

2022 ANNUAL COMMUNITY SURVEY SUMMARY REPORT

AUGUST 2022



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Table of Contents

TABLE OF CONTENTS	2
EXECUTIVE SUMMARY	4
OVERVIEW OF SATISFACTION WITH THE PERFORMANCE OF DAREBIN CITY COUNCIL.....	7
INTRODUCTION	8
METHODOLOGY, RESPONSE RATE AND STATISTICAL STRENGTH	8
GOVERNING MELBOURNE	10
GLOSSARY OF TERMS	10
SUMMARY OF RESULTS	12
Overall performance	12
Governance and leadership	12
Council services and facilities	12
Bikes and shared pathways	13
Arts and graffiti	13
Planning and housing development	13
Customer service	13
Perception of safety in the public areas of the City of Darebin	14
Getting around in the local area	14
Current Issues for the City of Darebin	14
OVERALL PERFORMANCE	15
RELATIONSHIP BETWEEN ISSUES AND SATISFACTION WITH OVERALL PERFORMANCE	22
RELATIONSHIP BETWEEN SATISFACTION WITH SERVICES AND OVERALL SATISFACTION	24
CORRELATION BETWEEN SATISFACTION WITH SERVICES AND FACILITIES AND OVERALL PERFORMANCE	25
REASONS FOR SATISFACTION RATING WITH COUNCIL’S OVERALL PERFORMANCE	27
GOVERNANCE AND LEADERSHIP	29
COUNCIL’S SUPPORT OF DIVERSITY, INCLUSION, AND FAIRNESS.....	31
COMMUNICATING PROGRAMS AND SERVICES	37
COMMUNITY CONSULTATION AND ENGAGEMENT	43
MAKING DECISIONS IN THE INTERESTS OF THE COMMUNITY	49
LOBBYING AND MAKING REPRESENTATIONS ON KEY ISSUES	55
COUNCIL SERVICES AND FACILITIES	61
CHANGE IN SATISFACTION OVER THE LAST 10 YEARS	64
CONDITION OF SEALED LOCAL ROADS	65
MAINTENANCE OF PARKS, RESERVES, AND THE OPEN SPACE AREAS	72
FOOTPATH MAINTENANCE AND REPAIRS	78
WEEKLY GARBAGE COLLECTION.....	85
LITTER COLLECTION IN PUBLIC AREAS.....	89
CLEANING OF SHOPPING STRIPS	95
THE LEVEL OF STREET LIGHTING.....	100
STREET SWEEPING.....	105
THE LEVEL OF DUMPED RUBBISH	111
THE TYPE / SPECIES OF STREET TREES.....	117
REGULAR RECYCLING	124
GREEN WASTE RECYCLING.....	129
THE AVAILABILITY OF BICYCLE PARKING	134
DAREBIN LIBRARIES SERVICES	137
COUNCIL FESTIVALS AND EVENTS.....	142
BIKE AND SHARED PATHS	146

Maintenance of off-road shared paths	148
Safety of off-road shared paths	151
Links between off-road shared paths	154
Maintenance of on-road bike lanes	156
Links between on-road bike lanes	159
Information about and promoting cycling and walking in Darebin	161
ARTS AND GRAFFITI	164
The public spaces, art works, and cultural infrastructure makes Darebin a better place to live	165
I / we are satisfied with Council's efforts in managing the issue of graffiti	168
PLANNING AND DEVELOPMENT	172
THE APPEARANCE AND QUALITY OF NEW DEVELOPMENTS.....	174
THE NUMBER OF NEW DEVELOPMENTS.....	180
CONTACT WITH COUNCIL	183
CONTACT WITH COUNCIL IN LAST TWELVE MONTHS	183
RESOLVING THE QUERY	184
Given clear timeframes and a point of contact	184
Number of contacts required to resolve the query	184
Query resolved in the provided timeframe	185
SATISFACTION WITH CUSTOMER SERVICE	186
PERCEPTION OF SAFETY IN PUBLIC AREAS OF THE CITY OF DAREBIN	193
PERCEPTION OF SAFETY DURING THE DAY	196
PERCEPTION OF SAFETY AT NIGHT	198
REASONS FOR NOT FEELING SAFE IN THE PUBLIC AREAS OF THE CITY OF DAREBIN	200
GETTING AROUND IN THE LOCAL AREA	203
MY STREET IS PLEASANT AND BEAUTIFUL FOR ME TO WALK IN	206
THE STREETS AND FOOTPATHS IN MY LOCAL AREA ARE SAFE FOR ADULTS TO WALK AROUND	208
THERE ARE ENOUGH SAFE PLACES TO CROSS THE ROADS IN MY LOCAL AREA	210
THE STREETS AND FOOTPATHS IN MY LOCAL AREA ARE SAFE FOR CHILDREN TO WALK TO SCHOOL.....	212
THERE IS ENOUGH SHADE OR SHELTER FOR ME TO WALK AROUND MY LOCAL AREA	214
THE STREETS, FOOTPATHS AND BIKE PATHS IN MY LOCAL AREA ARE SAFE FOR CHILDREN TO CYCLE TO SCHOOL	216
I AM SATISFIED WITH COUNCIL'S PERFORMANCE IN PROVIDING INFORMATION ABOUT AND PROMOTING WALKING IN DAREBIN	218
CURRENT ISSUES FOR THE CITY OF DAREBIN	220
ISSUES BY PRECINCT	223
ISSUES BY RESPONDENT PROFILE	225
RESPONDENT PROFILE	228
AGE	228
GENDER.....	228
ABORIGINAL OR TORRES STRAIT ISLANDER.....	229
SEXUALITY	229
DISABILITY.....	230
LANGUAGE	230
CURRENT HOUSING SITUATION	232
PERIOD OF RESIDENCE.....	232
GENERAL COMMENTS	233
APPENDIX ONE: VERBATIM REASONS FOR SATISFACTION RATING	241
APPENDIX TWO: SURVEY FORM	258

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 continued impact of the COVID-19 pandemic on labour supply and other issues, 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 third consecutive year.

The surveying was all completed from March through May 2022 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 marginally, down 1.7% this year, down from 6.91 to 6.79 out of a potential ten.

Overall satisfaction with Council remains at a “good” level, with the result this year marginally lower than the long-term average satisfaction since 1999 of 6.90.

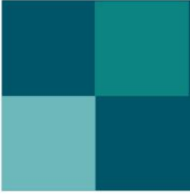
Satisfaction with Darebin City Council’s overall performance was marginally higher than the metropolitan Melbourne average of 6.60 as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2021 using the same random sample telephone methodology.

Almost four-fifths (79.1% down from 84.7%) of respondents were satisfied with Council’s overall performance, whilst 11.8% (up from 8.0%) were dissatisfied.

There was no statistically significant variation in satisfaction with Council’s overall performance observed across the municipality, although respondents from Kingsbury/Bundoora were again this year the most satisfied, although only marginally more satisfied than average and still at a “good” level.

There was some notable variation in satisfaction with Council’s overall performance observed by respondent profile, with the following pattern evident:

- ⊗ **Somewhat higher than average satisfaction** – included young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), rental (both public and private) households, and new, newer, and medium-term residents of Darebin (less than 10 years in Darebin).
- ⊗ **Lower than average satisfaction** – included middle-aged and older adults (aged 45 to 74 years), homeowners and mortgagors, and long-term residents of Darebin (ten years or more), and respondents from households with a member with disability.



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 0.7% 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 most common reasons why respondents were dissatisfied with Council's overall performance related to issues with Council's governance, management, and performance, and issues with Council's communication, consultation, and engagement with the community. These findings are consistent with results observed elsewhere.

The issues most associated with lower satisfaction with Council's overall performance for the respondents raising these issues included building and development, cleanliness of the area, and communication related issues. 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 of parks, reserves, and the open space areas, the maintenance and repair of sealed local roads, garbage collection, and the maintenance and cleaning of shopping strips. In other words, the small number of respondents dissatisfied with each of these services were the least satisfied with Council's overall performance.

Despite the small decline in satisfaction with Council's overall performance, the average satisfaction with the five aspects of [governance and leadership](#) increased by 1.8% this year, up from 6.68 to 6.80, 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 2022, as well as the metropolitan Melbourne average declining by 5.8%. This appears to reflect somewhat of a fatigue with government more broadly, and the City of Darebin is one of the few councils surveyed by Metropolis Research to report an increase in satisfaction with governance and leadership this year.

Respondents rated as "excellent" (up from "very good") Council's support of diversity, inclusion, and fairness (7.81). 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 (6.97), community consultation and engagement (6.83), lobbying, and making representations on key issues (6.75), and making decisions in the interests of the community (6.63).

There were 15 [Council services and facilities](#) included in the survey, and the average satisfaction with these services and facilities was stable this year 7.51 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 (6.79).





Of the 15 services and facilities, only footpath maintenance and repairs (6.57), and the level of dumped rubbish (6.78) recorded satisfaction scores lower than the overall satisfaction with Council. This result in relation to footpath maintenance and repairs is consistent with that reported in 2021.

There was a decline in satisfaction with [Customer service](#) this year, with “overall satisfaction with the customer service experience” declining 1.0% to 6.91, which remains a “good” level. Satisfaction with the “final outcome” however, declined more substantially this year, down 5.8% to 6.47, which is a “solid”, down from a “good” level. Metropolis Research notes the limited ability of Council to influence satisfaction with the outcome of interactions with Council.

Metropolis Research notes that over the three years of the COVID-19 pandemic, satisfaction with aspects of customer service have proved quite variable across metropolitan Melbourne, with some municipalities reporting significant declines in customer service satisfaction this year. This reflects the difficulty of providing good quality customer service through the pandemic. In this context, the one percent decline in satisfaction with the customer service experience is a solid result for the City of Darebin.


More than two-thirds (68.6% down from 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 (83.1%) reported that their query was resolved either after one, or two to three contacts. Almost two-thirds (64.3%) 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 (6.35 down from 6.41) and satisfaction with the number of new developments (6.09 up from 6.08). Satisfaction with both remained essentially stable this year at “solid” levels.

The [perception of safety](#) in the public areas of the City of Darebin during the day increased marginally this year, up 2.0% to 8.54 out of 10. This result was almost identical to the metropolitan Melbourne average of 8.51. Just 1.7% (down from 2.6%) of respondents felt unsafe in the public areas of the municipality during the day.

The perception of safety in the public areas of the municipality at night remained essentially stable this year, down less than one percent to 6.70. This result was measurably lower than the metropolitan Melbourne average of 7.00. Three-quarters (75.0% down from 77.2%) of respondents felt safe in the public areas of the municipality at night, whilst 14.5% (up from 14.2%) felt unsafe.

It is noted that female respondents felt measurably and significantly (18.5%) less safe in the public areas of Darebin at night than male respondents. Metropolis Research notes that this differential in the perception of safety in the public areas of the municipality at night between male and female respondents appears larger in the City of Darebin than has commonly been observed across metropolitan Melbourne by Metropolis Research in recent years. The 2022 metropolitan Melbourne average perception of safety at night of females recorded as 11.4% lower than males.



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 six of the seven statements, with the strongest average agreement for “my street is pleasant and beautiful for me to walk in” (7.39) and the lowest agreement for “I am satisfied with Council’s performance providing information about and promoting cycling and walking in Darebin” (6.57).

It is noted that 50.4% of respondents agreed that “streets and footpaths in my local area are safe for children to walk to school”, whilst 11.9% disagreed, with the average agreement being 7.07, or “moderate” agreement.

The [top issues for the City of Darebin “at the moment”](#) remain building, housing, planning and development (13.3% up from 9.6%), parking (7.8% up from 3.9%), parks, gardens, and open spaces (6.9% up from 5.9%), bicycle and bike paths (6.0% up from 2.3%), and traffic management (5.9% up from 5.8%).

Overview of satisfaction with the performance of Darebin City Council

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.

Metropolis Research suggests that in an environment this year of subdued satisfaction with local government, these results continue to show the City of Darebin reporting somewhat higher than average satisfaction with many areas of performance.

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 a small number of respondents concerned about issues including bike and bike paths, footpaths, the cleanliness of the area, and communication with Council.

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 23rd *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.

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 continued impact of COVID-19 pandemic, particularly on labour availability, 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 16th of March to the 31st of May 2022. The longer-than-average time taken to implement the survey this year reflected the labour supply shortages due to COVID-19.

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 15,333, 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 15,333 telephone numbers, the following results were obtained:

No answer	- 10,782.
Refused	- 2,798.
Call back another time	- 753.
Completed	- 1,000.



This provides a response rate of 26.3%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated.

This is consistent with 28.6% response rate achieved in 2021 which was also conducted by telephone, but down on the 33.7% recorded in 2019. Metropolis Research notes, however, that the response rate is relatively 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 a dozen interactions where the survey was implemented in either partly or fully in a language other than English, including in various Indian languages, Vietnamese, Tagalog, Arabic, Mandarin, and 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 150,335.

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 800 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 2022 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.



Notable / somewhat / 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.

In order of significance, “marginal” is the least significant, followed by “somewhat”, and with “notable” the most significant of the subjective terms used to describe variations that were not statistically significant.

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 – 2022 Annual Community Survey*.

Overall performance

- Satisfaction with Council’s overall performance declined 1.7% this year from 6.91 to 6.79 but remains at a “good” level of satisfaction.
- This result was marginally, but not measurably higher than the 2022 metropolitan Melbourne average of 6.60.
- A little less than four-fifths (79.1% down from 84.7%) of respondents were satisfied with Council’s overall performance, whilst 11.8% (up from 8.0%) were dissatisfied.
- Respondents from Kingsbury/Bundoora were marginally more satisfied than the municipal average and at a “good” level of satisfaction, whilst respondents from Preston East were marginally less satisfied.
- Young adults (aged 18 to 34 years) were measurably more satisfied with Council’s overall performance, whilst middle-aged and older adults (aged 45 to 74 years) were measurably less satisfied.
- Rental household respondents (both public and private) were measurably more satisfied with Council’s overall performance, whilst homeowners and mortgagor household respondents were marginally less satisfied.
- Satisfaction with Council’s overall performance declined measurably 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 increased 1.8% this year, up from 6.68 to 6.80, although it remains “good”.
- Satisfaction with the five aspects of governance and leadership were as follows:
 - Support of diversity, inclusion, and fairness (7.81 up from 7.58) “excellent”
 - Communicating its programs and services (6.97 up from 6.82) “good”
 - Community consultation and engagement (6.83 up from 6.51) “good”
 - Lobbying and making representations on key issues (6.75 up from 6.57) “good”
 - Making decisions in the interests of the community (6.63 down from 6.81) “good”.

Council services and facilities

- The average satisfaction with the 15 included Council services and facilities was 7.51, almost identical to the 7.52 recorded last year, and it remains “very good”.

- Satisfaction with the 15 services and facilities included in the survey were as follows:

○ Weekly garbage collection	(8.55 up from 8.33) "excellent"
○ Darebin Libraries	(8.53 up from 8.39) "excellent"
○ Green waste collection service	(8.42 up from 8.19) "excellent"
○ Regular recycling	(8.17 up from 8.01) "excellent"
○ Council's festivals and events	(7.90 up from 7.67) "excellent"
○ Cleaning of shopping strips	(7.62 up from 7.39) "very good"
○ The level of street lighting	(7.43 down from 7.47) "very good"
○ Maintenance of parks, reserves, open space	(7.43 down from 7.50) "very good"
○ Litter collection in public areas	(7.22 up from 7.19) "good"
○ The availability of bicycle parking	(7.13 down from 7.65) "good"
○ Street sweeping	(7.01 down from 7.15) "good"
○ Condition of sealed local roads	(7.01 down from 7.05) "good"
○ The type and species of street trees	(6.85 down from 7.10) "good"
○ The level of dumped rubbish	(6.78 down from 7.00) "good"
○ Footpath maintenance and repairs	(6.57 down from 6.66) "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 (7.55 up from 7.43) "very good"
 - Links between off-road shared paths (7.31 up from 7.27) "very good"
 - Links between on-road bike lanes (7.21 up from 7.17) "good"
 - Maintenance of on-road bike lanes (7.23 up from 7.16) "good"
 - Safety of off-road shared paths (7.29 up from 7.14) "good"
 - Information about cycling and walking (6.74 up from 6.56) "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 (7.66 up from 7.49) "very good"
 - I / we are satisfied with Council's efforts in managing the issue of graffiti (6.98 up from 6.54). "good"

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 (6.35 down from 6.41) "solid"
 - The number of new developments (6.09 up from 6.08) "solid".

Customer service

- A little less than half of the respondents (44.3% up from 30.8%) had contact with Council in the last twelve months.

- 68.6% 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 (47.5%) or two or three (35.6%) contacts with Council.
- Almost two-thirds (64.3%) 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 (6.91 down from 6.98) “good”
 - Satisfaction with the “final outcome” (6.47 down from 6.87) “solid”.

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 8.54 (up from 8.37).
- The perception of safety at night remained essentially stable this year, down less than one percent from 6.74 to 6.70.

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 (7.39 down from 7.44)
 - There are enough safe places to cross the roads in my local area (7.39 up from 7.29)
 - The streets and footpaths in my local area are safe for adults to walk around (7.13 down from 7.19)
 - The streets and footpaths in my local area are safe for children to walk to school (7.07 up from 6.90)
 - There is enough shade or shelter for me to walk around my local area (6.75 down from 6.99)
 - The streets, footpaths and bike paths in my local area are safe for children to cycle to school (6.59 down from 6.68)
 - I am satisfied with Council's performance in providing information about and promoting walking in Darebin (6.57 up from 6.48).

Current Issues for the City of Darebin

- A total of 647 respondents (64.7% up from 47.2%) nominated 1,304 individual issues for the City of Darebin “at the moment”.
- The top five issues for the City of Darebin this year are as follows:
 - Building, housing, planning, and development related (13.3% up from 9.6%)
 - Parking (7.8% up from 3.9%)
 - Parks, gardens, and open spaces (6.9% up from 5.9%)
 - Bicycle and bike tracks (6.0% up from 2.3%)
 - Traffic management (5.9% up from 5.8%).

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 somewhat, but not measurably this year, down 1.7% to 6.79.

This remains a “good” level of satisfaction, although it was marginally, but not measurably lower than the long-term average satisfaction since Metropolis Research commenced the program in 2001 of 6.90.

Metropolis Research notes that satisfaction with Darebin Council’s overall performance has remained consistent within a relatively small trading band of approximately 6.7 to 7.1.

By way of comparison, this result was marginally, but not measurably higher than the metropolitan Melbourne average satisfaction of 6.60, as recorded in the 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022, using the identical telephone methodology.

Metropolis Research conducts the annual community satisfaction survey for nine municipalities across metropolitan Melbourne. Of the five that have recorded results so far in 2022, satisfaction with four declined marginally, and satisfaction with only one increased.

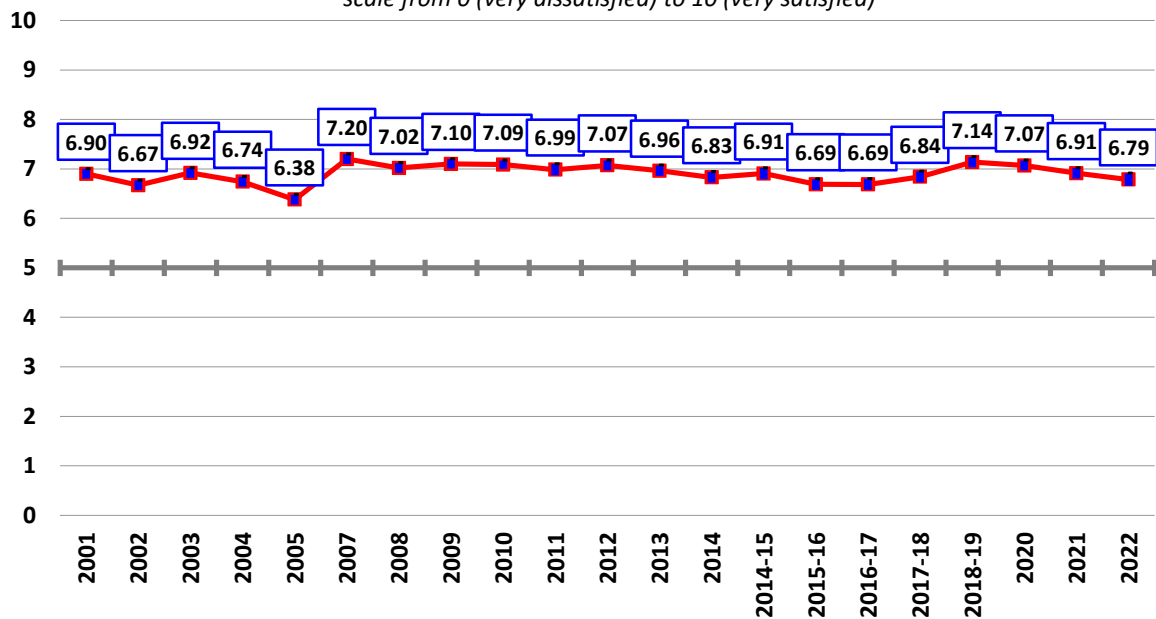
It is noted that in 2022, just 0.7% of respondents had lived in the municipality for less than one year. This is significantly down on the 10.8% recorded in 2018-19 prior to COVID-19. Over the course of the three surveys conducted through COVID-19, less than 1.5% of respondents were new residents.

This lack of new residents will have had a material impact on overall satisfaction with Council, as new residents (less than one year in the municipality) always record a higher-than-average satisfaction score.

This is the case this year for the City of Darebin, with the seven new residents reporting an overall satisfaction of 9.32, measurably and significantly higher than the municipal average of 6.79.



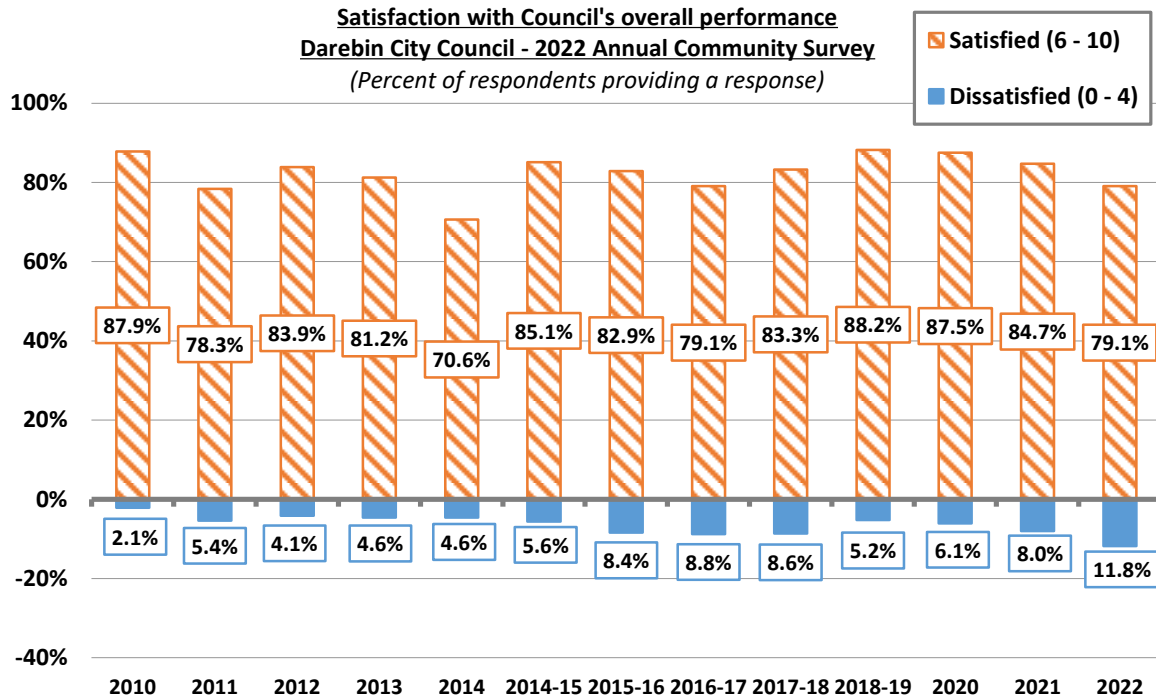
Satisfaction with Council's overall performance
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

There was a small, but notable decline this year in the proportion of respondents who were “satisfied” with Council’s overall performance, and a small but notable increase in the proportion who were “dissatisfied”.

Satisfaction with Council's overall performance
Darebin City Council - 2022 Annual Community Survey
(Percent of respondents providing a response)



By way of comparison, Metropolis Research typically provides a breakdown of satisfaction into those who were “very satisfied” (i.e., rated satisfaction at eight or more), “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and “dissatisfied” (i.e., rated satisfaction at less than five).

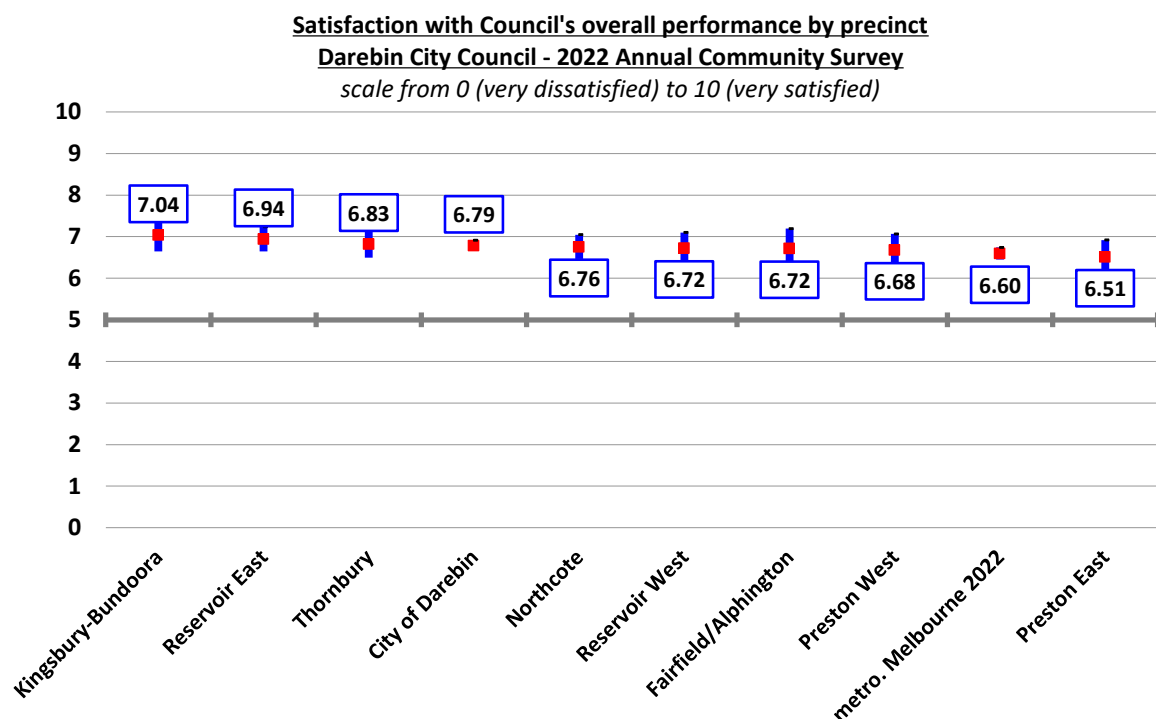
The 2022 metropolitan Melbourne breakdown was 33.7% “very satisfied” and 12.0% “dissatisfied”. This compares to the City of Darebin results of 38.2% “very satisfied” and 11.8% “dissatisfied” respondents.

Taken together, these results show that there were more “very satisfied” respondents in the City of Darebin than the metropolitan Melbourne average, and that this was the reason why the average satisfaction with Darebin City Council was somewhat higher than the metropolitan Melbourne average.

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

This result reflects a very consistent level of satisfaction with Council across the municipality, with respondents from all eight precincts rating satisfaction at “good” levels of satisfaction.

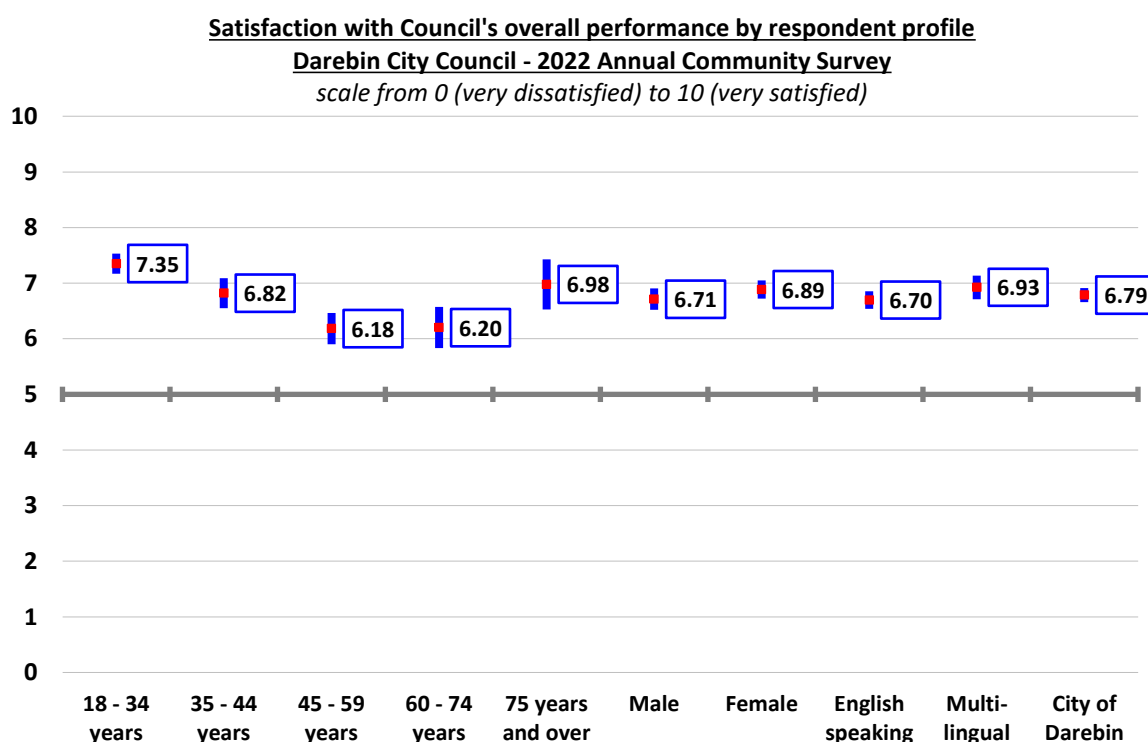
It is noted, however, that respondents from Kingsbury-Bundoora were marginally more satisfied than average, whilst respondents from Preston East were marginally less satisfied.



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

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than average and at a “very good” level.
- **Middle-aged adults and older adults (aged 45 to 74 years)** – respondents were measurably less satisfied than average, and at “solid” levels of satisfaction.
- **Gender** – female respondents were marginally but not measurably more satisfied than male respondents.
- **Language spoken at home** – respondents from multilingual households were marginally more satisfied than respondents from English speaking households.

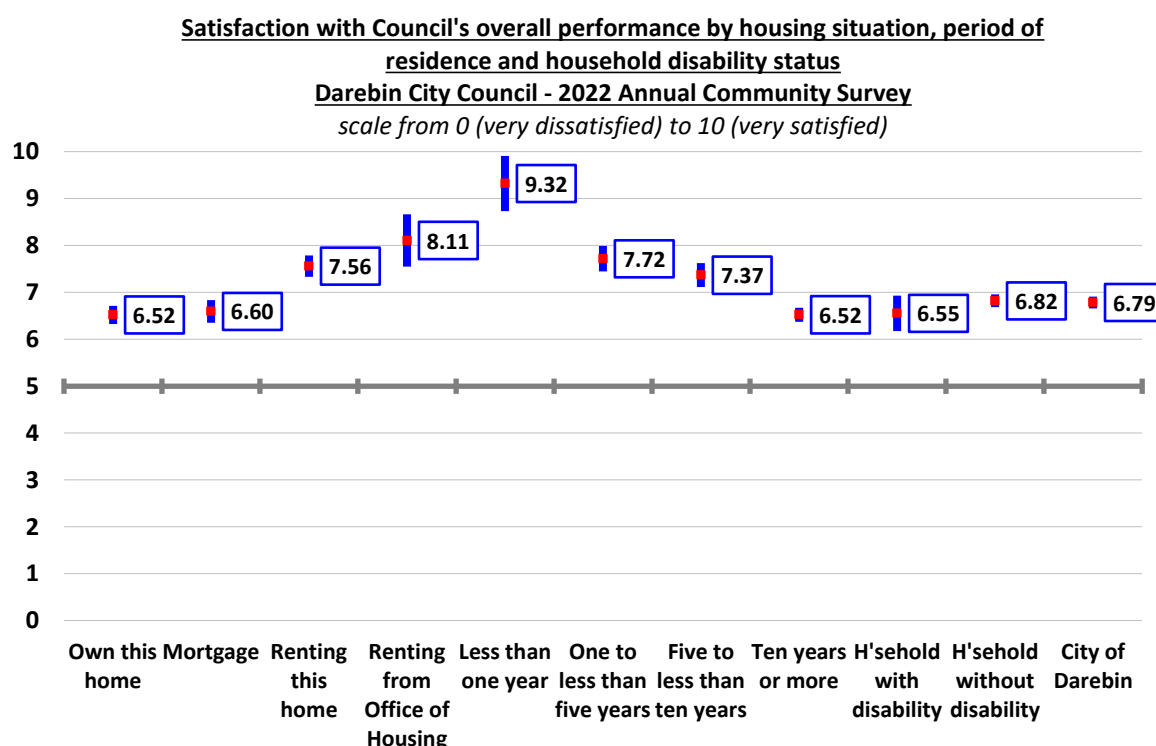
This pattern of variation in overall satisfaction by respondent profile with young adults more satisfied than average, and middle-aged adults somewhat less satisfied than average is well established in the City of Darebin, as well as results observed elsewhere by Metropolis Research.



There was also variation observed by housing situation, period of residence in the City of Darebin, and household disability status, as follows:

- **Homeowners and mortgagor household** – respondents were marginally less satisfied with Council’s overall performance, but still at “good” levels of satisfaction.

- **Rental (public and private) household** – respondents were measurably more satisfied with Council’s overall performance than the municipal average, and at “very good” (private rental) and “excellent” (public rental) levels of satisfaction.
- **Period of residence in the City of Darebin** – satisfaction with Council’s overall performance declined measurably with the period of residence in the City of Darebin, with new residents (less than one year in Darebin) reporting an “excellent” level of satisfaction.
- **Household disability status** – respondents from households with a member with disability were marginally less satisfied than other respondents.



Satisfaction with Council’s overall performance increased in three precincts and decreased in five precincts, although none of these variations were statistically significant at the 95% confidence level, as follows:

- **Increased satisfaction in 2022** – includes Reservoir East, Thornbury, and Northcote.
- **Decreased satisfaction in 2022** – includes Kingsbury-Bundoora, Reservoir West, Fairfield-Alphington, Preston West, and Preston East.



Satisfaction with Council's overall performance
Darebin City Council - 2022 Annual Community Survey
(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>Lower</i>	<i>2022 Mean</i>	<i>Upper</i>
<i>Age</i>				
18 - 34 years	337	7.17	7.35	7.53
35 - 44 years	182	6.55	6.82	7.09
45 - 59 years	212	5.90	6.18	6.47
60 - 74 years	120	5.83	6.20	6.57
75 years and over	88	6.53	6.98	7.43
<i>Housing situation</i>				
Own this home	418	6.33	6.52	6.72
Mortgage	248	6.36	6.60	6.83
Renting this home	186	7.33	7.56	7.79
Renting from Office of Housing	31	7.55	8.11	8.66
<i>Period of residence</i>				
Less than one year	5	8.74	9.32	9.91
One to less than five years	70	7.45	7.72	7.99
Five to less than ten years	174	7.11	7.37	7.62
Ten years or more	684	6.37	6.52	6.68
<i>Aboriginal and Torres Strait Islander</i>				
Yes	7	4.14	7.02	9.89
No	916	6.68	6.80	6.93
<i>Multi-lingual household</i>				
English speaking	568	6.54	6.70	6.85
Multi-lingual	369	6.71	6.93	7.14
<i>Household member with a disability</i>				
Yes	137	6.18	6.55	6.93
No	781	6.68	6.82	6.96
<i>Gender</i>				
Male	447	6.52	6.71	6.90
Female	491	6.72	6.89	7.05
City of Darebin	947	6.66	6.79	6.91

Satisfaction with Council's overall performance
Darebin City Council - 2022 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2017-18	120	7.04	7.33	7.62
	2018-19	119	6.78	7.07	7.35
	2020	71	6.86	7.24	7.62
	2021	96	7.07	7.35	7.64
	2022	94	6.65	7.04	7.43
Reservoir East	2017-18	124	6.67	6.95	7.23
	2018-19	122	6.98	7.26	7.54
	2020	148	6.84	7.10	7.35
	2021	184	6.57	6.81	7.06
	2022	177	6.65	6.94	7.23
Thornbury	2017-18	121	6.37	6.74	7.10
	2018-19	118	6.91	7.14	7.38
	2020	116	6.62	6.92	7.23
	2021	97	6.33	6.70	7.07
	2022	103	6.50	6.83	7.15
Northcote	2017-18	115	6.09	6.43	6.78
	2018-19	117	6.91	7.23	7.55
	2020	170	6.90	7.14	7.38
	2021	145	6.37	6.67	6.97
	2022	170	6.47	6.76	7.05
Reservoir West	2017-18	124	6.66	6.96	7.25
	2018-19	118	6.99	7.28	7.57
	2020	172	6.84	7.10	7.35
	2021	167	6.60	6.86	7.12
	2022	141	6.35	6.72	7.10
Fairfield-Alphington	2017-18	120	6.58	6.88	7.19
	2018-19	119	6.48	6.75	7.01
	2020	62	6.57	6.92	7.27
	2021	72	6.75	7.05	7.35
	2022	54	6.24	6.72	7.19
Preston West	2017-18	113	6.55	6.86	7.17
	2018-19	115	6.61	6.92	7.23
	2020	133	6.57	6.84	7.11
	2021	104	6.55	6.94	7.33
	2022	112	6.30	6.68	7.07
Preston East	2017-18	122	6.51	6.82	7.13
	2018-19	117	6.74	7.03	7.33
	2020	96	7.02	7.31	7.59
	2021	117	6.84	7.14	7.45
	2022	95	6.11	6.51	6.92

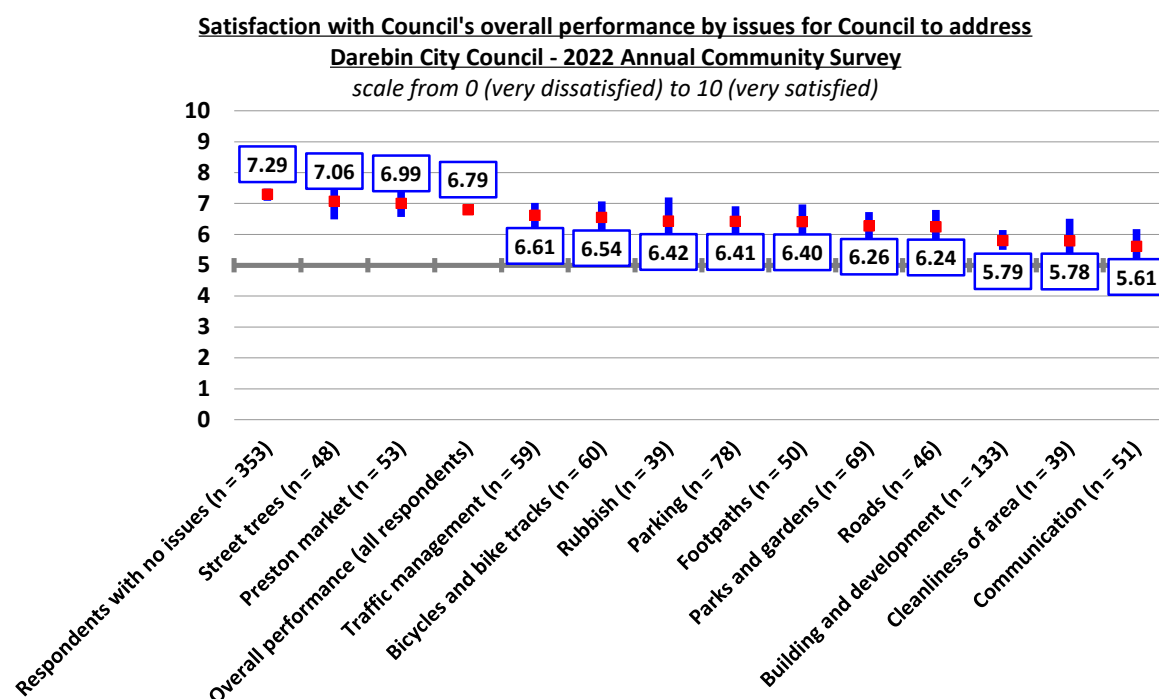


Relationship between issues and satisfaction with overall performance

The following graph displays the average overall satisfaction score for respondents who nominated each of the 12 top issues to address for the City of Darebin “at the moment”, with a comparison to the overall satisfaction score of all respondents (6.79) and the overall satisfaction score for the 353 respondents who did not nominate any issues to address (7.29).


These results are discussed in more detail in the [Current Issues for the City of Darebin](#) section of this report.

It is noted that the respondents who did not nominate any issues to address for the City of Darebin at the moment were measurably more satisfied than the average of all respondents. This clearly reflects the fact that if a respondent does not feel there are any issues to address in the municipality, they will in most cases be relatively satisfied with Council’s overall performance.



Respondents who nominated street trees (7.06) and the Preston Market (6.99) were, on average, only marginally less satisfied than respondents who did not nominate any issues, and they were marginally more satisfied than the average of all respondents. This implies that these two issues were not exerting a substantive negative influence on overall satisfaction for the respondents that raise these two issues.

This is an interesting result, particularly in relation to street trees, as street trees can often, in the experience of Metropolis Research, be negatively associated with overall satisfaction.



There were a range of issues that were negatively related to overall satisfaction (for the respondents' raising the issues), including traffic management, bicycles, rubbish and waste collection, parking, footpaths, parks and gardens, and roads.

These issues have consistently been negatively related to overall satisfaction in the City of Darebin satisfaction survey.

Metropolis Research draws particular attention to three issues, those being planning and development (5.79), cleanliness of the area (5.78), and communication and consultation (5.61). The respondents who nominated these three issues, on average, rated satisfaction at "poor" levels of satisfaction.

Regarding communication and consultation issues, Metropolis Research notes that these typically include comments to the effect that Council is not listening to the community, Council is not providing enough information to the community, and similar sentiments, rather than concerns around the specific communication tools of Council (e.g., the website, publications, etc.).

This reflects that some of these respondents were dissatisfied with Council's performance or specific issues, and that this flows through into the perception that Council is not sufficiently listening to the community as a result, rather than the perception of a lack of communication driving the lower satisfaction.

The following table provides an alternative examination of the relationship between overall satisfaction and the top issues to address.

The table outlines the proportion of respondents who were "dissatisfied" with Council's overall performance who nominated each of the top 15 issues, compared to the proportion of all respondents who nominated each issue.

