

# 2016-17 ANNUAL COMMUNITY SURVEY SUMMARY REPORT

SEPTEMBER 2017



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## Introduction

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

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

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


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

The sample size and methodology employed in this survey is statistically robust and provides results with a level of statistical significance generally greater than that obtained by other individual service specific surveys. Within the margin of error (as detailed for individual services), the results published in this report are an accurate reflection of the community's perceptions. Readers are advised however to be mindful of the sample size for the quarterly results and treat the results appropriately.

### ***Methodology, response rate and statistical strength***

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

A total of approximately 6,419 households were approached to participate in the survey over the course of the four quarterly surveys. Of these households, 3,533 were unattended when approached, were therefore not invited to participate, and played no further part in the research. 1,889 refused to participate and one thousand completed the survey.



This provides a response rate of 34.6%, which is almost identical to the 36.9% recorded in 2015-16. This is consistent with the response rate achieved by *Governing Melbourne* across metropolitan Melbourne as well as other municipal *Annual Community Survey* programs conducted by Metropolis Research.

The 95% confidence interval (margin of error) of these results is plus or minus 3.1%, at the fifty percent level. In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 46.9% and 53.1%. This is based on a total sample size of one thousand respondents, and an underlying population of the City of Darebin of 155,022. The 95% confidence interval is approximately 6.2% for the precinct level results.

## ***Governing Melbourne***

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

*Governing Melbourne* provides an objective, consistent and reliable basis on which to compare the results of this survey. It is not intended to provide a “league table” for local councils, rather to provide additional context with which to understand the results of this survey.

## ***Glossary of terms***

### *Precinct*

The term precinct is used by Metropolis Research to describe the small areas utilised by Council in the *Community Profile*. Readers seeking to use precinct results should seek clarification of specific precinct boundaries if necessary.

### *Measurable and statistically significant*

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.

### *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.

### *Somewhat / notable / marginal*

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms rather they are interpretive. They are used to draw attention to results that may be of interest or relevant 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.

### *95% confidence interval*

Average satisfaction results are presented in this report with a 95% confidence interval included. These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls.

The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 3.1%.

### *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:

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



## Executive summary

Satisfaction with the performance of the Darebin City Council across all areas of responsibility (**overall performance**) remained stable in 2016-17 at 6.69 out of a potential ten. This level of satisfaction is categorised as “good”. This result was 2.4% higher than the 2017 metropolitan Melbourne average of 6.53 recorded in the Metropolis Research *Governing Melbourne* research program.

Almost four-fifths (79.1%) of respondents were satisfied with Council’s overall performance, whilst 8.8% (up from 8.4%) were dissatisfied.

There was some variation in satisfaction with Council’s overall performance observed across the municipality, with respondents from Reservoir East rating satisfaction measurably and significantly higher than the municipal average.

There was also a significant degree of variation in satisfaction with Council’s overall performance observed by respondent profile, with the following pattern evident:


- ⊗ **Higher than average satisfaction** - adolescents and young adults (aged 15 to 35 years), senior citizens (aged 76 years and over), rental (both public and private) households, respondents from households with a member with a disability, and newer residents of Darebin (less than five years) tended to be more satisfied than average.
- ⊗ **Lower than average satisfaction** – middle-aged and older adults (aged 46 to 75 years), home owners and mortgagees, and long-term residents of Darebin (ten years or more) tended to be less satisfied than average.

This pattern of satisfaction by age structure, housing situation and period of residence is not unique to the City of Darebin, and tends to be a strong theme across metropolitan Melbourne.

It is important to note that there was no meaningful variation in satisfaction with Council’s overall performance observed by the respondents’ gender, or language spoken at home. Consistent with their small numbers in the Darebin community, there was only thirteen respondents identifying as Aboriginal and Torres Strait Islander. These respondents tended to be on average marginally less satisfied with Council’s performance than other respondents.

Metropolis Research notes that whilst satisfaction with Darebin City Council remained stable in 2016-17, in 2016 satisfaction with local government across metropolitan Melbourne tended to decline, with the metropolitan Melbourne average satisfaction in 2016 declining six percent, and recovering by two percent in 2017. A range of issues affected satisfaction with local government in 2016, including the effect of the local government elections which are often a negative influence on community satisfaction with local government. That satisfaction did not decline in the City of Darebin reflects well of the performance of the Darebin City Council over the last twelve months.






Consistent with the stable satisfaction with Council's overall performance, the average satisfaction with the six aspects of [governance and leadership](#) declined by less than one percent, down from 6.92 to 6.86, and remains at a level categorised as "good". Respondents rated as "very good" Council's performance meeting the needs of the multi-cultural community and providing services that are inclusive of LGBTIQ residents. These results strongly suggest that Council is effectively engaging with its diverse and multi-cultural community. This is further borne out by the fact that respondents from multi-lingual households reported similar levels of satisfaction with Council performance than respondents from English speaking households.

Respondents rated as "good" the core aspects of governance and leadership including; communicating its programs and services (6.76), lobbying and making representations (6.61), community consultation and engagement (6.52), and making decisions in the interests of the community (6.50). Satisfaction with these aspects varied by demographic profile (age, gender, language spoken at home, period of residence, disability, and ATSI status) in a similar pattern to overall satisfaction with Council.

[Customer service](#) remains a very positive area of Council performance, with the average satisfaction with the included aspects declining only marginally this year, down 1.3% to 8.13. Despite this marginal decline, satisfaction remains at a level categorised as "excellent", and customer service is again in 2016-17, the area of Council performance with the highest average satisfaction.

There were eighteen [Council services and facilities](#) included in the *Community Survey*, and the average satisfaction with these services and facilities was 7.26 in 2016-17, a level of satisfaction categorised as "very good". This was a marginal decline of less than one percent on the 7.32 recorded last year. It is important to note that this average satisfaction with services and facilities was measurably and significantly higher than satisfaction with Council's overall performance. Of these eighteen services and facilities, only three reported satisfaction scores lower than overall satisfaction with Council, and only satisfaction with Council's performance managing local traffic (6.38) was measurably lower than overall satisfaction with Council. Satisfaction with services and facilities was broadly similar to the metropolitan Melbourne results, and was higher for five and lower for six services and facilities.

[Traffic](#) remains a significant issue in the City of Darebin in 2016-17, highlighted by a number of questions included in the survey program. Satisfaction with the volume and speed of traffic both on local streets and main roads remains very low. Satisfaction with the volume of traffic on local streets was rated as "poor", and for main roads was rated as "very poor". Satisfaction with the speed of traffic on both main roads and local streets was rated as "solid". As discussed above, satisfaction with the performance of Council managing local traffic was rated as "solid". In addition, as in previous years "traffic management" remains the most commonly identified issue to address in the City of Darebin in the coming twelve months, with 22.8% identifying this issue this year. Respondents identifying "traffic management" as an issue for Council were on average 3.9% less satisfied with Council's overall performance than the municipal average.



Satisfaction with traffic and parking was measurably and significantly lower in the City of Darebin than the metropolitan Melbourne average as recorded in *Governing Melbourne*.

[Parking](#) was also a significant issue, with 10.1% of respondents identifying this issue this year. Satisfaction with the availability of parking on local streets was rated as “solid”, whilst the availability of parking around busy shopping strips and major commercial areas was rated as “poor”.

Parking was also the third most commonly identified issue to address in Darebin, with 10.1% of respondents identifying this issue this year. Respondents identifying this issue were on average ten percent less satisfied with Council’s overall performance than the municipal average.

The third significant issue of concern in the City of Darebin was related to the nature, extent and impact of [planning and new housing development](#) occurring in the municipality. Issues with planning and housing development were a major theme developed throughout this report. Most significantly average satisfaction with the six aspects of planning and housing development outcomes was just 5.23 out of ten, a level of satisfaction categorised as “very poor”. This is a decline of 8.1% on the 2015-16 result, and 9.5% down on the 2014-15 result. This includes a 12.8% decline in satisfaction with planning decisions respecting local neighbourhood character, and a 12.3% decline in satisfaction with the protection of local heritage.

It is also noted that “building, housing, planning and development” related issues were the second most commonly identified issues for the City of Darebin this year, with 14.1% of respondents identifying these issues this year. Respondents that identified “building, planning, housing and development” issues were on average measurably and significantly (12.5%) less satisfied with Council’s overall performance than the municipal average (5.85 compared to 6.69). These results strongly suggest that these issues exert a significant negative influence on community satisfaction with Darebin City Council. Dissatisfaction with planning related issues are not unique to the City of Darebin, and Metropolis Research has consistently found dissatisfaction with planning outcomes growing across metropolitan Melbourne, and in particular inner and middle-ring municipalities. Satisfaction with the appearance and quality of new developments and the protection of local heritage was measurably and significantly lower in the City of Darebin than the 2017 metropolitan Melbourne results.

The [perception of safety](#) in the public areas of the City of Darebin both during the day (down 3.7%) and at night (5.0%) did decline this year; however they remain at quite high levels. The overwhelming majority (90.7%) of respondents felt safe in the public areas of the City of Darebin during the day, and almost three-quarters (71.3%) felt safe in the public areas of the municipality at night. It is noted however that female respondents (6.18) felt measurably and significantly less safe in the public areas of Darebin at night than male respondents (7.04). Significantly it is noted that one-quarter (25.2%) of female respondents felt unsafe at night in the public areas of Darebin at night.

Taken as a whole, the *Community Survey* this year found a steady level of satisfaction with the performance of Darebin City Council, with services and facilities and customer service in particular being very well received by the Darebin community.

The major issues community concern still relate to traffic congestion, car parking, and the nature and extent of new housing development occurring in Darebin.

## Key findings

The following are the key findings from the *Darebin City Council – 2016-17 Annual Community Survey*.

### Overall performance

- ⊗ Satisfaction with Council's overall performance remained stable in 2016-17 at 6.69, a level of satisfaction best categorised as "good".
- ⊗ This result was 2.4% higher than the 2017 metropolitan Melbourne average of 6.53.
- ⊗ Almost four-fifths (79.1% down from 82.9%) of respondents were satisfied with Council's overall performance, whilst 8.8% (up from 8.4%) were dissatisfied.
- ⊗ Respondents from Reservoir East were measurably more satisfied than the municipal average.
- ⊗ Adolescents and young adults (aged 15 to 35 years) were measurably more satisfied with Council's overall performance, whilst middle-aged adults (aged 46 to 60 years) were measurably less satisfied.
- ⊗ Rental household respondents (both public and private) were measurably more satisfied with Council's overall performance.
- ⊗ Satisfaction with Council's overall performance tended to decline with the period of residence in the City of Darebin.
- ⊗ There was no meaningful variation in satisfaction with Council's overall performance based on the respondents' gender or language spoken at home.

### Governance and leadership

- ⊗ The average satisfaction with the six included aspects of governance and leadership declined by less than one percent in 2016-17, down from 6.92 to 6.86, although it remains at a level categorised as "good".
- ⊗ Satisfaction with the six aspects of governance and leadership were as follows:
  - Meeting the needs of the multicultural community (7.48 - stable) "very good"
  - Providing services inclusive of LGBTIQ community (7.27 up from 7.09) "very good"
  - Communicating its programs and services (6.76 dn from 6.97) "good"
  - Lobbying and making representations on key issues (6.61 dn from 6.70) "good"
  - Making decisions in the interests of the community (6.50 dn from 6.69) "good"
  - Community consultation and engagement (6.52 dn from 6.60) "good".

## Council services and facilities

- ⊗ The average satisfaction with the eighteen included Council services and facilities declined by less than one percent in 2016-17, down from 7.32 to 7.26, although it remains at a level categorised as “very good”.
- ⊗ Satisfaction with the eighteen services and facilities included in the 2016-17 quarterly surveys were as follows:
  - Weekly garbage collection (8.41 up from 8.39) “excellent”
  - Green waste collection service (8.36 up from 8.28) “excellent”
  - Regular recycling (8.24 dn from 8.40) “excellent”
  - Arts and culture (*incl. libraries, Homestead, DAEC*) (8.03 up from 8.02) “excellent”
  - Council’s festivals and events (7.74 dn from 7.80) “very good”
  - Maintenance and repair of parks, reserves, open space (7.40 up from 7.37) “very good”
  - Transfer station – tip in Reservoir (7.25 up from 7.20) “very good”
  - Maintenance and cleaning of shopping strips (7.23 up from 7.16) “good”
  - Council’s overall environmental performance (7.20 dn from 7.25) “good”
  - The level of street lighting (7.09 up from 7.08) “good”
  - Condition of sealed local roads (7.04 dn from 7.08) “good”
  - Litter collection in public areas (6.85 dn from 6.96) “good”
  - Condition of storm water drains (6.83 dn from 7.11) “good”
  - Footpath maintenance and repairs (6.75 dn from 6.81) “good”
  - Street sweeping (6.75 dn from 6.87) “good”
  - Performance in assisting community reduce GGE (6.57 dn from 6.76) “good”
  - The level of dumped rubbish (6.53 dn from 6.70) “good”
  - The performance of Council managing traffic (6.38 dn from 6.46) “solid”.

## Traffic and parking

- ⊗ Satisfaction with the six aspects of traffic and parking remains relatively low, and can best be summarised as follows:
  - Speed of traffic on main roads (6.31 up from 6.08) “solid”
  - Speed of traffic on local streets (6.11 up from 5.90) “solid”
  - The availability of parking on local streets (6.02 dn from 6.30) “solid”
  - The availability of parking in, around shopping strips (5.81 up from 5.79) “poor”
  - Volume of traffic on local streets (5.76 dn from 6.04) “poor”
  - Volume of traffic on main roads (5.42 up from 5.41) “very poor”.
- ⊗ Satisfaction with the volume of traffic on both local residential streets and main roads was measurably and significantly lower than the 2017 metropolitan Melbourne results.
- ⊗ Satisfaction with the speed of traffic on both local residential streets and main roads, as well as parking on local residential streets was marginally but not measurably lower than the 2017 metropolitan Melbourne results.

## Planning and housing development

- ⊗ The average satisfaction with the six included aspects of planning and housing development declined measurably and significantly in 2016-17, down 8.1% to 5.23, a level of satisfaction categorised as “very poor”.
- ⊗ Satisfaction with the six aspects of planning and housing development remains relatively low, and can best be summarised as follows:
  - Opportunities to participate in planning consultations (5.59 dn from 5.86) “poor”
  - The protection of local heritage (5.35 dn from 6.10) “very poor”
  - The number of new developments (5.20 dn from 5.46) “very poor”
  - The appearance and quality of new developments (5.16 dn from 5.52) “very poor”
  - The size, height, set-back of buildings being developed (5.10 dn from 5.52) “very poor”
  - Planning decisions respecting local neighborhood character (4.98 dn from 5.71) “extremely poor”.

## Customer service

- ⊗ A little less than half of the respondents (41.7% up from 40.4%) had contact with Council in the last twelve months.
- ⊗ The most common forms of contacting Council remain telephone (59.1% down from 62.8%), visits in person (19.5% up from 15.5%), and email (7.9% down from 11.0%).
- ⊗ Average satisfaction with the six included aspects of customer service declined marginally but not measurably in 2016-17, down 1.3% to 8.13, however it remains at a level categorised as “excellent”.
- ⊗ Satisfaction with the six aspects of customer service can best be summarised as follows:
  - Staff understanding language needs (multi-lingual only) (8.60 up from 8.34) “excellent”
  - Satisfaction with the Darebin website (visitors only) (8.12 dn from 8.23) “excellent”
  - Attitude of staff (7.82 up from 7.58) “excellent”
  - Ease of contact (7.78 up from 7.62) “excellent”
  - Helpfulness of the information provided (7.28 dn from 7.30) “very good”
  - Speed of service (6.75 dn from 6.83) “good”.

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

- ⊗ The perception of safety during the day remains very high, although it declined by 3.7% in 2016-17 to 8.14 (down from 8.45).
- ⊗ The perception of safety at night declined somewhat, albeit not measurably in 2016-17, down five percent to 6.59.
- ⊗ The perception of safety in the public areas of the City of Darebin was very similar to the 2017 metropolitan Melbourne results as recorded in *Governing Melbourne*.

## Council as an organisation

- ⊗ Respondents were asked to rate their agreement with six statements about the Darebin City Council as an organisation. The average agreement results remained relatively consistent in 2016-17 with those recorded in previous years.
- ⊗ Agreement with the statements was as follows:
  - Darebin City Council provides important services *(7.09 dn from 7.16)*
  - Is progressive and up-to-date *(6.58 up from 6.55)*
  - Is trustworthy and reliable *(6.55 dn from 6.70)*
  - Has a sound direction for the future *(6.31 dn from 6.40)*
  - Offers value for rates *(5.68 dn from 5.89)*
  - Is bureaucratic and ineffective *(5.33 dn from 5.49)*

## Council advocacy campaigns

- ⊗ A total of 129 responses were received from eighty-nine respondents identifying Council advocacy campaigns. Some of the campaigns most commonly identified by respondents related to the Preston Market redevelopment (11 responses), Level Crossing Removal (10 responses), and The Greens Advocacy (6 responses).

## Improvements noticed in the local area in the last twelve months

- ⊗ A total of 378 (37.8% down from 38.9%) respondents identified 502 improvements they had noticed in the last twelve months.
- ⊗ The most commonly identified improvements were:
  - Parks, gardens and open space related *(14.8% dn from 15.4%)*
  - Road maintenance and repair related *(7.8% up from 3.9%)*
  - Footpath maintenance and repair related *(3.5% up from 1.9%)*

## Issues for Council to address in the coming twelve months

- ⊗ A total of 734 respondents (73.4% up from 73.0%) identified 1,492 individual issues for Council to address in the coming twelve months.
- ⊗ It is important to note that these issues are not all within the remit of local government, nor are they a list of complaints.
- ⊗ The top five issues to address in the City of Darebin in 2016-17 are as follows:
  - Traffic management *(22.8% dn from 24.2%)*
  - Building, housing, planning and development related *(14.1% dn from 16.9%)*
  - Parking *(10.1% up from 7.5%)*
  - Parks, gardens and open spaces *(8.6% up from 7.4%)*
  - Safety, policing, and crime related issues *(6.3% up from 5.3%)*

## Overall performance

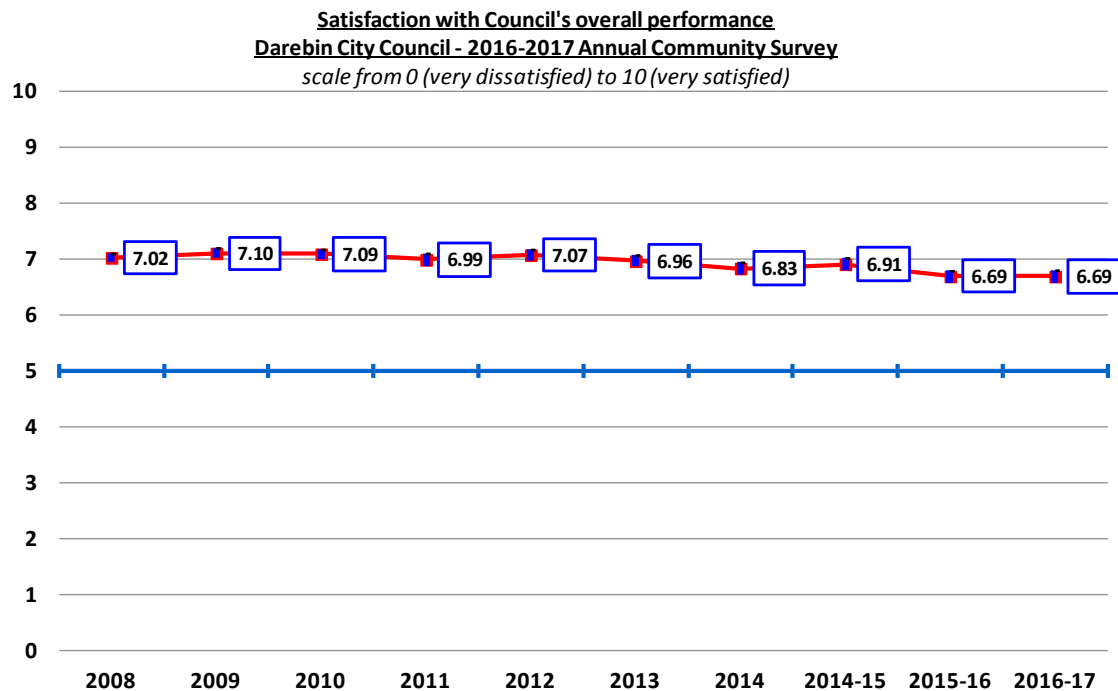
Respondents were asked:

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

Satisfaction with the performance of Council across all areas of responsibility (overall performance) remained stable in 2016-17 at 6.69 out of a potential ten. This level of satisfaction is categorised as “good”, the same categorisation that Darebin City Council has retained in each of the ten years.

This result is marginally, albeit not measurably higher than the 2017 metropolitan Melbourne average overall satisfaction of 6.53, as recorded in the Metropolis Research *Governing Melbourne* survey.

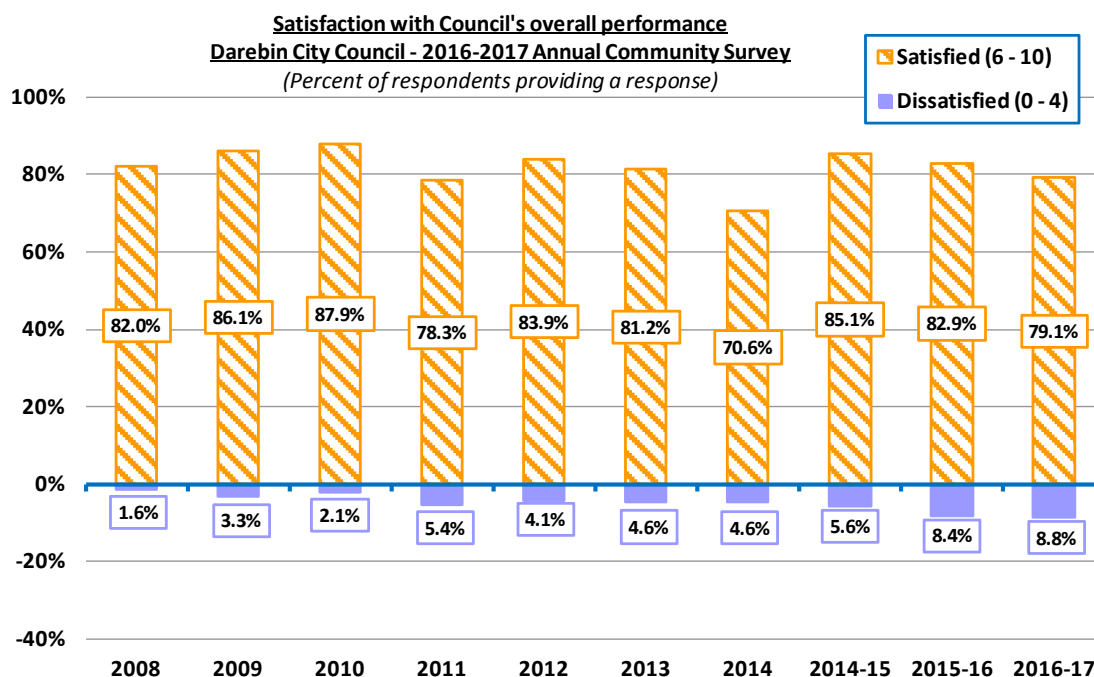
Metropolis Research does note that this result remains the lowest annual level of satisfaction with the overall performance of Council recorded since the commencement of the quarterly survey program in 2007. Prior to 2007, satisfaction with Council’s overall performance was 6.67 in 2002 and 6.38 in 2005.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



Consistent with the stable average satisfaction with Council’s overall performance, the proportion of respondents satisfied (rating six to ten) and dissatisfied (rating zero to four) with Council’s overall performance has remained relatively stable.

It is noted that the proportion of respondents satisfied with Council’s overall performance declined very marginally in 2016-17, down from 82.9% to 79.1%.

Despite this very small decline, it is again noted that the overwhelming majority of respondents in 2016-17 were satisfied with Council’s overall performance.



Satisfaction with Council’s overall performance increased somewhat in four precincts and declined in four precincts, as follows:

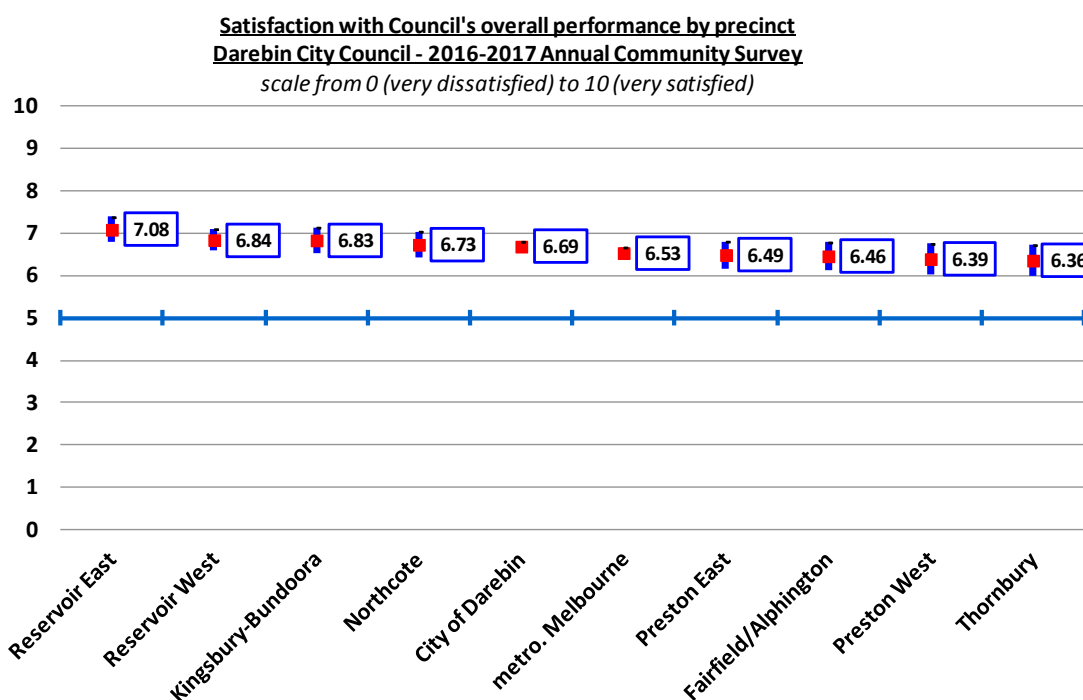
- ⊗ **Increased satisfaction** – satisfaction increased in Reservoir East, Northcote, Fairfield-Alphington, and Thornbury.
- ⊗ **Decreased satisfaction** – satisfaction decreased in Reservoir West, Kingsbury-Bundoora, Preston East, and Preston West.

None of these changes were statistically significant.

There was some variation in satisfaction with Council’s overall performance observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Reservoir East** – respondents rated satisfaction with Council’s overall performance measurably higher than the municipal average.
- ⊗ **Preston East, Fairfield-Alphington, Preston West, and Thornbury** – respondents rated satisfaction with Council’s overall performance marginally, but not measurably lower than the municipal average and at levels categorised as “solid”.





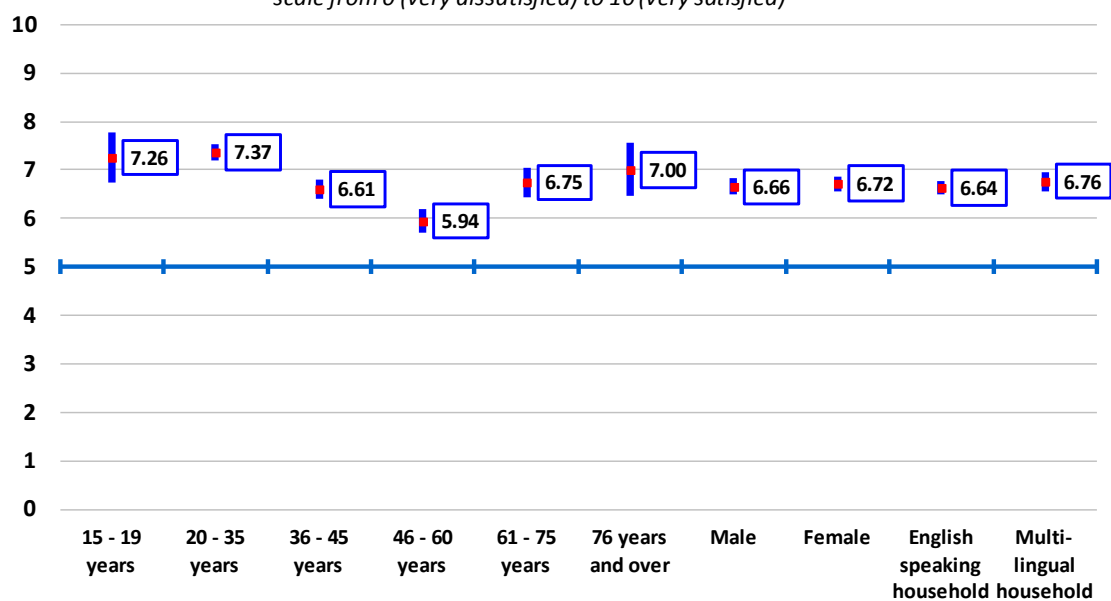
There was significant variation in satisfaction with Council's overall performance observed by respondent profile, with attention drawn to the following:

- ⊗ **Adolescents and young adults (aged 15 to 35 years)** – respondents rated satisfaction measurably and significantly higher than the municipal average and at levels categorised as “very good”.
- ⊗ **Middle-aged adults (aged 46 to 60 years)** – respondents rated satisfaction with Council's overall performance measurably and significantly lower than the municipal average and at a level categorised as “poor”.
- ⊗ **Gender** – there was no meaningful variation in satisfaction with Council's overall performance observed between male and female respondents.
- ⊗ **Language spoken at home** – there was no meaningful variation in satisfaction with Council's overall performance observed between respondents from English speaking and multi-lingual households.
- ⊗ **Housing situation** – respondents from rental households (both public and private) rated satisfaction with Council's overall performance measurably and significantly higher than other respondents and at levels categorised as “very good” and “excellent” respectively.
- ⊗ **Period of residence** – satisfaction with Council's overall performance declines with the respondents' period of residence in the City of Darebin, from “very good” for new residents (less than one year) to “solid” for long-term residents (ten years or more).
- ⊗ **Disability status** – respondents from households with a member with a disability rated satisfaction with Council's overall performance marginally, albeit not measurably higher than other respondents.

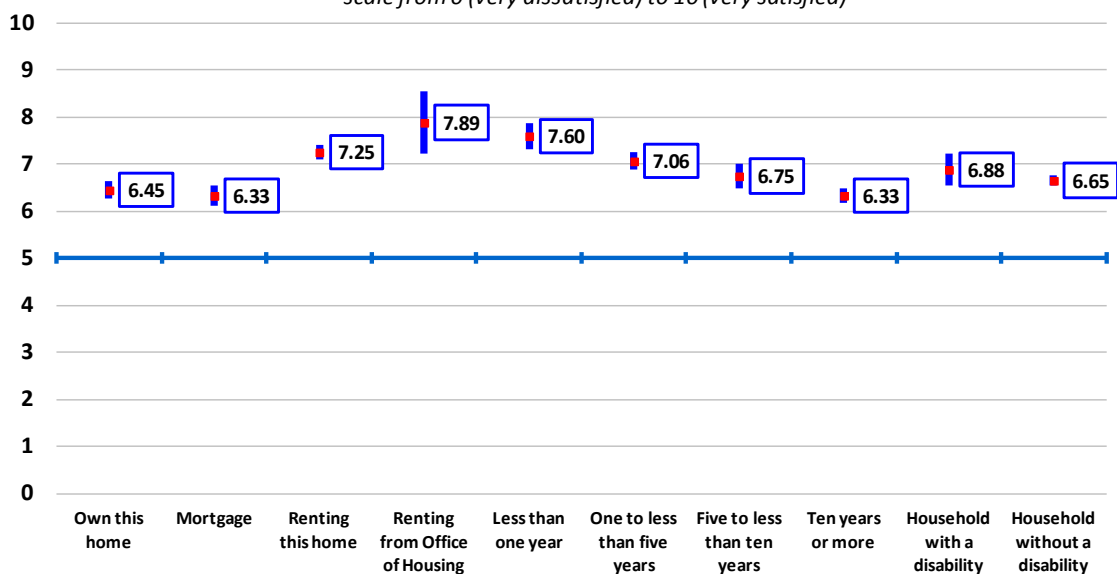
This pattern of demographic and socio-economic profile variation in overall satisfaction has been observed by Metropolis Research across metropolitan Melbourne. It is generally true to say that younger people, renters, and new residents tend to be more satisfied with the local council, whilst middle-aged and older adults (but not senior citizens), home owners, and long-term residents of the municipality tend to be less satisfied with the local council.

This basic pattern of satisfaction is true not only for the overall performance of Council, but is certainly found in satisfaction with governance and leadership, and most particularly with regard to aspects of planning and housing development.

**Satisfaction with Council's overall performance by respondent profile**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Satisfaction with Council's overall performance by housing situation, period of residence and household disability status**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Satisfaction with Council's overall performance**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and index score 0 - 10)*

Variable	Number	2016-2017		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	20	6.75	<b>7.26</b>	7.77
20 - 35 yrs	239	7.21	<b>7.37</b>	7.52
36 - 45 yrs	239	6.41	<b>6.61</b>	6.80
46 - 60 yrs	246	5.70	<b>5.94</b>	6.19
61 - 75 yrs	143	6.44	<b>6.75</b>	7.05
76 yrs and over	58	6.46	<b>7.00</b>	7.55
<i>Housing situation</i>				
Own this home	413	6.27	<b>6.45</b>	6.63
Mortgage	222	6.10	<b>6.33</b>	6.55
Renting this home	258	7.09	<b>7.25</b>	7.42
Renting from Office of Housing	31	7.22	<b>7.89</b>	8.55
<i>Period of residence</i>				
Less than one year	94	7.33	<b>7.60</b>	7.87
One to less than five years	211	6.88	<b>7.06</b>	7.25
Five to less than ten years	140	6.47	<b>6.75</b>	7.02
Ten years or more	499	6.17	<b>6.33</b>	6.50
<i>Aboriginal and Torres Strait Islander</i>				
Yes	12	5.77	<b>7.07</b>	8.38
No	923	6.57	<b>6.68</b>	6.79
<i>Multi-lingual household</i>				
English speaking	590	6.50	<b>6.64</b>	6.77
Multi-lingual	353	6.56	<b>6.76</b>	6.96
<i>Household member with a disability</i>				
Yes	119	6.54	<b>6.88</b>	7.23
No	819	6.53	<b>6.65</b>	6.77
<i>Gender</i>				
Male	432	6.49	<b>6.66</b>	6.82
Female	508	6.57	<b>6.72</b>	6.87
<b>City of Darebin</b>	<b>947</b>	<b>6.58</b>	<b>6.69</b>	<b>6.80</b>

**Satisfaction with Council's overall performance**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir East	2013	98	6.85	<b>7.16</b>	7.47
	2014	79	6.54	<b>6.89</b>	7.23
	2014-15	97	6.80	<b>7.10</b>	7.40
	2015-16	123	6.62	<b>6.90</b>	7.18
	2016-17	120	6.79	<b>7.08</b>	7.38
Reservoir West	2013	91	6.89	<b>7.18</b>	7.46
	2014	90	6.71	<b>7.01</b>	7.32
	2014-15	91	6.82	<b>7.15</b>	7.49
	2015-16	124	6.74	<b>6.98</b>	7.22
	2016-17	124	6.58	<b>6.84</b>	7.10
Kingsbury-Bundoora	2013	89	6.81	<b>7.16</b>	7.51
	2014	86	6.58	<b>6.92</b>	7.25
	2014-15	89	6.79	<b>7.12</b>	7.46
	2015-16	120	6.79	<b>7.05</b>	7.31
	2016-17	107	6.53	<b>6.83</b>	7.13
Northcote	2013	93	6.37	<b>6.67</b>	6.96
	2014	85	6.51	<b>6.78</b>	7.04
	2014-15	92	6.69	<b>6.92</b>	7.16
	2015-16	119	5.89	<b>6.22</b>	6.55
	2016-17	118	6.42	<b>6.73</b>	7.04
Preston East	2013	77	6.84	<b>7.08</b>	7.32
	2014	64	6.57	<b>6.97</b>	7.37
	2014-15	85	6.72	<b>7.01</b>	7.30
	2015-16	121	6.56	<b>6.86</b>	7.16
	2016-17	123	6.17	<b>6.49</b>	6.80
Fairfield-Alphington	2013	95	6.01	<b>6.40</b>	6.79
	2014	78	6.41	<b>6.73</b>	7.05
	2014-15	93	6.35	<b>6.63</b>	6.92
	2015-16	118	6.12	<b>6.44</b>	6.76
	2016-17	118	6.13	<b>6.46</b>	6.78
Preston West	2013	92	6.63	<b>6.91</b>	7.20
	2014	73	6.08	<b>6.48</b>	6.88
	2014-15	87	6.46	<b>6.82</b>	7.17
	2015-16	121	6.56	<b>6.85</b>	7.15
	2016-17	115	6.03	<b>6.39</b>	6.75
Thornbury	2013	99	6.56	<b>6.87</b>	7.17
	2014	94	6.48	<b>6.72</b>	6.97
	2014-15	91	6.05	<b>6.43</b>	6.80
	2015-16	118	5.85	<b>6.20</b>	6.55
	2016-17	118	5.99	<b>6.36</b>	6.72

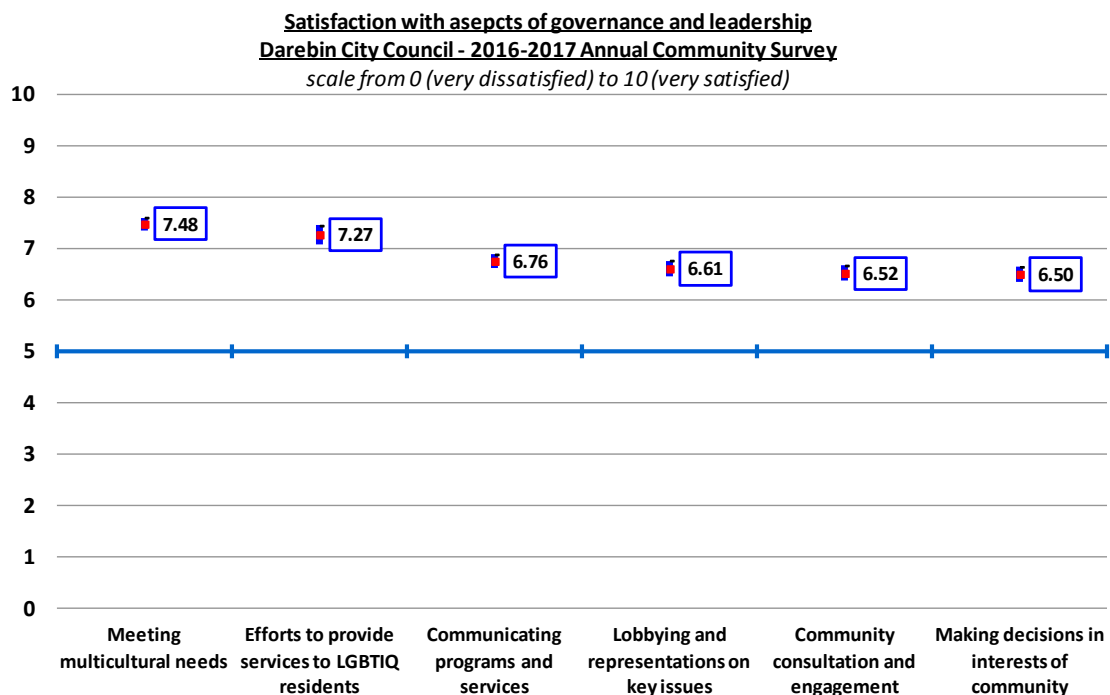
## Governance and leadership

As in previous years the survey program included six aspects of governance and leadership. The average satisfaction with these six aspects in 2016-17 was 6.86, down less than one percent on the 6.92 recorded in 2015-16. Despite this marginal decline, average satisfaction with governance and leadership remains categorised as “good”.

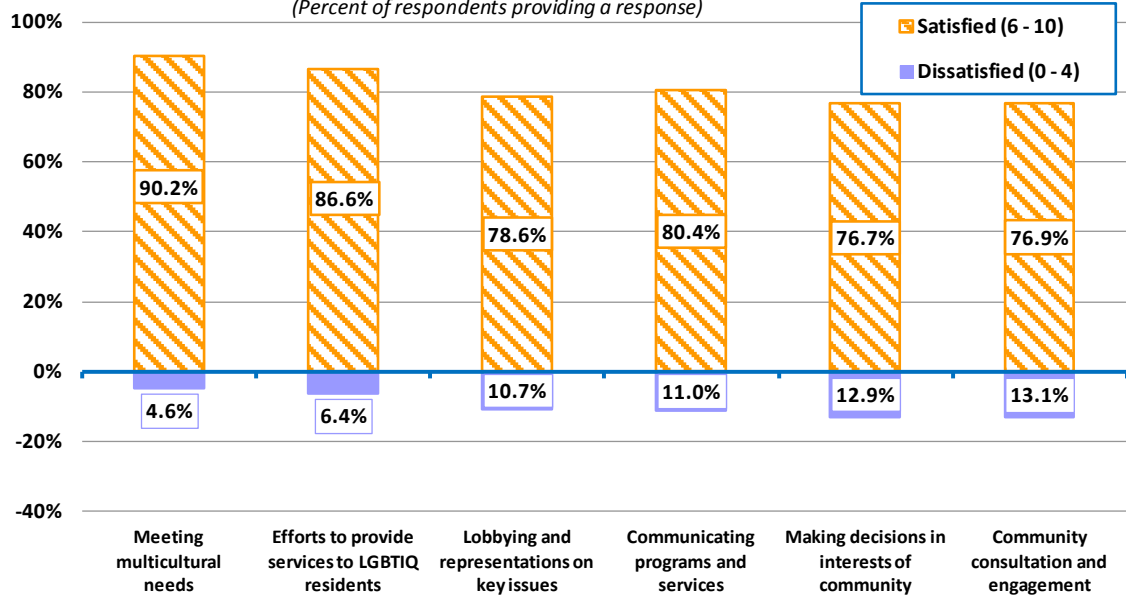
Satisfaction with these six aspects of governance and leadership can best be summarised as follows:

- ⊗ **Very Good** – for Council meeting the needs of the multi-cultural community and efforts to provide services that are inclusive of LGBTIQ residents. More than four-fifths of respondents were satisfied with these two aspects, whilst less than ten percent were dissatisfied.
- ⊗ **Good** – for Council performance communicating its programs and services, lobbying and making representations on key issues, community consultation and engagement, and making decisions in the interests of the community. More than three-quarters of respondents were satisfied with each of these four aspects, whilst between ten and fourteen percent were dissatisfied.

Metropolis Research notes that satisfaction with the four core aspects of governance and leadership (communication, advocacy, consultation, and making decisions) all tend to be similar to or marginally lower than satisfaction with Council’s overall performance, and this is certainly the case in relation to these City of Darebin results this year. This reflects the fact that overall satisfaction and these aspects of governance and leadership are very subjective measures and are all highly correlated.



**Satisfaction with aspects of governance and leadership**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Percent of respondents providing a response)*



**Satisfaction with aspects of governance and leadership**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and percent of total respondents)*

<i>Aspect</i>	<i>Dissatisfied (0 - 4)</i>	<i>Neutral (5)</i>	<i>Satisfied (6 - 10)</i>	<i>Can't say</i>
Meeting multicultural needs	4.6%	5.2%	90.2%	303
Communicating programs and services	11.0%	8.6%	80.4%	147
Community consultation and engagement	13.1%	10.0%	76.9%	266
Efforts to provide services to LGBTIQ residents	6.4%	7.0%	86.6%	559
Making decisions in interests of community	12.9%	10.4%	76.7%	225
Lobbying and representations on key issues	10.7%	10.6%	78.6%	428

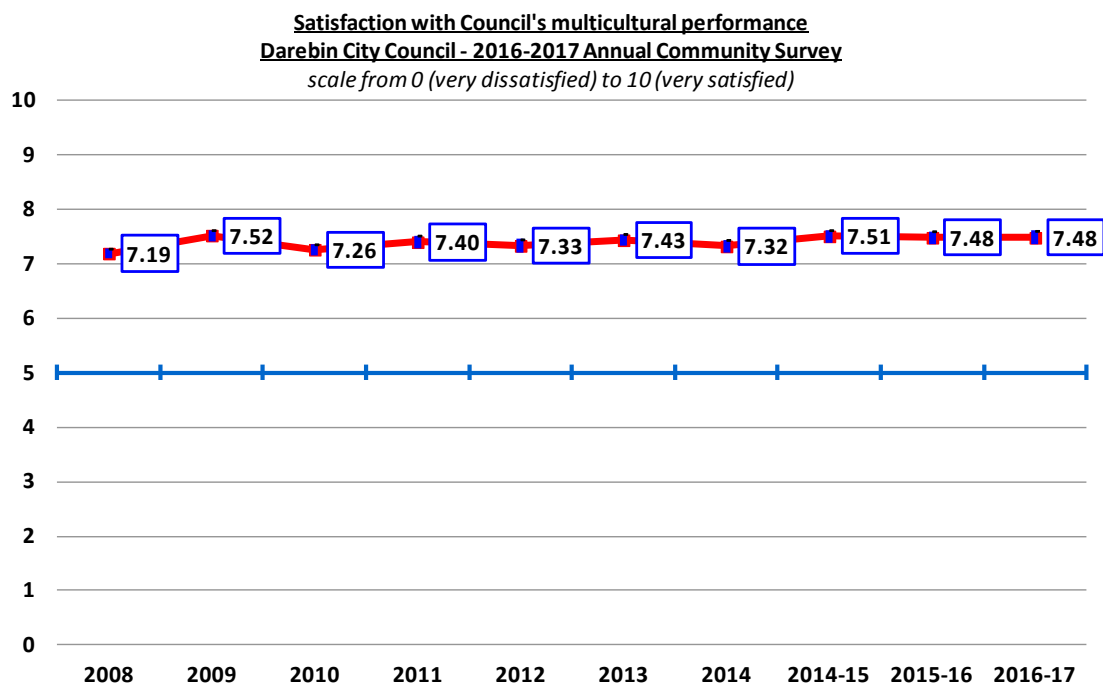
## Meeting the needs of the multicultural community

Respondents were asked:

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

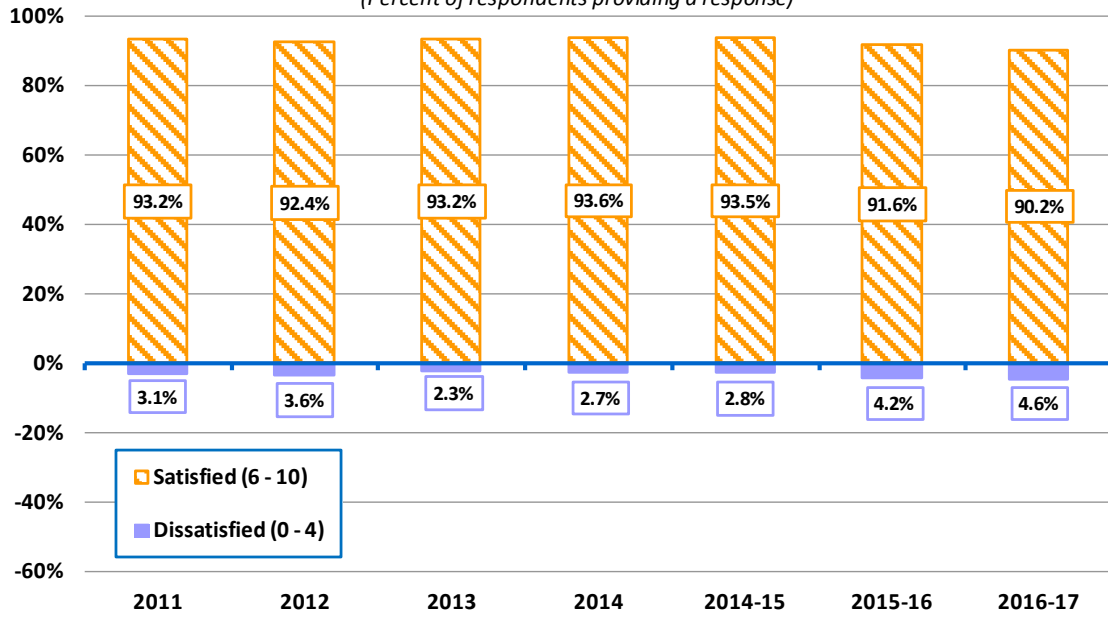
Satisfaction with Council’s performance meeting the needs of the multi-cultural community remained stable in 2016-17 at 7.48 out of a potential ten, a level of satisfaction categorised as “very good”.

Metropolis Research notes that satisfaction with this aspect of governance and leadership has remained at levels categorised as “very good” in nine of the last ten years. This reflects well on Council and the implementation of its principles of equity and inclusion.



This very good level of satisfaction with this aspect of governance and leadership is reinforced by the fact that in each of the last seven years more than ninety percent of respondents were satisfied with this aspect, and less than five percent were dissatisfied.

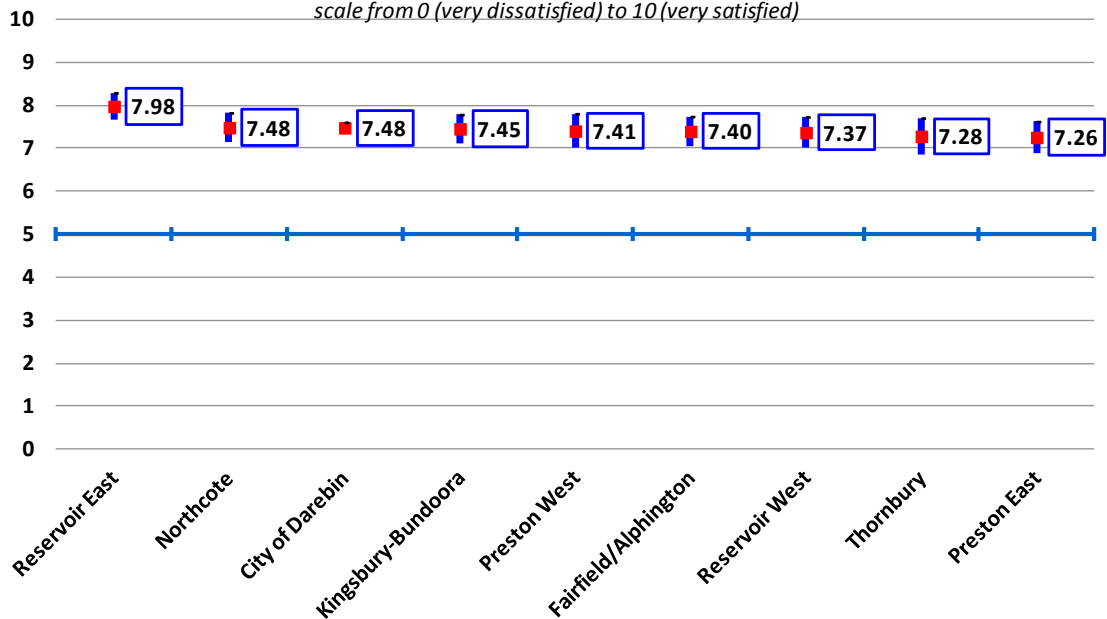
**Satisfaction with Council's multicultural performance**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Percent of respondents providing a response)*




There was some measurable variation in satisfaction with Council’s performance meeting the needs of the multi-cultural community observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Reservoir East** – respondents were measurably and significantly more satisfied than average with Council’s performance meeting the needs of the multi-cultural community, rating satisfaction at a level categorised as “excellent”.

**Satisfaction with Council's multicultural performance by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*







There was no statistically significant variation in this result observed by respondent profile, although it is noted that:

- ⊗ **Age structure** - younger respondents (aged 15 to 35 years) were on average somewhat, albeit not measurably more satisfied than average.
- ⊗ **Housing situation** – rental household respondents were on average somewhat, albeit not measurably more satisfied than home owners and mortgagees.
- ⊗ **Period of residence** – average satisfaction declined significantly with the respondents' period of residence in the City of Darebin.
- ⊗ **ATSI status** – Aboriginal and Torres Strait Islander respondents were marginally, albeit not measurably less satisfied than other respondents.
- ⊗ **Language** – respondents from multi-lingual households were very marginally, albeit not measurably less satisfied than other respondents.

There was no meaningful variation in satisfaction with Council's performance meeting the needs of the multi-cultural community observed by respondents' gender or disability status of the respondents' household.

These results do reflect the general pattern of satisfaction with the overall performance of Darebin City Council, as discussed in the overall satisfaction section of this report.

When examined at the precinct level over time it is noted that satisfaction with Council's performance meeting the needs of the multi-cultural community:

- ⊗ **Increased satisfaction** – satisfaction increased in Reservoir East (up measurably by 9.8%), Northcote, Kingsbury-Bundoora, and Fairfield-Alphington.
- ⊗ **Decreased satisfaction** – satisfaction decreased in Preston West, Reservoir West, Preston East, and Thornbury.

**Satisfaction with Council's multicultural performance**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and index score 0 - 10)*

Variable	Number	2016-2017		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	19	6.92	<b>7.68</b>	8.45
20 - 35 yrs	163	7.63	<b>7.87</b>	8.11
36 - 45 yrs	183	7.19	<b>7.42</b>	7.65
46 - 60 yrs	182	6.90	<b>7.17</b>	7.43
61 - 75 yrs	102	7.16	<b>7.49</b>	7.82
76 yrs and over	48	6.78	<b>7.44</b>	8.11
<i>Housing situation</i>				
Own this home	311	7.20	<b>7.39</b>	7.58
Mortgage	168	7.15	<b>7.42</b>	7.69
Renting this home	172	7.44	<b>7.68</b>	7.93
Renting from Office of Housing	29	7.13	<b>7.92</b>	8.71
<i>Period of residence</i>				
Less than one year	58	7.70	<b>8.08</b>	8.46
One to less than five years	154	7.39	<b>7.66</b>	7.93
Five to less than ten years	106	7.37	<b>7.65</b>	7.94
Ten years or more	377	7.08	<b>7.26</b>	7.44
<i>Aboriginal and Torres Strait Islander</i>				
Yes	8	4.88	<b>7.11</b>	9.35
No	681	7.36	<b>7.48</b>	7.61
<i>Multi-lingual household</i>				
English speaking	436	7.28	<b>7.43</b>	7.58
Multi-lingual	261	7.33	<b>7.56</b>	7.79
<i>Household member with a disability</i>				
Yes	91	6.95	<b>7.40</b>	7.85
No	600	7.36	<b>7.49</b>	7.62
<i>Gender</i>				
Male	325	7.25	<b>7.45</b>	7.64
Female	370	7.33	<b>7.50</b>	7.67
<b>City of Darebin</b>	697	7.35	<b>7.48</b>	7.61

**Satisfaction with Council's multicultural performance**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir East	2013	78	7.21	<b>7.50</b>	7.79
	2014	72	6.98	<b>7.29</b>	7.61
	2014-15	81	7.32	<b>7.65</b>	7.99
	2015-16	97	6.88	<b>7.27</b>	7.65
	2016-17	88	7.66	<b>7.98</b>	8.29
Northcote	2013	54	6.76	<b>7.22</b>	7.69
	2014	69	7.05	<b>7.33</b>	7.62
	2014-15	77	7.15	<b>7.43</b>	7.71
	2015-16	79	7.02	<b>7.35</b>	7.68
	2016-17	85	7.14	<b>7.48</b>	7.83
Kingsbury-Bundoora	2013	87	7.40	<b>7.76</b>	8.12
	2014	69	7.20	<b>7.49</b>	7.79
	2014-15	78	7.14	<b>7.49</b>	7.83
	2015-16	90	7.05	<b>7.36</b>	7.67
	2016-17	77	7.12	<b>7.45</b>	7.79
Preston West	2013	87	7.17	<b>7.45</b>	7.73
	2014	79	6.88	<b>7.27</b>	7.65
	2014-15	78	7.29	<b>7.60</b>	7.92
	2015-16	95	7.71	<b>7.99</b>	8.26
	2016-17	79	7.00	<b>7.41</b>	7.81
Fairfield-Alphington	2013	73	6.56	<b>6.89</b>	7.22
	2014	70	6.99	<b>7.39</b>	7.78
	2014-15	76	7.04	<b>7.40</b>	7.75
	2015-16	85	6.59	<b>6.95</b>	7.32
	2016-17	86	7.05	<b>7.40</b>	7.74
Reservoir West	2013	77	7.26	<b>7.58</b>	7.91
	2014	74	7.03	<b>7.39</b>	7.76
	2014-15	79	7.30	<b>7.62</b>	7.94
	2015-16	93	7.41	<b>7.72</b>	8.04
	2016-17	103	7.01	<b>7.37</b>	7.73
Thornbury	2013	77	7.30	<b>7.57</b>	7.84
	2014	65	6.85	<b>7.19</b>	7.52
	2014-15	79	6.96	<b>7.27</b>	7.57
	2015-16	89	7.58	<b>7.80</b>	8.02
	2016-17	78	6.86	<b>7.28</b>	7.71
Preston East	2013	70	6.91	<b>7.20</b>	7.49
	2014	78	6.95	<b>7.33</b>	7.72
	2014-15	84	7.27	<b>7.56</b>	7.85
	2015-16	95	7.22	<b>7.55</b>	7.89
	2016-17	94	6.89	<b>7.26</b>	7.62

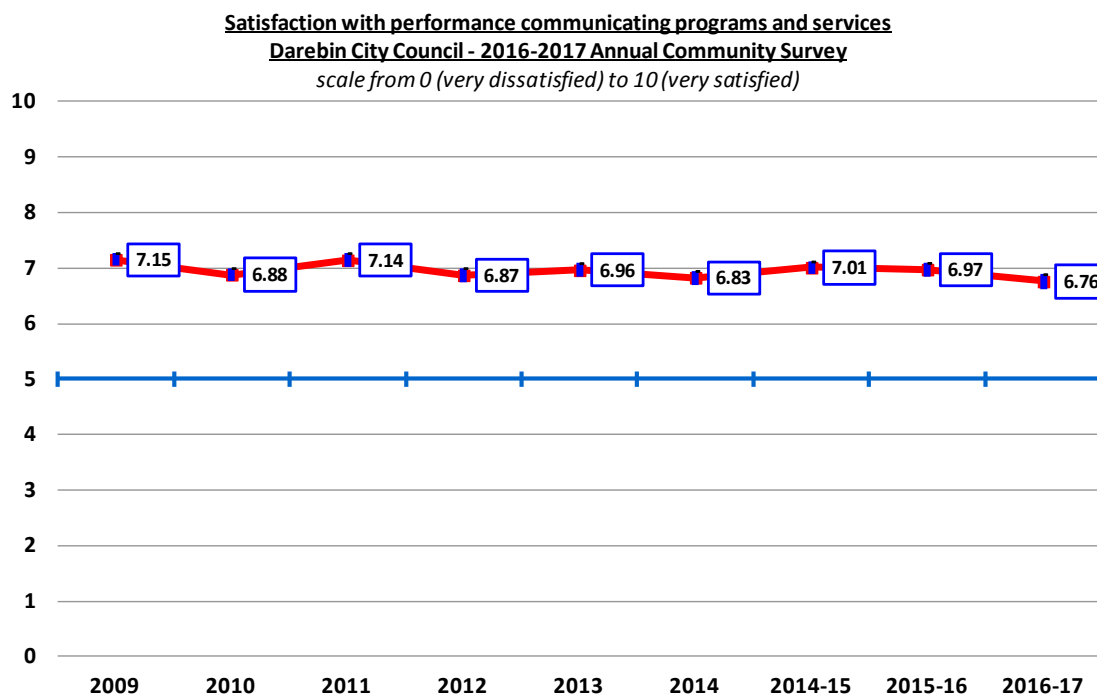
## Communicating programs and services

Respondents were asked:

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

Satisfaction with Council’s performance communicating its programs and services declined somewhat in 2016-17, down three percent from 6.97 to 6.76. This decline was not statistically significant, and despite this decline satisfaction remains at a level categorised as “good”.

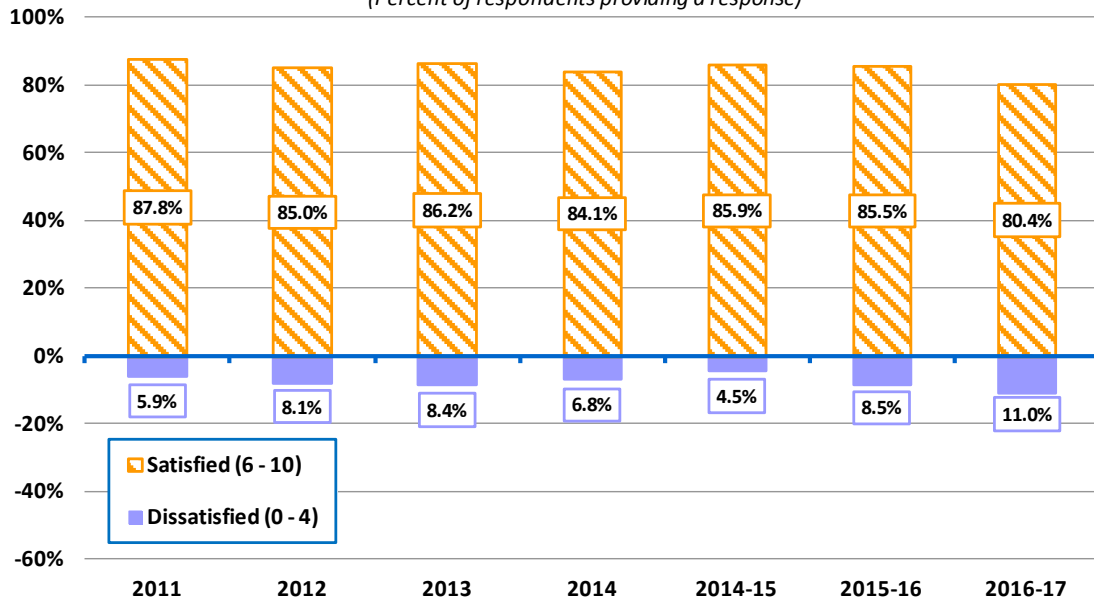
Satisfaction with this aspect of governance and leadership has consistently been recorded at levels categorised as “good” in each of the last nine years.



Consistent with this good level of satisfaction, more than four-fifths (80.4%) of respondents were satisfied with Council’s performance communicating its programs and services in 2016-17, down just marginally on the 85.5% recorded in 2015-16.

There was a small increase in the proportion of respondents dissatisfied with Council’s performance in this area, up from 8.5% in 2015-16 to eleven percent this year. It is noted that this is the first year that more than ten percent of respondents were dissatisfied with this aspect of governance and leadership.

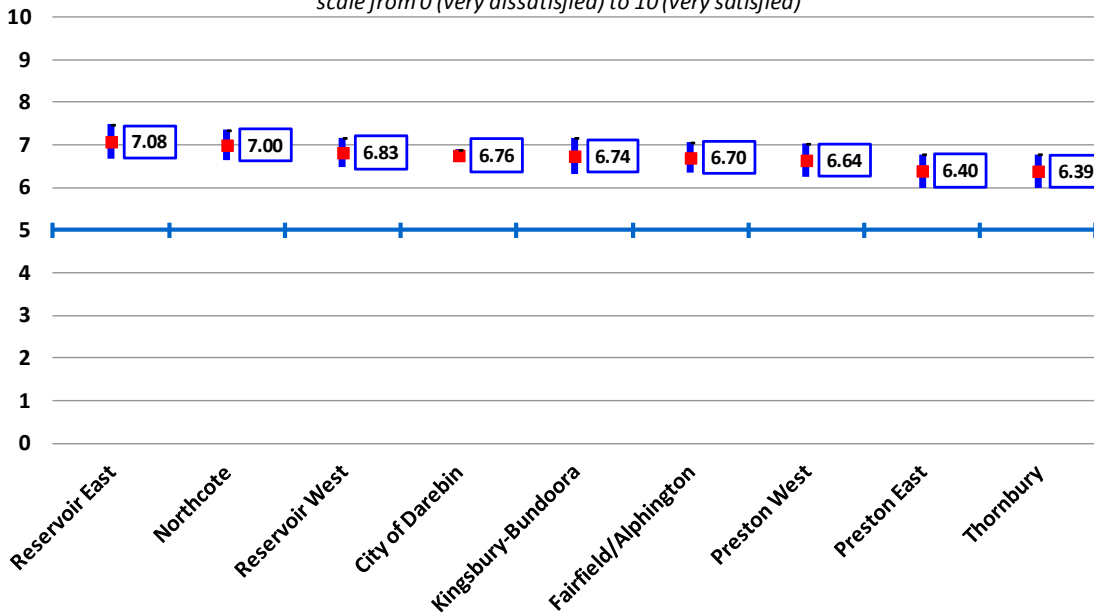
**Satisfaction with Council performance communicating programs and services**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Percent of respondents providing a response)*




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

- ⊗ **Preston East and Thornbury** – respondents were marginally, albeit not measurably less satisfied and rated satisfaction at levels categorised as “solid”.

**Satisfaction with performance communicating programs and services by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*





There was no statistically significant variation in satisfaction with Council's performance communicating its programs and services observed by respondent profile.

This is a very positive result as it suggests that Council is almost equally effective at communicating with the various groups that make up the diverse Darebin community.

Attention is however drawn to the following:

- ⊗ ***Adolescents (aged 15 to 19 years)*** – respondents were somewhat, albeit not measurably more satisfied than average.
- ⊗ ***Senior citizens (aged 75 years and over)*** – respondents were somewhat, albeit not measurably more satisfied than average.
- ⊗ ***Middle-aged adults (aged 46 to 60 years)*** – respondents were somewhat, albeit not measurably less satisfied than average.
- ⊗ ***Public rental household*** – respondents were somewhat, albeit not measurably more satisfied than average.

There was no meaningful variation in satisfaction with Council's performance communicating its programs and services observed by ATSI status, language spoken at home, gender, or household disability status.

Metropolis Research notes that satisfaction with this aspect of governance and leadership does not follow the basic pattern of respondent satisfaction as discussed in relation to overall satisfaction. It is noted that satisfaction with this aspect of governance and leadership was more consistent across the various demographic groups of respondents.

When examined at the precinct level over time, it is observed that:

- ⊗ ***Increased satisfaction*** – satisfaction increased marginally but not measurably in Northcote.
- ⊗ ***Decreased satisfaction*** – satisfaction decreased somewhat, albeit not measurably in Reservoir East, Reservoir West, Preston East, Preston West, Fairfield-Alphington, Kingsbury-Bundoora, and Thornbury.



**Satisfaction with Council's performance communicating programs and services**

**Darebin City Council - 2016-2017 Annual Community Survey**

*(Number and index score 0 - 10)*

<i>Variable</i>	<i>Number</i>	<i>2016-2017</i>		
		<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	19	6.52	<b>7.32</b>	8.13
20 - 35 yrs	198	6.54	<b>6.83</b>	7.12
36 - 45 yrs	223	6.40	<b>6.64</b>	6.88
46 - 60 yrs	227	6.20	<b>6.46</b>	6.71
61 - 75 yrs	131	6.71	<b>7.08</b>	7.46
76 yrs and over	53	6.71	<b>7.24</b>	7.76
<i>Housing situation</i>				
Own this home	380	6.63	<b>6.83</b>	7.03
Mortgage	208	6.38	<b>6.64</b>	6.91
Renting this home	212	6.41	<b>6.69</b>	6.96
Renting from Office of Housing	33	6.37	<b>7.22</b>	8.08
<i>Period of residence</i>				
Less than one year	73	6.29	<b>6.81</b>	7.33
One to less than five years	190	6.39	<b>6.69</b>	6.99
Five to less than ten years	127	6.51	<b>6.85</b>	7.20
Ten years or more	461	6.58	<b>6.75</b>	6.93
<i>Aboriginal and Torres Strait Islander</i>				
Yes	9	5.06	<b>7.02</b>	8.99
No	835	6.62	<b>6.75</b>	6.89
<i>Multi-lingual household</i>				
English speaking	550	6.63	<b>6.79</b>	6.95
Multi-lingual	300	6.46	<b>6.70</b>	6.94
<i>Household member with a disability</i>				
Yes	110	6.34	<b>6.78</b>	7.22
No	735	6.61	<b>6.75</b>	6.89
<i>Gender</i>				
Male	388	6.53	<b>6.73</b>	6.94
Female	460	6.61	<b>6.79</b>	6.96
<b>City of Darebin</b>	<b>853</b>	<b>6.62</b>	<b>6.76</b>	<b>6.89</b>

**Satisfaction with Council's performance communicating programs and services**

**Darebin City Council - 2016-2017 Annual Community Survey**

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir East	2013	86	6.72	<b>7.14</b>	7.56
	2014	82	6.58	<b>6.90</b>	7.22
	2014-15	91	6.71	<b>6.98</b>	7.25
	2015-16	111	6.80	<b>7.13</b>	7.45
	2016-17	100	6.68	<b>7.08</b>	7.48
Northcote	2013	87	6.33	<b>6.71</b>	7.10
	2014	82	6.47	<b>6.82</b>	7.16
	2014-15	92	6.90	<b>7.22</b>	7.53
	2015-16	108	6.45	<b>6.80</b>	7.15
	2016-17	111	6.65	<b>7.00</b>	7.35
Reservoir West	2013	90	6.31	<b>6.74</b>	7.18
	2014	86	6.72	<b>7.08</b>	7.44
	2014-15	87	6.78	<b>7.10</b>	7.43
	2015-16	87	6.78	<b>7.10</b>	7.43
	2016-17	120	6.48	<b>6.83</b>	7.17
Kingsbury-Bundoora	2013	96	6.68	<b>7.14</b>	7.59
	2014	87	6.37	<b>6.74</b>	7.10
	2014-15	85	6.80	<b>7.13</b>	7.46
	2015-16	108	6.53	<b>6.92</b>	7.30
	2016-17	93	6.31	<b>6.74</b>	7.17
Fairfield-Alphington	2013	92	6.10	<b>6.48</b>	6.85
	2014	92	6.30	<b>6.66</b>	7.03
	2014-15	95	6.52	<b>6.91</b>	7.29
	2015-16	120	6.87	<b>7.13</b>	7.38
	2016-17	114	6.34	<b>6.70</b>	7.06
Preston West	2013	93	6.76	<b>7.11</b>	7.45
	2014	91	6.26	<b>6.58</b>	6.91
	2014-15	89	6.65	<b>6.97</b>	7.28
	2015-16	108	6.73	<b>7.07</b>	7.42
	2016-17	104	6.25	<b>6.64</b>	7.03
Preston East	2013	86	6.94	<b>7.23</b>	7.52
	2014	79	6.51	<b>6.91</b>	7.31
	2014-15	85	6.69	<b>7.00</b>	7.31
	2015-16	85	6.69	<b>7.00</b>	7.31
	2016-17	106	6.01	<b>6.40</b>	6.79
Thornbury	2013	89	6.76	<b>7.07</b>	7.37
	2014	77	6.25	<b>6.61</b>	6.97
	2014-15	85	6.34	<b>6.69</b>	7.05
	2015-16	112	6.56	<b>6.88</b>	7.19
	2016-17	103	5.99	<b>6.39</b>	6.79



## Community consultation and engagement

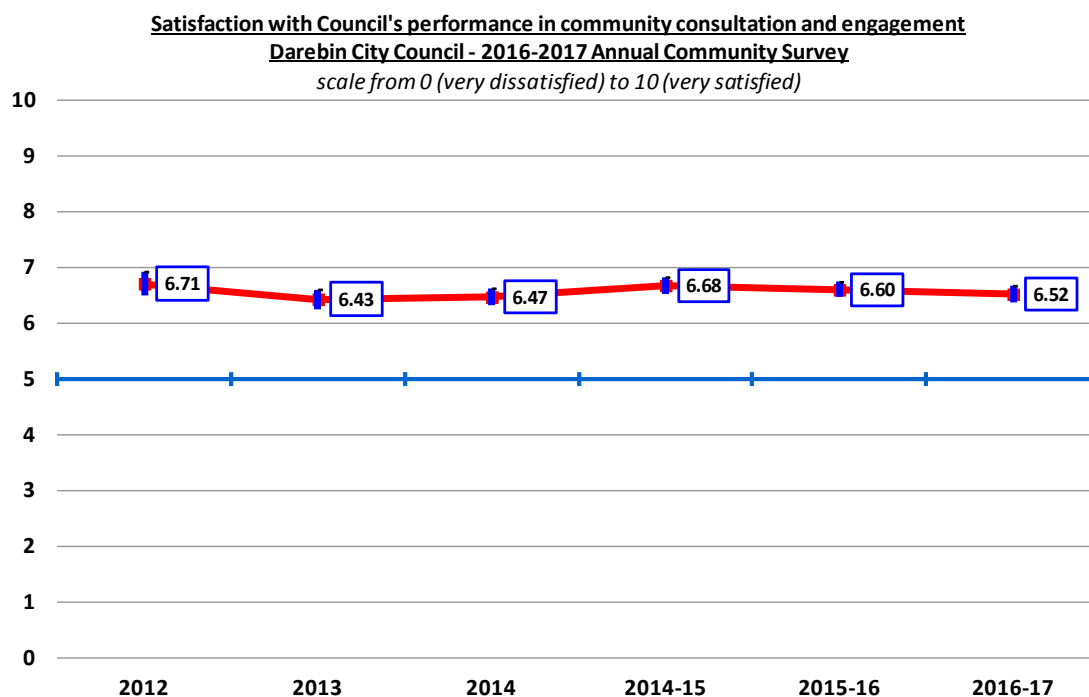
Respondents were asked:

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

Satisfaction with Council’s community consultation and engagement decreased marginally but not measurably in 2016-17, down 1.2% from 6.60 to 6.52. Despite this decline satisfaction remains at a level categorised as “good”.

