



Darebin City Council

2013 Annual Community Survey Summary Report

February 2014

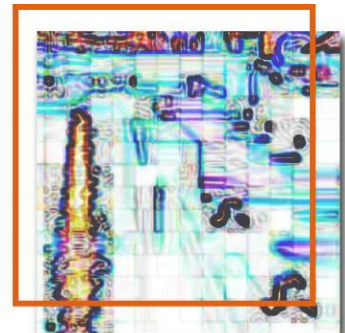
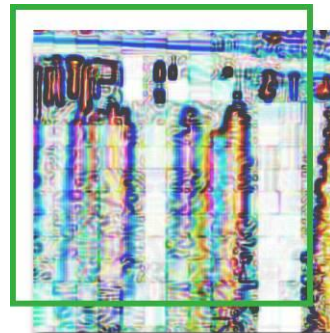


Prepared By:

Metropolis Research Pty Ltd
ABN 39 083 090 993

Prepared For:

Business Improvement Unit
Darebin City Council





© Darebin City Council 2014

This work is copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process without written permission from the Manager Performance Support Branch, Darebin City Council.

Disclaimer

Any representation, statement, opinion or advice, expressed or implied in this publication is made in good faith but on the basis that Metropolis Research Pty Ltd, its agents and employees are not liable (whatever by reason of negligence, lack of care or otherwise) to any person for any damages or loss whatsoever which has occurred or may occur in relation to that person taking action in respect of any representation, statement, or advice referred to above.

Contact Details

This report was prepared by Metropolis Research Pty Ltd on behalf of the Darebin City Council. For more information, please contact:

Dale Hubner

Managing Director
Metropolis Research Pty Ltd

Level 1, 74 Victoria St
CARLTON VIC 3053

(03) 9272 4600
d.hubner@metropolis-research.com



Karin Linden

Acting Manager
Community, Planning, & Customer Service

274 Gower Street
PRESTON VIC 3072

(03) 8470 8492
klinden@darebin.vic.gov.au





Table of Contents



INTRODUCTION.....	4
METHODOLOGY	4
RESPONSE RATE	4
GOVERNING MELBOURNE.....	5
GLOSSARY OF TERMS	5
SATISFACTION WITH SERVICES AND FACILITIES.....	7
MAINTENANCE AND REPAIR OF LOCAL ROADS	9
FOOTPATH MAINTENANCE AND REPAIRS	12
STREET SWEEPING.....	15
LITTER COLLECTION IN PUBLIC PLACES.....	18
MAINTENANCE AND REPAIR OF STORM WATER DRAINS.....	21
MAINTENANCE AND CLEANING OF SHOPPING AREAS.....	24
WASTE COLLECTION SERVICES	27
MAINTENANCE OF PARKS, RESERVES AND OPEN SPACES.....	30
DAREBIN LEISURE CENTRES AND SPORTS FACILITIES	33
ARTS AND CULTURAL FACILITIES/SERVICES.....	36
GOVERNANCE AND LEADERSHIP	39
MEETING THE NEEDS OF THE MULTICULTURAL COMMUNITY	39
COMMUNICATING PROGRAMS AND SERVICES.....	43
OVERALL ENVIRONMENTAL PERFORMANCE.....	47
GREENHOUSE GAS EMISSIONS	51
SEEKING COMMUNITY OPINION AND FEEDBACK.....	55
LOBBYING AND REPRESENTATION.....	58
MANAGING TRAFFIC	61
SERVICES TO LGBTI RESIDENTS.....	63
COUNCIL’S OVERALL PERFORMANCE	64
ISSUES FOR COUNCIL.....	69
SAFETY IN PUBLIC AREAS.....	72
CUSTOMER SERVICE.....	74
CONTACT WITH COUNCIL IN LAST TWELVE MONTHS.....	74
FORMS OF CONTACT	74
SATISFACTION WITH CUSTOMER SERVICE	75
RESPONDENT PROFILE.....	77
AGE.....	77
GENDER	77
LANGUAGE	77
HOUSEHOLD STRUCTURE	79
DISABILITY	79
CURRENT HOUSING SITUATION	80
PERIOD OF RESIDENCE.....	80



Introduction

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

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

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

Methodology

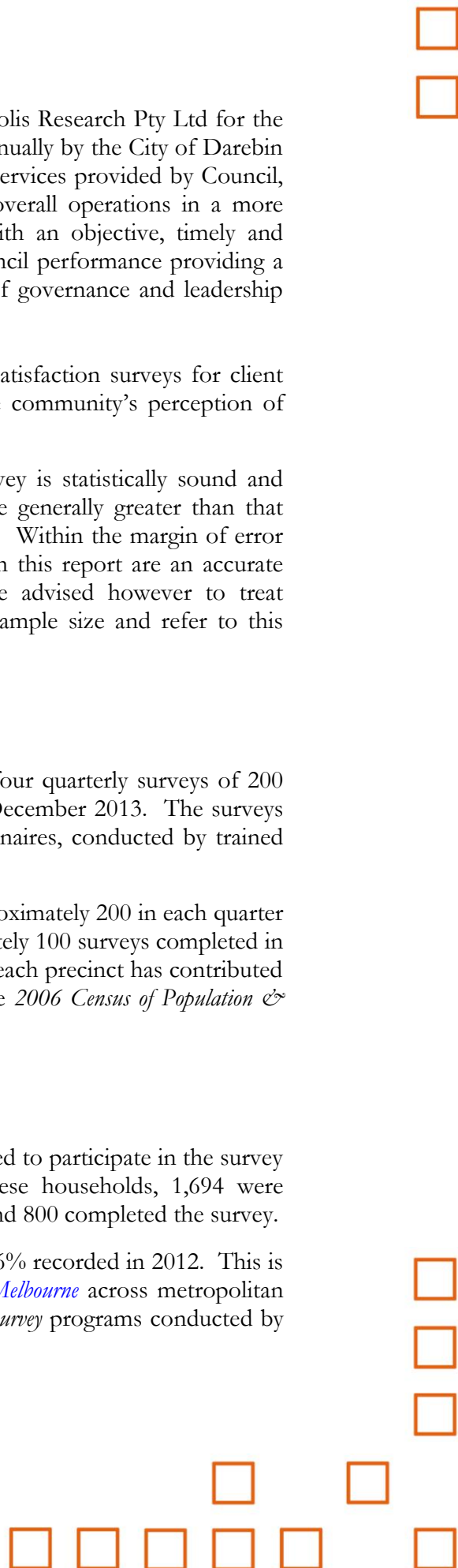
Similar to previous years, the survey has been split into four quarterly surveys of 200 respondents each conducted in January, April, July and December 2013. The surveys were conducted as door-to-door, interview style questionnaires, conducted by trained Metropolis Research interviewers in 2013.

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

Response rate

A total of approximately 3,492 households were approached to participate in the survey over the course of the four quarterly surveys. Of these households, 1,694 were unattended when approached, 998 refused to participate and 800 completed the survey.

This provides a response rate of 44.5%, similar to that 44.6% recorded in 2012. This is consistent with the response rate achieved by *Governing Melbourne* across metropolitan Melbourne as well as other municipal *Annual Community Survey* programs conducted by Metropolis Research.





Governing Melbourne



Governing Melbourne is a new service provided by Metropolis Research since 2010. *Governing Melbourne* is a survey of 1,000 respondents drawn in equal numbers from every municipality in metropolitan Melbourne.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of 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.

Discernable / observed

Metropolis Research will describe some results or changes in results as being discernable, 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 interpretative 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:



- Excellent: Scores of 7.75 and above are categorised as excellent
- Very good: Scores of 7.25 to less than 7.75 are categorised as very good
- Good: Scores of 6.5 to less than 7.25 are categorised as good
- Solid: Scores of 6 to less than 6.5 are categorised as solid
- Poor: Scores less than 6 are categorised as poor
- Very Poor: Scores less than 5.5 are categorised as very poor





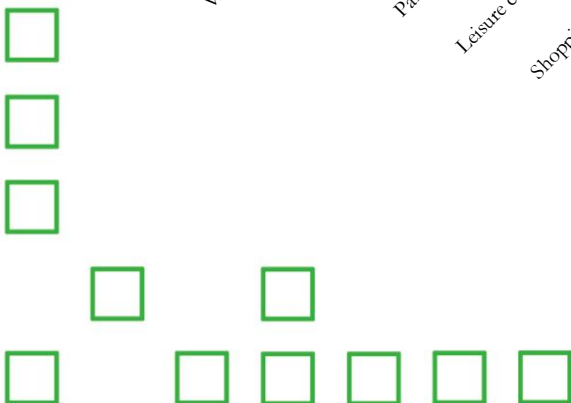
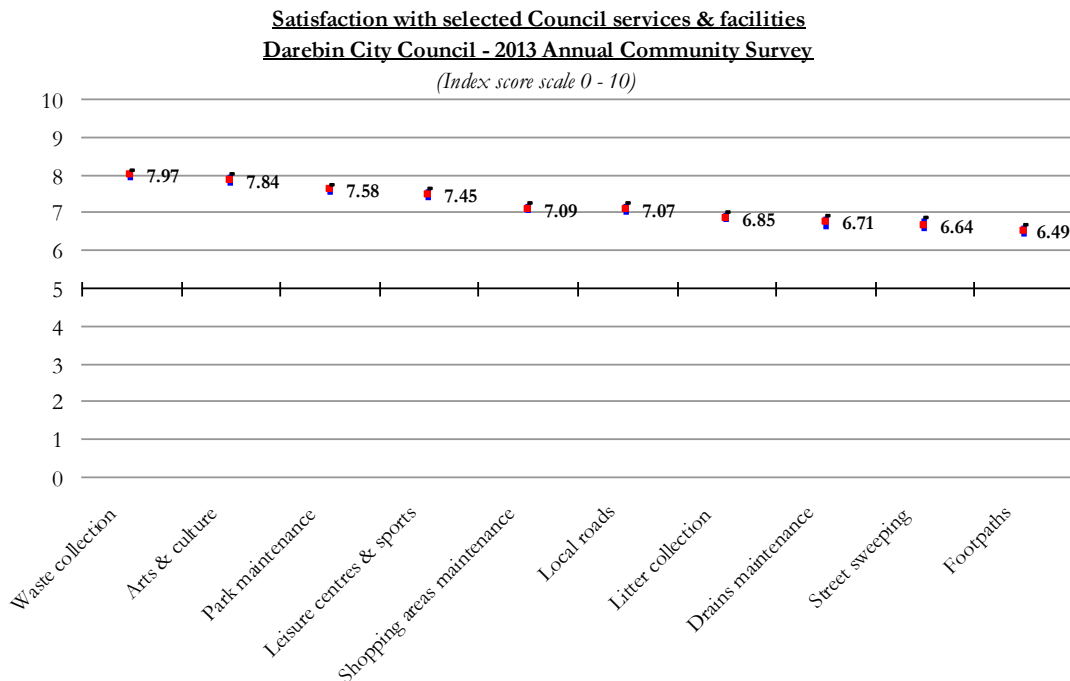
Satisfaction with services and facilities

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

Combining these ten broad service area scores into an average satisfaction with Council services score; the 2013 average was 7.17, almost identical to the 7.15 from 2012. The *Governing Melbourne* average satisfaction with services and facilities for metropolitan Melbourne was 7.34, very slightly and not measurably higher than the Darebin average of 7.17. It is important to note however that *Governing Melbourne* measured satisfaction with 28 individual services rather than the ten broad areas measured for the City of Darebin and that the comparison the results is provided for indicative purposes only.

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

- ⊗ **Excellent** for “waste collection services” and “arts and culture facilities and services”.
- ⊗ **Very good** for “the maintenance of parks, reserves and open spaces” and “leisure centres and sports facilities”.
- ⊗ **Good** for “the maintenance and cleaning of shopping area”, “local roads”, “litter collection”, “drains maintenance”, and “street sweeping”.
- ⊗ **Solid** for “footpaths”.

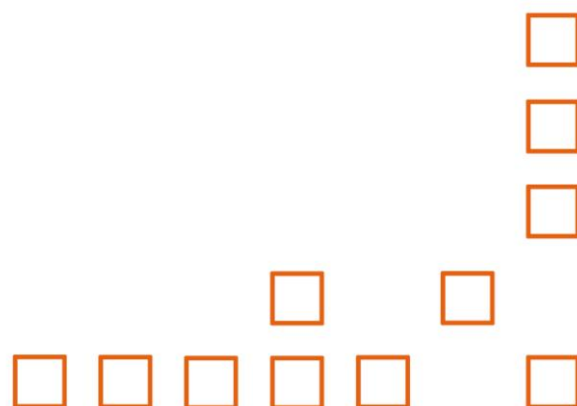


More than four-fifths of respondents were satisfied with eight of ten broad services, and three quarters were satisfied with the other two services, those being “footpath maintenance and repairs” and “street sweeping”.

Attention is drawn to the approximately one-sixth of respondents dissatisfied with each of “footpath maintenance and repairs”, “street sweeping” and “maintenance and repair of storm water drains”, and the ten percent of respondents dissatisfied with “maintenance and repair of local roads” and “litter collection in public areas”.

Satisfaction with selected Council services and facilities
Darebin City Council - 2013 Annual Community Survey (4th Quarter)
(Number and percent of total respondents)

<i>Service</i>	<i>Dissatisfied (0 - 4)</i>	<i>Neutral (5)</i>	<i>Satisfied (6 - 10)</i>	<i>Can't say</i>
Maintenance and repair of local roads	10.1%	8.4%	81.5%	8
Footpath maintenance and repair	17.0%	9.7%	73.4%	7
Street sweeping	16.5%	8.9%	74.6%	16
Litter collection in public areas	11.3%	8.3%	80.4%	23
Maintenance & repair of storm water drains	14.0%	6.0%	80.0%	70
Maint. & clean shopping areas along roads	6.1%	6.4%	87.5%	32
Waste collection services	5.9%	3.5%	90.6%	3
Maintenance of parks, reserves & open spaces	4.6%	4.9%	90.5%	40
Darebin leisure centres & sports facilities	3.5%	3.8%	92.7%	0
Arts and culture	2.3%	2.3%	95.5%	4



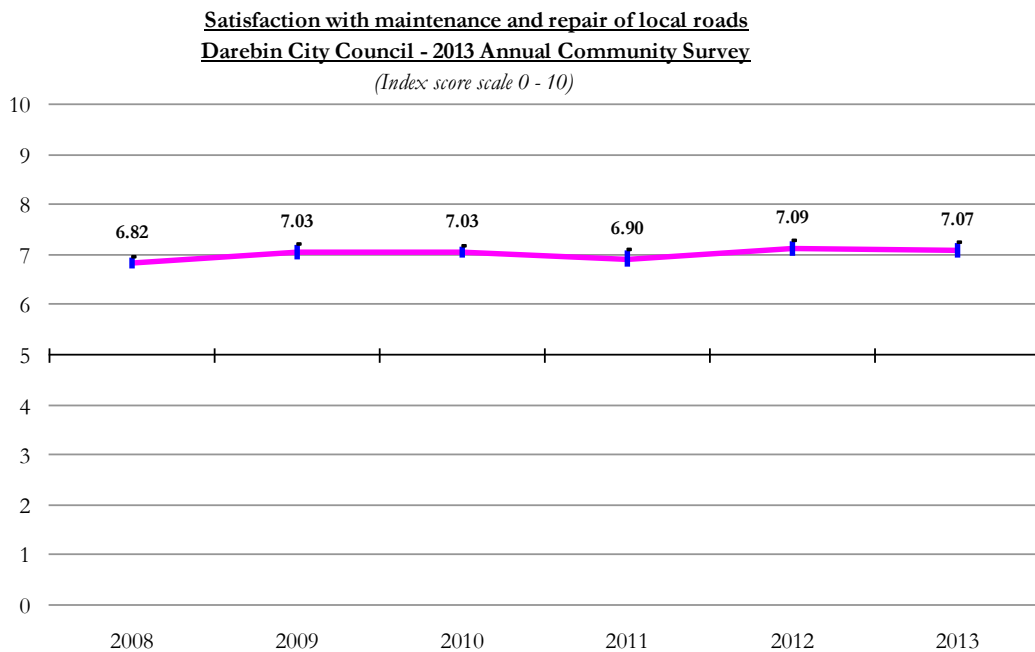


Maintenance and repair of local roads

Respondents were asked:

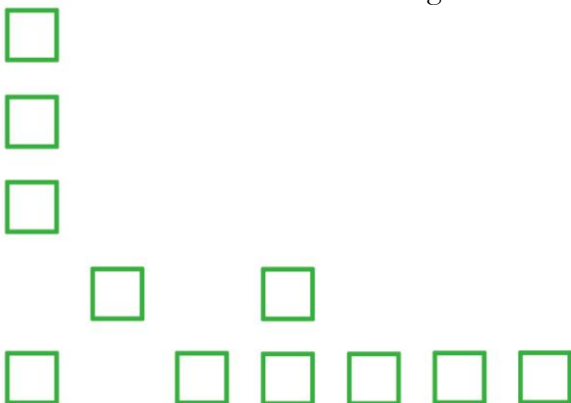
“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”

Satisfaction with the maintenance and repair of local roads in the City of Darebin decreased very marginally in 2013, from 7.09 to 7.07. This level of satisfaction remains best categorised as “good” and remains close to the highest recorded level. It is of note that satisfaction with the maintenance and repair of local roads has remained remarkably stable around the long-term average of 6.99.



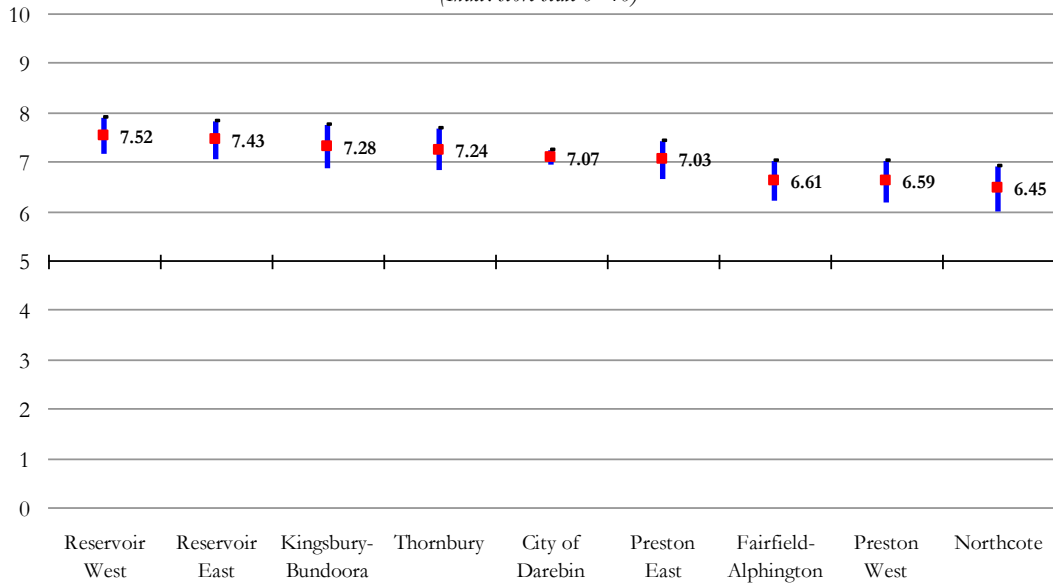
There was measurable variation in satisfaction with the maintenance and repair of local roads across the precincts comprising the City of Darebin.

- ⊗ Respondents Reservoir West and East were somewhat more satisfied than the municipal average, and at levels categorised as “very good”.
- ⊗ Respondents from Northcote, Preston West and Fairfield-Alphington were measurably less satisfied than the municipal average, and at levels categorised as “solid” and “good”.



Satisfaction with maintenance and repair of local roads by precinct
Darebin City Council - 2013 Annual Community Survey

(Index score scale 0 - 10)



There was no measurable variation in satisfaction across the precincts comprising the City of Darebin, given the relatively small sample size of one hundred respondents for each of the eight precincts.

It is observed that satisfaction with the maintenance and repair of local roads increased in Reservoir West and East, Kingsbury-Bundoora and Thornbury, and decreased in Preston West, Fairfield-Alphington, Preston East and Northcote.

Satisfaction with maintenance and repair of local roads
Darebin City Council - 2013 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Lower</i>	<i>Range Mean</i>	<i>Upper</i>
Reservoir West	2009	98	6.33	6.73	7.14
	2010	93	6.44	6.85	7.26
	2011	136	6.64	6.91	7.18
	2012	100	6.73	7.05	7.37
	2013	100	7.15	7.52	7.89
Reservoir East	2009	99	6.50	6.93	7.36
	2010	98	7.17	7.42	7.67
	2011	157	6.57	6.94	7.31
	2012	97	6.53	6.98	7.43
	2013	100	7.05	7.43	7.81
Kingsbury-Bundoora	2009	98	7.09	7.40	7.71
	2010	100	6.77	7.05	7.33
	2011	41	6.17	6.75	7.33
	2012	101	6.69	7.12	7.55
	2013	99	6.85	7.28	7.72
Thornbury	2009	99	6.66	7.10	7.53
	2010	96	6.82	7.18	7.53
	2011	107	7.02	7.39	7.76
	2012	95	6.49	6.94	7.39
	2013	98	6.82	7.24	7.65
Preston West	2009	100	7.03	7.31	7.59
	2010	98	6.23	6.58	6.94
	2011	83	6.19	6.69	7.19
	2012	100	6.82	7.25	7.68
	2013	100	6.16	6.59	7.02
Fairfield-Alphington	2009	100	7.13	7.42	7.71
	2010	100	6.65	7.03	7.41
	2011	45	6.48	7.12	7.76
	2012	98	6.50	6.86	7.21
	2013	99	6.19	6.61	7.02
Preston East	2009	98	6.99	7.29	7.58
	2010	101	6.30	6.63	6.97
	2011	89	6.19	6.65	7.10
	2012	96	6.96	7.34	7.73
	2013	97	6.66	7.03	7.40
Northcote	2009	91	6.38	6.78	7.18
	2010	99	6.84	7.16	7.49
	2011	129	6.34	6.71	7.09
	2012	101	6.84	7.19	7.54
	2013	98	6.00	6.45	6.90

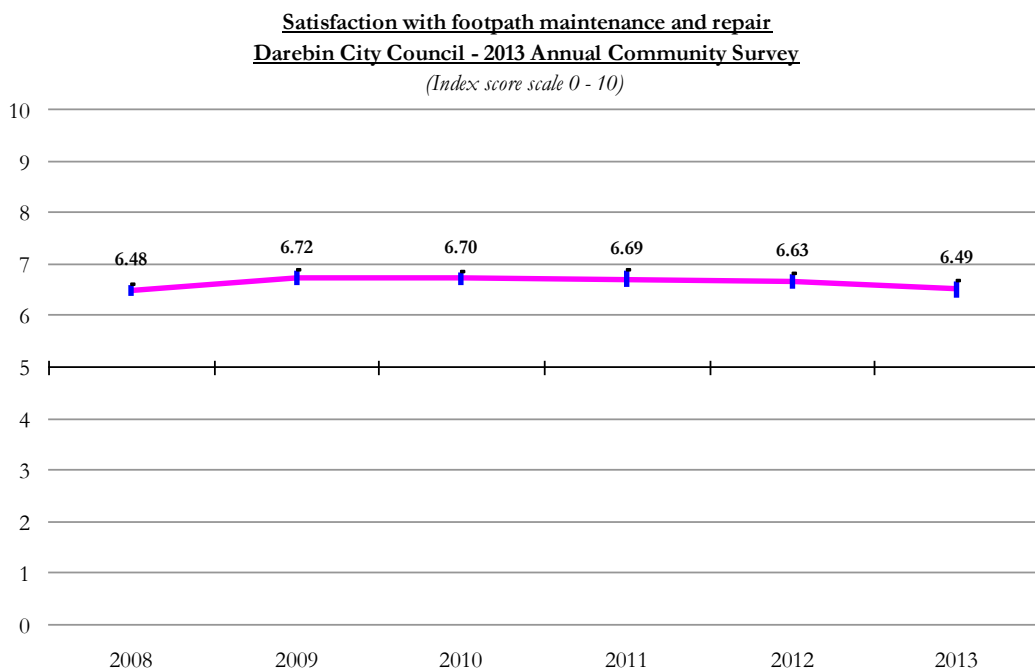
Footpath maintenance and repairs

Respondents were asked:

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

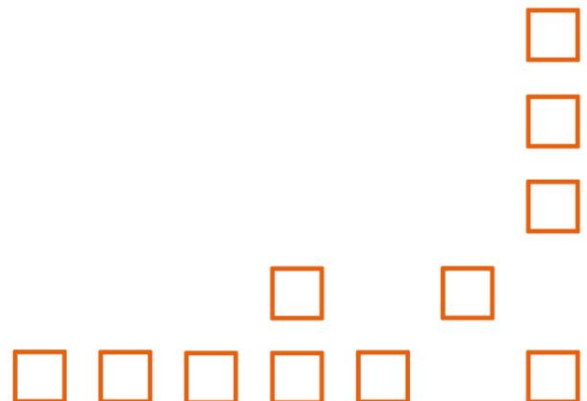
Satisfaction with footpath maintenance and repairs was rated at 6.49 in 2013, a decline of 2.1% from 2012. This level of satisfaction is best categorised as “solid”, a decline on the previous “good”.

Footpath maintenance and repairs was the lowest rated service in 2013.



Satisfaction with footpath maintenance and repairs was consistent across the municipality, with the exception of respondents from Northcote, who rated satisfaction at 5.62, a level categorised as “poor”.

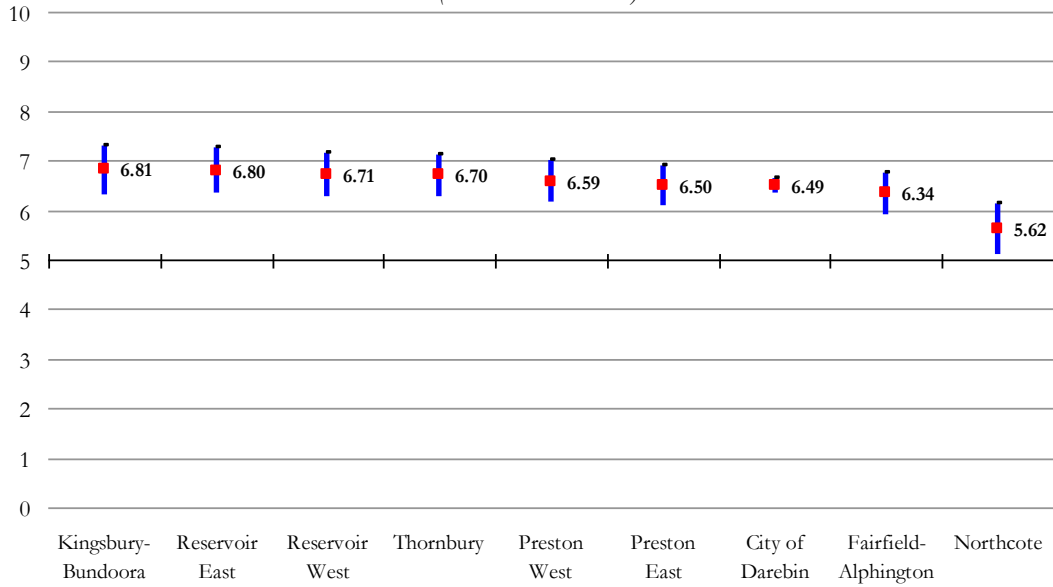
Satisfaction was rated as “solid” in Fairfield-Alphington and “good” elsewhere.





