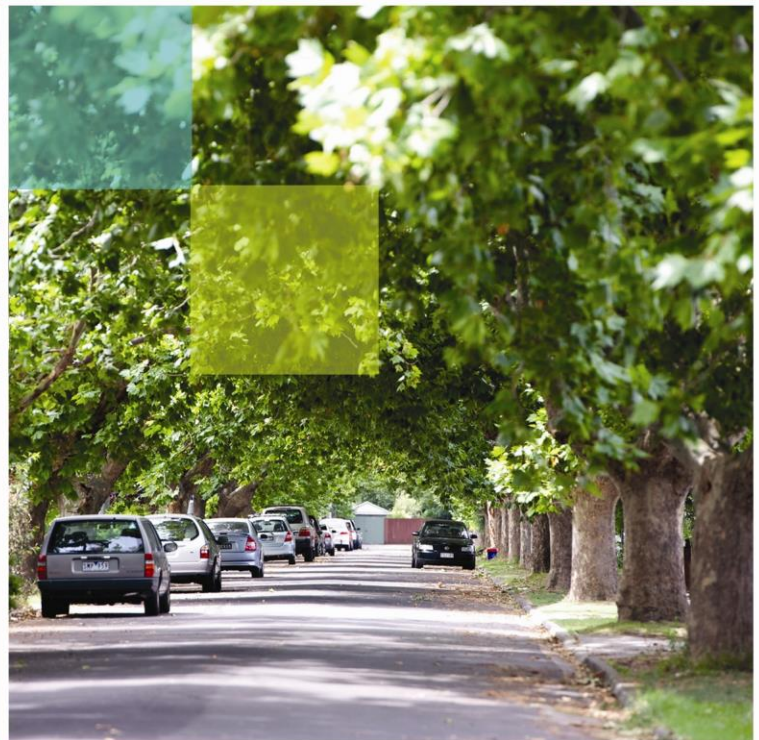


2018-19 ANNUAL COMMUNITY SURVEY SUMMARY REPORT

August 2019



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Table of Contents

TABLE OF CONTENTS	2
EXECUTIVE SUMMARY	4
INTRODUCTION	8
METHODOLOGY, RESPONSE RATE AND STATISTICAL STRENGTH	8
GOVERNING MELBOURNE	9
GLOSSARY OF TERMS	9
KEY FINDINGS	11
Overall performance	11
Governance and leadership	11
Council services and facilities	11
Arts and graffiti	12
Traffic and parking	12
Planning and housing development	12
Customer service	13
Perception of safety in the public areas of the City of Darebin	13
Council as an organisation	13
Council advocacy campaigns	14
Improvements noticed in the local area in the last twelve months	14
Issues for Council to address in the coming twelve months	14
OVERALL PERFORMANCE	15
GOVERNANCE AND LEADERSHIP	21
MEETING THE NEEDS OF THE MULTICULTURAL COMMUNITY	23
COMMUNICATING PROGRAMS AND SERVICES	28
COMMUNITY CONSULTATION AND ENGAGEMENT	33
MAKING DECISIONS IN THE INTERESTS OF THE COMMUNITY	38
LOBBYING AND MAKING REPRESENTATIONS ON KEY ISSUES	43
COUNCIL SERVICES AND FACILITIES	48
CONDITION OF SEALED LOCAL ROADS	51
MAINTENANCE OF PARKS, RESERVES AND OPEN SPACE AREAS	55
WEEKLY GARBAGE COLLECTION.....	59
FOOTPATH MAINTENANCE AND REPAIRS	62
THE PERFORMANCE OF COUNCIL MANAGING TRAFFIC	66
COUNCIL'S OVERALL ENVIRONMENTAL PERFORMANCE	69
LITTER COLLECTION IN PUBLIC AREAS.....	72
MAINTENANCE AND CLEANING OF SHOPPING STRIPS	76
THE LEVEL OF STREET LIGHTING.....	80
STREET SWEEPING	84
REGULAR RECYCLING	88
CONDITION OF STORM WATER DRAINS	92
LEVEL OF DUMPED RUBBISH	96
DAREBIN LIBRARIES	100
COUNCIL'S FESTIVALS AND EVENTS	103
GREEN WASTE COLLECTION SERVICE	106
TRANSFER STATION – TIP IN RESERVOIR.....	110
ARTS AND GRAFFITI	113

TRAFFIC AND PARKING	115
VOLUME OF TRAFFIC.....	118
Volume of traffic on local residential streets.....	118
Volume of traffic on main roads	121
SPEED OF TRAFFIC	123
Speed of traffic on local residential streets	123
Speed of traffic on main roads.....	126
Reason for dissatisfaction with the speed of traffic.....	128
AVAILABILITY OF PARKING.....	129
Availability of parking on local residential roads	129
Availability of parking at busy shopping strips and major commercial areas.....	131
PLANNING AND HOUSING DEVELOPMENT	134
OPPORTUNITIES TO PARTICIPATE IN CONSULTATIONS ON PLANNING	137
THE NUMBER OF NEW DEVELOPMENTS.....	140
THE APPEARANCE AND QUALITY OF NEW DEVELOPMENTS.....	142
THE SIZE, HEIGHT, AND SET BACK DISTANCE OF BUILDINGS BEING DEVELOPED.....	145
THE PROTECTION OF LOCAL HERITAGE	148
PLANNING DECISIONS RESPECTING LOCAL NEIGHBOURHOOD CHARACTER	151
CONTACT WITH COUNCIL	154
CONTACT WITH COUNCIL IN LAST TWELVE MONTHS	154
FORM OF CONTACT	154
SATISFACTION WITH CUSTOMER SERVICE	156
Satisfaction by method of contacting Council.....	161
Satisfaction by language spoken at home	162
SAFETY IN PUBLIC AREAS.....	163
SAFETY DURING THE DAY	163
SAFETY AT NIGHT	166
COUNCIL AS AN ORGANISATION.....	169
ISSUES IN THE CITY OF DAREBIN	178
COUNCIL ADVOCACY CAMPAIGNS	178
IMPROVEMENTS IN THE LOCAL AREA	184
ISSUES FOR COUNCIL TO ADDRESS IN THE NEXT TWELVE MONTHS	187
CORRELATION BETWEEN ISSUES AND SATISFACTION WITH OVERALL PERFORMANCE	193
RESPONDENT PROFILE.....	194
AGE	194
GENDER.....	194
ABORIGINAL OR TORRES STRAIT ISLANDER.....	195
LANGUAGE	195
DISABILITY.....	197
CURRENT HOUSING SITUATION	197
PERIOD OF RESIDENCE.....	198



Executive summary

Metropolis Research was commissioned by the City of Darebin to conduct the *Annual Community Satisfaction Survey*. The survey was first conducted in 1999.

A total of 1,000 residents were surveyed over the course of the year, with 250 surveyed each quarter. Households were randomly approached by staff of Metropolis Research, who implemented a fifteen minute survey face-to-face.

Satisfaction with the performance of the Darebin City Council across all areas of responsibility (**overall performance**) increased 4.4% this year, up from 6.84 to 7.14 out of a potential ten. This follows on from a 2.2% improvement in overall satisfaction recorded last year.

Although overall satisfaction with Council remains at a “good” level, this result is the highest level of satisfaction with Council’s overall performance recorded since 2007.

Satisfaction with Darebin City Council’s overall performance remains marginally higher than the 2019 metropolitan Melbourne average of 6.93 as recorded in *Governing Melbourne*. *Governing Melbourne* is an independent survey of all thirty-one metropolitan Melbourne municipalities, and in 2019 had a total sample size of 1,200 respondents.


Almost ninety percent (88.2% up from 83.3%) of respondents were satisfied with Council’s overall performance, whilst 5.2% (down from 8.6%) were dissatisfied.

There was some variation in satisfaction with Council’s overall performance observed across the municipality. Respondents from Reservoir East and West marginally more satisfied than the municipal average and at a “very good” level, whilst respondents from Fairfield-Alphington were measurably less satisfied than average, although still at a “good” level.

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 75 years and over), rental (both public and private) households, 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 consistent finding 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 the increased satisfaction with Council's overall performance, the average satisfaction with the six aspects of [governance and leadership](#) increased by 3.8% this year, up from 6.93 to 7.19, although it remains at a "good" level.

Respondents rated as "very good" Council's performance meeting the needs of the multi-cultural community (7.56 up from 7.43). This result 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 (7.22), making decisions in the interests of the community (7.08), community consultation and engagement (7.08), and lobbying and making representations on key issues (6.72).


Respondents were again this year asked to rate their agreement with six statements about [Council as an organisation](#). The average agreement with the five positively worded statements all improved this year, whilst agreement that Council was bureaucratic and ineffective also increased a little this year. There was strong agreement that Council provides important services (7.28), is progressive and up-to-date (7.08), is trustworthy and reliable (7.04), and has a sound direction for the future (6.91). There was moderate agreement that Council offers value for rates (6.23), and neutral as to whether Council was bureaucratic and ineffective (5.18).

[Customer service](#) remains a positive area of Council performance, despite the average satisfaction with the five included aspects of customer service declining 6.2% this year, down from 7.90 to 7.44. This is now a "very good", down from an "excellent" level of satisfaction. Despite this decline, customer service remains the area of Council performance with the highest average satisfaction.

There were seventeen [Council services and facilities](#) included in the *Community Survey*, and the average satisfaction with these services and facilities was 7.53 this year, a "very good" level. This is an increase of 1.6% on the 2017-18 average of 7.41. 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 the seventeen services and facilities, only the performance of Council managing local traffic (6.89) and footpath maintenance and repairs (7.03) reported a satisfaction score lower than overall satisfaction with Council.





Despite improvements this year, [traffic](#) remains the most significant issue in the City of Darebin this year, 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 improved measurably this year, and both are now at a “solid” level. In terms of services, satisfaction with the performance of Council managing local traffic was the service with the lowest level of satisfaction, although it was at a “good” level. Most importantly, “traffic management” remains the most commonly nominated issue to address in the City of Darebin in the coming twelve months, with 22.5% (down from 26.6%) nominating this issue. Respondents identifying “traffic management” as an issue for Council were on average 2.5% less satisfied with Council’s overall performance than the municipal average.


The second most commonly nominated issue for the City of Darebin this year was [parking](#), with 14.1 (down from 11.4%) of respondents nominating this issue. There was an improvement in satisfaction with the availability of parking both on residential streets and around busy shopping strips and major commercial areas this year, and both are now at a “solid” up from “poor” level of satisfaction. Parking as an issue remains however a negative influence on satisfaction with Council’s overall performance for respondents nominating this as an issue. Respondents nominating parking as an issue were on average 3.8% 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.

There was a significant increase in the average satisfaction with the six aspects of planning and housing development outcomes this year, up from 5.97 to 6.41 out of ten, and is now at a “solid” level of satisfaction, up from “poor”.

It is noted that “building, housing, planning and development” related issues were the third most commonly nominated issue for the City of Darebin this year, with 10.5% (down from 15.4%) of respondents nominating these issues this year. Respondents that nominated “building, planning, housing and development” issues were on average measurably and significantly (8.9%) less satisfied with Council’s overall performance than the municipal average (6.50 compared to 7.14).

These results strongly suggest that these issues exert a significant negative influence on community satisfaction with Darebin City Council for the respondents who raise the issue. 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.



The [perception of safety](#) in the public areas of the City of Darebin during the day decreased measurably this year, down 5.5% to 8.12, although it remains very high. This result is marginally lower than the metropolitan Melbourne average of 8.25. Just 1.1% of respondents felt unsafe in the public areas of the municipality during the day.

The perception of safety in the public areas of the municipality at night remained essentially stable this year at 6.97, which is marginally higher than the metropolitan Melbourne average of 6.84. Four-fifths (80.7%) of respondents felt safe in the public areas of the municipality at night, whilst 11.5% felt unsafe. It is noted that female respondents felt measurably and significantly (9.4%) less safe in the public areas of Darebin at night than male respondents. Significantly it is noted that a little less than one-sixth (14.4% down from 16.9%) of female respondents felt unsafe at night in the public areas of Darebin at night. This is a significant improvement on the 25.2% of female respondents who felt unsafe at night in 2016-17.

Taken as a whole, the *Community Survey* this year found a “good” and improving level of satisfaction with the overall performance of Darebin City Council, its governance and leadership performance, and the delivery of services and facilities. Despite a small decline this year, satisfaction with Council’s customer service performance remains very good.

The major issues of community concern still relate to traffic congestion, car parking, and the nature and extent of new housing development occurring in Darebin. These issues all appear to exert at least a mildly negative influence on community satisfaction with the performance of Darebin City Council for the respondents who raise the issues.

There were no issues in the City of Darebin this year that appear to have emerged as significant factors impacting on the community’s satisfaction with the performance of Council.

As was discussed in the report last year, Metropolis Research remains of the view that the continuing improvement in satisfaction with planning and housing development this year is likely to be a significant factor underpinning the continued increase in satisfaction with Council’s overall performance.





Introduction

This is the nineteenth 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 seventeen 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 randomly approached 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 *2016 Census of Population & Housing*.

A total of approximately 6,955 households were approached to participate in the survey over the course of the four quarterly surveys. Of these households, 3,954 were unattended when approached, were therefore not invited to participate, and played no further part in the research. 1,999 refused to participate and one thousand completed the survey.



This provides a response rate of 33.4%, which is almost identical to the 36.2% recorded in 2017-18. 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 municipal level 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 161,609. The 95% confidence interval is approximately 6.2% for the precinct level results.

Governing Melbourne

Governing Melbourne is a survey conducted annually by Metropolis Research since 2010. *Governing Melbourne* is a survey of approximately 1,200 respondents drawn in equal numbers from every municipality in metropolitan Melbourne.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the *Darebin City Council – 2018-2019 Annual Community Satisfaction Survey*. It is not intended to provide a “league table” for local councils, rather to provide a context within which to understand the individual Council results.

This report provides some comparisons against the metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area.

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:

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



Key findings

The following are the key findings from the *Darebin City Council – 2018-19 Annual Community Survey*.

Overall performance

- ⊗ Satisfaction with Council’s overall performance increased 4.4% this year from 6.84 to 7.14, or a “good” level of satisfaction.
- ⊗ This result was 3.0% higher than the 2019 metropolitan Melbourne average of 6.93.
- ⊗ Almost ninety percent (88.2% up from 83.3%) of respondents were satisfied with Council’s overall performance, whilst 5.2% (down from 8.6%) were dissatisfied.
- ⊗ Respondents from Reservoir West and Reservoir East were marginally more satisfied than the municipal average, whilst respondents from Fairfield-Alphington were measurably less satisfied.
- ⊗ Adolescents and young adults (aged 15 to 35 years) and senior citizens (aged 76 years and over) were measurably more satisfied with Council’s overall performance, whilst middle-aged and older adults (aged 46 to 75 years) were measurably less satisfied.
- ⊗ Rental household respondents (both public and private) were measurably more satisfied with Council’s overall performance, whilst home-owners were measurably less satisfied.
- ⊗ 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 five included aspects of governance and leadership increased by 3.8% this year, up from 6.93 to 7.19, although it remains “good”.
- ⊗ Satisfaction with the five aspects of governance and leadership were as follows:
 - Meeting the needs of the multicultural community (7.56 up from 7.43) “very good”
 - Communicating its programs and services (7.22 up from 7.07) “good”
 - Making decisions in the interests of the community (7.08 up from 6.67) “good”
 - Community consultation and engagement (7.08 up from 6.78) “good”
 - Lobbying and making representations on key issues (6.99 up from 6.72) “good”.

Council services and facilities

- ⊗ The average satisfaction with the seventeen included Council services and facilities increased by 1.6% this year, up from 7.41 to 7.53, although it remains “very good”.



- ⊗ Satisfaction with the seventeen services and facilities included in the 2017-18 quarterly surveys were as follows:

○ Darebin Libraries	(8.46 up from 8.36)	“excellent”
○ Green waste collection service	(8.26 up from 8.19)	“excellent”
○ Weekly garbage collection	(8.25 dn from 8.43)	“excellent”
○ Regular recycling	(7.95 dn from 8.02)	“excellent”
○ Council’s festivals and events	(7.93 dn from 7.97)	“excellent”
○ Maintenance of parks, reserves, open space	(7.47 up from 7.43)	“very good”
○ Council’s overall environmental performance	(7.46 up from 7.27)	“very good”
○ Transfer station – tip in Reservoir	(7.44 dn from 7.57)	“very good”
○ Litter collection in public areas	(7.38 up from 7.06)	“very good”
○ Maintenance and cleaning of shopping strips	(7.36 up from 7.22)	“very good”
○ The level of street lighting	(7.29 up from 7.11)	“very good”
○ The level of dumped rubbish	(7.23 up from 6.89)	“good”
○ Street sweeping	(7.21 up from 7.07)	“good”
○ Condition of storm water drains	(7.16 up from 7.01)	“good”
○ Condition of sealed local roads	(7.15 up from 6.99)	“good”
○ Footpath maintenance and repairs	(7.03 up from 6.86)	“good”
○ The performance of Council managing traffic	(6.89 up from 6.49)	“good”.

Arts and graffiti

- ⊗ Respondents were asked to rate their agreement with four statements about arts and graffiti, as follows:

○ Darebin’s art program is inclusive and welcoming for all members of the community	(7.74 up from 7.69)
○ The public spaces, art works, and cultural infrastructure makes Darebin a better place to live	(7.61 down from 7.81)
○ I / we are satisfied with Council’s efforts in managing the issue of graffiti	(6.98 up from 6.64)
○ Graffiti is a problem in Darebin	(5.03 down from 5.76).

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	(6.33 up from 6.27)	“solid”
○ Volume of traffic on residential streets	(6.10 up from 5.99)	“solid”
○ Speed of traffic on residential streets	(6.10 up from 5.97)	“solid”
○ The availability of parking on residential streets	(6.10 up from 5.77)	“solid”
○ The availability of parking in, around shopping strips	(6.06 up from 5.81)	“solid”
○ Volume of traffic on main roads	(5.95 up from 5.49)	“poor”.

Planning and housing development

- ⊗ The average satisfaction with the six included aspects of planning and housing development increased measurably and significantly this year, up 8.1% to 6.41, and is now rated as “solid”, up on the previous “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 (6.68 up from 6.30) “good”
- The protection of local heritage (6.62 up from 6.21) “good”
- Planning decisions respecting local n’ghhood character (6.41 up from 5.97) “solid”
- The appearance and quality of new developments (6.36 up from 5.83) “solid”
- The number of new developments (6.22 up from 5.66) “solid”
- The size, height, set-back of buildings being developed (6.20 up from 5.61) “solid”.

Customer service

- ⊗ A little less than one-third of the respondents (32.1% down from 40.6%) had contact with Council in the last twelve months.
- ⊗ The most common forms of contacting Council remain telephone (60.6% down from 63.3%), visit in person (18.6% up from 13.2%), and email (12.9% up from 10.7%).
- ⊗ Average satisfaction with the five included aspects of customer service was 7.44 (down from 7.90) or “very good” this year, down from the previous “excellent”.
- ⊗ Satisfaction with the five aspects of customer service can best be summarised as follows:
 - Staff understanding language needs (multi-lingual only) (8.34 dn from 8.54) “excellent”
 - Ease of understanding information (7.85 dn from 8.09) “excellent”
 - Attitude of staff (7.81 dn from 7.89) “excellent”
 - Helpfulness of the information provided (7.14 dn from 7.22) “good”
 - Satisfaction with the Darebin website (visitors only) (6.06 dn from 7.76) “solid”.

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

- ⊗ The perception of safety during the day remains very high, although decreased by 5.5% this year to 8.12 (down from 8.57).
- ⊗ The perception of safety at night decreased by less than one percent this year, down from 6.99 to 6.97.

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 all improved somewhat this year compared to last year.
- ⊗ Agreement with the statements was as follows:
 - Darebin City Council provides important services (7.28 up from 7.15)
 - Is progressive and up-to-date (7.08 up from 6.92)
 - Is trustworthy and reliable (7.04 up from 6.94)
 - Has a sound direction for the future (6.91 up from 6.67)
 - Offers value for rates (6.23 up from 5.83)
 - Is bureaucratic and ineffective (5.18 up from 5.04).



Council advocacy campaigns

- ⊗ A total of 217 responses were received from 144 respondents identifying Council advocacy campaigns. Some of the campaigns most commonly identified by respondents related to parking campaign (15 responses), anti-racism and LGBTIQ promotion (13 responses), Preston Market redevelopment (12 responses) and Refugee support (12 responses).

Improvements noticed in the local area in the last twelve months

- ⊗ A total of 388 (38.7% down from 40.2%) respondents identified 489 improvements they had noticed in the last twelve months.
- ⊗ The most commonly identified improvements were:
 - Parks, gardens and open space related *(9.9% down from 10.9%)*
 - Road maintenance and repair related *(7.4% down from 9.2%)*
 - Traffic management related *(3.6% up from 2.5%).*

Issues for Council to address in the coming twelve months

- ⊗ A total of 670 respondents (66.9% down from 75.1%) identified 1,304 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 this year are as follows:
 - Traffic management *(22.5% down from 26.6%)*
 - Parking *(14.1% up from 11.4%)*
 - Building, housing, planning and development related *(10.5% down from 15.4%)*
 - Safety, policing and crime *(6.6% down from 7.0%)*
 - Footpath maintenance and repairs *(6.1% - stable).*



Overall performance

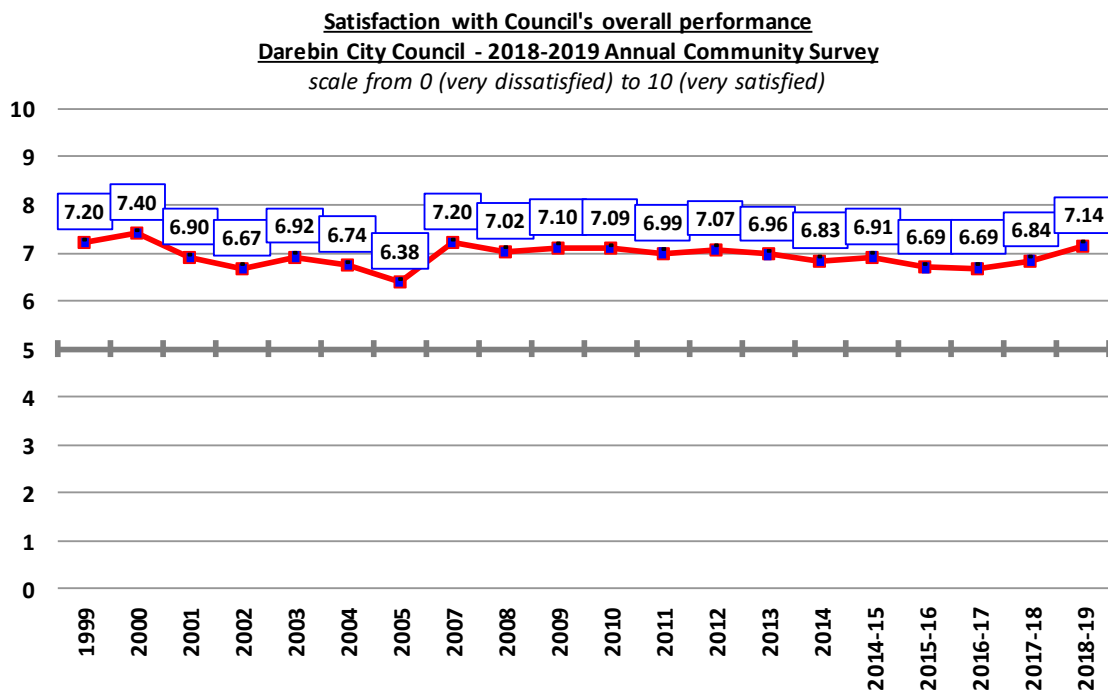
Respondents were asked:

“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) increased measurably and significantly this year, up 4.4% to 7.14 out of ten, although it remains at a “good” level.

This result is the highest level of satisfaction recorded for the City of Darebin since 2007.

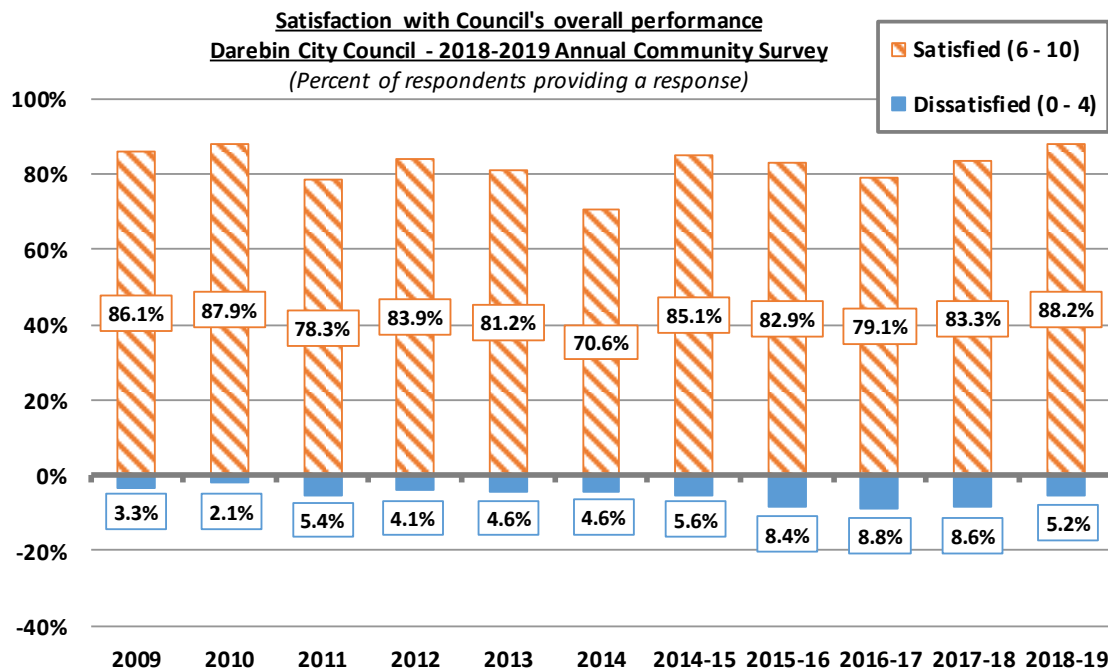
By way of comparison, this result was marginally but not measurably higher than the 2019 metropolitan Melbourne average satisfaction with the local council of 6.93.



Consistent with the measurable increase in average overall satisfaction, there was a small increase in the proportion of satisfied respondents, up from 83.3% to 88.2% this year. This is the highest proportion of respondents satisfied with Council’s overall performance recorded over recent years.

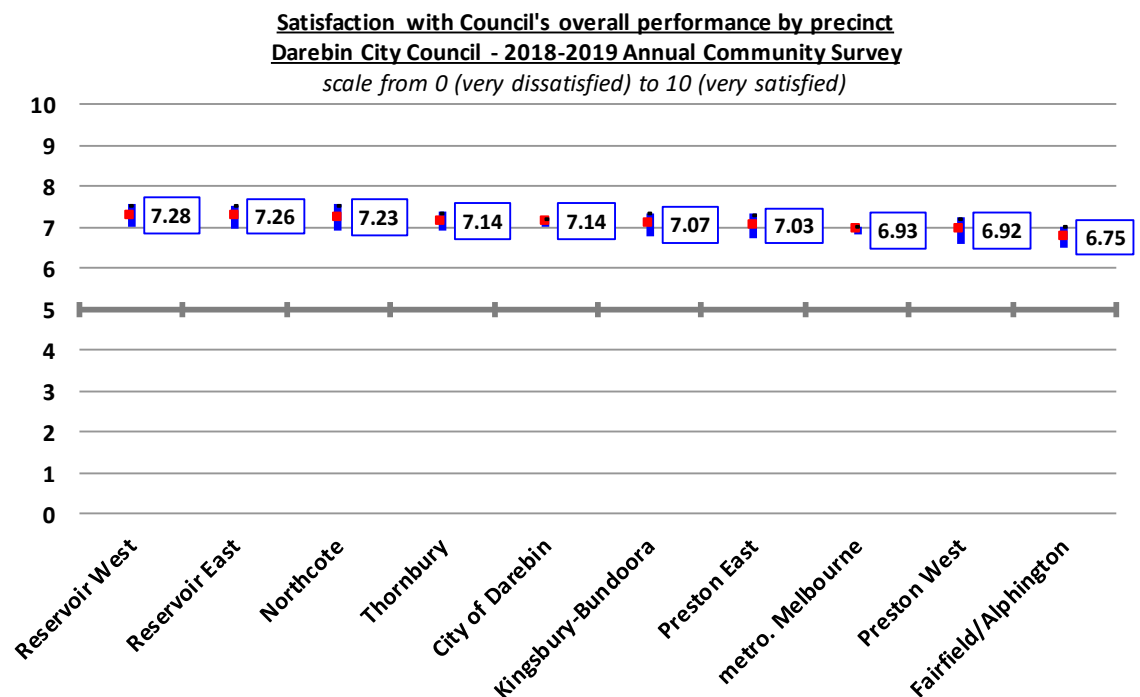
Conversely, the proportion of respondents dissatisfied (i.e. rating satisfaction at zero to four) decreased this year, down from 8.6% to 5.2%.






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

- **Reservoir West and Reservoir East** – respondents rated satisfaction marginally higher than the municipal average and “very good”.
- **Fairfield-Alphington** – respondents rated satisfaction measurably lower than the municipal average although still “good”.





Satisfaction with Council's overall performance increased somewhat in six precincts and declined somewhat in two precincts, as follows:

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

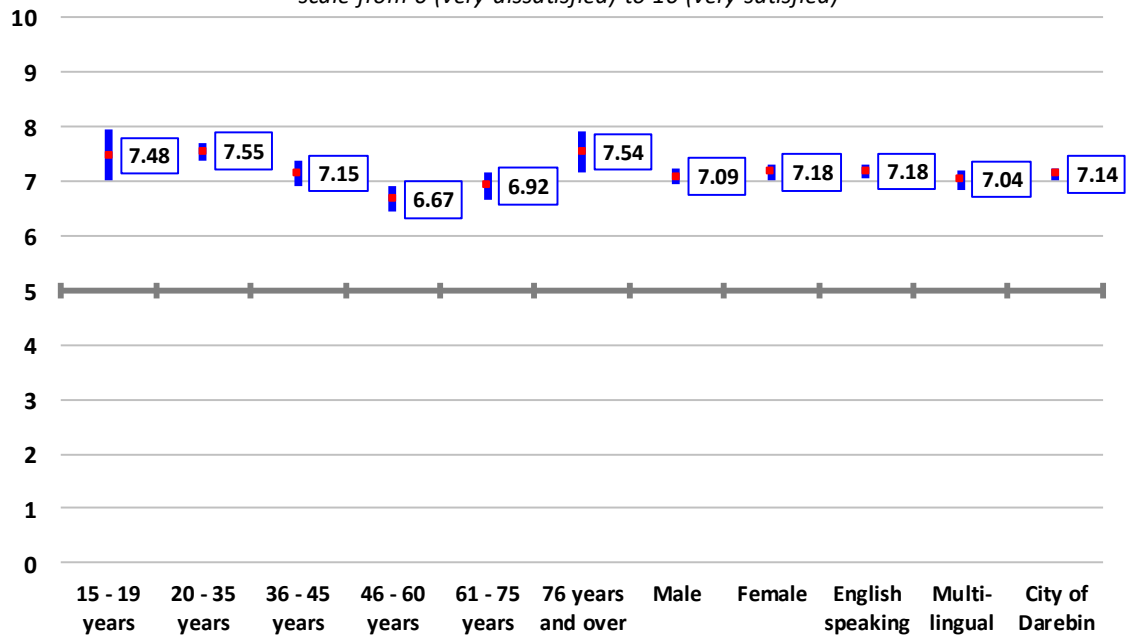
Attention is drawn to the fact that the increase in satisfaction in Northcote (up 12.4%) was statistically significant at the 95% confidence level.

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

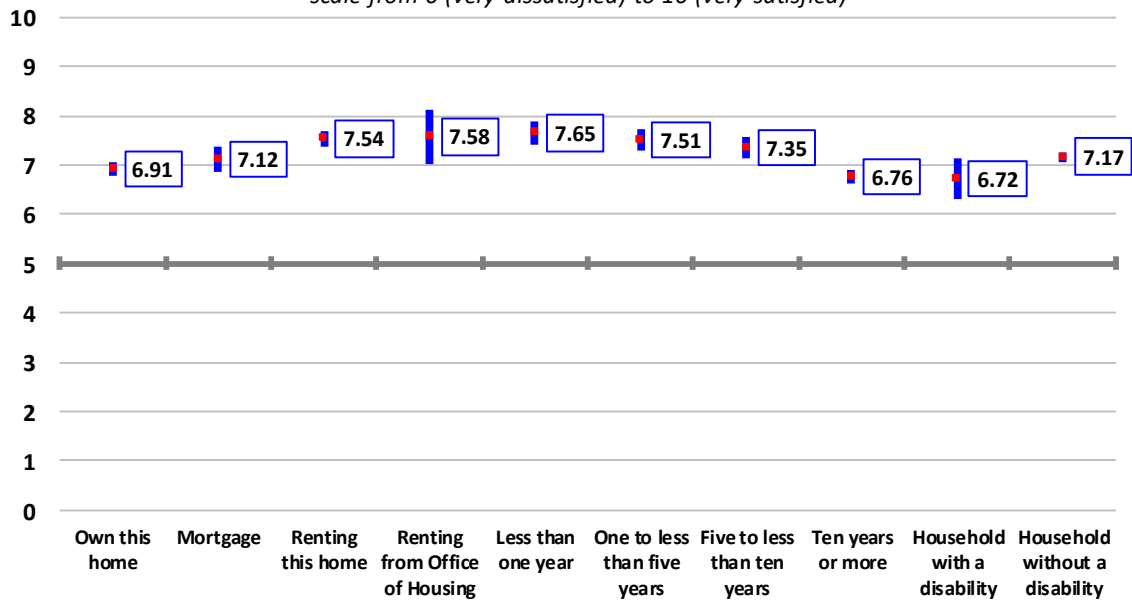
- ⊗ **Adolescents and young adults (aged 15 to 35 years)** – respondents rated satisfaction measurably and significantly higher than the municipal average and “very good”.
- ⊗ **Middle-aged and older adults (aged 46 to 75 years)** – respondents rated satisfaction with Council's overall performance measurably and significantly lower than the municipal average, although it remains “good”.
- ⊗ **Senior citizens (aged 76 years and over)** – respondents rated satisfaction measurably and significantly higher than the municipal average and “very good”.
- ⊗ **Gender** – there was no statistically significant 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 “very good”, whilst home-owner respondents rated satisfaction measurably and significantly lower than average, although still “good”.
- ⊗ **Period of residence** – satisfaction with Council's overall performance generally declines with the respondents' period of residence in the City of Darebin, from “very good” for new residents (less than one year) to “good” for long-term residents (ten years or more). New residents (five years or less) rated satisfaction measurably higher than average, whilst long-term residents rated satisfaction measurably lower than average. This is a common trend observed not only in Darebin but is common across metropolitan Melbourne.
- ⊗ **Disability status** – respondents from households with a member with a disability rated satisfaction with Council's overall performance measurably and significantly lower than other respondents.



Satisfaction with Council's overall performance by respondent profile
Darebin City Council - 2018-2019 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 - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Council's overall performance
Darebin City Council - 2018-2019 Annual Community Survey
(Number and index score 0 - 10)

Variable	Number	2018-2019		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 years	28	7.01	7.48	7.94
20 - 35 years	258	7.40	7.55	7.70
36 - 45 years	207	6.93	7.15	7.37
46 - 60 years	250	6.44	6.67	6.90
61 - 75 years	142	6.67	6.92	7.17
76 years and over	51	7.16	7.54	7.92
<i>Housing situation</i>				
Own this home	468	6.77	6.91	7.06
Mortgage	131	6.86	7.12	7.39
Renting this home	287	7.38	7.54	7.70
Renting from Office of Housing	22	7.04	7.58	8.12
<i>Period of residence</i>				
Less than one year	95	7.42	7.65	7.89
One to less than five years	221	7.31	7.51	7.71
Five to less than ten years	155	7.15	7.35	7.55
Ten years or more	465	6.61	6.76	6.92
<i>Aboriginal and Torres Strait Islander</i>				
Yes	6	1.77	5.68	9.60
No	919	7.04	7.14	7.24
<i>Multi-lingual household</i>				
English speaking	556	7.07	7.18	7.30
Multi-lingual	379	6.86	7.04	7.22
<i>Household member with a disability</i>				
Yes	83	6.32	6.72	7.12
No	847	7.06	7.17	7.27
<i>Gender</i>				
Male	471	6.95	7.09	7.23
Female	458	7.03	7.18	7.32
City of Darebin	945	7.03	7.14	7.24



Satisfaction with Council's overall performance
Darebin City Council - 2018-2019 Annual Community Survey
(Number and index score 0 - 10)

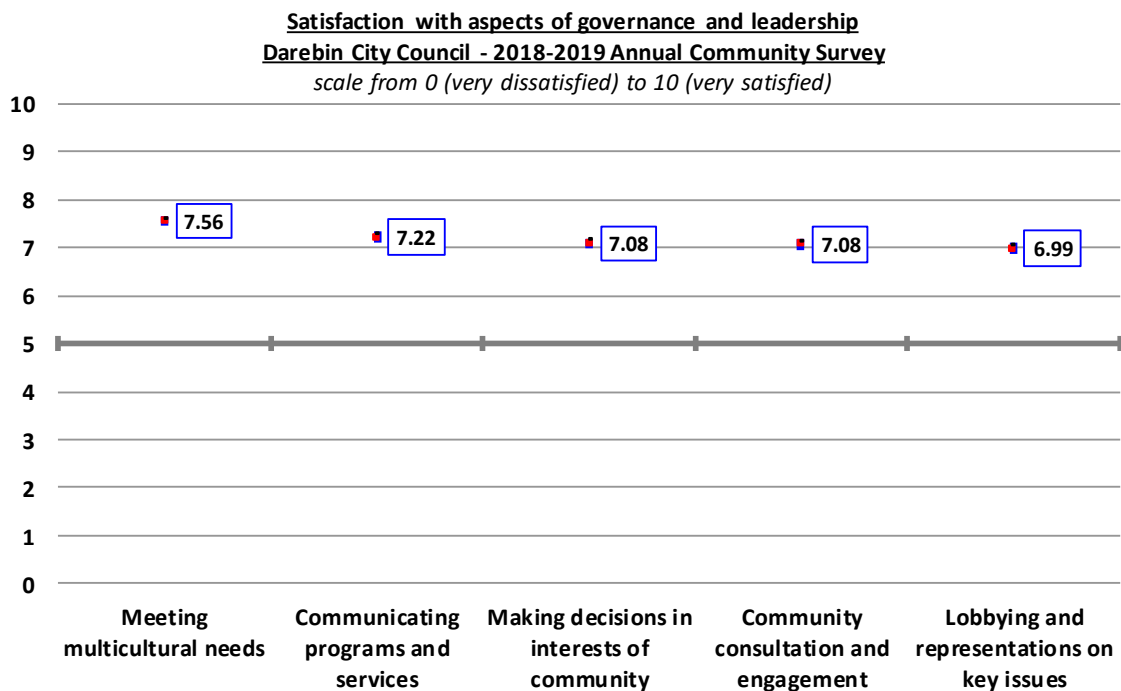
Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir West	2014-15	91	6.82	7.15	7.49
	2015-16	124	6.74	6.98	7.22
	2016-17	124	6.58	6.84	7.10
	2017-18	124	6.66	6.96	7.25
	2018-19	118	6.99	7.28	7.57
Reservoir East	2014-15	97	6.80	7.10	7.40
	2015-16	123	6.62	6.90	7.18
	2016-17	120	6.79	7.08	7.38
	2017-18	124	6.67	6.95	7.23
	2018-19	122	6.98	7.26	7.54
Northcote	2014-15	92	6.69	6.92	7.16
	2015-16	119	5.89	6.22	6.55
	2016-17	118	6.42	6.73	7.04
	2017-18	115	6.09	6.43	6.78
	2018-19	117	6.91	7.23	7.55
Thornbury	2014-15	91	6.05	6.43	6.80
	2015-16	118	5.85	6.20	6.55
	2016-17	118	5.99	6.36	6.72
	2017-18	121	6.37	6.74	7.10
	2018-19	118	6.91	7.14	7.38
Kingsbury-Bundoora	2014-15	89	6.79	7.12	7.46
	2015-16	120	6.79	7.05	7.31
	2016-17	107	6.53	6.83	7.13
	2017-18	120	7.04	7.33	7.62
	2018-19	119	6.78	7.07	7.35
Preston East	2014-15	85	6.72	7.01	7.3
	2015-16	121	6.56	6.86	7.16
	2016-17	123	6.17	6.49	6.80
	2017-18	122	6.51	6.82	7.13
	2018-19	117	6.74	7.03	7.33
Preston West	2014-15	87	6.46	6.82	7.17
	2015-16	121	6.56	6.85	7.15
	2016-17	115	6.03	6.39	6.75
	2017-18	113	6.55	6.86	7.17
	2018-19	115	6.61	6.92	7.23
Fairfield-Alphington	2014-15	93	6.35	6.63	6.92
	2015-16	118	6.12	6.44	6.76
	2016-17	118	6.13	6.46	6.78
	2017-18	120	6.58	6.88	7.19
	2018-19	119	6.48	6.75	7.01

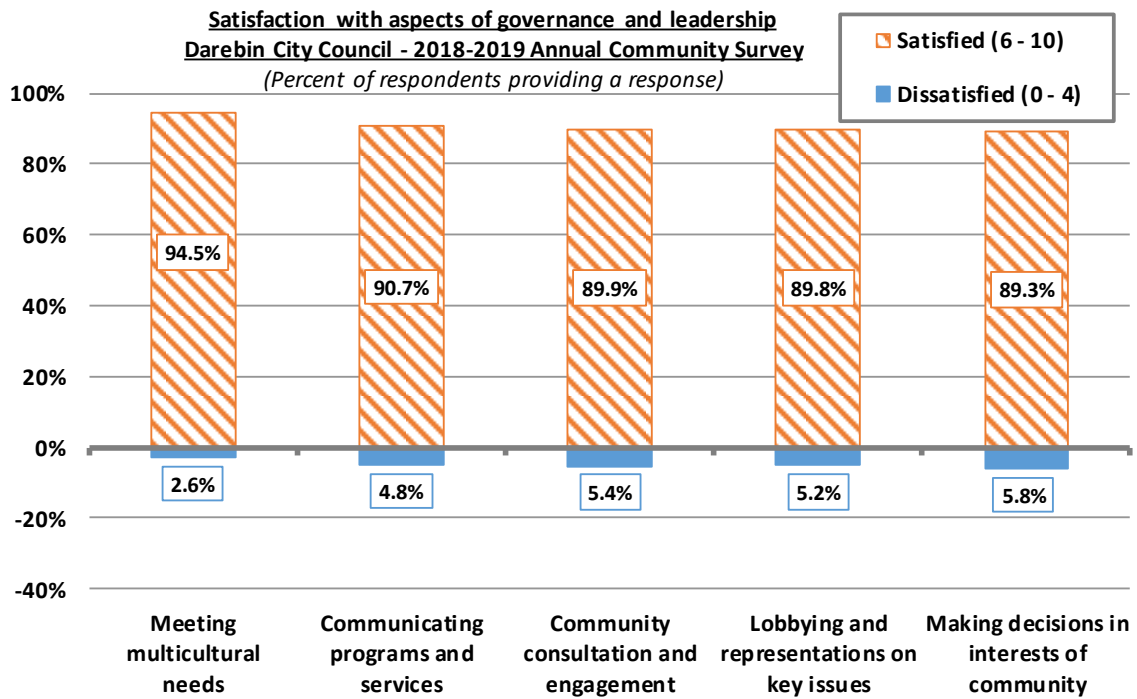
Governance and leadership

The survey this year included five aspects of governance and leadership. The average satisfaction with these five aspects this year was 7.19, up 3.8% on the 6.93 recorded last year. Despite this marginal increase, average satisfaction with governance and leadership remains “good”. Satisfaction with these five aspects of governance and leadership can best be summarised as follows:

- ⊗ **Very Good** – for Council meeting the needs of the multi-cultural community. Although ninety-five percent of respondents were satisfied with this aspect, whilst less than three percent were dissatisfied.
- ⊗ **Good** – for Council performance communicating its programs and services, making decisions in the interests of the community, community consultation and engagement, and lobbying and making representations on key issues. Approximately ninety percent of respondents were satisfied with each of these four aspects, whilst less than six percent were dissatisfied.

The Pearson correlation coefficient for average satisfaction with governance and leadership and overall performance was 0.541, which is a solidly positive correlation. In other words, there is a significant positive relationship between satisfaction with governance and leadership and satisfaction with Council’s overall performance. This highlights the fact that overall satisfaction and these aspects of governance and leadership are very subjective measures and are all highly correlated with overall performance. Metropolis Research notes however that this is a lower correlation coefficient than has commonly been recorded by Metropolis Research in other municipalities. Typically the correlation is at or around 0.8.





Satisfaction with aspects of governance and leadership
Darebin City Council - 2018-2019 Annual Community Survey
(Number and percent of total respondents)

Aspect	Dissatisfied (0 - 4)	Neutral (5)	Satisfied (6 - 10)	Can't say
Meeting multicultural needs	2.6%	2.9%	94.5%	180
Communicating programs and services	4.8%	4.5%	90.7%	120
Community consultation and engagement	5.4%	4.7%	89.9%	176
Making decisions in interests of community	5.8%	4.9%	89.3%	157
Lobbying and representations on key issues	5.2%	5.0%	89.8%	250

Meeting the needs of the multicultural community

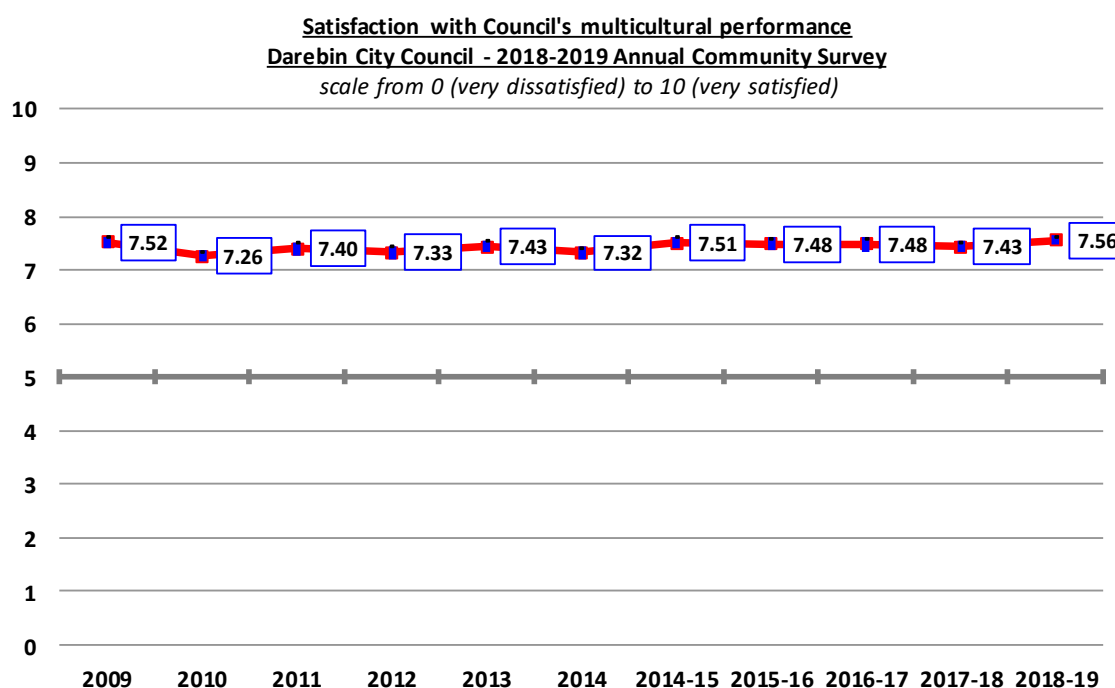
Respondents were asked:

“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 increased marginally but not measurably this year, up 1.7% to 7.56, and it remains at a “very good” level.

Satisfaction with this aspect of governance and leadership was positively correlated with overall performance, with a Pearson correlation coefficient of 0.398.

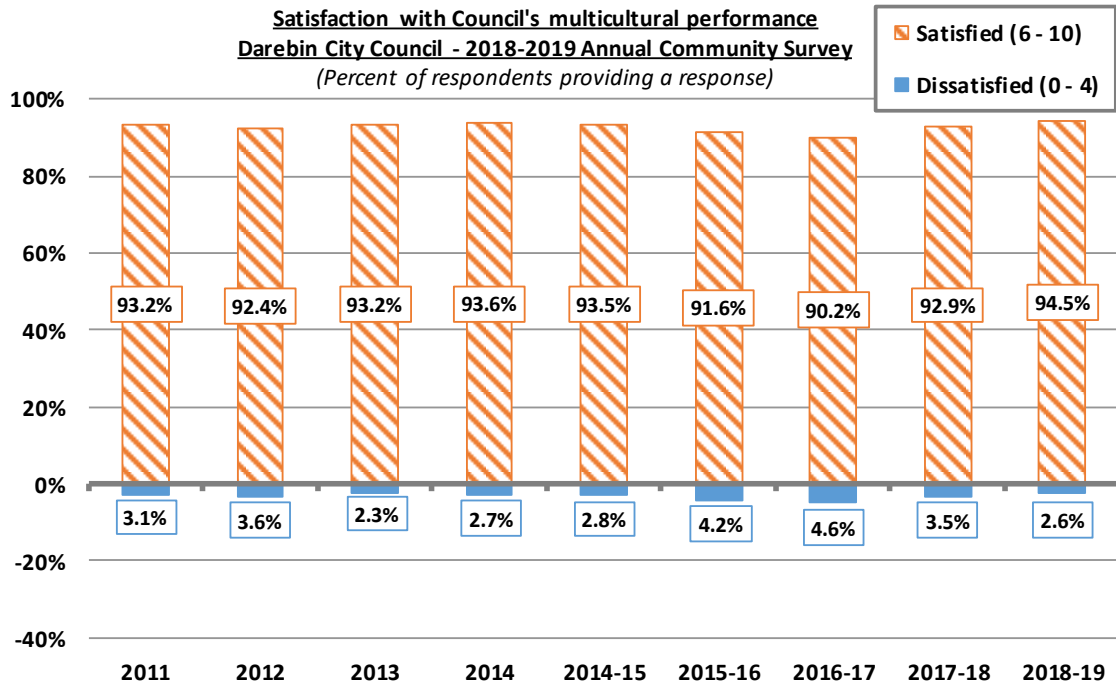
Satisfaction with this aspect of governance and leadership has remained remarkably stable over time, and the score recorded this year is the highest recorded in the last ten years.



This very high and stable level of satisfaction is further borne out in the proportional results outlined in the following table. In each of the last nine years, more than ninety percent of respondents were satisfied with this aspect of governance and leadership, and less than five percent were dissatisfied.

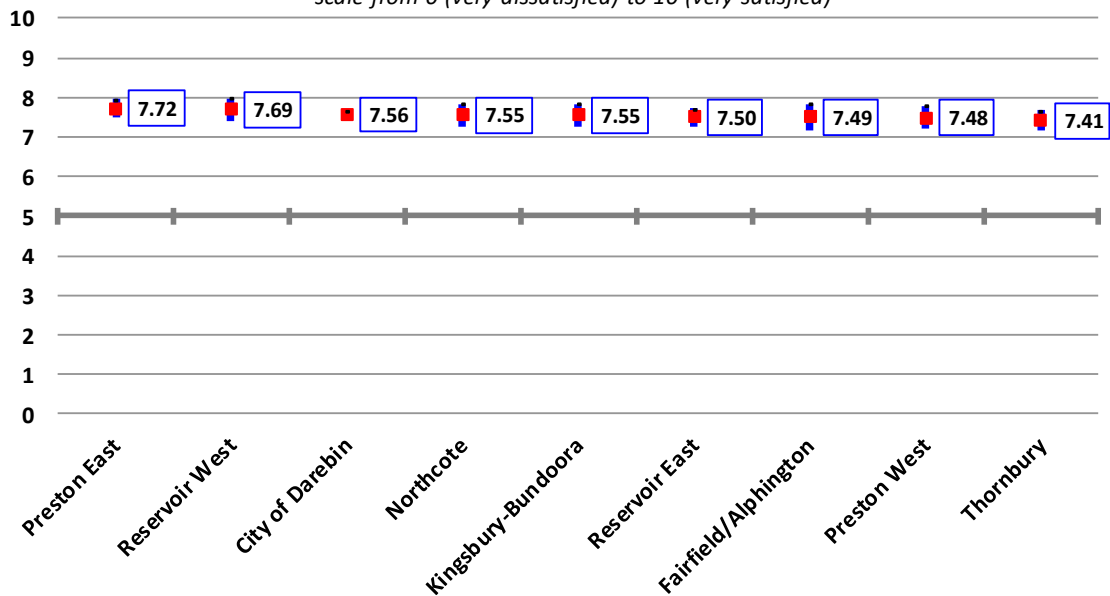



Satisfaction with Council's multicultural performance
Darebin City Council - 2018-2019 Annual Community Survey
(Percent of respondents providing a response)



There was no meaningful variation in satisfaction with Council’s performance meeting the needs of the multi-cultural community observed across the municipality, with satisfaction “very good” in each precinct this year.

Satisfaction with Council's multicultural performance by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





Satisfaction with Council's performance meeting the needs of the multicultural community increased somewhat in seven precincts and declined somewhat in one precinct, as follows:

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

There was no statistically significant variation in satisfaction with Council's performance meeting the needs of the multi-cultural community observed by respondent profile, as outlined in the following table.



Satisfaction with Council's multicultural performance
Darebin City Council - 2018-2019 Annual Community Survey
 (Number and index score 0 - 10)

Variable	Number	2018-2019		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 years	27	7.15	7.64	8.14
20 - 35 years	212	7.60	7.78	7.95
36 - 45 years	172	7.31	7.51	7.71
46 - 60 years	220	7.11	7.31	7.52
61 - 75 years	129	7.44	7.65	7.87
76 years and over	51	7.36	7.69	8.02
<i>Housing situation</i>				
Own this home	418	7.36	7.49	7.63
Mortgage	117	7.43	7.66	7.89
Renting this home	237	7.53	7.70	7.86
Renting from Office of Housing	16	7.43	7.97	8.50
<i>Period of residence</i>				
Less than one year	76	7.32	7.62	7.92
One to less than five years	180	7.51	7.70	7.88
Five to less than ten years	138	7.47	7.67	7.86
Ten years or more	419	7.32	7.47	7.61
<i>Aboriginal and Torres Strait Islander</i>				
Yes	6	1.81	5.47	9.14
No	800	7.49	7.58	7.68
<i>Multi-lingual household</i>				
English speaking	482	7.49	7.61	7.72
Multi-lingual	330	7.35	7.51	7.67
<i>Household member with a disability</i>				
Yes	73	7.03	7.40	7.78
No	734	7.49	7.59	7.68
<i>Gender</i>				
Male	405	7.45	7.59	7.72
Female	404	7.44	7.56	7.69
City of Darebin	822	7.46	7.56	7.65

Satisfaction with Council's multicultural performance
Darebin City Council - 2018-2019 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Preston East	2014-15	84	7.27	7.56	7.85
	2015-16	95	7.22	7.55	7.89
	2016-17	94	6.89	7.26	7.62
	2017-18	104	7.36	7.61	7.85
	2018-19	107	7.48	7.72	7.95
Reservoir West	2014-15	79	7.30	7.62	7.94
	2015-16	93	7.41	7.72	8.04
	2016-17	103	7.01	7.37	7.73
	2017-18	106	7.45	7.75	8.04
	2018-19	107	7.41	7.69	7.97
Northcote	2014-15	77	7.15	7.43	7.71
	2015-16	79	7.02	7.35	7.68
	2016-17	85	7.14	7.48	7.83
	2017-18	92	6.98	7.28	7.58
	2018-19	101	7.27	7.55	7.84
Kingsbury-Bundoora	2014-15	78	7.14	7.49	7.83
	2015-16	90	7.05	7.36	7.67
	2016-17	77	7.12	7.45	7.79
	2017-18	104	7.12	7.41	7.71
	2018-19	110	7.27	7.55	7.83
Reservoir East	2014-15	81	7.32	7.65	7.99
	2015-16	97	6.88	7.27	7.65
	2016-17	88	7.66	7.98	8.29
	2017-18	101	7.07	7.38	7.68
	2018-19	101	7.27	7.50	7.72
Fairfield-Alphington	2014-15	76	7.04	7.40	7.75
	2015-16	85	6.59	6.95	7.32
	2016-17	86	7.05	7.40	7.74
	2017-18	92	7.08	7.43	7.79
	2018-19	97	7.17	7.49	7.82
Preston West	2014-15	78	7.29	7.60	7.92
	2015-16	95	7.71	7.99	8.26
	2016-17	79	7.00	7.41	7.81
	2017-18	89	7.07	7.36	7.65
	2018-19	95	7.19	7.48	7.78
Thornbury	2014-15	79	6.96	7.27	7.57
	2015-16	89	7.58	7.80	8.02
	2016-17	78	6.86	7.28	7.71
	2017-18	98	6.73	7.18	7.64
	2018-19	103	7.14	7.41	7.67



Communicating programs and services

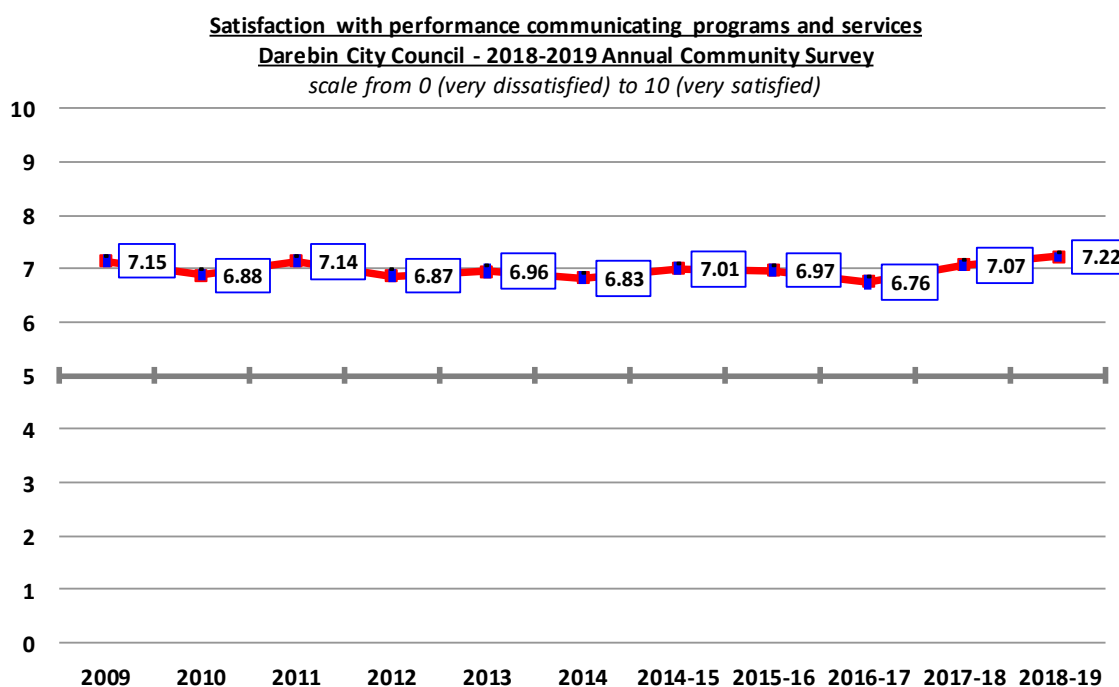
Respondents were asked:

“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 increased marginally but not measurably this year, up 2.1% from 7.07 to 7.22, although it remains at a “good” level.

Satisfaction with this aspect of governance and leadership has remained relatively stable over time, although the score recorded this year is the highest in the last ten years.

Metropolis Research notes that satisfaction with this aspect of governance and leadership is positively correlated with satisfaction with overall performance, with a Pearson correlation coefficient of 0.427.

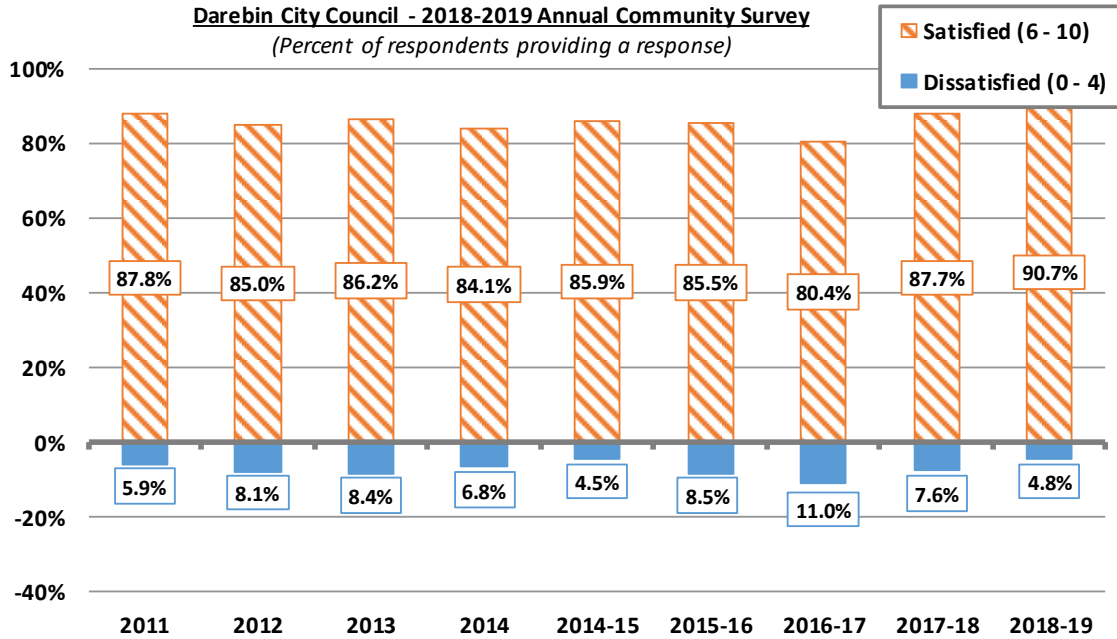


Consistent with the increase in average satisfaction, more than ninety percent of the respondents were satisfied with this aspect of governance and leadership, whilst less than five percent were dissatisfied.

Satisfaction with Council performance communicating programs and services

Darebin City Council - 2018-2019 Annual Community Survey

(Percent of respondents providing a response)



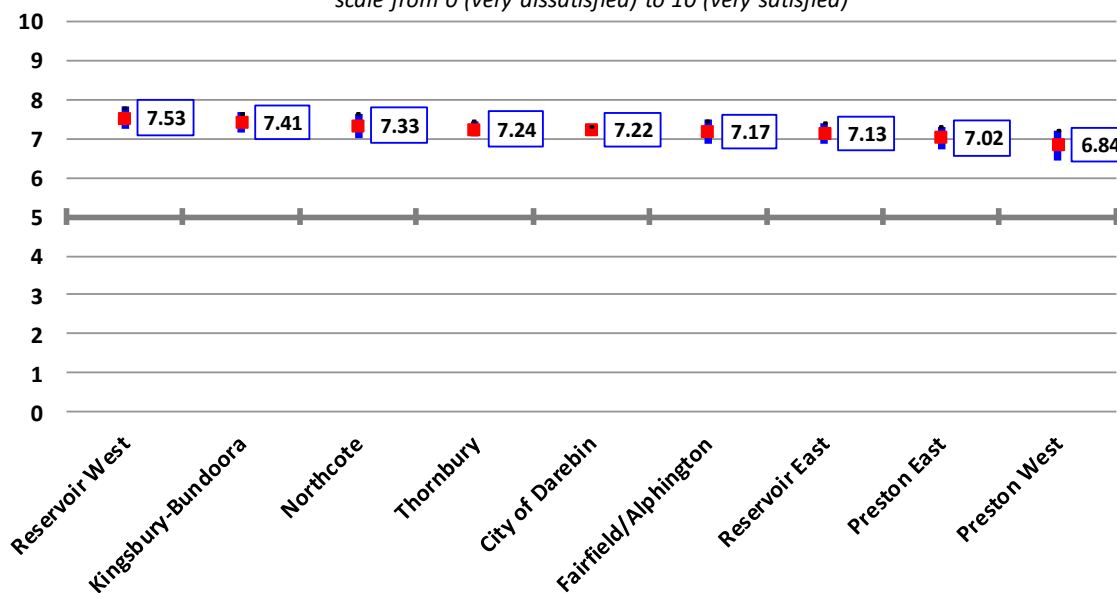
There was no statistically significant (at the 95% confidence level) variation in satisfaction with Council’s performance observed across the eight precincts comprising the City of Darebin.


It is noted however that respondents from Reservoir West, Kingsbury-Bundoora and Northcote rated satisfaction at “very good” levels, compared to “good” for the other five precincts and the municipal average.

Satisfaction with performance communicating programs and services by precinct

Darebin City Council - 2018-2019 Annual Community Survey

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





Satisfaction with Council’s performance communicating its programs and services increased in five precincts and declined in three precincts, as follows:

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

There was no statistically significant variation in satisfaction with Council’s performance communicating its programs and services observed by respondent profile, as outlined in the following table.

