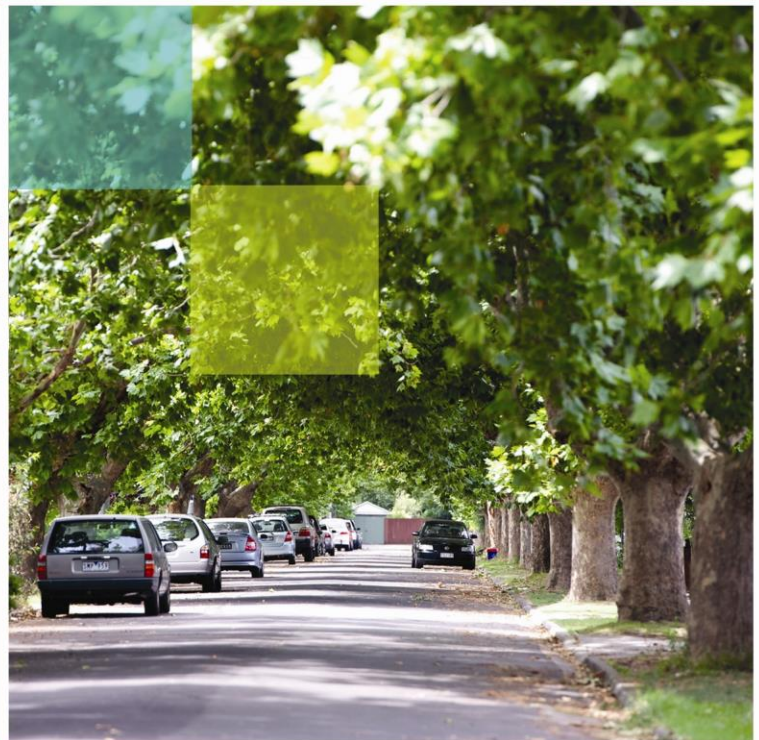


# 2021 ANNUAL COMMUNITY SURVEY SUMMARY REPORT

June 2021



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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, doorstep interview survey again this year. Consequently, the survey was conducted as a telephone interview for the second consecutive year.

The surveying was all completed over three weeks in May 2021 and includes a sample of 1,000 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 2.3% this year, down from 7.07 to 6.91 out of a potential ten.

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

Satisfaction with Darebin City Council’s overall performance is almost identical to the metropolitan Melbourne average of 6.92 as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

More than four-fifths (84.7% down from 87.5%) of respondents were satisfied with Council’s overall performance, whilst 8.0% (up from 6.1%) were dissatisfied.


There was some statistically significant variation in satisfaction with Council’s overall performance observed across the municipality, with respondents from Kingsbury/Bundoora measurably more satisfied than 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** - young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), rental (both public and private) households, and new and newer residents of Darebin (less than five years in Darebin) tended to be more satisfied.
- ⊗ **Lower than average satisfaction** – middle-aged and older adults (aged 45 to 74 years), homeowners and mortgagees, and long-term residents of Darebin (ten years or more) tended to be less satisfied than average.

It is noted again this year that the COVID-19 pandemic has significantly reduced the number of new residents in the municipality, down from 10.8% in 2019 to 1.2% this year. This will have materially affected overall satisfaction over the last two years, as new residents have always recorded measurably higher than average satisfaction with Council.





The issues most associated with lower satisfaction with Council's overall performance for the respondents raising these issues included building and development, communication, roads, and parking. Respondents who raised these issues, on average, rated overall satisfaction with Council at "poor" levels.

The services most associated with lower satisfaction with Council's overall performance included the maintenance and cleaning of shopping strips, green waste recycling, and garbage collection. In other words, respondents dissatisfied with these services were the least satisfied with Council's overall performance.

Consistent with the small decline in satisfaction with Council's overall performance, the average satisfaction with the five aspects of [governance and leadership](#) decreased by 3.4% this year, down from 7.10 to 6.86, although it remains at a "good" level.

Metropolis Research notes that satisfaction with aspects of governance and leadership, particularly those around communication and consultation have declined in several municipalities surveyed in 2021.

Respondents rated as "very good" Council's support of diversity, inclusion, and fairness (7.58). This result strongly suggests that Council is effectively engaging with its diverse and multicultural community.

Respondents rated as "good" the core aspects of governance and leadership including communicating its programs and services (6.82), making decisions in the interests of the community (6.81), lobbying, and making representations on key issues (6.57), and community consultation and engagement (6.51).


There were 15 [Council services and facilities](#) included in the survey, and the average satisfaction with these services and facilities was stable this year 7.52 this year, a "very good" level. 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 (6.91).

Of the 15 services and facilities, only footpath maintenance and repairs (6.66) reported a satisfaction score lower than overall satisfaction with Council.

There was a decline in satisfaction with [Customer service](#) this year, with "overall satisfaction with the customer service experience" declining 8.5% to 6.98, which is a "good" down from a "very good" level. Satisfaction with the "final outcome" also declined somewhat this year, down 2.7% to 6.87, although it remains "good".

Almost three-quarters (70.4%) of respondents reported that they were given clear timeframes and point of contact when they first contacted Council with their query. More than four-fifths (83.7%) reported that their query was resolved either after one, or two to three contacts. Almost two-thirds (64.7%) reported that their query was resolved within the timeframes provided.





There were two aspects of [planning and development](#) included in the survey this year. Satisfaction with the appearance and quality of new developments (6.41 down from 6.51) and satisfaction with the number of new developments (6.08 down from 6.29). Satisfaction with both declined 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 1.1% to 8.37 out of 10. This result was measurably lower than the metropolitan Melbourne average of 8.71. Just 2.6% (up from 2.5%) 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 also increased measurably this year, reversing most of the decline recorded last year, down 3.5% to 6.74. This result was marginally but not measurably lower than the metropolitan Melbourne average of 6.98. Three-quarters (77.2% up from 73.6%) of respondents felt safe in the public areas of the municipality at night, whilst 14.2% (down from 16.8%) felt unsafe.

It is noted that female respondents felt measurably and significantly (11.6%) less safe in the public areas of Darebin at night than male respondents.

When asked to rate their agreement with seven statements about [getting around in the local area](#), approximately three-quarters or more of the respondents agreed with all seven statements, with the strongest average agreement for “my street is pleasant and beautiful for me to walk in” (7.44) and the lowest agreement for “I am satisfied with Council’s performance providing information about and promoting cycling and walking in Darebin” (6.48).

The [top issues for the City of Darebin “at the moment”](#) remain building, housing, planning and development (9.6%), parks, gardens, and open spaces (5.9%), traffic management (5.8%), street lighting (4.0%), street trees (4.0%), footpath maintenance and repairs (3.9%), and parking (3.9%).

Taken as a whole, the *Community Survey* this year continues to report a “good” level of satisfaction with the overall performance of Darebin City Council, its governance and leadership performance, customer service, and a “very good” level of satisfaction with the delivery of most of the 15 included services and facilities.

The major issues of community concern continue to include roads and traffic, car parking, and the nature and extent of new housing development occurring in Darebin, as well as some issues with street lighting, street trees, and parks and gardens. 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 that emerged in the City of Darebin this year that appear to have to be significant factors impacting on the community’s satisfaction with the performance of Council.



## Introduction

Metropolis Research was commissioned by the Darebin City Council to conduct this, its 22<sup>nd</sup> *Annual Community Satisfaction Survey*.

The aim of the survey is to provide Council with a comprehensive picture of the community's satisfaction with 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, the 2021 survey includes a more detailed examination of issues with getting around in the local area, including the pleasantness and beauty of the local area for walking, footpath safety for adults and children, safe street crossings, shade, satisfaction with Council performance providing information about and promoting walking in Darebin, and safety for children cycling to school.

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 Satisfaction Survey* measures community perception of safety in public areas of Darebin. The *Community Satisfaction 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 a reliable 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 from 23<sup>rd</sup> of April to the 17<sup>th</sup> of May 2021.

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

Several (up to approximately four) attempts were made to contact each randomly selected telephone number, to give the household multiple opportunities to participate.





A total of 1,000 surveys were conducted from a random sample of 15,077, residential telephone numbers, including mostly mobile phone numbers but also including landlines where available.

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 15,077 telephone numbers, the following results were obtained:

- No answer - 10,735.
- Refused - 2,491.
- Call back another time - 851.
- Completed - 15,077.

This provides a response rate of 28.6%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated. This is up marginally on the 26.2% response rate achieved in 2020 which was also conducted by telephone, but down on the 33.7% recorded in 2019. Metropolis Research notes, however, that the response rate is good for a telephone survey, which reflects well on community engagement with Council.

There were a small number of respondents (approximately 20 to 25) who appeared to refuse to participate because they said “do not speak English, including some who simply hung up during or immediately after the introduction. Because the survey was conducted by telephone, the same level of interaction is not possible as with the door-to-door methodology, and it is difficult to make assumptions about whether residents who unable to interact with the staff due to language or were using language as an easy way to decline.

In addition, there were approximately 10 interactions where the survey was implemented in either part or fully in a language other than English, including some in Indian languages and some in Mandarin or Cantonese.

The 95% confidence interval (margin of error) of these results is plus or minus 3.4% 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 1,000 respondents, and an underlying population of the City of Darebin of 166,430.

The 95% confidence level around the precinct level results is approximately plus or minus 12%, based on an average sample size of approximately 65 respondents. The 95% confidence level around the gender-based results is approximately plus or minus 5%, and for the age groups averages around plus or minus 7%.



## ***Governing Melbourne***

*Governing Melbourne* is an independent survey of the metropolitan Melbourne community undertaken annually by Metropolis Research since 2010.

*Governing Melbourne* is a survey of 1,200 respondents usually, but only 600 this year due to COVID-19, drawn in equal numbers from each of the 31 municipalities across metropolitan Melbourne.

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

This report provides some comparisons against the 2020 metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area. Additional comparisons to other groups of councils (e.g., middle-ring councils, northern region councils) are available on request.

## ***Glossary of terms***

### ***Precinct***

The results of this report are presented at both the municipal and precinct level. The term precinct is used by Metropolis Research to describe the sub-municipal areas for which results are presented, as agreed with officers of Council. The precinct boundaries are most often the sub-municipal areas as presented in Council’s *Community Profile* as published by i.d Consulting.

### ***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 nonetheless provide some insight into the variation in community sentiment across the municipality or between groups within the community, or in changes in results over time.

### *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, based on a one-sample t-test.

The margin of error around percentage results presented in this report at the municipal level is plus or minus 3.5%.

### *Satisfaction categories*

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results.

Metropolis Research has worked primarily with local government and developed these categories as a guide to satisfaction with the performance of local government across a wide range of service delivery and policy related areas of Council responsibility.

The scores presented in the report and are designed to give a general context about satisfaction with variables in this report, and are 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 of 5.5 to less than 6 are categorised as poor.
- ⊗ **Very Poor** - scores of 5 to less than 5.5 are categorised as very poor.
- ⊗ **Extremely Poor** – scores of less than 5 are categorised as extremely poor.

## Summary of results

The following is a summary of the results from the *Darebin City Council – 2021 Annual Community Survey*.

### Overall performance

- Satisfaction with Council’s overall performance declined 2.3% this year from 7.07 to 6.91 but remains at a “good” level of satisfaction.
- This result was almost identical to the 2021 metropolitan Melbourne average of 6.92.
- More than four-fifths (84.7% down from 87.5%) of respondents were satisfied with Council’s overall performance, whilst eight percent (up from 6.1%) were dissatisfied.
- Respondents from Kingsbury/Bundoora were marginally but not more satisfied than the municipal average and at a “very good” level of satisfaction.
- Young adults (aged 18 to 34 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.
- Rental household respondents (both public and private) were measurably more satisfied with Council’s overall performance, whilst 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 declined 3.4% this year, down from 7.10 to 6.86, although it remains “good”.
- Satisfaction with the five aspects of governance and leadership were as follows:
  - Support of diversity, inclusion, and fairness (7.58 down from 7.68) “very good”
  - Communicating its programs and services (6.82 down from 7.13) “good”
  - Making decisions in the interests of the community (6.81 down from 6.88) “good”
  - Lobbying and making representations on key issues (6.57 down from 6.91) “good”
  - Community consultation and engagement (6.51 down from 6.91) “good”.

### Council services and facilities

- The average satisfaction with the 15 included Council services and facilities was 7.51, almost identical to the 7.53 recorded last year, and it remains “very good”.
- Satisfaction with the 15 services and facilities included in the survey were as follows:
  - Darebin Libraries (8.39 up from 8.26) “excellent”
  - Weekly garbage collection (8.33 down from 8.58) “excellent”
  - Green waste collection service (8.19 up from 8.04) “excellent”

- Regular recycling (8.01 down from 8.14) “excellent”
- Council’s festivals and events (7.67 up from 7.43) “very good”
- The availability of bicycle parking (7.65 up from 7.10) “very good”
- Maintenance of parks, reserves, open space (7.50 down from 7.58) “very good”
- The level of street lighting (7.47 up from 7.37) “very good”
- Maintenance and cleaning of shopping strips (7.39 down from 7.62) “very good”
- Litter collection in public areas (7.19 down from 7.49) “good”
- Street sweeping (7.15 down from 7.16) “good”
- The type and species of street trees (7.10 up from 7.05) “good”
- Condition of sealed local roads (7.05 down from 7.24) “good”
- The level of dumped rubbish (7.00 up from 6.93) “good”
- Footpath maintenance and repairs (6.66 down from 6.96) “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 (7.43 down from 7.44) “very good”
  - Links between off-road shared paths (7.27 - stable) “very good”
  - Links between on-road bike lanes (7.17 up from 7.04) “good”
  - Maintenance of on-road bike lanes (7.16 up from 7.09) “good”
  - Safety of off-road shared paths (7.14 up from 7.12) “good”
  - Information about cycling and walking (6.56 down from 7.00) “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 (7.49 down from 7.67)
  - I / we are satisfied with Council’s efforts in managing the issue of graffiti (6.54 down from 7.13).

## Planning and housing development

- Satisfaction with the two included aspects of planning and housing development remains relatively modest again this year, as follows:
  - The appearance and quality of new developments (6.41 down from 6.51) “solid”
  - The number of new developments (6.08 down from 6.29) “solid”.

## Customer service

- A little less than one-third of the respondents (30.8% down from 40.1%) had contact with Council in the last twelve months.
- 70.4% of respondents who contacted Council said they were given clear timeframes and a point of contact for their query.

- More than four-fifths of respondents who contacted Council reported that their query was resolved after they made one (42.0%) or two or three (41.7%) contacts with Council.
- A little more than two-thirds (64.7%) of respondents contacting Council reported that their query was resolved within the timeframes given by Council when they first made contact.
- Satisfaction with the two aspects of customer service can best be summarised as follows:
  - Overall satisfaction with customer service experience (6.98 down from 7.63) “good”
  - Satisfaction with the “final outcome” (6.87 down from 7.06) “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 8.37 (up from 8.28).
- The perception of safety at night increased marginally this year, up from 6.51 to 6.74.

### Getting around in the local area

- Respondents were asked their level of agreement with seven statements about getting around in the local area, on a scale from zero (strongly disagree) to 10 (strongly agree), with the average agreement as follows:
  - My street is pleasant and beautiful for me to walk in (7.44)
  - There are enough safe places to cross the roads in my local area (7.29)
  - The streets and footpaths in my local area are safe for adults to walk around (7.19)
  - There is enough shade or shelter for me to walk around my local area (6.99)
  - The streets and footpaths in my local area are safe for children to walk to school (6.90)
  - The streets, footpaths and bike paths in my local area are safe for children to cycle to school (6.68)
  - I am satisfied with Council's performance in providing information about and promoting walking in Darebin (6.48).

### Issues to address in the City of Darebin in the coming 12 months

- ⊗ A total of 472 respondents (47.2% down from 54.7%) nominated 840 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 (9.6% down from 10.0%)
  - Parks, gardens, and open spaces (5.9% up from 4.5%)
  - Traffic management (5.8% down from 8.2%)
  - Street lighting (4.0% down from 5.1%).
  - Street trees (4.0% up from 3.3%)
  - Footpath maintenance and repairs (3.9% up from 3.5%).



## 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 2.3% this year to 6.91, although it remains at a “good”. This decline was not statistically significant at the 95% confidence level.

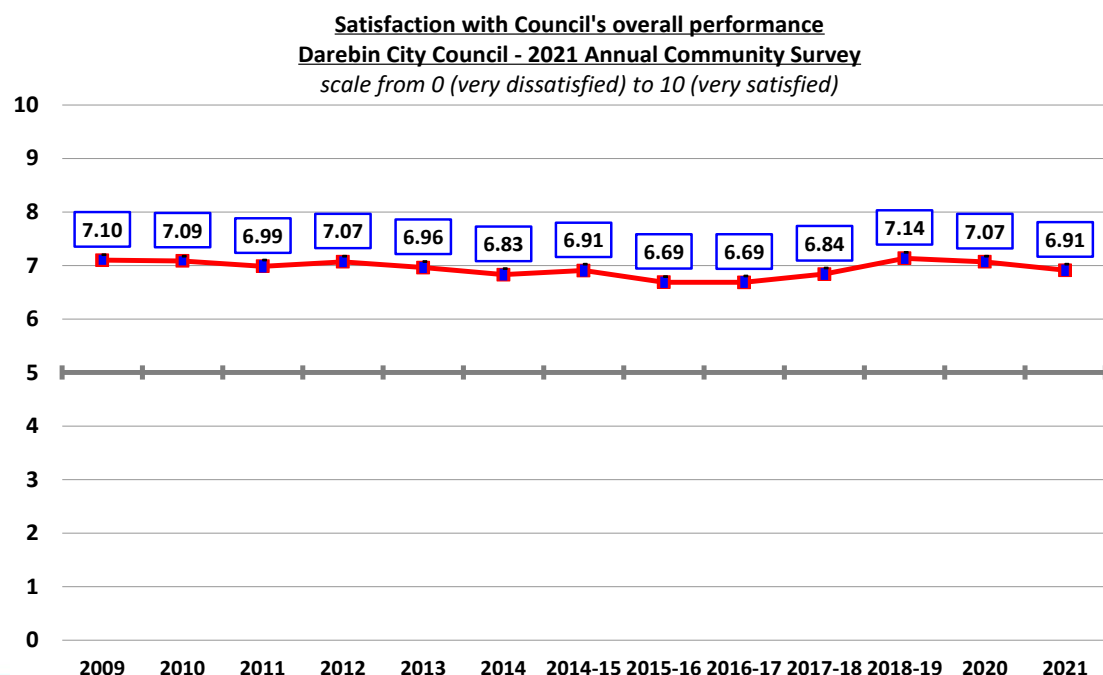
This result was almost identical to the long-term average satisfaction since 1999 of 6.94.

It is noted that, apart from a decline from 2015 to 2017, satisfaction with Council’s overall performance has remained relatively stable around the long-term average.

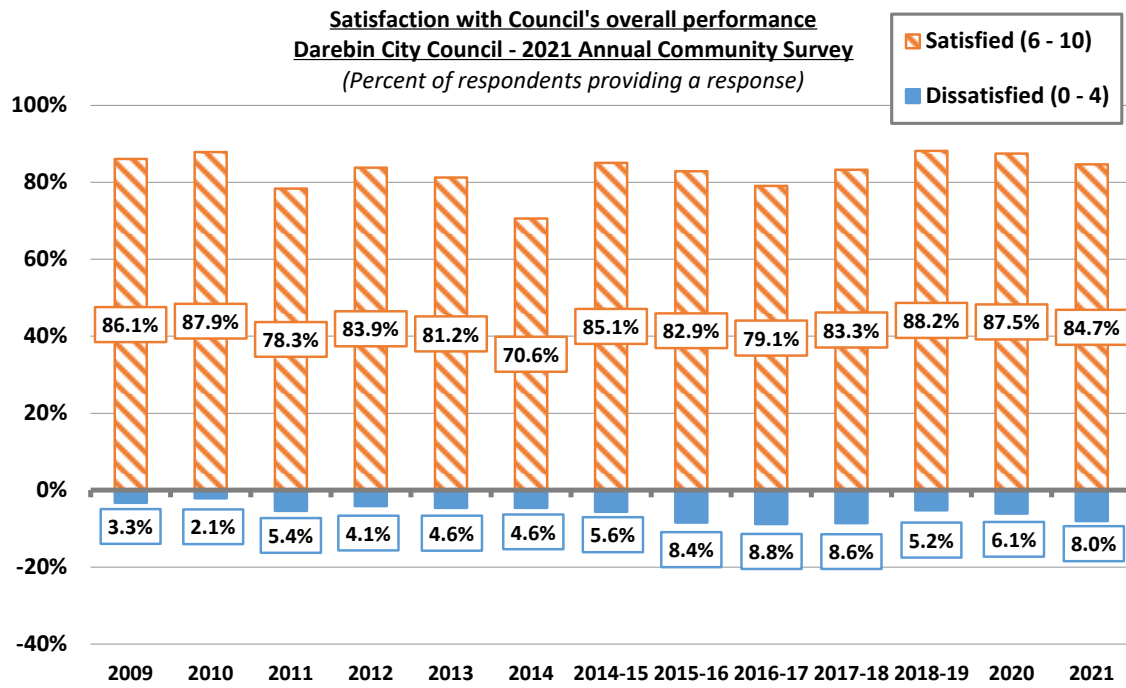
By way of comparison, this result was almost identical to the metropolitan Melbourne average of 6.92 recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

Metropolis Research conducts the *Annual Community Satisfaction Survey* for nine municipalities across metropolitan Melbourne. So far in calendar 2021, of the six completed surveys, none have recorded an increase in satisfaction, and the average decline in overall satisfaction has been 2.8%.

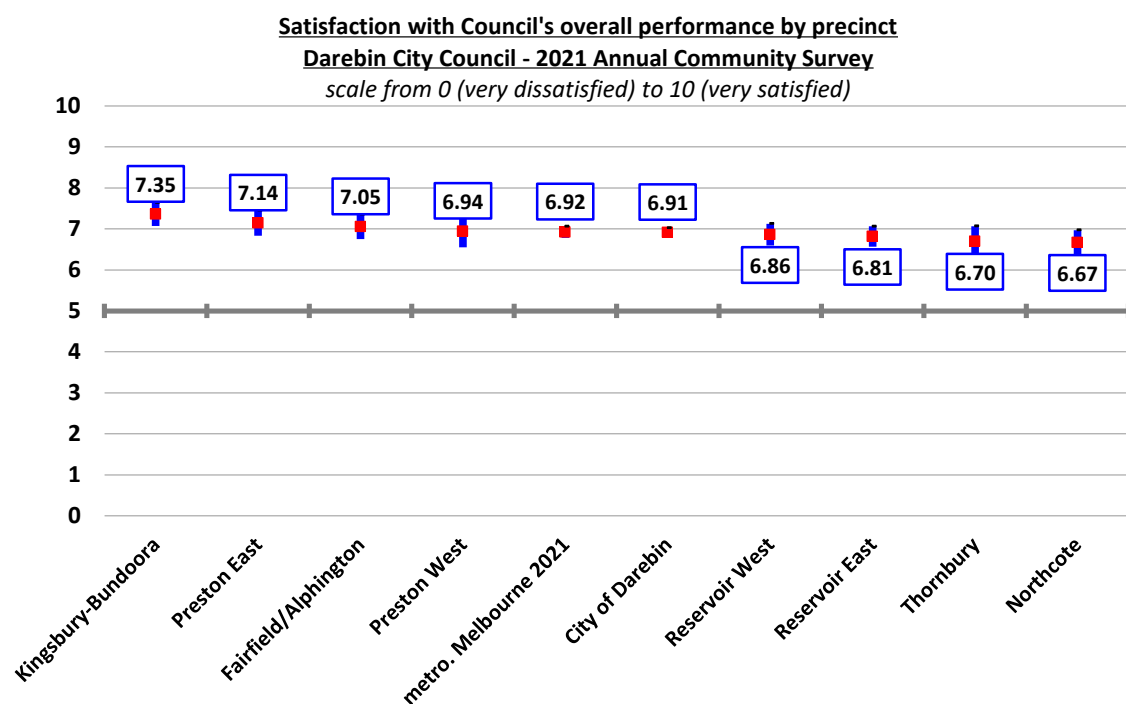
Metropolis Research notes that the decline in the number of “new residents” (i.e., less than one year in the City of Darebin) due to COVID-19 will have had a material impact on overall satisfaction in 2020 and 2021, as new residents always report measurably higher than average satisfaction with Council.



Consistent with the marginal (and not statistically significant) decline in satisfaction with Council’s overall performance, the proportion of respondents who were “satisfied” (i.e., rated satisfaction at six or more) declined 2.8% and the proportion of “dissatisfied” respondents (rated satisfaction at less than five) increased 1.9%.

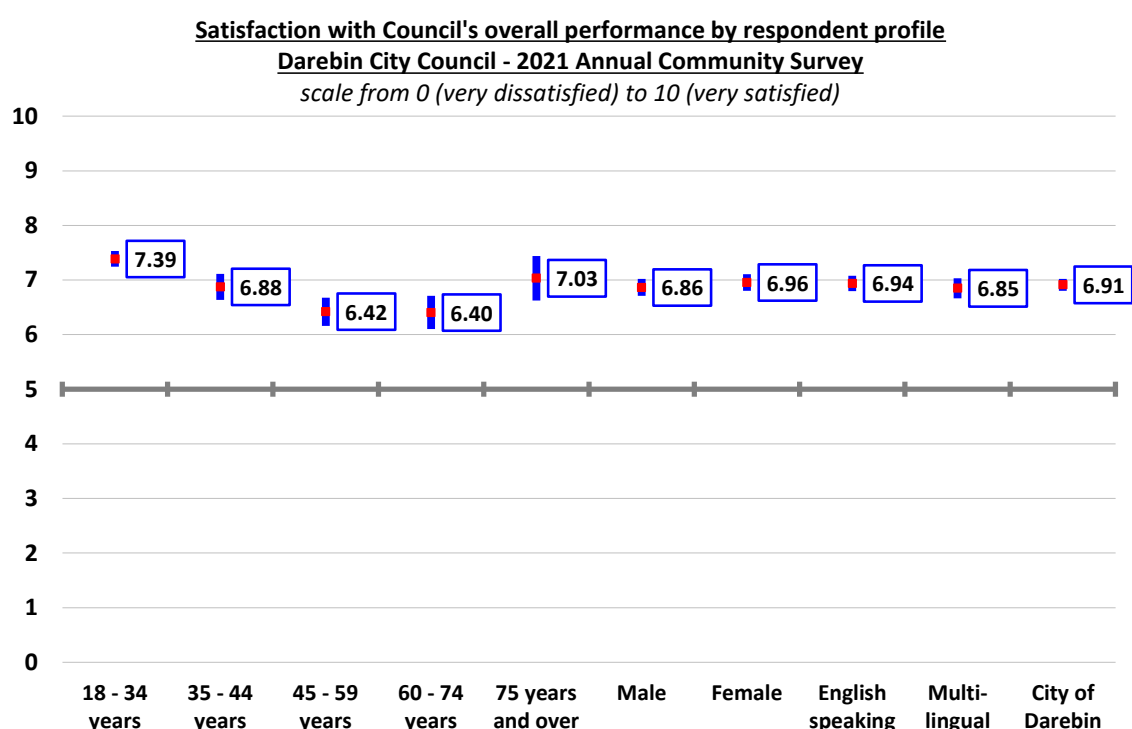


There was statistically significant variation in satisfaction with overall performance observed across the municipality, with respondents from Kingsbury-Bundoora measurably more satisfied than the municipal average and at a “very good” rather than a “good” level of satisfaction.



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

- **Age structure** – satisfaction with Council’s overall performance declined measurably with the respondents’ age structure, from a high of 7.39 for young adults (aged 18 to 34 years) to a low of 6.40 for older adults (aged 60 to 74 years).
- **Gender** – there was no meaningful variation in satisfaction observed between male and female respondents this year, although female respondents were marginally more satisfied.
- **Language spoken at home** – there was no meaningful variation in satisfaction observed by language spoken at home this year.



There was also some notable variation in satisfaction with Council’s overall performance observed by housing situation, period of residence, and household disability status, as follows:

- **Homeowner and mortgagee household** - respondents were notably less satisfied with Council’s overall performance than the municipal average, with mortgagee household respondents measurably less satisfied.
- **Rental household** – respondents were measurably more satisfied than the municipal average.
- **Period of residence in the City of Darebin** – satisfaction declined measurably with the respondents’ period of residence in the municipality, from a high of 8.20 for new residents (less than one year in the City of Darebin) to a low of 6.64 for long-term residents (10 years or more in the municipality).

**Satisfaction with Council's overall performance by housing situation, period of residence and household disability status**  
**Darebin City Council - 2021 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 declined in five, as follows:

- **Increased satisfaction in 2021** – in Kingsbury-Bundoora, Fairfield-Alphington, and Preston West.
- **Decreased satisfaction in 2021** – in Preston East, Reservoir West, Reservoir East, Thornbury, and Northcote.

None of these variations were statistically significant the 95% confidence level.



**Satisfaction with Council's overall performance**  
**Darebin City Council - 2021 Annual Community Survey**  
 (Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>Lower</i>	<i>2021 Mean</i>	<i>Upper</i>
<i>Age</i>				
18 - 34 years	355	7.24	<b>7.39</b>	7.53
35 - 44 years	188	6.64	<b>6.88</b>	7.11
45 - 59 years	222	6.16	<b>6.42</b>	6.68
60 - 74 years	126	6.10	<b>6.40</b>	6.71
75 years and over	91	6.63	<b>7.03</b>	7.44
<i>Housing situation</i>				
Own this home	430	6.53	<b>6.71</b>	6.89
Mortgage	206	6.33	<b>6.56</b>	6.79
Renting this home	253	7.35	<b>7.50</b>	7.65
Renting from Office of Housing	17	6.39	<b>7.32</b>	8.25
<i>Period of residence</i>				
Less than one year	12	7.74	<b>8.20</b>	8.66
One to less than five years	155	7.10	<b>7.31</b>	7.52
Five to less than ten years	186	7.03	<b>7.27</b>	7.51
Ten years or more	596	6.49	<b>6.64</b>	6.78
<i>Aboriginal and Torres Strait Islander</i>				
Yes	6	4.83	<b>6.69</b>	8.54
No	950	6.79	<b>6.90</b>	7.01
<i>Multi-lingual household</i>				
English speaking	582	6.80	<b>6.94</b>	7.08
Multi-lingual	377	6.67	<b>6.85</b>	7.03
<i>Household member with a disability</i>				
Yes	132	6.64	<b>6.94</b>	7.24
No	823	6.78	<b>6.89</b>	7.01
<i>Gender</i>				
Male	468	6.71	<b>6.86</b>	7.02
Female	514	6.80	<b>6.96</b>	7.11
<b>City of Darebin</b>	<b>982</b>	<b>6.80</b>	<b>6.91</b>	<b>7.02</b>

**Satisfaction with Council's overall performance**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2016-17	107	6.53	<b>6.83</b>	7.13
	2017-18	120	7.04	<b>7.33</b>	7.62
	2018-19	119	6.78	<b>7.07</b>	7.35
	2020	71	6.86	<b>7.24</b>	7.62
	2021	96	7.07	<b>7.35</b>	7.64
Preston East	2016-17	123	6.17	<b>6.49</b>	6.80
	2017-18	122	6.51	<b>6.82</b>	7.13
	2018-19	117	6.74	<b>7.03</b>	7.33
	2020	96	7.02	<b>7.31</b>	7.59
	2021	117	6.84	<b>7.14</b>	7.45
Fairfield-Alphington	2016-17	118	6.13	<b>6.46</b>	6.78
	2017-18	120	6.58	<b>6.88</b>	7.19
	2018-19	119	6.48	<b>6.75</b>	7.01
	2020	62	6.57	<b>6.92</b>	7.27
	2021	72	6.75	<b>7.05</b>	7.35
Preston West	2016-17	115	6.03	<b>6.39</b>	6.75
	2017-18	113	6.55	<b>6.86</b>	7.17
	2018-19	115	6.61	<b>6.92</b>	7.23
	2020	133	6.57	<b>6.84</b>	7.11
	2021	104	6.55	<b>6.94</b>	7.33
Reservoir West	2016-17	124	6.58	<b>6.84</b>	7.10
	2017-18	124	6.66	<b>6.96</b>	7.25
	2018-19	118	6.99	<b>7.28</b>	7.57
	2020	172	6.84	<b>7.10</b>	7.35
	2021	167	6.60	<b>6.86</b>	7.12
Reservoir East	2016-17	120	6.79	<b>7.08</b>	7.38
	2017-18	124	6.67	<b>6.95</b>	7.23
	2018-19	122	6.98	<b>7.26</b>	7.54
	2020	148	6.84	<b>7.10</b>	7.35
	2021	184	6.57	<b>6.81</b>	7.06
Thornbury	2016-17	118	5.99	<b>6.36</b>	6.72
	2017-18	121	6.37	<b>6.74</b>	7.10
	2018-19	118	6.91	<b>7.14</b>	7.38
	2020	116	6.62	<b>6.92</b>	7.23
	2021	97	6.33	<b>6.70</b>	7.07
Northcote	2016-17	118	6.42	<b>6.73</b>	7.04
	2017-18	115	6.09	<b>6.43</b>	6.78
	2018-19	117	6.91	<b>7.23</b>	7.55
	2020	170	6.90	<b>7.14</b>	7.38
	2021	145	6.37	<b>6.67</b>	6.97



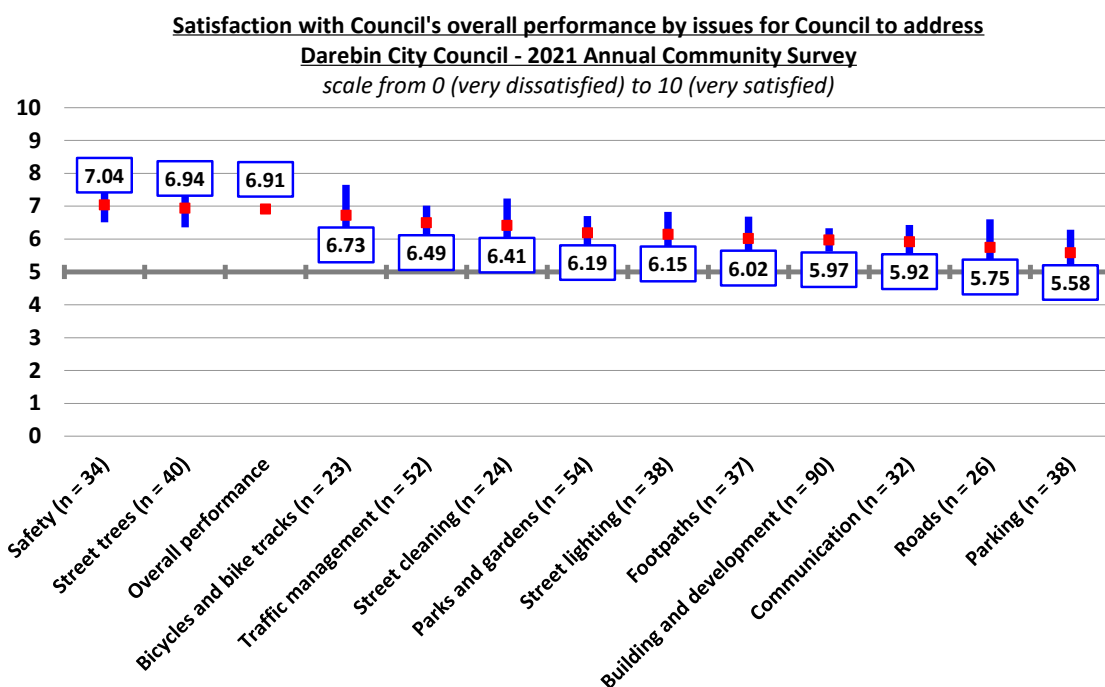


## Relationship between issues and satisfaction with overall performance

The following graph displays the average overall satisfaction score for respondents nominating each of the top 12 issues to address for the City of Darebin “at the moment”, with a comparison to the overall satisfaction score of all respondents (6.91).

The detailed analysis of the top issues to address in the City of Darebin “at the moment” 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 12 issues varies substantially, which is reflected in the size of the blue vertical bars (the 95% confidence interval).

The respondents who nominated “safety, policing, and crime” and “street trees” related issues, on average, were 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’s overall performance because of these issues, but it does show that the issues are highly unlikely to be negatively influencing these respondents’ satisfaction with Council’s overall performance.

There were a range of issues, however, that on average, the respondents nominating these issues were measurably less satisfied with Council’s overall performance than the average of all respondents.

These issues include “parks, gardens, and open spaces”, “street lighting”, “footpaths”, “building, housing, planning, and development”, “communication”, “roads”, and “parking”.

Metropolis Research notes that the respondents nominating “building, housing, planning, and development”, “communication”, “roads”, and “parking”, on average, rated satisfaction at “poor” levels of satisfaction.

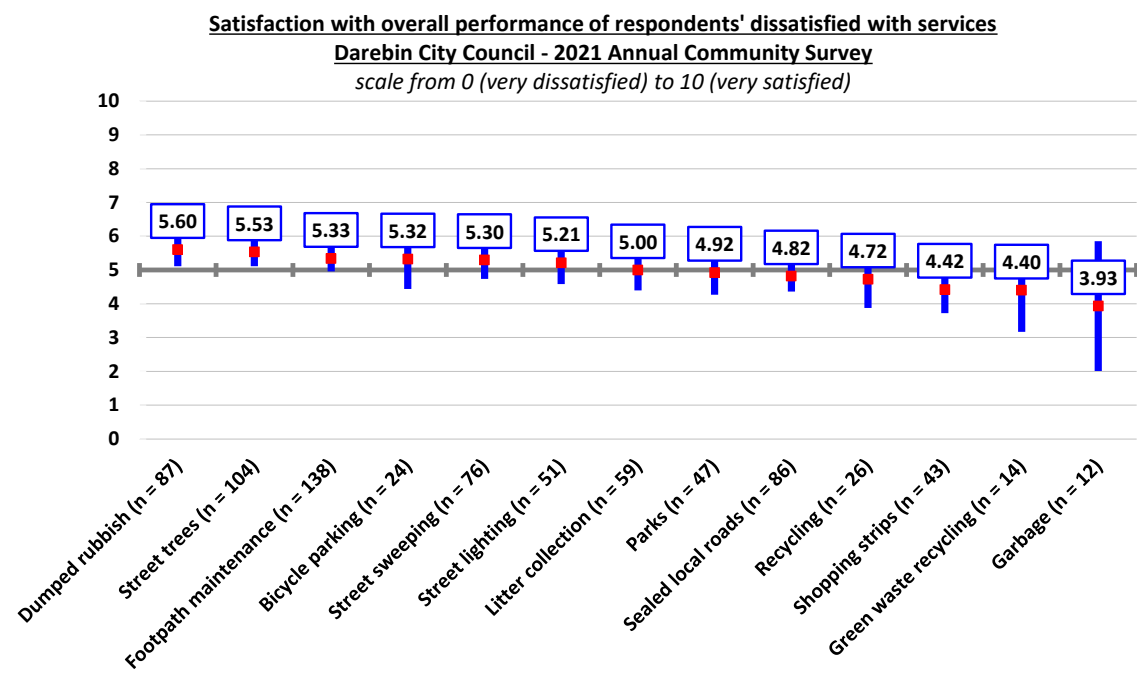
These results strongly imply that, for the respondents nominating these issues, the issues exert a negative influence on their overall satisfaction with Darebin City Council.


### ***Relationship between satisfaction with services and overall satisfaction***

The following graph provides the average satisfaction with Council’s overall performance of respondents dissatisfied with individual services and facilities.

Services and facilities with fewer than 10 dissatisfied respondents have been excluded from these results.

It is important to bear in mind that for many of these services, there were relatively few dissatisfied respondents (an average of approximately 59 dissatisfied respondents), hence the relatively large 95% confidence interval around these results.





Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably and significantly less satisfied with Council's overall performance than the municipal average of all respondents (6.91).

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

The services and facilities that appear to be most strongly associated with lower overall satisfaction scores this year were parks, gardens and open spaces, the condition of sealed local roads, recycling, maintenance and cleaning of shopping strips, green waste recycling, and the regular garbage collection. Respondents who were dissatisfied with these services, on average, rated satisfaction with Council's overall performance as "poor" level.

This reflects the fact that some (a small number) of respondents were dissatisfied with Council's performance, and this tended to influence their satisfaction ratings for many, if not all, services and facilities included in the survey.

The opposite is also true for many respondents who tended to provide the same satisfaction rating for many, if not all, services, and facilities. This again reflects the fact that these respondents tended to see Council performance as being generally consistent across the full range of services and facilities provided by Council.

### ***Correlation between satisfaction with services and facilities and overall performance***

The following table provides the Pearson correlation coefficient for each of the 15 services and facilities when analysed individually against satisfaction with Council's overall performance.

The correlation coefficient provides a measure of the relationship between satisfaction with each of the 15 services and facilities and satisfaction with Council's overall performance. The correlation coefficient is a number between minus one and positive one, with scores of more than zero representing a positive correlation, and scores of less than one a negative correlation.

In other words, these results show how closely related satisfaction with the individual services and facilities are to satisfaction with Council's overall performance. It does not show a causal relationship between satisfaction with services and facilities and overall performance but does highlight how closely they are related (correlated).

The fact that the correlation coefficients are relatively low (averaging 0.378) suggests that there is modest positive correlation between satisfaction with individual services and facilities and overall performance.

Metropolis Research notes, however, that whilst the correlation is only modestly positive in nature, suggesting that satisfaction with services and facilities is related to satisfaction with overall performance, this is based on relatively good levels of satisfaction with the delivery of services and facilities.

If satisfaction with a core individual service or facility was to drop substantially, such as the regular garbage collection service, it is highly likely that this would have a substantial impact on overall satisfaction with Council. Metropolis Research has observed this in several municipalities in recent years in relation to changes to waste and recycling kerbside collection services.

**Satisfaction with selected Council services and facilities**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and index score scale 0 - 10)*

Service / facility	2021		Correlation*
	Number	Mean	
Footpath maintenance and repairs	986	<b>6.66</b>	0.513
The condition of sealed local roads	989	<b>7.05</b>	0.503
Maintenance of parks, reserves and open space	971	<b>7.50</b>	0.476
Council festivals and events	159	<b>7.67</b>	0.434
Maintenance and cleaning of shopping strips	959	<b>7.39</b>	0.424
The type / species of street trees	959	<b>7.10</b>	0.423
Street sweeping	959	<b>7.15</b>	0.414
Darebin Libraries services	392	<b>8.39</b>	0.390
The level of dumped rubbish	956	<b>7.00</b>	0.386
The level of street lighting	978	<b>7.47</b>	0.352
Litter collection in public areas	934	<b>7.19</b>	0.344
Green waste recycling	737	<b>8.19</b>	0.341
Regular recycling	972	<b>8.01</b>	0.325
Weekly garbage collection	988	<b>8.33</b>	0.293
The availability of bicycle parking	268	<b>7.65</b>	0.056
<i>Average satisfaction with selected services</i>		<b>7.52</b>	

(\*) Pearson coefficient

### ***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. The verbatim comments are outlined in the following tables.



A total of 339 responses were received, with 225 from the 832 respondents who were “satisfied”, 46 responses from the 72 respondents who were “neutral”, and 68 responses from the 78 respondents who were “dissatisfied”.

In summary, the following key messages were outlined by respondents:

- **Satisfied (225 responses)** – the reasons why respondents were satisfied with Council’s overall performance included many general positive comments about performance, although many referenced the view that this is always room for improvement. There were also several generally positive comments about Darebin as a place to live. A range of specific issues were raised in a positive light, with a range also raised as areas for improvement.
- **Neutral (46 responses)** – the issues raised by respondents who were neutral regarding Council’s overall performance included several comments around the need for improved communication and consultation with the community, some generally positive statements, as well as some specific issues such as roads, elderly services, and planning and housing development.
- **Dissatisfied (68 responses)** – the most common issues raised by respondents dissatisfied with Council’s overall performance related to a perception that there was no, little, or insufficient communication or consultations with residents, as well as several respondents referring to a perception that Council does not care about residents. There were a range of issues raised by a small number of respondents including some related to governance and some related to specific services and facilities such as parking, housing and development, and street trees.

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

**Darebin City Council - 2021 Annual Community Survey**

*(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>Dissatisfied (0 - 4)</i>	
Little / no / poor communication with the residents	7
Do not care about /do not represent residents much	3
Little / no / poor consultation	3
No value for rates	3
Poor maintenance, don't fix things	3
The Council isn't responding well, don't follow through, don't listen	3
Council not doing anything	2
Lots of issues, don't know where to start, we'll be here all day	2
Needs improvement in many areas	2
Poor quality of many services	2
They need to do more on car parking especially for high rise buildings and new developments	2
50% rates should not go for wages	1

Blocking and narrowing of streets	1
Can improve a lot. Underperforming	1
Everything I have complained	1
Feel discriminated	1
Feel like they are corrupt	1
Fine is too high	1
Footpaths need fixing, especially for areas with more old people	1
Gentrified, too liberal in granting permits for developments	1
Have problems with parking and have complaints but nothing has been resolved	1
I have not seen Council do anything important, or that matters in Darebin	1
Issues such as car parking	1
Issues such as rubbish	1
It's because of trees in nature strips	1
Lack of engagement with residents with any aspect	1
Need more improvement with respect to consultation and communication with residents regarding development within the local area	1
Needs to make decisions in the best interest of the community	1
Never response to the complaints that is being made and have numerous issues that haven't been solved	1
No reply to email with complaints	1
Not enough consultation. Do whatever they what	1
Not good at all	1
Not happy with the way they look after their community	1
Not inclusive at all	1
Overstaffed	1
Perceptions I have of Council are poor	1
Poor performance overall	1
Provide better road maintenance services	1
Stop wasting taxpayer's money, use more on necessary thing	1
The footpaths are in very bad conditions for years	1
The roads are too dark, especially on Wood St	1
There is no communication, so the Council will never know what the issues are	1
They don't have our best interests at heart	1
They don't improve anything	1
They say they support the elderly, but they don't really do anything	1
They should make better effort in cleaning in most parts of Darebin	1
Very slow efficiency	1
<b>Total</b>	<b>68</b>





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

**Darebin City Council - 2021 Annual Community Survey**

*(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>Neutral (5)</i>	
Room for improvement	8
Poor performance regarding communication, need more	3
Not enough consultation. Do whatever they what	2
Poor communication / need more	2
Poor performance overall	2
All areas are lacking somewhere	1
Approval of townhouse needs to slow down	1
As a growing community, the municipality has handled it. But there is a disappointment, as the idea of community is disintegrating. The sense of community is in the people, not in the policy.	1
Because have issues with drunk people around the streets and have been causing trouble around the streets. Raised up the issue to Council but hasn't been fixed	1
Council has been unhelpful and rude towards me	1
Council has some feedbacks on newspaper, having some improvements	1
Customer service is great just the process of getting things done is slow	1
Gets involved in too many issues	1
Haven't been in contact with Council	1
I don't have a strong opinion either way	1
It's all feel	1
Lack of information about infrastructure around the area	1
More developments and upgradation of public spaces required	1
Most aspects in lower to mid-section	1
No value for rates	1
Not responsive	1
Personal experiences	1
Plant more trees	1
Poor decisions regarding new developments	1
Poor maintenance	1
Poor performance regarding consultation	1
Poor performance regarding engagement	1
Road maintenance	1
Safety is a major problem	1
Slow elderly services	1
Spends too much time and effort in addressing issues which are national level. Council must address community needs over focusing on federal level issues. *Name removed*	1
must act like a local Councillor instead of being a federal politician	1
Too much involved in pedestrians and cyclists	1
Traffic management is poor	1
They are very good at taking big rates	1
<b>Total</b>	<b>46</b>

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

**Darebin City Council - 2021 Annual Community Survey**

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Satisfied (6 - 10)</i>	
There is always room for improvement	36
Council is doing a good job	25
I'm generally happy with the Council, (incl. services, facilities, management)	19
Council is doing a good job but needs to focus on infrastructure as well	8
A good place to live	7
Garbage collection issues, incl. recycling and green waste	5
Overall decent, have no complaints	5
Generally satisfied with a few temporary issues time to time	4
Provides great services and has improved a lot over the past years	4
Increase parking	3
Would like more communication	3
Concerns over overdevelopment	2
Could do better in maintenance of public facilities	2
Could improve more regarding development planning	2
Council needs to focus on making the area greener and maintaining parks and gardens	2
Good communication	2
Graffiti can be improved	2
I've had good and bad experiences with the Council	2
More consultation is required	2
More emphasis on environmental issues and sustainability is needed	2
No proper maintenance of public areas, need to improve	2
Safety can be improved	2
The Council is engaging and involved	2
They need to improve traffic management	2
A lot of things need to improve, street cleaning trees etc.	1
Attend well to infrastructural needs	1
Average performance	1
Because their performance with high rise developments is terrible	1
Concerned about developments especially traffic outcomes	1
Congestion, traffic, and development posing increasing issue	1
Could be better but still nice	1
Could do better in terms of managing the Council responsibilities	1
Could improve with community consultation and engagement	1
Council is vocal, and helpful when you get in contact with	1
Council keeps the residents well informed about any new developments	1
Council rates have drastically gone up with no improvement or benefits	1
Council trying it's best to improve	1
Degree of development should be improved and quality	1
Do a lot of background works	1
Donath Reserve could do with another dedicated soccer pitch, to reflect the demand for soccer in that area	1

Don't care about the Council	1
Don't seem to have public's interest at heart	1
Drains issue	1
Generally great could do more with the public spaces	1
Good with promoting diversity	1
Had some hassles	1
If you got a problem, they fix it	1
I'm happy with Councils actions regarding invasion day	1
Improve in involving the community	1
Infrastructure is good	1
Interacts well with the community	1
Lights can be improved	1
Local businesses need more support from the Council	1
Lot of new developments no longevity	1
Make Northcote golf course a public open space	1
Management processes could be improved	1
More bike parking should be provided	1
More communication and consultation with residents and more information to let residents know what Council is doing	1
More emphasis needed on emergency response	1
More trees	1
Most decisions made agreed with	1
Need to do more in Reservoir, shopping centre is poor, should encourage shops	1
Need to improve consultation with community especially older population	1
Needs to be more engaging	1
Needs to be more proactive	1
Needs to decide over keeping Preston Market	1
Needs to focus and invest equally on all the areas and suburbs instead of focussing on just the less diverse and wealthy areas	1
Needs to improve regarding parking strategies	1
Needs to improve in terms of communication, better website design required	1
Not enough collection of yellow bins, only once in two-week time	1
Not too sure what Council does	1
Overall, can provide better services	1
Overall, heading in a good direction	1
Overstepping responsibility	1
Poor management with road maintenance for cyclists	1
Poor response when contacted, complicated process of contact	1
Poor town planning	1
Pretty slow in general	1
Reputation that the administration side of things has	1
Some places where they are not where they could be	1
Sometimes consultation and follow ups aren't effective. Council members pursue their own interests over community interests	1
The aged services are great	1
The Council needs to pick up on duties which were dropped during COVID	1
The efforts of the Council in implementation and improvement of services and facilities are evident and visible	1

The local congestion is a lot. There should be methods to improve it	1
The traffic light on St George Rd, it doesn't work so often, as a female, I am scared to drive if it is broken	1
There is no street life, and it isn't lively at all	1
They are not consulting with this us	1
They are trying, but still have room to improve communication	1
They do not do certain things and can improve a lot	1
They don't clean streets	1
They don't look after social housing	1
They haven't impressed me	1
They need to maintain roads better	1
They've allowed their prices to be too high	1
Things seem to be running	1
Too many small projects. So, losing its character in managing all of them	1
Too many townhouses it's a mess it is causing a huge a traffic they should restrict townhouse which is too populated	1
Took too long find the right department	1
Treated equal and supported. Allowed to enjoy in the community	1
Very inclusive and forward looking	1
Wastes efforts by focusing on not so important issues	1
We have a caring Council	1
Would love to see more proactive	1
<b>Total</b>	<b>225</b>
<b>Total</b>	<b>339</b>



## 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?”*

The average satisfaction with the five included aspects of governance and leadership was 6.86 out of a potential 10, or a “good” level of satisfaction.

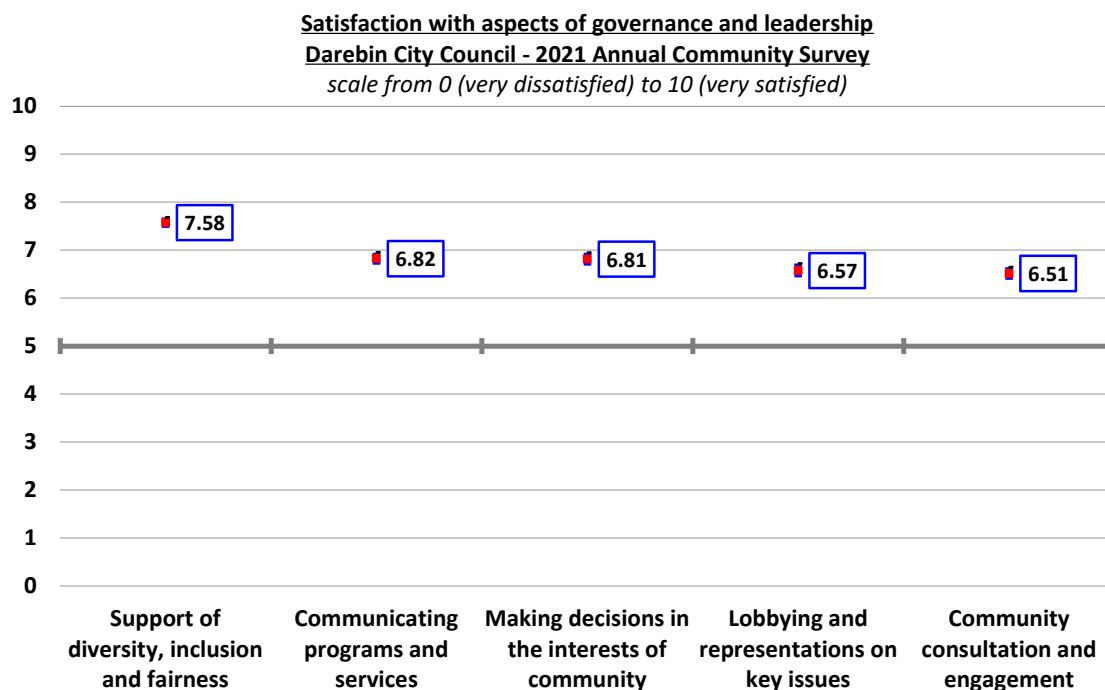
This result represents a notable but not statistically significant decline of 3.4% on the average of 7.10 reported last year after the first COVID-19 lockdown.

This decline was greater than the decline in satisfaction with Council’ overall performance (2.3%) and the average decline in satisfaction with services and facilities (0.1%).

Metropolis Research notes that satisfaction with aspects of governance and leadership declined in several other municipalities this year, with the declines larger than the decline in overall satisfaction. It has been difficult to provide additional insight into any underlying reasons for these declines, as no specific issues appeared in the results.

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

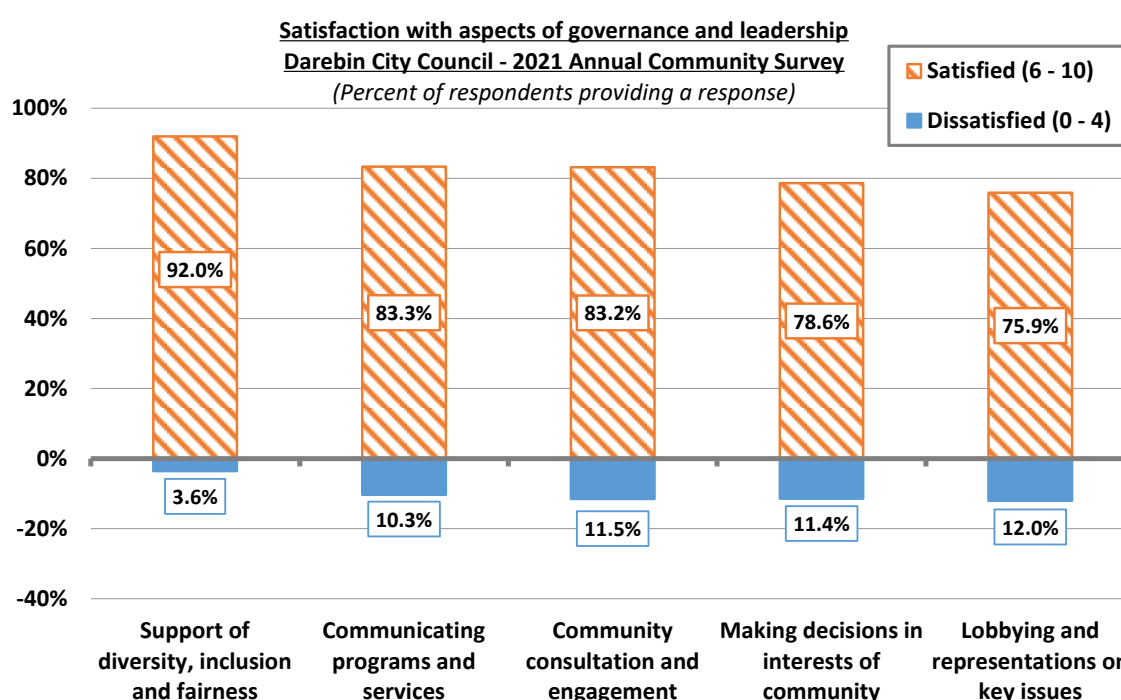
- **Very Good** – for Council’s support of diversity, inclusion, and fairness.
- **Good** – for Council communicating its programs and services, community consultation and engagement, making decisions in the interests of the community, and lobbying and making representations on key issues.



The following graph provides the breakdown of results into the proportion of respondents who were “satisfied” with each aspect of governance and leadership (i.e., rated satisfaction at six or more) and the proportion who were “dissatisfied” (rated satisfaction at less than five).

Consistent with the “very good” average satisfaction, the overwhelming majority of respondents providing an answer to the question were “satisfied” with Council’s support of diversity, inclusion, and fairness, although it is noted that 3.6% of respondents were dissatisfied.

Three-quarters or more of respondents were satisfied with each of the four other aspects of governance and leadership, with approximately 10% dissatisfied.



**Satisfaction with aspects of governance and leadership**  
**Darebin City Council - 2021 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	3.6%	4.3%	92.0%	157
Communicating programs and services	10.3%	6.5%	83.3%	104
Making decisions in interests of community	11.5%	5.4%	83.2%	157
Lobbying and representations on key issues	11.4%	9.9%	78.6%	273
Community consultation and engagement	12.0%	12.1%	75.9%	150



## Council's support of diversity, inclusion, and fairness

Respondents were asked:

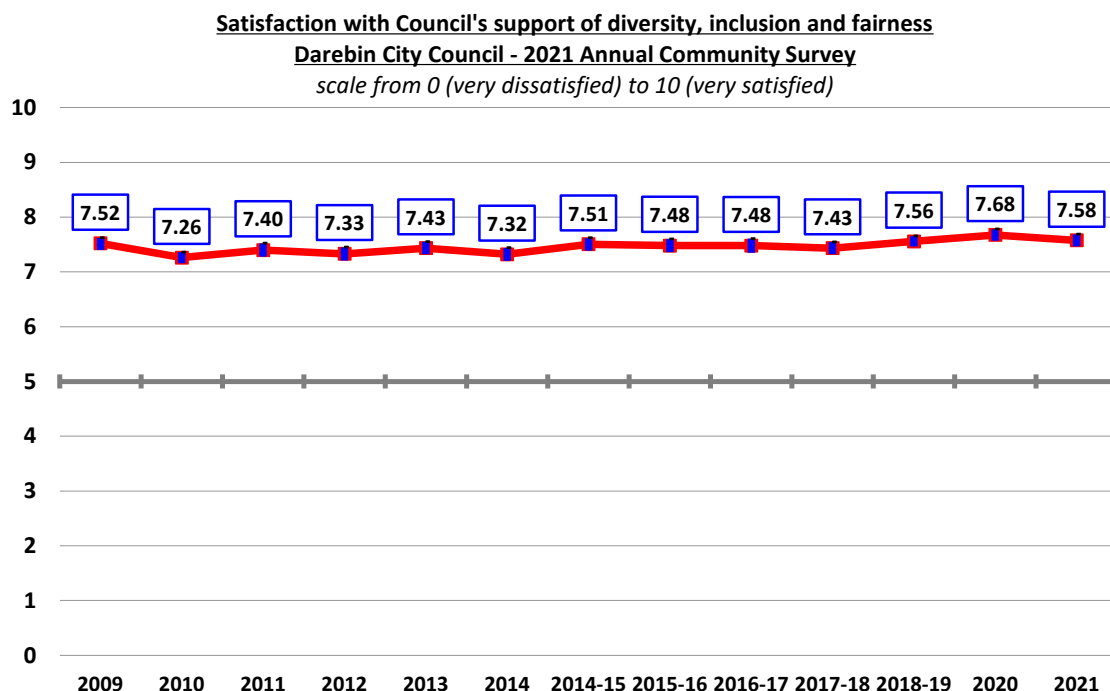
*“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council’s support of diversity, inclusion and fairness? If rated less than 6, why do you say that?”*

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 “Council’s support of diversity, inclusion, and fairness” declined marginally but not measurably this year, down 1.3% to 7.58, although it remains at a “very good” level.

This result has remained remarkably stable around the long-term average since 2009 of 7.46 and has been consistent at a “very good” level in each year.

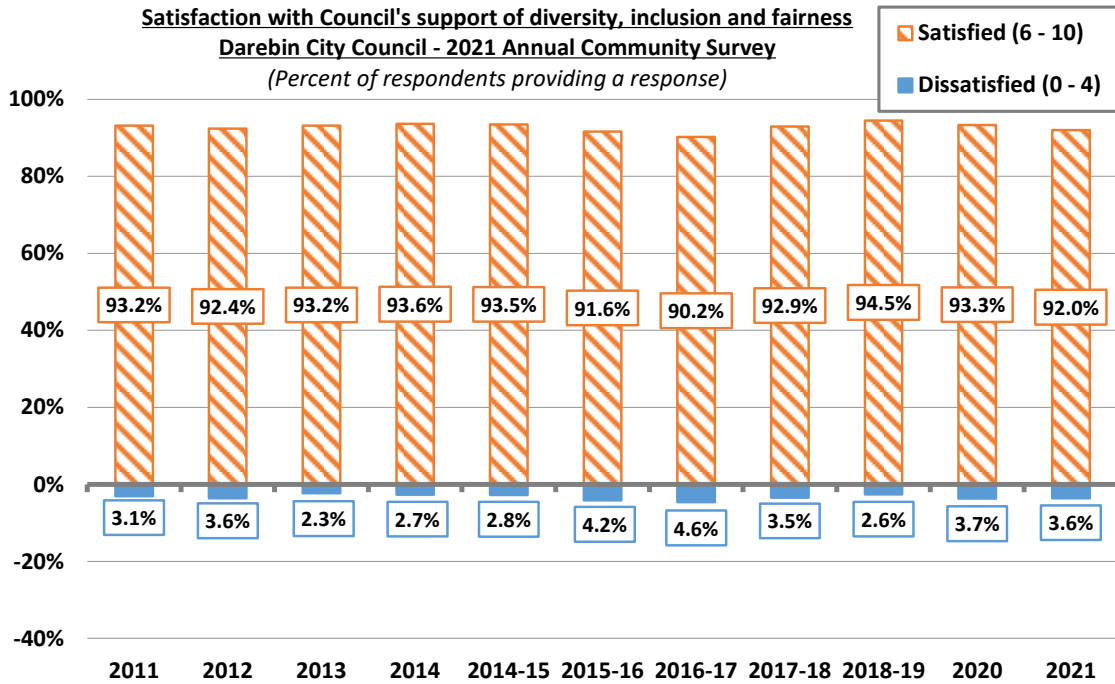
This question was not included in *Governing Melbourne* and therefore no metropolitan Melbourne comparison can be provided.



Consistent with the stable average satisfaction score, a little more than 90% of respondents providing a response were satisfied with this aspect of governance and leadership, whilst less than four percent were dissatisfied.

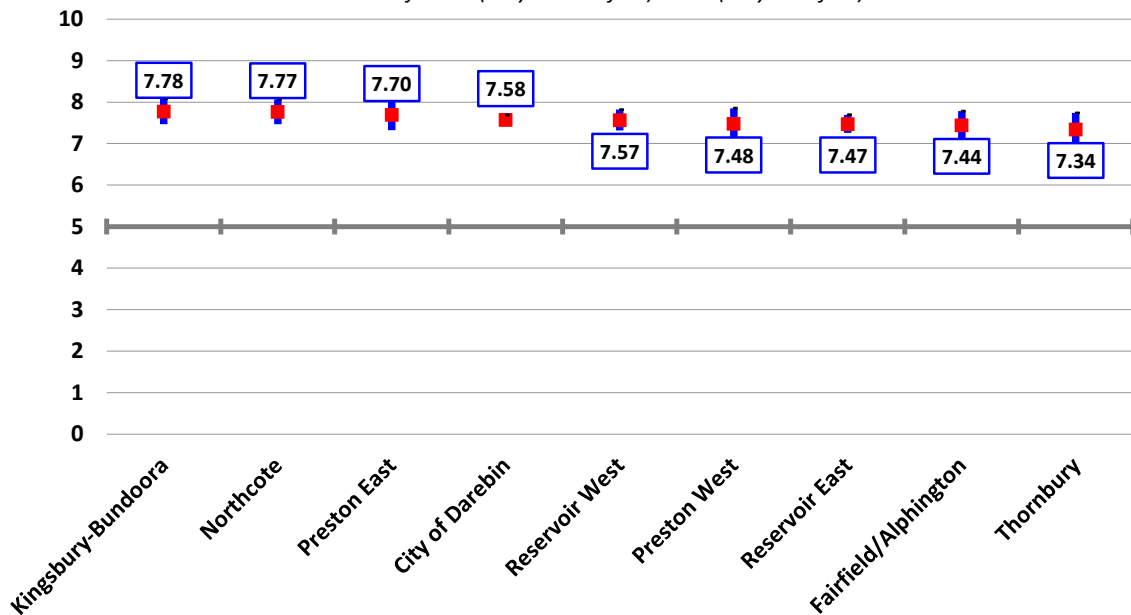
It is noted that no more than 4.6% of respondents providing a response to this question have been dissatisfied with this aspect of governance and leadership over the period 2009 to 2021.

**Satisfaction with Council's support of diversity, inclusion and fairness**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Percent of respondents providing a response)*




There was no statistically significant variation in average satisfaction with Council’s support of diversity, inclusion, and fairness observed across the eight precincts comprising the City of Darebin, although it is noted that respondents from Kingsbury/Bundoora, Northcote, and Preston East rated satisfaction at “excellent” rather than “very good” levels.

**Satisfaction with Council's support of diversity, inclusion and fairness by precinct**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*







There was, however, some measurable variation in satisfaction with Council's support of diversity, inclusion, and fairness observed by respondent profile, as follows:

- **More satisfied than average** – includes young adults (aged 18 to 34 years), private rental household respondents, and new and newer residents (less than five years in the City of Darebin).
- **Less satisfied than average** – includes older adults (aged 60 to 74 years).