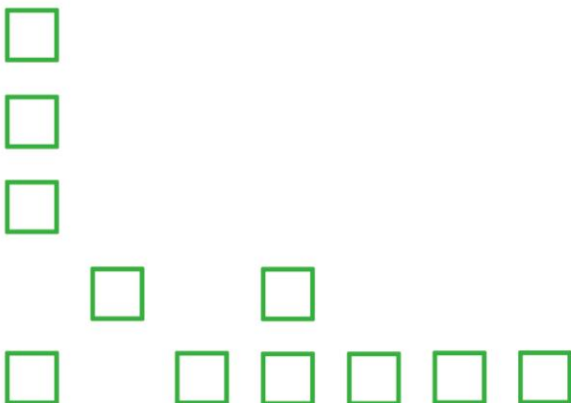
Satisfaction with footpath maintenance and repair by precinct
Darebin City Council - 2013 Annual Community Survey

(Index score scale 0 - 10)



There was no measurable change in satisfaction in any of the eight precincts comprising Darebin. Three precincts recorded an increase in satisfaction and five recorded a decrease in satisfaction.

It is observed that Northcote respondents' satisfaction with footpath maintenance and repairs has fallen from 7.02 in 2010 to 5.62 in 2013.



Satisfaction with footpath maintenance and repair
Darebin City Council - 2013 Annual Community Survey
 (Number and index score 0 - 10)

Precinct	Year	Number	Lower	Range Mean	Upper
Kingsbury-Bundoora	2009	99	6.35	6.71	7.06
	2010	98	6.23	6.60	6.98
	2011	40	6.02	6.56	7.09
	2012	100	6.54	6.99	7.44
	2013	99	6.33	6.81	7.29
Reservoir East	2009	100	6.05	6.46	6.87
	2010	99	6.57	6.87	7.16
	2011	155	6.36	6.72	7.09
	2012	97	6.38	6.72	7.06
	2013	98	6.34	6.80	7.25
Reservoir West	2009	100	5.98	6.38	6.78
	2010	98	5.98	6.42	6.85
	2011	136	6.48	6.75	7.01
	2012	99	6.33	6.69	7.04
	2013	99	6.27	6.71	7.15
Thornbury	2009	99	6.88	7.28	7.69
	2010	99	6.42	6.83	7.24
	2011	108	6.60	6.99	7.38
	2012	99	5.80	6.26	6.72
	2013	99	6.28	6.70	7.12
Preston West	2009	100	6.67	6.96	7.25
	2010	99	6.10	6.46	6.81
	2011	82	6.38	6.80	7.21
	2012	99	6.67	7.11	7.55
	2013	98	6.15	6.59	7.02
Preston East	2009	99	6.41	6.71	7.00
	2010	102	6.17	6.50	6.83
	2011	93	5.86	6.39	6.91
	2012	98	6.46	6.91	7.35
	2013	98	6.11	6.50	6.88
Fairfield-Alphington	2009	99	6.44	6.77	7.09
	2010	99	6.39	6.76	7.12
	2011	44	6.08	6.80	7.51
	2012	98	5.99	6.36	6.72
	2013	98	5.93	6.34	6.76
Northcote	2009	95	6.41	6.80	7.25
	2010	98	6.75	7.02	7.29
	2011	129	6.13	6.50	6.87
	2012	101	5.82	6.26	6.69
	2013	98	5.11	5.62	6.12

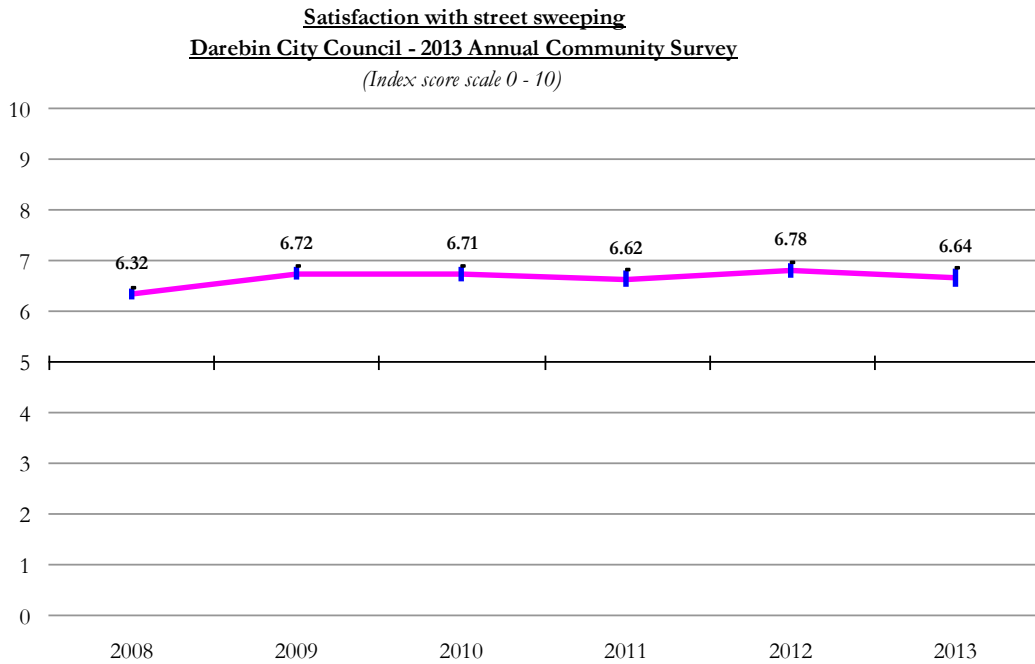


Street sweeping

Respondents were asked:

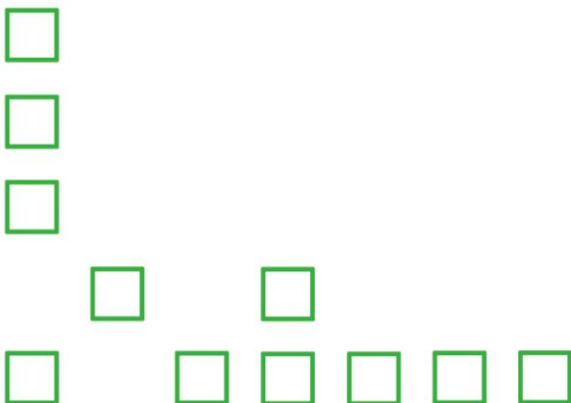
“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”

Satisfaction with street sweeping in the City of Darebin fell two percent in 2013, to 6.64, although it remains at a level best categorised as “good”. It is observed that satisfaction with street sweeping has remained very stable around the long-term average of 6.63.



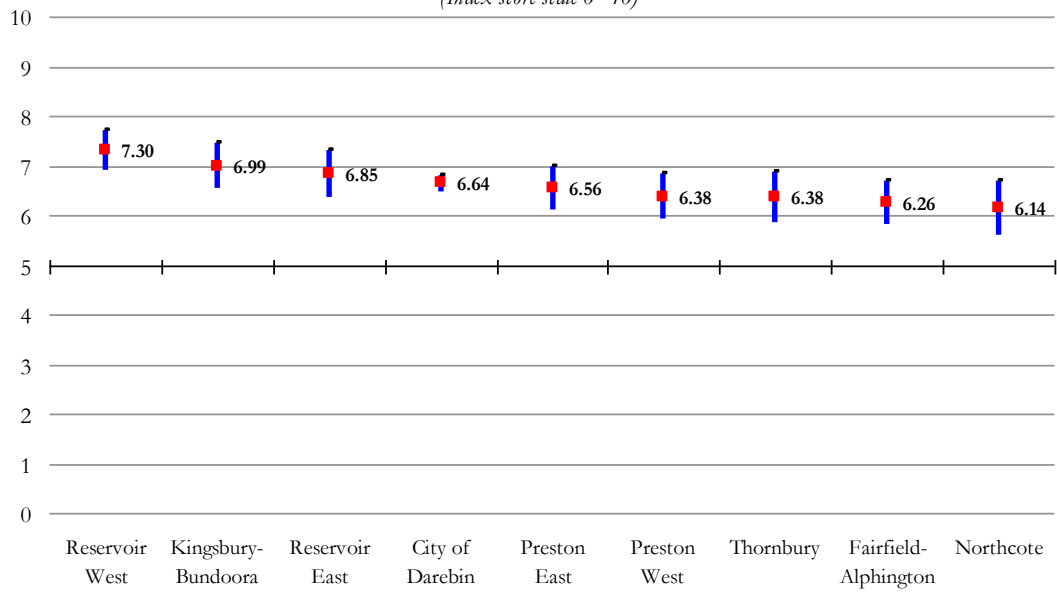
There was interesting variation in satisfaction with street sweeping across the precincts comprising Darebin.

- ⊗ Respondents from the northern precincts of Reservoir West and East and Kingsbury-Bundoora rated satisfaction somewhat higher than the municipal average.
- ⊗ Respondents from the southern precincts of Northcote, Fairfield-Alphington and Thornbury rated satisfaction somewhat lower than the municipal average.



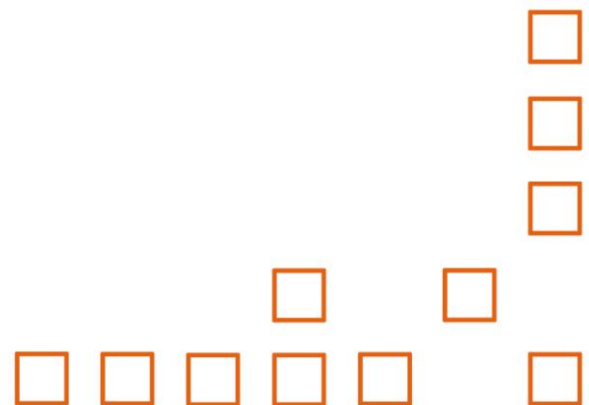
Satisfaction with street sweeping by precinct
Darebin City Council - 2013 Annual Community Survey

(Index score scale 0 - 10)



There was some measurable change in satisfaction in Preston West in 2013, down from 7.27 to 6.38.

It is observed that satisfaction increased in four precincts and decreased in four.



Satisfaction with street sweeping
Darebin City Council - 2013 Annual Community Survey
(Number and index score 0 - 10)

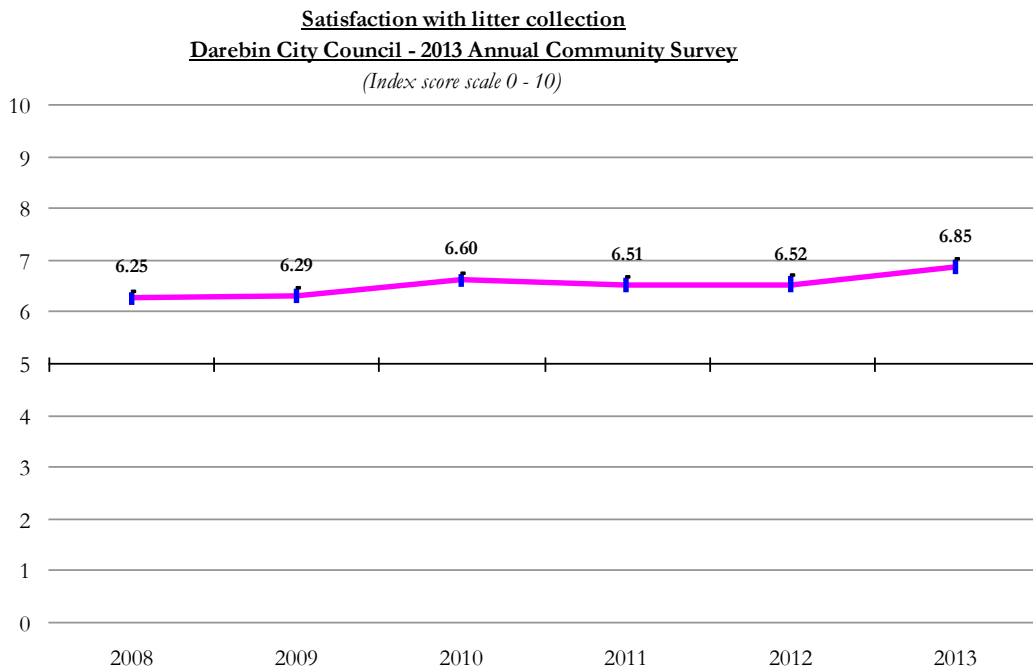
<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Lower</i>	<i>Range Mean</i>	<i>Upper</i>
Reservoir West	2009	98	6.76	7.12	7.48
	2010	96	6.35	6.71	7.07
	2011	139	6.30	6.64	6.98
	2012	96	6.56	6.90	7.24
	2013	99	6.90	7.30	7.71
Kingsbury-Bundoora	2009	99	6.57	6.88	7.19
	2010	99	6.81	7.15	7.50
	2011	40	5.88	6.55	7.23
	2012	98	6.30	6.68	7.07
	2013	99	6.53	6.99	7.45
Reservoir East	2009	98	6.30	6.66	7.03
	2010	98	6.80	7.11	7.43
	2011	150	6.52	6.86	7.21
	2012	96	6.32	6.75	7.18
	2013	97	6.38	6.85	7.32
Preston East	2009	99	6.36	6.71	7.05
	2010	99	6.38	6.70	7.02
	2011	91	6.22	6.64	7.05
	2012	99	6.47	6.93	7.39
	2013	98	6.12	6.56	7.00
Preston West	2009	98	5.85	6.24	6.64
	2010	95	5.84	6.23	6.63
	2011	80	5.93	6.46	7.00
	2012	100	6.93	7.27	7.61
	2013	100	5.93	6.38	6.83
Thornbury	2009	97	6.56	6.99	7.42
	2010	99	5.98	6.47	6.95
	2011	107	6.06	6.53	7.00
	2012	99	6.15	6.56	6.96
	2013	96	5.86	6.38	6.89
Fairfield-Alphington	2009	99	6.16	6.51	6.87
	2010	100	5.84	6.24	6.64
	2011	44	6.08	6.77	7.45
	2012	98	5.64	6.11	6.58
	2013	98	5.81	6.26	6.70
Northcote	2009	93	6.01	6.47	6.94
	2010	96	6.40	6.74	7.08
	2011	123	6.05	6.46	6.86
	2012	98	6.35	6.71	7.08
	2013	98	5.60	6.14	6.68

Litter collection in public places

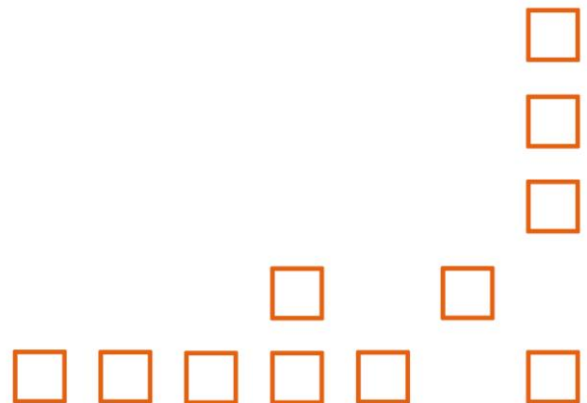
Respondents were asked:

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

Satisfaction with litter collection in public places in the City of Darebin increased five percent in 2013, up from 6.52 to 6.85. This level of satisfaction remains categorised as “good”.

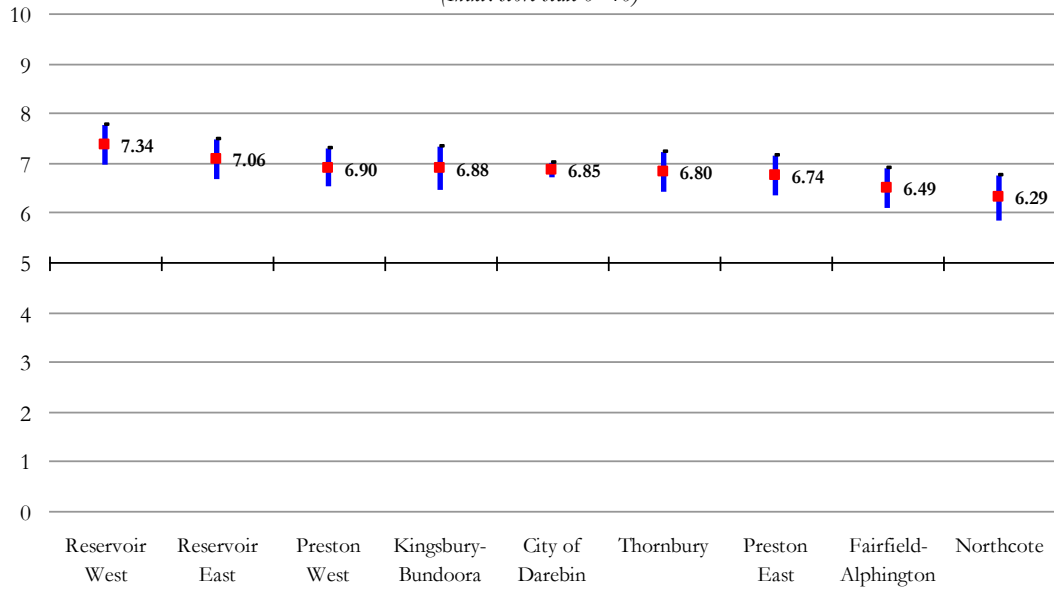


There was some variation in satisfaction with litter collection across the eight precincts comprising Darebin, with respondents in Reservoir West measurably more satisfied (7.34 or “very good”) and respondents in Northcote measurable less satisfied (6.29 or “solid”).



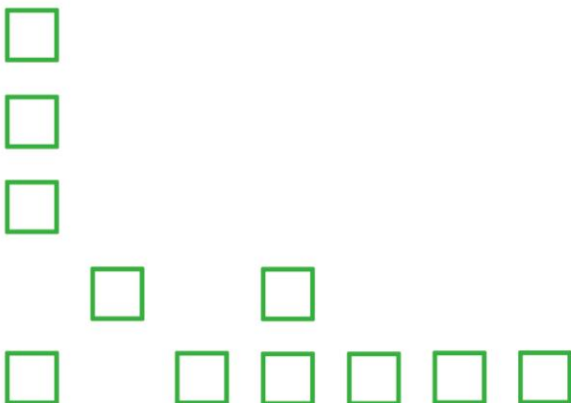


Satisfaction with litter collection in public areas by precinct
Darebin City Council - 2013 Annual Community Survey
(Index score scale 0 - 10)



There was some measurable variation in satisfaction in Reservoir West, up from 6.46 to 7.34. It is important to bear in mind the relatively small precinct sample size.

Respondents from six of the eight precincts recorded higher levels of satisfaction with litter collection in public areas and respondents from two precincts recorded lower satisfaction.



Satisfaction with litter collection in public places
Darebin City Council - 2013 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Range		
			Lower	Mean	Upper
Reservoir West	2009	98	6.01	6.40	6.78
	2010	90	6.19	6.58	6.97
	2011	132	6.5	6.84	7.18
	2012	98	6.01	6.46	6.91
	2013	96	6.94	7.34	7.75
Reservoir East	2009	98	5.99	6.42	6.85
	2010	96	6.64	6.96	7.28
	2011	149	6.34	6.66	6.98
	2012	96	6.19	6.67	7.14
	2013	99	6.67	7.06	7.45
Preston West	2009	98	5.52	5.95	6.38
	2010	95	5.89	6.30	6.70
	2011	82	5.99	6.50	7.00
	2012	97	6.22	6.69	7.17
	2013	97	6.51	6.90	7.28
Kingsbury-Bundoora	2009	98	6.44	6.76	7.09
	2010	97	6.50	6.85	7.19
	2011	40	5.60	6.27	6.93
	2012	98	6.49	6.89	7.29
	2013	96	6.44	6.88	7.31
Thornbury	2009	99	5.94	6.35	6.77
	2010	97	6.06	6.49	6.91
	2011	106	5.98	6.39	6.80
	2012	95	5.89	6.28	6.67
	2013	100	6.4	6.80	7.2
Preston East	2009	98	5.83	6.20	6.58
	2010	98	6.07	6.45	6.82
	2011	90	5.87	6.33	6.78
	2012	96	6.43	6.89	7.34
	2013	92	6.33	6.74	7.15
Fairfield-Alphington	2009	99	6.16	6.52	6.89
	2010	98	6.13	6.48	6.83
	2011	44	6.22	6.78	7.33
	2012	98	5.93	6.32	6.70
	2013	99	6.08	6.49	6.89
Northcote	2009	95	5.53	6.01	6.49
	2010	91	6.23	6.57	6.91
	2011	125	5.80	6.21	6.62
	2012	99	5.75	6.21	6.67
	2013	97	5.85	6.29	6.73

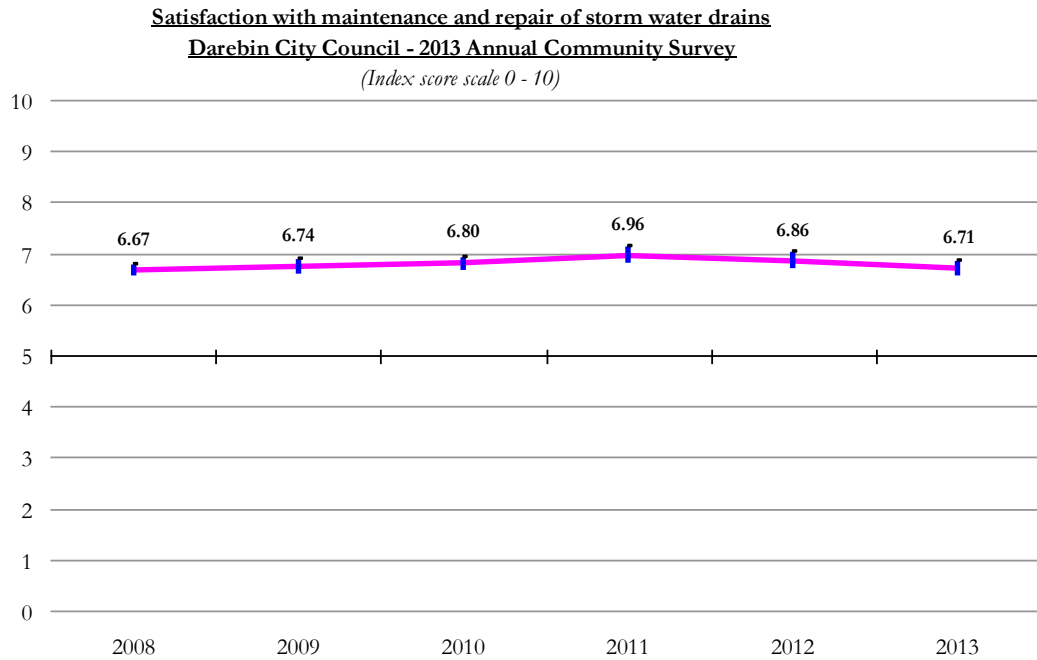


Maintenance and repair of storm water drains

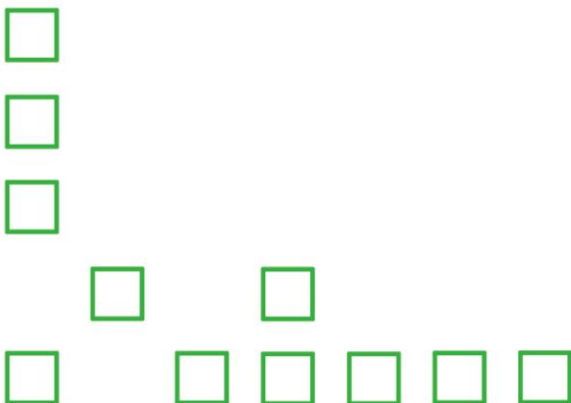
Respondents were asked:

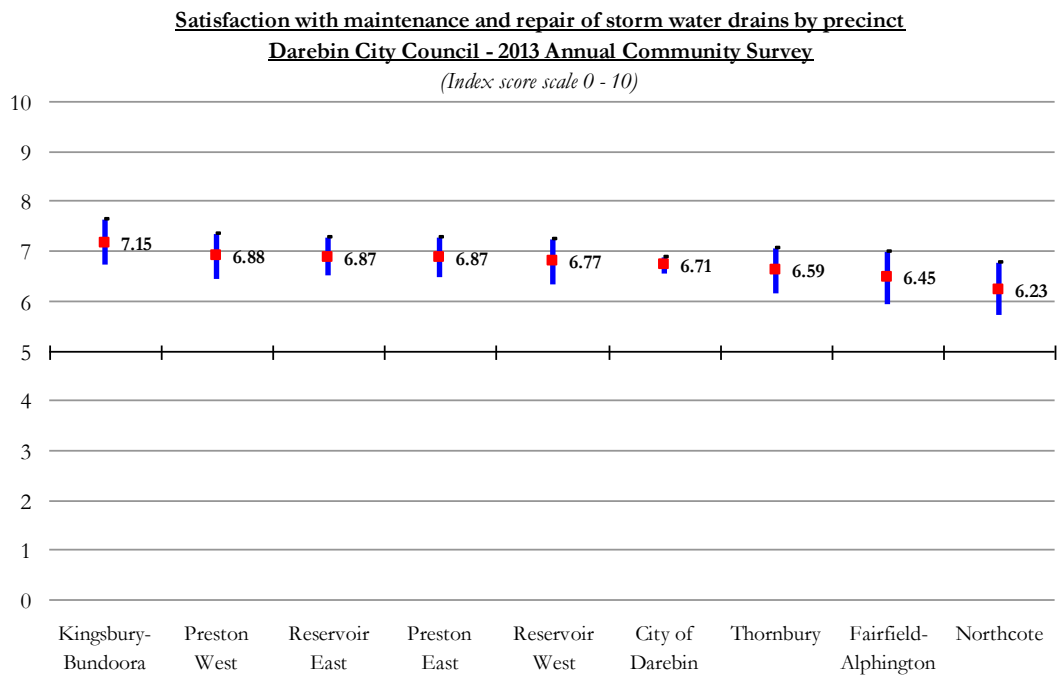
“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”

Satisfaction with the maintenance and cleaning of storm water drains fell 2.2% in 2013 from 6.86 to 6.71. This level of satisfaction remains categorised as “good”. Despite this small decline in 2013, satisfaction with the maintenance and repair of storm water drains has remained stable around the long-term average of 6.79.