Satisfaction with Council's performance communicating programs and services

Darebin City Council - 2018-2019 Annual Community Survey

(Number and index score 0 - 10)

Variable	Number	2018-2019		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 years	26	6.69	7.29	7.88
20 - 35 years	233	7.08	7.28	7.48
36 - 45 years	188	7.03	7.26	7.49
46 - 60 years	236	6.79	6.98	7.18
61 - 75 years	133	7.12	7.36	7.60
76 years and over	53	7.24	7.63	8.02
<i>Housing situation</i>				
Own this home	438	6.98	7.13	7.27
Mortgage	129	7.10	7.36	7.62
Renting this home	262	7.19	7.37	7.55
Renting from Office of Housing	19	7.26	7.68	8.10
<i>Period of residence</i>				
Less than one year	86	7.18	7.46	7.74
One to less than five years	192	7.15	7.38	7.60
Five to less than ten years	145	6.88	7.12	7.36
Ten years or more	449	7.00	7.15	7.29
<i>Aboriginal and Torres Strait Islander</i>				
Yes	6	3.41	6.44	9.47
No	858	7.14	7.24	7.34
<i>Multi-lingual household</i>				
English speaking	522	7.13	7.25	7.38
Multi-lingual	350	7.04	7.21	7.37
<i>Household member with a disability</i>				
Yes	81	6.52	6.94	7.37
No	785	7.16	7.27	7.37
<i>Gender</i>				
Male	443	7.11	7.25	7.38
Female	424	7.11	7.26	7.40
City of Darebin	882	7.12	7.22	7.33



Satisfaction with Council's performance communicating programs and services

Darebin City Council - 2018-2019 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir East	2014-15	91	6.71	6.98	7.25
	2015-16	111	6.80	7.13	7.45
	2016-17	100	6.68	7.08	7.48
	2017-18	115	6.63	6.96	7.28
	2018-19	107	6.85	7.13	7.41
Reservoir West	2014-15	87	6.78	7.10	7.43
	2015-16	87	6.78	7.10	7.43
	2016-17	120	6.48	6.83	7.17
	2017-18	107	7.01	7.34	7.67
	2018-19	114	7.24	7.53	7.81
Preston East	2014-15	85	6.69	7.00	7.31
	2015-16	85	6.69	7.00	7.31
	2016-17	106	6.01	6.40	6.79
	2017-18	107	6.84	7.13	7.43
	2018-19	114	6.73	7.02	7.31
Kingsbury-Bundoora	2014-15	85	6.80	7.13	7.46
	2015-16	108	6.53	6.92	7.30
	2016-17	93	6.31	6.74	7.17
	2017-18	112	6.61	7.00	7.39
	2018-19	107	7.16	7.41	7.66
Fairfield-Alphington	2014-15	95	6.52	6.91	7.29
	2015-16	120	6.87	7.13	7.38
	2016-17	114	6.34	6.70	7.06
	2017-18	110	7.08	7.33	7.58
	2018-19	117	6.88	7.17	7.46
Thornbury	2014-15	85	6.34	6.69	7.05
	2015-16	112	6.56	6.88	7.19
	2016-17	103	5.99	6.39	6.79
	2017-18	113	6.41	6.81	7.20
	2018-19	104	7.03	7.24	7.45
Northcote	2014-15	92	6.90	7.22	7.53
	2015-16	108	6.45	6.80	7.15
	2016-17	111	6.65	7.00	7.35
	2017-18	110	6.70	7.02	7.33
	2018-19	115	7.03	7.33	7.63
Preston West	2014-15	89	6.65	6.97	7.28
	2015-16	108	6.73	7.07	7.42
	2016-17	104	6.25	6.64	7.03
	2017-18	99	6.79	7.13	7.47
	2018-19	105	6.46	6.84	7.22



Community consultation and engagement

Respondents were asked:

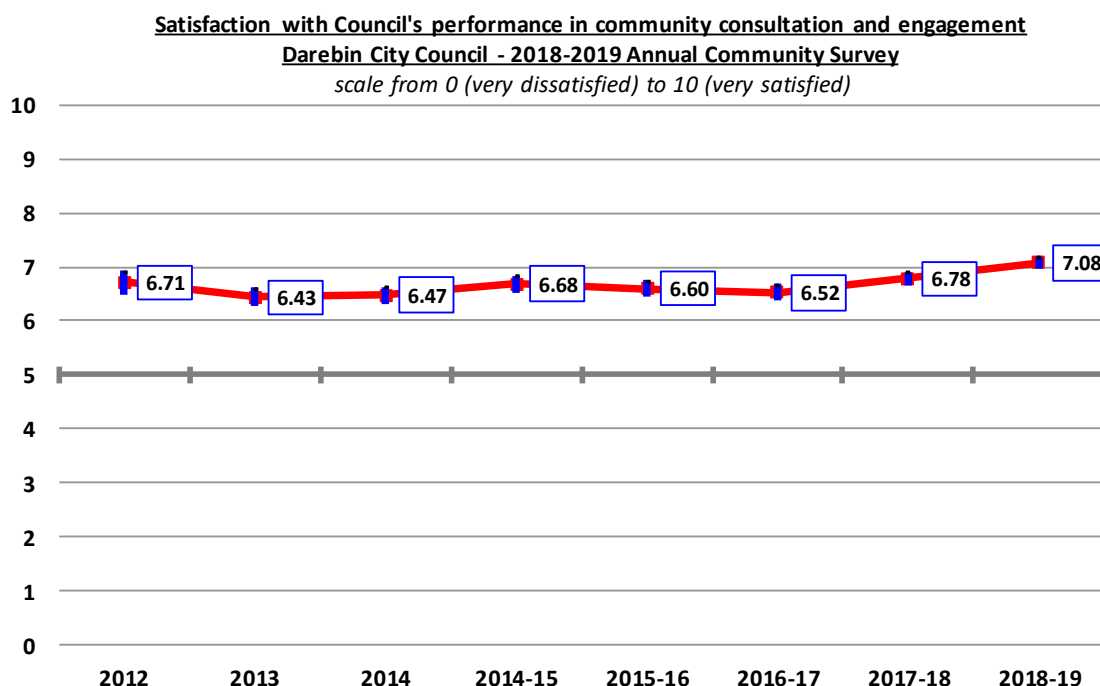
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council’s performance in community consultation and engagement?”

Satisfaction with Council’s community consultation and engagement increased measurably and significantly this year, up 4.4% to 7.08, although it remains at a “good” level. This result is now at its highest level recorded in the last eight years.

Satisfaction with community consultation and engagement has typically been recorded at levels marginally below overall satisfaction with Council, and that has remained the case this year.

This result was measurably higher than the 2019 metropolitan Melbourne average of 6.77, as recorded in *Governing Melbourne*.

This result is positively correlated with satisfaction with Council’s overall performance, with a Pearson correlation coefficient of 0.428.



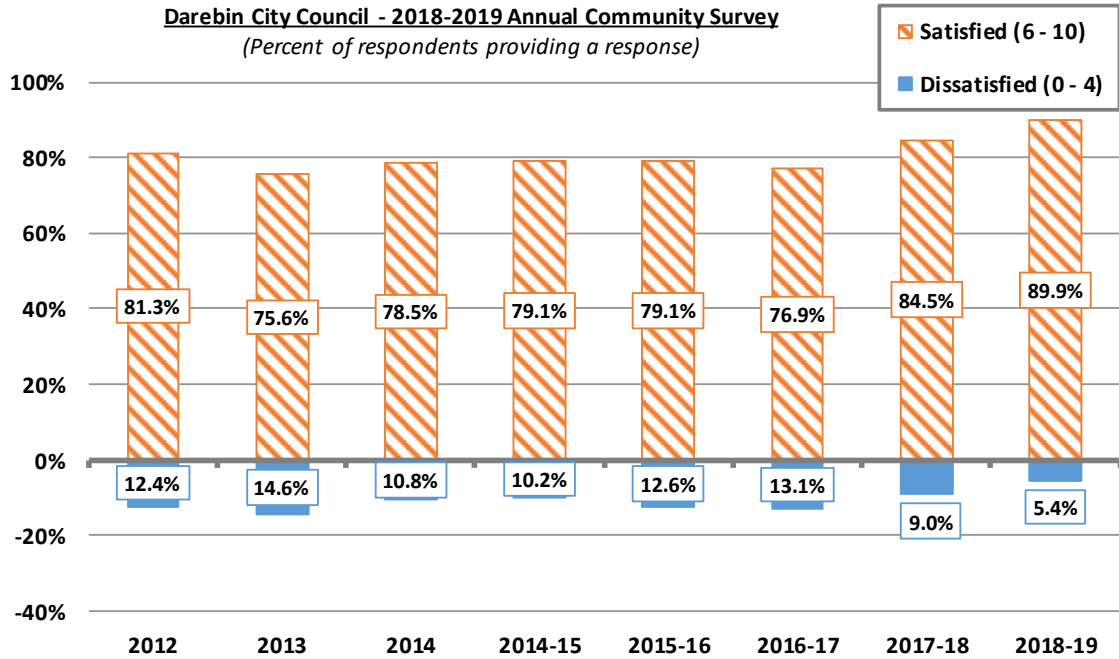
There was a small increase this year in the proportion of respondents satisfied with this aspect of governance and leadership, up from 84.5% last year to 89.9% this year. There was a notable decline in the proportion of dissatisfied respondents, down from nine percent last year to 5.4% this year.



Satisfaction with Council's performance in community consultation and engagement

Darebin City Council - 2018-2019 Annual Community Survey

(Percent of respondents providing a response)



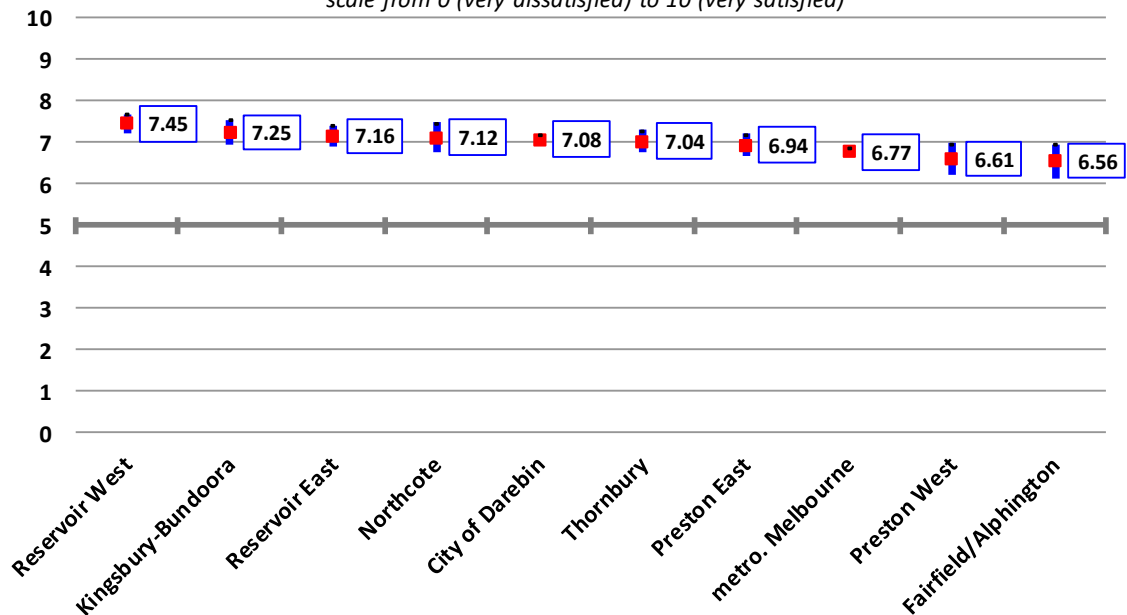
There was some statistically significant variation in satisfaction with Council's community consultation and engagement observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:


- **Reservoir and Kingsbury-Bundoora** – respondents were measurably more satisfied than average and “very good”.
- **Preston West and Fairfield-Alphington** – respondents were measurably less satisfied than average.

Satisfaction with Council's performance in community consultation and engagement

Darebin City Council - 2018-2019 Annual Community Survey

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





Satisfaction with Council's community consultation and engagement increased somewhat in seven precincts and declined somewhat in one precinct, as follows:

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

None of these increases or decreases were statistically significant at the 95% confidence level.

There was some measurable variation in satisfaction with this aspect of governance and leadership observed by respondent profile, attention drawn to the following:

- **More satisfied than average** – the small sample of seventeen respondents renting from Office of Housing.



Satisfaction with Council's performance in community consultation and engagement

Darebin City Council - 2018-2019 Annual Community Survey

(Number and index score 0 - 10)

Variable	Number	2018-2019		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 years	25	6.73	7.28	7.84
20 - 35 years	211	6.95	7.16	7.36
36 - 45 years	183	6.94	7.15	7.36
46 - 60 years	223	6.61	6.83	7.06
61 - 75 years	126	6.85	7.12	7.39
76 years and over	50	7.02	7.46	7.91
<i>Housing situation</i>				
Own this home	416	6.89	7.04	7.20
Mortgage	120	6.75	7.03	7.32
Renting this home	242	7.02	7.20	7.38
Renting from Office of Housing	17	7.39	7.81	8.23
<i>Period of residence</i>				
Less than one year	75	6.85	7.20	7.55
One to less than five years	179	7.02	7.24	7.45
Five to less than ten years	141	6.84	7.09	7.34
Ten years or more	422	6.82	6.98	7.14
<i>Aboriginal and Torres Strait Islander</i>				
Yes	5	0.73	4.31	9.36
No	805	6.99	7.10	7.21
<i>Multi-lingual household</i>				
English speaking	500	6.93	7.06	7.20
Multi-lingual	318	6.92	7.10	7.29
<i>Household member with a disability</i>				
Yes	76	6.35	6.79	7.22
No	735	7.01	7.12	7.23
<i>Gender</i>				
Male	413	6.93	7.08	7.23
Female	400	6.97	7.12	7.27
City of Darebin	826	6.97	7.08	7.18

Satisfaction with Council's performance in community consultation and engagement
Darebin City Council - 2018-2019 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir West	2014-15	81	6.23	6.64	7.05
	2015-16	105	6.27	6.68	7.08
	2016-17	98	6.13	6.48	6.83
	2017-18	108	6.64	6.98	7.32
	2018-19	108	7.21	7.45	7.70
Kingsbury-Bundoora	2014-15	76	6.49	6.95	7.41
	2015-16	85	6.37	6.80	7.23
	2016-17	79	5.69	6.37	7.05
	2017-18	107	6.72	7.08	7.45
	2018-19	99	6.96	7.25	7.54
Reservoir East	2014-15	86	6.73	7.09	7.45
	2015-16	103	6.47	6.83	7.20
	2016-17	85	6.64	7.02	7.40
	2017-18	105	6.25	6.62	6.98
	2018-19	99	6.90	7.16	7.42
Northcote	2014-15	77	6.38	6.78	7.18
	2015-16	103	5.98	6.41	6.83
	2016-17	95	6.75	7.03	7.31
	2017-18	103	6.23	6.66	7.09
	2018-19	109	6.76	7.12	7.48
Thornbury	2014-15	78	5.67	6.15	6.64
	2015-16	98	5.72	6.13	6.54
	2016-17	89	5.50	6.01	6.52
	2017-18	101	6.41	6.82	7.23
	2018-19	101	6.77	7.04	7.31
Preston East	2014-15	77	6.50	6.92	7.34
	2015-16	99	6.09	6.53	6.96
	2016-17	94	5.51	5.97	6.42
	2017-18	109	6.44	6.72	7.01
	2018-19	108	6.68	6.94	7.21
Preston West	2014-15	75	5.91	6.40	6.89
	2015-16	100	6.53	6.89	7.25
	2016-17	93	5.96	6.41	6.86
	2017-18	93	6.18	6.58	6.98
	2018-19	94	6.22	6.61	6.99
Fairfield-Alphington	2014-15	87	6.01	6.45	6.88
	2015-16	109	6.28	6.67	7.06
	2016-17	106	5.86	6.46	7.06
	2017-18	104	6.69	7.00	7.31
	2018-19	104	6.15	6.56	6.96



Making decisions in the interests of the community

Respondents were asked:

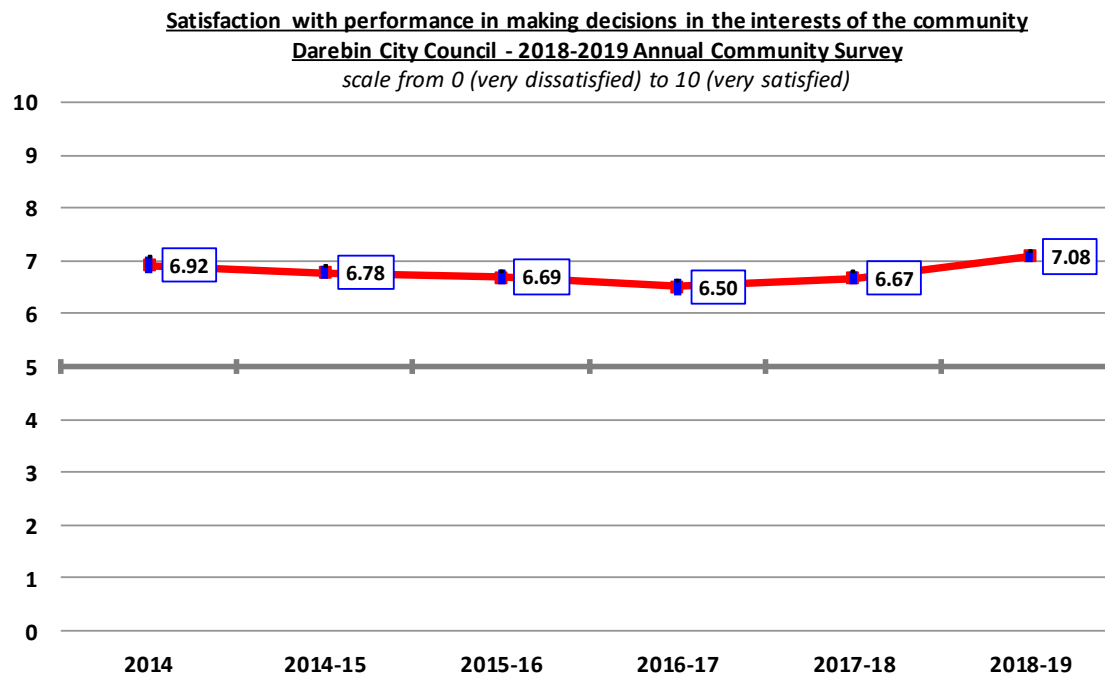
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council’s performance in making decisions in the interests of the community?”

Satisfaction with Council’s performance making decisions in the interests of the community increased measurably this year, up 6.1% to 7.08, although it remains at a “good” level. This result is the highest score recorded in recent years.

Satisfaction with this aspect of governance and leadership has been rated as “good” in each of the six years it has been included in the survey program.

This result was notably, but not measurably higher than the 2019 metropolitan Melbourne average of 6.83.

This result was positively correlated with satisfaction with Council’s overall performance, with a Pearson correlation coefficient of 0.519. This is the highest correlation with overall performance of any of the five aspects of governance and leadership.



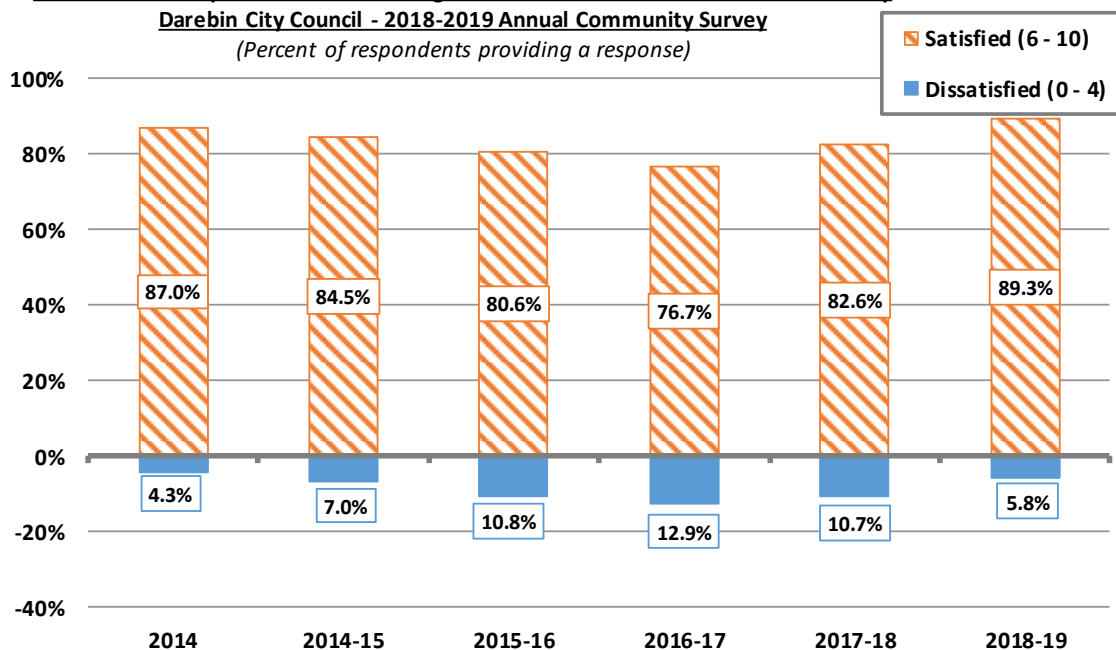
There was a small increase this year in the proportion of respondents satisfied with Council’s performance making decisions in the interests of the community, up from 82.6% to 89.3%.

It is noted that the proportion of respondents dissatisfied halved this year, down from 10.7% to 5.8%.

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

Darebin City Council - 2018-2019 Annual Community Survey

(Percent of respondents providing a response)



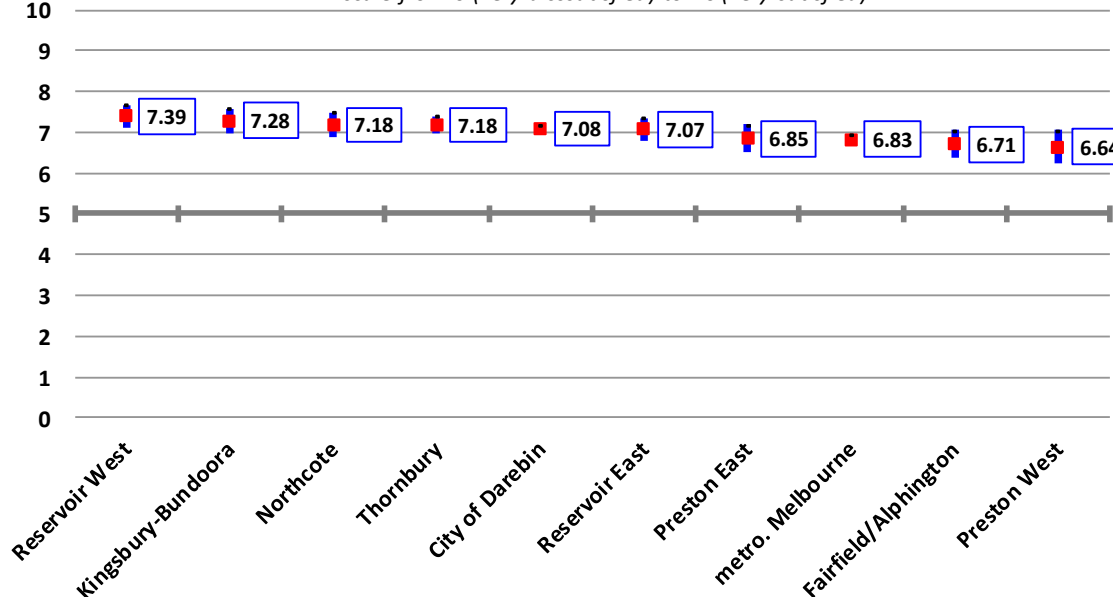
There was measurable variation in satisfaction with Council’s performance making decisions in the interests of the community observed across the municipality, with attention drawn to the following:


- **Reservoir West and Kingsbury-Bundoora** – respondents were somewhat more satisfied than average and “very good”.
- **Fairfield-Alphington and Preston West** – respondents were measurably less satisfied than average.

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

Darebin City Council - 2018-2019 Annual Community Survey

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





Satisfaction with Council's performance in making decisions in the interests of the community increased somewhat in each of eight precincts. Attention is drawn to the fact that the increase in satisfaction in Thornbury (up 14.1%) was statistically significant at the 95% confidence level.

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

- ***More satisfied than average*** – senior citizens (aged 76 years and over), rental (both public and private) household respondents, and respondents that have lived in Darebin for one to less than five years.
- ***Less satisfied than average*** – long-term residents of Darebin (ten years or more).

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

Darebin City Council - 2018-2019 Annual Community Survey

(Number and index score 0 - 10)

Variable	Number	2018-2019		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 years	25	6.95	7.47	7.99
20 - 35 years	218	7.11	7.28	7.45
36 - 45 years	188	6.85	7.05	7.26
46 - 60 years	225	6.60	6.83	7.07
61 - 75 years	132	6.71	7.02	7.32
76 years and over	47	7.23	7.64	8.06
<i>Housing situation</i>				
Own this home	426	6.80	6.96	7.11
Mortgage	125	6.71	6.99	7.26
Renting this home	243	7.24	7.41	7.58
Renting from Office of Housing	18	7.22	7.60	7.97
<i>Period of residence</i>				
Less than one year	73	7.08	7.38	7.68
One to less than five years	187	7.25	7.45	7.64
Five to less than ten years	140	7.02	7.24	7.46
Ten years or more	436	6.65	6.82	6.98
<i>Aboriginal and Torres Strait Islander</i>				
Yes	6	3.94	6.32	8.69
No	820	6.98	7.09	7.20
<i>Multi-lingual household</i>				
English speaking	510	6.87	7.00	7.14
Multi-lingual	325	7.02	7.20	7.37
<i>Household member with a disability</i>				
Yes	77	6.25	6.72	7.19
No	753	7.01	7.12	7.23
<i>Gender</i>				
Male	427	6.88	7.03	7.18
Female	405	7.02	7.17	7.31
City of Darebin	845	6.98	7.08	7.19



Satisfaction with performance in making decisions in the interests of the community
Darebin City Council - 2018-2019 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir West	2014-15	80	6.51	6.95	7.39
	2015-16	103	6.56	6.94	7.32
	2016-17	108	6.09	6.48	6.87
	2017-18	113	6.56	6.89	7.22
	2018-19	112	7.12	7.39	7.67
Kingsbury-Bundoora	2014-15	73	6.17	6.63	7.09
	2015-16	94	6.90	7.27	7.63
	2016-17	86	6.52	6.88	7.25
	2017-18	108	6.78	7.08	7.39
	2018-19	102	7.00	7.28	7.57
Northcote	2014-15	78	6.52	6.85	7.17
	2015-16	108	5.91	6.29	6.67
	2016-17	96	6.42	6.78	7.14
	2017-18	103	6.12	6.54	6.97
	2018-19	110	6.88	7.18	7.48
Thornbury	2014-15	72	6.46	6.79	7.12
	2015-16	104	6.15	6.48	6.81
	2016-17	98	5.62	6.11	6.60
	2017-18	100	5.83	6.29	6.75
	2018-19	102	6.96	7.18	7.39
Reservoir East	2014-15	91	6.56	6.88	7.20
	2015-16	104	6.21	6.60	6.98
	2016-17	96	6.53	6.94	7.34
	2017-18	110	6.34	6.71	7.08
	2018-19	104	6.79	7.07	7.34
Preston East	2014-15	78	6.41	6.82	7.23
	2015-16	91	6.52	6.89	7.26
	2016-17	96	5.63	6.07	6.51
	2017-18	110	6.32	6.68	7.04
	2018-19	106	6.51	6.85	7.19
Fairfield-Alphington	2014-15	81	6.04	6.43	6.83
	2015-16	107	6.18	6.52	6.87
	2016-17	98	5.92	6.32	6.71
	2017-18	112	6.30	6.69	7.08
	2018-19	109	6.35	6.71	7.06
Preston West	2014-15	66	6.16	6.68	7.20
	2015-16	95	6.64	6.97	7.30
	2016-17	92	5.80	6.24	6.67
	2017-18	100	6.17	6.57	6.97
	2018-19	97	6.23	6.64	7.05

Lobbying and making representations on key issues

Respondents were asked:

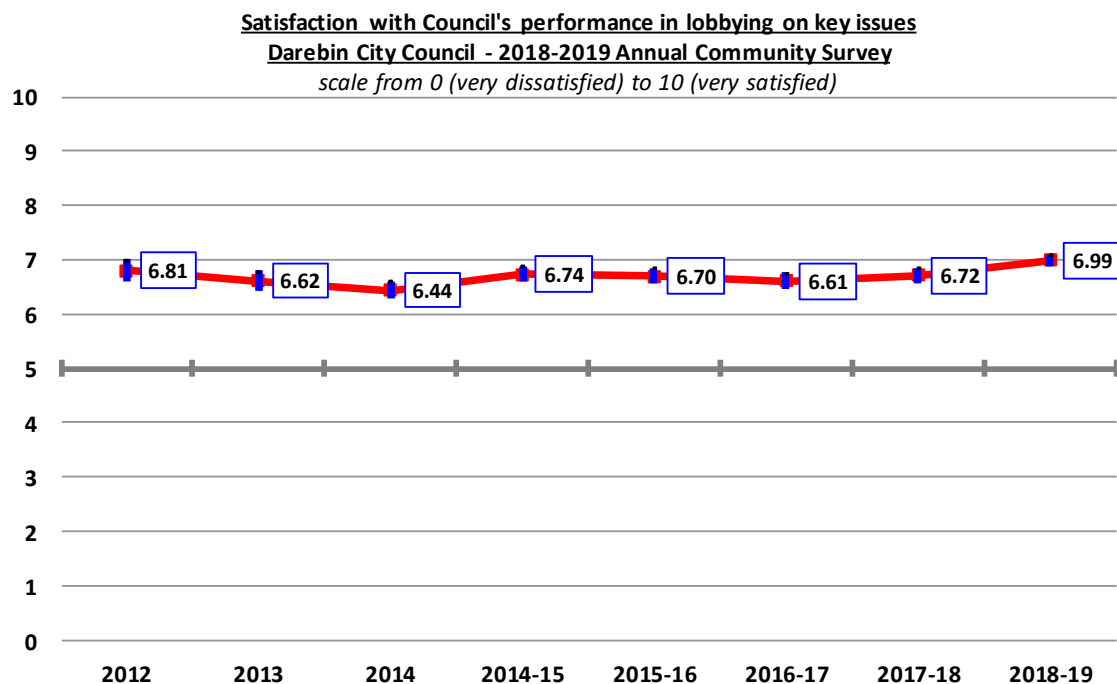
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council’s performance in lobbying and making representations on key issues that affect the local community?”

Satisfaction with Council’s performance lobbying and making representations on key issues that affect the local community increased marginally but not measurably this year, up four percent to 6.99 although it remains at a “good” level.

This result is the highest average satisfaction with this aspect of governance and leadership recorded in recent years.

This result was marginally but not measurably higher than the 2019 metropolitan Melbourne average of 6.75.

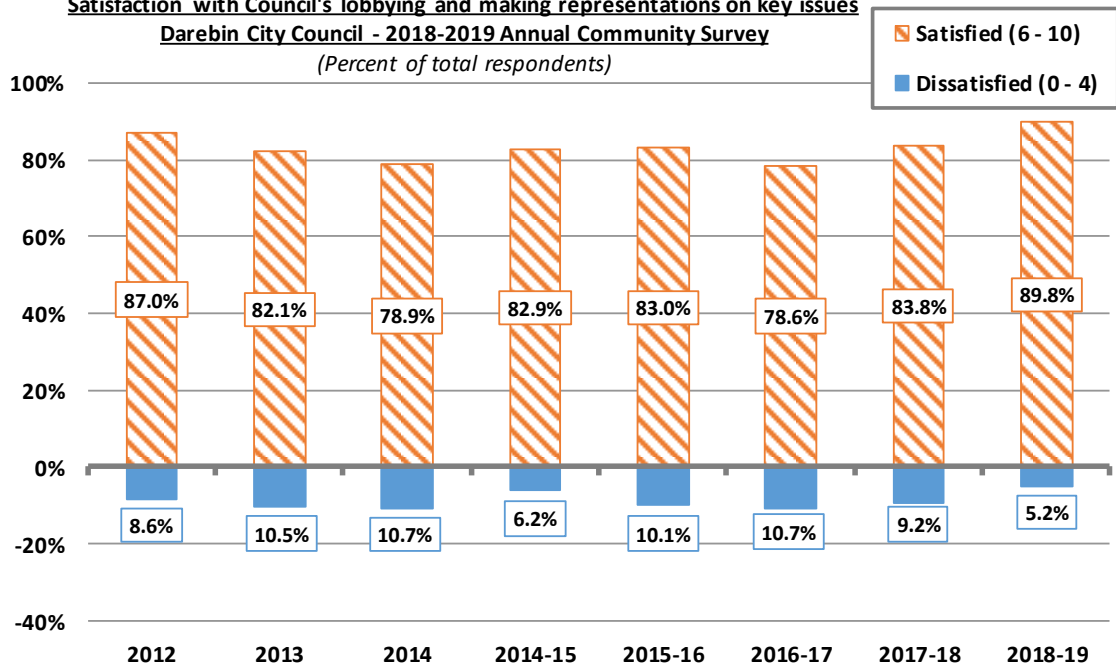
This aspect of governance and leadership was positively correlated with satisfaction with overall performance, with a Pearson correlation coefficient of 0.484.



There was a small increase this year in the proportion of respondents satisfied with Council’s performance lobbying and making representations on key issues that affect the local community, up from 83.3% to 89.8%. Approximately five percent of respondents were dissatisfied, down from 9.2% recorded last year.

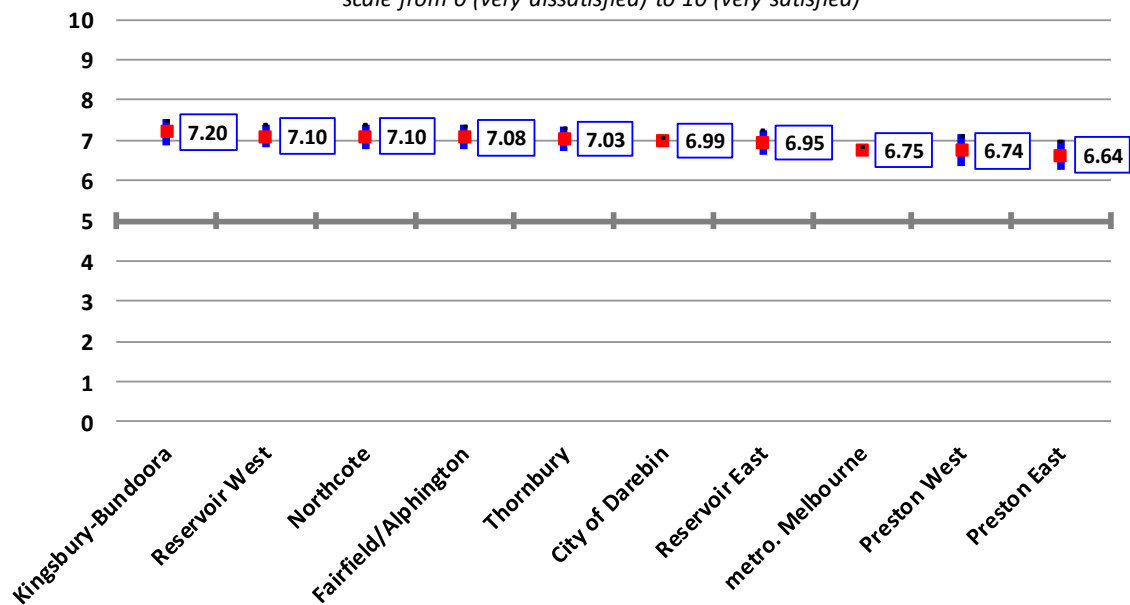



Satisfaction with Council's lobbying and making representations on key issues
Darebin City Council - 2018-2019 Annual Community Survey
(Percent of total respondents)



There was no statistically significant variation in satisfaction with this aspect of governance and leadership observed across the eight precincts of the municipality.

Satisfaction with Council's performance in lobbying on key issues by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





Satisfaction with Council's performance in lobbying and making representations on key issues increased somewhat in seven precincts and declined in one precinct, as follows:

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

None of these increases or decreases were statistically significant at the 95% confidence level.

There was no measurable variation in satisfaction with Council's performance in lobbying and making representations on key issues observed by respondent profile.



Satisfaction with Council's performance in lobbying and making representation

Darebin City Council - 2018-2019 Annual Community Survey

(Number and index score 0 - 10)

Variable	Number	2018-2019		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 years	23	7.10	7.49	7.88
20 - 35 years	190	6.68	6.92	7.16
36 - 45 years	168	6.97	7.16	7.36
46 - 60 years	196	6.53	6.77	7.01
61 - 75 years	123	6.65	6.96	7.26
76 years and over	43	6.92	7.38	7.83
<i>Housing situation</i>				
Own this home	395	6.71	6.87	7.03
Mortgage	107	6.86	7.13	7.41
Renting this home	210	6.98	7.17	7.37
Renting from Office of Housing	15	6.91	7.37	7.82
<i>Period of residence</i>				
Less than one year	65	6.69	7.12	7.55
One to less than five years	161	7.02	7.25	7.49
Five to less than ten years	129	6.78	7.01	7.23
Ten years or more	389	6.68	6.84	7.01
<i>Aboriginal and Torres Strait Islander</i>				
Yes	6	1.84	5.28	8.72
No	729	6.89	7.00	7.12
<i>Multi-lingual household</i>				
English speaking	458	6.88	7.02	7.16
Multi-lingual	286	6.74	6.93	7.11
<i>Household member with a disability</i>				
Yes	60	6.16	6.64	7.12
No	680	6.90	7.02	7.13
<i>Gender</i>				
Male	381	6.79	6.95	7.11
Female	360	6.90	7.05	7.21
City of Darebin	752	6.88	6.99	7.10

Satisfaction with Council's lobbying and making representations on key issues
Darebin City Council - 2018-2019 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2014-15	61	6.32	6.79	7.25
	2015-16	82	6.87	7.21	7.54
	2016-17	60	6.61	7.02	7.43
	2017-18	94	6.83	7.19	7.56
	2018-19	94	6.88	7.20	7.53
Reservoir West	2014-15	74	6.67	7.08	7.49
	2015-16	86	6.44	6.84	7.24
	2016-17	90	6.21	6.63	7.06
	2017-18	97	6.38	6.76	7.15
	2018-19	108	6.81	7.10	7.39
Northcote	2014-15	69	6.64	6.93	7.21
	2015-16	85	5.81	6.25	6.68
	2016-17	60	6.30	6.72	7.13
	2017-18	89	6.10	6.55	7.00
	2018-19	100	6.79	7.10	7.41
Fairfield-Alphington	2014-15	69	5.63	6.13	6.63
	2015-16	94	6.03	6.43	6.82
	2016-17	82	6.00	6.45	6.91
	2017-18	106	6.45	6.79	7.14
	2018-19	93	6.78	7.08	7.37
Thornbury	2014-15	65	5.90	6.40	6.90
	2015-16	83	5.79	6.27	6.74
	2016-17	67	6.07	6.60	7.12
	2017-18	84	6.16	6.63	7.10
	2018-19	92	6.74	7.03	7.32
Reservoir East	2014-15	83	6.28	6.68	7.07
	2015-16	93	6.46	6.83	7.19
	2016-17	69	6.79	7.20	7.62
	2017-18	97	6.34	6.70	7.06
	2018-19	92	6.62	6.95	7.27
Preston West	2014-15	62	6.22	6.73	7.23
	2015-16	78	6.74	7.06	7.38
	2016-17	71	5.64	6.18	6.73
	2017-18	80	6.06	6.49	6.92
	2018-19	77	6.34	6.74	7.14
Preston East	2014-15	73	6.65	7.01	7.37
	2015-16	72	6.58	7.01	7.45
	2016-17	76	5.52	5.95	6.38
	2017-18	99	6.46	6.80	7.14
	2018-19	88	6.26	6.64	7.01



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 seventeen services and facilities included in the 2018-19 survey program. Eleven of these services and facilities were included in every quarterly survey, and six were included in only two of the four quarterly surveys.

The services and facilities included in only two quarters this year were regular recycling, green waste collection, the transfer station – Tip in Reservoir, drains maintenance and repairs, street sweeping, and the level of dumped rubbish.

The average satisfaction with these seventeen services and facilities in 2018-19 was 7.53 out of a potential ten, an increase of 1.6% on the 2017-18 average of 7.41, although it remains at a “very good” level.

Metropolis Research notes that this average satisfaction with Council services and facilities was measurably and significantly higher than satisfaction with Council’s overall performance (7.14). 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.

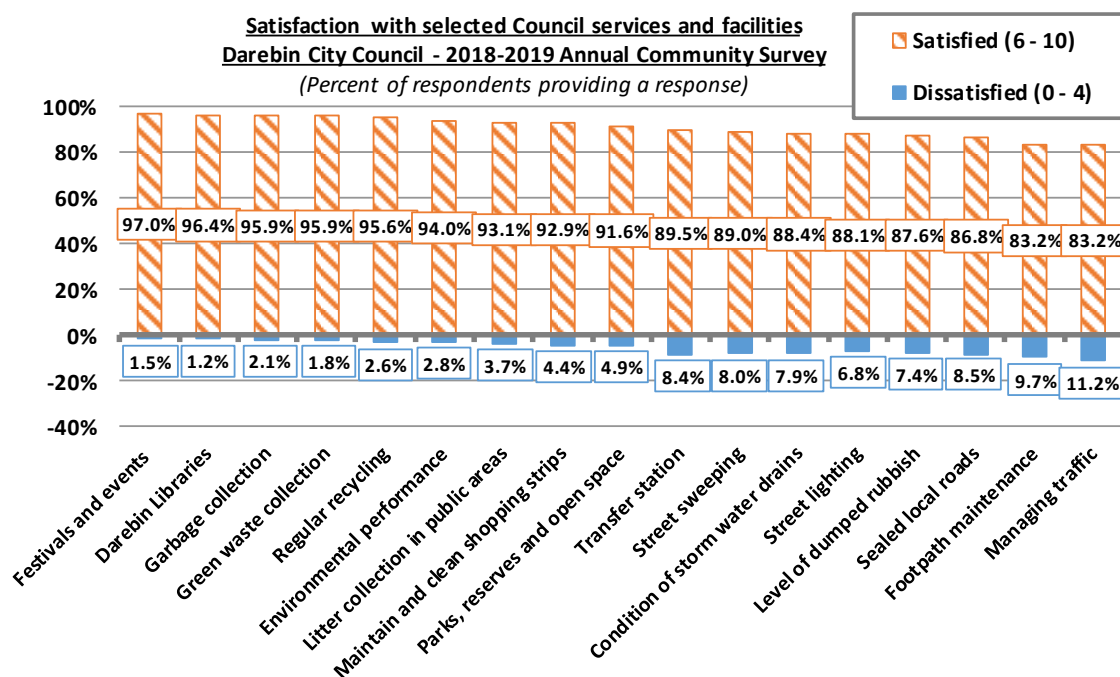
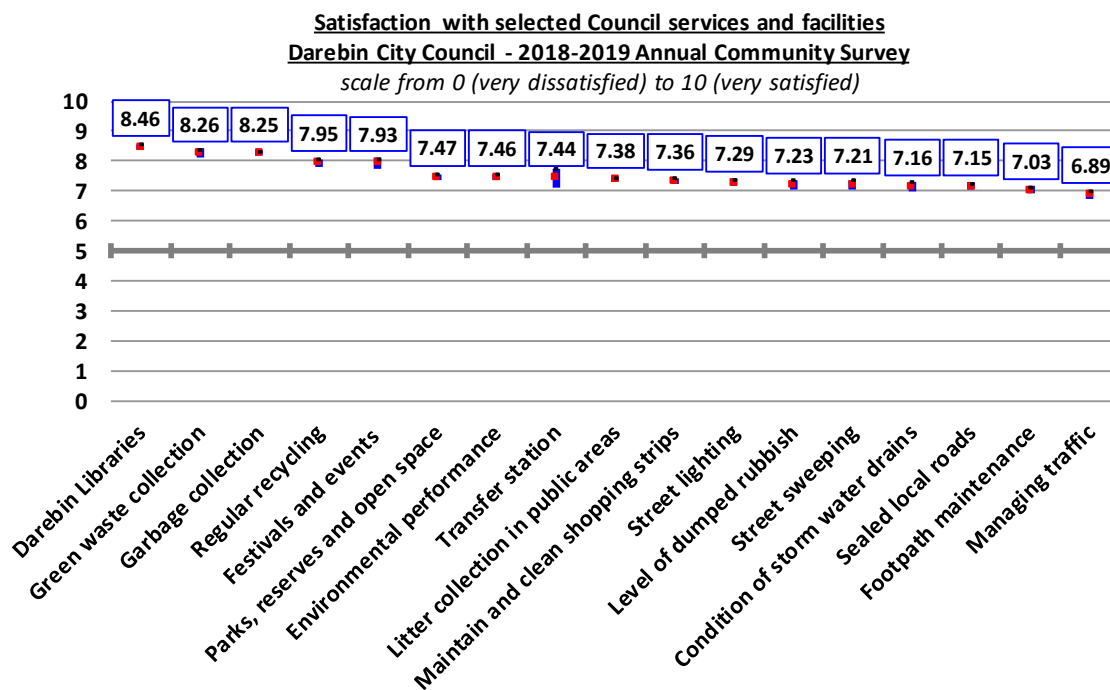
There were two services and facilities to record an average satisfaction score lower than satisfaction with Council’s overall performance, that being footpath maintenance (7.03) and the performance of Council managing traffic (6.89). Metropolis Research suggests that these two issues are negative influences on respondents’ satisfaction with the overall performance of Council and are reflected in the lower score.

Satisfaction with these seventeen Council provided services and facilities can best be summarised as follows:

- **Excellent** – for Darebin libraries, the green waste collection service, the garbage collection service, the regular recycling service, and Darebin’s festivals and events.
- **Very Good** – for parks, reserves and open spaces, Council’s overall environmental performance, the transfer station – Tip in Reservoir, litter collection in public areas, the maintenance and cleaning of shopping strips, and street lighting.
- **Good** – for the level of dumped rubbish, street sweeping, the condition of storm water drains, the condition of sealed local roads, and footpath maintenance and repairs, and the performance of Council managing traffic.

Metropolis Research notes that more than eighty percent of respondents were satisfied with each of these seventeen Council provided services and facilities.

Attention is drawn to the fact that approximately ten percent of respondents were dissatisfied with footpath maintenance and repairs (9.7%) and the performance of Council managing traffic (11.2%). Less than ten percent of respondents were dissatisfied with each of the remaining fifteen services and facilities.



Satisfaction with selected Council services and facilities
Darebin City Council - 2018-2019 Annual Community Survey
(Number and percent of respondents providing a response)

<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	8.5%	4.8%	86.8%	18
Parks, reserves and the open space maintenance	4.9%	3.6%	91.6%	40
Weekly garbage collection	2.1%	2.0%	95.9%	10
Footpath maintenance and repairs	9.7%	7.1%	83.2%	13
The performance of Council managing traffic	11.2%	5.6%	83.2%	70
Council's overall environmental performance	2.8%	3.3%	94.0%	87
Litter collection in public areas	3.7%	3.2%	93.1%	50
Maintenance and cleaning of shopping strips	4.4%	2.7%	92.9%	36
The level of street lighting	6.8%	5.1%	88.1%	21
Street sweeping	8.0%	2.9%	89.0%	36
Regular recycling	2.6%	1.8%	95.6%	20
Condition of storm water drains	7.9%	3.8%	88.4%	42
The level of dumped rubbish	7.4%	5.0%	87.6%	23
Darebin Libraries	1.2%	2.4%	96.4%	1
Council's festivals and events	1.5%	1.5%	97.0%	4
Green waste collection service	1.8%	2.2%	95.9%	0
Transfer station - tip in Reservoir	8.4%	2.2%	89.5%	0

Condition of sealed local roads

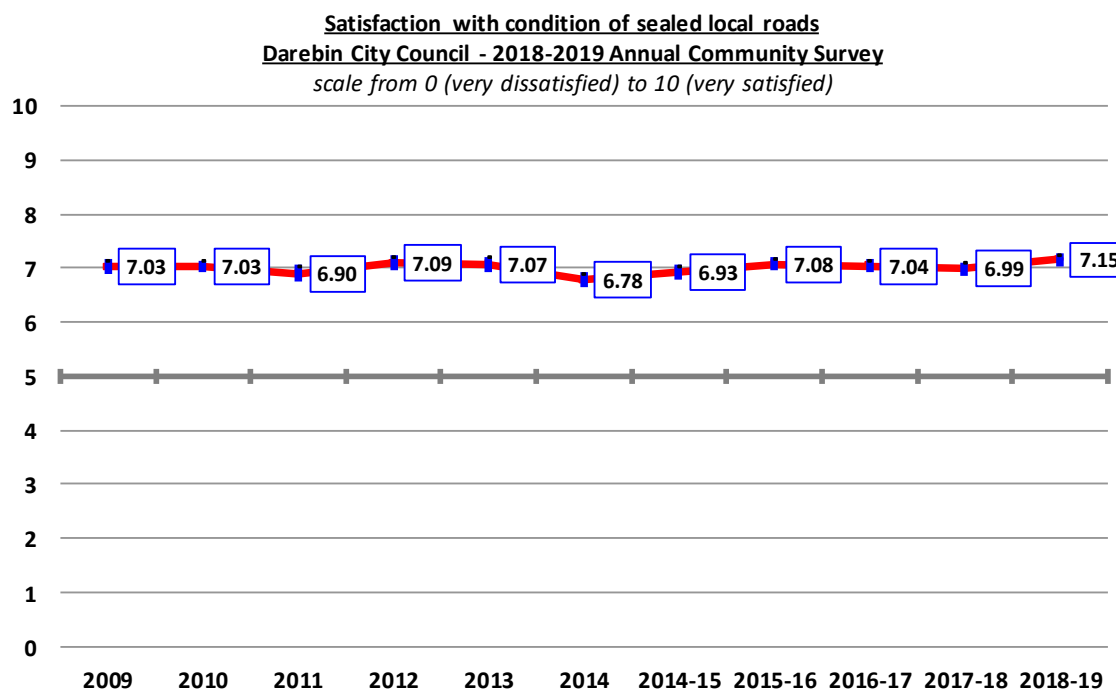
Respondents were asked:

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

Satisfaction with the condition of sealed local roads increased marginally this year, up 2.3% from 6.99 to 7.15 and it remains at a “good” level.

This result has remained quite stable over the last ten years at or around the long-term average of 7.01.

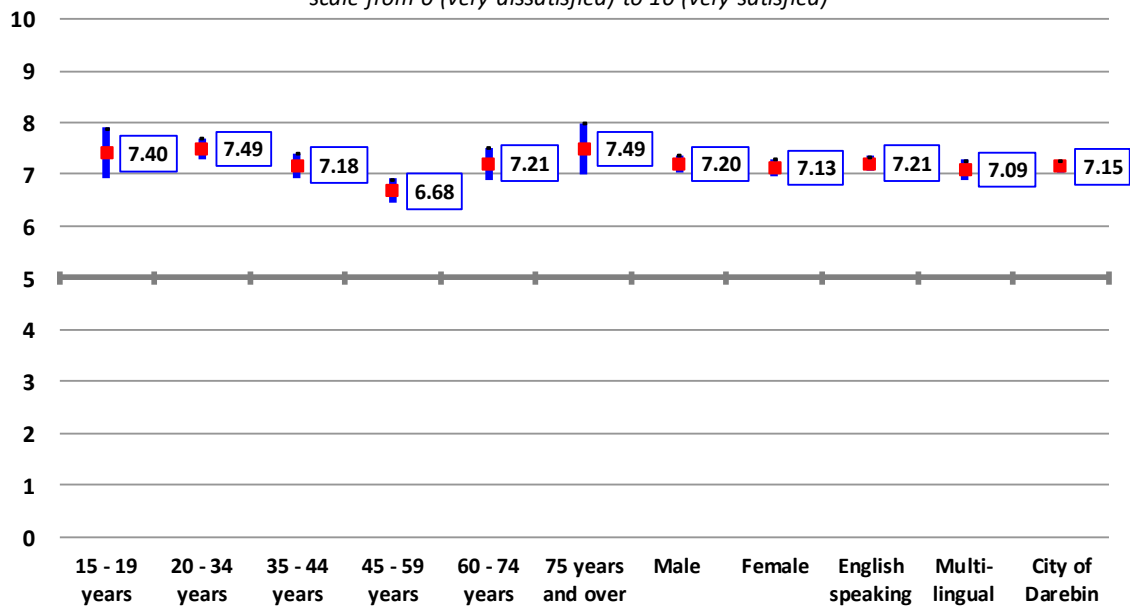
This result was marginally lower than the 2019 metropolitan Melbourne average of 7.27.



There was some variation in satisfaction with the condition of sealed local roads observed by respondent profile, although attention is drawn to the following:

- **Young adults (aged 20 to 34 years)** – respondents were measurably and significantly more satisfied than average and “very good”.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably less satisfied than average.
- **Senior citizens (aged 75 years and over)** – the small sample of respondents were significantly, albeit not measurably more satisfied than average and “very good”.

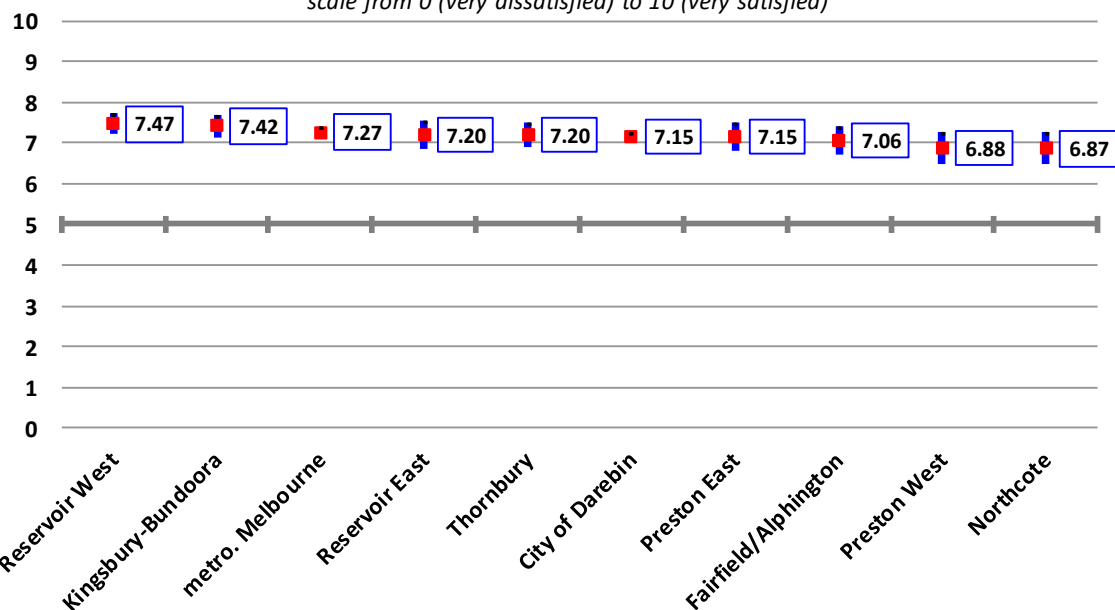
Satisfaction with condition of sealed local roads
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)




Whilst there was no statistically significant variation in satisfaction with the condition of sealed local roads observed across the municipality, there was some variation of note, as follows:

- **Reservoir West and Kingsbury-Bundoora** – respondents were notably more satisfied than average and “very good”.
- **Preston West and Northcote** – respondents were notably less satisfied than average although still “good”.

Satisfaction with condition of sealed local roads by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





Satisfaction with Council's performance in the condition of sealed local roads increased somewhat in five precincts and declined in three precincts, as follows:

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

None of these increases or decreases were statistically significant at the 95% confidence level.



Satisfaction with condition of sealed local roads
Darebin City Council - 2018-2019 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir West	2014-15	97	6.78	7.10	7.43
	2015-16	122	6.57	6.89	7.22
	2016-17	127	6.72	7.06	7.39
	2017-18	126	6.60	6.92	7.24
	2018-19	122	7.21	7.47	7.72
Kingsbury-Bundoora	2014-15	100	6.60	6.99	7.38
	2015-16	121	7.34	7.63	7.92
	2016-17	123	6.72	7.07	7.43
	2017-18	121	7.01	7.35	7.68
	2018-19	122	7.15	7.42	7.69
Reservoir East	2014-15	97	6.35	6.79	7.23
	2015-16	123	6.67	6.99	7.32
	2016-17	123	7.01	7.33	7.64
	2017-18	125	6.69	7.02	7.35
	2018-19	127	6.86	7.20	7.54
Thornbury	2014-15	98	6.08	6.49	6.90
	2015-16	124	6.31	6.66	7.02
	2016-17	121	6.53	6.90	7.27
	2017-18	119	6.22	6.66	7.10
	2018-19	123	6.91	7.20	7.48
Preston East	2014-15	100	6.73	7.07	7.41
	2015-16	119	7.21	7.52	7.83
	2016-17	120	6.51	6.89	7.27
	2017-18	122	6.90	7.25	7.61
	2018-19	124	6.82	7.15	7.49
Fairfield-Alphington	2014-15	99	6.34	6.71	7.08
	2015-16	124	6.78	7.07	7.37
	2016-17	122	6.89	7.16	7.42
	2017-18	123	6.96	7.25	7.54
	2018-19	125	6.71	7.06	7.40
Preston West	2014-15	97	6.77	7.18	7.58
	2015-16	122	6.73	7.06	7.38
	2016-17	123	6.50	6.88	7.26
	2017-18	123	6.85	7.19	7.52
	2018-19	120	6.49	6.88	7.26
Northcote	2014-15	100	6.78	7.08	7.38
	2015-16	122	6.80	7.11	7.42
	2016-17	122	6.66	6.98	7.31
	2017-18	123	6.37	6.69	7.01
	2018-19	121	6.49	6.87	7.25

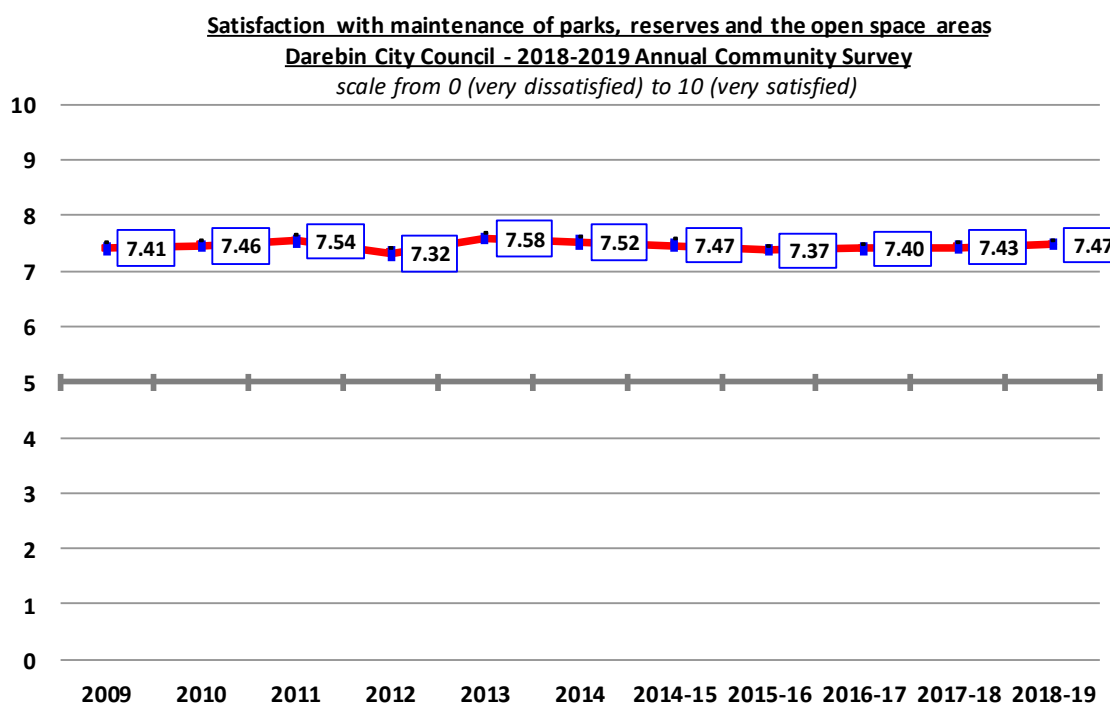
Maintenance of parks, reserves and open space areas

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 this year, up from 7.43 to 7.47 and it remains at a “very good” level. Satisfaction with this service has remained remarkably stable over the course of the last ten years, at or around the long-term average of 7.45.

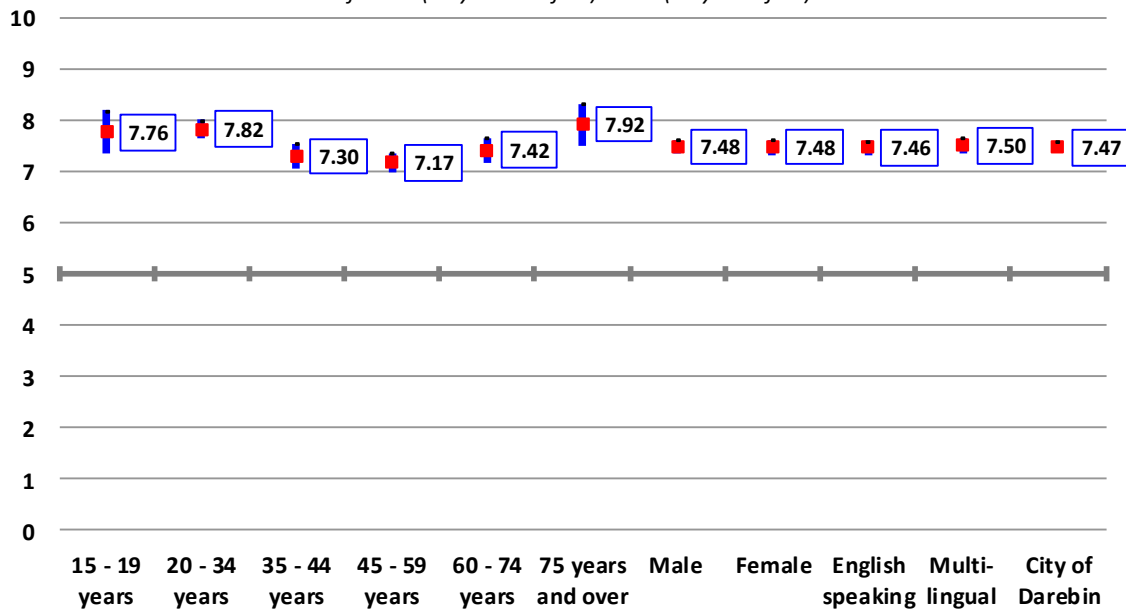
This result was measurably lower than the 2019 metropolitan Melbourne average of 7.74. *Governing Melbourne* included both the provision and maintenance of parks and gardens, rather than just the maintenance as it was for the City of Darebin.



There was some measurable variation in satisfaction with the maintenance of parks, reserves and open space areas observed by respondent profile, with attention drawn to the following:

- **Young adults (aged 20 to 34 years)** – respondents were measurably more satisfied than average and “excellent”.
- **Middle-aged adults (aged 46 to 60 years)** – respondents were measurably less satisfied than average and “good”.
- **Senior citizens (aged 75 years and over)** – the small sample of respondents were significantly, albeit not measurably more satisfied than average and “excellent”.

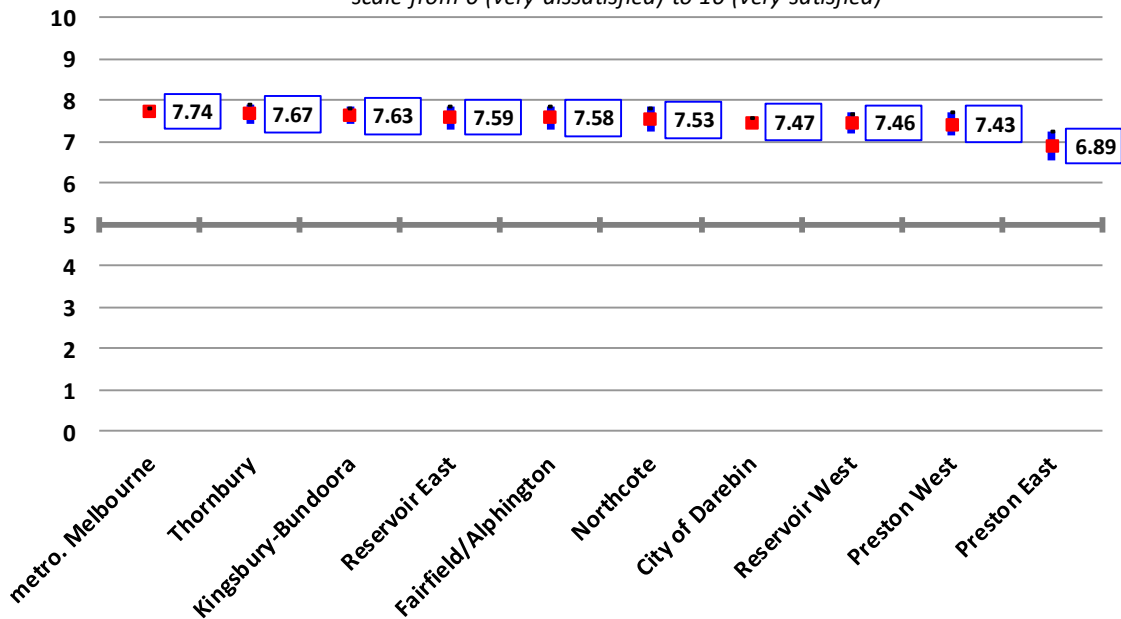
Satisfaction with maintenance of parks, reserves and open spaces
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)




There was measurable variation in satisfaction with the maintenance of parks, reserves and open space areas observed across the municipality, with attention drawn to the following:

- **Preston East** – respondents were measurably less satisfied than average and “good”.

Satisfaction with maintenance of parks, reserves and the open spaces by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





Satisfaction with the maintenance of parks, reserves and open space areas increased somewhat in five precincts and declined in three precincts, as follows:

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

The decrease in satisfaction recorded in Preston East (9.7%) was statistically significant at the 95% confidence level.



