satisfaction with Council’s overall performance decreased 3.2% from 6.91 to 6.69, although it remains at a level best categorised as “good”.
- ⊗ Respondents from Kingsbury-Bundoora were measurably more satisfied than the municipal average, and respondents from Northcote and Thornbury were measurably less satisfied.
- ⊗ This result is measurably higher than the 2016 metropolitan Melbourne average of 6.40 and very significantly higher than the northern region average of 5.97, as recorded in the Metropolis Research independent *Governing Melbourne* research.
- ⊗ More than four-fifths (82.9% down from 85.1%) of respondents providing a response to this question were satisfied with Council’s overall performance, and 8.4% (up from 5.6%) were dissatisfied.

Governance and leadership

- ⊗ Satisfaction with the six aspects of governance and leadership were as follows:
 - Meeting the needs of the multicultural community (7.48 *dn from* 7.51) “very good”
 - Providing services inclusive of LGBTIQ community (7.09 *dn from* 7.40) “good”
 - Communicating its programs and services (6.97 *dn from* 7.01) “good”
 - Lobbying and making representations on key issues (6.70 *dn from* 6.74) “good”
 - Making decisions in the interests of the community (6.69 *dn from* 6.78) “good”
 - Community consultation and engagement (6.60 *dn from* 6.68) “good”.

Council services and facilities

- ⊗ Satisfaction with the eighteen services and facilities included in the 2015-16 quarterly surveys were as follows:
 - Regular recycling (8.40 *up from* 8.35) “excellent”
 - Weekly garbage collection (8.39 *up from* 8.15) “excellent”
 - Green waste collection service (8.28 *dn from* 8.33) “excellent”
 - Arts and culture (*incl. libraries, Homestead, DAEC*) (8.02 *up from* 7.65) “excellent”
 - Council’s festivals and events (7.80 *up from* 7.59) “excellent”
 - Maintenance & repairs of parks, reserves, open spaces (7.37 *dn from* 7.47) “very good”
 - Council’s overall environmental performance (7.25 *up from* 7.21) “very good”
 - Transfer station – tip in Reservoir (7.20 *dn from* 7.36) “good”
 - Maintenance and cleaning of shopping strips (7.16 *up from* 7.09) “good”
 - Condition of storm water drains (7.11 *up from* 7.01) “good”
 - The level of street lighting (7.08 *up from* 6.54) “good”
 - Condition of sealed local roads (7.08 *up from* 6.93) “good”
 - Litter collection in public areas (6.96 *up from* 6.84) “good”
 - Street sweeping (6.87 *dn from* 6.88) “good”
 - Footpath maintenance and repairs (6.81 *up from* 6.57) “good”
 - Performance in assisting community reduce GGE (6.76 *up from* 6.75) “good”
 - The level of dumped rubbish (6.70 *up from* 6.63) “good”
 - The performance of Council managing traffic (6.46 *up from* 6.43) “solid”.

Traffic and parking

- ⊗ Satisfaction with the six aspects of traffic and parking remains relatively low, and can best be summarised as follows:
 - Volume of traffic on local roads (6.04 *dn from* 6.19) “solid”
 - Speed of traffic on main roads (6.08 *dn from* 6.12) “solid”
 - The availability of parking on local roads (6.30 *up from* 5.98) “solid”
 - Speed of traffic on local roads (5.90 *dn from* 5.95) “poor”
 - The availability of parking in, around shopping strips (5.79 *up from* 5.61) “poor”
 - Volume of traffic on main roads (5.41 *dn from* 5.43) “very poor”.

Planning and housing development

- ⊗ Satisfaction with the six aspects of planning and housing development remains relatively low, and can best be summarised as follows:
 - The protection of local heritage (6.10 *up from* 5.83) “solid”
 - Opportunities to participate in planning consultations (5.86 *dn from* 6.22) “poor”
 - Planning decisions respecting local neighborhood character (5.71 *up from* 5.45) “poor”
 - The appearance and quality of new developments (5.52 *dn from* 5.86) “poor”
 - The size, height, set-back of buildings being developed (5.52 *dn from* 5.83) “poor”
 - The number of new developments (5.46 *dn from* 5.48) “very poor”.

Customer service

- ⊗ A little less than half of the respondents (40.4% down from 40.8%) had contact with Council in the last twelve months.
- ⊗ The most common forms of contacting Council remain telephone (62.5% up from 60.2%) and visits in person (15.4% down from 23.1%), and email (10.9% up from 7.4%).
- ⊗ Satisfaction with the six aspects of customer service can best be summarised as follows:
 - Staff understanding of language needs (NESB only) (8.34 *dn from* 8.57) “excellent”
 - Satisfaction with the Darebin website (visitors only) (8.23 *up from* 7.26) “excellent”
 - Ease of contact (7.62 *dn from* 7.95) “very good”
 - Attitude of staff (7.58 *dn from* 7.99) “very good”
 - Helpfulness of the information provided (7.30 *dn from* 7.56) “very good”
 - Speed of service (6.83 *dn from* 7.29) “good”.

Perception of safety in the public areas of the City of Darebin

- ⊗ The perception of safety during the day remains very high, and increased by less than one percent to 8.45.
- ⊗ The perception of safety at night also remains relatively high, and increased by 4.8% to 6.93.

Council as an organisation

- ⊗ Respondents were asked to rate their agreement with six statements about the Darebin City Council as an organisation. The average agreement results remained very consistent in 2015-16 with those recorded in 2014-15.
- ⊗ Agreement with the statements was as follows:
 - Darebin City Council provides important services *(7.16 dn from 7.18)*
 - Is trustworthy and reliable *(6.70 dn from 6.81)*
 - Is progressive and up-to-date *(6.55 dn from 6.70)*
 - Has a sound direction for the future *(6.40 up from 6.23)*
 - Offers value for rates *(5.89 dn from 6.06)*
 - Is bureaucratic and ineffective *(5.49 up from 5.19)*.

Council advocacy campaigns

- ⊗ A total of 158 responses were received from ninety-eight respondents identifying Council advocacy campaigns. Some of the campaigns most commonly identified by respondents related to culture and diversity, refugees, and anti-domestic / family violence campaigns.

Improvements noticed in the local area in the last twelve months

- ⊗ A total of 389 (38.9% up from 37.5%) respondents identified 502 improvements they had noticed in the last twelve months.
- ⊗ The most commonly identified improvements were:
 - Parks, gardens and open space related *(15.4% up from 9.5%)*
 - Street trees *(4.5% up from 4.0%)*
 - Road maintenance and repair related *(3.9% dn from 11.5%)*.

Issues for Council to address in the coming twelve months

- ⊗ A total of 730 respondents (73.0% up from 69.1%) identified 1,445 individual issues, the top five of which were as follows:
 - Traffic management *(24.2% dn from 25.9%)*
 - Building, housing, planning and development related *(16.9% up from 12.3%)*
 - Parking *(7.5% dn from 8.9%)*
 - Parks, gardens and open spaces *(7.4% up from 6.9%)*
 - Road maintenance and repairs *(7.4% up from 4.8%)*.

Overall performance

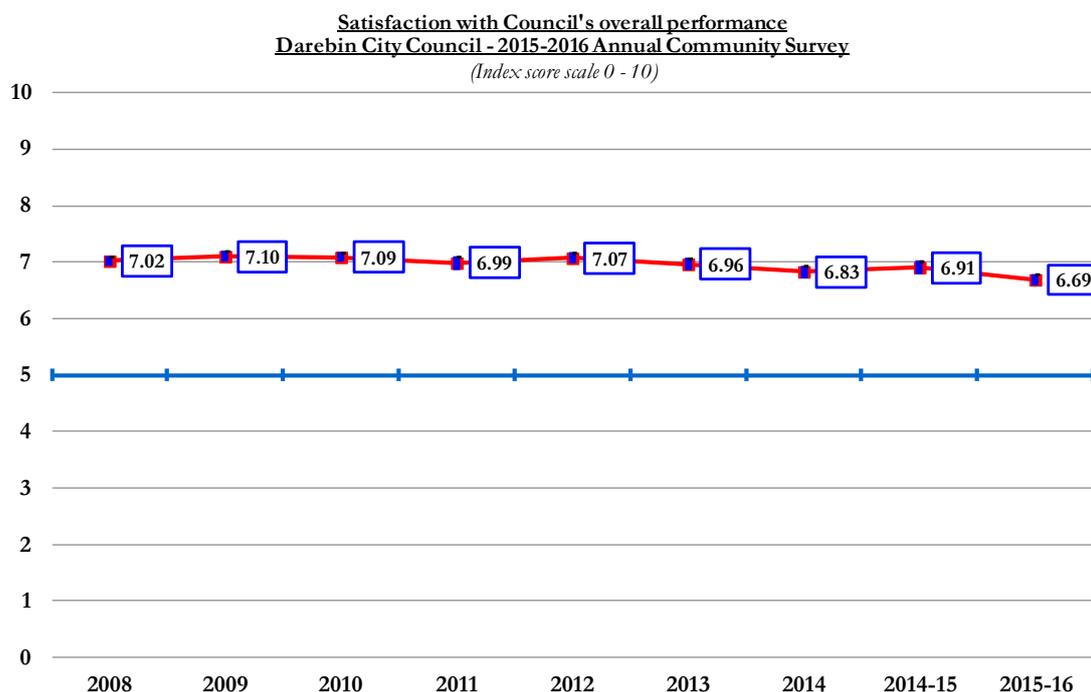
Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the performance of Council across all areas of responsibility?”

Satisfaction with the performance of Council across all areas of responsibility declined 3.2% in 2015-16, down from 6.91 to 6.69. Despite this decline, satisfaction with Council’s overall performance remains at a level best categorised as “good”.

Metropolis Research does note however that satisfaction is at the lowest level recorded for the City of Darebin since the commencement of the quarterly survey program in 2007. Prior to 2007, satisfaction with Council’s overall performance was 6.67 in 2002 and 6.38 in 2005. In all other years since 1999, satisfaction with Council’s overall performance has been at least 6.70.

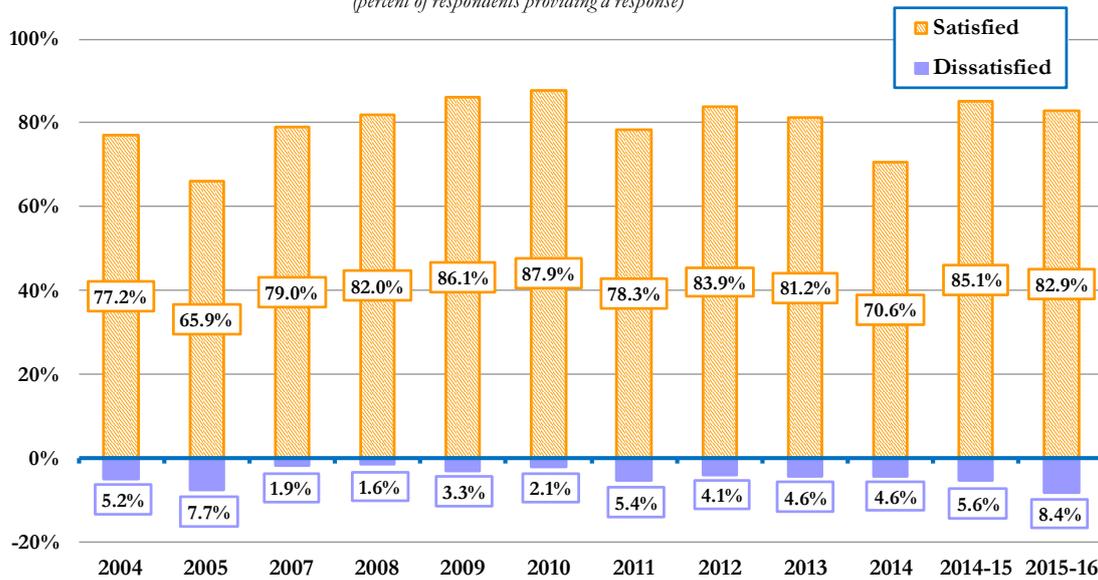
Despite this decline in 2015-16, this result is measurably higher than the 2016 metropolitan Melbourne average of 6.40 and measurably and significantly higher than the northern region average of 5.97, both as recorded in *Governing Melbourne*.



Consistent with the small decline in overall satisfaction, in 2015-16 the proportion of respondents satisfied with Council’s overall performance declined 2.6% from 85.1% to 82.9%, and the proportion dissatisfied increased five percent from 5.6% to 8.4%.

Despite the decline recorded this year, Metropolis Research notes that the overwhelming majority of respondents over a long period of time, are satisfied with the performance of Darebin City Council across all areas of its responsibility.

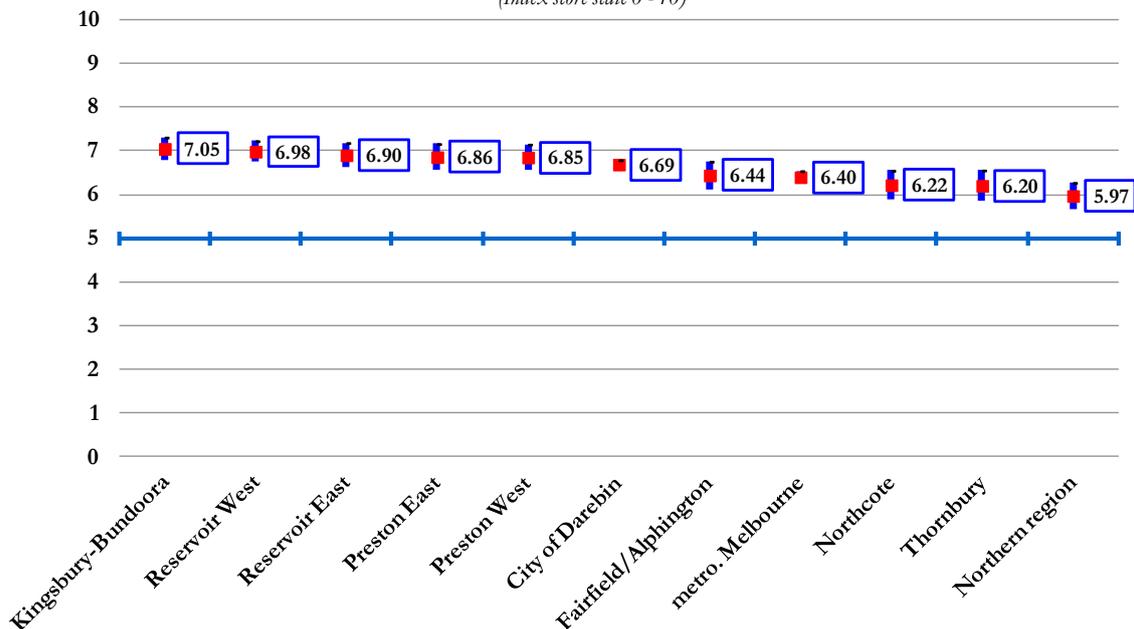
Satisfaction with Council's overall performance
Darebin City Council - 2015-2016 Annual Community Survey
 (percent of respondents providing a response)



There was measurable and significant variation in satisfaction with the performance of Council across all areas of responsibility recorded across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Kingsbury-Bundoora** - respondents were measurably more satisfied than the average.
- ⊗ **Fairfield-Alphington** – respondents were somewhat, albeit not measurably less satisfied than average, and rated satisfaction at a level categorised as “solid”.
- ⊗ **Northcote and Thornbury** – respondents were measurably and significantly less satisfied than the municipal average, and rated satisfaction at levels categorised as “solid”.

Satisfaction with Council's overall performance by precinct
Darebin City Council - 2015-2016 Annual Community Survey
 (Index score scale 0 - 10)





There was some measurable variation in satisfaction with the performance of Council across all areas of responsibility observed by respondent profile, with attention drawn to the following:

- ⊗ *Young adults (20 to 35 years)* – respondents were measurably and significantly more satisfied than the municipal average.
- ⊗ *Middle-aged adults (46 to 60 years)* – respondents were measurably and significantly less satisfied than the municipal average, and rated satisfaction as “solid”.
- ⊗ *Rental household* – respondents were measurably and significantly more satisfied than the municipal average.
- ⊗ *New residents (less than one year in Darebin)* – were measurably and significantly more satisfied than the municipal average.
- ⊗ *Long-term residents (ten years or more in Darebin)* – were measurably and significantly less satisfied than the municipal average, and rated satisfaction as “solid”.
- ⊗ *Aboriginal and Torres Strait Islander* – respondents were significantly, albeit not measurably (due to the small sample size) more satisfied than the municipal average.
- ⊗ *Households with a member with a disability* – respondents were somewhat, albeit not measurably less satisfied than other respondents, and at a level categorised as “solid”.
- ⊗ There was no meaningful variation between respondents from English speaking households and respondents from non-English speaking households.
- ⊗ There was no meaningful variation between male and female respondents.

These results do suggest that younger and new residents were more satisfied with Council’s overall performance than were older respondents who had lived in Darebin for a long period of time. This basic pattern has been observed by Metropolis Research elsewhere in middle-ring municipalities that are experiencing a degree of housing renewal and development.

Satisfaction with the performance of Council across all areas of responsibility increased in Preston West and decreased in the remaining seven precincts.

The decline in satisfaction with the performance of Council declined measurably and significantly in Northcote, declining 10.1% from 6.92 to 6.22.

Satisfaction with Council's overall performance
Darebin City Council - 2015-2016 Annual Community Survey

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>2015-2016</i>		
		<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	23	6.58	7.16	7.75
20 - 35 yrs	257	7.04	7.21	7.38
36 - 45 yrs	238	6.50	6.70	6.90
46 - 60 yrs	249	5.99	6.22	6.45
61 - 75 yrs	133	6.09	6.42	6.74
76 yrs and over	65	6.34	6.74	7.14
<i>Housing situation</i>				
Own this home	408	6.25	6.43	6.60
Mortgage	243	6.40	6.59	6.78
Renting this home	268	6.94	7.13	7.31
Renting from Office of Housing	27	6.38	6.98	7.58
<i>Period of residence</i>				
Less than one year	87	6.96	7.23	7.49
One to less than five years	225	6.92	7.10	7.28
Five to less than ten years	147	6.51	6.77	7.04
Ten years or more	507	6.23	6.39	6.55
<i>Aboriginal and Torres Strait Islander</i>				
Yes	11	6.22	7.61	8.99
No	947	6.57	6.67	6.78
<i>non-English speaking background</i>				
English speaking	626	6.58	6.70	6.82
Non-English speaking	325	6.43	6.63	6.83
<i>Household member with a disability</i>				
Yes	98	5.92	6.40	6.88
No	861	6.61	6.72	6.82
<i>Gender</i>				
Male	459	6.48	6.64	6.80
Female	498	6.58	6.73	6.87
City of Darebin	966	6.58	6.69	6.79

Satisfaction with Council's overall performance
Darebin City Council - 2015-2016 Annual Community Survey

(Number and index score 0 - 10)

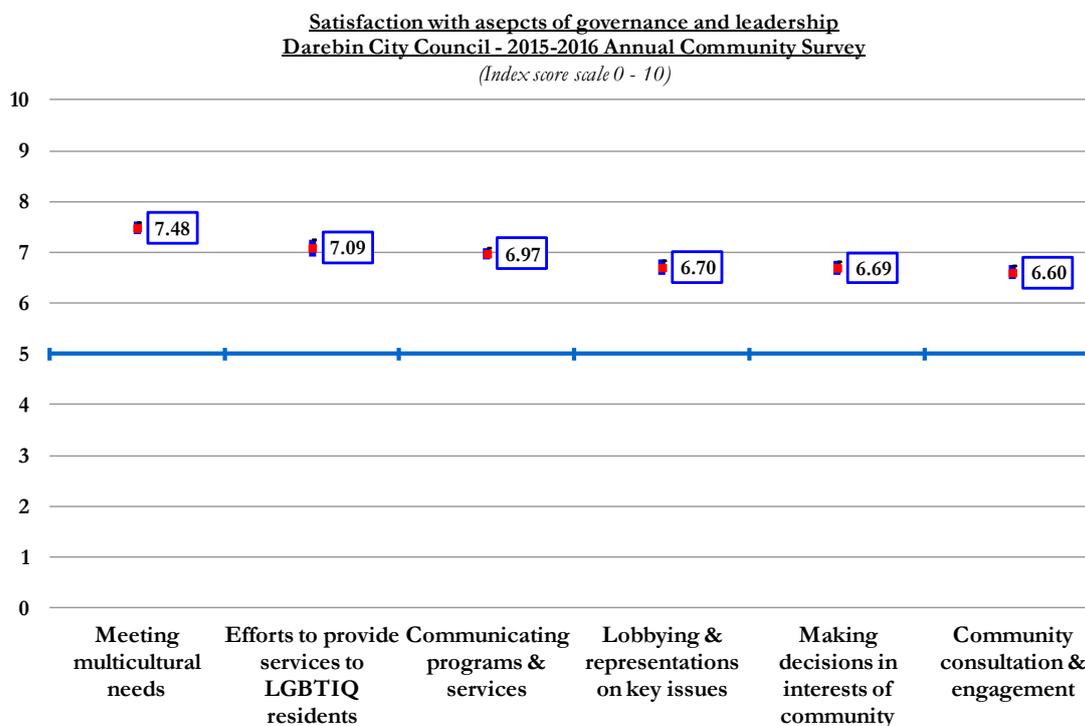
<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Kingsbury-Bundoora	2011	39	6.48	6.96	7.43
	2012	91	6.62	6.91	7.21
	2013	89	6.81	7.16	7.51
	2014	86	6.58	6.92	7.25
	2014-15	89	6.79	7.12	7.46
	2015-16	120	6.79	7.05	7.31
Reservoir West	2011	132	6.99	7.25	7.51
	2012	98	6.90	7.13	7.36
	2013	91	6.89	7.18	7.46
	2014	90	6.71	7.01	7.32
	2014-15	91	6.82	7.15	7.49
	2015-16	124	6.74	6.98	7.22
Reservoir East	2011	136	6.73	7.00	7.27
	2012	91	6.69	7.01	7.33
	2013	98	6.85	7.16	7.47
	2014	79	6.54	6.89	7.23
	2014-15	97	6.80	7.10	7.40
	2015-16	123	6.62	6.90	7.18
Preston East	2011	83	6.07	6.48	6.88
	2012	82	7.06	7.38	7.69
	2013	77	6.84	7.08	7.32
	2014	64	6.57	6.97	7.37
	2014-15	85	6.72	7.01	7.30
	2015-16	121	6.56	6.86	7.16
Preston West	2011	77	6.72	7.021	7.33
	2012	93	6.68	7.05	7.42
	2013	92	6.63	6.91	7.20
	2014	73	6.08	6.48	6.88
	2014-15	87	6.46	6.82	7.17
	2015-16	121	6.56	6.85	7.15
Fairfield-Alphington	2011	42	6.67	7.18	7.7
	2012	90	6.47	6.77	7.07
	2013	95	6.01	6.40	6.79
	2014	78	6.41	6.73	7.05
	2014-15	93	6.35	6.63	6.92
	2015-16	118	6.12	6.44	6.76
Northcote	2011	113	6.45	6.78	7.11
	2012	100	6.82	7.09	7.36
	2013	93	6.37	6.67	6.96
	2014	85	6.51	6.78	7.04
	2014-15	92	6.69	6.92	7.16
	2015-16	119	5.89	6.22	6.55
Thornbury	2011	98	6.85	7.17	7.48
	2012	93	6.72	6.98	7.24
	2013	99	6.56	6.87	7.17
	2014	94	6.48	6.72	6.97
	2014-15	91	6.05	6.43	6.80
	2015-16	118	5.85	6.20	6.55

Governance and leadership

The *Darebin City Council – 2015-16 Community Survey* program included six aspects of governance and leadership.

Satisfaction with these six aspects of governance and leadership can best be summarised as follows:

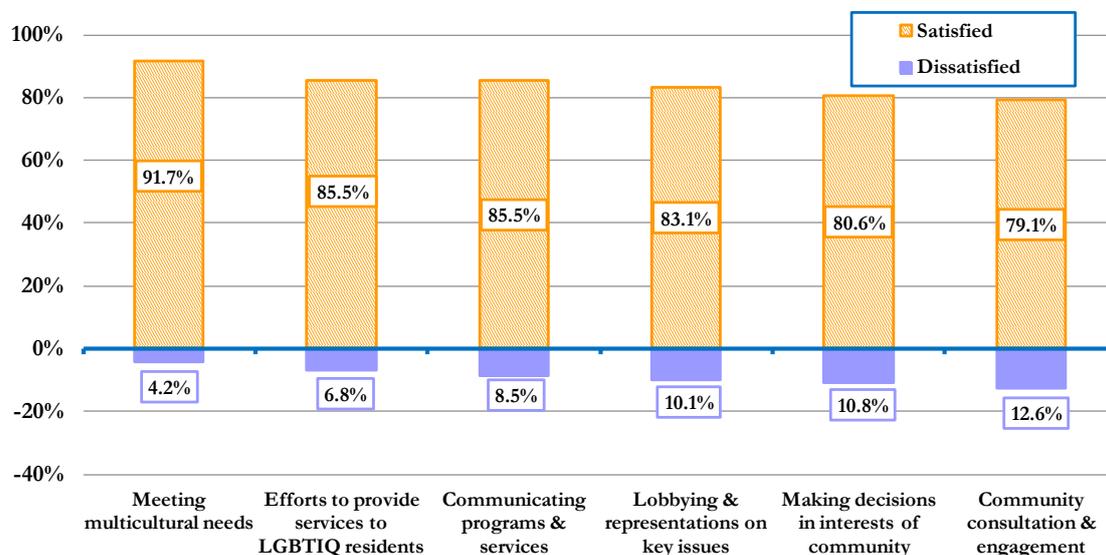
- ⊗ **Very Good** – for Council meeting the needs of the multicultural community.
- ⊗ **Good** – for Council’s efforts to provide services that are inclusive of LGBTIQ residents, Council’s performance in communicating its programs and services, Council’s performance in lobbying and making representations on key issues that affect the community, Council’s performance in making decisions in the interests of the community, and Council’s performance in community consultation and engagement.



It is observed that approximately four-fifths or more of respondents were satisfied with each of the six aspects of governance and leadership (i.e. rated satisfaction six or more out of ten).

Particular attention is however drawn to the fact that ten percent or more of respondents were dissatisfied with Council’s lobbying and making representations on key issues affecting the community, making decisions in the interests of the community, and community consultation and engagement.

Satisfaction with aspects of governance and leadership
Darebin City Council - 2015-2016 Annual Community Survey
(Percent of respondents providing a response)



Satisfaction with aspects of governance and leadership
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of total respondents)

Aspect	Dissatisfied (0 - 4)	Neutral (5)	Satisfied (6 - 10)	Can't say
Meeting multicultural needs	4.2%	4.2%	91.7%	270
Communicating programs & services	8.5%	6.0%	85.5%	116
Community consultation & engagement	12.6%	8.3%	79.1%	194
Efforts to provide services to LGBTIQ residents	6.8%	7.7%	85.5%	553
Making decisions in interests of community	10.8%	8.6%	80.6%	190
Lobbying & representations on key issues	10.1%	6.9%	83.1%	327

Meeting the needs of the multicultural community

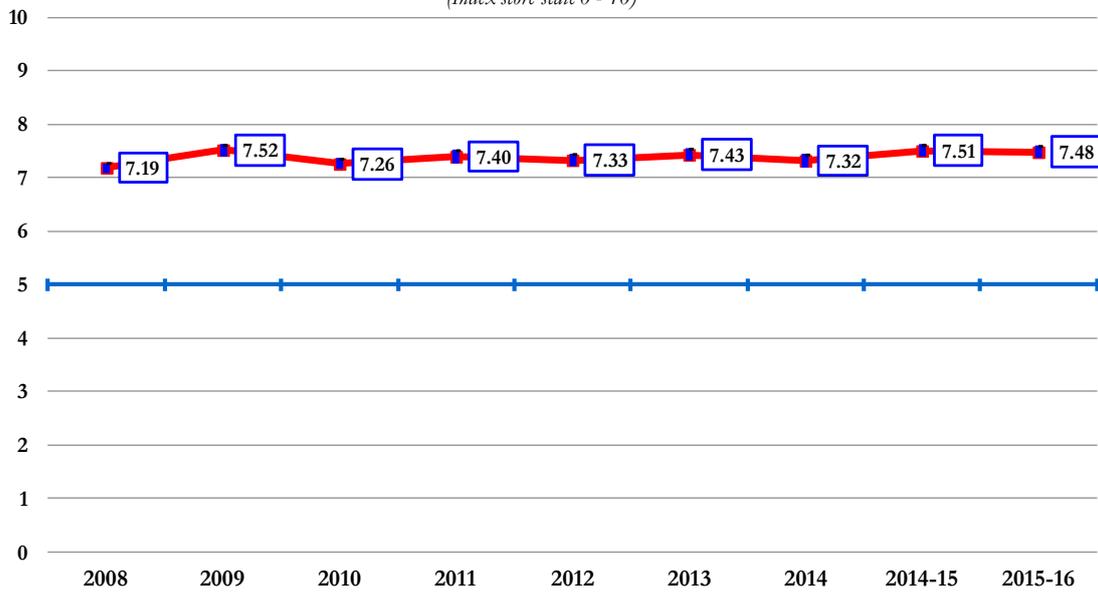
Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, 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 meeting the needs of the multicultural community has consistently been recorded at levels best categorised as “very good”, with seven of the last eight annual results being categorised as “very good”. 2008 was the last time satisfaction with this aspect of governance and leadership was categorised as “good” rather than “very good”.

Satisfaction with Council’s performance meeting the needs of the multicultural community declined by less than one percent in 2015-16, declining from 7.51 to 7.48. Despite this decline this year, this result is the third highest score recorded since 2008.

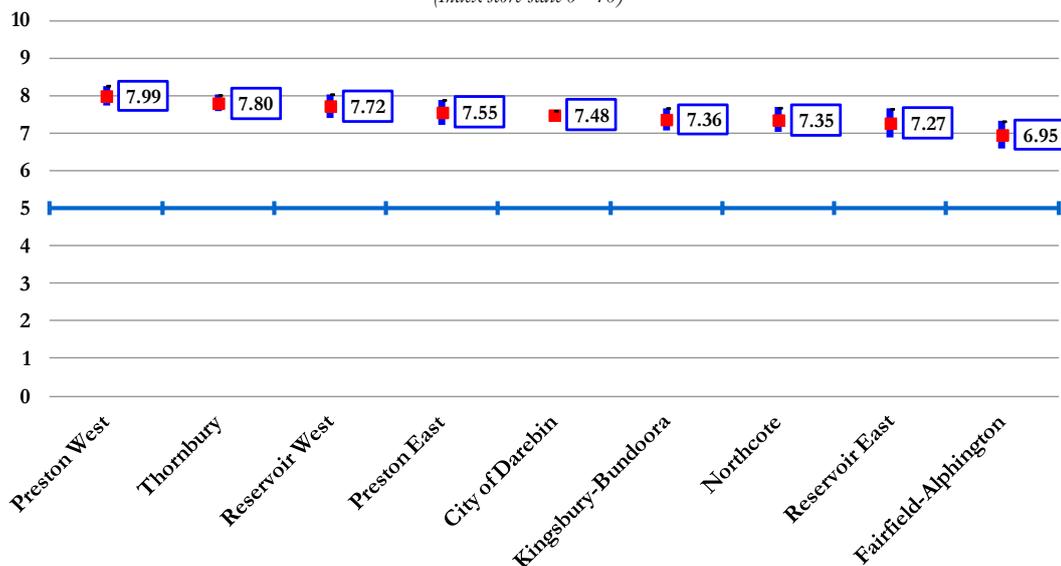
Satisfaction with Council's multicultural performance
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



There was measurable variation in this result observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

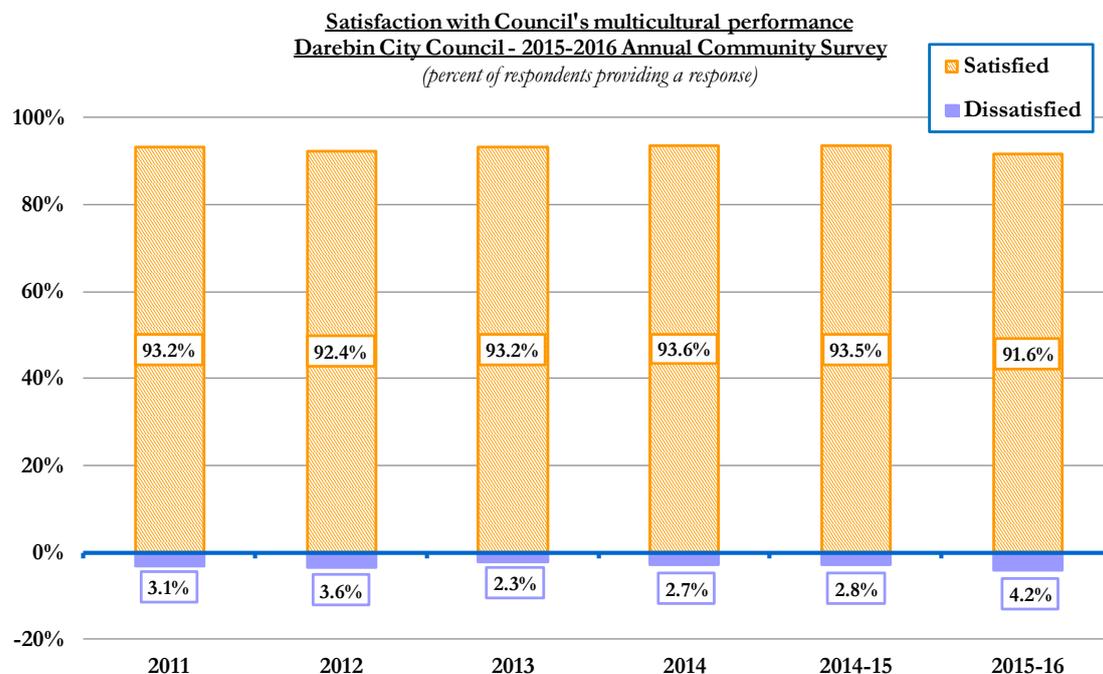
- ⊗ **Preston West** and **Thornbury** – respondents were measurably and significantly more satisfied than the municipal average, and rated satisfaction at levels categorised as “excellent”.
- ⊗ **Fairfield-Alphington** – respondents were measurably and significantly less satisfied than the municipal average, and rated satisfaction at a level categorised as “good”.

Satisfaction with Council's multicultural performance by precinct
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



Consistent with the very high level of satisfaction with Council's performance meeting the needs of the multicultural community, more than ninety percent (91.6%) of respondents were satisfied with this aspect of governance and leadership.

Less than five percent (4.2%) of respondents were dissatisfied with Council's performance meeting the needs of the multicultural community.



There was no statistically significant variation in satisfaction with Council's performance meeting the needs of the multicultural community, although attention is drawn to the following results:

- ⊗ **Young adults (20 to 35 years)** – respondents were somewhat, albeit not measurably more satisfied than the municipal average.
- ⊗ **Older adults (61 to 75 years)** – respondents were somewhat, albeit not measurably less satisfied than the municipal average.
- ⊗ Satisfaction with this aspect of governance and leadership tended to decline for respondents based on their period of residence in the City of Darebin.
- ⊗ **Non-English speaking household** – respondents rated satisfaction marginally but not measurably lower than respondents from English speaking households.
- ⊗ **Households with a member with a disability** – respondents rated satisfaction marginally but not measurably lower than respondents from other households.

Satisfaction with Council's performance meeting the needs of the multicultural community increased in three precincts (Preston West, Thornbury, and Reservoir West) and declined in four precincts (Kingsbury-Bundoora, Northcote, Reservoir East, Preston East, and Fairfield-Alphington). None of these changes at the precinct level were statistically significant in 2015-16.

Satisfaction with Council's multicultural performance
Darebin City Council - 2015-2016 Annual Community Survey

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>2015-2016</i>		
		<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	22	6.61	7.35	8.09
20 - 35 yrs	190	7.48	7.69	7.90
36 - 45 yrs	171	7.29	7.52	7.75
46 - 60 yrs	196	7.17	7.42	7.67
61 - 75 yrs	104	6.79	7.14	7.48
76 yrs and over	45	7.15	7.55	7.96
<i>Housing situation</i>				
Own this home	306	7.17	7.36	7.56
Mortgage	181	7.46	7.64	7.82
Renting this home	204	7.34	7.55	7.77
Renting from Office of Housing	23	6.21	7.24	8.27
<i>Period of residence</i>				
Less than one year	62	7.38	7.71	8.03
One to less than five years	162	7.48	7.68	7.88
Five to less than ten years	117	7.14	7.47	7.80
Ten years or more	388	7.20	7.36	7.53
<i>Aboriginal and Torres Strait Islander</i>				
Yes	9	6.59	7.81	9.02
No	713	7.36	7.47	7.59
<i>non-English speaking background</i>				
English speaking	462	7.35	7.49	7.63
Non-English speaking	257	7.20	7.42	7.63
<i>Household member with a disability</i>				
Yes	73	6.82	7.33	7.83
No	652	7.38	7.49	7.61
<i>Gender</i>				
Male	349	7.25	7.43	7.61
Female	374	7.37	7.52	7.67
City of Darebin	730	7.36	7.48	7.60

Satisfaction with Council's multicultural performance
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Preston West	2011	70	6.76	7.12	7.48
	2012	79	7.31	7.67	8.03
	2013	87	7.17	7.45	7.73
	2014	79	6.88	7.27	7.65
	2014-15	78	7.29	7.60	7.92
	2015-16	95	7.71	7.99	8.26
Thornbury	2011	76	7.09	7.49	7.89
	2012	70	7.22	7.54	7.86
	2013	77	7.30	7.57	7.84
	2014	65	6.85	7.19	7.52
	2014-15	79	6.96	7.27	7.57
	2015-16	89	7.58	7.80	8.02
Reservoir West	2011	95	7.03	7.38	7.73
	2012	84	6.87	7.23	7.58
	2013	77	7.26	7.58	7.91
	2014	74	7.03	7.39	7.76
	2014-15	79	7.30	7.62	7.94
	2015-16	93	7.41	7.72	8.04
Preston East	2011	59	7.06	7.413	7.77
	2012	72	7.46	7.75	8.04
	2013	70	6.91	7.20	7.49
	2014	78	6.95	7.33	7.72
	2014-15	84	7.27	7.56	7.85
	2015-16	95	7.22	7.55	7.89
Kingsbury-Bundoora	2011	32	6.89	7.32	7.75
	2012	81	6.70	7.05	7.40
	2013	87	7.40	7.76	8.12
	2014	69	7.20	7.49	7.79
	2014-15	78	7.14	7.49	7.83
	2015-16	90	7.05	7.36	7.67
Northcote	2011	83	7.27	7.46	7.65
	2012	80	7.18	7.44	7.69
	2013	54	6.76	7.22	7.69
	2014	69	7.05	7.33	7.62
	2014-15	77	7.15	7.43	7.71
	2015-16	79	7.02	7.35	7.68
Reservoir East	2011	92	7.21	7.50	7.79
	2012	78	6.50	6.92	7.35
	2013	78	7.21	7.50	7.79
	2014	72	6.98	7.29	7.61
	2014-15	81	7.32	7.65	7.99
	2015-16	97	6.88	7.27	7.65
Fairfield-Alphington	2011	31	6.95	7.449	7.95
	2012	71	6.81	7.17	7.52
	2013	73	6.56	6.89	7.22
	2014	70	6.99	7.39	7.78
	2014-15	76	7.04	7.40	7.75
	2015-16	85	6.59	6.95	7.32

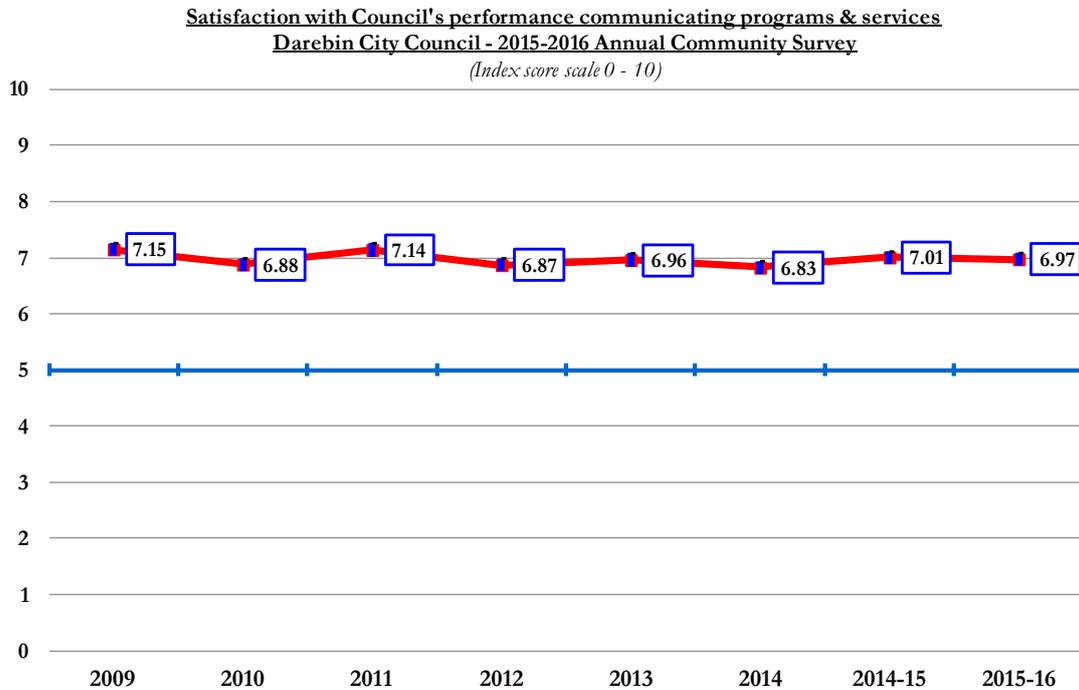
Communicating programs and services

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council’s performance in communicating its programs and services?”

Satisfaction with Council’s performance communicating its programs and services declined by less than one percent in 2015-16, down from 7.01 to 6.97. Despite this decline, satisfaction with this aspect of governance and leadership remains at a level best categorised as “good”.

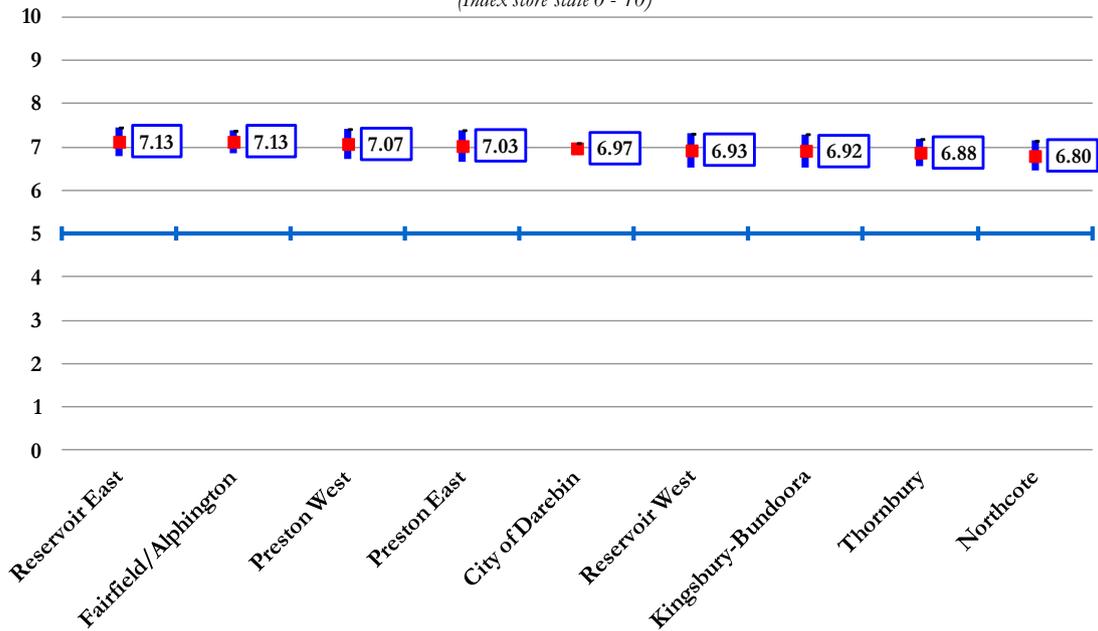
This result is almost identical to the long-term average for this aspect of governance and leadership for the last eight years of 6.98. This result highlights the fact that satisfaction with Council’s performance communicating its programs and services has remained very stable over a long period of time, at a relatively good level of satisfaction.



There was no statistically significant variation in satisfaction with Council’s performance communicating its programs and services observed across the eight precincts comprising the City of Darebin. This is a very positive result, as the aim of service delivery is to ensure a consistent level of service delivery to residents across the municipality, regardless of where within Darebin they reside.

**Satisfaction with performance communicating programs & services by precinct
Darebin City Council - 2015-2016 Annual Community Survey**

(Index score scale 0 - 10)

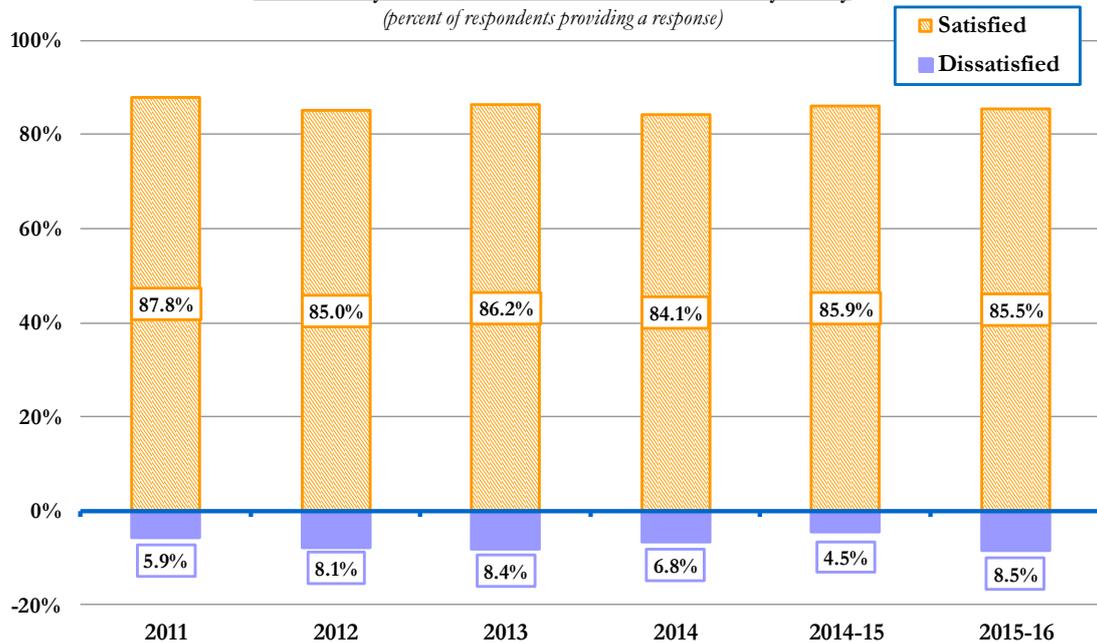


Consistent with the results recorded in recent years, more than four-fifths (85.5%) of respondents were satisfied with Council’s performance communicating its programs and services.

It is noted however that in 2015-16, there was an increase in the proportion of respondents dissatisfied with this aspect of governance and leadership, increasing from 4.5% in 2014-15 to 8.5% in 2015-16. This increase has however had only a marginal impact on the average satisfaction score.

**Satisfaction with Council performance communicating programs & services
Darebin City Council - 2015-2016 Annual Community Survey**

(percent of respondents providing a response)



There was no statistically significant variation in satisfaction with Council's performance communicating its programs and services. It is noted however that the eleven Aboriginal and Torres Strait Islander respondents rated satisfaction considerably, but not measurably higher than other respondents.

Satisfaction with Council's performance communicating programs & services
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>2015-2016</i>		
		<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	22	5.98	6.85	7.71
20 - 35 yrs	227	6.70	6.96	7.23
36 - 45 yrs	221	6.87	7.08	7.29
46 - 60 yrs	232	6.66	6.88	7.11
61 - 75 yrs	122	6.53	6.90	7.27
76 yrs and over	58	6.72	7.13	7.54
<i>Housing situation</i>				
Own this home	373	6.80	6.99	7.17
Mortgage	229	6.78	7.01	7.24
Renting this home	245	6.65	6.89	7.14
Renting from Office of Housing	23	6.20	7.03	7.86
<i>Period of residence</i>				
Less than one year	77	6.52	6.90	7.28
One to less than five years	207	6.75	7.01	7.26
Five to less than ten years	139	6.64	6.94	7.24
Ten years or more	461	6.81	6.98	7.15
<i>Aboriginal and Torres Strait Islander</i>				
Yes	11	6.53	7.72	8.92
No	866	6.84	6.96	7.08
<i>non-English speaking background household</i>				
English speaking	588	6.88	7.02	7.16
Non-English speaking	282	6.60	6.84	7.08
<i>Household member with a disability</i>				
Yes	86	6.76	7.24	7.72
No	791	6.82	6.94	7.07
<i>Gender</i>				
Male	415	6.77	6.95	7.12
Female	461	6.83	6.99	7.16
City of Darebin	884	6.85	6.97	7.09

Satisfaction with Council's performance communicating its programs and services increased in four precincts (Reservoir East, Fairfield-Alphington, Preston West, and Thornbury).

Satisfaction remained the same in two precincts (Preston East and Reservoir West), and declined in two precincts (Kingsbury-Bundoora and Northcote). None of these changes at the precinct level were statistically significant in 2015-16.

Satisfaction with Council's performance communicating programs & services
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Reservoir East	2011	119	7.16	7.41	7.67
	2012	87	6.28	6.70	7.12
	2013	86	6.72	7.14	7.56
	2014	82	6.58	6.90	7.22
	2014-15	91	6.71	6.98	7.25
	2015-16	111	6.80	7.13	7.45
Fairfield-Alphington	2011	42	6.62	7.20	7.79
	2012	93	6.44	6.76	7.09
	2013	92	6.10	6.48	6.85
	2014	92	6.30	6.66	7.03
	2014-15	95	6.52	6.91	7.29
	2015-16	120	6.87	7.13	7.38
Preston West	2011	73	6.87	7.23	7.59
	2012	88	6.63	7.06	7.49
	2013	93	6.76	7.11	7.45
	2014	91	6.26	6.58	6.91
	2014-15	89	6.65	6.97	7.28
	2015-16	108	6.73	7.07	7.42
Preston East	2011	72	6.47	6.88	7.30
	2012	88	7.12	7.44	7.77
	2013	86	6.94	7.23	7.52
	2014	79	6.51	6.91	7.31
	2014-15	85	6.69	7.00	7.31
	2015-16	85	6.69	7.00	7.31
Reservoir West	2011	117	6.72	7.06	7.40
	2012	96	6.32	6.68	7.03
	2013	90	6.31	6.74	7.18
	2014	86	6.72	7.08	7.44
	2014-15	87	6.78	7.10	7.43
	2015-16	87	6.78	7.10	7.43
Kingsbury-Bundoora	2011	35	6.04	6.68	7.32
	2012	89	6.59	6.92	7.25
	2013	96	6.68	7.14	7.59
	2014	87	6.37	6.74	7.10
	2014-15	85	6.80	7.13	7.46
	2015-16	108	6.53	6.92	7.30
Thornbury	2011	96	6.82	7.17	7.53
	2012	91	6.27	6.65	7.03
	2013	89	6.76	7.07	7.37
	2014	77	6.25	6.61	6.97
	2014-15	85	6.34	6.69	7.05
	2015-16	112	6.56	6.88	7.19
Northcote	2011	117	6.89	7.15	7.40
	2012	93	6.73	6.99	7.25
	2013	87	6.33	6.71	7.10
	2014	82	6.47	6.82	7.16
	2014-15	92	6.90	7.22	7.53
	2015-16	108	6.45	6.80	7.15

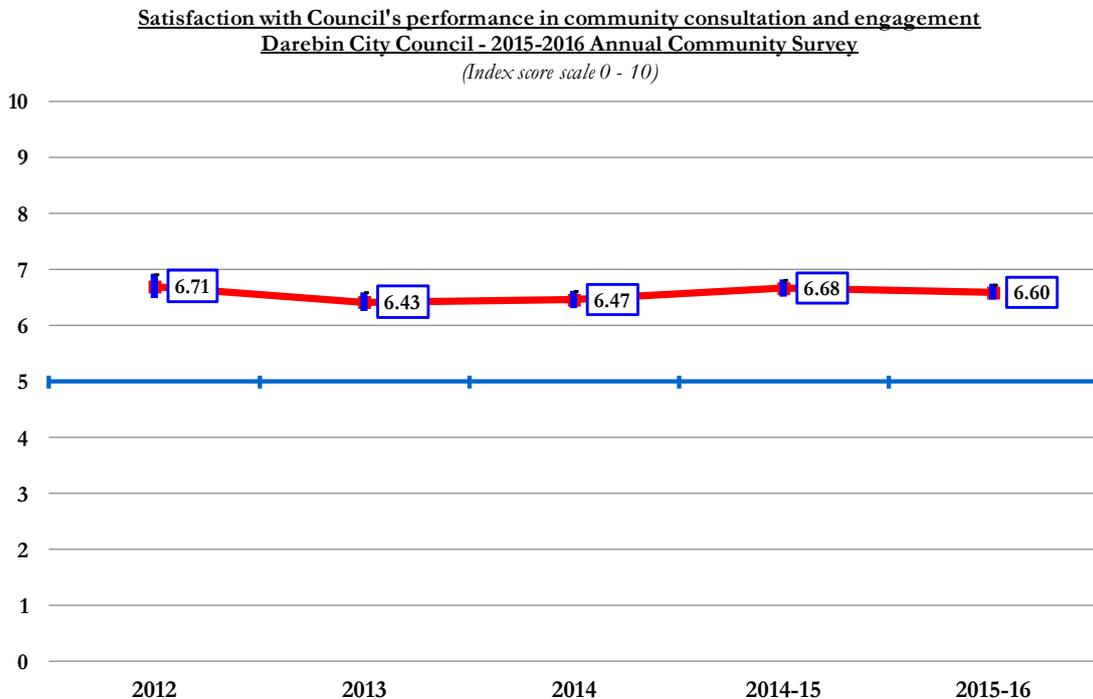
Community consultation and engagement

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council’s performance in community consultation and engagement?”

Satisfaction with Council’s performance in community consultation and engagement declined by 1.2% in 2015-16, down from 6.68 to 6.60. Despite this decline, satisfaction with this aspect of governance and leadership remains at a level best categorised as “good”.

This result is marginally higher than the long-term average for this aspect of governance and leadership of 6.58.

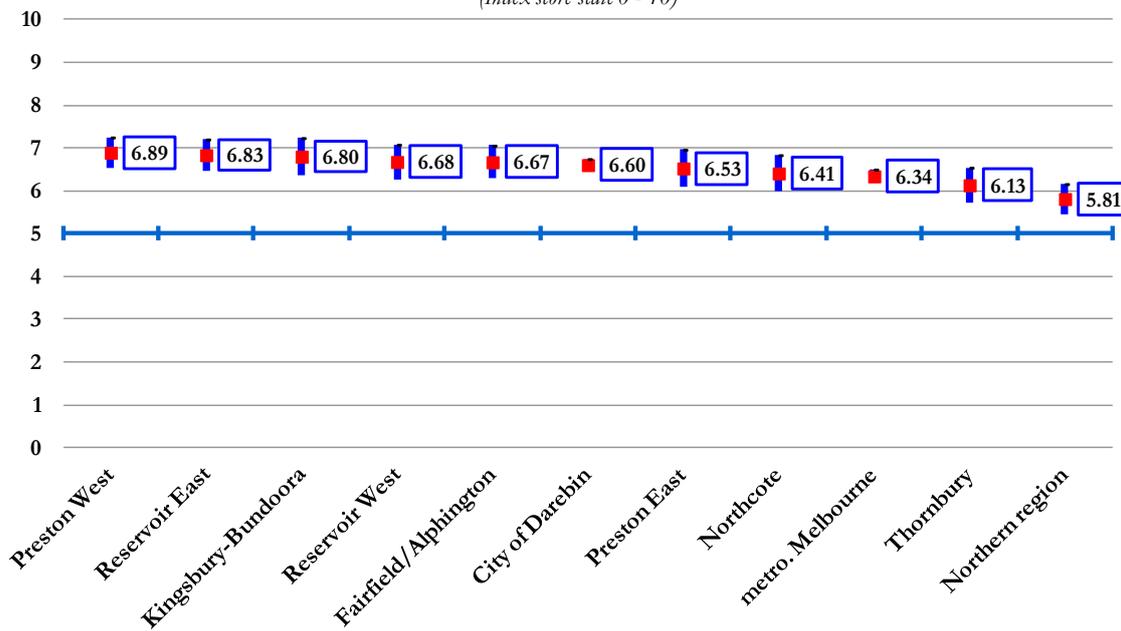


Satisfaction with Darebin Council’s performance in community consultation and engagement was measurably and significantly higher than both the metropolitan Melbourne (6.34, rated as “solid”) and northern region (5.81, rated as “poor”) averages as recorded in the 2016 *Governing Melbourne* research.

There was no statistically significant variation in satisfaction with Council’s performance in community consultation and engagement observed across the eight precincts comprising the City of Darebin.

**Satisfaction with Council's performance in community consultation and engagement
Darebin City Council - 2015-2016 Annual Community Survey**

(Index score scale 0 - 10)

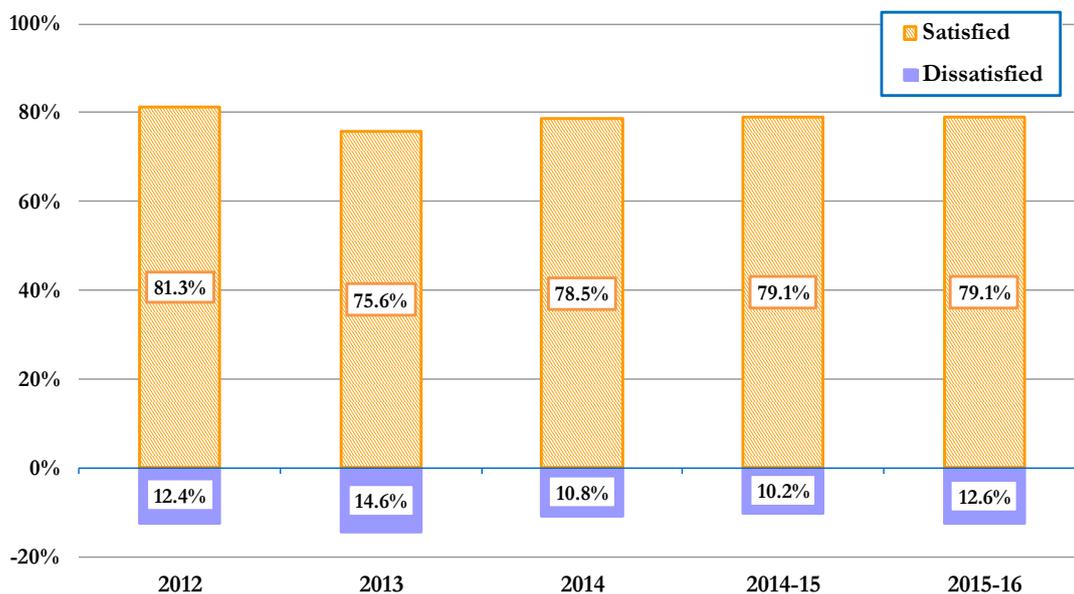


Consistent with the highly stable average satisfaction score for this aspect of governance and leadership, it is observed that approximately four-fifths of respondents were satisfied with Council's performance in community consultation and engagement in each of the last six years in which this question was asked in this format.

It is observed that the proportion of respondents dissatisfied with Council's performance in community consultation and engagement has increased marginally in 2015-16, although this increase is not statistically significant.

**Satisfaction with Council's performance in community consultation and engagement
Darebin City Council - 2015-2016 Annual Community Survey**

(percent of respondents providing a response)



There was no statistically significant variation in satisfaction with Council's performance in community consultation and engagement. It is observed however that satisfaction tended to decline with the respondents' period of residence. Respondents aged from 46 years also tended to rate satisfaction somewhat, albeit not measurably lower than younger respondents.

Satisfaction with Council's performance in community consultation and engagement
Darebin City Council - 2015-2016 Annual Community Survey

(Number and index score 0 - 10)

Variable	Number	2015-2016		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	20	6.55	7.37	8.20
20 - 35 yrs	204	6.51	6.80	7.09
36 - 45 yrs	203	6.46	6.74	7.01
46 - 60 yrs	219	6.02	6.30	6.58
61 - 75 yrs	113	6.09	6.45	6.82
76 yrs and over	46	5.97	6.55	7.13
<i>Housing situation</i>				
Own this home	346	6.24	6.46	6.68
Mortgage	209	6.31	6.58	6.84
Renting this home	217	6.51	6.79	7.06
Renting from Office of Housing	23	6.10	6.91	7.73
<i>Period of residence</i>				
Less than one year	60	6.38	6.88	7.38
One to less than five years	184	6.45	6.75	7.06
Five to less than ten years	130	6.25	6.60	6.95
Ten years or more	431	6.31	6.50	6.70
<i>Aboriginal and Torres Strait Islander</i>				
Yes	9	5.33	6.99	8.66
No	789	6.46	6.60	6.74
<i>non-English speaking background</i>				
English speaking	536	6.50	6.66	6.82
Non-English speaking	258	6.20	6.48	6.76
<i>Household member with a disability</i>				
Yes	83	5.76	6.30	6.84
No	717	6.49	6.64	6.78
<i>Gender</i>				
Male	390	6.25	6.45	6.66
Female	409	6.55	6.75	6.94
City of Darebin	806	6.46	6.60	6.74

Satisfaction with Council's performance in community consultation and engagement increased in three precincts (Preston West, Reservoir West, and Fairfield-Alphington) and declined in five precincts (Reservoir East, Kingsbury-Bundoora, Preston East, Northcote, and Thornbury). None of these changes at the precinct level were statistically significant in 2015-16.

Satisfaction with Council's performance in community consultation and engagement
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Preston West	2012	37	6.11	6.78	7.46
	2013	81	5.95	6.41	6.87
	2014	76	5.65	6.12	6.59
	2014-15	75	5.91	6.40	6.89
	2015-16	100	6.53	6.89	7.25
Reservoir East	2012	40	6.80	7.35	7.90
	2013	75	6.14	6.67	7.19
	2014	73	6.02	6.48	6.94
	2014-15	86	6.73	7.09	7.45
	2015-16	103	6.47	6.83	7.20
Kingsbury-Bundoora	2012	43	5.50	6.23	6.97
	2013	83	6.32	6.83	7.34
	2014	77	6.03	6.52	7.01
	2014-15	76	6.49	6.95	7.41
	2015-16	85	6.37	6.80	7.23
Reservoir West	2012	50	6.52	7.18	7.84
	2013	76	5.88	6.38	6.89
	2014	78	6.01	6.42	6.84
	2014-15	81	6.23	6.64	7.05
	2015-16	105	6.27	6.68	7.08
Fairfield-Alphington	2012	45	5.35	5.96	6.56
	2013	87	5.57	6.01	6.45
	2014	81	5.74	6.16	6.58
	2014-15	87	6.01	6.45	6.88
	2015-16	109	6.28	6.67	7.06
Preston East	2012	40	5.87	6.53	7.18
	2013	84	6.28	6.70	7.12
	2014	70	6.10	6.53	6.96
	2014-15	77	6.50	6.92	7.34
	2015-16	99	6.09	6.53	6.96
Northcote	2012	45	6.03	6.60	7.17
	2013	79	5.34	5.89	6.44
	2014	67	6.54	6.90	7.25
	2014-15	77	6.38	6.78	7.18
	2015-16	103	5.98	6.41	6.83
Thornbury	2012	42	5.24	5.88	6.52
	2013	89	6.15	6.62	7.08
	2014	70	5.96	6.43	6.89
	2014-15	78	5.67	6.15	6.64
	2015-16	98	5.72	6.13	6.54

Providing services that are inclusive of LGBTIQ residents

Respondents were asked:

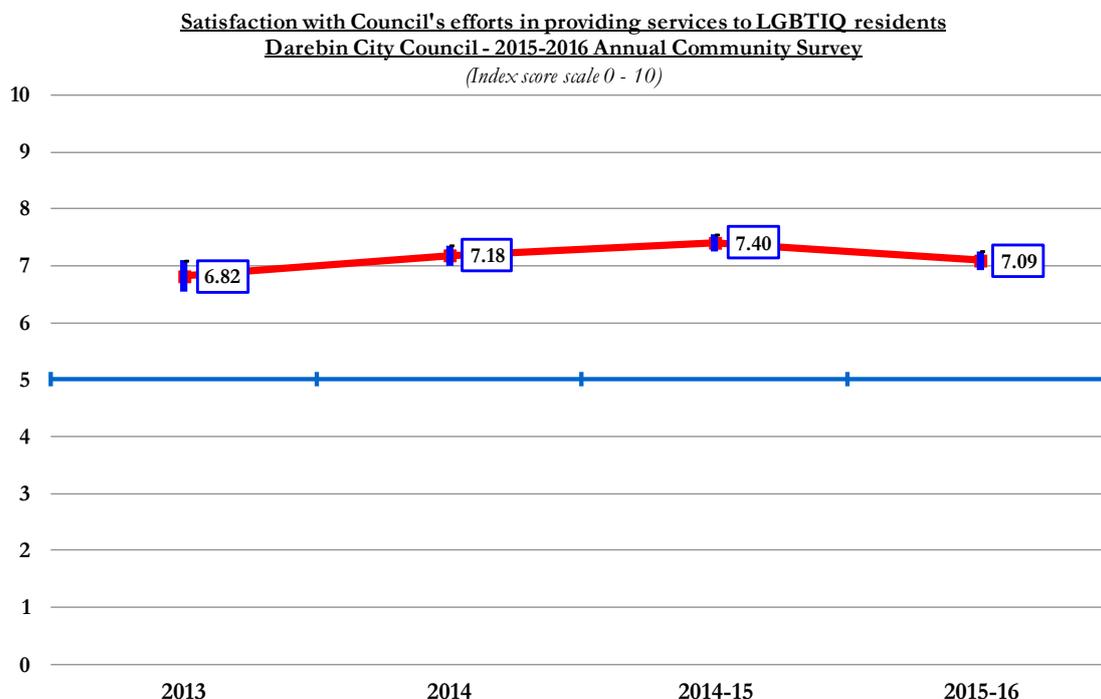
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council’s efforts to provide services that are inclusive of lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) residents?”