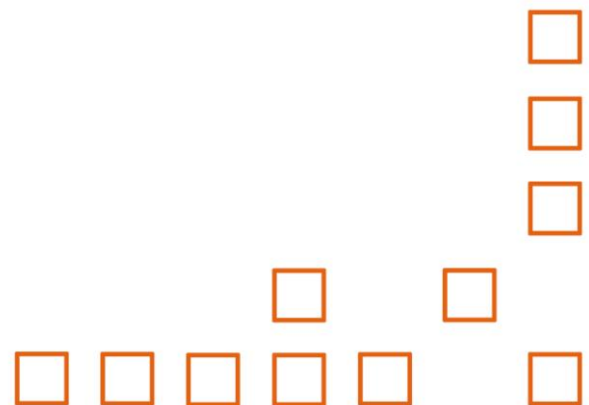
There was a little variation in this result across the eight precincts comprising the City of Darebin, with respondents from Fairfield-Alphington and Northcote rating satisfaction somewhat, albeit not measurably lower and at levels categorised as “solid”. Respondents from the other six precincts rated satisfaction at levels categorised as “good”.





Given the relatively small precinct sample size, there was no measurable change in satisfaction across the eight precincts comprising Darebin.

Respondents in three precincts recorded an increase in satisfaction and respondents in five precincts recorded a decrease in satisfaction.



Satisfaction with maintenance and repair of storm water drains

Darebin City Council - 2013 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Lower	Range Mean	Upper
Kingsbury-Bundoora	2009	93	6.79	7.07	7.36
	2010	92	7.15	7.40	7.65
	2011	38	6.31	6.93	7.54
	2012	93	6.51	6.94	7.36
	2013	98	6.70	7.15	7.60
Preston West	2009	92	6.10	6.50	6.90
	2010	94	6.16	6.51	6.86
	2011	75	6.57	7.03	7.49
	2012	84	6.80	7.24	7.68
	2013	93	6.43	6.88	7.33
Reservoir East	2009	91	5.86	6.34	6.82
	2010	89	6.53	6.88	7.23
	2011	139	6.77	7.09	7.42
	2012	91	6.61	7.10	7.59
	2013	94	6.51	6.87	7.24
Preston East	2009	93	6.58	6.84	7.10
	2010	96	6.33	6.70	7.07
	2011	78	6.43	6.87	7.31
	2012	95	6.35	6.80	7.25
	2013	89	6.48	6.87	7.25
Reservoir West	2009	90	6.42	6.78	7.13
	2010	82	6.22	6.66	7.09
	2011	120	6.64	6.95	7.26
	2012	92	6.39	6.82	7.24
	2013	92	6.32	6.77	7.22
Thornbury	2009	90	7.21	7.68	8.15
	2010	89	6.58	6.97	7.36
	2011	94	6.89	7.26	7.62
	2012	89	5.94	6.40	6.87
	2013	88	6.13	6.59	7.05
Fairfield-Alphington	2009	91	6.48	6.83	7.19
	2010	94	6.30	6.70	7.10
	2011	42	6.18	6.83	7.47
	2012	89	6.13	6.52	6.91
	2013	92	5.93	6.45	6.96
Northcote	2009	76	5.81	6.31	6.82
	2010	87	6.47	6.79	7.11
	2011	115	6.24	6.66	7.08
	2012	89	6.54	6.92	7.30
	2013	88	5.70	6.23	6.76

Maintenance and cleaning of shopping areas

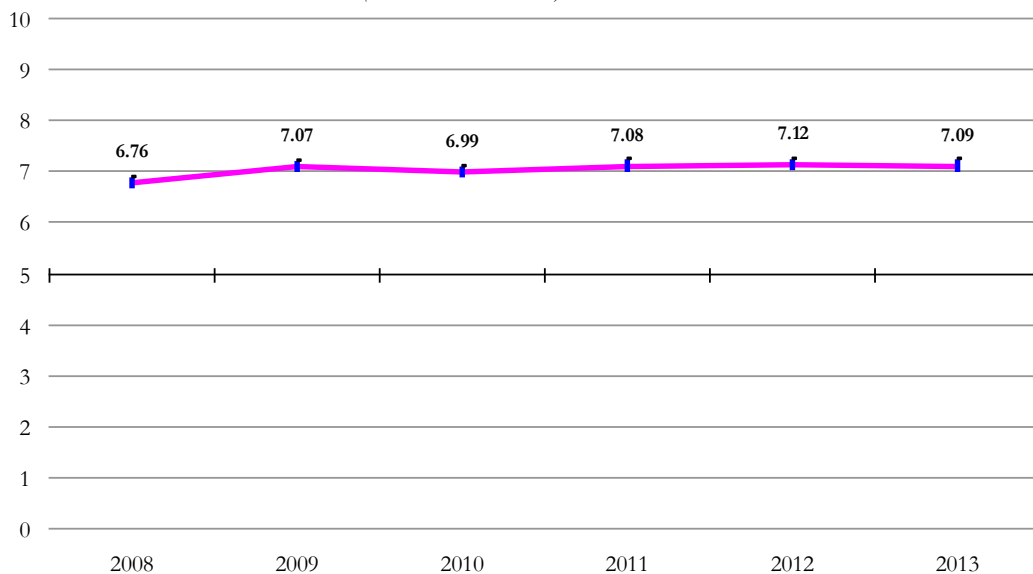
Respondents were asked:

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

Satisfaction with the maintenance and cleaning of shopping areas was rated at 7.09 in 2013, down very marginally on the 7.12 recorded in 2012. This level of satisfaction is best categorised as “good”, the same categorisation as in each previous survey.

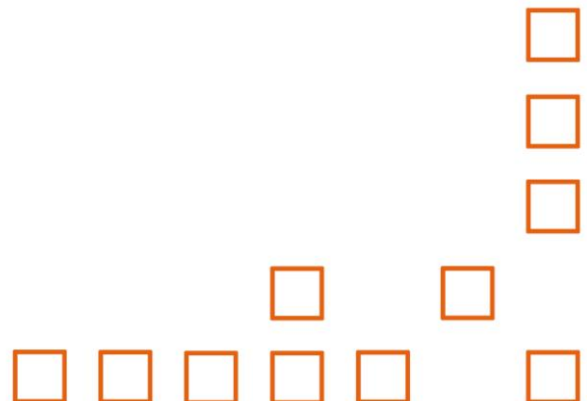
It is observed that satisfaction with the maintenance and cleaning of shopping areas along roads has remained remarkably stable over the course of the last six years at or around the long-term average of 7.01.

Satisfaction with maintenance and cleaning of shopping areas along roads
Darebin City Council - 2013 Annual community Survey
 (Index score scale 0 - 10)



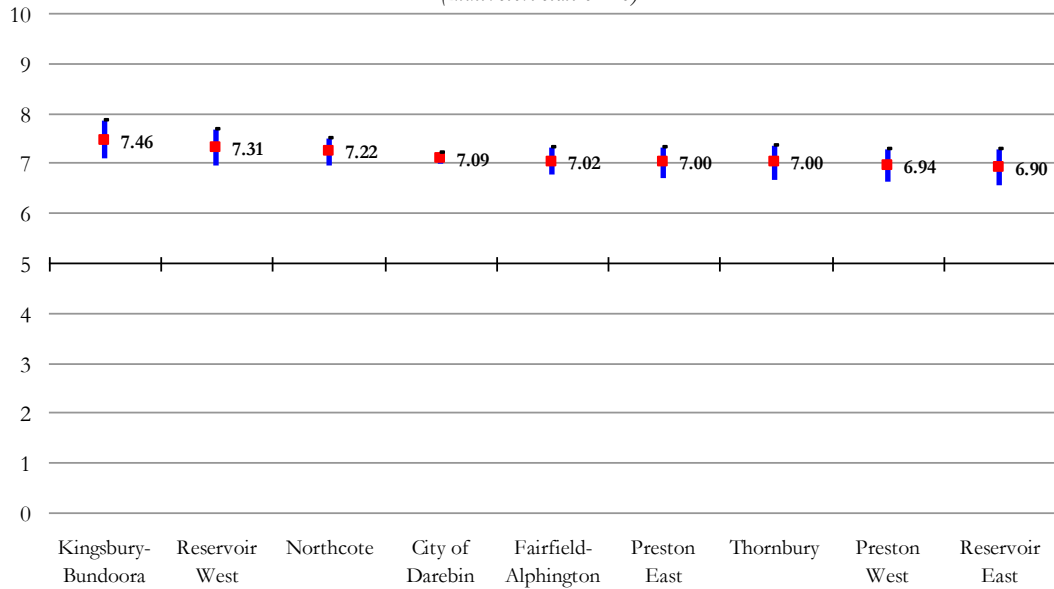
There was no measurable variation in satisfaction with the maintenance and cleaning of shopping areas along roads across the eight precincts comprising the City of Darebin.

That said respondents from Kingsbury-Bundoora and Reservoir West rated satisfaction somewhat higher than the municipal average, at levels best categorised as “very good”.



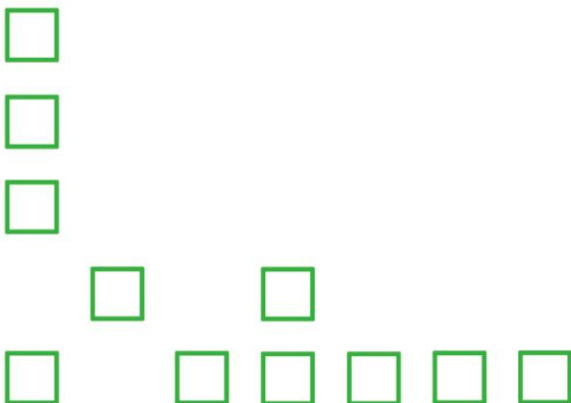


Satisfaction with maintenance and cleaning of shopping areas by precinct
Darebin City Council - 2013 Annual Community Survey
(Index score scale 0 - 10)



Given the relatively small precinct sample size, there was no measurable change in satisfaction in any of the eight precincts.

It is observed that satisfaction with the maintenance and cleaning of shopping areas increased in three precincts and decreased in five precincts.



Satisfaction with maintenance and cleaning of shopping areas
Darebin City Council - 2013 Annual Community Survey
 (Number and index score 0 - 10)

Precinct	Year	Number	Lower	Range Mean	Upper
Kingsbury-Bundoora	2009	97	7.24	7.48	7.73
	2010	97	7.17	7.41	7.66
	2011	40	6.66	7.09	7.52
	2012	98	6.91	7.22	7.54
	2013	97	7.1	7.46	7.83
Reservoir West	2009	100	6.72	7.03	7.34
	2010	93	6.56	6.89	7.23
	2011	138	6.87	7.18	7.50
	2012	94	6.45	6.80	7.15
	2013	97	6.95	7.31	7.67
Northcote	2009	91	6.85	7.19	7.52
	2010	92	6.66	6.94	7.21
	2011	125	6.93	7.21	7.49
	2012	99	6.92	7.19	7.46
	2013	99	6.95	7.22	7.49
Fairfield-Alphington	2009	97	6.83	7.12	7.41
	2010	97	6.55	6.89	7.22
	2011	44	6.43	7.00	7.57
	2012	98	6.84	7.12	7.40
	2013	99	6.75	7.02	7.29
Preston East	2009	98	6.94	7.16	7.39
	2010	101	6.70	6.97	7.24
	2011	87	6.68	7.05	7.43
	2012	98	6.71	7.09	7.47
	2013	95	6.68	7.00	7.32
Thornbury	2009	95	6.77	7.07	7.38
	2010	99	6.82	7.14	7.47
	2011	103	7.12	7.42	7.72
	2012	95	6.86	7.15	7.43
	2013	96	6.65	7.00	7.35
Preston West	2009	97	6.43	6.75	7.08
	2010	98	6.18	6.52	6.86
	2011	81	6.53	6.95	7.37
	2012	94	6.89	7.26	7.62
	2013	94	6.61	6.94	7.26
Reservoir East	2009	98	6.62	7.02	7.42
	2010	97	6.93	7.19	7.44
	2011	154	6.45	6.77	7.10
	2012	95	6.82	7.22	7.62
	2013	93	6.53	6.90	7.28



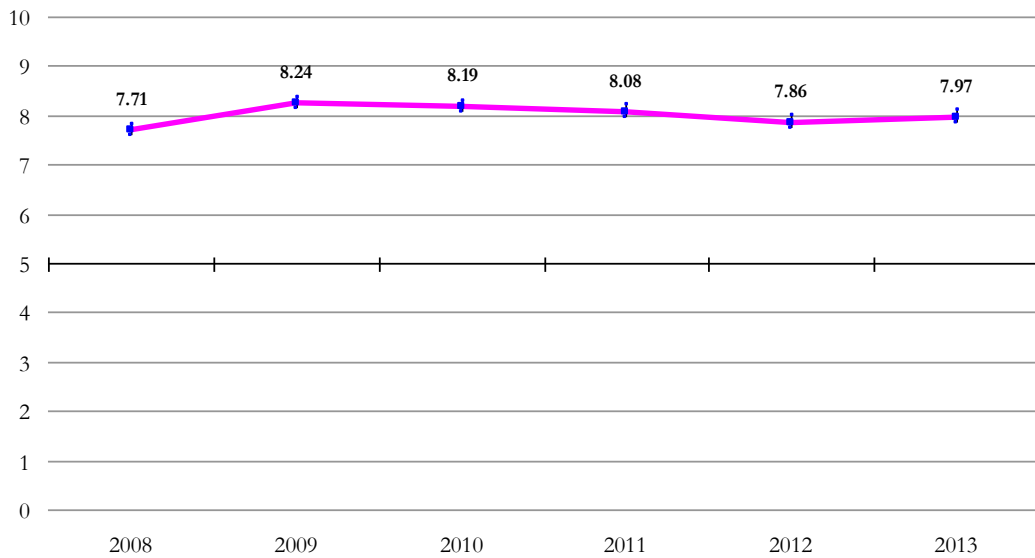
Waste collection services

Respondents were asked:

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

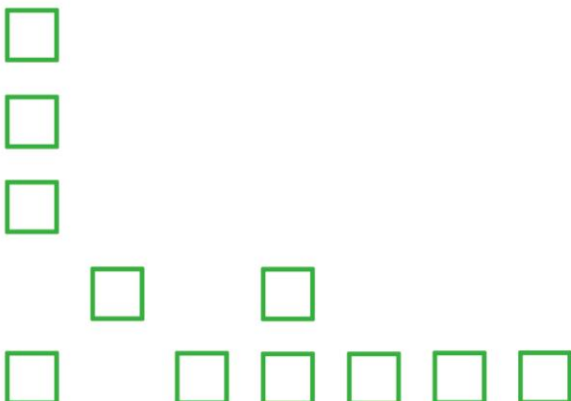
Satisfaction with waste collection services increased 1.4% in 2013, up from 7.86 to 7.97. This increase is not statistically significant and satisfaction remains at a level best categorised as “excellent”. Waste collection services recorded the highest level of satisfaction out of all the listed services in the last four years.

Satisfaction with waste collection services
Darebin City Council - 2013 Annual Community Survey
(Index score scale 0 - 10)



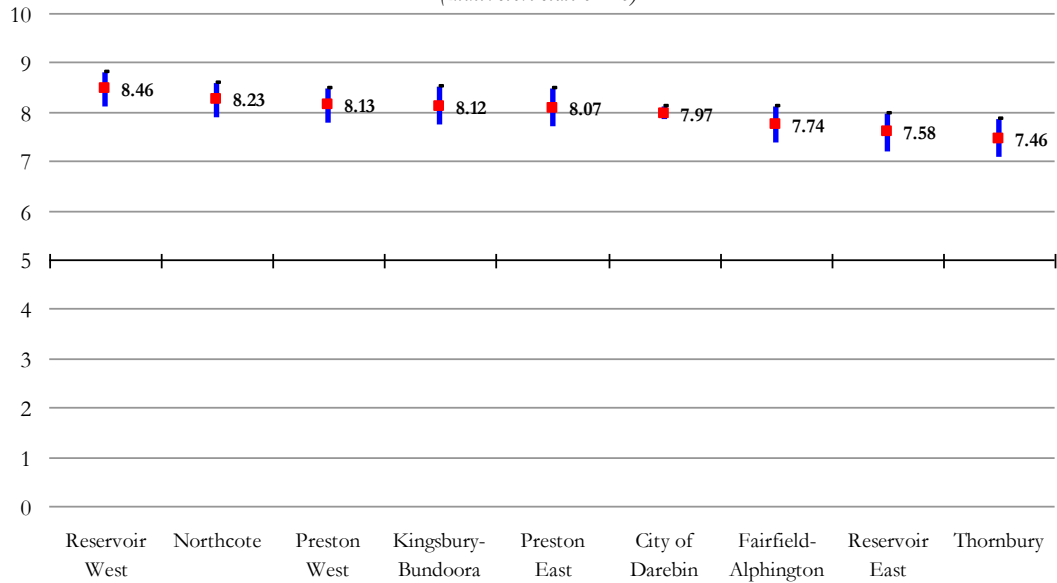
There was some variation in this result across the eight precincts comprising the City of Darebin, although the variation was not statistically significant. It is observed that:

- ⊗ Respondents from Reservoir West and to a lesser extent Northcote rated satisfaction somewhat higher than the municipal average.
- ⊗ Respondents from Thornbury and Reservoir East rated satisfaction somewhat lower than the municipal average, and at levels best categorised as “very good”.



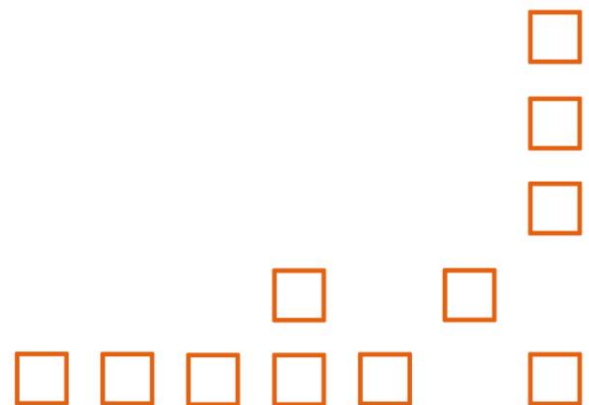
Satisfaction with waste collection services by precinct
Darebin City Council - 2013 Annual Community Survey

(Index score scale 0 - 10)



Given the relatively small precinct sample size, there was no measurable change in satisfaction in any of the eight precincts comprising Darebin.

It is however observed that satisfaction increased in four precincts and decreased in four.



Satisfaction with waste collection services
Darebin City Council - 2013 Annual Community Survey
(Number and index score 0 - 10)

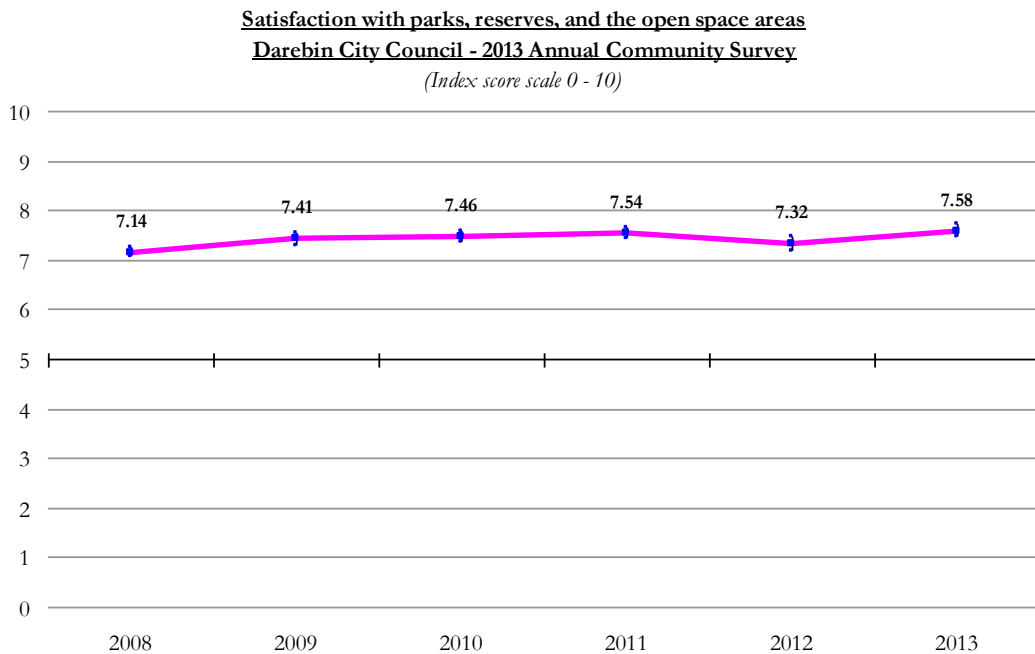
<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Lower</i>	<i>Range Mean</i>	<i>Upper</i>
Reservoir West	2009	100	8.38	8.59	8.80
	2010	97	8.39	8.62	8.85
	2011	139	7.93	8.22	8.51
	2012	100	7.40	7.78	8.16
	2013	99	8.12	8.46	8.78
Northcote	2009	86	7.62	8.01	8.40
	2010	99	7.97	8.25	8.54
	2011	129	7.52	7.82	8.11
	2012	101	7.28	7.59	7.91
	2013	100	7.89	8.23	8.57
Preston West	2009	101	7.61	7.96	8.32
	2010	99	7.70	8.03	8.36
	2011	83	7.65	7.99	8.33
	2012	100	7.66	8.10	8.54
	2013	99	7.78	8.13	8.48
Kingsbury-Bundoora	2009	98	8.01	8.25	8.50
	2010	99	7.98	8.25	8.52
	2011	40	7.58	8.08	8.58
	2012	101	7.68	8.01	8.34
	2013	100	7.75	8.12	8.49
Preston East	2009	100	7.76	8.03	8.30
	2010	102	7.45	7.77	8.08
	2011	93	7.13	7.59	8.04
	2012	99	7.67	8.08	8.50
	2013	100	7.69	8.07	8.45
Fairfield-Alphington	2009	100	7.66	7.97	8.28
	2010	100	7.55	7.86	8.17
	2011	45	7.47	8.04	8.61
	2012	100	7.55	7.85	8.15
	2013	100	7.39	7.74	8.09
Reservoir East	2009	100	7.97	8.27	8.57
	2010	100	8.11	8.35	8.59
	2011	154	7.92	8.24	8.56
	2012	99	7.41	7.80	8.19
	2013	100	7.19	7.58	7.97
Thornbury	2009	99	8.19	8.49	8.80
	2010	98	7.59	7.92	8.25
	2011	109	8.19	8.50	8.81
	2012	99	7.59	7.97	8.35
	2013	99	7.08	7.46	7.83

Maintenance of parks, reserves and open spaces

Respondents were asked:

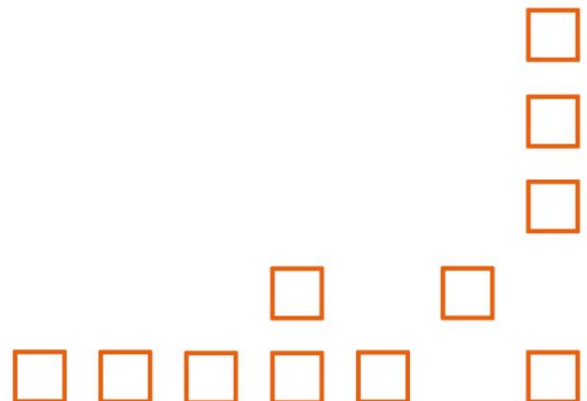
“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”

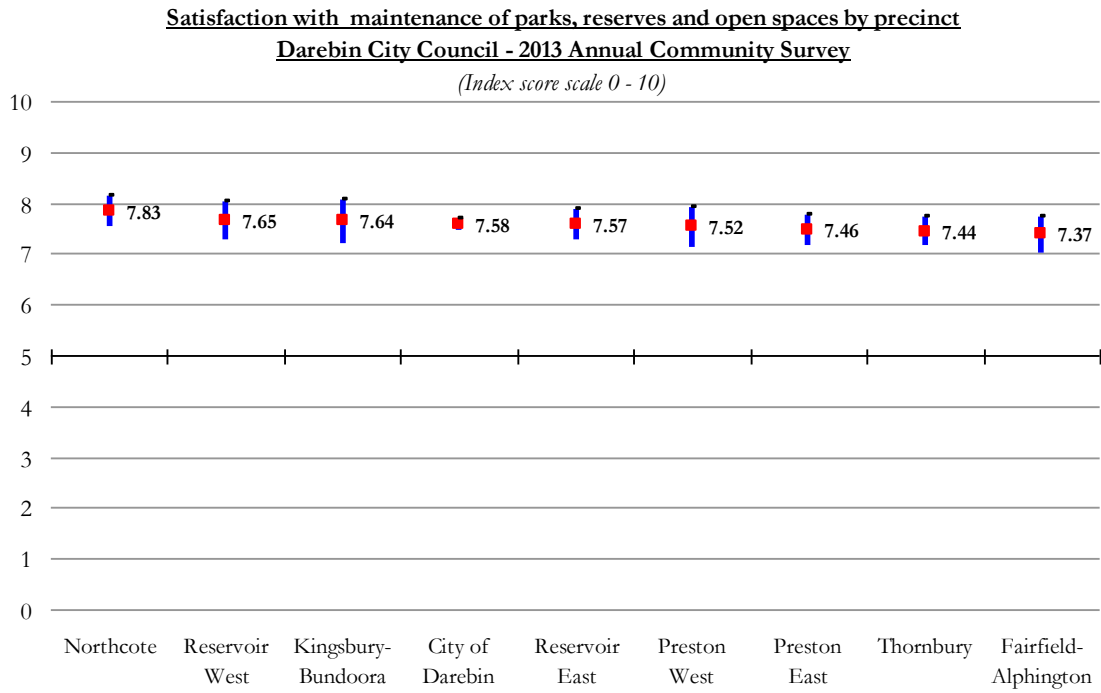
Satisfaction with Council's maintenance of parks, reserves and opens spaces increased 3.5% in 2013, from 7.32 to 7.58. This level of satisfaction is best categorised as “very good”. Satisfaction has remained relatively stable around the long-term average of 7.40.