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

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

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

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

**Darebin City Council - 2021 Annual Community Survey**

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>Lower</i>	<i>2021 Mean</i>	<i>Upper</i>
<i>Age</i>				
18 - 34 years	319	7.67	<b>7.82</b>	7.97
35 - 44 years	166	7.43	<b>7.65</b>	7.87
45 - 59 years	197	7.12	<b>7.38</b>	7.64
60 - 74 years	99	6.63	<b>7.04</b>	7.44
75 years and over	62	7.31	<b>7.64</b>	7.97
<i>Housing situation</i>				
Own this home	356	7.22	<b>7.40</b>	7.59
Mortgage	184	7.20	<b>7.42</b>	7.65
Renting this home	218	7.72	<b>7.90</b>	8.09
Renting from Office of Housing	17	7.38	<b>8.07</b>	8.76
<i>Period of residence</i>				
Less than one year	12	8.55	<b>9.10</b>	9.65
One to less than five years	139	7.68	<b>7.87</b>	8.06
Five to less than ten years	166	7.58	<b>7.81</b>	8.04
Ten years or more	496	7.20	<b>7.35</b>	7.51
<i>Aboriginal and Torres Strait Islander</i>				
Yes	6	6.03	<b>7.77</b>	9.50
No	815	7.46	<b>7.57</b>	7.68
<i>Multi-lingual household</i>				
English speaking	517	7.45	<b>7.58</b>	7.72
Multi-lingual	304	7.35	<b>7.54</b>	7.73
<i>Household member with a disability</i>				
Yes	108	7.25	<b>7.58</b>	7.92
No	710	7.44	<b>7.56</b>	7.68
<i>Gender</i>				
Male	421	7.30	<b>7.47</b>	7.63
Female	421	7.55	<b>7.69</b>	7.82
<b>City of Darebin</b>	<b>843</b>	<b>7.47</b>	<b>7.58</b>	<b>7.68</b>



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

**Darebin City Council - 2021 Annual Community Survey**

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2016-17	77	7.12	<b>7.45</b>	7.79
	2017-18	104	7.12	<b>7.41</b>	7.71
	2018-19	110	7.27	<b>7.55</b>	7.83
	2020	56	7.65	<b>8.02</b>	8.39
	2021	89	7.47	<b>7.78</b>	8.09
Northcote	2016-17	85	7.14	<b>7.48</b>	7.83
	2017-18	92	6.98	<b>7.28</b>	7.58
	2018-19	101	7.27	<b>7.55</b>	7.84
	2020	149	7.88	<b>8.11</b>	8.34
	2021	119	7.47	<b>7.77</b>	8.06
Preston East	2016-17	94	6.89	<b>7.26</b>	7.62
	2017-18	104	7.36	<b>7.61</b>	7.85
	2018-19	107	7.48	<b>7.72</b>	7.95
	2020	86	7.12	<b>7.49</b>	7.86
	2021	107	7.33	<b>7.70</b>	8.07
Reservoir West	2016-17	103	7.01	<b>7.37</b>	7.73
	2017-18	106	7.45	<b>7.75</b>	8.04
	2018-19	107	7.41	<b>7.69</b>	7.97
	2020	153	7.24	<b>7.51</b>	7.78
	2021	139	7.32	<b>7.57</b>	7.82
Preston West	2016-17	79	7.00	<b>7.41</b>	7.81
	2017-18	89	7.07	<b>7.36</b>	7.65
	2018-19	95	7.19	<b>7.48</b>	7.78
	2020	119	7.41	<b>7.69</b>	7.98
	2021	90	7.10	<b>7.48</b>	7.85
Reservoir East	2016-17	88	7.66	<b>7.98</b>	8.29
	2017-18	101	7.07	<b>7.38</b>	7.68
	2018-19	101	7.27	<b>7.50</b>	7.72
	2020	132	7.38	<b>7.64</b>	7.90
	2021	158	7.26	<b>7.47</b>	7.69
Fairfield-Alphington	2016-17	86	7.05	<b>7.40</b>	7.74
	2017-18	92	7.08	<b>7.43</b>	7.79
	2018-19	97	7.17	<b>7.49</b>	7.82
	2020	59	7.12	<b>7.43</b>	7.73
	2021	56	7.10	<b>7.44</b>	7.78
Thornbury	2016-17	78	6.86	<b>7.28</b>	7.71
	2017-18	98	6.73	<b>7.18</b>	7.64
	2018-19	103	7.14	<b>7.41</b>	7.67
	2020	100	7.09	<b>7.42</b>	7.75
	2021	85	6.95	<b>7.34</b>	7.74

The following table outlines the reasons why the 67 respondents were not satisfied with Council's support of diversity, inclusion, and fairness.

The most common responses related to a perception that the respondent had not seen anything, or that Council could do better in some way.

It is also noted that some respondents did not support Council's support of diversity and inclusion, or believed that this was not a Council responsibility.

**Reasons for rating satisfaction with Council's support of diversity, inclusion, and fairness less than 6**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
Never seen anything	4
Could do better	2
Not Council's responsibility	2
Adding in new cultural things. No more public celebrations	1
Better access for wheelchairs	1
Council discriminates against boys (sports?) clubs/teams, in favour of girls' clubs/teams. An issue of bias	1
Destroying Australian culture	1
Discrimination against Australians over Aboriginal	1
Have argument with neighbour and emailed but no reply	1
I am a migrant and I have no opportunities here	1
Issues with planning	1
More services for elderly	1
More support required for all communities	1
Never response to the complaints that is being made and have numerous issues that haven't been solved	1
Not delivering what they promised	1
Overlook the issues of kids with special needs	1
Should celebrate other festivals	1
Spends too much time and effort in addressing issues which are national level	1
The principle is wonderful, the practice is elusive	1
They are spending too much time here	1
They need provide more modes for communication and inclusion	1
They support the minority group more than the majority while taking decisions	1
We haven't noticed any inclusion, communication, or consultation from the Council with respect to key issues	1
White male yelling people to Indigenous people or people with other nationalities in bus 552	1
<b>Total</b>	<b>29</b>



## Communicating programs and services

Respondents were asked:

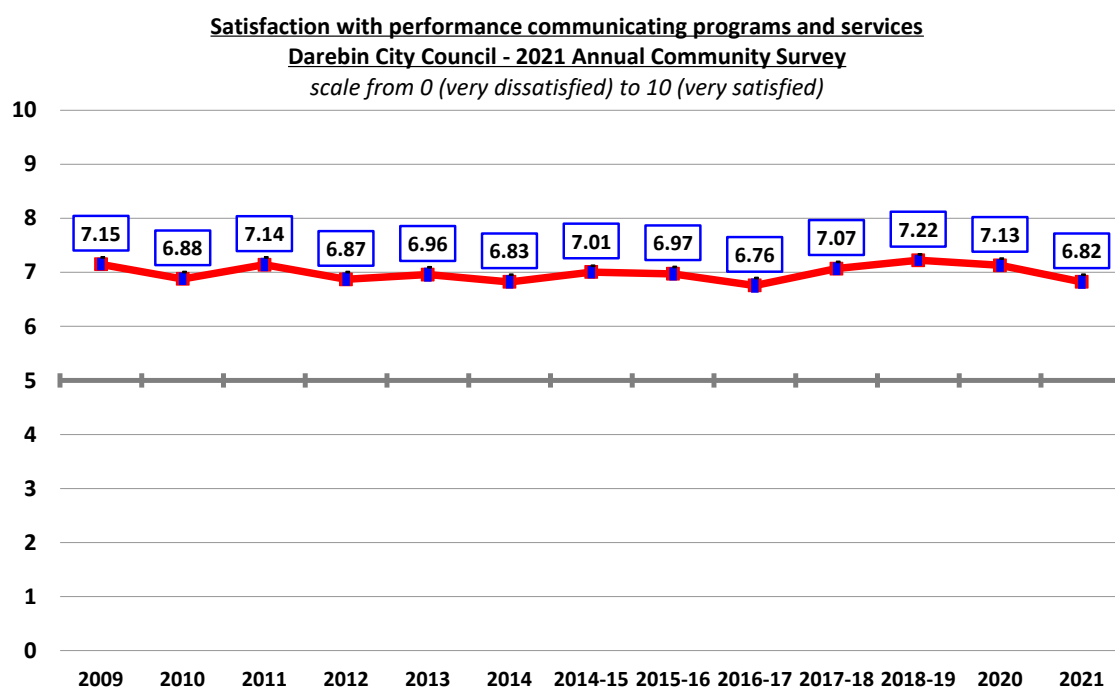
*“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council’s performance in communicating its programs and services? If rated less than 6, why do you say that?”*

Satisfaction with Council’s performance “in communicating its programs and services” declined a statistically significant 4.3% this year, down from 7.13 to 6.82, although it remains at a “good” level.

This result is marginally below the long-term average since 2009 of 6.99.

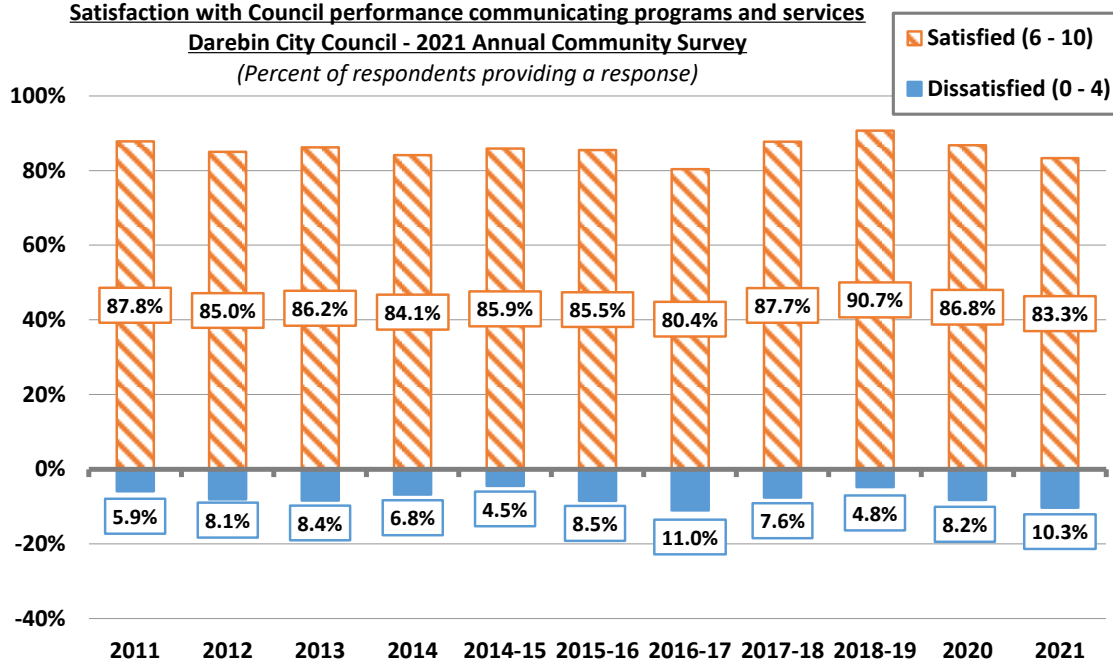
It is noted that this is the second consecutive decline in average satisfaction with this aspect of governance and leadership, down from the peak recorded since 2009 of 7.22 recorded in 2018-19, prior to the COVID-19 pandemic.

This aspect of governance and leadership was not included in *Governing Melbourne* and therefore no metropolitan comparisons can be provided. Metropolis Research does note, however, that satisfaction with communication and consultation related aspects of governance and leadership have fallen in several municipalities during the COVID-19 pandemic.



Consistent with the measurable decline in average satisfaction recorded this year, there was a small decline in the proportion of satisfied respondents (rated satisfaction at six or more), and a small increase again this year in the proportion of “dissatisfied” respondents (i.e., rated satisfaction at less than five).

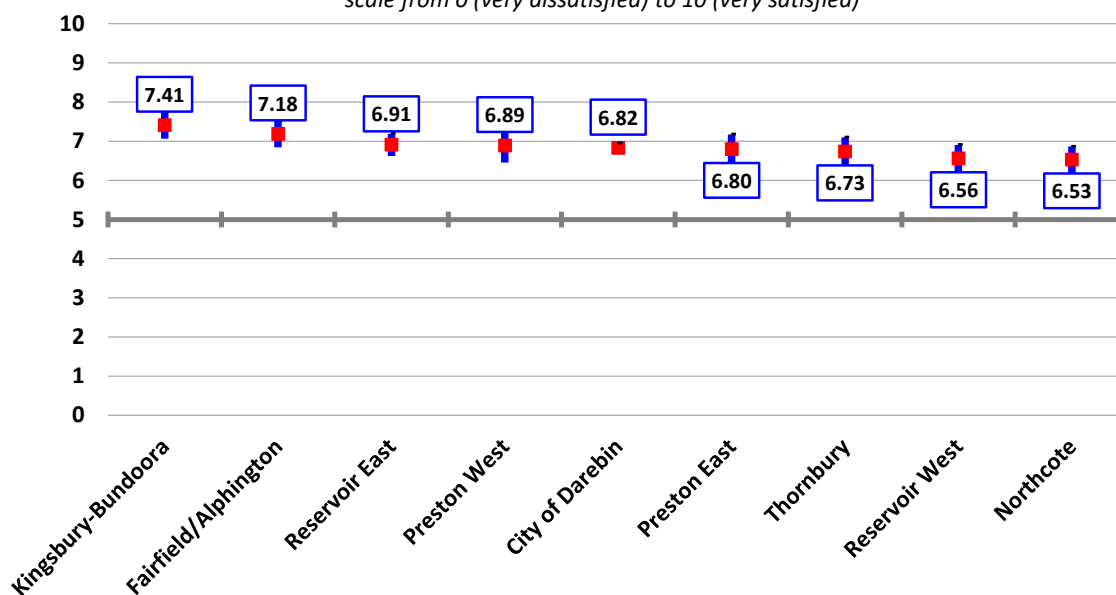
**Satisfaction with Council performance communicating programs and services**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Percent of respondents providing a response)*




There was some measurable variation in satisfaction with Council’s performance communicating its programs and services observed across the municipality, as follows:

- **Kingsbury/Bundoora** – respondents were measurably more satisfied than average and at a “very good” rather than a “good” level.

**Satisfaction with performance communicating programs and services by precinct**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*





There was also some notable variation in satisfaction with Council's support of diversity, inclusion, and fairness observed by respondent profile, as follows:

- **More satisfied than average** – includes the small sample of six Aboriginal and / or Torres Strait Islanders, young adults (aged 18 to 34 years), private rental household respondents, and new and newer residents (less than five years in the City of Darebin).
- **Less satisfied than average** – includes older adults (aged 60 to 74 years) and mortgagee household respondents.

Satisfaction with Council's performance communicating its programs and services increased in one precinct and decreased in seven, as follows:

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

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



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

**Darebin City Council - 2021 Annual Community Survey**

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>Lower</i>	<i>2021 Mean</i>	<i>Upper</i>
<i>Age</i>				
18 - 34 years	323	6.99	<b>7.18</b>	7.38
35 - 44 years	170	6.65	<b>6.89</b>	7.14
45 - 59 years	209	6.26	<b>6.54</b>	6.82
60 - 74 years	108	5.74	<b>6.15</b>	6.57
75 years and over	86	6.42	<b>6.86</b>	7.30
<i>Housing situation</i>				
Own this home	394	6.53	<b>6.74</b>	6.94
Mortgage	195	6.10	<b>6.38</b>	6.66
Renting this home	222	7.02	<b>7.25</b>	7.48
Renting from Office of Housing	14	6.77	<b>7.38</b>	7.99
<i>Period of residence</i>				
Less than one year	10	6.00	<b>7.53</b>	9.05
One to less than five years	136	7.01	<b>7.28</b>	7.55
Five to less than ten years	172	6.75	<b>7.05</b>	7.35
Ten years or more	543	6.42	<b>6.58</b>	6.75
<i>Aboriginal and Torres Strait Islander</i>				
Yes	6	6.49	<b>7.71</b>	8.94
No	864	6.66	<b>6.79</b>	6.92
<i>Multi-lingual household</i>				
English speaking	540	6.61	<b>6.78</b>	6.94
Multi-lingual	331	6.64	<b>6.86</b>	7.07
<i>Household member with a disability</i>				
Yes	123	6.36	<b>6.74</b>	7.13
No	744	6.67	<b>6.81</b>	6.95
<i>Gender</i>				
Male	436	6.58	<b>6.77</b>	6.95
Female	460	6.70	<b>6.88</b>	7.05
<b>City of Darebin</b>	<b>896</b>	<b>6.70</b>	<b>6.82</b>	<b>6.95</b>





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

**Darebin City Council - 2021 Annual Community Survey**

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2016-17	93	6.31	<b>6.74</b>	7.17
	2017-18	112	6.61	<b>7.00</b>	7.39
	2018-19	107	7.16	<b>7.41</b>	7.66
	2020	66	7.05	<b>7.44</b>	7.84
	2021	81	7.07	<b>7.41</b>	7.74
Fairfield-Alphington	2016-17	114	6.34	<b>6.70</b>	7.06
	2017-18	110	7.08	<b>7.33</b>	7.58
	2018-19	117	6.88	<b>7.17</b>	7.46
	2020	62	5.98	<b>6.53</b>	7.09
	2021	67	6.84	<b>7.18</b>	7.52
Reservoir East	2016-17	100	6.68	<b>7.08</b>	7.48
	2017-18	115	6.63	<b>6.96</b>	7.28
	2018-19	107	6.85	<b>7.13</b>	7.41
	2020	140	7.05	<b>7.34</b>	7.63
	2021	165	6.63	<b>6.91</b>	7.19
Preston West	2016-17	104	6.25	<b>6.64</b>	7.03
	2017-18	99	6.79	<b>7.13</b>	7.47
	2018-19	105	6.46	<b>6.84</b>	7.22
	2020	124	7.12	<b>7.37</b>	7.63
	2021	100	6.46	<b>6.89</b>	7.32
Preston East	2016-17	106	6.01	<b>6.40</b>	6.79
	2017-18	107	6.84	<b>7.13</b>	7.43
	2018-19	114	6.73	<b>7.02</b>	7.31
	2020	90	6.77	<b>7.11</b>	7.45
	2021	107	6.42	<b>6.80</b>	7.18
Thornbury	2016-17	103	5.99	<b>6.39</b>	6.79
	2017-18	113	6.41	<b>6.81</b>	7.20
	2018-19	104	7.03	<b>7.24</b>	7.45
	2020	108	6.59	<b>6.95</b>	7.31
	2021	89	6.36	<b>6.73</b>	7.10
Reservoir West	2016-17	120	6.48	<b>6.83</b>	7.17
	2017-18	107	7.01	<b>7.34</b>	7.67
	2018-19	114	7.24	<b>7.53</b>	7.81
	2020	162	6.66	<b>6.95</b>	7.25
	2021	147	6.20	<b>6.56</b>	6.91
Northcote	2016-17	111	6.65	<b>7.00</b>	7.35
	2017-18	110	6.70	<b>7.02</b>	7.33
	2018-19	115	7.03	<b>7.33</b>	7.63
	2020	162	6.85	<b>7.17</b>	7.49
	2021	139	6.19	<b>6.53</b>	6.87

The following table outlines the reasons why the 150 respondents were not satisfied with Council's performance communicating its programs and services.

The most common responses related to a perception that Council does not communicate properly, or that there is little or no communication.

**Reasons for rating satisfaction with communicating programs and services less than 6**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
Don't communicate properly	6
Little / no communication	6
Don't see / hear from them	4
Communication strategies must change with time, social media, or other electronic channels	3
Lack of information from Council	3
Need to be more	3
Not enough communication with the residents	3
Not seen much	3
Better communication methods required	2
Don't really know much about the programs / services of Council	2
More flyers / promotion	2
Barely any form of communication from the Council's side unless you are well connected to the tele network	1
Don't hear from them, when it says junk mail, we don't receive it	1
Every 3 months they give it a go, and then they give up. They don't know which platforms to use	1
I always find out about Council events from friends and neighbours, no proper advertising	1
Just 1 notice in 3-4 months, no promotion or anything	1
Lots of posters, inadequate actions	1
Need to act from the compliance	1
Never response to the complaints that is being made and have numerous issues that haven't been solved	1
No information or letters no correspondence	1
No newspaper, no communication whatsoever	1
No parking for development not fair	1
Not much communication i.e., bike lanes, cost of money	1
Prefers paper communication methods	1
Receiving a bit of info through the mail	1
Represents unnecessary issues	1
Spends too much time and effort in addressing issues which are national level. Council must address community needs over focusing on federal level issues	1
The website is not easy to navigate and find information	1
<b>Total</b>	<b>54</b>



## 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?”*

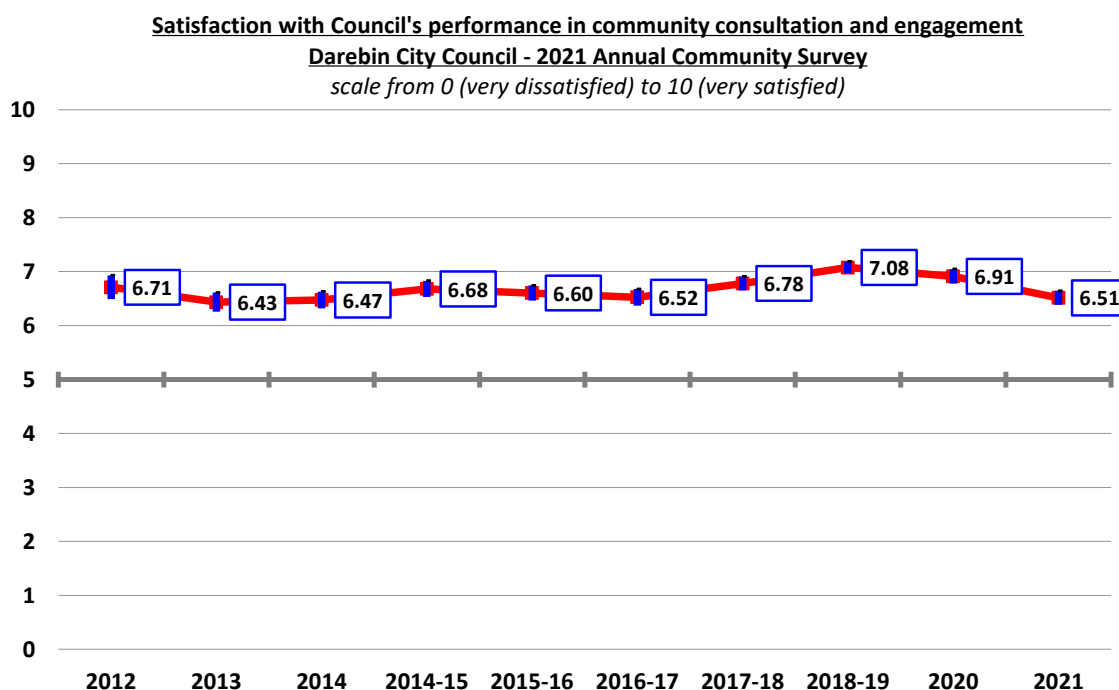
Satisfaction with Council’s “community consultation and engagement” declined measurably and significantly this year, down 5.8% to 6.51, although it remains at a “good” level of satisfaction.

This result is marginally below the long-term average since 2012 of 6.67.

By way of comparison, the metropolitan Melbourne average satisfaction with community consultation and engagement was 6.72, somewhat, but not measurably higher than the City of Darebin result of 6.51, as measured in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

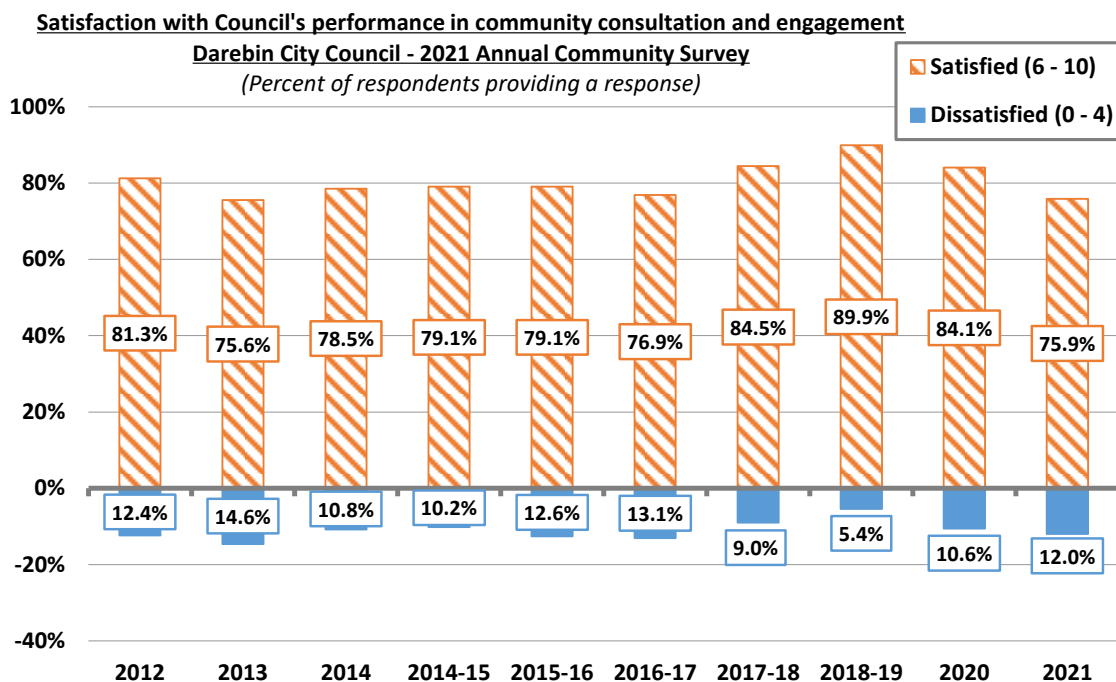
Metropolis Research notes that satisfaction with community consultation and engagement has declined in all six *Annual Community Satisfaction Surveys* conducted by Metropolis Research so far in calendar 2021, declining by an average of eight percent.

It is difficult to understand fully the reasons behind these declines across metropolitan Melbourne, although there is a possibility that COVID-19 may have played a role, as well as the local government elections held late in 2020.



Consistent with the measurable decline in average satisfaction with community consultation and engagement, the proportion of respondents who were “satisfied” (i.e., rated satisfaction at six or more) declined notably again this year, down from 84.1% to 75.9%.

It is noted, however, that there was only a small increase in the proportion of “dissatisfied” respondents (i.e., rated satisfaction at less than five), up from 10.6% to 12.0%.



There was some statistically significant variation in satisfaction with community consultation and engagement observed across the municipality, as follows:

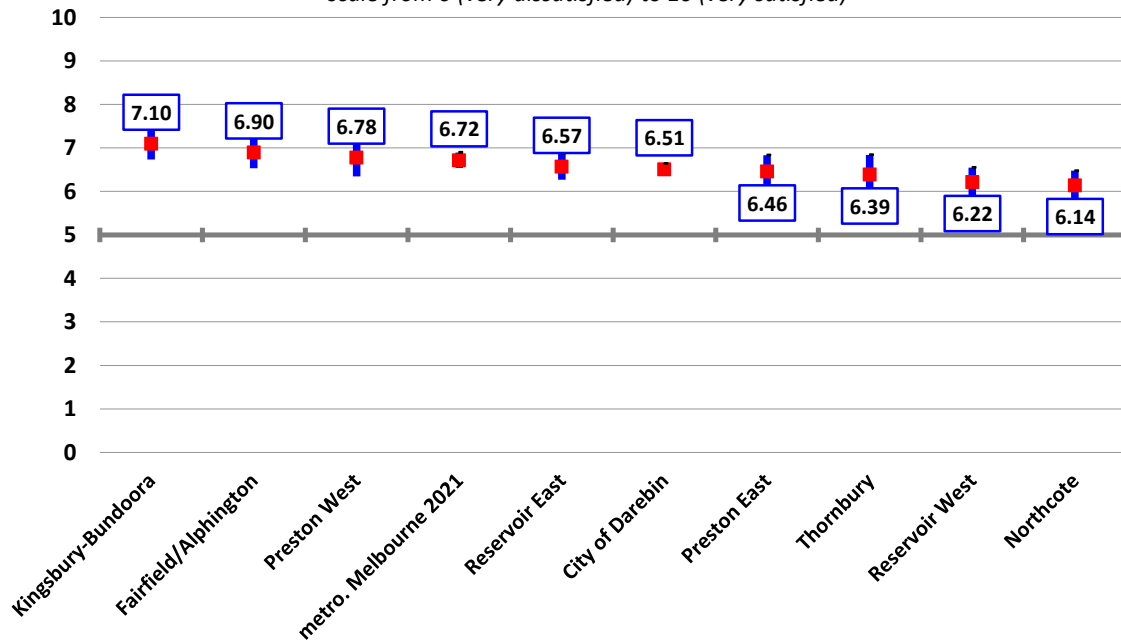
- **Kingsbury/Bundoora** – respondents were measurably more satisfied with community consultation and engagement than the municipal average.
- **Northcote** – respondents were notably, but not measurably less satisfied than the municipal average and at a “solid” rather than a “good” level.



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

**Darebin City Council - 2021 Annual Community Survey**

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



There was also some notable variation in satisfaction with Council's performance in community consultation and engagement observed by respondent profile, as follows:

- **More satisfied than average** – includes young adults (aged 18 to 34 years), private and public rental household respondents, and new residents (less than one year in the City of Darebin).
- **Less satisfied than average** – includes older adults (aged 60 to 74 years) and mortgagee household respondents.

Satisfaction with Council's performance in community consultation and engagement increased in one precinct and decreased in seven, as follows:

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

The decline in satisfaction in Reservoir West and Northcote were statistically significant at the 95% confidence level.

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

**Darebin City Council - 2021 Annual Community Survey**

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>Lower</i>	<i>2021 Mean</i>	<i>Upper</i>
<i>Age</i>				
18 - 34 years	309	6.64	<b>6.83</b>	7.03
35 - 44 years	163	6.25	<b>6.52</b>	6.80
45 - 59 years	201	5.76	<b>6.06</b>	6.35
60 - 74 years	103	5.74	<b>6.14</b>	6.55
75 years and over	74	6.48	<b>6.91</b>	7.33
<i>Housing situation</i>				
Own this home	367	6.30	<b>6.50</b>	6.71
Mortgage	190	5.76	<b>6.03</b>	6.30
Renting this home	206	6.61	<b>6.86</b>	7.10
Renting from Office of Housing	14	7.60	<b>8.24</b>	8.88
<i>Period of residence</i>				
Less than one year	12	6.60	<b>7.98</b>	9.37
One to less than five years	135	6.43	<b>6.73</b>	7.02
Five to less than ten years	165	6.46	<b>6.75</b>	7.04
Ten years or more	506	6.16	<b>6.34</b>	6.51
<i>Aboriginal and Torres Strait Islander</i>				
Yes	6	4.57	<b>6.90</b>	9.23
No	819	6.37	<b>6.51</b>	6.64
<i>Multi-lingual household</i>				
English speaking	525	6.30	<b>6.46</b>	6.63
Multi-lingual	300	6.37	<b>6.59</b>	6.82
<i>Household member with a disability</i>				
Yes	113	6.23	<b>6.65</b>	7.06
No	709	6.36	<b>6.50</b>	6.64
<i>Gender</i>				
Male	417	6.24	<b>6.43</b>	6.61
Female	433	6.41	<b>6.60</b>	6.78
<b>City of Darebin</b>	<b>850</b>	<b>6.38</b>	<b>6.51</b>	<b>6.64</b>

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

**Darebin City Council - 2021 Annual Community Survey**

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2016-17	79	5.69	<b>6.37</b>	7.05
	2017-18	107	6.72	<b>7.08</b>	7.45
	2018-19	99	6.96	<b>7.25</b>	7.54
	2020	57	7.20	<b>7.62</b>	8.05
	2021	79	6.73	<b>7.10</b>	7.47
Fairfield-Alphington	2016-17	106	5.86	<b>6.46</b>	7.06
	2017-18	104	6.69	<b>7.00</b>	7.31
	2018-19	104	6.15	<b>6.56</b>	6.96
	2020	61	5.71	<b>6.33</b>	6.95
	2021	69	6.53	<b>6.90</b>	7.27
Preston West	2016-17	93	5.96	<b>6.41</b>	6.86
	2017-18	93	6.18	<b>6.58</b>	6.98
	2018-19	94	6.22	<b>6.61</b>	6.99
	2020	120	6.80	<b>7.11</b>	7.41
	2021	97	6.34	<b>6.78</b>	7.22
Reservoir East	2016-17	85	6.64	<b>7.02</b>	7.40
	2017-18	105	6.25	<b>6.62</b>	6.98
	2018-19	99	6.90	<b>7.16</b>	7.42
	2020	125	6.80	<b>7.12</b>	7.43
	2021	147	6.27	<b>6.57</b>	6.87
Preston East	2016-17	94	5.51	<b>5.97</b>	6.42
	2017-18	109	6.44	<b>6.72</b>	7.01
	2018-19	108	6.68	<b>6.94</b>	7.21
	2020	88	6.35	<b>6.83</b>	7.32
	2021	105	6.09	<b>6.46</b>	6.83
Thornbury	2016-17	89	5.50	<b>6.01</b>	6.52
	2017-18	101	6.41	<b>6.82</b>	7.23
	2018-19	101	6.77	<b>7.04</b>	7.31
	2020	102	6.28	<b>6.68</b>	7.07
	2021	80	5.94	<b>6.39</b>	6.84
Reservoir West	2016-17	98	6.13	<b>6.48</b>	6.83
	2017-18	108	6.64	<b>6.98</b>	7.32
	2018-19	108	7.21	<b>7.45</b>	7.70
	2020	155	6.58	<b>6.90</b>	7.22
	2021	136	5.88	<b>6.22</b>	6.55
Northcote	2016-17	95	6.75	<b>7.03</b>	7.31
	2017-18	103	6.23	<b>6.66</b>	7.09
	2018-19	109	6.76	<b>7.12</b>	7.48
	2020	151	6.44	<b>6.77</b>	7.11
	2021	138	5.81	<b>6.14</b>	6.48

The following table outlines the reasons why the 205 respondents were not satisfied with Council's consultation and engagement.

The most common responses related to a perception that there is little or no communication or engagement with the community.

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

**Darebin City Council - 2021 Annual Community Survey**

*(Number of responses)*

<i>Reason</i>	<i>Number</i>
Little / no consultation	12
Little / no engagement with the community	7
Don't hear anything from them	5
Council doesn't listen / not responsive at all	4
Not seen much / not aware	4
Needs to improve	3
Don't engage with community before decision	2
Regarding parking restrictions	2
Could do lot better in terms of engaging with community over social media or other electronic channels	1
Council contact	1
Didn't realise development with Preston Market	1
Don't see any of people from Council on street, no communication with resident	1
Engagement with road traffic problems	1
Haven't heard so much, only one time receive feedback	1
Insufficient elderly care	1
Issues aren't discussed. There should be done more often	1
More engagement needed	1
Need more consultation with residents	1
Need to act from the compliance	1
Never contacted before	1
Never response to the complaints that is being made and have numerous issues that haven't been solved	1
No consultation from the Council with the residents till the change was implemented	1
No consultation happens regarding bike lanes	1
No information from the local paper	1
Not much for youth	1
Poor consultation regarding parking space planning near Roseberry Ave	1
Residents get informed after a decision is made (e.g., 40 km speed limit Cramer St)	1
Some consultation feels like a cover for pushing an initial agenda. Consultation doesn't change much	1
Spends too much time and effort in addressing issues which are national level. Council must address community needs over focusing on federal level issues	1
There's way too much property development happening. Community isn't consulted about development	1
They don't communicate properly	1
They have not consulted with the community regarding developments and new facilities	1
<b>Total</b>	<b>63</b>





## Making decisions in the interests of the community

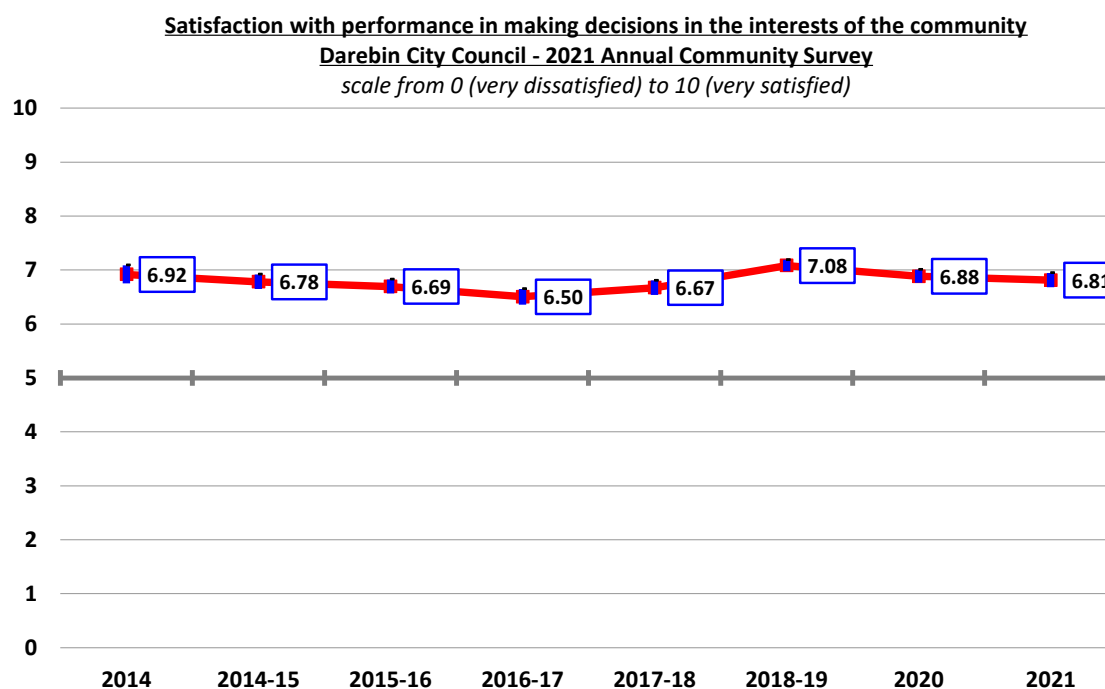
Respondents were asked:

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

Satisfaction with Council’s performance “making decisions in the interests of the community” declined marginally but not measurably this year, down one percent to 6.81, although it remains at a “good” level.

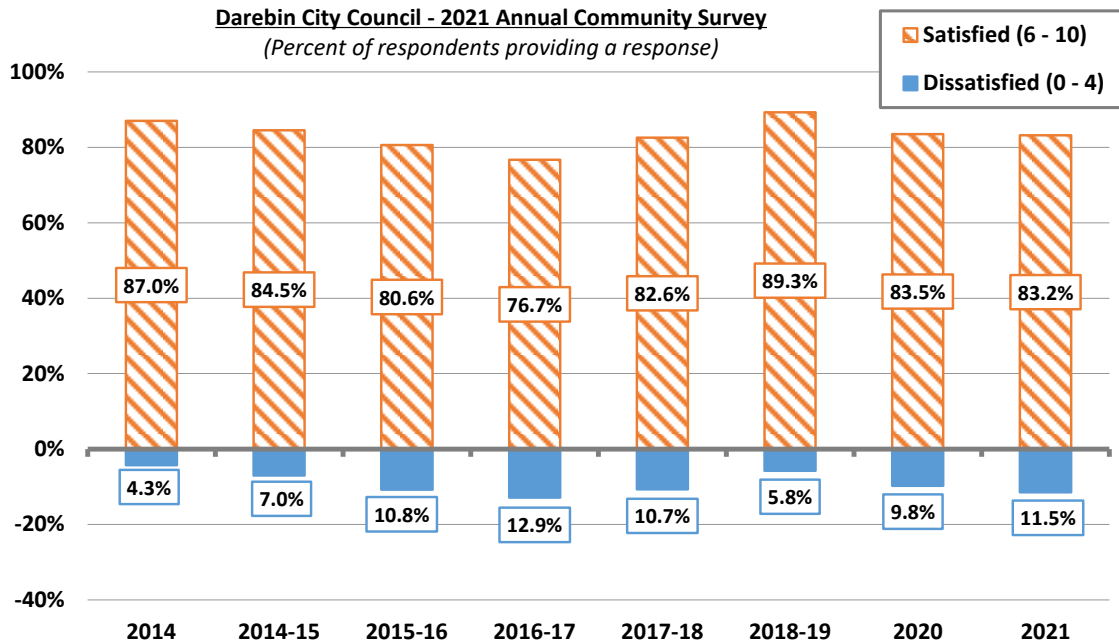
This result is marginally above the long-term average since 2014 of 6.79.

By way of comparison, this result was marginally higher than the metropolitan Melbourne average of 6.76, as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.



Consistent with the marginal decline in average satisfaction with Council’s performance making decisions in the interests of the community, there was a small increase in the proportion of “dissatisfied” respondents (i.e., rated satisfaction at less than five), up from 9.8% to 11.5%.

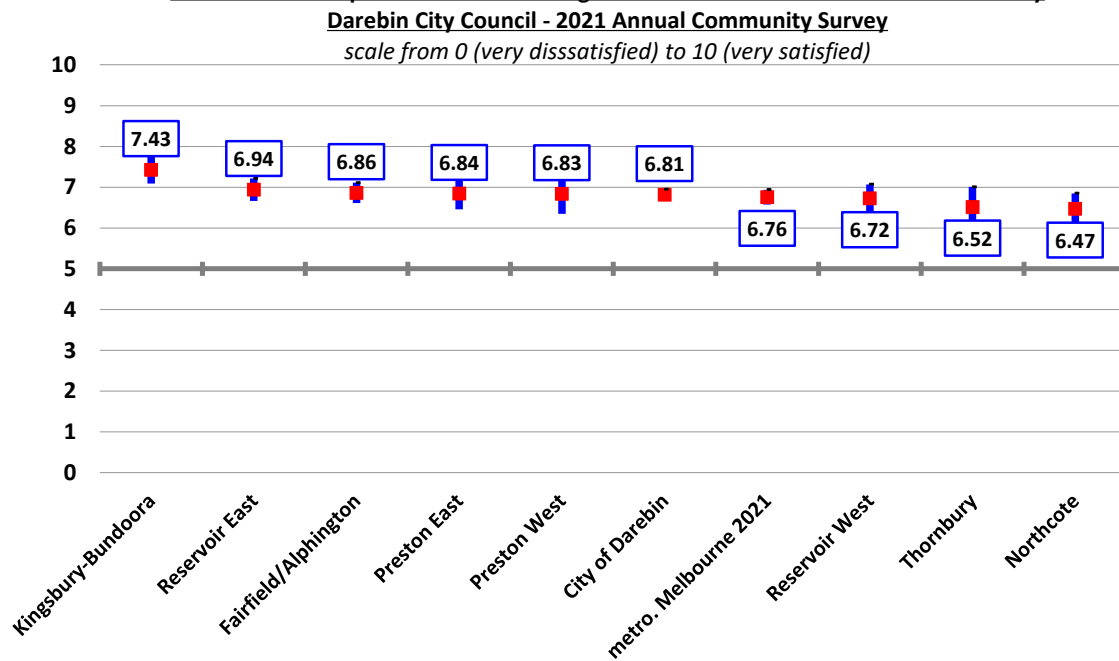
**Satisfaction with performance in making decisions in the interests of the community**




There was some statistically significant variation in satisfaction with Council making decisions in the interests of the community observed across the municipality, as follows:

- **Kingsbury/Bundoora** – respondents were measurably more satisfied than the municipal average.
- **Northcote** – respondents were notably, but not measurably less satisfied than the municipal average and at a “solid” rather than a “good” level.

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





There was also some notable variation in satisfaction with Council making decisions in the interests of the community observed by respondent profile, as follows:

- **More satisfied than average** – includes young adults (aged 18 to 34 years), female respondents, private and public rental household respondents, and respondents who have lived in the City of Darebin for less than 10 years.
- **Less satisfied than average** – includes older adults (aged 60 to 74 years), male respondents, and mortgagee household respondents.

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

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

None of these variations in satisfaction at the precinct level were statistically significant at the 95% confidence level.



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

**Darebin City Council - 2021 Annual Community Survey**

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>Lower</i>	<i>2021 Mean</i>	<i>Upper</i>
<i>Age</i>				
18 - 34 years	312	7.15	<b>7.34</b>	7.53
35 - 44 years	164	6.58	<b>6.85</b>	7.12
45 - 59 years	197	5.89	<b>6.21</b>	6.52
60 - 74 years	101	5.72	<b>6.16</b>	6.60
75 years and over	69	6.64	<b>7.04</b>	7.43
<i>Housing situation</i>				
Own this home	364	6.50	<b>6.71</b>	6.91
Mortgage	181	5.95	<b>6.25</b>	6.56
Renting this home	213	7.16	<b>7.40</b>	7.63
Renting from Office of Housing	14	7.43	<b>8.13</b>	8.83
<i>Period of residence</i>				
Less than one year	12	6.93	<b>7.95</b>	8.97
One to less than five years	136	7.14	<b>7.40</b>	7.66
Five to less than ten years	168	6.98	<b>7.26</b>	7.55
Ten years or more	495	6.26	<b>6.45</b>	6.63
<i>Aboriginal and Torres Strait Islander</i>				
Yes	6	4.42	<b>6.72</b>	9.01
No	814	6.66	<b>6.79</b>	6.93
<i>Multi-lingual household</i>				
English speaking	517	6.66	<b>6.82</b>	6.99
Multi-lingual	303	6.51	<b>6.75</b>	6.98
<i>Household member with a disability</i>				
Yes	112	6.37	<b>6.77</b>	7.18
No	705	6.67	<b>6.81</b>	6.95
<i>Gender</i>				
Male	407	6.45	<b>6.64</b>	6.83
Female	436	6.79	<b>6.97</b>	7.16
<b>City of Darebin</b>	<b>843</b>	<b>6.68</b>	<b>6.81</b>	<b>6.95</b>

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

**Darebin City Council - 2021 Annual Community Survey**

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2016-17	86	6.52	<b>6.88</b>	7.25
	2017-18	108	6.78	<b>7.08</b>	7.39
	2018-19	102	7.00	<b>7.28</b>	7.57
	2020	54	6.63	<b>7.15</b>	7.68
	2021	86	7.09	<b>7.43</b>	7.76
Reservoir East	2016-17	96	6.53	<b>6.94</b>	7.34
	2017-18	110	6.34	<b>6.71</b>	7.08
	2018-19	104	6.79	<b>7.07</b>	7.34
	2020	129	6.62	<b>6.93</b>	7.24
	2021	152	6.66	<b>6.94</b>	7.21
Fairfield-Alphington	2016-17	98	5.92	<b>6.32</b>	6.71
	2017-18	112	6.30	<b>6.69</b>	7.08
	2018-19	109	6.35	<b>6.71</b>	7.06
	2020	59	6.19	<b>6.66</b>	7.13
	2021	64	6.61	<b>6.86</b>	7.11
Preston East	2016-17	96	5.63	<b>6.07</b>	6.51
	2017-18	110	6.32	<b>6.68</b>	7.04
	2018-19	106	6.51	<b>6.85</b>	7.19
	2020	90	6.51	<b>6.91</b>	7.31
	2021	103	6.45	<b>6.84</b>	7.23
Preston West	2016-17	92	5.80	<b>6.24</b>	6.67
	2017-18	100	6.17	<b>6.57</b>	6.97
	2018-19	97	6.23	<b>6.64</b>	7.05
	2020	119	6.70	<b>6.99</b>	7.29
	2021	93	6.34	<b>6.83</b>	7.32
Reservoir West	2016-17	108	6.09	<b>6.48</b>	6.87
	2017-18	113	6.56	<b>6.89</b>	7.22
	2018-19	112	7.12	<b>7.39</b>	7.67
	2020	155	6.60	<b>6.91</b>	7.23
	2021	138	6.38	<b>6.72</b>	7.07
Thornbury	2016-17	98	5.62	<b>6.11</b>	6.60
	2017-18	100	5.83	<b>6.29</b>	6.75
	2018-19	102	6.96	<b>7.18</b>	7.39
	2020	101	6.27	<b>6.64</b>	7.01
	2021	81	6.02	<b>6.52</b>	7.01
Northcote	2016-17	96	6.42	<b>6.78</b>	7.14
	2017-18	103	6.12	<b>6.54</b>	6.97
	2018-19	110	6.88	<b>7.18</b>	7.48
	2020	153	6.57	<b>6.87</b>	7.16
	2021	126	6.09	<b>6.47</b>	6.85

The following table outlines the reasons why the 142 respondents were not satisfied with Council's performance making decisions in the interests of the community.

The most common responses relate to a perception that Council does not consult with the community, a perception that Council makes decisions in its interest rather than the community, or that it is "political" in some way.

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

**Darebin City Council - 2021 Annual Community Survey**

*(Number of responses)*

<i>Reason</i>	<i>Number</i>
Community members not consulted	2
Doesn't take the feedback, recommendations from consultation seriously	2
Make their own decision /do what they want	2
Not enough / not seen much	2
They make decisions for minority over majority groups	2
Agendas	1
Because don't feel as a community member since compliance were not solved	1
Council only looks after developers	1
Gentrified decisions	1
Got rid of parking in train stations	1
I'm not sure how well they listen to us while making decisions	1
It's all about political votes	1
More email, flyers, mails should be provided about such things	1
Never response to the complaints that is being made and have numerous issues that haven't been solved	1
Not enough communication	1
Not happy with selling of Preston Market	1
Represents unnecessary issues, doesn't make decisions that benefits most of the residents	1
Should care more about nature	1
Spend money on unnecessary infrastructure	1
Spends too much time and effort in addressing issues which are national level. Council must address community needs over focusing on Federal level issues	1
The decisions made in the last 6 months are biased more politically sided	1
The issue of Northcote Golf course	1
They don't follow through	1
They take too long to make decisions on behalf of the community	1
To drive a community, it is about passion. They don't hear what the community really wants. 2019, poor parking policy	1
Very diverse community certain aspects emphasised to detriment of others such as Heidelberg bike lane	1
Very white - all white women in the Council, no access to job opportunities	1
<b>Total</b>	<b>32</b>



## Lobbying and making representations on key issues

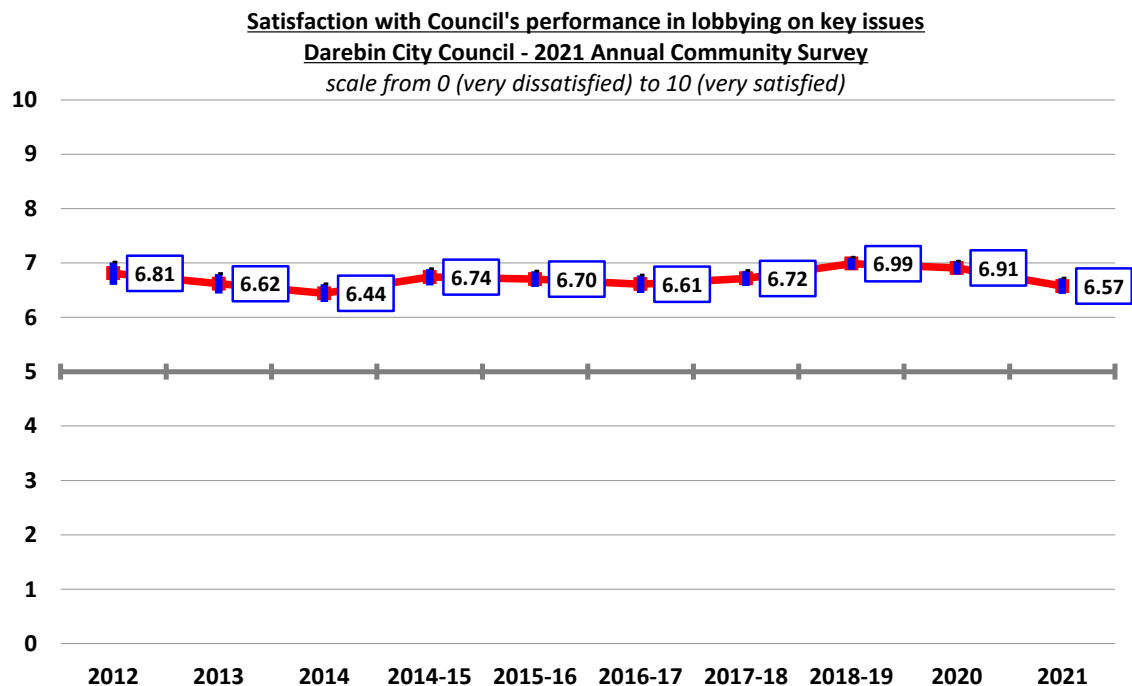
Respondents were asked:

*“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 performance in “lobbying and making representations on key issues that affect the local community” declined measurably this year, down 4.9% to 6.57, although it remains at a “good” level of satisfaction.

This result is now marginally but not measurably lower than the long-term average since 2012 of 6.71.

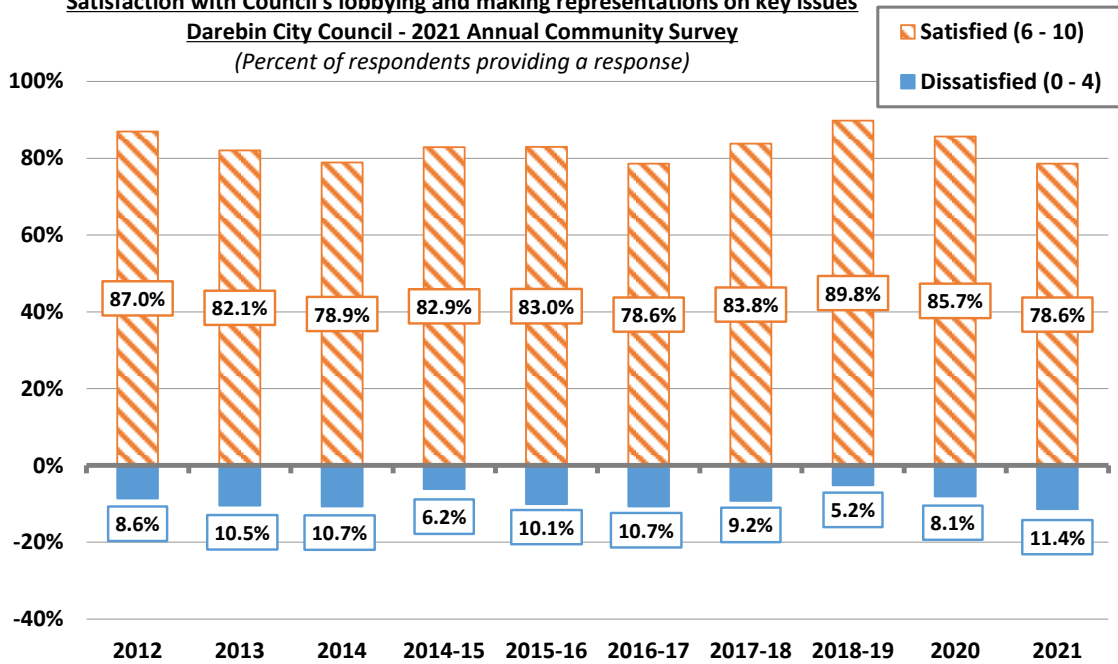
By way of comparison, this result was marginally but not measurably lower than the metropolitan Melbourne average of 6.66 recorded in the 2021 *Governing Melbourne* research.



Consistent with the measurable decline in average satisfaction with Council’s performance lobbying on key issues, the proportion of respondents who were “satisfied” (i.e., rated satisfaction at six or more) declined notably again this year, down from 85.7% to 78.6%.

It is noted, however, that there was only a modest increase in the proportion of “dissatisfied” respondents (i.e., rated satisfaction at less than five), up from 8.1% to 11.4%.

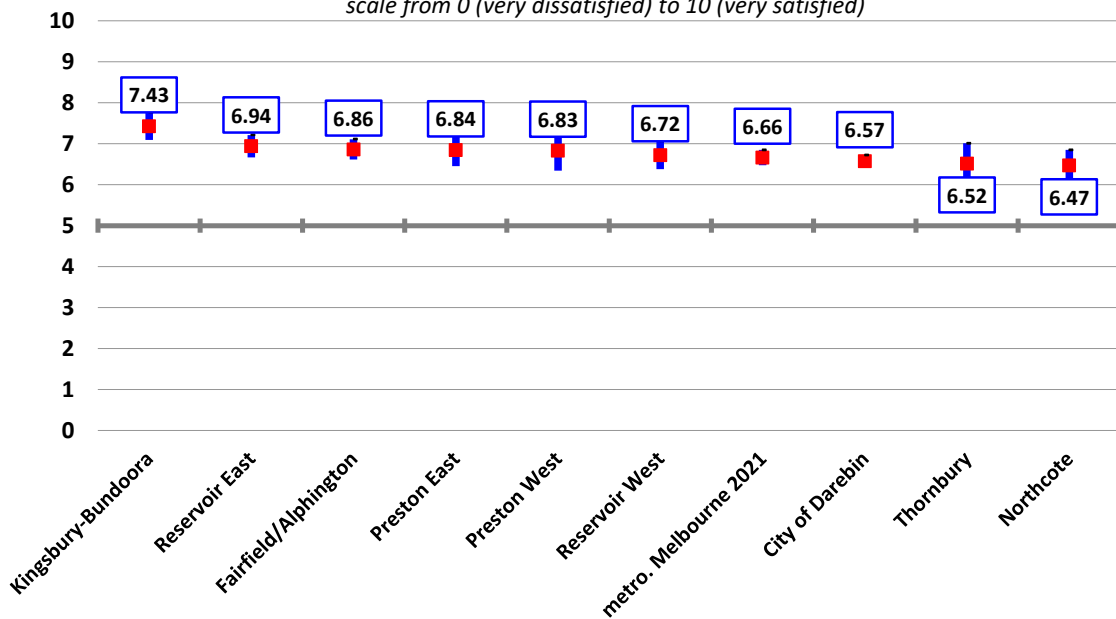
**Satisfaction with Council's lobbying and making representations on key issues**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Percent of respondents providing a response)*




There was some statistically significant variation in satisfaction with Council's performance lobbying on key issues observed across the municipality, as follows:

- **Kingsbury/Bundoora** – respondents were measurably more satisfied than the municipal average and at a “very good” rather than a “good” level of satisfaction.
- **Northcote** – respondents were notably, but not measurably less satisfied than the municipal average and at a “solid” rather than a “good” level.

**Satisfaction with Council's performance in lobbying on key issues by precinct**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*







There was also some notable variation in satisfaction with Council making decisions in the interests of the community observed by respondent profile, as follows:

- **More satisfied than average** – includes young adults (aged 18 to 34 years), female respondents, private and public rental household respondents, and respondents who have lived in the City of Darebin for less than 10 years.
- **Less satisfied than average** – includes older adults (aged 60 to 74 years), male respondents, and mortgagee household respondents.

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

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

None of these variations in satisfaction at the precinct level were statistically significant at the 95% confidence level.

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

**Darebin City Council - 2021 Annual Community Survey**

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>Lower</i>	<i>2021 Mean</i>	<i>Upper</i>
<i>Age</i>				
18 - 34 years	312	7.15	<b>7.34</b>	7.53
35 - 44 years	164	6.58	<b>6.85</b>	7.12
45 - 59 years	197	5.89	<b>6.21</b>	6.52
60 - 74 years	101	5.72	<b>6.16</b>	6.60
75 years and over	69	6.64	<b>7.04</b>	7.43
<i>Housing situation</i>				
Own this home	364	6.50	<b>6.71</b>	6.91
Mortgage	181	5.95	<b>6.25</b>	6.56
Renting this home	213	7.16	<b>7.40</b>	7.63
Renting from Office of Housing	14	7.43	<b>8.13</b>	8.83
<i>Period of residence</i>				
Less than one year	12	6.93	<b>7.95</b>	8.97
One to less than five years	136	7.14	<b>7.40</b>	7.66
Five to less than ten years	168	6.98	<b>7.26</b>	7.55
Ten years or more	495	6.26	<b>6.45</b>	6.63
<i>Aboriginal and Torres Strait Islander</i>				
Yes	5	4.42	<b>6.72</b>	9.01
No	813	6.66	<b>6.79</b>	6.93
<i>Multi-lingual household</i>				
English speaking	517	6.66	<b>6.82</b>	6.99
Multi-lingual	303	6.51	<b>6.75</b>	6.98
<i>Household member with a disability</i>				
Yes	112	6.37	<b>6.77</b>	7.18
No	705	6.67	<b>6.81</b>	6.95
<i>Gender</i>				
Male	407	6.45	<b>6.64</b>	6.83
Female	436	6.79	<b>6.97</b>	7.16
<b>City of Darebin</b>	<b>727</b>	<b>6.43</b>	<b>6.57</b>	<b>6.72</b>

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

**Darebin City Council - 2021 Annual Community Survey**

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2016-17	60	6.61	<b>7.02</b>	7.43
	2017-18	94	6.83	<b>7.19</b>	7.56
	2018-19	94	6.88	<b>7.20</b>	7.53
	2020	47	6.80	<b>7.29</b>	7.78
	2021	86	7.09	<b>7.43</b>	7.76
Reservoir East	2016-17	69	6.79	<b>7.20</b>	7.62
	2017-18	97	6.34	<b>6.70</b>	7.06
	2018-19	92	6.62	<b>6.95</b>	7.27
	2020	114	6.70	<b>7.01</b>	7.32
	2021	152	6.66	<b>6.94</b>	7.21
Fairfield-Alphington	2016-17	82	6.00	<b>6.45</b>	6.91
	2017-18	106	6.45	<b>6.79</b>	7.14
	2018-19	93	6.78	<b>7.08</b>	7.37
	2020	55	6.30	<b>6.78</b>	7.27
	2021	64	6.61	<b>6.86</b>	7.11
Preston East	2016-17	76	5.52	<b>5.95</b>	6.38
	2017-18	99	6.46	<b>6.80</b>	7.14
	2018-19	88	6.26	<b>6.64</b>	7.01
	2020	74	6.64	<b>7.03</b>	7.43
	2021	103	6.45	<b>6.84</b>	7.23
Preston West	2016-17	71	5.64	<b>6.18</b>	6.73
	2017-18	80	6.06	<b>6.49</b>	6.92
	2018-19	77	6.34	<b>6.74</b>	7.14
	2020	109	6.78	<b>7.04</b>	7.31
	2021	93	6.34	<b>6.83</b>	7.32
Reservoir West	2016-17	90	6.21	<b>6.63</b>	7.06
	2017-18	97	6.38	<b>6.76</b>	7.15
	2018-19	108	6.81	<b>7.10</b>	7.39
	2020	146	6.40	<b>6.75</b>	7.10
	2021	138	6.38	<b>6.72</b>	7.07
Thornbury	2016-17	67	6.07	<b>6.60</b>	7.12
	2017-18	84	6.16	<b>6.63</b>	7.10
	2018-19	92	6.74	<b>7.03</b>	7.32
	2020	85	6.45	<b>6.80</b>	7.15
	2021	81	6.02	<b>6.52</b>	7.01
Northcote	2016-17	60	6.30	<b>6.72</b>	7.13
	2017-18	89	6.10	<b>6.55</b>	7.00
	2018-19	100	6.79	<b>7.10</b>	7.41
	2020	142	6.54	<b>6.81</b>	7.08
	2021	126	6.09	<b>6.47</b>	6.85

The following table outlines the reasons why the 156 respondents were not satisfied with Council's performance lobbying and making representations on key issues.

A range of issues were raised by individual respondents, as outlined in the table.

**Reasons for rating satisfaction with lobbying and making representations on key issues less than 6**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
All self interest	1
Better consultation and engagement required	1
Can enhance more communication with residents such as local papers every fortnight	1
Doesn't take the feedback, recommendations from consultation seriously	1
Don't represent much of community more than the Council's own	1
Don't think it is Council's place to talk about politics	1
I have been contacting for a few times and still haven't resolved any of the parking issues around train stations and streets like Bastings St	1
Just hear from wife	1
Lack of communication or information on local papers, elderly cannot access online information	1
Never respond to the complaints that is being made and have numerous issues that haven't been solved	1
Not enough communication	1
Not paying attention to issues affecting disabled, elderly community	1
Not really policy to solve problems i.e., refugees	1
Not seen much	1
Not too effective in the outcomes	1
Overstepping the bounds of what is appropriate for local government	1
Represents unnecessary issues	1
Spends too much time and effort in addressing issues which are national level. Council must address community needs over focusing on Federal level issues	1
There is a big problem with road safety between Darebin and Moreland Council on Elizabeth St. It is right on border and kids living there must cross that street which doesn't have pedestrian crossing right near Coburg cemetery	1
There is *swear word removed* going on Council	1
They don't follow through	1
<b>Total</b>	<b>21</b>



## 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?”*

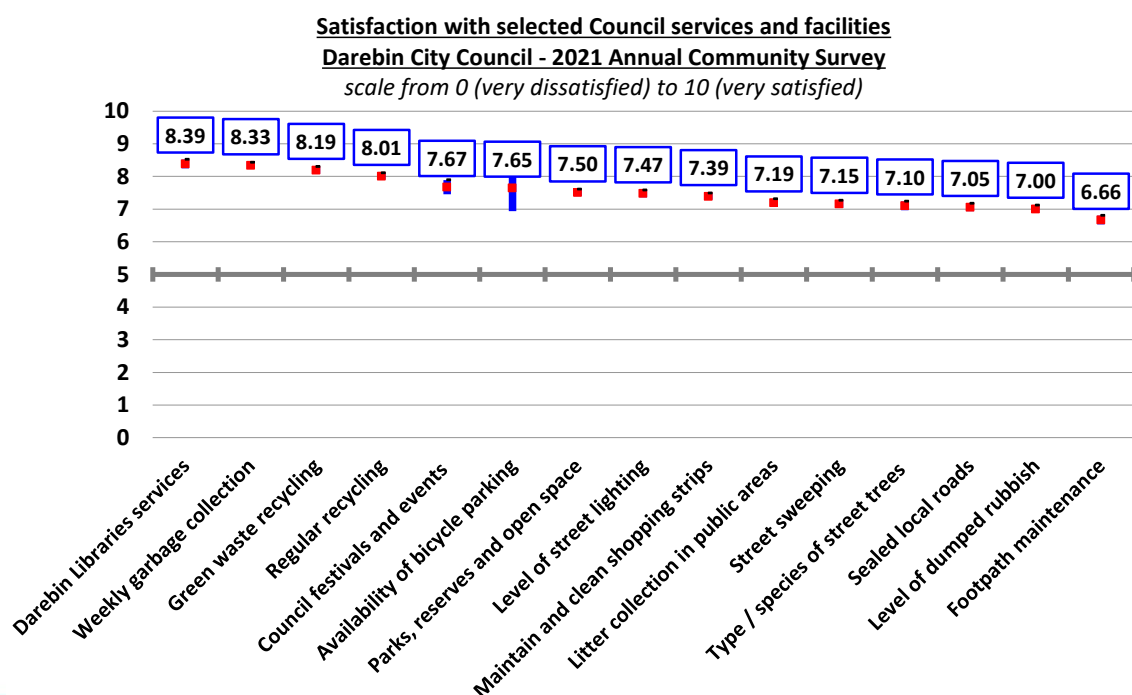
There were 15 Council provided services and facilities included in the 2021 survey.

The average satisfaction with these 15 services and facilities was 7.52, or a “very good” level of satisfaction in 2021, almost identical to the 7.53 recorded last year.

By way of comparison, 12 of these 15 services and facilities were included in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021. The average satisfaction with these 12 services and facilities was 7.58 in the City of Darebin, which was 2.5% lower than the metropolitan Melbourne average of 7.77 or “excellent”.

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

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



Metropolis Research notes that the average satisfaction with the 14 of the 15 included Council services and facilities was higher than satisfaction with Council’s overall performance (6.91).