Satisfaction with Council’s efforts to provide services that are inclusive of LGBTIQ residents declined 4.2% in 2015-16, down from 7.40 to 7.09. This decline is statistically significant.

This level of satisfaction is best categorised as “good”, a decline on the previous categorisation of “very good”.

The long-term average for satisfaction with this aspect of governance and leadership for the period from 2013 to 2015-16 was 7.12.

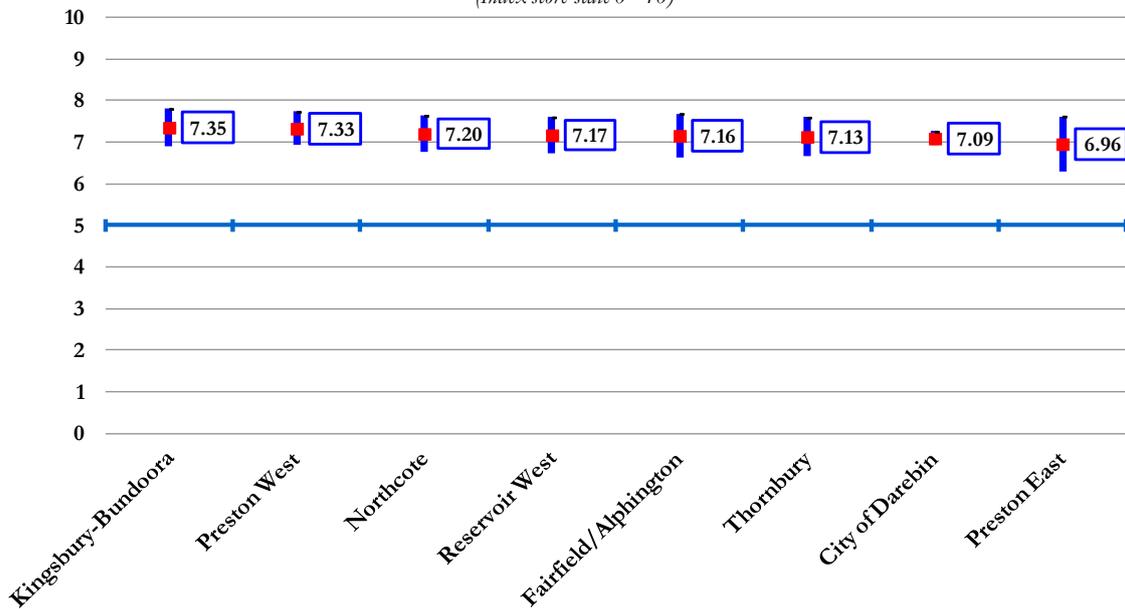
Metropolis Research notes that in 2015-16, less than half (44.7%) of the one thousand respondents over the course of the year were able to provide a satisfaction score for this aspect of governance and leadership. Clearly many in the community do not feel that they have sufficient information about the interaction between Council and the LGBTIQ community to make a judgement about the quality of the interaction. A number of comments were received from respondents to this effect over the course of the four quarterly surveys. Metropolis Research also notes that the *Darebin City Council – 2014 Household Survey* reported that just 5.8% of respondents aged sixteen years and over identified as LGBTIQ.



There was no meaningful or statistically significant variation across the eight precincts comprising the City of Darebin in satisfaction with Council’s efforts in providing services that are inclusive of LGBTIQ residents.

Satisfaction with Council's efforts in providing services to LGBTIQ residents
Darebin City Council - 2015-2016 Annual Community Survey

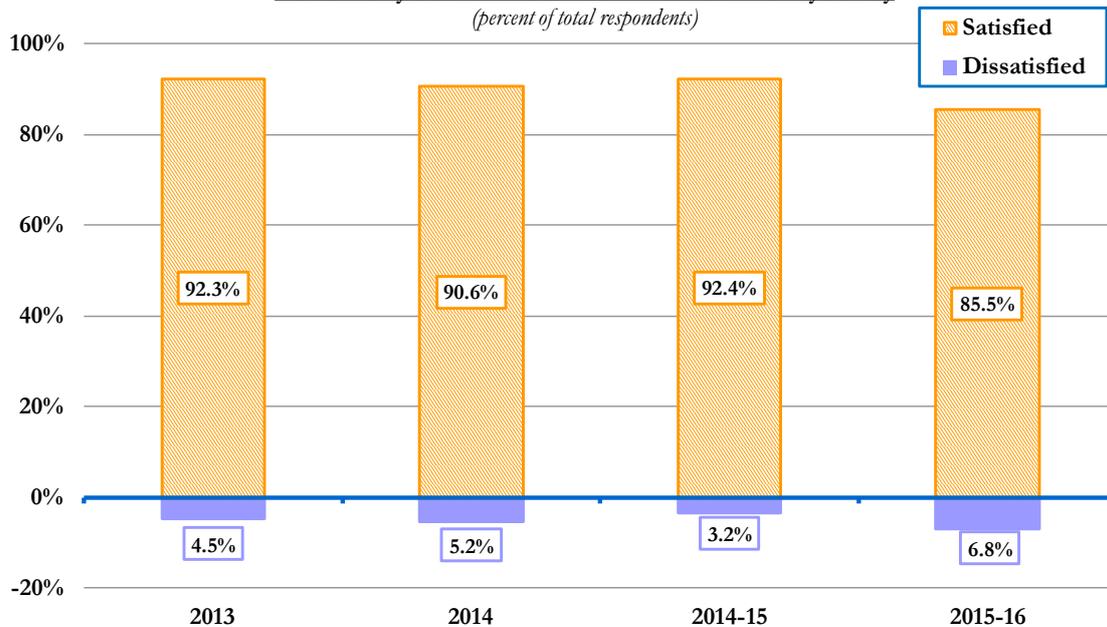
(Index score scale 0 - 10)



Consistent with the decline in average satisfaction with this aspect of governance and leadership in 2015-16, it is observed that the proportion of respondents satisfied with this aspect of governance and leadership declined 12.8% in 2015-16. Conversely the proportion of respondents dissatisfied with this aspect of governance and leadership more than tripled from 3.2% to 10.8%.

Satisfaction with Council's efforts in providing services to LGBTIQ residents
Darebin City Council - 2015-2016 Annual Community Survey

(percent of total respondents)



There was no statistically significant variation in satisfaction with Council's efforts to provide services that are inclusive of LGBTIQ residents.

Satisfaction with Council's efforts in providing services to LGBTIQ residents

Darebin City Council - 2015-2016 Annual Community Survey

(Number and index score 0 - 10)

Variable	Number	2015-2016		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	18	6.36	7.37	8.38
20 - 35 yrs	117	6.81	7.16	7.51
36 - 45 yrs	120	6.85	7.16	7.47
46 - 60 yrs	112	6.57	6.93	7.29
61 - 75 yrs	62	6.77	7.13	7.48
76 yrs and over	17	5.64	6.68	7.73
<i>Housing situation</i>				
Own this home	161	6.83	7.09	7.34
Mortgage	118	6.78	7.12	7.46
Renting this home	146	6.77	7.07	7.38
Renting from Office of Housing	12	5.59	6.73	7.86
<i>Period of residence</i>				
Less than one year	41	6.45	6.97	7.48
One to less than five years	111	6.82	7.17	7.52
Five to less than ten years	74	6.84	7.31	7.79
Ten years or more	221	6.77	7.00	7.23
<i>Aboriginal and Torres Strait Islander</i>				
Yes	7	5.45	7.65	9.85
No	438	6.91	7.08	7.25
<i>non-English speaking background</i>				
English speaking	303	6.90	7.09	7.28
Non-English speaking	136	6.74	7.09	7.45
<i>Household member with a disability</i>				
Yes	50	6.19	6.84	7.49
No	393	6.94	7.11	7.28
<i>Gender</i>				
Male	195	6.81	7.09	7.37
Female	245	6.90	7.10	7.30
City of Darebin	447	6.92	7.09	7.26

Satisfaction with Council's efforts in providing services that are inclusive of LGBTIQ residents increased in two precincts (Kingsbury-Bundoora and Preston West), and declined in six precincts (Northcote, Reservoir West, Fairfield-Alphington, Thornbury, Preston East, and Reservoir East). None of these changes at the precinct level were statistically significant in 2015-16.

Satisfaction with Council's efforts in providing services to LGBTIQ residents

Darebin City Council - 2015-2016 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2013	12	6.64	7.25	7.86
	2014	34	6.25	6.79	7.34
	2014-15	40	6.43	7.10	7.77
	2015-16	51	6.90	7.35	7.81
Preston West	2013	11	4.35	6.09	7.83
	2014	50	5.95	6.60	7.25
	2014-15	43	6.30	6.91	7.51
	2015-16	58	6.92	7.33	7.73
Northcote	2013	11	5.82	6.73	7.63
	2014	35	7.05	7.46	7.86
	2014-15	45	7.03	7.42	7.81
	2015-16	59	6.77	7.20	7.64
Reservoir West	2013	9	5.46	6.00	6.54
	2014	42	6.67	7.38	8.09
	2014-15	53	7.38	7.81	8.24
	2015-16	58	6.74	7.17	7.60
Fairfield-Alphington	2013	12	5.86	6.83	7.80
	2014	48	7.16	7.54	7.92
	2014-15	56	7.12	7.50	7.88
	2015-16	57	6.63	7.16	7.69
Thornbury	2013	14	6.45	6.93	7.41
	2014	58	6.72	7.05	7.38
	2014-15	60	6.89	7.23	7.57
	2015-16	54	6.66	7.13	7.60
Preston East	2013	18	6.95	7.28	7.61
	2014	46	7.14	7.57	7.99
	2014-15	58	7.16	7.57	7.98
	2015-16	46	6.29	6.96	7.62
Reservoir East	2013	5	6.92	7.60	8.28
	2014	42	6.49	7.02	7.56
	2014-15	59	6.94	7.31	7.67
	2015-16	60	6.19	6.70	7.21

Making decisions in the interests of the community

Respondents were asked:

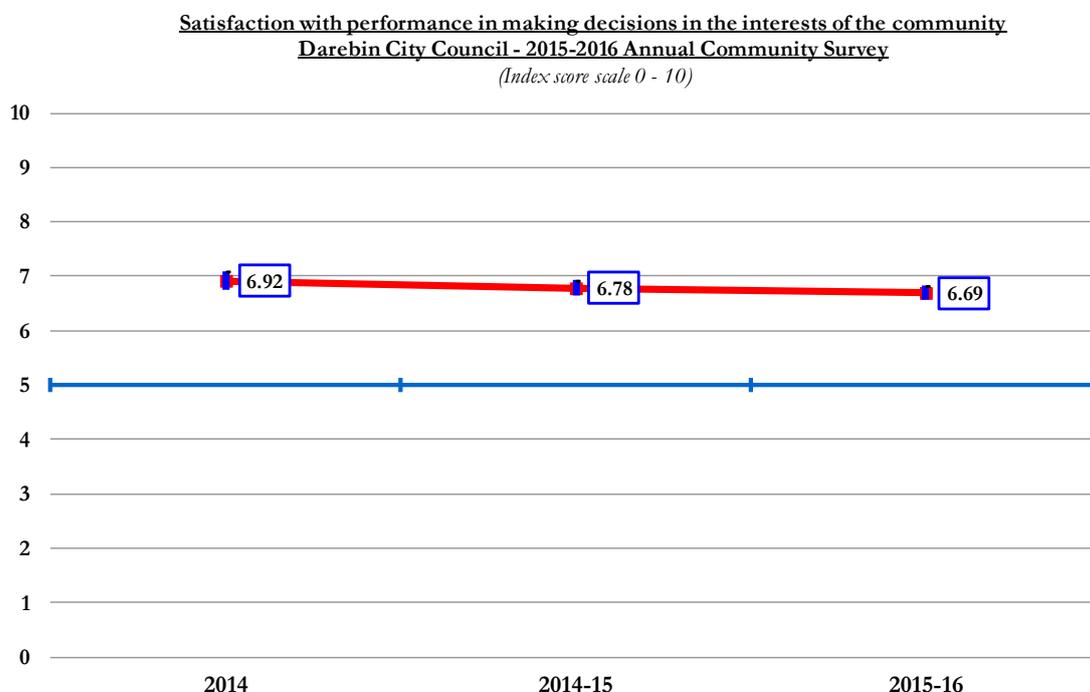
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council’s performance in making decisions in the interests of the community?”

Satisfaction with Council’s performance making decisions in the interests of the community declined for the second consecutive year, down 1.3% in 2015-16 following on from the two percent decline in 2014-15. Neither of these individual year declines were statistically significant.

Despite the decline in satisfaction with Council’s performance making decisions in the interests of the community, satisfaction remains at a level best categorised as “good”.

Metropolis Research notes that the decline in satisfaction with this aspect of governance and leadership reflects some community concern as to the activities of elected Councillors, as well as some concerns raised over the emmumeration of senior officers of Council.

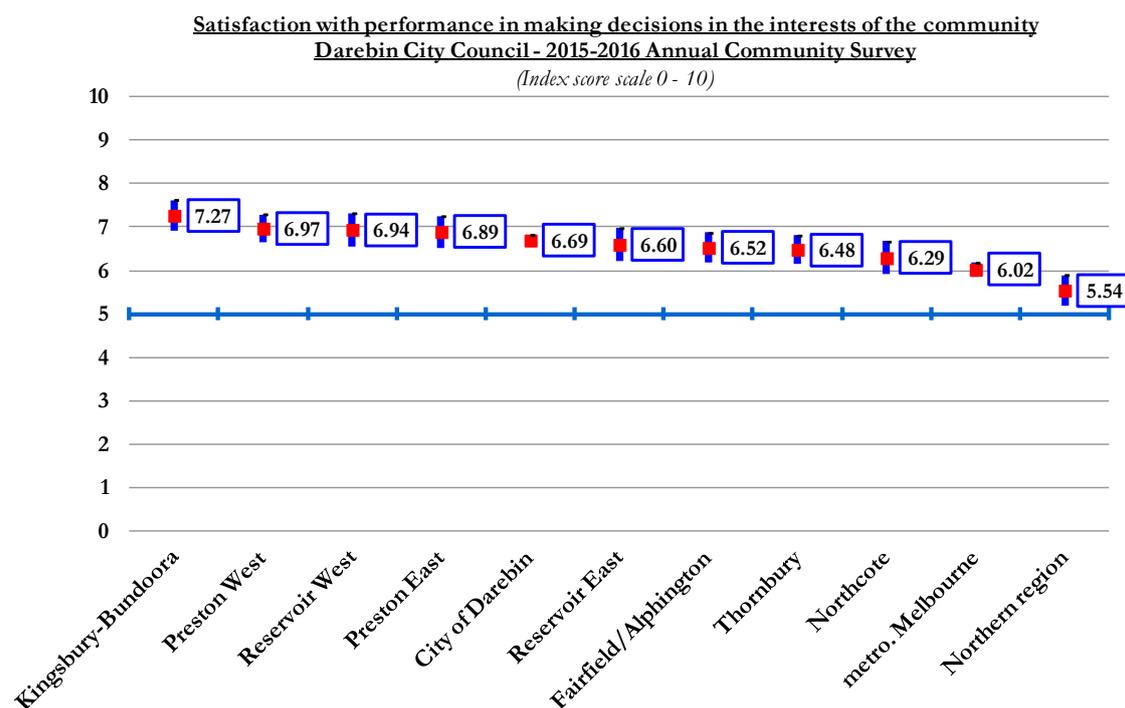
The other significant issue impacting on community satisfaction with this aspect of governance and leadership relates to the issues planning and housing development. Consistent with the results observed in other middle-ring municipalities that are experiencing some increased housing density with new developments, there is some concern in the community as to whether their concerns about housing development and density are being listened to and represented by their local council.



Satisfaction with Darebin Council’s performance in making decisions in the interests of the community was measurably and significantly higher than both the metropolitan Melbourne (6.02, rated “solid”) and northern region (5.54, rated “poor”) averages as recorded in the 2016 *Governing Melbourne* research.

There was measurable and significant variation in satisfaction with Council’s performance in making decisions in the interests of the community observed across the eight precincts comprising the City of Darebin. Attention is drawn to the following:

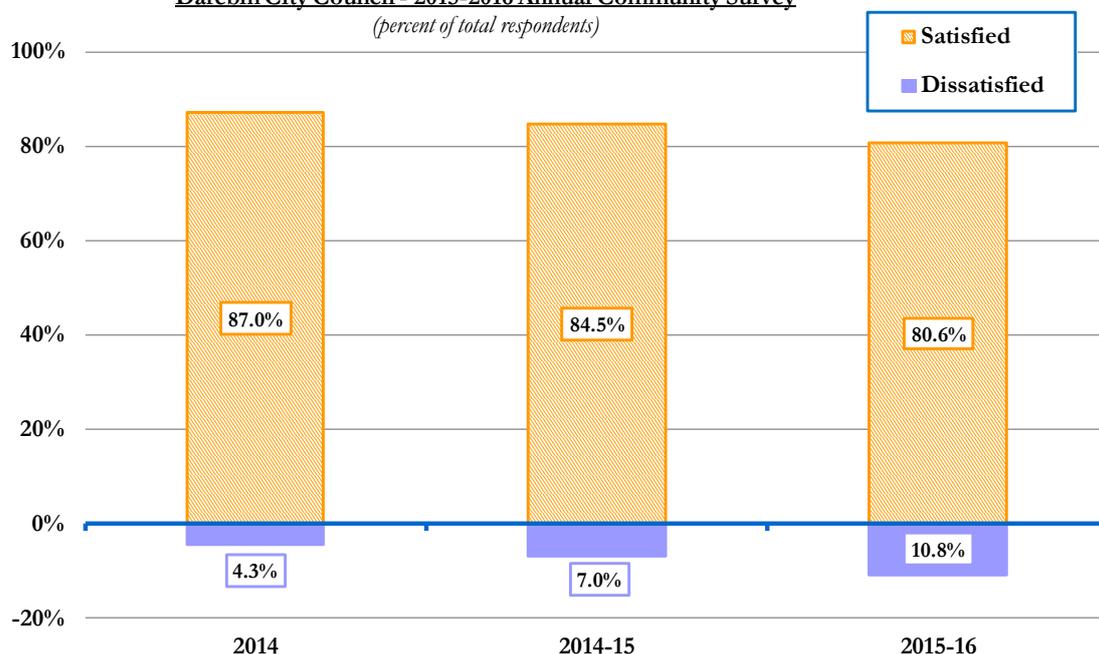
- ⊗ ***Kingsbury-Bundoora*** – respondents were measurably and significantly more satisfied than the municipal average, and rated satisfaction at a level categorised as “very good”.
- ⊗ ***Thornbury*** and ***Northcote*** – respondents were somewhat, albeit not measurably less satisfied than the municipal average, and rated satisfaction at levels categorised as “solid”.



For the second consecutive year, there has been a small decline in the proportion of respondents satisfied with Council’s performance making decisions in the interests of the community, and a small increase in the proportion of respondents satisfied with this aspect of governance and leadership.

It is important to note that despite this decline, it remains true that more than four-fifths of respondents in 2015-16 were satisfied with Council’s performance in making decisions in the interests of the community.

Satisfaction with performance in making decisions in the interests of the community
Darebin City Council - 2015-2016 Annual Community Survey
(percent of total respondents)



There was some measurable variation in satisfaction with Council’s performance making decisions in the interests of the community by respondent profile, with attention drawn to the following:

- ⊗ *Young adults (20 to 35 years)* – respondents were measurably and significantly more satisfied than the municipal average, and rated satisfaction at a level categorised as “very good”.
- ⊗ *Rental household* – respondents were measurably and significantly more satisfied than the municipal average.
- ⊗ *Non-English speaking household* - respondents were somewhat, albeit not measurably more satisfied than respondents from English speaking households.
- ⊗ *Aboriginal and Torres Strait Islander* – respondents were somewhat, albeit not measurably more satisfied than other respondents.
- ⊗ *Household member with a disability* – respondents from households with a member with a disability were somewhat, albeit not measurably less satisfied than other respondents.

Satisfaction with performance in making decisions in the interests of the community

Darebin City Council - 2015-2016 Annual Community Survey

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>2015-2016</i>		
		<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	21	6.22	6.85	7.48
20 - 35 yrs	195	7.04	7.27	7.49
36 - 45 yrs	201	6.33	6.60	6.86
46 - 60 yrs	220	6.03	6.30	6.56
61 - 75 yrs	121	6.11	6.48	6.85
76 yrs and over	51	6.58	7.01	7.44
<i>Housing situation</i>				
Own this home	354	6.31	6.52	6.73
Mortgage	203	6.28	6.52	6.76
Renting this home	214	6.89	7.12	7.35
Renting from Office of Housing	23	5.88	6.83	7.79
<i>Period of residence</i>				
Less than one year	60	6.40	6.85	7.30
One to less than five years	179	6.87	7.10	7.34
Five to less than ten years	129	6.54	6.85	7.17
Ten years or more	441	6.27	6.46	6.65
<i>Aboriginal and Torres Strait Islander</i>				
Yes	8	5.91	7.64	9.37
No	796	6.55	6.68	6.81
<i>non-English speaking background</i>				
English speaking	532	6.49	6.64	6.80
Non-English speaking	264	6.55	6.79	7.03
<i>Household member with a disability</i>				
Yes	84	5.79	6.34	6.90
No	721	6.60	6.73	6.86
<i>Gender</i>				
Male	391	6.46	6.66	6.86
Female	412	6.54	6.71	6.88
City of Darebin	810	6.57	6.69	6.82

Satisfaction with Council's performance making decisions in the interests of the community increased in four precincts (Kingsbury-Bundoora, Preston West, Preston East, and Fairfield-Alphington), and declined in four precincts (Reservoir West, Reservoir East, Thornbury, and Northcote).

None of these changes in satisfaction at the precinct level were statistically significant in 2015-16.

Satisfaction with performance in making decisions in the interests of the community
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Kingsbury-Bundoora	2014	35	6.16	6.74	7.32
	2014-15	73	6.17	6.63	7.09
	2015-16	94	6.90	7.27	7.63
Preston West	2014	36	5.37	6.14	6.91
	2014-15	66	6.16	6.68	7.20
	2015-16	95	6.64	6.97	7.30
Reservoir West	2014	37	6.54	7.14	7.73
	2014-15	80	6.51	6.95	7.39
	2015-16	103	6.56	6.94	7.32
Preston East	2014	35	6.23	6.86	7.49
	2014-15	78	6.41	6.82	7.23
	2015-16	91	6.52	6.89	7.26
Reservoir East	2014	46	6.63	7.00	7.37
	2014-15	91	6.56	6.88	7.20
	2015-16	104	6.21	6.60	6.98
Fairfield-Alphington	2014	42	6.23	6.67	7.11
	2014-15	81	6.04	6.43	6.83
	2015-16	107	6.18	6.52	6.87
Thornbury	2014	38	6.93	7.29	7.65
	2014-15	72	6.46	6.79	7.12
	2015-16	104	6.15	6.48	6.81
Northcote	2014	34	6.59	6.91	7.24
	2014-15	78	6.52	6.85	7.17
	2015-16	108	5.91	6.29	6.67

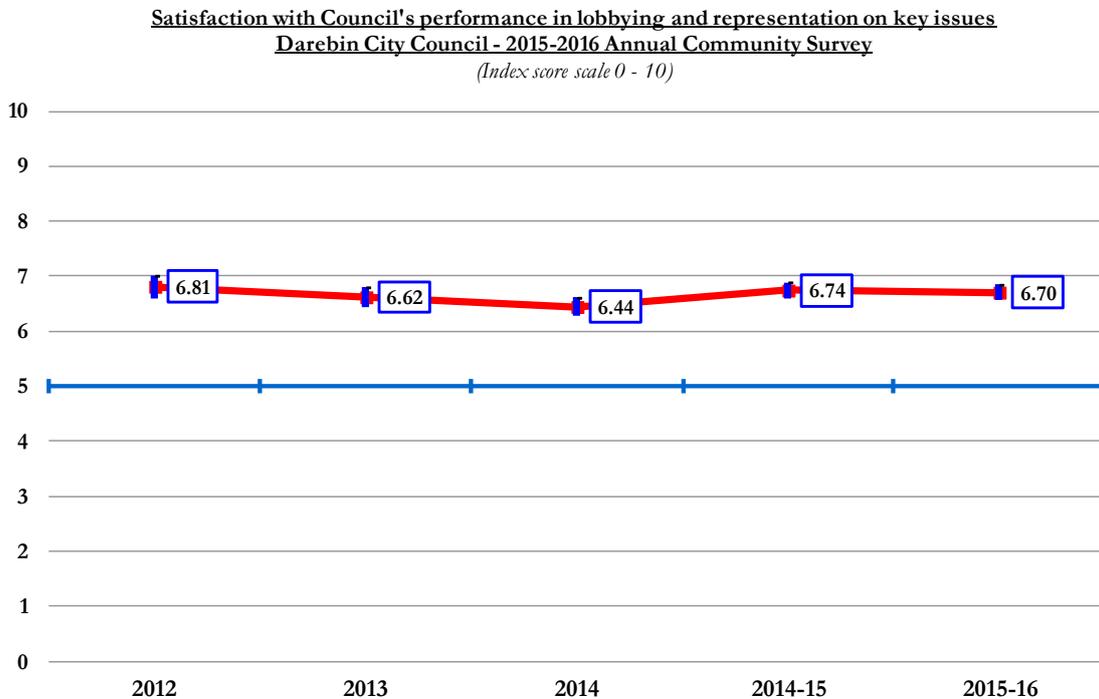
Lobbying and making representation on key issues

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council’s performance in lobbying and making representations on key issues that affect the local community?”

Satisfaction with Council’s performance in lobbying and making representations on key issues that affect the local community declined by less than one percent in 2015-16, down from 6.74 to 6.70. Despite this decline, satisfaction with this aspect of governance and leadership remains at a level best categorised as “good”.

This result is marginally higher than the long-term average for this aspect of governance and leadership recorded since 2012, from when the question was first asked in this format.

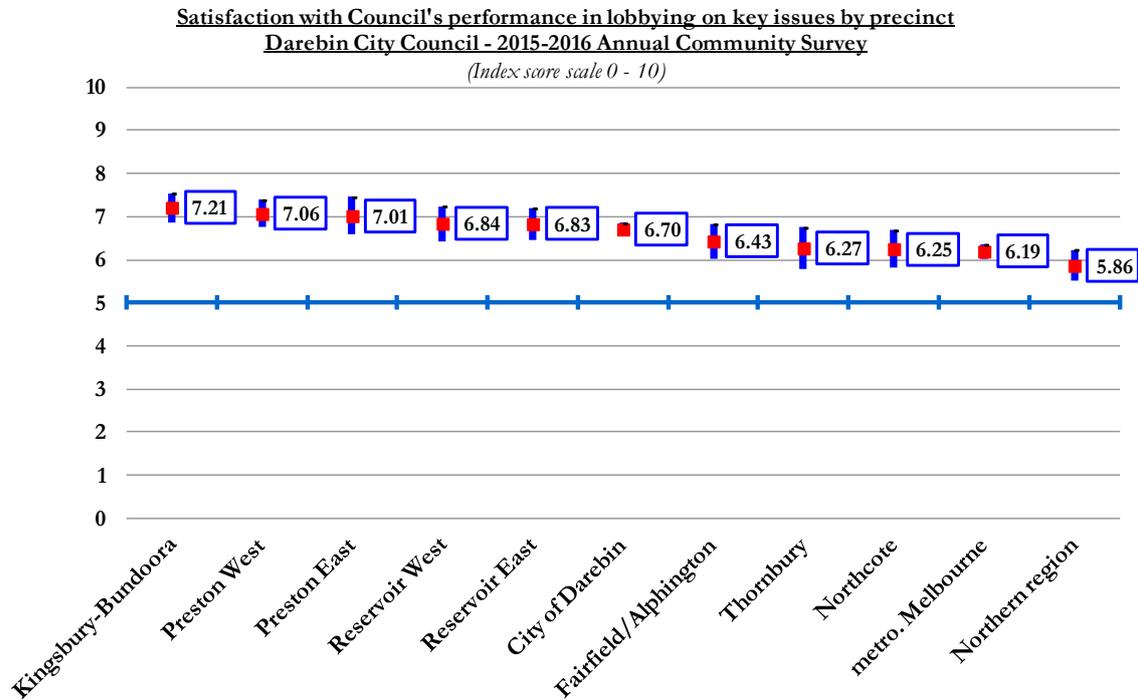


Satisfaction with Darebin Council’s performance in lobbying and making representations on key issues was measurably and significantly higher than both the metropolitan Melbourne (6.19, rated as “solid”) and northern region (5.86, rated as “poor”) averages as recorded in the 2016 *Governing Melbourne* research. *Governing Melbourne* worded this variable somewhat differently to the Darebin survey, asking satisfaction with “Council’s representation, lobbying, and advocacy on behalf of the community”, although this is unlikely to have a significant impact on the comparability of the two results.

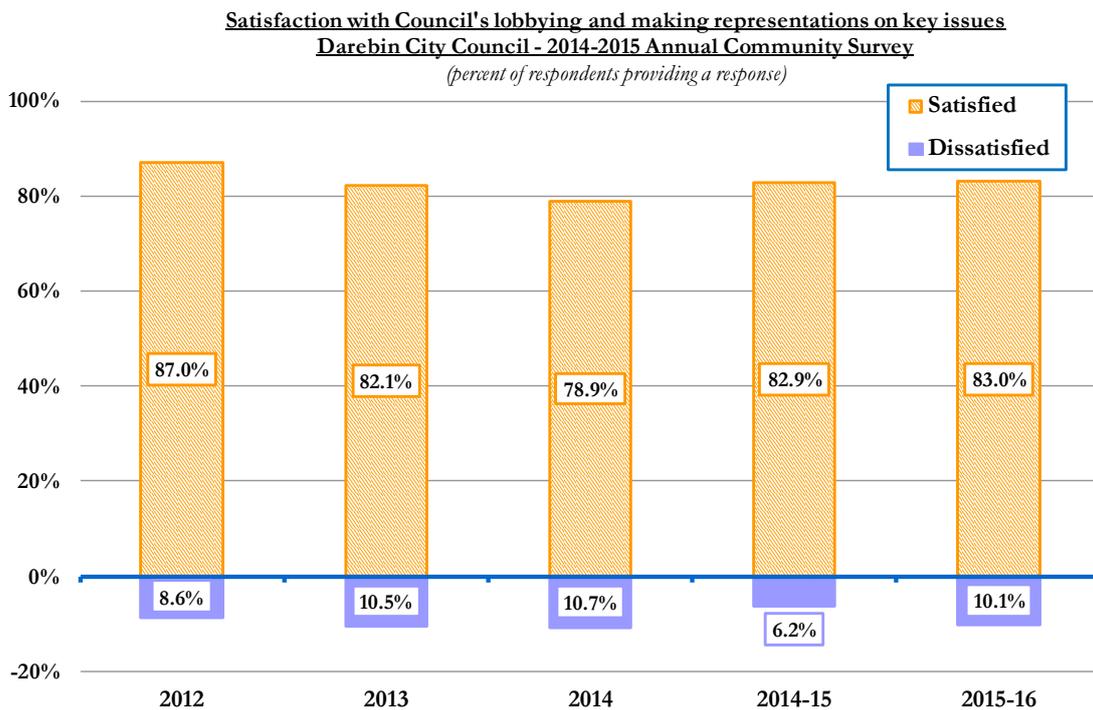
There was measurable and significant variation in satisfaction with this aspect of governance and leadership observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Kingsbury-Bundoora** – respondents were measurably and significantly more satisfied than the municipal average.

- ⊗ *Fairfield-Alphington, Thornbury, and Northcote* – respondents were somewhat, albeit not measurably less satisfied than the municipal average, and at levels categorised as “solid”.



Despite the marginal decline in satisfaction with Council’s performance in lobbying and making representations on key issues, the proportion of respondents satisfied with this aspect of governance and leadership increased by less than one percent in 2015-16. There was however an increase in the proportion of respondents dissatisfied with Council’s performance in lobbying and making representations on key issues, up from 6.2% to 10.1%.



There was no statistically significant variation in satisfaction with Council's performance in lobbying and making representations on key issues affecting the community by respondent profile. It is however noted that rental household respondents were somewhat, albeit not measurably more satisfied than the municipal average, and respondents who had lived in the City of Darebin for ten years or more were somewhat, albeit not measurably less satisfied.

Satisfaction with Council's performance in lobbying and making representation
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>2015-2016</i>		
		<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	19	6.30	7.09	7.88
20 - 35 yrs	170	6.88	7.12	7.36
36 - 45 yrs	162	6.38	6.68	6.98
46 - 60 yrs	175	6.10	6.41	6.73
61 - 75 yrs	102	6.14	6.50	6.86
76 yrs and over	43	6.06	6.59	7.11
<i>Housing situation</i>				
Own this home	306	6.44	6.65	6.86
Mortgage	163	6.21	6.52	6.84
Renting this home	180	6.67	6.93	7.19
Renting from Office of Housing	14	5.88	6.77	7.65
<i>Period of residence</i>				
Less than one year	51	6.33	6.79	7.24
One to less than five years	149	6.70	6.99	7.28
Five to less than ten years	102	6.56	6.94	7.32
Ten years or more	370	6.32	6.52	6.71
<i>Aboriginal and Torres Strait Islander</i>				
Yes	8	5.65	7.37	9.09
No	658	6.54	6.68	6.83
<i>non-English speaking background</i>				
English speaking	442	6.53	6.70	6.87
Non-English speaking	218	6.46	6.73	7.00
<i>Household member with a disability</i>				
Yes	74	5.69	6.28	6.87
No	595	6.61	6.75	6.89
<i>Gender</i>				
Male	324	6.44	6.66	6.87
Female	344	6.55	6.74	6.93
City of Darebin	673	6.56	6.70	6.85

Satisfaction with Council's performance in lobbying and making representations on key issues increased in four precincts (Kingsbury-Bundoora, Preston West, Reservoir East, and Fairfield-Alphington), remained the same in Preston East, and declined in Reservoir West, Thornbury, and Northcote.

The decline in satisfaction recorded in Northcote was the only change at the precinct level that was statistically significant.

Satisfaction with Council's performance in lobbying & making representations on key issues
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2012	28	5.86	6.32	6.78
	2013	72	6.33	6.82	7.31
	2014	65	6.23	6.65	7.06
	2014-15	61	6.32	6.79	7.25
	2015-16	82	6.87	7.21	7.54
Preston West	2012	33	6.45	7.06	7.67
	2013	70	6.56	6.89	7.21
	2014	69	5.83	6.33	6.84
	2014-15	62	6.22	6.73	7.23
	2015-16	78	6.74	7.06	7.38
Preston East	2012	31	5.89	6.68	7.47
	2013	54	6.80	7.07	7.34
	2014	61	6.23	6.64	7.04
	2014-15	73	6.65	7.01	7.37
	2015-16	72	6.58	7.01	7.45
Reservoir West	2012	37	6.97	7.30	7.62
	2013	67	5.75	6.33	6.90
	2014	67	6.12	6.60	7.07
	2014-15	74	6.67	7.08	7.49
	2015-16	86	6.44	6.84	7.24
Reservoir East	2012	34	6.21	6.88	7.55
	2013	55	6.37	6.93	7.49
	2014	70	5.79	6.27	6.75
	2014-15	83	6.28	6.68	7.07
	2015-16	93	6.46	6.83	7.19
Fairfield-Alphington	2012	39	5.67	6.28	6.90
	2013	68	5.62	6.13	6.64
	2014	61	5.45	5.93	6.42
	2014-15	69	5.63	6.13	6.63
	2015-16	94	6.03	6.43	6.82
Thornbury	2012	29	5.48	6.28	7.07
	2013	67	6.18	6.66	7.14
	2014	65	5.81	6.26	6.72
	2014-15	65	5.90	6.40	6.90
	2015-16	83	5.79	6.27	6.74
Northcote	2012	42	6.25	6.79	7.32
	2013	54	5.57	6.17	6.77
	2014	48	6.32	6.77	7.22
	2014-15	69	6.64	6.93	7.21
	2015-16	85	5.81	6.25	6.68

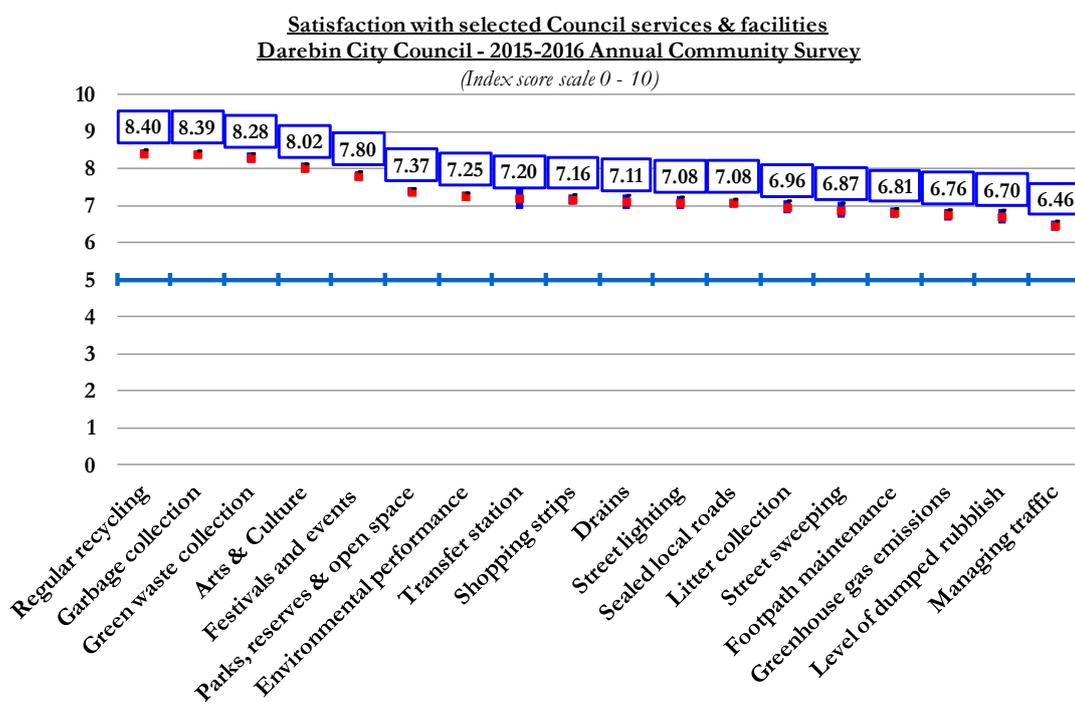
Council services and facilities

There were eighteen services and facilities that were included in the 2015-16 *Annual Community Survey* program. Nine of these services and facilities were included in every quarterly survey, and nine were included in only two of the four quarterly surveys.

The services and facilities included in only two quarters in 2015-16 were regular recycling, green waste collection, the transfer station – Tip in Reservoir, the maintenance and cleaning of shopping strips, drains maintenance and repairs, the level of street lighting, litter collection in public areas, street sweeping, and the level of dumped rubbish.

Satisfaction with these eighteen services and facilities can best be summarised as follows:

- ⊗ **Excellent** – for each of regular recycling, weekly garbage collection, green waste collection service, and arts and culture (including libraries, Bundoora Homestead, and the Darebin Arts and Entertainment Centre), and Council’s festivals and events (including Community and Kite Festival, Homemade Food & Wine Festival and Music Feast).
- ⊗ **Very Good** – for the maintenance of parks, reserves and the open space areas including cutting grass, pruning, play equipment, seating, trees and gardens, and Council’s overall environmental performance.
- ⊗ **Good** – for each of the transfer station – Tip in Reservoir, the maintenance and cleaning of shopping strips (including streets and footpaths), drains maintenance and repairs, the level of street lighting, the condition of sealed local roads, litter collection in public areas, street sweeping, footpath maintenance and repairs, Council’s performance assisting the community to reduce greenhouse gas emissions, and the level of dumped rubbish.
- ⊗ **Solid** – for Council’s performance managing local traffic.



Satisfaction with selected Council services and facilities
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of total respondents)

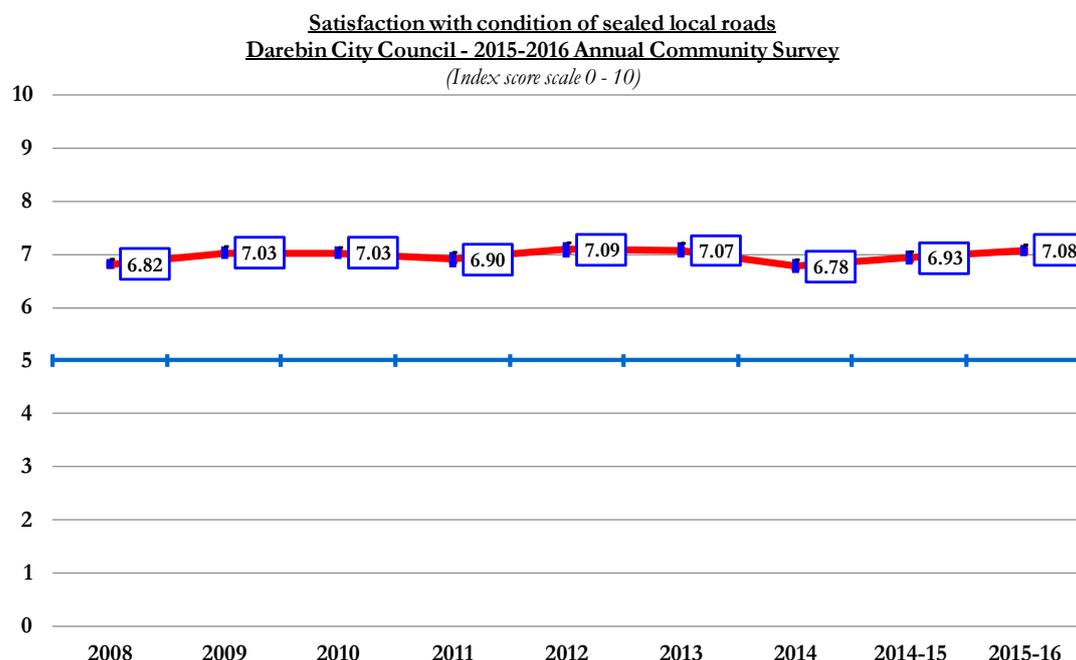
<i>Service / facility</i>	<i>Dissatisfied (0 - 4)</i>	<i>Neutral (5)</i>	<i>Satisfied (6 - 10)</i>	<i>Can't say</i>
Condition of sealed local roads	7.7%	8.3%	84.0%	16
Parks, reserves and the open space maintenance	5.7%	5.8%	88.5%	46
Weekly garbage collection	2.9%	2.9%	94.2%	4
Regular recycling	1.0%	2.0%	97.0%	9
Footpath maintenance and repairs	12.6%	9.4%	78.0%	17
Litter collection in public areas	10.2%	8.9%	80.8%	25
Street sweeping	13.2%	8.3%	78.5%	33
Condition of storm water drains	9.3%	5.9%	84.8%	46
Maintenance and cleaning of shopping strips	6.2%	5.3%	88.6%	10
The level of street lighting	8.7%	10.1%	81.2%	10
The level of dumped rubbish	15.3%	6.6%	78.1%	13
Council's overall environmental performance	4.6%	4.4%	91.1%	170
Council's performance in assisting the community reduce greenhouse gas emissions	10.5%	8.0%	81.5%	360
The performance of Council managing traffic	15.6%	10.4%	73.9%	86
Green waste collection service	1.6%	2.9%	95.5%	3
Transfer station - tip in Reservoir	8.9%	8.3%	82.8%	3
Arts and Culture	1.1%	3.0%	95.9%	3
Council's festivals and events	1.2%	3.2%	95.5%	4

Condition of sealed local roads

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the condition of sealed local roads?”

Satisfaction with the condition of sealed local roads increased 2.2% in 2015-16, up from 6.93 to 7.08. Despite this increase, satisfaction with the condition of sealed local roads remains at a level best categorised as “good”, the same categorisation it has obtained in each of the last nine *Annual Community Surveys*.



This result was very marginally, but not measurably higher than the metropolitan Melbourne average of 7.05, as recorded in the 2016 *Governing Melbourne* research.

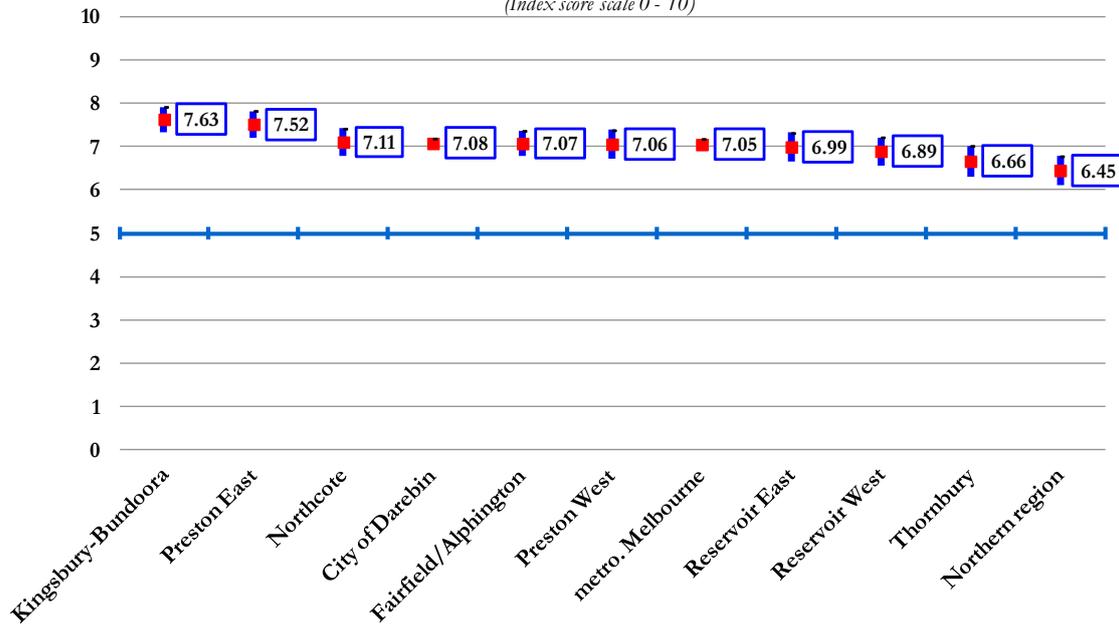
It was however measurably and significantly higher than the northern region average of 6.45 (rated as “solid”).

There was some measurable variation in satisfaction with the condition of sealed local roads observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Kingsbury-Bundoora** and **Preston East** – respondents were measurably and significantly more satisfied than the municipal average, and at levels categorised as “excellent”.
- ⊗ **Thornbury** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average, and at a level categorised as “solid”.

Satisfaction with condition of sealed local roads by precinct
Darebin City Council - 2015-2016 Annual Community Survey

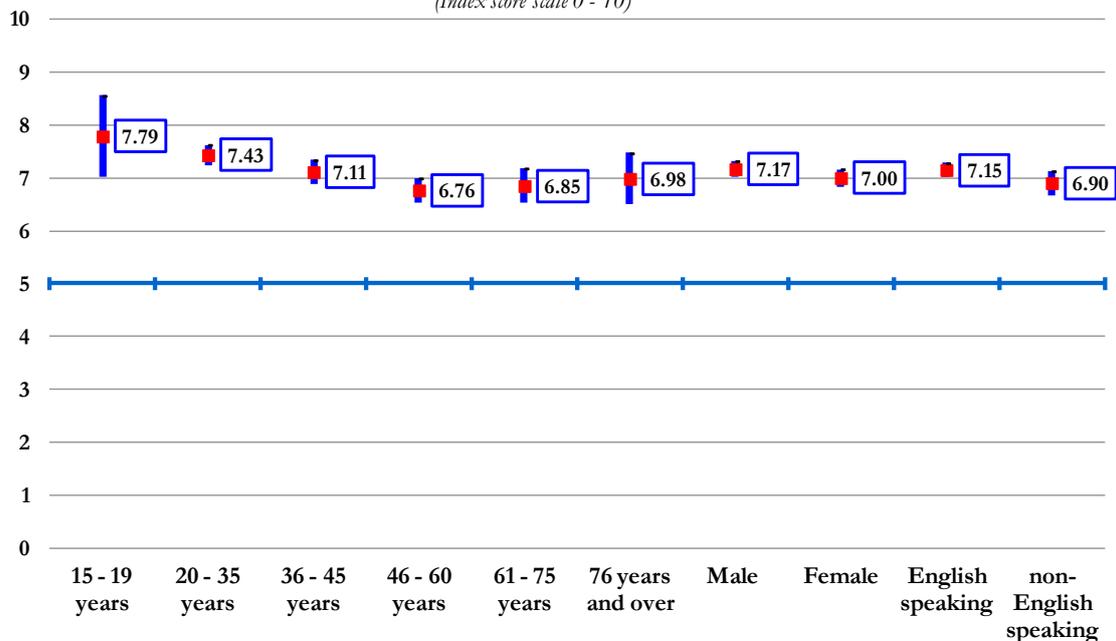
(Index score scale 0 - 10)



There was some measurable variation in satisfaction with the condition of sealed local roads observed by respondent profile. Younger respondents (aged less than 36 years) were measurably more satisfied than the municipal average.

Satisfaction with condition of sealed local roads
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with the condition of sealed local road increased in six of the eight precincts comprising the City of Darebin, and declined in two precincts (Preston West and Reservoir West). The increase in satisfaction with the condition of sealed local roads of respondents from Kingsbury-Bundoora of 9.1% was statistically significant.

Satisfaction with condition of sealed local roads
Darebin City Council - 2015-2016 Annual Community Survey

(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Kingsbury-Bundoora	2011	41	6.17	6.75	7.33
	2012	101	6.69	7.12	7.55
	2013	99	6.85	7.28	7.72
	2014	99	6.41	6.78	7.14
	2014-15	100	6.60	6.99	7.38
	2015-16	121	7.34	7.63	7.92
Preston East	2011	89	6.19	6.65	7.10
	2012	96	6.96	7.34	7.73
	2013	97	6.66	7.03	7.40
	2014	100	6.58	6.94	7.30
	2014-15	100	6.73	7.07	7.41
	2015-16	119	7.21	7.52	7.83
Northcote	2011	129	6.34	6.71	7.09
	2012	101	6.84	7.19	7.54
	2013	98	6.00	6.45	6.90
	2014	99	6.49	6.86	7.23
	2014-15	100	6.78	7.08	7.38
	2015-16	122	6.80	7.11	7.42
Fairfield-Alphington	2011	45	6.48	7.12	7.76
	2012	98	6.5	6.86	7.21
	2013	99	6.19	6.606	7.02
	2014	100	6.26	6.64	7.02
	2014-15	99	6.34	6.71	7.08
	2015-16	124	6.78	7.07	7.37
Preston West	2011	83	6.19	6.69	7.19
	2012	100	6.82	7.25	7.68
	2013	100	6.16	6.59	7.02
	2014	100	6.71	7.08	7.45
	2014-15	97	6.77	7.18	7.58
	2015-16	122	6.73	7.06	7.38
Reservoir East	2011	157	6.57	6.94	7.31
	2012	97	6.53	6.98	7.43
	2013	100	7.05	7.43	7.81
	2014	98	5.98	6.40	6.82
	2014-15	97	6.35	6.79	7.23
	2015-16	123	6.67	6.99	7.32
Reservoir West	2011	136	6.64	6.91	7.18
	2012	100	6.73	7.05	7.37
	2013	100	7.15	7.52	7.89
	2014	98	6.40	6.79	7.17
	2014-15	97	6.78	7.10	7.43
	2015-16	122	6.57	6.89	7.22
Thornbury	2011	107	7.02	7.39	7.76
	2012	95	6.49	6.94	7.39
	2013	98	6.82	7.24	7.65
	2014	99	6.54	6.90	7.26
	2014-15	98	6.08	6.49	6.90
	2015-16	124	6.31	6.66	7.02

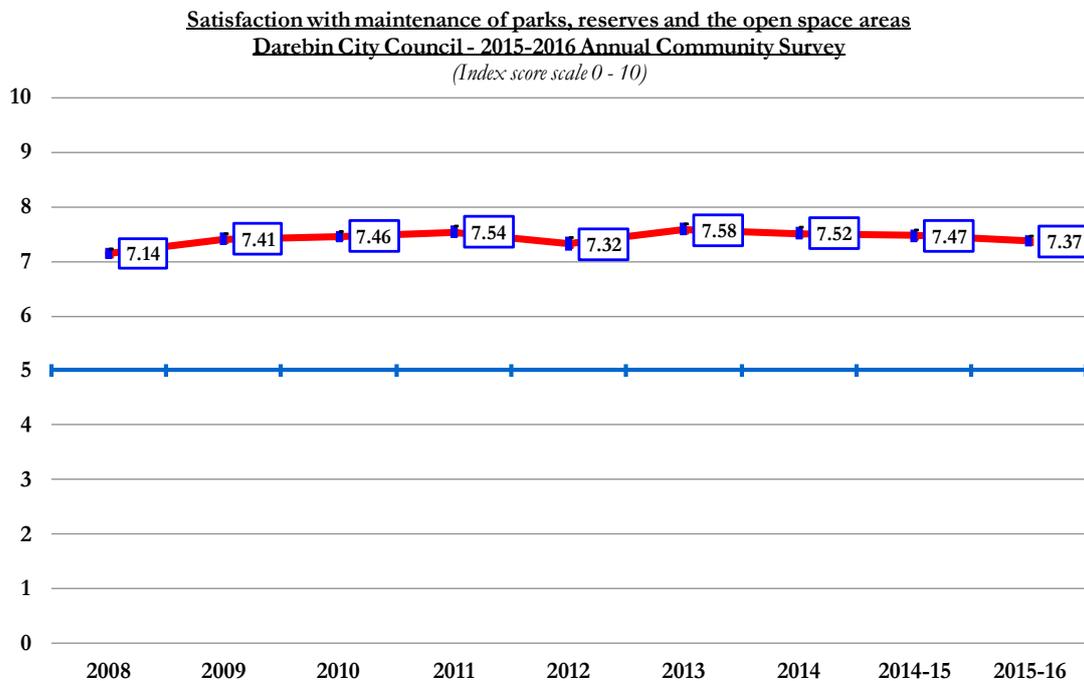
Maintenance of parks, reserves and open space areas

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the maintenance of parks, reserves and open space areas?”

Satisfaction with the maintenance of parks, reserves, and open spaces areas declined 1.3% in 2015-16, down from 7.47 to 7.37. Despite this decline, satisfaction remains at a level best categorised as “very good”.

Metropolis Research notes that satisfaction with the maintenance of parks, reserves and open spaces has been categorised as “very good” in eight of the last nine years of the *Annual Community Survey* program. The long-term average satisfaction was 7.42, marginally but not measurably higher than the 2015-16 result of 7.37.



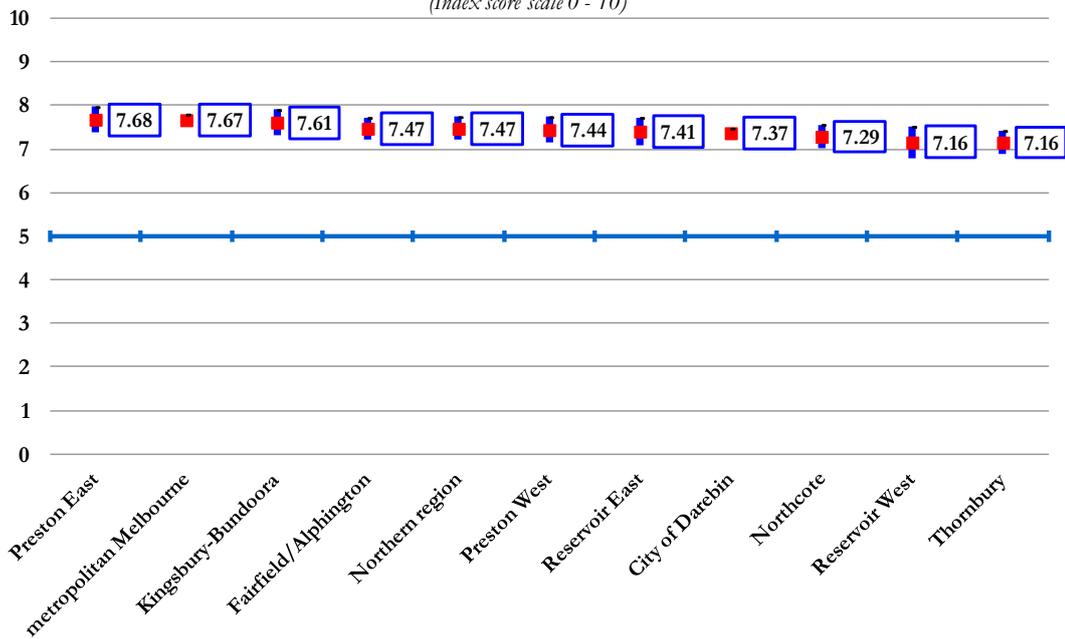
It is observed that satisfaction with the maintenance of parks, reserves and open spaces in the City of Darebin was measurably lower than the metropolitan Melbourne average of 7.67, and marginally lower than the northern region average of 7.47, as recorded in the 2016 *Governing Melbourne*. Both the metropolitan Melbourne and northern region averages were at levels categorised as “very good”.

Metropolis Research notes that *Governing Melbourne* worded this variable somewhat differently than the Darebin survey, asking “satisfaction with the provision and maintenance of parks and gardens”. This variation is unlikely to have a significant impact on the comparability of the results.

There was no meaningful or statistically significant variation in satisfaction with the maintenance of parks, reserves and open spaces observed across the eight precincts comprising the City of Darebin.

Satisfaction with maintenance of parks, reserves and the open spaces by precinct
Darebin City Council - 2015-2016 Annual Community Survey

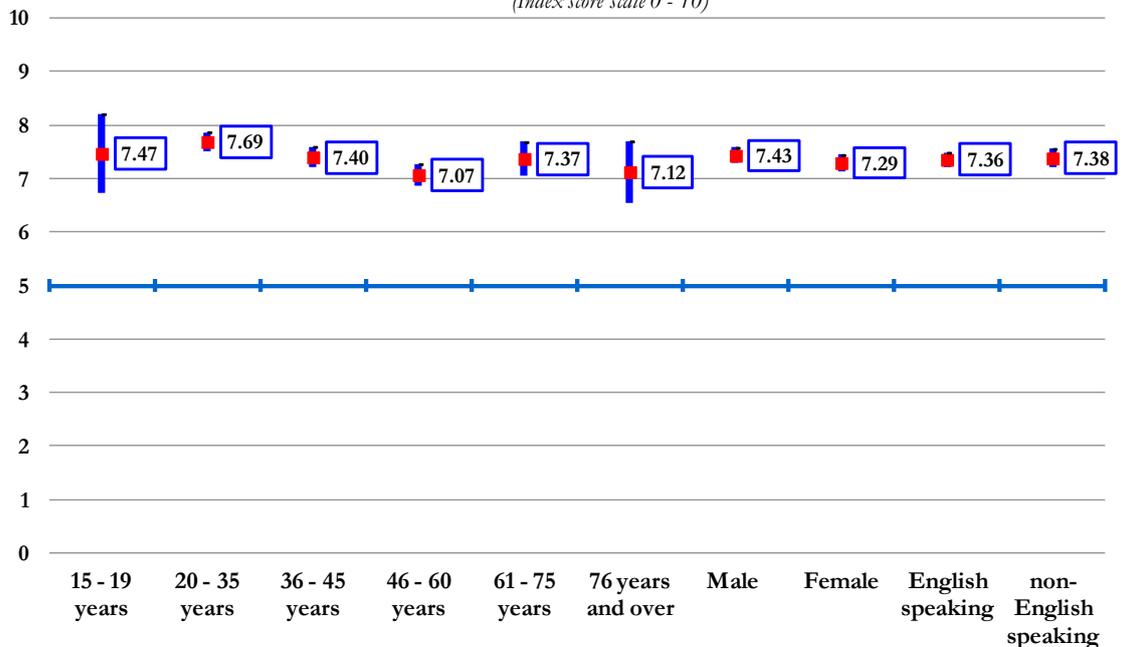
(Index score scale 0 - 10)



There was no statistically significant variation in satisfaction with the maintenance of parks, reserves and open spaces observed by respondent profile.

Satisfaction with maintenance of parks, reserves and open spaces by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with the maintenance of parks, reserves and open spaces increased in three precincts in 2015-16 (Preston East, Kingsbury-Bundoora, and Thornbury), and decreased in five precincts (Fairfield-Alphington, Preston West, Reservoir East, Northcote, and Reservoir West). None of these movements at the precinct level were statistically significant in 2015-16.

Satisfaction with maintenance of parks, reserves and open spaces

Darebin City Council - 2015-2016 Annual Community Survey

(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Preston East	2011	88	6.96	7.33	7.71
	2012	98	7.33	7.66	8.00
	2013	92	7.17	7.46	7.75
	2014	91	7.12	7.47	7.83
	2014-15	96	6.98	7.27	7.56
	2015-16	116	7.39	7.68	7.97
Kingsbury-Bundoora	2011	40	6.65	7.237	7.82
	2012	99	6.92	7.27	7.62
	2013	97	7.21	7.64	8.07
	2014	98	7.45	7.77	8.08
	2014-15	99	6.94	7.35	7.77
	2015-16	122	7.33	7.61	7.90
Fairfield-Alphington	2011	43	7.39	7.83	8.28
	2012	96	7.32	7.59	7.87
	2013	92	7.02	7.37	7.72
	2014	98	7.42	7.72	8.03
	2014-15	98	7.35	7.64	7.93
	2015-16	123	7.22	7.47	7.72
Preston West	2011	80	7.04	7.39	7.74
	2012	95	6.67	7.07	7.47
	2013	96	7.14	7.52	7.91
	2014	95	7.00	7.38	7.76
	2014-15	95	7.14	7.50	7.85
	2015-16	120	7.15	7.44	7.74
Reservoir East	2011	143	7.43	7.70	7.97
	2012	94	6.60	7.07	7.55
	2013	93	7.28	7.57	7.86
	2014	94	7.03	7.39	7.75
	2014-15	93	7.09	7.42	7.75
	2015-16	120	7.09	7.41	7.72
Northcote	2011	126	7.17	7.49	7.81
	2012	98	7.11	7.44	7.76
	2013	96	7.53	7.83	8.14
	2014	99	7.37	7.69	8.01
	2014-15	99	7.4	7.73	8.06
	2015-16	122	7.01	7.29	7.56
Reservoir West	2011	128	7.44	7.67	7.91
	2012	97	6.76	7.07	7.38
	2013	96	7.29	7.65	8.01
	2014	89	7.27	7.70	8.12
	2014-15	91	7.41	7.75	8.09
	2015-16	114	6.80	7.16	7.52
Thornbury	2011	102	7.13	7.48	7.83
	2012	93	7.31	7.65	7.98
	2013	98	7.16	7.44	7.72
	2014	98	6.91	7.22	7.54
	2014-15	93	6.65	7.02	7.39
	2015-16	122	6.89	7.16	7.42

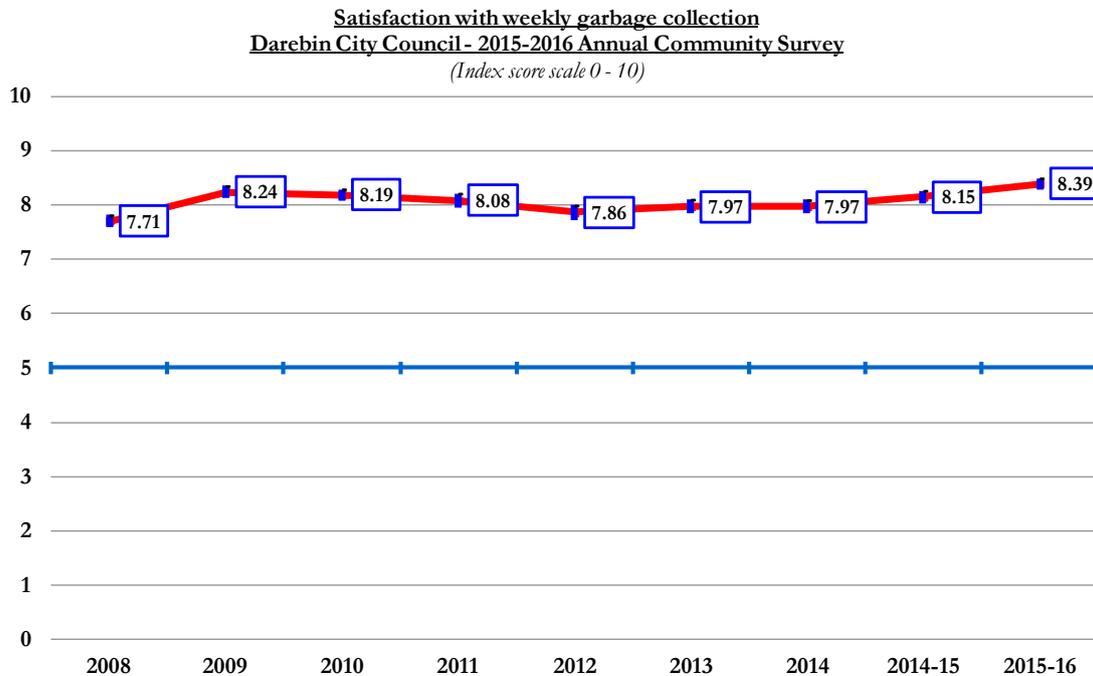
Weekly garbage collection

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the weekly garbage collection?”

