

2020 ANNUAL COMMUNITY SURVEY SUMMARY REPORT

July 2020



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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.

The *Annual Community Survey* has traditionally been conducted as a door-to-door, interview style survey. Due to the lockdowns and social distancing requirements in response to the COVID-19 pandemic, it was not possible to conduct the survey as a face-to-face, doorstop interview survey this year. Consequently, the survey was conducted as a telephone interview.

The surveying was all completed over three weeks in June 2020 and includes a sample of 1,003 respondents. The 95% confidence interval around these results is plus or minus 3.1% at the 50% level.

Satisfaction with the performance of the Darebin City Council across all areas of responsibility ([overall performance](#)) declined one percent this year, down from 7.14 to 7.07 out of a potential ten. This follows on from the significant 4.3% improvement in overall satisfaction recorded last year.

Overall satisfaction with Council remains at a “good” level, with the result this year marginally higher than the long-term average satisfaction since 1999 of 6.94.


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 31 metropolitan Melbourne municipalities, and in 2019 had a total sample size of 1,200 respondents. The 2020 *Governing Melbourne* survey was delayed this year due to COVID-19.

Almost ninety percent (87.5% down from 88.2%) of respondents were satisfied with Council’s overall performance, whilst 6.1% (up from 5.2%) were dissatisfied.

There was no statistically significant variation in satisfaction with Council’s overall performance observed across the municipality, although respondents from Preston East were marginally more satisfied than the municipal average and at a “very good” level.

There was some notable 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 34 years), rental (both public and private) households, female respondents, respondents from multi-lingual households, and newer residents of Darebin (less than five years in the City of Darebin) tended to be more satisfied than average.
- ⊗ **Lower than average satisfaction** – middle-aged and older adults (aged 45 to 74 years), homeowners and mortgagees, male respondents, respondents from English speaking households, 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.

The issues most associated with lower satisfaction with Council's overall performance included roads, building, housing, planning and development, parking, street trees, bicycles and bike tracks, and communication.

The services most associated with lower satisfaction with Council's overall performance included the condition of sealed local roads, recycling, festivals and events, and library services. In other words, respondents dissatisfied with these services were the least satisfied with Council's overall performance.

Consistent with the marginal decline in satisfaction with Council's overall performance, the average satisfaction with the five aspects of [governance and leadership](#) decreased by 1.2% this year, down from 7.19 to 7.10, although it remains at a "good" level.

Respondents rated as "very good" Council's support of diversity, inclusion, and fairness (7.68). This result strongly suggests 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 marginally higher levels of satisfaction with many aspects of 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 (7.13), community consultation and engagement (6.91), and lobbying and making representations on key issues (6.91), and making decisions in the interests of the community (6.88).


There were 15 [Council services and facilities](#) included in the survey, and the average satisfaction with these services and facilities was 7.53 this year, a "very good" level, and identical to the result last year. It is important to note that this average satisfaction with services and facilities was measurably and significantly higher than satisfaction with Council's overall performance (7.07).

Of the 15 services and facilities, only the type and species of street trees (7.05), footpath maintenance and repairs (6.96) and the level of dumped rubbish (6.93) reported a satisfaction score lower than overall satisfaction with Council.

[Customer service](#) remains a positive area of Council performance, with overall satisfaction with the customer service experience "very good" at 7.63, and satisfaction with the final outcome "good" at 7.06.

There were two aspects of [planning and development](#) included in the survey this year. Satisfaction with the appearance and quality of new developments (6.51 up from 6.36) and satisfaction with the number of new developments (6.29 up from 6.22). Satisfaction with both increased marginally but not measurably this year.





The [perception of safety](#) in the public areas of the City of Darebin during the day increased marginally this year, up two percent to 8.28 out of 10. This result is almost identical to the metropolitan Melbourne average of 8.25. Just 2.5% (up from 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 declined measurably this year, down from 6.97 to 6.51, which is measurably lower than the 2019 metropolitan Melbourne average of 6.84. Three-quarters (73.6% down from 80.7%) of respondents felt safe in the public areas of the municipality at night, whilst 16.8% (up from 11.5%) felt unsafe.

It is noted that female respondents felt measurably and significantly (14.2%) less safe in the public areas of Darebin at night than male respondents.

It cannot be discounted that the COVID-19 pandemic may have been a factor influencing the decline in the perception of safety at night this year.

The survey included several questions around [COVID-19](#) this year, including how well households are coping with the pandemic, the impact of the pandemic on their health and wellbeing, their knowledge of and satisfaction with Council's response to the pandemic, and the ways for Council to assist the community moving forward.

Most respondents reported that they were coping relatively well with the pandemic, financially (7.55), physically (7.22), emotionally (6.96), and socially (6.60). It is noted that 13.4% of respondents did not feel they were coping well with the pandemic socially.


The average impact of COVID-19 on respondent households health and wellbeing was 4.19 out of a potential 10, with the impact somewhat higher for adults (aged 35 to 44 years) at 4.74.

One-fifth (20.9%) of respondents were aware that Council has developed a *COVID-19 Community and Local Business Recovery Package*.

Satisfaction with Council's handling of the pandemic was overall good, with the closure of services (7.58) rated as "very good", and information provided to the community about service closures and updates (6.81) and support provided to the community (6.80) both rated as "good".

The most common suggestions for how Council can assist the community through the pandemic now was by more communication and information in general (15.7%) and assisting the elderly, homeless, and other people at risk (5.4).

The most common suggestions for how Council can assist the community rebuild and reconnect after the pandemic passes was community activities such as fetes, concerts, BBQ, etc. (8.7%).



The top issues for the City of Darebin “at the moment” remain building, housing, planning and development (10.5%), traffic management (8.2% down from 22.5%), parking (7.6% down from 14.1%), and safety, policing, and crime related issues (6.3%).

There were significant declines in the proportion of respondents nominating traffic management and parking this year, most likely reflecting the impact of the COVID-19 pandemic on movements in the community.

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

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.



Introduction

This is the 20th year that Metropolis Research has conducted the *Community Survey* program for the City of Darebin. The *Community Survey* was been conducted quarterly from 2007 to 2018-19, to provide a regular assessment of the community's perceptions throughout each year. This year, the survey returned to an annual survey.

The aim of the survey is to provide Council with a comprehensive picture of the community's perception of Council's performance providing 15 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 year.

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.


Methodology, response rate and statistical strength

The *Annual Community Survey* has traditionally been conducted as a door-to-door, interview style survey.

Due to the lockdowns and social distancing requirements in response to the COVID-19 pandemic, it was not possible to conduct the survey as a face-to-face, doorstep interview survey this year. Consequently, the survey was conducted as a telephone interview.

The surveying was all completed over three weeks in June 2020.

Surveys were conducted from 11am till 7pm weekdays, and 11am till 5pm on Saturdays and Sunday.



Multiple attempts were made to contact each randomly selected telephone number, to give the household multiple opportunities to participate in the research.

A total of 1,003 surveys were conducted from a random sample of 8,701 residential telephone numbers, including an approximately equal number of landline and mobile phone numbers.

The sample of residential telephone numbers was pre-weighted by precinct population, to ensure that each precinct contributed proportionally to the overall municipal results.

The final sample of surveys were then weighted by age and gender, to ensure that each age / gender group contributed proportionally to the overall municipal result. This was necessary given the limitations of the telephone survey methodology in obtaining a sample that reflects the age structure of the underlying population.

Of the 8,701 telephone numbers, the following results were obtained:

- No answer - 5,725
- Refused - 1,973
- Completed - 1,003

This provides a response rate of 33.7%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated. This is almost identical to the 33.4% response rate achieved in 2019 using the door-to-door methodology.

The 95% confidence interval (margin of error) of these results is plus or minus 3.1% at the fifty percent level.

In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 46.6% and 53.4%.


This is based on a total sample size of one thousand respondents, and an underlying population of the City of Darebin of 164,184. 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 this 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 because 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:

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

Key findings

The following are the key findings from the *Darebin City Council – 2020 Annual Community Survey*.

Overall performance

- Satisfaction with Council’s overall performance decreased one percent this year from 7.14 to 7.07, or a “good” level of satisfaction.
- This result was marginally higher than the 2019 metropolitan Melbourne average of 6.93.
- Almost ninety percent (87.5% down from 88.2%) of respondents were satisfied with Council’s overall performance, whilst 6.1% (up from 5.2%) were dissatisfied.
- Respondents from Preston East were marginally more satisfied than the municipal average.
- Adolescents and young adults (aged 15 to 35 years) were measurably more satisfied with Council’s overall performance, whilst middle-aged and older adults (aged 46 to 75 years) were measurably less satisfied.



- Female respondents were somewhat more satisfied than male respondents, and respondents from multi-lingual households were more satisfied than respondents from English speaking households.
- Rental household respondents (both public and private) were measurably more satisfied with Council's overall performance, whilst homeowners and mortgagee household respondents were measurably less satisfied.
- Satisfaction with Council's overall performance tended to decline with the period of residence in the City of Darebin.

Governance and leadership

- The average satisfaction with the five included aspects of governance and leadership decreased by 1.2% this year, down from 7.19 to 7.10, although it remains "good".
- Satisfaction with the five aspects of governance and leadership were as follows:
 - Support of diversity, inclusion, and fairness (7.68 up from 7.56) "very good"
 - Communicating its programs and services (7.13 down from 7.22) "good"
 - Community consultation and engagement (6.91 down from 7.08) "good"
 - Lobbying and making representations on key issues (6.91 down from 6.99) "good".
 - Making decisions in the interests of the community (6.88 down from 7.08) "good"

Council services and facilities

- The average satisfaction with the 15 included Council services and facilities was 7.53, identical to last year, and it remains "very good".
- Satisfaction with the seventeen services and facilities included in the 2017-18 quarterly surveys were as follows:
 - Weekly garbage collection (8.58 up from 8.25) "excellent"
 - Darebin Libraries (8.26 dn from 8.46) "excellent"
 - Regular recycling (8.14 up from 7.95) "excellent"
 - Green waste collection service (8.04 dn from 8.26) "excellent"
 - Maintenance and cleaning of shopping strips (7.62 up from 7.36) "very good"
 - Maintenance of parks, reserves, open space (7.58 up from 7.47) "very good"
 - Litter collection in public areas (7.49 up from 7.38) "very good"
 - Council's festivals and events (7.43 dn from 7.93) "very good"
 - The level of street lighting (7.37 up from 7.29) "very good"
 - Condition of sealed local roads (7.24 up from 7.15) "good"
 - Street sweeping (7.16 dn from 7.21) "good"
 - The availability of bicycle parking (7.10 - new) "good"
 - The type and species of street trees (7.05 - new) "good"
 - Footpath maintenance and repairs (6.96 dn from 7.03) "good"
 - The level of dumped rubbish (6.93 dn from 7.23) "good".

Bikes and shared pathways

- Respondents were asked to rate their satisfaction with six statements about bikes and shared pathways, as follows:

- Maintenance of off-road shared paths (7.44 up from 7.39) “very good”
- Links between off-road shared paths (7.27 up from 7.15) “very good”
- Safety of off-road shared paths (7.12 dn from 7.17) “good”
- Maintenance of on-road bike lanes (7.09 dn from 7.23) “good”
- Links between on-road bike lanes (7.04 up from 6.90) “good”
- Information about cycling and walking (7.00 dn from 7.01) “good”.

Arts and graffiti

- Respondents were asked to rate their agreement with two statements about arts and graffiti, as follows:
 - The public spaces, art works, and cultural infrastructure makes Darebin a better place to live (7.67 up from 7.61)
 - I / we are satisfied with Council’s efforts in managing the issue of graffiti (7.13 up from 6.98).

Planning and housing development

- Satisfaction with the two included aspects of planning and housing development remains relatively modest despite increasing marginally this year, as follows:
 - The appearance and quality of new developments (6.51 up from 6.36) “good”
 - The number of new developments (6.29 up from 6.22) “solid”.

Customer service

- A little more than one-third of the respondents (40.1% up from 32.1%) had contact with Council in the last twelve months.
- Satisfaction with the two aspects of customer service can best be summarised as follows:
 - Overall satisfaction with customer service experience (7.63 - new) “very good”
 - Satisfaction with the final outcome (7.06 - new) “good”.

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

- The perception of safety during the day remains very high, increasing by two percent this year to 8.28 (up from 8.12).
- The perception of safety at night decreased measurably this year, down from 6.97 to 6.51.

COVID-19

- Respondent households were asked how well they were coping with the COVID-19 pandemic, as follows:

- Financially (7.55)
- Physically (7.22)
- Emotionally (6.96)
- Socially (6.60).

- The average impact of COVID-19 on respondent households' health and wellbeing was 4.19 out of a potential 10, with 30.8% rating the impact at six or more out of 10.
- One-fifth (20.9%) of respondents were aware Council has developed a *Community and Local Business Resilience and Recovery Package*.
- Respondents were asked to rate their satisfaction with three aspects of Council's handling of the COVID-19 pandemic, as follows:
 - Closure of services (7.58) "very good"
 - Information provided to the community about closures and updates (6.81) "good"
 - Support provided to the community (6.80) "good".
- The most common ways in which respondents felt that Council could assist the community with the pandemic now included general communication and information (15.7%), assisting the elderly, homeless, and people at risk (5.4%), the enforcement of social distancing (3.4%), and support for small business (3.1%).
- The most common responses when asked how Council could assist the community rebuild and reconnect once the pandemic passes were community activities such as fetes, concerts, BBQs (8.7%), assisting small business (4.0%), communication and education (2.8%), and employment opportunities and the economy (1.7%).

Issues for Council to address in the coming twelve months

- ⊗ A total of 549 respondents (54.7% down from 66.9%) nominated 984 individual issues for the City of Darebin "at the moment".
- ⊗ 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 for the City of Darebin this year are as follows:
 - Building, housing, planning, and development related (10.0% dn from 10.5%)
 - Traffic management (8.2% dn from 22.5%)
 - Parking (7.6% dn from 14.1%)
 - Safety, policing, and crime (6.3% dn from 6.6%)
 - Street lighting (5.1% up from 4.7%).



Overall performance

Respondents were asked:

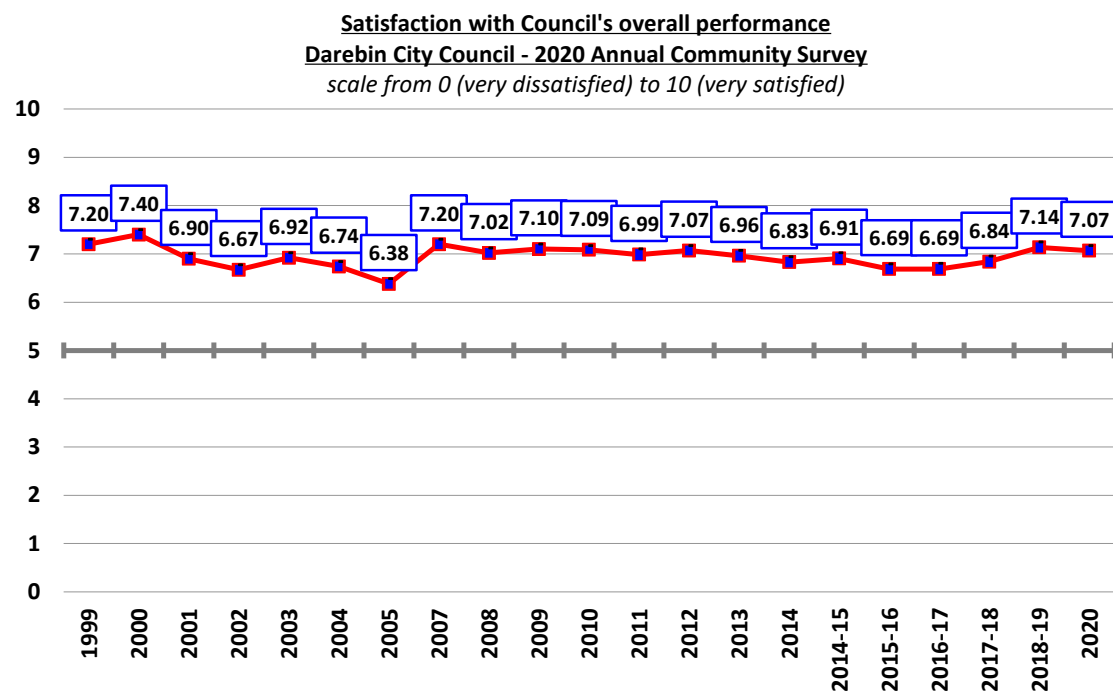
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the performance of Council across all areas of responsibility? Why do you say that?”

Satisfaction with the performance of Council “across all areas of responsibility” (overall performance) declined very marginally this year, down one percent to 7.07. This decline was not statistically significant, and satisfaction remains at a “good” level.

This result is marginally higher than the long-term average since 1999 of 6.94.

By way of comparison, this result was marginally but not measurably higher than the 2019 metropolitan Melbourne average of 6.93, as recorded in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research.

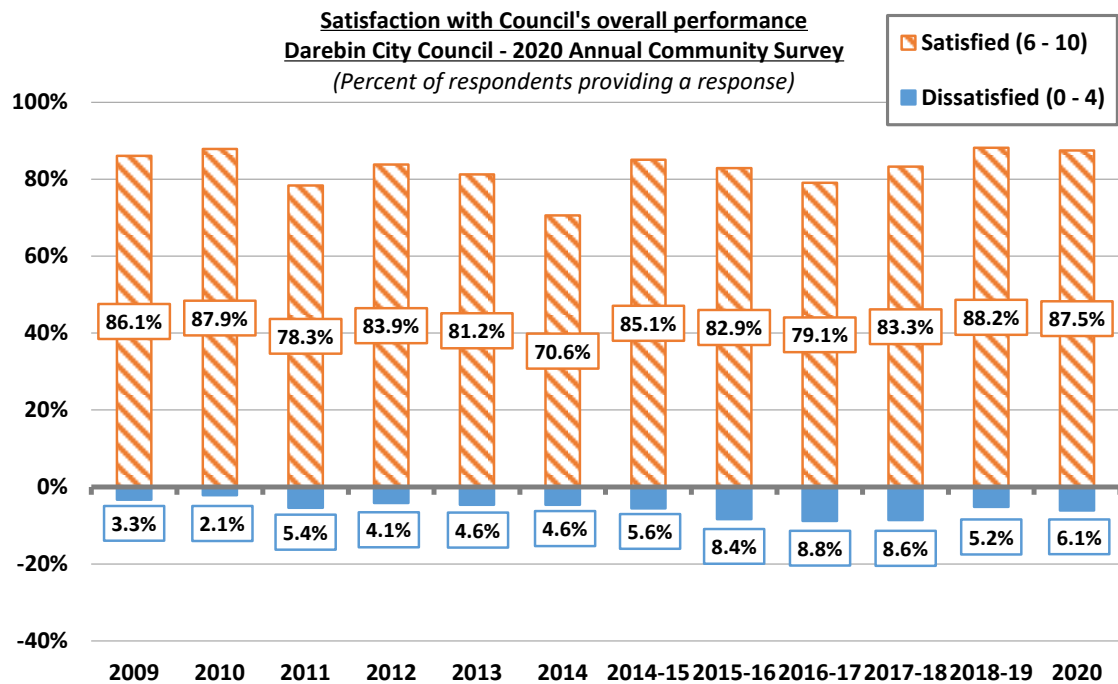
The 2020 *Governing Melbourne* research was delayed due to the COVID-19 pandemic shutdown. This report will be updated with 2020 results as they become available.



The following graph provides a breakdown of these results into the proportion of respondents who were “satisfied” with Council’s overall performance (i.e. rated satisfaction at six or more out of 10), and the proportion who were “dissatisfied” (i.e. rated satisfaction from zero to four).

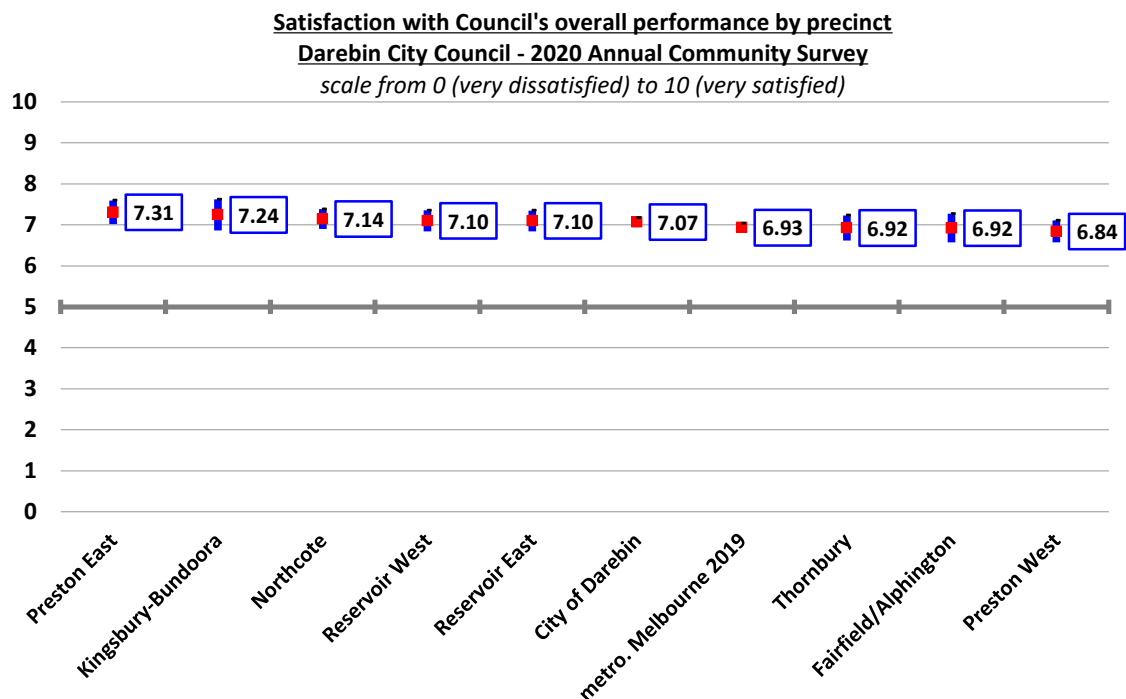


More than four-fifths (87.5% down from 88.2%) of respondents were satisfied with Council’s overall performance, whilst 6.1% (up from 5.2%) were dissatisfied.



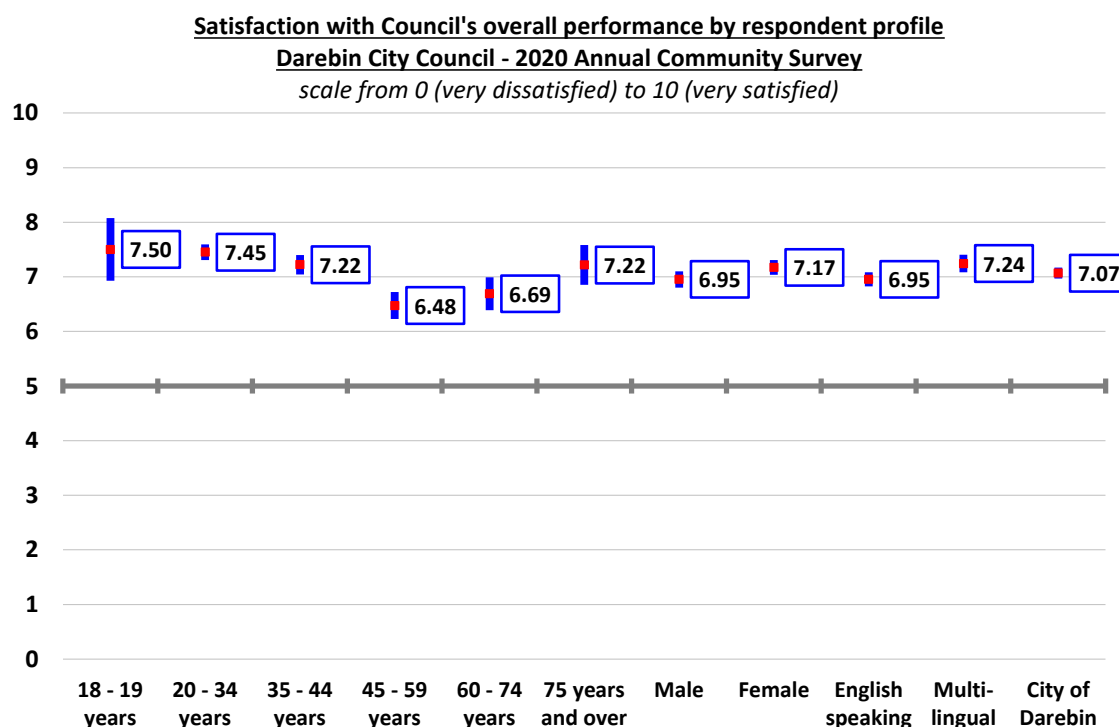
There was no statistically significant variation in satisfaction with Council’s overall performance observed across the eight precincts comprising the City of Darebin.

It is noted, however, that respondents from Preston East were marginally more satisfied than average and at a “very good” level of satisfaction.



There was measurable and significant variation in satisfaction with Council’s overall performance observed by respondent profile, as follows:

- **Age structure** – satisfaction with Council’s overall performance declines measurably with the respondents’ age, with younger respondents (aged 18 to 44 years) measurably more satisfied than middle-aged and older adults (aged 45 to 74 years). Senior citizens (aged 75 years and over) were more satisfied than middle-aged and older adults.
- **Gender** – female respondents were notably, albeit not measurably more satisfied than male respondents.
- **Language spoken at home** – respondents from multi-lingual households were measurably and significantly more satisfied than respondents from English speaking households.

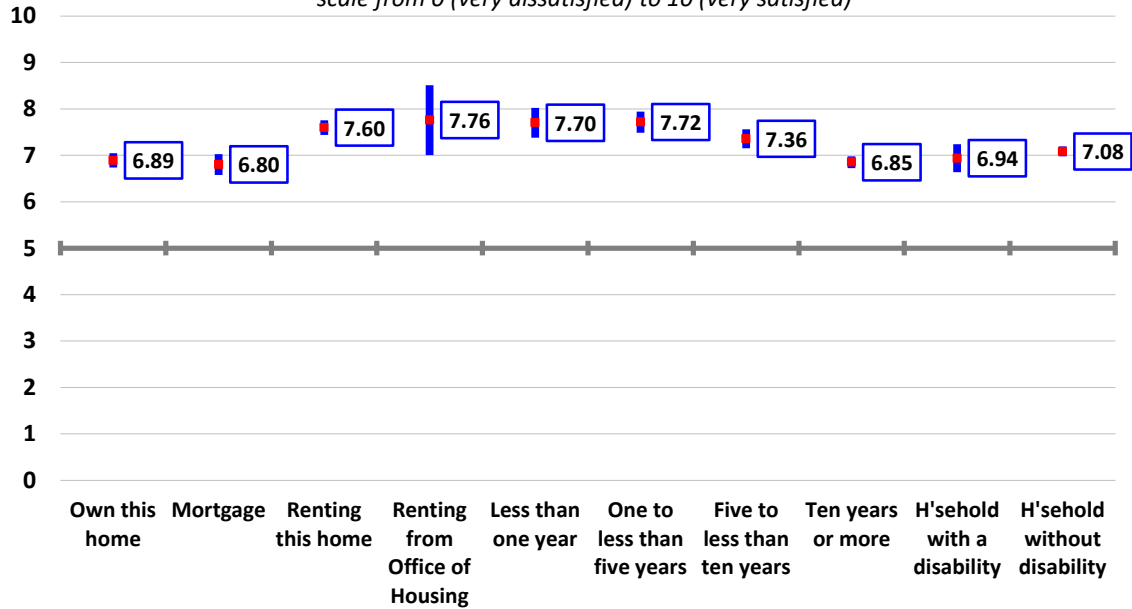


There was also measurable and significant variation in satisfaction with Council’s overall performance observed by housing profile, as follows:

- **Housing situation** – home-owner and mortgagee household respondents were measurably less satisfied with Council’s overall performance than rental household respondents.
- **Period of residence in the City of Darebin** – satisfaction with Council’s overall performance declines with the respondents’ period of residence in the municipality. Respondents who had lived in the municipality for ten years or more were measurably and significantly less satisfied than shorter term residents.
- **Household disability status** – there was no measurable variation in satisfaction based on whether the household has a member with a disability.



Satisfaction with Council's overall performance by housing situation, period of residence and household disability status
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Council's overall performance increased in three precincts this year, and decreased in five, as follows:

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

None of these changes were statistically significant.

Satisfaction with Council's overall performance
Darebin City Council - 2020 Annual Community Survey
 (Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>Lower</i>	<i>2020 Mean</i>	<i>Upper</i>
<i>Age</i>				
18 - 19 years	22	6.93	7.50	8.08
20 - 34 years	324	7.31	7.45	7.60
35 - 44 years	186	7.05	7.22	7.40
45 - 59 years	218	6.23	6.48	6.72
60 - 74 years	125	6.39	6.69	6.99
75 years and over	94	6.85	7.22	7.58
<i>Housing situation</i>				
Own this home	448	6.74	6.89	7.04
Mortgage	179	6.58	6.80	7.03
Renting this home	274	7.44	7.60	7.75
Renting from Office of Housing	8	7.01	7.76	8.51
<i>Period of residence</i>				
Less than one year	14	7.38	7.70	8.02
One to less than five years	127	7.49	7.72	7.94
Five to less than ten years	158	7.15	7.36	7.56
Ten years or more	644	6.72	6.85	6.98
<i>Aboriginal and Torres Strait Islander</i>				
Yes	11	5.65	7.33	9.01
No	941	6.97	7.07	7.17
<i>Multi-lingual household</i>				
English speaking	608	6.83	6.95	7.08
Multi-lingual	351	7.08	7.24	7.41
<i>Household member with a disability</i>				
Yes	144	6.63	6.94	7.24
No	801	6.98	7.08	7.19
<i>Gender</i>				
Male	460	6.80	6.95	7.10
Female	508	7.04	7.17	7.31
City of Darebin	968	6.97	7.07	7.17



Satisfaction with Council's overall performance
Darebin City Council - 2020 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Preston East	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
	2020	96	7.02	7.31	7.59
Kingsbury-Bundoora	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
	2020	71	6.86	7.24	7.62
Northcote	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
	2020	170	6.90	7.14	7.38
Reservoir West	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
	2020	172	6.84	7.10	7.35
Reservoir East	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
	2020	148	6.84	7.10	7.35
Thornbury	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
	2020	116	6.62	6.92	7.23
Fairfield-Alphington	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
	2020	62	6.57	6.92	7.27
Preston West	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
	2020	133	6.57	6.84	7.11

Correlation between issues and satisfaction with overall performance

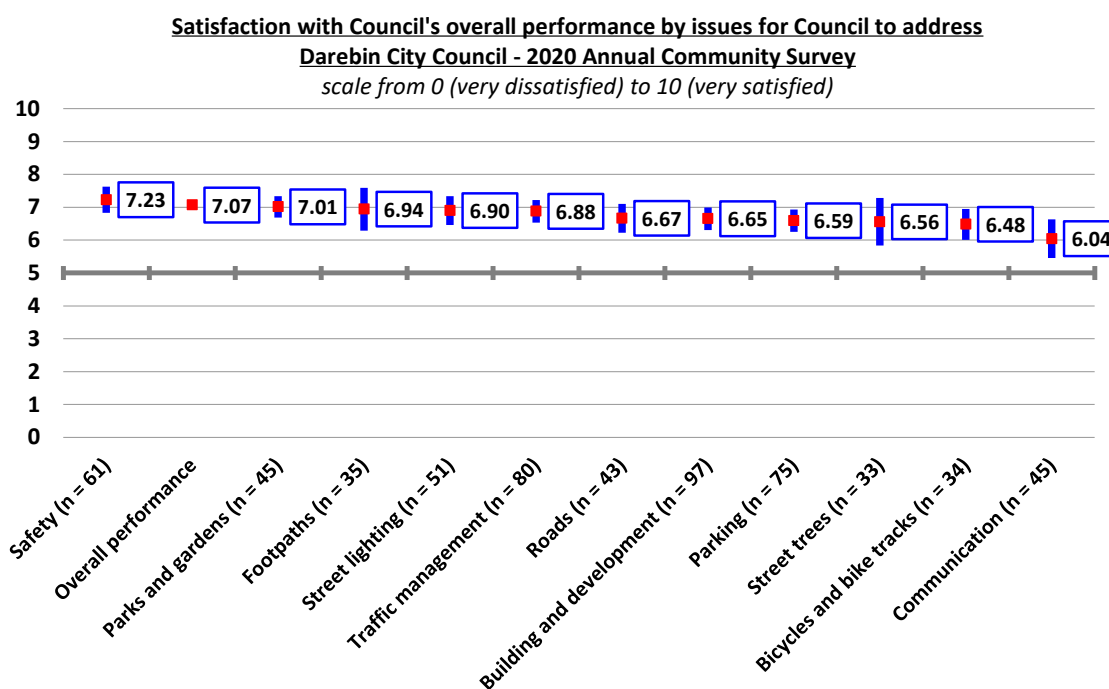
The following graph displays the average overall satisfaction score for respondents nominating each of the top ten issues to address in the City of Darebin “at the moment”, with a comparison to the overall satisfaction score of all respondents (7.07).


The detailed analysis of top issues to address in the City of Darebin is discussed in the [Current Issues for the City of Darebin](#) section of this report.

The aim of this data is to explore the relationship between the issues nominated by respondents and their satisfaction with Council’s overall performance. The data does not prove a causal relationship between the issue and satisfaction with Council’s overall performance, but does provide meaningful insight into whether these issues are likely to be exerting a positive or negative influence on these respondents’ satisfaction with Council’s overall performance.

Clearly the number of respondents nominating each of these ten issues varies somewhat, which is reflected in the size of the blue vertical bars (the 95% confidence interval).

The 61 respondents nominating safety, policing, and crime related issues were on average, marginally but not measurably more satisfied with Council’s overall performance than the municipal average. This does not necessarily imply that these respondents are more satisfied with Council because of the issues around safety, policing, and crime (such as Council’s handling of the issue), but it does show that the issue is highly unlikely to be exerting a negative influence on these respondents satisfaction with Council’s overall performance.





There were six issues that appear to be negatively correlated with satisfaction with overall performance, including roads, planning and development, parking, street trees, bicycle / bicycle paths, and communication issues.

The issues around roads, planning and development, and car parking are often strongly negatively correlated with Council's overall performance. This is reflected in many sections of this report and are well established issues that negatively impact on overall satisfaction, both in the City of Darebin as well as elsewhere across metropolitan Melbourne.

In the experience of Metropolis Research, respondents who are nominating communication issues as one of the top three issues to address in the municipality, are likely to be less satisfied with Council's overall performance than the municipal average.

Correlation between satisfaction with services and facilities and overall performance

The following table provides the correlation coefficient of the relationship between satisfaction with the included services and facilities and satisfaction with Council's overall performance.

The scores are between zero and one, with a higher correlation coefficient reflecting a higher correlation between satisfaction with the service or facility and overall satisfaction.

The services and facilities with which satisfaction is most correlated with satisfaction with overall performance are footpath maintenance and repairs (0.474), the condition of sealed local roads (0.456), the type and species of street trees (0.422), and the maintenance of parks, reserves, and open spaces (0.411).

It is noted that the correlation between satisfaction with individual services and facilities and satisfaction with overall performance is relatively weak (i.e. less than 0.5).

This highlights the fact that satisfaction with Council's overall performance is a much broader and more subjective measure of satisfaction than simply the sum of satisfaction with individual services and facilities.

This is highlighted by the fact that the correlation between overall satisfaction and aspects of governance and leadership is significantly higher than the correlation between services and facilities and overall performance of 0.68.



Satisfaction with selected Council services and facilities

Darebin City Council - 2020 Annual Community Survey

(Number and index score scale 0 - 10)

Service / facility	2020		Correlation*
	Number	Mean	
Footpath maintenance and repairs	982	6.96	0.474
The condition of sealed local roads	977	7.24	0.456
The type / species of street trees	959	7.05	0.422
Maintenance of parks, reserves and open space	969	7.58	0.411
Street sweeping	948	7.16	0.399
Maintenance and cleaning of shopping strips	959	7.62	0.382
The availability of bicycle parking	408	7.10	0.361
The level of dumped rubbish	956	6.93	0.358
Darebin Libraries services	557	8.26	0.339
Regular recycling	984	8.14	0.328
Litter collection in public areas	936	7.49	0.323
Council festivals and events	410	7.43	0.322
The level of street lighting	974	7.37	0.315
Weekly garbage collection	982	8.58	0.252
Green waste recycling	431	8.04	0.019

Average satisfaction with selected services

7.53

() Pearson coefficient*

The following graph provides the average satisfaction with Council's overall performance of the small number of respondents who were dissatisfied with individual services and facilities.

The green waste service was not included on this graph given there were fewer than 10 respondents dissatisfied with this service.

These results show that respondents who were dissatisfied with any of the services or facilities were, on average, measurably and significantly less satisfied with Council's overall performance than the average of all respondents (7.07).

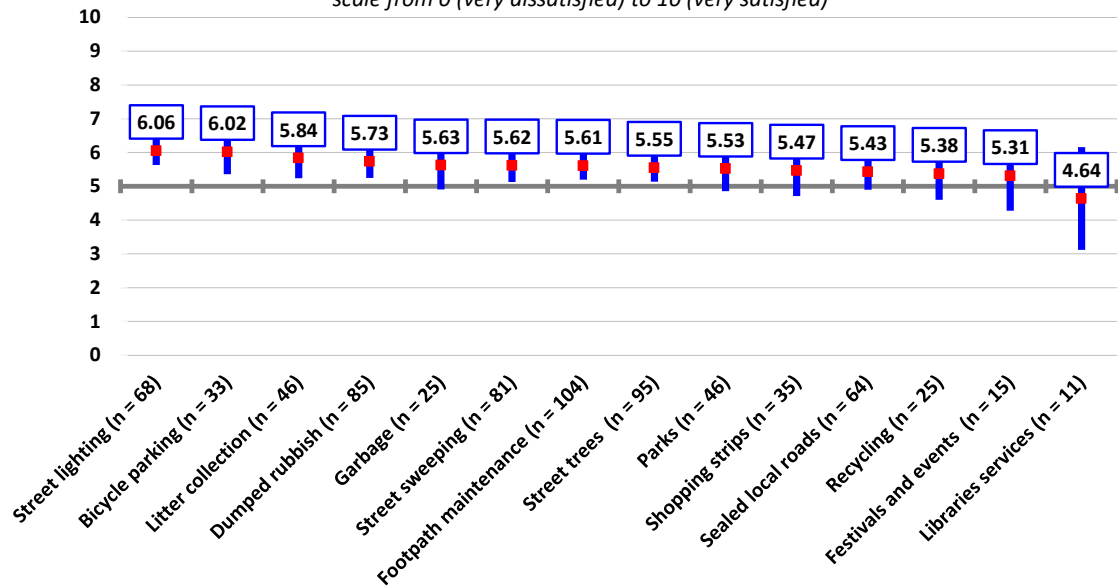
It is acknowledged that a relatively small sample of respondents were dissatisfied with most services and facilities, with a significant degree of overlap between services. In other words, respondents who were dissatisfied with one service or facility tended to be dissatisfied with several services and facilities and were also measurably less satisfied with Council's overall performance.

The services and facilities that appears to be most strongly associated with lower overall satisfaction were the maintenance and cleaning of shopping strips (5.47), the condition of sealed local roads (5.43), recycling (5.38), festivals and events (5.31), and library services (4.64).

Satisfaction with overall performance of respondents' dissatisfied with services

Darebin City Council - 2020 Annual Community Survey

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



Reasons for rating satisfaction with Council's overall performance

Respondents were asked:

"Why do you say that?"

All respondents were asked why they rated satisfaction with Council's overall performance at the level they did.

In summary, the key reasons outlined by respondents were as follows:

- **Satisfied (330 responses)** – the reasons why respondents were satisfied with Council's overall performance included many general positive comments about performance, however a number of issues were raised as negatives including perceived lack of governance, perception of too much politics, planning and development, communication, parking, and a range of other specific issues.
- **Neutral (39 responses)** – the issues raised by respondents who were neutral in terms of satisfaction with Council include communication, a perceived lack of activity by Council, rates, planning and development, and parking.
- **Dissatisfied (45 responses)** - the issues raised by dissatisfied respondents included the perception of poor governance and poor decision making, a perceived lack of communication and consultation with the community, and a range of specific issues in very small numbers.

Many of the issues raised by respondents in answering this question reflect the results outlined elsewhere in the report, including car parking, governance, and planning and housing development.

Reasons for rating satisfaction with Council's overall performance less than 5

Darebin City Council - 2020 Annual Community Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Dissatisfied (0 - 4)</i>	
Corrupt	2
Information not provided by the Council	2
Not happy about Preston Market	2
The decisions making are done without consulting the others	2
There is no communication between the residents and Council	2
Too politically minded	2
A lot of work needs to be done	1
All the aspects covered before, counts for it	1
Community needs need to be heard	1
Corruption, misleading information	1
Crossovers are being approved	1
Don't listen to people	1
Don't respond to complaints	1
Governance has been corrupt. Overly supportive of inappropriate developments. No understanding of the heritage character. Don't want to live in dog boxes	1
Green vote	1
Hear of people that need health support that don't get it	1
Australia day as national day and would never agree with that	1
I don't receive any benefit from this Council except for rubbish collection	1
Just not happy	1
Never contacted on issues	1
No good people in the Council	1
No notifications	1
No parking requirements for new developments	1
No public toilets at park	1
Not addressing keys issues	1
One time dealing with them terrible	1
Overcrowding, rates go up	1
Services are good, but Council members and Mayors are busy with themselves	1
The Council is not doing things properly for the local community	1
The planning development is hopeless	1
They are not doing enough for the community	1
They are not taking the inputs of the residents	1
They are pathetic	1
They do not undertake the people understanding	1
Too much congestion	1
Townhouses without proper transport	1
Traffic department is pathetic	1
Under the table business	1
Very disappointed in their decision making	1
Total	45



Reasons for rating satisfaction with Council's overall performance at 5

Darebin City Council - 2020 Annual Community Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Neutral (5)</i>	
Average	2
Consultation is poor	2
Don't see them doing much	2
Info not provided by the council. Poor communication	2
It is ok but can always improve	2
Parking is an issue	2
A lot of things I don't agree with, new developments, rates etc.	1
Consult with residents	1
Council approvals	1
Council in-fighting	1
Council not doing a good job	1
Council not doing a good job in managing the community areas	1
Council spends too long with political alliances	1
Didn't experience a great job or bad job from them	1
Don't think a lot of safety issues are looked after	1
Footpaths	1
I was not satisfied as a whole	1
Lot of good things but some things that are not good	1
Lot of stuff they are doing I agree with. More consultation	1
Need to do more	1
Not making things easy for the community. Understand our needs	1
Not taking any actions	1
Overdevelopment	1
Poor job, not enough information provided	1
Rates too high	1
Rates we pay and services we receive is poor, they could do more	1
Some services are fine. When complaints are addressed the council doesn't get back	1
The Council should do more, rates I pay too high, I don't have service	1
There a lot that they need to improve like they should listen to the residents	1
They are all about money, greed and not the people	1
They do what they want to do. Don't listen to residents	1
Too many issues	1
Townhouses without proper transport, not happy with Preston Market	1
Total	39

Reasons for rating satisfaction with Council's overall performance more than 5

Darebin City Council - 2020 Annual Community Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Satisfied (6 - 10)</i>	
Room for improvement	46
Overall good	25
No problems / issues	18
Communication could be improved	12
Community consultation is required	8
Doing pretty good / great job	7
Good Council, good work	6
Information not provided	6
Average, not so good, not so bad	5
Getting their job done	4
Some issues need attention	4
They do well. Try hard	4
I was not satisfied as a whole	3
More community communication required	3
Parking is a nightmare	3
Reasonably good job could do better	3
Sometimes not okay	3
Communication is inadequate	2
Good Council performance when compared to 40-50 years ago	2
Overdevelopment in the area	2
Very good Council, lots of improvements	2
Very happy here	2
It's the Council's job to note things and take into consideration development	1
All facilities are good	1
All services to exceptional standard	1
Better than other Councils, climate emergency, refugees and gambling position is good	1
Building and planning department experience have not been that good	1
Car parked on streets	1
Car parked on streets (street name Gurrborra Way)	1
Could provide more services to assist the temporary residents	1
Council should be more transparent and honest with their agenda	1
Cyclist issues, too much power of the cyclist, don't look after all the demographic, I am older age and don't feel looked after, have to constantly get off the footpath because of cyclists	1
Decent job apart from graffiti and people dumping garbage	1
Development issue and railway line in Preston, not informed	1
Developments are not good	1
Disappointed about a problem I'm contacting them about	1
Do some things well are improving but need a lot more to be done	1
Done some good things, but others areas poor	1

Reasons for rating satisfaction with Council's overall performance more than 5

Darebin City Council - 2020 Annual Community Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Satisfied (6 - 10)</i>	
Filthy High St	1
Fines from the Council	1
General services good but communication could be improved	1
Generally basic things are done well but need to be proactive	1
decisions	1
Good communication	1
Good Council, they're always trying to improve	1
Graffiti	1
Have improved some services but more can be done	1
I don't have much to do with them	1
I have so many services that help me and they're all good. It's because I'm old	1
I think the Council does a good job, I like my Council, they are great	1
Illegal parking, nothing done about it	1
I'm happy overall, things are in order. Places are well kept and maintained.	1
Development is really nice compared to other places	1
Improvements needed	1
In terms of employment, really good. But multicultural pockets and needs to celebrate it more	1
Information not provided by the Council. Poor communication	1
Interaction with them was good	1
Involve the community more	1
Issues	1
Lived here for 50 years, it's been alright	1
More specific involvement are required. Some people are treated unfairly, especially sporting groups	1
roads	1
Need to be more proactive, more consultation with the community	1
New developments	1
No concern for the community these days	1
Not addressing keys issues	1
Not aware of everything not enough information given and giving residents there say	1
Not doing good or bad, but need more respect to all groups, not only minority groups	1
Not happy with trees maintenance	1
Not particularly involved in Council activities, not enough information	1
Not perfect but working hard	1
Not taking any actions or consultation	1
Not too many negatives	1
Political bias	1
Preservation of nature is a concern	1

Reasons for rating satisfaction with Council's overall performance more than 5

Darebin City Council - 2020 Annual Community Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Satisfied (6 - 10)</i>	
Quite responsive	1
Rates are very high, things take forever to get done	1
Rates should be cheaper	1
Safe, clean, good place	1
Seem to care about community but needs more work	1
Shops graffiti needs to be cleaned	1
Should reduce the rates as it is high, maintenance is good though	1
Some buildings are very old and unused, no development is being made	1
Some improvements in services can be made	1
Some issues need attention such as rubbish collection	1
Stick to Council things instead of state government politics	1
Streets could be better maintained	1
The Council gets the bare minimum done, but there is still a lot of improvement can make	1
The Council should do more, rates I pay too high, I don't have service	1
The parking strategy and Preston Market issues are not resolved	1
They do consult people through voices. Require more say about local infrastructure	1
They should do a better job in traffic management in the area	1
They've been helpful when I've needed something, some areas get more care compared to others	1
Too many departments	1
Too many matters are irrelevant to the Council, a lot of matters they emphasise are federal or state matters, Council should not get too political	1
Very happy with all services except new developments	1
Very satisfied with the Council	1
When complaints are made its sorted	1
Worrying too much about minorities and not what the majority want	1
Total	246



Governance and leadership

Respondents were asked:

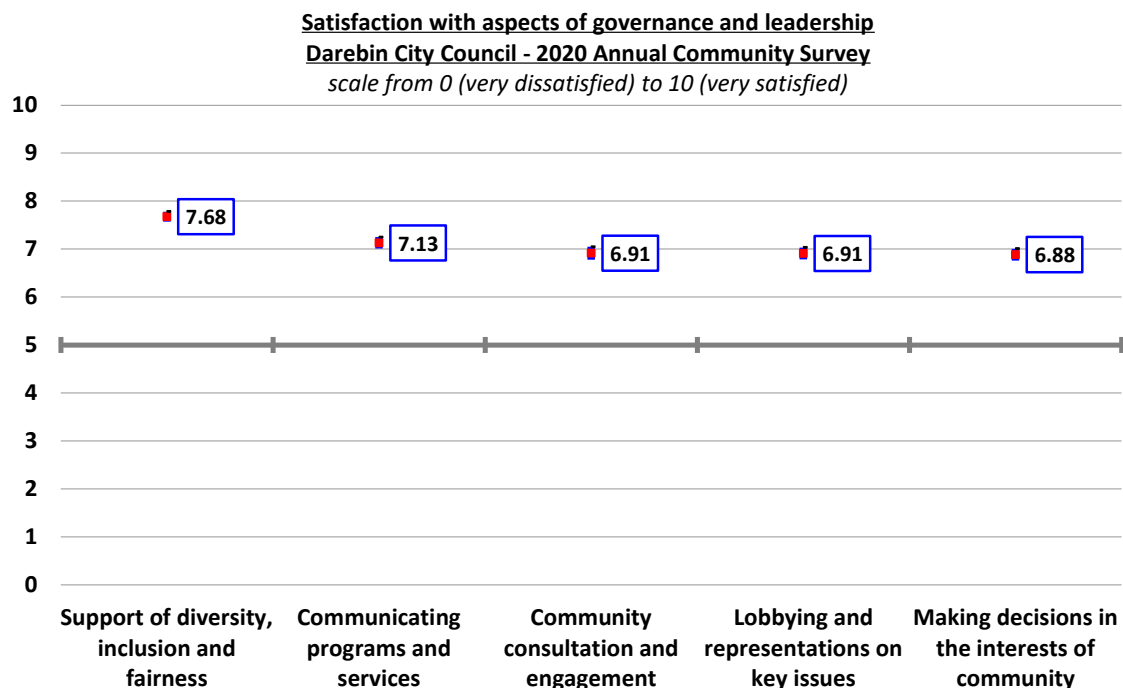
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the following?”

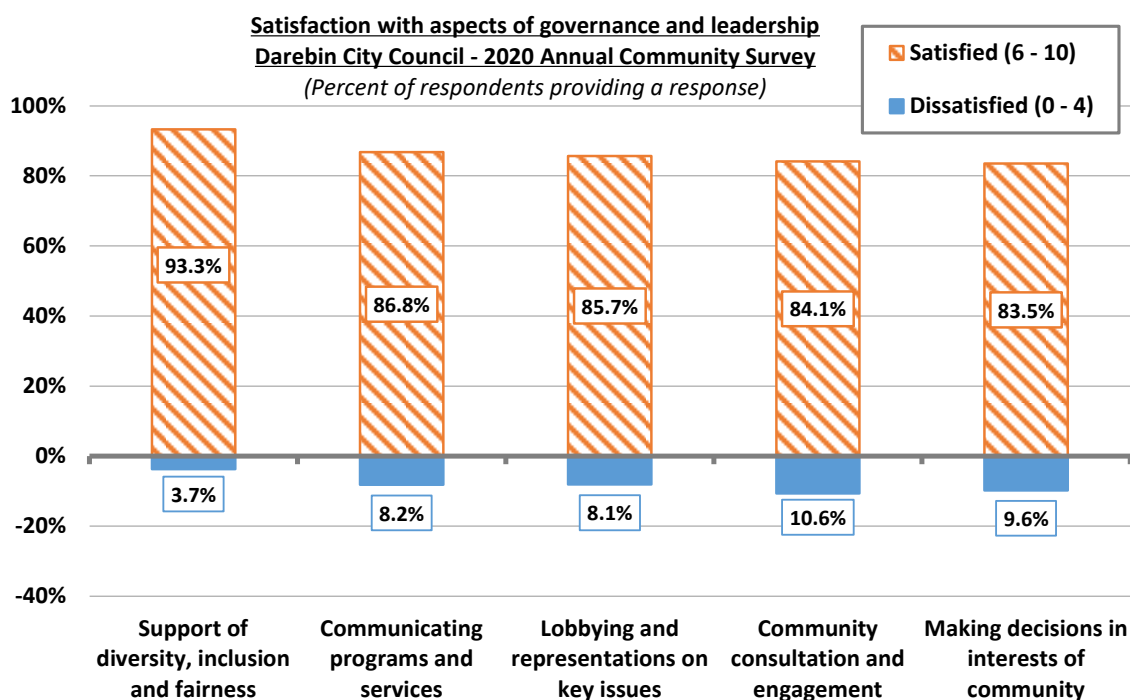
There were five aspects of governance and leadership included in the 2020 survey, the same as in recent years. The average satisfaction with these five aspects was 7.10, down 1.2% on the 7.19 recorded last year. This decline was not statistically significant, and satisfaction remains at a “good” level.

It is interesting to note that the average satisfaction with the five aspects of governance and leadership was almost identical to the overall satisfaction score (7.07), a result that is reflected in the high average correlation of 0.68 between overall satisfaction and satisfaction with governance and leadership.

Satisfaction with the five aspects of leadership and governance can best be summarised as follows:

- **Very Good** – for Council support of diversity, inclusion, and fairness. 93.3% of respondents were satisfied with this aspect, whilst just 3.7% were dissatisfied.
- **Good** – for Council communicating its programs and services, community consultation and engagement, lobbying and representation on key issues, and making decisions in the interests of the community. More than 80% of respondents were satisfied with each of these four aspects, whilst between eight and 10% were dissatisfied.





Satisfaction with aspects of governance and leadership
Darebin City Council - 2020 Annual Community Survey
(Number and percent of total respondents)

Aspect	Dissatisfied (0 - 4)	Neutral (5)	Satisfied (6 - 10)	Can't say
Support of diversity, inclusion and fairness	3.7%	3.0%	93.3%	149
Communicating programs and services	8.2%	5.0%	86.8%	89
Community consultation and engagement	10.6%	5.3%	84.1%	144
Making decisions in interests of community	9.8%	6.7%	83.5%	143
Lobbying and representations on key issues	8.1%	6.2%	85.7%	231

Council's support of diversity, inclusion, and fairness

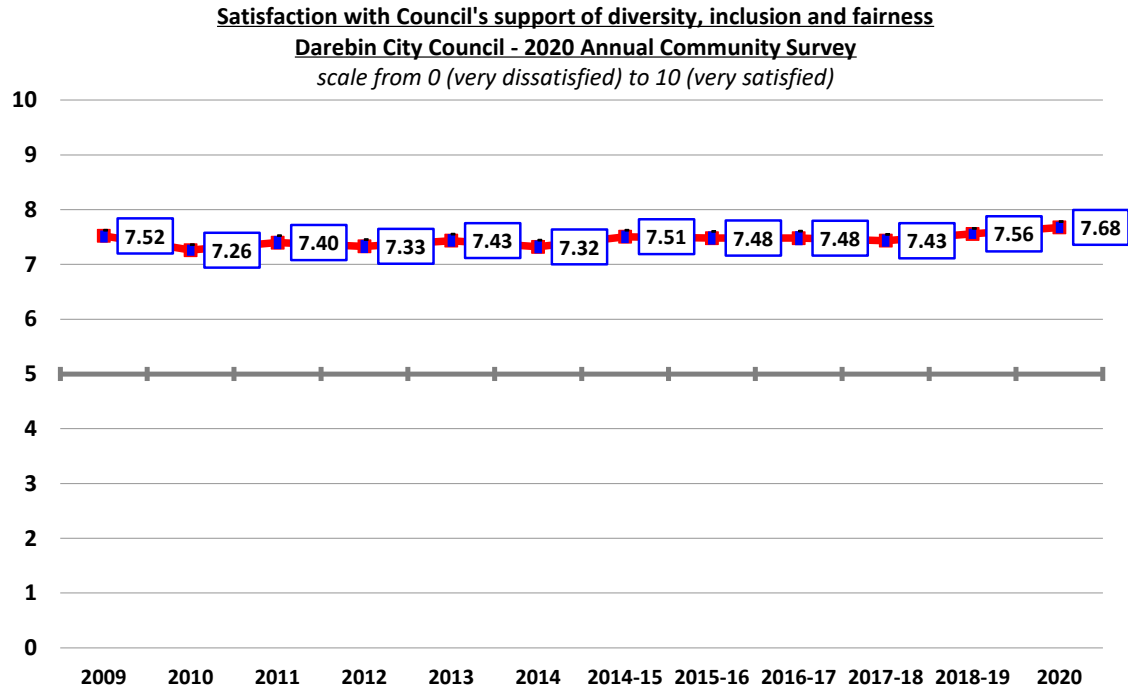
Respondents were asked:

“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 support of diversity, inclusion and fairness? If rated less than 6, why do you say that?”

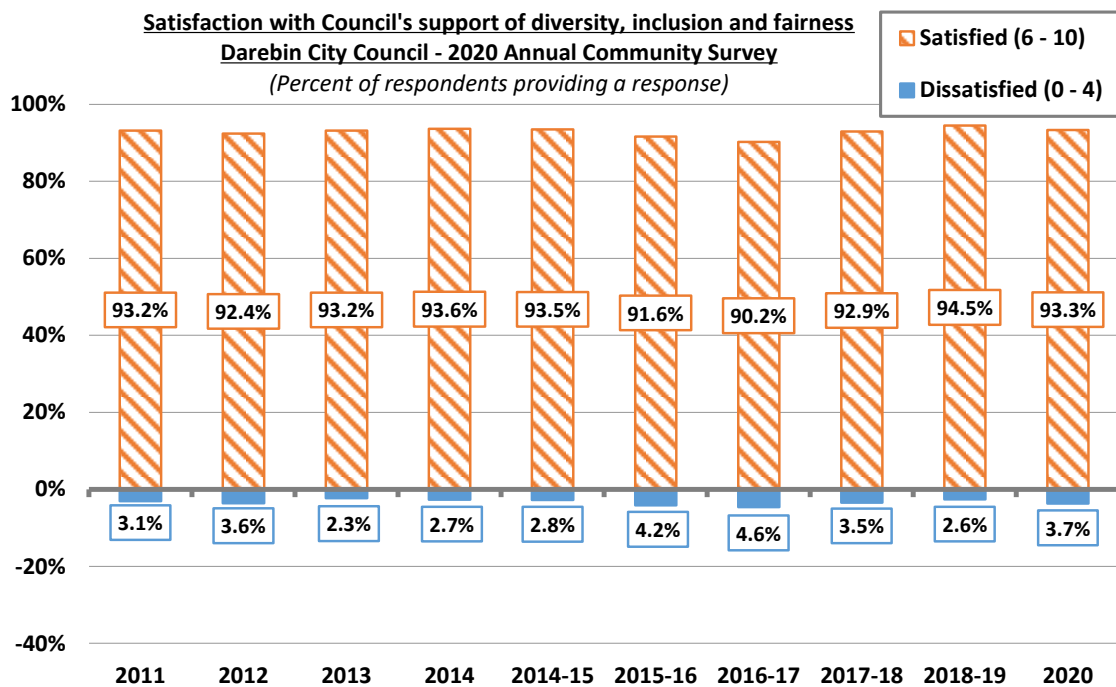
This aspect of governance and leadership was previously included in the survey as “Council’s performance in meeting the needs of the multicultural community”. Whilst time-series comparison is appropriate, the significant change in wording is noted.

Satisfaction with this aspect of governance and leadership increased 1.6% to 7.68, although it remains at a “very good” level of satisfaction.

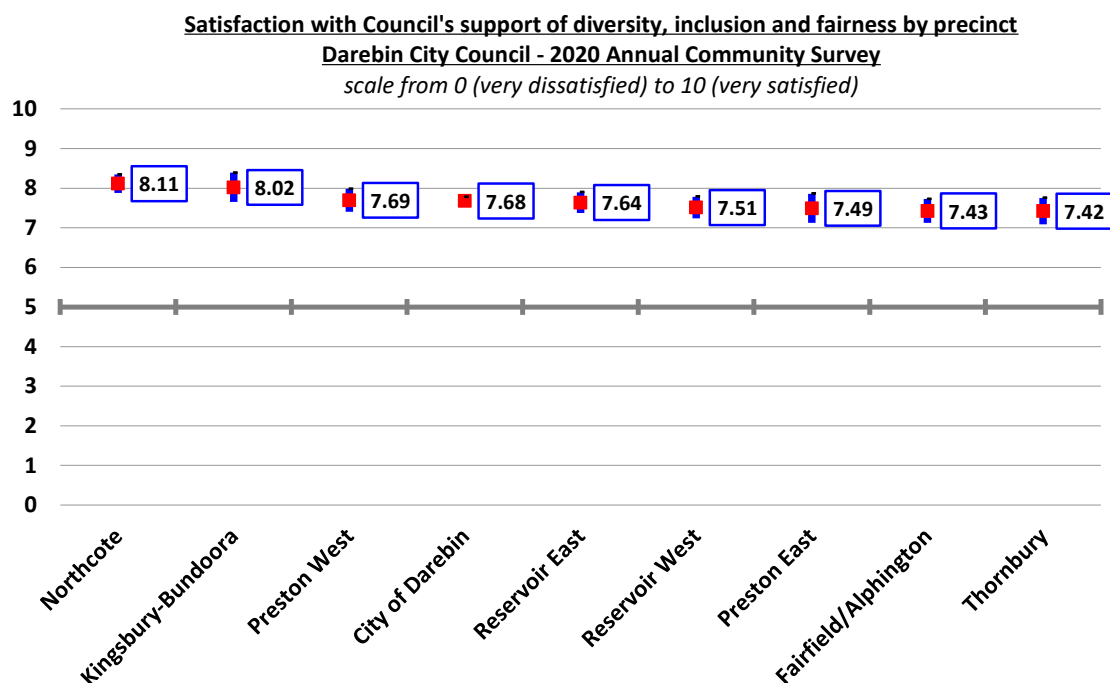
This consistently high level of satisfaction with this aspect of governance and leadership reflects well on the performance of Council in supporting the diversity of the Darebin community. This is a well-established finding for the City of Darebin, which Metropolis Research has observed over many years.



Consistent with previous years' results, more than 90% of respondents were satisfied with this aspect, whilst less than four percent were dissatisfied.



With the exception of respondents from Northcote, who were measurably more satisfied than average and at an “excellent” level, there was no other measurable variation in satisfaction with this aspect observed across the municipality.



There was some variation in satisfaction with Council’s support of diversity, inclusion, and fairness observed by respondent profile, with attention drawn to the following:

- **More satisfied than average** – includes young adults (aged 20 to 34 years), rental household respondents, respondents who had lived in the City of Darebin for one to less than five years.
- **Less satisfied than average** – includes middle-aged adults (aged 45 to 59 years) and long-term resident respondents (10 years or more in the City of Darebin).

Satisfaction with Council’s support of diversity, inclusion, and fairness increased in five precincts and declined in three, as follows:

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

Of these changes, only the increase in satisfaction of Northcote respondents was statistically significant.