It is noted that "dissatisfied" respondents were significantly more likely than average to nominate planning and development issues (28.6% compared to 13.3%), parking (12.8% compared to 7.8%), consultation, community and the provision of information (12.5% compared to 5.1%), Council financial management / governance (9.8% compared to 3.3%), cleanliness and maintenance of the area (8.9% compared to 3.9%), Council rates / fees (8.9% compared to 2.6%), and road maintenance and repairs (8.9% compared to 4.6%).



Top issues for Council of respondents' dissatisfied with overall performance

Darebin City Council - 2022 Annual Community Survey

(Number and percent of total respondents who dissatisfied with overall performance)

<i>Issue</i>	<i>Dissatisfied respondents</i>		<i>All respondents</i>
	<i>Number</i>	<i>Percent</i>	
Building, housing, planning and development	32	28.6%	13.3%
Parking	14	12.5%	7.8%
Consultation, commun. and prov. of information	14	12.5%	5.1%
Council financial management / governance	11	9.8%	3.3%
Parks, gardens, open space	10	8.9%	6.9%
Cleanliness and maintenance of areas	10	8.9%	3.9%
Rates / fees	10	8.9%	2.6%
Roads maintenance and repairs	10	8.9%	4.6%
Bicycles and bike tracks	8	7.1%	6.0%
Footpath maintenance and repairs	7	6.3%	5.0%
Traffic management	6	5.4%	5.9%
Graffiti / vandalism	6	5.4%	3.3%
Safety, policing and crime	5	4.5%	2.8%
Street cleaning and maintenance	5	4.5%	2.3%
Street trees	5	4.5%	4.8%
All other issues <i>(35 separately identified issues)</i>	68	60.7%	53.0%
Total responses	221		1,304
<i>Respondents identifying at least one issue (percent of total respondents)</i>		<i>95 (85.1%)</i>	<i>647 (64.7%)</i>

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 70 dissatisfied respondent), hence the relatively large 95% confidence interval around these results.

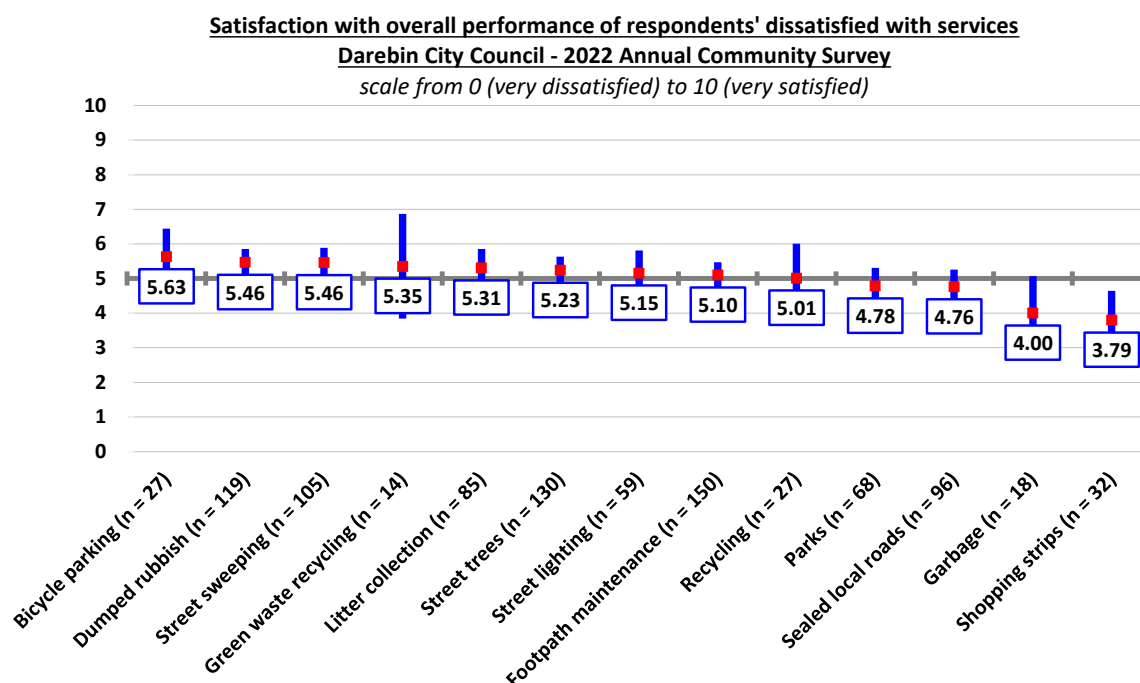
Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably and significantly less satisfied with Council’s overall performance than the municipal average of all respondents (6.79).

It is also acknowledged that a relatively small sample of respondents were dissatisfied with most core services and facilities, 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. 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.

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.

The services and facilities that appear to be most strongly associated with lower overall satisfaction scores this year were parks, gardens, and open spaces, sealed local roads, garbage collection, and the maintenance and cleaning of strip shopping areas.



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 were 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 - 2022 Annual Community Survey
(Number and index score scale 0 - 10)

<i>Service / facility</i>	<i>2022</i>		<i>Correlation*</i>
	<i>Number</i>	<i>Mean</i>	
The condition of sealed local roads	979	7.01	0.525
Footpath maintenance and repairs	980	6.57	0.525
Maintenance of parks, reserves and open space	956	7.43	0.496
Cleaning of shopping strips ⁽¹⁾	936	7.62	0.475
The type / species of street trees	947	6.85	0.448
Street sweeping	894	7.01	0.446
Litter collection in public areas	940	7.22	0.428
The level of dumped rubbish	945	6.78	0.411
The level of street lighting	962	7.43	0.405
The availability of bicycle parking	289	7.13	0.401
Darebin Libraries services	404	8.53	0.398
Council festivals and events	288	7.90	0.393
Green waste recycling	743	8.42	0.383
Weekly garbage collection	981	8.55	0.379
Regular recycling	967	8.17	0.369

Average satisfaction with selected services **7.51**

() Pearson coefficient*

⁽¹⁾ previously name "maintenance and cleaning of shopping strips"

Reasons for satisfaction rating with Council's overall performance

Respondents were asked:

"Why do you say that?"

There was a total of 645 comments received from the 1,000 respondents outlining their reasons for rating satisfaction with Council's overall performance at the level they did.

This includes 405 comments from respondents who were "satisfied" (i.e., rated satisfaction at six or more), 96 comments from respondents who were "neutral" (i.e., rated satisfaction at five), and 124 comments from respondents who were "dissatisfied" (i.e., rated satisfaction at less than five).

The two most common areas raised by respondents as to why they rated satisfaction at the level they did relate to Council's communication, consultation, and engagement performance (i.e., issues such as how well Council is listening to the community), as well as issues around Council management, governance, and overall performance.

Consistent with the "good" overall satisfaction score, it is noted that there were 142 statements that were generally positive in nature and did not comment on specific aspects of performance (e.g., Council is doing a good job), compared to 65 generally negative statements (e.g., Council is doing a bad job).

It is noted that of the 124 comments received from respondents who were "dissatisfied" with Council's overall performance, 40 were related to Council's governance, management, and performance (32.3%), 18 were related to Council's communication, consultation, and engagement (14.5%), and 12 were related to planning, housing, and development related issues (9.7%).

The comments received from dissatisfied respondents commenting on Council's governance, management, and performance were focused on a range of issues. This includes some who believe that Councillors and / or Council is acting in its own interests rather than the interests of the community, some are concerned about the perception that Councillors are not working together, some are concerned about the perception that Council is pursuing a political / social agenda rather than focusing on the basic needs of the community, as well as a range of other issues raised by a handful of respondents.

The 18 comments focused on communication, consultation, and engagement reinforces the view that many respondents who were dissatisfied with Council's overall performance were of the view that Council was insufficiently listening to the community and therefore not adequately responding to those needs.

This is a common finding observed by Metropolis Research over a long period of time.



Many in the community who are dissatisfied with Council feel that because Council may be doing some things that they do not agree with (e.g., planning and development issues), then in the minds of these residents, they feel that Council isn't adequately listening to them.

It is noted that most of these comments tend to be relatively broad in nature, rather than focused on specific concerns around how Council listens to or communicates with the community.

Reasons for rating satisfaction with Council's overall performance

Darebin City Council - 2022 Annual Community Survey

(number and percent of total comments)

<i>Reason for rating of satisfaction</i>	<i>Total comments</i>		<i>Respondents</i>		
	<i>Number</i>	<i>Percent</i>	<i>Satisfied (6 to 10)</i>	<i>Neutral (5)</i>	<i>Dissatisfied (0 to 4)</i>
Generally positive statements	142	22.7%	139	3	0
Communication, consultation, engagement	79	12.6%	43	18	18
Generally negative statements	65	10.4%	45	10	10
Council governance, management, performance	63	10.1%	16	7	40
Planning, housing, development	45	7.2%	22	11	12
Council services and facilities	37	5.9%	25	6	6
Generally neutral statements	29	4.6%	12	15	2
Council customer service and responsiveness	24	3.8%	13	5	6
Rates and financial management	23	3.7%	11	4	8
Cleanliness and maintenance of the area	22	3.5%	14	6	2
Traffic / roads	15	2.4%	9	3	3
Parks, gardens and open spaces	14	2.2%	12	0	2
Footpaths	7	1.1%	3	3	1
Parking	7	1.1%	5	0	2
Shops / restaurants / entertainment venues	7	1.1%	7	0	0
Waste management	7	1.1%	4	1	2
Bikes / bike paths	6	1.0%	5	1	0
Multicultural issues	6	1.0%	4	2	0
Safety / security	6	1.0%	6	0	0
Environment / climate change	3	0.5%	3	0	0
Public transport	3	0.5%	3	0	0
Infrastructure	2	0.3%	0	0	2
Other	13	2.1%	4	1	8
Total responses	625	100%	405	96	124

Governance and leadership

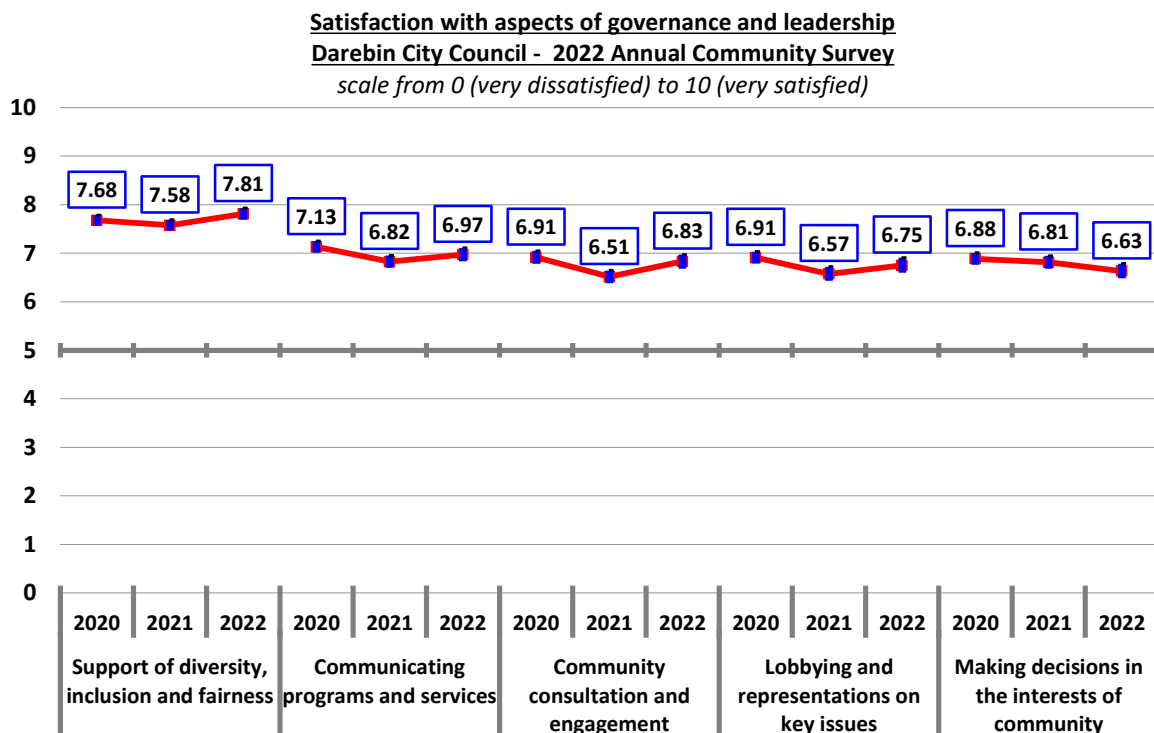
Respondents were asked:

“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 6.80 out of a potential 10, or a “good” level of satisfaction.

This result represents a small but not statistically significant increase of 1.8% on the average of 6.68 reported last year. Given that overall satisfaction with Darebin City Council declined by 1.7%, this 1.8% increase in average satisfaction with governance and leadership is a solid result.

It is noted, however, that satisfaction with Council’s performance making decisions in the interests of the community declined 2.6%.



Metropolis Research notes that satisfaction with aspects of governance and leadership declined in several municipalities this year, as well as declining on average for metropolitan Melbourne, as recorded in the 2022 *Governing Melbourne* research (down 5.8%).

Direct comparison to other municipalities for an average satisfaction with governance and leadership is problematic, given that the City of Darebin survey includes a somewhat different set of governance and leadership variables than *Governing Melbourne* and the other councils for which Metropolis Research conducts this research.

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

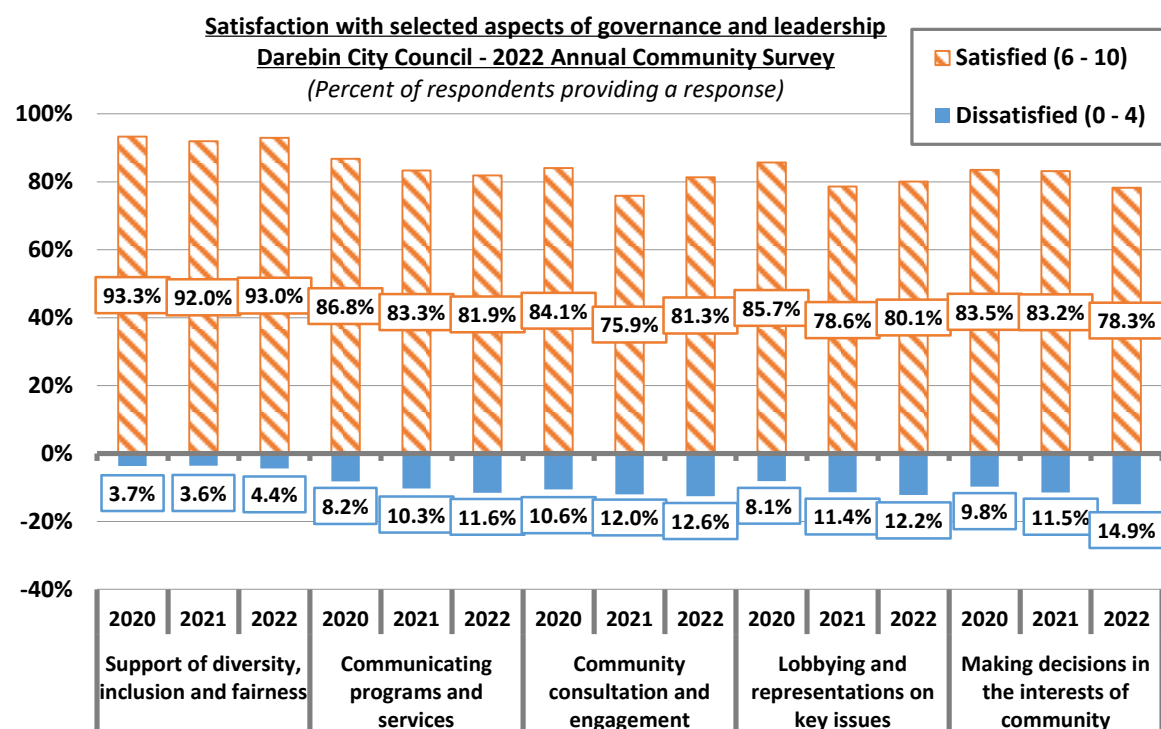
- **Excellent** – for Council’s support of diversity, inclusion, and fairness.
- **Good** – for Council communicating its programs and services, community consultation and engagement, lobbying and making representations on key issues, and making decisions in the interests of the community.

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

Consistent with the results recorded in recent years, approximately four-fifths or more of respondents were satisfied with each aspect of governance and leadership, whilst a little more than 10% were “dissatisfied” with four of the five aspects.

There was a small increase this year, in the proportion of respondents “dissatisfied” with Council’s performance making decisions in the interests of the community, up from 11.5% in 2021 to 14.9% this year.

It is noted that just 4.4% (up from 3.6%) of respondents providing a response were “dissatisfied” with Council’s support of diversity, inclusion, and fairness.



Satisfaction with aspects of governance and leadership

Darebin City Council - 2022 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	4.4%	2.6%	93.0%	158
Communicating programs and services	11.6%	6.5%	81.9%	86
Community consultation and engagement	12.6%	6.1%	81.3%	151
Lobbying and representations on key issues	12.2%	7.7%	80.1%	252
Making decisions in interests of community	14.9%	6.8%	78.3%	156

The following section of the report provides a more detailed discussion of the results for each of the five aspects of governance and leadership.

Whilst there was some variation between the results for each individual aspect, in general terms the following pattern of satisfaction was observed:

- **More satisfied than average** – includes young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), private and public rental household respondents, Aboriginal and / or Torres Strait Islander respondents, respondents from multilingual households, and female respondents.
- **Less satisfied than average** – includes middle-aged and older adults (aged 45 to 74 years), homeowner and mortgagor household respondents, respondents from English speaking households, and male respondents.

Council's support of diversity, inclusion, and fairness

Respondents were asked:

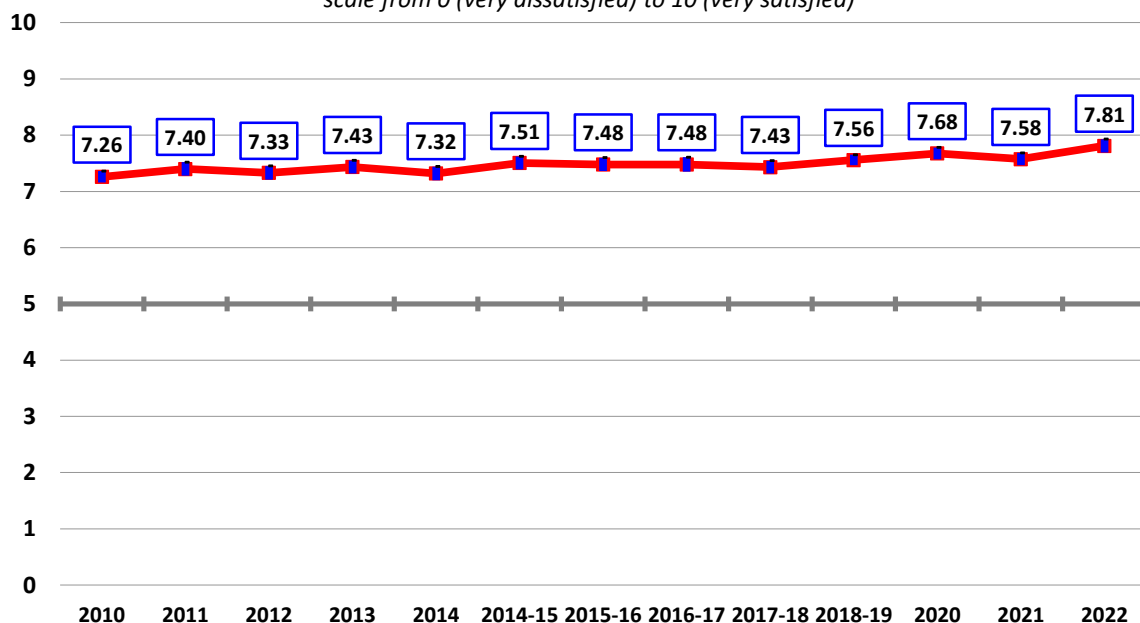
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council's support of diversity, inclusion, and fairness? If rated less than 6, why do you say that?”

Satisfaction with Council's support of diversity, inclusion, and fairness increased notably, but not measurably this year, up three percent to 7.81, which is an “excellent”, up from a “very good” level of satisfaction.

This is the highest satisfaction score for this aspect recorded since 2010 and is measurably higher than the long-term average satisfaction since 2010 of 7.48.

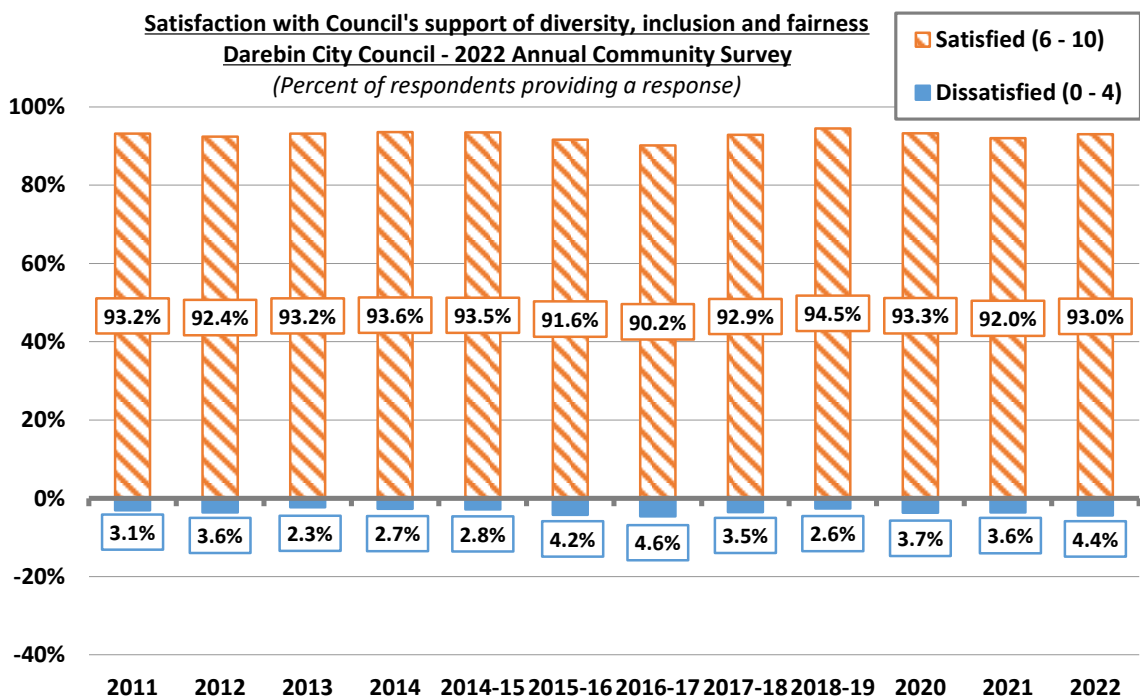


Satisfaction with Council's support of diversity, inclusion and fairness
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

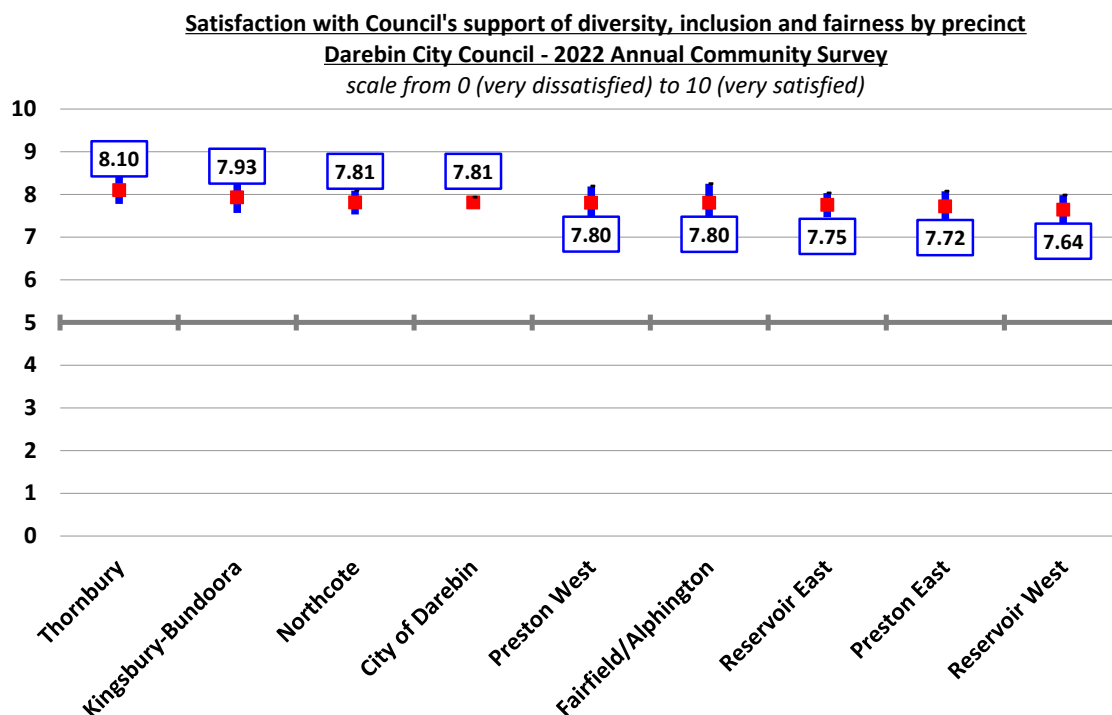


A little more than 90% of respondents providing a response were satisfied with this aspect of governance and leadership, whilst less than five percent were dissatisfied. It is noted that no more than 4.6% of respondents providing a response to this question have been dissatisfied with this aspect of governance and leadership over the period 2009 to 2021.

Satisfaction with Council's support of diversity, inclusion and fairness
Darebin City Council - 2022 Annual Community Survey
(Percent of respondents providing a response)



There was no statistically significant variation in satisfaction with this aspect of governance and leadership observed across the municipality, although it is noted that respondents from Preston East and Reservoir West rated satisfaction at “very good” rather than “excellent” levels of satisfaction.



There was some notable and measurable variation in satisfaction observed by respondent profile, as follows:

- **More satisfied than average** – includes young adults (aged 18 to 34 years) and private rental household respondents. The six new resident and the 31 public rental household respondents were notably, but not measurably more satisfied than average.
- **Less satisfied than average** – respondents from households with a member with disability were somewhat, but not measurably less satisfied than other respondents.

Satisfaction with Council’s support of diversity, inclusion, and fairness increased in all eight precincts this year, although only the increase in Thornbury was statistically significant at the 95% confidence level.



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

Darebin City Council - 2022 Annual Community Survey

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>Lower</i>	<i>2022 Mean</i>	<i>Upper</i>
<i>Age</i>				
18 - 34 years	321	8.04	8.19	8.33
35 - 44 years	160	7.35	7.65	7.96
45 - 59 years	181	7.32	7.60	7.88
60 - 74 years	103	7.06	7.45	7.85
75 years and over	68	7.07	7.52	7.97
<i>Housing situation</i>				
Own this home	366	7.53	7.72	7.91
Mortgage	212	7.46	7.70	7.94
Renting this home	180	8.01	8.22	8.43
Renting from Office of Housing	31	7.82	8.29	8.75
<i>Period of residence</i>				
Less than one year	6	7.38	8.65	9.91
One to less than five years	69	7.80	8.15	8.50
Five to less than ten years	161	7.88	8.10	8.32
Ten years or more	593	7.55	7.70	7.85
<i>Aboriginal and Torres Strait Islander</i>				
Yes	6	4.46	7.79	10.00
No	816	7.72	7.83	7.95
<i>Multi-lingual household</i>				
English speaking	507	7.63	7.78	7.93
Multi-lingual	327	7.71	7.89	8.08
<i>Household member with a disability</i>				
Yes	122	7.20	7.58	7.96
No	693	7.73	7.85	7.98
<i>Gender</i>				
Male	390	7.61	7.79	7.97
Female	443	7.67	7.83	7.99
City of Darebin	842	7.69	7.81	7.93

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

Darebin City Council - 2022 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Thornbury	2017-18	98	6.73	7.18	7.64
	2018-19	103	7.14	7.41	7.67
	2020	100	7.09	7.42	7.75
	2021	85	6.95	7.34	7.74
	2022	93	7.78	8.10	8.42
Kingsbury-Bundoora	2017-18	104	7.12	7.41	7.71
	2018-19	110	7.27	7.55	7.83
	2020	56	7.65	8.02	8.39
	2021	89	7.47	7.78	8.09
	2022	91	7.57	7.93	8.29
Northcote	2017-18	92	6.98	7.28	7.58
	2018-19	101	7.27	7.55	7.84
	2020	149	7.88	8.11	8.34
	2021	119	7.47	7.77	8.06
	2022	142	7.53	7.81	8.09
Preston West	2017-18	89	7.07	7.36	7.65
	2018-19	95	7.19	7.48	7.78
	2020	119	7.41	7.69	7.98
	2021	90	7.10	7.48	7.85
	2022	106	7.42	7.80	8.19
Fairfield-Alphington	2017-18	92	7.08	7.43	7.79
	2018-19	97	7.17	7.49	7.82
	2020	59	7.12	7.43	7.73
	2021	56	7.10	7.44	7.78
	2022	44	7.35	7.80	8.25
Reservoir East	2017-18	101	7.07	7.38	7.68
	2018-19	101	7.27	7.50	7.72
	2020	132	7.38	7.64	7.90
	2021	158	7.26	7.47	7.69
	2022	159	7.47	7.75	8.03
Preston East	2017-18	104	7.36	7.61	7.85
	2018-19	107	7.48	7.72	7.95
	2020	86	7.12	7.49	7.86
	2021	107	7.33	7.70	8.07
	2022	84	7.37	7.72	8.07
Reservoir West	2017-18	106	7.45	7.75	8.04
	2018-19	107	7.41	7.69	7.97
	2020	153	7.24	7.51	7.78
	2021	139	7.32	7.57	7.82
	2022	124	7.30	7.64	7.98

There was a total of 31 comments received from respondents who were not satisfied with Council's support of diversity, inclusion, and fairness, as outlined in the following table.

A range of issues were raised by respondents, including a small number who believed that Council was unfairly focused on the perception that Council was favouring the diverse community at the expense of others.

Reasons for dissatisfaction with Council's support of diversity, inclusion and fairness
Darebin City Council - 2022 Annual Community Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Council is not fair in issues going around the area, shows discrimination	4
My experience is that they are not good at listening to the public	3
Not accommodative of the disabled people	2
They are inclusive to everyone, no issues towards it	2
They don't share a lot of information, need more diverse information	2
Australians who are born and raised in Australia are not prioritized in comparison with the refugees and other immigrants	1
Council at meetings is not inclusive	1
Council could do a lot better	1
Council is not fair and just supports the aboriginal or LGBTIQA+ and not the regular	1
Council is not self-centred	1
Don't know anything about it	1
Focus on disability. Regent St has only 1 disabled parking out of 50	1
Going beyond scope of Council role	1
How do we even judge that?	1
I am dissatisfied because the change rooms at the public pool exclude any women that will not say a man is a woman	1
I don't take notice, the Council spends too much time worrying about it	1
I don't think there's a lot of it	1
Members of the Council are ensuring that we are deprived of the golf course. They are very closed minded	1
Personally, I cannot separate the sexual and ethnic diversities	1
Supports diversity at the cost of other groups. They are biased towards Darebin	1
They put on street sweeping exclusive for females only	1
Very biased and political environment	1
Way overdone	1
Total	31

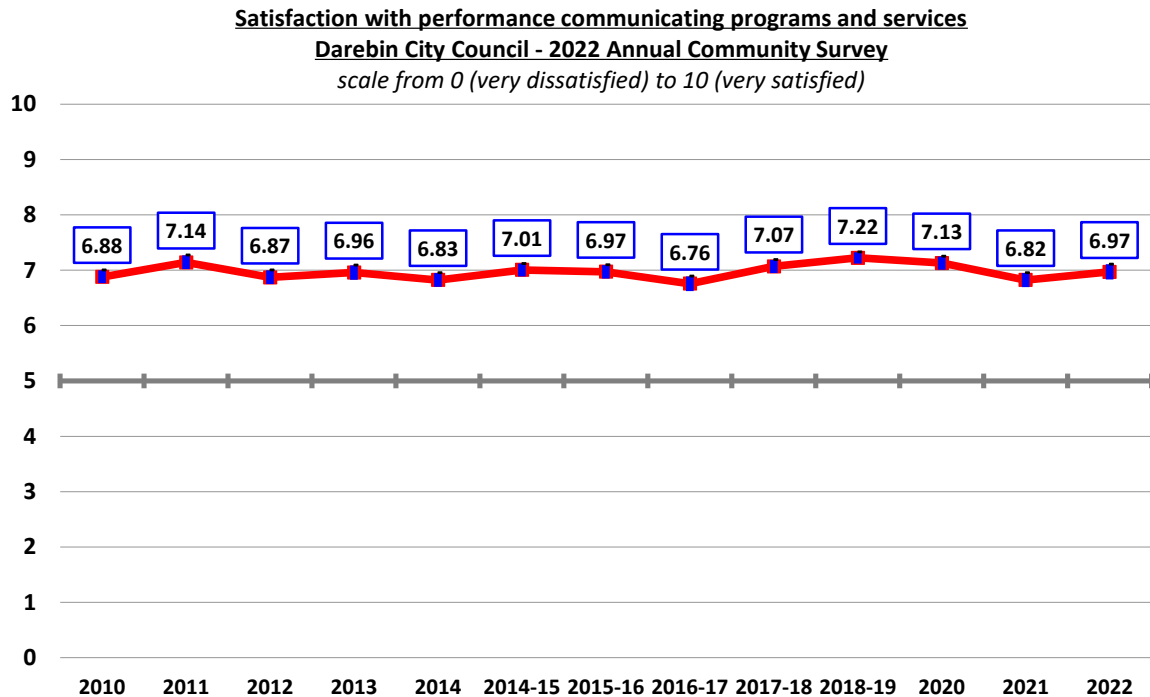
Communicating programs and services

Respondents were asked:

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

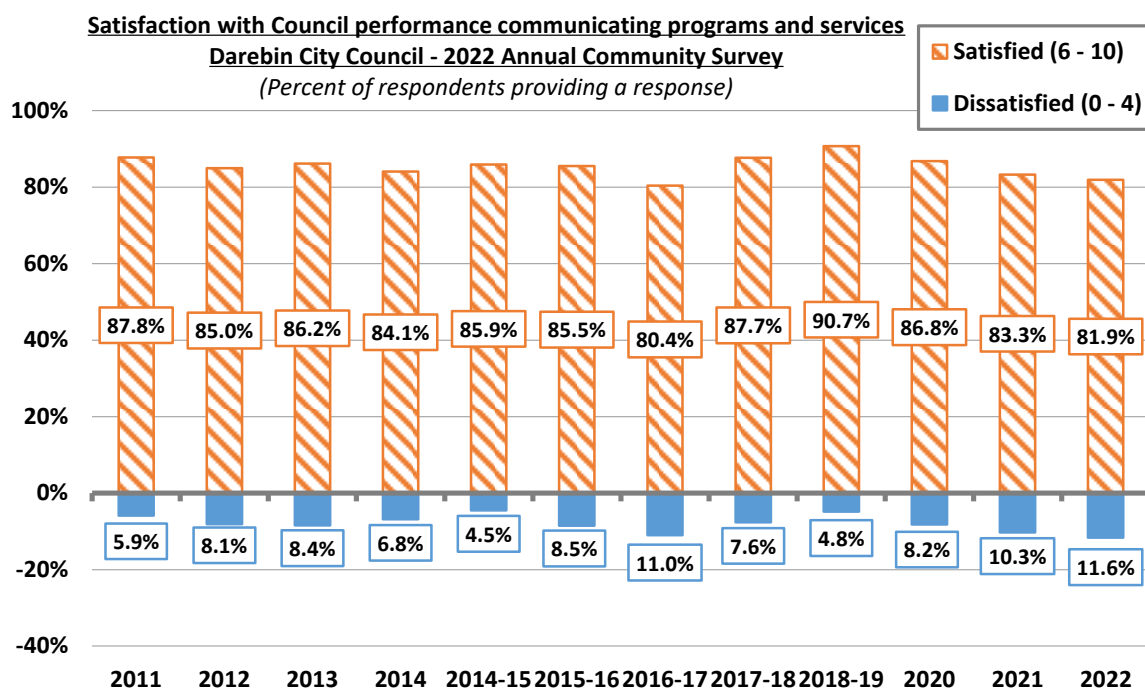
Satisfaction with Council’s performance communicating its programs and services increased marginally, but not measurably this year, up 2.2% to 6.97.

This remains a “good” level of satisfaction, and identical to the long-term average satisfaction since 2010.

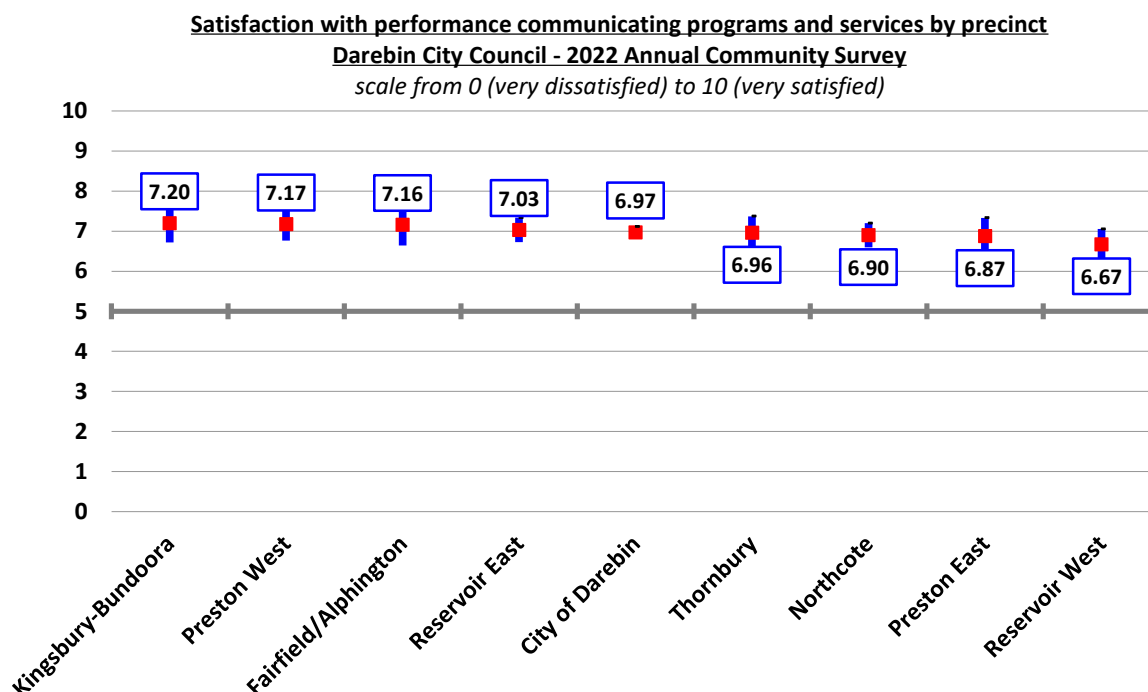



Despite the marginal increase in average satisfaction this year, there was a very small decline in the proportion of “satisfied” respondents (81.9% down from 83.3%), and a marginal increase in the proportion of “dissatisfied” respondents (11.6% up from 10.3%).





There was no statistically significant variation in satisfaction with Council’s performance communicating its programs and services observed across the municipality, with respondents from all eight precincts reporting a “good” level of satisfaction.





There was some notable and measurable variation in satisfaction observed by respondent profile, as follows:

- **More satisfied than average** – includes young adults (aged 18 to 34 years), both private and public rental household respondents, and respondents who had lived in the City of Darebin for five to less than 10 years.
- **Less satisfied than average** – older adults (aged 60 to 74 years), the six Aboriginal and / or Torres Strait Islander respondents, and respondents from households with a member with disability were somewhat, but not measurably less satisfied than other respondents.

Satisfaction with Council's performance communicating its programs and services increased in six precincts and declined in two, as follows:

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

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



Satisfaction with Council's performance communicating programs and services

Darebin City Council - 2022 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	327	7.17	7.36	7.56
35 - 44 years	180	6.57	6.88	7.20
45 - 59 years	202	6.40	6.71	7.02
60 - 74 years	114	6.03	6.47	6.91
75 years and over	83	6.55	7.05	7.55
<i>Housing situation</i>				
Own this home	412	6.57	6.78	6.99
Mortgage	229	6.63	6.90	7.16
Renting this home	180	7.18	7.44	7.71
Renting from Office of Housing	31	7.75	8.19	8.63
<i>Period of residence</i>				
Less than one year	7	5.58	7.32	9.05
One to less than five years	65	6.63	7.16	7.69
Five to less than ten years	165	7.26	7.54	7.81
Ten years or more	663	6.64	6.81	6.97
<i>Aboriginal and Torres Strait Islander</i>				
Yes	7	2.85	6.07	9.29
No	886	6.85	6.99	7.12
<i>Multi-lingual household</i>				
English speaking	547	6.87	7.04	7.20
Multi-lingual	359	6.66	6.90	7.13
<i>Household member with a disability</i>				
Yes	139	6.42	6.80	7.18
No	748	6.85	7.00	7.15
<i>Gender</i>				
Male	433	6.82	7.02	7.23
Female	473	6.76	6.94	7.12
City of Darebin	914	6.84	6.97	7.11

Satisfaction with Council's performance communicating programs and services

Darebin City Council - 2022 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2017-18	112	6.61	7.00	7.39
	2018-19	107	7.16	7.41	7.66
	2020	66	7.05	7.44	7.84
	2021	81	7.07	7.41	7.74
	2022	96	6.72	7.20	7.68
Preston West	2017-18	99	6.79	7.13	7.47
	2018-19	105	6.46	6.84	7.22
	2020	124	7.12	7.37	7.63
	2021	100	6.46	6.89	7.32
	2022	113	6.77	7.17	7.57
Fairfield-Alphington	2017-18	110	7.08	7.33	7.58
	2018-19	117	6.88	7.17	7.46
	2020	62	5.98	6.53	7.09
	2021	67	6.84	7.18	7.52
	2022	50	6.64	7.16	7.67
Reservoir East	2017-18	115	6.63	6.96	7.28
	2018-19	107	6.85	7.13	7.41
	2020	140	7.05	7.34	7.63
	2021	165	6.63	6.91	7.19
	2022	170	6.73	7.03	7.34
Thornbury	2017-18	113	6.41	6.81	7.20
	2018-19	104	7.03	7.24	7.45
	2020	108	6.59	6.95	7.31
	2021	89	6.36	6.73	7.10
	2022	100	6.55	6.96	7.37
Northcote	2017-18	110	6.70	7.02	7.33
	2018-19	115	7.03	7.33	7.63
	2020	162	6.85	7.17	7.49
	2021	139	6.19	6.53	6.87
	2022	161	6.60	6.90	7.20
Preston East	2017-18	107	6.84	7.13	7.43
	2018-19	114	6.73	7.02	7.31
	2020	90	6.77	7.11	7.45
	2021	107	6.42	6.80	7.18
	2022	90	6.41	6.87	7.33
Reservoir West	2017-18	107	7.01	7.34	7.67
	2018-19	114	7.24	7.53	7.81
	2020	162	6.66	6.95	7.25
	2021	147	6.20	6.56	6.91
	2022	134	6.28	6.67	7.05



There was a total of 108 comments received from respondents who were not satisfied with the performance of Council communicating its programs and services.