Satisfaction with the weekly garbage collection service increased measurably in 2015-16, up by 2.9% to 8.39 out of a potential ten. This level of satisfaction is best categorised as “excellent”, the same categorisation that satisfaction with the weekly garbage collection has obtained in eight of the last nine *Annual Community Surveys*.

Metropolis Research notes that average satisfaction scores of more than eight out of ten are relatively rare and are reflective of a very high level of community satisfaction with the service or facility.



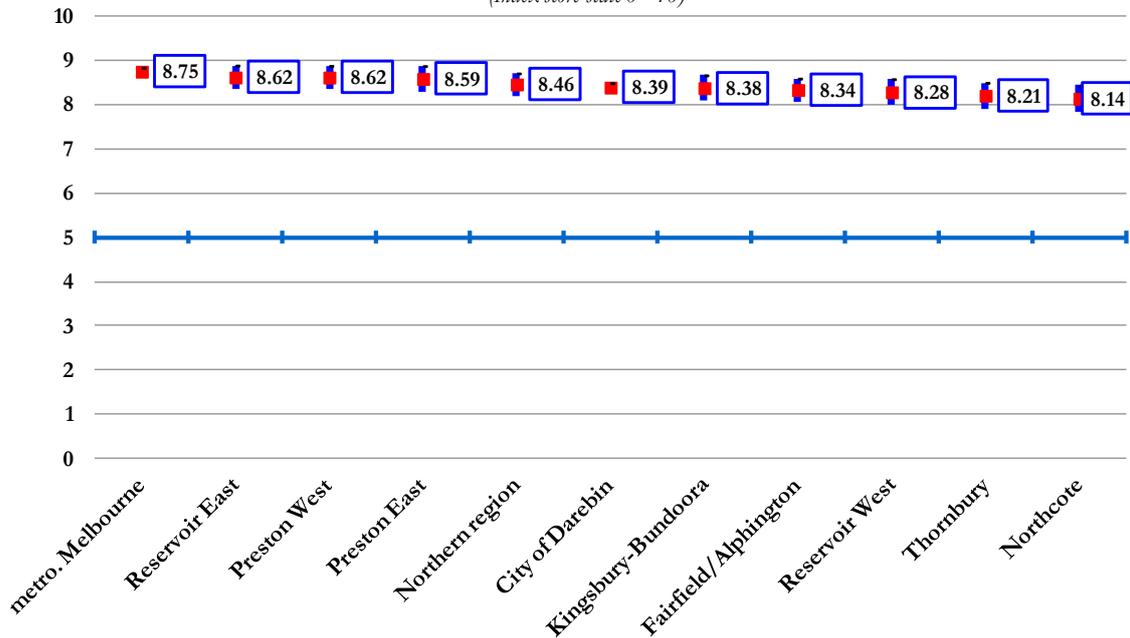
It is observed that satisfaction with the weekly garbage collection was measurably lower than the metropolitan Melbourne average of 8.75, and marginally but not measurably lower than the northern region average of 8.46, as recorded in the 2016 *Governing Melbourne*.

Both the metropolitan Melbourne and northern region averages were at levels categorised as “excellent”, the same categorisation as was recorded for the City of Darebin in 2016.

There was no meaningful or statistically significant variation in satisfaction with the weekly garbage collection service observed across the eight precincts comprising the City of Darebin.

Satisfaction with weekly garbage collection by precinct
Darebin City Council - 2015-2016 Annual Community Survey

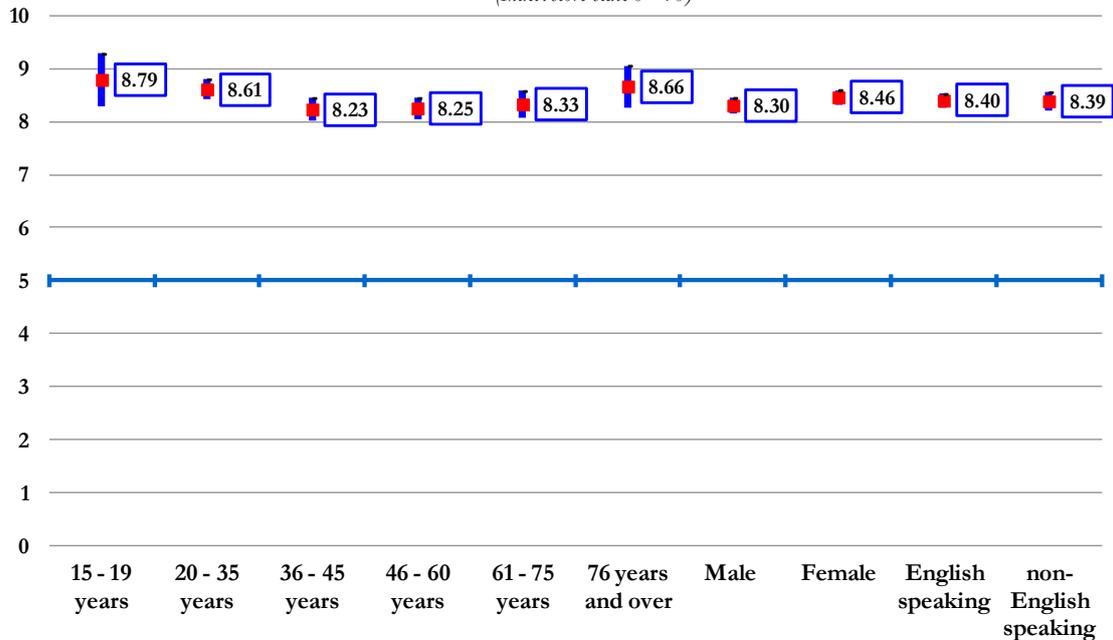
(Index score scale 0 - 10)



There was some variation observed in satisfaction with the weekly garbage collection by respondent profile, with younger respondents (aged less than 36 years) and senior citizens more satisfied than other respondents.

Satisfaction with weekly garbage collection by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with the weekly garbage collection increased in six precincts in 2015-16 (Reservoir East, Preston West, Preston East, Kingsbury-Bundoora, Fairfield-Alphington, and Northcote), remained stable in Thornbury, and declined in Reservoir West. None of these changes in satisfaction with the weekly garbage collection at the precinct level were statistically significant in 2015-16.

Satisfaction with weekly garbage collection
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Reservoir East	2011	154	7.92	8.237	8.56
	2012	99	7.41	7.80	8.19
	2013	100	7.19	7.58	7.97
	2014	100	7.15	7.55	7.95
	2014-15	99	7.63	8.02	8.41
	2015-16	126	8.35	8.62	8.89
Preston West	2011	83	7.65	7.99	8.33
	2012	100	7.66	8.10	8.54
	2013	99	7.78	8.13	8.48
	2014	99	7.38	7.75	8.12
	2014-15	100	7.87	8.21	8.55
	2015-16	123	8.35	8.62	8.88
Preston East	2011	93	7.13	7.59	8.04
	2012	99	7.67	8.08	8.50
	2013	100	7.69	8.07	8.45
	2014	99	8.02	8.29	8.57
	2014-15	100	8.10	8.35	8.60
	2015-16	123	8.29	8.59	8.88
Kingsbury-Bundoora	2011	40	7.58	8.08	8.58
	2012	101	7.68	8.01	8.34
	2013	100	7.75	8.12	8.49
	2014	100	7.71	8.03	8.35
	2014-15	99	7.91	8.22	8.54
	2015-16	122	8.09	8.38	8.67
Fairfield-Alphington	2011	45	7.47	8.04	8.61
	2012	100	7.55	7.85	8.15
	2013	100	7.39	7.74	8.09
	2014	100	8.08	8.38	8.68
	2014-15	100	7.72	8.04	8.36
	2015-16	125	8.08	8.34	8.59
Reservoir West	2011	139	7.93	8.22	8.51
	2012	100	7.4	7.78	8.16
	2013	99	8.12	8.46	8.78
	2014	99	7.86	8.22	8.59
	2014-15	100	8.20	8.53	8.86
	2015-16	127	7.99	8.28	8.58
Thornbury	2011	109	8.19	8.50	8.81
	2012	99	7.59	7.97	8.35
	2013	99	7.08	7.46	7.83
	2014	100	7.74	8.01	8.28
	2014-15	100	7.54	7.87	8.20
	2015-16	100	7.54	7.87	8.20
Northcote	2011	129	7.52	7.82	8.11
	2012	101	7.28	7.59	7.91
	2013	100	7.89	8.23	8.57
	2014	100	7.58	7.93	8.28
	2014-15	100	7.78	8.10	8.42
	2015-16	123	7.84	8.14	8.44

Footpath maintenance and repairs

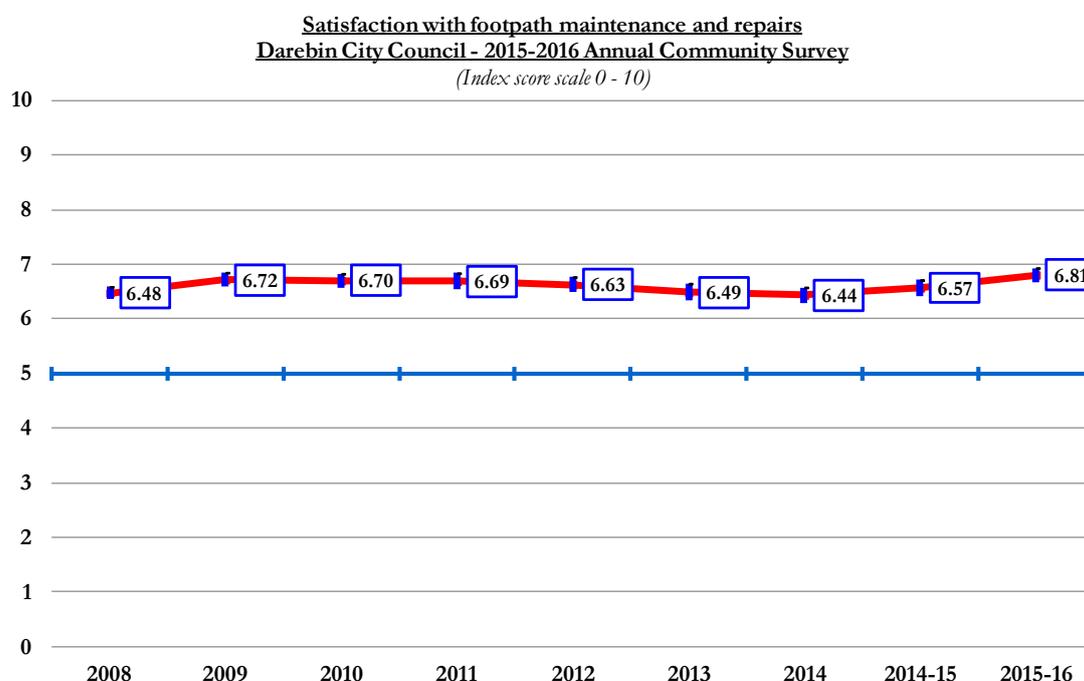
Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with footpath maintenance and repairs?”

Satisfaction with footpath maintenance and repairs increased 3.6% in 2015-16, up from 6.57 to 6.81. This increase was statistically significant.

Despite this increase, satisfaction with footpath maintenance and repairs remains at a level best categorised as “good”.

The long-term average satisfaction with footpath maintenance and repairs for the last nine years was 6.61, somewhat lower than this 2015-16 result.



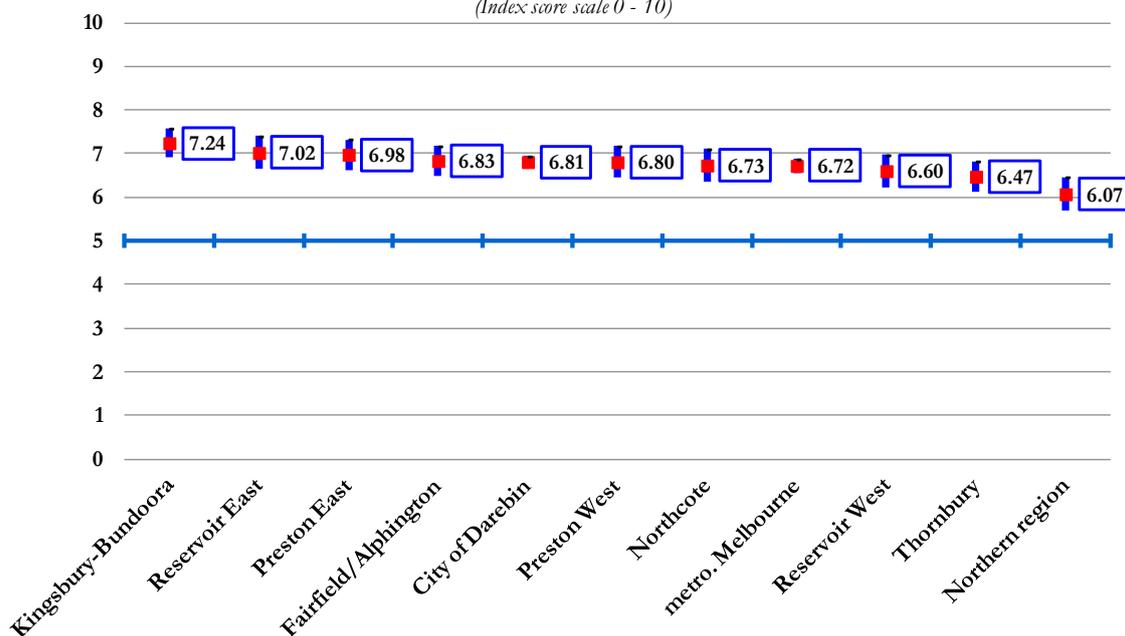
It is observed that satisfaction with the weekly garbage collection was marginally but not measurably higher than the metropolitan Melbourne average of 6.72, but was measurably and significantly higher than the northern region average of 6.07, which was rated as “solid”, both as recorded in the 2016 *Governing Melbourne*.

There was no statistically significant variation in satisfaction with footpath maintenance and repairs observed across the eight precincts comprising the City of Darebin, although attention is drawn to the following:

- ⊗ **Kingsbury-Bundoora** – respondents were somewhat, albeit not measurably more satisfied than the municipal average.
- ⊗ **Thornbury** – respondents were somewhat, albeit not measurably less satisfied than the municipal average, and rated satisfaction at a level categorised as “solid”.

Satisfaction with footpath maintenance and repairs by precinct
Darebin City Council - 2015-2016 Annual Community Survey

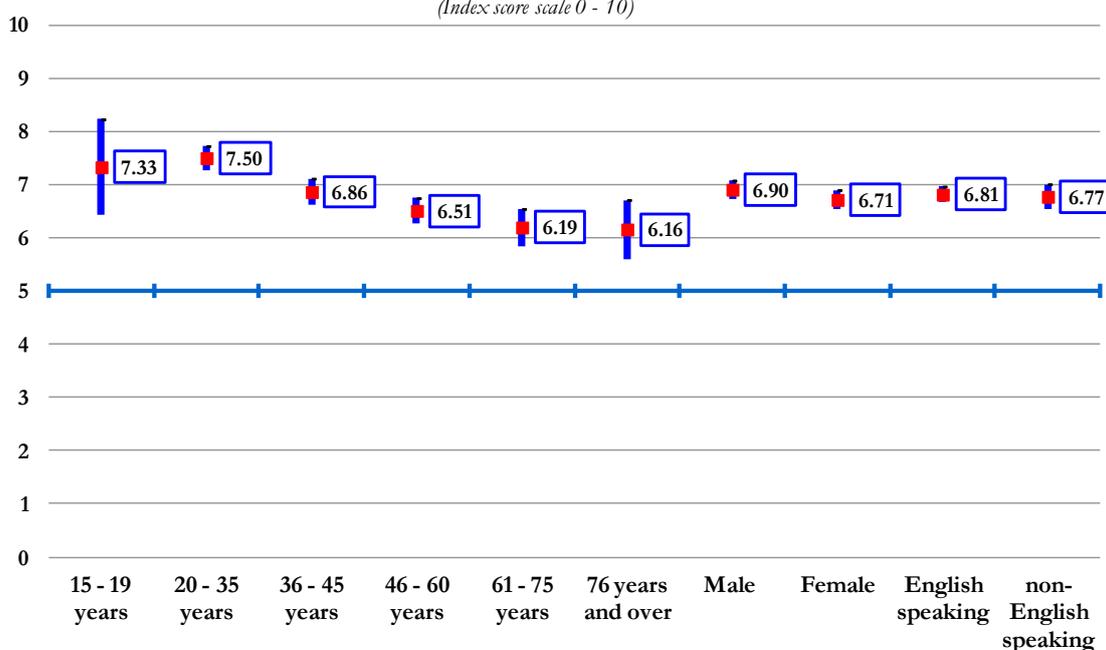
(Index score scale 0 - 10)



There was measurable variation in satisfaction with maintenance and repair of footpaths by respondent profile, with younger respondents (aged less than 36 years) measurably less satisfied than older respondents.

Satisfaction with footpath maintenance and repair by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with footpath maintenance and repairs increased in seven of the eight precincts in 2015-16, whilst respondents from Thornbury rated satisfaction at the same level as recorded in 2014-15. None of these changes at the precinct level were statistically significant in 2015-16.

Satisfaction with footpath maintenance and repair
Darebin City Council - 2015-2016 Annual Community Survey

(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Kingsbury-Bundoora	2011	40	6.02	6.56	7.09
	2012	100	6.54	6.99	7.44
	2013	99	6.33	6.81	7.29
	2014	99	6.05	6.46	6.86
	2014-15	97	6.49	6.93	7.37
	2015-16	125	6.90	7.24	7.58
Reservoir East	2011	155	6.36	6.72	7.09
	2012	97	6.38	6.72	7.06
	2013	98	6.34	6.80	7.25
	2014	98	6.20	6.61	7.02
	2014-15	97	6.35	6.77	7.19
	2015-16	122	6.64	7.02	7.39
Preston East	2011	93	5.86	6.39	6.91
	2012	98	6.46	6.91	7.35
	2013	98	6.11	6.50	6.88
	2014	99	6.57	6.88	7.19
	2014-15	97	6.57	6.91	7.24
	2015-16	122	6.62	6.98	7.33
Fairfield-Alphington	2011	44	6.08	6.80	7.51
	2012	98	5.99	6.36	6.72
	2013	98	5.93	6.34	6.76
	2014	100	5.68	6.11	6.54
	2014-15	97	5.79	6.23	6.67
	2015-16	125	6.50	6.83	7.17
Preston West	2011	82	6.38	6.80	7.21
	2012	99	6.67	7.11	7.55
	2013	98	6.15	6.59	7.02
	2014	100	5.90	6.29	6.68
	2014-15	100	6.31	6.74	7.17
	2015-16	122	6.44	6.80	7.17
Northcote	2011	129	6.13	6.50	6.87
	2012	101	5.82	6.26	6.69
	2013	98	5.11	5.62	6.12
	2014	97	5.88	6.32	6.76
	2014-15	98	6.01	6.40	6.79
	2015-16	122	6.36	6.73	7.10
Reservoir West	2011	136	6.48	6.75	7.01
	2012	99	6.33	6.69	7.04
	2013	99	6.27	6.71	7.15
	2014	99	5.80	6.19	6.59
	2014-15	98	6.03	6.45	6.87
	2015-16	125	6.24	6.60	6.96
Thornbury	2011	108	6.60	6.99	7.38
	2012	99	5.80	6.26	6.72
	2013	99	6.28	6.70	7.12
	2014	100	6.08	6.51	6.94
	2014-15	96	5.99	6.44	6.89
	2015-16	96	5.99	6.44	6.89

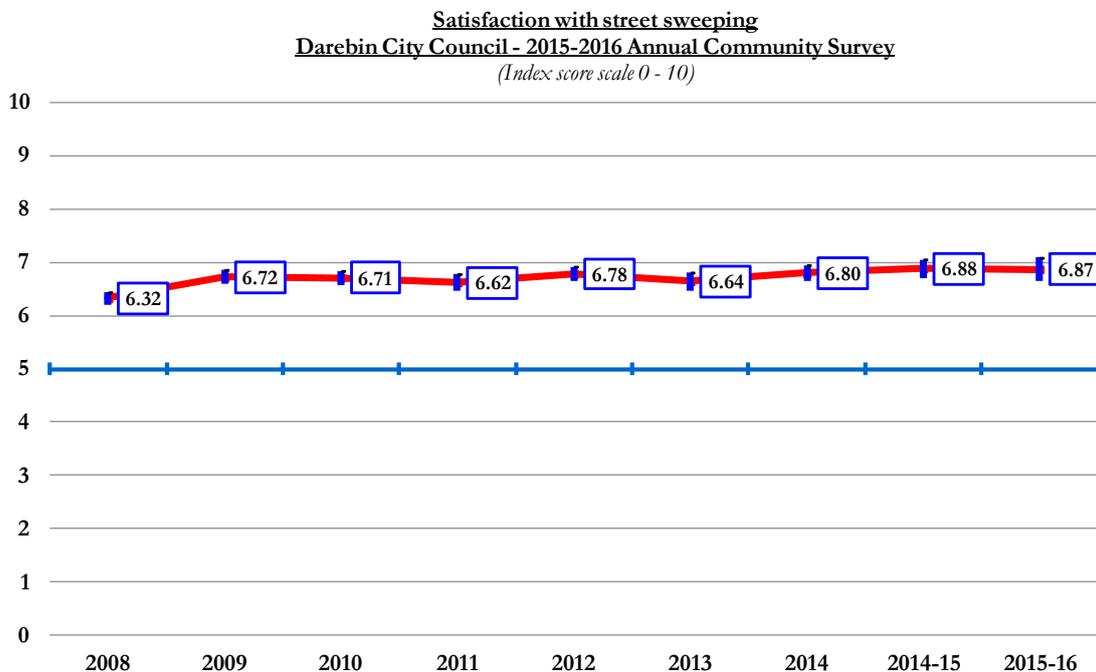
Street sweeping

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with street sweeping?”

Satisfaction with street sweeping declined by less than one percent in 2015-16, down from 6.88 to 6.87. This level of satisfaction remains categorised as “good”, the same categorisation it has recorded for eight of the last nine *Annual Community Surveys*.

The long-term average satisfaction with street sweeping over the last nine years was 6.70, somewhat, albeit not measurably lower than this 2015-16 result.



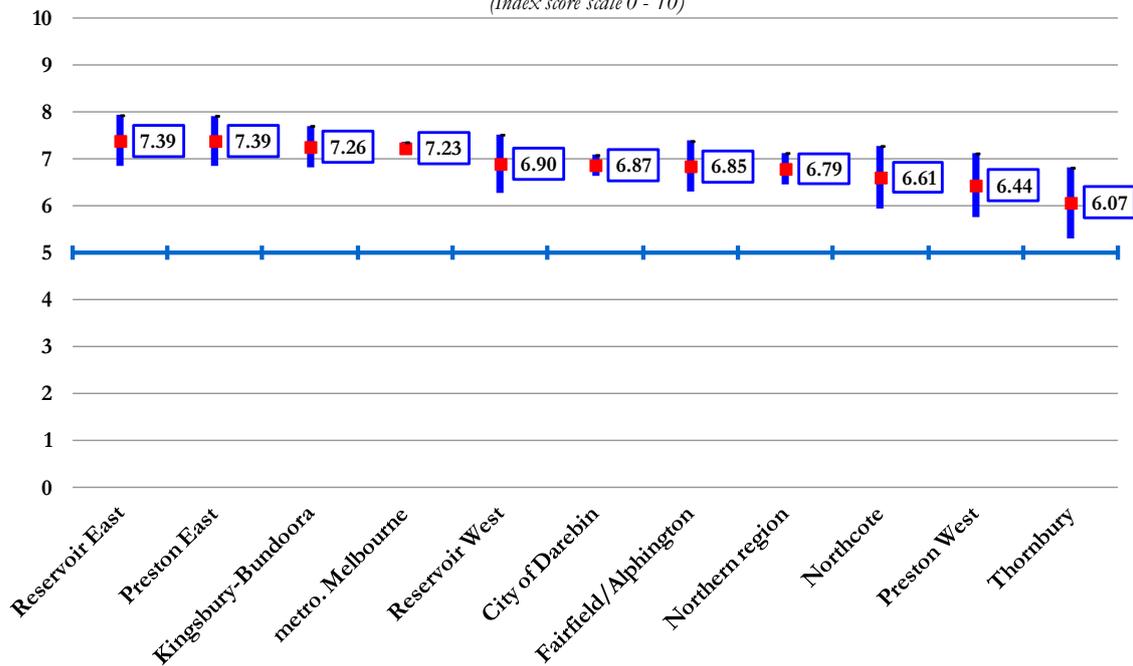
It is observed that satisfaction with street sweeping was measurably and significantly lower than the metropolitan Melbourne average of 7.23, but was marginally but not measurably lower than the northern region average of 6.79, which was rated as “solid”. Both as recorded in the 2016 *Governing Melbourne*.

There was no statistically significant variation in satisfaction with street sweeping observed across the eight precincts comprising the City of Darebin. Attention is however drawn to the following:

- ⊗ **Reservoir East, Preston East, and Kingsbury-Bundoora** – respondents were somewhat, albeit not measurably more satisfied than the municipal average, and rated satisfaction at levels categorised as “very good”.
- ⊗ **Preston West and Thornbury** – respondents were somewhat, albeit not measurably less satisfied than the municipal average, and rated satisfaction at levels categorised as “solid”.

Satisfaction with street sweeping by precinct
Darebin City Council - 2015-2016 Annual Community Survey

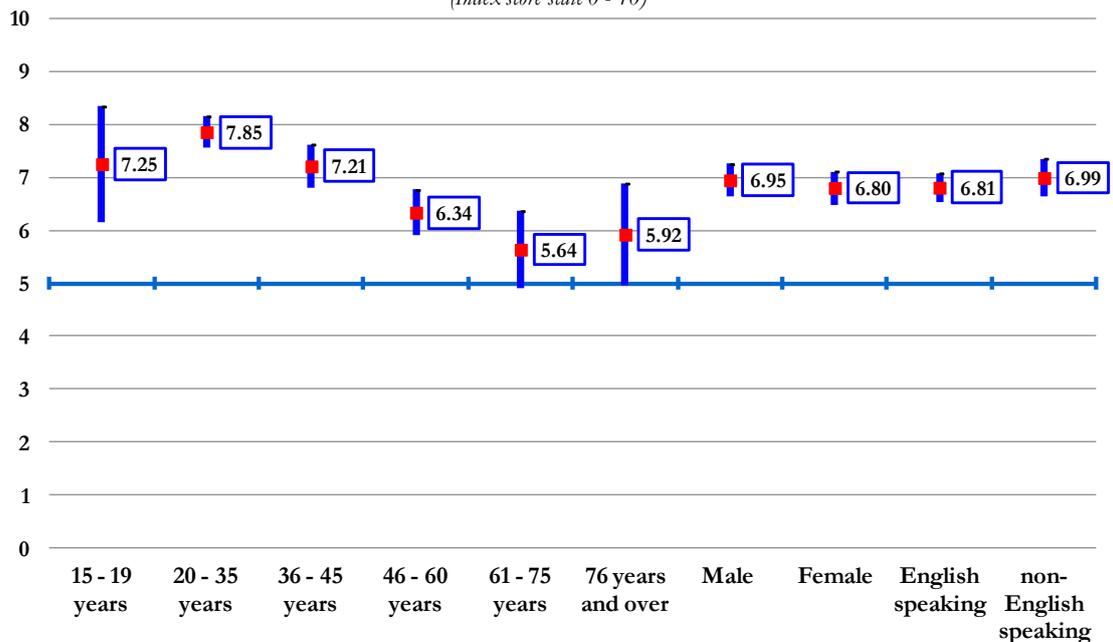
(Index score scale 0 - 10)



There was measurable and significant variation in satisfaction with street sweeping observed by respondent profile. Older adults and senior citizens (aged 61 years and over) were measurably less satisfied than younger respondents (aged less than 36 years).

Satisfaction with street sweeping by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with street sweeping increased in three precincts in 2015-16 (Preston East, Kingsbury-Bundoora, and Fairfield-Alphington), remained the same in Reservoir East, and declined in four precincts (Reservoir West, Northcote, Preston West, and Thornbury).

None of these changes in satisfaction with street sweeping at the precinct level were statistically significant in 2015-16.

Satisfaction with street sweeping
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Reservoir East	2011	150	6.52	6.86	7.21
	2012	96	6.32	6.75	7.18
	2013	97	6.38	6.85	7.32
	2014	98	6.57	7.02	7.47
	2014-15	73	6.73	7.23	7.73
	2015-16	73	6.73	7.23	7.73
Preston East	2011	91	6.22	6.64	7.05
	2012	99	6.47	6.93	7.39
	2013	98	6.12	6.56	7.00
	2014	99	6.33	6.72	7.11
	2014-2015	73	6.00	6.49	6.99
	2014-2015	57	6.85	7.39	7.92
Kingsbury-Bundoora	2011	40	5.88	6.55	7.23
	2012	98	6.30	6.68	7.07
	2013	99	6.53	6.99	7.45
	2014	98	6.18	6.62	7.07
	2014-15	70	6.70	7.20	7.70
	2015-16	62	6.81	7.26	7.71
Reservoir West	2011	139	6.30	6.64	6.98
	2012	96	6.56	6.90	7.24
	2013	99	6.90	7.30	7.71
	2014	97	6.39	6.80	7.22
	2014-15	74	6.64	7.14	7.63
	2015-16	58	6.27	6.90	7.52
Fairfield-Alphington	2011	44	6.08	6.77	7.45
	2012	98	5.64	6.11	6.58
	2013	98	5.81	6.26	6.70
	2014	99	6.01	6.43	6.86
	2014-15	71	5.95	6.41	6.86
	2015-16	59	6.31	6.85	7.38
Northcote	2011	123	6.05	6.46	6.86
	2012	98	6.35	6.71	7.08
	2013	98	5.60	6.14	6.68
	2014	100	6.23	6.70	7.17
	2014-15	72	6.14	6.68	7.22
	2015-16	56	5.93	6.61	7.28
Preston West	2011	80	5.93	6.46	7.00
	2012	100	6.93	7.27	7.61
	2013	100	5.93	6.38	6.83
	2014	98	5.83	6.29	6.74
	2014-15	68	6.39	6.91	7.43
	2015-16	55	5.75	6.44	7.12
Thornbury	2011	107	6.06	6.53	7.00
	2012	99	6.15	6.56	6.96
	2013	96	5.86	6.38	6.89
	2014	100	6.89	7.24	7.59
	2014-15	72	6.18	6.71	7.24
	2015-16	60	5.32	6.07	6.82

Litter collection in public areas

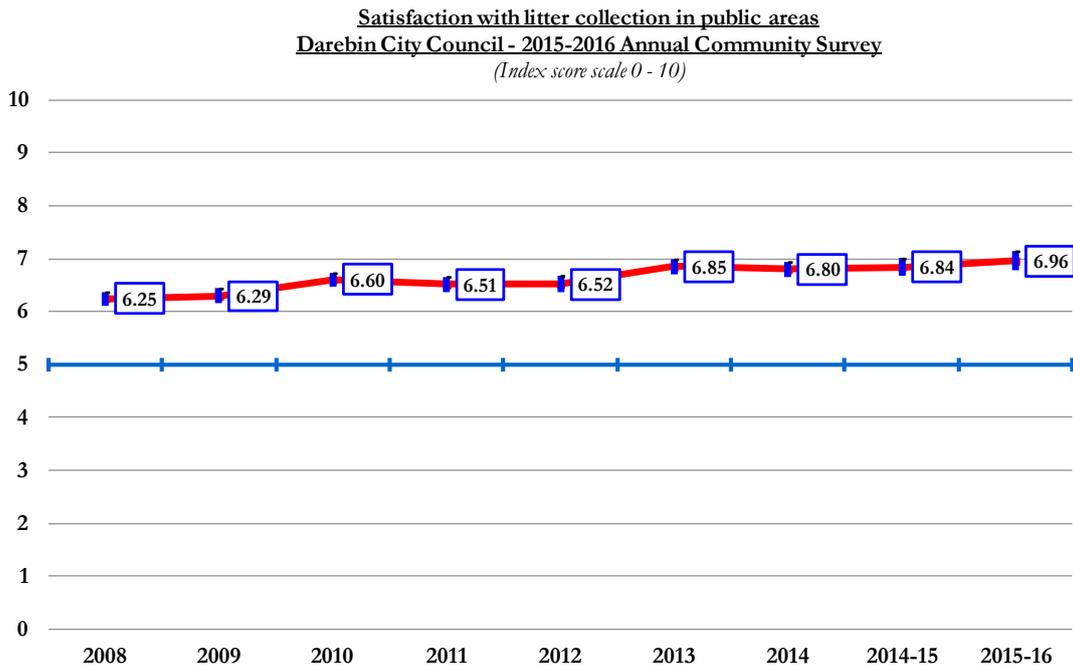
Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with litter collection in public areas?”

Satisfaction with litter collection in public areas increased 1.8% in 2015-16, up from 6.84 to 6.96. Despite this increase, satisfaction with litter collection in public areas remains at a level best categorised as “good”. This is the highest annual result for litter collection in public areas recorded since the commencement of the quarterly survey program in 2007.

The long-term average satisfaction with litter collection in public areas over the last nine years of the *Annual Community Survey* program was 6.62, measurably and significantly lower than the 2015-16 result.

Metropolis Research notes that satisfaction with litter collection in public areas has trended strongly higher since 2008, increasing 11.4% from 6.25 in 2008 to 6.96 in 2015-16.

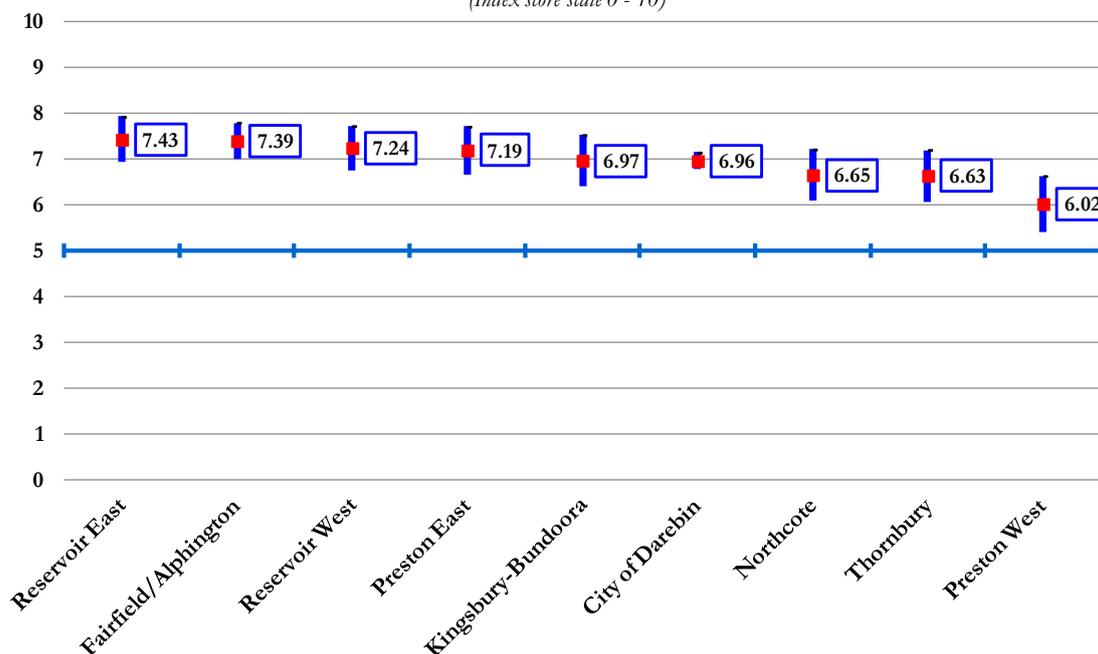


There was measurable variation in satisfaction with litter collection in public areas observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Reservoir East** and **Fairfield-Alphington** – respondents were somewhat, albeit not measurably more satisfied than the municipal average, and rated satisfaction at levels categorised as “very good”.
- ⊗ **Preston West** – respondents rated satisfaction measurably and significantly lower than the municipal average, at a level best categorised as “solid”.

Satisfaction with litter collection in public areas by precinct
Darebin City Council - 2015-2016 Annual Community Survey

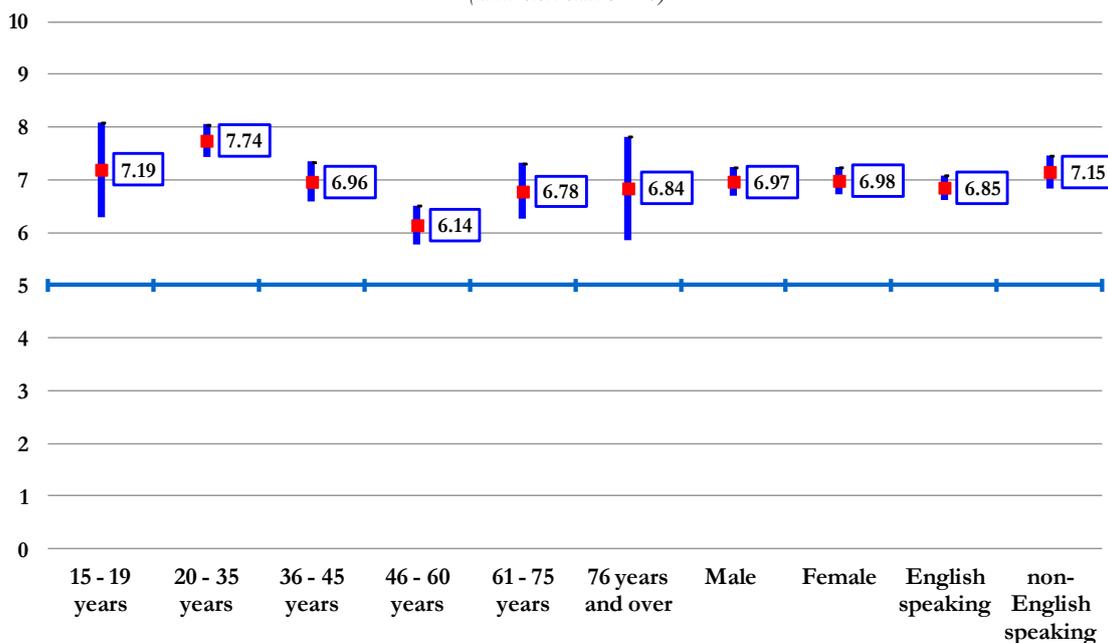
(Index score scale 0 - 10)



There was measurable variation in satisfaction with litter collection in public places observed by respondent profile. Young adults (20 to 35 years) were measurably more satisfied than other respondents, whilst middle aged adults (46 to 60 years) were measurably less satisfied.

Satisfaction with litter collection in public places by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with litter collection in public areas increased in four precincts in 2015-16 (Reservoir East, Fairfield-Alphington, Reservoir West, and Preston East), remained the same in Preston West, and declined in Kingsbury-Bundoora, Northcote, and Thornbury.

The increase in satisfaction with litter collection in public areas by respondents in Fairfield-Alphington was statistically significant, increasing 17.7%.

Satisfaction with litter collection in public places
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Reservoir East	2011	149	6.34	6.66	6.98
	2012	96	6.19	6.67	7.14
	2013	99	6.67	7.06	7.45
	2014	99	6.23	6.71	7.18
	2014-15	73	6.55	7.06	7.56
	2015-16	61	6.93	7.43	7.92
Fairfield-Alphington	2011	44	6.22	6.78	7.33
	2012	98	5.93	6.32	6.70
	2013	99	6.08	6.49	6.89
	2014	98	6.14	6.51	6.88
	2014-15	71	5.81	6.28	6.75
	2015-16	61	6.99	7.39	7.80
Reservoir West	2011	132	6.50	6.84	7.18
	2012	98	6.01	6.46	6.91
	2013	96	6.94	7.34	7.75
	2014	93	6.55	6.96	7.37
	2014-15	71	6.47	6.92	7.36
	2015-16	62	6.76	7.24	7.72
Preston East	2011	90	5.87	6.33	6.78
	2012	96	6.43	6.89	7.34
	2013	92	6.33	6.74	7.15
	2014	98	6.22	6.58	6.94
	2014-15	71	5.90	6.39	6.89
	2015-16	58	6.67	7.19	7.71
Kingsbury-Bundoora	2011	40	5.60	6.27	6.93
	2012	98	6.49	6.89	7.29
	2013	96	6.44	6.88	7.31
	2014	97	6.44	6.87	7.29
	2014-15	71	6.75	7.24	7.73
	2015-16	58	6.40	6.97	7.53
Northcote	2011	125	5.8	6.21	6.62
	2012	99	5.75	6.21	6.67
	2013	97	5.85	6.29	6.73
	2014	99	6.69	7.06	7.43
	2014-15	74	6.73	7.15	7.57
	2015-16	60	6.09	6.65	7.21
Thornbury	2011	106	5.98	6.39	6.8
	2012	95	5.89	6.28	6.67
	2013	100	6.4	6.80	7.2
	2014	96	6.79	7.15	7.50
	2014-15	74	6.18	6.68	7.17
	2015-16	60	6.06	6.63	7.20
Preston West	2011	82	5.99	6.50	7.00
	2012	97	6.22	6.69	7.17
	2013	97	6.51	6.90	7.28
	2014	96	5.80	6.21	6.62
	2014-15	70	6.13	6.67	7.21
	2015-16	70	6.13	6.67	7.21

Condition of storm water drains

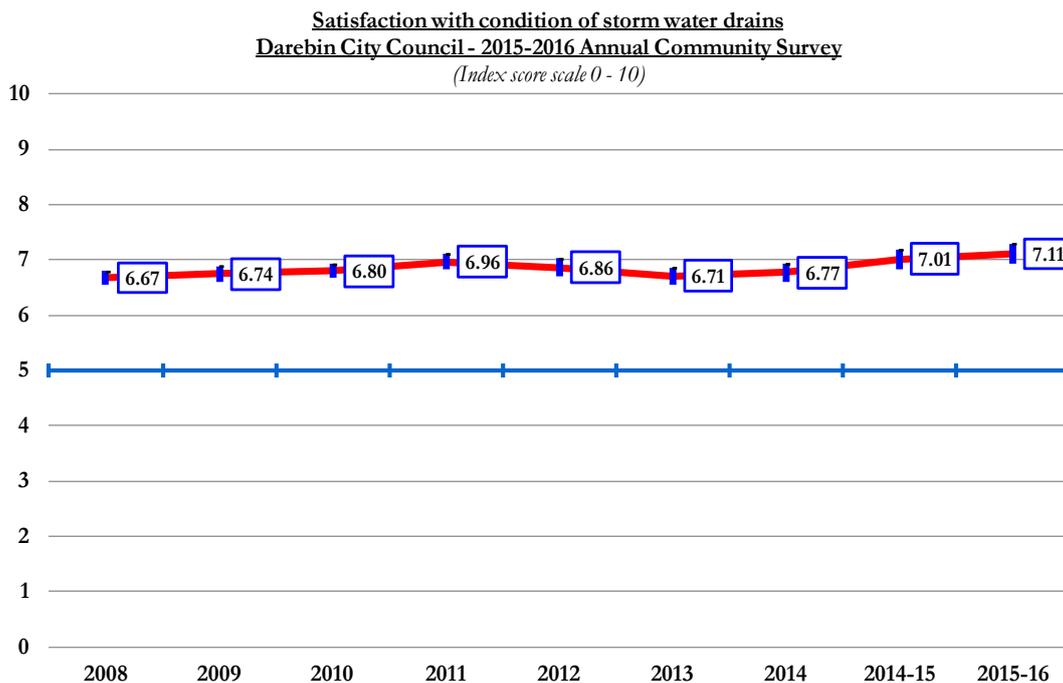
Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the condition of storm water drains?”

Satisfaction with the condition of storm water drains increased 1.4% in 2015-16, increasing from 7.01 to 7.11. Despite this increase, satisfaction with the condition of storm water drains remains at a level best categorised as “good”. Satisfaction with the condition of storm water drains has been categorised as “good” in each of the last nine years of the *Annual Community Survey* program.

The long-term average satisfaction over the last nine years with the condition of storm water drains was 6.85, somewhat, albeit not measurably lower than this 2015-16 result.

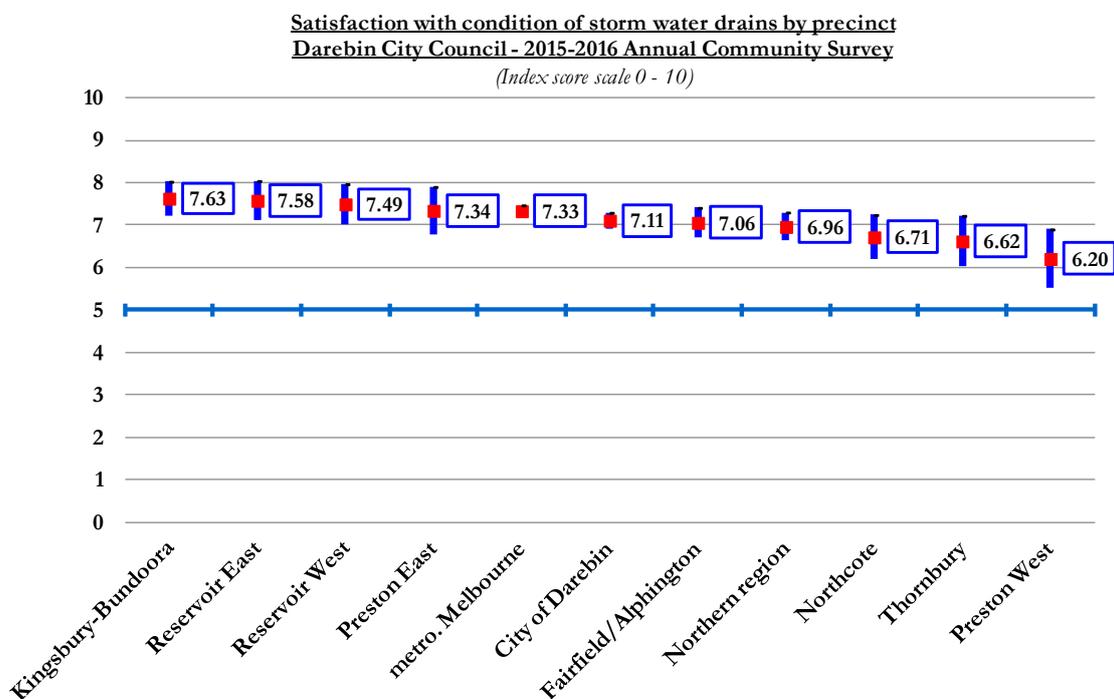
It is noted that satisfaction with the condition of storm water drains has trended marginally higher over the last nine years, increasing 6.6% since 2008.



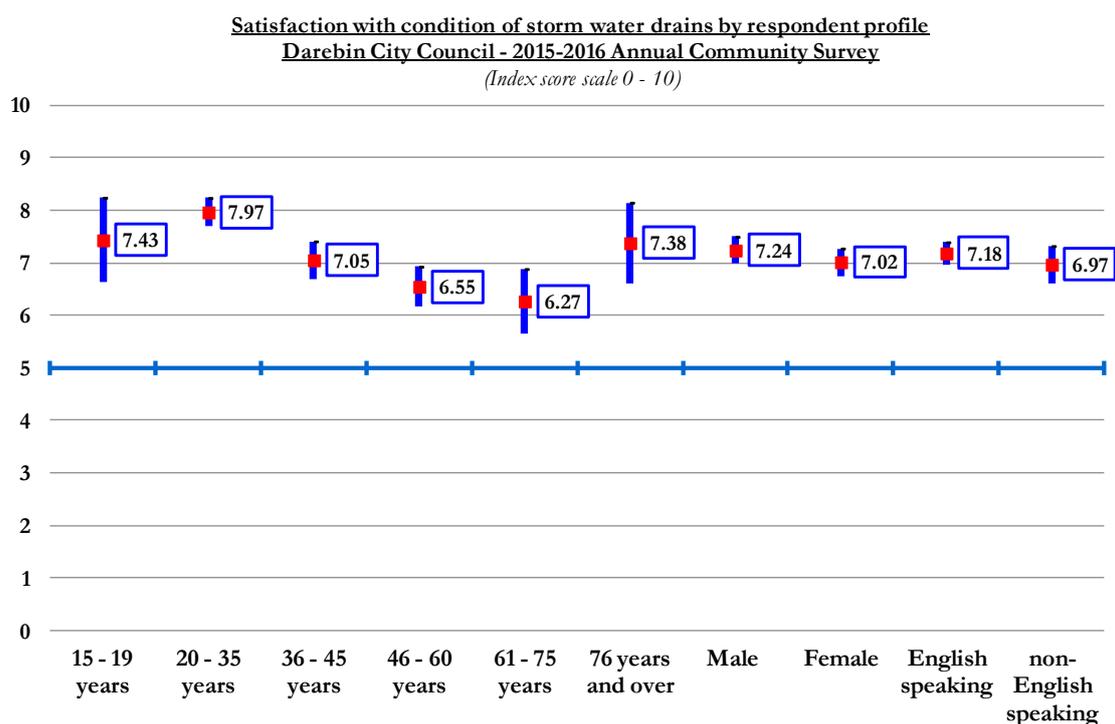
Satisfaction with the condition of storm water drains was marginally but not measurably lower than the metropolitan Melbourne average of 7.33, which was rated “very good”, and marginally but not measurably higher than the northern region average of 6.96. Both as recorded in the 2016 *Governing Melbourne* research. *Governing Melbourne* worded this variable slightly differently to the Darebin survey however, asking satisfaction with “drains maintenance and repairs”. This variation in wording is unlikely to have a significant impact on the comparability of the results.

There was measurable variation in satisfaction with the condition of storm water drains observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ *Kingsbury-Bundoora, Reservoir East, Reservoir West, and Preston East* – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average, and at levels categorised as “very good”.
- ⊗ *Preston West* – respondents rated satisfaction measurably and significantly lower than the municipal average, and at a level categorised as “solid”.



There was measurable variation in satisfaction with the condition of storm water drains observed by respondent profile. Young adults (20 to 35 years) were measurably more satisfied than other respondents, whilst older adults (61 to 75 years) were somewhat albeit not measurably less satisfied than other respondents.



Satisfaction with the condition of storm water drains increased in five precincts in 2015-16 (Kingsbury-Bundoora, Reservoir East, Reservoir West, Preston East, and Fairfield-Alphington), and declined in three precincts (Northcote, Thornbury, and Preston West). None of these changes in satisfaction with the condition of storm water drains at the precinct level were statistically significant in 2015-16.

Satisfaction with condition of storm water drains
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Kingsbury-Bundoora	2011	38	6.31	6.93	7.54
	2012	93	6.51	6.94	7.36
	2013	98	6.70	7.15	7.60
	2014	87	6.41	6.87	7.34
	2014-15	66	6.85	7.35	7.85
	2015-16	59	7.23	7.63	8.03
Reservoir East	2011	139	6.77	7.09	7.42
	2012	91	6.61	7.10	7.59
	2013	94	6.51	6.87	7.24
	2014	89	6.56	7.03	7.51
	2014-15	69	6.67	7.17	7.68
	2015-16	59	7.11	7.58	8.04
Reservoir West	2011	120	6.64	6.95	7.26
	2012	92	6.39	6.82	7.24
	2013	92	6.32	6.77	7.22
	2014	83	5.74	6.29	6.84
	2014-15	67	5.94	6.52	7.11
	2015-16	63	7.02	7.49	7.97
Preston East	2011	78	6.43	6.87	7.31
	2012	95	6.35	6.80	7.25
	2013	89	6.48	6.87	7.25
	2014	93	6.20	6.65	7.10
	2014-15	68	6.42	6.94	7.46
	2015-16	53	6.78	7.34	7.90
Fairfield-Alphington	2011	42	6.18	6.83	7.47
	2012	89	6.13	6.52	6.91
	2013	92	5.93	6.45	6.96
	2014	85	6.37	6.78	7.19
	2014-15	66	6.57	6.97	7.37
	2015-16	53	6.70	7.06	7.41
Northcote	2011	115	6.24	6.66	7.08
	2012	89	6.54	6.92	7.30
	2013	88	5.70	6.23	6.76
	2014	90	6.38	6.89	7.40
	2014-15	66	6.96	7.36	7.77
	2015-16	56	6.19	6.71	7.24
Thornbury	2011	94	6.89	7.26	7.62
	2012	89	5.94	6.40	6.87
	2013	88	6.13	6.59	7.05
	2014	91	6.54	6.95	7.35
	2014-15	66	6.49	6.94	7.39
	2015-16	55	6.01	6.62	7.22
Preston West	2011	75	6.57	7.03	7.49
	2012	84	6.80	7.24	7.68
	2013	93	6.43	6.88	7.33
	2014	86	6.21	6.64	7.07
	2014-15	62	6.34	6.89	7.44
	2015-16	54	5.51	6.20	6.90

Maintenance and cleaning of shopping strips

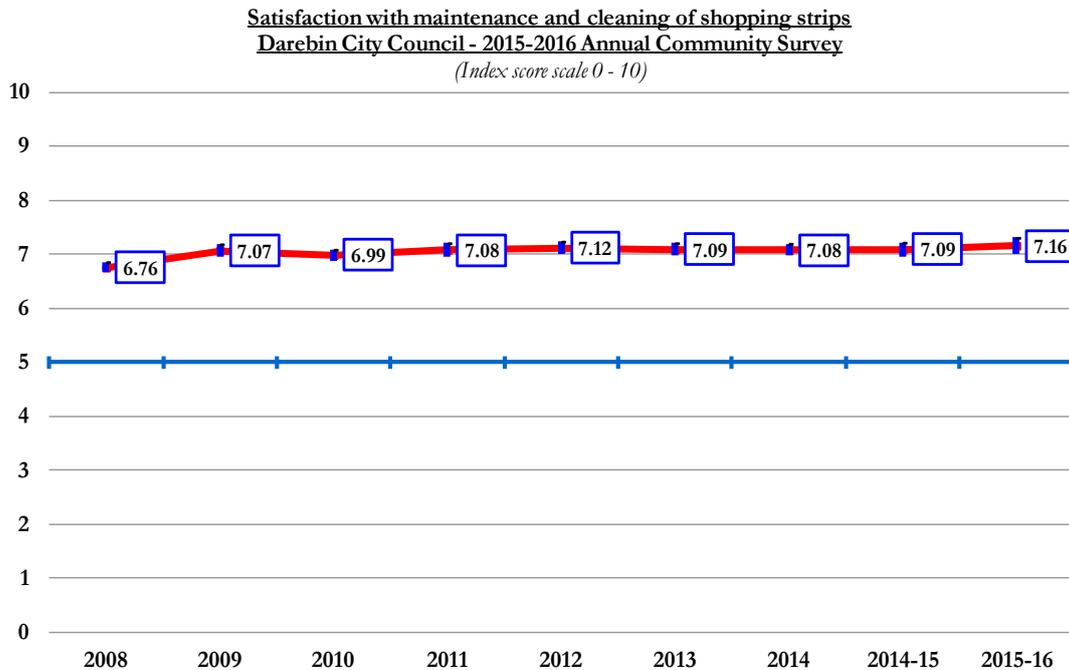
Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the maintenance and cleaning of shopping strips?”

Satisfaction with the maintenance and cleaning of shopping strips increased by less than one percent in 2015-16, up from 7.09 to 7.16. This level of satisfaction remains categorised as “good”, the same categorisation that satisfaction with the maintenance and cleaning of shopping strips has obtained in each of the last nine *Annual Community Surveys*.

The long-term average for the last nine years was 7.05, marginally but not measurably lower than the 2015-16 result.

Metropolis Research notes that with the exception of the result for 2008, satisfaction with the maintenance and cleaning of shopping strips has remained very stable at or just above seven out of ten.



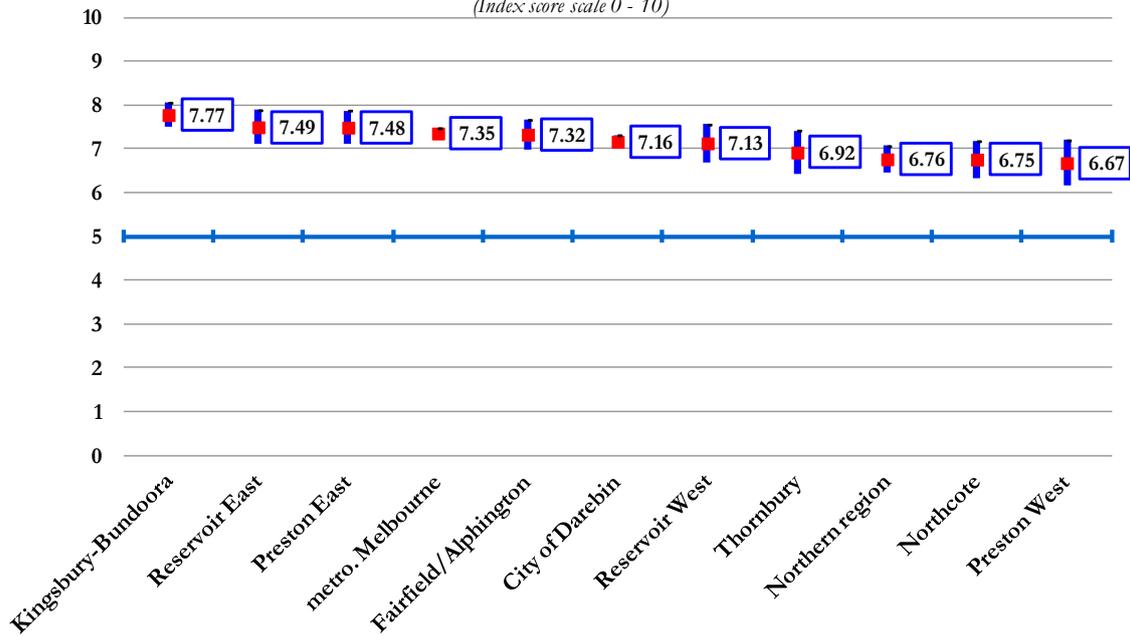
Satisfaction with the maintenance and cleaning of shopping strips was marginally but not measurably lower than the metropolitan Melbourne average of 7.35, which was rated “very good”, and marginally but not measurably higher than the northern region average of 6.76. Both as recorded in the 2016 *Governing Melbourne* research.

There was measurable variation in satisfaction with the maintenance and cleaning of shopping strips observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Kingsbury-Bundoora** – respondents rated satisfaction measurably and significantly higher than the municipal average, and at a level categorised as “excellent”.
- ⊗ **Reservoir East, Preston East, and Fairfield-Alphington** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average, and at levels categorised as “very good”.

Satisfaction with maintenance and cleaning of shopping strips by precinct
Darebin City Council - 2015-2016 Annual Community Survey

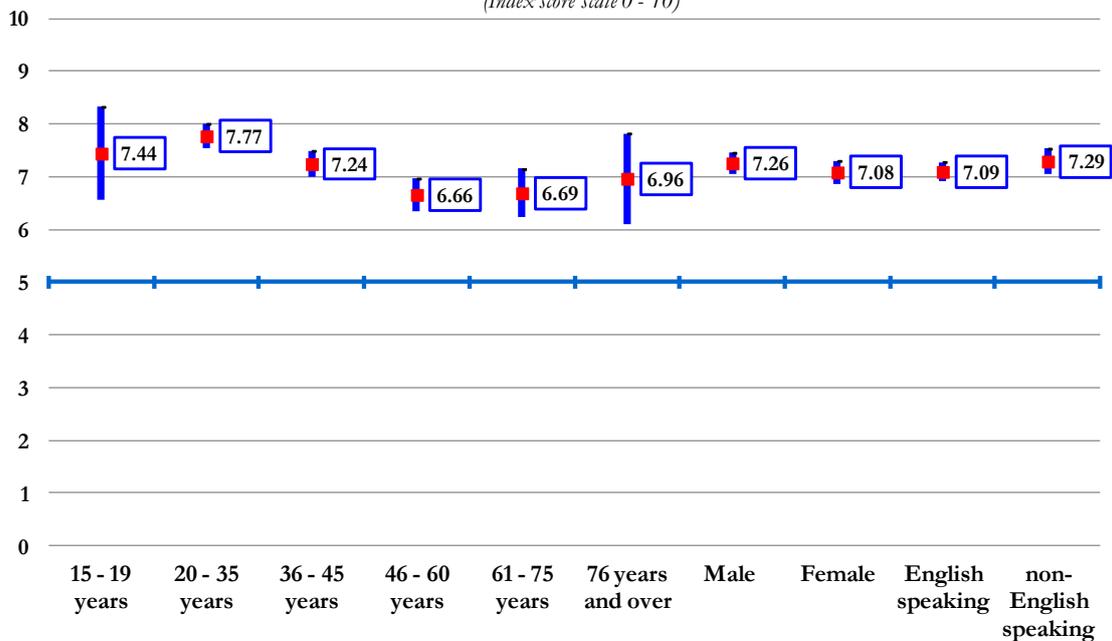
(Index score scale 0 - 10)



There was measurable variation in satisfaction with the maintenance and cleaning of shopping strips observed by respondent profile. Young adults (20 to 35 years) were measurably more satisfied than the municipal average.

Satisfaction with maintenance and cleaning of shopping strips by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with the maintenance and cleaning of shopping strips increased in 2015-16 in five precincts (Kingsbury-Bundoora, Reservoir East, Preston East, Fairfield-Alphington, and Thornbury), and declined in three precincts (Reservoir West, Northcote, and Preston West).

None of these changes at the precinct level were statistically significant in 2015-16.

Satisfaction with maintenance and cleaning of shopping strips
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

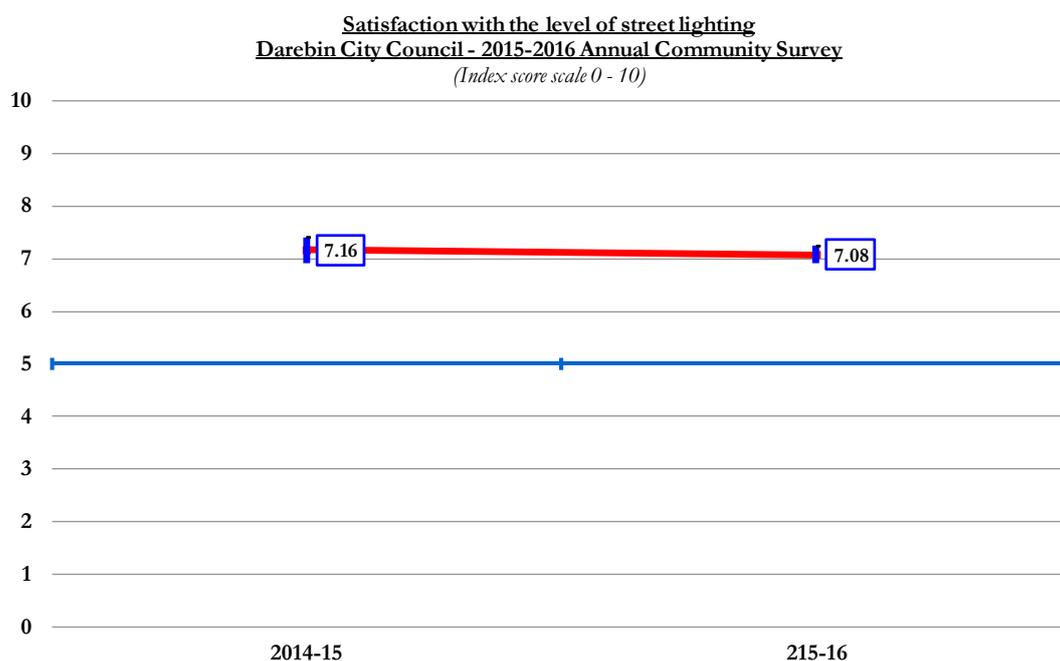
<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Kingsbury-Bundoora	2011	40	6.66	7.09	7.52
	2012	98	6.91	7.22	7.54
	2013	97	7.1	7.46	7.83
	2014	93	7.03	7.37	7.70
	2014-15	71	6.84	7.21	7.59
	2015-16	61	7.49	7.77	8.05
Reservoir East	2011	154	6.45	6.77	7.10
	2012	95	6.82	7.22	7.62
	2013	93	6.53	6.90	7.28
	2014	95	6.56	6.92	7.28
	2014-15	73	6.81	7.16	7.52
	2015-16	63	7.10	7.49	7.88
Preston East	2011	87	6.68	7.05	7.43
	2012	98	6.71	7.09	7.47
	2013	95	6.68	7.00	7.32
	2014	95	6.85	7.15	7.44
	2014-15	71	6.62	7.00	7.38
	2015-16	62	7.09	7.48	7.87
Fairfield-Alphington	2011	44	6.43	7.00	7.57
	2012	98	6.84	7.12	7.40
	2013	99	6.75	7.02	7.29
	2014	99	6.71	7.02	7.33
	2014-15	74	6.70	7.03	7.35
	2015-16	62	6.99	7.32	7.66
Reservoir West	2011	138	6.87	7.18	7.50
	2012	94	6.45	6.80	7.15
	2013	97	6.95	7.31	7.67
	2014	91	6.91	7.25	7.59
	2014-15	70	6.82	7.16	7.50
	2015-16	64	6.70	7.13	7.55
Thornbury	2011	103	7.12	7.42	7.72
	2012	95	6.86	7.15	7.43
	2013	96	6.65	7.00	7.35
	2014	99	6.8	7.12	7.44
	2014-15	72	6.43	6.88	7.32
	2015-16	59	6.41	6.92	7.42
Northcote	2011	125	6.93	7.21	7.49
	2012	99	6.92	7.19	7.46
	2013	99	6.95	7.22	7.49
	2014	97	6.83	7.17	7.50
	2014-15	72	6.88	7.24	7.59
	2015-16	61	6.33	6.75	7.17
Preston West	2011	81	6.53	6.95	7.37
	2012	94	6.89	7.26	7.62
	2013	94	6.61	6.94	7.26
	2014	96	6.44	6.78	7.12
	2014-15	72	6.53	6.96	7.38
	2015-16	58	6.15	6.67	7.19

The level of street lighting

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the level of street lighting?”