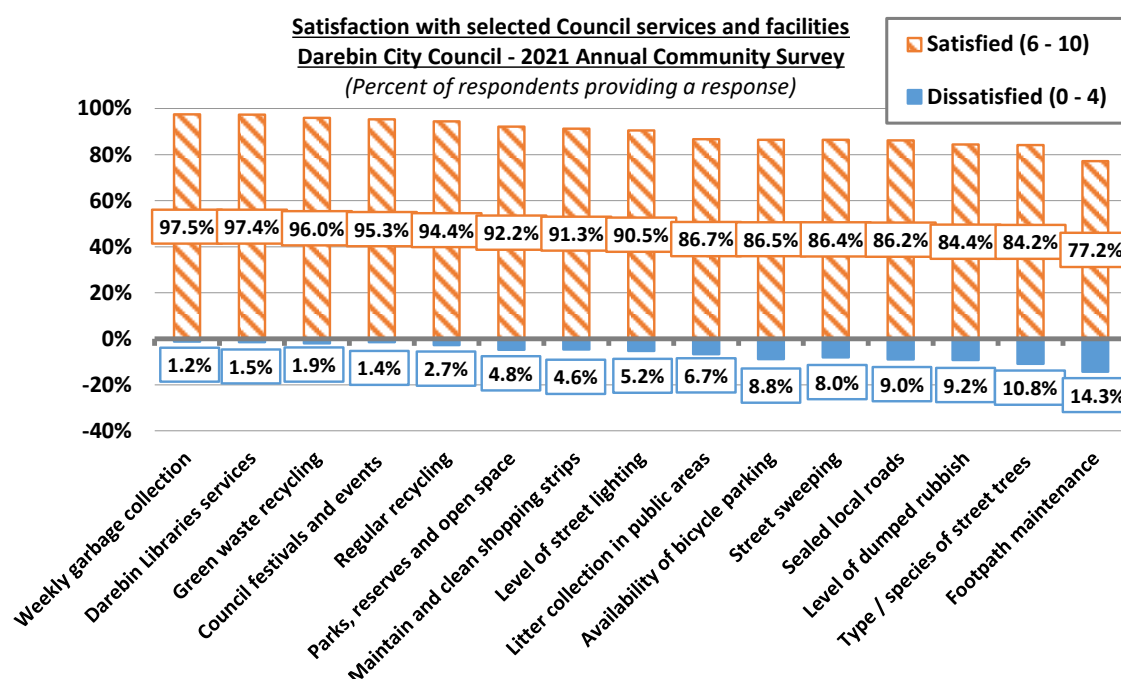
Darebin Library services, weekly garbage collection, green waste recycling, Council’s festivals and events, the availability of bicycle parking, the maintenance of parks, reserves, and open spaces, the level of street lighting, the maintenance and cleaning of shopping strips, litter collection in public areas, and street sweeping all recorded measurably higher satisfaction than satisfaction with 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.

Only footpath maintenance and repairs (6.66) recorded an average satisfaction score lower than satisfaction with Council’s overall performance (6.91).

More than four-fifths of respondents providing a satisfaction score were “satisfied” (i.e., rated satisfaction at six or more) with 14 of the 15 included services and facilities, whilst less than 11% were “dissatisfied” (rated satisfaction at less than five).

Footpath maintenance and repairs reported a slightly lower proportion of satisfied respondents (77.2%) and a slightly higher proportion of dissatisfied respondents (14.3%).



As outlined at the left of the following main table, the Darebin Library Services and the three core kerbside collection services all reported average satisfaction scores measurably higher than the average of all services and facilities (7.52).

There were six services and facilities to record average satisfaction scores lower than the average of all services and facilities: litter collection in public areas, street sweeping, the type / species of street trees, the condition of sealed local roads, the level of dumped rubbish, and footpath maintenance and repairs.

**Satisfaction with selected Council services and facilities**

**Darebin City Council - 2021 Annual Community Survey**

(Number and index score scale 0 - 10)

	Service/facility	Number	2021			2020	2018-19	2017-18	2021 Metro.*
			Lower	Mean	Upper				
Higher than average	Darebin Libraries services	392	8.25	<b>8.39</b>	8.52	8.26	8.46	8.36	8.58
	Weekly garbage collection	988	8.24	<b>8.33</b>	8.42	8.58	8.25	8.43	8.52
	Green waste recycling	737	8.08	<b>8.19</b>	8.30	8.04	8.26	8.19	7.96
	Regular recycling	972	7.91	<b>8.01</b>	8.10	8.14	7.95	8.02	8.32
Average satisfaction	Council festivals and events	159	7.45	<b>7.67</b>	7.89	7.43	7.93	7.97	7.68
	The availability of bicycle parking	268	6.94	<b>7.65</b>	8.35	7.10	n.a.	n.a.	n.a.
	Maintenance of parks, reserves, open space	971	7.40	<b>7.50</b>	7.61	7.58	7.47	7.43	8.01
	The level of street lighting	978	7.37	<b>7.47</b>	7.58	7.37	7.29	7.11	7.72
Lower than average	Maintenance & cleaning of shopping strips	959	7.29	<b>7.39</b>	7.48	7.62	7.36	7.22	7.56
	Litter collection in public areas	934	7.08	<b>7.19</b>	7.31	7.49	7.38	7.06	n.a.
	Street sweeping	959	7.04	<b>7.15</b>	7.27	7.16	7.21	7.07	7.49
	The type / species of street trees	959	6.97	<b>7.10</b>	7.23	7.05	n.a.	n.a.	7.40
	The condition of sealed local roads	989	6.93	<b>7.05</b>	7.17	7.24	7.15	6.99	7.05
	The level of dumped rubbish	956	6.88	<b>7.00</b>	7.12	6.93	7.23	6.89	n.a.
	Footpath maintenance and repairs	986	6.53	<b>6.66</b>	6.80	6.96	7.03	6.86	7.00
Average satisfaction with Council services			7.36	<b>7.52</b>	7.68	7.53	7.53	7.41	7.77

(\*) 2021 metropolitan Melbourne average from Governing Melbourne

**Satisfaction with selected Council services and facilities**

**Darebin City Council - 2021 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
Weekly garbage collection	1.2%	1.3%	97.5%	12	<b>1,000</b>
Darebin Libraries services	1.5%	1.0%	97.4%	0	<b>392</b>
Green waste recycling	1.9%	2.1%	96.0%	3	<b>740</b>
Council festivals and events	1.4%	3.3%	95.3%	0	<b>160</b>
Regular recycling	2.7%	2.9%	94.4%	28	<b>1,000</b>
Maintenance of parks, reserves and open space	4.8%	3.0%	92.2%	29	<b>1,000</b>
Maintenance and cleaning of shopping strips	4.6%	4.1%	91.3%	41	<b>1,000</b>
The level of street lighting	5.2%	4.3%	90.5%	22	<b>1,000</b>
Litter collection in public areas	6.7%	6.6%	86.7%	66	<b>1,000</b>
The availability of bicycle parking	8.8%	4.7%	86.5%	1	<b>268</b>
Street sweeping	8.0%	5.7%	86.4%	41	<b>1,000</b>
The condition of sealed local roads	9.0%	4.8%	86.2%	11	<b>1,000</b>
The level of dumped rubbish	9.2%	6.3%	84.4%	44	<b>1,000</b>
The type / species of street trees	10.8%	4.9%	84.2%	41	<b>1,000</b>
Footpath maintenance and repairs	14.3%	8.5%	77.2%	14	<b>1,000</b>

## Condition of sealed local roads

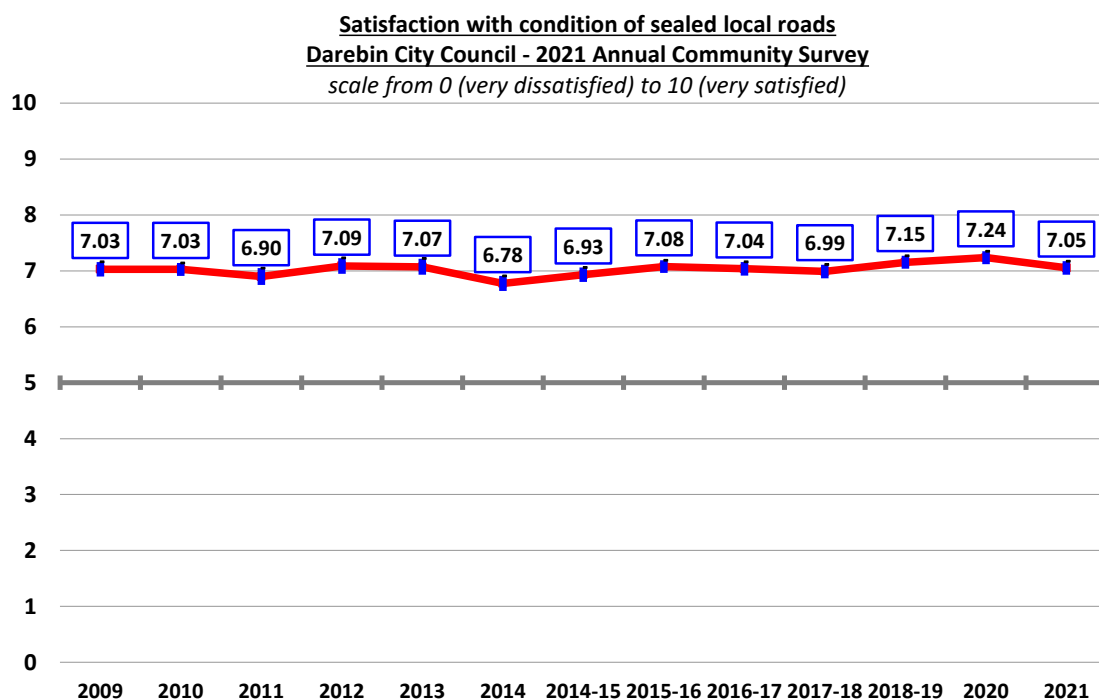
Respondents were asked:

*“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 declined notably but not measurably this year, down 2.6% to 7.05, although it remains at a “good” level.

This result is almost identical to the long-term average since 2009 of 7.03.

By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction of 7.05 recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.



There was notable variation in satisfaction with the condition of sealed local roads observed by respondent profile, as follows:

- **More satisfied than average** – includes young adults (aged 18 to 34 years), female respondents, and respondents from English speaking households.
- **Less satisfied than average** – includes middle-aged and older adults (aged 45 to 74 years), male respondents, and respondents from multi-lingual households.

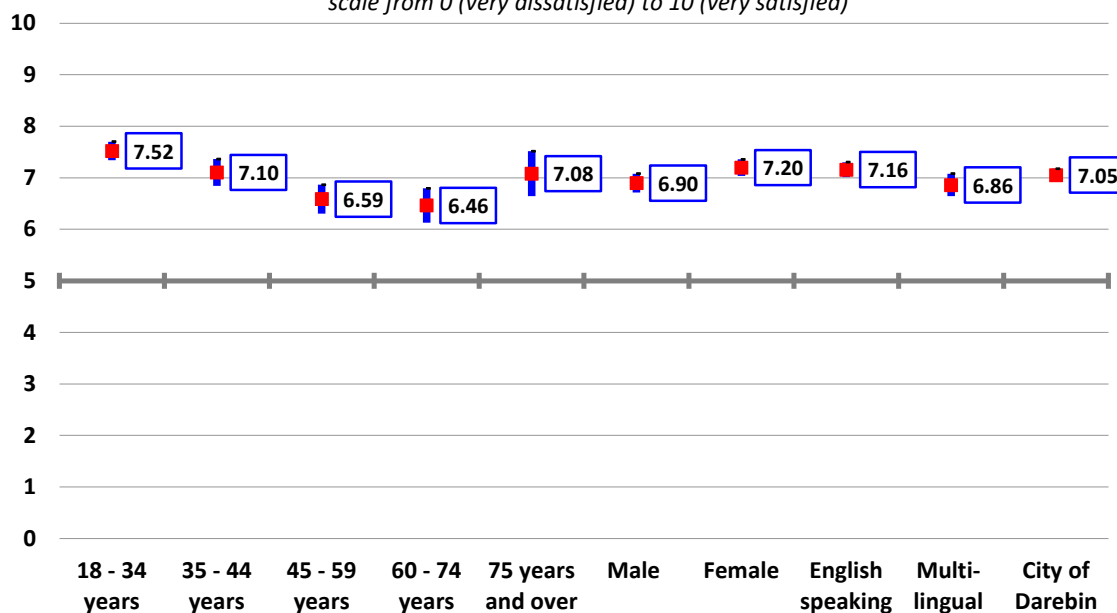




**Satisfaction with condition of sealed local roads by respondent profile**

**Darebin City Council - 2021 Annual Community Survey**

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



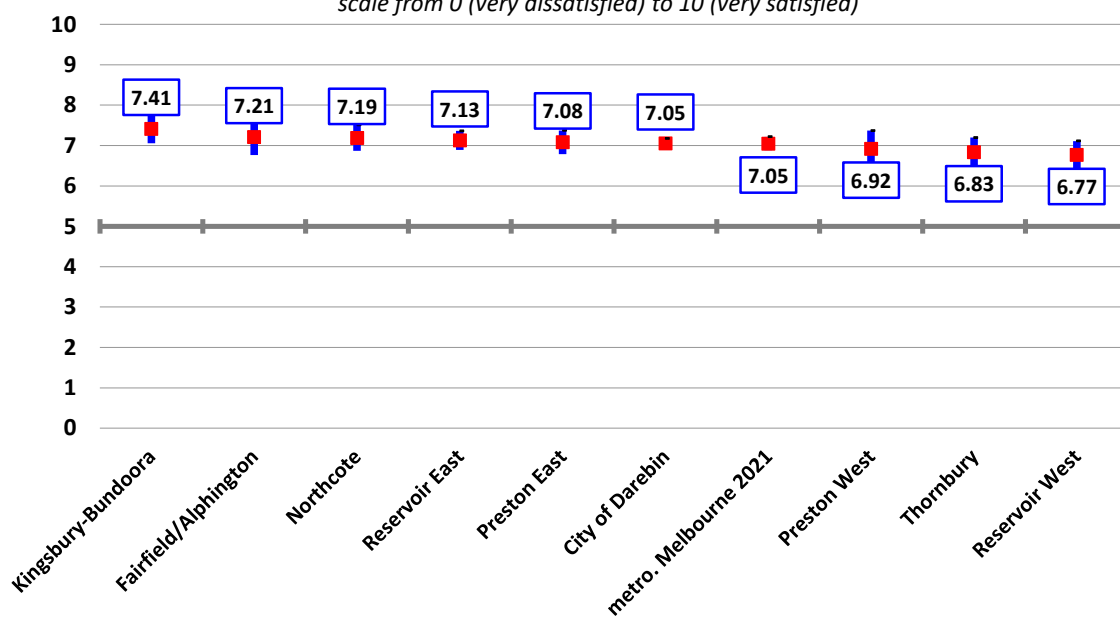
There was no statistically significant variation in satisfaction with the condition of sealed local roads observed across the municipality, although the following is noted:

- **Kingsbury/Bundoora** – respondents were notably but not measurably more satisfied than the municipal average and at a “very good” rather than a “good” level.

**Satisfaction with condition of sealed local roads by precinct**

**Darebin City Council - 2021 Annual Community Survey**

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



Satisfaction with the condition of sealed local roads increased in one precinct and declined in seven, although none of these variations were statistically significant:

- **Increased satisfaction** – in Reservoir East.

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

**Satisfaction with condition of sealed local roads**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2016-17	123	6.72	<b>7.07</b>	7.43
	2017-18	121	7.01	<b>7.35</b>	7.68
	2018-19	122	7.15	<b>7.42</b>	7.69
	2020	72	6.97	<b>7.42</b>	7.88
	2021	95	7.05	<b>7.41</b>	7.78
Fairfield-Alphington	2016-17	122	6.89	<b>7.16</b>	7.42
	2017-18	123	6.96	<b>7.25</b>	7.54
	2018-19	125	6.71	<b>7.06</b>	7.40
	2020	62	7.16	<b>7.58</b>	8.00
	2021	72	6.77	<b>7.21</b>	7.65
Northcote	2016-17	122	6.66	<b>6.98</b>	7.31
	2017-18	123	6.37	<b>6.69</b>	7.01
	2018-19	121	6.49	<b>6.87</b>	7.25
	2020	174	7.06	<b>7.33</b>	7.60
	2021	147	6.87	<b>7.19</b>	7.51
Reservoir East	2016-17	123	7.01	<b>7.33</b>	7.64
	2017-18	125	6.69	<b>7.02</b>	7.35
	2018-19	127	6.86	<b>7.20</b>	7.54
	2020	151	6.68	<b>7.01</b>	7.34
	2021	191	6.89	<b>7.13</b>	7.36
Preston East	2016-17	120	6.51	<b>6.89</b>	7.27
	2017-18	122	6.90	<b>7.25</b>	7.61
	2018-19	124	6.82	<b>7.15</b>	7.49
	2020	94	6.92	<b>7.27</b>	7.62
	2021	115	6.79	<b>7.08</b>	7.37
Preston West	2016-17	123	6.50	<b>6.88</b>	7.26
	2017-18	123	6.85	<b>7.19</b>	7.52
	2018-19	120	6.49	<b>6.88</b>	7.26
	2020	134	6.92	<b>7.21</b>	7.50
	2021	109	6.47	<b>6.92</b>	7.37
Thornbury	2016-17	121	6.53	<b>6.90</b>	7.27
	2017-18	119	6.22	<b>6.66</b>	7.10
	2018-19	123	6.91	<b>7.20</b>	7.48
	2020	116	6.90	<b>7.20</b>	7.51
	2021	97	6.47	<b>6.83</b>	7.20
Reservoir West	2016-17	127	6.72	<b>7.06</b>	7.39
	2017-18	126	6.60	<b>6.92</b>	7.24
	2018-19	122	7.21	<b>7.47</b>	7.72
	2020	174	6.88	<b>7.16</b>	7.44
	2021	164	6.42	<b>6.77</b>	7.11

The following table outlines the reasons why the 136 respondents were not satisfied with the condition of sealed local roads.

The most common reasons relate to a perception that there are a lot of potholes or that the roads are uneven or bumpy, or generally in poor condition.

It is noted, however, that several respondents referred to other issues not directly related to the condition of the road, such as traffic management issues, road network design, the use or non-use of bicycle lanes, and a range of other issues.

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

**Darebin City Council - 2021 Annual Community Survey**

*(Number of responses)*

<i>Response</i>	<i>Number</i>
A lot of potholes on the roads	11
Bumpy / uneven roads	3
General roads in area are not good / poor	3
Very bad condition	3
Constructions	2
In general, maintenance lacking / poor	2
Lots of roads need repair / work	2
Lots of sidewalks and roads have potholes	2
The roads are patched and not replaced	2
Generally, lots of bad roads	2
Bike lane surfaces are bad and uneven	1
In general, more obstruction in the street	1
Lack of car spots	1
Laneways are cracked potholes. Especially near high-rise buildings	1
Major resurfacing needed in multiple places	1
Mismanaging of bike lanes	1
New traffic magazines are causing congestion and confusion	1
Poor, drainage	1
Roads are cracked, most streets	1
Roads have potholes, not suited for bikers	1
Speed limits too low,	1
The drains get blocked out with leaves and they are overflowing	1
The streets are horrendous, too many cracks	1
They are making streets smaller	1
Too many road works	1
Traffic management must be done	1



*Specific sites*

Better maintenance required, potholes, uneven surfaces, all over Reservoir	2
High St, Northcote	2
Poor quality roads around Regent, potholes	2
Potholes on Botha Ave	2
All the roads are very patchy around Herbert St and Hawthorn Rd	1
Bastings St	1
Bell St has a lot of potholes	1
Better maintenance required around King William St and High St	1
Bicycle path on Heidelberg Rd is bad	1
Cheddar Rd and the side streets around it are very bad	1
Corners Beavers St and Hebert St engineering management to put in traffic management	1
Drain caught up due to leaves and rubbish at Henry St and Cheddar Rd	1
Gilbert St with heavy traffic and many streets are blocked. Bike lanes are not used	1
Gnome St, Christmas St	1
High Street has lot of potholes	1
High street near Preston between Murray Rd and Cranmer St is bad	1
Horribly designed road near Thornbury train station	1
Kelsby St has cracked driveways	1
Kilmore Ave, the road is cracked up	1
Lots of bumps and potholes near Northcote Plaza	1
Lots of traffic and Grites Rd and Soldrers Rd	1
McGregor St is a dirt road at the end	1
McGregor street is just the worst. Not repaired. Always work going on. Unsafe, unrepaired, and just bad	1
Narrowed the roads on the streets along the railway between Thornbury and Croxton station	1
North Road, Cheddar Road need maintenance	1
Not clean, ugly, Percival Street	1
Not maintained at all, Mansfield Street	1
Not satisfied High St	1
Pedestrian crossing along Darebin St and High St	1
Poor maintenance on Seymour St	1
Poorly maintained across Fairfield	1
Potholes and uneven surfaces on and around Separation Street and off roads	1
Potholes down Carol St	1
Potholes near St Georges Rd close to bus stop near Melbourne Polytechnic College	1
Potholes on and around Pender St	1
Potholes, speed humps are too low or high - along Hughes Pde	1
Roads need resurfacing, bumpy road in Spring St	1
Roadwork at Polbre Pde, cannot cross the road	1
Rossmoyne St needs more maintenance	1
Shand Rd is not maintained	1
Spring St is all full of puddles. Gilbert Rd was flooded recently when rains. Very poor maintenance	1
Station St area is bad	1



Station St needs to be resurfaced	1
The closure on Herbert St blocks the turns into the nearby streets which is troublesome and time consuming	1
The pavements are terrible specially Westgarth St and they do crappy job in maintaining them	1
There are too many potholes on High St	1
Too many potholes, unsafe intersection near Albert St	1
Traffic congestion on High St	1
Wilmoth St has potholes, and not repaired	1
<b>Total</b>	<b>101</b>

### ***Maintenance of parks, reserves, and the open space areas***

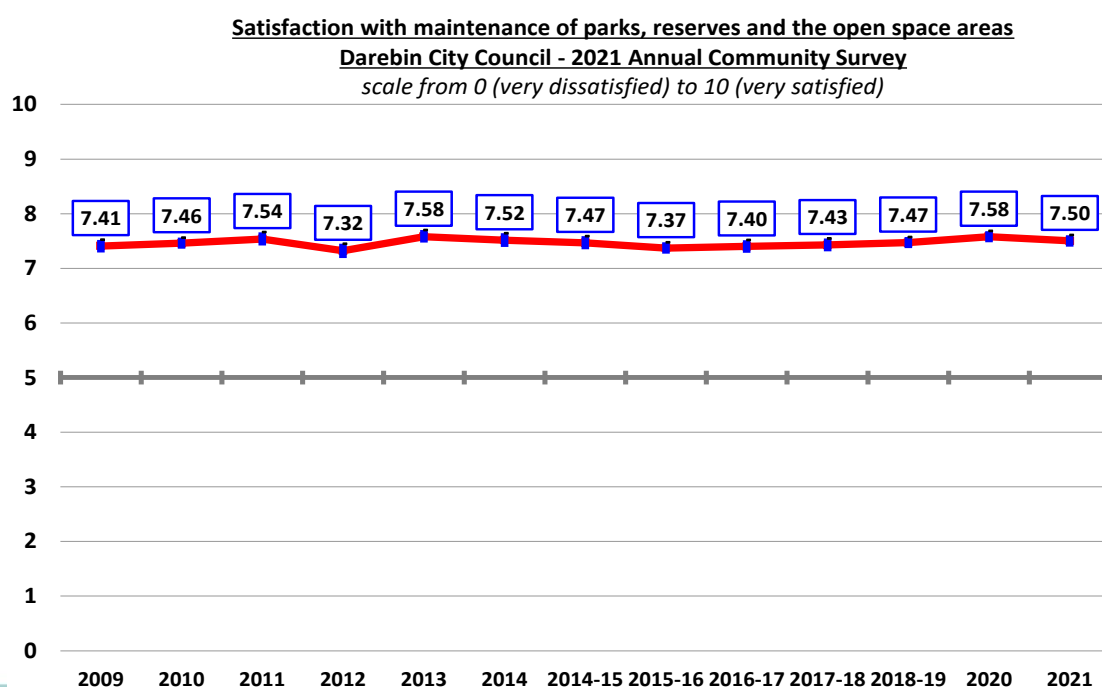
Respondents were asked:

*“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 declined marginally but not measurably this year, down 1.1% to 7.50, although it remains at a “very good” level.

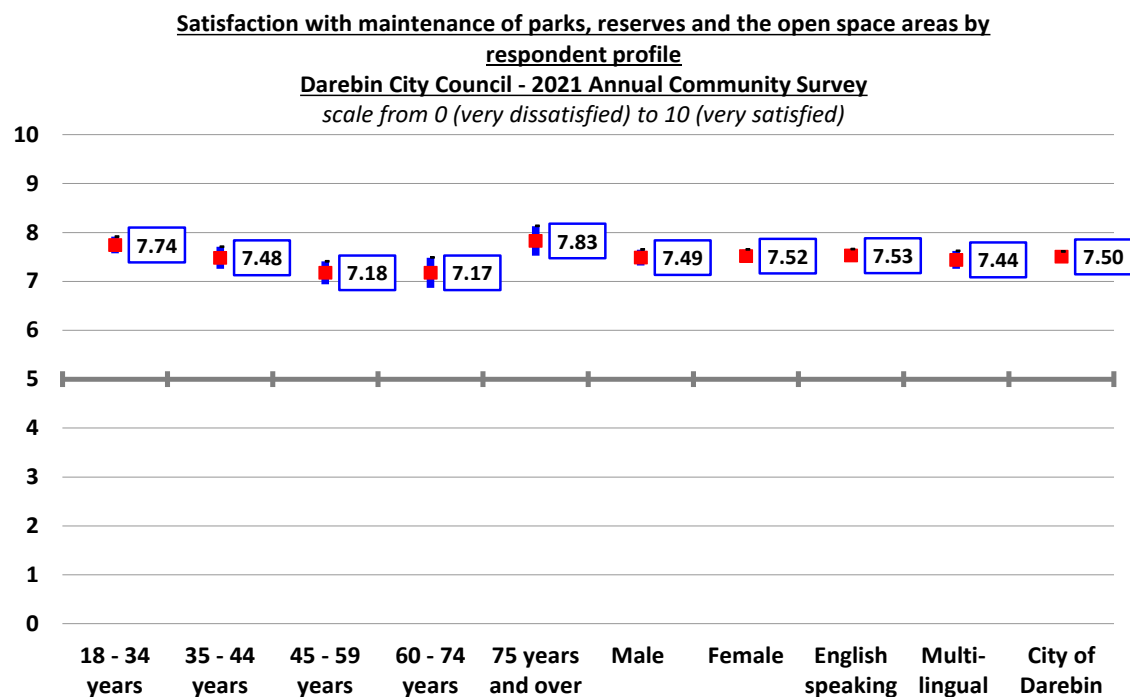
This result is marginally above the long-term average since 2009 of 7.46.

By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “the provision and maintenance of parks, gardens, and open spaces” of 8.01 recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.



There was notable variation in satisfaction with the maintenance of parks, reserves, and the open space areas observed by respondent profile, as follows:

- **More satisfied than average** – includes young adults (aged 18 to 34 years).
- **Less satisfied than average** – includes middle-aged and older adults (aged 45 to 74 years).

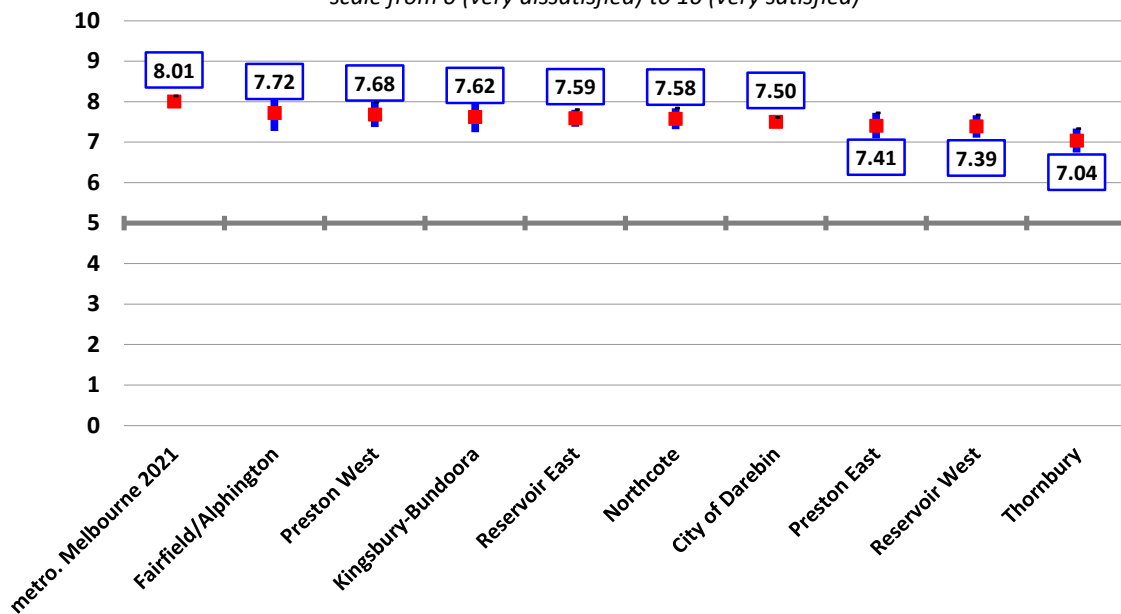


There was statistically significant variation in satisfaction with the condition of sealed local roads observed across the municipality, as follows:

- **Thornbury** – respondents were measurably less satisfied than the municipal 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 - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Satisfaction with these facilities increased in two precincts and declined in six, although none of these variations were statistically significant:

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

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

**Darebin City Council - 2021 Annual Community Survey**

*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	2016-17	118	6.95	<b>7.29</b>	7.63
	2017-18	119	7.45	<b>7.71</b>	7.98
	2018-19	123	7.30	<b>7.58</b>	7.86
	2020	63	7.59	<b>7.92</b>	8.25
	2021	70	7.28	<b>7.72</b>	8.16
Preston West	2016-17	119	6.78	<b>7.14</b>	7.51
	2017-18	122	7.03	<b>7.37</b>	7.71
	2018-19	119	7.15	<b>7.43</b>	7.71
	2020	135	7.12	<b>7.33</b>	7.55
	2021	105	7.38	<b>7.68</b>	7.99
Kingsbury-Bundoora	2016-17	120	7.41	<b>7.68</b>	7.96
	2017-18	117	7.43	<b>7.74</b>	8.06
	2018-19	121	7.41	<b>7.63</b>	7.85
	2020	73	7.45	<b>7.91</b>	8.37
	2021	95	7.24	<b>7.62</b>	8.00
Reservoir East	2016-17	116	7.00	<b>7.39</b>	7.78
	2017-18	118	7.24	<b>7.50</b>	7.76
	2018-19	123	7.30	<b>7.59</b>	7.87
	2020	149	6.93	<b>7.24</b>	7.55
	2021	183	7.38	<b>7.59</b>	7.80
Northcote	2016-17	122	7.28	<b>7.54</b>	7.80
	2017-18	121	6.74	<b>7.12</b>	7.49
	2018-19	120	7.22	<b>7.53</b>	7.84
	2020	174	7.59	<b>7.81</b>	8.04
	2021	143	7.32	<b>7.58</b>	7.84
Preston East	2016-17	116	6.69	<b>7.06</b>	7.44
	2017-18	113	7.22	<b>7.56</b>	7.89
	2018-19	118	6.53	<b>6.89</b>	7.25
	2020	88	7.51	<b>7.78</b>	8.05
	2021	116	7.09	<b>7.41</b>	7.72
Reservoir West	2016-17	126	7.18	<b>7.48</b>	7.79
	2017-18	121	6.93	<b>7.28</b>	7.63
	2018-19	118	7.21	<b>7.46</b>	7.71
	2020	171	7.25	<b>7.53</b>	7.82
	2021	163	7.11	<b>7.39</b>	7.67
Thornbury	2016-17	118	7.25	<b>7.53</b>	7.82
	2017-18	117	7.23	<b>7.56</b>	7.88
	2018-19	121	7.43	<b>7.67</b>	7.91
	2020	116	7.19	<b>7.47</b>	7.75
	2021	97	6.74	<b>7.04</b>	7.33





The following table outlines the reasons why the 76 respondents were not satisfied with the maintenance of parks, reserves, and the open spaces.

The most common reasons why respondents were not satisfied with the maintenance of the parks, reserves, and open spaces related to the cutting of grass.

It is noted that a range of other reasons were provided, including issues with dogs, overflowing bins in parks, cleanliness, and assorted other issues.

**Reasons for rating satisfaction with maintenance of parks less than 6 and open spaces of concern**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Cut the grass more often	3
The local park has a lot of rubbish / litter	2
Maintenance and cleaning not enough	2
Dogs should not be allowed to be in sports fields	1
Don't look after them	1
Fencing around the playground is not complete	1
Grass too long, especially during COVID	1
Grass too tall near the lake	1
Just don't like it	1
Lot of holes in the nature strips	1
Nature strips have rubbish on them	1
Not enough big trees in the area	1
Not safe for children because grass too high	1
Overflowing bins are not emptied in time	1
Parks look dry sometime	1
Poor maintenance. Never have inspections	1
Public toilets are terrible	1
Shades are not good enough	1
Syringes are there sometimes	1
The Council doesn't clean the public areas well. There are leaves and leftover garbage found on the paths	1
The roundabouts and parks are covered with leaves and poorly maintained	1
Theme parks are overflowing	1
There is no park lighting	1
There are no rubbish bins to dispose waste	1
Too many gum trees	1
Weeds are higher than plants	1



### *Specific parks*

All Nations Park, not maintained at all	2
All Nations Park dog are off leash	1
Better maintenance and rubbish collection required after sporting events at Ruthven Park	1
Bundoora Park grass very long	1
Graffiti issues in Batman Park	1
Grass is too long near train station	1
Improvements and upgradation required in All Nations Park	1
John Cain Memorial Park	1
Lot of rubbish dumped near Zwar Park; more bins needed in public parks	1
Merri Creek Trail	1
Never has been watered, Woodstreet Park	1
No barrier for the lake, Edwardes Lake Park	1
Northcote public golf course - demolishing should be allowed	1
Park on Emerald St doesn't have any public toilets	1
Parking issues around the Ruthven Park	1
Parkside in Alphington - sporting ground was not repaired properly	1
Poor maintenance of reserve on Gresswel Rd	1
Rubbish in Batman Park	1
Tambo Ave big trees around	1
Too many weeds on Adam's Reserve and many other parks	1
Very poorly upgraded- park near Maryland community centre	1
Weed in Batman Park	1
Weed management required Frost Court Park	1
<b>Total</b>	<b>54</b>

### ***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?”*

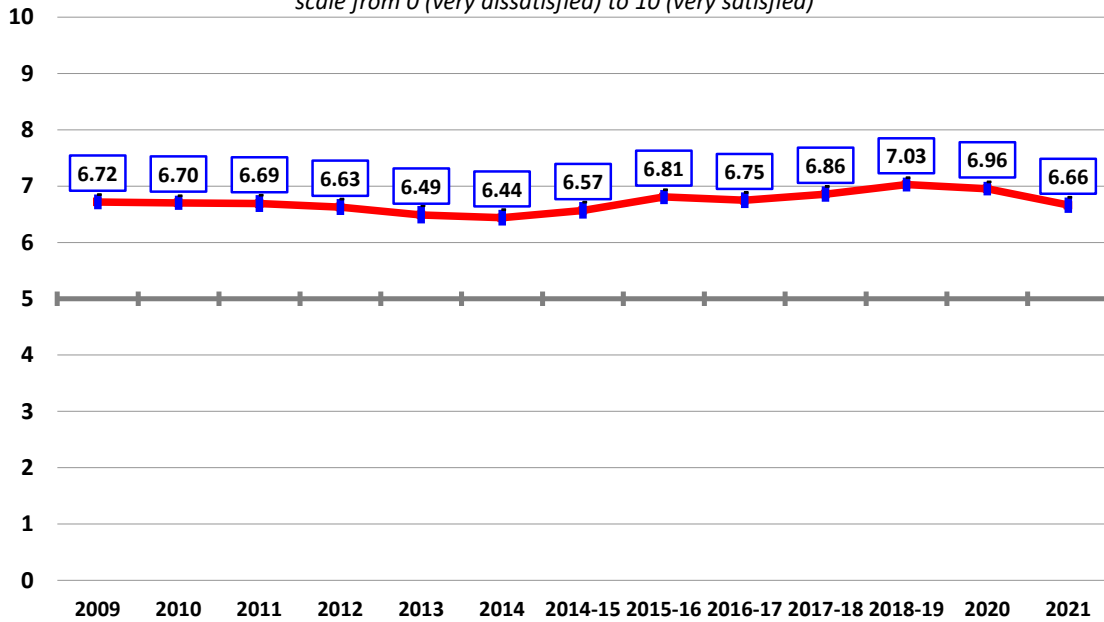
Satisfaction with footpath maintenance and repairs declined measurably this year, down 4.3% to 6.66, although it remains at a “good” level.

This result is marginally below the long-term average since 2009 of 6.72.

By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction of 7.00 recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.



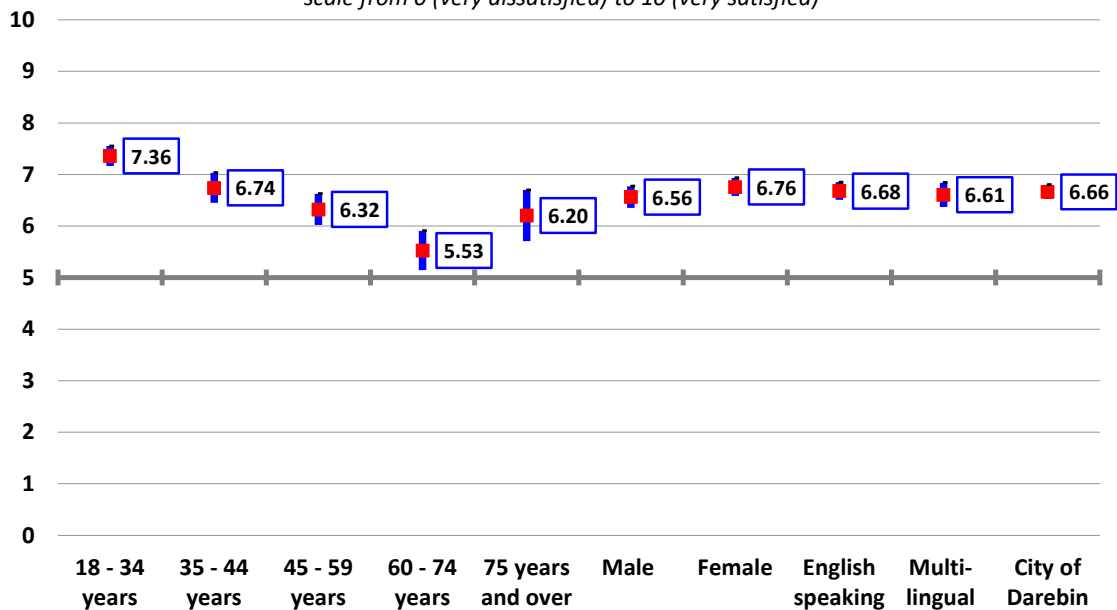
**Satisfaction with footpath maintenance and repairs**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



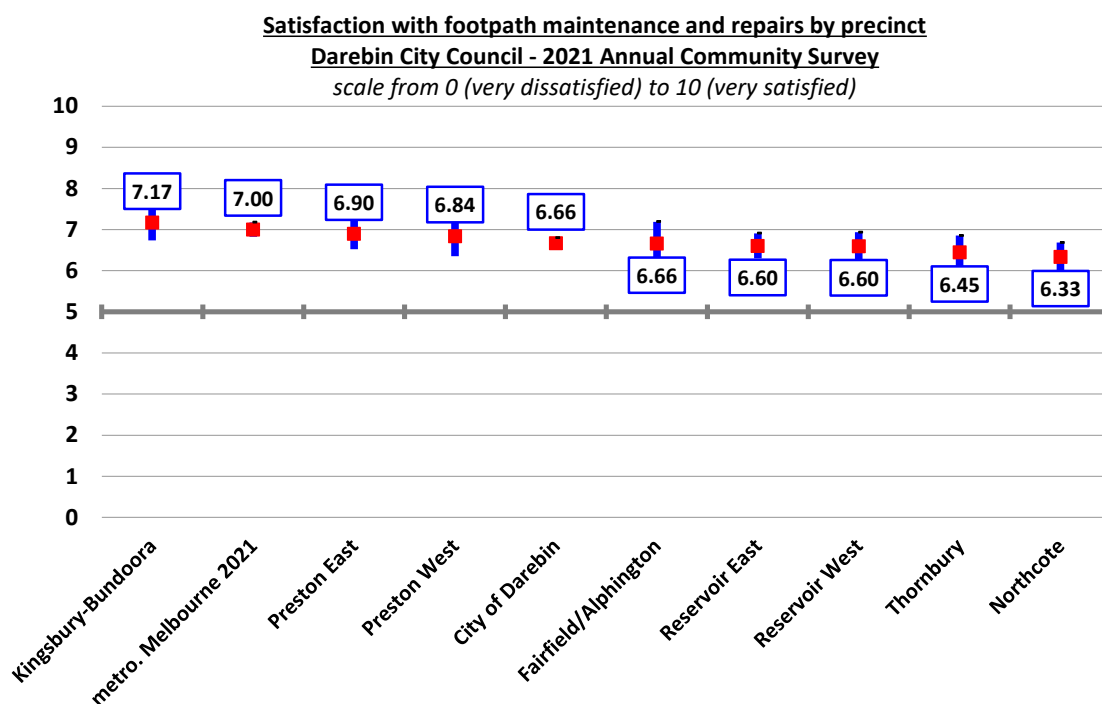
There was notable variation in satisfaction with the condition of sealed local roads observed by respondent profile, as follows:

- **More satisfied than average** – includes young adults (aged 18 to 34 years).
- **Less satisfied than average** – includes middle-aged adults (aged 45 to 59 years).

**Satisfaction with footpath maintenance and repair by respondent profile**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was no statistically significant variation in satisfaction footpath maintenance and repairs observed across the eight precincts comprising the City of Darebin.



Satisfaction with these facilities increased in one precinct and declined in seven, although none of these variations were statistically significant:

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

**Satisfaction with footpath maintenance and repair**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2016-17	120	6.19	<b>6.63</b>	7.08
	2017-18	123	6.91	<b>7.21</b>	7.51
	2018-19	123	6.75	<b>7.10</b>	7.45
	2020	75	6.79	<b>7.26</b>	7.73
	2021	94	6.74	<b>7.17</b>	7.59
Preston East	2016-17	114	6.32	<b>6.75</b>	7.17
	2017-18	121	6.44	<b>6.85</b>	7.26
	2018-19	123	6.21	<b>6.59</b>	6.98
	2020	92	6.55	<b>6.93</b>	7.32
	2021	115	6.52	<b>6.90</b>	7.27
Preston West	2016-17	122	6.24	<b>6.61</b>	6.98
	2017-18	118	6.68	<b>7.07</b>	7.45
	2018-19	122	6.62	<b>6.98</b>	7.35
	2020	137	6.31	<b>6.60</b>	6.88
	2021	105	6.36	<b>6.84</b>	7.32
Fairfield-Alphington	2016-17	121	6.03	<b>6.41</b>	6.79
	2017-18	123	6.53	<b>6.89</b>	7.26
	2018-19	125	6.37	<b>6.77</b>	7.17
	2020	61	6.48	<b>6.98</b>	7.48
	2021	72	6.13	<b>6.66</b>	7.19
Reservoir East	2016-17	124	6.62	<b>7.02</b>	7.43
	2017-18	123	6.73	<b>7.08</b>	7.43
	2018-19	126	6.70	<b>7.06</b>	7.41
	2020	151	6.48	<b>6.80</b>	7.13
	2021	190	6.30	<b>6.60</b>	6.91
Reservoir West	2016-17	126	6.62	<b>7.00</b>	7.38
	2017-18	128	6.36	<b>6.78</b>	7.20
	2018-19	125	7.16	<b>7.43</b>	7.71
	2020	175	6.75	<b>7.06</b>	7.36
	2021	165	6.26	<b>6.60</b>	6.93
Thornbury	2016-17	120	6.23	<b>6.63</b>	7.02
	2017-18	120	6.51	<b>6.92</b>	7.32
	2018-19	120	6.66	<b>7.01</b>	7.36
	2020	117	6.58	<b>6.92</b>	7.26
	2021	98	6.04	<b>6.45</b>	6.85
Northcote	2016-17	121	6.21	<b>6.58</b>	6.95
	2017-18	122	5.97	<b>6.37</b>	6.76
	2018-19	124	6.65	<b>7.02</b>	7.38
	2020	175	6.87	<b>7.16</b>	7.46
	2021	147	5.98	<b>6.33</b>	6.69

The following table outlines the reasons why the 224 respondents were not satisfied with footpath maintenance and repairs.

The most common reasons why respondents were not satisfied were the perception of uneven footpaths, a perceived lack of repairs, cracks, and the perception of poor maintenance.

**Reasons for rating satisfaction with footpath maintenance less than 6 and locations of concern**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Uneven	26
Not repaired / needs repairs	10
Cracks	9
Very poorly maintained	8
Trees are uprooting concrete	6
Always dirty	3
Condition in some areas is very bad	3
Lot of broken paths	3
Lot of trip hazards	3
Bumpy footpaths	2
Cracks and prone to accidents	2
Damaged footpaths	2
Uneven footpaths, not safe for elderly	2
Average	1
Bumpy for kids and adults. People are constantly tripping while walking	1
Council too slow to fix road	1
Dangerous for old people, concrete breaking	1
Dirty and black tar, kerb broken	1
General issues	1
Lot of uneven ground not safe for elderly people	1
Maintenance required	1
Obstacles present on the footpath constantly result in people tripping	1
Pedestrians prioritized lower than cars, so roads are in much better condition	1
Rubbish on streets	1
Sidewalk old and rusting away, no street signs	1
Some need work on them, also residents need to trim trees obstructing the footpaths in front of their homes	1
Takes too long to repair	1
The crossing of temporary path was dangerous	1
The flowers fallen on the path are slippery. People tend to step on them and slip	1
The footpath is not levelled	1
The laneways especially have a lot of garbage and syringes lying around	1
They are not disabled friendly	1
They have cracks in them and could result in people tripping	1
Too many humps on road	1

Tree roots in between the footpath which often results in minor accidents	1
Uneven footpath near school	1
Very poor quality	1

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*Specific locations*

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15 Latham St, Northcote	1
Because there is repair in front and concrete split Cooper St	1
Better maintenance required on Helen St	1
Between Bridge and Charles St uneven	1
Bridge St	1
Cheddar Rd	1
Christmas St, lots of tree debris, lots of elderly people for whom it is dangerous	1
Collier St has uneven footpath	1
Cooper St footpaths	1
Cracks, uneven footpaths near Arthur St	1
Dally St, Northcote	1
Darebin Blvd needs a footpath	1
Footpaths have cracks Mount Copper Estate Bundoora	1
Footpaths full of tar, Wilson Blvd	1
Footpath's maintenance required near Basting St, Northcote East	1
Footpaths on Shand Rd is not maintained	1
Gertz Ave has damaged driveways	1
Gillibrand Cres	1
Harker St has uneven footpath	1
Huge potholes on St Vigeons Rd	1
Kelsby St has uneven footpath	1
Kilmore Ave the footpaths is bad	1
Lacks regular maintenance on St Georges Rd	1
Loddon Ave has cracked driveway	1
Macintosh St	1
Main St Northcote	1
Mismatched, uneven, and chunks of concrete coming out of the footpaths in Latham St	1
Mount Cooper Estate work is poor standard	1
Murry Rd is uneven	1
Neighbour house under construction for years, at Wilmoth St	1
Northcote Plaza car parks	1
Orrong Ave has too many bumps	1
Parts of Northcote are dangerous	1
Poor maintenance, Seymour St	1
Station St area is worst	1
Streets in Northcote that border Fairfield	1
The footpaths are cracked around Lawley St	1
Trees cover footpaths, adults can trip over, and Council is doing nothing. Palm St, Alphington	1
Trees overhanging on Emmeline St hazardous	1
Uneven footpath on High St	1
Uneven footpaths around St Mary's Primary School	1
Uneven footpaths in Reservoir	1

Uneven footpaths in Tobin Ave	1
Uneven footpaths on Fairlie St	1
Uneven footpaths, better maintenance required, uncomfortable to walk on Queen St	1
Uneven in Fairfield	1
Uneven surfaces, trees growing through footpaths around Home St	1
Uneven, cracked, elderly people would trip over - along Hughes Pde	1
Uneven, cement has come out. All around Thornbury	1
Unlevelled and cracked footpaths on Roseberry Ave	1
Unsafe area in Railway Place	1
Very dangerous Clyde St	1
Victoria Rd footpaths are covered with tree fruits fallen with people tripping and injuring themselves	1
Westbourne Grv	1
Whitelaw St	1
Wood St not flat	1
<b>Total</b>	<b>159</b>

### ***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 declined measurably this year, down 2.9% to 8.33, although it remains at an “excellent” level.

This result is marginally above the long-term average since 2009 of 8.22.

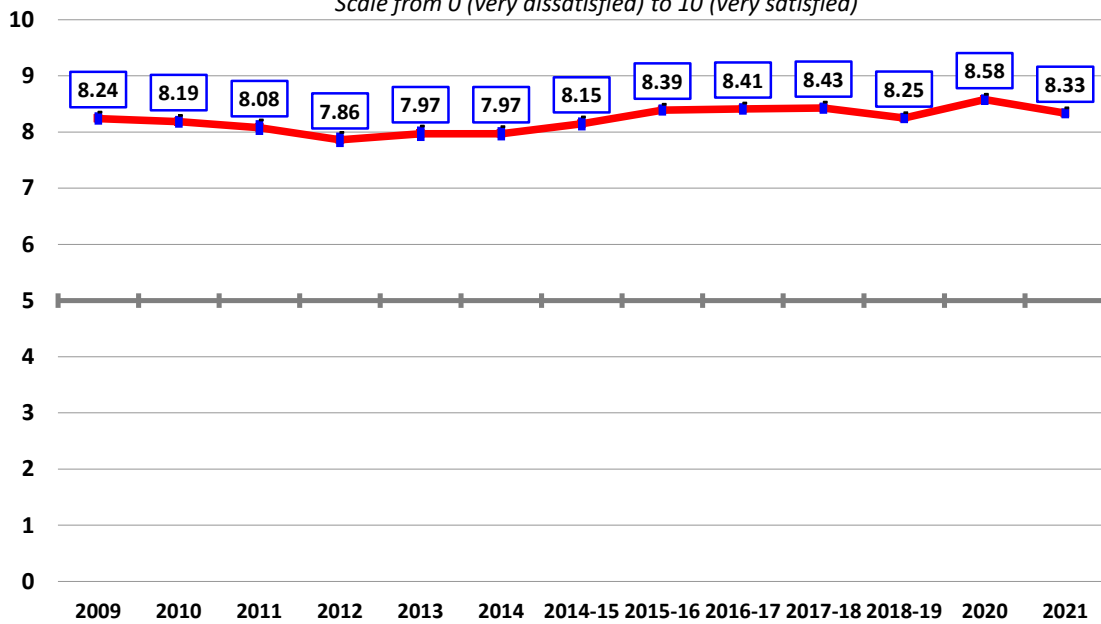
By way of comparison, this result was notably but not measurably lower than the metropolitan Melbourne average satisfaction of 8.52 recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

Metropolis Research notes that satisfaction with the regular garbage collection services has been somewhat volatile across metropolitan Melbourne in recent years, as councils are progressively moving from a three-bin to a four-bin or similar service, which has affected satisfaction in some councils.





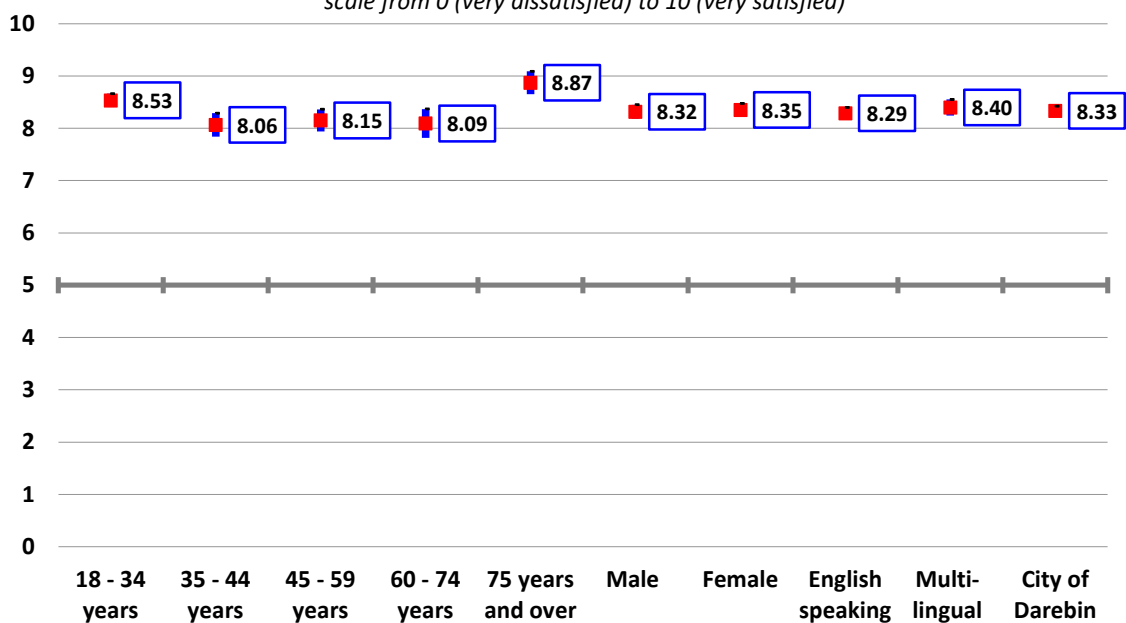
**Satisfaction with weekly garbage collection**  
**Darebin City Council - 2021 Annual Community Survey**  
*Scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was notable variation in satisfaction with the weekly garbage collection observed by respondent profile, as follows:

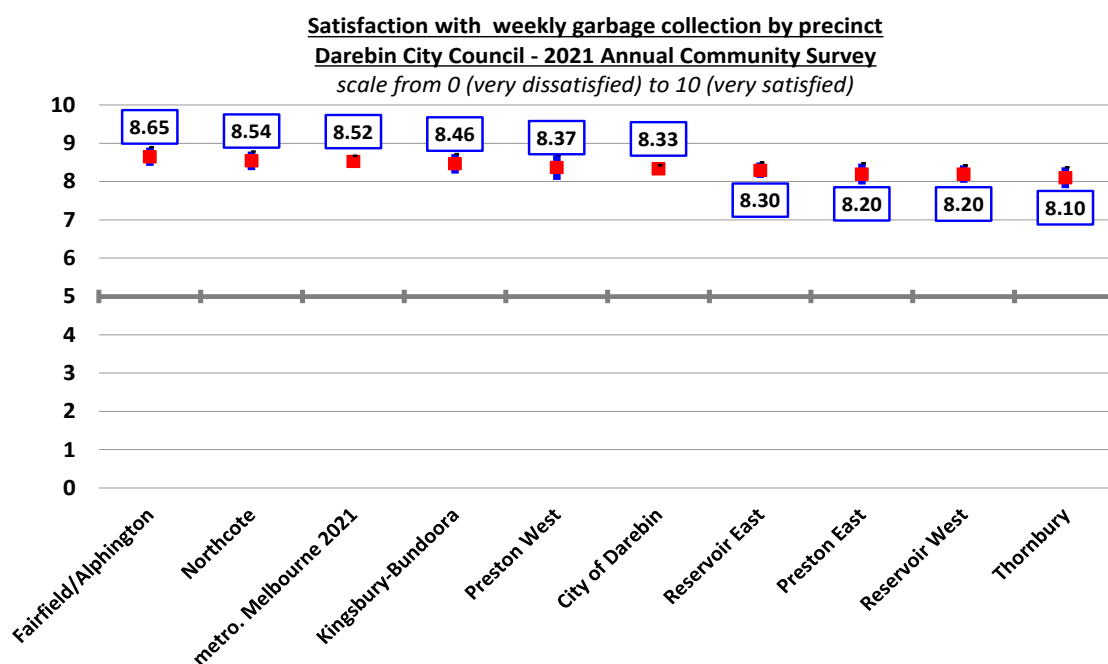
- **More satisfied than average** – includes young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over).
- **Less satisfied than average** – includes adults (aged 35 to 44 years).

**Satisfaction with weekly garbage collection by respondent profile**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was statistically significant variation in satisfaction with the weekly garbage collection observed across the municipality, as follows:

- **Fairfield/Alphington** – respondents were measurably more satisfied than the average.
- **Reservoir West and Thornbury** – respondents were measurably less satisfied than the average.



Satisfaction with this service increased in one precinct and declined in seven, although none of these variations were statistically significant:

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



**Satisfaction with weekly garbage collection**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	2016-17	122	8.03	<b>8.28</b>	8.53
	2017-18	121	8.27	<b>8.50</b>	8.72
	2018-19	124	8.14	<b>8.36</b>	8.59
	2020	59	8.49	<b>8.78</b>	9.06
	2021	72	8.41	<b>8.65</b>	8.89
Northcote	2016-17	124	8.17	<b>8.44</b>	8.72
	2017-18	123	7.87	<b>8.18</b>	8.48
	2018-19	123	7.89	<b>8.20</b>	8.51
	2020	173	8.47	<b>8.70</b>	8.94
	2021	147	8.30	<b>8.54</b>	8.78
Kingsbury-Bundoora	2016-17	124	8.14	<b>8.40</b>	8.67
	2017-18	122	8.52	<b>8.74</b>	8.96
	2018-19	123	8.12	<b>8.37</b>	8.61
	2020	75	8.33	<b>8.66</b>	8.99
	2021	95	8.21	<b>8.46</b>	8.72
Preston West	2016-17	123	7.86	<b>8.15</b>	8.44
	2017-18	124	8.32	<b>8.58</b>	8.84
	2018-19	123	7.78	<b>8.07</b>	8.36
	2020	135	7.95	<b>8.20</b>	8.46
	2021	107	8.05	<b>8.37</b>	8.69
Reservoir East	2016-17	127	8.35	<b>8.62</b>	8.90
	2017-18	127	7.84	<b>8.16</b>	8.48
	2018-19	126	8.21	<b>8.45</b>	8.70
	2020	152	8.45	<b>8.69</b>	8.94
	2021	191	8.09	<b>8.30</b>	8.50
Preston East	2016-17	122	8.00	<b>8.31</b>	8.62
	2017-18	123	8.34	<b>8.59</b>	8.83
	2018-19	124	8.22	<b>8.46</b>	8.70
	2020	95	8.27	<b>8.53</b>	8.79
	2021	116	7.93	<b>8.20</b>	8.47
Reservoir West	2016-17	128	8.41	<b>8.66</b>	8.92
	2017-18	127	8.14	<b>8.45</b>	8.76
	2018-19	125	7.82	<b>8.06</b>	8.31
	2020	178	8.32	<b>8.56</b>	8.80
	2021	167	7.97	<b>8.20</b>	8.42
Thornbury	2016-17	123	7.78	<b>8.13</b>	8.48
	2017-18	121	8.35	<b>8.62</b>	8.89
	2018-19	123	7.82	<b>8.08</b>	8.34
	2020	116	8.28	<b>8.57</b>	8.85
	2021	95	7.82	<b>8.10</b>	8.37

The following table outlines the reasons why 25 respondents were not satisfied with the weekly garbage collection.

The most common reasons were bins being broken, a perception that there is rubbish left in the street on collection days, and missed bins.

**Reasons for rating satisfaction with weekly garbage collection less than 6 and locations of concern**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
They break the bins	3
A lot of garbage is found on the street during rubbish collection days	2
Always gets missed	1
Because they don't pick up bins at Russell St	1
Bins are too small	1
Bins not handled properly while collection	1
Can't seem to get bins collected from soccer club (Kingsbury United soccer club)	1
Frequent arrangement for hard rubbish collection	1
Missed collection three times for two months	1
New bins are too small	1
New development charges extra for it	1
Not emptied properly	1
Services are bad and rates are increasing	1
They don't even stop to empty. Make a lot of mess. We have complained but no action	1
They often don't come	1
They throw bins wherever they want	1
They were late and were missed	1
Unhappy with size of bin	1
<b>Total</b>	<b>21</b>

### ***Litter collection in public areas***

Respondents were asked:

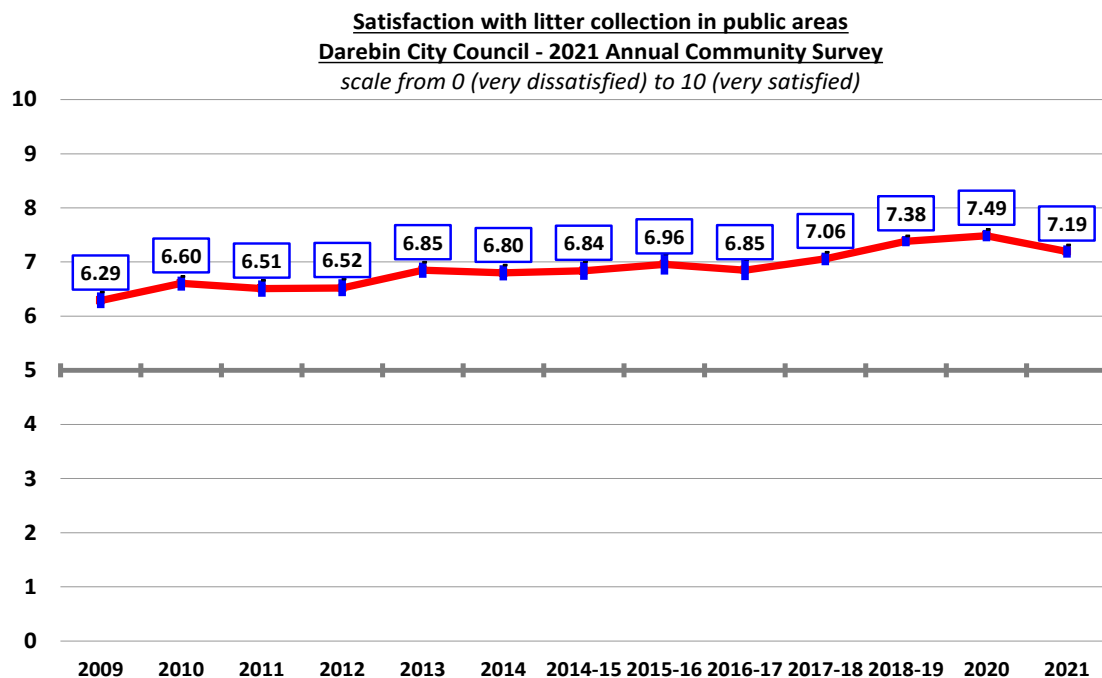
*“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with litter collection in public areas? If rated less than 6, are there any locations of concern?”*

Satisfaction with litter collection in public areas declined measurably this year, down four percent to 7.19, and is now at a “good”, down from a “very good” level of satisfaction.

Despite the measurable decline this year, this result remains comfortably above the long-term average since 2009 of 6.87.



By way of comparison, this result was notably but not measurably lower than the metropolitan Melbourne average satisfaction of 7.39 recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.



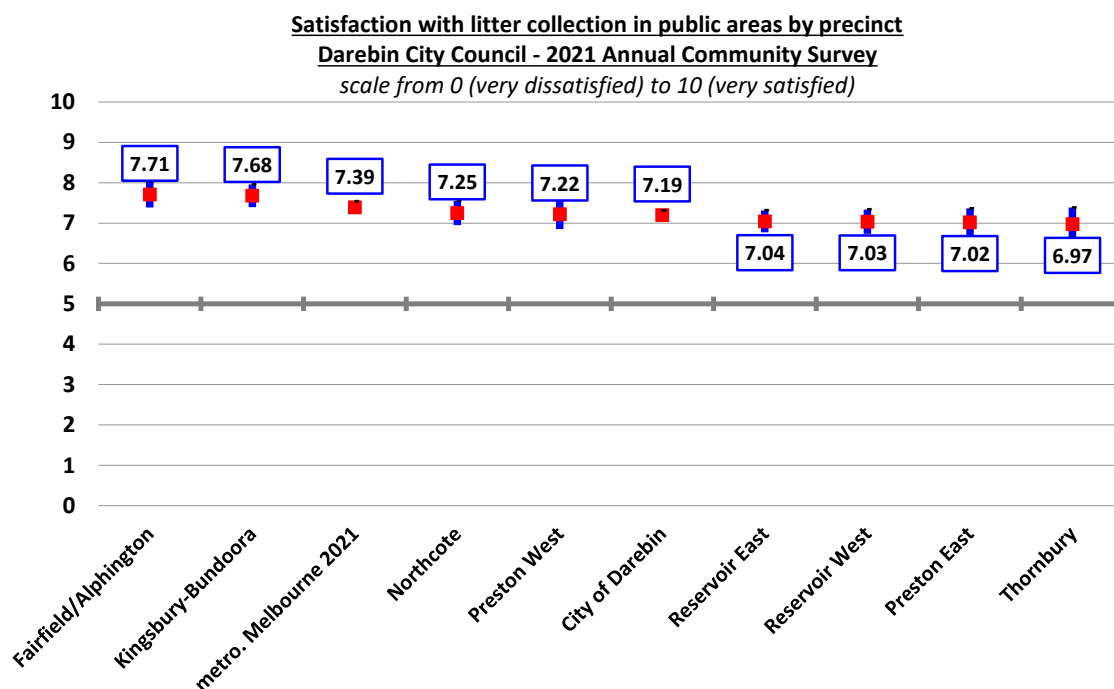
There was some notable variation in satisfaction with the weekly garbage collection observed by respondent profile, as follows:

- **More satisfied than average** – includes senior citizens (aged 75 years and over).



There was statistically significant variation in satisfaction with litter collection in public areas observed across the municipality, as follows:

- **Fairfield/Alphington and Kingsbury/Bundoora** – respondents were measurably more satisfied than the average.



Satisfaction with this service increased in one precinct, was stable in Fairfield-Alphington, and declined in six, although none of these variations were statistically significant:

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



**Satisfaction with litter collection in public places**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	2016-17	55	6.37	<b>6.91</b>	7.45
	2017-18	120	7.05	<b>7.35</b>	7.65
	2018-19	117	7.20	<b>7.48</b>	7.75
	2020	61	7.36	<b>7.71</b>	8.06
	2021	69	7.39	<b>7.71</b>	8.03
Kingsbury-Bundoora	2016-17	56	6.43	<b>7.04</b>	7.64
	2017-18	123	7.27	<b>7.50</b>	7.74
	2018-19	122	7.23	<b>7.51</b>	7.79
	2020	69	7.19	<b>7.59</b>	7.99
	2021	95	7.39	<b>7.68</b>	7.96
Northcote	2016-17	58	6.80	<b>7.28</b>	7.75
	2017-18	119	6.46	<b>6.80</b>	7.14
	2018-19	113	7.37	<b>7.65</b>	7.92
	2020	164	7.32	<b>7.57</b>	7.82
	2021	144	6.95	<b>7.25</b>	7.55
Preston West	2016-17	58	5.59	<b>6.17</b>	6.76
	2017-18	120	6.93	<b>7.27</b>	7.61
	2018-19	118	6.50	<b>6.86</b>	7.21
	2020	131	7.26	<b>7.52</b>	7.79
	2021	100	6.85	<b>7.22</b>	7.59
Reservoir East	2016-17	57	6.61	<b>7.02</b>	7.43
	2017-18	120	6.64	<b>6.98</b>	7.31
	2018-19	121	7.16	<b>7.43</b>	7.70
	2020	141	7.26	<b>7.54</b>	7.82
	2021	173	6.77	<b>7.04</b>	7.31
Reservoir West	2016-17	62	6.23	<b>6.77</b>	7.32
	2017-18	123	6.72	<b>7.06</b>	7.40
	2018-19	123	7.28	<b>7.50</b>	7.71
	2020	169	7.08	<b>7.36</b>	7.64
	2021	150	6.73	<b>7.03</b>	7.33
Preston East	2016-17	55	6.24	<b>6.82</b>	7.40
	2017-18	122	6.79	<b>7.11</b>	7.44
	2018-19	120	6.81	<b>7.09</b>	7.38
	2020	88	7.32	<b>7.63</b>	7.94
	2021	114	6.67	<b>7.02</b>	7.36
Thornbury	2016-17	55	6.02	<b>6.64</b>	7.25
	2017-18	121	6.52	<b>6.87</b>	7.22
	2018-19	119	7.25	<b>7.45</b>	7.64
	2020	111	6.82	<b>7.15</b>	7.48
	2021	90	6.56	<b>6.97</b>	7.39

The following table outlines the reasons why the 124 respondents were not satisfied with litter collection in public areas.