Satisfaction with Council's support of diversity, inclusion and fairness

Darebin City Council - 2020 Annual Community Survey

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>Lower</i>	<i>2020 Mean</i>	<i>Upper</i>
<i>Age</i>				
18 - 19 years	19	7.38	7.97	8.56
20 - 34 years	295	7.72	7.90	8.07
35 - 44 years	156	7.63	7.87	8.10
45 - 59 years	201	7.06	7.30	7.54
60 - 74 years	113	7.12	7.42	7.71
75 years and over	70	7.41	7.74	8.07
<i>Housing situation</i>				
Own this home	383	7.39	7.54	7.69
Mortgage	161	7.33	7.59	7.85
Renting this home	252	7.85	8.02	8.20
Renting from Office of Housing	7	5.77	7.44	9.11
<i>Period of residence</i>				
Less than one year	13	7.58	8.19	8.80
One to less than five years	119	8.10	8.35	8.60
Five to less than ten years	127	7.61	7.86	8.11
Ten years or more	575	7.35	7.48	7.61
<i>Aboriginal and Torres Strait Islander</i>				
Yes	11	5.93	7.30	8.68
No	829	7.58	7.69	7.80
<i>Multi-lingual household</i>				
English speaking	544	7.54	7.67	7.81
Multi-lingual	301	7.49	7.67	7.84
<i>Household member with a disability</i>				
Yes	123	7.20	7.51	7.81
No	710	7.58	7.70	7.81
<i>Gender</i>				
Male	415	7.45	7.60	7.76
Female	439	7.60	7.74	7.89
City of Darebin	854	7.57	7.68	7.78

Satisfaction with Council's support of diversity, inclusion and fairness

Darebin City Council - 2020 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Northcote	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
	2020	149	7.88	8.11	8.34
Kingsbury-Bundoora	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
	2020	56	7.65	8.02	8.39
Preston West	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
	2020	119	7.41	7.69	7.98
Reservoir East	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
	2020	132	7.38	7.64	7.90
Reservoir West	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
	2020	153	7.24	7.51	7.78
Preston East	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
	2020	86	7.12	7.49	7.86
Fairfield-Alphington	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
	2020	59	7.12	7.43	7.73
Thornbury	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
	2020	100	7.09	7.42	7.75



The 32 respondents dissatisfied with Council's support of diversity, inclusion, and fairness provided a total of 27 responses as to the reasons why they were dissatisfied.

The most common reasons why these respondents were dissatisfied with Council's performance in this area related to a perception that there was too much attention paid to minority communities rather than the general community as a whole.

Reasons for rating satisfaction with Council's support of diversity, inclusion and fairness less than 6
Darebin City Council - 2020 Annual Community Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Is not fair, need to be more	2
Only work for minority	2
They're not doing anything about it	2
A lot are allowed for LGBT, but not for other groups, it is wrong, people need respect	1
All one way	1
Bad treatment	1
Because of the way treat the RSL	1
Discriminated against Anglo Saxon, ignore majority	1
Focus on specific areas	1
Go a bit far with minority groups instead of entire community	1
Have not seen any support	1
I don't feel like they include everyone especially in jobs	1
It is not the Council's business, Council should look after the rate payers	1
Local businesses not supported	1
More open to the pride community	1
Neglect to some cultural groups	1
Not happy with what they are doing	1
Not something they should be involved	1
Over emphasising on this theme	1
There is no communication	1
They spend too much on unnecessary things	1
Too focused on aboriginal community	1
Too political	1
Women are treated unfairly compared to men	1
Total	27

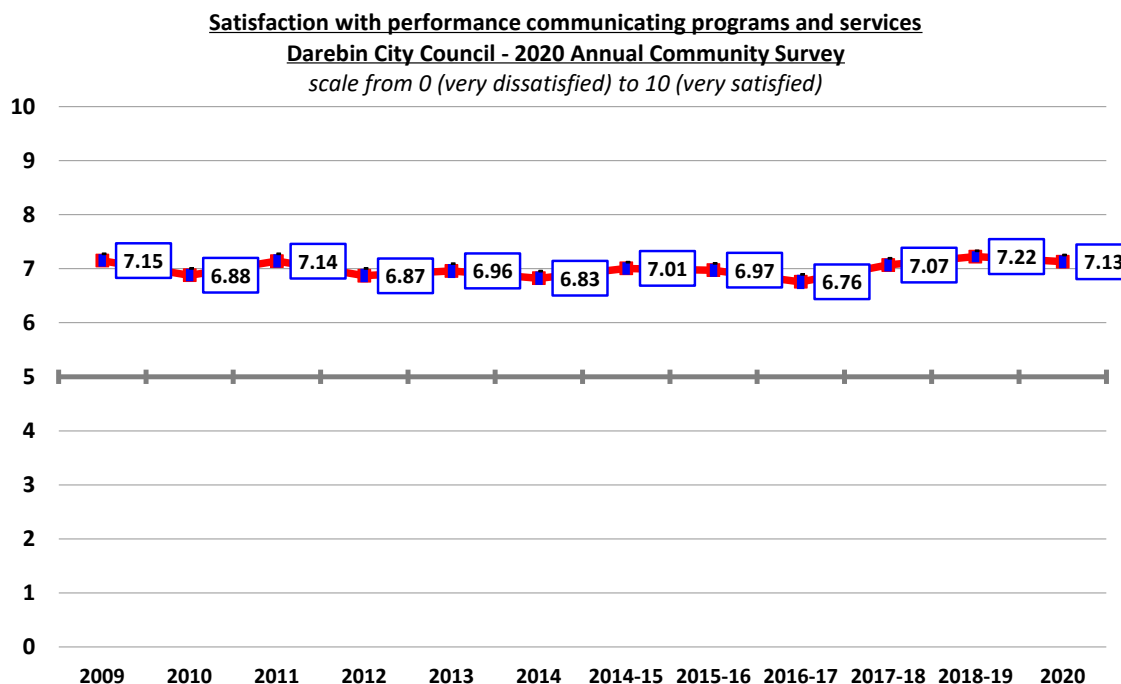
Communicating programs and services

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? If rated less than 6, why do you say that?”

Satisfaction with Council’s performance communicating its programs and services declined marginally but not measurably this year, down 1.5% to 7.13, although it remains at a “good” level of satisfaction.

Satisfaction with this aspect of governance and leadership has remained at a “good” level of satisfaction in each of the last 11 years, around a long-term average of seven out of 10.



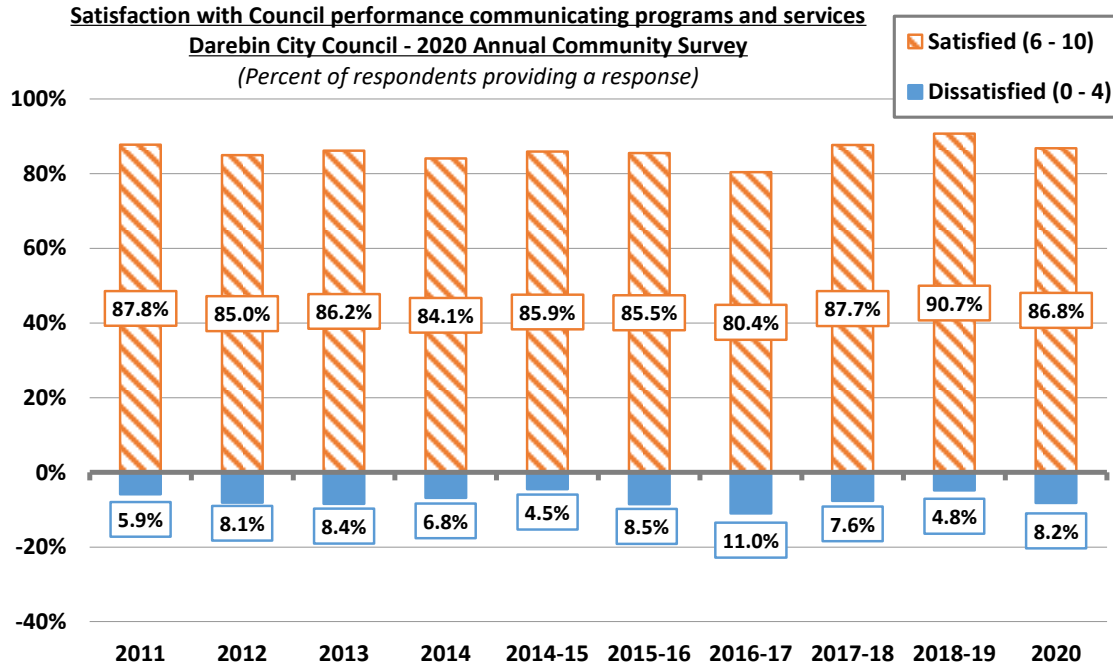
There was a marginal decline in the proportion of respondents satisfied with this aspect of governance and leadership this year, down from 90.7% to 86.8%, and a corresponding increase in the proportion of dissatisfied respondents, up from 4.8% to 8.2%.

Metropolis Research notes that the proportion of dissatisfied respondents has tended to move around somewhat from year to year, from a low of 4.5% back in 2014-15 to a high of 11.0% in 2016-17.

Satisfaction with Council performance communicating programs and services

Darebin City Council - 2020 Annual Community Survey

(Percent of respondents providing a response)



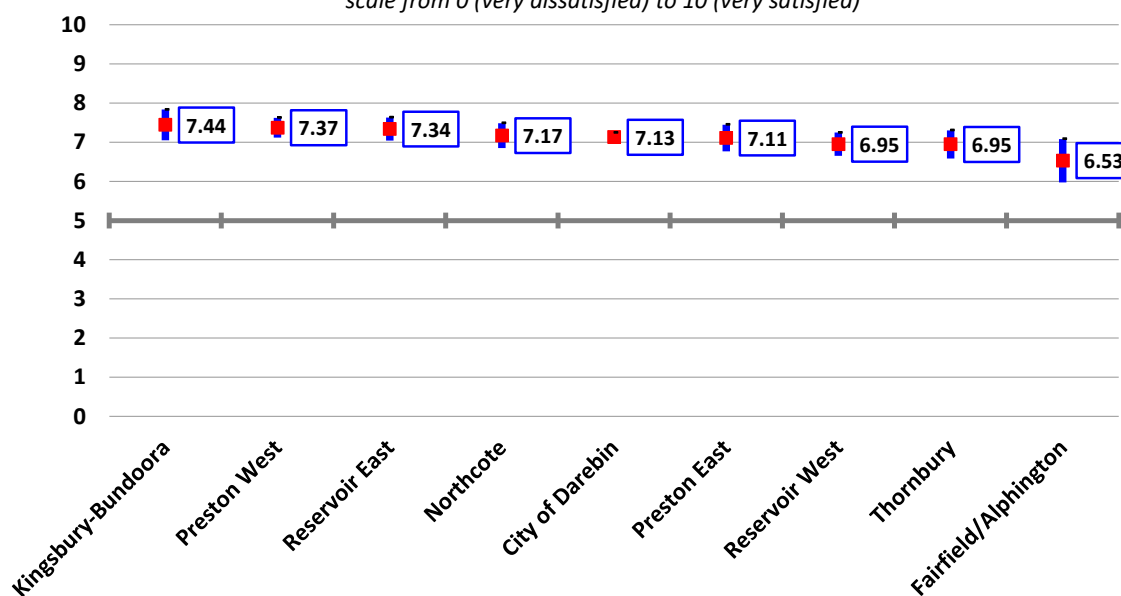
There was notable variation in satisfaction with Council communicating its programs and services, as follows:


- **Kingsbury-Bundoora, Preston West and Reservoir East** – respondents were somewhat, albeit not measurably more satisfied than average and at “very good” levels.
- **Fairfield-Alphington** – respondents were measurably and significantly less satisfied than average, although still at a “good” level.

Satisfaction with performance communicating programs and services by precinct

Darebin City Council - 2020 Annual Community Survey

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





There was some variation in satisfaction with Council communicating its programs and services observed by respondent profile, with attention drawn to the following:

- **More satisfied than average** – includes young adults (aged 20 to 34 years), rental household respondents, respondents who had lived in the City of Darebin for one to less than five years.
- **Less satisfied than average** – includes middle-aged adults (aged 45 to 59 years).

Satisfaction with Council communicating its programs and services increased in four precincts and declined in four, as follows:

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

Of these changes, only the decreases in satisfaction of Reservoir West and Fairfield-Alphington respondents were statistically significant.



Satisfaction with Council's performance communicating programs and services

Darebin City Council - 2020 Annual Community Survey

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>Lower</i>	<i>2020 Mean</i>	<i>Upper</i>
<i>Age</i>				
18 - 19 years	22	6.17	7.20	8.23
20 - 34 years	305	7.20	7.39	7.57
35 - 44 years	176	6.78	7.07	7.36
45 - 59 years	214	6.51	6.76	7.01
60 - 74 years	119	6.62	6.97	7.32
75 years and over	78	7.10	7.50	7.89
<i>Housing situation</i>				
Own this home	415	6.84	7.02	7.19
Mortgage	171	6.71	6.98	7.25
Renting this home	265	7.34	7.55	7.76
Renting from Office of Housing	5	2.98	6.83	10.00
<i>Period of residence</i>				
Less than one year	14	6.52	7.19	7.86
One to less than five years	123	7.44	7.71	7.97
Five to less than ten years	147	6.84	7.16	7.47
Ten years or more	608	6.85	7.00	7.15
<i>Aboriginal and Torres Strait Islander</i>				
Yes	11	5.61	7.14	8.66
No	888	7.00	7.13	7.25
<i>Multi-lingual household</i>				
English speaking	575	6.95	7.10	7.25
Multi-lingual	329	6.94	7.15	7.35
<i>Household member with a disability</i>				
Yes	138	6.72	7.08	7.45
No	754	6.99	7.12	7.25
<i>Gender</i>				
Male	437	6.91	7.08	7.25
Female	477	7.01	7.18	7.34
City of Darebin	914	7.01	7.13	7.25

Satisfaction with Council's performance communicating programs and services

Darebin City Council - 2020 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	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
	2020	66	7.05	7.44	7.84
Preston West	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
	2020	124	7.12	7.37	7.63
Reservoir East	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
	2020	140	7.05	7.34	7.63
Northcote	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
	2020	162	6.85	7.17	7.49
Preston East	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
	2020	90	6.77	7.11	7.45
Reservoir West	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
	2020	162	6.66	6.95	7.25
Thornbury	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
	2020	108	6.59	6.95	7.31
Fairfield-Alphington	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
	2020	62	5.98	6.53	7.09



The 75 respondents dissatisfied with Council's performance communicating its programs and services provided a total of 49 responses as to the reasons why they were dissatisfied.

The most common reasons why these respondents were dissatisfied with this aspect was a perception that they were not receiving sufficient or sometimes information from Council.

Reasons for rating satisfaction with communicating programs and services less than 6
Darebin City Council - 2020 Annual Community Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Don't get any, do not receive any information	13
No communication	8
Not aware of them	3
Could do better. Maybe drop a newspaper	2
Do not get local papers, not on monthly or weekly basis	2
No consultation from the Council and they don't care much about the community	2
Because of RSL	1
Changes to Preston Market weren't informed	1
Council website navigation terrible	1
Disability services	1
Discussion with community about the local street parking regulations	1
Green	1
I just find that Council makes decisions and tells you	1
Lack of online, and email	1
Need more information	1
No communication at all considering the artists	1
Not very clear	1
Online FB	1
Online information needed such as social media and signs helpful	1
Only concentrating on refugees	1
Parking restrictions	1
Preston post taken	1
The services provided to the older residents is not great	1
They lie to us	1
Too much involvement in the state government politics	1
Total	49

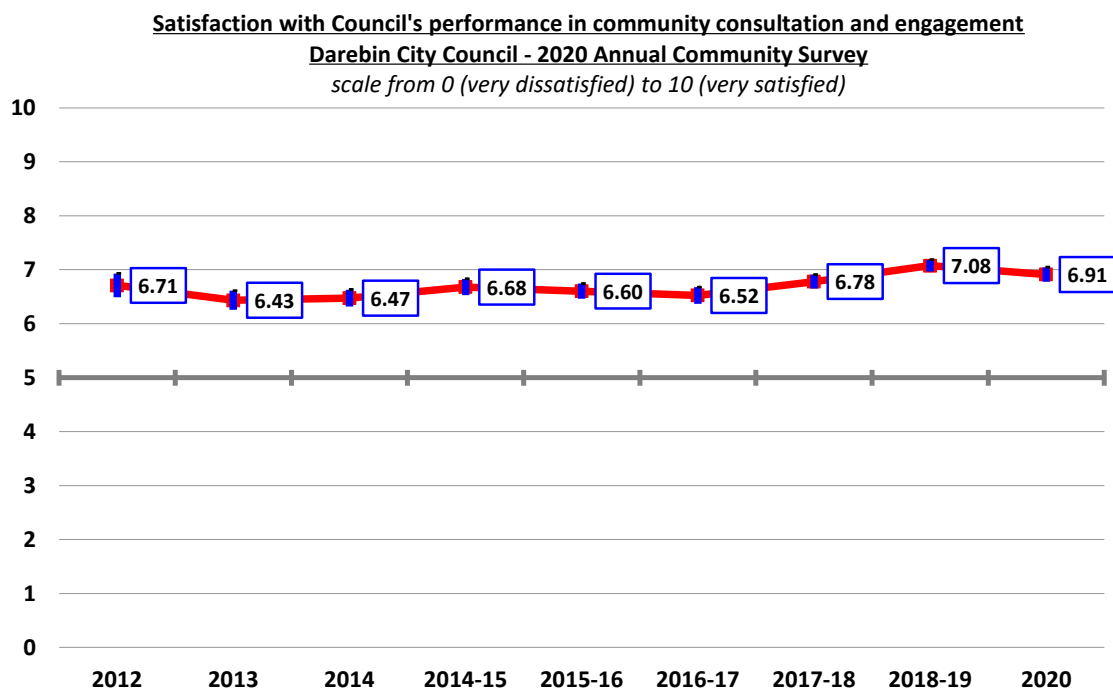
Community consultation and engagement

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? If rated less than 6, why do you say that?”

Satisfaction with Council’s community consultation and engagement declined marginally but not measurably this year, down 2.4% to 6.91, although it remains at a “good” level.

Satisfaction with this aspect has been recorded at a “good” level in seven of the last nine years, around a long-term average of 6.69. The 2020 result was measurably above this long-term average.

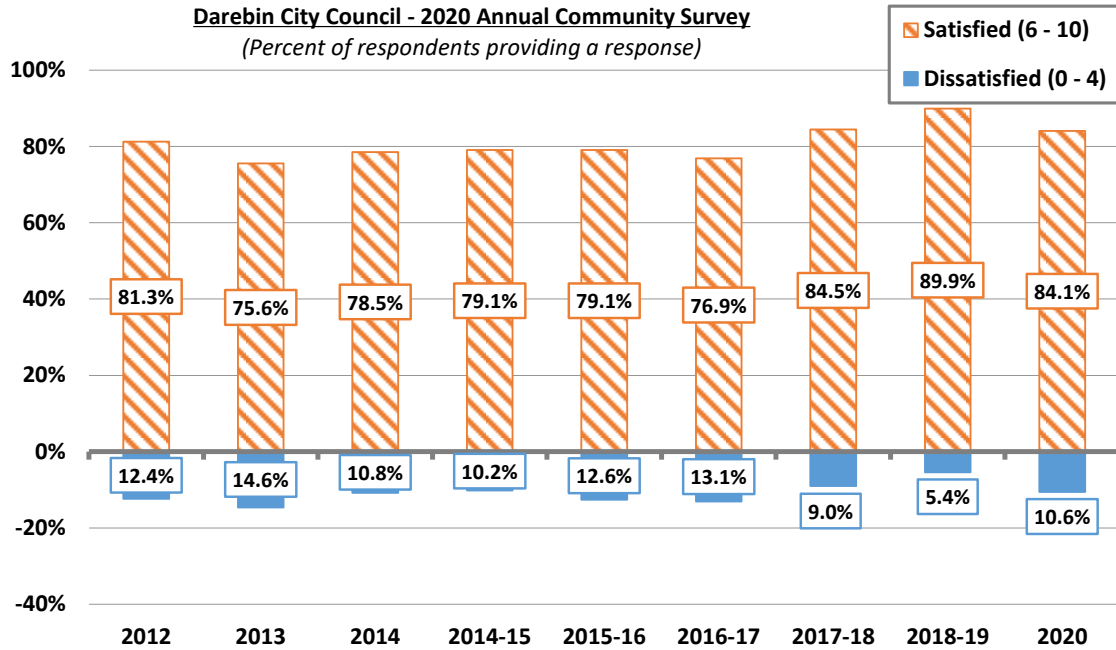


Consistent with the decline in the average satisfaction with this aspect this year, there was a small decrease in the proportion of satisfied respondents (84.1% down from 89.9%), and almost a doubling in the proportion of dissatisfied respondents (10.6% up from 5.4%).

Satisfaction with Council's performance in community consultation and engagement

Darebin City Council - 2020 Annual Community Survey

(Percent of respondents providing a response)



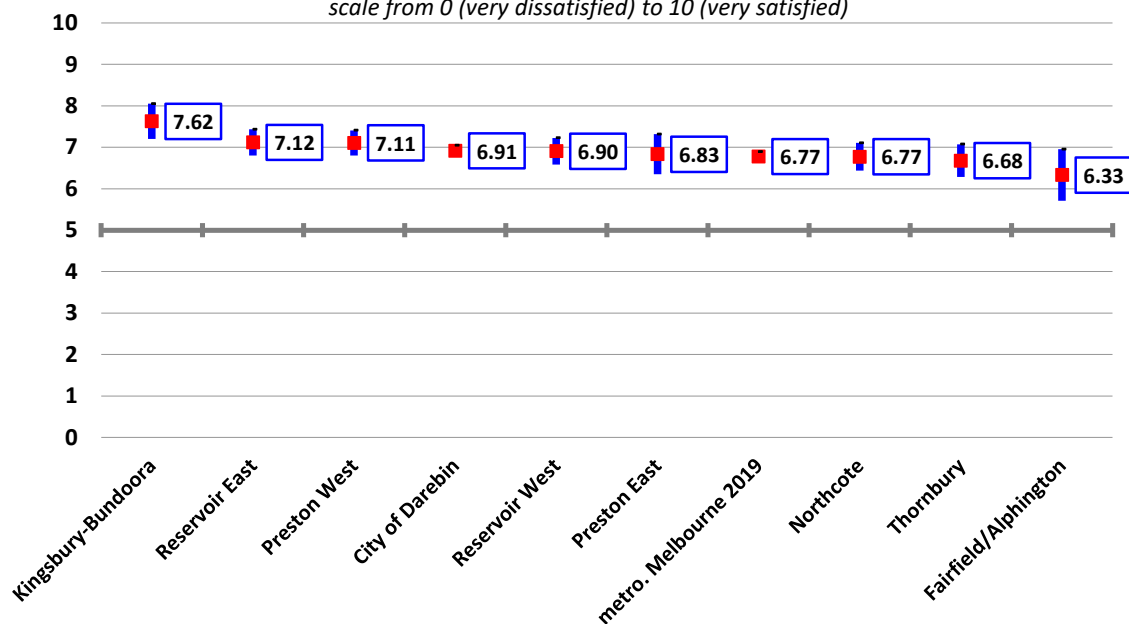
There was measurable and significant variation in satisfaction with Council’s community consultation and engagement observed across the municipality, as follows:


- **Kingsbury-Bundoora** – respondents were measurably and significantly more satisfied than the municipal average and at a “very good” level.
- **Fairfield-Alphington** – respondents were measurably and significantly less satisfied than the municipal average and at a “solid” level.

Satisfaction with Council's performance in community consultation and engagement

Darebin City Council - 2020 Annual Community Survey

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





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

- ***More satisfied than average*** – includes young adults (aged 20 to 34 years), rental household respondents, the small sample of eight Aboriginal and Torres Strait Islander respondents, from multi-lingual households, and newer resident respondents (lived in the City of Darebin for less than five years).
- ***Less satisfied than average*** – includes middle-aged and older adults (aged 45 to 74 years) and long-term resident respondents (10 years or more in the City of Darebin).

Satisfaction with Council’s community consultation and engagement increased in two precincts and declined in six, as follows:

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

Of these changes, only the decrease in satisfaction of Reservoir West respondents was statistically significant.



Satisfaction with Council's performance in community consultation and engagement

Darebin City Council - 2020 Annual Community Survey

(Number and index score 0 - 10)

Variable	Number	2018-2019		
		Lower	Mean	Upper
<i>Age</i>				
18 - 19 years	19	5.93	7.09	8.24
20 - 34 years	290	7.03	7.25	7.47
35 - 44 years	166	6.73	7.02	7.30
45 - 59 years	204	6.18	6.47	6.77
60 - 74 years	112	6.21	6.58	6.96
75 years and over	66	6.57	7.03	7.50
<i>Housing situation</i>				
Own this home	392	6.57	6.77	6.96
Mortgage	161	6.38	6.69	7.00
Renting this home	249	7.12	7.36	7.60
Renting from Office of Housing	5	2.19	6.13	10.00
<i>Period of residence</i>				
Less than one year	14	6.93	7.70	8.46
One to less than five years	108	7.12	7.44	7.76
Five to less than ten years	147	6.65	6.99	7.33
Ten years or more	572	6.59	6.76	6.92
<i>Aboriginal and Torres Strait Islander</i>				
Yes	9	5.37	7.48	9.59
No	835	6.77	6.91	7.04
<i>Multi-lingual household</i>				
English speaking	542	6.55	6.73	6.91
Multi-lingual	307	7.00	7.19	7.39
<i>Household member with a disability</i>				
Yes	128	6.46	6.86	7.25
No	710	6.75	6.90	7.04
<i>Gender</i>				
Male	407	6.65	6.85	7.05
Female	452	6.79	6.97	7.15
City of Darebin	859	6.78	6.91	7.05


Satisfaction with Council's performance in community consultation and engagement

Darebin City Council - 2020 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	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
	2020	57	7.20	7.62	8.05
Reservoir East	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
	2020	125	6.80	7.12	7.43
Preston West	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
	2020	120	6.80	7.11	7.41
Reservoir West	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
	2020	155	6.58	6.90	7.22
Preston East	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
	2020	88	6.35	6.83	7.32
Northcote	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
	2020	151	6.44	6.77	7.11
Thornbury	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
	2020	102	6.28	6.68	7.07
Fairfield-Alphington	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
	2020	61	5.71	6.33	6.95





The 91 respondents dissatisfied with Council's community consultation and engagement provided a total of 57 responses as to the reasons why they were dissatisfied.

The most common reason why these respondents were dissatisfied with this aspect was a perception of no or little consultation or engagement by Council with the community.



Reasons for rating satisfaction with community consultation and engagement less than 6

Darebin City Council - 2020 Annual Community Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
No consultation	7
No engagement	4
Don't hear anything	3
Haven't seen any	3
No communication	3
Parking strategy did not involve community consultation	2
Preston Market decisions	2
Preston Market did not involve community consultation	2
Consultation in terms of planning is inequitable	1
Dispute	1
Don't get rid of Preston Market	1
Full of factions fighting amongst themselves	1
Green	1
Information not provided	1
Nature strip issue I had, trees cause damage to my car	1
Need a guy come to the community and ask opinion	1
No mention of Reservoir pool	1
Not happy with the Preston Market issue	1
Political decisions	1
Poor job	1
Preston Market closed down	1
Preston Market discussion meeting, public not consulted, difficult to communicate	1
Preston Market is appalling, they don't listen to people. All about money	1
Recent development which wasn't informed	1
Ridiculous discussions	1
RSL	1
Should consult more about the parks	1
Terrible parking restrictions, money making venture, very disappointed, have to pay for a ticket, which should be free	1
The Council did not do anything against the development	1
The Council pretends to listen to the advice, but I don't think the Council takes it seriously	1
The don't ask about enough topics of concern	1
There is only one way communication, they do not take inputs	1
They get it only from one specific group	1
They should be more open about decisions	1
They try but I am not convinced	1
Times aren't convenient	1
Very disappointed	1
Very political way	1
You don't get any answers or whatever you want	1
Total	57

Making decisions in the interests of the community

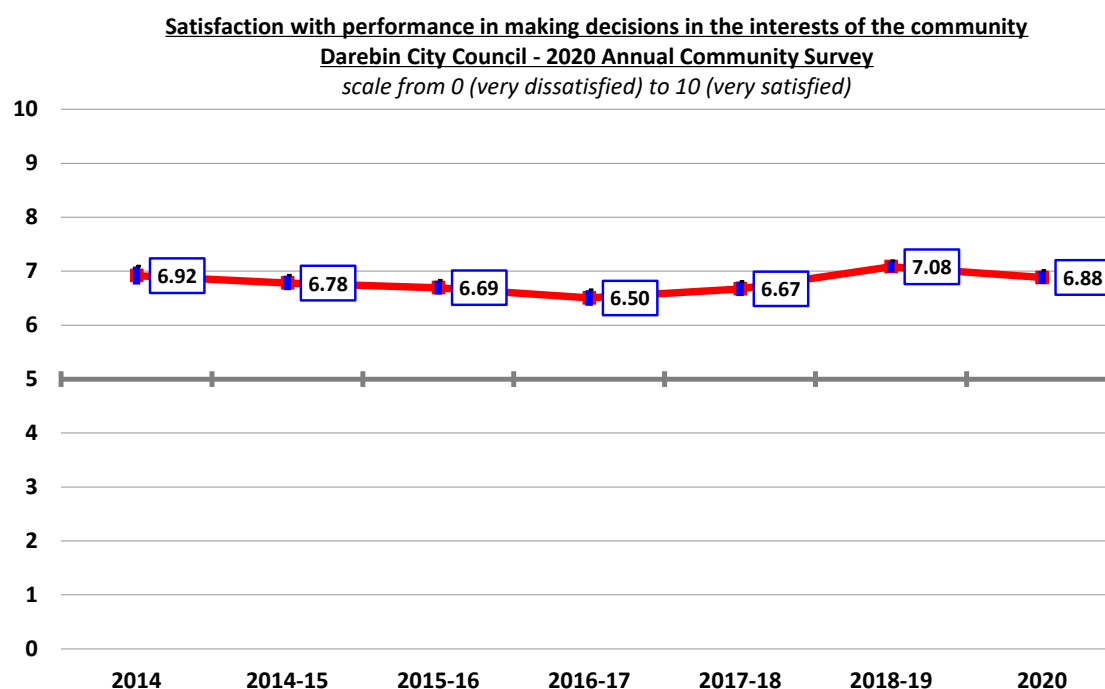
Respondents were asked:

“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 decreased somewhat this year, down 2.8% to 6.88, although this decline was not statistically significant, and satisfaction remained at a “good” level.

This aspect of governance and leadership was also included in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research. The 2019 metropolitan Melbourne average satisfaction with this aspect was 6.83, very marginally but not measurably lower than this City of Darebin 2020 result.

The 2020 *Governing Melbourne* survey was delayed due to the COVID-19 pandemic and results will be updated as soon as they become available.

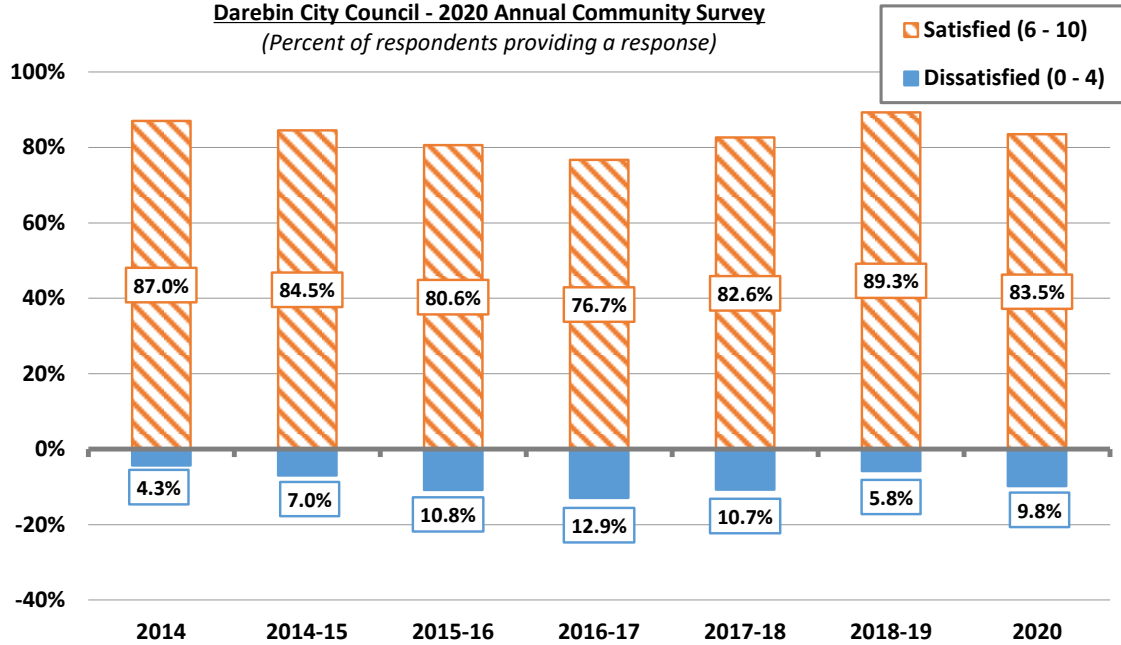


Consistent with the small decline in average satisfaction this year, there was a small decline in the proportion of satisfied respondents (83.5% down from 89.3%) and a notable increase in the proportion of satisfied respondents (9.8% up from 5.8%).

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

Darebin City Council - 2020 Annual Community Survey

(Percent of respondents providing a response)

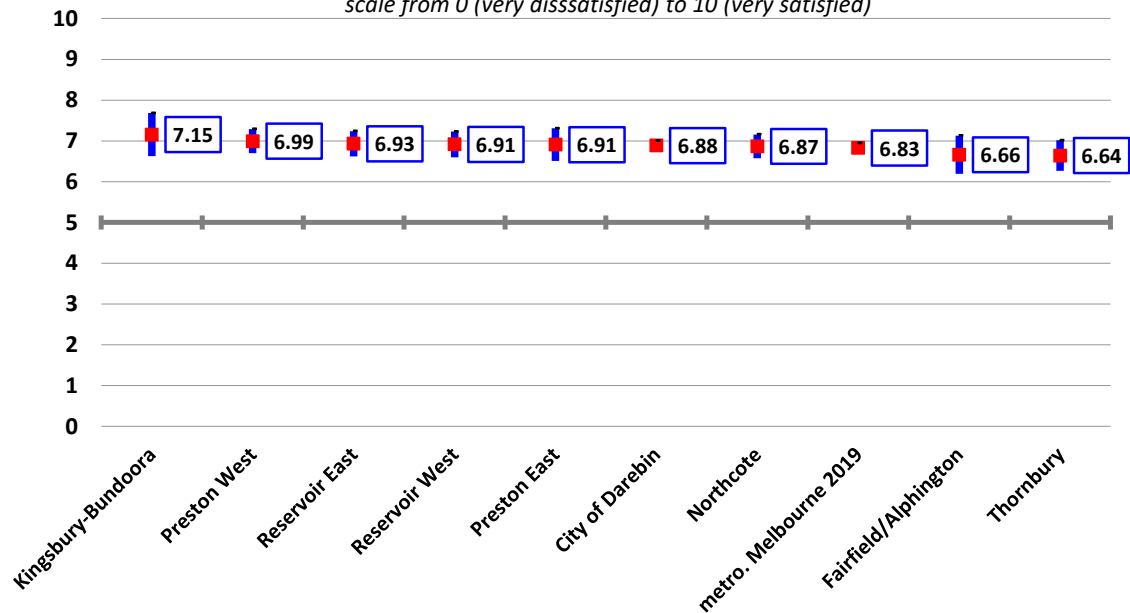



There was no statistically significant variation in this result observed across the municipality, with respondents in all eight precincts rating satisfaction at a “good” level.

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

Darebin City Council - 2020 Annual Community Survey

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





There was some 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** – includes young adults (aged 20 to 34 years), rental household respondents, the small sample of eight Aboriginal and Torres Strait Islander respondents, from multi-lingual households, and respondents who had lived in the City of Darebin for one to less than five years).
- **Less satisfied than average** – includes middle-aged and older adults (aged 45 to 74 years).

Satisfaction with Council's performance making decisions in the interests of the community increased in three precincts and declined in five, as follows:

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

None of these changes were statistically significant at the 95 confidence level.



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

Darebin City Council - 2020 Annual Community Survey

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>Lower</i>	<i>2020 Mean</i>	<i>Upper</i>
<i>Age</i>				
18 - 19 years	19	5.88	6.82	7.75
20 - 34 years	288	7.08	7.26	7.44
35 - 44 years	162	6.80	7.06	7.31
45 - 59 years	202	6.05	6.34	6.63
60 - 74 years	112	6.13	6.52	6.90
75 years and over	76	6.71	7.09	7.47
<i>Housing situation</i>				
Own this home	398	6.58	6.76	6.94
Mortgage	161	6.40	6.67	6.94
Renting this home	243	7.09	7.32	7.54
Renting from Office of Housing	7	4.44	6.84	9.23
<i>Period of residence</i>				
Less than one year	10	6.17	7.11	8.06
One to less than five years	111	6.94	7.29	7.64
Five to less than ten years	143	6.74	7.06	7.38
Ten years or more	578	6.61	6.76	6.90
<i>Aboriginal and Torres Strait Islander</i>				
Yes	9	5.67	7.58	9.48
No	835	6.75	6.88	7.00
<i>Multi-lingual household</i>				
English speaking	550	6.63	6.79	6.94
Multi-lingual	300	6.83	7.03	7.24
<i>Household member with a disability</i>				
Yes	132	6.60	6.92	7.24
No	709	6.72	6.86	6.99
<i>Gender</i>				
Male	409	6.58	6.76	6.95
Female	450	6.83	7.00	7.16
City of Darebin	860	6.76	6.88	7.01




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

Darebin City Council - 2020 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	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
	2020	54	6.63	7.15	7.68
Preston West	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
	2020	119	6.70	6.99	7.29
Reservoir East	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
	2020	129	6.62	6.93	7.24
Reservoir West	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
	2020	155	6.60	6.91	7.23
Preston East	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
	2020	90	6.51	6.91	7.31
Northcote	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
	2020	153	6.57	6.87	7.16
Fairfield-Alphington	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
	2020	59	6.19	6.66	7.13
Thornbury	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
	2020	101	6.27	6.64	7.01



The 84 respondents dissatisfied with Council's performance making decisions in the interests of the community provided a total of 46 responses as to the reasons why they were dissatisfied.

Respondents outlined a range of specific issues, including planning and development, parking, and a range of policy and political issues.



Reasons for rating satisfaction with making decisions in the interests of the community less than 6

Darebin City Council - 2020 Annual Community Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Closing down of Preston Market	4
Don't ask community what they need	3
Don't listen to the community	2
Approach is not good	1
Bad service	1
Change in team lines	1
Crossovers are being approved	1
Did try to introduce parking restrictions that were very appalling	1
Green	1
High rise permits to brokers	1
I use Darebin services and infrastructure, rates doesn't justify the service I use	1
Long time to get an answer	1
Mixed	1
More interested in promoting themselves / self-indulgent	1
Never see Councillors in our areas, don't see Council people	1
Not affiliated with political parties	1
Not contacted	1
Not doing	1
Not taking any actions for issues	1
Number of cars in laneway increased	1
Only part of the community is considered	1
Parking	1
Parking restrictions residents should not pay	1
Parking strategy and traffic	1
Parking zones changed to less hours	1
Poor job, not timely enough	1
RSL	1
Seem to be in the pockets of the developers	1
The Council did not look after the rate payers, Council so busy to please the developers	1
The Council needs more work to be done with more visibility, too much development	1
They are all greedy and useless, they are only concerned about people in southern parts	1
They are corrupted	1
They are inclined towards the minority	1
They are increasing the rates	1
They are lot of politics, they don't think about the people and are self serving	1
They don't communicate enough for decision making	1
They want to get rid of Preston Market and not happy about it	1
Too much development. They are not consulting the residents. The roads are being destroyed	1
Unequal within minority and majority	1
Weighed towards specific cultures	1
Total	46

Lobbying and making representations on key issues

Respondents were asked:

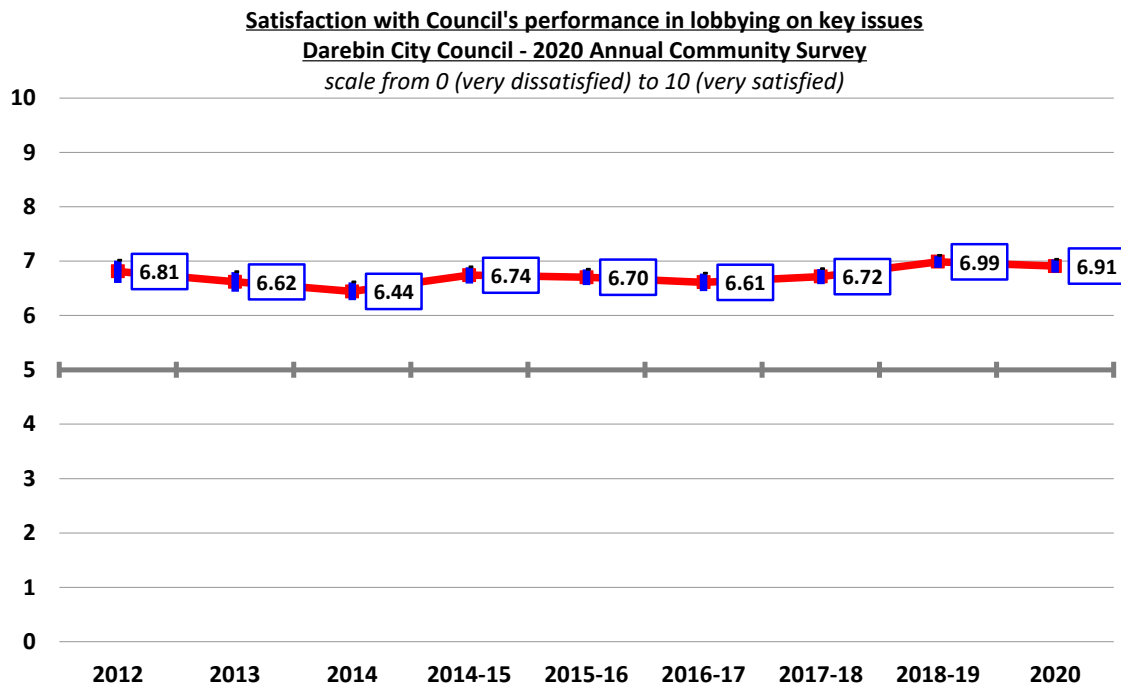
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council’s performance in lobbying and making representations on key issues that affect the local community? If rated less than 6, why do you say that?”

Satisfaction with Council’s lobbying and making representations on key issues declined marginally but not measurably this year, down 1.1% to 6.91, although it remains at a “good” level.

Satisfaction with this aspect of governance and leadership has been at a “good” level in eight of the last nine years, with 2014 being the most recent low point of 6.44 or “solid”.

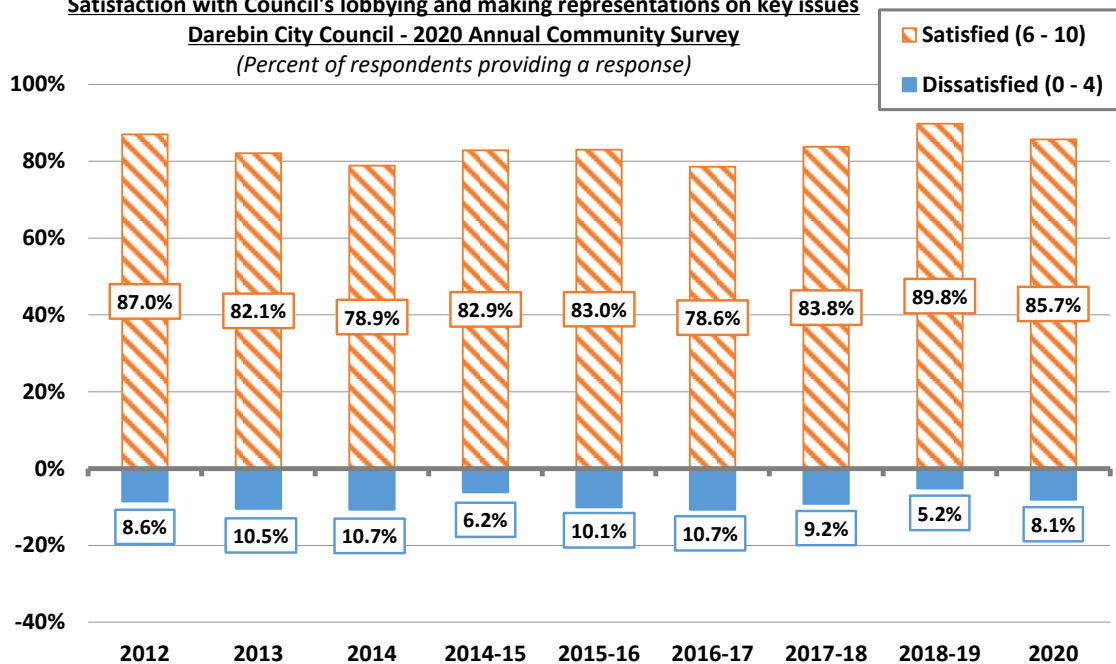
This aspect of governance and leadership was also included in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research. The 2019 metropolitan Melbourne average satisfaction with this aspect was 6.75, notably but not measurably lower than this City of Darebin 2020 result.

The 2020 *Governing Melbourne* survey was delayed due to the COVID-19 pandemic and results will be updated as soon as they become available.



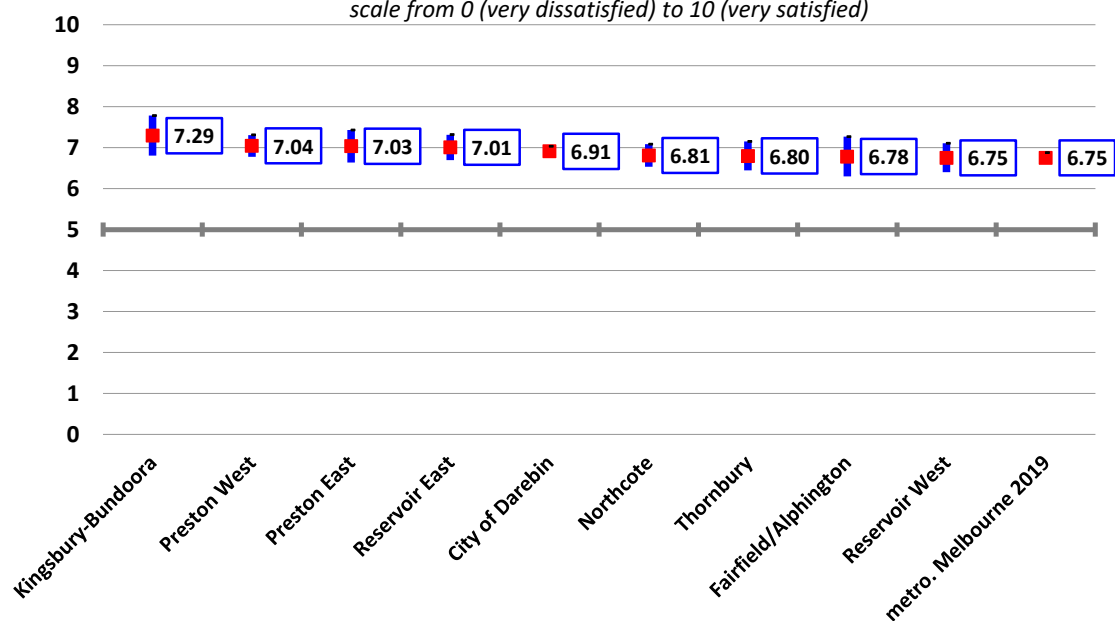
Consistent with the small decline in average satisfaction this year, there was a small decline in the proportion of satisfied respondents (85.7% down from 89.8%) and a small increase in the proportion of dissatisfied respondents (8.1% up from 5.2%).


Satisfaction with Council's lobbying and making representations on key issues
Darebin City Council - 2020 Annual Community Survey
(Percent of respondents providing a response)



There was no statistically significant variation in this result observed across the municipality, although it is noted that respondents from Kingsbury-Bundoora were somewhat but not measurably more satisfied than average and at a “very good” rather than a “good” level of satisfaction.

Satisfaction with Council's performance in lobbying on key issues by precinct
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





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

- **More satisfied than average** – includes them small sample of 19 adolescents (aged 15 to 19 years), rental household respondents, and the small sample of eight Aboriginal and Torres Strait Islander respondents respondents.
- **Less satisfied than average** – includes middle-aged and older adults (aged 45 to 74 years).

Satisfaction with Council's performance in lobbying and making representations increased in four precincts and declined in four, as follows:

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

None of these changes were statistically significant at the 95 confidence level.



Satisfaction with Council's performance in lobbying and making representation

Darebin City Council - 2020 Annual Community Survey

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>Lower</i>	<i>2020 Mean</i>	<i>Upper</i>
<i>Age</i>				
18 - 19 years	19	6.32	7.31	8.30
20 - 34 years	266	6.98	7.17	7.36
35 - 44 years	150	6.85	7.11	7.37
45 - 59 years	185	6.19	6.46	6.74
60 - 74 years	95	6.27	6.64	7.01
75 years and over	57	6.49	6.92	7.34
<i>Housing situation</i>				
Own this home	350	6.58	6.76	6.94
Mortgage	151	6.54	6.79	7.04
Renting this home	222	7.09	7.30	7.52
Renting from Office of Housing	4	1.35	6.28	11.20
<i>Period of residence</i>				
Less than one year	10	5.37	6.71	8.05
One to less than five years	97	7.08	7.37	7.66
Five to less than ten years	132	6.80	7.12	7.44
Ten years or more	515	6.62	6.77	6.92
<i>Aboriginal and Torres Strait Islander</i>				
Yes	8	6.44	7.72	9.00
No	749	6.77	6.90	7.02
<i>Multi-lingual household</i>				
English speaking	494	6.66	6.81	6.97
Multi-lingual	269	6.85	7.06	7.27
<i>Household member with a disability</i>				
Yes	119	6.48	6.79	7.10
No	635	6.78	6.91	7.05
<i>Gender</i>				
Male	372	6.68	6.86	7.05
Female	400	6.79	6.95	7.11
City of Darebin	772	6.79	6.91	7.03

Satisfaction with Council's lobbying and making representations on key issues

Darebin City Council - 2020 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	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
	2020	47	6.80	7.29	7.78
Preston West	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
	2020	109	6.78	7.04	7.31
Preston East	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
	2020	74	6.64	7.03	7.43
Reservoir East	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
	2020	114	6.70	7.01	7.32
Northcote	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
	2020	142	6.54	6.81	7.08
Thornbury	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
	2020	85	6.45	6.80	7.15
Fairfield-Alphington	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
	2020	55	6.30	6.78	7.27
Reservoir West	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
	2020	146	6.40	6.75	7.10



The 63 respondents dissatisfied with Council’s lobbying and making representations on key issues provided a total of 19 responses outlining the reasons why they were dissatisfied.

The most common responses relate to a perceived lack of information from Council.

Reasons for rating satisfaction with lobbying and making representations on key issues less than 6
Darebin City Council - 2020 Annual Community Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Never hear anything from them, don't even get the papers anymore	2
Council choosing inappropriate developments in commercial areas	1
Council does not do good	1
Don't do anything about key issues	1
Don't see the Council lobbying	1
Having more online forums and getting more feedback would be great	1
Information not provided	1
Kept under the rug	1
Meeting no one attended	1
Not doing a good job	1
development and land planning	1
Poor performance	1
RSL	1
The Council should look after the rate payers, that's not the role of local Council	1
The issues that they think are relevant are not relevant	1
They are pathetic, they do not communicate at all	1
They could do better with Preston Market	1
With so many people living in this area, Council needs to do more, development is ruining our suburb	1
Total	19

Council services and facilities

Respondents were asked:

“On a scale from zero (lowest) to 10 (highest) with five being neutral, can you please rate your personal level of satisfaction with each service / facility?”

There were 15 Council provided services and facilities included in the 2020 survey.

The average satisfaction with these 15 services and facilities was 7.53 out of a potential 10, the same score as was recorded in 2018-19, and a “very good” level of satisfaction.

By way of comparison, 12 of the 15 services and facilities included in this City of Darebin survey were also included in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research. The 2020 *Governing Melbourne* survey was delayed due to the COVID-19 pandemic and results will be updated when available.

The average satisfaction with these 12 services and facilities was 7.62 marginally but not measurably higher than the 7.48 recorded for the same services and facilities across metropolitan Melbourne.

Metropolis Research notes that the average satisfaction with the 15 included Council services and facilities was measurably and significantly higher than satisfaction with Council’s overall performance. This is an important finding, as it makes clear that, on average, the included services and facilities were not a negative influence on community satisfaction with the performance of Darebin City Council.

Satisfaction with these 15 services and facilities can best be summarised as follows:

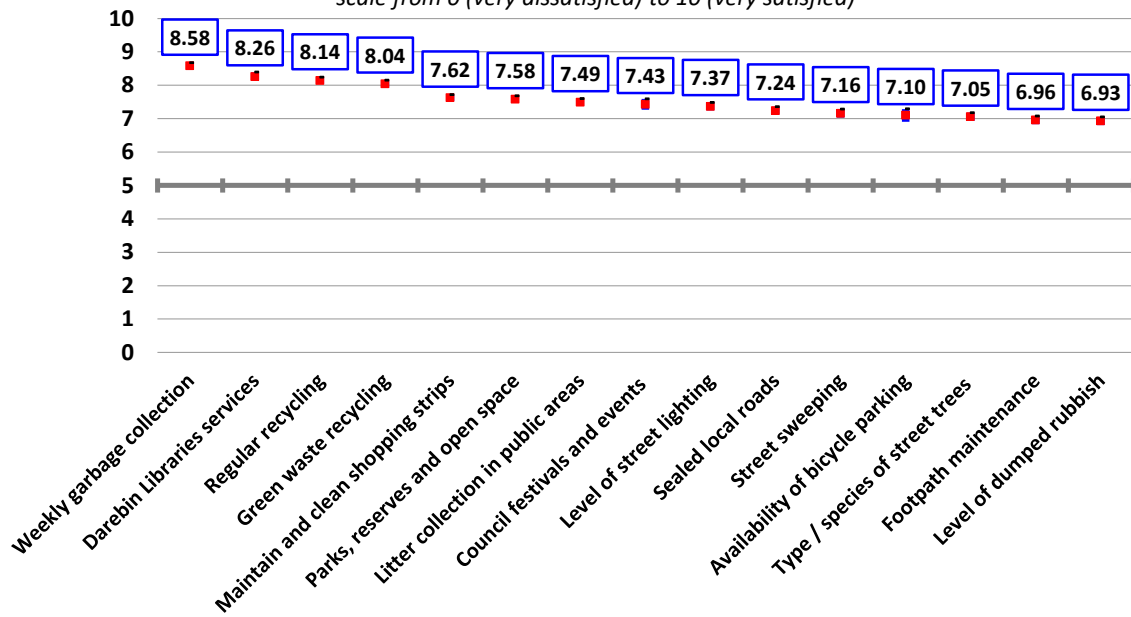
- **Excellent** – for the weekly garbage collection, Darebin Library services, regular recycling, and green waste recycling.
- **Very Good** – for the maintenance and cleaning of shopping strips; the maintenance of parks, reserves, and open spaces; litter collection in public areas, Council’s festivals and events, and level of street lighting.
- **Good** – for the condition of sealed local roads, street sweeping, the availability of bike parking, the type and species of street trees, footpath maintenance and repairs, and the level of dumped rubbish.

Attention is drawn to the fact that satisfaction with three services and facilities was lower than satisfaction with Council’s overall performance (7.07), including the type and species of street trees (7.05), footpath maintenance and repairs (6.96), and the level of dumped rubbish (6.93).

Footpath maintenance and repairs was also recorded at a lower than overall satisfaction score last year.

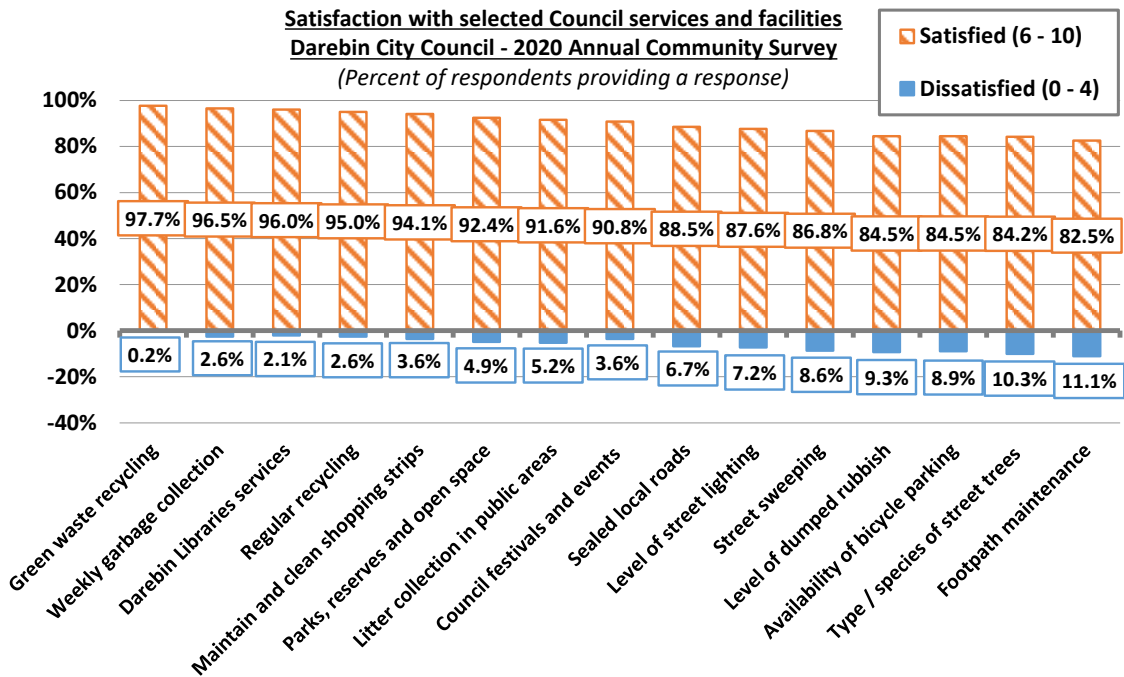


Satisfaction with selected Council services and facilities
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



More than four-fifths of respondents were satisfied with each of the 15 included Council services and facilities.

It is noted that 10% or more of respondents were dissatisfied with the species and type of street trees (10.3%) and footpath maintenance and repairs (11.1%).



Satisfaction with selected Council services and facilities
Darebin City Council - 2020 Annual Community Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	2020			2018-19	2017-18	2016-17	2019 Metro.*
			Lower	Mean	Upper				
Higher than average	Weekly garbage collection	982	8.48	8.58	8.67	8.25	8.43	8.41	8.53
	Darebin Libraries services	557	8.13	8.26	8.39	8.46	8.36	n.a.	8.56
	Regular recycling	984	8.04	8.14	8.23	7.95	8.02	8.24	8.04
	Green waste recycling	431	7.93	8.04	8.15	8.26	8.19	8.36	8.28
Average satisfaction	Maintenance & cleaning of shopping strips	959	7.53	7.62	7.72	7.36	7.22	7.23	7.43
	Maintenance of parks, reserves, open space	969	7.48	7.58	7.68	7.47	7.43	7.40	7.74
	Litter collection in public areas	936	7.38	7.49	7.59	7.38	7.06	6.85	n.a.
	Council festivals and events	410	7.27	7.43	7.59	7.93	7.97	7.74	7.86
	The level of street lighting	974	7.25	7.37	7.48	7.29	7.11	7.09	7.23
Lower than average satisfaction	The condition of sealed local roads	977	7.12	7.24	7.35	7.15	6.99	7.04	7.27
	Street sweeping	948	7.03	7.16	7.28	7.21	7.07	6.75	7.19
	The availability of bicycle parking	408	6.91	7.10	7.29	n.a.	n.a.	n.a.	n.a.
	The type / species of street trees	959	6.93	7.05	7.18	n.a.	n.a.	n.a.	7.10
	Footpath maintenance and repairs	982	6.83	6.96	7.08	7.03	6.86	6.75	6.93
	The level of dumped rubbish	956	6.81	6.93	7.05	7.23	6.89	6.53	n.a.
<i>Average satisfaction with Council services</i>			<i>7.41</i>	<i>7.53</i>	<i>7.65</i>	<i>7.53</i>	<i>7.41</i>	<i>7.26</i>	<i>7.48</i>

(*) 2019 metropolitan Melbourne average from Governing Melbourne

Satisfaction with selected Council services and facilities
Darebin City Council - 2020 Annual Community Survey
(Number and percent of respondents providing a response)

Service / facility	Dissatisfied (0 - 4)	Neutral (5)	Satisfied (6 - 10)	Can't say	Total
Green waste recycling	0.2%	2.1%	97.7%	34	465
Weekly garbage collection	2.6%	0.9%	96.5%	21	1,003
Darebin Libraries services	2.1%	1.9%	96.0%	17	573
Regular recycling	2.6%	2.4%	95.0%	19	1,003
Maintenance and cleaning of shopping strips	3.6%	2.3%	94.1%	44	1,003
Maintenance of parks, reserves and open space	4.9%	2.7%	92.4%	34	1,003
Litter collection in public areas	5.2%	3.2%	91.6%	67	1,003
Council festivals and events	3.6%	5.6%	90.8%	9	418
The condition of sealed local roads	6.7%	4.8%	88.5%	26	1,003
The level of street lighting	7.2%	5.2%	87.6%	29	1,003
Street sweeping	8.6%	4.6%	86.8%	55	1,003
The level of dumped rubbish	9.3%	6.2%	84.5%	47	1,003
The availability of bicycle parking	8.9%	6.6%	84.5%	16	424
The type / species of street trees	10.0%	5.8%	84.2%	44	1,003
Footpath maintenance and repairs	11.1%	6.4%	82.5%	21	1,003

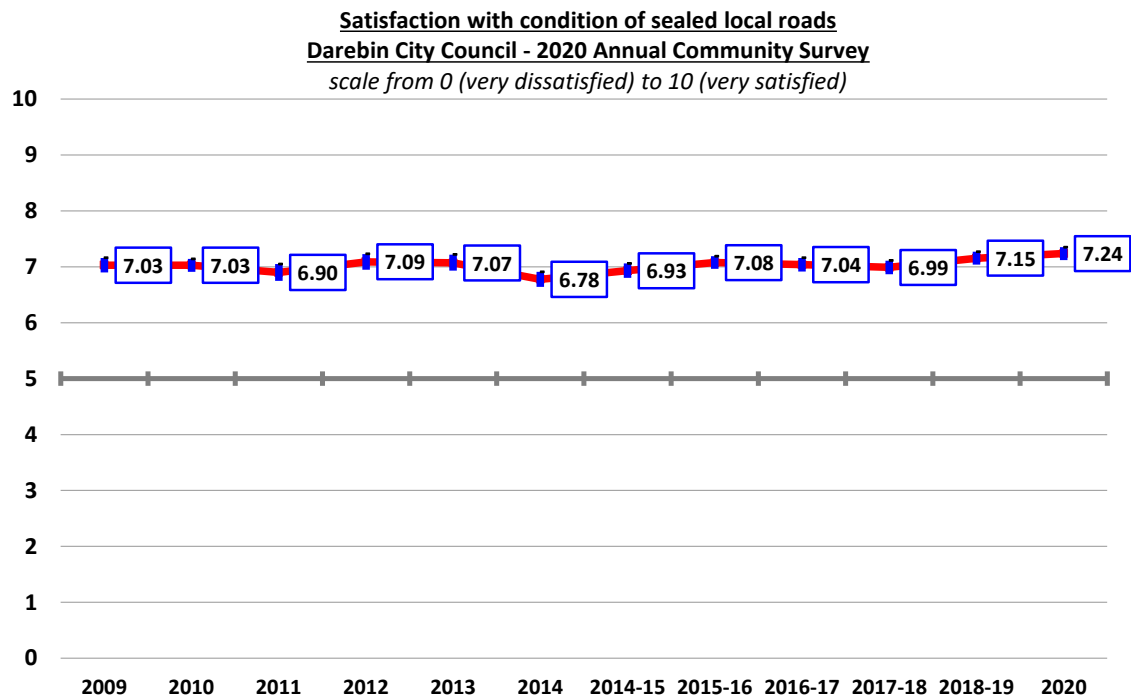
Condition of sealed local roads

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? If rated less than 6, are there any roads of concern?”