Satisfaction with the level of street lighting declined by 1.1% in 2015-16, down from 7.16 to 7.08. Despite this decline satisfaction with the level of street lighting remains at a level categorised as “good”.



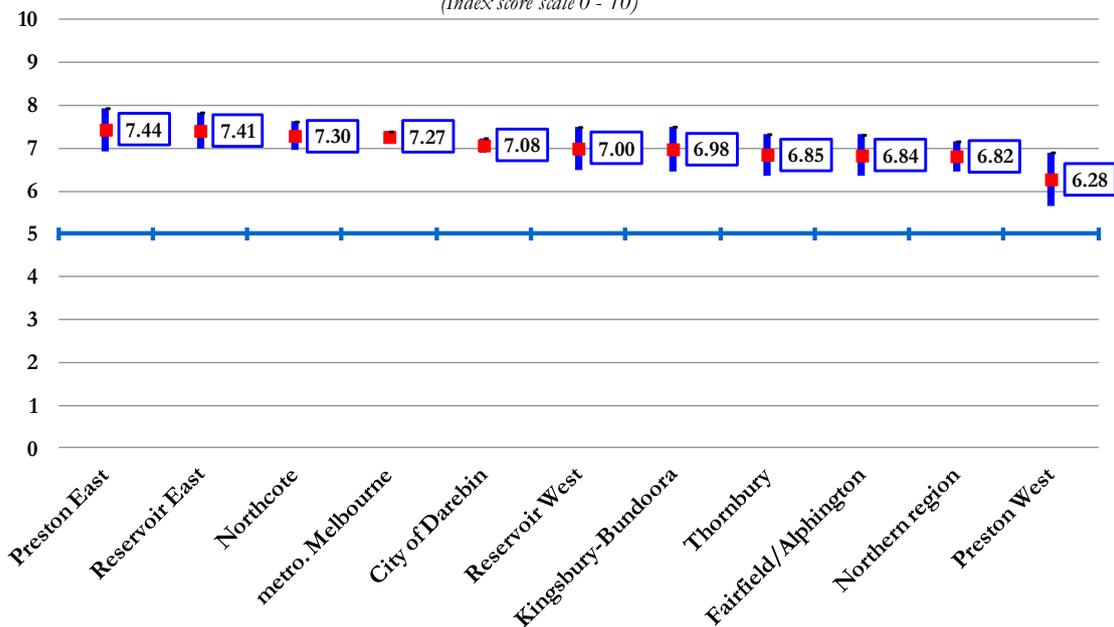
Satisfaction with the level of street lighting was marginally but not measurably lower than the metropolitan Melbourne average of 7.27, which was rated “very good”, and marginally but not measurably higher than the northern region average of 6.82. Both as recorded in the 2016 *Governing Melbourne* research. *Governing Melbourne* worded this variable as “satisfaction with street lighting”, however this variation is unlikely to have a significant impact on the comparability of these results.

There was some variation in satisfaction with the level of street lighting observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ ***Preston East, Reservoir East, and Northcote*** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average, and at levels categorised as “very good”.
- ⊗ ***Preston West*** – respondents rated satisfaction measurably and significantly lower than the municipal average, and at a level categorised as “solid”.

Satisfaction with the level of street lighting by precinct
Darebin City Council - 2015-2016 Annual Community Survey

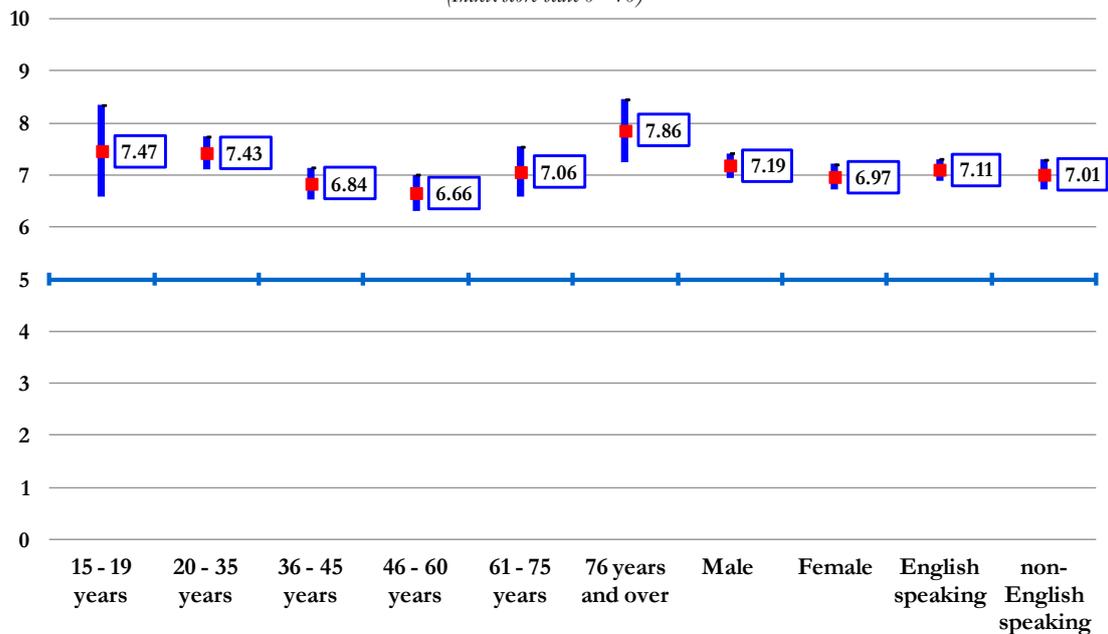
(Index score scale 0 - 10)



There was some measurable variation in satisfaction with the level of street lighting observed by respondent profile. Younger adults (aged 20 to 35 years) and senior citizens (aged 76 years and over) were measurably more satisfied than respondents aged from 36 to 60 years.

Satisfaction with the level of street lighting by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with the level of street lighting increased in three precincts in 2015-16 (Reservoir East, Northcote, and Thornbury), remained the same in Preston East, and declined in four precincts (Reservoir West, Kingsbury-Bundoora, Fairfield-Alphington, and Preston West).

None of these changes in satisfaction with the level of street lighting at the precinct level were statistically significant in 2015-16.

Satisfaction with the level of street lighting
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Preston East	2014-15	25	6.75	7.44	8.13
	2015-16	61	6.94	7.44	7.94
Reservoir East	2014-15	25	6.11	7.04	7.97
	2015-16	63	6.98	7.41	7.84
Northcote	2014-15	25	6.48	7.16	7.84
	2015-16	61	6.96	7.30	7.63
Reservoir West	2014-15	25	6.8	7.56	8.32
	2015-16	63	6.50	7.00	7.50
Kingsbury-Bundoora	2014-15	23	6.76	7.44	8.11
	2015-16	62	6.46	6.98	7.51
Thornbury	2014-15	24	5.92	6.54	7.16
	2015-16	62	6.37	6.85	7.34
Fairfield-Alphington	2014-15	24	6.3	6.88	7.45
	2015-16	62	6.36	6.84	7.32
Preston West	2014-15	25	6.63	7.40	8.17
	2015-16	57	5.65	6.28	6.91

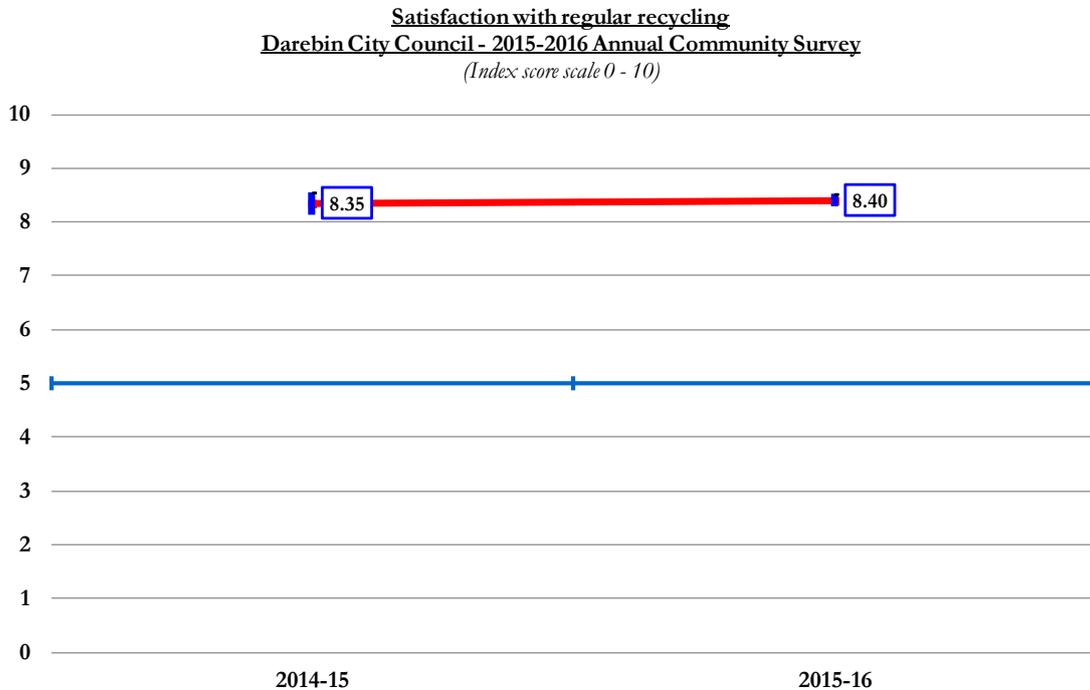
Regular recycling

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with regular recycling?”

Satisfaction with regular recycling increased by less than one percent in 2015-16, up from 8.35 to 8.40, although it remains at a level categorised as “excellent”.

Metropolis Research notes that satisfaction scores of more than eight out of ten are relatively rare and are reflective of a very high level of community satisfaction with the service or facility.

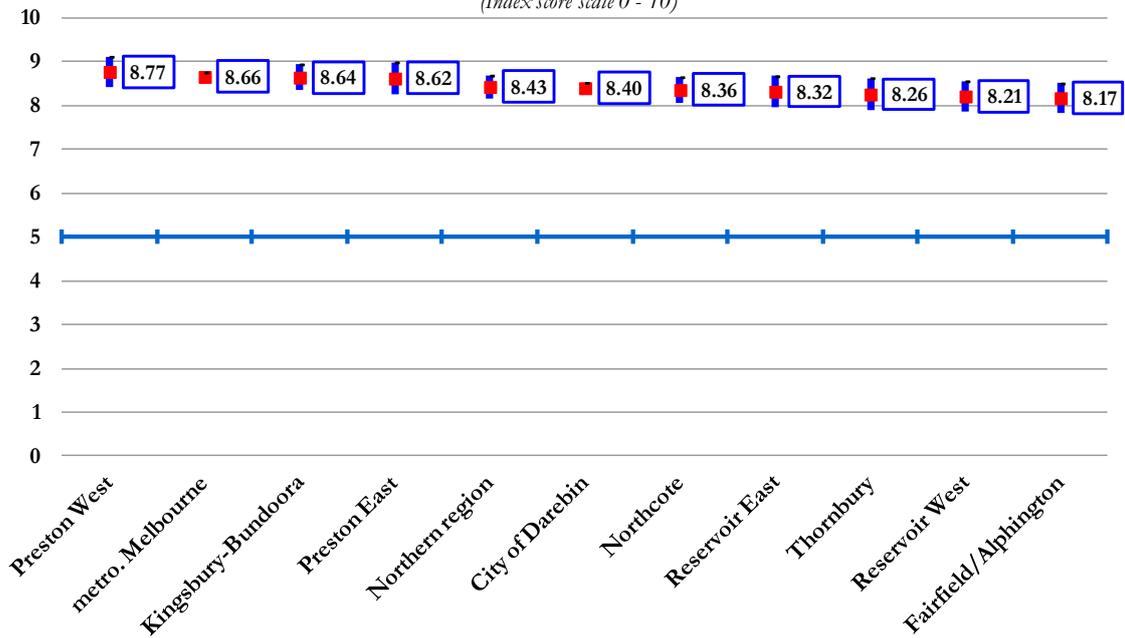


Satisfaction with the level of street lighting was measurably but not significantly lower than the metropolitan Melbourne average of 8.64, and marginally but not measurably lower than the northern region average of 8.43. Both as recorded in the 2016 *Governing Melbourne* research.

Satisfaction with regular recycling was at levels categorised as “excellent” for the City of Darebin, the northern region, and metropolitan Melbourne in 2016.

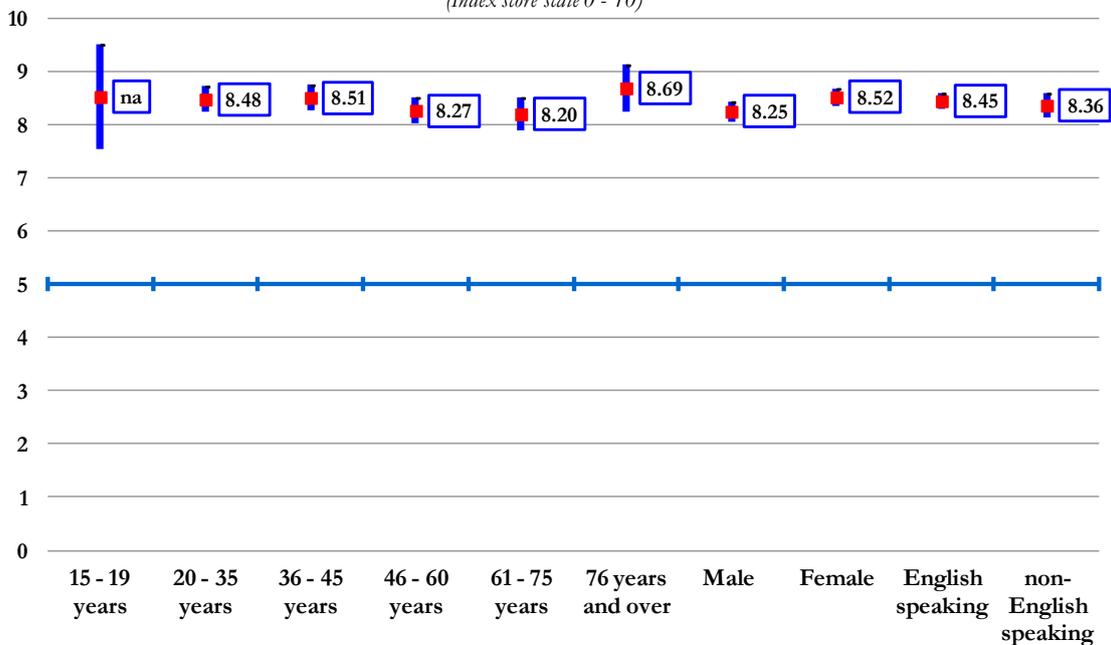
There was no meaningful or statistically significant variation in satisfaction with regular recycling observed across the eight precincts comprising the City of Darebin.

Satisfaction with regular recycling by precinct
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



There was no statistically significant variation in satisfaction with regular recycling observed by respondent profile.

Satisfaction with regular recycling by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



Satisfaction with regular recycling increased in 2015-16 in four precincts (Preston West, Kingsbury-Bundoora, Preston East, and Reservoir West), and declined in four precincts (Northcote, Reservoir East, Thornbury, and Fairfield-Alphington).

None of these changes in satisfaction with regular recycling at the precinct level were statistically significant in 2015-16.

Satisfaction with regular recycling
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

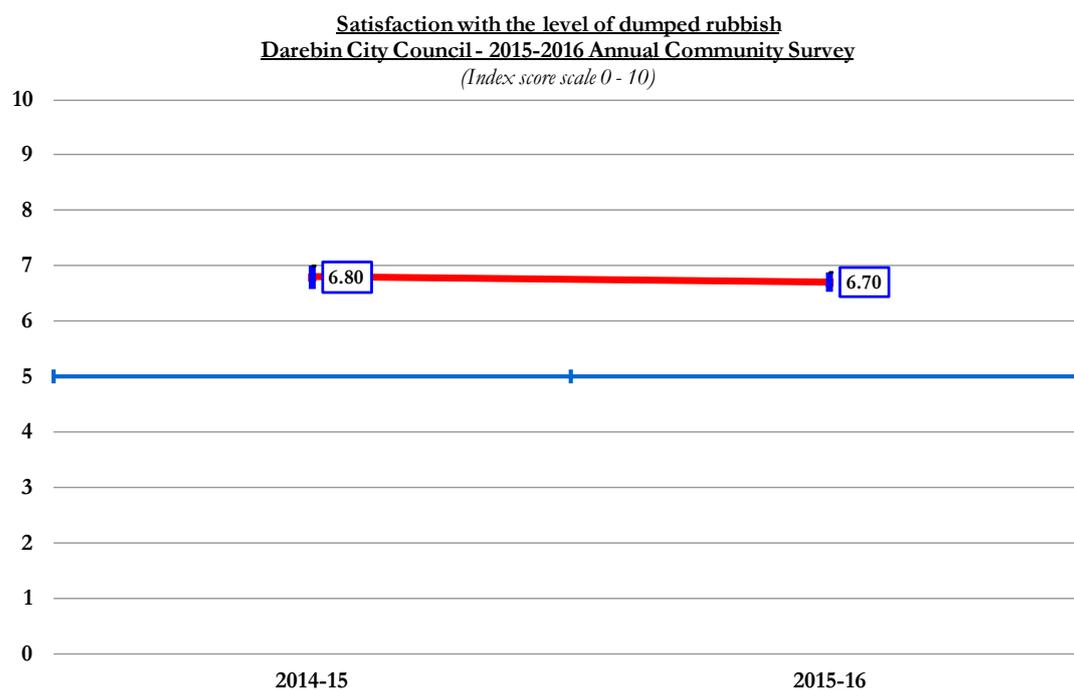
<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Preston West	2014-15	25	7.96	8.56	9.16
	2015-16	62	8.43	8.77	9.12
Kingsbury-Bundoora	2014-15	25	7.67	8.32	8.97
	2015-16	59	8.34	8.64	8.95
Preston East	2014-15	24	7.58	8.25	8.92
	2015-16	61	8.25	8.62	8.99
Northcote	2014-15	23	7.99	8.52	9.06
	2015-16	61	8.07	8.36	8.65
Reservoir East	2014-15	23	7.7	8.48	9.26
	2015-16	62	7.97	8.32	8.68
Thornbury	2014-15	25	7.87	8.36	8.85
	2015-16	62	7.88	8.26	8.63
Reservoir West	2014-15	25	7.49	8.04	8.59
	2015-16	61	7.87	8.21	8.56
Fairfield-Alphington	2014-15	195	8.14	8.35	8.55
	2015-16	63	7.84	8.17	8.51

Level of dumped rubbish

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the level of dumped rubbish?”

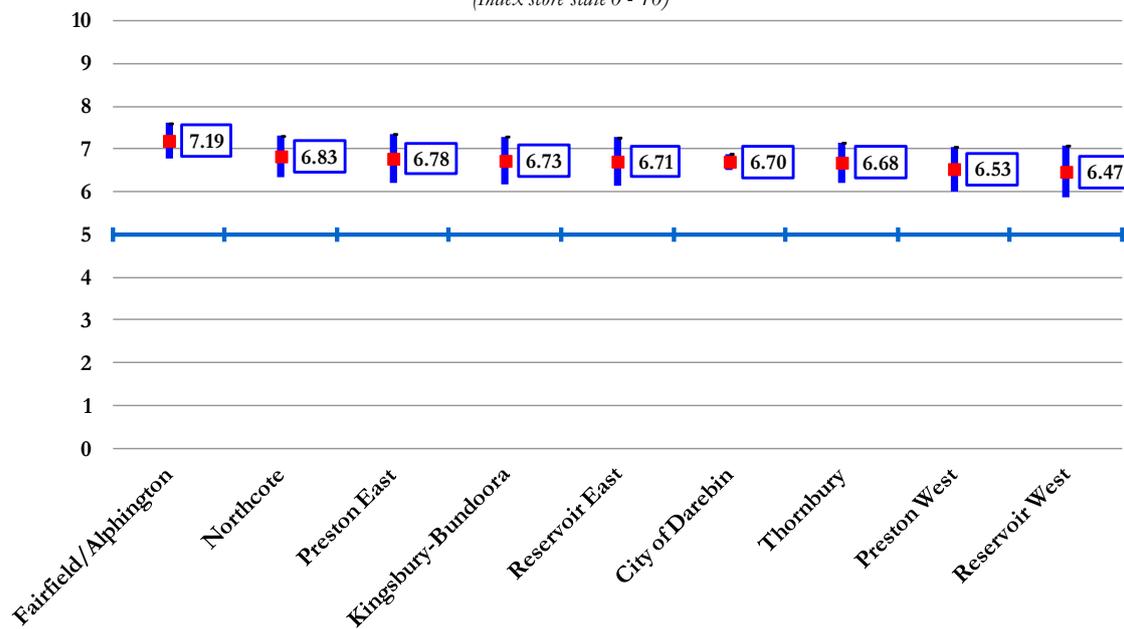
Satisfaction with the level of dumped rubbish declined 1.5% in 2015-16, down from 6.80 to 6.70, although it remains at a level categorised as “good”.



There was measurable variation in satisfaction with the level of dumped rubbish observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

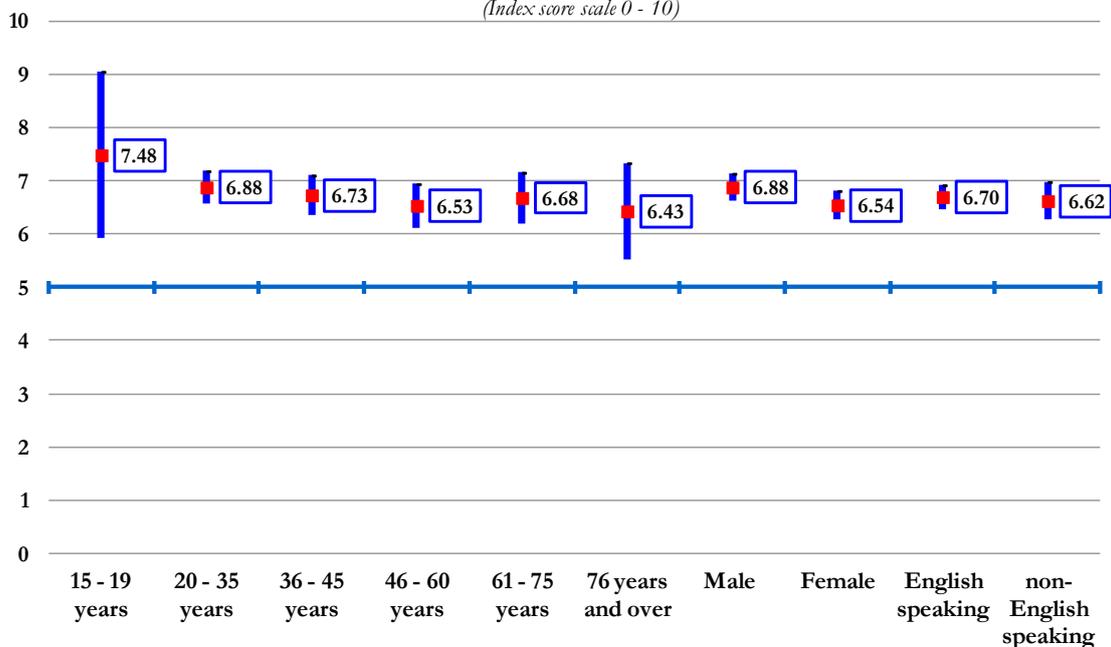
- ⊗ **Fairfield-Alphington** – respondents were measurably and significantly more satisfied than the municipal average.

Satisfaction with the level of dumped rubbish by precinct
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



There was no statistically significant variation in satisfaction with the level of dumped rubbish observed by respondent profile.

Satisfaction with the level of dumped rubbish by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



Satisfaction with the level of dumped rubbish increased in 2015-16 in Fairfield-Alphington, and decreased in the remaining seven precincts.

None of these changes in satisfaction with the level of dumped rubbish at the precinct level were statistically significant in 2015-16.

Satisfaction with the level of dumped rubbish
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Fairfield-Alphington	2014-15	49	6.08	6.63	7.18
	2015-16	62	6.79	7.19	7.60
Northcote	2014-15	48	6.39	6.92	7.44
	2015-16	59	6.35	6.83	7.31
Preston East	2014-15	48	6.58	7.13	7.67
	2015-16	58	6.20	6.78	7.35
Kingsbury-Bundoora	2014-15	49	6.16	6.80	7.43
	2015-16	62	6.16	6.73	7.29
Reservoir East	2014-15	49	6.07	6.74	7.39
	2015-16	62	6.15	6.71	7.27
Thornbury	2014-15	48	6.08	6.77	7.46
	2015-16	60	6.22	6.68	7.15
Preston West	2014-15	50	6.55	7.08	7.61
	2015-16	60	6.01	6.53	7.05
Reservoir West	2014-15	46	5.99	6.63	7.27
	2015-16	64	5.86	6.47	7.08

The performance of Council managing traffic

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the performance of Council managing traffic?”

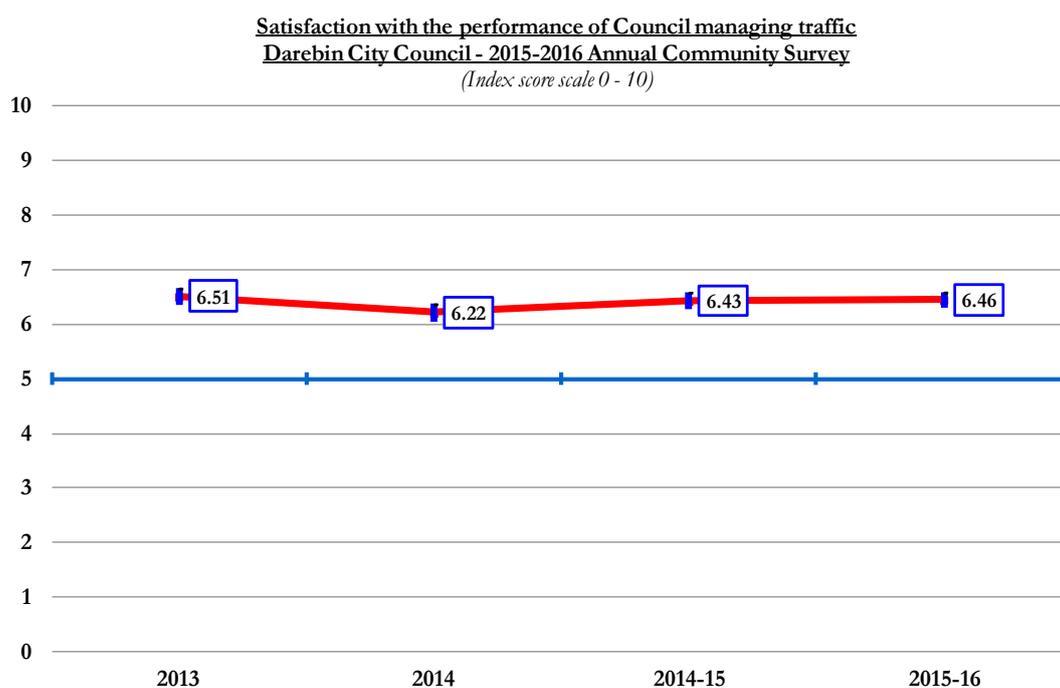
Satisfaction with the performance of Council managing traffic increased by less than one percent in 2015-16, up from 6.43 to 6.46, although it remains at a level categorised as “solid”.

The long-term average satisfaction with the performance of Council managing traffic since 2013 was 6.41, marginally but not measurably lower than the 2015-16 result.

Metropolis Research notes that the performance of Council managing traffic was the service or facility with the lowest level of satisfaction recorded in 2015-16 for the eighteen included Council services and facilities. The performance of Council managing traffic was also the only one of the eighteen included services and facilities with which satisfaction was categorised as “solid”.

This result is consistent with a major theme explored in this report, of the importance to the community of issues around traffic management. This includes the fact that traffic management related issues were the most commonly identified issues for Council to address, and that satisfaction with the volume and speed of traffic on both local and main roads was relatively low.

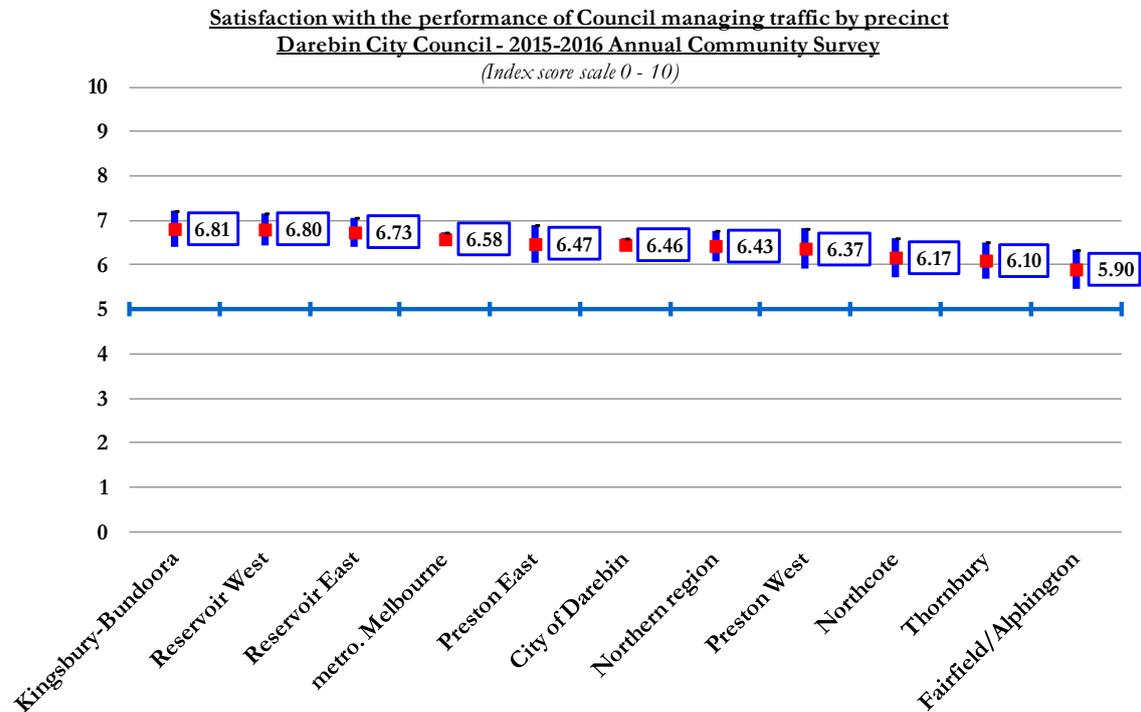
It is noted however that satisfaction with Council’s performance managing traffic was measurably higher than respondent satisfaction with the speed and volume of traffic on both local and main roads.



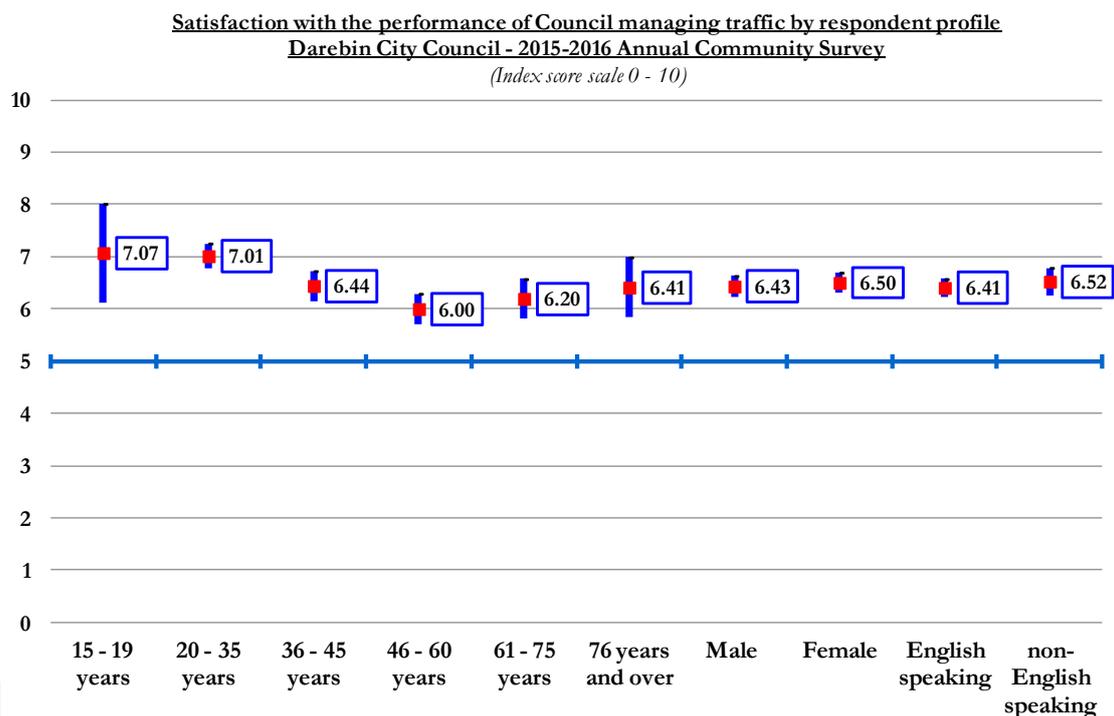
This result was very marginally but not measurably lower than the metropolitan Melbourne average of 6.58, and almost identical to the northern region average of 6.43, both as recorded in the 2016 *Governing Melbourne*. *Governing Melbourne* worded this variable

somewhat differently, as “local traffic management”, which is unlikely to impact significantly on the comparability of these results.

There was no statistically significant variation in satisfaction with the performance of Council managing traffic observed across the eight precincts comprising the City of Darebin.



There was some measurable variation in satisfaction with the performance of Council managing traffic observed by respondent profile. Young adults (aged 20 to 35 years) were measurably more satisfied than respondents aged from 36 to 75 years.



Satisfaction with the performance of Council managing traffic increased in three precincts in 2015-16 (Kingsbury-Bundoora, Reservoir East, and Preston West), and declined in five precincts (Reservoir West, Preston East, Northcote, Thornbury, and Fairfield-Alphington).

None of these changes in satisfaction with the performance of Council managing traffic at the precinct level were statistically significant in 2015-16.

Satisfaction with the performance of Council managing traffic
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2013	95	5.92	6.43	6.94
	2014	80	5.91	6.39	6.87
	2014-15	83	6.16	6.66	7.17
	2015-16	117	6.41	6.81	7.22
Reservoir West	2013	92	6.58	6.99	7.40
	2014	89	5.92	6.46	7.00
	2014-15	85	6.37	6.87	7.37
	2015-16	115	6.44	6.80	7.16
Reservoir East	2013	96	6.32	6.73	7.14
	2014	87	5.76	6.23	6.70
	2014-15	97	5.76	6.25	6.73
	2015-16	120	6.40	6.73	7.06
Preston East	2013	90	6.60	6.94	7.29
	2014	80	6.36	6.79	7.22
	2014-15	87	6.68	7.08	7.48
	2015-16	106	6.04	6.47	6.90
Preston West	2013	95	6.15	6.57	6.99
	2014	90	5.61	6.04	6.48
	2014-15	89	5.86	6.30	6.75
	2015-16	111	5.92	6.37	6.81
Northcote	2013	86	5.07	5.61	6.14
	2014	84	5.45	5.89	6.33
	2014-15	85	5.90	6.29	6.68
	2015-16	113	5.73	6.17	6.60
Thornbury	2013	96	6.10	6.52	6.94
	2014	95	5.64	6.05	6.46
	2014-15	90	5.73	6.18	6.63
	2015-16	118	5.69	6.10	6.51
Fairfield-Alphington	2013	93	5.41	5.80	6.18
	2014	92	5.42	5.83	6.23
	2014-15	88	5.67	6.06	6.44
	2015-16	112	5.47	5.90	6.34

Council's overall environmental performance

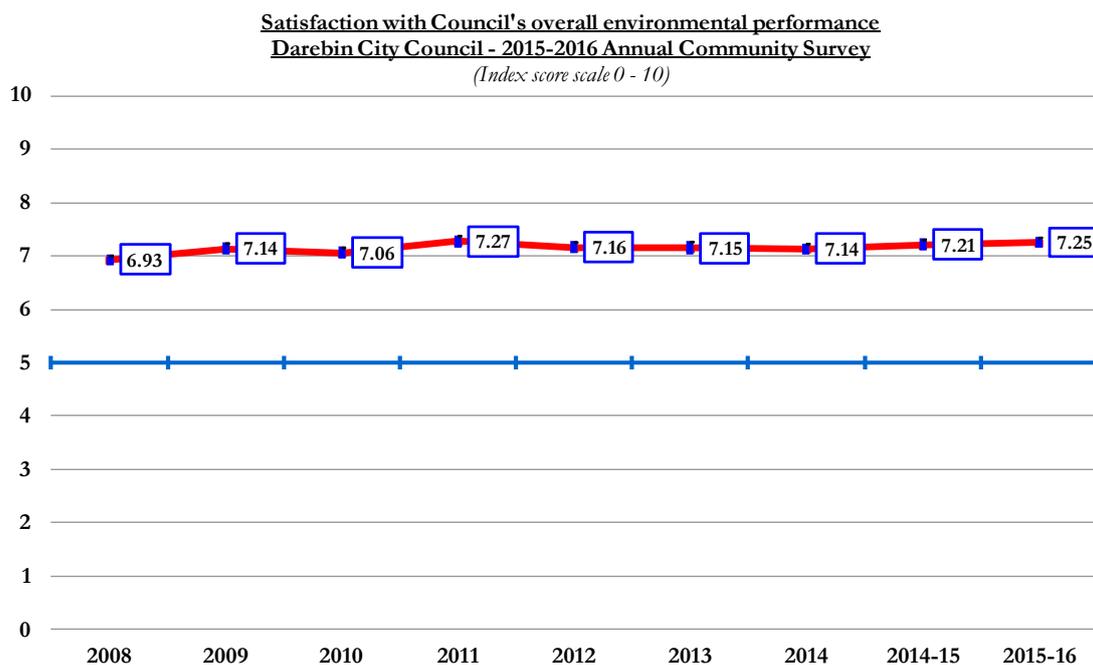
Respondents were asked:

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

Satisfaction with Council’s overall environmental performance increased by less than one percent in 2015-16 to 7.25, a level of satisfaction categorised as “very good”. This is an improvement over the categorisation of “good” that this service has recorded in each of the last four *Annual Community Surveys*.

The long-term average satisfaction with Council’s overall environmental performance over the last nine years that the *Annual Community Survey* program has been conducted quarterly was 7.15, marginally but not measurably lower than the 2015-16 result.

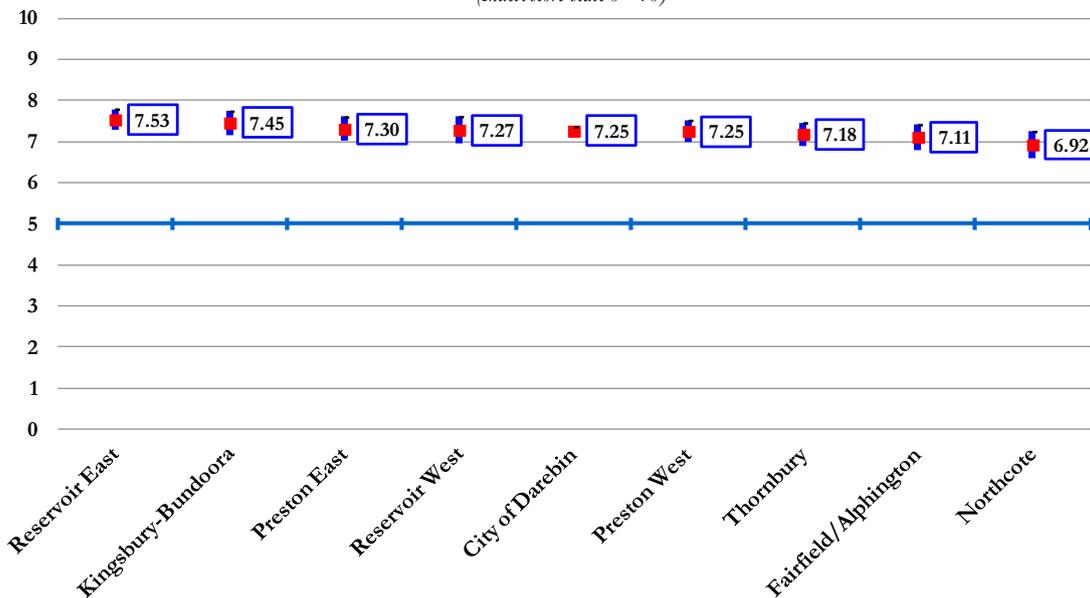
Metropolis Research notes that satisfaction with Council’s overall environmental performance has remained very stable at a little more than seven out of ten for eight of the last nine years.



There was no statistically significant variation in satisfaction with Council’s overall environmental performance observed across the eight precincts comprising the City of Darebin. Attention is however drawn to the following:

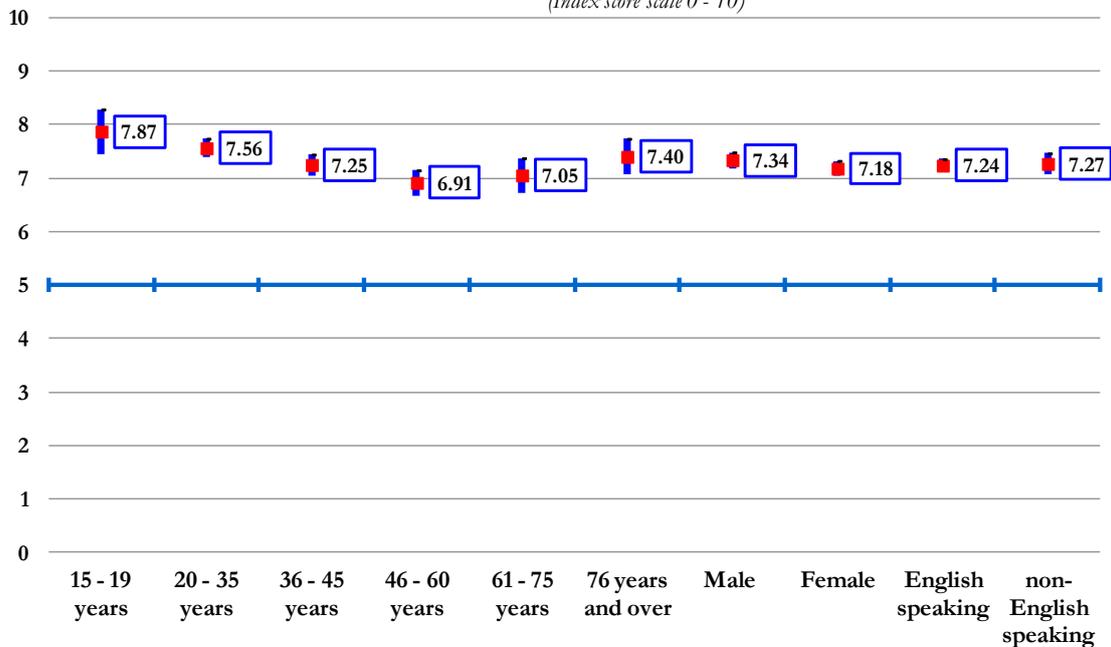
- ⊗ **Thornbury, Fairfield-Alphington, and Northcote** – respondents were marginally but not measurably less satisfied than the municipal average, and rated satisfaction at levels categorised as “good”.

Satisfaction with Council's overall environmental performance by precinct
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



There was some measurable variation in satisfaction with the Council's overall environmental performance observed by respondent profile. Younger respondents (aged up to 35 years) were measurably more satisfied than respondents aged from 36 to 75 years.

Satisfaction with Council's overall environmental performance by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



Satisfaction with Council's overall environmental performance increased in 2015-16 in four precincts (Reservoir East, Preston East, Preston West, and Thornbury), and decreased in four precincts (Kingsbury-Bundoora, Reservoir West, Fairfield-Alphington, and Northcote).

None of these changes in satisfaction with Council's overall environmental performance at the precinct level were statistically significant in 2015-16.

Satisfaction with Council's overall environmental performance
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir East	2011	117	7.25	7.47	7.69
	2012	88	6.59	6.99	7.39
	2013	76	6.83	7.18	7.54
	2014	87	6.89	7.22	7.54
	2014-15	90	6.96	7.28	7.59
	2015-16	106	7.27	7.53	7.79
Kingsbury-Bundoora	2011	36	6.62	7.06	7.49
	2012	85	6.98	7.28	7.58
	2013	93	7.21	7.53	7.84
	2014	82	7.02	7.33	7.64
	2014-15	85	7.28	7.55	7.83
	2015-16	113	7.17	7.45	7.74
Preston East	2011	80	6.7	7.07	7.45
	2012	74	7.22	7.55	7.89
	2013	76	6.79	7.11	7.42
	2014	77	6.80	7.16	7.51
	2014-15	86	6.87	7.16	7.46
	2015-16	100	7.00	7.30	7.60
Reservoir West	2011	117	7.1	7.38	7.66
	2012	89	6.78	7.09	7.40
	2013	79	7.30	7.66	8.02
	2014	80	7.20	7.50	7.80
	2014-15	84	7.22	7.49	7.75
	2015-16	102	6.94	7.27	7.61
Preston West	2011	68	6.92	7.24	7.56
	2012	81	7.11	7.43	7.76
	2013	91	6.68	7.00	7.32
	2014	91	6.40	6.75	7.10
	2014-15	93	6.88	7.22	7.55
	2015-16	109	6.98	7.25	7.51
Thornbury	2011	88	7.19	7.51	7.83
	2012	86	6.98	7.26	7.53
	2013	88	6.47	6.90	7.32
	2014	78	6.72	7.00	7.28
	2014-15	83	6.48	6.84	7.21
	2015-16	96	6.90	7.18	7.45
Fairfield-Alphington	2011	39	7.05	7.48	7.92
	2012	86	6.69	7.00	7.31
	2013	82	6.34	6.68	7.02
	2014	82	6.75	7.09	7.42
	2014-15	85	6.96	7.26	7.56
	2015-16	114	6.80	7.11	7.41
Northcote	2011	97	6.59	6.88	7.16
	2012	94	6.64	6.98	7.32
	2013	79	6.57	6.96	7.35
	2014	86	6.74	6.98	7.22
	2014-15	81	6.77	7.04	7.31
	2015-16	101	6.60	6.92	7.24

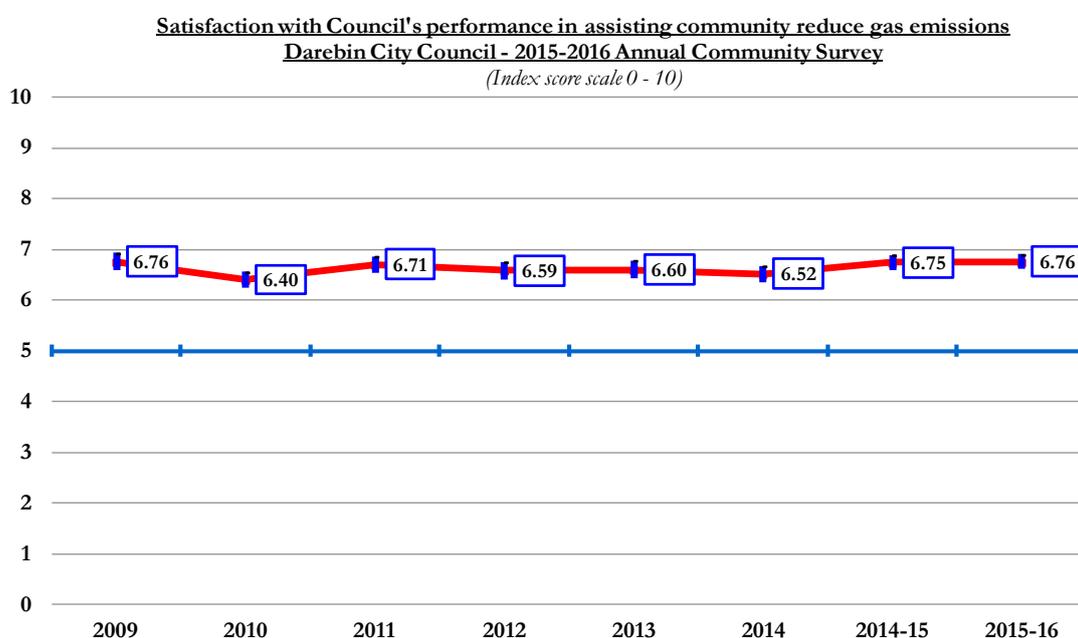
Council's performance in assisting reducing greenhouse gas emissions

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council's performance in assisting the community to reduce greenhouse gas emissions?”

Satisfaction with Council's performance in assisting the community to reduce greenhouse gas emissions increased by less than one percent in 2015-16 to 6.76. This level of satisfaction is categorised as “good”, the same categorisation that this service has obtained in eight of the last nine years of the *Annual Community Survey* program.

This result is marginally but not measurably higher than the long-term average for this service over the last nine years of 6.64.

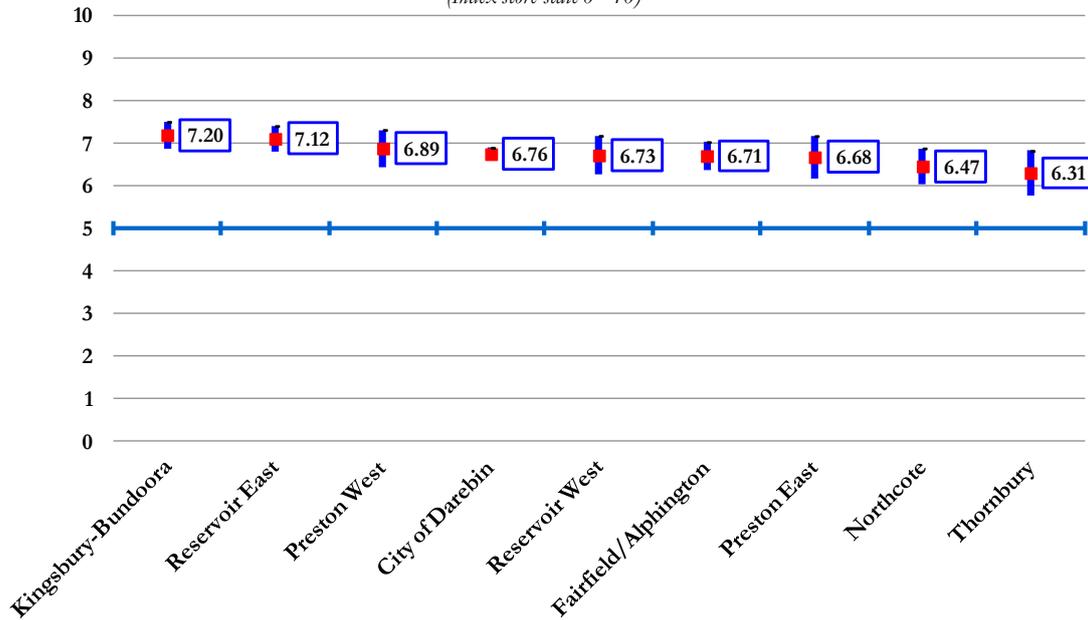


There was no statistically significant variation in satisfaction with Council's performance assisting the community to reduce greenhouse gas emissions observed across the eight precincts comprising the City of Darebin. Attention is however drawn to the following:

- ⊗ **Kingsbury-Bundoora** and **Reservoir East** – respondents were somewhat, albeit not measurably more satisfied than the municipal average.
- ⊗ **Northcote** and **Thornbury** – respondents were somewhat, albeit not measurably less satisfied than the municipal average, and rated satisfaction at levels categorised as “solid”.

**Satisfaction with Council's performance in assisting community reduce gas emissions
Darebin City Council - 2015-2016 Annual Community Survey**

(Index score scale 0 - 10)

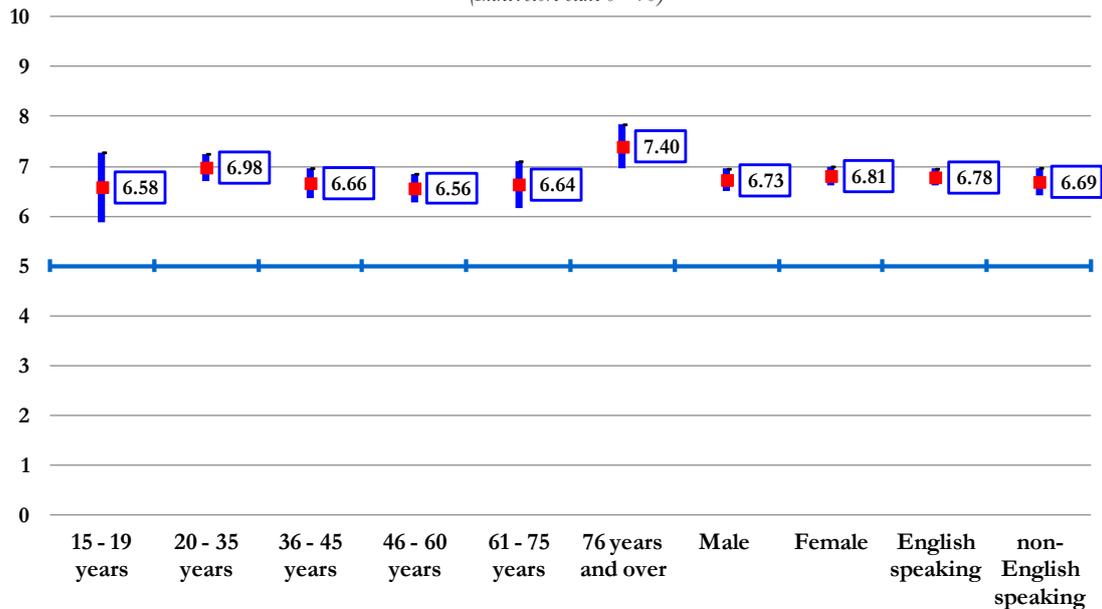


There was no statistically significant variation in satisfaction with Council's performance assisting the community to reduce greenhouse gas emissions observed by respondent profile.

**Satisfaction with Council's performance in assisting community reduce gas emissions by
respondent profile**

Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with Council's performance in assisting the community to reduce greenhouse gas emissions increased in 2015-16 in two precincts (Reservoir East and Preston West), remained the same in three precincts (Fairfield-Alphington, Northcote, and Thornbury), and declined in three precincts (Reservoir West, Preston East, and Kingsbury-Bundoora).

None of these changes in satisfaction with the performance of Council in assisting the community to reduce greenhouse gas emissions was statistically significant in 2015-16.

Satisfaction with Council's performance in assisting community to reduce gas emissions
Darebin City Council - 2015-2016 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2011	30	5.97	6.63	7.29
	2012	70	6.39	6.79	7.18
	2013	79	6.19	6.72	7.26
	2014	64	6.18	6.67	7.17
	2014-15	59	6.81	7.25	7.70
	2015-16	94	6.89	7.20	7.52
Reservoir East	2011	95	6.44	6.77	7.09
	2012	64	5.98	6.56	7.15
	2013	64	5.84	6.50	7.16
	2014	69	6.12	6.58	7.04
	2014-15	78	6.54	6.91	7.28
	2015-16	78	6.81	7.12	7.42
Preston West	2011	56	6.79	7.18	7.56
	2012	66	6.43	6.94	7.45
	2013	78	5.86	6.41	6.96
	2014	70	5.49	6.00	6.51
	2014-15	75	5.9	6.41	6.92
	2015-16	81	6.45	6.89	7.32
Reservoir West	2011	88	6.3	6.79	7.29
	2012	63	6.07	6.56	7.04
	2013	65	6.71	7.12	7.54
	2014	66	6.25	6.73	7.20
	2014-15	72	6.44	6.88	7.31
	2015-16	80	6.26	6.73	7.19
Fairfield-Alphington	2011	30	6.1	6.82	7.54
	2012	67	5.64	6.13	6.63
	2013	60	5.48	6.00	6.52
	2014	60	6.04	6.52	6.99
	2014-15	66	6.30	6.77	7.24
	2015-16	66	6.30	6.77	7.24
Preston East	2011	54	6.11	6.60	7.08
	2012	62	6.5	7.05	7.60
	2013	65	6.33	6.71	7.09
	2014	56	6.26	6.73	7.20
	2014-15	69	6.47	6.90	7.33
	2015-16	82	6.19	6.68	7.18
Northcote	2011	85	5.98	6.35	6.72
	2012	79	6.03	6.48	6.93
	2013	58	5.63	6.17	6.71
	2014	68	6.14	6.49	6.83
	2014-15	58	6.37	6.71	7.04
	2015-16	58	6.37	6.71	7.04
Thornbury	2011	75	6.15	6.65	7.15
	2012	63	5.73	6.25	6.78
	2013	79	6.29	6.77	7.26
	2014	58	5.93	6.41	6.90
	2014-15	67	5.82	6.33	6.83
	2015-16	67	5.82	6.33	6.83

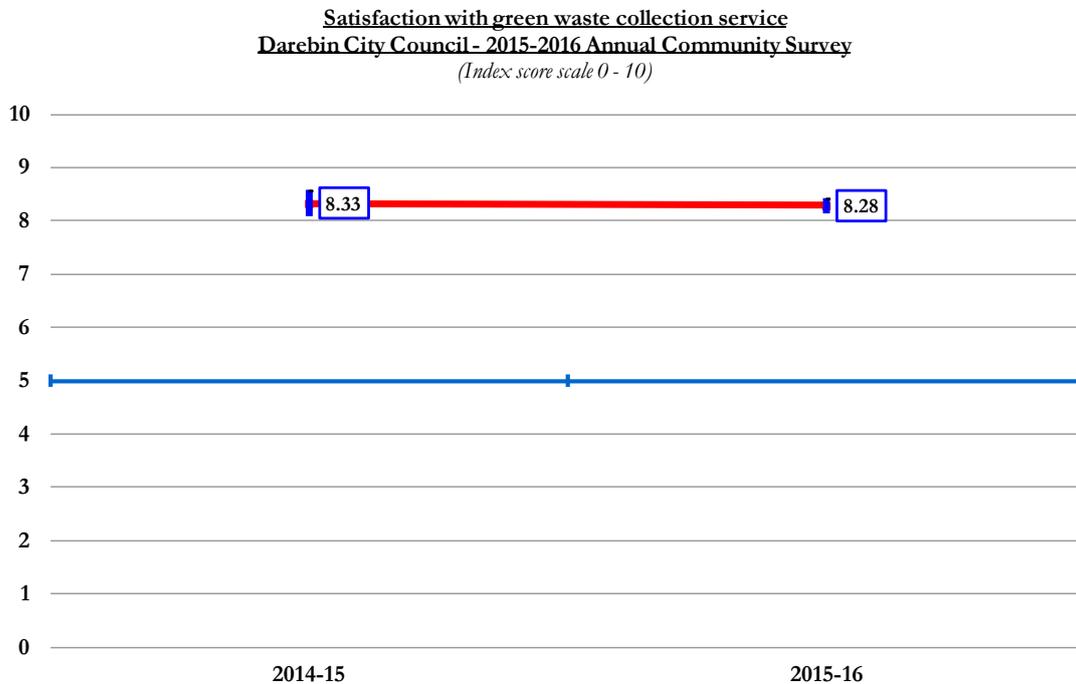
Green waste collection service

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the green waste collection service?”

Satisfaction with the green waste collection service declined by less than one percent in 2015-16 to 8.28, although it remains at a level categorised as “excellent”.

Metropolis Research notes that satisfaction scores of more than eight out of ten are relatively rare and are reflective of a very high level of community satisfaction with the service or facility.



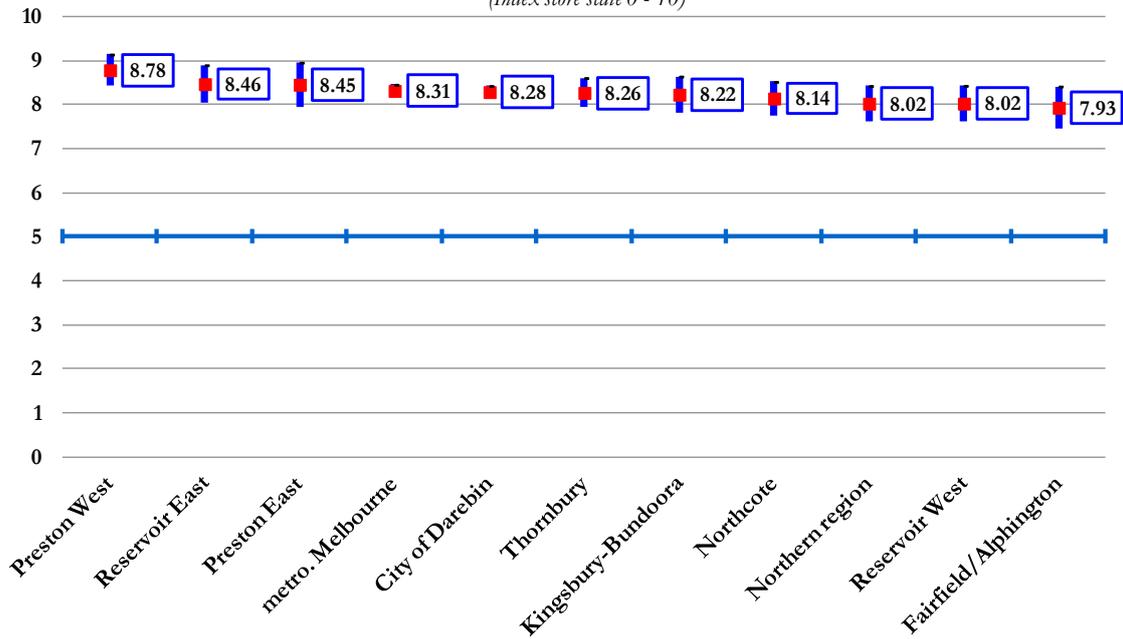
This result was almost identical to the metropolitan Melbourne average of 8.31, and was marginally but not measurably higher than the northern region average of 8.02, both as recorded in *Governing Melbourne*. Both these results were also at levels categorised as “excellent”.

There was measurable variation in satisfaction with the green waste collection service observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Preston West** – respondents were measurably and significantly more satisfied than the municipal average.

**Satisfaction with green waste collection service by precinct
Darebin City Council - 2015-2016 Annual Community Survey**

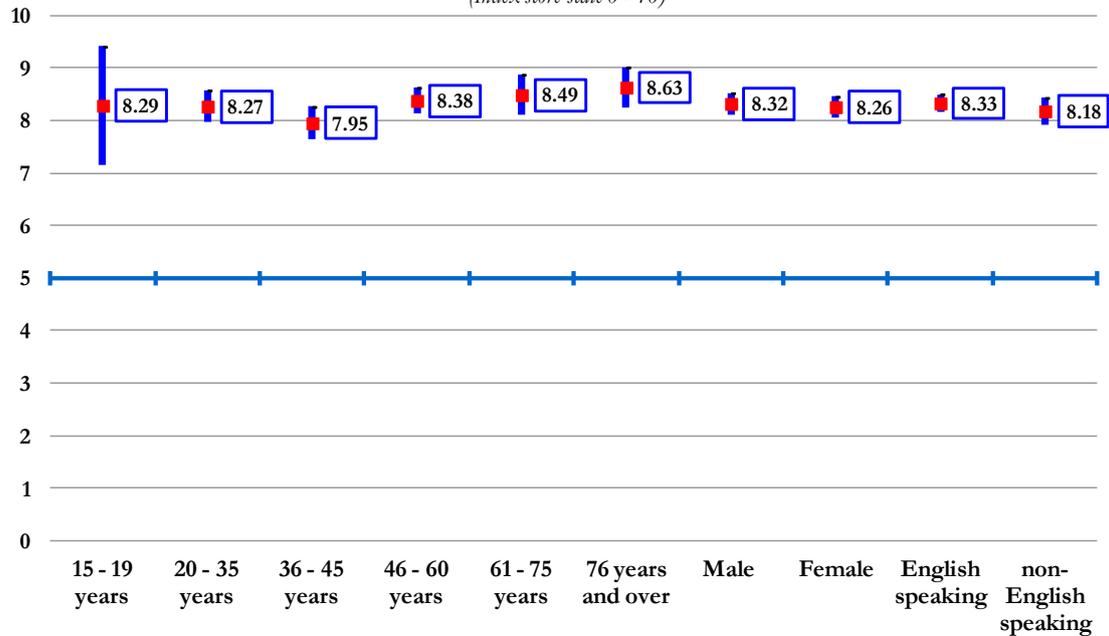
(Index score scale 0 - 10)



There was no statistically significant variation in satisfaction with the green waste collection service observed by respondent profile.