Satisfaction with maintenance of parks, reserves and open spaces

Darebin City Council - 2018-2019 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Thornbury	2014-15	93	6.65	7.02	7.39
	2015-16	122	6.89	7.16	7.42
	2016-17	118	7.25	7.53	7.82
	2017-18	117	7.23	7.56	7.88
	2018-19	121	7.43	7.67	7.91
Kingsbury-Bundoora	2014-15	99	6.94	7.35	7.77
	2015-16	122	7.33	7.61	7.90
	2016-17	120	7.41	7.68	7.96
	2017-18	117	7.43	7.74	8.06
	2018-19	121	7.41	7.63	7.85
Reservoir East	2014-15	93	7.09	7.42	7.75
	2015-16	120	7.09	7.41	7.72
	2016-17	116	7.00	7.39	7.78
	2017-18	118	7.24	7.50	7.76
	2018-19	123	7.30	7.59	7.87
Fairfield-Alphington	2014-15	98	7.35	7.64	7.93
	2015-16	123	7.22	7.47	7.72
	2016-17	118	6.95	7.29	7.63
	2017-18	119	7.45	7.71	7.98
	2018-19	123	7.30	7.58	7.86
Northcote	2014-15	99	7.40	7.73	8.06
	2015-16	122	7.01	7.29	7.56
	2016-17	122	7.28	7.54	7.80
	2017-18	121	6.74	7.12	7.49
	2018-19	120	7.22	7.53	7.84
Reservoir West	2014-15	91	7.41	7.75	8.09
	2015-16	114	6.80	7.16	7.52
	2016-17	126	7.18	7.48	7.79
	2017-18	121	6.93	7.28	7.63
	2018-19	118	7.21	7.46	7.71
Preston West	2014-15	95	7.14	7.50	7.85
	2015-16	120	7.15	7.44	7.74
	2016-17	119	6.78	7.14	7.51
	2017-18	122	7.03	7.37	7.71
	2018-19	119	7.15	7.43	7.71
Preston East	2014-15	96	6.98	7.27	7.56
	2015-16	116	7.39	7.68	7.97
	2016-17	116	6.69	7.06	7.44
	2017-18	113	7.22	7.56	7.89
	2018-19	118	6.53	6.89	7.25

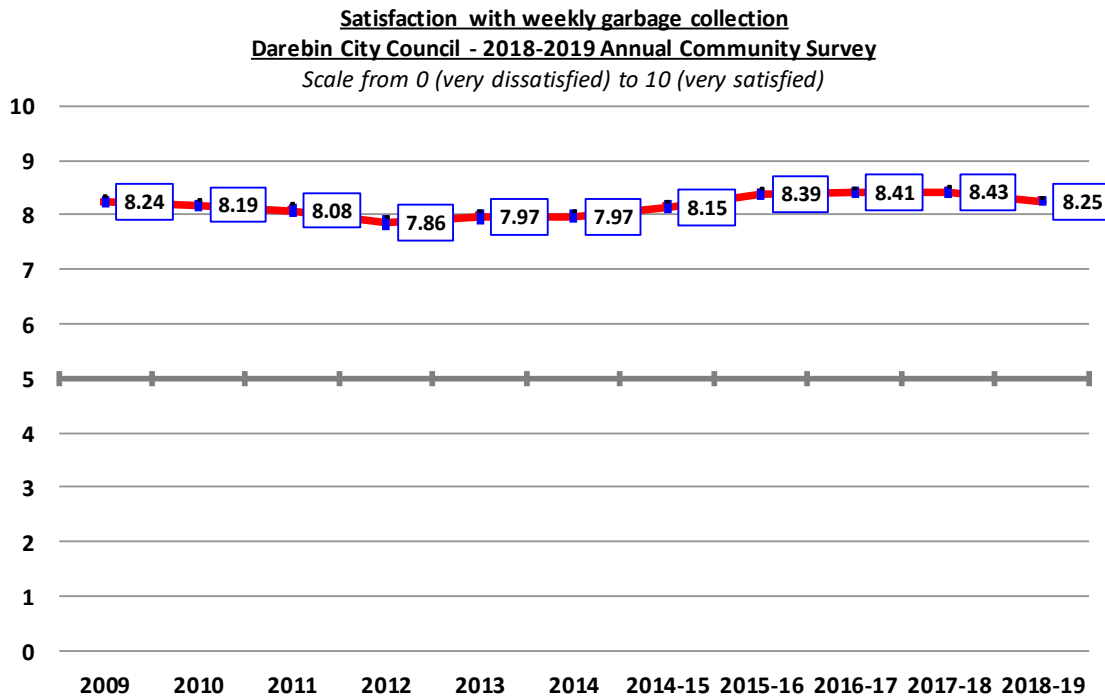
Weekly garbage collection

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?”

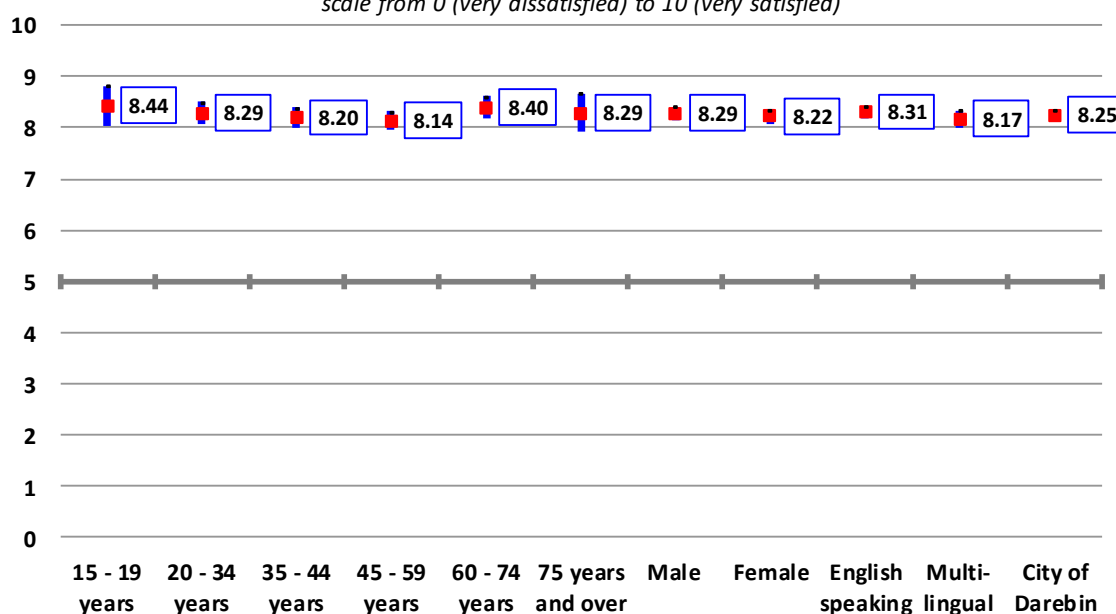
Satisfaction with the weekly garbage collection service decreased 2.1% this year, down from 8.43 to 8.25 although it remains at an “excellent” level. Satisfaction with this service has remained relatively stable over the course of the last ten years, at or around the long term average of 8.18.

This result was measurably lower than the 2019 metropolitan Melbourne average of 8.53.

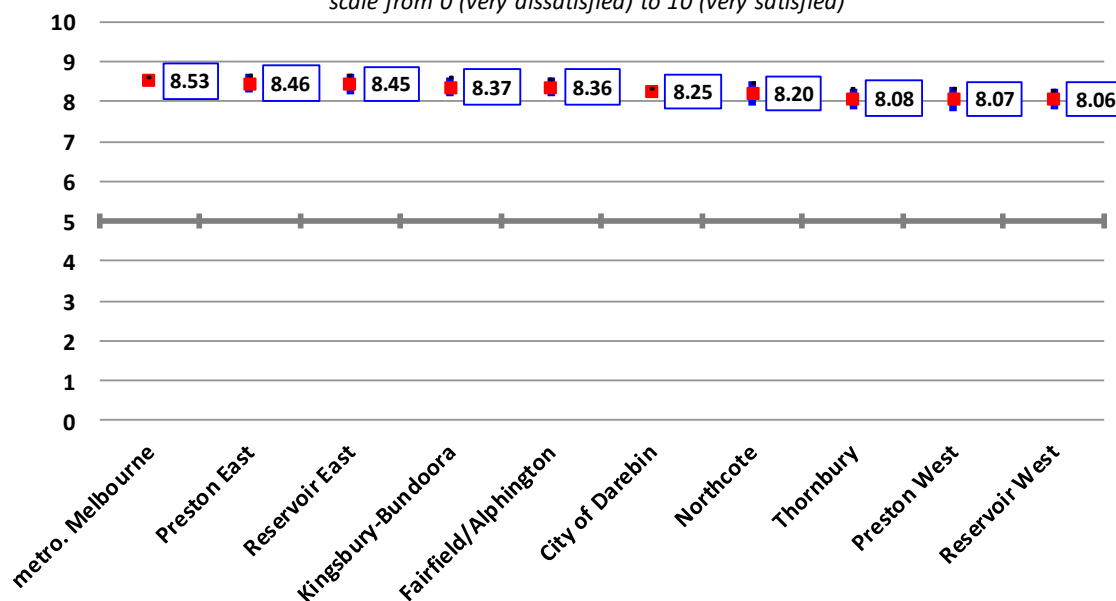


There was no statistically significant variation in satisfaction with weekly garbage collection observed by respondent profile and across the municipality.

Satisfaction with weekly garbage collection by respondent profile
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with weekly garbage collection by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the the weekly garbage collection service increased somewhat in two precincts and declined in six precincts, as follows:

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

None of these increases or decreases were statistically significant at the 95% confidence level.

Satisfaction with weekly garbage collection
Darebin City Council - 2018-2019 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Preston East	2014-15	100	8.10	8.35	8.60
	2015-16	123	8.29	8.59	8.88
	2016-17	122	8.00	8.31	8.62
	2017-18	123	8.34	8.59	8.83
	2018-19	124	8.22	8.46	8.70
Reservoir East	2014-15	99	7.63	8.02	8.41
	2015-16	126	8.35	8.62	8.89
	2016-17	127	8.35	8.62	8.90
	2017-18	127	7.84	8.16	8.48
	2018-19	126	8.21	8.45	8.70
Kingsbury-Bundoora	2014-15	99	7.91	8.22	8.54
	2015-16	122	8.09	8.38	8.67
	2016-17	124	8.14	8.40	8.67
	2017-18	122	8.52	8.74	8.96
	2018-19	123	8.12	8.37	8.61
Fairfield-Alphington	2014-15	100	7.72	8.04	8.36
	2015-16	125	8.08	8.34	8.59
	2016-17	122	8.03	8.28	8.53
	2017-18	121	8.27	8.50	8.72
	2018-19	124	8.14	8.36	8.59
Northcote	2014-15	100	7.78	8.10	8.42
	2015-16	123	7.84	8.14	8.44
	2016-17	124	8.17	8.44	8.72
	2017-18	123	7.87	8.18	8.48
	2018-19	123	7.89	8.20	8.51
Thornbury	2014-15	100	7.54	7.87	8.20
	2015-16	100	7.54	7.87	8.20
	2016-17	123	7.78	8.13	8.48
	2017-18	121	8.35	8.62	8.89
	2018-19	123	7.82	8.08	8.34
Preston West	2014-15	100	7.87	8.21	8.55
	2015-16	123	8.35	8.62	8.88
	2016-17	123	7.86	8.15	8.44
	2017-18	124	8.32	8.58	8.84
	2018-19	123	7.78	8.07	8.36
Reservoir West	2014-15	100	8.20	8.53	8.86
	2015-16	127	7.99	8.28	8.58
	2016-17	128	8.41	8.66	8.92
	2017-18	127	8.14	8.45	8.76
	2018-19	125	7.82	8.06	8.31



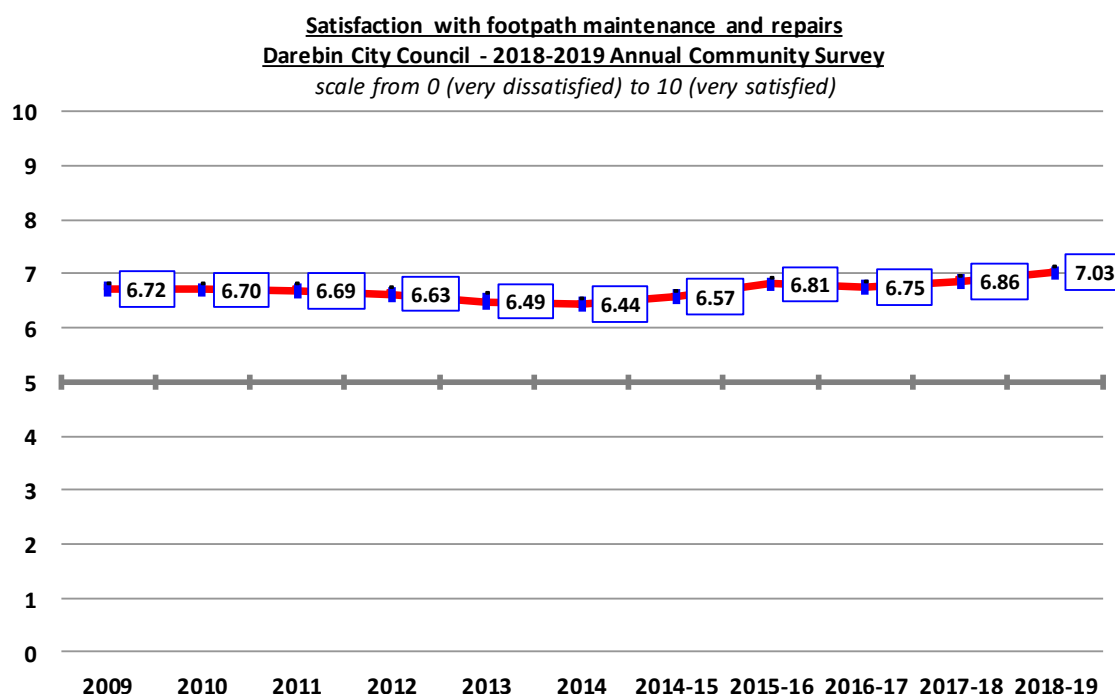
Footpath maintenance and repairs

Respondents were asked:

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

Satisfaction with footpath maintenance and repairs increased 2.5% this year, up from 6.86 to 7.03 although it remains at a “good” level. This result is measurably higher than the long-term average of the last ten years of 6.70.

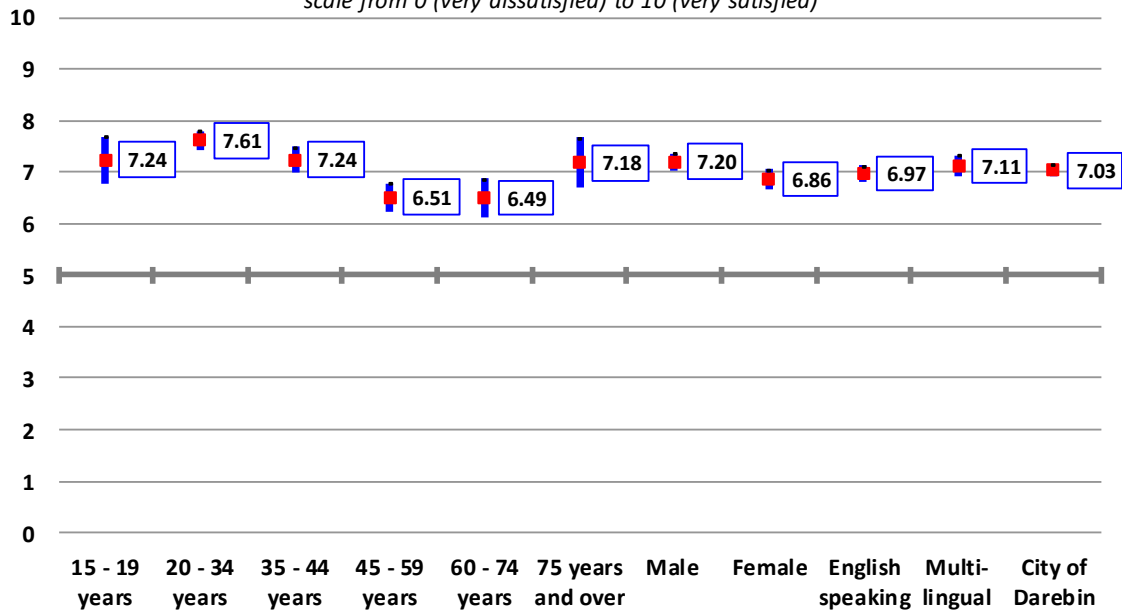
This result was marginally but not measurably higher than the metropolitan Melbourne average of 6.93.



There was some variation in satisfaction with footpath maintenance and repairs observed by respondent profile, with attention drawn to the following:

- **Young adults (aged 20 to 34 years)** – respondents were measurably more satisfied than average and “very good”.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably less satisfied than average.
- **Older adults (aged 60 to 74 years)** – respondents were measurably less satisfied than average and “solid”.
- **Gender** – male respondents were measurably more satisfied than female respondents.

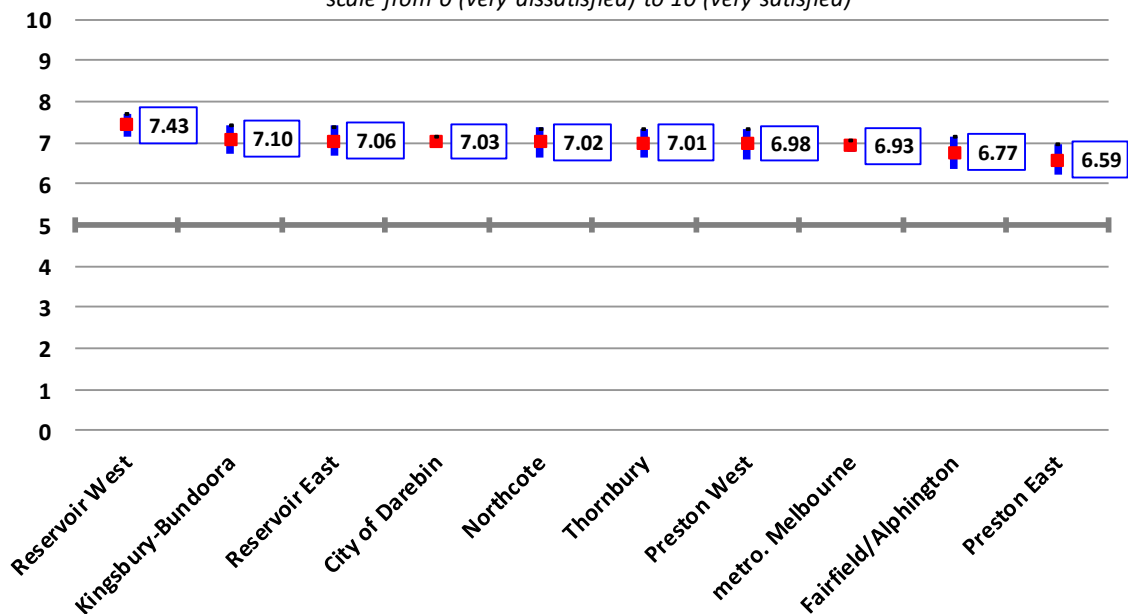
Satisfaction with footpath maintenance and repair by respondent profile
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)




There was measurable variation in satisfaction with the footpath maintenance and repairs observed across the municipality, with attention drawn to the following:

- **Reservoir West** – respondents were measurably more satisfied than average and “very good”.
- **Preston East** – respondents were somewhat, albeit not measurably less satisfied than average.

Satisfaction with footpath maintenance and repairs by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





Satisfaction with the footpath maintenance and repairs increased somewhat in three precincts and declined in five precincts, as follows:

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

The increases in satisfaction recorded in Reservoir West (9.6%) and Northcote (10.2%) were statistically significant at the 95% confidence level.

Satisfaction with footpath maintenance and repair
Darebin City Council - 2018-2019 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir West	2014-15	98	6.03	6.45	6.87
	2015-16	125	6.24	6.60	6.96
	2016-17	126	6.62	7.00	7.38
	2017-18	128	6.36	6.78	7.20
	2018-19	125	7.16	7.43	7.71
Kingsbury-Bundoora	2014-15	97	6.49	6.93	7.37
	2015-16	125	6.90	7.24	7.58
	2016-17	120	6.19	6.63	7.08
	2017-18	123	6.91	7.21	7.51
	2018-19	123	6.75	7.10	7.45
Reservoir East	2014-15	97	6.35	6.77	7.19
	2015-16	122	6.64	7.02	7.39
	2016-17	124	6.62	7.02	7.43
	2017-18	123	6.73	7.08	7.43
	2018-19	126	6.70	7.06	7.41
Northcote	2014-15	98	6.01	6.40	6.79
	2015-16	122	6.36	6.73	7.10
	2016-17	121	6.21	6.58	6.95
	2017-18	122	5.97	6.37	6.76
	2018-19	124	6.65	7.02	7.38
Thornbury	2014-15	96	5.99	6.44	6.89
	2015-16	96	5.99	6.44	6.89
	2016-17	120	6.23	6.63	7.02
	2017-18	120	6.51	6.92	7.32
	2018-19	120	6.66	7.01	7.36
Preston West	2014-15	100	6.31	6.74	7.17
	2015-16	122	6.44	6.80	7.17
	2016-17	122	6.24	6.61	6.98
	2017-18	118	6.68	7.07	7.45
	2018-19	122	6.62	6.98	7.35
Fairfield-Alphington	2014-15	97	5.79	6.23	6.67
	2015-16	125	6.50	6.83	7.17
	2016-17	121	6.03	6.41	6.79
	2017-18	123	6.53	6.89	7.26
	2018-19	125	6.37	6.77	7.17
Preston East	2014-15	97	6.57	6.91	7.24
	2015-16	122	6.62	6.98	7.33
	2016-17	114	6.32	6.75	7.17
	2017-18	121	6.44	6.85	7.26
	2018-19	123	6.21	6.59	6.98



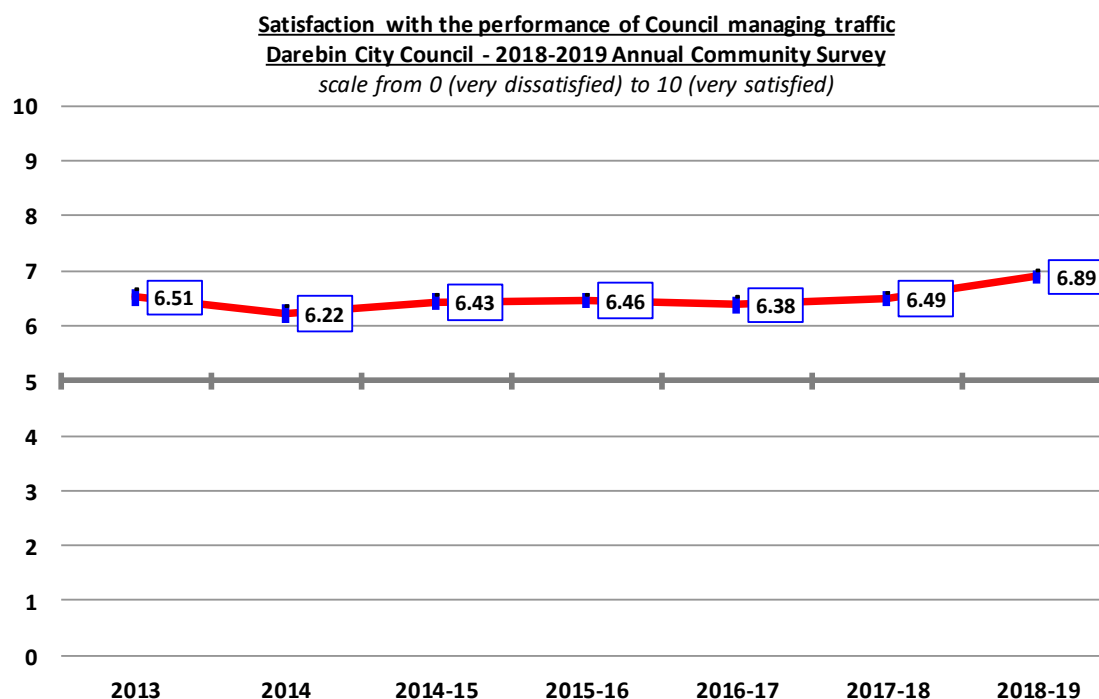
The performance of Council managing traffic

Respondents were asked:

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

Satisfaction with the performance of Council managing traffic increased measurably this year, up 6.2% from 6.49 to 6.89. This result is now at a “good” level, an improvement on “solid” recorded in each of the last five years.

This result was marginally, but not measurably higher than the 2019 metropolitan Melbourne average of 6.69.



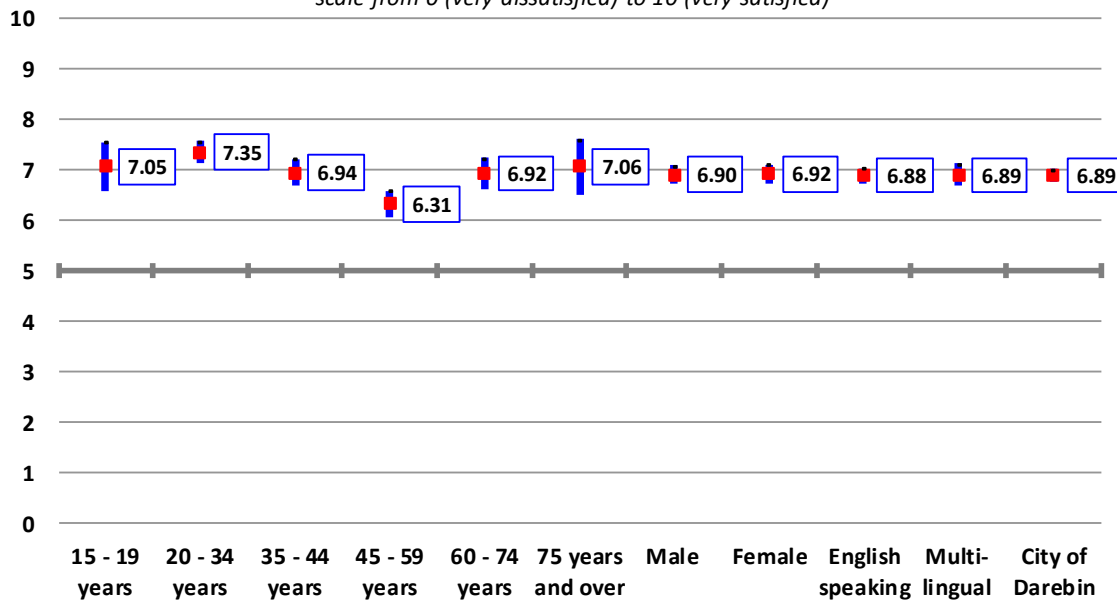
There was some variation in satisfaction with the performance of Council managing traffic observed by respondent profile, with attention drawn to the following:

- **Young adults (aged 20 to 34 years)** – respondents were measurably more satisfied than average and “very good”.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably less satisfied than average and “solid”.

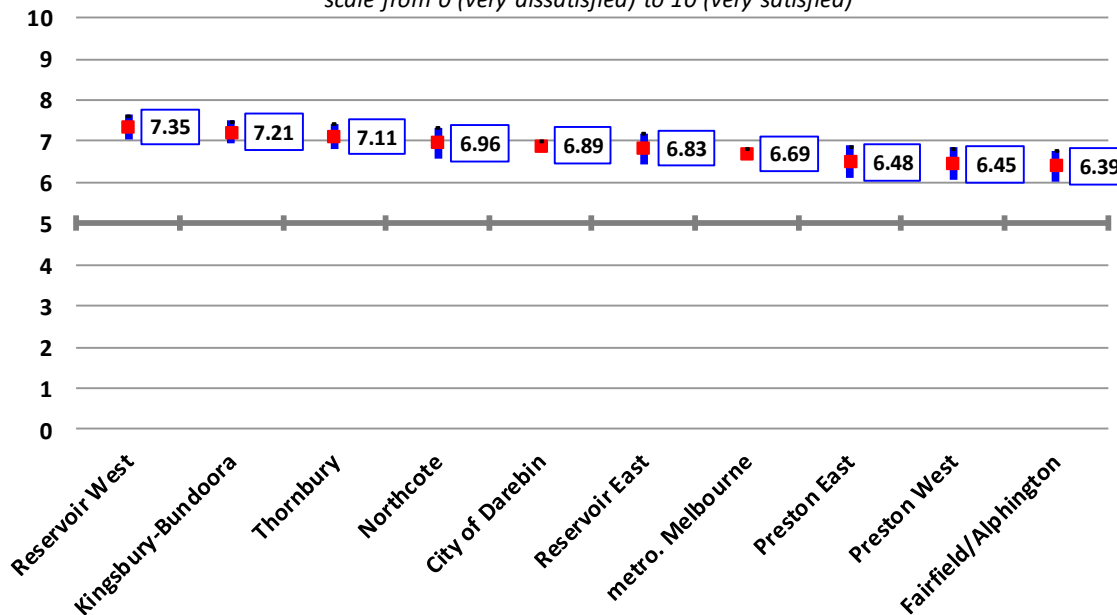
There was also some variation in satisfaction with the performance of Council managing traffic observed across the municipality, with attention drawn to the following:

- **Reservoir West** – respondents were measurably and significantly more satisfied than average and “very good”.
- **Fairfield-Alphington** – respondents were measurably and significantly less satisfied than average and “solid”.

Satisfaction with the performance of Council managing traffic by respondent profile
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the performance of Council managing traffic by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the performance of Council managing traffic increased somewhat in six precincts and declined in two precincts, as follows:

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

The increases in satisfaction recorded in Thornbury (11.3%) and Northcote (18.0%) were statistically significant at the 95% confidence level.



Satisfaction with the performance of Council managing traffic
Darebin City Council - 2018-2019 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir West	2014-15	85	6.37	6.87	7.37
	2015-16	115	6.44	6.80	7.16
	2016-17	118	5.96	6.39	6.82
	2017-18	117	6.46	6.83	7.20
	2018-19	117	7.05	7.35	7.65
Kingsbury-Bundoora	2014-15	83	6.16	6.66	7.17
	2015-16	117	6.41	6.81	7.22
	2016-17	111	6.08	6.52	6.97
	2017-18	119	6.32	6.72	7.12
	2018-19	121	6.93	7.21	7.50
Thornbury	2014-15	90	5.73	6.18	6.63
	2015-16	118	5.69	6.10	6.51
	2016-17	110	5.80	6.23	6.65
	2017-18	109	5.96	6.39	6.81
	2018-19	114	6.79	7.11	7.42
Northcote	2014-15	85	5.90	6.29	6.68
	2015-16	113	5.73	6.17	6.60
	2016-17	110	6.20	6.62	7.03
	2017-18	119	5.47	5.90	6.33
	2018-19	112	6.58	6.96	7.33
Reservoir East	2014-15	97	5.76	6.25	6.73
	2015-16	120	6.40	6.73	7.06
	2016-17	110	5.60	6.16	6.73
	2017-18	124	6.19	6.57	6.96
	2018-19	120	6.45	6.83	7.20
Preston East	2014-15	87	6.68	7.08	7.48
	2015-16	106	6.04	6.47	6.90
	2016-17	112	5.92	6.39	6.86
	2017-18	122	5.93	6.34	6.76
	2018-19	118	6.09	6.48	6.88
Preston West	2014-15	89	5.86	6.30	6.75
	2015-16	111	5.92	6.37	6.81
	2016-17	111	6.07	6.45	6.83
	2017-18	113	6.29	6.68	7.07
	2018-19	114	6.05	6.45	6.84
Fairfield-Alphington	2014-15	88	5.67	6.06	6.44
	2015-16	112	5.47	5.90	6.34
	2016-17	110	5.84	6.29	6.74
	2017-18	115	6.57	6.90	7.22
	2018-19	120	6.01	6.39	6.77

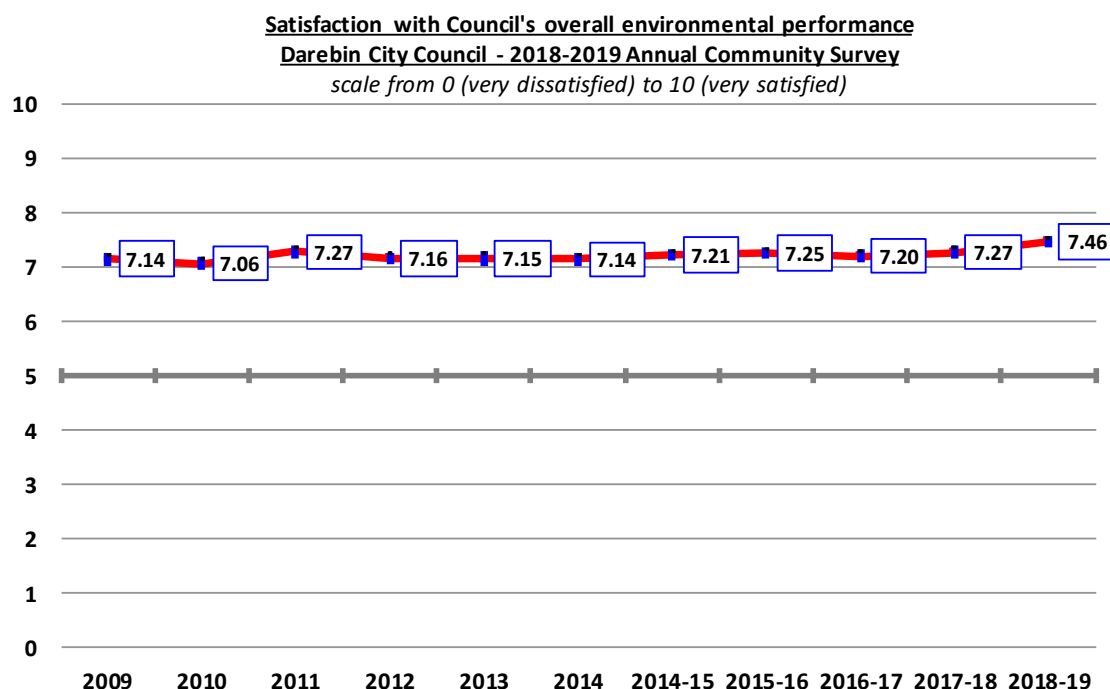
Council's overall environmental performance

Respondents were asked:

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

Satisfaction with Council’s overall environmental performance increased marginally but not measurably this year, up 2.6% to 7.46 and remains at a “very good” level. This is the highest result recorded in the last ten years, and is measurably higher than the long-term average of the last ten years of 7.21.

This result was measurably higher than the 2019 metropolitan Melbourne average of 7.26.



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

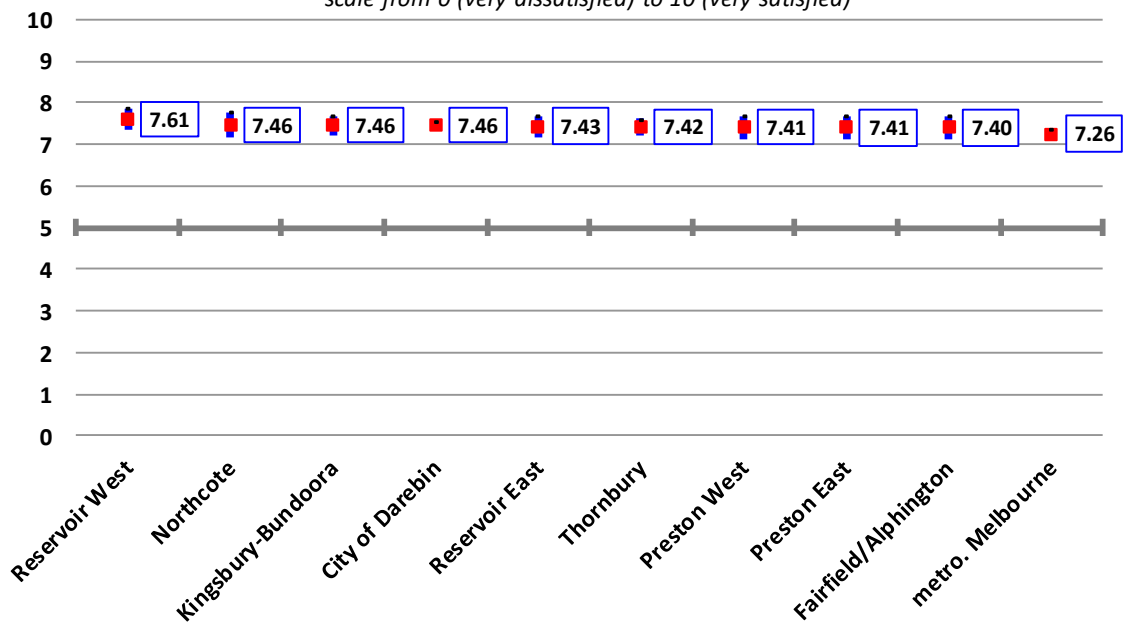
- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably less satisfied than average and “good”.

There was no statistically significant variation in satisfaction with Council’s overall environmental performance observed across the municipality.

Satisfaction with Council's overall environmental performance by respondent profile
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Council's overall environmental performance by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Council's overall environmental performance increased somewhat in five precincts and declined in three precincts, as follows:

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

None of these increases or decreases were statistically significant at the 95% confidence level.

Satisfaction with Council's overall environmental performance
Darebin City Council - 2018-2019 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir West	2014-15	84	7.22	7.49	7.75
	2015-16	102	6.94	7.27	7.61
	2016-17	111	6.76	7.11	7.45
	2017-18	112	6.67	7.06	7.45
	2018-19	116	7.36	7.61	7.87
Northcote	2014-15	81	6.77	7.04	7.31
	2015-16	101	6.60	6.92	7.24
	2016-17	109	6.98	7.28	7.59
	2017-18	114	6.77	7.07	7.37
	2018-19	108	7.16	7.46	7.77
Kingsbury-Bundoora	2014-15	85	7.28	7.55	7.83
	2015-16	113	7.17	7.45	7.74
	2016-17	109	7.11	7.41	7.71
	2017-18	120	7.50	7.75	8.00
	2018-19	119	7.23	7.46	7.69
Reservoir East	2014-15	90	6.96	7.28	7.59
	2015-16	106	7.27	7.53	7.79
	2016-17	97	7.14	7.47	7.81
	2017-18	122	7.01	7.28	7.54
	2018-19	122	7.18	7.43	7.69
Thornbury	2014-15	83	6.48	6.84	7.21
	2015-16	96	6.90	7.18	7.45
	2016-17	102	6.75	7.11	7.46
	2017-18	106	6.71	7.08	7.46
	2018-19	118	7.22	7.42	7.63
Preston West	2014-15	93	6.88	7.22	7.55
	2015-16	109	6.98	7.25	7.51
	2016-17	101	6.70	7.02	7.34
	2017-18	101	7.31	7.59	7.88
	2018-19	111	7.13	7.41	7.70
Preston East	2014-15	86	6.87	7.16	7.46
	2015-16	100	7.00	7.30	7.60
	2016-17	103	6.57	6.96	7.35
	2017-18	119	6.91	7.21	7.51
	2018-19	107	7.13	7.41	7.69
Fairfield-Alphington	2014-15	85	6.96	7.26	7.56
	2015-16	114	6.80	7.11	7.41
	2016-17	96	6.83	7.17	7.51
	2017-18	115	7.38	7.62	7.86
	2018-19	113	7.12	7.40	7.67



Litter collection in public areas

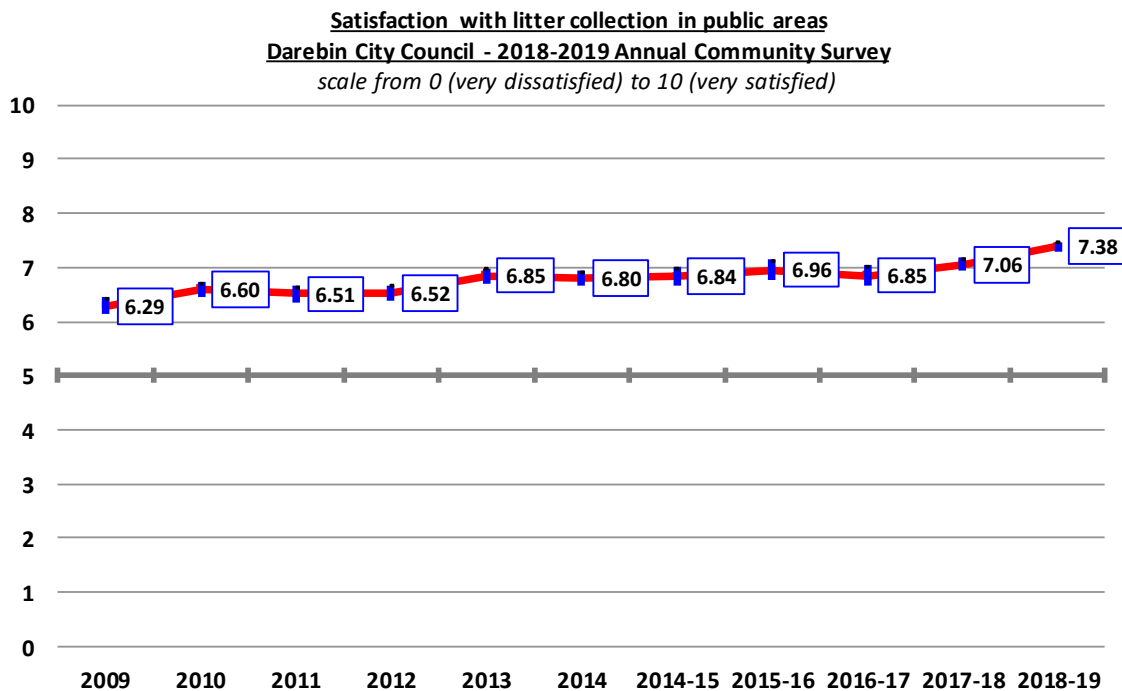
Respondents were asked:

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

Satisfaction with litter collection in public areas increased notably, albeit not measurably this year, up 4.5% to 7.38. This result is now at a “very good” level, an improvement on the “good” recorded in each year since 2010.

The long-term average satisfaction with litter collection in public areas over the last ten years was 6.79. It is noted that satisfaction has been higher than the long-term average in each of the last seven years. This highlights the trend of increasing satisfaction with litter collection in public areas of the City of Darebin in recent years.

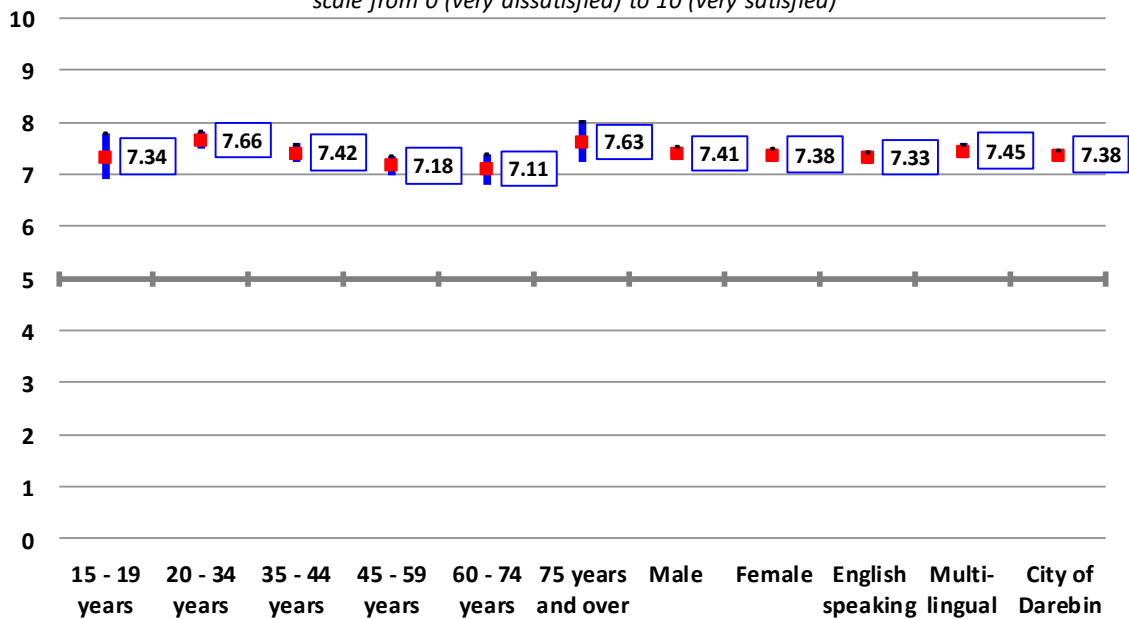
This result was almost identical to the 2019 metropolitan Melbourne average of 7.30.



There was some measurable variation in satisfaction with litter collection in public areas observed by respondent profile, with attention drawn to the following:

- **Young adults (aged 20 to 34 years)** – respondents were measurably more satisfied than average.
- **Middle-aged and older adults (aged 46 to 74 years)** – respondents were notably, albeit not measurably less satisfied than average and “good”.
- **Senior citizens (aged 75 years and over)** – the small sample of respondents were notably, albeit not measurably more satisfied than average.

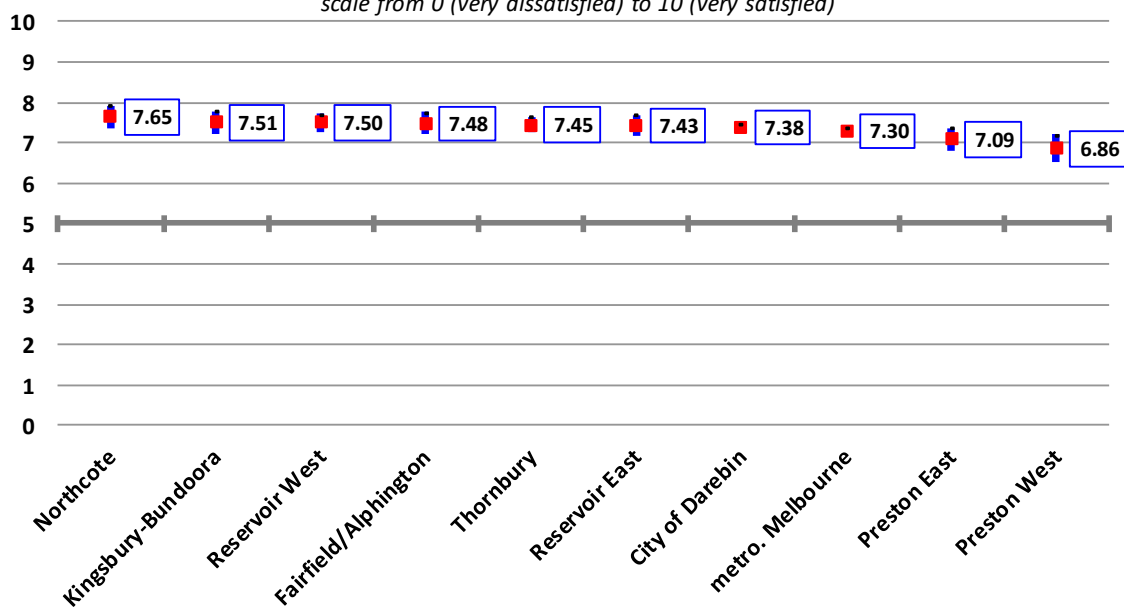
Satisfaction with litter collection in public places by respondent profile
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)




There was some variation in satisfaction with litter collection in public areas observed across the municipality, with attention drawn to the following:

- **Northcote** – respondents were somewhat, albeit not measurably more satisfied than average.
- **Preston West** – respondents were measurably less satisfied than average and “good”.

Satisfaction with litter collection in public areas by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





Satisfaction with litter collection in public areas increased somewhat in six precincts and declined in two precincts, as follows:

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

The increase in satisfaction recorded in Northcote (12.5%) was statistically significant at the 95% confidence level.

Satisfaction with litter collection in public places
Darebin City Council - 2018-2019 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Northcote	2014-15	74	6.73	7.15	7.57
	2015-16	60	6.09	6.65	7.21
	2016-17	58	6.80	7.28	7.75
	2017-18	119	6.46	6.80	7.14
	2018-19	113	7.37	7.65	7.92
Kingsbury-Bundoora	2014-15	71	6.75	7.24	7.73
	2015-16	58	6.40	6.97	7.53
	2016-17	56	6.43	7.04	7.64
	2017-18	123	7.27	7.50	7.74
	2018-19	122	7.23	7.51	7.79
Reservoir West	2014-15	71	6.47	6.92	7.36
	2015-16	62	6.76	7.24	7.72
	2016-17	62	6.23	6.77	7.32
	2017-18	123	6.72	7.06	7.40
	2018-19	123	7.28	7.50	7.71
Fairfield-Alphington	2014-15	71	5.81	6.28	6.75
	2015-16	61	6.99	7.39	7.80
	2016-17	55	6.37	6.91	7.45
	2017-18	120	7.05	7.35	7.65
	2018-19	117	7.20	7.48	7.75
Thornbury	2014-15	74	6.18	6.68	7.17
	2015-16	60	6.06	6.63	7.20
	2016-17	55	6.02	6.64	7.25
	2017-18	121	6.52	6.87	7.22
	2018-19	119	7.25	7.45	7.64
Reservoir East	2014-15	73	6.55	7.06	7.56
	2015-16	61	6.93	7.43	7.92
	2016-17	57	6.61	7.02	7.43
	2017-18	120	6.64	6.98	7.31
	2018-19	121	7.16	7.43	7.70
Preston East	2014-15	71	5.90	6.39	6.89
	2015-16	58	6.67	7.19	7.71
	2016-17	55	6.24	6.82	7.40
	2017-18	122	6.79	7.11	7.44
	2018-19	120	6.81	7.09	7.38
Preston West	2014-15	70	6.13	6.67	7.21
	2015-16	70	6.13	6.67	7.21
	2016-17	58	5.59	6.17	6.76
	2017-18	120	6.93	7.27	7.61
	2018-19	118	6.50	6.86	7.21



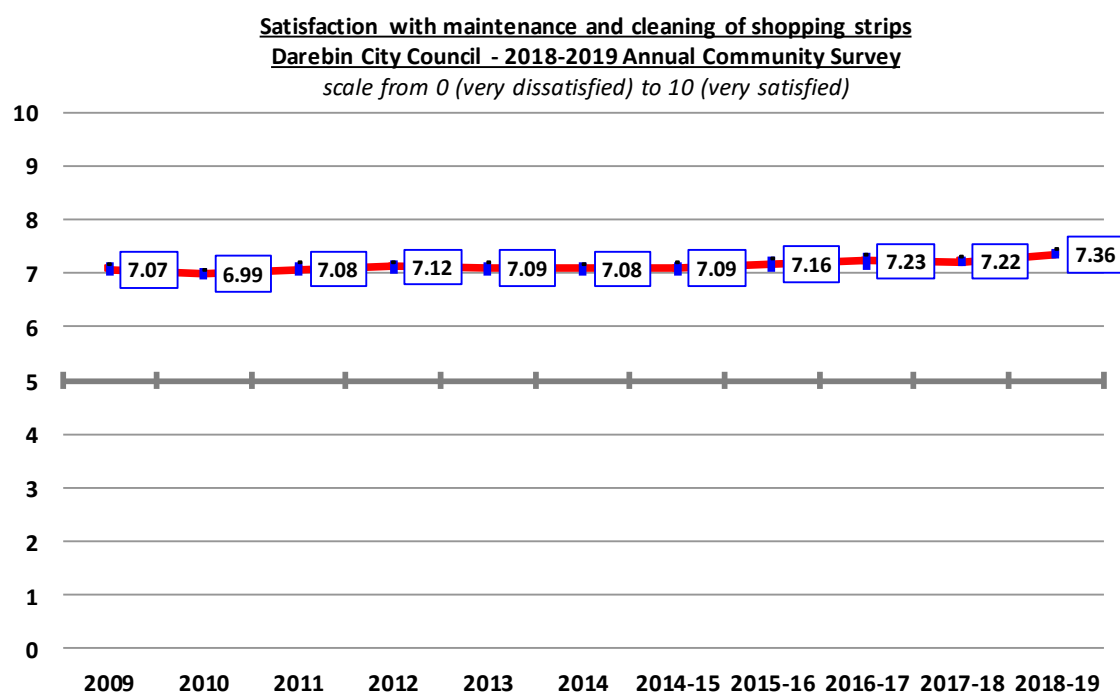
Maintenance and cleaning of shopping strips

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 this year, up 1.9% from 7.22 to 7.36. This result is the highest result recorded in the last ten years and now at a “very good” level, an improvement on the previous “good” recorded in each of the last ten years.

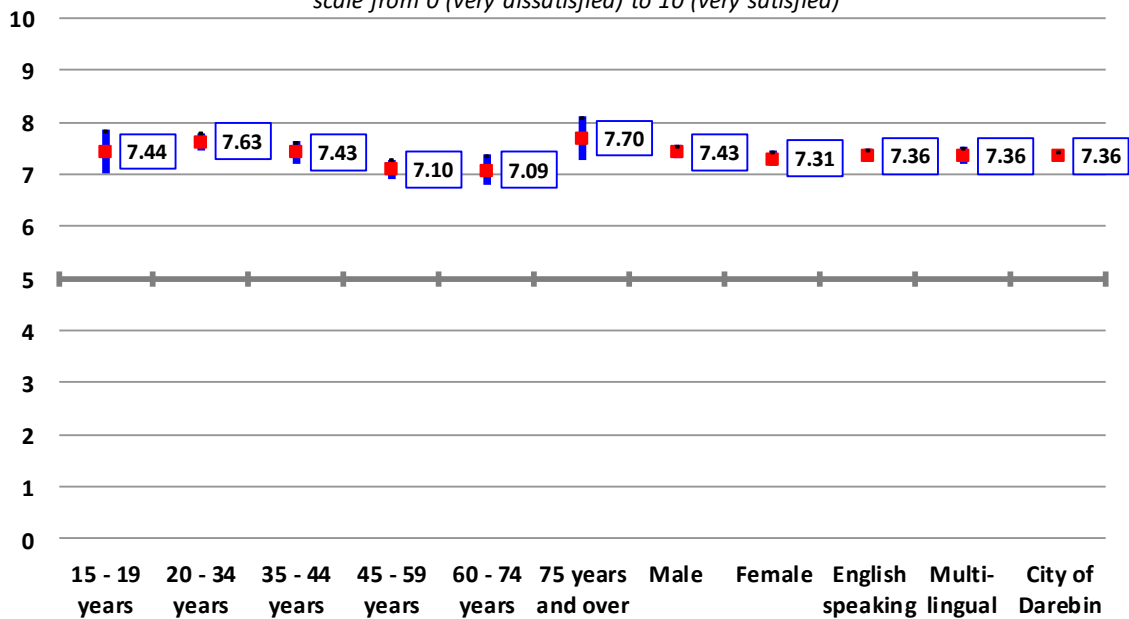
This result was marginally, but not measurably lower than 2019 metropolitan Melbourne average of 7.43.



There was some variation in satisfaction with the maintenance and cleaning of shopping strips observed by respondent profile, although it is noted that:

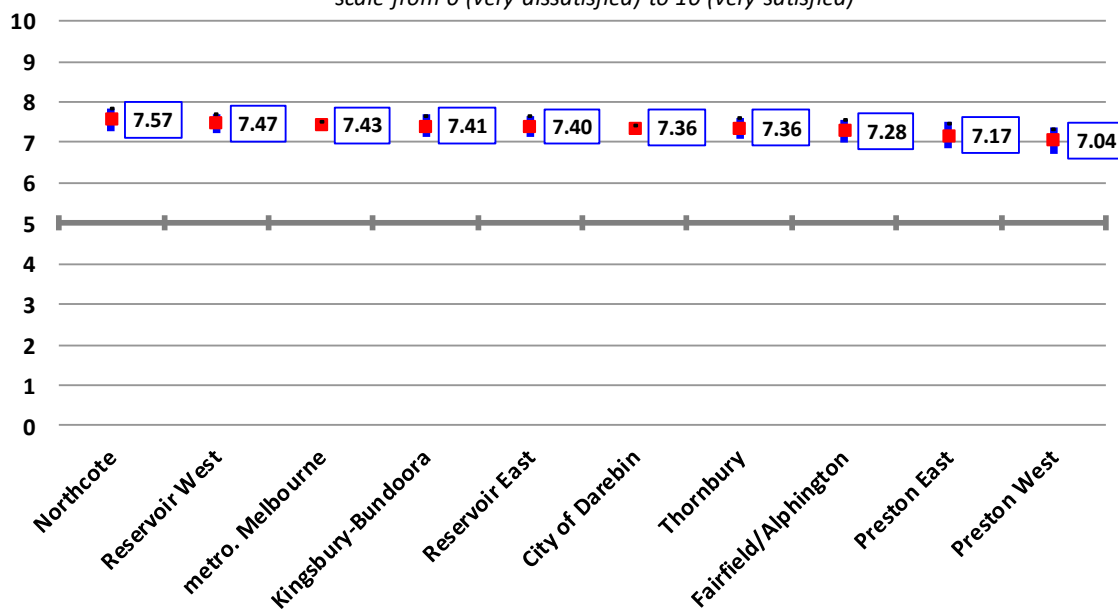
- **Young adults (aged 20 to 34 years)** – respondents were measurably more satisfied than average.
- **Middle-aged and older adults (aged 46 to 74 years)** – respondents were somewhat, albeit not measurably less satisfied than average and “good”.
- **Senior citizens (aged 75 years and over)** – the small sample of respondents were significantly, albeit not measurably more satisfied than average.


Satisfaction with maintenance and cleaning of shopping strips by respondent profile
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no variation in satisfaction with the maintenance and cleaning of shopping strips observed across the eight precincts comprising the City of Darebin, although attention is drawn to the respondents in Preston East and Preston West were somewhat less satisfied with this service and rated at a “good” level.

Satisfaction with maintenance and cleaning of shopping strips by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





Satisfaction with the maintenance and cleaning of shopping strips increased somewhat in five precincts and declined in three precincts, as follows:

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

The increase in satisfaction recorded in Northcote (10.0%) was statistically significant at the 95% confidence level.

Satisfaction with maintenance and cleaning of shopping strips
Darebin City Council - 2018-2019 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Northcote	2014-15	72	6.88	7.24	7.59
	2015-16	61	6.33	6.75	7.17
	2016-17	59	6.89	7.32	7.75
	2017-18	120	6.58	6.88	7.19
	2018-19	115	7.28	7.57	7.85
Reservoir West	2014-15	70	6.82	7.16	7.50
	2015-16	64	6.70	7.13	7.55
	2016-17	59	7.27	7.63	7.99
	2017-18	124	6.93	7.21	7.48
	2018-19	124	7.24	7.47	7.70
Kingsbury-Bundoora	2014-15	71	6.84	7.21	7.59
	2015-16	61	7.49	7.77	8.05
	2016-17	55	6.94	7.36	7.79
	2017-18	117	7.46	7.69	7.92
	2018-19	123	7.13	7.41	7.68
Reservoir East	2014-15	73	6.81	7.16	7.52
	2015-16	63	7.10	7.49	7.88
	2016-17	60	6.60	6.98	7.37
	2017-18	121	6.92	7.21	7.49
	2018-19	124	7.14	7.40	7.65
Thornbury	2014-15	72	6.43	6.88	7.32
	2015-16	59	6.41	6.92	7.42
	2016-17	58	6.71	7.10	7.50
	2017-18	121	6.86	7.17	7.49
	2018-19	121	7.10	7.36	7.61
Fairfield-Alphington	2014-15	74	6.70	7.03	7.35
	2015-16	62	6.99	7.32	7.66
	2016-17	58	7.04	7.38	7.72
	2017-18	121	7.21	7.45	7.68
	2018-19	121	7.00	7.28	7.56
Preston East	2014-15	71	6.62	7.00	7.38
	2015-16	62	7.09	7.48	7.87
	2016-17	60	6.71	7.25	7.79
	2017-18	119	6.86	7.16	7.46
	2018-19	121	6.86	7.17	7.49
Preston West	2014-15	72	6.53	6.96	7.38
	2015-16	58	6.15	6.67	7.19
	2016-17	60	6.41	6.82	7.22
	2017-18	116	7.22	7.49	7.76
	2018-19	118	6.72	7.04	7.36



The level of street lighting

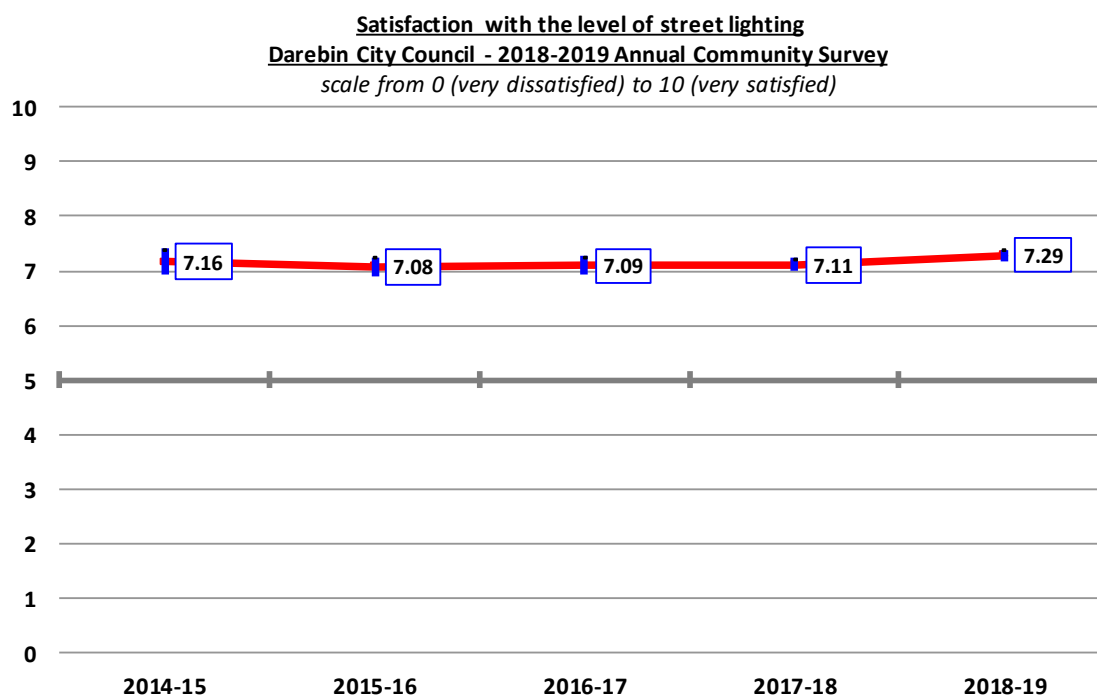
Respondents were asked:

“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 increased marginally this year, up 2.5% to 7.29 and now at a “very good” level. This is an improvement on the “good” recorded in each of the last four years.

The long-term average satisfaction with the level of street lighting has remained very stable at 7.15 over the recent years.

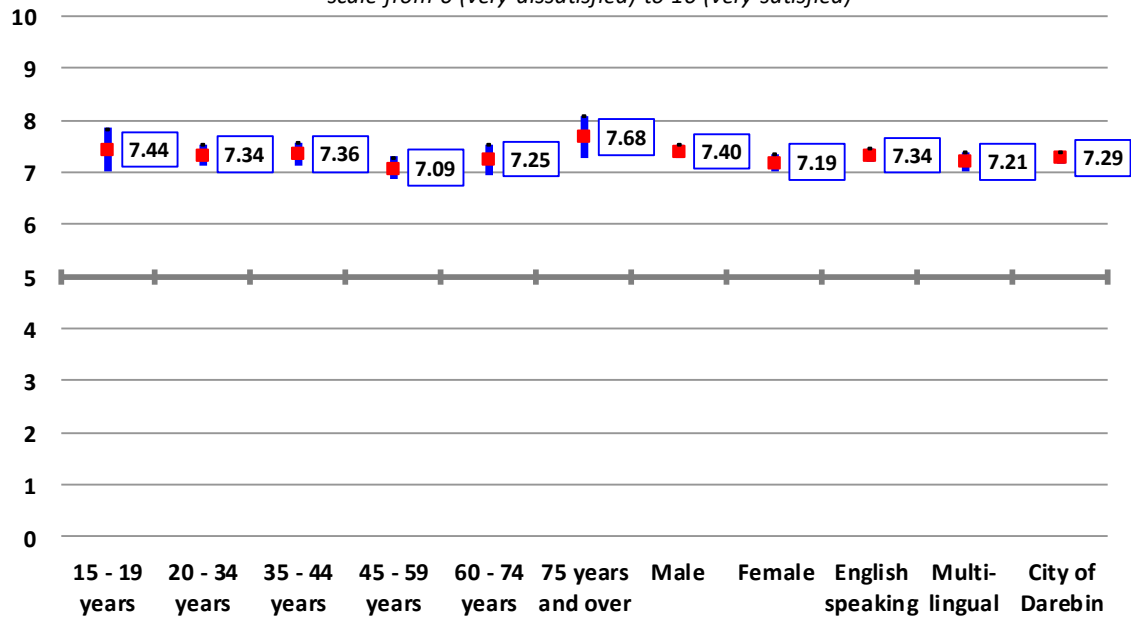
This result was almost identical to the 2019 metropolitan Melbourne average of 7.23.



There was no statistically significant variation in satisfaction with the level of street lighting observed by respondent profile. That said, it is noted that:

- **Senior citizens (aged 75 years and over)** – respondents were notably, albeit not measurably more satisfied than average.
- **Gender** – female respondents were 2.9% less satisfied than male respondents.

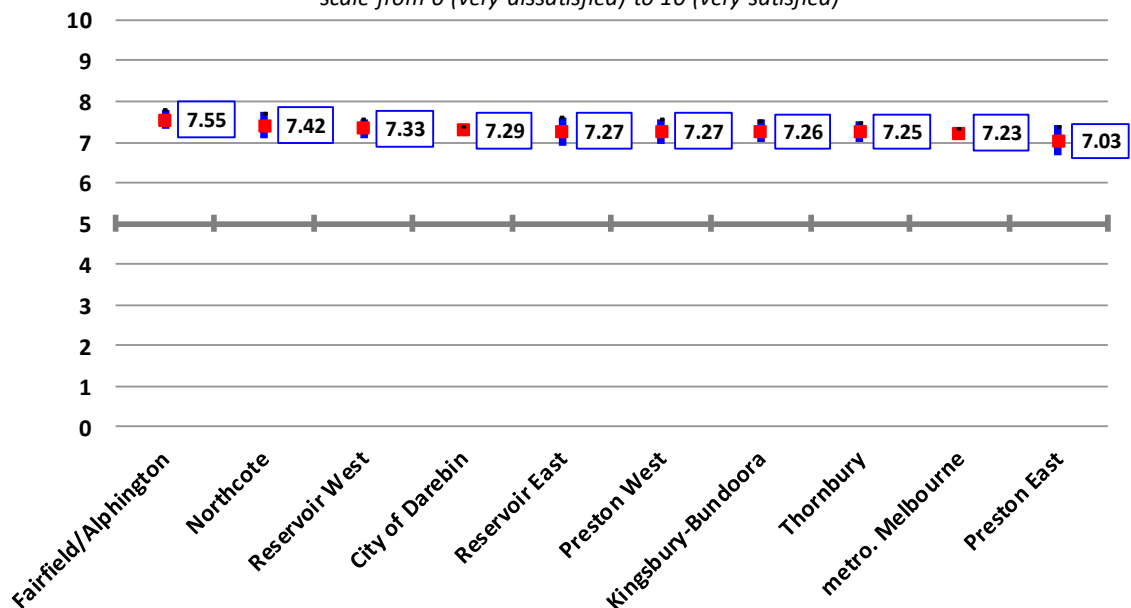
Satisfaction with the level of street lighting by respondent profile
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)




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

- **Fairfield-Alphington** – respondents were notably, albeit not measurably more satisfied than average.
- **Preston East** – respondents were notably, albeit not measurably less satisfied than average and “good”.

Satisfaction with the level of street lighting by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





Satisfaction with the level of street lighting increased somewhat in five precincts and declined in three precincts, as follows:

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

None of these increases or decreases in satisfaction were statistically significant at the 95% confidence level.