Satisfaction with this aspect of governance and leadership has been categorised as “good” in four of the last six years, and was rated “solid” in 2013 and 2014.

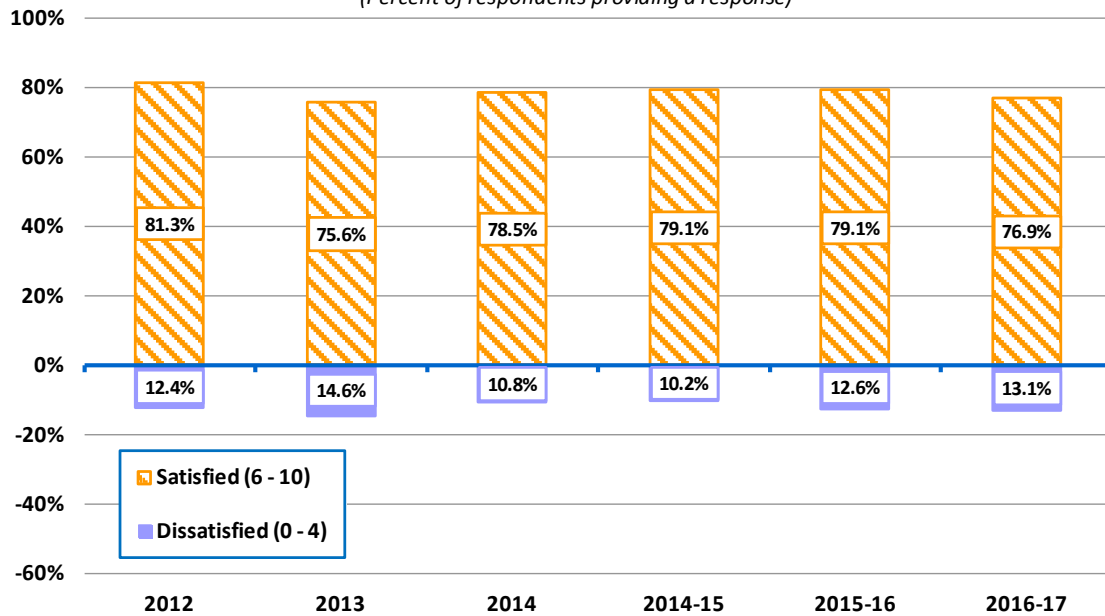
This result is marginally (2.5%), albeit not measurably higher than the 2017 metropolitan Melbourne average of 6.36.



Consistent with this good level of satisfaction, more than three-quarters (76.9%) of respondents were satisfied with Council’s performance and less than one-sixth (13.1%) were dissatisfied.

It is noted that there was a small decrease in the proportion of satisfied respondents in 2016-17, and a very small increase in the proportion dissatisfied. These variations from the previous year’s results were not statistically significant.

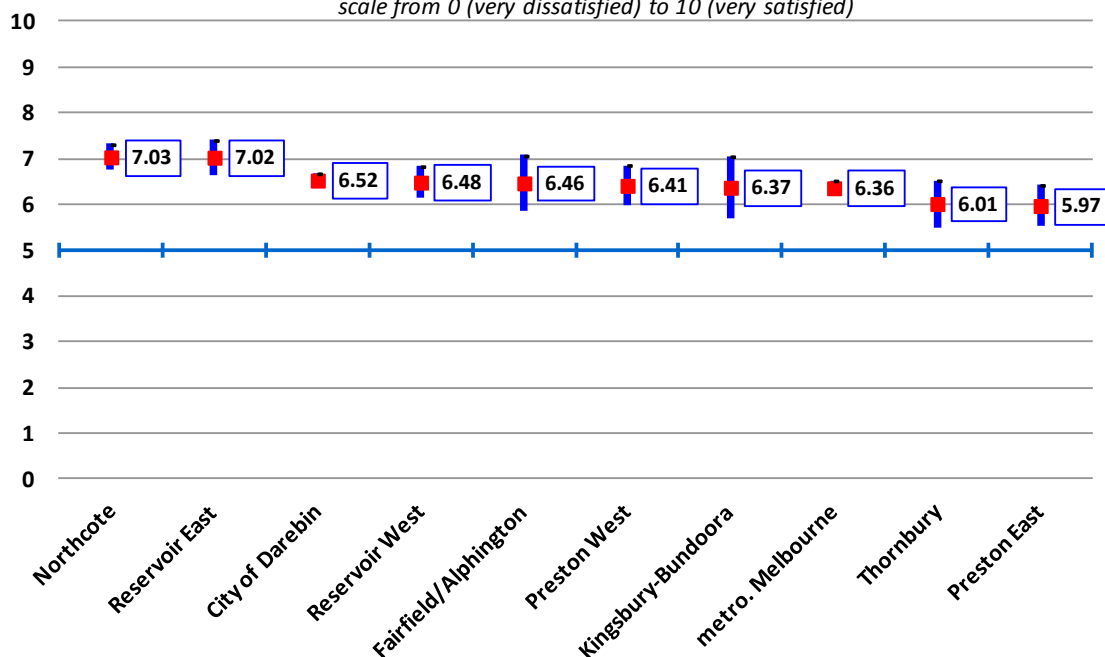
**Satisfaction with Council's performance in community consultation and engagement**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Percent of respondents providing a response)*




There was some measurable variation in satisfaction with Council’s performance in community consultation and engagement observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Northcote and Reservoir East** – respondents were measurably more satisfied than average.
- ⊗ **Thornbury and Preston East** – respondents were measurably less satisfied than average and rated satisfaction at levels categorised as “solid”.

**Satisfaction with Council's performance in community consultation and engagement**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*





There was measurable variation in satisfaction with Council's consultation and engagement observed by respondent profile, with attention drawn to the following:

- ⊗ **Adolescents and young adults (aged 15 to 35 years)** – respondents were somewhat, albeit not measurably more satisfied than average.
- ⊗ **Adults and middle-aged adults (36 to 60 years)** – respondents were somewhat, albeit not measurably less satisfied than average.
- ⊗ **Long-term residents (ten years or more in Darebin)** – respondents were somewhat, albeit not measurably less satisfied than average.
- ⊗ **ATSI status** – the nine Aboriginal and Torres Strait Islander respondents were significantly less satisfied with this aspect of governance and leadership than other respondents.

There was no meaningful variation in satisfaction with Council's performance communicating its programs and services observed by language spoken at home, gender, or household disability status.

When examined at the precinct level over time, it is observed that:

- ⊗ **Increased satisfaction** – satisfaction increased marginally but not measurably in Northcote and Reservoir East.
- ⊗ **Decreased satisfaction** – satisfaction decreased somewhat, albeit not measurably in Reservoir West, Preston East, Preston West, Fairfield-Alphington, Kingsbury-Bundoora, and Thornbury.

None of these increases or decreases were statistically significant.

**Satisfaction with Council's performance in community consultation and engagement**

**Darebin City Council - 2016-2017 Annual Community Survey**

(Number and index score 0 - 10)

Variable	Number	2016-2017		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	15	5.71	<b>6.76</b>	7.82
20 - 35 yrs	163	6.46	<b>6.78</b>	7.10
36 - 45 yrs	201	6.07	<b>6.35</b>	6.63
46 - 60 yrs	202	6.07	<b>6.37</b>	6.68
61 - 75 yrs	116	6.29	<b>6.67</b>	7.05
76 yrs and over	36	5.75	<b>6.61</b>	7.46
<i>Housing situation</i>				
Own this home	322	6.21	<b>6.45</b>	6.69
Mortgage	191	6.22	<b>6.50</b>	6.78
Renting this home	177	6.28	<b>6.60</b>	6.92
Renting from Office of Housing	25	6.59	<b>7.48</b>	8.37
<i>Period of residence</i>				
Less than one year	55	6.31	<b>6.86</b>	7.41
One to less than five years	172	6.34	<b>6.67</b>	6.99
Five to less than ten years	112	6.38	<b>6.74</b>	7.10
Ten years or more	392	6.14	<b>6.35</b>	6.56
<i>Aboriginal and Torres Strait Islander</i>				
Yes	9	3.96	<b>5.66</b>	7.36
No	717	6.37	<b>6.53</b>	6.68
<i>Multi-lingual household</i>				
English speaking	483	6.32	<b>6.51</b>	6.69
Multi-lingual	249	6.29	<b>6.56</b>	6.82
<i>Household member with a disability</i>				
Yes	92	5.96	<b>6.48</b>	6.99
No	634	6.37	<b>6.53</b>	6.69
<i>Gender</i>				
Male	342	6.25	<b>6.48</b>	6.71
Female	387	6.36	<b>6.57</b>	6.78
<b>City of Darebin</b>	734	6.37	<b>6.52</b>	6.68

**Satisfaction with Council's performance in community consultation and engagement**

**Darebin City Council - 2016-2017 Annual Community Survey**

*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Northcote	2013	79	5.34	<b>5.89</b>	6.44
	2014	67	6.54	<b>6.90</b>	7.25
	2014-15	77	6.38	<b>6.78</b>	7.18
	2015-16	103	5.98	<b>6.41</b>	6.83
	2016-17	95	6.75	<b>7.03</b>	7.31
Reservoir East	2013	75	6.14	<b>6.67</b>	7.19
	2014	73	6.02	<b>6.48</b>	6.94
	2014-15	86	6.73	<b>7.09</b>	7.45
	2015-16	103	6.47	<b>6.83</b>	7.20
	2016-17	85	6.64	<b>7.02</b>	7.40
Reservoir West	2013	76	5.88	<b>6.38</b>	6.89
	2014	78	6.01	<b>6.42</b>	6.84
	2014-15	81	6.23	<b>6.64</b>	7.05
	2015-16	105	6.27	<b>6.68</b>	7.08
	2016-17	98	6.13	<b>6.48</b>	6.83
Fairfield-Alphington	2013	87	5.57	<b>6.01</b>	6.45
	2014	81	5.74	<b>6.16</b>	6.58
	2014-15	87	6.01	<b>6.45</b>	6.88
	2015-16	109	6.28	<b>6.67</b>	7.06
	2016-17	106	5.86	<b>6.46</b>	7.06
Preston West	2013	81	5.95	<b>6.41</b>	6.87
	2014	76	5.65	<b>6.12</b>	6.59
	2014-15	75	5.91	<b>6.40</b>	6.89
	2015-16	100	6.53	<b>6.89</b>	7.25
	2016-17	93	5.96	<b>6.41</b>	6.86
Kingsbury-Bundoora	2013	83	6.32	<b>6.83</b>	7.34
	2014	77	6.03	<b>6.52</b>	7.01
	2014-15	76	6.49	<b>6.95</b>	7.41
	2015-16	85	6.37	<b>6.80</b>	7.23
	2016-17	79	5.69	<b>6.37</b>	7.05
Thornbury	2013	89	6.15	<b>6.62</b>	7.08
	2014	70	5.96	<b>6.43</b>	6.89
	2014-15	78	5.67	<b>6.15</b>	6.64
	2015-16	98	5.72	<b>6.13</b>	6.54
	2016-17	89	5.50	<b>6.01</b>	6.52
Preston East	2013	84	6.28	<b>6.70</b>	7.12
	2014	70	6.10	<b>6.53</b>	6.96
	2014-15	77	6.50	<b>6.92</b>	7.34
	2015-16	99	6.09	<b>6.53</b>	6.96
	2016-17	94	5.51	<b>5.97</b>	6.42

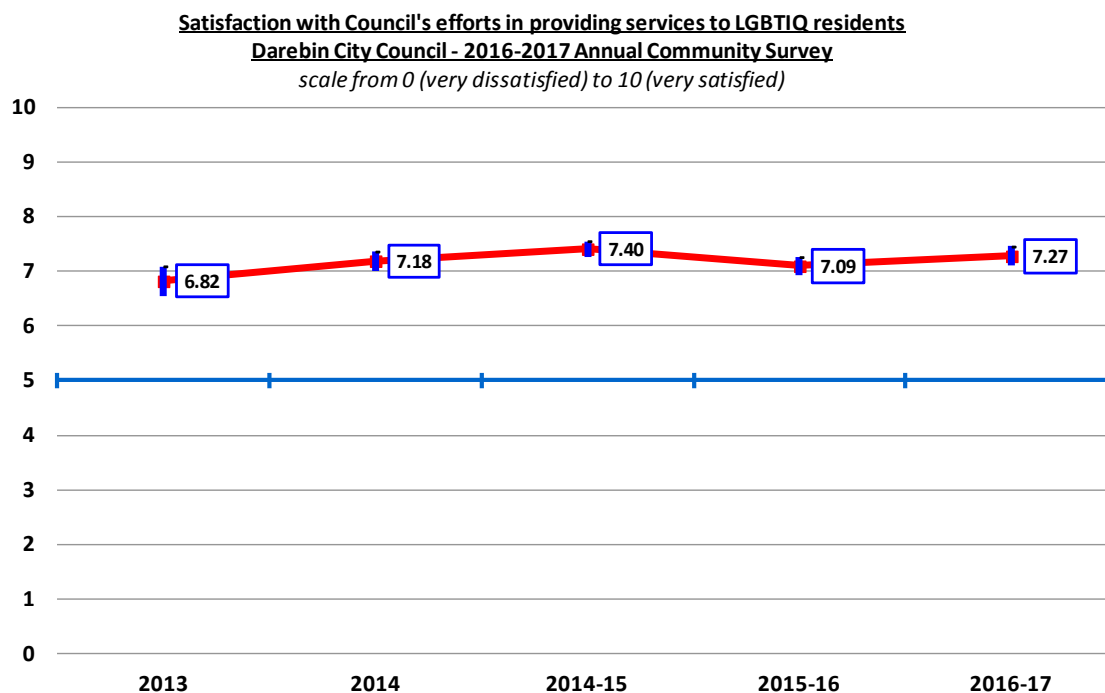
## Providing services that are inclusive of LGBTIQ residents

Respondents were asked:

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

Satisfaction with Council’s efforts in providing services that are inclusive of LGBTIQ residents increased somewhat in 2016-17, up 2.5% from 7.09 to 7.27. This level of satisfaction is categorised as “very good”, up on the previous “good”.

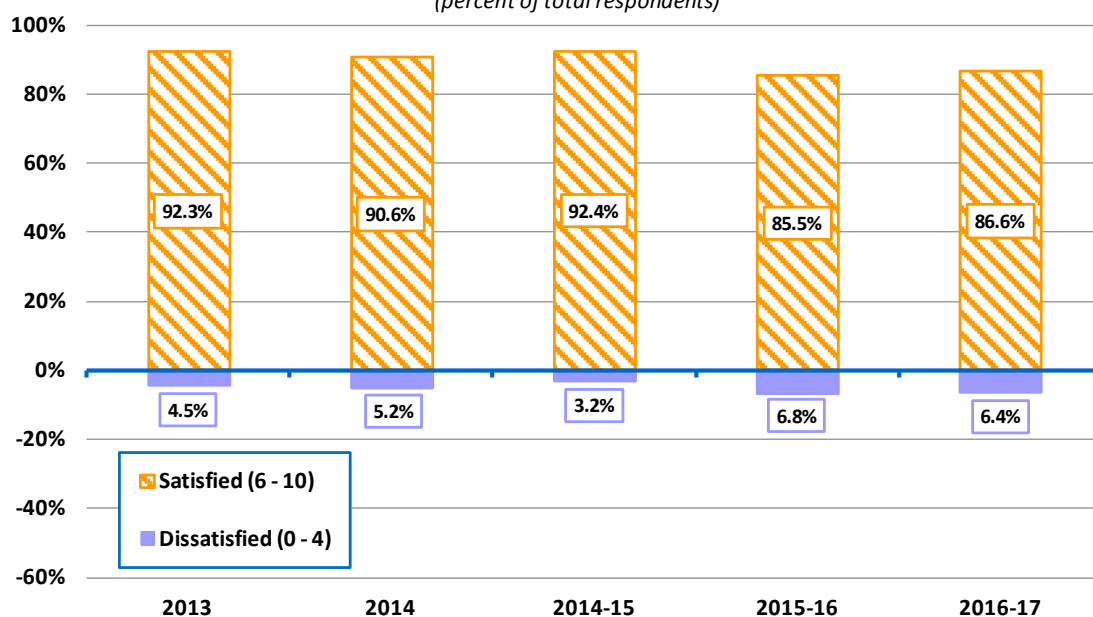
Metropolis Research notes that in 2016-17, less than half (44.1%) of the one thousand respondents over the course of the year were able to provide a satisfaction score for this aspect of governance and leadership. Clearly many in the community do not feel that they have sufficient information about the interaction between Council and the LGBTIQ community to make a judgement about the quality of the interaction or the inclusiveness of the services provided by Council. A number of comments to this effect were received from respondents over the course of the year.



Consistent with this very good level of satisfaction, more than four-fifths of respondents (86.6%) were satisfied with this aspect of governance and leadership, and less than ten percent (6.4%) were dissatisfied.

These results are both very similar to the results recorded in 2015-16, albeit a little lower than the results recorded in 2014-15 which was the year with the highest level of satisfaction.

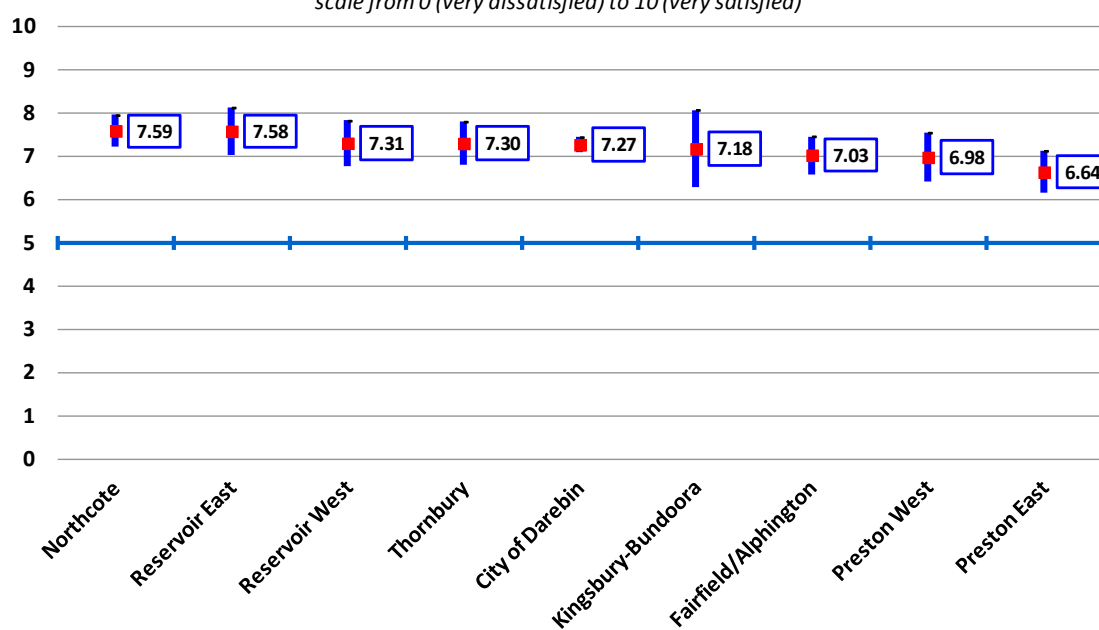
**Satisfaction with Council's efforts in providing services to LGBTIQ residents**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
 (percent of total respondents)




There was some measurable variation in satisfaction with Council’s efforts in providing services that are inclusive of LGBTIQ residents observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Preston East** – respondents rated satisfaction measurably and significantly lower than the municipal average and at a level categorised as “good”.

**Satisfaction with Council's efforts in providing services to LGBTIQ residents**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)





There was some statistically significant variation in satisfaction with Council's efforts to provide services that are inclusive of the LGBTIQ residents observed by respondent profile, with attention is drawn to the following:

- ⊗ ***Middle-aged and older adults (aged 46 to 75 years)*** – respondents were marginally, albeit not measurably less satisfied than average.
- ⊗ ***Language spoken at home*** – respondents from multi-lingual households were measurably and significantly more satisfied than respondents from English speaking households.

When examined at the precinct level over time, it is observed that:

- ⊗ ***Increased satisfaction*** – satisfaction increased marginally, but not measurably in Northcote, Reservoir East, and Reservoir West.
- ⊗ ***Decreased satisfaction*** – satisfaction decreased somewhat, albeit not measurably in Preston East, Preston West, Fairfield-Alphington, Kingsbury-Bundoora, and Thornbury.

None of these changes were statistically significant.



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

**Darebin City Council - 2016-2017 Annual Community Survey**

(Number and index score 0 - 10)

Variable	Number	2016-2017		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	13	6.33	<b>7.33</b>	8.33
20 - 35 yrs	114	7.12	<b>7.50</b>	7.87
36 - 45 yrs	113	6.92	<b>7.24</b>	7.55
46 - 60 yrs	116	6.76	<b>7.10</b>	7.44
61 - 75 yrs	63	6.56	<b>7.13</b>	7.69
76 yrs and over	21	6.76	<b>7.64</b>	8.52
<i>Housing situation</i>				
Own this home	181	6.88	<b>7.16</b>	7.44
Mortgage	110	7.09	<b>7.38</b>	7.67
Renting this home	128	6.96	<b>7.34</b>	7.71
Renting from Office of Housing	15	6.49	<b>7.67</b>	8.86
<i>Period of residence</i>				
Less than one year	37	6.56	<b>7.38</b>	8.21
One to less than five years	114	7.17	<b>7.53</b>	7.88
Five to less than ten years	69	7.21	<b>7.52</b>	7.84
Ten years or more	220	6.79	<b>7.04</b>	7.30
<i>Aboriginal and Torres Strait Islander</i>				
Yes	4	0.83	<b>6.16</b>	10.00
No	433	7.10	<b>7.28</b>	7.46
<i>Multi-lingual household</i>				
English speaking	290	6.86	<b>7.09</b>	7.32
Multi-lingual	152	7.34	<b>7.62</b>	7.89
<i>Household member with a disability</i>				
Yes	55	6.65	<b>7.31</b>	7.97
No	381	7.09	<b>7.27</b>	7.46
<i>Gender</i>				
Male	202	6.99	<b>7.27</b>	7.55
Female	237	7.05	<b>7.28</b>	7.51
<b>City of Darebin</b>	441	7.09	<b>7.27</b>	7.45

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

**Darebin City Council - 2016-2017 Annual Community Survey**

*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Northcote	2013	11	5.82	<b>6.73</b>	7.63
	2014	35	7.05	<b>7.46</b>	7.86
	2014-15	45	7.03	<b>7.42</b>	7.81
	2015-16	59	6.77	<b>7.20</b>	7.64
	2016-17	64	7.23	<b>7.59</b>	7.96
Reservoir East	2013	5	6.92	<b>7.60</b>	8.28
	2014	42	6.49	<b>7.02</b>	7.56
	2014-15	59	6.94	<b>7.31</b>	7.67
	2015-16	60	6.19	<b>6.70</b>	7.21
	2016-17	53	7.04	<b>7.58</b>	8.13
Reservoir West	2013	9	5.46	<b>6.00</b>	6.54
	2014	42	6.67	<b>7.38</b>	8.09
	2014-15	53	7.38	<b>7.81</b>	8.24
	2015-16	58	6.74	<b>7.17</b>	7.60
	2016-17	68	6.79	<b>7.31</b>	7.83
Thornbury	2013	14	6.45	<b>6.93</b>	7.41
	2014	58	6.72	<b>7.05</b>	7.38
	2014-15	60	6.89	<b>7.23</b>	7.57
	2015-16	54	6.66	<b>7.13</b>	7.60
	2016-17	46	6.80	<b>7.30</b>	7.81
Kingsbury-Bundoora	2013	12	6.64	<b>7.25</b>	7.86
	2014	34	6.25	<b>6.79</b>	7.34
	2014-15	40	6.43	<b>7.10</b>	7.77
	2015-16	51	6.90	<b>7.35</b>	7.81
	2016-17	28	6.28	<b>7.18</b>	8.08
Fairfield-Alphington	2013	12	5.86	<b>6.83</b>	7.80
	2014	48	7.16	<b>7.54</b>	7.92
	2014-15	56	7.12	<b>7.50</b>	7.88
	2015-16	57	6.63	<b>7.16</b>	7.69
	2016-17	62	6.60	<b>7.03</b>	7.47
Preston West	2013	11	4.35	<b>6.09</b>	7.83
	2014	50	5.95	<b>6.60</b>	7.25
	2014-15	43	6.30	<b>6.91</b>	7.51
	2015-16	58	6.92	<b>7.33</b>	7.73
	2016-17	56	6.41	<b>6.98</b>	7.55
Preston East	2013	18	6.95	<b>7.28</b>	7.61
	2014	46	7.14	<b>7.57</b>	7.99
	2014-15	58	7.16	<b>7.57</b>	7.98
	2015-16	46	6.29	<b>6.96</b>	7.62
	2016-17	53	6.15	<b>6.64</b>	7.13

## Making decisions in the interests of the community

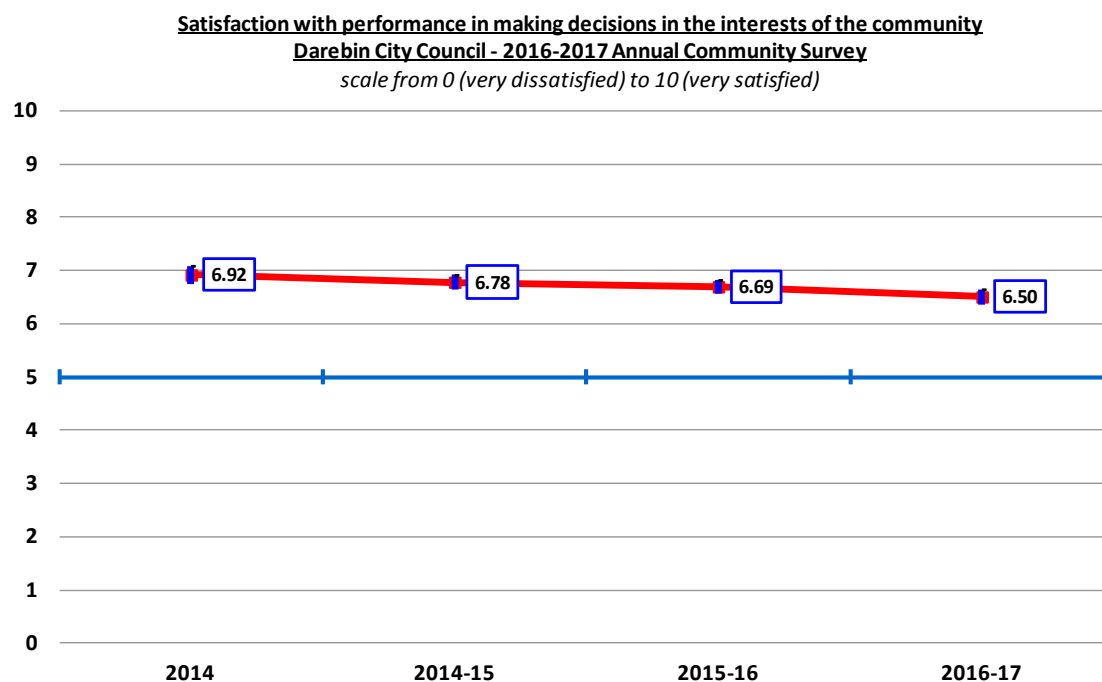
Respondents were asked:

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

Satisfaction with Council’s performance in making decisions in the interests of the community declined for the third consecutive year, down 2.8% from the 2015-16 result of 6.69, and down 6.1% from the 2014 result of 6.92.

Despite this decline, satisfaction with this aspect of governance and leadership remains categorised as “good”.

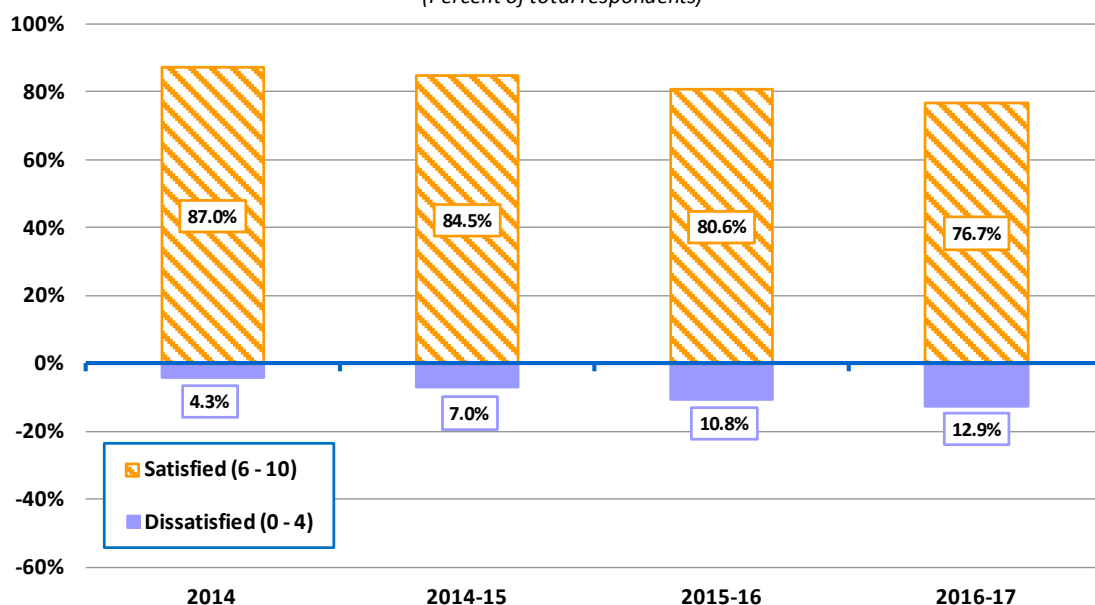
This result is measurably (4.6%) higher than the 2017 metropolitan Melbourne average of 6.21.



Consistent with the decline in average satisfaction with Council’s performance making decisions in the interests of the community, it is observed that the proportion of respondents satisfied with this aspect has declined in each of the last four years from a high of 87.0% in 2014 to 76.7% in 2016-17.

The proportion of respondents dissatisfied with this aspect of governance and leadership has correspondingly increased in each of the last three years, from a low of 4.3% in 2014 to 12.9% in 2016-17.

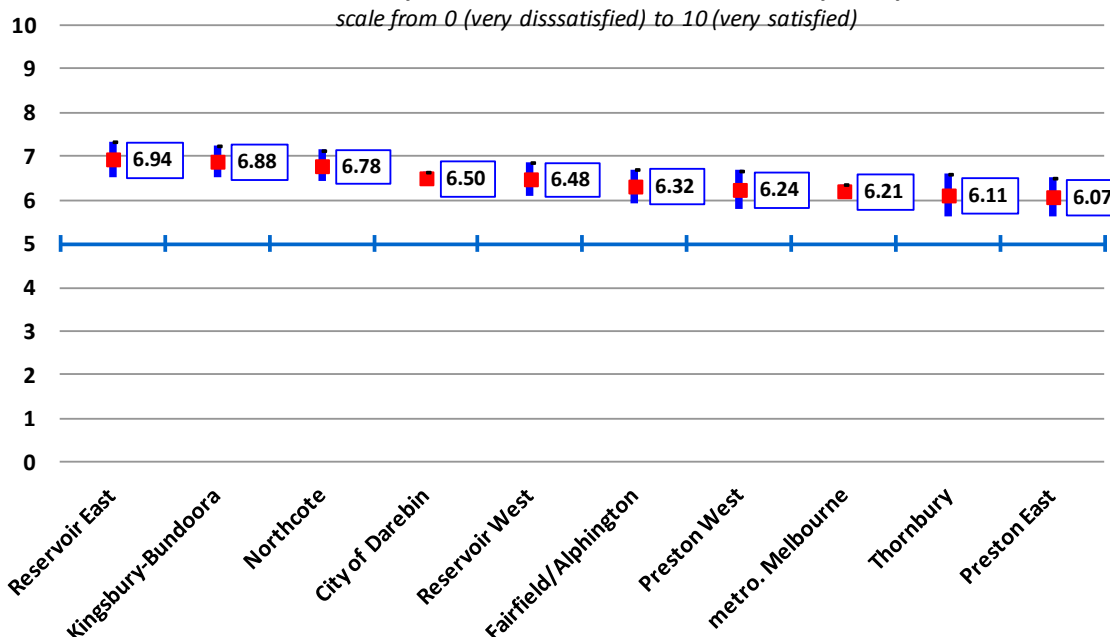
**Satisfaction with performance in making decisions in the interests of the community**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Percent of total respondents)*




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

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

**Satisfaction with performance in making decisions in the interests of the community**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*





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

- ⊗ **Young adults (aged 20 to 35 years)** – respondents were measurably and significantly more satisfied than average and rated satisfaction at a level categorised as “very good”.
- ⊗ **Middle-aged adults (aged 46 to 60 years)** – respondents were measurably and significantly less satisfied than average and rated satisfaction at a level categorised as “poor”.
- ⊗ **Housing situation** – rental household respondents rated satisfaction measurably and significantly higher than respondents that were either home owners or mortgagees.
- ⊗ **Period of residence** – satisfaction with this aspect of governance and leadership declined with the respondents' period of residence in the City of Darebin, from a high of 7.69 (rated “very good”) for respondents living in Darebin for less than one year to a low of 6.07 (rated “solid”) for respondents who have lived in Darebin for ten year or more.
- ⊗ **ATSI status** – it is noted that the nine Aboriginal and Torres Strait Islander respondents rated satisfaction significantly lower than other respondents at just 5.73, a level categorised as “poor”. This result is not statistically significant due to the very small sample size.

There was no meaningful variation in satisfaction with Council's performance making decisions in the interests of the community observed by respondents' gender, language spoken at home, or household disability status.

When examined at the precinct level over time, it is observed that:

- ⊗ **Increased satisfaction** – satisfaction increased somewhat, albeit not measurably in Reservoir East and Northcote.
- ⊗ **Decreased satisfaction** – satisfaction decreased somewhat, albeit not measurably in Fairfield-Alphington, Kingsbury-Bundoora, Reservoir West, and Thornbury.
- ⊗ **Decreased satisfaction** – satisfaction decreased measurably and significantly in Preston West (down 10.5%) and Preston East (11.9%).

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

**Darebin City Council - 2016-2017 Annual Community Survey**

*(Number and index score 0 - 10)*

Variable	Number	2016-2017		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	17	6.42	<b>7.05</b>	7.67
20 - 35 yrs	175	6.99	<b>7.26</b>	7.53
36 - 45 yrs	205	6.18	<b>6.43</b>	6.68
46 - 60 yrs	210	5.57	<b>5.88</b>	6.19
61 - 75 yrs	121	6.30	<b>6.67</b>	7.04
76 yrs and over	45	5.51	<b>6.20</b>	6.89
<i>Housing situation</i>				
Own this home	340	6.05	<b>6.28</b>	6.50
Mortgage	191	5.93	<b>6.25</b>	6.57
Renting this home	195	6.80	<b>7.05</b>	7.30
Renting from Office of Housing	29	6.88	<b>7.60</b>	8.33
<i>Period of residence</i>				
Less than one year	62	7.32	<b>7.69</b>	8.05
One to less than five years	172	6.66	<b>6.94</b>	7.22
Five to less than ten years	120	6.43	<b>6.76</b>	7.09
Ten years or more	418	5.86	<b>6.07</b>	6.28
<i>Aboriginal and Torres Strait Islander</i>				
Yes	9	3.77	<b>5.73</b>	7.70
No	758	6.36	<b>6.51</b>	6.66
<i>Multi-lingual household</i>				
English speaking	498	6.26	<b>6.43</b>	6.60
Multi-lingual	275	6.37	<b>6.63</b>	6.90
<i>Household member with a disability</i>				
Yes	101	5.95	<b>6.42</b>	6.90
No	665	6.37	<b>6.52</b>	6.67
<i>Gender</i>				
Male	355	6.28	<b>6.50</b>	6.71
Female	415	6.32	<b>6.52</b>	6.72
<b>City of Darebin</b>	<b>775</b>	<b>6.36</b>	<b>6.50</b>	<b>6.65</b>

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

**Darebin City Council - 2016-2017 Annual Community Survey**

*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir East	2014	46	6.63	<b>7.00</b>	7.37
	2014-15	91	6.56	<b>6.88</b>	7.20
	2015-16	104	6.21	<b>6.60</b>	6.98
	2016-17	96	6.53	<b>6.94</b>	7.34
Kingsbury-Bundoora	2014	35	6.16	<b>6.74</b>	7.32
	2014-15	73	6.17	<b>6.63</b>	7.09
	2015-16	94	6.90	<b>7.27</b>	7.63
	2016-17	86	6.52	<b>6.88</b>	7.25
Northcote	2014	34	6.59	<b>6.91</b>	7.24
	2014-15	78	6.52	<b>6.85</b>	7.17
	2015-16	108	5.91	<b>6.29</b>	6.67
	2016-17	96	6.42	<b>6.78</b>	7.14
Reservoir West	2014	37	6.54	<b>7.14</b>	7.73
	2014-15	80	6.51	<b>6.95</b>	7.39
	2015-16	103	6.56	<b>6.94</b>	7.32
	2016-17	108	6.09	<b>6.48</b>	6.87
Fairfield-Alphington	2014	42	6.23	<b>6.67</b>	7.11
	2014-15	81	6.04	<b>6.43</b>	6.83
	2015-16	107	6.18	<b>6.52</b>	6.87
	2016-17	98	5.92	<b>6.32</b>	6.71
Preston West	2014	36	5.37	<b>6.14</b>	6.91
	2014-15	66	6.16	<b>6.68</b>	7.20
	2015-16	95	6.64	<b>6.97</b>	7.30
	2016-17	92	5.80	<b>6.24</b>	6.67
Thornbury	2014	38	6.93	<b>7.29</b>	7.65
	2014-15	72	6.46	<b>6.79</b>	7.12
	2015-16	104	6.15	<b>6.48</b>	6.81
	2016-17	98	5.62	<b>6.11</b>	6.60
Preston East	2014	35	6.23	<b>6.86</b>	7.49
	2014-15	78	6.41	<b>6.82</b>	7.23
	2015-16	91	6.52	<b>6.89</b>	7.26
	2016-17	96	5.63	<b>6.07</b>	6.51

## Lobbying and making representations on key issues

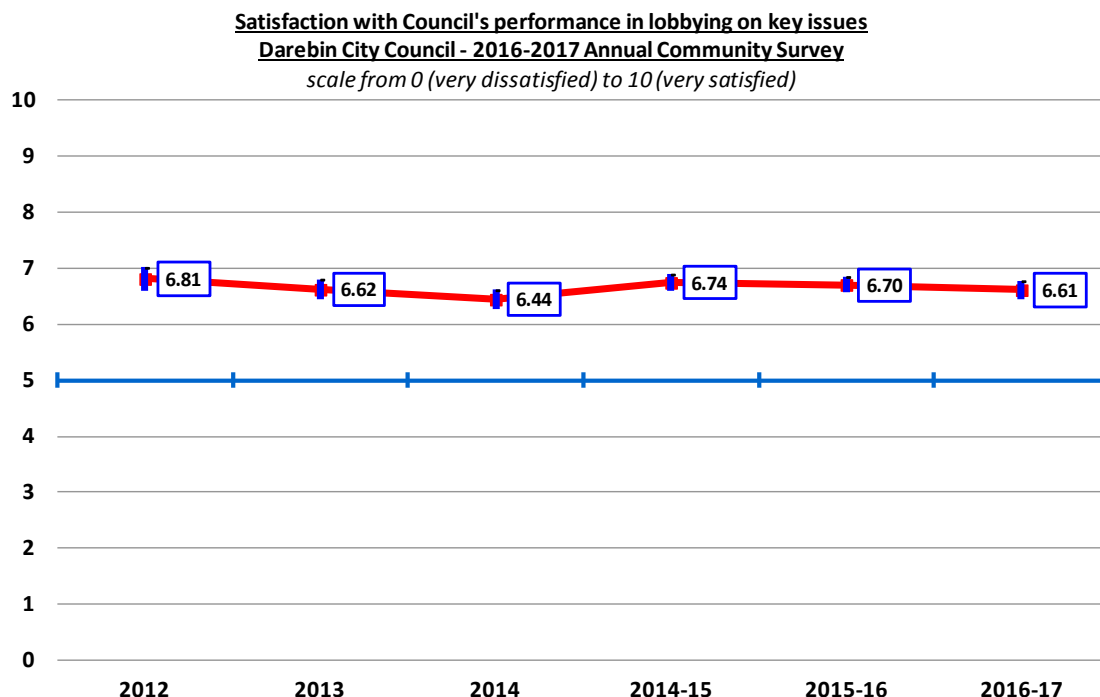
Respondents were asked:

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

Satisfaction with Council’s performance in lobbying and making representations on key issues that affect the local community declined marginally but not measurably in 2016-17, down 1.3% from 6.70 to 6.61. Despite this decline satisfaction with this aspect of governance and leadership remains at a level categorised as “good”.

Metropolis Research notes that satisfaction with Council’s performance in lobbying and making representations has been recorded at levels categorised as “good” in five of the last six years.

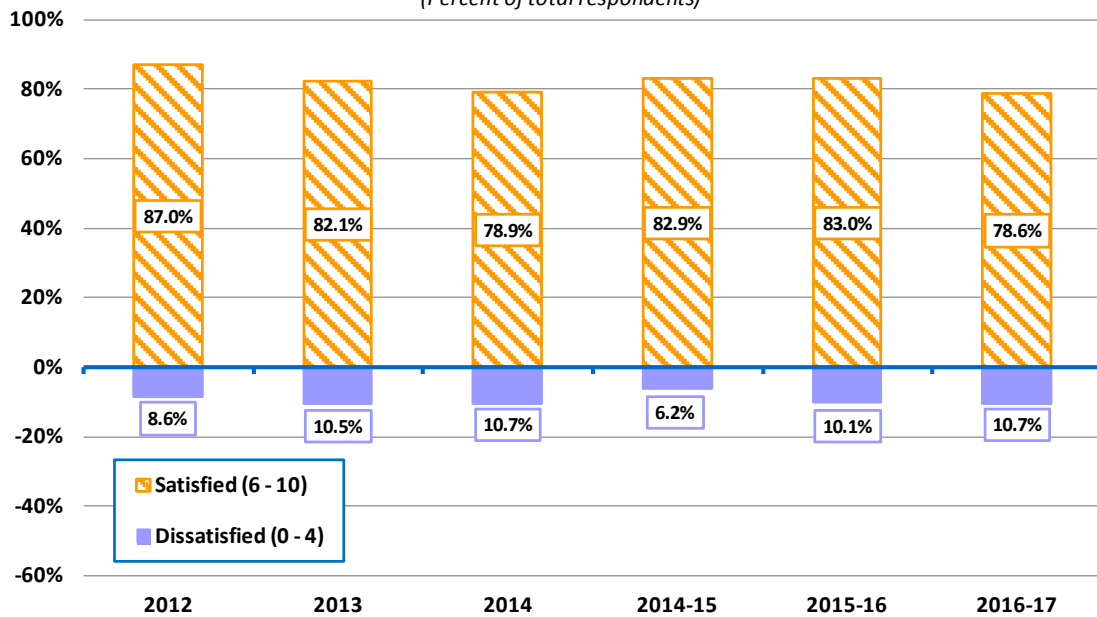
This result is measurably (7.5%) higher than the 2017 metropolitan Melbourne average of 6.15.



Consistent with the small decline in satisfaction with this aspect of governance and leadership, the proportion of respondents satisfied declined marginally in 2016-17 (78.6% down from 83.0%), whilst the proportion dissatisfied increased marginally (10.7% up from 10.1%).



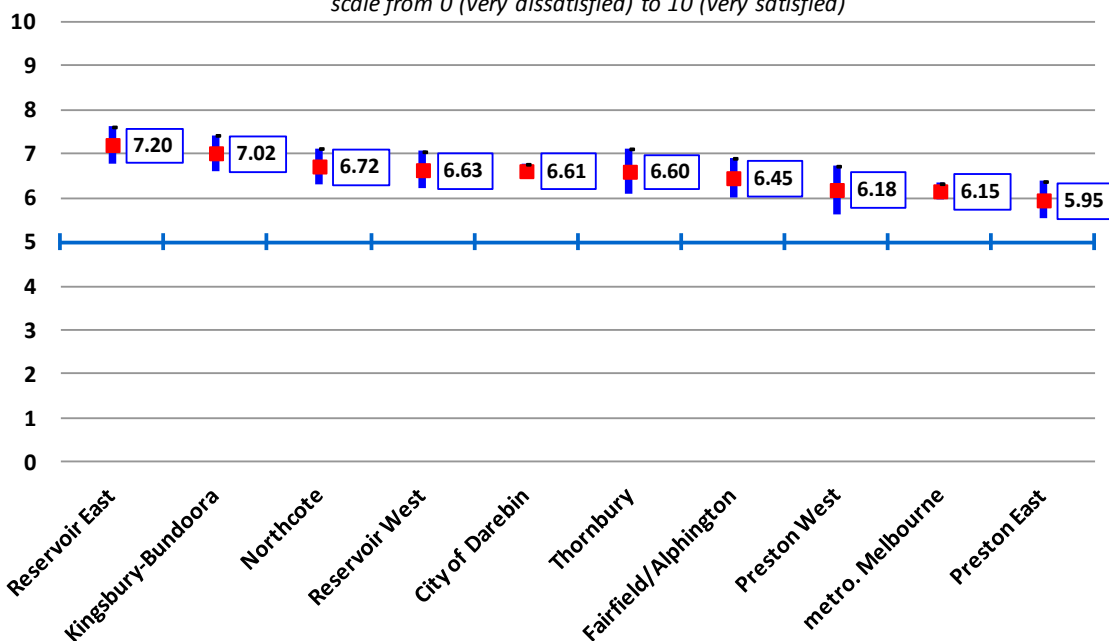
**Satisfaction with Council's lobbying and making representations on key issues**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Percent of total respondents)*




There was some measurable variation in satisfaction with Council’s performance in lobbying and making representations observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Reservoir East** – respondents rated satisfaction measurably and significantly higher than the municipal average.
- ⊗ **Preston East** – respondents rated satisfaction measurably and significantly lower than the municipal average and at a level categorised as “poor”.

**Satisfaction with Council's performance in lobbying on key issues by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*





There was some measurable and significant variation in satisfaction with Council's performance in lobbying and making representations observed by respondent profile, with attention drawn to the following:

- ⊗ **Young adults (aged 20 to 35 years)** – respondents were measurably and significantly more satisfied than average, and rated satisfaction at a level categorised as “very good”.
- ⊗ **Housing situation** – rental household respondents (both public and private) rated satisfaction significantly higher than mortgagee and home owner respondents.
- ⊗ **Period of residence** – satisfaction with this aspect of governance and leadership declined with the respondents' period of residence in the City of Darebin, from a high of 7.42 for new residents less than one year in Darebin to a low of 6.32 for respondents who have lived in the City of Darebin for ten years or more.
- ⊗ **ATSI status** – the nine Aboriginal and Torres Strait Islander respondents answering this question rated satisfaction somewhat, albeit not measurably lower than other respondents. This result is not statistically significant due to the very small sample size.
- ⊗ **Disability** – respondents from households with a member with a disability rated satisfaction somewhat, albeit not measurably lower than other respondents.

There was no meaningful variation in satisfaction with Council's performance in lobbying and making representations observed by the respondents' gender or language spoken at home.

When examined at the precinct level over time, it is observed that:

- ⊗ **Increased satisfaction** – satisfaction increased somewhat, albeit not measurably in Reservoir East, Northcote, Fairfield-Alphington, and Thornbury.
- ⊗ **Decreased satisfaction** – satisfaction decreased somewhat, albeit not measurably in Kingsbury-Bundoora and Reservoir West.
- ⊗ **Decreased satisfaction** – satisfaction decreased measurably and significantly in Preston West (down 12.5%) and Preston East (15.1%).

**Satisfaction with Council's performance in lobbying and making representation**

**Darebin City Council - 2016-2017 Annual Community Survey**

(Number and index score 0 - 10)

Variable	Number	2016-2017		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	14	6.34	<b>7.15</b>	7.95
20 - 35 yrs	135	6.97	<b>7.27</b>	7.57
36 - 45 yrs	155	6.13	<b>6.43</b>	6.73
46 - 60 yrs	154	5.90	<b>6.23</b>	6.55
61 - 75 yrs	78	5.97	<b>6.41</b>	6.85
76 yrs and over	34	5.97	<b>6.75</b>	7.54
<i>Housing situation</i>				
Own this home	251	6.19	<b>6.43</b>	6.67
Mortgage	140	5.99	<b>6.35</b>	6.71
Renting this home	150	6.78	<b>7.07</b>	7.36
Renting from Office of Housing	19	6.40	<b>7.34</b>	8.29
<i>Period of residence</i>				
Less than one year	50	6.88	<b>7.42</b>	7.97
One to less than five years	132	6.65	<b>6.96</b>	7.27
Five to less than ten years	87	6.22	<b>6.60</b>	6.99
Ten years or more	301	6.09	<b>6.32</b>	6.55
<i>Aboriginal and Torres Strait Islander</i>				
Yes	9	4.69	<b>6.29</b>	7.89
No	558	6.45	<b>6.61</b>	6.77
<i>Multi-lingual household</i>				
English speaking	377	6.41	<b>6.60</b>	6.79
Multi-lingual	194	6.32	<b>6.63</b>	6.94
<i>Household member with a disability</i>				
Yes	74	5.75	<b>6.28</b>	6.82
No	492	6.50	<b>6.67</b>	6.84
<i>Gender</i>				
Male	271	6.41	<b>6.66</b>	6.90
Female	299	6.35	<b>6.57</b>	6.79
<b>City of Darebin</b>	572	6.45	<b>6.61</b>	6.77

**Satisfaction with Council's lobbying & making representations on key issues**

**Darebin City Council - 2016-2017 Annual Community Survey**

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir East	2013	55	6.37	<b>6.93</b>	7.49
	2014	70	5.79	<b>6.27</b>	6.75
	2014-15	83	6.28	<b>6.68</b>	7.07
	2015-16	93	6.46	<b>6.83</b>	7.19
	2016-17	69	6.79	<b>7.20</b>	7.62
Kingsbury-Bundoora	2013	72	6.33	<b>6.82</b>	7.31
	2014	65	6.23	<b>6.65</b>	7.06
	2014-15	61	6.32	<b>6.79</b>	7.25
	2015-16	82	6.87	<b>7.21</b>	7.54
	2016-17	60	6.61	<b>7.02</b>	7.43
Northcote	2013	54	5.57	<b>6.17</b>	6.77
	2014	48	6.32	<b>6.77</b>	7.22
	2014-15	69	6.64	<b>6.93</b>	7.21
	2015-16	85	5.81	<b>6.25</b>	6.68
	2016-17	60	6.30	<b>6.72</b>	7.13
Reservoir West	2013	67	5.75	<b>6.33</b>	6.90
	2014	67	6.12	<b>6.60</b>	7.07
	2014-15	74	6.67	<b>7.08</b>	7.49
	2015-16	86	6.44	<b>6.84</b>	7.24
	2016-17	90	6.21	<b>6.63</b>	7.06
Thornbury	2013	67	6.18	<b>6.66</b>	7.14
	2014	65	5.81	<b>6.26</b>	6.72
	2014-15	65	5.90	<b>6.40</b>	6.90
	2015-16	83	5.79	<b>6.27</b>	6.74
	2016-17	67	6.07	<b>6.60</b>	7.12
Fairfield-Alphington	2013	68	5.62	<b>6.13</b>	6.64
	2014	61	5.45	<b>5.93</b>	6.42
	2014-15	69	5.63	<b>6.13</b>	6.63
	2015-16	94	6.03	<b>6.43</b>	6.82
	2016-17	82	6.00	<b>6.45</b>	6.91
Preston West	2013	70	6.56	<b>6.89</b>	7.21
	2014	69	5.83	<b>6.33</b>	6.84
	2014-15	62	6.22	<b>6.73</b>	7.23
	2015-16	78	6.74	<b>7.06</b>	7.38
	2016-17	71	5.64	<b>6.18</b>	6.73
Preston East	2013	54	6.80	<b>7.07</b>	7.34
	2014	61	6.23	<b>6.64</b>	7.04
	2014-15	73	6.65	<b>7.01</b>	7.37
	2015-16	72	6.58	<b>7.01</b>	7.45
	2016-17	76	5.52	<b>5.95</b>	6.38

## Council services and facilities

Respondents were asked:

*“On a scale from 0 (very dissatisfied) to 10 (very satisfied), with five being neutral, please rate your satisfaction with the following”*

There were eighteen services and facilities included in the 2016-17 survey program. Nine of these services and facilities were included in every quarterly survey, and nine were included in only two of the four quarterly surveys.

The services and facilities included in only two quarters in 2016-17 were regular recycling, green waste collection, the transfer station – Tip in Reservoir, the maintenance and cleaning of shopping strips, drains maintenance and repairs, the level of street lighting, litter collection in public areas, street sweeping, and the level of dumped rubbish.

The average satisfaction with these eighteen services and facilities in 2016-17 was 7.26 out of a potential ten, a decline of less than one percent on the 2015-16 average of 7.32, although it remains at a level of satisfaction categorised as “very good”.

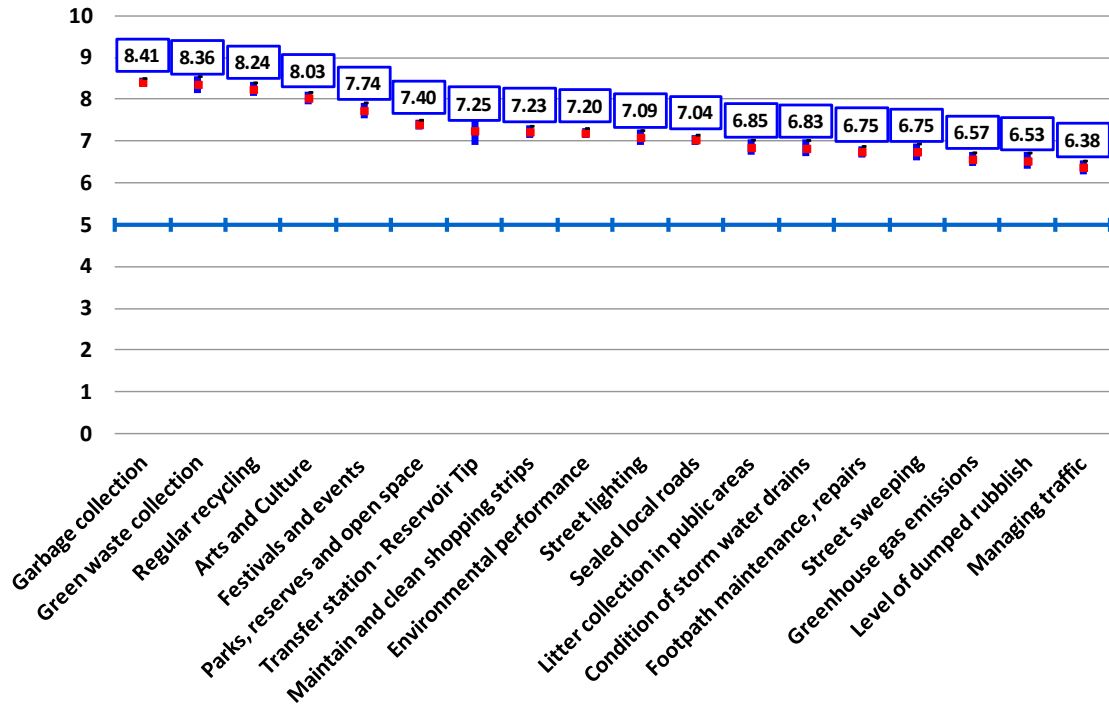
Metropolis Research notes that this average satisfaction with Council services and facilities was measurably and significantly higher than satisfaction with Council’s overall performance (6.69). This is a very important finding, as it makes clear that on average the included Council services and facilities are not a negative influence on respondents’ overall satisfaction with the performance of Council.

It is noted that satisfaction with Council performance assisting the community to reduce greenhouse gas emissions (6.57), the level of dumped rubbish (6.53), and the performance of Council managing traffic (6.38) were the only three services and facilities to record average satisfaction scores lower than satisfaction with Council’s overall performance. Metropolis Research suggests that the issue of traffic management is a negative influence on respondents’ satisfaction with the overall performance of Council and that this is reflected in the lower score.

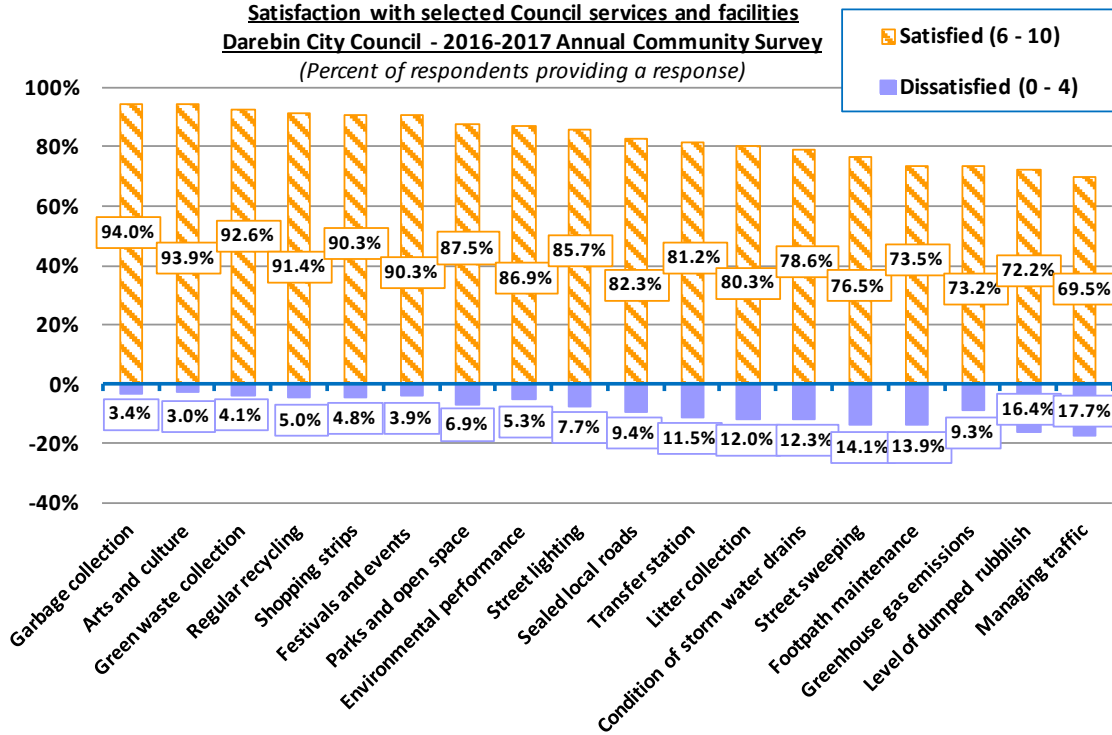
Satisfaction with the eighteen Council services and facilities can be summarised as:

- ⊗ **Excellent** – for the weekly garbage collection, green waste collection, regular recycling, and arts and culture (including libraries, Bundoora Homestead, and the Darebin Arts and Entertainment Centre).
- ⊗ **Very Good** – for Council’s festivals and events the maintenance of parks, reserves and open spaces, and the transfer station – Tip in Reservoir.
- ⊗ **Good** – for the maintenance and cleaning of shopping strips, Council’s overall environmental performance, the level of street lighting, the condition of sealed local roads, litter collection in public areas, drains maintenance and repairs, footpath maintenance and repairs, street sweeping, Council performance assisting the community to reduce greenhouse gas emissions, and the level of dumped rubbish.
- ⊗ **Solid** – for the performance of Council managing traffic.

**Satisfaction with selected Council services and facilities**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Satisfaction with selected Council services and facilities**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Percent of respondents providing a response)*



**Satisfaction with selected Council services and facilities**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and percent of total respondents)*

<i>Service / facility</i>	<i>Dissatisfied (0 - 4)</i>	<i>Neutral (5)</i>	<i>Satisfied (6 - 10)</i>	<i>Can't say</i>
Condition of sealed local roads	9.4%	8.3%	82.3%	21
Parks, reserves and the open space maintenance	6.9%	5.7%	87.5%	46
Weekly garbage collection	3.4%	2.7%	94.0%	7
Regular recycling	5.0%	3.6%	91.4%	7
Footpath maintenance and repairs	13.9%	12.6%	73.5%	32
Litter collection in public areas	12.0%	7.7%	80.3%	42
Street sweeping	14.1%	9.5%	76.5%	33
Condition of storm water drains	12.3%	9.1%	78.6%	75
Maintenance and cleaning of shopping strips	4.8%	4.9%	90.3%	30
The level of street lighting	7.7%	6.6%	85.7%	13
The level of dumped rubbish	16.4%	11.3%	72.2%	17
Council's overall environmental performance	5.3%	7.8%	86.9%	171
Council's performance in assisting the community reduce greenhouse gas emissions	9.3%	17.5%	73.2%	470
The performance of Council managing traffic	17.7%	12.8%	69.5%	109
Green waste collection service	4.1%	3.3%	92.6%	57
Transfer station - tip in Reservoir	11.5%	7.3%	81.2%	23
Arts and Culture	3.0%	3.1%	93.9%	41
Council's festivals and events	3.9%	5.9%	90.3%	38

## Condition of sealed local roads

Respondents were asked:

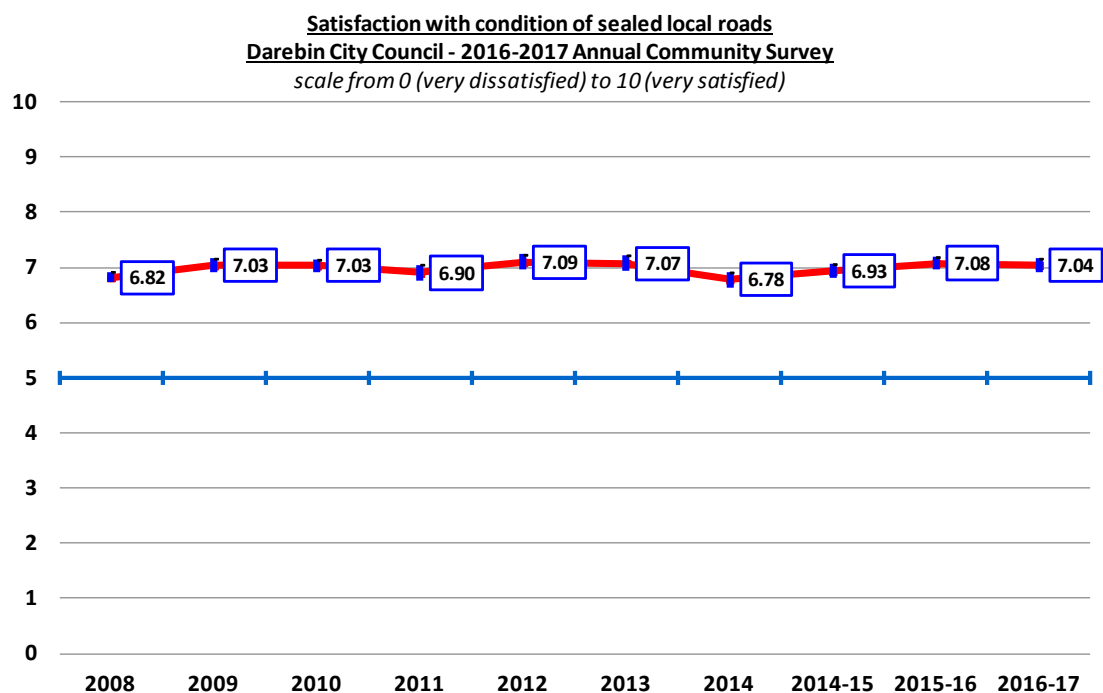
*“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the condition of sealed local roads?”*

Satisfaction with the condition of sealed local roads was essentially stable in 2016-17, declining by less than one percent from 7.08 to 7.04.

This level of satisfaction is categorised as “good”, the same categorisation this service has obtained in each of the last ten years.

Metropolis Research draws particular attention to the very stable level of satisfaction with the condition of sealed local roads in the City of Darebin over an extended period of time.

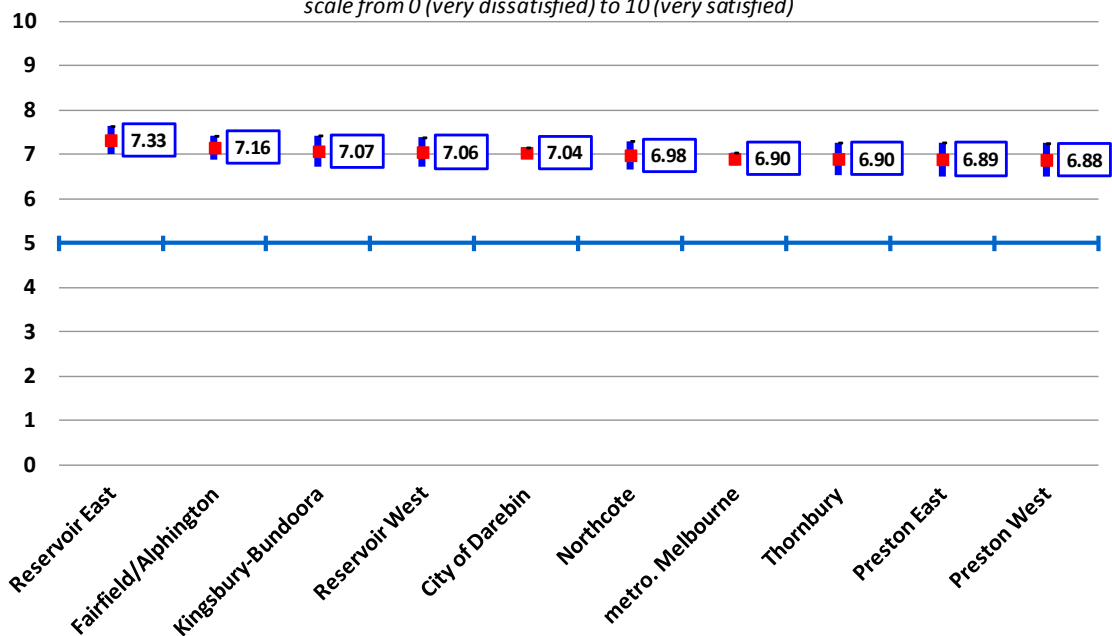
This result is marginally, albeit not measurably higher than the 2017 metropolitan Melbourne average of 6.90.



There was no statistically significant variation in satisfaction with the condition of sealed local roads observed across the eight precincts comprising the City of Darebin.



**Satisfaction with condition of sealed local roads by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



When explored over time, it is noted that satisfaction with the condition of sealed local roads increased in four precincts and declined in four precincts. None of these changes were statistically significant.

- ⊗ **Increased satisfaction** – satisfaction increased marginally in Reservoir East, Fairfield-Alphington, Reservoir West, and Thornbury.
- ⊗ **Decreased satisfaction** – satisfaction decreased marginally in Kingsbury-Bundoora, Northcote, Preston East and Preston West.

**Satisfaction with condition of sealed local roads**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir East	2013	100	7.05	<b>7.43</b>	7.81
	2014	98	5.98	<b>6.40</b>	6.82
	2014-15	97	6.35	<b>6.79</b>	7.23
	2015-16	123	6.67	<b>6.99</b>	7.32
	2016-17	123	7.01	<b>7.33</b>	7.64
Fairfield-Alphington	2013	99	6.19	<b>6.61</b>	7.02
	2014	100	6.26	6.64	7.02
	2014-15	99	6.34	6.71	7.08
	2015-16	124	6.78	<b>7.07</b>	7.37
	2016-17	122	6.89	<b>7.16</b>	7.42
Kingsbury-Bundoora	2013	99	6.85	<b>7.28</b>	7.72
	2014	99	6.41	<b>6.78</b>	7.14
	2014-15	100	6.60	<b>6.99</b>	7.38
	2015-16	121	7.34	<b>7.63</b>	7.92
	2016-17	123	6.72	<b>7.07</b>	7.43
Reservoir West	2013	100	7.15	<b>7.52</b>	7.89
	2014	98	6.40	<b>6.79</b>	7.17
	2014-15	97	6.78	<b>7.10</b>	7.43
	2015-16	122	6.57	<b>6.89</b>	7.22
	2016-17	127	6.72	<b>7.06</b>	7.39
Northcote	2013	98	6.00	<b>6.45</b>	6.90
	2014	99	6.49	<b>6.86</b>	7.23
	2014-15	100	6.78	<b>7.08</b>	7.38
	2015-16	122	6.80	<b>7.11</b>	7.42
	2016-17	122	6.66	<b>6.98</b>	7.31
Thornbury	2013	98	6.82	<b>7.24</b>	7.65
	2014	99	6.54	<b>6.90</b>	7.26
	2014-15	98	6.08	<b>6.49</b>	6.90
	2015-16	124	6.31	<b>6.66</b>	7.02
	2016-17	121	6.53	<b>6.90</b>	7.27
Preston East	2013	97	6.66	<b>7.03</b>	7.40
	2014	100	6.58	<b>6.94</b>	7.30
	2014-15	100	6.73	<b>7.07</b>	7.41
	2015-16	119	7.21	<b>7.52</b>	7.83
	2016-17	120	6.51	<b>6.89</b>	7.27
Preston West	2013	100	6.16	<b>6.59</b>	7.02
	2014	100	6.71	<b>7.08</b>	7.45
	2014-15	97	6.77	<b>7.18</b>	7.58
	2015-16	122	6.73	<b>7.06</b>	7.38
	2016-17	123	6.50	<b>6.88</b>	7.26

## Maintenance of parks, reserves and open space areas

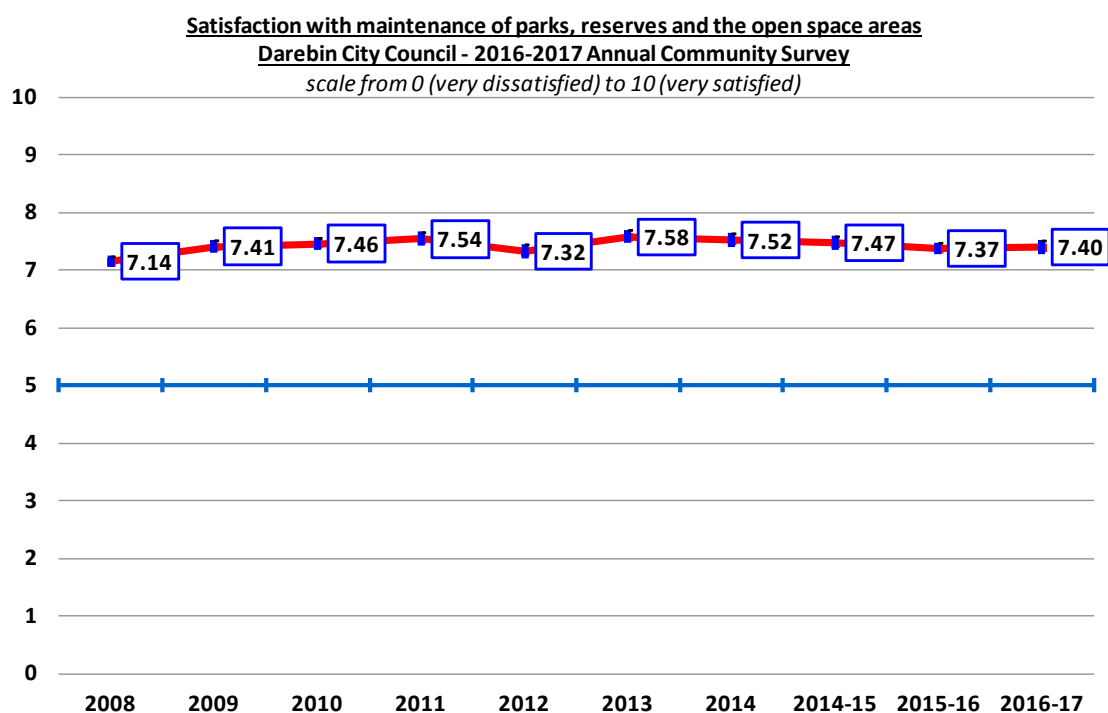
Respondents were asked:

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

Satisfaction with the maintenance of parks, reserves and open space areas increased by less than one percent in 2016-17, up from 7.37 to 7.40, although it remains at a level categorised as “very good”.