**Satisfaction with green waste collection service by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey**

(Index score scale 0 - 10)



Satisfaction with the green waste collection service increased in 2015-16 in two precincts (Reservoir East and Kingsbury-Bundoora), and declined in six precincts (Preston West, Preston East, Thornbury, Northcote, Reservoir West, and Fairfield-Alphington).

Only the 11.2% decline in satisfaction recorded in Fairfield-Alphington was statistically significant.

Satisfaction with green waste collection service
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Preston West	2014-15	20	8.45	8.90	9.35
	2015-16	50	8.42	8.78	9.14
Reservoir East	2014-15	21	6.94	7.52	8.11
	2015-16	41	8.03	8.46	8.89
Preston East	2014-15	20	8.36	8.85	9.34
	2015-16	40	7.95	8.45	8.95
Thornbury	2014-15	16	7.62	8.31	9.01
	2015-16	53	7.93	8.26	8.60
Kingsbury-Bundoora	2014-15	16	7.19	8.19	9.18
	2015-16	49	7.81	8.22	8.64
Northcote	2014-15	17	7.47	8.24	9.00
	2015-16	51	7.76	8.14	8.51
Reservoir West	2014-15	21	7.66	8.52	9.38
	2015-16	47	7.62	8.02	8.43
Fairfield-Alphington	2014-15	15	8.44	8.93	9.42
	2015-16	55	7.45	7.93	8.41

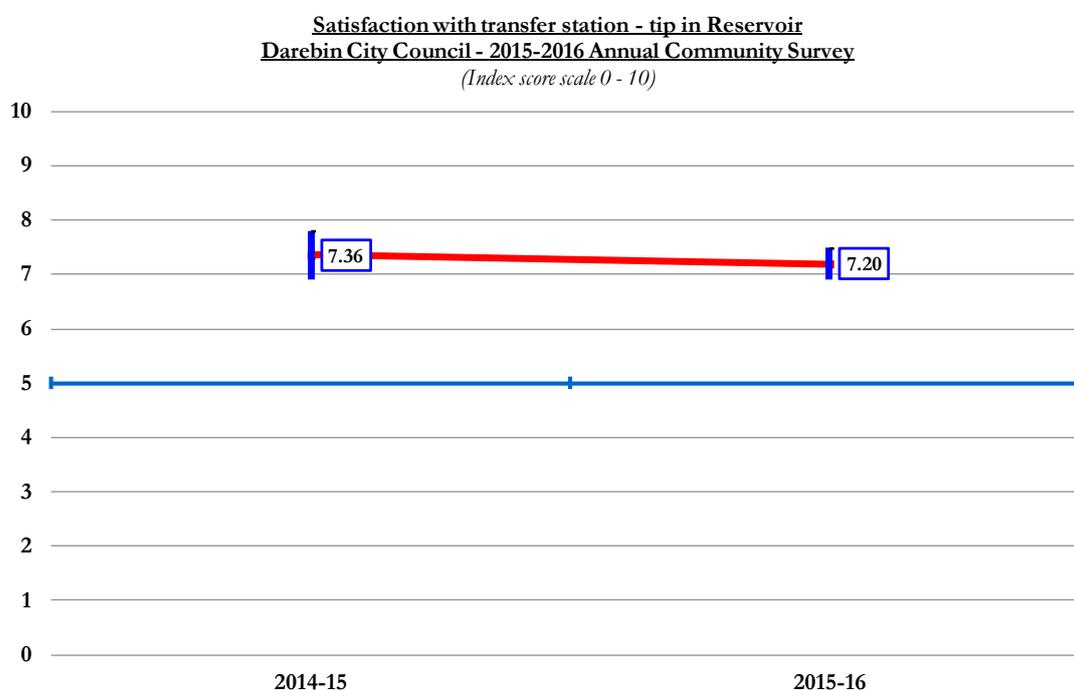
Transfer station – tip in Reservoir

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the transfer station – Tip in Reservoir?”

Satisfaction with the transfer station – Tip in Reservoir declined 2.2% in 2015-16, from 7.36 to 7.20.

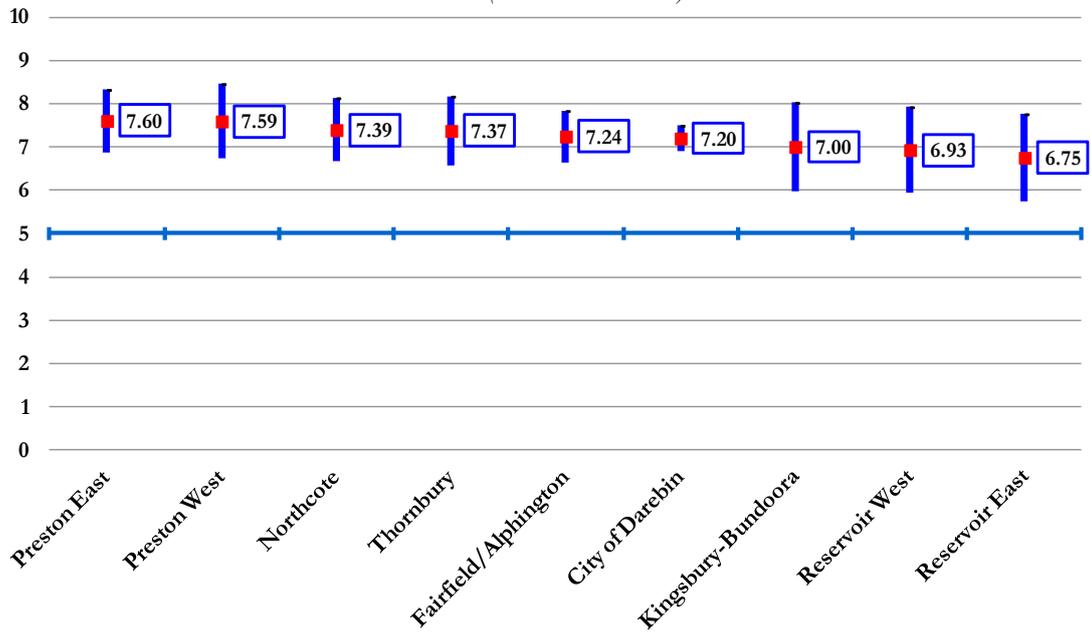
This level of satisfaction is categorised as “good”, a decline on the previous categorisation of “very good”.



There was no statistically significant variation in satisfaction with the transfer station observed across the eight precincts comprising the City of Darebin, although it is observed that:

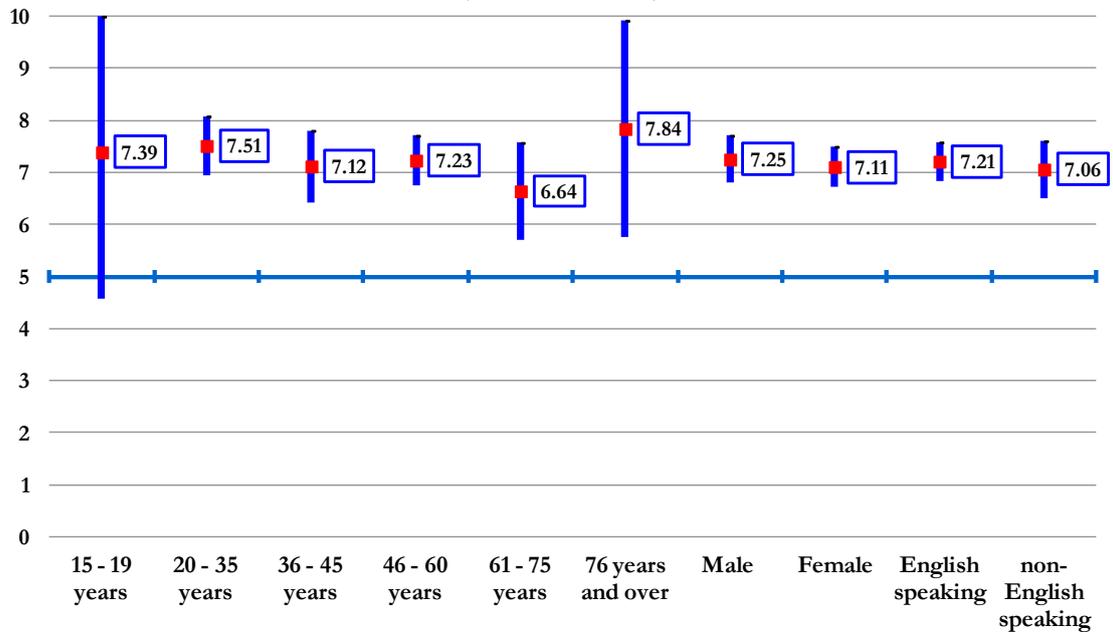
- ⊗ **Preston East, Preston West, Northcote, and Thornbury** – respondents were somewhat albeit not measurably more satisfied than the municipal average, and rated satisfaction at levels categorised as “very good”.

Satisfaction with transfer station - tip in Reservoir by precinct
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



There was no statistically significant variation in satisfaction with the transfer station – tip in Reservoir observed by respondent profile.

Satisfaction with transfer station - tip in Reservoir by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



Satisfaction with the transfer station increased in two precincts in 2015-16 (Reservoir West and Kingsbury-Bundoora), and decreased in the remaining six precincts.

None of these changes in satisfaction with the transfer station in 2015-16 at the precinct level were statistically significant.

Satisfaction with transfer station - tip in Reservoir
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Preston East	2014-15	7	6.40	7.86	9.31
	2015-16	15	6.88	7.60	8.32
Preston West	2014-15	7	6.73	7.86	8.98
	2015-16	22	6.73	7.59	8.45
Northcote	2014-15	9	6.25	7.78	9.30
	2015-16	23	6.66	7.39	8.13
Thornbury	2014-15	4	5.86	8.25	10.00
	2015-16	27	6.58	7.37	8.16
Fairfield-Alphington	2014-15	9	7.56	8.33	9.10
	2015-16	29	6.65	7.24	7.83
Kingsbury-Bundoora	2014-15	6	3.27	5.33	7.40
	2015-16	21	5.98	7.00	8.02
Reservoir West	2014-15	7	4.56	6.86	9.15
	2015-16	28	5.94	6.93	7.92
Reservoir East	2014-15	12	6.28	7.00	7.72
	2015-16	20	5.74	6.75	7.76

Arts and culture

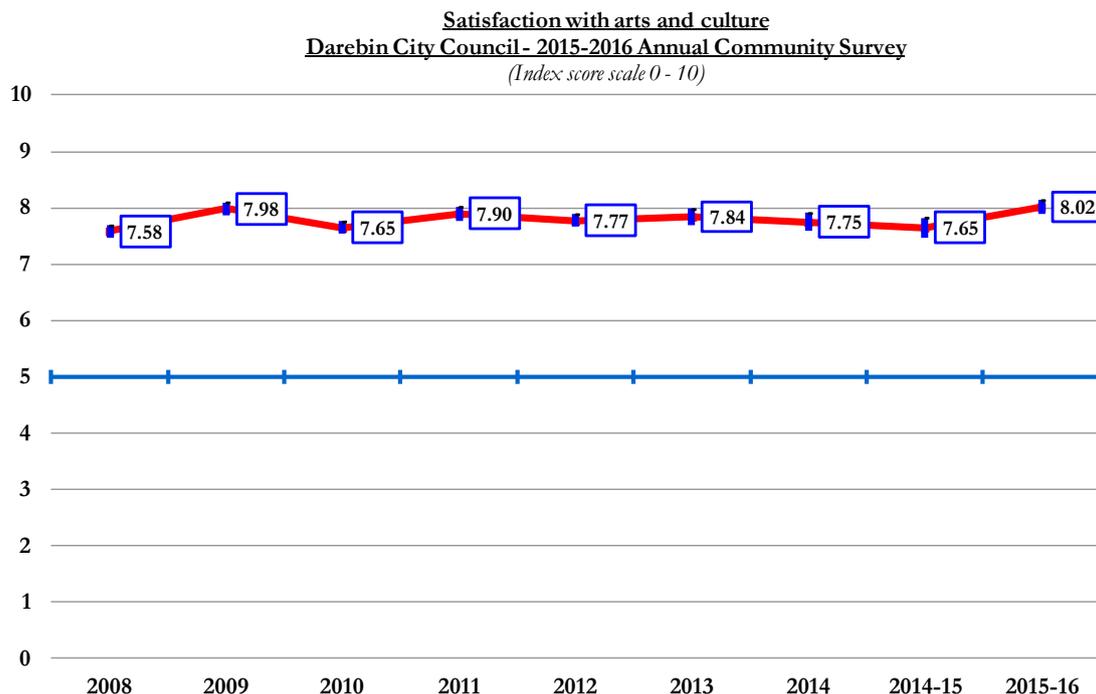
Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with arts and culture?”

Satisfaction with arts and culture (including libraries, Bundoora Homestead and the Darebin Arts and Entertainment Centre) increased measurably and significantly in 2015-16, up 4.8% to 8.02. This improves the categorisation of satisfaction with arts and culture from the previous “very good” to “excellent”.

The long-term average satisfaction with arts and culture over the last nine years of the quarterly *Annual Community Survey* program was 7.79, somewhat but not measurably lower than the 2015-16 result.

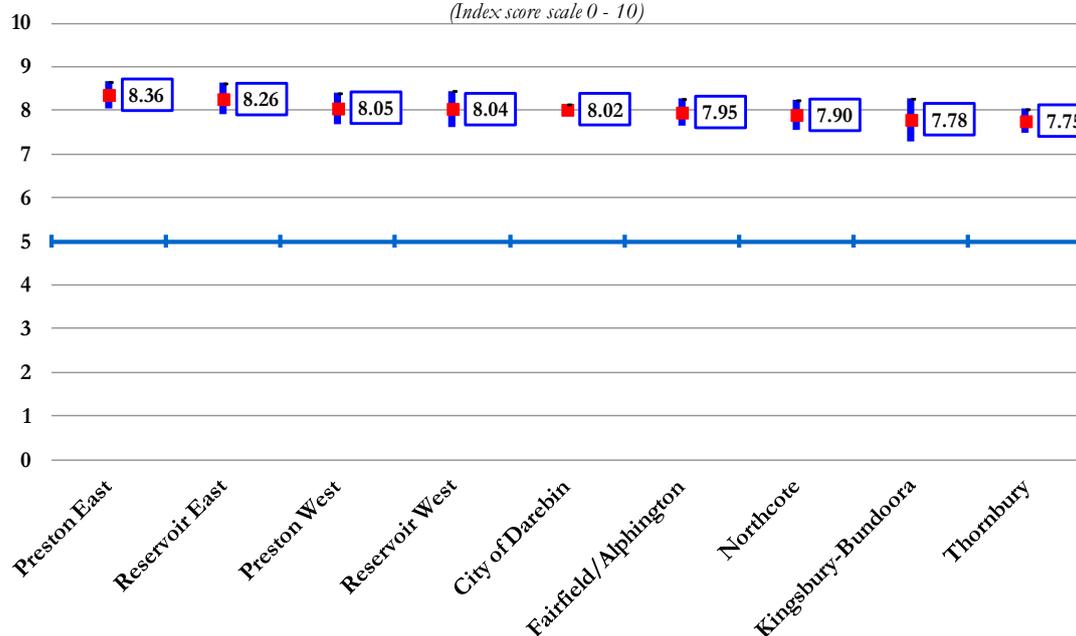
Metropolis Research notes that satisfaction scores of more than eight out of ten are relatively rare, and are reflective of a very high level of community satisfaction with the service or facility.



There was no statistically significant variation in satisfaction with arts and culture observed across the eight precincts comprising the City of Darebin. Respondents in each of the eight precincts all rated satisfaction with arts and culture at levels best categorised as “excellent”.

Satisfaction with arts and cultural facilities / services by precinct
Darebin City Council - 2015-2016 Annual Community Survey

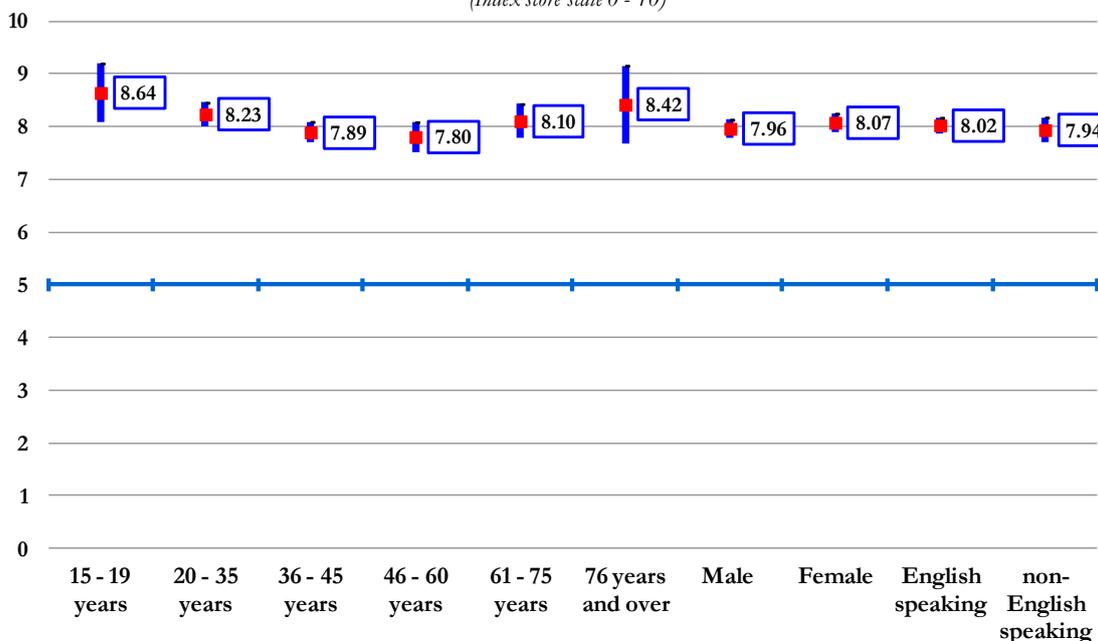
(Index score scale 0 - 10)



There was no statistically significant variation in satisfaction with arts and culture observed by respondent profile.

Satisfaction with arts and cultural facilities / services by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with arts and culture facilities and services increased in six precincts in 2015-16 (Preston East, Reservoir East, Preston West, Reservoir West, Fairfield-Alphington, and Northcote), and declined in two precincts (Kingsbury-Bundoora and Thornbury). None of these changes in satisfaction with arts and culture were statistically significant in 2015-16.

Satisfaction with arts and cultural facilities/services
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Preston East	2011	44	7.6	8.02	8.44
	2012	54	8.04	8.35	8.66
	2013	45	7.56	7.93	8.30
	2014	43	7.03	7.54	8.04
	2014-15	56	7.21	7.70	8.19
	2015-16	59	8.06	8.36	8.65
Reservoir East	2011	55	7.81	8.14	8.47
	2012	38	7.15	7.61	8.06
	2013	44	7.27	7.73	8.19
	2014	42	7.30	7.76	8.22
	2014-15	42	7.30	7.83	8.37
	2015-16	54	7.90	8.26	8.62
Preston West	2011	48	7.06	7.48	7.91
	2012	58	7.85	8.16	8.46
	2013	47	6.95	7.36	7.77
	2014	41	7.47	7.90	8.34
	2014-15	45	6.72	7.27	7.82
	2015-16	66	7.70	8.05	8.39
Reservoir West	2011	68	7.48	7.84	8.19
	2012	57	7.35	7.63	7.92
	2013	57	7.50	7.91	8.33
	2014	33	6.89	7.52	8.14
	2014-15	43	6.36	7.05	7.73
	2015-16	56	7.62	8.04	8.45
Fairfield-Alphington	2011	26	7.49	8.05	8.62
	2012	73	7.50	7.81	8.11
	2013	59	7.30	7.61	7.92
	2014	56	7.30	7.70	8.09
	2014-15	48	7.12	7.63	8.13
	2015-16	84	7.64	7.95	8.26
Northcote	2011	88	7.36	7.60	7.84
	2012	72	7.25	7.54	7.84
	2013	63	7.57	7.89	8.21
	2014	43	7.55	7.95	8.36
	2014-15	49	7.49	7.88	8.26
	2015-16	77	7.56	7.90	8.23
Kingsbury-Bundoora	2011	18	7.03	7.64	8.25
	2012	52	6.71	7.13	7.55
	2013	45	7.5	8.09	8.68
	2014	35	6.82	7.43	8.04
	2014-15	45	7.54	7.93	8.33
	2015-16	51	7.30	7.78	8.27
Thornbury	2011	77	8.01	8.3	8.58
	2012	60	7.54	7.90	8.26
	2013	67	7.68	8.03	8.38
	2014	39	7.53	7.92	8.31
	2014-15	42	7.27	7.76	8.26
	2015-16	69	7.48	7.75	8.03

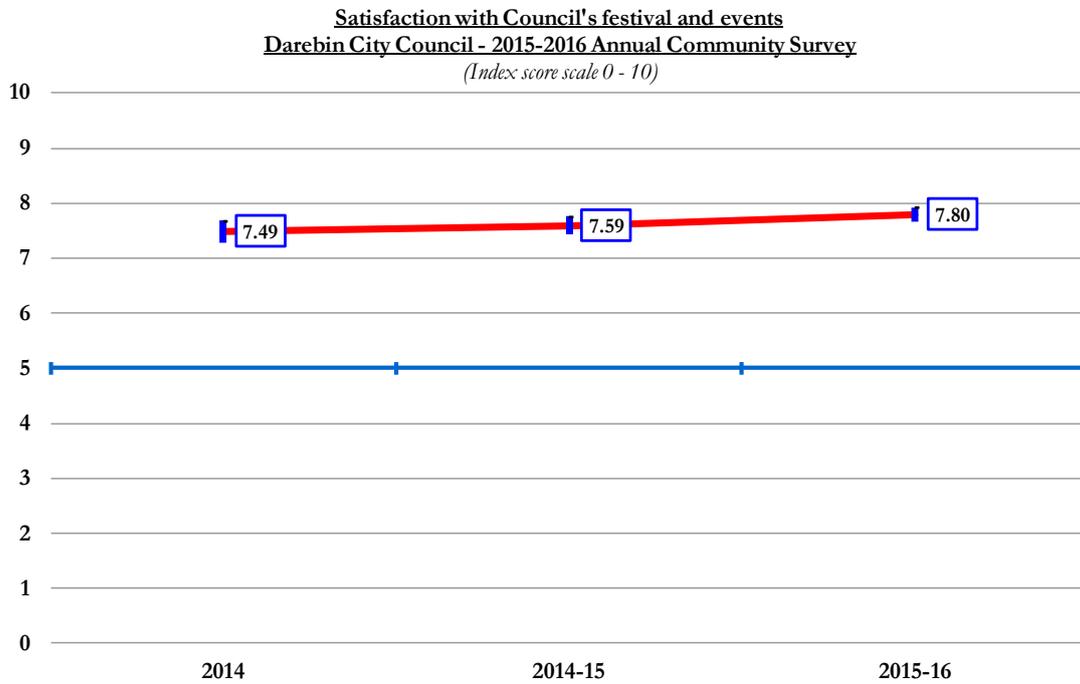
Council's festivals and events

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council's festivals and events?”

Satisfaction with Council's festivals and events increased for the second consecutive year, up 2.8% in 2015-16 to 7.80. This improves the categorisation of satisfaction from the previous “very good” to “excellent”.

It is observed that satisfaction with Council's festivals and events has increased 4.2% since 2014.

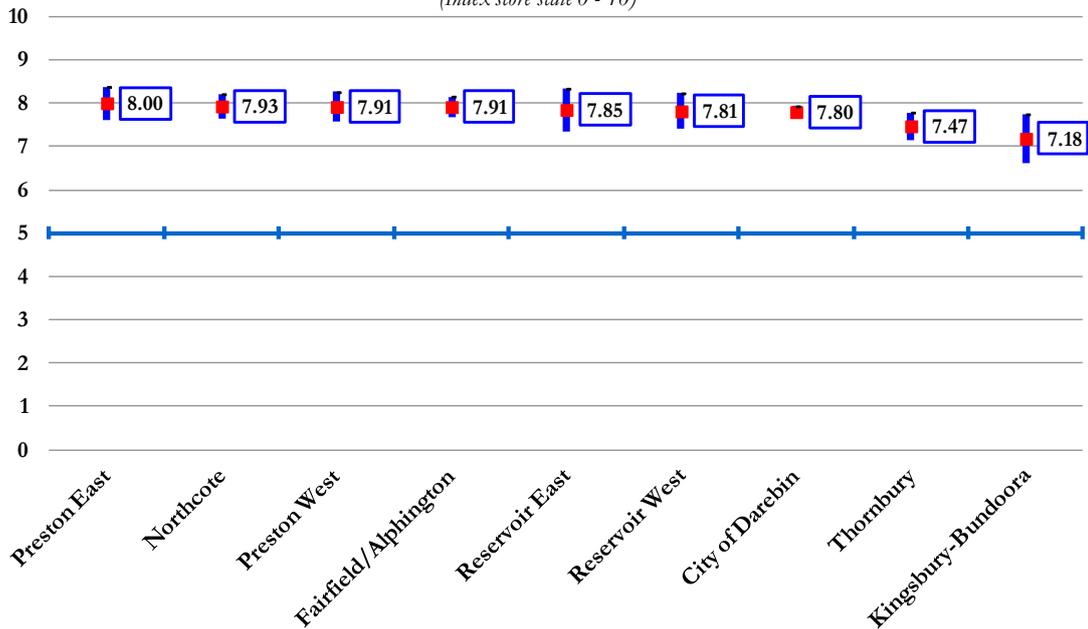


There was no statistically significant variation in satisfaction with Council's festivals and events observed across the eight precincts comprising the City of Darebin, although attention is drawn to the following:

- ⊗ **Thornbury** and **Kingsbury-Bundoora** – respondents rated satisfaction substantially, albeit not measurably lower than the municipal average, and at levels categorised as “good”.

Satisfaction with Council's festivals and events by precinct
Darebin City Council - 2015-2016 Annual Community Survey

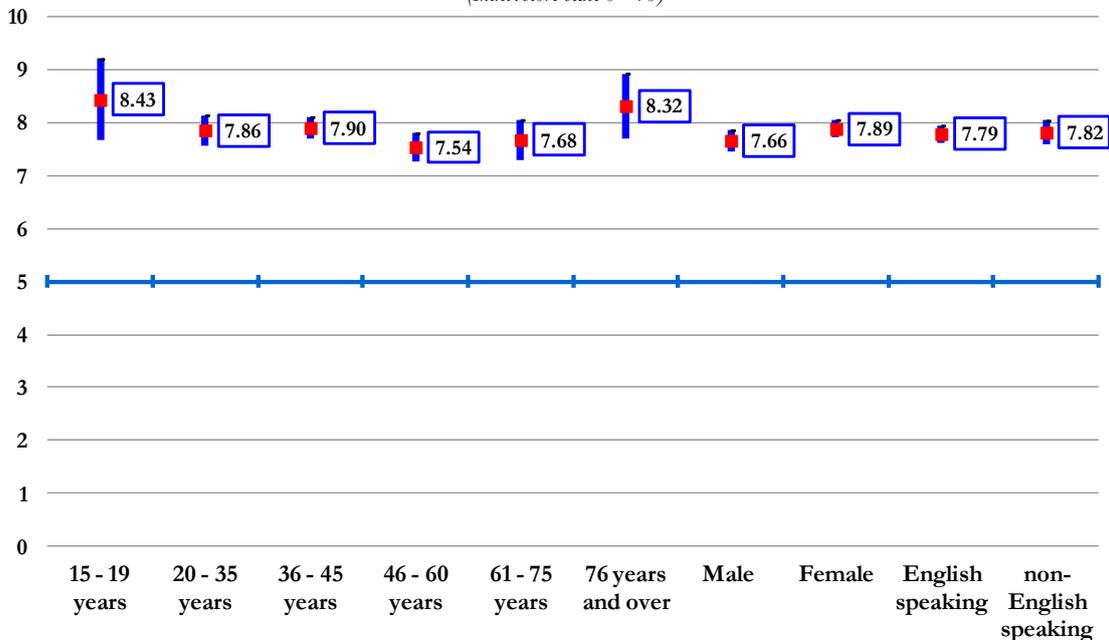
(Index score scale 0 - 10)



There was no statistically significant variation in satisfaction with Council’s festivals and events observed by respondent profile.

Satisfaction with Council's festivals and events by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with Council’s festivals and events increased in six precincts in 2015-16 (Preston East, Northcote, Preston West, Fairfield-Alphington, Reservoir East, and Reservoir West), and declined in two precincts (Thornbury and Kingsbury-Bundoora).

None of these changes in satisfaction with Council's festivals and events was statistically significant in 2015-16.

Satisfaction with Council's festivals and events
Darebin City Council - 2015-2016 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Preston East	2014	24	6.85	7.46	8.07
	2014-15	35	7.21	7.63	8.05
	2015-16	39	7.62	8.00	8.38
Northcote	2014	39	7.26	7.69	8.12
	2014-15	50	7.45	7.80	8.15
	2015-16	54	7.64	7.93	8.21
Preston West	2014	22	7.18	7.73	8.28
	2014-15	25	6.76	7.24	7.72
	2015-16	47	7.57	7.91	8.25
Fairfield-Alphington	2014	32	6.96	7.53	8.1
	2014-15	31	6.78	7.26	7.73
	2015-16	57	7.67	7.91	8.15
Reservoir East	2014	31	7.11	7.61	8.11
	2014-15	37	7.46	7.84	8.21
	2015-16	39	7.36	7.85	8.34
Reservoir West	2014	32	6.21	6.94	7.66
	2014-15	38	6.62	7.29	7.96
	2015-16	43	7.40	7.81	8.23
Thornbury	2014	23	7.14	7.61	8.07
	2014-15	29	6.95	7.52	8.09
	2015-16	49	7.15	7.47	7.79
Kingsbury-Bundoora	2014	18	6.81	7.50	8.19
	2014-15	33	7.21	7.67	8.12
	2015-16	33	6.62	7.18	7.75

Traffic and parking

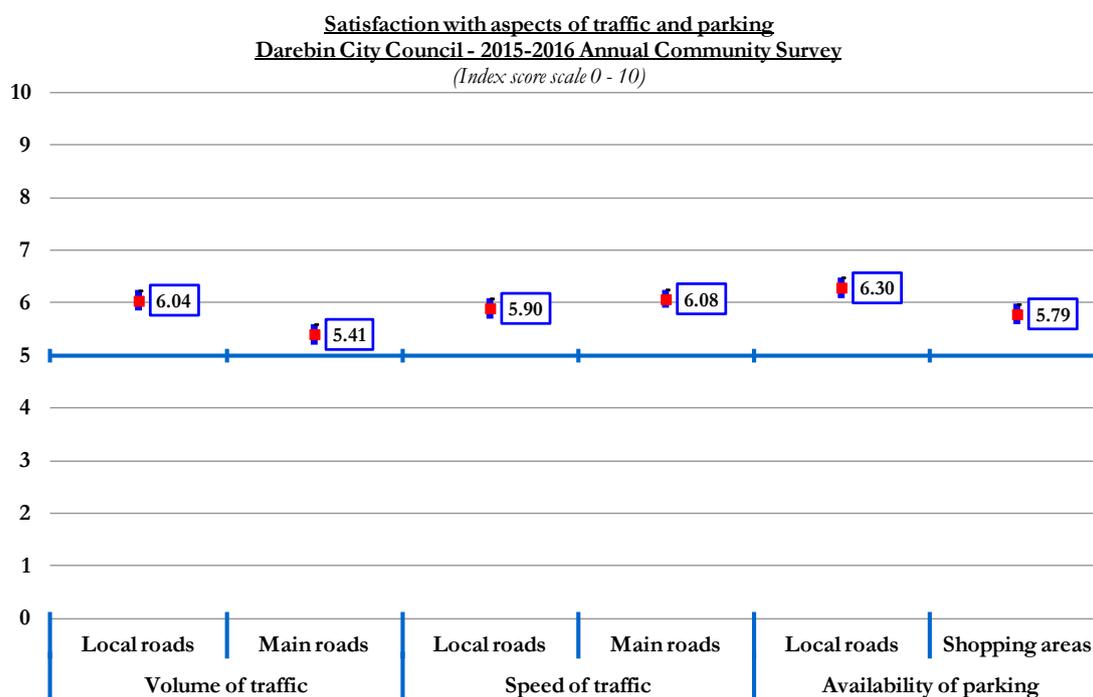
Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your satisfaction with the following aspects of traffic and parking in your local area?”

This set of questions relating to satisfaction with aspects of traffic and parking were included in only two of the four quarterly surveys in 2015-16.

Satisfaction with the speed and volume of traffic on local and main roads, as well as the availability of parking on local roads and in and around busy shopping strips and major commercial areas remains relatively low. The results are best summarised as follows:

- ⊗ **Solid** – for the volume of traffic on local roads, the speed of traffic on main roads, and the availability of parking on local roads.
- ⊗ **Poor** – for the speed of traffic on local roads and the availability of parking around busy shopping strips and major commercial areas.
- ⊗ **Very Poor** – for the volume of traffic on main roads.



The 2016 *Governing Melbourne* research conducted by Metropolis Research recorded average satisfaction with aspects of traffic and parking across metropolitan Melbourne as follows:

- ⊗ **Solid** – for the speed of traffic on main roads.
- ⊗ **Poor** – for the volume of traffic on local and main roads, the speed of traffic on local roads, and the availability of parking on both local and main road.

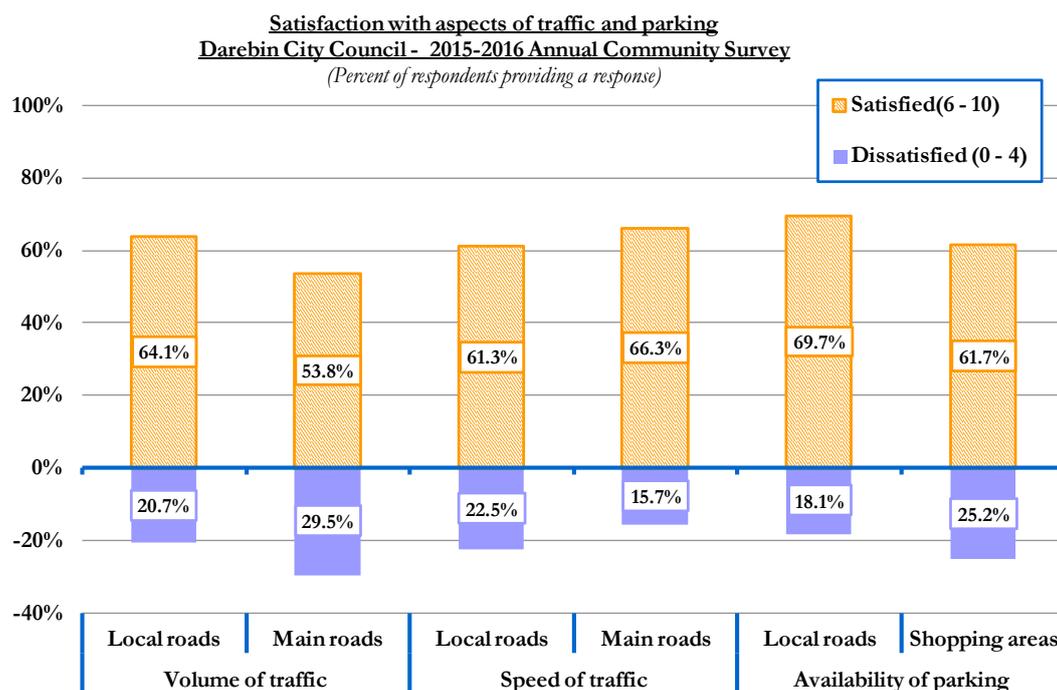
These average satisfaction scores are further borne out by the percentage satisfied and dissatisfied results, as outlined in the following graph.

Consistent with the average satisfaction scores of between approximately 5.5 and 6.3, a majority of respondents were satisfied with each aspect of traffic and parking. Attention is however drawn to the fact that between approximately one-sixth and a little less than one-third of respondents were dissatisfied with each aspect of traffic and parking.

Particular attention is drawn to the fact that 29.5% of respondents were dissatisfied with the volume of traffic on main roads. This is consistent with the fact that 24.9% of respondents identified traffic management issues as the major issue for Council to address in the coming twelve months.

Clearly respondents are focused on traffic management and congestion issues on local but even more so on main roads, and this is a strong theme throughout this report including these traffic and parking satisfaction scores, the issues for Council to address in the coming twelve months, as well as the satisfaction with the performance of Council managing traffic (discussed elsewhere in the report).

These results highlight a role for Council in the advocacy and making representations to state government about traffic congestion in and around the City of Darebin.



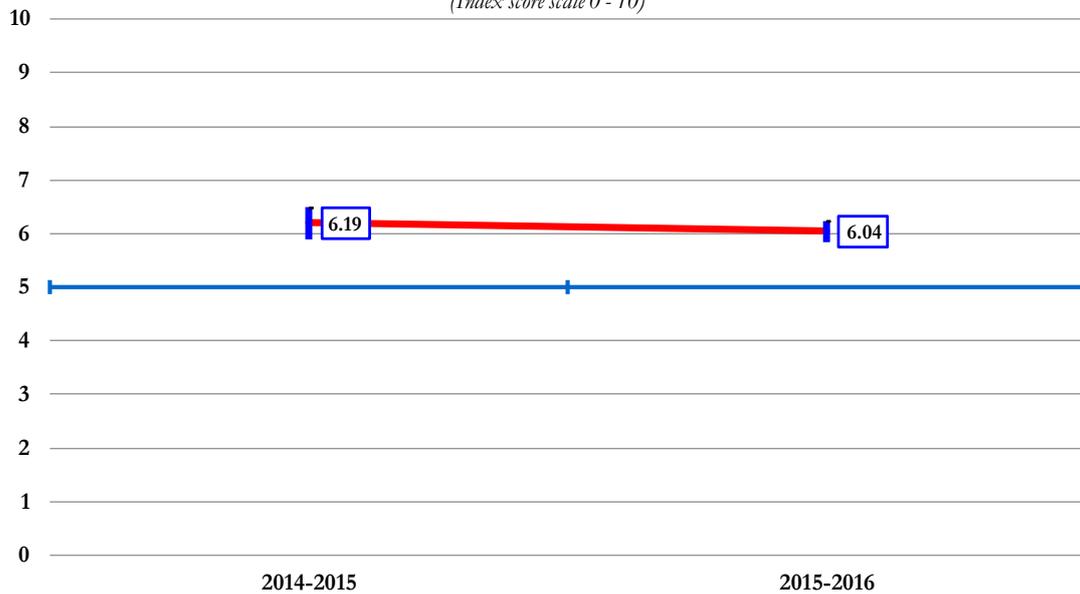
Volume of traffic

Volume of traffic on local roads

Satisfaction with the volume of traffic on local roads declined 2.4% in 2015-16 to 6.04, although it remains at a level best categorised as “solid”.

This result is marginally but not measurably higher than the metropolitan Melbourne average of 5.78, which was rated as “poor”, and measurably and significantly higher than the northern region average of 5.37, which was rated as “very poor”. Both of these results were sourced from the 2016 *Governing Melbourne* research.

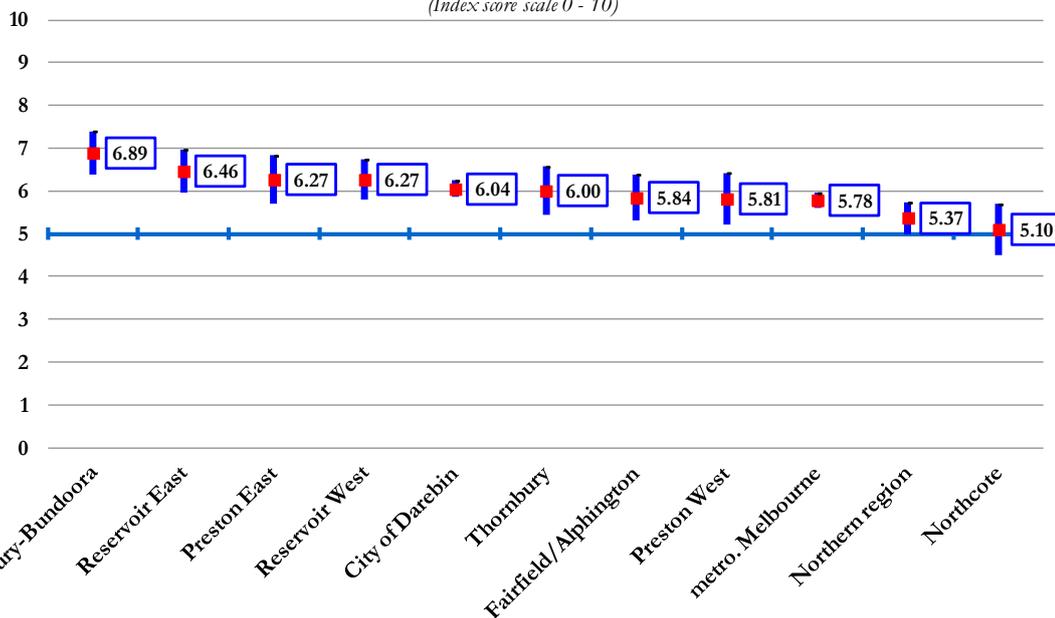
Satisfaction with the volume of traffic on local roads
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



There was measurable and significant variation in satisfaction with the volume of traffic on local roads observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

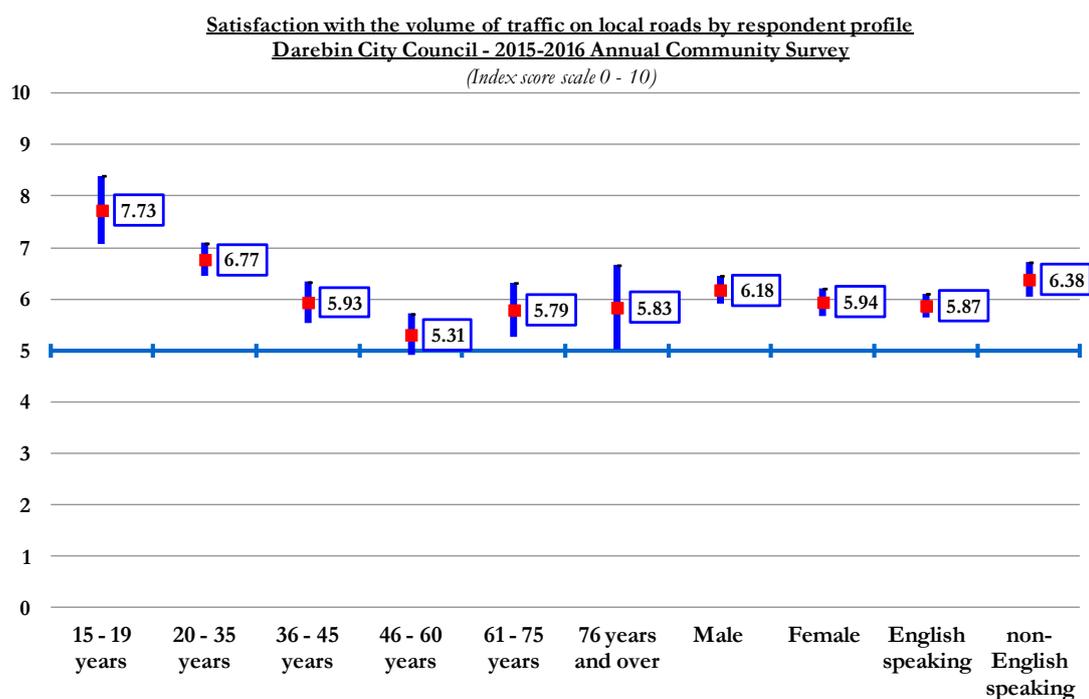
- ⊗ **Kingsbury-Bundoora** – respondents were measurably and significantly more satisfied than the municipal average, and rated satisfaction at a level categorised as “good”.
- ⊗ **Fairfield-Alphington** and **Preston West** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average, and at levels categorised as “poor”.
- ⊗ **Northcote** – respondents rated satisfaction measurably and significantly lower than the municipal average, and at a level categorised as “very poor”.

Satisfaction with the volume of traffic on local roads by precinct
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)

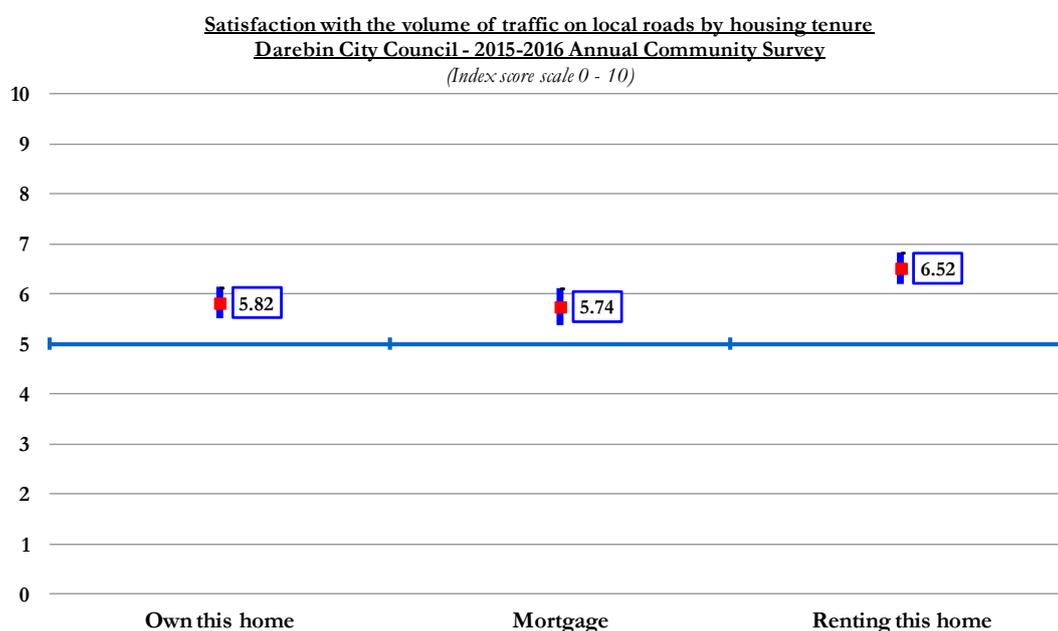


There was measurable and significant variation in satisfaction with the volume of traffic on local roads observed by respondent profile, with attention drawn to the following:

- ⊗ Satisfaction with the volume of traffic on local roads declined measurably with respondents' age structure for respondents aged from 15 to 60 years.
- ⊗ *Non-English speaking household* – respondents were measurably more satisfied than were respondents from English speaking households.

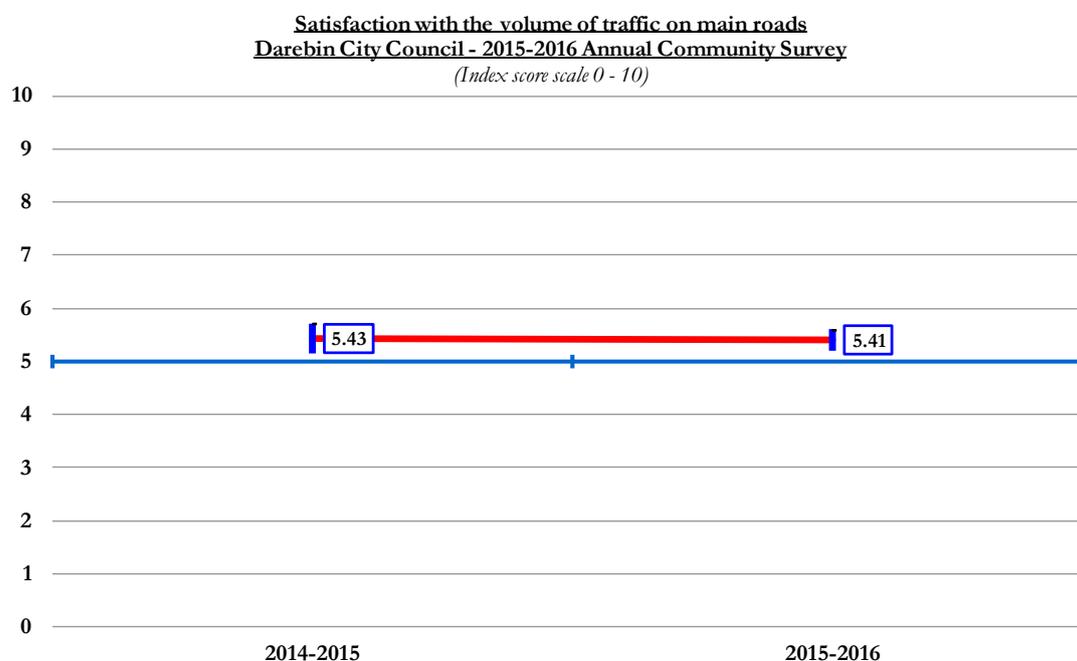


There was some measurable variation in satisfaction with the volume of traffic on local roads observed by housing situation. Rental household respondents (largely private but including a very small number of government rental households) were measurably and significantly more satisfied than home owner and mortgagee household respondents.



Volume of traffic on main roads

Satisfaction with the volume of traffic on main roads declined by less than one percent in 2015-16, although it remains at a level categorised as “very poor”.



This result was marginally but not measurably lower than the metropolitan Melbourne average of 5.62, which was rated as “poor”, but was measurably higher than the northern region average of 4.83, which was rated as “extremely poor”. These results were sourced from the 2016 *Governing Melbourne* research.

Metropolis Research notes that issues with the volume of traffic on main roads has been observed as a very significant issue in some municipalities in the northern region of Melbourne in recent years, at least in part as a result of the extent of new housing development, including most prominently in the City of Whittlesea¹.

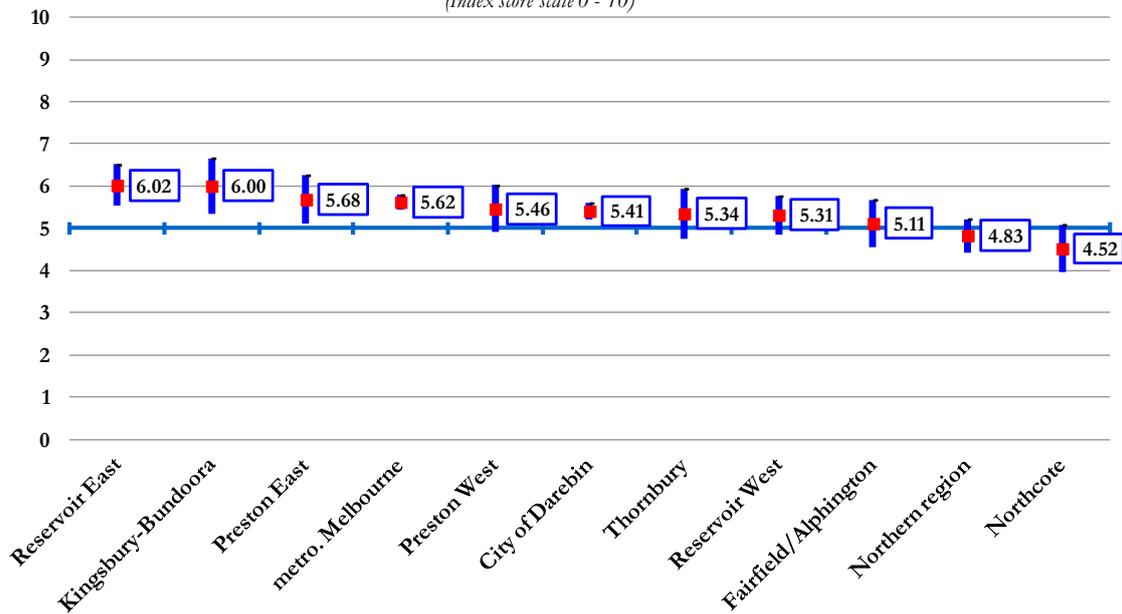
There was measurable and significant variation in satisfaction with the volume of traffic on main roads observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Reservoir East** and **Kingsbury-Bundoora** – rated satisfaction somewhat, albeit not measurably higher than the municipal average, and at levels categorised as “solid”.
- ⊗ **Northcote** – respondents rated satisfaction measurably and significantly lower than the municipal average, and at a level best categorised as “extremely poor”.

¹ City of Whittlesea, 2016 Household Survey.

Satisfaction with the volume of traffic on main roads by precinct
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)

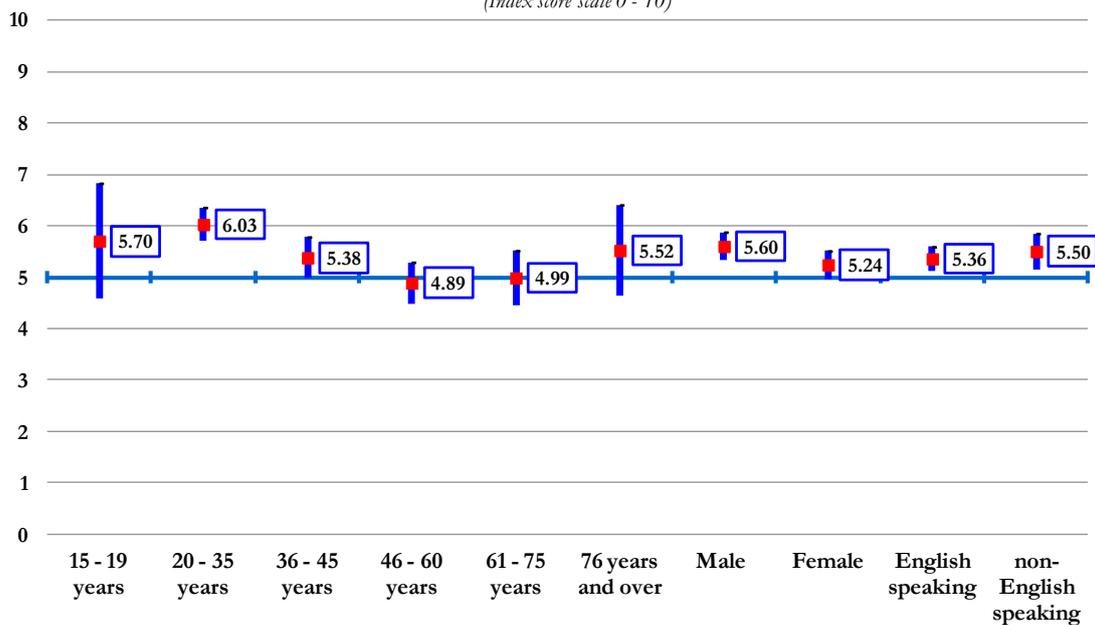


There was some variation in satisfaction with the volume of traffic on main roads observed by respondent profile, with attention drawn to the following:

- ⊗ **Young adults (20 to 35 years)** – were measurably and significantly more satisfied than were adults aged from 36 to 75 years. This is a very significant and important result, as it potentially highlights a variation in attitude to traffic congestion based on the age of respondents.

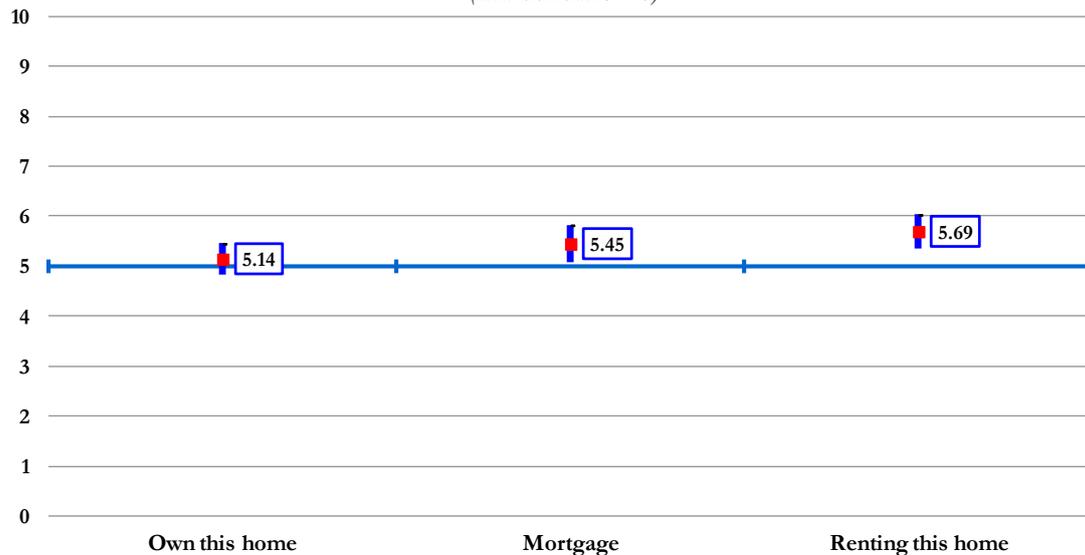
Satisfaction with the volume of traffic on main roads by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



There was no statistically significant variation in satisfaction with the volume of traffic on main roads observed by housing situation. It is observed however that rental household respondents (largely private but including a very small number of government rental households) were marginally, albeit not measurably more satisfied than mortgagee household, and in particular home owner respondents.

Satisfaction with the volume of traffic on main roads by housing tenure
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)

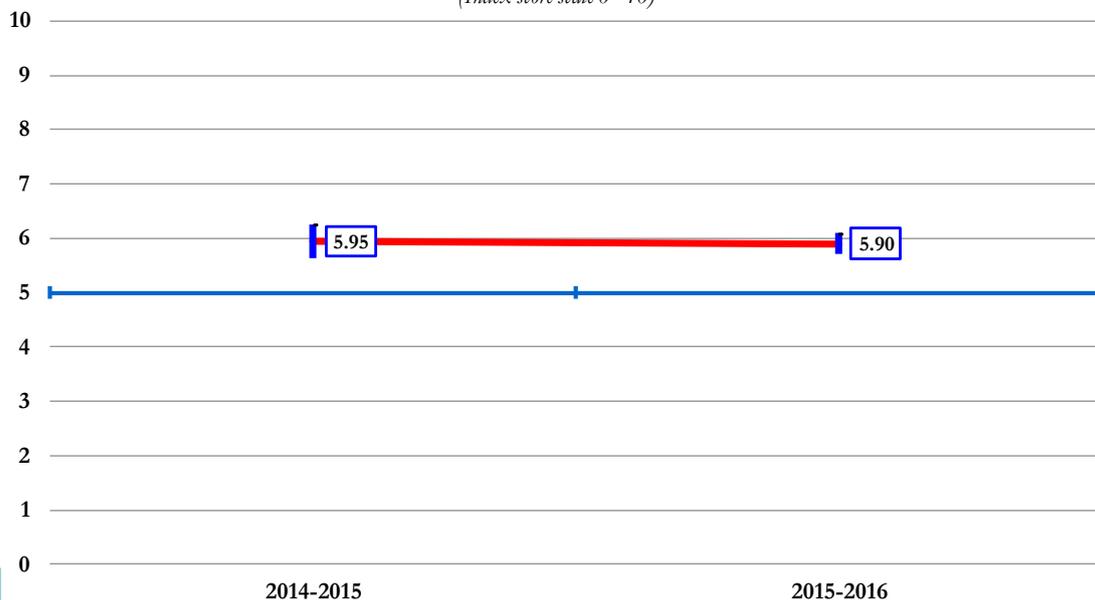


Speed of traffic

Speed of traffic on local roads

Satisfaction with the speed of traffic on local roads declined by less than one percent in 2015-16, although it remains at a level categorised as “poor”.

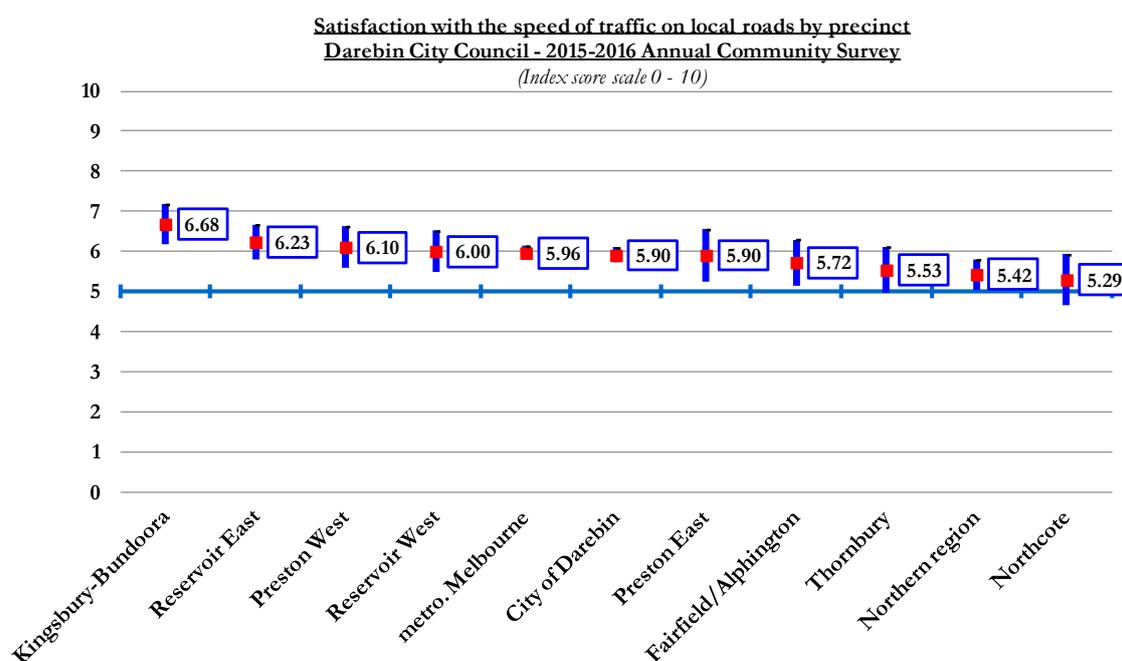
Satisfaction with the speed of traffic on local roads
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



This result is almost identical to the metropolitan Melbourne average of 5.96, although it is noted that it is measurably and significantly higher than the northern region average of 5.42, which was rated as “very poor” in the 2016 *Governing Melbourne* research.

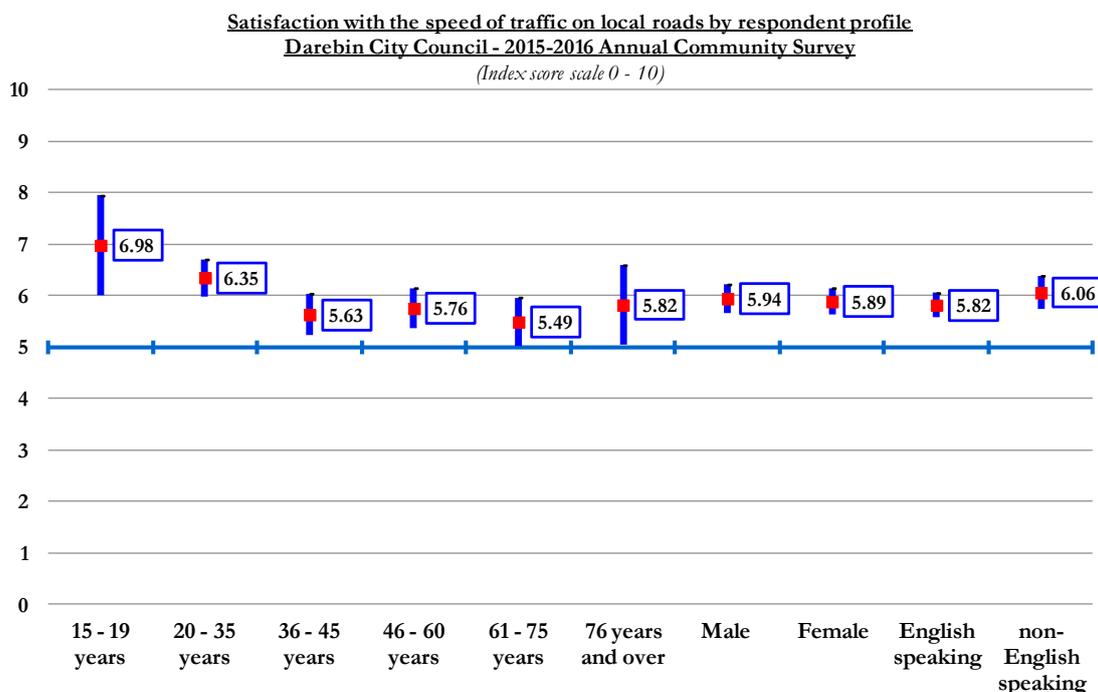
There was measurable and significant variation in satisfaction with the speed of traffic on local roads observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ ***Kingsbury-Bundoora*** – respondents were measurably and significantly more satisfied than the municipal average, and rated satisfaction at a level categorised as “good”.
- ⊗ ***Reservoir East, Reservoir West*** and ***Preston West*** – respondents were somewhat, albeit not measurably more satisfied than the municipal average, and rated satisfaction at a level categorised as “solid”.
- ⊗ ***Northcote*** – respondents rated satisfaction measurably and significantly lower than the municipal average, and at a level categorised as “very poor”.