The most common reasons related to a perception that there is too much litter in public areas, that bins are overflowing, and a perception that there should be more regular cleaning.

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

**Darebin City Council - 2021 Annual Community Survey**

*(Number of responses)*

<i>Response</i>	<i>Number</i>
Any public areas. All dirty, rubbish everywhere	4
Too much rubbish / litter on streets	4
Parklands	3
Bins are always overflowing	2
More regular cleaning	2
Rubbish on footpaths / nature strips all the time	2
A lot of litter always lying around. Especially train lines	1
A lot of litter in front of my house and not cleaned	1
Around government housing	1
Bin collection not increased in community in area	1
Collecting bins more	1
Do not pick up heavy rubbish	1
Does not happen	1
Drains are blocked with rubbish	1
Hard rubbish on the nature strips	1
Lot of face masks	1
Major pathways are filthy	1
More bins required in public areas	1
The leaves fallen on the street aren't cleaned frequently	1
They leave a lot of rubbish around in the area and it is not collected frequently	1
<i>Specific locations</i>	
Merri Creek trail is always dirty	2
Bins for dog waste required around parks near Bell St and High St	1
Central Ave	1
Edwardes Lake rubbish bin overflowing	1
Edwardes St is always dirty	1
Footpaths along High St dirty and terrible	1
Forest View lot of rubbish	1
JC Moore Reserve very dirty	1
Litter and glass around Northcote Plaza	1
Litter everywhere throughout Darebin	1



Litter needs to be picked up regularly in Basting St	1
Lot of dumps Tambo Ave	1
Lot of litter in Reservoir	1
Merri Park overflowing bins	1
More bins required on High Street	1
Northcote Plaza	1
Overspilling on Broadway	1
Overspilling on Royal Parade	1
Philip Reserve overflowing bins	1
Reservoir area could be better	1
Ruby Thompson Reserve	1
Very dirty around main streets and shopping centres specifically in Reservoir	1
<b>Total</b>	<b>54</b>

### ***Maintenance and cleaning of shopping strips***

Respondents were asked:

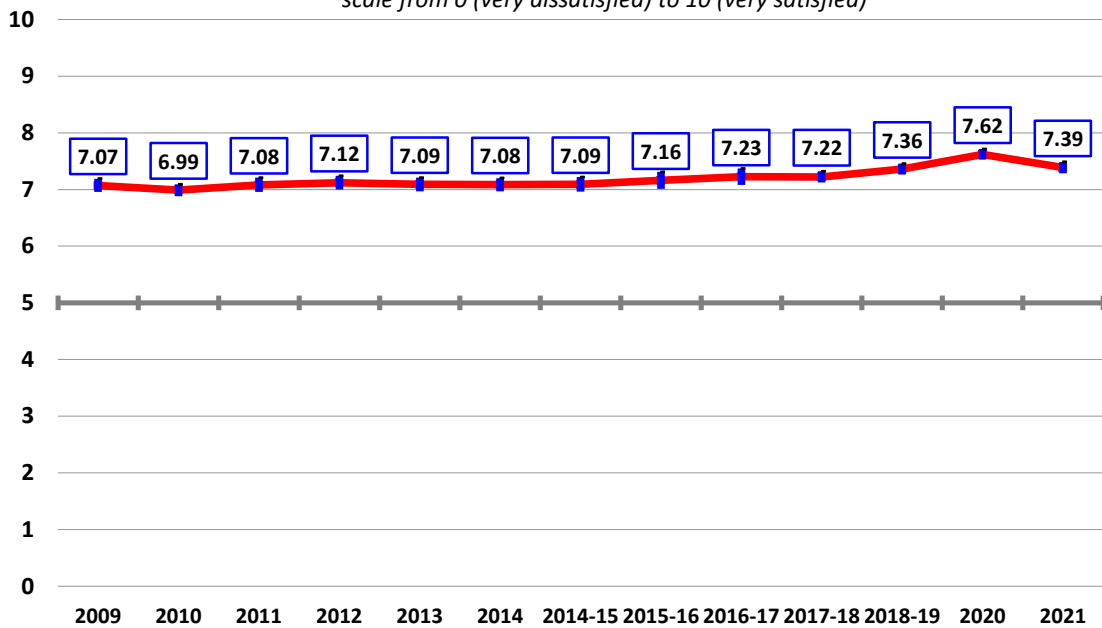
*“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the maintenance and cleaning of shopping strips? If rated less than 6, are there any locations of concern?”*

Satisfaction with the maintenance and cleaning of shopping strips declined measurably this year, down three percent to 7.39, although it remains at a “very good” level of satisfaction. This result reverses the significant increase recorded last year.

Despite the measurable decline this year, this result remains comfortably above the long-term average since 2009 of 7.19.

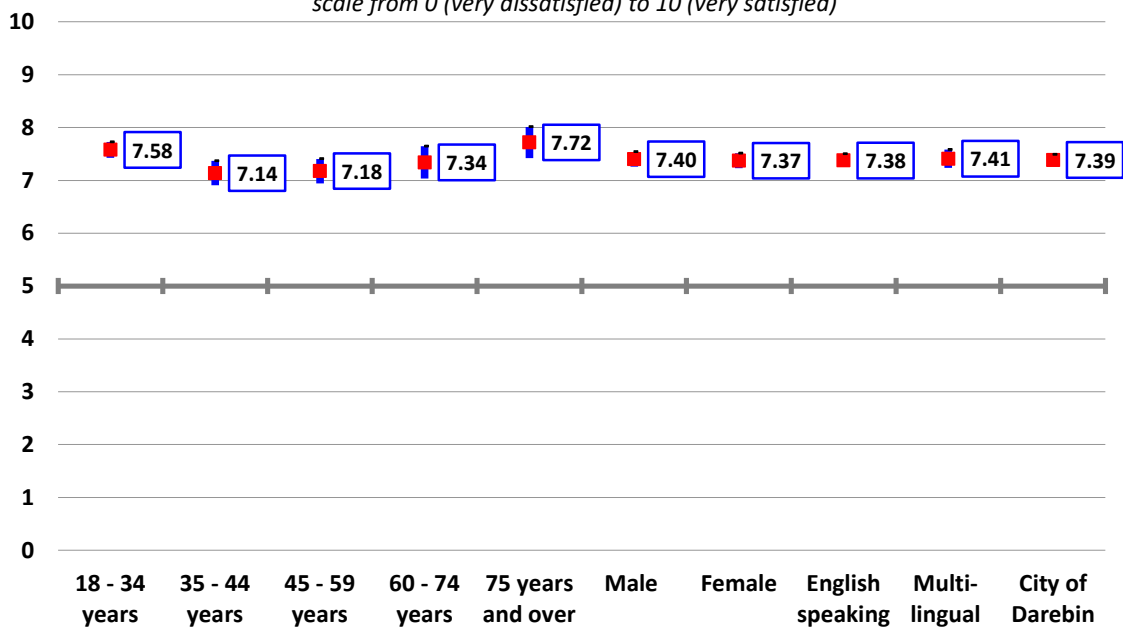
By way of comparison, this result was notably but not measurably lower than the metropolitan Melbourne average satisfaction of 7.56 recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

**Satisfaction with maintenance and cleaning of shopping strips**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was no statistically significant or notable variation in satisfaction with the maintenance and cleaning of shopping strips observed by respondent profile.

**Satisfaction with maintenance and cleaning of shopping strips by respondent profile**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was statistically significant variation in satisfaction with the maintenance and cleaning of shopping strips observed across the municipality, as follows:

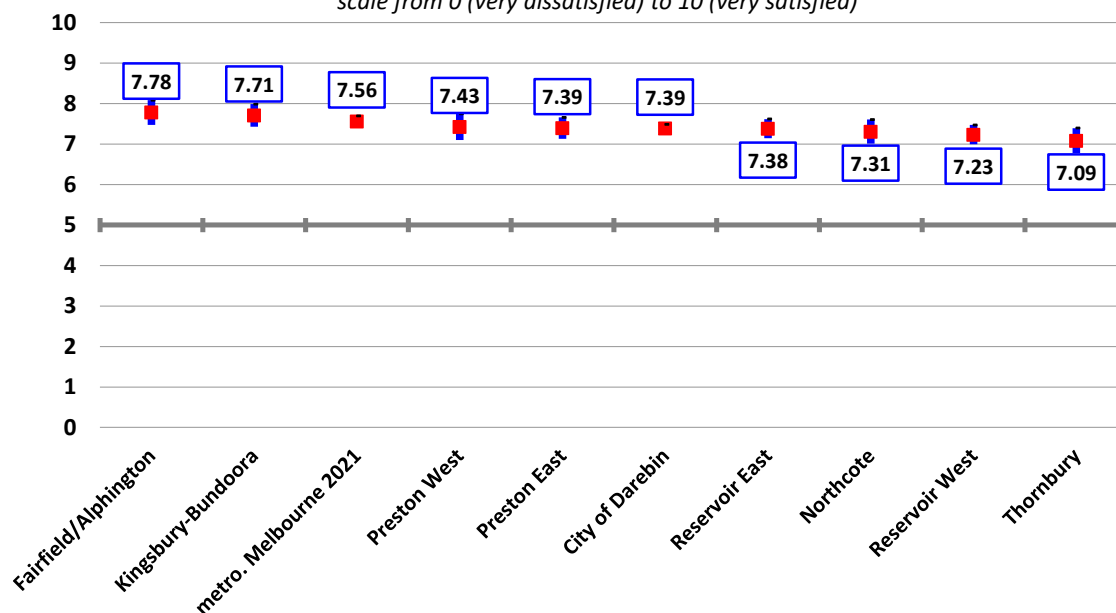
- **Fairfield/Alphington and Kingsbury/Bundoora** – respondents were measurably more satisfied than the average.



### Satisfaction with maintenance and cleaning of shopping strips by precinct

#### Darebin City Council - 2021 Annual Community Survey

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



Satisfaction with this service increased in two precincts, and declined in six, although none of these variations were statistically significant:

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

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

**Darebin City Council - 2021 Annual Community Survey**

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	2016-17	58	7.04	<b>7.38</b>	7.72
	2017-18	121	7.21	<b>7.45</b>	7.68
	2018-19	121	7.00	<b>7.28</b>	7.56
	2020	62	6.97	<b>7.35</b>	7.73
	2021	72	7.48	<b>7.78</b>	8.09
Kingsbury-Bundoora	2016-17	55	6.94	<b>7.36</b>	7.79
	2017-18	117	7.46	<b>7.69</b>	7.92
	2018-19	123	7.13	<b>7.41</b>	7.68
	2020	68	7.69	<b>7.99</b>	8.29
	2021	95	7.43	<b>7.71</b>	7.99
Preston West	2016-17	60	6.41	<b>6.82</b>	7.22
	2017-18	116	7.22	<b>7.49</b>	7.76
	2018-19	118	6.72	<b>7.04</b>	7.36
	2020	134	7.23	<b>7.49</b>	7.74
	2021	104	7.10	<b>7.43</b>	7.75
Preston East	2016-17	60	6.71	<b>7.25</b>	7.79
	2017-18	119	6.86	<b>7.16</b>	7.46
	2018-19	121	6.86	<b>7.17</b>	7.49
	2020	93	7.11	<b>7.38</b>	7.65
	2021	115	7.13	<b>7.39</b>	7.66
Reservoir East	2016-17	60	6.60	<b>6.98</b>	7.37
	2017-18	121	6.92	<b>7.21</b>	7.49
	2018-19	124	7.14	<b>7.40</b>	7.65
	2020	145	7.50	<b>7.71</b>	7.93
	2021	176	7.14	<b>7.38</b>	7.62
Northcote	2016-17	59	6.89	<b>7.32</b>	7.75
	2017-18	120	6.58	<b>6.88</b>	7.19
	2018-19	115	7.28	<b>7.57</b>	7.85
	2020	168	7.66	<b>7.88</b>	8.09
	2021	145	7.01	<b>7.31</b>	7.61
Reservoir West	2016-17	59	7.27	<b>7.63</b>	7.99
	2017-18	124	6.93	<b>7.21</b>	7.48
	2018-19	124	7.24	<b>7.47</b>	7.70
	2020	172	7.41	<b>7.66</b>	7.92
	2021	157	6.99	<b>7.23</b>	7.47
Thornbury	2016-17	58	6.71	<b>7.10</b>	7.50
	2017-18	121	6.86	<b>7.17</b>	7.49
	2018-19	121	7.10	<b>7.36</b>	7.61
	2020	117	7.03	<b>7.35</b>	7.67
	2021	94	6.78	<b>7.09</b>	7.39



The following table outlines the reasons why the 83 respondents were not satisfied with the maintenance of shopping strips.

The most common responses related to a perception that shopping strips were dirty, bins were overflowing, or that there is a need for more cleaning.

**Reasons for rating satisfaction with maintenance of shopping strips less than 6 and locations of concern**

**Darebin City Council - 2021 Annual Community Survey**

*(Number of responses)*

<i>Response</i>	<i>Number</i>
Dirty	2
Bins are overflowing	1
Could do better and improve the ways of cleaning	1
Decrease in parking because of outdoor parking	1
Not enough rubbish bins around tram and bus stops	1
Potholes near parking lots	1
Some are very dirty, smell, oil	1
They are dirty and unsafe	1
They aren't cleaned frequently plus they have removed bins which were necessary	1
Tidy up required	1
Too much graffiti	1
<i>Specific locations</i>	
Along Darebin Creek there's a lot of rubbish	1
Edward St has a lot of litter, unattractive shops	1
Elizabeth St not swept	1
High St	1
High St horrible between Murry and Gower St	1
High St is quite clean	1
High St, Preston the footpaths are filthy	1
No bins in Northcote Plaza car park, rubbish management required	1
Northcote Plaza is covered in graffiti	1
Not enough cleaning Edwood St	1
Plaza	1
Poor maintenance near Preston Market	1
Station St not clean	1
There is a lot of rubbish lying near the shopping places like the Plaza	1
Very dirty around main streets and shopping centres specifically in Reservoir	1
<b>Total</b>	<b>27</b>

## The level of street lighting

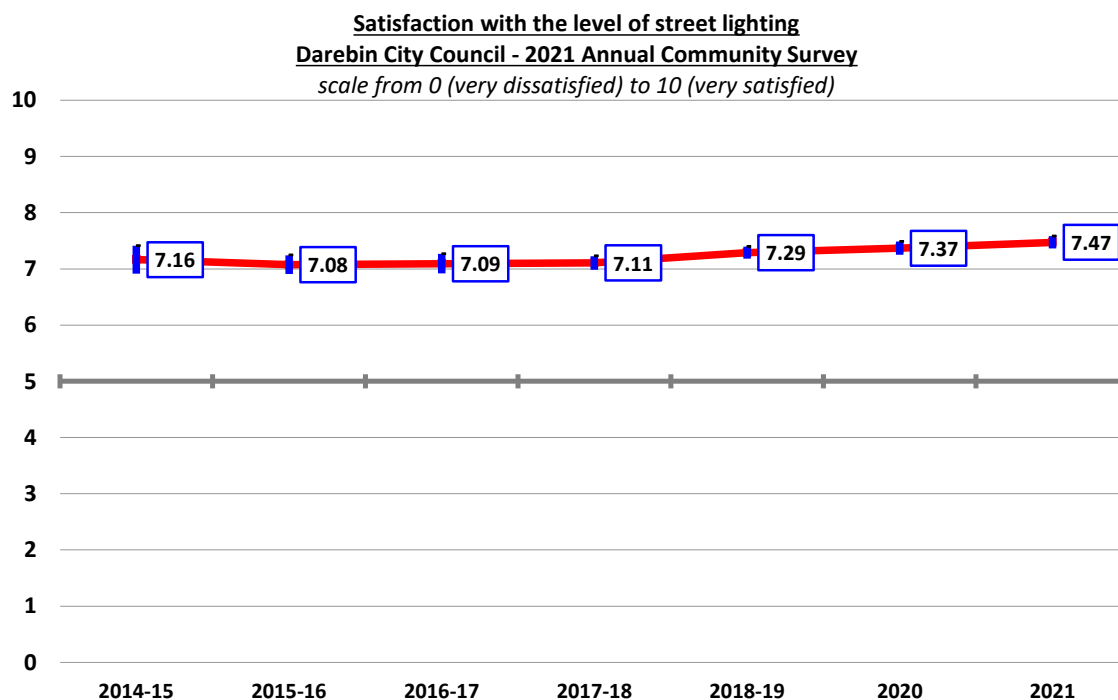
Respondents were asked:

*“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 1.4% to 7.47, although it remains at a “very good” level of satisfaction. This is the highest level of satisfaction for these facilities since first being included in the survey in 2014-15.

This result is well above the long-term average since 2014-15 of 7.22.

By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction of 7.72 recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.



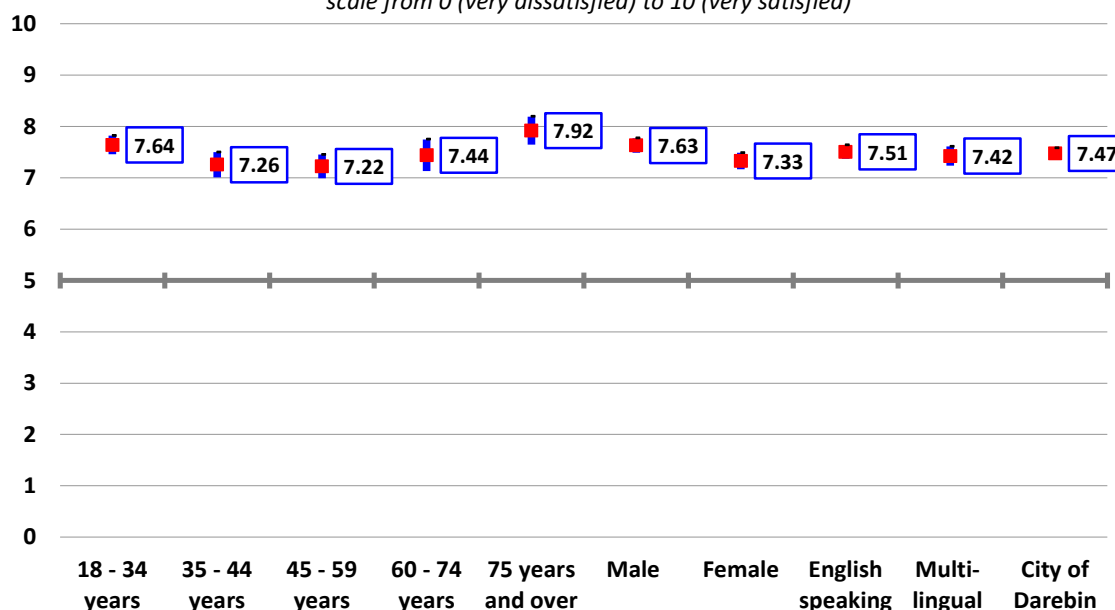
There was notable variation in satisfaction with the level of street lighting observed by respondent profile, as follows:

- **More satisfied than average** – includes senior citizens (aged 75 years and over) and male respondents.
- **Less satisfied than average** – includes female respondents.

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

**Darebin City Council - 2021 Annual Community Survey**

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



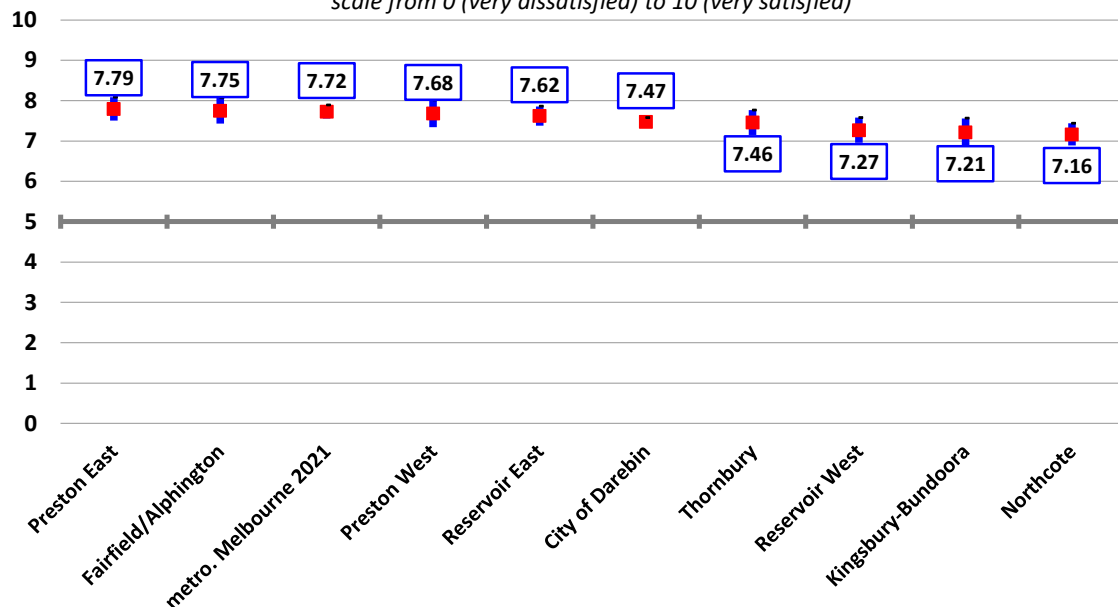
Although there was no statistically significant variation in satisfaction with the level of street lighting observed across the municipality, it is noted that:

- **Fairfield/Alphington and Preston East** – respondents were somewhat more satisfied than the average and at “excellent” rather than “very good” levels.

**Satisfaction with the level of street lighting by precinct**

**Darebin City Council - 2021 Annual Community Survey**

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



Satisfaction with this service increased in six precincts and declined in two, although none of these variations were statistically significant:

- **Increased satisfaction** – in Preston East, Fairfield/Alphington, Preston West, Reservoir East, Thornbury, and Reservoir West.

- **Decreased satisfaction** – in Kingsbury/Bundoora and Northcote.

**Satisfaction with the level of street lighting**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Preston East	2016-17	60	6.40	<b>6.93</b>	7.47
	2017-18	123	6.84	<b>7.22</b>	7.60
	2018-19	124	6.66	<b>7.03</b>	7.41
	2020	96	7.35	<b>7.71</b>	8.06
	2021	113	7.50	<b>7.79</b>	8.08
Fairfield-Alphington	2016-17	60	6.85	<b>7.23</b>	7.62
	2017-18	122	6.83	<b>7.15</b>	7.46
	2018-19	123	7.31	<b>7.55</b>	7.80
	2020	63	7.00	<b>7.47</b>	7.95
	2021	72	7.43	<b>7.75</b>	8.07
Preston West	2016-17	60	6.61	<b>7.10</b>	7.59
	2017-18	121	7.01	<b>7.38</b>	7.75
	2018-19	123	6.97	<b>7.27</b>	7.57
	2020	136	7.05	<b>7.33</b>	7.60
	2021	108	7.35	<b>7.68</b>	8.02
Reservoir East	2016-17	62	6.75	<b>7.24</b>	7.73
	2017-18	125	6.51	<b>6.82</b>	7.14
	2018-19	126	6.93	<b>7.27</b>	7.61
	2020	148	6.77	<b>7.10</b>	7.44
	2021	183	7.38	<b>7.62</b>	7.86
Thornbury	2016-17	60	6.92	<b>7.33</b>	7.74
	2017-18	123	7.03	<b>7.37</b>	7.72
	2018-19	122	7.01	<b>7.25</b>	7.50
	2020	115	6.91	<b>7.22</b>	7.52
	2021	98	7.15	<b>7.46</b>	7.76
Reservoir West	2016-17	62	5.49	<b>6.13</b>	6.76
	2017-18	125	6.89	<b>7.22</b>	7.56
	2018-19	125	7.08	<b>7.33</b>	7.58
	2020	175	6.94	<b>7.26</b>	7.57
	2021	164	6.96	<b>7.27</b>	7.58
Kingsbury-Bundoora	2016-17	61	6.72	<b>7.26</b>	7.81
	2017-18	123	6.35	<b>6.71</b>	7.06
	2018-19	121	6.98	<b>7.26</b>	7.55
	2020	71	7.21	<b>7.59</b>	7.98
	2021	95	6.86	<b>7.21</b>	7.56
Northcote	2016-17	62	7.33	<b>7.66</b>	7.99
	2017-18	123	6.68	<b>7.01</b>	7.34
	2018-19	117	7.11	<b>7.42</b>	7.73
	2020	170	7.24	<b>7.52</b>	7.80
	2021	145	6.89	<b>7.16</b>	7.44



The following table outlines the reasons why the 93 respondents were not satisfied with the level of street lighting.

The most common reasons related to a perception that there was insufficient lighting.

**Reasons for rating satisfaction with the level of street lighting less than 6 and locations of concern**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Not enough lighting in some areas, need more	6
Areas are very dark	3
Could be improved	2
Less lighting, too dark	2
Poor street lighting / less voltage, too dim	2
Poor street lighting around stations	2
General not good lighting	1
It's always dark. Trees block the lights	1
It's pitch dark - I can't see anybody on the street	1
Its sparse, less lighting in the area	1
Lane ways are always dark	1
Less in number on the local streets. It makes me feel unsafe at night	1
Less in number on the streets and near the parks	1
Live in corner. Very less lighting	1
Parks and gardens need more lights	1
Should be a lot more at night	1
Smaller streets do not have enough lighting	1
Some streets are very dull in brightness, and some are good	1
Too less. Only 2 poles in many lanes	1
Trees cover the lights	1
<i>Specific locations</i>	
Around Preston not enough lighting / very dark	2
Adeline St dark at night	1
Area in Fairway more street lighting	1
Austral Ave	1
Barlow Rise can have more lights	1
Better lighting required around King William St	1
Better lighting required on Queen St, Masons St	1
Bottom of east of All Nations Park	1
Could be better on Tambo Avenue	1
Could be improved along Woods St	1
Could be improved on Roseberry Ave	1
Extremely dark Winterhill Link	1
Kelsby St has very dim streetlights	1

Main Rd Bundoora more streetlight required	1
Main roads have absolutely no lights like Gilbert Rd. Very limited lights	1
Mayor Park has bad lighting	1
More street lighting on North Rd because its very dark	1
Near Elizabeth St, laneways there's not enough lighting	1
Needs to be managed better around Beatty Park	1
No lights on Seston St	1
Not enough. Bogong Ct	1
Not good, Dennis St	1
Poor street lighting around All Nations Park	1
Rossmoyne St need more lighting	1
Side roads off Plenty Rd	1
Some streets too dark in Reservoir	1
Streetlights on Main St are too bright	1
Streets near Alphington Station dark walking home and paths	1
There are no streetlights on Sheargolds St	1
<b>Total</b>	<b>61</b>

## ***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?”*

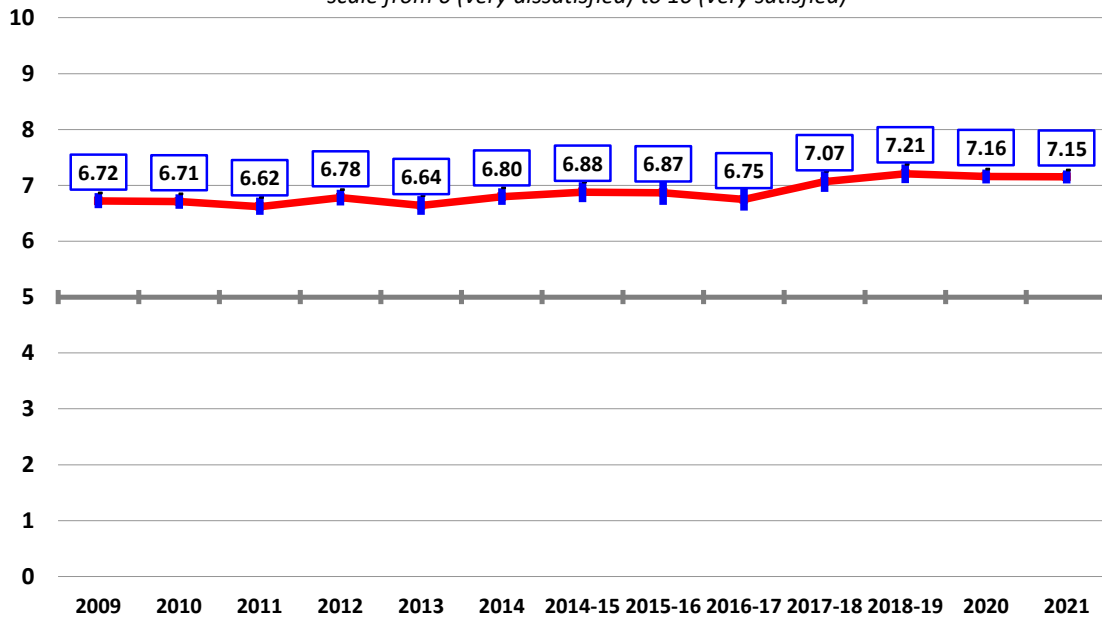
Satisfaction with street sweeping remained essentially stable this year at 7.15 and remains at a “good” level of satisfaction.

This result remains above the long-term average since 2009 of 6.87.

By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction of 7.49 recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.



**Satisfaction with street sweeping**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



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

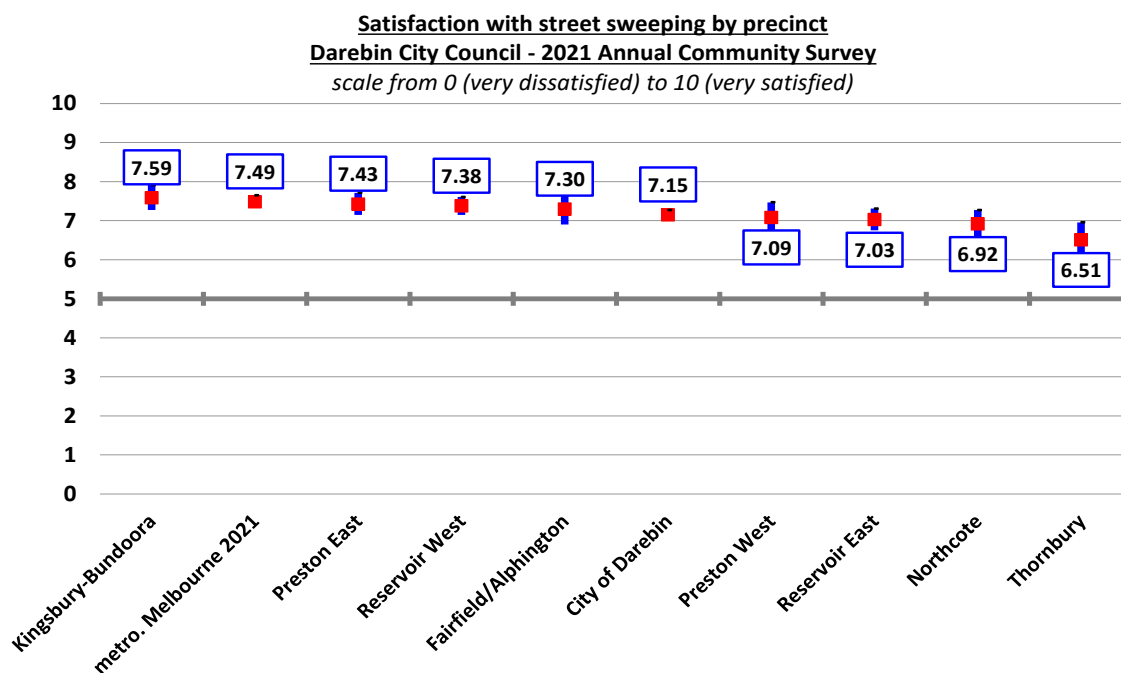
- **More satisfied than average** – includes young adults (aged 18 to 34 years) and respondents from multi-lingual households.
- **Less satisfied than average** – includes middle-aged adults (aged 45 to 59 years) and respondents from English speaking households.

**Satisfaction with street sweeping by respondent profile**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was statistically significant variation in satisfaction with street sweeping observed across the municipality, as follows:

- **Kingsbury/Bundoora** – respondents were measurably more satisfied than the municipal average and at a “very good” rather than a “good” level.
- **Northcote and Thornbury** – respondents were measurably less satisfied than the municipal average.



Satisfaction with this service increased in four precincts and declined in four, although none of these variations were statistically significant:

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

**Satisfaction with street sweeping**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2016-17	57	6.61	<b>7.19</b>	7.78
	2017-18	60	6.57	<b>7.08</b>	7.59
	2018-19	60	7.02	<b>7.33</b>	7.65
	2020	69	6.97	<b>7.44</b>	7.92
	2021	94	7.27	<b>7.59</b>	7.91
Reservoir West	2016-17	65	6.26	<b>6.80</b>	7.34
	2017-18	62	6.57	<b>7.10</b>	7.62
	2018-19	62	7.32	<b>7.55</b>	7.77
	2020	170	6.90	<b>7.22</b>	7.55
	2021	161	7.15	<b>7.38</b>	7.61
Fairfield-Alphington	2016-17	59	5.62	<b>6.25</b>	6.89
	2017-18	62	6.04	<b>6.61</b>	7.18
	2018-19	61	6.45	<b>7.02</b>	7.58
	2020	62	7.21	<b>7.60</b>	7.98
	2021	69	6.90	<b>7.30</b>	7.70
Preston East	2016-17	58	5.94	<b>6.64</b>	7.34
	2017-18	60	6.84	<b>7.40</b>	7.96
	2018-19	60	6.42	<b>6.90</b>	7.38
	2020	87	7.06	<b>7.40</b>	7.74
	2021	113	7.14	<b>7.43</b>	7.71
Preston West	2016-17	56	6.03	<b>6.52</b>	7.01
	2017-18	60	7.18	<b>7.52</b>	7.85
	2018-19	57	6.73	<b>7.32</b>	7.90
	2020	132	7.01	<b>7.28</b>	7.55
	2021	105	6.70	<b>7.09</b>	7.47
Reservoir East	2016-17	60	5.73	<b>6.23</b>	6.73
	2017-18	55	6.53	<b>7.07</b>	7.61
	2018-19	56	7.17	<b>7.61</b>	8.04
	2020	148	6.87	<b>7.19</b>	7.51
	2021	185	6.75	<b>7.03</b>	7.31
Northcote	2016-17	57	6.74	<b>7.32</b>	7.89
	2017-18	60	6.17	<b>6.73</b>	7.29
	2018-19	53	6.07	<b>6.74</b>	7.40
	2020	168	6.48	<b>6.83</b>	7.17
	2021	141	6.57	<b>6.92</b>	7.27
Thornbury	2016-17	54	6.30	<b>6.93</b>	7.56
	2017-18	59	6.42	<b>6.98</b>	7.54
	2018-19	59	6.55	<b>7.02</b>	7.48
	2020	112	6.39	<b>6.78</b>	7.16
	2021	89	6.07	<b>6.51</b>	6.96

The following table outlines the reasons why the 130 respondents were not satisfied with street sweeping.

The most common reasons related to a perception that there was insufficient cleaning.

**Reasons for rating satisfaction with street sweeping less than 6**

**Darebin City Council - 2021 Annual Community Survey**

*(Number of responses)*

<i>Response</i>	<i>Number</i>
Haven't seen any	12
Haven't see it often	9
More frequent cleaning required	6
Leaves left down to drain, not being cleaned up, block the drain during rain	4
Not cleaned frequently	3
Needs improvement	2
After garbage collection, rubbish is all over. Never clean it immediately	1
Don't feel like that they have ever swept the streets due to build-up of leaves	1
General	1
Must call them every time laneways not cleaned	1
In autumn, the leaves are everywhere	1
Kerbing trucks are obstructed with car parking which is why they don't clean the entire area	1
Leaf dumps aren't cleaned frequently	1
Need to be done more, especially lines along drainage on street	1
Not clean	1
Not frequent especially drains	1
Not well maintained. There's rubbish always lying around the streets	1
Rubbish on streets	1
The street sweepers don't clean the gutters	1
There was a lot of rubbish found on the streets especially during the Corona virus time	1
<i>Specific locations</i>	
Clyde St needs to be cleaned	1
Constantly leaves on Main St	1
Could do with a lot more street sweeping and cleaning in Darebin and specifically Reservoir	1
Elizabeth St	1
Lot of rubbish Tambo Ave	1
Not done frequently in Preston	1
Not done thorough enough on South St	1
Percival St, they don't come through	1
The litter left by people walking on the path isn't collected - Ballinamona street	1
<b>Total</b>	<b>59</b>

## The level of dumped rubbish

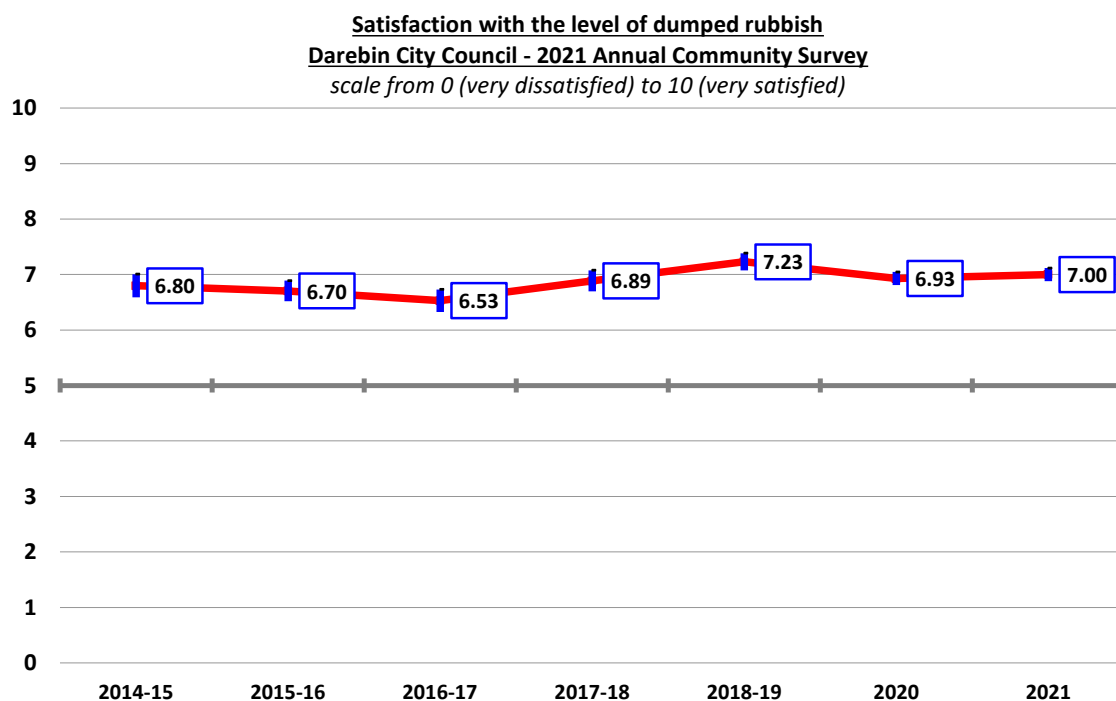
Respondents were asked:

*“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 increased marginally but not measurably this year, up one percent to 7.00, and remains at a “good” level of satisfaction.

This result remains above the long-term average since 2014-15 of 6.87.

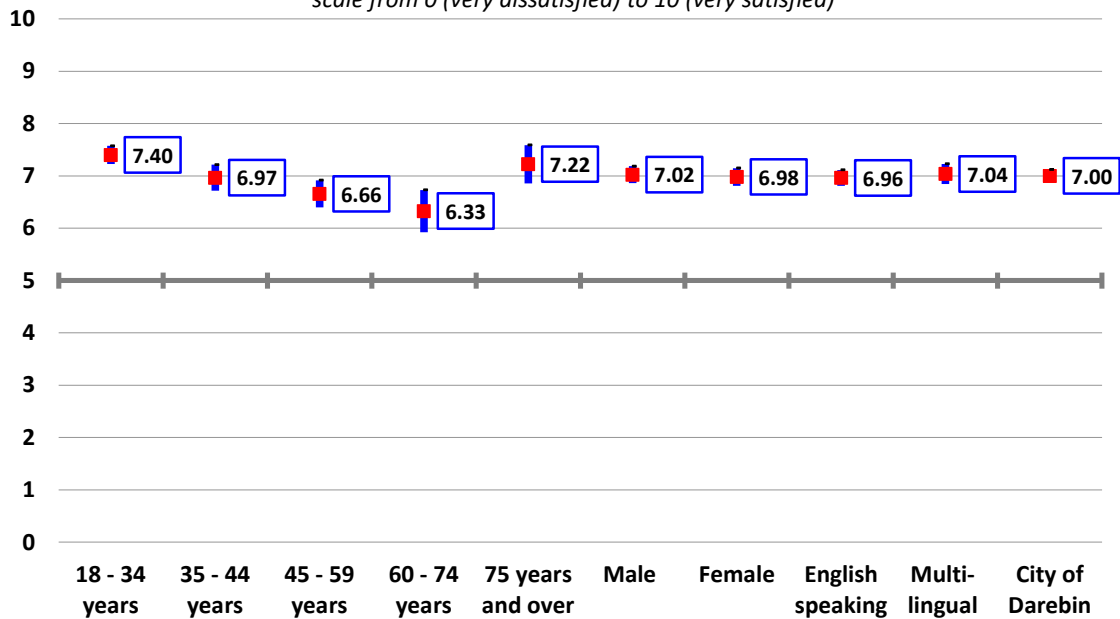
By way of comparison, this result was marginally but not measurably lower than the metropolitan Melbourne average satisfaction of 7.10, as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.



There was notable variation in satisfaction with the level of dumped rubbish observed by respondent profile, as follows:

- **More satisfied than average** – includes young adults (aged 18 to 34 years).
- **Less satisfied than average** – includes middle-aged and older adults (aged 45 to 74 years).

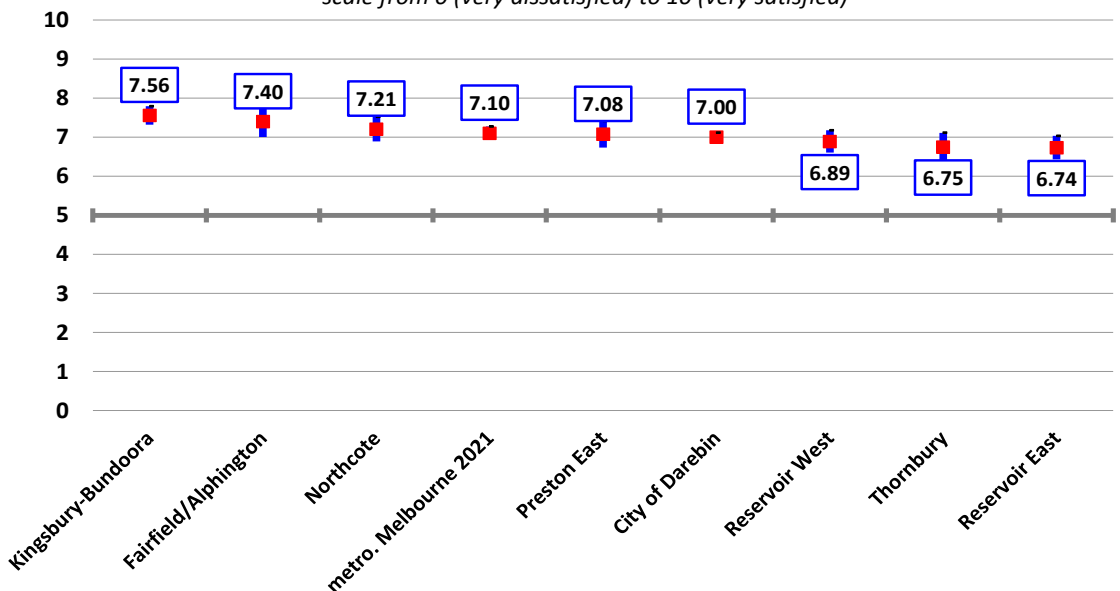
**Satisfaction with the level of dumped rubbish by respondent profile**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was statistically significant variation in satisfaction with the level of dumped rubbish observed across the municipality, as follows:

- **Kingsbury/Bundoora** – respondents were measurably more satisfied than the municipal average and at a “very good” rather than a “good” level.

**Satisfaction with the level of dumped rubbish by precinct**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Satisfaction with this service increased in four precincts and declined in four, although none of these variations were statistically significant:

- **Increased satisfaction** – in Kingsbury/Bundoora, Northcote, Reservoir West, and Thornbury.



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

**Satisfaction with the level of dumped rubbish**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2016-17	60	6.06	<b>6.70</b>	7.34
	2017-18	58	7.16	<b>7.55</b>	7.94
	2018-19	61	6.58	<b>7.10</b>	7.62
	2020	65	6.98	<b>7.45</b>	7.93
	2021	93	7.33	<b>7.56</b>	7.79
Fairfield-Alphington	2016-17	59	5.95	<b>6.56</b>	7.17
	2017-18	59	6.60	<b>7.15</b>	7.71
	2018-19	54	6.85	<b>7.35</b>	7.86
	2020	61	6.99	<b>7.42</b>	7.84
	2021	71	7.01	<b>7.40</b>	7.79
Northcote	2016-17	58	6.09	<b>6.59</b>	7.08
	2017-18	59	5.98	<b>6.56</b>	7.14
	2018-19	59	6.77	<b>7.25</b>	7.73
	2020	169	6.55	<b>6.82</b>	7.09
	2021	144	6.89	<b>7.21</b>	7.52
Preston East	2016-17	60	5.71	<b>6.23</b>	6.76
	2017-18	59	6.84	<b>7.34</b>	7.83
	2018-19	63	6.79	<b>7.21</b>	7.63
	2020	93	7.01	<b>7.32</b>	7.63
	2021	114	6.74	<b>7.08</b>	7.41
Reservoir West	2016-17	62	6.07	<b>6.63</b>	7.19
	2017-18	62	5.42	<b>6.03</b>	6.65
	2018-19	62	6.91	<b>7.32</b>	7.73
	2020	172	6.43	<b>6.77</b>	7.10
	2021	162	6.61	<b>6.89</b>	7.18
Thornbury	2016-17	61	5.52	<b>6.08</b>	6.65
	2017-18	58	6.85	<b>7.24</b>	7.64
	2018-19	59	7.25	<b>7.61</b>	7.97
	2020	109	6.31	<b>6.69</b>	7.07
	2021	91	6.39	<b>6.75</b>	7.12
Reservoir East	2016-17	63	5.89	<b>6.54</b>	7.19
	2017-18	61	6.53	<b>7.07</b>	7.60
	2018-19	62	6.84	<b>7.23</b>	7.61
	2020	152	6.58	<b>6.86</b>	7.15
	2021	177	6.44	<b>6.74</b>	7.04
Preston West	2016-17	60	6.40	<b>7.02</b>	7.63
	2017-18	60	6.28	<b>6.87</b>	7.45
	2018-19	55	6.07	<b>6.62</b>	7.16
	2020	136	6.49	<b>6.79</b>	7.10
	2021	106	6.33	<b>6.71</b>	7.10

The following table outlines the reasons why the 158 respondents were not satisfied with the level of dumped rubbish.

The most common reasons related to a perception that there was rubbish dumped on the footpaths and nature strips, or that there was generally a lot of dumped rubbish around.

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

**Darebin City Council - 2021 Annual Community Survey**

*(Number of responses)*

<i>Response</i>	<i>Number</i>
Hard furniture and other household materials dumped on footpaths, streets nature strips	6
Not picked up frequently	3
Darebin generally	2
Needs to be cleaned regularly	2
There's a fair bit around	2
Along the train tracks it is very messy	1
Annual garbage should be twice a year instead	1
Could be collected on a weekly basis	1
Dirty and always full	1
Don't notice that	1
Dumping around charity bins	1
Laneways are usually filled with hard rubbish	1
People dump rubbish and Council doesn't bother managing the issue	1
Residential apartments leave their rubbish at nature strips that's why there is lot of dumped rubbish	1
The level of dumped rubbish on streets is concerning as it gets dirty and unhygienic	1
The shopping trolleys	1
A lot near community centres	1
<i>Specific locations</i>	
High level of dumped rubbish near commission flats	2
High levels of dumped rubbish in Reservoir	2
Around McDonald's	1
Between Westgarth and Fairfield	1
Do not pick up hard rubbish (Clements Road)	1
Gilbert Rd dumped rubbish	1
High level of dumped rubbish between Croxton and Thornbury station	1
High level of dumped rubbish Home St, Albert St	1
High levels of dumped rubbish around CH Sullivan Reserve	1
In front of Reservoir train station	1
Kelsby St has a lot of hard rubbish	1
Kingsbury Ave and train lines	1

Leamington St, Reservoir. People just dump rubbish for some reason	1
Lot of dumped rubbish on and around Cheddar Road	1
Lot of rubbish around Clark St	1
Lot of rubbish dumped near Zwar Park	1
Near Kirby St, people dump rubbish all around	1
Needs to be managed better around Butters St	1
People leave unwanted furniture on Monash West, Reservoir	1
Piles of dumped rubbish sits for more than 4 months on South St	1
Quiet a lot of rubbish in Medium St	1
Reservoir Regents area	1
Rubbish not being cleaned up on street and parks such as Cheddar Rd, Council only comes to pick up once a year	1
Rubbish outside Vinnies shop	1
The Merri Creek Trail	1
There is a lot of rubbish being dumped near the shopping areas and especially near High St	1
Too much dumped rubbish around Northcote and Fairfield	1
Too much dumped rubbish on Helen St	1
Train tracks Thornbury	1
<b>Total</b>	<b>58</b>

### ***The type / species of street trees***

Respondents were asked:

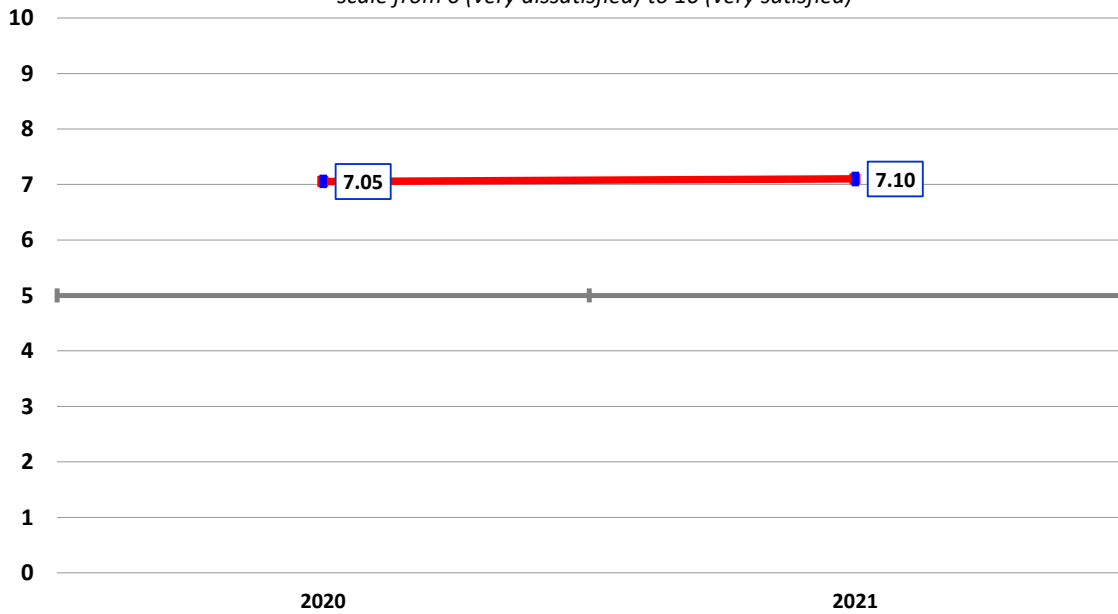
*“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the type / species of street trees? If rated less than 6, why do you say that?”*

Satisfaction with the type / species of street trees increased marginally but not measurably this year, up less than one percent to 7.1, and remains at a “good” level of satisfaction.

This question was not included in this format in *Governing Melbourne* and therefore no comparison results are available.

By way of comparison, however, the metropolitan Melbourne average satisfaction with “the provision and maintenance of street trees” was 7.40.

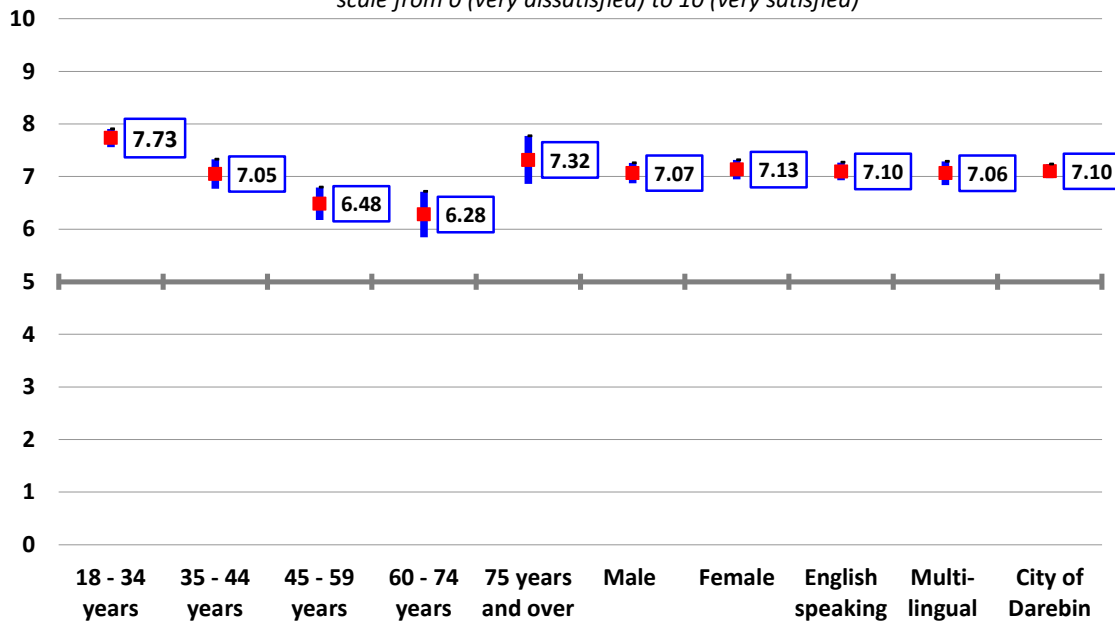
**Satisfaction with the type / species of street trees**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



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

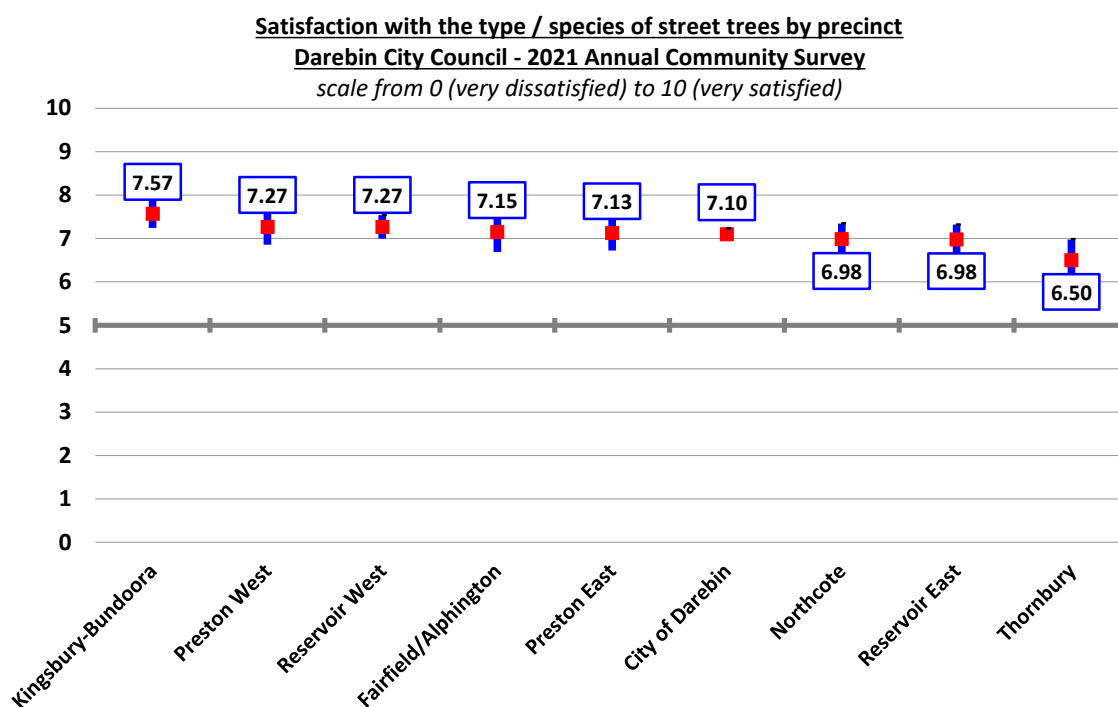
- **More satisfied than average** – includes senior citizens (aged 75 years and over).
- **Less satisfied than average** – includes middle-aged and older adults (aged 45 to 74 years).

**Satisfaction with the type / species of street trees by respondent profile**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was statistically significant variation in satisfaction with the type / species of street trees observed across the municipality, as follows:

- **Kingsbury/Bundoora** – respondents were measurably more satisfied than the municipal average and at a “very good” rather than a “good” level.
- **Thornbury** – respondents were measurably less satisfied than average.



Satisfaction with this service increased in three precincts and declined in five, although none of these variations were statistically significant:

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

**Satisfaction with the type / species of street trees**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2020	72	7.09	<b>7.55</b>	8.00
	2021	94	7.24	<b>7.57</b>	7.90
Preston West	2020	135	6.90	<b>7.18</b>	7.46
	2021	105	6.86	<b>7.27</b>	7.68
Reservoir West	2020	169	6.41	<b>6.73</b>	7.05
	2021	161	7.00	<b>7.27</b>	7.54
Fairfield-Alphington	2020	62	6.73	<b>7.16</b>	7.58
	2021	69	6.69	<b>7.15</b>	7.61
Preston East	2020	96	7.14	<b>7.51</b>	7.87
	2021	107	6.72	<b>7.13</b>	7.53
Northcote	2020	169	6.78	<b>7.05</b>	7.32
	2021	144	6.62	<b>6.98</b>	7.34
Reservoir East	2020	140	6.72	<b>7.06</b>	7.39
	2021	186	6.64	<b>6.98</b>	7.32
Thornbury	2020	116	6.29	<b>6.66</b>	7.03
	2021	94	6.02	<b>6.50</b>	6.98

The following table outlines the reasons why the 152 respondents were not satisfied with the type / species of street trees.

There were a range of issues raised, including preferences for different types of trees, concerns about trees dropping leaves or resin.

It is noted that several respondents also raised issues not directly related to the type or species of street trees, including concerns over the number (both too many and too few) of street trees, their location, and a range of other issues.

**Reasons for rating satisfaction with the type / species of street trees less than 6**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number of responses)*

Response	Number
They shed lot of leaves	5
I prefer indigenous / native trees	4
Poor maintenance of trees on nature strip	4
Trees shed gum nut	3
Planting big trees under powerlines, damage powerlines	3
Big trees damage concrete footpath	2
Could be more	2
Leaves falling on footpath dangerous to walk	2

Make too much mess	2
Not properly maintained	2
Not pruned / trimmed properly	2
Overhanging trees on footpath, got hit by the branches	2
The amount of leaf litter they produce blocks up gutters	2
Too many gum trees	2
Too many plane trees, not good	2
Trees could be trimmed more	2
Allergic to plane trees	1
Bad selection of trees	1
Bad trees are planted that rip out the roads and footpaths	1
Big trees, when there is a strong wind, stuff drop on the street	1
Branches fall on roads	1
Change the species of trees	1
Could be improved	1
Could do with more variety	1
Council needs to clear up the gum nuts that fall from the trees which are unsafe to walk around as they are slippery	1
Get olive trees and choice of trees by Council is terrible low maintenance trees preferred	1
Hate them, they drop nuts which can make people trip over and need to be cleaned	1
High, powerlines	1
Huge trees are planted around the roads	1
Leaves aren't being picked up or cleaned	1
Maintenance and watering of the trees	1
More fruit / edible trees preferred	1
More trees required on nature strips	1
More urban greening	1
Need olive trees in the area	1
Need to make the neighbourhood greener and more attractive	1
Not enough native particularly Eucalyptus	1
Not suitable trees. Too short	1
Old cherry blossoms need attention	1
Pruning is not done at all	1
Removal of big old trees that provided shade	1
Smell	1
Streetlight is blocked because of huge trees	1
The gum tree has wobbly trunk, not appropriate	1
The trees are ugly, they drop lots of leaves and barks	1
They are inconsistent and at various heights	1
They are just plain trees. More planting of colourful plants is required	1
They are not maintained it and they have died	1
They have got bad pollen	1
They need to be taller trees so that their branches don't come in the way	1
They're very ugly	1
Too many non-native trees	1
Too many old trees in the area	1
Too many paper barks that should be taken out	1
Too many trees	1
Tree are going to be too big and cause mess there should be better choice trees	1

Trees die quick and obstruct cable	1
Tree selection could be better	1
Unsafe for children	1
Very messy trees	1
Wish there were more still	1

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*Specific locations*

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A dead tree needs to be taken down from Sugarloaf St	1
Beauchamp St Preston leaves everywhere	1
Bees issue in Nature St	1
Berry trees make a huge mess all over the area - Mcfadzean Ave	1
Better maintenance required, consistency in terms of tree species required on King William St	1
Clarke St	1
Cooper St has a lot of trees that shed leaves. Plane trees that shed quite a lot	1
Dally St	1
Gilly St trees are bad. Adults trip over because of big trees and difficult to clean	1
In Kilmore Avenue the tree is not tree the resident selected. Bothering the power line and telephone line	1
Native trees planted odd because just my street Bryan St	1
Overhanging trees on Gilbert Rd	1
Prefers native trees on Gower St	1
Shedding and piling of leaves on Clara St	1
Smith St trees are not replaced, they have vandalised a lot of properties	1
Species of flowers on High St are horrible (pink lilies)	1
St Vigeons Rd has huge gum trees	1
Stuff comes of the trees Rathcown Rd	1
The species of trees isn't good on Boothby St	1
The tree in Tunaley Pde should be cut down bad	1
There could be more trees planted near the High St to make it a beautiful place	1
Too many tea trees on Russell St	1
Trees are overhanging Sapphire St	1
Tree leaves are tiny and not good visual, Wood St	1
Trees need to be trimmed down on Shaftesbury Pde, not safe during windy stormy day	1
Trees not cut properly, in the power lines near Shand Rd	1
Trees on Adeline St grow to power lines, Council needs to plant more appropriate trees not only consider the species	1
Trees on Pender St causes hay fever	1
Unsuitable trees on Bird Ave	1
Wilmoch St need to be pruned	1

**Total** **116**





## Regular recycling

Respondents were asked:

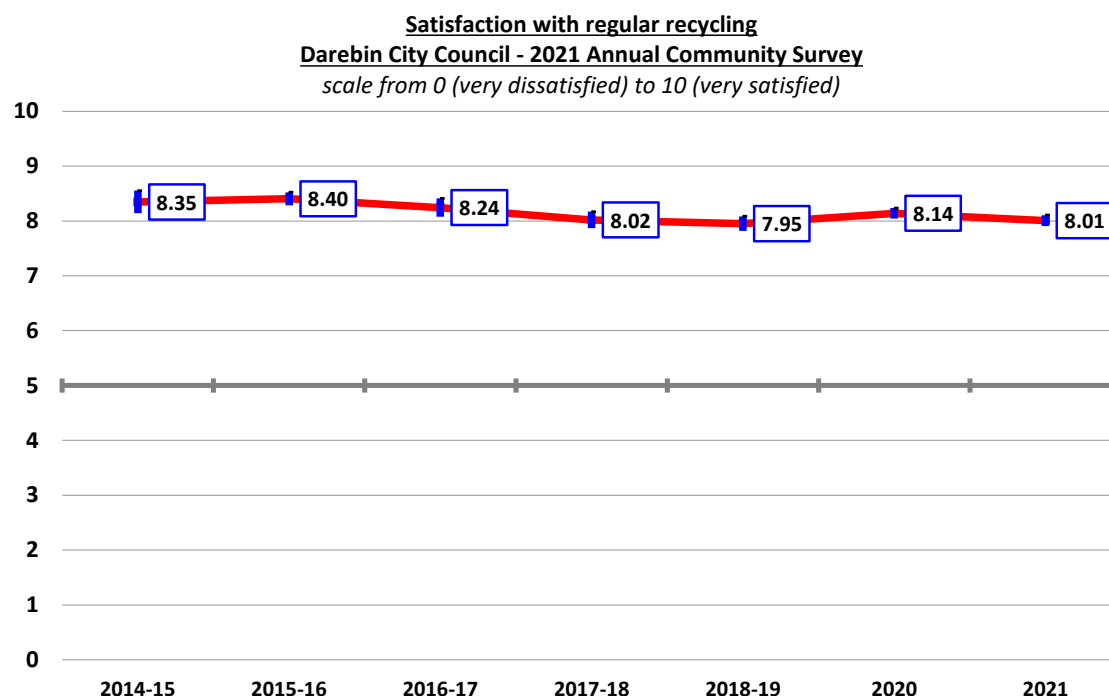
*“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with regular recycling? If rated less than 6, why do you say that?”*

Satisfaction with the regular recycling declined marginally but not measurably this year, down 1.6% to 8.01, although it remains at an “excellent” level.

This result is marginally below the long-term average since 2009 of 8.16.

By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction of 8.32 recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

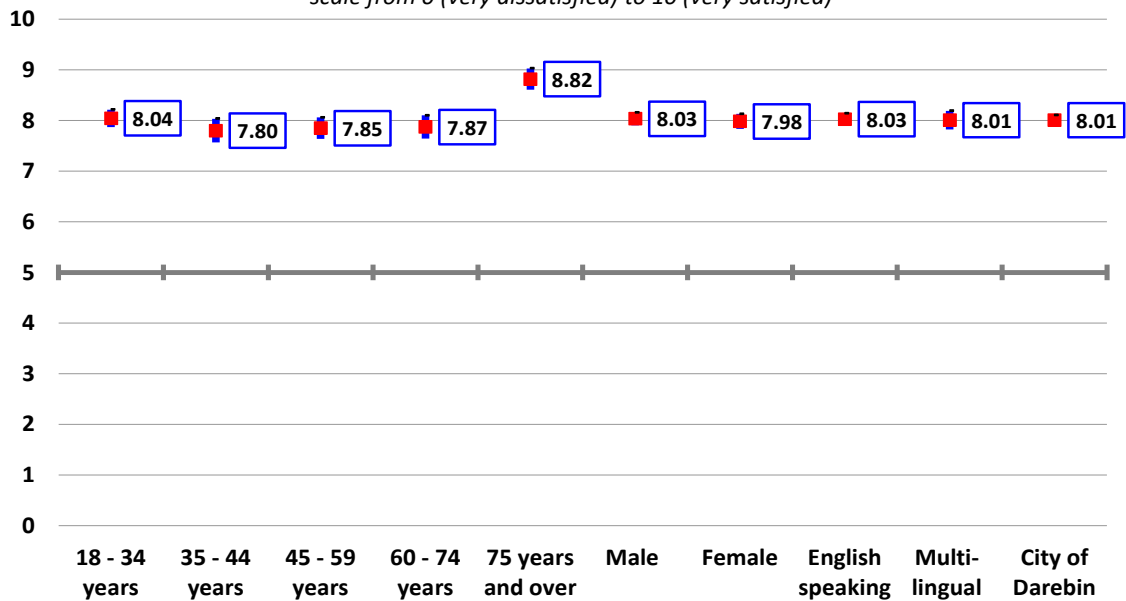
Metropolis Research notes that satisfaction with recycling kerbside collection services has been somewhat volatile across metropolitan Melbourne in recent years, as councils are progressively moving from a three-bin to a four-bin or similar service and changing the frequency of collection for different bin collection services.