There was little variation satisfaction with parks, reserves and open space areas across the eight precincts comprising the City of Darebin.

Respondents from Northcote rated satisfaction somewhat (albeit not measurably) more satisfied than the municipal average, rating satisfaction at a level best categorised as “excellent”.





There was no measurable change in satisfaction with the maintenance of parks, reserves and open spaces across the eight precincts comprising the City of Darebin. This is due at least in part to the relatively small precinct sample size.

It is observed however that satisfaction increased in five precincts and decreased in three precincts.



Satisfaction with maintenance of parks, reserves and open spaces
Darebin City Council - 2013 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Lower</i>	<i>Range Mean</i>	<i>Upper</i>
Northcote	2009	93	7.11	7.45	7.79
	2010	98	7.33	7.55	7.77
	2011	126	7.17	7.49	7.81
	2012	98	7.11	7.44	7.76
	2013	96	7.53	7.83	8.14
Reservoir West	2009	99	7.30	7.58	7.87
	2010	91	7.20	7.51	7.81
	2011	128	7.44	7.67	7.91
	2012	97	6.76	7.07	7.38
	2013	96	7.29	7.65	8.01
Kingsbury-Bundoora	2009	94	7.34	7.58	7.83
	2010	97	7.11	7.37	7.63
	2011	40	6.65	7.24	7.82
	2012	99	6.92	7.27	7.62
	2013	97	7.21	7.64	8.07
Reservoir East	2009	95	6.85	7.20	7.55
	2010	94	7.02	7.29	7.56
	2011	143	7.43	7.70	7.97
	2012	94	6.60	7.07	7.55
	2013	93	7.28	7.57	7.86
Preston West	2009	96	7.24	7.53	7.82
	2010	94	6.80	7.07	7.35
	2011	80	7.04	7.39	7.74
	2012	95	6.67	7.07	7.47
	2013	96	7.14	7.52	7.91
Preston East	2009	95	6.59	6.94	7.28
	2010	98	6.98	7.28	7.58
	2011	88	6.96	7.33	7.71
	2012	98	7.33	7.66	8.00
	2013	92	7.17	7.46	7.75
Thornbury	2009	99	7.28	7.62	7.98
	2010	98	7.64	7.92	8.20
	2011	102	7.13	7.48	7.83
	2012	93	7.31	7.65	7.98
	2013	98	7.16	7.44	7.72
Fairfield-Alphington	2009	95	7.25	7.48	7.72
	2010	96	7.41	7.67	7.92
	2011	43	7.39	7.83	8.28
	2012	96	7.32	7.59	7.87
	2013	92	7.02	7.37	7.72

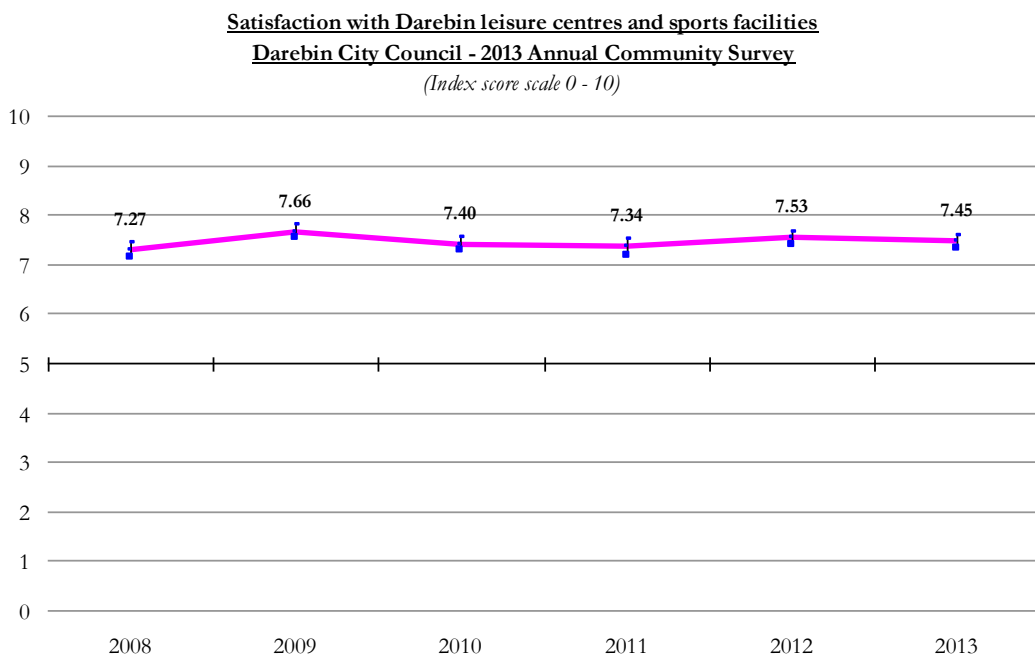


Darebin leisure centres and sports facilities

Respondents were asked:

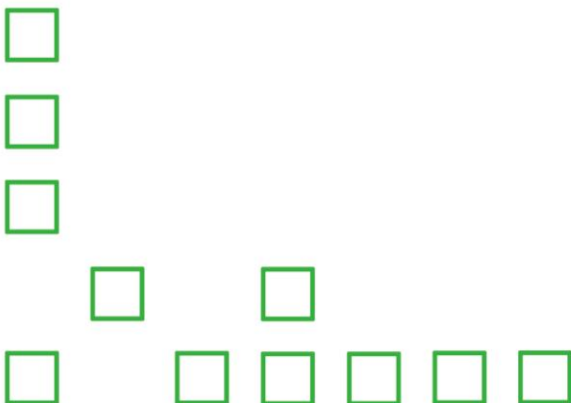
“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”

Satisfaction with Darebin leisure centres and sports facilities decreased one percent from 7.53 to 7.45 in 2013. This decrease is not statistically significant and satisfaction remains best categorised as “very good”. The long-term average satisfaction with Darebin leisure centres and sports facilities is 7.44.



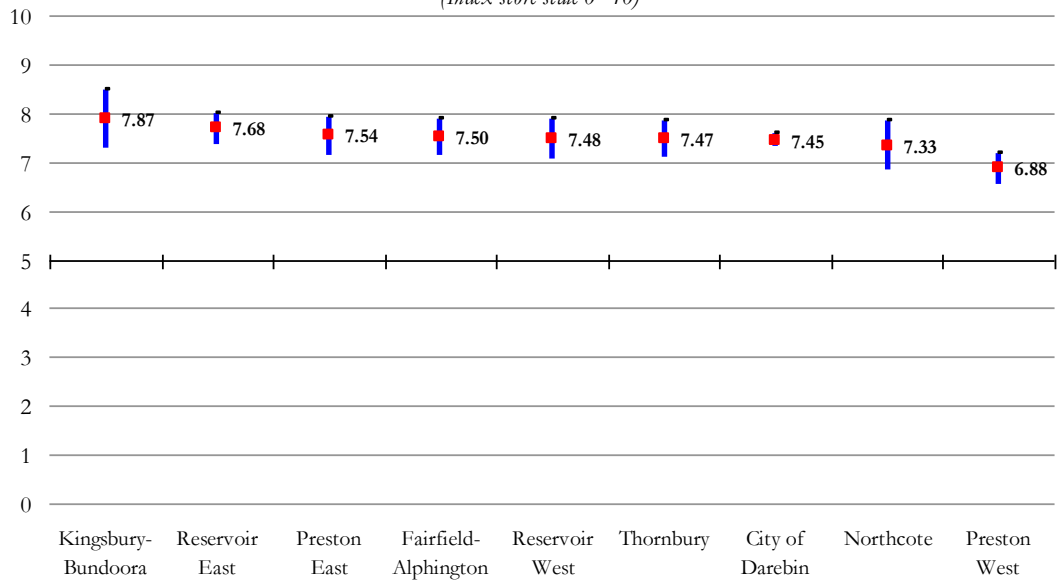
There was some measurable variation in satisfaction with Darebin leisure centres and sports facilities across the eight precincts comprising the City of Darebin.

- ⊗ Respondents from Kingsbury-Bundoora rated satisfaction somewhat higher than the municipal average at a level best categorised as “excellent”.
- ⊗ Respondents from Preston West rated satisfaction measurably lower than the municipal average, at a level best categorised as “good”.



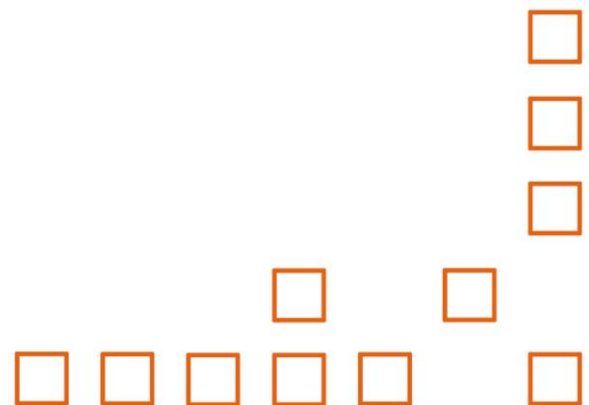
Satisfaction with leisure centres and sports facilities by precinct
Darebin City Council - 2013 Annual Community Survey

(Index score scale 0 - 10)



Respondents from Preston West recorded a measurably lower level of satisfaction with this service, down from 7.73 to 6.88.

It is observed that satisfaction increased in five precincts and decreased in three precincts.



Satisfaction with Darebin leisure centres and sports facilities
Darebin City Council - 2013 Annual Community Survey
(Number and index score 0 - 10)

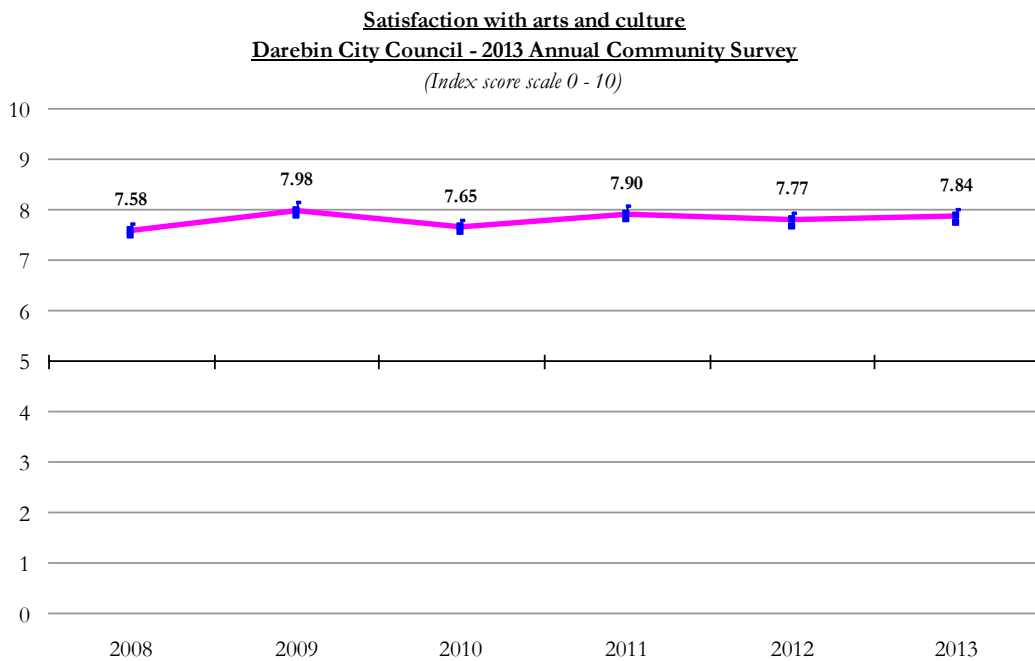
<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Lower</i>	<i>Range Mean</i>	<i>Upper</i>
Kingsbury-Bundoora	2009	47	7.68	8.00	8.32
	2010	46	6.87	7.22	7.56
	2011	18	6.29	7.14	7.98
	2012	39	6.86	7.36	7.86
	2013	39	7.29	7.87	8.46
Reservoir East	2009	45	7.06	7.53	8.01
	2010	47	7.13	7.45	7.76
	2011	59	6.98	7.43	7.89
	2012	52	6.98	7.48	7.98
	2013	50	7.37	7.68	7.99
Preston East	2009	51	7.24	7.59	7.94
	2010	53	6.72	7.06	7.40
	2011	37	6.47	7.00	7.53
	2012	48	7.66	8.06	8.47
	2013	41	7.15	7.54	7.92
Fairfield-Alphington	2009	56	7.54	7.77	8.00
	2010	50	7.11	7.44	7.77
	2011	23	7.12	7.75	8.37
	2012	51	6.80	7.31	7.83
	2013	52	7.13	7.50	7.87
Reservoir West	2009	54	7.18	7.56	7.93
	2010	47	7.04	7.55	8.06
	2011	61	6.89	7.32	7.75
	2012	52	7.36	7.67	7.99
	2013	50	7.08	7.48	7.88
Thornbury	2009	70	7.75	8.11	8.48
	2010	43	7.70	7.95	8.20
	2011	55	7.62	7.96	8.30
	2012	50	6.96	7.32	7.68
	2013	62	7.09	7.47	7.85
Northcote	2009	55	7.00	7.45	7.91
	2010	52	6.86	7.19	7.52
	2011	68	6.59	7.04	7.49
	2012	71	6.95	7.30	7.64
	2013	61	6.83	7.33	7.83
Preston West	2009	47	7.07	7.45	7.83
	2010	45	6.83	7.20	7.57
	2011	30	6.48	7.00	7.52
	2012	49	7.36	7.73	8.10
	2013	49	6.56	6.88	7.19

Arts and cultural facilities/services

Respondents were asked:

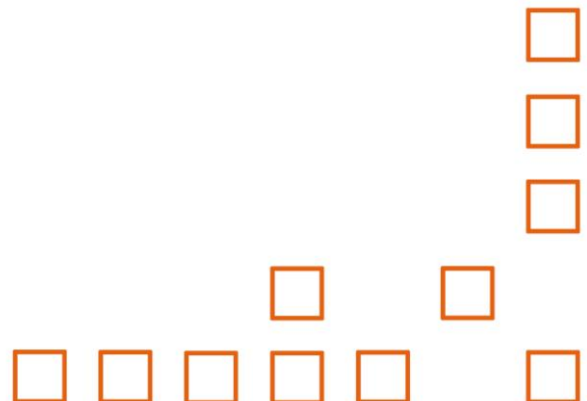
“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”

Satisfaction with arts and cultural services and facilities increased 0.9% in 2013, from 7.77 to 7.84. Despite this decrease, satisfaction remains at a level best categorised as “excellent”, and similar to the long-term average of 7.78.



There was relatively little variation in satisfaction with arts and cultural facilities / services across the eight precincts comprising the City of Darebin.

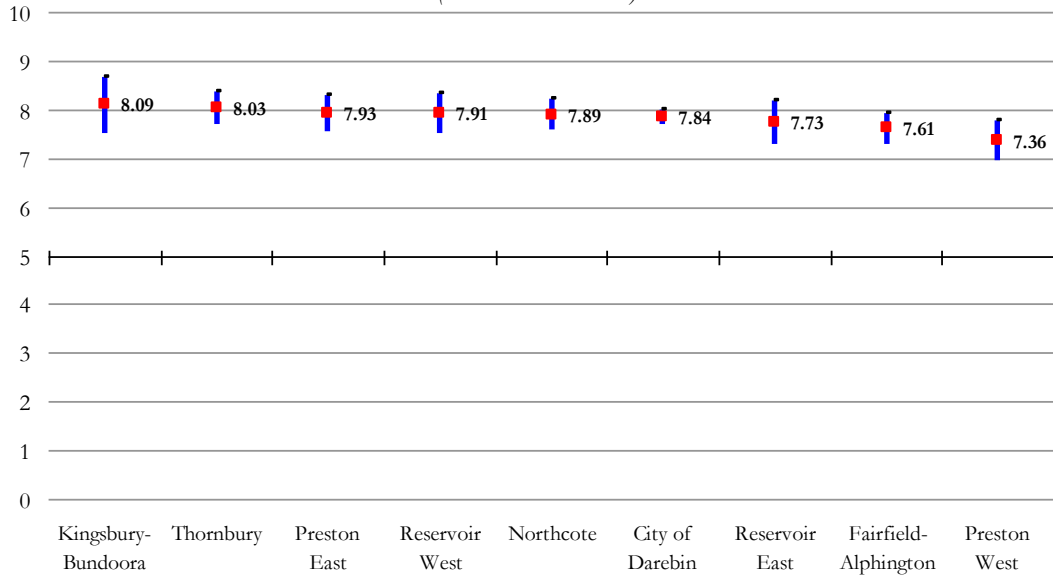
Respondents from Preston West rated satisfaction measurably lower than the municipal average, and at a level of satisfaction best categorised as “very good”.





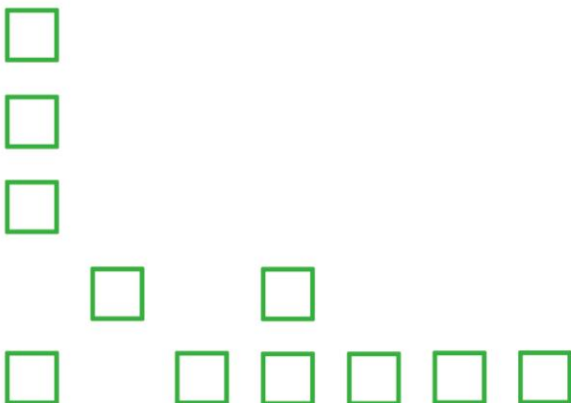
Satisfaction with arts and cultural facilities / services by precinct
Darebin City Council - 2013 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with this service decreased in Preston West in 2013, down from 8.16 to 7.36.

Satisfaction increased in five precincts and decreased in three precincts.



Satisfaction with arts and cultural facilities/services
Darebin City Council - 2013 Annual Community Survey
 (Number and index score 0 - 10)

Precinct	Year	Number	Lower	Range Mean	Upper
Kingsbury-Bundoora	2009	53	7.46	7.75	8.05
	2010	39	7.08	7.46	7.84
	2011	18	7.03	7.64	8.25
	2012	52	6.71	7.13	7.55
	2013	45	7.5	8.09	8.68
Thornbury	2009	75	8.01	8.35	8.69
	2010	52	7.63	7.94	8.25
	2011	77	8.01	8.30	8.58
	2012	60	7.54	7.90	8.26
	2013	67	7.68	8.03	8.38
Preston East	2009	62	7.76	8.03	8.30
	2010	57	7.27	7.58	7.89
	2011	44	7.60	8.02	8.44
	2012	54	8.04	8.35	8.66
	2013	45	7.56	7.93	8.30
Reservoir West	2009	52	7.06	7.54	8.01
	2010	56	7.48	7.82	8.16
	2011	68	7.48	7.84	8.19
	2012	57	7.35	7.63	7.92
	2013	57	7.50	7.91	8.33
Northcote	2009	80	7.86	8.21	8.56
	2010	58	7.28	7.55	7.82
	2011	88	7.36	7.60	7.84
	2012	72	7.25	7.54	7.84
	2013	63	7.57	7.89	8.21
Reservoir East	2009	45	7.85	8.13	8.42
	2010	50	7.41	7.74	8.07
	2011	55	7.81	8.14	8.47
	2012	38	7.15	7.61	8.06
	2013	44	7.27	7.73	8.19
Fairfield-Alphington	2009	81	7.37	7.59	7.82
	2010	63	7.25	7.64	8.02
	2011	26	7.49	8.05	8.62
	2012	73	7.50	7.81	8.11
	2013	59	7.30	7.61	7.92
Preston West	2009	67	7.35	7.67	8.00
	2010	59	6.93	7.20	7.47
	2011	48	7.06	7.48	7.91
	2012	58	7.85	8.16	8.46
	2013	47	6.95	7.36	7.77



Governance and leadership

Meeting the needs of the multicultural community

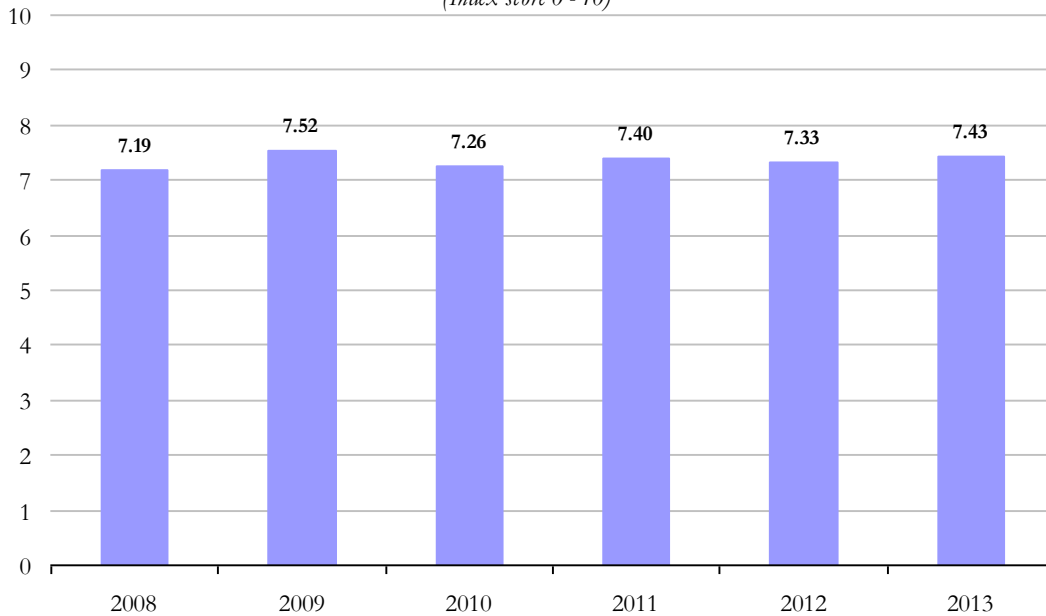
Respondents were asked:

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

Satisfaction with Council’s performance in meeting the needs of the multicultural community increased 1.3% in 2013, from 7.33 to 7.43. Satisfaction with this aspect of governance and leadership remains at a level best categorised as “very good” and similar to the long-term average of 7.36.

Satisfaction with Council's multicultural performance
Darebin City Council - 2013 Annual Community Survey

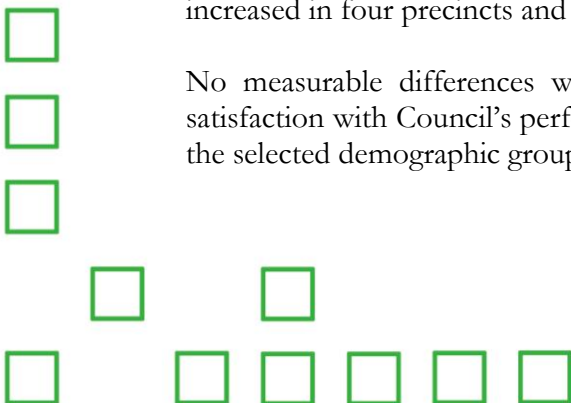
(Index score 0 - 10)



There was some minor variation in satisfaction with this aspect of governance across the municipality, with respondents from Fairfield-Alphington rating satisfaction measurably lower than the municipal average and at a level best categorised as “good”.

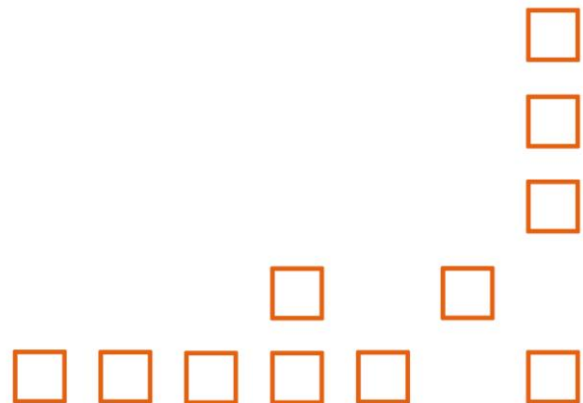
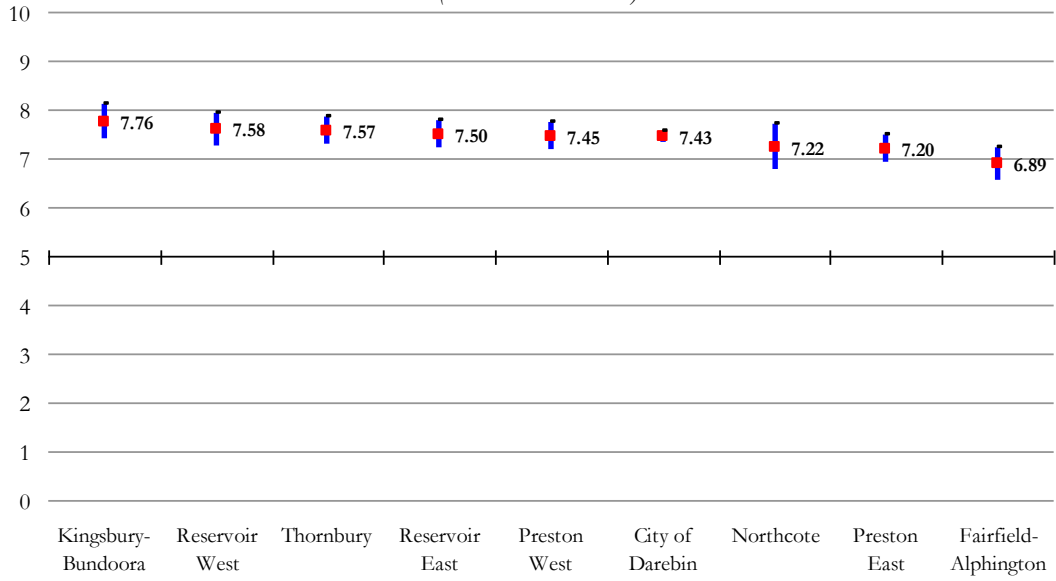
Respondents from Kingsbury-Bundoora recorded a measurably higher level of satisfaction with this service, up from 7.05 to 7.76. It is observed that satisfaction increased in four precincts and decreased in four precincts.