The most common responses related to a perception that Council not sufficiently communicating with the community.

Reasons for dissatisfaction with Council's performance in communicating programs and services

Darebin City Council - 2022 Annual Community Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
No / poor communication from the Council	25
Don't see much / don't hear much	16
Hardly any information on what the Council is doing / need more	9
I don't receive anything. I would like newsletter	7
They could do better / need to do more	7
Not enough communication and engagement	4
I don't know much about the programs, festivals meaning they have not informed us well	3
Don't get any information unless we look for it	2
I think I'm not informed about all the services of the Council	2
Not communicated properly, don't use social media	2
Prefer e-mailed newsletter	2
The Council doesn't communicate its programs and services thoroughly and frequently	2
Bickering in Council meeting	1
Concerns are not being resolved	1
Could be improved as the only way we receive information is over the Council website, so it is difficult to know everything	1
Could make more effort to explain decisions	1
Decisions are stupid	1
Don't understand what they are community and why seem hijacked by certain causes	1
Golf Course community consultation process information not communicated well, additionally the presentation report is delayed	1
Had a problem in Moreland Rd which was not communicated	1
Had booked house cleaning from the Council - they didn't do a good job	1
Haven't communicated the developments that were about to take place- bicycle parking on West Preston	1
I don't see it that often, but you would like newsletters regarding Council activities posted to my address (address removed)	1
Lack of transparency	1
More information on the website, I need to call sometime to ask for information	1
Need ways to reach more people	1
Needs focus on communicating about recycling	1
Often don't know what's going on or what accessibility and inclusion will be available	1
Only heard about the Council gift cards from friends	1
Only want to communicate around election time	1
Publications and information can be better	1
Social media could be better, Instagram	1
Some issues required feedback but has been communicated as well as they can	1
Specially planning and application- communication is zero	1
The printed mail is not engaging	1
They don't let people know about programs	1

They drop mails and people just dump them without even opening them	1
Website is hard to use	1
Wonderful programs but don't hear anything about them unless actively visit or pass Council offices. Not much publicity for events	1
Total	108

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?”

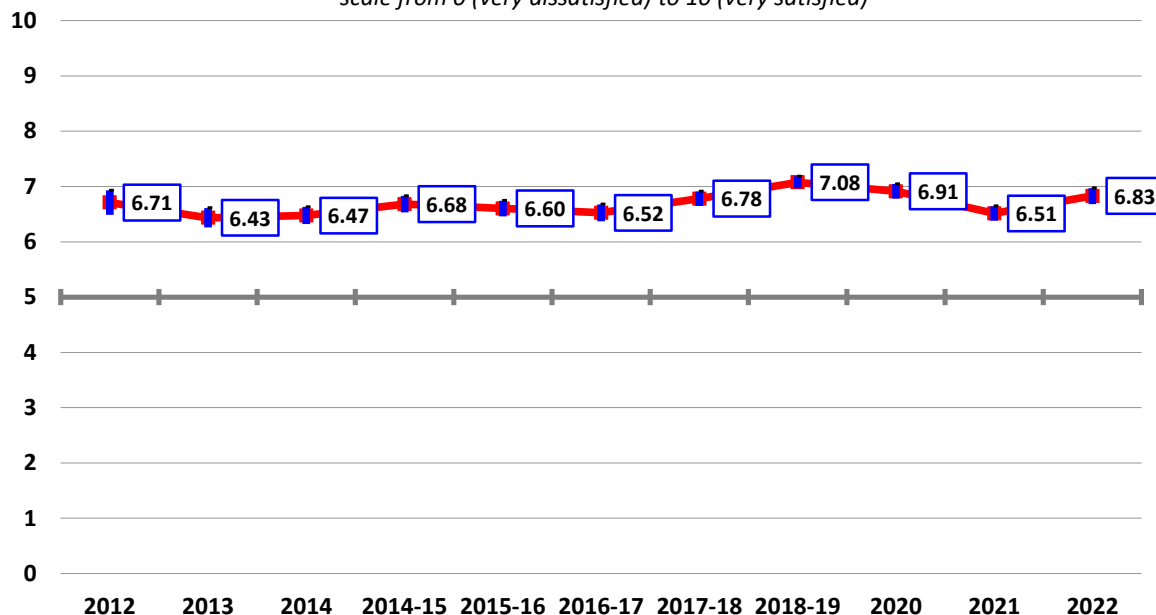
Satisfaction with Council’s community consultation and engagement performance increased measurably this year, up 4.9% to 6.83, although it remains at a “good” level of satisfaction.

The increase this year largely reverses the unusually large decline recorded last year.

This result was marginally, but not measurably higher than the long-term average satisfaction since 2012 of 6.69.

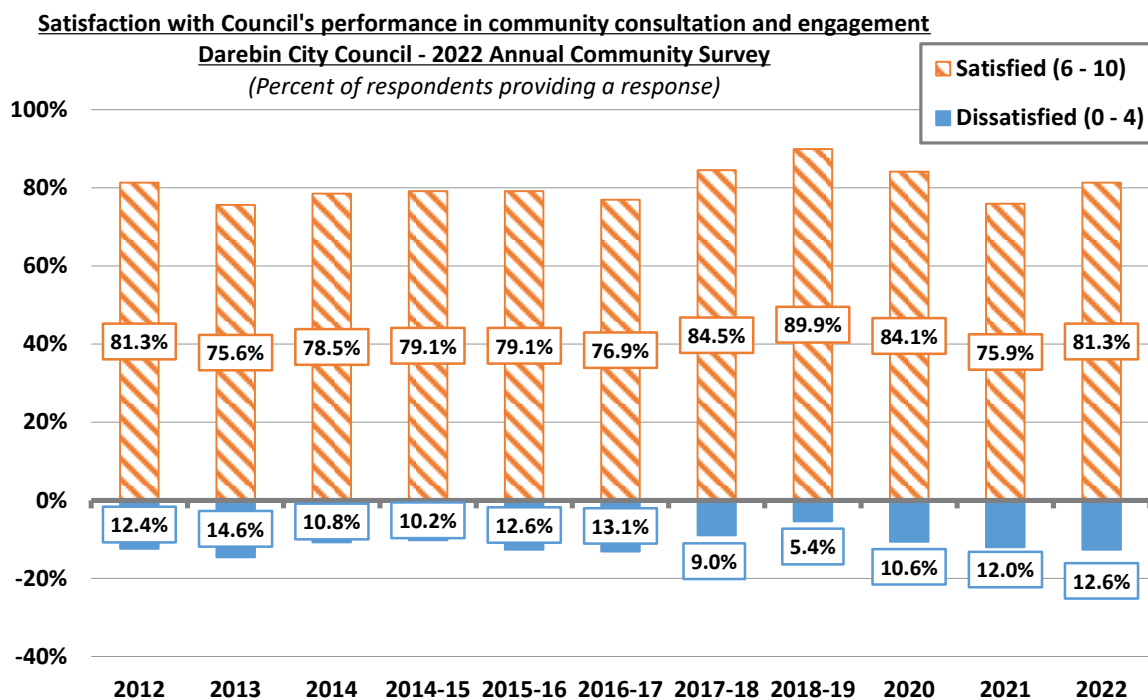
By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction of 6.39, as recorded in the 2022 *Governing Melbourne* research.

Satisfaction with Council's performance in community consultation and engagement
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Consistent with the measurable increase in average satisfaction this year, there was a notable increase in the proportion of “satisfied” respondents, up from 75.9% to 81.3%.

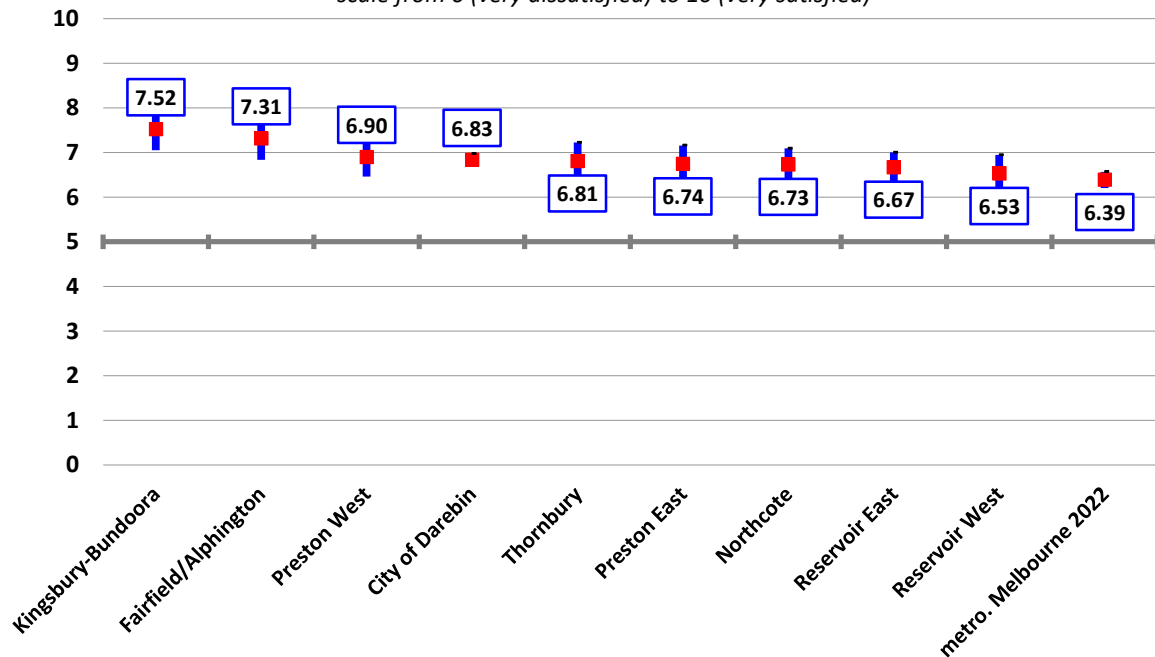
The proportion of “dissatisfied” respondents remained essentially stable this year, up from 12.0% to 12.6%.



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

- **Kingsbury-Bundoora** – respondents were measurably more satisfied than average and at a “very good” level of satisfaction.
- **Reservoir West** – respondents were notably, but not measurably less satisfied than average.

Satisfaction with Council's performance in community consultation and engagement
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was notable and measurable 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), both private and public rental household respondents, and respondents who had lived in the City of Darebin for five to less than 10 years were measurably more satisfied than average.
- **Less satisfied than average** – middle-aged and older adults (aged 45 to 74 years) were measurably less satisfied than average.

Satisfaction with this aspect of governance and leadership increased in all eight precincts, although none of these increases were statistically significant at the 95% confidence level.



Satisfaction with Council's performance in community consultation and engagement

Darebin City Council - 2022 Annual Community Survey

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>Lower</i>	<i>2022 Mean</i>	<i>Upper</i>
<i>Age</i>				
18 - 34 years	314	7.17	7.37	7.56
35 - 44 years	162	6.33	6.67	7.00
45 - 59 years	187	6.09	6.43	6.77
60 - 74 years	107	5.53	6.01	6.50
75 years and over	71	6.79	7.25	7.71
<i>Housing situation</i>				
Own this home	386	6.42	6.64	6.87
Mortgage	208	6.39	6.67	6.95
Renting this home	166	7.03	7.30	7.57
Renting from Office of Housing	31	7.87	8.32	8.77
<i>Period of residence</i>				
Less than one year	6	6.87	8.24	9.61
One to less than five years	63	6.73	7.16	7.58
Five to less than ten years	159	6.94	7.28	7.62
Ten years or more	606	6.47	6.64	6.82
<i>Aboriginal and Torres Strait Islander</i>				
Yes	5	3.06	7.18	10.00
No	823	6.67	6.82	6.96
<i>Multi-lingual household</i>				
English speaking	508	6.55	6.74	6.93
Multi-lingual	332	6.71	6.95	7.18
<i>Household member with a disability</i>				
Yes	123	6.17	6.58	7.00
No	703	6.68	6.84	7.00
<i>Gender</i>				
Male	400	6.58	6.80	7.01
Female	441	6.68	6.88	7.08
City of Darebin	849	6.68	6.83	6.97

Satisfaction with Council's performance in community consultation and engagement

Darebin City Council - 2022 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2017-18	107	6.72	7.08	7.45
	2018-19	99	6.96	7.25	7.54
	2020	57	7.20	7.62	8.05
	2021	79	6.73	7.10	7.47
	2022	82	7.05	7.52	7.99
Fairfield-Alphington	2017-18	104	6.69	7.00	7.31
	2018-19	104	6.15	6.56	6.96
	2020	61	5.71	6.33	6.95
	2021	69	6.53	6.90	7.27
	2022	44	6.83	7.31	7.79
Preston West	2017-18	93	6.18	6.58	6.98
	2018-19	94	6.22	6.61	6.99
	2020	120	6.80	7.11	7.41
	2021	97	6.34	6.78	7.22
	2022	107	6.46	6.90	7.33
Thornbury	2017-18	101	6.41	6.82	7.23
	2018-19	101	6.77	7.04	7.31
	2020	102	6.28	6.68	7.07
	2021	80	5.94	6.39	6.84
	2022	92	6.39	6.81	7.22
Preston East	2017-18	109	6.44	6.72	7.01
	2018-19	108	6.68	6.94	7.21
	2020	88	6.35	6.83	7.32
	2021	105	6.09	6.46	6.83
	2022	86	6.32	6.74	7.16
Northcote	2017-18	103	6.23	6.66	7.09
	2018-19	109	6.76	7.12	7.48
	2020	151	6.44	6.77	7.11
	2021	138	5.81	6.14	6.48
	2022	150	6.37	6.73	7.09
Reservoir East	2017-18	105	6.25	6.62	6.98
	2018-19	99	6.90	7.16	7.42
	2020	125	6.80	7.12	7.43
	2021	147	6.27	6.57	6.87
	2022	166	6.33	6.67	7.00
Reservoir West	2017-18	108	6.64	6.98	7.32
	2018-19	108	7.21	7.45	7.70
	2020	155	6.58	6.90	7.22
	2021	136	5.88	6.22	6.55
	2022	123	6.10	6.53	6.95

There was a total of 98 comments received from respondents who were not satisfied with Council's performance in community consultation and engagement.

Whilst a range of issues were raised by a handful of respondents, the most common responses related to a perception that there is insufficient consultation and engagement, or that respondents were unaware of any consultations or interactions.

Reasons for dissatisfaction with Council's performance in community consultation and engagement

Darebin City Council - 2022 Annual Community Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Haven't seen or heard any / many	13
No consultation and interaction with community	12
Don't feel there's much communication or feedback	10
Not enough engagement	6
Council is not interested in the voice of the community. They've already made up their minds and they don't care	5
The Council should be proactive, more needs to be done on this area	4
Neutral rating	3
Community consultation does not take place earlier or clearly enough	2
Consultation in terms of roads, parking restrictions was not transparent	2
Just haven't been aware of the Council's performance	2
Northcote Public Golf Course	2
Not sure what they do on it	2
Pop up bike lane was not consulted leading to implementation at poor time	2
The Council doesn't focus much on engaging the community while catering services	2
They're not reaching people who can't get out much, should cover everyone	2
Too much reliance on the internet as a form of communication which only targets a certain audience	2
Advertisement and announcements would help a lot more than just a letter in drop box	1
Bins	1
Consultation of Golf courses related decisions was not transparent	1
Consultation outcome was not great	1
Council offers advice often too late. I missed a lot of Council meetings because I work full time	1
Heritage overlay came out of nowhere. No consultation whatsoever	1
High St - tram tracks have so much artwork	1
Ideas aren't real world	1
It's often last minute notice on discussions like blocking off the roads	1
Leisure centre	1
Members of soccer club feel they aren't listened to	1
Need information frequently	1
Not a two way communication in consultation	1
Nothing much is getting done even upon suggesting	1
People not consulted before taking decisions, they get to know once it is implemented	1
Preston Market was not consulted about	1

Residents have to go to Council meetings to voice opinions. They're very rigid and give only 30 seconds to speak	1
Seems to be selective doesn't address everyone	1
Skewed by the outcome of the closing of James St	1
The way they communicate and give information is inaccessible for people with learning disabilities or ESL	1
They didn't offer Preston Market to be reserved as local heritage	1
They don't support any organization, and doesn't concern themselves in consultation even if community is requesting one	1
They used to communicate more when the railway was being constructed but not anymore	1
We want to move into Thornbury Park estates and are not satisfied with it	1
Went ahead to upgrade the swimming pool in Reservoir Leisure Centre but used the money elsewhere	1
Whenever I contacted the Council, they have been disorganized and mismanaged	1
Total	98

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?”

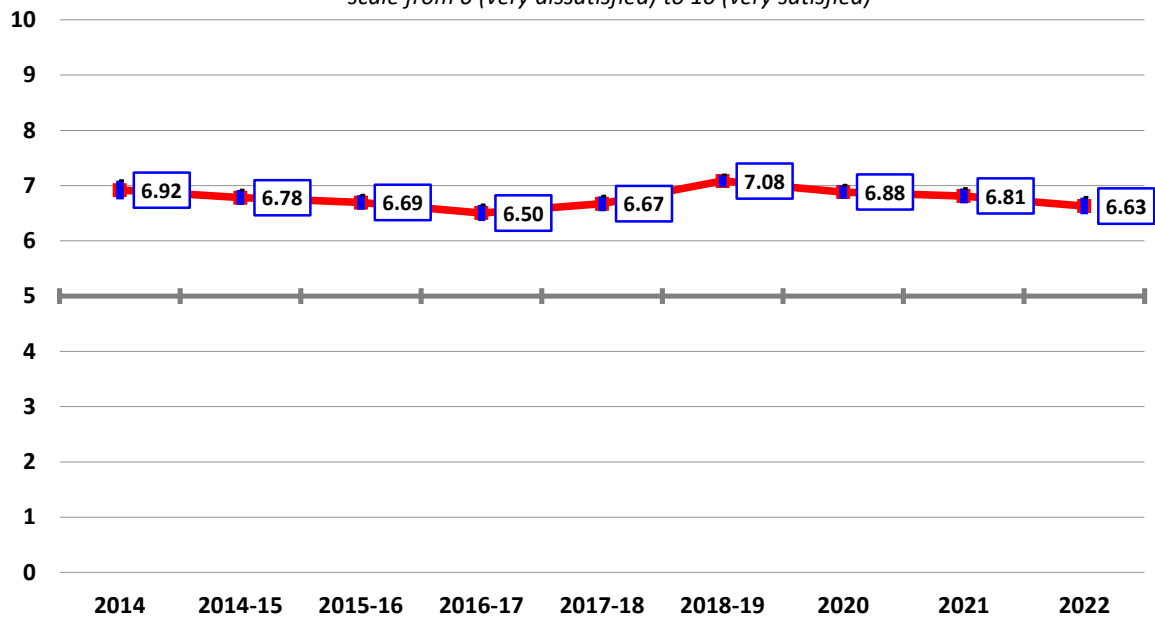
Satisfaction with Council’s performance making decisions in the interests of the community declined marginally, but not measurably this year, down 2.6% to 6.63.

Despite the small decline this year, satisfaction remains at a “good” level of satisfaction, although it remains marginally lower than the long-term average satisfaction since 2014 of 6.78.

By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction of 6.34, as recorded in the 2022 *Governing Melbourne* research.

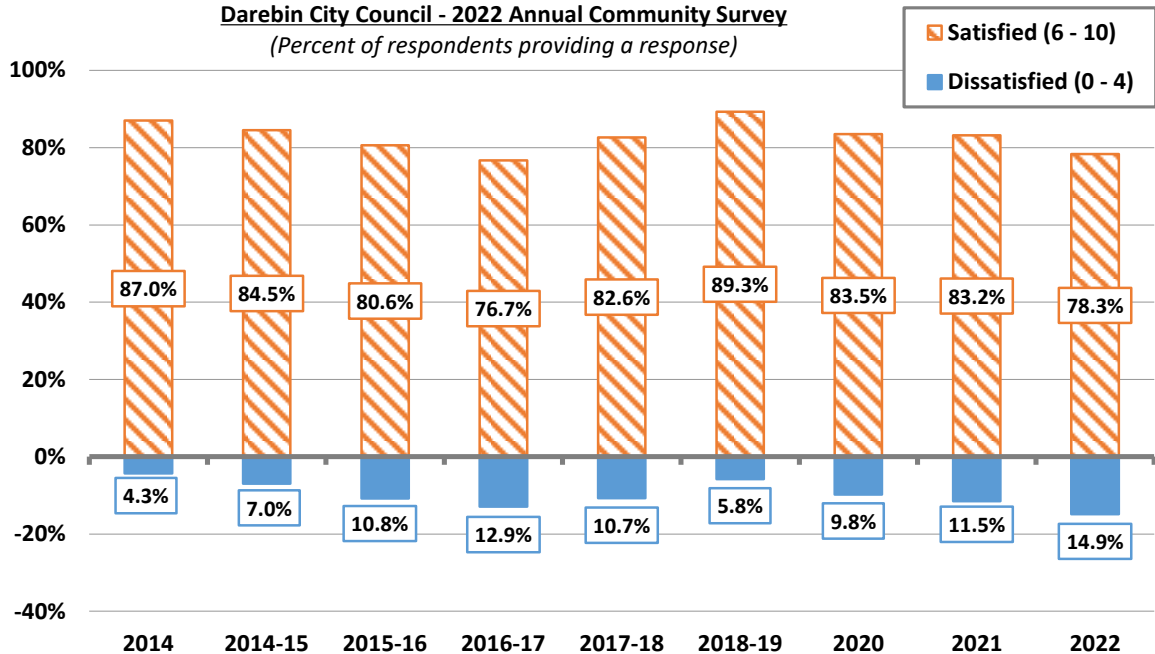


Satisfaction with performance in making decisions in the interests of the community
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



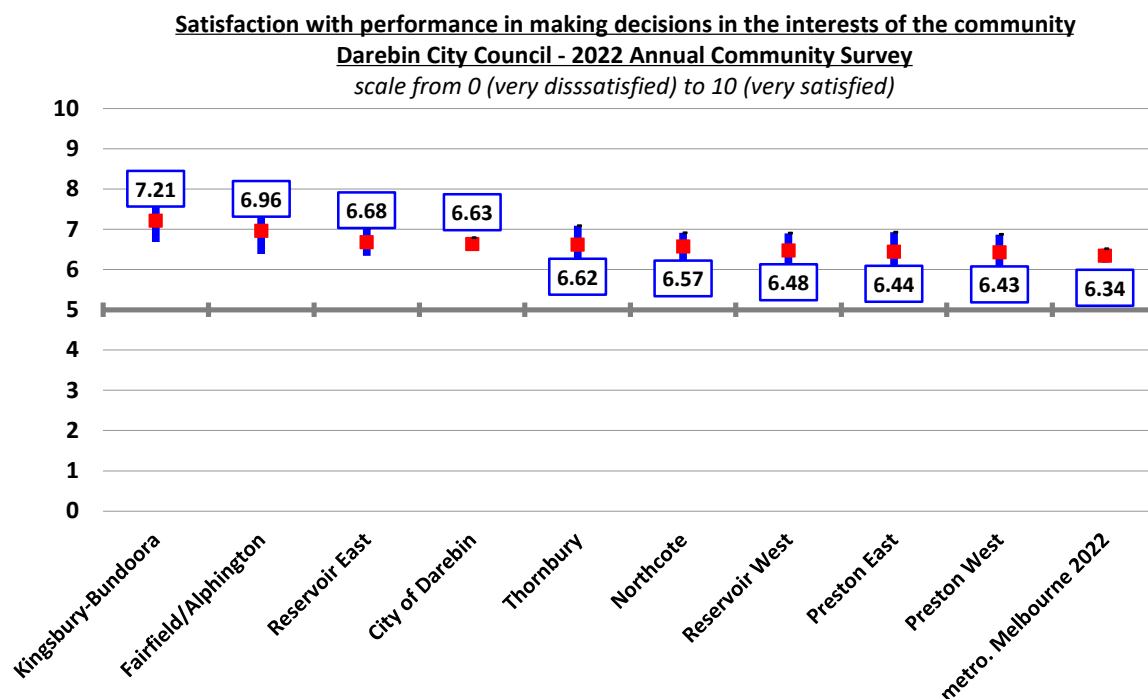
Consistent with the small decline in average satisfaction, there was a small decrease in the proportion of “satisfied” respondents (78.3% down from 83.2%), and a small increase in the proportion of “dissatisfied” respondents (14.9% up from 11.5%).

Satisfaction with performance in making decisions in the interests of the community
Darebin City Council - 2022 Annual Community Survey
(Percent of respondents providing a response)



Whilst there was no statistically significant variation in satisfaction with Council’s performance making decisions in the interests of the community observed across the municipality, it is noted that respondents from Kingsbury-Bundoora were somewhat more satisfied than average.

It is also noted that respondents from Reservoir West, Preston East, and Preston West were marginally less satisfied than average, and at “solid” rather than “good” levels of satisfaction.



There was notable and measurable variation in satisfaction with Council’s performance making decisions in the interests of the community observed by respondent profile, as follows:

- **More satisfied than average** – young adults (aged 18 to 34 years) and both private and public rental households were measurably more satisfied than average, and the seven Aboriginal and / or Torres Strait Islander respondents were notably more satisfied than average.
- **Less satisfied than average** – middle-aged and older adults (aged 45 to 74 years) were measurably less satisfied than average, and long-term residents of Darebin (10 years or more in the municipality) were notably, but not measurably less satisfied than average.

Satisfaction with this aspect of governance and leadership increased in three precincts and declined in five, as follows:

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

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



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

Darebin City Council - 2022 Annual Community Survey

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>Lower</i>	<i>2022 Mean</i>	<i>Upper</i>
<i>Age</i>				
18 - 34 years	308	7.01	7.21	7.40
35 - 44 years	163	6.32	6.67	7.03
45 - 59 years	186	5.74	6.09	6.44
60 - 74 years	108	5.41	5.89	6.38
75 years and over	70	6.28	6.81	7.34
<i>Housing situation</i>				
Own this home	379	6.16	6.41	6.65
Mortgage	211	6.16	6.45	6.73
Renting this home	165	6.97	7.24	7.52
Renting from Office of Housing	31	7.62	8.07	8.52
<i>Period of residence</i>				
Less than one year	6	6.74	7.53	8.33
One to less than five years	63	6.98	7.40	7.81
Five to less than ten years	155	7.05	7.35	7.65
Ten years or more	605	6.17	6.36	6.54
<i>Aboriginal and Torres Strait Islander</i>				
Yes	7	4.48	7.50	10.00
No	815	6.50	6.65	6.80
<i>Multi-lingual household</i>				
English speaking	497	6.37	6.57	6.76
Multi-lingual	338	6.49	6.74	6.98
<i>Household member with a disability</i>				
Yes	122	5.95	6.40	6.84
No	701	6.50	6.66	6.83
<i>Gender</i>				
Male	398	6.33	6.56	6.79
Female	438	6.54	6.73	6.93
City of Darebin	844	6.48	6.63	6.78

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

Darebin City Council - 2022 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2017-18	108	6.78	7.08	7.39
	2018-19	102	7.00	7.28	7.57
	2020	54	6.63	7.15	7.68
	2021	86	7.09	7.43	7.76
	2022	81	6.68	7.21	7.74
Fairfield-Alphington	2017-18	112	6.30	6.69	7.08
	2018-19	109	6.35	6.71	7.06
	2020	59	6.19	6.66	7.13
	2021	64	6.61	6.86	7.11
	2022	45	6.38	6.96	7.54
Reservoir East	2017-18	110	6.34	6.71	7.08
	2018-19	104	6.79	7.07	7.34
	2020	129	6.62	6.93	7.24
	2021	152	6.66	6.94	7.21
	2022	161	6.34	6.68	7.02
Thornbury	2017-18	100	5.83	6.29	6.75
	2018-19	102	6.96	7.18	7.39
	2020	101	6.27	6.64	7.01
	2021	81	6.02	6.52	7.01
	2022	84	6.15	6.62	7.09
Northcote	2017-18	103	6.12	6.54	6.97
	2018-19	110	6.88	7.18	7.48
	2020	153	6.57	6.87	7.16
	2021	126	6.09	6.47	6.85
	2022	149	6.24	6.57	6.91
Reservoir West	2017-18	113	6.56	6.89	7.22
	2018-19	112	7.12	7.39	7.67
	2020	155	6.60	6.91	7.23
	2021	138	6.38	6.72	7.07
	2022	133	6.05	6.48	6.90
Preston East	2017-18	110	6.32	6.68	7.04
	2018-19	106	6.51	6.85	7.19
	2020	90	6.51	6.91	7.31
	2021	103	6.45	6.84	7.23
	2022	86	5.95	6.44	6.93
Preston West	2017-18	100	6.17	6.57	6.97
	2018-19	97	6.23	6.64	7.05
	2020	119	6.70	6.99	7.29
	2021	93	6.34	6.83	7.32
	2022	104	5.98	6.43	6.87

There was a total of 116 comments received from respondents who were not satisfied with Council's performance making decisions in the interests of the community.

Whilst a range of issues were raised by a handful of respondents, the most common responses related to a perception that Council does not listen to or consult with the community, issues with the redevelopment of Preston Market, and the perception that Council is pursuing its own agenda over the interests of the community.

Reasons for dissatisfaction with performance in making decisions in the interests of the community
Darebin City Council - 2022 Annual Community Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
The Council needs to listen / consult	18
Development issues Preston Market	11
Self-interest takes a precedence over community interests, they have their own agenda	11
Too many new developments are taking place without consultation or planning	5
We don't get involved	4
Council planned to make on-street parking paid for and tried to implement without consulting community	3
Doesn't make any proper decision for the whole community	3
No consultation on Golf Course	3
Waste a lot of money, infrastructure rundown	3
Appeal to big businesses not locals, vested interests like developers given priority	2
Don't have any insights or know much about it	2
Focusing on areas that are unnecessary and drifting away from the necessary areas of concern. They should learn to prioritise	2
Giving too many permits for big buildings, no answers when questioned	2
Never seen Council in the area	2
Unhappy with the Council's performance	2
Australia day debacle, their way of thinking isn't representative of everyone in the community	1
Certain areas need more funding	1
Cheddar Rd crossing changes were very unpopular but they went through anyway. It confuses people and leads to danger and chaos	1
Delays in making things happen	1
Difficulties in lockdown	1
Doesn't involve the community while making decisions, at least didn't involve me	1
Don't consider current residents woes - parking and congestion issues	1
Don't reflect community views	1
Don't see much improvements	1
Dundas St to Plenty St is unmaintained and has bad traffic. The roads are narrow because of the trams	1
Facilities aren't up to date	1
Haven't had much done on public spaces and so on	1
It's challenging for the Council to address every issue the residents are facing. Need to do more advocacy	1
It's hopeless to expect	1
Mental health services are really bad not enough	1

More ageing population but their focus is more on making decisions to support bike lanes	1
More aligned to vocal minority groups	1
Need to focus more on issues relevant to the community and the needs	1
No well-maintained development for community	1
Northcote Plaza	1
Northcote Public Golf Course, wanting to turn it into a park is completely ludicrous	1
Not all areas receive equal funding, for example Reservoir pool receiving significantly less funding than the Northcote pool	1
Not enough consultation for minority groups	1
Not enough disabled access	1
Not qualified to make decisions about LGBTIQ+	1
Pensioners can't afford rates	1
Personal experience	1
Planning approval suspect	1
Pretty poor on heritage listing and town planning	1
Prioritise South not North	1
Reconstruction of Aquatic Centre	1
Shallow assessments and lazy decision making	1
Some decisions are strange some buildings in High St and ruin the street	1
Some decisions are too ideological	1
Some decisions have been really poor regarding political correctness	1
The development / density problems	1
They don't support any organization, and doesn't concern themselves in consultation even if community is requesting one	1
They fight one another all the time	1
They governing for those who live in the affordable areas like Northcote	1
They should listen more to the residents in regards to fixing roads and nature strips	1
They're in favour of only certain groups	1
Too many on the Council	1
Went too hard on the bike lanes, High St	1
Total	116

Lobbying and making representations on key issues

Respondents were asked:

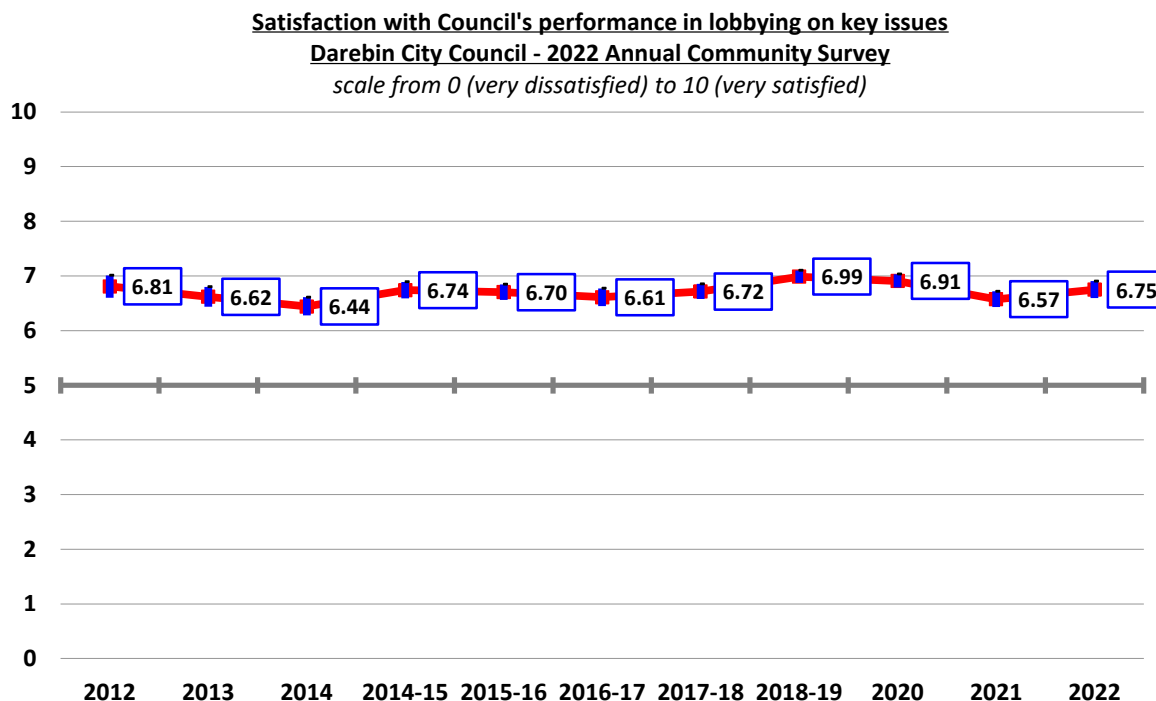
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council’s performance in lobbying and making representations on key issues that affect the local community? If rated less than 6, why do you say that?”

Satisfaction with Council’s lobbying and making representations on key issues that affect the local community increased marginally, but not measurably this year, up 2.7% to 6.75.

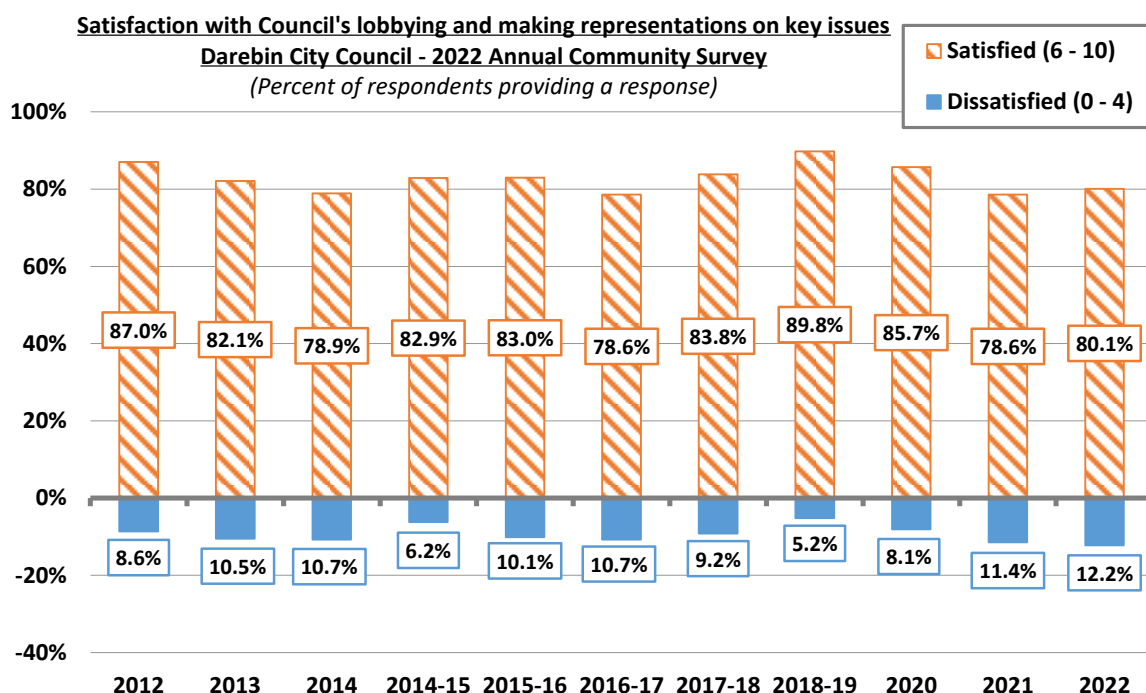
Despite the increase this year, satisfaction remains at a “good” level of satisfaction, and consistent with the long-term average satisfaction since 2012 of 6.78.



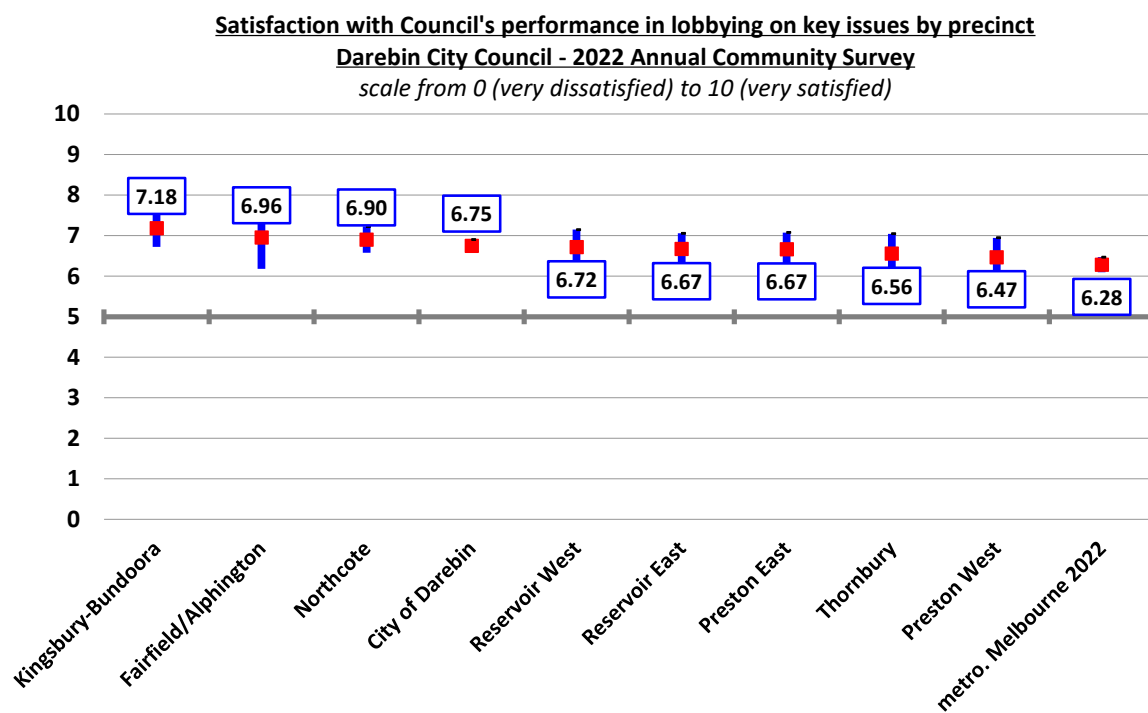
By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with “representation, lobbying, and advocacy” of 6.28, as recorded in the 2022 *Governing Melbourne* research.



There was relatively little change in the proportion of “satisfied” and “dissatisfied” respondents in 2022, as outlined in the following graph.



There was no statistically significant variation in satisfaction with Council’s performance in lobbying and making representations on key issues observed across the municipality, although it is noted that respondents from Preston West rated satisfaction at a “solid” rather than a “good” level.



There was notable and measurable variation in satisfaction with Council’s performance in lobbying and making representations on key issues observed by respondent profile, as follows:

- **More satisfied than average** – young adults (aged 18 to 34 years), both private and public rental household respondents, new residents (less than one year in the City of Darebin), and respondents who had lived in the municipality for five to less than 10 years were measurably more satisfied than average. Senior citizens (aged 75 years and over) and the five Aboriginal and / or Torres Strait Islander respondents were notably more satisfied than average, and respondents from multilingual households were notably more satisfied than respondents from English speaking households.
- **Less satisfied than average** – middle aged and older adults (aged 45 to 74 years) were measurably less satisfied than average.