There was notable variation in satisfaction with the regular recycling observed by respondent profile, as follows:

- **More satisfied than average** – includes senior citizens (aged 75 years and over).

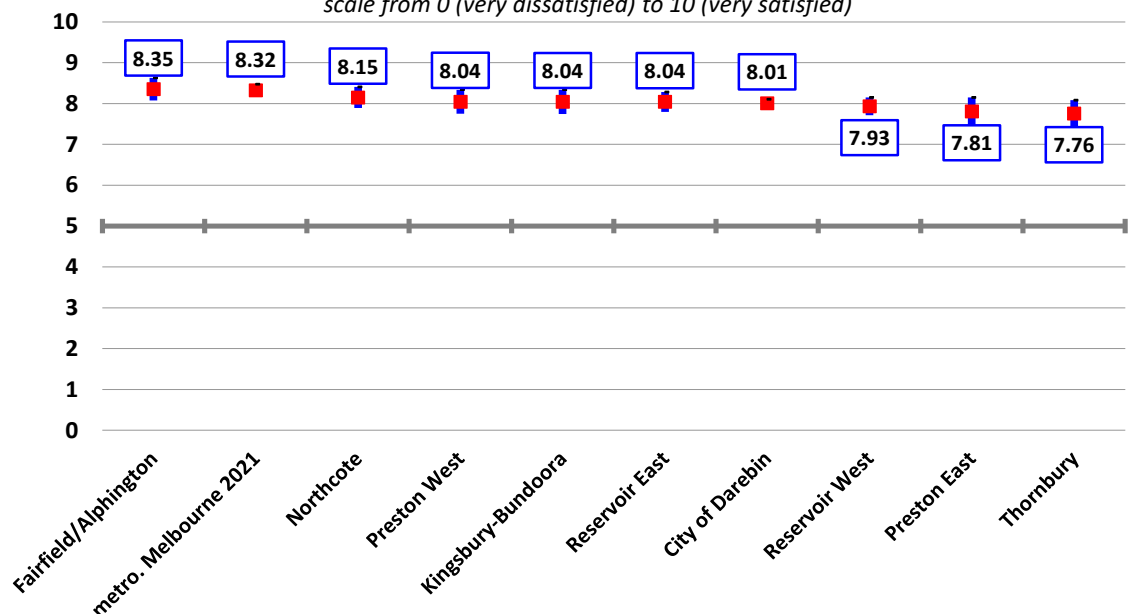
**Satisfaction with regular recycling by respondent profile**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was statistically significant variation in satisfaction with the regular recycling observed across the municipality, as follows:

- **Fairfield/Alphington** – respondents were measurably more satisfied than the municipal average.

**Satisfaction with regular recycling by precinct**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Satisfaction with this service increased in two precincts and declined in six, although none of these variations were statistically significant:

- **Increased satisfaction** – in Fairfield/Alphington and Preston West.



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

**Satisfaction with regular recycling**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	2016-17	61	7.45	<b>7.84</b>	8.22
	2017-18	59	7.79	<b>8.15</b>	8.52
	2018-19	62	7.48	<b>7.97</b>	8.46
	2020	62	7.75	<b>8.05</b>	8.35
	2021	71	8.07	<b>8.35</b>	8.63
Northcote	2016-17	61	7.54	<b>8.05</b>	8.56
	2017-18	60	7.23	<b>7.68</b>	8.13
	2018-19	58	7.87	<b>8.16</b>	8.44
	2020	171	7.92	<b>8.18</b>	8.44
	2021	146	7.89	<b>8.15</b>	8.41
Preston West	2016-17	61	7.94	<b>8.34</b>	8.75
	2017-18	58	8.00	<b>8.52</b>	9.03
	2018-19	57	7.31	<b>7.67</b>	8.02
	2020	136	7.62	<b>7.86</b>	8.11
	2021	105	7.75	<b>8.04</b>	8.34
Kingsbury-Bundoora	2016-17	61	7.97	<b>8.34</b>	8.72
	2017-18	57	7.28	<b>7.72</b>	8.16
	2018-19	61	7.86	<b>8.26</b>	8.67
	2020	75	8.10	<b>8.39</b>	8.67
	2021	93	7.75	<b>8.04</b>	8.34
Reservoir East	2016-17	63	7.83	<b>8.43</b>	9.03
	2017-18	59	7.98	<b>8.31</b>	8.63
	2018-19	63	7.48	<b>7.89</b>	8.30
	2020	152	8.03	<b>8.28</b>	8.53
	2021	191	7.80	<b>8.04</b>	8.28
Reservoir West	2016-17	63	8.32	<b>8.70</b>	9.08
	2017-18	63	7.10	<b>7.60</b>	8.11
	2018-19	61	7.63	<b>7.95</b>	8.28
	2020	177	8.17	<b>8.38</b>	8.59
	2021	161	7.72	<b>7.93</b>	8.15
Preston East	2016-17	61	7.57	<b>8.00</b>	8.43
	2017-18	59	7.90	<b>8.27</b>	8.64
	2018-19	62	7.36	<b>7.84</b>	8.32
	2020	97	7.79	<b>8.10</b>	8.40
	2021	112	7.47	<b>7.81</b>	8.15
Thornbury	2016-17	62	7.42	<b>7.94</b>	8.45
	2017-18	60	7.73	<b>8.08</b>	8.44
	2018-19	59	7.60	<b>7.92</b>	8.23
	2020	115	7.45	<b>7.77</b>	8.09
	2021	94	7.44	<b>7.76</b>	8.08

The following table outlines the reasons why the 54 respondents were not satisfied with the regular recycling service.

The most common reasons raised by respondents was a preference for a more frequent collection.

**Reasons for rating satisfaction with regular recycling less than 6**

**Darebin City Council - 2021 Annual Community Survey**

*(Number of responses)*

<i>Response</i>	<i>Number</i>
More frequent collection	6
Instead of fortnightly make it weekly	4
Recycling should be extended more, separating more types of recyclables	2
Unhappy with size of bin	2
Because sometimes overflows around Main St	1
Can manage better by more composting	1
Depot for plastic bottles recycling required	1
Don't recycle what we recycle in	1
I need a glass only recycling bin	1
If they added soft plastics, then it would be 10	1
More recycling	1
Not sure how well does the Council managed the recycling materials	1
Often at bin capacity before 2-week period, could be more often	1
Same as rubbish	1
Tetra packs aren't recyclable	1
The introduction of fines	1
They don't take everything	1
Where is it going after its collected?	1
<b>Total</b>	<b>28</b>



## Green waste recycling

Respondents were asked:

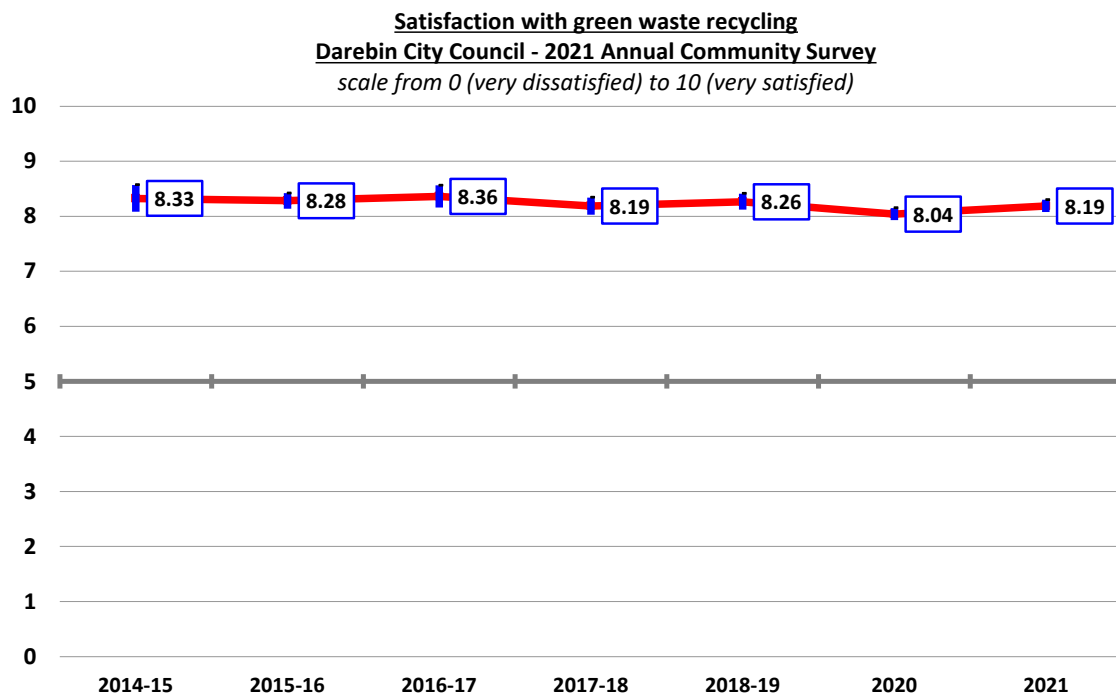
*“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the green waste recycling? If rated less than 6, why do you say that?”*

Satisfaction with the green waste recycling increased marginally but not measurably this year, up 1.9% to 8.19, although it remains at an “excellent” level.

This result is marginally below the long-term average since 2014-15 of 8.24.

By way of comparison, this result was notably but not measurably higher than the metropolitan Melbourne average satisfaction of 7.96 recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

Metropolis Research notes that satisfaction with green and / or food and garden waste kerbside collection services has been somewhat volatile across metropolitan Melbourne in recent years, as councils are progressively moving from a three-bin to a four-bin or similar service.

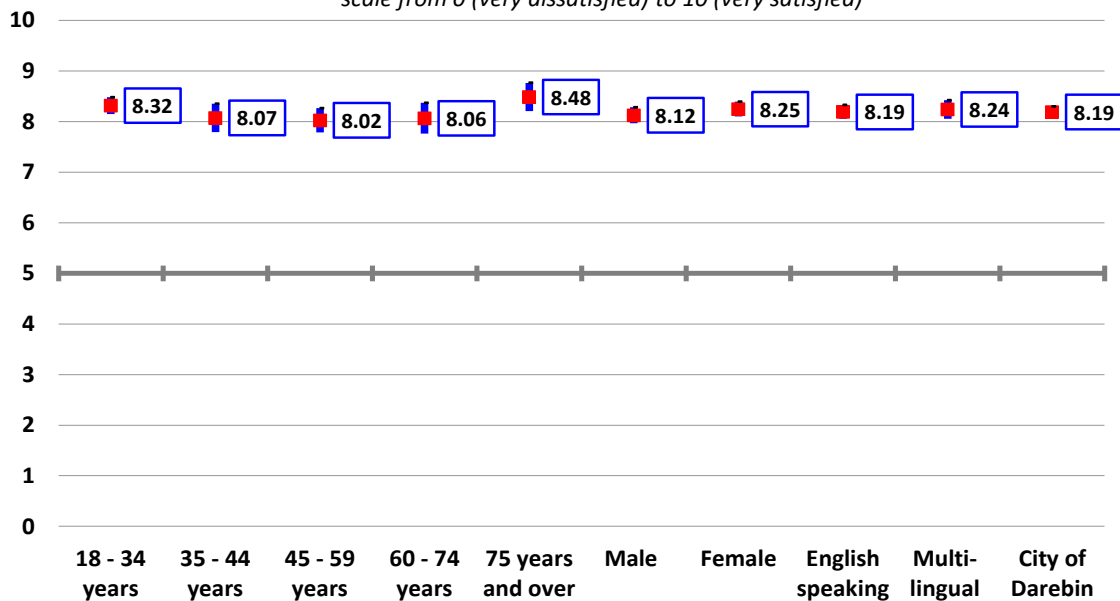


There was no notable variation in satisfaction with the green waste collection service observed by respondent profile.

**Satisfaction with green waste recycling by respondent profile**

**Darebin City Council - 2021 Annual Community Survey**

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



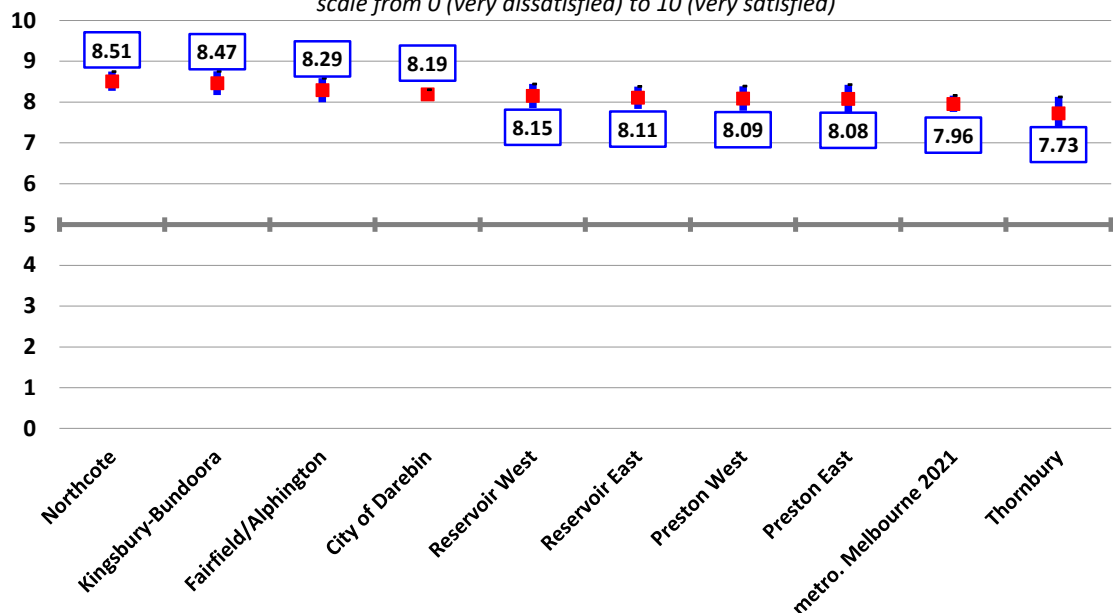
There was statistically significant variation in satisfaction the green waste recycling collection observed across the municipality, as follows:

- **Northcote** – respondents were measurably more satisfied than the municipal average.
- **Thornbury** – respondents were measurably less satisfied than average.

**Satisfaction with green waste collection service by precinct**

**Darebin City Council - 2021 Annual Community Survey**

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



Satisfaction with this service increased in six precincts and declined in two, although none of these variations were statistically significant:

- **Increased satisfaction** – in Northcote, Kingsbury/Bundoora, Reservoir West, Reservoir East, Preston West, and Preston East.

- **Decreased satisfaction** – in Fairfield/Alphington and Thornbury.

**Satisfaction with green waste collection service**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Northcote	2016-17	37	8.19	<b>8.65</b>	9.11
	2017-18	53	7.59	<b>7.94</b>	8.30
	2018-19	46	7.78	<b>8.22</b>	8.65
	2020	80	7.96	<b>8.20</b>	8.45
	2021	122	8.27	<b>8.51</b>	8.75
Kingsbury-Bundoora	2016-17	32	8.26	<b>8.75</b>	9.24
	2017-18	42	8.05	<b>8.52</b>	9.00
	2018-19	48	8.64	<b>8.92</b>	9.20
	2020	48	7.67	<b>8.06</b>	8.45
	2021	66	8.18	<b>8.47</b>	8.76
Fairfield-Alphington	2016-17	38	7.40	<b>7.87</b>	8.34
	2017-18	45	7.92	<b>8.31</b>	8.70
	2018-19	56	7.96	<b>8.32</b>	8.68
	2020	37	7.94	<b>8.34</b>	8.74
	2021	60	8.00	<b>8.29</b>	8.59
Reservoir West	2016-17	46	7.84	<b>8.35</b>	8.86
	2017-18	50	7.23	<b>7.82</b>	8.41
	2018-19	33	7.70	<b>8.12</b>	8.54
	2020	61	7.56	<b>7.88</b>	8.19
	2021	116	7.86	<b>8.15</b>	8.44
Reservoir East	2016-17	38	7.78	<b>8.53</b>	9.27
	2017-18	55	8.01	<b>8.36</b>	8.72
	2018-19	37	7.81	<b>8.30</b>	8.79
	2020	51	7.70	<b>7.97</b>	8.23
	2021	141	7.83	<b>8.11</b>	8.38
Preston West	2016-17	51	7.90	<b>8.35</b>	8.81
	2017-18	49	8.32	<b>8.71</b>	9.11
	2018-19	51	7.51	<b>7.96</b>	8.41
	2020	63	7.67	<b>8.01</b>	8.34
	2021	84	7.79	<b>8.09</b>	8.39
Preston East	2016-17	38	7.33	<b>8.05</b>	8.78
	2017-18	48	7.88	<b>8.27</b>	8.66
	2018-19	47	7.84	<b>8.30</b>	8.76
	2020	41	7.62	<b>7.91</b>	8.19
	2021	80	7.73	<b>8.08</b>	8.42
Thornbury	2016-17	35	7.54	<b>8.11</b>	8.68
	2017-18	45	7.41	<b>7.96</b>	8.50
	2018-19	45	7.89	<b>8.22</b>	8.55
	2020	50	7.65	<b>7.96</b>	8.26
	2021	68	7.33	<b>7.73</b>	8.13

The following table outlines the reasons why the 41 respondents were not satisfied with the green waste recycling service

The most common reasons raised by respondents was a preference for a more frequent collection.

**Reasons for rating satisfaction with green waste recycling less than 6**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Green waste needs to be picked up on a weekly basis during summer months	4
All sorts of stuff in the bins makes bad smells	1
Bin should be bigger or more frequently	1
Bin size is small	1
Can't use decomposable bags in it.	1
Green bin not enough. Big property and it's not emptied.	1
Need a upsize of green bins no extra cost	1
Same as garbage collection	1
There should be upsized they are tiny	1
<b>Total</b>	<b>12</b>

### ***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?”*

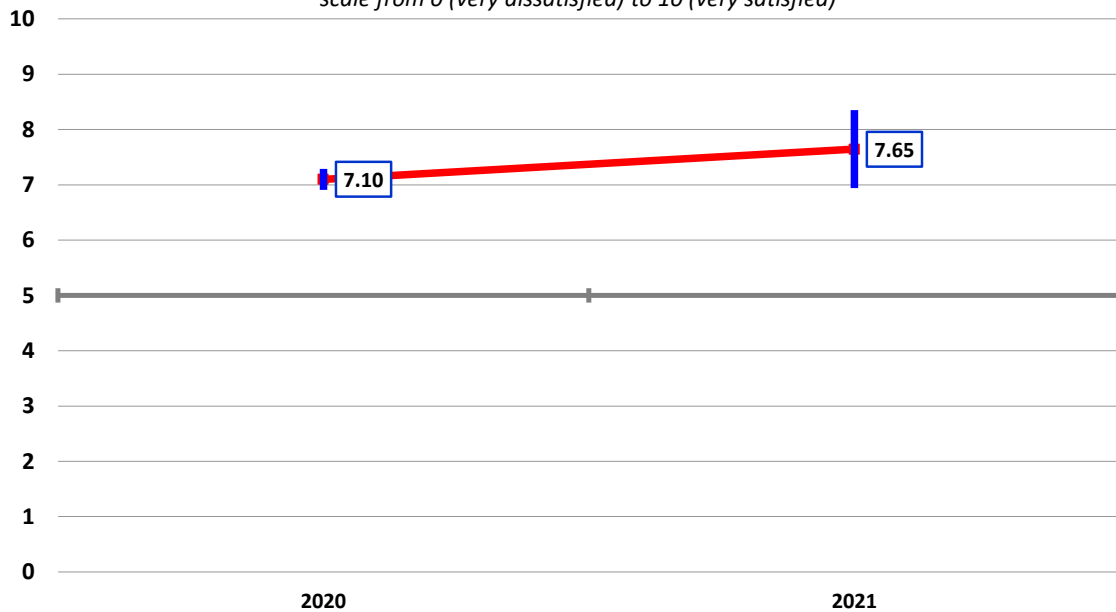
Satisfaction with the availability of bicycle parking increased marginally but not measurably this year, up 7.8% to 7.65, which is a “very good”, up from a “good” level of satisfaction.

This result is based on a sample of 268 respondents who provided a satisfaction score for the availability of bicycle parking. This represents 26.8% of the total sample of 1,000 respondents.





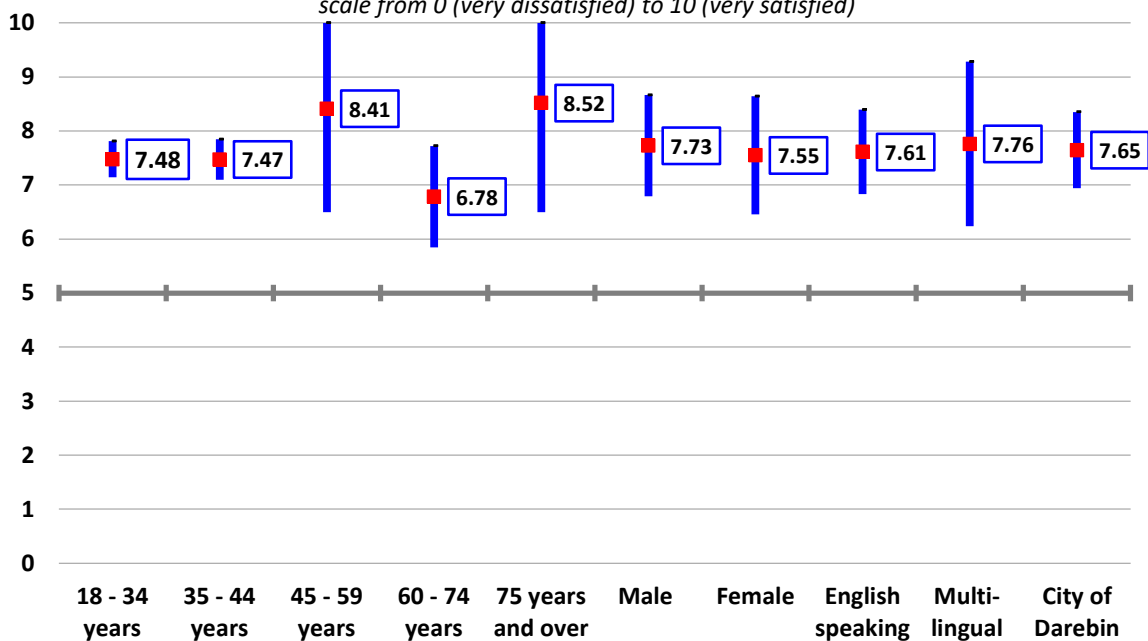
**Satisfaction with the availability of bicycle parking**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Given the relatively small sample size at the age structure level, the 95% confidence interval (the vertical blue bars) around the average satisfaction scores is large for many age groups.

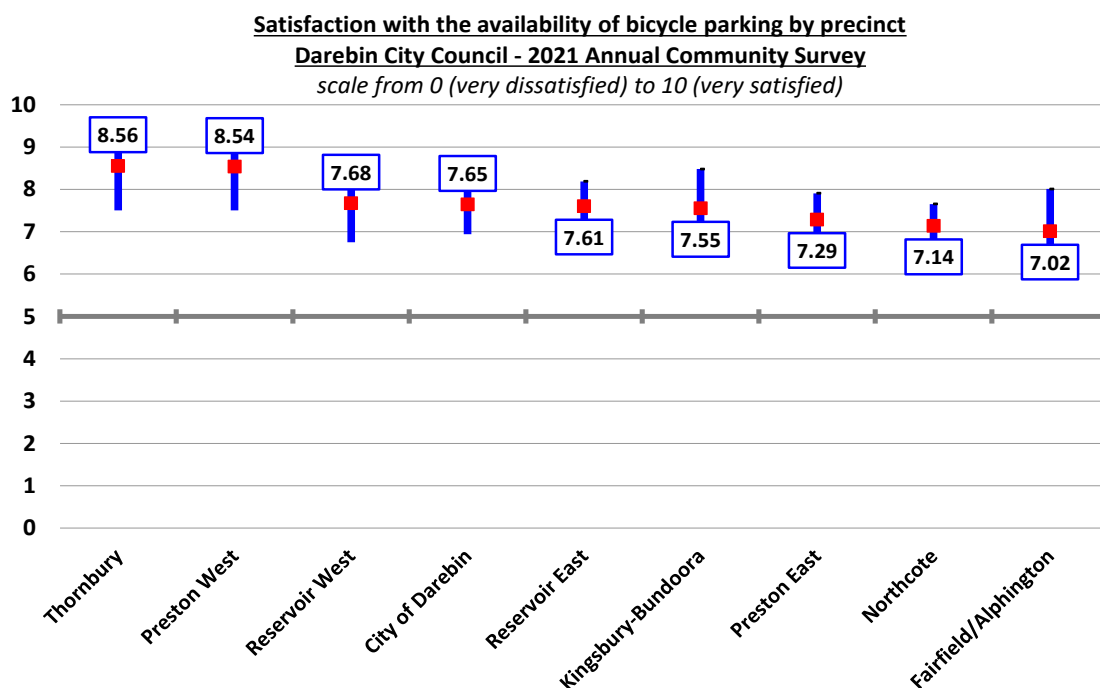
Consequently, there was no statistically significant variation in satisfaction with the availability of bicycle parking observed by respondent profile.

**Satisfaction with the availability of bicycle parking by respondent profile**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Whilst there was no statistically significant variation in satisfaction with the availability of bicycle parking observed across the municipality, attention is drawn to the following:

- **Thornbury and Preston West** – respondents were somewhat, but not measurably more satisfied than the municipal average and at “excellent” levels of satisfaction.
- **Northcote and Fairfield/Alphington** – respondents were somewhat, but not measurably less satisfied than the municipal average and at “good” rather than “very good” levels.



Satisfaction with this service increased in six precincts and declined in two, although none of these variations were statistically significant:

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



**Satisfaction with the availability of bicycle parking**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Thornbury	2020	52	6.29	<b>6.80</b>	7.31
	2021	37	7.50	<b>8.56</b>	9.50
Preston West	2020	57	6.47	<b>6.97</b>	7.48
	2021	30	7.50	<b>8.54</b>	9.50
Reservoir West	2020	69	7.35	<b>7.72</b>	8.09
	2021	21	6.75	<b>7.68</b>	8.60
Reservoir East	2020	43	6.03	<b>6.81</b>	7.58
	2021	41	7.03	<b>7.61</b>	8.19
Kingsbury-Bundoora	2020	19	6.19	<b>7.05</b>	7.91
	2021	20	6.63	<b>7.55</b>	8.48
Preston East	2020	36	6.39	<b>6.95</b>	7.50
	2021	30	6.67	<b>7.29</b>	7.91
Northcote	2020	102	6.86	<b>7.25</b>	7.64
	2021	66	6.63	<b>7.14</b>	7.65
Fairfield-Alphington	2020	30	5.94	<b>6.60</b>	7.25
	2021	23	6.02	<b>7.02</b>	8.01

The following table outlines the reasons why the 36 respondents were not satisfied with the availability of bicycle parking. The main concern appears to be a perception that there is insufficient bicycle parking available.

**Reasons for rating satisfaction with the availability of bicycle parking less than 6 and locations of concern**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number of responses)*

Response	Number
Not enough bike parks / racks	7
Could be more	2
No parking at all	2
Car drivers pay for roads when bicycle riders are not paying anything	1
It is terrible. Not enough	1
Jessie St	1
More near the station and High St shops	1
Not enough of it Northcote Plaza, swimming pool	1
Not enough parking around Preston	1
There needs to be more room to park bikes around shopping centres	1
Too much of it. Need to reduce it on High St	1
Very limited around Fairfield	1
<b>Total</b>	<b>20</b>

## Darebin Libraries

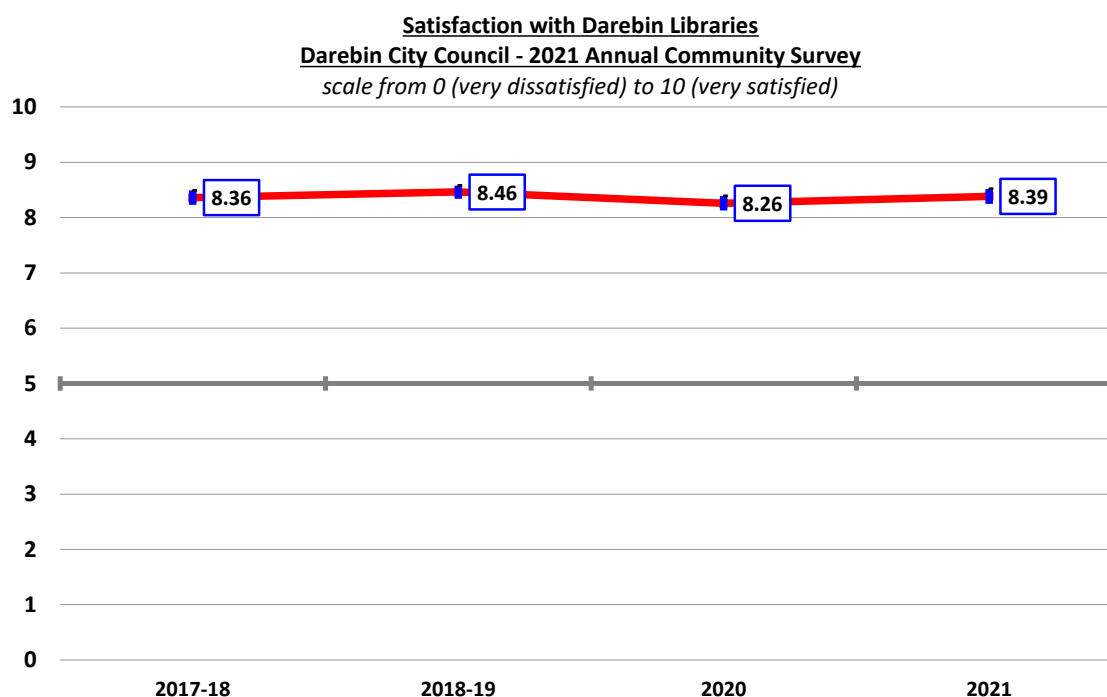
Respondents were asked:

*“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 increased marginally but not measurably this year, up 1.6% to 8.39, although it remains at an “excellent” level.

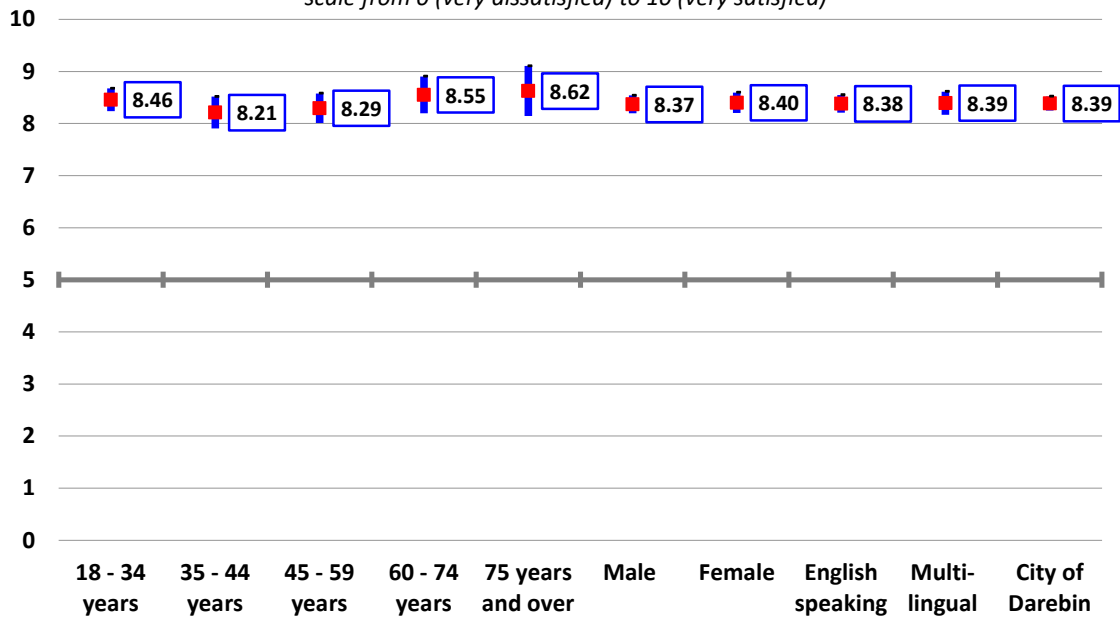
This result is marginally above the long-term average since 2017-18 of 8.37.

By way of comparison, this result was notably but not measurably lower than the metropolitan Melbourne average satisfaction of 8.58 recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.



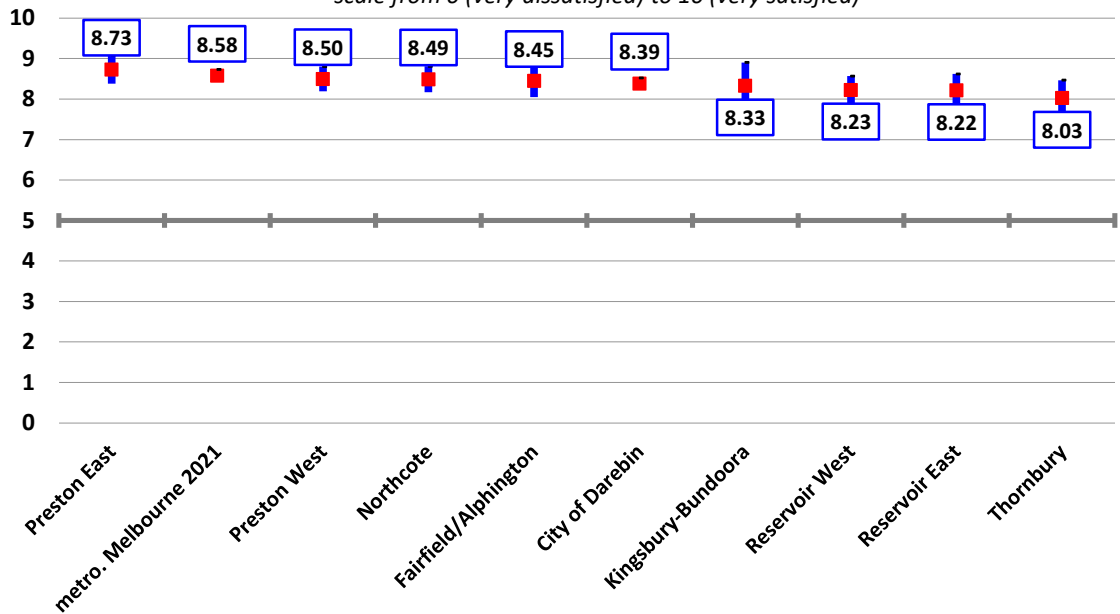
There was no statistically significant or meaningful variation in satisfaction with Darebin Libraries observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction at “excellent” levels.

**Satisfaction with Darebin libraries by respondent profile**  
**Darebin City Council - 2021 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 eight precincts comprising the City of Darebin.

**Satisfaction with Darebin libraries by precinct**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Satisfaction with this service increased in five precincts and declined in three, although none of these variations were statistically significant:

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

- **Decreased satisfaction** – in Kingsbury/Bundoora, Reservoir East, and Thornbury.

**Satisfaction with Darebin libraries**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Preston East	2017-18	57	7.96	<b>8.34</b>	8.72
	2018-19	73	8.27	<b>8.66</b>	9.04
	2020	55	8.04	<b>8.32</b>	8.61
	2021	56	8.38	<b>8.73</b>	9.08
Preston West	2017-18	49	8.33	<b>8.67</b>	9.01
	2018-19	67	8.10	<b>8.45</b>	8.80
	2020	77	8.04	<b>8.28</b>	8.52
	2021	51	8.19	<b>8.50</b>	8.80
Northcote	2017-18	92	7.97	<b>8.30</b>	8.63
	2018-19	61	8.18	<b>8.56</b>	8.93
	2020	117	8.08	<b>8.36</b>	8.63
	2021	77	8.17	<b>8.49</b>	8.81
Fairfield-Alphington	2017-18	33	8.20	<b>8.60</b>	9.00
	2018-19	80	7.98	<b>8.28</b>	8.57
	2020	38	7.66	<b>8.06</b>	8.45
	2021	32	8.05	<b>8.45</b>	8.85
Kingsbury-Bundoora	2017-18	23	7.52	<b>8.18</b>	8.85
	2018-19	60	8.12	<b>8.40</b>	8.68
	2020	23	8.08	<b>8.70</b>	9.32
	2021	16	7.76	<b>8.33</b>	8.90
Reservoir West	2017-18	73	7.52	<b>7.93</b>	8.34
	2018-19	44	8.30	<b>8.61</b>	8.93
	2020	111	7.62	<b>8.00</b>	8.37
	2021	58	7.89	<b>8.23</b>	8.57
Reservoir East	2017-18	86	7.93	<b>8.25</b>	8.56
	2018-19	54	8.11	<b>8.46</b>	8.82
	2020	72	7.99	<b>8.34</b>	8.70
	2021	57	7.82	<b>8.22</b>	8.62
Thornbury	2017-18	57	8.60	<b>8.88</b>	9.15
	2018-19	73	7.90	<b>8.21</b>	8.51
	2020	63	7.89	<b>8.32</b>	8.75
	2021	44	7.59	<b>8.03</b>	8.46



The following table outlines the reasons why the 10 respondents were not satisfied with Darebin library services.

**Reasons for rating satisfaction with Darebin Libraries services less than 6**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Policies around renting and fees for children's books needs to be changed	1
Update the facilities	1
<b>Total</b>	<b>2</b>

### ***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?”*

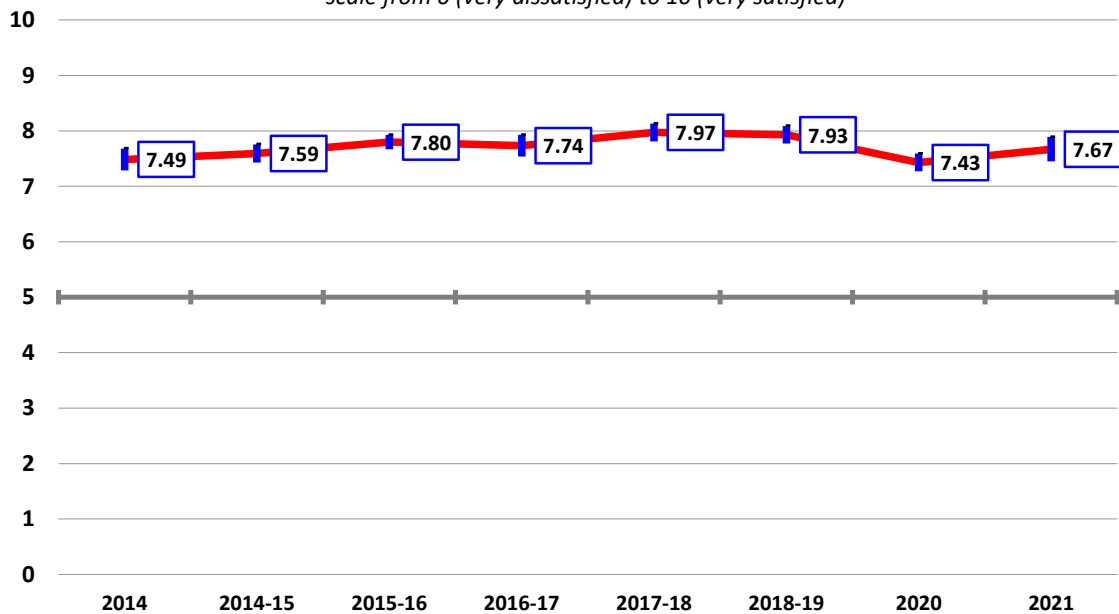
Satisfaction with Council festivals and events increased marginally but not measurably this year, up 3.2% to 7.67, although it remains at a “very good” level.

This result is marginally below the long-term average since 2014 of 7.70.

By way of comparison, this result was almost identical to the metropolitan Melbourne average satisfaction of 7.68 recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

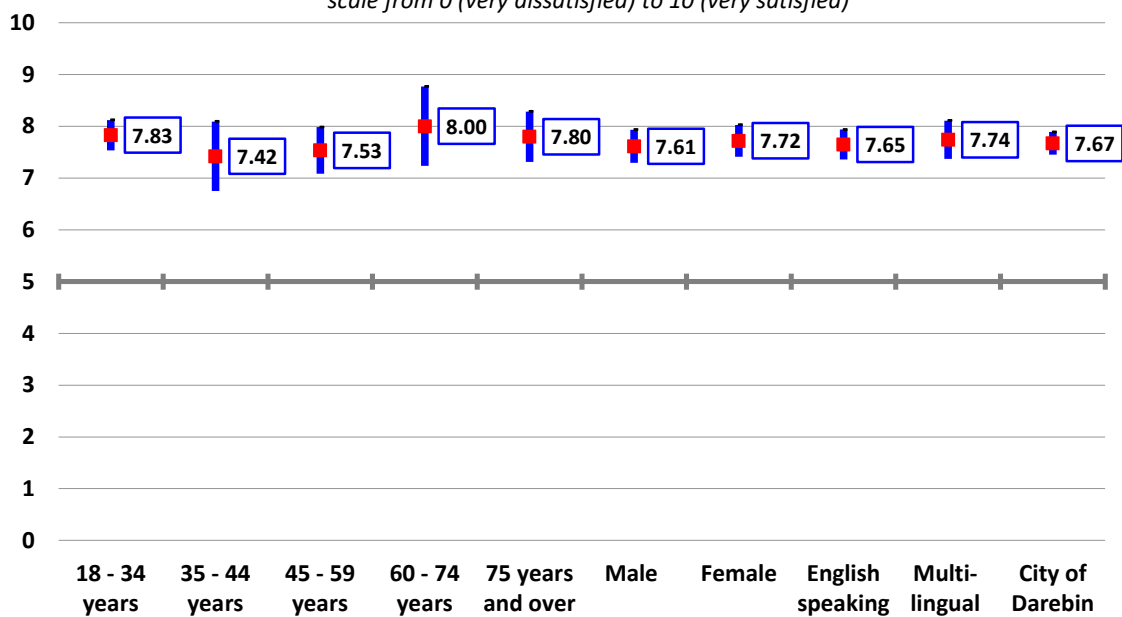


**Satisfaction with Council festival and events**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was no statistically significant or meaningful variation in satisfaction with Council festivals and events observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction at either “very good” or “excellent” levels.

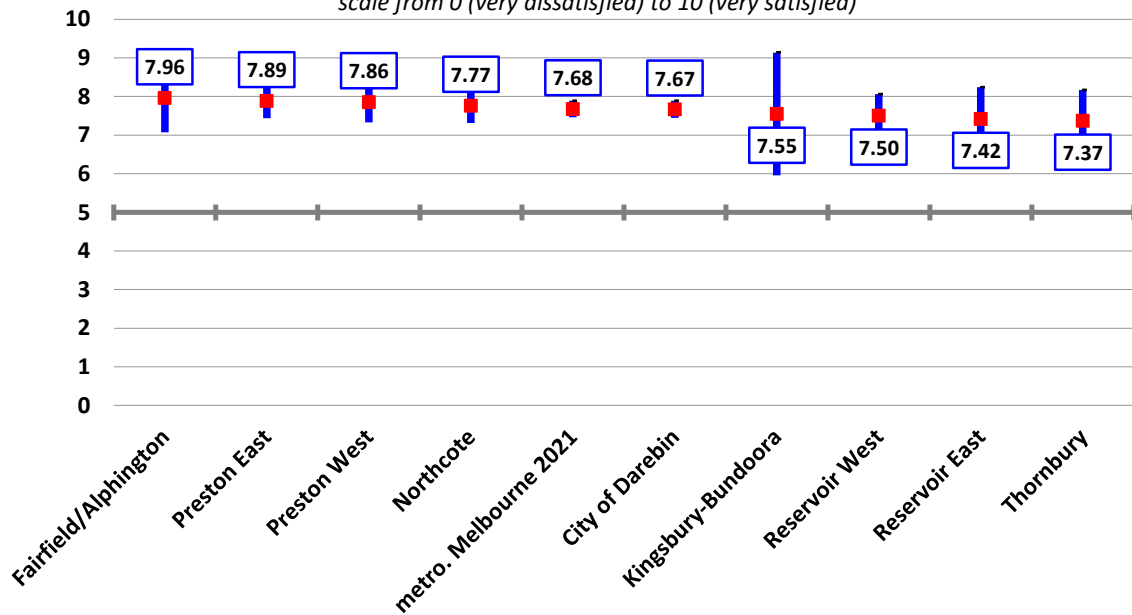
**Satisfaction with Council's festivals and events by respondent profile**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



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



**Satisfaction with Council's festivals and events by precinct**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Satisfaction with this service increased in seven precincts and declined in one, although none of these variations were statistically significant:

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

**Satisfaction with Council festivals and events**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	2016-17	44	7.12	<b>7.59</b>	8.07
	2017-18	30	7.99	<b>8.43</b>	8.88
	2018-19	30	7.56	<b>8.00</b>	8.44
	2020	20	6.08	<b>6.84</b>	7.60
	2021	9	7.07	<b>7.96</b>	8.85
Preston East	2016-17	39	7.26	<b>7.82</b>	8.38
	2017-18	25	6.76	<b>7.48</b>	8.20
	2018-19	37	7.17	<b>7.59</b>	8.02
	2020	45	7.32	<b>7.77</b>	8.21
	2021	29	7.44	<b>7.89</b>	8.33
Preston West	2016-17	42	7.49	<b>8.00</b>	8.51
	2017-18	41	7.81	<b>8.22</b>	8.63
	2018-19	43	7.57	<b>8.02</b>	8.48
	2020	52	7.55	<b>7.84</b>	8.13
	2021	18	7.33	<b>7.86</b>	8.39
Northcote	2016-17	56	7.32	<b>7.71</b>	8.11
	2017-18	30	7.73	<b>8.17</b>	8.61
	2018-19	43	7.35	<b>7.88</b>	8.42
	2020	88	6.97	<b>7.33</b>	7.70
	2021	33	7.32	<b>7.77</b>	8.22
Kingsbury-Bundoora	2016-17	21	6.97	<b>7.81</b>	8.64
	2017-18	17	7.34	<b>8.06</b>	8.77
	2018-19	32	7.75	<b>8.13</b>	8.50
	2020	22	7.09	<b>7.80</b>	8.51
	2021	6	5.96	<b>7.55</b>	9.14
Reservoir West	2016-17	44	7.09	<b>7.64</b>	8.19
	2017-18	47	7.51	<b>7.83</b>	8.15
	2018-19	27	7.52	<b>7.93</b>	8.34
	2020	87	6.91	<b>7.29</b>	7.66
	2021	25	6.95	<b>7.50</b>	8.06
Reservoir East	2016-17	21	7.07	<b>8.00</b>	8.93
	2017-18	32	7.22	<b>7.84</b>	8.47
	2018-19	25	7.57	<b>8.16</b>	8.75
	2020	54	6.79	<b>7.32</b>	7.85
	2021	27	6.59	<b>7.42</b>	8.24
Thornbury	2016-17	39	6.85	<b>7.46</b>	8.07
	2017-18	42	7.66	<b>8.02</b>	8.38
	2018-19	31	7.56	<b>7.87</b>	8.18
	2020	41	6.85	<b>7.27</b>	7.70
	2021	13	6.57	<b>7.37</b>	8.17



## Bike and shared paths

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?”*

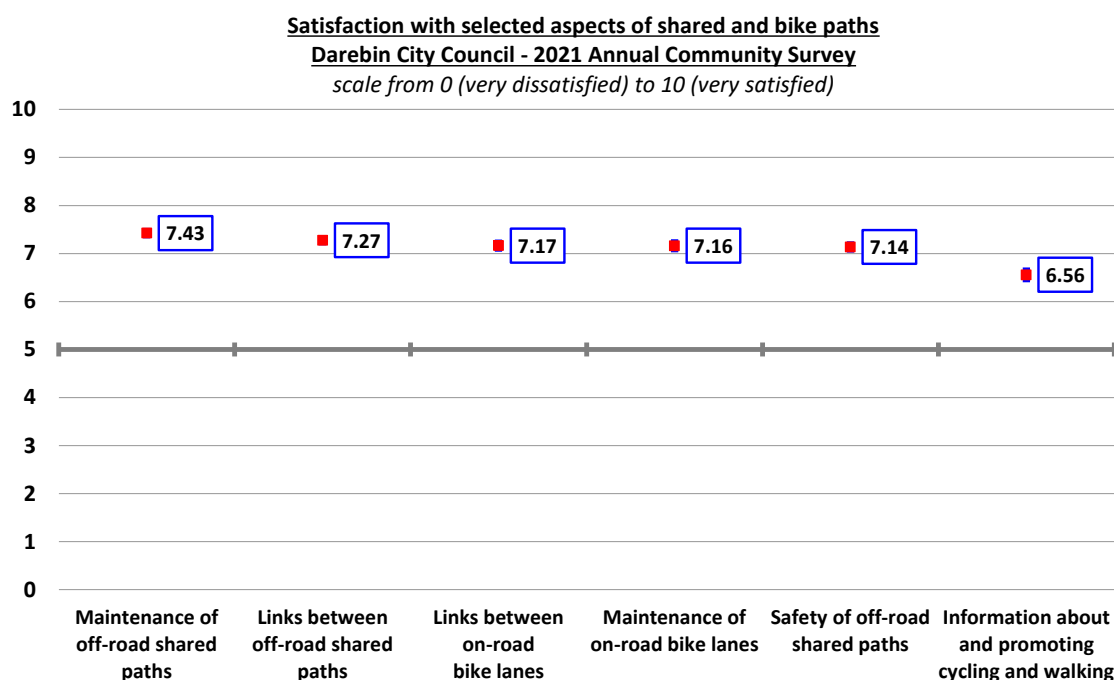
Respondents were asked to rate their satisfaction with six aspects of bike and shared paths.

The average satisfaction with these six aspects of bike and shared paths was 7.12 out of a potential 10, down less than one percent on the average of 7.16 recorded last year and the 7.14 the year before.

This remains a “good” level of satisfaction. Clearly satisfaction with bike and shared pathways has remained, overall, very stable at a good level of satisfaction.

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

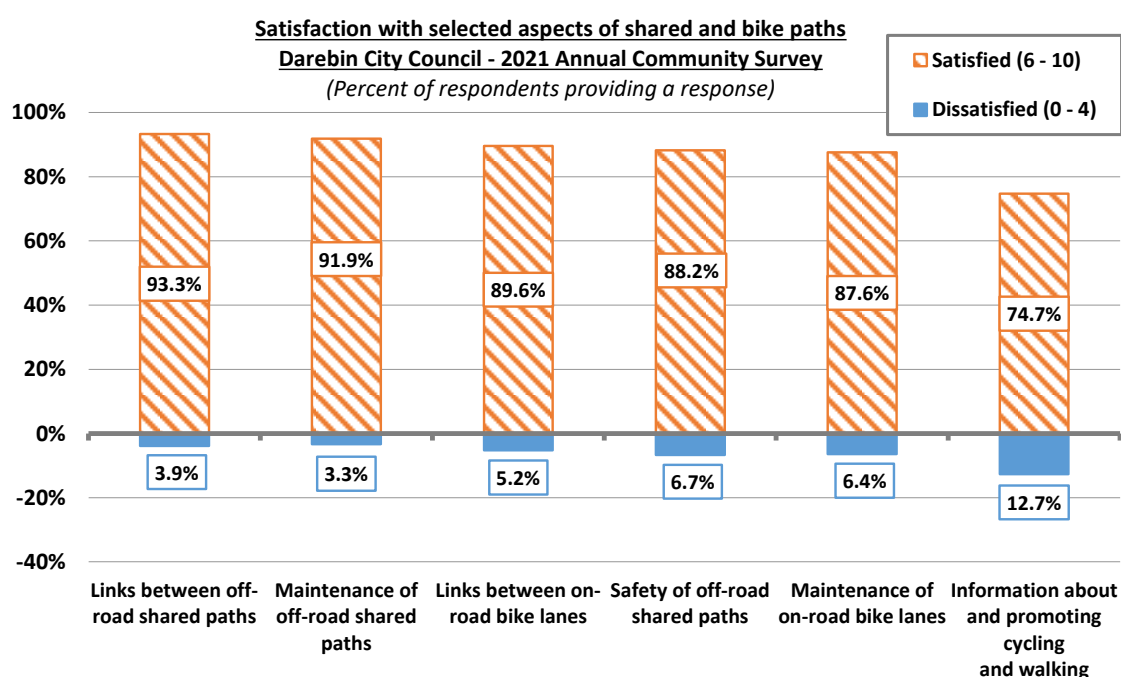
- **Very Good** – for the maintenance of off-road shared paths and the links between off-road shared paths.
- **Good** – for the links between on-road shared paths, the maintenance of on-road bike lanes, the safety of off-road shared paths, and the information about and promoting cycling and walking.



Consistent with the “very good” to “good” levels of average satisfaction with each aspect of bike and shared paths, approximately nine out of 10 respondents rating satisfaction with five of the six aspects of bike and shared paths were “satisfied” (i.e., rated satisfaction at six or more).

Less than seven percent of respondents were “dissatisfied” (i.e., rated satisfaction at less than five) with five of the six aspects of bike and shared paths.

It is noted that approximately three-quarters of respondents rating satisfaction with the aspect, were satisfied with Council providing information about and promoting cycling and walking, whilst 12.7% were dissatisfied.



**Satisfaction with selected aspects of shared and bike paths**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and index score 0 - 10)*

Aspect	2021 Number	2021 Mean	2020	2018 - 2019	2017 - 2018	Moving average
Maintenance of off-road shared paths	753	<b>7.43</b>	7.44	7.39	6.91	7.29
Links between off-road shared paths	716	<b>7.27</b>	7.27	7.15	7.11	7.20
Links between on-road bike lanes	566	<b>7.17</b>	7.04	6.90	6.95	7.01
Maintenance of on-road bike lanes	597	<b>7.16</b>	7.09	7.23	6.92	7.10
Safety of off-road shared paths	752	<b>7.14</b>	7.12	7.17	6.93	7.09
Information about cycling and walking	704	<b>6.56</b>	7.00	7.01	6.43	6.75
<i>Average satisfaction</i>		7.12	7.16	7.14	6.88	7.06



**Satisfaction with selected aspects of shared and bike paths**

**Darebin City Council - 2021 Annual Community Survey**

(Number and percent of respondents providing a response)

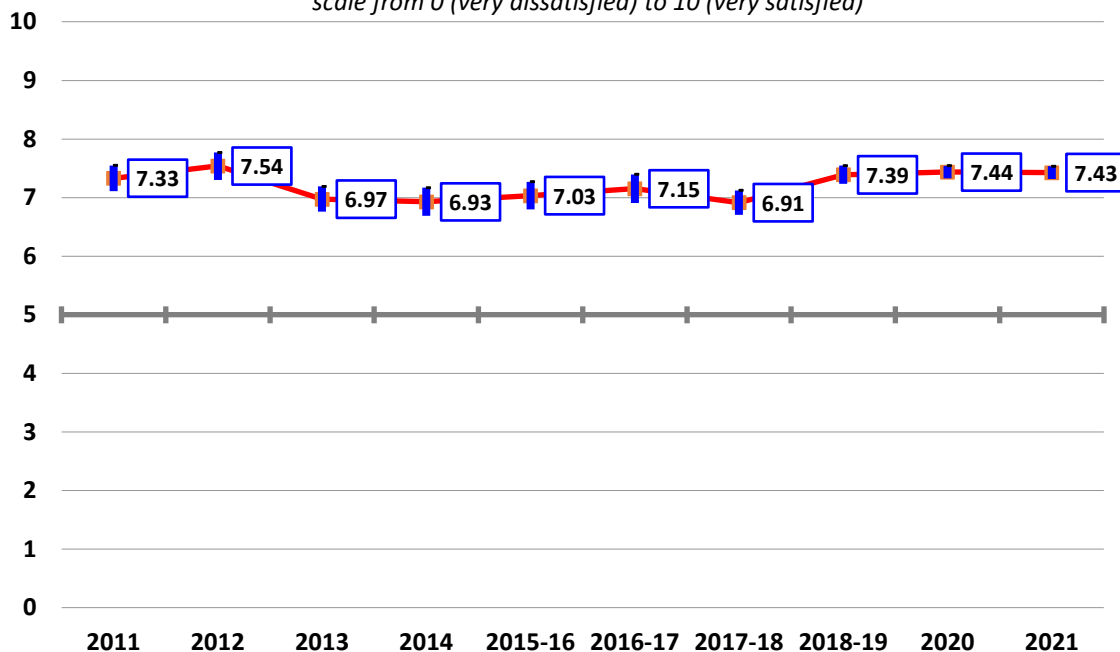
Aspect	Dissatisfied (0 - 4)	Neutral (5)	Satisfied (6 - 10)	Can't say
Links between off-road shared paths	3.9%	2.8%	93.3%	284
Maintenance of off-road shared paths	3.3%	4.8%	91.9%	247
Links between on-road bike lanes	5.2%	5.2%	89.6%	434
Safety of off-road shared paths	6.7%	5.1%	88.2%	248
Maintenance of on-road bike lanes	6.4%	6.1%	87.6%	403
Information about cycling and walking	12.7%	12.6%	74.7%	296

**Maintenance of off-road shared paths**

Satisfaction with the maintenance of off-road shared paths remained essentially stable again this year at 7.43, or a “very good” level of satisfaction.

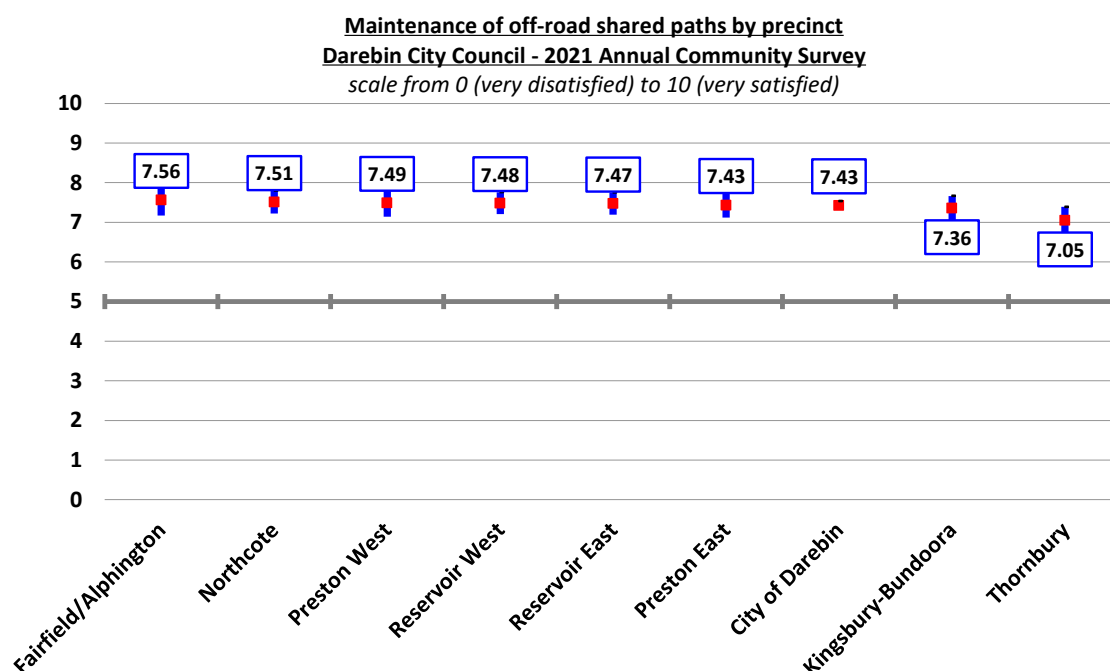
This result remains comfortably above the long-term average satisfaction since 2011 of 7.21.

**Maintenance of off-road shared paths**  
**Darebin City Council - 2021 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 eight precincts comprising the City of Darebin.

It is, however, noted that respondents in Thornbury were somewhat, albeit not measurably less satisfied than average and at a “good” rather than a “very good” level.



The following table outlines the reasons why the 61 respondents were not satisfied with the maintenance of off-road shared paths.

The most common reasons why respondents were not satisfied was a perception of insufficient lighting and some concerns around maintenance.

It is noted that several respondents raised other issues not directly related to maintenance, including comments both in support of and opposition to more shared paths.

**Reasons for rating satisfaction with maintenance of off-road shared paths less than 6 and locations of concern**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Not enough lighting and tall grass	3
Not maintained properly, better maintenance required	2
Really happy and need more of them	2
Accidents happen	1
Allow dogs to be unleashed	1
Could be widened	1

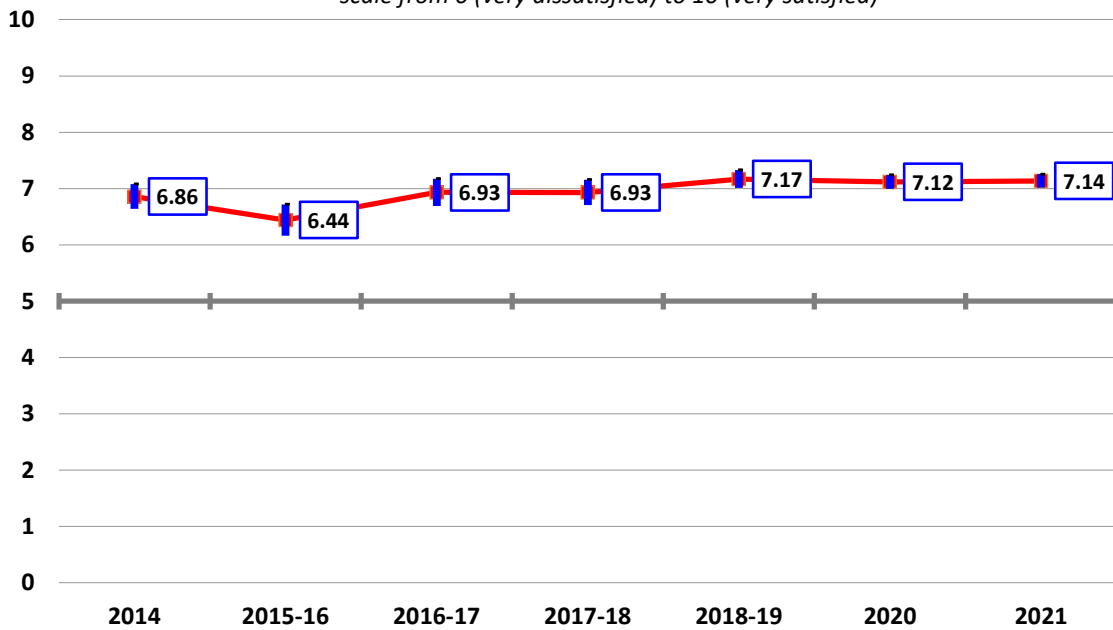
Cycling is more prioritised than car	1
Don't approve	1
Elm St has trucks entering and caused cars damaged and hard for bikes to move around	1
Gardening, weeding required along the bike path on St George's Rd	1
General concern	1
Have a sealed pathway instead of land of landscape pathway	1
I tripped over uneven surface	1
Inconsiderate to pedestrians	1
Incredibly patchy pavements	1
It is dangerous	1
Litter and weeds need to be removed on Merri Creek; native trees needed to be planted	1
More signage, more monitoring of dogs off-leash	1
Poor condition, narrow, slow the other walkers	1
Poor maintenance of Gresswell Forest	1
Separation St doesn't have allocated paths	1
St George's Rd near Northcote High is bumpy and narrow	1
Terrible	1
The bikers have shared paths and they are causing inconvenience to the pedestrians and the cars	1
The roads are bumpy and not safe to walk on	1
There should be more of them. Get bicycles off the road	1
There shouldn't be that many bike lanes	1
Too many cracks	1
<b>Total</b>	<b>32</b>

### Safety of off-road shared paths

Satisfaction with the safety of off-road shared paths remained essentially stable this year, up less than one percent to 7.14, which remains a “good” level of satisfaction.

This result remains above the long-term average satisfaction since 2014 of 6.94.

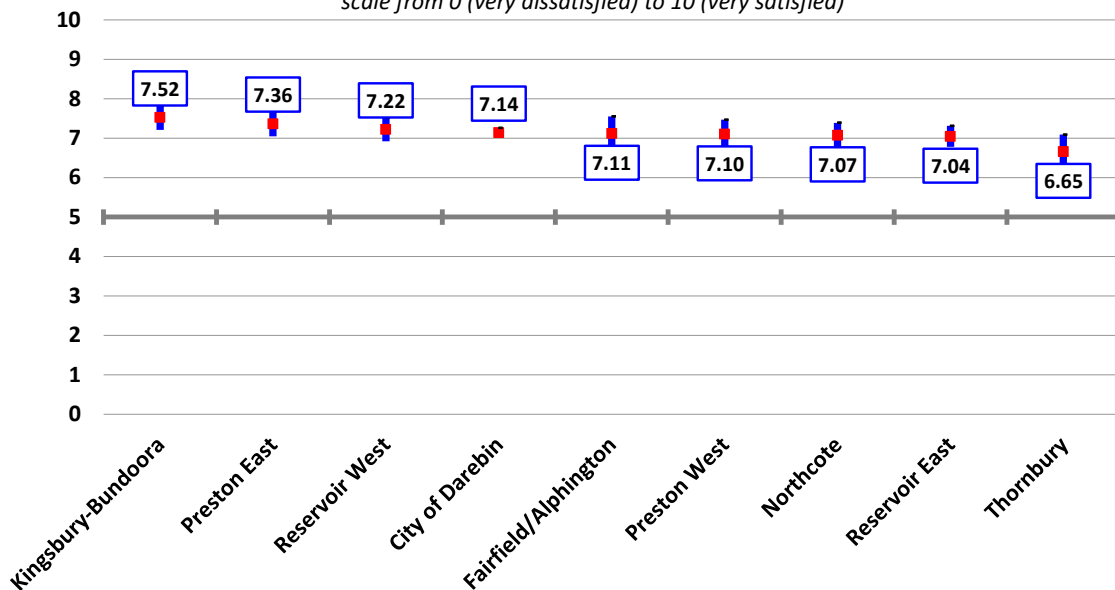
**Safety of off-road shared paths**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Whilst there was no statistically significant variation in satisfaction with the safety of off-road shared paths observed by precinct, it is noted that:

- **Kingsbury/Bundoora** – respondents were notably but not measurably more satisfied than the municipal average.
- **Thornbury** – respondents were notably but not measurably less satisfied than the municipal average.

**Safety of off-road shared paths by precinct**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*





The following table outlines the reasons why the 89 respondents were not satisfied with the safety of off-road shared paths.

The most common reasons why respondents were not satisfied were concerns around the behaviour of cyclists, concerns around lighting, a general perception that it is not safe, and a range of other issues.