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



Satisfaction with Council's multicultural performance by precinct
Darebin City Council - 2013 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with Council's multicultural performance
Darebin City Council - 2013 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Lower</i>	<i>Range Mean</i>	<i>Upper</i>
Kingsbury-Bundoora	2009	82	7.15	7.47	7.78
	2010	79	6.83	7.14	7.45
	2011	32	6.89	7.32	7.75
	2012	81	6.70	7.05	7.40
	2013	87	7.40	7.76	8.12
Reservoir West	2009	79	7.41	7.62	7.84
	2010	88	7.21	7.48	7.75
	2011	95	7.03	7.38	7.73
	2012	84	6.87	7.23	7.58
	2013	77	7.26	7.58	7.91
Thornbury	2009	84	7.55	7.83	8.12
	2010	85	7.18	7.55	7.92
	2011	76	7.09	7.49	7.89
	2012	70	7.22	7.54	7.86
	2013	77	7.30	7.57	7.84
Reservoir East	2009	78	7.08	7.40	7.73
	2010	93	6.89	7.12	7.35
	2011	92	7.21	7.50	7.79
	2012	78	6.50	6.92	7.35
	2013	78	7.21	7.50	7.79
Preston West	2009	82	7.12	7.48	7.85
	2010	79	6.47	6.79	7.09
	2011	70	6.76	7.12	7.48
	2012	79	7.31	7.67	8.03
	2013	87	7.17	7.45	7.73
Northcote	2009	60	7.11	7.51	7.91
	2010	82	7.18	7.43	7.68
	2011	83	7.27	7.46	7.65
	2012	80	7.18	7.44	7.69
	2013	54	6.76	7.22	7.69
Preston East	2009	92	7.02	7.30	7.59
	2010	82	6.66	6.96	7.27
	2011	59	7.06	7.41	7.77
	2012	72	7.46	7.75	8.04
	2013	70	6.91	7.20	7.49
Fairfield-Alphington	2009	80	6.93	7.27	7.61
	2010	77	7.13	7.39	7.65
	2011	31	6.95	7.45	7.95
	2012	71	6.81	7.17	7.52
	2013	73	6.56	6.89	7.22

Satisfaction with Council's multicultural performance
Darebin City Council - 2013 Annual Community Survey
 (Number and index score 0 - 10)

Variable	Number	2013		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	13	6.65	7.33	8.01
20 - 35 yrs	146	7.47	7.69	7.91
36 - 45 yrs	170	6.98	7.22	7.46
46 - 60 yrs	153	7.11	7.32	7.53
61 - 75 yrs	80	7.39	7.64	7.88
76 yrs and over	27	7.03	7.54	8.05
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	94	6.96	7.21	7.46
Two parent family (5 to 12 yrs)	74	6.83	7.20	7.56
Two parent family (13 to 18 yrs)	40	7.03	7.43	7.83
Two parent family (adult children only)	62	7.07	7.46	7.85
One parent family (0 to 4 yrs)	na	na	na	na
One parent family (5 to 12 yrs)	7	5.42	6.75	8.07
One parent family (13 to 18 yrs)	3	1.87	7.41	10.00
One parent family (adult children only)	15	7.19	7.78	8.38
Group household	71	7.31	7.64	7.96
Sole person household	65	7.40	7.75	8.10
Couple only household	143	7.21	7.44	7.66
<i>Housing situation</i>				
Own this home	290	7.26	7.41	7.57
Mortgage	145	6.99	7.24	7.48
Renting this home	140	7.45	7.68	7.91
Renting from Office of Housing	6	5.63	6.96	8.29
<i>Period of residence</i>				
Less than one year	48	7.32	7.68	8.05
One to less than five years	121	7.30	7.54	7.78
Five to less than ten years	93	7.16	7.43	7.70
Ten years or more	328	7.20	7.36	7.52
<i>Non-English speaking background</i>				
English speaking	280	7.40	7.55	7.69
Non-English speaking	151	7.16	7.43	7.70
<i>Disability</i>				
Yes	42	7.52	7.92	8.33
No	543	7.28	7.40	7.51
<i>Gender</i>				
Male	297	7.25	7.40	7.55
Female	291	7.31	7.48	7.64
City of Darebin	592	7.32	7.43	7.55



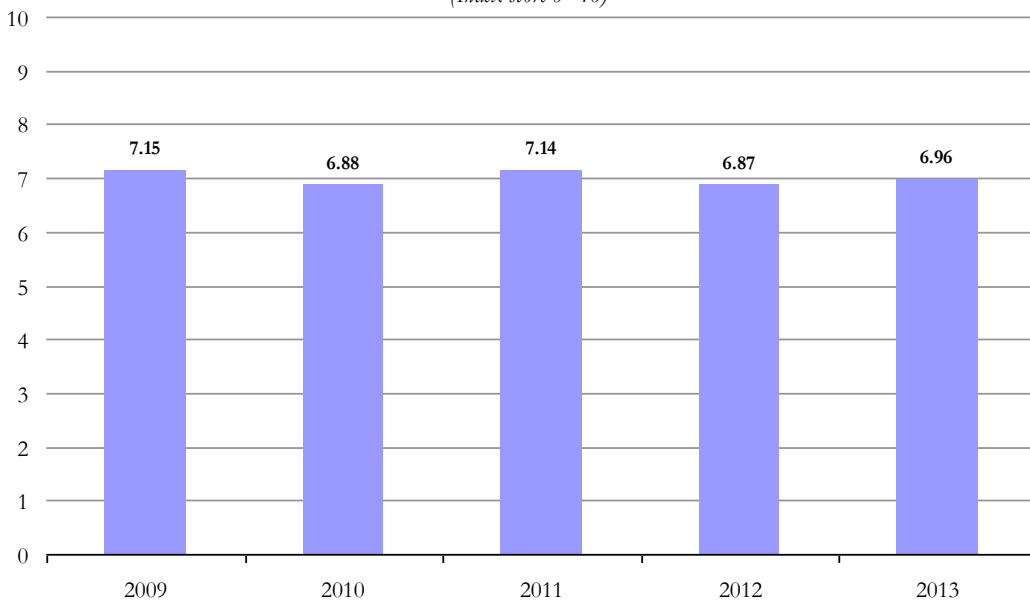
Communicating programs and services

Respondents were asked:

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

Satisfaction with Council’s performance in communicating its programs and services increased 1.3% in 2013 from 6.87 to 6.96. This level of satisfaction remains best categorised as “good”, and similar to the long-term average of seven.

Satisfaction with Council's performance communicating programs & services
Darebin City Council - 2013 Annual Community Survey
 (Index score 0 - 10)



There was some variation in satisfaction with this aspect of governance across the eight precincts comprising the City of Darebin.

- ⊗ Respondents from Preston East rated satisfaction somewhat, albeit not measurably, higher than the municipal average.
- ⊗ Respondents from Fairfield-Alphington rated satisfaction measurably lower than the municipal average and at a level best categorised as “solid”.

There was no measurable change in satisfaction in any of the eight precincts, given the small precinct sample size. It is observed that satisfaction increased in five precincts and decreased in three precincts.

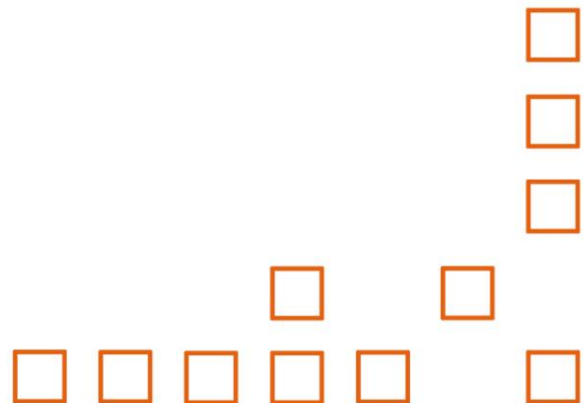
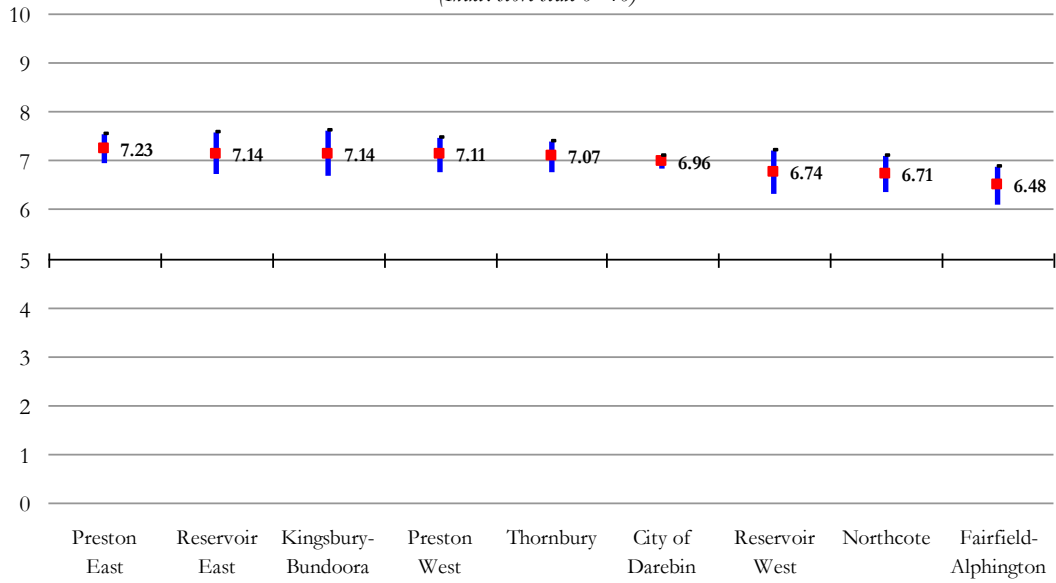


There was no measurable variation in satisfaction with Council’s performance communicating its programs and services between demographic groups and the municipal average.



Satisfaction with performance communicating programs & services by precinct
Darebin City Council - 2013 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with Council's performance communicating programs & services

Darebin City Council - 2013 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Lower	Range Mean	Upper
Preston East	2009	69	6.61	6.92	7.25
	2010	92	6.60	6.88	7.16
	2011	72	6.47	6.88	7.30
	2012	88	7.12	7.44	7.77
	2013	86	6.94	7.23	7.52
Reservoir East	2009	71	6.92	7.19	7.47
	2010	94	6.90	7.14	7.38
	2011	119	7.16	7.41	7.67
	2012	87	6.28	6.70	7.12
	2013	86	6.72	7.14	7.56
Kingsbury-Bundoora	2009	66	6.77	7.00	7.23
	2010	93	6.40	6.74	7.09
	2011	35	6.04	6.68	7.32
	2012	89	6.59	6.92	7.25
	2013	96	6.68	7.14	7.59
Preston West	2009	68	6.43	6.79	7.16
	2010	90	6.19	6.46	6.72
	2011	73	6.87	7.23	7.59
	2012	88	6.63	7.06	7.49
	2013	93	6.76	7.11	7.45
Thornbury	2009	71	7.17	7.56	7.97
	2010	87	6.65	7.10	7.56
	2011	96	6.82	7.17	7.53
	2012	91	6.27	6.65	7.03
	2013	89	6.76	7.07	7.37
Reservoir West	2009	68	6.86	7.17	7.48
	2010	89	6.23	6.62	7.01
	2011	117	6.72	7.06	7.40
	2012	96	6.32	6.68	7.03
	2013	90	6.31	6.74	7.18
Northcote	2009	68	6.92	7.28	7.65
	2010	87	6.73	7.05	7.36
	2011	117	6.89	7.15	7.40
	2012	93	6.73	6.99	7.25
	2013	87	6.33	6.71	7.10
Fairfield-Alphington	2009	69	6.48	6.81	7.15
	2010	92	6.33	6.70	7.07
	2011	42	6.62	7.20	7.79
	2012	93	6.44	6.76	7.09
	2013	92	6.10	6.48	6.85

Satisfaction with Council's performance communicating programs & services
Darebin City Council - 2013 Annual Community Survey
 (Number and index score 0 - 10)

Variable	Number	2013		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	17	5.61	6.81	8.01
20 - 35 yrs	166	7.06	7.33	7.60
36 - 45 yrs	198	6.43	6.68	6.94
46 - 60 yrs	194	6.38	6.64	6.91
61 - 75 yrs	97	6.99	7.33	7.66
76 yrs and over	36	7.16	7.59	8.03
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	121	6.57	6.89	7.21
Two parent family (5 to 12 yrs)	86	6.19	6.60	7.00
Two parent family (13 to 18 yrs)	50	5.44	6.18	6.91
Two parent family (adult children only)	76	6.96	7.40	7.84
One parent family (0 to 4 yrs)	na	na	na	na
One parent family (5 to 12 yrs)	8	5.51	6.80	8.08
One parent family (13 to 18 yrs)	3	3.88	7.38	10.00
One parent family (adult children only)	17	6.36	7.04	7.72
Group household	84	6.83	7.19	7.55
Sole person household	84	6.78	7.15	7.52
Couple only household	168	6.76	7.01	7.25
<i>Housing situation</i>				
Own this home	341	6.96	7.14	7.32
Mortgage	189	6.30	6.56	6.83
Renting this home	161	6.82	7.11	7.40
Renting from Office of Housing	4	2.95	6.49	10.00
<i>Period of residence</i>				
Less than one year	51	7.00	7.42	7.83
One to less than five years	146	6.69	6.97	7.25
Five to less than ten years	110	6.45	6.77	7.10
Ten years or more	403	6.76	6.95	7.14
<i>Non-English speaking background</i>				
English speaking	359	6.88	7.05	7.22
Non-English speaking	161	6.73	7.05	7.37
<i>Disability</i>				
Yes	56	6.22	6.81	7.40
No	648	6.82	6.96	7.10
<i>Gender</i>				
Male	360	6.75	6.93	7.12
Female	346	6.80	6.99	7.19
City of Darebin	711	6.83	6.96	7.09



Overall environmental performance

Respondents were asked:

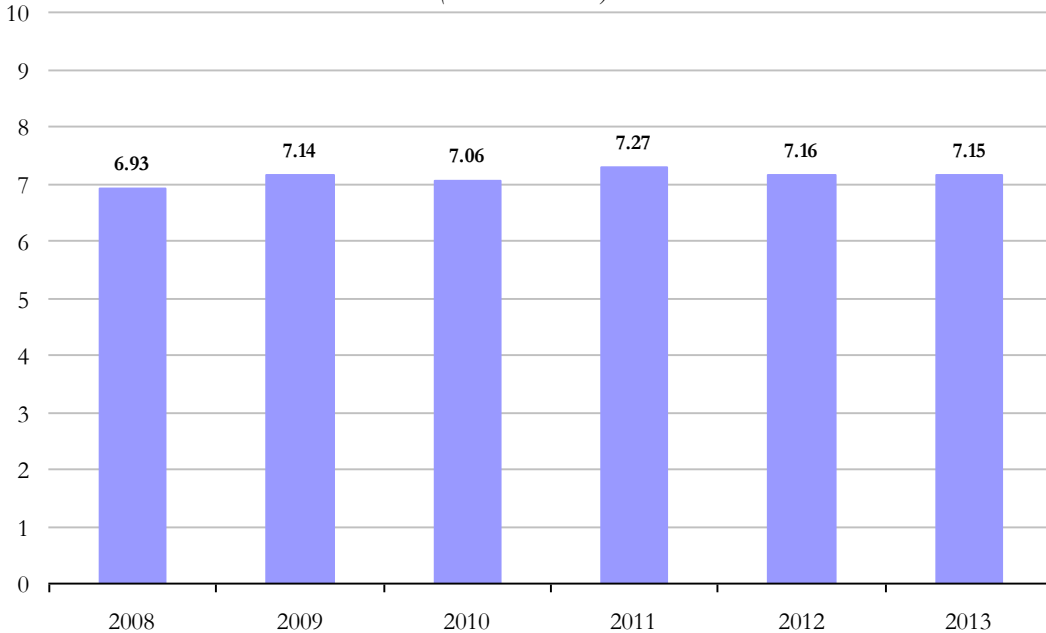
“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with Council’s overall environmental performance?”

Satisfaction with Council’s environmental performance decreased very marginally in 2013, from 7.16 to 7.15, a level best categorised as “good”. Satisfaction with this aspect of governance has remained stable at or around the long-term average of 7.12.

By way of comparison, *Governing Melbourne* reported a metropolitan Melbourne average satisfaction with this aspect of governance and leadership of 7.16, almost identical to this Darebin result and a level best categorised as “good”.

**Satisfaction with Council's environmental performance
Darebin City Council - 2013 Annual Community Survey**

(Index score 0 - 10)



There was some variation in this result across the municipality, with respondents from Reservoir West and Kingsbury-Bundoora rating satisfaction somewhat higher, and respondents from Fairfield-Alphington rating satisfaction measurably lower.

Satisfaction with this aspect of governance and leadership increased in three precincts and decreased in five precincts, although none of these changes were statistically significant.

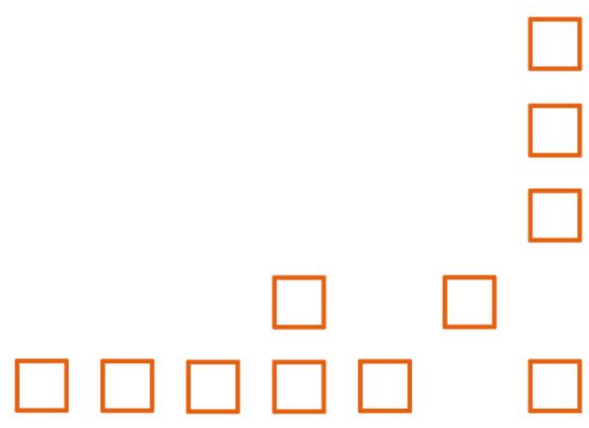
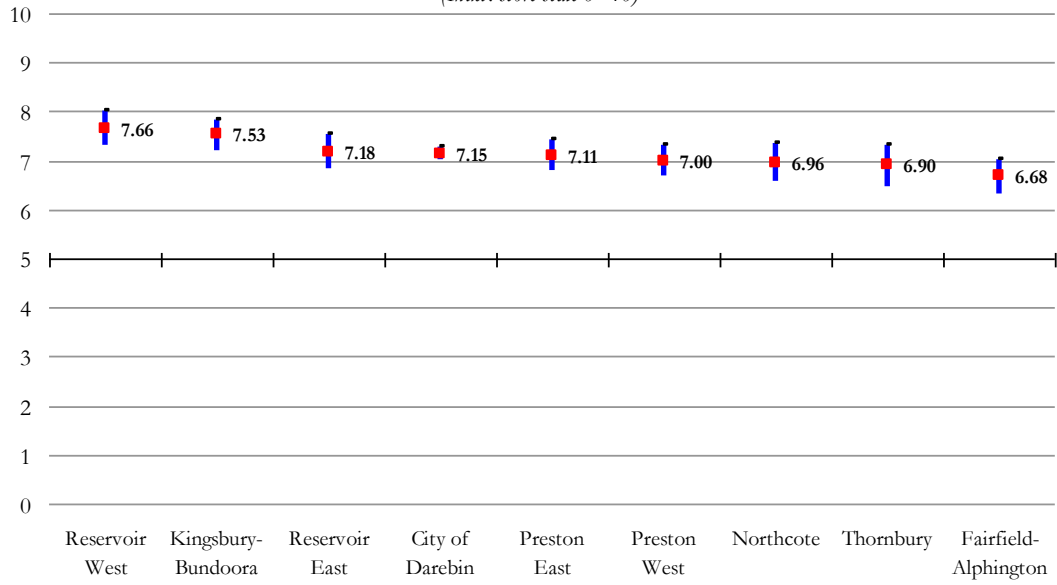


There was some variation in satisfaction with this aspect of governance between various demographic groups in the community. Respondents aged 20 to 35 years and respondents who had lived in the City of Darebin for less than one year rated satisfaction measurably higher than the municipal average.



Satisfaction with Council's environmental performance by precinct
Darebin City Council - 2013 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with Council's environmental performance
Darebin City Council - 2013 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Lower</i>	<i>Range Mean</i>	<i>Upper</i>
Reservoir West	2009	81	6.96	7.23	7.51
	2010	84	6.98	7.25	7.51
	2011	117	7.10	7.38	7.66
	2012	89	6.78	7.09	7.40
	2013	79	7.30	7.66	8.02
Kingsbury-Bundoora	2009	85	7.00	7.24	7.49
	2010	85	6.81	7.11	7.40
	2011	36	6.62	7.06	7.49
	2012	85	6.98	7.28	7.58
	2013	93	7.21	7.53	7.84
Reservoir East	2009	87	6.67	6.99	7.31
	2010	92	6.79	7.04	7.30
	2011	117	7.25	7.47	7.69
	2012	88	6.59	6.99	7.39
	2013	76	6.83	7.184	7.54
Preston East	2009	88	6.59	6.87	7.17
	2010	93	6.67	6.94	7.20
	2011	80	6.70	7.07	7.45
	2012	74	7.22	7.55	7.89
	2013	76	6.79	7.11	7.42
Preston West	2009	83	6.92	7.27	7.62
	2010	86	6.29	6.59	6.90
	2011	68	6.92	7.24	7.56
	2012	81	7.11	7.43	7.76
	2013	91	6.68	7.00	7.32
Northcote	2009	76	6.89	7.27	7.66
	2010	84	6.98	7.27	7.57
	2011	97	6.59	6.88	7.16
	2012	94	6.64	6.98	7.32
	2013	79	6.57	6.96	7.35
Thornbury	2009	78	6.73	7.15	7.57
	2010	84	6.69	7.08	7.48
	2011	88	7.19	7.51	7.83
	2012	86	6.98	7.26	7.53
	2013	88	6.47	6.90	7.32
Fairfield-Alphington	2009	83	7.04	7.28	7.53
	2010	79	6.61	6.99	7.37
	2011	39	7.05	7.48	7.92
	2012	86	6.69	7.00	7.31
	2013	82	6.34	6.68	7.02

Satisfaction with Council's environmental performance
Darebin City Council - 2013 Annual Community Survey
 (Number and index score 0 - 10)

Variable	Number	2013		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	17	6.46	7.15	7.84
20 - 35 yrs	162	7.35	7.59	7.82
36 - 45 yrs	178	6.74	6.98	7.23
46 - 60 yrs	177	6.58	6.84	7.10
61 - 75 yrs	89	7.03	7.34	7.66
76 yrs and over	26	6.81	7.39	7.96
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	111	6.85	7.15	7.45
Two parent family (5 to 12 yrs)	79	6.29	6.63	6.98
Two parent family (13 to 18 yrs)	44	5.85	6.44	7.02
Two parent family (adult children only)	73	7.14	7.53	7.93
One parent family (0 to 4 yrs)	2	7.00	7.00	7.00
One parent family (5 to 12 yrs)	8	4.41	6.35	8.28
One parent family (13 to 18 yrs)	4	7.04	8.33	9.61
One parent family (adult children only)	16	6.67	7.21	7.75
Group household	79	6.87	7.27	7.66
Sole person household	67	6.97	7.35	7.73
Couple only household	156	7.18	7.40	7.63
<i>Housing situation</i>				
Own this home	309	6.95	7.14	7.33
Mortgage	168	6.84	7.07	7.31
Renting this home	158	7.14	7.39	7.64
Renting from Office of Housing	6	4.12	6.50	8.88
<i>Period of residence</i>				
Less than one year	51	7.42	7.76	8.10
One to less than five years	139	6.92	7.19	7.46
Five to less than ten years	100	6.72	7.05	7.38
Ten years or more	359	6.90	7.08	7.25
<i>Non-English speaking background</i>				
English speaking	330	6.96	7.14	7.31
Non-English speaking	150	6.90	7.21	7.52
<i>Disability</i>				
Yes	46	6.03	6.72	7.40
No	597	7.05	7.18	7.31
<i>Gender</i>				
Male	338	6.96	7.14	7.32
Female	309	6.99	7.17	7.36
City of Darebin	651	7.02	7.15	7.28



Greenhouse gas emissions

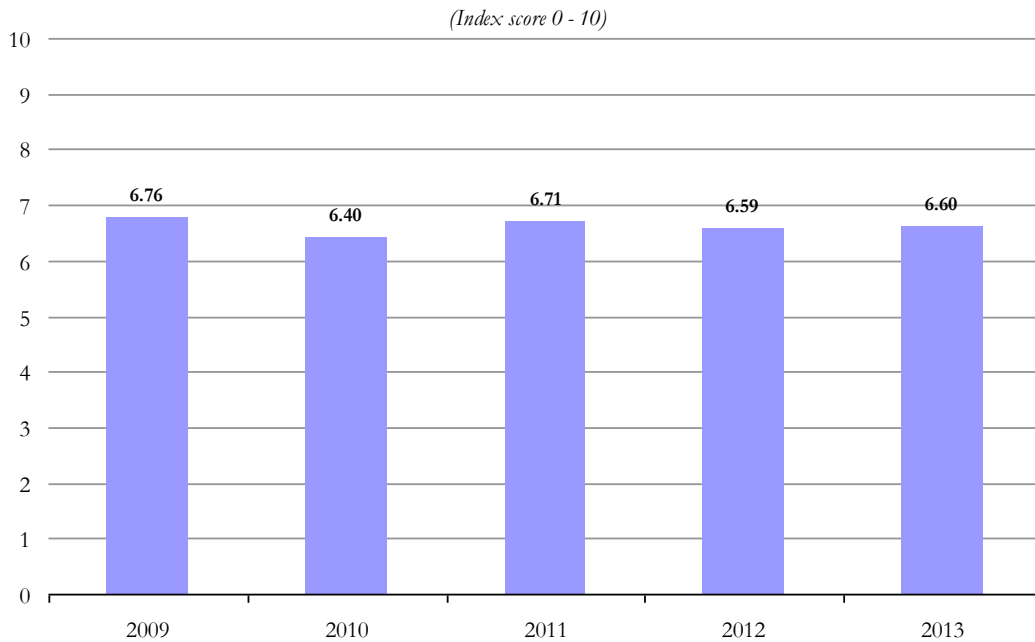


Respondents were asked:

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

Respondent satisfaction with Council’s performance in assisting the community to reduce their greenhouse gas emissions increased very marginally in 2013, up from 6.59 to 6.60. This level of satisfaction remains best categorised as “good”, and remains at or around the long-term average of 6.61.

Satisfaction with Council's performance in assisting community reduce gas emissions
Darebin City Council - 2013 Annual Community Survey



There was some variation in satisfaction with this aspect of governance across the eight precincts comprising the City of Darebin.

- ⊗ Respondents from Reservoir West rated satisfaction measurably higher than the municipal average.
- ⊗ Respondents from Northcote and Fairfield-Alphington rated satisfaction somewhat, albeit not measurably, less satisfied than the municipal average at levels categorised as “solid”.



There was no measurable change in satisfaction in any of the precincts comprising Darebin, although it is observed that satisfaction increased in two precincts and declined in six precincts.