Metropolis Research draws particular attention to the fact that satisfaction with the maintenance of parks, reserves and open space areas has been categorised as “very good” in nine of the last ten years.

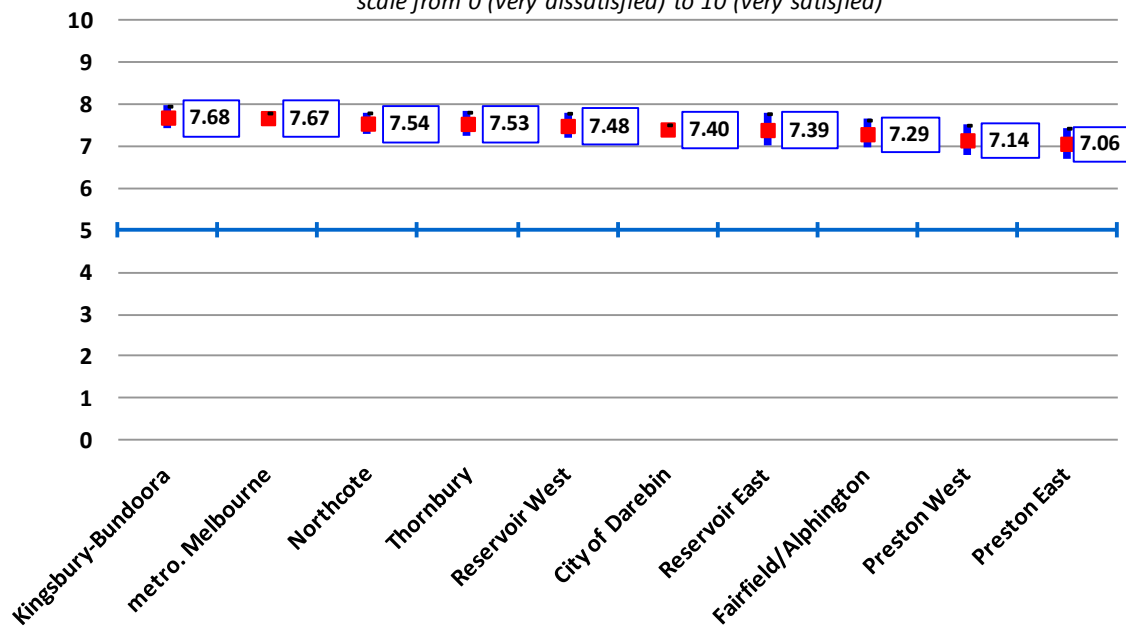
This result is measurably lower than the 2017 metropolitan Melbourne average satisfaction with the “provision and maintenance of parks, gardens, and open spaces” of 7.67.



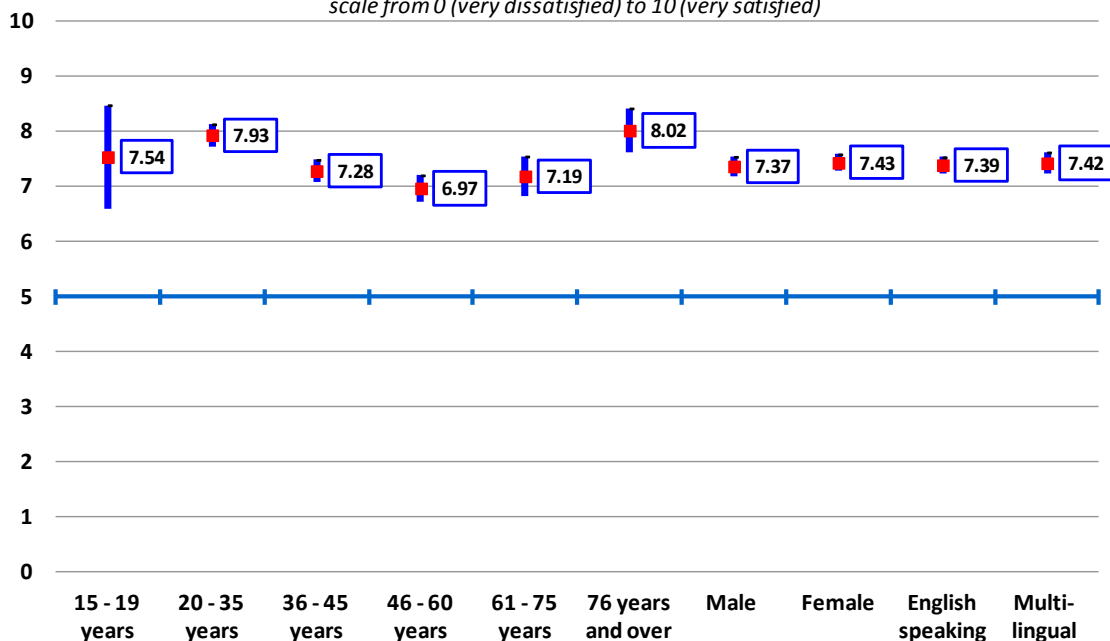
There was no statistically significant variation in satisfaction with the maintenance of parks, reserves, and open space areas observed across the eight precincts comprising the City of Darebin. When examined by respondent profile, some variation was observed, with attention drawn to the following:

- ⊗ **Adolescents and young persons (aged 15 to 35 years)** – respondents were significantly more satisfied than average.
- ⊗ **Senior citizens (aged 76 years and over)** – respondents were significantly more satisfied than average.

**Satisfaction with maintenance of parks, reserves and the open spaces by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Satisfaction with maintenance of parks, reserves and open spaces by respondent profile**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



When explored over time, it is noted that satisfaction with the maintenance of parks, reserves, and open space areas increased in four precincts and declined in four precincts. None of these changes were statistically significant.

- ⊗ **Increased satisfaction** – satisfaction increased marginally in Kingsbury-Bundoora, Northcote, Thornbury, and Reservoir West.
- ⊗ **Decreased satisfaction** – satisfaction decreased marginally in Reservoir East, Fairfield-Alphington, Preston West, and Preston East.

**Satisfaction with maintenance of parks, reserves and open spaces**

**Darebin City Council - 2016-2017 Annual Community Survey**

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2013	97	7.21	<b>7.64</b>	8.07
	2014	98	7.45	<b>7.77</b>	8.08
	2014-15	99	6.94	<b>7.35</b>	7.77
	2015-16	122	7.33	<b>7.61</b>	7.90
	2016-17	120	7.41	<b>7.68</b>	7.96
Northcote	2013	96	7.53	<b>7.83</b>	8.14
	2014	99	7.37	<b>7.69</b>	8.01
	2014-15	99	7.40	<b>7.73</b>	8.06
	2015-16	122	7.01	<b>7.29</b>	7.56
	2016-17	122	7.28	<b>7.54</b>	7.80
Thornbury	2013	98	7.16	<b>7.44</b>	7.72
	2014	98	6.91	<b>7.22</b>	7.54
	2014-15	93	6.65	<b>7.02</b>	7.39
	2015-16	122	6.89	<b>7.16</b>	7.42
	2016-17	118	7.25	<b>7.53</b>	7.82
Reservoir West	2013	96	7.29	<b>7.65</b>	8.01
	2014	89	7.27	<b>7.70</b>	8.12
	2014-15	91	7.41	<b>7.75</b>	8.09
	2015-16	114	6.80	<b>7.16</b>	7.52
	2016-17	126	7.18	<b>7.48</b>	7.79
Reservoir East	2013	93	7.28	<b>7.57</b>	7.86
	2014	94	7.03	<b>7.39</b>	7.75
	2014-15	93	7.09	<b>7.42</b>	7.75
	2015-16	120	7.09	<b>7.41</b>	7.72
	2016-17	116	7.00	<b>7.39</b>	7.78
Fairfield-Alphington	2013	92	7.02	<b>7.37</b>	7.72
	2014	98	7.42	<b>7.72</b>	8.03
	2014-15	98	7.35	<b>7.64</b>	7.93
	2015-16	123	7.22	<b>7.47</b>	7.72
	2016-17	118	6.95	<b>7.29</b>	7.63
Preston West	2013	96	7.14	<b>7.52</b>	7.91
	2014	95	7.00	<b>7.38</b>	7.76
	2014-15	95	7.14	<b>7.50</b>	7.85
	2015-16	120	7.15	<b>7.44</b>	7.74
	2016-17	119	6.78	<b>7.14</b>	7.51
Preston East	2013	92	7.17	<b>7.46</b>	7.75
	2014	91	7.12	<b>7.47</b>	7.83
	2014-15	96	6.98	<b>7.27</b>	7.56
	2015-16	116	7.39	<b>7.68</b>	7.97
	2016-17	116	6.69	<b>7.06</b>	7.44

## Weekly garbage collection

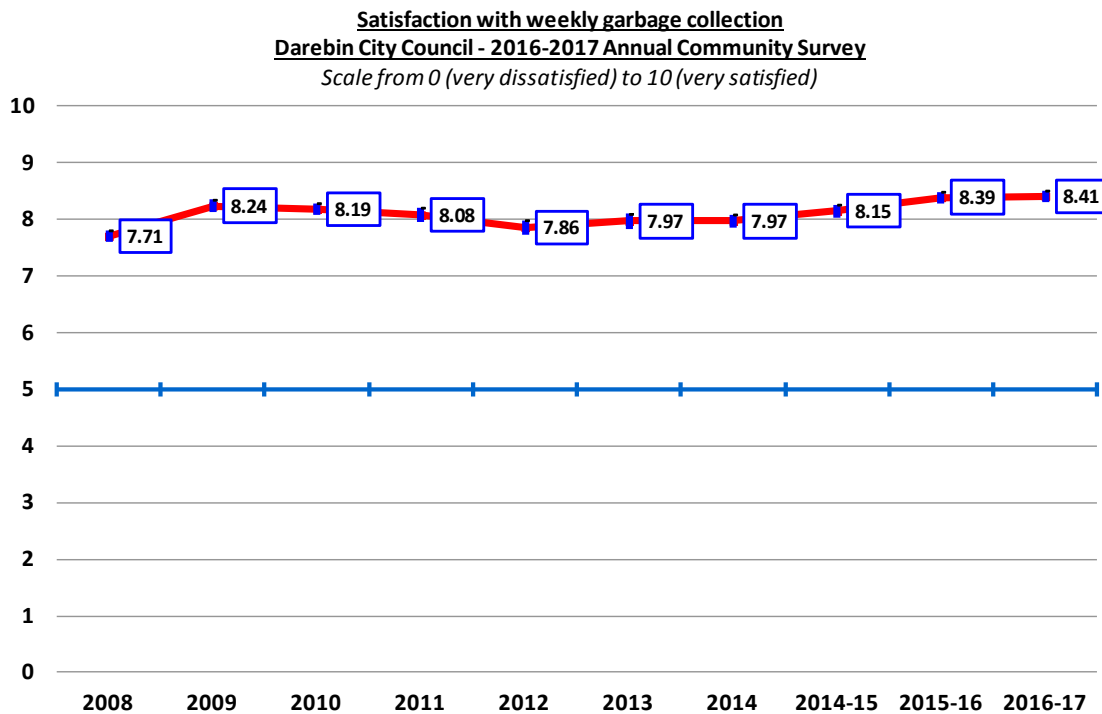
Respondents were asked:

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

Satisfaction with the weekly garbage collection service increased by less than one percent in 2016-17, up from 8.39 to 8.41. This level of satisfaction is categorised as “excellent”, the same categorisation that this service has obtained in nine of the last ten years.

Metropolis Research notes that satisfaction scores of more than eight out of ten are relatively rare and reflect well on the performance of Council providing that service.

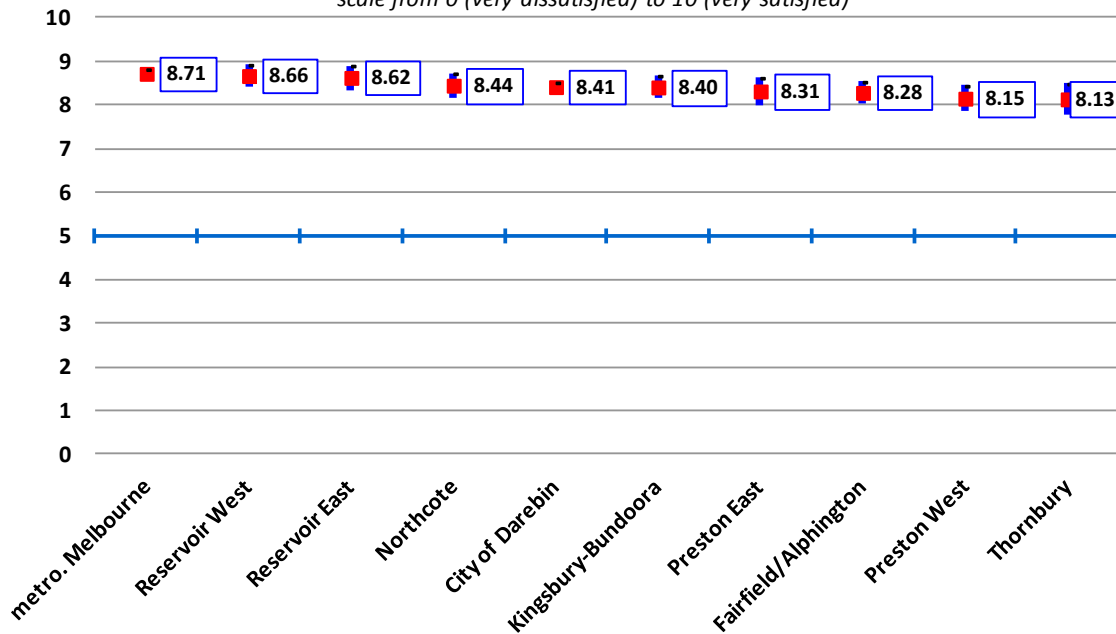
This result is measurably lower than the 2017 metropolitan Melbourne average of 8.71.



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

Metropolis Research draws particular attention to the fact that respondents in each of the eight precincts rated satisfaction at an average of eight or more out of ten.

**Satisfaction with weekly garbage collection by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



When explored over time, it is noted that satisfaction with the weekly garbage collection service increased in four precincts, remained stable in one precinct, and declined in three precincts. None of these changes were statistically significant.

- ⊗ **Increased satisfaction** – satisfaction increased marginally in Reservoir West, Northcote, and Kingsbury-Bundoora.
- ⊗ **Stable satisfaction** – satisfaction remained stable in Reservoir East.
- ⊗ **Decreased satisfaction** – satisfaction decreased marginally in Preston East, Preston West, Fairfield-Alphington, and Thornbury.

**Satisfaction with weekly garbage collection**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir West	2013	99	8.12	<b>8.46</b>	8.78
	2014	99	7.86	<b>8.22</b>	8.59
	2014-15	100	8.20	<b>8.53</b>	8.86
	2015-16	127	7.99	<b>8.28</b>	8.58
	2016-17	128	8.41	<b>8.66</b>	8.92
Reservoir East	2013	100	7.19	<b>7.58</b>	7.97
	2014	100	7.15	<b>7.55</b>	7.95
	2014-15	99	7.63	<b>8.02</b>	8.41
	2015-16	126	8.35	<b>8.62</b>	8.89
	2016-17	127	8.35	<b>8.62</b>	8.90
Northcote	2013	100	7.89	<b>8.23</b>	8.57
	2014	100	7.58	<b>7.93</b>	8.28
	2014-15	100	7.78	<b>8.10</b>	8.42
	2015-16	123	7.84	<b>8.14</b>	8.44
	2016-17	124	8.17	<b>8.44</b>	8.72
Kingsbury-Bundoora	2013	100	7.75	<b>8.12</b>	8.49
	2014	100	7.71	<b>8.03</b>	8.35
	2014-15	99	7.91	<b>8.22</b>	8.54
	2015-16	122	8.09	<b>8.38</b>	8.67
	2016-17	124	8.14	<b>8.40</b>	8.67
Preston East	2013	100	7.69	<b>8.07</b>	8.45
	2014	99	8.02	<b>8.29</b>	8.57
	2014-15	100	8.10	<b>8.35</b>	8.60
	2015-16	123	8.29	<b>8.59</b>	8.88
	2016-17	122	8.00	<b>8.31</b>	8.62
Fairfield-Alphington	2013	100	7.39	<b>7.74</b>	8.09
	2014	100	8.08	<b>8.38</b>	8.68
	2014-15	100	7.72	<b>8.04</b>	8.36
	2015-16	125	8.08	<b>8.34</b>	8.59
	2016-17	122	8.03	<b>8.28</b>	8.53
Preston West	2013	99	7.78	<b>8.13</b>	8.48
	2014	99	7.38	<b>7.75</b>	8.12
	2014-15	100	7.87	<b>8.21</b>	8.55
	2015-16	123	8.35	<b>8.62</b>	8.88
	2016-17	123	7.86	<b>8.15</b>	8.44
Thornbury	2013	99	7.08	<b>7.46</b>	7.83
	2014	100	7.74	<b>8.01</b>	8.28
	2014-15	100	7.54	<b>7.87</b>	8.20
	2015-16	100	7.54	<b>7.87</b>	8.20
	2016-17	123	7.78	<b>8.13</b>	8.48



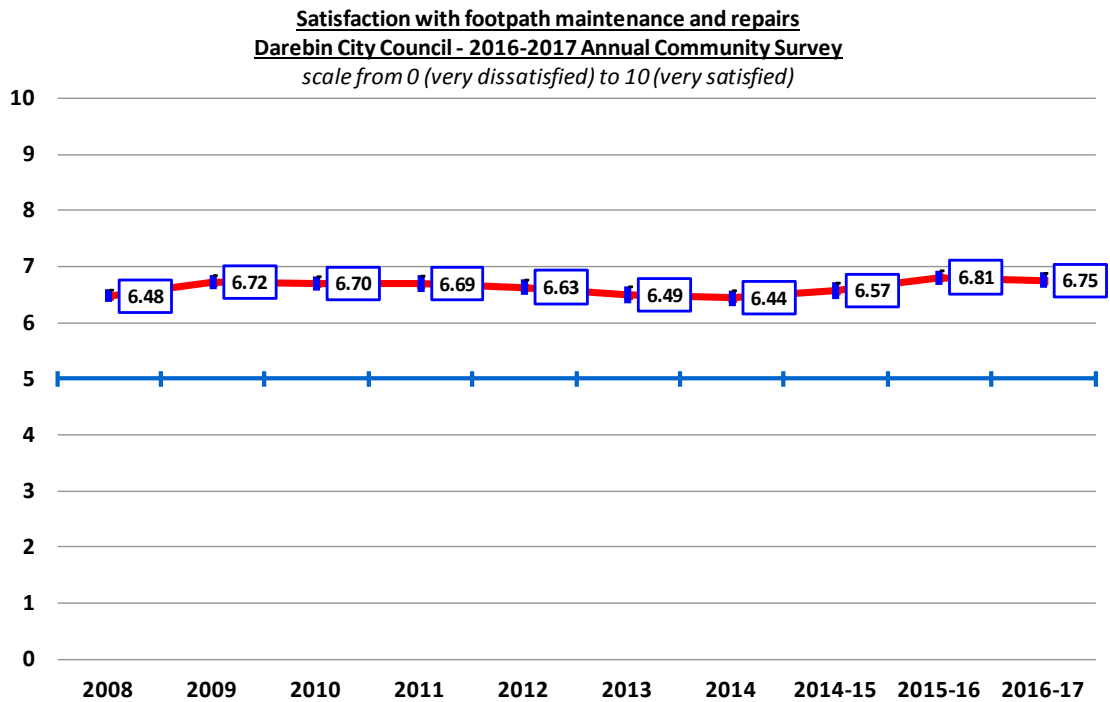
## Footpath maintenance and repairs

Respondents were asked:

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

Satisfaction with footpath maintenance and repairs declined by less than one percent in 2016-17, down from 6.81 to 6.75, although it remains at a level categorised as “good”.

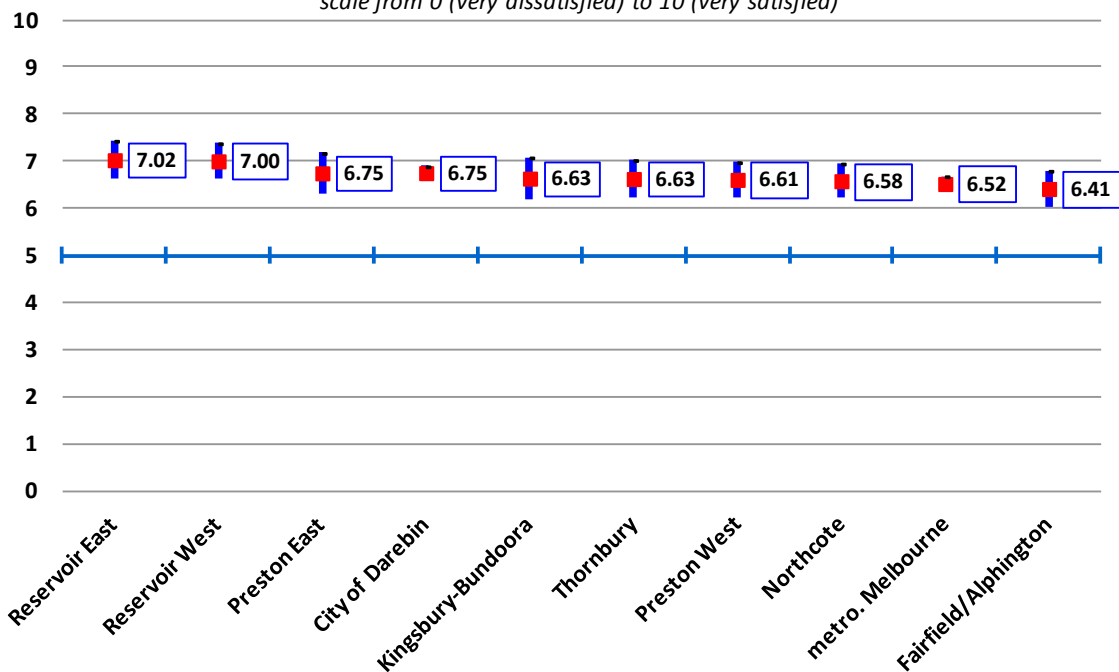
This result is measurably higher than the 2017 metropolitan Melbourne average of 6.52.



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

- ⊗ **Reservoir East and Reservoir West** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average, although still at levels categorised as “good”.
- ⊗ **Fairfield-Alphington** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average and at a level categorised as “solid”.

**Satisfaction with footpath maintenance and repairs by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



When explored over time, it is noted that satisfaction with footpath maintenance and repairs increased in two precincts, remained stable in one precinct, and declined in five precincts.

None of these changes were statistically significant.

- ⊗ **Increased satisfaction** – satisfaction increased marginally in Reservoir West and Thornbury.
- ⊗ **Stable satisfaction** – satisfaction remained stable in Reservoir East.
- ⊗ **Decreased satisfaction** – satisfaction decreased marginally in Preston East, Preston West, Kingsbury-Bundoora, Northcote, and Fairfield-Alphington.

**Satisfaction with footpath maintenance and repair**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir East	2013	98	6.34	<b>6.80</b>	7.25
	2014	98	6.20	<b>6.61</b>	7.02
	2014-15	97	6.35	<b>6.77</b>	7.19
	2015-16	122	6.64	<b>7.02</b>	7.39
	2016-17	124	6.62	<b>7.02</b>	7.43
Reservoir West	2013	99	6.27	<b>6.71</b>	7.15
	2014	99	5.80	<b>6.19</b>	6.59
	2014-15	98	6.03	<b>6.45</b>	6.87
	2015-16	125	6.24	<b>6.60</b>	6.96
	2016-17	126	6.62	<b>7.00</b>	7.38
Preston East	2013	98	6.11	<b>6.50</b>	6.88
	2014	99	6.57	<b>6.88</b>	7.19
	2014-15	97	6.57	<b>6.91</b>	7.24
	2015-16	122	6.62	<b>6.98</b>	7.33
	2016-17	114	6.32	<b>6.75</b>	7.17
Kingsbury-Bundoora	2013	99	6.33	<b>6.81</b>	7.29
	2014	99	6.05	<b>6.46</b>	6.86
	2014-15	97	6.49	<b>6.93</b>	7.37
	2015-16	125	6.90	<b>7.24</b>	7.58
	2016-17	120	6.19	<b>6.63</b>	7.08
Thornbury	2013	99	6.28	<b>6.70</b>	7.12
	2014	100	6.08	<b>6.51</b>	6.94
	2014-15	96	5.99	<b>6.44</b>	6.89
	2015-16	96	5.99	<b>6.44</b>	6.89
	2016-17	120	6.23	<b>6.63</b>	7.02
Preston West	2013	98	6.15	<b>6.59</b>	7.02
	2014	100	5.90	<b>6.29</b>	6.68
	2014-15	100	6.31	<b>6.74</b>	7.17
	2015-16	122	6.44	<b>6.80</b>	7.17
	2016-17	122	6.24	<b>6.61</b>	6.98
Northcote	2013	98	5.11	<b>5.62</b>	6.12
	2014	97	5.88	<b>6.32</b>	6.76
	2014-15	98	6.01	<b>6.40</b>	6.79
	2015-16	122	6.36	<b>6.73</b>	7.10
	2016-17	121	6.21	<b>6.58</b>	6.95
Fairfield-Alphington	2013	98	5.93	<b>6.34</b>	6.76
	2014	100	5.68	<b>6.11</b>	6.54
	2014-15	97	5.79	<b>6.23</b>	6.67
	2015-16	125	6.50	<b>6.83</b>	7.17
	2016-17	121	6.03	<b>6.41</b>	6.79

## Street sweeping

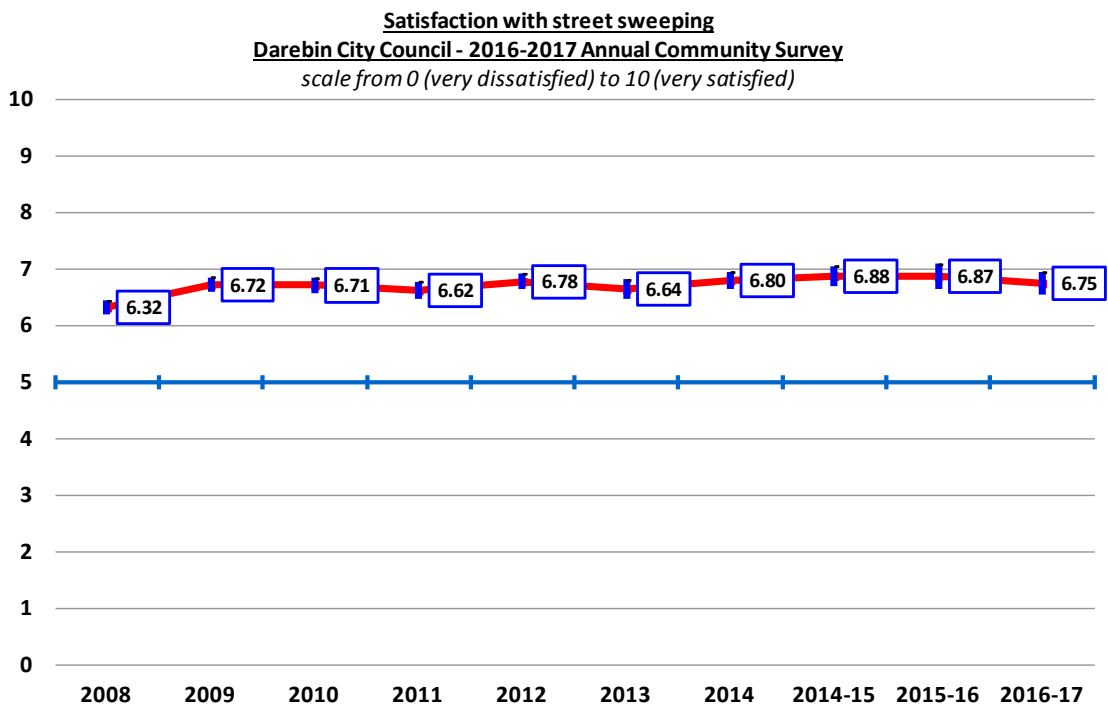
Respondents were asked:

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

Satisfaction with street sweeping declined 1.8% in 2016-17, down from 6.87 to 6.75, although it remains at a level categorised as “good”.

Metropolis Research notes that satisfaction with street sweeping has remained very stable at or around the long-term average over the last ten years of 6.71. Satisfaction with street sweeping has been at a level categorised as “good” in each of the last nine years, and was categorised as “solid” back in 2008.

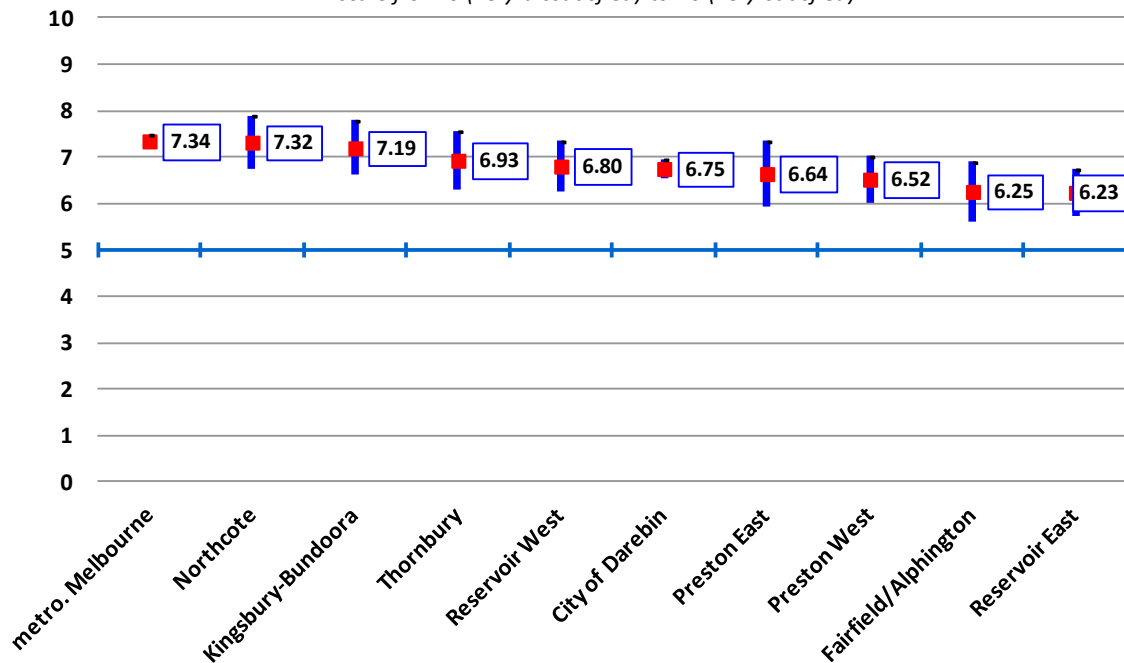
This result is measurably and significantly lower than the 2017 metropolitan Melbourne average of 7.34, which was rated as “very good”.



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

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

**Satisfaction with street sweeping by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



When explored over time, it is noted that satisfaction with street sweeping increased in three precincts and declined in five precincts.

- ⊗ **Increased satisfaction** – satisfaction increased marginally in Northcote, Thornbury, and Preston West.
- ⊗ **Decreased satisfaction** – satisfaction decreased marginally in Kingsbury-Bundoora, Reservoir West, Preston East, and Fairfield-Alphington.
- ⊗ **Significantly decreased satisfaction** - satisfaction decreased measurably in Reservoir East (down 15.7%).

Metropolis Research notes the very significant decline in satisfaction with street sweeping recorded in Reservoir East in 2016-17.

Whilst this may well reflect a real and significant change in community sentiment in Reservoir East, it is important to bear in mind that this result is based on a sample of sixty-two respondents in 2015-16 and sixty respondents in 2016-17.

**Satisfaction with street sweeping**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and index score 0 - 10)*

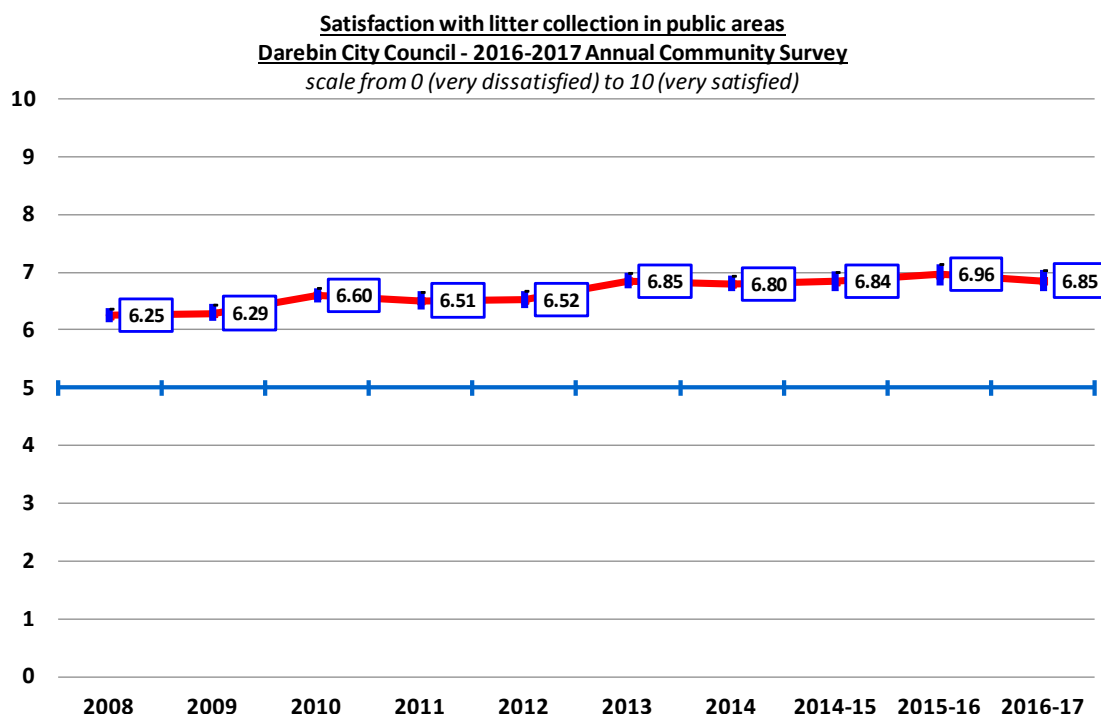
Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Northcote	2013	98	5.60	<b>6.14</b>	6.68
	2014	100	6.23	<b>6.70</b>	7.17
	2014-15	72	6.14	<b>6.68</b>	7.22
	2015-16	56	5.93	<b>6.61</b>	7.28
	2016-17	57	6.74	<b>7.32</b>	7.89
Kingsbury-Bundoora	2013	99	6.53	<b>6.99</b>	7.45
	2014	98	6.18	<b>6.62</b>	7.07
	2014-15	70	6.70	<b>7.20</b>	7.70
	2015-16	62	6.81	<b>7.26</b>	7.71
	2016-17	57	6.61	<b>7.19</b>	7.78
Thornbury	2013	96	5.86	<b>6.38</b>	6.89
	2014	100	6.89	<b>7.24</b>	7.59
	2014-15	72	6.18	<b>6.71</b>	7.24
	2015-16	60	5.32	<b>6.07</b>	6.82
	2016-17	54	6.30	<b>6.93</b>	7.56
Reservoir West	2013	99	6.90	<b>7.30</b>	7.71
	2014	97	6.39	<b>6.80</b>	7.22
	2014-15	74	6.64	<b>7.14</b>	7.63
	2015-16	58	6.27	<b>6.90</b>	7.52
	2016-17	65	6.26	<b>6.80</b>	7.34
Preston East	2013	98	6.12	<b>6.56</b>	7.00
	2014	99	6.33	<b>6.72</b>	7.11
	2014-15	73	6.00	<b>6.49</b>	6.99
	2015-16	57	6.85	<b>7.39</b>	7.92
	2016-17	58	5.94	<b>6.64</b>	7.34
Preston West	2013	100	5.93	<b>6.38</b>	6.83
	2014	98	5.83	<b>6.29</b>	6.74
	2014-15	68	6.39	<b>6.91</b>	7.43
	2015-16	55	5.75	<b>6.44</b>	7.12
	2016-17	56	6.03	<b>6.52</b>	7.01
Fairfield-Alphington	2013	98	5.81	<b>6.26</b>	6.70
	2014	99	6.01	<b>6.43</b>	6.86
	2014-15	71	5.95	<b>6.41</b>	6.86
	2015-16	59	6.31	<b>6.85</b>	7.38
	2016-17	59	5.62	<b>6.25</b>	6.89
Reservoir East	2013	97	6.38	<b>6.85</b>	7.32
	2014	98	6.57	<b>7.02</b>	7.47
	2014-15	73	6.73	<b>7.23</b>	7.73
	2015-16	62	6.84	<b>7.39</b>	7.94
	2016-17	60	5.73	<b>6.23</b>	6.73

## Litter collection in public areas

Respondents were asked:

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

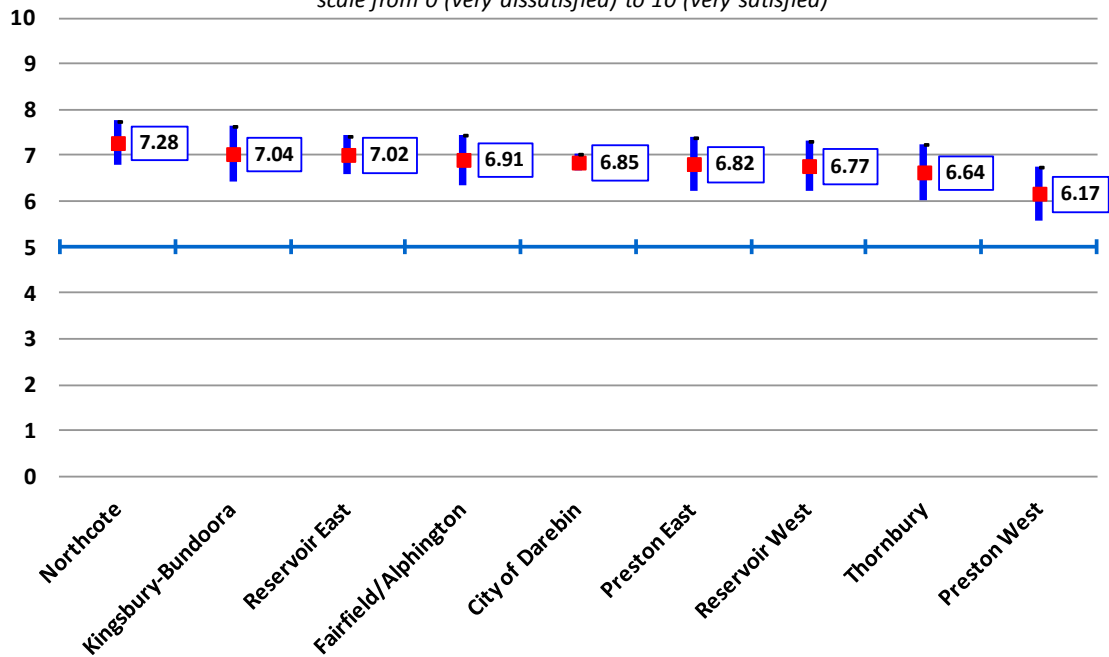
Satisfaction with litter collection in public areas declined marginally but not measurably in 2016-17, down 1.6% from 6.96 to 6.85. Despite this decline, satisfaction remains at a level categorised as “good”, which is the same categorisation that this service has obtained in eight of the last ten years. Satisfaction with litter collection in public areas was categorised as “solid” in 2008 and 2009.



There was no statistically significant variation in satisfaction with litter collection in public areas observed across the eight precincts comprising the City of Darebin, although attention is drawn to the following:

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

**Satisfaction with litter collection in public areas by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



When explored over time, it is noted that satisfaction with litter collection in public areas increased in three precincts, and declined in five precincts.

- ⊗ **Increased satisfaction** – satisfaction increased marginally in Northcote, Kingsbury-Bundoora, and Thornbury.
- ⊗ **Decreased satisfaction** – satisfaction decreased marginally in Reservoir East, Fairfield-Alphington, Preston East, Reservoir West, and Preston West.

None of these changes were statistically significant.



**Satisfaction with litter collection in public places**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and index score 0 - 10)*

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Northcote	2013	97	5.85	<b>6.29</b>	6.73
	2014	99	6.69	<b>7.06</b>	7.43
	2014-15	74	6.73	<b>7.15</b>	7.57
	2015-16	60	6.09	<b>6.65</b>	7.21
	2016-17	58	6.80	<b>7.28</b>	7.75
Kingsbury-Bundoora	2013	96	6.44	<b>6.88</b>	7.31
	2014	97	6.44	<b>6.87</b>	7.29
	2014-15	71	6.75	<b>7.24</b>	7.73
	2015-16	58	6.40	<b>6.97</b>	7.53
	2016-17	56	6.43	<b>7.04</b>	7.64
Reservoir East	2013	99	6.67	<b>7.06</b>	7.45
	2014	99	6.23	<b>6.71</b>	7.18
	2014-15	73	6.55	<b>7.06</b>	7.56
	2015-16	61	6.93	<b>7.43</b>	7.92
	2016-17	57	6.61	<b>7.02</b>	7.43
Fairfield-Alphington	2013	99	6.08	<b>6.49</b>	6.89
	2014	98	6.14	<b>6.51</b>	6.88
	2014-15	71	5.81	<b>6.28</b>	6.75
	2015-16	61	6.99	<b>7.39</b>	7.80
	2016-17	55	6.37	<b>6.91</b>	7.45
Preston East	2013	92	6.33	<b>6.74</b>	7.15
	2014	98	6.22	<b>6.58</b>	6.94
	2014-15	71	5.90	<b>6.39</b>	6.89
	2015-16	58	6.67	<b>7.19</b>	7.71
	2016-17	55	6.24	<b>6.82</b>	7.40
Reservoir West	2013	96	6.94	<b>7.34</b>	7.75
	2014	93	6.55	<b>6.96</b>	7.37
	2014-15	71	6.47	<b>6.92</b>	7.36
	2015-16	62	6.76	<b>7.24</b>	7.72
	2016-17	62	6.23	<b>6.77</b>	7.32
Thornbury	2013	100	6.40	<b>6.80</b>	7.20
	2014	96	6.79	<b>7.15</b>	7.50
	2014-15	74	6.18	<b>6.68</b>	7.17
	2015-16	60	6.06	<b>6.63</b>	7.20
	2016-17	55	6.02	<b>6.64</b>	7.25
Preston West	2013	97	6.51	<b>6.90</b>	7.28
	2014	96	5.80	<b>6.21</b>	6.62
	2014-15	70	6.13	<b>6.67</b>	7.21
	2015-16	70	6.13	<b>6.67</b>	7.21
	2016-17	58	5.59	<b>6.17</b>	6.76

## Condition of storm water drains

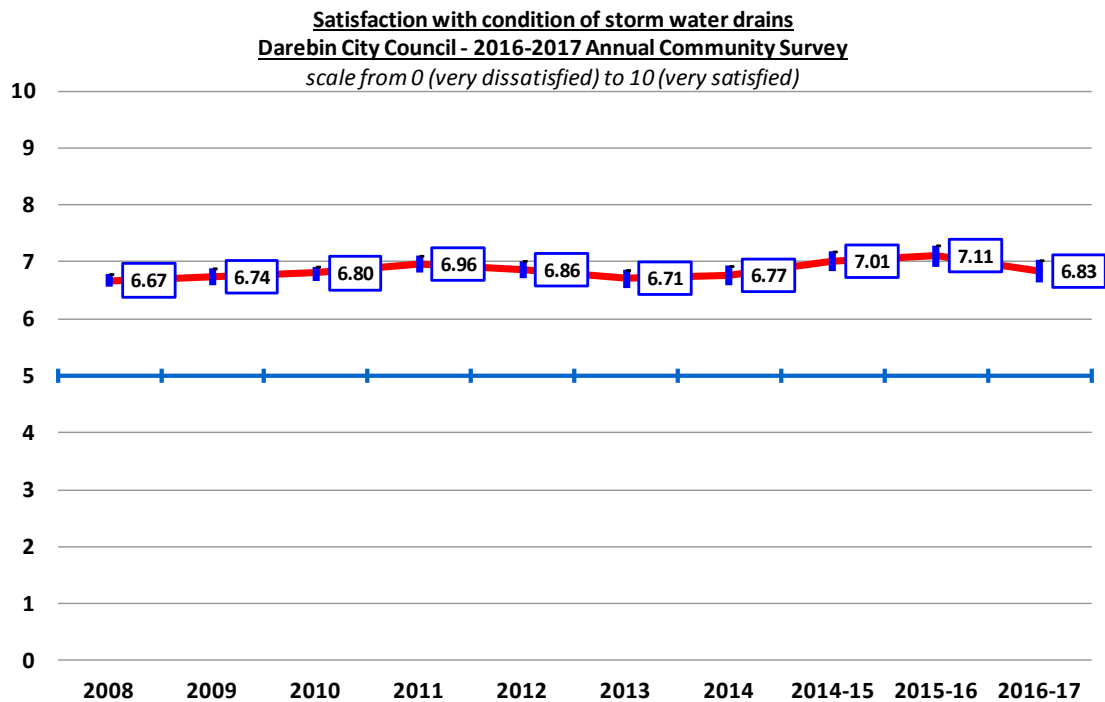
Respondents were asked:

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

Satisfaction with the condition of storm water drains declined somewhat, albeit not measurably in 2016-17, down 3.9% from 7.11 to 6.83. Despite this decline, satisfaction with the condition of storm water drains remained at a level categorised as “good”.

Metropolis Research notes that satisfaction with the condition of storm water drains has remained at or around the long-term average of the last ten years of 6.85, and has been categorised as “good” in each of the last ten years.

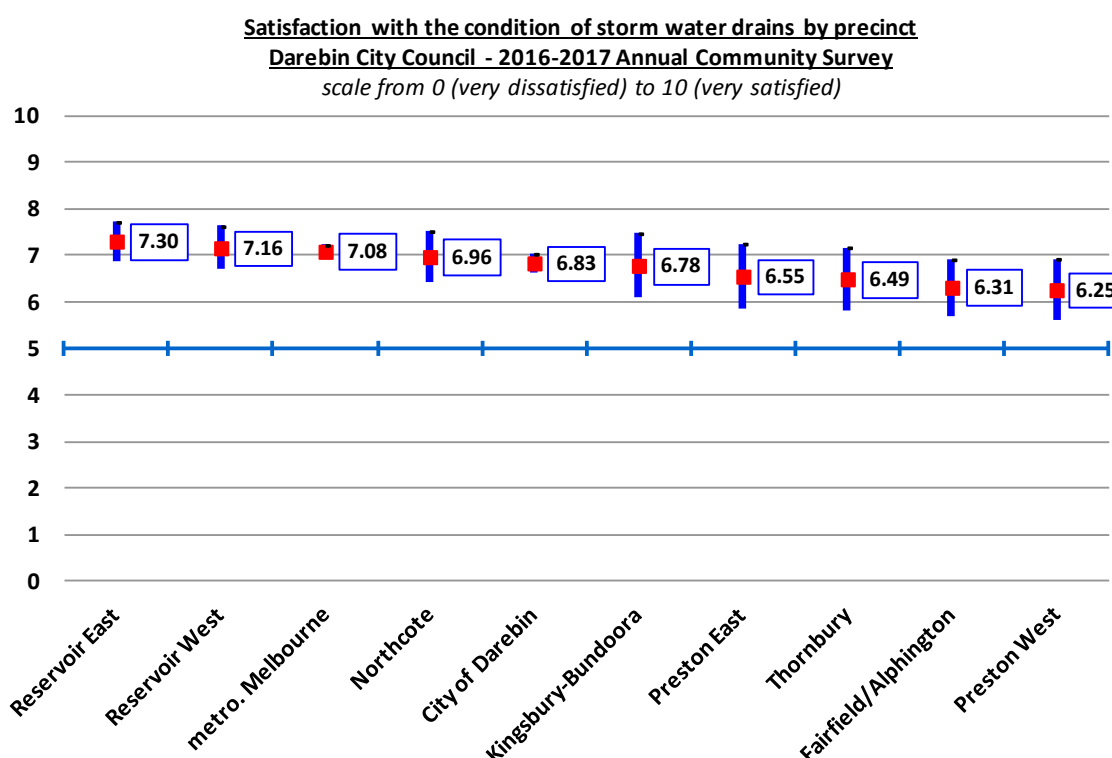
This result is marginally, albeit not measurably lower than the 2017 metropolitan Melbourne average of 7.08.



There was no statistically significant variation in satisfaction with the condition of storm water drains observed across the eight precincts comprising the City of Darebin.

Attention is however drawn to the following:

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



When explored over time, it is noted that satisfaction the condition of storm water drains increased in two precincts, and declined in six precincts.

- ⊗ **Increased satisfaction** – satisfaction increased marginally in Northcote and Preston West.
- ⊗ **Decreased satisfaction** – satisfaction decreased marginally in Reservoir East, Reservoir West, Kingsbury-Bundoora, Preston East, Thornbury, and Fairfield-Alphington.

None of these changes were statistically significant.

**Satisfaction with condition of storm water drains**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir East	2013	94	6.51	<b>6.87</b>	7.24
	2014	89	6.56	<b>7.03</b>	7.51
	2014-15	69	6.67	<b>7.17</b>	7.68
	2015-16	59	7.11	<b>7.58</b>	8.04
	2016-17	57	6.88	<b>7.30</b>	7.71
Reservoir West	2013	92	6.32	<b>6.77</b>	7.22
	2014	83	5.74	<b>6.29</b>	6.84
	2014-15	67	5.94	<b>6.52</b>	7.11
	2015-16	63	7.02	<b>7.49</b>	7.97
	2016-17	58	6.69	<b>7.16</b>	7.62
Northcote	2013	88	5.70	<b>6.23</b>	6.76
	2014	90	6.38	<b>6.89</b>	7.40
	2014-15	66	6.96	<b>7.36</b>	7.77
	2015-16	56	6.19	<b>6.71</b>	7.24
	2016-17	56	6.41	<b>6.96</b>	7.52
Kingsbury-Bundoora	2013	98	6.70	<b>7.15</b>	7.60
	2014	87	6.41	<b>6.87</b>	7.34
	2014-15	66	6.85	<b>7.35</b>	7.85
	2015-16	59	7.23	<b>7.63</b>	8.03
	2016-17	45	6.09	<b>6.78</b>	7.47
Preston East	2013	89	6.48	<b>6.87</b>	7.25
	2014	93	6.20	<b>6.65</b>	7.10
	2014-15	68	6.42	<b>6.94</b>	7.46
	2015-16	53	6.78	<b>7.34</b>	7.90
	2016-17	55	5.84	<b>6.55</b>	7.25
Thornbury	2013	88	6.13	<b>6.59</b>	7.05
	2014	91	6.54	<b>6.95</b>	7.35
	2014-15	66	6.49	<b>6.94</b>	7.39
	2015-16	55	6.01	<b>6.62</b>	7.22
	2016-17	45	5.81	<b>6.49</b>	7.17
Fairfield-Alphington	2013	92	5.93	<b>6.45</b>	6.96
	2014	85	6.37	<b>6.78</b>	7.19
	2014-15	66	6.57	<b>6.97</b>	7.37
	2015-16	53	6.70	<b>7.06</b>	7.41
	2016-17	52	5.70	<b>6.31</b>	6.91
Preston West	2013	93	6.43	<b>6.88</b>	7.33
	2014	86	6.21	<b>6.64</b>	7.07
	2014-15	62	6.34	<b>6.89</b>	7.44
	2015-16	54	5.51	<b>6.20</b>	6.90
	2016-17	51	5.59	<b>6.25</b>	6.92

## Maintenance and cleaning of shopping strips

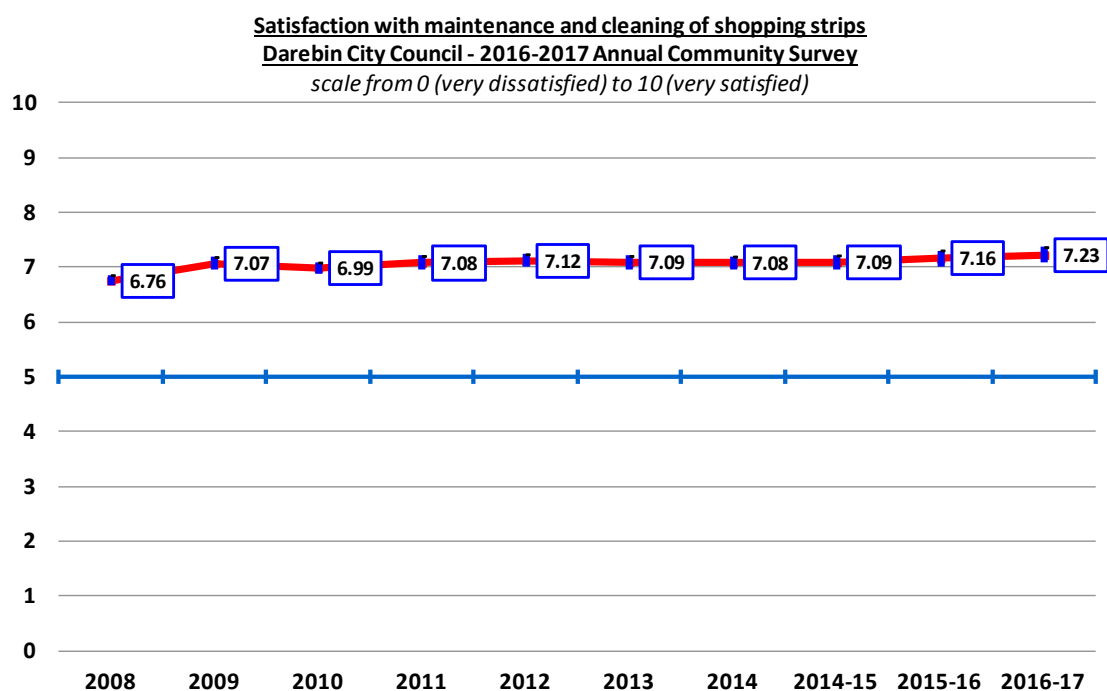
Respondents were asked:

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

Satisfaction with the maintenance and cleaning of shopping strips increased marginally but not measurably in 2016-17, up one percent from 7.16 to 7.23. This is the third consecutive increase in satisfaction with this service.

Despite the increased satisfaction, this result remains at a level categorised as “good”, the same categorisation that this service has obtained in each of the last ten years.

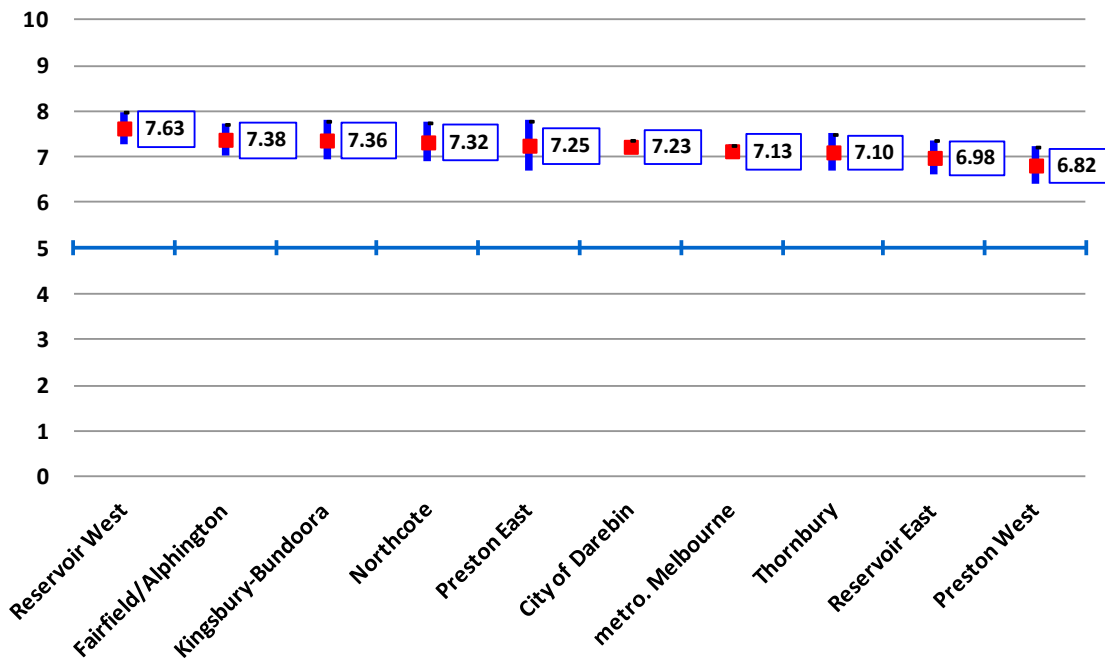
This result is marginally, albeit not measurably higher than the 2017 metropolitan Melbourne average of 7.13.



There was no statistically significant variation in satisfaction with the maintenance and cleaning of shopping strips observed across the eight precincts comprising the City of Darebin. Attention is however drawn to the following:

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

**Satisfaction with maintenance and cleaning of shopping strips by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



When explored over time, it is noted that satisfaction the maintenance and cleaning of shopping strips increased in five precincts, and declined in three precincts.

- ⊗ **Increased satisfaction** – satisfaction increased marginally in Reservoir West, Fairfield-Alphington, Northcote, Thornbury, and Preston West.
- ⊗ **Decreased satisfaction** – satisfaction decreased marginally in Kingsbury-Bundoora, Preston East, and Reservoir East.

None of these changes were statistically significant.

**Satisfaction with maintenance and cleaning of shopping strips**

**Darebin City Council - 2016-2017 Annual Community Survey**

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir West	2013	97	6.95	<b>7.31</b>	7.67
	2014	91	6.91	<b>7.25</b>	7.59
	2014-15	70	6.82	<b>7.16</b>	7.50
	2015-16	64	6.70	<b>7.13</b>	7.55
	2016-17	59	7.27	<b>7.63</b>	7.99
Fairfield-Alphington	2013	99	6.75	<b>7.02</b>	7.29
	2014	99	6.71	<b>7.02</b>	7.33
	2014-15	74	6.70	<b>7.03</b>	7.35
	2015-16	62	6.99	<b>7.32</b>	7.66
	2016-17	58	7.04	<b>7.38</b>	7.72
Kingsbury-Bundoora	2013	97	7.1	<b>7.46</b>	7.83
	2014	93	7.03	<b>7.37</b>	7.70
	2014-15	71	6.84	<b>7.21</b>	7.59
	2015-16	61	7.49	<b>7.77</b>	8.05
	2016-17	55	6.94	<b>7.36</b>	7.79
Northcote	2013	99	6.95	<b>7.22</b>	7.49
	2014	97	6.83	<b>7.17</b>	7.50
	2014-15	72	6.88	<b>7.24</b>	7.59
	2015-16	61	6.33	<b>6.75</b>	7.17
	2016-17	59	6.89	<b>7.32</b>	7.75
Preston East	2013	95	6.68	<b>7.00</b>	7.32
	2014	95	6.85	<b>7.15</b>	7.44
	2014-15	71	6.62	<b>7.00</b>	7.38
	2015-16	62	7.09	<b>7.48</b>	7.87
	2016-17	60	6.71	<b>7.25</b>	7.79
Thornbury	2013	96	6.65	<b>7.00</b>	7.35
	2014	99	6.8	<b>7.12</b>	7.44
	2014-15	72	6.43	<b>6.88</b>	7.32
	2015-16	59	6.41	<b>6.92</b>	7.42
	2016-17	58	6.71	<b>7.10</b>	7.50
Reservoir East	2013	93	6.53	<b>6.90</b>	7.28
	2014	95	6.56	<b>6.92</b>	7.28
	2014-15	73	6.81	<b>7.16</b>	7.52
	2015-16	63	7.10	<b>7.49</b>	7.88
	2016-17	60	6.60	<b>6.98</b>	7.37
Preston West	2013	94	6.61	<b>6.94</b>	7.26
	2014	96	6.44	<b>6.78</b>	7.12
	2014-15	72	6.53	<b>6.96</b>	7.38
	2015-16	58	6.15	<b>6.67</b>	7.19
	2016-17	60	6.41	<b>6.82</b>	7.22

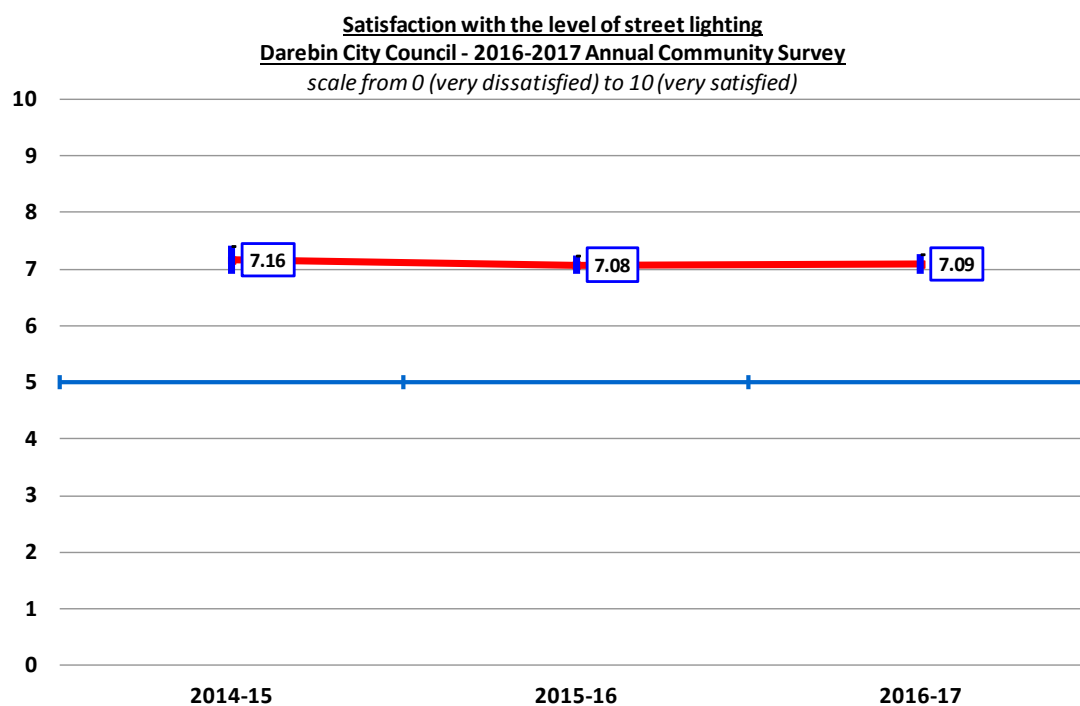
## The level of street lighting

Respondents were asked:

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

Satisfaction with the level of street lighting remained essentially stable in 2016-17, up by less than one percent from 7.08 to 7.09. This level of satisfaction is categorised as “good”, the same categorisation that has been obtained by this service in each of the last three years.

This result is marginally, albeit not measurably higher than the 2017 metropolitan Melbourne average of 6.94.

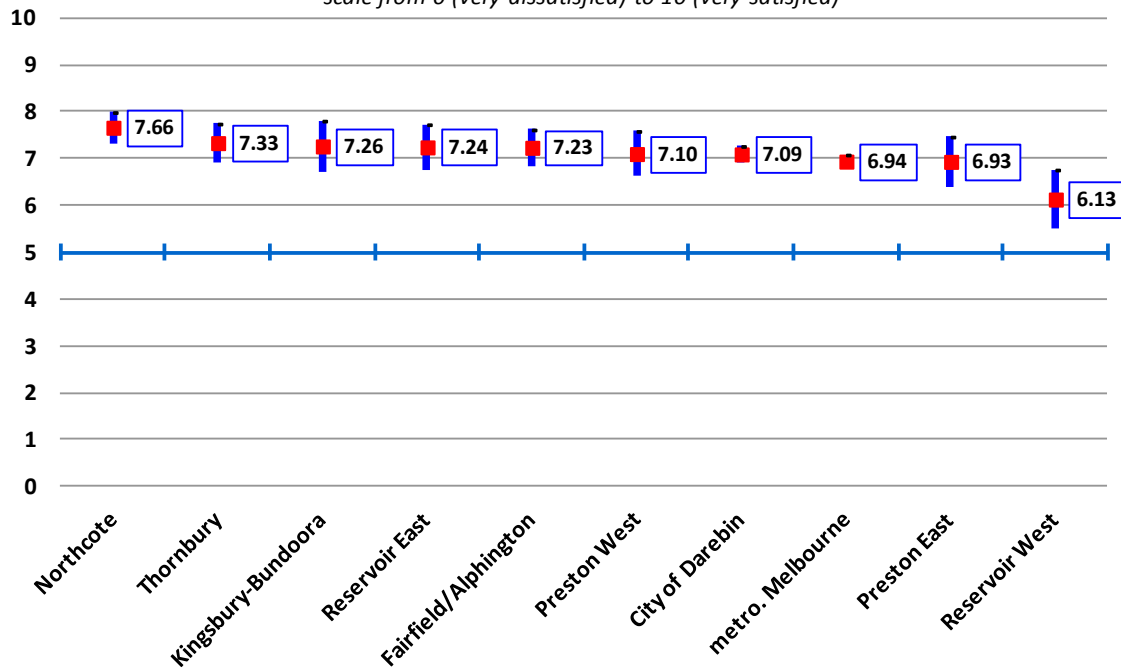


There was some statistically significant variation in satisfaction with the level of street lighting observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Northcote** – respondents rated satisfaction measurably and significantly higher than the municipal average and at a level categorised as “very good”.
- ⊗ **Reservoir West** – respondents rated satisfaction measurably and significantly lower than the municipal average and at a level categorised as “solid”.



**Satisfaction with the level of street lighting by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was no statistically significant variation in satisfaction with the level of street lighting observed by respondent profile, although attention drawn to the following:

- ⊗ **Middle-aged adults (aged 46 to 60 years)** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average although still at a level categorised as “good”.
- ⊗ **Period of residence** – respondents that had lived in the City of Darebin for less than five years rated satisfaction somewhat, albeit not measurably higher than respondents that had lived in Darebin for five years or more.
- ⊗ **ATSI status** – the six Aboriginal and Torres Strait Islander respondents rated satisfaction somewhat higher than other respondents, although not statistically significantly higher.
- ⊗ **Language spoken at home** – respondents from multi-lingual households rated satisfaction somewhat, albeit not measurably higher than respondents from English speaking households.
- ⊗ **Disability status** – respondents from households with a member with a disability rated satisfaction somewhat, albeit not measurably higher than other respondents.
- ⊗ **Gender** – there was no measurable variation in satisfaction observed between male and female respondents.

**Satisfaction with the level of street lighting by respondent profile**

**Darebin City Council - 2016-2017 Annual Community Survey**

(Number and index score 0 - 10)

Variable	Number	2016-2017		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	11	5.51	<b>7.04</b>	8.58
20 - 35 yrs	124	6.91	<b>7.28</b>	7.64
36 - 45 yrs	130	6.85	<b>7.15</b>	7.45
46 - 60 yrs	129	6.20	<b>6.56</b>	6.92
61 - 75 yrs	74	7.04	<b>7.47</b>	7.91
76 yrs and over	17	6.77	<b>7.55</b>	8.33
<i>Housing situation</i>				
Own this home	195	7.00	<b>7.26</b>	7.51
Mortgage	124	6.37	<b>6.74</b>	7.11
Renting this home	140	6.89	<b>7.22</b>	7.56
Renting from Office of Housing	16	5.48	<b>6.88</b>	8.29
<i>Period of residence</i>				
Less than one year	52	6.64	<b>7.20</b>	7.77
One to less than five years	122	6.80	<b>7.16</b>	7.52
Five to less than ten years	75	6.61	<b>7.03</b>	7.46
Ten years or more	237	6.79	<b>7.05</b>	7.30
<i>Aboriginal and Torres Strait Islander</i>				
Yes	6	7.15	<b>8.34</b>	9.53
No	478	6.89	<b>7.07</b>	7.25
<i>Multi-lingual household</i>				
English speaking	284	6.75	<b>6.99</b>	7.22
Multi-lingual	201	6.97	<b>7.24</b>	7.50
<i>Household member with a disability</i>				
Yes	54	6.87	<b>7.47</b>	8.07
No	428	6.86	<b>7.04</b>	7.23
<i>Gender</i>				
Male	222	6.73	<b>7.00</b>	7.27
Female	262	6.95	<b>7.18</b>	7.41
<b>City of Darebin</b>	487	6.92	<b>7.09</b>	7.27

When explored over time, it is noted that satisfaction with the level of street lighting increased in five precincts, and declined in three precincts.

- ⊗ **Increased satisfaction** – satisfaction increased marginally in Northcote, Thornbury, Kingsbury-Bundoora, Fairfield-Alphington, and Preston West.
- ⊗ **Decreased satisfaction** – satisfaction decreased marginally in Reservoir East, Preston East, and Reservoir West.

None of these changes were statistically significant.