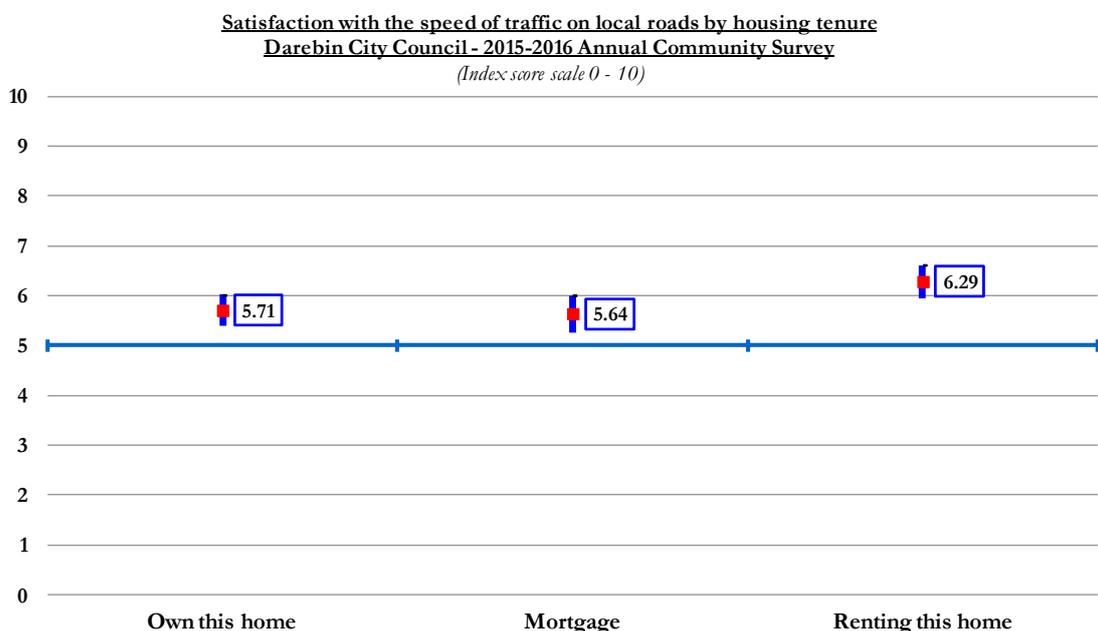


There was measurable and significant variation in satisfaction with the speed of traffic on local roads by respondents' age structure.

- ⊗ *Younger respondents (aged up to 35 years)* were measurably and significantly more satisfied with the speed of traffic on local roads than were respondents aged from 36 to 75 years.

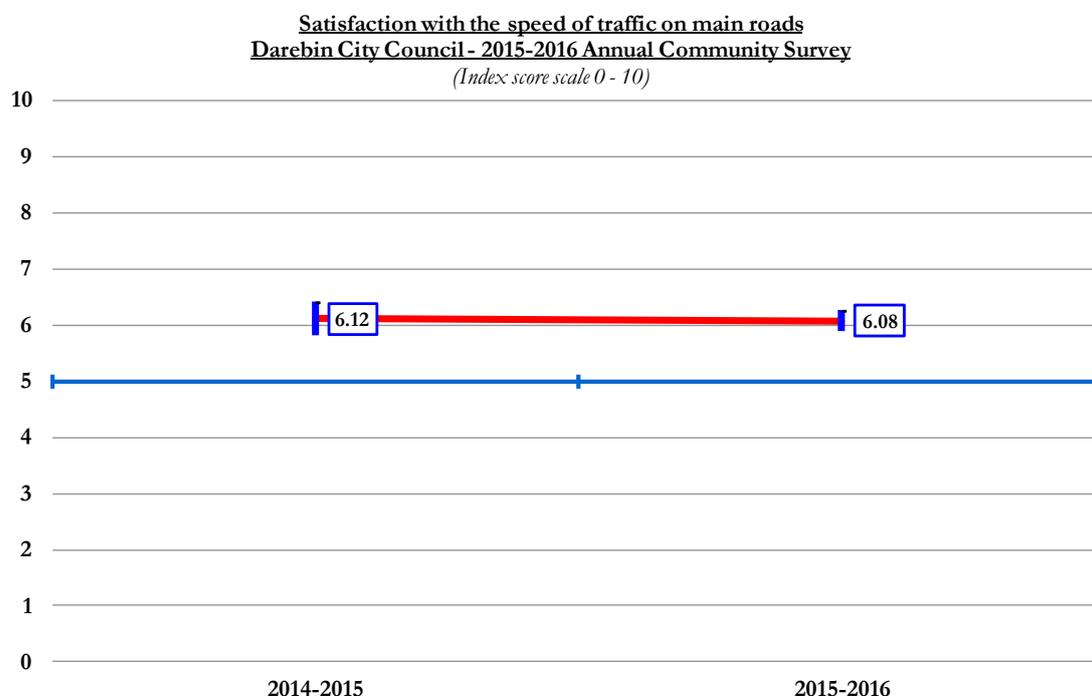


There was some measurable variation in satisfaction with the speed of traffic on local roads observed by housing situation. Rental household respondents (largely private but including a very small number of government rental households) were measurably and significantly more satisfied than home owner and mortgagee household respondents.



Speed of traffic on main roads

Satisfaction with the speed of traffic on main roads declined by less than one percent in 2015-16, although it remains at a level categorised as “solid”.



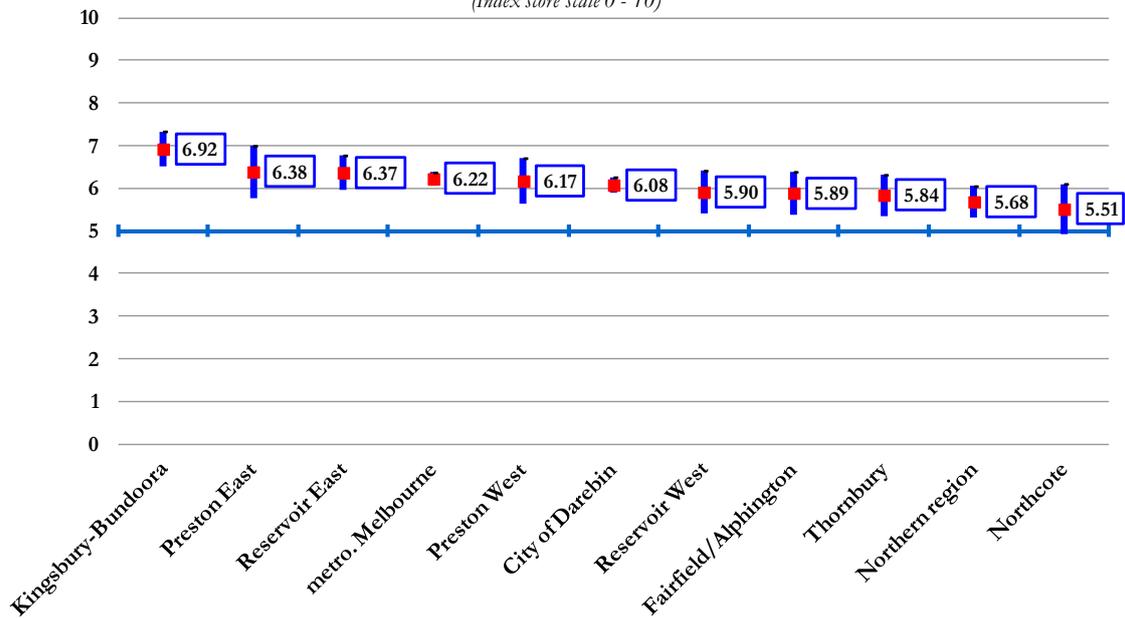
This result is marginally but not measurably lower than the metropolitan Melbourne average of 6.22, and marginally but not measurably higher than the northern region average of 5.68, which was rated as “poor” in the 2016 *Governing Melbourne* research.

There was measurable and significant variation in satisfaction with the speed of traffic on main roads observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ ***Kingsbury-Bundoora*** – respondents were measurably and significantly more satisfied than the municipal average, and rated satisfaction at a level categorised as “good”.
- ⊗ ***Reservoir West, Fairfield-Alphington*** and ***Thornbury*** – respondents were somewhat, albeit not measurably less satisfied than the municipal average, and rated satisfaction at levels categorised as “poor”.
- ⊗ ***Northcote*** – respondents were measurably and significantly less satisfied than the municipal average, and rated satisfaction at a level categorised as “poor”.

Satisfaction with the speed of traffic on main roads by precinct
Darebin City Council - 2015-2016 Annual Community Survey

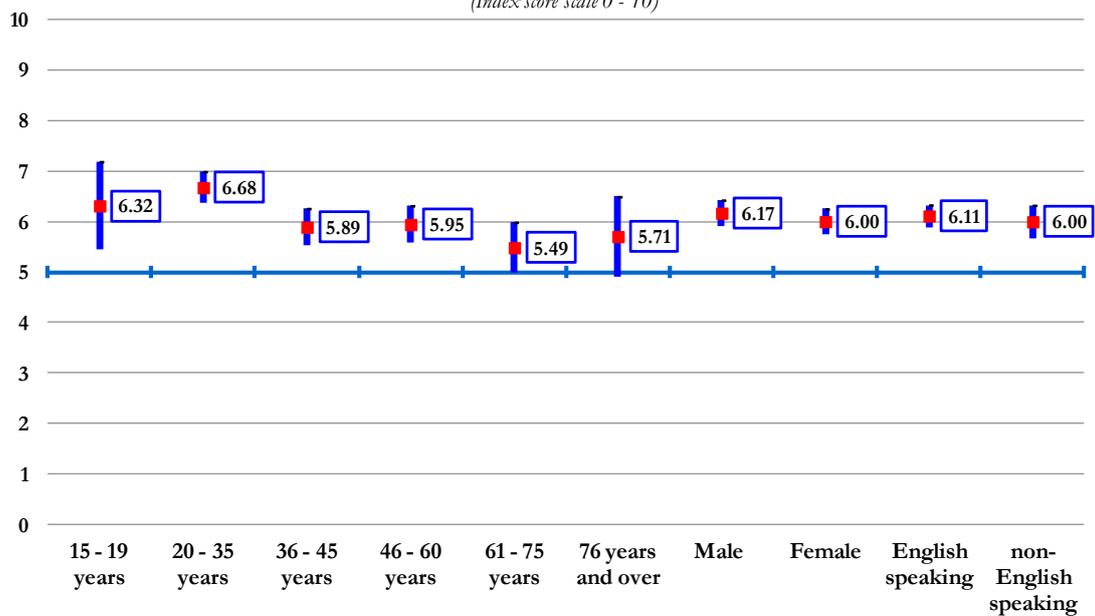
(Index score scale 0 - 10)



There was measurable and significant variation in satisfaction with the speed of traffic on main roads by respondents' age structure. Young adults (aged 20 to 35 years) were measurably and significantly more satisfied with the speed of traffic on local roads than were respondents aged from 36 years and over.

Satisfaction with the speed of traffic on main roads by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



There was no statistically variation in satisfaction with the speed of traffic on main roads observed by housing situation. It is observed however that rental household respondents (largely private but including a very small number of government rental households) were marginally but not measurably more satisfied than home owner and mortgagee household respondents.



A little more than three-quarters of respondents dissatisfied with the speed of traffic on local roads considered the speed to be “too fast”, whilst a little more than half of the respondents dissatisfied with the speed of traffic on main roads considered the speed to be “too slow”.

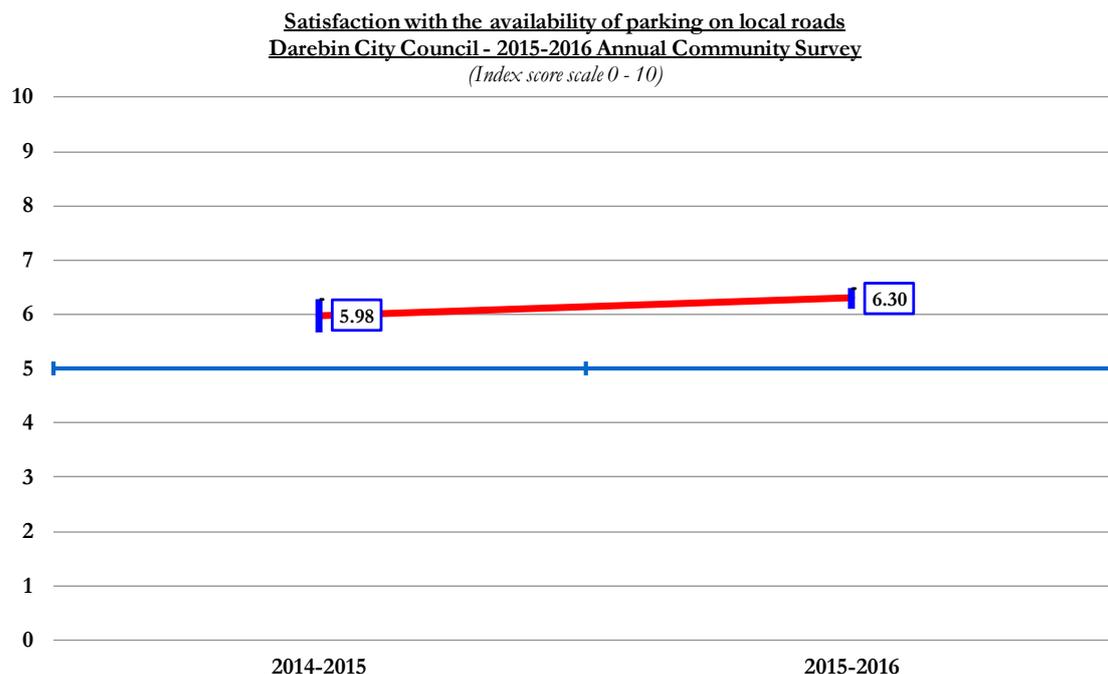
Reasons for dissatisfaction with speed of traffic
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of respondents dissatisfied with speed of traffic)

Response	Local roads		Main roads	
	Number	Percent	Number	Percent
Too fast	80	78.4%	30	43.5%
Too slow	22	21.6%	39	56.5%
Not stated	8		8	
Total	110	100%	77	100%

Availability of parking

Availability of parking on local roads

Satisfaction with the availability of parking on local roads increased 5.3% in 2015-16 to 6.30, a level of satisfaction categorised as “solid”. This is an improvement on the previous categorisation of “poor”.



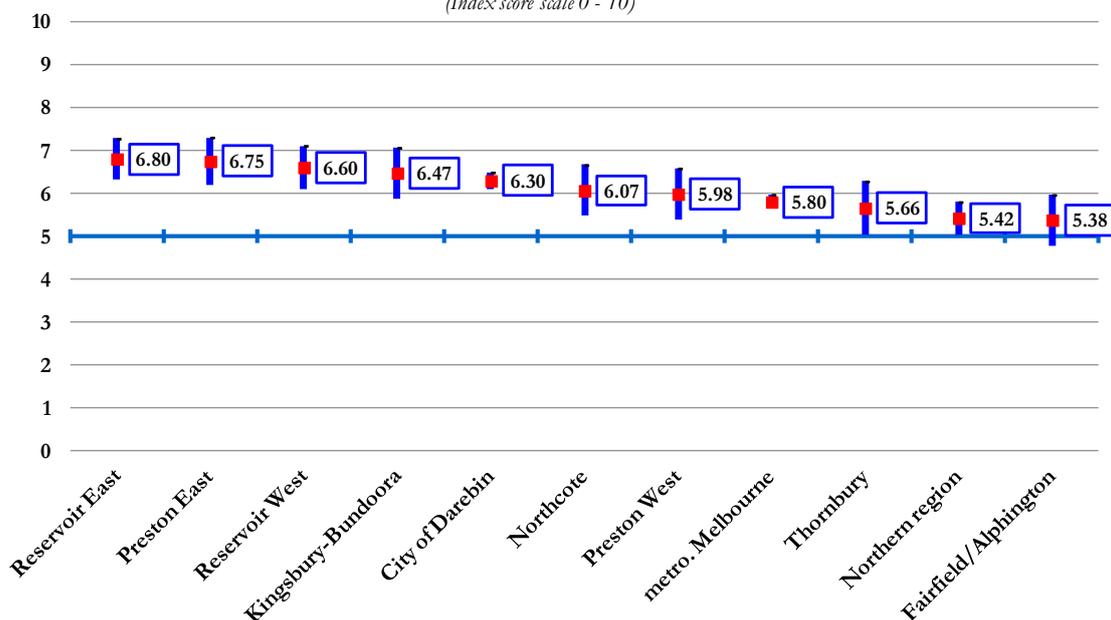
This result is measurably and significantly higher than the metropolitan Melbourne average of 5.80, which was rated as “poor”, and the northern region average of 5.42, which was rated as “very poor” in the 2016 *Governing Melbourne* research.

There was measurable and significant variation in satisfaction with the availability of parking on local roads observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Reservoir East, Preston East, and Reservoir West** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average, and at levels categorised as “good”.
- ⊗ **Preston West and Thornbury** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average, and at levels categorised as “poor”.
- ⊗ **Fairfield-Alphington** – respondents were measurably and significantly less satisfied than the municipal average, and rated satisfaction at a level categorised as “very poor”.

Satisfaction with availability of parking on local roads by precinct
Darebin City Council - 2015-2016 Annual Community Survey

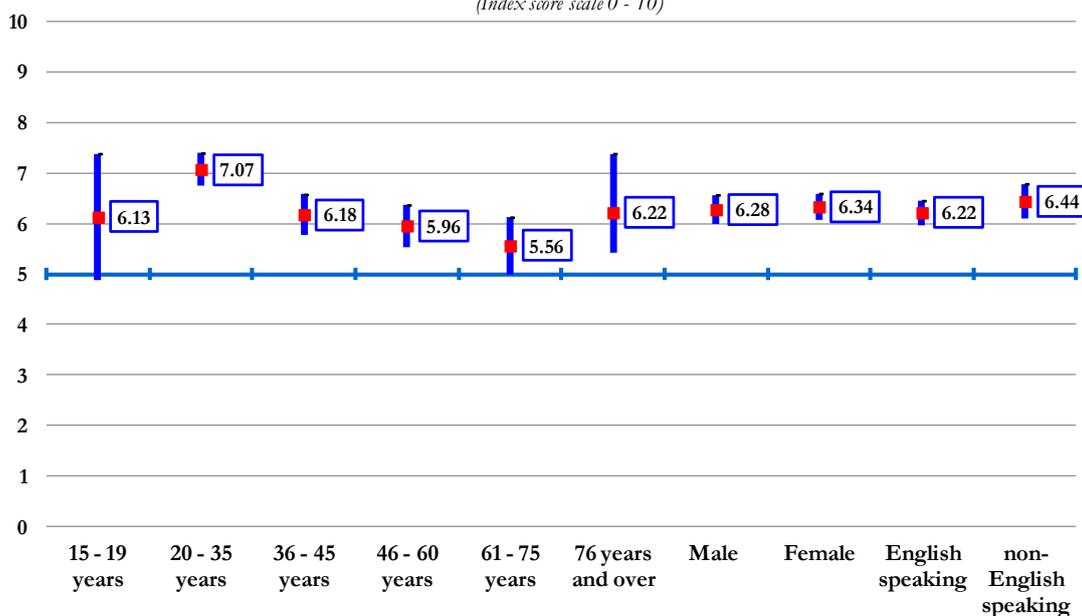
(Index score scale 0 - 10)



There was measurable and significant variation in satisfaction with the availability of parking on local roads observed by respondents' age structure. Young adults (aged 20 to 35 years) were measurably and significantly more satisfied with the speed of traffic on local roads than were respondents aged from 36 to 75 years.

Satisfaction with availability of parking on local roads by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

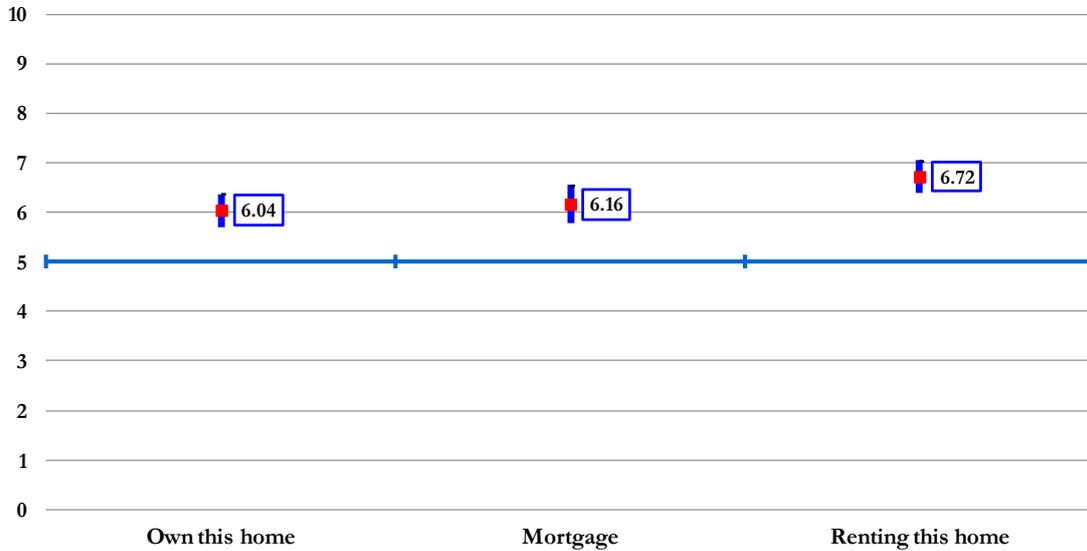
(Index score scale 0 - 10)



There was some measurable variation in satisfaction with the availability of parking on local roads observed by housing situation. Rental household respondents (largely private but including a very small number of government rental households) were measurably and significantly more satisfied than home owner and mortgagee household respondents.

Satisfaction with availability of parking on local roads by housing tenure
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)

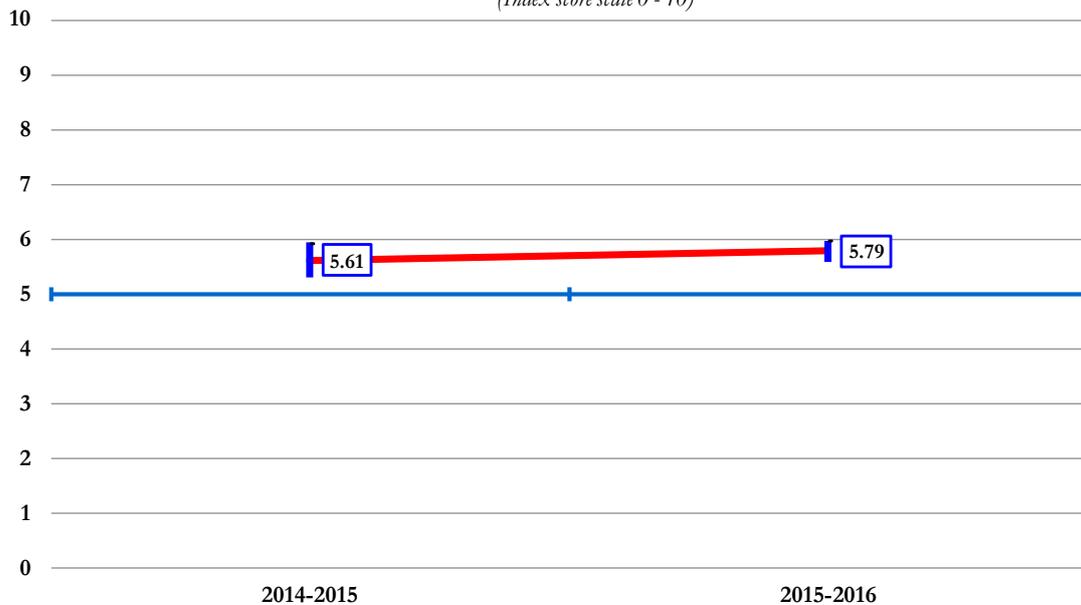


Availability of parking at busy shopping strips and major commercial areas

Satisfaction with the availability of parking at busy shopping strips and major commercial areas increased 3.2% in 2015-16 to 5.79, although it remains at a level categorised as “poor”.

Satisfaction with availability of parking at busy shopping strips and commercial areas
Darebin City Council - 2015-2016 Annual community Survey

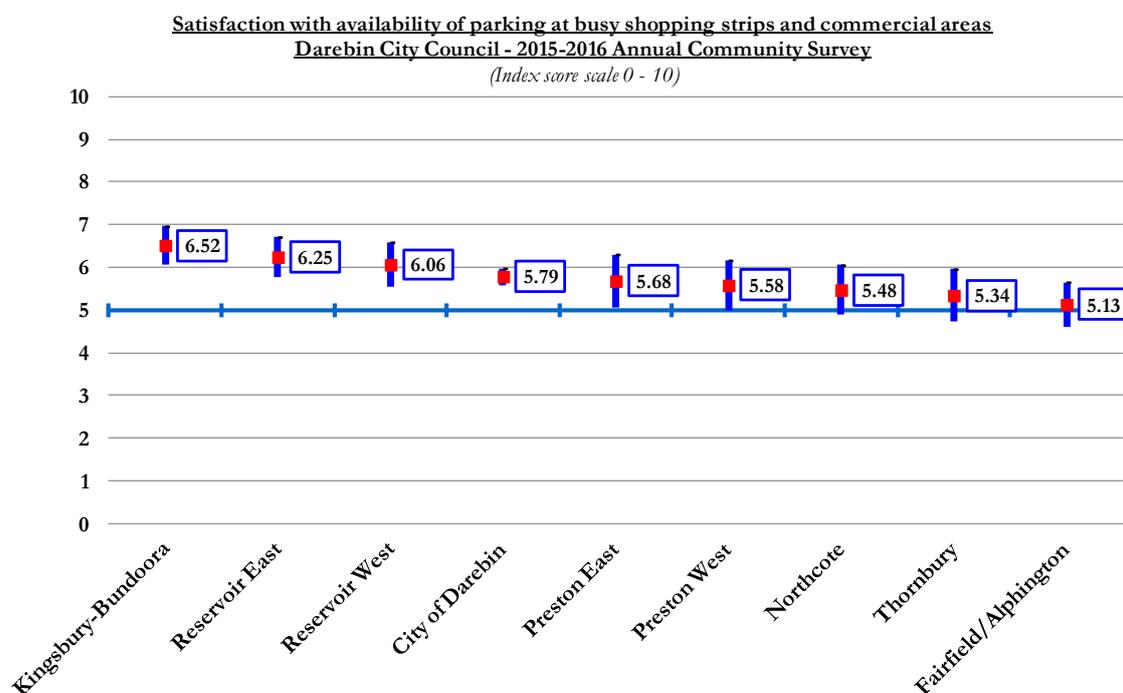
(Index score scale 0 - 10)



Metropolis Research notes that *Governing Melbourne* did not include a question relating to satisfaction with the availability of parking at busy shopping strips and commercial areas.

There was measurable variation in satisfaction with the availability of parking at busy shopping strips and major commercial areas observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Kingsbury-Bundoora** – respondents rated satisfaction measurably and significantly higher than the municipal average, and at a level categorised as “good”.
- ⊗ **Reservoir East** and **Reservoir West** – respondents were somewhat, albeit not measurably more satisfied than the municipal average, and rated satisfaction at levels categorised as “solid”.
- ⊗ **Thornbury** – respondents were somewhat, albeit not measurably less satisfied than the municipal average, and rated satisfaction at a level categorised as “very poor”.
- ⊗ **Fairfield-Alphington** – respondents were measurably and significantly less satisfied than the municipal average, and rated satisfaction at a level categorised as “very poor”.

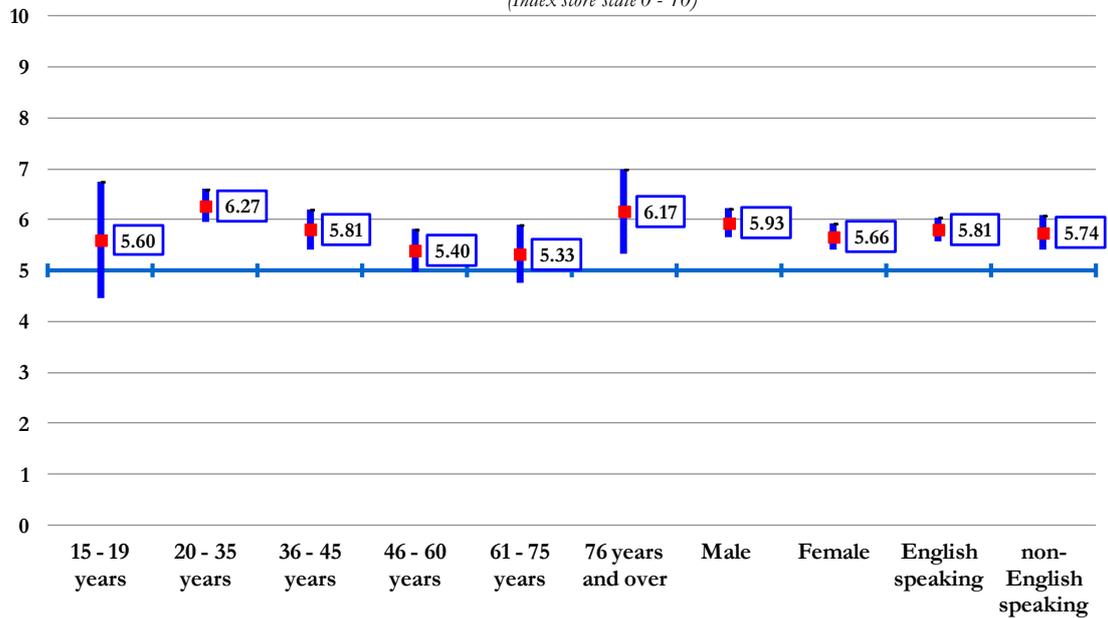


There was measurable and significant variation in satisfaction with the availability of parking at busy shopping strips and major commercial areas observed by respondents’ age structure. Young adults (aged 20 to 35 years) were measurably and significantly more satisfied with the speed of traffic on local roads than were respondents aged from 36 to 75 years.

The lower than average satisfaction of middle aged and older adults appears to be a theme throughout the traffic and parking section.

Satisfaction with availability of parking at busy shopping strips and commercial areas
Darebin City Council - 2015-2016 Annual Community Survey

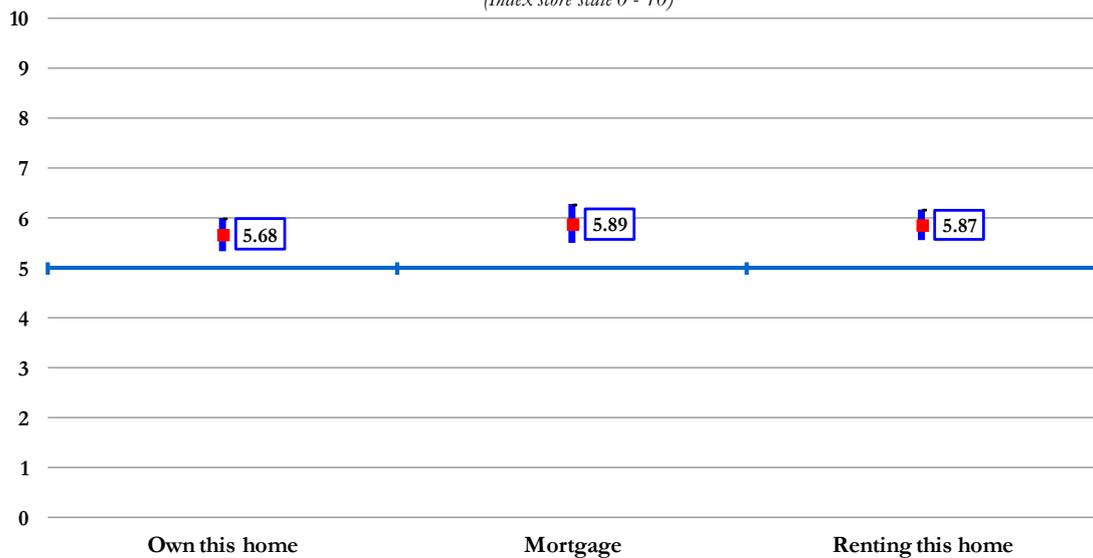
(Index score scale 0 - 10)



There was no measurable or significant variation in satisfaction with the availability of parking at busy shopping strips and commercial areas observed by housing situation. Rental household respondents (largely private but including a very small number of government rental households) were measurably and significantly more satisfied than home owner and mortgagee household respondents.

Satisfaction with availability of parking at busy shopping strips and commercial areas
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Planning and housing development

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of planning and housing development in your local area?”

Satisfaction with the six included outcomes and aspects of the planning approvals and housing development process remain relatively low in 2015-16, with satisfaction with four of the six aspects declining a little this year.

It is important to bear in mind when exploring these results that these questions were included in only two of the four quarterly surveys, and that consequently the sample size is approximately five hundred respondents, and not one thousand. This is particularly relevant when examining the precinct level results.

Satisfaction with these six aspects and outcomes can best be summarised as follows:

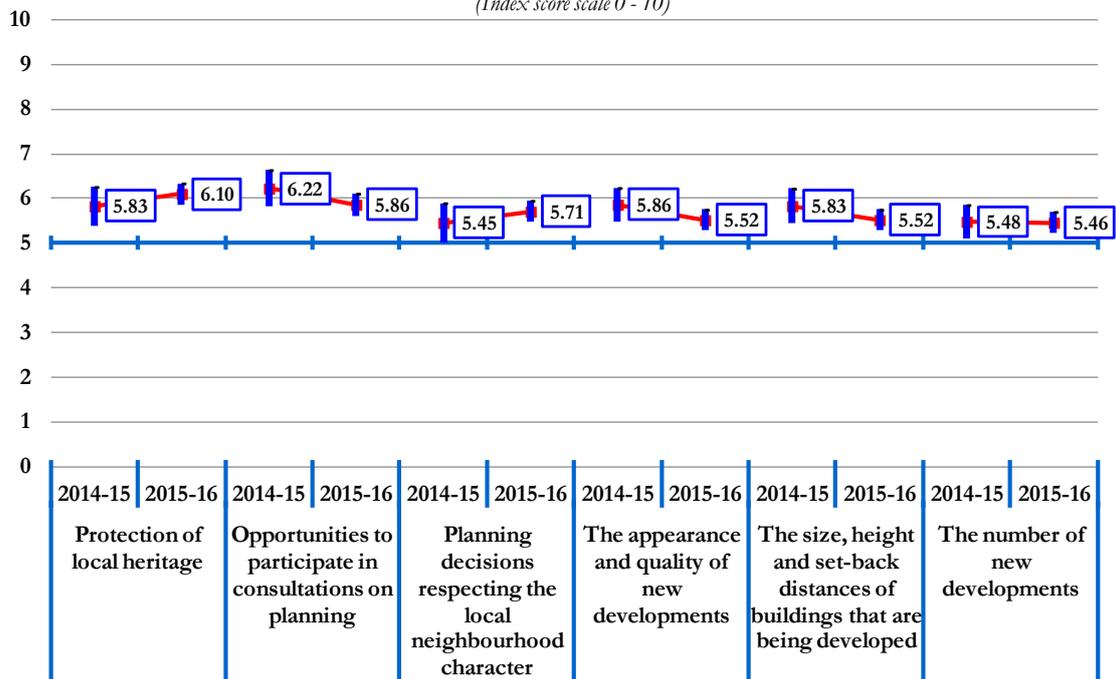
- ⊗ **Solid** – for the protection of local heritage.
- ⊗ **Poor** – for the opportunities to participate in consultations on planning, planning decisions respecting the local neighbourhood character, the appearance and quality of new developments, and the size, height, and set back distances of buildings that are being developed.
- ⊗ **Very Poor** – for the number of new developments.

These results highlight the fact that issues with planning and new housing development are of significant concern to many in the Darebin community. This is further borne out by other results discussed elsewhere in this report, particularly the fact that approximately one-sixth (16.9%) of respondents identified issues with building, housing, planning and development as a major issue for Council to address in the coming twelve months.

The open-ended comments received from some respondents also refer to planning issues as being those that they believe that Council is not adequately representing and advocating on their behalf to state government.

**Satisfaction with selected aspects of planning and housing development
Darebin City Council - 2015-2016 Annual Community Survey**

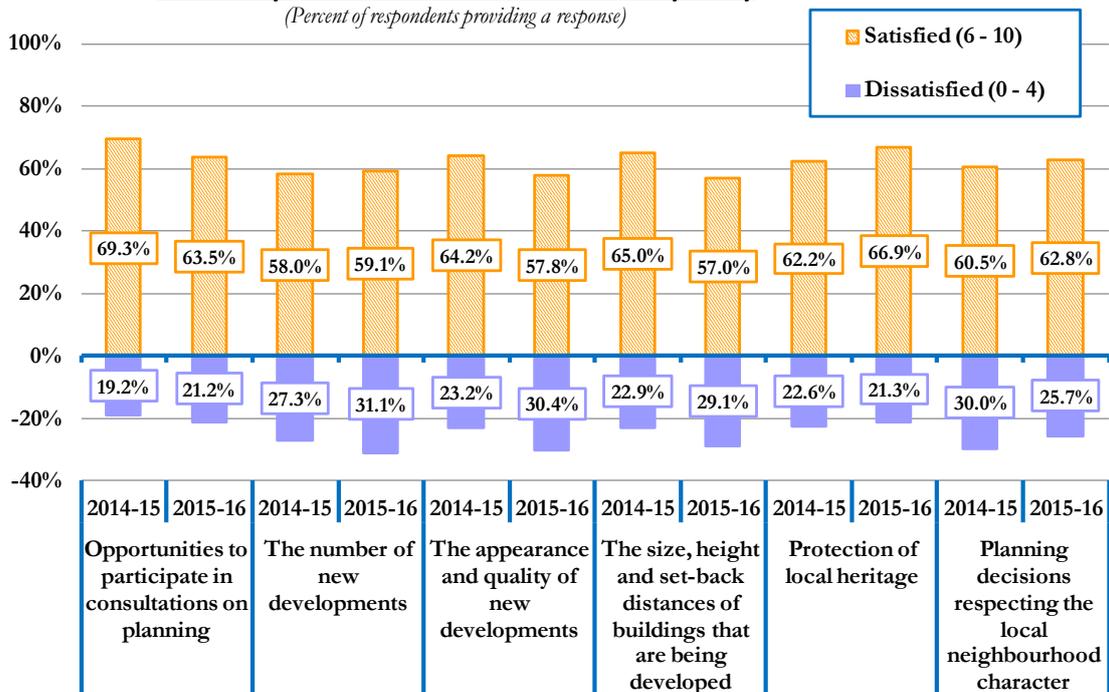
(Index score scale 0 - 10)



The relatively poor average satisfaction scores are further borne out by the fact that between a little more than one-fifth and one-third of respondents were dissatisfied with each of the six outcomes and aspects of the planning and housing development process included in the 2015-16 survey.

**Satisfaction with selected aspects of planning and housing development
Darebin City Council - 2015-2016 Annual Community Survey**

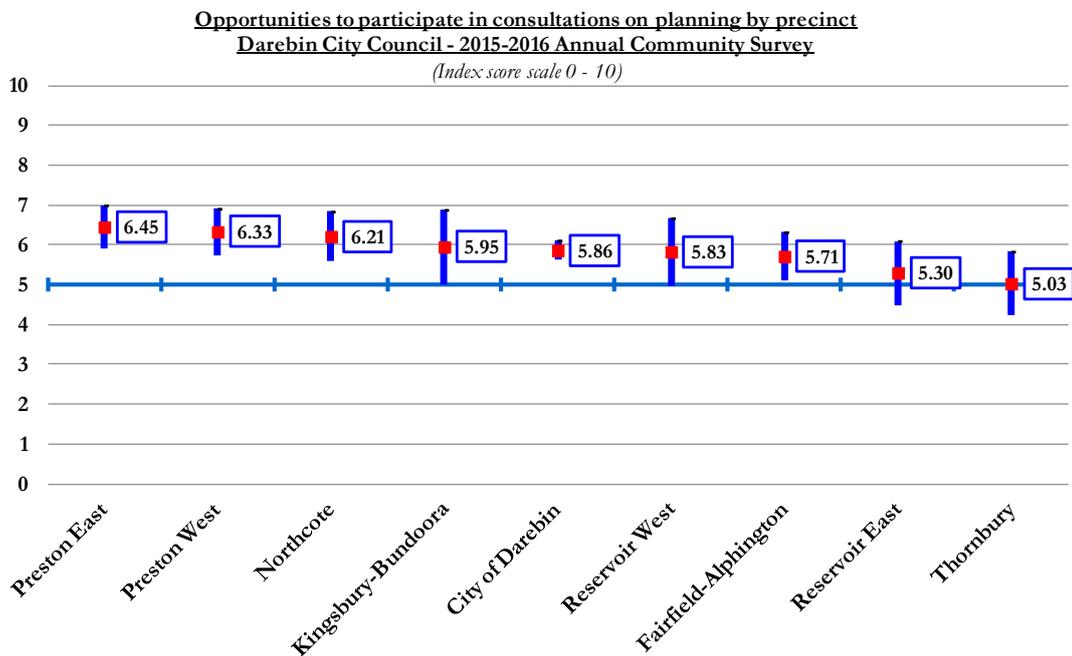
(Percent of respondents providing a response)



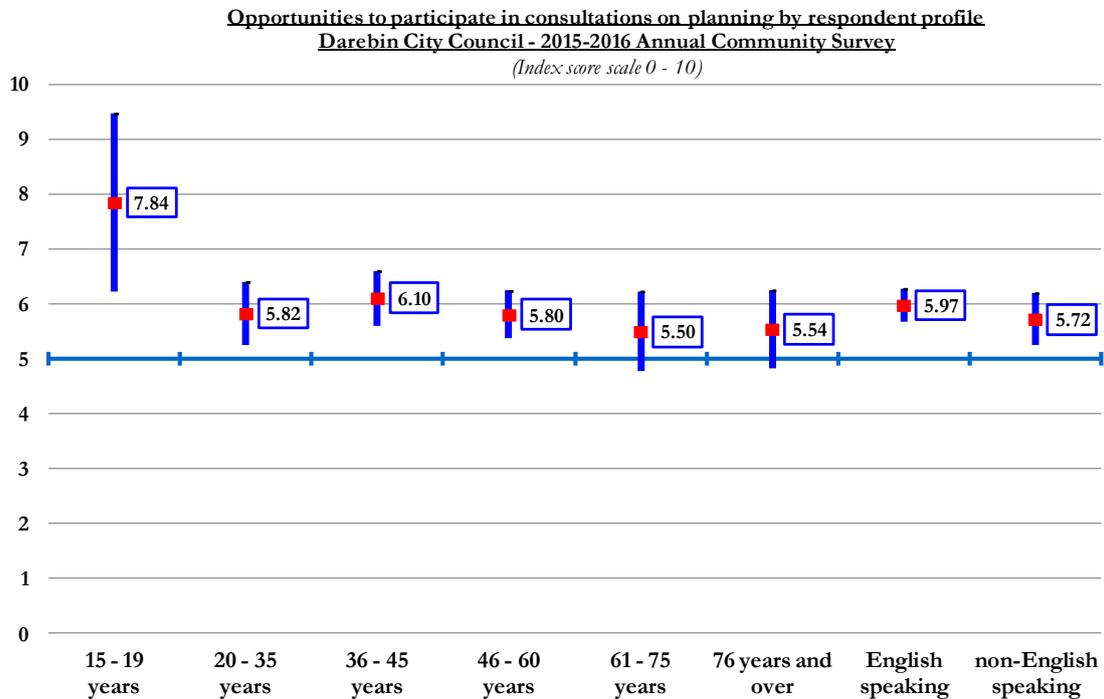
Opportunities to participate in consultations on planning

There was no statistically significant variation in satisfaction with the opportunities to participate in consultations on planning observed across the eight precincts comprising the City of Darebin, although attention is drawn to the following:

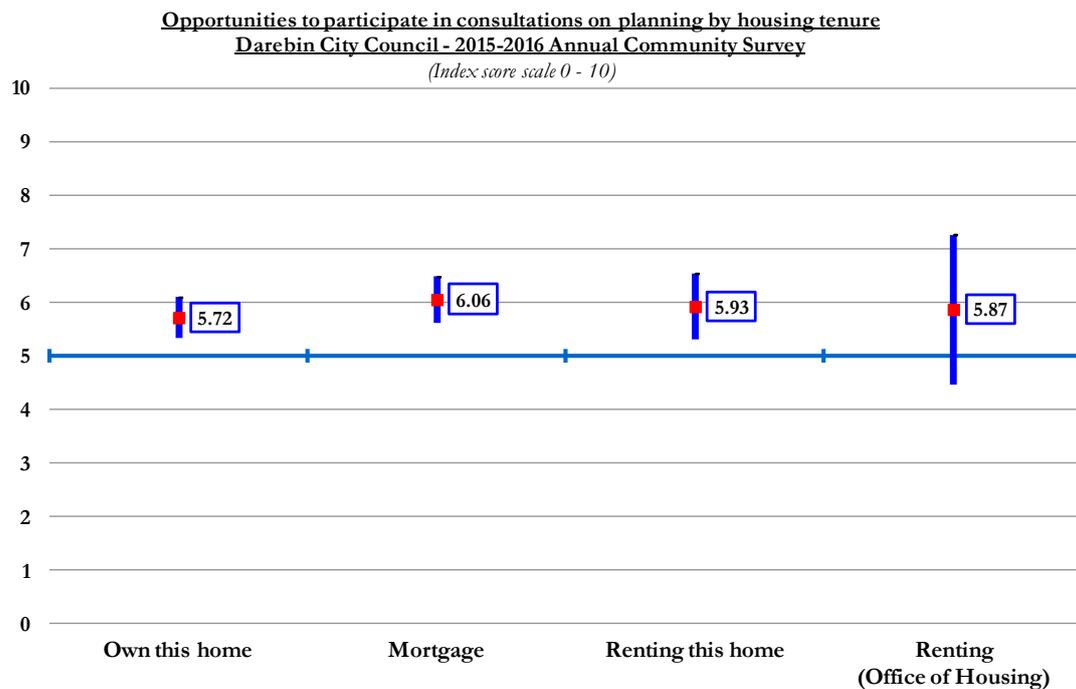
- ⊗ *Preston East, Preston West, and Northcote* – respondents were somewhat, albeit not measurably more satisfied than the municipal average, and rated satisfaction at levels categorised as “solid”.
- ⊗ *Reservoir East and Thornbury* – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average, and at levels categorised as “very poor”.



With the exception of the small sample of adolescents included in the survey, there was no statistically significant variation in satisfaction with the opportunities to participate in consultations on planning observed by respondent profile.



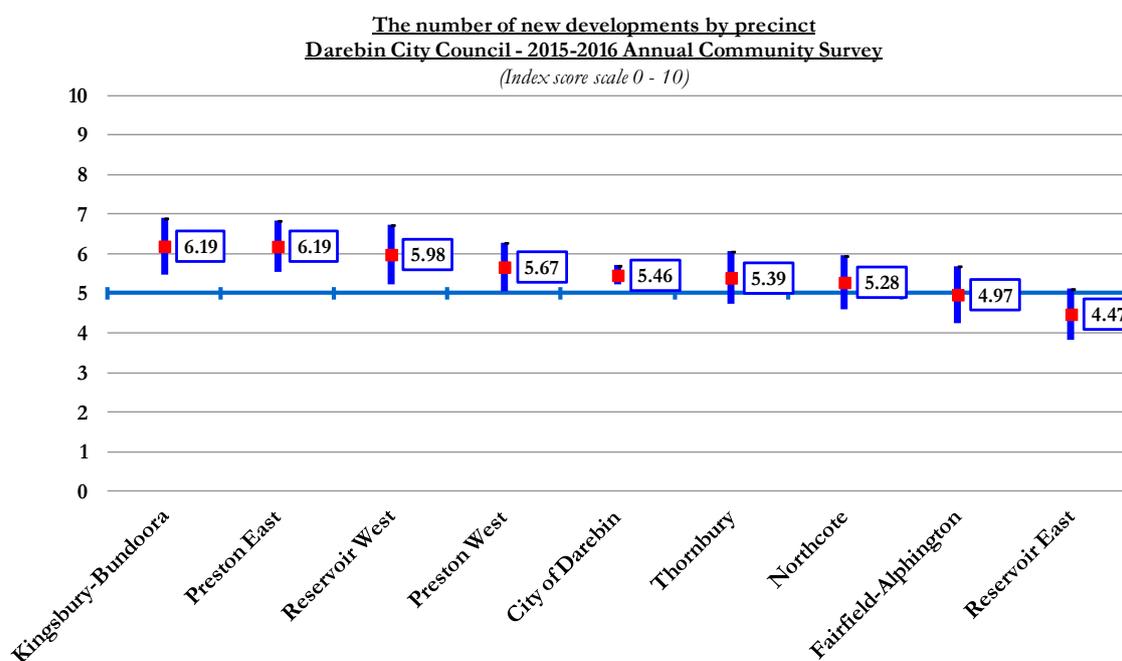
There was no statistically significant variation in satisfaction with the opportunities to participate in consultations on planning observed by respondents' housing situation.



The number of new developments

There was measurable and significant variation in satisfaction with the number of new developments observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

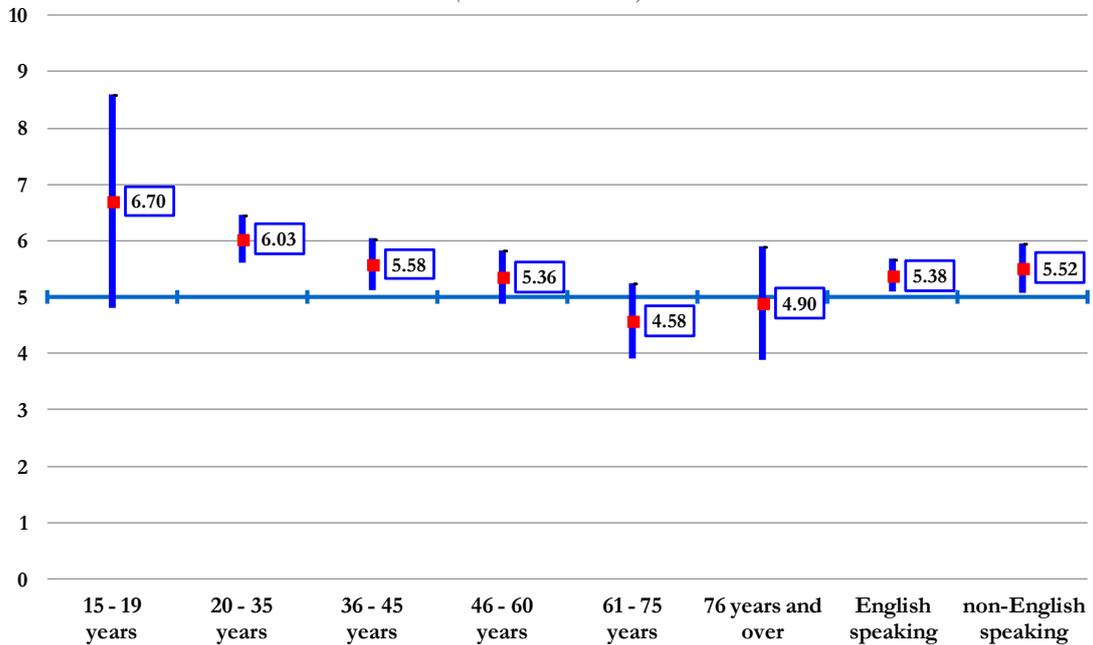
- ⊗ **Kingsbury-Bundoora** and **Preston East** – respondents were somewhat, albeit not measurably more satisfied than the municipal average, and rated satisfaction at levels categorised as “solid”.
- ⊗ **Fairfield-Alphington** – respondents were somewhat, albeit not measurably less satisfied than the municipal average, and rated satisfaction at a level categorised as “extremely poor”.
- ⊗ **Reservoir East** – respondents were measurably and significantly less satisfied than the municipal average and rated satisfaction at a level categorised as “extremely poor”.



There was measurable and significant variation in satisfaction with the number of new developments observed by respondent profile, with attention drawn to the fact that satisfaction with the number of new developments declines with respondents’ age structure, with older adults (aged 61 to 75 years) the least satisfied.

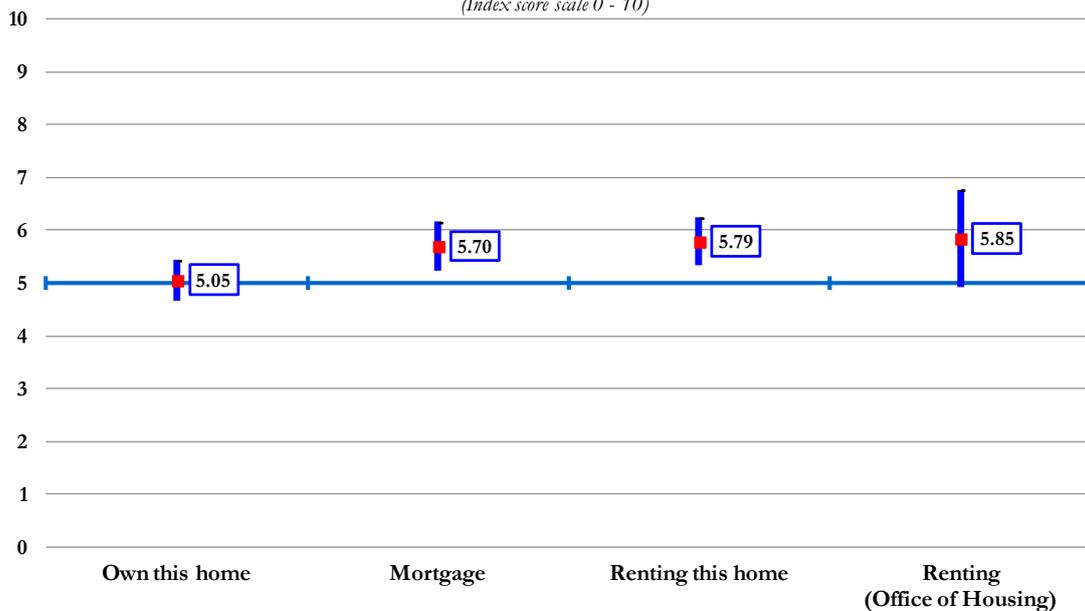
- ⊗ **Older adults (aged 61 to 75 years)** – rated satisfaction measurably and significantly lower than the municipal average, and at a level categorised as “extremely poor”.

The number of new developments by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



Consistent with the age structure analysis discussed above, satisfaction with the number of new developments was measurably and significantly lower for respondents who own their home. These respondents rated satisfaction at a level best categorised as “very poor”, compared to the “poor” categorisation of other respondents.

The number of new developments by housing tenure
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)

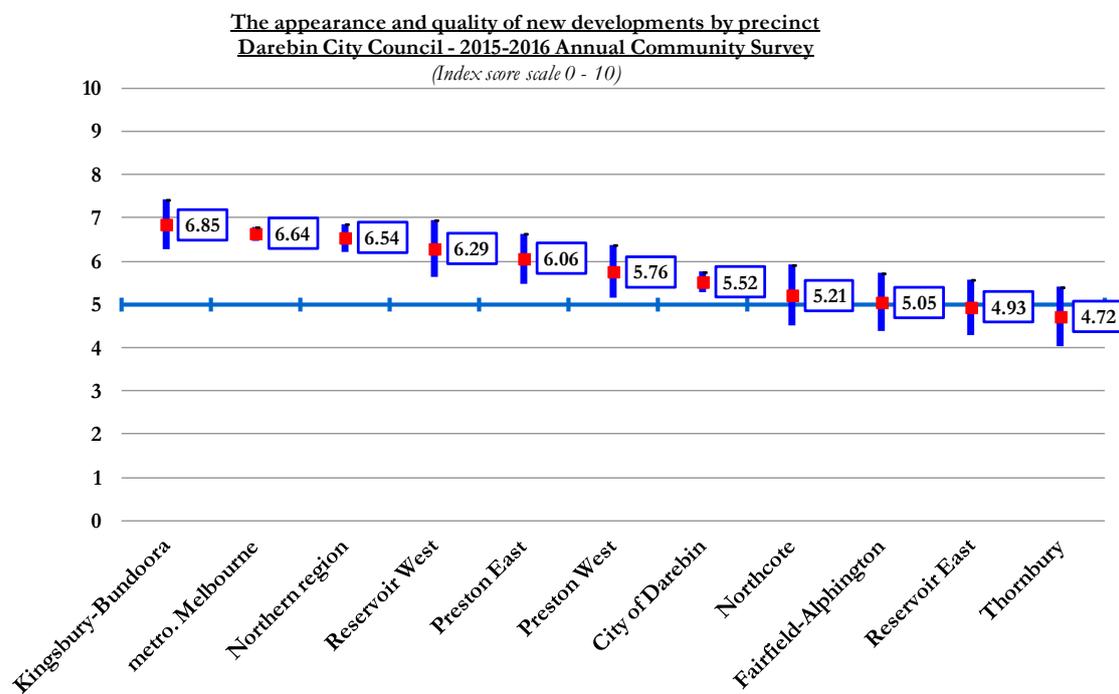


The appearance and quality of new developments

Satisfaction with the appearance and quality of new developments was measurably and significantly lower in the City of Darebin in 2015-16 than either the metropolitan Melbourne (6.64) or the northern region (6.54) averages, both of which reported satisfaction at levels categorised as “good” in the 2016 *Governing Melbourne* research.

There was measurable and significant variation in satisfaction with the appearance and quality of new developments observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Kingsbury-Bundoora** – respondents were measurably and significantly more satisfied than the municipal average, and rated satisfaction at levels categorised as “good”.
- ⊗ **Reservoir West** and **Preston East** – respondents were somewhat, albeit not measurably more satisfied than the municipal average, and rated satisfaction at a level categorised as “solid”.
- ⊗ **Northcote** and **Fairfield-Alphington** – respondents were somewhat, albeit not measurably less satisfied than the municipal average and rated satisfaction at a level categorised as “very poor”.
- ⊗ **Reservoir East** and **Thornbury** – respondents were somewhat, albeit not measurably less satisfied than the municipal average and rated satisfaction at a level categorised as “extremely poor”.



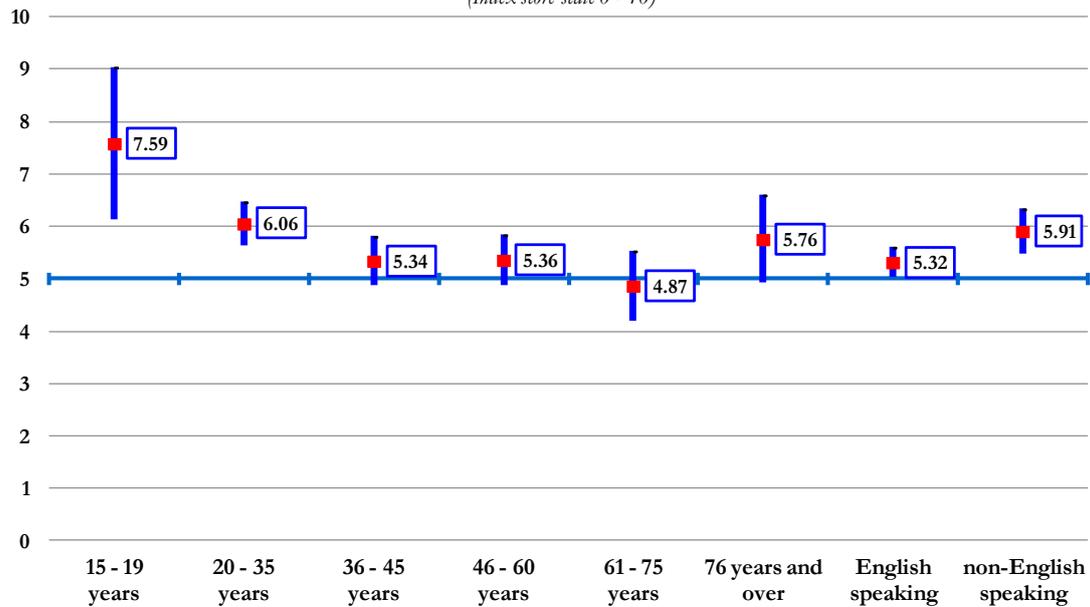
There was measurable and significant variation in satisfaction with the appearance and quality of new developments observed by respondent profile, with attention drawn to the following:

- ⊗ **Younger respondents (aged up to 35 years)** – were measurably and significantly more satisfied than respondents aged from 36 to 75 years.

- ⊗ *Older adults (aged 61 to 75 years)* - rated satisfaction at a level categorised as “extremely poor”.
- ⊗ *English speaking household* – respondents were measurably and significantly less satisfied than were respondents from non-English speaking households, and rated satisfaction at a level categorised as “very poor”.

The appearance and quality of new developments by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)

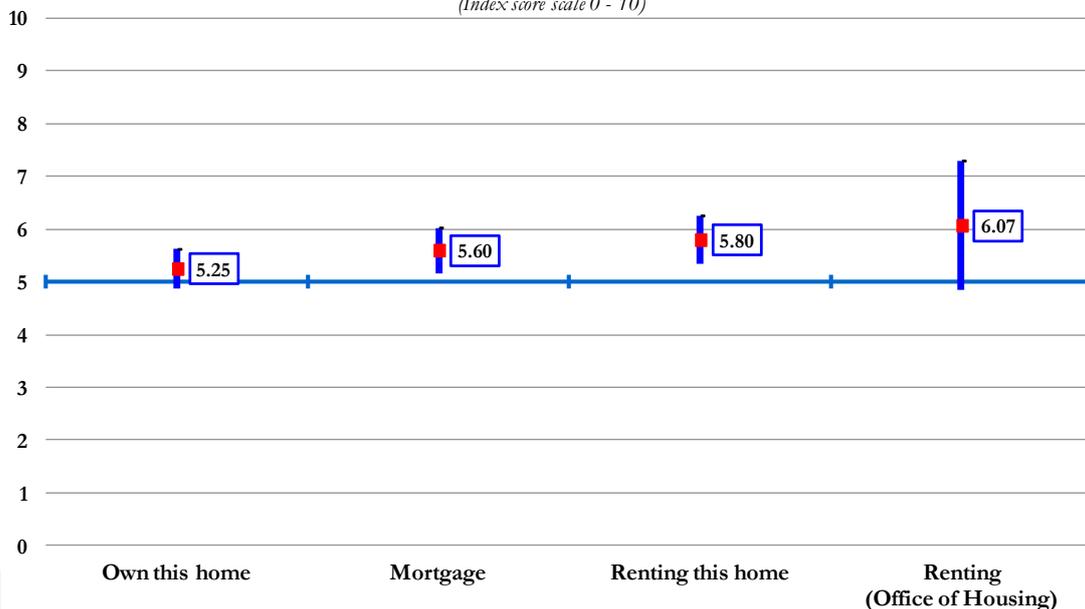


There was no statistically significant variation in satisfaction with the appearance and quality of new developments observed by respondents' housing situation. It is observed however that:

- ⊗ *Home owner respondents* - rated satisfaction considerably, albeit not measurably lower than mortgage and particularly rental household respondents.

The appearance and quality of new developments by housing tenure
Darebin City Council - 2015-2016 Annual Community Survey

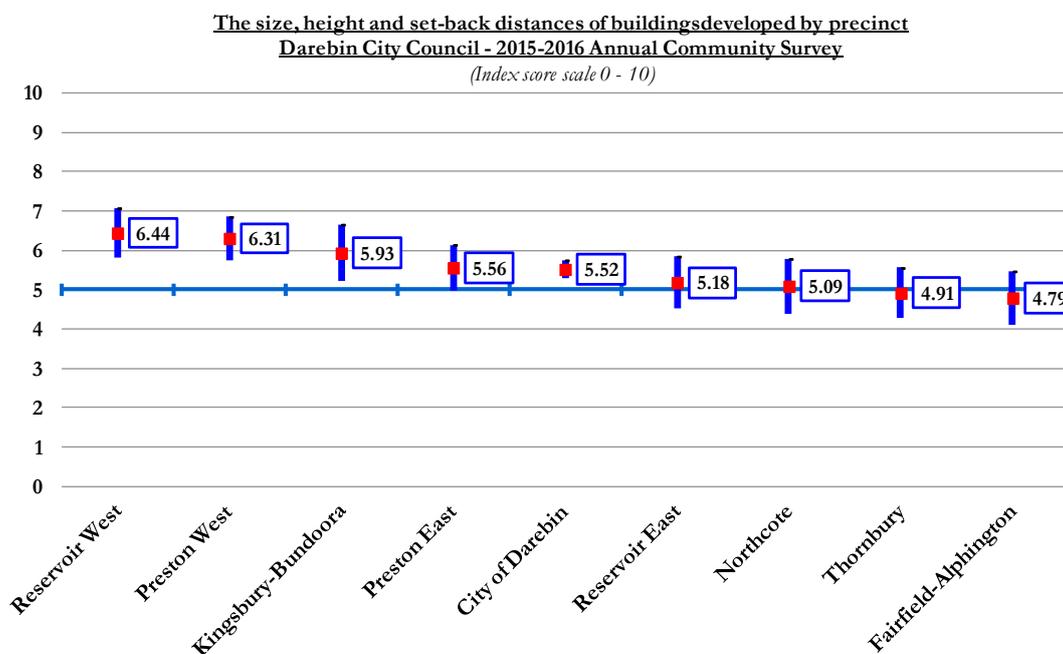
(Index score scale 0 - 10)



The size, height, and set back distance of buildings being developed

There was measurable and significant variation in satisfaction with the size, height and set back distances of buildings being developed observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

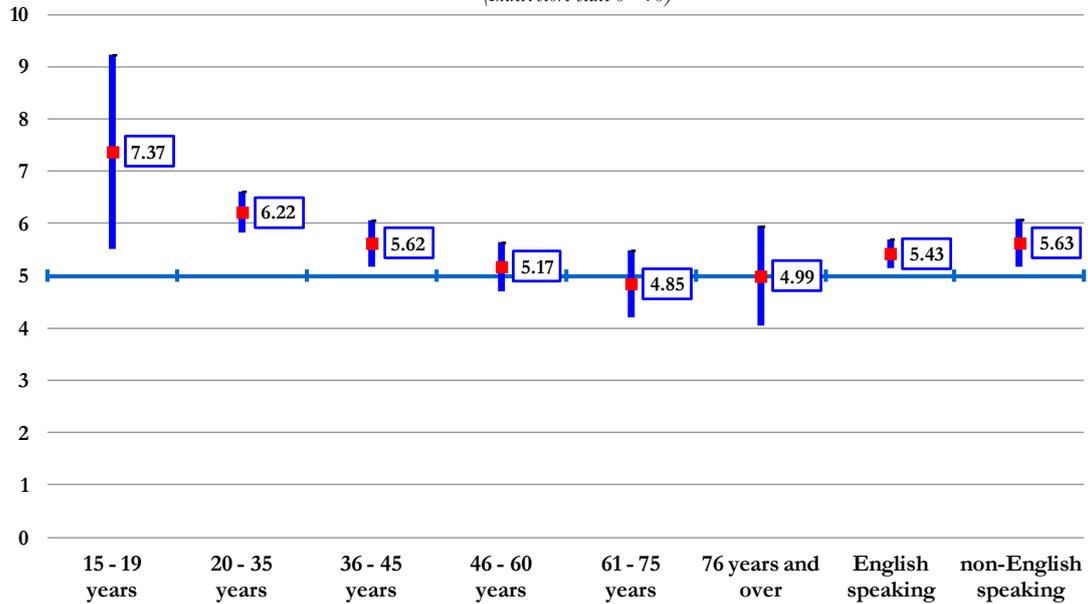
- ⊗ **Reservoir West** and **Preston West** – respondents were measurably and significantly more satisfied than the municipal average, and rated satisfaction at a level categorised as “solid”.
- ⊗ **Reservoir East** and **Northcote** – respondents were somewhat, albeit not measurably less satisfied than the municipal average and rated satisfaction at a level categorised as “very poor”.
- ⊗ **Thornbury** and **Fairfield-Alphington** – respondents were somewhat, albeit not measurably less satisfied than the municipal average and rated satisfaction at a level categorised as “extremely poor”.