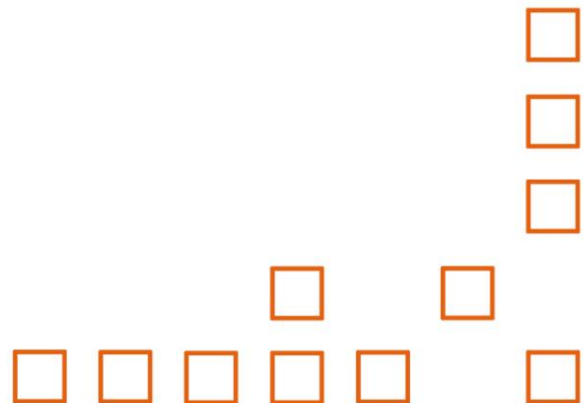
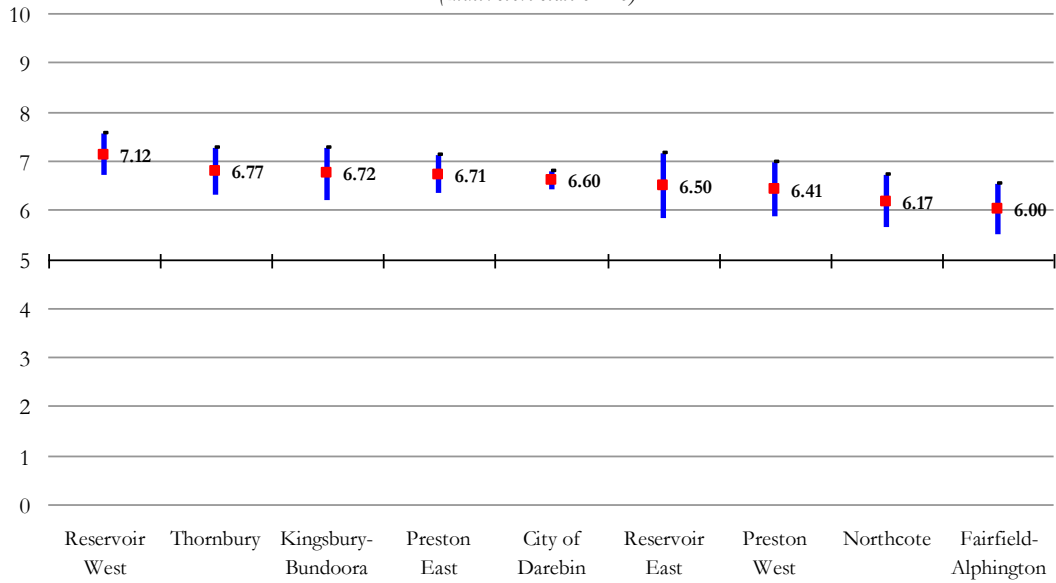


There was no statistically significant variation in satisfaction with this aspect of governance and leadership across the demographic groups within the community.



Satisfaction with Council's performance in assisting community reduce gas emissions
Darebin City Council - 2013 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with Council's performance in assisting community to reduce gas emissions
Darebin City Council - 2013 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Lower</i>	<i>Range Mean</i>	<i>Upper</i>
Reservoir West	2009	51	6.84	7.15	7.47
	2010	69	5.89	6.35	6.81
	2011	88	6.30	6.79	7.29
	2012	63	6.07	6.56	7.04
	2013	65	6.71	7.12	7.54
Thornbury	2009	44	5.51	6.35	7.20
	2010	68	6.08	6.63	7.18
	2011	75	6.15	6.65	7.15
	2012	63	5.73	6.25	6.78
	2013	79	6.29	6.77	7.26
Kingsbury-Bundoora	2009	51	6.24	6.59	6.95
	2010	73	6.10	6.48	6.85
	2011	30	5.97	6.63	7.29
	2012	70	6.39	6.79	7.18
	2013	79	6.19	6.72	7.26
Preston East	2009	51	6.05	6.48	6.91
	2010	70	6.36	6.83	7.30
	2011	54	6.11	6.60	7.08
	2012	62	6.50	7.05	7.60
	2013	65	6.33	6.71	7.09
Reservoir East	2009	53	6.50	6.81	7.13
	2010	76	5.77	6.20	6.63
	2011	95	6.44	6.77	7.09
	2012	64	5.98	6.56	7.15
	2013	64	5.84	6.50	7.16
Preston West	2009	92	6.68	7.00	7.69
	2010	75	5.58	5.96	6.34
	2011	56	6.79	7.18	7.56
	2012	66	6.43	6.94	7.45
	2013	78	5.86	6.41	6.96
Northcote	2009	53	6.68	7.18	7.69
	2010	67	6.03	6.54	7.04
	2011	85	5.98	6.35	6.72
	2012	79	6.03	6.48	6.93
	2013	58	5.63	6.17	6.71
Fairfield-Alphington	2009	45	5.22	5.84	6.48
	2010	70	5.88	6.36	6.83
	2011	30	6.10	6.82	7.54
	2012	67	5.64	6.13	6.63
	2013	60	5.48	6.00	6.52

Satisfaction with Council's performance assisting community to reduce gas emissions
Darebin City Council - 2013 Annual Community Survey
 (Number and index score 0 - 10)

Variable	Number	2013		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	14	6.39	7.25	8.10
20 - 35 yrs	136	6.73	7.07	7.41
36 - 45 yrs	152	5.89	6.25	6.61
46 - 60 yrs	145	5.88	6.26	6.64
61 - 75 yrs	66	6.27	6.77	7.26
76 yrs and over	23	6.80	7.50	8.21
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	91	5.79	6.33	6.87
Two parent family (5 to 12 yrs)	74	5.68	6.13	6.57
Two parent family (13 to 18 yrs)	37	4.79	5.70	6.61
Two parent family (adult children only)	64	6.48	7.00	7.51
One parent family (0 to 4 yrs)	2	0.00	5.74	10.00
One parent family (5 to 12 yrs)	5	6.40	7.78	9.15
One parent family (13 to 18 yrs)	3	0.00	5.44	10.00
One parent family (adult children only)	12	6.26	7.18	8.11
Group household	63	6.10	6.63	7.15
Sole person household	57	6.74	7.24	7.73
Couple only household	123	6.42	6.77	7.10
<i>Housing situation</i>				
Own this home	256	6.39	6.65	6.94
Mortgage	141	5.79	6.17	6.55
Renting this home	129	6.60	6.93	7.26
Renting from Office of Housing	3	4.33	7.77	10.00
<i>Period of residence</i>				
Less than one year	41	7.06	7.47	7.88
One to less than five years	108	6.31	6.69	7.07
Five to less than ten years	93	5.82	6.32	6.82
Ten years or more	296	6.29	6.54	6.79
<i>Non-English speaking background</i>				
English speaking	271	6.49	6.74	6.98
Non-English speaking	117	5.99	6.47	6.95
<i>Disability</i>				
Yes	33	4.92	5.73	6.53
No	499	6.46	6.65	6.84
<i>Gender</i>				
Male	267	6.22	6.49	6.76
Female	268	6.47	6.72	6.97
City of Darebin	539	6.42	6.60	6.79



Seeking community opinion and feedback

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with Council’s performance in seeking opinion and engaging with the community on key local issues requiring decisions by Council?”

This aspect of governance and leadership was changed in 2012 from the wording used in previous years and consequently there are no time series results available prior to 2012.

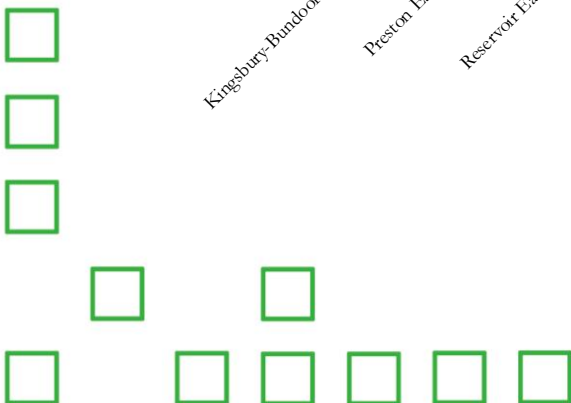
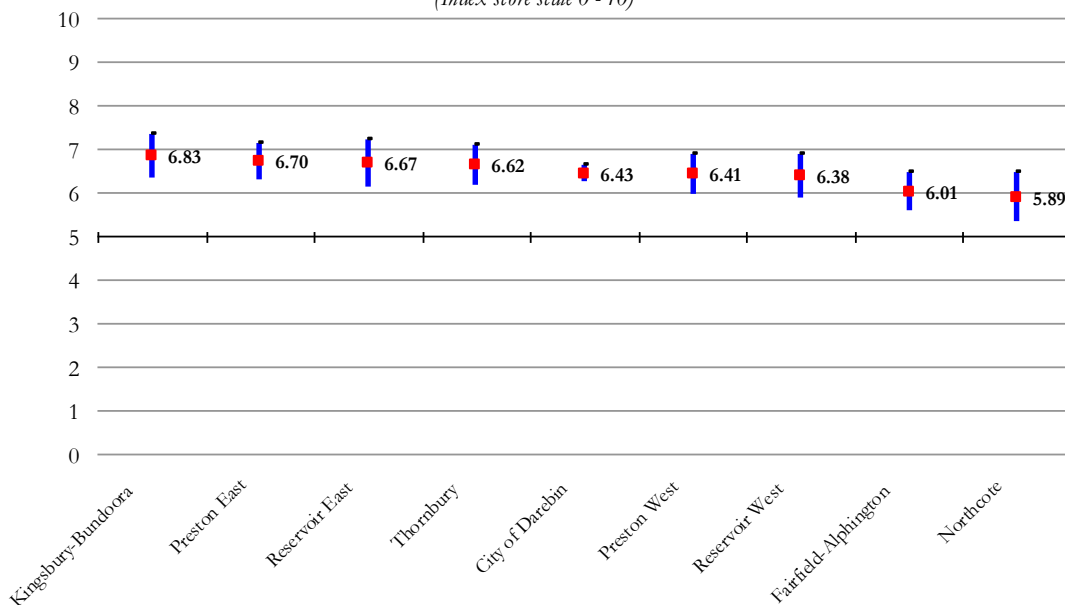
Satisfaction with Council’s performance in seeking opinion on key issues was rated at 6.43 in 2013, down 4.4% on the 6.71 recorded in 2012. This level of satisfaction remains best categorised as “good”.

There was no statistically significant variation in satisfaction across the eight precincts comprising the City of Darebin, although attention is drawn to Northcote that recorded a score best categorised as “poor” and Fairfield-Alphington that recorded a score best categorised as “solid”.

Satisfaction increased in four precincts in 2013 and decreased in four precincts.

There was some variation in satisfaction with this aspect of governance and leadership across the demographic groups within the community, with young adults aged 20 to 35 years measurably more satisfied than the municipal average.

Satisfaction with Council's performance in seeking opinion on key issues by precinct
Darebin City Council - 2013 Annual Community Survey
 (Index score scale 0 - 10)

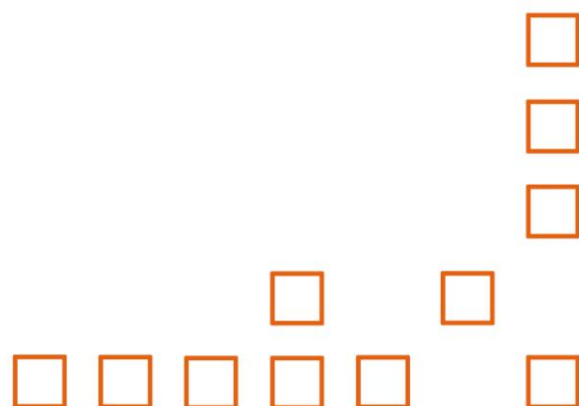


Satisfaction with Council's performance in seeking opinion on key issues

Darebin City Council - 2013 Annual Community Survey

(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Lower</i>	<i>Range Mean</i>	<i>Upper</i>
Kingsbury-Bundoora	2012	43	5.50	6.23	6.97
	2013	83	6.32	6.83	7.34
Preston East	2012	40	5.87	6.53	7.18
	2013	84	6.28	6.70	7.12
Reservoir East	2012	40	6.80	7.35	7.90
	2013	75	6.14	6.67	7.19
Thornbury	2012	42	5.24	5.88	6.52
	2013	89	6.15	6.62	7.08
City of Darebin	2012	344	6.49	6.71	6.93
	2013	644	6.26	6.43	6.61
Preston West	2012	37	6.11	6.78	7.46
	2013	81	5.95	6.41	6.87
Reservoir West	2012	50	6.52	7.18	7.84
	2013	76	5.88	6.38	6.89
Fairfield-Alphington	2012	45	5.35	5.96	6.56
	2013	87	5.57	6.01	6.45
Northcote	2012	45	6.03	6.60	7.17
	2013	79	5.34	5.89	6.44



Satisfaction with Council's performance in seeking opinion on key issues
Darebin City Council - 2013 Annual Community Survey
(Number and index score 0 - 10)

Variable	Number	Lower	2013	
			Mean	Upper
<i>Age</i>				
15 - 19 yrs	17	4.98	6.32	7.65
20 - 35 yrs	156	6.65	6.93	7.21
36 - 45 yrs	179	5.88	6.21	6.54
46 - 60 yrs	178	5.56	5.93	6.30
61 - 75 yrs	86	6.41	6.88	7.35
76 yrs and over	26	6.29	7.05	7.80
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	109	5.96	6.36	6.76
Two parent family (5 to 12 yrs)	82	5.44	5.93	6.42
Two parent family (13 to 18 yrs)	47	4.75	5.60	6.45
Two parent family (adult children only)	71	5.80	6.36	6.92
One parent family (0 to 4 yrs)	2	7.00	7.00	7.00
One parent family (5 to 12 yrs)	6	1.38	5.14	8.90
One parent family (13 to 18 yrs)	3	2.66	6.23	9.79
One parent family (adult children only)	15	5.92	6.83	7.73
Group household	77	6.28	6.71	7.14
Sole person household	72	6.29	6.77	7.25
Couple only household	149	6.50	6.85	7.20
<i>Housing situation</i>				
Own this home	302	6.10	6.37	6.64
Mortgage	178	5.87	6.18	6.50
Renting this home	149	6.55	6.87	7.18
Renting from Office of Housing	3	0.00	5.02	10.00
<i>Period of residence</i>				
Less than one year	48	6.39	6.91	7.42
One to less than five years	137	6.53	6.85	7.17
Five to less than ten years	102	6.16	6.56	6.95
Ten years or more	356	5.92	6.17	6.43
<i>Non-English speaking background</i>				
English speaking	322	6.35	6.59	6.82
Non-English speaking	146	6.04	6.43	6.82
<i>Disability</i>				
Yes	49	5.03	5.80	6.56
No	588	6.30	6.48	6.66
<i>Gender</i>				
Male	323	6.20	6.43	6.67
Female	317	6.18	6.44	6.70
City of Darebin	644	6.26	6.43	6.61

Lobbying and representation

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with Council’s performance in lobbying and making representations on key issues that affect the local community?”

This aspect of governance and leadership was changed in 2012 from the wording used in previous years and consequently there are no time series results available.

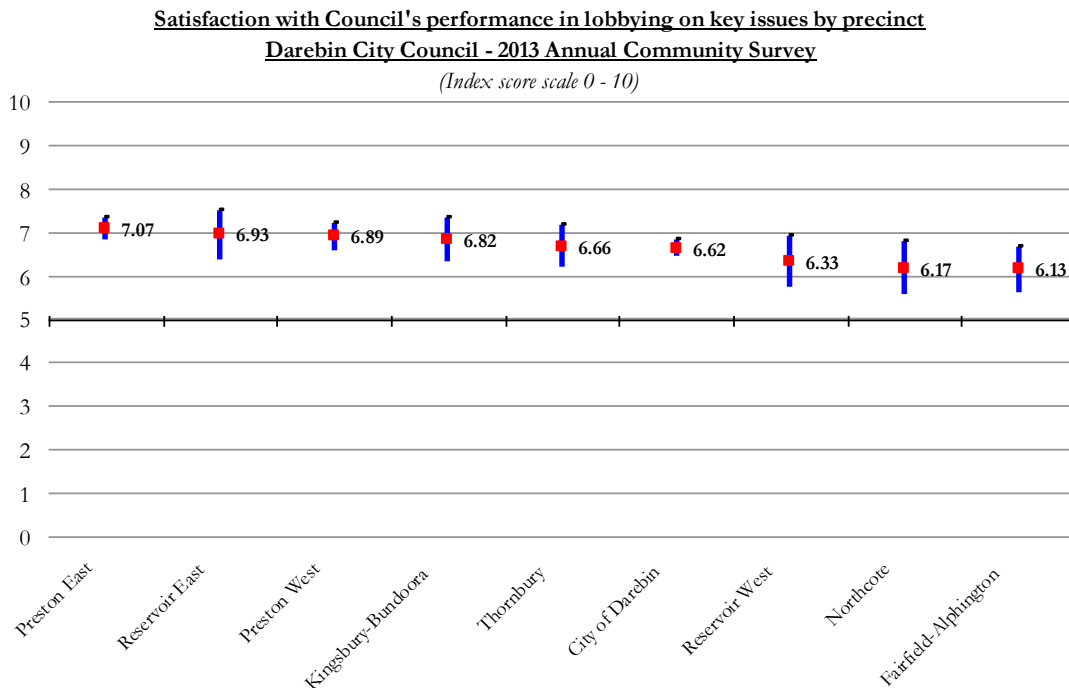
Satisfaction with Council’s performance in lobbying on key issues decreased 2.8% in 2013 to 6.62, and remains at a level of satisfaction best categorised as “good”.

There was no measurable variation across the eight precincts, although respondents from Preston East were somewhat more satisfied than the municipal average.

Respondents from Fairfield-Alphington and Northcote and Reservoir West rated satisfaction at levels best categorised as “solid”.

Respondents from Reservoir West recorded a lower level of satisfaction with this service in 2013, down from 7.30 to 6.33. Satisfaction increased in four precincts and decreased in four.

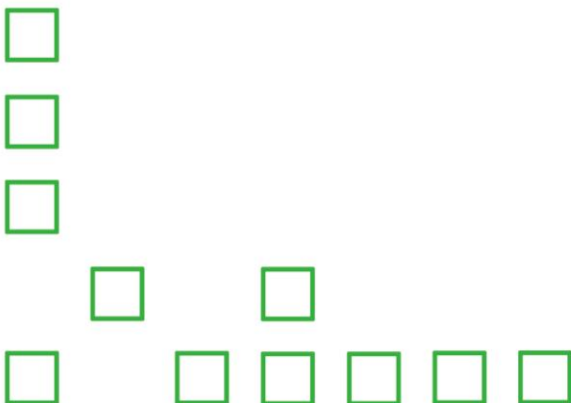
There was some variation in satisfaction with this aspect of governance and leadership across the demographic groups within the community. Young adults aged 20 to 35 years and respondents who had lived in the City of Darebin for less than one year rated satisfaction measurably higher than the municipal average.





Satisfaction with Council's performance in lobbying & making representations on key issues
Darebin City Council - 2013 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Lower</i>	<i>Range Mean</i>	<i>Upper</i>
Preston East	2012	31	5.89	6.68	7.47
	2013	54	6.80	7.07	7.34
Reservoir East	2012	34	6.21	6.88	7.55
	2013	55	6.37	6.93	7.49
Preston West	2012	33	6.45	7.06	7.67
	2013	70	6.56	6.89	7.21
Kingsbury-Bundoora	2012	28	5.86	6.32	6.78
	2013	72	6.33	6.82	7.31
Thornbury	2012	29	5.48	6.28	7.07
	2013	67	6.18	6.66	7.14
City of Darebin	2012	277	6.60	6.81	7.01
	2013	493	6.44	6.62	6.80
Reservoir West	2012	37	6.97	7.30	7.62
	2013	67	5.75	6.33	6.90
Northcote	2012	42	6.25	6.79	7.32
	2013	54	5.57	6.17	6.77
Fairfield-Alphington	2012	39	5.67	6.28	6.90
	2013	68	5.62	6.13	6.64



Satisfaction with Council's performance in lobbying and making representation
Darebin City Council - 2013 Annual Community Survey
 (Number and index score 0 - 10)

Variable	Number	2013		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	11	6.11	6.97	7.82
20 - 35 yrs	130	6.85	7.13	7.41
36 - 45 yrs	138	6.05	6.39	6.72
46 - 60 yrs	125	5.72	6.14	6.56
61 - 75 yrs	70	6.41	6.87	7.32
76 yrs and over	17	6.20	6.91	7.62
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	87	6.26	6.64	7.02
Two parent family (5 to 12 yrs)	68	5.78	6.26	6.74
Two parent family (13 to 18 yrs)	30	4.49	5.54	6.59
Two parent family (adult children only)	53	6.08	6.68	7.28
One parent family (0 to 4 yrs)	2	7.00	7.00	7.00
One parent family (5 to 12 yrs)	3	3.87	7.24	10.00
One parent family (13 to 18 yrs)	3	1.87	6.00	10.00
One parent family (adult children only)	16	5.28	6.61	7.93
Group household	53	6.47	6.93	7.38
Sole person household	58	6.47	6.93	7.39
Couple only household	115	6.40	6.76	7.13
<i>Housing situation</i>				
Own this home	240	6.34	6.60	6.86
Mortgage	126	6.13	6.51	6.89
Renting this home	119	6.47	6.79	7.11
Renting from Office of Housing	2	0.00	6.86	10.00
<i>Period of residence</i>				
Less than one year	39	6.95	7.36	7.78
One to less than five years	105	6.44	6.80	7.16
Five to less than ten years	77	6.28	6.71	7.13
Ten years or more	270	6.16	6.42	6.67
<i>Non-English speaking background</i>				
English speaking	235	6.57	6.82	7.06
Non-English speaking	108	5.98	6.41	6.84
<i>Disability</i>				
Yes	38	5.03	5.89	6.74
No	451	6.49	6.67	6.85
<i>Gender</i>				
Male	250	6.38	6.64	6.89
Female	239	6.36	6.61	6.86
City of Darebin	493	6.44	6.62	6.80



Managing traffic



Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with Council’s performance in managing traffic?”

A new aspect of governance and leadership was included in the 2013 survey, that being “Council’s performance managing traffic”. Satisfaction with Council’s performance managing traffic was rated at 6.51, a level of satisfaction best categorised as “good”.

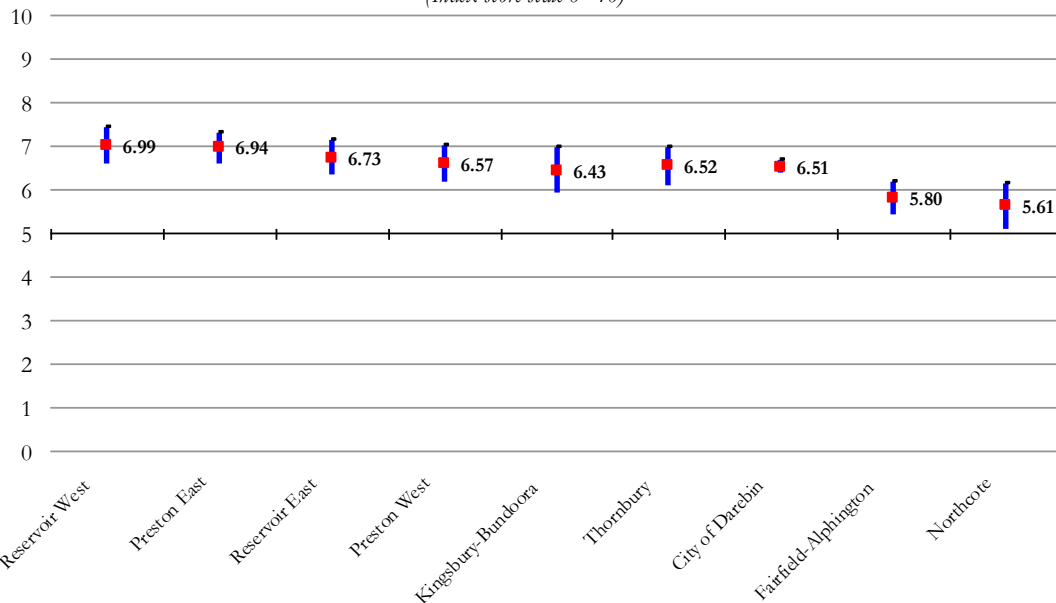
There was some variation in this result across the municipality, with respondents from Fairfield-Alphington and Northcote rating satisfaction best categorised as “poor”.

There was some variation in satisfaction with this aspect of governance across the various demographic groups within the municipality:

- ⊗ Young adults aged 20 to 35 years rated satisfaction measurably higher than the municipal average.
- ⊗ Respondents from two-parent families with youngest child 5 to 12 years rated satisfaction measurably lower than the municipal average.
- ⊗ Respondents from group households rated satisfaction measurably higher than the municipal average.
- ⊗ Respondents from rental households and respondents who had lived in the City of Darebin for less than one year rated satisfaction measurably higher than the municipal average.