**Satisfaction with the level of street lighting**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Northcote	2014-15	25	6.48	<b>7.16</b>	7.84
	2015-16	61	6.96	<b>7.30</b>	7.63
	2016-17	62	7.33	<b>7.66</b>	7.99
Thornbury	2014-15	24	5.92	<b>6.54</b>	7.16
	2015-16	62	6.37	<b>6.85</b>	7.34
	2016-17	60	6.92	<b>7.33</b>	7.74
Kingsbury-Bundoora	2014-15	23	6.76	<b>7.44</b>	8.11
	2015-16	62	6.46	<b>6.98</b>	7.51
	2016-17	61	6.72	<b>7.26</b>	7.81
Reservoir East	2014-15	25	6.11	<b>7.04</b>	7.97
	2015-16	63	6.98	<b>7.41</b>	7.84
	2016-17	62	6.75	<b>7.24</b>	7.73
Fairfield-Alphington	2014-15	24	6.30	<b>6.88</b>	7.45
	2015-16	62	6.36	<b>6.84</b>	7.32
	2016-17	60	6.85	<b>7.23</b>	7.62
Preston West	2014-15	25	6.63	<b>7.40</b>	8.17
	2015-16	57	5.65	<b>6.28</b>	6.91
	2016-17	60	6.61	<b>7.10</b>	7.59
Preston East	2014-15	25	6.75	<b>7.44</b>	8.13
	2015-16	61	6.94	<b>7.44</b>	7.94
	2016-17	60	6.40	<b>6.93</b>	7.47
Reservoir West	2014-15	25	6.80	<b>7.56</b>	8.32
	2015-16	63	6.50	<b>7.00</b>	7.50
	2016-17	62	5.49	<b>6.13</b>	6.76

## Regular recycling

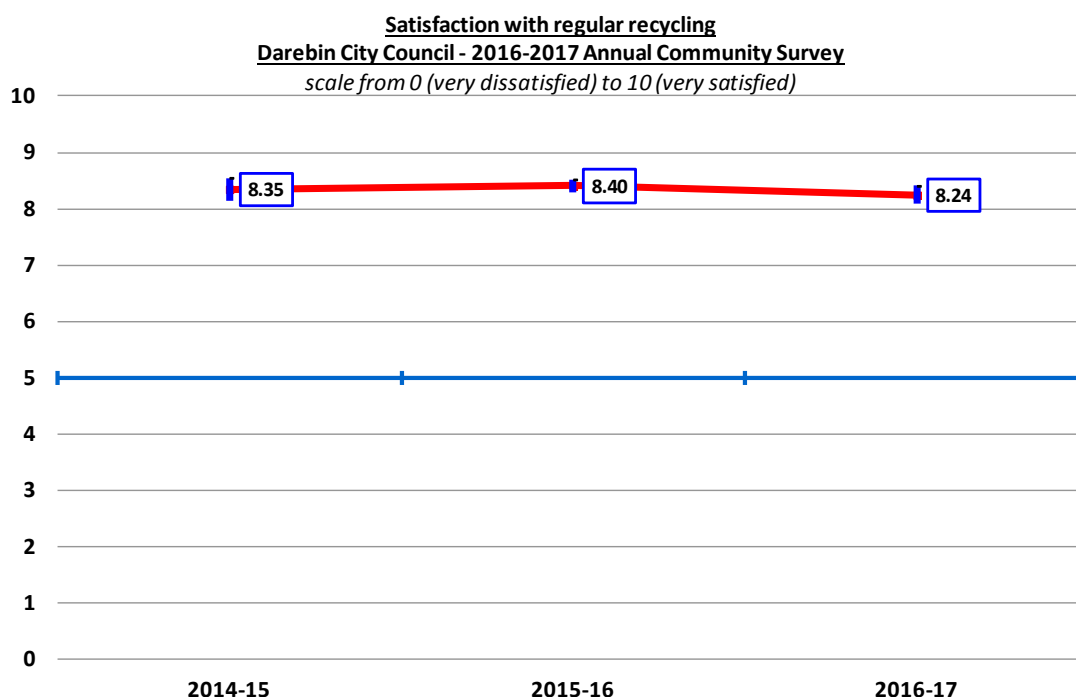
Respondents were asked:

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

Satisfaction with the regular recycling service declined marginally but not measurably in 2016-17, down 1.9% from 8.40 to 8.24. Despite this decline, satisfaction with regular recycling remains at a level categorised as “excellent”.

Metropolis Research notes that average satisfaction scores of eight or more out of ten are relatively rare and reflect very well on the performance of Council providing the service.

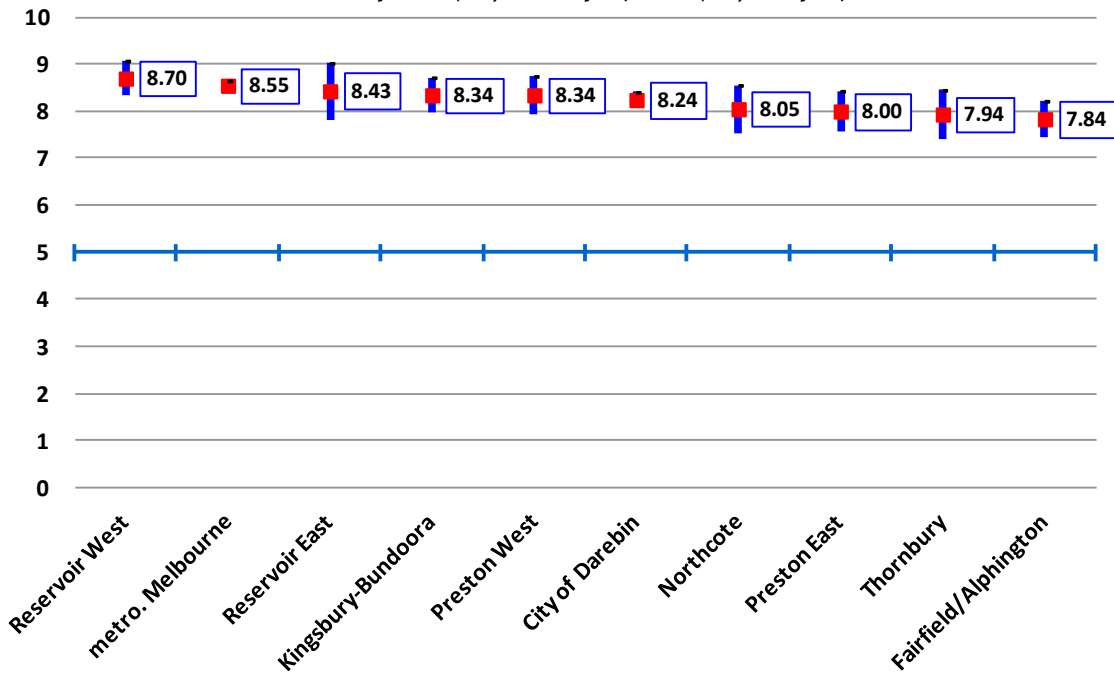
This result is measurably lower than the 2017 metropolitan Melbourne average of 8.55.



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

Metropolis Research notes that satisfaction with this service was rated at or around eight out of ten by respondents in each of the eight precincts.

**Satisfaction with regular recycling by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



When explored over time, it is noted that satisfaction with regular recycling increased in two precincts, and declined in six precincts.

- ⊗ **Increased satisfaction** – satisfaction increased marginally in Reservoir East and Reservoir West.
- ⊗ **Decreased satisfaction** – satisfaction decreased marginally in Preston East, Preston West, Northcote, Thornbury, Fairfield-Alphington, and Kingsbury-Bundoora.

None of these changes were statistically significant.

**Satisfaction with regular recycling**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir West	2014-15	25	7.49	<b>8.04</b>	8.59
	2015-16	61	7.87	<b>8.21</b>	8.56
	2016-17	63	8.32	<b>8.70</b>	9.08
Reservoir East	2014-15	23	7.7	<b>8.48</b>	9.26
	2015-16	62	7.97	<b>8.32</b>	8.68
	2016-17	63	7.83	<b>8.43</b>	9.03
Kingsbury-Bundoora	2014-15	25	7.67	<b>8.32</b>	8.97
	2015-16	59	8.34	<b>8.64</b>	8.95
	2016-17	61	7.97	<b>8.34</b>	8.72
Preston West	2014-15	25	7.96	<b>8.56</b>	9.16
	2015-16	62	8.43	<b>8.77</b>	9.12
	2016-17	61	7.94	<b>8.34</b>	8.75
Northcote	2014-15	23	7.99	<b>8.52</b>	9.06
	2015-16	61	8.07	<b>8.36</b>	8.65
	2016-17	61	7.54	<b>8.05</b>	8.56
Preston East	2014-15	24	7.58	<b>8.25</b>	8.92
	2015-16	61	8.25	<b>8.62</b>	8.99
	2016-17	61	7.57	<b>8.00</b>	8.43
Thornbury	2014-15	25	7.87	<b>8.36</b>	8.85
	2015-16	62	7.88	<b>8.26</b>	8.63
	2016-17	62	7.42	<b>7.94</b>	8.45
Fairfield-Alphington	2014-15	195	8.14	<b>8.35</b>	8.55
	2015-16	63	7.84	<b>8.17</b>	8.51
	2016-17	61	7.45	<b>7.84</b>	8.22

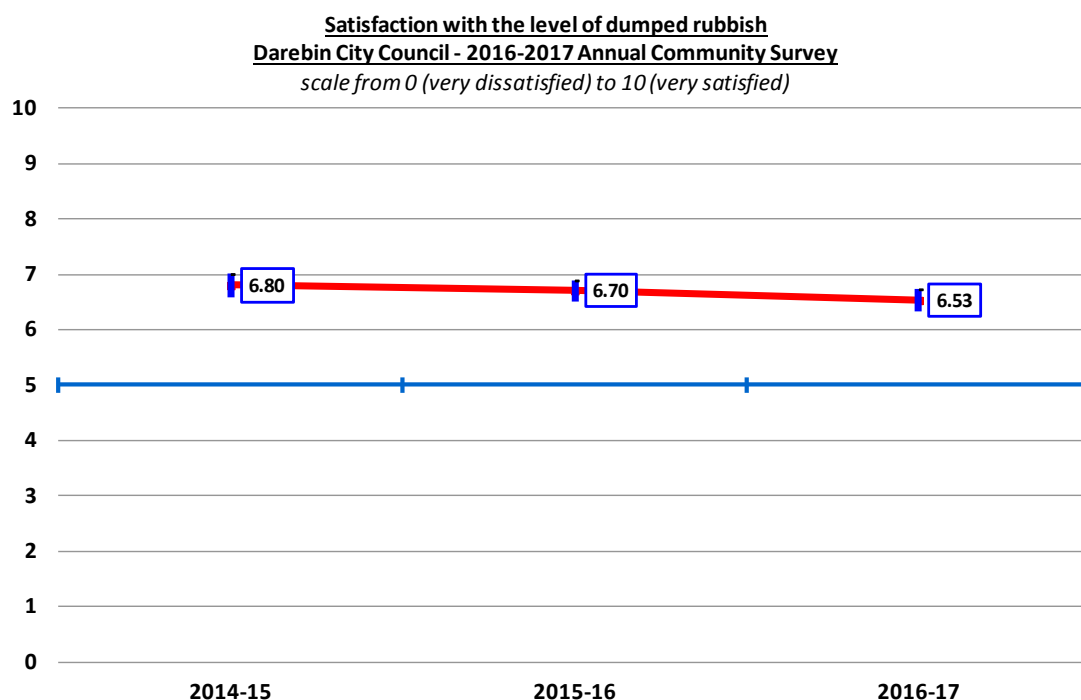
## Level of dumped rubbish

Respondents were asked:

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

Satisfaction with the level of dumped rubbish declined for the second consecutive year in 2016-17, down 2.5% to 6.53, although it remains at a level categorised as “good”.

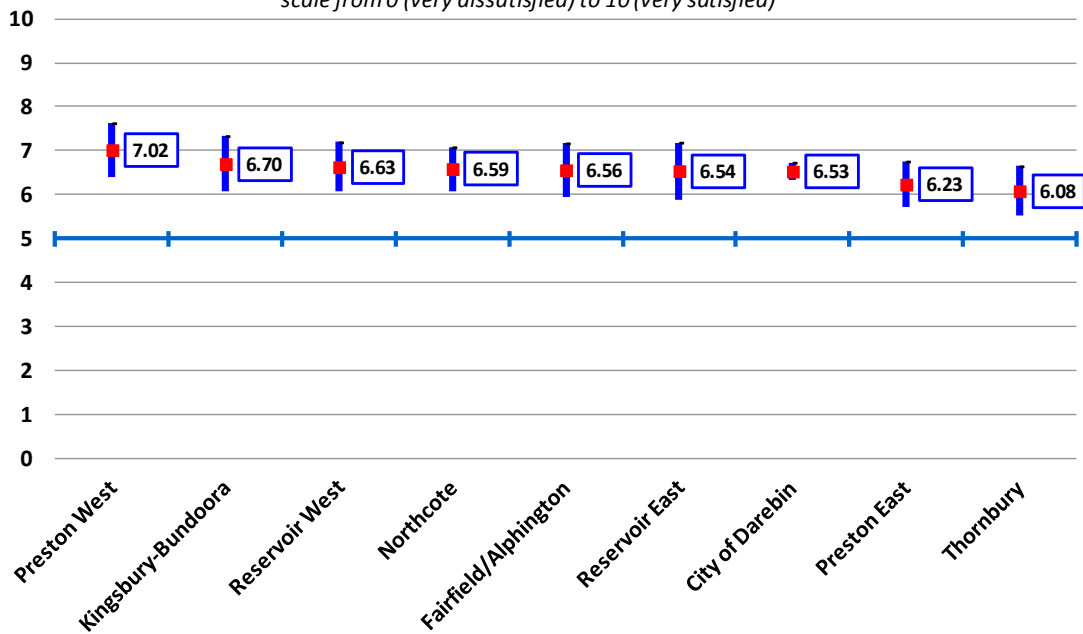
Metropolis Research notes that satisfaction with the level of dumped rubbish is one of just three services and facilities to record a satisfaction score lower than the overall satisfaction with Council score of 6.69.



There was no statistically significant variation in satisfaction with the level of dumped rubbish observed across the eight precincts comprising the City of Darebin, although attention is drawn to the following:

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

**Satisfaction with the level of dumped rubbish by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



When explored over time, it is noted that satisfaction with the level of dumped rubbish increased in two precincts, and declined in six precincts.

- ⊗ **Increased satisfaction** – satisfaction increased marginally in Preston West and Reservoir West.
- ⊗ **Decreased satisfaction** – satisfaction decreased marginally in Preston East, Reservoir East, Northcote, Thornbury, Fairfield-Alphington, and Kingsbury-Bundoora.

None of these changes were statistically significant.



**Satisfaction with the level of dumped rubbish**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Preston West	2014-15	50	6.55	<b>7.08</b>	7.61
	2015-16	60	6.01	<b>6.53</b>	7.05
	2016-17	60	6.40	<b>7.02</b>	7.63
Kingsbury-Bundoora	2014-15	49	6.16	<b>6.80</b>	7.43
	2015-16	62	6.16	<b>6.73</b>	7.29
	2016-17	60	6.06	<b>6.70</b>	7.34
Reservoir West	2014-15	46	5.99	<b>6.63</b>	7.27
	2015-16	64	5.86	<b>6.47</b>	7.08
	2016-17	62	6.07	<b>6.63</b>	7.19
Northcote	2014-15	48	6.39	<b>6.92</b>	7.44
	2015-16	59	6.35	<b>6.83</b>	7.31
	2016-17	58	6.09	<b>6.59</b>	7.08
Fairfield-Alphington	2014-15	49	6.08	<b>6.63</b>	7.18
	2015-16	62	6.79	<b>7.19</b>	7.60
	2016-17	59	5.95	<b>6.56</b>	7.17
Reservoir East	2014-15	49	6.07	<b>6.74</b>	7.39
	2015-16	62	6.15	<b>6.71</b>	7.27
	2016-17	63	5.89	<b>6.54</b>	7.19
Preston East	2014-15	48	6.58	<b>7.13</b>	7.67
	2015-16	58	6.20	<b>6.78</b>	7.35
	2016-17	60	5.71	<b>6.23</b>	6.76
Thornbury	2014-15	48	6.08	<b>6.77</b>	7.46
	2015-16	60	6.22	<b>6.68</b>	7.15
	2016-17	61	5.52	<b>6.08</b>	6.65

## The performance of Council managing traffic

Respondents were asked:

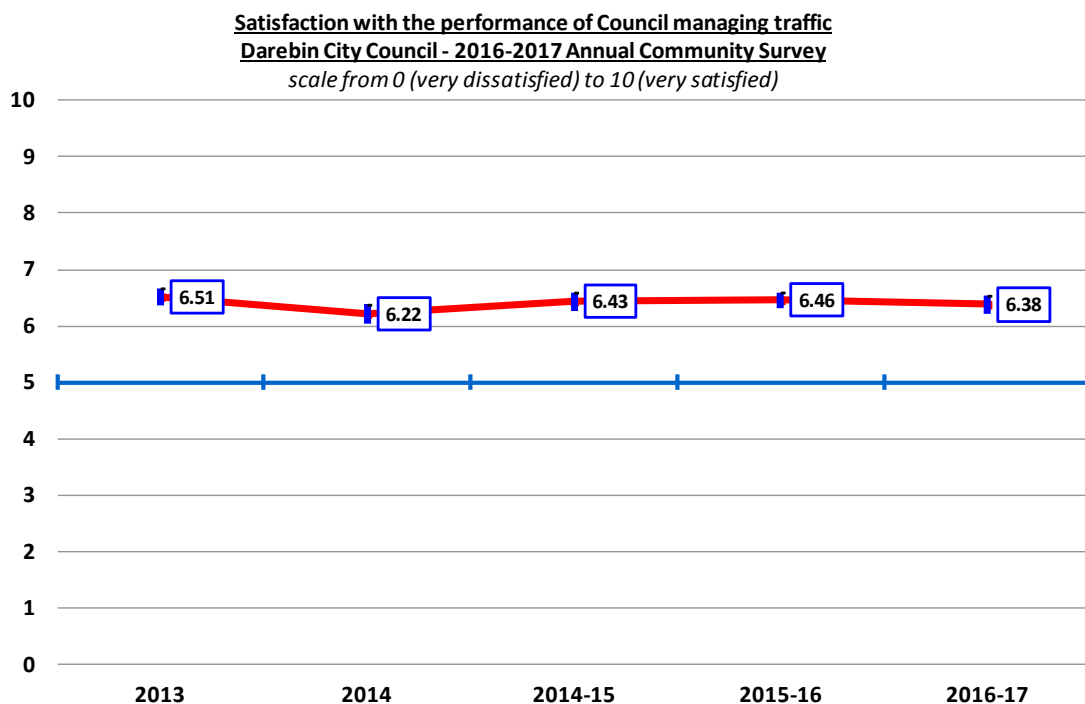
*“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the performance of Council managing traffic?”*

Satisfaction with the performance of Council managing traffic declined marginally but not measurably in 2016-17, down from 6.46 to 6.38. Despite this decline satisfaction remains at a level categorised as “solid”.

It is noted that satisfaction with the performance of Council managing traffic has been categorised as “solid” in each of the last four years, and was last categorised as “good” in 2013.

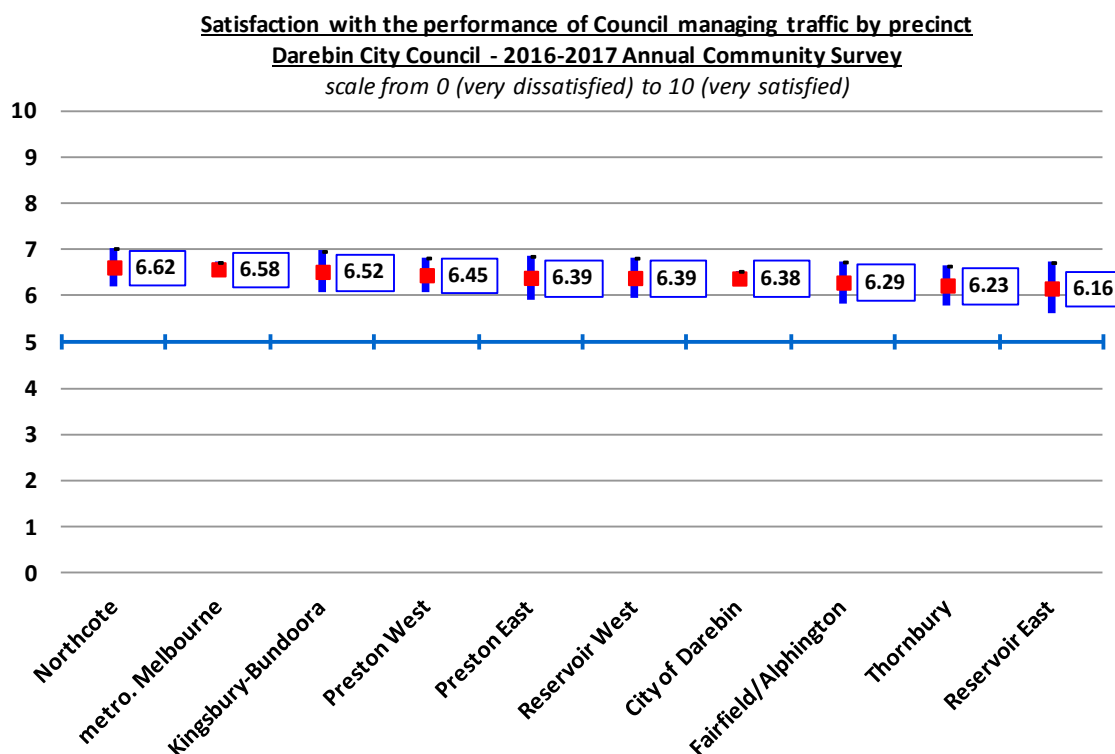
Metropolis Research again notes that satisfaction with the performance of Council managing traffic was somewhat lower than average satisfaction with the overall performance of Council, and it is likely that traffic management (both on local residential streets as well as main roads) is a negative influence on respondents’ satisfaction with Council’s overall performance.

As discussed in the top issues section of this report, the issue of traffic management, mainly related to traffic congestion, is the most commonly identified issue to address in the City of Darebin in 2016-17, and has been the most commonly identified issue for a significant number of years.



This result is marginally, albeit not measurably lower than the 2017 metropolitan Melbourne average of 6.58, which was rated as “good” compared to the City of Darebin result of “solid”.

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



When explored over time, it is noted that satisfaction with the performance of Council managing traffic increased in four precincts, and declined in four precincts.

- ⊗ **Increased satisfaction** – satisfaction increased marginally in Northcote, Preston West, Fairfield-Alphington, and Thornbury.
- ⊗ **Decreased satisfaction** – satisfaction decreased marginally in Kingsbury-Bundoora, Preston East, Reservoir West, and Reservoir East.

None of these changes were statistically significant.

**Satisfaction with the performance of Council managing traffic**

**Darebin City Council - 2016-2017 Annual Community Survey**

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Northcote	2013	86	5.07	<b>5.61</b>	6.14
	2014	84	<b>5.45</b>	5.89	6.33
	2014-15	85	5.90	<b>6.29</b>	6.68
	2015-16	113	5.73	<b>6.17</b>	6.60
	2016-17	110	6.20	<b>6.62</b>	7.03
Kingsbury-Bundoora	2013	95	5.92	<b>6.43</b>	6.94
	2014	80	5.91	<b>6.39</b>	6.87
	2014-15	83	6.16	<b>6.66</b>	7.17
	2015-16	117	6.41	<b>6.81</b>	7.22
	2016-17	111	6.08	<b>6.52</b>	6.97
Preston West	2013	95	6.15	<b>6.57</b>	6.99
	2014	90	5.61	<b>6.04</b>	6.48
	2014-15	89	5.86	<b>6.30</b>	6.75
	2015-16	111	5.92	<b>6.37</b>	6.81
	2016-17	111	6.07	<b>6.45</b>	6.83
Preston East	2013	90	6.60	<b>6.94</b>	7.29
	2014	80	6.36	<b>6.79</b>	7.22
	2014-15	87	6.68	<b>7.08</b>	7.48
	2015-16	106	6.04	<b>6.47</b>	6.90
	2016-17	112	5.92	<b>6.39</b>	6.86
Reservoir West	2013	92	6.58	<b>6.99</b>	7.40
	2014	89	5.92	<b>6.46</b>	7.00
	2014-15	85	6.37	<b>6.87</b>	7.37
	2015-16	115	6.44	<b>6.80</b>	7.16
	2016-17	118	5.96	<b>6.39</b>	6.82
Fairfield-Alphington	2013	93	5.41	<b>5.80</b>	6.18
	2014	92	5.42	<b>5.83</b>	6.23
	2014-15	88	5.67	<b>6.06</b>	6.44
	2015-16	112	5.47	<b>5.90</b>	6.34
	2016-17	110	5.84	<b>6.29</b>	6.74
Thornbury	2013	96	6.10	<b>6.52</b>	6.94
	2014	95	5.64	<b>6.05</b>	6.46
	2014-15	90	5.73	<b>6.18</b>	6.63
	2015-16	118	5.69	<b>6.10</b>	6.51
	2016-17	110	5.80	<b>6.23</b>	6.65
Reservoir East	2013	96	6.32	<b>6.73</b>	7.14
	2014	87	5.76	<b>6.23</b>	6.70
	2014-15	97	5.76	<b>6.25</b>	6.73
	2015-16	120	6.40	<b>6.73</b>	7.06
	2016-17	110	5.60	<b>6.16</b>	6.73

## Council's overall environmental performance

Respondents were asked:

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

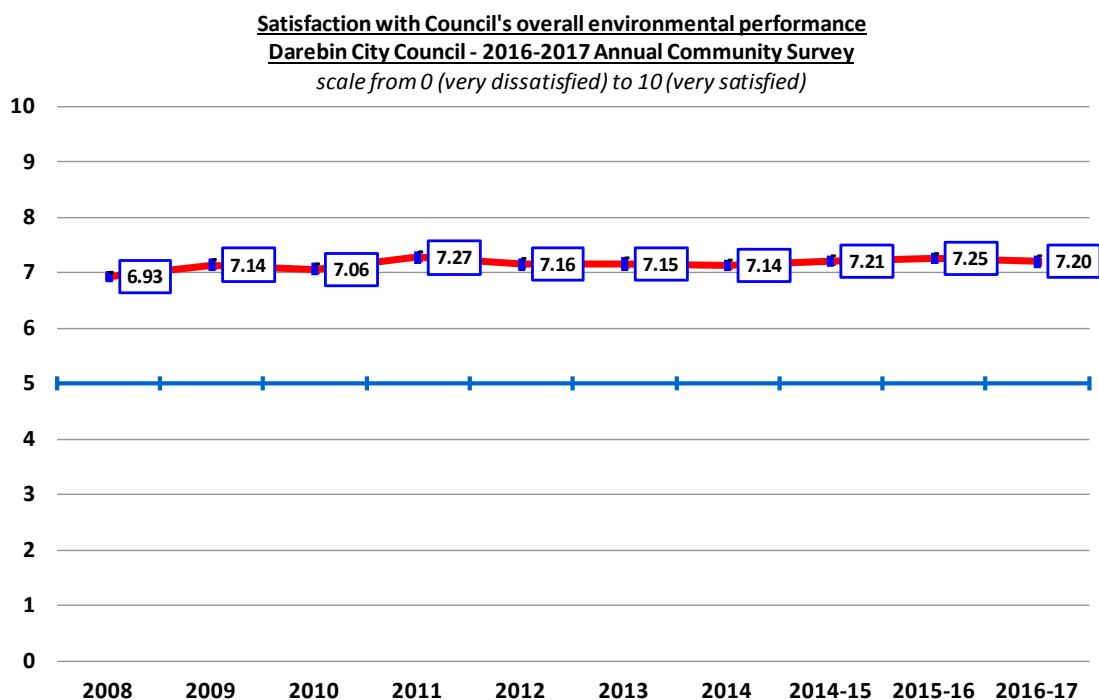
Satisfaction with Council's overall environmental performance declined marginally but not measurably in 2016-17, down less than one percent from 7.25 to 7.20.

This level of satisfaction is categorised as "good", down on the "very good" recorded in 2015-16.

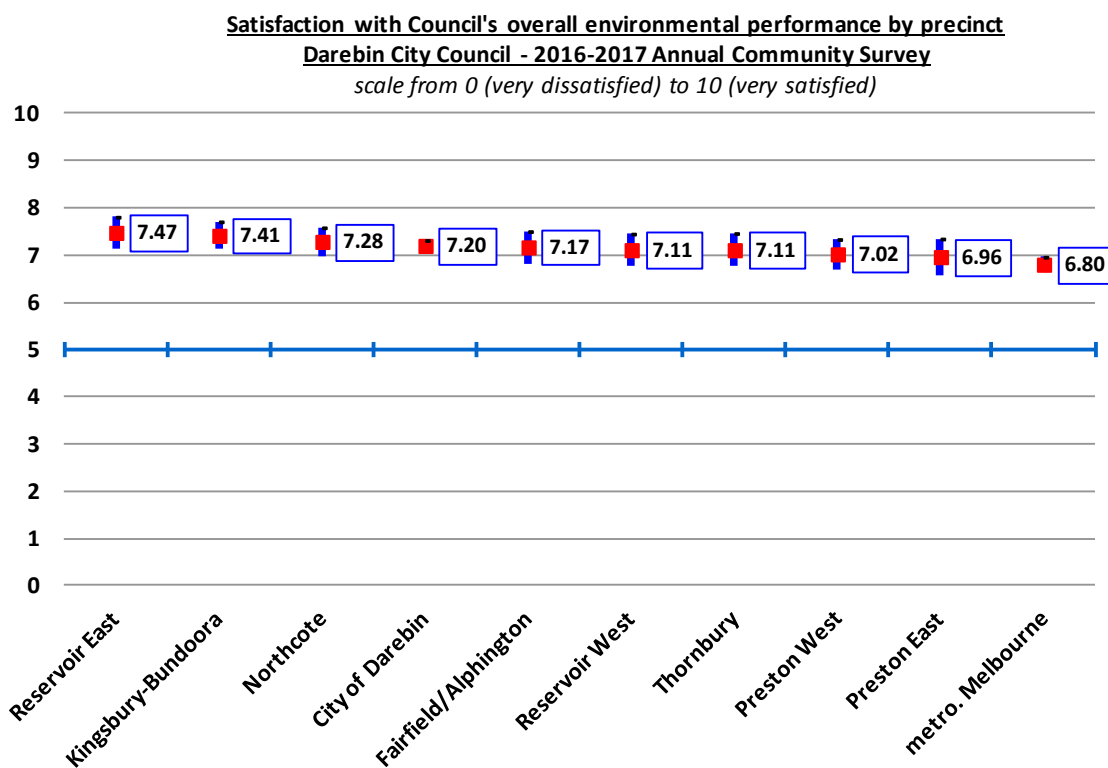
Metropolis Research notes that satisfaction with Council's overall environmental performance has remained remarkably stable over the course of the last ten years, at or around the long-term average of the of 7.15.

Metropolis Research does note that this question is somewhat vague and undefined as to what it is measuring. This may well be a factor underpinning the consistency of the result. It is in the opinion of Metropolis Research, likely to be reflecting a relatively generalised view of the performance of Darebin City Council in the area of environmental sustainability.

It is important to note however that this result does suggest that the community is both aware of some of Council's environmental policies and activities and is broadly supportive of these.



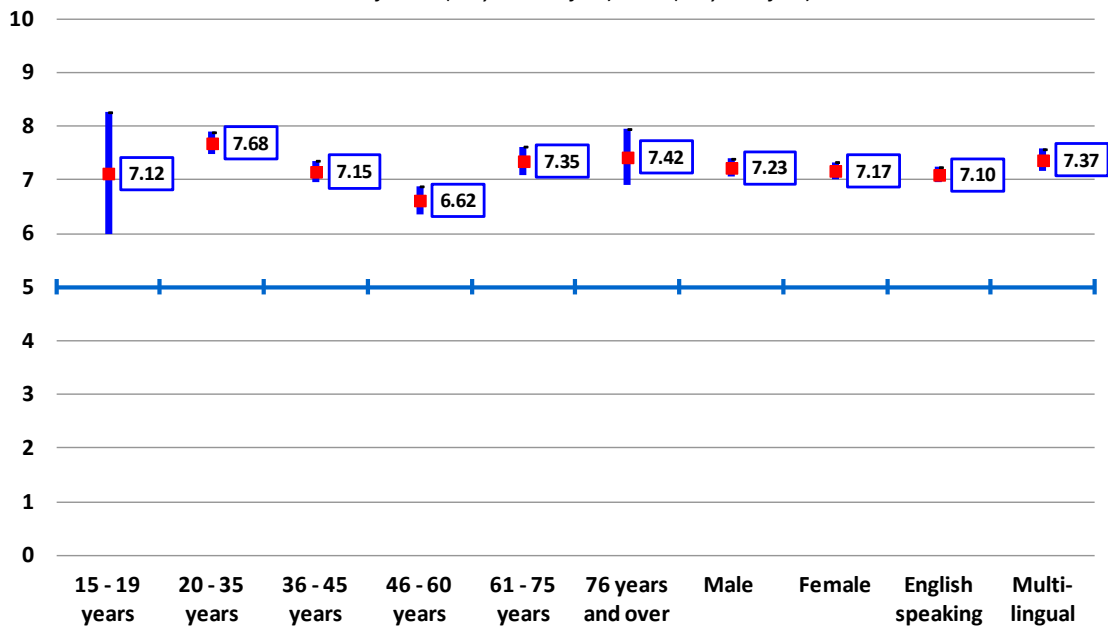
There was no statistically significant variation in satisfaction with Council’s overall performance observed across the eight precincts comprising the City of Darebin.



There was some variation in satisfaction with Council’s overall environmental performance observed by respondent profile, with attention drawn to the following:

- ⊗ **Young adults (aged 20 to 35 years)** – respondents were measurably and significantly more satisfied than average and rated satisfaction at a level categorised as “very good”.
- ⊗ **Middle-aged adults (aged 46 to 50 years)** – respondents were measurably and significantly less satisfied than other respondents.
- ⊗ **Gender** – there was no meaningful variation in satisfaction observed between male and female respondents.
- ⊗ **Language spoken at home** – respondents from multi-lingual households were measurably more satisfied than respondents from English speaking households and at a level categorised as “very good”.

**Satisfaction with Council's overall environmental performance by respondent profile**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



When explored over time, it is noted that satisfaction with Council’s overall environmental performance increased in two precincts, and declined in six precincts.

- ⊗ **Increased satisfaction** – satisfaction increased marginally in Northcote and Fairfield-Alphington.
- ⊗ **Decreased satisfaction** – satisfaction decreased marginally in Kingsbury-Bundoora, Preston East, Reservoir West, Preston West, Thornbury, and Reservoir East.

None of these changes were statistically significant.

**Satisfaction with Council's overall environmental performance**

**Darebin City Council - 2016-2017 Annual Community Survey**

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir East	2013	76	6.83	<b>7.18</b>	7.54
	2014	87	6.89	<b>7.22</b>	7.54
	2014-15	90	6.96	<b>7.28</b>	7.59
	2015-16	106	7.27	<b>7.53</b>	7.79
	2016-17	97	7.14	<b>7.47</b>	7.81
Kingsbury-Bundoora	2013	93	7.21	<b>7.53</b>	7.84
	2014	82	7.02	<b>7.33</b>	7.64
	2014-15	85	7.28	<b>7.55</b>	7.83
	2015-16	113	7.17	<b>7.45</b>	7.74
	2016-17	109	7.11	<b>7.41</b>	7.71
Northcote	2013	79	6.57	<b>6.96</b>	7.35
	2014	86	6.74	<b>6.98</b>	7.22
	2014-15	81	6.77	<b>7.04</b>	7.31
	2015-16	101	6.60	<b>6.92</b>	7.24
	2016-17	109	6.98	<b>7.28</b>	7.59
Fairfield-Alphington	2013	82	6.34	<b>6.68</b>	7.02
	2014	82	6.75	<b>7.09</b>	7.42
	2014-15	85	6.96	<b>7.26</b>	7.56
	2015-16	114	6.80	<b>7.11</b>	7.41
	2016-17	96	6.83	<b>7.17</b>	7.51
Reservoir West	2013	79	7.30	<b>7.66</b>	8.02
	2014	80	7.20	<b>7.50</b>	7.80
	2014-15	84	7.22	<b>7.49</b>	7.75
	2015-16	102	6.94	<b>7.27</b>	7.61
	2016-17	111	6.76	<b>7.11</b>	7.45
Thornbury	2013	88	6.47	<b>6.90</b>	7.32
	2014	78	6.72	<b>7.00</b>	7.28
	2014-15	83	6.48	<b>6.84</b>	7.21
	2015-16	96	6.90	<b>7.18</b>	7.45
	2016-17	102	6.75	<b>7.11</b>	7.46
Preston West	2013	91	6.68	<b>7.00</b>	7.32
	2014	91	6.40	<b>6.75</b>	7.10
	2014-15	93	6.88	<b>7.22</b>	7.55
	2015-16	109	6.98	<b>7.25</b>	7.51
	2016-17	101	6.70	<b>7.02</b>	7.34
Preston East	2013	76	6.79	<b>7.11</b>	7.42
	2014	77	6.80	<b>7.16</b>	7.51
	2014-15	86	6.87	<b>7.16</b>	7.46
	2015-16	100	7.00	<b>7.30</b>	7.60
	2016-17	103	6.57	<b>6.96</b>	7.35



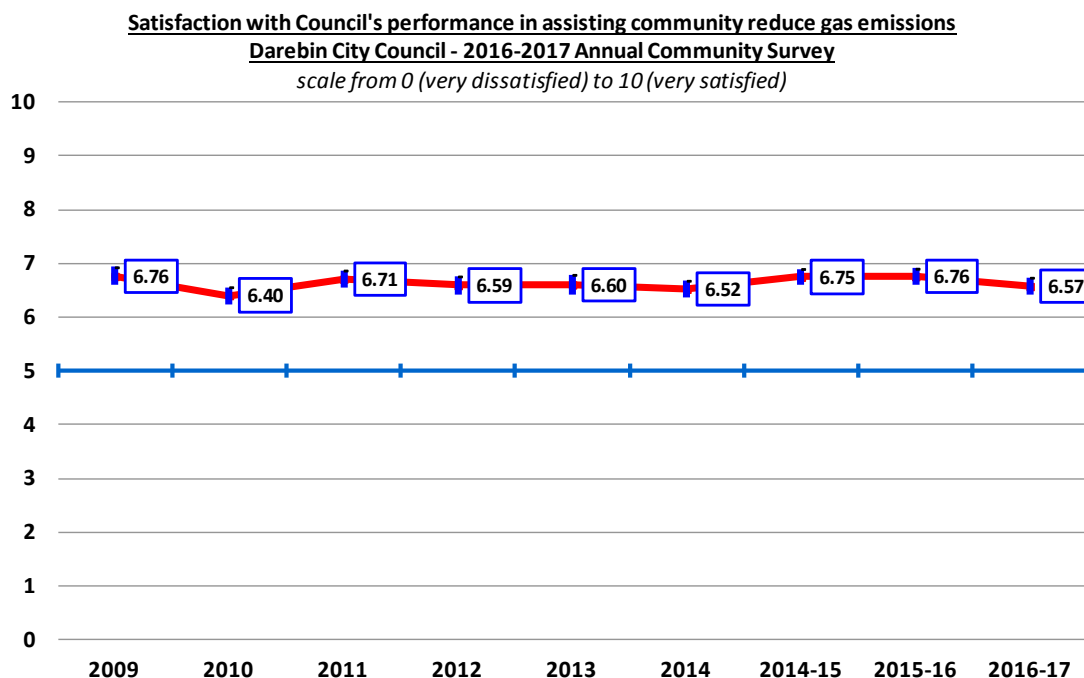
## Council's performance in assisting reducing greenhouse gas emissions

Respondents were asked:

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

Satisfaction with the performance of Council in assisting the community to reduce greenhouse gas emissions declined somewhat, albeit not measurably in 2016-17, down 2.8% to 6.57. Despite this decline, satisfaction remains categorised as “good”.

Satisfaction with this service has been recorded at levels categorised as “good” in nine of the last ten years, with satisfaction categorised as “solid” in 2010.



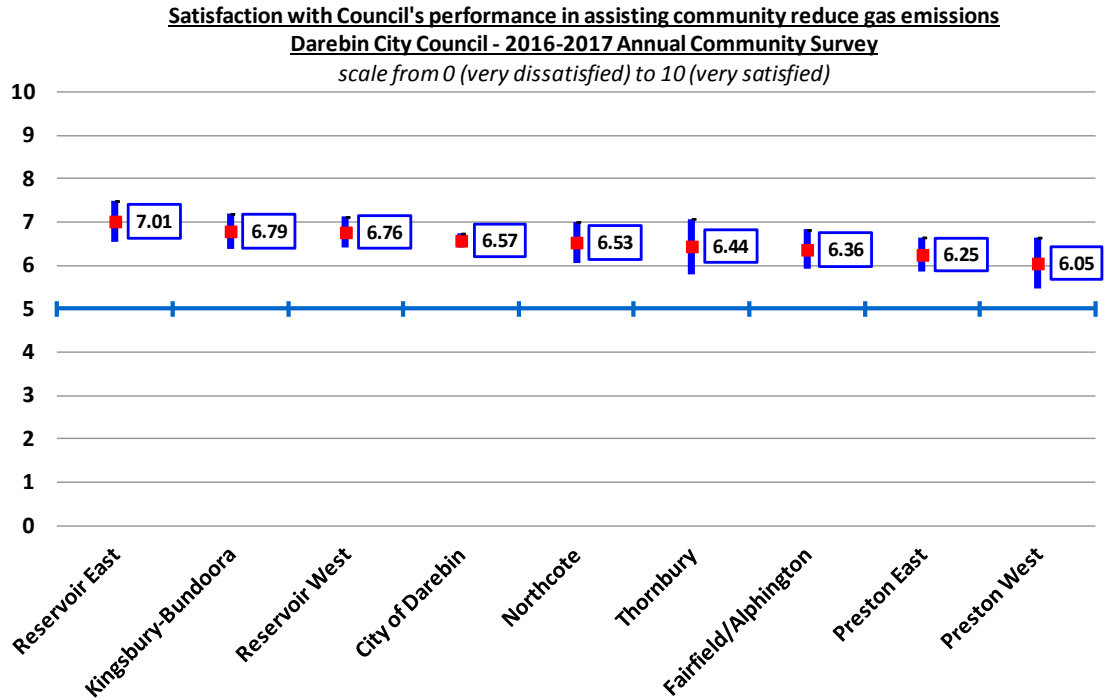
There was no statistically significant variation in this result observed across the eight precincts comprising the City of Darebin, although attention is drawn to the following:

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

When explored over time, it is noted that satisfaction with this service increased in two precincts, and declined in six precincts.

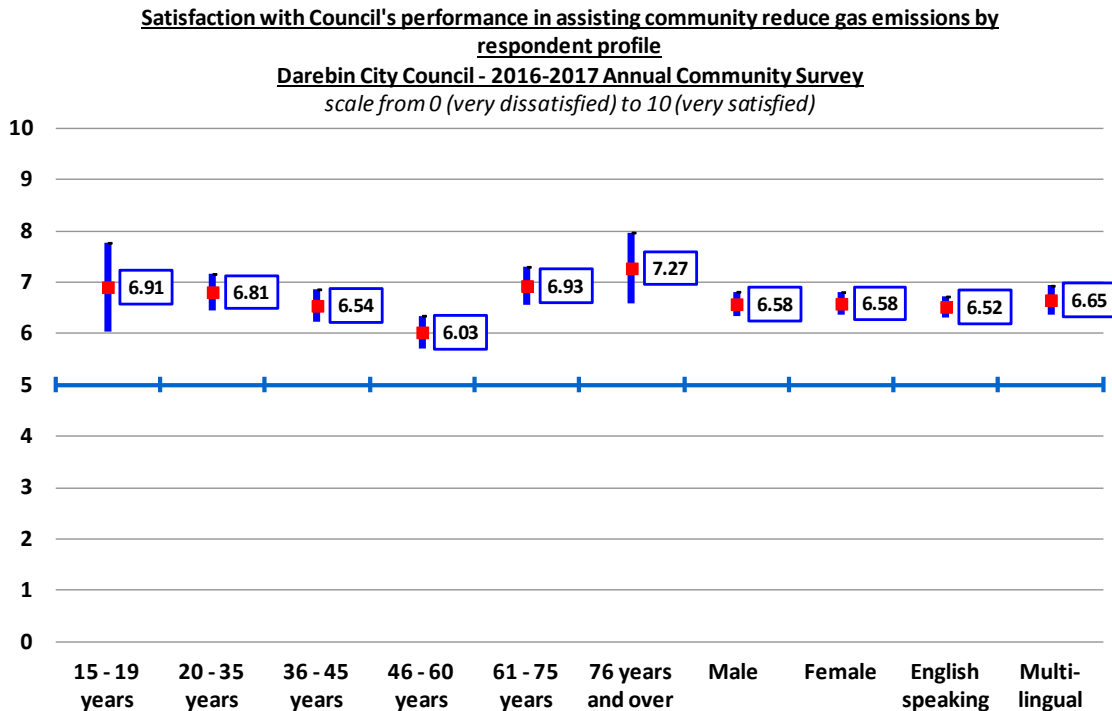
- ⊗ **Increased satisfaction** – satisfaction increased marginally in Reservoir West and Thornbury.
- ⊗ **Decreased satisfaction** – satisfaction decreased marginally in Kingsbury-Bundoora, Preston East, Preston West, Thornbury, Fairfield-Alphington, and Reservoir East.

None of these changes were statistically significant.



There was a little meaningful variation in satisfaction with the performance of Council assisting the community to reduce greenhouse gas emissions observed by respondent profile, with attention drawn to the following:

- ⊗ **Middle-aged adults (aged 46 to 60 years)** – respondents were measurably significantly less satisfied than other respondents, and rated satisfaction at a level categorised as “solid”.



**Satisfaction with Council's performance in assisting community to reduce gas emissions**

**Darebin City Council - 2016-2017 Annual Community Survey**

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir East	2013	64	5.84	<b>6.50</b>	7.16
	2014	69	6.12	<b>6.58</b>	7.04
	2014-15	78	6.54	<b>6.91</b>	7.28
	2015-16	78	6.81	<b>7.12</b>	7.42
	2016-17	68	6.54	<b>7.01</b>	7.49
Kingsbury-Bundoora	2013	79	6.19	<b>6.72</b>	7.26
	2014	64	6.18	<b>6.67</b>	7.17
	2014-15	59	6.81	<b>7.25</b>	7.70
	2015-16	94	6.89	<b>7.20</b>	7.52
	2016-17	61	6.38	<b>6.79</b>	7.19
Reservoir West	2013	65	6.71	<b>7.12</b>	7.54
	2014	66	6.25	<b>6.73</b>	7.20
	2014-15	72	6.44	<b>6.88</b>	7.31
	2015-16	80	6.26	<b>6.73</b>	7.19
	2016-17	76	6.41	<b>6.76</b>	7.12
Northcote	2013	58	5.63	<b>6.17</b>	6.71
	2014	68	6.14	<b>6.49</b>	6.83
	2014-15	58	6.37	<b>6.71</b>	7.04
	2015-16	58	6.37	<b>6.71</b>	7.04
	2016-17	70	6.05	<b>6.53</b>	7.00
Thornbury	2013	79	6.29	<b>6.77</b>	7.26
	2014	58	5.93	<b>6.41</b>	6.90
	2014-15	67	5.82	<b>6.33</b>	6.83
	2015-16	67	5.82	<b>6.33</b>	6.83
	2016-17	50	5.81	<b>6.44</b>	7.07
Fairfield-Alphington	2013	60	5.48	<b>6.00</b>	6.52
	2014	60	6.04	<b>6.52</b>	6.99
	2014-15	66	6.30	<b>6.77</b>	7.24
	2015-16	66	6.30	<b>6.77</b>	7.24
	2016-17	77	5.91	<b>6.36</b>	6.82
Preston East	2013	65	6.33	<b>6.71</b>	7.09
	2014	56	6.26	<b>6.73</b>	7.20
	2014-15	69	6.47	<b>6.90</b>	7.33
	2015-16	82	6.19	<b>6.68</b>	7.18
	2016-17	65	5.84	<b>6.25</b>	6.65
Preston West	2013	78	5.86	<b>6.41</b>	6.96
	2014	70	5.49	<b>6.00</b>	6.51
	2014-15	75	5.90	<b>6.41</b>	6.92
	2015-16	81	6.45	<b>6.89</b>	7.32
	2016-17	64	5.45	<b>6.05</b>	6.64

## Green waste collection service

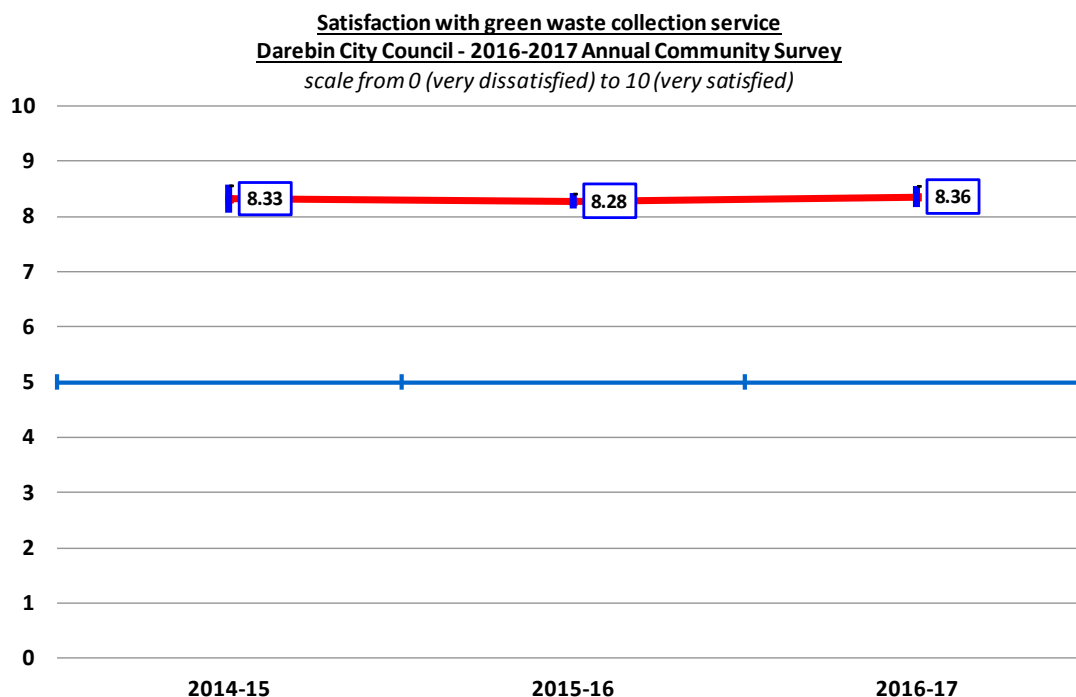
Respondents were asked:

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

Satisfaction with the green waste collection service increased marginally, albeit not measurably in 2016-17, up by less than one percent to 8.36. This level of satisfaction is categorised as “excellent”, the same categorisation it has obtained in each of the last three years.

Metropolis Research notes that satisfaction scores of more than eight out of ten are relatively rare, and reflect very well on the performance of Council providing this service.

This result is very marginally, but not measurably lower than the 2017 metropolitan Melbourne average of 8.47.

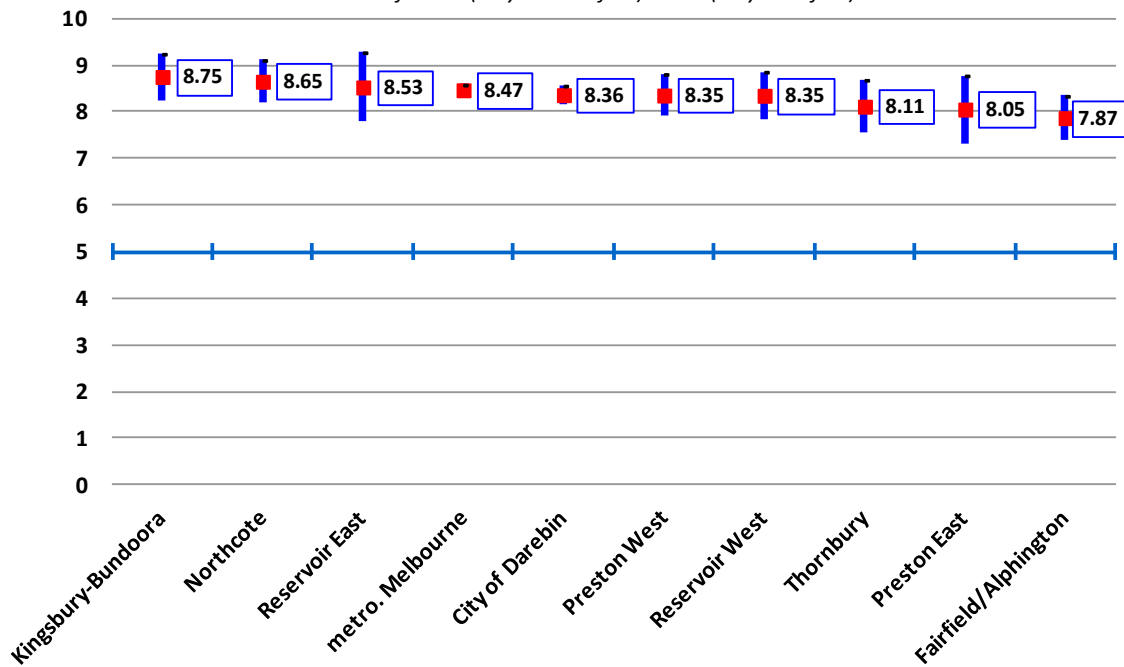


There was no statistically significant variation in satisfaction with the green waste collection service observed across the eight precincts comprising the City of Darebin.

It is however observed that:

- ⊗ **Fairfield-Alphington** – respondents rated satisfaction marginally, albeit not measurably lower than the municipal average, although still at a level categorised as “excellent”.

**Satisfaction with green waste collection service by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



When explored over time, it is noted that satisfaction with the green waste collection service increased in four precincts, and declined in four precincts.

- ⊗ **Increased satisfaction** – satisfaction increased marginally in Kingsbury-Bundoora, Northcote, Reservoir East, and Reservoir West.
- ⊗ **Decreased satisfaction** – satisfaction decreased marginally in Preston East, Preston West, Thornbury, and Fairfield-Alphington.

None of these changes were statistically significant.

**Satisfaction with green waste collection service**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and index score 0 - 10)*

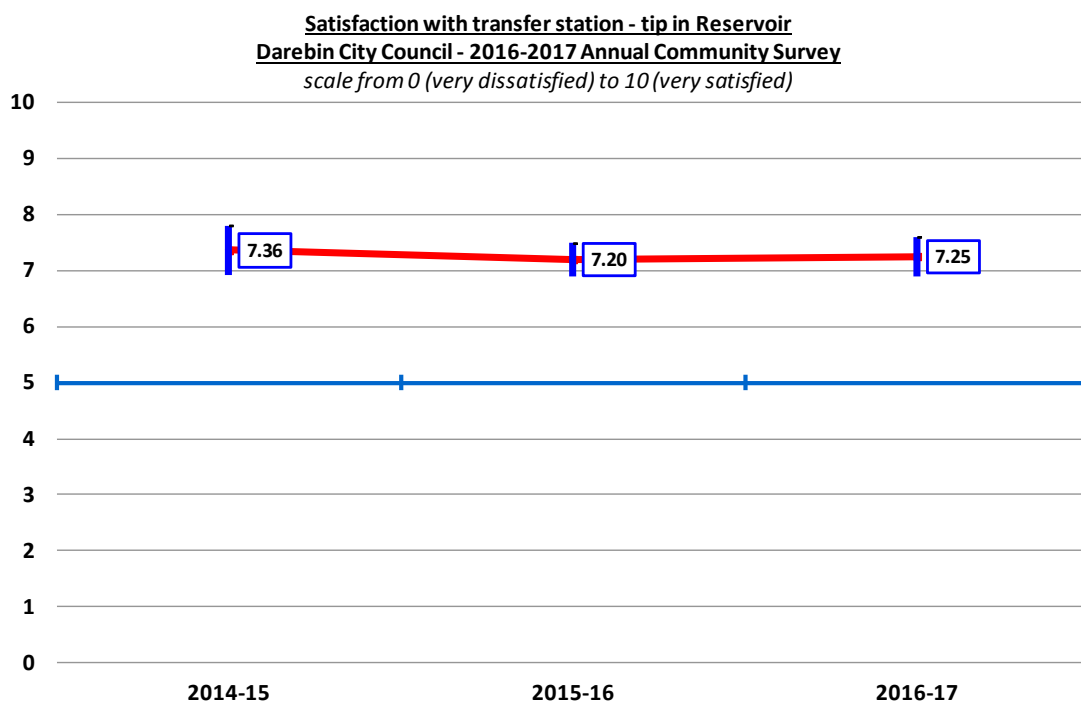
<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Kingsbury-Bundoora	2014-15	16	7.19	<b>8.19</b>	9.18
	2015-16	49	7.81	<b>8.22</b>	8.64
	2016-17	32	8.26	<b>8.75</b>	9.24
Northcote	2014-15	17	7.47	<b>8.24</b>	9.00
	2015-16	51	7.76	<b>8.14</b>	8.51
	2016-17	37	8.19	<b>8.65</b>	9.11
Reservoir East	2014-15	21	6.94	<b>7.52</b>	8.11
	2015-16	41	8.03	<b>8.46</b>	8.89
	2016-17	38	7.78	<b>8.53</b>	9.27
Preston West	2014-15	20	8.45	<b>8.90</b>	9.35
	2015-16	50	8.42	<b>8.78</b>	9.14
	2016-17	51	7.90	<b>8.35</b>	8.81
Reservoir West	2014-15	21	7.66	<b>8.52</b>	9.38
	2015-16	47	7.62	<b>8.02</b>	8.43
	2016-17	46	7.84	<b>8.35</b>	8.86
Thornbury	2014-15	16	7.62	<b>8.31</b>	9.01
	2015-16	53	7.93	<b>8.26</b>	8.60
	2016-17	35	7.54	<b>8.11</b>	8.68
Preston East	2014-15	20	8.36	<b>8.85</b>	9.34
	2015-16	40	7.95	<b>8.45</b>	8.95
	2016-17	38	7.33	<b>8.05</b>	8.78
Fairfield-Alphington	2014-15	15	8.44	<b>8.93</b>	9.42
	2015-16	55	7.45	<b>7.93</b>	8.41
	2016-17	38	7.40	<b>7.87</b>	8.34

## Transfer station – tip in Reservoir

Respondents were asked:

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

Satisfaction with the transfer station – Tip in Reservoir increased marginally but not measurably in 2016-17, up by less than one percent to 7.25. This level of satisfaction is categorised as “very good”, an improvement on the “good” categorisation last year.

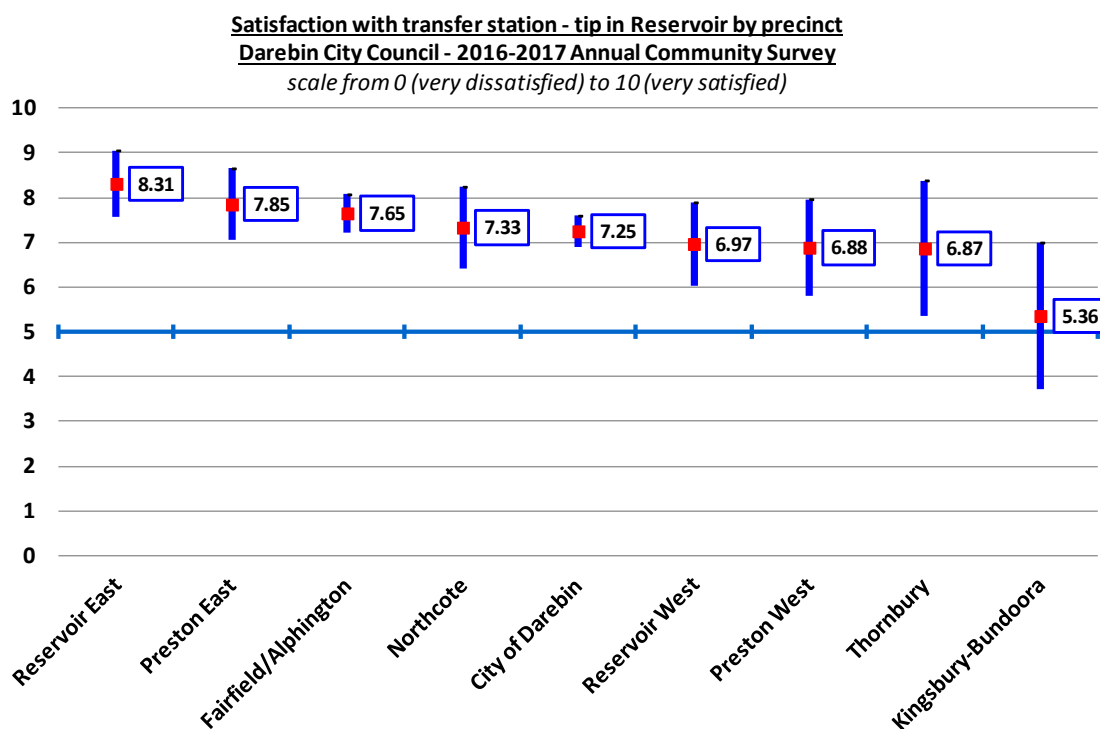


There was measurable and significant variation in satisfaction with the transfer station observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

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

Metropolis Research does note that these precinct level results are based on a very small sample size, which is reflected in the large 95% confidence intervals (the vertical blue bars).

The average sample size is approximately fifteen respondents per precinct. These small sample sizes are the result of the fact that a relatively small proportion of the total sample over the course of the year had actually used the transfer station and therefore been in a position to provide a satisfaction score.



When explored over time, it is noted that satisfaction with the transfer station increased in four precincts, and declined in four precincts.

- ⊗ **Increased satisfaction** – satisfaction increased marginally in Reservoir East, Preston East, Fairfield-Alphington, and Reservoir West.
- ⊗ **Decreased satisfaction** – satisfaction decreased marginally in Preston West, Northcote, Thornbury, and Kingsbury-Bundoora.

None of these changes were statistically significant.



**Satisfaction with transfer station - tip in Reservoir**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir East	2014-15	12	6.28	<b>7.00</b>	7.72
	2015-16	20	5.74	<b>6.75</b>	7.76
	2016-17	16	7.57	<b>8.31</b>	9.06
Preston East	2014-15	7	6.40	<b>7.86</b>	9.31
	2015-16	15	6.88	<b>7.60</b>	8.32
	2016-17	20	7.04	<b>7.85</b>	8.66
Fairfield-Alphington	2014-15	9	7.56	<b>8.33</b>	9.10
	2015-16	29	6.65	<b>7.24</b>	7.83
	2016-17	23	7.23	<b>7.65</b>	8.08
Northcote	2014-15	9	6.25	<b>7.78</b>	9.30
	2015-16	23	6.66	<b>7.39</b>	8.13
	2016-17	21	6.42	<b>7.33</b>	8.25
Reservoir West	2014-15	7	4.56	<b>6.86</b>	9.15
	2015-16	28	5.94	<b>6.93</b>	7.92
	2016-17	31	6.04	<b>6.97</b>	7.90
Preston West	2014-15	7	6.73	<b>7.86</b>	8.98
	2015-16	22	6.73	<b>7.59</b>	8.45
	2016-17	26	5.80	<b>6.88</b>	7.97
Thornbury	2014-15	4	5.86	<b>8.25</b>	10.00
	2015-16	27	6.58	<b>7.37</b>	8.16
	2016-17	15	5.34	<b>6.87</b>	8.39
Kingsbury-Bundoora	2014-15	6	3.27	<b>5.33</b>	7.40
	2015-16	21	5.98	<b>7.00</b>	8.02
	2016-17	14	3.71	<b>5.36</b>	7.00

## Arts and culture

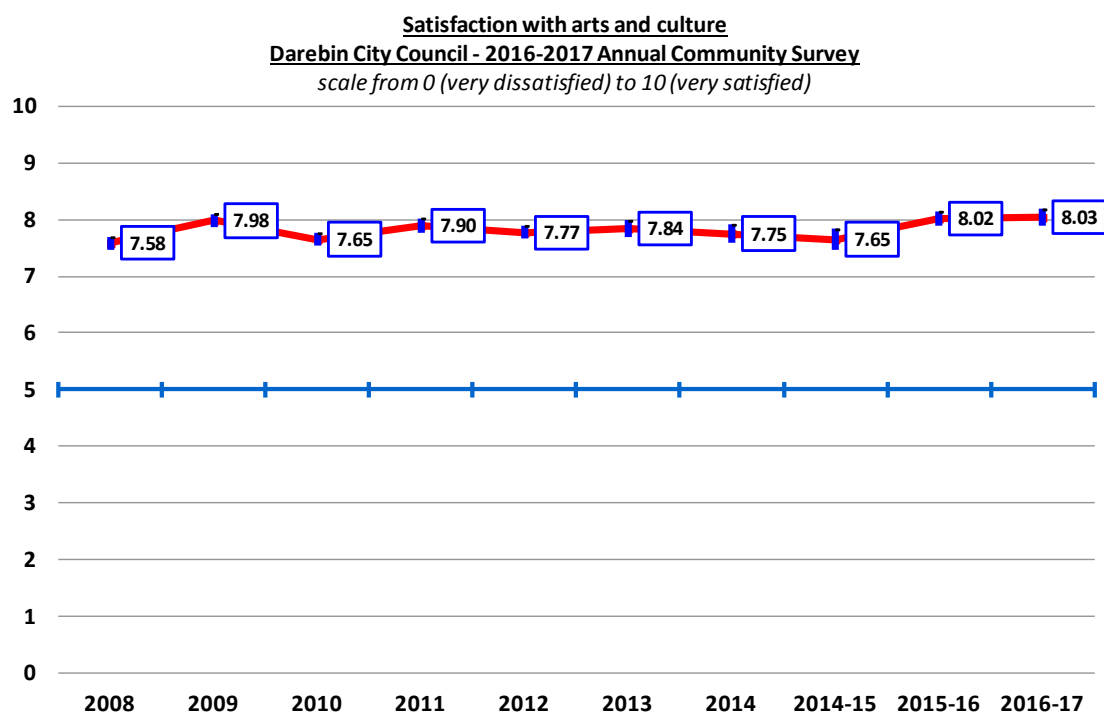
Respondents were asked:

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

Satisfaction with arts and culture (including libraries, Bundoora Homestead, and the Darebin Arts and Entertainment Centre) was essentially stable in 2016-17 at 8.03.

This level of satisfaction is categorised as “excellent”, which is the same categorisation obtained by this service in seven of the last ten years. This result was marginally, albeit not measurably higher than the 2017 metropolitan Melbourne average of 7.85.

It is noted that this category of “arts and culture” is unusually broad in its description, and that it is typical to include the library service as a stand alone service in the community satisfaction survey. Metropolis Research would recommend that Council consider this approach in future *Annual Community Surveys*.

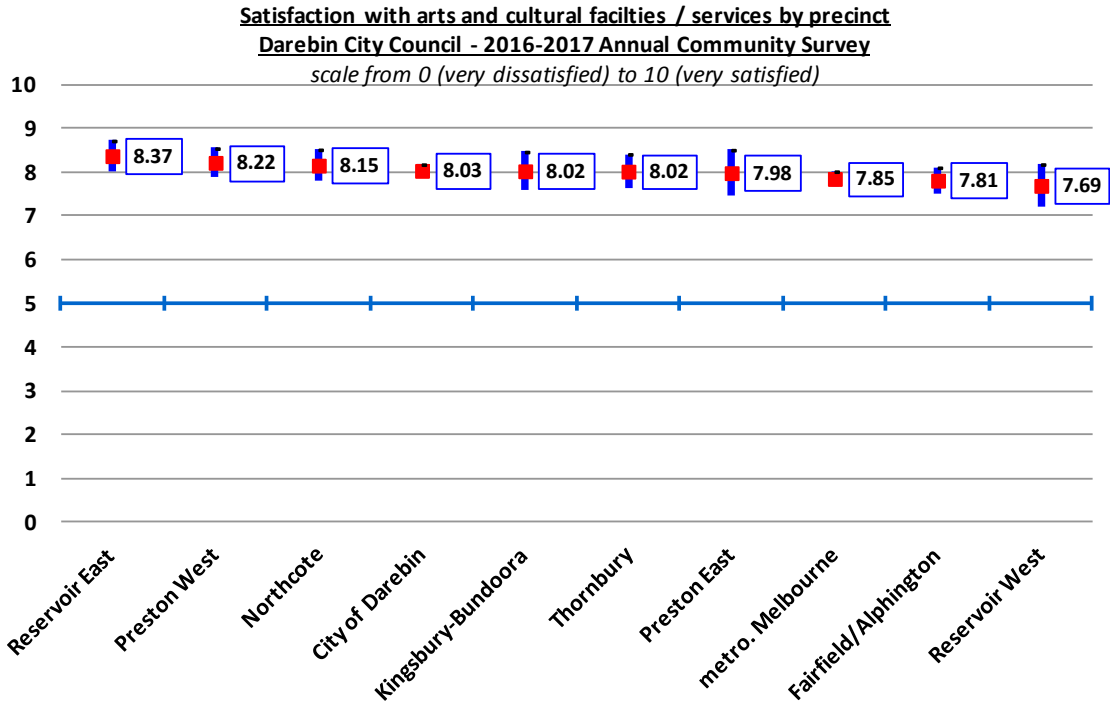


There was no statistically significant variation in satisfaction with arts and culture observed across the eight precincts comprising the City of Darebin, although attention is drawn to the following:

- ⊗ **Reservoir West** – respondents rated satisfaction marginally, albeit not measurably lower than the municipal average and at a level categorised as “very good”.

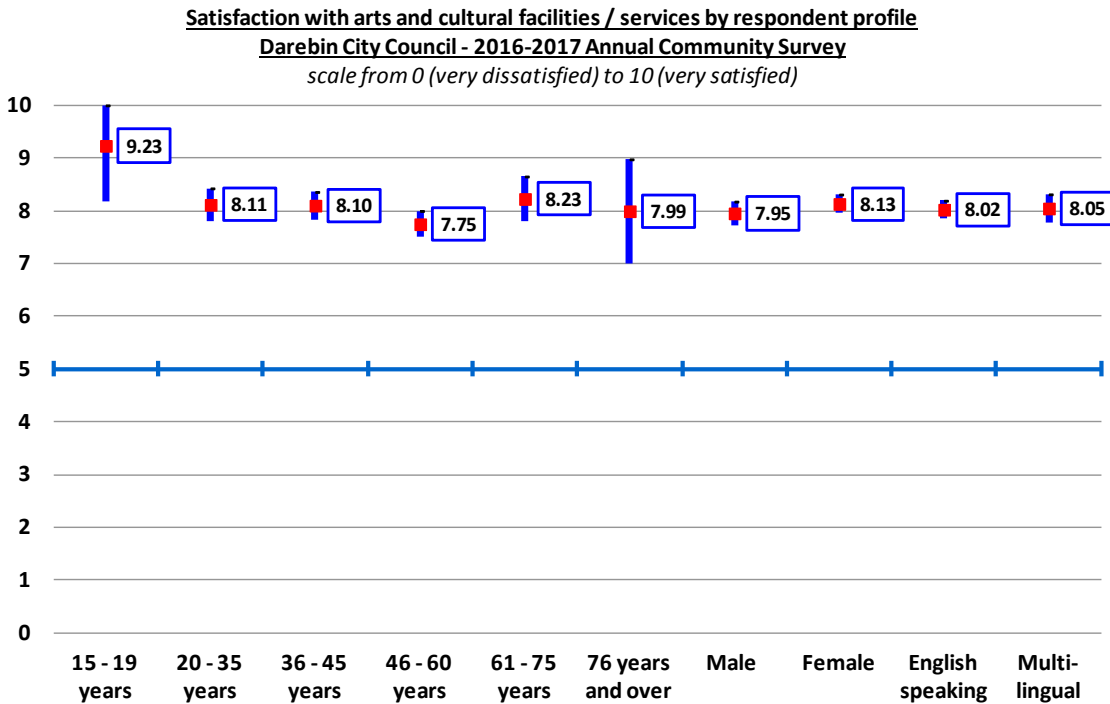
When explored over time, it is noted that satisfaction with arts and culture increased in five precincts, and declined in three precincts. None of these changes were statistically significant.

- ⊗ **Increased satisfaction** – satisfaction increased marginally in Reservoir East, Preston West, Northcote, Kingsbury-Bundoora, and Thornbury.
- ⊗ **Decreased satisfaction** – satisfaction decreased marginally in Preston East, Fairfield-Alphington, and Reservoir West.



There was relatively little meaningful variation in satisfaction with arts and culture observed by respondent profile, although attention is drawn to the following:

- ⊗ **Adolescents (aged 15 to 19 years)** – respondents were somewhat more satisfied than older respondents.