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

**Darebin City Council - 2021 Annual Community Survey**

*(Number of responses)*

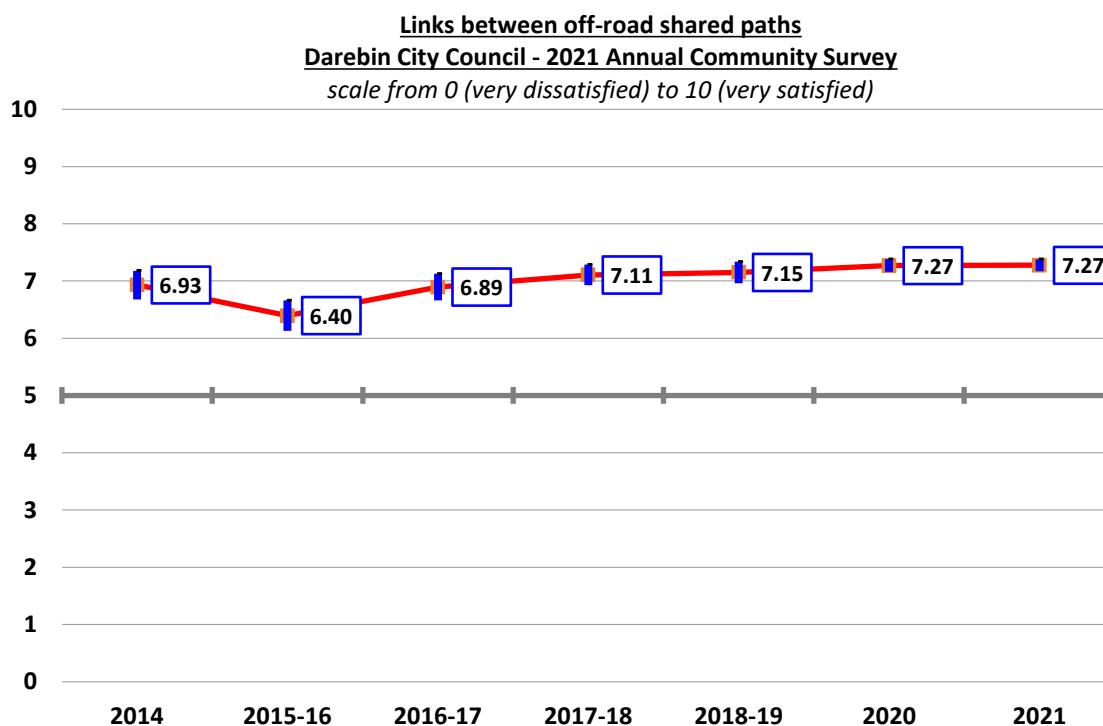
<i>Response</i>	<i>Number</i>
Cyclists too fast and may bump into the pedestrians	7
Could do with more lighting	2
Darebin Creek is very rocky	2
I don't think it's safe	2
Inconsiderate cyclists	2
Not enough lights, need more	2
Not wide enough, should be lanes	2
The bike and pedestrian path is too narrow, could be wider	2
A lot of accidents	1
Better lighting required around Darebin Creek near skate ring	1
Cycling going around corners	1
Don't think very safe at all, based on past accidents	1
Elm St been has trucks entering and caused cars damaged and hard for bikes to move around	1
Heidelberg Rd	1
Issue with the bikers. Because of the Corona virus there is not enough space to maintain 1.5 meters distance	1
Merri Creek Trail is popular for attacks	1
Poor maintenance of Gresswel Forest	1
Scary paths along Heidelberg Rd and Westgarth St	1
Shady and dodgy people lurking around north of Darebin Creek	1
The cracks are hazardous	1
The safety would be better if cyclists were more cautious, ringing their bells	1
The sign and roads need to be maintained	1
There should be limit on how fast the cycles ride when there are kids walking	1
There's everything on one way. Dogs, cyclists, pedestrians. Not a good mix	1
They aren't well maintained	1
Too much traffic on Merri Creek Trail	1
Trip hazards due to patches	1
Very dangerous	1
<b>Total</b>	<b>41</b>

## Links between off-road shared paths

Satisfaction with the links between off-road shared paths remained stable this year at 7.27, or a “very good” level of satisfaction.

This remains the highest level of satisfaction recorded for this aspect of bike and shared paths recorded since it was first measured in 2014.

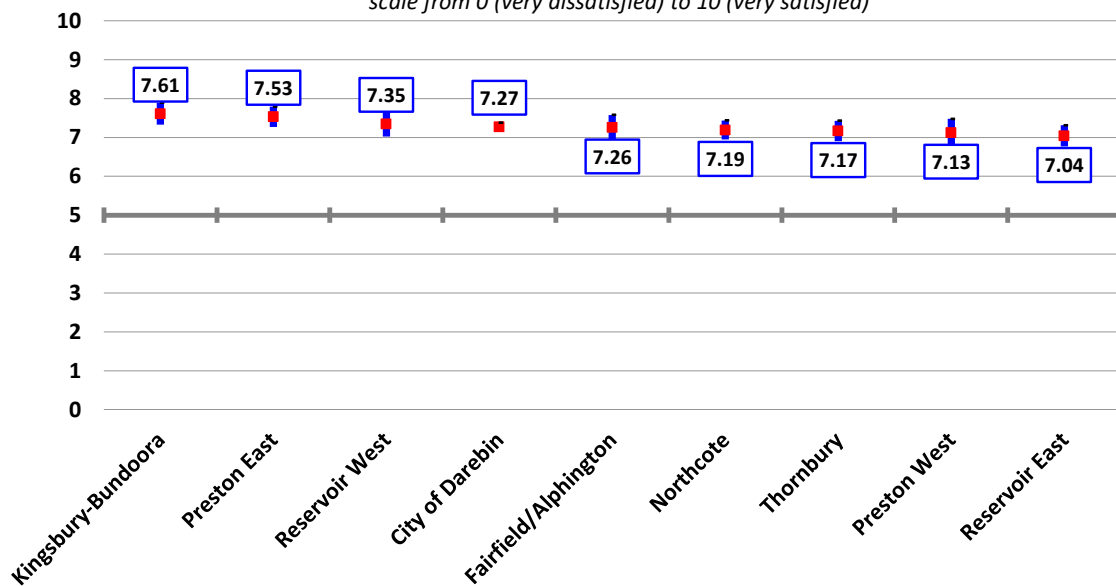
This result is above the long-term average since 2014 of seven.



Whilst there was no statistically significant variation in satisfaction with the safety of off-road shared paths observed by precinct, it is noted that:

- **Kingsbury/Bundoora** – respondents were notably but not measurably more satisfied than the municipal average.

**Links between off-road shared paths by precinct**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



The following table outlines the reasons why the 48 respondents were not satisfied with the links between off-road shared paths.

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

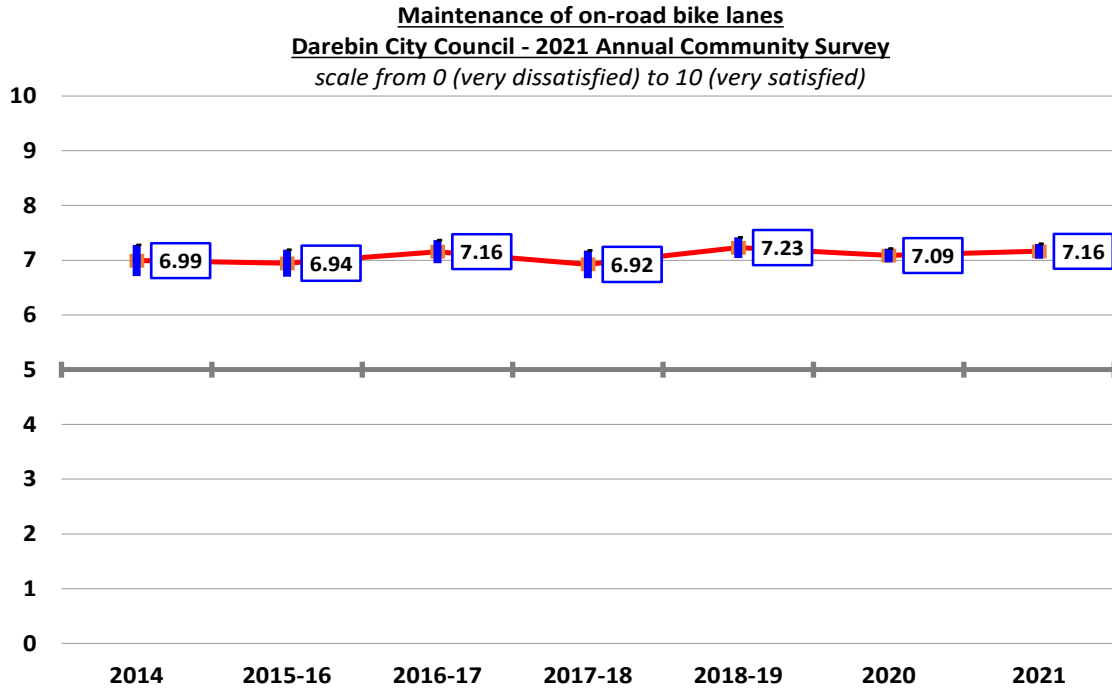
**Darebin City Council - 2021 Annual Community Survey**

*(Number of responses)*

Response	Number
Could improve / do better	3
There is a lot of congestion caused	2
Bikes are parked unaccounted for	1
Can be a bit confusing	1
Don't know any information, great to have flyers about parks	1
Elm St had trucks entering and caused cars damaged and hard for bikes to move around	1
Grass is too high. So, view is blocked at a few places	1
Heidelberg Rd, St George's Rd, Westgarth. Not good paths, bad quality and close to dangerous roads	1
Need more paths, not just building buildings	1
Needs more signage	1
Should be on the back roads	1
There is a missing link between Russell station and bike paths	1
<b>Total</b>	<b>15</b>

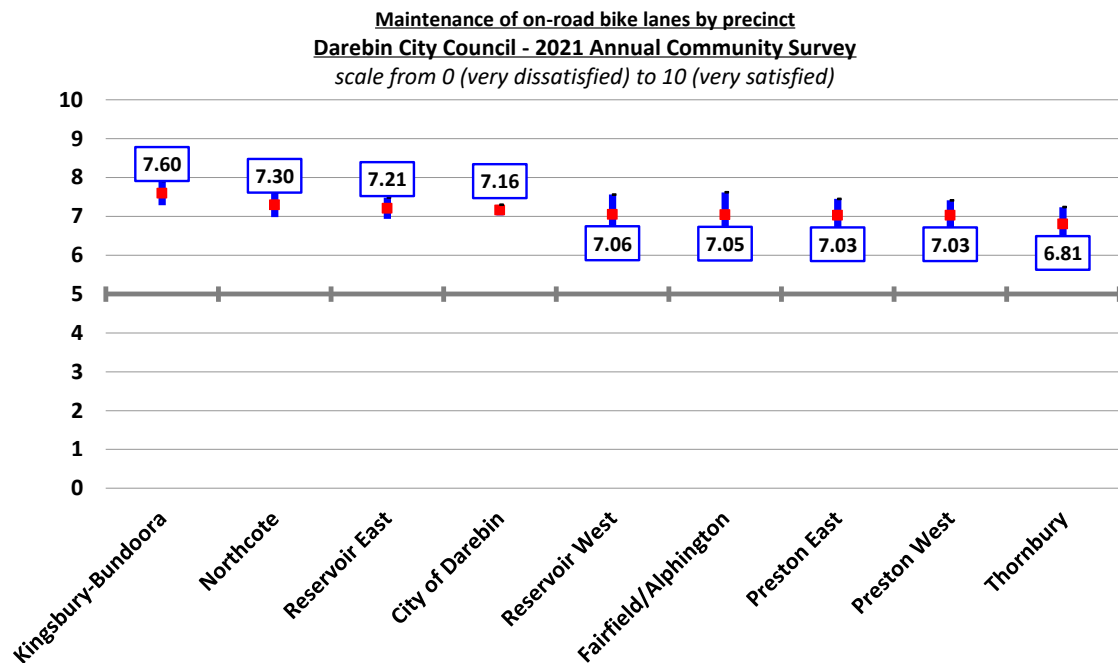
## Maintenance of on-road bike lanes

Satisfaction with the maintenance of on-road bike lanes increased marginally but not measurably this year, up less than one percent to 7.16, although it remains at a “good” level. This result remains above the long-term average since 2014 of 7.07.



Whilst there was no statistically significant variation in satisfaction with the maintenance of on-road bike lanes observed by precinct, it is noted that:

- **Kingsbury/Bundoora** – respondents were notably but not measurably more satisfied than the municipal average and at a “very good” level.



The following table outlines the reasons why the 61 respondents were not satisfied with the maintenance of on-road bike lanes.

A range of issues were raised by a small number of respondents, including concerns around the maintenance of the surface.

It is noted that several respondents provided responses not directly related to the maintenance of the bike lanes, including a generalised concern that the bike lanes are not safe.

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

**Darebin City Council - 2021 Annual Community Survey**

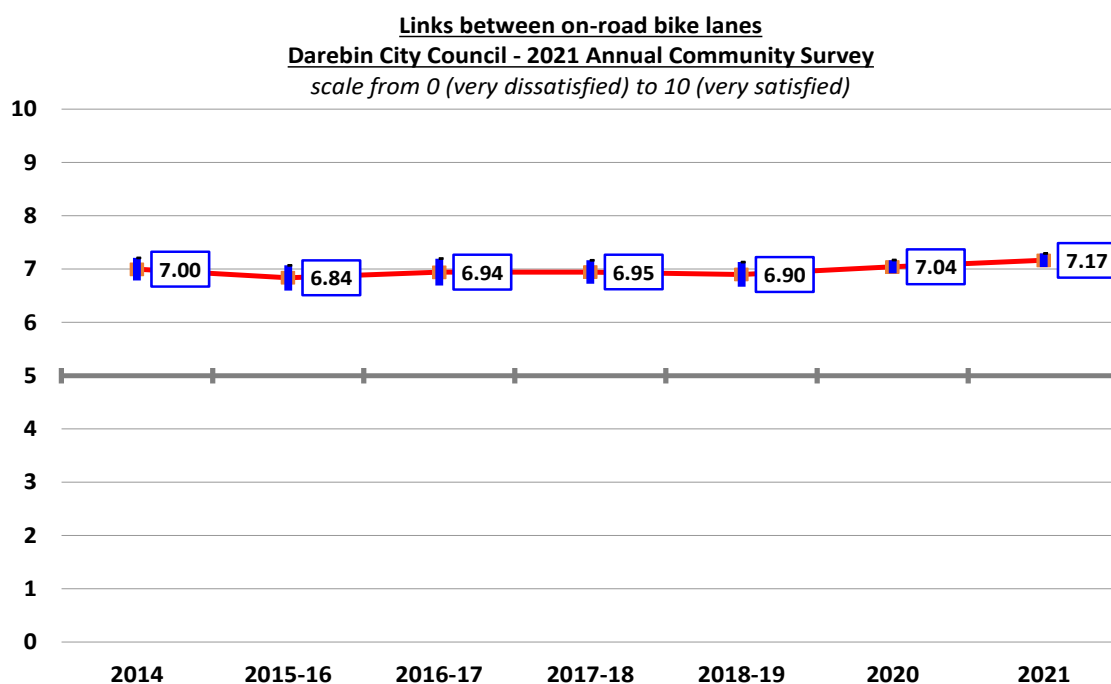
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Dangerous	2
Not big enough, not safe	2
There don't need to be too many bike lanes, stop making road smaller	2
Could be better	1
Could be safer	1
Debris on bike lane	1
Don't approve	1
It causes most of the cars to backup	1
Lanes disappears in the middle of the road	1
Links not adequately signed	1
More clearly marked and should be visible for driver	1
More of that	1
Not enough space for cars to drive	1
Should have wider and further bike lanes for safety	1
The bikers are really fast there should be signals / lights	1
The new ones are ridiculous	1
The whole bike lanes not accessible	1
They're taking up too much space	1
Uneven and bumpy roads into the gutter	1
Uneven and poorly laid surfaces, bike lanes need to be more obvious and repainted	1
Unlevelled	1
Way too many bike lanes	1
<i>Specific locations</i>	
Could be improved, particularly up High St near Clifton Hill	1
Bike lanes aren't obvious enough on roads on High St	1
Doesn't feel safe riding bike on High St	1
Edward St and Gilbert Rd	1
It's too narrow for bikes Victoria Rd	1

Lane disappears in the middle of Victoria Rd	1
South Cres bike path takes away parking	1
St Georges Rd bike lane needs to be investigated	1
The lane on Albert St Fairfield Rd the connecting is poor needs maintenance	1
They are taking lanes out of Heidelberg Rd at the expense of much needed car lanes	1
Westgarth St	1
The Midlands area, along High St	1
Too many bike lanes from Clifton Hill	1
Uneven lanes around Preston	1
Victoria St is very poor	1
<b>Total</b>	<b>40</b>

### Links between on-road bike lanes

Satisfaction with the links between on-road bike lanes increased marginally but not measurably this year, up 1.8% to 7.17, although it remains at a “good” level. This result remains above the long-term average since 2014 of 6.98 and is the highest score.

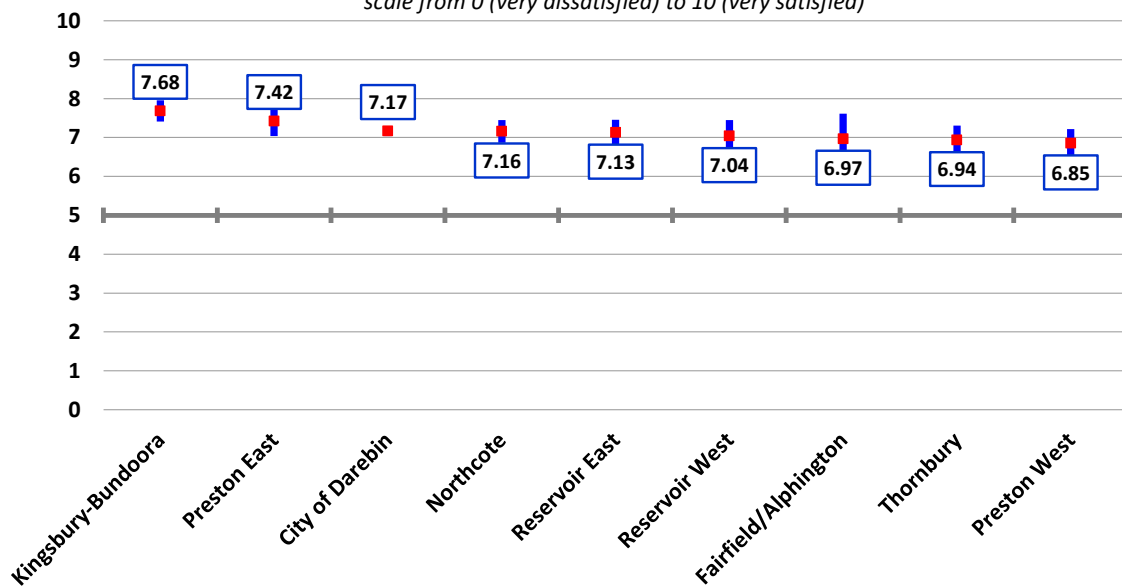


There was statistically significant variation in satisfaction with the links between on-road bike lanes observed by precinct, it is noted that:

- **Kingsbury/Bundoora** – respondents were notably but not measurably more satisfied than the municipal average and at a “very good” level.



**Links between on-road shared paths by precinct**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



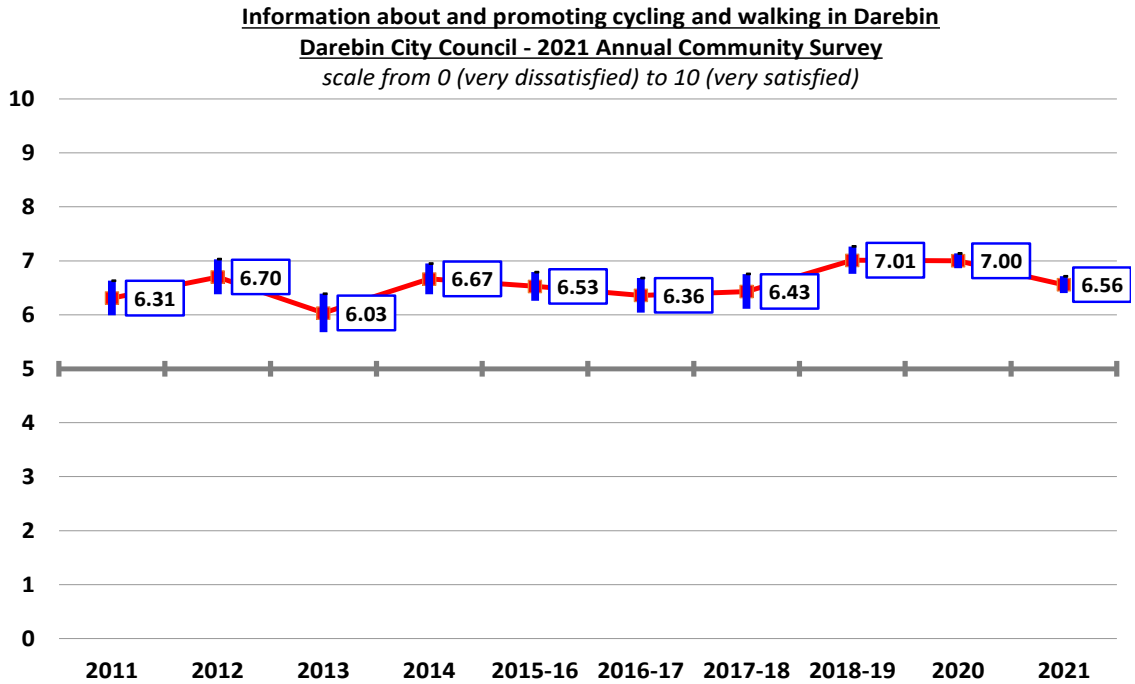
The following table outlines the reasons why the 59 respondents were not satisfied with the links between on-road bike lanes.

**Reasons for rating satisfaction with links between on-road bike lanes less than 6 and locations of concern**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number of responses)*

Response	Number
Elm St has trucks entering and caused cars damaged and hard for bikes to move around	1
Heidelberg Rd on-road bike lanes disrupt the flow of traffic	1
Murray St, St George's St intersection	1
Not adequately indicated	1
Not enough	1
Not equipped for cyclists	1
Not sufficient room	1
Reducing streets lanes for bikes, at the expense of drivers	1
The paths aren't well maintained	1
Their placing on the roads is clearly not considered, there are more people in cars than the bikes. Why do they keep installing bike lanes when there are more cars?	1
<b>Total</b>	<b>10</b>

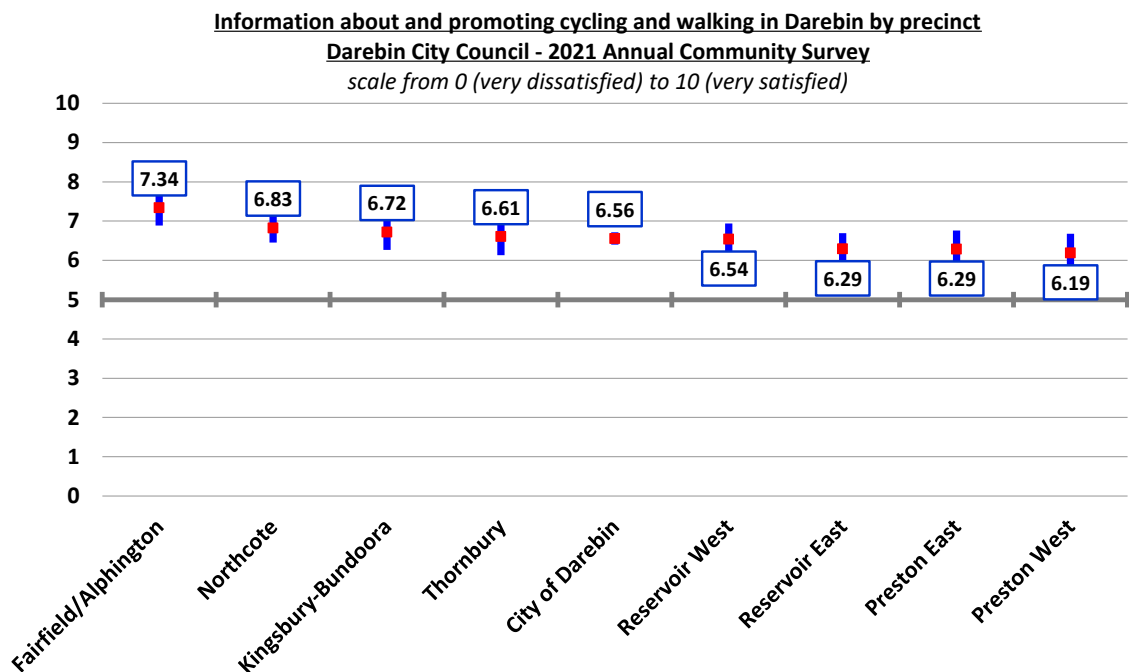
## Information about and promoting cycling and walking in Darebin

Satisfaction with Council providing information about and promoting cycling and walking in Darebin declined measurably this year, down 6.3% to 6.56, although it remains at a “good” level. This result is identical to the long-term average since 2011.



There was statistically significant variation in satisfaction with this aspect observed by precinct, it is noted that:

- **Fairfield/Alphington** – respondents were notably but not measurably more satisfied than the municipal average and at a “very good” level.





The following table outlines the reasons why the 178 respondents were not satisfied with Council providing information on and promoting cycling and walking in Darebin.

The most common reasons why these respondents were not satisfied was a perception that they had not seen anything or were not aware of it.

**Reasons for rating satisfaction with Council providing information on and promoting cycling and walking in Darebin less than 6 and locations of concern**  
**Darebin City Council - 2021 Annual Community Survey**

*(Number of responses)*

<i>Response</i>	<i>Number</i>
Haven't seen anything about it / not aware	18
They haven't provided enough information to the residents	9
Better communication and promotions required	7
Didn't receive any information from the Council	3
I haven't observed communication or promotion in any form by the Council	3
Do not have flyers or information about parks	2
I haven't seen any such initiatives taken by the Council	2
Need more information about walking	2
Bike paths are hard to understand, navigating routes to work are difficult	1
Could be a bit more	1
Didn't inform or consultation about bike lane pop ups	1
Need to maintain in promotion of cycling, done well in the past	1
No use in the local newspaper	1
Not enough information or letters	1
Nothing within easy view	1
Poor	1
Promote bike but not at the detriment of cars	1
Separate path for walking and cycling	1
They haven't provided enough information to the residents in the East area	1
They need to take more initiatives to provide information to promote walking	1
Too much	1
<b>Total</b>	<b>59</b>

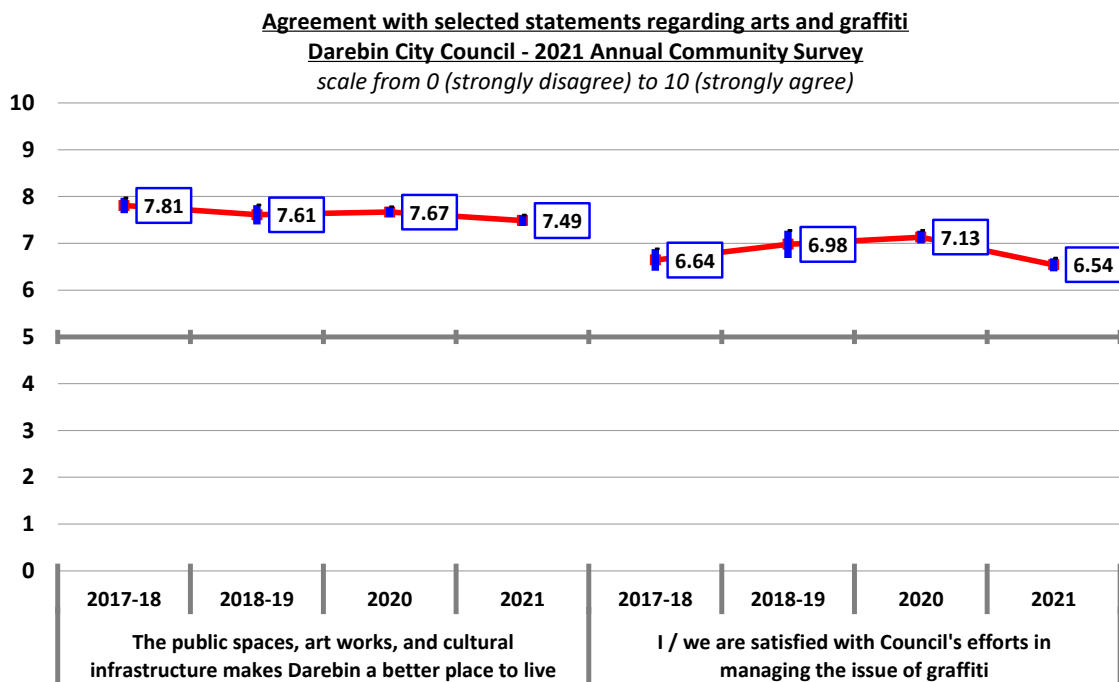
## Arts and graffiti

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?”*

There was a notable but not measurable decline in agreement that “the public spaces, art works and cultural infrastructure makes Darebin a better place to live” this year, down 2.3% to 7.49, although it remains a “strong” level of agreement.

There was a larger, statistically significant, decline in agreement that “I / we are satisfied with Council’s efforts in managing the issue of graffiti” recorded this year, down 8.3% to 6.54. This is now a “moderate” rather than a “strong” level of agreement.

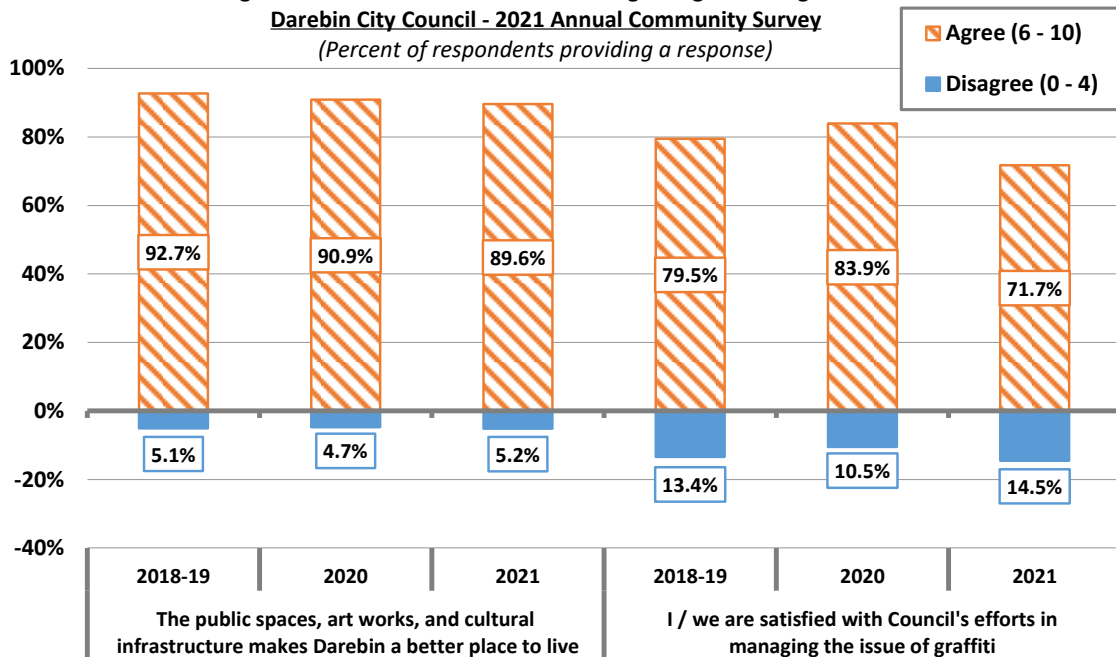


Consistent with the strong average agreement, approximately four-fifths of respondents providing a response to this question, “agreed” (i.e., rated agreement at six or more) that “the public spaces, art works, and cultural infrastructure makes Darebin a better place to live”, whilst 5.2% “disagreed” (i.e., rated agreement at less than five).

There was a decline this year, in the proportion of respondents who “agreed” that they “are satisfied with Council’s efforts in managing the issue of graffiti”, down sharply from 83.9% last year to 71.7% this year.

There was a smaller but still notable increase in the proportion of respondents who disagreed with this statement, up from 10.5% to 14.5%.

**Agreement with selected statements regarding arts and graffiti**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Percent of respondents providing a response)*



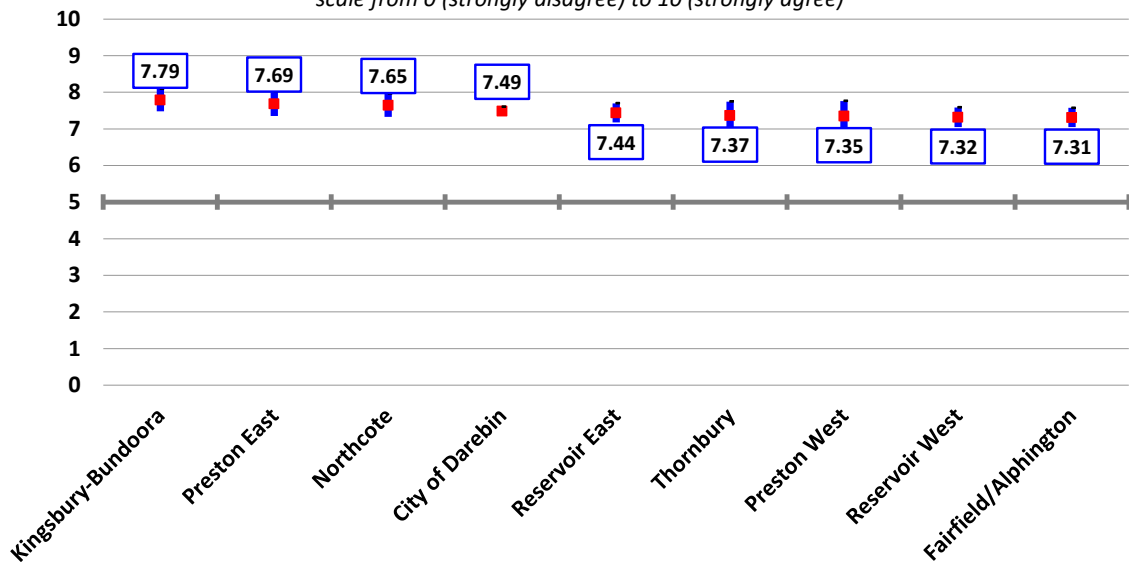
**Agreement with selected statements regarding arts and graffiti**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

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
	2021	5.2%	5.2%	89.6%	61
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
	2021	14.5%	13.8%	71.7%	85

**The public spaces, art works, and cultural infrastructure makes Darebin a better place to live**

There was no statistically significant variation in average agreement that “the public spaces, artworks, and cultural infrastructure makes Darebin a better place to live” observed across the municipality.

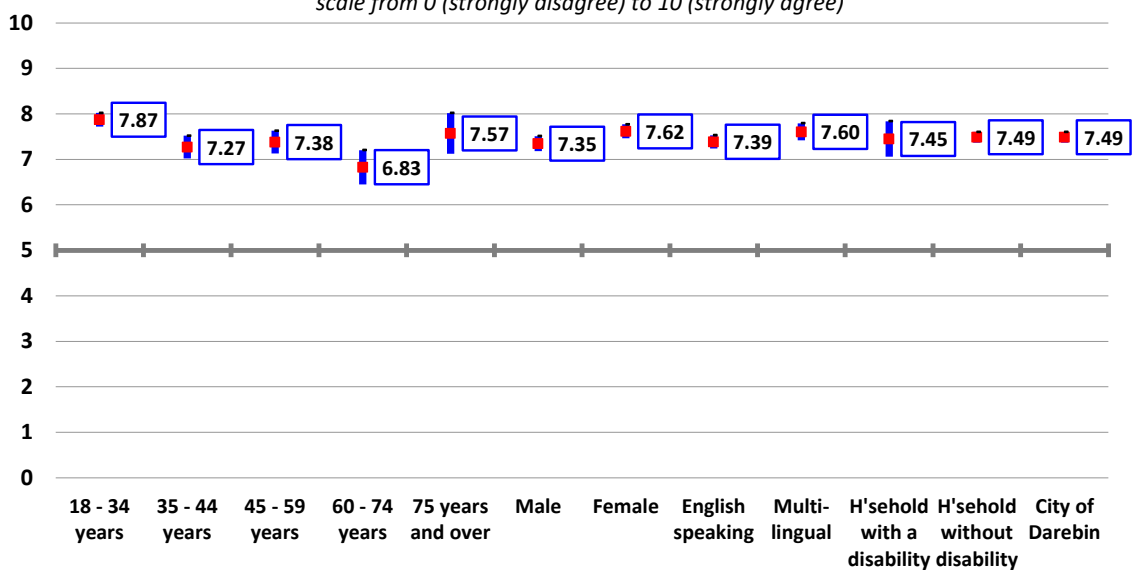
**Agreement that "The public spaces, art works and cultural infrastructure makes Darebin a better place to live" by precinct**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (strongly disagree) to 10 (strongly agree)*



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

- **Young adults (aged 18 to 34 years)** – respondents were measurably more in agreement than the municipal average.
- **Older adults (aged 60 to 74 years)** – respondents were 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 - 2021 Annual Community Survey**  
*scale from 0 (strongly disagree) to 10 (strongly agree)*



The following table outlines the other comments provided by respondents in relation to public spaces, art works, and cultural infrastructure makes Darebin a better place to live.

The most common responses were a perception that Council spends too much money on public art, a perception that it is a politicised message, or that there is too much public art.

**Comments about public spaces, arts works and cultural infrastructure in Darebin**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number of responses)*

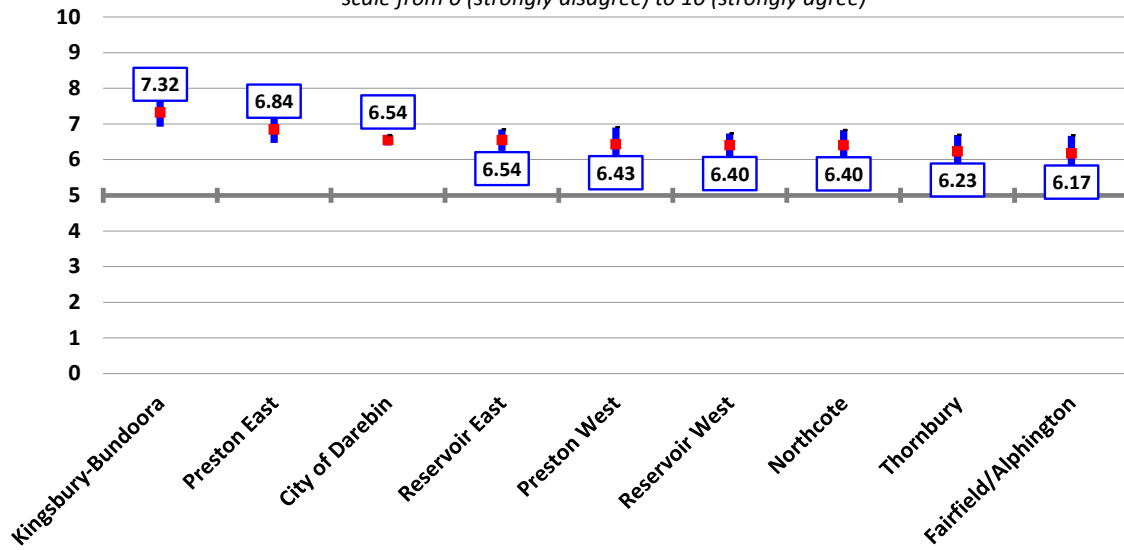
<i>Response</i>	<i>Number</i>
They waste money on that	3
Highly politicised sending a message rather than art	2
I have not seen or noticed any public art in Darebin	2
There isn't enough public art, want more	2
Cultural art	1
Don't support baseball community that's not right	1
Don't like them	1
Graffiti is not art work	1
I think Council spend too much money on this thing, they should spend more money on core services, like footpaths	1
I'm a big fan of it	1
Lots room for improvement	1
Money must be spent on better things instead of art works	1
More inclusive and diverse cultural spaces required	1
Mural artwork on Olive St is unsafe and dangerous	1
Need more along Merri Creek Trail	1
Need more urban planning	1
Not attractive or artistic enough	1
There should be more graffiti	1
Too much effort is invested into public arts	1
Too much graffiti	1
Very horrible colours and ugly in public corners or public spaces	1
Very powerful but not working well in Darebin can be very very important	1
Want more parks instead of artworks	1
We would some better art works and public displays	1
<b>Total</b>	<b>29</b>

**I / we are satisfied with Council's efforts in managing the issue of graffiti**

There was statistically significant variation in in agreement that "I / we are satisfied with Council's efforts in managing the issue of graffiti" observed by precinct, with respondents from Kingsbury/Bundoora measurably more satisfied than average.

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

**Darebin City Council - 2021 Annual Community Survey**  
scale from 0 (strongly disagree) to 10 (strongly agree)

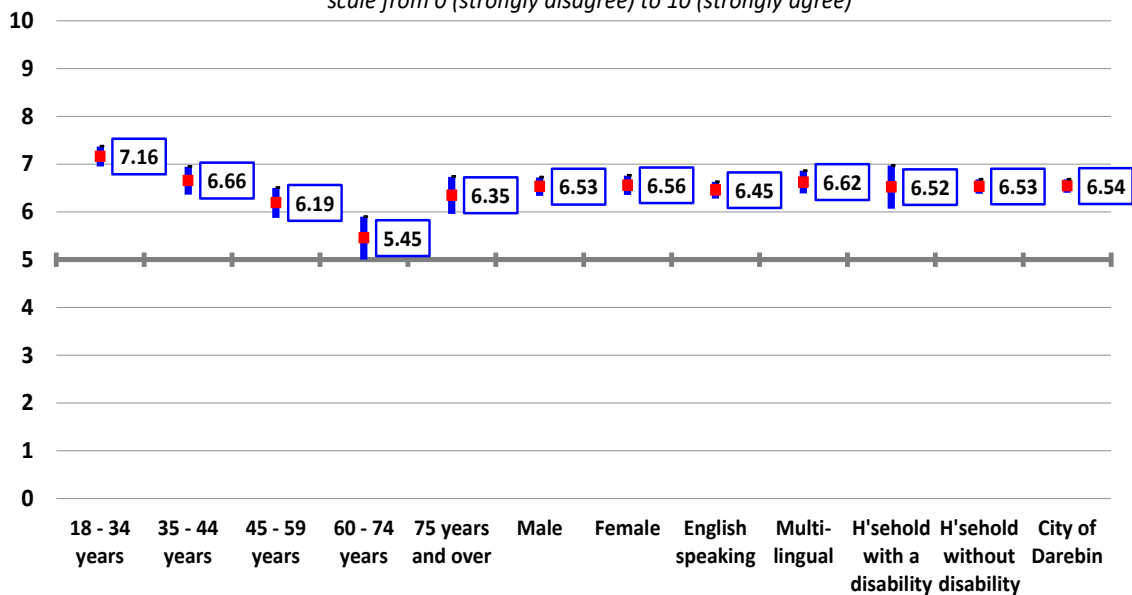


There was measurable variation in average agreement with this statement observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were measurably more in agreement than the municipal average.
- **Older adults (aged 60 to 74 years)** – respondents were measurably less in agreement than the municipal average.

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

**Darebin City Council - 2021 Annual Community Survey**  
scale from 0 (strongly disagree) to 10 (strongly agree)



The following table outlines the other comments made by respondents in relation to Council's efforts in managing the issue of graffiti.

The most common responses related to a perception that there is too much graffiti in Darebin, as well as a perception that Council could manage the issue better.

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

**Darebin City Council - 2021 Annual Community Survey**

*(Number of responses)*

<i>Response</i>	<i>Number</i>
Too much graffiti in the area	21
Can do a better job	9
Need to do more to remove it	7
Train station and train lines	5
Not taken care of at all	4
Too much graffiti on empty buildings and fences in the area	4
Needs improvement, there still is in many places	2
Not aware of what they are doing	2
Our laneway is heavily graffitied	2
Some graffiti is nice. Street art is nice	2
The graffiti is horrible and too much in number. Not maintained / managed well enough	2
Adds to cultural value of Council	1
Appalling. The whole building is filled with it	1
Continually seeing graffiti in playgrounds	1
Council can't do much	1
Council is doing what they can	1
Don't see graffiti around much	1
Even graffiti cleaned up still show up again next day	1
Graffiti is not art, needs to remove	1
I buy some stuff myself to clean the wall of my property	1
I think Council spend too much money on graffiti removal and need to do more for footpaths etc.	1
If its cleaned quickly sends message	1
It has potential to get out of hands very quickly	1
Its gets worse and worse	1
Leave the graffiti	1
Needs to manage ugly graffiti issues in Council owned laneways at the back of a few residential buildings	1
Not the Council's problem	1
Prefers more art work in public areas	1
Should remove tags on walls	1
They need to stop building structures that attracts graffiti	1
Too much graffiti on fences in the area near railway lines	1
Ugly looking graffiti everywhere	1
With so many stations around the area, much of graffiti is still there. Not enough patrolling	1
<i>Specific locations</i>	

There's a lot in Reservoir	2
Too much graffiti in the area, and fences near Alphington station	2
Could be improved on Roseberry Ave	1
Go to the back lane Westgarth St see for yourself	1
House at the end of Rathcown Rd close to Bundoora Park	1
Lot of graffiti around Northcote station	1
Lots of graffiti on Coles walls	1
Lots of graffiti on Edward St	1
More graffiti should be there near Separation St	1
Off Gilbert Rd a lot of graffiti	1
See the graffiti around so not sure how much they graffiti near Preston station	1
Shops down High St	1
St George's Rd, parks on High St are filled with it	1
The graffiti in the Northcote Plaza is bad. Maybe try installing surveillance cameras and security in the area	1
too much graffiti in the area, and fences near Merri Creek	1
Unappetising and disgusting graffiti on Arthurton road and Northcote train station	1
<b>Total</b>	<b>100</b>

## 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?”*

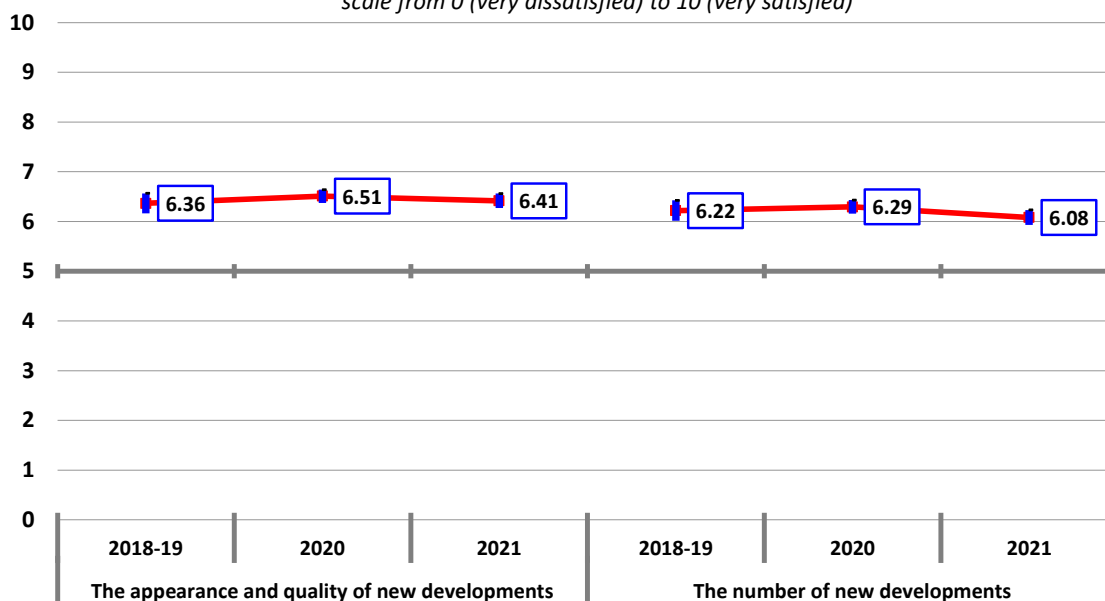
Respondents were again in 2021, asked to rate their satisfaction with two planning and development outcomes in the City of Darebin: “the appearance and quality of new developments” and “the number of new developments”.

Satisfaction with both aspects declined marginally, but not measurably this year, down 1.5% and 3.3% respectively, and both are now at a “solid” level of satisfaction.





**Satisfaction with aspects of planning and development**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Metropolis Research notes that satisfaction with planning and development outcomes, particularly the number of new developments and the appearance and quality of new developments has declined in 2021 in a number of municipalities.

By way of comparison, the metropolitan Melbourne average satisfaction with the appearance and quality of new developments declined 3.5% this year, as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

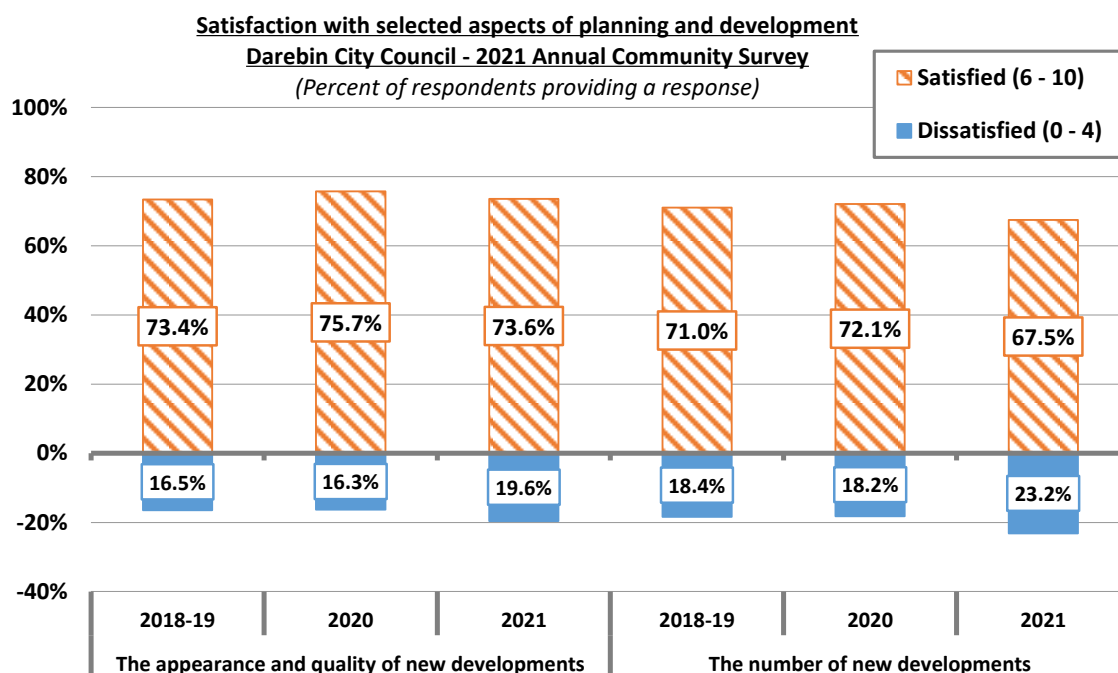
Attention is drawn to the fact that during COVID-19, there have been significantly fewer “new residents” (i.e., less than one year in the City of Darebin), because people had been unable to move due to the lockdowns and uncertainty. This has had a measurable impact on satisfaction with a number of aspects of satisfaction both last and this year, including satisfaction with planning and development outcomes.

Respondents who had lived in the municipality for less than one year have always reported measurably higher than average satisfaction with planning and development outcomes, and that the lack of new residents will be a factor influencing the decline in satisfaction with planning and development recorded this year.

Anecdotal feedback from some municipalities across metropolitan Melbourne referenced the fact that some residents had been spending more time in their local area over the course of the COVID-19 pandemic, and both being more aware of construction going on (due to issues such as noise), as well as being out and about walking in their local community and taking a closer interest in new developments occurring locally.

Consistent with the small decline in average satisfaction, there was a small decrease in the proportion of respondents “satisfied” (rated satisfaction at six or more) with both aspects declined marginally.

It is noted that the proportion of respondents “dissatisfied” (rated satisfaction at less than five) with the number of new developments increased notably this year, up from 18.2% in 2020 to 23.2% this year.



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

**Darebin City Council - 2021 Annual Community Survey**

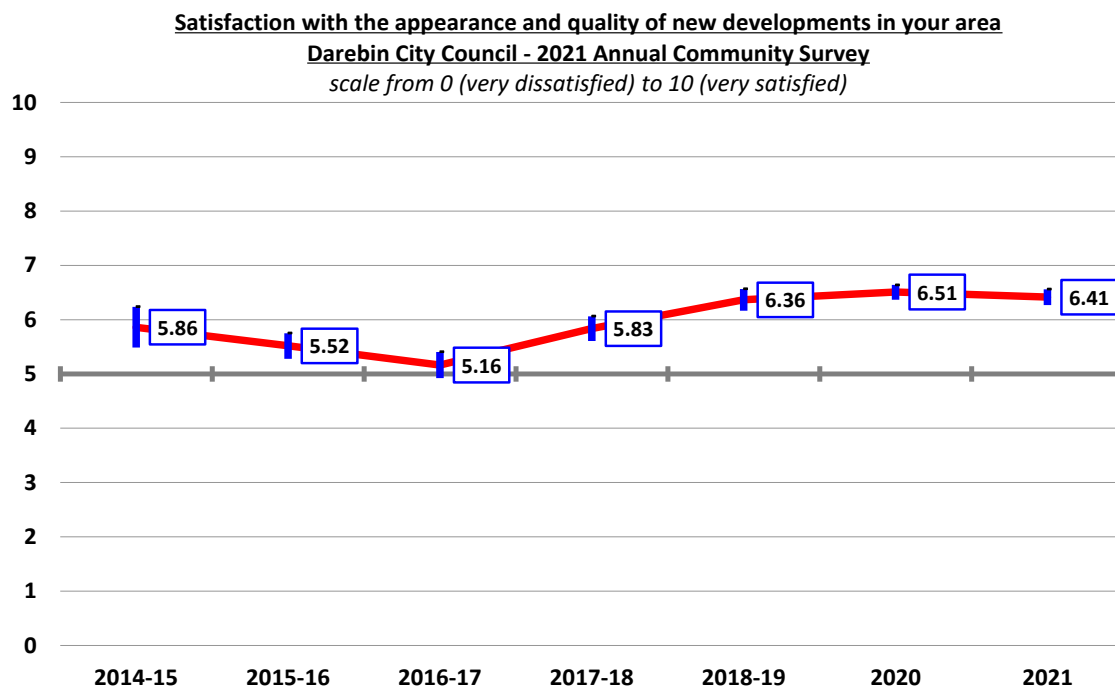
*(Number and percent of respondents providing a response)*

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
	2021	19.6%	6.9%	73.6%	74
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
	2021	23.2%	9.3%	67.5%	108

## The appearance and quality of new developments

Satisfaction with the appearance and quality of new developments declined marginally but not measurably this year, down 1.5% to 6.41, which is a “solid”, down from a “good” level of satisfaction.

Despite the decline, this result remains above the long-term average since 2014-15 of 5.95.



This result was marginally, but not measurably, lower than the metropolitan Melbourne average of 6.68.

There was measurable variation in average satisfaction with the appearance and quality 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” rather than a “solid” level.
- **Fairfield/Alphington and Thornbury** – respondents were measurably and significantly less satisfied than the municipal average and at “poor” rather than “solid” levels.

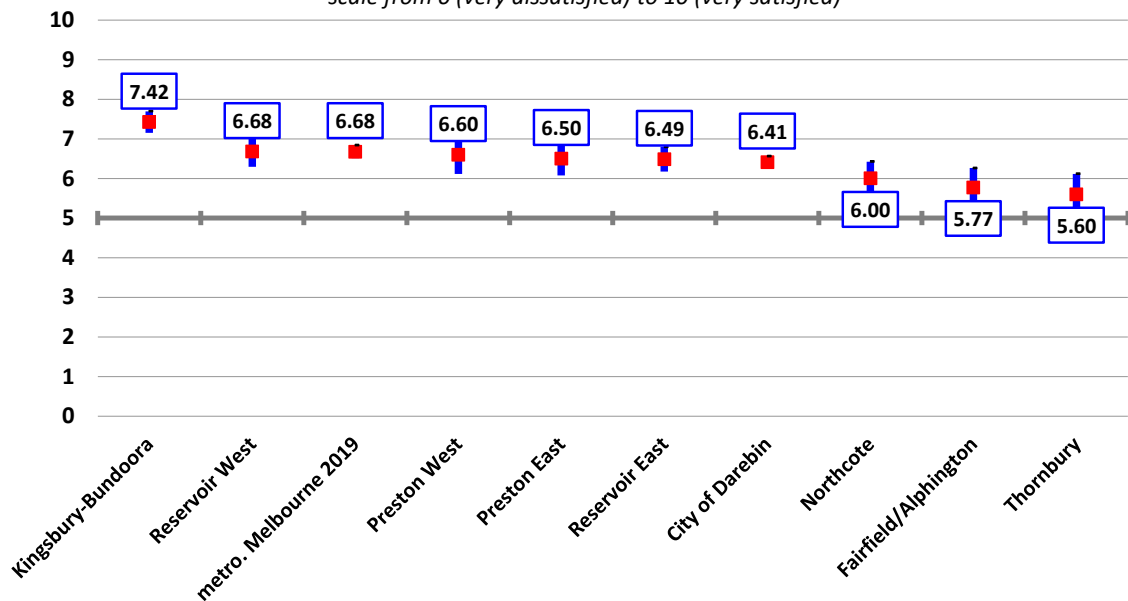
Metropolis Research notes that the precinct variation in satisfaction with this aspect of planning and development remains consistent with recent years.

Respondents in Kingsbury/Bundoora have consistently reported measurably higher than average satisfaction, whilst respondents from Thornbury and Fairfield/Alphington have tended to report lower satisfaction.

### The appearance and quality of new developments by precinct

#### Darebin City Council - 2021 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, as follows:

- **Notably more satisfied than average** – includes young adults (aged 18 to 34 years), respondents from multi-lingual households, rental households, and newer and medium-term residents (i.e., five to less than 10 years in Darebin).
- **Notably less satisfied than average** – includes middle-aged and older adults (aged 45 to 74 years), respondents from English speaking households, homeowner and mortgagee households, and long-term residents (10 years or more in Darebin).

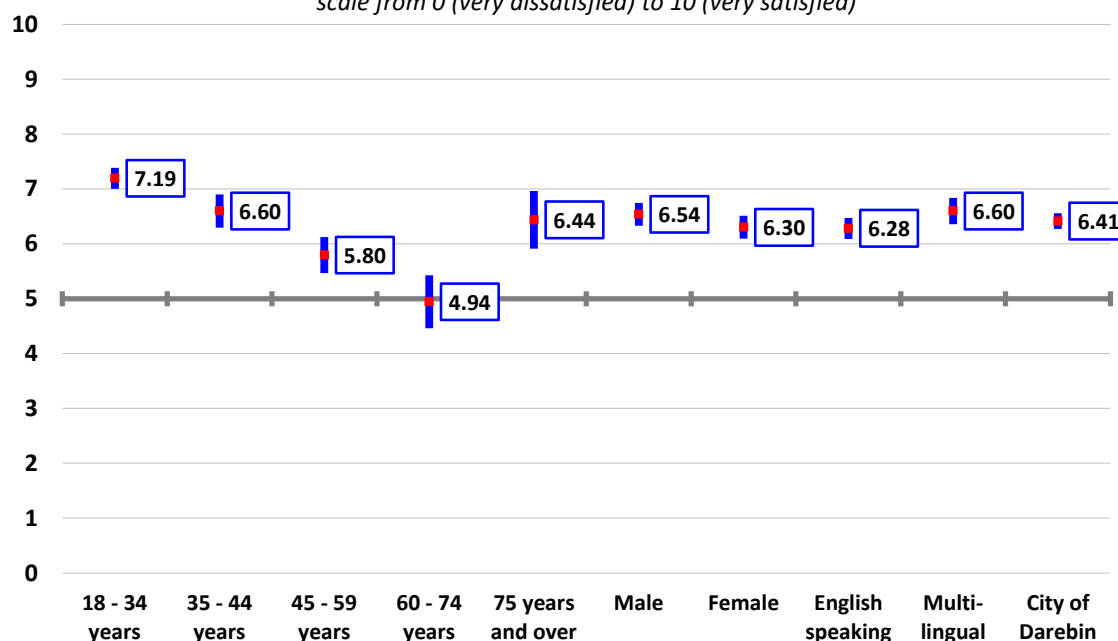
Metropolis Research notes that there is only a small sample of only 10 respondents who had lived in the City of Darebin for less than one year. This is reflected in the extremely large 95% confidence interval for their average satisfaction.

This average satisfaction for new residents is therefore not statistically reliable.

**The appearance and quality of new developments by respondent profile**

**Darebin City Council - 2021 Annual Community Survey**

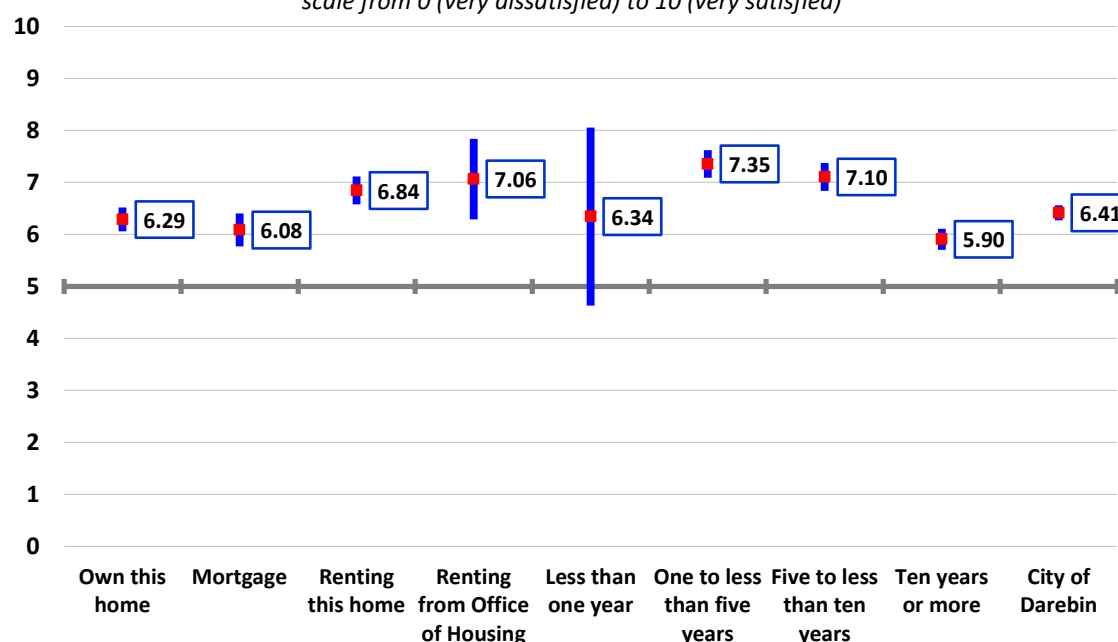
scale from 0 (very dissatisfied) to 10 (very satisfied)



**The appearance and quality of new developments by housing profile**

**Darebin City Council - 2021 Annual Community Survey**

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



The following table outlines the reasons why the 182 respondents were dissatisfied with the appearance and quality of new developments, as well as examples of developments of concern to these respondents.

As is clear in the table, the most common concerns relate to the extent of development in the area, the aesthetics and quality of developments, with a particular emphasis on higher-density developments.

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

### **Darebin City Council - 2021 Annual Community Survey**

(Number of responses)

<i>Reason</i>	<i>Number</i>
Overdeveloped	16
Ugly developments	15
High-rises / apartments	14
High-rises are too much. Now, there's very less parking and more traffic congestion	14
A lot of poor-quality developments	11
Too many apartments with no parking, more traffic	11
Doesn't match with current character, landscape, and aesthetics of the neighbourhood	6
Significant historical and heritage buildings / old houses are being pulled down to build ugly looking high-rises	6
Building low cost / cheap materials	5
Excessive high-density housing	5
Heights of these / too tall	4
Multi-dwellings in small area / too many units, townhouses	3
So many townhouses / units - no parking, more traffic congestion	3
Too many apartments with no parking, not safe to enter the street	3
Hard to find parking	2
High-rise buildings, destroy character	2
Poor / no communication and consultation	2
Poorly planned and designed	2
There is too much new block to block housing being constructed	2
Way too many approvals that don't suit the area	2
Absolutely disgusting no idea of design it's from 19th Century	1
All new high-rises are ugly, lazy architecture	1
All the high-rises, no longer a village atmosphere. Too much concrete	1
All the townhouses are ugly	1
Any modern development	1
Cutting trees	1
Doesn't add high value to the neighbourhood	1
Far too much going on	1
Generally,	1
Inappropriate development and style	1
Lack of planning for facilities while planning new developments	1
Less green area left	1
More around the heritage buildings - they don't maintain it	1
More greenery around developments needed	1
More traffic around school	1
New developments ruining the heritage of the neighbourhood	1
No consultation has been organised regarding public spaces developments	1
No respect for heritage	1
No say in anything all money driven	1
Please don't approve new apartments blocks	1
Poor town planning, not happy with planning regulations	1
Reservoir junction overpass is hideous	1

Some are good and some are bad	1
The housing developments are taking space like units and townhouses	1
The multistorey buildings coming in between single storey	1
The new 3 storey residential developments are compromising the green spaces	1
The new town houses aren't built with good environmental practices	1
The new women sports stadium - the level information provided was minimum	1
The social housing planning is bad and needs improvement. A lot of these houses are only built in Reservoir, that's not right. There should be something done about it	1
There is high density of cars, clogged up streets	1
There not considering residents needs	1
There should be restriction on the height of levels	1
They need to be medium density and fully consulted with Darebin nearby	1
Too close	1
Unnecessary ones are being built	1

*Specific sites identified by respondents*

High St	5
Developments / apartments on High St	3
Along Bell St, too many developments, too high	2
Preston Market area	2
St George's Rd	2
All along Plenty Rd, too many big commercial outlets like Aldi	1
Clarendon St	1
Coburg Hill	1
David St	1
Disappointed, local Christian private school	1
Everyone around and along High St are too high	1
High-rises are ugly and too many in High St	1
Houses around Clarke and Bryan St	1
Lot of big homes blocking small home Preston Primary School	1
Near train line, tall buildings are just monstrous	1
New private residential houses Lily St	1
Northcote Plaza still on planning process	1
Overdevelopment and poor design in St George's Rd	1
Plenty Rd development 6 storey building	1
Station St. A bit over the top	1
Stop over developing, Bell St and further till St George's St	1
The AMCOR sites and other apartments blocks are low quality and ugly and Bishop's corner it's already detonated	1
The development and styling of the high-rise building on High St is not well done	1
The developments in High St have no public amenities and poor visual	1
The high-rise buildings coming up in Central Preston	1
The junction has low-cost apartment building poor design and no public space	1
The medium and high-density buildings near Preston South junction and lack of parking near them	1
The medium density buildings along St George's Rd are poorly developed	1
The new townhouses coming up in Goldsmith Ave	1
The Nightingale development is too tall	1
Townhouses on Christmas St	1
Ugly looking apartments, poor quality on St George's Rd	1

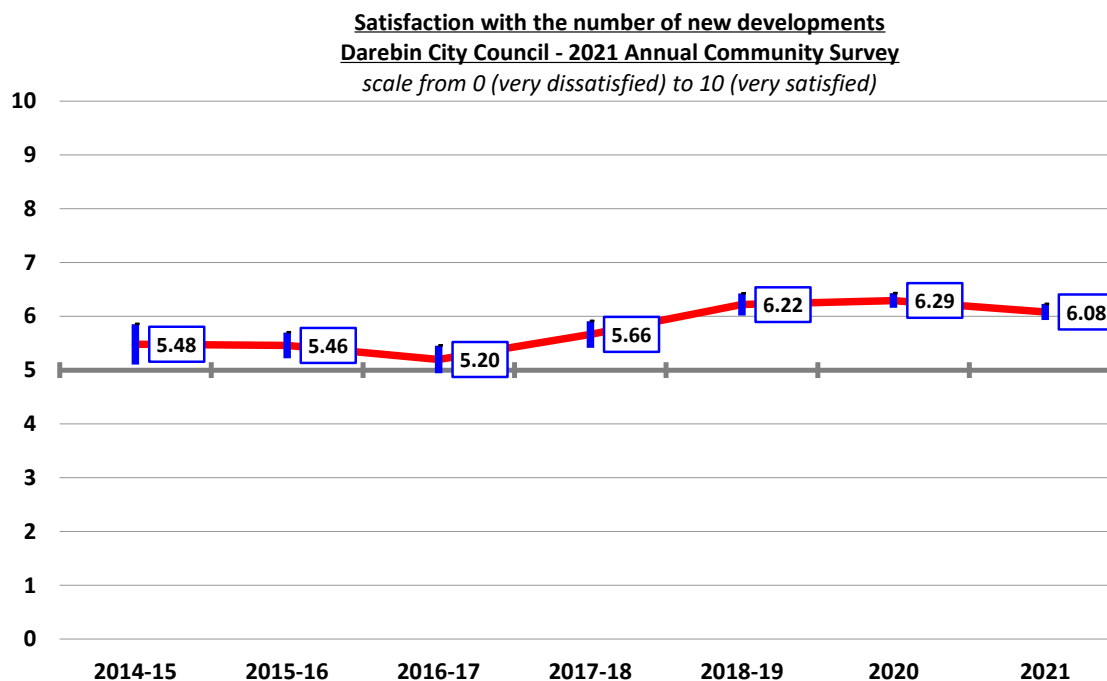
**Total**

**204**

## The number of new developments

Satisfaction with the number of new developments declined notably but not measurably this year, down 3.3% to 6.08, although it remains at a “solid” level of satisfaction.