Satisfaction with the level of street lighting
Darebin City Council - 2018-2019 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	2014-15	24	6.30	6.88	7.45
	2015-16	62	6.36	6.84	7.32
	2016-17	60	6.85	7.23	7.62
	2017-18	122	6.83	7.15	7.46
	2018-19	123	7.31	7.55	7.80
Northcote	2014-15	25	6.48	7.16	7.84
	2015-16	61	6.96	7.30	7.63
	2016-17	62	7.33	7.66	7.99
	2017-18	123	6.68	7.01	7.34
	2018-19	117	7.11	7.42	7.73
Reservoir West	2014-15	25	6.80	7.56	8.32
	2015-16	63	6.50	7.00	7.50
	2016-17	62	5.49	6.13	6.76
	2017-18	125	6.89	7.22	7.56
	2018-19	125	7.08	7.33	7.58
Reservoir East	2014-15	25	6.11	7.04	7.97
	2015-16	63	6.98	7.41	7.84
	2016-17	62	6.75	7.24	7.73
	2017-18	125	6.51	6.82	7.14
	2018-19	126	6.93	7.27	7.61
Preston West	2014-15	25	6.63	7.40	8.17
	2015-16	57	5.65	6.28	6.91
	2016-17	60	6.61	7.10	7.59
	2017-18	121	7.01	7.38	7.75
	2018-19	123	6.97	7.27	7.57
Kingsbury-Bundoora	2014-15	23	6.76	7.44	8.11
	2015-16	62	6.46	6.98	7.51
	2016-17	61	6.72	7.26	7.81
	2017-18	123	6.35	6.71	7.06
	2018-19	121	6.98	7.26	7.55
Thornbury	2014-15	24	5.92	6.54	7.16
	2015-16	62	6.37	6.85	7.34
	2016-17	60	6.92	7.33	7.74
	2017-18	123	7.03	7.37	7.72
	2018-19	122	7.01	7.25	7.50
Preston East	2014-15	25	6.75	7.44	8.13
	2015-16	61	6.94	7.44	7.94
	2016-17	60	6.40	6.93	7.47
	2017-18	123	6.84	7.22	7.60
	2018-19	124	6.66	7.03	7.41



Street sweeping

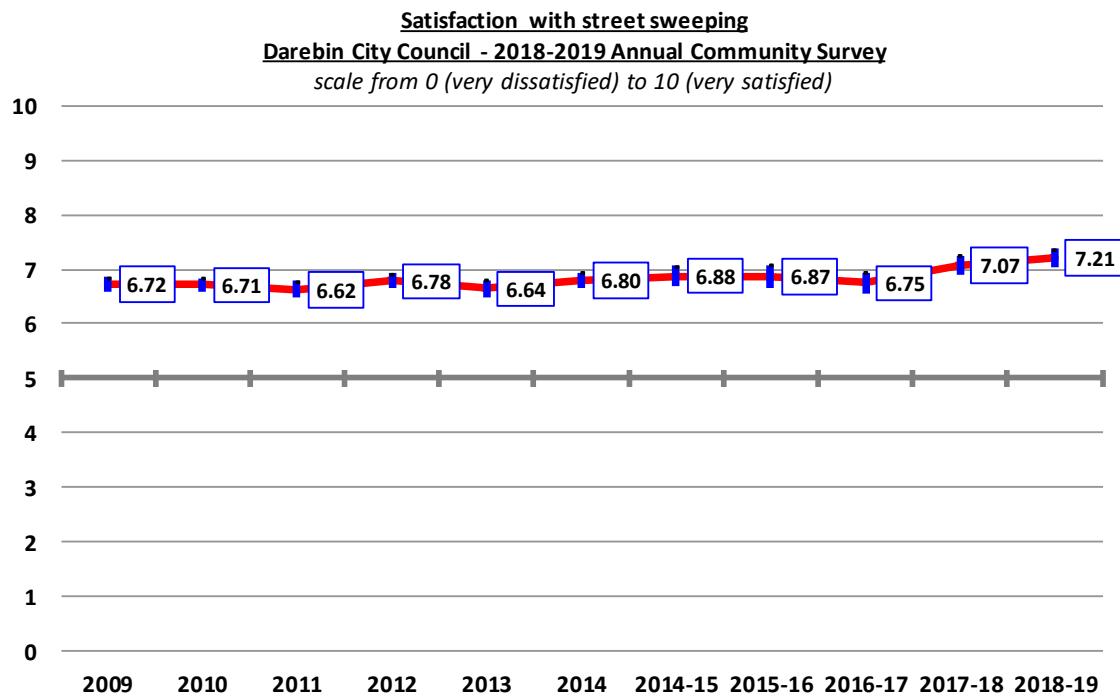
Respondents were asked:

“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 increased marginally this year, up 2.0% to 7.21 although still at a “good” level.

This result is the highest annual level of satisfaction with street sweeping recorded in the last ten years, and is measurably above the ten-year long-term average satisfaction with street sweeping of 6.82.

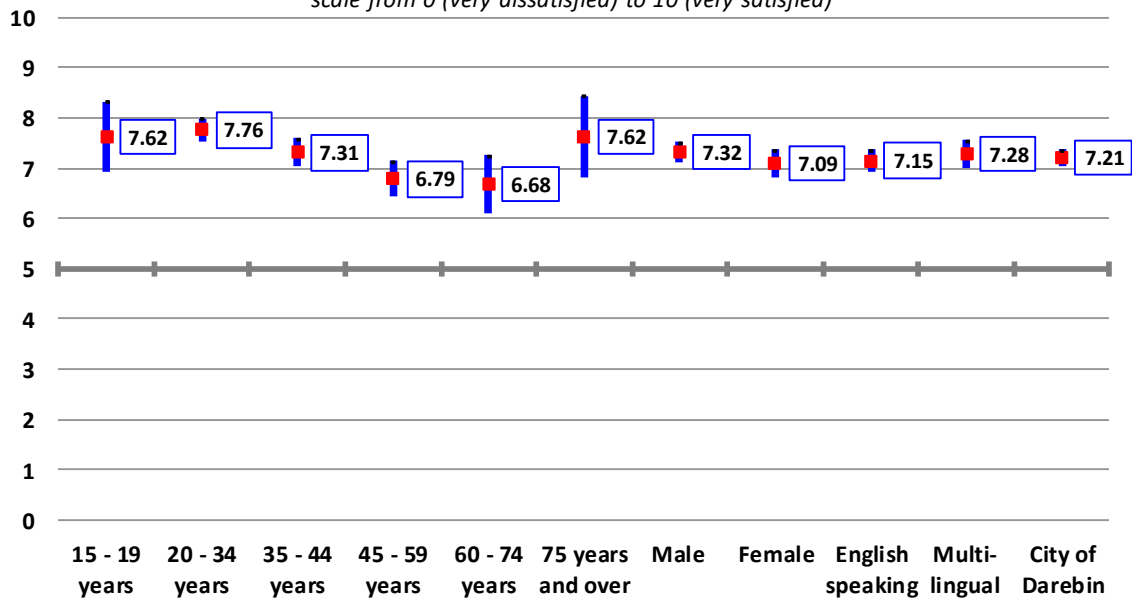
This result was almost identical to the 2019 metropolitan Melbourne average of 7.19.



There was some variation in satisfaction with street sweeping observed by respondent profile, with attention drawn to the following:

- **Young adults (aged 20 to 34 years)** – respondents were measurably more satisfied than average and “excellent”.
- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were measurably less satisfied than average.
- **Senior citizens (aged 75 years and over)** – respondents were notable, albeit not measurably more satisfied than average.

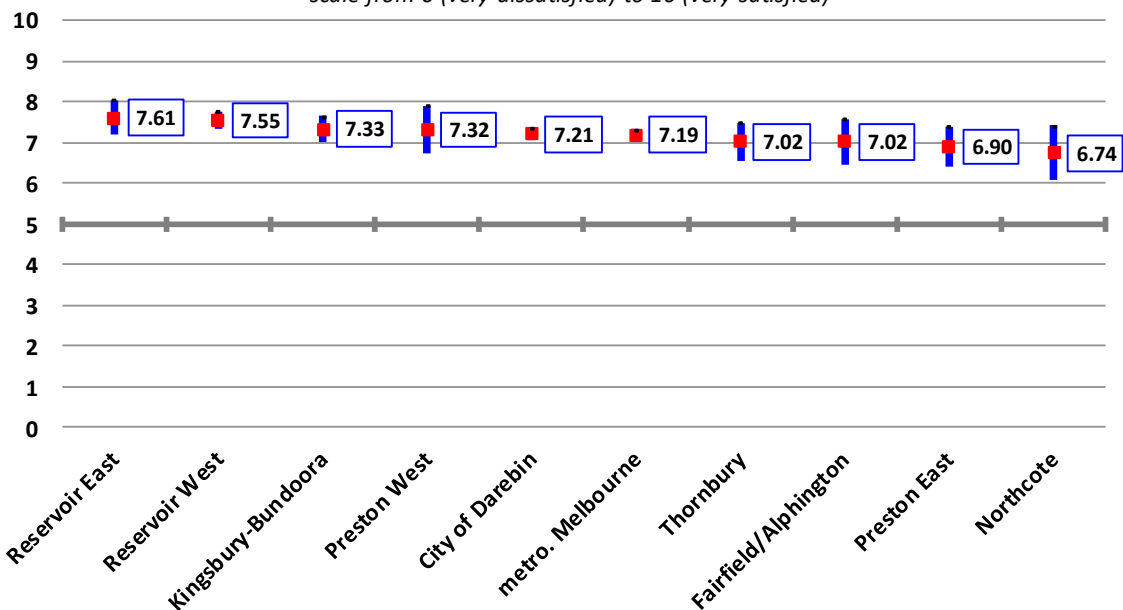
Satisfaction with street sweeping by respondent profile
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)




There was no statistically significant variation in satisfaction with street sweeping observed across the eight precincts comprising the City of Darebin. That said, it is noted that:

- **Reservoir East and Reservoir West** – respondents were notably, albeit not measurably more satisfied than average and “very good”.
- **Northcote** – respondents were notably, albeit not measurably less satisfied than average, although still “good”.

Satisfaction with street sweeping by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





Satisfaction with the street sweeping increased somewhat in six precincts and declined in two precincts, as follows:

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

None of these increases or decreases were statistically significant at the 95% confidence level.



Satisfaction with street sweeping
Darebin City Council - 2018-2019 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir East	2014-15	73	6.73	7.23	7.73
	2015-16	62	6.84	7.39	7.94
	2016-17	60	5.73	6.23	6.73
	2017-18	55	6.53	7.07	7.61
	2018-19	56	7.17	7.61	8.04
Reservoir West	2014-15	74	6.64	7.14	7.63
	2015-16	58	6.27	6.90	7.52
	2016-17	65	6.26	6.80	7.34
	2017-18	62	6.57	7.10	7.62
	2018-19	62	7.32	7.55	7.77
Kingsbury-Bundoora	2014-15	70	6.70	7.20	7.70
	2015-16	62	6.81	7.26	7.71
	2016-17	57	6.61	7.19	7.78
	2017-18	60	6.57	7.08	7.59
	2018-19	60	7.02	7.33	7.65
Preston West	2014-15	68	6.39	6.91	7.43
	2015-16	55	5.75	6.44	7.12
	2016-17	56	6.03	6.52	7.01
	2017-18	60	7.18	7.52	7.85
	2018-19	57	6.73	7.32	7.90
Thornbury	2014-15	72	6.18	6.71	7.24
	2015-16	60	5.32	6.07	6.82
	2016-17	54	6.30	6.93	7.56
	2017-18	59	6.42	6.98	7.54
	2018-19	59	6.55	7.02	7.48
Fairfield-Alphington	2014-15	71	5.95	6.41	6.86
	2015-16	59	6.31	6.85	7.38
	2016-17	59	5.62	6.25	6.89
	2017-18	62	6.04	6.61	7.18
	2018-19	61	6.45	7.02	7.58
Preston East	2014-15	73	6.00	6.49	6.99
	2015-16	57	6.85	7.39	7.92
	2016-17	58	5.94	6.64	7.34
	2017-18	60	6.84	7.40	7.96
	2018-19	60	6.42	6.90	7.38
Northcote	2014-15	72	6.14	6.68	7.22
	2015-16	56	5.93	6.61	7.28
	2016-17	57	6.74	7.32	7.89
	2017-18	60	6.17	6.73	7.29
	2018-19	53	6.07	6.74	7.40



Regular recycling

Respondents were asked:

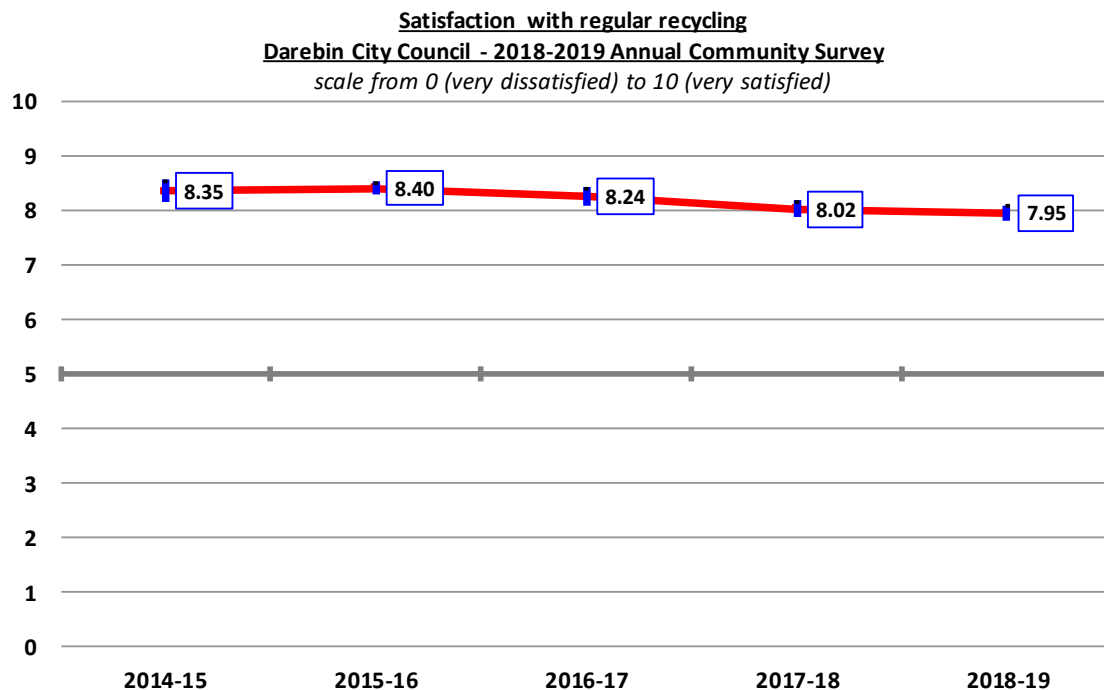
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with regular recycling?”

Satisfaction with the regular recycling service declined by less than one percent this year, down from 8.02 to 7.95. Despite this decline it remains at an “excellent” level, the same as recorded in each of the last four years.

Metropolis Research notes that this was one of only four services and facilities to record a lower level of satisfaction this year than last. The other three services and facilities that declined this year were the weekly garbage collection (down 2.2%), Council’s festival and events (down 0.05%), and transfer station – tip in Reservoir (down 1.7%).

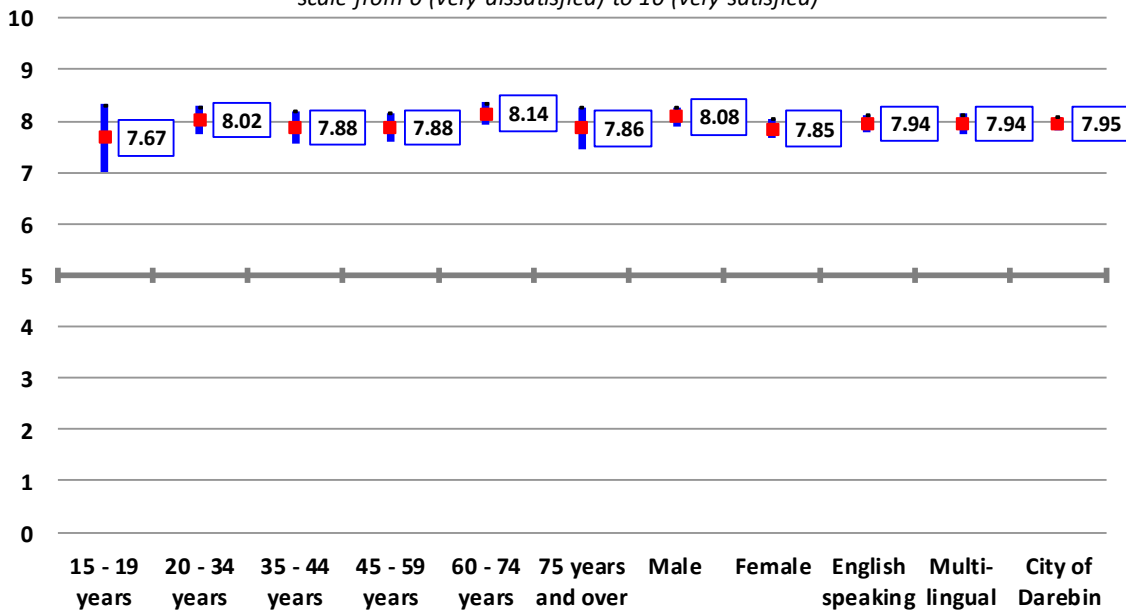
It is important to note however that despite the small decline in satisfaction recorded this year, satisfaction with the regular recycling service remains “excellent”, a finding borne out by fact that just 2.6% of respondents were dissatisfied with this service

This result was marginally, but not measurably lower than the 2019 metropolitan Melbourne average of 8.04.

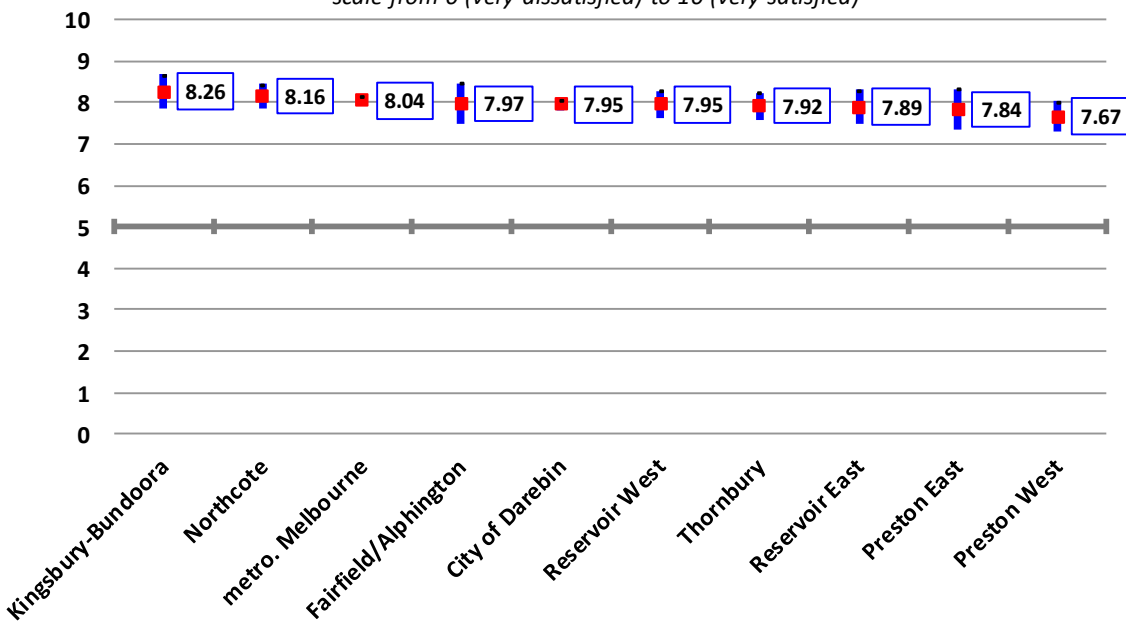


There was no measurable variation in satisfaction with the regular recycling service observed by respondent profile, although attention is drawn to female respondents were 2.9% less satisfied than male respondents with this service.

Satisfaction with regular recycling by respondent profile
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)




Satisfaction with regular recycling by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no statistically significant variation in satisfaction with the regular recycling service observed across the municipality, although attention is still drawn to the following:

- **Preston West** – respondents were somewhat, albeit not measurably less satisfied than average.





Metropolis Research notes that respondents in Preston West tended to be more satisfied than average with the regular recycling service in 2017-18, whilst they were less satisfied than average this year.

Satisfaction with the regular recycling service increased somewhat in three precincts and declined in five precincts, as follows:

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

Consistent with the results observed by precincts, the decrease in satisfaction recorded in Preston West (11.0%) was statistically significant at the 95% confidence level.



Satisfaction with regular recycling
Darebin City Council - 2018-2019 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2014-15	25	7.67	8.32	8.97
	2015-16	59	8.34	8.64	8.95
	2016-17	61	7.97	8.34	8.72
	2017-18	57	7.28	7.72	8.16
	2018-19	61	7.86	8.26	8.67
Northcote	2014-15	23	7.99	8.52	9.06
	2015-16	61	8.07	8.36	8.65
	2016-17	61	7.54	8.05	8.56
	2017-18	60	7.23	7.68	8.13
	2018-19	58	7.87	8.16	8.44
Fairfield-Alphington	2014-15	195	8.14	8.35	8.55
	2015-16	63	7.84	8.17	8.51
	2016-17	61	7.45	7.84	8.22
	2017-18	59	7.79	8.15	8.52
	2018-19	62	7.48	7.97	8.46
Reservoir West	2014-15	25	7.49	8.04	8.59
	2015-16	61	7.87	8.21	8.56
	2016-17	63	8.32	8.70	9.08
	2017-18	63	7.10	7.60	8.11
	2018-19	61	7.63	7.95	8.28
Thornbury	2014-15	25	7.87	8.36	8.85
	2015-16	62	7.88	8.26	8.63
	2016-17	62	7.42	7.94	8.45
	2017-18	60	7.73	8.08	8.44
	2018-19	59	7.60	7.92	8.23
Reservoir East	2014-15	23	7.7	8.48	9.26
	2015-16	62	7.97	8.32	8.68
	2016-17	63	7.83	8.43	9.03
	2017-18	59	7.98	8.31	8.63
	2018-19	63	7.48	7.89	8.30
Preston East	2014-15	24	7.58	8.25	8.92
	2015-16	61	8.25	8.62	8.99
	2016-17	61	7.57	8.00	8.43
	2017-18	59	7.90	8.27	8.64
	2018-19	62	7.36	7.84	8.32
Preston West	2014-15	25	7.96	8.56	9.16
	2015-16	62	8.43	8.77	9.12
	2016-17	61	7.94	8.34	8.75
	2017-18	58	8.00	8.52	9.03
	2018-19	57	7.31	7.67	8.02



Condition of storm water drains

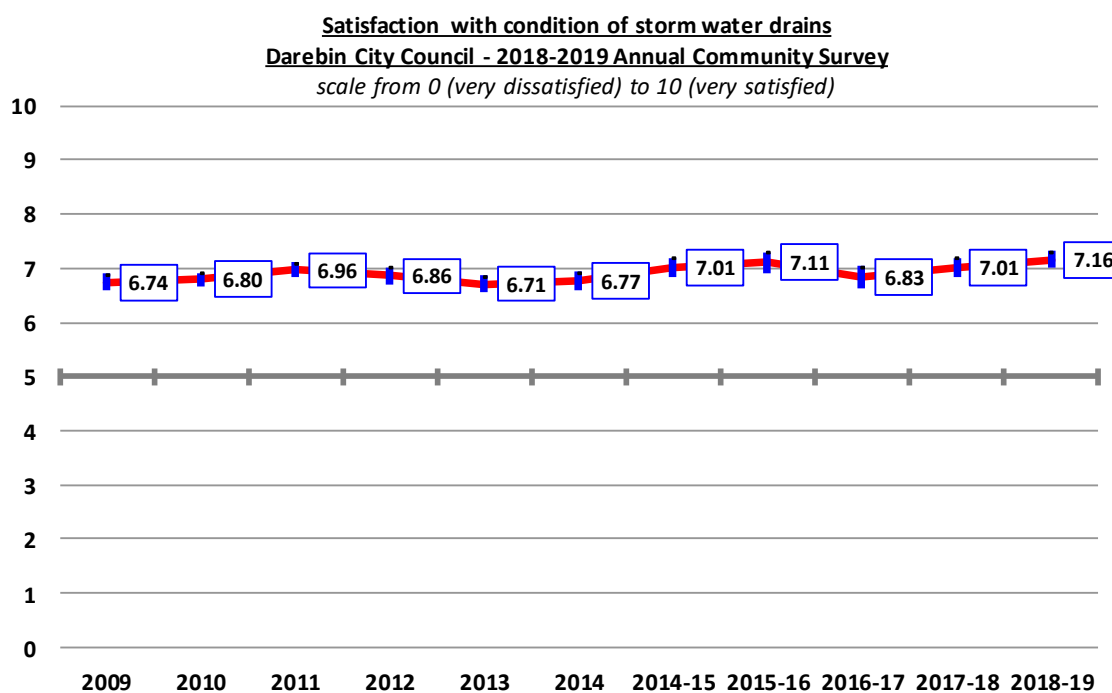
Respondents were asked:

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

Satisfaction with the condition of storm water drains increased somewhat, albeit not measurably (at the 95% confidence level) this year, up 2.1% to 7.16. Despite this increase, satisfaction remains at a “good” level.

Satisfaction with the condition of storm water drains has varied somewhat from year to year, but has trended marginally higher over time. It is noted that the current year’s result is marginally higher than the ten-year long-term average of 6.90.

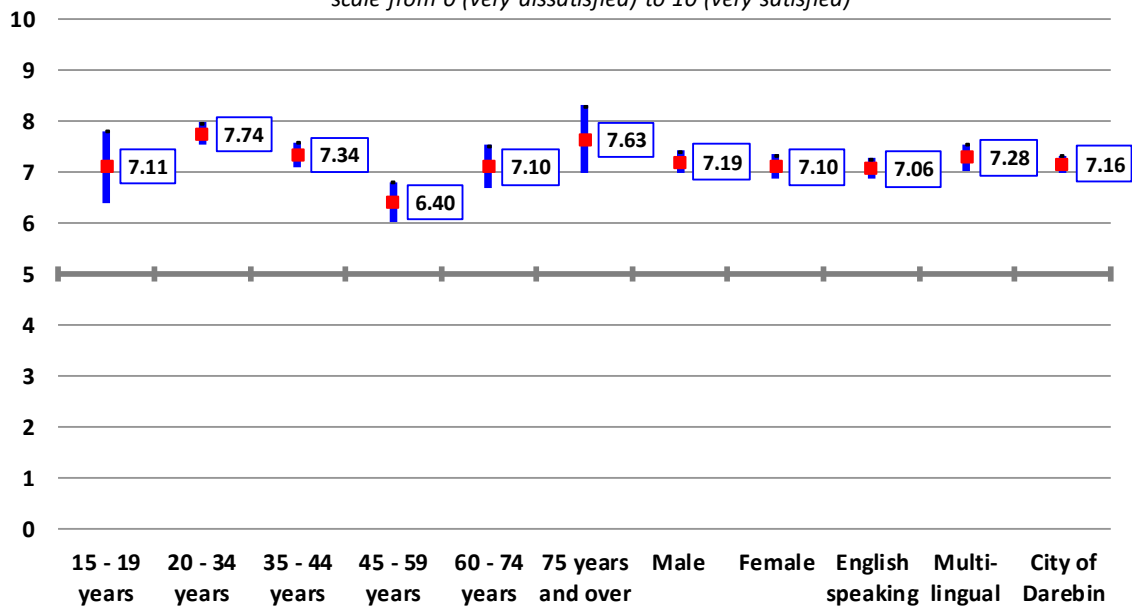
This result was however measurably lower than the 2019 metropolitan Melbourne average of 7.39.



There was measurable and significant variation in satisfaction with the condition of storm water drains observed by respondent profile, with attention drawn to:

- **Young adults (aged 20 to 34 years)** – respondents were measurably more satisfied than average and “very good”.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably less satisfied than average and “solid”.
- **Senior Citizens (aged 75 years and over)** – the small sample of respondents were somewhat, albeit not measurably more satisfied than average and “very good”.

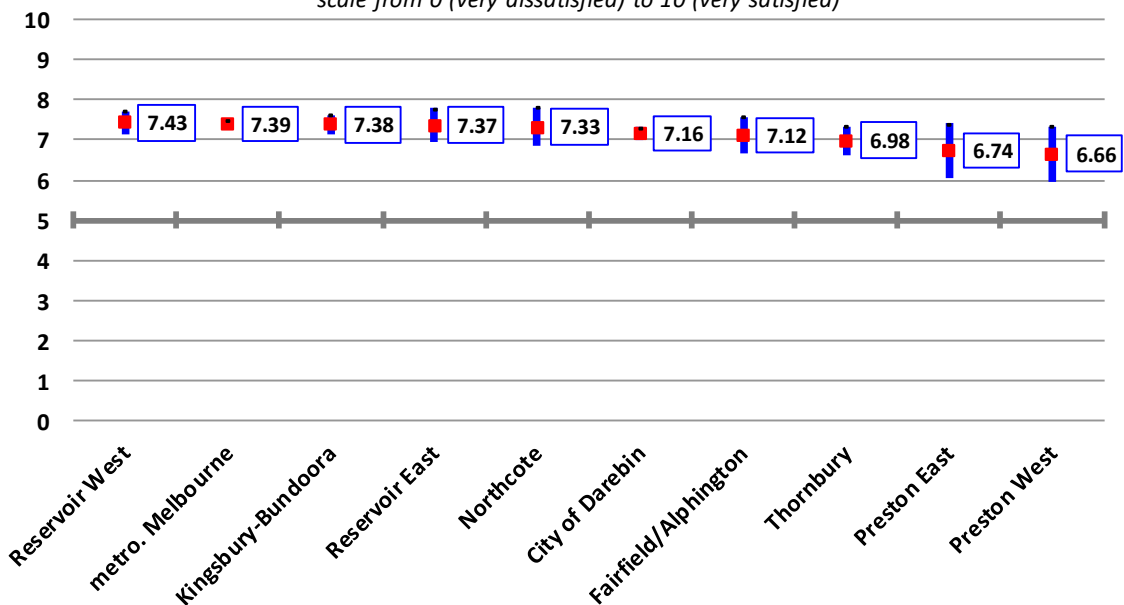
Satisfaction with condition of storm water drains by respondent profile
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)




Whilst there was no statistically significant variation in satisfaction with the condition of storm water drains observed across the municipality, attention is drawn to:

- **Preston East and Preston West** – respondents were somewhat, albeit not measurably less satisfied than average.

Satisfaction with the condition of storm water drains by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





Satisfaction with the condition of storm water drains increased somewhat in five precincts and declined in three precincts, as follows:

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

The increase in satisfaction recorded in Northcote (15.3%), and the decreases in satisfaction recorded in Preston East (9.9%) and Preston West (11.9%) were statistically significant at the 95% confidence level.

Satisfaction with condition of storm water drains
Darebin City Council - 2018-2019 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir West	2014-15	67	5.94	6.52	7.11
	2015-16	63	7.02	7.49	7.97
	2016-17	58	6.69	7.16	7.62
	2017-18	58	7.04	7.45	7.86
	2018-19	58	7.15	7.43	7.71
Kingsbury-Bundoora	2014-15	66	6.85	7.35	7.85
	2015-16	59	7.23	7.63	8.03
	2016-17	45	6.09	6.78	7.47
	2017-18	59	6.55	7.20	7.85
	2018-19	61	7.13	7.38	7.62
Reservoir East	2014-15	69	6.67	7.17	7.68
	2015-16	59	7.11	7.58	8.04
	2016-17	57	6.88	7.30	7.71
	2017-18	58	6.35	6.86	7.38
	2018-19	60	6.94	7.37	7.79
Northcote	2014-15	66	6.96	7.36	7.77
	2015-16	56	6.19	6.71	7.24
	2016-17	56	6.41	6.96	7.52
	2017-18	58	5.80	6.36	6.93
	2018-19	52	6.84	7.33	7.81
Fairfield-Alphington	2014-15	66	6.57	6.97	7.37
	2015-16	53	6.70	7.06	7.41
	2016-17	52	5.70	6.31	6.91
	2017-18	56	6.53	6.96	7.40
	2018-19	60	6.67	7.12	7.57
Thornbury	2014-15	66	6.49	6.94	7.39
	2015-16	55	6.01	6.62	7.22
	2016-17	45	5.81	6.49	7.17
	2017-18	52	5.96	6.63	7.31
	2018-19	59	6.64	6.98	7.33
Preston East	2014-15	68	6.42	6.94	7.46
	2015-16	53	6.78	7.34	7.90
	2016-17	55	5.84	6.55	7.25
	2017-18	58	6.89	7.41	7.94
	2018-19	53	6.05	6.74	7.42
Preston West	2014-15	62	6.34	6.89	7.44
	2015-16	54	5.51	6.20	6.90
	2016-17	51	5.59	6.25	6.92
	2017-18	58	7.04	7.45	7.85
	2018-19	58	5.98	6.66	7.33



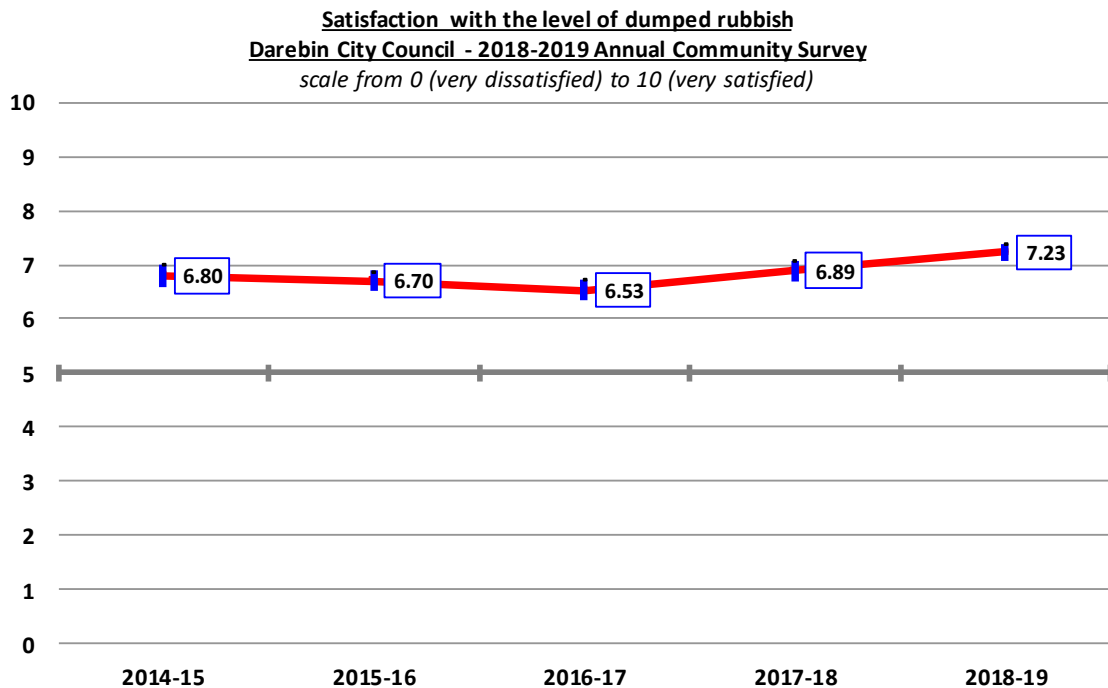
Level of dumped rubbish

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 increased substantially, albeit not measurably at the 95% confidence level, up 4.9% to 7.23. Despite this increase, satisfaction remains at a “good” level.

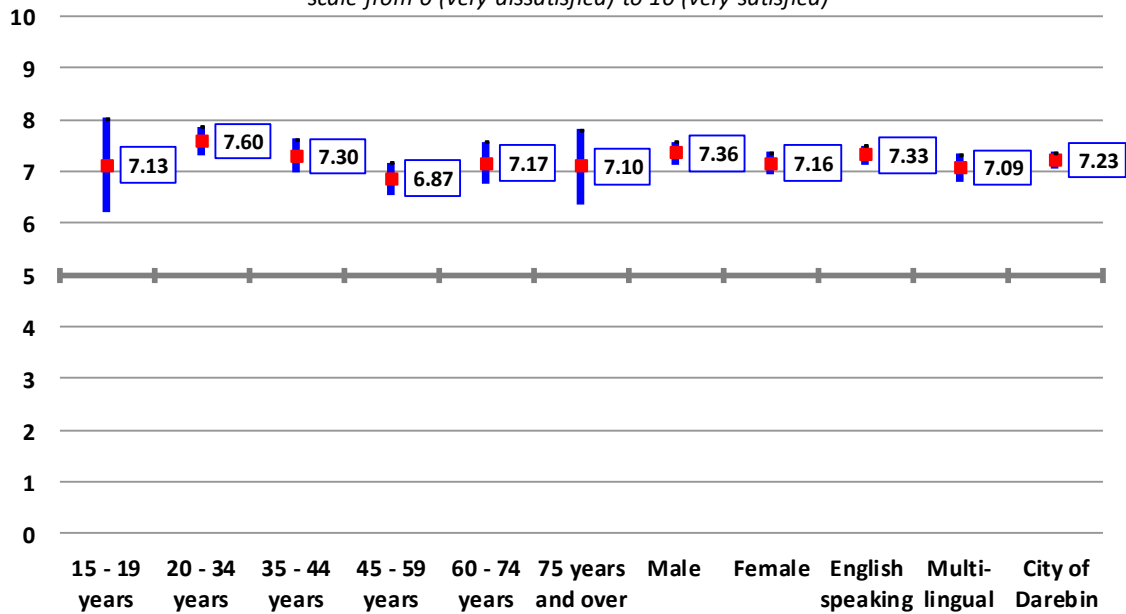
Satisfaction with the level of dumped rubbish has recovered from the unusually low result of 6.53 in 2016-17, and is now above the five-year long-term average satisfaction of 6.83.



There was statistically significant variation in satisfaction with the level of dumped rubbish observed by respondent profile, with attention drawn to the following:

- **Young adults (aged 20 to 34 years)** – respondents were measurably more satisfied than average and “very good”.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably less satisfied than average, although still “good”.
- **Language spoken at home** – respondents from English speaking households were somewhat, albeit not measurably more satisfied than respondents from multi-lingual households.

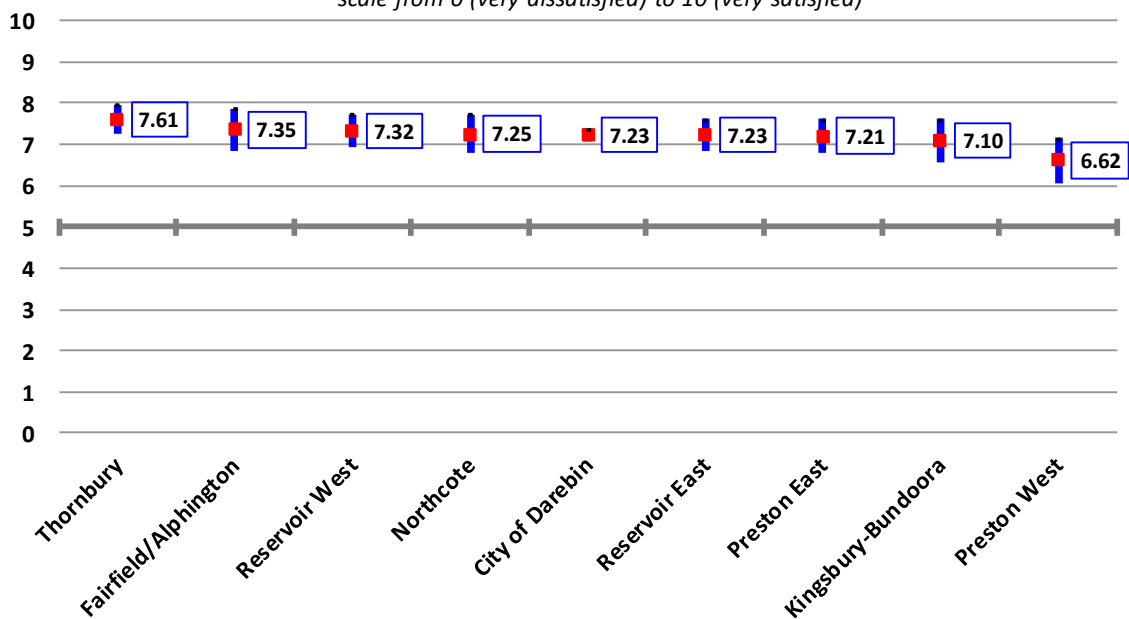
Satisfaction with the level of dumped rubbish by respondent profile
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)




There was some variation in satisfaction with the level of dumped rubbish observed across the municipality, attention is drawn to:

- **Thornbury** – respondents were measurably more satisfied than average and “very good”.
- **Preston West** – respondents were measurably less satisfied than average and “solid”.

Satisfaction with the level of dumped rubbish by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





Satisfaction with the level of dumped rubbish increased somewhat in five precincts and declined in three precincts, as follows:

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

The increases in satisfaction recorded in Reservoir West (21.4%) and Northcote (10.5%) were statistically significant at the 95% confidence level.



Satisfaction with the level of dumped rubbish
Darebin City Council - 2018-2019 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Thornbury	2014-15	48	6.08	6.77	7.46
	2015-16	60	6.22	6.68	7.15
	2016-17	61	5.52	6.08	6.65
	2017-18	58	6.85	7.24	7.64
	2018-19	59	7.25	7.61	7.97
Fairfield-Alphington	2014-15	49	6.08	6.63	7.18
	2015-16	62	6.79	7.19	7.60
	2016-17	59	5.95	6.56	7.17
	2017-18	59	6.60	7.15	7.71
	2018-19	54	6.85	7.35	7.86
Reservoir West	2014-15	46	5.99	6.63	7.27
	2015-16	64	5.86	6.47	7.08
	2016-17	62	6.07	6.63	7.19
	2017-18	62	5.42	6.03	6.65
	2018-19	62	6.91	7.32	7.73
Northcote	2014-15	48	6.39	6.92	7.44
	2015-16	59	6.35	6.83	7.31
	2016-17	58	6.09	6.59	7.08
	2017-18	59	5.98	6.56	7.14
	2018-19	59	6.77	7.25	7.73
Reservoir East	2014-15	49	6.07	6.74	7.39
	2015-16	62	6.15	6.71	7.27
	2016-17	63	5.89	6.54	7.19
	2017-18	61	6.53	7.07	7.60
	2018-19	62	6.84	7.23	7.61
Preston East	2014-15	48	6.58	7.13	7.67
	2015-16	58	6.20	6.78	7.35
	2016-17	60	5.71	6.23	6.76
	2017-18	59	6.84	7.34	7.83
	2018-19	63	6.79	7.21	7.63
Kingsbury-Bundoora	2014-15	49	6.16	6.80	7.43
	2015-16	62	6.16	6.73	7.29
	2016-17	60	6.06	6.70	7.34
	2017-18	58	7.16	7.55	7.94
	2018-19	61	6.58	7.10	7.62
Preston West	2014-15	50	6.55	7.08	7.61
	2015-16	60	6.01	6.53	7.05
	2016-17	60	6.40	7.02	7.63
	2017-18	60	6.28	6.87	7.45
	2018-19	55	6.07	6.62	7.16



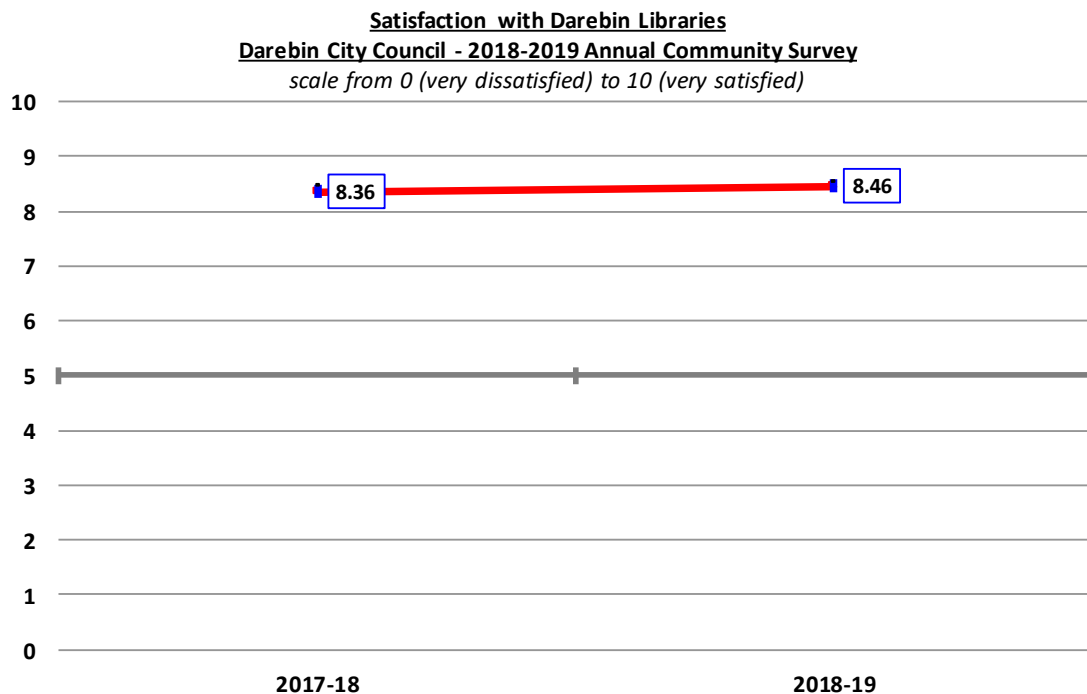
Darebin Libraries

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 Darebin Libraries services?”

Satisfaction with Darebin libraries increased marginally this year, up 1.2% to 8.46. This result remains at an “excellent” level, and is the highest satisfaction score of the seventeen included services and facilities.

This result was marginally, but not measurably lower than the 2019 metropolitan Melbourne average of 8.56.

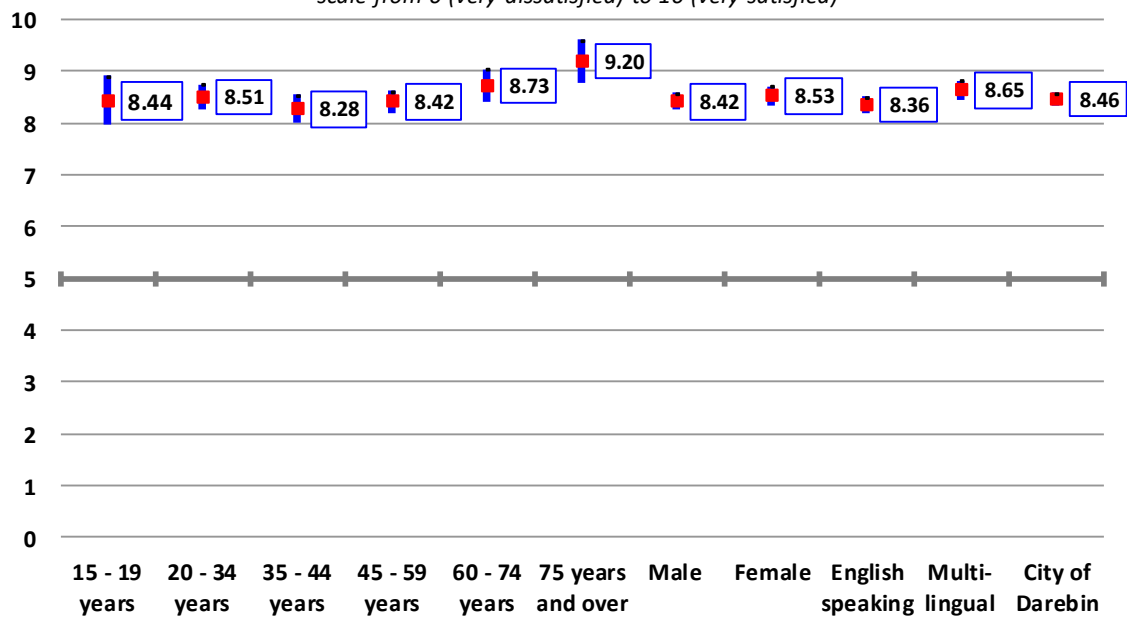


There was some variation in satisfaction with Darebin libraries observed by respondent profile, with attention is drawn to the following:

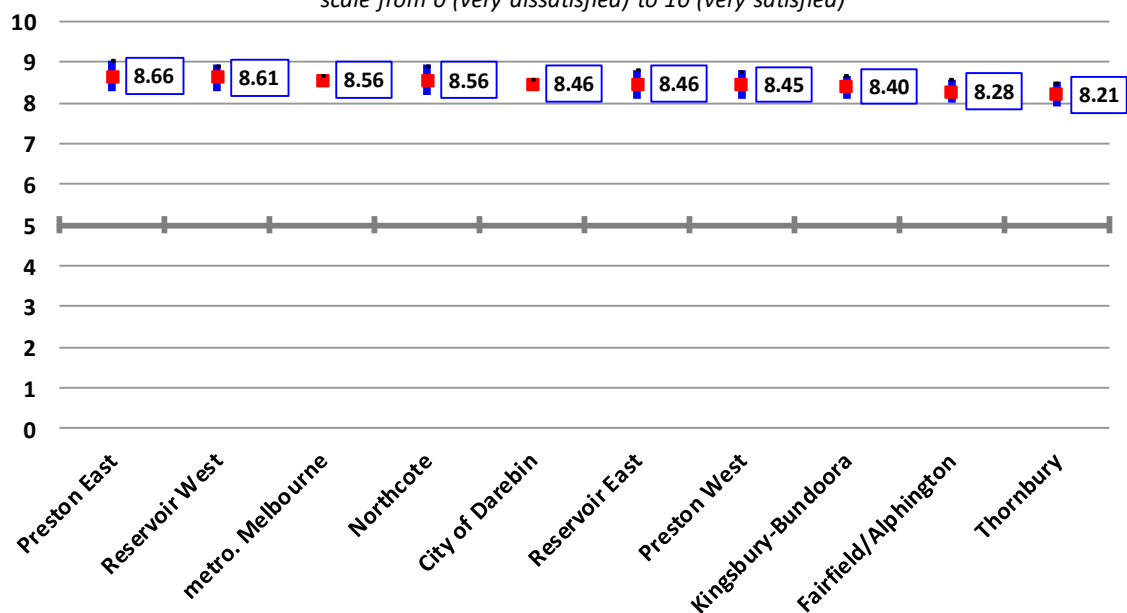
- **Senior citizens (aged 75 years and over)** – respondents were measurably and significantly more satisfied than average.
- **Language spoken at home** – respondents from multi-lingual households were notably more satisfied than respondents from English speaking households.

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

Satisfaction with Darebin libraries by respondent profile
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Darebin libraries by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Darebin libraries increased somewhat in five precincts and declined in three precincts, as follows:

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

The decrease in satisfaction recorded in Thornbury (10.7%) was statistically significant at the 95% confidence level.

Satisfaction with Darebin libraries
Darebin City Council - 2018-2019 Annual Community Survey
(Number and index score 0 - 10)

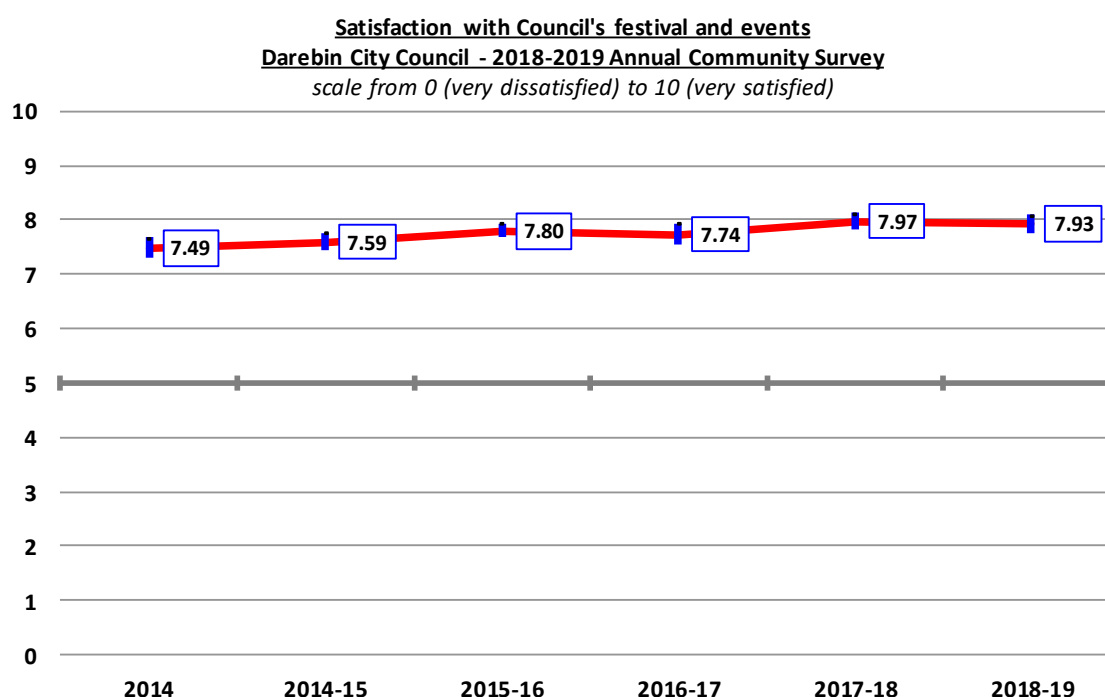
Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Preston East	2017-18	57	7.96	8.34	8.72
	2018-19	73	8.27	8.66	9.04
Reservoir West	2017-18	73	7.52	7.93	8.34
	2018-19	44	8.30	8.61	8.93
Northcote	2017-18	92	7.97	8.30	8.63
	2018-19	61	8.18	8.56	8.93
Reservoir East	2017-18	86	7.93	8.25	8.56
	2018-19	54	8.11	8.46	8.82
Preston West	2017-18	49	8.33	8.67	9.01
	2018-19	67	8.10	8.45	8.80
Kingsbury-Bundoora	2017-18	23	7.52	8.18	8.85
	2018-19	60	8.12	8.40	8.68
Fairfield-Alphington	2017-18	33	8.20	8.60	9.00
	2018-19	80	7.98	8.28	8.57
Thornbury	2017-18	57	8.60	8.88	9.15
	2018-19	73	7.90	8.21	8.51

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 decreased by less than one percent this year, from 7.97 to 7.93 although it remains at an “excellent” level.



There was no statistically significant variation in satisfaction with Council’s festivals and events observed by respondent profile, although attention is drawn to the following:

- **Adolescents (aged 15 to 19 years)** – respondents were notably, albeit not measurably less satisfied than average and “very good”.
- **Senior citizens (aged 75 years and over)** – respondents were notably, albeit not measurably less satisfied than average.

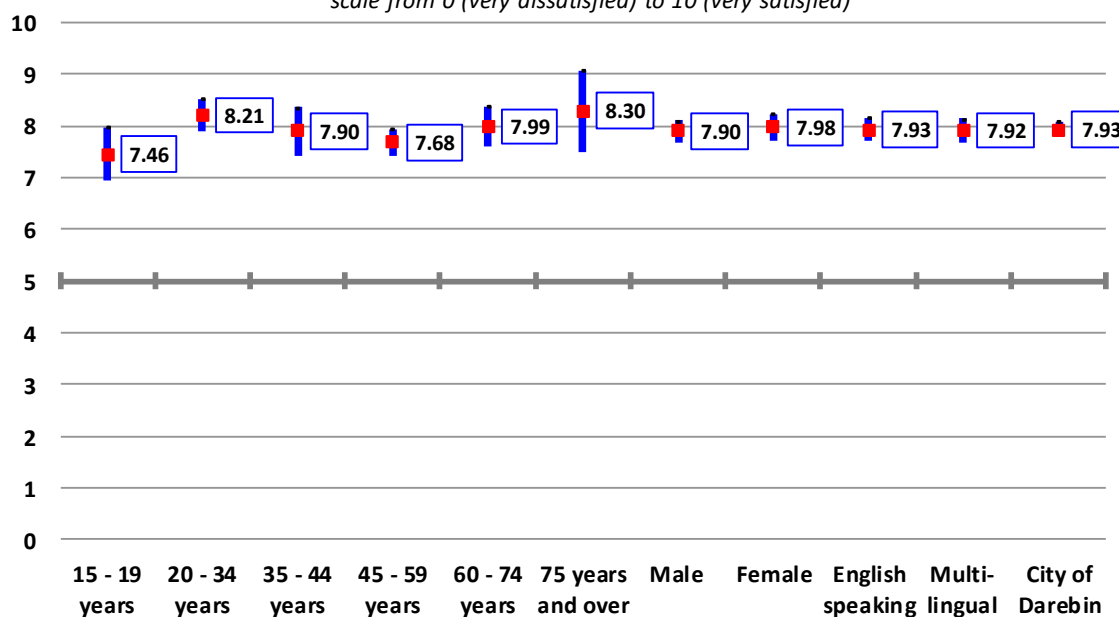
Whilst there was no statistically significant (at the 95% confidence level) variation in satisfaction with Council’s festivals and events observed across the municipality, attention is drawn to the respondents in Preston East were somewhat, albeit not measurably less satisfied than average and “very good”.



Satisfaction with Council's festivals and events by respondent profile

Darebin City Council - 2018-2019 Annual Community Survey

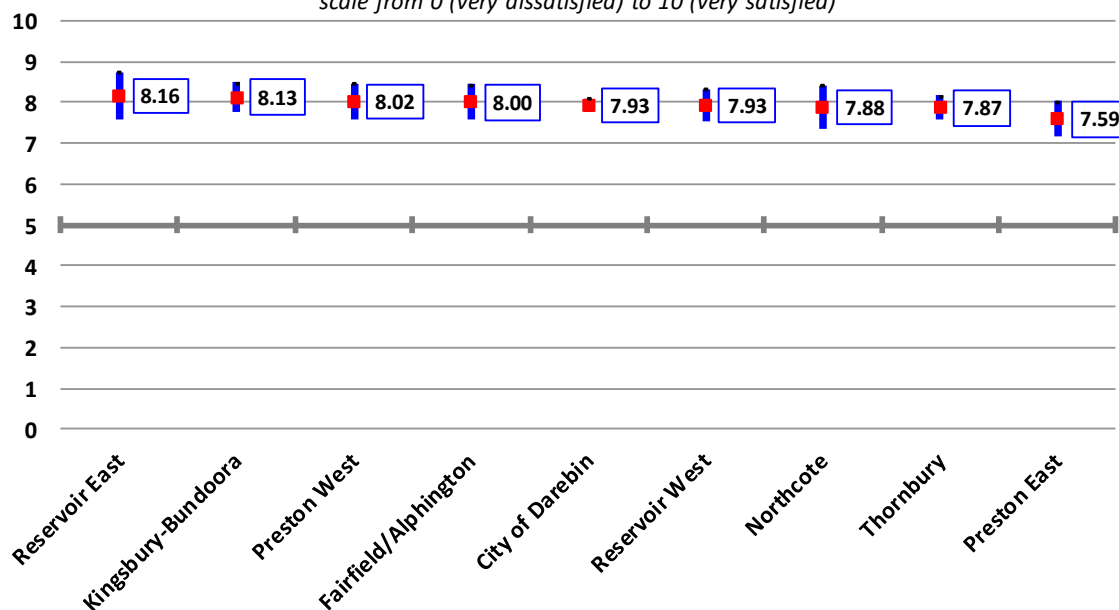
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Council's festivals and events by precinct

Darebin City Council - 2018-2019 Annual Community Survey

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



Satisfaction with Council's festivals and events increased somewhat in four precincts and declined in four precincts, as follows:

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

None of these increases or decreases were statistically significant at the 95% confidence level.

Satisfaction with Council's festivals and events
Darebin City Council - 2018-2019 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir East	2014-15	37	7.46	7.84	8.21
	2015-16	39	7.36	7.85	8.34
	2016-17	21	7.07	8.00	8.93
	2017-18	32	7.22	7.84	8.47
	2018-19	25	7.57	8.16	8.75
Kingsbury-Bundoora	2014-15	33	7.21	7.67	8.12
	2015-16	33	6.62	7.18	7.75
	2016-17	21	6.97	7.81	8.64
	2017-18	17	7.34	8.06	8.77
	2018-19	32	7.75	8.13	8.50
Preston West	2014-15	25	6.76	7.24	7.72
	2015-16	47	7.57	7.91	8.25
	2016-17	42	7.49	8.00	8.51
	2017-18	41	7.81	8.22	8.63
	2018-19	43	7.57	8.02	8.48
Fairfield-Alphington	2014-15	31	6.78	7.26	7.73
	2015-16	57	7.67	7.91	8.15
	2016-17	44	7.12	7.59	8.07
	2017-18	30	7.99	8.43	8.88
	2018-19	30	7.56	8.00	8.44
Reservoir West	2014-15	38	6.62	7.29	7.96
	2015-16	43	7.40	7.81	8.23
	2016-17	44	7.09	7.64	8.19
	2017-18	47	7.51	7.83	8.15
	2018-19	27	7.52	7.93	8.34
Northcote	2014-15	50	7.45	7.80	8.15
	2015-16	54	7.64	7.93	8.21
	2016-17	56	7.32	7.71	8.11
	2017-18	30	7.73	8.17	8.61
	2018-19	43	7.35	7.88	8.42
Thornbury	2014-15	29	6.95	7.52	8.09
	2015-16	49	7.15	7.47	7.79
	2016-17	39	6.85	7.46	8.07
	2017-18	42	7.66	8.02	8.38
	2018-19	31	7.56	7.87	8.18
Preston East	2014-15	35	7.21	7.63	8.05
	2015-16	39	7.62	8.00	8.38
	2016-17	39	7.26	7.82	8.38
	2017-18	25	6.76	7.48	8.20
	2018-19	37	7.17	7.59	8.02



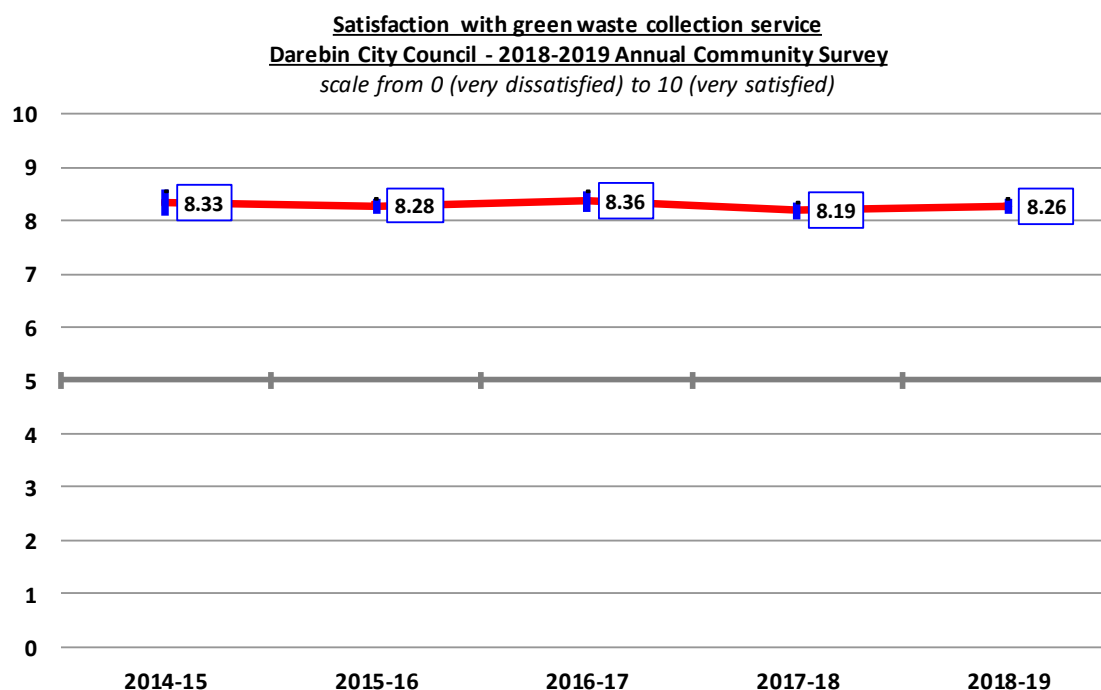
Green waste collection service

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 by less than one percent this year, up from 8.19 to 8.26 and remains at an “excellent” level.

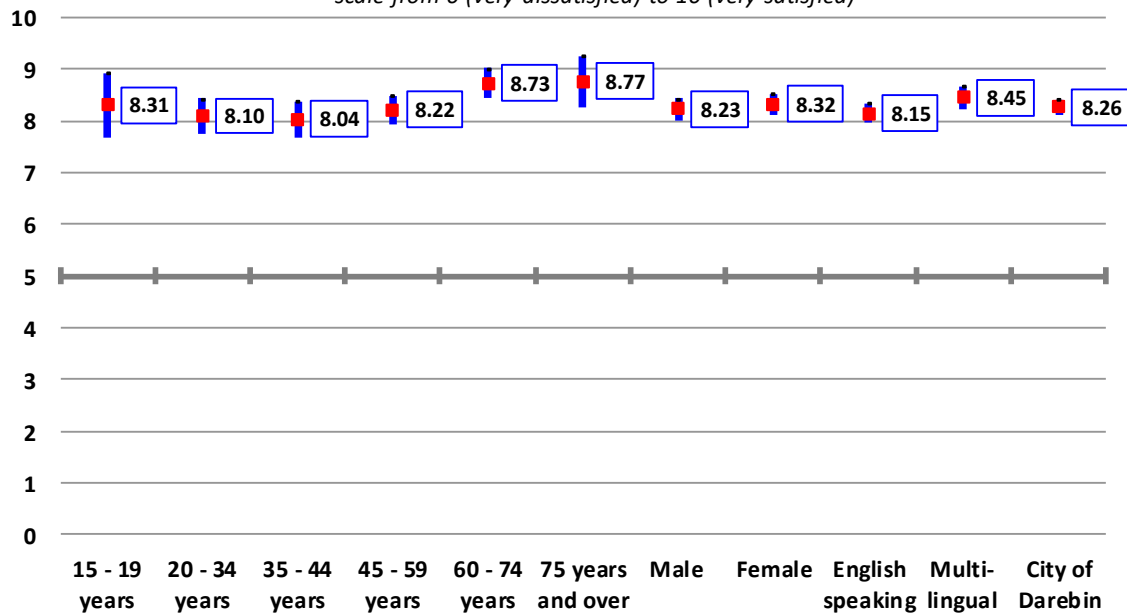
This excellent result was almost identical to the five-year long-term average and 2019 metropolitan Melbourne average, both being 8.28.



There was some variation in satisfaction with the green waste collection service observed by respondent profile, with attention drawn to the following:

- **Older adults and senior citizens (aged 60 years and over)** – respondents were measurably and significantly more satisfied than average.
- **Language spoken at home** – respondents from multi-lingual households were somewhat, albeit not measurably more satisfied with the service than respondents from English speaking households.