Satisfaction with the condition of sealed local roads increased marginally but not measurably this year, up 1.3% to 7.24, although it remains at a “good” level of satisfaction.

By way of comparison, this result was almost identical to the 2019 metropolitan Melbourne average satisfaction with “the maintenance and repair of sealed local roads” (7.27), as recorded in the 2019 *Governing Melbourne* research.



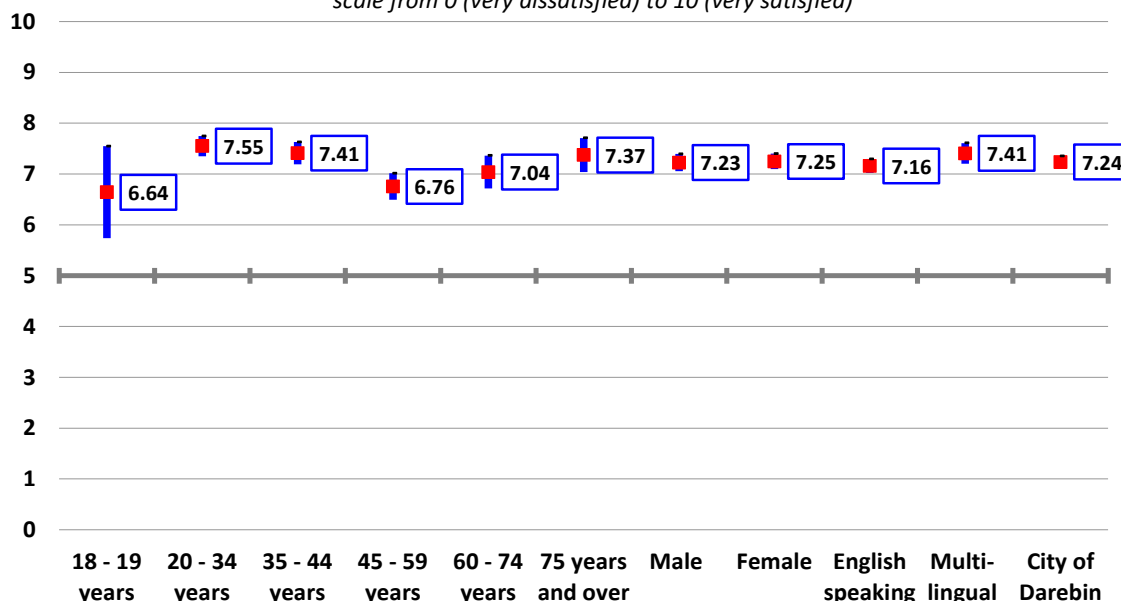
There was measurable variation in satisfaction with the condition of sealed local roads observed by respondent profile (including age structure, gender, and language spoken at home), as follows:

- **More satisfied than average** – includes young adults (aged 20 to 34 years) and at a “very good” level of satisfaction. Adults (aged 35 to 44 years) were somewhat, but not measurably more satisfied and at a “very good” level.
- **Less satisfied than average** - includes middle-aged adults (aged 45 to 59 years).

Satisfaction with condition of sealed local roads by respondent profile

Darebin City Council - 2020 Annual Community Survey

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

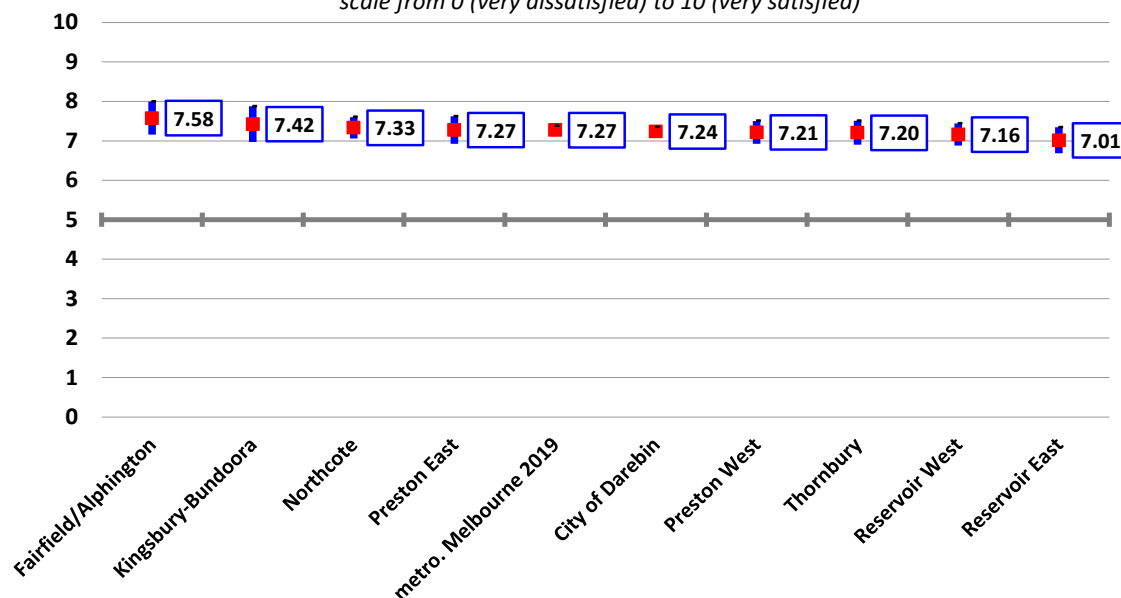


There was no statistically significant variation in satisfaction with the condition of sealed local roads observed across the municipality.

Satisfaction with condition of sealed local roads by precinct

Darebin City Council - 2020 Annual Community Survey

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



Satisfaction with the condition of sealed local roads increased in four precincts, was stable in two, and declined in two, although none of these variations were statistically significant.

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



- **Decreased satisfaction** – in Reservoir East and Reservoir West.

Satisfaction with condition of sealed local roads
Darebin City Council - 2020 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	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
	2020	62	7.16	7.58	8.00
Kingsbury-Bundoora	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
	2020	72	6.97	7.42	7.88
Northcote	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
	2020	174	7.06	7.33	7.60
Preston East	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
	2020	94	6.92	7.27	7.62
Preston West	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
	2020	134	6.92	7.21	7.50
Thornbury	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
	2020	116	6.90	7.20	7.51
Reservoir West	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
	2020	174	6.88	7.16	7.44
Reservoir East	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
	2020	151	6.68	7.01	7.34

The 112 respondents who rated the condition of sealed local roads at less than six, provided a total of 69 response as to the reasons why they were less satisfied.

The most common responses relate to a perceived lack of maintenance of roads, including potholes and a general need for maintenance and repair. There were also several comments about traffic included in this section.

Reasons for rating satisfaction with the condition of sealed local roads less than 6 and roads of concern

Darebin City Council - 2020 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Potholes everywhere	4
Generally	3
Many potholes	2
Need maintenance	2
Needs repair	2
Terrible roads	2
A lot of back streets	1
Albert St and Dundas St	1
Between High St and Victoria Rd	1
Bunch of bumps and dips	1
Candy St and South Crescent St	1
Catholic Rd does not have speed bumps	1
Chifly Dr, Albert St	1
Complaints about roads and drains	1
Congested, cars cannot go through	1
Continuous dumping of rubbish on these roads	1
Different speed zones	1
Dirty, dangerous, traffic in Edward St, Spring St	1
Due to developments its bad	1
Farnan St	1
Gilbert Rd	1
High St	1
High St and Plenty Rd	1
Jackson St Northcote	1
Laneway behind Stewart and Clarence St needs to be concreted	1
Lot of potholes. Water overflow. Curbside maintenance	1
Maintenance	1
Messed up	1
Millus St	1
Not clean	1
Packed with trolleys	1
Please clean the gutters	1
Plenty Rd	1
Potholes in the roads entrance to La Trobe medical centre	1
Potholes around, the roads are congested and a lot of accidents happening	1
Potholes in Gilbert Rd	1

Reasons for rating satisfaction with the condition of sealed local roads less than 6 and roads of concern

Darebin City Council - 2020 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Potholes, uneven, unfinished work	1
Raglan St to do with water	1
Railway crossings can be dangerous	1
Refused to reduce speed limit, Gillies St	1
Road not suitable for wheelchairs	1
Roads are blocked	1
Roads next to tram lines is not properly maintained Plenty Rd	1
Speed bumps on Robeson St	1
Speight St during rains	1
Springford Rd, people parking on the roads and roads are narrow	1
St Georges and High St, traffic congestion, dirty	1
Station Rd is bumpy. Roads are flooding when it rains	1
The roads all over needs to upgrade	1
There are potholes on my street due to constructions	1
There are potholes everywhere and my car was damaged	1
There are potholes on Queens St	1
They are in repair for a long time and not being repaired	1
They blocked the way	1
They put garden beds in the middle of the roads it's really stupid	1
Traffic and parking issues	1
Traffic congestion Mary Rd, no restricted parking	1
Traffic management	1
Trees are getting damaged on the new Castle St by passing cars	1
Tyler St and Oakhill Ave and Bowdon St	1
Total	69

Maintenance of parks, reserves, and the open space areas

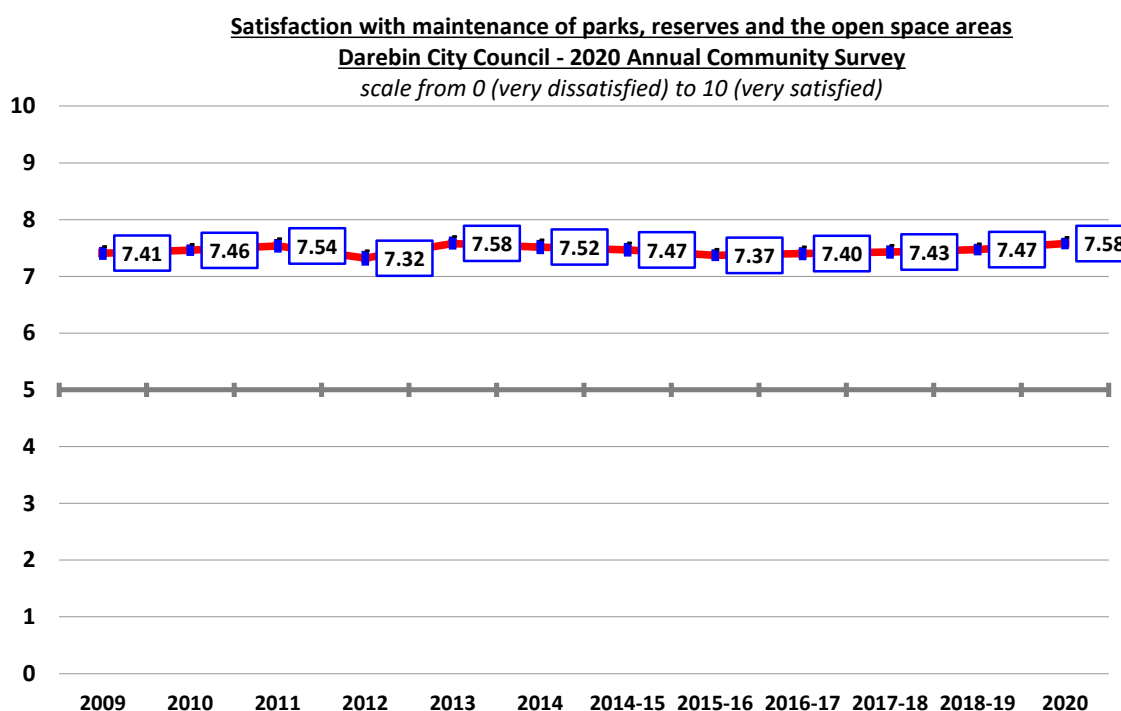
Respondents were asked:

“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 the open space areas? If rated less than 6, are there any specific open spaces of concern?”

Satisfaction with the maintenance of parks, reserves, and the open space areas increased marginally but not measurably this year, up 1.5% to 7.58, although it remains at a “very good” level.

It is noted that satisfaction with the maintenance of parks, reserves, and the open space areas has been at a “very good” level in each of the last 12 years of the survey program, around a long-term average over that period of 7.46.

By way of comparison, this result was somewhat lower than the 2019 metropolitan Melbourne average satisfaction with “the provision and maintenance of parks, gardens, and open spaces” (7.74), as recorded in the 2019 *Governing Melbourne* research.

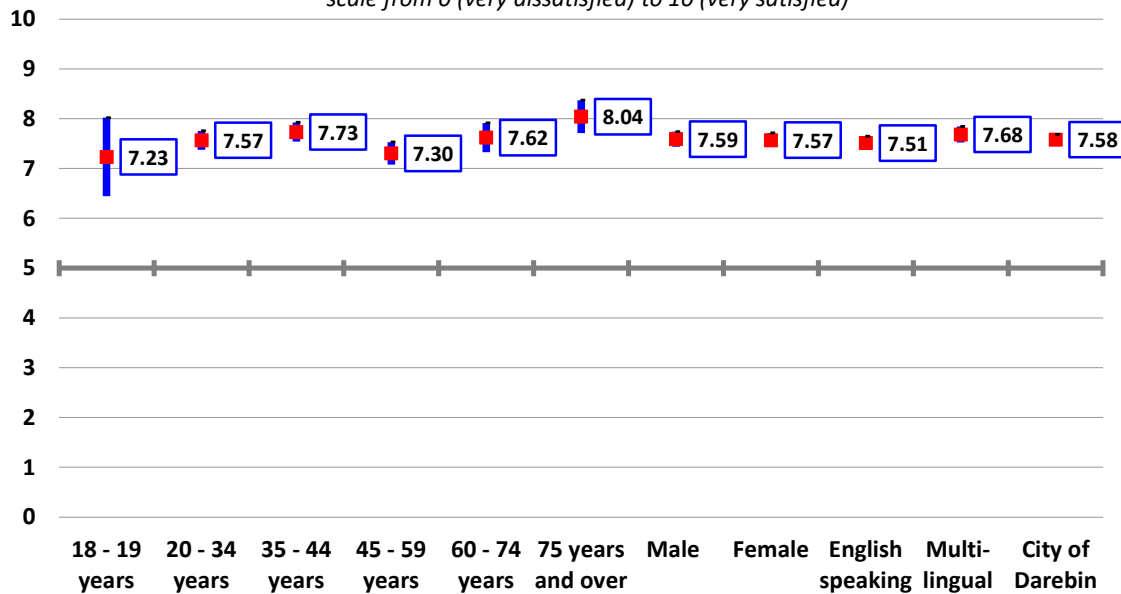


There was measurable variation in satisfaction with the maintenance of parks, reserves, and the open space areas observed by respondent profile (including age structure, gender, and language spoken at home), as follows:

- **More satisfied than average** – includes senior citizens (aged 75 years and over) and at a “very good” level of satisfaction. Adults (aged 35 to 44 years) were somewhat, but not measurably more satisfied.

Satisfaction with maintenance of parks, reserves and the open space areas by respondent profile

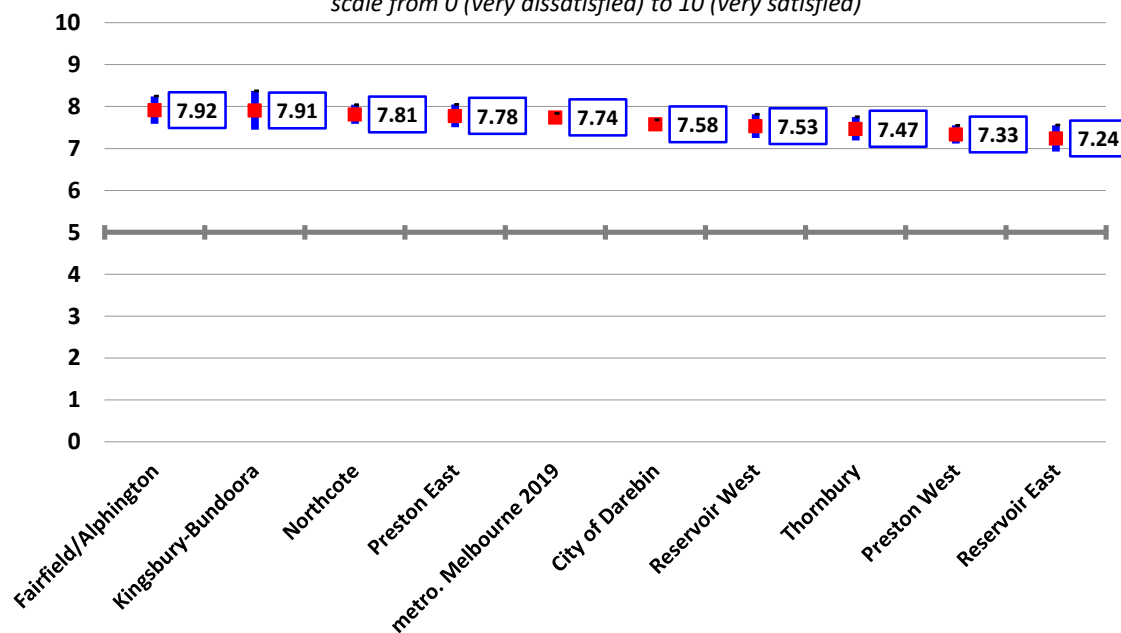
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)




There was no statistically significant variation in satisfaction with the maintenance of parks, reserves, and the open spaces observed across the municipality, although it is noted that respondents from Fairfield-Alphington, Kingsbury-Bundoora, Northcote, and Preston East respondents rated satisfaction at “excellent” levels.

Respondents from Reservoir East were somewhat, albeit not measurably less satisfied than average and at a “good” rather than a “very good” level.

Satisfaction with maintenance of parks, reserves and the open spaces by precinct
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





Satisfaction with the maintenance of parks, reserves, and the open spaces increased in five precincts and declined in three.

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

Only the increase in satisfaction by respondents in Preston East was statistically significant.



Satisfaction with maintenance of parks, reserves and open spaces

Darebin City Council - 2020 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	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
	2020	63	7.59	7.92	8.25
Kingsbury-Bundoora	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
	2020	73	7.45	7.91	8.37
Northcote	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
	2020	174	7.59	7.81	8.04
Preston East	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
	2020	88	7.51	7.78	8.05
Reservoir West	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
	2020	171	7.25	7.53	7.82
Thornbury	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
	2020	116	7.19	7.47	7.75
Preston West	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
	2020	135	7.12	7.33	7.55
Reservoir East	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
	2020	149	6.93	7.24	7.55

The 74 respondents who rated satisfaction with the maintenance of parks, reserves, and open spaces at less than six, provided a total of 29 responses outlining the reasons why they were less satisfied.

The main reasons outlined by these respondents included a perception that more maintenance was required.

Several specific parks, gardens, and open spaces were included in the responses.

Reasons for rating satisfaction with maintenance of parks less than 6 and open spaces of concern
Darebin City Council - 2020 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
A lot more maintenance and facilities	1
Benches could be upgraded	1
Bradshaw St park yet to do the maintenance	1
Called the Council to do have more sanitising, nowhere to wash the hands in COVID-19	1
Can't jog, long grass	1
Crispe Park	1
Dumping of rubbish is very common	1
Edwards Lake	1
Grass never cut for Bundoora golf club	1
I don't use them often	1
Messy	1
More daily basis	1
More parks would be nice	1
Need more	1
Need more seating arrangements	1
No one collects the rubbish in parks	1
Normal parks need upgrades	1
Not maintained properly	1
Not maintained properly in Bundoora	1
Not tidy, not maintained	1
Parks not in good order and maintained (Spenfort Park)	1
People dump rubbish	1
Pick up the fallen trees	1
Potholes	1
The maintenance can be done better and more facilities need to provided	1
The reserves doesn't maintained well	1
There should be more effort into landscaping	1
They are unkempt, things are getting old	1
They never maintained	1
Total	29



Footpath maintenance and repairs

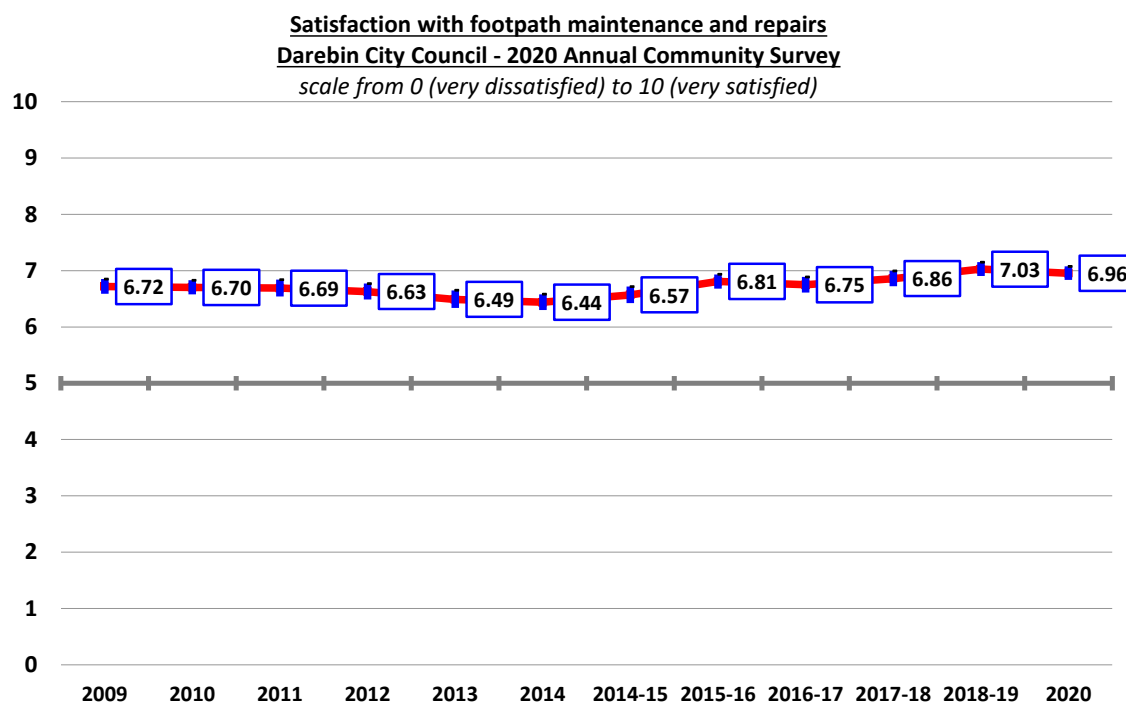
Respondents were asked:

“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? If rated less than 6, are there any locations of concern?”

Satisfaction with footpath maintenance and repairs declined very marginally but not measurably this year, down by less than one percent to 6.96, and remains at a “good” level of satisfaction.

This result has proved quite stable over time around the long-term average of 6.72. It is noted however, that satisfaction has been higher than the long-term average in each of the last five years.

By way of comparison, this result was very marginally higher than the 2019 metropolitan Melbourne average satisfaction of 6.93, as recorded in the 2019 *Governing Melbourne* research.



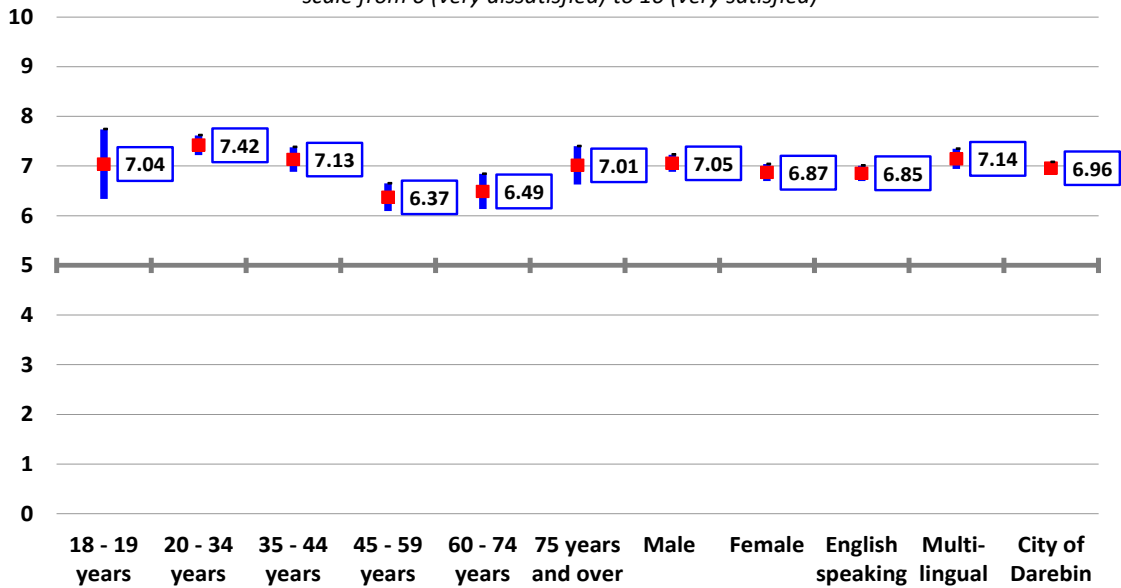
There was measurable variation in satisfaction with footpath maintenance and repairs observed by respondent profile, as follows:

- **More satisfied than average** – includes young adults (aged 20 to 34 years) and at a “very good” level of satisfaction.
- **Less satisfied than average** - includes middle-aged adults (aged 45 to 59 years) and at a “solid” level of satisfaction.

Satisfaction with footpath maintenance and repair by respondent profile

Darebin City Council - 2020 Annual Community Survey

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

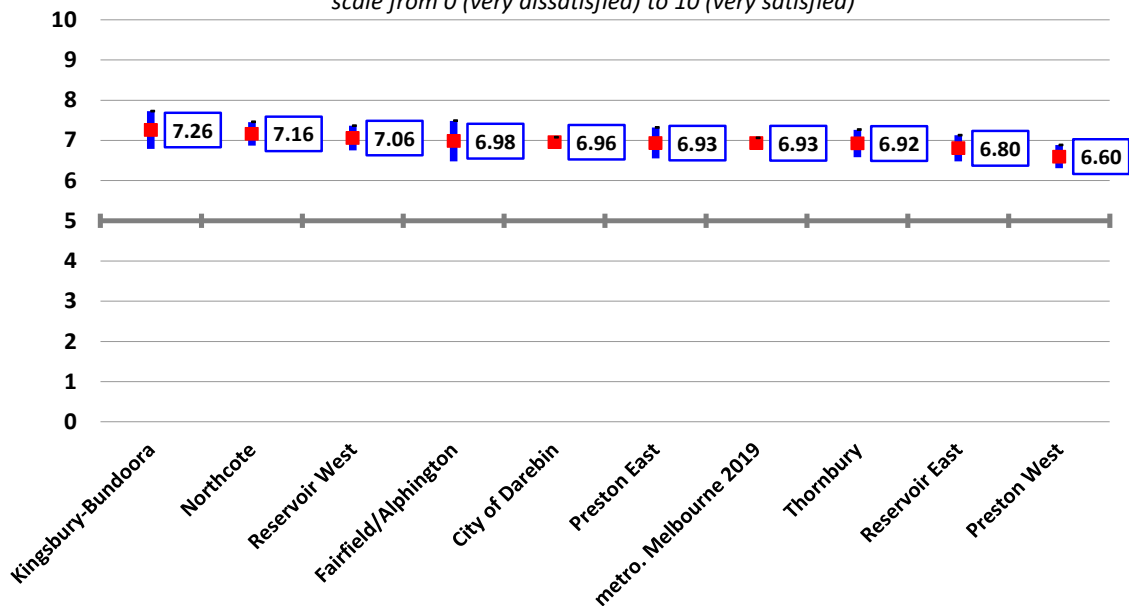


There was no statistically significant variation in satisfaction with footpath maintenance and repairs observed across the municipality, although it is noted that respondents from Kingsbury-Bundoora rated satisfaction at a “very good” level.

Satisfaction with footpath maintenance and repairs by precinct

Darebin City Council - 2020 Annual Community Survey

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



Satisfaction with footpath maintenance and repairs increased in four precincts and declined in four.

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

None of these changes in satisfaction were statistically significant.

Satisfaction with footpath maintenance and repair
Darebin City Council - 2020 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	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
	2020	75	6.79	7.26	7.73
Northcote	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
	2020	175	6.87	7.16	7.46
Reservoir West	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
	2020	175	6.75	7.06	7.36
Fairfield-Alphington	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
	2020	61	6.48	6.98	7.48
Preston East	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
	2020	92	6.55	6.93	7.32
Thornbury	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
	2020	117	6.58	6.92	7.26
Reservoir East	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
	2020	151	6.48	6.80	7.13
Preston West	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
	2020	137	6.31	6.60	6.88

The 172 respondents who rated satisfaction with the footpath maintenance and repairs at less than six, provided a total of 119 responses outlining the reasons why they were less satisfied and specific sites of concern.

The main reasons outlined by these respondents were uneven footpaths, cracks, a perceived lack of maintenance and repairs, bumps, and tripping hazards.

Several specific sites were identified by respondents.

Reasons for rating satisfaction with footpath maintenance less than 6 and locations of concern

Darebin City Council - 2020 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Uneven footpaths	16
Cracks	15
Not repaired / maintained	11
Tripping hazards	7
Bumps	4
Lot of broken footpaths	4
Broken, no safety	3
A lot of potholes	2
Footpaths are not good	2
They are terrible and need replacement	2
Tree roots have lifted footpaths up	2
Always cracked and grown grass	1
Around Gertz Ave	1
Asling St	1
Back streets	1
Badly maintained for wheelchair. Preston Market	1
Bell St	1
Bell St, between Gilbert St and High St	1
Bouldrewood Pde, Edwardes St, Broadway	1
Broken MacLeod	1
Builders wreck the footpaths	1
Clark St. Victoria Rd	1
Concrete all over	1
Construction work	1
Cracks in Caine Ave	1
Cracks in pavement, Union St outside of 103, 105, weedy, littered	1
Dundas St	1
Fairfield shopping strip	1
Falling over footpaths as they are lifted and cracked. Hasn't been fixed in so many areas, got an elderly mother and I walk a dog as well	1
Footpath took years, still not fixed	1
Grass not cut	1
Grinding	1



Hammond St and Wilmott St	1
Harbury St	1
High St	1
Issues with cycles, easy to trip over	1
Leinster Grv	1
Lot of markings fix it don't grind it	1
Lots of litter	1
McGowan Ave, George St	1
Near High St footpath is broken	1
Near Northland Shopping Centre	1
Need to put in more money for the maintenance	1
Normanby Ave	1
Northcote city footpaths are bad and are tripping hazards	1
Palm St	1
Pavement potholes have been for a long time, no one comes to fix	1
Potholes, Mount Cooper	1
Radford Rd	1
There is lot more work to make the pavement better	1
They are not being repaired after being damaged by the builder	1
Toolangi Rd	1
Tree roots raised and cracks on footpath. McGowan St	1
Trees down on the footpath, leaves blocking the gutter	1
Trees lifting the concrete and damaging property	1
Two accidents tripping on concrete	1
Uneven and poorly maintained High St Thornbury	1
Uneven district area	1
Uneven footpath and very dangerous	1
Uneven footpath, St. David St	1
Uneven on Hobbs St	1
Uneven, disabled family member, bad service	1
Total	119

Weekly garbage collection

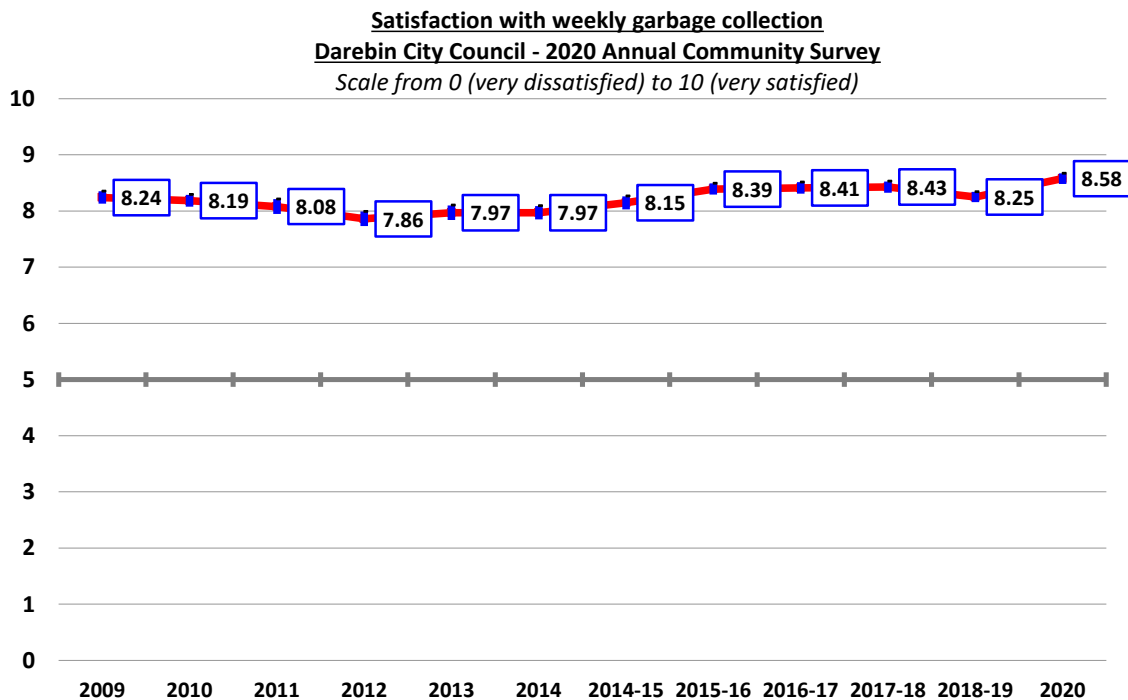
Respondents were asked:

“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? If rated less than 6, why do you say that?”

Satisfaction with the weekly garbage collection service increased measurably this year, up four percent to 8.58, and it remains at an “excellent” level.

By way of comparison, this result was almost identical to the 2019 metropolitan Melbourne average of 8.53, as recorded in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research.

The long-term average satisfaction with the weekly garbage collection since 2009 is 8.21, with satisfaction in each of the last five years recorded at levels higher than the long-term average.

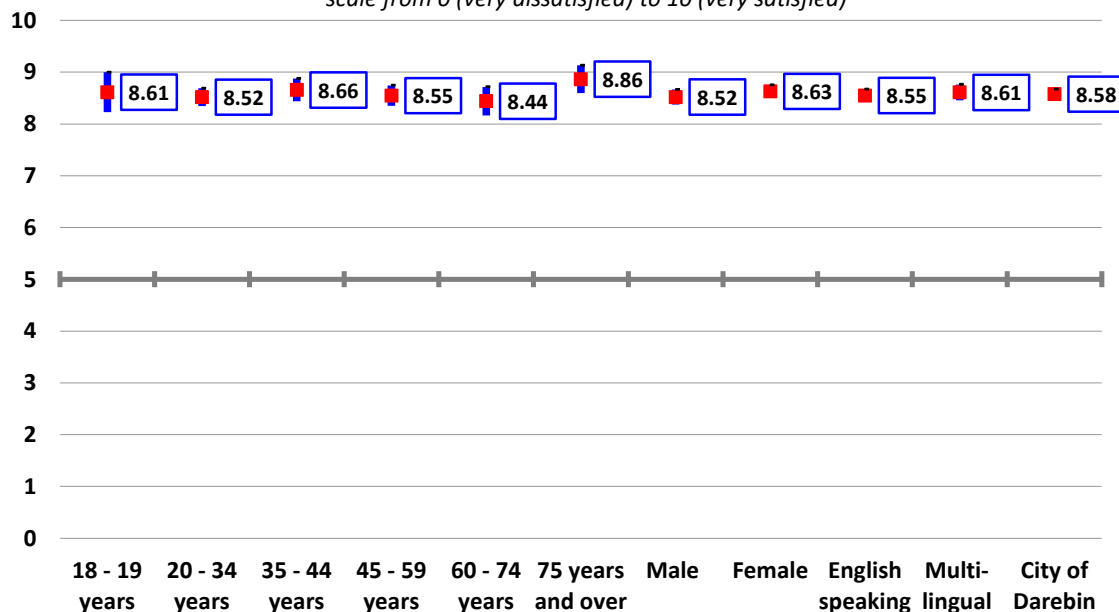


There was no statistically significant variation in satisfaction with the weekly garbage collection observed by respondent profile, including age structure, gender, and language spoken at home.

Satisfaction with weekly garbage collection by respondent profile

Darebin City Council - 2020 Annual Community Survey

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

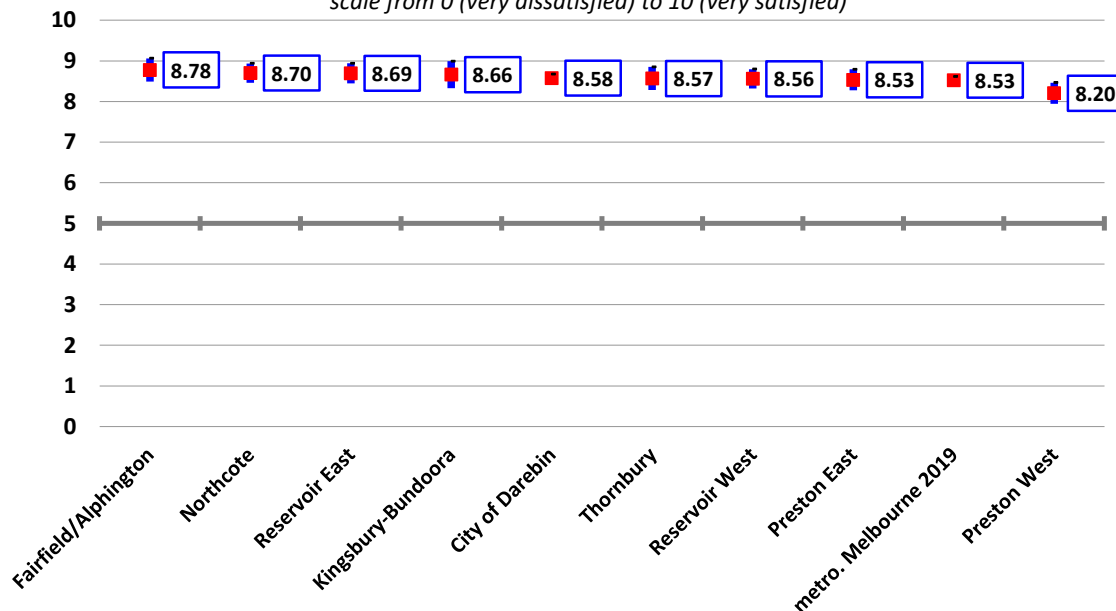


There was measurable variation in satisfaction with the weekly garbage collection observed across the municipality, with respondents from Preston West measurably but not significantly less satisfied than the municipal average. It is important to note, however, that respondents in all eight precincts rated satisfaction at “excellent” levels.

Satisfaction with weekly garbage collection by precinct

Darebin City Council - 2020 Annual Community Survey

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



Satisfaction with the weekly garbage collection increased in all eight precincts this year, although none of these increases in satisfaction were statistically significant.

Satisfaction with weekly garbage collection
Darebin City Council - 2020 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	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
	2020	59	8.49	8.78	9.06
Northcote	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
	2020	173	8.47	8.70	8.94
Reservoir East	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
	2020	152	8.45	8.69	8.94
Kingsbury-Bundoora	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
	2020	75	8.33	8.66	8.99
Thornbury	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
	2020	116	8.28	8.57	8.85
Reservoir West	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
	2020	178	8.32	8.56	8.80
Preston East	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
	2020	95	8.27	8.53	8.79
Preston West	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
	2020	135	7.95	8.20	8.46



The 34 respondents dissatisfied with the weekly garbage collection provided a total of 14 responses as to the reasons why they were less satisfied.

The main reasons outlined by these respondents were bins not being emptied properly, broken bins, and the timing of collections.

Reasons for rating satisfaction with weekly garbage collection less than 6 and locations of concern
Darebin City Council - 2020 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Bin wasn't emptied properly	2
Damage of property multiple times	1
Discount on rates because of private collection	1
Garbage collection is poor	1
Keep breaking the bins	1
Multi-storey apartments. Garbage collection done through private provider	1
Not in time	1
Not very nice	1
Only picked up twice a week, I have to put kitchen rubbish in green bins	1
Pay for bins. Multiple times not picked up	1
The just spill rubbish all over the place	1
They missed the bin collection	1
Truck driver drives off and I find the bins on the road	1
Total	14

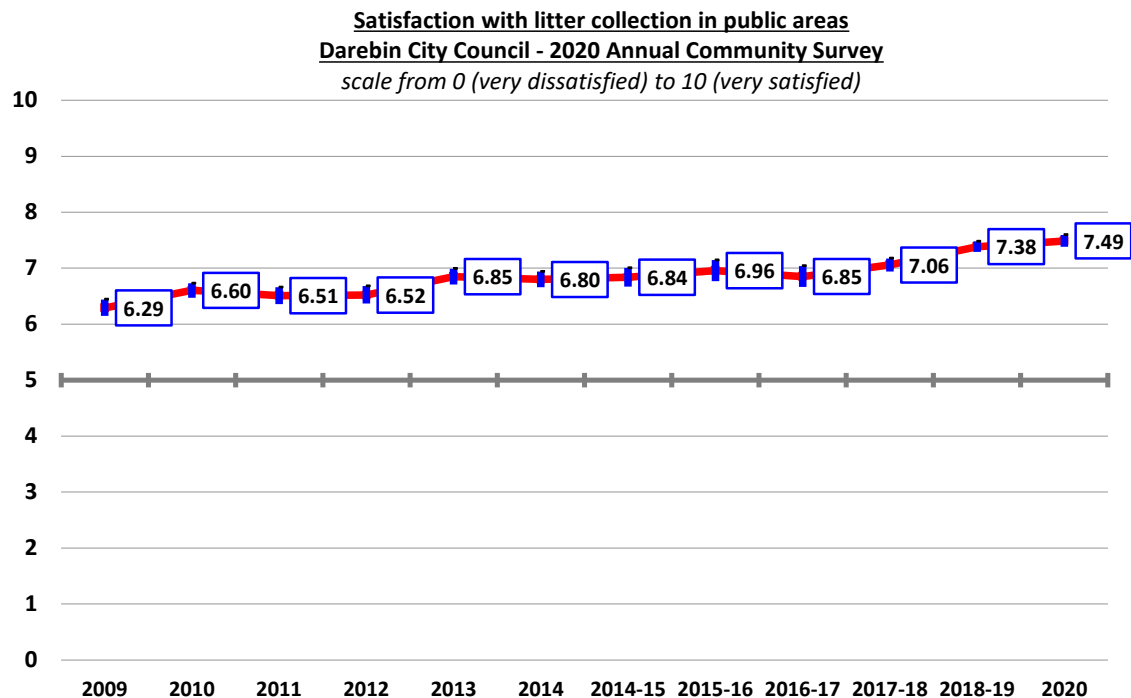
Litter collection in public areas

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? If rated less than 6, are there any locations of concern?”

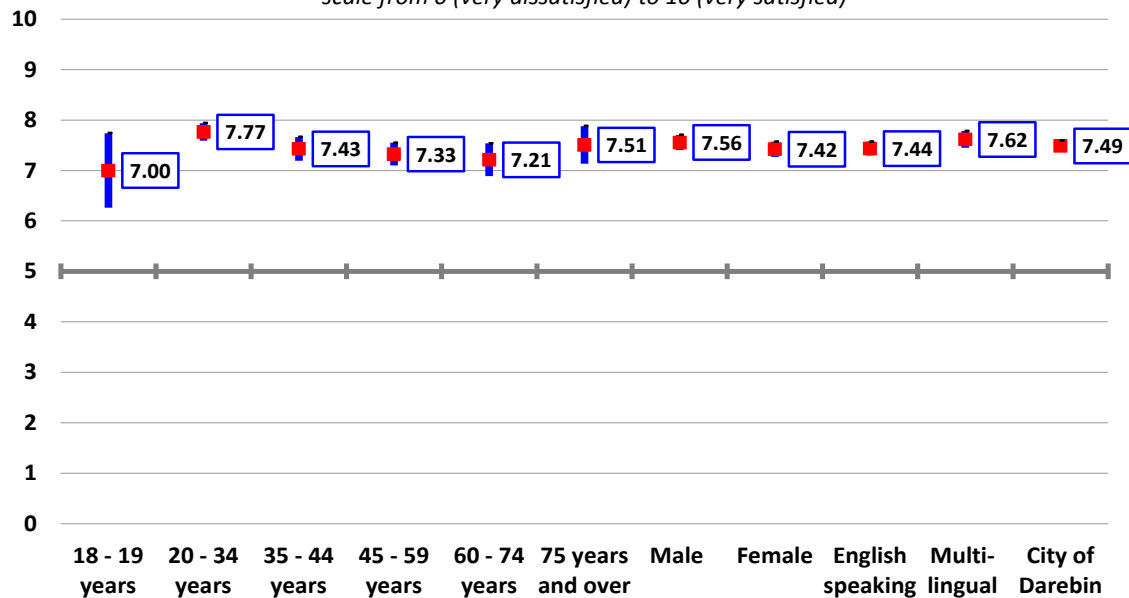
Satisfaction with litter collection in public areas increased for the third consecutive year, up marginally but not measurably this year (up 1.5%) to 7.49. This remains, however, at a “very good” level of satisfaction.

Satisfaction with litter collection in public areas has increased steadily over time, from a low of 6.29 back in 2009 to 7.49 this year, an increase of 19.1%. The long-term average satisfaction since 2009 is 6.85, and satisfaction has been at or higher than this average since 2013.



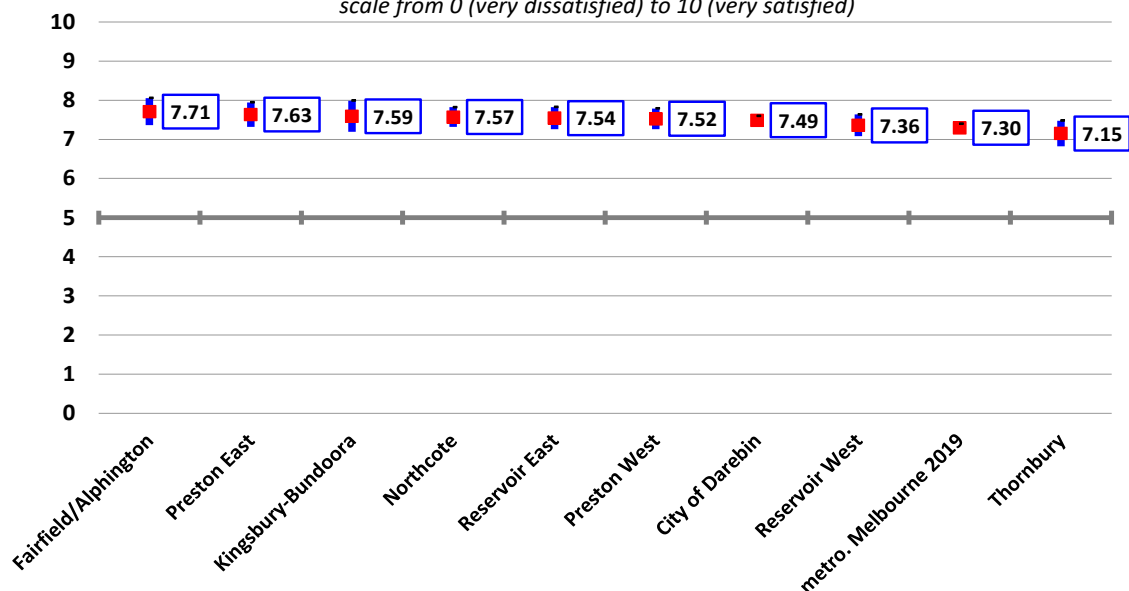
There was some measurable variation in satisfaction with litter collection in public areas observed by respondent profile, with young adults (aged 20 to 34 years) measurably and significantly more satisfied than average, and at an “excellent” level of satisfaction.

Satisfaction with litter collection in public places by respondent profile
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no statistically significant variation in satisfaction with litter collection in public areas observed across the municipality. It is noted, however, that respondents from Thornbury were somewhat less satisfied than average, and at a “good” level.

Satisfaction with litter collection in public areas by precinct
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)




Satisfaction with litter collection in public areas increased in five precincts and declined in three.

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

Only the increase in satisfaction of respondents from Preston West was statistically significant.

Satisfaction with litter collection in public places
Darebin City Council - 2020 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	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
	2020	61	7.36	7.71	8.06
Preston East	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
	2020	88	7.32	7.63	7.94
Kingsbury-Bundoora	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
	2020	69	7.19	7.59	7.99
Northcote	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
	2020	164	7.32	7.57	7.82
Reservoir East	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
	2020	141	7.26	7.54	7.82
Preston West	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
	2020	131	7.26	7.52	7.79
Reservoir West	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
	2020	169	7.08	7.36	7.64
Thornbury	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
	2020	111	6.82	7.15	7.48



The 79 respondents dissatisfied with litter collection in public places provided a total of 42 responses as to the reasons why they were less satisfied.

The main reasons outlined by these respondents related to a perception that there was insufficient cleaning and that there was too much litter in public places, including nature strips.

Reasons for rating satisfaction with litter collection in public areas less than 6 and locations of concern

Darebin City Council - 2020 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Not clean	2
Not done properly and regularly	2
Rubbish everywhere	2
A lot of rubbish around, not emptied frequently	1
Balwar Rd park	1
Edwards Lake doesn't have bins and rubbish is being dumped	1
Eric St	1
Flinders St	1
Gibson Reserve, they have never put a bin there	1
High St	1
I have to pick up litter in my street	1
It's around the area in general along kerbs	1
Jobless people defecating	1
Lot of rubbish around the Merri Creek trail constantly picking them	1
Lot of trash on the nature strips in Green Belt	1
Lots of litter still on the streets	1
More needs to be done and enough bins	1
More often	1
No cleaning is done	1
No maintenance	1
Nobody picks up the rubbish in last six months	1
Not many bins	1
Often seen bins overflowing	1
Paper near station	1
Park is not maintain well, dog area particularly	1
People dump a lot of rubbish on the streets	1
People throw lots of crap everywhere	1
Royal Pde	1
Rubbish bins are absent and not clean	1
Rubbish is never picked up in public areas specifically Westgarth St	1
School kids	1
Some neighbours leave garbage on lawns	1
The gutters get full when it rains	1
They have never being picked up	1
They have never done it	1
Things need to clean up, more cleaning of creeks	1
Tram stops on St Georges Rd	1
Turner St not enough bins near McDonalds	1
Union St	1
Total	42

Maintenance and cleaning of shopping strips

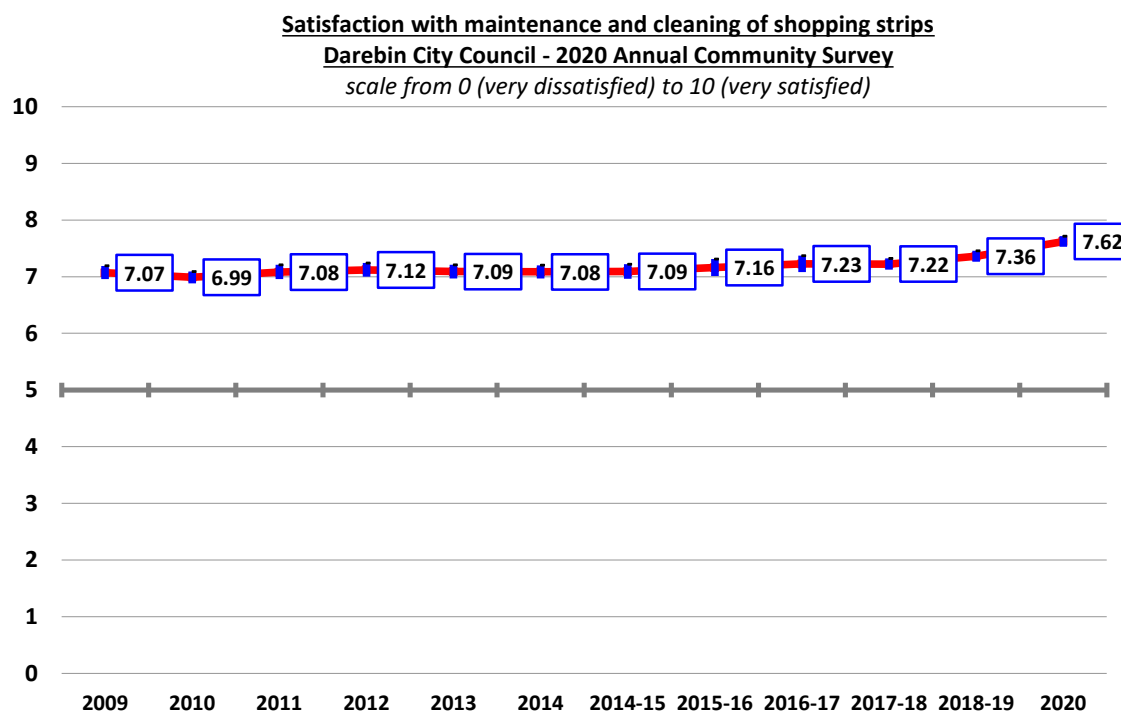
Respondents were asked:

“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? If rated less than 6, are there any locations of concern?”

Satisfaction with the maintenance and cleaning of shopping strips increased measurably this year, up 3.5% to 7.62, although it remains at a “very good” level of satisfaction.

Prior to 2020, satisfaction with this service had increased marginally, up 4.1% between 2009 and 2018-19, and then a further 3.5% this year. The long-term average since 2009 is 7.18, with the 2020 result 6.1% higher than the long-term average.

By way of comparison, this result was 2.5% higher than the 2019 metropolitan Melbourne average of 7.43, as recorded in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research.



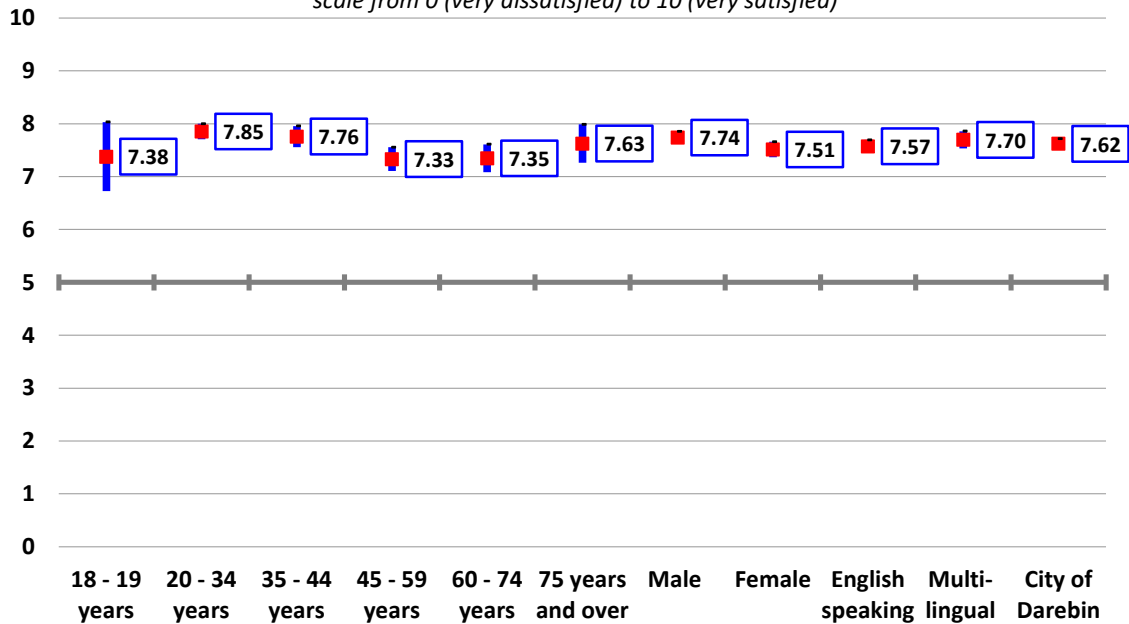
There was measurable variation in satisfaction with the maintenance and cleaning of shopping strips observed by respondent profile, as follows:

- **Young adults (aged 20 to 34 years)** – respondents were measurably more satisfied than average, and at an “excellent” level of satisfaction.
- **Gender** – male respondents were measurably more satisfied than female respondents.

Satisfaction with maintenance and cleaning of shopping strips by respondent profile

Darebin City Council - 2020 Annual Community Survey

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

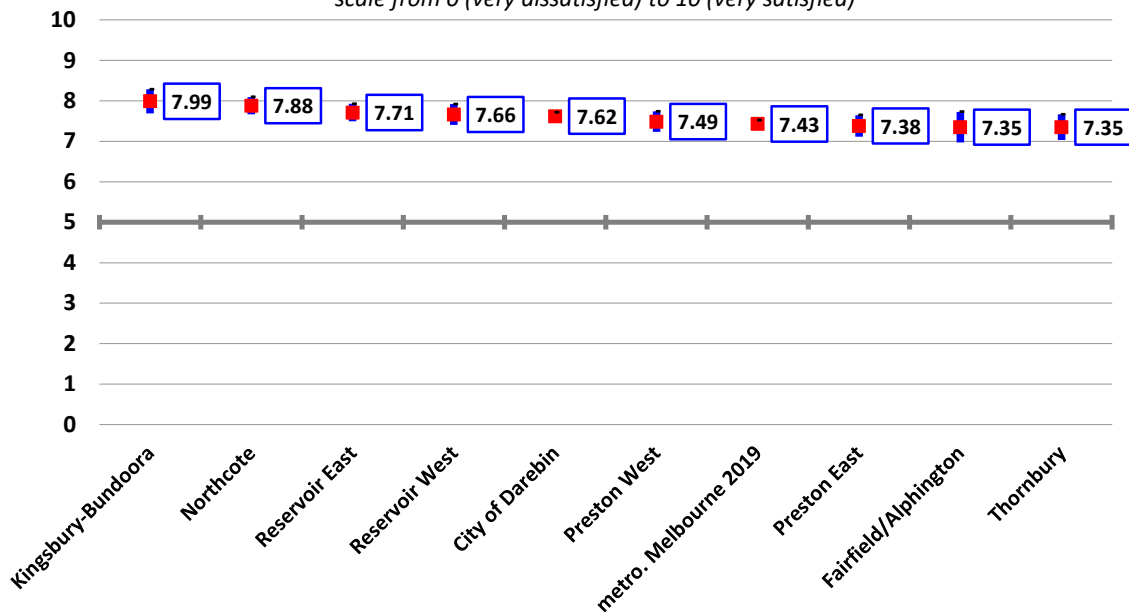


There was no statistically significant variation in satisfaction with the maintenance and cleaning of shopping strips observed across the eight precincts. It is noted, however, that respondents from Kingsbury-Bundoora and Northcote rated satisfaction at “excellent” rather than “very good” levels.

Satisfaction with maintenance and cleaning of shopping strips by precinct

Darebin City Council - 2020 Annual Community Survey

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



Satisfaction with the maintenance and cleaning of shopping strips increased in seven precincts and declined in Thornbury. None of these changes in satisfaction were statistically significant.

Satisfaction with maintenance and cleaning of shopping strips

Darebin City Council - 2020 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	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
	2020	68	7.69	7.99	8.29
Northcote	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
	2020	168	7.66	7.88	8.09
Reservoir East	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
	2020	145	7.50	7.71	7.93
Reservoir West	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
	2020	172	7.41	7.66	7.92
Preston West	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
	2020	134	7.23	7.49	7.74
Preston East	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
	2020	93	7.11	7.38	7.65
Fairfield-Alphington	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
	2020	62	6.97	7.35	7.73
Thornbury	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
	2020	117	7.03	7.35	7.67

The 57 respondents dissatisfied with the maintenance and cleaning of shopping strips provided a total of 28 responses as to the reasons why they were less satisfied.

The main reasons outlined by these respondents related to a perception that there was insufficient cleaning, including references to a number of specific shopping areas.

Reasons for rating satisfaction with maintenance of shopping strips less than 6 and locations of concern
Darebin City Council - 2020 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
More cleaning required	2
They are not clean could be better	2
A lot of rubbish	1
Broadway	1
Cafe signage	1
Garnet St	1
High St	1
It is improving, in light of COVID-19, cleaners not wearing, not maintaining social distancing, St Georges Rd	1
Its is absolutely disgusting. Stinking back streets	1
Lack of shopping strips	1
Never seen it done	1
Not clean	1
Not cleaning much	1
Not good service	1
People have just damaged things	1
People sleeping	1
Pre COVID nothing has be done	1
Preston Market in bad condition	1
Preston Market is not clean	1
Problem with garbage and graffiti	1
Rubbish everywhere	1
Stinks	1
The areas are not looked after, it is more important to look after the areas that are not generally considered less important	1
The strips are not on their street so they are neutral	1
Third World country	1
Very low number of rubbish bins	1
Total	28



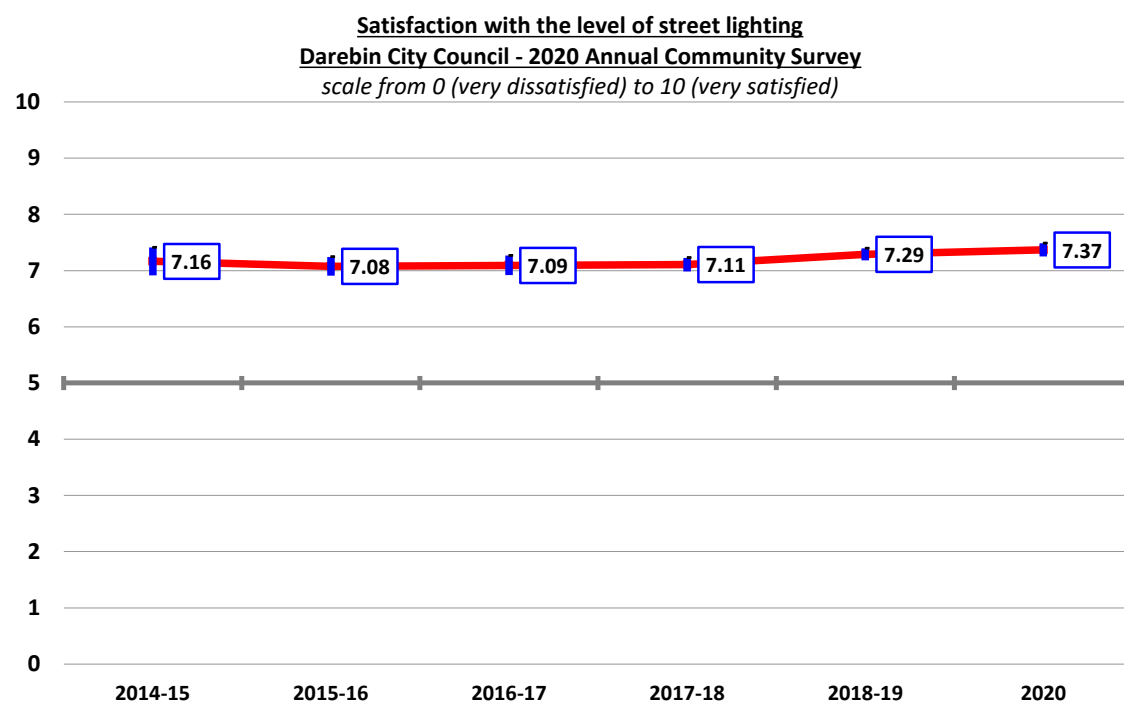
The level of street lighting

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? If rated less than 6, are there any streets of concern?”