Satisfaction with this aspect of governance and leadership increased in three precincts, remained the same in one, and declined in four precincts, as follows:

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



Satisfaction with Council's performance in lobbying and making representation

Darebin City Council - 2022 Annual Community Survey

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>Lower</i>	<i>2022 Mean</i>	<i>Upper</i>
<i>Age</i>				
18 - 34 years	290	7.04	7.24	7.45
35 - 44 years	141	6.17	6.55	6.92
45 - 59 years	162	5.98	6.33	6.69
60 - 74 years	94	5.56	6.06	6.57
75 years and over	55	6.73	7.27	7.81
<i>Housing situation</i>				
Own this home	339	6.36	6.60	6.84
Mortgage	178	6.26	6.55	6.84
Renting this home	151	6.90	7.19	7.49
Renting from Office of Housing	31	7.76	8.27	8.78
<i>Period of residence</i>				
Less than one year	5	7.04	8.46	9.87
One to less than five years	56	6.75	7.16	7.57
Five to less than ten years	133	6.90	7.25	7.60
Ten years or more	543	6.38	6.56	6.75
<i>Aboriginal and Torres Strait Islander</i>				
Yes	5	3.25	7.57	10.00
No	723	6.61	6.77	6.92
<i>Multi-lingual household</i>				
English speaking	430	6.45	6.65	6.85
Multi-lingual	312	6.65	6.90	7.15
<i>Household member with a disability</i>				
Yes	106	6.28	6.74	7.21
No	623	6.57	6.74	6.90
<i>Gender</i>				
Male	365	6.45	6.68	6.92
Female	377	6.64	6.84	7.04
City of Darebin	748	6.60	6.75	6.91

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

Darebin City Council - 2022 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2017-18	94	6.83	7.19	7.56
	2018-19	94	6.88	7.20	7.53
	2020	47	6.80	7.29	7.78
	2021	86	7.09	7.43	7.76
	2022	84	6.72	7.18	7.65
Fairfield-Alphington	2017-18	106	6.45	6.79	7.14
	2018-19	93	6.78	7.08	7.37
	2020	55	6.30	6.78	7.27
	2021	64	6.61	6.86	7.11
	2022	30	6.18	6.96	7.73
Northcote	2017-18	89	6.10	6.55	7.00
	2018-19	100	6.79	7.10	7.41
	2020	142	6.54	6.81	7.08
	2021	126	6.09	6.47	6.85
	2022	127	6.58	6.90	7.22
Reservoir West	2017-18	97	6.38	6.76	7.15
	2018-19	108	6.81	7.10	7.39
	2020	146	6.40	6.75	7.10
	2021	138	6.38	6.72	7.07
	2022	120	6.28	6.72	7.15
Reservoir East	2017-18	97	6.34	6.70	7.06
	2018-19	92	6.62	6.95	7.27
	2020	114	6.70	7.01	7.32
	2021	152	6.66	6.94	7.21
	2022	144	6.28	6.67	7.06
Preston East	2017-18	99	6.46	6.80	7.14
	2018-19	88	6.26	6.64	7.01
	2020	74	6.64	7.03	7.43
	2021	103	6.45	6.84	7.23
	2022	82	6.26	6.67	7.08
Thornbury	2017-18	84	6.16	6.63	7.10
	2018-19	92	6.74	7.03	7.32
	2020	85	6.45	6.80	7.15
	2021	81	6.02	6.52	7.01
	2022	68	6.07	6.56	7.04
Preston West	2017-18	80	6.06	6.49	6.92
	2018-19	77	6.34	6.74	7.14
	2020	109	6.78	7.04	7.31
	2021	93	6.34	6.83	7.32
	2022	92	6.00	6.47	6.95



There was a total of 52 comments received from respondents who were not satisfied with Council's performance in lobbying and making representations on key issues.

Whilst a range of issues were raised by a handful of respondents, the most common responses related to a perception that Council has not been seen to be doing anything in this space, or a perceived lack of communication and engagement with the community about these issues.

Reasons for dissatisfaction with Council's performance in lobbying and making representations on key issues

Darebin City Council - 2022 Annual Community Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Haven't seen / heard the Council do anything about it	11
No communication / information	5
They don't engage with the community and they don't listen to the residents. So how would they know what we want?	5
Preston Market issue	4
Council is side-lining the big and real issues	2
Don't know what they do with their services to the community	2
A lot of inconsistency. More issues needs to be given attention	1
Council have been going back and forth with my family as we try to build a home on a block of land	1
Council only includes address certain issue related to certain people and doesn't include everybody in the Council	1
Don't believe they've been really successful. Feel they could be stronger	1
Heritage overlay doesn't cooperate with sustainability	1
Lot of political lobbying from the Council end	1
Mental health is being failed	1
Need to communicate how important environmental issues are	1
Needs more East-West connectivity and need to lobby harder with the state government	1
No consultation, no planning	1
No results	1
Not for Council to be involved in political issues	1
Take a lot of meetings but never hear the end of it. Can do better with communicating what they do and how they represent us	1
The Council is too development oriented and is creating climate hotspots	1
They don't support any organization and doesn't concern themselves in consultation even if the community is requesting one	1
They have particular view that they push for and they are not interested to hear other views	1
They only care about multicultural	1
They pick and choose what they want to do	1
Vaccination policy	1
Very inappropriate in changing the titles and all	1
We get nothing always, just minimal services	1
We want Council to care more about the basic things like emptying bins, more than climate change, as those come first	1
With too many developments, importance is being given to developers rather than issues of the local residents	1

Total

52

60

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?”

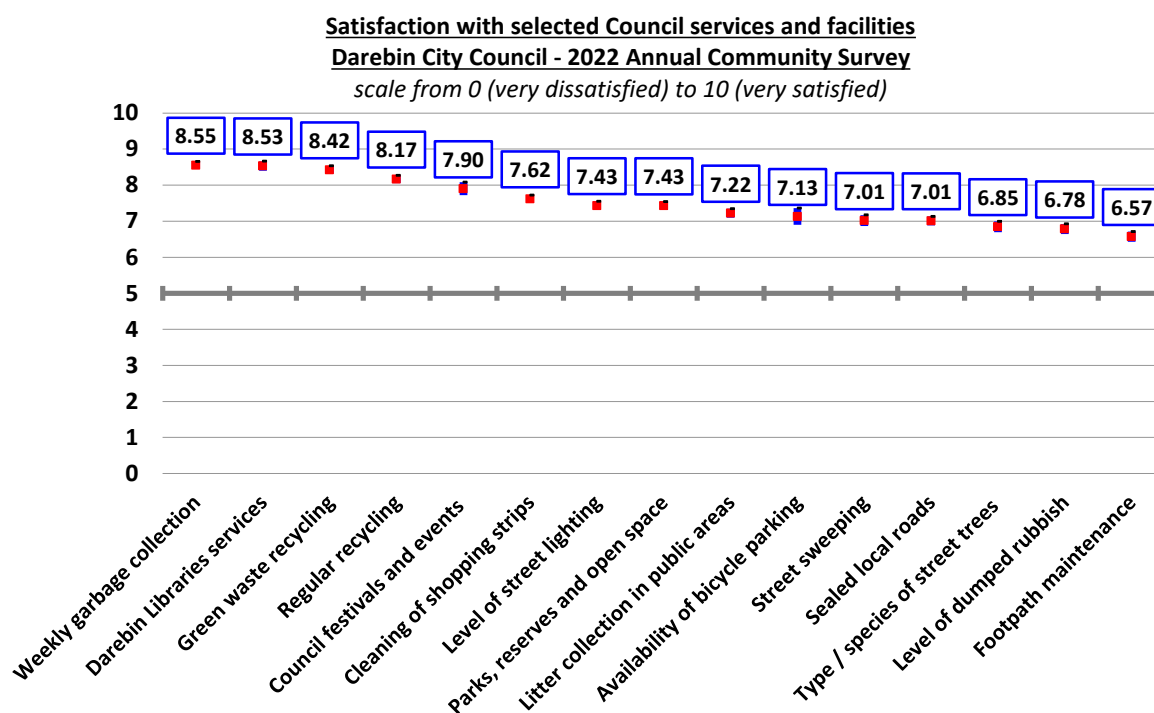
There were 15 Council services and facilities included in the survey again in 2022.

The average satisfaction with these 15 services and facilities was 7.51 out of 10, almost identical to the average satisfaction in 2021 of 7.52, and the 2020 average of 7.53. Satisfaction with these 15 services and facilities remains at a “very good” level.

The 2022 *Governing Melbourne* research conducted independently by Metropolis Research in January 2022 using the same telephone methodology, reported an average satisfaction with 14 of these 15 services and facilities of 7.56. *Governing Melbourne* did not include the availability of bicycle parking.

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

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



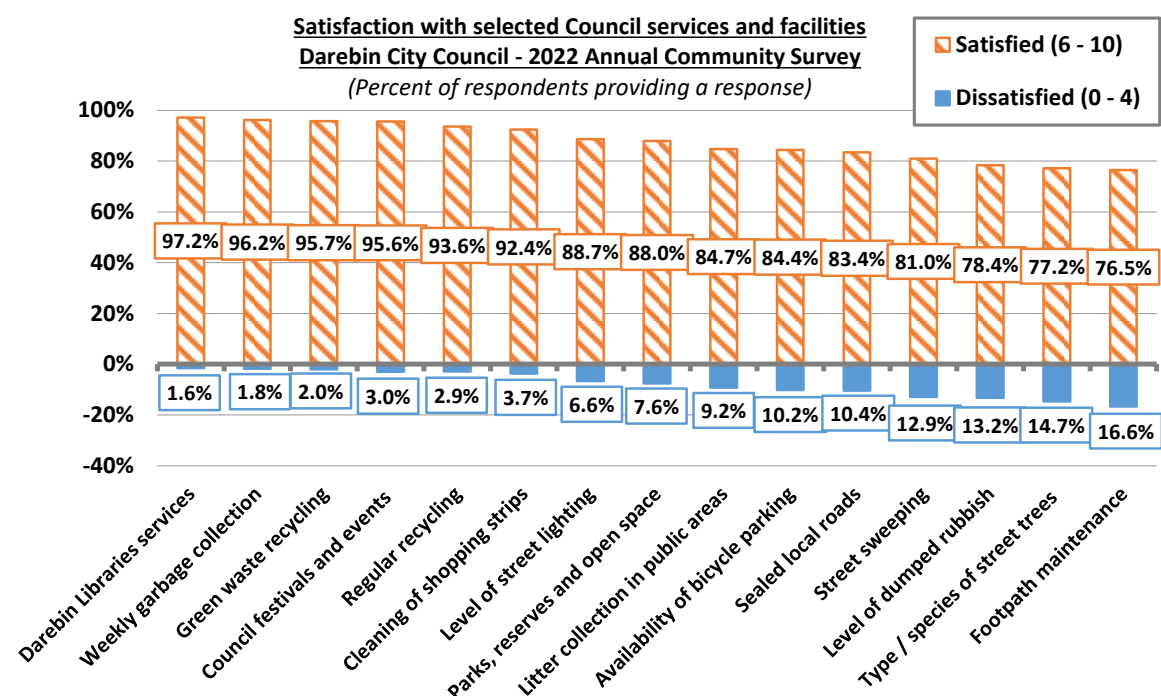
Metropolis Research notes that the average satisfaction with the 13 of the 15 included Council services and facilities was higher than satisfaction with Council’s overall performance (6.79).

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

This is an important finding, as it makes clear that, on average, these services and facilities were not a negative influence on community satisfaction with Council’s performance.

Only footpath maintenance and repairs (6.57) and the level of dumped rubbish (6.78) recorded average satisfaction scores lower than satisfaction with Council’s overall performance (6.79).

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



Consistent with the “good” to “excellent” levels of average satisfaction, it is noted that more than three-quarters of the respondents providing a satisfaction score were “satisfied” with each of the 15 included services and facilities.

Of particular note is the fact that more than 90% of respondents were “satisfied” with the Darebin Libraries services, the weekly garbage collection, the green waste recycling, Council festivals and events, the regular recycling, and the cleaning of shopping strips.

By contrast, Metropolis Research notes that 10% or more of respondents providing a response were “dissatisfied” with the availability of bicycle parking, the condition of sealed local roads, street sweeping, the level of dumped rubbish, the type / species of street trees, and footpath maintenance and repairs.

Satisfaction with selected Council services and facilities

Darebin City Council - 2022 Annual Community Survey

(Number and index score scale 0 - 10)

	Service/facility	Number	2022			2021	2020	2018-19	2022 Metro.*
			Lower	Mean	Upper				
Higher than average	Weekly garbage collection	981	8.46	8.55	8.65	8.33	8.58	8.25	8.41
	Darebin Libraries services	404	8.40	8.53	8.66	8.39	8.26	8.46	8.49
	Green waste recycling	743	8.32	8.42	8.53	8.19	8.04	8.26	8.16
	Regular recycling	967	8.06	8.17	8.27	8.01	8.14	7.95	8.35
	Council festivals and events	288	7.72	7.90	8.08	7.67	7.43	7.93	7.76
Average	Cleaning of shopping strips ⁽¹⁾	936	7.51	7.62	7.72	7.39	7.62	7.36	7.00
	The level of street lighting	962	7.31	7.43	7.55	7.47	7.37	7.29	7.72
	Maintenance of parks, reserves, open space	956	7.31	7.43	7.54	7.50	7.58	7.47	7.75
Lower than average satisfaction	Litter collection in public areas	940	7.09	7.22	7.34	7.19	7.49	7.38	7.26
	The availability of bicycle parking	289	6.90	7.13	7.36	7.65	7.10	n.a.	n.a.
	Street sweeping	894	6.86	7.01	7.17	7.15	7.16	7.21	7.45
	The condition of sealed local roads	979	6.89	7.01	7.13	7.05	7.24	7.15	6.66
	The type / species of street trees	947	6.70	6.85	6.99	7.10	7.05	n.a.	7.12
	The level of dumped rubbish	945	6.64	6.78	6.92	7.00	6.93	7.23	6.94
	Footpath maintenance and repairs	980	6.43	6.57	6.71	6.66	6.96	7.03	6.74
<i>Average satisfaction with Council services</i>			7.37	7.51	7.64	7.52	7.53	7.53	7.56

(*) 2022 metropolitan Melbourne average from Governing Melbourne

⁽¹⁾ previously name "maintenance and cleaning of shopping strips"

Service / facility	Dissatisfied (0 - 4)	Neutral (5)	Satisfied (6 - 10)	Can't say	Total
Darebin Libraries services	1.6%	1.2%	97.2%	4	408
Weekly garbage collection	1.8%	2.0%	96.2%	19	1,000
Green waste recycling	2.0%	2.3%	95.7%	1	744
Council festivals and events	3.0%	1.3%	95.6%	2	290
Regular recycling	2.9%	3.5%	93.6%	33	1,000
Cleaning of shopping strips ⁽¹⁾	3.7%	3.9%	92.4%	64	1,000
The level of street lighting	6.6%	4.7%	88.7%	38	1,000
Maintenance of parks, reserves, open space	7.6%	4.5%	88.0%	44	1,000
Litter collection in public areas	9.2%	6.0%	84.7%	60	1,000
The availability of bicycle parking	10.2%	5.4%	84.4%	3	291
The condition of sealed local roads	10.4%	6.2%	83.4%	21	1,000
Street sweeping	12.9%	6.1%	81.0%	106	1,000
The level of dumped rubbish	13.2%	8.4%	78.4%	55	1,000
The type / species of street trees	14.7%	8.1%	77.2%	53	1,000
Footpath maintenance and repairs	16.6%	6.9%	76.5%	20	1,000

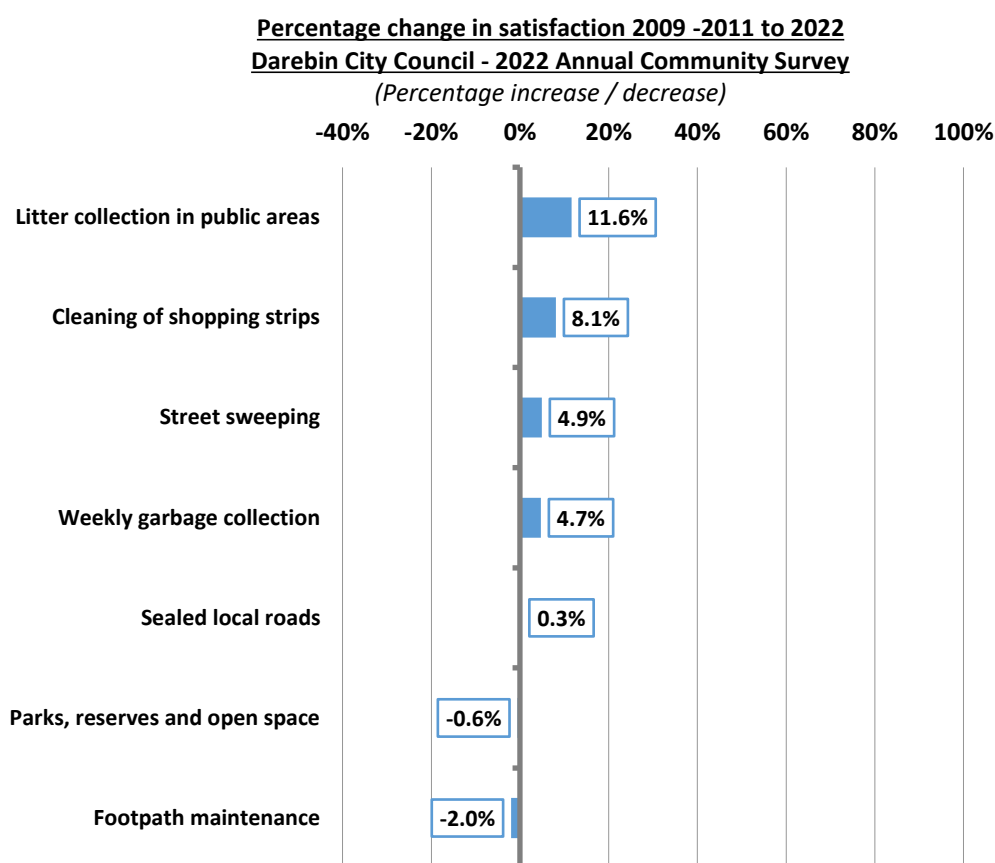
Change in satisfaction over the last 10 years

The following graph displays the percentage change in satisfaction with the seven services and facilities that have remained consistent over the last 10 years of the survey program.

The results are based on an average satisfaction over the three years 2009 to 2011 compared to the 2022 results.

Metropolis Research notes the statistically significant increase in satisfaction with both litter collection in public areas (up 11.6%), and the cleaning of shopping strips (up 8.1%). It is noted that the cleaning of shopping strips was previously called the maintenance and cleaning of strip shopping areas.

Of the seven services and facilities, none reported a measurable decline in satisfaction, although footpath maintenance and repairs declined two percent.



The following section provides a detailed discussion of satisfaction with each of these 15 services and facilities, including by precinct and respondent profile. In general terms, the following pattern of results was observed:

- **Generally, more satisfied than average** – includes respondents from Kingsbury-Bundoora, young adults (aged 18 to 34 years), males, and respondents from multilingual households.
- **Generally, less satisfied than average** – includes middle-aged and older adults.

Condition of sealed local roads

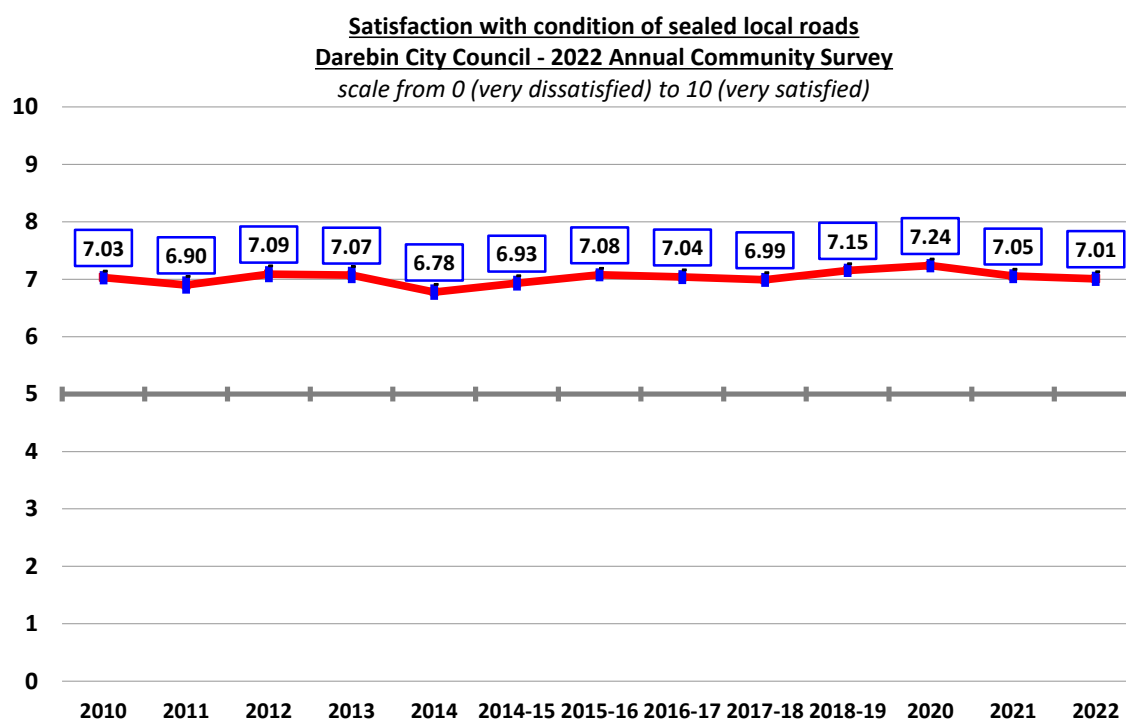
Respondents were asked:

“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 remained essentially stable this year, down less than one percent to 7.01.

This remains a “good” level of satisfaction, and consistent with the long-term average satisfaction since 2009 of 7.03.

By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with the “maintenance and repair of sealed local roads” of 6.66, as recorded in the 2022 *Governing Melbourne* research.

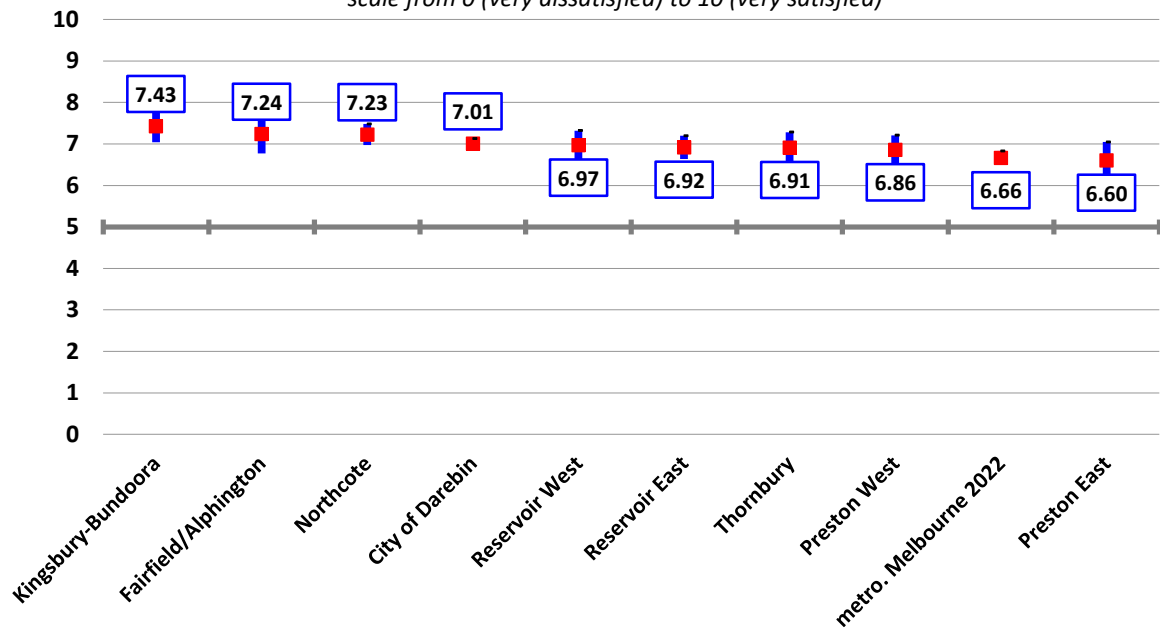


There was no statistically significant variation in satisfaction with the condition of sealed local roads observed across the municipality.

It is noted however, that:

- **Kingsbury-Bundoora** – respondents were notably, but not measurably more satisfied than average, and at a “very good” level of satisfaction.
- **Preston West** - respondents were notably, but not measurably less satisfied than average, although still at a “good” level of satisfaction.

Satisfaction with condition of sealed local roads by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)




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

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than average.
- **Middle-aged and older adults (aged 45 to 74 years)** – respondents were measurably less satisfied than average.

Satisfaction with condition of sealed local roads by respondent profile
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





Satisfaction with the condition of sealed local roads increased in five precincts and declined in three, although none of these variations were statistically significant, as follows:

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



Satisfaction with condition of sealed local roads
Darebin City Council - 2022 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2017-18	121	7.01	7.35	7.68
	2018-19	122	7.15	7.42	7.69
	2020	72	6.97	7.42	7.88
	2021	95	7.05	7.41	7.78
	2022	96	7.04	7.43	7.81
Fairfield-Alphington	2017-18	123	6.96	7.25	7.54
	2018-19	125	6.71	7.06	7.40
	2020	62	7.16	7.58	8.00
	2021	72	6.77	7.21	7.65
	2022	56	6.77	7.24	7.71
Northcote	2017-18	123	6.37	6.69	7.01
	2018-19	121	6.49	6.87	7.25
	2020	174	7.06	7.33	7.60
	2021	147	6.87	7.19	7.51
	2022	170	6.97	7.23	7.48
Reservoir West	2017-18	126	6.60	6.92	7.24
	2018-19	122	7.21	7.47	7.72
	2020	174	6.88	7.16	7.44
	2021	164	6.42	6.77	7.11
	2022	151	6.61	6.97	7.32
Reservoir East	2017-18	125	6.69	7.02	7.35
	2018-19	127	6.86	7.20	7.54
	2020	151	6.68	7.01	7.34
	2021	191	6.89	7.13	7.36
	2022	184	6.64	6.92	7.20
Thornbury	2017-18	119	6.22	6.66	7.10
	2018-19	123	6.91	7.20	7.48
	2020	116	6.90	7.20	7.51
	2021	97	6.47	6.83	7.20
	2022	110	6.54	6.91	7.28
Preston West	2017-18	123	6.85	7.19	7.52
	2018-19	120	6.49	6.88	7.26
	2020	134	6.92	7.21	7.50
	2021	109	6.47	6.92	7.37
	2022	114	6.50	6.86	7.21
Preston East	2017-18	122	6.90	7.25	7.61
	2018-19	124	6.82	7.15	7.49
	2020	94	6.92	7.27	7.62
	2021	115	6.79	7.08	7.37
	2022	97	6.16	6.60	7.05

There was a total of 160 comments received from respondents who were not satisfied with the condition of sealed local roads (86 comments), and specific roads of concern (74 comments).

Whilst a range of issues were canvassed by a handful of respondents, the most common issues raised by respondents were related to the condition of the roads, such as potholes that need to be fixed, and a perception that there is insufficient maintenance.

Reasons for dissatisfaction with the condition of sealed local roads and roads of concern
Darebin City Council - 2022 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Potholes everywhere that need to be fixed	14
Roads are not maintained properly	11
Need more maintenance and repair	6
The roads are terrible	5
Uneven roads full of bumps and cracks	4
Footpaths have bumps, people are tripping and it's dangerous	3
Traffic management is terrible	3
All roads in Darebin are bad and need to be fixed	2
Better bicycle infrastructure for cyclists, more On-road bicycle lanes, high quality tarmac for bicycles	2
Need speed humps to regulate speeding	2
No speed signs, no parking signs or no standing sign around roads	2
Spend money on roads	2
Not happy with the service	2
Slow fixes	2
They are not clean	2
They're not in the best shape	2
Trees and tree roots raise parts of the roads causing it to be bumpy, they're destroying roads	2
A lot of the roads need to be surfaced	1
Can be better managed - all over Darebin	1
Clean the street garbage yourself	1
Darebin doesn't look very pretty or clean	1
Gutters	1
Laneway is in bad condition and it's not being repaired	1
Local roads around primary schools require slow speed signage	1
Our whole area need better roads	1
Poor condition, mostly footpaths	1
Road rules to be implemented	1
Road vision light not visible	1
Roads are narrow	1
Side streets	1
Some maintenance that was required that still hasn't been done	1
Some roads were fixed/ worked on too often because of which the roads were closed often	1

Some streets flood, drainage is in disrepair even if it's meant to be fixed	1
Streets packed, water doesn't drain	1
The Council doesn't care and doesn't fix anything	1
The speed levels are variable and there is heavy traffic. Some residents park on the roads	1
Very disappointed with Council's development of road to slow down traffic. Cost of investment high in unnecessary development in roads	1
Total	86

Specific sites

Potholes in High St	5
Bumpy roads along Mitchell St and there is no speed control	3
Main roads need more attention in Reservoir	3
The condition of traffic and maintenance of High St is poor	3
Cheddar Rd is in very poor condition, hooning and traffic problems, intersection changes made street even more dangerous	2
Lot of potholes - Cheddar Rd	2
Not swept regularly, potholes on Gilbert Rd, especially in spring and autumn	2
St Georges Rd	2
Victoria Rd	2
A lot of areas on Pender St have potholes and a lot of rubbish	1
A lot of areas on Wilcox St have potholes and a lot of rubbish	1
Alphington, Fairfield and Northcote roads are filled with potholes	1
At the intersection in North Rd, there's no light	1
Bumps and potholes in Dwyer Ave	1
Bumpy roads along Hastings St	1
Charles St needs fixing	1
Clarence St is almost undrivable and damages cars	1
Drains don't work Munro St	1
Erin St	1
Henry St should be 40 speed zone, cars have mirrors hit and not allowed to park partly on nature strip to. Can't utilise legal spots because speeding	1
Heritage laneways are not maintained	1
High St roads are terrible due to the trams	1
In the area there has been a lot of blocking of traffic being directed up to High Street all the blocking of roads and work in alleyways are packed with traffic. There is no signage of work being done which is inconvenient	1
In Union St, roads are very narrow	1
It could definitely be better throughout Reservoir West, too many holes and bumps	1
Laneway behind Arthurton Rd is uneven	1
Large sounding road hazard on Home St due to stormwater blockage and flooding	1
Lot of cracked roads (Regent St)	1
Lot of traffic issue - Station St	1
Lumpy small laneway in Bell St	1
Miranda Rd	1
Murray Rd Preston	1
Northcote Plaza Shopping Centre paving car park	1
Number of accidents on the Mansfield St - Victoria St intersection, need speed bumps	1

On High St where there have been developments, the road is in absolutely shocking condition	1
People drive fast on path from Wilkinson St from Plenty Rd	1
Percival St	1
Potholes and uneven roads (Station St)	1
Potholes, cracks, pipe not protected 13 Evans Cres, Reservoir	1
Preston or close to Reservoir is left out a little bit	1
Quite a few cracks and potholes, one on Hunter St towards Coles	1
Raglan St crossing around Newcastle St and around that area	1
Roads are in shocking condition - Spring St	1
Roads near Dennis St can be better laid	1
Rossmoyne St is not smooth	1
Street works causing drains to flood my house Garden St	1
Taylor St needs to be fixed lot of potholes	1
The road on Southernhay St is horrible	1
The road water keeps coming and a lot of patches found in Armadale St	1
The roads in Kelvin Grove and footpaths not enough pedestrian street	1
The trees on McNamara St drop gum nuts and it's not pleasant	1
There are fallen trees in Broadway, nothing is being maintained	1
There are speed bumps on traffic light in High St	1
There is far too much traffic on Tunaley Pde	1
Thornbury Hill St	1
Too many potholes all over Alphington	1
Tyler St	1
Westgarth St has bumpy roads	1
Wood St full of potholes, Service Road. Damaged tires	1
Total	74
Total	160



Maintenance of parks, reserves, and the open space areas

Respondents were asked:

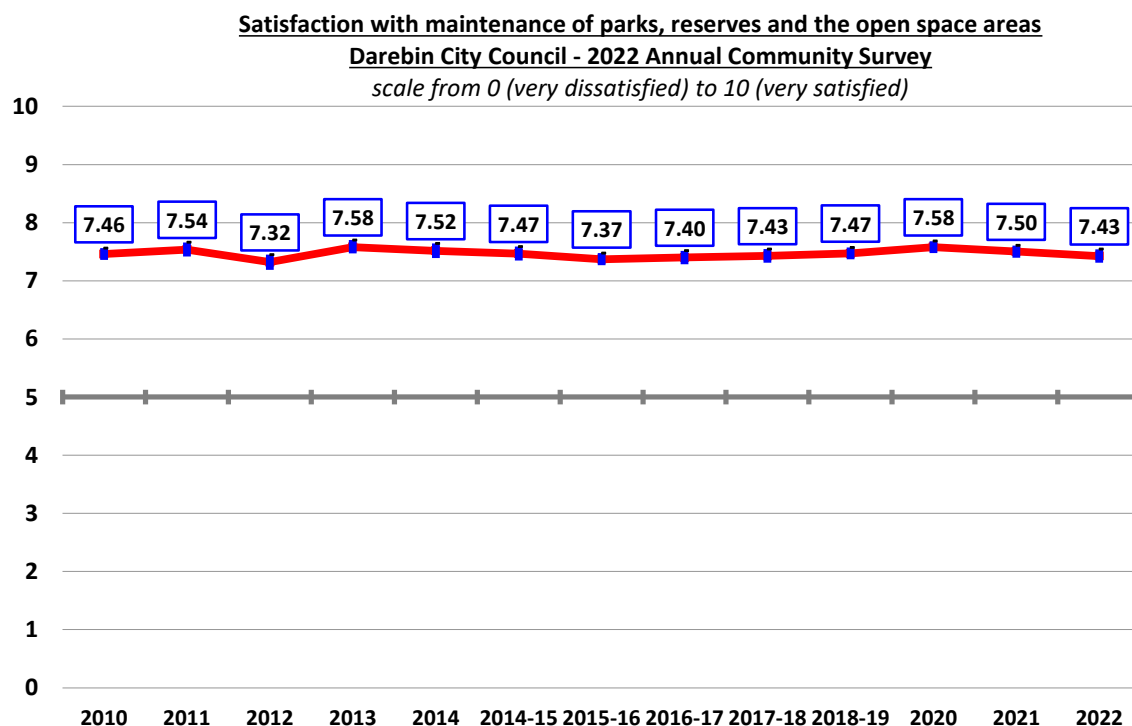
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the maintenance of parks, reserves and the open space areas? If rated less than 6, are there any specific open spaces of concern?”

Satisfaction with the maintenance of parks, reserves, and the open space areas declined very marginally, but not measurably this year, down less than one percent to 7.43.

Satisfaction remains at a “very good” level of satisfaction, and consistent with the long-term average satisfaction since 2009 of 7.46.

Metropolis Research notes that satisfaction with the maintenance of parks, reserves, and open space areas in the City of Darebin has remained remarkably stable for an extended period, at a “very good” level.

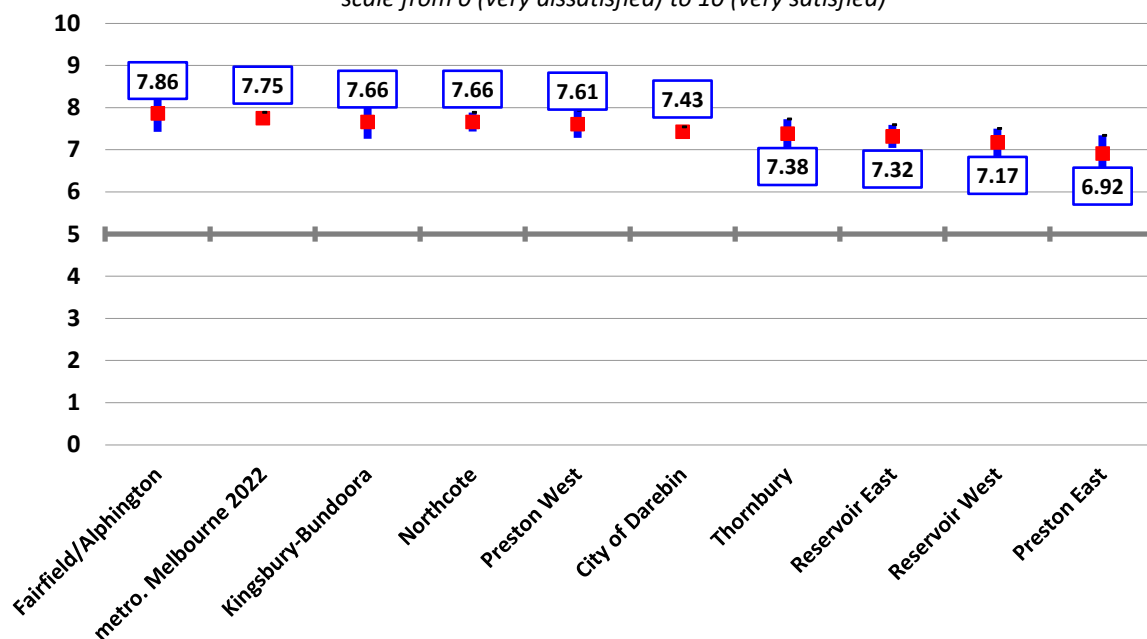
By way of comparison, this result was somewhat, but not measurably lower than the metropolitan Melbourne average satisfaction with the “provision and maintenance of parks and gardens of 7.75, as recorded in the 2022 *Governing Melbourne* research.



Whilst there was no statistically significant variation in satisfaction observed across the municipality, it is noted that:

- **Fairfield-Alphington** – respondents were notably more satisfied than average and at an “excellent” level of satisfaction.
- **Preston East** – respondents were notably less satisfied than average.

Satisfaction with maintenance of parks, reserves and the open spaces by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

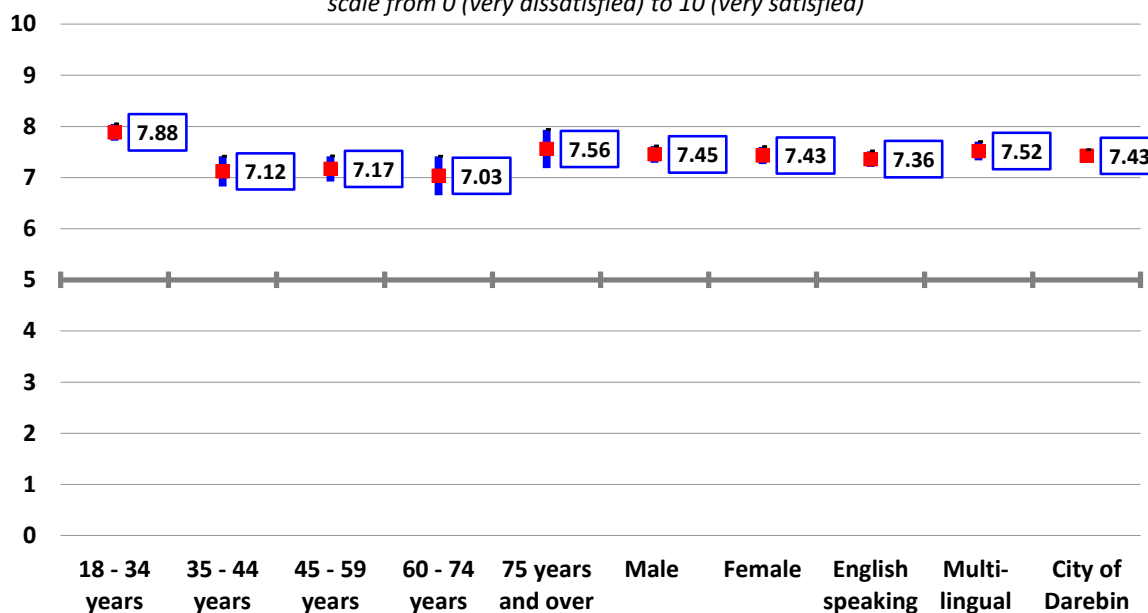



There was measurable variation in satisfaction observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than average, and at an “excellent” level of satisfaction.

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

Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





Satisfaction with the maintenance of parks, reserves, and the open space areas increased in four precincts and declined in four, although none of these variations were statistically significant at the 95% confidence levels, as follows:

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

Satisfaction with maintenance of parks, reserves and open spaces

Darebin City Council - 2022 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	2017-18	119	7.45	7.71	7.98
	2018-19	123	7.30	7.58	7.86
	2020	63	7.59	7.92	8.25
	2021	70	7.28	7.72	8.16
	2022	56	7.43	7.86	8.30
Kingsbury-Bundoora	2017-18	117	7.43	7.74	8.06
	2018-19	121	7.41	7.63	7.85
	2020	73	7.45	7.91	8.37
	2021	95	7.24	7.62	8.00
	2022	96	7.26	7.66	8.06
Northcote	2017-18	121	6.74	7.12	7.49
	2018-19	120	7.22	7.53	7.84
	2020	174	7.59	7.81	8.04
	2021	143	7.32	7.58	7.84
	2022	172	7.43	7.66	7.88
Preston West	2017-18	122	7.03	7.37	7.71
	2018-19	119	7.15	7.43	7.71
	2020	135	7.12	7.33	7.55
	2021	105	7.38	7.68	7.99
	2022	114	7.28	7.61	7.94
Thornbury	2017-18	117	7.23	7.56	7.88
	2018-19	121	7.43	7.67	7.91
	2020	116	7.19	7.47	7.75
	2021	97	6.74	7.04	7.33
	2022	104	7.04	7.38	7.73
Reservoir East	2017-18	118	7.24	7.50	7.76
	2018-19	123	7.30	7.59	7.87
	2020	149	6.93	7.24	7.55
	2021	183	7.38	7.59	7.80
	2022	175	7.05	7.32	7.59
Reservoir West	2017-18	121	6.93	7.28	7.63
	2018-19	118	7.21	7.46	7.71
	2020	171	7.25	7.53	7.82
	2021	163	7.11	7.39	7.67
	2022	147	6.84	7.17	7.50
Preston East	2017-18	113	7.22	7.56	7.89
	2018-19	118	6.53	6.89	7.25
	2020	88	7.51	7.78	8.05
	2021	116	7.09	7.41	7.72
	2022	93	6.49	6.92	7.34



There was a total of 68 comments received from respondents who were not satisfied with the maintenance of parks, reserves, and open spaces, and 43 comments received outlining specific open spaces of concern.

A range of issues were raised by a handful of respondents, with maintenance and specifically grass cutting the most common issues raised by respondents.