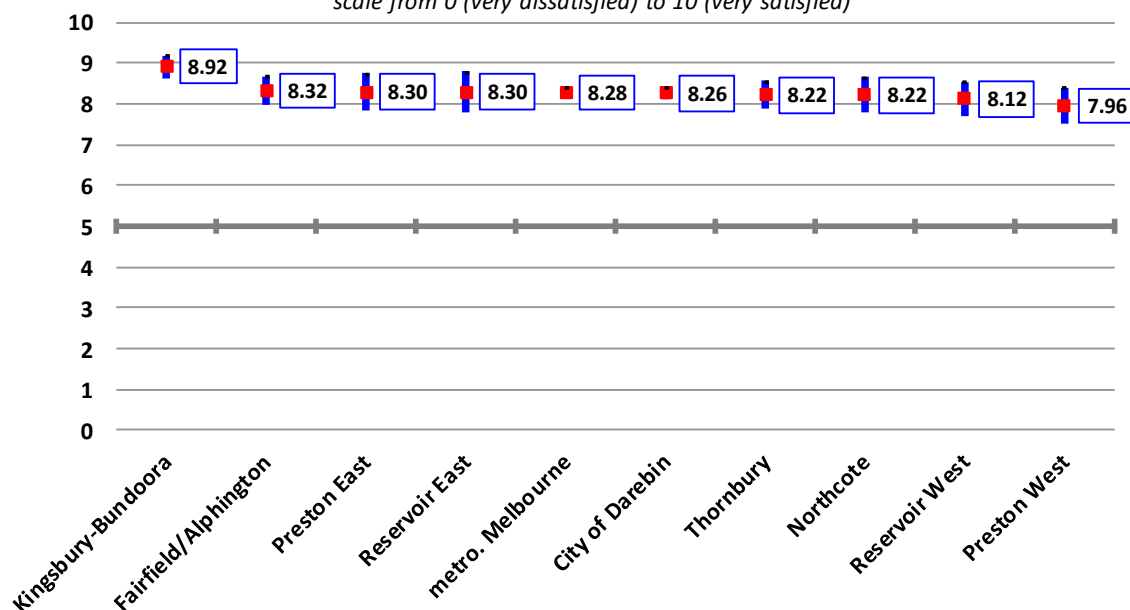
Satisfaction with green waste collection service by respondent profile
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)




There was some variation in satisfaction with the green waste collection service observed across the municipality, with attention is drawn to the following:

- **Kingsbury-Bundoora** – respondents were measurably and significant more satisfied than average.
- **Preston West** – respondents were somewhat, albeit not measurably less satisfied than average.

Satisfaction with green waste collection service by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





Satisfaction with the green waste collection service increased somewhat in six precincts and declined in two precincts, as follows:

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

The decrease recorded in Preston West (9.4%) was statistically significant at the 95% confidence level.



Satisfaction with green waste collection service
Darebin City Council - 2018-2019 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2014-15	16	7.19	8.19	9.18
	2015-16	49	7.81	8.22	8.64
	2016-17	32	8.26	8.75	9.24
	2017-18	42	8.05	8.52	9.00
	2018-19	48	8.64	8.92	9.20
Fairfield-Alphington	2014-15	15	8.44	8.93	9.42
	2015-16	55	7.45	7.93	8.41
	2016-17	38	7.40	7.87	8.34
	2017-18	45	7.92	8.31	8.70
	2018-19	56	7.96	8.32	8.68
Preston East	2014-15	20	8.36	8.85	9.34
	2015-16	40	7.95	8.45	8.95
	2016-17	38	7.33	8.05	8.78
	2017-18	48	7.88	8.27	8.66
	2018-19	47	7.84	8.30	8.76
Reservoir East	2014-15	21	6.94	7.52	8.11
	2015-16	41	8.03	8.46	8.89
	2016-17	38	7.78	8.53	9.27
	2017-18	55	8.01	8.36	8.72
	2018-19	37	7.81	8.30	8.79
Thornbury	2014-15	16	7.62	8.31	9.01
	2015-16	53	7.93	8.26	8.60
	2016-17	35	7.54	8.11	8.68
	2017-18	45	7.41	7.96	8.50
	2018-19	45	7.89	8.22	8.55
Northcote	2014-15	17	7.47	8.24	9.00
	2015-16	51	7.76	8.14	8.51
	2016-17	37	8.19	8.65	9.11
	2017-18	53	7.59	7.94	8.30
	2018-19	46	7.78	8.22	8.65
Reservoir West	2014-15	21	7.66	8.52	9.38
	2015-16	47	7.62	8.02	8.43
	2016-17	46	7.84	8.35	8.86
	2017-18	50	7.23	7.82	8.41
	2018-19	33	7.70	8.12	8.54
Preston West	2014-15	20	8.45	8.90	9.35
	2015-16	50	8.42	8.78	9.14
	2016-17	51	7.90	8.35	8.81
	2017-18	49	8.32	8.71	9.11
	2018-19	51	7.51	7.96	8.41



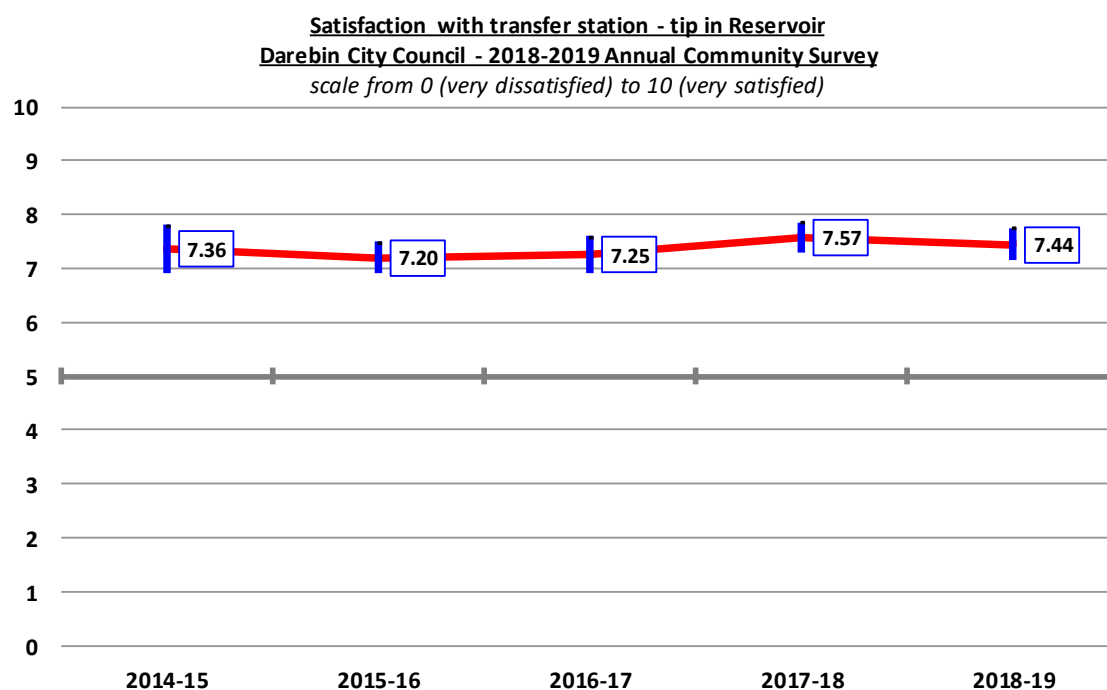
Transfer station – tip in Reservoir

Respondents were asked:

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

Satisfaction with the transfer station – Tip in Reservoir declined marginally but not measurably this year, down 1.7% to 7.44 although it remains at a “very good” level.

It is important to note that a total of just 152 respondents had visited the station in the last twelve months.

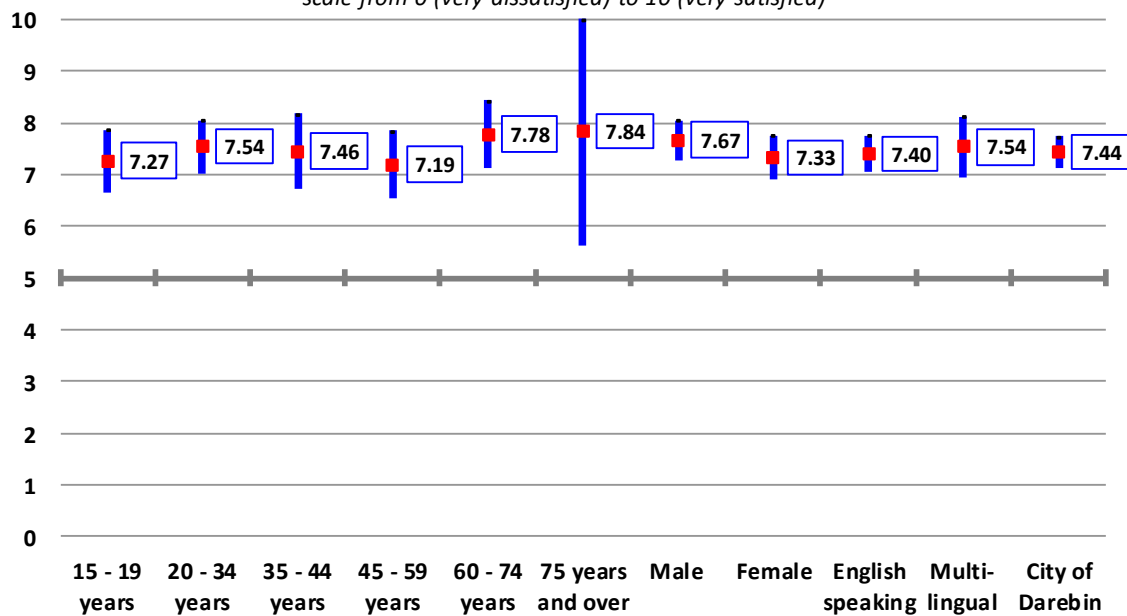


Given the relatively small sample size for individual age groups, there was no statistically significant variation in satisfaction with the transfer station observed by respondents’ age, although middle-aged adults (aged 45 to 59 years) were somewhat less satisfied with this service.

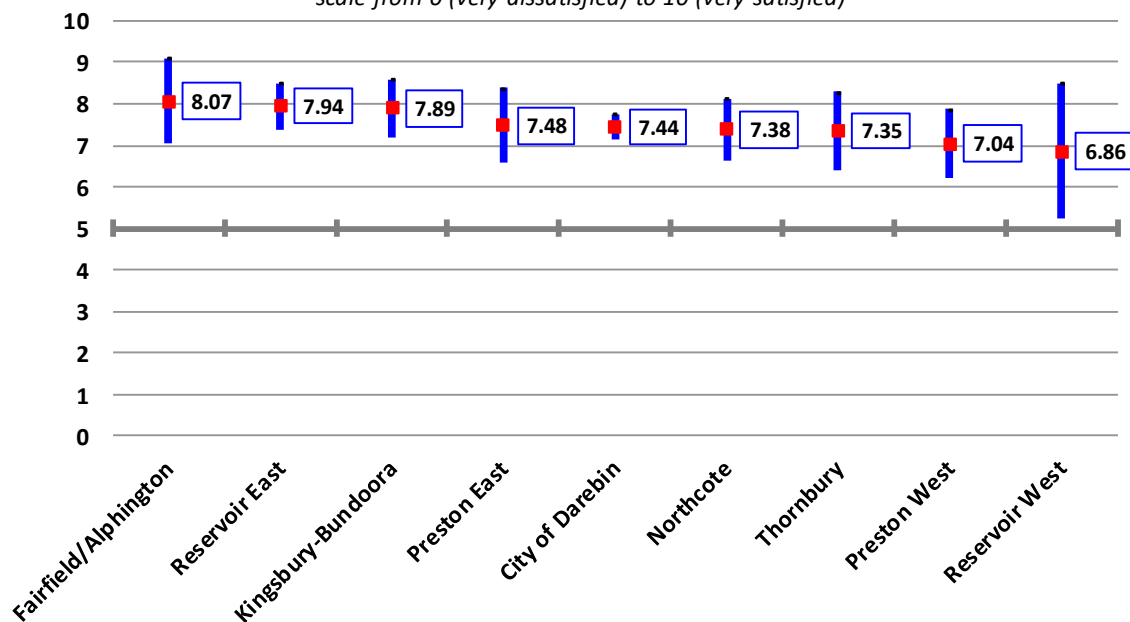
Metropolis Research also notes that female respondents were somewhat less satisfied with the transfer station than male respondents.

There was no statistically significant (at the 95% confidence level) variation in satisfaction with the transfer station observed across the eight precincts comprising the City of Darebin.

Satisfaction with transfer station - tip in Reservoir by respondent profile
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with transfer station - tip in Reservoir by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the transfer station – Tip in Reservoir increased somewhat in four precincts and declined in four precincts, as follows:

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

None of these increases or decreases were statistically significant at the 95% confidence level due to the small sample size.

Satisfaction with transfer station - tip in Reservoir
Darebin City Council - 2018-2019 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	2014-15	9	7.56	8.33	9.10
	2015-16	29	6.65	7.24	7.83
	2016-17	23	7.23	7.65	8.08
	2017-18	17	5.96	6.88	7.81
	2018-19	15	7.03	8.07	9.10
Reservoir East	2014-15	12	6.28	7.00	7.72
	2015-16	20	5.74	6.75	7.76
	2016-17	16	7.57	8.31	9.06
	2017-18	26	7.10	7.69	8.28
	2018-19	18	7.39	7.94	8.50
Kingsbury-Bundoora	2014-15	6	3.27	5.33	7.40
	2015-16	21	5.98	7.00	8.02
	2016-17	14	3.71	5.36	7.00
	2017-18	15	6.89	7.67	8.44
	2018-19	18	7.19	7.89	8.59
Preston East	2014-15	7	6.40	7.86	9.31
	2015-16	15	6.88	7.60	8.32
	2016-17	20	7.04	7.85	8.66
	2017-18	16	6.96	7.81	8.67
	2018-19	21	6.57	7.48	8.38
Northcote	2014-15	9	6.25	7.78	9.30
	2015-16	23	6.66	7.39	8.13
	2016-17	21	6.42	7.33	8.25
	2017-18	20	7.43	8.05	8.67
	2018-19	24	6.62	7.38	8.13
Thornbury	2014-15	4	5.86	8.25	10.00
	2015-16	27	6.58	7.37	8.16
	2016-17	15	5.34	6.87	8.39
	2017-18	15	5.76	7.13	8.50
	2018-19	17	6.41	7.35	8.30
Preston West	2014-15	7	6.73	7.86	8.98
	2015-16	22	6.73	7.59	8.45
	2016-17	26	5.80	6.88	7.97
	2017-18	25	7.10	7.88	8.66
	2018-19	24	6.22	7.04	7.86
Reservoir West	2014-15	7	4.56	6.86	9.15
	2015-16	28	5.94	6.93	7.92
	2016-17	31	6.04	6.97	7.90
	2017-18	19	5.68	6.89	8.11
	2018-19	14	5.23	6.86	8.49

Arts and graffiti

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your level of agreement with the statement about arts and graffiti?”

This set of questions relating to statements about arts and graffiti were included in two of the four quarterly surveys this year.

Agreement with two of these statements increased somewhat this year, those being the agreement that “Darebin’s art program is inclusive and welcoming for all members of the community” and respondents are “satisfied with Council’s efforts in management the issue of graffiti”.

Agreement that “the public spaces, art works, and cultural infrastructure makes Darebin a better place to live” declined marginally this quarter, down 2.6% from 7.81 to 7.61.

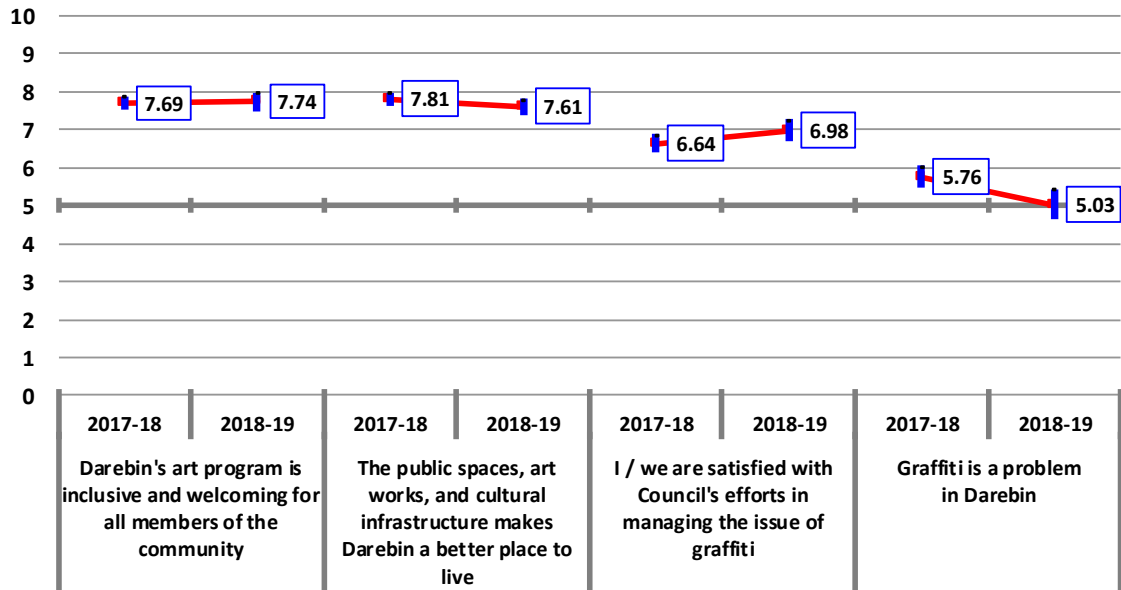
Agreement that “graffiti is a problem in Darebin” decreased measurably this year, down 14.5% from 5.76 to 5.03. It is noted that this statement is a negative statement, and the fact that the average agreement with this aspect decreased this year is a positive outcome and reflects the positive nature of graffiti is less of an issue in Darebin.

Agreement with these four statements about arts and graffiti can best be summarised as follows:

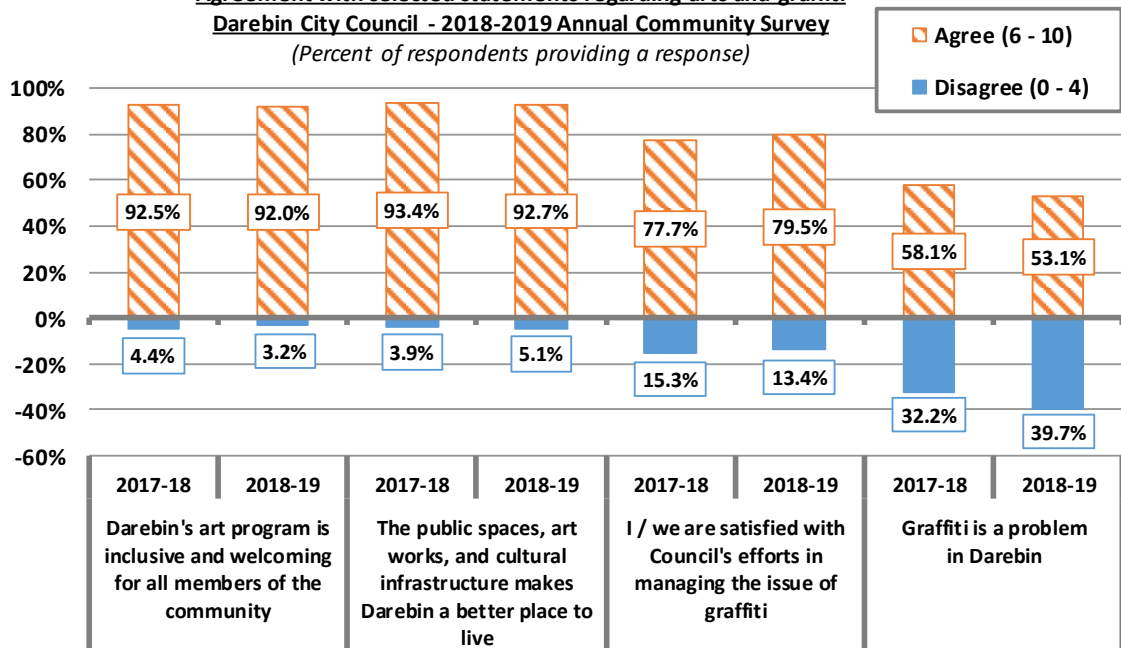
- ⊗ **Strong Agreement** – that Darebin’s art program is inclusive and welcoming for all members of the community, and the public spaces, art works, and cultural infrastructure makes Darebin a better place to live. More than ninety percent of respondents agreed with these two statements, whilst five percent disagreed.
- ⊗ **Solid Agreement** – that respondents are satisfied with Council’s efforts in managing the issue of graffiti. Approximate eighty percent of respondents agreed with this statement and less than one-sixth disagreed.
- ⊗ **Mild Agreement** – that graffiti is a problem in Darebin. Approximately half of the respondents agreed with this statement, whilst forty percent disagreed.



Agreement with selected statements regarding arts and graffiti
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



Agreement with selected statements regarding arts and graffiti
Darebin City Council - 2018-2019 Annual Community Survey
(Percent of respondents providing a response)



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 two of the four quarterly surveys this year.

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 main roads, the volume and speed of traffic on local streets, and the availability of parking on residential streets and around busy shopping strips and major commercial areas. A little less than three-quarters (72.2%) were satisfied with the speed of traffic on main roads, whilst almost one-sixth (15.8%) were dissatisfied. Approximately two-thirds of respondents were satisfied with each of the remaining four aspects, whilst a little less than one quarter were dissatisfied.
- ⊗ **Poor** – for the volume of traffic on main roads. Whilst a little less than two-thirds (63.8%) of respondents were satisfied with this aspect, approximately one-quarter (24.4%) were dissatisfied.

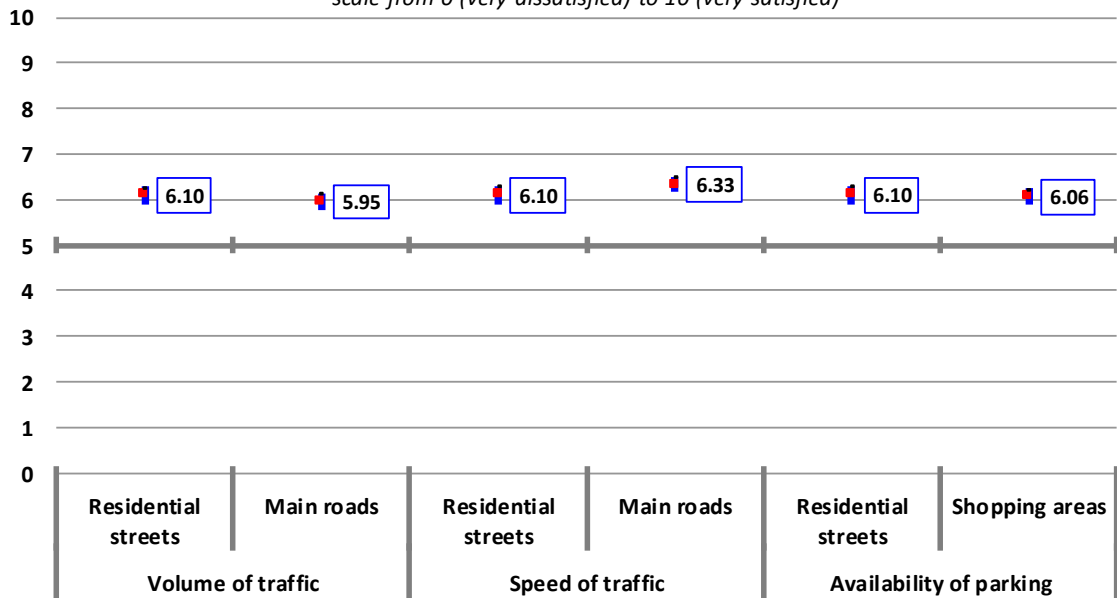
Metropolis Research notes that traffic related issues are a strong theme throughout this report, not only this year but over an extended period of time. This includes this set of questions about satisfaction with the volume and speed of traffic, as well as the satisfaction with Council’s performance 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.

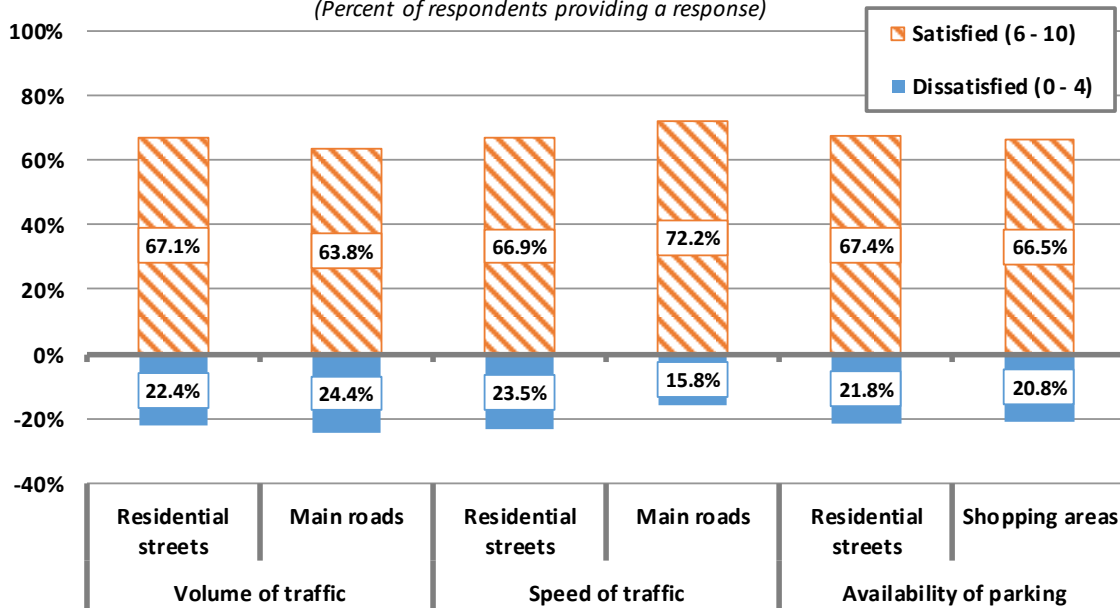
When compared to the 2019 *Governing Melbourne* results, it is found that satisfaction with the volume of traffic on residential streets, the availability of parking on residential streets and around shopping strips and major commercial areas was marginally lower in the City of Darebin than the metropolitan Melbourne average. Satisfaction with the volume of traffic on main roads was similar to the metropolitan Melbourne average, whilst it is marginally lower for speed of traffic on both residential streets and main roads.



Satisfaction with aspects of traffic and parking
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with aspects of traffic and parking
Darebin City Council - 2018-2019 Annual Community Survey
(Percent of respondents providing a response)



Satisfaction with selected aspects of traffic and parking
Darebin City Council - 2018-2019 Annual Community Survey
(Number and percent of respondents providing a response)

<i>Aspect</i>	<i>Location</i>	<i>Year</i>	<i>Dissatisfied (0 - 4)</i>	<i>Neutral (5)</i>	<i>Satisfied (6 - 10)</i>	<i>Can't say</i>
Volume of traffic	Residential streets	2015-16	20.7%	15.2%	64.1%	7
		2016-17	25.4%	16.5%	58.1%	14
		2017-18	23.9%	11.4%	64.7%	8
		2018-19	22.4%	10.5%	67.1%	10
	Main roads	2015-16	29.5%	16.7%	53.8%	10
		2016-17	32.8%	17.6%	49.6%	19
		2017-18	28.8%	15.8%	55.3%	11
		2018-19	24.4%	11.8%	63.8%	7
Speed of traffic	Residential streets	2015-16	22.5%	16.2%	61.3%	12
		2016-17	22.6%	11.2%	66.2%	20
		2017-18	22.9%	15.1%	62.0%	5
		2018-19	23.5%	9.6%	66.9%	11
	Main roads	2015-16	15.7%	18.0%	66.3%	14
		2016-17	16.7%	15.0%	68.3%	22
		2017-18	15.5%	13.4%	71.1%	11
		2018-19	15.8%	12.0%	72.2%	9
Availability of parking	Residential streets	2015-16	18.1%	12.2%	69.7%	19
		2016-17	24.0%	10.5%	65.5%	26
		2017-18	27.5%	12.0%	60.5%	20
		2018-19	21.8%	10.8%	67.4%	12
	Shopping areas	2015-16	25.2%	13.1%	61.7%	18
		2016-17	25.7%	12.5%	61.8%	30
		2017-18	22.6%	16.0%	61.4%	27
		2018-19	20.8%	12.7%	66.5%	22

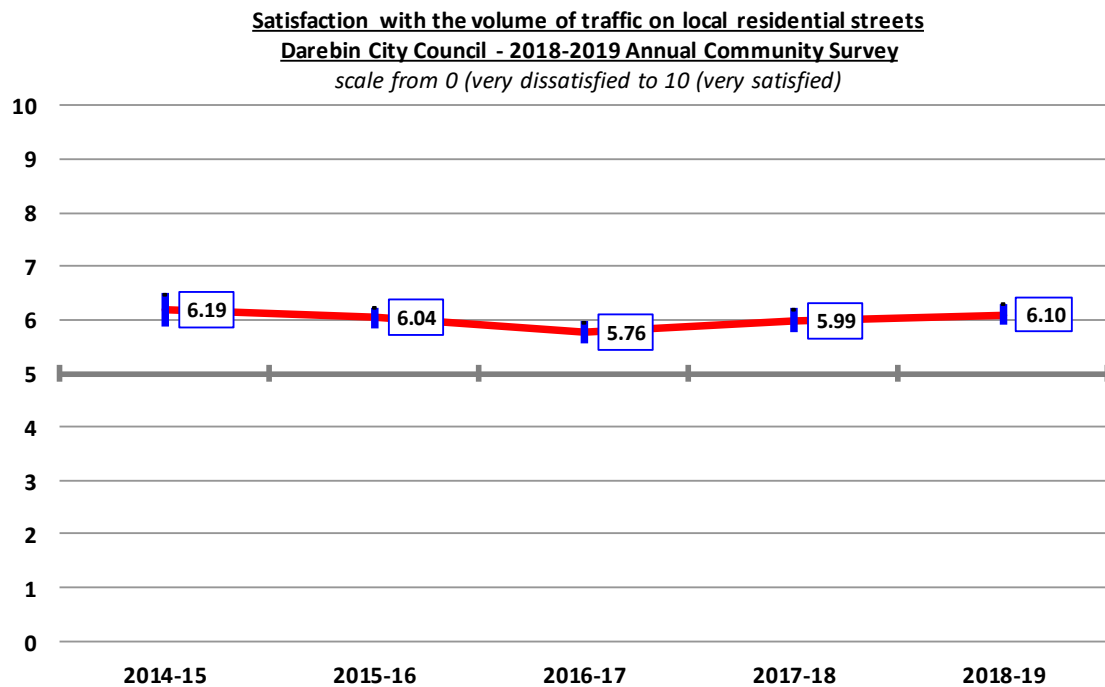


Volume of traffic

Volume of traffic on local residential streets

Satisfaction with the volume of traffic on local residential streets increased marginally but not measurably (at the 95% confidence level) this year, up 1.8% to 6.10. This result is now “solid” compared to the “poor” recorded in the last two years.

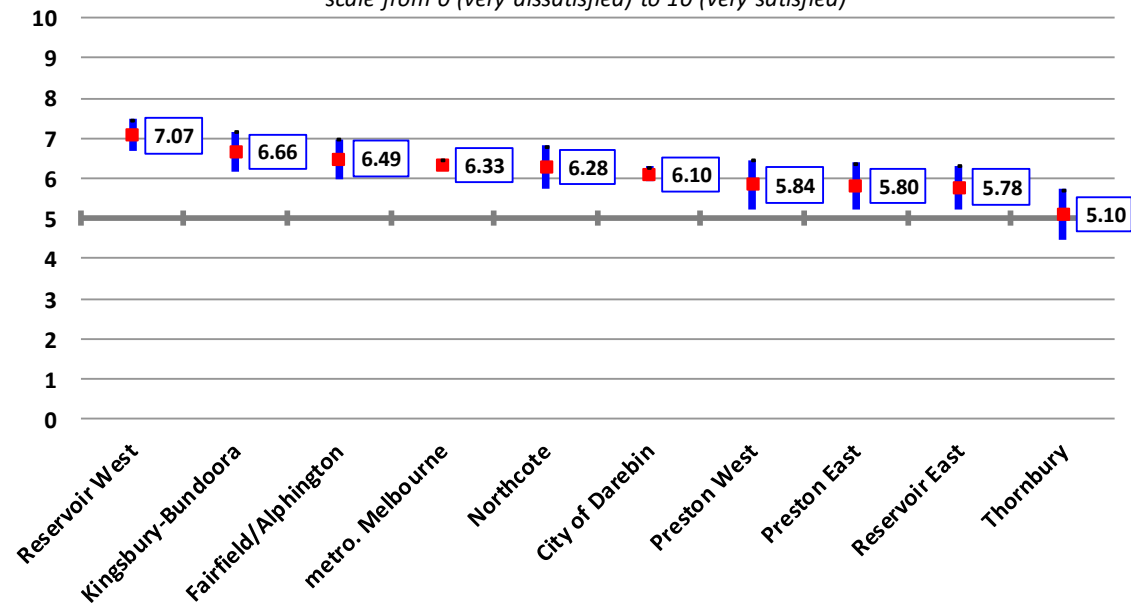
This result was marginally, but not measurably lower than the 2019 metropolitan Melbourne average of 6.33.



There was measurable and significant variation in satisfaction with the volume of traffic on residential streets observed across the municipality, with attention drawn to the following:

- **Reservoir West and Kingsbury-Bundoora** – respondents were measurably more satisfied than average and “good”.
- **Thornbury** – respondents rated satisfaction measurably and significantly lower than the municipal average and “very poor”. This result was consistent with the results recorded in recent years.

Satisfaction with the volume of traffic on local residential streets by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was statistically significant variation in satisfaction with the volume of traffic on residential streets observed by respondent profile.

It is noted that satisfaction declined substantially with the respondents' age, from a high of 7.16 "good" for adolescents to a low of 5.70 "poor" for middle-aged adults (aged 45 to 59 years) and senior citizens (aged 76 years and over).

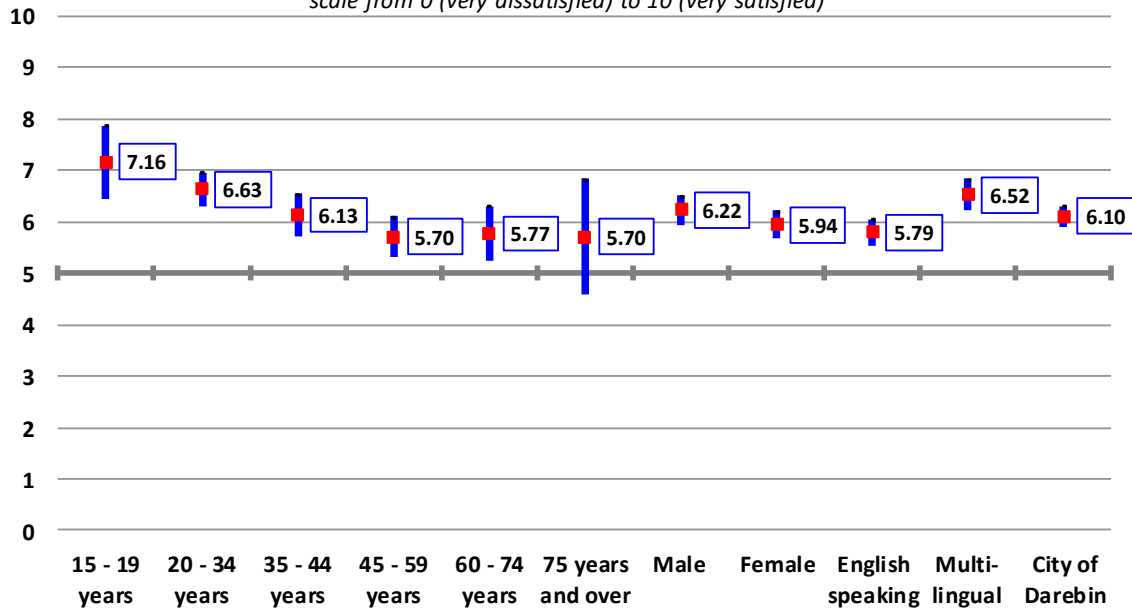
Attention is also drawn to the following:

- **Gender** – male respondents were somewhat more satisfied with the volume of traffic on residential streets than female respondents.
- **Language spoken at home** – respondents from multi-lingual households were measurably more satisfied with the volume of traffic on residential streets than respondents from English speaking households.
- **Home-owners** – respondents were somewhat less satisfied with the volume of traffic on residential streets than were mortgagee or rental household respondents.

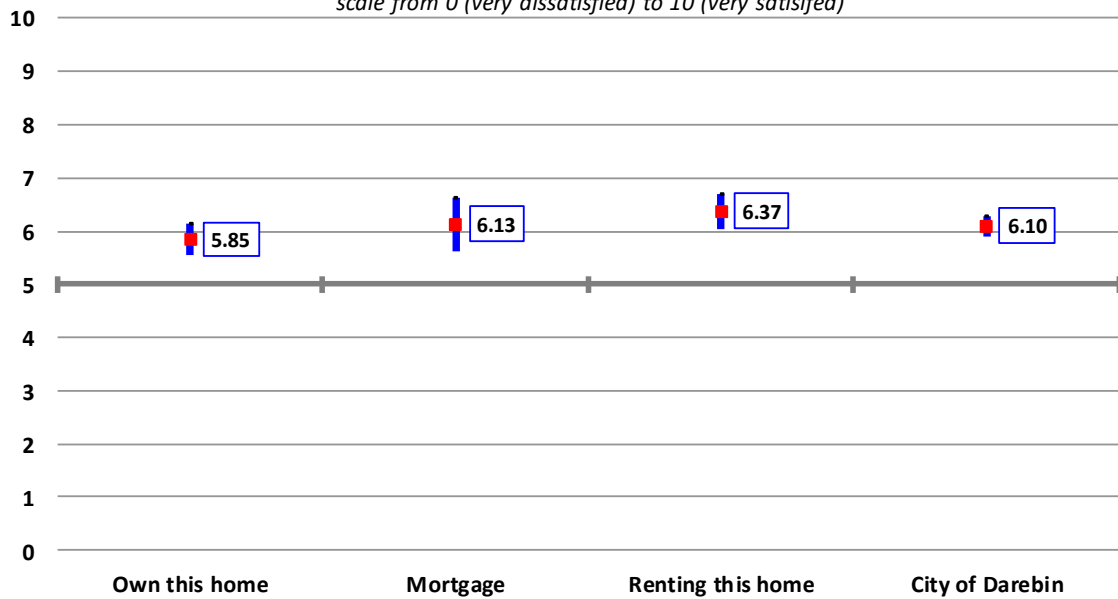
This pattern of lower satisfaction by home-owner respondents is consistent with the age structure results, and also reflects a strong theme in this report of longer-term residents, older residents, and home-owners being somewhat less satisfied with many of the variables covered in this report.



Satisfaction with the volume of traffic on local streets by respondent profile
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the volume of traffic on local residential streets by housing tenure
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

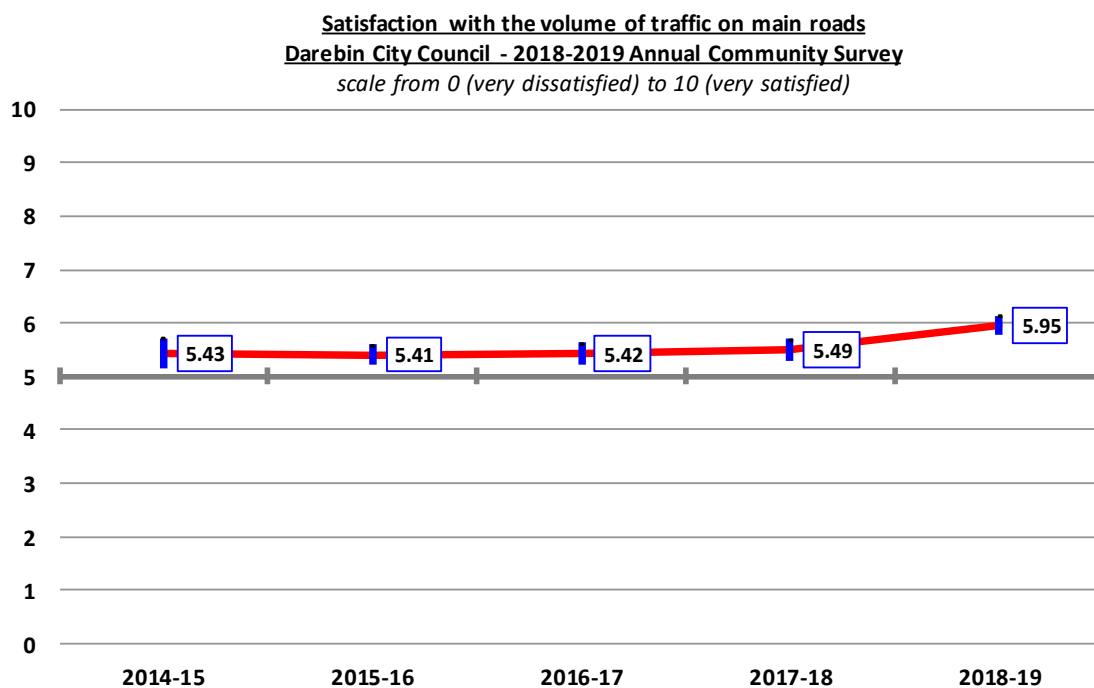


Volume of traffic on main roads

Satisfaction with the volume of traffic on main roads increased measurably this year, up 8.4% to 5.95. This result is now at a “poor” level, which has improved on the “very poor” recorded over the last four years.

Despite the increase, this “poor” level of satisfaction highlights the level of community concern as to the volume of traffic on main roads and the resulting congestion, increased travel times and associated issues.

Community concern with the volume of traffic on main roads is significant across metropolitan Melbourne, which is reflected in the fact that this City of Darebin result was almost identical to the 2019 metropolitan Melbourne average of 5.99 recorded in *Governing Melbourne*.



There was some measurable variation in satisfaction with the volume of traffic on main roads observed across the municipality, with attention drawn to the following:

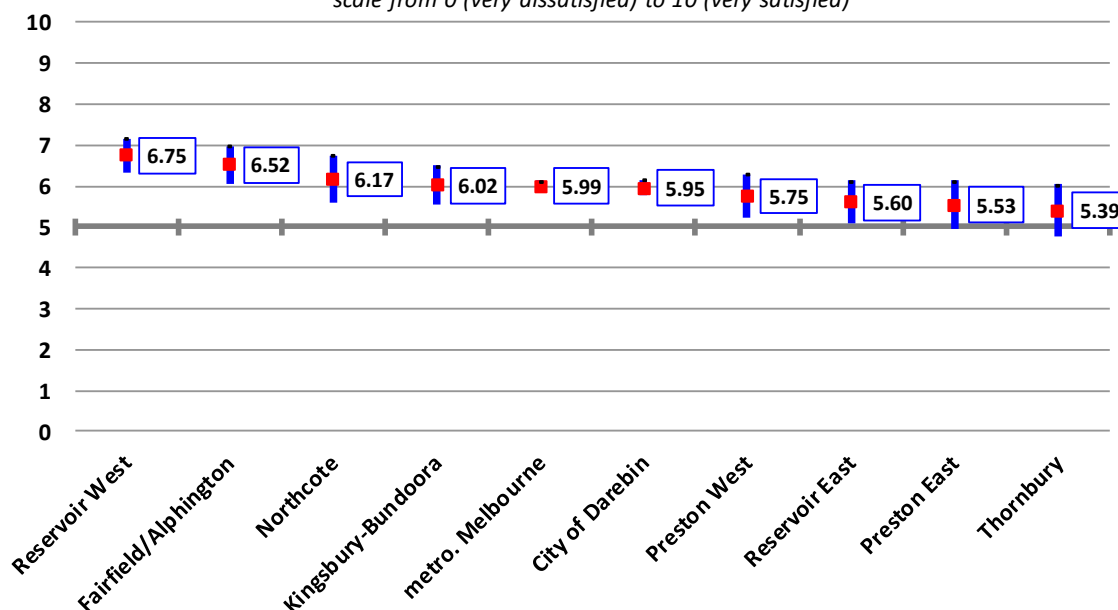
- **Reservoir West and Fairfield-Alphington** – respondents were measurably more satisfied than average and “good”.
- **Thornbury** – respondents were measurably and significantly less satisfied and “very poor”.



Satisfaction with the volume of traffic on main roads by precinct

Darebin City Council - 2018-2019 Annual Community Survey

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

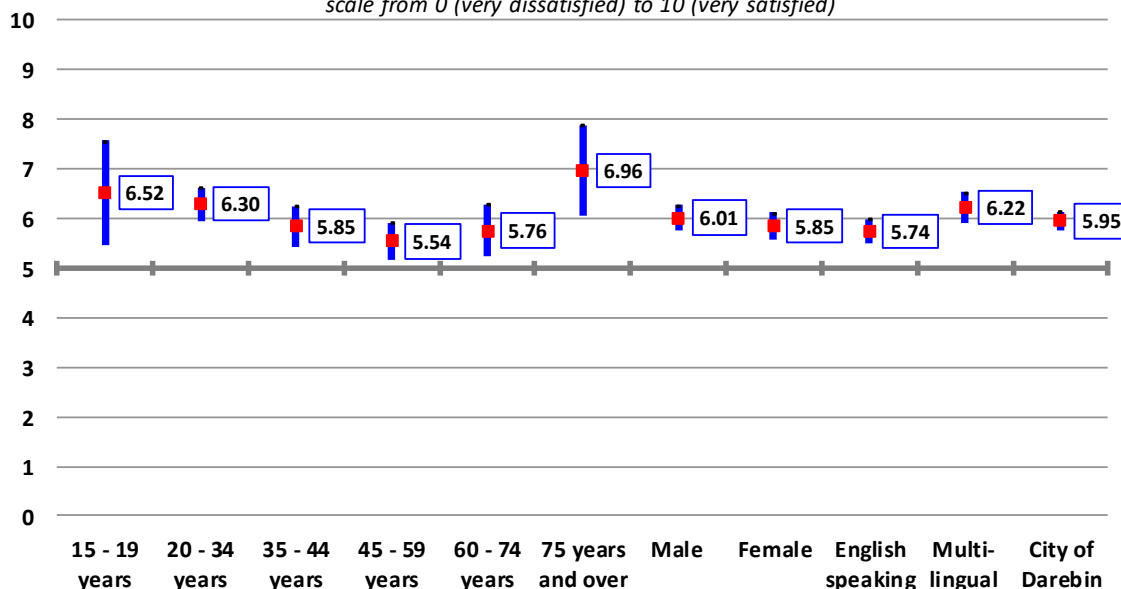


Satisfaction with the volume of traffic on main roads was rated as “solid” or “poor” by all age groups, genders, and language spoken at home, with the exception of the small sample of adolescents (aged 15 to 19 years) and senior citizens (aged 75 years and over) who rated it “good”.

Satisfaction with the volume of traffic on main roads by respondent profile

Darebin City Council - 2018-2019 Annual Community Survey

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



This low level of satisfaction is also reflected in the breakdown by housing situation, although it is noted that home-owner respondents rated satisfaction little lower than mortgagee and rental household respondents.

Satisfaction with the volume of traffic on main roads by housing tenure
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Speed of traffic

Speed of traffic on local residential streets

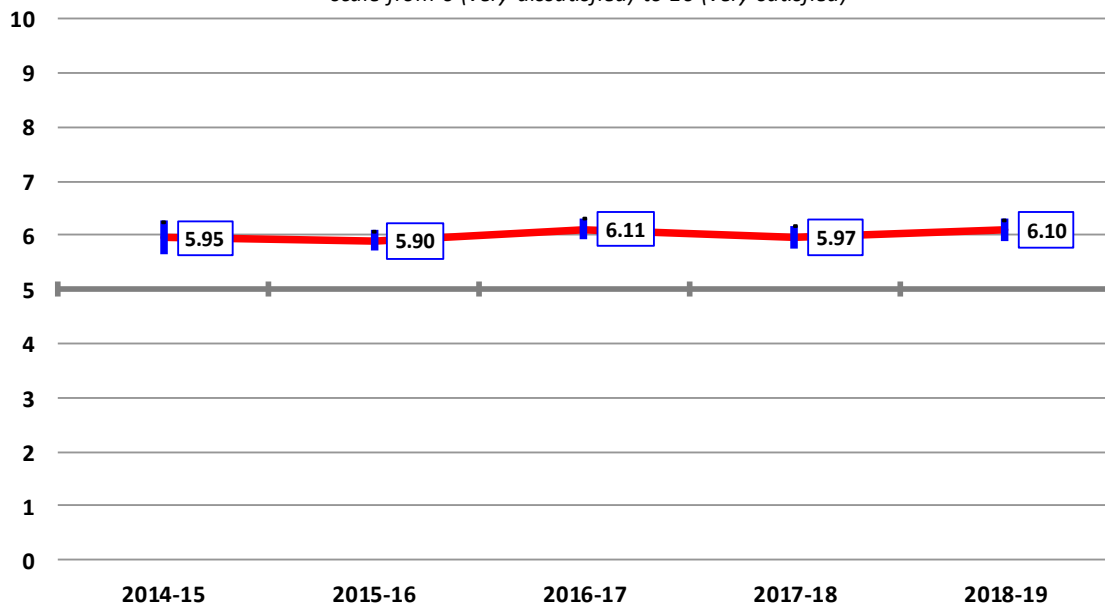
Satisfaction with the speed of traffic on local residential streets increased marginally but not measurably this year, up 2.2% to 6.10 and is now at a “solid” level.

Satisfaction with the speed of traffic has been consistent at a low level for the last five years.

This result was measurably lower than the 2019 metropolitan Melbourne average of 6.56.



Satisfaction with the speed of traffic on local residential streets
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

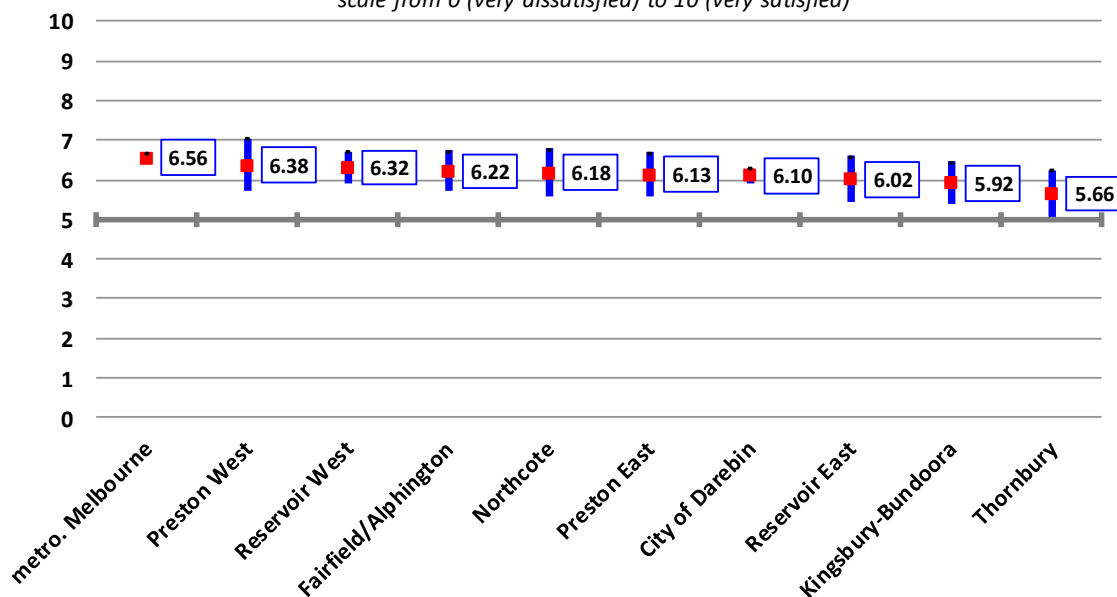


There was no variation in satisfaction with the speed of traffic on residential streets observed across the municipality, although attention drawn to the following:

- **Kingsbury-Bundoora and Thornbury** – respondents were marginally, albeit not measurably less satisfied and “poor”.

It is noted that satisfaction with the speed of traffic on local residential streets in every precinct was lower than the metropolitan Melbourne average.

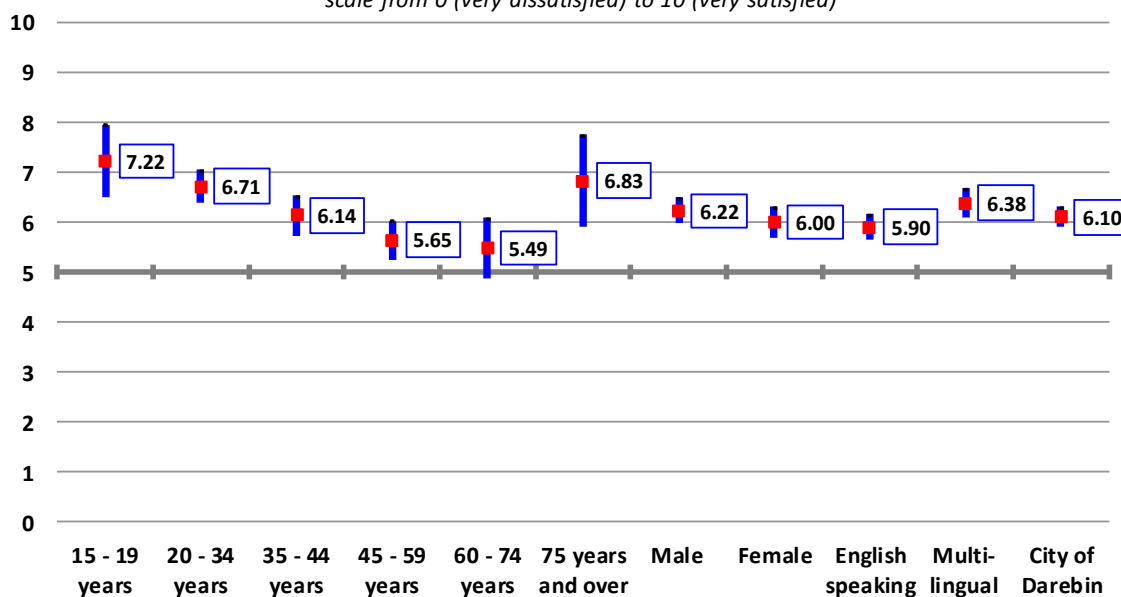
Satisfaction with the speed of traffic on local residential streets by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was some variation in satisfaction with the speed of traffic on residential streets observed by respondent profile and housing situation, with attention drawn to the following:

- **Adolescents and young adults (aged 15 to 34 years)** – respondents were measurably more satisfied than average and “good”.
- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were notably, albeit not measurably less satisfied than average and older adults rated it “very poor”.
- **Language spoken at home** – respondents from multi-lingual households were substantially, albeit not measurably more satisfied than respondents from English speaking households.
- **Rental households** – rental household respondents were somewhat, albeit not measurably more satisfied than home-owner and mortgagee respondents and “good”.

Satisfaction with the speed of traffic on local residential streets by respondent profile
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the speed of traffic on local residential streets by housing tenure
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

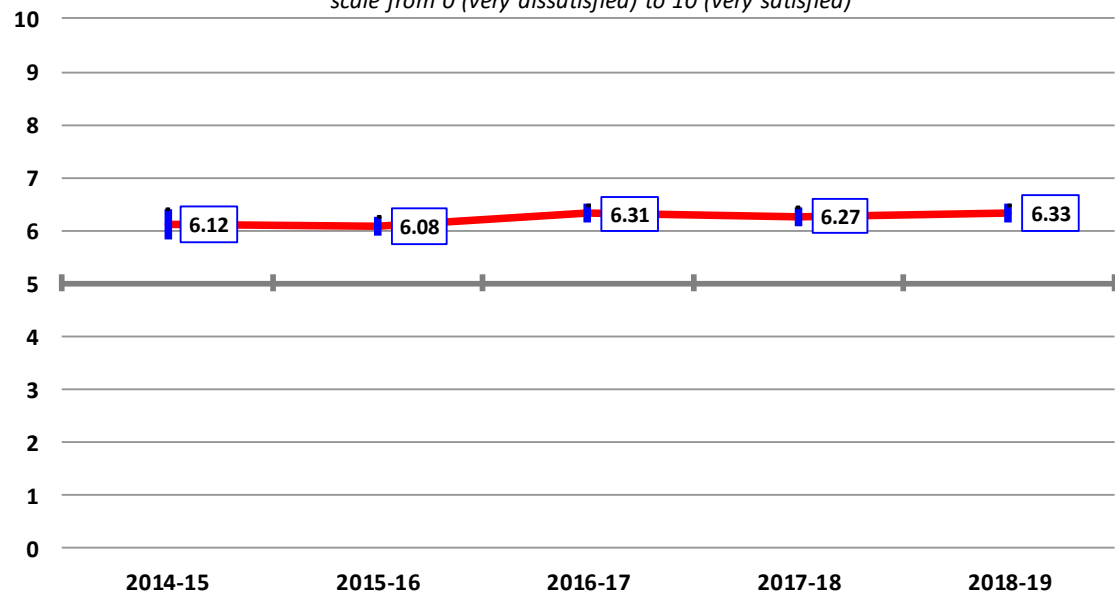


Speed of traffic on main roads

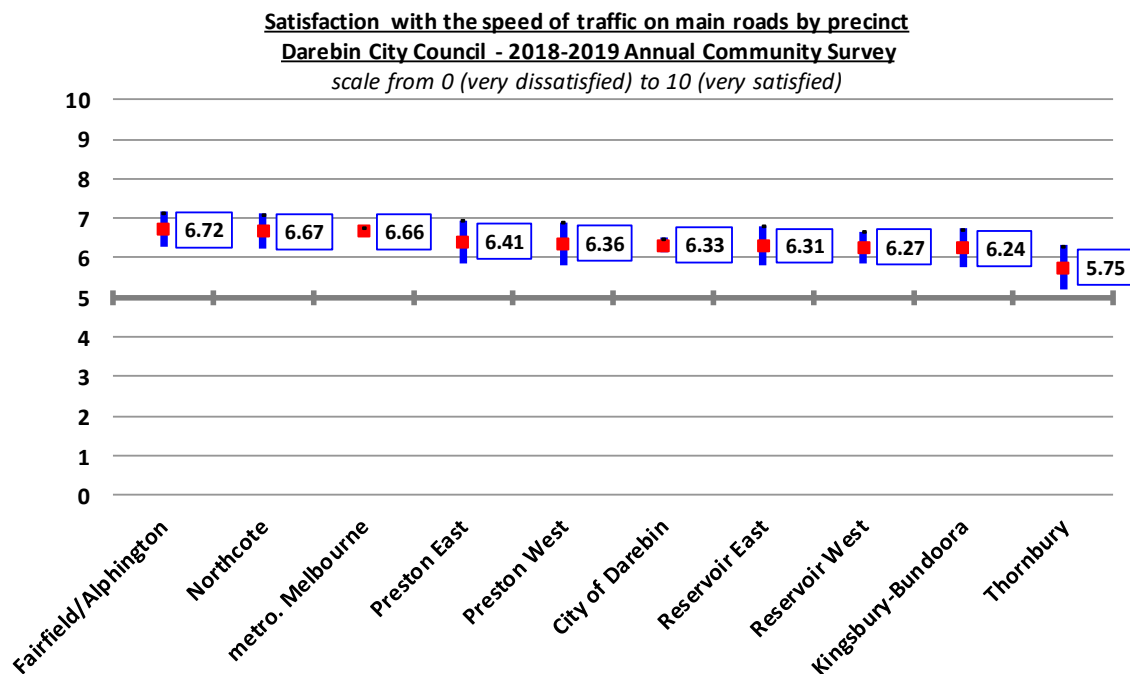
Satisfaction with the speed of traffic on main roads increased by less than one percent this year to 6.33, although it remains at a “solid” level. This result has proved very stable at this relatively low level over the course of the last five years.

By way of comparison, this result was measurably lower than the 2019 metropolitan Melbourne average of 6.66.

Satisfaction with the speed of traffic on main roads
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

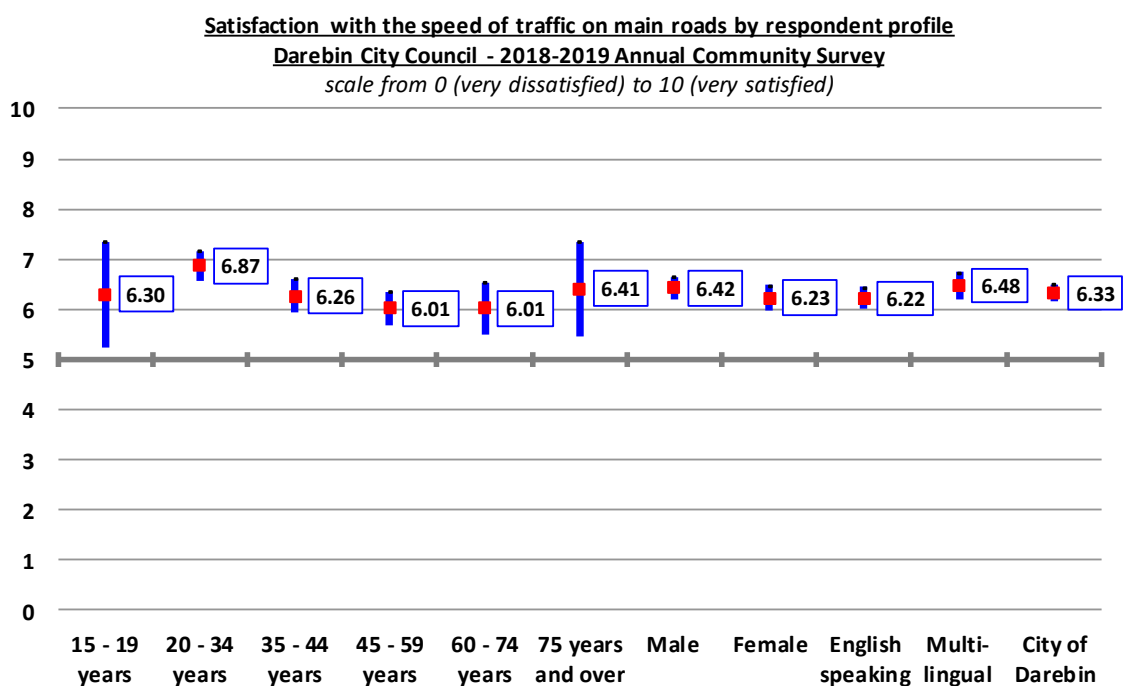


There was no statically significant variation in satisfaction with the speed of traffic on main roads observed across the municipality, although attention is drawn to the fact that respondents from Thornbury were somewhat less satisfied than average and at a “poor” level.



There was no statistically significant variation in satisfaction with the speed of traffic on main roads observed by respondent profile and household structure, although it is noted that:

- **Younger adults (aged 20 to 34 years)** – respondents were measurably more satisfied than average and “good”.



Satisfaction with the speed of traffic on main roads by housing tenure
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Reason for dissatisfaction with the speed of traffic

Consistent with the results recorded in previous years, more than three quarters (76.5%) of respondents dissatisfied with the speed of traffic on residential streets consider the speed to be “too fast”, whilst respondents dissatisfied with the speed of traffic on main roads were more evenly split between those who considered it “too fast” and “too slow”.

Reasons for dissatisfaction with speed of traffic
Darebin City Council - 2018-2019 Annual Community Survey
(Number and percent of respondents dissatisfied with speed of traffic)

Response	Local residential streets		Main roads	
	Number	Percent	Number	Percent
Too fast	88	76.5%	44	57.9%
Too slow	27	23.5%	32	42.1%
Not stated	0		2	
Total	115	100%	78	100%

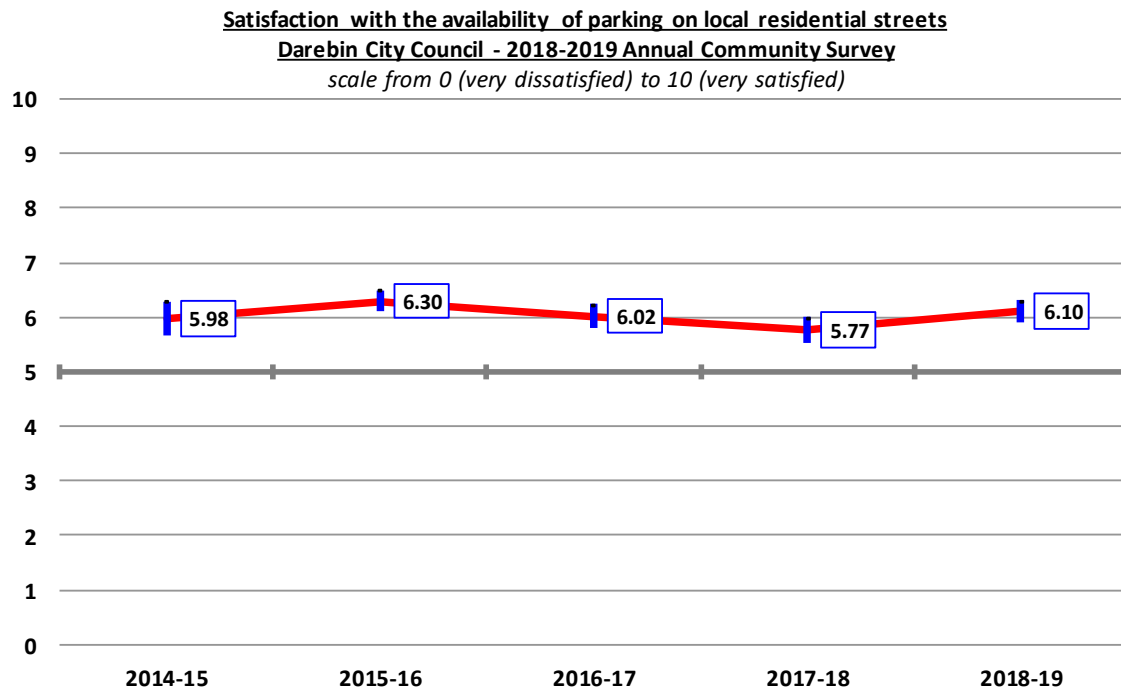
Availability of parking

Availability of parking on local residential roads

Satisfaction with the availability of parking on local residential streets increased marginally but not measurably (at the 95% confidence level) this year, up 5.7% to 6.10.

Satisfaction has recovered from the unusually low level of satisfaction recorded last year and is now at a “solid” level.

This result was marginally but not measurably lower than the 2019 metropolitan Melbourne average of 6.32.