Satisfaction with the level of street lighting increased marginally but not measurably this year, up 1.1% to 7.37, although it remains at a “very good” level of satisfaction.

Satisfaction has trended higher since the question was first included in the survey in 2014-15, with the long-term average since 2014-15 being 7.18. The 2020 result was 2.6% higher than the long-term average.



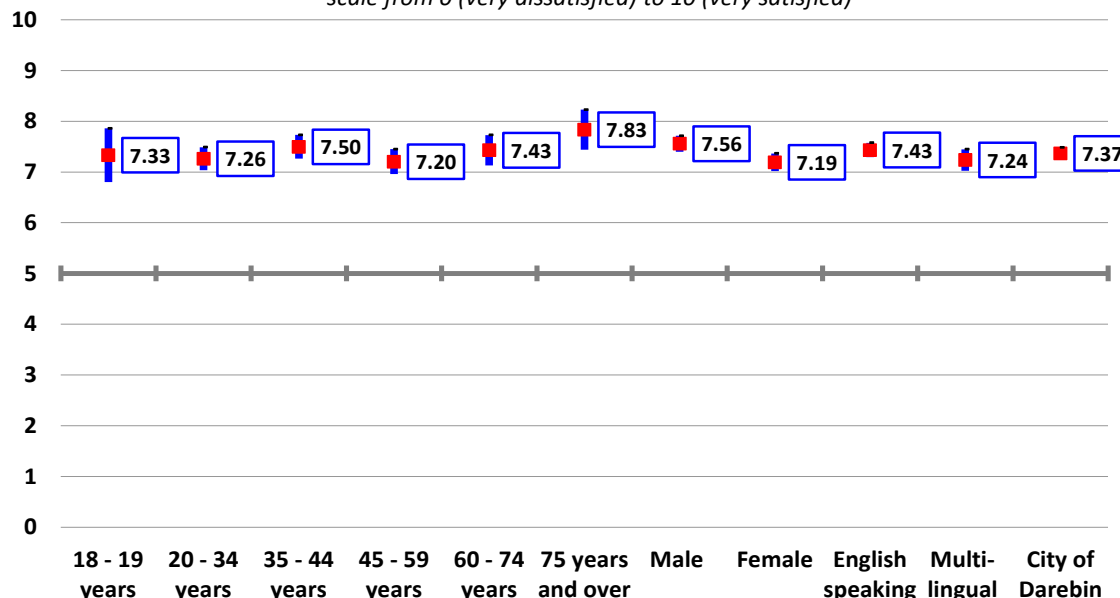
There was some variation in satisfaction with the level of street lighting observed by respondent profile, as follows:

- **Senior citizens (aged 75 years and over)** – respondents were notably but not measurably more satisfied than other respondents and at an “excellent” level.
- **Gender** – male respondents were measurably more satisfied than female respondents.

Satisfaction with the level of street lighting by respondent profile

Darebin City Council - 2020 Annual Community Survey

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

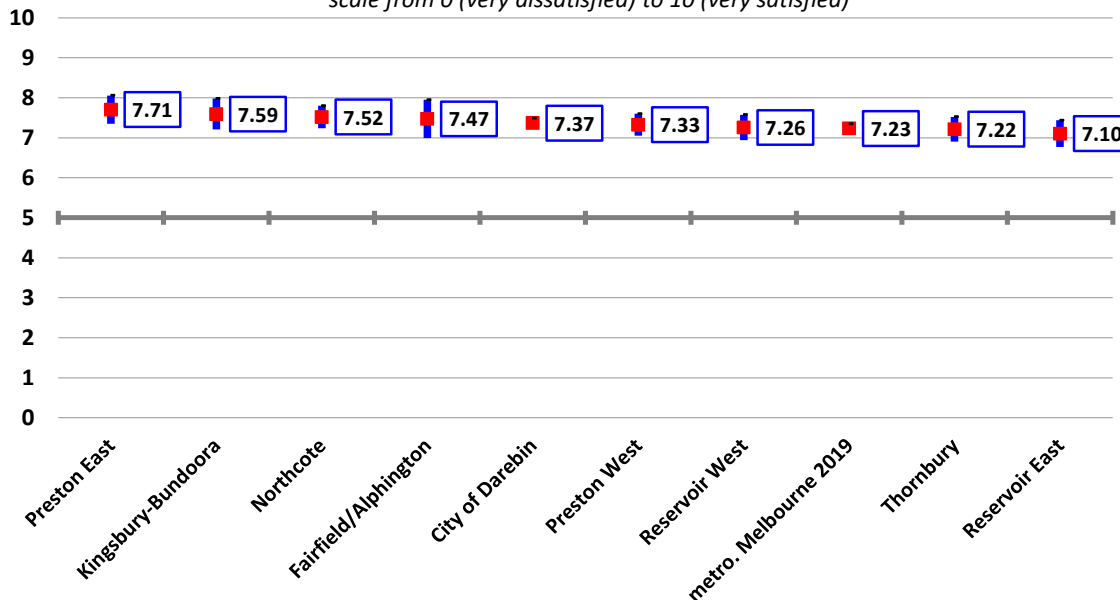


There was no statistically significant variation in satisfaction with the level of street lighting observed across the eight precincts comprising the City of Darebin.

Satisfaction with the level of street lighting by precinct

Darebin City Council - 2020 Annual Community Survey

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




Satisfaction with the level of street lighting increased in four precincts and declined in four.

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

None of these changes in satisfaction were statistically significant.

Satisfaction with the level of street lighting
Darebin City Council - 2020 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Preston East	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
	2020	96	7.35	7.71	8.06
Kingsbury-Bundoora	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
	2020	71	7.21	7.59	7.98
Northcote	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
	2020	170	7.24	7.52	7.80
Fairfield-Alphington	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
	2020	63	7.00	7.47	7.95
Preston West	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
	2020	136	7.05	7.33	7.60
Reservoir West	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
	2020	175	6.94	7.26	7.57
Thornbury	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
	2020	115	6.91	7.22	7.52
Reservoir East	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
	2020	148	6.77	7.10	7.44



The 121 respondents dissatisfied with the level of street lighting provided a total of 56 responses as to the reasons why they were less satisfied.

The main reasons outlined by these respondents related to a perception that there was insufficient lighting. A number of sites were named, including train stations, various parks and gardens, and specific residential streets.



Reasons for rating satisfaction with the level of street lighting less than 6 and locations of concern

Darebin City Council - 2020 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Lighting is bad, not bright	5
Not enough street lights	4
Around the train stations	2
Borrie St	2
It's very dark	2
Unsafe at night	2
Albert Rd lights go on and off	1
Around Scott St lighting terrible	1
Bastings St	1
Bike paths	1
Billanty St Thornbury	1
Birch St	1
Corner of Broadhurst Ave and Ashfield	1
Dark at night in Ethel Grove	1
Edwardes Lake	1
Eric St	1
Hall St	1
Haven't been out much due to COVID19 so neutral	1
Hughes Pde has flickering light	1
In parks	1
It's too dark, need the LEDs	1
Kelsey St. Already complained a lot of times and nothing happened	1
Kent St dark	1
Lights are not bright enough. Thornbury station	1
Low energy bulbs near the train station	1
Most of the streets	1
No street lights, very dim, not safe	1
Parks are dark at night	1
Poor in this area	1
Preston areas	1
Raglan St	1
Raymond St is bad. Unsafe and dangerous	1
Really dark streets and scary, dangerous due to tree also	1
Seston St is very dark. Near East Preston school as well Taylor St	1
Some of the local roads and smaller streets don't have enough lighting	1
Sometimes not working	1
Station area	1
Station St	1
Story Rd	1
Street is very dark due to no light	1
Terrible lighting, cut down the lights in front of my house, lengthy areas without lights	1
They are not working properly and not being fixed	1
They can be better	1
Took out one light and the street is too dark and not safe	1
Tunaley St pole not working	1

Total

Street sweeping

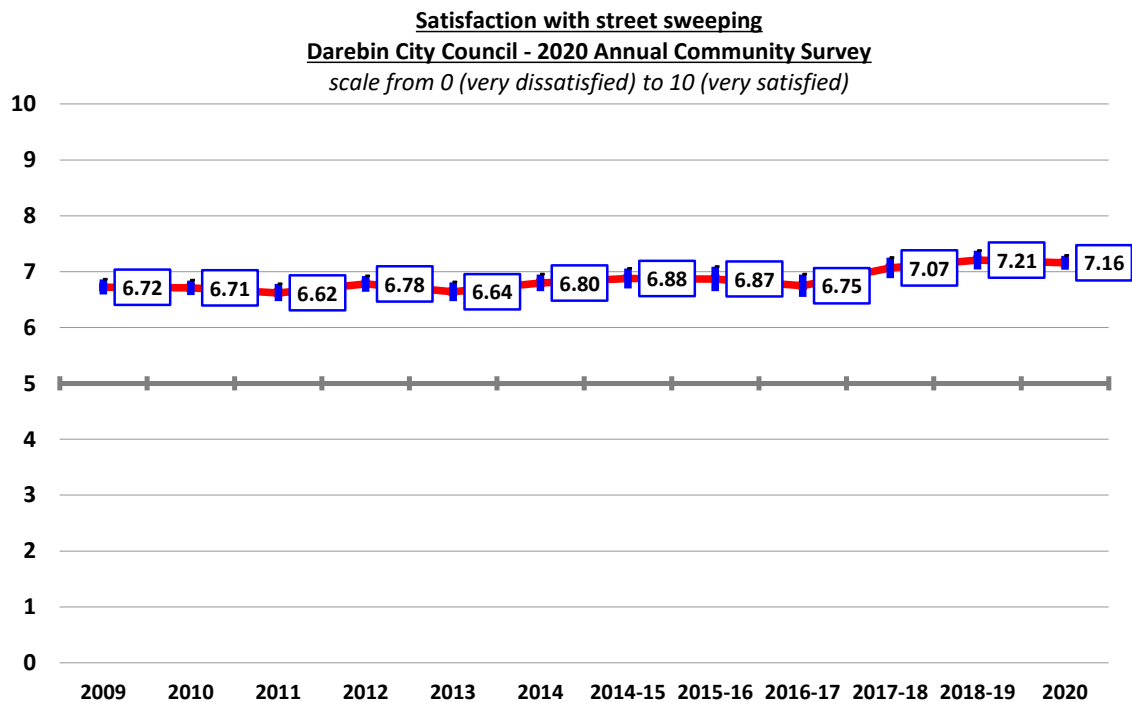
Respondents were asked:

“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? If rated less than 6, why do you say that?”

Satisfaction with street sweeping declined very marginally this year, down by less than one percent to 7.16, although it remains at a “good” level of satisfaction.

Satisfaction with street sweeping has trended marginally higher over time, with the last three years all marginally above the long-term average since 2009 of 6.85.

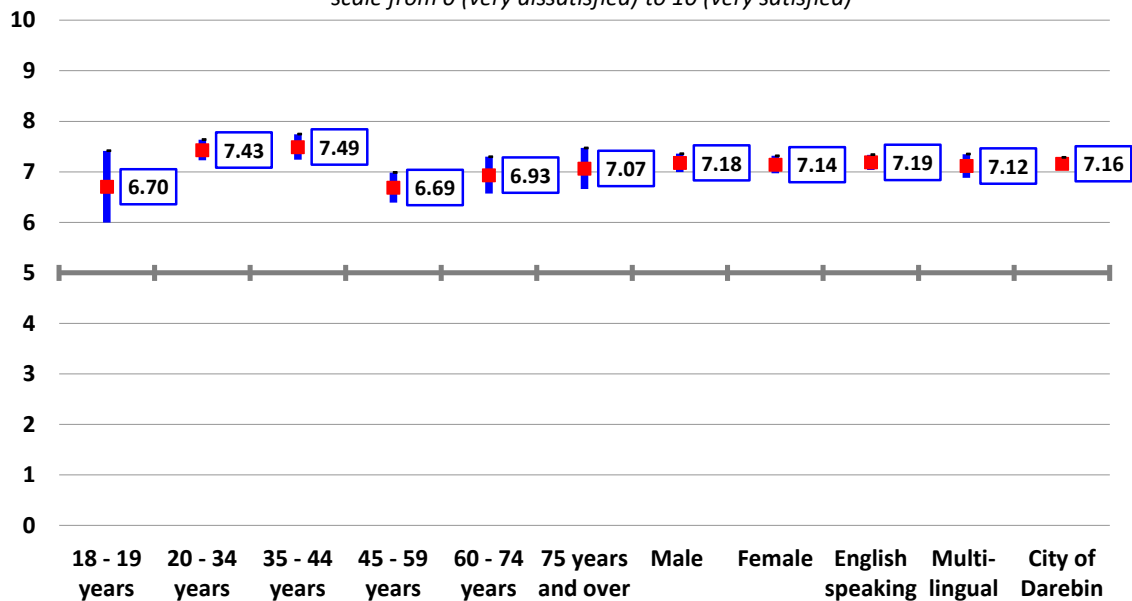
By way of comparison, this result was almost identical to the 2019 metropolitan Melbourne average of 7.19, as recorded in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research.



There was measurable variation in satisfaction with street sweeping observed by respondent profile, as follows:

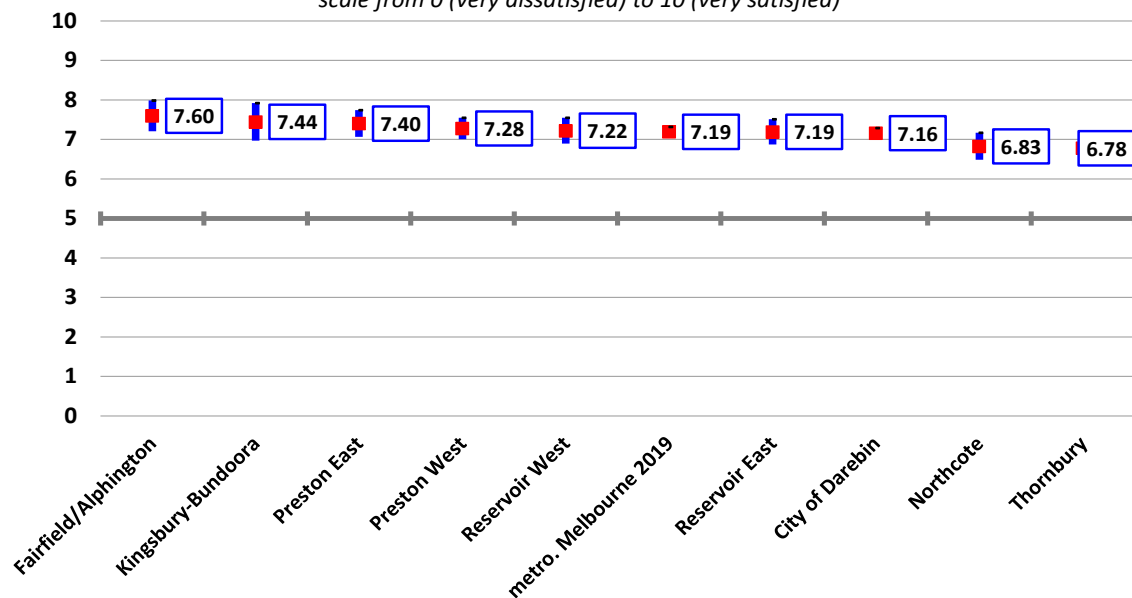
- **Young adults and adults (aged 20 to 44 years)** – respondents were measurably more satisfied than average, and at a “very good” levels of satisfaction.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably less satisfied than the municipal average, although still at a “good” level of satisfaction.

Satisfaction with street sweeping by respondent profile
Darebin City Council - 2020 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, although it is noted that respondents from Fairfield-Alphington were notably more satisfied than other respondents.

Satisfaction with street sweeping by precinct
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with street sweeping increased in four precincts and declined in four.

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

None of these changes in satisfaction were statistically significant.

Satisfaction with street sweeping
Darebin City Council - 2020 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	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
	2020	62	7.21	7.60	7.98
Kingsbury-Bundoora	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
	2020	69	6.97	7.44	7.92
Preston East	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
	2020	87	7.06	7.40	7.74
Preston West	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
	2020	132	7.01	7.28	7.55
Reservoir West	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
	2020	170	6.90	7.22	7.55
Reservoir East	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
	2020	148	6.87	7.19	7.51
Northcote	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
	2020	168	6.48	6.83	7.17
Thornbury	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
	2020	112	6.39	6.78	7.16



The 125 respondents dissatisfied with street sweeping provided a total of 73 responses as to the reasons why they were less satisfied.

The main reasons outlined by these respondents related to a perception that they had not seen any street sweeping taking place, or that it was irregular. Other comments related to the timing of street sweeping, particularly regarding parked cars.

Reasons for rating satisfaction with street sweeping less than 6
Darebin City Council - 2020 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Never seen anyone doing it	17
It's not happening regularly	7
Haven't seen anyone cleaning	6
Never come these days	5
Not done enough	5
They do it very rarely and irregular	4
Glasgow St	2
Leaves are not cleaned they block the gutter	2
The gutters are not done, they are blocked	2
They do it very early morning when there are cars, there will be lot of gutter still left	2
A lot of laneway, no sewages near my block, the rubbish are not dumped in properly	1
All the streets. I don't see the sweepers	1
Blow all leaves in the middle of road and no collection	1
Clogging on Hall St	1
Comes on the wrong day	1
Darebin Pitcher Park	1
Dirty because of leaves, not Council fault	1
Does not happen because there are lot of cars	1
Hurdle of rubbish in the street, in Palm Ave	1
Medium street, not maintained well	1
More maintenance	1
Never seen street sweeping in 12 months	1
No point, ineffective	1
Not good	1
Nothing gets swept, clean streets in afternoon time	1
Quarrion Ln is not being swept. Repair is also required	1
Roads narrow and packed on roads	1
Sweeping once in 25 years. Cars make it tough	1
The streets have been average as the garbage dump is down their street	1
They are not swept at all, have to ring the Council but still they don't, it's all covered with leaves all around	1
You should sweep the streets after collecting the rubbish	1
Total	73

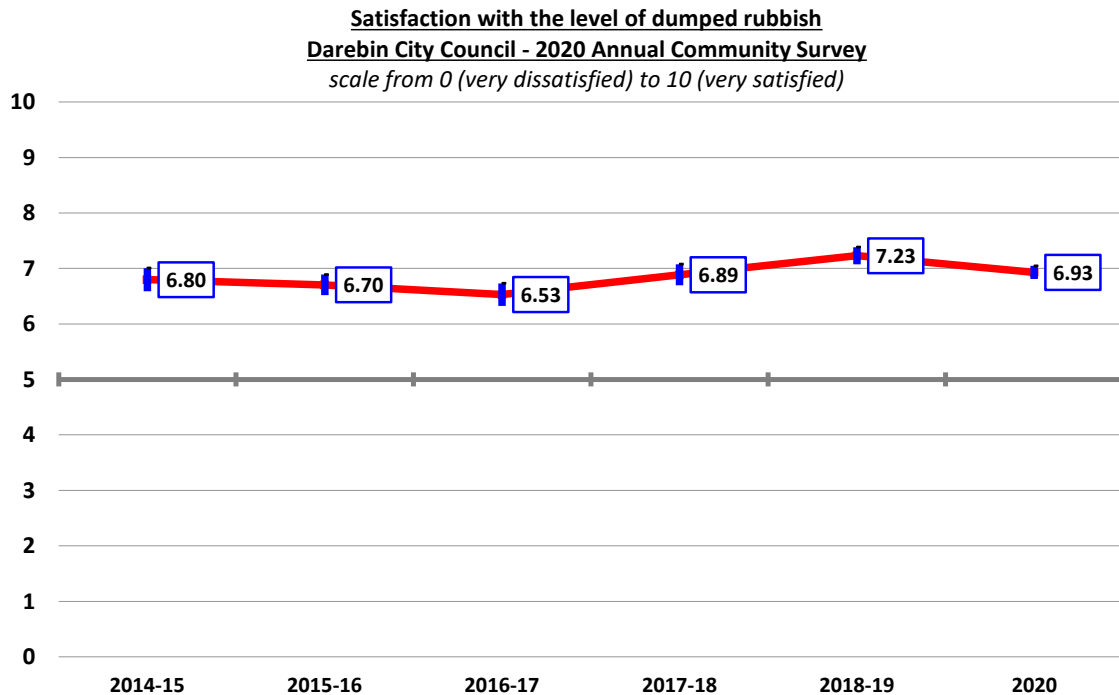
The level of dumped rubbish

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? If rated less than 6, are there any locations of concern?”

Satisfaction with the level of dumped rubbish was one of only two of the 15 included services and facilities to decline measurably this year. Satisfaction declined 4.2% to 6.93, although it remains at a “good” level.

The long-term average satisfaction with the level of dumped rubbish, since the question was first included in the survey program back in 2014-15 is 6.85, was very marginally lower than the 2020 result of 6.93.



With the exception of young adults (aged 20 to 34 years), who were measurably and significantly more satisfied than average, and at a “very good” level, there was no other statistically significant variation in satisfaction with the level of dumped rubbish observed by respondent profile.

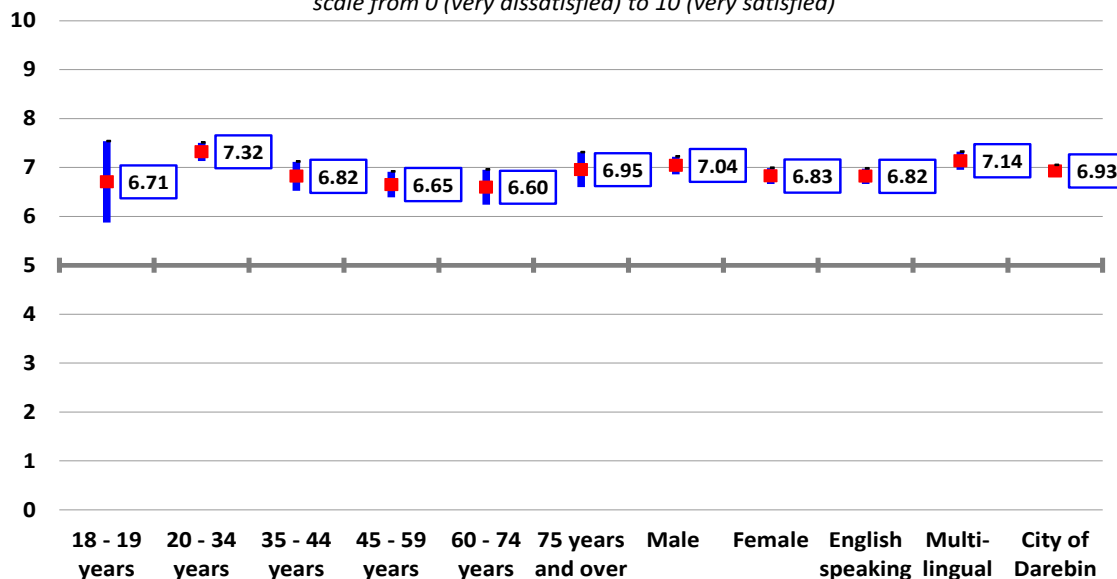
It is noted however that respondents from multi-lingual households were notably, albeit not measurably more satisfied than respondents from English speaking households.



Satisfaction with the level of dumped rubbish by respondent profile

Darebin City Council - 2020 Annual Community Survey

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

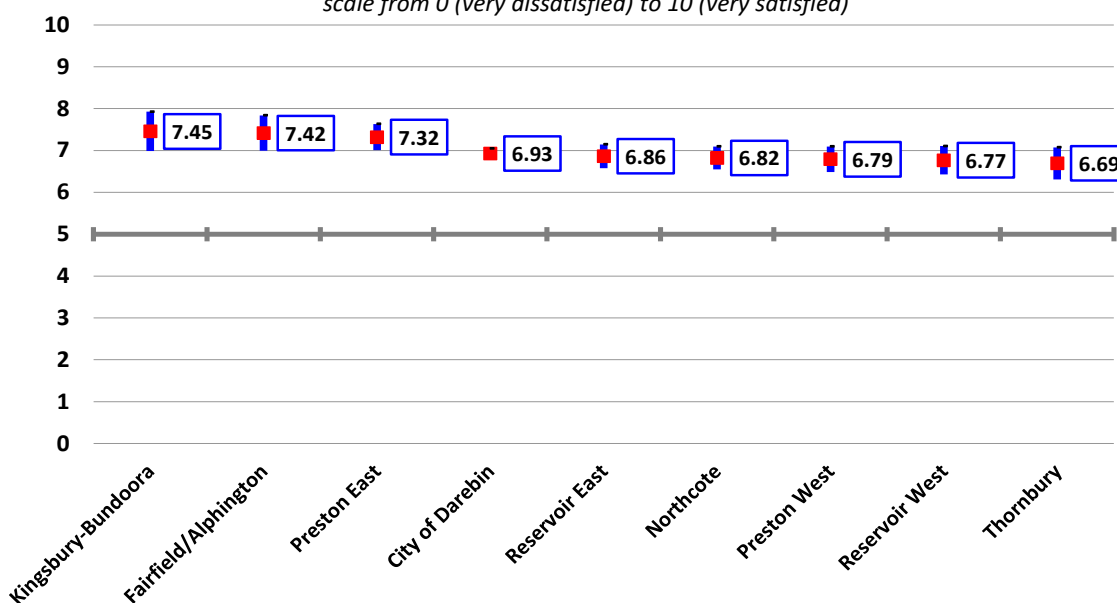


There was no statistically significant variation in satisfaction with the level of dumped rubbish observed across the municipality, although it is noted that respondents from Kingsbury-Bundoora, Fairfield-Alphington, and Preston East were notably more satisfied than average and at “very good” levels.

Satisfaction with the level of dumped rubbish by precinct

Darebin City Council - 2020 Annual Community Survey

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



Satisfaction with the level of dumped rubbish increased in four precincts and declined in four.


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

Only the decrease in satisfaction of respondents from Thornbury was statistically significant.

Satisfaction with the level of dumped rubbish
Darebin City Council - 2020 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	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
	2020	65	6.98	7.45	7.93
Fairfield-Alphington	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
	2020	61	6.99	7.42	7.84
Preston East	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
	2020	93	7.01	7.32	7.63
Reservoir East	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
	2020	152	6.58	6.86	7.15
Northcote	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
	2020	169	6.55	6.82	7.09
Preston West	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
	2020	136	6.49	6.79	7.10
Reservoir West	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
	2020	172	6.43	6.77	7.10
Thornbury	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
	2020	109	6.31	6.69	7.07





The 148 respondents dissatisfied with the level of dumped rubbish provided a total of 73 responses as to the reasons why they were less satisfied.

The main reasons outlined by these respondents related to a perception that there was a lot of dumped rubbish in the area, and that it is never or rarely picked up. There were also a range of locations named, including parks and gardens, waterways, and a number of specific main roads and residential streets.

Reasons for rating satisfaction with the level of dumped rubbish less than 6 and locations of concern

Darebin City Council - 2020 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
A lot of dumped rubbish everywhere	18
People dump a lot of rubbish in the streets	4
It's not removed quick enough when people illegally dump things	3
Overflowing in parks	3
Rubbish never gets picked up	3
Around the parks	2
Hard rubbish	2
Laneway / back streets	2
Not clean	2
Rubbish from flats	2
Students move in and out and dump rubbish quite often	2
A lot in laneways, white goods, no one comes to clean	1
A lot of people just dump hoping someone will take it but nobody does	1
A lot of rubbish around Merri Creek Trail	1
Barlow and Sanctuary Dr	1
Behind Latrobe University, apartments leased to students, people just dump on the streets	1
Behind Thornbury High school	1
Eric St	1
Frequency of collection should be higher	1
Graffiti	1
Has increased	1
High St	1
Industrial area on Kingsbury Dr rubbish dumped, always full of rubbish	1
Its people dumping rubbish and educate the community	1
Lot of rubbish dumped on the footpaths	1
Lot of rubbish in Edward St	1
Melbourne waterpipe	1
Mornane St	1
Not satisfied	1
Often in front of garden, gutter	1
One block in my area is full of dumped rubbish	1
Overflowing garbage	1
Regular pickups required	1
Showers St	1
Some rubbish near the Bundoora Park and University	1
Terrible at West Werribee Dr	1
The reserves near the streets are full of rubbish	1
There a lot around schools	1
There is a lot of dump around the Central Creek	1
There lot of them which is there for few days	1
Too much of dumped rubbish, Council needs to respond	1

Total

73

The type / species of street trees

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 type / species of street trees? If rated less than 6, why do you say that?”

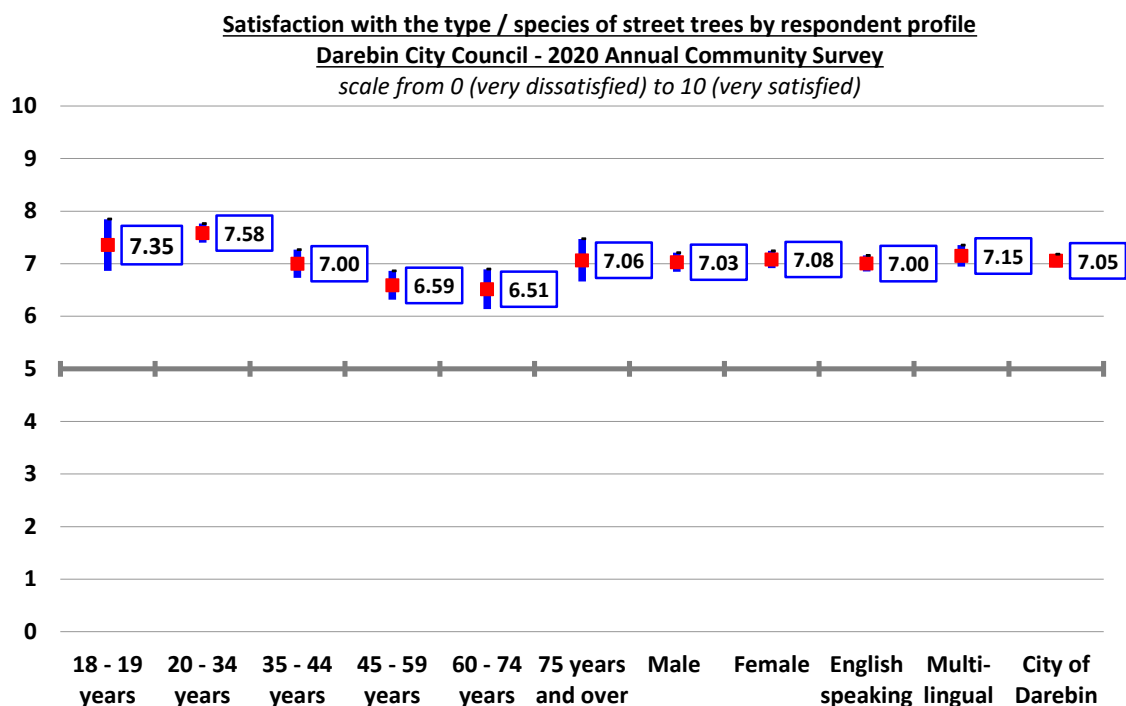
This question about satisfaction with the types and species of street trees was included for the first time in the survey program this year, and therefore no time series comparisons are available.

Satisfaction was recorded at 7.05 out of a potential 10, or a “good” level of satisfaction.

By way of comparison, the 2019 metropolitan Melbourne average satisfaction with “the provision and maintenance of street trees” was recorded at 7.10 out of 10, in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research.

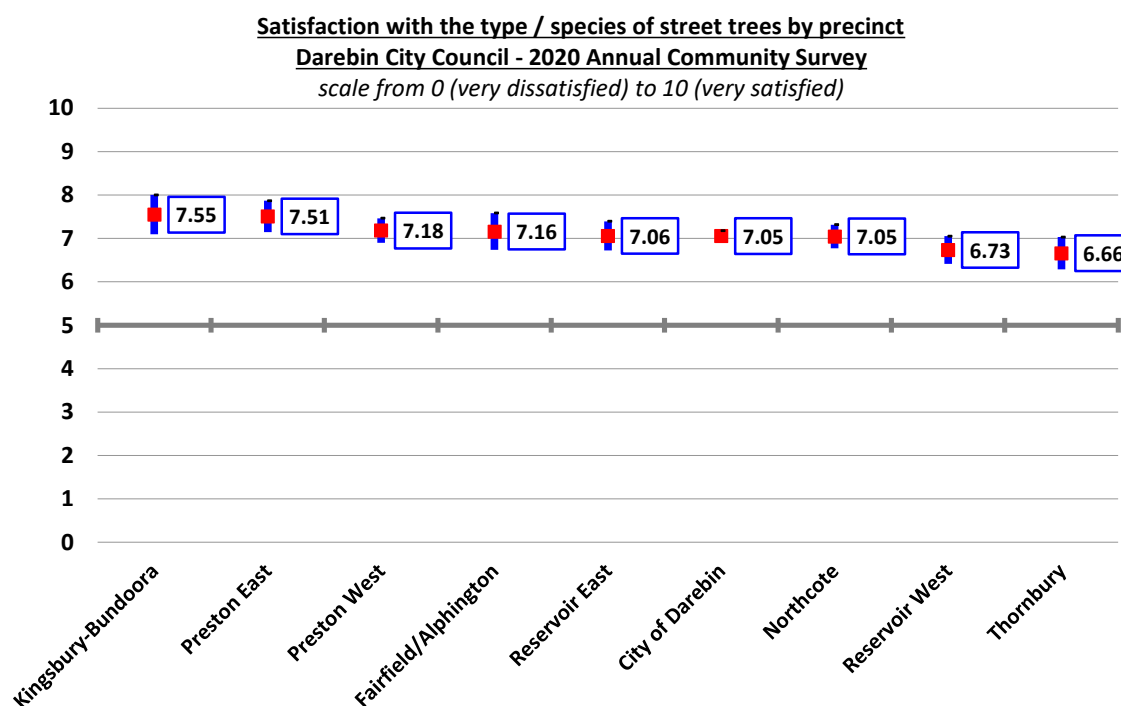
There was measurable variation in satisfaction with the type and species of street trees observed by respondent profile, as follows:

- **Young adults (aged 20 to 34 years)** – respondents were measurably more satisfied than average, and at a “very good” levels of satisfaction.
- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were measurably less satisfied than the municipal average, although still at “good” levels of satisfaction.



Whilst there was no statistically significant variation in satisfaction with the type and species of street trees observed across the municipality, attention is drawn to the following variations of note:

- **Kingsbury-Bundoora and Preston East** – respondents were significantly but not measurably more satisfied than the municipal average, and at “very good” levels.
- **Reservoir West and Thornbury** – respondents were significantly but not measurably less satisfied than the municipal average, although still at “good” levels.



The 152 respondents dissatisfied with the type and species of street trees provided a total of 125 responses as to the reasons why they were less satisfied.

The main reasons outlined by these respondents related to a perception that trees made a lot of mess, including by dropping leaves and branches, that the type of trees were inappropriate, concerns about the removal of existing trees, and the maintenance of street trees.



Reasons for rating satisfaction with the type / species of street trees less than 6

Darebin City Council - 2020 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
They drop a lot of leaves	9
More native ones	7
Make a mess	6
Wrong type of trees	4
Leaves clogging drains, sewerage, not maintained	3
They make a mess and all the leaves fall	3
Need more trees	3
Not enough trees	3
They didn't replace the trees which have been cut down	3
Messy, big chunks, corns etc.	2
They cut down trees	2
No gum trees please	2
Trees drop off the gum	2
Overhang	2
Destroying the footpaths	2
Branches falling off	2
More maintenance needed	2
Roots create a lot of damage	2
Not suited to area	2
Autumn leaves and gum trees Keon St	1
Amount of droppings of needles	1
Messy, attracts lot of insects	1
They should put native trees	1
Council went too green and some trees are rubbish	1
Few trees have fruits which fall down and are dangerous, most of them are not native trees	1
Big gum trees should only be planted in parks and gardens and not in front of people houses	1
Gum tree branches keep coming down. Dangerous for everyone	1
Gum tree right next to the house. Leaves fall off, come to drive way clogs drains. Garage roof is covered with the leaves. Mount Cooper Snake Gully Drive	1
Gum trees should be removed	1
Gum trees, footpath uprooted, water in driveway	1
In Oak St the gum trees are not good	1
Requires a cut and trim, drop a lot of gum nuts on the footpath, remove the gum trees in the future, difficult to maintain	1
Should not plant gum trees, destroy the garden path	1
Deadly species	1
Different species	1
Horrible trees	1
Horrible trees litter the footpaths	1
More native trees should be there, they are not being replaced locally	1
They cut down the beautiful trees and replaced with trees which are not native	1
Non native trees	1

Reasons for rating satisfaction with the type / species of street trees less than 6

Darebin City Council - 2020 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Create problem for fences (invasive roots)	1
Damaging car. Don't allow lawns to grow	1
Not enough trees on major streets	1
Lot of variety trees, they do not provide good shade and they are messy	1
Need more diversity	1
Planted on the wrong places	1
Wrong tree types planted 30 years, even nowadays	1
Rubber tree roots damage footpaths	1
Trees make footpaths uneven	1
The trees drop little nut pins, very dangerous	1
They drop a white thing and its terrible	1
Berries are dropping everywhere and people are slipping	1
Cutting inside of trees to make way for power lines. They bend because of that	1
Cutting the huge trees, only some branches are cut. The trees are blocking the lights	1
Interfering with drains	1
Large trees and then have to cut	1
Less maintenance, cut trees when come to lines	1
More hardy trees	1
No pine or pine like trees. Decorative plums	1
Not a lot of greenery around roundabouts	1
Not future proofing, climate change	1
Obstruction while getting out driveway, Plenty Rd	1
Olive trees would be better	1
Planted and destroyed and stolen	1
Plum trees planted is horrible	1
Prefer trees that are more environmental friendly and produce lot of oxygen	1
Scott St good trees other ones terrible such as Ostril St	1
Smaller trees	1
Some of them poor choice and ugly	1
They are good for shade in summers but not the other times	1
The trees not attractive and not much shade	1
There allergic trees	1
They are not being cut down, they have fruits falling down	1
Trees are not maintained and replacement is not perfect	1
They are overgrown	1
They don't maintain it	1
They need to be trimmed often	1
Very tall trees which are unsafe	1
Trees are really troublesome	1
Trees should be changed	1
They put too many Eucalyptus trees which heat up the atmosphere	1
Watering of seedlings or new trees during summer time	1
Whole street has same tree that drops sap and leaves	1

Total

125

111

Regular recycling

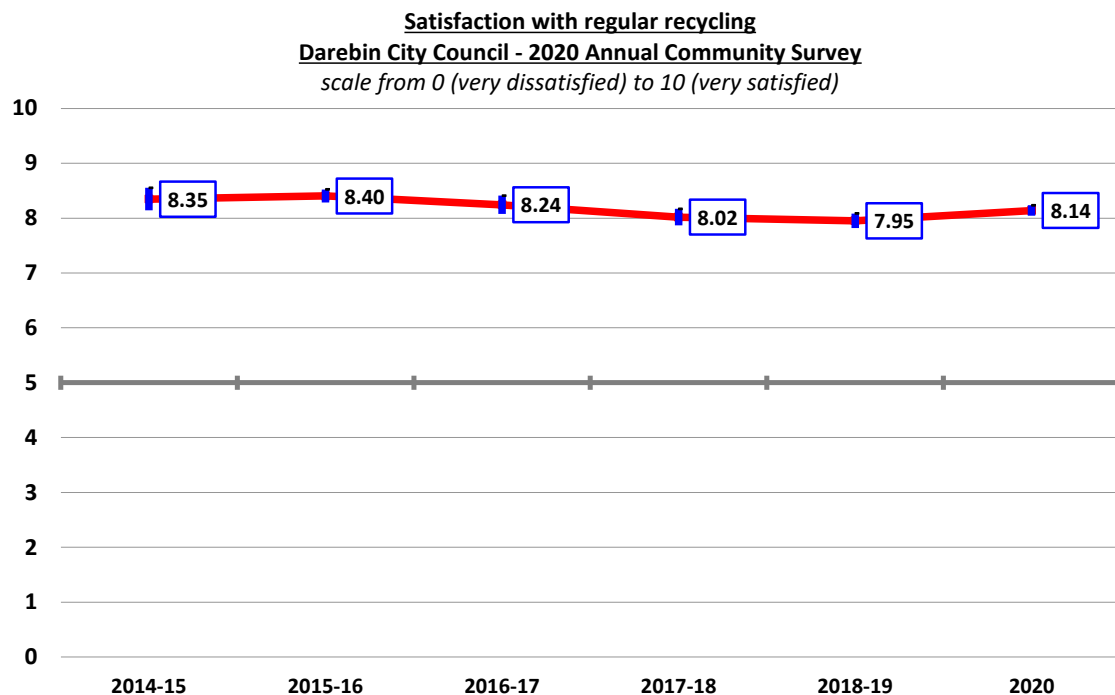
Respondents were asked:

“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? If rated less than 6, why do you say that?”

Satisfaction with the regular recycling service increased marginally but not measurably this year, up 2.4% to 8.14, and it remains at an “excellent” level.

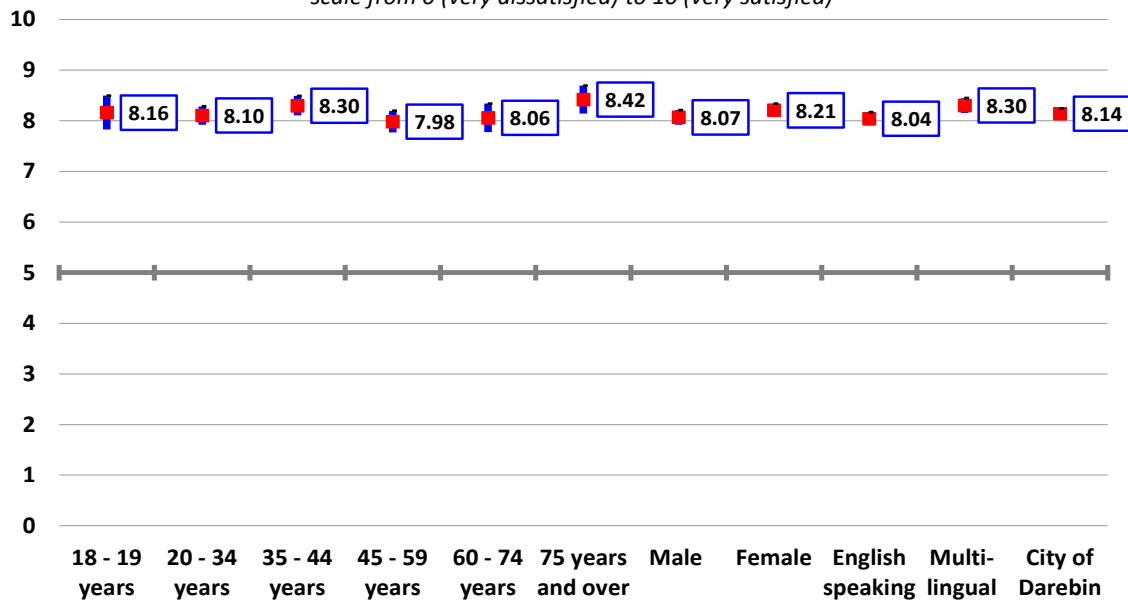
The regular recycling service recorded the third highest level of satisfaction, of the 15 included services and facilities.

Satisfaction with the regular recycling service does, however, remain marginally lower than the long-term average of 8.18 recorded since the service was first included in the survey in 2014-15.



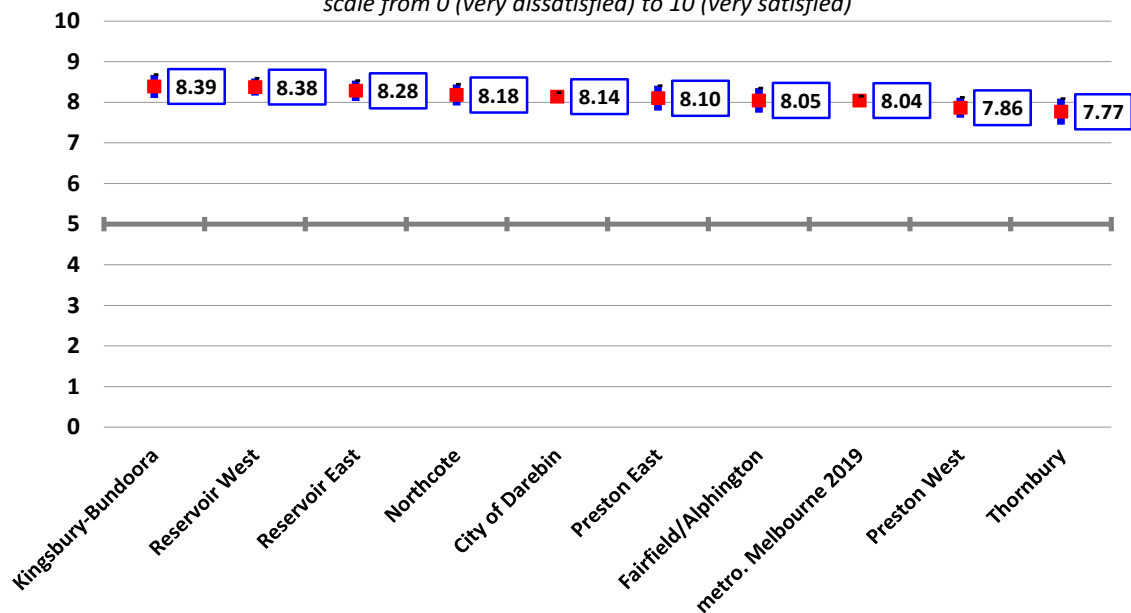
There was not statistically significant or notable variation in satisfaction with the regular recycling service observed by respondent profile, including age structure, gender, and language spoken at home.

Satisfaction with regular recycling by respondent profile
Darebin City Council - 2020 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 eight precincts. It is noted, however, that respondents from Thornbury were notably (4.5%) less satisfied than the municipal average.

Satisfaction with regular recycling by precinct
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the regular recycling increased in seven precincts and declined in one.

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

None of these changes in satisfaction were statistically significant.



Satisfaction with regular recycling
Darebin City Council - 2020 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	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
	2020	75	8.10	8.39	8.67
Reservoir West	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
	2020	177	8.17	8.38	8.59
Reservoir East	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
	2020	152	8.03	8.28	8.53
Northcote	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
	2020	171	7.92	8.18	8.44
Preston East	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
	2020	97	7.79	8.10	8.40
Fairfield-Alphington	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
	2020	62	7.75	8.05	8.35
Preston West	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
	2020	136	7.62	7.86	8.11
Thornbury	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
	2020	115	7.45	7.77	8.09

The 49 respondents dissatisfied with the regular recycling service provided a total of 14 responses as to the reasons why they were less satisfied, as outlined in the following table.

Reasons for rating satisfaction with regular recycling less than 6
Darebin City Council - 2020 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Can be more frequent	2
Better education of people who don't speak English	1
Bigger bins or more regular. We don't find space being a family	1
Coloured bins required	1
Does not sort	1
Don't know if they actually recycle	1
E waste and polystyrene need to be better managed	1
Expensive	1
Issues with landfill	1
Needs to be done weekly	1
Not comprehensive enough	1
Seem to be a lot of exclusions	1
They didn't get collected	1
Total	14



Green waste recycling

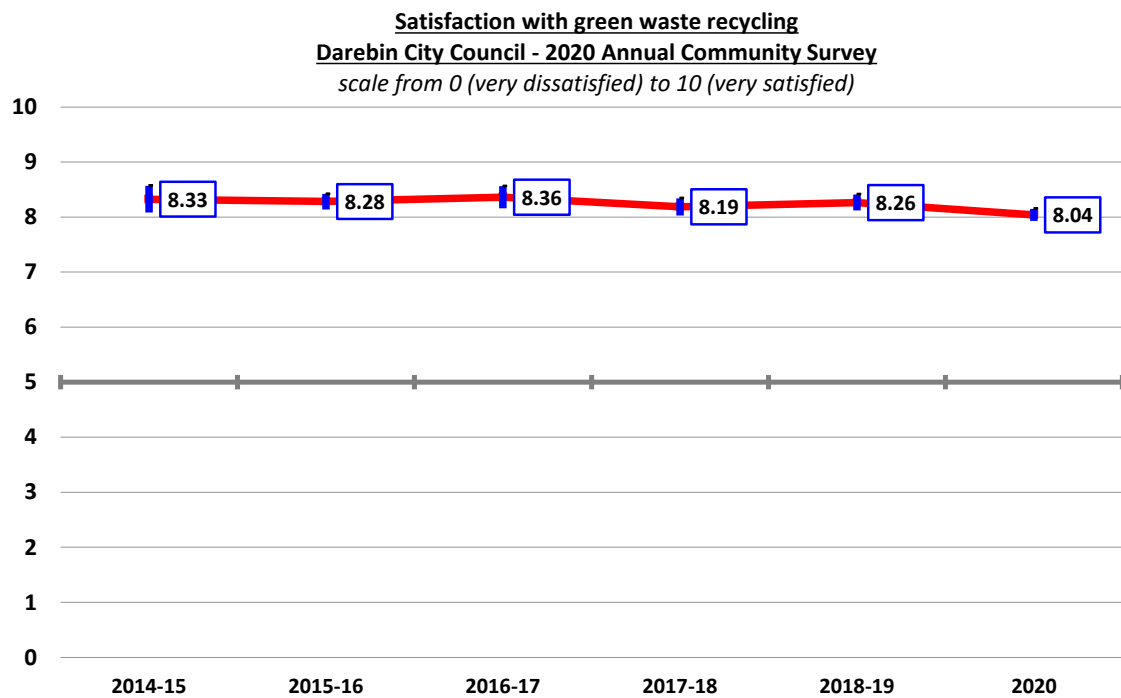
Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the green waste recycling? If rated less than 6, why do you say that?”

Satisfaction with green waste recycling declined marginally but not measurably this year, down 2.7% to 8.04, although it remains at an “excellent” level.

Green waste recycling recorded the fourth highest level of satisfaction of the 15 included services and facilities this year.

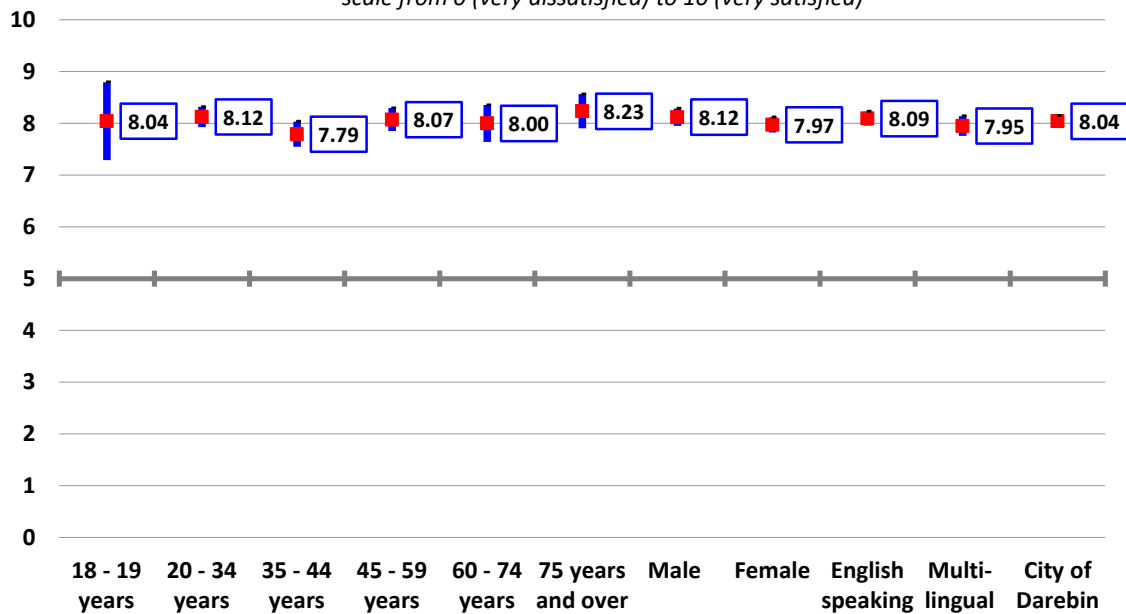
By way of comparison, the 2019 metropolitan Melbourne average satisfaction with green waste recycling service was 8.28, marginally higher than this City of Darebin result. The metropolitan Melbourne score was recorded in the 2019 *Governing Melbourne* research conducted independently by Metropolis Research.



There was no statistically significant variation in satisfaction with the green waste recycling service observed by respondent profile, including age structure, gender, or language spoken at home.

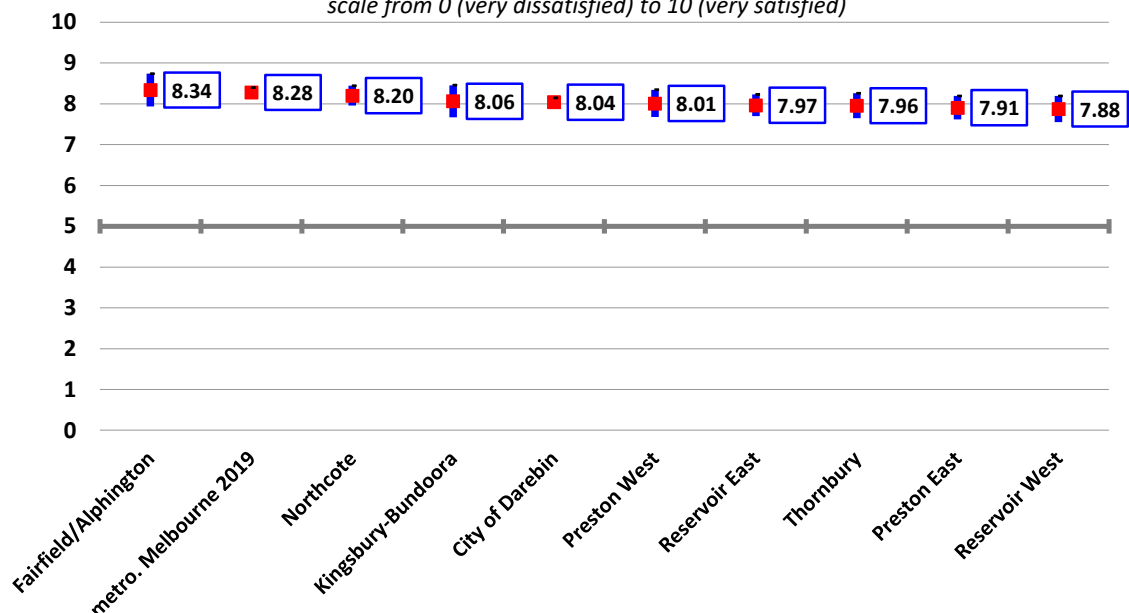
It is noted, however, that adults (aged 35 to 44 years) were marginally but not measurably less satisfied than other respondents.

Satisfaction with green waste recycling by respondent profile
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

Satisfaction with green waste collection service by precinct
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the regular recycling increased in two precincts and declined in six.

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

Only the decrease in satisfaction of respondents from Kingsbury-Bundoora was statistically significant.

Satisfaction with green waste collection service
Darebin City Council - 2020 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	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
	2020	37	7.94	8.34	8.74
Northcote	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
	2020	80	7.96	8.20	8.45
Kingsbury-Bundoora	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
	2020	48	7.67	8.06	8.45
Preston West	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
	2020	63	7.67	8.01	8.34
Reservoir East	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
	2020	51	7.70	7.97	8.23
Thornbury	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
	2020	50	7.65	7.96	8.26
Preston East	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
	2020	41	7.62	7.91	8.19
Reservoir West	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
	2020	61	7.56	7.88	8.19

The 10 respondents dissatisfied with the green waste recycling service provided a total of two responses as to the reasons why they were less satisfied, as outlined in the following table.

Reasons for rating satisfaction with green waste recycling less than 6
Darebin City Council - 2020 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Haven't provided the bins	1
Students dump everything	1
Total	2



The availability of bicycle parking

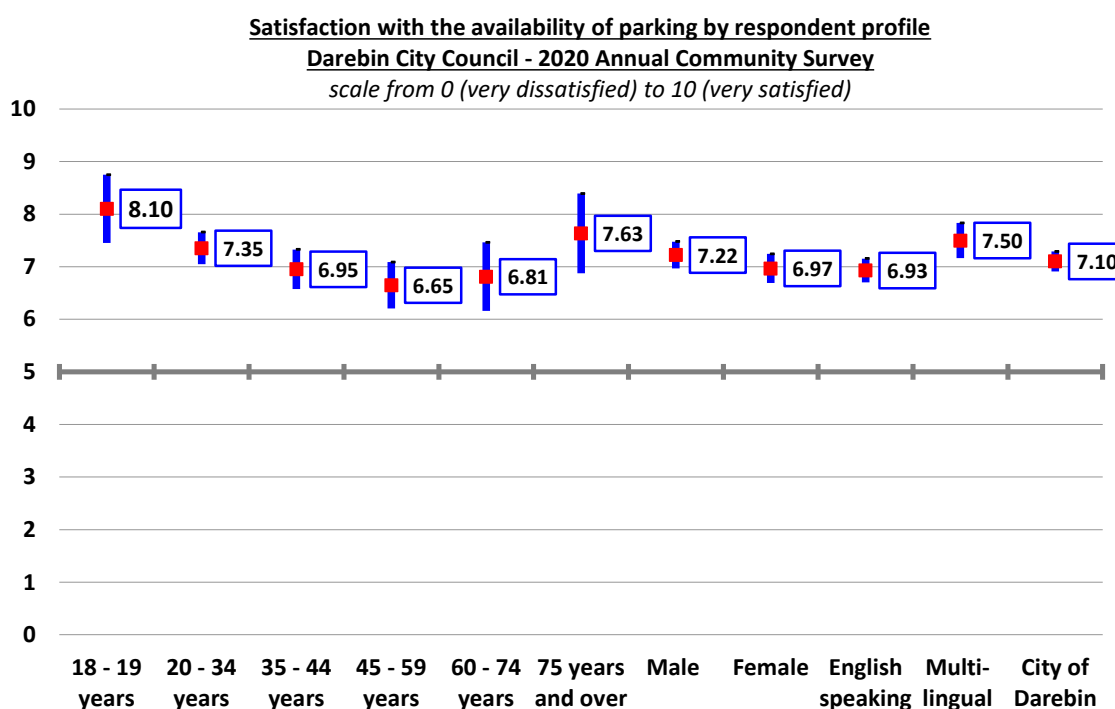
Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the availability of bicycle parking? If rated less than 6, are there any locations of concern?”

This question relating to satisfaction with the availability of bicycle parking was included in the survey program for the first time this year, and therefore no time series comparisons are available.

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

- **Age structure** – satisfaction with the availability of bicycle parking declined with the respondents’ age, from a high of 8.10 for the small sample of 11 adolescents (aged 15 to 19 years) to a low of 6.65 for middle-aged adults (aged 45 to 59 years). Satisfaction was higher for the small sample of senior citizens.
- **Gender** – male respondents were somewhat, but not measurably, more satisfied with the availability of bicycle parking than female respondents.
- **Language spoken at home** – respondents from multi-lingual households were measurably and significantly less satisfied than respondents from English speaking households, and at a “very good” level.



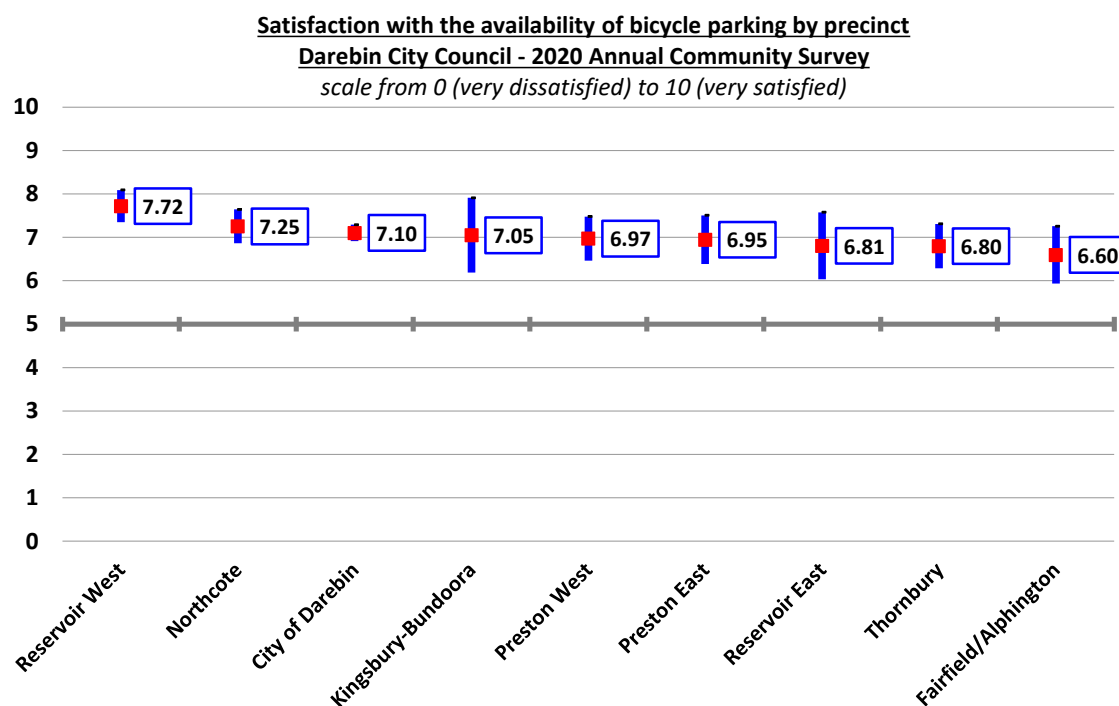
There was measurable and significant variation in satisfaction with the availability of bicycle parking observed across the municipality, as follows:

- **Reservoir West** – respondents were measurably and significantly more satisfied than the municipal average, and at a “very good” level of satisfaction.

This precinct variation does highlight an important finding in the research. The fact that respondents from Reservoir West were more satisfied than average with the availability of bicycle parking does not necessarily imply that they are satisfied because there is more bicycle parking available in Reservoir West compared to elsewhere across the municipality.

Respondents are making a subjective judgement about their satisfaction with the availability of bicycle parking, based on their preference for the “right” amount of bicycle parking to be made available in an area.

Respondents do not necessarily hold the view that more bicycle parking is preferable to less bicycle parking, as they are making subjective judgements about the preferred use of space in an area.



The 63 respondents dissatisfied with the availability of bicycle parking provided a total of 29 responses as to the reasons why they were less satisfied.

The main reasons outlined by these respondents related to a perception that there was insufficient parking available, including around train stations and other important public areas.