Reasons for dissatisfaction with maintenance of parks and open spaces of concern

Darebin City Council - 2022 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Grass is not maintained and is too long	9
Lack of general maintenance	9
Parks are not mowed properly and maintained	5
Rubbish bins are overflowing and are not emptied timely	4
Cleanliness lacking	3
Ordinary parks, not the best	3
Equipment are outdated and not good for kids	2
No maintenance and repair with trees	2
Parks are not maintained, they should at least water the area that is mostly used	2
Rubbish everywhere	2
There's not building green spaces fast enough	2
A lot of grass is patchy	1
Absence of shade	1
Bus laneways; can't get car through because of overhanging trees	1
Dead branches	1
Doesn't put enough effort or money into maintenance	1
Local park is bad and has no facilities	1
Lot of uneven paths	1
Nature strip is not maintained	1
No good parks for young children	1
No toilets	1
No watering system for trees	1
Not enough	1
Not enough spent on parks and sporting grounds	1
Not very well kept by the Council	1
Nothing happens, there has been no change. The parks should be a place for people to come and enjoy nature	1
Parks and reserves are lacking facilities like proper walking trail and water	1
Planting without consulting in a reserve	1
Playground maintenance needed	1
Poor seating	1
Pram parking being used by non-parents	1
Takes long for Council to do requested stuff	1
The older parks need rejuvenation	1
There is a Council park across the street and we have to call the Council every time to get the grass cut. They should be more on top of this	1

Water blockage	1
We should use greenery to hide graffiti	1
Total	68

Specific parks

Everything is broken, maintenance needed in Edwards Lake Park	4
Johnson Park has no maintenance	3
Mayer Park needs cleanliness and shade	3
No improvement in Bundoora Park area since a long time	3
All Nations Park	2
Disgusted with the neglect after the floods in HP Zwar Park and Margaret Walker Reserve near Bruce street	2
Turner Reserve is littered with children toys, has no shade and is very unclean	2
A lot of litter and not enough bins in W.R. Ruthven V.C. Reserve playground	1
AG Davis Park playground, on Wood St is not maintained and main trees are cut down	1
Development in Penders Park is terrible, playground outside public toilet is made ugly and barren. There are no more flowers or flower beds	1
Edwards Lake Park has too much concrete around. There's not enough autumn colouring and that is depressing	1
I live in Rennie St, Thornbury. The grass areas are not properly maintained in Capp Oval during summer	1
Johnson Park is not segregated for dogs and humans	1
Lot of rubbish on St Georges Rd	1
Merri Common next to Merri Station is dirty	1
Merri Creek is not safe	1
Northcote Public Golf Course should be a park	1
Not all parks have toilets (Edwards Lake Park)	1
Parks are never maintained properly around Alphington	1
Parkside oval is poorly maintained	1
Play equipment is inappropriately maintained - Spencer Street Reserve Playground, near Croxton Station	1
Ray Bramham Gardens	1
Some of the facilities are really inadequate such as the toilets at Johnson Park	1
Some small parks in the area are risky like Lahinch Street Playground, Lovelace St	1
Stormwater runoff pools in Johnson Park	1
The driveway is blocked and is full of rubbish at the end of Martin St	1
The trees on McNamara St are overgrown	1
Too much money put into soccer grounds such as for Preston Lions Football Club compared to other areas	1
Tree branches fell down, All Nations Park	1
W H Robinson Reserve is not maintained as well as all the other sporting grounds	1
Would like to see something planted the triangles pieces in the nature strip in London Ave	1
Total	43
Total	111



Footpath maintenance and repairs

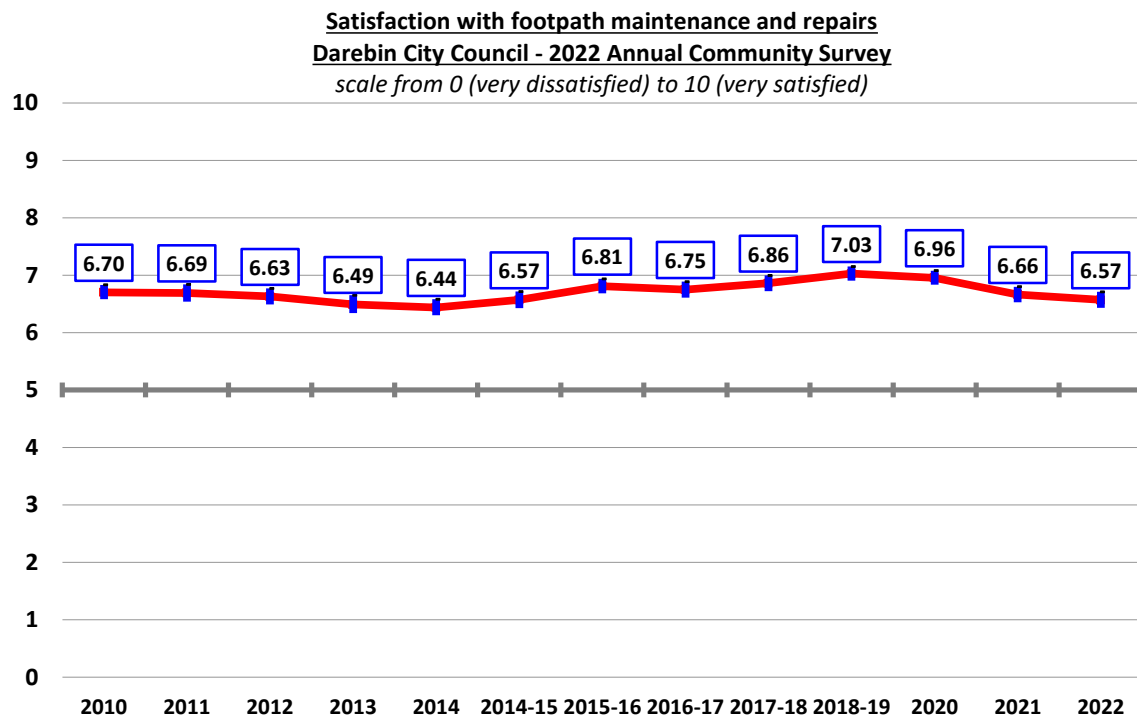
Respondents were asked:

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

Satisfaction with footpath maintenance and repairs declined very marginally, but not measurably this year, down less than one percent to 6.57.

This remains a “good” level of satisfaction, although it remains marginally lower than the long-term average satisfaction since 2009 of 6.71.

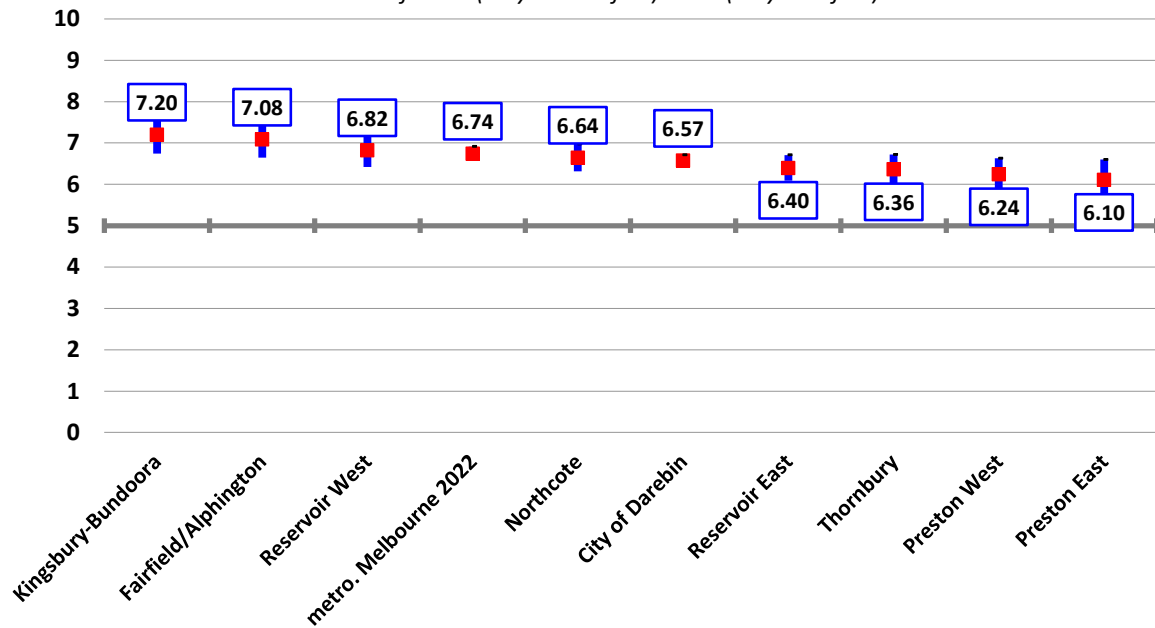
By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne average satisfaction with “footpath maintenance and repairs” of 6.74, as recorded in the 2022 *Governing Melbourne* research.



There was measurable variation in satisfaction with footpath maintenance and repairs observed across the municipality, as follows:

- **Kingsbury-Bundoora** – respondents were measurably more satisfied than average, although still at a “good” level of satisfaction.
- **Fairfield-Alphington** – respondents were notably, but not measurably less satisfied than average.
- **Preston East and West** – respondents were notably, but not measurably less satisfied than average, and at “solid” rather than “good” levels of satisfaction.

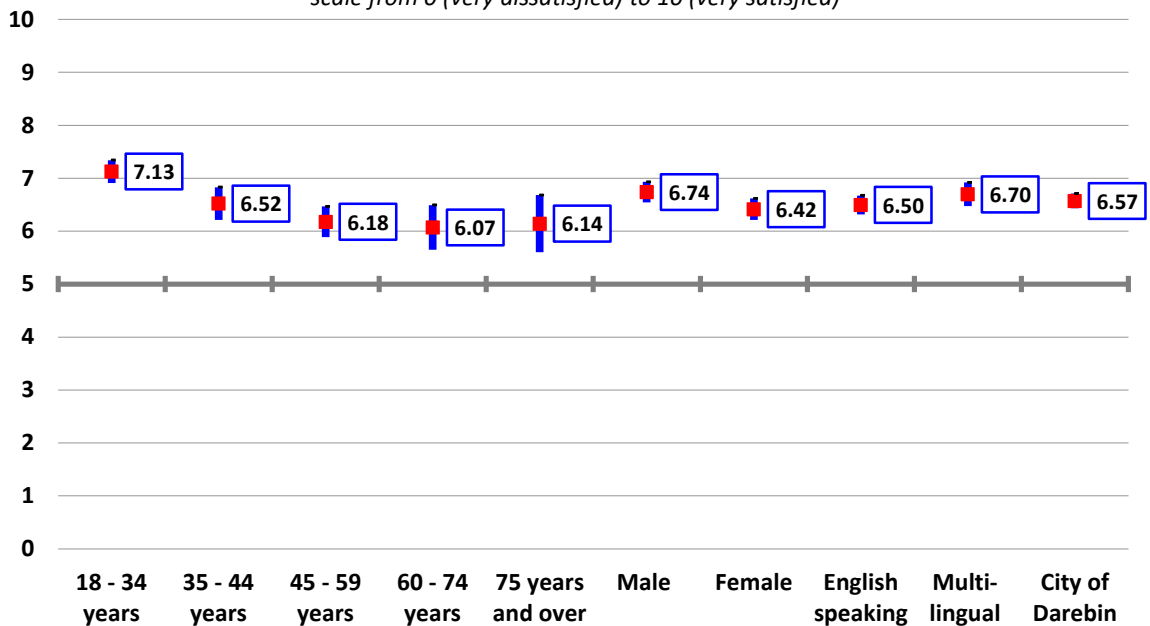
Satisfaction with footpath maintenance and repairs by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)




There was notable and measurable variation in satisfaction observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than average.
- **Middle-aged, older adults, and senior citizens (aged 45 years and over)** – respondents were notably, but not measurably less satisfied than average, and at “solid” levels.
- **Gender** – males were notably, but not measurably more satisfied than females.

Satisfaction with footpath maintenance and repair by respondent profile
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





Satisfaction with footpath maintenance and repairs increased in four precincts and decreased in four, as follows:

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

Whilst none of these variations were statistically significant at the 95% confidence level, it is noted that the decline in satisfaction in Preston East (11.6%) and Preston West (8.7%) was notable.



Satisfaction with footpath maintenance and repair
Darebin City Council - 2022 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2017-18	123	6.91	7.21	7.51
	2018-19	123	6.75	7.10	7.45
	2020	75	6.79	7.26	7.73
	2021	94	6.74	7.17	7.59
	2022	96	6.74	7.20	7.66
Fairfield-Alphington	2017-18	123	6.53	6.89	7.26
	2018-19	125	6.37	6.77	7.17
	2020	61	6.48	6.98	7.48
	2021	72	6.13	6.66	7.19
	2022	56	6.65	7.08	7.52
Reservoir West	2017-18	128	6.36	6.78	7.20
	2018-19	125	7.16	7.43	7.71
	2020	175	6.75	7.06	7.36
	2021	165	6.26	6.60	6.93
	2022	147	6.42	6.82	7.23
Northcote	2017-18	122	5.97	6.37	6.76
	2018-19	124	6.65	7.02	7.38
	2020	175	6.87	7.16	7.46
	2021	147	5.98	6.33	6.69
	2022	173	6.31	6.64	6.98
Reservoir East	2017-18	123	6.73	7.08	7.43
	2018-19	126	6.70	7.06	7.41
	2020	151	6.48	6.80	7.13
	2021	190	6.30	6.60	6.91
	2022	184	6.09	6.40	6.71
Thornbury	2017-18	120	6.51	6.92	7.32
	2018-19	120	6.66	7.01	7.36
	2020	117	6.58	6.92	7.26
	2021	98	6.04	6.45	6.85
	2022	108	6.00	6.36	6.72
Preston West	2017-18	118	6.68	7.07	7.45
	2018-19	122	6.62	6.98	7.35
	2020	137	6.31	6.60	6.88
	2021	105	6.36	6.84	7.32
	2022	118	5.85	6.24	6.63
Preston East	2017-18	121	6.44	6.85	7.26
	2018-19	123	6.21	6.59	6.98
	2020	92	6.55	6.93	7.32
	2021	115	6.52	6.90	7.27
	2022	98	5.61	6.10	6.60



There was a total of 152 comments received from respondents who were not satisfied with footpath maintenance and repairs, and a further 102 comments referring to specific sites of concern.

Whilst a range of issues were raised by a small number of respondents, the most common responses related to a perception that the footpaths were insufficiently maintained, with reference to cracking, uneven footpaths, and similar issues.

Reasons for dissatisfaction with footpath maintenance and locations of concern

Darebin City Council - 2022 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Uneven footpaths	30
Too many cracks	13
Tree roots crack footpaths	10
Not maintained at all	9
Footpaths have tripping hazard	8
Poorly Maintained	7
Really not good / terrible / shocking	7
Broken / damaged footpaths	6
Needs maintenance	5
Footpaths are unsafe / dangerous	4
Too many bumps	4
Unclean footpaths	4
Can be managed better, not great everywhere	3
Don't see any footpath maintenance	3
Not wheelchair friendly	3
Take forever to fix the footpaths	3
Need a completely new footpath because maintenance won't help	2
Overgrown trees need to be maintained	2
Always have water cut and maintenance	1
Colours on footpath are inconsistent	1
Constant repairs	1
Dirty because of trees	1
During lockdown, whilst roller blading, I noticed there were tree roots and bumps that you wouldn't normally notice	1
Few lake paths	1
Fix the trees	1
Footpath in front of my house should be repaired. Concrete ruined. Driveway lifted. Very inconvenient	1
Full of weeds	1
Holes in footpaths	1
I had 3 falls and got injured	1
Incredibly dangerous footpaths especially for myself who is elderly. A lot of my friends have fallen over	1
Laneways need better maintenance. Part of one that is only half concreted and must pay to have grass cut	1
Local areas - trees for streets for many years	1

My daughter tripped and fell on the footpath	1
Not all the footpaths are in condition for all people abilities	1
Patchy	1
Poor mobility	1
Rubbish lying around	1
Several footpaths require upgradation. They are elevated and it will be hazardous for elderly people	1
Some footpaths are pretty bad	1
Taken away parking	1
The footpaths are disgusting in most of the areas	1
The footpaths are lumpy	1
They do little jobs but not do them all in one go	1
They used tar instead of concrete to fix	1
Tree foliage and limbs bad and dangerous, need replacing e.g., tea trees and Eucalyptus	1
We requested for footpaths to be reviewed but nothing happened	1
Work that hasn't been completed, the Council is quite lazy regarding footpaths	1
Total	152

Specific locations

Footpath on High St needs work	4
Hotham St	2
A lot of pathways that are uneven, a lady nearly tripped over and injured her unborn child, it is a very serious issue and incredibly dangerous, specifically Auburn Ave. I will be contacting the Council about this	1
A lot of raised cracks in concrete, from tree roots probably and I have previously made complaints about people tripping from the cracks in footpaths and the concrete doesn't go to the fence, between Westgarth St through to Clarke St	1
A lot of uneven footpaths on Miller St	1
Acton St	1
Albert St - poor footpath due to trees, they're cracked	1
Alphington area has poorly maintained footpaths	1
Ambon St has a lot of cracks on the footpath	1
Bruce St poor	1
Bumps on footpath on London Ave	1
Clarke St is dangerous	1
Compared to other areas in Darebin Reservoir has worse nature strips, footpaths and roundabouts	1
Corner of Broadway and Whitelaw St is terrible situation	1
Corner of Robert's St and Pearl St there is new unit on the footpath there is huge drop with no fence	1
Corner of Yarra Ave and Odowd St - retaining wall is falling onto path	1
Couple of years I dashed my knees - Gilbert Rd	1
Cracked Dwyer Ave	1
Cracked Gilbert Rd	1
Cracks in paths Grenol Rd	1
Cracks on footpaths in Broadway	1
Cracks on footpaths on Clark St	1
Ditches on Massey Ave	1
Dodgy patch up Dwyer Ave	1
Dodgy patch up Gilbert Rd	1

Footpath at Clarendon St is chipping	1
Footpath especially on Charles St have patches instead of concrete, the Council always does temporary repair	1
Footpath filled with tar and made the hole worse all-around Northcote East	1
Footpath needs work especially on St. George Rd	1
Footpath on Gooch St was drilled for Telstra works and the way they botched it up after, is not enough or of good quality	1
Footpath on Plenty Rd needs fixing	1
Footpath uneven, grind the concrete back around Northcote East	1
Footpaths are uneven and areas of highs and lows - Manfield St	1
Footpaths are uneven and areas of highs and lows - Wilnoth St	1
Footpaths in Kelvin Grove needs fixing and more crossing	1
Footpaths not great for stroller on Normandy St due to townhouses being built	1
Footpaths on local streets and otherwise as well are not maintained well - Hutton St	1
Footpaths on Regent St can be better	1
Gilbert Rd footpath separated and lifted because of the tree roots	1
Gladstone Ave - Tree roots problem making the pathways hazardous. Poor signage	1
Glasdon and High St intersection	1
Godley St sinking, floods when it rains	1
Gower's St still needs fixing	1
Grange Rd, Alphington footpaths are bad	1
Haven't seen repairs St Joseph area	1
Holes in paths Grenol Rd	1
In Murray Rd is risky like the roots of the tree protruding out of the Rd	1
I've fallen on their footpaths on Bell St, I injured myself	1
Kingsesley Rd has bad footpaths	1
Kirby St and surrounding areas	1
Lee St sinking, floods when it rains	1
Lot of broken, concrete footpaths and not stable - Union St	1
Lot is run down and aged, messy e.g., Smith St	1
Lumps in concrete from trees in Broadhurst Ave	1
Mary St	1
Mary St poor	1
Murphy St	1
Murray Rd has uneven pavements	1
Neglected Raglan St	1
Northcote trees lift path	1
Not disability friendly on Dwyer St	1
Not disability friendly on Gilbert Rd	1
Not levelled, trip hazard. Wood St	1
On High St, footpaths construction always damaging. Screws left in ground after cars hit bins and lights	1
On High St, footpaths in poor repair	1
On High St, footpaths not fixed	1
One on High St / Separation St near barber had unlevelled part for long time, dangerous, brother tripped and injured himself	1
One on Station St near Collins - uneven and dangerous	1
One on Station St near Collins, has been poorly covered rather than fixing	1
One on Station St near Collins, tree roots have ruined footpath	1
Park Ave	1
People trip easily - Darren St	1
People trip easily - Keon Rd	1
Percival St	1

Plenty Rd - poor footpath due to trees, they're cracked	1
Plenty Rd between Murray Rd and Ave	1
Preston area the Streets are dirty	1
Preston East - poor footpath due to trees, they're cracked	1
Reservoir	1
Rossmoyne St	1
Sapphire St - poor footpath due to trees, they're cracked	1
Shaftesbury Pde	1
Some maintenance issues around on Birch St to the park	1
South Cres	1
The footpath issue raised in Dennis St has not been resolved and it has been 8 years to that	1
The footpaths are being uneven for 25 years I've lived here (Crispe St)	1
The footpaths are uneven and some places a bit steep around 5-7 cms where my wife fell once too (footpaths that connects Mount cooper St and Snake Gully Drive)	1
The footpaths are wonky, tripping on the Brooke St	1
There are trees hanging that hit the head especially in Darren St	1
There are trees hanging that hit the head especially in Keon Rd	1
There is quite several cracks and uneven footpaths (Rennie St)	1
They should be better addressed, a lot of elderly residents in Northcote with poor footpaths	1
Union St	1
Union St footpaths needs repairs. They are patchy and very difficult to access for people with disability	1
Unlevel in some places (around Acheron Ave)	1
Victoria Rd	1
Walter St	1
Young Ham St between High St and North Lane	1
Total	102
Total	254

Weekly garbage collection

Respondents were asked:

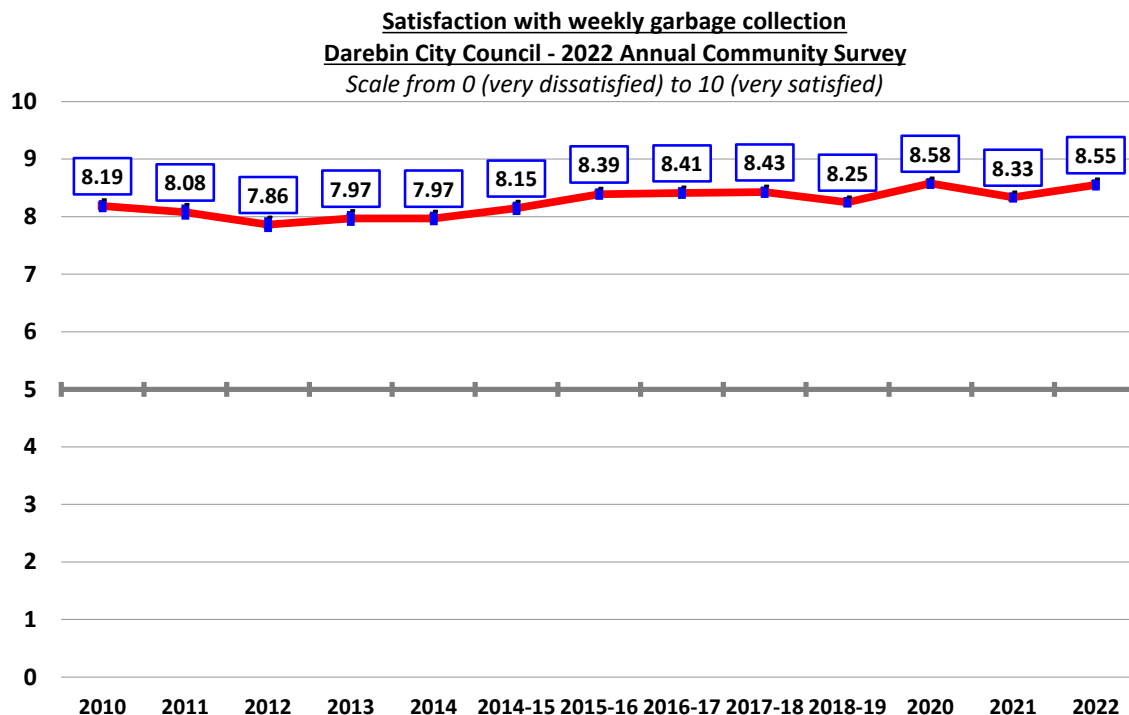
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the weekly garbage collection? If rated less than 6, why do you say that?”

Satisfaction with the weekly garbage collection increased marginally, but not measurably this year, up 2.6% to 8.55.

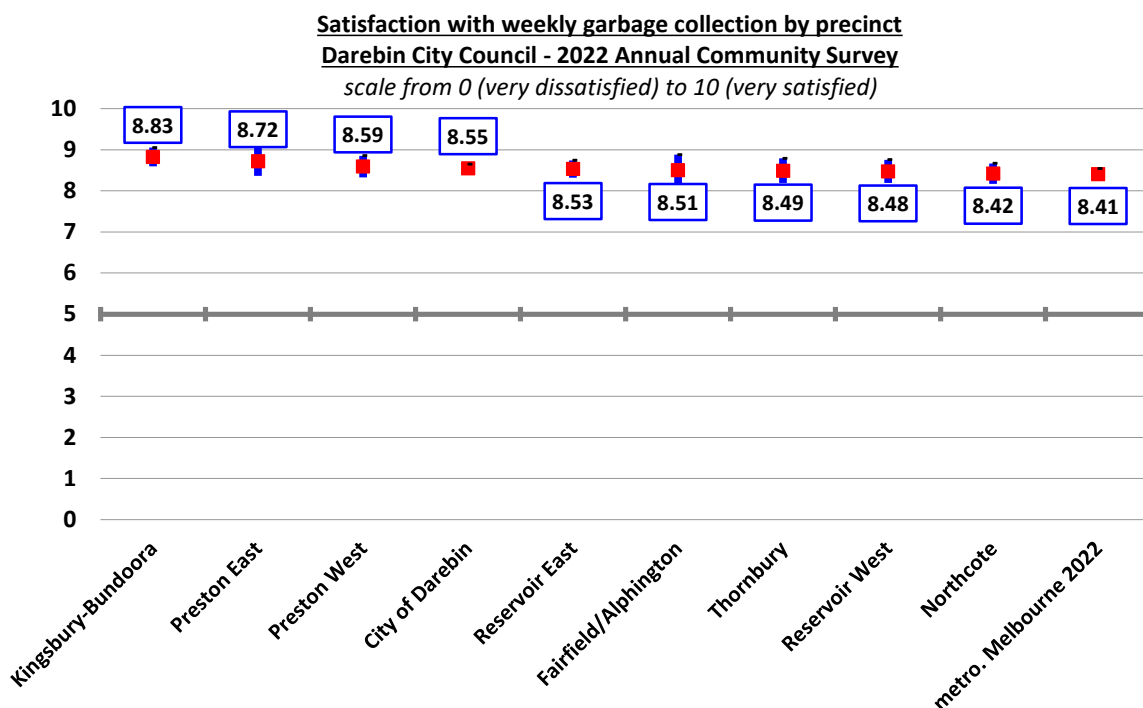
This remains an “excellent” level of satisfaction, the same categorisation as has been recorded in each of the last 11 years.

This result was above the long-term average satisfaction since 2009 of 8.24.

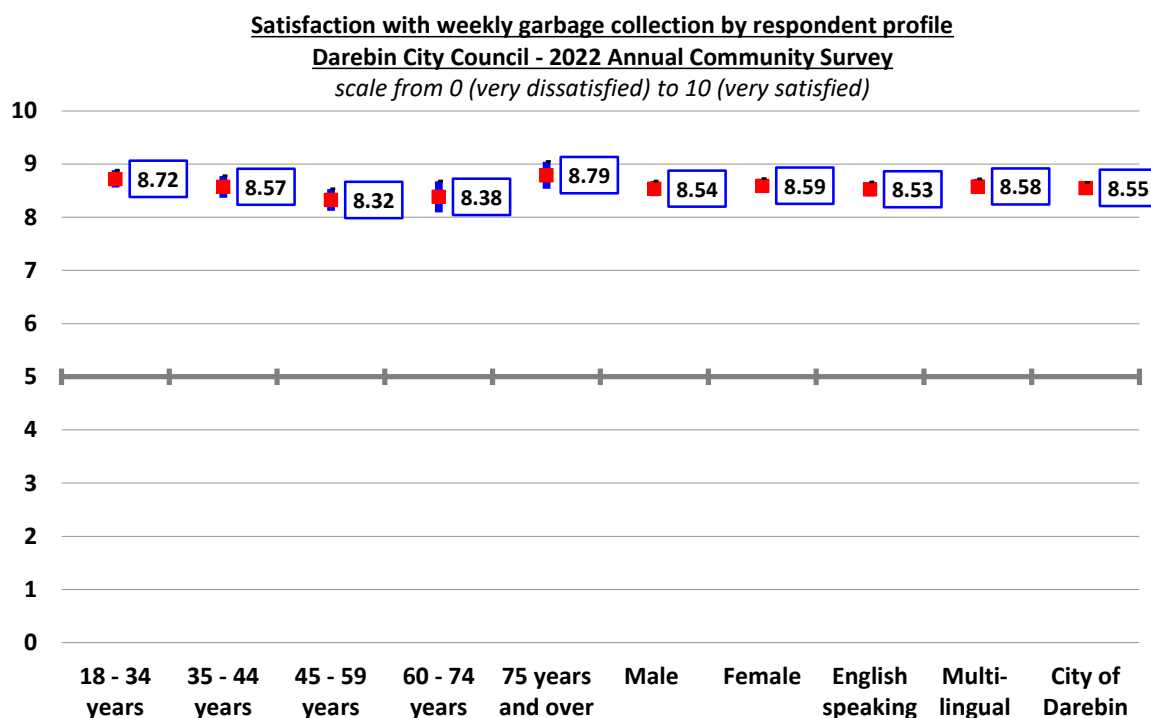
By way of comparison, this result was marginally, but not measurably higher than the metropolitan Melbourne average satisfaction with “regular garbage collection” of 8.25, as recorded in the *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with the weekly garbage collection observed across the municipality, with respondents from all eight precincts rating satisfaction at “excellent” levels.



There was no statistically significant variation in satisfaction with the weekly garbage collection observed by respondent profile, although it is noted that senior citizens (aged 75 years and over) were marginally more satisfied than average. Respondents from all groups recorded “excellent” levels of satisfaction.



Satisfaction with the weekly garbage collection increased in six precincts and declined in two, although none of these variations were statistically significant at the 95% confidence level, as follows:

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



Satisfaction with weekly garbage collection
Darebin City Council - 2022 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2017-18	122	8.52	8.74	8.96
	2018-19	123	8.12	8.37	8.61
	2020	75	8.33	8.66	8.99
	2021	95	8.21	8.46	8.72
	2022	96	8.60	8.83	9.05
Preston East	2017-18	123	8.34	8.59	8.83
	2018-19	124	8.22	8.46	8.70
	2020	95	8.27	8.53	8.79
	2021	116	7.93	8.20	8.47
	2022	97	8.37	8.72	9.07
Preston West	2017-18	124	8.32	8.58	8.84
	2018-19	123	7.78	8.07	8.36
	2020	135	7.95	8.20	8.46
	2021	107	8.05	8.37	8.69
	2022	118	8.33	8.59	8.85
Reservoir East	2017-18	127	7.84	8.16	8.48
	2018-19	126	8.21	8.45	8.70
	2020	152	8.45	8.69	8.94
	2021	191	8.09	8.30	8.50
	2022	186	8.32	8.53	8.74
Fairfield-Alphington	2017-18	121	8.27	8.50	8.72
	2018-19	124	8.14	8.36	8.59
	2020	59	8.49	8.78	9.06
	2021	72	8.41	8.65	8.89
	2022	56	8.13	8.51	8.88
Thornbury	2017-18	121	8.35	8.62	8.89
	2018-19	123	7.82	8.08	8.34
	2020	116	8.28	8.57	8.85
	2021	95	7.82	8.10	8.37
	2022	111	8.19	8.49	8.79
Reservoir West	2017-18	127	8.14	8.45	8.76
	2018-19	125	7.82	8.06	8.31
	2020	178	8.32	8.56	8.80
	2021	167	7.97	8.20	8.42
	2022	146	8.19	8.48	8.76
Northcote	2017-18	123	7.87	8.18	8.48
	2018-19	123	7.89	8.20	8.51
	2020	173	8.47	8.70	8.94
	2021	147	8.30	8.54	8.78
	2022	171	8.17	8.42	8.67

There were 32 comments received from respondents who were not satisfied with the weekly garbage collection, as outlined in the following table.

Reasons for dissatisfaction with weekly garbage collection and locations of concern

Darebin City Council - 2022 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Noisy especially in the morning	5
Bins and lids are thrown and ripped leaving them broken	3
Bins aren't always collected, they keep forgetting to collect	3
Fortnightly collection is not frequent enough for a large family, should be at least weekly	3
The new 60 litre bin is not big enough, need bigger bins	3
They don't empty them properly	3
Garbage collectors are not systematic and don't care	2
Past issues	2
Can't seem to find the appropriate time for glass recycle routines	1
Council attitude	1
Green waste is only picked half	1
I'm being charged for the land fill bin that I don't use	1
No use of having restricted parking rules on Hillside Ave as the garbage collection truck does not come within that time	1
The Council uses exploited contract workers to collect garbage	1
They ripped lid bins on Fyffe St	1
We have to pay for our own collection	1
Total	32

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?”

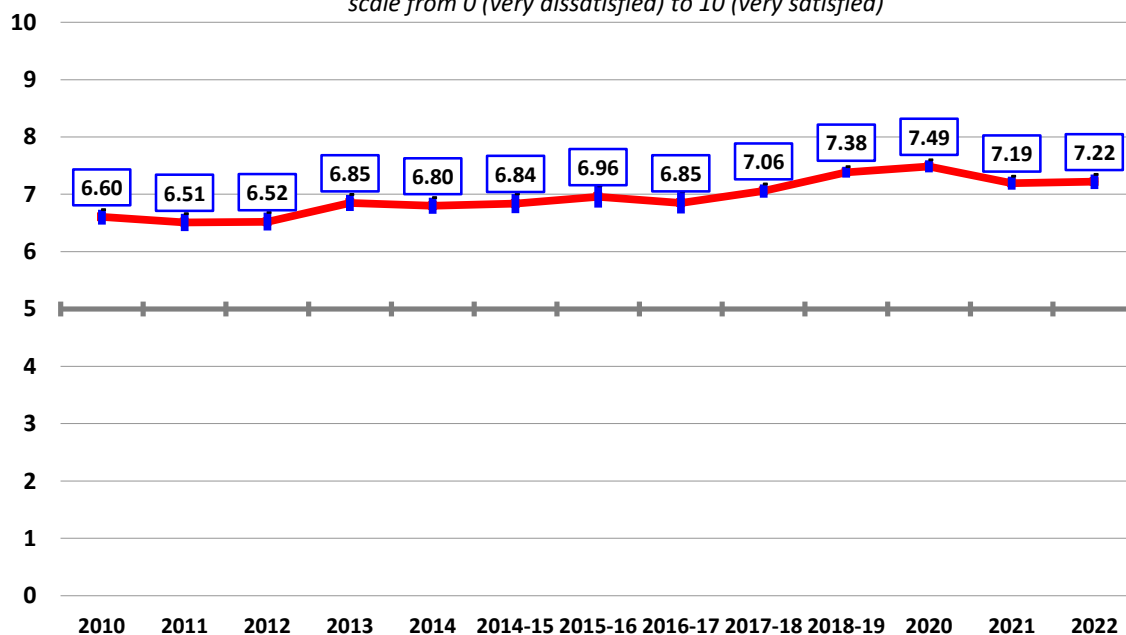
Satisfaction with litter collection in public areas remained essentially stable this year, up less than one percent to 7.22.

This remains a “good” level of satisfaction, although it remains notably above the long-term average satisfaction since 2009 of 6.90.

By way of comparison, this result was almost identical to the metropolitan Melbourne average satisfaction with “litter collection in public areas” of 7.26, as recorded in the 2022 *Governing Melbourne* research.



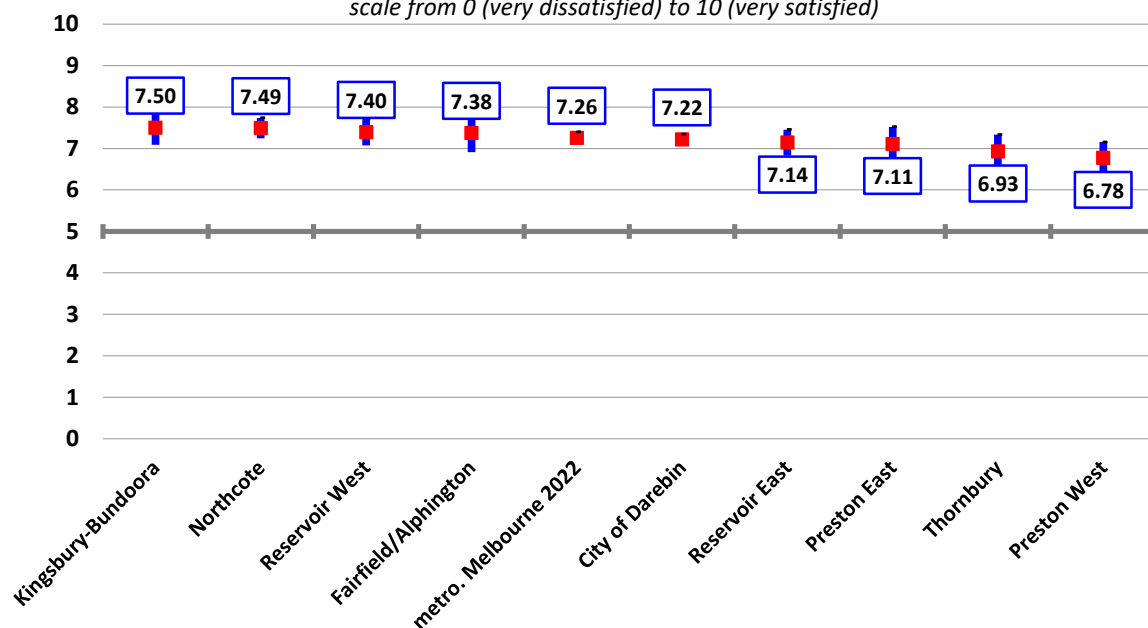
Satisfaction with litter collection in public areas
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no statistically significant variation in satisfaction with litter collection in public areas observed across the eight precincts of Darebin, although it is noted that:

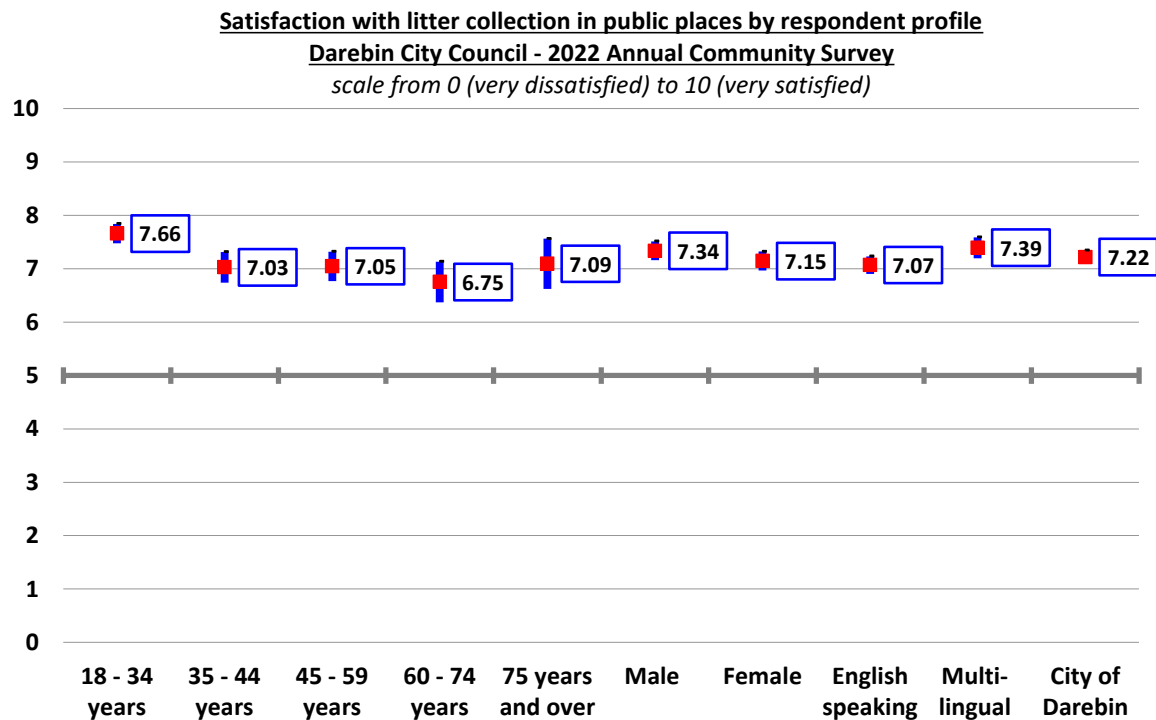
- **Preston West** – respondents were notably, but not measurably less satisfied than average, although still at a “good” level of satisfaction.

Satisfaction with litter collection in public areas by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in satisfaction with litter collection in public areas observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than average and at a “very good” level of satisfaction.
- **Older adults (aged 60 to 74 years)** – respondents were notably, but not measurably less satisfied than average, although still at a “good” level of satisfaction.



Satisfaction with litter collection in public areas increased in four precincts and declined in four, although none of these variations were statistically significant, as follows:

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



Satisfaction with litter collection in public places
Darebin City Council - 2022 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2017-18	123	7.27	7.50	7.74
	2018-19	122	7.23	7.51	7.79
	2020	69	7.19	7.59	7.99
	2021	95	7.39	7.68	7.96
	2022	94	7.09	7.50	7.92
Northcote	2017-18	119	6.46	6.80	7.14
	2018-19	113	7.37	7.65	7.92
	2020	164	7.32	7.57	7.82
	2021	144	6.95	7.25	7.55
	2022	161	7.25	7.49	7.73
Reservoir West	2017-18	123	6.72	7.06	7.40
	2018-19	123	7.28	7.50	7.71
	2020	169	7.08	7.36	7.64
	2021	150	6.73	7.03	7.33
	2022	140	7.08	7.40	7.72
Fairfield-Alphington	2017-18	120	7.05	7.35	7.65
	2018-19	117	7.20	7.48	7.75
	2020	61	7.36	7.71	8.06
	2021	69	7.39	7.71	8.03
	2022	56	6.91	7.38	7.84
Reservoir East	2017-18	120	6.64	6.98	7.31
	2018-19	121	7.16	7.43	7.70
	2020	141	7.26	7.54	7.82
	2021	173	6.77	7.04	7.31
	2022	176	6.83	7.14	7.46
Preston East	2017-18	122	6.79	7.11	7.44
	2018-19	120	6.81	7.09	7.38
	2020	88	7.32	7.63	7.94
	2021	114	6.67	7.02	7.36
	2022	94	6.70	7.11	7.52
Thornbury	2017-18	121	6.52	6.87	7.22
	2018-19	119	7.25	7.45	7.64
	2020	111.44	6.82	7.15	7.48
	2021	90	6.56	6.97	7.39
	2022	104	6.52	6.93	7.33
Preston West	2017-18	120	6.93	7.27	7.61
	2018-19	118	6.50	6.86	7.21
	2020	131	7.26	7.52	7.79
	2021	100	6.85	7.22	7.59
	2022	114	6.40	6.78	7.15

There were 44 comments received from respondents who were not satisfied with litter collection in public areas, and a further 61 comments received relating to specific sites of concern.

Whilst a range of issues were raised by a handful of respondents the most common responses were related to a perception that there was too much rubbish and litter around the area, and that bins are overflowing, or insufficient number of bins.