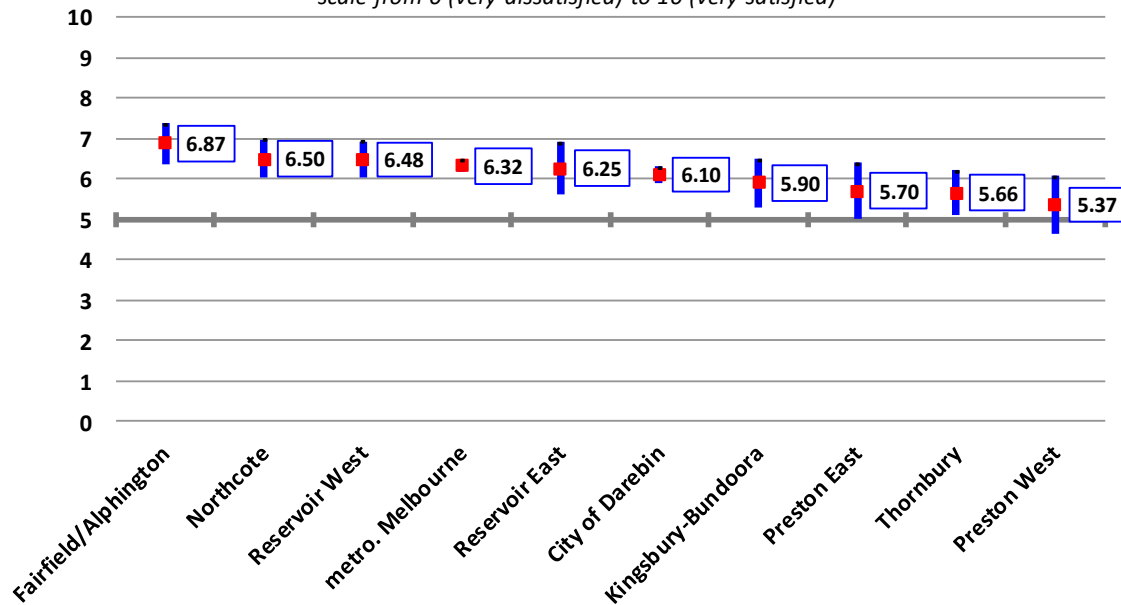


There was measurable variation in satisfaction with the availability of parking on residential streets observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- **Fairfield-Alphinton** – respondents were measurably more satisfied than average and “good”.
- **Preston West** – respondents were somewhat, albeit not measurably less satisfied than average and “very poor”.



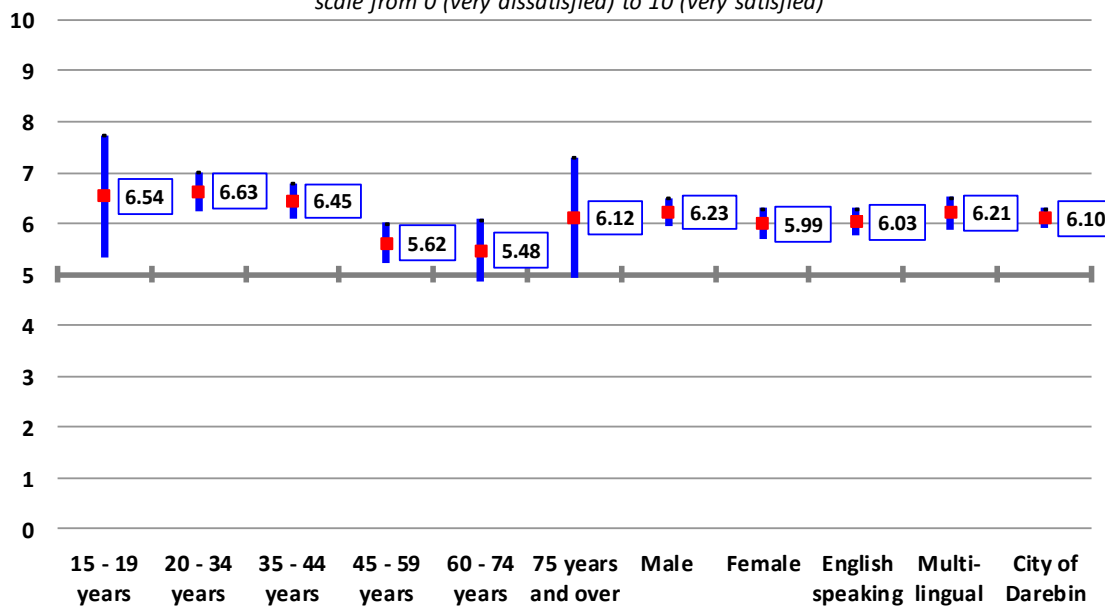
Satisfaction with availability of parking on local residential streets by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Whilst there was no statistically significant variation observed by age structure (against the municipal result), it is noted that younger respondents (aged less than 45 years) were on average measurably more satisfied than older respondents (aged 45 years and over).

This is reflected in the breakdown by housing situation, which shows that home owners were marginally, albeit not measurably less satisfied than average and “poor”.

Satisfaction with availability of parking on local streets by respondent profile
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with availability of parking on local residential streets by housing tenure
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

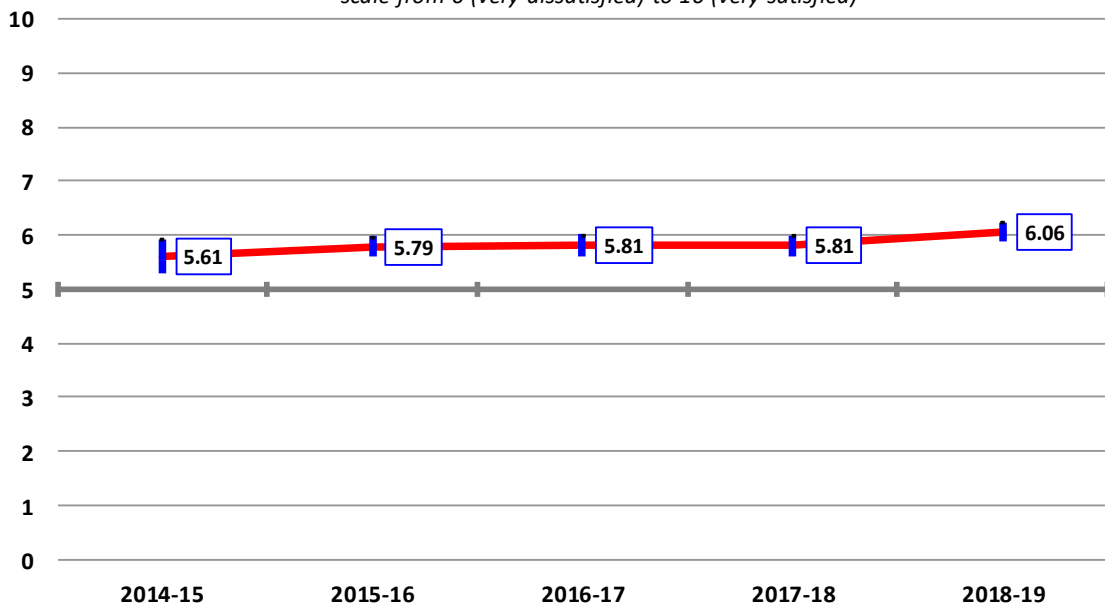


Availability of parking at busy shopping strips and major commercial areas

Satisfaction with the availability of parking at busy shopping strips and major commercial areas increased measurably this year, up 4.3% to 6.06, and is now at a “solid” level, up from “poor” in each of the last four years.

This result was marginally but not measurably lower than the 2019 metropolitan Melbourne average of 6.18.

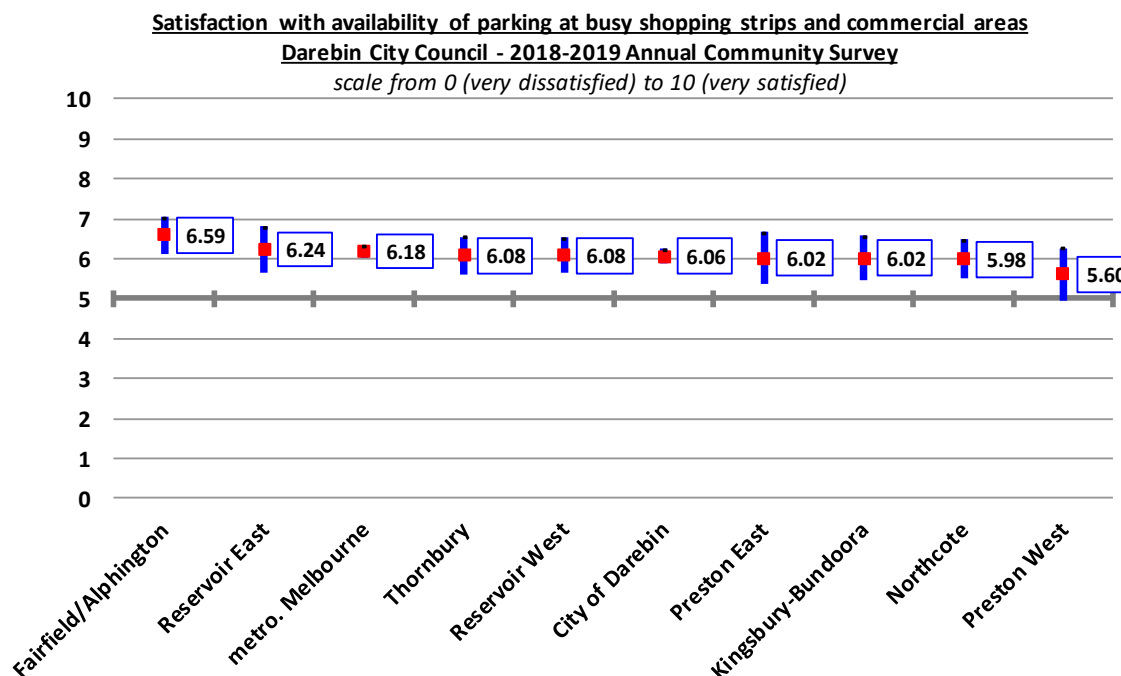
Satisfaction with availability of parking at busy shopping strips and commercial areas
Darebin City Council - 2018-2019 Annual community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no measurable variation in satisfaction with the availability of parking around busy shopping strips and major commercial areas observed across the eight precincts comprising the City of Darebin, although attention is drawn to the following:

- **Fairfield-Alphington** – respondents were somewhat, albeit not measurably more satisfied than average and “good”.
- **Northcote and Preston West** – respondents were somewhat, albeit not measurably less satisfied than average and “poor”.

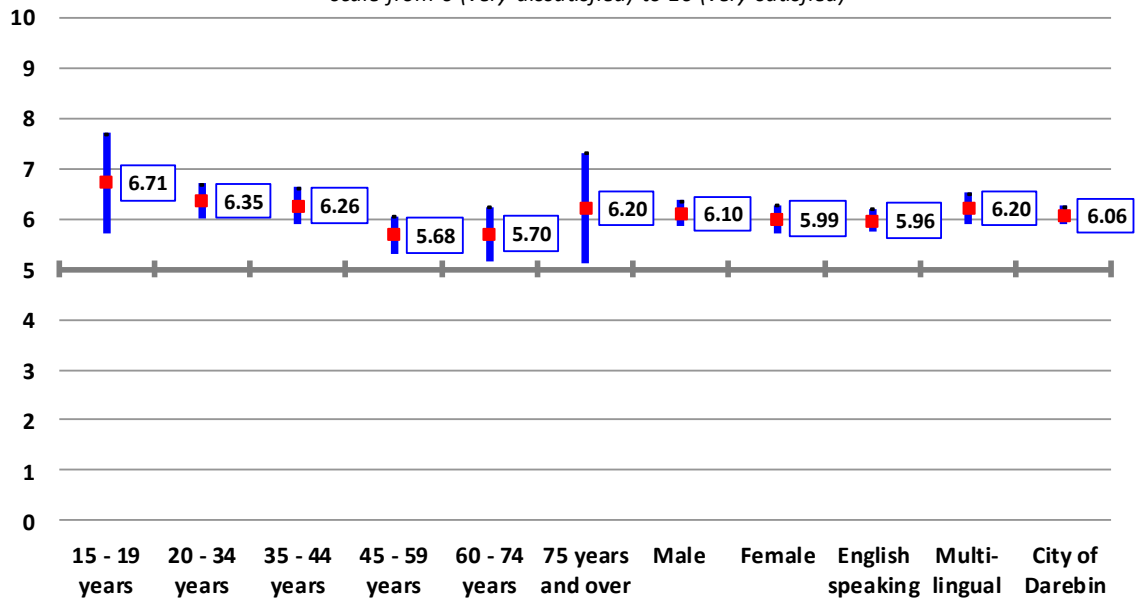
Some caution should be exercised in the interpretation of these precinct level results, as they do not refer directly to which busy shopping strip or major commercial area the respondents have in mind when answering the question.



There was no statistically significant variation in satisfaction with the availability of parking at busy shopping strips and major commercial areas observed by respondent profile or housing situation, although middle-aged and older adults (aged 45 to 74 years) were marginally less satisfied than average and “poor”.



Satisfaction with availability of parking at busy shopping strips and commercial areas
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with availability of parking at busy shopping strips and commercial areas
Darebin City Council - 2018-2019 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?”

The average satisfaction with the six included aspects of planning and housing development increased measurably this year, up 8.1% from 5.93 to 6.41.

This strong increase continues to reverse the trend of declining satisfaction with planning and housing development recorded in recent years. This level of satisfaction is now at a “solid” level, which is an improvement on the “poor” recorded last year and “very poor” recorded in 2016-17.

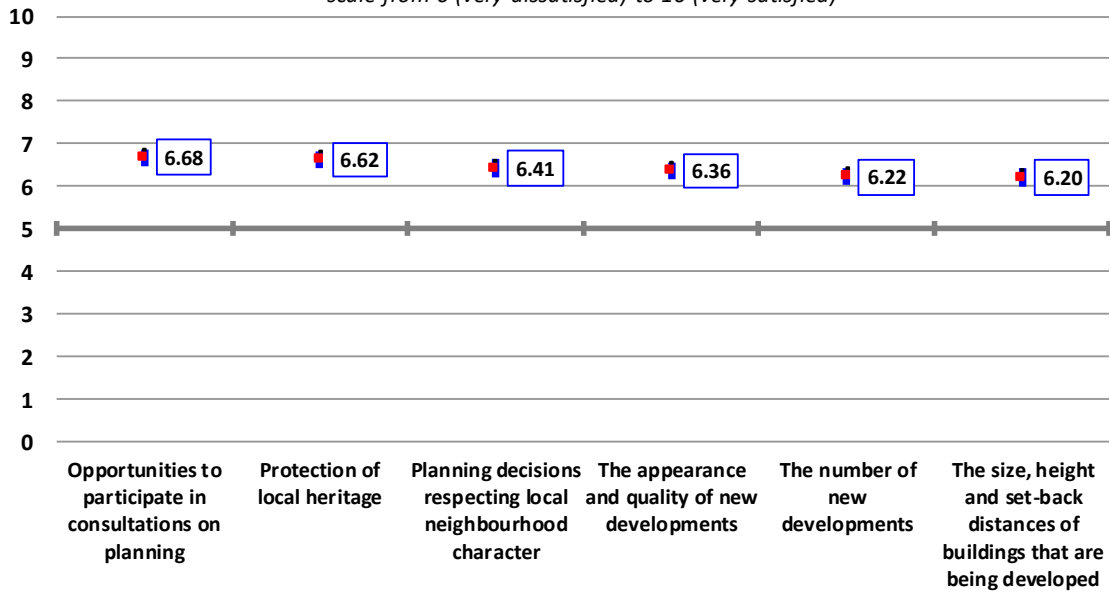
Satisfaction with these six aspects of planning and housing development can best summarised as follows:

- ⊗ **Good** – for the opportunities to participate in consultations on planning and the protection of local heritage. Whilst a little more than three-quarters of respondents were satisfied with these aspects, a little less than one-sixth were dissatisfied.
- ⊗ **Solid** – for planning decisions respecting the local neighbourhood character, the appearance and quality of new developments, the number of new developments, and the size, height and set-back distance of buildings that are being developed. Whilst more than seventy percent of respondents were satisfied with these aspects, approximately one-fifth were dissatisfied.

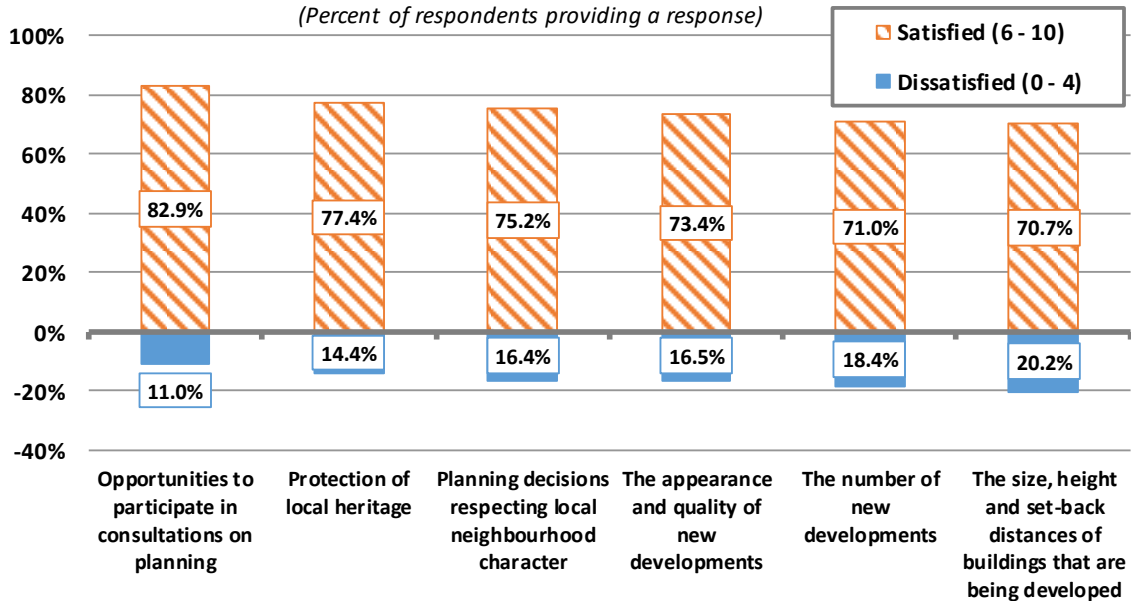
Governing Melbourne includes only two variables relating to planning and housing development that are identical to this survey, those being “the appearance and quality of new developments” and “the protection of local heritage”.

Satisfaction with the appearance and quality of new developments was 7.7% lower in the City of Darebin than the 2019 metropolitan Melbourne average of 6.85. Satisfaction with the protection of local heritage was 4.2% lower than the 2019 metropolitan Melbourne average of 6.90.

Satisfaction with aspects of planning and housing development
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with selected aspects of planning and housing development
Darebin City Council - 2018-2019 Annual Community Survey
(Percent of respondents providing a response)



Satisfaction with selected aspects of planning and housing development

Darebin City Council - 2018-2019 Annual Community Survey

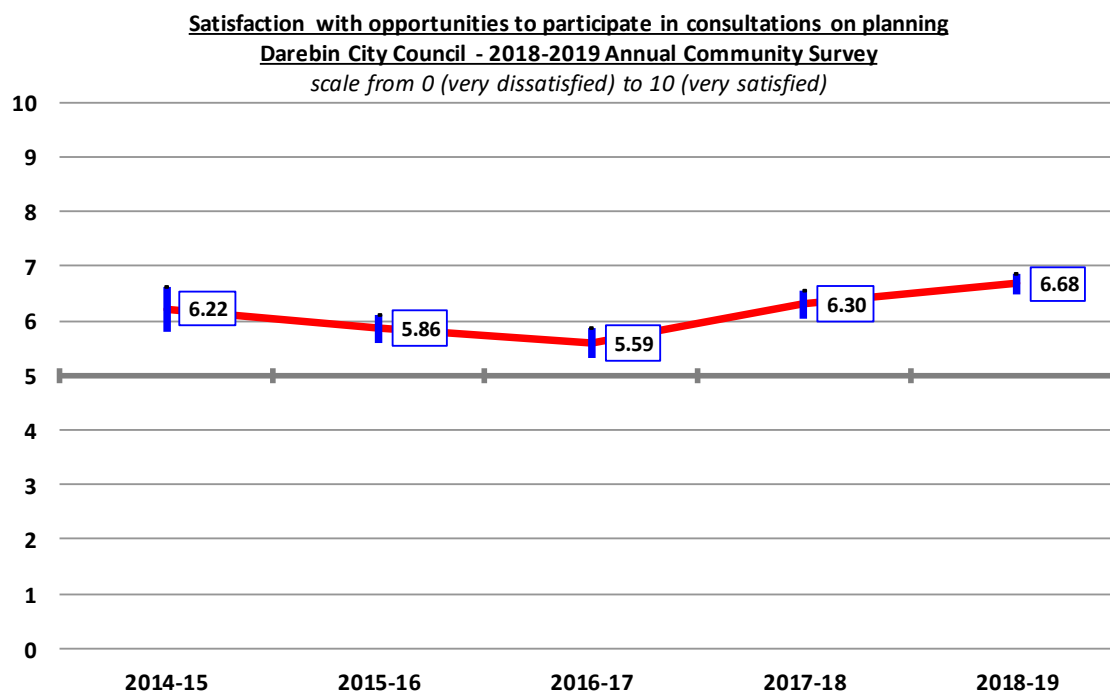
(Number and percent of respondents providing a response)

<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
	2017-18	16.9%	10.5%	72.5%	155
	2018-19	11.0%	6.1%	82.9%	122
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
	2017-18	29.0%	11.0%	60.0%	78
	2018-19	18.4%	10.6%	71.0%	49
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
	2017-18	26.3%	11.2%	62.5%	50
	2018-19	16.5%	10.1%	73.4%	42
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
	2017-18	27.5%	13.1%	59.5%	60
	2018-19	20.2%	9.1%	70.7%	56
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
	2017-18	22.2%	7.1%	70.6%	115
	2018-19	14.4%	8.3%	77.4%	81
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
	2017-18	23.3%	11.3%	65.4%	79
	2018-19	16.4%	8.4%	75.2%	61

Opportunities to participate in consultations on planning

Satisfaction with opportunities to participate in consultations on planning increased measurably this year, up 6.0% to 6.68 and is now at a “good” level, up from the previous “solid”.

This result has reversed the trend of declining satisfaction with opportunities to participate in consultations on planning recorded in recent years.



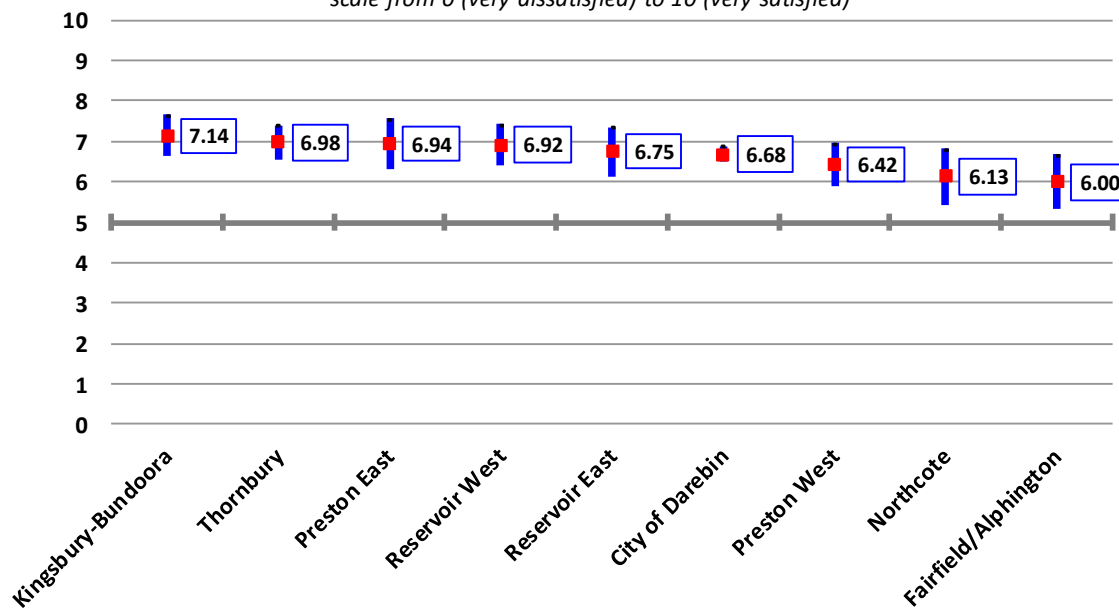
There was no measurable variation in satisfaction with this aspect of the planning approvals process observed across the municipality, although attention is drawn to the following:

- **Kingsbury-Bundoora** – respondents were somewhat, albeit not measurably more satisfied than average.
- **Fairfield-Alphington** – respondents were marginally but not measurably less satisfied than average and “solid”.

Opportunities to participate in consultations on planning by precinct

Darebin City Council - 2018-2019 Annual Community Survey

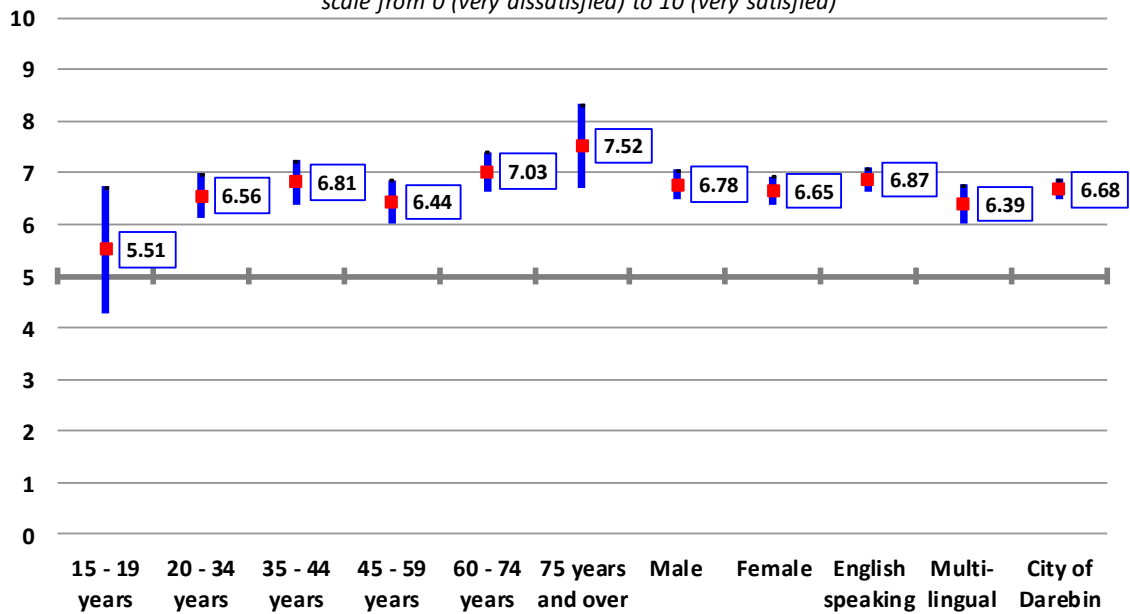
scale from 0 (very dissatisfied) to 10 (very satisfied)



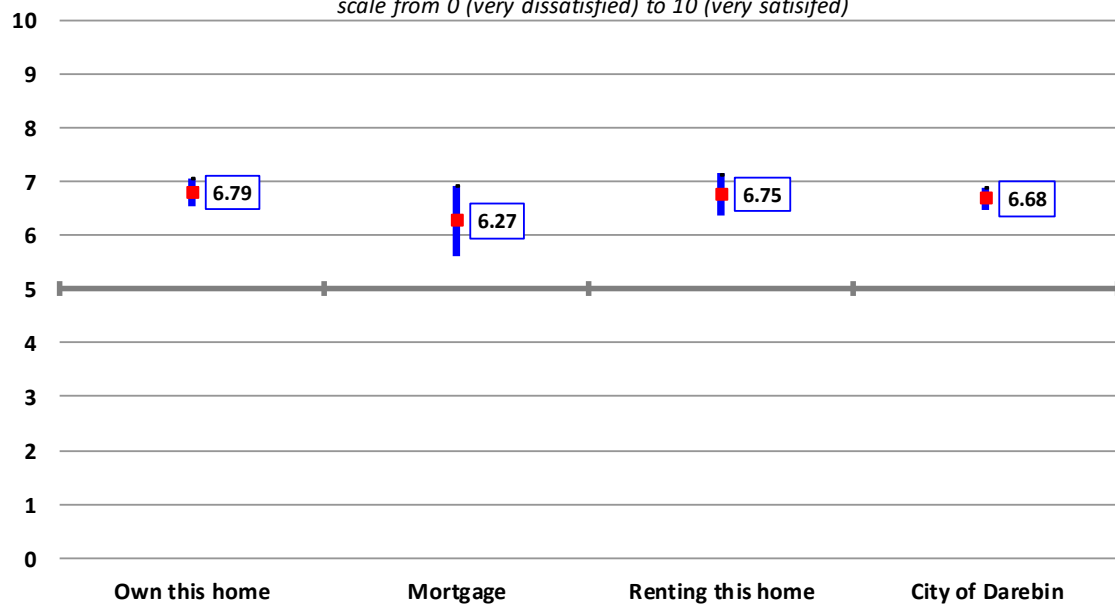
There was measurable variation in satisfaction with this aspect of the planning approvals process observed by respondent profile and by housing situation, and attention is drawn to the following:

- **Adolescents (aged 15 to 19 years)** – the small sample of respondents were somewhat, albeit not measurably less satisfied than average and “poor”.
- **Senior citizens (aged 75 years and over)** – the small sample of respondents were somewhat, albeit not measurably more satisfied than average and “very good”.
- **Language spoken at home** – respondents from English speaking households were measurably more satisfied than respondents from multi-lingual households.
- **Housing situation** – mortgagees were somewhat less satisfied than home-owners and rental household respondents.

Opportunities to participate in consultations on planning by respondent profile
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



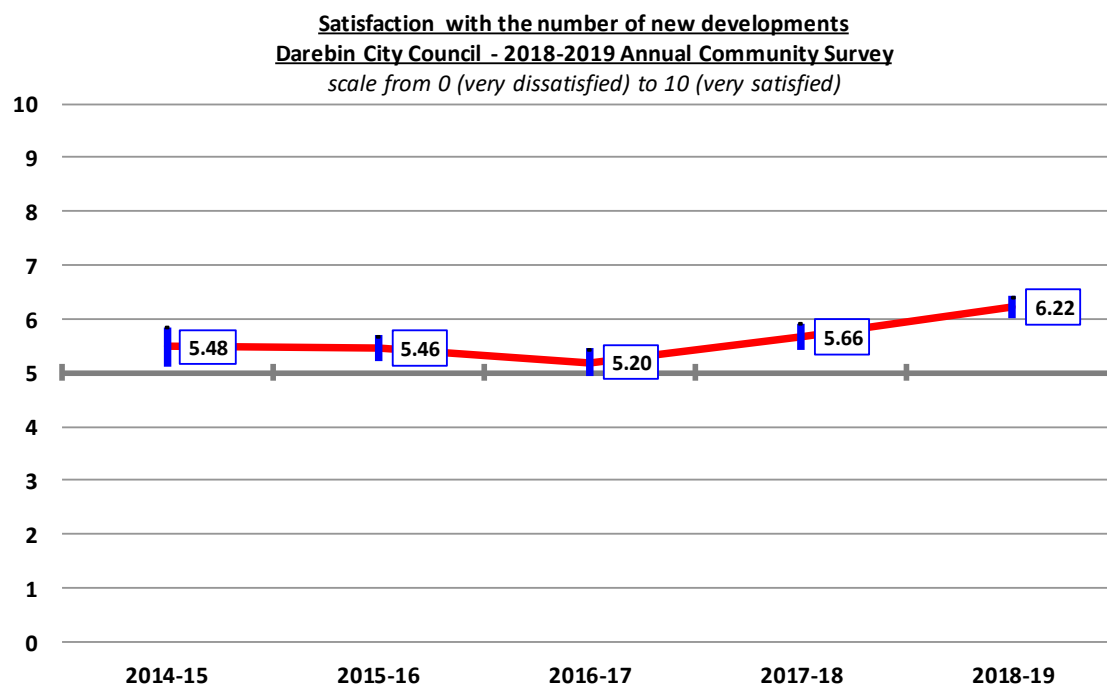
Opportunities to participate in consultations on planning by housing tenure
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The number of new developments

Satisfaction with the number of new developments increased measurably and significantly this year, up 9.9% to 6.22 and is now at a “solid” level, an improvement on the “poor” recorded last year.

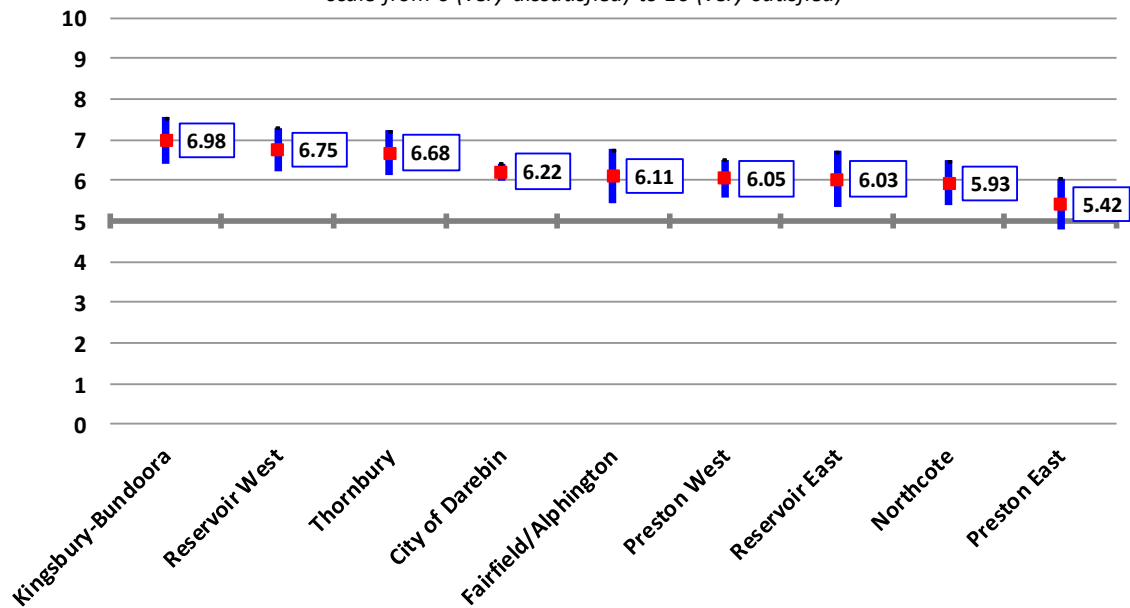
This result was the second consecutive strong increase in satisfaction with this aspect of planning and housing development.



There was some measurable variation in satisfaction with the number of new developments observed across the municipality, with attention drawn to the following:

- ***Kingsbury-Bundoora*** – respondents were measurably more satisfied than average.
- ***Preston East*** – respondents were measurably less satisfied than average and “very poor”.

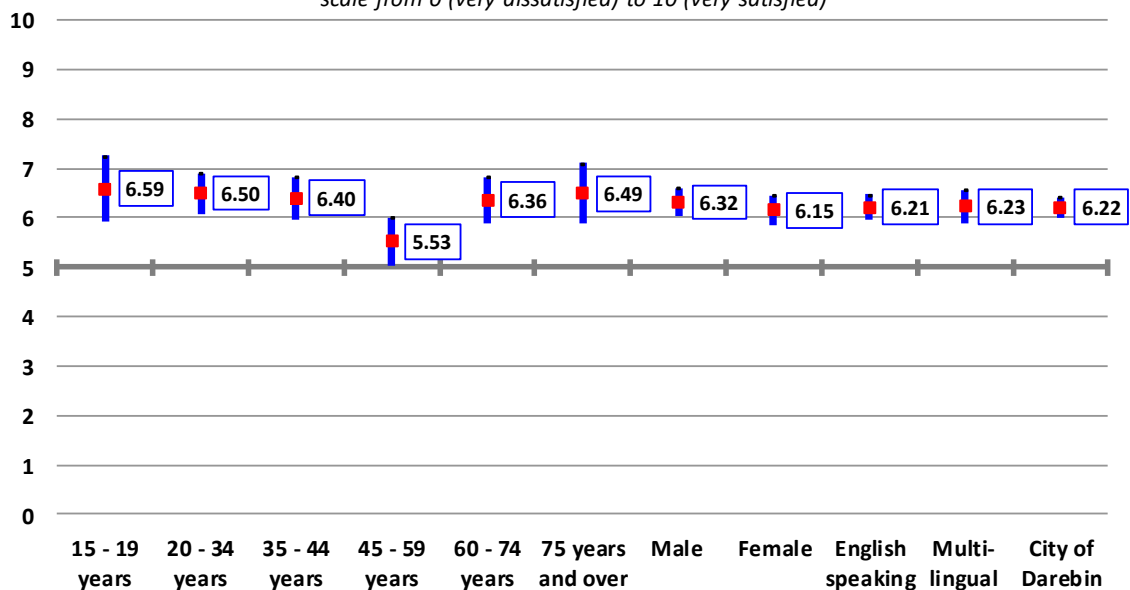
The number of new developments by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



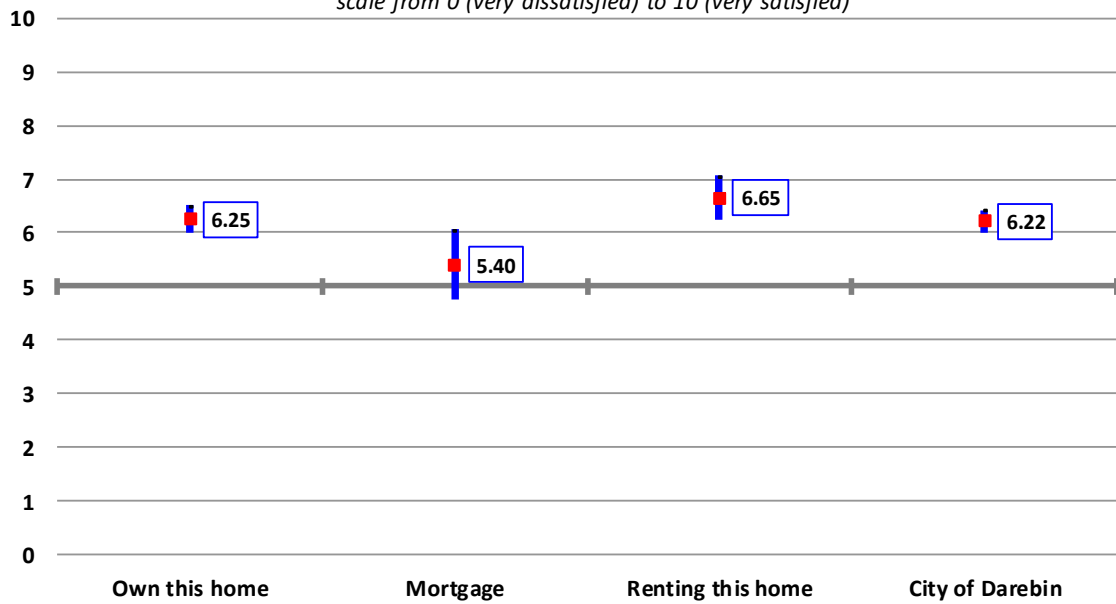
There was significant variation in satisfaction with the number of new developments observed by respondent profile and housing situation, with attention drawn to:

- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably and significantly less satisfied than average and “poor”.
- **Housing situation** – mortgagees were measurably less satisfied than home-owners and rental household respondents.

The number of new developments by respondent profile
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The number of new developments by housing tenure
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



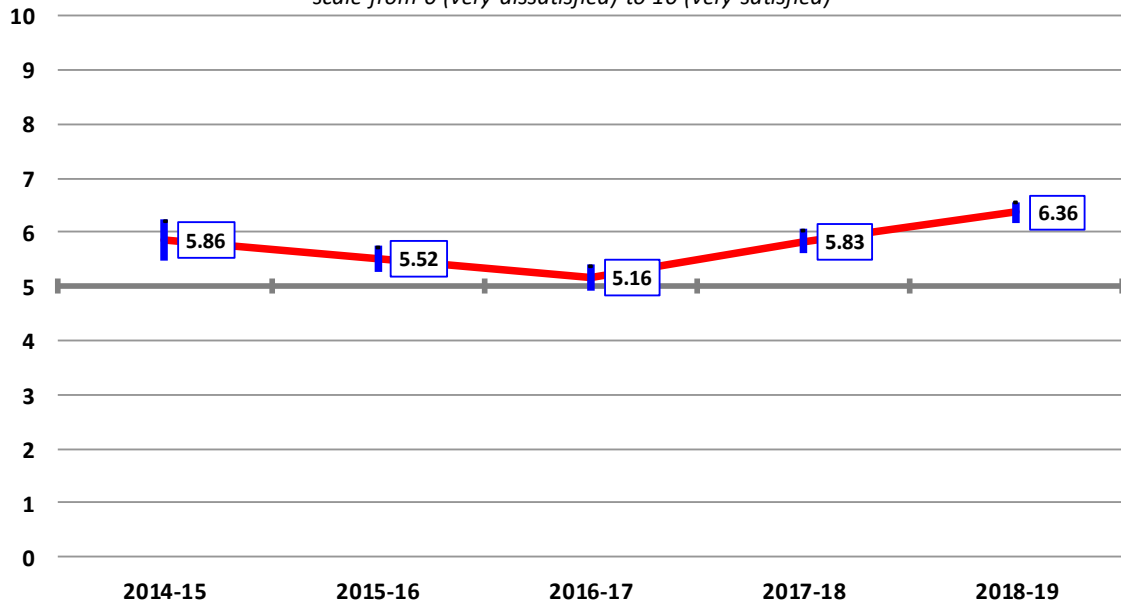
The appearance and quality of new developments

Satisfaction with the appearance and quality of new developments increased measurably and significantly this year, up 9.1% to 6.36 and is now at a “solid” level, an improvement on the “poor” recorded last year.

This continued strong increase in satisfaction has reversed the unusually low result of 5.16 recorded in 2016-17.

This result is however still 7.7% lower than the 2019 metropolitan Melbourne average of 6.85. This is a statistically significant difference, and reflects the fact that concerns around planning and housing development are significantly higher in middle-ring municipalities than they are in municipalities further out from the centre of Melbourne.

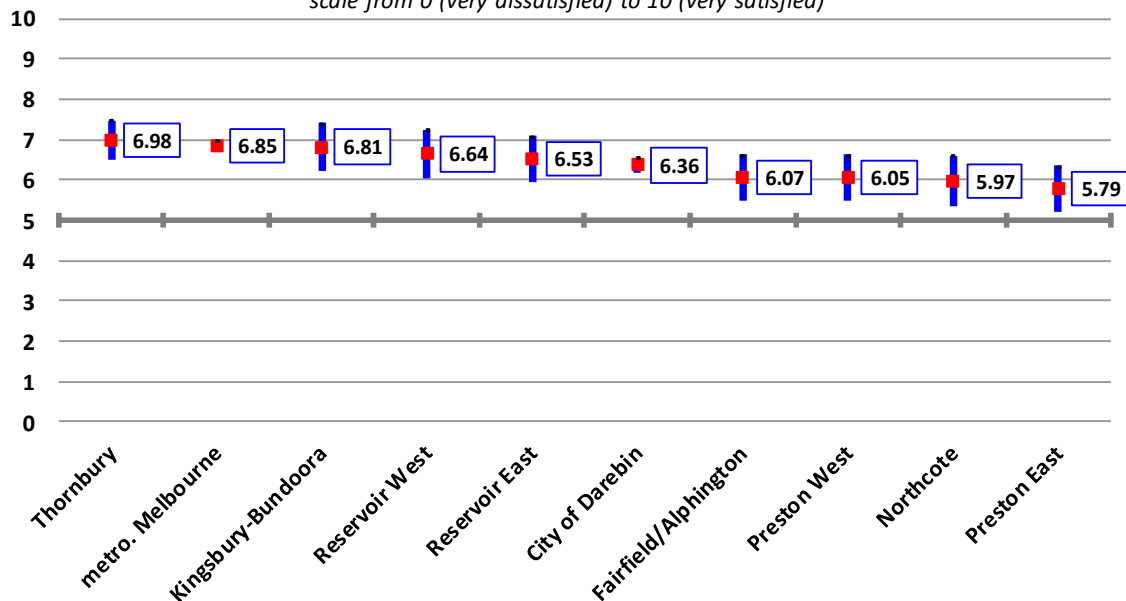
Satisfaction with the appearance and quality of new developments in your area
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no measurable variation in satisfaction with the appearance and quality of new developments observed across the municipality, although attention is drawn to the following:

- **Thornbury** – respondents were somewhat, albeit not measurably more satisfied than average and “good”.
- **Northcote and Preston East** – respondents were marginally, but not measurably less satisfied than average and “poor”.

The appearance and quality of new developments by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



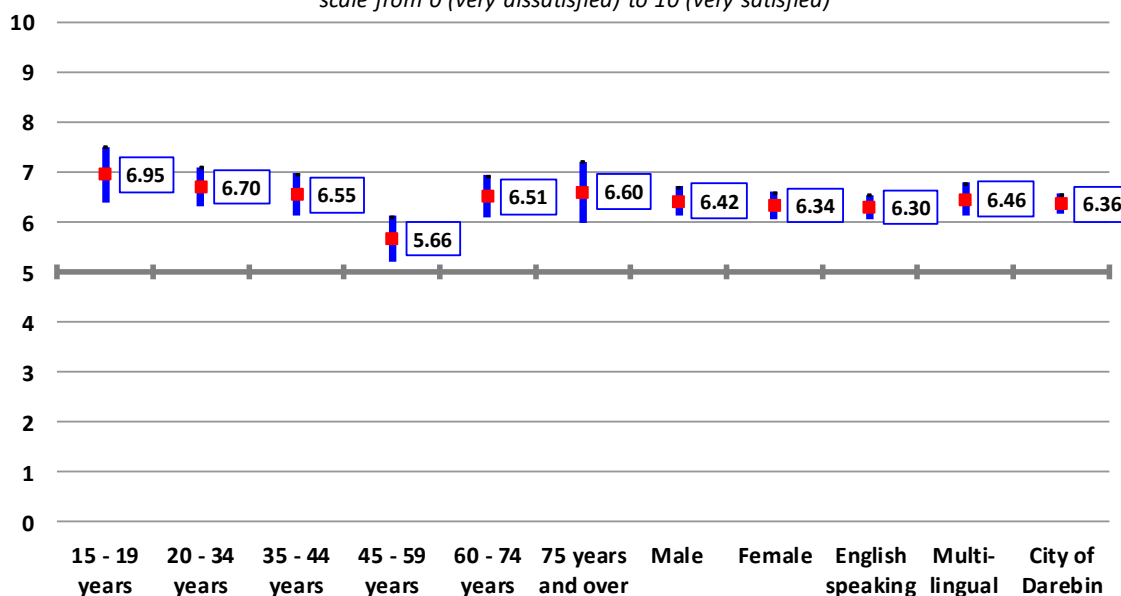
There was some variation in these results observed by respondent profile and housing situation, with attention drawn to the following:

- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably and significantly less satisfied than average and “poor”.
- **Rental household** – respondents were measurably and significantly (8.8%) more satisfied than average and “good”.
- **Mortgagee household** - respondents were measurably (11.0%) less satisfied than average and “poor”.

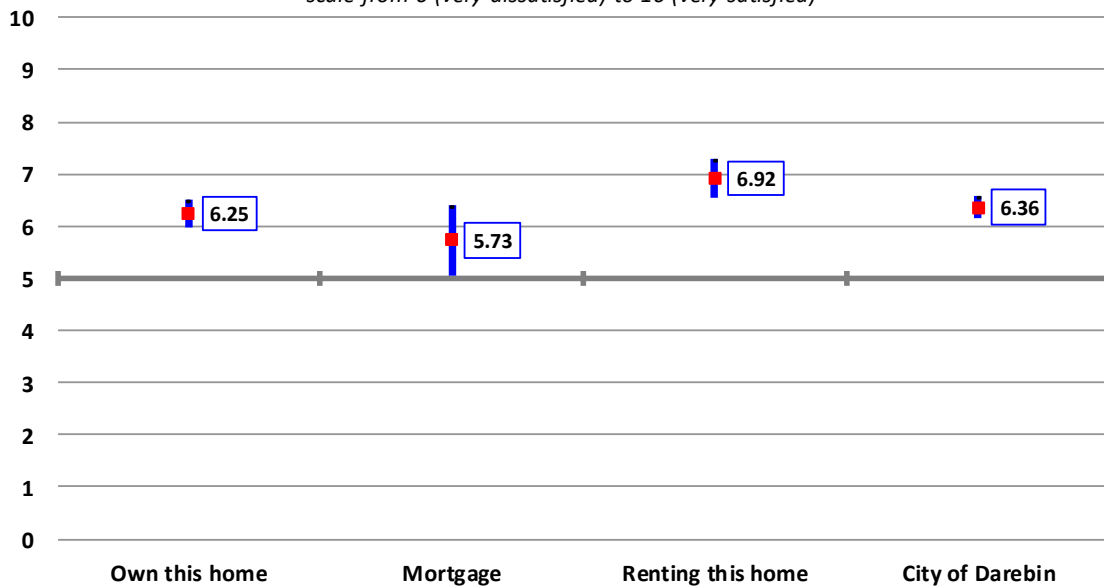
The appearance and quality of new developments by respondent profile

Darebin City Council - 2018-2019 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 - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

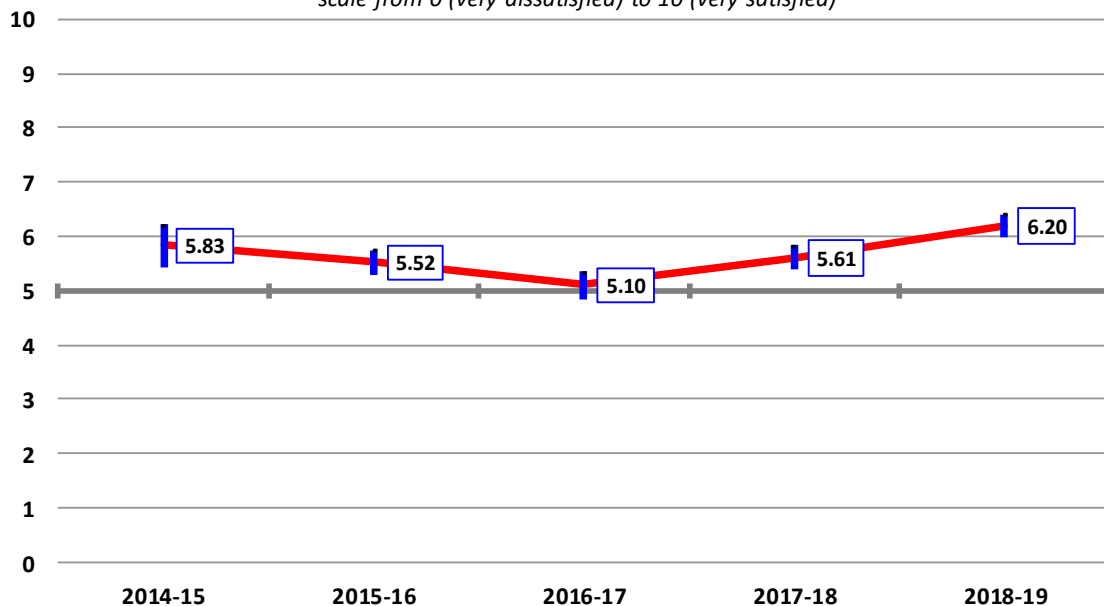


The size, height, and set back distance of buildings being developed

Satisfaction with the size, height and set back distances of buildings that are being developed increased measurably this year, up 10.5% to 6.20 and is now at a “solid” level, an improvement on the previous “poor”.

This continued strong increase in satisfaction this year has reversed the unusually low result of 5.10 recorded in 2016-17.

Satisfaction with the size, height and set-back distances of buildings being developed
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

- **Kingsbury-Bundoora** – respondents were measurably and significantly more satisfied than average and “good”.
- **Preston East** – respondents were measurably and significantly less satisfied than average and “very poor”.

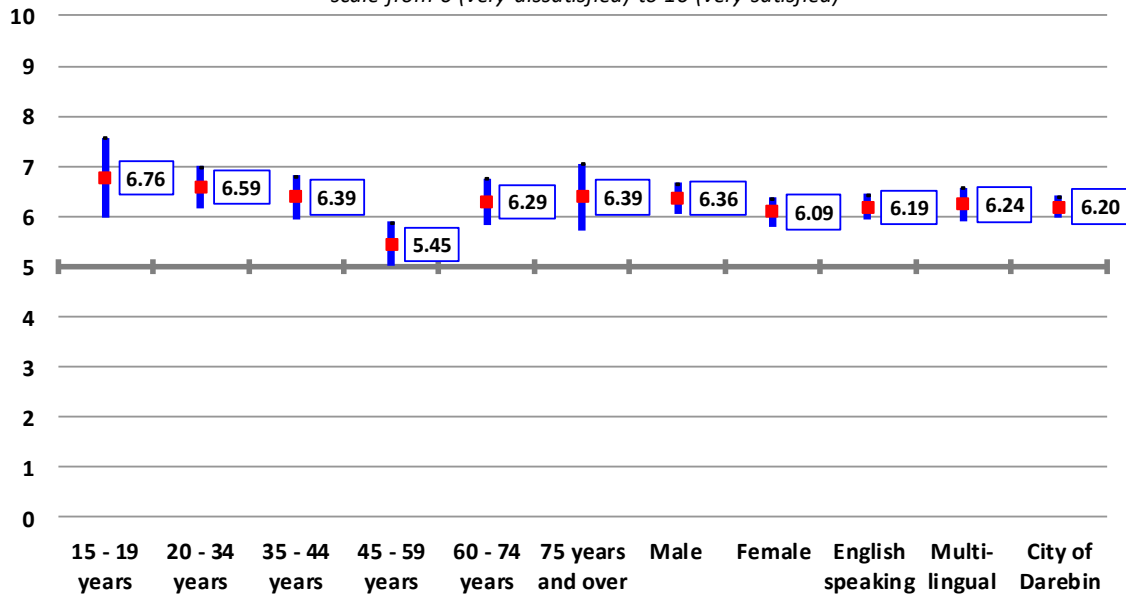


There was measurable variation in satisfaction with this aspect of planning and development observed by respondent profile and housing situation, with attention drawn to the following:

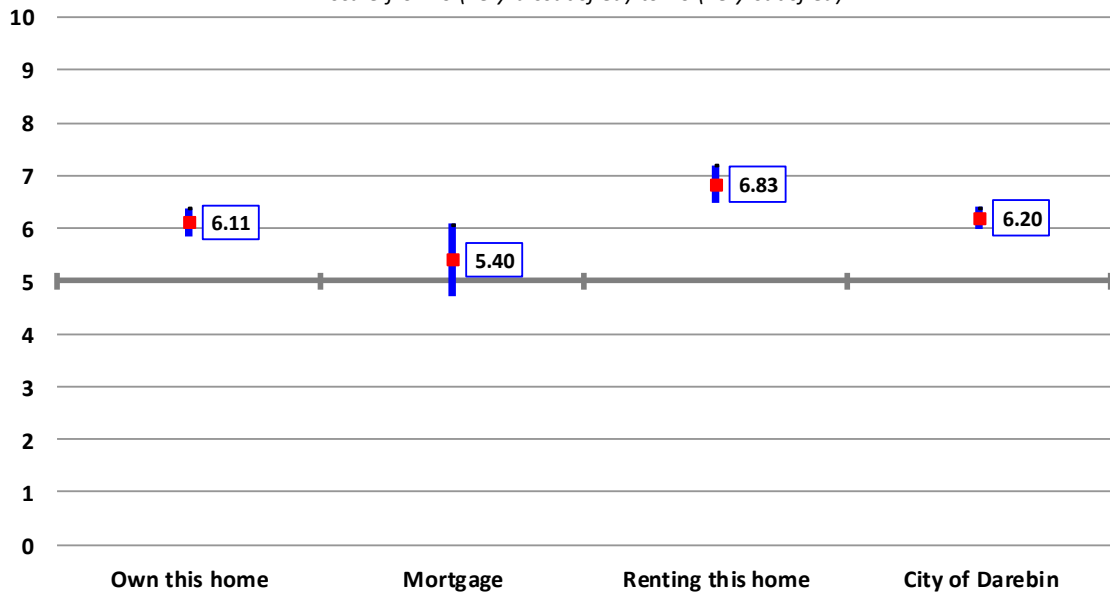
- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably and significantly less satisfied than average and “very poor”.
- **Gender** – male respondents were somewhat, albeit not measurably (4.4%) more satisfied than female respondents.
- **Rental household** – respondents were measurably and significantly (10.2%) more satisfied than average and “good”.
- **Mortgagee household** - respondents were measurably (14.8%) less satisfied than average and “very poor”.



The size, height and set-back distances of buildings developed by respondent profile
Darebin City Council - 2018-2019 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 - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

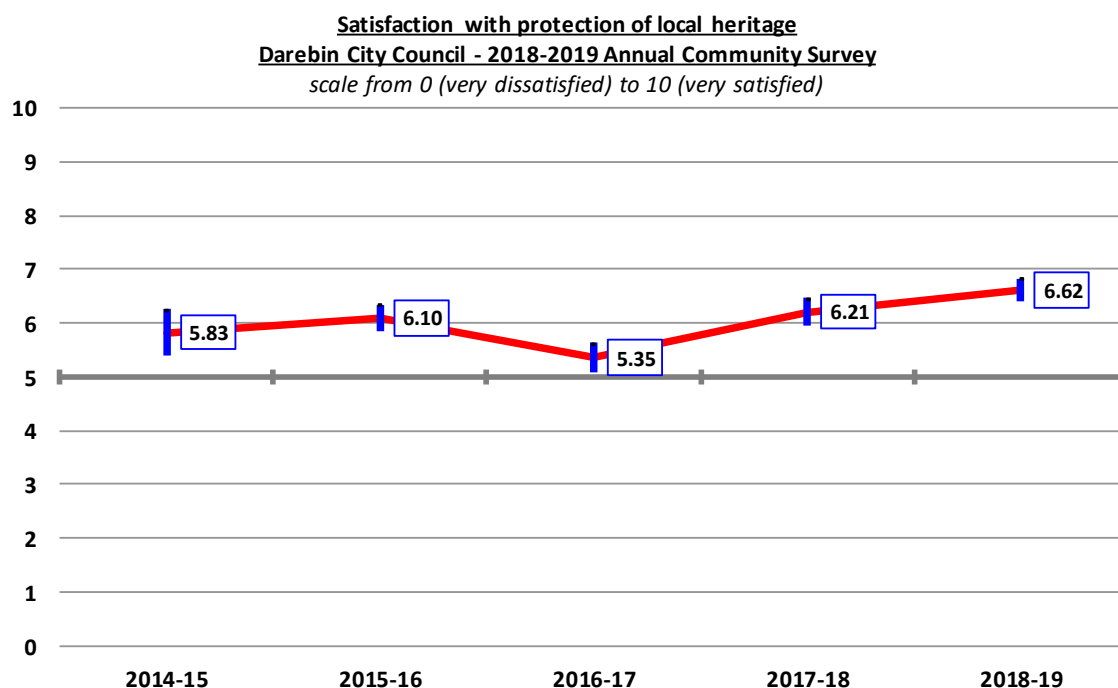


The protection of local heritage

Satisfaction with the protection of local heritage increased measurably this year, up 6.6% to 6.62, and is now at a “good” level up from the previous “solid”.

As with many of the aspects of planning and development included in the survey, the increase this year has reversed the unusually low level of satisfaction recorded in 2016-17.

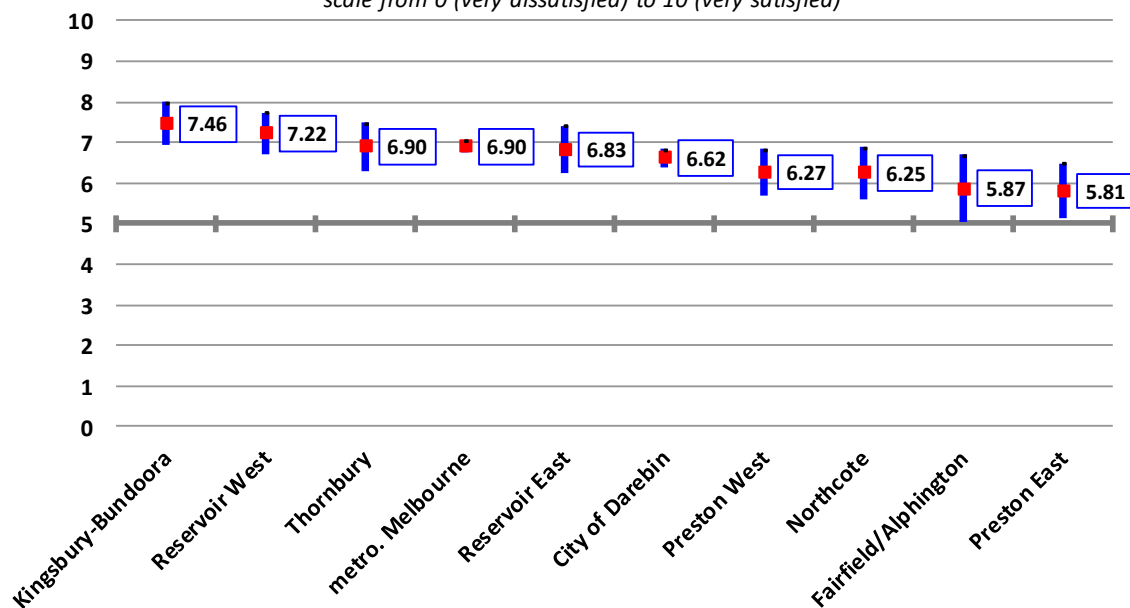
Having said that, Metropolis Research notes that satisfaction with this aspect of planning and housing development was 4.2% lower in the City of Darebin than the 2019 metropolitan Melbourne average.



Consistent with many of the results discussed in this section, there was measurable variation in satisfaction with the protection of local heritage observed across the municipality, with attention drawn to the following:

- **Kingsbury-Bundoora** – respondents were measurably and significantly more satisfied than average and “very good”.
- **Fairfield-Alphington and Preston East** – respondents were somewhat less satisfied than average and “poor”.

Protection of local heritage by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

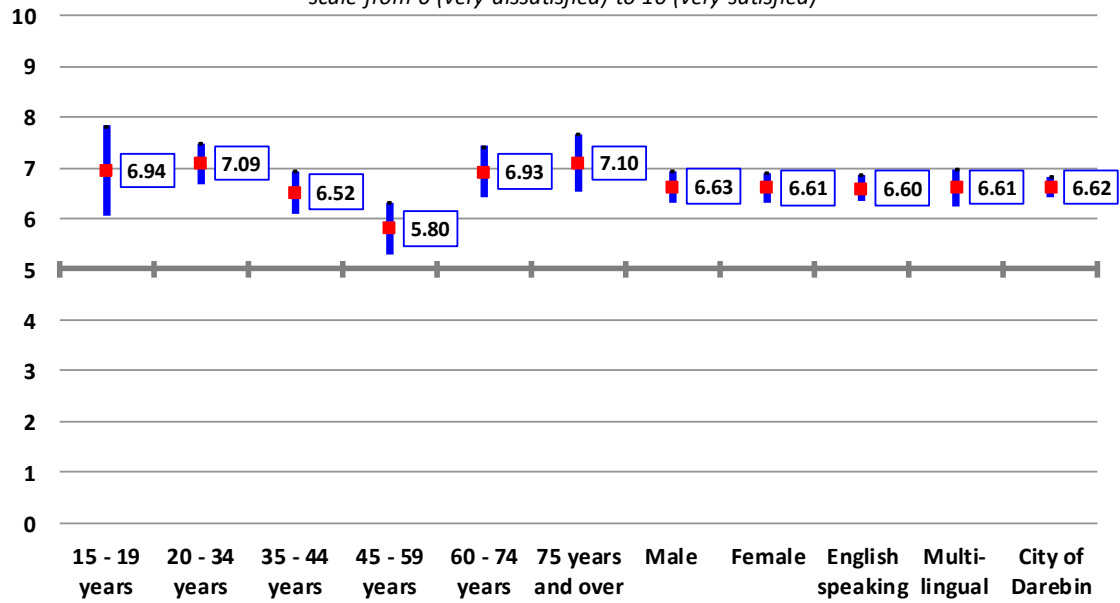


There was measurable variation in satisfaction with the protection of local heritage observed by respondent profile and housing situation, with attention drawn to the following:

- **Young adults (aged 20 to 35 years)** – respondents were somewhat, albeit not measurably more satisfied than average.
- **Middle-aged adults (aged 46 to 60 years)** – respondents were measurably and significantly less satisfied than average and “poor”.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat, albeit not measurably more satisfied than average.
- **Rental household** – respondents were somewhat, albeit not measurably more satisfied than average.
- **Mortgagee household** - respondents were somewhat, albeit not measurably less satisfied than average and “poor”.



Protection of local heritage by respondent profile
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Protection of local heritage by housing tenure
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

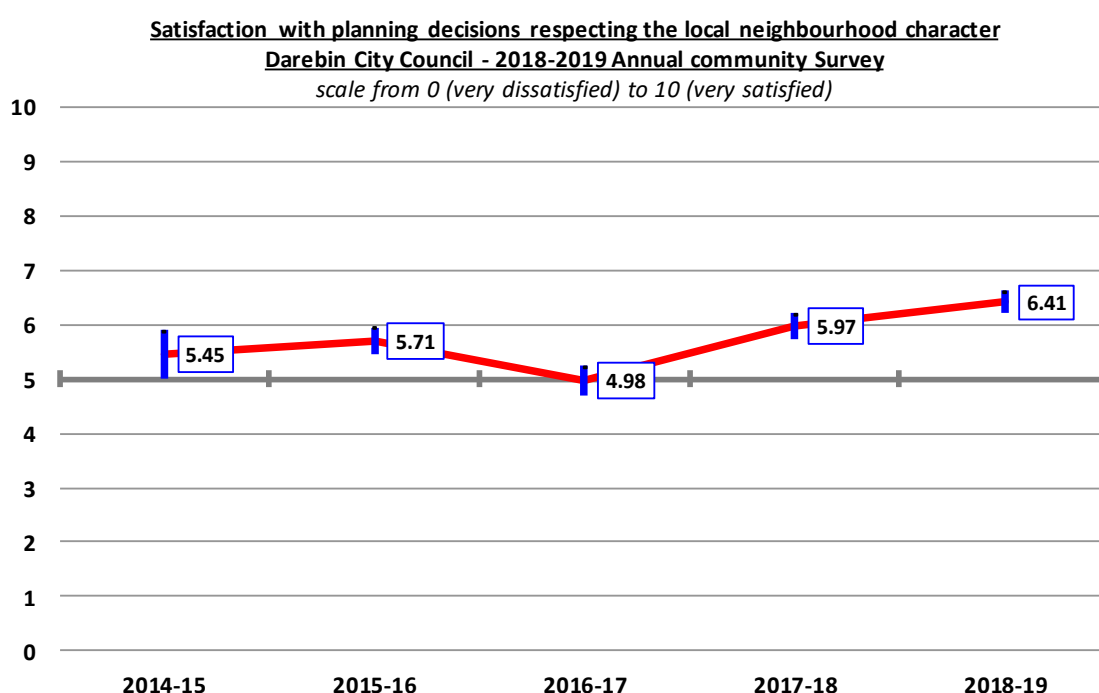


Planning decisions respecting local neighbourhood character

Satisfaction with planning decisions respecting local neighbourhood character increased measurably and significantly this year, up 7.4% to 6.41. This is now at a “solid” level, an improvement on the “poor” recorded last year.