**Satisfaction with arts and cultural facilities/services**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir East	2013	44	7.27	<b>7.73</b>	8.19
	2014	42	7.30	<b>7.76</b>	8.22
	2014-15	42	7.30	<b>7.83</b>	8.37
	2015-16	54	7.90	<b>8.26</b>	8.62
	2016-17	46	8.02	<b>8.37</b>	8.72
Preston West	2013	47	6.95	<b>7.36</b>	7.77
	2014	41	7.47	<b>7.90</b>	8.34
	2014-15	45	6.72	<b>7.27</b>	7.82
	2015-16	66	7.70	<b>8.05</b>	8.39
	2016-17	69	7.89	<b>8.22</b>	8.55
Northcote	2013	63	7.57	<b>7.89</b>	8.21
	2014	43	7.55	<b>7.95</b>	8.36
	2014-15	49	7.49	<b>7.88</b>	8.26
	2015-16	77	7.56	<b>7.90</b>	8.23
	2016-17	65	7.79	<b>8.15</b>	8.52
Kingsbury-Bundoora	2013	45	7.50	<b>8.09</b>	8.68
	2014	35	6.82	<b>7.43</b>	8.04
	2014-15	45	7.54	<b>7.93</b>	8.33
	2015-16	51	7.30	<b>7.78</b>	8.27
	2016-17	41	7.58	<b>8.02</b>	8.47
Thornbury	2013	67	7.68	<b>8.03</b>	8.38
	2014	39	7.53	<b>7.92</b>	8.31
	2014-15	42	7.27	<b>7.76</b>	8.26
	2015-16	69	7.48	<b>7.75</b>	8.03
	2016-17	59	7.62	<b>8.02</b>	8.41
Preston East	2013	45	7.56	<b>7.93</b>	8.30
	2014	43	7.03	<b>7.54</b>	8.04
	2014-15	56	7.21	<b>7.70</b>	8.19
	2015-16	59	8.06	<b>8.36</b>	8.65
	2016-17	55	7.45	<b>7.98</b>	8.51
Fairfield-Alphington	2013	59	7.30	<b>7.61</b>	7.92
	2014	56	7.30	<b>7.70</b>	8.09
	2014-15	48	7.12	<b>7.63</b>	8.13
	2015-16	84	7.64	<b>7.95</b>	8.26
	2016-17	79	7.51	<b>7.81</b>	8.11
Reservoir West	2013	57	7.50	<b>7.91</b>	8.33
	2014	33	6.89	<b>7.52</b>	8.14
	2014-15	43	6.36	<b>7.05</b>	7.73
	2015-16	56	7.62	<b>8.04</b>	8.45
	2016-17	68	7.20	<b>7.69</b>	8.18

## Council's festivals and events

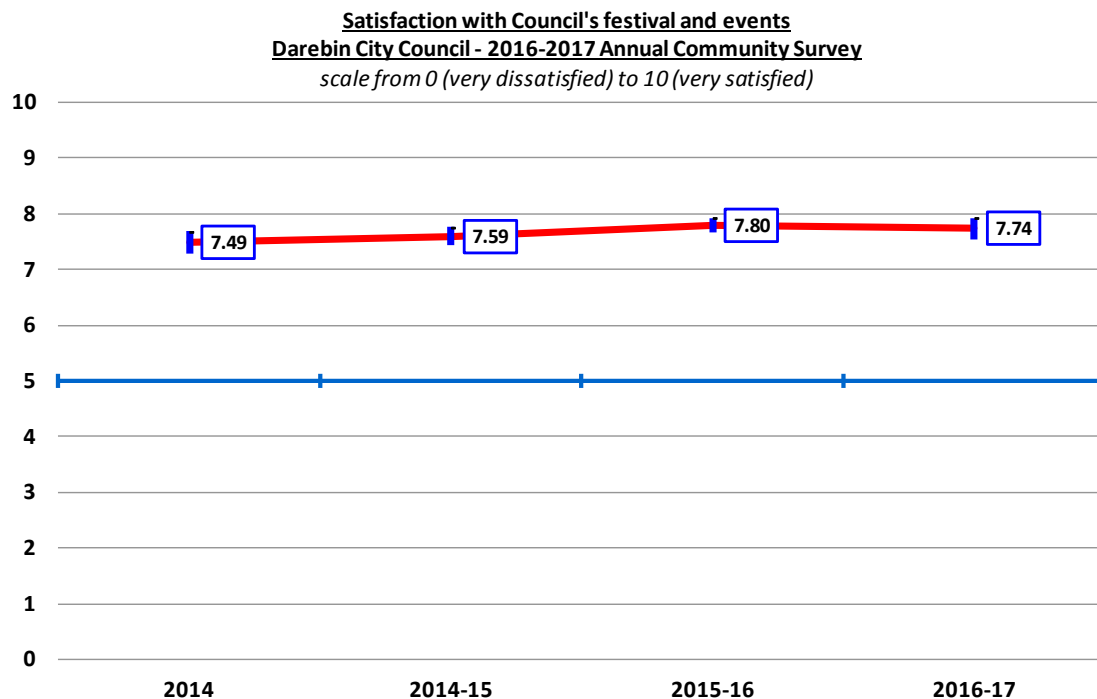
Respondents were asked:

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

Satisfaction with Council's festivals and events (including Community and Kite Festival, Homemade Food & Wine Festival and Music Feast) declined marginally but not measurably in 2016-17, down less than one percent to 7.74.

This level of satisfaction is categorised as "very good", a decline on the "excellent" obtained last year, but consistent with the categorisation in previous years.

Metropolis Research also notes that whilst satisfaction with Council's festivals and events has always received high satisfaction scores, it has trended higher in recent years.

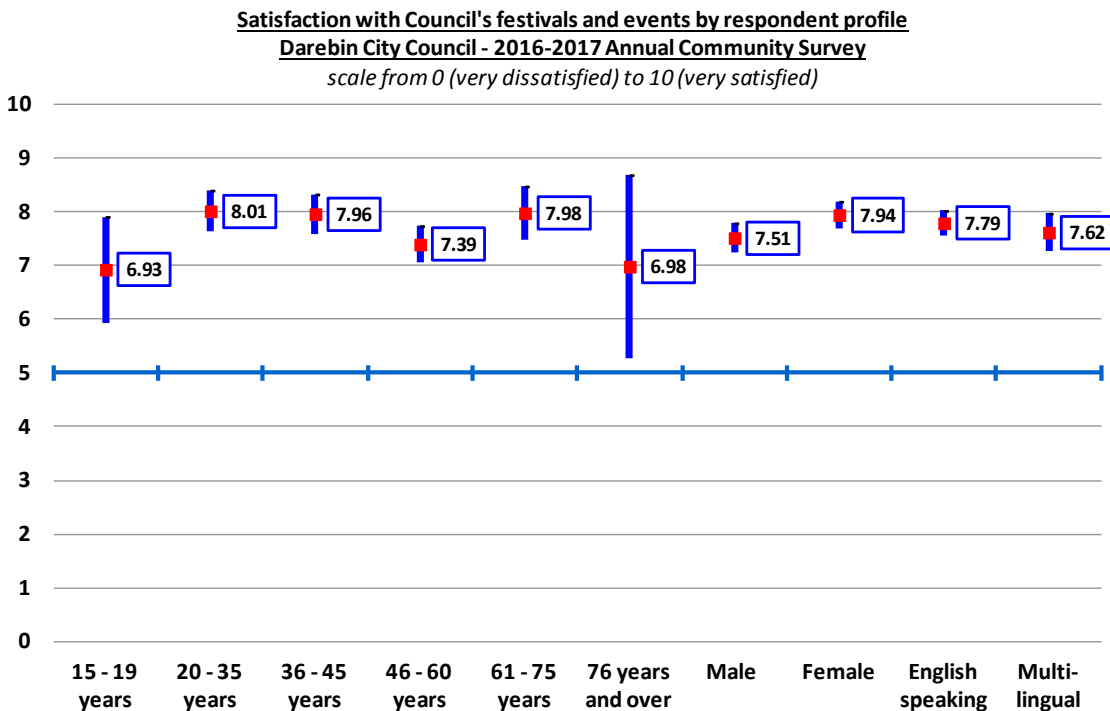
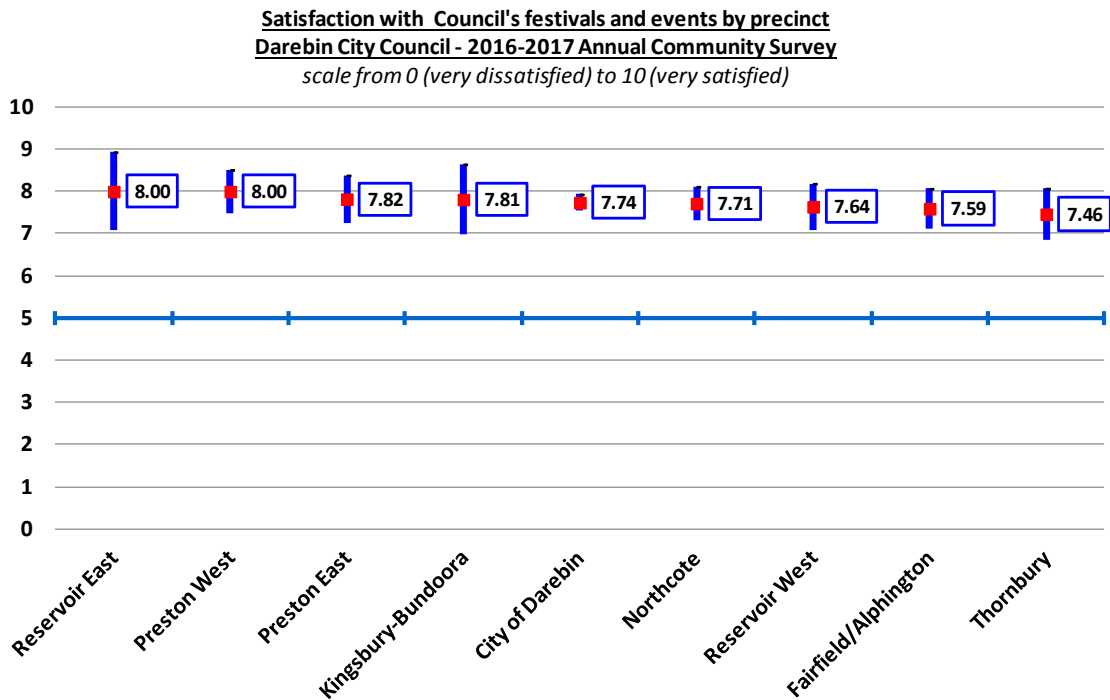


There was no statistically significant variation in satisfaction with Council's festivals and events observed across the eight precincts comprising the City of Darebin.

There was some notable variation in satisfaction with Council's festivals and events observed by respondent profile, with attention drawn to the following:

- ⊗ **Adolescents (aged 15 to 19 years) and senior citizens (aged 76 years and over)** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average and at levels categorised as "good".

- ⊗ **Middle-aged adults (aged 46 to 60 years)** – respondents rated satisfaction measurably lower than the municipal average.
- ⊗ **Gender** – female respondents rated satisfaction measurably and significantly higher than male respondents.



When explored over time, it is noted that satisfaction with Council's festivals and events increased in three precincts, and declined in five precincts. None of these changes were statistically significant.

- ⊗ **Increased satisfaction** – satisfaction increased marginally in Reservoir East, Preston West, and Kingsbury-Bundoora.
- ⊗ **Decreased satisfaction** – satisfaction decreased marginally in Preston East, Northcote, Reservoir West, Fairfield-Alphington, and Thornbury.

**Satisfaction with Council's festivals and events**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir East	2014	31	7.11	<b>7.61</b>	8.11
	2014-15	37	7.46	<b>7.84</b>	8.21
	2015-16	39	7.36	<b>7.85</b>	8.34
	2016-17	21	7.07	<b>8.00</b>	8.93
Preston West	2014	22	7.18	<b>7.73</b>	8.28
	2014-15	25	6.76	<b>7.24</b>	7.72
	2015-16	47	7.57	<b>7.91</b>	8.25
	2016-17	42	7.49	<b>8.00</b>	8.51
Preston East	2014	24	6.85	<b>7.46</b>	8.07
	2014-15	35	7.21	<b>7.63</b>	8.05
	2015-16	39	7.62	<b>8.00</b>	8.38
	2016-17	39	7.26	<b>7.82</b>	8.38
Kingsbury-Bundoora	2014	18	6.81	<b>7.50</b>	8.19
	2014-15	33	7.21	<b>7.67</b>	8.12
	2015-16	33	6.62	<b>7.18</b>	7.75
	2016-17	21	6.97	<b>7.81</b>	8.64
Northcote	2014	39	7.26	<b>7.69</b>	8.12
	2014-15	50	7.45	<b>7.80</b>	8.15
	2015-16	54	7.64	<b>7.93</b>	8.21
	2016-17	56	7.32	<b>7.71</b>	8.11
Reservoir West	2014	32	6.21	<b>6.94</b>	7.66
	2014-15	38	6.62	<b>7.29</b>	7.96
	2015-16	43	7.40	<b>7.81</b>	8.23
	2016-17	44	7.09	<b>7.64</b>	8.19
Fairfield-Alphington	2014	32	6.96	<b>7.53</b>	8.1
	2014-15	31	6.78	<b>7.26</b>	7.73
	2015-16	57	7.67	<b>7.91</b>	8.15
	2016-17	44	7.12	<b>7.59</b>	8.07
Thornbury	2014	23	7.14	<b>7.61</b>	8.07
	2014-15	29	6.95	<b>7.52</b>	8.09
	2015-16	49	7.15	<b>7.47</b>	7.79
	2016-17	39	6.85	<b>7.46</b>	8.07

## Traffic and parking

Respondents were asked:

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

This set of questions relating to satisfaction with aspects of traffic and parking were included in only two of the four quarterly surveys in 2016-17.

Satisfaction with the volume and speed of traffic on both local streets and main roads, as well as the availability of parking on local streets and around shopping areas remains relatively low, as is clearly outlined in the following graph.

Satisfaction with these six aspects of traffic and parking can best be summarised as follows:

- ⊗ **Solid** – for the speed of traffic on local streets and main roads and the availability of parking on local streets. Approximately two-thirds of respondents were satisfied with these aspects, whilst approximately one-sixth (16.7%) were dissatisfied with the speed of traffic on main roads, and a little less than one-quarter were dissatisfied with the speed of traffic on local streets (22.6%) and the availability of parking on local streets (24.0%).
- ⊗ **Poor** – for the volume of traffic on local streets and the availability of parking around busy shopping strips and major commercial areas. Whilst more than half the respondents were satisfied with these two aspects, approximately one-quarter were dissatisfied.
- ⊗ **Very Poor** – for the volume of traffic on main roads. Approximately half (49.6%) the respondents were satisfied with this aspect, whilst approximately one-third (32.8%) were dissatisfied.

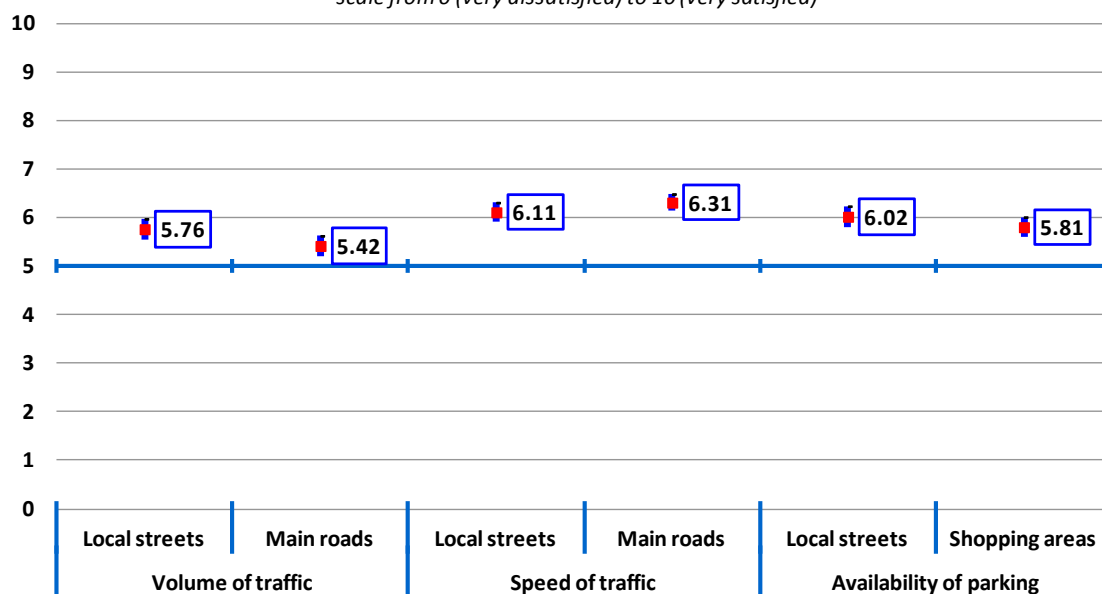
Metropolis Research notes that traffic related issues are a strong theme throughout this report, not only in 2016-17 but over an extended period of time. This includes this set of questions about satisfaction with the volume and speed of traffic, as well as the satisfaction with Council’s performance managing local traffic, and the issues to address in the City of Darebin section. All of these results taken together are clear and unambiguous evidence of strong community concern with the amount of traffic, particularly traffic congestion, both on local streets and main arterial roads.

This issue of traffic and the management of traffic in and around the City of Darebin is a negative influence on community satisfaction with the performance of the Darebin City Council. This includes both directly in relation to traffic management on local streets, as well as advocacy efforts by Council to other levels of government to improve traffic management in the municipality.

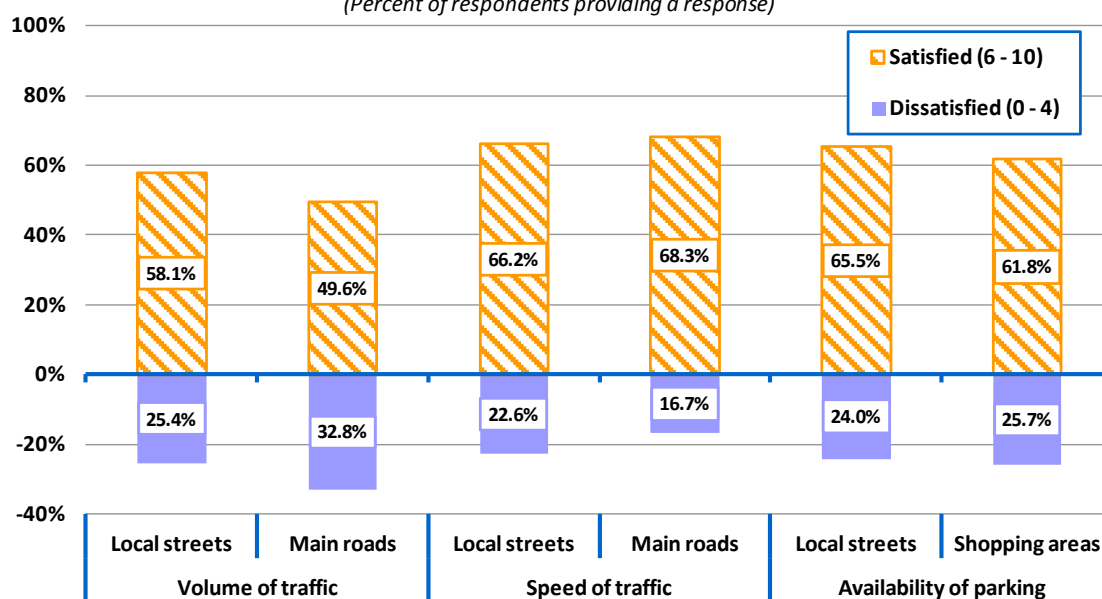


Metropolis Research notes that satisfaction with the speed and volume of traffic on both local residential streets and main roads was lower in the City of Darebin in 2016-17 than the 2017 metropolitan Melbourne averages. This is particularly true in relation to the volume of traffic on both local residential streets and main roads, which was measurably lower in the City of Darebin than the metropolitan Melbourne average.

**Satisfaction with aspects of traffic and parking**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Satisfaction with aspects of traffic and parking**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Percent of respondents providing a response)*

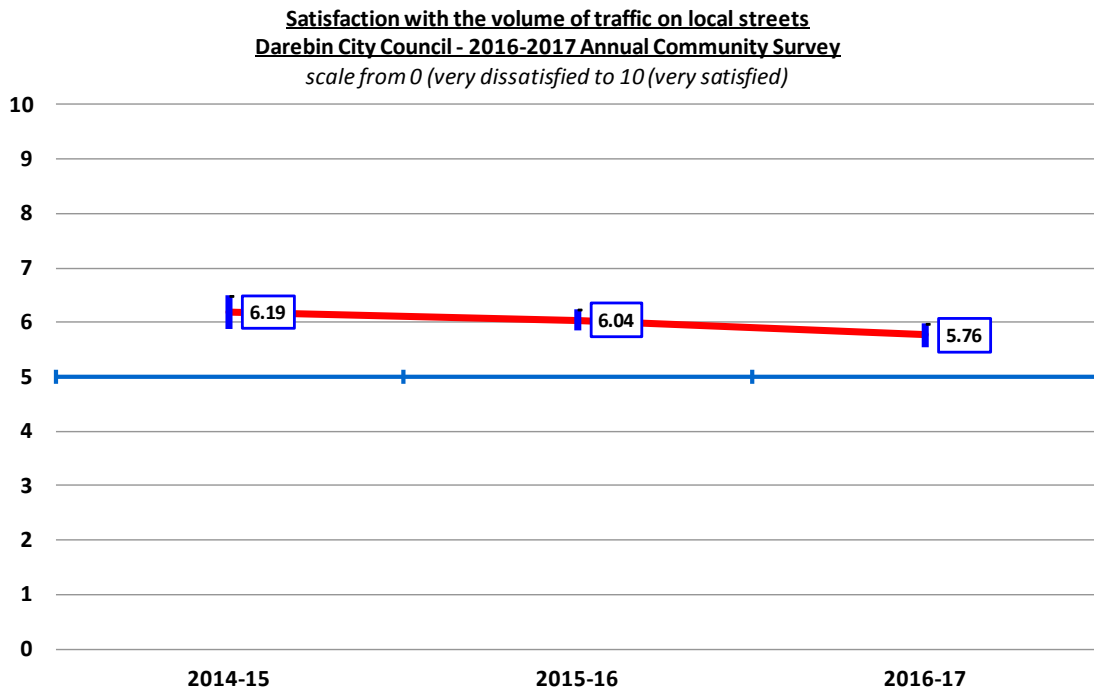


## Volume of traffic

### Volume of traffic on local streets

Satisfaction with the volume of traffic on local streets declined for the second consecutive year, although the decline was not statistically significant. Satisfaction declined 4.6% in 2016-17, down from 6.04 to 5.76 and it is now at a level categorised as “poor”.

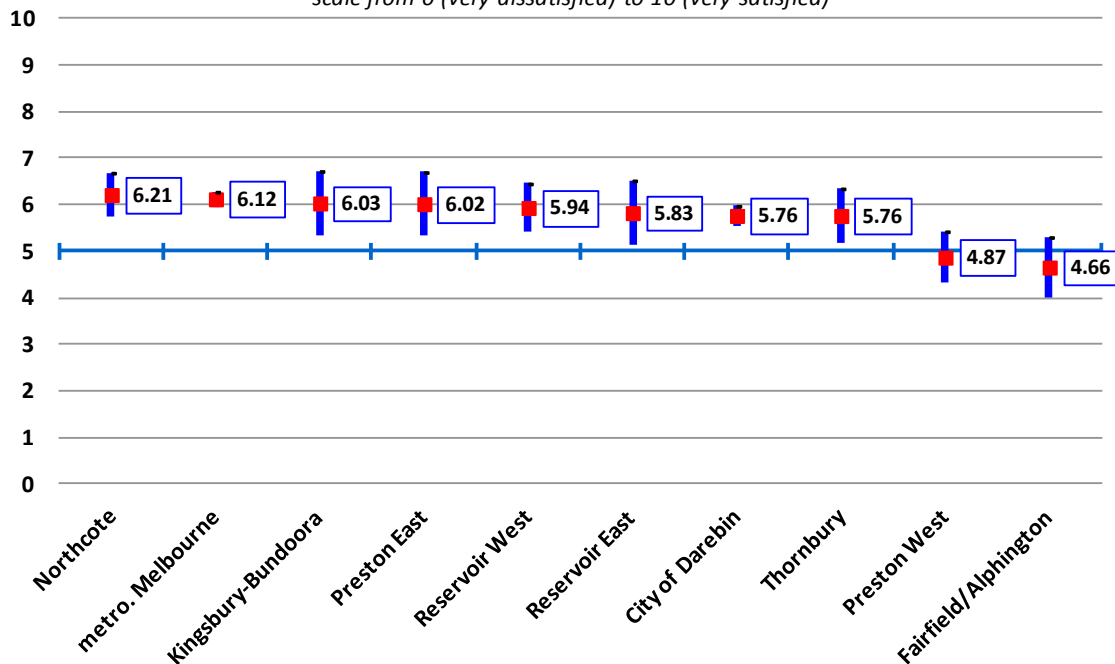
This result is measurably lower than the 2017 metropolitan Melbourne average of 6.12.



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

- ⊗ **Northcote** – respondents were marginally but not measurably more satisfied than the municipal average and at a level categorised as “solid”.
- ⊗ **Preston West and Fairfield-Alphington** – respondents rated satisfaction measurably and significantly lower than the municipal average and at levels categorised as “extremely poor”.

**Satisfaction with the volume of traffic on local streets by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



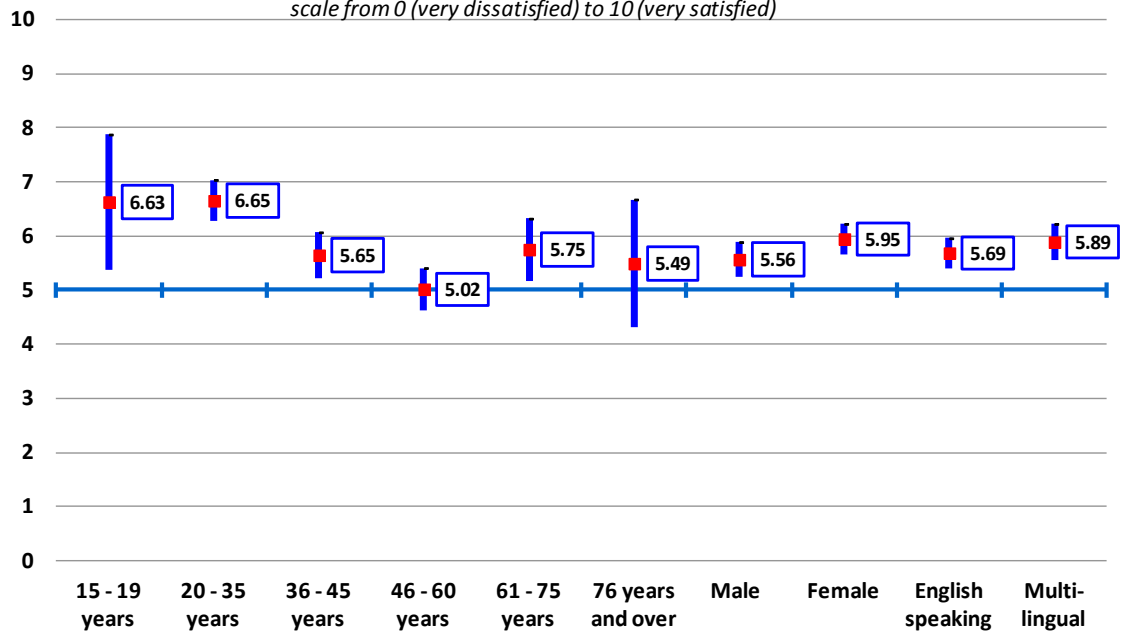
There was measurable and significant variation in satisfaction with the volume of traffic on local streets observed by respondent profile, with attention drawn to the following:

- ⊗ **Adolescents and young adults (aged 15 to 35 years)** – respondents rated satisfaction measurably and significantly higher than the municipal average and at levels categorised as “good”.
- ⊗ **Middle-aged adults (aged 46 to 60 years)** – respondents rated satisfaction measurably and significantly lower than the municipal average and at a level categorised as “very poor”.
- ⊗ **Gender** – female respondents rated satisfaction somewhat, albeit not measurably higher than male respondents.

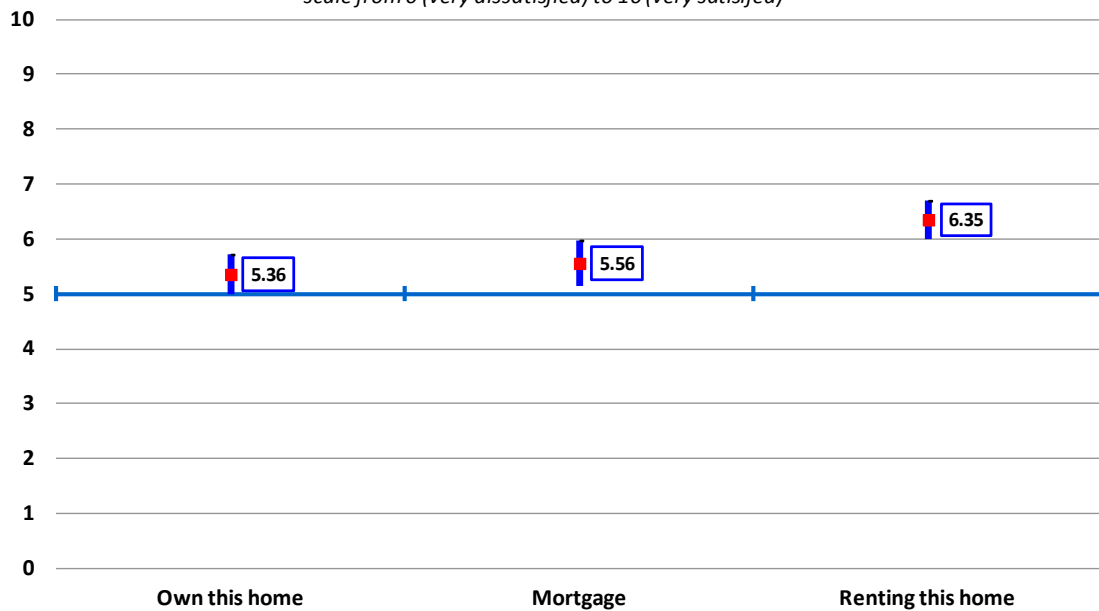
There was also significant variation in satisfaction with the volume of traffic on local streets observed by the respondents’ housing situation, with attention drawn to the following:

- ⊗ **Home owners** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average and at a level categorised as “very poor”.
- ⊗ **Rental households** – respondents rated satisfaction measurably and significantly higher than the municipal average and at a level categorised as “good”.

**Satisfaction with the volume of traffic on local streets by respondent profile**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Satisfaction with the volume of traffic on local streets by housing tenure**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

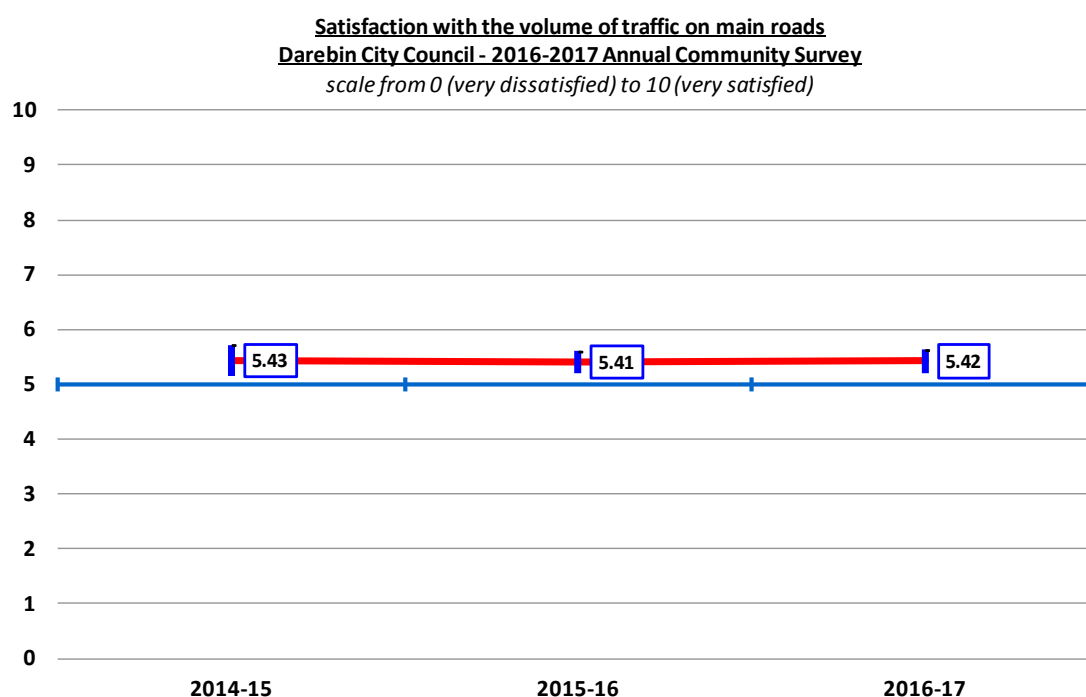


## Volume of traffic on main roads

Satisfaction with the volume of traffic on main roads has remained remarkably stable over the course of the last three years at a little less than 5.5 out of ten. This level of satisfaction is categorised as “very poor”.

This is a significant result, particularly given the stability at this “very poor” level of satisfaction over the course of three years. It is clear from the results to this question, as well as a range of other questions included in this survey program that traffic congestion on the main arterial roads of the City of Darebin is a significant issue for the Darebin community, and one that they have consistently identified as a major issue in which Council should involve itself.

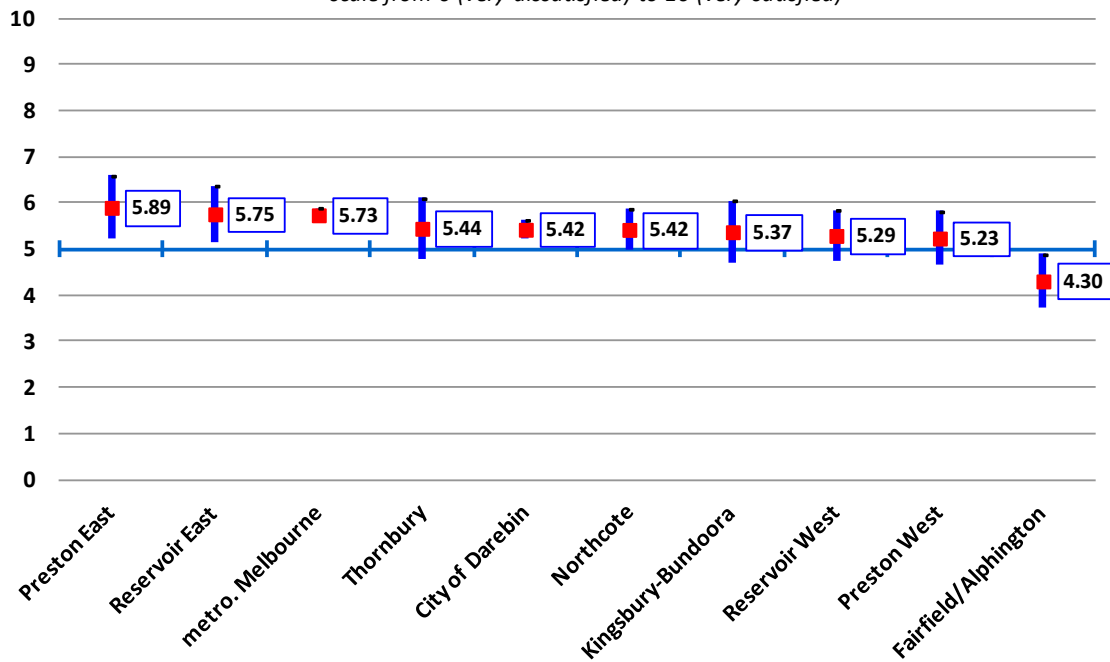
This result was measurably lower than the 2017 metropolitan Melbourne average of 5.73.



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

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

**Satisfaction with the volume of traffic on main roads by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



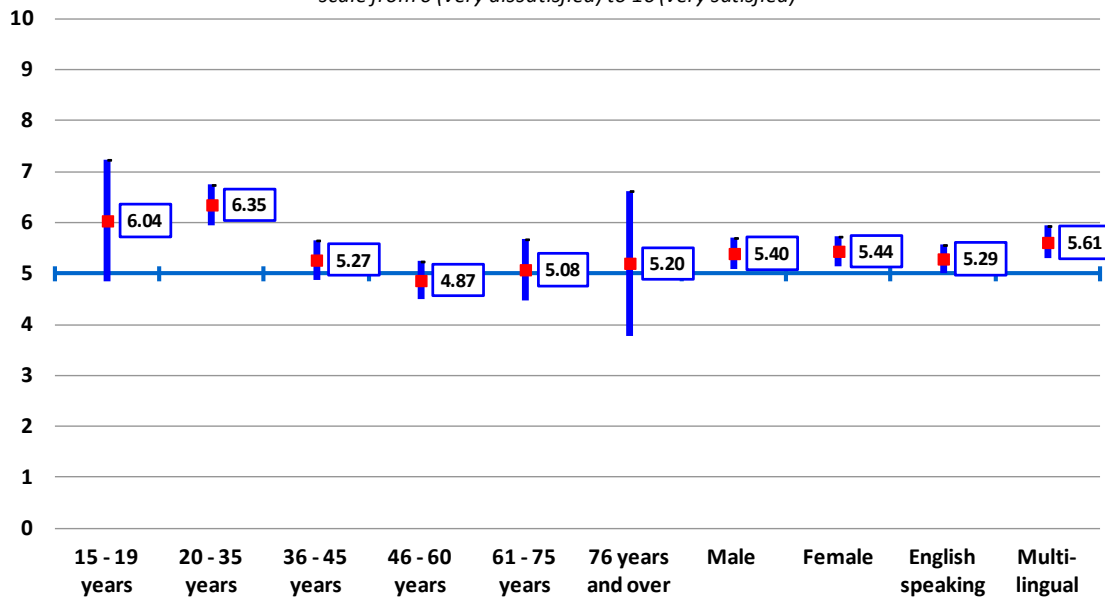
There was significant variation in satisfaction with the volume of traffic on main roads observed by respondent profile, with attention drawn to the following:

- ⊗ **Adolescents and young adults (aged 15 to 35 years)** – respondents rated satisfaction measurably and significantly higher than the municipal average and at levels categorised as “solid”.
- ⊗ **Middle-aged adults (aged 46 to 60 years)** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average and at a level categorised as “extremely poor”.
- ⊗ **Language spoken at home** – respondents from multi-lingual households rated satisfaction somewhat, albeit not measurably higher than respondents from English speaking households, and at a level categorised as “poor” compared to “very poor”.

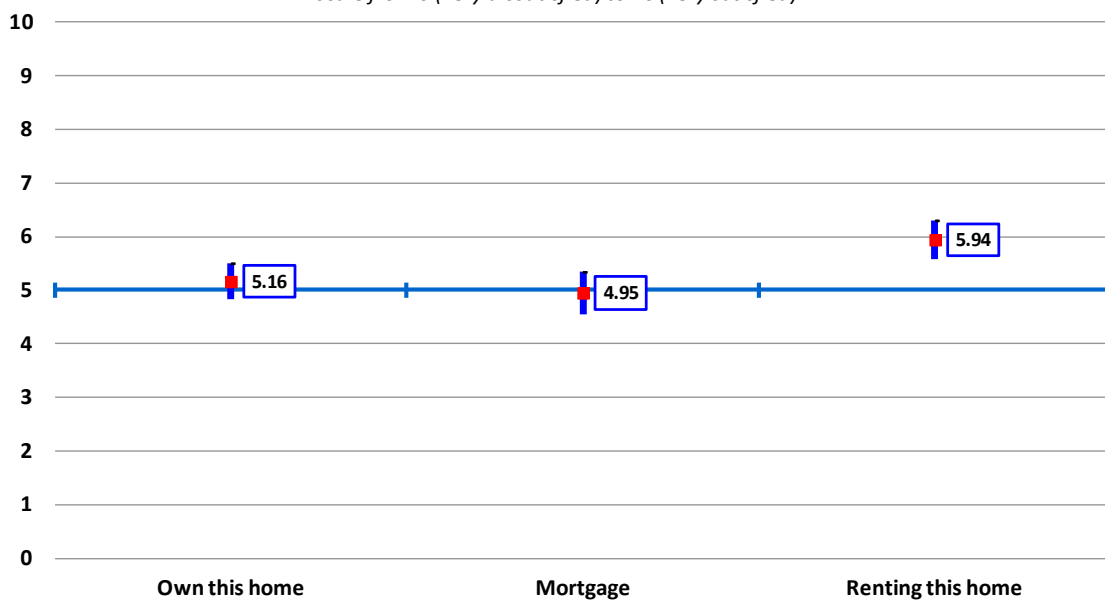
There was also significant variation in satisfaction with the volume of traffic on main roads observed by the respondents’ housing situation, with attention drawn to the following:

- ⊗ **Home owners and mortgagee** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average and at levels categorised as “very poor” and “extremely poor” respectively.
- ⊗ **Rental households** – respondents rated satisfaction measurably and significantly higher than the municipal average and at a level categorised as “poor”.

**Satisfaction with the volume of traffic on main roads by respondent profile**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Satisfaction with the volume of traffic on main roads by housing tenure**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



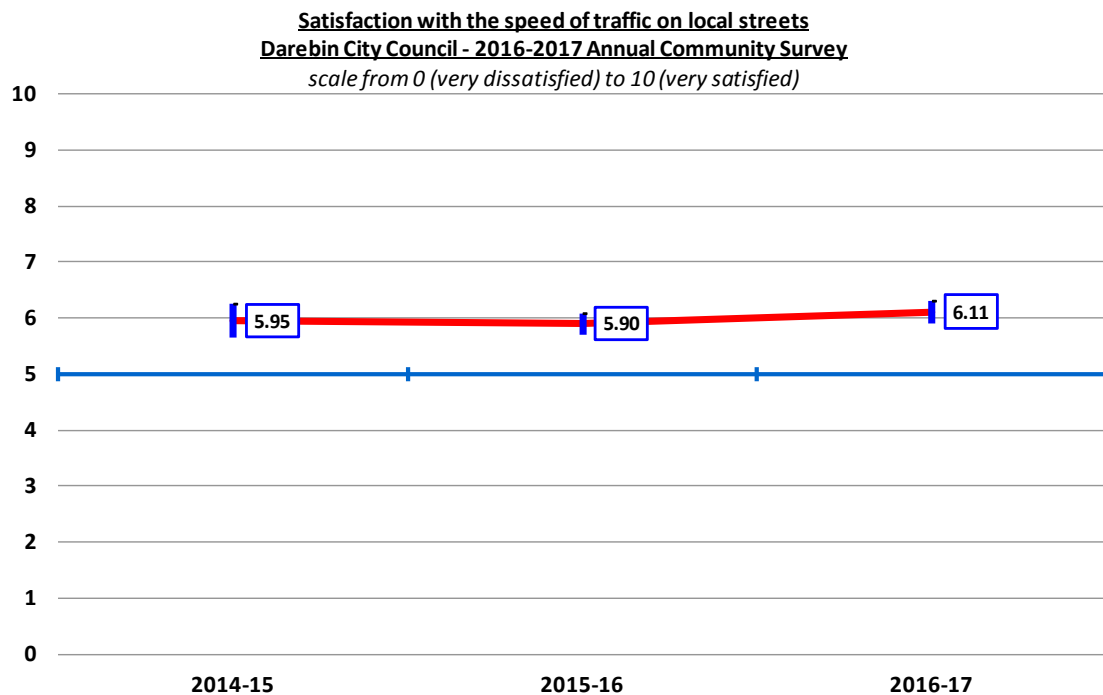
## Speed of traffic

### Speed of traffic on local streets

Satisfaction with the speed of traffic on local streets increased marginally, albeit not measurably in 2016-17, up 3.6% to 6.11. This level of satisfaction is categorised as “solid”, which is an improvement on the “poor” recorded in each of the previous two years.

Metropolis Research notes that approximately two-thirds (67.3%) of respondents dissatisfied with the speed of traffic on local streets considered that the speed was “too fast” and one-third (32.7%) considered the speed to be “too slow”. This is evidence of solid support in the community for the traffic calming measures undertaken by Council to reduce the speed on local residential streets in the municipality.

This result is marginally, albeit not measurably lower than the 2017 metropolitan Melbourne average of 6.36.

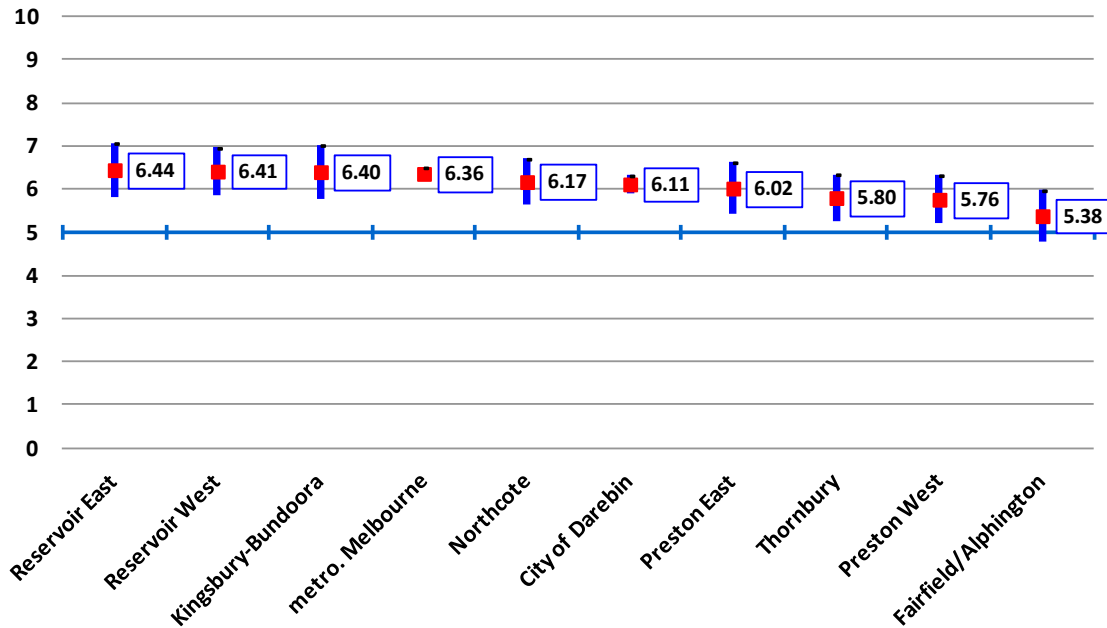


There was no statistically significant variation in satisfaction with the speed of traffic on local streets observed across the eight precincts comprising the City of Darebin, although attention is drawn to the following:

- ⊗ **Fairfield-Alphington** – respondents rated satisfaction significantly, albeit not measurably lower than the municipal average and at a level categorised as “very poor”.



**Satisfaction with the speed of traffic on local streets by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



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

- ⊗ **Adolescents and young adults (aged 15 to 35 years)** – respondents rated satisfaction measurably and significantly higher than the municipal average and at levels categorised as “good”.

**Satisfaction with the speed of traffic on local streets by respondent profile**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was also measurable and significant variation in satisfaction with the speed of traffic on local streets observed by housing tenure, with attention drawn to the following:

- ⊗ **Rental household** – respondents rated satisfaction measurably and significantly higher than home owner or mortgagee respondents and at a level categorised as “good”.

Clearly there is a strong relationship between younger respondents and respondents that rent their home. Whilst this is not always the case that rental households are younger, it is common. These results do suggest that younger respondents are less concerned about the speed of traffic on local roads than are older respondents.



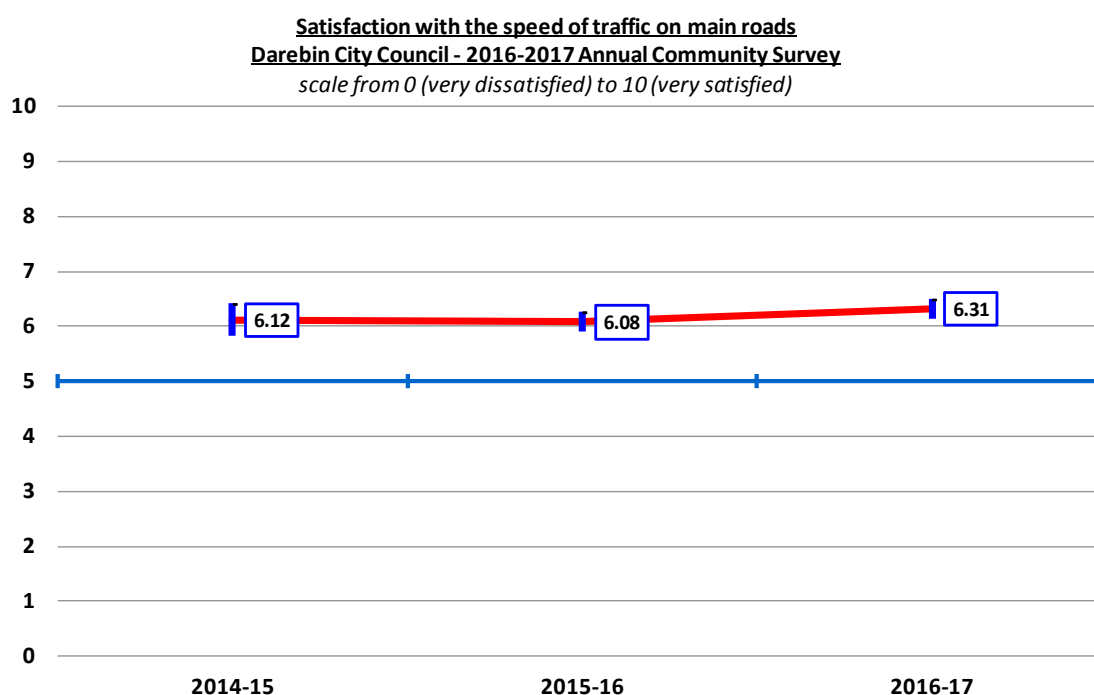
## Speed of traffic on main roads

Satisfaction with the speed of traffic on main roads increased marginally but not measurably in 2016-17, up 3.8% to 6.31 although it remains at a level categorised as “solid”. Satisfaction with the speed of traffic on main roads has been categorised as “solid” in each of the last three years.

It is interesting to note that satisfaction with the speed of traffic on main roads (6.31) remains measurably and significantly higher than satisfaction with the volume of traffic on main roads (5.42). This does highlight the fact that there is significantly more community concern about the volume of traffic than the speed of the traffic.

As discussed in the following section, it is noted that approximately two-thirds (65.4%) of respondents dissatisfied with the speed of traffic on main roads considered that the speed was “too fast” whilst approximately one-third (34.6%) considered that the speed was “too slow”.

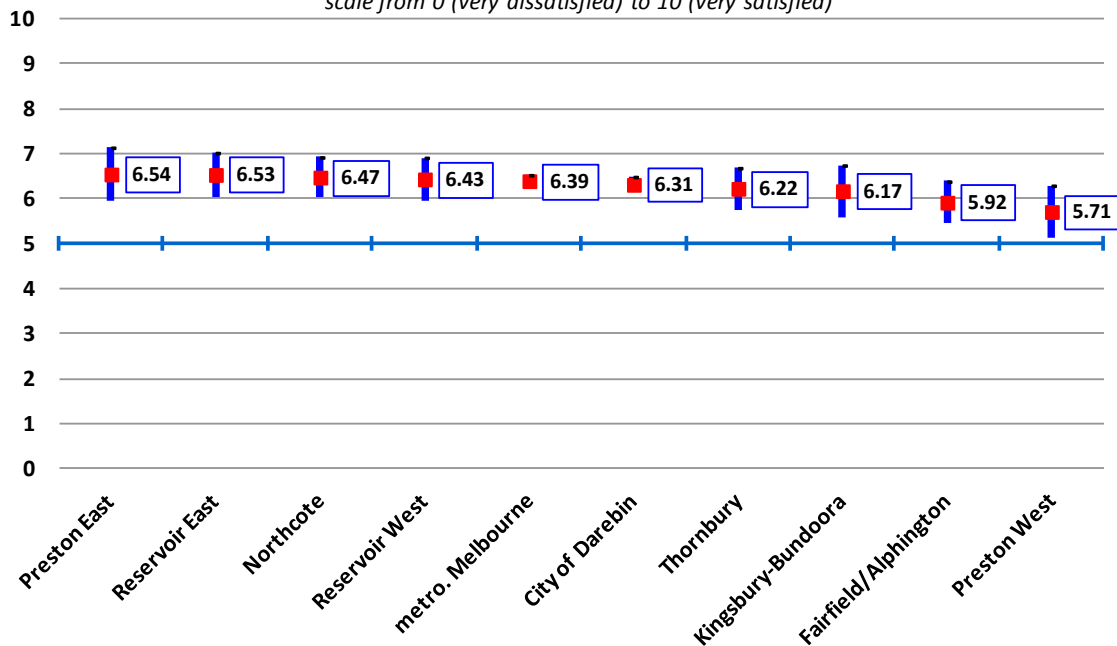
This result was very marginally, but not measurably lower than the 2017 metropolitan Melbourne average of 6.39.



There was no statistically significant variation in satisfaction with the speed of traffic on main roads observed across the eight precincts comprising the City of Darebin, although attention is drawn to the following:

- ⊗ **Preston East and Reservoir East** – respondents rated satisfaction marginally, albeit not measurably higher than the municipal average and at levels categorised as “good”.
- ⊗ **Fairfield-Alphington and Preston West** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average and at levels categorised as “poor”.

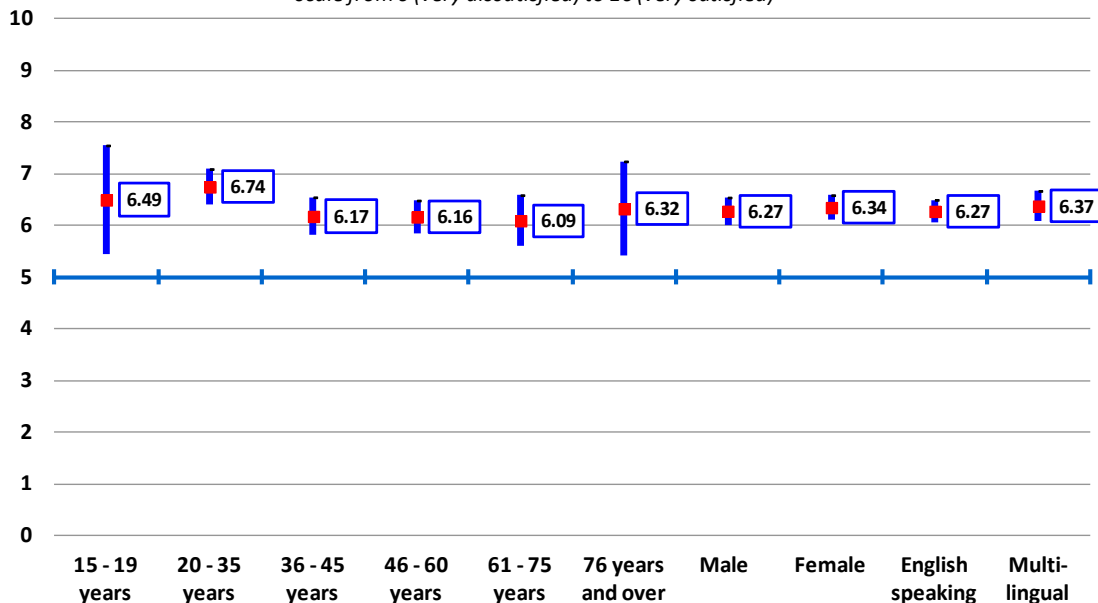
**Satisfaction with the speed of traffic on main roads by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was some variation in this result observed by respondent profile, although Metropolis Research notes that the variation is less evident in relation to satisfaction with the speed of traffic on main roads than it was in relation to satisfaction with the speed of traffic on local streets. Attention is however drawn to the following:

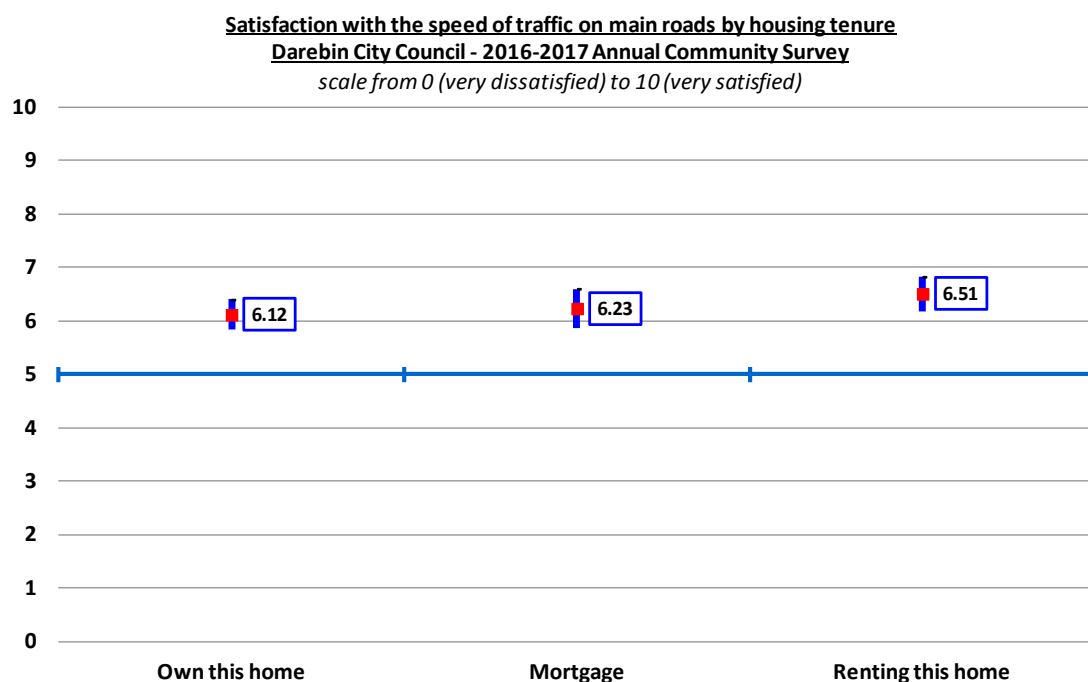
- ⊗ **Young adults (aged 20 to 35 years)** – respondents rated satisfaction measurably higher than the municipal average and at a level categorised as “good”.

**Satisfaction with the speed of traffic on main roads by respondent profile**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was also some variation in satisfaction with the speed of traffic on main roads observed by the respondents' housing tenure, although again it is noted that this variation is not as evident as it was in relation in satisfaction with the speed of traffic on local streets.

It is observed that home owner respondents are the least satisfied with the speed of traffic on main roads, although the variation between these respondents' satisfaction and those of mortgagee and rental household respondents is not statistically significant.



These results do suggest that the Darebin community is more concerned about speeding on local streets than they are about the speed of traffic on main roads.

## Reason for dissatisfaction with the speed of traffic

Respondents that were dissatisfied with the speed of traffic on both local streets and main roads were asked if they considered the speed to be “too fast” or “too slow”.

As in previous years, and also consistent with the results observed by Metropolis Research over many years across metropolitan Melbourne, respondents were more likely to consider that the speed of traffic on local streets was “too fast”, whilst the speed of traffic on “main roads” was too slow.

**Reasons for dissatisfaction with speed of traffic**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
(Number and percent of respondents dissatisfied with speed of traffic)

Response	Local streets		Main roads	
	Number	Percent	Number	Percent
Too fast	70	67.3%	27	34.6%
Too slow	34	32.7%	51	65.4%
Not stated	4		2	
<b>Total</b>	<b>108</b>	<b>100%</b>	<b>80</b>	<b>100%</b>

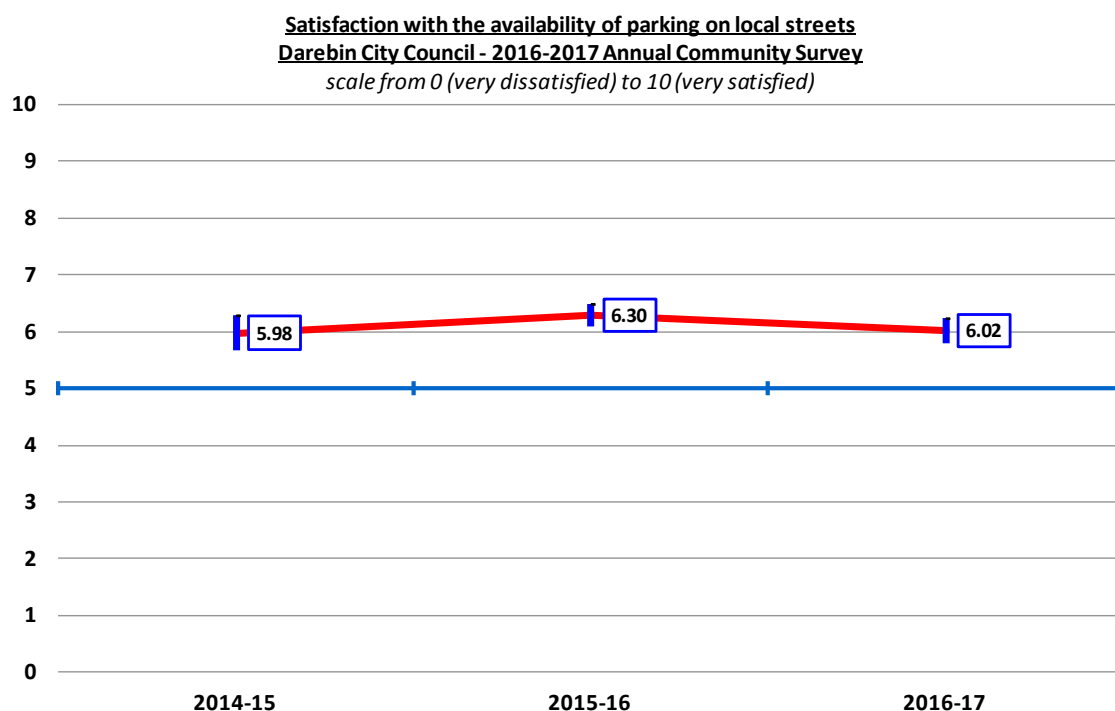
## Availability of parking

### Availability of parking on local roads

Satisfaction with the availability of parking on local streets declined marginally but not measurably in 2016-17, down 4.4% to 6.02 although it remains at a level categorised as “solid”.

Metropolis Research notes that parking is a major issue identified in a number of sections of this report, including this section. It is also identified as the third most commonly identified issue for Council to address in the coming twelve months, with ten percent (10.1%) of respondents identifying this issue in 2016-17.

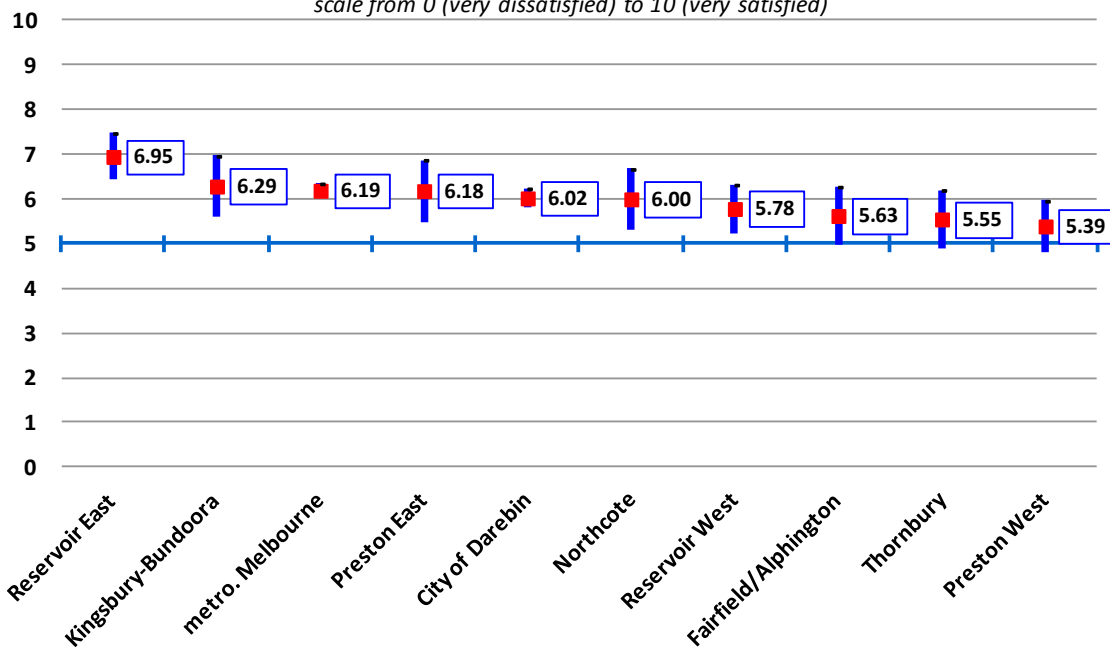
This result was marginally, albeit not measurably lower than the 2017 metropolitan Melbourne average of 6.19.



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

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

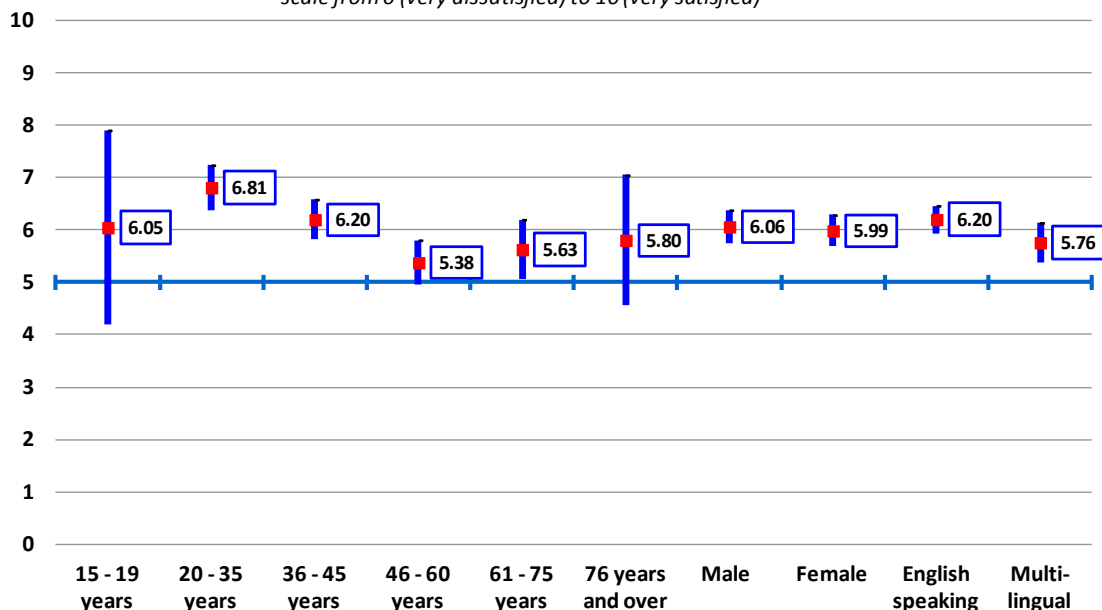
**Satisfaction with availability of parking on local streets by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was measurable and significant variation in satisfaction with the availability of parking on local streets observed by respondent profile, with attention drawn to:

- ⊗ **Young adults (aged 20 to 35 years)** – respondents rated satisfaction measurably and significantly higher than the municipal average and at a level categorised as “good”.
- ⊗ **Language spoken at home** – respondents from English speaking households rated satisfaction somewhat, albeit not measurably higher than respondents from multi-lingual households.

**Satisfaction with availability of parking on local streets by respondent profile**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

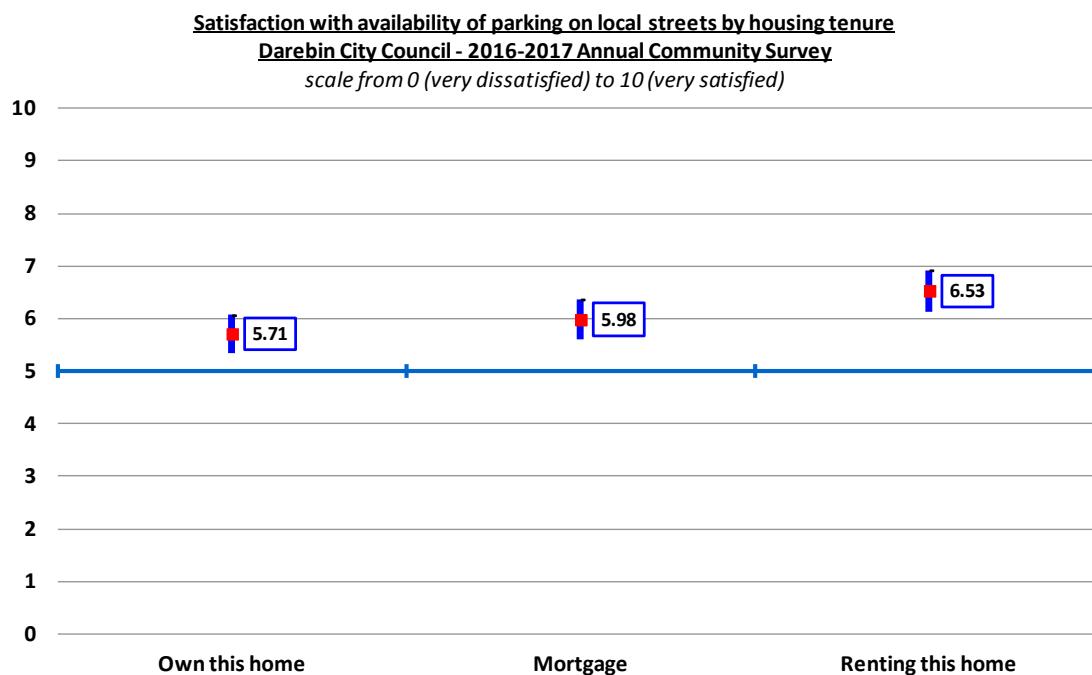




There was measurable variation in satisfaction with the availability of parking on residential streets observed by the respondents' housing tenure.

Attention is drawn to the following:

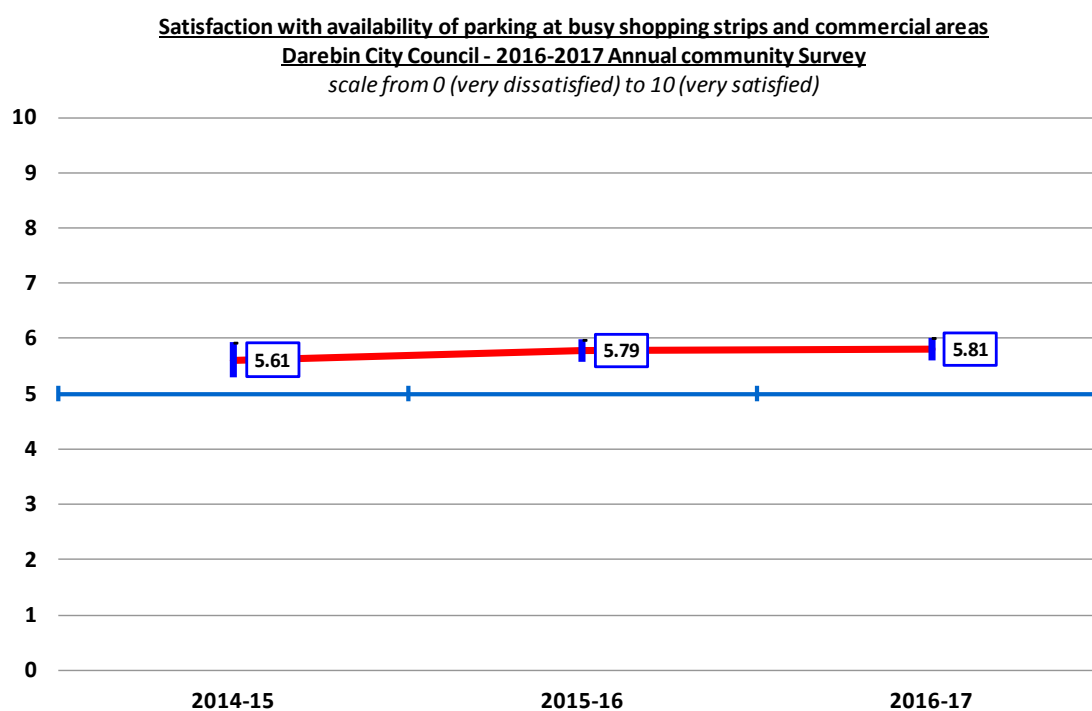
- ⊗ **Home owners** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average and at a level categorised as “poor”.
- ⊗ **Rental household** – respondents rated satisfaction measurably and significantly higher than the municipal average and at a level categorised as “good”.