Reasons for dissatisfaction with litter collection in public areas and locations of concern

Darebin City Council - 2022 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Too much rubbish / litter around area	13
Bins are often overflowing	3
Lack of rubbish bins	3
Very poor / dirty / terrible	3
Can be managed better	2
Need more litter collection	2
Need to contact the Council for anything to get done	2
Sometimes it is picked up; sometimes it's not	2
The street is very bad. There used to be a sweeper but not any more	2
A lot of masks on the streets	1
Couch on the road	1
Do it by ourselves	1
Feels as if it's not a high priority as it used to be. Should be an area of concern	1
Litter isn't collected particularly on a Monday morning	1
Litter thrown on nature strip often	1
Local parks need cleanliness especially when people throw dog poop in Council bins	1
No proper collection of litter	1
Rubbish is thrown in front of the houses for more than a month	1
Should always be a bin next to bench seats	1
Takes days to clean	1
The amount of dog poo is disgusting	1
Total	44

Specific locations

Parks have a lot litter	3
Rubbish along St George's Rd	3
All Nations Park in Northcote Plaza needs maintaining	2
High St, Preston	2
In general, in residential streets - street sweepers can't get due to parking	2
Often rubbish dumped along the railway lines	2
Over flowing around parks	2
A lot of litter in Mayer Parks	1
A. H. Capp Reserve - the litter gets really bad	1
Add more bins in Beenak Reserve	1

Along Darebin Creek	1
Alphington always has litter lying around	1
Bundoora Park	1
Car park behind High St	1
Darebin Park needs maintaining	1
Darebin Parkland - dog waste	1
Darebin Parkland, BBQ area has lots of rubbish	1
Dumping rubbish in laneways being reported to the Council and police take no action - Martin St corner Croxton Car Park behind BWS	1
Gilbert Rd is dirty	1
H Swain Reserve Park - the litter gets really bad	1
I just think there's quite often overflowing bins in the parks along the Merri Creek	1
I live at back of houses in lane way, there are heaps of broken glasses and dumped rubbish by people (Gilbert Rd and Bells St)	1
In general, around markets	1
Local park has broken glass on H Swain Reserve	1
Local parks such as Pike Reserve	1
Lot of rubbish - Below St	1
Lots of litter on McDonalds on Plenty Rd	1
Mayer Park	1
Merri Creek has a lot of litter	1
More isolated areas like industrial you'll rubbish. Like in East Thornbury and Thornbury High School. Compare to Merri Creek where there's more rubbish	1
Mt. Cooper Drive - they really need to come up and see the c**p	1
Murray Rd	1
Murray Rd - Plenty Rd intersection bus stop - lots of weed and broken glass	1
Near the market - towards Northland	1
Needs to be more bins on High St	1
No bins in park like the Donath Park	1
Northland Ambon St	1
Not enough around Edward's Lake	1
On occasions there are glass bottles are broken not sure how often the Council looks up (Snake Gully Drive)	1
Only ever on soccer grounds	1
Outside Preston City Oval and Zwar Reserve	1
Over flowing Bins at park, behind Gilbert Rd shop, Drain Park	1
Overflow of litters especially in Holly St	1
Preston	1
Rubbish found everywhere especially on front of houses and Locks St	1
Rubbish on ground especially in John Cain Park	1
Some bad areas, e.g., near train line	1
Some of the side streets in Reservoir neglected	1
The rubbish is collected every month. Location is in JA Moore Park, Reservoir. It is very dirty there	1
There is a lot of rubbish in the Creek	1
Towards Northland - some parks	1
Turner Reserve	1
Total	61
Total	105

Cleaning of shopping strips

Respondents were asked:

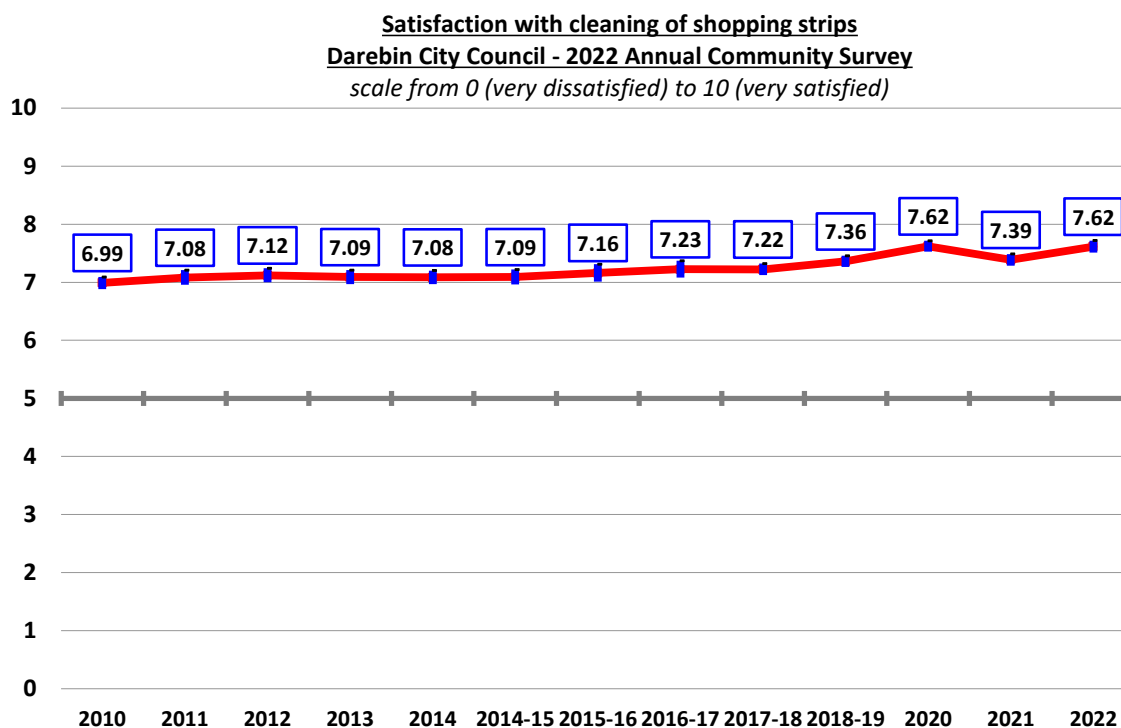
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the cleaning of shopping strips? If rated less than 6, are there any locations of concern?”

Satisfaction with the cleaning of shopping strips (formally, the maintenance and cleaning of shopping strips) increased notably, but not measurably this year, up 3.1% to 7.62. This increased reversed the decline in satisfaction reported last year. It is not clear if the change in wording had an impact on the change in satisfaction this year.

Satisfaction remains at a “very good” level of satisfaction and remains notably above the long-term average satisfaction since 2009 of 7.22. Metropolis Research notes that satisfaction has trended very marginally higher over an extended period.

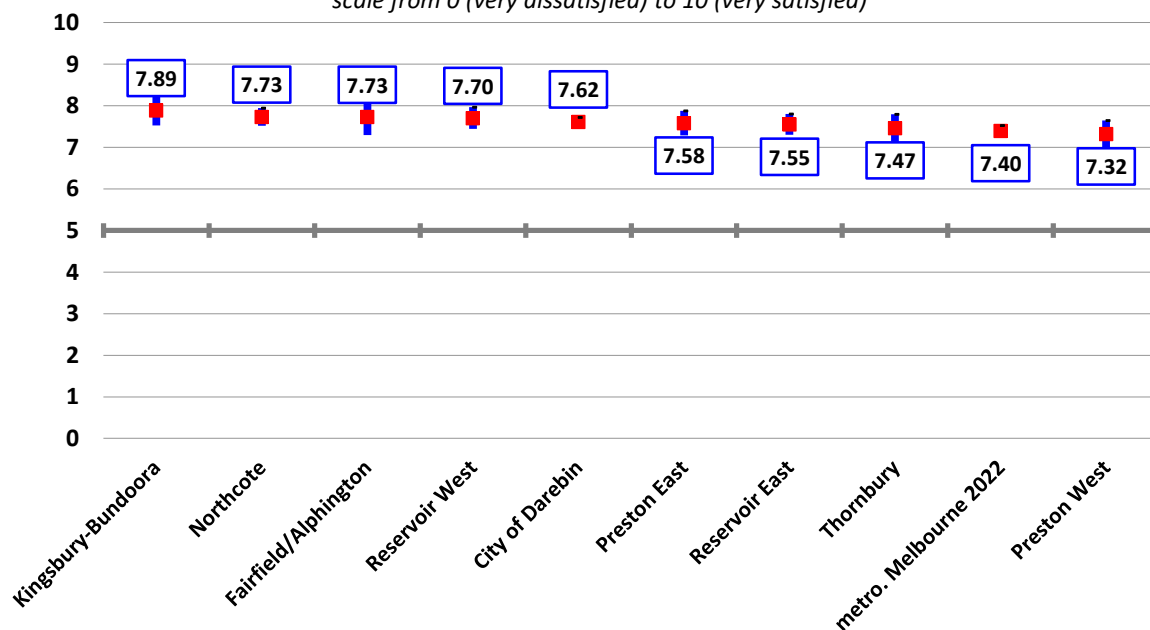
This was the equal highest satisfaction with the cleaning of shopping strips recorded in the community satisfaction survey program.

By way of comparison, this result remains measurably higher than the metropolitan Melbourne average satisfaction with the “cleaning and maintenance of strip shopping areas” of 7.40, as recorded in the 2022 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with the cleaning of shopping strips observed across the eight precincts comprising the City of Darebin, although it is noted that respondents from Kingsbury-Bundoora recorded an “excellent” level of satisfaction.

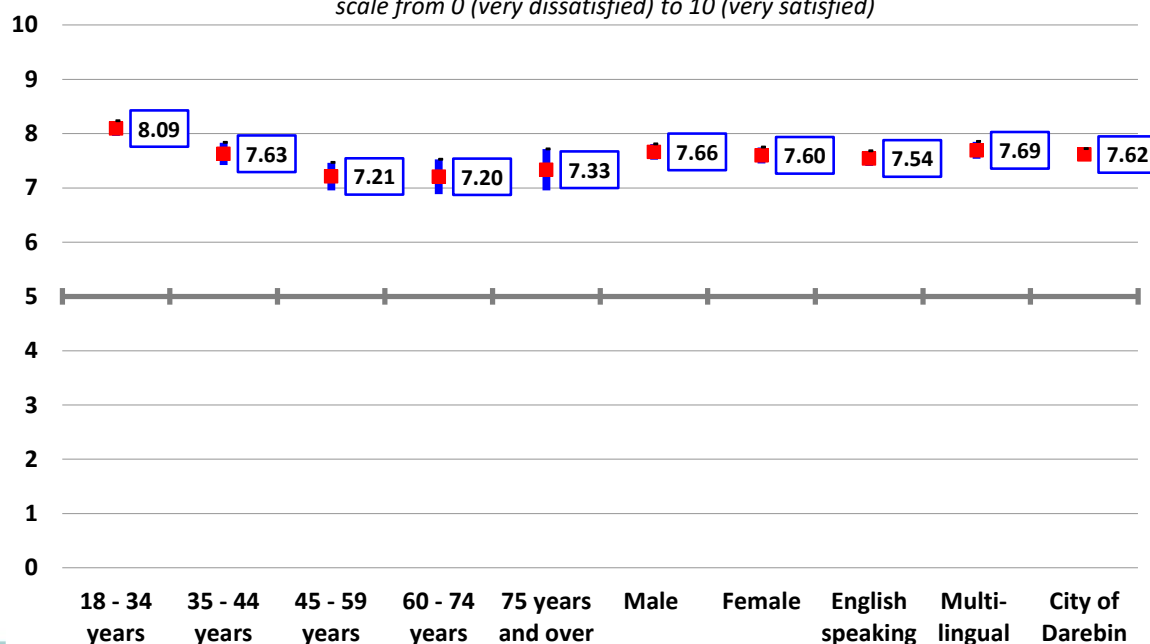
Satisfaction with cleaning of shopping strips by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)




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

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than average and at an “excellent” level of satisfaction.
- **Older adults (aged 60 to 74 years)** – respondents were measurably less satisfied than average, although still at a “good” level of satisfaction.

Satisfaction with cleaning of shopping strips by respondent profile
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





Satisfaction with the cleaning of shopping strips increased in six precincts and declined in two precincts, although none of these variations were statistically significant at the 95% confidence level, as follows:

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



Satisfaction with the cleaning of shopping strips
Darebin City Council - 2022 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2017-18	117	7.46	7.69	7.92
	2018-19	123	7.13	7.41	7.68
	2020	68	7.69	7.99	8.29
	2021	95	7.43	7.71	7.99
	2022	93	7.52	7.89	8.25
Northcote	2017-18	120	6.58	6.88	7.19
	2018-19	115	7.28	7.57	7.85
	2020	168	7.66	7.88	8.09
	2021	145	7.01	7.31	7.61
	2022	162	7.52	7.73	7.94
Fairfield-Alphington	2017-18	121	7.21	7.45	7.68
	2018-19	121	7.00	7.28	7.56
	2020	62	6.97	7.35	7.73
	2021	72	7.48	7.78	8.09
	2022	55	7.30	7.73	8.16
Reservoir West	2017-18	124	6.93	7.21	7.48
	2018-19	124	7.24	7.47	7.70
	2020	172	7.41	7.66	7.92
	2021	157	6.99	7.23	7.47
	2022	143	7.44	7.70	7.96
Preston East	2017-18	119	6.86	7.16	7.46
	2018-19	121	6.86	7.17	7.49
	2020	93	7.11	7.38	7.65
	2021	115	7.13	7.39	7.66
	2022	96	7.29	7.58	7.88
Reservoir East	2017-18	121	6.92	7.21	7.49
	2018-19	124	7.14	7.40	7.65
	2020	145	7.50	7.71	7.93
	2021	176	7.14	7.38	7.62
	2022	174	7.30	7.55	7.80
Thornbury	2017-18	121	6.86	7.17	7.49
	2018-19	121	7.10	7.36	7.61
	2020	117	7.03	7.35	7.67
	2021	94	6.78	7.09	7.39
	2022	100	7.13	7.47	7.80
Preston West	2017-18	116	7.22	7.49	7.76
	2018-19	118	6.72	7.04	7.36
	2020	134	7.23	7.49	7.74
	2021	104	7.10	7.43	7.75
	2022	113	6.99	7.32	7.64

There was a total of 42 comments received from respondents who were not satisfied with the cleaning of shopping strips, including 20 referring to specific sites of concern.

The most common responses related to a perception that shopping areas are dirty, or that respondents don't see a lot of cleaning occurring.

Reasons for dissatisfaction with maintenance of shopping strips and locations of concern

Darebin City Council - 2022 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Very dirty / not clean	4
Not much cleaning / don't see it being done	3
Tagging is everywhere / too much graffiti	3
Need more maintenance	2
Benches could be cleaned more, they always have bird poop and cigarettes around	1
Can be better managed - all over Darebin	1
Lot of tree branches and tree leaves debris on shopping strips	1
Lot of trees don't get trimmed, hanging over fence	1
Need to clean up after dogs poop	1
Not enough bins	1
Parameters on shopfront should be set about the types and measures of signage	1
Too many trolleys outside car park	1
Total	20

Specific locations

Not well looked after in Reservoir compared to other areas in Darebin	1
In Broadway there are unclean shopping strips	3
Preston Market is disgusting and has so much rubbish	3
High St Preston needs improvement	2
Dirty on Plenty Rd	1
Don't seem to clean the strips in front of shops especially in Rossmoyne St	1
Edward St has a lot of uncleaned shopping strips	1
Footpaths are disgusting with lot of chewing gum and pigeon poop especially on High St	1
Graffiti in Preston Market	1
High St look dirty compared to Thornbury and Northcote	1
No such cleaning and horrible maintenance (Yarra Ave shopping strip)	1
Northcote Plaza Shopping Centre is run-down	1
Northland Shopping Centre cleaning is poor	1
Out of Darebin shopping area is not maintained	1
Reservoir shops	1
They are not cleaned properly (Bundoora shopping area)	1
Woollies Preston	1
Total	22
Total	42



The level of street lighting

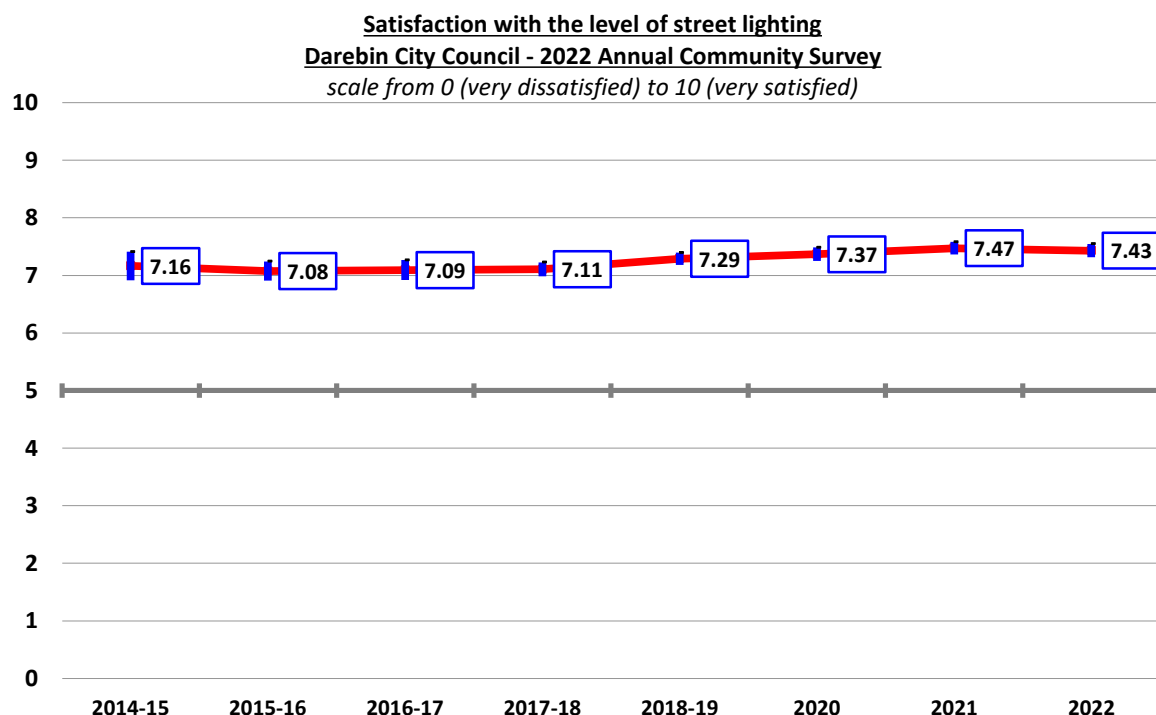
Respondents were asked:

“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 declined very marginally, but not measurably this year, down less than one percent to 7.43.

This remains a “very good” level of satisfaction, and it remains somewhat above the long-term average satisfaction since 2014-15 of 7.25.

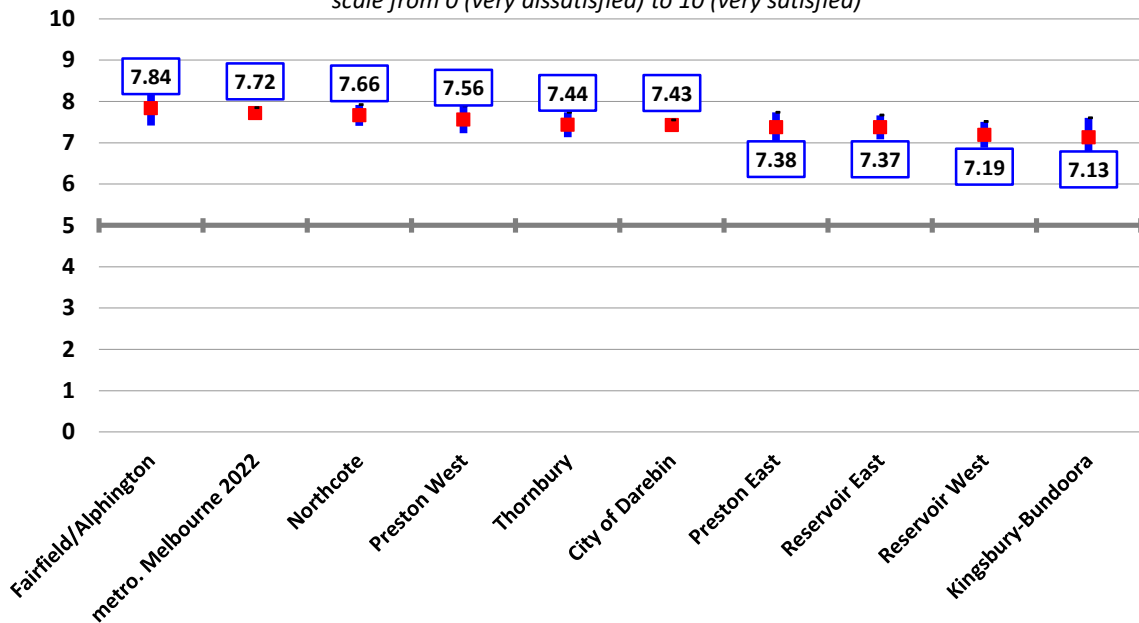
By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with “street lighting” of 7.72, as recorded in the 2022 *Governing Melbourne* research.



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

- **Fairfield-Alphington** - respondents were somewhat, but not measurably more satisfied than average and at an “excellent” level of satisfaction.
- **Reservoir West and Kingsbury-Bundoora** – respondents were somewhat, but not measurably less satisfied than average, and at “good” levels of satisfaction.

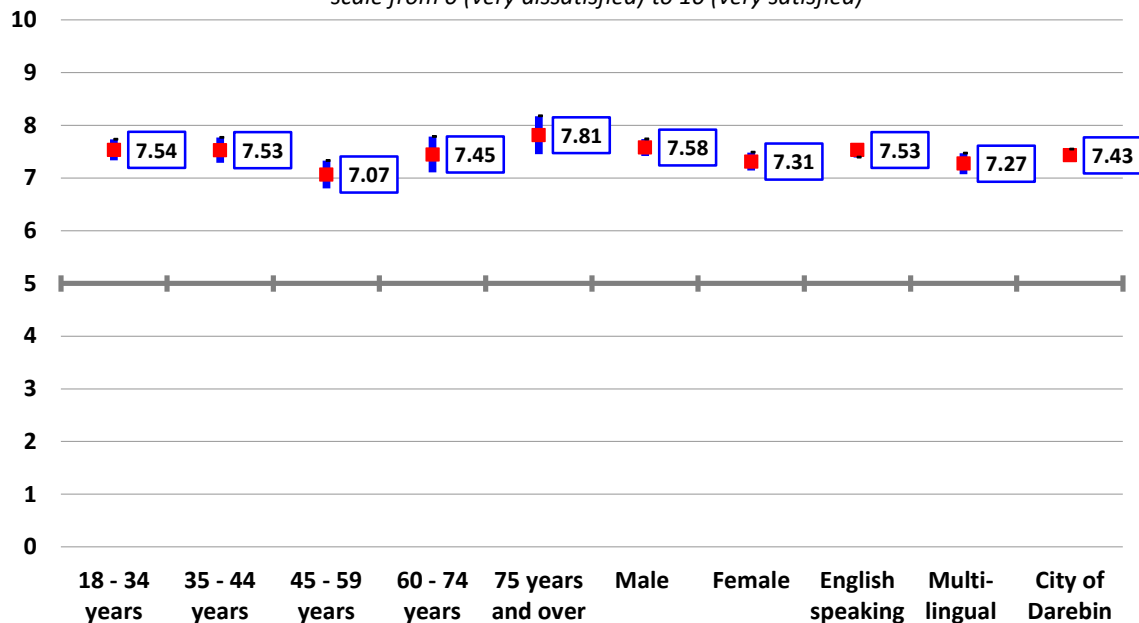
Satisfaction with the level of street lighting by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)




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

- **Older adults (aged 45 to 59 years)** – respondents were notably, but not measurably less satisfied than average, and at a “good” level of satisfaction.
- **Gender** – male respondents were notably, but not measurably more satisfied than female.
- **Language spoken at home** – respondents from English speaking households were notably, but not measurably more satisfied than respondents from multilingual households.

Satisfaction with the level of street lighting by respondent profile
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





Satisfaction with the level of street lighting increased in two precincts and decreased in six, although none of these variations were statistically significant at the 95% confidence level, as follows:

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

Satisfaction with the level of street lighting
Darebin City Council - 2022 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	2017-18	122	6.83	7.15	7.46
	2018-19	123	7.31	7.55	7.80
	2020	63	7.00	7.47	7.95
	2021	72	7.43	7.75	8.07
	2022	56	7.42	7.84	8.25
Northcote	2017-18	123	6.68	7.01	7.34
	2018-19	117	7.11	7.42	7.73
	2020	170	7.24	7.52	7.80
	2021	145	6.89	7.16	7.44
	2022	170	7.41	7.66	7.92
Preston West	2017-18	121	7.01	7.38	7.75
	2018-19	123	6.97	7.27	7.57
	2020	136	7.05	7.33	7.60
	2021	108	7.35	7.68	8.02
	2022	114	7.24	7.56	7.89
Thornbury	2017-18	123	7.03	7.37	7.72
	2018-19	122	7.01	7.25	7.50
	2020	115	6.91	7.22	7.52
	2021	98	7.15	7.46	7.76
	2022	105	7.14	7.44	7.74
Preston East	2017-18	123	6.84	7.22	7.60
	2018-19	124	6.66	7.03	7.41
	2020	96	7.35	7.71	8.06
	2021	113	7.50	7.79	8.08
	2022	97	7.02	7.38	7.74
Reservoir East	2017-18	125	6.51	6.82	7.14
	2018-19	126	6.93	7.27	7.61
	2020	148	6.77	7.10	7.44
	2021	183	7.38	7.62	7.86
	2022	183	7.08	7.37	7.67
Reservoir West	2017-18	125	6.89	7.22	7.56
	2018-19	125	7.08	7.33	7.58
	2020	175	6.94	7.26	7.57
	2021	164	6.96	7.27	7.58
	2022	147	6.88	7.19	7.51
Kingsbury-Bundoora	2017-18	123	6.35	6.71	7.06
	2018-19	121	6.98	7.26	7.55
	2020	71	7.21	7.59	7.98
	2021	95	6.86	7.21	7.56
	2022	92	6.66	7.13	7.60



There was a total of 130 comments received from respondents who were not satisfied with the level of street lighting, including 99 comments outlining specific sites of concern.

Most of the comments received related to a perception that there was insufficient lighting.

Reasons for dissatisfaction with the level of street lighting and locations of concern

Darebin City Council - 2022 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Not enough street lighting	10
Need more improvement with lighting	3
No proper street lighting in the roads	3
A lot of dark areas	2
Takes more time in fixing lights	2
A lot of dark streets not safe for women	1
Called the Council about broken lights on street, was told to call wrong electricity provider personally. Was told less lighting leads to less criminal activity, spotlights behind shop laneway alley disconnected	1
Lack of street lighting across train lines	1
Lights not bright enough	1
Need improvement overall, night-time is really dark	1
Need more streetlights as I work very early in the morning	1
Running at a quieter street and found there's little or no streets lights I run on the main roads now where I feel safer	1
There is a lot of street lighting that is not working now even after contacting the Council several times	1
There should be more lighting especially around park area	1
They take away the light in front of our house	1
Too much lighting on the roads and parks	1
Total	31

Specific locations

Could be more in smaller streets in Reservoir	2
Arlington St	1
Bike paths near St Georges Rd - Merri Parade intersection, passing through Merri Creek Trail, needs lighting desperately	1
Chauvel St needs more lighting	1
Clive St has no lights	1
Clyde St, Clarendon St, and every street at the main road needs more lighting. Elderly goes to the church and walk in the dark at night	1
Edwardes Lake Park lights need to be brighter	1
Gordon St, Clifton Hill junction and Station St does not have enough lights	1
Kingsley Rd needs better lighting for the night times	1
Lighting around Murray Rd needs repair	1
Lighting has been poor in my area (Elm St and around Thornbury)	1
Lighting is very bad in Broadway	1

Lighting on All Nations Park is very dim	1
Lloyd Ave needs more lights	1
Mary St lighting is not good	1
Merri Creek Trail is not lighted	1
More lighting on Plenty Rd needed	1
More street lighting needed in Boadle Rd	1
Newcastle St is very dark and there's too many creeks	1
No proper light at night in Dwyers Ave	1
Not enough light on Kelvin Grove and Fenwick St, Thornbury	1
Not enough street lighting in Anne St	1
Poor lighting on Gladstone Ave	1
Pretty dark in West Preston	1
Really quite poor around Reservoir West	1
Rubbish lighting that are cracked (Reservoir)	1
Some lights turn on and some are dim or don't work (Union St)	1
The lighting in Bracken Ave is dim	1
The lights need to be brighter (Mt Cooper Dr, Bundoora)	1
The street I live in (Oldmeadow Ct) is quite dark and needs better lighting	1
The streetlights flicker and not enough lighting to ensure safety (Merri Parade)	1
There is not much lighting in East St	1
Too much light Stott St	1
Tyler St	1
Very dark on Charles St	1
Wastell St doesn't have proper streetlight	1
Total	99
Total	130

Street sweeping

Respondents were asked:

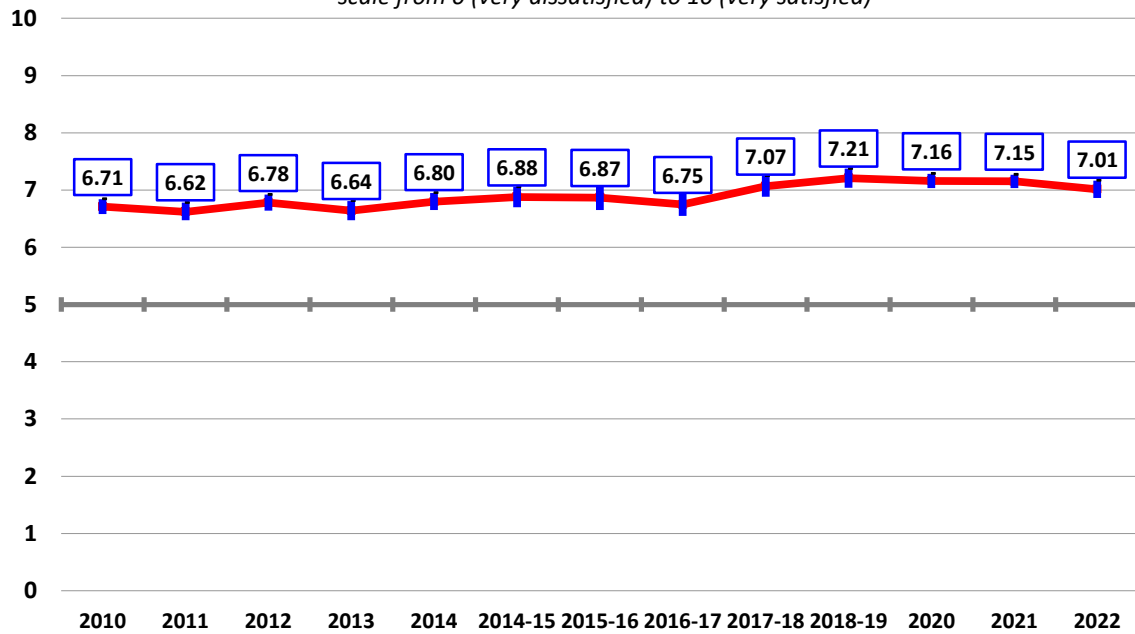
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with street sweeping? If rated less than 6, why do you say that?”

Satisfaction with street sweeping declined marginally, but not measurably this year, down two percent to 7.01.

Satisfaction remains at a “good” level of satisfaction, although marginally above the long-term average satisfaction since 2009 of 6.88.

By way of comparison, this result was measurably below the metropolitan Melbourne average satisfaction with “street sweeping” of 7.45, as recorded in the 2022 *Governing Melbourne* research.

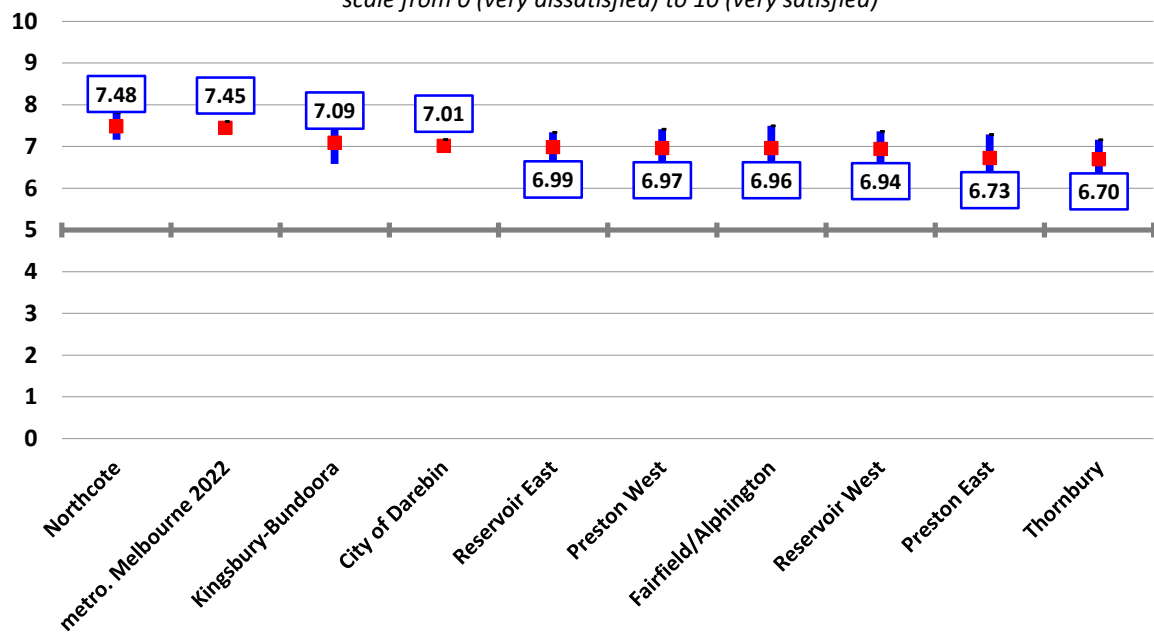
Satisfaction with street sweeping
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

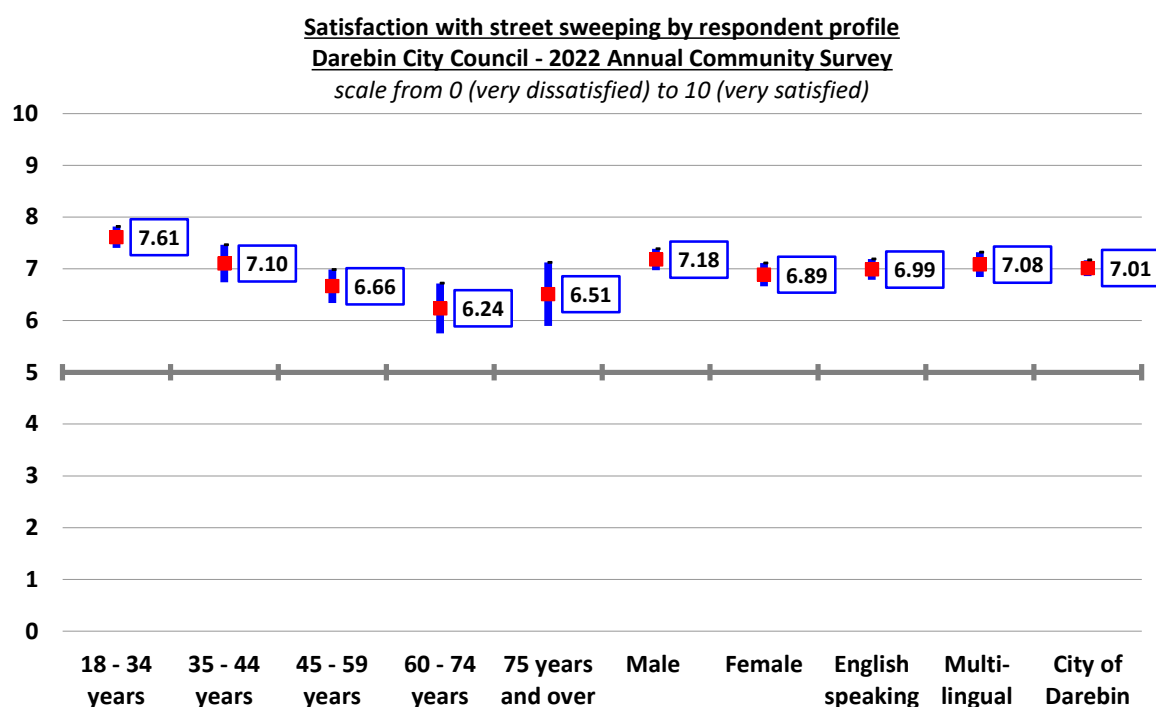
- **Northcote** – respondents were measurably more satisfied than average and at a “very good” level of satisfaction.

Satisfaction with street sweeping by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than average and at a “very good” level of satisfaction.
- **Older adults (aged 60 to 74 years)** – respondents were measurably less satisfied than average, and at a “solid” level of satisfaction.
- **Gender** – male respondents were somewhat more satisfied than female respondents.



Satisfaction with street sweeping increased in two precincts and decreased in six precincts, although none of these variations were statistically significant the 95% confidence level, as follows:

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



Satisfaction with street sweeping
Darebin City Council - 2022 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Northcote	2017-18	60	6.17	6.73	7.29
	2018-19	53	6.07	6.74	7.40
	2020	168	6.48	6.83	7.17
	2021	141	6.57	6.92	7.27
	2022	153	7.16	7.48	7.81
Kingsbury-Bundoora	2017-18	60	6.57	7.08	7.59
	2018-19	60	7.02	7.33	7.65
	2020	69	6.97	7.44	7.92
	2021	94	7.27	7.59	7.91
	2022	92	6.59	7.09	7.59
Reservoir East	2017-18	55	6.53	7.07	7.61
	2018-19	56	7.17	7.61	8.04
	2020	148	6.87	7.19	7.51
	2021	185	6.75	7.03	7.31
	2022	159	6.63	6.99	7.34
Preston West	2017-18	60	7.18	7.52	7.85
	2018-19	57	6.73	7.32	7.90
	2020	132	7.01	7.28	7.55
	2021	105	6.70	7.09	7.47
	2022	114	6.52	6.97	7.41
Fairfield-Alphington	2017-18	62	6.04	6.61	7.18
	2018-19	61	6.45	7.02	7.58
	2020	62	7.21	7.60	7.98
	2021	69	6.90	7.30	7.70
	2022	55	6.43	6.96	7.50
Reservoir West	2017-18	62	6.57	7.10	7.62
	2018-19	62	7.32	7.55	7.77
	2020	170	6.90	7.22	7.55
	2021	161	7.15	7.38	7.61
	2022	132	6.53	6.94	7.36
Preston East	2017-18	60	6.84	7.40	7.96
	2018-19	60	6.42	6.90	7.38
	2020	87	7.06	7.40	7.74
	2021	113	7.14	7.43	7.71
	2022	89	6.17	6.73	7.29
Thornbury	2017-18	59	6.42	6.98	7.54
	2018-19	59	6.55	7.02	7.48
	2020	112	6.39	6.78	7.16
	2021	89	6.07	6.51	6.96
	2022	100	6.24	6.70	7.16

There was a total of 147 comments received from respondents who were not satisfied with street sweeping, including 17 outlining specific sites of concern.

Whilst a range of issues were canvassed by a handful of respondents, the most common responses related to a perception that there was insufficient street sweeping, that respondents had never seen a street sweeper, or a preference that street sweeping be more frequent.

Reasons for dissatisfaction with street sweeping
Darebin City Council - 2022 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Never seen a street sweeper / sweeping	30
Needs to be more frequent	15
Irregular	13
Rarely done	9
A lot of tree leaves on the street in the evening especially when raining	8
They don't clean properly due to vehicles being parked everywhere	7
Doesn't get notified before sweeping	3
Foliage and leaves clogging gutters, must do it yourself	3
Not proper cleaning on streets as there is rubbish	3
Come before instead after garbage collection	2
Drains always blocked	2
Even when they come and clean it, they don't do a very good job	2
Not coordinated. Inform us when they're coming to make use of it	2
Not maintained well	2
Not many street sweepers around to do the gutters	2
Wasn't aware of it	2
When they come all the cars still on the road	2
Comes only couple of months	1
Contractor driving up and down with brochures along the track and they don't actually do the work, just show off and over-speeding	1
Grass is not properly cut	1
Gum leaves in gutters	1
I sweep my street	1
Its creating drainage problem during rainy days	1
Leaves on the footpath	1
Lots of litter	1
More regularly street cleaning should be done every 2 weeks	1
No point of street sweeping, it's not effective. The gutters are full of overgrowth and not maintained	1
No street sweeping in last 6 months	1
Noisy at night morning as well as night	1
Not all areas are cleaned	1
Only do it once every 4 months	1
Only done when roads are due	1
Only go through middle of the road because of parked cars. Could use blowers to blow into the middle or inform when street cleaner coming	1

Only there once every six weeks	1
Rats parade	1
Rubbish not being dealt with near my home	1
They are come around and pick it up	1
They could take the cars off the street	1
They only do it twice a year	1
Water gets clogged, resulting in flooded roads	1
Total	130

Specific locations

Arndale St - Lot of leaves and gutter rubbish on streets	1
Don't get it quite often, outside Herbert St	1
Hutton St has a lot of leaf debris	1
I have a Eucalyptus tree on the nature strip outside my house that blocks the drains (Adams St). The sweeper despite knowing it never took any action	1
Lots of broken glass on south of Bell St, Raglan St, High St	1
Lots of leaves on streets of Alphington takes ages to come	1
Martin St not swept for months	1
Never seen in 10 years, Mansfield St, never appropriate time for St sweeper to cover sides of road due to parking etc. Needs to implement weekly clearway timeframe	1
Normanby Ave between Merri Creek and St George's Rd opposite the golf course needs more sweeping	1
On North Road, the drain gets clogged due to heavy rains	1
Parked cars make it impossible to sweep the street. No restrictions on parking near the university	1
Raymond St is always shabby; leaves and tree branches always lying which clogs the drains and it just keeps getting worse	1
Rubbish on Crispe St - I've noticed only recent cleaning but not over the years	1
Sweeping on Mount Cooper St is not good	1
There is a tree on Pine St. Its droppings create a mess	1
There's no sweeper and a lot of rubbish in Ambon St, Laha St	1
Very little street sweeping in Bundoora and awful cleaning	1
Total	17

Total **147**

The level of dumped rubbish

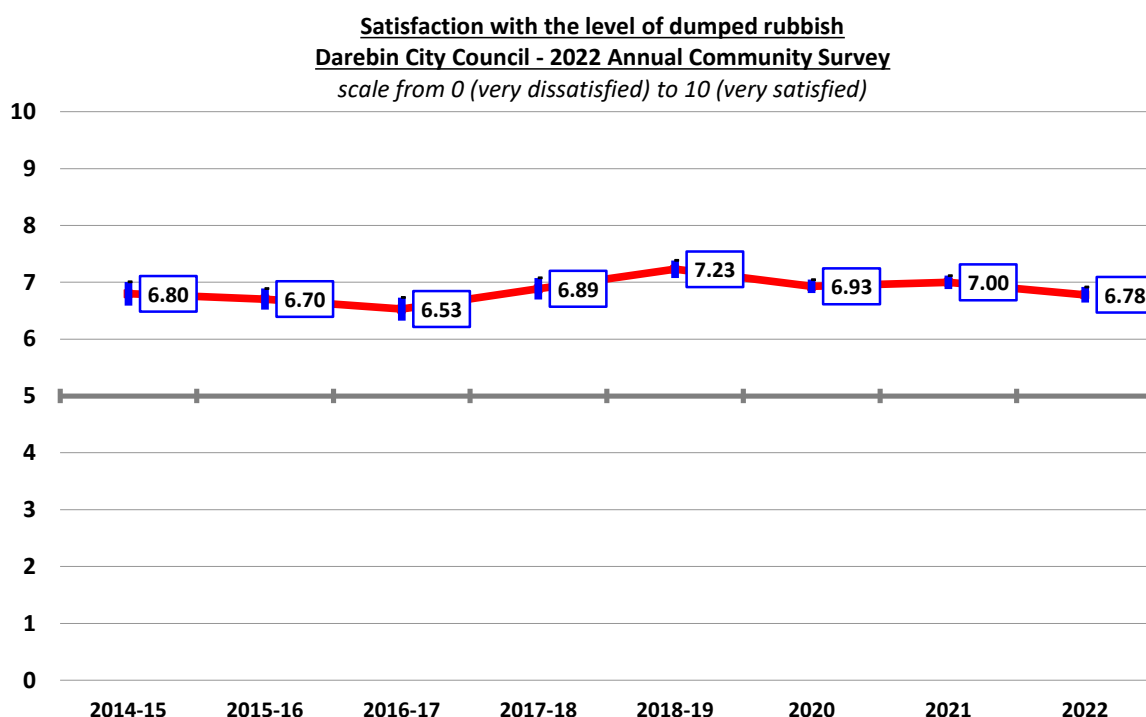
Respondents were asked:

“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 declined marginally, but not measurably this year, down 3.1% to 6.78.