This strong increase this year is consistent with many of the aspects of planning and development included in the survey, has reversed the unusually low result of 4.98 recorded in 2016-17.

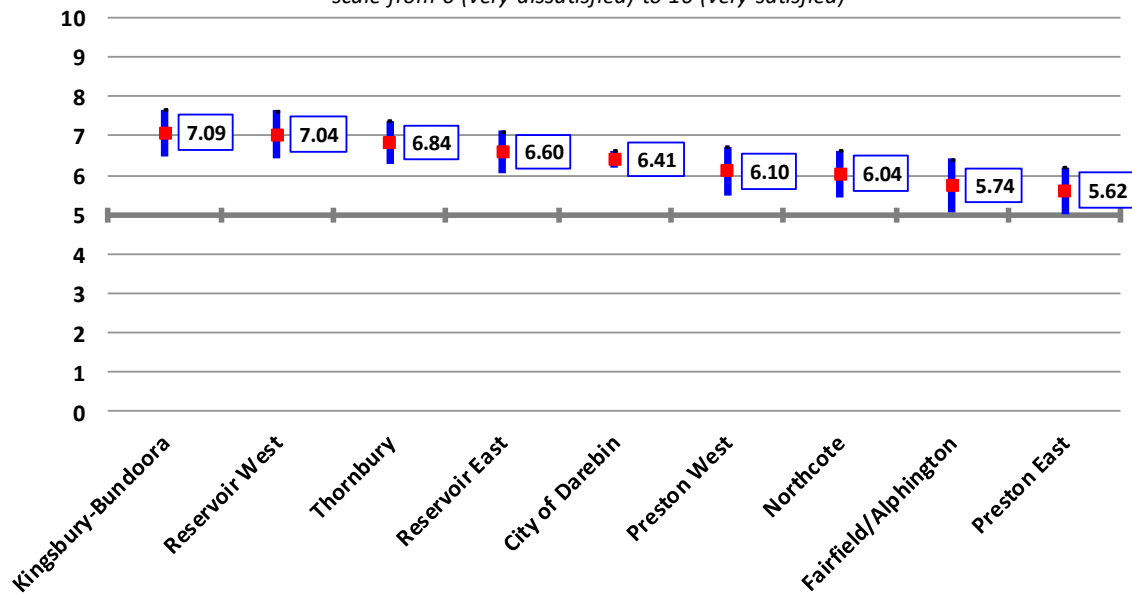
This is the highest level of satisfaction recorded since 2014-15.



There was measurable variation in satisfaction with planning decisions respecting local neighbourhood character observed across the municipality, with attention drawn to the following:

- **Kingsbury-Bundoora and Reservoir West** – respondents were somewhat more satisfied than average and “good”.
- **Preston East** – respondents were measurably and significantly less satisfied than average and “poor”.

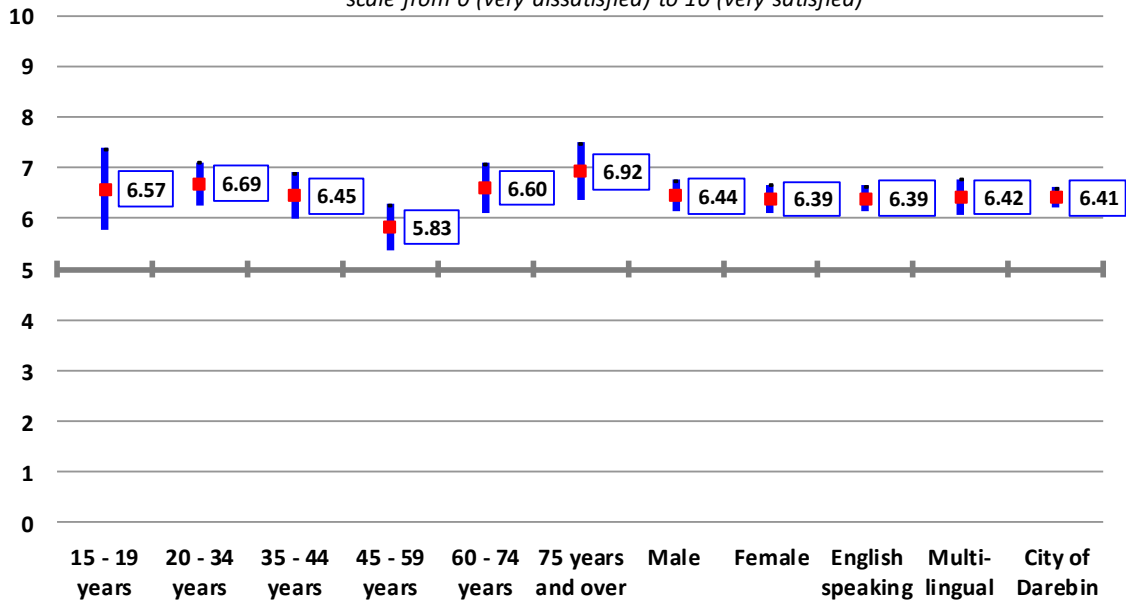
Planning decisions respecting the local neighbourhood character by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



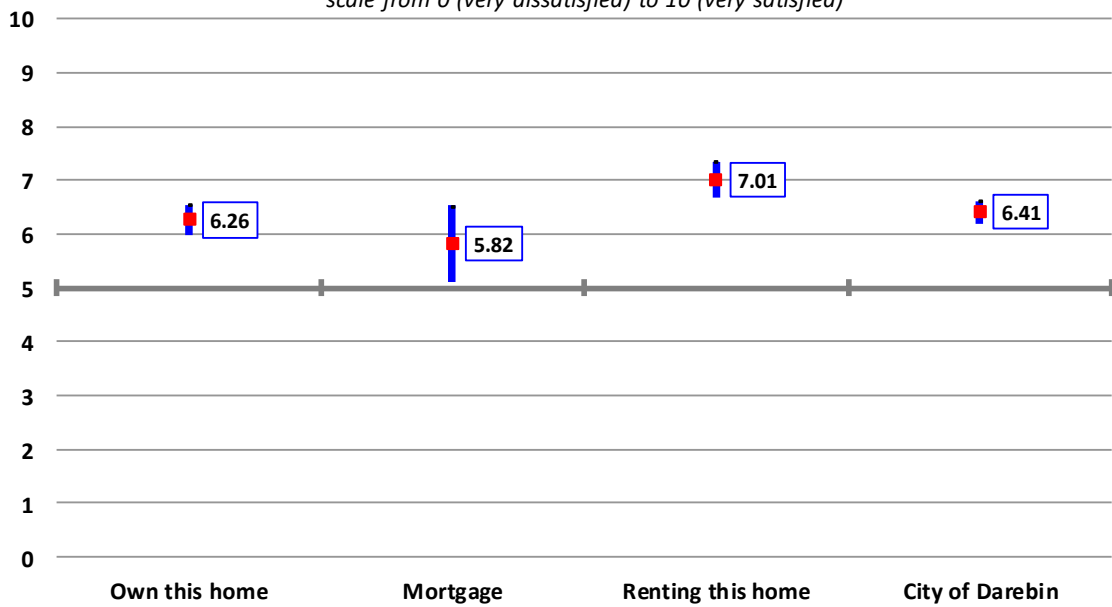
There was measurable variation in satisfaction with planning decisions respecting local neighbourhood character observed by respondent profile and housing situation, with attention drawn to the following:

- **Middle-aged adults (aged 46 to 60 years)** – respondents were somewhat, albeit not measurably less satisfied than average and “poor”.
- **Senior citizens** – respondents were somewhat, albeit not measurably more satisfied than average and “good”.
- **Rental household** – respondents were measurably and significantly more satisfied than average and “good”.
- **Mortgagee household** - respondents were somewhat, albeit not measurably less satisfied than average and “poor”.

Planning decisions respecting local neighbourhood character by respondent profile
Darebin City Council - 2018-2019 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 - 2018-2019 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?”

There was a decrease in the proportion of respondents who had contacted Council in the last twelve months, down from 40.6% to 32.1% this year.

Metropolis Research notes that this result is consistent with results recorded in a large number of other municipalities across metropolitan Melbourne in 2019.

Contacted Council in the last 12 months
Darebin City Council - 2018-2019 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2018-19		2017-18	2016-17	2015-16	2014-15
	Number	Percent				
Yes	321	32.1%	40.6%	41.7%	40.4%	40.8%
No	678	67.9%	59.4%	57.8%	59.6%	59.2%
Not stated	3		0	0	2	6
Total	1,002	100%	1,000	1,000	1,000	800

Form of contact

Respondents were asked:

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

The most common method of contacting Council remains telephone, with a little less than two-thirds (60.6%) of respondents who contacted Council doing so by this method.

Although the website is 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 4.1% of respondents.

Form of contact with Council
Darebin City Council - 2018-2019 Annual Community Survey
(Number and percent of respondents who contacted Council providing a response)

Response	2018-19		2017-18	2016-17	2015-16	2014-15
	Number	Percent				
Telephone	192	60.6%	63.3%	59.1%	62.8%	60.2%
Visit in person	59	18.6%	13.2%	19.5%	15.5%	23.1%
E-mail	41	12.9%	10.7%	7.9%	11.0%	7.4%
Darebin website	13	4.1%	4.5%	5.5%	3.2%	1.5%
Mail	4	1.3%	0.7%	2.9%	3.5%	1.2%
Multiple methods	8	2.5%	7.4%	4.8%	4.0%	5.6%
Can't say	4		3	1	2	3
Total	321	100%	406	417	403	324

There was no measurable variation in this result observed between respondents from English speaking and multi-lingual households, as outlined in the following table.

It is noted that respondents from English speaking households were somewhat more likely than those from multi-lingual households to contact Council by telephone, and multi-lingual household respondents were slightly more likely than those from English speaking households to visit Council in person.

Form of contact with Council by language spoken at home
Darebin City Council - 2018-2019 Annual Community Survey
(Number and percent of respondents who contacted Council providing a response)

Response	English speaking		Multi-lingual	
	Number	Percent	Number	Percent
Telephone	124	62.0%	67	58.3%
Visit in person	36	18.0%	23	20.0%
E-mail	27	13.5%	14	12.2%
Darebin website	5	2.5%	8	7.0%
Mail	4	2.0%	0	0.0%
Twitter	0	0.0%	0	0.0%
Multiple methods	4	2.0%	3	2.6%
Can't say	3		1	
Total	203	100%	116	100%



Satisfaction with customer service

Respondents were asked:

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

The average satisfaction with the five included aspects of customer service declined measurably this year, down 6.2% from 7.90 to 7.44 this year, and is now at a “very good” level, down from the previous “excellent”.

Despite this decline, this result is consistent with results observed in the City of Darebin over time.

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

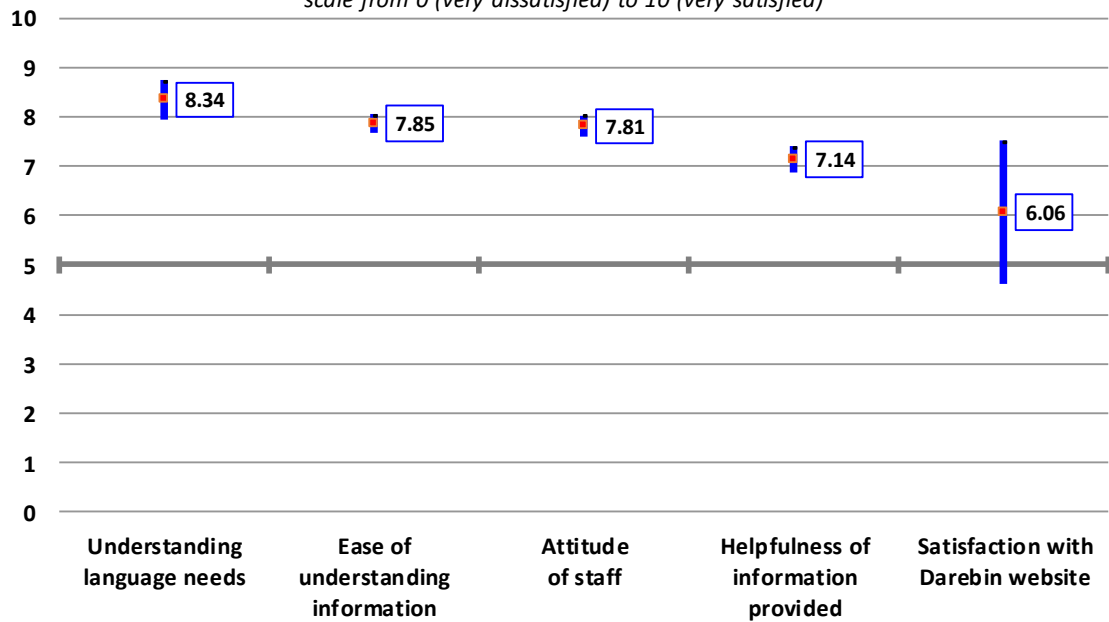
- ***Excellent*** – for staff understanding language needs (multi-lingual household respondents only), ease of understanding information, and the attitude of staff. Approximately ninety percent of respondents were satisfied with each of these three aspects, whilst a little more than five percent were dissatisfied.
- ***Good*** – for the helpfulness of the information provided. Whilst approximately four-fifths (81.4%) of respondents were satisfied with this aspect, it is noted that 12.1% were dissatisfied.
- ***Solid*** – for satisfaction with the Darebin website (respondents visiting the website only). A little more than two-thirds of respondents were satisfied with this aspect, whilst almost one quarter were dissatisfied.

Metropolis Research notes that average satisfaction with customer service this year was marginally lower than satisfaction with the seventeen included service and facilities (7.53). However this result was somewhat higher than satisfaction with Council’s overall performance (7.14), average satisfaction with governance and leadership (7.19), and significantly higher than average satisfaction with aspects of planning and housing development (6.41).

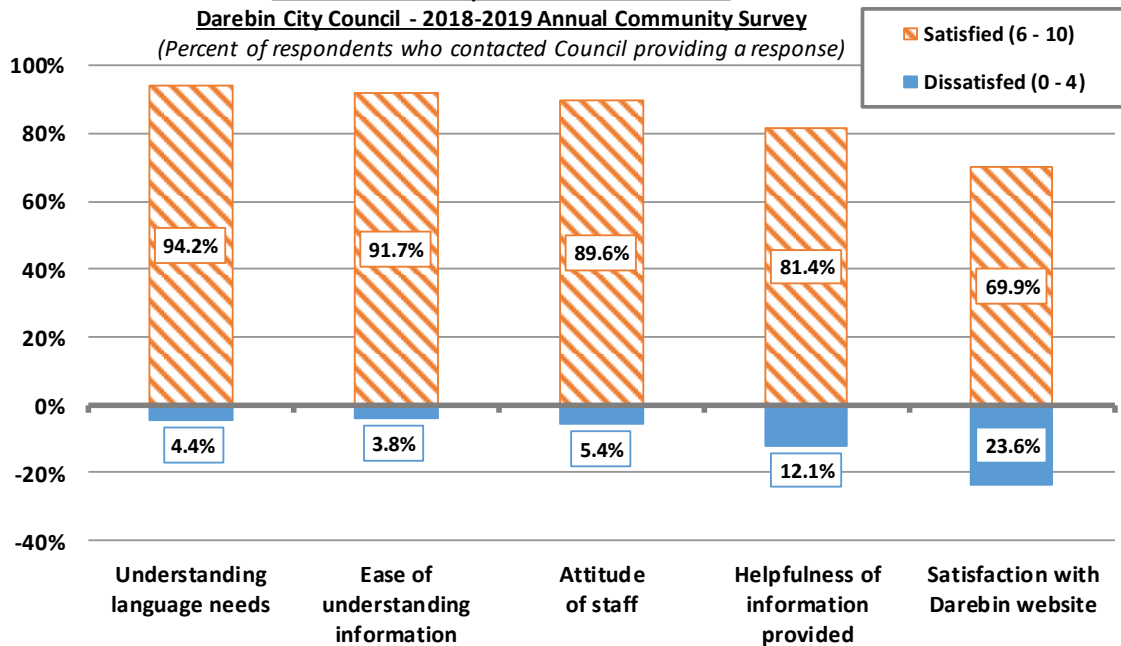
There was only one variable relating to customer service that was the same as in *Governing Melbourne*, that being “staff understanding of language needs”.

Satisfaction with this aspect of customer service was marginally but not measurably lower in the City of Darebin than the 2019 metropolitan Melbourne average of 8.44.

Satisfaction with aspects of customer service
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with aspects of customer service
Darebin City Council - 2018-2019 Annual Community Survey
(Percent of respondents who contacted Council providing a response)



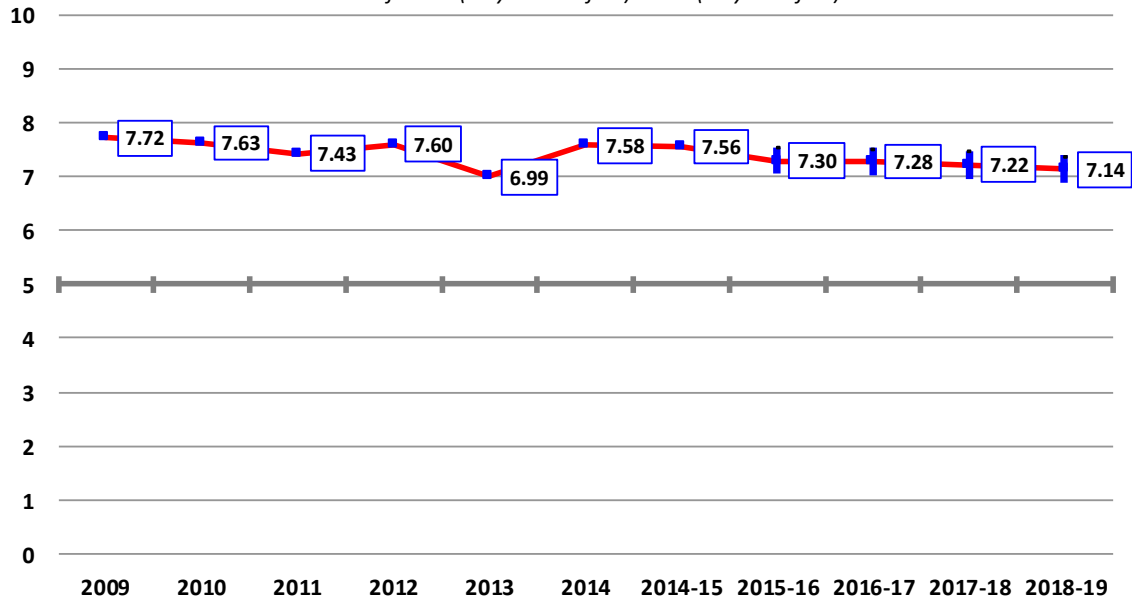
Satisfaction with the helpfulness of information provided on Council services declined marginally this year, down 1.1% from 7.22 to 7.14, although it remains “good”.



Satisfaction with helpfulness of information provided on Council services

Darebin City Council - 2018-2019 Annual Community Survey

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

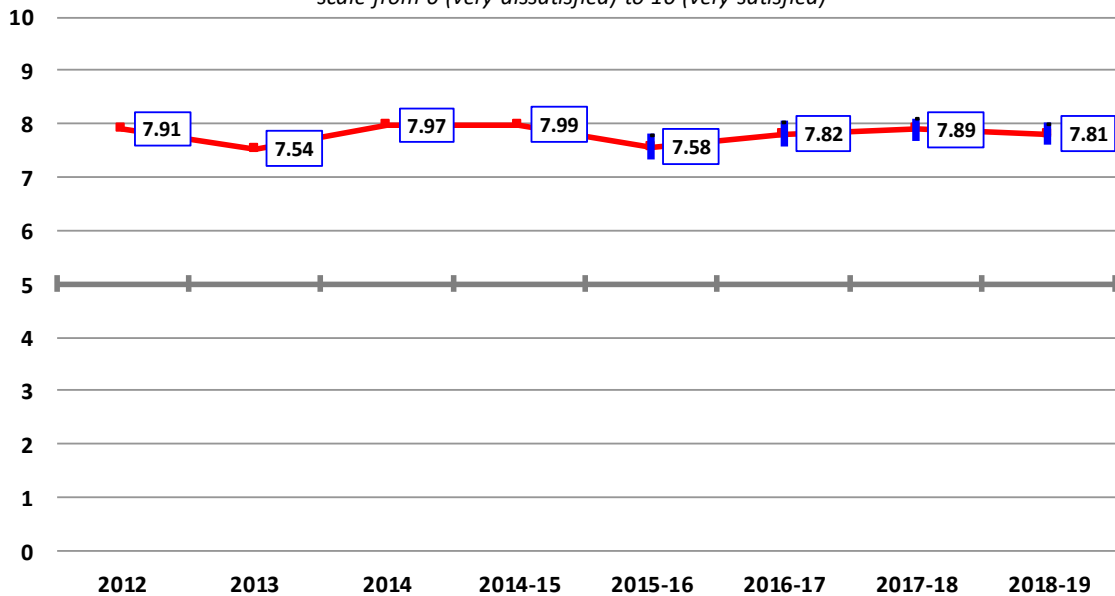


Satisfaction with the attitude of staff decreased by approximately one percent this year, down from 7.89 to 7.81 and remains at an “excellent” level. This is the aspect of customer service over which Council staff have the most direct control, and this excellent level of satisfaction and low proportion of dissatisfied respondents (5.4%) reflects well on their performance.

Satisfaction with attitude of staff

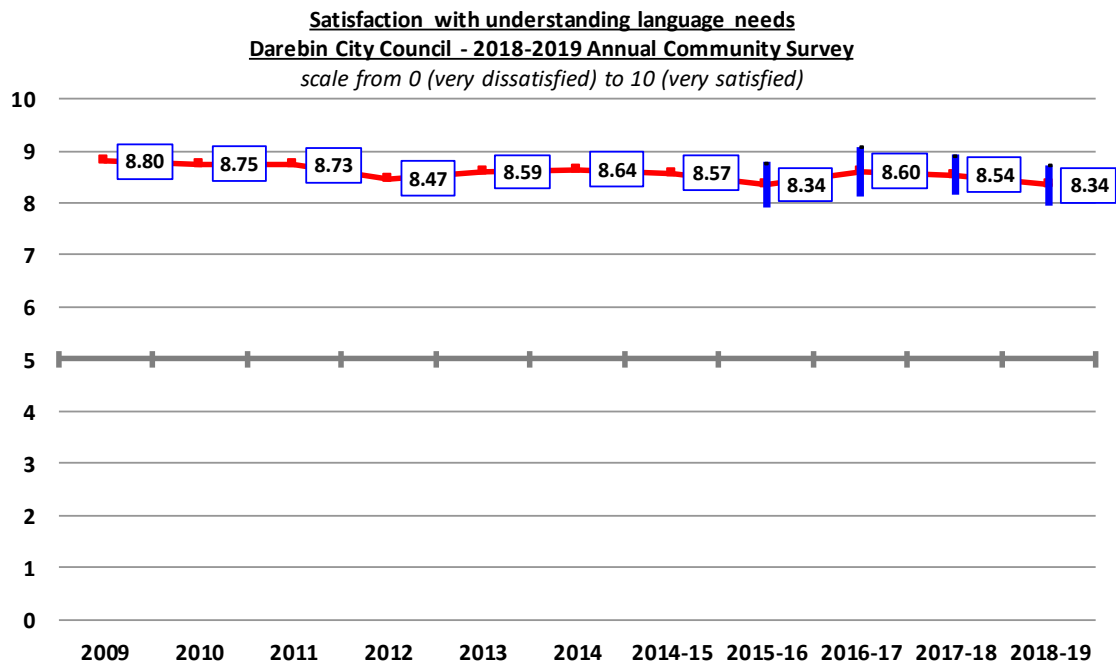
Darebin City Council - 2018-2019 Annual Community Survey

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

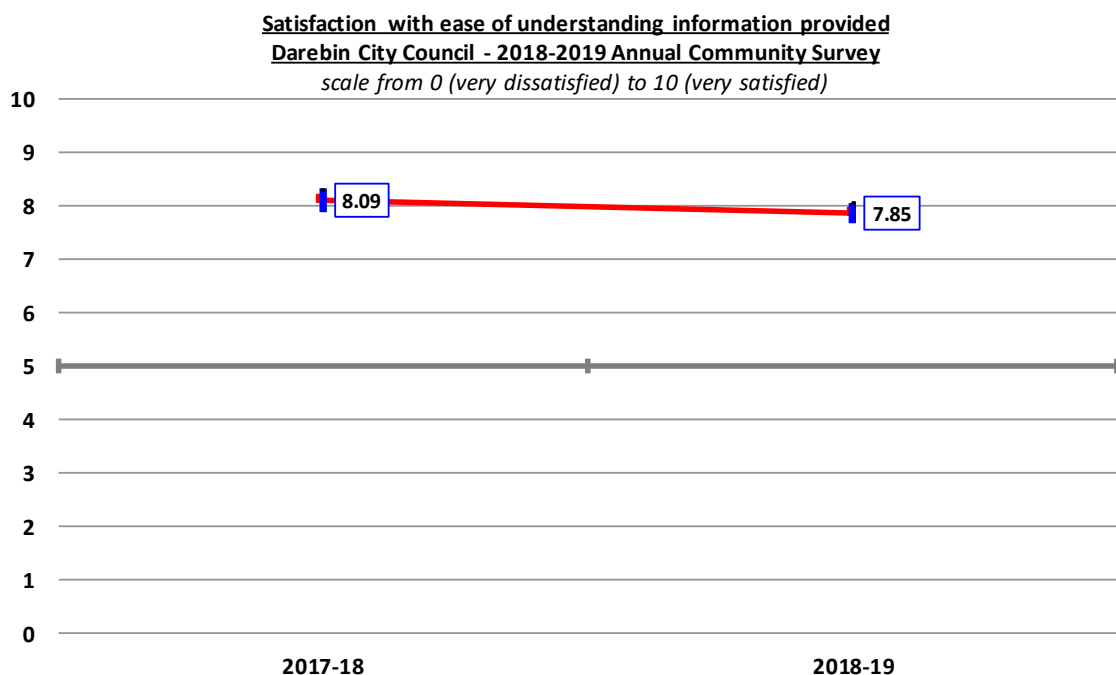


Satisfaction with staff understanding language needs, which is based only on respondents from multi-lingual households, declined 2.4% from 8.54 to 8.34 this year, although it remains at an “excellent” level.

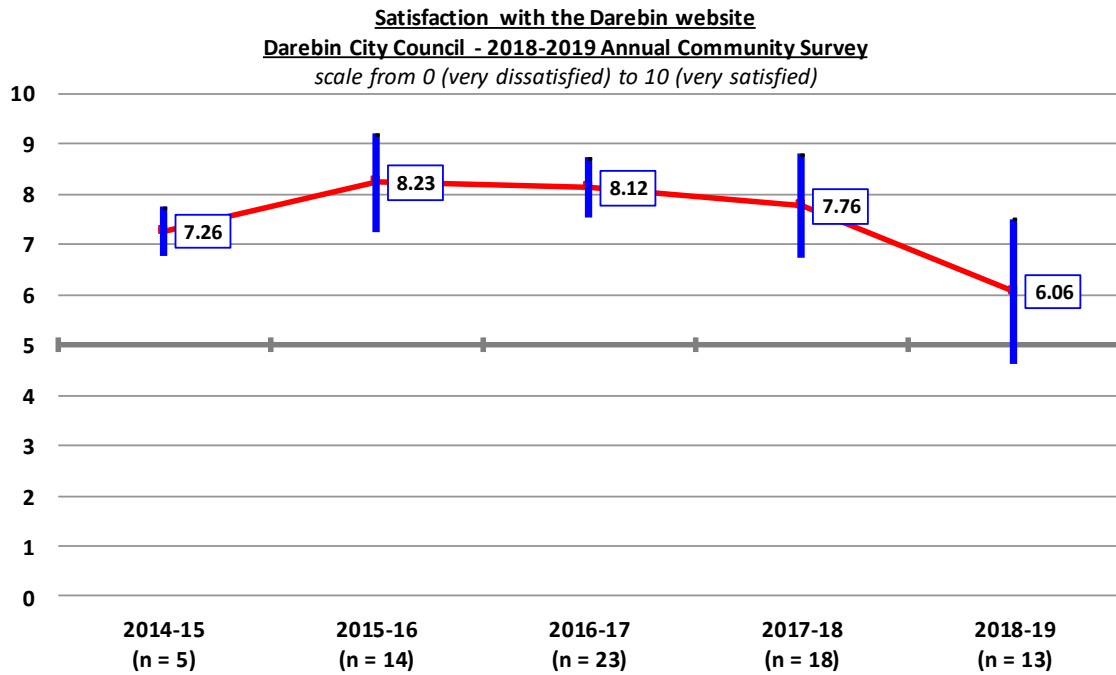
The City of Darebin has over a very long period of time maintained excellent levels of satisfaction with meeting the needs of the multi-cultural community, including specifically in relation to language needs.



Satisfaction with ease of understanding information provided decreased 3.0% from 8.09 to 7.85 this year, however it remains “excellent”.



The small sample of thirteen respondents who contacted Council via the website rated their satisfaction with the website at 6.06 and is now at a “solid” level. Although the average score has varied from year to year somewhat, as is evident in the very large vertical blue bar (the 95% confidence interval), this variation is not statistically significant.

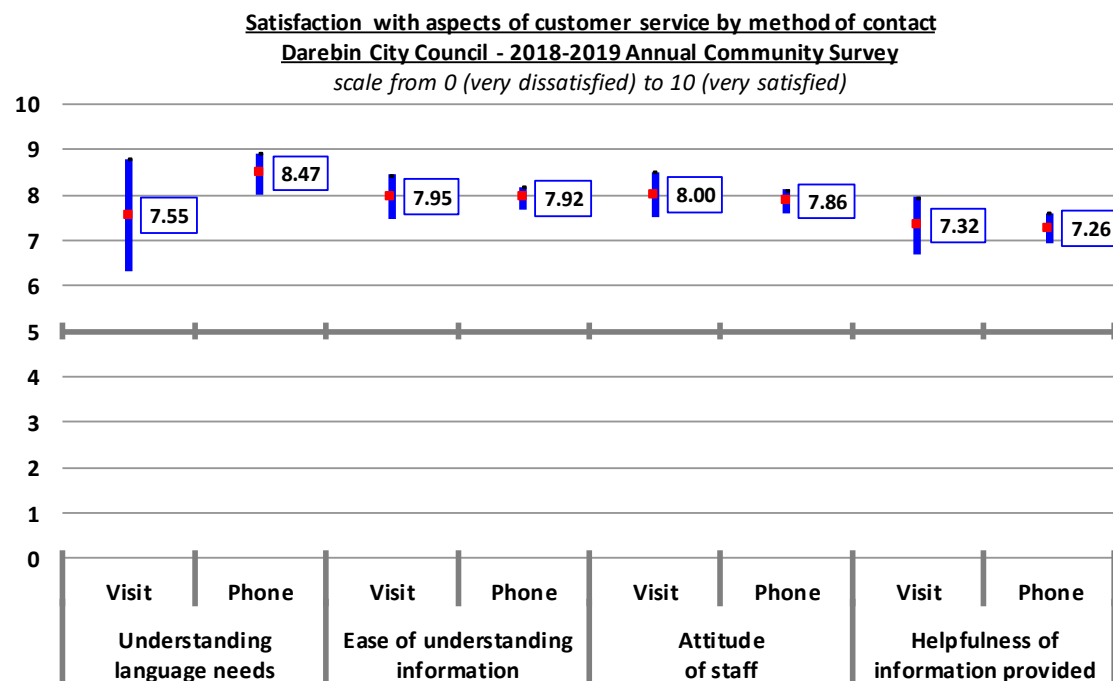


Satisfaction by method of contacting Council

As is clearly evident in the following graph, respondents that contacted Council via the telephone were on average 2.3% more satisfied with the four aspects of customer service than were respondents that visited Council in person.

Metropolis Research notes that this is a somewhat unusual result, as typically respondents that visit in person are up to around five percent more satisfied with customer service than are respondents who telephone Council.

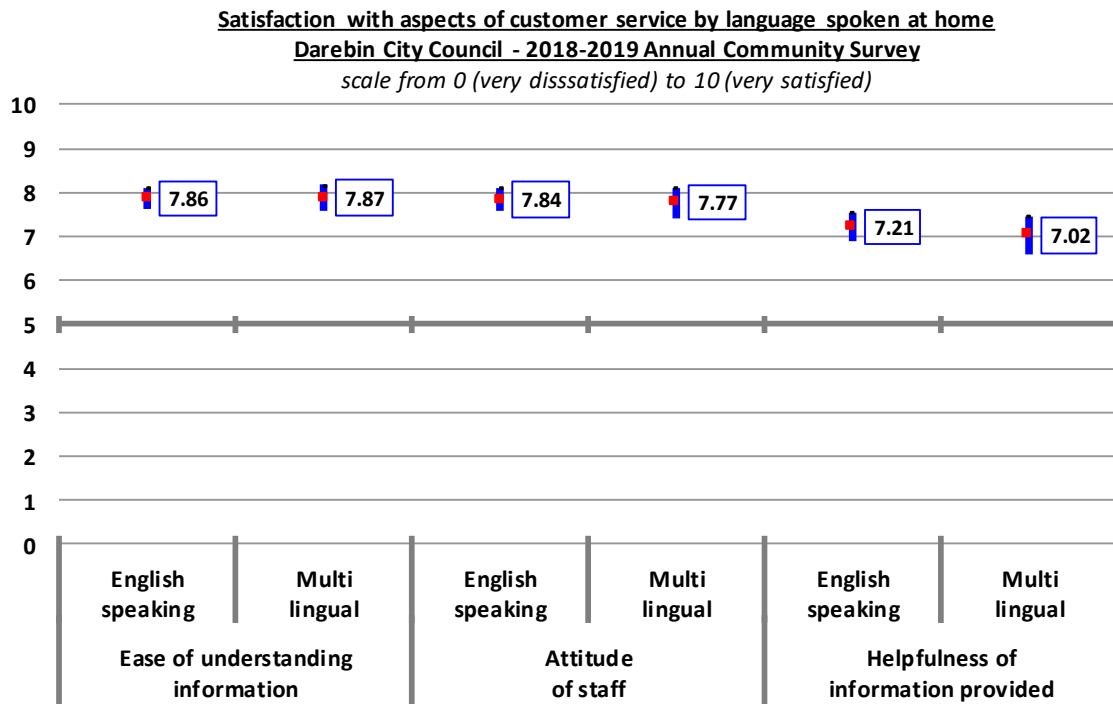
It is important to note however that this variation in satisfaction between respondents visiting in person and those telephoning Council is not statistically significant at the 95% confidence level.



Satisfaction by language spoken at home

The following graph shows a breakdown of satisfaction with the three relevant aspects of customer service between respondents from English speaking and multi-lingual households.

Whilst respondents from English speaking households were on average 1.2% more satisfied with these three aspects of customer service than those from multi-lingual households, this variation was not statistically significant.



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?”

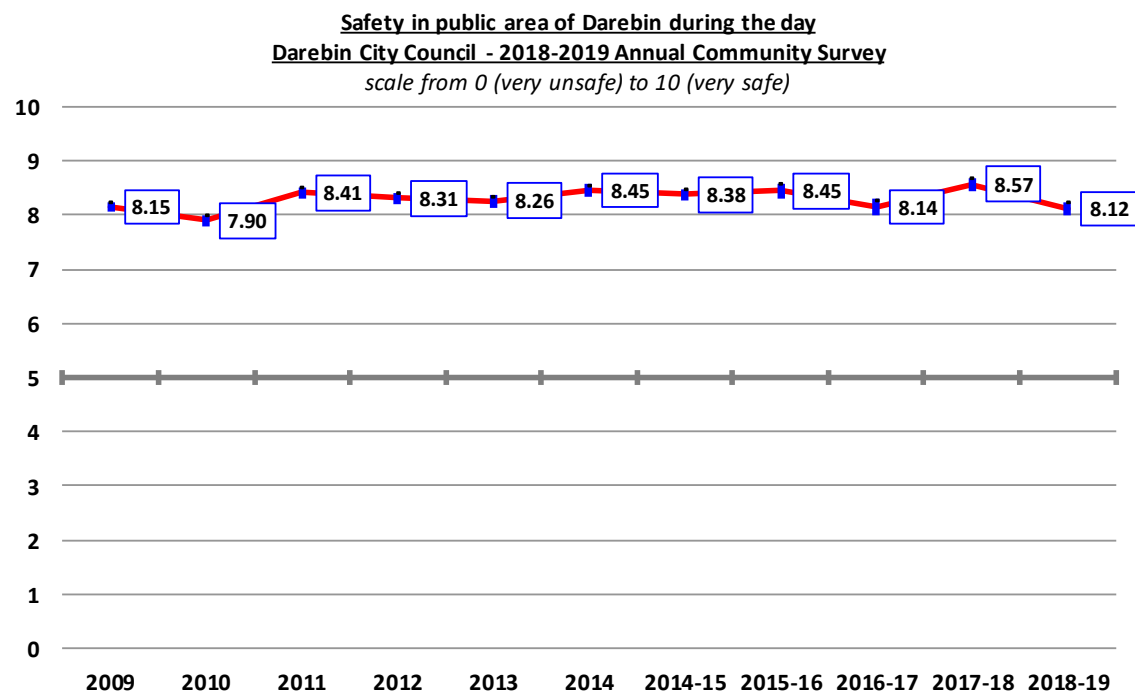
Safety during the day

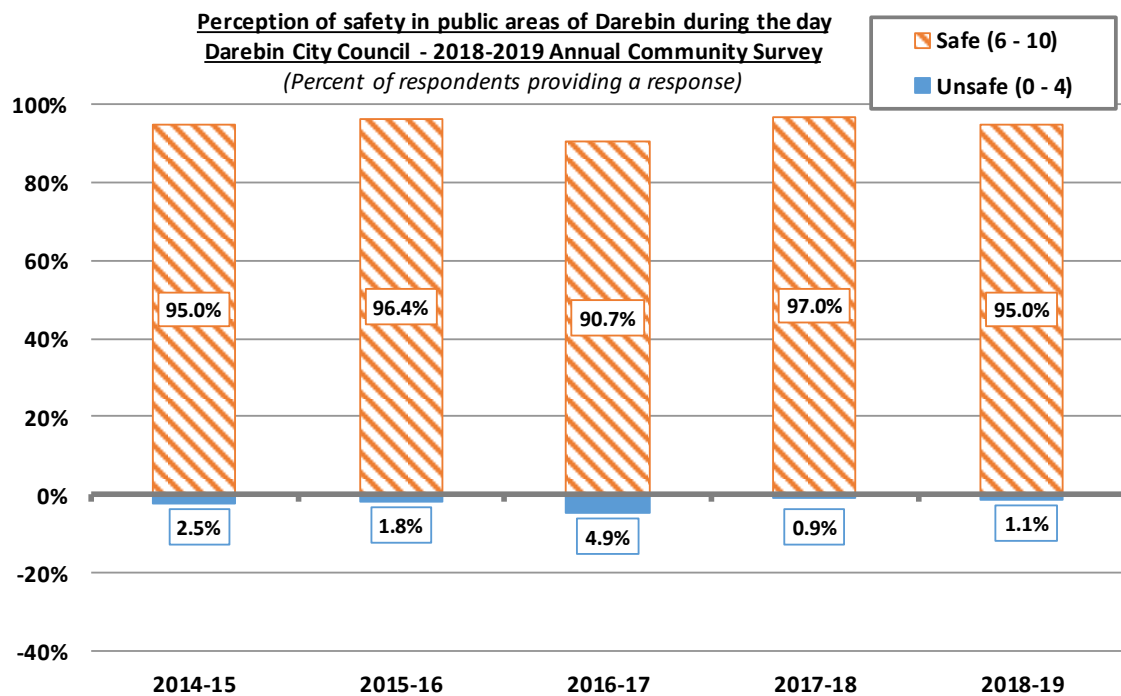
The perception of safety in the public areas of the City of Darebin during the day decreased measurably this year, down 5.5% on the result of 8.57 recorded last year.

Metropolis Research notes that this result is relatively consistent with the results observed over time, and the fact that just 1.1% of respondents rated their perception of safety during the day at less than five out of ten, i.e. unsafe.

This result was marginally, but not measurably lower than the 2019 metropolitan Melbourne average of 8.25.

These results confirm that the overwhelming majority of respondents feel very safe in the public areas of the municipality during the day.

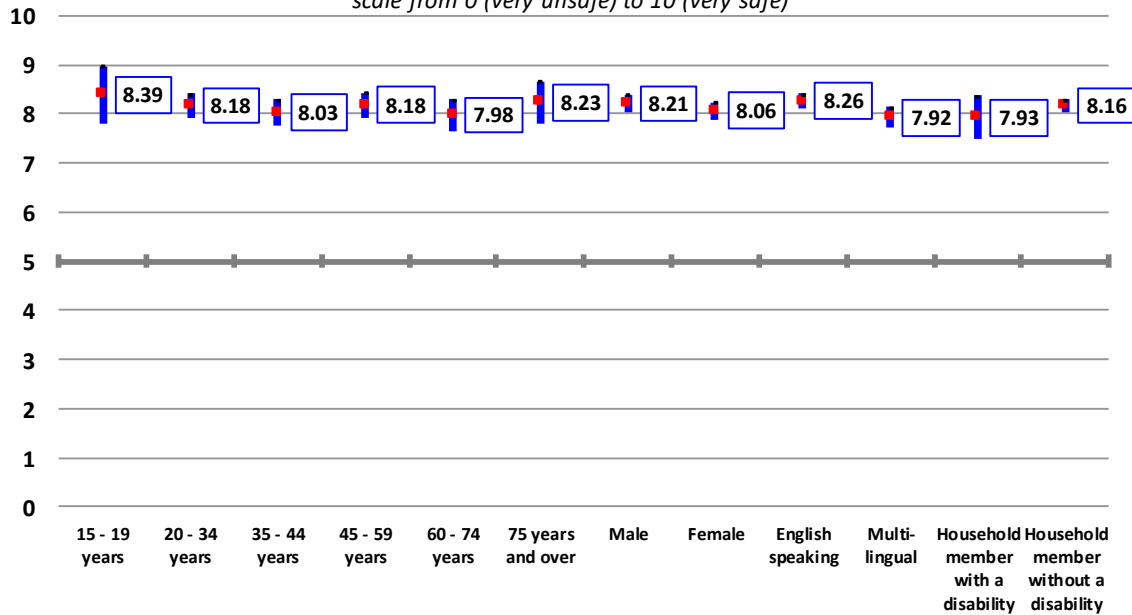




There was some variation in this result observed by respondent profile, with attention drawn to the following:

- **Gender** – there was no meaningful variation in the perception of safety during the day observed between male and female respondents.
- **Language spoken at home** – respondents from English speaking households felt measurably (4.3%) more safe during the day than respondents from multi-lingual households.
- **Disability** – respondents from households with a member with a disability on average felt marginally (2.9%) less safe than other respondents.

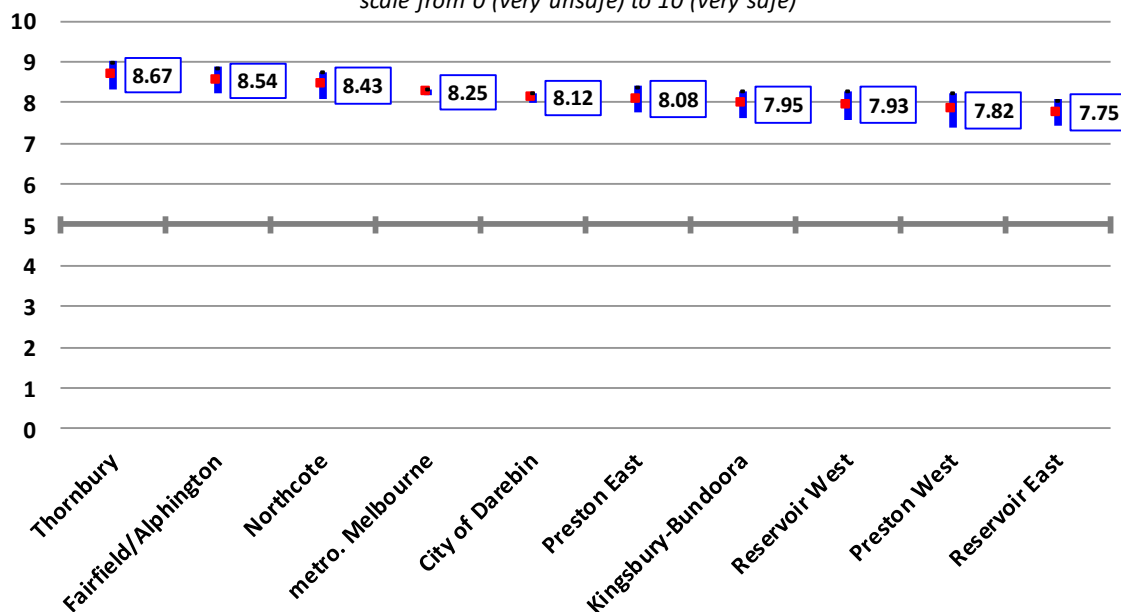
Perception of safety in public areas of Darebin during the day
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)



There was some statistically significant variation in this result observed across the municipality, with attention drawn to the following:

- **Thornbury and Fairfield-Alphington** – respondents felt measurably more safe during the day than average.
- **Reservoir East** – respondents felt somewhat, albeit not measurably less safe during the day than average.

Perception of safety in public areas of Darebin during the day by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)

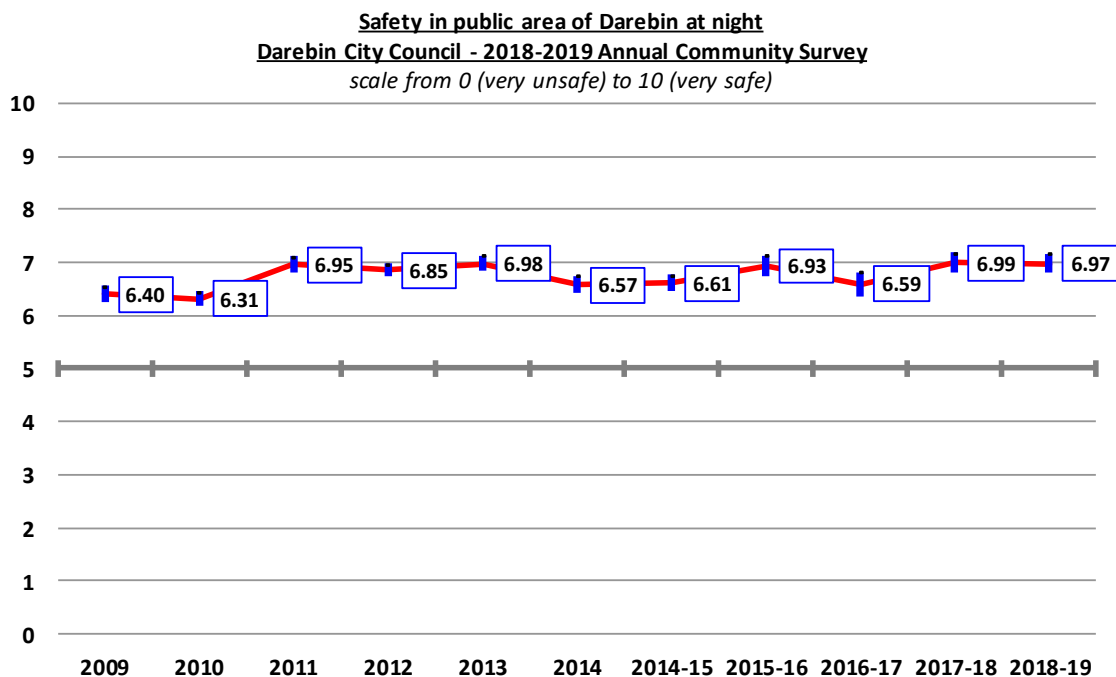


Safety at night

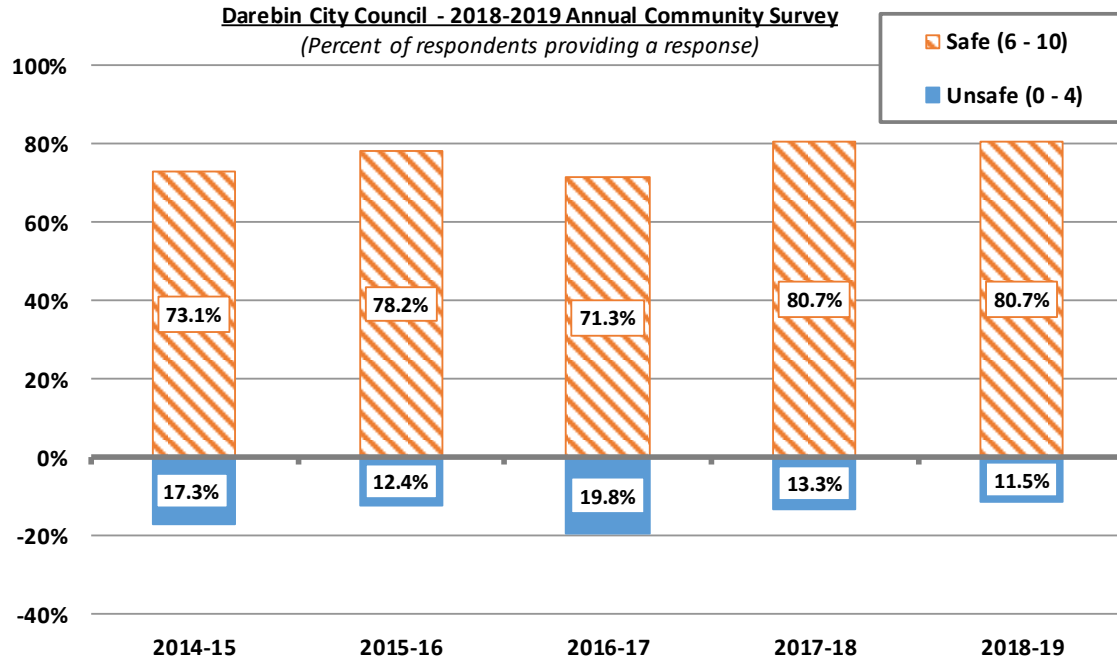
The perception of safety in the public areas of the City of Darebin at night was rated at 6.97, almost identical to the result recorded last year, and it remains at a high level.

By way of comparison, this result was marginally, but not measurably higher than the 2019 metropolitan Melbourne average of 6.84. This reflects the fact that there has been in recent times, significant community concern about the perception of safety at night in some outer growth areas of metropolitan Melbourne, a result that has not been found in the inner and middle-ring municipalities.

Consistent with the result recorded last year, the proportion of respondents who felt safe in the public areas of the municipality at night remains the same (80.7%), whilst the proportion of respondents that feel unsafe in the public areas at night declined from 13.3% last year to 11.5%. This is a positive result suggests that safety at night is not a significant concern for most residents in the City of Darebin.



Perception of safety in public areas of Darebin at night
Darebin City Council - 2018-2019 Annual Community Survey
(Percent of respondents providing a response)

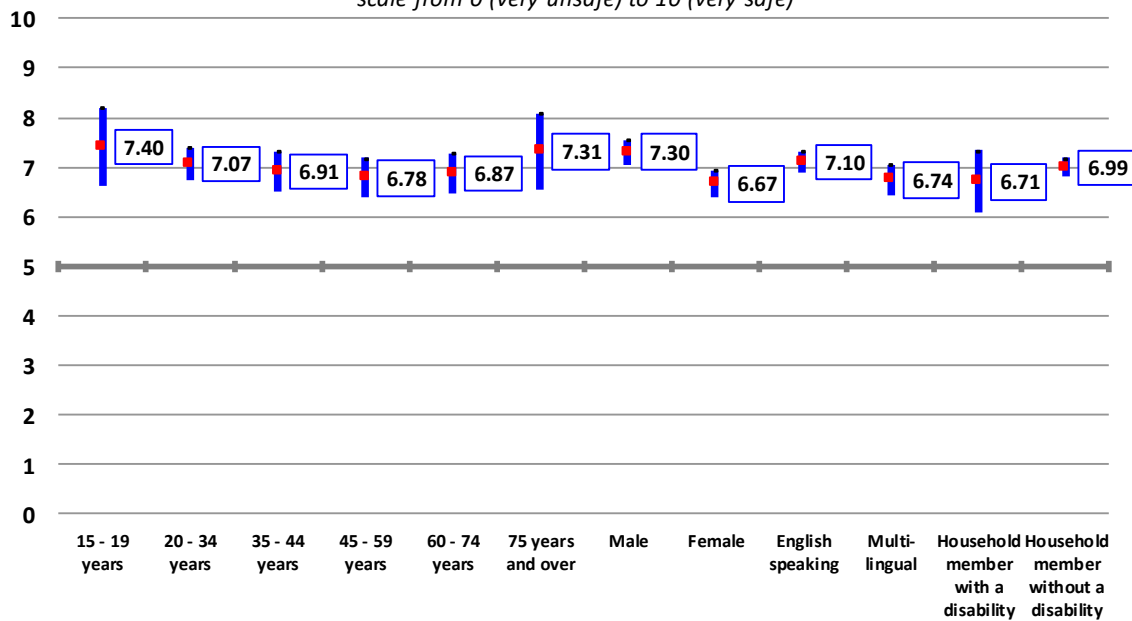


There was some variation in this result observed by respondent profile, with attention drawn to the following:

- **Adolescents (aged 15 to 19 years)** – respondents felt somewhat, albeit not measurably more safe than average.
- **Gender** – female respondents felt measurably and significantly (9.4%) less safe in the public areas of the municipality at night than male respondents.
- **Language spoken at home** – respondents from English speaking households felt measurably (5.3%) more safe at night than respondents from multi-lingual households.
- **Disability** – respondents from households with a member with a disability felt somewhat, albeit not measurably less safe than other respondents.



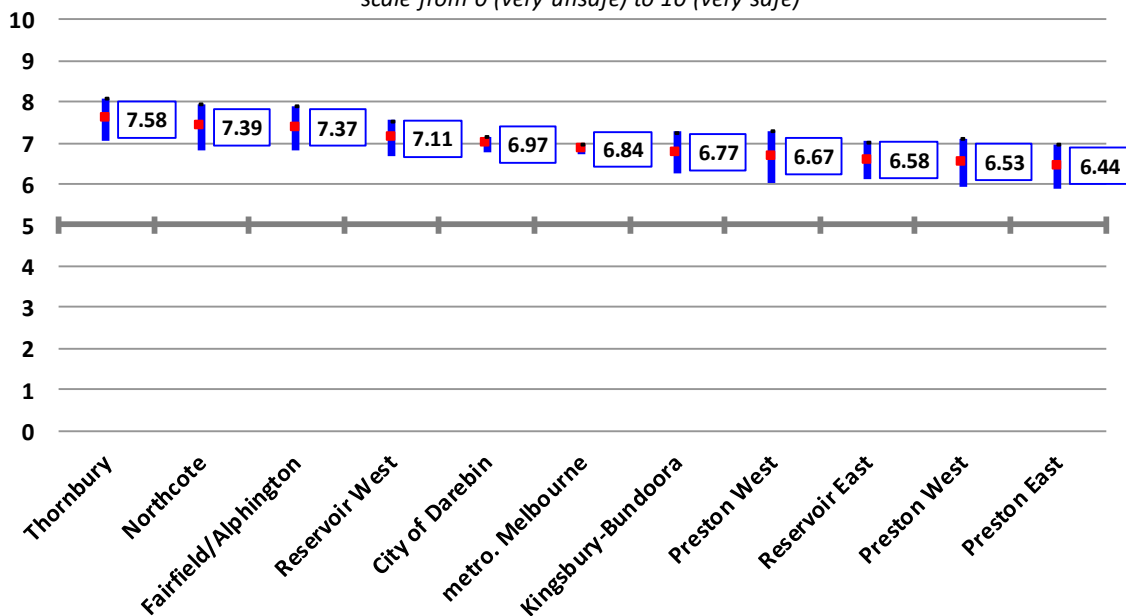
Perception of safety in public areas of Darebin at night
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)



There was no statistically significant variation in this result observed across the municipality, although attention is drawn to the following:

- **Thornbury** – respondents felt somewhat more safe at night than average.
- **Preston East** – respondents felt somewhat less safe at night than average.

Perception of safety in public areas of Darebin at night by precinct
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)



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 asked to rate their agreement with six statements about Darebin City Council as an organisation.

Agreement with each of six statements increased somewhat this year, with only the increase in agreement with “Darebin City Council offers value for rates” being statistically significant at the 95% confidence level.

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

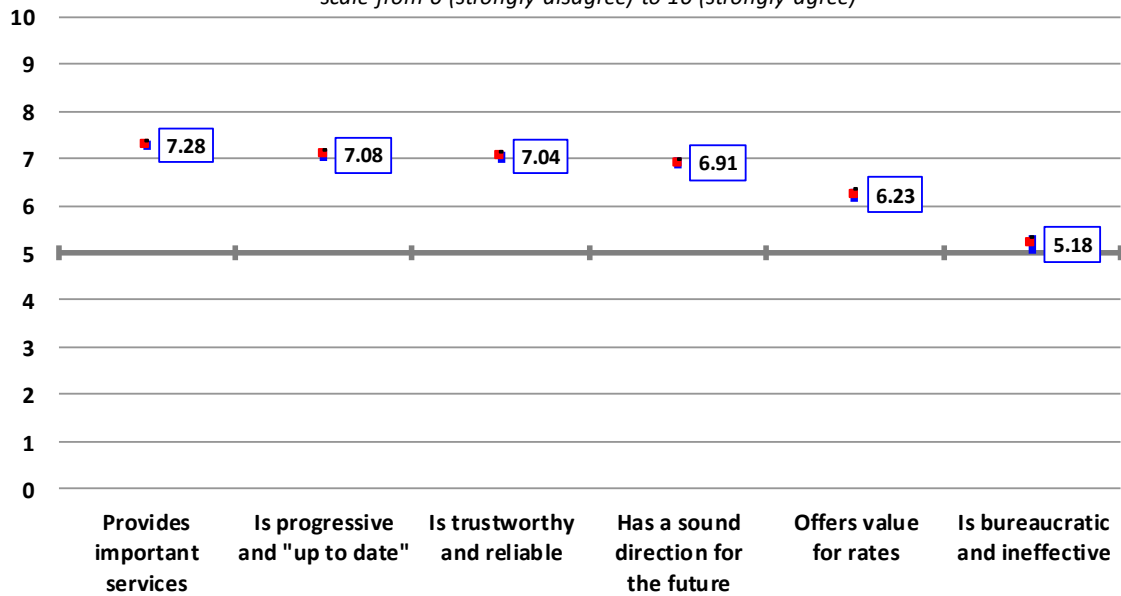
- ⊗ **Strong Agreement** – that Darebin City Council provides important services, is progressive and up-to-date, and is trustworthy and reliable. More than eighty-five percent of respondents agreed with these three statements, whilst less than eight percent disagreed.
- ⊗ **Solid Agreement** – that Darebin City Council has a sound direction for the future, and offers value for rates. More than seventy percent of respondents agreed with these two statements. Whilst less than seven percent disagree with “Darebin has a sound direction for the future”, a little more than one-sixth disagreed with “Darebin City Council offers value for rates”.
- **Mild Agreement** – that Darebin City Council is bureaucratic and ineffective. Approximate half of the respondents agreed with this statement and more than one-third disagreed.

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

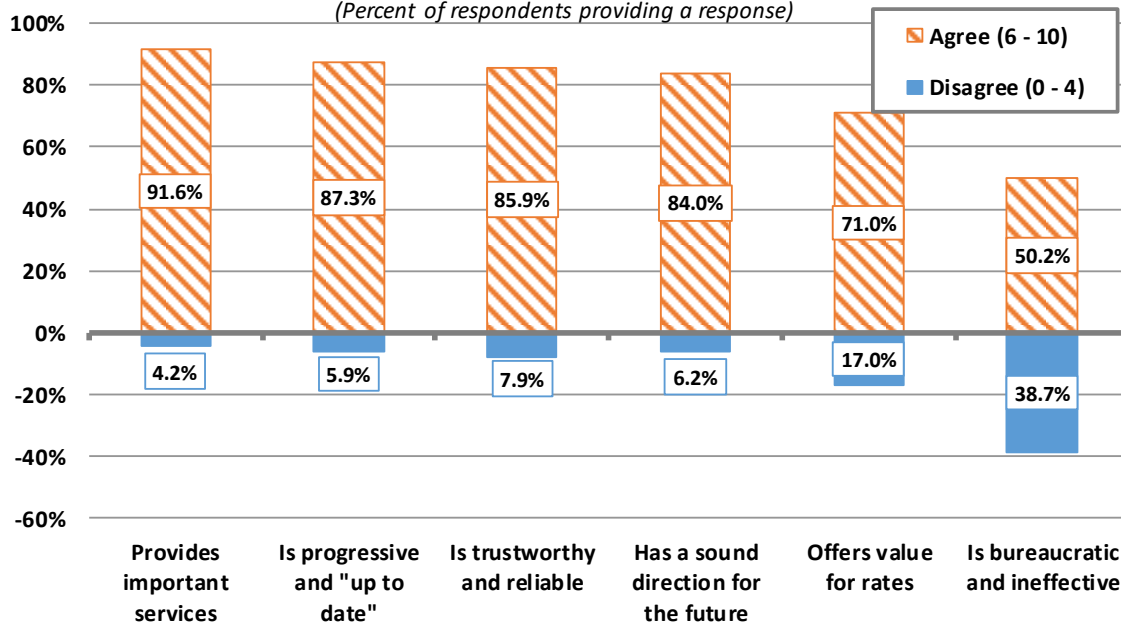
There is a significant minority of respondents in the City of Darebin that believe that Council does not offer value for rates and that Council is bureaucratic and ineffective.



Agreement with selected statements about Darebin City Council
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



Agreement with selected statements about Darebin City Council
Darebin City Council - 2018-2019 Annual Community Survey
(Percent of respondents providing a response)



Agreement with selected statements about Darebin City Council

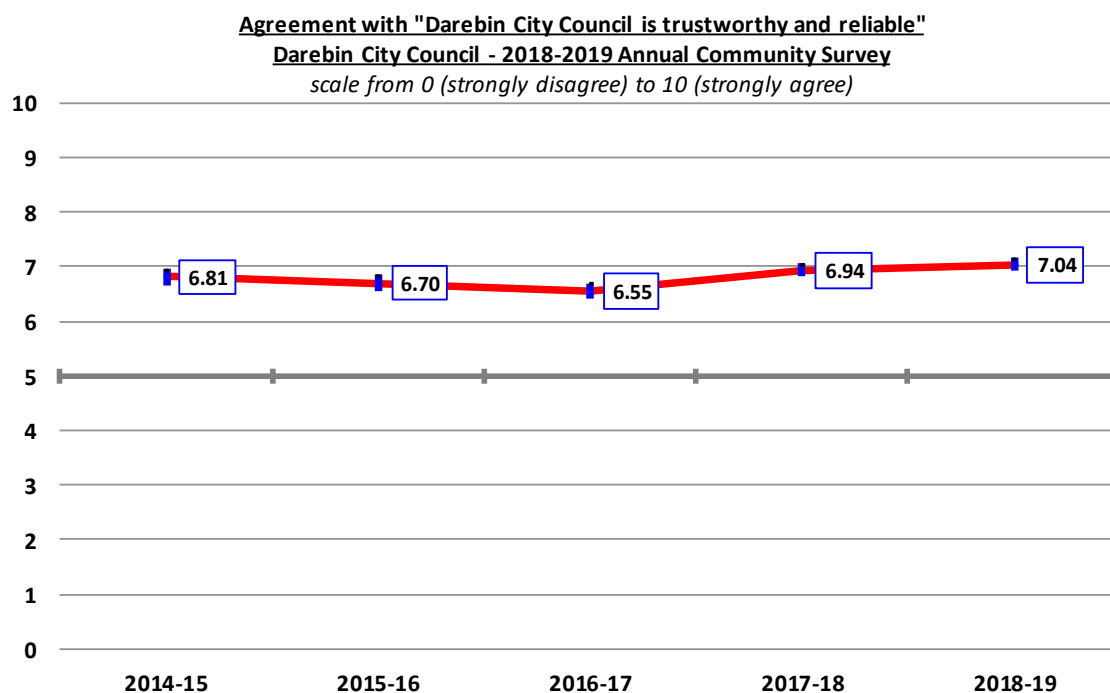
Darebin City Council - 2018-2019 Annual Community Survey

(Number and percent of respondents providing a response)

Aspect	Year	Disagree (0 - 4)	Neutral (5)	Agree (6 - 10)	Can't say
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
	2017-18	9.3%	7.3%	83.4%	82
	2018-19	7.9%	6.2%	85.9%	80
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
	2017-18	5.7%	7.1%	87.2%	67
	2018-19	4.2%	4.1%	91.6%	70
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
	2017-18	36.2%	19.8%	43.9%	164
	2018-19	38.7%	11.1%	50.2%	182
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
	2017-18	20.9%	16.6%	62.5%	191
	2018-19	17.0%	12.0%	71.0%	150
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
	2017-18	10.8%	11.5%	77.7%	209
	2018-19	6.2%	9.8%	84.0%	194
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
	2017-18	8.3%	9.7%	82.0%	139
	2018-19	5.9%	6.8%	87.3%	121

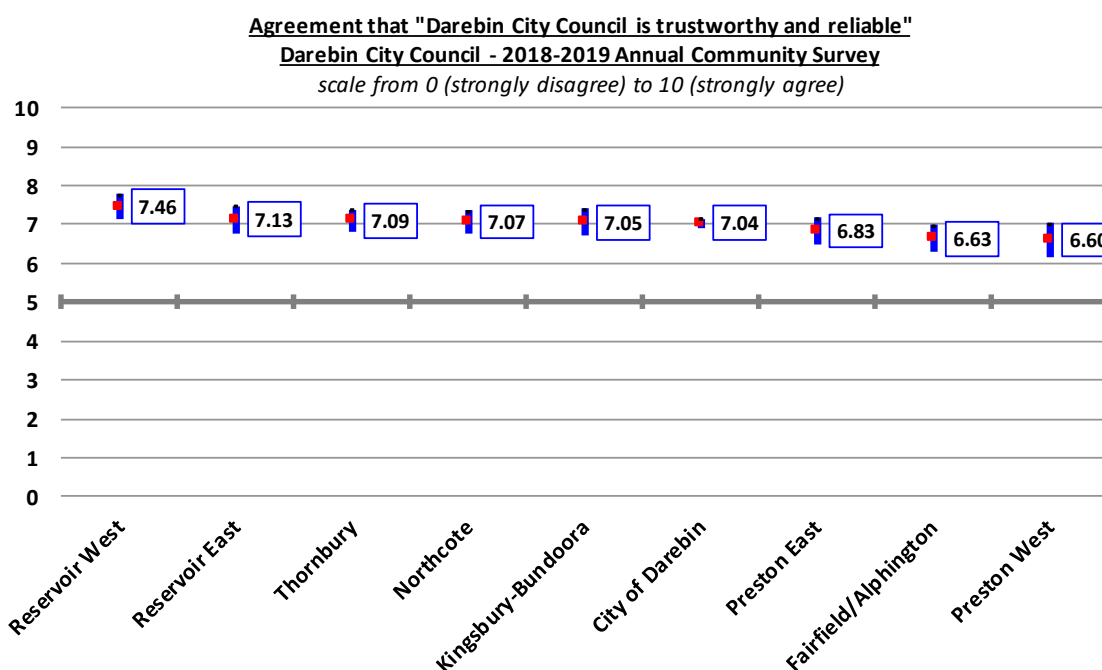


Average agreement that Darebin City Council is trustworthy and reliable increased marginally this year, up 1.4% to 7.04 which is considered a “strong” level of agreement.