Despite the decline this year, this result remains above the long-term average for this aspect of planning and development since 2014-15 of 5.77.



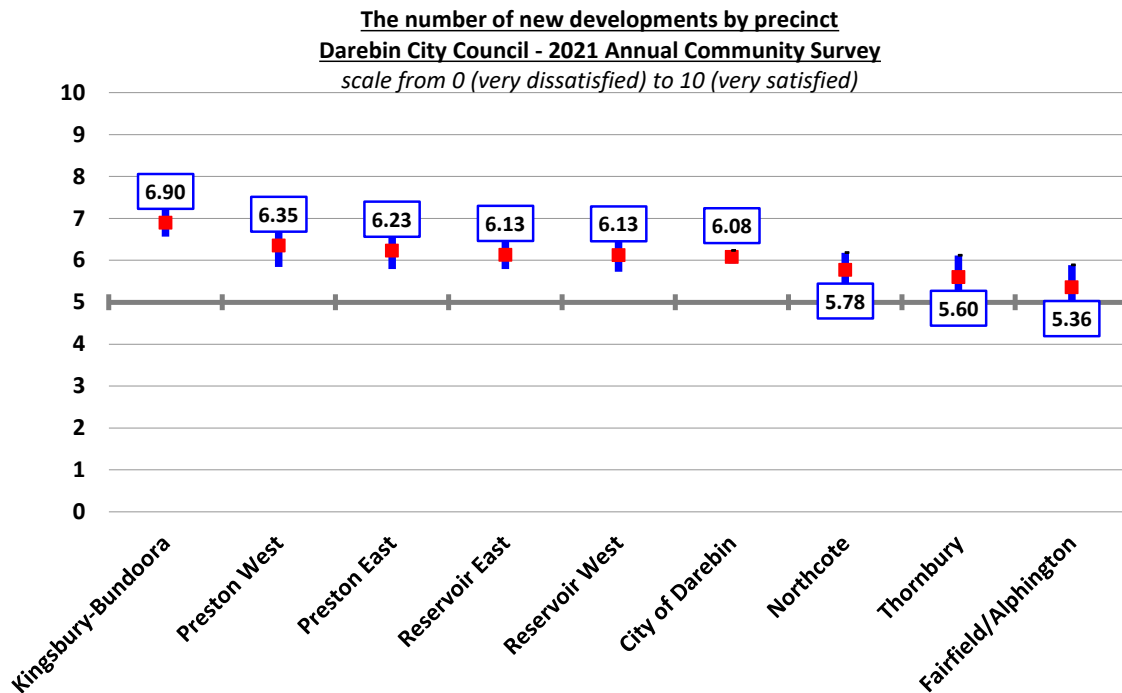
There was measurable variation in average satisfaction with the number of new developments observed across the municipality, as follows:

- **Kingsbury/Bundoora** – respondents were measurably and significantly more satisfied than the municipal average and at a “good” rather than a “solid” level.
- **Northcote and Thornbury** – respondents were notably but not measurably less satisfied than the municipal average and at “poor” rather than “solid” levels.
- **Fairfield/Alphington** – respondents were measurably and significantly less satisfied than the municipal average and at a “very poor” rather than a “solid” level.

Metropolis Research notes that the precinct variation in satisfaction with this aspect of planning and development remains consistent with recent years.

Respondents in Kingsbury/Bundoora have consistently reported measurably higher than average satisfaction, whilst respondents from Thornbury have tended to report measurably lower satisfaction.





There was also measurable and significant variation in satisfaction with the number of new developments observed by respondent profile, as follows:

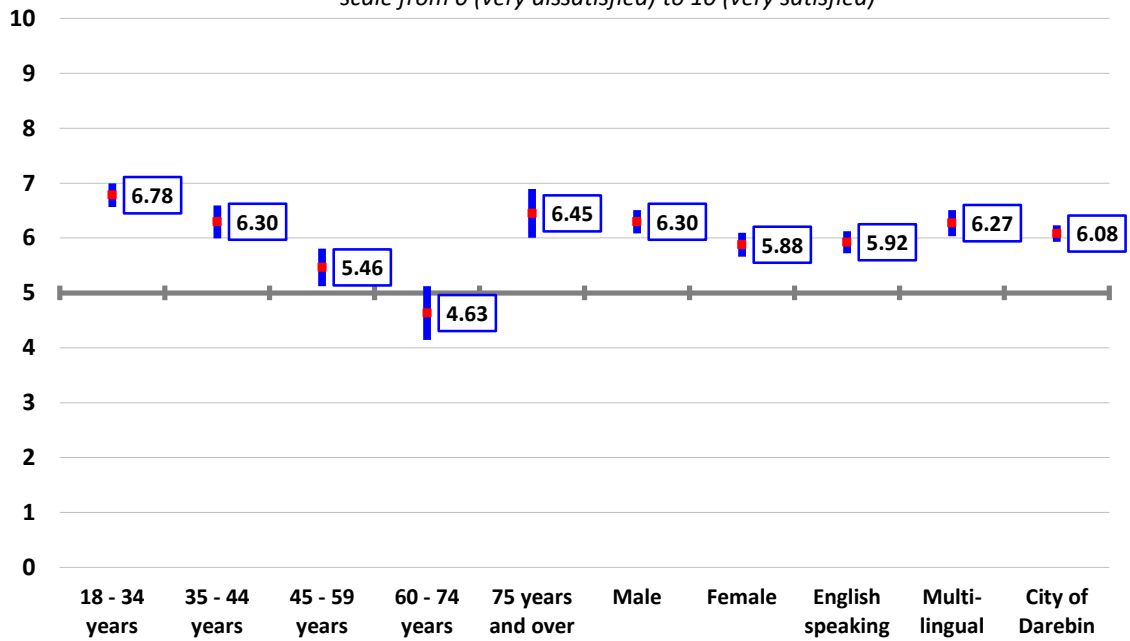
- **Notably more satisfied than average** – includes young adults (aged 18 to 34 years), respondents from multi-lingual households, private rental household respondents, and newer and medium-term residents (i.e., less than ten years in Darebin).
- **Notably less satisfied than average** – includes middle-aged and older adults (aged 45 to 74 years), respondents from English speaking households, homeowner and mortgagee households, and long-term residents (10 years or more in Darebin).

Metropolis Research notes that there is only a small sample of only 10 respondents who had lived in the City of Darebin for less than one year. This is reflected in the extremely large 95% confidence interval for their average satisfaction.

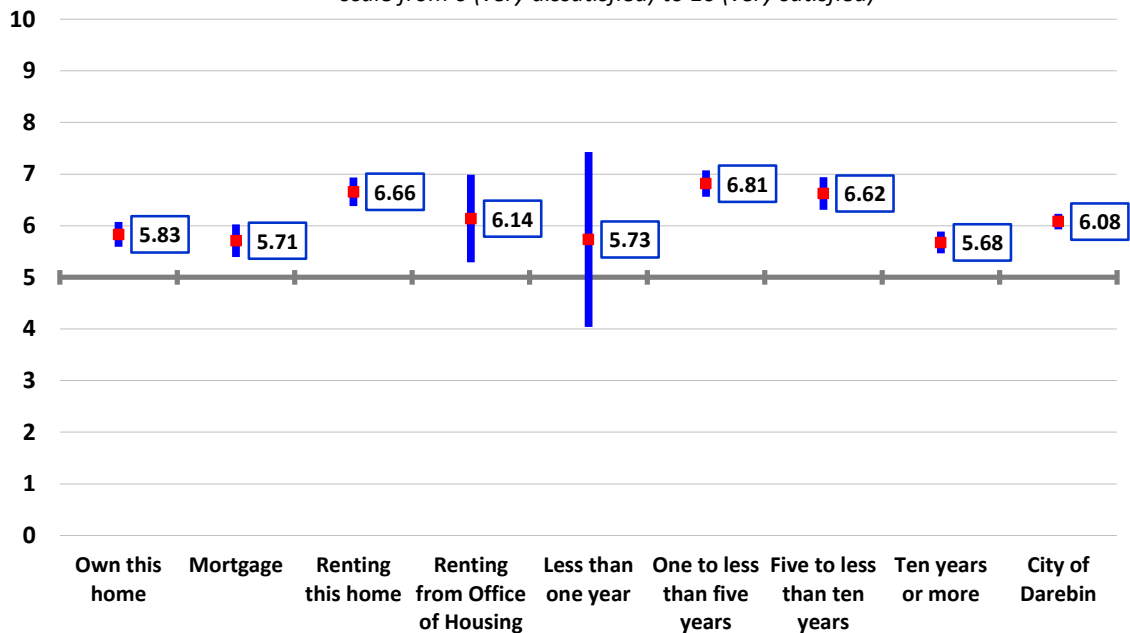
This average satisfaction for new residents is therefore not statistically reliable.



**The number of new developments by respondent profile**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**The number of new developments by respondent profile**  
**Darebin City Council - 2021 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 12 months?”*

In 2021, a little less than one-third (30.8%) of respondents reported that they had contacted Council in the last 12 months, a decline on the 40.1% from 2020.

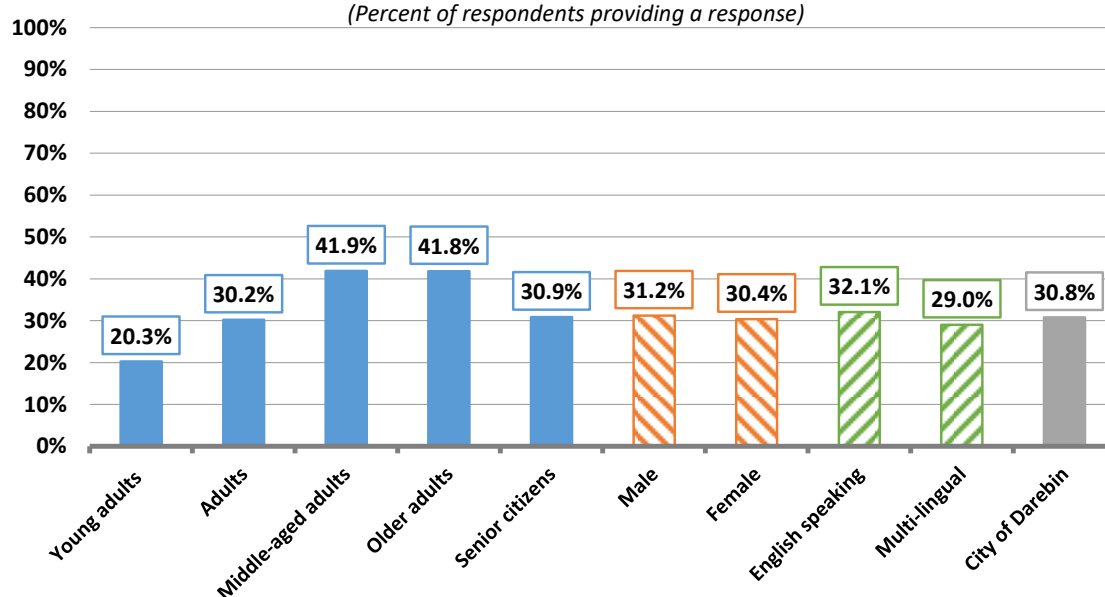
**Contacted Council in the last 12 months**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Response	2021		2020	2018-19	2017-18	2016-17	2015-16
	Number	Percent					
Yes	308	30.8%	40.1%	32.1%	40.6%	41.7%	40.4%
No	691	69.2%	59.9%	67.9%	59.4%	57.8%	59.6%
Not stated	1		3	3	0	0	2
<b>Total</b>	<b>1,000</b>	<b>100%</b>	<b>1,003</b>	<b>1,002</b>	<b>1,000</b>	<b>1,000</b>	<b>1,000</b>

There was some variation in the proportion of respondents who had contacted Council in the last 12 months observed by respondent profile, as follows:

- **Age structure** – middle-aged and older adults (aged 45 to 74 years) were measurably more likely to have contacted Council in the last 12 months than other respondents.

**Contacted Council in the last 12 months by respondent profile**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Percent of respondents providing a response)*



## Resolving the query

The following set of questions focusing on how Council informed and followed through on the timeframes and contacts required to resolve the query were included for the first time in the survey program in 2021.

### Given clear timeframes and a point of contact

Respondents who contacted Council were asked:

*“Were you given clear timeframes and a point of contact?”*

A little less than three-quarters (70.4%) of respondents who had contacted Council in the last 12 months had been “given clear timeframes and a point of contact”.

**Given clear timeframes and a point of contact**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and percent of respondents who contacted Council providing a response)*

Response	2021	
	Number	Percent
Yes	216	70.4%
No	91	29.6%
Not stated	1	
<b>Total</b>	<b>308</b>	<b>100%</b>

### Number of contacts required to resolve the query

Respondents who contacted Council were asked:

*“How many times did you contact Council to resolve your query?”*

The overwhelming majority (83.7%) of respondents reported that the query was resolved after either one (42.0%) or two to three (41.7%) contacts with Council.

**Number of contact required to resolve the query**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and percent of respondents who contacted Council providing a response)*

Response	2021	
	Number	Percent
Once	129	42.0%
2 to 3 times	128	41.7%
4 to 5 times	26	8.5%
More than 5 times	24	7.8%
Not stated	1	
<b>Total</b>	<b>308</b>	<b>100%</b>



## Query resolved in the provided timeframe

Respondents who contacted Council were asked:

*“Was your query resolved in the timeframes provided?”*

Approximately two-thirds (64.7%) of respondents who had contacted Council in the last 12 months reported that their query was resolved in the timeframes provided by Council when they first contacted Council.

**Query resolved in the timeframes provided**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and percent of respondents who contacted Council providing a response)*

Response	2021	
	Number	Percent
Yes	196	64.7%
No	107	35.3%
Not stated	5	
<b>Total</b>	<b>308</b>	<b>100%</b>

## Satisfaction with customer service

Respondents who contacted Council were asked:

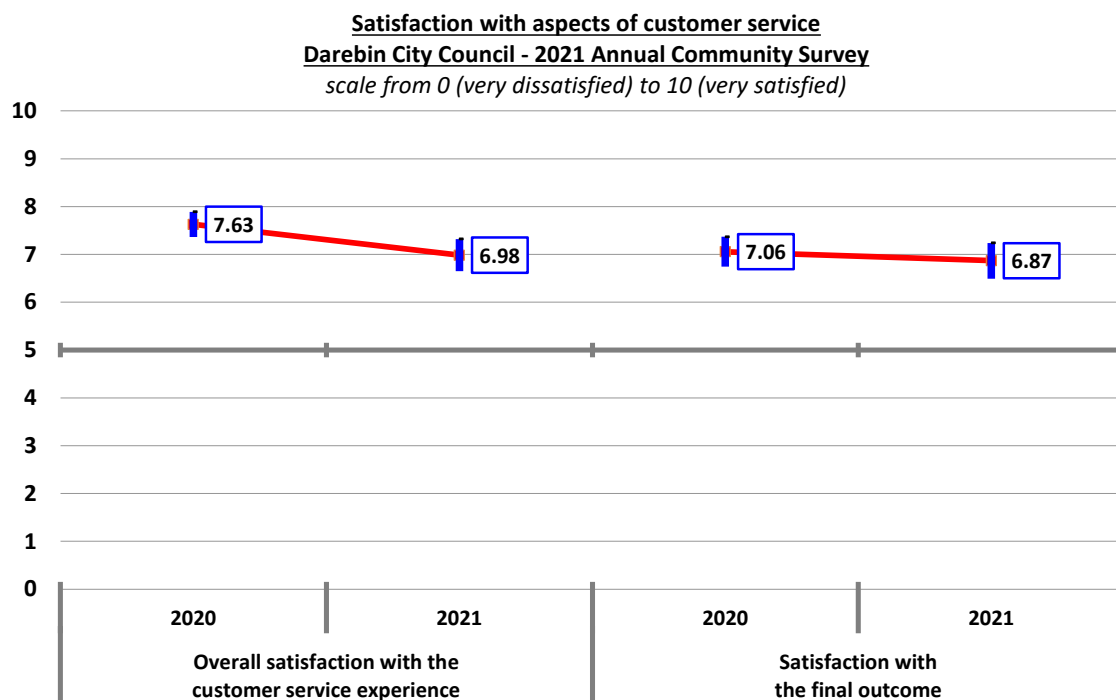
*“On a scale of zero (lowest) to ten (highest), with five being neutral, how satisfied were you with the following?”*

Respondents who had contacted Council in the last 12 months were asked to rate their satisfaction with two aspects of customer service: their overall satisfaction with the customer service experience, and their satisfaction with the final outcome.

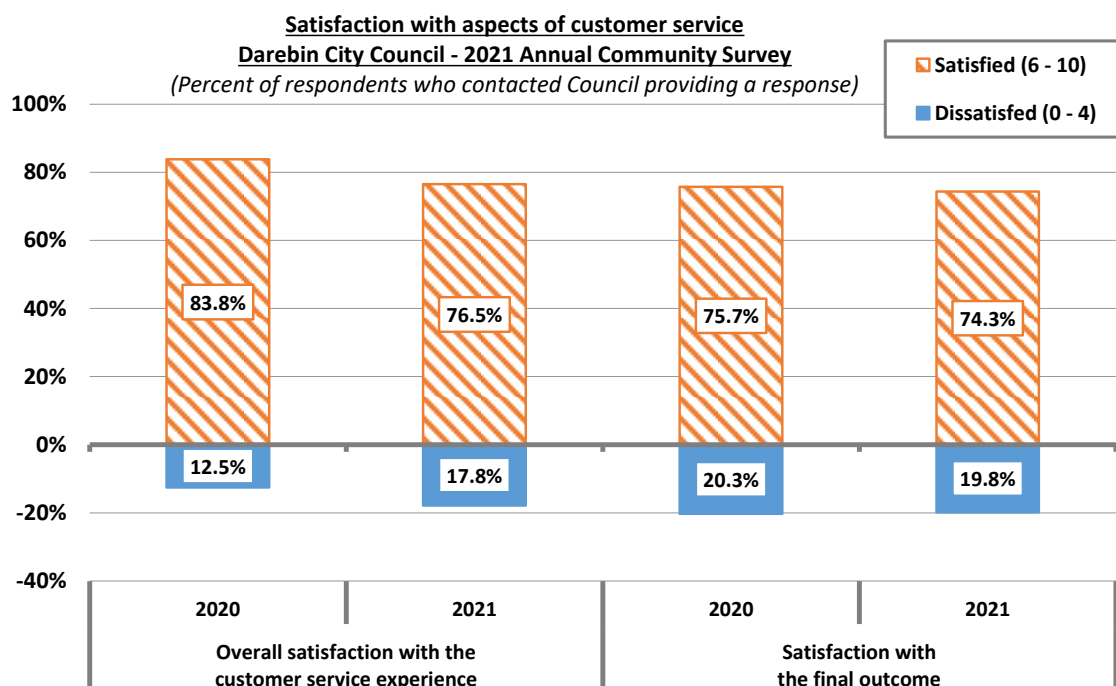
Satisfaction with both the overall customer service experience (down a statistically significant 8.5%) and with the “final outcome” (down 2.7%) both declined notably this year.

Metropolis Research notes that the previous set of questions focusing on how Council informed, and then followed through on the timeframes and contacts required to resolve the query were included in the survey immediately prior to asking these two satisfaction questions.

It cannot be discounted that the inclusion of these additional questions which focused the respondents' thoughts on timeframes for resolving the query may have impacted on overall satisfaction with the customer service experience score when compared to results from previous years when these questions were not included in the survey.



Consistent with the measurable and significant decline in overall satisfaction with the customer service experience, the proportion of respondents “dissatisfied” with this variable increased notably, up from 12.5% to 17.8% this year.



**Satisfaction with aspects of customer experience**

**Darebin City Council - 2021 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
Overall satisfaction with the customer service experience	17.8%	5.7%	76.5%	9
Satisfaction with the final outcome	19.8%	5.9%	74.3%	26

**Satisfaction with the “final outcome” by respondent profile**

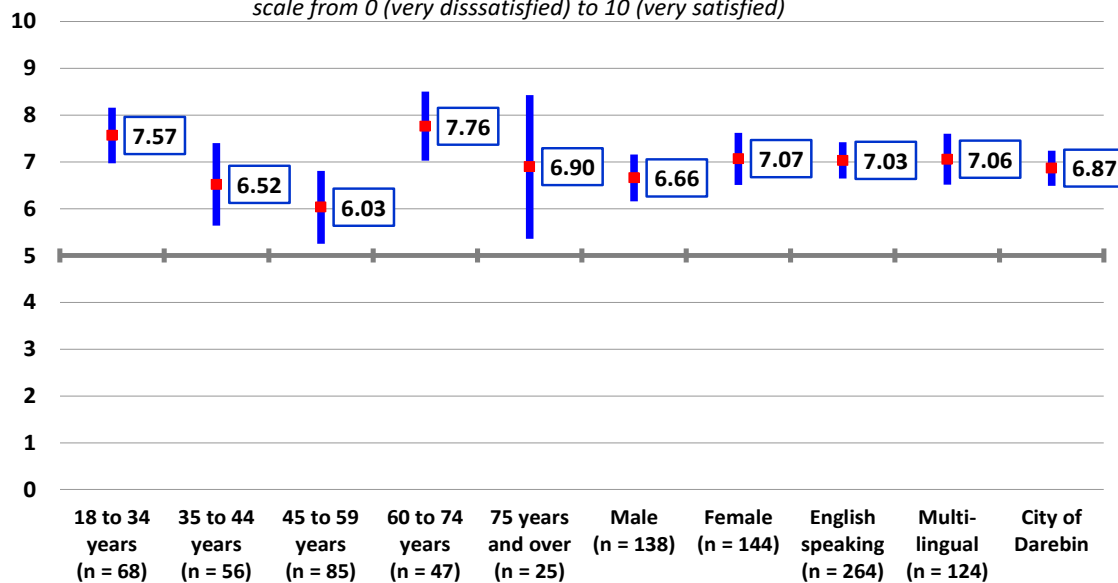
There was notable variation in average satisfaction with the “final outcome” of the query observed by respondent profile, as follows:

- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably less satisfied with the “final outcome” than the municipal average and at a “solid” level of satisfaction.
- **Gender** – female respondents were notably but not measurably more satisfied with the “final outcome” than male respondents.
- **Language spoken at home** – there was no meaningful variation in satisfaction with the “final outcome” observed between respondents from English speaking and multi-lingual households.

**Satisfaction with the "final outcome" by respondent profile**

**Darebin City Council - 2021 Annual Community Survey**

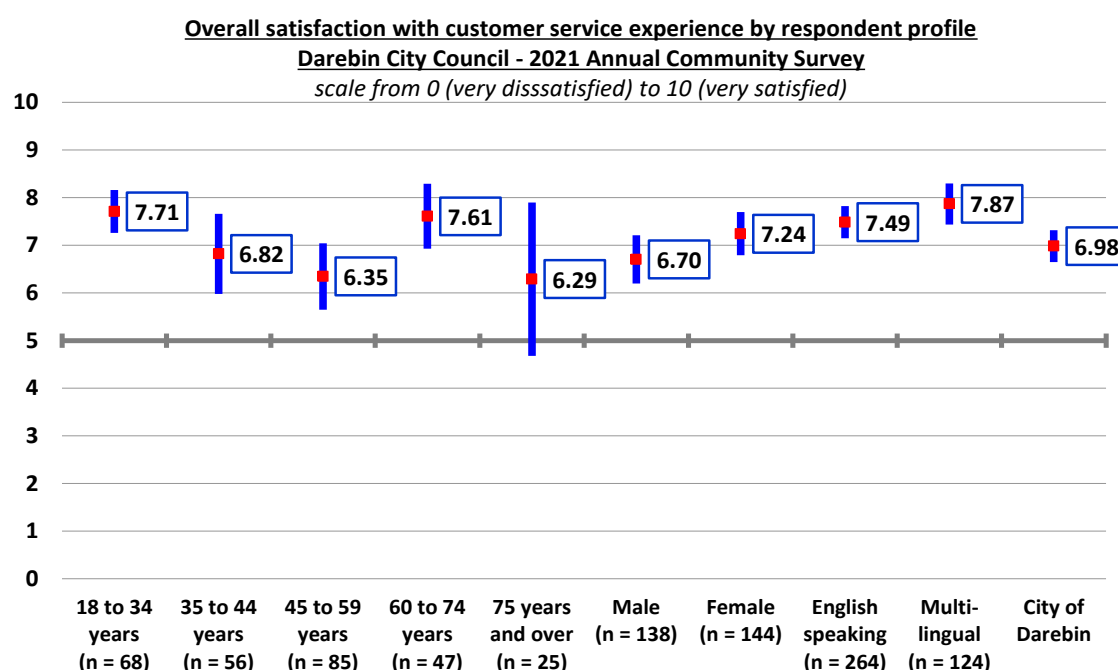
scale from 0 (very dissatisfied) to 10 (very satisfied)



## Overall satisfaction with the customer service experience by respondent profile

There was notable variation in average satisfaction with the “final outcome” of the query observed by respondent profile, as follows:

- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably less satisfied with the “final outcome” than the municipal average and at a “solid” level.
- **Gender** – female respondents were notably but not measurably more satisfied with the “final outcome” than male respondents.
- **Language spoken at home** – there was no meaningful variation in satisfaction with the “final outcome” observed between respondents from English speaking and multi-lingual households.



## 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?”*

Respondents were again in 2021, asked to rate their perception of how safe they feel in the public areas of the City of Darebin during the day and at night.



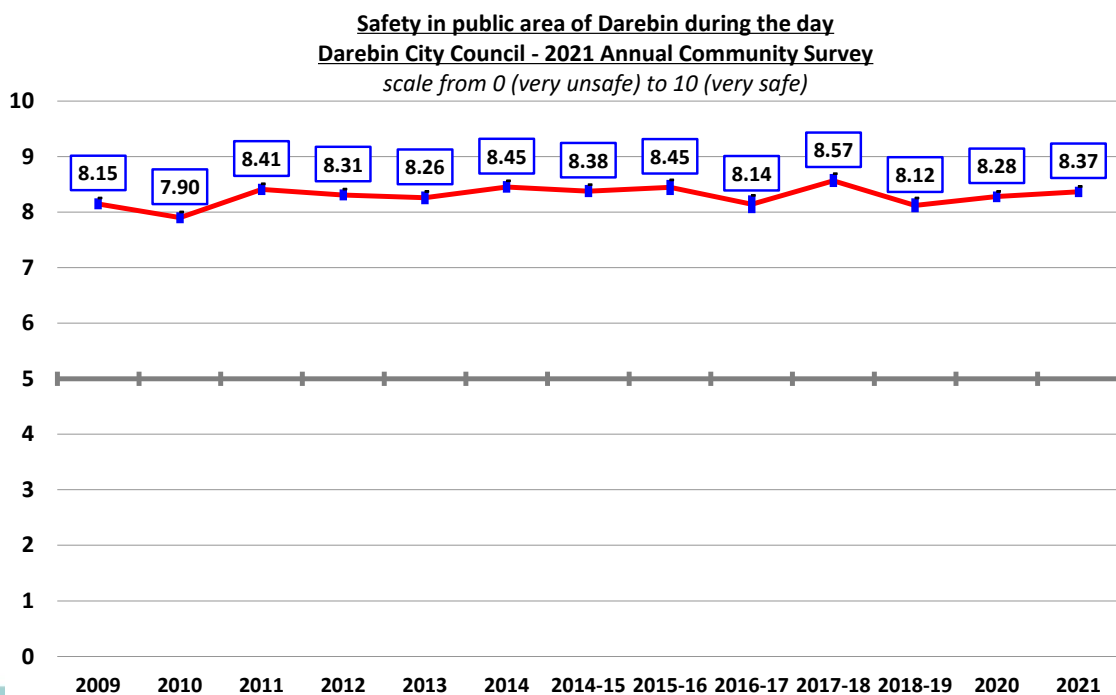
**Safety in public areas of Darebin**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

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%	507
	2020	2.5%	2.7%	94.8%	38
	2021	2.6%	2.8%	94.6%	17
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
	2021	14.2%	8.6%	77.2%	67

**Perception of safety during the day**

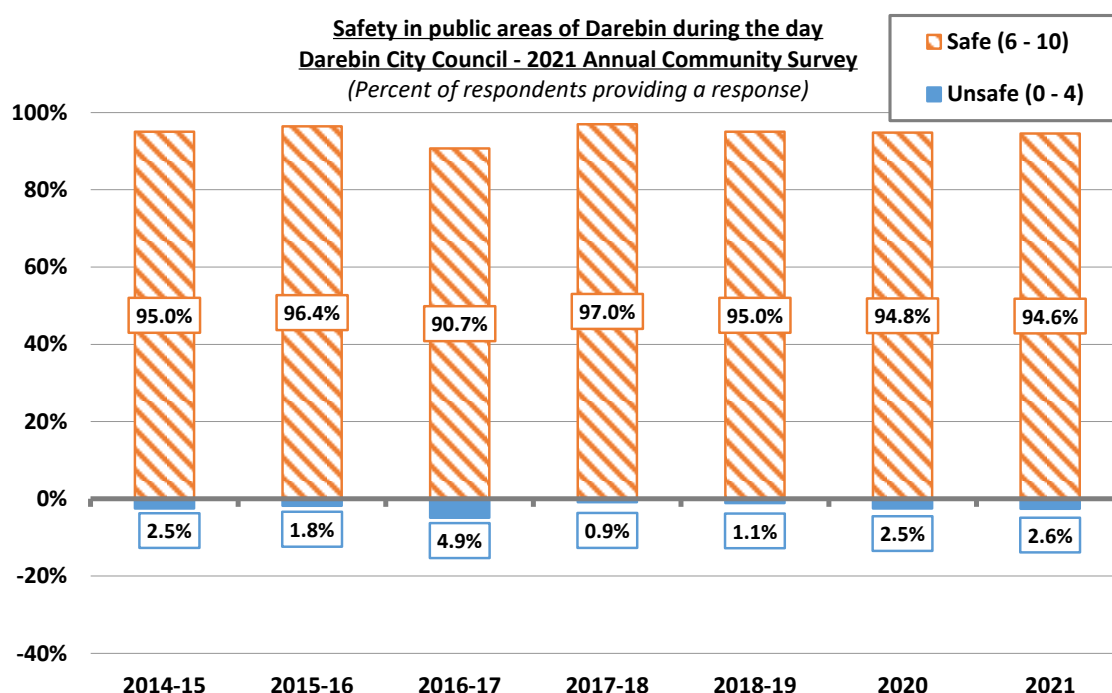
The perception of safety during the day increased again this year, up 1.1% to 8.37. This result is marginally higher than the long-term average since 2009 of 8.29.

The perception of safety in the public areas of the City of Darebin has remained at a strong level over an extended period.



By way of comparison, this result was measurably but not significantly lower than the metropolitan Melbourne average perception of safety of 8.71, as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.

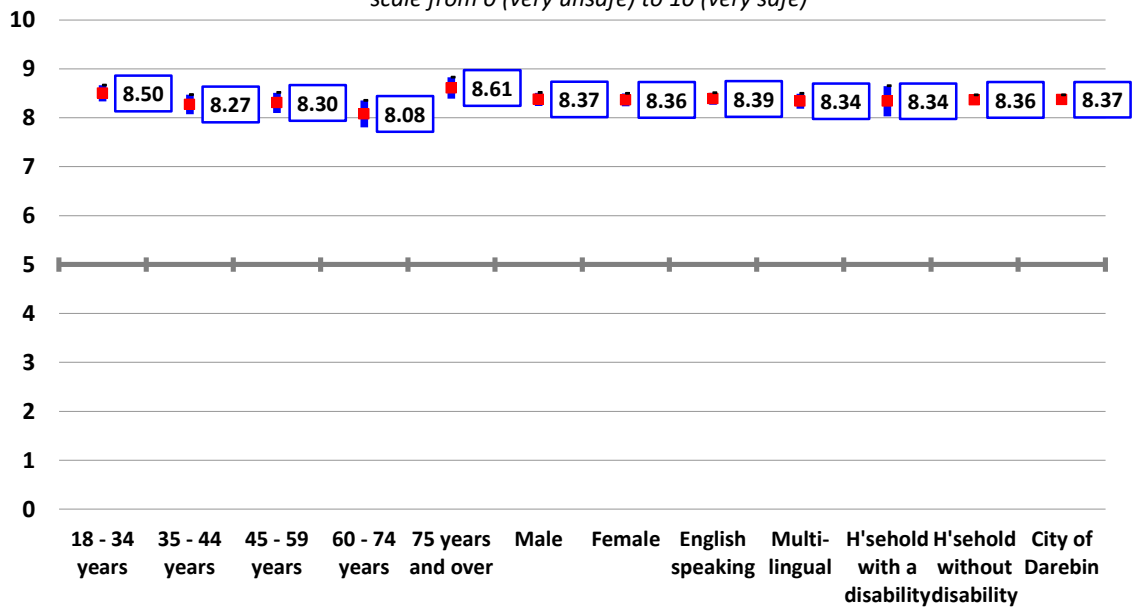
Consistent with the high average perception of safety in the public areas of the City of Darebin during the day, 94.6% of respondents providing a response to this question felt “safe” (i.e., rated safety at eight or more), whilst just 2.6% felt “unsafe” (i.e., rated safety at less than five).



There was no statistically significant or meaningful variation in the average perception of safety in the public areas of the City of Darebin during the day observed by respondent profile, including age structure, gender, language spoken at home, or household disability status.



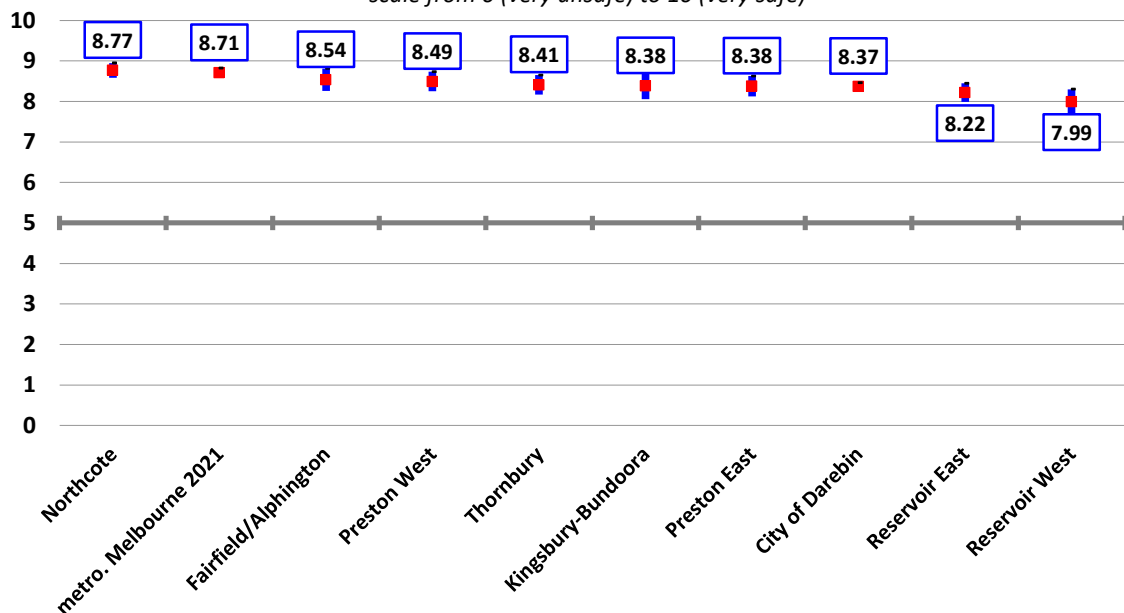
**Safety in public areas of Darebin during the day by respondent profile**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very unsafe) to 10 (very safe)*



There was, however, some measurable variation in the perception of safety in the public areas of the City of Darebin during the day observed across the municipality, as follows:

- **Northcote** – respondents felt measurably safer in the public areas of the City of Darebin during the day than the municipal average.
- **Reservoir East and Reservoir West** – respondents felt notably, but not measurably less safe than the municipal average.

**Safety in public areas of Darebin during the day by precinct**  
**Darebin City Council - 2021 Annual Community Survey**  
*scale from 0 (very unsafe) to 10 (very safe)*

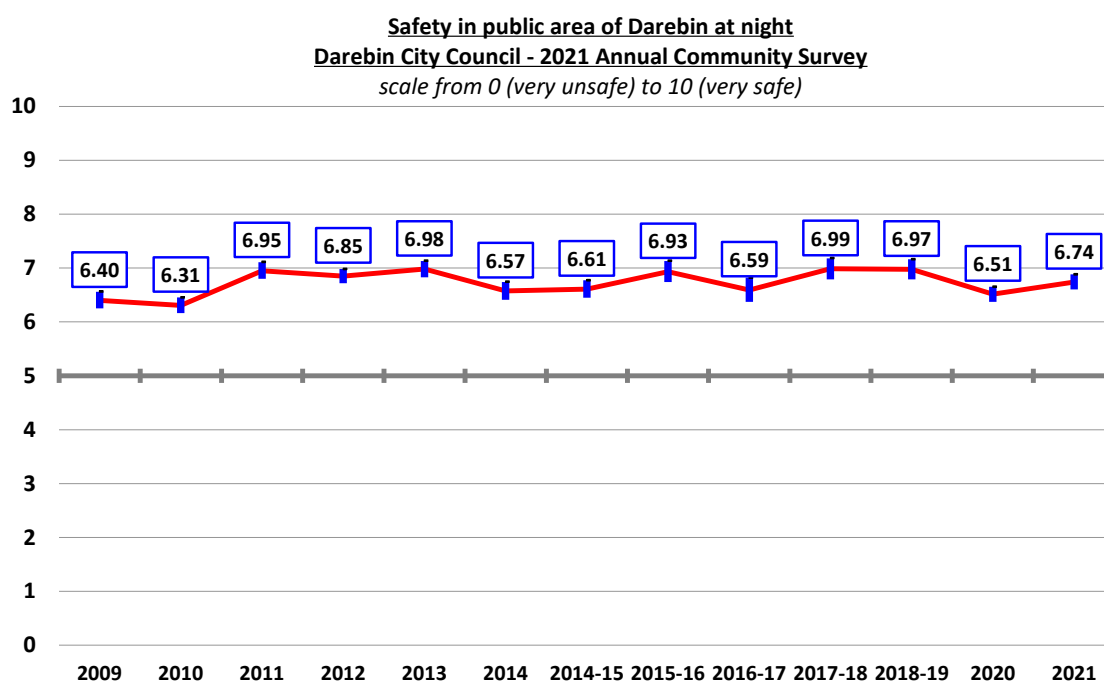


## Perception of safety at night

The perception of safety in the public areas of the City of Darebin at night increased measurably this year, up 3.5% to 6.74 this year.

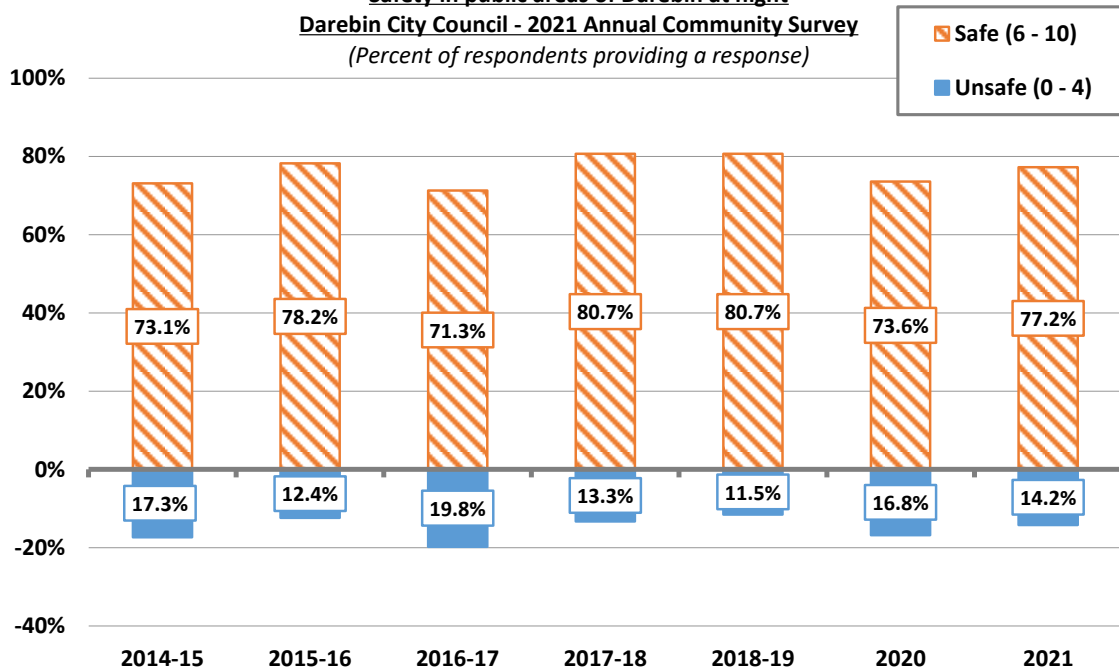
This result is now marginally above the long-term average result since 2009 of 6.72.

By way of comparison, this result was notably but not measurably lower than the metropolitan Melbourne average perception of safety of 6.98, as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021.



Consistent with the increase in average perception of safety in the public areas of the City of Darebin at night, there was a small increase in the proportion of respondents who felt safe (i.e., rated safety at six or more), up from 73.6% to 77.2%, and a commensurate decrease in the proportion who felt unsafe (i.e., rated safety at less than five), down from 16.8% to 14.2%.

**Safety in public areas of Darebin at night**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Percent of respondents providing a response)*



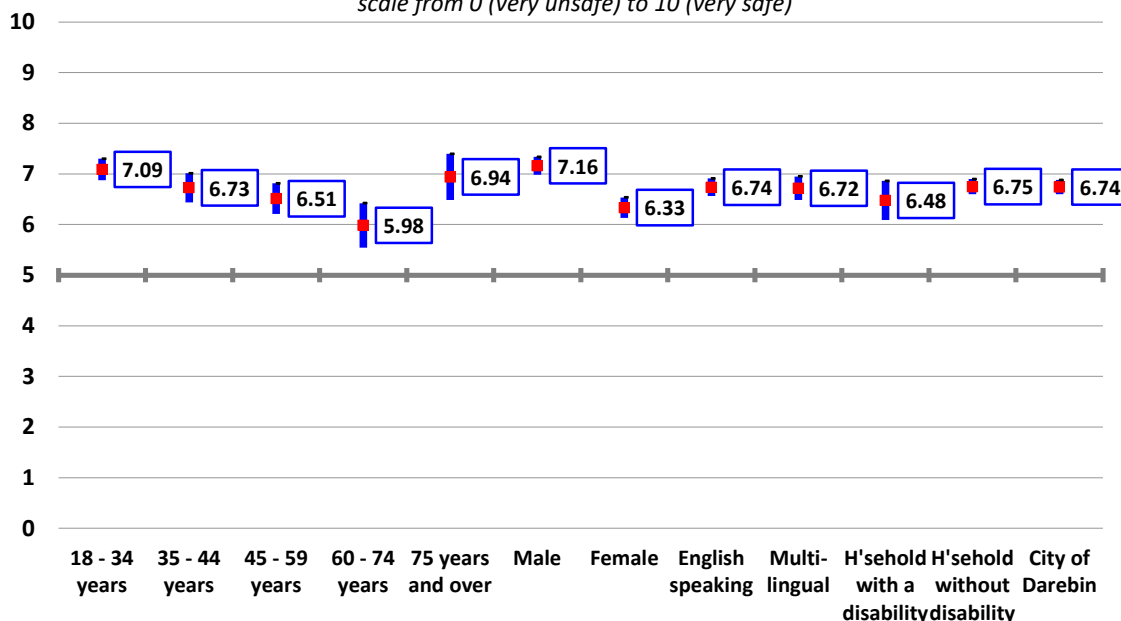
There was notable variation in the average perception of safety in the public areas of the City of Darebin at night observed by respondent profile, as follows:

- **Age structure** – the perception of safety in the public areas of the municipality at night decreased with the respondents’ age, from a high of 7.09 for young adults (aged 18 to 34 years) to a low of 5.98 for older adults (aged 60 to 74 years). Consistent with historical results, senior citizens (aged 75 years and over) felt notably safer than the average.
- **Gender** – female respondents felt measurably and significantly (11.6%) less safe in the public areas of the municipality at night than male respondents.
- **Language spoken at home** – there was no meaningful variation observed between respondents from English speaking and multi-lingual households.
- **Household disability status** – respondents from households with a member with a disability, on average, felt notably but not measurably less safe than respondents from other households.

**Safety in public areas of Darebin at night by respondent profile**

**Darebin City Council - 2021 Annual Community Survey**

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



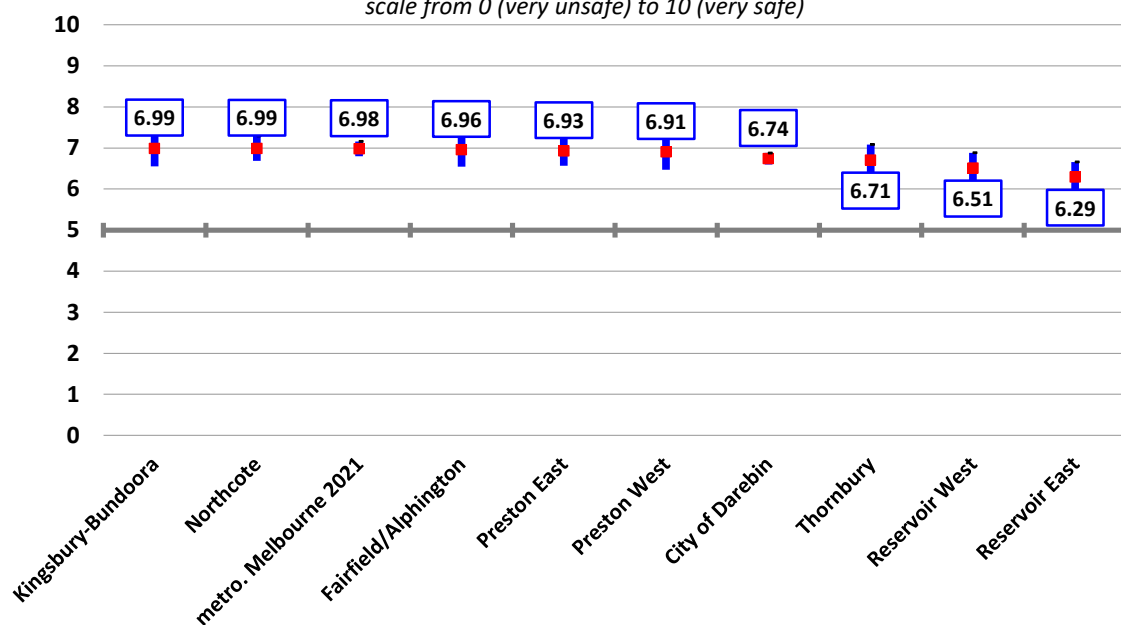
Whilst there was no statistically significant variation in the perception of safety in the public areas of the City of Darebin at night observed across the eight precincts, attention is still drawn to the following:

- **Reservoir West and particularly Reservoir East** – respondents felt notably, but not measurably less safe in the public areas of the municipality at night than the municipal average.

**Safety in public areas of Darebin at night by precinct**

**Darebin City Council - 2021 Annual Community Survey**

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



## ***Reasons for not feeling safe in the public areas of the City of Darebin***

The following tables outline the reasons why respondents did not feel safe in the public areas of the City of Darebin either during the day or at night.

A total of 98 responses were received from respondents, with the key issues as follows:

- Perception of safety at night – 34 responses
- Crime and policing – 17 responses
- Drugs and alcohol – 14 responses
- Issues with people - gangs, youths, "louts" etc. – 13 responses
- Incidents / experiences - 11 responses
- Being female – 5 responses
- General perception of safety – 3 responses
- Other – 1 response

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

#### **Darebin City Council - 2021 Annual Community Survey**

*(Number of total responses)*

<i>Reason</i>	<i>Number</i>
<i>Perception of safety at night</i>	
Not enough / poor lighting	10
It's dark and don't feel safe	3
Too dark and no proper lighting on the streets	3
I just don't feel safe in some areas at night	2
More streetlights	2
No lighting around the parks	2
Bad street lighting off main roads	1
Dangerous to hang out at night	1
Darebin Parkland not well lit	1
It's a bit dodgy at night	1
Keon Park railway station not safe at night	1
Not safe for children to walk in the dark or take transportation	1
On the entertainment areas around the upper end of High St, there isn't enough lighting	1
Plaza is dodgy not enough lighting	1
Poor street lighting around train stations	1
The lack of street lighting	1
There is less lighting and the dangerous footpaths	1
There are no lighting big nature strips trees are covering streetlights	1
<b>Total</b>	<b>34</b>

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*Crime and policing*

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Not enough patrolling	6
Lack of security cameras, need more	4
No security	3
No police	1
Not at train stations - police are not always on the train line and at night its very scary	1
Not monitored properly	1
Responsiveness of police	1
<b>Total</b>	<b>17</b>

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*Drugs and alcohol*

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Drug users / junkies	4
A lot of drunk people around the street shouting and feeling unsafe to walk around	1
Alcohol consumption on Edwardes St, Lake	1
A lot of alcohol and drug affected people nearby schools	1
Drug dealings	1
Drug dealings happening in department housing and near Penders Park	1
Lot of drunken people	1
Rowdy parties, alcohol and drug consumption, sexual activities happening in Batman Park at night	1
There are more bottle shops. That attracts drunk crowds	1
There are very dark laneways full of potholes. Drunk people are there. So don't feel safe there anymore	1
Trams feel unsafe. In trams, homeless and druggie people are there. Have heard racial slurs. Same near train station	1
<b>Total</b>	<b>14</b>

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*Issues with people - gangs, youths, "louts" etc*

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Shady people lurking around	3
Homeless people coming on to people around Woolworths, near Preston market	1
Criminal people roaming around	1
I don't feel safe due to people in general in the local area	1
It's the social economic group	1
People that go around at night	1
Shady people around Regent St and High St	1
Shady people near Merri Creek	1
Strangers	1
Too many beggars	1
Too many homeless people around all Nations Park	1
<b>Total</b>	<b>13</b>



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*Incidents / experiences*

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Robberies in the area	2
Harassment of people	1
Break-ins	1
Murders and crimes around the Polaris area	1
Neighbours giving life threatening and have emailed before	1
Quiet areas are unsafe. Got robbed 3 times	1
Robberies and burglaries on Miranda Rd	1
The Mayor Park has less lightning and noted a lot of sexual assaults. There are less police patrolling in the area	1
The number of recent attacks	1
Criminal activities nearby Plenty Rd	1
<b>Total</b>	<b>11</b>

---

*Being female*

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Because I am female	3
There have been few occurrences and incidents in last few years, not for safe women	1
Because I am female and there has been lot of incidents against women	1
<b>Total</b>	<b>5</b>

---

*General perception of safety*

---

I don't feel safe in the local area in general	1
It's a dangerous time	1
Walking makes me feel unsafe	1
<b>Total</b>	<b>3</b>

---

*Other*

---

There is a long distance to public transport so that's why its unsafe	1
<b>Total</b>	<b>1</b>
<b>Total</b>	<b>98</b>

## Getting around in the local area

Respondents were asked:

*“On a scale of zero (strongly disagree) to ten (strongly agree), please rate your agreement with the following statements regarding getting around in your local area?”*

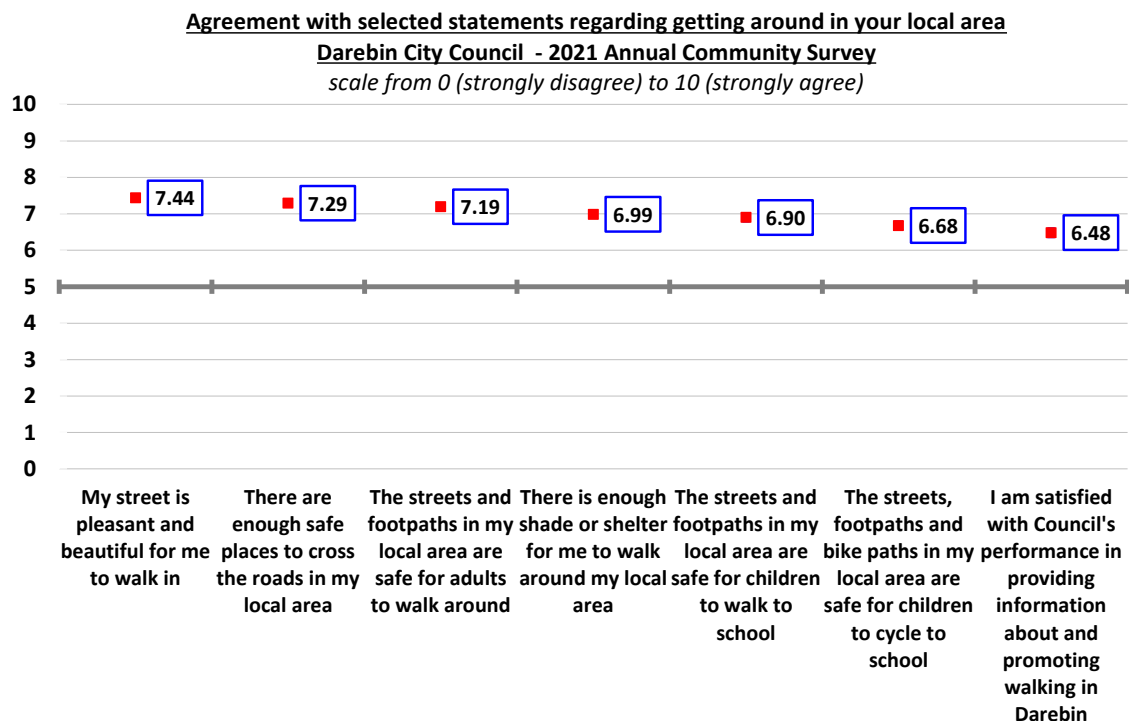
This set of questions focused on getting around in the local area were included in the survey program for the first time this year.

Respondents were asked to rate their agreement with seven statements about getting around in the local area, on a scale from zero (strongly disagree) to 10 (strongly agree).

On average, respondents strongly agreed with five of the seven statements, and moderately agreed with two (safe for children to cycle to school and satisfied with Council providing information on and promoting walking in Darebin).

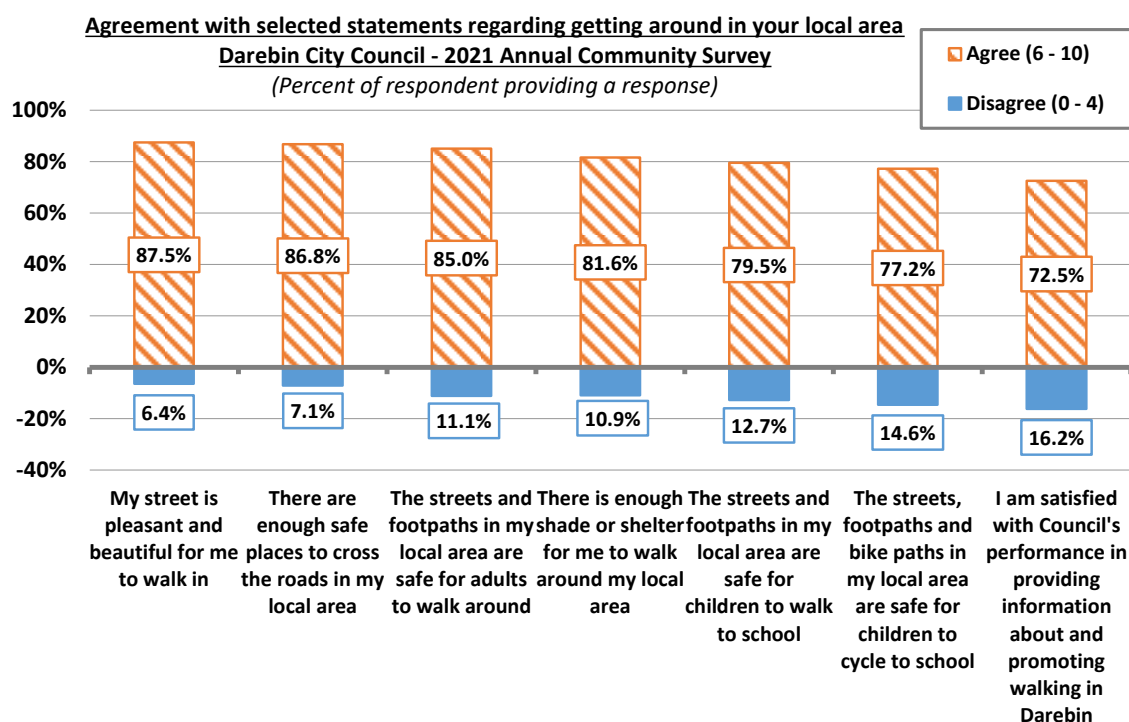
It is noted that agreement that “my street is pleasant and beautiful for me to walk in” was measurably higher than agreement with all but one of the other six statements.

It is also noted that agreement that “I am satisfied with Council’s performance in providing information about and promoting walking in Darebin” was measurably lower than agreement with all but one of the other six statements.



Consistent with the moderate to strong levels of average agreement with these seven statements, it is noted that approximately three-quarters or more of respondents who provided a response to this set of questions “agreed” with each statement (i.e., rated agreement at six or more).

Attention is drawn to the fact that 14.6% of respondents disagreed (i.e., rated agreement at less than five) that “the streets footpaths and bike paths in my local area are safe for children to cycle to school”, and that 16.2% disagreed that “I am satisfied with Council’s performance in providing information about and promoting walking in Darebin”.

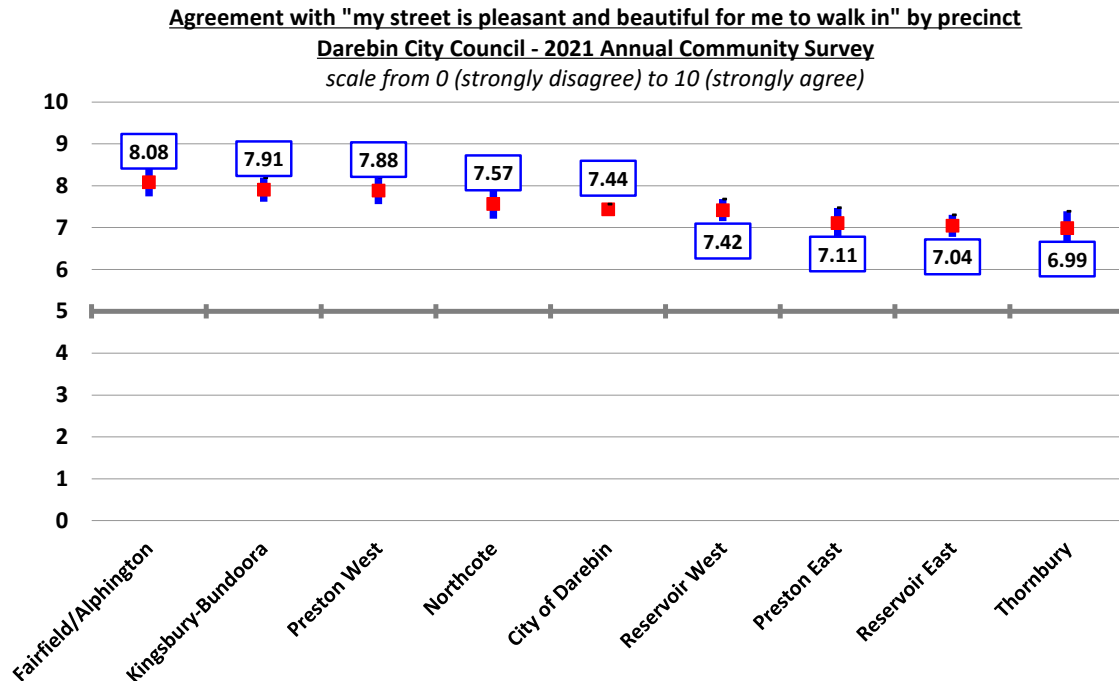


**Agreement with selected statements regarding getting around in your local area**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

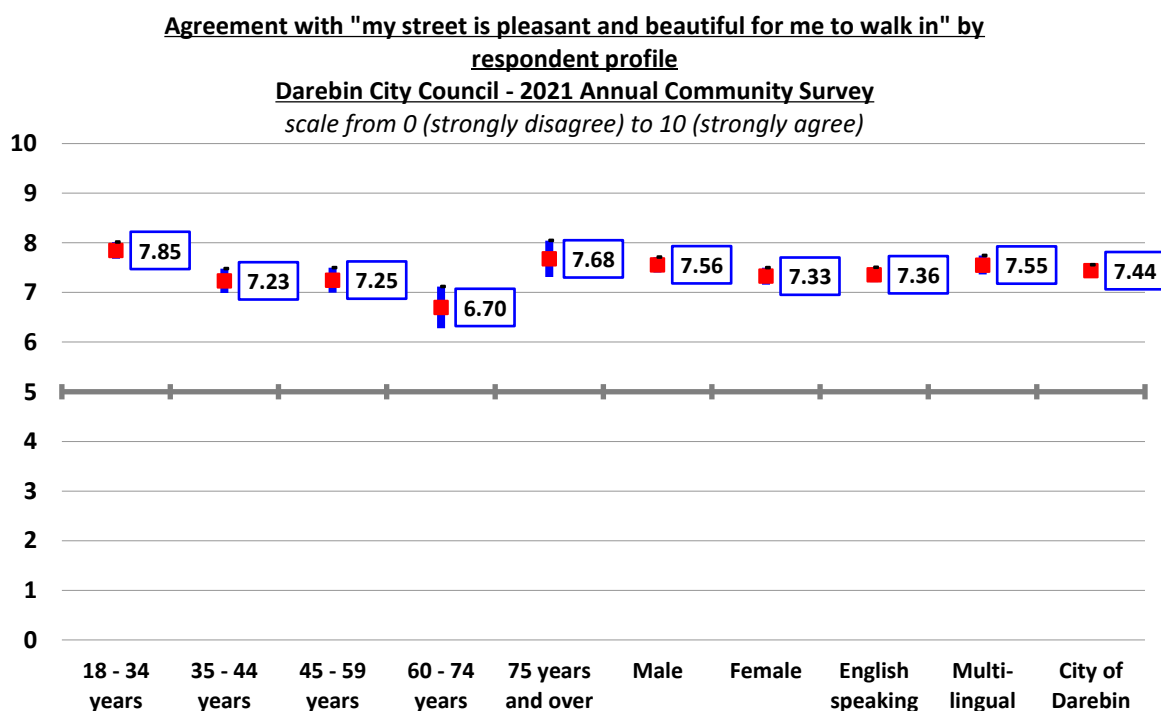
Response	Disagree (0 - 4)	Neutral (5)	Agree (6 - 10)	Can't say
My street is pleasant and beautiful for me to walk in	6.4%	6.1%	87.5%	63
There are enough safe places to cross the roads in my local area	7.1%	6.1%	86.8%	68
The streets and footpaths in my local area are safe for adults to walk around	11.1%	3.9%	85.0%	66
There is enough shade or shelter for me to walk around my local area	10.9%	7.4%	81.6%	86
The streets and footpaths in my local area are safe for children to walk to school	12.7%	7.8%	79.5%	126
The streets, footpaths and bike paths in my local area are safe for children to cycle to school	14.6%	8.2%	77.2%	158
I am satisfied with Council's performance in providing information about and promoting walking in Darebin	16.2%	11.3%	72.5%	171

## My street is pleasant and beautiful for me to walk in

There was measurable variation in average agreement that “my street is pleasant and beautiful for me to walk in” observed across the municipality, with respondents from Fairfield/Alphington, Kingsbury/Bundoora, and Preston West measurably more in agreement than the municipal average, and respondents from Thornbury less.

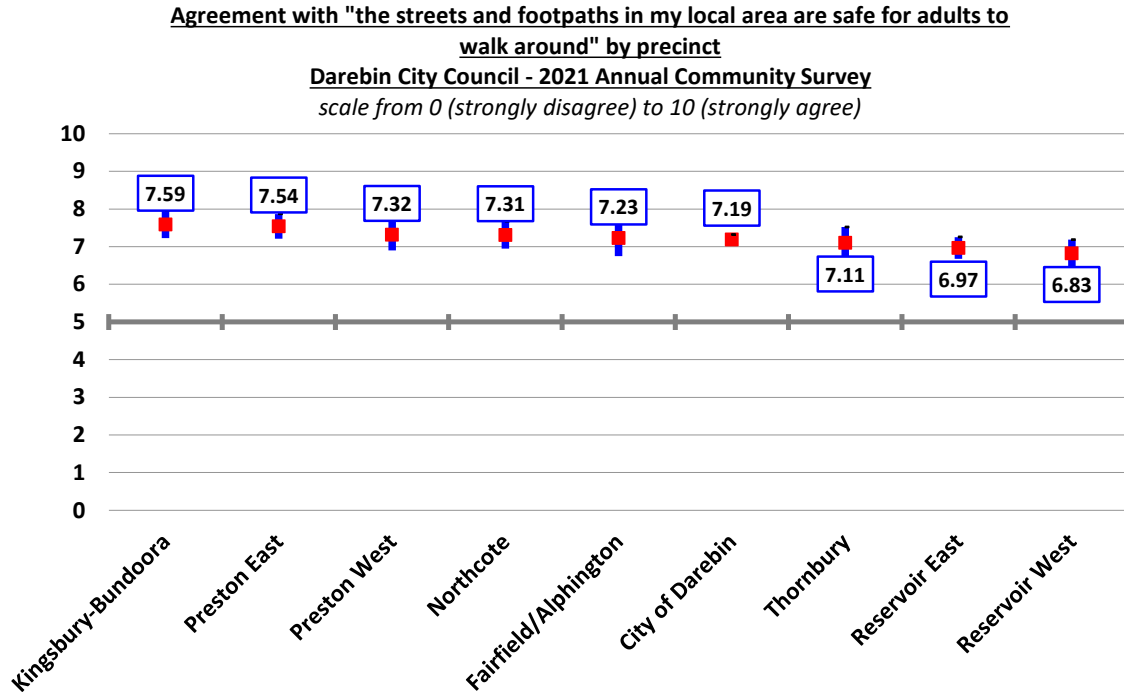


There was also some measurable variation in average agreement with this statement observed by respondent profile, with young adults (aged 18 to 34 years) measurably more in agreement, and middle-aged adults (aged 45 to 59 years) measurably less.