Reasons for rating satisfaction with the availability of bicycle parking less than 6 and locations of concern
Darebin City Council - 2020 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Not enough	5
More bicycle parking needed	4
Don't see much around	3
No parking available	3
Not much spots	3
There is not enough in shopping centres, train and tram stops and public areas	2
At a shopping centre, Council should demonstrate a particular area for bicycle parking	1
Could be better	1
Local shops and library and bus stop and park	1
Lot more around train stations	1
Never seen it	1
No parking at station	1
Not enough in Preston Market	1
Station Street	1
There are not enough of them, near Coles Northcote Plaza	1
Total	29

Darebin Libraries

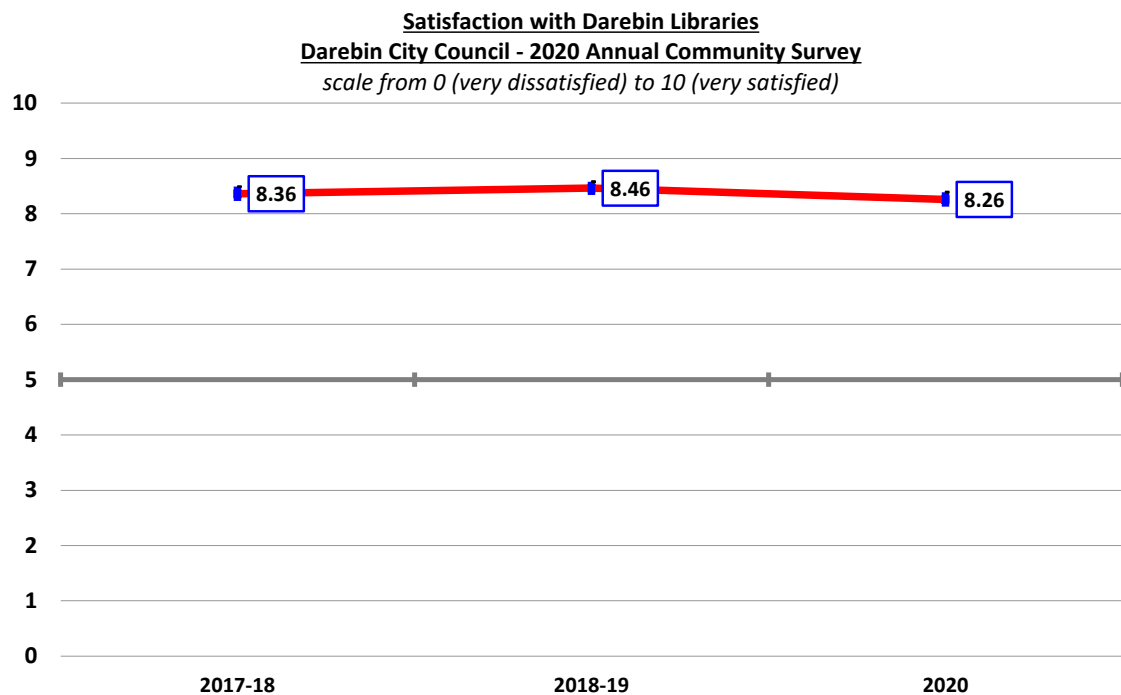
Respondents were asked:

“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? If rated less than 6, why do you say that?”

Satisfaction with Darebin Libraries declined marginally but not measurably this year, down 2.4% to 8.26, although it remains at an “excellent” level of satisfaction.

Darebin Libraries received the second highest satisfaction score of the 15 services and facilities included in the survey this year.

By way of comparison, the 2019 metropolitan Melbourne average satisfaction with the “local library service” was 8.56, measurably higher than this City of Darebin result. This comparison result was sourced from the 2019 *Governing Melbourne* research conducted independently by Metropolis Research.

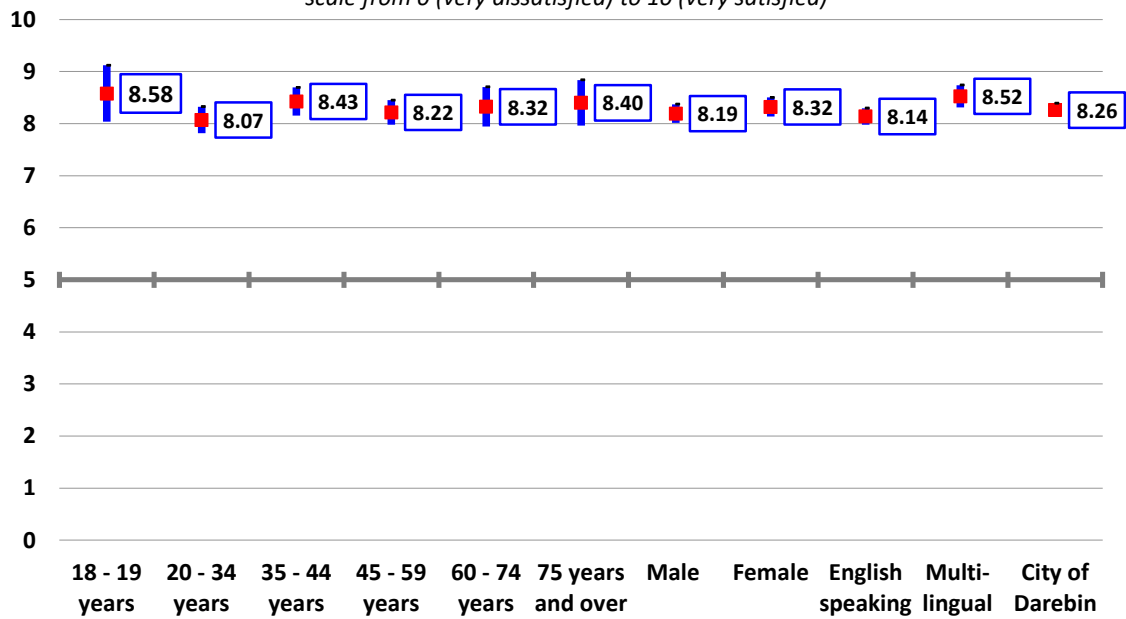


There was some variation in satisfaction with the Darebin Libraries observed by respondent profile, including age structure, gender, or language spoken at home, as follows:

- **Language spoken at home** – respondents from multi-lingual households were measurably more satisfied with Darebin Libraries than respondents from English speaking households.

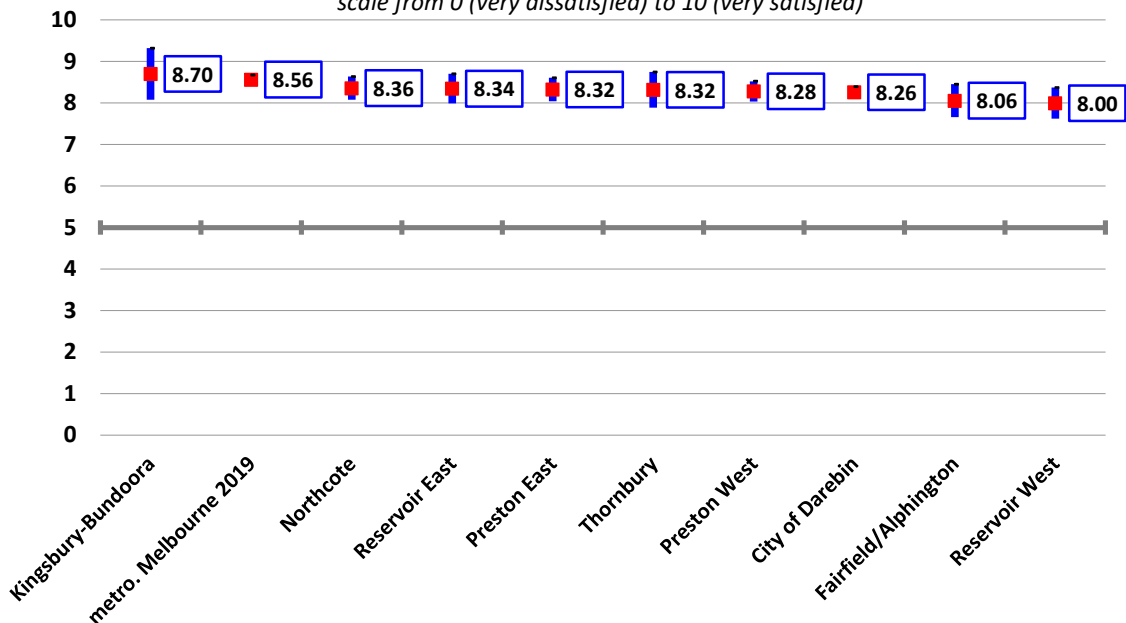


Satisfaction with Darebin libraries by respondent profile
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no statistically significant variation in satisfaction with Darebin Libraries observed across the municipality, although it is noted that respondents from Kingsbury-Bundoora were notably more satisfied than average.

Satisfaction with Darebin libraries by precinct
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Darebin Libraries increased in two precincts and declined in six.

- **Increased satisfaction** – in Kingsbury-Bundoora and Thornbury.

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

None of these changes were statistically significant.

Satisfaction with Darebin libraries
Darebin City Council - 2020 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2017-18	23	7.52	8.18	8.85
	2018-19	60	8.12	8.40	8.68
	2020	23	8.08	8.70	9.32
Northcote	2017-18	92	7.97	8.30	8.63
	2018-19	61	8.18	8.56	8.93
	2020	117	8.08	8.36	8.63
Reservoir East	2017-18	86	7.93	8.25	8.56
	2018-19	54	8.11	8.46	8.82
	2020	72	7.99	8.34	8.70
Preston East	2017-18	57	7.96	8.34	8.72
	2018-19	73	8.27	8.66	9.04
	2020	55	8.04	8.32	8.61
Thornbury	2017-18	57	8.60	8.88	9.15
	2018-19	73	7.90	8.21	8.51
	2020	63	7.89	8.32	8.75
Preston West	2017-18	49	8.33	8.67	9.01
	2018-19	67	8.10	8.45	8.80
	2020	77	8.04	8.28	8.52
Fairfield-Alphington	2017-18	33	8.20	8.60	9.00
	2018-19	80	7.98	8.28	8.57
	2020	38	7.66	8.06	8.45
Reservoir West	2017-18	73	7.52	7.93	8.34
	2018-19	44	8.30	8.61	8.93
	2020	111	7.62	8.00	8.37

The 22 respondents dissatisfied with Darebin Libraries provided a total of nine responses as to the reasons why they were less satisfied, as outlined in the following table.



Reasons for rating satisfaction with Darebin Libraries services less than 6

Darebin City Council - 2020 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Closed due to COVID-19	1
Fines on overdue library books are too much	1
Fining system needs work	1
No charging points	1
Not enough books	1
Not enough staff	1
Opening hours	1
The services have come down compared to before	1
amount of data. Make it easier to access Wi-Fi and reception	1
Total	9

Council festivals and events

Respondents were asked:

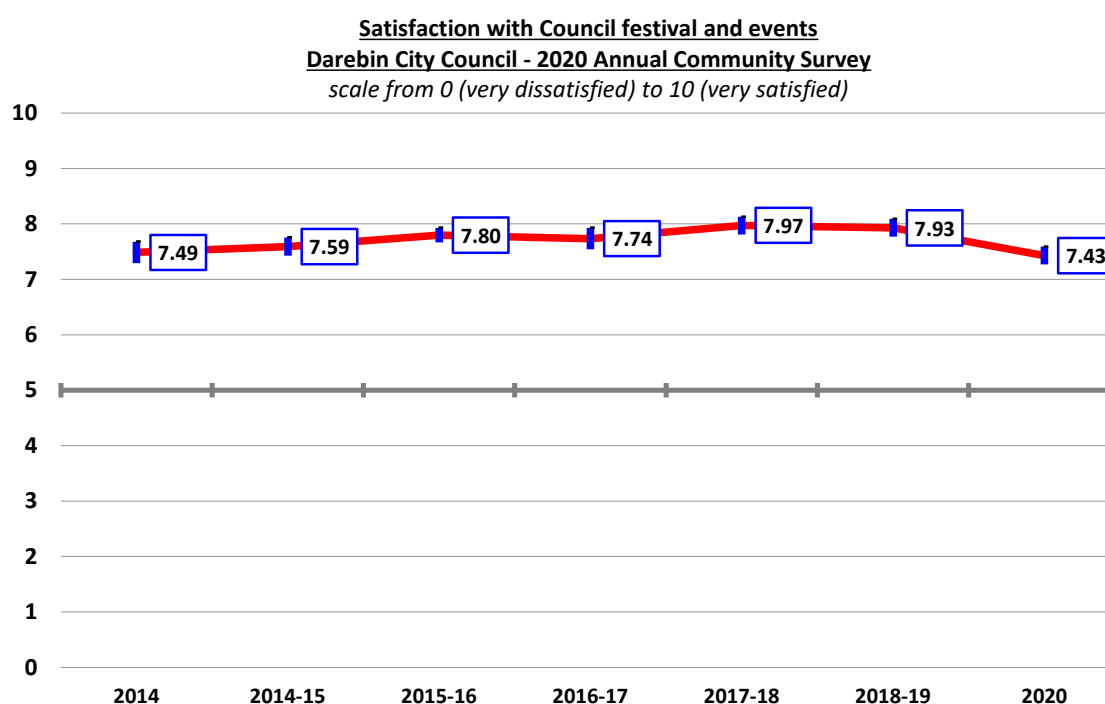
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council festivals and events? If rated less than 6, why do you say that?”

Satisfaction with Council festivals and events was one of only two of the 15 included services and facilities to decline measurably this year.

Satisfaction with Council festivals and events declined measurably and significantly this year, down 6.3% to 7.43. This is a “very good” down from “excellent” level of satisfaction.

This is the lowest satisfaction score for Council festivals and events recorded since the question was first included in the survey program in 2014.

Metropolis Research notes that the COVID-19 pandemic may well be a factor underpinning the unusually low level of satisfaction recorded this year, although it is difficult to quantify this impact.



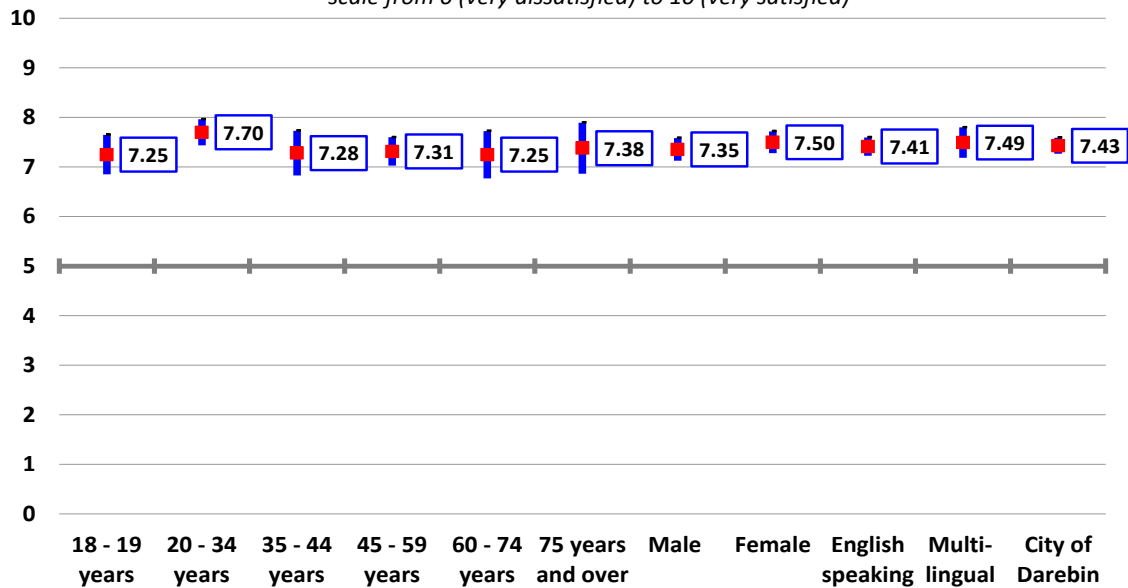
There was no statistically significant variation in satisfaction with Council festivals and events observed by respondent profile, including age structure, gender, or language spoken at home.

It is noted, however, that young adults (aged 20 to 34 years) were notably, but not measurably more satisfied than other respondents.

Satisfaction with Council's festivals and events by respondent profile

Darebin City Council - 2020 Annual Community Survey

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

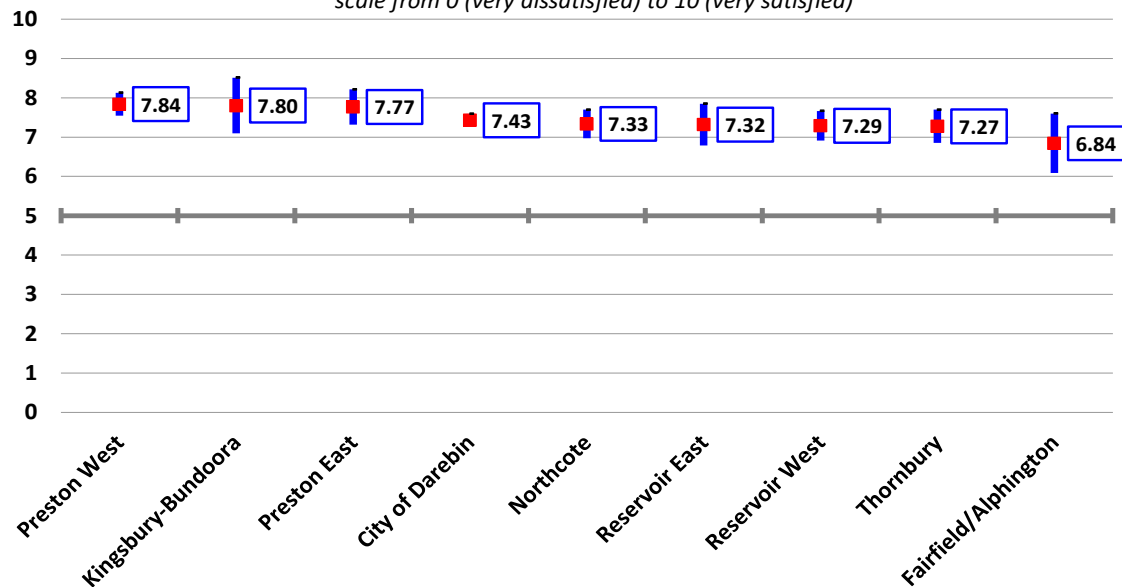


There was no statistically significant variation in satisfaction with Council festivals and events observed across the municipality. It is noted, however, that respondents from Preston West, Kingsbury-Bundoora, and Preston East were notably more satisfied than average, and at “excellent” levels of satisfaction.

Satisfaction with Council's festivals and events by precinct

Darebin City Council - 2020 Annual Community Survey

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



Satisfaction with Council festivals and events increased in one precinct and declined in seven.

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

Only the decrease in satisfaction of respondents from Fairfield-Alphington was statistically significant.

Satisfaction with Council festivals and events
Darebin City Council - 2020 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Preston West	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
	2020	52	7.55	7.84	8.13
Kingsbury-Bundoora	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
	2020	22	7.09	7.80	8.51
Preston East	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
	2020	45	7.32	7.77	8.21
Northcote	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
	2020	88	6.97	7.33	7.70
Reservoir East	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
	2020	54	6.79	7.32	7.85
Reservoir West	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
	2020	87	6.91	7.29	7.66
Thornbury	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
	2020	41	6.85	7.27	7.70
Fairfield-Alphington	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
	2020	20	6.08	6.84	7.60



The 38 respondents dissatisfied with Council festivals and events provided a total of nine responses as to the reasons why they were less satisfied, as outlined in the following table.

Reasons for rating satisfaction with Council festivals and events less than 6
Darebin City Council - 2020 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
All cultures should be celebrated equally	1
Don't believe that a role for Council	1
Don't know much about them	1
Mostly focused at ethnic groups. Don't celebrate diversity	1
Need the info out there	1
No notification	1
None in my street / area	1
Not much	1
Poorly advertised	1
Total	9

Bike and shared pathways

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 following aspects of bike and shared paths? If rated either of these less than 6, why do you say that, and are there any locations of concern?”

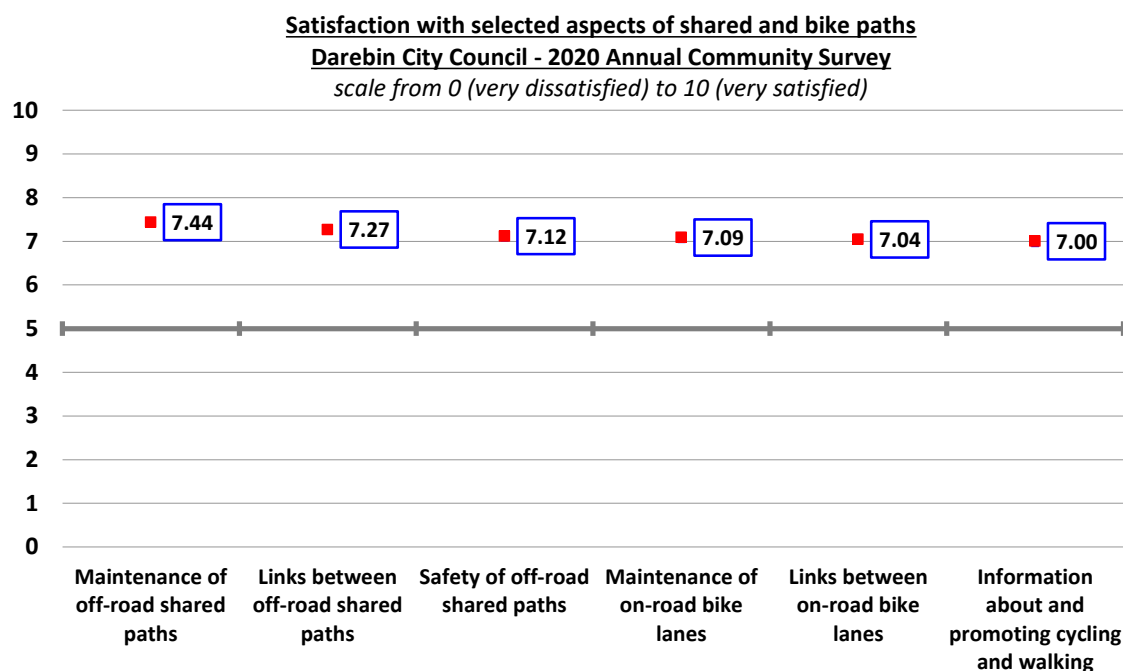
Respondents were asked to rate their satisfaction with six aspects of bike and shared pathways. This set of questions was included in the previous quarterly surveys in only one of the four surveys, resulting therefore in an average sample size of approximately 190 respondents compared to the average sample size this year of approximately 710.

The average satisfaction with the six aspects of bike and shared pathways was 7.16 out of a potential 10 this year, up less than one percent on the 7.14 recorded last year.

Clearly satisfaction with bike and shared pathways is relatively high in the City of Darebin and has remained relatively stable over time.

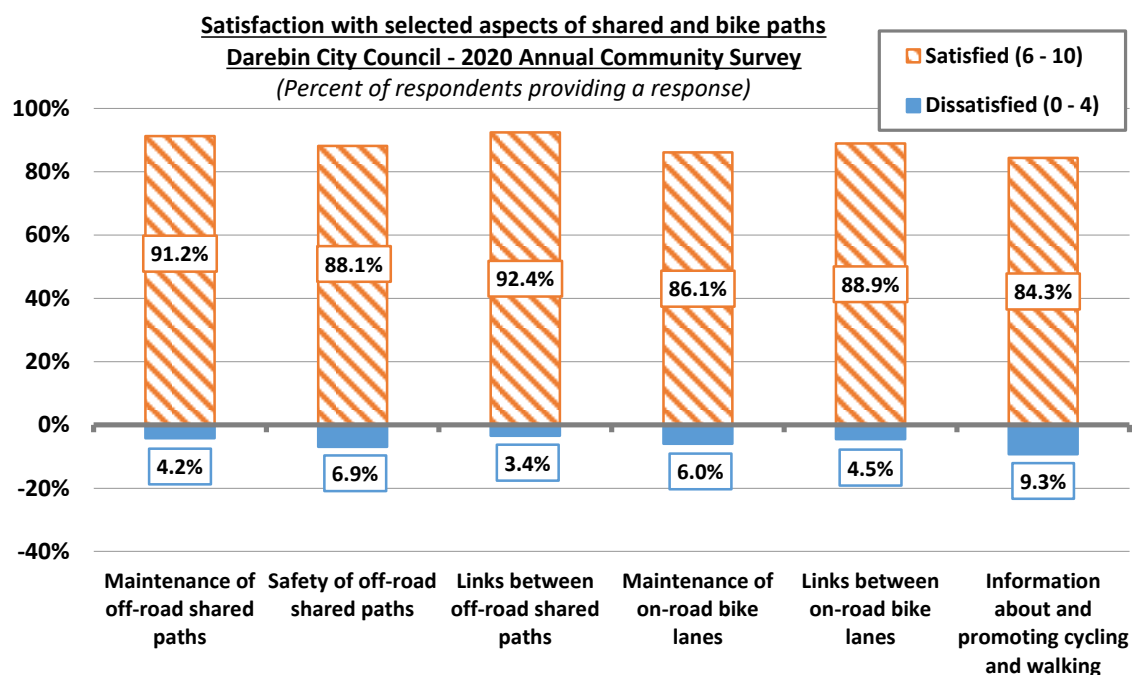
Satisfaction with these six aspects of bike and shared pathways can best be summarised as follows:

- **Very good** – for the maintenance of off-road shared paths and the links between off-road shared paths.
- **Good** – for the safety of off-road shared paths, the maintenance of on-road bike lanes, the links between on-road bike lanes, and information about and promoting cycling and walking.



Consistent with the “good” to “very good” average satisfaction with these aspects of bike and shared pathways, more than four-fifths of respondents were satisfied with each of the six aspects, whilst less than 10% were dissatisfied.

It is noted that 9.3% of respondents were dissatisfied with information about and promoting cycling and walking, a result that is similar to the 8.3% recorded in the first quarter of last year.



As outlined in the following table, there was no statistically significant variation in satisfaction with any of these six aspects of bike and shared pathways recorded this year.

Satisfaction with selected aspects of shared and bike paths
Darebin City Council - 2020 Annual Community Survey
(Number and index score 0 - 10)

Aspect	2020 Number	2020 Mean	2018 - 2019	2017 - 2018	2016 - 2017	Moving average
Maintenance of off-road shared paths	776	7.44	7.39	6.91	7.15	7.22
Links between off-road shared paths	646	7.27	7.15	7.11	6.89	7.11
Safety of off-road shared paths	748	7.12	7.17	6.93	6.93	7.04
Maintenance of on-road bike lanes	706	7.09	7.23	6.92	7.16	7.10
Links between on-road bike lanes	762	7.04	6.90	6.95	6.94	6.96
Information about cycling and walking	611	7.00	7.01	6.43	6.36	6.70
<i>Average satisfaction</i>		7.16	7.14	6.88	6.91	7.02

Satisfaction with selected aspects of shared and bike paths

Darebin City Council - 2020 Annual Community Survey

(Number and percent of respondents providing a response)

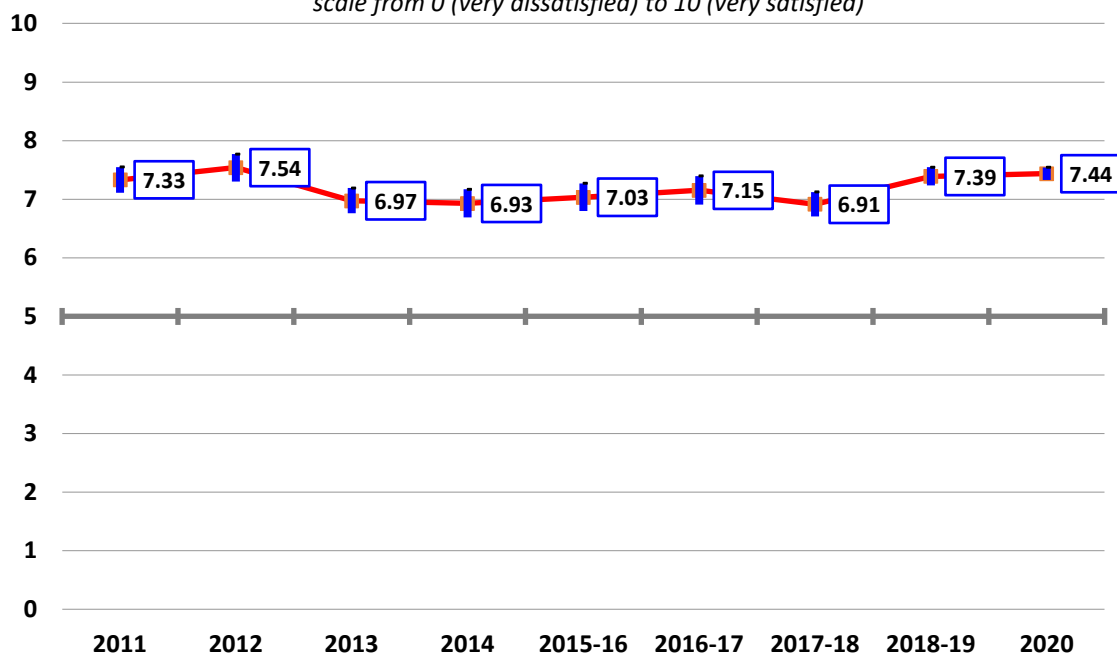
Aspect	Dissatisfied (0 - 4)	Neutral (5)	Satisfied (6 - 10)	Can't say
Maintenance of off-road shared paths	4.2%	4.6%	91.2%	227
Safety of off-road shared paths	6.9%	5.0%	88.1%	255
Links between off-road shared paths	3.4%	4.2%	92.4%	297
Maintenance of on-road bike lanes	6.0%	7.9%	86.1%	357
Links between on-road bike lanes	4.5%	6.6%	88.9%	392
Information about and promoting cycling and walking in Darebin	9.3%	6.4%	84.3%	241

Maintenance of off-road shared paths

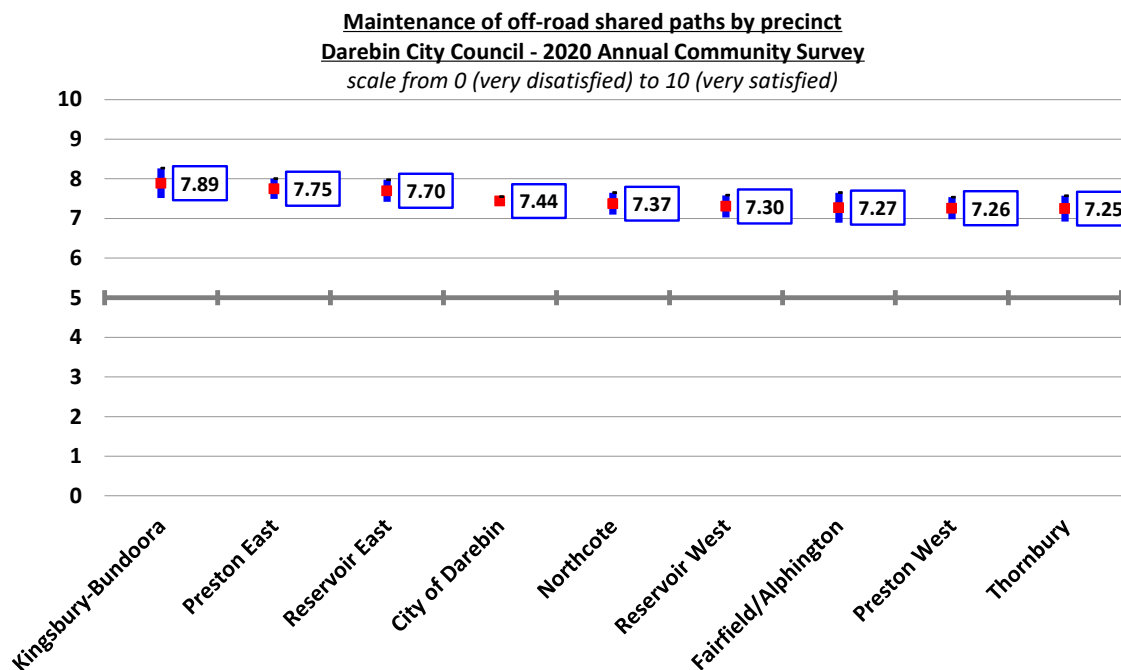
Satisfaction with the maintenance of off-road shared paths increased marginally but not measurably this year, up less than one percent to 7.44, although it remains at a “very good” level of satisfaction.

Satisfaction is above the long-term average of 7.19 recorded since this question was first included in the survey program back in 2011.

Maintenance of off-road shared paths
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no statistically significant variation in satisfaction with the maintenance of off-road shared paths observed across the municipality. It is noted, however, that respondents from Kingsbury-Bundoora were notably more satisfied than average and at an “excellent” level of satisfaction.



The 33 respondents dissatisfied with the maintenance of off-road shared paths provided a total of 24 responses as to the reasons why they were less satisfied, as outlined in the following table.

The most common issues were a perception that there were not enough paths or enough room on the paths.

Reasons for rating satisfaction with maintenance of off-road shared paths less than 6 and locations of concern

Darebin City Council - 2020 Annual Community Survey

(Number of responses)

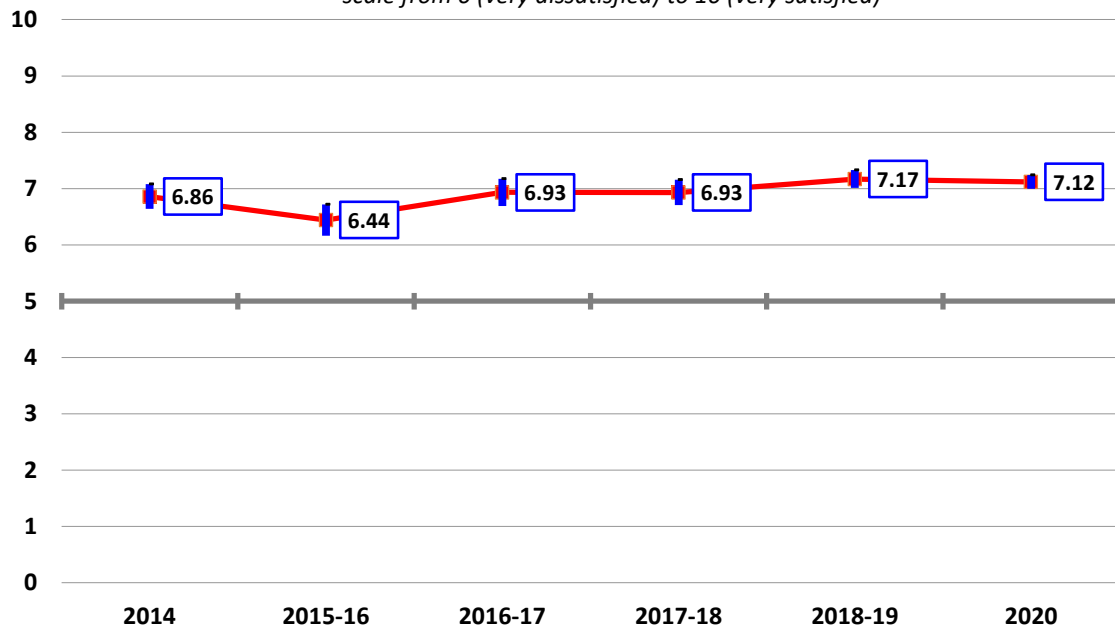
<i>Response</i>	<i>Number</i>
Not enough lighting	3
Bit more maintenance	2
More required	2
Not wide enough	2
Cyclists are aggressive on the shared paths	1
Distance between bikes and people, safety issue	1
Dumping on Merri Creek	1
Extend the network	1
Lack of paths and grass	1
Merri Creek trail paths too narrow	1
Met with an accident	1
No such paths in our lane	1
Not enough room	1
Not many of them	1
Signage for left and dogs	1
So much rubbish	1
Terrible maintenance	1
Unsafe with bikes and cars, more signage to slow down	1
Very tight	1
Total	24

Safety of off-road shared paths

Satisfaction with the safety of off-road shared paths declined marginally but not measurably this year, down less than one percent to 7.12, although it remains at a “good” level of satisfaction.

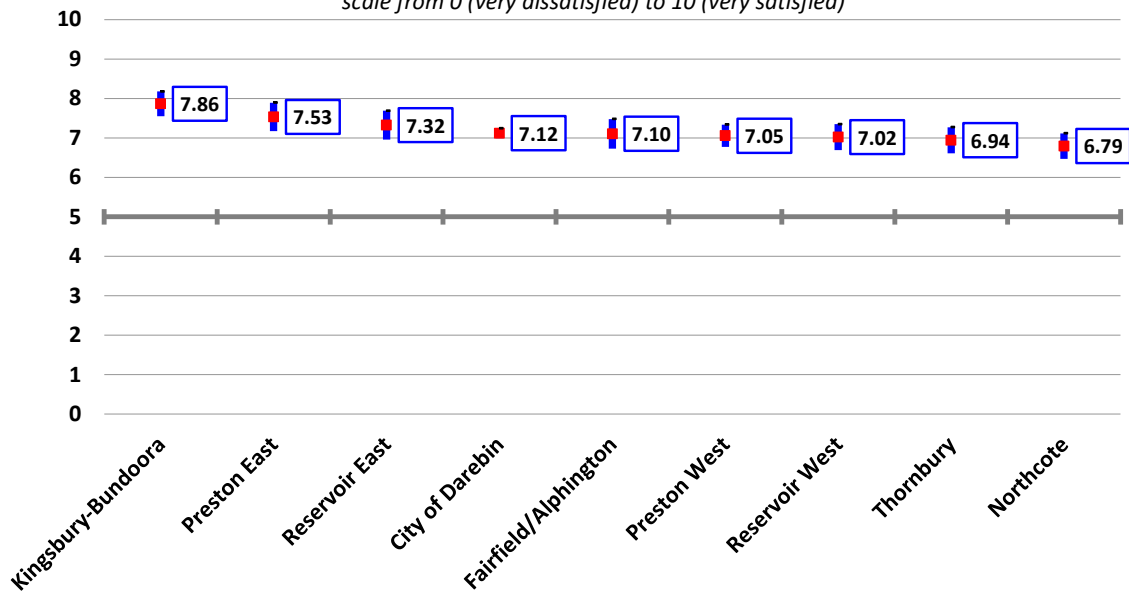
Satisfaction with this aspect has trended marginally higher over time, and the 2020 result is above the long-term average since 2014 of 6.91.

Safety of off-road shared paths
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in satisfaction with the safety of off-road shared paths observed across the municipality, with respondents from Kingsbury-Bundoora measurably more satisfied than the municipal average, and at an “excellent” level.

Safety of off-road shared paths by precinct
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The 52 respondents dissatisfied with the safety of off-road shared paths provided a total of 44 responses as to the reasons why they were less satisfied.

The main reasons outlined by these respondents related to a perception that there was insufficient lighting, generalised concerns about a lack of safety, and that the paths are too narrow.

There were a range of responses commenting on the behaviour of cyclists and car drivers on and around shared paths.

Reasons for rating satisfaction with safety of off-road shared paths less than 6 and locations of concern

Darebin City Council - 2020 Annual Community Survey

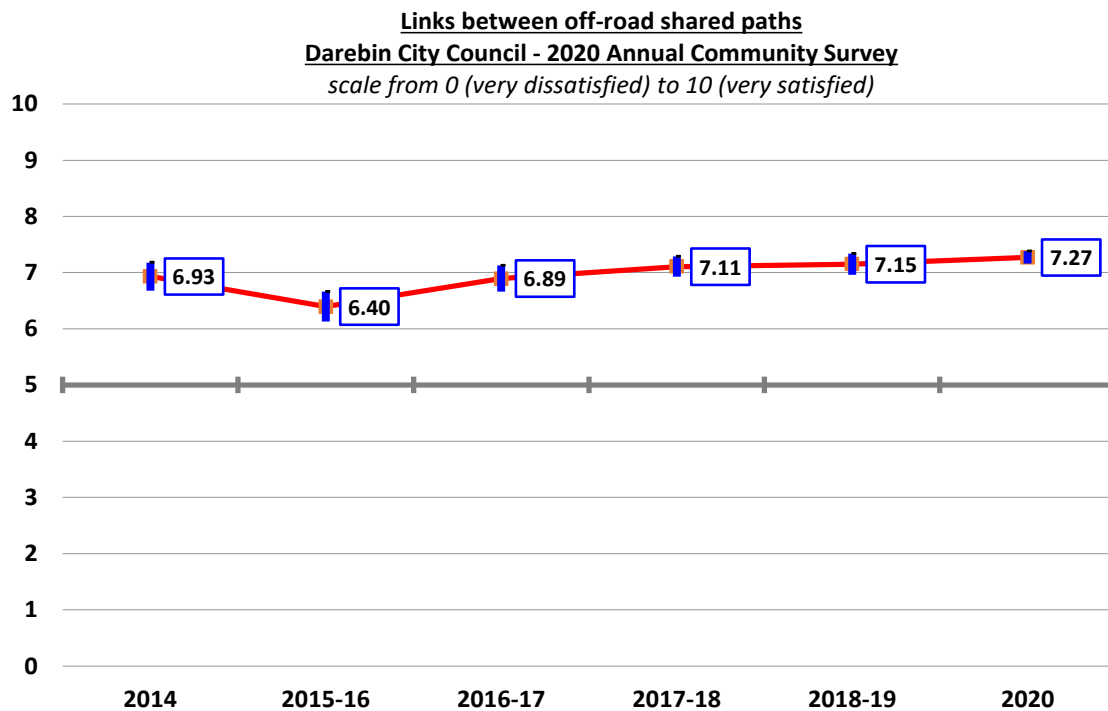
(Number of responses)

<i>Response</i>	<i>Number</i>
Lighting is terrible, need more lighting	7
The shared paths are not safe	5
Too narrow	3
Dangerous for bike riders / cyclists	2
Edwards lake and Merri Creek trail	2
Not safe for women	2
Unsafe for bikes and cars	2
Along train, Merri creek	1
Bike coming around the corner very fast	1
Bike riders ride too quickly	1
Bundoora Park, lighting is very poor	1
Bushes blocking the view of pedestrians walking	1
Cars around more signs would help	1
Cars don't look	1
Cautious driving is needed	1
Cycles are coming in the way	1
Darebin trail	1
Emergency numbers, sign boards	1
Homeless and drug affected people	1
Inconsiderate cyclists	1
Less visible on the road due to busy paths	1
Lot of incidents	1
Needs improvement	1
No such paths in their lane	1
Obstacles on the road recently put, it is dangerous	1
Shrubs are too big coz of less visibility	1
St George's road	1
They are no proper light and no security cameras	1
Total	44

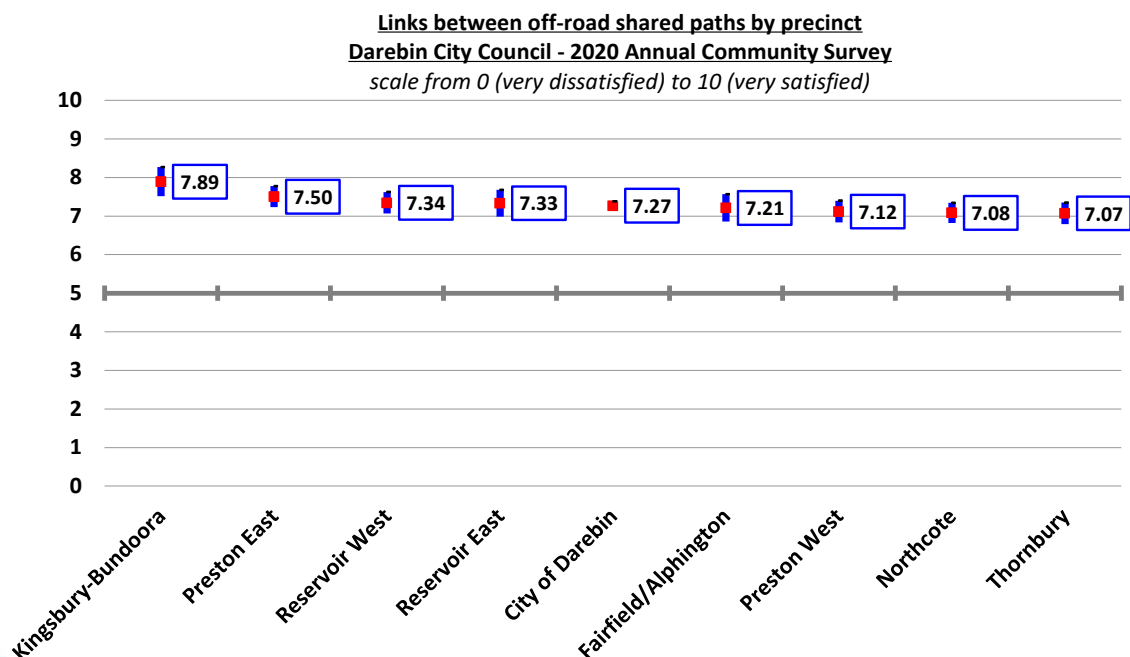


Links between off-road shared paths

Satisfaction with the links between off-road shared paths increased marginally but not measurably this year, up 1.7% to 7.27, and is now at a “very good” level. Satisfaction with this aspect has trended marginally higher over time, and the 2020 result is above the long-term average of 6.96 recorded since 2014.



There was measurable variation in satisfaction with the links between off-road shared paths observed across the municipality, with respondents from Kingsbury-Bundoora measurably more satisfied than the municipal average, and at an “excellent” level.



The 24 respondents dissatisfied with the links between off-road shared paths provided a total of 11 responses as to the reasons why they were less satisfied, as outlined in the following table.

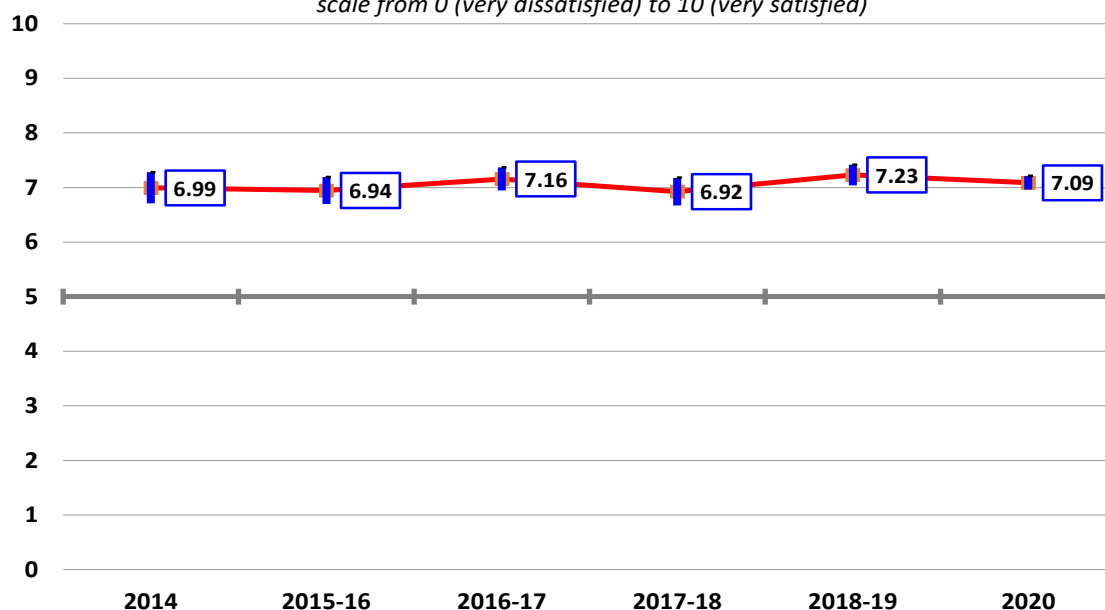
Reasons for rating satisfaction with links between off-road shared paths less than 6 and locations of concern
Darebin City Council - 2020 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Extending the pathways	1
Golf course area	1
Have to come off the to cross to the other side	1
Its unclear	1
More	1
More lighting	1
No links	1
No such paths in our lane	1
Not enough links	1
Often end where the roads are	1
Very low	1
Total	11

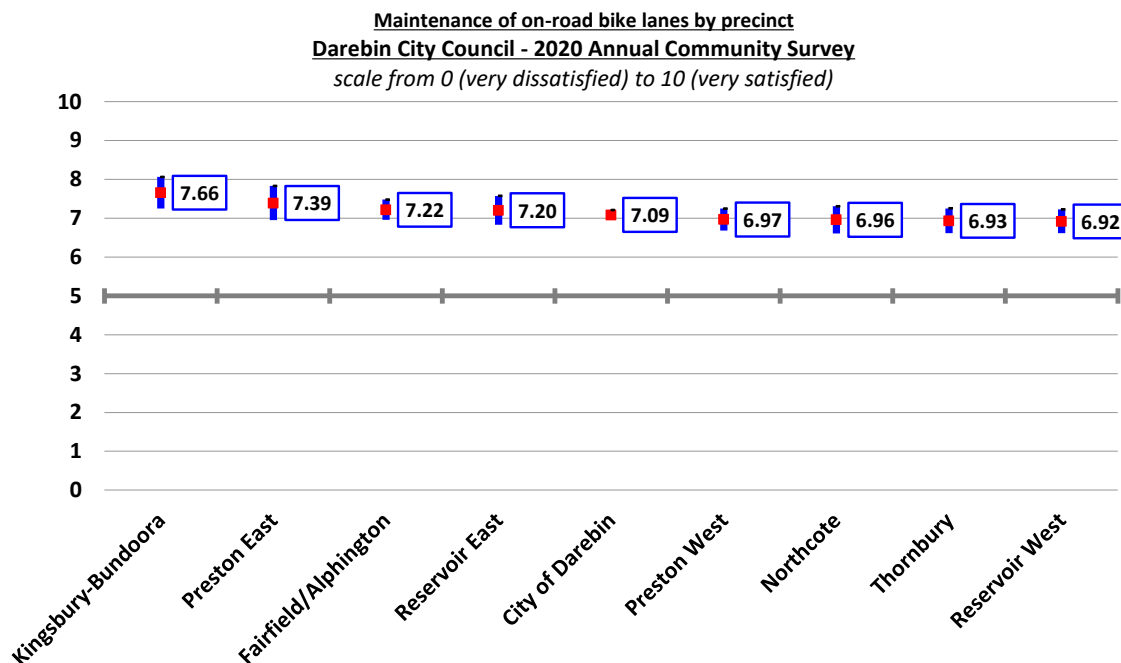
Maintenance of on-road bike lanes

Satisfaction with the maintenance of on-road bike lanes declined marginally but not measurably this year, down 1.9% to 7.09, although it remains at a “good” level. Satisfaction with this aspect has remained relatively stable around the long-term average since 2014 of 7.06.

Maintenance of on-road bike lanes
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in satisfaction with the maintenance of on-road bike lanes observed across the municipality, with respondents from Kingsbury-Bundoora measurably more satisfied than the municipal average, and at a “very good” level.



The 39 respondents dissatisfied with the maintenance of on-road bike paths provided a total of 35 responses as to the reasons why they were less satisfied.

The main reasons outlined by these respondents related to a perception that there were not enough bike lanes, and that they are too narrow.

Reasons for rating satisfaction with maintenance of on-road bike lanes less than 6 and locations of concern

Darebin City Council - 2020 Annual Community Survey

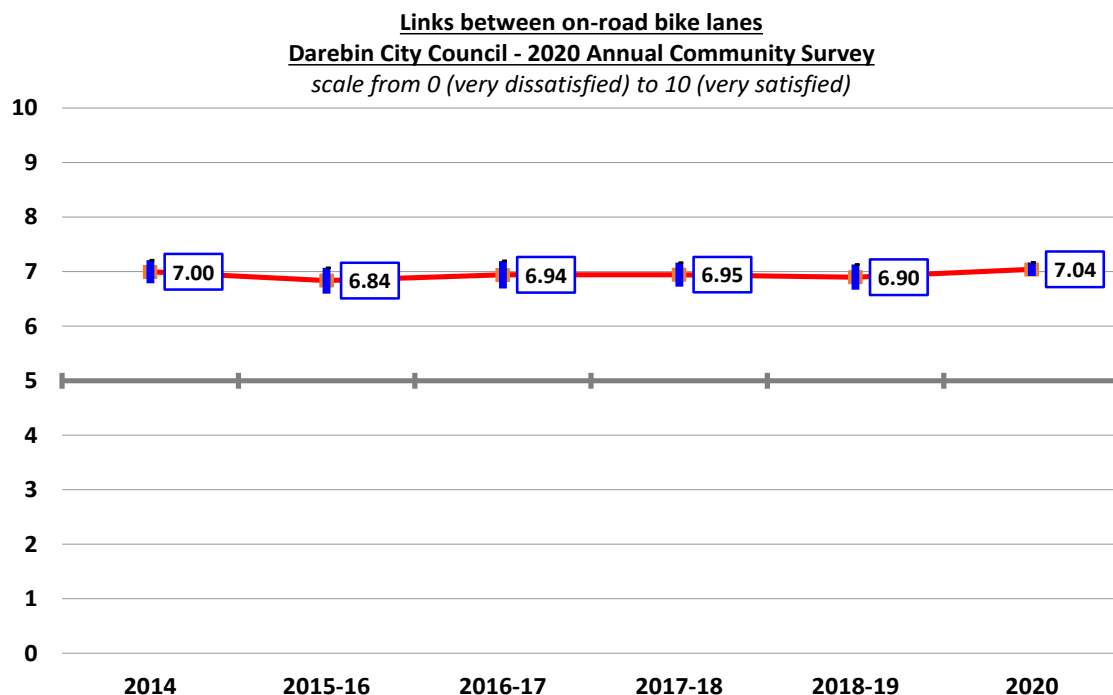
(Number of responses)

<i>Response</i>	<i>Number</i>
Not enough of them, need more	4
Too narrow, need wider	4
Bike lanes too big near Thornbury Station	1
Cars in bike lanes, not cleaned, Smith St, Wellington St	1
Cars on bike tracks	1
Cars parked too near	1
Cut off road users	1
Cyclists should not ride on the footpaths	1
High St	1
Line markings wearing out	1
More education	1
More signage	1
Narrow paths. Dunne St	1
Near Bunnings Northland its bit dangerous	1
Need to redesigning the roads for the bike	1
No such paths in our lane	1
No tracks to important places	1
Regent St and Spring St	1
Rocks, stones and glass	1
Ruining suburbs	1
Shouldn't be on main roads	1
Shouldn't be there	1
Sometimes confusing	1
They are not safe	1
They are very poor	1
They dug it up for NBN and now is uneven and full of rubbish	1
Too narrow. Cyclists in car dooring zone	1
Unsafe needs more signposts	1
Wood St	1
Total	35

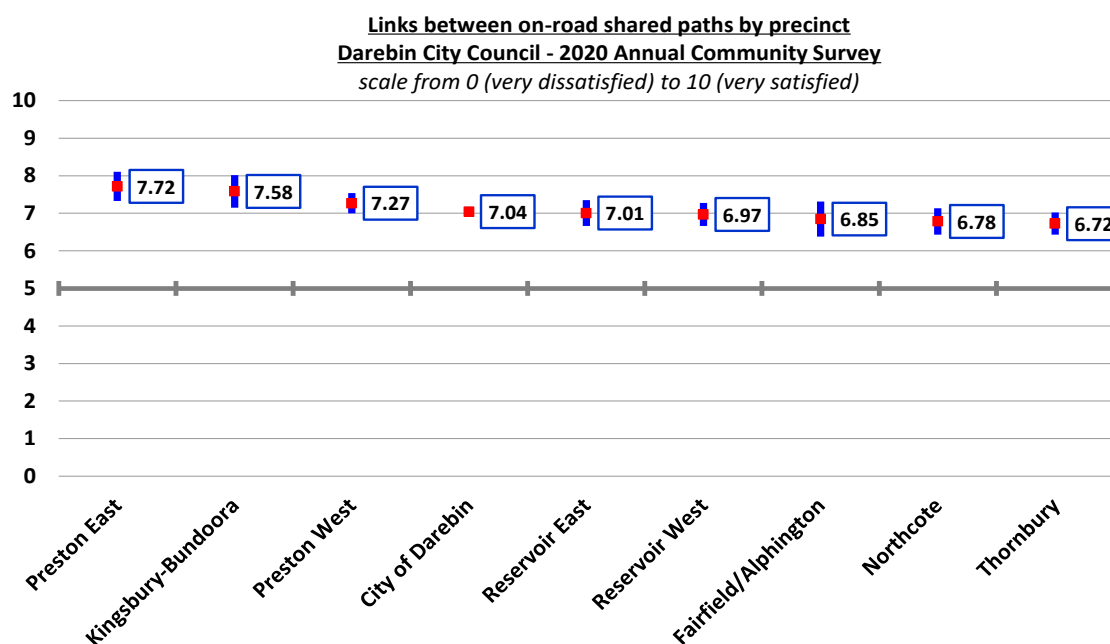


Links between on-road bike lanes

Satisfaction with the links between on-road bike lanes increased marginally but not measurably this year, up two percent to 7.04, although it remains at a “good” level. Satisfaction with this aspect has remained remarkably stable over time around the long-term average of 6.95.



There was measurable variation in satisfaction with the links between on-road shared paths observed across the municipality, with respondents from Preston East and Kingsbury-Bundoora measurably more satisfied than the municipal average, and at a “very good” level.



The 28 respondents dissatisfied with the links between on-road bike lanes provided a total of 9 responses as to the reasons why they were less satisfied, as outlined in the following table.

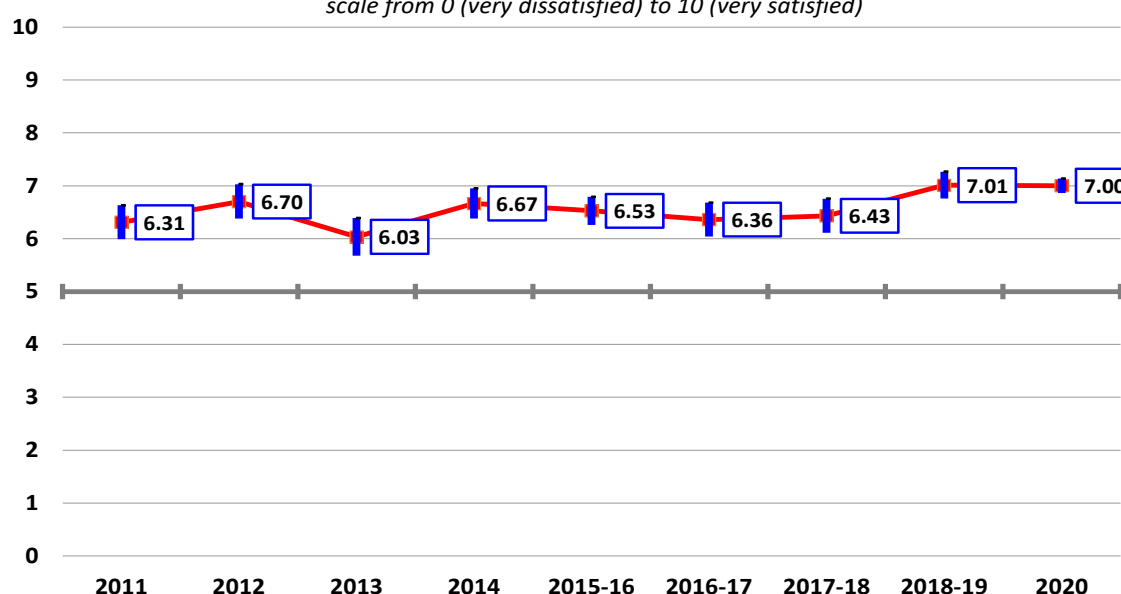
Reasons for rating satisfaction with links between on-road bike lanes less than 6 and locations of concern
Darebin City Council - 2020 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Should be more bike lanes	2
Don't like them	1
Highly dangerous	1
Need to get better	1
No such paths in our lane	1
Not easy to put freeway to certain areas	1
Very poor	1
Victoria Rd heading south bound the road is patchy. Its bit dangerous	1
Total	9

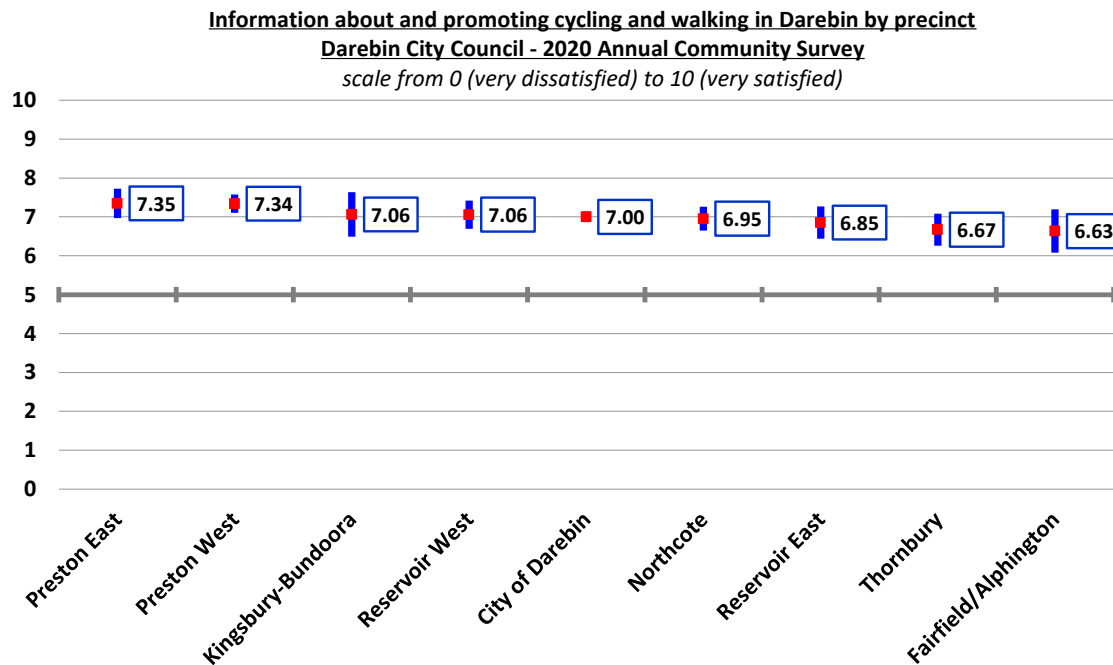
Information about and promoting cycling and walking in Darebin

Satisfaction with information about and promoting cycling and walking in Darebin remained stable this year at 7.00 (down from 7.01). Satisfaction with this aspect has, however, in the last two years been recorded at a level higher than the long-term average since this aspect was first included in 2011 of 6.56.

Information about and promoting cycling and walking in Darebin
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no statistically significant variation in satisfaction with this aspect observed across the eight precincts. It is noted, however, that respondents from Preston East and Preston West were somewhat more satisfied than average, and at “very good” levels.



The 71 respondents dissatisfied with information about and promoting cycling and walking in Darebin provided a total of 48 responses as to the reasons why they were less satisfied.

The main reasons outlined by these respondents related to a perception that they had not received any or sufficient information.