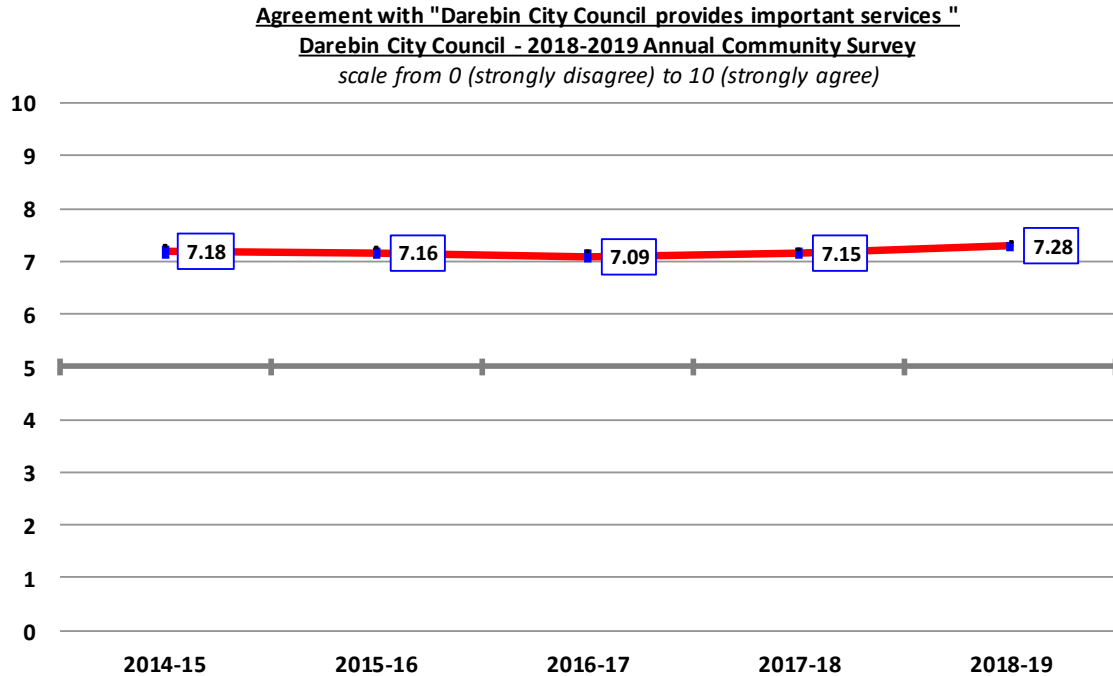


There was measurable and significant variation in this result observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

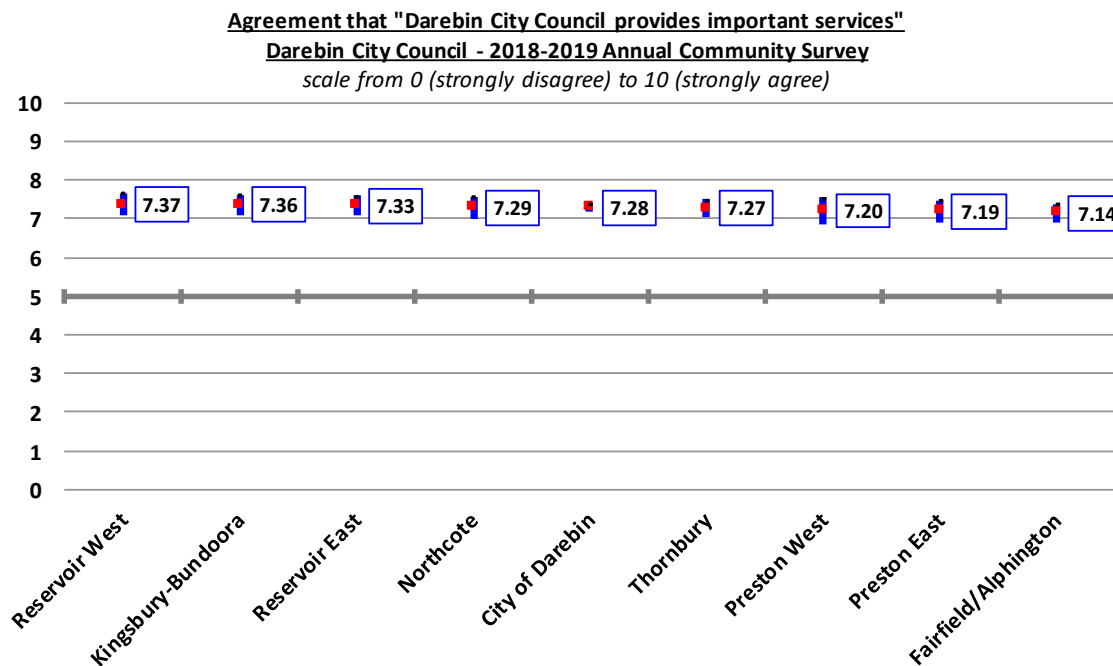
- **Reservoir West** – respondents rated agreement measurably and significantly higher than the municipal average.
- **Fairfield-Alphington and Preston West** – respondents rated agreement somewhat lower than the municipal average.



Average agreement that Darebin City Council provides important services increased by 1.8% this year to 7.15. This result has remained very stable over time and at a “strong” level of agreement.

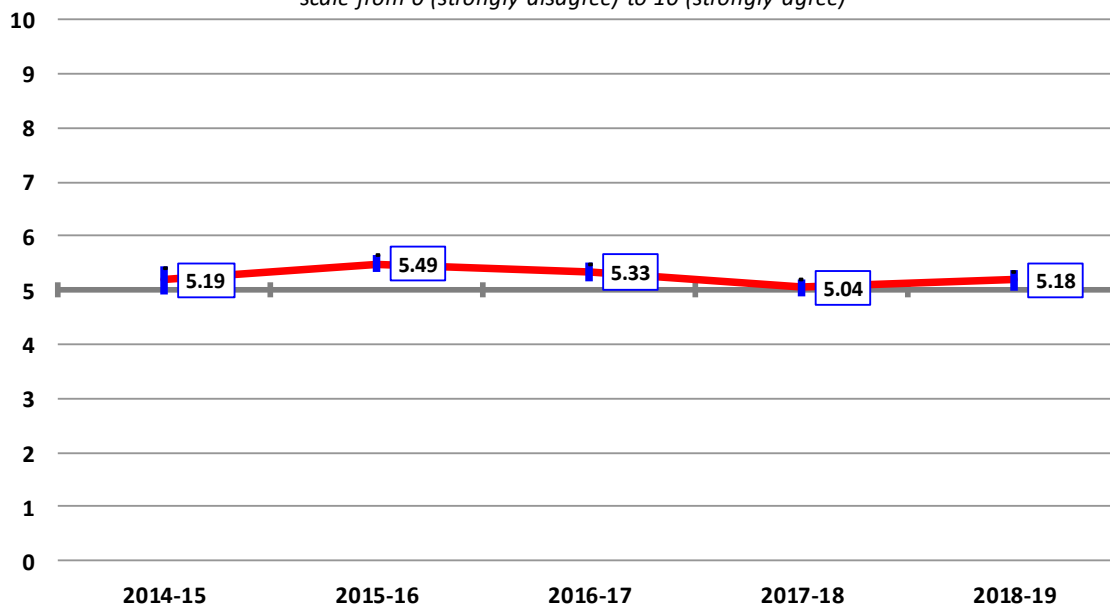


There was no statistically significant or notable variation in agreement with this statement observed across the eight precincts comprising the City of Darebin.



Average agreement that Darebin City Council is bureaucratic and ineffective increased marginally this year, up 2.8% to 5.18. Agreement with this statement has been observed at “mild” levels of agreement over a number of years now.

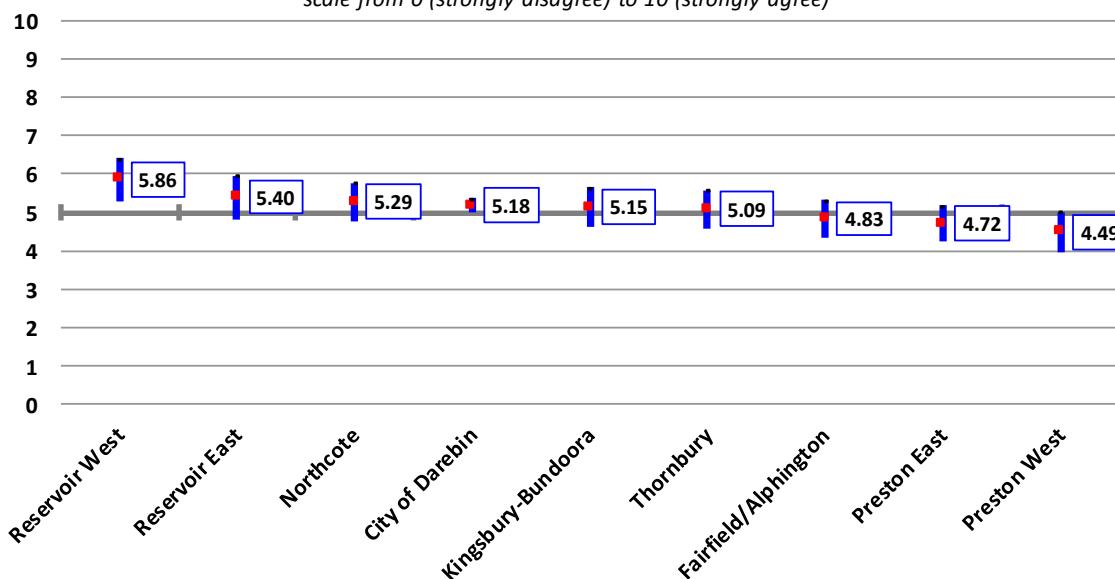
Agreement with "Darebin City Council is bureaucratic and ineffective"
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



There was some variation in agreement with this statement observed across the municipality, with attention drawn to the following:

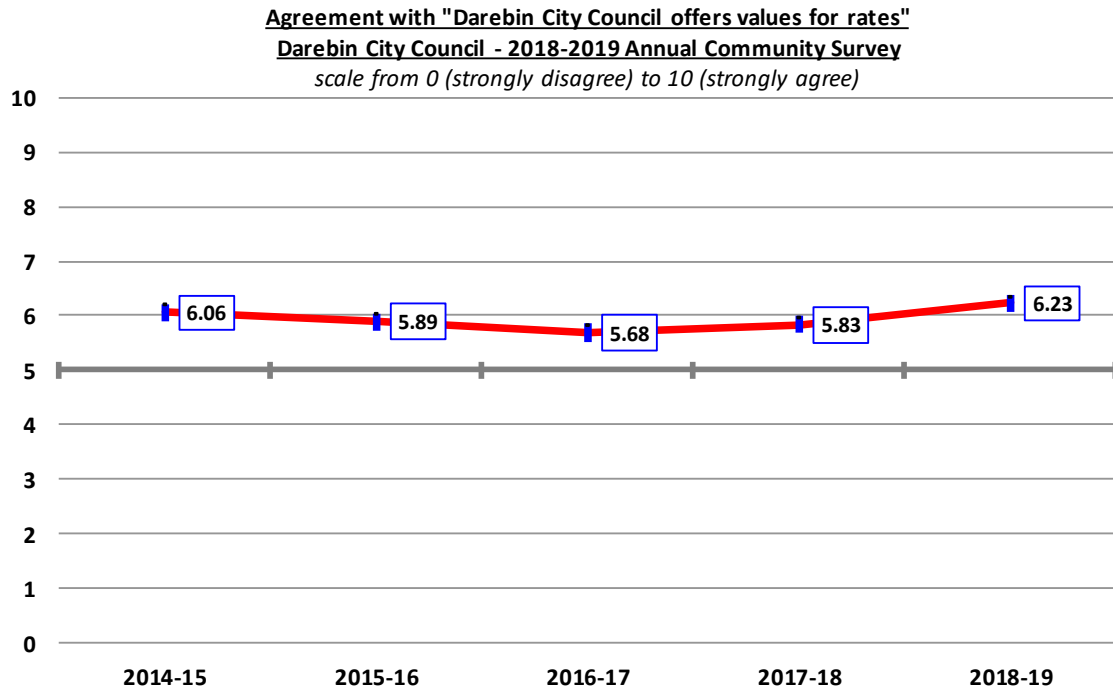
- **Reservoir West** – respondents rated agreement somewhat higher than average.
- **Preston West** – respondents were measurably and significantly less in agreement than the municipal average.

Agreement that "Darebin City Council is bureaucratic and ineffective"
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



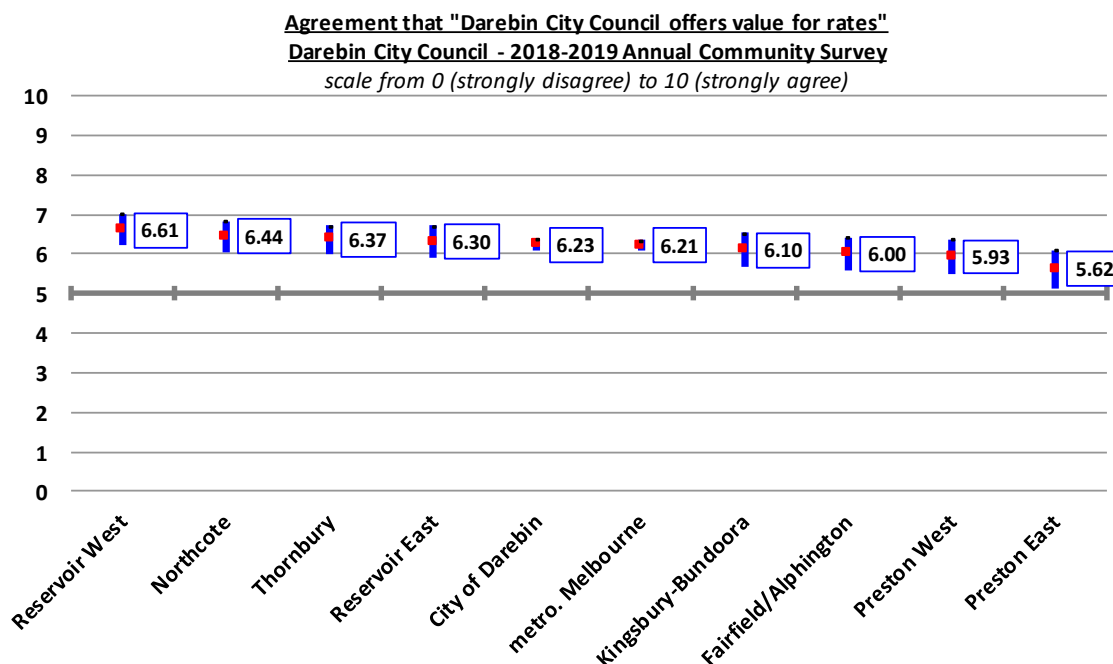
Average agreement that Darebin City Council offers value for rates increased measurably this year, up 6.9% to 6.23. This result is at a “solid” level of agreement, an improvement on the “mild” recorded in the last three years.

This is the highest level of agreement recorded since this question was first included in the survey in 2014-15.

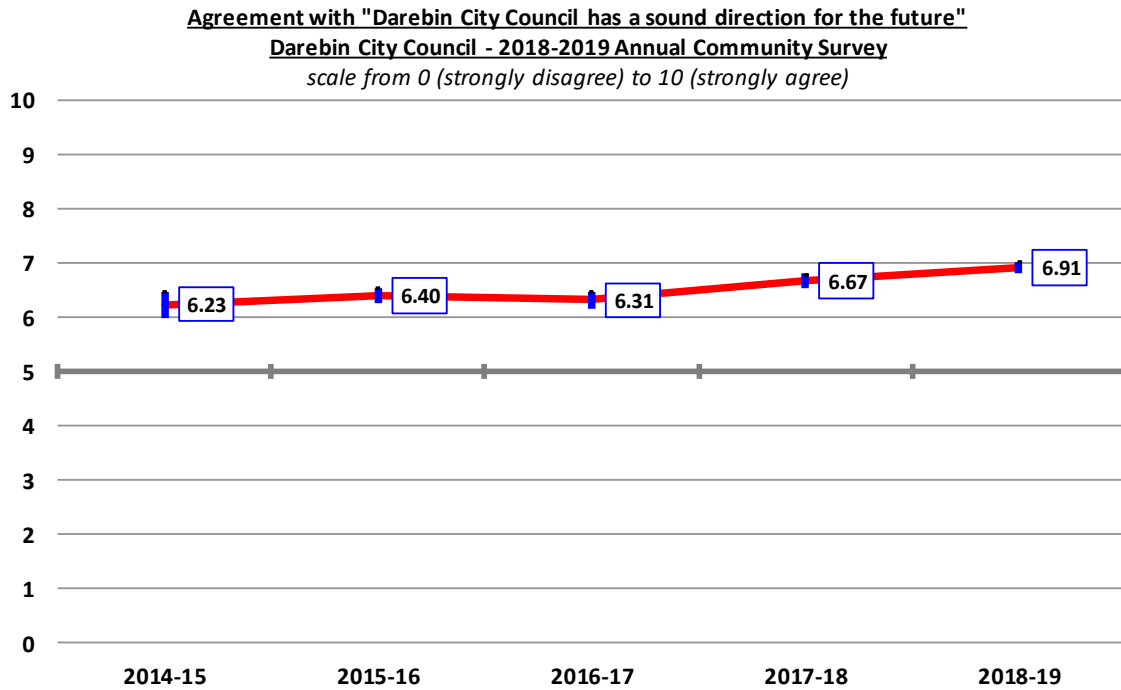


There was some variation in agreement with this statement observed across the municipality, with attention drawn to the following:

- **Preston East**– respondents were measurably less in agreement than average.

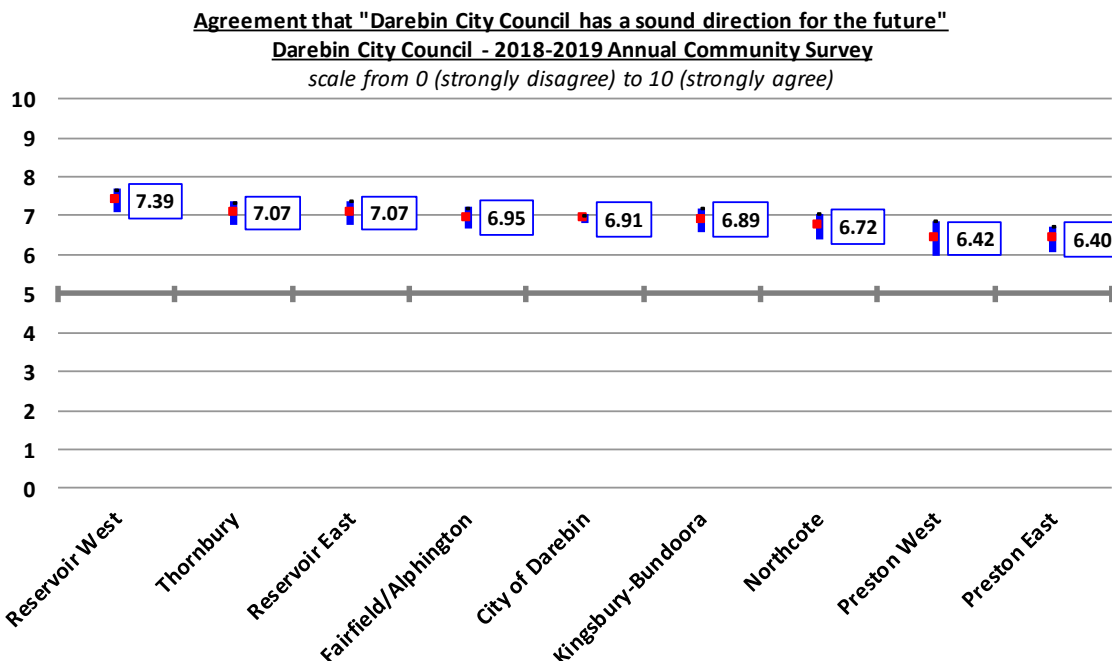


Average agreement that Darebin City Council has a sound direction for the future increased marginally this year, up 3.6% to 6.91 and it remains at a “solid” level of agreement. This is the highest level of agreement recorded since this question was first included in the survey in 2014-15.



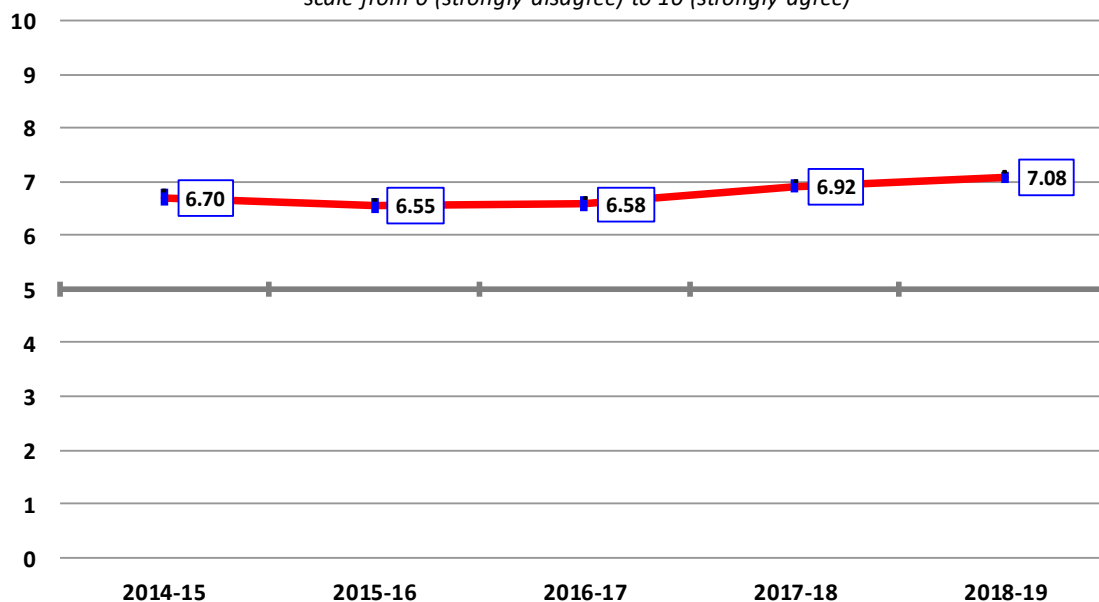
There was some measurable variation in agreement with this statement observed across the municipality, with attention drawn to the following:

- **Reservoir West** – respondents were measurably more in agreement than average.
- **Preston East** – respondents were measurably less in agreement than average.



Average agreement that Darebin City Council is progressive and “up-to-date” increased marginally this year, up 2.3% to 7.08. This result is now at a “strong” level of agreement, an improvement on the “solid” recorded in each of the last four years.

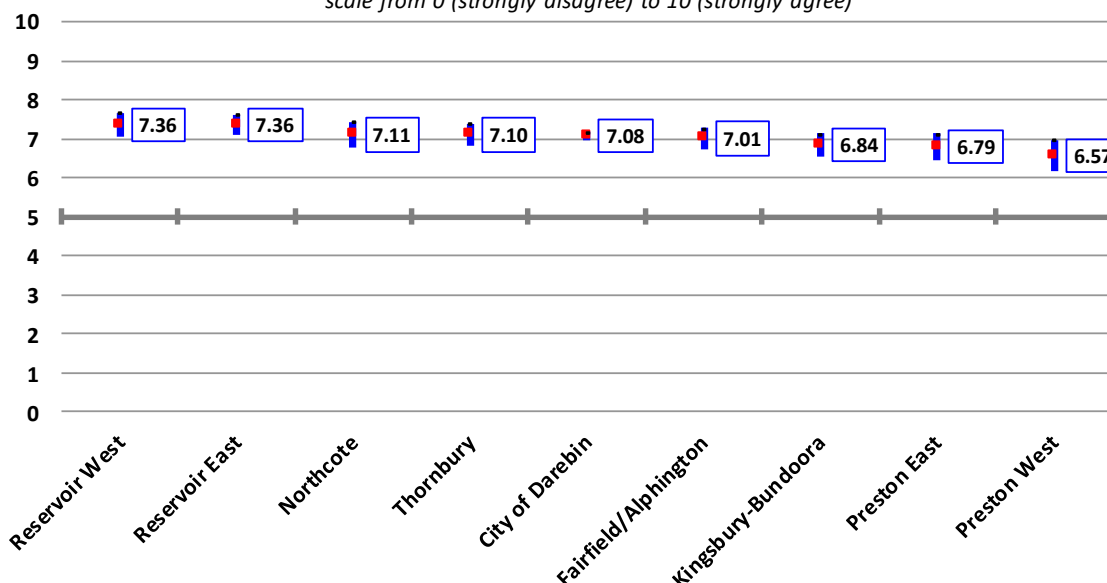
Agreement with "Darebin City Council is progressive and 'up to date'"
Darebin City Council - 2018-2019 Annual community Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



There was measurable variation in agreement with this statement observed across the municipality, with attention drawn to the following:

- **Reservoir West and Reservoir East** – respondents were somewhat more in agreement than the municipal average.
- **Preston West** – respondents were measurably less in agreement than average.

Agreement that "Darebin City Council is progressive and 'up to date'"
Darebin City Council - 2018-2019 Annual Community Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



Issues in the City of Darebin

Council advocacy campaigns

Respondents were asked:

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

A total of 144 respondents identified at least one advocacy campaign of which they were aware, providing a total of 217 separate responses.

These responses have been broadly categorised and outlined in the following table.

The two most commonly identified advocacy campaigns in which they believe Council was involved were parking related campaigns (6.9%) and anti-racism and LGBTIQ promotion (6.0%).

A number of respondents identified Preston Market redevelopment, refugee support, anti-gambling and domestic violence campaigns, and a variety of environment and sustainability related campaigns.

Council advocacy campaigns
Darebin City Council - 2018-2019 Annual Community Survey
(Number and percent of total responses)

Response	2018-19	
	Number	Percent
Parking campaign	15	6.9%
Anti racism and LGBTIQ promotion	13	6.0%
Preston Market redevelopment	12	5.5%
Refugee support	12	5.5%
Anti gambling	9	4.1%
Domestic violence	9	4.1%
Energy efficiency campaign	9	4.1%
Climate emergency declaration	8	3.7%
Sports	8	3.7%
Railway level crossing	7	3.2%
Affordable housing	6	2.8%
Arts	6	2.8%
Change of date for Australia Day	6	2.8%
Same sex marriage	6	2.8%
Community services	5	2.3%
Housing development	5	2.3%
Indigenous recognition	5	2.3%
Multicultural campaign	5	2.3%

Council advocacy campaigns
Darebin City Council - 2018-2019 Annual Community Survey
(Number and percent of total responses)

Response	2018-19	
	Number	Percent
Recycling and sustainability	5	2.3%
Road safety	5	2.3%
Solar power campaigns	5	2.3%
Environmental policy	4	1.8%
Transport advocacy	4	1.8%
Tree cutting campaign	4	1.8%
Bike trail	3	1.4%
Supporting youth programs	3	1.4%
Traffic management	3	1.4%
Australia day business	2	0.9%
Change the name of Batman Park	2	0.9%
Consultaion of aged people care	2	0.9%
Development campaigns	2	0.9%
Funding of sports clubs	2	0.9%
Heiritage campaigns	2	0.9%
To support the disabled people	2	0.9%
Annual markets for pets	1	0.5%
Banking campaigns	1	0.5%
Bins education - waste to landfill	1	0.5%
Blue light disco	1	0.5%
Buildings practices, dodgy contractors	1	0.5%
Christmas shopping on High Street	1	0.5%
Citizenship ceremony	1	0.5%
Darebin against NAACP	1	0.5%
Darebin Food festival	1	0.5%
Empowering women	1	0.5%
Encouraging people to walk	1	0.5%
Increase population density	1	0.5%
Libraries after dark	1	0.5%
Meals on Wheels	1	0.5%
Movie night and sausage sizzle	1	0.5%
Music	1	0.5%
Octopus schools	1	0.5%
One punch	1	0.5%
School budgeting	1	0.5%
Shop local	1	0.5%
Sports park	1	0.5%
Total	217	100%



The following table provides a breakdown of these results for respondents in each of the municipality's eight precincts.

Council advocacy campaigns by precinct
Darebin City Council - 2018-2019 Annual Community Survey
(Number and percent of total responses)

<i>Response</i>	<i>2018-19</i>	
	<i>Number</i>	<i>Percent</i>
<i>Reservoir East</i>		
Community services	2	0.9%
Railway level crossing	2	0.9%
Arts	1	0.5%
Buildings practices, dodgy contractors	1	0.5%
Funding of sports clubs	1	0.5%
Housing development	1	0.5%
Preston market redevelopment	1	0.5%
Refugee support	1	0.5%
Road safety	1	0.5%
Same sex marriage	1	0.5%
School budgeting	1	0.5%
Transport advocacy	1	0.5%
<i>Reservoir West</i>		
Affordable housing	1	0.5%
Anti racism and LGBTIQ promotion	1	0.5%
Bike trail	1	0.5%
Change of date for Australia day	1	0.5%
Climate emergency declaration	1	0.5%
Environmental policy	1	0.5%
Multicultural campaign	1	0.5%
Octopus schools	1	0.5%
One punch	1	0.5%
Parking campaign	1	0.5%
Preston market redevelopment	1	0.5%
Railway level crossing	1	0.5%
Sports	1	0.5%
Supporting youth programs	1	0.5%
Transport advocacy	1	0.5%



Council advocacy campaigns by precinct
Darebin City Council - 2018-2019 Annual Community Survey
(Number and percent of total responses)

<i>Response</i>	<i>2018-19</i>	
	<i>Number</i>	<i>Percent</i>
<i>Preston East</i>		
Anti gambling	5	2.3%
Domestic violence	5	2.3%
Energy efficiency campaign	3	1.4%
Indigenous recognition	2	0.9%
Preston market redevelopment	2	0.9%
Recycling and sustainability	2	0.9%
Anti racism and LGBTQIA promotion	1	0.5%
Blue light disco	1	0.5%
Climate emergency declaration	1	0.5%
Community services	1	0.5%
Darebin Food festival	1	0.5%
Libraries after dark	1	0.5%
Music	1	0.5%
Railway level crossing	1	0.5%
Refugee support	1	0.5%
Same sex marriage	1	0.5%
Supporting youth programs	1	0.5%
<i>Preston West</i>		
Preston market redevelopment	4	1.8%
Affordable housing	3	1.4%
Refugee support	3	1.4%
Same sex marriage	3	1.4%
Anti racism and LGBTIQ promotion	2	0.9%
Climate emergency declaration	2	0.9%
Indigenous recognition	2	0.9%
Multicultural campaign	2	0.9%
Road safety	2	0.9%
Change the name of Batman Park	1	0.5%
Citizenship ceremony	1	0.5%
Domestic violence	1	0.5%
Environmental policy	1	0.5%
Housing development	1	0.5%
Railway level crossing	1	0.5%
Solar power campaigns	1	0.5%
Sports	1	0.5%
Transport advocacy	1	0.5%



Council advocacy campaigns by precinct
Darebin City Council - 2018-2019 Annual Community Survey
(Number and percent of total responses)

<i>Response</i>	<i>2018-19</i>	
	<i>Number</i>	<i>Percent</i>
<i>Fairfield/Alphington</i>		
Parking campaign	5	2.3%
Sports	3	1.4%
Anti racism and LGBTIQ promotion	2	0.9%
Anti racism and LGBTIQ promotion	2	0.9%
Australia day business	2	0.9%
Climate emergency declaration	2	0.9%
Housing development	2	0.9%
Traffic management	2	0.9%
Arts	1	0.5%
Change the name of Batman Park	1	0.5%
Domestic violence	1	0.5%
Encouraging people to walk	1	0.5%
Increase population density	1	0.5%
Preston market redevelopment	1	0.5%
Railway level crossing	1	0.5%
Shop local	1	0.5%
Solar power campaigns	1	0.5%
Sports Park	1	0.5%
<i>Kingsbury-Bundoora</i>		
Anti gambling	3	1.4%
Refugee support	3	1.4%
Sports	3	1.4%
Arts	2	0.9%
Preston market redevelopment	2	0.9%
Affordable housing	1	0.5%
Bins education - waste to landfill	1	0.5%
Community services	1	0.5%
Domestic violence	1	0.5%
Empowering women	1	0.5%
Environmental policy	1	0.5%
Funding on sport clubs	1	0.5%
Movie night and sausage sizzle	1	0.5%
Railway level crossing	1	0.5%
Recycling and sustainability	1	0.5%

Council advocacy campaigns by precinct
Darebin City Council - 2018-2019 Annual Community Survey
(Number and percent of total responses)

Response	2018-19	
	Number	Percent
<i>Thornbury</i>		
Parking campaign	7	3.2%
Tree cutting campaigns	4	1.8%
Arts	2	0.9%
Bike trail	2	0.9%
Climate emergency declaration	2	0.9%
Development campaigns	2	0.9%
Heiritage campaigns	2	0.9%
Recycling and sustainability	2	0.9%
Annual markets for pets	1	0.5%
Anti racism and LGBTIQ promotion	1	0.5%
Banking campaigns	1	0.5%
Christmas shopping on high street	1	0.5%
Community services	1	0.5%
Consultaion of aged people care	1	0.5%
Domestic violence	1	0.5%
Environmental policy	1	0.5%
Housing development	1	0.5%
Multicultural campaign	1	0.5%
Refugee support	1	0.5%
Road safety	1	0.5%
Solar power campaigns	1	0.5%
Supporting youth programs	1	0.5%
Traffic management	1	0.5%
Transport advocacy	1	0.5%
<i>Northcote</i>		
Energy efficiency campaign	6	2.8%
Change of date for Australia Day	5	2.3%
Anti racism and LGBTIQ promotion	4	1.8%
Refugee support	3	1.4%
Parking campaign	2	0.9%
Solar power campaigns	2	0.9%
To support the disabled people	2	0.9%
Affordable housing	1	0.5%
Anti gambling	1	0.5%
Consultaion of aged people care	1	0.5%
Darebin against NAACP	1	0.5%
Indigenous recognition	1	0.5%
Meals on Wheels	1	0.5%
Multicultural campaign	1	0.5%
Preston market redevelopment	1	0.5%
Road safety	1	0.5%
Same sex marriage	1	0.5%

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 388 respondents (38.7% down from 40.2%) identified at least one improvement they had noticed in their local area in the last twelve months, identifying a total of 489 improvements.

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

The top five types of improvements noticed by respondents across the City of Darebin were broadly similar to those observed in the last few years, including:

- ⊗ ***Parks, gardens, and open spaces related*** – identified by 9.9% this year, down on the 10.9% recorded last year.
- ⊗ ***Road maintenance and repair related*** – identified by 7.4% of respondents this year, down on the 9.2% recorded last year.
- ⊗ ***Traffic management related*** – identified by 3.6% of respondents this year, up on the 2.5% recorded last year.
- ⊗ ***Footpath maintenance and repair related*** – identified by 3.1% of respondents this year, down on the 3.6% recorded last year.
- ⊗ ***Street trees related*** – identified by 2.8% of respondents this year, down on the 5.0% recorded last year.

Following the municipal results table on the next page, the report provides a breakdown of the top nine improvements noticed by respondents in each of the eight precincts.

There was relatively little meaningful variation in these results observed across the eight precincts comprising the City of Darebin, although the following points are noted:

- ***Preston East*** – respondents were somewhat more likely than average to notice improvements in roads maintenance and repairs.
- ***Thornbury*** – respondents were measurably more likely than average to notice improvements in parks, gardens, and open spaces.
- ***Fairfield-Alphington*** – respondents were somewhat more likely than average to notice improvements in traffic management.

Improvements noticed in your local area in the last twelve months

Darebin City Council - 2018-2019 Annual Community Survey

(Number and percent of total respondents)

Issue	2018-19		2017-18	2016-17	2015-16
	Number	Percent			
Parks, gardens and open space maintenance	99	9.9%	10.9%	14.8%	15.4%
Roads maintenance and repairs	74	7.4%	9.2%	7.8%	3.9%
Traffic management	36	3.6%	2.5%	3.1%	2.6%
Footpath maintenance and repairs	31	3.1%	3.6%	3.5%	1.9%
Street trees	28	2.8%	5.0%	2.2%	4.5%
Public transport	22	2.2%	1.3%	0.9%	2.0%
Building, housing, planning and development	19	1.9%	1.3%	0.9%	1.2%
Bicycles and bike tracks	16	1.6%	1.4%	1.5%	2.1%
Quality and provision of local shops	14	1.4%	1.4%	0.8%	1.8%
Provision and maintenance of general infrastructure	13	1.3%	0.9%	1.1%	1.5%
Street cleaning and maintenance	9	0.9%	0.3%	0.4%	0.5%
Level crossing	9	0.9%	0.0%	0.0%	0.0%
Library services	8	0.8%	0.6%	1.1%	1.4%
Environment, conservation and climate change	8	0.8%	0.3%	0.5%	0.3%
Preston market	8	0.8%	1.4%	0.3%	0.2%
Drains maintenance and repairs	8	0.8%	0.8%	0.5%	0.1%
Sports, recreation and entertainment facilities	7	0.7%	0.7%	0.9%	1.6%
Cleanliness and maintenance of areas	7	0.7%	1.9%	1.4%	0.9%
Street lighting	7	0.7%	0.6%	0.8%	0.9%
Parking	7	0.7%	0.3%	0.8%	0.1%
Multicultural issues / cultural diversity	5	0.5%	0.1%	0.3%	0.4%
Education and schools	5	0.5%	0.1%	0.1%	0.3%
Pedestrian crossing	5	0.5%	0.0%	0.0%	0.0%
Rubbish and waste including garbage collection	4	0.4%	1.0%	0.7%	1.0%
Signage	4	0.4%	0.0%	0.0%	0.0%
Aesthetics of local area	3	0.3%	0.5%	0.9%	1.3%
Consultation, communication and provision of info	3	0.3%	0.8%	0.8%	0.4%
Community activities and events	3	0.3%	0.2%	0.3%	0.3%
Food Waste Program	3	0.3%	0.0%	0.0%	0.0%
Hard rubbish collection	3	0.3%	0.1%	0.0%	0.0%
All other issues (19 separately identified)	21	2.1%	2.4%	3.0%	1.8%
Total responses	489		522	502	502
<i>Respondents providing at least one aspect of improvement</i>	<i>388</i> <i>(38.7%)</i>		<i>402</i> <i>(40.2%)</i>	<i>378</i> <i>(37.8%)</i>	<i>389</i> <i>(38.9%)</i>

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

Darebin City Council - 2018-2019 Annual Community Survey

(Percent of total respondents)

Reservoir East		Reservoir West	
Parks, gardens, open spaces	8.7%	Roads maintenance & repairs	8.0%
Footpath maintenance & repairs	5.5%	Parks, gardens, open spaces	7.2%
Traffic management	3.1%	Footpath maintenance & repairs	4.0%
Roads maintenance & repairs	2.4%	Traffic management	3.2%
Street trees	2.4%	Public transport	2.4%
General infrastructure	2.4%	Libraries	1.6%
Quality & provision of local shops	2.4%	Street cleaning & maintenance	1.6%
Public transport	1.6%	Street trees	1.6%
Signage	1.6%	General infrastructure	1.6%
All other issues	11.0%	All other issues	6.4%
Preston East		Preston West	
Roads maintenance & repairs	14.4%	Parks, gardens, open spaces	7.2%
Parks, gardens, open spaces	8.0%	Public transport	4.8%
Traffic management	4.8%	Preston market	4.8%
Preston market	2.4%	Bicycles and bike tracks	4.0%
Pedestrian crossing	2.4%	Roads maintenance & repairs	3.2%
Public transport	1.6%	Street trees	3.2%
Footpath maintenance & repairs	1.6%	Quality & provision of local shops	3.2%
Street trees	1.6%	Building, housing and development	2.4%
General infrastructure	1.6%	Footpath maintenance & repairs	2.4%
All other issues	9.6%	All other issues	16.8%
Northcote		Thornbury	
Roads maintenance & repairs	8.7%	Parks, gardens, open spaces	22.0%
Parks, gardens, open spaces	7.1%	Street trees	8.1%
Building, housing and development	6.3%	Roads maintenance & repairs	7.3%
Traffic management	4.0%	Cleanliness & maintenance of areas	3.3%
Environment and climate change	2.4%	Public transport	3.3%
Quality & provision of local shops	2.4%	Bicycles and bike tracks	3.3%
Multicultural issues / cultural diversity	2.4%	Footpath maintenance & repairs	2.4%
Drains maintenance and repairs	1.6%	Drains maintenance and repairs	1.6%
Public transport	1.6%	Street cleaning & maintenance	1.6%
All other issues	14.3%	All other issues	10.6%
Kingsbury-Bundoora		Fairfield/Alphington	
Roads maintenance & repairs	10.5%	Parks, gardens, open spaces	15.0%
Parks, gardens, open spaces	7.3%	Traffic management	11.0%
Level crossing	4.8%	Roads maintenance & repairs	6.3%
Traffic management	4.0%	Level crossing	6.3%
Footpath maintenance & repairs	2.4%	Footpath maintenance & repairs	3.9%
Street lighting	2.4%	General infrastructure	3.1%
Street trees	2.4%	Hard rubbish collection	1.6%
Cleanliness & maintenance of areas	1.6%	Aesthetics of local area	1.6%
Building, housing and development	1.6%	Sports and recreation facilities	1.6%
All other issues	13.7%	All other issues	8.7%

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 670 respondents representing 66.9% (down from 75.1%) of the total sample identified 1,304 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 2018-19, the most important issue identified by respondents in the City of Darebin remains traffic management. This issue was identified by a little less than twice as many respondents as the next most commonly identified issue, that being parking related issues (22.5% compared to 14.1%).

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

- ⊗ **Traffic management** – identified by 22.5% of respondents this year, down somewhat on the 26.6% reported last year. 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 (6.89 compared to an average of 7.53). 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 (6.96 compared to 7.14). This is a finding that is not unique to the City of Darebin, and has been observed by Metropolis Research elsewhere across metropolitan Melbourne.

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- ⊗ **Parking** – identified by 14.1% of respondents this year, up marginally on the 11.4% reported last year. 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 marginally less satisfied with Council’s overall performance than the municipal average (6.87 compared to 7.14). Parking issues are likely to be exerting a negative influence on respondent satisfaction with the overall performance of the Darebin City Council.
 - ⊗ **Building, housing, planning and development** – identified by 10.5% of respondents this year, down measurably on the 15.4% reported last year. Despite the decrease on the proportion of respondents who identified this issue, 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 (6.50 compared to 7.14). This strongly suggests that planning and housing development is a significant negative influence on satisfaction with the performance of the Darebin City Council of the respondents raising this issue. This is a finding that is not unique to the City of Darebin, and has been observed by Metropolis Research elsewhere across metropolitan Melbourne.

When compared to the metropolitan Melbourne results as recorded in the 2019 *Governing Melbourne* research, some variation is observed with attention drawn to the following:


- **More commonly raised in Darebin** – issues with traffic management (22.5% compared to 20.3%), building, housing, planning and development (10.5% compared to 7.3%), environment, conservation and climate change (6.0% compared to 3.0%), Council financial management and government (1.9% compared to 0.3%), and public housing and homeless issues (1.6% compared to 0.5%).
- **Less commonly raised in Darebin** – issues with road maintenance and repairs (4.9% compared to 7.0%), street lighting (4.7% compared to 6.6%), street trees (4.6% compared to 6.5%), public transport (2.2% compared to 5.1%), and green waste collection (0.6% compared to 2.0%).



Top issues for Council to address in the next twelve months
Darebin City Council - 2018-2019 Annual Community Survey
(Number and percent of total respondents)

Issue	2018-19		2017-18	2016-17	2015-16	2019 Metro.*
	Number	Percent				
Traffic management	225	22.5%	26.6%	22.8%	24.2%	20.3%
Parking	141	14.1%	11.4%	10.1%	7.5%	14.6%
Building, housing, planning and development	105	10.5%	15.4%	14.1%	16.9%	7.3%
Safety, policing and crime	66	6.6%	7.0%	6.3%	5.3%	6.3%
Footpath maintenance and repairs	61	6.1%	6.1%	5.4%	6.6%	6.5%
Environment, conservation and climate change	60	6.0%	4.4%	4.3%	6.3%	3.0%
Parks, gardens, open spaces	57	5.7%	8.7%	8.6%	7.4%	6.0%
Roads maintenance and repairs	49	4.9%	7.4%	5.1%	7.4%	7.0%
Street lighting	47	4.7%	5.1%	2.8%	3.1%	6.6%
Street trees	46	4.6%	4.9%	4.6%	5.7%	6.5%
Street cleaning and maintenance	32	3.2%	1.8%	2.1%	2.6%	2.9%
Rubbish and waste including garbage collection	29	2.9%	5.3%	4.4%	3.2%	3.9%
Bicycles and bike tracks	25	2.5%	2.1%	3.4%	4.6%	2.5%
Recycling	24	2.4%	1.2%	1.8%	0.3%	3.6%
Consultation, comm. and prov. of information	24	2.4%	2.6%	3.7%	2.7%	1.5%
Cleanliness and maintenance of area	23	2.3%	2.5%	1.2%	2.9%	3.1%
Public transport	22	2.2%	6.0%	5.6%	4.1%	5.1%
Rates	21	2.1%	0.0%	4.0%	3.3%	3.2%
Council financial management / governance	19	1.9%	0.2%	0.0%	0.0%	0.3%
Drains maintenance and repairs	17	1.7%	2.5%	1.6%	0.8%	1.9%
Public housing / homeless issues	16	1.6%	1.4%	0.6%	0.7%	0.5%
Education and schools	12	1.2%	1.4%	1.2%	1.3%	0.6%
Preston market	11	1.1%	1.4%	2.2%	0.0%	n.a.
Services and facilities for the elderly	10	1.0%	1.5%	2.0%	1.0%	0.7%
Provision and maint. of general infrastructure	9	0.9%	1.5%	1.2%	1.6%	1.3%
Hard rubbish collection	9	0.9%	0.7%	1.1%	1.5%	1.9%
Sports, recreation and entertainment facilities	9	0.9%	1.3%	2.2%	1.5%	1.5%
Multicultural issues / cultural diversity	9	0.9%	1.4%	1.9%	2.1%	0.1%
Level crossing removal	8	0.8%	0.3%	1.8%	0.0%	0.0%
Quality and provision of Council services	6	0.6%	1.0%	0.9%	0.4%	0.2%
Green waste collection	6	0.6%	0.3%	0.4%	0.2%	2.0%
Graffiti / vandalism	5	0.5%	2.3%	1.1%	1.5%	1.0%
Community activities and events	5	0.5%	0.3%	1.4%	1.3%	1.0%
Facilities and activities for children	4	0.4%	0.6%	0.7%	0.1%	0.7%
Promoting comm. atmosphere, arts and culture	4	0.4%	0.9%	1.6%	1.4%	0.5%
Services for persons with a disability	4	0.4%	0.4%	1.3%	0.8%	0.2%
All other issues (40 separately identified)	82	8.2%	11.2%	21.1%	15.9%	11.5%
Total responses	1,304		1,541	1,492	1,445	1,682
<i>Respondents providing at least one issue</i>	<i>670</i> (66.9%)		<i>751</i> (75.1%)	<i>734</i> (73.4%)	<i>730</i> (73.0%)	<i>849</i> (69.4%)

(*) 2019 metropolitan Melbourne average from Governing Melbourne



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

- **Reservoir East** – respondents were measurably more likely than average to identify traffic management issues.
- **Northcote** – respondents were measurably more likely than average to identify environment, conservation and climate change issues.
- **Thornbury** – respondents were measurably more likely than average to identify traffic management issues.
- **Kingsbury-Bundoora** – respondents were somewhat more likely than average to identify parking issues.
- **Fairfield-Alphington** – respondents were somewhat more likely than average to identify parking issues.

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

- **Male** – respondents were somewhat more likely than female respondents to identify safety, policing and crime related issues.
- **Female** – respondents were measurably more likely than male respondents to identify environment, conservation and climate change related issues.
- **English-speaking household** – respondents were somewhat more likely than respondents from multi-lingual households to identify traffic management issues.
- **Multi-lingual household** – respondents were somewhat more likely than respondents from English speaking households to identify safety, policing and crime related issues.
- **Household with a member with a disability** – respondents were more likely than others to identify footpath maintenance and repairs issues.



Top issues for Council to address in the next twelve months by precinct

Darebin City Council - 2018-2019 Annual Community Survey

(Percent of total respondents)

Reservoir East		Reservoir West	
Traffic management	32.3%	Traffic management	16.8%
Parking	18.9%	Street lighting	9.6%
Footpath maintenance and repairs	8.7%	Parks, gardens, open spaces	7.2%
Building, housing, and development	7.9%	Footpath maintenance and repairs	6.4%
Parks, gardens, open spaces	4.7%	Parking	5.6%
Consultation and communication	4.7%	Roads maintenance and repairs	5.6%
Rubbish and garbage collection	4.7%	Safety, policing and crime	5.6%
Environment and climate change	3.9%	Building, housing, and development	4.0%
Street lighting	3.9%	Street cleaning and maintenance	4.0%
All other issues	35.4%	All other issues	32.0%
Preston East		Preston West	
Traffic management	24.8%	Traffic management	20.8%
Building, housing, and development	13.6%	Parking	15.2%
Safety, policing and crime	9.6%	Building, housing, and development	15.2%
Parking	8.8%	Safety, policing and crime	12.0%
Parks, gardens, open spaces	7.2%	Footpath maintenance and repairs	8.0%
Environment and climate change	7.2%	Parks, gardens, open spaces	7.2%
Drains maintenance and repairs	5.6%	Cleanliness and maintenance of areas	7.2%
Street trees	5.6%	Street trees	7.2%
Rates	4.8%	Street lighting	6.4%
All other issues	59.2%	All other issues	56.0%
Northcote		Thornbury	
Building, housing, and development	15.9%	Traffic management	33.3%
Parking	14.3%	Parking	14.6%
Environment and climate change	13.5%	Building, housing, and development	12.2%
Traffic management	13.5%	Roads maintenance and repairs	8.1%
Roads maintenance and repairs	6.3%	Footpath maintenance and repairs	7.3%
Safety, policing and crime	5.6%	Safety, policing and crime	6.5%
Street trees	4.8%	Street trees	6.5%
Bicycles and bike tracks	4.8%	Parks, gardens, open spaces	5.7%
Parks, gardens, open spaces	3.2%	Recycling collection	5.7%
All other issues	42.8%	All other issues	53.6%
Kingsbury-Bundoora		Fairfield/Alphington	
Parking	20.2%	Parking	20.5%
Traffic management	13.7%	Traffic management	20.5%
Safety, policing and crime	9.7%	Building, housing, and development	12.6%
Parks, gardens, open spaces	8.1%	Footpath maintenance and repairs	7.9%
Footpath maintenance and repairs	7.3%	Bicycles and bike tracks	5.5%
Street lighting	6.5%	Street cleaning and maintenance	4.7%
Street trees	6.5%	Rates	3.9%
Environment and climate change	5.6%	Pedestrian crossing	3.9%
Public transport	4.8%	Roads maintenance and repairs	3.1%
All other issues	52.4%	All other issues	33.9%



Top issues for Council to address in the next twelve months by respondent profile

Darebin City Council - 2018-2019 Annual Community Survey

(Percent of total respondents)

Male		Female	
Traffic management	22.0%	Traffic management	23.6%
Parking	12.8%	Parking	14.9%
Building, housing, and development	9.6%	Building, housing, and development	11.6%
Safety, policing and crime	8.6%	Environment and climate change	8.3%
Footpath maintenance and repairs	5.6%	Footpath maintenance and repairs	6.6%
Parks, gardens, open spaces	5.2%	Street lighting	6.4%
Roads maintenance and repairs	4.8%	Parks, gardens, open spaces	6.2%
Street trees	4.6%	Roads maintenance and repairs	5.2%
Environment and climate change	4.0%	Safety, policing and crime	4.8%
All other issues	45.8%	All other issues	52.1%

English speaking		Multi-lingual	
Traffic management	23.9%	Traffic management	20.6%
Parking	15.1%	Parking	12.2%
Building, housing, and development	11.7%	Building, housing, and development	9.0%
Environment and climate change	6.6%	Safety, policing and crime	8.7%
Parks, gardens, open spaces	6.1%	Street lighting	7.5%
Footpath maintenance and repairs	6.1%	Footpath maintenance and repairs	6.0%
Roads maintenance and repairs	5.6%	Environment and climate change	5.2%
Safety, policing and crime	5.3%	Street trees	5.2%
Street trees	4.2%	Parks, gardens, open spaces	5.0%
All other issues	45.7%	All other issues	52.2%

Household members with a disability		Household members without a disability	
Parking	16.3%	Traffic management	23.2%
Traffic management	15.1%	Parking	13.8%
Building, housing, and development	12.8%	Building, housing, and development	10.4%
Footpath maintenance and repairs	11.6%	Safety, policing and crime	6.7%
Environment and climate change	7.0%	Parks, gardens, open spaces	6.1%
Safety, policing and crime	5.8%	Environment and climate change	6.0%
Roads maintenance and repairs	5.8%	Footpath maintenance and repairs	5.5%
Street lighting	5.8%	Roads maintenance and repairs	4.9%
Rubbish and garbage collection	5.8%	Street trees	4.8%
All other issues	53.5%	All other issues	48.6%

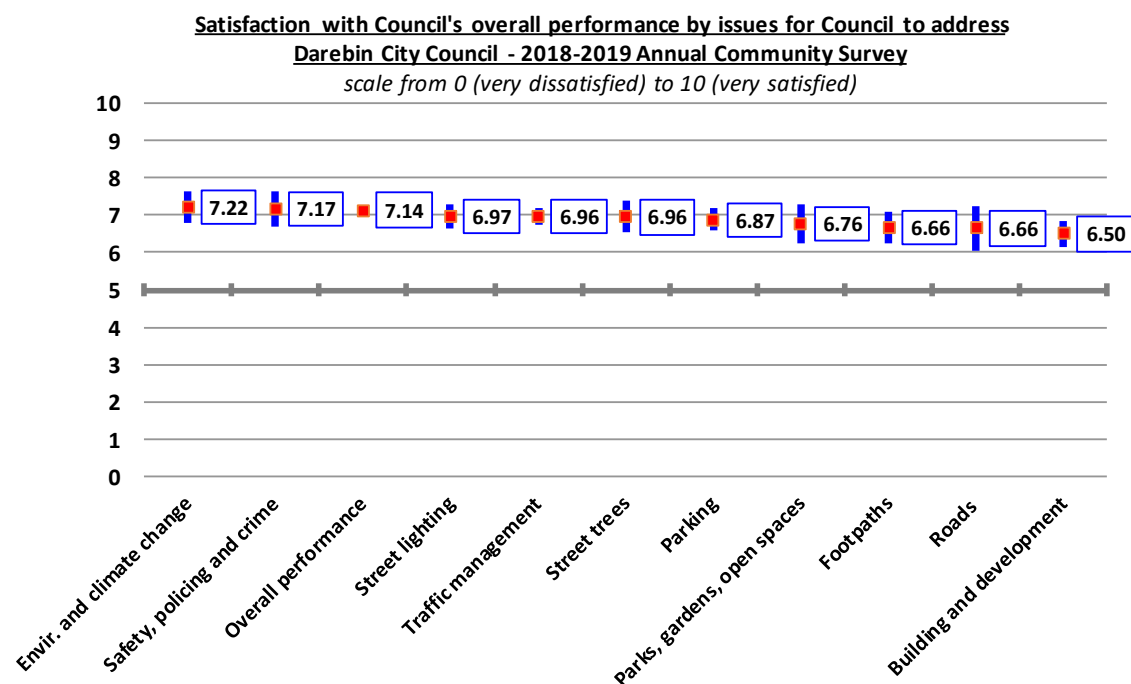
Correlation between issues and satisfaction with overall performance

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 7.14 out of ten or at a "good" level, respondents that identified eight of the top ten issues on average were somewhat less satisfied than this municipal average result. Particular attention is drawn to the following:

- ⊗ **Traffic management and parking issues** – respondents identifying these two issues were on average marginally but not measurably less satisfied with Council's overall performance than the municipal average. These issues are likely to be a mildly negative influence on satisfaction with Council's overall performance.
- ⊗ **Building, housing, planning and development** – respondents identifying this issue were on average measurably and significantly less satisfied with Council's overall performance than the municipal average. Respondents identifying this issue rated satisfaction as "solid". This issue is 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 - 2018-2019 Annual Community Survey
(Number and percent of respondents providing a response)

Lifecycle stage	2018-19		2017-18	2016-17	2015-16	2014-15
	Number	Percent				
15 - 19 years	31	3.1%	2.8%	2.0%	2.4%	2.6%
20 - 35 years	274	27.7%	29.1%	25.5%	26.7%	28.0%
36 - 45 years	219	22.1%	21.6%	25.2%	24.3%	24.2%
46 - 60 years	258	26.1%	24.7%	26.1%	25.9%	26.3%
61 - 75 years	151	15.3%	15.9%	14.9%	13.8%	15.7%
76 years and over	57	5.8%	5.8%	6.2%	6.8%	3.1%
Not stated	12	0	2	1	1	6
Total	1,002	101%	1,000	1,000	1000	800

Gender

Gender
Darebin City Council - 2018-19 Annual Community Survey
(Number and percent of respondents providing a response)

Gender	2018-19		2017-18	2016-17	2015-16	2014-15
	Number	Percent				
Male	500	50.8%	45.1%	46.1%	48.1%	47.5%
Female	484	49.1%	54.5%	53.5%	51.8%	52.4%
Other	1	0.1%	0.4%	0.4%	0.1%	0.1%
Not stated	17		16	2	7	10
Total	1,002	100%	1,000	1,000	1000	800

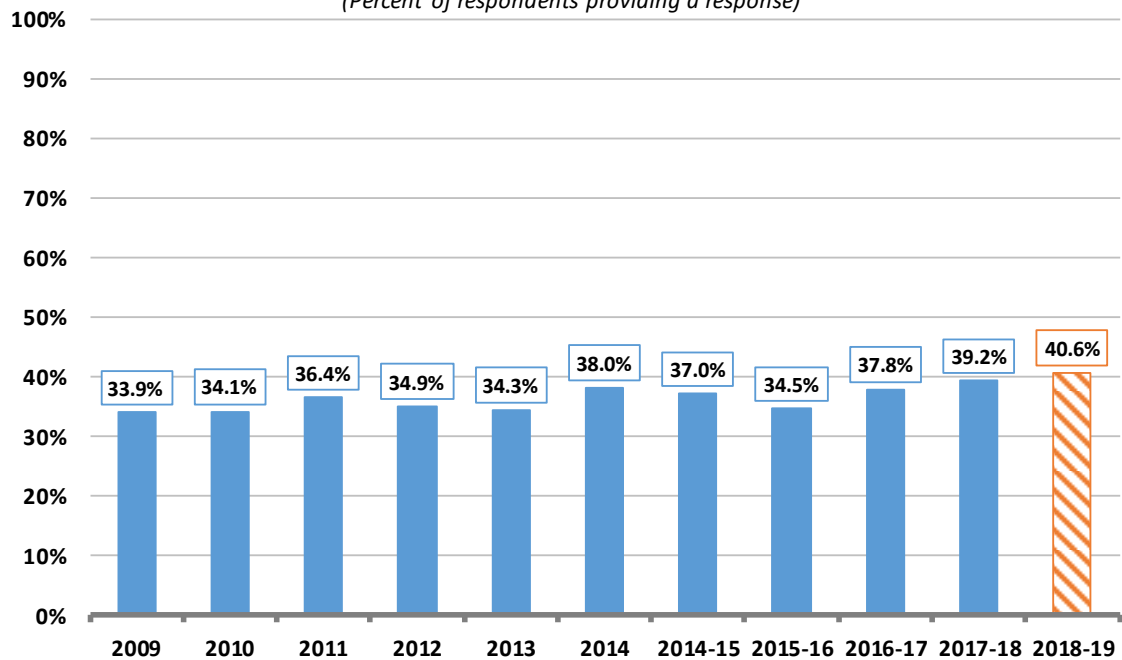
Aboriginal or Torres Strait Islander

Identify as Aboriginal or Torres Strait Islander
Darebin City Council - 2018-2019 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2018-19		2017-18	2016-17	2015-16	2014-15
	Number	Percent				
Yes	6	0.6%	1.4%	1.3%	1.1%	0.9%
No	975	99.4%	98.6%	98.7%	98.9%	99.1%
Not stated	21		16	13	8	11
Total	1,002	100%	1,000	1,000	1,000	800

Language

Multi-lingual household
Darebin City Council - 2018-2019 Annual Community Survey
(Percent of respondents providing a response)



Language spoken at home
Darebin City Council - 2018-2019 Annual Community Survey
(Number and percent of respondents providing a response)

Language	2018-19		2017-18	2016-17	2015-16	2014-15	2014
	Number	Percent					
English	589	59.4%	60.8%	62.2%	65.6%	63.0%	61.8%
Italian	82	8.3%	6.3%	7.9%	6.7%	8.6%	9.3%
Greek	49	4.9%	5.4%	5.8%	5.2%	5.5%	5.7%
Hindi	30	3.0%	1.8%	2.0%	1.5%	3.0%	3.2%
Mandarin	25	2.5%	2.0%	2.0%	1.5%	1.9%	1.3%
Arabic	20	2.0%	1.8%	1.6%	1.5%	1.9%	2.4%
Spanish	14	1.4%	2.3%	0.6%	0.7%	1.0%	1.4%
Vietnamese	13	1.3%	1.6%	2.1%	1.6%	1.5%	2.0%
French	13	1.3%	0.9%	0.8%	0.5%	0.6%	0.8%
Macedonian	12	1.2%	1.2%	2.2%	1.3%	1.0%	1.0%
Chinese n.f.d.	11	1.1%	0.8%	0.9%	1.9%	0.9%	1.7%
Punjabi	8	0.8%	0.4%	0.6%	0.2%	0.9%	0.6%
Nepali	7	0.7%	1.3%	0.5%	0.2%	0.4%	0.0%
Cantonese	6	0.6%	0.8%	0.3%	0.2%	0.5%	0.6%
German	6	0.6%	0.4%	1.0%	0.7%	0.3%	0.5%
Portugese	5	0.5%	0.3%	0.4%	0.2%	0.1%	0.1%
Tagalog (Filipino)	4	0.4%	0.7%	0.5%	0.5%	0.0%	0.1%
Croatian	3	0.3%	0.3%	0.0%	0.0%	0.4%	0.4%
Indonesian	3	0.3%	0.2%	0.0%	0.0%	0.3%	0.4%
Sinhalese	3	0.3%	0.4%	0.1%	0.3%	0.3%	0.3%
Persian	3	0.3%	0.2%	0.1%	0.5%	0.3%	0.0%
Japanese	2	0.2%	0.3%	0.1%	0.5%	0.3%	0.1%
Somali	2	0.2%	0.2%	0.3%	0.4%	0.4%	0.1%
Maltese	2	0.2%	0.6%	0.3%	0.3%	0.0%	0.0%
Urdu	2	0.2%	0.2%	0.3%	0.4%	0.0%	0.0%
Teluga	4	0.4%	0.1%	0.0%	0.0%	0.0%	0.0%
Gujarati	4	0.4%	0.1%	0.0%	0.1%	0.3%	0.0%
Marathi	3	0.3%	0.1%	0.0%	0.0%	0.0%	0.0%
Danish	3	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Thai	2	0.2%	0.1%	0.1%	0.3%	0.0%	0.0%
Multiple	37	3.7%	4.0%	2.2%	2.4%	1.7%	1.3%
All other languages	25	2.5%	3.0%	3.8%	4.0%	4.5%	4.5%
Not stated	10		12	5	15	13	15
Total	1,002	100%	1,000	1,000	1,000	800	800

Disability

Household members identified as having a disability
Darebin City Council - 2018-2019 Annual Community Survey
(Number and percent of respondents providing a response)

Disability	2018-19		2017-18	2016-17	2015-16	2014-15
	Number	Percent				
Yes	86	8.7%	10.5%	13.1%	10.2%	9.7%
No	898	91.3%	89.5%	86.9%	89.8%	90.3%
Not stated	18		7	9	7	8
Total	1,002	100%	1,000	1,000	1,000	800

Current housing situation

Housing situation
Darebin City Council - 2018-2019 Annual Community Survey
(Number and percent of respondents providing a response)

Situation	2018-19		2017-18	2016-17	2015-16	2014-15
	Number	Percent				
Own this home	491	50.7%	48.1%	43.9%	42.5%	44.6%
Mortgage	138	14.2%	16.3%	24.0%	25.5%	20.7%
Renting this home	310	32.0%	31.7%	27.5%	28.2%	30.2%
Renting (<i>Office of Housing</i>)	22	2.3%	2.9%	3.5%	2.8%	3.7%
Other arrangement	8	0.8%	0.9%	1.1%	1.0%	0.9%
Not stated	33		14	13	10	11
Total	1,002	100%	1,000	1,000	1,000	800

Period of residence

Period of residence in the City of Darebin
Darebin City Council - 2018-2019 Annual Community Survey
(Number and percent of respondents providing a response)

Period	2018-19		2017-18	2016-17	2015-16	2014-15
	Number	Percent				
Less than 1 year	107	10.8%	12.0%	10.5%	9.4%	12.2%
1 to less than 5 years	233	23.5%	23.6%	22.6%	23.2%	23.2%
5 to less than 10 years	163	16.4%	17.2%	14.5%	15.2%	17.0%
10 years or more	488	49.2%	47.2%	52.4%	52.2%	47.6%
Not stated	11		7	3	1	4
Total	1,002	100%	1,000	1,000	1,000	800



City of
DAREBIN

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