There was measurable and significant variation in satisfaction with the size, height, and set-back distances of buildings being developed observed by respondent profile, with attention drawn to the fact that satisfaction declines with respondents' age structure, with older adults (aged 61 to 75 years) the least satisfied.

The size, height and set-back distances of buildings being developed by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

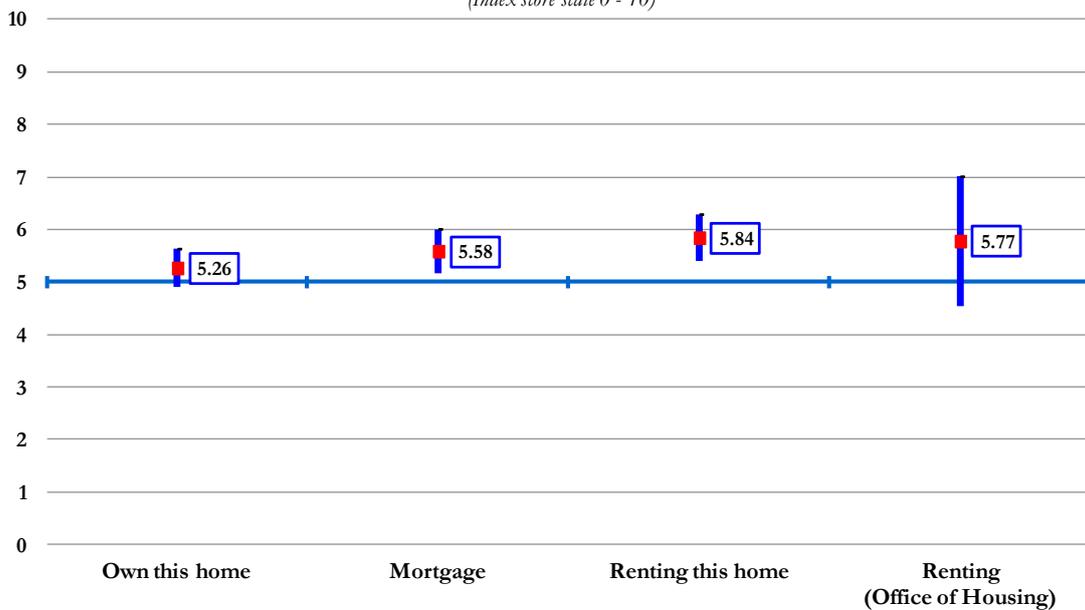
(Index score scale 0 - 10)



Consistent with the age structure analysis discussed above, satisfaction with the size, height, and set-back distances of buildings being developed was somewhat, albeit not measurably lower for home owner respondents compared to mortgagee and in particular in comparison to rental household respondents.

The size, height and set-back distances of buildings being developed by housing tenure
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)

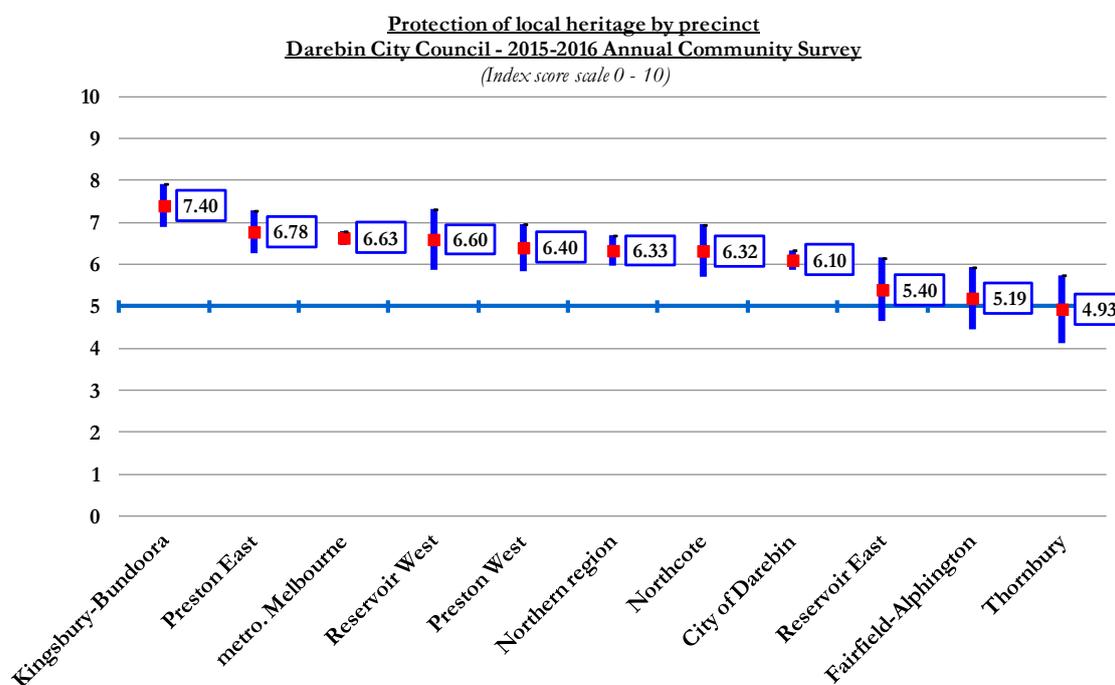


The protection of local heritage

Satisfaction with the protection of local heritage in the City of Darebin in 2015-16 was measurably lower than the metropolitan Melbourne average of 6.63, which was rated as “good”. It was marginally but not measurably lower than the northern region average of 6.33. Both of these comparative results were recorded in the 2016 *Governing Melbourne* research.

There was measurable and significant variation in satisfaction with the protection of local heritage observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

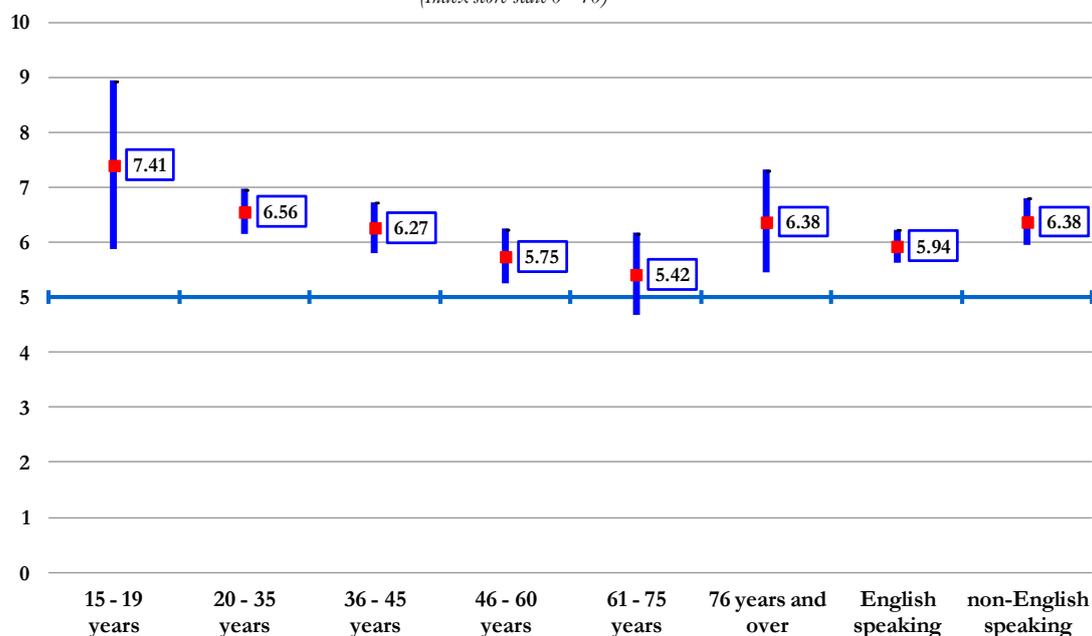
- ⊗ ***Kingsbury-Bundoora*** – respondents were measurably and significantly more satisfied than the municipal average, and rated satisfaction at a level categorised as “very good”.
- ⊗ ***Preston East*** and ***Reservoir West*** – respondents were somewhat, albeit not measurably more satisfied than the municipal average, and rated satisfaction at a level categorised as “good”.
- ⊗ ***Reservoir East*** – respondents were somewhat, albeit not measurably less satisfied than the municipal average and rated satisfaction at a level categorised as “very poor”.
- ⊗ ***Fairfield-Alphington*** and ***Thornbury*** – respondents were measurably and significantly less satisfied than the municipal average and rated satisfaction at a level categorised as “extremely poor”.



There was measurable and significant variation in satisfaction with the protection of local heritage observed by respondent profile, with attention drawn to the fact that satisfaction declines with respondents’ age structure, with older adults (aged 61 to 75 years) the least satisfied.

It is observed that respondents from English speaking households rated satisfaction with the protection of local heritage somewhat, albeit not measurably lower than respondents from non-English speaking households.

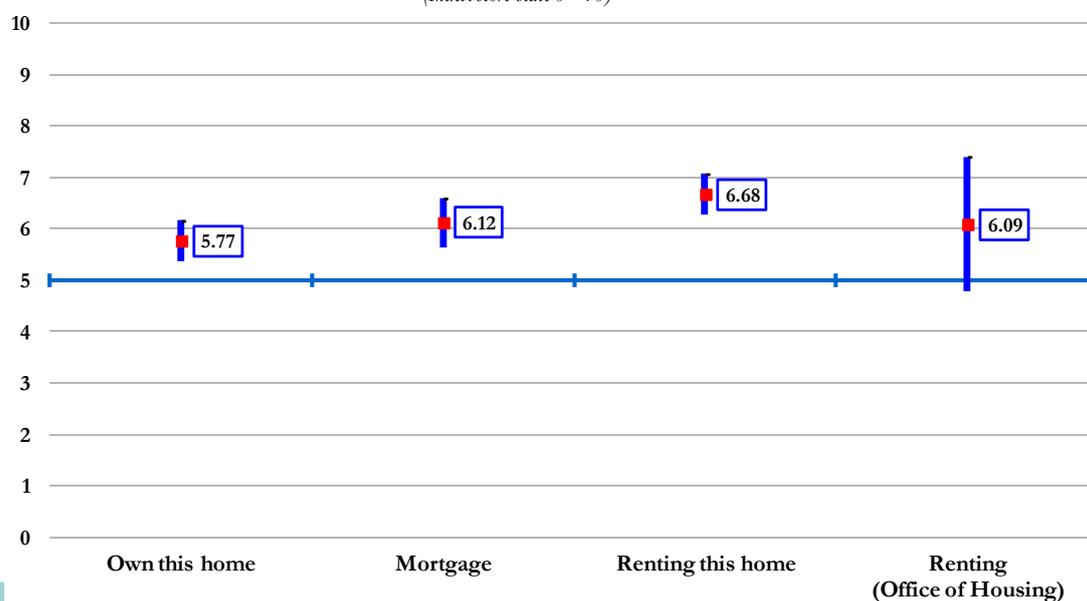
Protection of local heritage by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



There was measurable and significant variation in satisfaction with the protection of local heritage observed by respondents' housing situation, with attention drawn to the following:

- ⊗ **Home owner** – respondents rated satisfaction measurably and significantly lower than (private) rental household respondents, and rated satisfaction at a level categorised as “poor”.

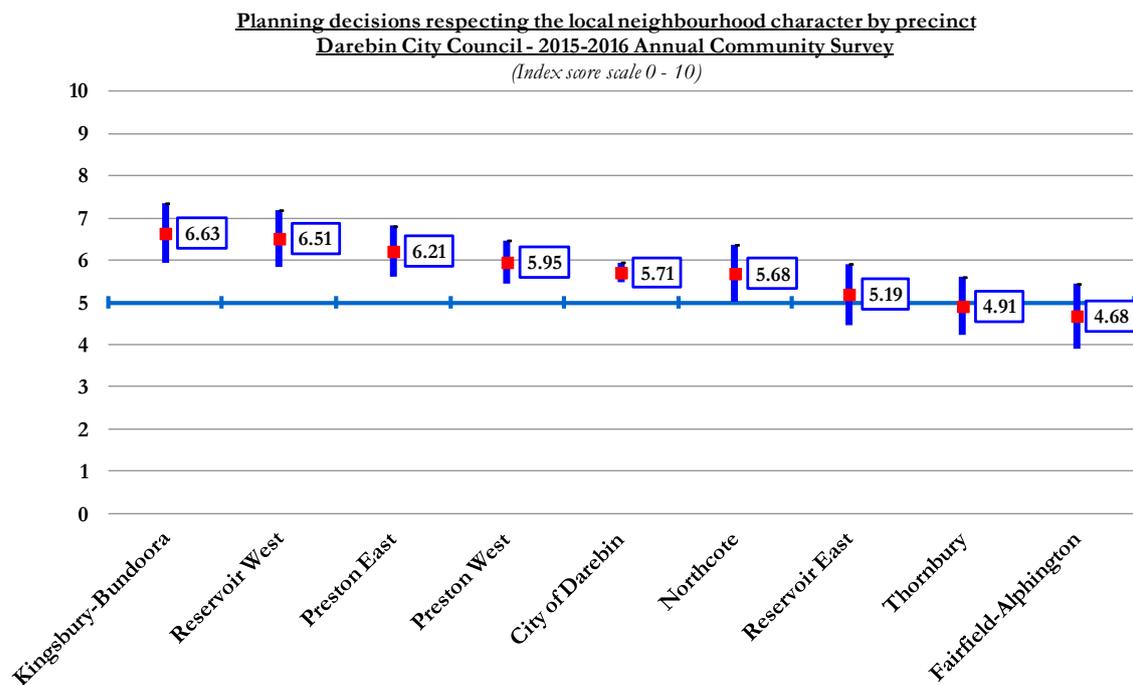
Protection of local heritage by housing tenure
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



Planning decisions respecting local neighbourhood character

There was measurable and significant variation in satisfaction with planning decisions respecting the local neighbourhood character observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Kingsbury-Bundoora** and **Reservoir West** – respondents were somewhat, albeit not measurably more satisfied than the municipal average, and rated satisfaction at a level categorised as “good”.
- ⊗ **Preston East** – respondents were somewhat, albeit not measurably more satisfied than the municipal average, and rated satisfaction at a level categorised as “solid”.
- ⊗ **Reservoir East** – respondents were somewhat, albeit not measurably less satisfied than the municipal average and rated satisfaction at a level categorised as “very poor”.
- ⊗ **Thornbury** and **Fairfield-Alphington** – respondents were measurably and significantly less satisfied than the municipal average and rated satisfaction at a level categorised as “extremely poor”.

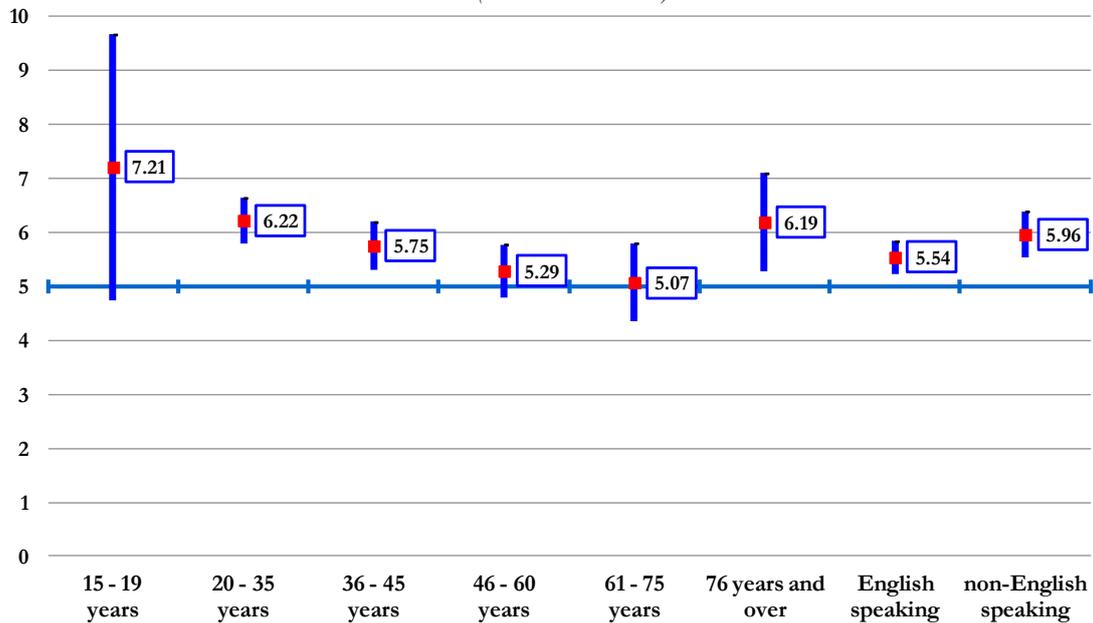


Consistent with satisfaction with many of the aspects and outcomes of planning and housing development discussed in this section of the report, there was measurable and significant variation in satisfaction with planning decisions respecting local neighbourhood character observed by respondent profile, with attention drawn to the following:

- ⊗ **Middle-aged** and **older adults (aged 46 to 60 years)** – rated satisfaction measurably and significantly lower than young adults (aged 20 to 35 year), and at levels categorised as “very poor”. This pattern of declining satisfaction with planning outcomes by respondent age is a consistent theme in the results of the planning section of this report.
- ⊗ **English speaking household** – respondents rated satisfaction somewhat, albeit not measurably lower than respondents from non-English speaking households.

Planning decisions respecting local neighbourhood character by respondent profile
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)

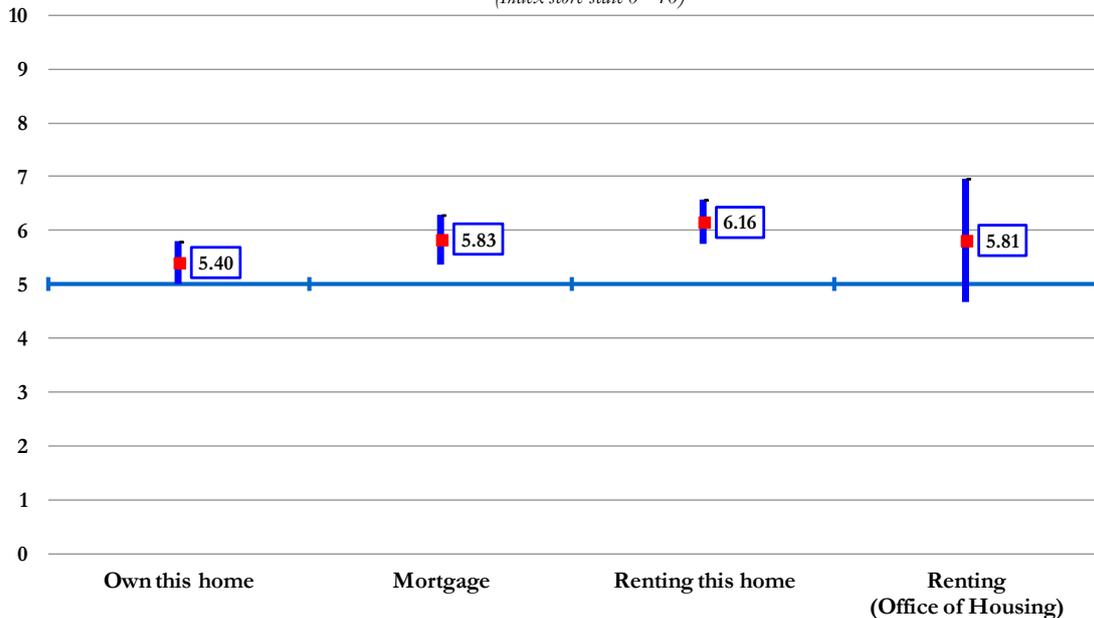


There was measurable variation in satisfaction with planning decisions respecting the local neighbourhood character observed by respondents' housing situation, with attention drawn to the following:

- ⊗ **Home owner** – respondents rated satisfaction measurably and significantly lower than rental household respondents, and rated satisfaction at a level categorised as “very poor”, compared to “poor” for mortgagee household respondents and “solid” for rental household respondents.

Planning decisions respecting the local neighbourhood character by housing tenure
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Contact with Council

Contact with Council in last twelve months

Respondents were asked:

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

In 2015-16, forty percent (40.4%) of respondents reported that they had contacted Council in the last twelve months. This result has proved very stable over the last four years, and is consistent with results observed elsewhere by Metropolis Research. The 2016 *Governing Melbourne* research reported that 41.6% of respondents from across metropolitan Melbourne had contacted their local council in the last twelve months.

Contacted Council in the last 12 months
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2015-2016		2014-15	2014	2013
	Number	Percent			
Yes	403	40.4%	40.8%	42.0%	44.2%
No	595	59.6%	59.2%	58.0%	55.8%
Not stated	2		6	14	46
Total	1,000	100%	800	800	800

Form of contact

Respondents were asked:

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

The most common methods of contacting Council remain calling Council on the telephone (62.5% up from 60.2%) and visits in person (15.4% down from 23.1%).

It is observed that the proportion of respondents contacting Council by electronic means such as email (10.9% up from 7.4%) and the Darebin website (3.2% up from 1.5%) are trending higher slowly over time.

Forms of contact with Council
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of respondents who contacted Council)

Form	2015-2016		2014-15	2014	2013	2012	2011	2010	2009	2008
	Number	Percent								
Telephone	252	62.5%	60.2%	63.0%	65.6%	65.5%	61.0%	62.4%	62.9%	53.3%
Visit in person	62	15.4%	23.1%	19.4%	13.8%	19.7%	25.9%	31.1%	24.0%	27.1%
E-mail	44	10.9%	7.4%	7.3%	7.2%	6.4%	3.1%	2.5%	5.4%	3.9%
Mail	14	3.5%	1.2%	1.2%	2.7%	1.2%	2.6%	0.9%	2.6%	4.6%
Darebin website	13	3.2%	1.5%	na						
Multiple methods	16	4.0%	5.6%	7.0%	9.9%	2.6%	1.7%	0.0%	0.6%	2.3%
Can't say	2	0.5%	0.9%	1.8%	0.9%	0.3%	2.0%	0.6%	1.1%	0.7%
Total	403	100%	324	330	334	345	351	322	350	306

There was no statistically significant or meaningful variation in the methods of contacting Council utilised by respondents from English speaking and respondents from non-English speaking households.

Forms of contact with Council by language
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of respondents who contacted Council)

<i>Form</i>	<i>English speaking</i>		<i>Non-English speaking</i>	
	<i>Number</i>	<i>Percent</i>	<i>Number</i>	<i>Percent</i>
Telephone	179	62.6%	73	64.0%
Visit in person	43	15.0%	18	15.8%
E-mail	32	11.2%	11	9.6%
Mail	6	2.1%	7	6.1%
Darebin website	11	3.8%	2	1.8%
Multiple methods	14	4.9%	2	1.8%
Can't say	1	0.3%	1	0.9%
Total	286	100%	114	100%

Satisfaction with customer service

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), with 5 being neutral, how satisfied were you with the following aspects of service when you last contacted Darebin City Council?”

Satisfaction with the six included aspects of customer service remains relatively high in 2015-16, despite the fact that satisfaction with five of the six aspects declined a little this year.

Metropolis Research notes a change in the methodology this year, in that satisfaction with the Darebin website in this section of the report is now limited only to respondents contacting Council by visiting the Council website. The sample of these respondents in 2015-16 is just eleven respondents, so some caution should be exercised in the interpretation of the satisfaction score.

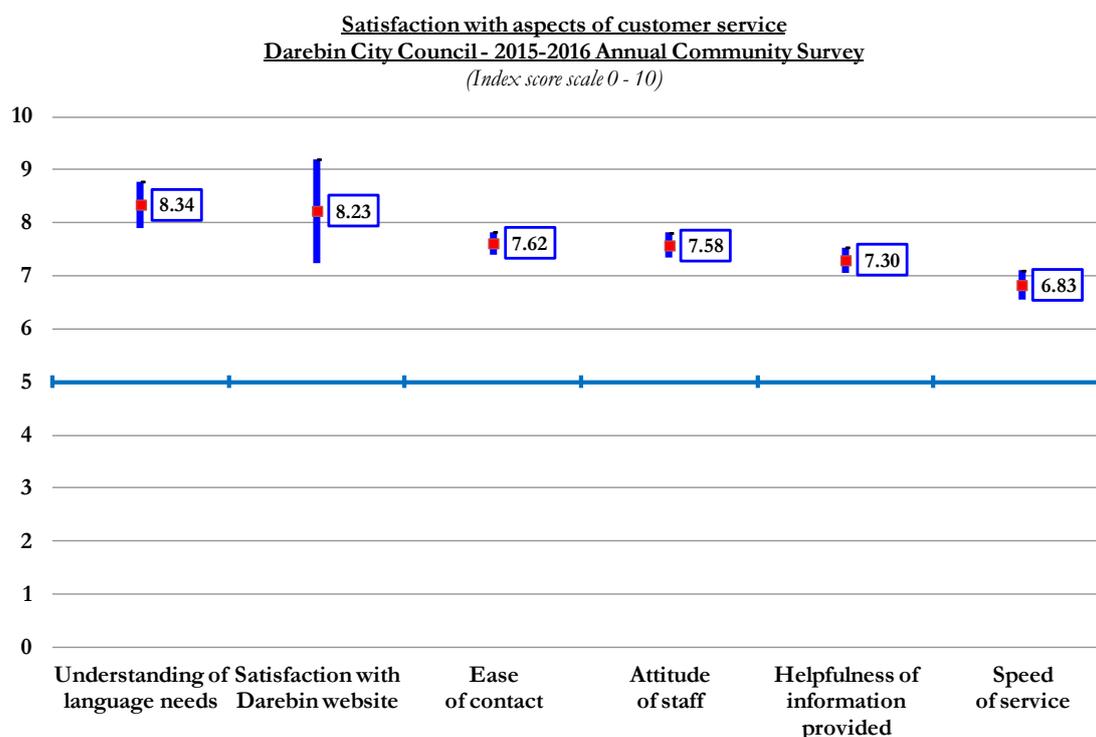
Satisfaction with the six aspects of customer service can best be summarised as follows:

- ⊗ ***Excellent*** – for staff understanding of language needs (respondents from non-English speaking households only), and satisfaction with the Darebin website (respondents contacting Council by visiting the website only).
- ⊗ ***Very Good*** – for ease of contact, the attitude of staff, and the helpfulness of the information provided.
- ⊗ ***Good*** – for the speed of service.

Metropolis Research notes that the 2016 *Governing Melbourne* research included a somewhat different set of aspects of customer service than was included in the Darebin survey.

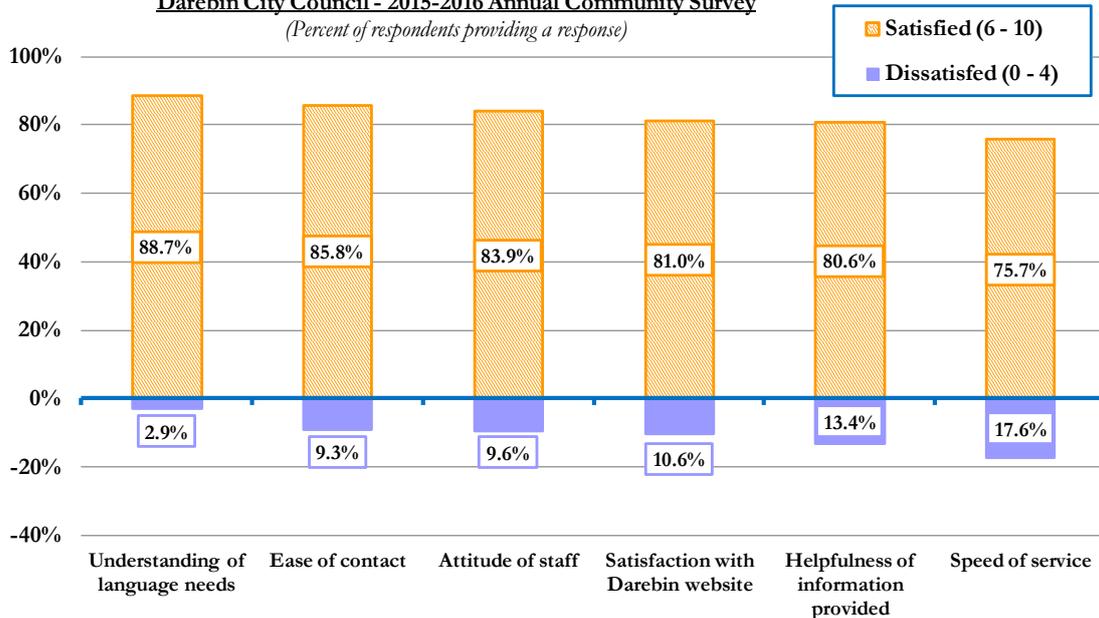
Three aspects were however consistent between the two surveys, with the following comparisons possible:

- ⊗ **Staff understanding language needs** – Darebin respondents (8.34) rated satisfaction marginally but not measurably lower than the metropolitan Melbourne average (8.52).
- ⊗ **Speed of service** – Darebin respondents (6.83) rated satisfaction marginally but not measurably higher than the metropolitan Melbourne average (6.71).
- ⊗ **Attitude of staff** – Darebin respondents (7.58) rated satisfaction very marginally but not measurably lower than the metropolitan Melbourne average (7.63). *Governing Melbourne* worded this variable somewhat differently, asking satisfaction with the “courtesy of service”. The impact of the difference in wording for this variable appears relatively minor.



Consistent with the relatively high average satisfaction with aspects of customer service, more than three-quarters of respondents were satisfied with each of the six aspects. It is observed that approximately one-sixth of respondents were dissatisfied with the speed of service.

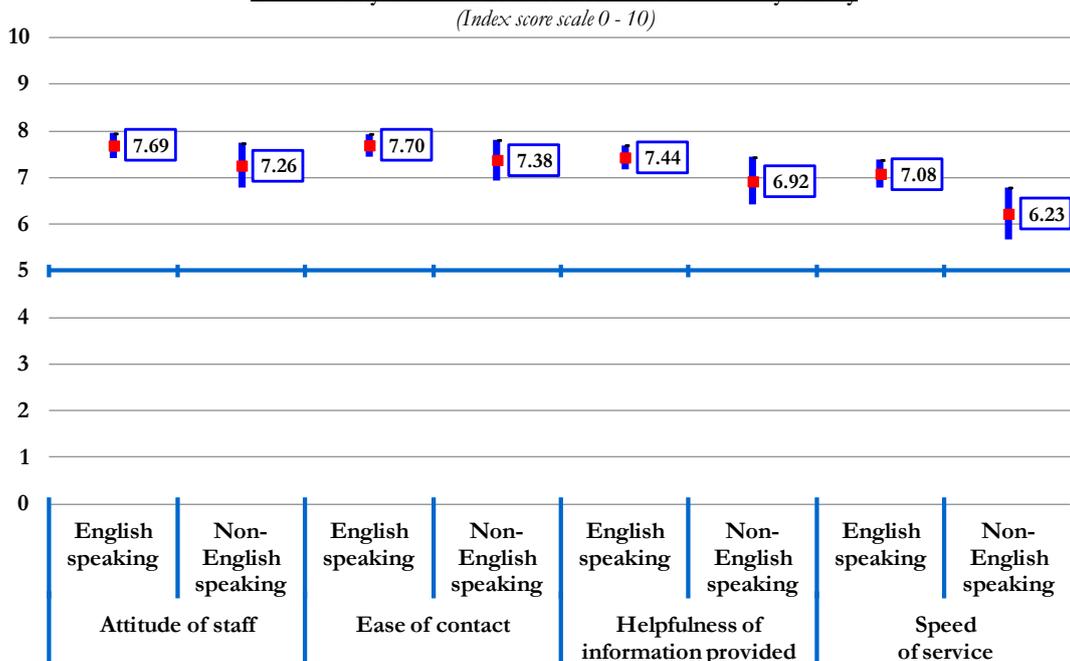
Satisfaction with aspects of customer service
Darebin City Council - 2015-2016 Annual Community Survey
(Percent of respondents providing a response)



The following graph provides a comparison of satisfaction with the four aspects of customer service (excluding the Council website) between respondents from English speaking households, and respondents from non-English speaking households.

It is observed that respondents from English speaking households were somewhat, albeit not measurably more satisfied with three of the four aspects than respondents from non-English speaking households. Respondents from English speaking households were measurably and significantly more satisfied with the speed of service than were respondents from non-English speaking households.

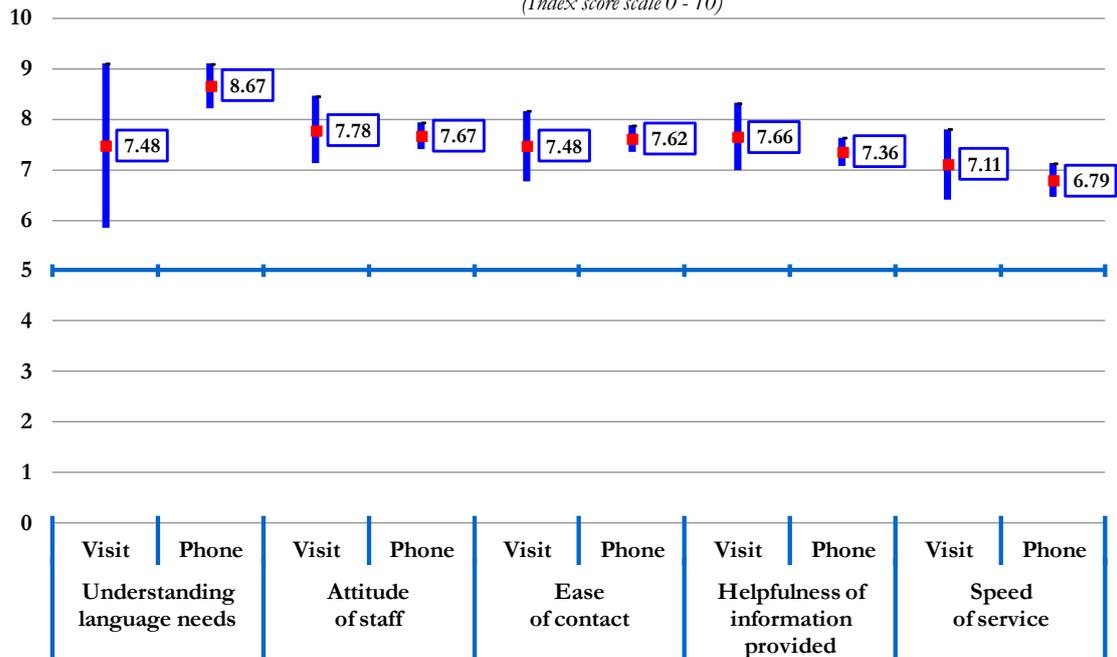
Satisfaction with aspects of customer service by language spoken at home
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



The following graph provides a comparison of satisfaction with the five aspects of customer service (excluding the Council website) between respondents visiting Council in person and those contacting Council by telephone.

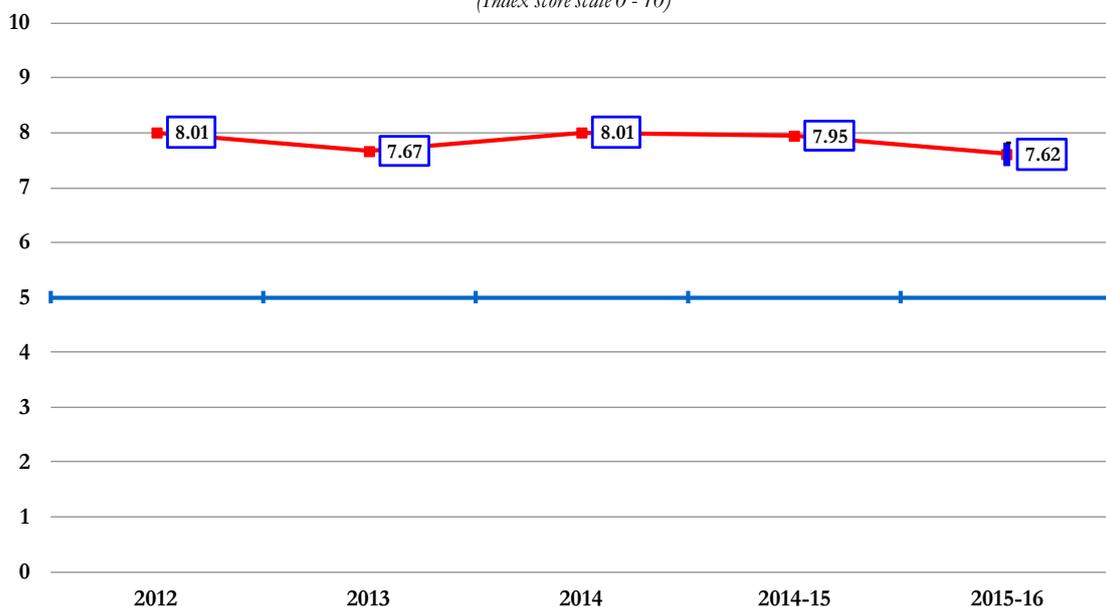
It is observed that respondents visiting Council in person were marginally but not measurably more satisfied with the attitude of staff, the helpfulness of the information provided, and the speed of service, than were respondents contacting Council by telephone. Those contacting Council via telephone were marginally but not measurably more satisfied with the ease of contact, and staff understanding language needs (non-English speaking household respondents only).

Satisfaction with aspects of customer service by method of contact
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)

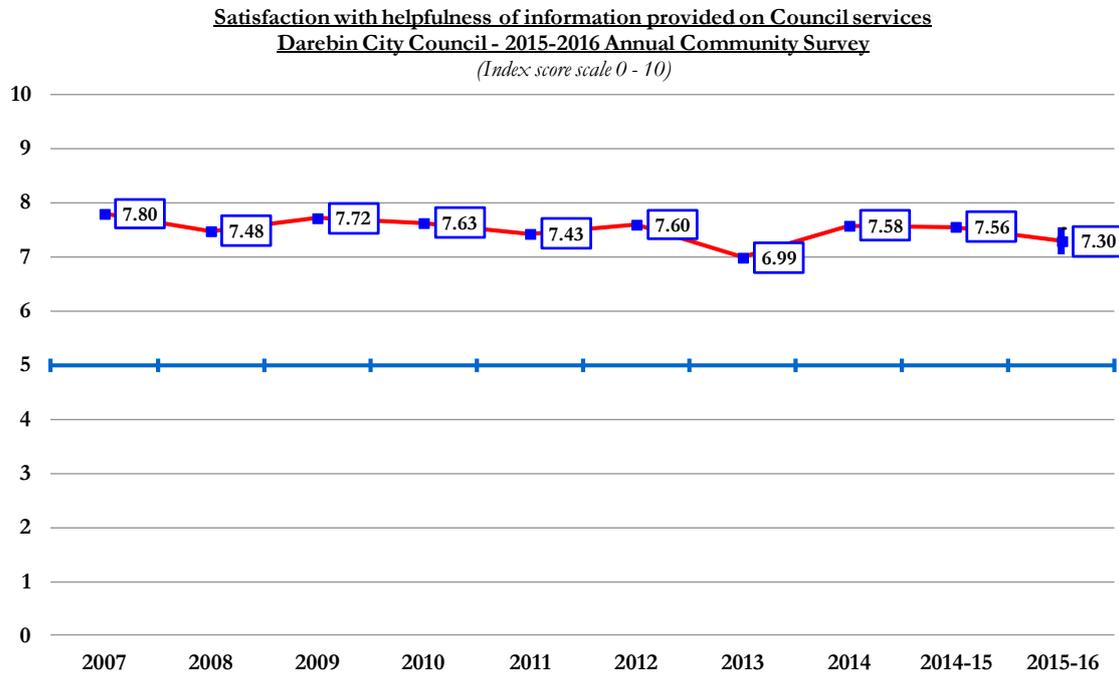


Satisfaction with the ease of contact declined 4.2% in 2015-15 to 7.62, a level of satisfaction categorised as “very good”. This is a decline on its previous categorisation of “excellent”.

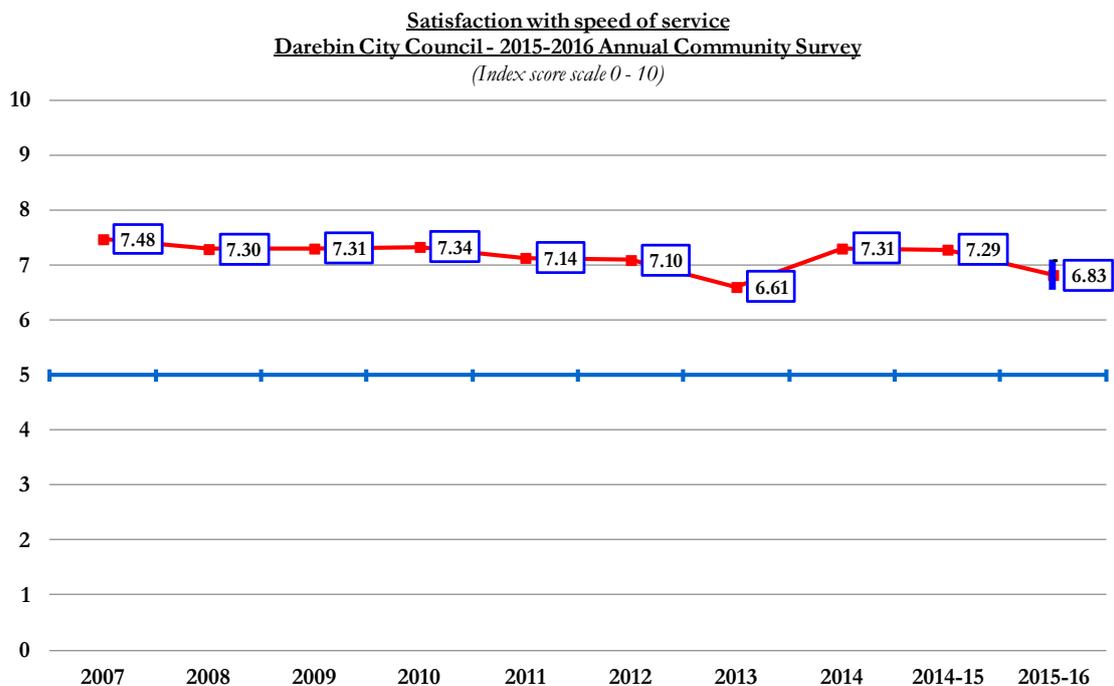
Satisfaction with ease of contact
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



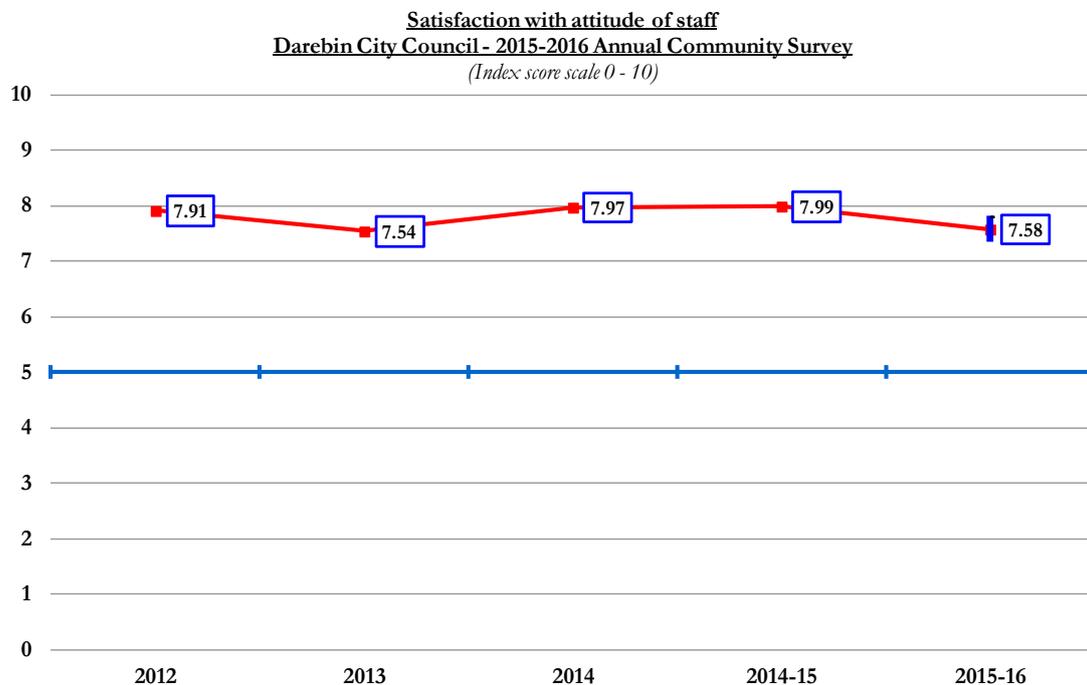
Satisfaction with the helpfulness of information provided on Council services declined 3.4% in 2015-16 to 7.30, although it remains at a level categorised as “very good”.



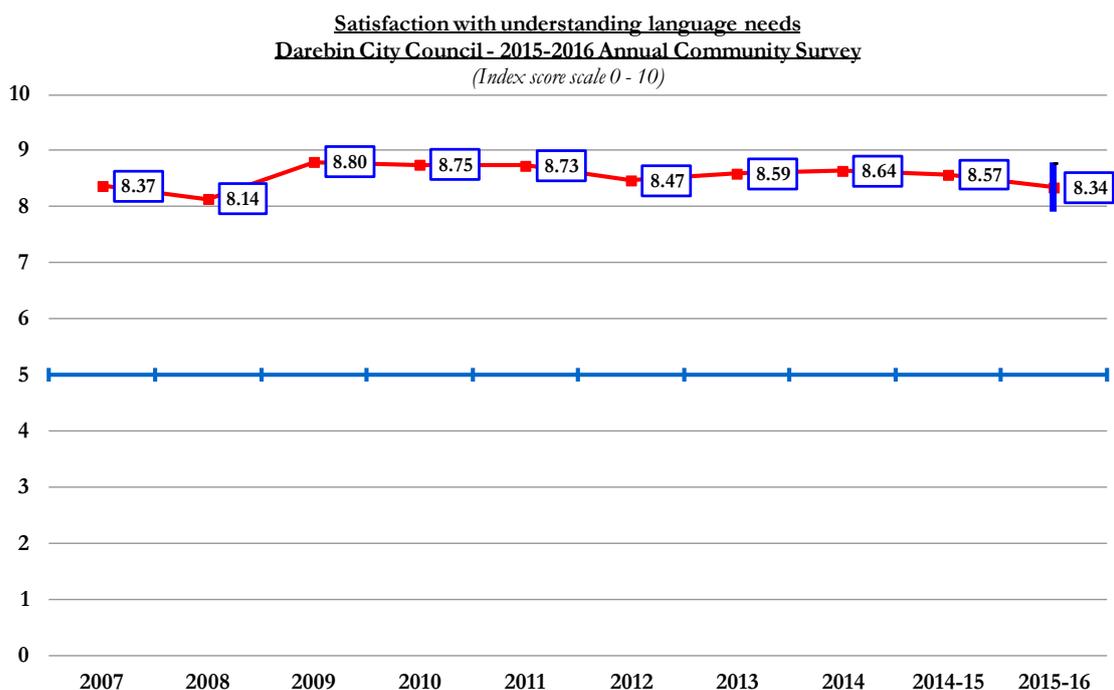
Satisfaction with the speed of service declined 6.3% in 2015-16 to 6.83, a level of satisfaction categorised as “good”. This is a decline on the previous categorisation of “very good”.



Satisfaction with the attitude of staff declined 5.1% in 2015-16 to 7.58, a level of satisfaction categorised as “very good”. This is a decline on the previous categorisation of “excellent”.



Satisfaction with staff understanding language needs declined 2.7% in 2016-16 to 8.34, although it remains at a level categorised as “excellent”. This question was asked only of respondents from non-English speaking households.



Safety in public areas

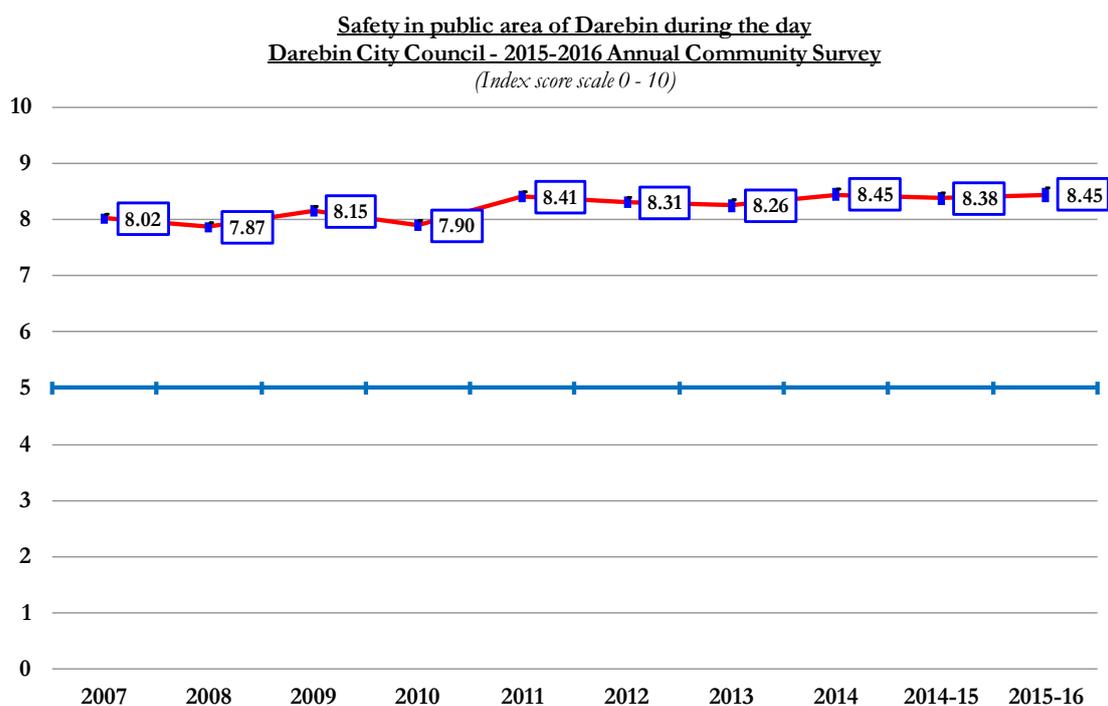
Respondents were asked:

“On a scale of zero (lowest) to ten (highest), how safe do you feel in public areas in the City of Darebin?”

Safety during the day

This section of questions relating to the perception of safety in the public areas of the City of Darebin was included in only two of the four quarterly surveys in 2015-16.

The perception of safety in the public areas of the City of Darebin during the day increased by less than one percent in 2015-16 to 8.45. This result is, in the view of Metropolis Research, a very high perception of safety. It is also noted that the perception of safety in the public areas of the City of Darebin has remained very stable at eight or more out of ten for many years.



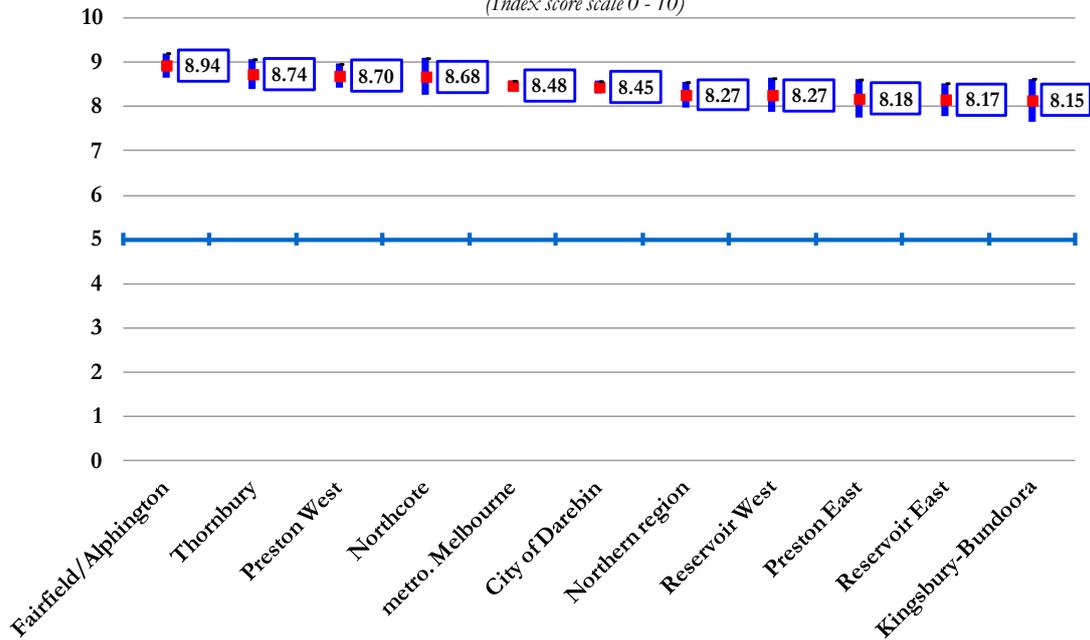
The perception of safety in the public areas of the City of Darebin during the day was almost identical to the metropolitan Melbourne average of 8.48, and marginally but not measurably higher than the northern region average of 6.74, both as recorded in the 2016 *Governing Melbourne* research.

There was some measurable but not significant variation in the perception of safety in the public areas of the City of Darebin during the day observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Fairfield-Alphington** – respondents rated their perception of safety during the day measurably but not significantly higher than the municipal average.

Perception of safety in public areas of Darebin during the day by precinct
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)

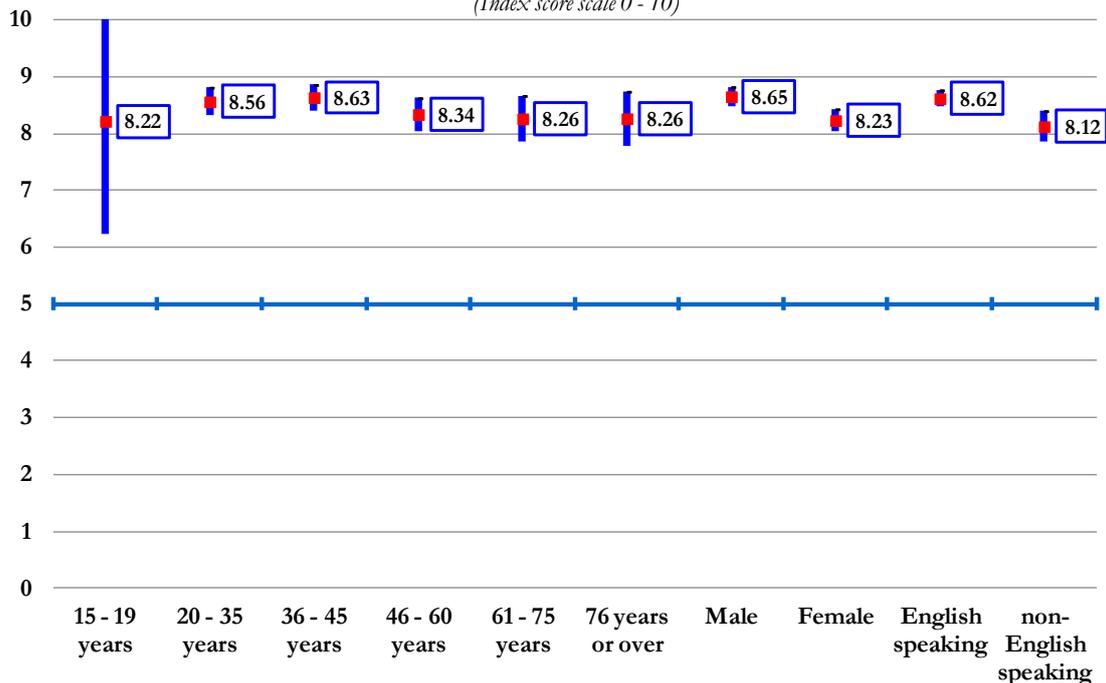


There was no statistically significant variation in the perception of safety in the public areas of the City of Darebin during the day observed by respondents' lifecycle stage. It is observed however that:

- ⊗ **Male respondents** - rated their perception of safety during the day measurably and significantly higher than female respondents.
- ⊗ **English speaking household respondents** – rated their perception of safety during the day measurably and significantly higher than respondents from non-English speaking households.

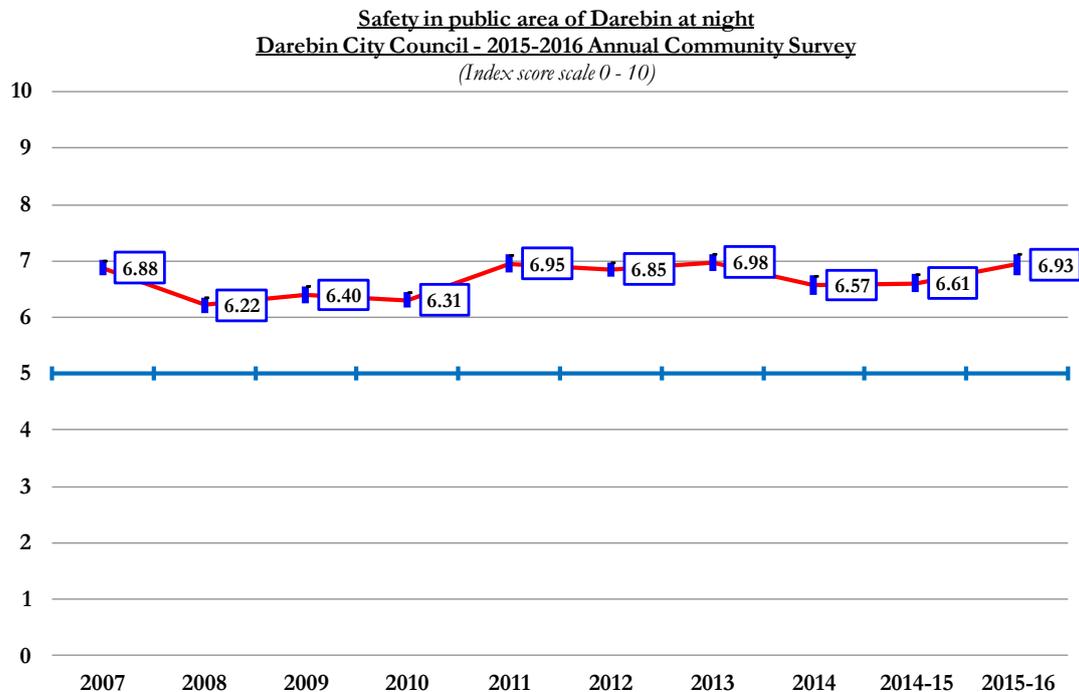
Perception of safety in public areas of Darebin during the day
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Safety at night

The perception of safety in the public areas of the City of Darebin at night increased measurably in 2015-16, up 4.8% from 6.61 to 6.93.

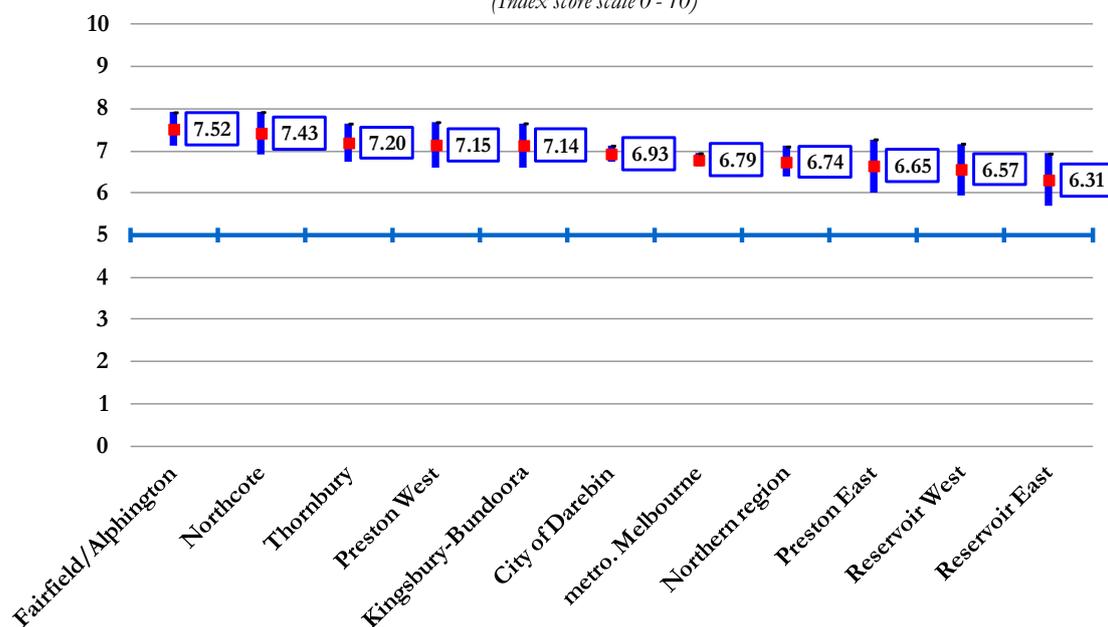


The perception of safety in the public areas of the City of Darebin at night was marginally but not measurably higher than both the metropolitan Melbourne average of 6.79, and the northern region average of 6.74. Both of these comparative results were recorded in the 2016 *Governing Melbourne* research.

There was no statistically significant variation in the perception of safety in the public areas of the City of Darebin at night observed across the eight precincts comprising the City of Darebin. It is however noted that respondents in the southern precincts of Fairfield-Alphington, Northcote and Thornbury rated their perception somewhat higher than average, whilst respondents from Reservoir East and West rated it somewhat lower.

Perception of safety in public areas of Darebin at night by precinct
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)

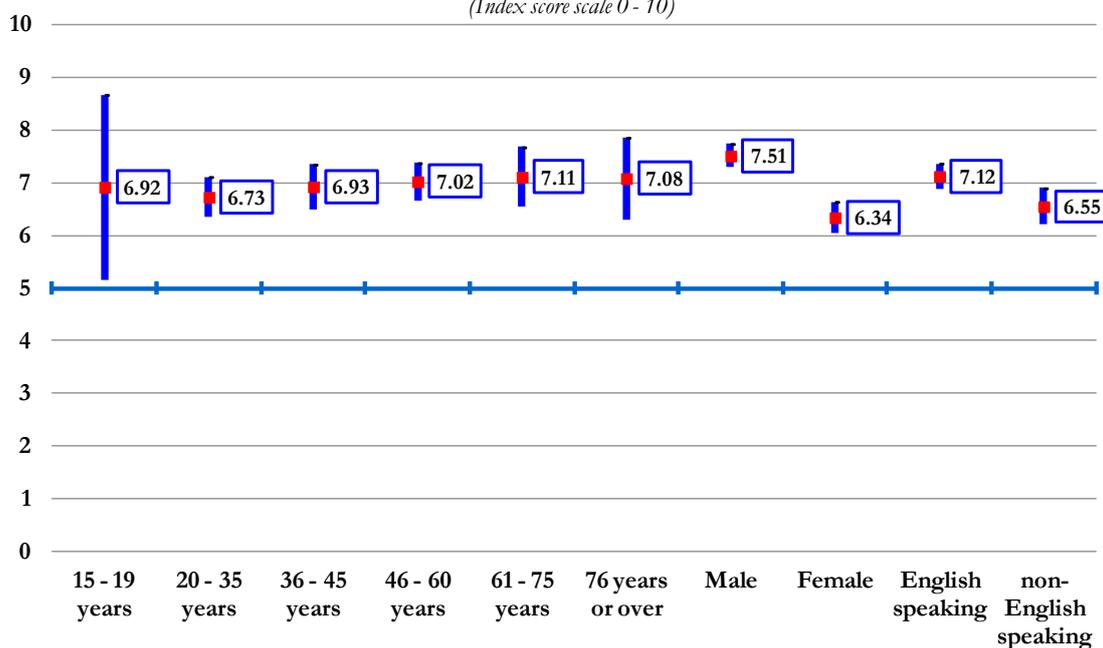


There was no statistically significant variation in the perception of safety in the public areas of the City of Darebin at night observed by respondents' lifecycle stage. Attention is however drawn to the fact that:

- ⊗ **Male respondents** - rated their perception of safety in the public areas of the City of Darebin at night measurably and significantly (18.5%) higher than female respondents.
- ⊗ **English speaking household respondents** – rated their perception of safety in the public areas of the City of Darebin at night measurably and significantly (8.8%) higher than respondents from non-English speaking households.