## Availability of parking at busy shopping strips and major commercial areas

Satisfaction with the availability of parking at busy shopping strips and major commercial areas increased marginally but not measurably in 2016-17, up by less than one percent to 5.81. Despite this increase, satisfaction remains at a level categorised as “poor”, which is the same categorisation as in each of the last three years.

Metropolis Research notes that parking is a major issue identified in a number of sections of this report, including this section. It is also identified as the third most commonly identified issue for Council to address in the coming twelve months, with ten percent (10.1%) of respondents identifying this issue in 2016-17.



It is important to bear in mind that this question asked respondents’ to rate satisfaction with the availability of parking at busy shopping strips and major commercial areas, and was not limited to those shopping strips and commercial areas located within the respondents’ precinct of residence. That should be borne in mind when interpreting the following.

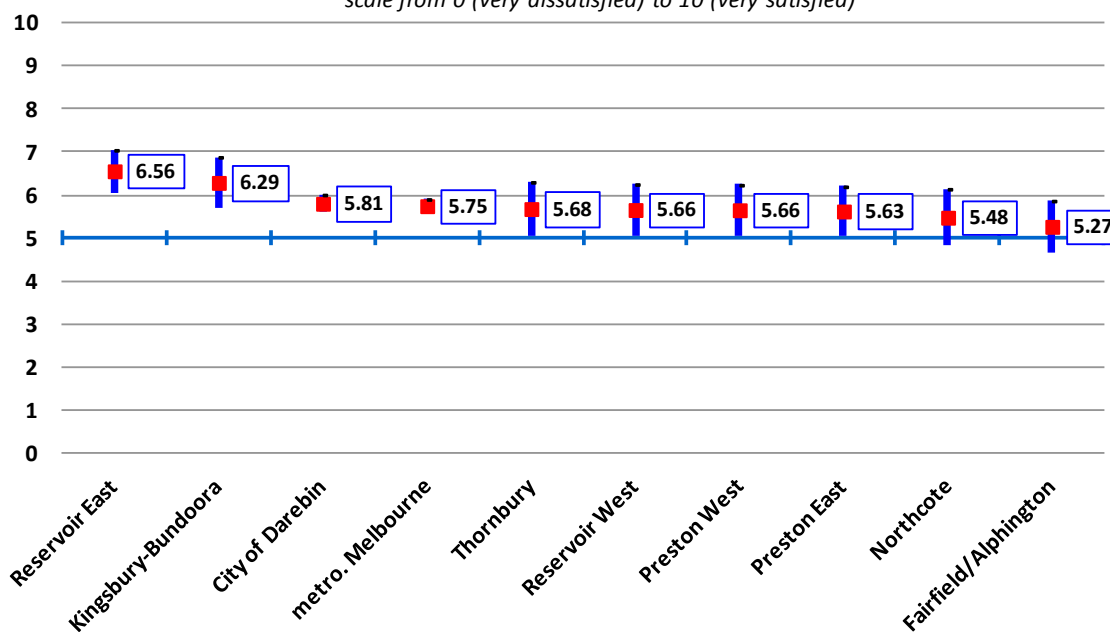
There was measurable and significant variation in these results observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

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

### Satisfaction with availability of parking at busy shopping strips and commercial areas

#### Darebin City Council - 2016-2017 Annual Community Survey

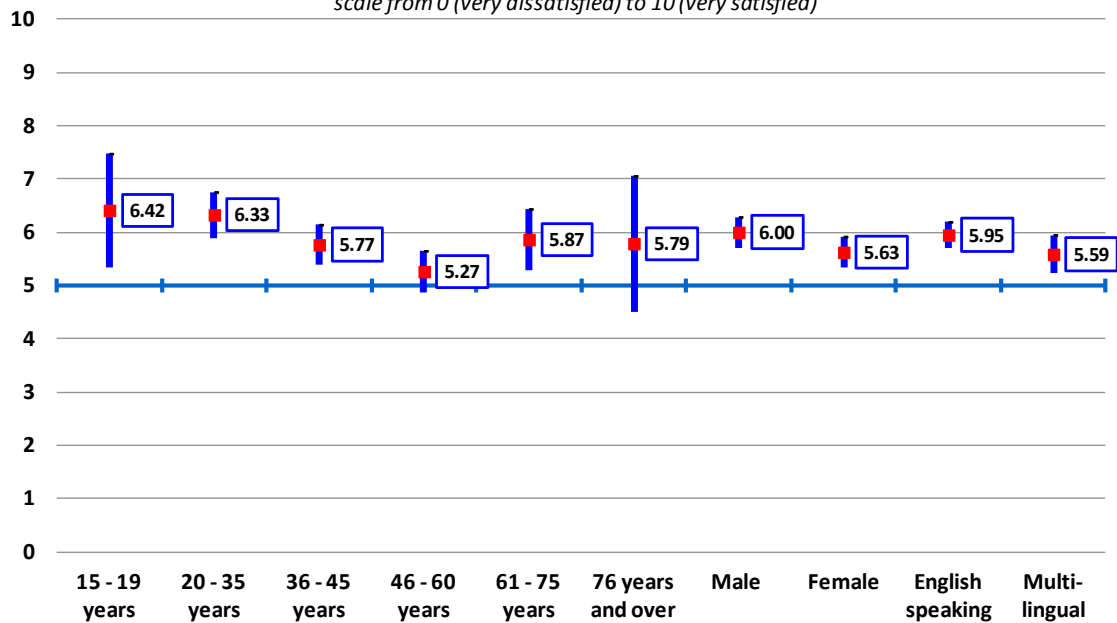
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was some measurable variation in satisfaction with the availability of parking around busy shopping strips and commercial areas observed by respondent profile, with attention drawn to the following:

- ⊗ **Adolescents and young adults (aged 15 to 35 years)** – respondents rated satisfaction somewhat, albeit not measurably higher than the municipal average and at levels categorised as “solid”.
- ⊗ **Middle-aged adults (aged 46 to 60 years)** - respondents rated satisfaction measurably and significantly lower than the municipal average and at a level categorised as “very poor”.
- ⊗ **Gender** – male respondents rated satisfaction somewhat, albeit not measurably higher than female respondents.
- ⊗ **Language spoken at home** – respondents from English speaking households rated satisfaction somewhat, albeit not measurably higher than respondents from multi-lingual households.

**Satisfaction with availability of parking at busy shopping strips and commercial areas**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Unlike most of the other aspects of traffic and parking discussed in this section, there was relatively little variation in satisfaction with the availability of parking around busy shopping strips and major commercial areas observed by housing tenure. This does suggest that regardless of the housing tenure of residents, they are relatively dissatisfied with the availability of parking around shopping and commercial areas.

**Satisfaction with availability of parking at busy shopping strips and commercial areas**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



## Planning and housing development

Respondents were asked:

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

Satisfaction with the six included aspects of planning and housing development remains relatively low in 2016-17, consistent with the results observed in recent years. Metropolis Research notes that this is true not only in the City of Darebin but is a consistent result observed in many municipalities across metropolitan Melbourne. This is particularly true of middle-ring municipalities.

The average satisfaction with these six aspects of planning and housing development declined for the second consecutive year, declining 8.1% from the 2015-16 and 9.5% from the 2014-15 results. This level of average satisfaction is categorised as “very poor”, a decline on the previous result of “poor” obtained in both 2014-15 and 2015-16.

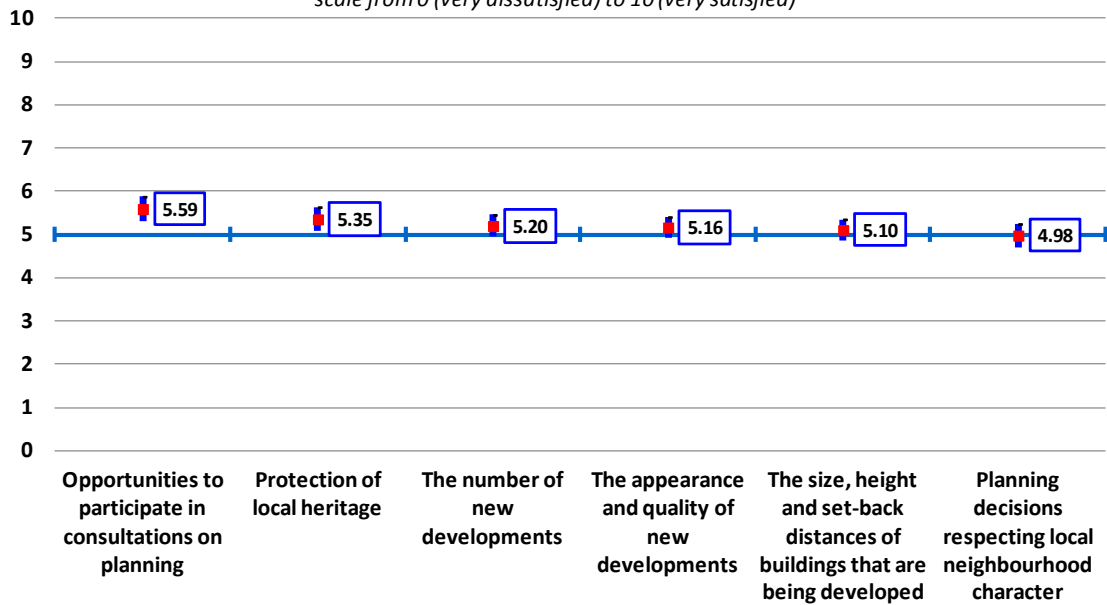
Satisfaction with these six aspects of planning and housing development can best summarised as follows:

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

The 2017 *Governing Melbourne* research included a somewhat different set of questions in relation to satisfaction with aspects of planning and housing development, with only two aspects consistent between *Governing Melbourne* and the City of Darebin *Annual Community Survey* program. These two aspects were the appearance and quality of local developments, and the protection of local heritage.

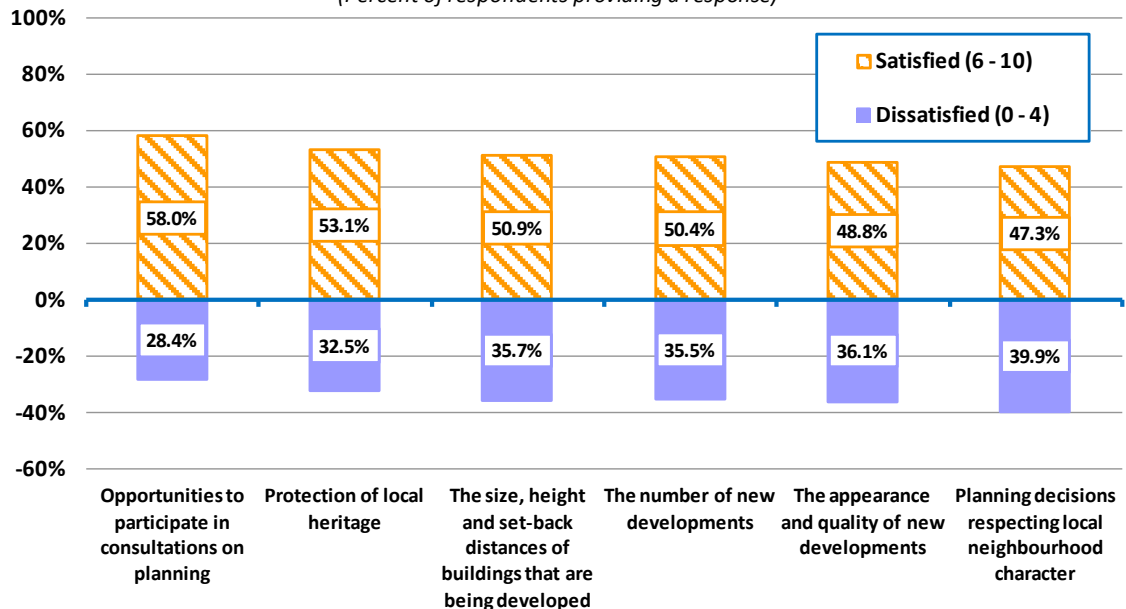
Metropolis Research notes that respondents in the City of Darebin rated satisfaction with the appearance and quality of local developments (18.5% lower) and the protection of local heritage and sites of significance (20.6% lower) measurably and significantly lower than the 2017 metropolitan Melbourne average satisfaction. This result clearly reflects the higher levels of community concern around issues of planning and housing development in inner and middle ring municipalities.

**Satisfaction with aspects of planning and housing development**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Metropolis Research notes that approximately half of the respondents were satisfied with each of the six aspects of planning and housing development, and approximately one-third were dissatisfied with each aspect.

**Satisfaction with selected aspects of planning and housing development**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Percent of respondents providing a response)*



**Satisfaction with selected aspects of planning and housing development**

**Darebin City Council - 2016-2017 Annual Community Survey**

*(Number and percent of respondents providing a response)*

<i>Aspect</i>	<i>Year</i>	<i>Dissatisfied (0 - 4)</i>	<i>Neutral (5)</i>	<i>Satisfied (6 - 10)</i>	<i>Can't say</i>
Opportunities to participate in consultations on planning	2014-15	19.2%	11.5%	69.3%	51
	2015-16	21.2%	15.3%	63.5%	126
	2016-17	28.4%	13.6%	58.0%	163
The number of new developments	2014-15	27.3%	14.7%	58.0%	32
	2015-16	31.1%	9.9%	59.1%	48
	2016-17	35.5%	14.1%	50.4%	77
The appearance and quality of new developments	2014-15	23.2%	12.6%	64.2%	26
	2015-16	30.4%	11.8%	57.8%	45
	2016-17	36.1%	15.1%	48.8%	61
The size, height and set-back distances of buildings that are being developed	2014-15	22.9%	12.1%	65.0%	50
	2015-16	29.1%	13.9%	57.0%	62
	2016-17	35.7%	13.4%	50.9%	82
Protection of local heritage	2014-15	22.6%	15.1%	62.2%	68
	2015-16	21.3%	11.8%	66.9%	97
	2016-17	32.5%	14.4%	53.1%	150
Planning decisions respecting the local neighbourhood character	2014-15	30.0%	9.5%	60.5%	56
	2015-16	25.7%	11.6%	62.8%	71
	2016-17	39.9%	12.8%	47.3%	106

These results clearly show that there is significant community concern about housing and development outcomes in the City of Darebin.

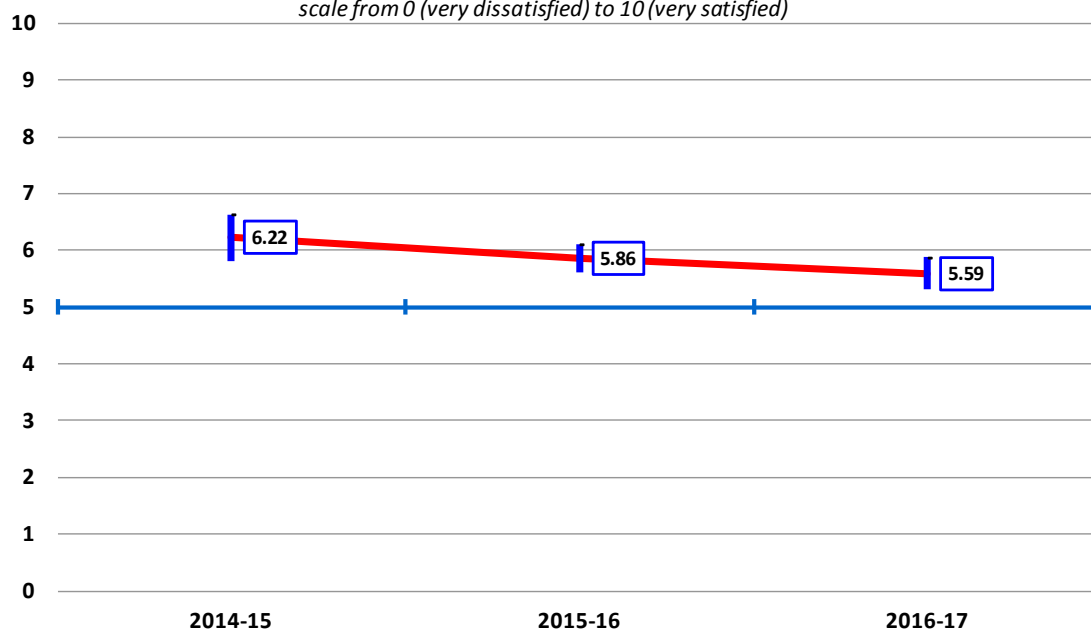
This is a strong theme developed in this report, including these satisfaction scores, as well as the fact that issues of “building, housing, planning and development” were the second most commonly identified issues to address in the City of Darebin in the coming twelve months, with 14.1% of respondents identifying these issues in 2016-17.

***Opportunities to participate in consultations on planning***

Satisfaction with the opportunities to participate in consultations on planning declined for the second consecutive year, down 4.6% on the 2015-16 result and down 10.1% on the 2014-15 result.

This level of satisfaction remains categorised as “poor”, down on the 2014-15 categorisation of “solid”.

**Satisfaction with opportunities to participate in consultations on planning**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

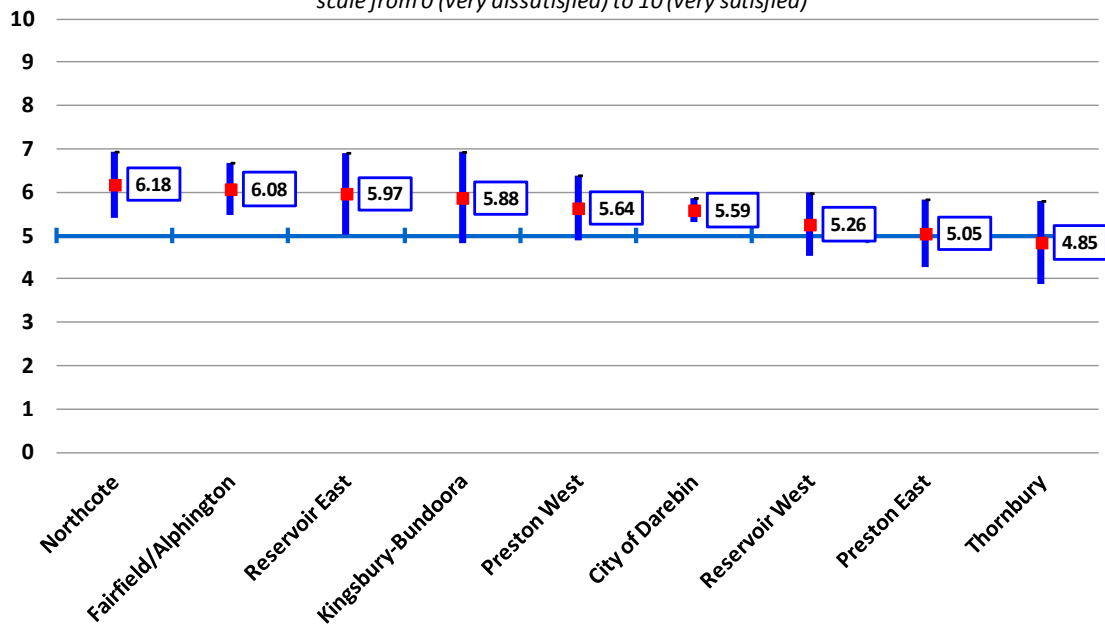


Due to the relatively small precinct sample size (of approximately sixty respondents per precinct), there was no statistically significant variation in satisfaction with the opportunities to participate in consultations on planning observed across the eight precincts comprising the City of Darebin. Attention is however drawn to the following:

- ⊗ **Northcote and Fairfield-Alphington** – respondents rated satisfaction marginally, albeit not measurably higher than the municipal average and at levels categorised as “solid”.
- ⊗ **Thornbury** – respondents rated satisfaction somewhat, albeit not measurably lower than the municipal average and at a level categorised as “extremely poor”.



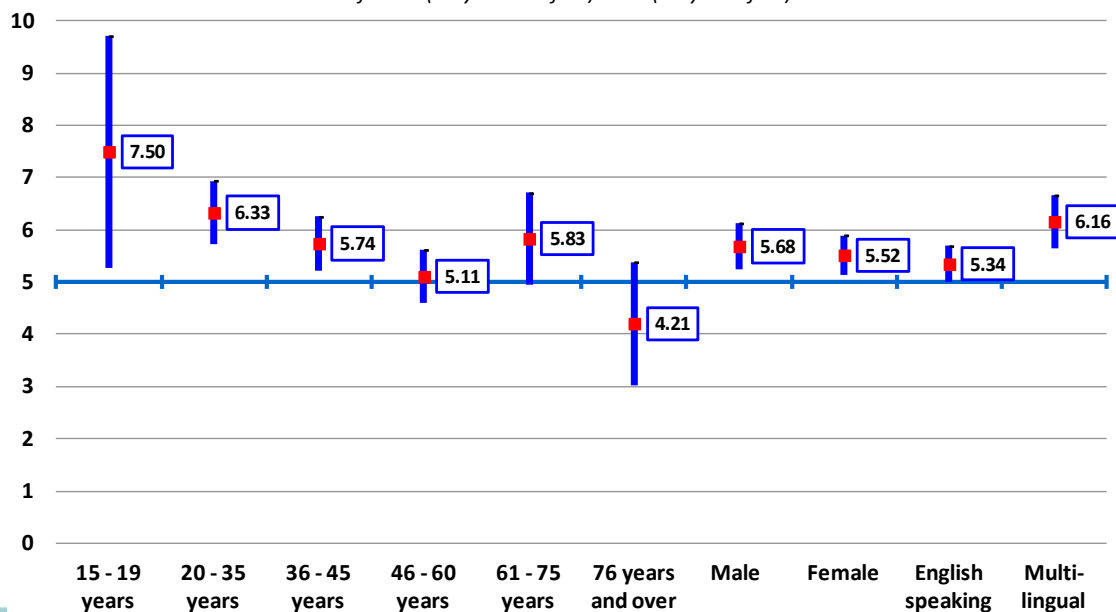
**Opportunities to participate in consultations on planning by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was measurable and significant variation in satisfaction with the opportunities to participate in consultations on planning observed by respondent profile, with attention drawn to the following:

- ⊗ **Age structure** – satisfaction with this aspect tended to decline with the respondents’ age, with the exception of older adults (aged 61 to 75 years).
- ⊗ **Language spoken at home** – respondents from multi-lingual households rated satisfaction measurably and significantly higher than respondents from English speaking households.

**Opportunities to participate in consultations on planning by respondent profile**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was significant variation in satisfaction with the opportunities to participate in consultations on planning observed by respondents' housing tenure, with attention drawn to the following:

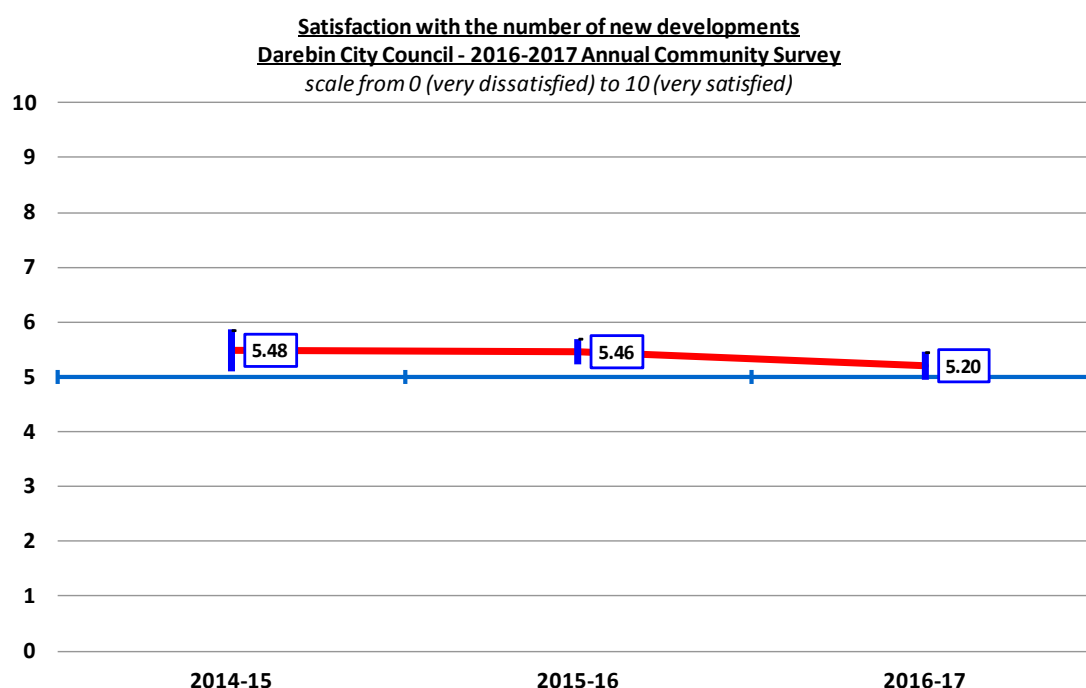
- ⊗ **Home owners** – respondents rated satisfaction significantly, albeit not measurably lower than other respondents and at a level categorised as “very poor”.



## The number of new developments

Satisfaction with the number of new developments declined somewhat, albeit not measurably in 2016-17, down 4.7% to 5.20, although it remains at a level categorised as “very poor”.

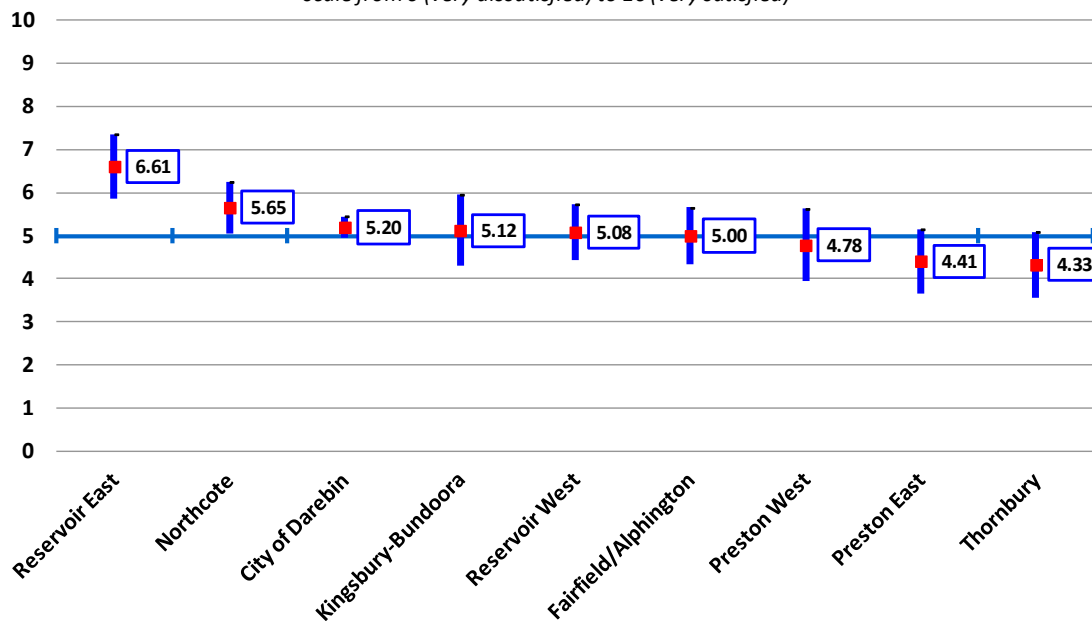
Clearly the fact that satisfaction with the number of new developments has been categorised as “very poor” in each of the last three years highlights the importance of the issue of the type and extent of new housing development in the municipality to many in the community.



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

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

**The number of new developments by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



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

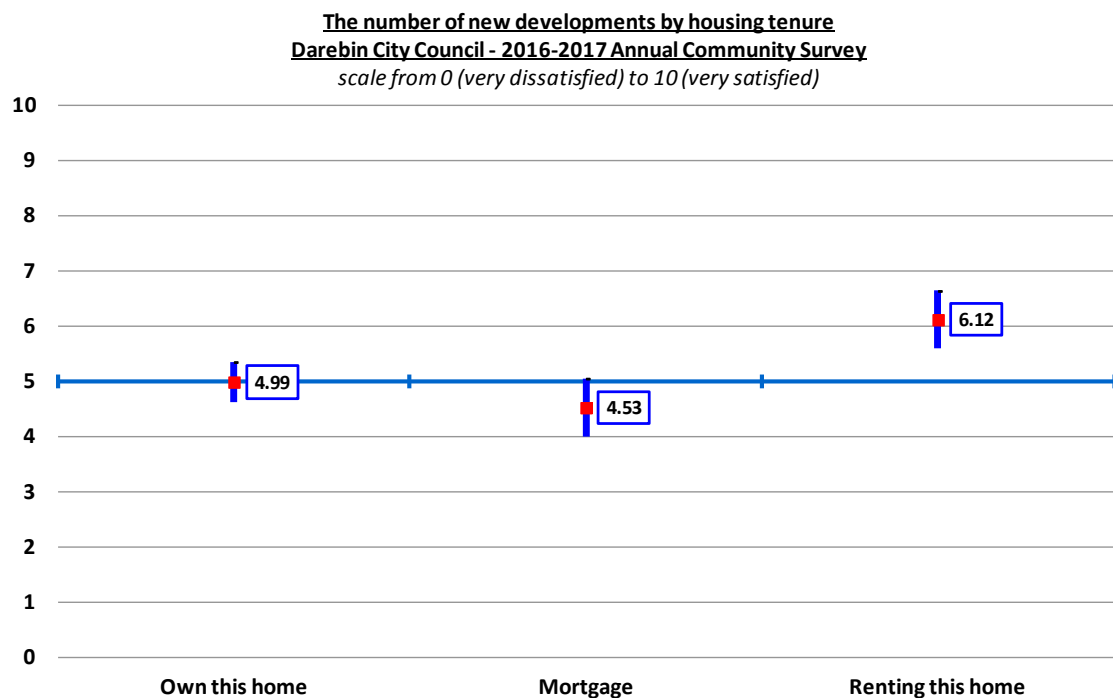
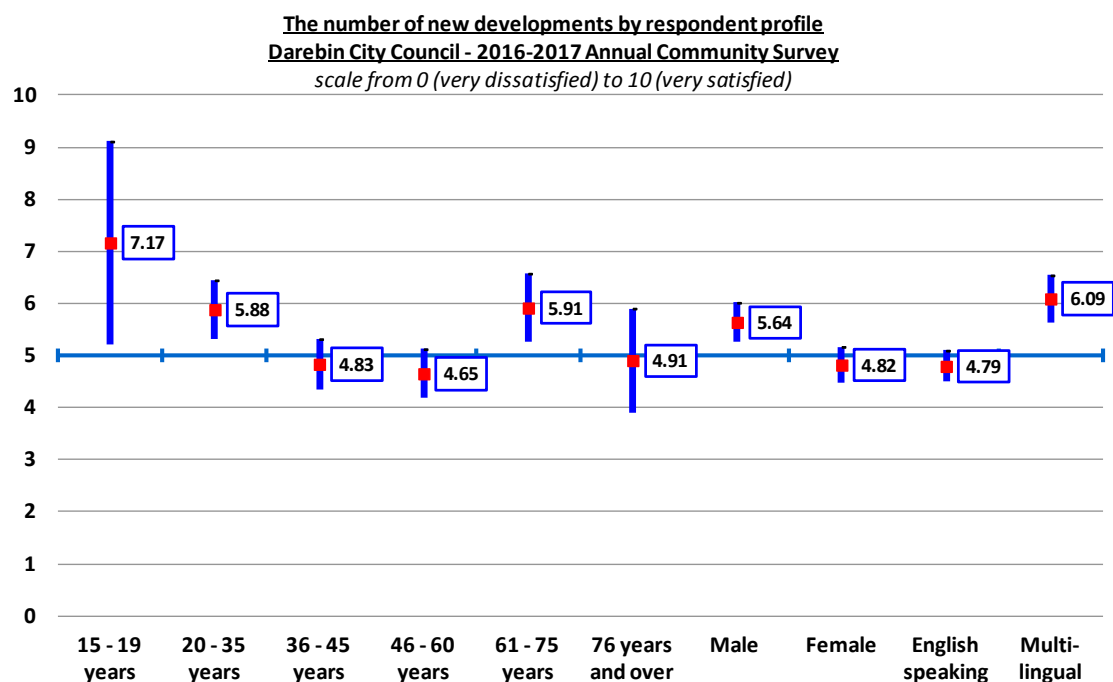
- ⊗ **Adults and middle-aged adults (aged 36 to 60 years)** – respondents rated satisfaction measurably and significantly lower than other respondents and at levels categorised as “extremely poor”.
- ⊗ **Gender** – male respondents rated satisfaction measurably and significantly higher than female respondents and at a level categorised as “poor”.
- ⊗ **Language spoken at home** – respondents from multi-lingual households rated satisfaction measurably and significantly higher than respondents from English speaking households and at a level categorised as “solid”.

There was also measurable and significant variation in satisfaction with the number of new developments observed by respondents’ housing tenure, with attention drawn to the following:

- ⊗ **Rental household** – respondents rated satisfaction measurably and significantly higher than home owners and mortgagee household respondents, and rated satisfaction at a level categorised as “solid”. This compares to a categorisation of “extremely poor” by both home owner and mortgagee household respondents.

These results (both respondent profile and housing tenure) clearly show that younger residents, sometimes renting, and who have lived in the City of Darebin for a shorter period of time are more likely to be satisfied with new housing development in the municipality. This is also true for those in the community living in public housing that are also more likely to be satisfied than dissatisfied with new housing development.

Those in the Darebin community who are less satisfied with new housing development in the municipality tend to be middle-aged adults, who are more likely to be home owners or mortgagees and who have lived in the municipality for a longer period of time. Metropolis Research notes that this is a result that is not unique to the City of Darebin, and a very similar pattern has been observed across metropolitan Melbourne.



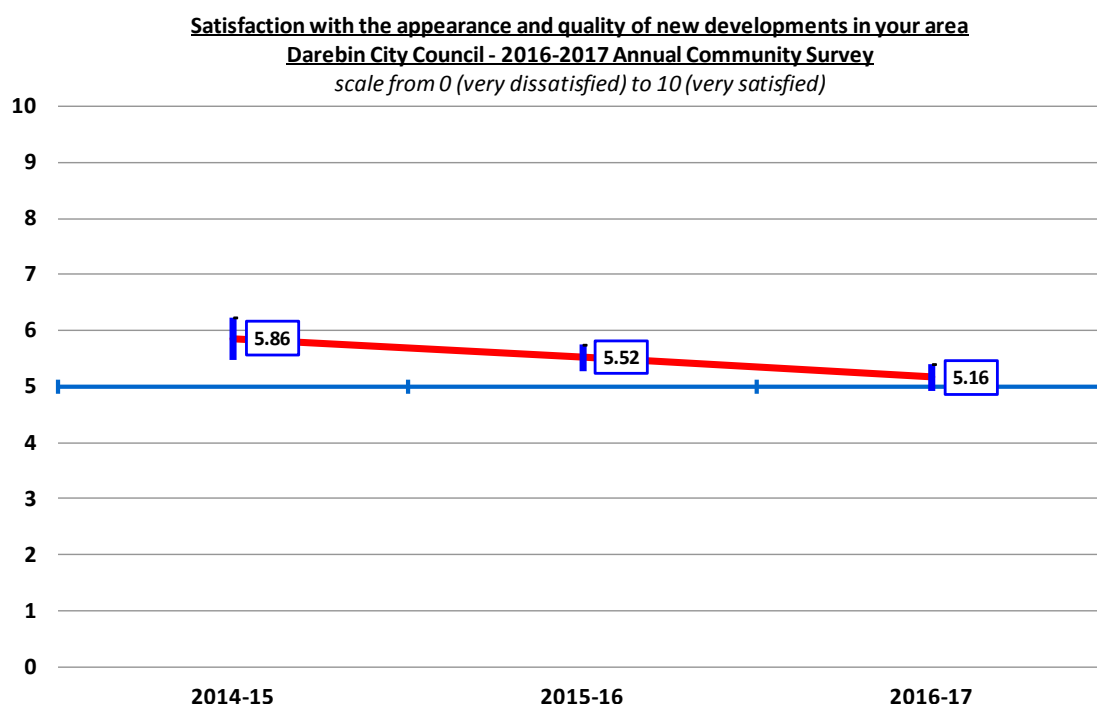
## ***The appearance and quality of new developments***

Satisfaction with the appearance and quality of new developments declined for the second consecutive year, down 6.5% on the 2015-16 result and down twelve percent on the 2014-15 result.

Satisfaction with the appearance and quality of new developments is now at a level categorised as “very poor”, a decline on the previous “poor” recorded in the previous two years.

Metropolis Research notes that this result is very similar to that discussed above in relation to satisfaction with the number of new developments and taken together they represent a significant level of community dissatisfaction with the extent and nature of new housing development occurring in the municipality.

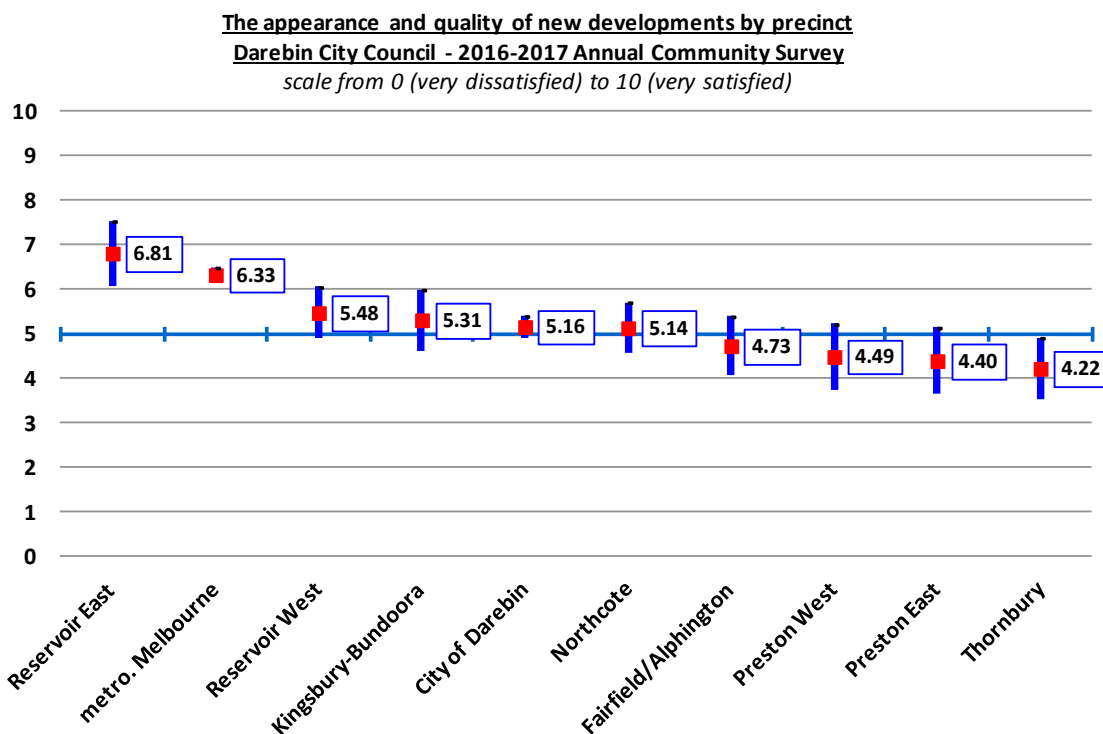
This result was measurably and significantly (18.5%) lower than the 2017 metropolitan Melbourne average of 6.33, which was rated as “solid” compared to the Darebin result of “very poor”.



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

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

- ⊗ **Thornbury** – respondents rated satisfaction measurably and significantly lower than the municipal average and at a level categorised as “extremely poor”.



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

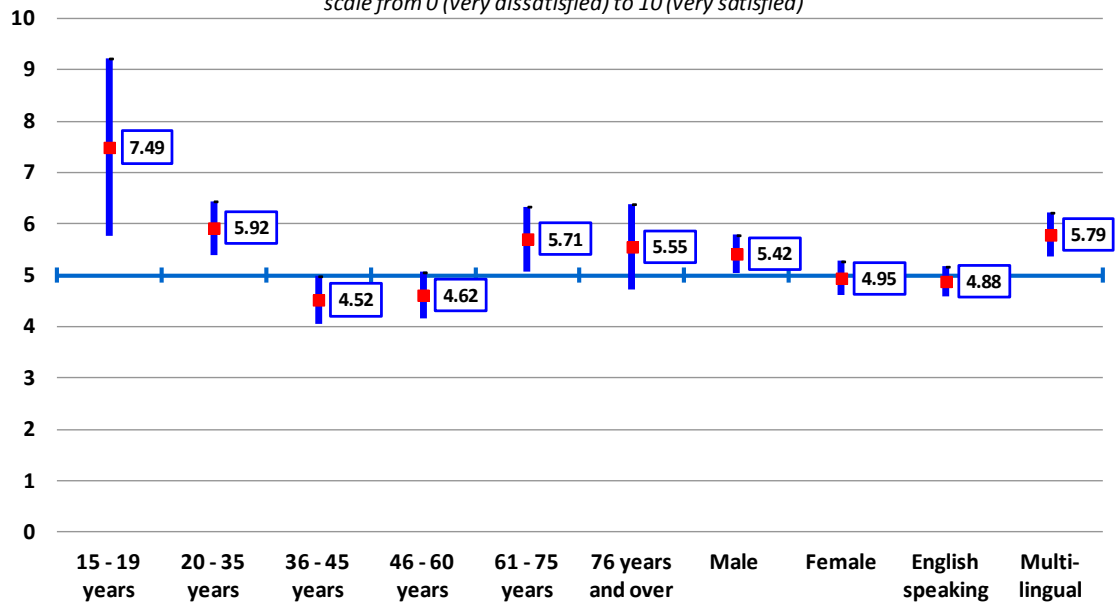
- ⊗ **Adults and middle-aged adults (aged 36 to 60 years)** – respondents rated satisfaction measurably and significantly lower than other respondents and at levels categorised as “extremely poor”.
- ⊗ **Gender** – male respondents rated satisfaction measurably and significantly higher than female respondents and at a level categorised as “very poor”.
- ⊗ **Language spoken at home** – respondents from multi-lingual households rated satisfaction measurably and significantly higher than respondents from English speaking households and at a level categorised as “poor”.

There was also measurable and significant variation in satisfaction with the appearance and quality of new developments observed by respondents’ housing tenure, with attention drawn to the following:

- ⊗ **Rental household** – respondents rated satisfaction measurably and significantly higher than home owners and mortgagee household respondents, and rated satisfaction at a level categorised as “solid”. This compares to a categorisation of “extremely poor” by both home owner and mortgagee household respondents.

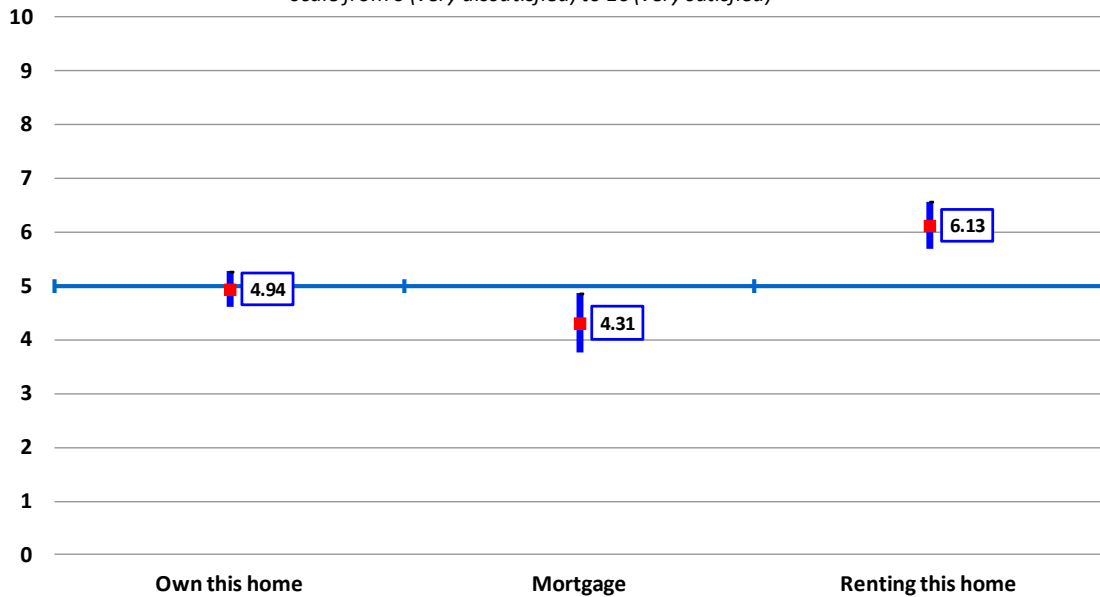
**The appearance and quality of new developments by respondent profile**  
**Darebin City Council - 2016-2017 Annual Community Survey**

scale from 0 (very dissatisfied) to 10 (very satisfied)



**The appearance and quality of new developments by housing tenure**  
**Darebin City Council - 2016-2017 Annual Community Survey**

scale from 0 (very dissatisfied) to 10 (very satisfied)

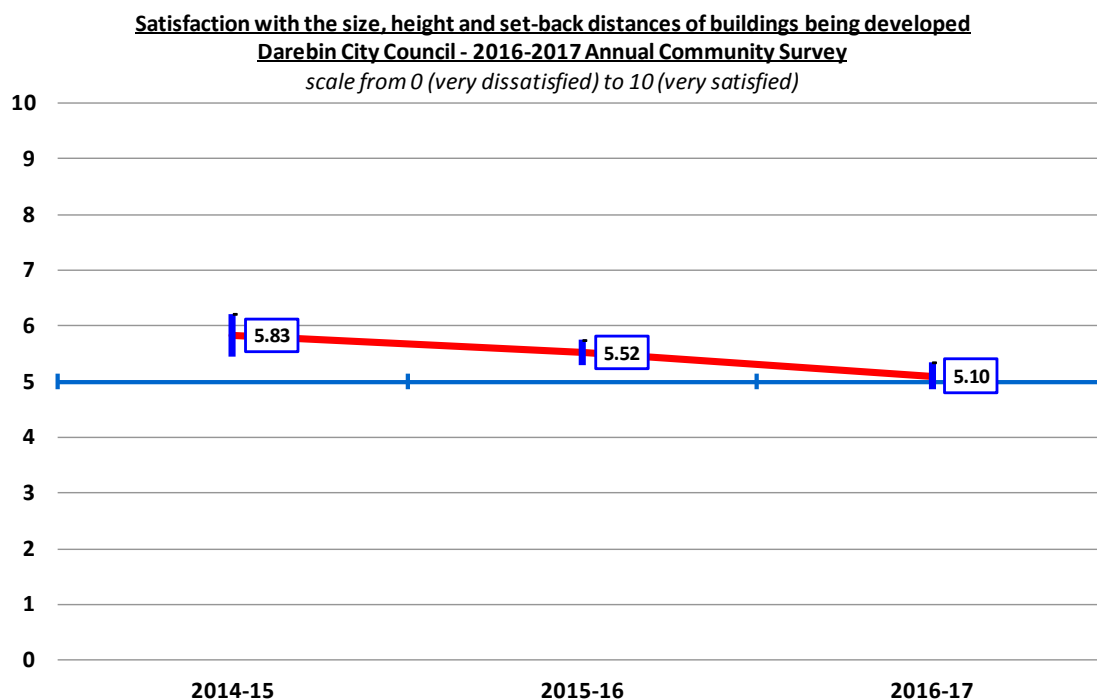




## ***The size, height, and set back distance of buildings being developed***

Satisfaction with the size, height, and set back distance of buildings that are being developed declined for the second consecutive year, down 7.6% on the 2015-16 and 12.5% on the 2014-15 results.

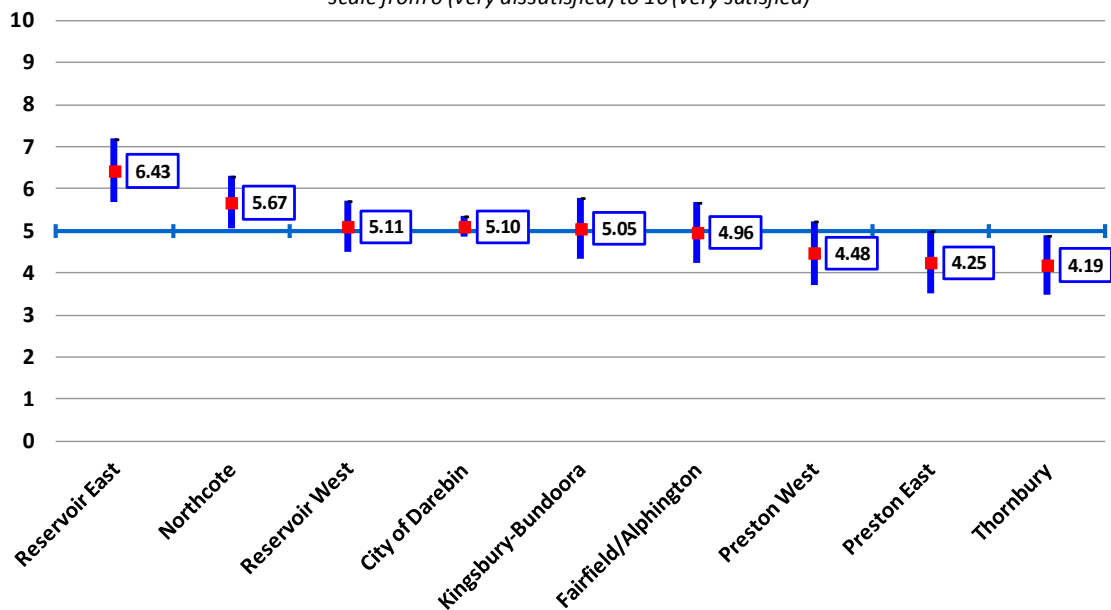
As with the other aspects of planning and housing development discussed in this section, these results are strong evidence of significant community concern with the extent and nature of new housing development occurring in the municipality.



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

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

**The size, height and set-back distances of buildings being developed by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



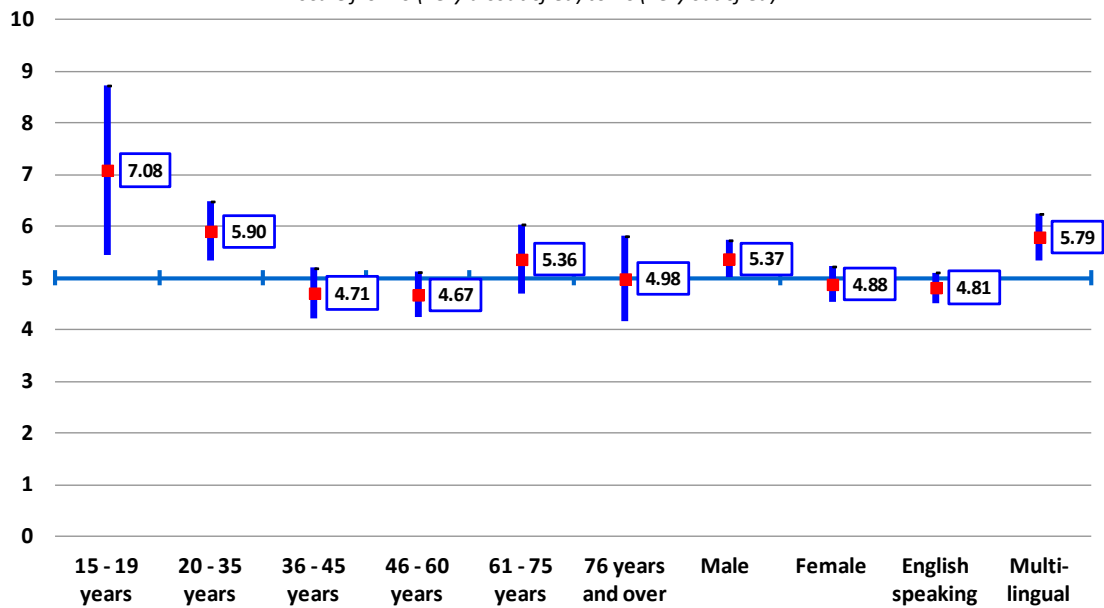
There was measurable and significant variation in satisfaction with the size, height, and set back distances of buildings being developed observed by respondent profile, with attention drawn to the following:

- ⊗ **Adults and middle-aged adults (aged 36 to 60 years)** – respondents rated satisfaction measurably and significantly lower than other respondents and at levels categorised as “extremely poor”.
- ⊗ **Gender** – male respondents rated satisfaction measurably and significantly higher than female respondents.
- ⊗ **Language spoken at home** – respondents from multi-lingual households rated satisfaction measurably and significantly higher than respondents from English speaking households and at a level categorised as “poor”.

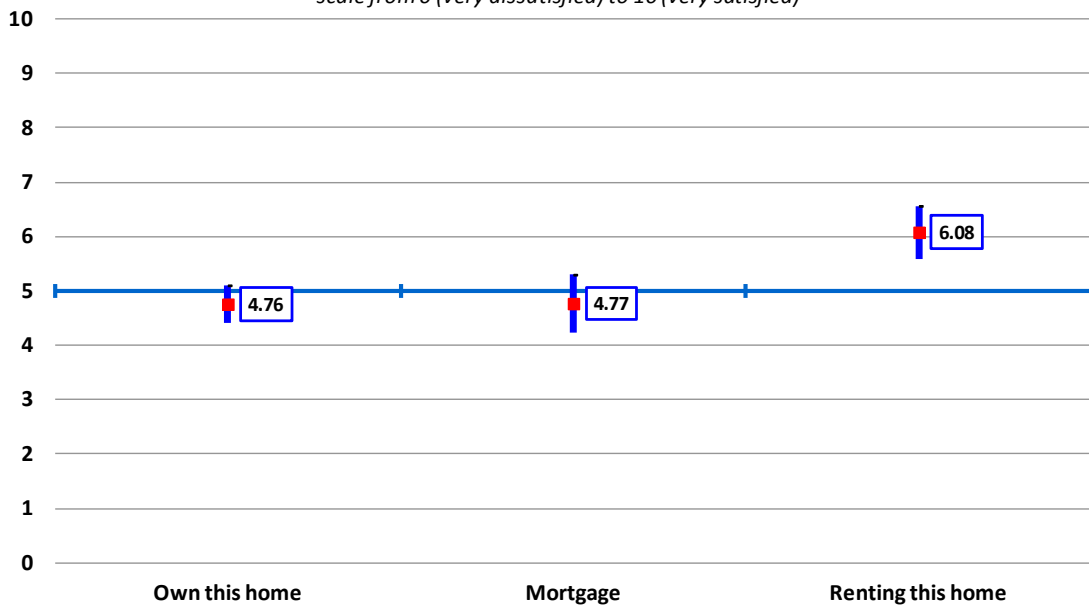
There was also measurable and significant variation in satisfaction with the size, height, and set back distances of buildings being developed observed by respondents’ housing tenure, with attention drawn to the following:

- ⊗ **Rental household** – respondents rated satisfaction measurably and significantly higher than home owners and mortgagee household respondents, and rated satisfaction at a level categorised as “solid”. This compares to a categorisation of “extremely poor” by both home owner and mortgagee household respondents.

**The size, height and set-back distances of buildings developed by respondent profile**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**The size, height and set-back distances of buildings developed by housing tenure**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

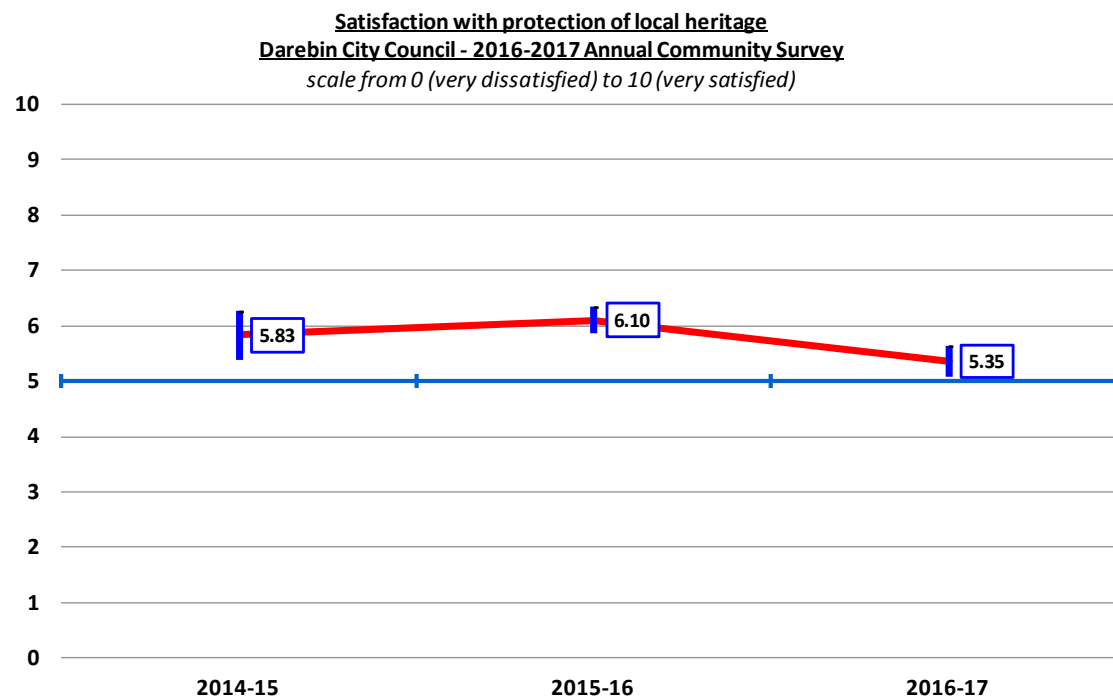


## ***The protection of local heritage***

Satisfaction with the protection of local heritage declined measurably and significantly in 2016-17, down 12.3% to 5.35, a level of satisfaction categorised as “very poor”.

Metropolis Research notes that this was one of the largest declines recorded in the *Annual Community Survey* this year. It also brings this result for the protection of local heritage into line with the other five aspects of planning and housing development. This does suggest significant community concern around all aspects of new housing development in the municipality, including the protection of local heritage.

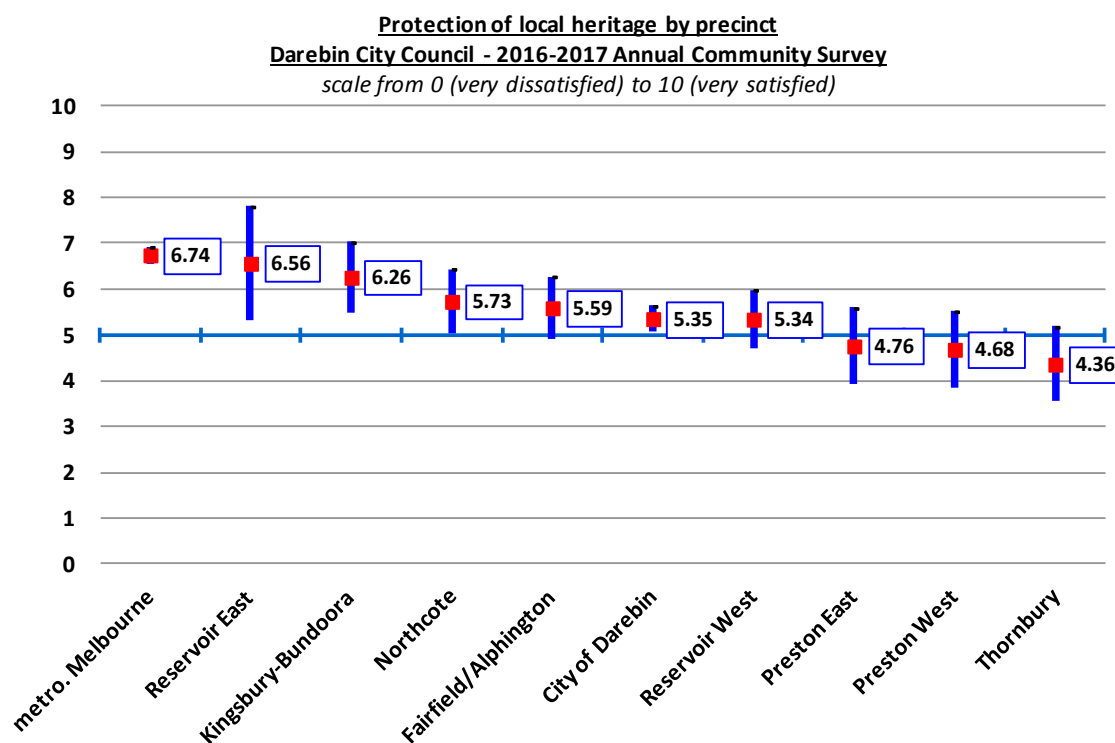
This result was measurably and significantly (20.6%) lower than the 2017 metropolitan Melbourne average satisfaction of 6.74, which was rated as “solid” compared to the Darebin result of “very poor”.



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

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

- ⊗ **Thornbury** – respondents rated satisfaction measurably and significantly lower than the municipal average and at a level categorised as “extremely poor”.



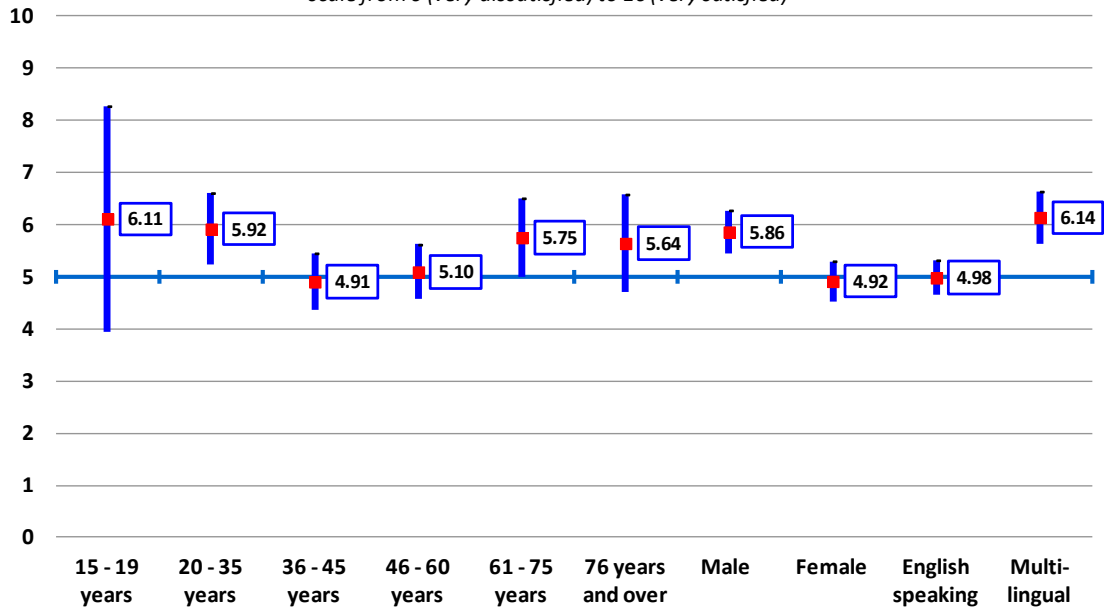
There was measurable and significant variation in satisfaction with the protection of local heritage observed by respondent profile, with attention drawn to the following:

- ⊗ **Adults and middle-aged adults (aged 36 to 60 years)** – respondents rated satisfaction measurably and significantly lower than other respondents and at levels categorised as “extremely poor” and “very poor” respectively.
- ⊗ **Gender** – male respondents rated satisfaction measurably and significantly higher than female respondents and at a level categorised as “poor”.
- ⊗ **Language spoken at home** – respondents from multi-lingual households rated satisfaction measurably and significantly higher than respondents from English speaking households and at a level categorised as “solid”.

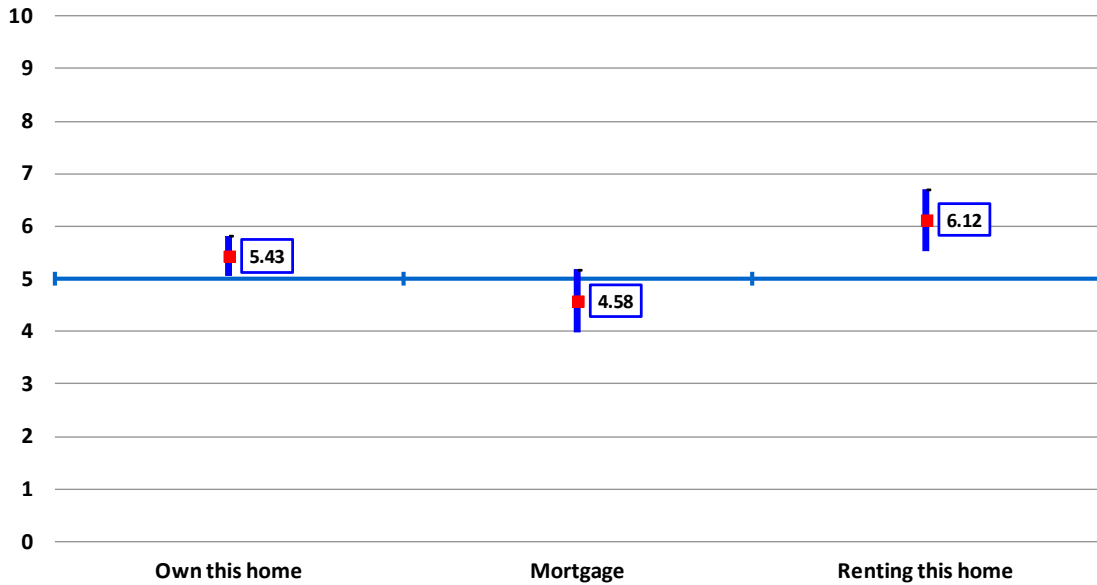
There was also measurable and significant variation in satisfaction with the protection of local heritage observed by respondents’ housing tenure, with attention drawn to the following:

- ⊗ **Rental household** – respondents rated satisfaction measurably and significantly higher than home owners and mortgagee household respondents, and rated satisfaction at a level categorised as “solid”. This compares to a categorisation of “very poor” and “extremely poor” respectively.

**Protection of local heritage by respondent profile**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



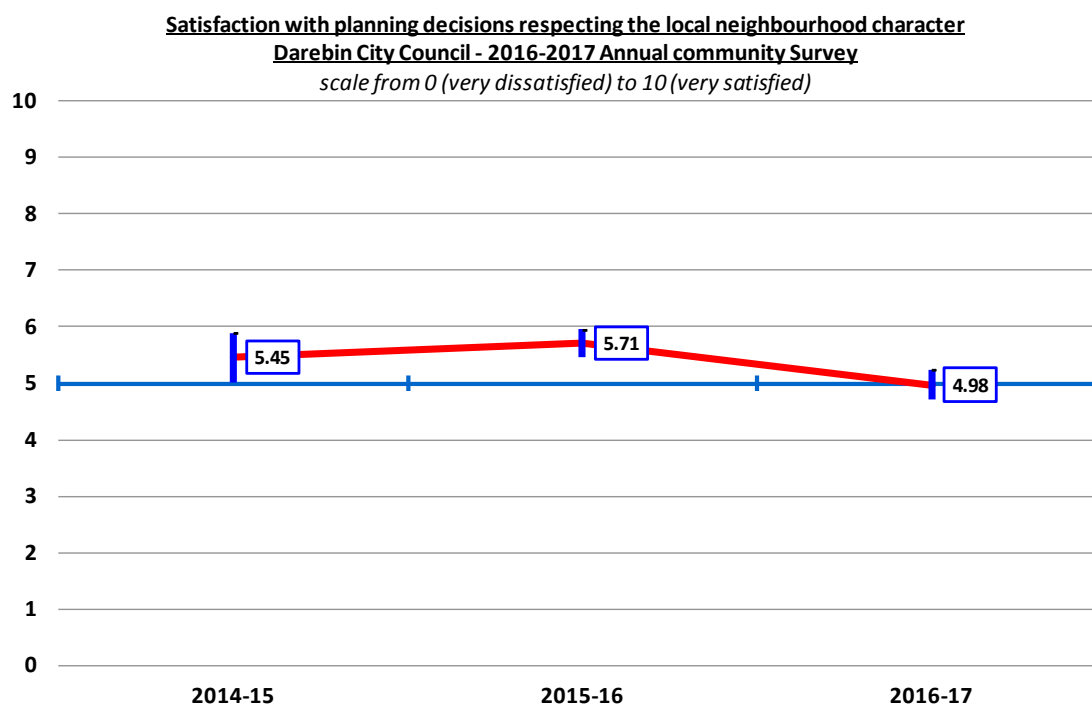
**Protection of local heritage by housing tenure**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



## ***Planning decisions respecting local neighbourhood character***

Satisfaction with planning decisions respecting local neighbourhood character declined measurably and significantly in 2016-17, down 12.8% to 4.98. This level of satisfaction is categorised as “extremely poor” and is a decline on the previous “poor” recorded in 2015-16.

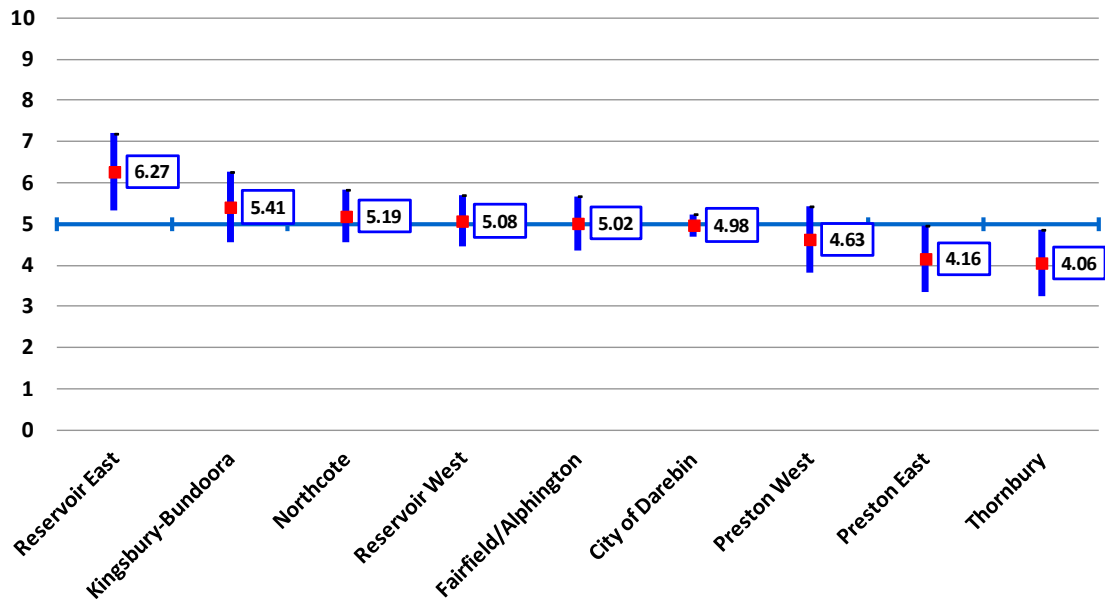
As discussed in relation to the other aspects of planning and housing development, these results do strongly suggest significant community concern about the extent, nature and impact of new housing development on the City of Darebin.