This remains at a “good” level of satisfaction, but just marginally lower than the long-term average satisfaction since 2014-15 of 6.88.

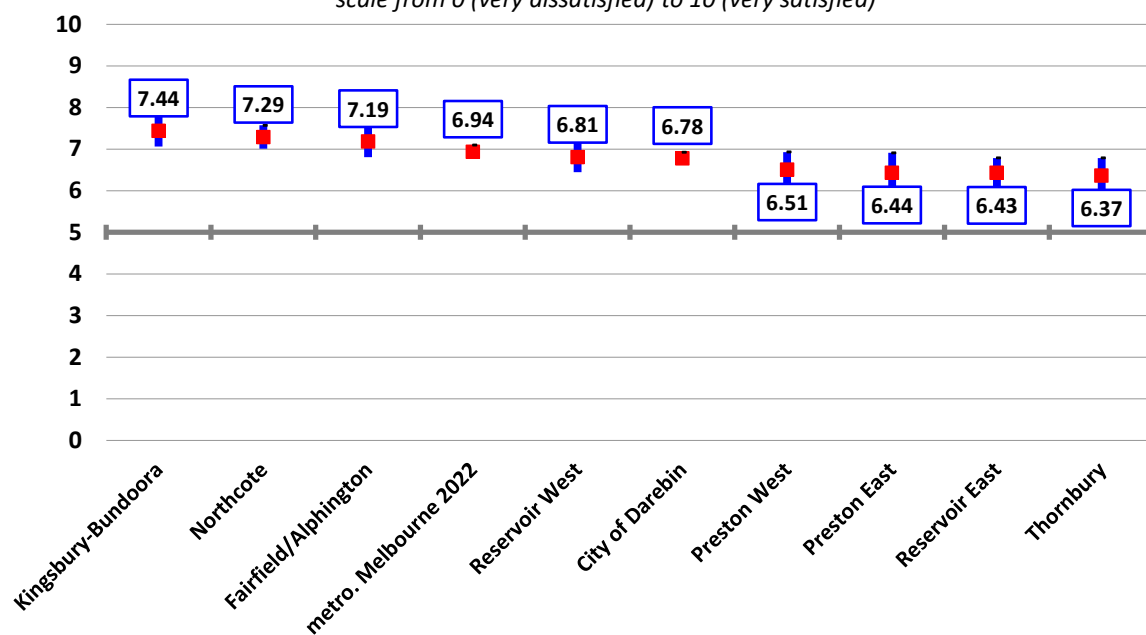
By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne average satisfaction with “illegally dumped rubbish” of 6.94, as recorded in the 2022 *Governing Melbourne* research.



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

- **Kingsbury-Bundoora and Northcote** – respondents were measurably more satisfied than average and at a “very good” level of satisfaction.
- **Preston East, Reservoir East, and Thornbury** – respondents were marginally, but not measurably less satisfied than average and at “solid” rather than “good” levels of satisfaction.

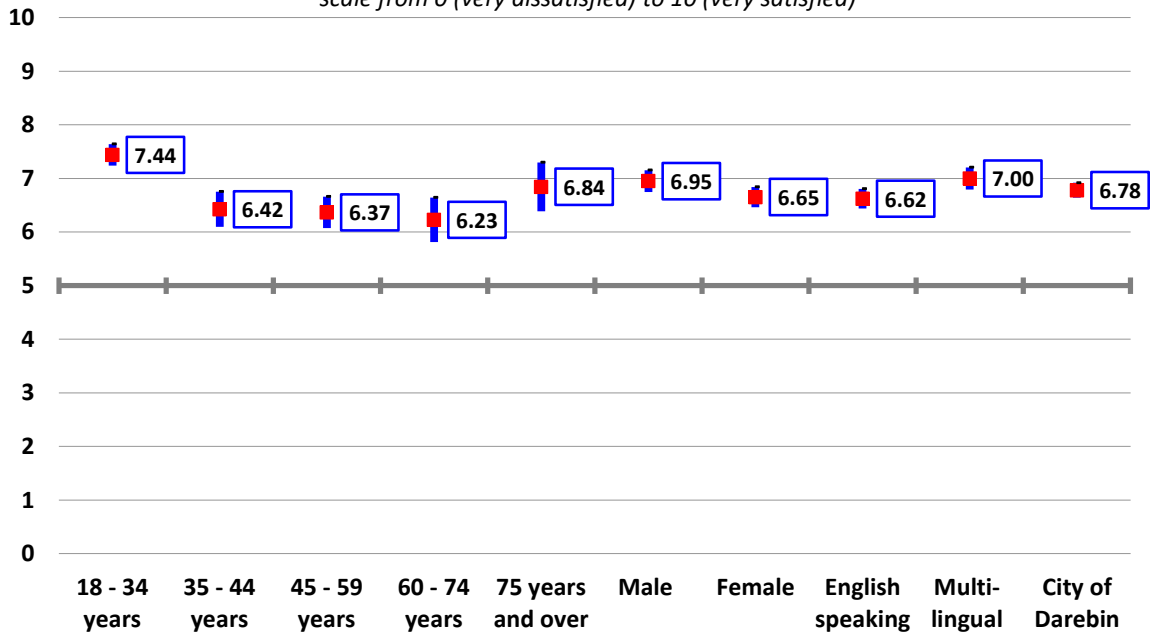
Satisfaction with the level of dumped rubbish by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than average and at a “very good” level of satisfaction.
- **Older adults (aged 60 to 74 years)** – respondents were measurably less satisfied than average, and at a “solid” level of satisfaction.
- **Gender** – male respondents were notably, but not measurably more satisfied than female respondents.
- **Language spoken at home** – respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

Satisfaction with the level of dumped rubbish by respondent profile
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the level of dumped rubbish increased in one precinct and declined in seven, although none of these variations were statistically significant at the 95% confidence level, as follows:

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



Satisfaction with the level of dumped rubbish
Darebin City Council - 2022 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2017-18	58	7.16	7.55	7.94
	2018-19	61	6.58	7.10	7.62
	2020	65	6.98	7.45	7.93
	2021	93	7.33	7.56	7.79
	2022	94	7.06	7.44	7.82
Northcote	2017-18	59	5.98	6.56	7.14
	2018-19	59	6.77	7.25	7.73
	2020	169	6.55	6.82	7.09
	2021	144	6.89	7.21	7.52
	2022	159	7.01	7.29	7.57
Fairfield-Alphington	2017-18	59	6.60	7.15	7.71
	2018-19	54	6.85	7.35	7.86
	2020	61	6.99	7.42	7.84
	2021	71	7.01	7.40	7.79
	2022	55	6.81	7.19	7.57
Reservoir West	2017-18	62	5.42	6.03	6.65
	2018-19	62	6.91	7.32	7.73
	2020	172	6.43	6.77	7.10
	2021	162	6.61	6.89	7.18
	2022	146	6.44	6.81	7.18
Preston West	2017-18	60	6.28	6.87	7.45
	2018-19	55	6.07	6.62	7.16
	2020	136	6.49	6.79	7.10
	2021	106	6.33	6.71	7.10
	2022	116	6.09	6.51	6.93
Preston East	2017-18	59	6.84	7.34	7.83
	2018-19	63	6.79	7.21	7.63
	2020	93	7.01	7.32	7.63
	2021	114	6.74	7.08	7.41
	2022	93	5.96	6.44	6.91
Reservoir East	2017-18	61	6.53	7.07	7.60
	2018-19	62	6.84	7.23	7.61
	2020	152	6.58	6.86	7.15
	2021	177	6.44	6.74	7.04
	2022	177	6.08	6.43	6.78
Thornbury	2017-18	58	6.85	7.24	7.64
	2018-19	59	7.25	7.61	7.97
	2020	109	6.31	6.69	7.07
	2021	91	6.39	6.75	7.12
	2022	107	5.95	6.37	6.78

There was a total of 162 comments received from respondents who were not satisfied with the level of dumped rubbish, including 83 comments outlining specific sites of concern.

Whilst a range of specific issues were raised by a handful of respondents, the most common responses related to a perception that there was too much dumped rubbish in the area that needs to be cleared by Council.

Metropolis Research notes that there were a handful of comments related to hard rubbish and the perception that it stays out for a long time, as well as some comments about rubbish dumped around charity bins being an issue.

Reasons for dissatisfaction with the level of dumped rubbish and locations of concern

Darebin City Council - 2022 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
A lot of dumped rubbish that needs to be cleared	22
People leave a lot of dumped rubbish on the street / alleys	18
The Council is slow and doesn't make any efforts to pick up the rubbish from the streets	5
Side streets and sidewalks are of concern	4
Feels like rubbish stays there for a long time	3
Nature strips has TV, asbestos etc.	3
Dumped rubbish not collected on nature strip	2
Hard rubbish collection is not frequent enough	2
Not maintained	2
People dump it anywhere because they can't afford the tip	2
The overflowing of charity bins is bad	2
Area left dirty and problem hasn't been fixed for long time	1
Better education for people on how to throw out rubbish	1
Can be managed better - all over Darebin	1
I live next to the industrial centre hence more level of dumped rubbish	1
It can get bad near the Op shops	1
It is horrible near the Creeks	1
Need more hard rubbish pick ups	1
Never cleans the parks	1
No signs of dumped rubbish initiative and initiative was taken to have a community garden, but no action undertaken	1
Rarely collects the dumped rubbish	1
The Council can't do anything. People should work towards it	1
They are dumped in parks	1
Uncollected trolleys	1
Waste centre is too expensive	1
Total	79



Specific locations

Around train stations and railway lines	3
Broadway has lots of dumped rubbish	3
Many shocking spots, including around the park in Bundoora with dumping of mattresses and other stuff	3
Rubbish in Darebin Creek	3
Clarendon St is littered	2
Dumped hard rubbish in Wagga Rd	2
Dumped often and never picked up (Mt Cooper Dr)	2
Lot of dumped rubbish found along Cheddar Rd	2
The dumped rubbish remains all over Reservoir and takes weeks to clear	2
William St	2
Wood St	2
A lot of rubbish especially on my street - Broadhurst Ave	1
All streets towards Darebin Creek Parkland have so much garbage especially on Gooch St	1
All streets towards Darebin Creek Parkland have so much garbage especially on Rossmoyne St	1
Always seen around Thornbury	1
Around Northcote Plaza Shopping Centre	1
Around Reservoir - Preston boundary	1
Around the main streets near shopping areas	1
Beenak St has a lot of funded rubbish, but is usually taken away	1
Big problem our road isn't a tip Murray Rd	1
Birch St	1
Central Creek estate	1
Central Northcote	1
Corvey Rd	1
Corner of Mornane St - Victoria St	1
Crookston Rd	1
Daleglen St has a lot of dumped rubbish near the park lane bike park	1
Dumped rubbish is more in parks near Delaware St	1
Dumped rubbish is more on Edward St and parks near Delaware St	1
Dumped rubbish left unnoticed in Mayer Park	1
Dumped rubbish left unnoticed on Gadd St, Mayer Park	1
East reservoir	1
Edge of Preston on Murray Rd towards Pentridge, on Elizabeth St	1
Everyone dumps rubbish around the corner which is close to my home - Beenak St	1
Gower St - locals chucking rubbish on the street	1
Gresswell Rd and Main Dr	1
Hasn't been removed on the same areas, Preston City Oval, Bruce St	1
Have a lot of rubbish near the cemetery	1
Hayes Park is littered	1
Helen St full of rubbish	1
I live at back of houses in lane way, there are heaps of broken glasses and dumped rubbish by people - Gilbert Rd	1
In Seston St	1
It is really bad in my area, Preston Southeast	1
It really depends on the area, around High St there was a lot of rubbish because of overgrown grass	1
James St	1
Litter and dumped rubbish in Bell St	1

Lots of dumped rubbish on laneway behind Charles St	1
Lots of rubbish Beatrice St (other people not residents)	1
Lots of rubbish on High St and Northcote – Couches, chairs etc	1
Lots of rubbish on North Rd	1
Lots on Hurstbridge train line	1
McNamara St has too much rubbish	1
Norton ward	1
Pender St	1
Raleigh St	1
Regent St - Spring St intersection	1
Regent Train Station	1
Rubbish along railway lines	1
Rubbish along the train line in Thornbury and in Ballantyne St	1
Rural accommodation leaving rubbish in Grange Blvd	1
Rural accommodation leaving rubbish in Plenty Rd	1
See dumped rubbish when walking around Preston	1
Strathmerton St	1
The level of dumped rubbish at (address removed) every week is horrendous, I must call the Council every time. Why doesn't the Council address this?	1
Turner Reserve has a lot of dumped rubbish	1
Tyler St	1
Waste on nature strips (Prowse Ln / Lurline St)	1
Whitelaw St has lot of dumped rubbish	1
Total	83
Total	162

The type / species of street trees

Respondents were asked:

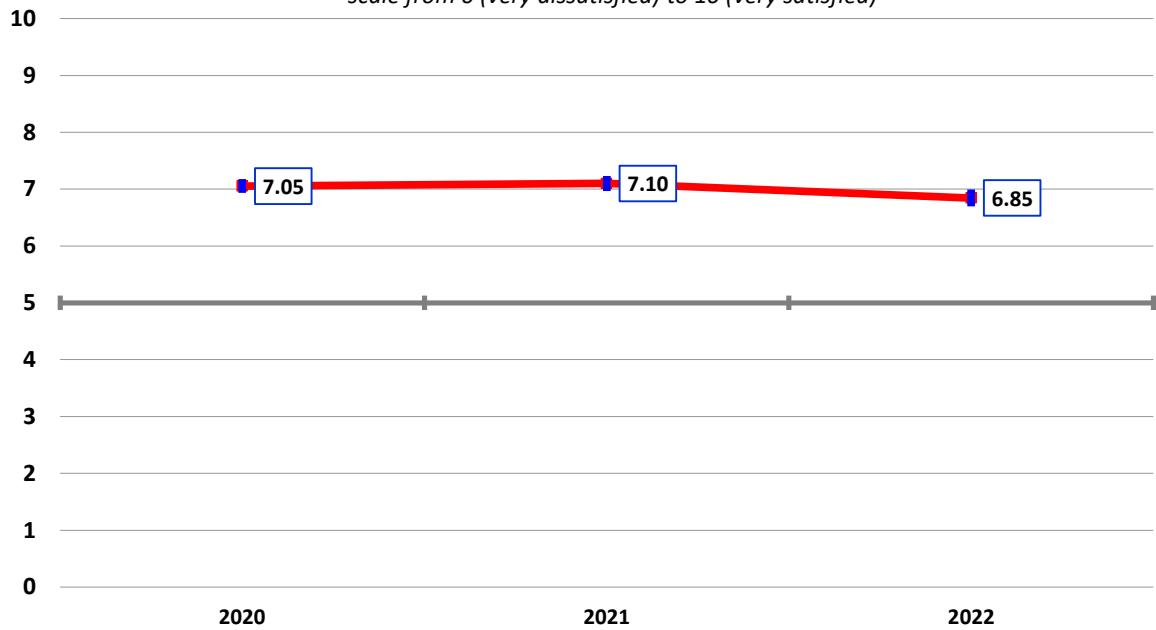
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the type / species of street trees? If rated less than 6, why do you say that?”

Satisfaction with the type / species of street trees declined marginally, but not measurably this year, down 3.5% to 6.85.

Satisfaction remains at a “good” level of satisfaction, but below the long-term average satisfaction since 2020 of seven.

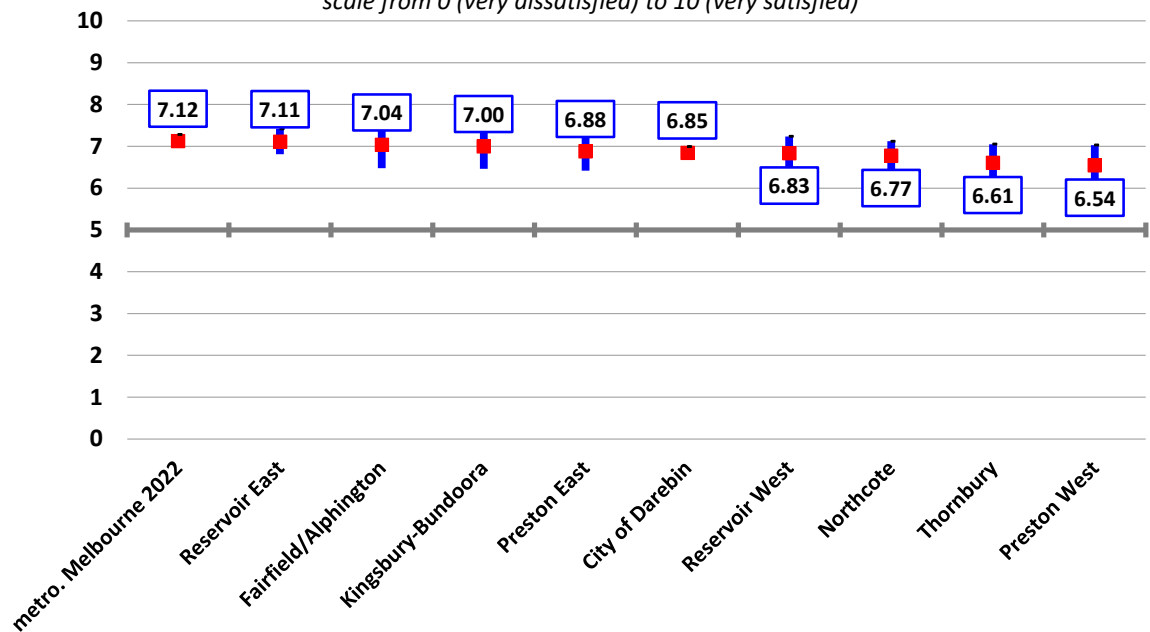
By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne average satisfaction with “street trees” of 7.12, as recorded in the 2022 *Governing Melbourne* research.

Satisfaction with the type / species of street trees
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



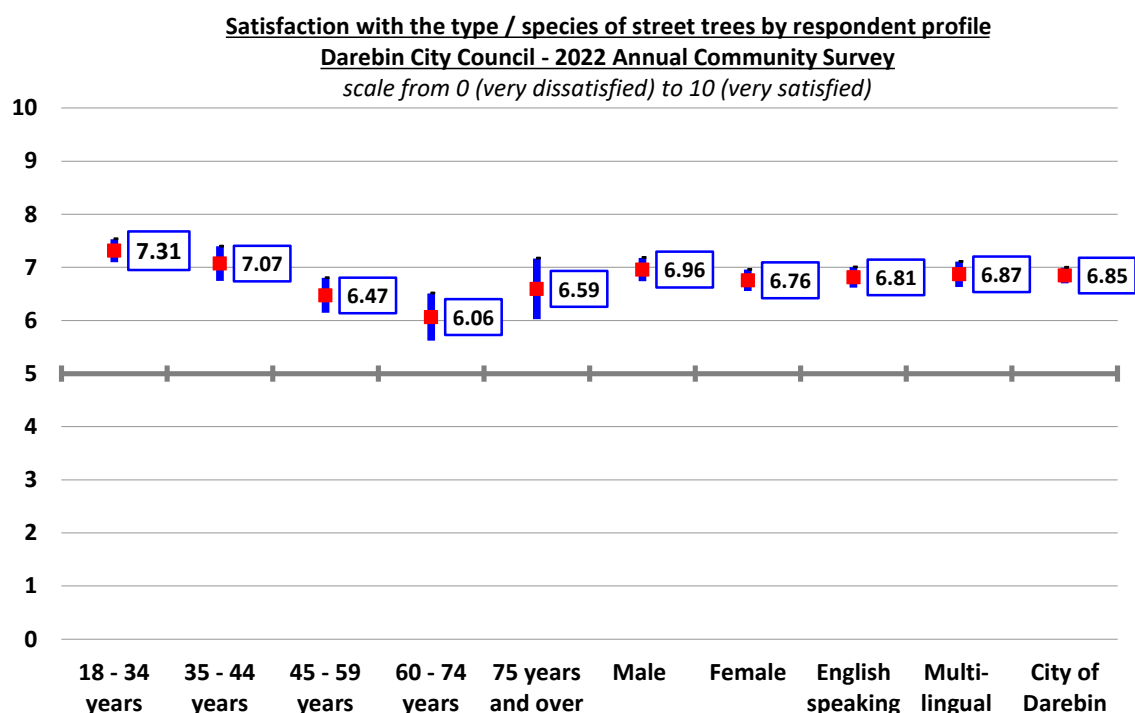
There was no statistically significant variation in satisfaction with the type / species of street trees observed across the municipality, and respondents from all eight precincts rated satisfaction at a “good” level of satisfaction.

Satisfaction with the type / species of street trees by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

- **Young adults (aged 18 to 34 years)** – respondents were measurably more satisfied than average and at a “very good” level of satisfaction.
- **Older adults (aged 60 to 74 years)** – respondents were measurably less satisfied than average, and at a “solid” level of satisfaction.
- **Gender** – male respondents were somewhat more satisfied than female respondents.



Satisfaction with the type / species of street trees increased in two precincts and decreased in six, although none of these variations were statistically significant at the 95% confidence level, as follows:

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



Satisfaction with the type / species of street trees
Darebin City Council - 2022 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir East	2020	140	6.72	7.06	7.39
	2021	186	6.64	6.98	7.32
	2022	174	6.81	7.11	7.42
Fairfield-Alphington	2020	62	6.73	7.16	7.58
	2021	69	6.69	7.15	7.61
	2022	56	6.47	7.04	7.60
Kingsbury-Bundoora	2020	72	7.09	7.55	8.00
	2021	94	7.24	7.57	7.90
	2022	92	6.46	7.00	7.54
Preston East	2020	96	7.14	7.51	7.87
	2021	107	6.72	7.13	7.53
	2022	92	6.42	6.88	7.34
Reservoir West	2020	169	6.41	6.73	7.05
	2021	161	7.00	7.27	7.54
	2022	142	6.43	6.83	7.24
Northcote	2020	169	6.78	7.05	7.32
	2021	144	6.62	6.98	7.34
	2022	169	6.43	6.77	7.12
Thornbury	2020	116	6.29	6.66	7.03
	2021	94	6.02	6.50	6.98
	2022	107	6.16	6.61	7.05
Preston West	2020	135	6.90	7.18	7.46
	2021	105	6.86	7.27	7.68
	2022	115	6.06	6.54	7.03

There was a total of 214 comments received from respondents who were not satisfied with the type / species of street trees, including 33 comments outlining specific sites of concern.

A range of issues were raised by a small number of respondents, including concerns around the type of street trees, as well as the impact of street trees (e.g., falling leaves, impact on footpaths, etc), as well as some comments on the maintenance of street trees.

Reasons for dissatisfaction with the type / species of street trees

Darebin City Council - 2022 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Type / species</i>	
Big trees, on conflicting with electricity lines, become a hazard. The Council should be planting shrubs or smaller ones	7
Like to see more trees of different kinds / species of trees	7
More trees that are indigenous to Australia can be planted	7
Trees are not suitable and too big for nature strip	5
Invasive street trees	3
Block lights and road signs	2
Eucalypts unhealthy and messy, need better trees	2
Ours is acidic which damages our cars	2
Same old boring ornamental trees	2
Should remove one type of tree that gives allergic reaction	2
Some of the trees in the street are not safe	2
Worst trees giving more pollen	2
Big trees have chances of branches falling	1
China berry trees are beautiful but poisonous hence bad for the animals	1
Chinese Maple tree sheds too many leaves and gets cut into ridiculous shapes to avoid power lines	1
Could be greener	1
Deciduous trees are a poor choice. It makes a mess all the time and the Council does not clean it on time which blocks the drains. When it rains, it's just a nightmare	1
Don't plant indigenous trees. Darebin should use nonindigenous Europeans trees that give more shade	1
Gum trees in our street - branches keep on falling down	1
Massive trees that attract possum	1
More mix of street trees without leaves	1
Paperbark	1
Pine trees drop too much leaf litter	1
Plum trees are planted, non-fruit bearing trees needed to avoid droppings	1
Red flowers often drop, and they are not allowed to be cut because they're indigenous	1
Should remove trees with little red cherries, they destroy infrastructure and are dirty	1
Too varied	1
Trees changed in own street recently, don't feel they have a beautiful reflection of the seasons. Melaleucas removed and replaced	1
Wrong choice of tree, damaging driveway, and pathways	1
Total	60

Leaf litter and mess

Lot of trees drop too much stuff everywhere	11
Leaves everywhere	9
Gutters filled with leaves and Council doesn't do anything about it	5
Leaves and seeds often fall from the trees and make it slippery which is unnecessary	5
Poor choice of trees - they make a mess, and no one manages them well	4
They cause a lot of mess and litter the area	4
The nuts are falling of the tress and hurting sometimes	1
Total	39

Maintenance of trees

I would like to see more developed trees	1
If you can't maintain them regularly, plant trees that don't need constant care	1
Looks shabby, not pretty	5
Need more maintenance	8
The trees look like broccoli	1
There is a tree right in front of my home that is malformed and not maintained	1
Trees are not maintained and are destroying public and private assets	6
Trees need pruning	4
Total	27

Old / dead trees

Very old trees	6
Weak trees	5
Trees die and always leave dead wood lying around	2
Older trees that are too large and have dangerous limbs, damage fences and ground.	1
Newer tree choices are fine	
Total	14

Road and footpath damage / tripping hazard

Entirely inappropriate and damages footpaths causing tripping hazards	5
Gum trees are destroying the road and pavements	5
Big gum trees are destroying pavements and property	1
The trees planted crack roads	1
Total	12

Need more trees

Need more shade and cooling	5
Need more street trees	5
Total	10

Blocking view / lights / signage / space

There should be more fruit trees	3
Trees are too tall and block the view. They could be smaller	3
Can't see cars from trees in	1
Placements of trees haven't changed with new development, crowding the blind spots while coming out of driveways	1
Take down the tree in front of the house and replace it with a bush as it's taking up space when it grows on the footpath leaving no place for rubbish bins or to open car doors	1
Total	9

Other

I am not sure I notice it very much	2
Council not responding to complaints	1
Disappointing	1
If a resident chooses to have a fruiting tree, is that resident entitled to putting a bird nest around it. It should be for the community if it's in the nature strip	1
Not environment friendly	1
Renters have more say	1
Smells very poor	1
Some houses don't have any	1
The Council took 6 to 8 months to remove one of the big trees in front of our house and just to plant another one	1
Total	10
Total	181

Specific locations

Alphington has gum trees, and they make a mess out of everything. The area looks untidy because of it, Council never clears that rubbish on time	1
Christmas St has possums	1
Elm St has possums	1
Gum tree sheds lot of leaves in front of my house (Jones St)	1
Hate the trees on McNamara St, especially the gum trees	1
I bought a house in Reservoir West and am pretty sure there are no trees on that strip	1
It would be nice to have better trees on Preston West/Reservoir West	1
James St, Preston has trees touching fence and wires, needs tree pruning	1
Leaves and branches fall off outside my house and are never removed (Elle Cl, Bundoora)	1
Leaves everywhere in Broadhurst Ave	1
Lot of tree droppings on High St	1
Not a fan of gum trees on the streets on Murray Rd	1
Not trimming the bottom part is dangerous - Plenty Rd	1
Some trees over the boundary maintenance are poor (Crispe St)	1
The trees are not varied especially in Browning St - lot of just the paperback trees	1
The trees in Delaware St need to be maintained better and need to be pruned	1



There are some overhanging branches in Bracken Ave	1
There are some overhanging branches in Rennie St	1
There is a huge tree in Pine St, makes people uncomfortable to walk	1
They keep planting ornamental pear trees which are awful in Victoria Rd	1
Too many gum trees in Bundoora	1
Too much leaf shedding always causes blockage of gutters and drains in Sharp St	1
Tree near Black St bus stop	1
Trees are filthy in Newcastle St	1
Trees are horrible in Dundee St	1
Trees damaging fence in Reservoir	1
Trees damaging footpath in Reservoir	1
Trees in Alphington cause so many problems	1
Trees in Martin St are not fit for the area as the they block drains and covers	1
Trees in Regent St need pruning	1
Trees in Yarra Ave attracts Magpies	1
Trees need a lot of pruning on Ballantyne St	1
Wales St has wild trees that sometimes have branches falling off which is very dangerous	1
Total	33
Total	214

Regular recycling

Respondents were asked:

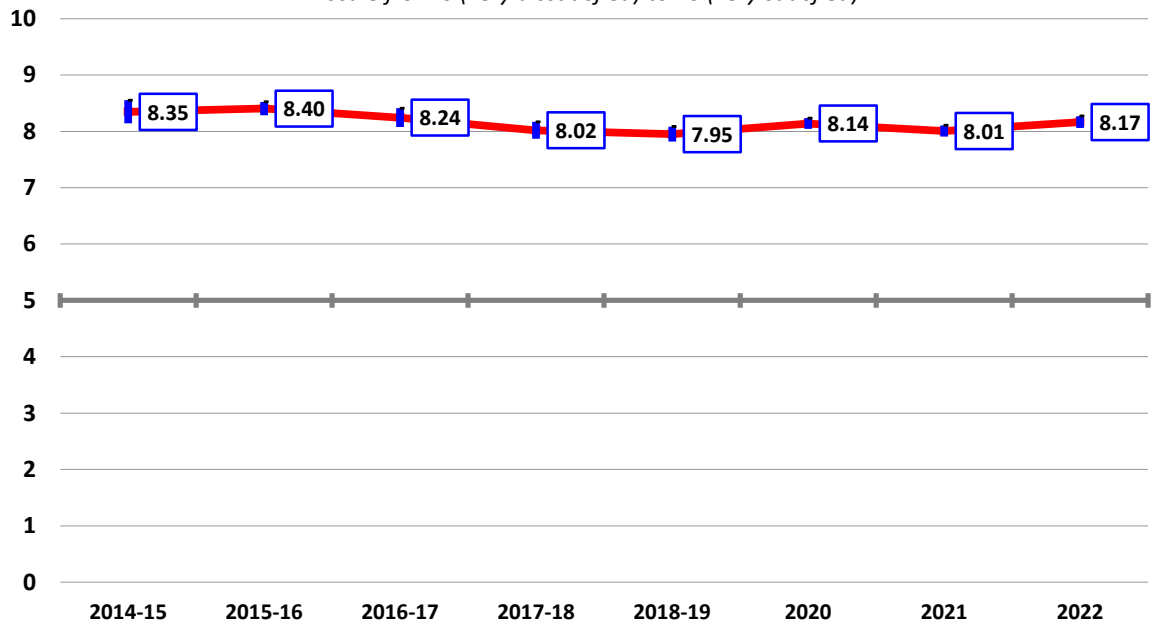
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with regular recycling? If rated less than 6, why do you say that?”

Satisfaction with regular recycling increased marginally, but not measurably this year, up two percent to 8.17.

Satisfaction remains at an “excellent” level, the same categorisation as in each year this service has been included in the survey in this format. This result was almost identical to the long-term average satisfaction since 2014-15 of 8.16.

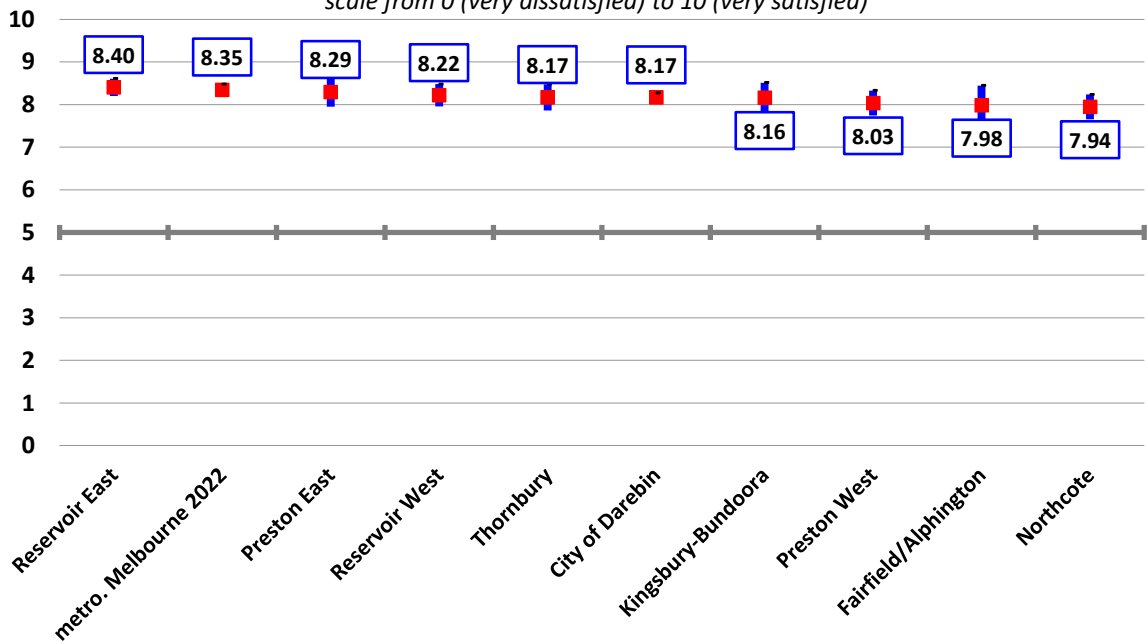
By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne average satisfaction with the “regular recycling collection” of 8.35, as recorded in the 2022 *Governing Melbourne* research.

Satisfaction with regular recycling
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

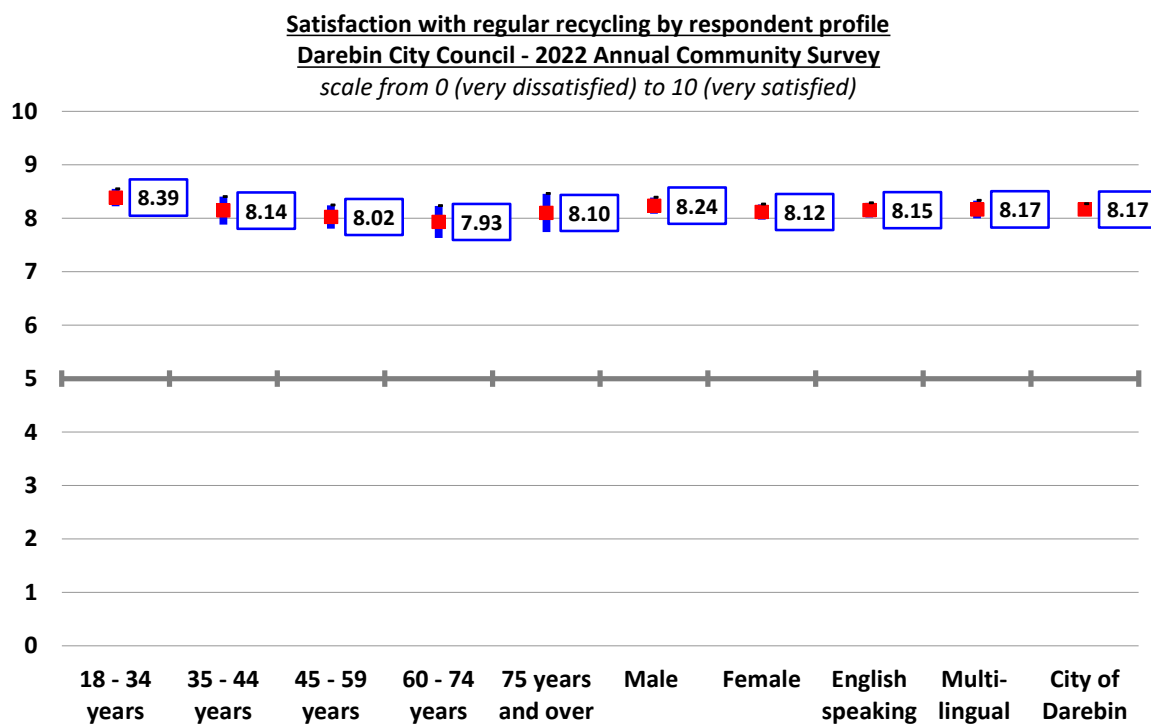


There was no statistically significant variation in satisfaction with the regular recycling observed across the municipality, and respondents in all eight precincts recorded an “excellent” level of satisfaction.

Satisfaction with regular recycling by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no statistically significant variation in satisfaction with regular recycling observed by respondent profile.



Satisfaction with regular recycling increased in five precincts and declined in three precincts, although none of these variations were statistically significant the 95% confidence level, as follows:

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



Satisfaction with regular recycling
Darebin City Council - 2022 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir East	2017-18	59	7.98	8.31	8.63
	2018-19	63	7.48	7.89	8.30
	2020	152	8.03	8.28	8.53
	2021	191	7.80	8.04	8.28
	2022	183	8.20	8.40	8.61
Preston East	2017-18	59	7.90	8.27	8.64
	2018-19	62	7.36	7.84	8.32
	2020	97	7.79	8.10	8.40
	2021	112	7.47	7.81	8.15
	2022	93	7.95	8.29	8.63
Reservoir West	2017-18	63	7.10	7.60	8.11
	2018-19	61	7.63	7.95	8.28
	2020	177	8.17	8.38	8.59
	2021	161	7.72	7.93	8.15
	2022	145	7.95	8.22	8.48
Thornbury	2017-18	60	7.73	8.08	8.44
	2018-19	59	7.60	7.92	8.23
	2020	115	7.45	7.77	8.09
	2021	94	7.44	7.76	8.08
	2022	109	7.86	8.17	8.48
Kingsbury-Bundoora	2017-18	57	7.28	7.72	8.16
	2018-19	61	7.86	8.26	8.67
	2020	75	8.10	8.39	8.67
	2021	93	7.75	8.04	8.34
	2022	95	7.81	8.16	8.51
Preston West	2017-18	58	8.00	8.52	9.03
	2018-19	57	7.31	7.67	8.02
	2020	136	7.62	7.86	8.11
	2021	105	7.75	8.04	8.34
	2022	119	7.74	8.03	8.33
Fairfield-Alphington	2017-18	59	7.79	8.15	8.52
	2018-19	62	7.48	7.97	8.46
	2020	62	7.75	8.05	8.35
	2021	71	8.07	8.35	8.63
	2022	55	7.52	7.98	8.45
Northcote	2017-18	60	7.23	7.68	8.13
	2018-19	58	7.87	8.16	8.44
	2020	171	7.92	8.18	8.44
	2021	146	7.89	8.15	8.41
	2022	168	7.65	7.94	8.24



There was a total of 33 comments received from respondents who were not satisfied with the regular recycling service.

The most common responses related to a preference for a more frequent collection of the recycling bin.

Reasons for dissatisfaction with regular recycling
Darebin City Council - 2022 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
More frequent / regular collection needed	5
Needs to be weekly collection	5
No information / instructions about recycling	3
Recycling can be more inclusive of other items and not just the basics	3
Need more options for recycling	2
Room for improvement	2
The recycling bins have a lot of food waste which isn't policed properly and turn into a problem for recycling	2
An apartment with 8 units has only 2 bins	1
Doesn't happen	1
Glass needs to be included	1
More separation needed	1
Need a bigger bin	1
Noisy	1
Only 1 recycling bin given	1
Paper is separated from glass	1
The bins go into landfill anyway	1
The bins keep falling down	1
The Council could do better compare to other countries e.g. Japan	1
Total	33

Green waste recycling

Respondents were asked:

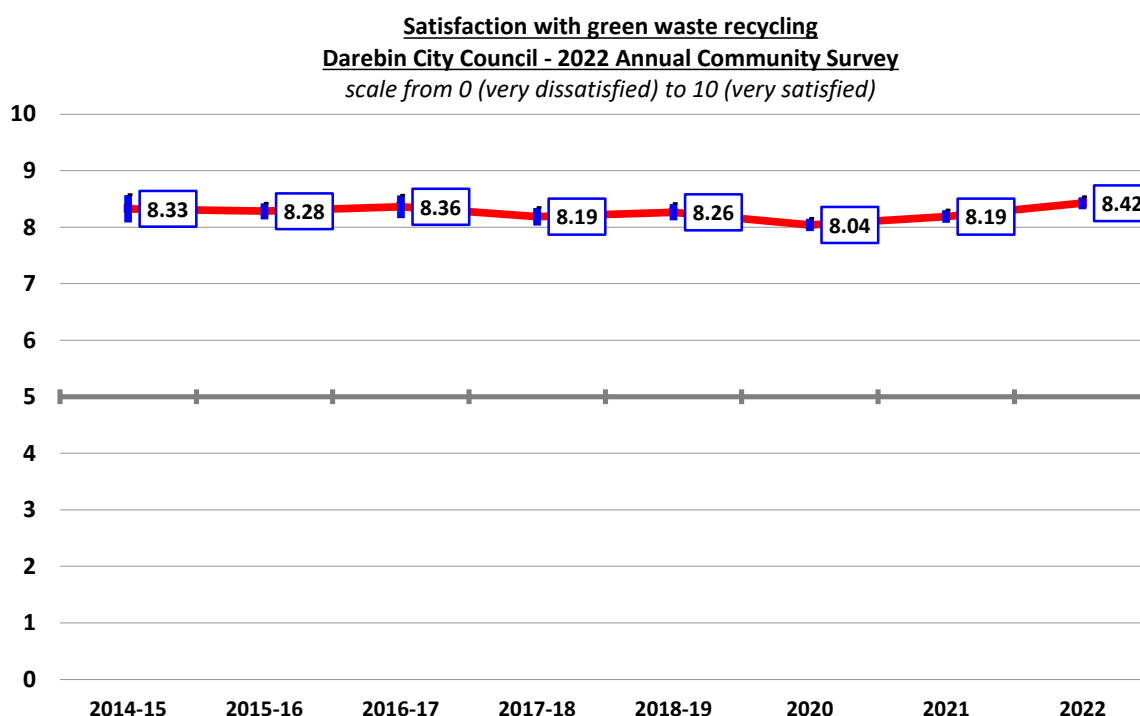
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the green waste recycling? If rated less than 6, why do you say that?”

Satisfaction with green waste recycling increased marginally, but not measurably this year, up 2.8% to 8.42.

This remains an “excellent” level of satisfaction, the same categorisation recorded for green waste recycling in every year that the service has been included in the survey in this format.

This was the highest level of satisfaction recorded for green waste recycling, and notably above the long-term average satisfaction since 2014-15 of 8.26.

By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with “green waste collection” of 8.16, as recorded in the 2022 *Governing Melbourne* research.