Perception of safety in public areas of Darebin at night
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Council as an organisation

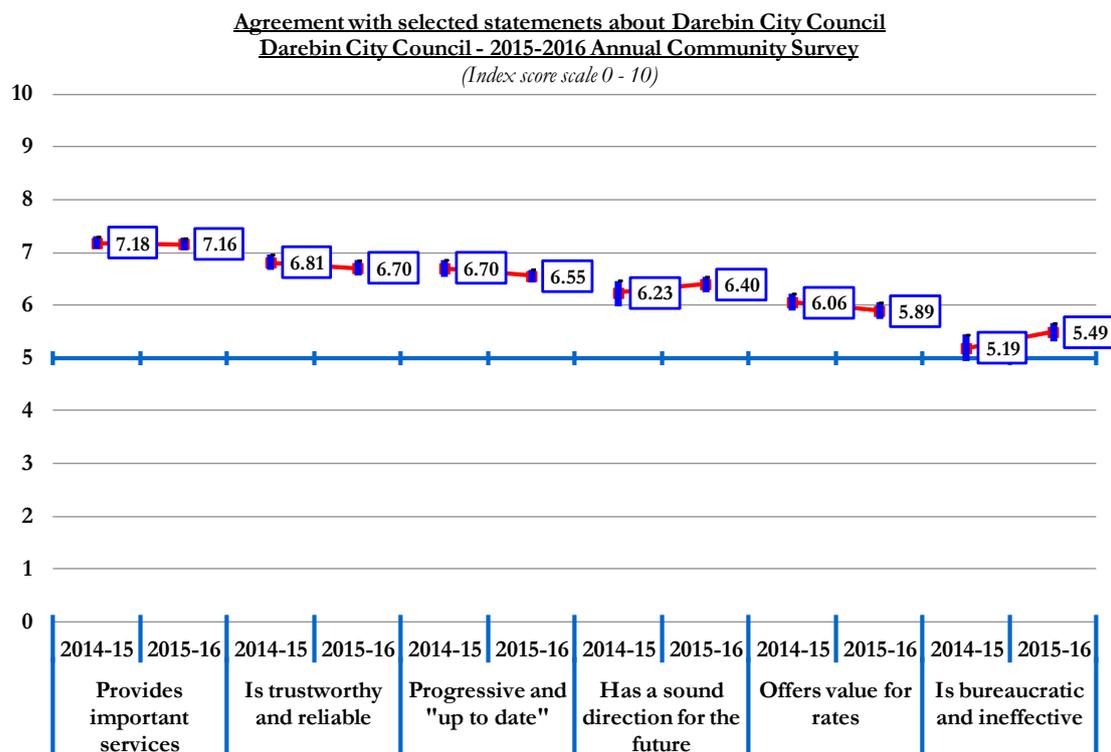
Respondents were asked:

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

Respondents were again in 2015-16 asked to rate their agreement with six statements about Darebin City Council. There were no statistically significant changes in these results in 2015-16, compared to the results from 2014-15.

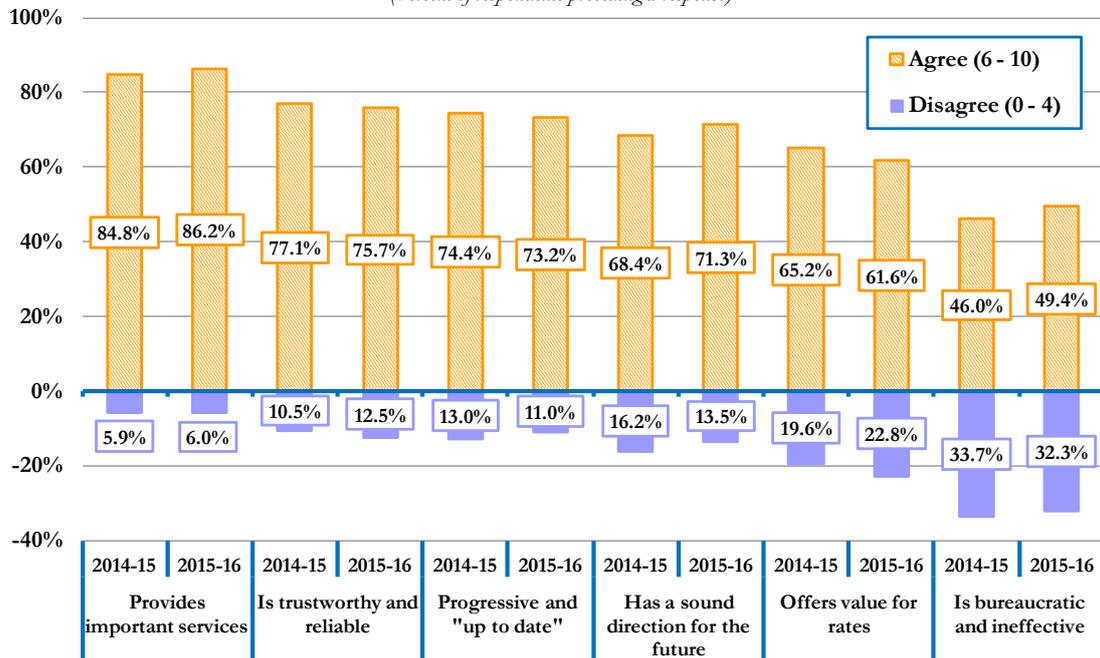
These results reaffirm the general theme discussed in this report of relatively “good” level of satisfaction with the performance of Darebin City Council. Agreement with these statements can best be summarised as follows:

- ⊗ **Strong Agreement** – that Council provides important services.
- ⊗ **Solid Agreement** – that Council is trustworthy and reliable, is progressive and up-to-date, and has a sound direction for the future.
- ⊗ **Mild Agreement** – that Council offers value for rates, and is bureaucratic and ineffective.



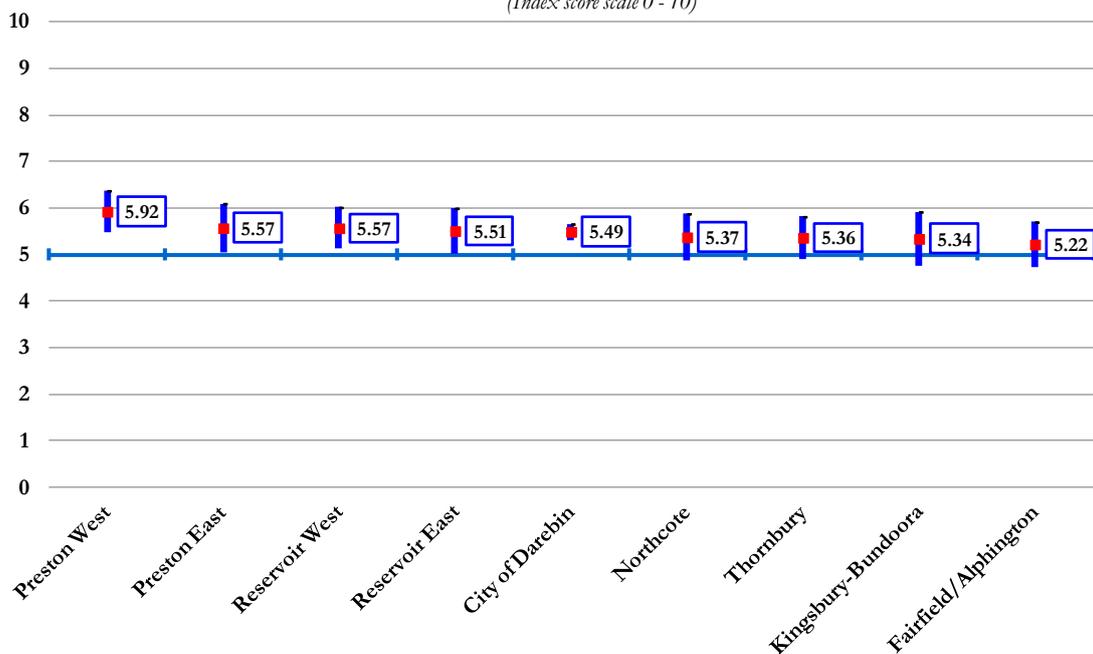
Whilst approximately two-thirds or more of respondents agreed with five of the six statements, a little less than half agreed with the negatively worded statement that “Council is bureaucratic and ineffective”, whilst approximately one-third agreed with this statement.

Agreement with selected statements about Darebin City Council
Darebin City Council - 2015-2016 Annual Community Survey
(Percent of respondents providing a response)



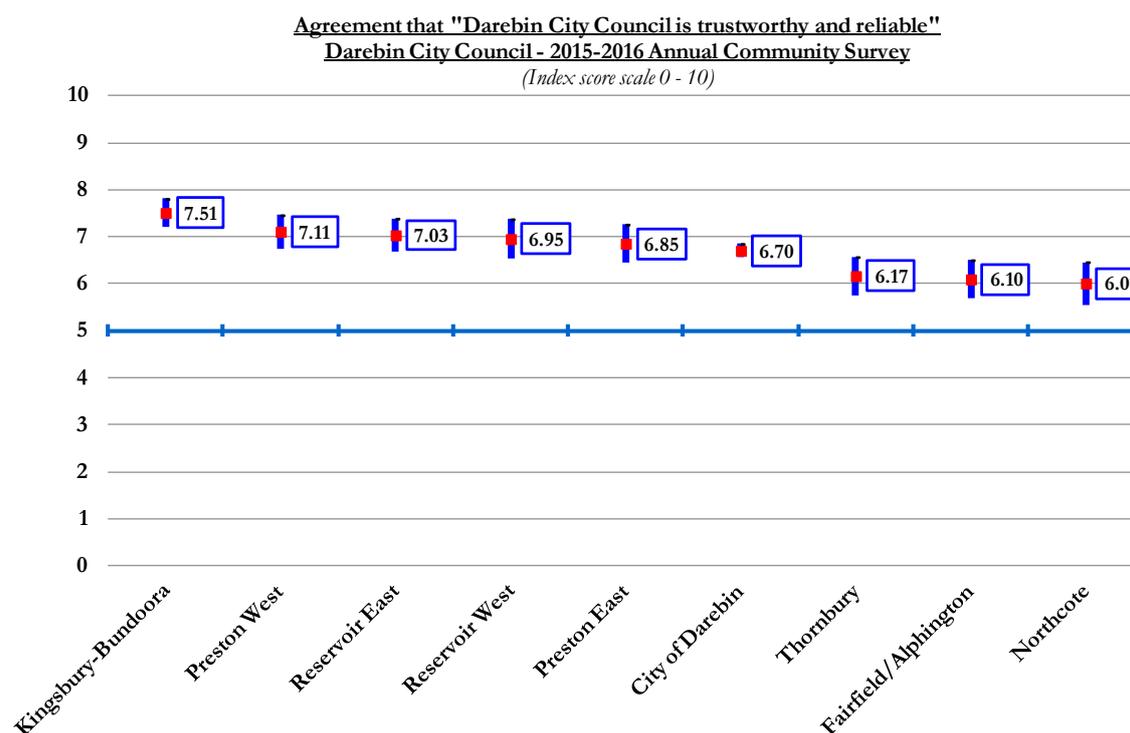
There was no statistically significant variation in agreement that Darebin City Council is bureaucratic and ineffective observed across the eight precincts comprising the City of Darebin.

Agreement that "Darebin City Council is bureaucratic and ineffective"
Darebin City Council - 2015-2016 Annual Community Survey
(Index score scale 0 - 10)



There was measurable and significant variation in agreement that Darebin City Council is trustworthy and reliable observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ ***Kingsbury-Bundoora*** – respondents were measurably and significantly more in agreement than the municipal average.
- ⊗ ***Thornbury, Fairfield-Alphington*** and ***Northcote*** – respondents were measurably and significantly less in agreement than the municipal average.

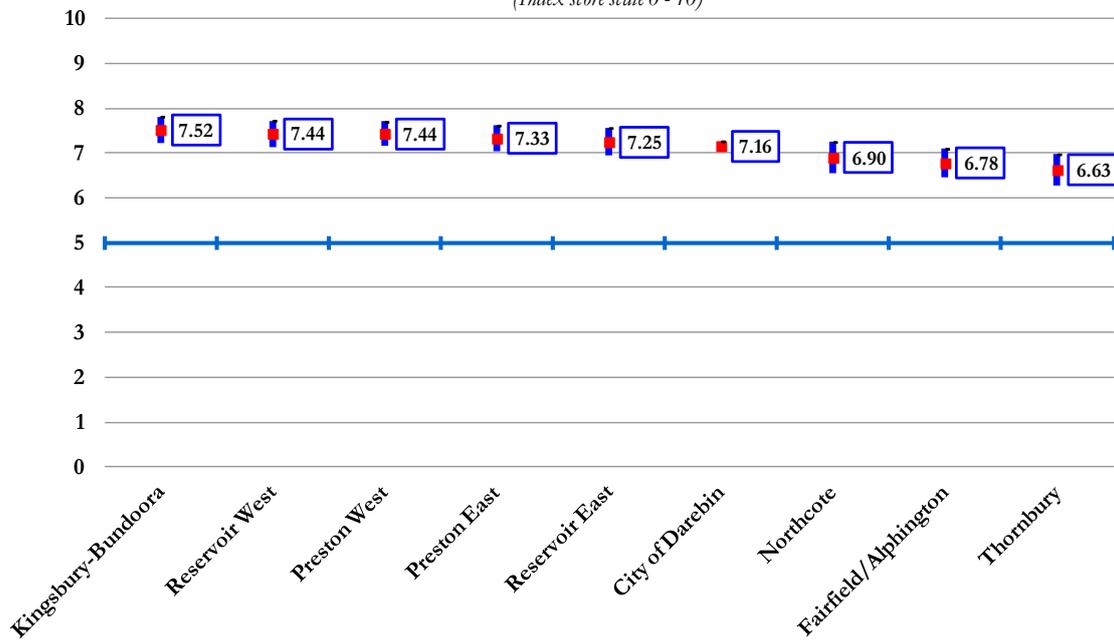


There was measurable and significant variation in agreement that Darebin City Council provides important services observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ ***Kingsbury-Bundoora*** – respondents were measurably and significantly more in agreement than the municipal average.
- ⊗ ***Northcote*** and ***Fairfield-Alphington*** – respondents were somewhat, albeit not measurably less in agreement than the municipal average.
- ⊗ ***Thornbury*** – respondents were measurably and significantly less in agreement than the municipal average.

Agreement that "Darebin City Council provides important services"
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)

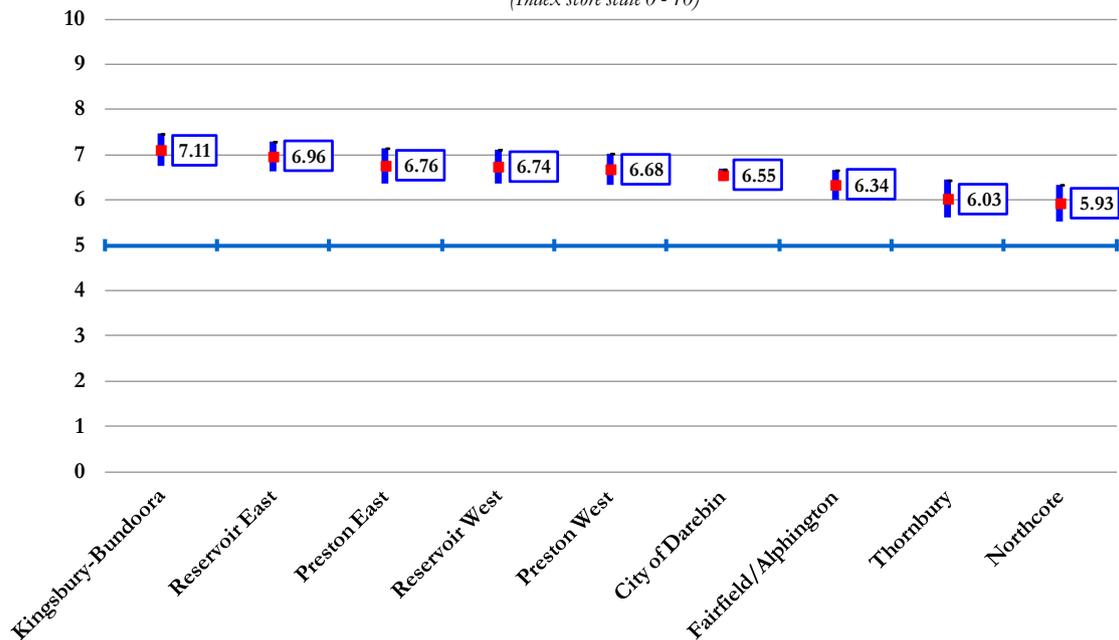


There was measurable and significant variation in agreement that Darebin City Council is progressive and up-to-date observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Kingsbury-Bundoora** and **Reservoir East** – respondents were measurably and significantly more satisfied than the municipal average.
- ⊗ **Thornbury** and **Northcote** - respondents were measurably and significantly less satisfied than the municipal average, and rated satisfaction at levels categorised as “solid”.

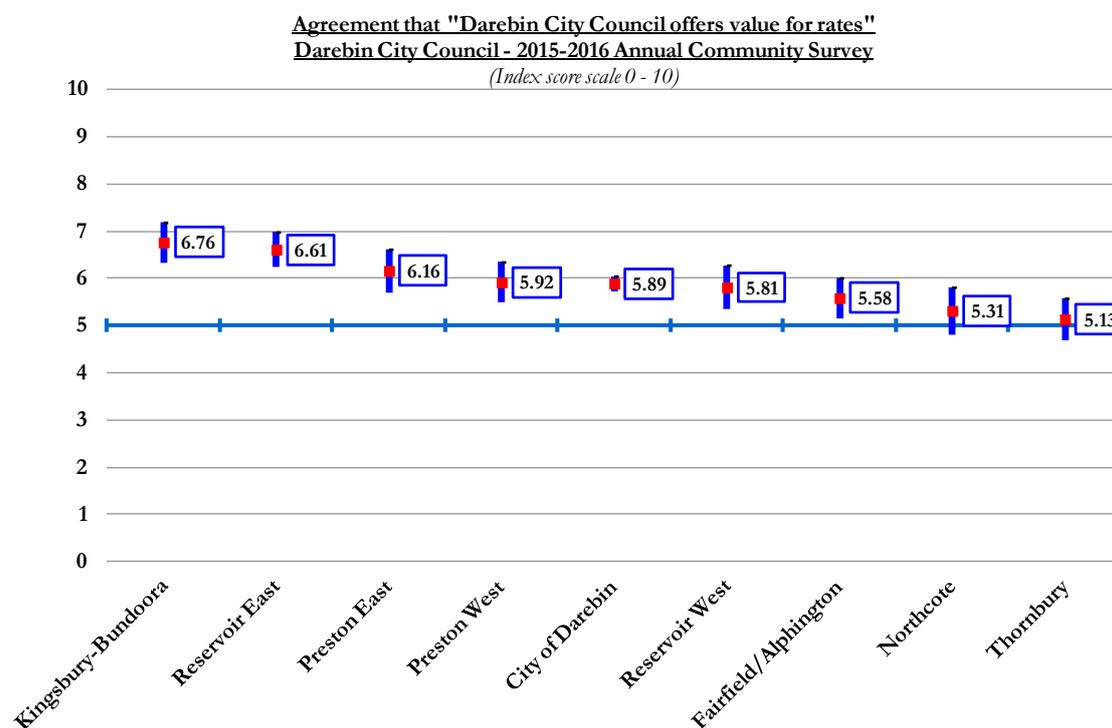
Agreement that "Darebin City Council is progressive and 'up to date'"
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



There was measurable and significant variation in agreement that Darebin City Council offers value for rates observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ ***Kingsbury-Bundoora*** and ***Reservoir East*** – respondents were measurably and significantly more in agreement than the municipal average.
- ⊗ ***Northcote*** and ***Fairfield-Alphington*** – respondents were somewhat, albeit not measurably less in agreement than the municipal average.
- ⊗ ***Thornbury*** – respondents were measurably and significantly less in agreement than the municipal average.

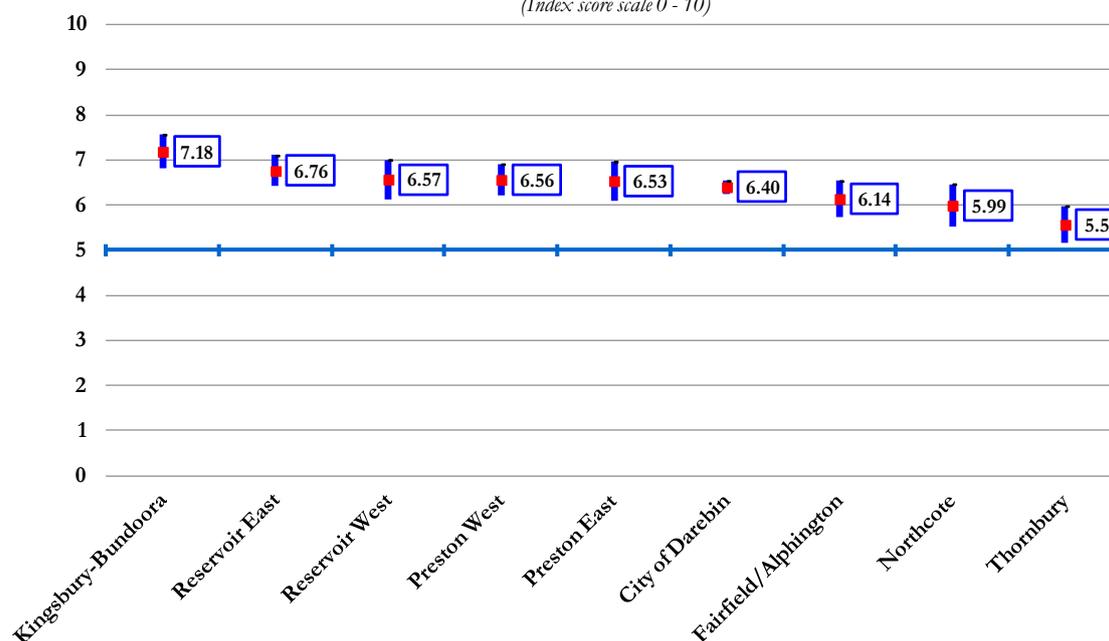


There was measurable and significant variation in agreement that Darebin City Council has a sound direction for the future observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ ***Kingsbury-Bundoora*** – respondents were measurably and significantly more in agreement than the municipal average.
- ⊗ ***Northcote*** and ***Fairfield-Alphington*** – respondents were somewhat, albeit not measurably less in agreement than the municipal average.
- ⊗ ***Thornbury*** – respondents were measurably and significantly less in agreement than the municipal average.

Agreement that "Darebin City Council has a sound direction for the future"
Darebin City Council - 2015-2016 Annual Community Survey

(Index score scale 0 - 10)



Issues for Council

Council advocacy campaigns

Respondents were asked:

“Can you please list any Council advocacy campaigns of which you are aware?”

A total of 158 Council advocacy campaigns were identified by ninety-eight respondents (9.8%).

As is clearly evident in the table, respondents identified a wide range of campaigns over the course of 2015-16 of which they were aware.

Some of the campaigns most commonly identified by respondents related to culture and diversity, refugees, and anti-domestic / family violence campaigns.

Metropolis Research notes that many of the campaigns identified by respondents are not in fact advocacy campaigns, rather they are public information campaigns aimed at the community, rather than being aimed at other levels of government.

This result highlights a significant issue in relation to the advocacy and making representation activities of Council, as many in the community are not commonly aware of the activities being undertaken by Council. A recent example of a council advocacy campaign that many in the community became aware of and appreciated the efforts of council observed by Metropolis Research was the *Get Wyndham Moving* campaign conducted by the Wyndham City Council which was advocating to primarily the state government in relation to traffic management and commuting issues for the growing western suburbs of metropolitan Melbourne. It was the public nature of many of the activities undertaken as part of that advocacy campaign that allowed the community to become aware of the actions that the council was taking on behalf of the local community.

Council advocacy campaigns
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of total responses)

<i>Response</i>	<i>2015-2016</i>	
	<i>Number</i>	<i>Percent</i>
Culture and diversity	8	5.1%
Anti-domestic / family violence campaigns	7	4.4%
Refugees	5	3.2%
Solar panels campaign	5	3.2%
Youth engagement / improvement / youth one	5	3.2%
Bike paths and lanes	4	2.5%
Cleanliness and green	4	2.5%
Environmental and sustainability initiatives	4	2.5%
GTBL issues	4	2.5%
Promoting use of bikes	4	2.5%
Public transportation	4	2.5%
Sports stadium	4	2.5%
Advocacy for Reservoir railway line and crossing	3	1.9%
Art campaigns	3	1.9%
Garbage disposal	3	1.9%
New bridge in Chandler Hwy	3	1.9%
Park development	3	1.9%
Peaceful community	3	1.9%
Recyclables / recycling electronic goods	3	1.9%
Removal of the level crossings	3	1.9%
About renewable energy	2	1.3%
Animal welfare	2	1.3%
City Council welcomes refugees	2	1.3%
Disability awareness	2	1.3%
Festivals	2	1.3%
Gather people's view about traffic	2	1.3%
Green walk	2	1.3%
Issues regarding to toilets	2	1.3%
Kite festival	2	1.3%
Park beautification	2	1.3%
Park maintenance	2	1.3%
Recycling	2	1.3%
Tram upgrade	2	1.3%
Activities for ethnic groups - inclusion - bilingual printed info	1	0.6%
Advocacy for spousal protection/safety	1	0.6%
Advocacy in relation to old Alphington Papermills site	1	0.6%
Alcohol and drugs	1	0.6%
Aquatic Centre	1	0.7%
Beautification of the junction of Bell St	1	0.5%
Bridge across Merri Creek on Beavers Rd	1	0.6%
Broadway upgraded	1	0.6%
Bush kinda	1	0.6%

Council advocacy campaigns
Darebin City Council - 2015-2016 Annual Community Survey

(Number and percent of total responses)

<i>Response</i>	<i>2015-2016</i>	
	<i>Number</i>	<i>Percent</i>
Campaigns about Bundoora Park to save it	1	0.6%
Campaigns about link reserves - playgrounds for children	1	0.6%
Chandler Highway	1	0.6%
Children and aged welfare	1	0.6%
Clean out the waterways	1	0.6%
Community services	1	0.6%
Consultation programs in regards to level crossing on Grange Rd	1	0.6%
Darebin music feast	1	0.6%
Divs - support local welfare organization	1	0.6%
Encouraging to donate to someone in need	1	0.6%
English classes in Edward Street	1	0.6%
Friends of Darebin Creek	1	0.6%
Grateful for Council for street party on Christmas	1	0.6%
Health card dentist	1	0.6%
Keeping health fitness campaigns	1	0.6%
Late night traffic management	1	0.6%
Legal advice	1	0.6%
Library program / oval stories program	1	0.6%
Market	1	0.6%
Mayor Park (green spaces)	1	0.6%
Meals and wheels	1	0.6%
NDIS 3	1	0.6%
Open space issues	1	0.6%
Orderliness	1	0.6%
Preston Junction Master Plan	1	0.6%
Public health	1	0.6%
Public housing	1	0.6%
Railway crossing get fixed - Bell St/High St	1	0.6%
Shop local	1	0.6%
Sober saver or something like that - not sure if that what you mean	1	0.8%
Stolen generation - sculpture and garden	1	0.6%
Streetscapes campaign	1	0.6%
The use of Council funding	1	0.6%
They did something for intergenerations toilets	1	0.6%
Tip	1	0.9%
Transgender youth initiatives	1	0.6%
Trees to be replanted in St Georges Rd	1	0.6%
Violence against women	1	0.6%
Workshop - music / Darebin Music fest, could have been better promoted	1	0.6%
Yoga in the park	1	0.6%
Total	158	100%

Council advocacy campaigns by precinct
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of total responses)

Response	2015-2016	
	Number	Percent
<i>Reservoir East</i>		
Public transportation	2	1.3%
Bike paths	2	1.3%
Broadway upgraded	1	0.6%
Green walk	1	0.6%
Multicultural	1	0.6%
Recyclables	1	0.6%
Refugees - spaces for them	1	0.6%
Tip	1	0.6%
Youth	1	0.6%
<i>Reservoir West</i>		
Anti-domestic violence campaigns	3	1.9%
Railway crossing at Reservoir	3	1.9%
Art campaigns	2	1.3%
Culture and diversity	2	1.3%
GTBL	2	1.3%
Peaceful community	2	1.3%
Animal welfare	1	0.6%
Children and aged welfare	1	0.6%
Clean	1	0.6%
Community services	1	0.6%
English classes in Edward Street	1	0.6%
Kite festival	1	0.6%
Proper waste disposal	1	0.6%
Sober saver or something like that - not sure if that what you mean	1	0.6%
<i>Fairfield/Alphington</i>		
Promoting use of bikes	3	1.9%
Solar panel programs	3	1.9%
Bike paths	2	1.3%
The Chandler Highway bridge	2	1.3%
Activities for ethnic groups - inclusion - bilingual printed info	1	0.6%
Advocacy in relation to old Alphington Papermills site	1	0.6%
Clean out the waterways	1	0.6%
Consultation programs in regards to level crossing on Grange Rd	1	0.6%
Encouraging to donate to someone in need	1	0.6%
Green walk	1	0.6%
Library program / oval stories program	1	0.6%
NDIS 3	1	0.6%
Open space issues	1	0.6%
Public transportation	1	0.6%
Recycling	1	0.6%
Recycling electronic goods	1	0.6%
Shop local	1	0.6%
Sustainability / environment issue	1	0.6%
The use of Council funding	1	0.6%
Workshop - music / Darebin Music fest, could have been better promoted	1	0.6%

Council advocacy campaigns by precinct
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of total responses)

<i>Response</i>	<i>2015-2016</i>	
	<i>Number</i>	<i>Percent</i>
<i>Kingsbury-Bundoora</i>		
Cleanliness and green	3	1.9%
Advocacy for spousal protection/safety	1	0.6%
Animals	1	0.6%
Campaigns about Bundoora Park to save it	1	0.6%
Campaigns about link reserves - playgrounds for children	1	0.6%
Culture	1	0.6%
Festivals	1	0.6%
Garbage disposal	1	0.6%
Legal advice	1	0.6%
Orderliness	1	0.6%
Park beautification	1	0.6%
Peaceful community	1	0.6%
<i>Preston East</i>		
Domestic violence campaign	3	1.9%
Bike paths and lanes	1	0.6%
Disability campaigns	1	0.6%
Garbage Disposal	1	0.6%
GTBL campaigns	1	0.6%
Level crossing in Reservoir	1	0.6%
Market	1	0.6%
Park development	1	0.6%
Solar power	1	0.6%
Something about toilets	1	0.6%
Streetscapes campaign	1	0.6%
Tram upgrade	1	0.6%
<i>Preston West</i>		
Refugees	3	1.9%
Environmental campaigns	2	1.3%
Multicultural	2	1.3%
Park maintenance	2	1.3%
Alcohol and drugs	1	0.6%
Beautification of the junction of Bell st.	1	0.6%
Disability awareness	1	0.6%
Friends of Darebin Creek	1	0.6%
Issues regarding to toilets	1	0.6%
Preston Junction Master Plan	1	0.6%
Removal of the level crossings	1	0.6%
Solar panels campaign	1	0.6%
Sports stadium	1	0.6%
Stolen generation - sculpture and garden	1	0.6%
Transgender youth initiatives	1	0.6%
Transport	1	0.6%
Yoga in the park	1	0.6%
Youth	1	0.6%

Council advocacy campaigns by precinct
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of total responses)

<i>Response</i>	<i>2015-2016</i>	
	<i>Number</i>	<i>Percent</i>
<i>Thornbury</i>		
Refugees	2	1.3%
Solar panels campaign	2	1.3%
Youth engagement	2	1.3%
Acquatic Centre	1	0.6%
Bush kinda	1	0.6%
Divs - support local welfare organisation	1	0.6%
Festivals	1	0.6%
Gather people's view about traffic	1	0.6%
Health card dentist	1	0.6%
Keeping health fitness campaigns	1	0.6%
Late night traffic management	1	0.6%
Meals and wheels	1	0.6%
Multicultue	1	0.6%
New bridge in Chandler Hwy	1	0.6%
Public health	1	0.6%
Public housing	1	0.6%
Public transportation	1	0.6%
Recycling	1	0.6%
Removal of the level crossings	1	0.6%
Trees to be replanted in st Georges Rd	1	0.6%
Violence against women	1	0.6%
Youth improvement	1	0.6%
<i>Northcote</i>		
Park development	2	1.3%
Promoting use of bikes	2	1.3%
Sports stadium	2	1.3%
Anti-violence	1	0.6%
Art campaigns	1	0.6%
Bridge across Merri Creek on Beavers Rd	1	0.6%
Chandler Highway	1	0.6%
Cultural diversity	1	0.6%
Darebin music feast	1	0.6%
Favor accepting refugees	1	0.6%
Gather people's view about traffic	1	0.6%
Gender issues	1	0.6%
Grateful for Council for street party on Christmas	1	0.6%
Kite festivals	1	0.6%
Mayor Park (green spaces)	1	0.6%
Park beautification	1	0.6%
Sports stadium	1	0.6%
Sustainability initiatives	1	0.6%
They did something for intergenders toilets	1	0.6%
Tram upgrade	1	0.6%
Total	158	100%

Improvements in the local area

Respondents were asked:

“What, if any, improvements have you noticed in your local area in the last twelve months?”

Respondents were again in 2015-16 asked to identify any improvements they had noticed in their local area in the last twelve months.

A little more than one-third (38.9%) of respondents identified at least one improvement they had noticed in their local area in the last twelve months, identifying an average of 1.3 improvements each.

The most commonly identified improvements in 2015-16 are somewhat different to those observed in 2014-15, as follows:

- | | |
|---|-----------------------|
| ⊗ Parks, gardens and open space maintenance related | 15.4% up from 9.5%. |
| ⊗ Street trees related | 4.5% up from 4.0%. |
| ⊗ Road maintenance and repair related | 3.9% down from 11.5%. |

There was some measurable variation in the improvements noticed in the local area in the last twelve months observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Reservoir East** – respondents were somewhat more likely than average to identify improvements to street trees.
- ⊗ **Reservoir West** – respondents were somewhat more likely than average to identify improvements to the library.
- ⊗ **Preston East** – respondents were somewhat more likely than average to identify street trees.
- ⊗ **Preston West** – respondents were somewhat more likely than average to identify parks, gardens, and open space improvements.
- ⊗ **Fairfield-Alphington** – respondents were somewhat more likely than average to identify improvements to parks, gardens, and open spaces, as well as road maintenance and repair related improvements.

Improvements noticed in your local area in the last twelve months

Darebin City Council - 2015-2016 Annual Community Survey

(Number and percent of total respondents)

<i>Issue</i>	<i>2015-2016</i>		<i>2014-15</i>
	<i>Number</i>	<i>Percent</i>	
Parks, gardens and open space maintenance	154	15.4%	9.5%
Street trees	45	4.5%	4.0%
Roads maintenance & repairs	39	3.9%	11.5%
Traffic management	26	2.6%	1.0%
Bicycles and bike tracks	21	2.1%	2.0%
Public transport	20	2.0%	3.8%
Footpath maintenance & repairs	19	1.9%	2.3%
Quality & provision of local shops	18	1.8%	1.3%
Sports, recreation & entertainment facilities	16	1.6%	1.0%
Provision & maintenance of general infrastructure	15	1.5%	1.3%
Library services	14	1.4%	0.3%
Aesthetics of local area	13	1.3%	0.5%
Building, housing, planning & development	12	1.2%	1.8%
Facilities and activities for children	12	1.2%	0.0%
Rubbish & waste including garbage collection	10	1.0%	1.5%
Street lighting	9	0.9%	1.0%
Cleanliness & maintenance of areas	9	0.9%	0.0%
Graffiti / vandalism	6	0.6%	0.3%
Street cleaning & maintenance	5	0.5%	1.0%
Safety, policing & crime	4	0.4%	0.8%
Consultation, communication & provision of info	4	0.4%	0.5%
Multicultural issues / cultural diversit	4	0.4%	0.0%
Environment, conservation & climate change	3	0.3%	0.8%
Education and schools	3	0.3%	0.0%
Enforcement of local laws	3	0.3%	0.0%
Community activities & events	3	0.3%	0.3%
Promoting community atmosphere, art & culture	2	0.2%	0.5%
Preston market	2	0.2%	0.0%
Drains maintenance and repairs	1	0.1%	1.0%
Parking	1	0.1%	0.5%
Child care	1	0.1%	0.0%
Living cost / standard	1	0.1%	0.0%
Recycling collection	1	0.1%	0.0%
Public toilets	1	0.1%	0.0%
Other	5	0.5%	1.6%
Total responses	502		198
<i>Total respondents who noticed at least one improvement</i>	<i>389 (38.9%)</i>		<i>148 (37.5%)</i>

Improvements noticed in your local area in the last twelve months by precinct
Darebin City Council - 2015-2016 Annual Community Survey
(Percent of total respondents)

Reservoir East		Reservoir West	
Parks, gardens, open space	16.7%	Parks, gardens, open space	19.5%
Street trees	8.7%	Libraries	7.0%
Sports, recreation & entertainment facilities	4.8%	Footpath maintenance & repairs	4.7%
Roads maintenance & repairs	4.0%	Provision & maintenance of general infrastructure	3.9%
Traffic management	4.0%	Aesthetics of local area	3.1%
Building, housing, planning & development	3.2%	Traffic management	3.1%
Facilities and activities for children	3.2%	Roads maintenance & repairs	2.3%
Public transport	2.4%	Quality & provision of local shops	2.3%
Aesthetics of local area	2.4%	Cleanliness & maintenance of areas	1.6%
All other issues	14.3%	All other issues	10.2%

Preston East		Preston West	
Parks, gardens, open space	13.0%	Parks, gardens, open space	22.8%
Street trees	9.8%	Street trees	5.7%
Roads maintenance & repairs	5.7%	Roads maintenance & repairs	4.1%
Traffic management	4.9%	Building, housing, planning & development	2.4%
Footpath maintenance & repairs	3.3%	Quality & provision of local shops	2.4%
Bicycles and bike tracks	3.3%	Public transport	1.6%
Environment, conservation & climate change	2.4%	Traffic management	1.6%
Aesthetics of local area	1.6%	Bicycles and bike tracks	1.6%
Street cleaning & maintenance	1.6%	Community activities & events	1.6%
All other issues	11.4%	All other issues	8.9%

Northcote		Thornbury	
Parks, gardens, open space	10.5%	Parks, gardens, open space	11.1%
Public transport	4.0%	Traffic management	3.2%
Roads maintenance & repairs	4.0%	Quality & provision of local shops	3.2%
Bicycles and bike tracks	4.0%	Rubbish & waste including garbage collection	3.2%
Street trees	2.4%	Roads maintenance & repairs	2.4%
Provision & maintenance of general infrastructure	1.6%	Street trees	2.4%
Sports, recreation & entertainment facilities	1.6%	Sports, recreation & entertainment facilities	2.4%
Graffiti / vandalism	1.6%	Public transport	1.6%
Enforcement of local laws	1.6%	Bicycles and bike tracks	1.6%
All other issues	3.2%	All other issues	8.7%

Kingsbury-Bundoora		Fairfield/Alphington	
Parks, gardens, open space	9.6%	Parks, gardens, open space	22.4%
Public transport	3.2%	Roads maintenance & repairs	9.6%
Rubbish & waste including garbage collection	3.2%	Street trees	2.4%
Safety, policing & crime	3.2%	Traffic management	2.4%
Cleanliness & maintenance of areas	2.4%	Provision & maintenance of general infrastructure	2.4%
Building, housing, planning & development	2.4%	Parking	2.4%
Roads maintenance & repairs	2.4%	Facilities and activities for children	1.6%
Street lighting	1.6%	Footpath maintenance & repairs	1.6%
Street trees	1.6%	Bicycles and bike tracks	1.6%
All other issues	9.6%	All other issues	9.6%

Issues for Council to address in the next twelve months

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?”

Respondents were provided an open-ended opportunity to identify what they considered to be the three most important issues for Council to address in the coming twelve months.

A total of 730 respondents representing 73.0% (up from 69.1%) of the total sample identified 1,445 separately categorised responses.

It is important to bear in mind when exploring these results to bear in mind that this question is not asking for a list of complaints about the performance of Council, rather it is designed to explore the range of issues of concern to residents that they believe Council should engage with in an attempt to improve outcomes for residents. This is borne out by the fact that many of the issues identified in this question are not specifically issues within the general remit of local government. Many of these are issues that the community may wish that Council would engage in lobbying and making representations to other levels of government in an attempt to improve outcomes for local residents.

The responses have been broadly categorised for ease of interpretation, as outlined in the following tables. The individual responses which have been categorised are however available on request.

In 2015-16, the most important issue identified by respondents in the City of Darebin remains traffic management related issues. This issue was identified by a little less than twice as many respondents as the next most commonly identified issue, that being building, housing, planning and development related issues.

In summary, the top four issues identified by respondents were as follows:

- ⊗ ***Traffic management*** – identified by 24.2% of respondents in 2015-16, down marginally on the 25.9% reported in 2014-15. By way of comparison, the 2016 *Governing Melbourne* reported a metropolitan Melbourne average of 20.1%. This issue is clearly an important issue which is negatively influencing community satisfaction with the performance of Darebin City Council.
- ⊗ ***Building, housing, planning and development*** – identified by 16.9% of respondents in 2015-16, up somewhat on the 12.3% reported in 2014-15. By way of comparison, the 2016 *Governing Melbourne* reported a metropolitan Melbourne average of 9.1%. It is observed that the City of Darebin has consistently reported a higher result for this issue than the metropolitan Melbourne average, a result that is similar to other middle-ring municipalities in metropolitan Melbourne. This issue is clearly an important issue negatively influencing on community satisfaction with the performance of Darebin City Council.
- ⊗ ***Parking*** – identified by 7.5% of respondents in 2015-16, down marginally on the 8.9% reported in 2014-15. By way of comparison, the 2016 *Governing Melbourne* research reported a metro. Melbourne average of 16.5%, a little more than double that of Darebin.
- ⊗ ***Parks, gardens, open space issues*** – identified by 7.4% of respondents in 2015-16, up marginally on the 2014-15 result of 8.9%. By way of comparison the *Governing Melbourne* research reported a similar metropolitan Melbourne average of 7.0% in 2016.

Metropolis Research notes that the proportion of respondents identifying rates as an issue for Council to address declined in 2015-16, down from 4.5% to 3.3%, which is marginally higher than the 2016 metropolitan Melbourne average (2.5%) recorded in *Governing Melbourne*.

Top issues for Council to address in the next twelve months
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of total respondents)

Issue	2015-2016		2014-15	2014	2013	2012	2011	metro. Melb.*
	Number	Percent						
Traffic management	242	24.2%	25.9%	21.1%	23.0%	18.0%	18.3%	20.1%
Building, housing, planning & development	169	16.9%	12.3%	10.3%	10.6%	9.5%	6.8%	9.1%
Parking	75	7.5%	8.9%	5.5%	7.4%	5.5%	8.9%	16.5%
Parks, gardens, open space maintenance issues	74	7.4%	6.9%	8.3%	7.8%	10.8%	6.6%	7.0%
Roads maintenance and repairs	74	7.4%	4.8%	6.0%	5.5%	7.9%	9.1%	7.2%
Footpath maintenance and repairs	66	6.6%	4.4%	6.9%	5.3%	6.5%	4.0%	8.4%
Environment, conservation and climate change	63	6.3%	6.6%	7.0%	4.8%	6.6%	7.0%	1.3%
Street trees	57	5.7%	3.9%	7.8%	11.8%	8.1%	8.4%	7.1%
Safety, policing and crime	53	5.3%	5.5%	3.5%	3.5%	4.8%	12.3%	8.6%
Bicycles and bike tracks	46	4.6%	3.9%	2.4%	3.3%	4.6%	2.6%	2.0%
Public transport	41	4.1%	3.9%	4.6%	2.8%	3.0%	4.4%	4.1%
Rates	33	3.3%	4.5%	5.6%	5.6%	4.1%	3.6%	2.5%
Rubbish and waste including garbage collection	32	3.2%	5.3%	3.6%	6.6%	5.8%	7.1%	4.1%
Street lighting	31	3.1%	2.9%	2.9%	4.4%	3.9%	6.0%	6.9%
Cleanliness of area	29	2.9%	3.3%	3.8%	2.3%	7.3%	3.3%	3.8%
Consultation, comm. & prov. of information	27	2.7%	5.6%	4.8%	3.6%	4.5%	3.1%	0.9%
Street cleaning	26	2.6%	3.1%	3.9%	7.1%	5.1%	3.4%	2.8%
Multicultural issues	21	2.1%	1.4%	0.9%	1.0%	1.6%	2.5%	0.0%
Childcare	19	1.9%	0.6%	0.8%	0.8%	2.6%	4.9%	0.0%
Provision & maintenance of general infrastructure	16	1.6%	1.3%	1.0%	2.8%	2.8%	2.3%	1.0%
Hard rubbish collection	15	1.5%	3.0%	3.9%	2.6%	7.5%	7.4%	4.4%
Sports and recreation facilities	15	1.5%	1.5%	1.6%	1.4%	1.4%	1.9%	1.6%
Graffiti	15	1.5%	1.1%	1.1%	0.8%	1.1%	1.8%	1.8%
Council management and governance	14	1.4%	1.4%	0.8%	2.1%	1.9%	2.3%	0.8%
Promoting community atmosphere, arts & culture	14	1.4%	0.6%	0.4%	1.1%	1.8%	1.8%	0.8%
Community activities and events	13	1.3%	2.0%	2.0%	0.6%	0.6%	0.8%	0.0%
Education and schools	13	1.3%	0.8%	0.5%	2.0%	1.4%	1.3%	1.1%
Aesthetics of area	11	1.1%	0.9%	0.6%	1.8%	0.9%	0.5%	0.5%
Services and facilities for the elderly	10	1.0%	1.5%	1.5%	2.6%	3.5%	3.8%	0.5%
Drains maintenance and repairs	8	0.8%	0.9%	1.4%	4.1%	2.6%	2.9%	2.9%
Services and facilities for persons with a disability	8	0.8%	0.9%	0.4%	0.4%	1.1%	0.6%	1.4%
Libraries	8	0.8%	0.5%	0.5%	0.5%	0.6%	2.0%	0.8%
Animal management	8	0.8%	0.5%	0.1%	1.3%	1.4%	1.5%	1.8%
Public housing / homeless issues	7	0.7%	0.8%	0.8%	na	na	na	0.6%
Council financial management	7	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%
Public toilets	7	0.7%	0.1%	0.1%	0.5%	0.4%	1.8%	2.1%
Quality and provision of local shops	6	0.6%	0.4%	0.4%	2.1%	0.4%	0.6%	1.9%
LGBTIQ issues	5	0.5%	0.3%	0.3%	na	na	na	0.0%
Housing affordability	4	0.4%	0.3%	0.1%	0.4%	1.4%	1.1%	0.0%
Quality and provision of Council services	4	0.4%	0.6%	0.4%	1.8%	2.3%	1.5%	0.6%
Employment and job creation	4	0.4%	0.4%	0.3%	0.8%	0.4%	1.0%	0.0%
Activities and facilities for youth	4	0.4%	0.1%	0.4%	na	1.1%	0.8%	1.5%
Drug and alcohol issues	4	0.4%	0.1%	0.6%	1.3%	1.8%	1.1%	1.0%
All other issues	47	4.7%	4.3%	4.1%	8.3%	7.5%	10.1%	9.2%
Total responses	1,445		1,122	1,089	1,277	1,332	1,391	1,385
<i>Total respondents providing a response</i>		<i>730 (73.0%)</i>	<i>552</i>	<i>535</i>	<i>609</i>	<i>606</i>	<i>611</i>	<i>653</i>

(*) 2016 *Governing Melbourne*



There was some variation in the top issues for Council to address results observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ ***Preston East*** – respondents were marginally more likely than the municipal average to identify environment, conservation and climate change related issues and issues with safety, policing and crime.
- ⊗ ***Preston West*** – respondents were marginally more likely than the municipal average to identify environment, conservation and climate change related issues.
- ⊗ ***Northcote*** – respondents were marginally more likely than the municipal average to identify environment, conservation and climate change related issues.
- ⊗ ***Thornbury*** – respondents were measurably more likely than average to identify issues with building, housing, planning and development, and marginally more likely than average to identify environment, conservation, and climate change related issues.
- ⊗ ***Kingsbury-Bundoora*** – respondents were somewhat more likely than average to identify parking issues, and issues with rubbish and waste including garbage collection.
- ⊗ ***Fairfield-Alphington*** – respondents were measurably and significantly more likely than average to identify traffic management, building, housing, planning and development, and parking issues, and somewhat more likely than average to identify issues with parks, gardens and open spaces.

Top ten issues for Council by precinct
Darebin City Council - 2015-2016 Annual Community Survey
(Percent of total respondents)

Reservoir East		Reservoir West	
Traffic management	19.0%	Traffic management	28.9%
Building, housing, planning & development	13.5%	Footpath maintenance & repairs	10.9%
Roads maintenance & repairs	9.5%	Roads maintenance & repairs	10.2%
Footpath maintenance & repairs	7.1%	Building, housing, planning & development	9.4%
Safety, policing & crime	6.3%	Parks, gardens, open space	7.8%
Street lighting	5.6%	Safety, policing & crime	6.3%
Parks, gardens, open space	4.8%	Public transport	5.5%
Street trees	4.8%	Street trees	5.5%
Cleanliness & maintenance of areas	4.0%	Parking	4.7%
All other issues	54.8%	All other issues	50.0%

Preston East		Preston West	
Traffic management	17.9%	Traffic management	22.8%
Building, housing, planning & development	16.3%	Building, housing, planning & development	18.7%
Environment, conservation & climate change	9.8%	Environment, conservation & climate change	10.6%
Parks, gardens, open space	8.9%	Street trees	8.9%
Footpath maintenance & repairs	8.9%	Parks, gardens, open space	8.1%
Safety, policing & crime	8.9%	Roads maintenance & repairs	7.3%
Roads maintenance & repairs	7.3%	Parking	6.5%
Street trees	7.3%	Safety, policing & crime	5.7%
Parking	5.7%	Rubbish & waste including garbage collection	5.7%
All other issues	46.3%	All other issues	59.3%

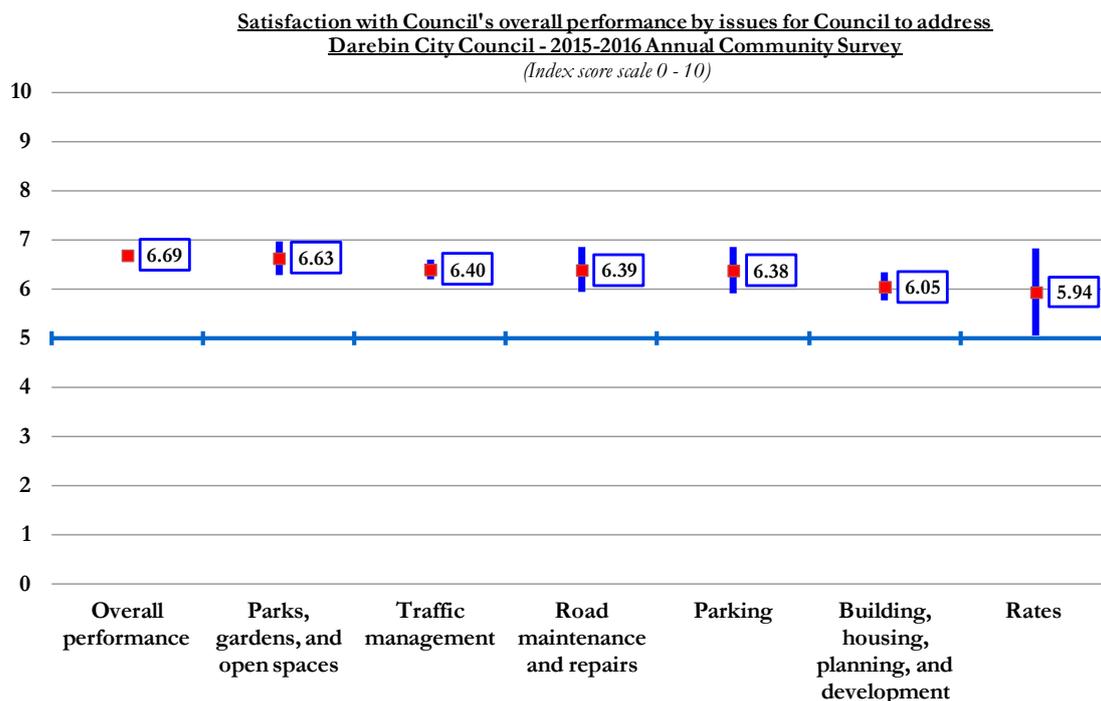
Northcote		Thornbury	
Traffic management	24.2%	Building, housing, planning & development issues	27.8%
Building, housing, planning & development	17.7%	Traffic management	22.2%
Environment, conservation & climate change	8.1%	Environment, conservation & climate change	10.3%
Parking	7.3%	Roads maintenance & repairs	10.3%
Parks, gardens, open space	6.5%	Parking	9.5%
Footpath maintenance & repairs	6.5%	Parks, gardens, open space maintenance and provi	7.9%
Bicycles and bike tracks	6.5%	Bicycles and bike tracks	7.1%
Public transport	4.8%	Footpath maintenance & repairs	5.6%
Street trees	4.8%	Street trees	5.6%
All other issues	52.4%	All other issues	57.9%

Kingsbury-Bundoora		Fairfield/Alphington	
Traffic management	25.6%	Traffic management	43.2%
Parking	16.0%	Building, housing, planning & development	29.6%
Building, housing, planning & development	8.8%	Parking	18.4%
Rubbish & waste including garbage collection	8.0%	Parks, gardens, open space	13.6%
Safety, policing & crime	7.2%	Street trees	7.2%
Street lighting	6.4%	Environment, conservation & climate change	6.4%
Parks, gardens, open space	5.6%	Rates	5.6%
Cleanliness & maintenance of areas	5.6%	Public transport	5.6%
Roads maintenance & repairs	4.8%	Street cleaning & maintenance	5.6%
All other issues	44.0%	All other issues	56.0%

Correlation between issues and satisfaction with overall performance

The following graph provides a comparison of the average satisfaction with the performance of Council across all areas of responsibility for respondents identifying each of the top five issues, as well as for those identifying issues with Council rates.

It is important to bear in mind the sample size underpinning these results, which are as follows: traffic management (242 respondents), building, housing, planning and development (169), parking (75), parks, gardens and open space issues (74), road maintenance and repairs (74), and rates (33).



As is clearly evident in the graph, respondents identifying issues around parks, gardens, and open spaces were almost equally as satisfied with the performance of Council across all areas of responsibility as the average of all respondents. This does imply that these issues around parks, gardens and open spaces are not exerting a strong positive or negative influence on respondent satisfaction with the performance of Council across all areas of responsibility.

Respondents identifying the major issues around traffic management, road maintenance and repairs as well parking, on average rated their satisfaction with the performance of Council across all areas of responsibility, somewhat, and for traffic management measurably lower than the average of all respondents. These results do suggest that these issues have exerted a somewhat negative influence on respondent satisfaction with the performance of Council across all areas of responsibility.

Respondents identifying issues around building, housing, planning and development, and the small number identifying rates, on average rated satisfaction with the performance of Council across all areas of responsibility measurably and significantly lower than the average of all respondents. This does very strongly suggest that these issues are exerting a negative influence on these respondents' perception of the performance of Council across all areas of responsibility. This is consistent with some of the open-ended comments received from respondents over the course of the four quarterly surveys.

Respondent profile

Demographic information is collected as a means of checking the validity of the sample annually as well as providing detail by which questions can be analysed. Metropolis Research notes the extremely strong degree of stability in the sample over many years.

Age

Lifecycle stage
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of respondents providing a response)

Lifecycle stage	2015-2016		2014-15	2014	2013	2012	2011	2010	2009
	Number	Percent							
15 - 19 years	24	2.4%	2.6%	2.8%	2.5%	1.3%	2.4%	2.4%	1.8%
20 - 35 years	267	26.7%	28.0%	26.7%	24.1%	29.0%	27.4%	22.9%	26.6%
36 - 45 years	243	24.3%	24.2%	25.9%	27.2%	30.7%	26.2%	29.8%	27.9%
46 - 60 years	259	25.9%	26.3%	26.8%	27.4%	21.7%	23.4%	26.2%	22.5%
61 - 75 years	138	13.8%	15.7%	13.8%	13.9%	11.0%	13.3%	11.2%	14.3%
76 years and over	68	6.8%	3.1%	4.0%	4.9%	6.3%	7.4%	7.5%	7.0%
Not stated	1		6	2	2	3	1	1	1
Total	1,000	100%	800	800	800	800	800	799	798

Gender

Gender
Darebin City Council - 2014-2015 Annual Community Survey
(Number and percent of respondents providing a response)

Gender	2015-2016		2014-15	2014	2013	2012	2011	2010
	Number	Percent						
Male	478	48.1%	47.5%	49.6%	51.6%	49.1%	47.9%	45.3%
Female	514	51.8%	52.4%	50.3%	48.4%	50.9%	52.1%	54.7%
Other	1	0.1%	0.1%	0.1%	na	na	na	na
Not stated	7		10	6	4	3	2	22
Total	1,000	100%	800	800	800	800	800	799

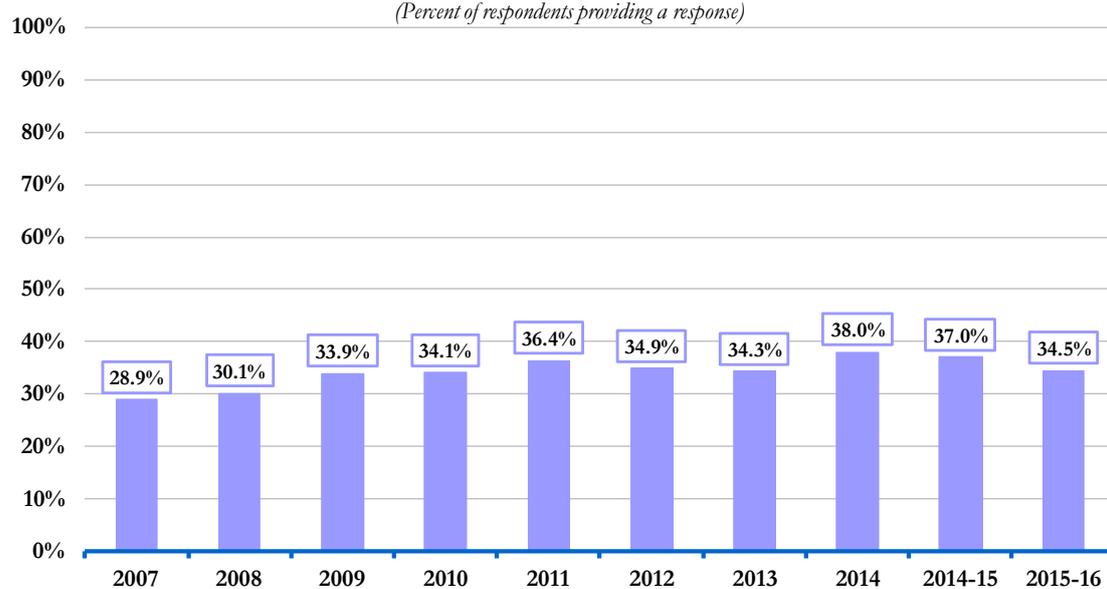
Aboriginal or Torres Strait Islander

Identify as Aboriginal or Torres Strait Islander
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2015-2016		2014-15
	Number	Percent	
Yes	11	1.1%	0.9%
No	981	98.9%	99.1%
Not stated	8		11
Total	1,000	100%	800

Language

Non-English speaking background household
Darebin City Council - 2015-2016 Annual Community Survey
(Percent of respondents providing a response)



Language spoken at home
Darebin City Council - 2015-2016 Annual Community Survey
(Number and percent of respondents providing a response)

Language	2015-2016		2014-15	2014	2013	2012	2011	2010	2009
	Number	Percent							
English	646	65.6%	63.0%	61.8%	65.7%	65.1%	63.6%	65.9%	65.4%
Italian	66	6.7%	8.6%	9.3%	6.5%	7.4%	8.3%	11.8%	10.9%
Greek	51	5.2%	5.5%	5.7%	6.0%	7.2%	6.4%	4.1%	6.8%
Chinese n.f.d.	19	1.9%	0.9%	1.7%	4.7%	1.7%	2.6%	2.0%	1.3%
Vietnamese	16	1.6%	1.5%	2.0%	3.0%	1.0%	1.9%	0.4%	0.8%
Hindi	15	1.5%	3.0%	3.2%	1.3%	2.8%	2.2%	1.4%	2.2%
Arabic	15	1.5%	1.9%	2.4%	1.7%	1.9%	1.5%	2.3%	2.0%
Mandarin	15	1.5%	1.9%	1.3%	0.5%	1.5%	0.8%	1.3%	1.4%
Macedonian	13	1.3%	1.0%	1.0%	1.2%	1.7%	0.6%	0.9%	0.9%
Spanish	7	0.7%	1.0%	1.4%	0.5%	0.5%	1.4%	1.3%	0.3%
German	7	0.7%	0.3%	0.5%	0.2%	0.9%	0.3%	0.6%	0.9%
Tamil	6	0.6%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
French	5	0.5%	0.6%	0.8%	0.3%	0.0%	0.4%	0.9%	0.9%
Japanese	5	0.5%	0.3%	0.1%	0.7%	0.4%	0.3%	0.1%	0.1%
Tagalog (Filipino)	5	0.5%							
Persian	5	0.5%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Somali	4	0.4%	0.4%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Urdu	4	0.4%							
Thai	3	0.3%							
Maltese	3	0.3%							
Sinhalese	3	0.3%	0.3%	0.3%	0.3%	0.0%	0.0%	0.0%	0.4%
Bengali	3	0.3%	0.1%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Russian	3	0.3%	0.4%	0.0%	0.2%	0.1%	0.1%	0.4%	0.0%
Swedish	2	0.2%							
Turkish	2	0.2%							
Polish	2	0.2%							
Punjabi	2	0.2%	0.9%	0.6%	0.0%	0.6%	0.0%	0.3%	0.6%
Cantonese	2	0.2%	0.5%	0.6%	0.8%	0.9%	0.8%	1.3%	0.5%
Portugese	2	0.2%	0.1%	0.1%	0.5%	0.0%	0.1%	0.1%	40.0%
Nepali	2	0.2%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Hungarian	1	0.1%	0.1%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Gujarati	1	0.1%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Assyrian	0	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Indonesian		0.0%	0.3%	0.4%	0.0%	0.3%	0.4%	0.0%	0.0%
Croatian		0.0%	0.4%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Multiple	24	2.4%	1.7%	1.3%	1.0%	0.6%	0.9%	0.0%	0.0%
All other languages	27	2.7%	2.4%	3.6%	2.2%	3.0%	3.8%	1.6%	1.5%
Not stated	15		13	15	2	20	13	11	17
Total	1,000	100%	800	800	800	799	799	799	798

Disability

Household members identified as having a disability Darebin City Council - 2015-2016 Annual Community Survey

(Number and percent of respondents providing a response)

Disability	2015-2016		2014-15	2014	2013	2012	2011	2010	2009
	Number	Percent							
Yes	101	10.2%	9.7%	15.9%	8.1%	11.8%	12.0%	10.9%	12.8%
No	892	89.8%	90.3%	84.1%	90.8%	87.6%	87.6%	89.1%	87.2%
Not stated	7		8	19	9	5	3	13	4
Total	1,000	100%	800	817	800	800	799	799	798

Current housing situation

Housing situation Darebin City Council - 2015-2016 Annual Community Survey

(Number and percent of respondents providing a response)

Situation	2015-2016		2014-15	2014	2013	2012	2011	2010	2009
	Number	Percent							
Own this home	421	42.5%	44.6%	41.2%	48.7%	43.9%	43.1%	44.5%	39.7%
Mortgage	252	25.5%	20.7%	26.7%	25.5%	26.3%	24.8%	28.6%	29.8%
Renting this home	279	28.2%	30.2%	27.6%	24.5%	28.1%	27.7%	24.7%	26.5%
Renting (<i>Office of Housing</i>)	28	2.8%	3.7%	3.8%	1.0%	0.9%	3.3%	0.5%	3.9%
Other arrangement	10	1.0%	0.9%	0.6%	0.4%	0.8%	1.1%	1.7%	0.0%
Not stated	10		11	18	15	17	12	3	9
Total	1,000	100%	800	800	800	800	799	799	798

Period of residence

Period of residence in the City of Darebin Darebin City Council - 2015-2016 Annual Community Survey

(Number and percent of respondents providing a response)

Period	2015-2016		2014-15	2014	2013	2012	2011	2010	2009
	Number	Percent							
Less than 1 year	94	9.4%	12.2%	10.0%	7.5%	6.7%	8.8%	5.9%	7.2%
1 to less than 5 years	232	23.2%	23.2%	23.5%	21.0%	24.7%	23.9%	23.2%	21.7%
5 to less than 10 years	152	15.2%	17.0%	17.5%	14.8%	19.6%	16.6%	23.2%	18.1%
10 years or more	521	52.2%	47.6%	48.9%	56.7%	49.0%	50.8%	47.7%	53.1%
Not stated	1		4	1	1	3	2	2	1
Total	1,000	100%	800	800	800	800	799	799	798



City of
DAREBIN

CITY OF DAREBIN

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