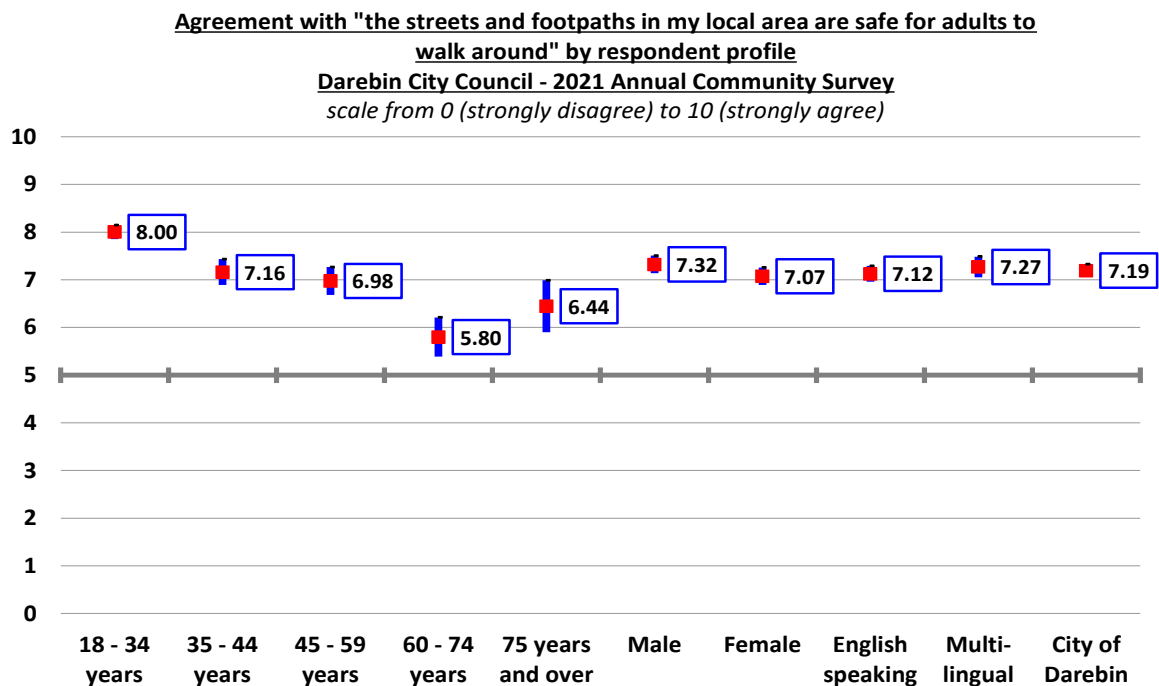


## The streets and footpaths in my local area are safe for adults to walk around

There was no statistically significant variation in average agreement that “the streets and footpaths in my local area are safe for adults to walk around” observed across the municipality, although respondents from Reservoir East and West were somewhat, but not measurably less in agreement than the municipal average.

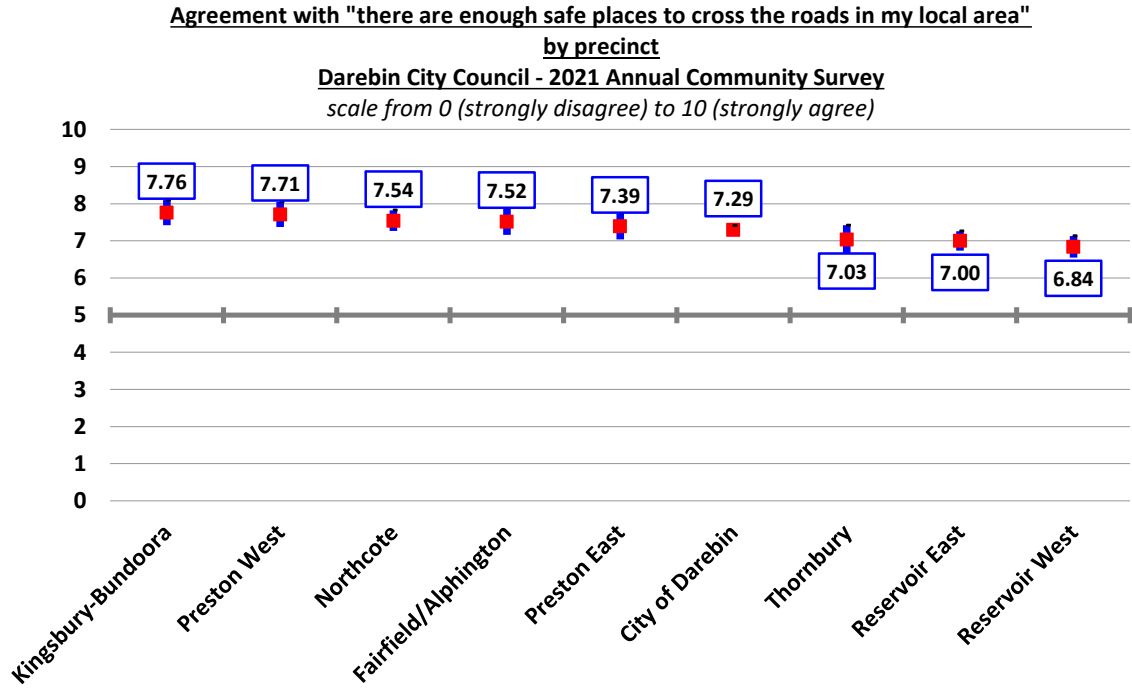


There was, however, measurable variation observed by respondent profile, with young adults measurably more in agreement, and older adults and senior citizens measurably less.

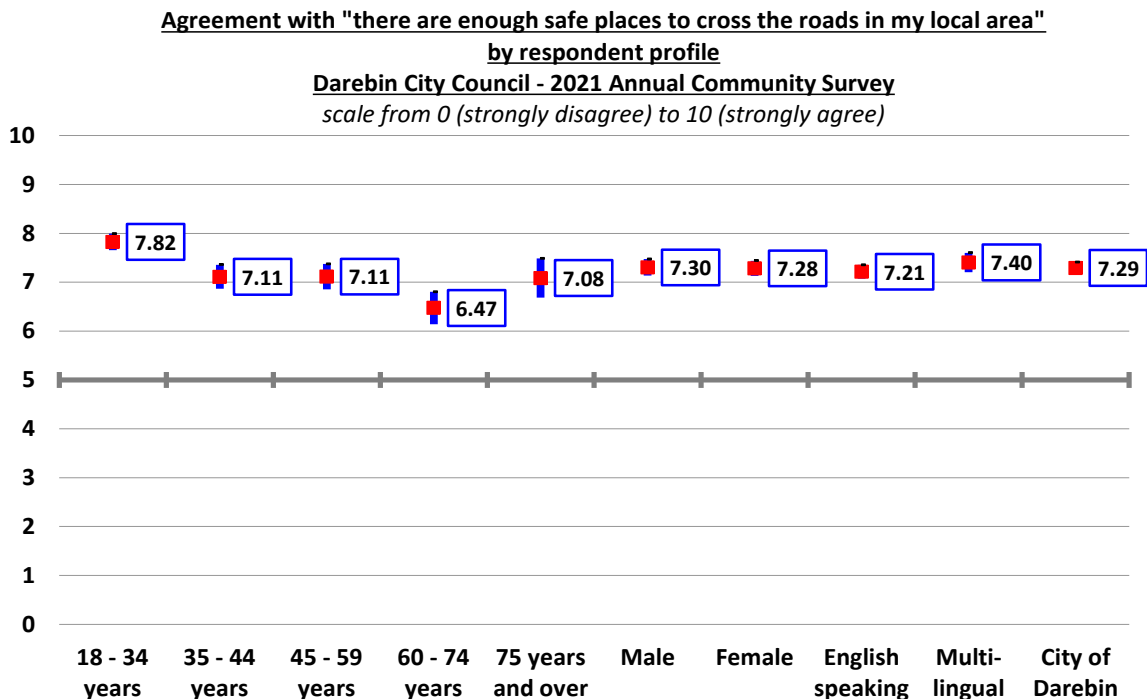


## There are enough safe places to cross the roads in my local area

There was measurable variation in average agreement that “there are enough safe places to cross the roads in my local area” observed across the municipality, with respondents from Kingsbury/Bundoora measurably more in agreement and respondents from Reservoir West measurably less.

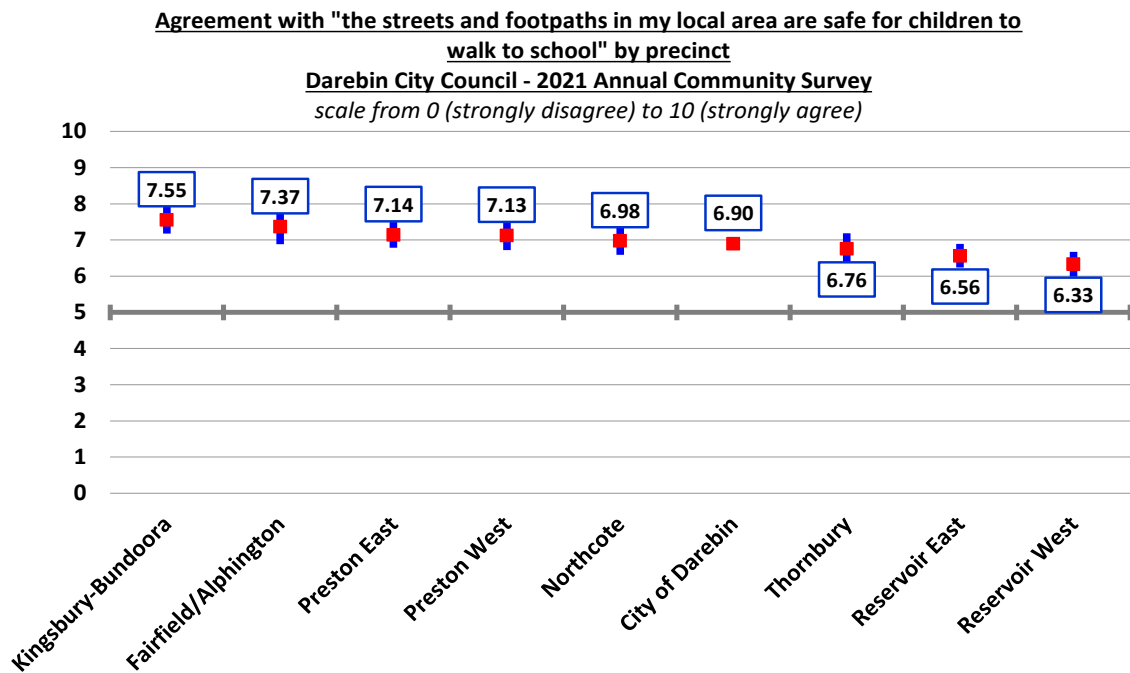


There was measurable variation observed by respondent profile, with young adults measurably more in agreement, and older adults measurably less.

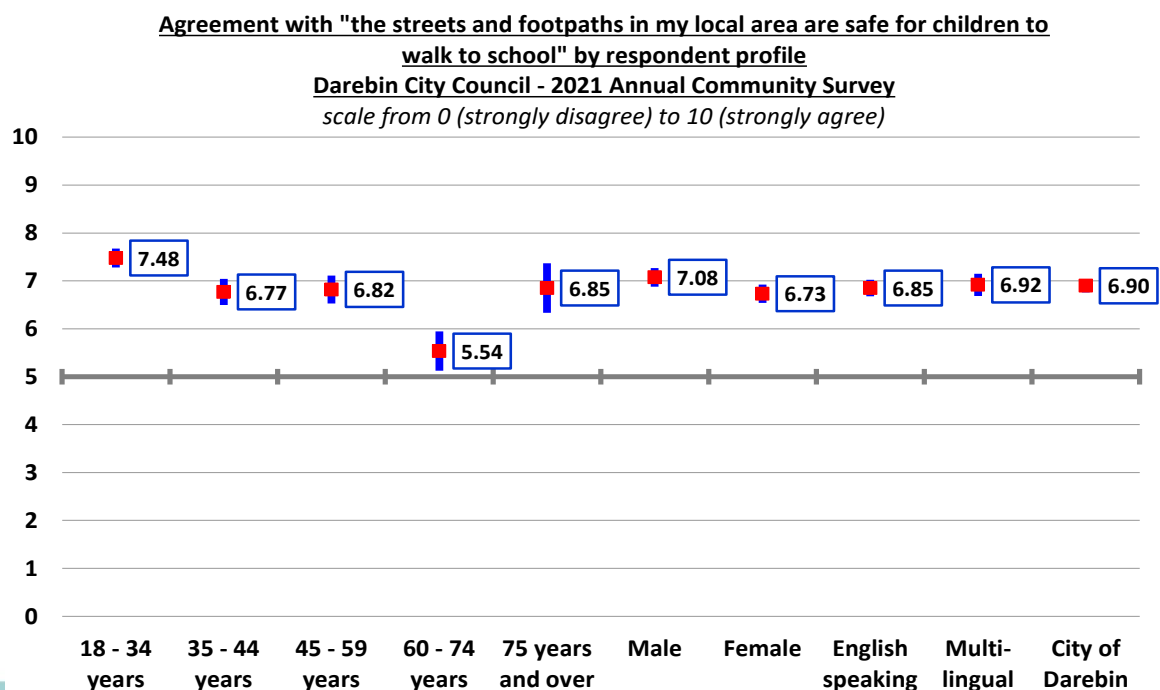


## The streets and footpaths in my local area are safe for children to walk to school

There was measurable variation in average agreement that “the streets and footpaths in my local area are safe for children to walk to school” observed across the municipality, with respondents from Kingsbury/Bundoora measurably more in agreement and respondents from Reservoir West measurably less.

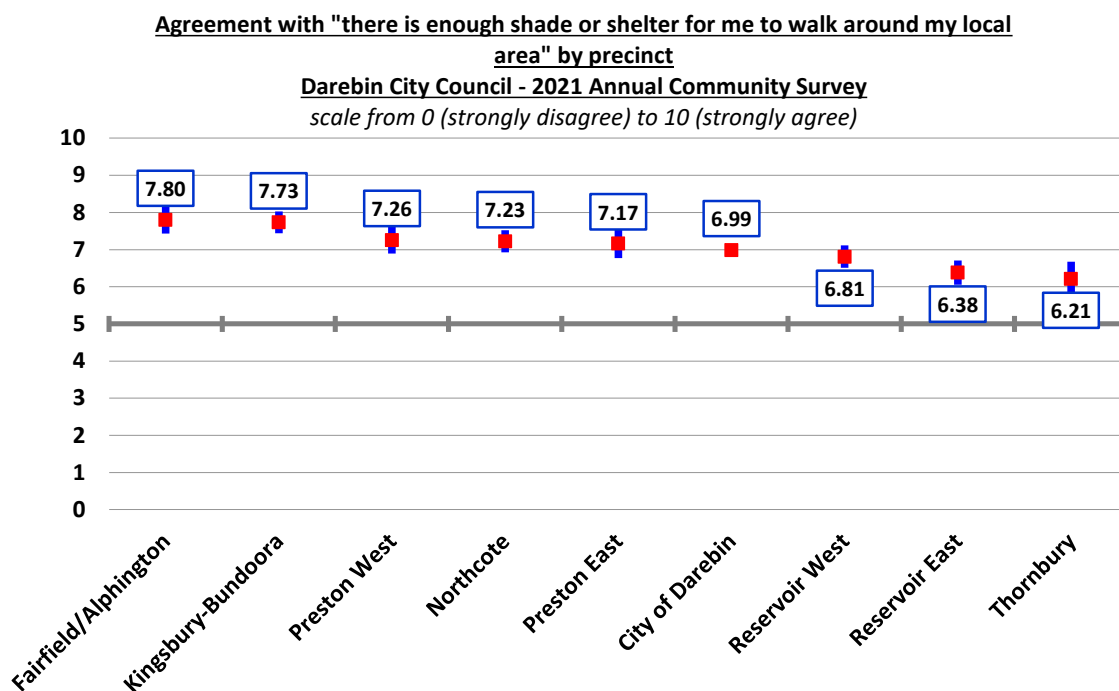


There was measurable variation observed by respondent profile, with young adults measurably more in agreement, and older adults measurably less. Female respondents were measurably less in agreement with this statement than male respondents.

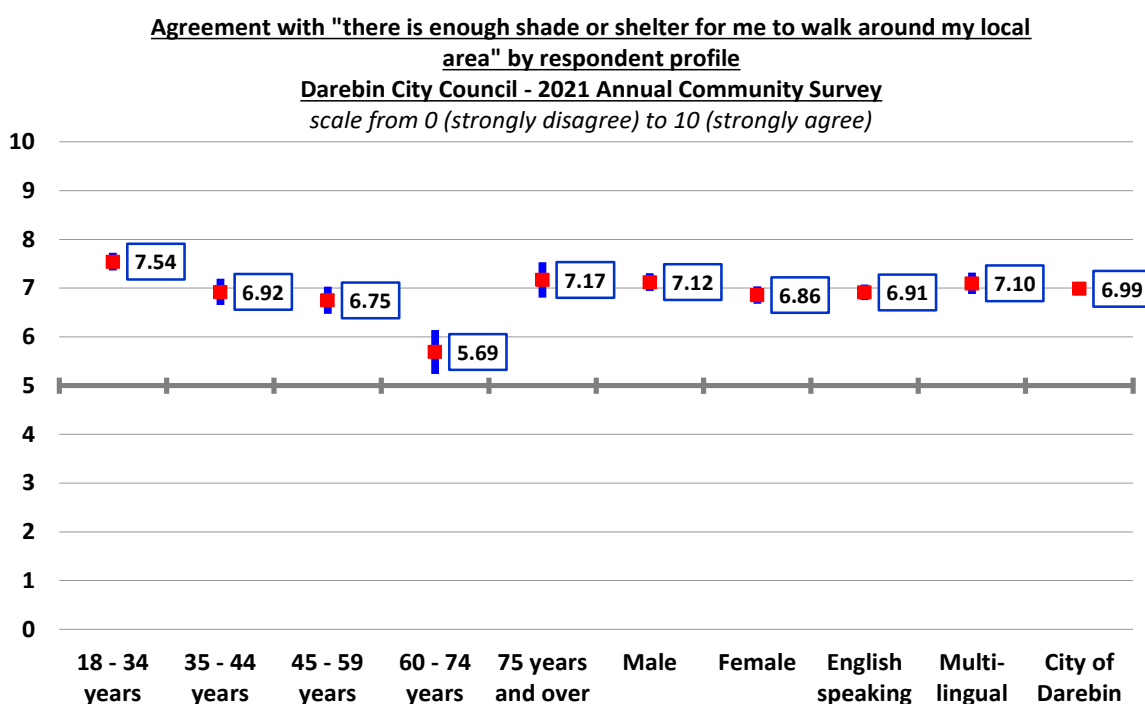


## ***There is enough shade or shelter for me to walk around my local area***

There was measurable variation in average agreement that “there is enough shade or shelter for me to walk around my local area” observed across the municipality, with respondents from Fairfield/Alphington and Kingsbury/Bundoora measurably more in agreement and respondents from Reservoir East and Thornbury measurably less.



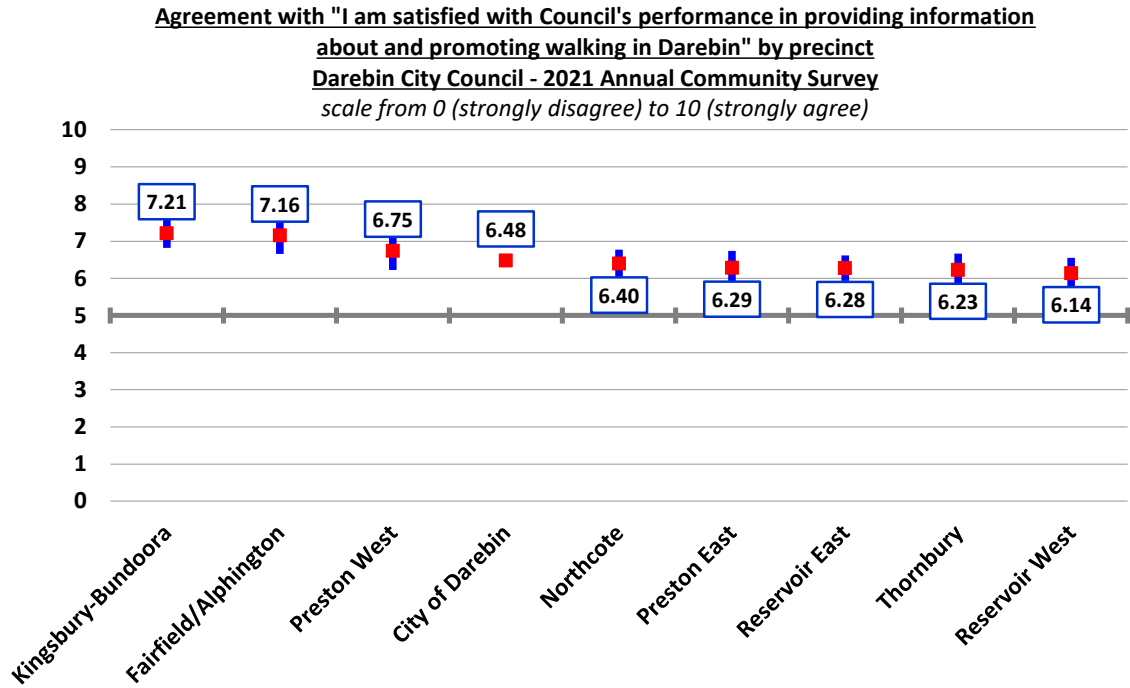
There was measurable variation observed by respondent profile, with young adults measurably more in agreement, and older adults measurably less. Female respondents were notably less in agreement with this statement than male respondents.



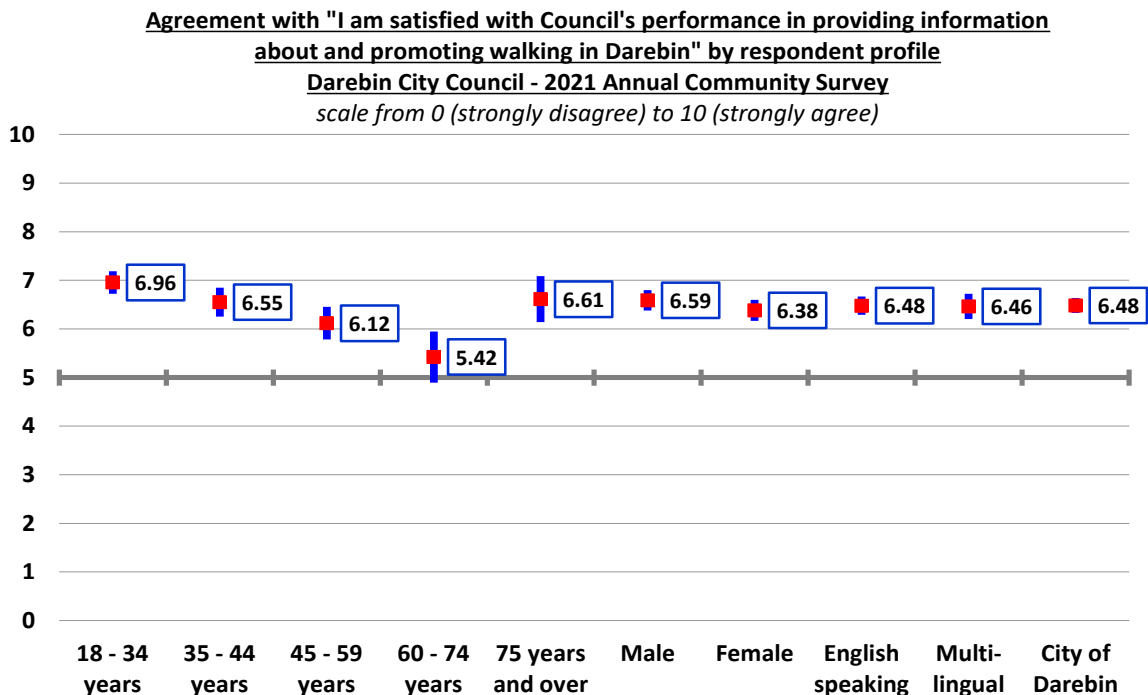


## ***I am satisfied with Council's performance in providing information about and promoting walking in Darebin***

There was measurable variation in average agreement that "I am satisfied with Council's performance in providing information about and promoting walking in Darebin" observed, with respondents from Kingsbury/Bundoora and Fairfield/Alphington measurably more in agreement.

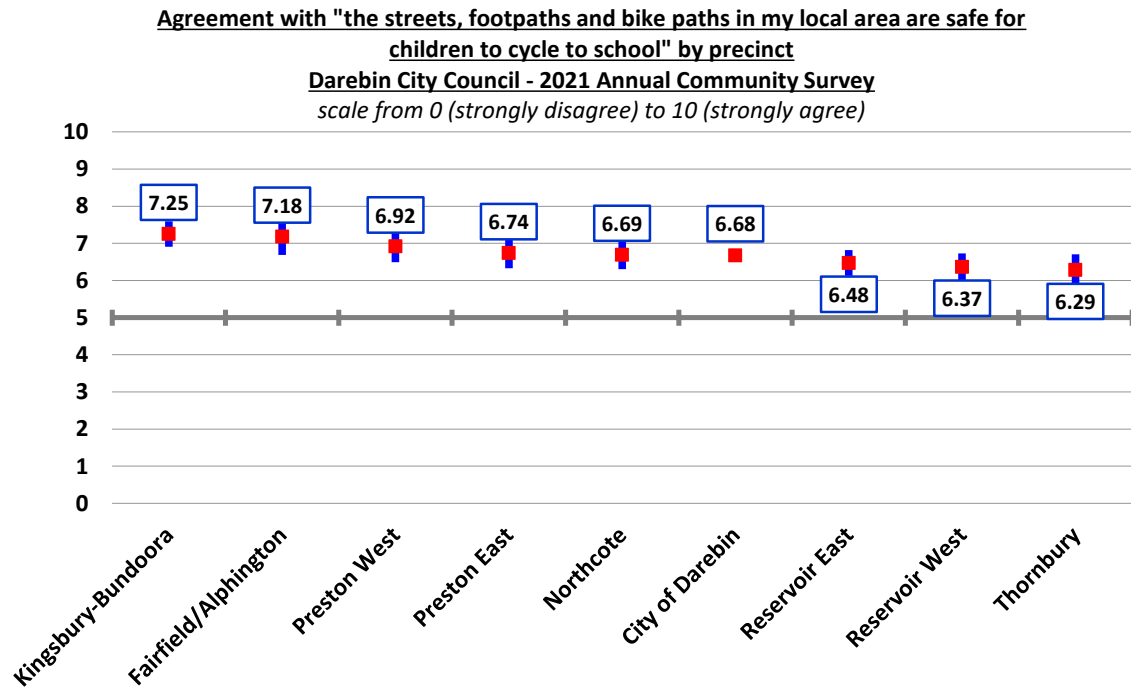


There was measurable variation observed by respondent profile, with young adults measurably more in agreement, and older adults measurably less.

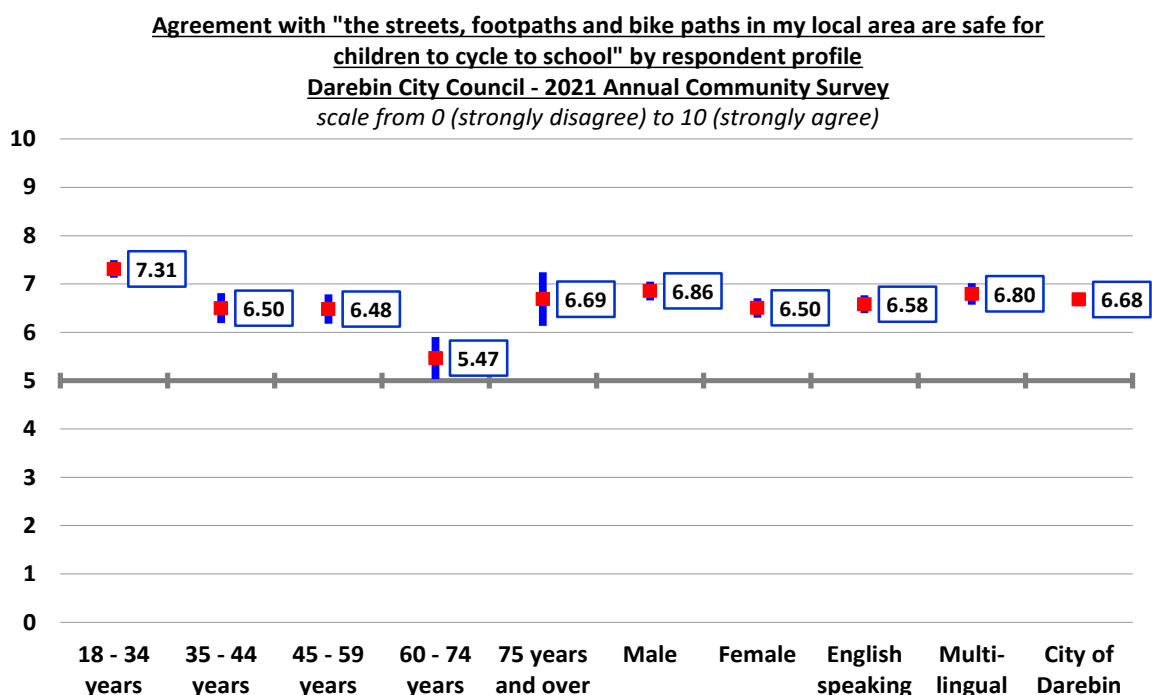


## ***The streets, footpaths and bike paths in my local area are safe for children to cycle to school***

There was measurable variation in average agreement that “the streets, footpaths and bike paths in my local area are safe for children to cycle to school” observed, with respondents from Kingsbury/Bundoora measurably more in agreement.



There was measurable variation observed by respondent profile, with young adults measurably more in agreement, and older adults measurably less. Female respondents were measurably less in agreement with this statement than male respondents.



## 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 less than half (47.2%) 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 2019 and the 54.7% in 2020.

The decline over the last two years is likely due, at least in part, to the change in methodology from face-to-face interaction to telephone survey in 2020 due to COVID-19. 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 a continued 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”, “parks, gardens, and open spaces”, and “traffic management”.

The following variations of note were observed:

- **Notable increase in 2020** – there were no issues to report a notable increase this year.
- **Notable decrease in 2020** – there was a notable decrease this year in the proportion of respondents raising traffic management (5.8% down from 8.2%), parking (3.9% down from 7.6%), and “safety, policing, and crime” (3.4% down from 6.3%).

Attention is drawn to the fact that just 2 respondents, representing just 0.2% (down from 1.9%) of the total sample, raised issues around COVID-19 in 2021.



When compared to the metropolitan Melbourne results from the 2021 *Governing Melbourne* research, which was conducted independently by Metropolis Research in January 2021, the following variations of note were observed:

- ***Notably more prominent in Darebin*** – includes building, housing, planning, and development (9.6% compared to 4.1%).
- ***Notably less prominent in Darebin*** – includes parks, gardens, and open spaces (5.9% compared to 9.2%), traffic management (5.8% compared to 13.4%), parking (3.9% compared to 7.2%), and road maintenance and repairs (2.6% compared to 7.0%).

As discussed in more detail in the [Issues and overall satisfaction](#) section of this report, the issues that appear to be negatively associated with satisfaction with Council's overall performance include bicycles and bike tracks, traffic management, street cleaning, parks, gardens, and open spaces, street lighting, footpaths, building, housing, planning, and development, communication, roads, and parking.


In other words, for the respondents who raise these issues, they appear to exert a negative influence on their satisfaction with Council's overall performance.



**Top issues for Council to address at the moment**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and percent of total respondents)*

Issue	2021		2020	2018 - 2019	2017 - 2018	2021 Metro.*
	Number	Percent				
Building, housing, planning and development	96	9.6%	10.0%	10.5%	15.4%	4.1%
Parks, gardens, open spaces	59	5.9%	4.5%	5.7%	8.7%	9.2%
Traffic management	58	5.8%	8.2%	22.5%	26.6%	13.4%
Street lighting	40	4.0%	5.1%	4.7%	5.1%	4.8%
Street trees	40	4.0%	3.3%	4.6%	4.9%	2.5%
Footpath maintenance and repairs	39	3.9%	3.5%	6.1%	6.1%	5.7%
Parking	39	3.9%	7.6%	14.1%	11.4%	7.2%
Consultation, commun. and prov. of information	35	3.5%	4.6%	2.4%	2.6%	3.0%
Safety, policing and crime	34	3.4%	6.3%	6.6%	7.0%	3.3%
Roads maintenance and repairs	26	2.6%	4.5%	4.9%	7.4%	7.0%
Street cleaning and maintenance	24	2.4%	1.4%	3.2%	1.8%	2.1%
Bicycles and bike tracks	23	2.3%	3.5%	2.5%	2.1%	3.7%
Hard rubbish collection	19	1.9%	0.9%	0.9%	0.7%	2.7%
Rates / fees	19	1.9%	1.5%	2.1%	0.0%	2.5%
Graffiti / vandalism	18	1.8%	1.9%	0.5%	2.3%	1.9%
Environment, conservation and climate change	16	1.6%	2.7%	6.0%	4.4%	2.4%
Cleanliness and maintenance of area	15	1.5%	2.1%	2.3%	2.5%	2.9%
Council financial management / governance	15	1.5%	1.6%	1.9%	0.2%	0.3%
Services and facilities for the elderly	15	1.5%	0.8%	1.0%	1.5%	1.0%
Recycling collection	14	1.4%	0.4%	2.4%	1.2%	1.3%
Rubbish and waste including garbage collection	14	1.4%	0.9%	2.9%	5.3%	3.3%
Public housing / homeless issues	13	1.3%	2.7%	1.6%	1.4%	0.3%
Quality and provision of local shops	11	1.1%	0.4%	0.1%	0.5%	0.0%
Animal management	10	1.0%	0.2%	0.4%	0.3%	0.0%
Housing affordability	9	0.9%	0.4%	0.1%	1.8%	0.4%
Preston market	8	0.8%	2.7%	1.1%	1.4%	n.a.
Public transport	8	0.8%	1.5%	2.2%	6.0%	0.6%
Dumped / illegal rubbish	7	0.7%	0.6%	0.4%	0.5%	n.a.
Multicultural issues / cultural diversity	7	0.7%	1.0%	0.9%	1.4%	1.9%
Drug and alcohol issues	4	0.4%	1.0%	0.4%	0.4%	0.6%
Drains maintenance and repairs	4	0.4%	0.8%	1.7%	2.5%	2.2%
Green waste collection	4	0.4%	0.7%	0.6%	0.3%	1.0%
Council customer service and responsiveness	3	0.3%	0.5%	0.3%	0.1%	1.0%
Promoting comm. atmosphere, arts and culture	3	0.3%	0.8%	0.4%	0.9%	2.2%
COVID-19 issues	2	0.2%	1.9%	n.a.	n.a.	n.a.
Nature strips	2	0.2%	0.5%	n.a.	n.a.	2.5%
All other issues (37 separately identified)	87	8.7%	7.8%	8.2%	11.2%	14.1%
<b>Total responses</b>	<b>840</b>		<b>984</b>	<b>1,302</b>	<b>1,541</b>	<b>699</b>
<i>Respondents providing at least one issue</i>	472 (47.2%)		549 (54.7%)	670 (66.9%)	751 (75.1%)	395 (62.9%)

(\* ) 2021 metropolitan Melbourne average from Governing Melbourne



Whilst there was no statistically significant variation in these results observed across the municipality, attention is drawn to the following variations of note:

- **Reservoir West** – respondents were somewhat more likely than average to nominate consultation, communication, and the provision of information.
- **Preston East** – respondents were somewhat more likely than average to nominate cleanliness and maintenance of the local area.
- **Preston West** – respondents were somewhat more likely than average to nominate street lighting, services and facilities for the elderly, and bicycles and bike tracks.
- **Northcote** – respondents were somewhat more likely than average to nominate building, housing, planning, and development, environment, conservation, and climate change, consultation, communication, and the provision of information, and bicycles and bike tracks.
- **Thornbury** – respondents were somewhat more likely than average to nominate building, housing, planning, and development and road maintenance and repairs.
- **Kingsbury/Bundoora** – respondents were somewhat more likely than average to nominate safety, policing, and crime.
- **Fairfield/Alphington** – respondents were notably more likely than average to nominate building, housing, planning, and development.




**Top issues for Council to address at the moment by precinct**

**Darebin City Council - 2021 Annual Community Survey**

(Percent of total respondents)

Reservoir East		Reservoir West	
Building, housing, planning, development	8.9%	Parks, gardens, open space	9.0%
Traffic management	8.4%	Consultation, commun., provision of info.	7.2%
Footpath maintenance and repairs	6.3%	Building, housing, planning, development	6.0%
Street trees	6.3%	Footpath maintenance and repairs	5.4%
Parks, gardens, open space	4.2%	Safety, policing and crime	5.4%
Recycling collection	3.7%	Traffic management	4.2%
Roads maintenance and repairs	3.1%	Parking	2.4%
Hard rubbish collection	2.6%	Street lighting	2.4%
Street lighting	2.6%	Rubbish and waste incl. garbage collection	2.4%
All other issues	36.6%	All other issues	20.4%
Preston East		Preston West	
Parks, gardens, open space	6.7%	Building, housing, planning, development	9.2%
Building, housing, planning, development	6.7%	Street lighting	9.2%
Street lighting	5.9%	Parks, gardens, open space	8.3%
Street trees	5.9%	Services and facilities for the elderly	5.5%
Parking	5.0%	Parking	5.5%
Cleanliness and maintenance of areas	5.0%	Safety, policing and crime	5.5%
Street cleaning and maintenance	4.2%	Traffic management	5.5%
Traffic management	4.2%	Bicycles and bike tracks	4.6%
Consultation, commun., provision of info.	3.4%	Roads maintenance and repairs	3.7%
All other issues	27.7%	All other issues	45.0%
Northcote		Thornbury	
Building, housing, planning, development	14.8%	Building, housing, planning, development	12.2%
Parks, gardens, open space	8.1%	Traffic management	7.1%
Environment, conservation, climate change	7.4%	Parks, gardens, open space	6.1%
Consultation, commun., provision of info.	6.7%	Parking	5.1%
Traffic management	6.7%	Roads maintenance and repairs	5.1%
Bicycles and bike tracks	5.4%	Street trees	4.1%
Parking	4.7%	Rates / fees	3.1%
Public housing / homeless issues	4.7%	Council financial management / governance	3.1%
Footpath maintenance and repairs	4.0%	Street cleaning and maintenance	3.1%
All other issues	61.7%	All other issues	39.8%
Kingsbury-Bundoora		Fairfield/Alphington	
Street lighting	6.3%	Building, housing, planning, development	22.2%
Safety, policing and crime	6.3%	Parking	8.3%
Street trees	6.3%	Traffic management	8.3%
Parking	3.1%	Street cleaning and maintenance	6.9%
Building, housing, planning, development	2.1%	Footpath maintenance and repairs	5.6%
Animal management	2.1%	Rates / fees	4.2%
Parks, gardens, open space	1.0%	Hard rubbish collection	4.2%
Public transport	1.0%	Safety, policing and crime	4.2%
Footpath maintenance and repairs	1.0%	Noise	2.8%
All other issues	5.2%	All other issues	29.2%



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

- **Adults (aged 35 to 44 years)** – respondents were somewhat more likely than average to nominate bicycles and bike tracks.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were somewhat more likely than average to nominate building, housing, planning, and development, and parking related issues.
- **Older adults (aged 60 to 74 years)** – respondents were somewhat more likely than average to nominate building, housing, planning, and development, parking, graffiti / vandalism, and Council financial management and governance related issues.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to nominate building, housing, planning, and development, footpath maintenance and repairs, services and facilities for the elderly, street trees, and rates and fees related issues.
- **Gender** – there was no meaningful variation observed between male and female respondents.
- **English speaking household** – respondents were somewhat more likely than respondents from multi-lingual households to nominate building, housing, planning, and development related issues.
- **Multi-lingual household** – respondents were somewhat more likely than respondents from English speaking households to nominate parks, garden, and open space related issues.
- **Household disability status** – there was no meaningful variation observed between respondents from households with a member with a disability and other respondents.





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

**Darebin City Council - 2021 Annual Community Survey**

*(Percent of total respondents)*

18 - 34 years		35 - 44 years	
Parks, gardens, open space	6.9%	Building, housing, planning, development	9.4%
Street lighting	6.4%	Parks, gardens, open space	7.8%
Building, housing, planning, development	5.0%	Traffic management	4.7%
Traffic management	5.0%	Parking	4.7%
Safety, policing and crime	4.4%	Bicycles and bike tracks	4.2%
Street trees	3.9%	Street cleaning and maintenance	3.6%
Consultation, commun., provision of info.	3.1%	Footpath maintenance and repairs	3.1%
Hard rubbish collection	2.5%	Street lighting	3.1%
Cleanliness and maintenance of areas	1.9%	Street trees	3.1%
All other issues	21.9%	All other issues	42.2%

45 - 59 years		60 - 74 years	
Building, housing, planning, development	12.6%	Building, housing, planning, development	15.5%
Traffic management	7.6%	Parking	10.1%
Parking	7.6%	Footpath maintenance and repairs	6.2%
Parks, gardens, open space	5.4%	Traffic management	6.2%
Footpath maintenance and repairs	4.9%	Parks, gardens, open space	5.4%
Roads maintenance and repairs	4.0%	Graffiti / vandalism	5.4%
Street lighting	4.0%	Safety, policing and crime	4.7%
Street trees	4.0%	Consultation, commun., provision of info.	3.9%
Bicycles and bike tracks	4.0%	Council financial management, politics,	3.9%
All other issues	50.7%	All other issues	42.6%

75 years and over		City of Darebin	
Building, housing, planning, development	12.5%	Building, housing, planning, development	9.6%
Footpath maintenance and repairs	10.4%	Parks, gardens, open spaces	5.9%
Services and facilities for the elderly	7.3%	Traffic management	5.8%
Street trees	7.3%	Street lighting	4.0%
Consultation, commun., provision of info.	5.2%	Street trees	4.0%
Roads maintenance and repairs	5.2%	Footpath maintenance and repairs	3.9%
Traffic management	5.2%	Parking	3.9%
Rates / fees	5.2%	Consultation, commun., provision of info.	3.5%
Hard rubbish collection	2.1%	Safety, policing and crime	3.4%
All other issues		All other issues	40.0%

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

**Darebin City Council - 2021 Annual Community Survey**

*(Percent of total respondents)*

Male		Female	
Building, housing, planning, development	10.3%	Building, housing, planning, development	9.0%
Traffic management	6.5%	Parks, gardens, open space	5.9%
Parks, gardens, open space	5.7%	Traffic management	5.2%
Footpath maintenance and repairs	4.8%	Parking	4.6%
Street trees	4.4%	Street lighting	4.6%
Safety, policing and crime	3.8%	Street trees	3.6%
Consultation, commun., provision of info.	3.4%	Consultation, commun., provision of info.	3.4%
Street lighting	3.4%	Footpath maintenance and repairs	3.1%
Parking	2.9%	Safety, policing and crime	2.9%
All other issues	40.5%	All other issues	38.5%

English speaking		Multi-lingual	
Building, housing, planning, development	10.8%	Parks, gardens, open space	7.8%
Traffic management	4.9%	Building, housing, planning, development	7.8%
Parks, gardens, open space	4.7%	Traffic management	6.8%
Footpath maintenance and repairs	4.6%	Consultation, commun., provision of info.	6.3%
Parking	3.6%	Street trees	6.3%
Safety, policing and crime	2.9%	Street lighting	6.0%
Street cleaning and maintenance	2.9%	Parking	4.4%
Street trees	2.7%	Safety, policing and crime	4.4%
Bicycles and bike tracks	2.7%	Roads maintenance and repairs	3.1%
All other issues	40.4%	All other issues	38.1%

Household members with a disability		Household members without a disability	
Traffic management	8.9%	Building, housing, planning, development	10.2%
Consultation, commun., provision of info.	8.1%	Parks, gardens, open space	6.6%
Building, housing, planning, development	6.7%	Traffic management	5.4%
Footpath maintenance and repairs	5.9%	Street trees	4.3%
Safety, policing and crime	5.9%	Street lighting	4.2%
Services and facilities for the elderly	4.4%	Parking	4.0%
Environment, conservation, climate change	3.7%	Footpath maintenance and repairs	3.7%
Parking	3.7%	Safety, policing and crime	3.0%
Street cleaning and maintenance	3.7%	Consultation, commun., provision of info.	2.9%
All other issues	43.0%	All other issues	38.5%

## 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 - 2021 Annual Community Survey**  
(Number and percent of respondents providing a response)

Age group	2021 (unweighted)		2021	2020	2018-19	2017-18	2016-17
	Number	Percent	(weighted)				
18 - 19 years	11	1.1%	2.7%	2.7%	3.1%	2.8%	2.0%
20 - 34 years	146	14.6%	33.3%	33.3%	27.7%	29.1%	25.5%
35 - 44 years	275	27.5%	19.2%	19.2%	22.1%	21.6%	25.2%
45 - 59 years	450	45.0%	22.3%	22.4%	26.1%	24.7%	26.1%
60 - 74 years	79	7.9%	12.9%	12.9%	15.3%	15.9%	14.9%
75 years and over	39	3.9%	9.6%	9.6%	5.8%	5.8%	6.2%
Not stated	0		0	0	12	2	1
<b>Total</b>	<b>1,000</b>	<b>100%</b>	<b>1,000</b>	<b>1,003</b>	<b>1,002</b>	<b>1,000</b>	<b>1,000</b>

### Gender

The sample was weighted by age and gender to reflect the 2016 Census results.

**Gender**  
**Darebin City Council - 2021 Annual Community Survey**  
(Number and percent of respondents providing a response)

Gender	2021		2020	2018-19	2017-18	2016-17	2015-16
	Number	Percent					
Male	476	47.6%	47.7%	50.8%	45.1%	46.1%	48.1%
Female	524	52.4%	52.3%	49.1%	54.5%	53.5%	51.8%
Other	0	0.0%	0.0%	0.1%	0.4%	0.4%	0.1%
Not stated	0		0	17	16	2	7
<b>Total</b>	<b>1,000</b>	<b>100%</b>	<b>1,003</b>	<b>1,002</b>	<b>1,000</b>	<b>1,000</b>	<b>1000</b>

## Aboriginal or Torres Strait Islander

Consistent with previous years, approximately one percent of the sample identified as Aboriginal and / or Torres Strait Islander.

**Identify as Aboriginal or Torres Strait Islander**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Response	2021		2020	2018-19	2017-18	2016-17	2015-16
	Number	Percent					
Yes - Aboriginal	6	0.6%	0.9%				
Yes - Torres Strait Islander	0	0.0%	0.0%	0.6%	1.4%	1.3%	1.1%
Yes - Aboriginal and Torres Strait Islander	2	0.2%	0.1%				
No	964	99.2%	99.0%	99.4%	98.6%	98.7%	98.9%
I prefer not to say	28		20	21	16	13	8
<b>Total</b>	<b>1,000</b>	<b>100%</b>	<b>1,003</b>	<b>1,002</b>	<b>1,000</b>	<b>1,000</b>	<b>1,000</b>

## Sexuality

Consistent with the results recorded in 2020, approximately five percent of respondents identified as LGBTIQ.

**Sexuality**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Response	2021		2020
	Number	Percent	
Heterosexual	818	94.1%	96.9%
Bisexual	21	2.4%	1.1%
Gay	15	1.7%	1.1%
Lesbian	7	0.8%	0.7%
Queer	5	0.6%	0.2%
Pansexual	2	0.2%	n.a.
Asexual	1	0.1%	n.a.
I prefer not to say	131		108
<b>Total</b>	<b>1,000</b>	<b>100%</b>	<b>1,003</b>



## Disability

Consistent with previous years, a little more than 10% of respondents were from households with a member identifying as having a disability.

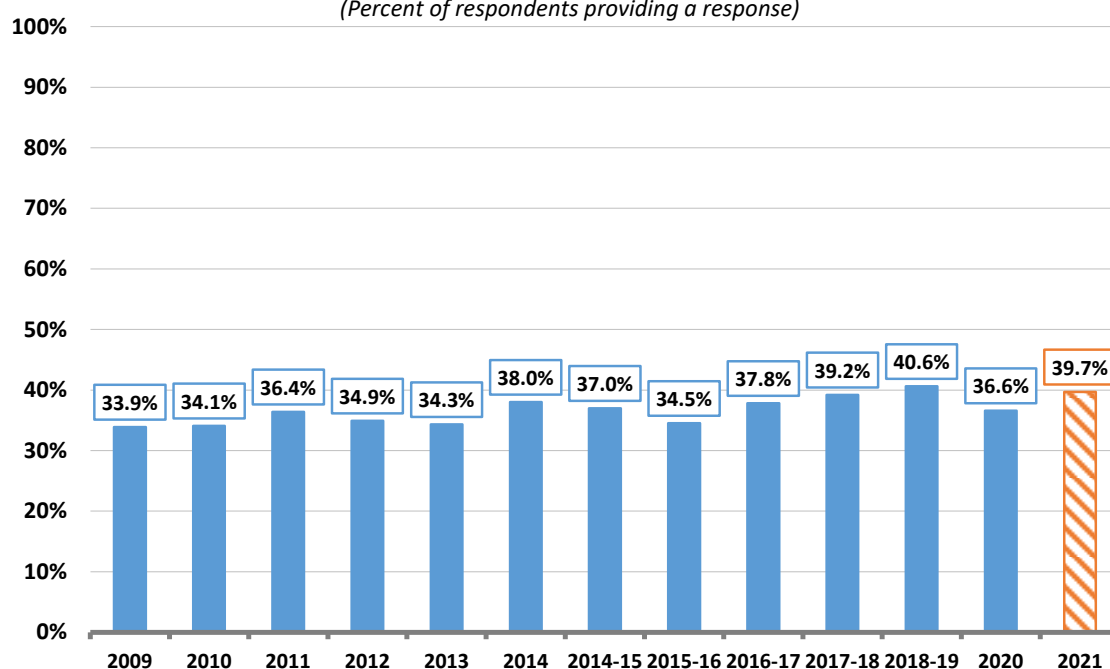
**Household members identified as having a disability**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Disability	2021		2020	2018-19	2017-18	2016-17	2015-16
	Number	Percent					
Yes	135	13.9%	15.2%	8.7%	10.5%	13.1%	10.2%
No	833	86.1%	84.8%	91.3%	89.5%	86.9%	89.8%
Not stated	32		28	18	7	9	7
<b>Total</b>	<b>1,000</b>	<b>100%</b>	<b>1,003</b>	<b>1,002</b>	<b>1,000</b>	<b>1,000</b>	<b>1,000</b>

## Language

In 2021, 39.7% of respondents were from households that speak a language other than English at home. This result is consistent with the long-term average since 2009 of 36.7%.

**Multi-lingual household**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Percent of respondents providing a response)*



**Language spoken at home**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Language	2021		2020	2018-19	2017-18	2016-17	2015-16
	Number	Percent					
English	591	60.3%	63.4%	59.4%	60.8%	62.2%	65.6%
Italian	87	8.9%	8.6%	8.3%	6.3%	7.9%	6.7%
Greek	53	5.4%	5.4%	4.9%	5.4%	5.8%	5.2%
Hindi	48	4.9%	2.5%	3.0%	1.8%	2.0%	1.5%
Mandarin	23	2.3%	1.7%	2.5%	2.0%	2.0%	1.5%
Arabic	18	1.8%	2.7%	2.0%	1.8%	1.6%	1.5%
Bengali	9	0.9%	0.5%	0.0%	0.2%	0.5%	0.3%
Macedonian	9	0.9%	0.5%	1.2%	1.2%	2.2%	1.3%
Tamil	8	0.8%	0.1%	0.1%	0.3%	0.3%	0.6%
Vietnamese	8	0.8%	1.1%	1.3%	1.6%	2.1%	1.6%
German	6	0.6%	0.5%	0.6%	0.4%	1.0%	0.7%
Spanish	6	0.6%	1.5%	1.4%	2.3%	0.6%	0.7%
Cantonese	5	0.5%	0.6%	0.6%	0.8%	0.3%	0.2%
Chinese n.f.d.	5	0.5%	0.4%	1.1%	0.8%	0.9%	1.9%
Maltese	5	0.5%	0.3%	0.2%	0.6%	0.3%	0.3%
Nepali	5	0.5%	0.9%	0.7%	1.3%	0.5%	0.2%
Portugese	5	0.5%	0.4%	0.5%	0.3%	0.4%	0.2%
Thai	5	0.5%	0.1%	0.2%	0.1%	0.1%	0.3%
Punjabi	4	0.4%	0.5%	0.8%	0.4%	0.6%	0.2%
Romanian	4	0.4%	0.2%	0.0%	0.0%	0.0%	0.0%
Croatian	3	0.3%	0.5%	0.3%	0.3%	0.0%	0.0%
Korean	3	0.3%	0.1%	0.0%	0.0%	0.0%	0.0%
Polish	3	0.3%	0.1%	0.2%	0.1%	0.6%	0.2%
Somali	3	0.3%	0.3%	0.2%	0.2%	0.3%	0.4%
Teluga	3	0.3%	0.5%	0.4%	0.1%	0.0%	0.0%
Indonesian	2	0.2%	0.5%	0.3%	0.2%	0.0%	0.0%
Sinhalese	2	0.2%	0.5%	0.3%	0.4%	0.1%	0.3%
Tagalog (Filipino)	2	0.2%	1.0%	0.4%	0.7%	0.5%	0.5%
Urdu	2	0.2%	0.2%	0.2%	0.2%	0.3%	0.4%
Multiple	2	0.2%	0.0%	3.7%	4.0%	2.2%	2.4%
All languages (49 separately identified)	51	5.2%	4.2%	5.0%	5.1%	4.5%	5.2%
Not stated	20		11	10	12	5	15
<b>Total</b>	<b>1,000</b>	<b>100%</b>	<b>1,003</b>	<b>1,002</b>	<b>1,000</b>	<b>1,000</b>	<b>1,000</b>

### **Current housing situation**

Consistent with previous results, a little less than half of the respondents were homeowners, a little less than one-quarter were mortgagee households, and a little more than one-quarter were rental households.



**Housing situation**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Situation	2021		2020	2018-19	2017-18	2016-17	2015-16
	Number	Percent					
Own this home	437	47.1%	48.3%	50.7%	48.1%	43.9%	42.5%
Mortgage	211	22.8%	19.1%	14.2%	16.3%	24.0%	25.5%
Renting this home	255	27.5%	30.1%	32.0%	31.7%	27.5%	28.2%
Renting ( <i>Office of Housing</i> )	17	1.8%	1.1%	2.3%	2.9%	3.5%	2.8%
Other arrangement	7	0.8%	1.4%	0.8%	0.9%	1.1%	1.0%
Not stated	73		61	33	14	13	10
<b>Total</b>	<b>1,000</b>	<b>100%</b>	<b>1,003</b>	<b>1,002</b>	<b>1,000</b>	<b>1,000</b>	<b>1,000</b>

### ***Period of residence***

Attention is drawn again this year to the fact that less than two percent of respondents had lived in the City of Darebin for less than one year (“new residents”).

Metropolis Research notes the significant factor underpinning this low result this year for new residents, is that it was not possible for many in the community to move from one residence to another through most of 2020. This effect has been observed in all councils for which Metropolis Research has conducted this survey in 2020 and 2021.

This variation will have negatively influenced the satisfaction with the overall performance of Council, as newer residents have historically reported measurably higher than average satisfaction results.

**Period of residence in the City of Darebin**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Period	2021		2020	2018-19	2017-18	2016-17	2015-16
	Number	Percent					
Less than 1 year	12	1.2%	1.4%	10.8%	12.0%	10.5%	9.4%
1 to less than 5 years	156	16.2%	14.6%	23.5%	23.6%	22.6%	23.2%
5 to less than 10 years	187	19.4%	16.4%	16.4%	17.2%	14.5%	15.2%
10 years or more	609	63.2%	67.6%	49.2%	47.2%	52.4%	52.2%
Not stated	36		34	11	7	3	1
<b>Total</b>	<b>1,000</b>	<b>100%</b>	<b>1,003</b>	<b>1,002</b>	<b>1,000</b>	<b>1,000</b>	<b>1,000</b>



## General comments

Respondents were asked:

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

The following table outlines the 134 further comments received from respondents at the conclusion of the survey this year.

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

- Council services and facilities (20 responses)
- Traffic, roads, parking (16 responses)
- Parks, gardens, trees, and open spaces (13 responses)
- Waste management (13 responses)
- Council governance, management, and responsiveness (12 responses)
- General positive (10 responses)
- Communication, consultation, and engagement (10 responses)
- Social justice / multicultural issues (7 responses)
- Rates / financial management (5 responses)
- Planning and development (5 responses)
- Comments about the survey (5 responses)
- General negative (3 responses)
- Street lighting (3 responses)
- Safety, crime, and policing (2 responses)
- Shops, restaurants, and entertainment venues (1 response)
- Footpaths (1 response)
- Public transport (1 response)
- Other (7 responses)





**General comments**  
**Darebin City Council - 2021 Annual Community Survey**  
*(Number of responses)*

<i>Comment</i>	<i>Number</i>
<i>Council services and facilities</i>	
Council must focus on providing services for elderly like home care services, home maintenance	4
Mental health and support are terrible, it is a big concern now	2
Cleanliness of toilets in the railway station and quality of them	1
Council must focus on providing services for elderly like clubs	1
Do more activities in Reservoir	1
Have better Christmas carols during Christmas	1
Have services for elderly, especially widowed men, as they don't know how to cook and do a lot of things	1
Improve the Reservoir community	1
More in person services instead of online	1
Need to look at indigenous issues. Drug overload issues	1
Pet registration is expensive and do not give any services in return	1
Population is getting older, so it is better to have more services for older residents	1
Reservoir leisure centre the gym and swimming pool is in good condition	1
There are lot of homelessness people here near shopping centre	1
They need to pay more attention on core services i.e., footpaths and car parking	1
Toy library should have more toys and long hours of opening	1
<b>Total</b>	<b>20</b>
<i>Traffic, roads, parking</i>	
Because of high-rise development there is not much car parking space left	1
Build an overpass near the Fairfield station to avoid traffic congestion	1
Cars speeding too much. No control over them	1
Fix the traffic lights on St George's Rd	1
Focus more on road development less on climate change	1
Gilbert Rd safety is concern there are lot of road safety concern tram intersection car and pedestrian we need to develop a proper road safety	1
I like the change of 40 km/h	1
Only left-hand turn at end of Herbert St and Bent St all the locals dislike it	1
Parking needs to have dedicated and clear lanes, Main Dr	1
Roundabout near Dalton Rd is dangerous, needs to be maintained	1
Stop parking inspectors from stalking	1
Street parking is getting out of control due to high-rise development and there is traffic congestion	1
The Herbert St and Elm St, there is a traffic island is confusing causing a lot of accidents	1
There is no room for movement for cars	1
Traffic congestion	1
Traffic lights in Reservoir is very hard, it's not safe for the students to cross the roads, Council needs to put some lines or some speed bumps to slow down the driver	1
<b>Total</b>	<b>16</b>
<i>Parks, gardens, trees, and open spaces</i>	

Cut the tree in Tunaley Pde	1
Edwardes Lake Park, the toilets are dirty	1
Grass not maintained	1
I am concerned about nature strip trees they are overgrown and creating havoc with that they are causing many problems like covering streetlights which can compromise safety	1
I would like to see more gardens	1
No shade at all except trees	1
Overgrowing trees	1
Playground upgrade in Bundoora Park and barbeque is also too old in the park	1
Please change trees and replace them with better ones	1
Spring St is dangerous there is lot of overgrown vegetation unsafe for children	1
The litter around parks should be cleared	1
There should be some good attraction in this side of Preston like Edwardes Park Lake	1
Trees must be replaced after being cut down. More native trees must be protected and planted to accommodate to native birds	1
<b>Total</b>	<b>13</b>

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*Waste management*

---

After they collect the bins, they dump them in the middle of the driveway. Can't get out	1
Hard rubbish should be collected twice in a year	1
I think what Council is doing with recycling is great, but they could still improve	1
I was very impressed they took my garbage away when my daughter forgot to put it out	1
I would like to see change in recycling collection frequency I want it on weekly basis instead of fortnightly	1
More green waste disposal	1
More hard rubbish collection	1
More services for older people	1
Please give us individual recycling bins for plastic, glass, and paper	1
Small bins should always have weekly collection	1
Better recycling for soft plastics	1
Larger green bin required	1
The hard rubbish should be collected more than the year. It can be charged no issues with that	1
<b>Total</b>	<b>13</b>

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*Council governance, management, and responsiveness*

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Action speaks louder than words, so I don't care with all the fancy political agendas put out unless I see them in actions	1
Councillor *Name removed* - Facebook page - she has blocked me and other 10 - 20 residents of Westwood just because we ask questions. Nothing inappropriate just questions about the activities or events on her page	1
Darebin Council should up their act	1
Do better job	1



I think Reservoir gets neglected	1
One of the strategies by the government should be around employment	1
The objectives that the Council is planning for the next 4 years. The Council needs to be more transparent about their plan and in providing information to the residents	1
The people in power should live in the real world, I don't know which world they live in	1
The people who are making decisions in their office they should get on ground and see for themselves and then make decisions	1
They really do improve their performance and focus on issues that happen in our day to day lives	1
We should have Darebin City Council become a green council	1
Would like to see full transparency with community consultation and Council programs	1
<b>Total</b>	<b>12</b>

---

*Communication, consultation, and engagement*

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Bring back the local newspaper back	1
Cars drive too fast near schools	1
I would like if Council can contact me regarding green bin issue	1
I would like *name removed* from Council to contact me	1
I would really love to see the City of Darebin listening to their local people	1
More communication with the residents, which can let us know what happened	1
More information be available where they can how they can help and where they can help	1
The biggest problem with Council is communication	1
The Council needs to be more responsive to the community queries	1
Used to get rubbish calendar could be included in December issue of newsletter	1
<b>Total</b>	<b>10</b>

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*Social justice / multicultural issues*

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Discrimination is there	1
Public history is very important and should be celebrated more	1
We are very refugee friendly and multicultural	1
Family violence	1
They should help some asylum seekers	1
They are turning this city for homosexual people	1
They need to be more inclusive and hire people from the minority as well	1
<b>Total</b>	<b>7</b>

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*Rates / financial management*

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Reduce rates. It's getting higher way too much	1
Council wastes money in many useless initiatives. Need to focus on what's important	1
Councillors need to drop their salary to give more money on elderly	1
Don't spend 65 million dollars on Northcote	1
Stop spending money on grants	1
<b>Total</b>	<b>5</b>

---

*Planning and development*

---

Being mindful of townhouses being made in Darebin it's a revenue making stream its causing a huge mess	1
Council should focus on planning development and raise these issues to other levels of the government	1
Hoping to apply for building permit and am scared for the results	1
I'm very worried about the high-rise developments being constructed	1
They really need to focus on urban development and Preston Market	1
<b>Total</b>	<b>5</b>

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*Survey*

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Don't ask invasive questions	2
I'm glad that Council is doing this survey	1
Improve the language of the questions	1
Surveys should be emailed out to people rather than calling people	1
<b>Total</b>	<b>5</b>

---

*Street lighting*

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Lighting	1
More lighting at All Nations Park	1
Streetlights are dim in the area, feel unsafe to walk in the dark	1
<b>Total</b>	<b>3</b>

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*Safety, crime, and policing*

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Concerns about safety	1
To make public spaces safe	1
<b>Total</b>	<b>2</b>

---

*Shops, restaurants, and entertainment venues*

---

Farmer markets should be promoted	1
<b>Total</b>	<b>1</b>

---

*Footpaths*

---

Footpaths High St Thornbury	1
<b>Total</b>	<b>1</b>



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*Public transport*

---

Provide more shade and seats at bus stations around Darebin. Elderly people must stand in rains waiting for buses	1
---	---

<b>Total</b>	<b>1</b>
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*General negative*

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I am not very happy with Darebin Council, and I have lived here for a very long time	1
--	---

I just hate Darebin	1
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The Council could do more	1
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<b>Total</b>	<b>3</b>
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*General positive*

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Everything is good in Darebin	1
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I like Darebin Council's progressive stand on climate change and standing up for climate change and looking after nature	1
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I think that Council looks after culturally vulnerable communities a lot	1
--	---

Keep improving	1
----------------	---

Love living in Reservoir	1
--------------------------	---

Thank you for calling	1
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The Darebin Council are doing a good job overall, especially with the circumstances right now	1
---	---

Wonderful suburb	1
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I'm happy with Fiddes St	1
--------------------------	---

The age care is good in Reservoir	1
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<b>Total</b>	<b>10</b>
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*Other*

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Council should not interfere in the matters of State and Federal government	1
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I do not support removal of Darebin Golf Club course	1
--	---

Is there any gift voucher I will get in mail or a prize ?	1
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Make public golf course open to public	1
--	---

No bypass for cyclists	1
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Not lot of people have internet here	1
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Unaffordable to live	1
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<b>Total</b>	<b>7</b>
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<b>Total</b>	<b>134</b>
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## Appendix One: survey form





## Darebin City Council 2021 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.7*)**2****2****Were you given clear timeframes and a point of contact?**

Yes

**1**

No

**2****3****How many times did you contact Council to resolve your query?**

Once

**1**

4 to 5 times

**3**

2 to 3 times

**2**

More than 5 times

**4****4****Was your query resolved in the timeframes provided?**

Yes

**1**

No

**2****5****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

**Reasons for rating your overall experience when you last contacted Council?**




**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 &amp; roads managed by Darebin but excludes highways &amp; 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	<b>Use</b>				<b>Yes</b>				<b>No</b>			
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>												

**6**

13. The availability of bicycle parking	<b>Use</b>				<b>Yes</b>				<b>No</b>			
<i>Satisfaction</i>	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>												
14. Darebin Libraries services	<b>Use</b>				<b>Yes</b>				<b>No</b>			
<i>Satisfaction</i>	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
15. Council festivals and events ( <i>including FUSE, Meet the Makers, Backyard Harvest</i> )	<b>Use</b>				<b>Yes</b>				<b>No</b>			
<i>Satisfaction</i>	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												

**7**

**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 ( <i>e.g. St. Georges Rd shared path or Merri Creek Trail</i> )	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that, and are there any locations of concern?</i>												
2. Safety of off-road shared paths	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that, and are there any locations of concern?</i>												
3. Links between off-road shared paths	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that, and are there any locations of concern?</i>												
4. Maintenance of on-road bike lanes ( <i>e.g. Victoria Street, Regent Street</i> )	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that, and are there any locations of concern?</i>												
5. Links between on-road bike lanes	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that, and are there any locations of concern?</i>												
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
<i>If rated less than 6, why do you say that, and are there any locations of concern?</i>												

**8**

**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
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*Do you have any comments to make about graffiti in Darebin?*


**9**

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

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3. Council's performance in community consultation and engagement (e.g. seeking opinion and engaging with the community on key local issues requiring decisions by Council)	0	1	2	3	4	5	6	7	8	9	10	99
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*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
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*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
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*If rated less than 6, why do you say that?*

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**10**

**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

**11**

**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
<b>Why do you say that?</b> (surveyor note: ask this for all respondents regardless of rating)												
<hr/>												
<hr/>												
<hr/>												

**12**

**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
<b>If rated less than five, why do you say that?</b>												
<hr/>												
<hr/>												

**13**

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

<b>Issue One:</b>	<hr/> <hr/>
<b>Issue Two:</b>	<hr/> <hr/>
<b>Issue Three:</b>	<hr/> <hr/>

**14**

**On a scale of zero (strongly disagree) to ten (strongly agree), please rate your agreement with the following statements regarding getting around in your local area.**

1. My street is pleasant and beautiful for me to walk in	0	1	2	3	4	5	6	7	8	9	10	99
2. The streets and footpaths in my local area are safe for adults to walk around	0	1	2	3	4	5	6	7	8	9	10	99
3. There are enough safe places to cross the roads in my local area	0	1	2	3	4	5	6	7	8	9	10	99
4. The streets and footpaths in my local area are safe for children to walk to school	0	1	2	3	4	5	6	7	8	9	10	99
5. There is enough shade or shelter for me to walk around my local area	0	1	2	3	4	5	6	7	8	9	10	99
6. I am satisfied with Council's performance in providing information about and promoting walking in Darebin	0	1	2	3	4	5	6	7	8	9	10	99
7. The streets, footpaths and bike paths in my local area are safe for children to cycle to school	0	1	2	3	4	5	6	7	8	9	10	99

**15**

**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

**16**

**What is your gender?**

Male	1	I identify as _____	3
Female	2	I Prefer not to say	9

**17**

**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		

**18**

**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		

**19**

**Do any members of this household speak a language other than English at home?**

English only	1	Other : _____	2
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**20****Do any members of this household identify as having a disability?**

Yes	1	No	2
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**21****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

**22****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

**23****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

## CITY OF DAREBIN

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### Speak your language

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