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

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

**Planning decisions respecting the local neighbourhood character by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was measurable and significant variation in satisfaction with the protection of local heritage observed by respondent profile, with attention drawn to the following:

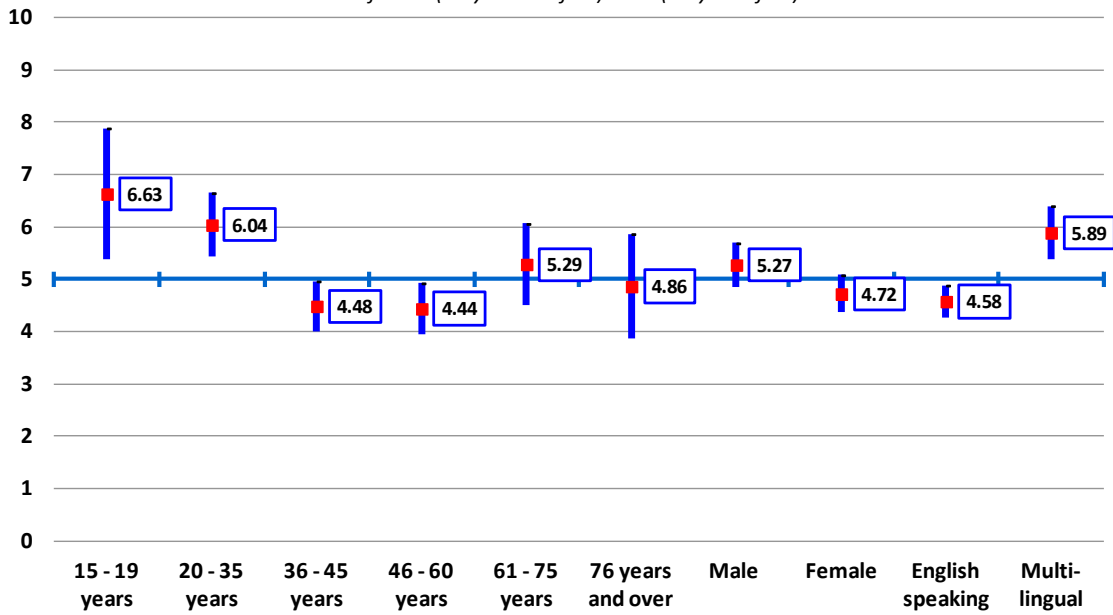
- ⊗ **Adolescents and young adults (aged 15 to 35 years)** – respondents rated satisfaction measurably and significantly higher than the municipal average and at levels categorised as “good” and “solid” respectively.
- ⊗ **Adults and middle-aged adults (aged 36 to 60 years)** – respondents rated satisfaction measurably and significantly lower than other respondents and at levels categorised as “extremely poor”.
- ⊗ **Gender** – male respondents rated satisfaction measurably and significantly higher than female respondents.
- ⊗ **Language spoken at home** – respondents from multi-lingual households rated satisfaction measurably and significantly higher than respondents from English speaking households and at a level categorised as “poor”.

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

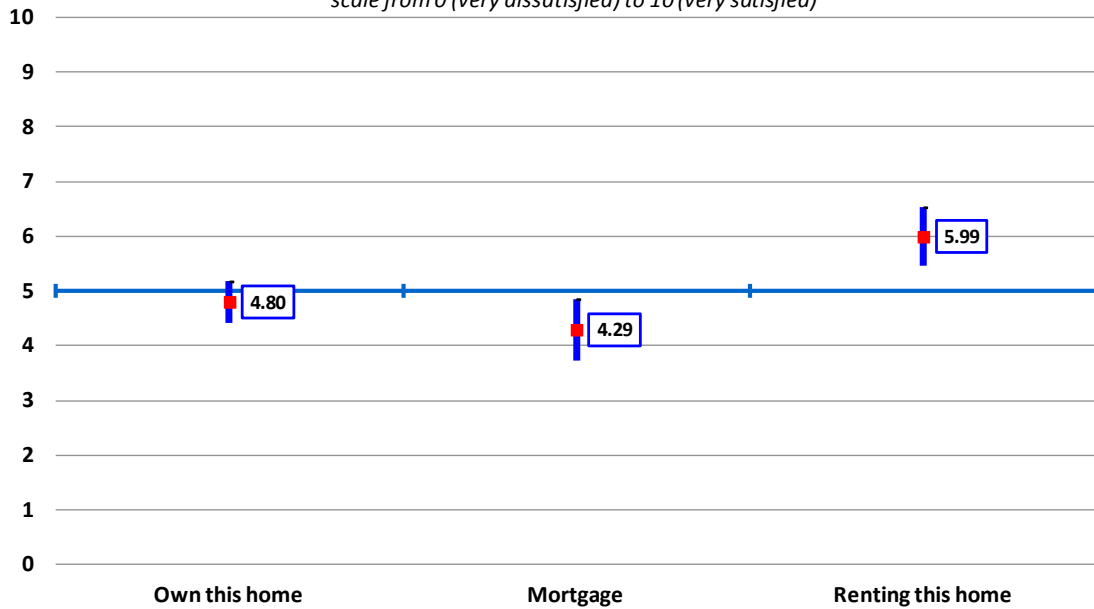
- ⊗ **Rental household** – respondents rated satisfaction measurably and significantly higher than home owners and mortgagee household respondents, and rated satisfaction at a level categorised as “poor”. This compares to a categorisation of “extremely poor” for home owners and mortgagees.



**Planning decisions respecting local neighbourhood character by respondent profile**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Planning decisions respecting the local neighbourhood character by housing tenure**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



## Contact with Council

### *Contact with Council in last twelve months*

Respondents were asked:

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

Consistent with the results recorded in previous years, somewhat less than half (41.7%) of respondents had contacted Council in the last twelve months.

**Contacted Council in the last 12 months**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and percent of respondents who contacted Council)*

Response	2016-17		2015-16	2014-15	2014	2013
	Number	Percent				
Yes	417	41.7%	40.4%	40.8%	42.0%	44.2%
No	578	57.8%	59.6%	59.2%	58.0%	55.8%
Not stated	5	0.5%	2	6	14	46
<b>Total</b>	<b>1,000</b>	<b>100%</b>	<b>1,000</b>	<b>800</b>	<b>800</b>	<b>800</b>

### *Form of contact*

Respondents were asked:

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

The most common method of contacting Council remains by telephone, with a little less than two-thirds (59.1%) of respondents who contacted Council did so by this method.

Although methods like the website and Facebook are included in the list of methods of contacting Council, it is clear that when asked to identify their method of contacting Council most respondents are thinking of traditional customer contact methods, such as telephone and visiting in person.

This is reinforced by the fact that whilst results observed previously in the survey program and elsewhere by Metropolis Research have shown that approximately one-third of respondents will have visited their local council website at least occasionally, the website this year was identified as the method of last contacting Council by just 5.5% of respondents.

**Forms of contact with Council**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and percent of respondents who contacted Council)*

<i>Form</i>	<i>2016-17</i>		<i>2015-16</i>	<i>2014-15</i>	<i>2014</i>	<i>2013</i>	<i>2012</i>
	<i>Number</i>	<i>Percent</i>					
Telephone	246	59.1%	62.8%	60.2%	64.2%	66.2%	65.7%
Visit in person	81	19.5%	15.5%	23.1%	19.8%	13.9%	19.8%
E-mail	33	7.9%	11.0%	7.4%	7.4%	7.3%	6.4%
Darebin website	23	5.5%	3.2%	1.5%	n.a.	n.a.	n.a.
Mail	12	2.9%	3.5%	1.2%	1.2%	2.7%	1.2%
Facebook	1	0.2%	0.0%	0.0%	n.a.	n.a.	n.a.
Multiple methods	20	4.8%	4.0%	5.6%	7.1%	10.0%	2.6%
Can't say	1		2	3	6	3	1
<b>Total</b>	<b>417</b>	<b>100%</b>	<b>403</b>	<b>324</b>	<b>330</b>	<b>334</b>	<b>345</b>

There was some variation in the methods of contacting Council observed between respondents from English speaking households and respondents from multi-lingual households, as outlined in the following table.

Attention is drawn to the fact that multi-lingual household respondents were somewhat more likely to visit Council in person than were respondents from English speaking households.

**Forms of contact with Council by language spoken at home**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and percent of respondents who contacted Council)*

<i>Form</i>	<i>English speaking</i>		<i>Multi-lingual</i>	
	<i>Number</i>	<i>Percent</i>	<i>Number</i>	<i>Percent</i>
Telephone	169	62.4%	77	53.5%
Visit in person	43	15.9%	37	25.7%
E-mail	20	7.4%	13	9.0%
Darebin website	15	5.5%	8	5.6%
Mail	8	3.0%	4	2.8%
Facebook	0	0.0%	1	0.7%
Multiple methods	16	5.9%	4	2.8%
Can't say	1		1	
<b>Total</b>	<b>272</b>	<b>100%</b>	<b>145</b>	<b>100%</b>

## Satisfaction with customer service

Respondents were asked:

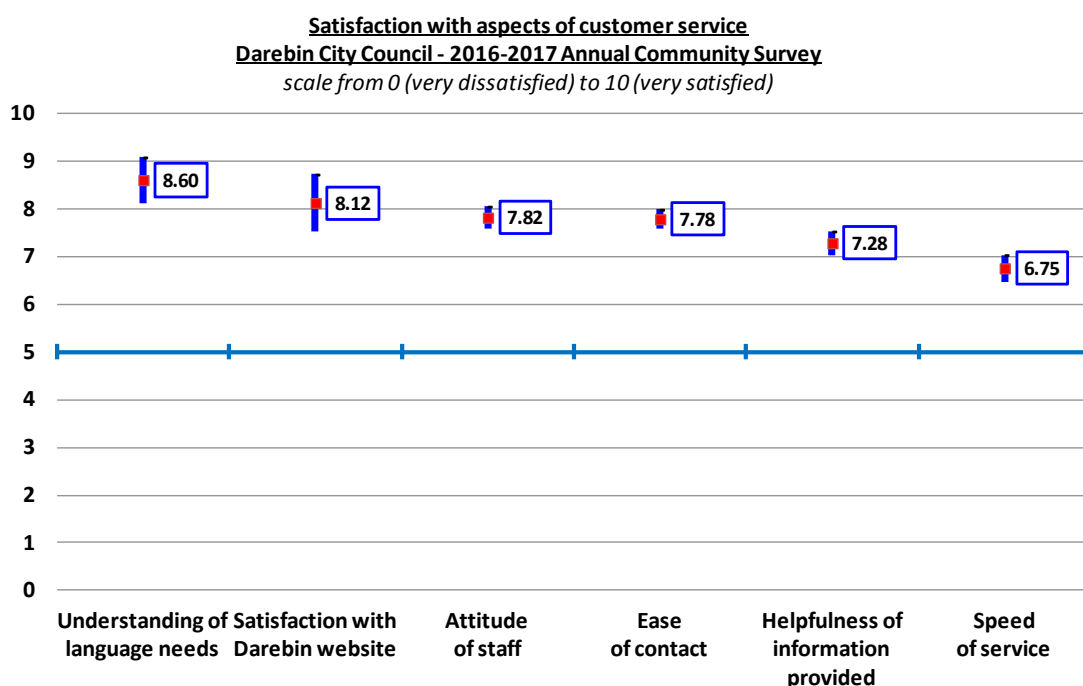
*“On a scale of 0 (lowest) to 10 (highest), with 5 being neutral, how satisfied were you with the following aspects of service when you last contacted Darebin City Council?”*

The average satisfaction with the six included aspects of customer service declined very marginally but not measurably in 2016-17, down 1.3% to 8.13. This level of satisfaction is categorised as “excellent”, the same categorisation that average satisfaction with the six aspects of customer service has obtained in each of the last three surveys.

Metropolis Research notes that average satisfaction with customer service in 2016-17 (as in previous years) was significantly higher than satisfaction with Council’s overall performance (6.69), average satisfaction with governance and leadership (6.86), average satisfaction with the eighteen included service and facilities (7.26), and average satisfaction with aspects of planning and housing development (5.23).

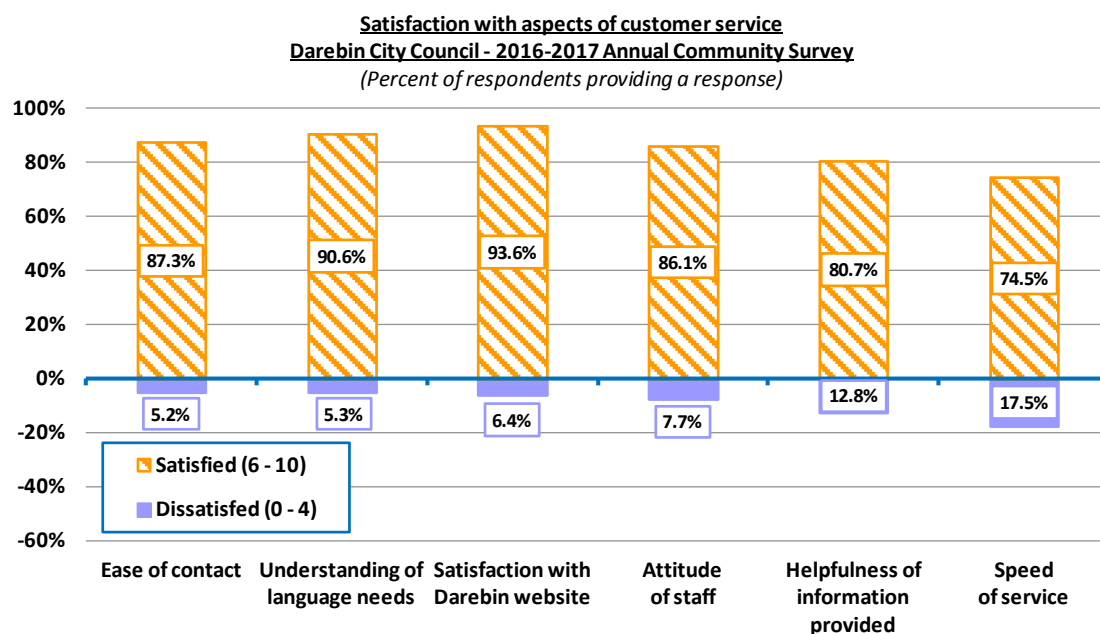
Satisfaction with these six aspects of customer service can best be summarised as:

- ⊗ **Excellent** – for staff understanding language needs (multi-lingual household respondents only), satisfaction with the Darebin website (respondents visiting the website only), the attitude of staff, and the ease of contact.
- ⊗ **Very Good** – for the helpfulness of the information provided.
- ⊗ **Good** – for the speed of service.



Consistent with these high average satisfaction scores, it is noted that more than four-fifths of respondents were satisfied with five of the six aspects of customer service.

Almost three-quarters (74.5%) of respondents were satisfied with the speed of service, whilst a little more than one-sixth (17.5%) were dissatisfied. Metropolis Research notes that the speed of service is always the lowest rated aspect of customer service, not only in the City of Darebin but consistently across metropolitan Melbourne. This is clearly the most difficult aspect of customer service with which to guarantee a standard level of performance, and the fact that satisfaction is still categorised as “good” reflects well on the performance of Darebin City Council.



### Satisfaction by method of contacting Council

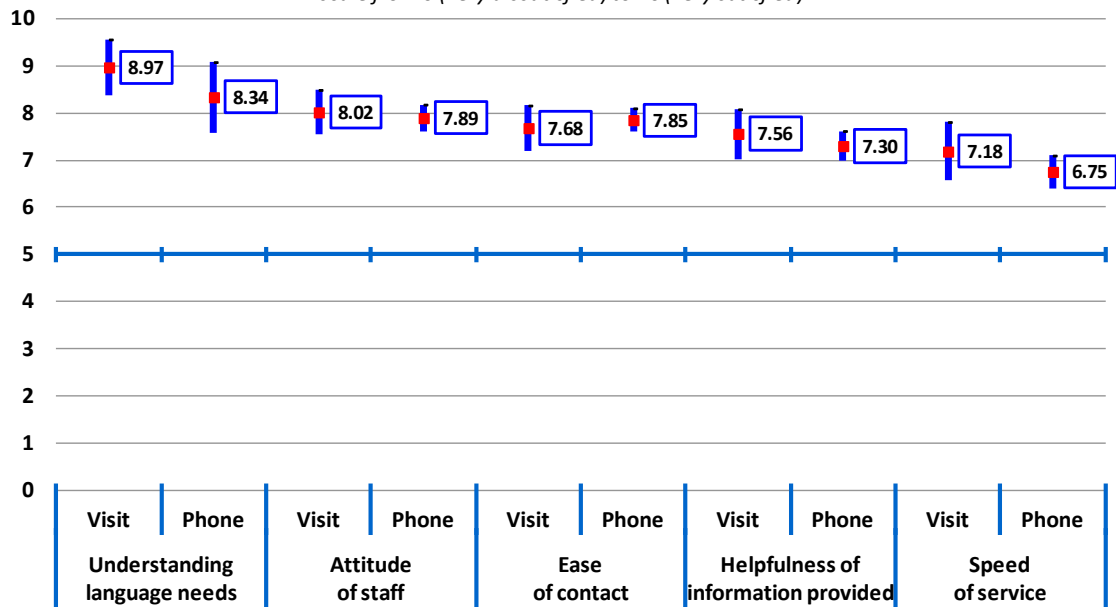
The following graph provides a comparison of satisfaction with the five main included aspects of customer service, and excludes satisfaction with the website due to the small sample size.

Metropolis Research notes that respondents visiting Council in person were marginally, albeit not measurably more satisfied with four of the five aspects of customer service than respondents telephoning Council, and were marginally but not measurably less satisfied with the ease of contact.

Respondents contacting Council by telephone (7.23) were on average 1.5% less satisfied than those visiting in person (7.34). Metropolis Research notes that the difference in satisfaction between those visiting in person and those telephoning Council is very small, and somewhat smaller than is typically found across metropolitan Melbourne.

This result reflects very well on the level of customer service provided by Darebin City Council, particularly telephone customer service.

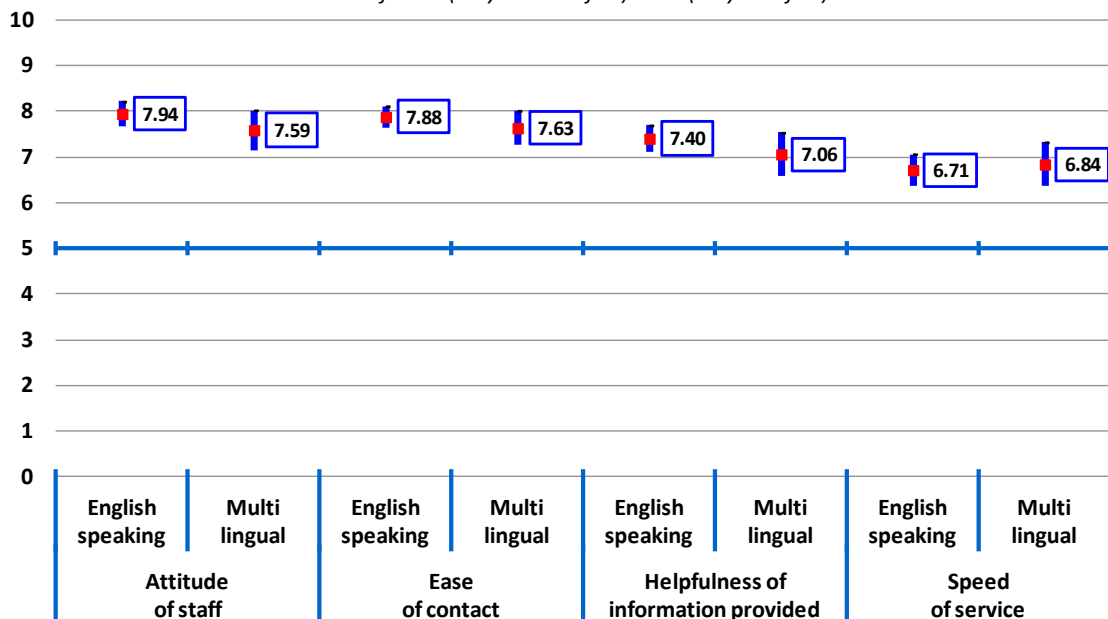
**Satisfaction with aspects of customer service by method of contact**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



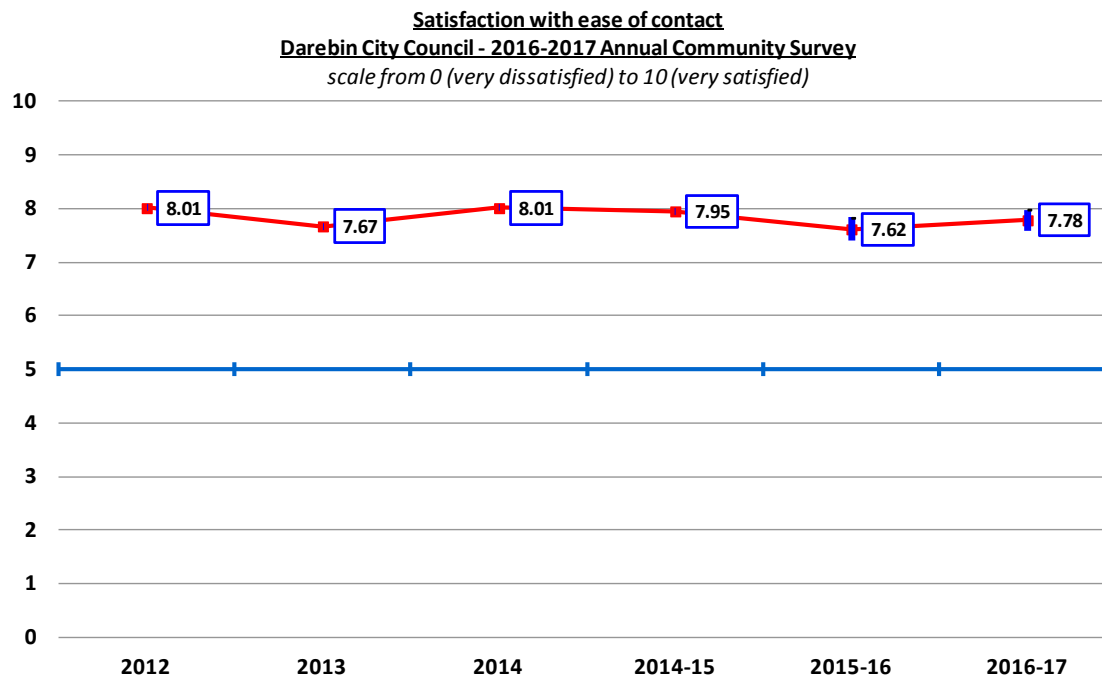
### Satisfaction by language spoken at home

There was no statistically significant variation in satisfaction with the four aspects of customer service (excluding the website and understanding language needs) observed between respondents from English speaking households and respondents from multi-lingual households. It is noted however those respondents from English speaking households were marginally but not measurably more satisfied with the attitude of staff, the ease of contact, and the helpfulness of information provided.

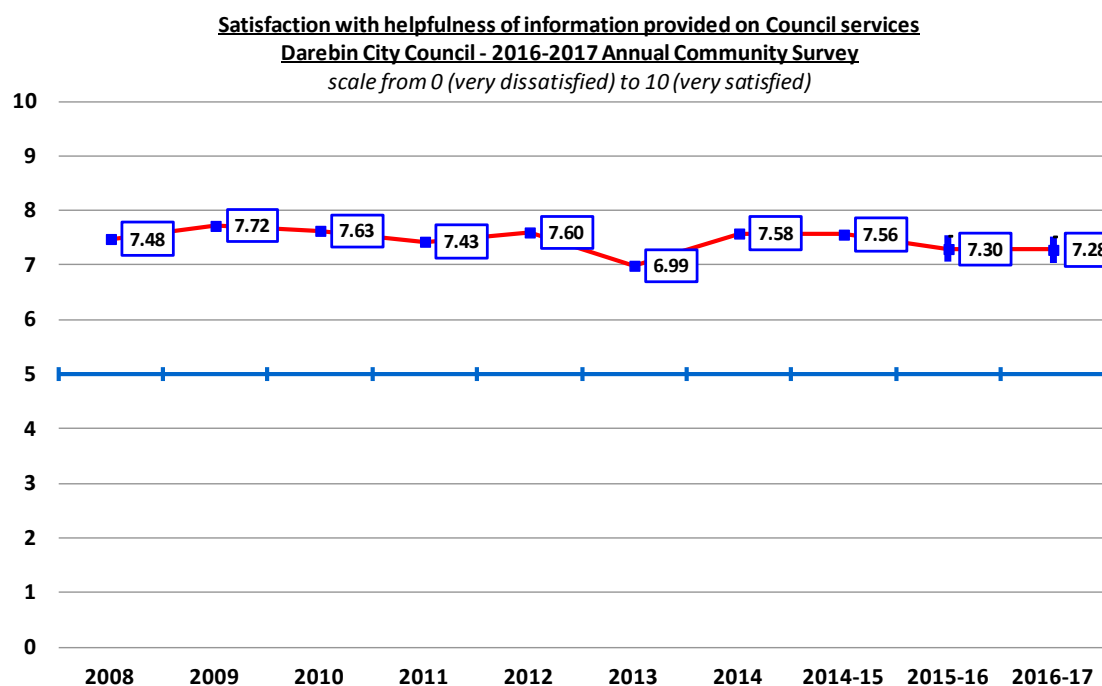
**Satisfaction with aspects of customer service by language spoken at home**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



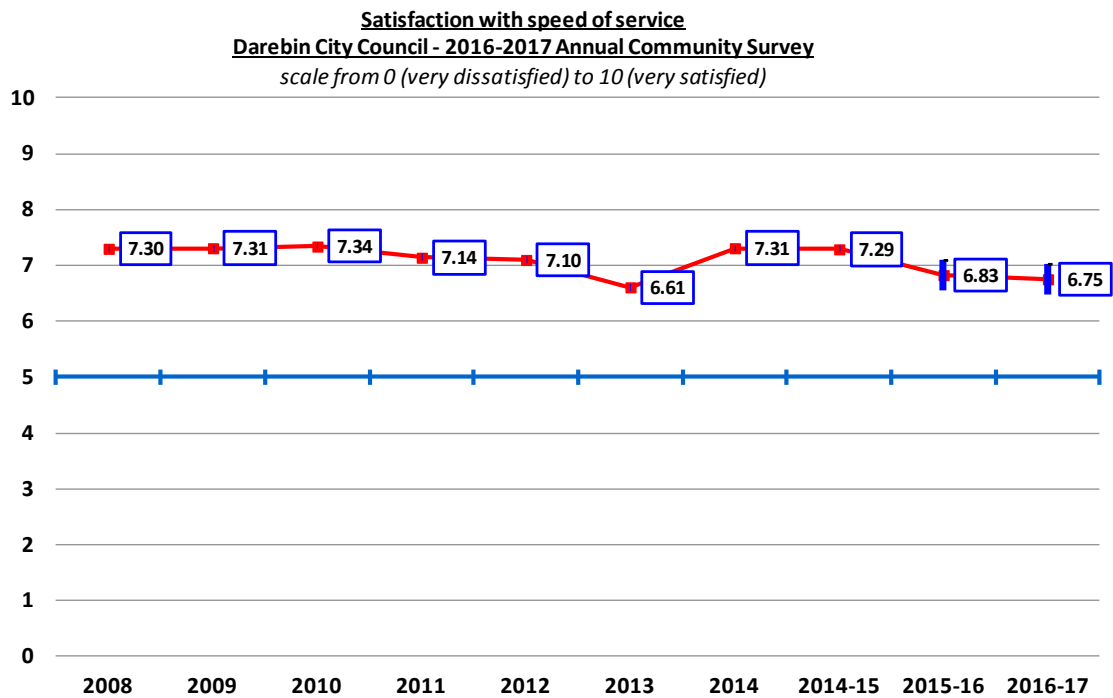
Satisfaction with the ease of contact increased marginally but not measurably in 2016-17, up 2.1% to 7.78. This level of satisfaction is categorised as “excellent”, an improvement on the previous “very good” recorded last year.



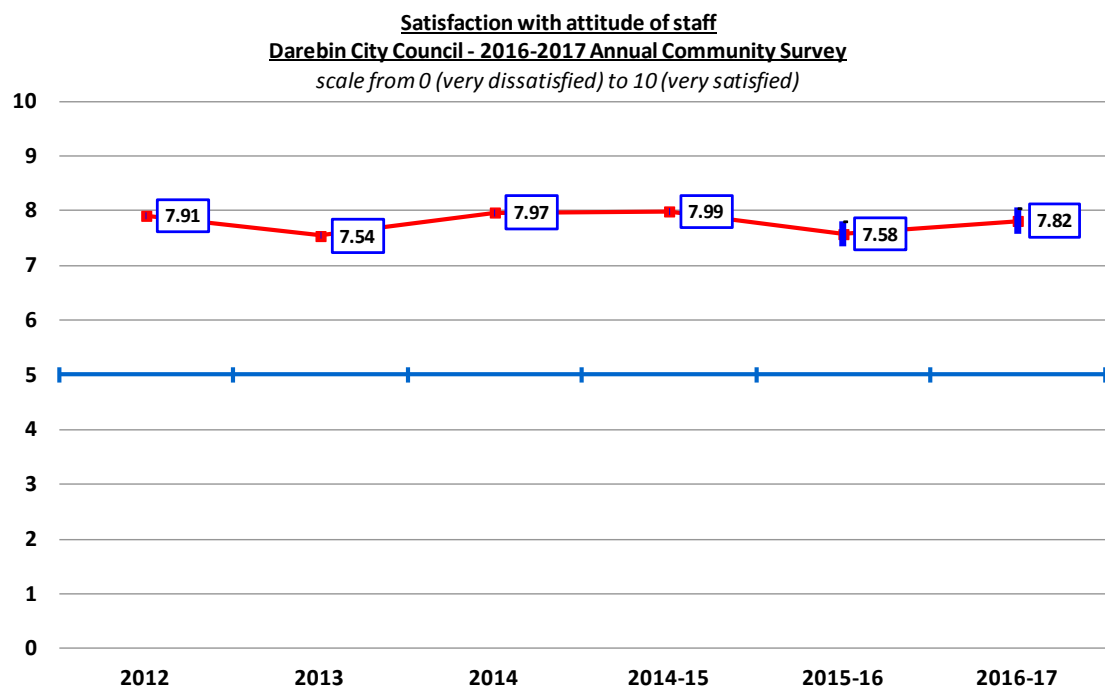
Satisfaction with the helpfulness of information provided on Council services remained essentially stable in 2016-17 at 7.28, a level of satisfaction categorised as “very good”.



Satisfaction with the speed of service declined marginally but not measurably in 2016-17, down 1.2% to 6.75, although it remains at a level categorised as “good”.

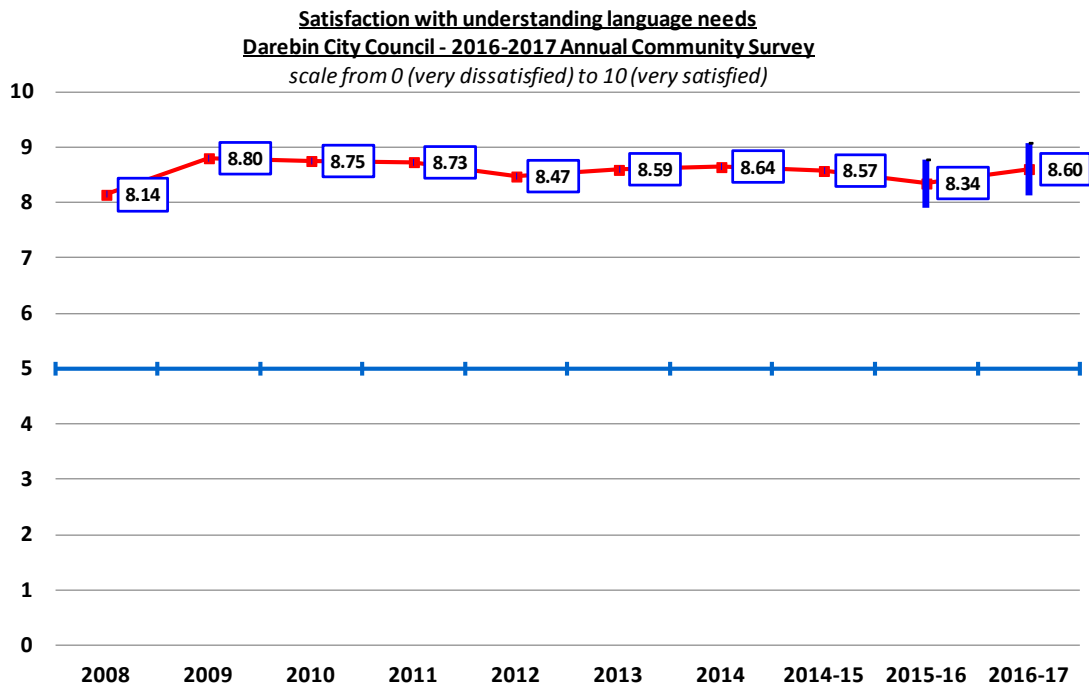


Satisfaction with the attitude of staff increased marginally but not measurably in 2016-17, up 3.2% to 7.82, a level of satisfaction categorised as “excellent”. This is an improvement on the previous categorisation of “very good” last year.

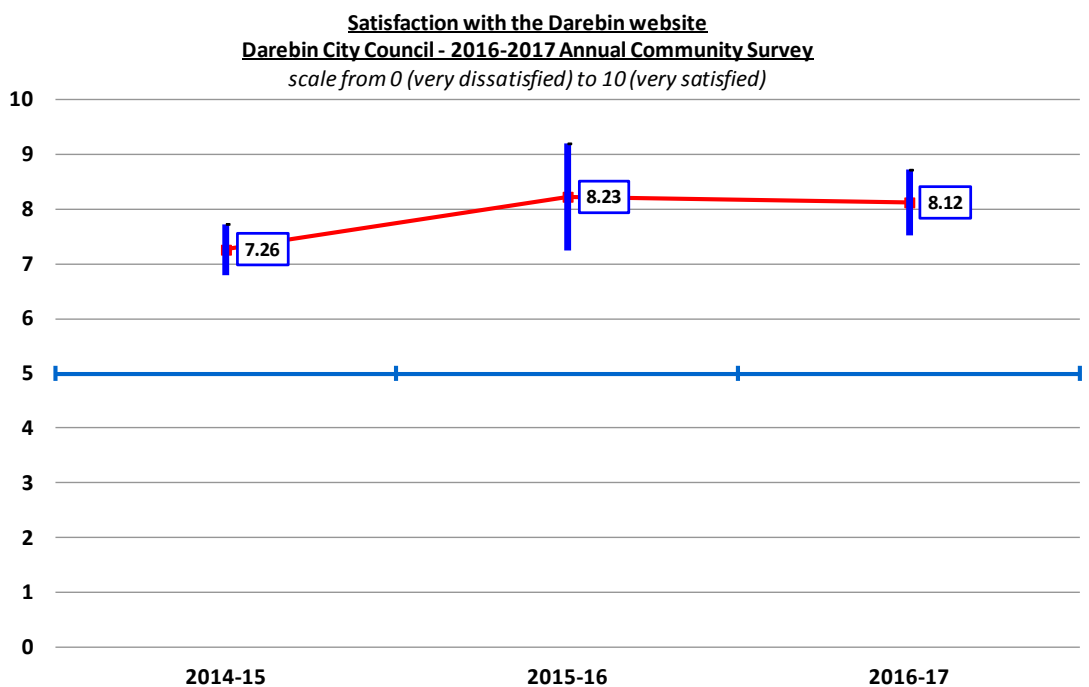




Satisfaction with staff understanding language needs (for respondents from multi-lingual households only) increased marginally but not measurably in 2016-17, up 3.2% to 8.60. Consistent with the results in each of the last ten years satisfaction is a level categorised as “excellent”.



The twenty-three respondents that contacted Council via the website rated satisfaction at 8.12, a level of satisfaction categorised as “excellent”.



## Safety in public areas

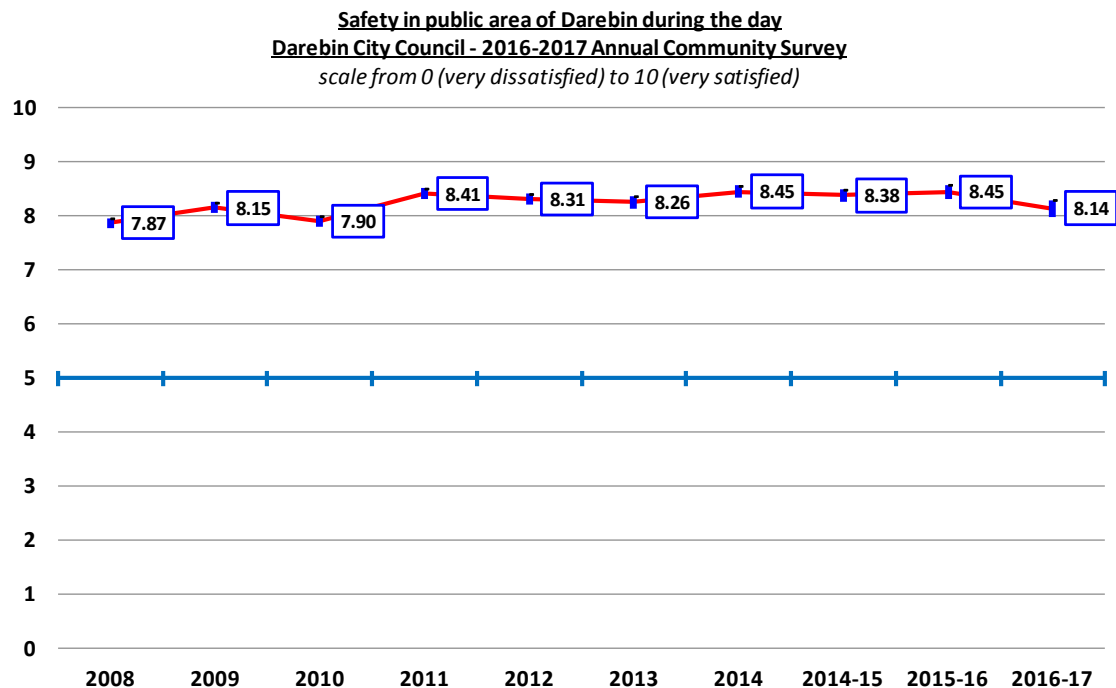
Respondents were asked:

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

### **Safety during the day**

The perception of safety in the public areas of the City of Darebin declined measurably but not significantly in 2016-17, down 3.7% to 8.14.

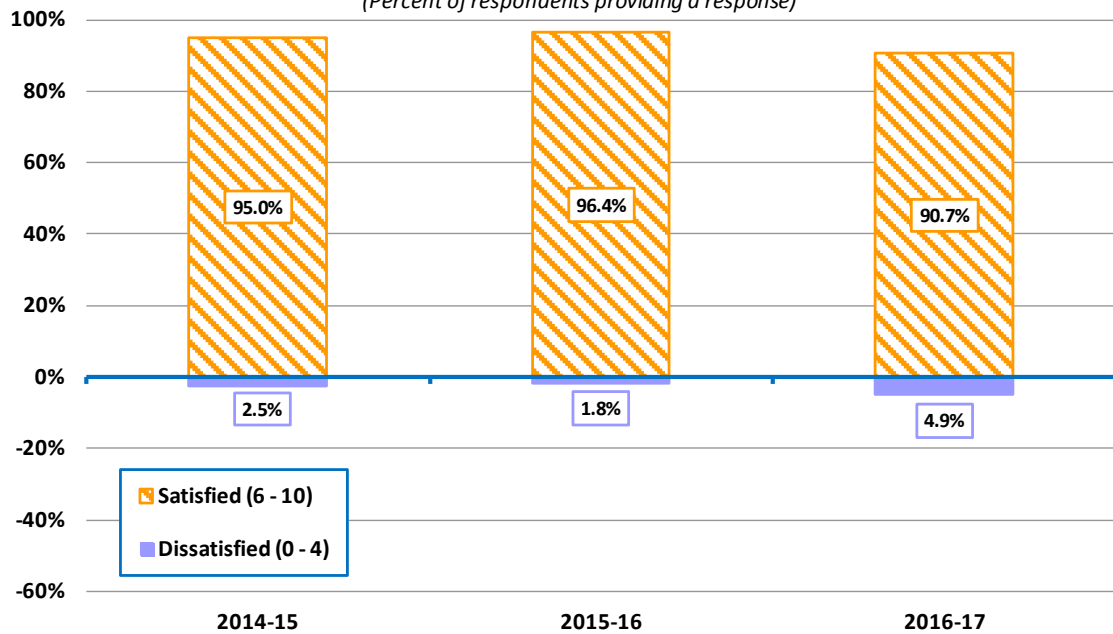
This result is marginally below the long-term average over the last ten years of 8.23, but still represents a very strong perception of safety of the Darebin community out in the public areas of the municipality during the day.



Consistent with the very high average perception of safety in the public areas of the City of Darebin during the day, attention is drawn to the fact that ninety percent (90.7%) of respondents in 2016-17 felt at least somewhat safe in the municipality during the day.

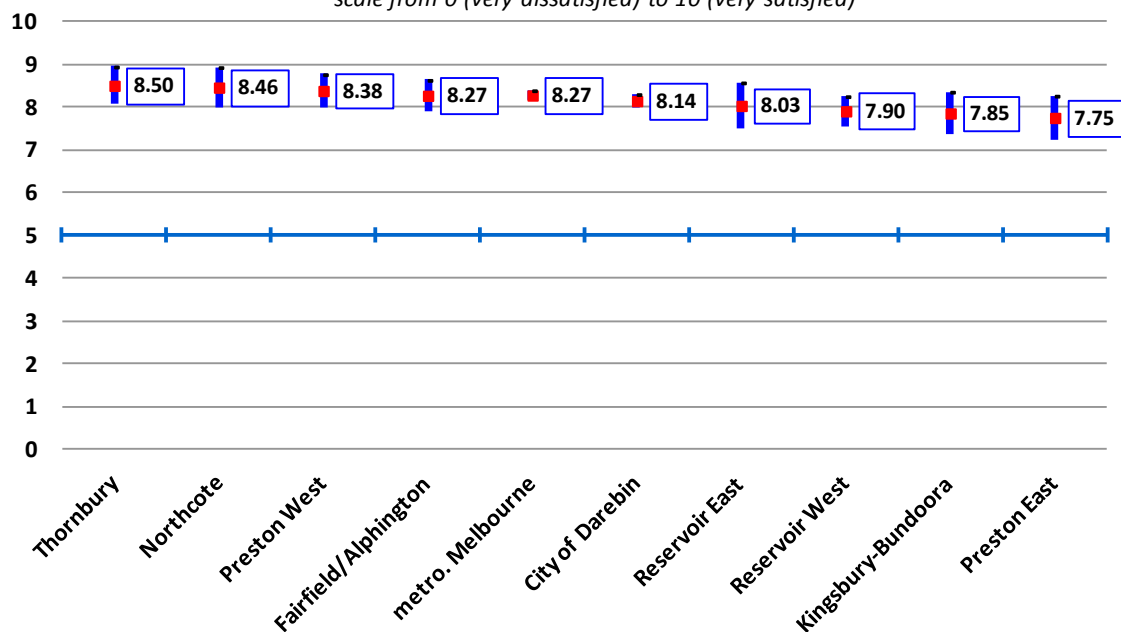
Despite the fact that there was an increase in the proportion of respondents that felt unsafe in the public areas of the City of Darebin during the day, Metropolis Research notes that it remains true that less than five percent of respondents felt unsafe.

**Perception of safety in public areas of Darebin during the day**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Percent of respondents providing a response)*



There was no statistically significant variation in the perception of safety in the public areas of the City of Darebin observed across the eight precincts comprising the City of Darebin. It is also noted that this result was almost identical to the 2017 metropolitan Melbourne average of 8.27.

**Perception of safety in public areas of Darebin during the day by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

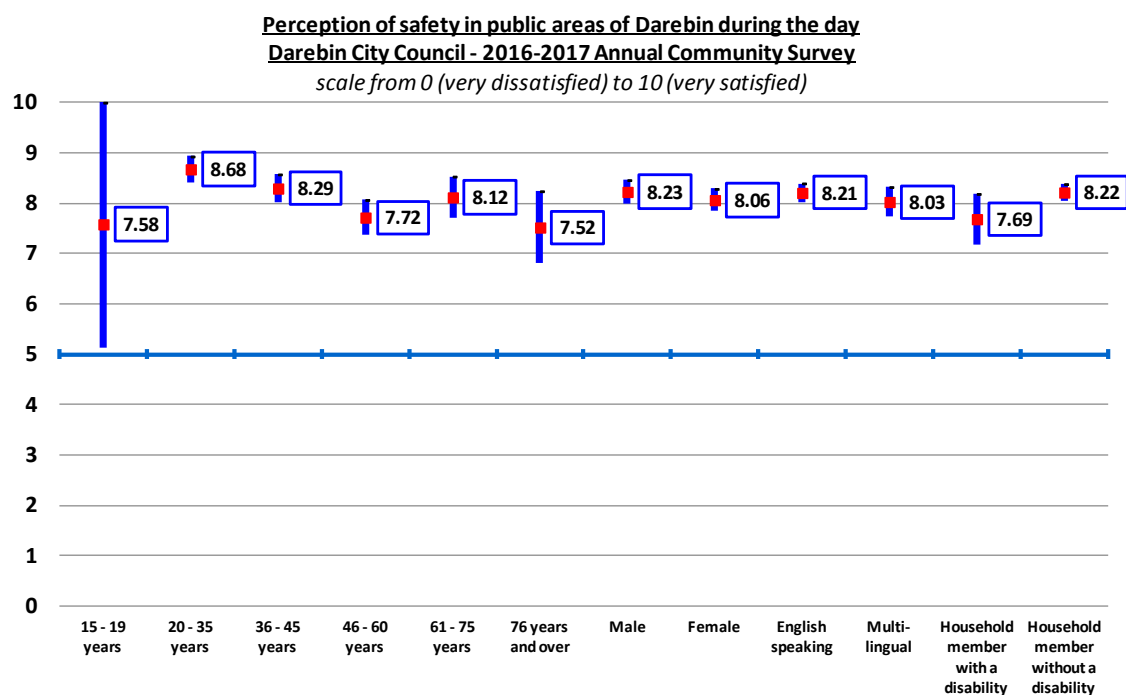


Metropolis Research does note however that the perception of safety is marginally, albeit not measurably higher in most of the southern precincts (Northcote, Thornbury, and Fairfield-Alphington).

It was also marginally but not measurably lower in the northern precincts (Reservoir East, Reservoir West, and Kingsbury-Bundoora). Preston West respondents rated their perception of safety during the day marginally higher than average, whilst respondents from Preston East rated it marginally lower than average.

There was some variation in the perception of safety in the public areas of the City of Darebin during the day observed by respondent profile, with attention drawn to the following:

- ⊗ **Adolescents (aged 15 to 19 years) and senior citizens (aged 76 years and over)** – respondents rated their perception of safety marginally but not measurably lower than other respondents.
- ⊗ **Young adults (aged 20 to 35 years)** – respondents rated their perception of safety somewhat, albeit not measurably and significantly higher than the municipal average.
- ⊗ **Gender** – male respondents rated their perception of safety marginally, albeit not measurably higher than female respondents.
- ⊗ **Language spoken at home** – respondents from English speaking households rated their perception of safety marginally, albeit not measurably higher than respondents from multi-lingual households.
- ⊗ **Disability status** – respondents from households with a member with a disability rated their perception of safety significantly, albeit not measurably lower than other respondents.



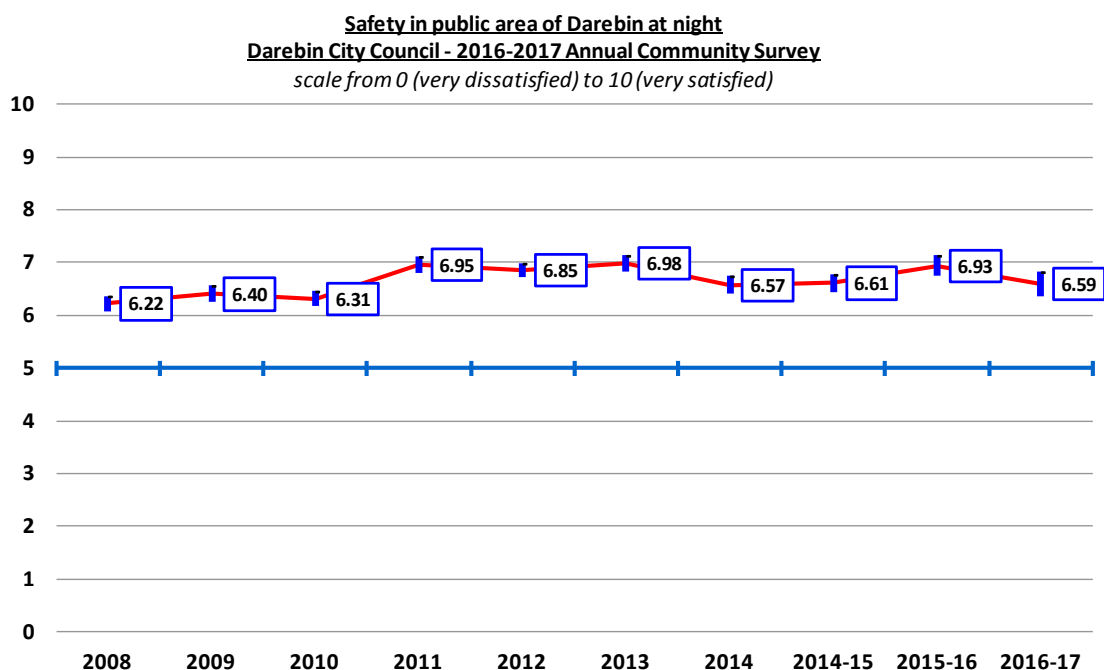
## Safety at night

The perception of safety in the public areas of the City of Darebin at night declined significantly, albeit not measurably in 2016-17, down five percent to 6.59. This result is very marginally lower than the long-term average of the last ten years of 6.64.

Metropolis Research notes that the perception of safety at night has declined very significantly in many areas of metropolitan Melbourne in the last year or so, most particularly in the outer urban areas of metropolitan Melbourne. Feedback received by Metropolis Research in the field has been that issues around a fear of violent home invasion and break-ins at night have been the major cause of concern for residents particularly in growth areas.

By way of comparison the 2017 *Governing Melbourne* research recorded average perception of safety at night of 6.60, almost identical to this City of Darebin result of 6.59.

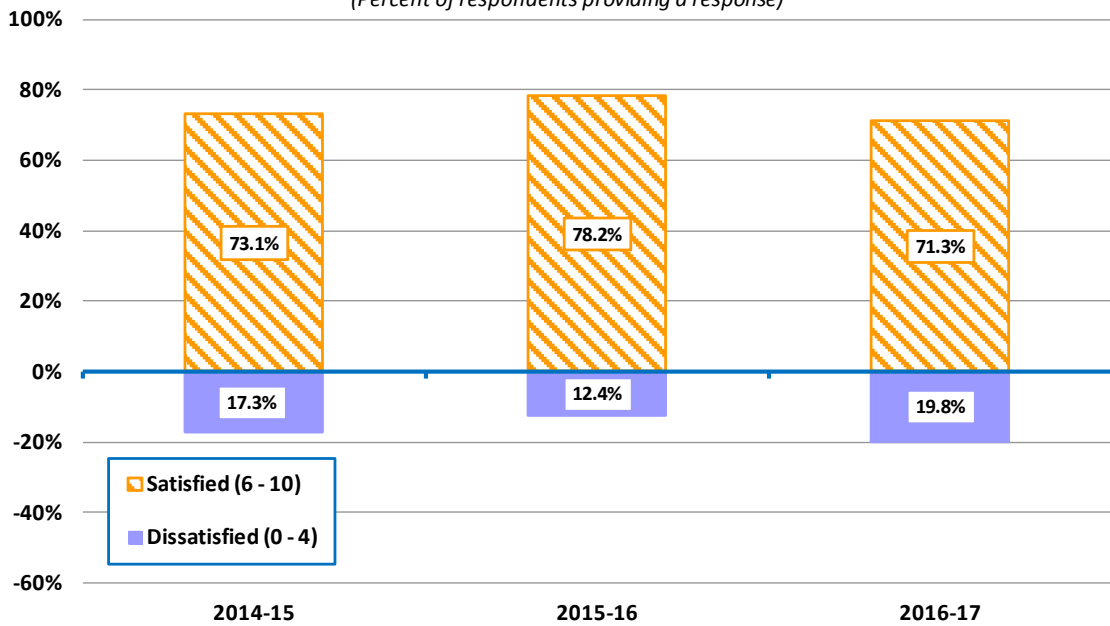
This trend of lower perception of safety at night has not been as acute in the inner and middle-ring municipalities, including these City of Darebin results, as well as in recent research in the City of Yarra conducted by Metropolis Research.



Consistent with the small decline in the average perception of safety in the public areas of the City of Darebin at night, it is noted that the proportion of respondents that feel safe at night declined marginally in 2016-17, down from 78.2% to 71.3%.

The proportion of respondents that felt unsafe in the public areas of the City of Darebin at night increased somewhat in 2016-17, up from 12.4% to 19.8%.

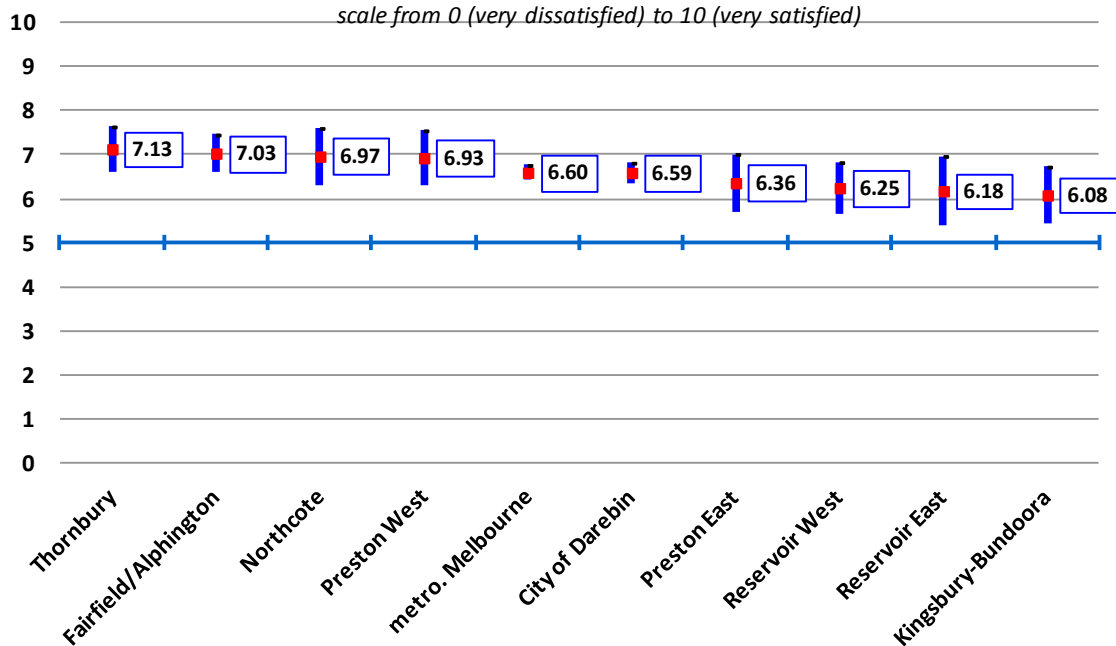
**Perception of safety in public areas of Darebin at night**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Percent of respondents providing a response)*



There was no statistically significant variation in the perception of safety in the public areas of the City of Darebin at night observed across the eight precincts comprising the municipality, although attention is drawn to the following:

- ⊗ **Thornbury and Fairfield–Alphington** – respondents rated their perception of safety at night marginally, albeit not measurably higher than the municipal average.
- ⊗ **Reservoir East and Kingsbury-Bundoora** – respondents rated their perception of safety at night marginally, albeit not measurably lower than the municipal average.

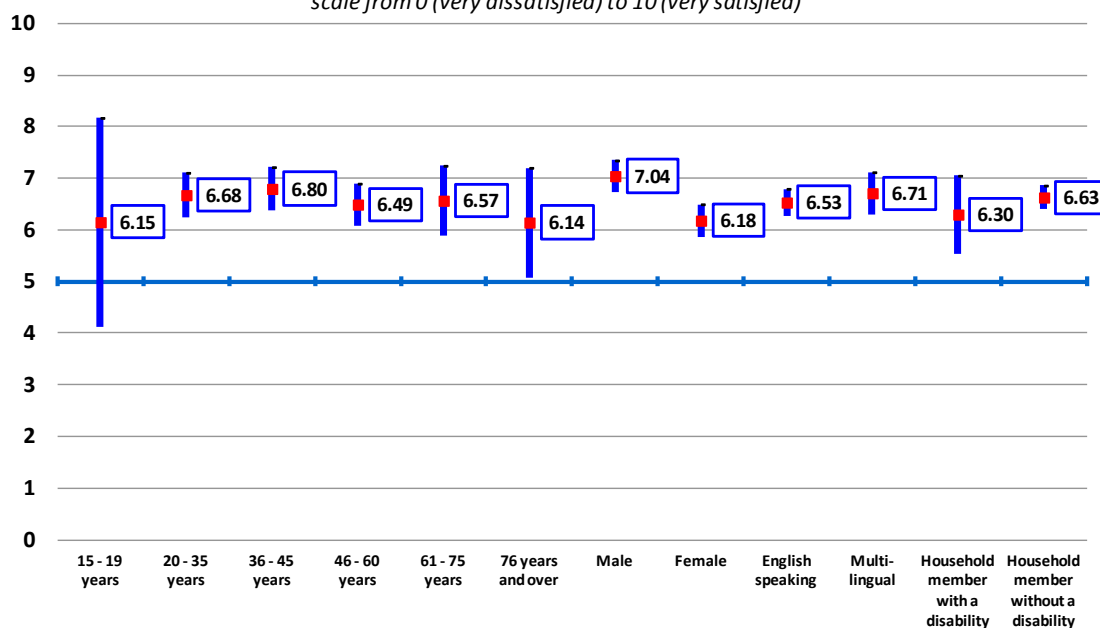
**Perception of safety in public areas of Darebin at night by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was measurable and significant variation in the perception of safety at night observed by respondent profile, with attention drawn to the following:

- ⊗ **Age structure** – there was no statistically significant variation in the perception of safety at night observed by age structure.
- ⊗ **Gender** – female respondents rated the perception of safety at night measurably and significantly lower than male respondents.
- ⊗ **Language spoken at home** – there was not statistically significant variation in the perception of safety at night observed by language spoken at home. This is an interesting result, as Metropolis Research would typically find that respondents from multi-lingual households would tend to feel less safe than respondents from English speaking households. The fact that this is not the case in Darebin speaks well of the level of harmony in the diverse Darebin community.
- ⊗ **Disability status** – respondents from households with a member with a disability rated their perception of safety marginally but not measurably lower than other respondents.

**Perception of safety in public areas of Darebin at night**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



## Council as an organisation

Respondents were asked:

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

Respondents were again in 2016-17 asked to rate their agreement with six statements about Darebin City Council as an organisation. Whilst agreement with four statements declined marginally and increased marginally for two statements, none of these changes were statistically significant.

Agreement with these six statements about Darebin City Council as an organisation can best be summarised as follows:

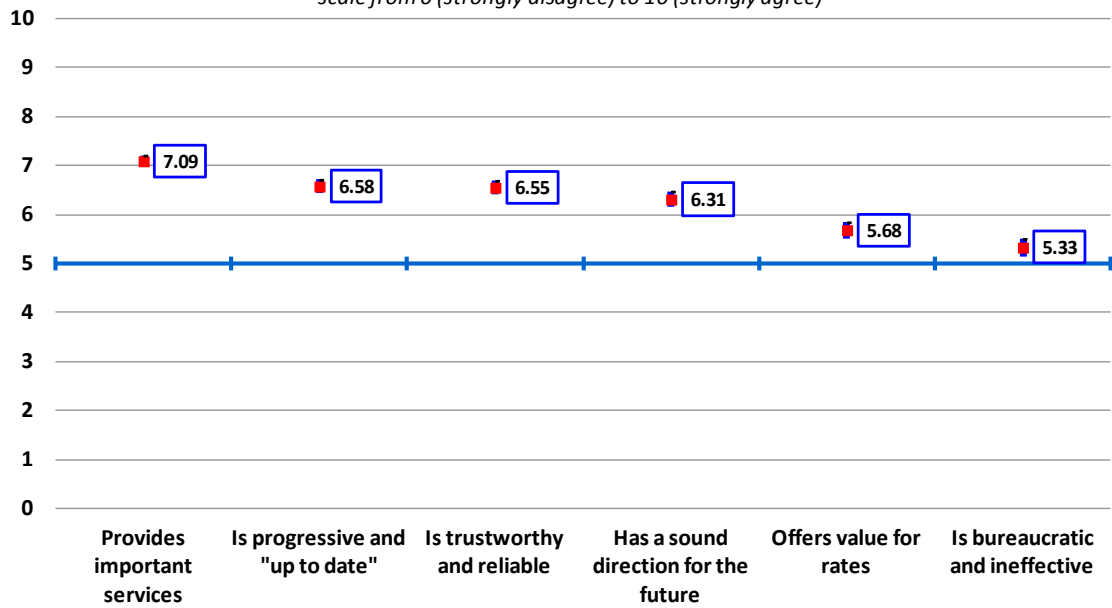
- ⊗ **Strong Agreement** – that Darebin City Council provides important services. More than four-fifths (85.7%) of respondents agreed with this statement and just 6.9% disagreed.
- ⊗ **Solid Agreement** – that Darebin City Council is progressive and up-to-date, is trustworthy and reliable, and has a sound direction for the future. Approximately three-quarters of respondents agreed with these three statements, whilst less than one-sixth disagreed.
- ⊗ **Mild Agreement** – that Darebin City Council offers value for rates. A little more than half (57.8%) of respondents agreed with this statement, whilst almost one-quarter (23.2%) disagreed.
- ⊗ **Mild Agreement** – that Darebin City Council is bureaucratic and ineffective. This statement was written in the negative, and therefore a lower score is more positive than a higher score. A little less than one-third (31.9%) of respondents disagreed that Council is bureaucratic and ineffective, and a little less than half (46.6%) agreed.

Metropolis Research notes that the agreement with these six statements show that whilst a significant majority of respondents agree that Council offers important service, is progressive and up-to-date, is trustworthy and reliable and offers value for rates, the community is on average mildly to solidly in agreement.

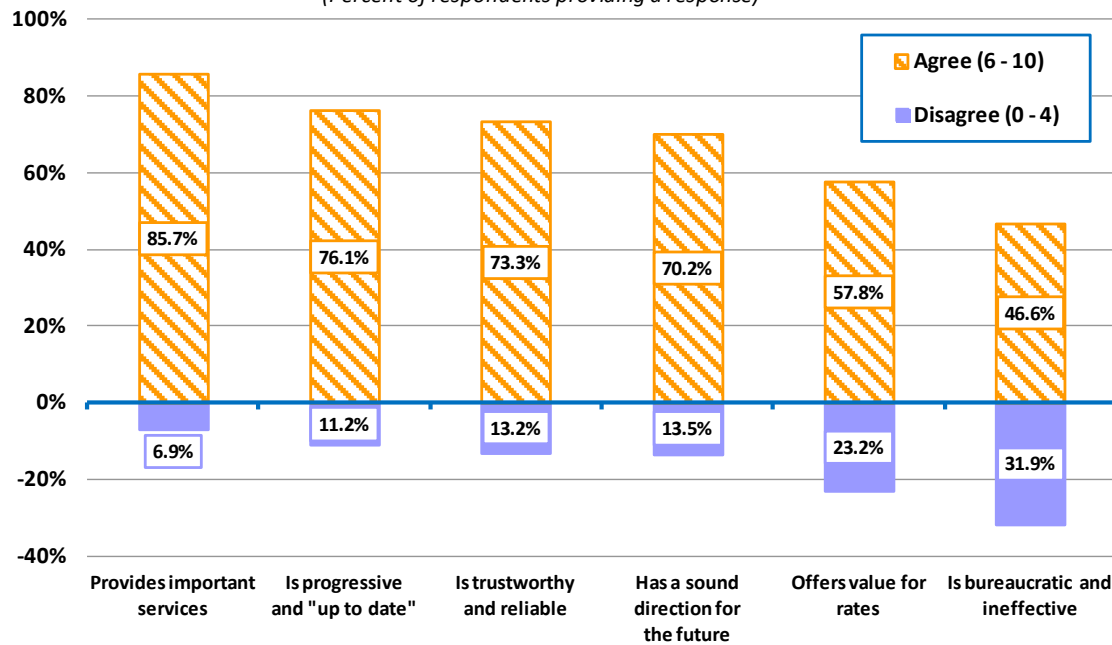
There is a significant minority of respondents in the City of Darebin that believe that Council does not offer value for rates and that Council is bureaucratic and ineffective.



**Agreement with selected statements about Darebin City Council**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (strongly disagree) to 10 (strongly agree)*



**Agreement with selected statements about Darebin City Council**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Percent of respondents providing a response)*



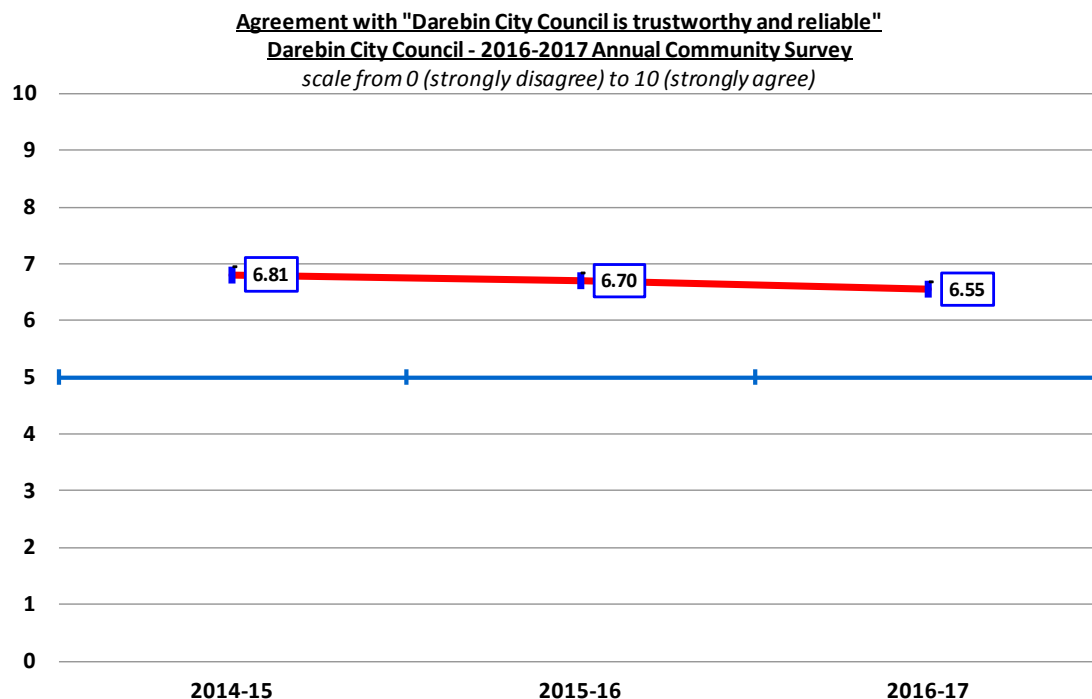
**Agreement with selected statements about Darebin City Council**

**Darebin City Council - 2016-2017 Annual Community Survey**

*(Number and percent of respondents providing a response)*

<i>Aspect</i>	<i>Year</i>	<i>Disagree (0 - 4)</i>	<i>Neutral (5)</i>	<i>Agree (6 - 10)</i>	<i>Can't say</i>
Is trustworthy and reliable	2014-15	10.5%	12.4%	77.1%	108
	2015-16	12.5%	11.8%	75.7%	97
	2016-17	13.2%	13.5%	73.3%	100
Provides important services	2014-15	5.9%	9.4%	84.8%	58
	2015-16	6.0%	7.8%	86.2%	58
	2016-17	6.9%	7.3%	85.7%	87
Is bureaucratic and ineffective	2014-15	33.7%	20.3%	46.0%	73
	2015-16	32.3%	18.3%	49.4%	207
	2016-17	31.9%	21.5%	46.6%	228
Offers value for rates	2014-15	19.6%	15.3%	65.2%	166
	2015-16	22.8%	15.6%	61.6%	185
	2016-17	23.2%	19.0%	57.8%	213
Has a sound direction for the future	2014-15	16.2%	15.4%	68.4%	93
	2015-16	13.5%	15.2%	71.3%	264
	2016-17	13.5%	16.2%	70.2%	339
Is progressive and "up to date"	2014-15	13.0%	12.6%	74.4%	153
	2015-16	11.0%	15.8%	73.2%	133
	2016-17	11.2%	12.7%	76.1%	197

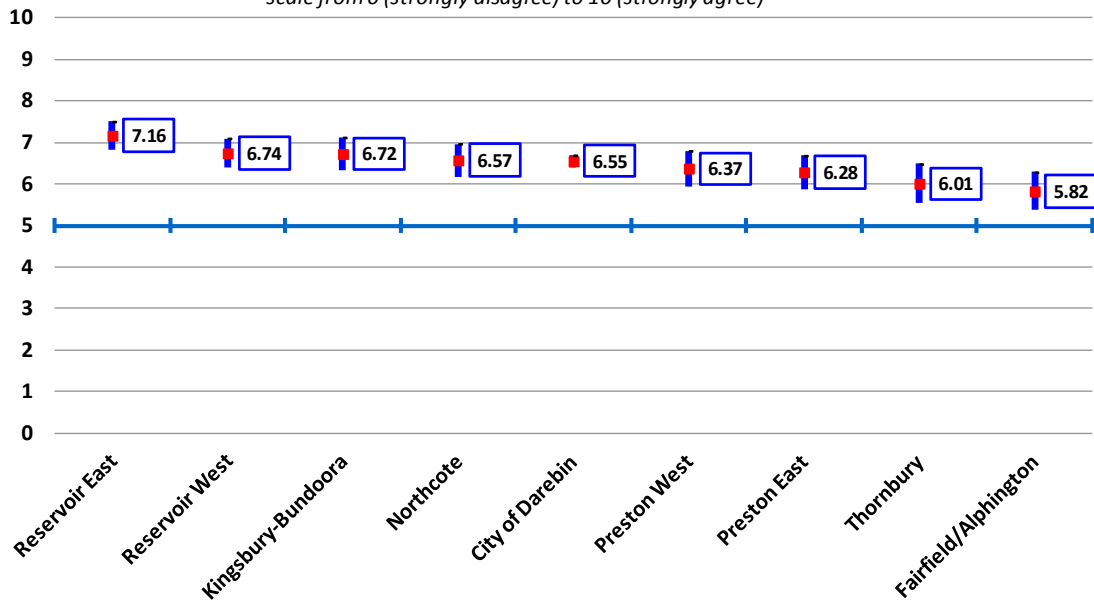
Average agreement that Darebin City Council is trustworthy and reliable declined marginally but not measurably in 2016-17, down 2.2% to 6.55, although it remains categorised as “solid” agreement.



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

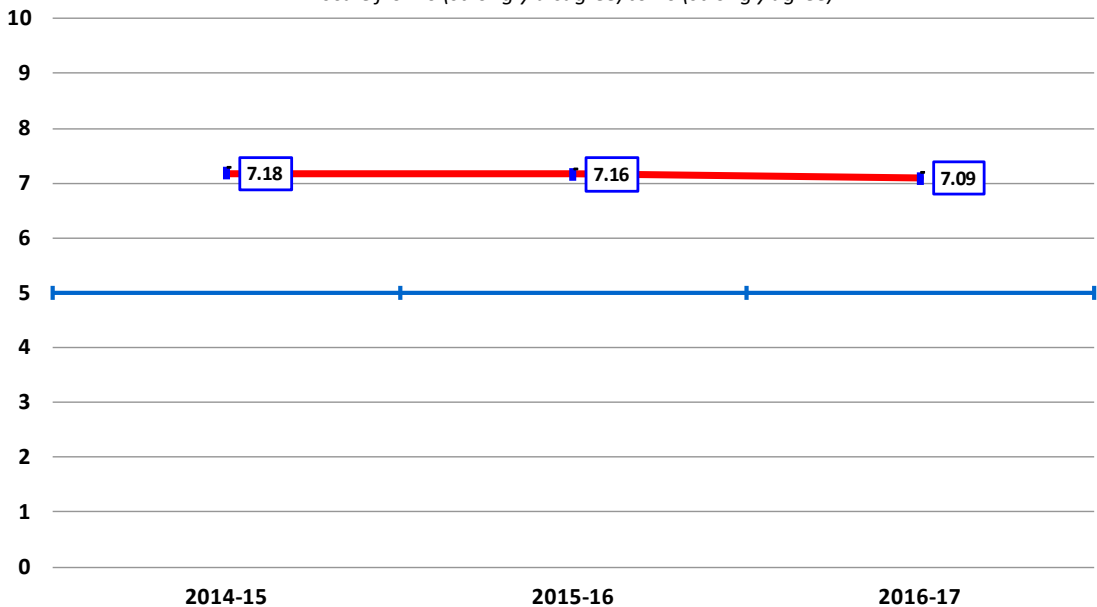
- ⊗ **Reservoir East** – respondents rated agreement measurably and significantly higher than the municipal average and at a level categorised as “strong agreement”.
- ⊗ **Fairfield-Alphington** – respondents rated agreement measurably and significantly lower than the municipal average and at a level categorised as “mild agreement”.