Satisfaction with Council's performance in managing traffic by precinct
Darebin City Council - 2013 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with Council's performance in managing traffic
Darebin City Council - 2013 Annual Community Survey
 (Number and index score 0 - 10)

Variable	Number	Lower	2013	
			Mean	Upper
<i>Age</i>				
15 - 19 yrs	20	5.55	6.73	7.90
20 - 35 yrs	181	6.78	7.06	7.35
36 - 45 yrs	207	5.81	6.12	6.43
46 - 60 yrs	205	5.88	6.19	6.50
61 - 75 yrs	98	6.45	6.81	7.17
76 yrs and over	29	6.47	7.01	7.55
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	124	5.85	6.22	6.58
Two parent family (5 to 12 yrs)	93	5.31	5.76	6.22
Two parent family (13 to 18 yrs)	51	5.36	6.10	6.83
Two parent family (adult children only)	88	6.19	6.66	7.13
One parent family (0 to 4 yrs)	2	7.00	7.00	7.00
One parent family (5 to 12 yrs)	9	3.21	5.61	8.01
One parent family (13 to 18 yrs)	4	3.85	6.37	8.90
One parent family (adult children only)	17	4.94	6.19	7.44
Group household	86	6.98	7.34	7.69
Sole person household	75	6.57	6.98	7.38
Couple only household	177	6.29	6.61	6.92
<i>Housing situation</i>				
Own this home	353	6.26	6.48	6.70
Mortgage	195	5.73	6.04	6.35
Renting this home	172	6.71	7.00	7.29
Renting from Office of Housing	6	6.66	7.85	9.04
<i>Period of residence</i>				
Less than one year	55	6.87	7.32	7.76
One to less than five years	155	6.39	6.72	7.05
Five to less than ten years	113	6.03	6.47	6.91
Ten years or more	418	6.14	6.34	6.54
<i>Non-English speaking background</i>				
English speaking	364	6.28	6.50	6.72
Non-English speaking	186	6.34	6.67	7.00
<i>Disability</i>				
Yes	48	5.23	6.00	6.77
No	685	6.39	6.54	6.70
<i>Gender</i>				
Male	378	6.27	6.48	6.69
Female	360	6.32	6.54	6.77
City of Darebin	741	6.36	6.51	6.67



Services to LGBTI residents

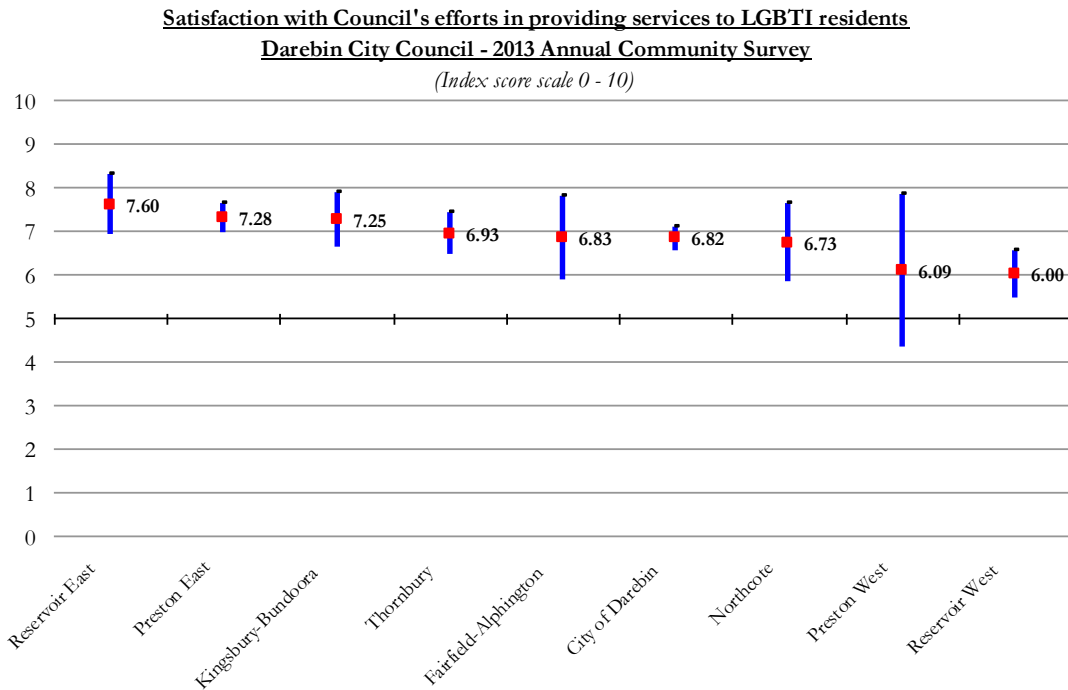


Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with Council’s efforts to provide services that are inclusive of lesbian, gay, bisexual, transgender and intersex (LGBTI) residents?”

A new aspect of governance and leadership was included in the second half of 2013, that being “Council’s efforts to provide services that are inclusive of lesbian, gay, bisexual, transgender and intersex residents”.

Satisfaction with this aspect of governance was rated at 6.82, a level best categorised as “good”. Although some variation is observed across the eight precincts comprising the City of Darebin, the sample size is very small and the results should be considered indicative only.



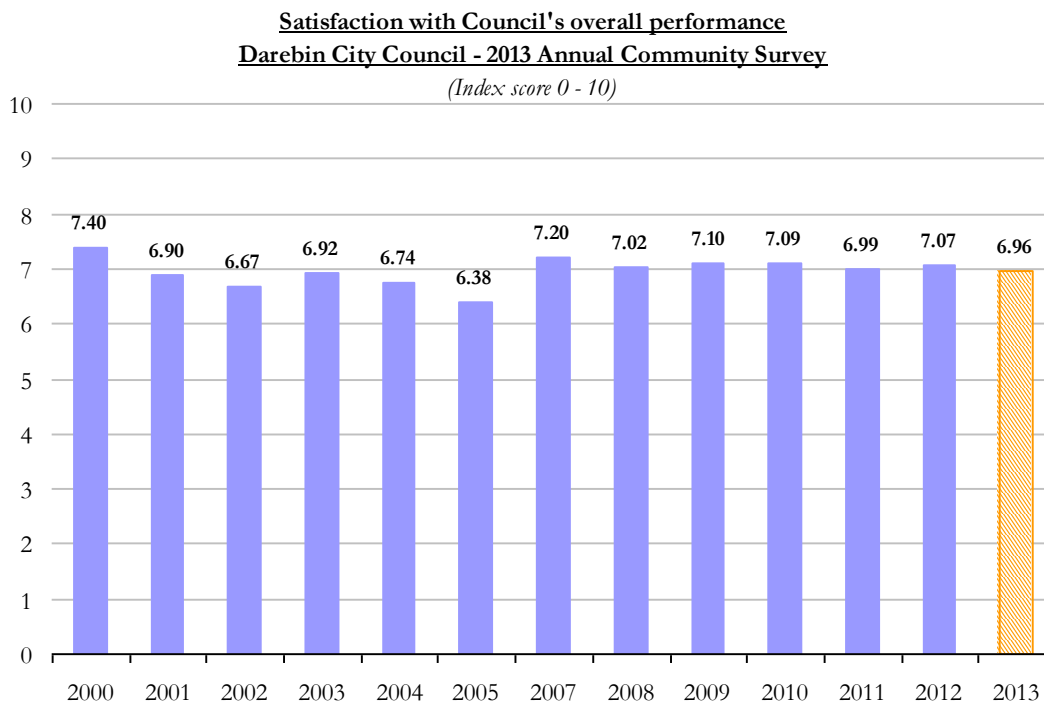
Council’s overall performance

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with the performance of Council across all areas of responsibility?”

Satisfaction with Council’s overall performance was rated at 6.96 in 2013, a decrease of 1.6%. This result is almost identical to the long-term average of 6.96 and is best categorised as “good”.

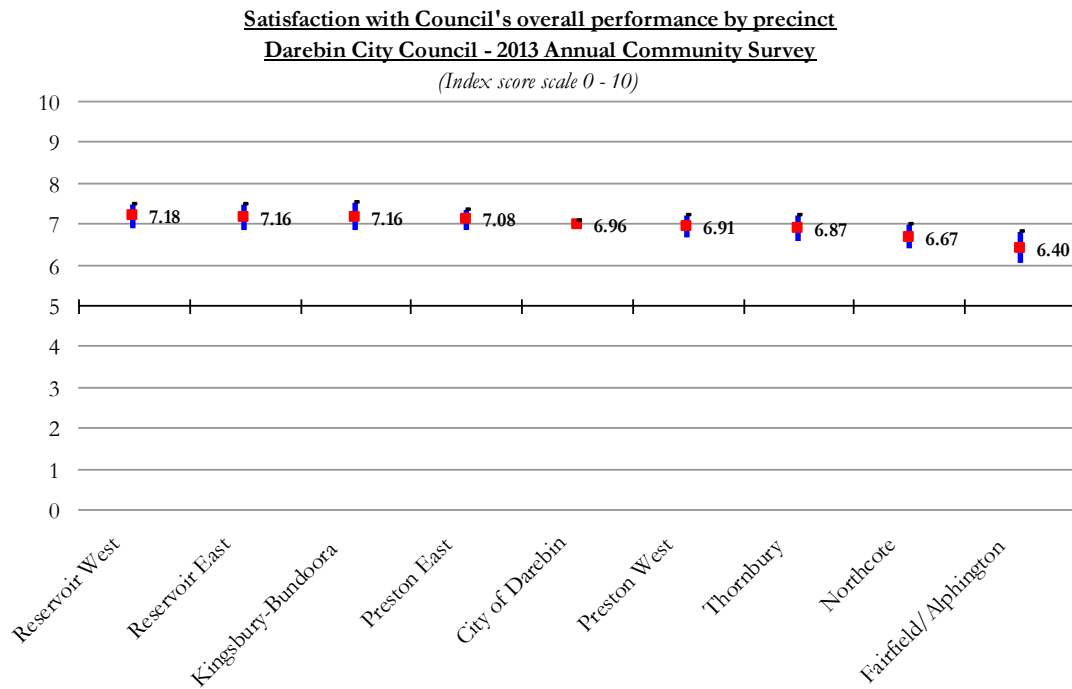
By way of comparison, *Governing Melbourne* reported a metropolitan Melbourne average of 6.80, somewhat lower than the result for the City of Darebin.



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

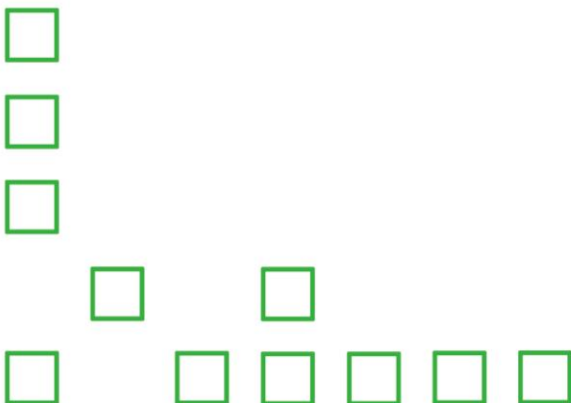
When examined by precinct, some variation is observed across the municipality, as clearly outlined in the following graph.

There was some variation in this result across the eight precincts comprising the City of Darebin, with respondents from Fairfield-Alphington rating satisfaction measurably lower than the municipal average at a level best categorised as “solid”.



Given the relatively small precinct sample size there is no measurable change in satisfaction in any of the eight precincts. It is observed that satisfaction increased in three precincts and decreased in five precincts.

There was no measurable variation in satisfaction with Council's overall performance between the demographic groups within the community.



Satisfaction with Council's overall performance
Darebin City Council - 2013 Annual Community Survey
 (Number and index score 0 - 10)

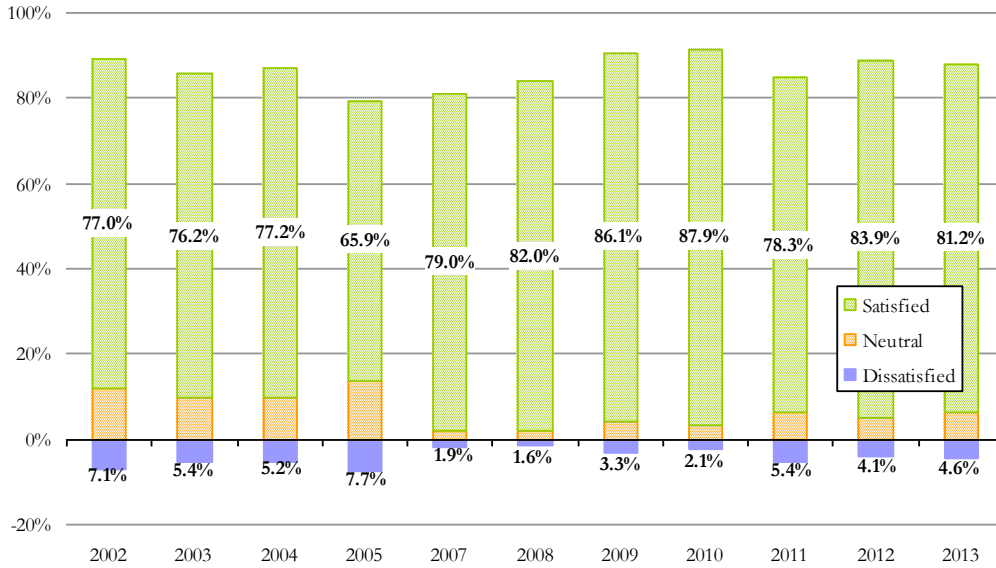
Precinct	Year	Number	Lower	Range Mean	Upper
Reservoir West	2009	92	6.84	7.10	7.35
	2010	97	6.91	7.13	7.34
	2011	132	6.99	7.25	7.51
	2012	98	6.90	7.13	7.36
	2013	91	6.89	7.18	7.46
Reservoir East	2009	94	6.82	7.07	7.32
	2010	95	6.91	7.13	7.34
	2011	136	6.73	7.00	7.27
	2012	91	6.69	7.01	7.33
Kingsbury-Bundoora	2009	93	7.24	7.43	7.63
	2010	92	6.84	7.05	7.27
	2011	39	6.48	6.96	7.43
	2012	91	6.62	6.91	7.21
Preston East	2009	98	6.91	7.14	7.37
	2010	94	6.68	6.94	7.19
	2011	83	6.07	6.48	6.88
	2012	82	7.06	7.38	7.69
Preston West	2009	91	6.49	6.86	7.23
	2010	92	6.43	6.63	6.84
	2011	77	6.72	7.02	7.33
	2012	93	6.68	7.05	7.42
	2013	92	6.63	6.91	7.20
Thornbury	2009	95	6.94	7.24	7.54
	2010	89	6.90	7.23	7.55
	2011	98	6.85	7.17	7.48
	2012	93	6.72	6.98	7.24
	2013	99	6.56	6.87	7.17
Northcote	2009	87	6.70	6.96	7.23
	2010	95	7.11	7.30	7.48
	2011	113	6.45	6.78	7.11
	2012	100	6.82	7.09	7.36
	2013	93	6.37	6.67	6.96
Fairfield-Alphington	2009	88	7.02	7.29	7.56
	2010	87	6.55	6.86	7.18
	2011	42	6.67	7.18	7.70
	2012	90	6.47	6.77	7.07
	2013	95	6.01	6.40	6.79



In 2013 just 4.6% of respondents were dissatisfied with Council’s overall performance, similar to the results recorded in previous years. More than three-quarters of respondents were satisfied with Council’s overall performance and 6.5% were neutral.

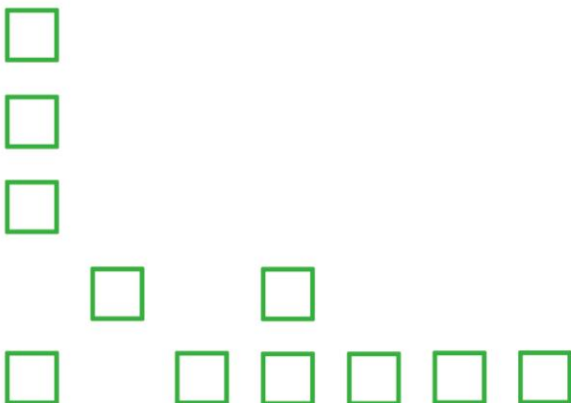
These results highlight the consistency in community attitudes towards Council’s overall performance.

Satisfaction with Council's overall performance
Darebin City Council - 2014 Annual Community Survey
(percent of total respondents)



There was little measurable variation in satisfaction with Council’s overall performance across any of the demographic groups within the municipality.

- ⊗ Respondents who have lived in the municipality for less than one year were measurably more satisfied than the municipal average.
- ⊗ Respondents who were renting their housing were measurably more satisfied than the municipal average.



Satisfaction with Council's overall performance
Darebin City Council - 2013 Annual Community Survey
 (Number and index score 0 - 10)

Variable	Number	2013		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	19	6.79	7.31	7.83
20 - 35 yrs	172	7.22	7.41	7.60
36 - 45 yrs	205	6.52	6.73	6.93
46 - 60 yrs	205	6.41	6.63	6.85
61 - 75 yrs	101	6.89	7.15	7.40
76 yrs and over	35	6.93	7.46	7.99
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	117	6.80	7.01	7.23
Two parent family (5 to 12 yrs)	88	6.25	6.52	6.78
Two parent family (13 to 18 yrs)	51	5.82	6.37	6.91
Two parent family (adult children only)	89	6.58	6.90	7.22
One parent family (0 to 4 yrs)	2	2.67	6.37	10.00
One parent family (5 to 12 yrs)	8	5.84	7.04	8.24
One parent family (13 to 18 yrs)	3	6.04	7.63	9.23
One parent family (adult children only)	15	6.39	7.03	7.66
Group household	88	6.99	7.28	7.58
Sole person household	81	6.85	7.19	7.54
Couple only household	180	6.89	7.12	7.34
<i>Housing situation</i>				
Own this home	359	6.70	6.87	7.03
Mortgage	189	6.62	6.82	7.03
Renting this home	171	7.14	7.33	7.51
Renting from Office of Housing	6	6.34	7.59	8.85
<i>Period of residence</i>				
Less than one year	50	7.17	7.50	7.83
One to less than five years	154	7.02	7.22	7.42
Five to less than ten years	112	6.83	7.08	7.33
Ten years or more	423	6.62	6.77	6.92
<i>Non-English speaking background</i>				
English speaking	377	6.94	7.07	7.19
Non-English speaking	184	6.78	7.02	7.26
<i>Disability</i>				
Yes	54	6.45	6.86	7.28
No	678	6.85	6.97	7.08
<i>Gender</i>				
Male	377	6.77	6.92	7.07
Female	359	6.86	7.01	7.16
City of Darebin	739	6.86	6.96	7.07



Issues for Council



Respondents were asked:

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

A total of 609 respondents provided 1,227 separate issues in 2013. These open-ended responses have been categorised into issues and are presented in the following tables.

The most commonly identified issue in 2013 was “traffic management” identified by 23.0% of respondents. This result is similar to previous years and the six-year average for this issue of 17.4%. This compares to the *Governing Melbourne* average for metropolitan Melbourne for this issue of 15.2% in 2012.

Street trees were the second most commonly identified issues in 2013, identified by 11.8% in 2013, an increase on the results from previous years and the six-year average of 7.9%.

The third most commonly identified issue for respondents in 2013 relate to building, housing, planning and development issues, which were identified by 10.6%. This is an increase on the results observed for this issue in the last few surveys and the six-year average of 7.7%.

Top issues for Council
Darebin City Council - 2013 Annual Community Survey
(Number and percent of total respondents)

Issue	2013		2012	2011	2010	2009	2008
	Number	Percent					
Traffic management	184	23.0%	18.0%	18.3%	10.8%	19.2%	15.4%
Street trees	94	11.8%	8.1%	8.4%	4.3%	7.0%	7.9%
Building, housing, planning & development issues	85	10.6%	9.5%	6.8%	6.0%	7.3%	5.8%
Parks, gardens, open space maintenance issues	62	7.8%	10.8%	6.6%	6.0%	8.3%	9.3%
Parking	59	7.4%	5.5%	8.9%	5.4%	7.1%	6.2%
Street cleaning	57	7.1%	5.1%	3.4%	2.1%	4.5%	7.9%
Rubbish and waste including garbage collection	53	6.6%	5.8%	7.1%	4.9%	6.3%	6.0%
Rates	45	5.6%	4.1%	3.6%	2.6%	3.4%	5.2%
Roads maintenance and repairs	44	5.5%	7.9%	9.1%	4.5%	5.9%	4.3%
Footpath maintenance and repairs	42	5.3%	6.5%	4.0%	4.9%	5.4%	7.4%
Environment, conservation and climate change	38	4.8%	6.6%	7.0%	9.1%	19.0%	9.6%
Street lighting	35	4.4%	3.9%	6.0%	4.4%	3.3%	1.6%
Drains maintenance and repairs	33	4.1%	2.6%	2.9%	1.6%	1.9%	2.2%
Consultation, comm. & prov. of information	29	3.6%	4.5%	3.1%	2.4%	1.9%	1.5%
Safety, policing and crime	28	3.5%	4.8%	12.3%	13.1%	12.2%	6.4%



Top issues for Council
Darebin City Council - 2013 Annual Community Survey
 (Number and percent of total respondents)

Issue	2013		2012	2011	2010	2009	2008
	Number	Percent					
Bicycles and bike tracks	26	3.3%	4.6%	2.6%	1.8%	4.0%	2.7%
Public transport	22	2.8%	3.0%	4.4%	2.5%	5.6%	2.1%
Provision & maintenance of general infrastructure	22	2.8%	2.8%	2.3%	0.8%	1.9%	3.2%
Hard rubbish collection	21	2.6%	7.5%	7.4%	0.6%	0.0%	0.0%
Services and facilities for the elderly	21	2.6%	3.5%	3.8%	5.1%	3.8%	5.2%
Cleanliness of area	18	2.3%	7.3%	3.3%	5.9%	2.5%	4.4%
Council management	17	2.1%	1.9%	2.3%	1.6%	1.3%	1.3%
Quality and provision of local shops	17	2.1%	0.4%	0.6%	0.6%	0.0%	0.0%
Education and schools	16	2.0%	1.4%	1.3%	1.5%	3.8%	0.3%
Quality and provision of Council services	14	1.8%	2.3%	1.5%	1.6%	2.1%	3.6%
Aesthetics of area	14	1.8%	0.9%	0.5%	0.3%	2.1%	1.7%
Sports and recreation facilities	11	1.4%	1.4%	1.9%	1.6%	1.4%	1.7%
Water management	11	1.4%	0.6%	0.5%	0.8%	5.4%	3.7%
Drug and alcohol issues	10	1.3%	1.8%	1.1%	0.0%	1.1%	0.3%
Recycling	10	1.3%	1.5%	0.3%	1.0%	0.4%	2.8%
Animal management	10	1.3%	1.4%	1.5%	1.1%	2.6%	1.6%
Noise	10	1.3%	1.0%	1.4%	1.0%	0.0%	1.4%
Community support	10	1.3%	0.3%	0.3%	0.8%	1.3%	0.9%
Promoting community atmosphere, arts & culture	9	1.1%	1.8%	1.8%	1.5%	0.9%	1.0%
Multicultural issues	8	1.0%	1.6%	2.5%	0.9%	2.5%	1.2%
Childcare	6	0.8%	2.6%	4.9%	3.9%	3.8%	4.1%
Graffiti	6	0.8%	1.1%	1.8%	1.3%	0.8%	0.1%
Employment and job creation	6	0.8%	0.4%	1.0%	1.3%	0.1%	0.5%
Quality of and access to local facilities	5	0.6%	0.9%	0.0%	1.1%	0.4%	1.6%
Community activities and events	5	0.6%	0.6%	0.8%	0.3%	1.0%	2.2%
Facilities and activities for children	5	0.6%	0.5%	0.9%	0.4%	2.3%	0.0%
Home care	4	0.5%	na	na	na	na	na
Green waste collection	4	0.5%	0.8%	0.9%	1.0%	0.0%	0.3%
Libraries	4	0.5%	0.6%	2.0%	0.4%	1.0%	0.8%
Waterways	4	0.5%	na	na	na	na	na
Public toilets	4	0.5%	0.4%	1.8%	0.0%	0.8%	0.4%
Housing affordability	3	0.4%	1.4%	1.1%	1.1%	1.0%	0.5%
Services and facilities for the disabled	3	0.4%	1.1%	0.6%	1.5%	0.4%	2.3%
Councillors / local politics	3	0.4%	na	na	na	na	na
Support for local business	3	0.4%	0.4%	0.5%	0.1%	0.5%	1.1%
Public health / medical facilities	2	0.3%	1.1%	2.1%	0.8%	2.8%	0.4%
Preston market	2	0.3%	0.1%	0.9%	0.4%	0.0%	0.0%
Living cost / standard	1	0.1%	0.1%	0.8%	0.0%	0.0%	0.0%
Other issues	22	2.8%	2.0%	2.8%	5.0%	15.5%	9.2%
Total responses	1,277		5,920	1,391	1,061	1,472	1,310
<i>Total respondents providing a response</i>	<i>609 (76.1%)</i>		<i>606</i>	<i>611</i>	<i>501</i>	<i>677</i>	<i>654</i>

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

- ⊗ The higher than average proportion of respondents from Preston East, Northcote and Fairfield-Alphington identifying traffic management.
- ⊗ The higher than average proportion of respondents from Reservoir West and Preston West identifying street trees.

- ⊗ The higher than average proportion of respondents from Thornbury, Northcote and Fairfield-Alphington identifying building, housing, planning and development.