Reasons for rating satisfaction with cycling and walking in Darebin less than 6 and locations of concern

Darebin City Council - 2020 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Haven't receive any information	10
Not enough / no information	8
Have not seen much of it, can be better	6
You don't see much promotion	5
Could do better on social media don't see any	1
Council does not maintain	1
Difficult to find on map	1
Have not see any brochures or anything	1
I am against the cyclists	1
Less awareness	1
More information required	1
No newsletter	1
No specific details are provided	1
Not good at communicating	1
Not open in understanding	1
Nothing at all	1
Poor job	1
Program to encourage cycling was stopped	1
Sydney Rd	1
They can do a bit better advertise more	1
They have reduced the flow of our streets its causing traffic jams and it safety hazards	1
Too many crossovers approved contrary to Council policy, Andrew St, Woolhouse St	1
We don't have bicycle so we are not much aware	1
Total	48

Arts and graffiti

Respondents were asked:

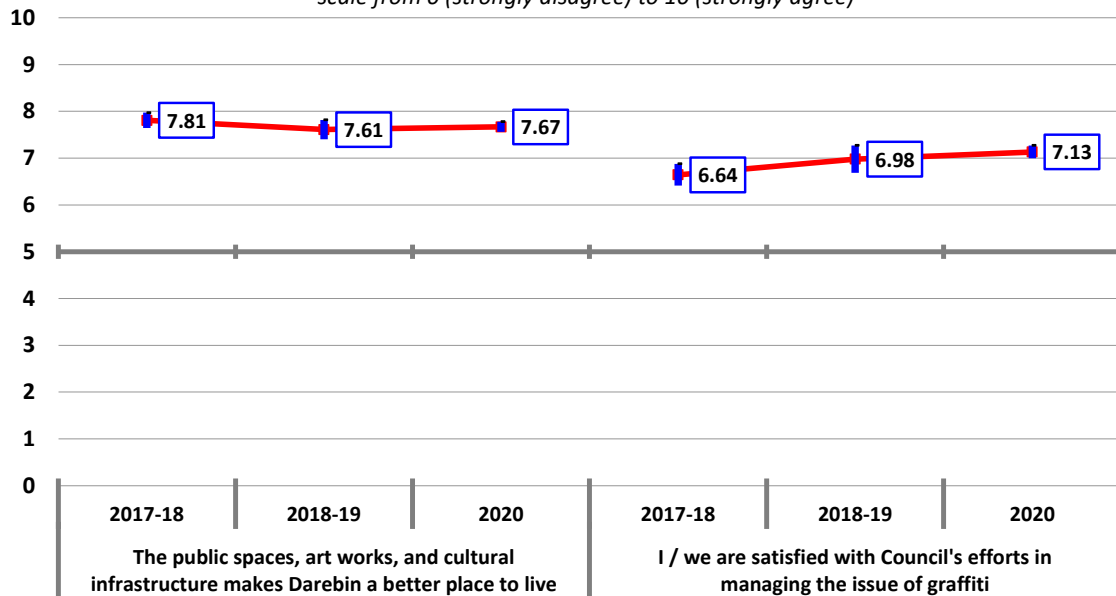
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your level of agreement with the statement about arts and graffiti?”

This set of questions relating to arts and graffiti was reduced in size this year, down from the previous four aspects to just two this year.

The questions were previously included in just two of the four quarterly surveys, so the sample size for these results has increased from an average of approximately 250 last year, to an average of approximately 910 this year.

The average agreement with both statements about arts and graffiti in the City of Darebin increased marginally but not measurably this year, and both remain at strong levels of agreement.

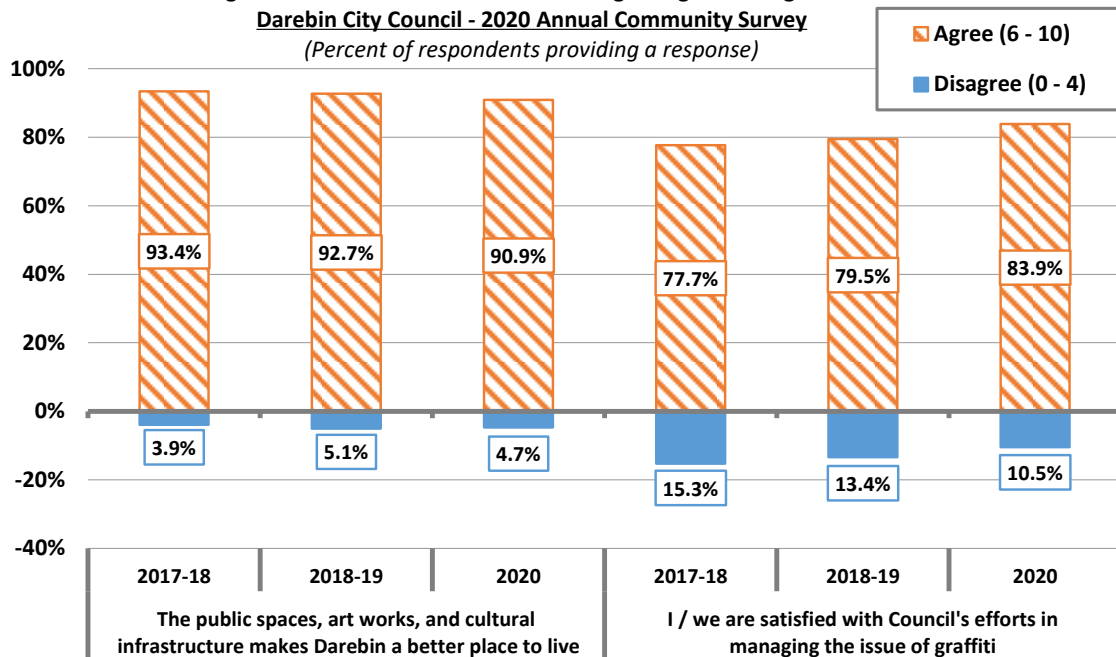
Agreement with selected statements regarding arts and graffiti
Darebin City Council - 2020 Annual Community Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



Attention is drawn to the fact that 90.9% of respondents agreed that “the public spaces, art works, and cultural infrastructure makes Darebin a better place to live” and 83.9% agreed that “I / we are satisfied with Council’s efforts in managing the issue of graffiti”.

Metropolis Research also notes that the proportion of respondents who disagreed that they are satisfied with Council’s efforts in managing the issue of graffiti has declined marginally over time, from 15.3% in 2017-18 to 10.5% this year.

Agreement with selected statements regarding arts and graffiti
Darebin City Council - 2020 Annual Community Survey
(Percent of respondents providing a response)



Agreement with selected statements regarding arts and graffiti

Darebin City Council - 2020 Annual Community Survey

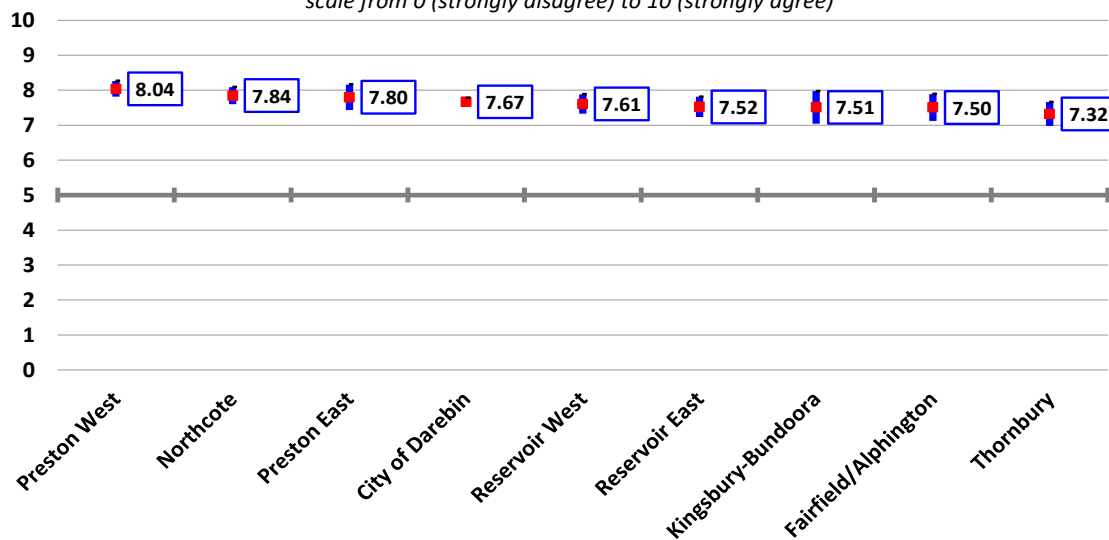
(Number and percent of respondents providing a response)

Aspect	Year	Disagree (0 - 4)	Neutral (5)	Agree (6 - 10)	Can't say
The public spaces, art works, and cultural infrastructure makes Darebin a better place to live	2017-18	3.9%	2.7%	93.4%	99
	2018-19	5.1%	2.3%	92.7%	254
	2020	4.7%	4.4%	90.9%	88
I / we are satisfied with Council's efforts in managing the issue of graffiti	2017-18	15.3%	7.0%	77.7%	117
	2018-19	13.4%	7.1%	79.5%	255
	2020	10.5%	5.6%	83.9%	105

There was measurable variation in the average agreement that “the public spaces, art works, and cultural infrastructure makes Darebin a better place to live” observed across the eight precincts comprising the City of Darebin, as follows:

- **Preston West** – respondents were measurably more in agreement than the average.
- **Thornbury** – respondents were somewhat, albeit not measurably less in agreement than the municipal average.

Agreement that "The public spaces, art works and cultural infrastructure makes Darebin a better place to live" by precinct
Darebin City Council - 2020 Annual Community Survey
 scale from 0 (strongly disagree) to 10 (strongly agree)

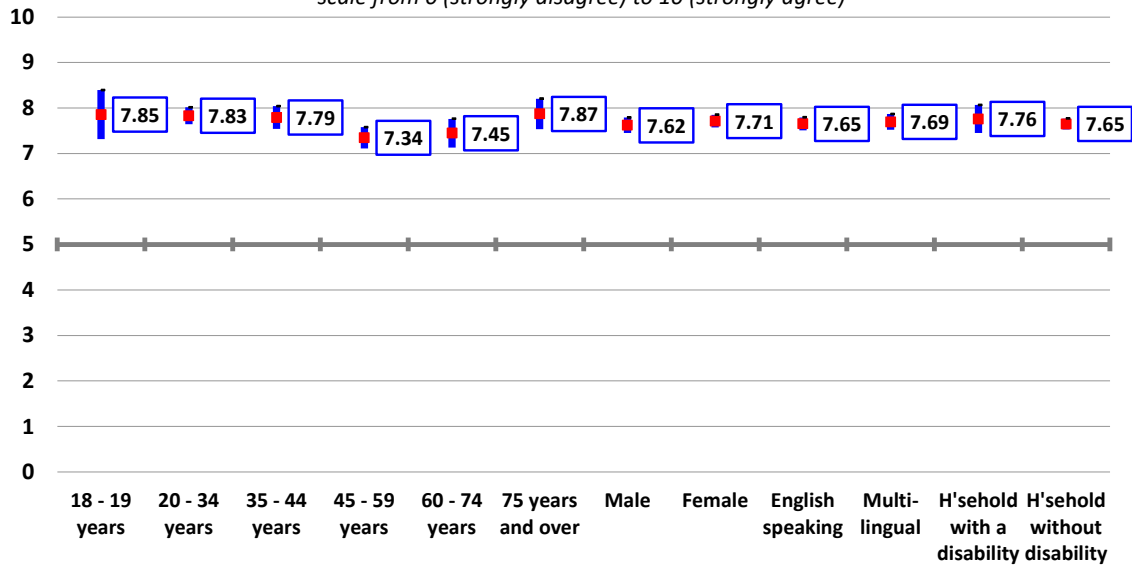


There was also some variation in agreement with this statement observed by respondent profile, as follows:

- **Middle-aged adults (aged 45 to 59 years)** – respondents were notably but not measurably less in agreement than the municipal average.



Agreement that "The public spaces, art works and cultural infrastructure makes Darebin a better place to live" by respondent profile
Darebin City Council - 2020 Annual Community Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



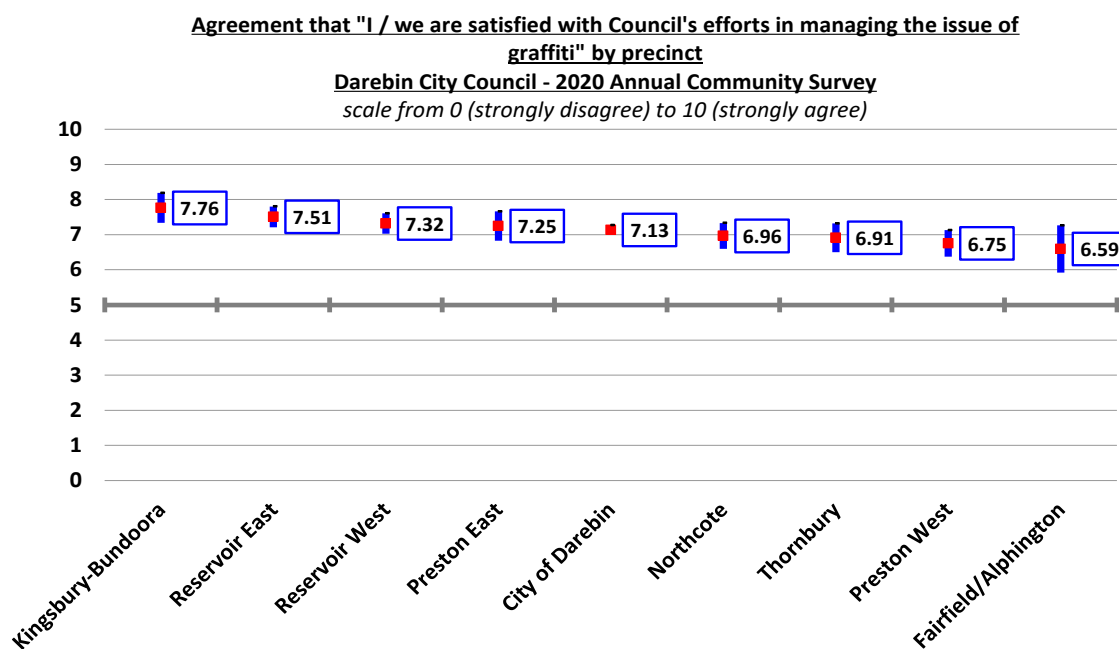
There was a total of 28 comments received from respondents in relation to this statement, as outlined in the following table. The most common responses being that there was a need for of this and that it is “good”.

Comments about public spaces, arts works and cultural infrastructure in Darebin
Darebin City Council - 2020 Annual Community Survey
(Number of responses)

Response	Number
More needed	8
Good	6
Beautiful	1
Branch out into other cultures as well	1
Can improve	1
Don't like art	1
Haven't seen anything	1
Not enough distinctive art	1
Not public enough	1
Not very visible	1
Really charming thing public art is	1
They enhance the area	1
This area are built with Italian and Greek community, but they are gone, should protect heritage of white and indigenus	1
Too expensive	1
We need more life in city of Darebin, with more venues	1
Weird arts, too modern arts	1
Total	28

There was measurable variation in the average agreement that “I / we are satisfied with Council’s efforts in managing the issue of graffiti” observed across municipality:

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



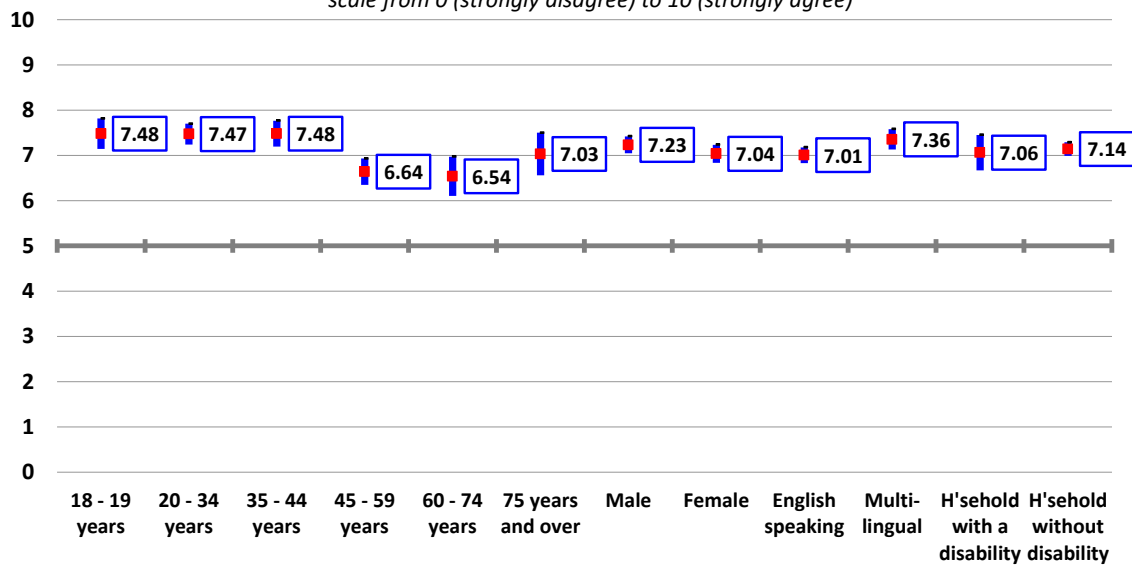
There was notable variation in agreement with the statement observed by respondent profile, as follows:

- **Adolescents, young adults, and adults (aged 15 to 44 years)** – respondents were notably more in agreement than other respondents.
- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were measurably less in agreement than other respondents.
- **Language spoken at home** – respondents from multi-lingual households were notably more in agreement than respondents from English speaking households.



Agreement that "I / we are satisfied with Council's efforts in managing the issue of graffiti" by respondent profile

Darebin City Council - 2020 Annual Community Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



There was a total of 67 responses received from respondents in relation to graffiti, as outlined in the following table.

Many of these comments related to a perception that there was too much graffiti in the public areas of the municipality, and that there was insufficient cleaning. There were also comments in favour of graffiti in the area.

Comments about Council's efforts in managing the issue of graffiti

Darebin City Council - 2020 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Too much graffiti	8
More needs to be done	5
Graffiti is everywhere	4
They don't do anything, extremely poor efforts	4
It's never cleaned up, need regular cleaning	3
Not managing properly	3
A lot of graffiti, too many tagging, not enough done, not a good look	2
Can improve	2
Council does nothing. They're reactive and not proactive	2
Graffiti around bus and train station	2
I don't know how Council will stop it	2
Needs to be resolved	2
No control over it, out of hand	2
Not a huge issue	2
There is graffiti all around my house	2
All over the place, need to focus on resolving	1
Along the railway line	1
Destroys beauty of the place	1
Graffiti art zone creation, make art wall	1
Graffiti continues and don't remove regularly	1
Helen St its shocking a real problem	1
I like it	1
Lot of businesses vandalised	1
Lot of laneways around Northcote Plaza	1
Lot of public areas have graffiti. Vandalism	1
More information required with regards to how the Council is managing the issue	1
More street art would be better	1
More surveillance to catch perpetrators	1
Never satisfied with that	1
Not good	1
People getting caught doing it should be asked to clean it	1
Recently it has been reasonable	1
Renting a property on High Street. Back lanes graffiti	1
They're doing their best	1
Very bad	1
Very important	1
Very ugly graffiti	1
Graffiti is good	1
It seems to be reducing which is a good thing	1
There should be stronger consequences	1
Way too much graffiti on personal property	1
Tacky graffiti	1

Total

72

151

Planning and development

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of planning and development in the City of Darebin?”

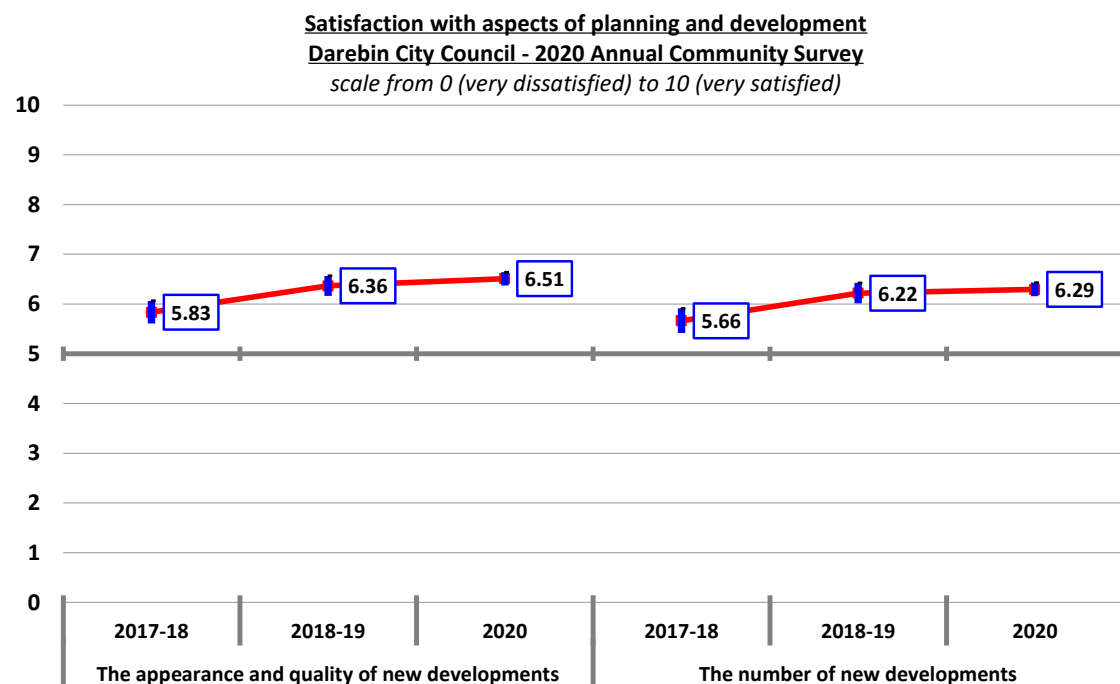
This set of questions relating to satisfaction with aspects of planning and development in the City of Darebin was reduced this year from the previous six aspects to just two this year.

In previous years, this set of questions were included in two of the four quarterly surveys, with an average sample size of approximately 460 respondents, to an average of approximately 920 this year.

The two aspects this year focus on the key components of satisfaction with planning and development outcomes, those being the appearance and quality of new developments and the number of new developments.

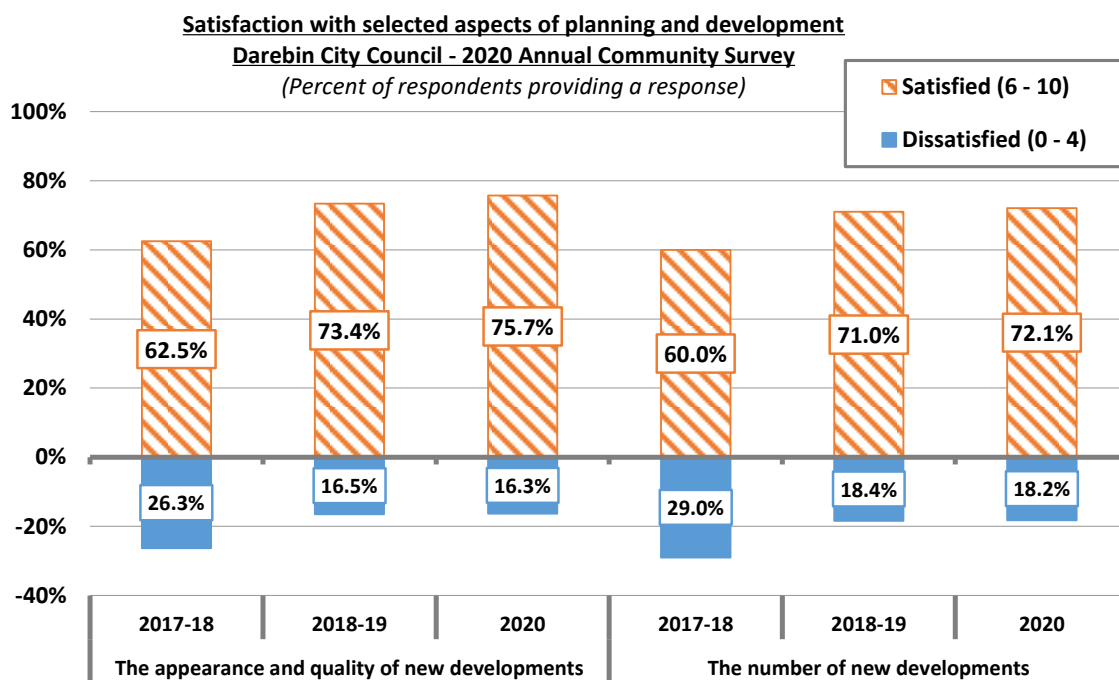
Satisfaction with both the appearance and quality (up 2.4%) as well as the number of new developments (up 1.1%) increased marginally but not measurably this year, continuing on from the strong increases recorded between 2017-18 and 2018-19.

Satisfaction with the appearance and quality of new developments was at a “good” level, whilst satisfaction with the number of new developments was “solid” again this year.



Approximately three-quarters of respondents were satisfied with both the appearance and quality of new developments as well as the number of new developments, whilst approximately one-sixth were dissatisfied.

It is noted that the proportion of respondents dissatisfied with these two key planning and development outcomes was significantly lower in 2020 than in 2017-18.



Satisfaction with selected aspects of planning and housing development

Darebin City Council - 2020 Annual Community Survey

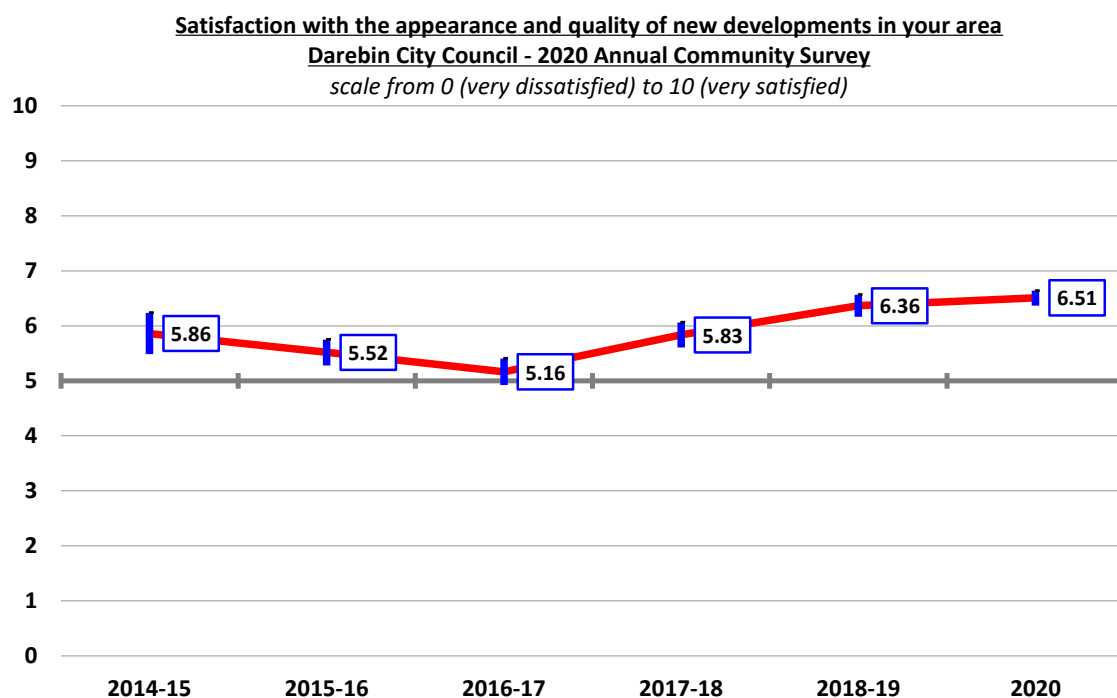
(Number and percent of respondents providing a response)

Aspect	Year	Dissatisfied (0 - 4)	Neutral (5)	Satisfied (6 - 10)	Can't say
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
	2020	16.3%	8.0%	75.7%	70
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
	2020	18.2%	9.7%	72.1%	96

The appearance and quality of new developments

Satisfaction with the appearance and quality of new developments increased marginally but not measurably this year, up 2.4% to 6.51 and is now at a “good” up from a “solid” level of satisfaction.

Satisfaction with this aspect has trended higher over time, with the last two years’ results higher than the long-term average of 5.88 recorded since 2014-15.



By way of comparison, satisfaction with the appearance and quality of new developments in the City of Darebin was measurably lower than the 2019 metropolitan Melbourne average of 6.85, as recorded in the 2019 *Governing Melbourne* research.

The 2020 *Governing Melbourne* research has been delayed due to the COVID-19 pandemic.

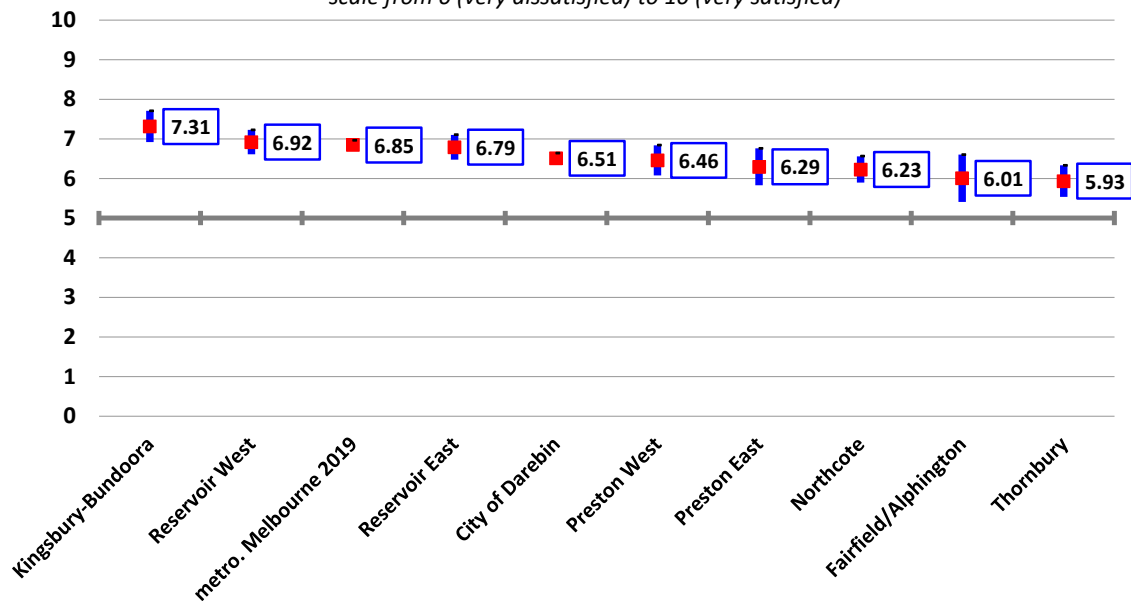
There was measurable and significant variation in satisfaction with the quality and appearance of new developments observed across the municipality, as follows:

- ***Kingsbury-Bundoora*** – respondents were measurably and significantly more satisfied than the municipal average and at a “very good” level.
- ***Reservoir West*** – respondents were significantly, albeit not measurably more satisfied than the municipal average.
- ***Thornbury*** – respondents were measurably and significantly less satisfied than the municipal average and at a “poor” level of satisfaction.

The appearance and quality of new developments by precinct

Darebin City Council - 2020 Annual Community Survey

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



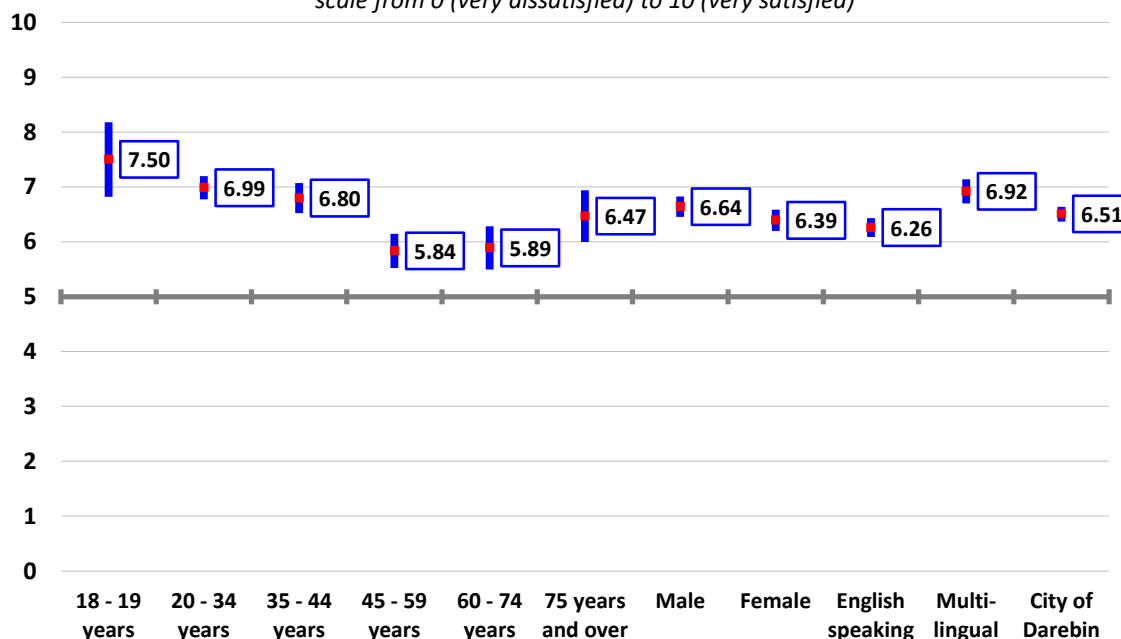
There was also measurable and significant variation in satisfaction with the appearance and quality of new developments observed by respondent profile, including age structure, gender, language spoken at home, housing situation, and period of residence in the City of Darebin, as follows:

- **More satisfied than average** - younger respondents (aged 15 to 44 years), rental household respondents, and newer resident respondents (less than five years in the City of Darebin).
- **Less satisfied than average** – middle-aged and older adults (aged 45 to 74 years), homeowner and mortgagee household respondents, and long-term resident respondents (10 years or more in the City of Darebin).

The appearance and quality of new developments by respondent profile

Darebin City Council - 2020 Annual Community Survey

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



The appearance and quality of new developments by housing profile

Darebin City Council - 2020 Annual Community Survey

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



The 152 respondents dissatisfied with the appearance and quality of new developments were asked the reasons why and to nominate any specific developments of concern.

The most common reasons for dissatisfaction were a perception that there was too much development and concerns about the quality and appearance of the developments.

Reason for rating satisfaction with the appearance and quality of new development less than 5

Darebin City Council - 2020 Annual Community Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Overdevelopment	14
Too many units going up	7
Too many high rise developments	6
Ugly buildings, aesthetically non-pleasing, awful	6
Overdevelopment of apartments	5
High rise buildings are bad, do not like them, should not be built	4
No parking	4
Developments too much, parking, traffic issues	3
Inconsistent development, lack of intellect	3
Quality is low in terms of space	3
Bad design. Less needed	2
High density. Internally too small	2
No consistency in the design	2
No consultation	2
Overcrowded	2
Planning not done right	2
Residential	2
Slow construction activities started ages ago	2
Too many apartments, destroys ambience	2
Too many units going up. Roads are not wide enough for the cars parked two sides	2
Actual execution is not good	1
All the building are not good	1
units	1
Allowed developers to build whatever they want. Shifty business	1
Appalled by it	1
Bad architecture. 3 storey houses	1
Building codes in old areas. Standards are poor	1
Council doesn't have the ability to allow the community to seek information about the plans of development	1
Designs of apartment blocks	1
Heritage lost due to new developments	1
High density buildings. No parking	1
High density housing	1
High density, no privacy	1
High rise buildings are too ugly	1
Houses	1
I like old houses. They are putting up all boxes now	1
Lot of high rise buildings which is reducing the sunlight, there is no green development	1
More apartments and units so more traffic, no place for anything	1
More green space	1
Multi-storey buildings are not built for sustainability and doesn't blend in with the surrounding architecture	1
New flats against historical buildings too long	1
New housing developments don't look good, and not environmental friendly	1
No developments	1
Not consistent with established style	1

Reason for rating satisfaction with the appearance and quality of new development less than 5

Darebin City Council - 2020 Annual Community Survey

(Number of responses)

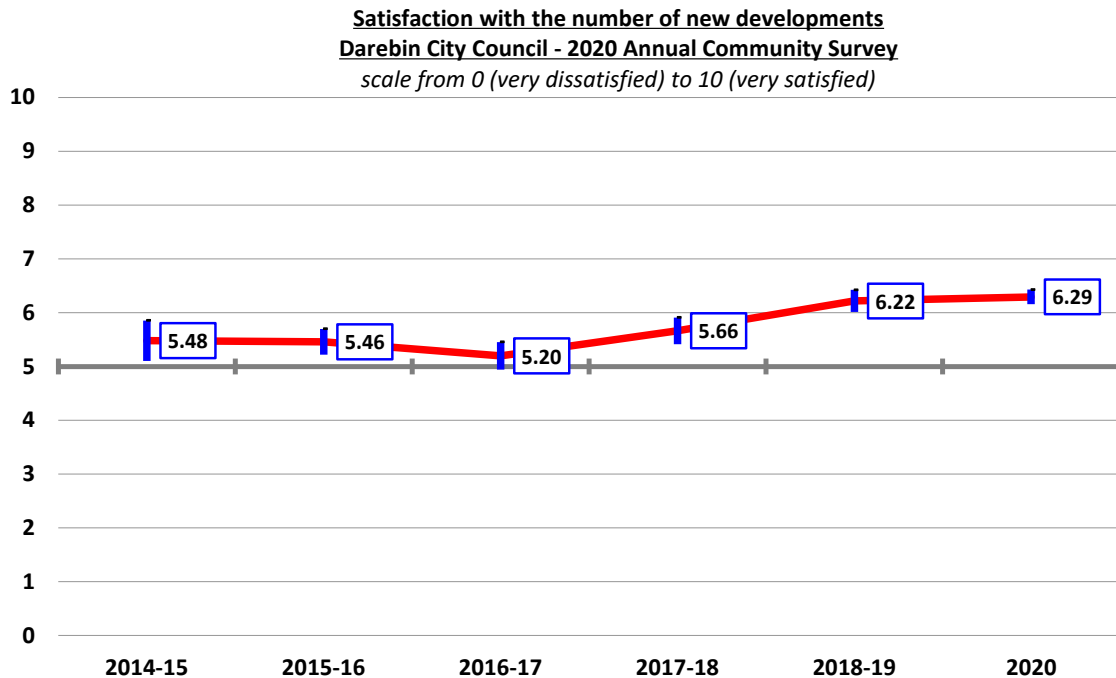
<i>Reason</i>	<i>Number</i>
Not developed properly	1
Not enough parking and streets too narrow around new developments	1
Not happy with units. No parking available	1
Not keen on demolishing and getting up units but its progress can't help it	1
Not providing enough green space	1
Overdevelopment too many units in place of old houses. No parking because of this. This is a big problem	1
Seem to have minimal landscaping and put in ugly buildings	1
There are so many horrible buildings and apartments going up they don't look good	1
There is no room for shade trees	1
They allow few which are not supposed to be developed they are too large for the area	1
They are just poles of concrete, they do not bring character to the community	1
They are lot tall buildings coming up which is causing traffic congestion	1
what they please. Everything is generated around profits	1
Too many developments and density	1
Too many developments and height	1
Too many high rise buildings, it feels dull and not vibrant	1
Too many houses on one block	1
Too much cheap housing. No carparks	1
Units are dreadful	1
Want less developments	1
<i>Specific sites identified by respondents</i>	
Bell St	2
High St	2
5 storey buildings. Developments in High St	1
Around the market area. Not attractive apartments	1
East Broadway, whole Reservoir area	1
High rise in High St too tall	1
Housing developments inappropriate on Fairfield	1
Inappropriate in density, near Fairfield Station	1
Lot of developments around Plenty junction which is ugly and no public spaces	1
Membik Rd construction doesn't fit area	1
Multi unit dwellings. High St and Plenty Rd	1
New developments causing drainage problems Victoria and Bell St	1
Next to Bird Ave units	1
On High St, Westgarth to Reservoir	1
Plenty Rd	1
Plenty Rd 12 apartments that look like slums	1
Separation St near cafe	1
Streets near Bundoora Golf club	1
Terry St, sustainability, bad architecture, not interesting	1
Ugly and too tall. Plenty Rd and Bell St	1
Total	141

The number of new developments

Satisfaction with the number of new developments increased marginally but not measurably this year, up less than one percent to 6.29, although it remains at a “solid” level.

Satisfaction with the number of new developments has trended higher over time, moving from “poor” and “very poor” levels of satisfaction back in 2014-15 through 2017-18 to “solid” levels of satisfaction in the last two years.

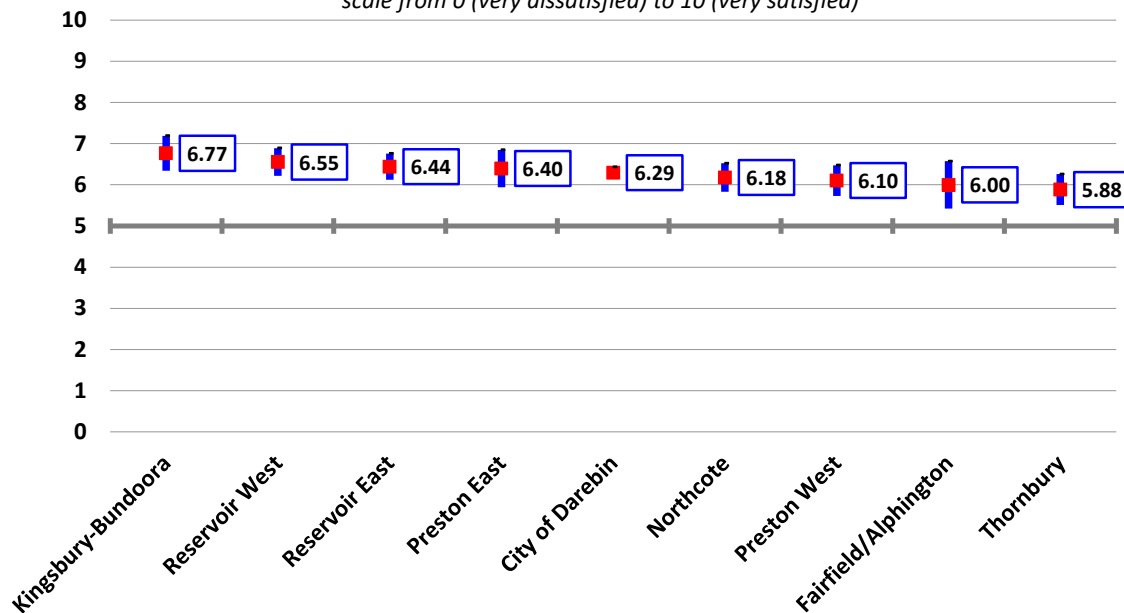
The long-term average since 2014-15 is 5.72, measurably and significantly lower than the results recorded in the last two years.



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

It is noted however, that respondents from Kingsbury-Bundoora were somewhat more satisfied than average and at a “good” level, whilst respondents from Thornbury were somewhat less satisfied, and at a “poor” level.

The number of new developments by precinct
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

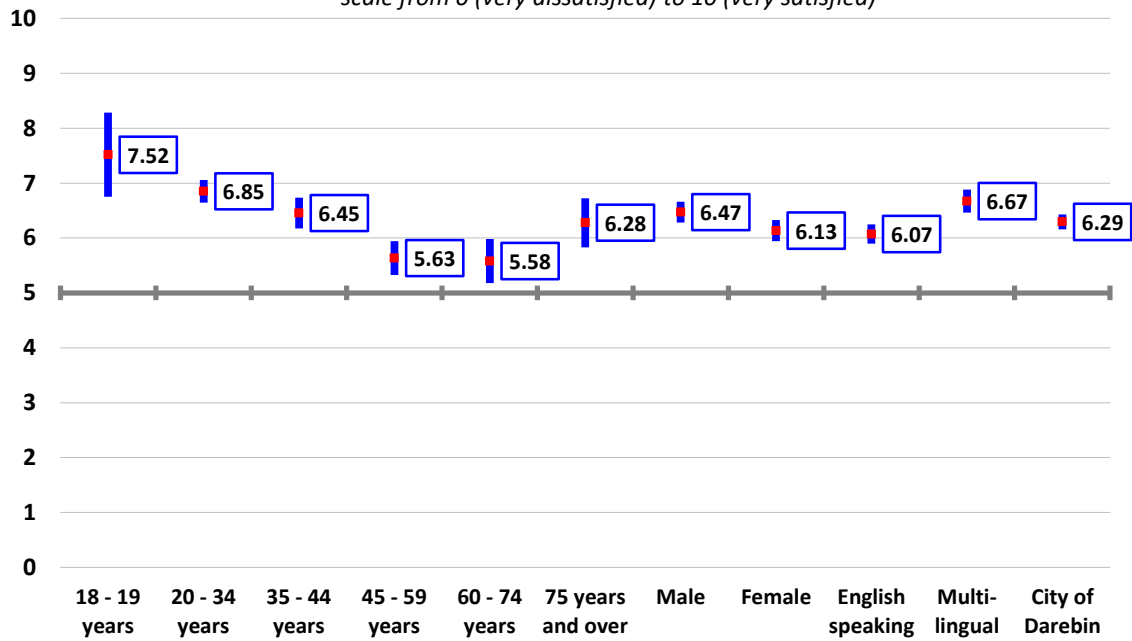


There was also measurable and significant variation in satisfaction with the number of new developments observed by respondent profile, including age structure, gender, language spoken at home, housing situation, and period of residence in the City of Darebin, as follows:

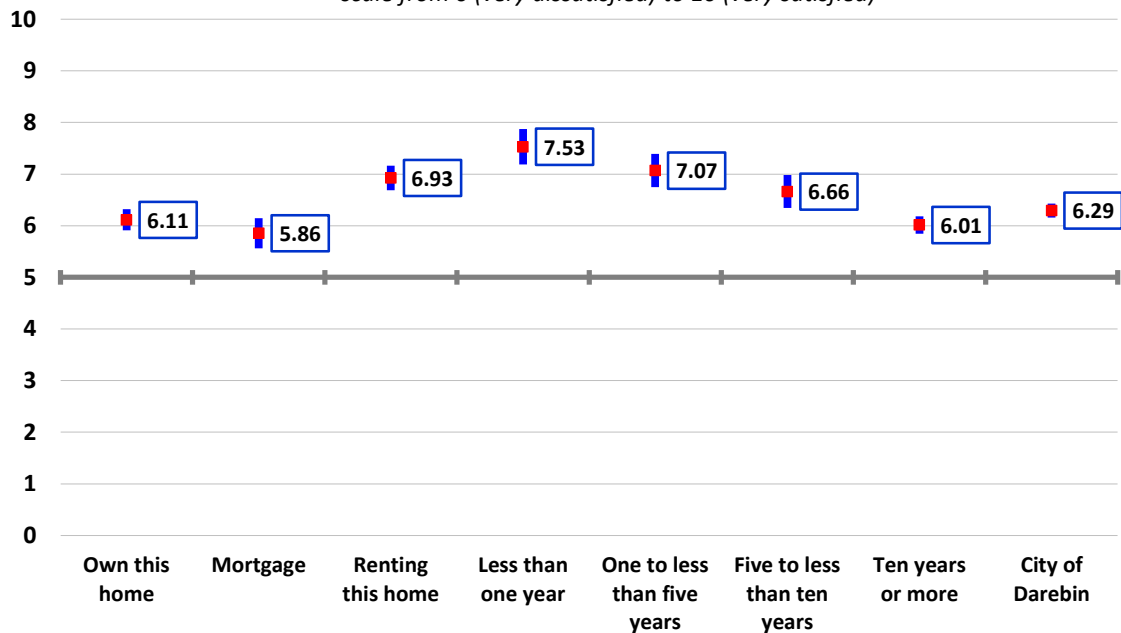
- **More satisfied than average** - younger respondents (aged 15 to 44 years), rental household respondents, and newer resident respondents (less than 10 years in the City of Darebin).
- **Less satisfied than average** – middle-aged and older adults (aged 45 to 74 years), homeowner and mortgagee household respondents, and long-term resident respondents (10 years or more in the City of Darebin).

Metropolis Research also draws attention to the fact that male respondents were measurably more satisfied with the number of new developments than female respondents, and respondents from multi-lingual households were measurably more satisfied than respondents from English speaking households.

The number of new developments by respondent profile
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The number of new developments by respondent profile
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Contact with Council

Contact with Council in last twelve months

Respondents were asked:

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

Consistent with the results recorded in previous years, approximately 40% of respondents reported that they had contacted Council in the last 12 months.

This reverses the unusual decline recorded last years and brings the result into line with previous years. Metropolis Research does note that the proportion of respondents reporting that they had contacted their local council in the last 12 months has declined in some other municipalities across metropolitan Melbourne in recent years.

Contacted Council in the last 12 months
Darebin City Council - 2020 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2020		2018-19	2017-18	2016-17	2015-16	2014-15
	Number	Percent					
Yes	401	40.1%	32.1%	40.6%	41.7%	40.4%	40.8%
No	599	59.9%	67.9%	59.4%	57.8%	59.6%	59.2%
Not stated	3		3	0	0	2	6
Total	1,003	100%	1,002	1,000	1,000	1,000	800

In previous years, this section of the survey included an additional question on the method by which respondents had last contacted Council. This question was removed from the 2020 survey.

Satisfaction with customer service

Respondents were asked:

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

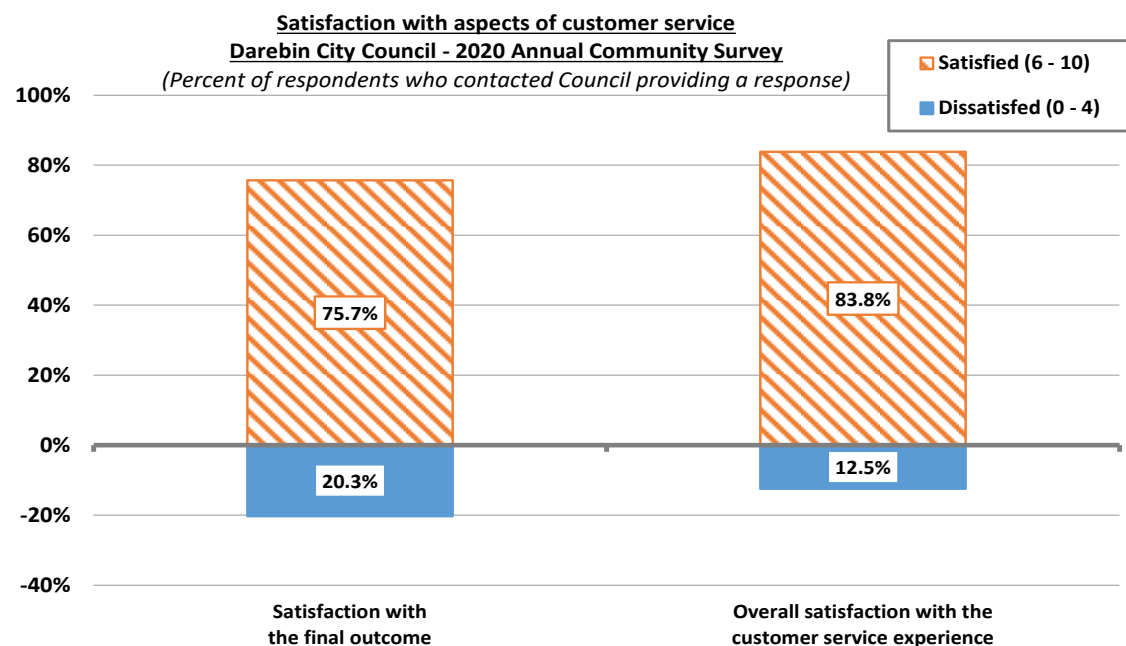
This set of questions relating to satisfaction with customer service previously included five aspects (staff understanding language needs, ease of understanding information, attitude of staff, helpfulness of the information provided, and satisfaction with the Darebin website). This year, this set of questions was reduced to two key measures, overall satisfaction with the customer service experience, and satisfaction with the final outcome.

Overall satisfaction with the customer service experience was 7.63 or a “very good” level of satisfaction, whilst satisfaction with the final outcome was measurably lower than this at 7.06, or a “good” level of satisfaction.

By way of comparison, the 2018-19 survey reported an average satisfaction with the five included aspects of customer service of 7.44, and 7.90 in 2017-18.



More than four-fifths (83.8%) of respondents who contacted Council were satisfied with the customer service experience, whilst three-quarters (75.7%) were satisfied with the final outcome. It is important to note that satisfaction with the final outcome is typically lower than satisfaction with the customer service experience, as Council is not able to guarantee a specific outcome (e.g. for a parking fine or a planning enquiry).



Satisfaction with aspects of customer experience

Darebin City Council - 2020 Annual Community Survey

(Number and percent of respondents who contacted Council providing a response)

Aspect	Dissatisfied (0 - 4)	Neutral (5)	Satisfied (6 - 10)	Can't say
Satisfaction with the final outcome	20.3%	4.0%	75.7%	7
Overall satisfaction with the customer service experience	12.5%	3.7%	83.8%	5

Satisfaction by language spoken at home

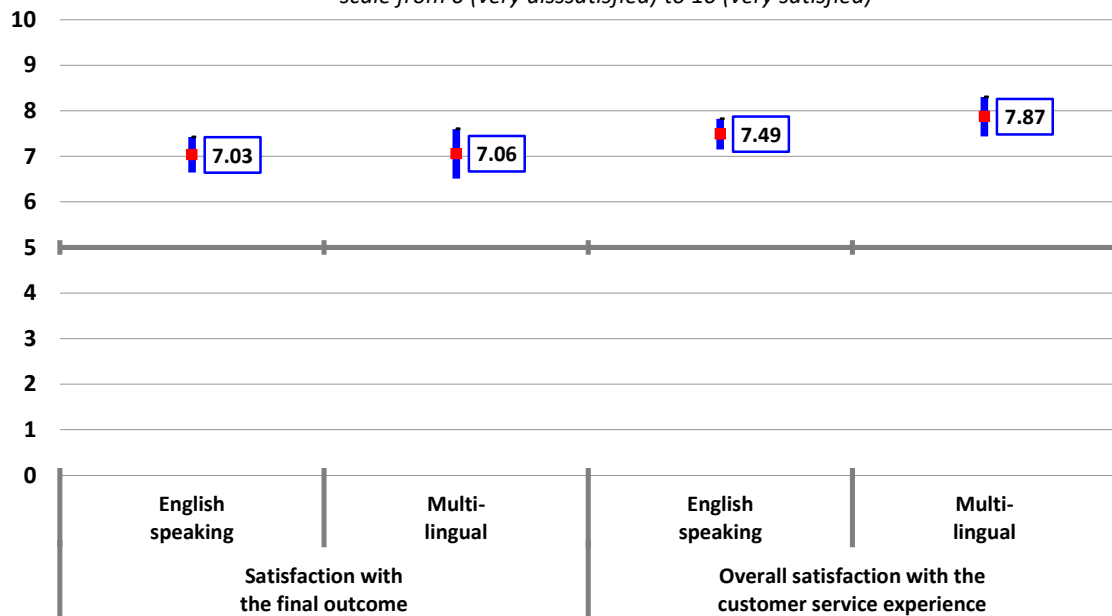
The following graph provides a comparison of satisfaction with the two aspects of customer service between respondents from English speaking households and respondents from multi-lingual households.

It is noted that respondents from multi-lingual households were marginally, but not measurably, more satisfied with both the customer service experience and the final outcome than respondents from English speaking households.

Satisfaction with aspects of customer service by language spoken at home

Darebin City Council - 2020 Annual Community Survey

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



Perception of safety in public areas of the City of Darebin

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?”

The survey again this year, asked respondents to rate from zero to 10, their perception of safety in the public areas of the City of Darebin during the day and at night.

Safety in public areas of Darebin
Darebin City Council - 2020 Annual Community Survey
(Number and percent of respondents providing a response)

Aspect	Year	Unsafe (0 - 4)	Neutral (5)	Safe (6 - 10)	Can't say
During the day	2014-15	2.5%	2.4%	95.0%	11
	2015-16	1.8%	1.8%	96.4%	8
	2016-17	4.9%	4.4%	90.7%	11
	2017-18	0.9%	2.2%	97.0%	5
	2018-19	1.1%	3.9%	95.0%	7
	2020	2.5%	2.7%	94.8%	38
At night	2014-15	17.3%	9.6%	73.1%	37
	2015-16	12.4%	9.3%	78.2%	29
	2016-17	19.8%	8.9%	71.3%	26
	2017-18	13.3%	6.1%	80.7%	14
	2018-19	11.5%	7.8%	80.7%	15
	2020	16.8%	9.6%	73.6%	109

Perception of safety during the day

The perception of safety in the public areas of the City of Darebin during the day increased marginally but not measurably this year, up two percent to 8.28 out of a potential 10.

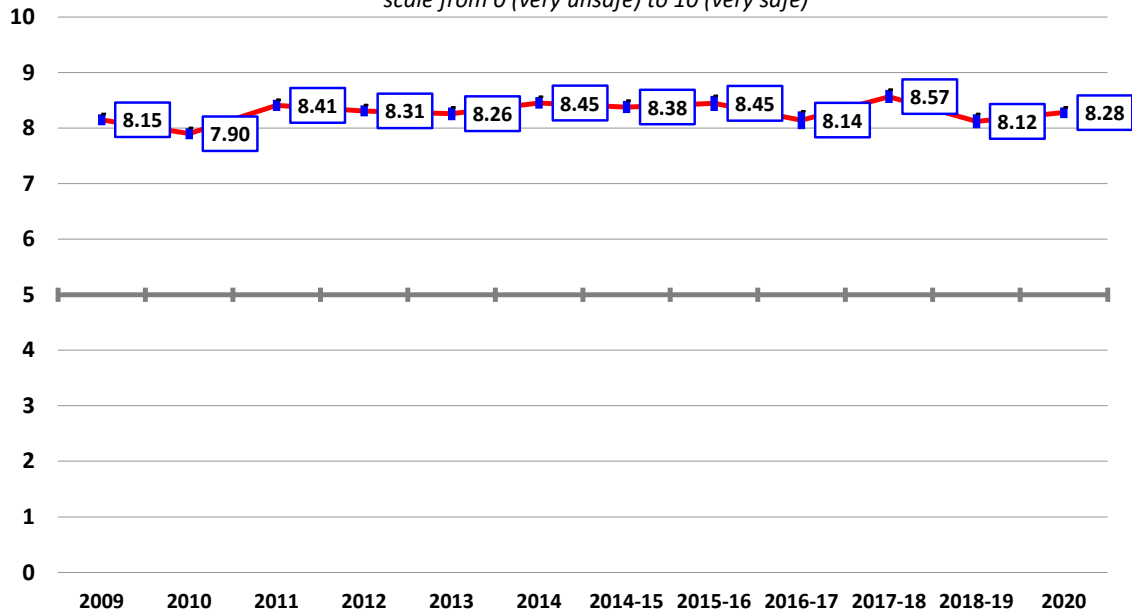
Metropolis Research notes that the perception of safety in the public areas of the City of Darebin during the day has remained relatively stable around the long-term average since 2009 of 8.28.

By way of comparison, the 2019 metropolitan Melbourne average perception of safety during the day was 8.25, almost identical to the 2020 City of Darebin result.

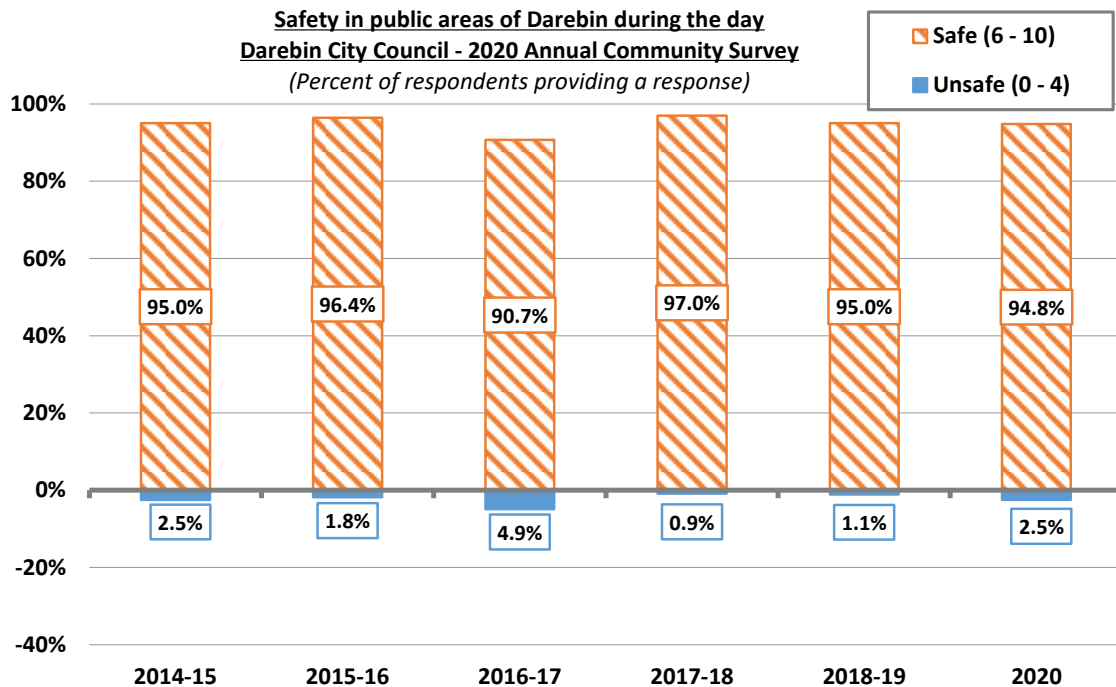
This comparison is sourced from the 2019 *Governing Melbourne* research conducted independently by Metropolis Research. The 2020 survey was delayed due to the COVID-19 pandemic.



Safety in public area of Darebin during the day
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)



The overwhelming majority (94.8%) of respondents felt safe in the public areas of the City of Darebin during the day (i.e. rated perception of safety at six or more out of 10), whilst just 2.5% felt unsafe (i.e. rated perception of safety from zero to four).



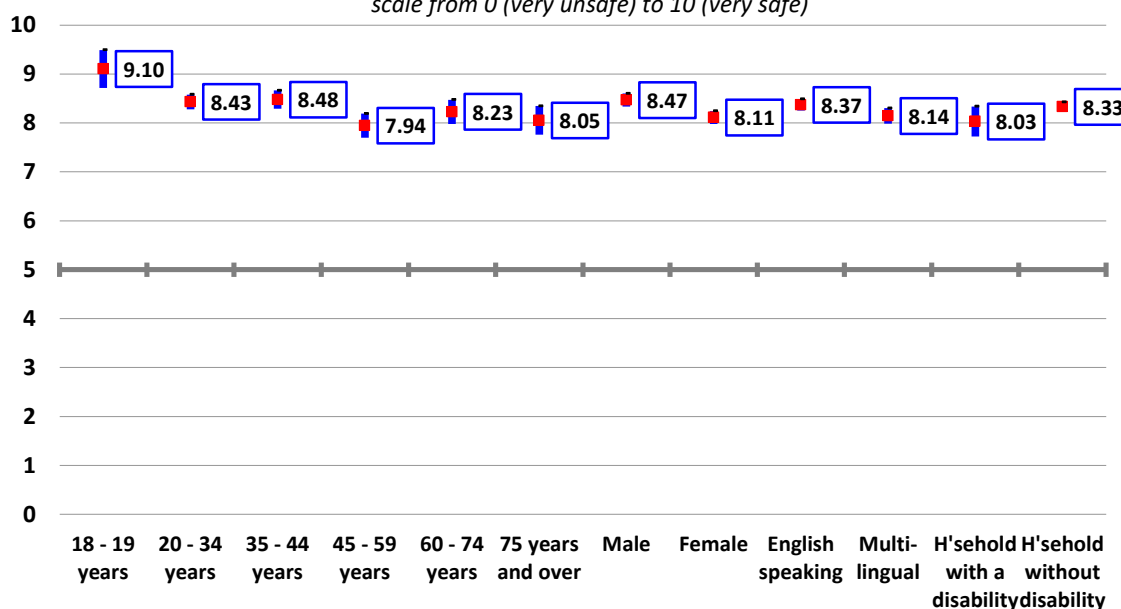
There was measurable and significant variation in the perception of safety in the public areas of the City of Darebin during the day observed by respondent profile, with attention drawn to the following:

- **Age structure** – the perception of safety tends to decline with the respondents’ age, from a high of 9.10 for adolescents (aged 15 to 19 years) to a low of 7.94 for middle-aged adults (aged 45 to 59 years).
- **Gender** – female respondents felt measurably and significantly (4.3%) less safe in the public areas of the municipality during the day than male respondents.
- **Language spoken at home** – respondents from multi-lingual households felt measurably (2.7%) less safe than respondents from English speaking households.
- **Household disability status** – respondents from households with a member with a disability felt somewhat, albeit not measurably, less safe than other respondents.