**Agreement that "Darebin City Council is trustworthy and reliable"**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (strongly disagree) to 10 (strongly agree)*

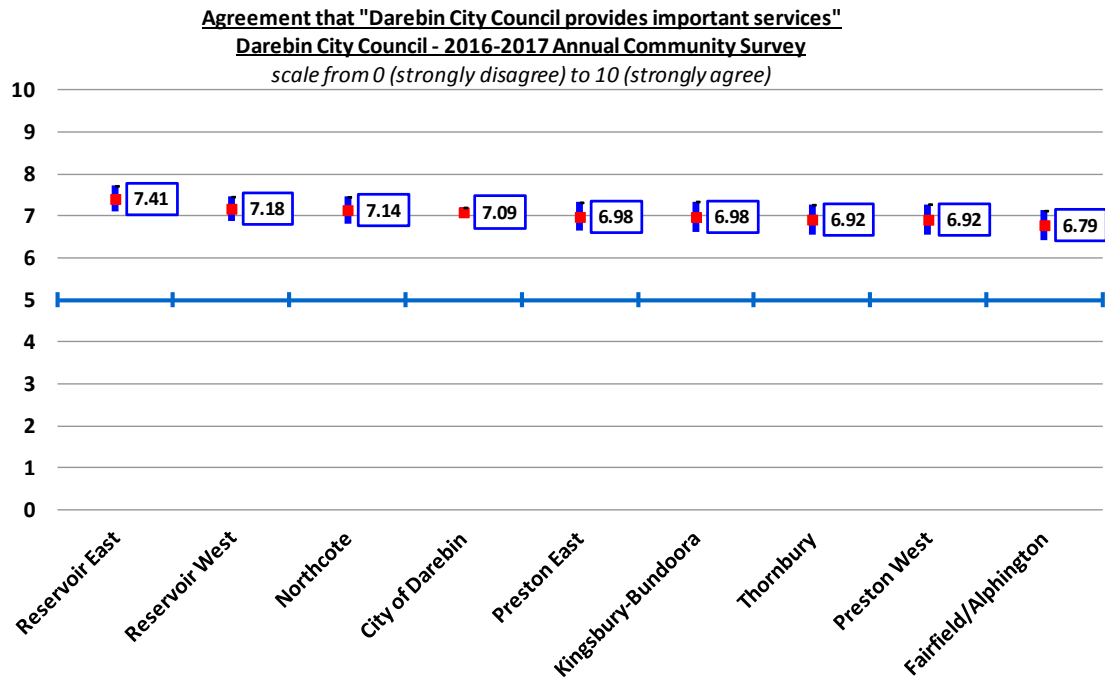


Average agreement that Darebin City Council provides important services declined for the second consecutive year, down marginally but not measurably to 7.09 (down 0.9%).

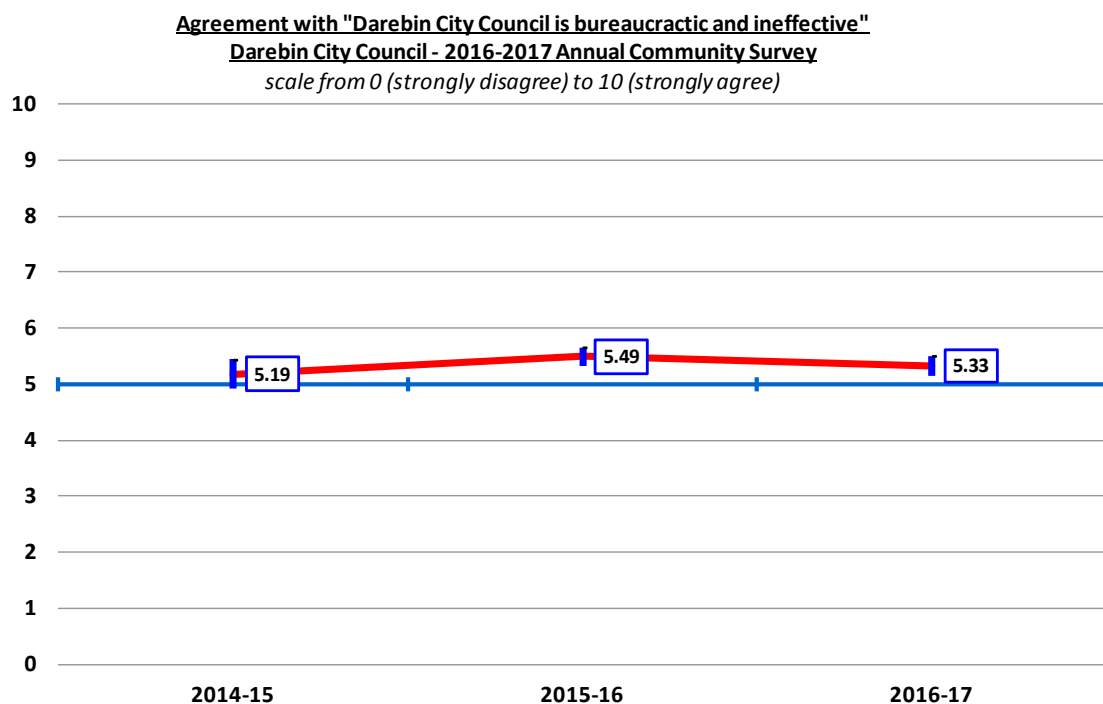
**Agreement with "Darebin City Council provides important services"**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (strongly disagree) to 10 (strongly agree)*



There was no statistically significant variation in this result observed across the eight precincts comprising the City of Darebin.

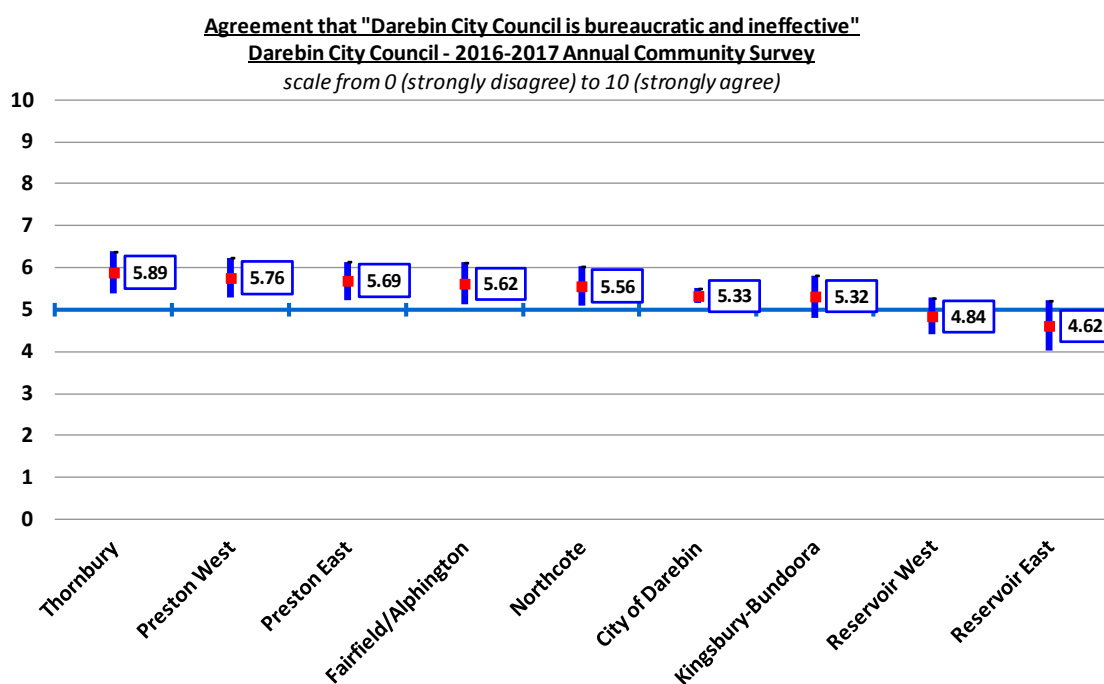


Average agreement that Darebin City Council is bureaucratic and ineffective declined marginally but not measurably in 2016-17, down 2.9% to 5.33. Agreement with this statement has been observed at "mild" levels of agreement in each of the last three years.



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

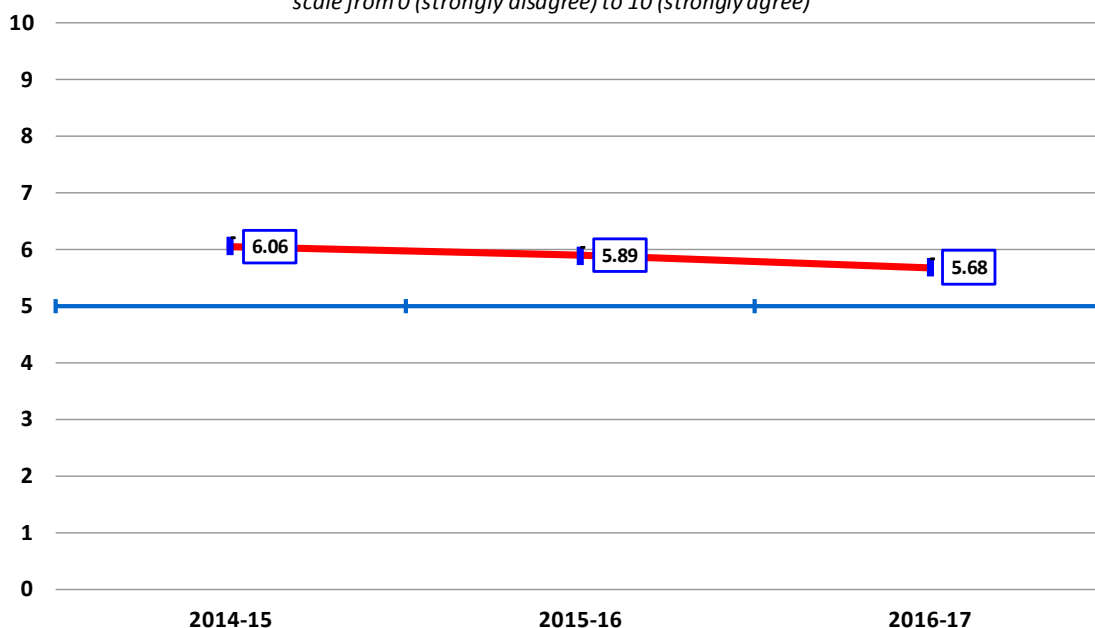
- ⊗ **Thornbury** – respondents rated agreement somewhat, albeit not measurably higher than the municipal average.
- ⊗ **Reservoir West and Reservoir East** – respondents rated agreement measurably and significantly lower than the municipal average, and at levels categorised as “mild disagreement”.



Average agreement that Darebin City Council offers value for rates has declined marginally but not measurably for the second consecutive year, down 3.6% to 5.68.

Despite this decline, average agreement with this statement remains at a level categorised as “mild agreement”.

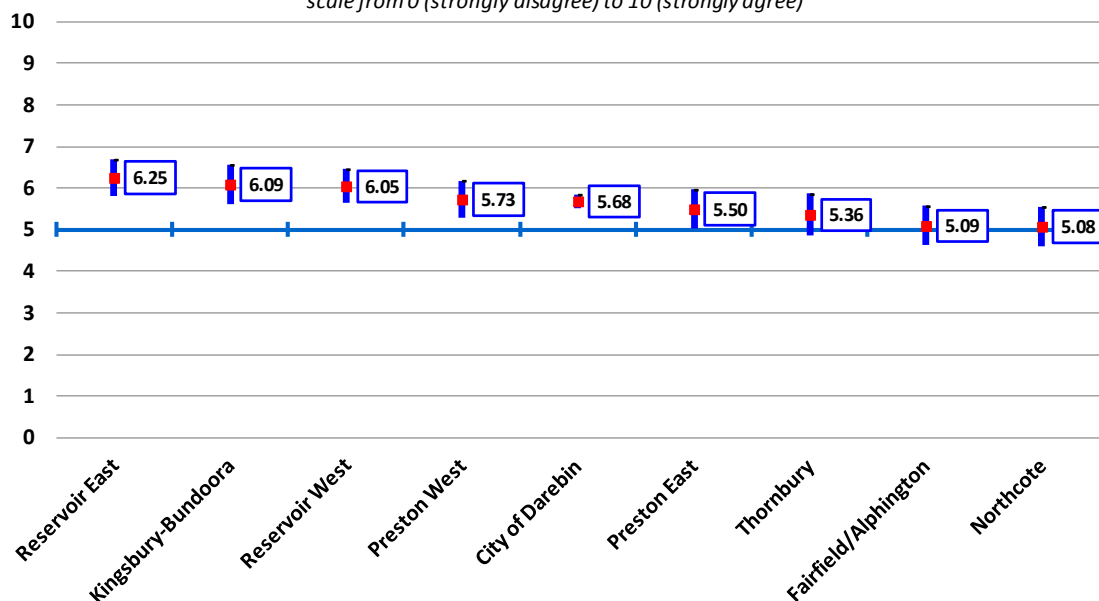
**Agreement with "Darebin City Council offers values for rates"**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (strongly disagree) to 10 (strongly agree)*



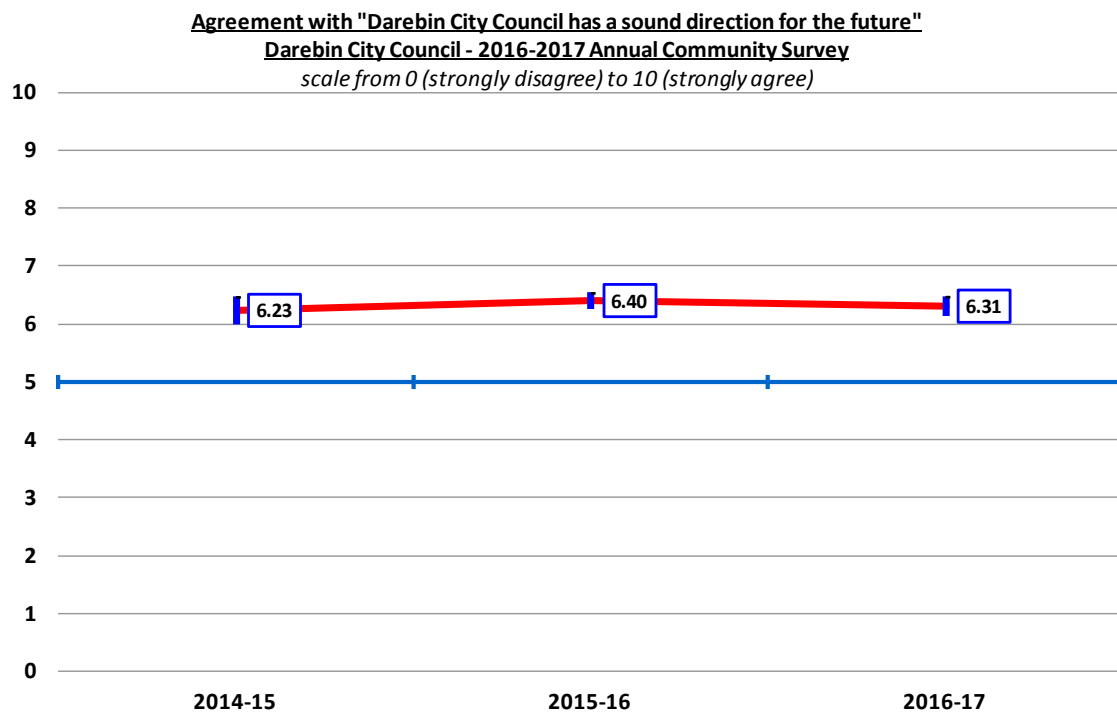
There was significant variation in agreement that Darebin City Council offers value for rates observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ **Reservoir East** – respondents rated agreement measurably and significantly higher than the municipal average and at a level categorised as “solid agreement”.
- ⊗ **Fairfield-Alphington and Northcote** – respondents rated agreement measurably and significantly lower than the municipal average and at levels categorised as “mild agreement”.

**Agreement that "Darebin City Council offers value for rates"**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (strongly disagree) to 10 (strongly agree)*



Average agreement that Darebin City Council has a sound direction for the future declined marginally but not measurably in 2016-17, down 1.4% to 6.31, although it remains at a level categorised as “solid agreement”.

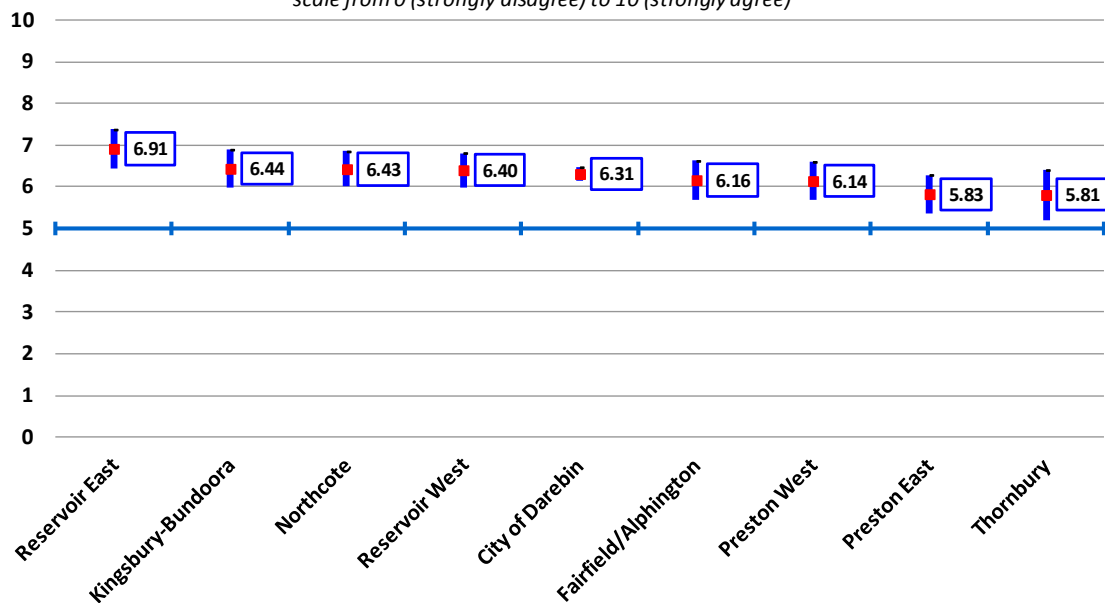


There was some measurable variation in agreement that Darebin City Council has a sound direction for the future observed across the eight precincts comprising the City of Darebin, with attention drawn to the future:

- ⊗ **Reservoir East** – respondents rated agreement measurably and significantly higher than the municipal average, although still at a level categorised as “solid agreement”.
- ⊗ **Preston East and Thornbury** – respondents rated agreement somewhat, albeit not measurably lower than the municipal average and at a level categorised as “mild agreement”.

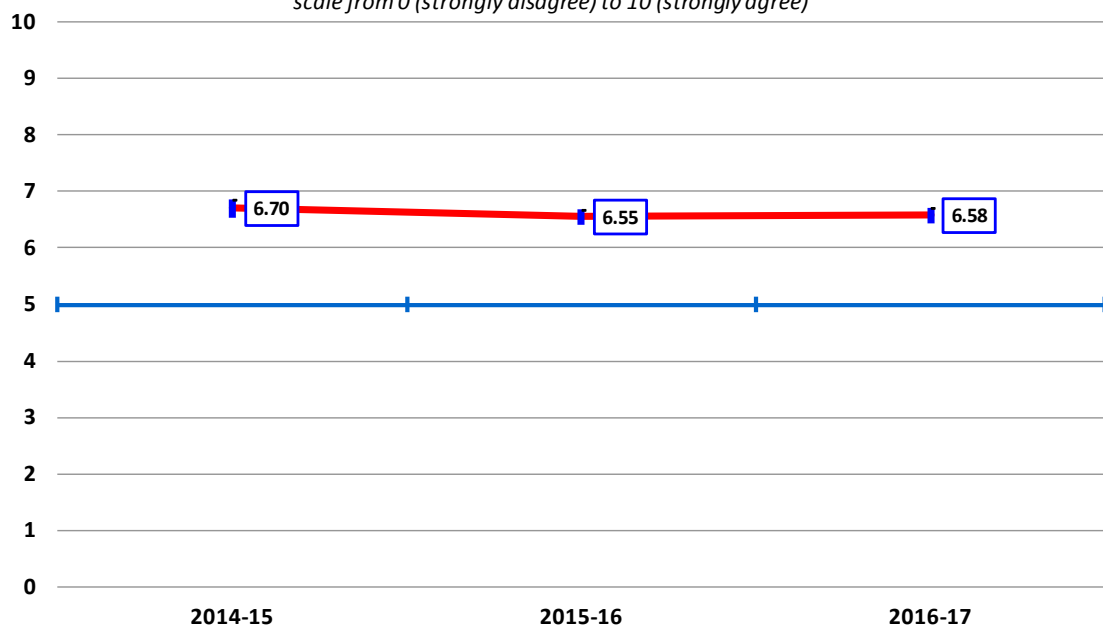


**Agreement that "Darebin City Council has a sound direction for the future"**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*scale from 0 (strongly disagree) to 10 (strongly agree)*



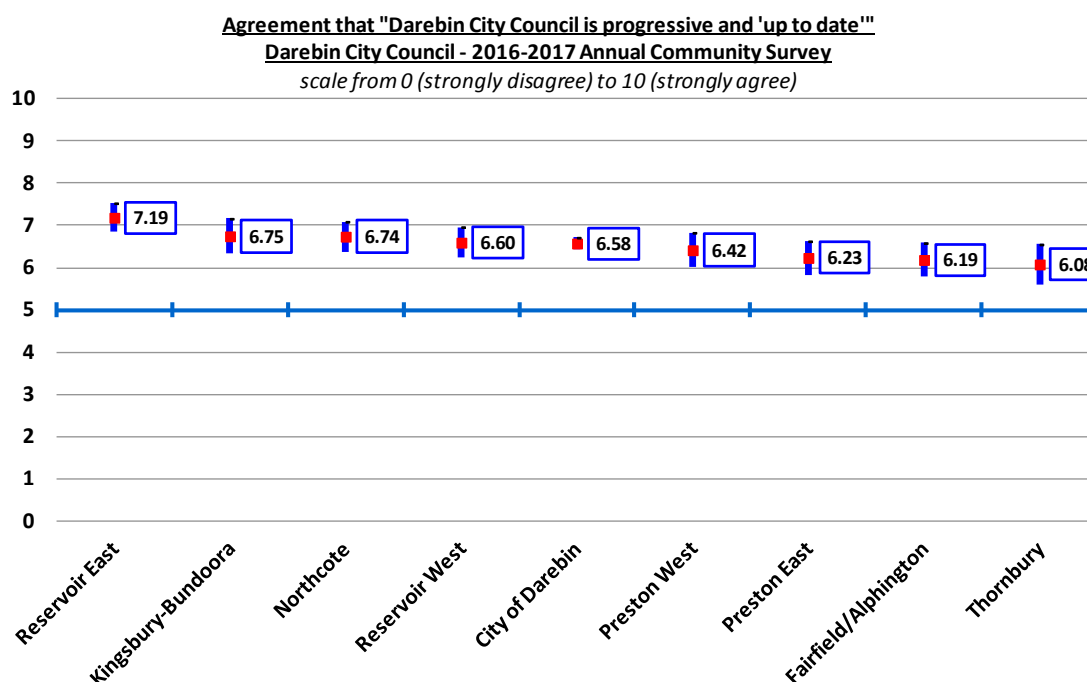
Average agreement that Darebin City Council is “progressive and up-to-date” increased marginally but not measurably in 2016-17, up by less than one percent to 6.58. Agreement with this statement has been categorised as “solid agreement” in each of the last three years.

**Agreement with "Darebin City Council is progressive and 'up to date'"**  
**Darebin City Council - 2016-2017 Annual community Survey**  
*scale from 0 (strongly disagree) to 10 (strongly agree)*



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

- ⊗ **Reservoir East** – respondents rated agreement measurably and significantly higher than the municipal average and at a level categorised as “strong agreement”.
- ⊗ **Thornbury** – respondents rated agreement somewhat, albeit not measurably lower than the municipal average, although still at a level categorised as “solid agreement”.



## Issues for Council

### *Council advocacy campaigns*

Respondents were asked:

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

A total of 129 advocacy campaigns were identified by eighty-nine respondents in 2016-17, representing a little less than one percent of the total sample of one thousand respondents.

As is clearly evident in the following table, respondents identified a wide range of advocacy campaigns or topics of which they said they were aware.

The most commonly identified campaigns related to the Preston Market Redevelopment (8.5% of campaigns), Level Crossing Removal (7.7%), the Greens advocacy (4.6%), and environmental campaigns more broadly (4.6%).

**Council advocacy campaigns**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and percent of total responses)*

<i>Response</i>	<i>2016-17</i>	
	<i>Number</i>	<i>Percent</i>
Preston market development	11	8.5%
Level crossing removal	10	7.7%
The Green advocacy	6	4.6%
Environment campaigns	6	4.6%
Solar energy campaigns	5	3.9%
Elections / voting	4	3.1%
Advocacy for bike infrastructure	3	2.3%
Aquatic and Recreation Centre	3	2.3%
Batman Park	3	2.3%
Begin to address overdevelopment and infrastructure	3	2.3%
LGBTIQ campaigns	3	2.3%
Quality public housing	3	2.3%
Refugee issues	3	2.3%
Stadium	2	1.5%
Arts programmes	2	1.5%
Chandler Highway Bridge	2	1.5%
Climate change	2	1.5%
Campaigns against racism	2	1.5%
Diversity Action Plan	2	1.5%
Domestic violence	2	1.5%
Dumping and cleaning	2	1.5%
Gambling prevention	2	1.5%
Improve traffic flow	2	1.5%
Library	2	1.5%
Local food strategy	2	1.5%
Multicultural campaigns	2	1.5%
Sustainability	2	1.5%
Tram line extension	2	1.5%
86 tram line stop removal	1	0.7%
Advocating for Council services - to have an input on Meals on Wheels and services for new arrivals	1	0.5%
Ban the bag	1	1.0%
Campaigns to state governments	1	0.8%

**Council advocacy campaigns**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and percent of total responses)*

<i>Response</i>	<i>2016-2017</i>	
	<i>Number</i>	<i>Percent</i>
Car parking	1	0.7%
Children's Christmas	1	0.7%
Cleaning in the waterways	1	1.0%
Communal food hub for Darebin	1	0.8%
Edwards Lake Park - community involvement	1	1.0%
Encouraging people to walk	1	0.7%
Healthy Darebin campaign	1	0.8%
Help those living on poverty line	1	1.0%
Homecare services	1	0.7%
Housing quality	1	0.8%
I know about going to communication	1	0.5%
Lots of improvements to the Edwards Reserve	1	1.0%
Missing cat	1	0.8%
Picking up dog poo in the parks	1	0.7%
Pockets of land released by state - purchase of road to keep green spaces	1	1.0%
Programs to parents	1	0.8%
Purchase at Rivoli Theatre and transformation into Arts & Culture	1	1.0%
Rebuilding Mott Reserve	1	0.7%
Reservoir community advocacy group	1	1.1%
Resurfacing of roads	1	0.7%
Safety around Polarise Centre	1	0.5%
Senior citizens groups	1	1.1%
Services for kinder and childcare	1	0.8%
Small business group seem to be organised and supported	1	0.8%
Support of indigenous people	1	0.7%
Support of women in general	1	0.8%
They fixed the signs but it took a while	1	0.5%
Traffic and road surveys in 2014	1	1.0%
Upgrades to the Darebin Creek trail	1	1.0%
Welcome to asylum seekers	1	0.7%
Windsor Smith Factory	1	0.7%
<b>Total responses</b>	<b>129</b>	<b>100%</b>

**Council advocacy campaigns by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and percent of total responses)*

<i>Response</i>	<i>2016-17</i>	
	<i>Number</i>	<i>Percent</i>
<i>Reservoir East</i>		
Level crossing removal	5	3.9%
Climate change	2	1.6%
Quality public housing	2	1.6%
A new stadium	1	0.8%
Campaigns against racism	1	0.8%
Elections	1	0.8%
Preston market	1	0.8%
Reservoir community advocacy group	1	0.8%
Senior citizens groups	1	0.8%
Solar energy	1	0.8%
Sustainability	1	0.8%
The Green advocacy	1	0.8%
<i>Reservoir West</i>		
Preston market	4	3.1%
Level crossing removal	2	1.6%
Voting	2	1.6%
Edwards Lake Park - community involvement	1	0.8%
Help those living on poverty line	1	0.8%
Improve traffic flow	1	0.8%
Lots of improvements to the Edwards Reserve	1	0.8%
Pockets of land released by state - purchase of road to keep green spaces	1	0.8%
Tram line extension	1	0.8%
Upgrades to the Darebin Creek trail	1	0.8%
<i>Preston East</i>		
Aquatic and Recreation Centre	2	1.6%
Solar energy campaigns	2	1.6%
86 tram line stop removal	1	0.8%
Domestic violence	1	0.8%
Encouraging people to walk	1	0.8%
Homecare services	1	0.8%
Library	1	0.8%
Overdevelopment	1	0.8%
Picking up dog poo in the parks	1	0.8%
Preston Market	1	0.8%
Rebuilding Mott Reserve	1	0.8%
Resurfacing of roads	1	0.8%
Sustainability	1	0.8%
Welcome to asylum seekers	1	0.8%

**Council advocacy campaigns by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and percent of total responses)*

<i>Response</i>	<i>2016-17</i>	
	<i>Number</i>	<i>Percent</i>
<i>Preston West</i>		
Preston Market	4	3.1%
Bicycle infrastructure	2	1.6%
Environment campaigns	2	1.6%
Car parking	1	0.8%
Children's Christmas	1	0.8%
Dumping and cleaning	1	0.8%
LGBTIQ campaigns	1	0.8%
Multicultural campaigns	1	0.8%
Support of indigenous people	1	0.8%
Windsor Smith Factory	1	0.8%
<i>Fairfield/Alphington</i>		
Level crossing removal	4	3.1%
Chandler Highway Bridge	2	1.6%
Local food strategy	2	1.6%
Refugee issues	2	1.6%
Solar energy campaigns	2	1.6%
The Green advocacy	2	1.6%
Beginning to address overdevelopment and infrastructure	1	0.8%
Campaigns to state governments	1	0.8%
Communal food hub for Darebin	1	0.8%
Diversity Action Plan	1	0.8%
Domestic violence	1	0.8%
Environment campaigns	1	0.8%
Healthy Darebin campaign	1	0.8%
LGBTIQ campaigns	1	0.8%
Library	1	0.8%
Missing cat	1	0.8%
The Batman Park	1	0.8%
<i>Kingsbury-Bundoora</i>		
Advocating for Council services - to have an input on Meals on Wheels and services for new arrivals	1	0.8%
I know about going to communication	1	0.8%
Improve traffic flow	1	0.8%
LGBTIQ	1	0.8%
Multicultural campaigns	1	0.8%
Safety around Polarise Centre	1	0.8%
They fixed the signs but it took a while	1	0.8%

**Council advocacy campaigns by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and percent of total responses)*

<i>Response</i>	<i>2016-17</i>	
	<i>Number</i>	<i>Percent</i>
<i>Thornbury</i>		
Green advocacy	2	1.6%
Campaigns against racism	1	0.8%
Dumping and cleaning	1	0.8%
Environment campaigns	1	0.8%
Gambling prevention	1	0.8%
Multisport Stadium	1	0.8%
Overdevelopment	1	0.8%
Preston Market	1	0.8%
programs to parents	1	0.8%
Quality public housing	1	0.8%
Services fro kinder and childcare	1	0.8%
Small business group seem to be organised and supported	1	0.8%
Solar energy campaigns	1	0.8%
Support of women in general	1	0.8%
<i>Northcote</i>		
Arts programmes	2	1.6%
Batman Park	2	1.6%
The Green advocacy	2	1.6%
Advocacy for bike infrastructure	1	0.8%
Aquatic and Recreation Centre	1	0.8%
Ban the bag	1	0.8%
Cleaning in the waterways	1	0.8%
Diversity Action Plan	1	0.8%
Elections	1	0.8%
Gambling prevention	1	0.8%
Public housing	1	0.8%
Purchase at Rivoli Theatre and transformation into Arts & Culture Centre	1	0.8%
Refugee issues	1	0.8%
Traffic and road surveys in 2014	1	0.8%
<b>Total</b>	<b>128</b>	<b>100%</b>



## ***Improvements in the local area***

Respondents were asked:

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

A total of 378 respondents (37.8% down from 38.9%) identified at least one improvement they had noticed in their local area in the last twelve months, identifying a total of 502 improvements.

Metropolis Research does note that respondents identified a very diverse range of improvements that they had noticed, although in relatively small numbers.

The top three types of improvements noticed by respondents in 2016-17 across the City of Darebin are broadly similar to those observed in the last few years, including:

- ⊗ ***Parks, gardens, and open space related*** – identified by 14.8% in 2016-17, down from 15.4% recorded last year.
- ⊗ ***Road maintenance and repair related*** – identified by 7.8% of respondents in 2016-17, up on the 3.9% recorded last year.
- ⊗ ***Footpath maintenance and repair related*** – identified by 3.5% of respondents in 2016-17, up on the 1.9% recorded last year.

There was relatively little meaningful variation in these results observed across the eight precincts comprising the City of Darebin.

The following section includes the top ten improvements noticed by respondents in each of the eight precincts.



**Improvements noticed in your local area in the last twelve months**

**Darebin City Council - 2016-2017 Annual Community Survey**

*(Number and percent of total respondents)*

<i>Issue</i>	<i>2016-17</i>		<i>2015-16</i>	<i>2014-15</i>
	<i>Number</i>	<i>Percent</i>		
Parks, gardens and open space maintenance	148	14.8%	15.4%	9.5%
Roads maintenance and repairs	78	7.8%	3.9%	11.5%
Footpath maintenance and repairs	35	3.5%	1.9%	2.3%
Traffic management	31	3.1%	2.6%	1.0%
Street trees	22	2.2%	4.5%	4.0%
Bicycles and bike tracks	15	1.5%	2.1%	2.0%
Cleanliness and maintenance of areas	14	1.4%	0.9%	0.0%
Provision and maintenance of general infrastructure	11	1.1%	1.5%	1.3%
Library services	11	1.1%	1.4%	0.3%
Public transport	9	0.9%	2.0%	3.8%
Sports, recreation and entertainment facilities	9	0.9%	1.6%	1.0%
Aesthetics of local area	9	0.9%	1.3%	0.5%
Building, housing, planning and development	9	0.9%	1.2%	1.8%
Quality and provision of local shops	8	0.8%	1.8%	1.3%
Street lighting	8	0.8%	0.9%	1.0%
Consultation, communication and provision of info	8	0.8%	0.4%	0.5%
Parking	8	0.8%	0.1%	0.5%
Rubbish and waste including garbage collection	7	0.7%	1.0%	1.5%
Facilities and activities for children	6	0.6%	1.2%	0.0%
Environment, conservation and climate change	5	0.5%	0.3%	0.8%
Drains maintenance and repairs	5	0.5%	0.1%	1.0%
Street cleaning and maintenance	4	0.4%	0.5%	1.0%
Council management / governance	4	0.4%	0.0%	0.0%
Rates	3	0.3%	0.0%	0.3%
Multicultural issues / cultural diversity	3	0.3%	0.4%	0.0%
Community activities and events	3	0.3%	0.3%	0.3%
Promoting community atmosphere, art and culture	3	0.3%	0.2%	0.5%
Preston market	3	0.3%	0.2%	0.0%
Child care	2	0.2%	0.1%	0.0%
Activities and facilities for youth	2	0.2%	0.0%	0.0%
Graffiti / vandalism	1	0.1%	0.6%	0.3%
Safety, policing and crime	1	0.1%	0.4%	0.8%
Education and schools	1	0.1%	0.3%	0.0%
Recycling collection	1	0.1%	0.1%	0.0%
Public toilets	1	0.1%	0.1%	0.0%
Other	14	1.4%	0.5%	1.6%
<b>Total responses</b>	<b>502</b>		<b>502</b>	<b>198</b>
<i>Respondents providing at least one aspect of improvement</i>	<i>378</i>		<i>389</i>	<i>148</i>
	<i>(37.8%)</i>		<i>(38.9%)</i>	<i>(37.5%)</i>

**Improvements noticed in your local area in the last twelve months by precinct**

**Darebin City Council - 2016-2017 Annual Community Survey**

*(Percent of total respondents)*

<b>Reservoir East</b>		<b>Reservoir West</b>	
Roads maintenance and repairs	10.9%	Parks, gardens, open space	14.0%
Parks, gardens, open space	10.2%	Roads maintenance and repairs	7.8%
Footpath maintenance and repairs	4.7%	Street trees	3.9%
Traffic management	4.7%	Libraries	3.9%
Bicycles and bike tracks	2.3%	Quality and provision of local shops	3.9%
Cleanliness and maintenance of areas	1.6%	Cleanliness and maintenance of areas	3.1%
Community atmosphere, art and culture	1.6%	Footpath maintenance and repairs	3.1%
Street trees	1.6%	Traffic management	3.1%
Education and schools	0.8%	Consultation, comm. and prov. of info	2.3%
All other issues	6.3%	All other issues	15.5%
<b>Preston East</b>		<b>Preston West</b>	
Parks, gardens, open space	16.9%	Parks, gardens, open space	17.9%
Roads maintenance and repairs	8.1%	Roads maintenance and repairs	5.7%
Street trees	4.0%	Footpath maintenance and repairs	4.1%
Footpath maintenance and repairs	3.2%	Street trees	2.4%
Parking	1.6%	Traffic management	2.4%
Building, housing, planning and development	1.6%	Bicycles and bike tracks	2.4%
Prov. and maint. of general infrastructure	1.6%	Facilities and activities for children	2.4%
Rubbish and waste inclu. garbage collection	1.6%	Sports, recreation and facilities	1.6%
Rates	1.6%	Libraries	1.6%
All other issues	11.3%	All other issues	7.3%
<b>Northcote</b>		<b>Thornbury</b>	
Parks, gardens, open space	15.3%	Parks, gardens, open space	17.7%
Roads maintenance and repairs	7.3%	Footpath maintenance and repairs	5.6%
Traffic management	2.4%	Roads maintenance and repairs	4.8%
Aesthetics of local area	2.4%	Traffic management	3.2%
Bicycles and bike tracks	1.6%	Parking	1.6%
Drains maintenance and repairs	1.6%	Cleanliness and maintenance of areas	1.6%
Consultation, comm. and prov. of info	1.6%	Building, housing, planning and development	1.6%
Public transport	1.6%	Street trees	1.6%
Cleanliness and maintenance of areas	0.8%	Prov. and maint. of general infrastructure	1.6%
All other issues	6.5%	All other issues	
<b>Kingsbury-Bundoora</b>		<b>Fairfield/Alphington</b>	
Roads maintenance and repairs	12.1%	Parks, gardens, open space	16.9%
Parks, gardens, open space	11.3%	Roads maintenance and repairs	4.8%
Footpath maintenance and repairs	5.6%	Footpath maintenance and repairs	3.2%
Traffic management	5.6%	Street trees	2.4%
Cleanliness and maintenance of areas	1.6%	Traffic management	2.4%
Building, housing, planning and development	1.6%	Parking	1.6%
Street lighting	1.6%	Building, housing, planning and development	1.6%
Prov. and maint. of general infrastructure	1.6%	Street lighting	1.6%
Street trees	0.8%	Bicycles and bike tracks	1.6%
All other issues	7.3%	All other issues	12.1%

## ***Issues for Council to address in the next twelve months***

Respondents were asked:

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

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

A total of 734 respondents representing 73.4% (up from 73.0%) of the total sample identified 1,492 separately categorised responses.

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

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

In 2016-17, the most important issue identified by respondents in the City of Darebin remains traffic management related issues. This issue was identified by a little less than twice as many respondents as the next most commonly identified issue, that being building, housing, planning and development related issues (22.8% compared to 14.1%).

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

- ⊗ ***Traffic management*** – identified by 22.8% of respondents in 2016-17, down marginally on the 24.2% reported in 2015-16. This issue remains the most common issue for Council to address and is a significant issue in the Darebin community. Issues with the management of traffic and traffic congestion are a major theme identified in this report, including satisfaction with Council’s performance managing local traffic which is the service with the lowest level of satisfaction (6.38 compared to an average of 7.26). The section of this report that covers satisfaction with the volume and speed of traffic on both local streets and main roads showed relatively low levels of satisfaction with the volume and speed of traffic in and around the City of Darebin. Respondents that identified traffic management issues were on average somewhat less satisfied with Council’s overall performance than the municipal average (6.43 compared to 6.69). This is a finding that is not unique to the City of Darebin, and has been observed by Metropolis Research elsewhere across metropolitan Melbourne.

- ⊗ **Building, housing, planning and development** – identified by 14.1% of respondents in 2016-17, down somewhat on the 16.9% reported in 2015-16. Issues with the nature, extent, and impact of new housing development in the City of Darebin are a significant theme developed throughout this report. This includes satisfaction with the six planning and housing development outcomes reported in this summary report. Respondents that identified this issue were on average measurably and significantly less satisfied with Council's overall performance than the municipal average (5.85 compared to 6.69). This strongly suggests that planning and housing development are a significant negative influence on the community's satisfaction with the performance of the Darebin City Council. This is a finding that is not unique to the City of Darebin, and has been observed by Metropolis Research elsewhere across metropolitan Melbourne.
- ⊗ **Parking** – identified by 10.1% of respondents in 2016-17 up marginally on the 7.5% reported in 2015-16. Dissatisfaction with the availability of parking was also discussed in the traffic and parking section of this report. Respondents identifying parking issues were on average measurably and significantly less satisfied with Council's overall performance than the municipal average (6.00 compared to 6.69). Parking issues are likely to be a negative influence on respondent satisfaction with the overall performance of the Darebin City Council.

When compared to the metropolitan Melbourne results as recorded in the 2017 *Governing Melbourne* research, some variation is observed with attention drawn to the following:

- **Higher than average in Darebin** – issues with building, housing, planning and development (14.1% compared to 10.9%), traffic management (22.8% compared to 20.8%), multicultural / cultural diversity (1.9% compared to 0.4%), parks, gardens, and open spaces (8.6% compared to 7.2%), environment, conservation and climate change (4.3% compared to 3.0%), childcare (1.4% compared to 0.2%), and consultation, communication and the provision of information (3.7% compared to 2.6%).
- **Lower than average in Darebin** – issues with cleanliness and maintenance of the area (1.2% compared to 9.2%), safety, policing and crime (6.3% compared to 15.2%), street lighting (2.8% compared to 10.4%), road maintenance and repairs (5.1% compared to 11.3%), parking (10.1% compared to 15.8%), footpath maintenance and repairs (5.4% compared to 8.5%), hard rubbish collection (1.1% compared to 2.8%), and street trees (4.6% compared to 6.0%).


Metropolis Research draws particular attention to safety, policing and crime related issues, which were significantly more commonly identified in metropolitan Melbourne than in the City of Darebin. Metropolis Research notes that community concern with safety and crime related issues increased across metropolitan Melbourne significantly in the first half of 2017, and that this may be reflected in the variation in results between the City of Darebin and the metropolitan Melbourne results.

It is also noted that the two most commonly identified issues in the City of Darebin relating to traffic management and building, housing, planning and development were both identified by a larger proportion of respondents in the City of Darebin than the metropolitan Melbourne average.

**Top issues for Council to address in the next twelve months**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and percent of total respondents)*

Issue	2016-17		2015-16	2014-15	2014	2013	metro. Melb.*
	Number	Percent					
Traffic management	228	22.8%	24.2%	25.9%	21.1%	23.0%	20.8%
Building, housing, planning and development	141	14.1%	16.9%	12.3%	10.3%	10.6%	10.9%
Parking	101	10.1%	7.5%	8.9%	5.5%	7.4%	15.8%
Parks, gardens, open space	86	8.6%	7.4%	6.9%	8.3%	7.8%	7.2%
Safety, policing and crime	63	6.3%	5.3%	5.5%	3.5%	3.5%	15.2%
Public transport	56	5.6%	4.1%	3.9%	4.6%	2.8%	5.2%
Footpath maintenance and repairs	54	5.4%	6.6%	4.4%	6.9%	5.3%	8.5%
Roads maintenance and repairs	51	5.1%	7.4%	4.8%	6.0%	5.5%	11.3%
Street trees	46	4.6%	5.7%	3.9%	7.8%	11.8%	6.0%
Rubbish and waste including garbage collection	44	4.4%	3.2%	5.3%	3.6%	6.6%	4.2%
Environment, conservation and climate change	43	4.3%	6.3%	6.6%	7.0%	4.8%	3.0%
Rates	40	4.0%	3.3%	4.5%	5.6%	5.6%	3.6%
Consultation, comm. and prov. of information	37	3.7%	2.7%	5.6%	4.8%	3.6%	2.6%
Bicycles and bike tracks	34	3.4%	4.6%	3.9%	2.4%	3.3%	3.8%
Street lighting	28	2.8%	3.1%	2.9%	2.9%	4.4%	10.4%
Preston market	22	2.2%	0.0%	0.0%	0.0%	0.3%	n.a.
Sports and recreation facilities	22	2.2%	1.5%	1.5%	1.6%	1.4%	2.3%
Street cleaning and maintenance	21	2.1%	2.6%	3.1%	3.9%	7.1%	2.2%
Services and facilities for the elderly	20	2.0%	1.0%	1.5%	1.5%	2.6%	2.1%
Multicultural issues / cultural diversity	19	1.9%	2.1%	1.4%	0.9%	1.0%	0.4%
Council management and governance	18	1.8%	1.4%	1.4%	0.8%	2.1%	2.2%
Recycling	18	1.8%	0.3%	0.4%	0.8%	1.3%	0.9%
Level crossing removal	18	1.8%	0.0%	0.0%	0.0%	0.0%	n.a.
Drains maintenance and repairs	16	1.6%	0.8%	0.9%	1.4%	4.1%	1.8%
Promoting comm. atmosphere, arts and culture	16	1.6%	1.4%	0.6%	0.4%	1.1%	1.2%
Childcare	14	1.4%	1.9%	0.6%	0.8%	0.8%	0.2%
Community activities and events	14	1.4%	1.3%	2.0%	2.0%	0.6%	2.0%
Quality and provision of local shops	13	1.3%	0.6%	0.4%	0.4%	2.1%	1.0%
Services for persons with a disability	13	1.3%	0.8%	0.9%	0.4%	0.4%	0.4%
Education and schools	12	1.2%	1.3%	0.8%	0.5%	2.0%	1.5%
Cleanliness and maintenance of area	12	1.2%	2.9%	3.3%	3.8%	2.3%	10.4%
Provision and maint. of general infrastructure	12	1.2%	1.6%	1.3%	1.0%	2.8%	2.1%
Hard rubbish collection	11	1.1%	1.5%	3.0%	3.9%	2.6%	2.8%
Graffiti / vandalism	11	1.1%	1.5%	1.1%	1.1%	0.8%	1.5%
Aesthetics of area	9	0.9%	1.1%	0.9%	0.6%	1.8%	0.2%
Quality and provision of Council services	9	0.9%	0.4%	0.6%	0.4%	1.8%	1.2%
Support for local business	8	0.8%	0.2%	0.5%	0.3%	0.4%	0.2%
All other issues	112	11.2%	4.7%	4.3%	4.1%	8.3%	22.9%
<b>Total responses</b>	<b>1,492</b>		<b>1,445</b>	<b>1,122</b>	<b>1,089</b>	<b>1,277</b>	<b>1,525</b>
<i>Respondents providing at least one issue</i>	<i>734</i>		<i>730</i>	<i>552</i>	<i>535</i>	<i>609</i>	<i>692</i>
	<i>(73.4%)</i>		<i>(73.0%)</i>	<i>(69.0%)</i>	<i>(66.9%)</i>	<i>(76.1%)</i>	<i>(85.3%)</i>

(\*) 2017 Governing Melbourne




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

- ⊗ **Reservoir East** – respondents were somewhat more likely than average to identify level crossing removal (5.5%) and services and facilities for the elderly (4.7%) issues.
- ⊗ **Reservoir West** – respondents were somewhat more likely than average to identify public transport (17.1%) and street lighting (4.7%) issues.
- ⊗ **Preston East** – respondents were somewhat more likely than average to identify building, housing, planning and development (21.8%), safety, policing and crime (12.9%), parks, gardens, and open spaces (12.1%), and environment, conservation, and climate change (7.3%) issues.
- ⊗ **Preston West** – respondents were somewhat more likely than average to identify building, housing, planning and development (20.3%), environment, conservation, and climate change (8.1%), and the Preston Market (5.7%) issues.
- ⊗ **Northcote** – respondents were somewhat more likely than average to identify street trees (8.1%), Council rates (7.3%), and promoting community atmosphere, arts and culture (4.0%) issues.
- ⊗ **Thornbury** – respondents were somewhat more likely than average to identify building, housing, planning and development (21.8%), rubbish and waste (including garbage collection) (8.1%), bicycle and bike tracks and paths (7.3%), and childcare (4.0%) issues.
- ⊗ **Kingsbury-Bundoora** – respondents were somewhat more likely than average to identify parking (17.7%) and drain maintenance and repair (4.0%) issues.
- ⊗ **Fairfield-Alphington** – respondents were measurably and significantly more likely than average to identify traffic management (34.7%), and somewhat more likely than average to identify drains maintenance and repair (4.0%) issues.

**Top ten issues for Council by precinct**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Percent of total respondents)*

Reservoir East		Reservoir West	
Traffic management	22.7%	Traffic management	24.0%
Safety, policing and crime	9.4%	Public transport	17.1%
Parks, gardens, open space	7.8%	Building, housing, planning and development	14.0%
Parking	6.3%	Parks, gardens, open space	10.1%
Building, housing, planning and development	5.5%	Roads maintenance and repairs	6.2%
Public transport	5.5%	Consultation, comm. and prov. of info.	5.4%
Rubbish and waste inclu. garbage collection	5.5%	Safety, policing and crime	5.4%
Level crossing removal	5.5%	Street lighting	4.7%
Services and facilities for the elderly	4.7%	Street trees	4.7%
All other issues	50.8%	All other issues	66.7%
Preston East		Preston West	
Building, housing, planning and development	21.8%	Traffic management	26.0%
Traffic management	20.2%	Building, housing, planning and development	20.3%
Parking	12.9%	Parks, gardens, open space	10.6%
Safety, policing and crime	12.9%	Parking	8.1%
Parks, gardens, open space	12.1%	Envir., conservation and climate change	8.1%
Consultation, comm. and prov. of info.	8.1%	Roads maintenance and repairs	5.7%
Footpath maintenance and repairs	8.1%	Preston market	5.7%
Envir., conservation and climate change	7.3%	Rates	4.9%
Roads maintenance and repairs	7.3%	Public transport	4.1%
All other issues	70.2%	All other issues	65.0%
Northcote		Thornbury	
Traffic management	17.7%	Traffic management	24.2%
Parking	13.7%	Building, housing, planning and development	21.8%
Parks, gardens, open space	11.3%	Parking	12.1%
Building, housing, planning and development	9.7%	Rubbish and waste inclu. garbage collection	8.1%
Street trees	8.1%	Bicycles and bike tracks	7.3%
Rates	7.3%	Footpath maintenance and repairs	6.5%
Footpath maintenance and repairs	6.5%	Envir., conservation and climate change	5.6%
Envir., conservation and climate change	4.8%	Safety, policing and crime	4.8%
Community atmosphere, art and culture	4.0%	Child care	4.0%
All other issues	54.8%	All other issues	57.3%
Kingsbury-Bundoora		Fairfield/Alphington	
Traffic management	19.4%	Traffic management	34.7%
Parking	17.7%	Building, housing, planning and development	18.5%
Safety, policing and crime	8.9%	Parking	12.9%
Roads maintenance and repairs	8.1%	Public transport	6.5%
Footpath maintenance and repairs	8.1%	Footpath maintenance and repairs	6.5%
Rubbish and waste inclu. garbage collection	7.3%	Parks, gardens, open space	5.6%
Building, housing, planning and development	6.5%	Rates	5.6%
Parks, gardens, open space	4.0%	Street trees	5.6%
Drains maintenance and repairs	4.0%	Drains maintenance and repairs	4.0%
All other issues	51.6%	All other issues	63.7%



There was some notable variation in the top issues for Council to address in the next twelve months observed by respondent profile, with attention drawn to the following:

- ⊗ **Young adults (aged 20 to 35 years)** – respondents were somewhat more likely than average to identify rubbish and waste issues (including garbage collection) (6.3%).
- ⊗ **Adults (aged 36 to 45 years)** – respondents were somewhat more likely than average to identify traffic management (26.6%) and building, housing, planning and development (18.7%) issues.
- ⊗ **Middle-aged adults (aged 46 to 60 years)** – respondents were somewhat more likely than average to identify building, housing, planning and development (17.2%), Council rates (6.9%), environment, conservation, and climate change (6.9%), and Council governance and leadership (5.7%) issues.
- ⊗ **Older adults (aged 61 to 75 years)** – respondents were somewhat more likely than average to identify traffic management (28.2%) and footpath maintenance and repair (11.4%) issues.
- ⊗ **Senior citizens (aged 76 years and over)** – respondents were somewhat more likely than average to identify public transport (8.1%), level crossing removal (4.8%), and services and facilities for the elderly (4.8%) issues.
- ⊗ **Male** – respondents were somewhat more likely than female respondents to identify parking (11.1%), road maintenance and repairs (5.9%), and Council rates (4.1%) issues.
- ⊗ **Female** – respondents were somewhat more likely than male respondents to identify building, housing, planning and development (16.3%), parks, gardens, and open spaces (10.3%), public transport (6.9%), footpath maintenance and repairs (6.2%), and street trees (6.0%) issues.
- ⊗ **English speaking households** – respondents were somewhat more likely than respondents from multi-lingual households to identify traffic management (24.6%), building, housing, planning and development (17.9%), parks, gardens, and open spaces (9.5%), and environment, conservation and climate change (5.5%).
- ⊗ **Multi-lingual households** – respondents were somewhat more likely than respondents from English speaking households to identify safety, policing and crime (9.6%), and Council rates (5.1%) issues.
- ⊗ **Disability status** – respondents from households with a member with a disability were somewhat more likely than other respondents to identify public transport (12.3%), footpath maintenance and repairs (8.5%), services and facilities for the elderly (5.4%), and street lighting (4.6%) issues.



**Top ten issues for Council by respondent profile**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Percent of total respondents)*

<b>Adolescents (15 to 19 years)</b>		<b>Young adults (20 to 35 years)</b>	
Traffic management	10.0%	Traffic management	16.5%
Parks, gardens, open space	10.0%	Parks, gardens, open space	9.0%
Parking	10.0%	Building, housing, planning and develop.	7.8%
Hard rubbish collection	5.0%	Consultation, commun. and prov. of info.	7.1%
Street lighting	5.0%	Parking	6.7%
Prov. and maint. of general infrastructure	5.0%	Rubbish and waste inclu. garbage collection	6.3%
Housing affordability	5.0%	Safety, policing and crime	5.9%
		Envir., conservation and climate change	5.5%
		Roads maintenance and repairs	4.7%
		All other issues	49.0%

<b>Adults (36 to 45 years)</b>		<b>Middle aged adults (46 to 60 years)</b>	
Traffic management	26.6%	Traffic management	23.8%
Building, housing, planning and develop.	18.7%	Building, housing, planning and develop.	17.2%
Parks, gardens, open space	11.5%	Parking	12.6%
Parking	9.9%	Rates	6.9%
Public transport	7.5%	Public transport	6.9%
Safety, policing and crime	6.3%	Envir., conservation and climate change	6.9%
Roads maintenance and repairs	6.3%	Parks, gardens, open space	6.5%
Footpath maintenance and repairs	6.0%	Safety, policing and crime	6.5%
Street trees	5.2%	Council management / governance	5.7%
All other issues	75.0%	All other issues	71.3%

<b>Older adults (61 - 75 years)</b>		<b>Senior citizens (76 years and over)</b>	
Traffic management	28.2%	Traffic management	19.4%
Building, housing, planning and develop.	12.8%	Building, housing, planning and develop.	14.5%
Parking	11.4%	Parking	11.3%
Footpath maintenance and repairs	11.4%	Public transport	8.1%
Parks, gardens, open space	6.7%	Parks, gardens, open space	6.5%
Safety, policing and crime	6.7%	Footpath maintenance and repairs	6.5%
Street trees	6.7%	Level crossing removal	4.8%
Roads maintenance and repairs	6.0%	Services and facilities for the elderly	4.8%
Drains maintenance and repairs	4.7%	Street lighting	3.2%
All other issues	53.0%	All other issues	45.2%

**Top ten issues for Council by respondent profile**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Percent of total respondents)*

Males		Females	
Traffic management	22.4%	Traffic management	22.8%
Building, housing, planning and develop.	11.5%	Building, housing, planning and develop.	16.3%
Parking	11.1%	Parks, gardens, open space	10.3%
Parks, gardens, open space	6.5%	Parking	9.4%
Safety, policing and crime	6.1%	Public transport	6.9%
Roads maintenance and repairs	5.9%	Safety, policing and crime	6.6%
Footpath maintenance and repairs	4.3%	Footpath maintenance and repairs	6.2%
Rates	4.1%	Street trees	6.0%
Public transport	4.1%	Envir., conservation and climate change	4.9%
All other issues	55.4%	All other issues	73.6%

English speaking		Multi-lingual	
Traffic management	24.6%	Traffic management	19.9%
Building, housing, planning and develop.	17.9%	Parking	9.8%
Parking	10.3%	Safety, policing and crime	9.6%
Parks, gardens, open space	9.5%	Building, housing, planning and develop.	7.7%
Public transport	6.0%	Parks, gardens, open space	6.6%
Roads maintenance and repairs	5.7%	Footpath maintenance and repairs	5.6%
Envi., conservation and climate change	5.5%	Rates	5.1%
Footpath maintenance and repairs	5.3%	Public transport	5.1%
Rubbish and waste inclu. garbage collection	5.2%	Roads maintenance and repairs	4.3%
All other issues	72.9%	All other issues	54.5%

Household member with a disability		Household member without a disability	
Traffic management	23.1%	Traffic management	22.8%
Public transport	12.3%	Building, housing, planning and develop.	14.8%
Building, housing, planning and develop.	10.0%	Parking	10.3%
Parking	10.0%	Parks, gardens, open space	8.9%
Footpath maintenance and repairs	8.5%	Safety, policing and crime	6.7%
Parks, gardens, open space	6.9%	Roads maintenance and repairs	5.0%
Roads maintenance and repairs	6.2%	Footpath maintenance and repairs	5.0%
Services and facilities for the elderly	5.4%	Envi., conservation and climate change	4.8%
Street lighting	4.6%	Street trees	4.8%
All other issues	58.5%	All other issues	67.4%

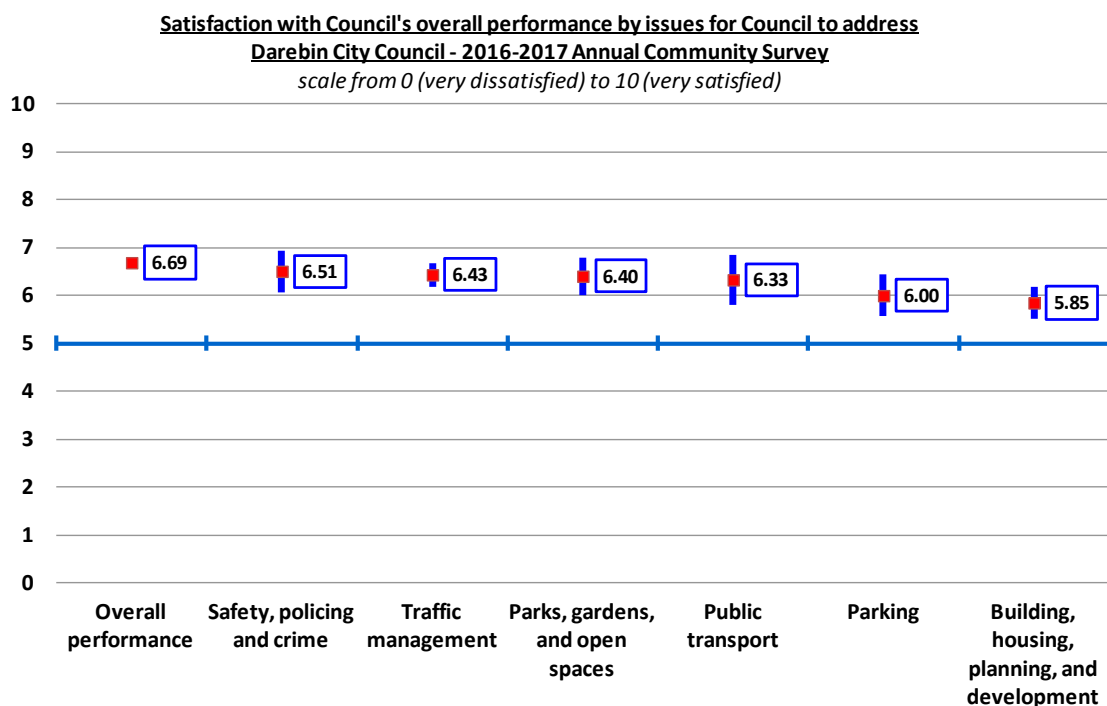
***Correlation between issues and satisfaction with overall performance***

The following graph provides a comparison of respondents' satisfaction with the performance of Council across all areas of responsibility by the main issues for Council to address in the coming twelve months.

Whilst overall satisfaction with Council was rated at 6.69 out of ten (a level of satisfaction categorised as “good”, respondents that identified the top six issues on average were somewhat less satisfied than this municipal average result. Particular attention is drawn to the following:

- ⊗ **Traffic management** – respondents identifying traffic management related issues were on average significantly, albeit not measurably less satisfied with Council’s overall performance than the municipal average. This issue is likely to be a negative influence on satisfaction with Council’s overall performance.
- ⊗ **Parking and building, housing, planning and development** – respondents identifying these two issues were on average measurably and significantly less satisfied with Council’s overall performance than the municipal average. Respondents identifying parking rated satisfaction at a level categorised as “solid”, whilst respondents identifying building, housing, planning and development issues rated satisfaction at a level categorised as “poor”. These two issues are highly likely to be exerting a significant negative influence on respondents’ satisfaction with Council’s overall performance.

Metropolis Research notes that the issues of traffic management, parking, and housing development are major themes observed in numerous questions throughout this report. These are the major issues of importance to the Darebin community and are likely to be significant negative influences on the community’s’ satisfaction with the performance of the Darebin City Council.



## Respondent profile

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

### Age

**Lifecycle stage**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Lifecycle stage	2016-17		2015-16	2014-15	2014	2013	2012
	Number	Percent					
15 - 19 years	20	2.0%	2.4%	2.6%	2.8%	2.5%	1.3%
20 - 35 years	255	25.5%	26.7%	28.0%	26.7%	24.1%	29.0%
36 - 45 years	252	25.2%	24.3%	24.2%	25.9%	27.2%	30.7%
46 - 60 years	261	26.1%	25.9%	26.3%	26.8%	27.4%	21.7%
61 - 75 years	149	14.9%	13.8%	15.7%	13.8%	13.9%	11.0%
76 years and over	62	6.2%	6.8%	3.1%	4.0%	4.9%	6.3%
Not stated	1		1	6	2	2	3
<b>Total</b>	<b>1,000</b>	<b>100%</b>	<b>1,000</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>

### Gender

**Gender**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Gender	2016-17		2015-16	2014-15	2014	2013	2012
	Number	Percent					
Male	460	46.1%	48.1%	47.5%	49.6%	51.6%	49.1%
Female	534	53.5%	51.8%	52.4%	50.3%	48.4%	50.9%
Other	4	0.4%	0.1%	0.1%	0.1%	n.a.	n.a.
Not stated	2		7	10	6	4	3
<b>Total</b>	<b>1,000</b>	<b>100%</b>	<b>1,000</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>

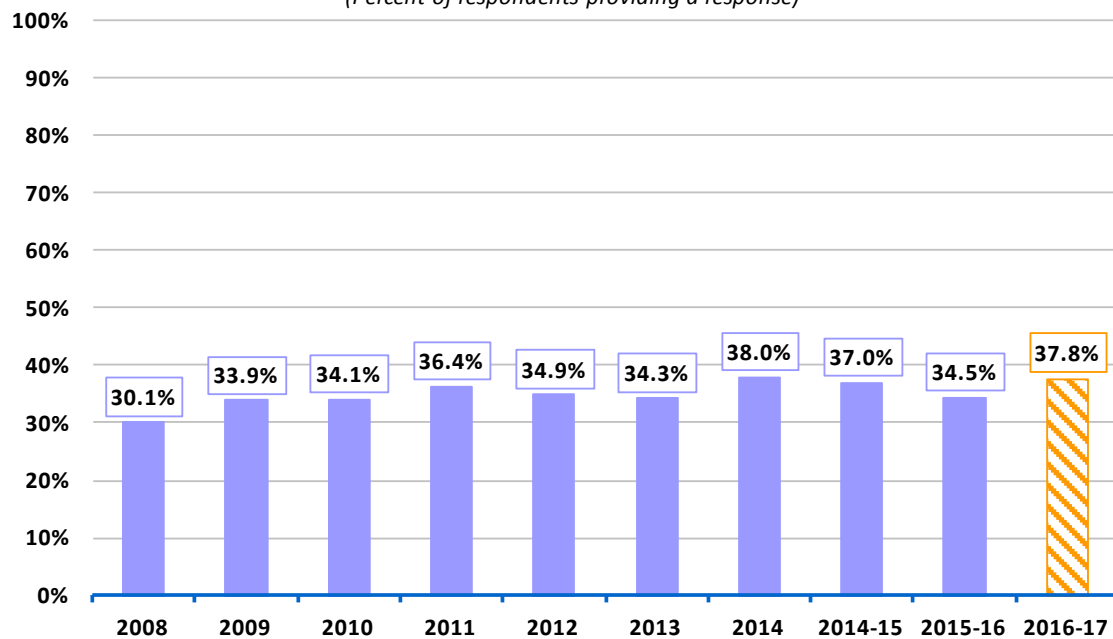
## Aboriginal or Torres Strait Islander

**Identify as Aboriginal or Torres Strait Islander**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Response	2016-17		2015-16	2014-15
	Number	Percent		
Yes	13	1.3%	1.1%	0.9%
No	974	98.7%	98.9%	99.1%
Not stated	13		8	11
<b>Total</b>	<b>1,000</b>	<b>100%</b>	<b>1,000</b>	<b>800</b>

## Language

**Multi-lingual household**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Percent of respondents providing a response)*



**Language spoken at home**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Language	2015-2016		2015-16	2014-15	2014	2013	2012
	Number	Percent					
English	619	62.2%	65.6%	63.0%	61.8%	65.7%	65.1%
Italian	79	7.9%	6.7%	8.6%	9.3%	6.5%	7.4%
Greek	58	5.8%	5.2%	5.5%	5.7%	6.0%	7.2%
Macedonian	22	2.2%	1.3%	1.0%	1.0%	1.2%	1.7%
Vietnamese	21	2.1%	1.6%	1.5%	2.0%	3.0%	1.0%
Hindi	20	2.0%	1.5%	3.0%	3.2%	1.3%	2.8%
Mandarin	20	2.0%	1.5%	1.9%	1.3%	0.5%	1.5%
Arabic	16	1.6%	1.5%	1.9%	2.4%	1.7%	1.9%
German	10	1.0%	0.7%	0.3%	0.5%	0.2%	0.9%
Chinese n.f.d.	9	0.9%	1.9%	0.9%	1.7%	4.7%	1.7%
French	8	0.8%	0.5%	0.6%	0.8%	0.3%	0.0%
Spanish	6	0.6%	0.7%	1.0%	1.4%	0.5%	0.5%
Polish	6	0.6%	0.2%	0.0%	0.5%	0.0%	0.4%
Punjabi	6	0.6%	0.2%	0.9%	0.6%	0.0%	0.6%
Tagalog (Filipino)	5	0.5%	0.5%	0.0%	0.1%	0.3%	0.1%
Bengali	5	0.5%	0.3%	0.1%	0.4%	0.0%	0.0%
Nepali	5	0.5%	0.2%	0.4%	0.0%	0.0%	0.0%
Portugese	4	0.4%	0.2%	0.1%	0.1%	0.5%	0.0%
Tamil	3	0.3%	0.6%	0.6%	0.0%	0.0%	0.0%
Somali	3	0.3%	0.4%	0.4%	0.1%	0.0%	0.0%
Urdu	3	0.3%	0.4%	0.0%	0.0%	0.0%	0.3%
Maltese	3	0.3%	0.3%	0.0%	0.0%	0.0%	0.1%
Cantonese	3	0.3%	0.2%	0.5%	0.6%	0.8%	0.9%
Hungarian	3	0.3%	0.1%	0.1%	0.4%	0.0%	0.0%
Afrikaans	2	0.2%	0.0%	0.1%	0.0%	0.0%	0.0%
Korean	2	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Malayalam	2	0.2%	0.0%	0.1%	0.0%	0.0%	0.0%
Dutch	2	0.2%	0.0%	0.0%	0.0%	0.5%	0.0%
Japanese	1	0.1%	0.5%	0.3%	0.1%	0.7%	0.4%
Persian	1	0.1%	0.5%	0.3%	0.0%	0.0%	0.0%
Thai	1	0.1%	0.3%	0.0%	0.0%	0.2%	0.3%
Sinhalese	1	0.1%	0.3%	0.3%	0.3%	0.3%	0.0%
Russian	1	0.1%	0.3%	0.4%	0.0%	0.2%	0.1%
Multiple	22	2.2%	2.4%	1.7%	1.3%	1.0%	0.6%
All other languages	23	2.3%	2.7%	2.4%	3.6%	2.2%	3.0%
Not stated	5		15	13	15	2	20
<b>Total</b>	<b>1,000</b>	<b>100%</b>	<b>1,000</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>799</b>

## Disability

**Household members identified as having a disability**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Disability	2016-17		2015-16	2014-15	2014	2013	2012
	Number	Percent					
Yes	130	13.1%	10.2%	9.7%	15.9%	8.1%	11.8%
No	861	86.9%	89.8%	90.3%	84.1%	90.8%	87.6%
Not stated	9		7	8	19	9	5
<b>Total</b>	<b>1,000</b>	<b>100%</b>	<b>1,000</b>	<b>800</b>	<b>817</b>	<b>800</b>	<b>800</b>

## Current housing situation

**Housing situation**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Situation	2016-17		2015-16	2014-15	2014	2013	2012
	Number	Percent					
Own this home	433	43.9%	42.5%	44.6%	41.2%	48.7%	43.9%
Mortgage	237	24.0%	25.5%	20.7%	26.7%	25.5%	26.3%
Renting this home	271	27.5%	28.2%	30.2%	27.6%	24.5%	28.1%
Renting ( <i>Office of Housing</i> )	35	3.5%	2.8%	3.7%	3.8%	1.0%	0.9%
Other arrangement	11	1.1%	1.0%	0.9%	0.6%	0.4%	0.8%
Not stated	13		10	11	18	15	17
<b>Total</b>	<b>1,000</b>	<b>100%</b>	<b>1,000</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>

## *Period of residence*

**Period of residence in the City of Darebin**  
**Darebin City Council - 2016-2017 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

<i>Period</i>	<i>2016-17</i>		<i>2015-16</i>	<i>2014-15</i>	<i>2014</i>	<i>2013</i>	<i>2012</i>
	<i>Number</i>	<i>Percent</i>					
Less than 1 year	105	10.5%	9.4%	12.2%	10.0%	7.5%	6.7%
1 to less than 5 years	225	22.6%	23.2%	23.2%	23.5%	21.0%	24.7%
5 to less than 10 years	145	14.5%	15.2%	17.0%	17.5%	14.8%	19.6%
10 years or more	522	52.4%	52.2%	47.6%	48.9%	56.7%	49.0%
Not stated	3		1	4	1	1	3
<b>Total</b>	<b>1,000</b>	<b>100%</b>	<b>1,000</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>





City of  
DAREBIN

## CITY OF DAREBIN

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