Top ten issues for Council by precinct
Darebin City Council - 2013 Annual Community Survey
(Percent of total respondents)

Reservoir East		Reservoir West	
Traffic management	18.0%	Traffic management	21.0%
Street trees	10.0%	Street trees	16.0%
Rubbish and waste including garbage collection	8.0%	Street cleaning	13.0%
Parking	7.0%	Parks, gardens, open space	10.0%
Parks, gardens, open space	6.0%	Rubbish and waste including garbage collection	10.0%
Building, housing, planning and development	5.0%	Roads maintenance and repairs	9.0%
Footpath maintenance and repairs	5.0%	Drains maintenance and repairs	8.0%
Street lighting	5.0%	Building, housing, planning and development	8.0%
Safety, policing and crime	5.0%	Parking	6.0%
Drains maintenance and repairs	4.0%	Footpath maintenance and repairs	6.0%

Preston East		Preston West	
Traffic management	28.0%	Traffic management	23.0%
Street trees	11.0%	Street trees	19.0%
Street cleaning	10.0%	Parks, gardens, open space	10.0%
Rubbish and waste including garbage collection	9.0%	Street cleaning	8.0%
Parking	7.0%	Roads maintenance and repairs	7.0%
Street lighting	7.0%	Parking	6.0%
Drains maintenance and repairs	6.0%	Environment, conservation and climate change	6.0%
Education and schools	5.0%	Quality and provision of Council services	6.0%
Footpath maintenance and repairs	5.0%	Building, housing, planning and development	5.0%
Services and facilities for the elderly (aged care)	4.0%	Footpath maintenance and repairs	5.0%

Northcote		Thornbury	
Traffic management	30.0%	Building, housing, planning and development	22.0%
Building, housing, planning and development	17.0%	Traffic management	19.0%
Parking	12.0%	Rates	9.0%
Environment, conservation and climate change	10.0%	Street cleaning	9.0%
Rates	8.0%	Street trees	9.0%
Street trees	8.0%	Parks, gardens, open space	8.0%
Parks, gardens, open space	7.0%	Environment, conservation and climate change	7.0%
Footpath maintenance and repairs	6.0%	Rubbish and waste including garbage collection	7.0%
Cleanliness of the area	5.0%	Bicycles and bike tracks	6.0%
Consultation, commun. & provision of info	5.0%	Provision & maintenance of general infrastructure	6.0%

Kingsbury-Bundoora		Fairfield/Alphington	
Traffic management	21.0%	Traffic management	28.0%
Parks, gardens, open space	12.0%	Building, housing, planning and development	22.0%
Parking	10.0%	Street trees	13.0%
Street trees	10.0%	Rates	10.0%
Roads maintenance and repairs	8.0%	Roads maintenance and repairs	10.0%
Rubbish and waste including garbage collection	7.0%	Parks, gardens, open space	9.0%
Building, housing, planning and development	6.0%	Consultation, commun. & provision of info	8.0%
Safety, policing and crime	6.0%	Environment, conservation and climate change	7.0%
Street lighting	5.0%	Rubbish and waste including garbage collection	7.0%
Drains maintenance and repairs	4.0%	Bicycles and bike tracks	7.0%

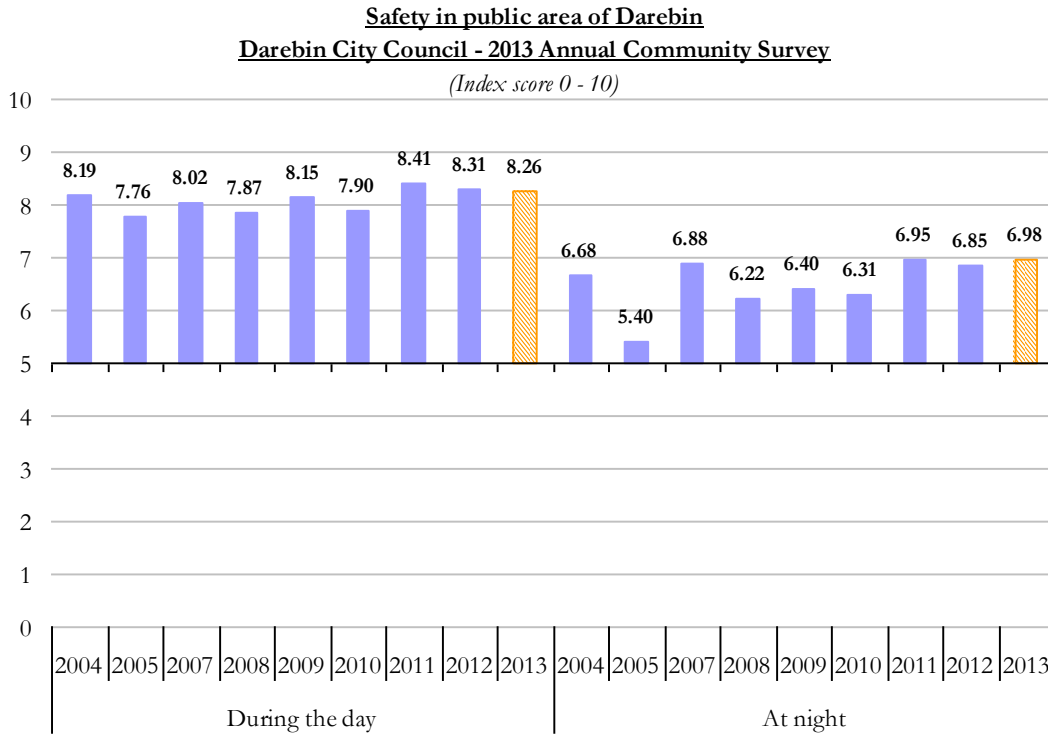
Safety in public areas

Respondents were asked:

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

Safety in public areas in the City of Darebin during the day declined marginally in 2013, down from 8.31 to 8.26. This result is somewhat lower than the metropolitan Melbourne average of 8.61 as recorded in *Governing Melbourne*.

Safety in public areas in the City of Darebin at night increased marginally in 2013, up from 6.85 to 6.98. This compares to the metropolitan Melbourne average of 7.11 as recorded in *Governing Melbourne*.

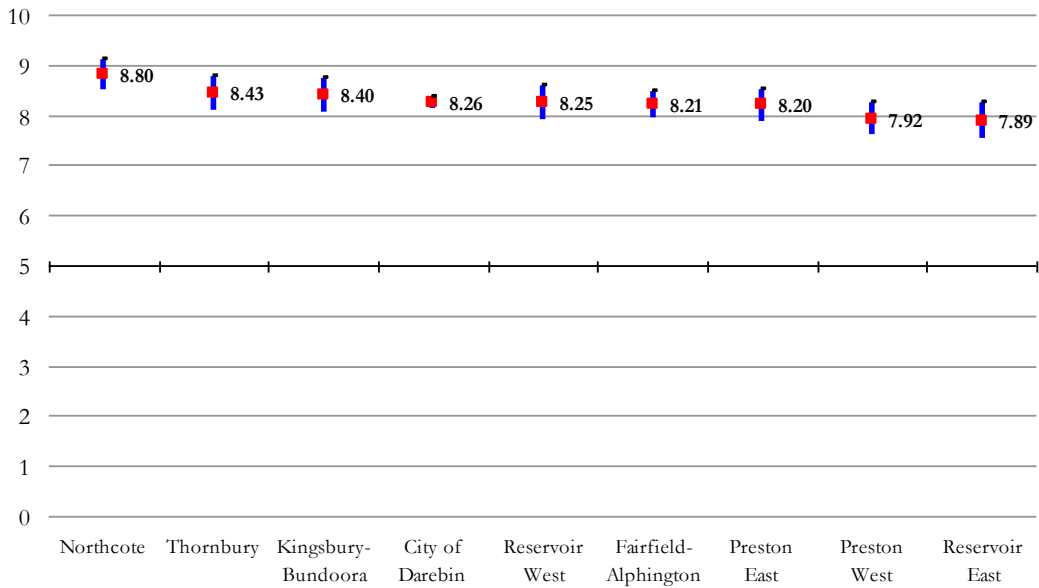


The perception of safety in public areas in Darebin during the day varied somewhat across the municipality.

- ⊗ Respondents from Northcote rated their perception measurably higher than the municipal average
- ⊗ Respondents from Preston West and Reservoir East rated their perception somewhat, albeit not measurably, lower.

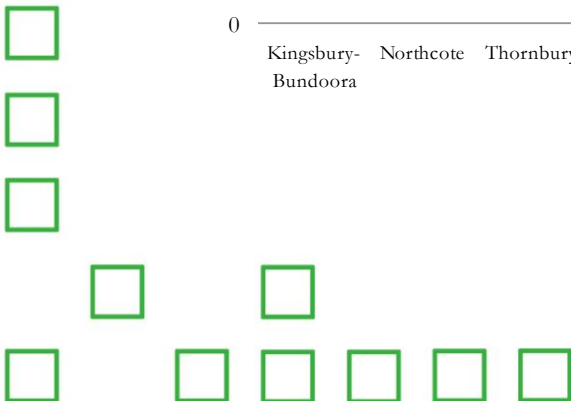
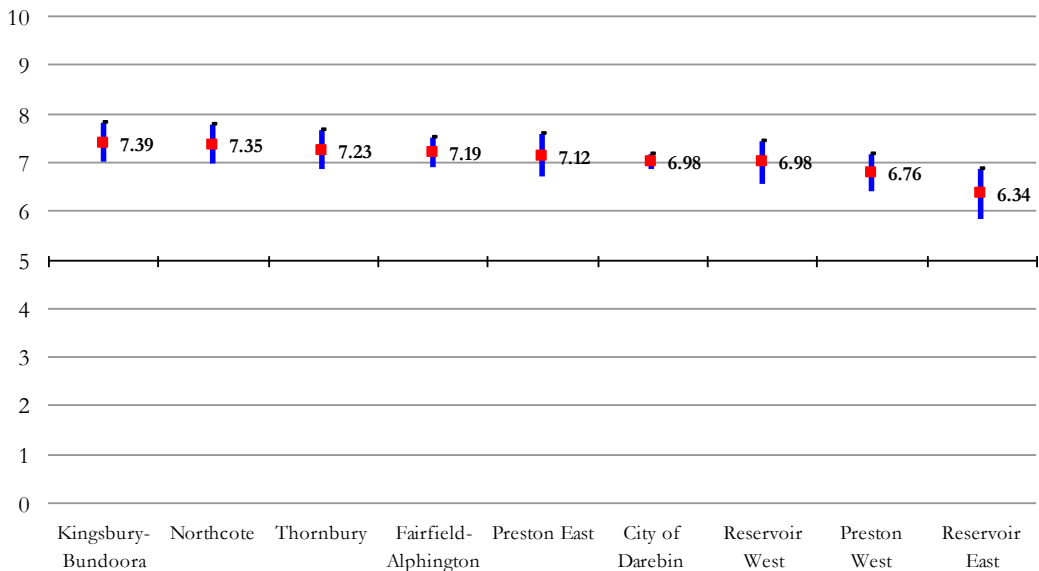


Perception of safety in public areas of Darebin during the day
Darebin City Council - 2013 Annual Community Survey
(Index score scale 0 - 10)



There was some variation in the perception of safety at night across the eight precincts comprising the City of Darebin. Respondents from Kingsbury-Bundoora and Northcote rated their perception somewhat, albeit not measurably higher, and respondents from Reservoir East rated their perception measurably lower.

Perception of safety in public areas of Darebin at night
Darebin City Council - 2013 Annual Community Survey
(Index score scale 0 - 10)



Customer service

Contact with Council in last twelve months

Respondents were asked:

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

A total of 44.2% of respondents in 2013 reported that they had contacted Darebin City Council in the last twelve months. This is a very marginal increase on the 2012 result of 43.1% of respondents.

Forms of contact

Respondents were asked:

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

The most popular method of contacting Council was the telephone, which was employed by a little less than two-thirds (65.6%) of respondents in 2013. The second most popular method was a visit in person (13.8% down from 19.7%).

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

Forms of contact with Council
Darebin City Council - 2013 Annual Community Survey
(Number and percent of respondents who contacted Council)

Form	2013		2012	2011	2010	2009	2008	2007
	Number	Percent						
Telephone	219	65.6%	65.5%	61.0%	62.4%	62.9%	53.3%	55.4%
Visit in person	46	13.8%	19.7%	25.9%	31.1%	24.0%	27.1%	26.8%
E-mail	24	7.2%	6.4%	3.1%	2.5%	5.4%	3.9%	3.0%
Mail	9	2.7%	1.2%	2.6%	0.9%	2.6%	4.6%	3.7%
Site visit by officer	0	0.0%	4.3%	3.7%	2.5%	3.4%	8.2%	9.4%
Multiple methods	33	9.9%	2.6%	1.7%	0.0%	0.6%	2.3%	0.3%
Can't say	3	0.9%	0.3%	2.0%	0.6%	1.1%	0.7%	1.3%
Total	334	100%		351	322	350	306	298

Satisfaction with customer service

Respondents who had contacted Council were asked:

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

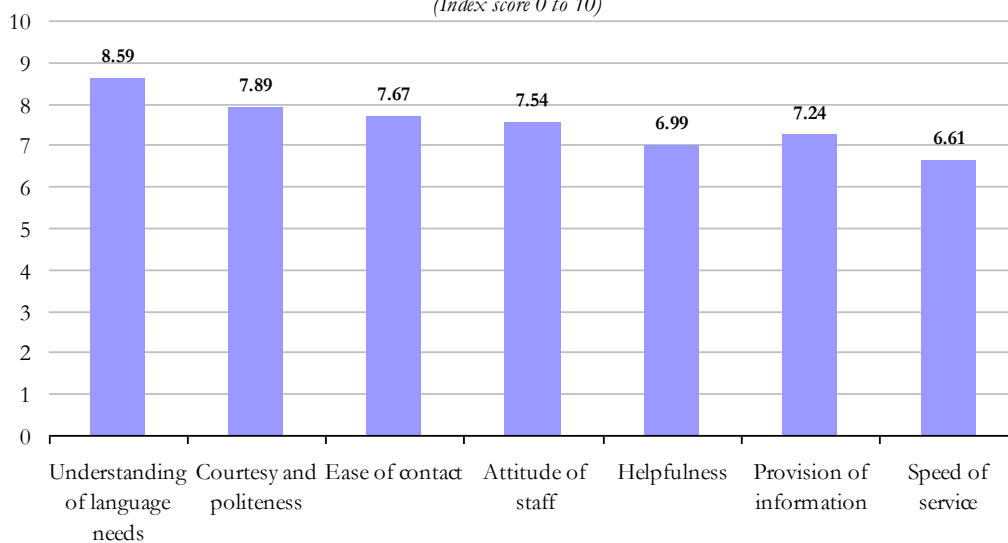
Satisfaction with six of the seven aspects of Council's customer service declined in 2013, although these declines were not measurable or significant.

- ⊗ **Excellent** for “understanding language needs” and “courtesy and politeness”.
- ⊗ **Very Good** for “ease of contact” and “attitude of staff”.
- ⊗ **Good** for “speed of service”, “provision of information” and “helpfulness”.

Satisfaction with aspects of customer service
Darebin City Council - 2013 Annual Community Survey
(Number and index score scale 0 - 10)

Aspect	2013		2012	2011	2010	2009	2008	2007
	Number	Mean						
Understanding of language needs	57	8.59	8.47	8.73	8.75	8.80	8.14	8.37
Courtesy and politeness	320	7.89	8.22	8.08	8.10	8.36	8.02	8.29
Ease of contact	226	7.67	8.01	na	na	na	na	na
Attitude of staff	226	7.54	7.91	na	na	na	na	na
Helpfulness	323	6.99	7.60	7.43	7.63	7.72	7.48	7.80
Provision of information	312	7.24	7.58	7.62	7.82	7.84	7.52	7.83
Speed of service	321	6.61	7.095	7.14	7.34	7.31	7.30	7.48

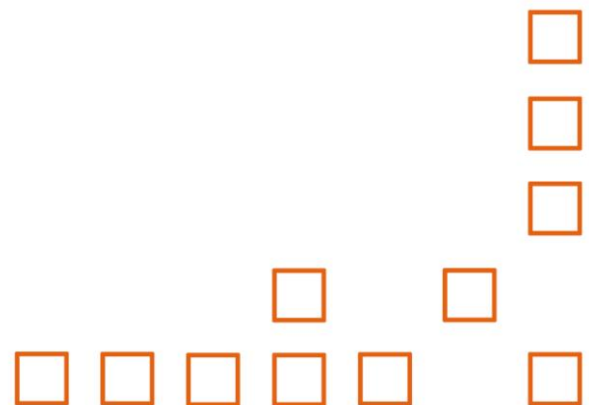
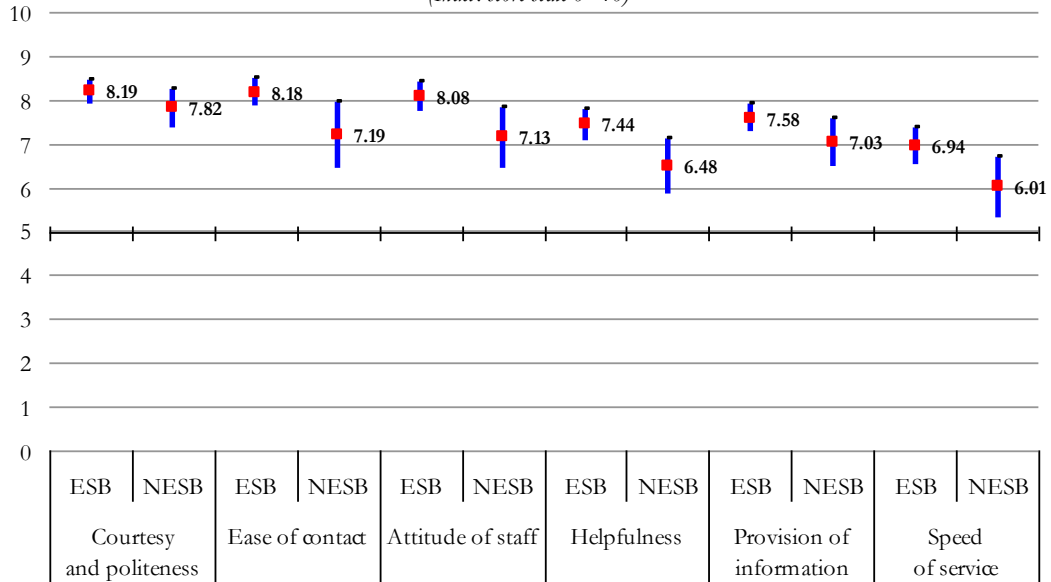
Satisfaction with aspects of customer service
Darebin City Council - 2013 Annual Community Survey
(Index score 0 to 10)



The following graph shows the level of satisfaction with aspects of customer service according to whether the respondent is from an English-speaking background. English speaking respondents rated their satisfaction with each of the listed aspects of customer service somewhat higher than non-English speaking respondents.

Satisfaction with aspects of customer service
Darebin City Council - 2013 Annual Community Survey

(Index score scale 0 - 10)





Respondent profile

Age

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

Lifecycle stage
Darebin City Council - 2013 Annual Community Survey
(Number and percent of total respondents)

Lifecycle stage	2013		2012	2011	2010	2009	2008	2007
	Number	Percent						
15 - 19 years	20	2.5%	1.3%	2.4%	2.4%	1.8%	1.5%	1.7%
20 - 35 years	192	24.1%	29.0%	27.4%	22.9%	26.6%	23.5%	30.3%
36 - 45 years	217	27.2%	30.7%	26.2%	29.8%	27.9%	30.7%	29.7%
46 - 60 years	219	27.4%	21.7%	23.4%	26.2%	22.5%	21.7%	21.2%
61 - 75 years	111	13.9%	11.0%	13.3%	11.2%	14.3%	14.3%	12.3%
76 years and over	39	4.9%	6.3%	7.4%	7.5%	7.0%	8.2%	4.7%
Not stated	2		3	1	1	1	39	12
Total	800	100%		800	799	798	817	823

Gender

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

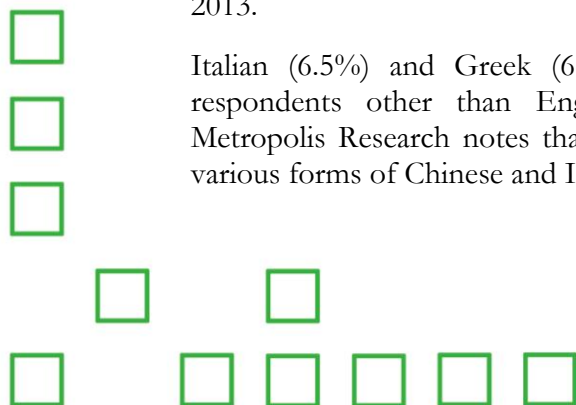
Gender
Darebin City Council - 2013 Community Survey
(Number and percent of total respondents)

Gender	2013		2012	2011	2010	2008	2007
	Number	Percent					
Male	411	51.6%	49.1%	47.9%	45.3%	51.2%	49.3%
Female	385	48.4%	50.9%	52.1%	54.7%	48.8%	50.7%
Not stated	4		3	2	22	7	1
Total	800	100%	799	799	799	817	823

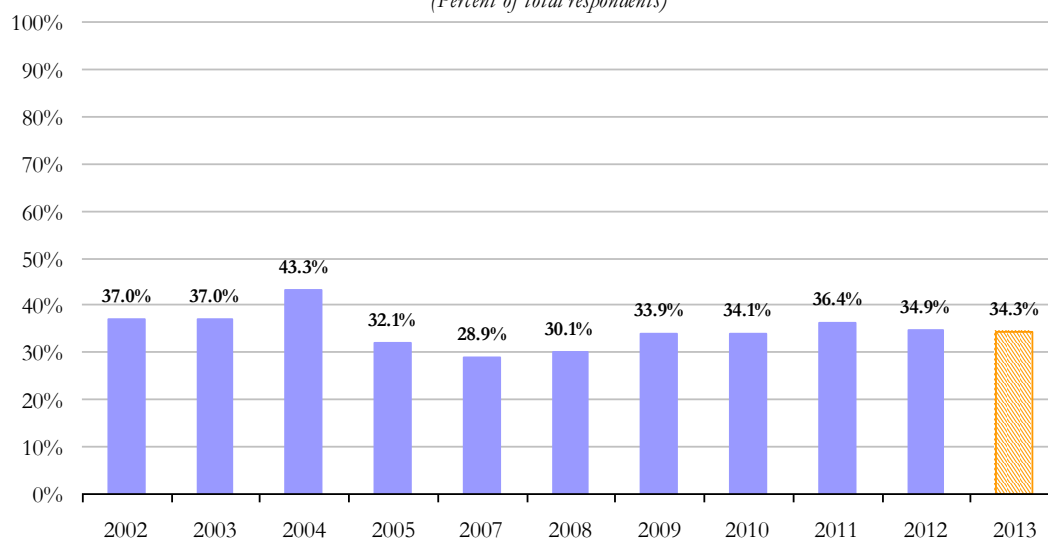
Language

The proportion of respondents with a non-English speaking background was 34.3% in 2013.

Italian (6.5%) and Greek (6.0%) were the most common languages spoken by respondents other than English, consistent with results from previous years. Metropolis Research notes that small but consistent sample of respondents speaking various forms of Chinese and Indian languages (mainly Hindi).



Non-English speaking background
Darebin City Council - 2013 Annual Community Survey
(Percent of total respondents)



Language spoken at home
Darebin City Council - 2013 Annual Community Survey
(Number and percent of total respondents)

Language	2013		2012	2011	2010	2009	2008	2007
	Number	Percent						
English	393	65.7%	65.1%	63.6%	65.9%	65.4%	69.9%	71.1%
Italian	39	6.5%	7.4%	8.3%	11.8%	10.9%	11.7%	9.3%
Greek	36	6.0%	7.2%	6.4%	4.1%	6.8%	5.5%	3.2%
Chinese n.f.d.	28	4.7%	1.7%	2.6%	2.0%	1.3%	0.9%	0.4%
Vietnamese	18	3.0%	1.0%	1.9%	0.4%	0.8%	0.1%	1.0%
Arabic	10	1.7%	1.9%	1.5%	2.3%	2.0%	2.5%	1.2%
Hindi	8	1.3%	2.8%	2.2%	1.4%	2.2%	1.3%	1.1%
Macedonian	7	1.2%	1.7%	0.6%	0.9%	0.9%	0.6%	0.4%
Cantonese	5	0.8%	0.9%	0.8%	1.3%	0.5%	0.1%	2.1%
Japanese	4	0.7%	0.4%	0.3%	0.1%	0.1%	0.4%	0.4%
Mandarin	3	0.5%	1.5%	0.8%	1.3%	1.4%	2.1%	2.5%
Portugese	3	0.5%	na	0.1%	0.1%	40.0%	0.3%	na
Spanish	3	0.5%	0.5%	1.4%	1.3%	0.3%	0.3%	0.1%
Dutch	3	0.5%	na	na	na	na	na	na
Croatian	3	0.5%	na	na	0.4%	na	na	na
Somali	3	0.5%	na	na	na	0.3%	0.3%	1.4%
Sinhalese	2	0.3%	na	na	na	0.4%	0.5%	na
French	2	0.3%	na	0.4%	0.9%	0.9%	0.5%	0.1%
Hungarian	2	0.3%	na	na	na	na	na	na
Tagalog (Filipino)	2	0.3%	0.1%	0.3%	0.1%	0.5%	0.1%	0.2%
German	1	0.2%	0.9%	0.3%	0.6%	0.9%	0.1%	0.2%
Turkish	1	0.2%	na	na	na	na	na	na
Thai	1	0.2%	0.3%	0.8%	0.3%	na	na	na
Swahili	1	0.2%	0.3%	na	na	na	na	na
Russian	1	0.2%	0.1%	0.1%	0.4%	na	na	na
Multiple	6	1.0%	0.6%	0.9%	na	na	na	na
All other languages	13	2.2%	3.0%	3.8%	1.6%	1.5%	0.0%	2.5%
Not stated	2		20	13	11	17	24	16
Total	600	100%	799	799	799	798	817	823



Household structure



A little less than half of the respondents were from two parent families, one-quarter from couple only households and a little more than ten percent from group households and sole person households.

Household structure
Darebin City Council - 2013 Annual Community Survey
(Number and percent of total respondents)

Structure	2013		2012	2011	2010	2009	2008	2007
	Number	Percent						
Two parent family	366	46.0%	46.7%	37.4%	48.9%	46.0%	44.8%	47.0%
One parent family	32	4.0%	5.8%	7.8%	6.0%	5.9%	7.7%	6.6%
Couple only household	197	24.7%	25.6%	26.4%	26.3%	24.3%	26.4%	27.7%
Group household	97	12.2%	10.8%	12.1%	8.9%	10.7%	8.6%	7.1%
Sole person household	90	11.3%	10.2%	13.3%	8.6%	12.7%	10.9%	11.3%
Other household	14	1.8%	1.0%	3.0%	1.3%	0.4%	1.6%	0.2%
Not stated	4		3	2	5	1	11	10
Total	800	100%	800	798	799	798	817	823

Disability

The proportion of respondents that reported a household member has a disability decreased slightly in 2013 to 8.1%.

Household members identified as having a disability
Darebin City Council - 2013 Annual Community Survey
(Number and percent of total respondents)

Disability	2013		2012	2011	2010	2009	2008	2007
	Number	Percent						
Yes	65	8.1%	11.8%	12.0%	10.9%	12.8%	15.9%	12.8%
No	726	90.8%	87.6%	87.6%	89.1%	87.2%	84.1%	87.2%
Not stated	9		5	3	13	4	19	8
Total	800	99%	799	799	799	798	817	823



Current housing situation

The current housing situation of respondents has remained fairly stable over the life of the *Annual Community Survey*. There were no substantial changes in the current housing situation of respondents in 2013.

Housing situation
Darebin City Council - 2013 Annual Community Survey
(Number and percent of total respondents)

Situation	2013		2012	2011	2010	2009	2008	2007
	Number	Percent						
Own this home	382	48.7%	43.9%	43.1%	44.5%	39.7%	41.7%	42.5%
Mortgage	200	25.5%	26.3%	24.8%	28.6%	29.8%	31.0%	25.5%
Renting this home	192	24.5%	28.1%	27.7%	24.7%	26.5%	22.6%	24.9%
Renting (Office of Housing)	8	1.0%	0.9%	3.3%	0.5%	3.9%	1.8%	3.0%
Other arrangement	3	0.4%	0.8%	1.1%	1.7%	0.0%	1.6%	2.4%
Not stated	15		17	12	3	9	4	
Total	800	100%	799	799	799	798	817	823

Period of residence

There were no substantial differences reported in the results for period of residence in 2013.

Period of residence
Darebin City Council - 2013 Annual Community Survey
(Number and percent of total respondents)

Period	2013		2012	2011	2010	2009	2008	2007
	Number	Percent						
Less than 1 year	60	7.5%	6.7%	8.8%	5.9%	7.2%	8.5%	7.0%
1 to less than 5 years	168	21.0%	24.7%	23.9%	23.2%	21.7%	22.3%	27.7%
5 to less than 10 years	118	14.8%	19.6%	16.6%	23.2%	18.1%	19.0%	20.4%
10 years or more	453	56.7%	49.0%	50.8%	47.7%	53.1%	49.3%	45.0%
Not stated	1		3	2	2	1	2	3
Total	800	100%	799	798	799	798	817	823