Safety in public areas of Darebin during the day by respondent profile

Darebin City Council - 2020 Annual Community Survey

scale from 0 (very unsafe) to 10 (very safe)

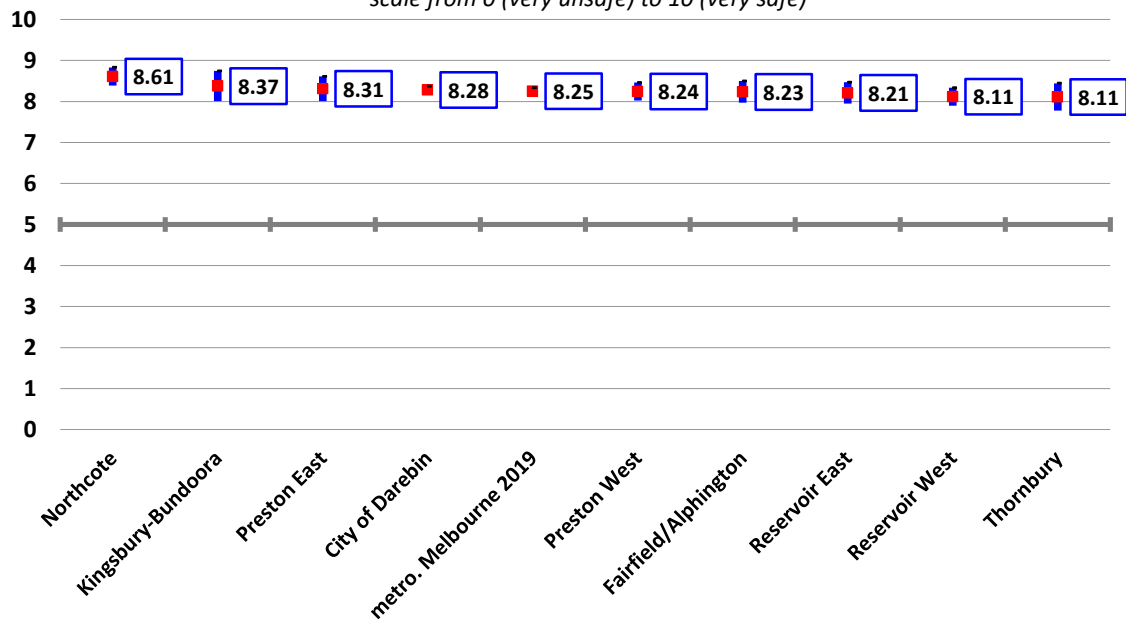


There was no statistically significant variation in the perception of safety in the public areas of the City of Darebin during the day observed across the eight precincts comprising the City of Darebin, although attention is drawn to the following:

- **Northcote** – respondents felt somewhat, albeit not measurably, safer in the public areas of the municipality during the day than the municipal average.



Safety in public areas of Darebin during the day by precinct
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)

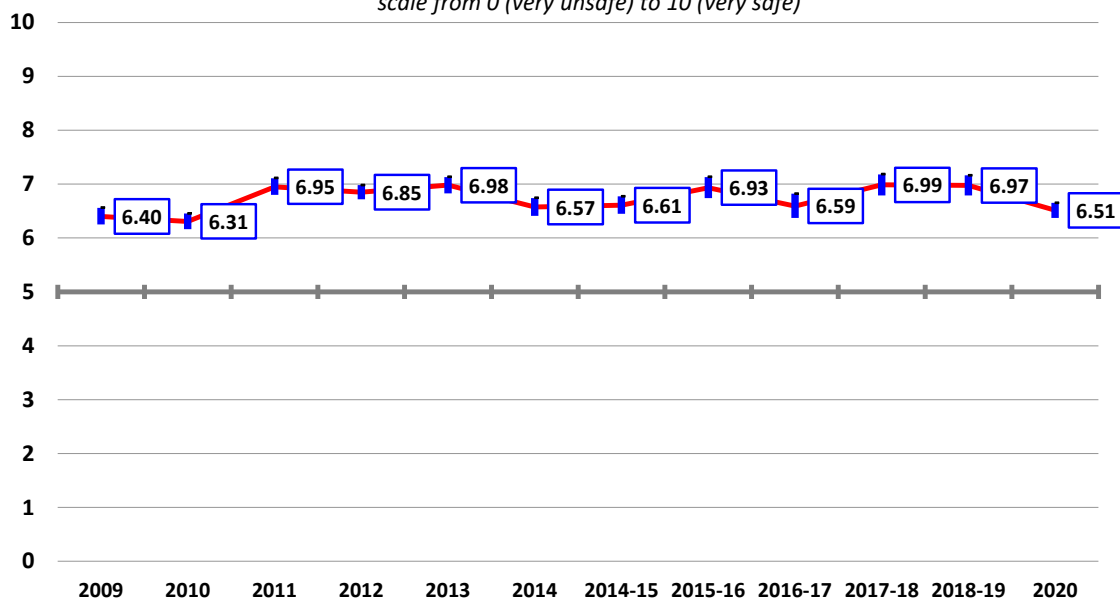


Perception of safety at night

The perception of safety in the public areas of the City of Darebin at night declined measurably and significantly this year, down 6.6% to 6.51.

This is the lowest perception of safety in the public areas of the City of Darebin recorded in a decade.

Safety in public area of Darebin at night
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)

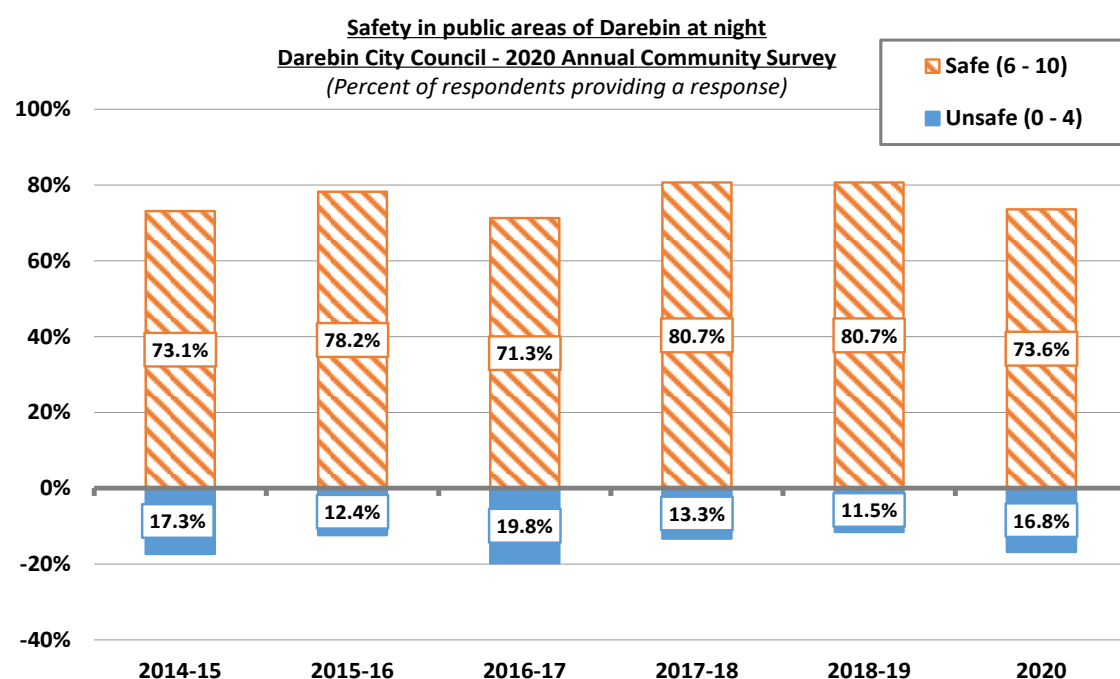


By way of comparison, the 2019 metropolitan Melbourne average perception of safety in the local area at night was 6.84, measurably and significantly higher than this 2020 City of Darebin result.

This comparison is sourced from the 2019 *Governing Melbourne* research conducted independently by Metropolis Research. The 2020 survey was delayed due to the COVID-19 pandemic.

Consistent with the decline in the average perception of safety in the public areas of the municipality at night, the proportion of respondents who felt safe (i.e. rated perception of safety at six or more out of 10) declined from 80.7% to 73.6% this year. There was a commensurate increase in the proportion of respondents who felt unsafe in the public areas at night, up from 11.5% to 16.8%.

Metropolis Research cannot discount the possibility that the decline in the perception of safety in the public areas of the municipality at night may have been related, at least in part, to the COVID-19 pandemic.



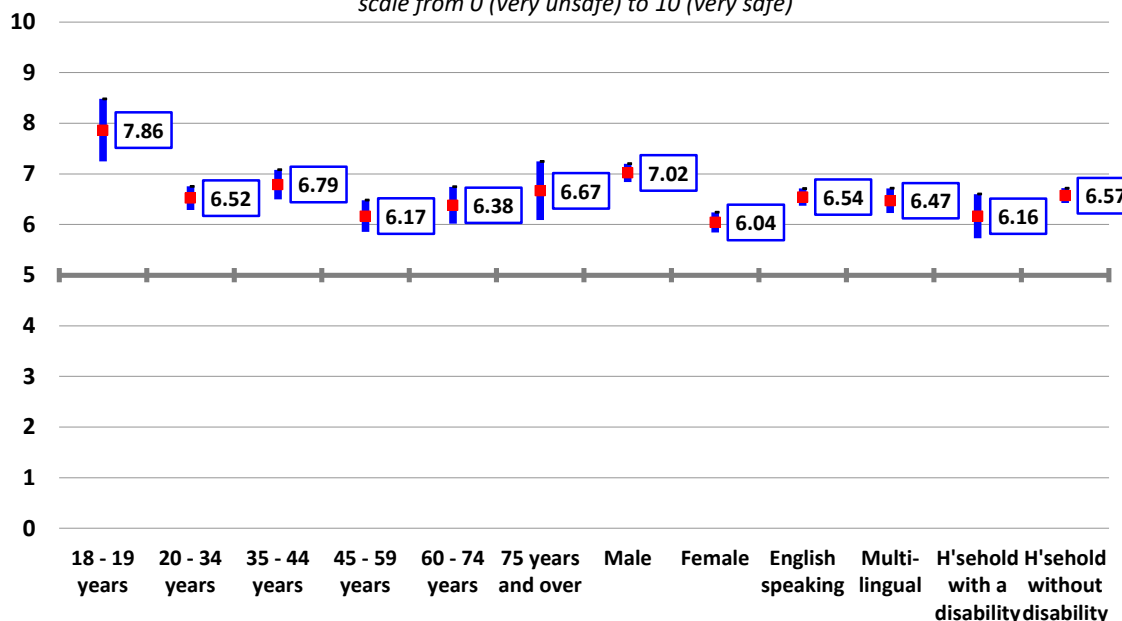
There was measurable and significant variation in the perception of safety in the public areas of the City of Darebin at night observed by respondent profile, with attention drawn to the following:

- **Age structure** – adolescents (aged 15 to 19 years) felt measurably safer than the average, whilst middle-aged adults (aged 45 to 59 years) felt measurably less safe.
- **Gender** – female respondents felt measurably and significantly (14.2%) less safe in the public areas of the municipality during the day than male respondents.
- **Household disability status** – respondents from households with a member with a disability felt somewhat, albeit not measurably, less safe than other respondents.

Safety in public areas of Darebin at night by respondent profile

Darebin City Council - 2020 Annual Community Survey

scale from 0 (very unsafe) to 10 (very safe)



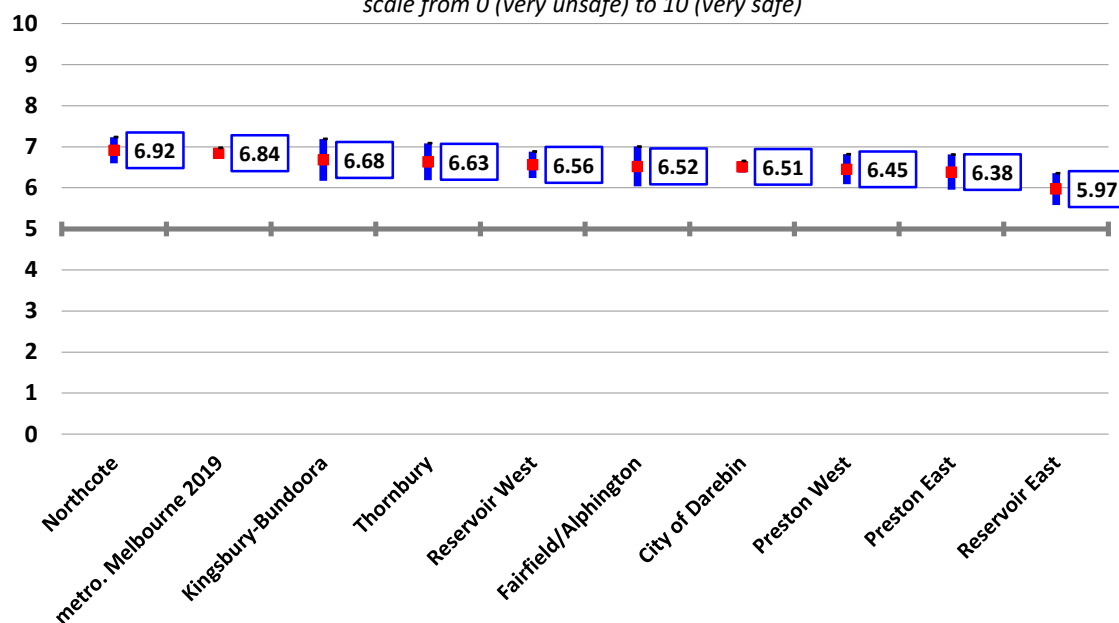
There was measurable and significant variation in the perception of safety in the public areas of the municipality at night observed across the municipality, as follows:


- **Northcote** – respondents felt measurably and significantly safer in public areas at night than the municipal average.
- **Reservoir East** – respondents felt measurably and significantly less safe in public areas at night than the municipal average.

Safety in public areas of Darebin at night by precinct

Darebin City Council - 2020 Annual Community Survey

scale from 0 (very unsafe) to 10 (very safe)





The 150 respondents who did not feel safe in the public areas of the City of Darebin were asked the reasons why they do not feel safe.

The verbatim comments are included in the following table, however, in summary the most common reasons were as follows:

- Issues with people (e.g. gangs, youths, “louts”, homeless, etc) – 21 responses.
- Perception of safety at night – 20 responses.
- Crime and policing – 16 responses.
- Drugs and alcohol related issues – 9 responses.
- General perception of safety – 6 responses.
- Gender-based safety concerns – 6 responses.
- Incidents / experiences of crime and safety – 4 responses.
- Image / feel of place and news reports – 2 responses.
- Other – 1 response.



Reasons for rating safety in the public areas of the City of Darebin less than 5

Darebin City Council - 2020 Annual Community Survey

(Number of total responses)

<i>Reason</i>	<i>Number</i>
<i>Issues with people - gangs, youths, "louts" etc</i>	
Lot of strange people roaming around which is scary	2
Gangs	1
Groups are shady	1
Groups of young people	1
Homeless people at the supermarket	1
It's not safe around creek, there are creepy people around	1
Just scared of some people	1
Lot of bad people around	1
Lot of flagrant people	1
Lot of foreigners in the country. Immigrants. Drug dealing	1
Lot of homeless people are roaming and broke in	1
Lot of homeless people are roaming and they come ask for money	1
Lot of people knocking at my door	1
Lot of youth making noises near the Edwardes Lake	1
Lots of people, they are awful and had issues with them	1
Not safe while walking near open park lands because of young people hanging around	1
People on streets begging	1
Strangers wandering around, crossing in the night is difficult	1
Uncomfortable with the new people around	1
Young kids	1
Total	21
<i>Crime and policing</i>	
There is lot of crime	6
A lot of crime in the night	1
Always see police, more cameras	1
Behind Shamrock St is crime hotspot	1
Car jacking and home burglaries	1
Fights happening at tram station, too many unwelcome noise and drunk people	1
Have cameras at station	1
People have been attacked. Children have been hassled and women have been attacked	1
Police patrolling needed	1
Stressful things have happened. Like murders and rapes	1
There are not enough police presence	1
Total	16

Reasons for rating safety in the public areas of the City of Darebin less than 5

Darebin City Council - 2020 Annual Community Survey

(Number of total responses)

<i>Reason</i>	<i>Number</i>
<i>Perception of safety at night</i>	
Poor lighting	7
Street lighting	3
Backstreets and parks. Less lighting	1
Dark streets and not feeling safe due to crimes	1
Dim lights, need more	1
Due to lighting crimes and being followed	1
Lack of street lights and murder	1
Lighting at night, history of suburb	1
Lighting is not acceptable	1
Livingston St is very dark	1
Low light and no security in guards	1
Walk from High St and St Georges Rd. Not enough lighting	1
Total	20
<i>General perception of safety</i>	
Cannot walk around anywhere	1
Don't feel safe	1
Edwardes Lake Park	1
Reservoir is unsafe	1
The environment, the safety issues	1
Train station walk	1
Total	6
<i>Drugs and alcohol</i>	
Drug and alcohol issues among people	2
People on drugs running around	2
Drunken people and high crimes makes it unsafe at night	1
Edwardes St has alcoholics	1
Extremely violent area. Drugs	1
Lot of shady activity. Junkies in supermarkets	1
People on drugs are roaming around near the parks	1
Total	9

Reasons for rating safety in the public areas of the City of Darebin less than 5

Darebin City Council - 2020 Annual Community Survey

(Number of total responses)

<i>Reason</i>	<i>Number</i>
<i>Being female</i>	
Just don't feel safe especially for women	2
Crimes, being a female is hard	1
Elements. Women are less safe	1
Just don't feel safe as a female because incidents that have happened	1
The women are being attacked especially near the Merri Creek Trail	1
Total	6
<i>Image / feel of place and news reports</i>	
The low socioeconomic areas had incidents and its dangerous	1
Very terrible news on TV	1
Total	2
<i>Incidents / experiences</i>	
Bike stolen during the day	1
Heard things happening around and had a personal experience as well	1
Past experiences near parks there	1
Previous experience	1
Total	4
<i>Other</i>	
I have been to Preston Market, its dark and dirty	1
Total	1
Total	85

COVID19 pandemic

At the conclusion of the community satisfaction component of the survey, respondents were asked additional questions covering issues around the COVID-19 pandemic, how well they and their household are coping, the impact of the pandemic on their health and wellbeing, knowledge of and satisfaction with Council's response to the pandemic, and ways for Council to assist moving forward.

Household coping with the impacts

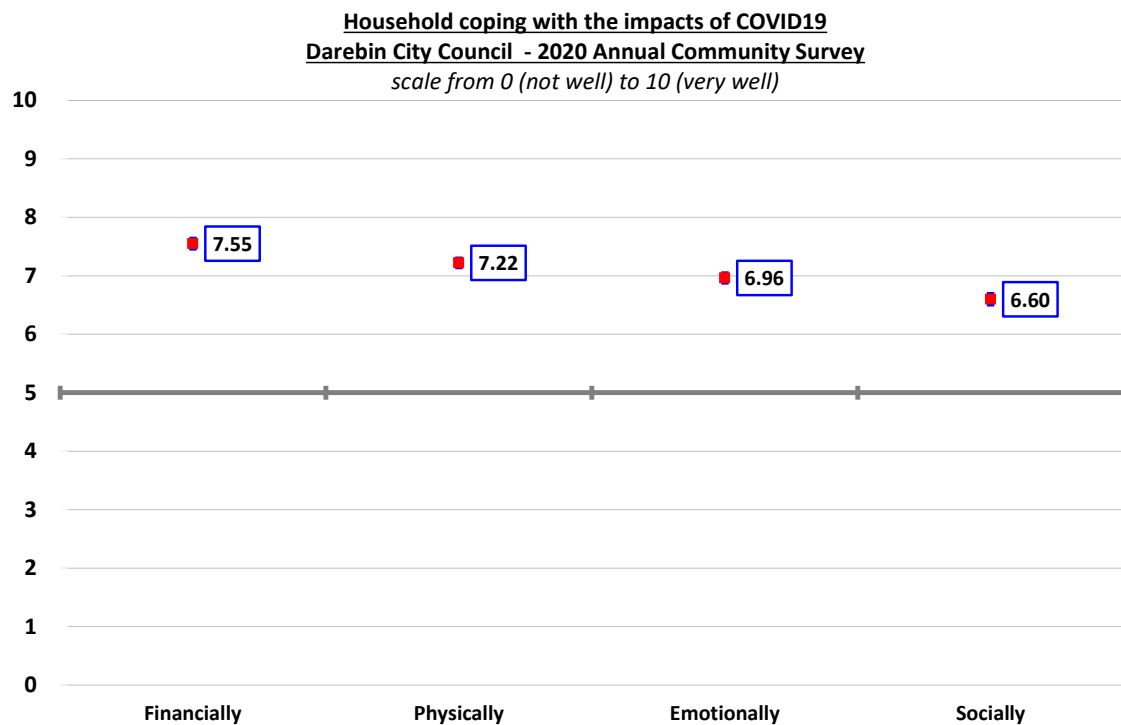
Respondents were asked:

“On a scale of 0 (very low) to 10 (very high), how well do you feel that you and your household are coping with the impacts of COVID19?”

On average, respondent households were relatively positive in terms of how they are coping with the impacts of COVID-19. Rating how well they are coping on a scale from zero (very low) to 10 (very high).

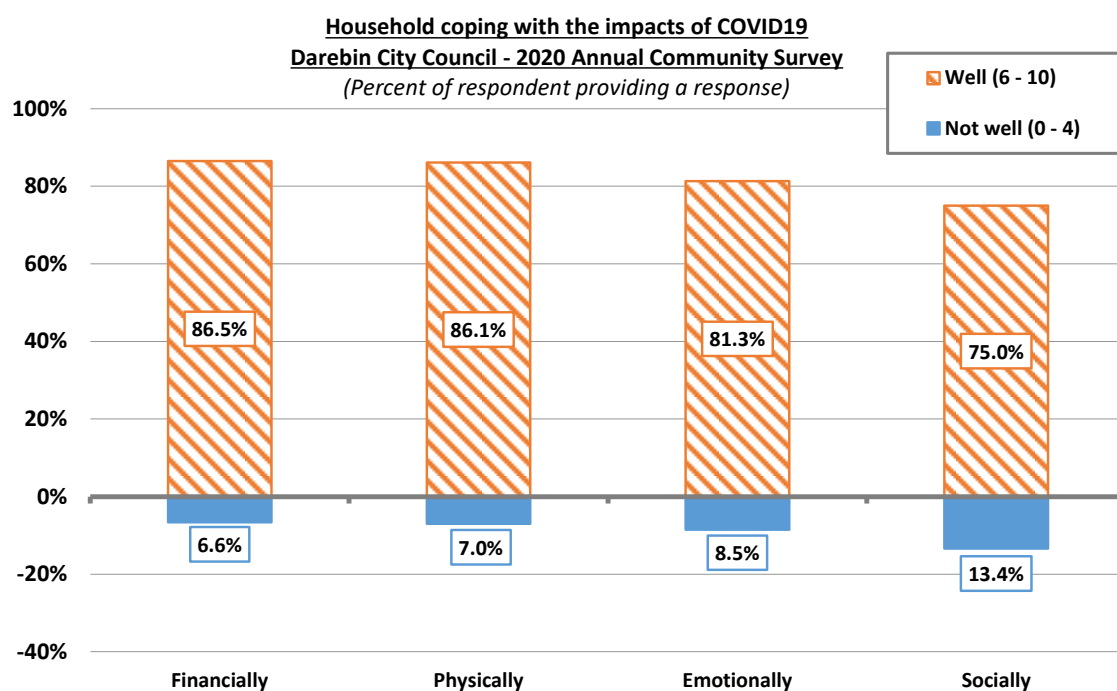
On average, respondent households were coping better in terms of their financial wellbeing (7.55) than they were physically (7.22) or emotionally (6.96).

Respondent households reported coping less well socially (6.60).



More than four-fifths of respondent households were coping at least somewhat well (i.e. rated coping at six or more out of 10) financially, physically, and emotionally, whilst three-quarters were coping well socially.

It is noted that a little less than one-sixth (13.4%) of respondent households were not coping well socially.



Household coping with the impacts of COVID19
Darebin City Council - 2020 Annual Community Survey
(Number and percent of respondents providing a response)

Response	Not well (0 - 4)	Neutral (5)	Well (6 - 10)	Can't say
Financially	6.6%	6.8%	86.5%	43
Socially	13.4%	11.6%	75.0%	49
Emotionally	8.5%	10.3%	81.3%	42
Physically	7.0%	6.8%	86.1%	45

Metropolis Research asked a similar question for respondents in the City of Monash (surveyed in early May) and the City of Melton (surveyed in late May and early June) just prior to completing this City of Darebin survey in June.

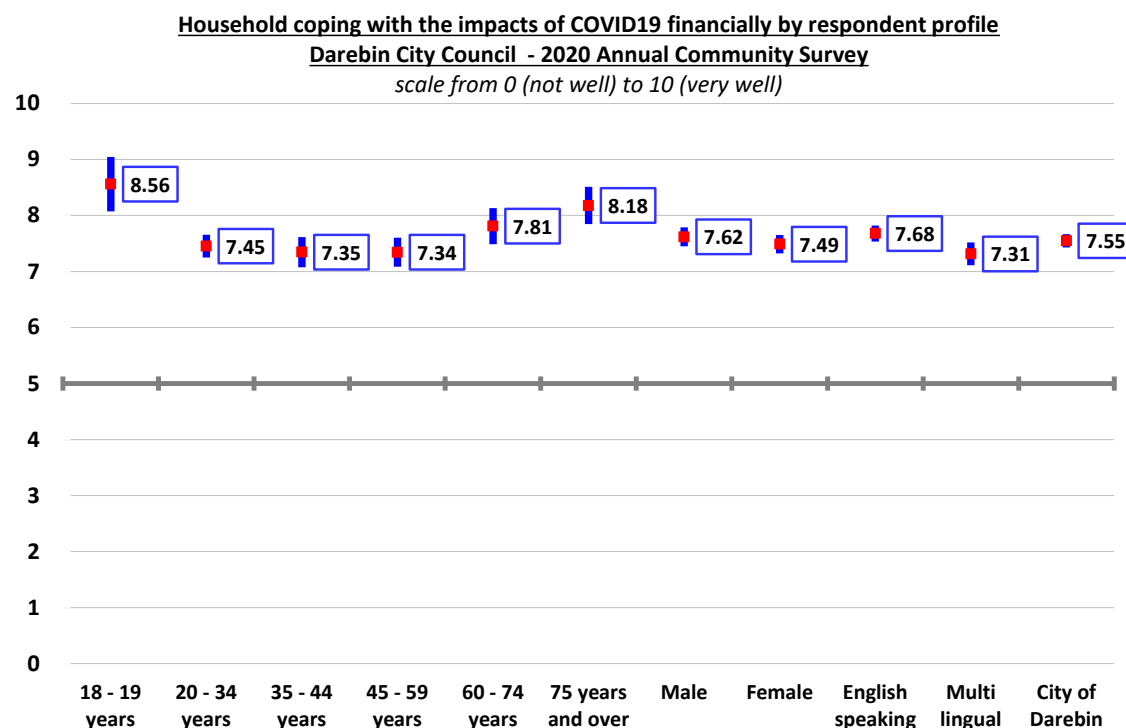
These surveys found that respondent households in the City of Monash reported that they were coping marginally better than in the City of Melton, and both were marginally better than these City of Darebin result. This may reflect changes over time as the initial lockdown was conducted and eased, and / or it may also reflect differing impacts of the COVID-19 pandemic on communities across metropolitan Melbourne.

The following graphs provide a breakdown of the average degree to which respondent households were coping by respondent profile (including age structure, gender, and language spoken at home).

It is important to bear in mind when interpreting these variations, that the question specifically references how well the respondent and their household were coping. This has the effect of muting the reliability of the variation by respondent profile, however it is still worth considering because it provides insight into how different respondents perceive how they and their household are coping.

There was measurable and significant variation in how well the respondent household was coping financially observed by respondent profile, as follows:

- **Coping better than the municipal average** – includes adolescents (aged 15 to 19 years) and senior citizens (aged 75 years and over) and respondents from English speaking households.
- **Coping less well than the municipal average** – includes adults and middle-aged adults (aged 35 to 54 years), and respondents from multi-lingual households.

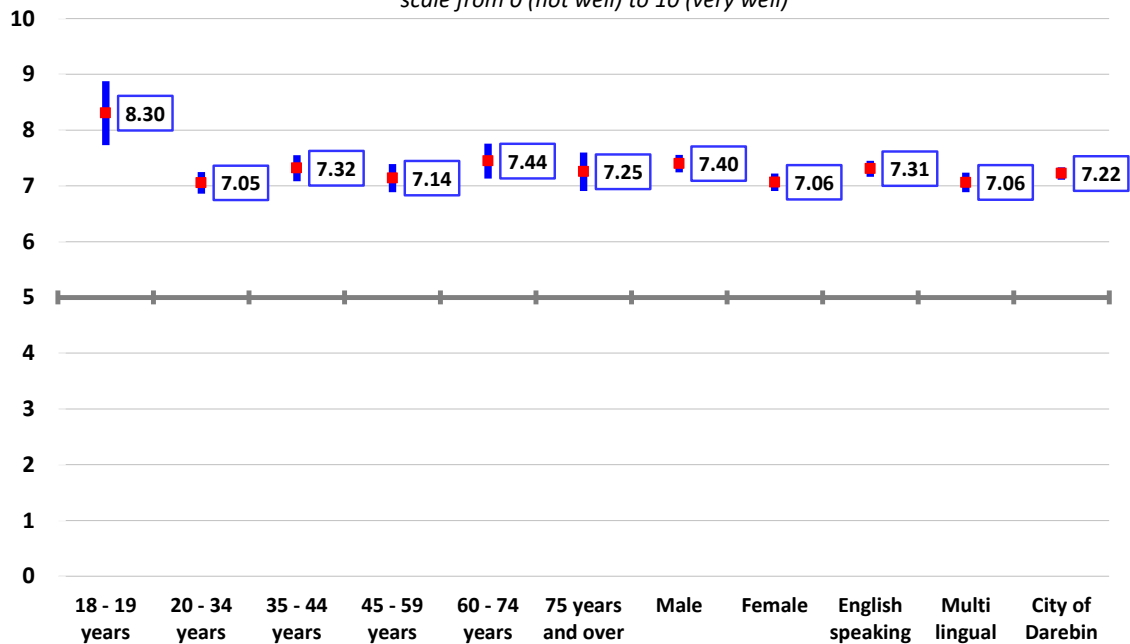


There was measurable variation in how well the respondent household was coping in terms of their physical health and wellbeing observed by respondent profile, as follows:

- **Coping better than the municipal average** – includes adolescents (aged 15 to 19 years), male respondents, and respondents from English speaking households.
- **Coping less well than the municipal average** – includes young adults (aged 20 to 34 years), female respondents, and respondents from multi-lingual households.



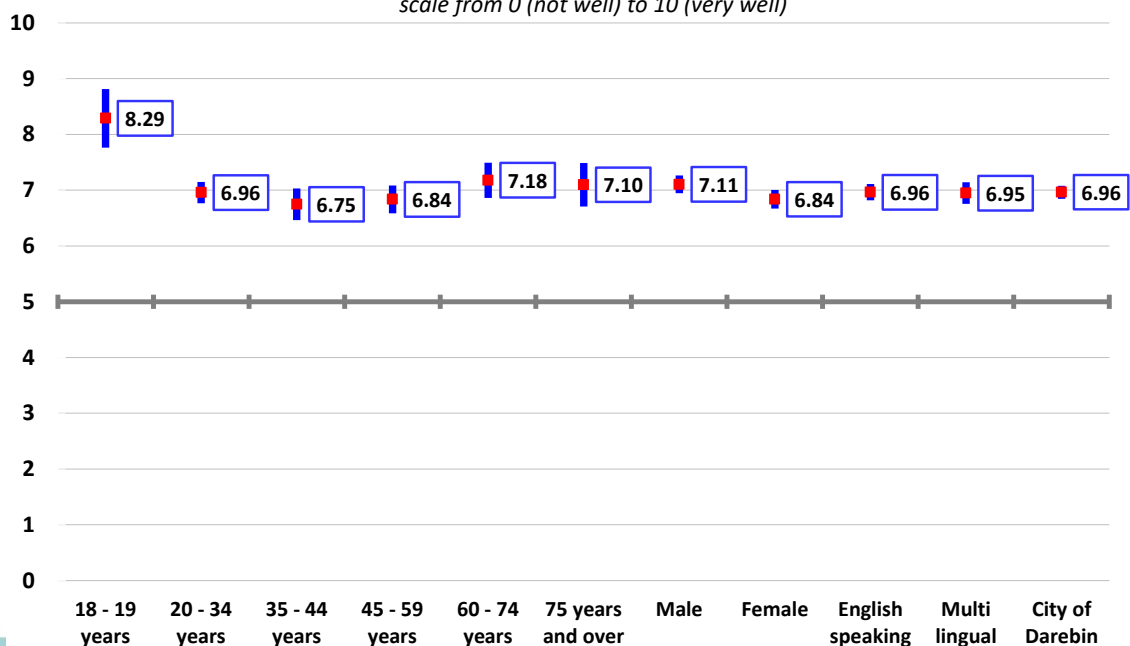
Household coping with the impacts of COVID19 physically by respondent profile
Darebin City Council - 2020 Annual Community Survey
scale from 0 (not well) to 10 (very well)



There was measurable variation in how well the respondent household was coping emotionally observed by respondent profile, as follows:

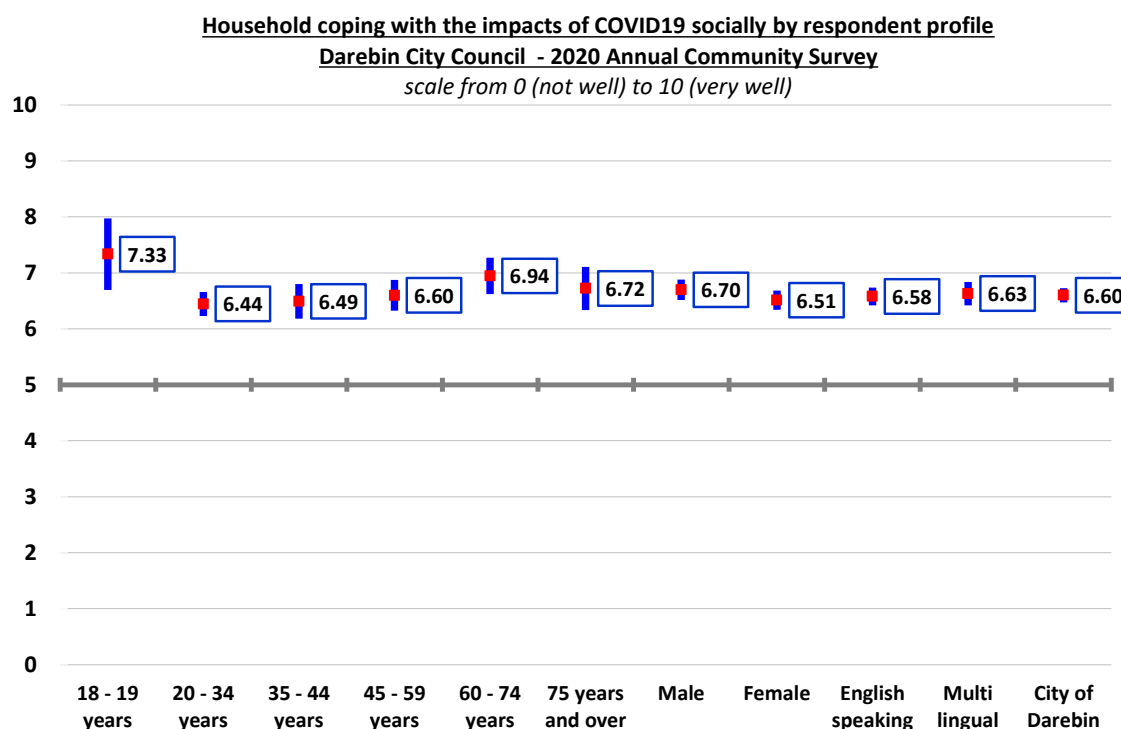
- **Coping better than the municipal average** – includes adolescents (aged 15 to 19 years) and male respondents.
- **Coping less well than the municipal average** – includes adults (aged 35 to 44 years) and female respondents.

Household coping with the impacts of COVID19 emotionally by respondent profile
Darebin City Council - 2020 Annual Community Survey
scale from 0 (not well) to 10 (very well)



There was relatively little variation in how well the respondent household was coping with the COVID-19 pandemic emotionally observed by respondent profile, as follows:

- **Coping better than the municipal average** – includes adolescents (aged 15 to 19 years) and senior citizens (aged 75 years and over) and male respondents.
- **Coping less well than the municipal average** – includes young adults (aged 20 to 34 years), and female respondents.



Impact on health and wellbeing

Respondents were asked:

“On a scale of 0 (no effect) to 10 (high effect), how has COVID19 affected your personal health and wellbeing?”

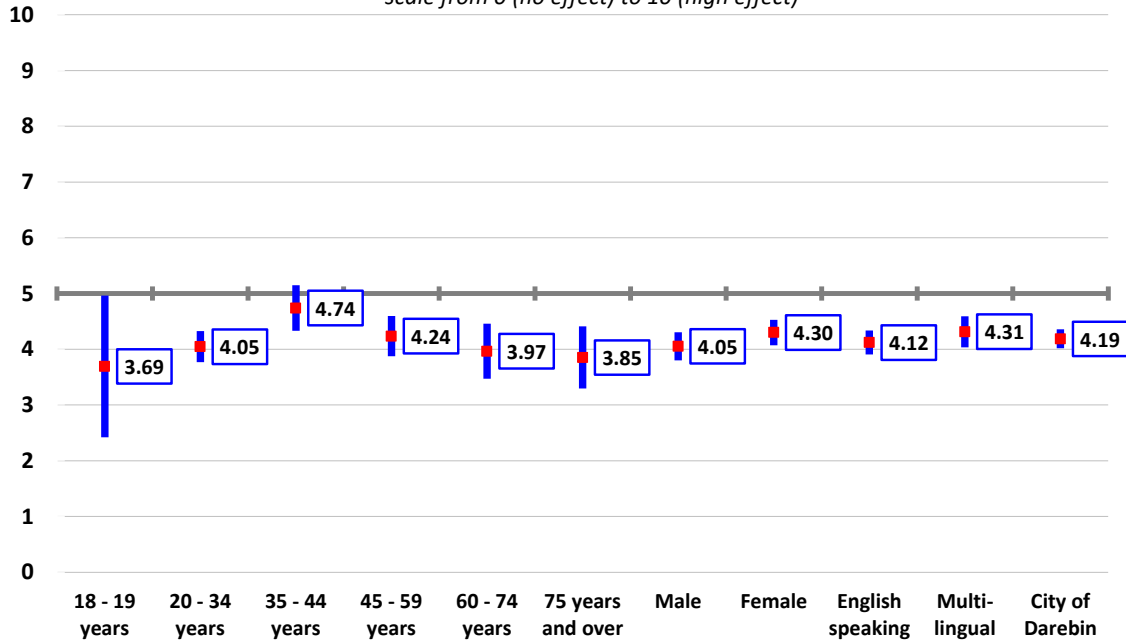
Respondents were asked to rate the effect of COVID-19 on their personal health and wellbeing.

On average, respondents rated the effect of COVID-19 on their personal health and wellbeing at 4.19 out of a potential 10. It is difficult to interpret this result, given it is asked as a single question and there are no comparative results available from elsewhere.

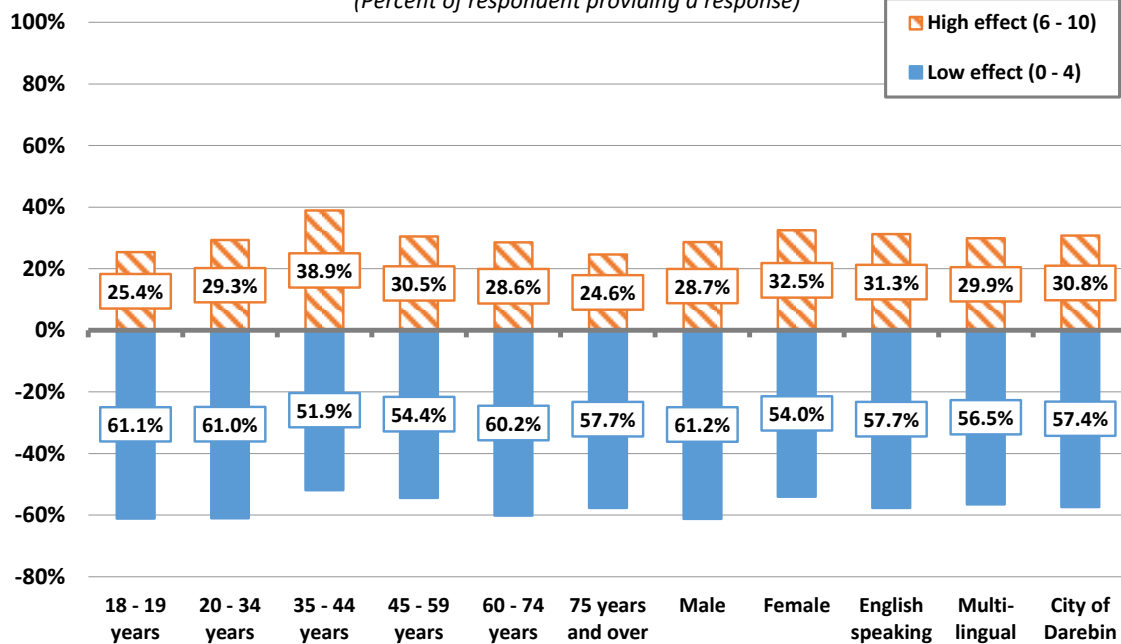
There was measurable variation in this result observed by respondent profile, including age structure, gender, and language spoken at home, as follows:

- **Adults (aged 35 to 44 years)** – respondents rated the impact of COVID-19 on their personal health and wellbeing measurably higher than the municipal average. More than one-third (38.9%) of these adults rated the impact as high (i.e. six or more).
- **Female** – respondents rated the impact somewhat, albeit not measurably higher than male respondents.

The impacts of COVID19 on health and wellbeing by respondent profile
Darebin City Council - 2020 Annual Community Survey
scale from 0 (no effect) to 10 (high effect)

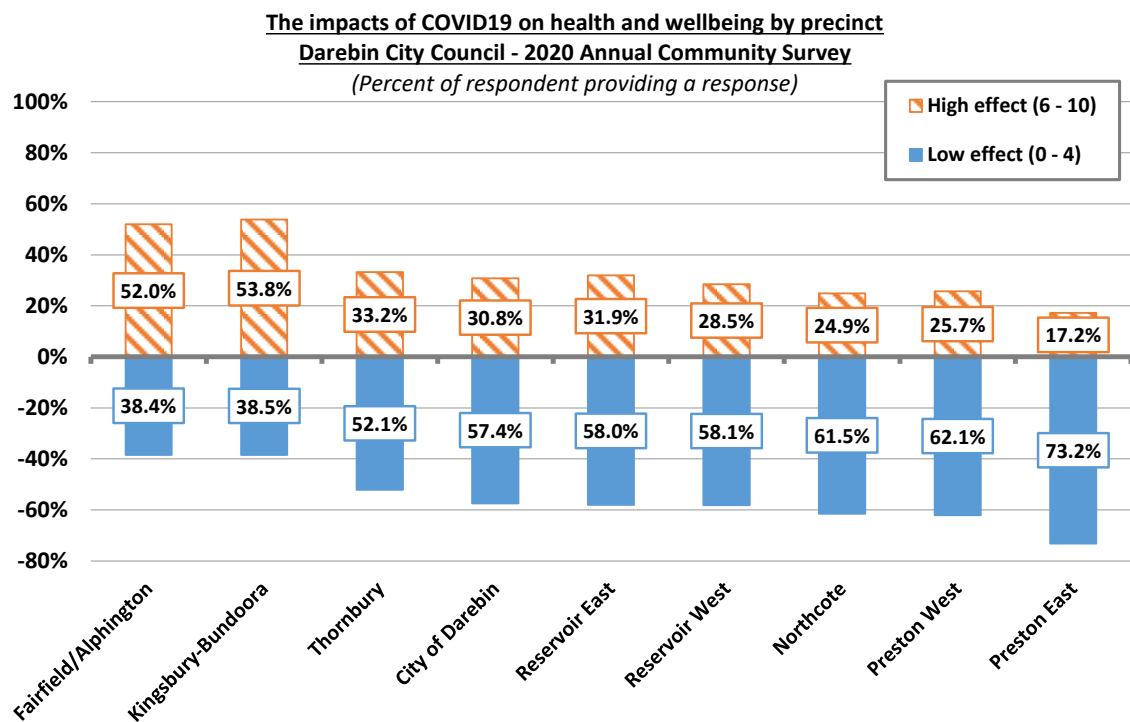
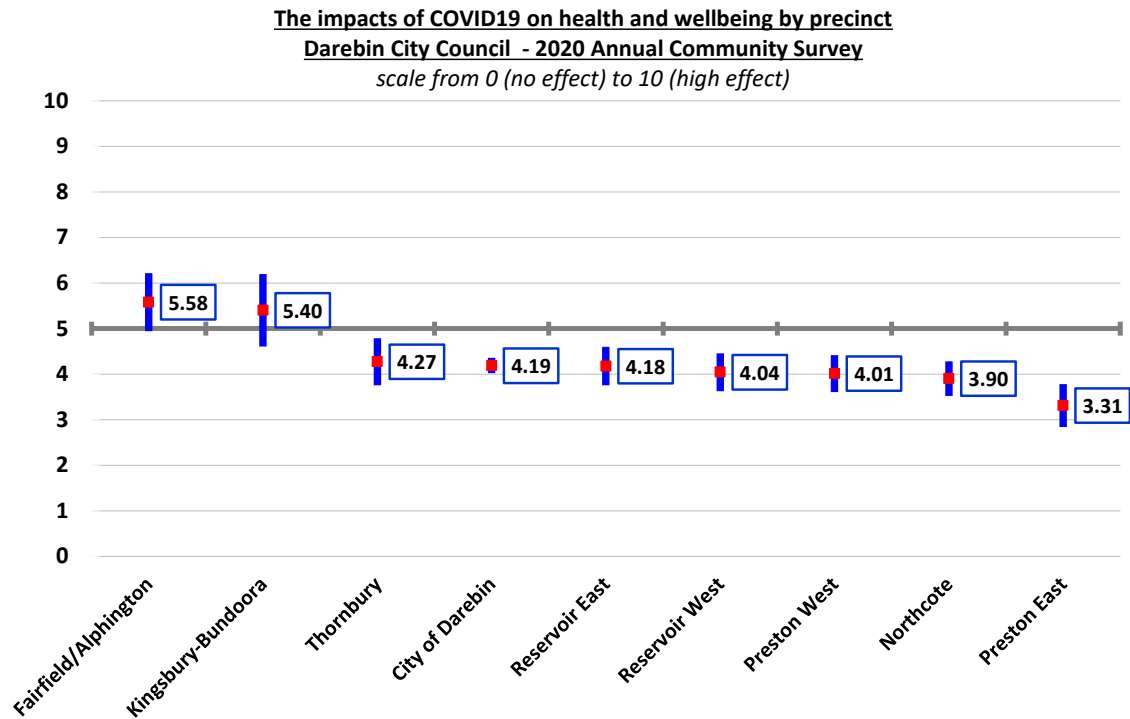



The impacts of COVID19 on health and wellbeing by respondent profile
Darebin City Council - 2020 Annual Community Survey
(Percent of respondent providing a response)



There was measurable and significant variation in the perceived impacts of COVID-19 on health and wellbeing observed across the municipality, as follows:

- **Fairfield-Alphington and Kingsbury-Bundoora** – respondents reported a measurably higher impact than the municipal average.
- **Preston East** – respondents reported a measurably lower impact than the municipal average.





The 292 respondents who rated the impact of COVID-19 on their health and wellbeing at six or more were asked the reasons why.

A total of 60 responses were received from these respondents, as outlined in the following table.

The most common reasons why respondents considered that COVID-19 was impacting on their health and wellbeing related to a lack of physical exercise due to gyms being closed and being inside at home.

There were a range of other responses provided, as outlined, including stress, having children at home away from their usual routine and activities, interruption of health treatments, and the impacts on social interaction and activities.



Reasons for rating the impact of COVID19 on health and wellbeing more than 6

Darebin City Council - 2020 Annual Community Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Gym closed, unable to go	5
Reduction of physical exercise	4
Can't go anywhere or do things	3
I am isolated right now. I don't feel good	3
Job loss and loss of income	3
Unable to see doctor	2
Affected my work	1
Anxiety	1
Attend specialist appointments	1
Because I live alone, I have to rely on other people to help	1
Because the restrictions, have to care of older families	1
Change in work dynamics	1
Changed my lifestyle completely, increase of poor diet because of stress	1
Closure of services as I have an 8 month child	1
Connection with the people has become less	1
Created stress, uncertainty about the children	1
Don't socialise, affects my lifestyle	1
Have to work from home using platforms not comfortable which is stressful	1
Health concern	1
I can't see my grand kids	1
I work as care giver	1
I'm a chemo patient, Darebin is a hotspot and I'm really worried due to my immunity	1
Increased levels of stress and lack of sleep	1
Isolated, child with problems	1
It's been difficult to be adjust. Not able to meet family it's been hard	1
It's being very stressful and increase workload	1
Kids can't have the activities they used to have	1
Kids studies have been effected, not being able to meet	1
Less motivated. Young children not happy	1
Lost business	1
Made us more worried and anxious	1
More stress	1
No parks opened	1
Not being able to go out leads to frustration	1
Not moving enough	1
Old age impacted a lot and scared	1
People not maintain social distancing, like cafe not follow up the rules, not enough sanitisers	1
Scaring a lot of people, army knocks on the door	1
Social aspect	1
Surgery cancellations and facility closures	1
Too frightened to go out	1
Two kids, mentally exhausted	1
Uncertainty of employment	1
Waiting for operation to put back	1
We can't socialise, limited family time	1
We don't have normal life any more	1

Total

60

183

Council's COVID19 Community and Local Business Resilience and Recovery Package

Respondents were asked:

“Are you aware that Council has developed a COVID19 Community and Local Business Resilience and Recovery Package to assist the community and local business now and into the coming year?”

One-fifth (20.9%) of respondents were aware that Council has developed a COVID-19 recovery package.

Aware of Council's COVID19 Community and Local Business Resilience and Recovery Package

Darebin City Council - 2020 Annual Community Survey

(Number and percent of respondents providing a response)

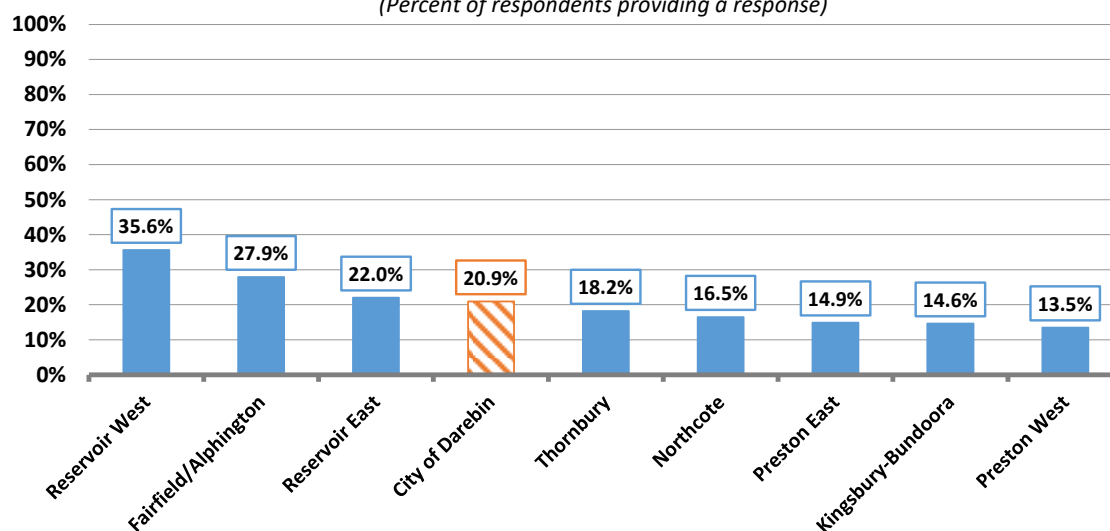
Response	2020	
	Number	Percent
Yes	210	20.9%
No	793	79.1%
Total	1,003	100%

There was measurable variation in awareness of the package observed across the municipality, with respondents from Reservoir West measurably and significantly more likely to be aware of the package than the municipal average.

Aware of Council's COVID19 Community and Local Business Resilience and Recovery Package by precinct

Darebin City Council - 2020 Annual Community Survey

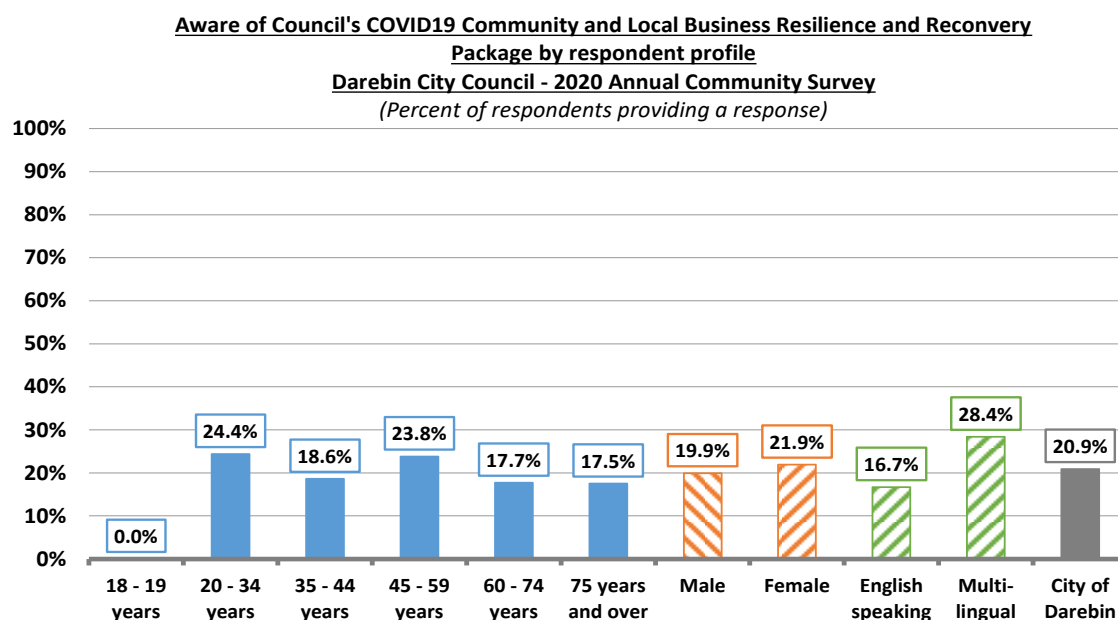
(Percent of respondents providing a response)



There was also some variation in this result observed by respondent profile, including age structure, gender, and language spoken at home, as follows:

- **Young adults (age 20 to 34 years) and middle-aged adults (aged 45 to 59 years)** – respondents were somewhat more likely than average to be aware of the package.
- **Language spoken at home** – respondents from multi-lingual households were measurably more likely to be aware of the package than respondents from English speaking households.

The significantly higher proportion of respondents from multi-lingual households reflects the measurably higher awareness reported by respondents from Reservoir West.



Satisfaction with aspects of Council's handling

Respondents were asked:

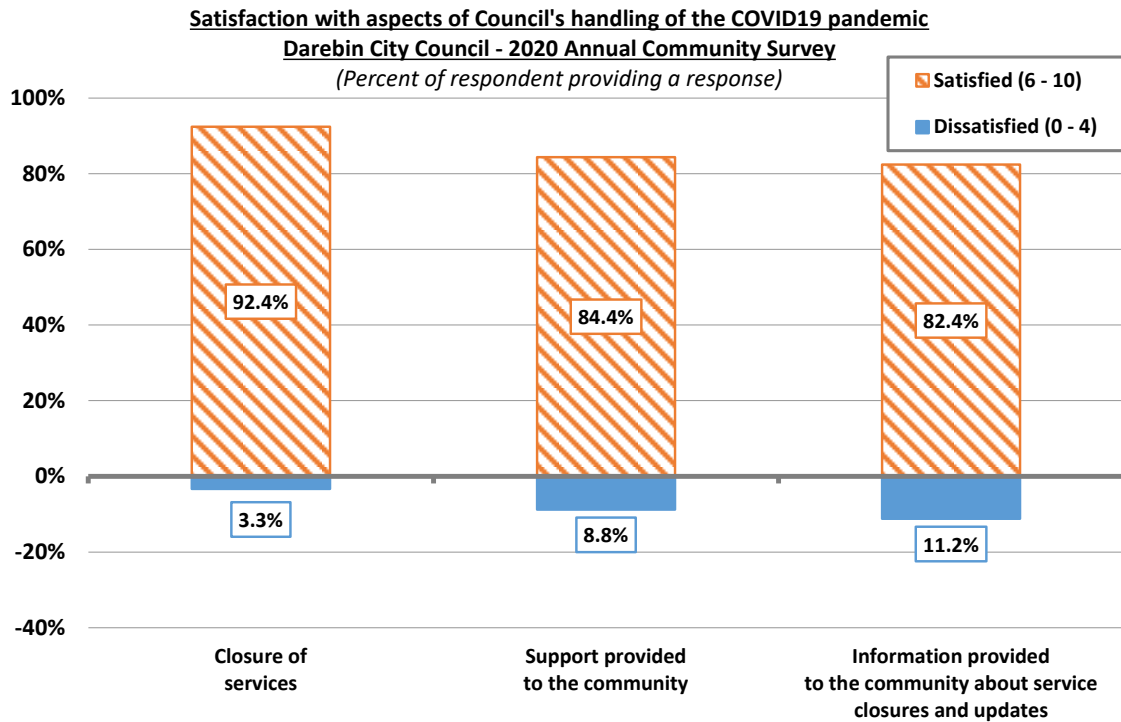
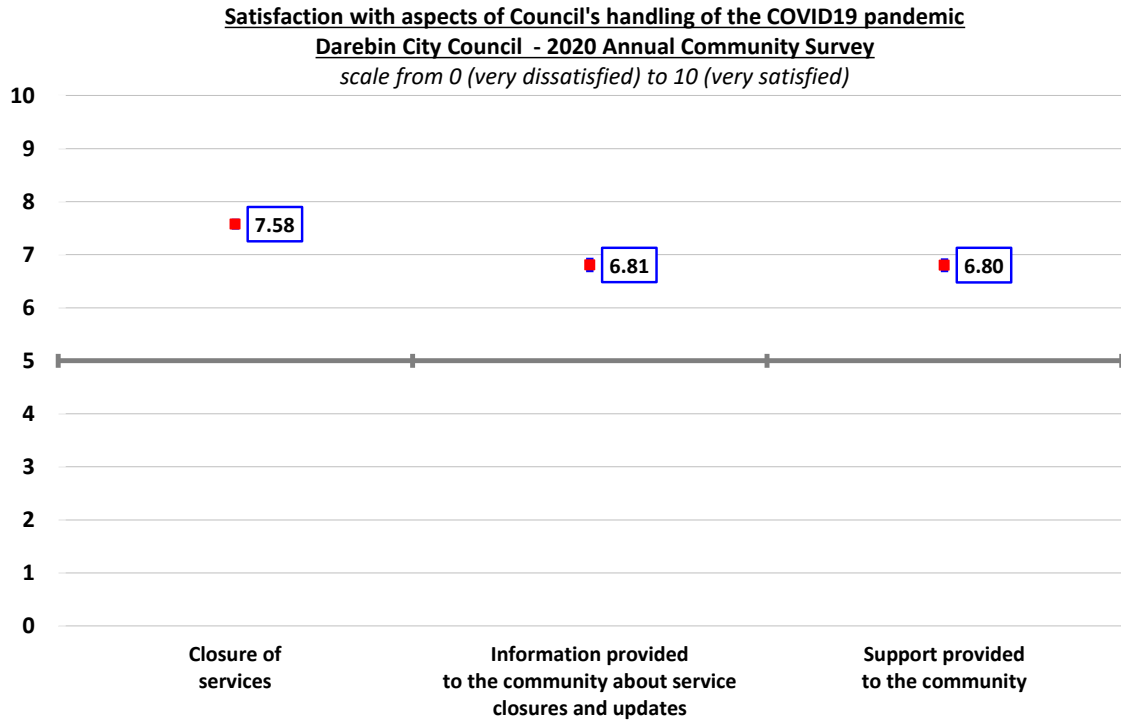
"On a scale of 0 (lowest) to 10 (highest), how do you rate Council's handling of the COVID19 pandemic with the following?"

Respondents were asked to rate Council's handling of the COVID-19 pandemic in terms of the closure of services, support provided to the community, and information provided to the community about service closures and updates.

Satisfaction with Council's handling of the COVID-19 pandemic can best be summarised as follows:

- **Very Good** – for the closure of services, with 92.4% satisfied and just 3.3% dissatisfied.

- **Good** – for the information provided to the community about service closures and updates and support provided to the community. Approximately four-fifths of respondents were satisfied with these two aspects, whilst approximately 10% were dissatisfied.



Satisfaction with aspects of Council's handling of the COVID pandemic

Darebin City Council - 2020 Annual Community Survey

(Number and percent of respondents providing a response)

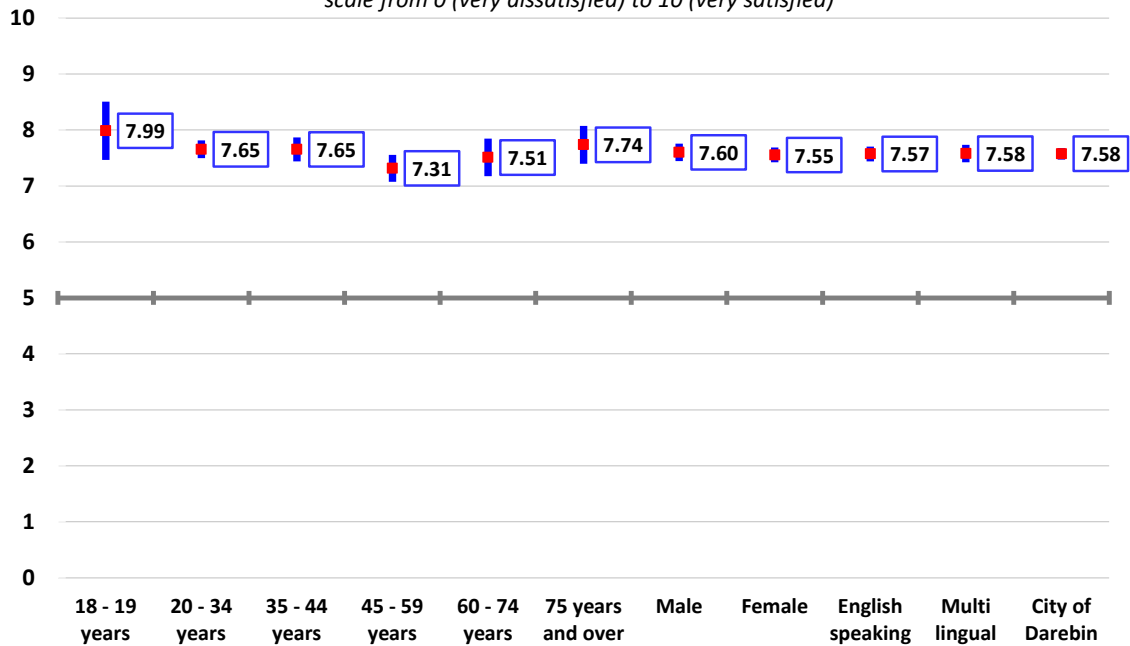
<i>Response</i>	<i>Dissatisfied (0 - 4)</i>	<i>Neutral (5)</i>	<i>Satisfied (6 - 10)</i>	<i>Can't say</i>
Closure of services	3.3%	4.3%	92.4%	148
Information provided to the community about service closures and updates	8.8%	6.7%	84.4%	218
Support provided to the community	11.2%	6.4%	82.4%	147

There was no statistically significant variation in satisfaction with the closure of services observed by respondent profile, although it is noted that middle-aged adults (aged 45 to 59 years) were somewhat less satisfied than other respondents.

Satisfaction with closure of services by respondent profile

Darebin City Council - 2020 Annual Community Survey

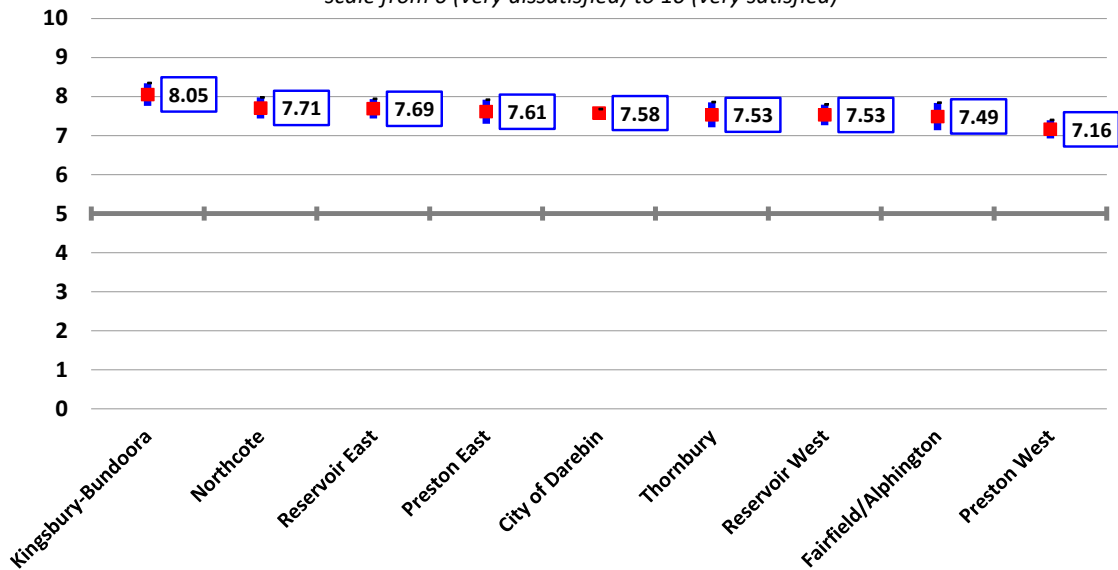
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in satisfaction with the closure of services observed across the municipality, as follows:

- ***Kingsbury-Bundoora*** – respondents were measurably more satisfied than the municipal average.
- ***Preston West*** – respondents were measurably less satisfied than the municipal average.

Satisfaction with closure of services by precinct
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

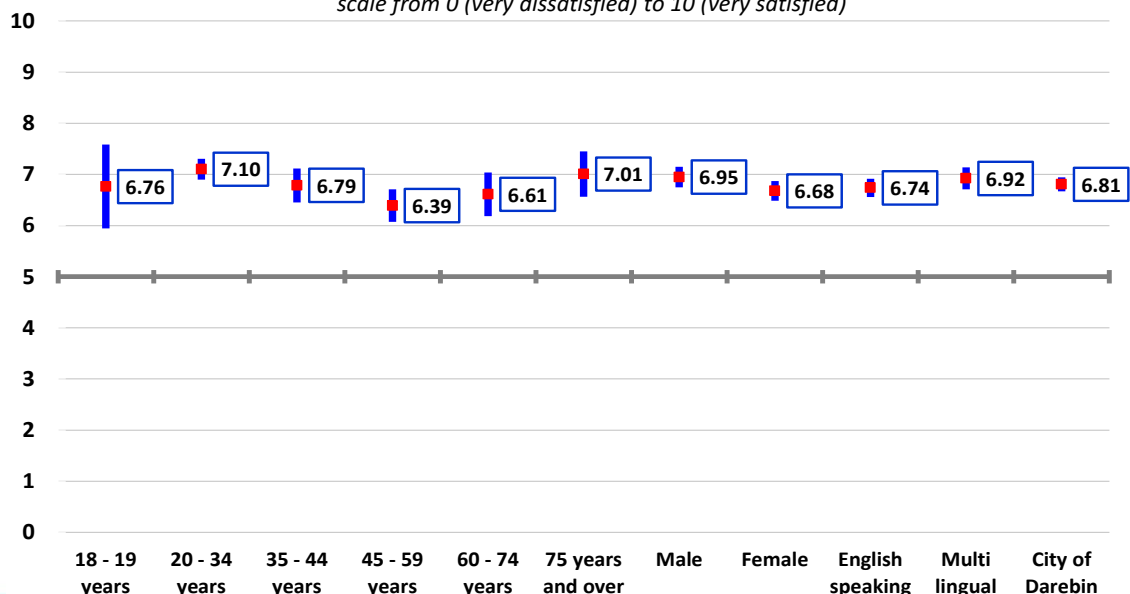


There was substantial variation in satisfaction with the information provided by Council to the community about service closures and updates observed by respondent profile:

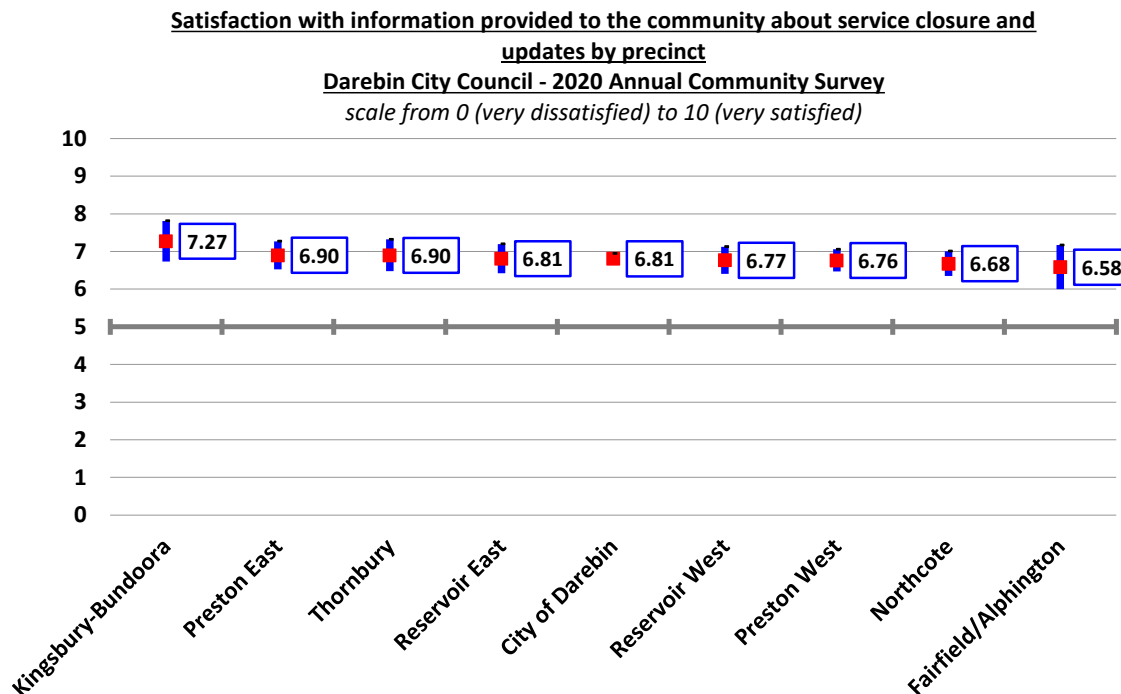
- **Young adults (aged 20 to 34 years)** – respondents were measurably more satisfied than the municipal average.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were notably but not measurably less satisfied than the municipal average.
- **Gender** – male respondents were notably but not measurably more satisfied than female respondents.

Satisfaction with information provided to the community about service closures and updates by respondent profile

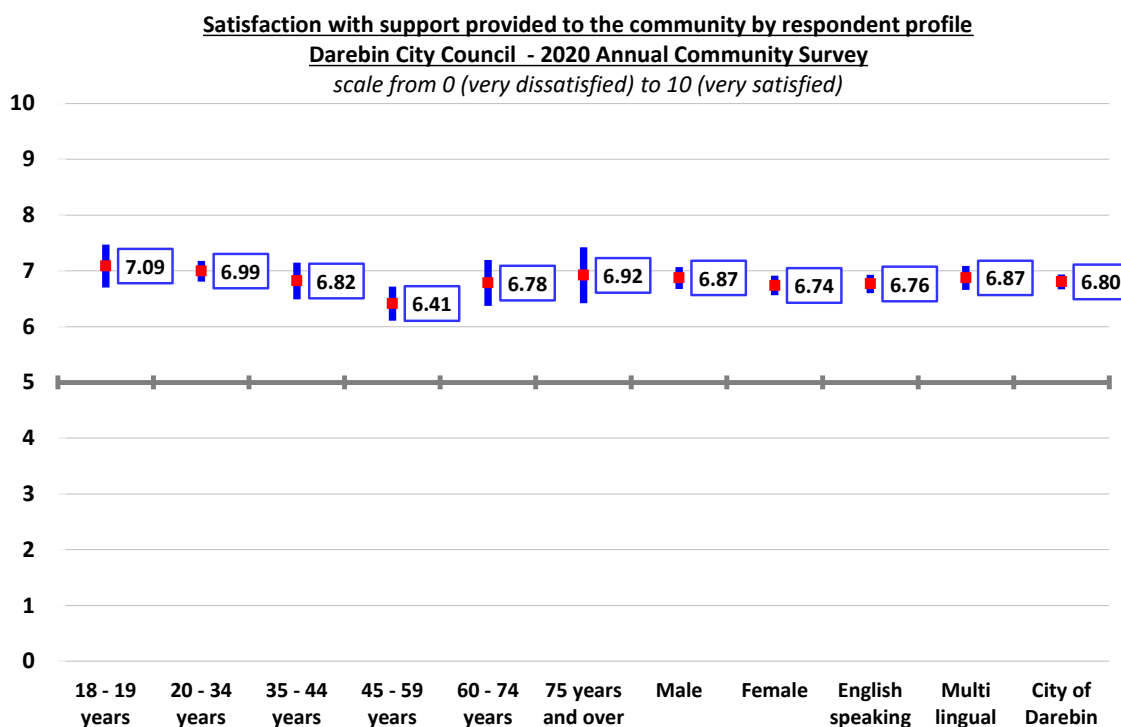
Darebin City Council - 2020 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



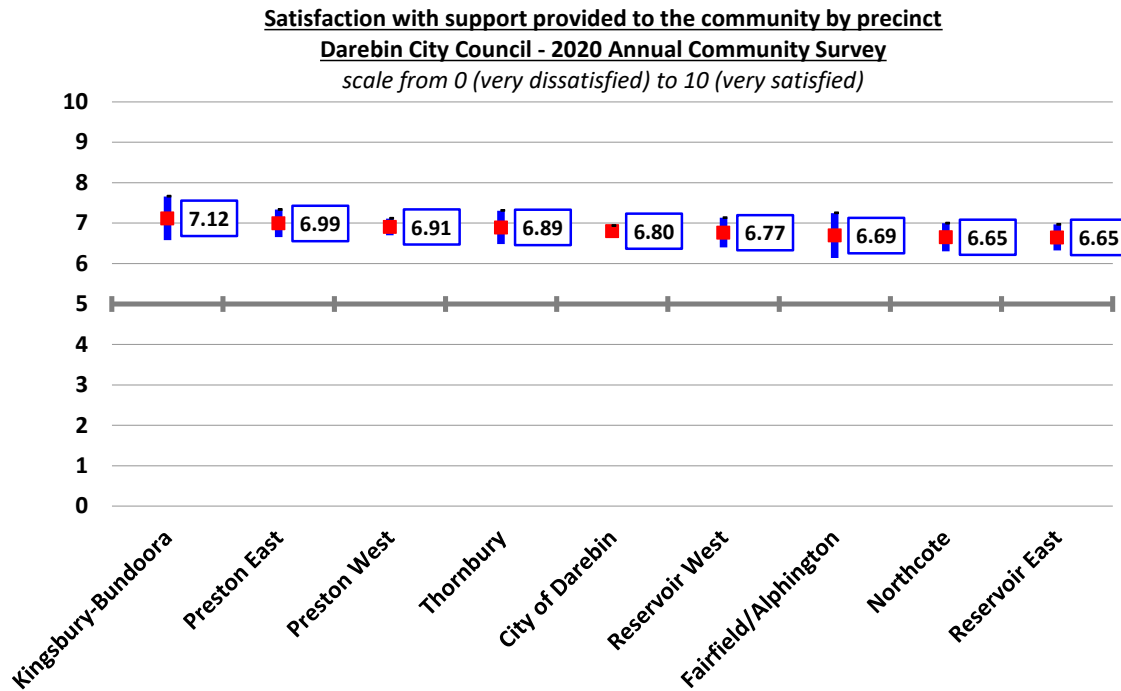
There was no statistically significant variation in satisfaction with information provided to the community about service closures and updates observed across the eight precincts.



There was no statistically significant variation in satisfaction with supported provided to the community observed by respondent profile, although it is noted that middle-aged adults (aged 45 to 59 years) were somewhat less satisfied than other respondents.



There was no statistically significant variation in satisfaction with supported provided to the community observed across the eight precincts comprising the City of Darebin.



The 88 respondents who were less satisfied with Council’s support to the community during the pandemic were asked the reasons why.

A total of 87 responses were received, as outlined in the following table.

The most common responses related to a perceived lack of information, including noticing any support from Council, or information about service closures, and generalised dissatisfaction with the situation.

Reasons for rating satisfaction with Council's handling of the COVID19 pandemic less than 6
Darebin City Council - 2020 Annual Community Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Have not got enough information	18
Lack of information	9
Haven't noticed any support	7
Haven't heard anything	6
There was no information about the services closures	5
Haven't received anything	3
Lack of communication	3
No support to community	3
Have not seen any response	2
Need more support	2
Not aware of anything	2
Being a hotspot help people in testing and support them to control the spread	1
Communication last and insufficient format, not focused on La Trobe area	1
Could be more	1
Daily swimming pools shifting decision making between YMCA and council	1
Did not get any updates	1
Don't even get the paper anymore	1
Hospital services	1
I can't go to doctor appointments	1
I did not know anything I had to find it myself	1
I don't feel supported by Darebin as such, not sure what Darebin has	1
I tried contacting the Council for a wheelchair sticker but they were closed. I didn't know they were	1
In Preston Market no social distancing. No enforcement	1
Miscommunication about the service closures	1
More information should be provided	1
No idea what support they are offering to the community	1
No information sources	1
Not communicating support	1
Not enough support provided to the temporary residents	1
Not happy	1
Not satisfied	1
Only been from the stage not Council	1
Only news	1
Poor communication	1
Support not targeted properly to businesses	1
There was not enough information and not enough support from the Council	1
They have not given enough notice	1
They have not updated enough, they have increased rates in this bad time	1
Total	87





Ways of Council assisting the community deal with the pandemic

Respondents were asked:

“In what ways do you feel that Council could best assist the community with the pandemic now / assist the community rebuild and reconnect when the pandemic passes?”

Respondents were asked in an open-ended question format, to list the ways in which they feel that Council could best assist the community both during the pandemic now and to assist the community rebuild and reconnect when the pandemic passes.

A little more than one-third (36.7%) of respondents listed at least one way that Council could assist the community now, at an average of a little more than one way each.

A little more than one-fifth (22.0%) of respondents listed at least one way that Council could assist the community rebuild and reconnect when the pandemic passes.

The most common ways in which respondents felt that Council could assist the community with the pandemic now included general communication and information (15.7%), assisting the elderly, homeless, and people at risk (5.4%), the enforcement of social distancing (3.4%), and support for small business (3.1%).

When asked how Council could assist the community rebuild and reconnect once the pandemic passes, the most common responses were community activities such as fetes, concerts, BBQs (8.7%), assisting small business (4.0%), communication and education (2.8%), and employment opportunities and the economy (1.7%).



Ways of assisting the community deal with the pandemic now

Darebin City Council - 2020 Annual Community Survey

(Number and percent of total respondents)

Response	2020	
	Number	Percent
More communication and information in general	157	15.7%
Assist the elderly, homeless, people at risk	54	5.4%
Enforcing restrictions / social distancing	34	3.4%
Support small businesses	31	3.1%
Cleanliness of public area	23	2.3%
Assist people under hardship policy	22	2.2%
Conduct tests	15	1.5%
Information on virus, cleanliness, social distancing	15	1.5%
Rates reduction	13	1.3%
Financial support	11	1.1%
Multi-lingual documentation / information	10	1.0%
Open up / return to normal	8	0.8%
Restrictions / lockdown to stop spread	7	0.7%
Availability of hand sanitisers and mask	5	0.5%
Counselling services	5	0.5%
Continue with closure, don't open up early	5	0.5%
Online services	5	0.5%
Essential services	5	0.5%
Checking on people	4	0.4%
Assistance with mental health	3	0.3%
Community consultation	3	0.3%
Backing the state government	3	0.3%
Assist international students	2	0.2%
Reduce unemployment	2	0.2%
Keep library, other spaces open with social distancing	2	0.2%
Continue what they are doing	2	0.2%
Meals on Wheels / food for needy people	1	0.1%
Cleanliness of equipment and public spaces	1	0.1%
Ensure safety of people	1	0.1%
Council governance / transparency	1	0.1%
Each suburb to have test centres	1	0.1%
Other	21	2.1%
Total responses	472	
<i>Respondents identifying at least one way</i>	368	(36.7%)

Ways of assisting the community rebuild and reconnect when the pandemic passes

Darebin City Council - 2020 Annual Community Survey

(Number and percent of total respondents)

<i>Response</i>	<i>2020</i>	
	<i>Number</i>	<i>Percent</i>
Community activities, fee, concert, BBQ	87	8.7%
Assisting small business	40	4.0%
Communication, education, information and awareness campaign	28	2.8%
Employment opportunities / economy	17	1.7%
Cleanliness of equipment, public spaces and high touch areas	12	1.2%
Financial support	10	1.0%
Community support / development	7	0.7%
Get normal services / facilities running	7	0.7%
Follow / support State government guidelines	6	0.6%
Rates reduction	5	0.5%
Continue / promote / monitor social distancing / crowd control	4	0.4%
Support / check on elderly, disabled and vulnerable	3	0.3%
Set up testing stations / increase testing	3	0.3%
Better financial management	3	0.3%
Planning / strategy for future	3	0.3%
Community engagement and inclusion	2	0.2%
Look after the homeless	2	0.2%
Free public transport and parking	1	0.1%
Counselling	1	0.1%
Support community organisations	1	0.1%
Assist those with mental health	1	0.1%
Slow return to normal	1	0.1%
More / better health facilities	0	0.0%
Other	8	0.8%
Total responses	252	
<i>Respondents identifying at least one way</i>	<i>221</i>	<i>(22.0%)</i>

Current issues for the City of Darebin

Respondents were asked:

“Can you please list what you consider to be the top three issues for the City of Darebin at the moment?”

Respondents were asked to nominate what they considered to be the top three issues for the City of Darebin “at the moment”.

A little more than half (54.7%) of respondents nominated an average of approximately two issues each. This is a decline on the approximately two-thirds (66.9%) of respondents who had nominated at least one issue in each of the three previous surveys.

The decline this year is likely due, at least in part, to the change in methodology from face-to-face interaction to telephone survey this year. Telephone surveys do not receive the same level of engagement that can be achieved face-to-face, and this will impact on the response to these large open-ended style questions.


It is also possible that the COVID-19 pandemic may well have had an impact on respondents’ capacity to consider other issues as important this year, or issues may have diminished due respondents spending more time at home (e.g. traffic management issues).

It is important to bear in mind that these responses are not to be read only as a list of complaints about the performance of Council, nor do they reflect only services, facilities, and issues within the remit of Darebin City Council. Many of the issues raised by respondents are suggestions for future actions rather than complaints about prior actions, and many are issues that are principally the responsibility of the state government.

Metropolis Research notes that the most raised issues to address for the City of Darebin this year remain consistent with those from previous years, including building, housing, planning, and development, traffic management, parking, and safety, policing, and crime. The following variations of note were observed:

- **Notable increase in 2020** – there was only one issue to report a notable increase in prominence this year, that being consultation, communication, and the provision of information (4.6% up from 2.4%).
- **Notable decrease in 2020** – there was a notable decrease this year in the proportion of respondents raising traffic management (8.2% down from 22.5%), parking (7.6% down from 14.1%), footpath maintenance and repairs (3.5% down from 6.1%), environment, conservation, and climate change (2.7% down from 6.0%), and rubbish and waste issues (0.9% down a little from 2.9%).





Attention is drawn to the fact that 19 respondents, representing 1.9% of the total sample, raised issues around COVID-19.

When compared to the results from the 2019 *Governing Melbourne* research, which was conducted independently by Metropolis Research including a sample of 1,200 respondents drawn from across all 31 metropolitan Melbourne municipalities, the following variations of note were observed:

- **Notably more prominent in Darebin** – includes building, housing, planning, and development (10.0% compared to 7.3%), consultation, communication, and the provision of information (4.6% compared to 1.5%), and public housing / homelessness (2.7% compared to 0.5%).
- **Notably less prominent in Darebin** – includes traffic management (8.2% compared to 20.3%), parking (7.6% compared to 14.6%), footpath maintenance and repairs (3.5% compared to 6.5%), street trees (3.3% compared to 6.5%), public transport (1.5% compared to 5.1%), rubbish and waste issues (0.9% compared to 3.9%), nature strips (0.5% compared to 6.5%), recycling collection (0.4% compared 3.6%). It is important to bear in mind that the lower proportion of respondents nominating issues this year may be a factor in these results this year.

It is noted that the 2019 *Governing Melbourne* research was conducted face-to-face, as per previous City of Darebin surveys, but this is different to the telephone methodology employed for the survey this year. It is possible that the lower response for some issues this year for the City of Melton compared to the metropolitan Melbourne results may reflect the different methodology for the survey this year, as well as the impacts of COVID-19 on the results.

The 2020 *Governing Melbourne* research was delayed due to the COVID-19 pandemic and shutdown. This report will be updated with 2020 comparative results as soon as it is possible to complete the 2020 *Governing Melbourne* research, which will be conducted by telephone as soon as possible after the lockdown.


The issues that appear to be negatively associated with satisfaction with Council's overall performance include road maintenance and repairs, building, housing, planning and development, parking, street trees, bicycle and bike tracks, and communication. These issues are discussed in more detail in the [Issues and overall satisfaction](#) section of this report.



Top issues for Council to address at the moment
Darebin City Council - 2020 Annual Community Survey
(Number and percent of total respondents)

<i>Issue</i>	<i>2020</i>		<i>2018</i>	<i>2017</i>	<i>2016</i>	<i>2019</i>
	<i>Number</i>	<i>Percent</i>	<i>- 2019</i>	<i>- 2018</i>	<i>- 2017</i>	<i>Metro.*</i>
Building, housing, planning and development	100	10.0%	10.5%	15.4%	14.1%	7.3%
Traffic management	82	8.2%	22.5%	26.6%	22.8%	20.3%
Parking	76	7.6%	14.1%	11.4%	10.1%	14.6%
Safety, policing and crime	63	6.3%	6.6%	7.0%	6.3%	6.3%
Street lighting	51	5.1%	4.7%	5.1%	2.8%	6.6%
Consultation, commun. and prov. of information	46	4.6%	2.4%	2.6%	3.7%	1.5%
Parks, gardens, open spaces	45	4.5%	5.7%	8.7%	8.6%	6.0%
Roads maintenance and repairs	45	4.5%	4.9%	7.4%	5.1%	7.0%
Bicycles and bike tracks	35	3.5%	2.5%	2.1%	3.4%	2.5%
Footpath maintenance and repairs	35	3.5%	6.1%	6.1%	5.4%	6.5%
Street trees	33	3.3%	4.6%	4.9%	4.6%	6.5%
Environment, conservation and climate change	27	2.7%	6.0%	4.4%	4.3%	3.0%
Preston market	27	2.7%	1.1%	1.4%	2.2%	n.a.
Public housing / homeless issues	27	2.7%	1.6%	1.4%	0.6%	0.5%
Cleanliness and maintenance of area	21	2.1%	2.3%	2.5%	1.2%	3.1%
COVID-19 issues	19	1.9%	n.a.	n.a.	n.a.	n.a.
Graffiti / vandalism	19	1.9%	0.5%	2.3%	1.1%	1.0%
Council financial management / governance	16	1.6%	1.9%	0.2%	0.0%	0.3%
Public transport	15	1.5%	2.2%	6.0%	5.6%	5.1%
Rates	15	1.5%	2.1%	0.0%	4.0%	3.2%
Street cleaning and maintenance	14	1.4%	3.2%	1.8%	2.1%	2.9%
Drug and alcohol issues	10	1.0%	0.4%	0.4%	0.3%	0.5%
Multicultural issues / cultural diversity	10	1.0%	0.9%	1.4%	1.9%	0.1%
Hard rubbish collection	9	0.9%	0.9%	0.7%	1.1%	1.9%
Rubbish and waste including garbage collection	9	0.9%	2.9%	5.3%	4.4%	3.9%
Drains maintenance and repairs	8	0.8%	1.7%	2.5%	1.6%	1.9%
Promoting comm. atmosphere, arts and culture	8	0.8%	0.4%	0.9%	1.6%	0.5%
Services and facilities for the elderly	8	0.8%	1.0%	1.5%	2.0%	0.7%
Green waste collection	7	0.7%	0.6%	0.3%	0.4%	2.0%
Dumped / illegal rubbish	6	0.6%	0.4%	0.5%	0.0%	n.a.
High Street issues	6	0.6%	n.a.	n.a.	n.a.	n.a.
Council customer service / responsiveness	5	0.5%	0.3%	0.1%	0.2%	0.6%
Nature strips	5	0.5%	n.a.	n.a.	n.a.	6.5%
Recycling collection	4	0.4%	2.4%	1.2%	1.8%	3.6%
All other issues (39 separately identified)	78	7.8%	8.2%	11.2%	21.1%	9.8%
Total responses	984		1,302	1,541	1,492	1,667
<i>Respondents providing at least one issue</i>	<i>549</i>		<i>670</i>	<i>751</i>	<i>734</i>	<i>849</i>
	<i>(54.7%)</i>		<i>(66.9%)</i>	<i>(75.1%)</i>	<i>(73.4%)</i>	<i>(69.4%)</i>

(*) 2019 metropolitan Melbourne average from Governing Melbourne



Whilst there was no statistically significant variation in the top issues for the City of Darebin observed across the municipality, attention is drawn to the following notable variation:

- **Reservoir East** – respondents were more likely than average to nominate consultation, communication, and the provision of information, public housing / homelessness issues, and COVID-19 issues.
- **Reservoir West** – respondents were more likely than average to nominate parking and road maintenance and repair related issues.
- **Preston East** – respondents were more likely than average to nominate parking, safety, policing and crime, road maintenance and repairs, footpath maintenance and repairs, and Preston Market related issues.
- **Preston West** – respondents were more likely than average to nominate building, housing, planning and development, Preston Market, bicycles and bike tracks, and public housing / homelessness related issues.
- **Northcote** – respondents were more likely than average to nominate building, housing, planning and development, traffic management, and environment, conservation, and climate change related issues.
- **Thornbury** – respondents were more likely than average to nominate street trees, Council's financial management / governance, and rates related issues.
- **Fairfield-Alphington** – respondents were more likely than average to nominate building, housing, planning and development, bicycles and bike tracks, and environment, conservation, and climate change related issues.



Top issues for Council to address at the moment by precinct

Darebin City Council - 2020 Annual Community Survey

(Percent of total respondents)

Reservoir East		Reservoir West	
Consultation, communi. and prov. of info.	7.1%	Parking	11.2%
Safety, policing and crime	6.4%	Roads maintenance and repairs	7.9%
Parks, gardens, open space	5.1%	Traffic management	7.9%
Street lighting	5.1%	Building, housing, planning, development	6.7%
Traffic management	4.5%	Safety, policing and crime	6.2%
Public housing / homeless issues	4.5%	Parks, gardens, open space	5.6%
Parking	3.2%	Street lighting	5.6%
Building, housing, planning, development	3.2%	Footpath maintenance and repairs	5.1%
COVID-19 issues	3.2%	Street trees	5.1%
All other issues	23.7%	All other issues	27.5%
Preston East		Preston West	
Parking	13.3%	Building, housing, planning, development	14.6%
Safety, policing and crime	11.2%	Preston market	10.2%
Traffic management	10.2%	Parking	9.5%
Building, housing, planning, development	9.2%	Roads maintenance and repairs	6.6%
Roads maintenance and repairs	7.1%	Safety, policing and crime	6.6%
Footpath maintenance and repairs	7.1%	Traffic management	6.6%
Street lighting	7.1%	Bicycles and bike tracks	6.6%
Preston market	6.1%	Parks, gardens, open space	5.8%
Consultation, communi. and prov. of info.	5.1%	Public housing / homeless issues	5.8%
All other issues	50.0%	All other issues	68.6%
Northcote		Thornbury	
Building, housing, planning, development	13.6%	Building, housing, planning, development	10.7%
Traffic management	13.1%	Street trees	7.4%
Street lighting	7.4%	Parks, gardens, open space	6.6%
Parking	6.8%	Parking	6.6%
Safety, policing and crime	6.3%	Bicycles and bike tracks	5.8%
Consultation, communi. and prov. of info.	5.7%	Footpath maintenance and repairs	5.0%
Environment, conservation, climate change	4.5%	Traffic management	5.0%
Public housing / homeless issues	4.0%	Council financial management / governance	5.0%
Public transport	3.4%	Rates	4.1%
All other issues	46.6%	All other issues	38.8%
Kingsbury-Bundoora		Fairfield/Alphington	
Building, housing, planning, development	9.3%	Building, housing, planning, development	14.3%
Traffic management	9.3%	Bicycles and bike tracks	11.1%
Parking	6.7%	Traffic management	9.5%
Roads maintenance and repairs	6.7%	Parks, gardens, open space	4.8%
Safety, policing and crime	5.3%	Environment, conservation, climate change	4.8%
Parks, gardens, open space	4.0%	Safety, policing and crime	3.2%
Street lighting	4.0%	Parking	1.6%
Consultation, communi. and prov. of info.	2.7%	Rates	1.6%
Bicycles and bike tracks	2.7%	Rubbish and waste issues	1.6%
All other issues	17.3%	All other issues	9.5%

There was also some variation observed by respondents' age structure, as follows:

- **Young adults (aged 20 to 34 years)** – respondents were more likely than average to nominate safety, policing, and crime, street lighting, and public housing / homelessness.
- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were more likely than average to nominate building, housing, planning, and development related issues.
- **Senior citizens (aged 75 years and over)** – respondents were more likely than average to nominate services and facilities for the elderly, Council financial management / governance related issue.

Top issues for Council to address at the moment by respondent profile


Darebin City Council - 2020 Annual Community Survey

(Percent of total respondents)

18 - 19 years		20 - 34 years	
Parks, gardens and open space	18.5%	Parking	9.3%
Roads maintenance and repairs	11.1%	Safety, policing and crime	9.3%
Street lighting	7.4%	Traffic management	9.3%
Bicycles and bike tracks	7.4%	Street lighting	8.7%
		Building, housing, planning, development	5.7%
		Footpath maintenance and repairs	5.1%
		Public housing / homeless issues	5.1%
		Consultation, communi. and prov. of info.	4.2%
		Parks, gardens and open space	3.6%
		All other issues	35.9%

35 - 44 years		45 - 59 years	
Building, housing, planning, development	9.4%	Building, housing, planning, development	14.7%
Parking	6.8%	Parking	8.5%
Parks, gardens and open space	6.3%	Traffic management	8.5%
Traffic management	6.3%	Safety, policing and crime	6.7%
Roads maintenance and repairs	5.7%	Roads maintenance and repairs	5.4%
Safety, policing and crime	5.7%	Street trees	4.9%
Street lighting	4.7%	Consultation, communi. and prov. of info.	4.5%
Consultation, communi. and prov. of info.	4.7%	Preston market	4.5%
Bicycles and bike tracks	4.2%	Parks, gardens and open space	4.0%
All other issues	39.1%	All other issues	60.3%

60 - 74 years		75 years and over	
Building, housing, planning, development	15.5%	Building, housing, planning, development	10.4%
Traffic management	10.1%	Traffic management	7.3%
Parking	8.5%	Consultation, communi. and prov. of info.	5.2%
Consultation, communi. and prov. of info.	6.2%	Services and facilities for the elderly	4.2%
Footpath maintenance and repairs	5.4%	Council financial management / governance	4.2%
Parks, gardens and open space	3.9%	Roads maintenance and repairs	3.1%
Roads maintenance and repairs	3.9%	Parking	3.1%
Bicycles and bike tracks	3.9%	Cleanliness and maintenance of areas	3.1%
Street trees	3.9%	Footpath maintenance and repairs	3.1%
All other issues	29.5%	All other issues	31.3%



There was also some variation observed by respondents' gender, language spoken at home, and household disability status, as follows:

- **Male** – respondents were more likely than female respondents to nominate traffic management related issues.
- **Female** – respondents were more likely than male respondents to nominate parks, gardens, and open space related issues.
- **English speaking household** – respondents were more likely than respondents from multi-lingual households to nominate building, housing, planning and development, traffic management, parking, parks, gardens, and open spaces, and bicycles and bike tracks.
- **Multi-lingual household** – respondents were more likely than respondents from English speaking households to nominate safety, policing and crime and street lighting related issues.
- **Households with a member with a disability** – respondents were more likely than average to nominate street lighting and safety, policing, and crime related issues.



Top issues for Council to address at the moment by respondent profile

Darebin City Council - 2020 Annual Community Survey

(Percent of total respondents)

Male		Female	
Traffic management	9.8%	Building, housing, planning, development	10.5%
Building, housing, planning, development	9.4%	Parking	6.9%
Parking	8.4%	Traffic management	6.7%
Safety, policing and crime	6.1%	Safety, policing and crime	6.5%
Consultation, communi. and prov. of info.	5.4%	Street lighting	5.9%
Street lighting	4.2%	Parks, gardens, open space	5.7%
Roads maintenance and repairs	4.0%	Roads maintenance and repairs	5.0%
Footpath maintenance and repairs	3.8%	Bicycles and bike tracks	3.8%
Parks, gardens, open space	3.1%	Consultation, communi. and prov. of info.	3.6%
All other issues	44.1%	All other issues	41.9%

English speaking		Multi-lingual	
Building, housing, planning, development	12.1%	Safety, policing and crime	9.1%
Traffic management	9.9%	Street lighting	8.9%
Parking	8.4%	Building, housing, planning, development	6.6%
Parks, gardens, open space	6.0%	Parking	6.4%
Consultation, communi. and prov. of info.	4.8%	Traffic management	5.5%
Bicycles and bike tracks	4.8%	Roads maintenance and repairs	4.4%
Safety, policing and crime	4.6%	Consultation, communi. and prov. of info.	4.2%
Roads maintenance and repairs	4.6%	Street trees	3.0%
Footpath maintenance and repairs	4.0%	Footpath maintenance and repairs	2.5%
All other issues	47.4%	All other issues	36.3%

Household members with a disability		Household members without a disability	
Building, housing, planning, development	11.5%	Building, housing, planning, development	10.0%
Street lighting	10.1%	Parking	8.2%
Traffic management	9.5%	Traffic management	8.1%
Safety, policing and crime	8.8%	Safety, policing and crime	5.9%
Parking	5.4%	Parks, gardens, open space	5.0%
Footpath maintenance and repairs	5.4%	Roads maintenance and repairs	4.8%
Cleanliness and maintenance of areas	4.1%	Consultation, communi. and prov. of info.	4.7%
Consultation, communi. and prov. of info.	4.1%	Street lighting	4.4%
Environment, conservation, climate change	4.1%	Bicycles and bike tracks	3.6%
All other issues	52.0%	All other issues	41.4%

Respondent profile

The following section of this report provides details as to the demographic profile of the respondents to the survey. These results do show that the survey methodology has obtained a sample of residents that is both highly consistent over time, as well as being reflective of the underlying population of the City of Darebin.

Age

Because the survey was conducted using a telephone survey methodology this year rather than the door-to-door methodology, the age structure of the respondents was less reflective of the underlying community. Consequently, the database was weighted by age and gender to ensure the final sample reflected the *Census* demographic profile. It is noted that the underlying sample did meet the 40% requirement of the *Performance Reporting Framework* prior to the weighting.

Age structure
Darebin City Council - 2020 Annual Community Survey
(Number and percent of respondents providing a response)

Age group	2020 (unweighted)		2020 (weighted)	2018-19	2017-18	2016-17	2015-16
	Number	Percent					
18 - 19 years	11	1.1%	2.7%	3.1%	2.8%	2.0%	2.4%
20 - 34 years	139	13.9%	33.3%	27.7%	29.1%	25.5%	26.7%
35 - 44 years	112	11.2%	19.2%	22.1%	21.6%	25.2%	24.3%
45 - 59 years	351	35.0%	22.4%	26.1%	24.7%	26.1%	25.9%
60 - 74 years	272	27.1%	12.9%	15.3%	15.9%	14.9%	13.8%
75 years and over	118	11.8%	9.6%	5.8%	5.8%	6.2%	6.8%
Not stated	0		0	12	2	1	1
Total	1,003	100%	1,003	1,002	1,000	1,000	1000

Gender

Gender
Darebin City Council - 2020 Annual Community Survey
(Number and percent of respondents providing a response)

Gender	2020		2018-19	2017-18	2016-17	2015-16	2014-15
	Number	Percent					
Male	478	47.7%	50.8%	45.1%	46.1%	48.1%	47.5%
Female	525	52.3%	49.1%	54.5%	53.5%	51.8%	52.4%
Other	0	0.0%	0.1%	0.4%	0.4%	0.1%	0.1%
Not stated	0		17	16	2	7	10
Total	1,003	100%	1,002	1,000	1,000	1000	800

Aboriginal or Torres Strait Islander

Identify as Aboriginal or Torres Strait Islander
Darebin City Council - 2020 Annual Community Survey
 (Number and percent of respondents providing a response)

Response	2020		2018-19	2017-18	2016-17	2015-16	2014-15
	Number	Percent					
Yes - Aboriginal	9	0.9%					
Yes - Torres Strait Islander	0	0.0%	0.6%	1.4%	1.3%	1.1%	0.9%
Yes - Aboriginal and Torres Strait Islander	1						
No	973	99.0%	99.4%	98.6%	98.7%	98.9%	99.1%
I prefer not to say	20		21	16	13	8	11
Total	1,003	100%	1,002	1,000	1,000	1,000	800

Sexuality

Sexuality
Darebin City Council - 2020 Annual Community Survey
 (Number and percent of respondents providing a response)

Response	2020	
	Number	Percent
Heterosexual	867	96.9%
Lesbian	6	0.7%
Gay	10	1.1%
Bisexual	10	1.1%
Queer	2	0.2%
I prefer not to say	108	
Total	1,003	100%

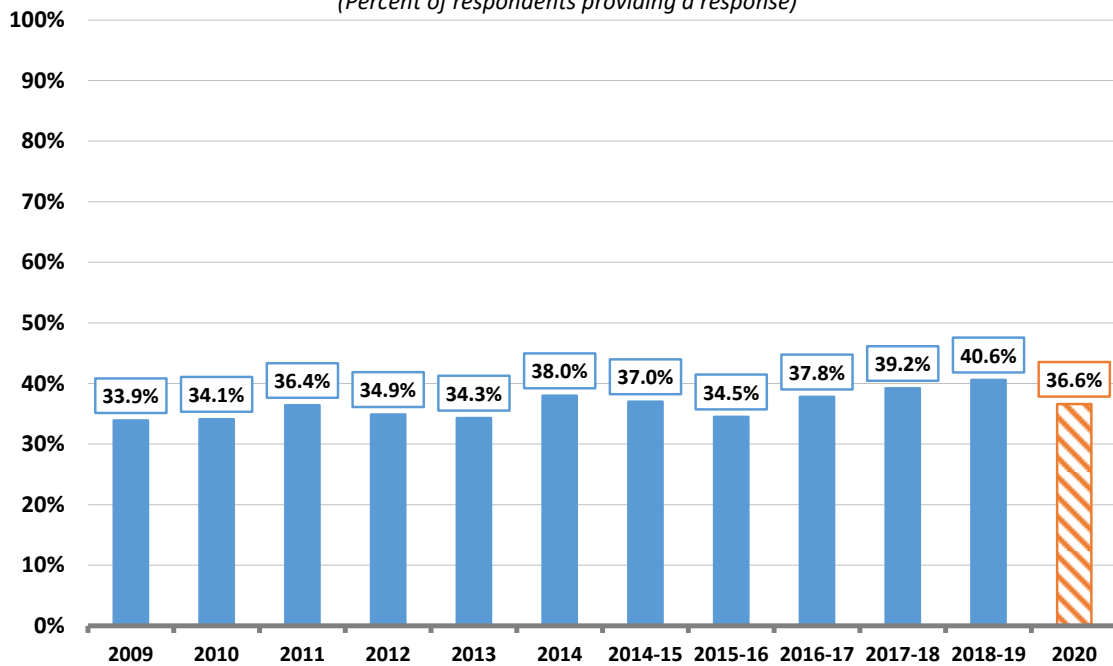
Disability

Household members identified as having a disability
Darebin City Council - 2020 Annual Community Survey
(Number and percent of respondents providing a response)

Disability	2020		2018-19	2017-18	2016-17	2015-16	2014-15
	Number	Percent					
Yes	148	15.2%	8.7%	10.5%	13.1%	10.2%	9.7%
No	827	84.8%	91.3%	89.5%	86.9%	89.8%	90.3%
Not stated	28		18	7	9	7	8
Total	1,003	100%	1,002	1,000	1,000	1,000	800

Language

Multi-lingual household
Darebin City Council - 2020 Annual Community Survey
(Percent of respondents providing a response)



Language spoken at home
Darebin City Council - 2020 Annual Community Survey
(Number and percent of respondents providing a response)

Language	2020		2018-19	2017-18	2016-17	2015-16	2014-15
	Number	Percent					
English	629	63.4%	59.4%	60.8%	62.2%	65.6%	63.0%
Italian	85	8.6%	8.3%	6.3%	7.9%	6.7%	8.6%
Greek	54	5.4%	4.9%	5.4%	5.8%	5.2%	5.5%
Arabic	27	2.7%	2.0%	1.8%	1.6%	1.5%	1.9%
Hindi	25	2.5%	3.0%	1.8%	2.0%	1.5%	3.0%
Mandarin	17	1.7%	2.5%	2.0%	2.0%	1.5%	1.9%
Spanish	15	1.5%	1.4%	2.3%	0.6%	0.7%	1.0%
French	12	1.2%	0.0%	0.9%	0.8%	0.5%	0.6%
Vietnamese	11	1.1%	1.3%	1.6%	2.1%	1.6%	1.5%
Tagalog (Filipino)	10	1.0%	0.4%	0.7%	0.5%	0.5%	0.0%
Nepali	9	0.9%	0.7%	1.3%	0.5%	0.2%	0.4%
Cantonese	6	0.6%	0.6%	0.8%	0.3%	0.2%	0.5%
Bengali	5	0.5%	0.0%	0.2%	0.5%	0.3%	0.1%
Bulgarian	5	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Croatian	5	0.5%	0.3%	0.3%	0.0%	0.0%	0.4%
German	5	0.5%	0.6%	0.4%	1.0%	0.7%	0.3%
Indonesian	5	0.5%	0.3%	0.2%	0.0%	0.0%	0.3%
Japanese	5	0.5%	0.2%	0.3%	0.1%	0.5%	0.3%
Macedonian	5	0.5%	1.2%	1.2%	2.2%	1.3%	1.0%
Punjabi	5	0.5%	0.8%	0.4%	0.6%	0.2%	0.9%
Sinhalese	5	0.5%	0.3%	0.4%	0.1%	0.3%	0.3%
Teluga	5	0.5%	0.4%	0.1%	0.0%	0.0%	0.0%
Chinese n.f.d.	4	0.4%	1.1%	0.8%	0.9%	1.9%	0.9%
Portugese	4	0.4%	0.5%	0.3%	0.4%	0.2%	0.1%
Maltese	3	0.3%	0.2%	0.6%	0.3%	0.3%	0.0%
Somali	3	0.3%	0.2%	0.2%	0.3%	0.4%	0.4%
Romanian	2	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%
Marathi	2	0.2%	0.3%	0.1%	0.0%	0.0%	0.0%
Urdu	2	0.2%	0.2%	0.2%	0.3%	0.4%	0.0%
All languages (22 separately identified)	22	2.2%	8.7%	8.4%	6.8%	7.7%	7.1%
Not stated	11		10	12	5	15	13
Total	1,003	100%	1,002	1,000	1,000	1,000	800

Current housing situation

Housing situation
Darebin City Council - 2020 Annual Community Survey
 (Number and percent of respondents providing a response)

Situation	2020		2018-19	2017-18	2016-17	2015-16	2014-15
	Number	Percent					
Own this home	455	48.3%	50.7%	48.1%	43.9%	42.5%	44.6%
Mortgage	180	19.1%	14.2%	16.3%	24.0%	25.5%	20.7%
Renting this home	284	30.1%	32.0%	31.7%	27.5%	28.2%	30.2%
Renting (<i>Office of Housing</i>)	10	1.1%	2.3%	2.9%	3.5%	2.8%	3.7%
Other arrangement	13	1.4%	0.8%	0.9%	1.1%	1.0%	0.9%
Not stated	61		33	14	13	10	11
Total	1,003	100%	1,002	1,000	1,000	1,000	800

Period of residence

Period of residence in the City of Darebin
Darebin City Council - 2020 Annual Community Survey
 (Number and percent of respondents providing a response)

Period	2020		2018-19	2017-18	2016-17	2015-16	2014-15
	Number	Percent					
Less than 1 year	14	1.4%	10.8%	12.0%	10.5%	9.4%	12.2%
1 to less than 5 years	141	14.6%	23.5%	23.6%	22.6%	23.2%	23.2%
5 to less than 10 years	159	16.4%	16.4%	17.2%	14.5%	15.2%	17.0%
10 years or more	655	67.6%	49.2%	47.2%	52.4%	52.2%	47.6%
Not stated	34		11	7	3	1	4
Total	1,003	100%	1,002	1,000	1,000	1,000	800

General comments

Respondents were asked:

“Do you have any further comments you would like to make?”

The following table outlines the general comments received from respondents at the conclusion of the survey.

These comments are presented verbatim in the following table, broadly categorised as follows:

- Council services and facilities – 19 comments.
- Rates – 12 comments.
- General positive – 11 comments.
- Parks, gardens, trees, and open spaces – 9 comments.
- Traffic, roads, and parking – 8 comments.
- Waste management – 8 comments.
- Communication, consultation, and engagement – 7 comments.
- Council governance, management, and responsiveness – 7 comments.
- Shops, restaurants, and entertainment venues – 7 comments.
- Street lighting – 5 comments.
- Comments on the survey – 5 comments
- Planning and development – 4 comments.
- Footpaths – 2 comments.
- Public transport – 2 comments.
- Safety, policing, and crime issues – 2 comments.
- Other – 6 comments.

General comments
Darebin City Council - 2020 Annual Community Survey
(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Council services and facilities</i>	
Council must take care of homeless people	2
Don't let the COVID-19 distract from climate change emergency initiative	2
Help people with vulnerability	2
At the moment, inequality in gender amongst sporting groups is a major concern. I'm part of sporting groups and I have been noticing it often	1
Create more job opportunities	1
Get to know people more and organise activities	1
Have more programs for the elderly	1
I found a guy shooting a syringe on Derby St. So this is what you mean by drug problem	1
Neighbourhood dog!!!	1
Put the Council office back in Northland	1
Reach out more and look after them regarding the COVID-19	1
Street art is good but graffiti is not	1
The counselling services have been excellent in Northcote	1
The library is wonderful	1
minority groups, should be whole community festival, enjoy all the colours	1
Work with the local club and make the community happy	1
Total	19
<i>Parks, gardens, trees and open spaces</i>	
Give more effort to greenery	3
Trees	2
Albert Rd grass on empty plot	1
Invest more on public spaces	1
Parks improvement	1
Some of parks more user friendly for different age groups, for older age groups: some BBQ and tables and chairs to take a rest	1
Total	9
<i>Safety, crime and policing</i>	
More security cameras in the area	1
Community safety is underestimated	1
Total	2



General comments
Darebin City Council - 2020 Annual Community Survey
(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Traffic, roads, parking</i>	
Changes to parking	2
Concrete bollards on road with improper lighting Greensborough Bypass and Plenty Rd	1
Issues with traffic in Henley St, traffic control should be followed	1
No parking in Smith Street Thornbury or around shops	1
People park on both sides	1
Speeding cars a problem	1
There is road rage	1
Total	8
<i>Waste management</i>	
hurry and even the papers fly away in recycling	1
Hard rubbish collection needed	1
Not enough hard rubbish spots	1
One hard rubbish day a year is a joke	1
Recycling a program	1
Garbage maintenance	1
Yellow and green bins must be replaced	1
Effort in educating more recycling for university students	1
Total	8
<i>Communication, consultation and engagement</i>	
A local news bulletin would be great	1
Council needs to make residents more aware	1
Give opportunities to tax payers to make decisions. Let us get involved	1
Improve communication for multilingual and not just social media	1
consultation	1
The community consultation has improved and its good	1
are listening	1
Total	7
<i>Council governance, management and responsiveness</i>	
Council needs to rebuild their reputation as a Council that can be trusted	2
The Council doesn't act when called	1
Get rid of the council	1
The Councilors have no power and the CEO does what they want	1
We want action, not just the results	1
Needs to be more proactive towards its people	1
Total	7

General comments
Darebin City Council - 2020 Annual Community Survey
(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Shops, restaurants and entertainment venues</i>	
Help small businesses more	2
Graffiti and dumping are the main issues	1
Leave the Preston Market as it is	1
Live music venues, theatre service people can sit to enjoy	1
More recreational facilities to be provided	1
Need more recreation facilities for young people	1
Total	7
<i>Rates</i>	
The financial burden is excessive for the services that we receive	4
Too expensive rate wise compared to many other suburbs	2
COVID-19 pandemic on local people with the loss of employment and reduced income	1
Give the value for money services	1
issues	1
Lower rates during COVID-19	1
Rates help for pensioners especially would be really helpful and good	1
Reduce the rates	1
Total	12
<i>Street lighting</i>	
Street lights not working properly	2
Assist with lighting, safety issue	1
Less lighting on streets is making it scary for me to walk to my apartment	1
More lighting in streets	1
Total	5
<i>Planning and development</i>	
No more high density buildings. Pleading for this	1
Population of Preston 140000 Northcote 24000 Thornbury 18000	1
infrastructure	1
Too many new developments	1
Total	4



General comments
Darebin City Council - 2020 Annual Community Survey
(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Footpaths</i>	
Footpaths are not maintained and the developments are creating issues	1
Please fix footpaths, I'm super paranoid and lost confidence	1
Total	2
<i>Public transport</i>	
Tram - push forward till Gilbert Rd, Edwardes St	1
Total	1
<i>Survey</i>	
Q26: is very offensive and homophobic	1
Really appreciate the survey	1
not have access to the internet	1
You conducted the survey very well	1
Cancel question regarding sexuality	1
Total	5
<i>General positive</i>	
Good creative Council	4
Darebin Council is very good, I am lucky to live here	1
Great place to live	1
Happy and satisfied in the area, no issues	1
Councils	1
Keep up the good work	1
The Council has done a pretty good job over all	1
Very well run Council	1
Total	11
<i>Other</i>	
Things could be done more better	3
Bird feeding	1
I am available for any help required. I am retired and happy to be volunteer	1
Issues with real estate agency, minimal involvement of Council	1
Total	6
Total	



Appendix One: survey form





Darebin City Council 2020 Annual Community Survey



Hello, my name is _____, and I am from Metropolis Research. We are a research company in Melbourne, and we are calling residents of the City of Darebin to complete a survey on behalf of Darebin Council.

The Council is required by government regulations to conduct a community satisfaction survey every year, and we would welcome your feedback on the performance of the Council.

We recognise that this is a difficult time for the community, so this year we are also asking a few questions about the impact of the coronavirus pandemic and the ways in which Council may assist the community at this time.

The survey is completely confidential and voluntary, and it takes approximately 10 to 15 minutes to complete.

If you have any questions about the survey, you may contact Darebin Council on 8470 8888 for more information.

Do we have your consent to go ahead?

Firstly, is there anyone between the ages of 15 and 34 years of age who could do the survey? If not, I'm happy to conduct the survey with you.

If questioned is this a scam?

No, I am from a Melbourne research company Metropolis Research undertaking a survey on behalf of Darebin Council.

If you would like to verify, please contact Darebin Council on 8470 8888.

If you are happy for me to call you back tomorrow once you have verified the survey I am happy to do so. If you would prefer not to participate, that is fine. Thank you for your time.

1

Have you contacted Darebin City Council in the last twelve months?
 Yes (go to Q.2) 1 No (go to Q.3) 2

2

On a scale of zero (lowest) to ten (highest) with five being neutral, how satisfied were you with the following aspects of service when you last contacted Darebin Council?

1. Satisfaction with the final outcome	0	1	2	3	4	5	6	7	8	9	10	99
2. Overall satisfaction with the customer service experience	0	1	2	3	4	5	6	7	8	9	10	99

On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with each service/facility?

1. The condition of sealed local roads	0	1	2	3	4	5	6	7	8	9	10	99
<i>Prompt if necessary: this includes local streets & roads managed by Darebin but excludes highways & main roads that are managed by VicRoads</i>												
<i>If rated less than 6, are there any roads of concern?</i>												
2. Maintenance of parks, reserves and the open space areas (including litter in parks)	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, are there any specific open spaces of concern?</i>												
3. Footpath maintenance and repairs	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, are there any locations of concern?</i>												
4. Weekly garbage collection	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
5. Litter collection in public areas	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, are there any locations of concern?</i>												
6. Maintenance and cleaning of shopping strips	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, are there any locations of concern?</i>												
7. The level of street lighting	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, are there any streets of concern?</i>												
8. Street sweeping	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
9. The level of dumped rubbish	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, are there any locations of concern?</i>												
10. The type / species of street trees	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
11. Regular recycling (e.g. paper, cardboard, bottles and cans)	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
12. Green waste recycling	Use				Yes				No			
Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												

3

13. The availability of bicycle parking	Use				Yes				No			
Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
If rated less than 6, are there any locations of concern?												
14. Darebin Libraries services	Use				Yes				No			
Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
If rated less than 6, why do you say that?												
15. Council festivals and events (including FUSE, Meet the Makers, Backyard Harvest)	Use				Yes				No			
Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
If rated less than 6, why do you say that?												

4

On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the following aspects of bike and shared paths?

1. The maintenance of off-road shared paths (e.g. St. Georges Rd shared path or Merri Creek Trail)	0	1	2	3	4	5	6	7	8	9	10	99
If rated less than 6, why do you say that, and are there any locations of concern?												
2. Safety of off-road shared paths	0	1	2	3	4	5	6	7	8	9	10	99
If rated less than 6, why do you say that, and are there any locations of concern?												
3. Links between off-road shared paths	0	1	2	3	4	5	6	7	8	9	10	99
If rated less than 6, why do you say that, and are there any locations of concern?												
4. Maintenance of on-road bike lanes (e.g. Victoria Street, Regent Street)	0	1	2	3	4	5	6	7	8	9	10	99
If rated less than 6, why do you say that, and are there any locations of concern?												
5. Links between on-road bike lanes	0	1	2	3	4	5	6	7	8	9	10	99
If rated less than 6, why do you say that, and are there any locations of concern?												
6. Council's performance providing information about and promoting cycling and walking in Darebin	0	1	2	3	4	5	6	7	8	9	10	99
If rated less than 6, why do you say that, and are there any locations of concern?												

5

On a scale of 0 (lowest) to 10 (highest) can you please rate your level of agreement with the following statements?

1. The public spaces, art works, arts and cultural infrastructure makes Darebin a better place to live	0	1	2	3	4	5	6	7	8	9	10	99
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Do you have any comments to make about public art in Darebin?

2. I / we are satisfied with Council's efforts in managing the issue of graffiti	0	1	2	3	4	5	6	7	8	9	10	99
--	---	---	---	---	---	---	---	---	---	---	----	----

Do you have any comments to make about graffiti in Darebin?

6

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

1. Council's support of diversity, inclusion and fairness	0	1	2	3	4	5	6	7	8	9	10	99
---	---	---	---	---	---	---	---	---	---	---	----	----

If rated less than 6, why do you say that?

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2. Council's performance in communicating its programs and services	0	1	2	3	4	5	6	7	8	9	10	99
---	---	---	---	---	---	---	---	---	---	---	----	----

If rated less than 6, why do you say that?

--

3. Council's performance in community consultation and engagement <i>(e.g. seeking opinion and engaging with the community on key local issues requiring decisions by Council)</i>	0	1	2	3	4	5	6	7	8	9	10	99
---	---	---	---	---	---	---	---	---	---	---	----	----

If rated less than 6, why do you say that?

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4. Council's performance in making decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
--	---	---	---	---	---	---	---	---	---	---	----	----

If rated less than 6, why do you say that?

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5. Council's performance in lobbying and making representations on key issues that affect the local community	0	1	2	3	4	5	6	7	8	9	10	99
---	---	---	---	---	---	---	---	---	---	---	----	----

If rated less than 6, why do you say that?

--

7

On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of planning and development in the City of Darebin.

1. The appearance and quality of new developments in your area	0	1	2	3	4	5	6	7	8	9	10	99
If rated less than 5, why do you say that, and are there any specific locations or developments of concern?												
2. The number of new developments	0	1	2	3	4	5	6	7	8	9	10	99

8

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?

1. Overall performance of Council	0	1	2	3	4	5	6	7	8	9	10	99
Why do you say that? (surveyor note: ask this for all respondents regardless of rating)												
<input type="text"/>												
<input type="text"/>												
<input type="text"/>												

9

On a scale of 0 (lowest) to 10 (highest), how safe do you feel?

1. In public areas of the City of Darebin during the day	0	1	2	3	4	5	6	7	8	9	10	99
2. In the public areas of the City of Darebin at night	0	1	2	3	4	5	6	7	8	9	10	99
If rated less than five, why do you say that?												
<input type="text"/>												
<input type="text"/>												

10

Can you please list what you consider to be the top three issues for the City of Darebin at the moment?

Issue One:	<input type="text"/>
Issue Two:	<input type="text"/>
Issue Three:	<input type="text"/>

Council's top priority is the safety of our community, and we are taking significant measures to limit the spread of COVID19 and promote good health, goodwill, kindness, patience and compassion in our workplace and community. It would greatly help us to understand a little about how you are coping, how well Council and government is responding to your needs, and what role you see for council in assisting the community.

11

On a scale of 0 (very low) to 10 (very high), how well do you feel that you and your household are coping with the impacts of COVID19?

1. Financially	0	1	2	3	4	5	6	7	8	9	10	99
2. Socially	0	1	2	3	4	5	6	7	8	9	10	99
3. Emotionally	0	1	2	3	4	5	6	7	8	9	10	99
4. Physically	0	1	2	3	4	5	6	7	8	9	10	99

12

On a scale of 0 (no effect) to 10 (high effect), how has COVID19 affected your personal health and wellbeing?

1. Impact on health and wellbeing	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated more than 6, how has it affected your health and wellbeing?</i>												

13

Are you aware that Council has developed a COVID19 Community and Local Business Resilience and Recovery Package to assist the community and local business now and into the coming year?

Yes 1 No 2

14

On a scale of 0 (lowest) to 10 (highest), how do you rate Council's handling of the COVID19 pandemic with the following?

1. Closure of services (<i>i.e. customer service centres, libraries and leisure centres</i>)	0	1	2	3	4	5	6	7	8	9	10	99
2. Information provided to the community about service closures and updates	0	1	2	3	4	5	6	7	8	9	10	99
3. Support provided to the community	0	1	2	3	4	5	6	7	8	9	10	99
<i>If any rated less than 6, why do you say that?</i>												

15

In what ways do you feel that Council could best?

Assist the community to deal with the pandemic now	1	
	2	
	3	
Assist the community to rebuild and reconnect when the pandemic passes	1	
	2	
	3	

16**Please indicate which of the following age groups best describes you?**

15 - 19 Years	1	45 - 59 Years	4
20 - 34 Years	2	60 - 74 Years	5
35 - 44 Years	3	75 Years or Over	6

17**What is your gender?**

Male	1	I identify as _____	3
Female	2	I Prefer not to say	9

18**Are you of Aboriginal or Torres Strait Islander origin?**

Yes - Aboriginal	1	No	4
Yes - Torres Strait Islander	2	I prefer not to say	9
Yes - Aboriginal and Torres Strait Islander	3		

19**In terms of sexuality, do you think of yourself primarily as?**

Heterosexual	1	Queer	5
Lesbian	2	I identify as _____	6
Gay	3	I prefer not to say	9
Bisexual	4		

20**Do any members of this household speak a language other than English at home?**

English only	1	Other : _____	2
--------------	---	---------------	---

21**Do any members of this household identify as having a disability?**

Yes	1	No	2
-----	---	----	---

22**Which of the following best describes the current situation of this household?**

Own this home	1	Renting from the Office of Housing	4
Mortgage (<i>paying-off this home</i>)	2	Other arrangement	5
Renting this home	3	Can't say	9

23**How long have you lived in the City of Darebin?**

Less than 1 year	1	5 to less than 10 years	3
1 to less than 5 years	2	10 years or more	4

24**Do you have any other comments you would like to make?**

**Thank you for your time
Your feedback is most appreciated**

Council will publish the full results of this survey on its website in a few months.



**CITY OF
DAREBIN**

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