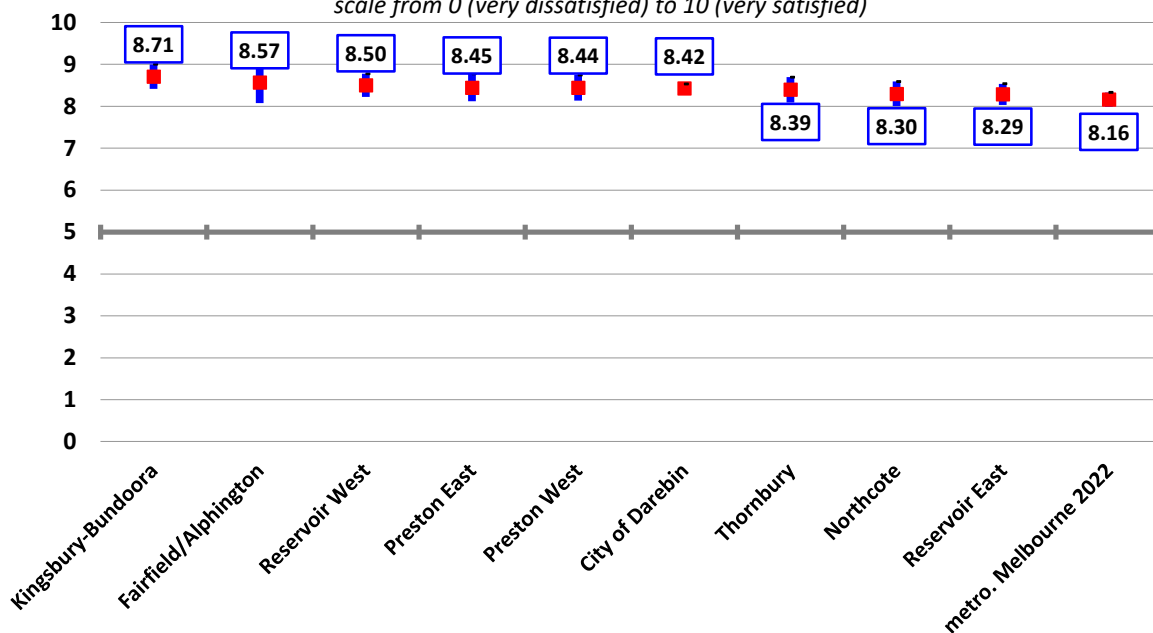


There was no statistically significant variation in satisfaction with green waste recycling observed across the municipality, with respondents from all eight precincts recording an “excellent” level of satisfaction.

Satisfaction with green waste collection service by precinct

Darebin City Council - 2022 Annual Community Survey

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

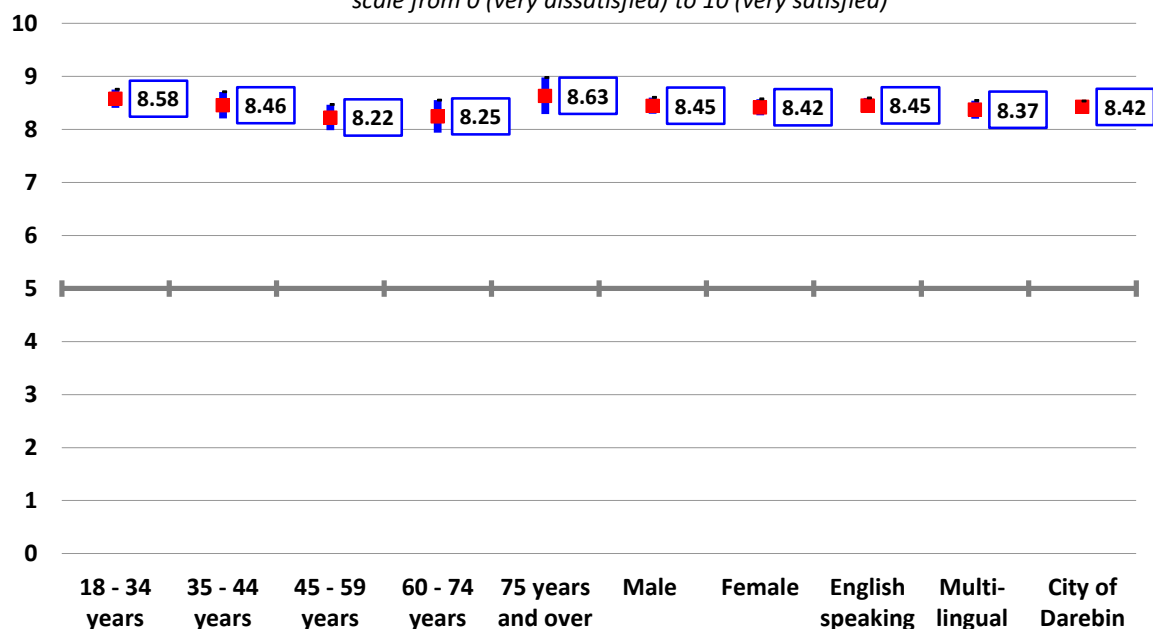



There was no statistically significant variation in satisfaction with green waste recycling observed by respondent profile, with all age groups, gender, and language spoken at home recording an “excellent” level of satisfaction.

Satisfaction with green waste recycling by respondent profile

Darebin City Council - 2022 Annual Community Survey

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





Satisfaction with the green waste recycling increased in seven precincts and declined in one, although none of these variations were statistically significant at the 95% confidence level, as follows:

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



Satisfaction with green waste recycling
Darebin City Council - 2022 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2017-18	42	8.05	8.52	9.00
	2018-19	48	8.64	8.92	9.20
	2020	48	7.67	8.06	8.45
	2021	66	8.18	8.47	8.76
	2022	74	8.42	8.71	9.00
Fairfield-Alphington	2017-18	45	7.92	8.31	8.70
	2018-19	56	7.96	8.32	8.68
	2020	37	7.94	8.34	8.74
	2021	60	8.00	8.29	8.59
	2022	38	8.08	8.57	9.06
Reservoir West	2017-18	50	7.23	7.82	8.41
	2018-19	33	7.70	8.12	8.54
	2020	61	7.56	7.88	8.19
	2021	116	7.86	8.15	8.44
	2022	115	8.22	8.50	8.77
Preston East	2017-18	48	7.88	8.27	8.66
	2018-19	47	7.84	8.30	8.76
	2020	41	7.62	7.91	8.19
	2021	80	7.73	8.08	8.42
	2022	74	8.12	8.45	8.77
Preston West	2017-18	49	8.32	8.71	9.11
	2018-19	51	7.51	7.96	8.41
	2020	63	7.67	8.01	8.34
	2021	84	7.79	8.09	8.39
	2022	86	8.14	8.44	8.75
Thornbury	2017-18	45	7.41	7.96	8.50
	2018-19	45	7.89	8.22	8.55
	2020	50	7.65	7.96	8.26
	2021	68	7.33	7.73	8.13
	2022	87	8.09	8.39	8.70
Northcote	2017-18	53	7.59	7.94	8.30
	2018-19	46	7.78	8.22	8.65
	2020	80	7.96	8.20	8.45
	2021	122	8.27	8.51	8.75
	2022	139	8.00	8.30	8.59
Reservoir East	2017-18	55	8.01	8.36	8.72
	2018-19	37	7.81	8.30	8.79
	2020	51	7.70	7.97	8.23
	2021	141	7.83	8.11	8.38
	2022	131	8.03	8.29	8.54

There were a total 21 comments received from respondents who were not satisfied with the green waste recycling service, as outlined in the following table.

The two most common issues raised by respondents were a preference that the collection be more frequent, and the perception that the bins are not emptied properly, with some material left in the bins after collection.

Reasons for dissatisfaction with green waste recycling
Darebin City Council - 2022 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
It must happen more frequently	5
Bins are not emptied properly, there is stuff left off	3
Needs to be weekly instead of fortnightly	3
Have lots of green waste and have to pay extra for that	2
Bit confusing what you can and can't put in	1
Everything goes into common rubbish anyways	1
Inappropriate process	1
It keeps changing in terms of green waste and information is not clear	1
It would be nice to have at least 3 months of weekly collection during summer because the food waste rots and smells	1
Not good for elderly, too many strict rules	1
Not very efficient, not taken seriously	1
Transfer cost is too high	1
Total	21



The availability of bicycle parking

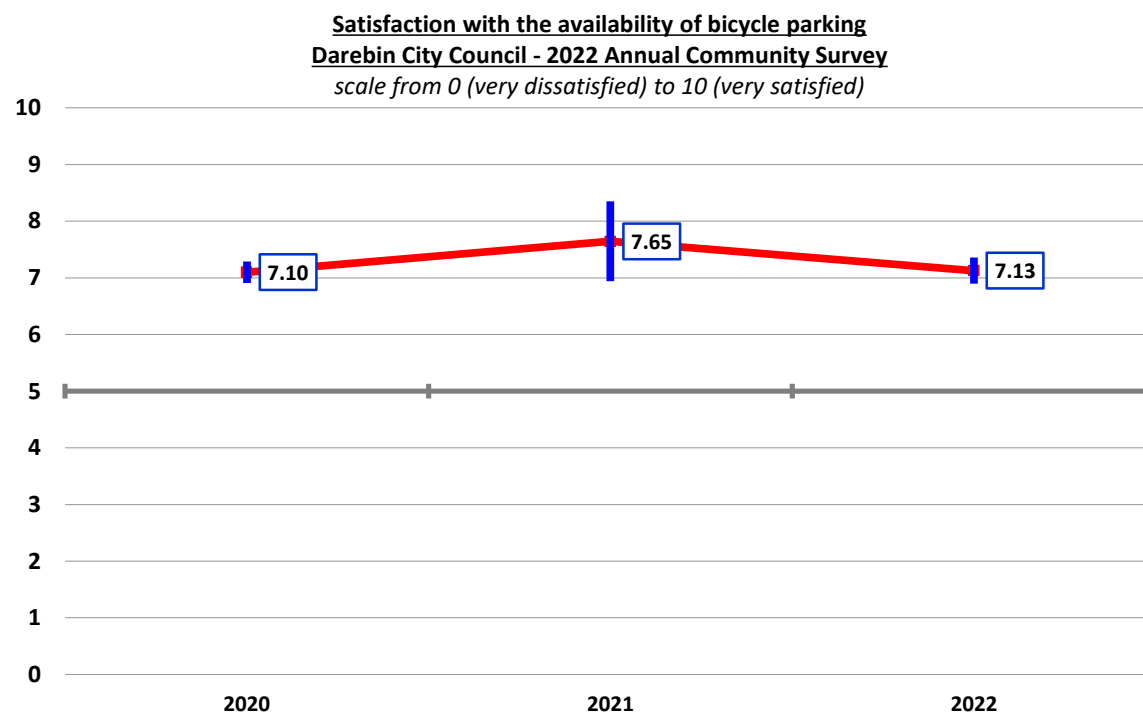
Respondents were asked:

“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 declined somewhat, but not measurably this year, down 6.8% to 7.13. This result was not statistically significant, given the relatively small sample size of 289 respondents who provided a satisfaction score for these facilities.

Satisfaction with the availability of bicycle parking was “good”, down from a “very good” level of satisfaction, consistent with the result recorded in 2020. This result was marginally lower than the long-term average satisfaction since 2020 of 7.29.

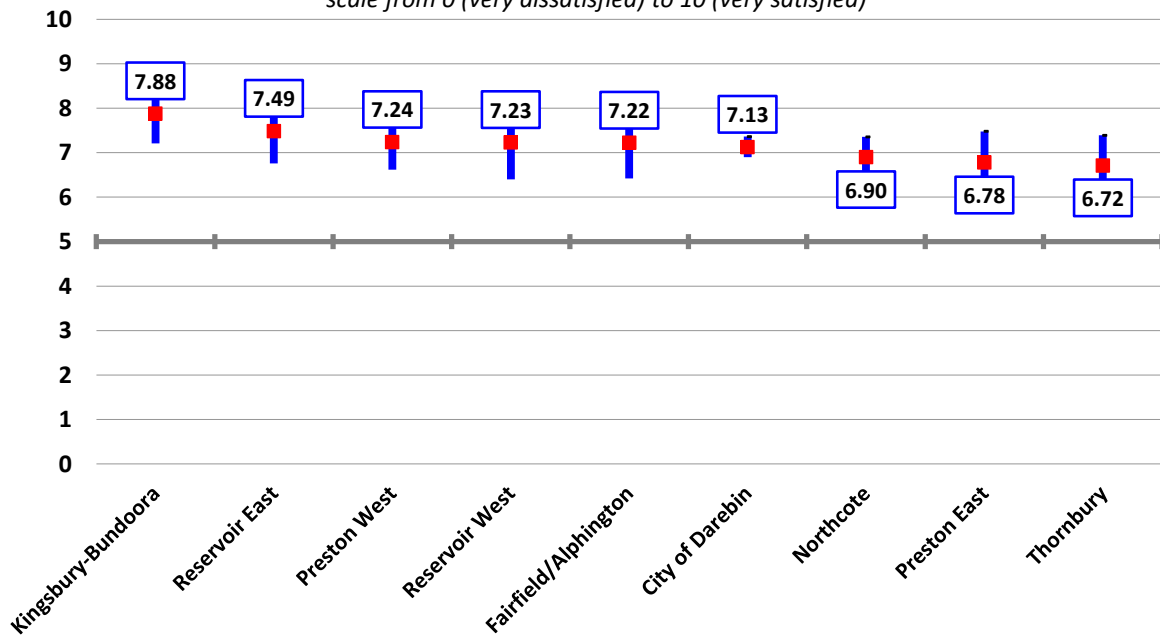
This variable was not included in the *Governing Melbourne* research and therefore no comparison satisfaction result can be provided.



There was no statistically significant variation in satisfaction with the availability of bicycle parking observed across the municipality. It is, however, noted that:

- **Kingsbury-Bundoora** – respondents were somewhat more satisfied than average, and at an “excellent” level of satisfaction.

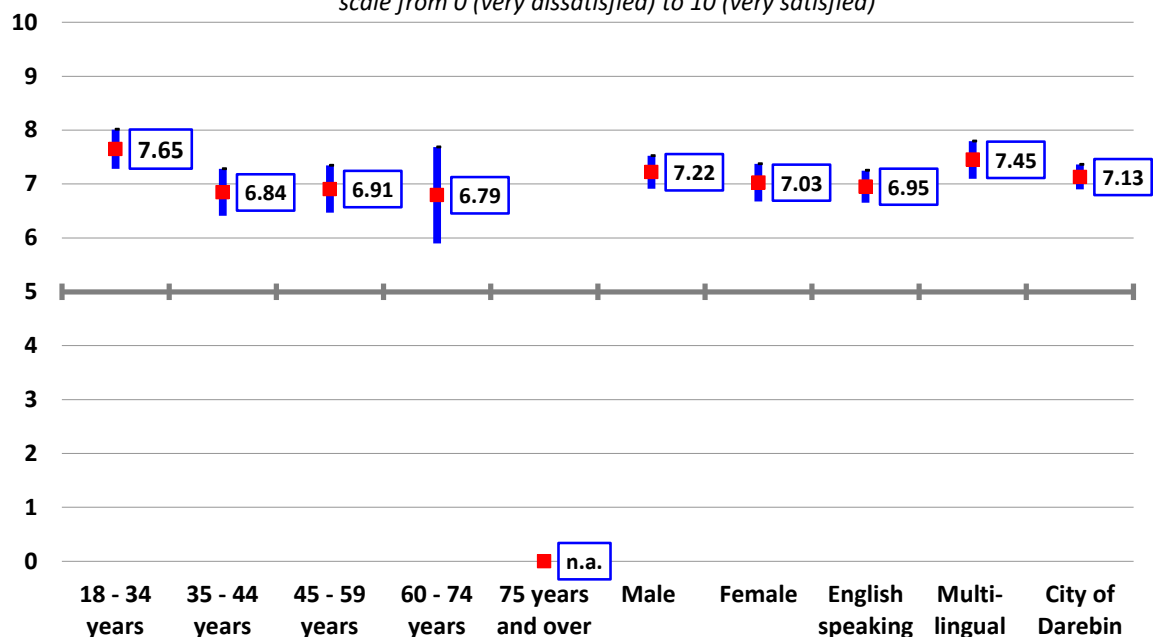
Satisfaction with the availability of bicycle parking by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Whilst there was no statistically significant variation in satisfaction observed by respondent profile, although it is noted that:

- **Young adults (aged 18 to 34 years)** - respondents were notably more satisfied than average.
- **Language spoken at home** – respondents from multilingual households were notably more satisfied than respondents from English speaking households.

Satisfaction with the availability of parking by respondent profile
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the availability of bicycle parking increased in two precincts and declined in six precincts, as follows:

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

The decline in satisfaction in Thornbury was the only change that was statistically significant at the 95% confidence level.

Satisfaction with the availability of bicycle parking
Darebin City Council - 2022 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2020	19	6.19	7.05	7.91
	2021	20	6.63	7.55	8.48
	2022	29	7.21	7.88	8.55
Reservoir East	2020	43	6.03	6.81	7.58
	2021	41	7.03	7.61	8.19
	2022	31	6.76	7.49	8.22
Preston West	2020	57	6.47	6.97	7.48
	2021	30	7.50	8.54	9.50
	2022	32	6.62	7.24	7.86
Reservoir West	2020	69	7.35	7.72	8.09
	2021	21	6.75	7.68	8.60
	2022	35	6.40	7.23	8.07
Fairfield-Alphington	2020	30	5.94	6.60	7.25
	2021	23	6.02	7.02	8.01
	2022	21	6.42	7.22	8.02
Northcote	2020	102	6.86	7.25	7.64
	2021	66	6.63	7.14	7.65
	2022	72	6.45	6.90	7.35
Preston East	2020	36	6.39	6.95	7.50
	2021	30	6.67	7.29	7.91
	2022	29	6.08	6.78	7.48
Thornbury	2020	52	6.29	6.80	7.31
	2021	37	7.50	8.56	9.50
	2022	38	6.04	6.72	7.39

There was a total of 35 comments received from respondents who were not satisfied with the availability of bicycle parking, as outlined in the following table.

Most of these comments related to a perception that there was insufficient bicycle parking available.



Reasons for dissatisfaction with the availability of bicycle parking and locations of concern

Darebin City Council - 2022 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Need more bicycle parking	15
Need more space	3
The streets are narrow and very congested	2
There are not enough bike loops in this area and the existing one is unsafe (Victoria Rd)	2
Chifley Dr, Preston has no bicycle parking. I have made an online form regarding this	1
Difficult to access and too many restrictions	1
Get rid of them	1
Gets stolen	1
Helping Hands Op Shop, Preston needs some parking nearby	1
I don't like people that ride bicycles	1
In and around shopping centres need more	1
Lack of parking at Plenty Rd	1
Metro bicycle parking isn't good. More of that on the street nearby needed	1
Need parking around parks in Reservoir	1
Not enough bicycle parking near bus stops. More of them needed	1
Not enough on Merri Creek Trail and St Georges Rd	1
Station St bike paths are not good and has zero parking spaces	1
Total	35

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

Satisfaction with Darebin Libraries services increased marginally, but not measurably this year, up 1.7% to 8.53.

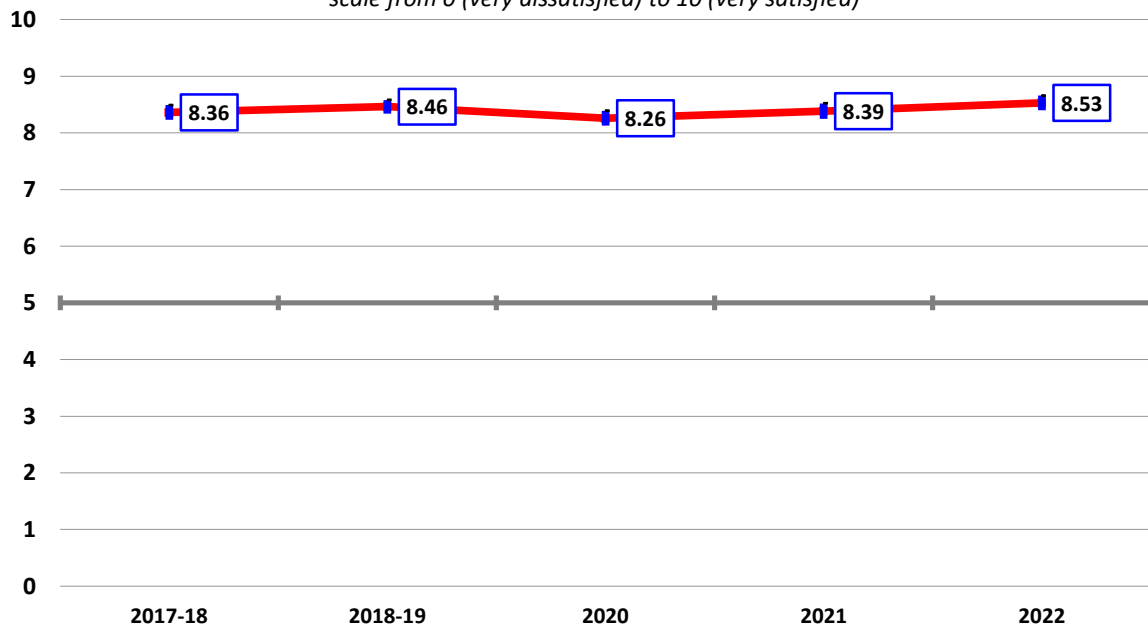
This remains an “excellent” level of satisfaction, the same categorisation that has been recorded for every year that these services and facilities have been included in this format.

This was the highest level of satisfaction recorded since 2017-18, and above the long-term average satisfaction of 8.40.

By way of comparison, this result was very marginally higher than the metropolitan Melbourne average satisfaction with “local library” of 8.49, as recorded in the 2022 *Governing Melbourne* research.

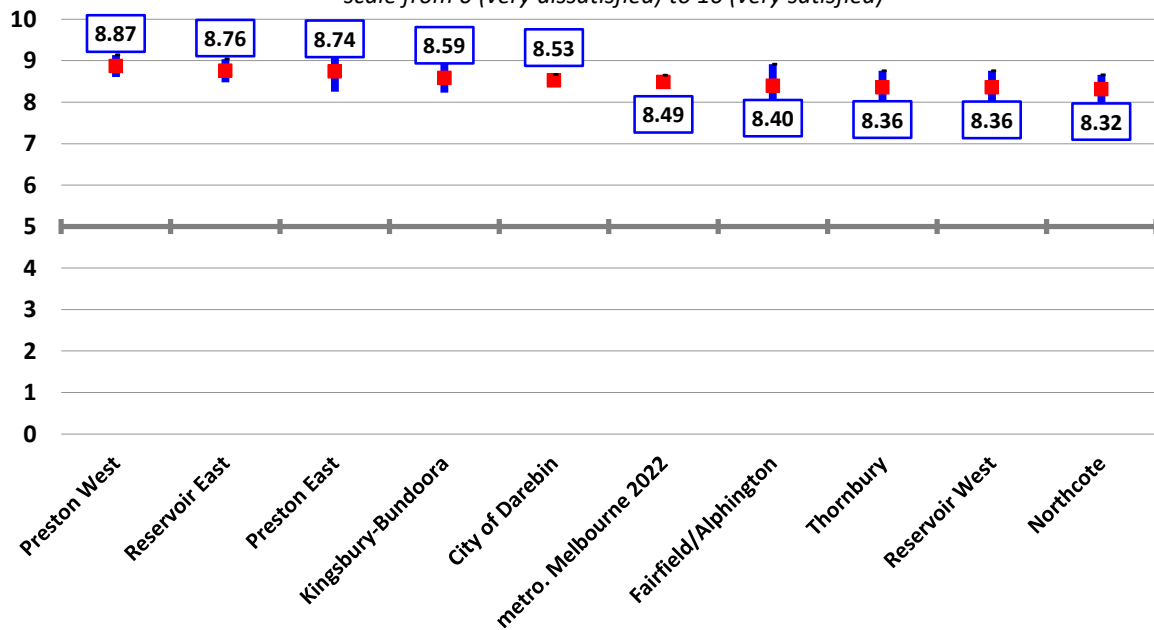


Satisfaction with Darebin Libraries
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



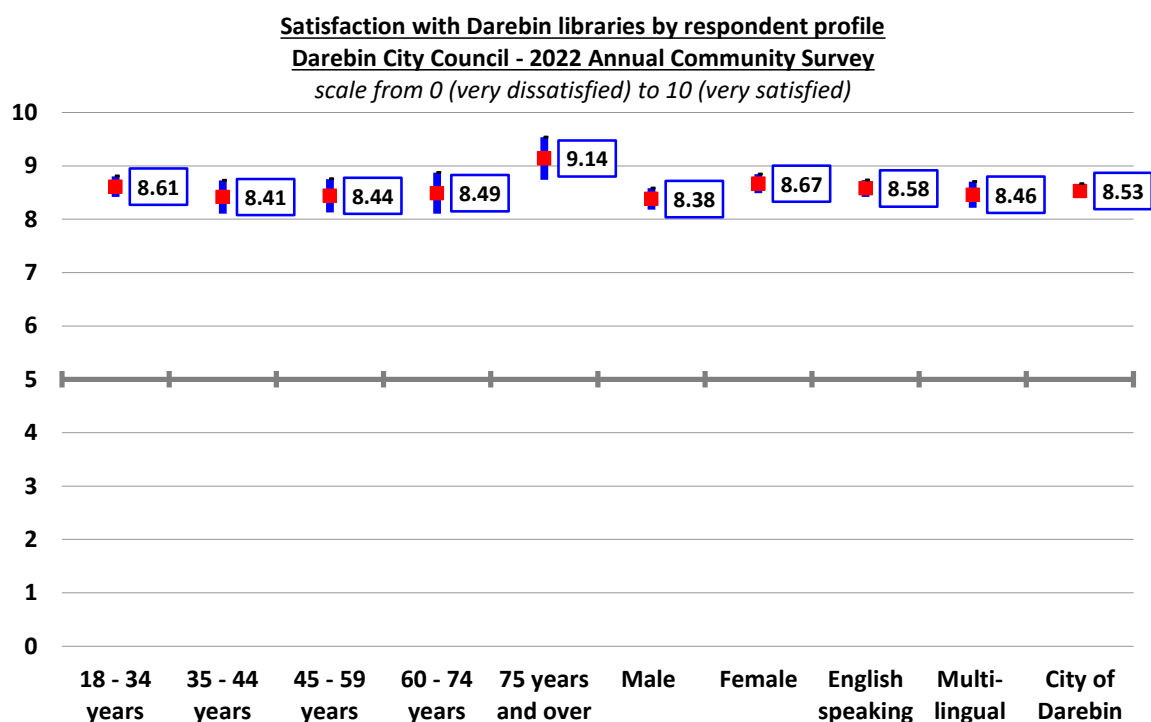
There was no statistically significant variation in satisfaction with Darebin Libraries services observed across the municipality, with respondents from all eight precincts reporting “excellent” levels of satisfaction.

Satisfaction with Darebin libraries by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

- **Senior citizens (aged 75 years and over)** – respondents were measurably more satisfied than average.
- **Gender** – female respondents were marginally, but not measurably more satisfied than male respondents.



Satisfaction with Darebin Libraries services increased in six precincts and declined in two precincts, although none of these variations were statistically significant at the 95% confidence level, as follows:

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



Satisfaction with Darebin libraries
Darebin City Council - 2022 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Preston West	2017-18	49	8.33	8.67	9.01
	2018-19	67	8.10	8.45	8.80
	2020	77	8.04	8.28	8.52
	2021	51	8.19	8.50	8.80
	2022	49	8.61	8.87	9.14
Reservoir East	2017-18	86	7.93	8.25	8.56
	2018-19	54	8.11	8.46	8.82
	2020	72	7.99	8.34	8.70
	2021	57	7.82	8.22	8.62
	2022	58	8.48	8.76	9.04
Preston East	2017-18	57	7.96	8.34	8.72
	2018-19	73	8.27	8.66	9.04
	2020	55	8.04	8.32	8.61
	2021	56	8.38	8.73	9.08
	2022	39	8.25	8.74	9.23
Kingsbury-Bundoora	2017-18	23	7.52	8.18	8.85
	2018-19	60	8.12	8.40	8.68
	2020	23	8.08	8.70	9.32
	2021	16	7.76	8.33	8.90
	2022	31	8.23	8.59	8.94
Fairfield-Alphington	2017-18	33	8.20	8.60	9.00
	2018-19	80	7.98	8.28	8.57
	2020	38	7.66	8.06	8.45
	2021	32	8.05	8.45	8.85
	2022	30	7.89	8.40	8.91
Thornbury	2017-18	57	8.60	8.88	9.15
	2018-19	73	7.90	8.21	8.51
	2020	63	7.89	8.32	8.75
	2021	44	7.59	8.03	8.46
	2022	60	7.97	8.36	8.75
Reservoir West	2017-18	73	7.52	7.93	8.34
	2018-19	44	8.30	8.61	8.93
	2020	111	7.62	8.00	8.37
	2021	58	7.89	8.23	8.57
	2022	60	7.96	8.36	8.76
Northcote	2017-18	92	7.97	8.30	8.63
	2018-19	61	8.18	8.56	8.93
	2020	117	8.08	8.36	8.63
	2021	77	8.17	8.49	8.81
	2022	77	7.98	8.32	8.66

There were just 12 comments received from respondents who were not satisfied with Darebin Libraries, as outlined in the following table.

There were a range of issues raised by a handful of respondents.

Reasons for dissatisfaction with Darebin Libraries
Darebin City Council - 2022 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Not enough facilities and space to read around	2
Accessibility of parking should be there	1
Darebin and Northcote libraries, got rid of digital services and instead bought an expensive service	1
Dirty	1
Everything is still online. I would like things like storytime running again	1
Hard on mask mandates	1
Library is noisy	1
Magazine online services changed to a weird system and I'm unable to login	1
More outreach needed, community and youth events need to be conducted	1
Preston Library and Reservoir Library (beautiful library with good sources)	1
They don't have multiple copies of popular books. I had to wait for 6 months	1
Total	12



Council festivals and events

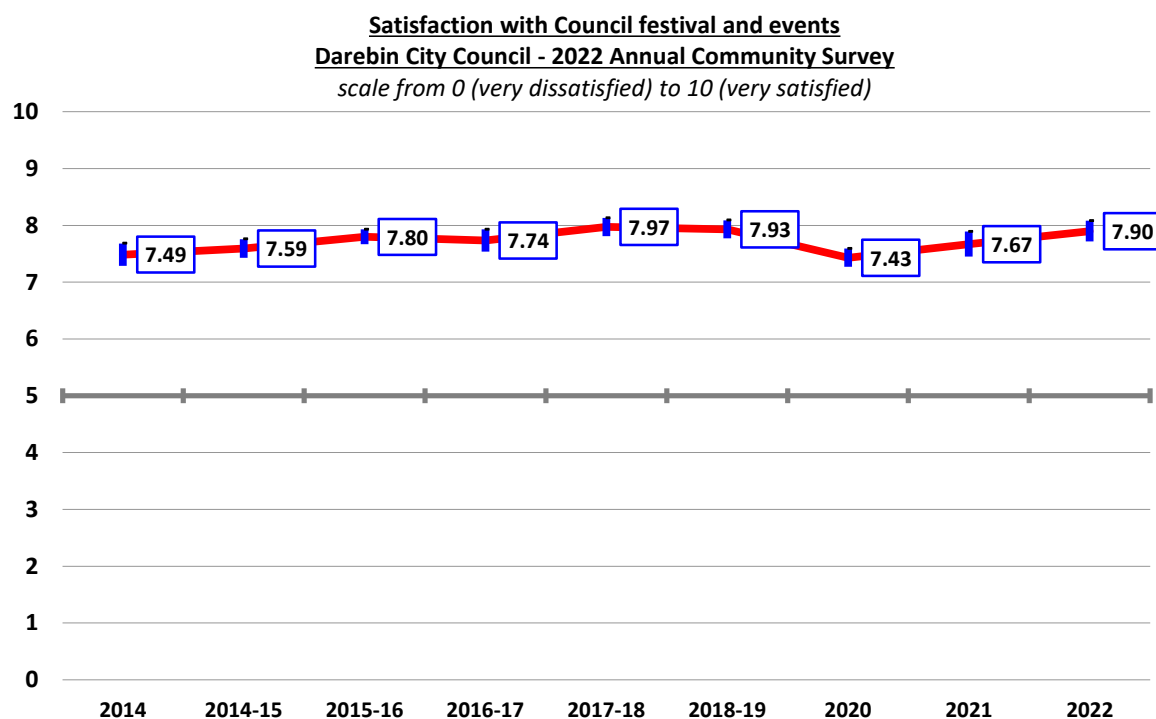
Respondents were asked:

“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 three percent to 7.90.

This was an “excellent”, up from a “very good” level of satisfaction, and was above the long-term average satisfaction since 2014 of 7.72.

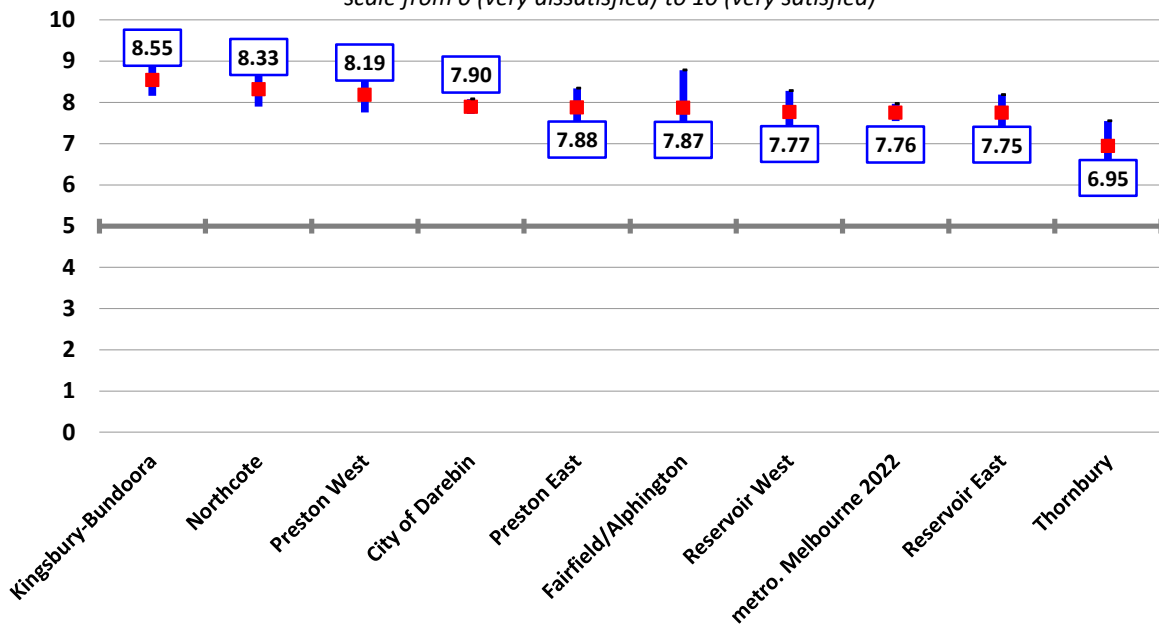
By way of comparison, this result was notably, but not measurably higher than the metropolitan Melbourne average satisfaction with “Council festivals and events” of 7.76, as recorded in the 2022 *Governing Melbourne* research.



There was measurable variation in satisfaction with Council festivals and events observed across the municipality, as follows:

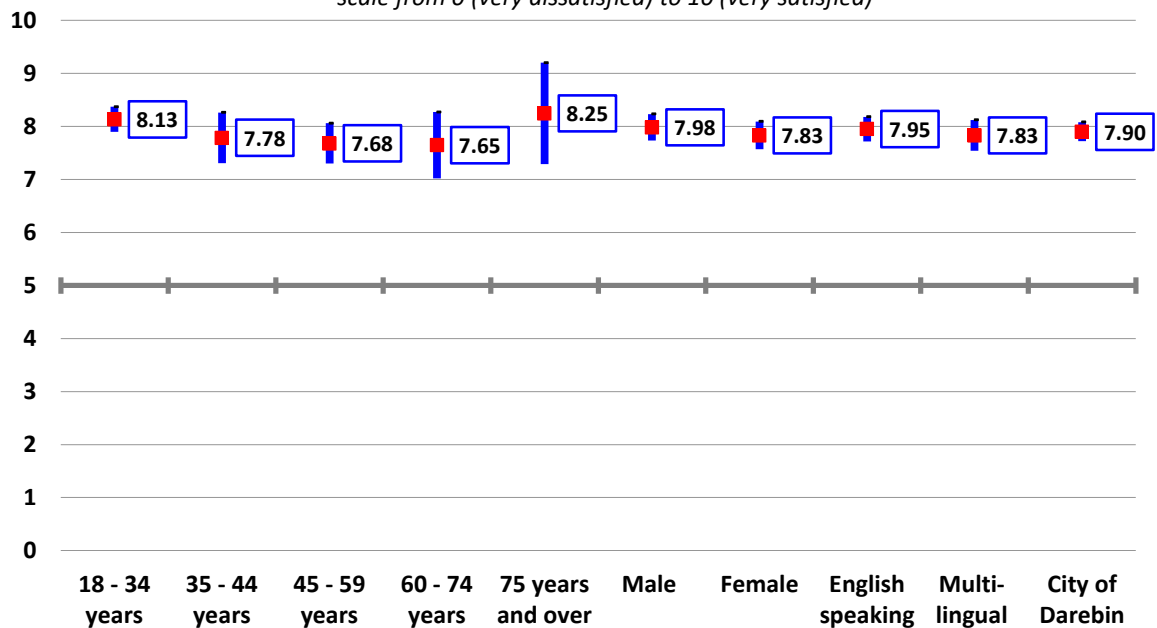
- **Kingsbury-Bundoora** – respondents were measurably more satisfied than average.
- **Thornbury** – respondents were measurably less satisfied than average, and at a “good” level of satisfaction.

Satisfaction with Council's festivals and events by precinct
Darebin City Council - 2022 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 by respondent profile, although it is noted that middle-aged and older adults (aged 45 to 74 years) were marginally less satisfied than average, and at “very good” rather than “excellent” levels of satisfaction.

Satisfaction with Council's festivals and events by respondent profile
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There were just eight comments received from respondents who were not satisfied with Council’s festivals and events, as outlined in the following table.

Reasons for dissatisfaction with Council festivals and events

Darebin City Council - 2022 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
The community needs more street festivals and community events	3
Communication is terrible and therefore people don't know what's going on within the community	1
High street music is gone	1
No celebration of Australia Day	1
Not too appealing	1
There are no events	1
Total	8

Satisfaction with Council festivals and events increased in five precincts and declined in three precincts, although none of these variations were statistically significant at the 95% confidence level, as follows:

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



Satisfaction with Council festivals and events
Darebin City Council - 2022 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2017-18	17	7.34	8.06	8.77
	2018-19	32	7.75	8.13	8.50
	2020	22	7.09	7.80	8.51
	2021	6	5.96	7.55	9.14
	2022	31	8.16	8.55	8.94
Northcote	2017-18	30	7.73	8.17	8.61
	2018-19	43	7.35	7.88	8.42
	2020	88	6.97	7.33	7.70
	2021	33	7.32	7.77	8.22
	2022	48	7.90	8.33	8.75
Preston West	2017-18	41	7.81	8.22	8.63
	2018-19	43	7.57	8.02	8.48
	2020	52	7.55	7.84	8.13
	2021	18	7.33	7.86	8.39
	2022	29	7.76	8.19	8.62
Preston East	2017-18	25	6.76	7.48	8.20
	2018-19	37	7.17	7.59	8.02
	2020	45	7.32	7.77	8.21
	2021	29	7.44	7.89	8.33
	2022	26	7.41	7.88	8.34
Fairfield-Alphington	2017-18	30	7.99	8.43	8.88
	2018-19	30	7.56	8.00	8.44
	2020	20	6.08	6.84	7.60
	2021	9	7.07	7.96	8.85
	2022	14	6.96	7.87	8.78
Reservoir West	2017-18	47	7.51	7.83	8.15
	2018-19	27	7.52	7.93	8.34
	2020	87	6.91	7.29	7.66
	2021	25	6.95	7.50	8.06
	2022	49	7.26	7.77	8.28
Reservoir East	2017-18	32	7.22	7.84	8.47
	2018-19	25	7.57	8.16	8.75
	2020	54	6.79	7.32	7.85
	2021	27	6.59	7.42	8.24
	2022	56	7.32	7.75	8.19
Thornbury	2017-18	42	7.66	8.02	8.38
	2018-19	31	7.56	7.87	8.18
	2020	41	6.85	7.27	7.70
	2021	13	6.57	7.37	8.17
	2022	36	6.34	6.95	7.55



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?”

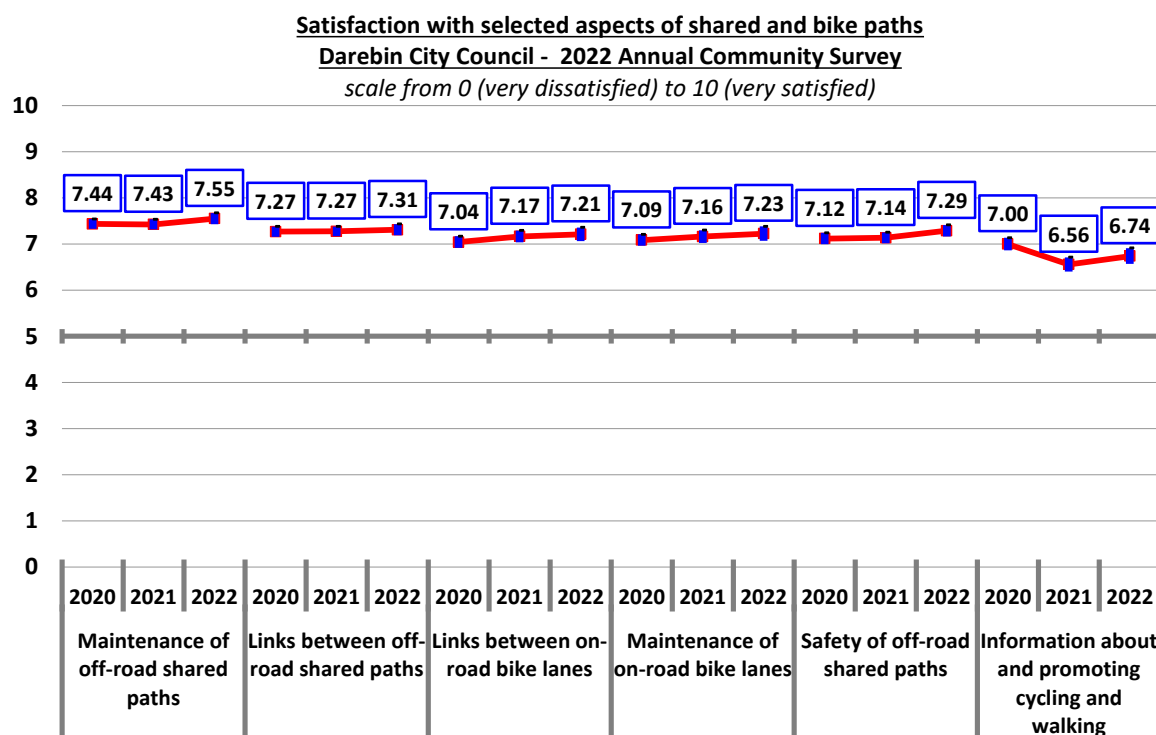
Respondents were again in 2022, asked to rate their satisfaction with six aspects of bike and shared paths.

The average satisfaction with these six aspects was 7.22, a marginal, but not statistically significant increase on the 2021 average of 7.12.

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

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

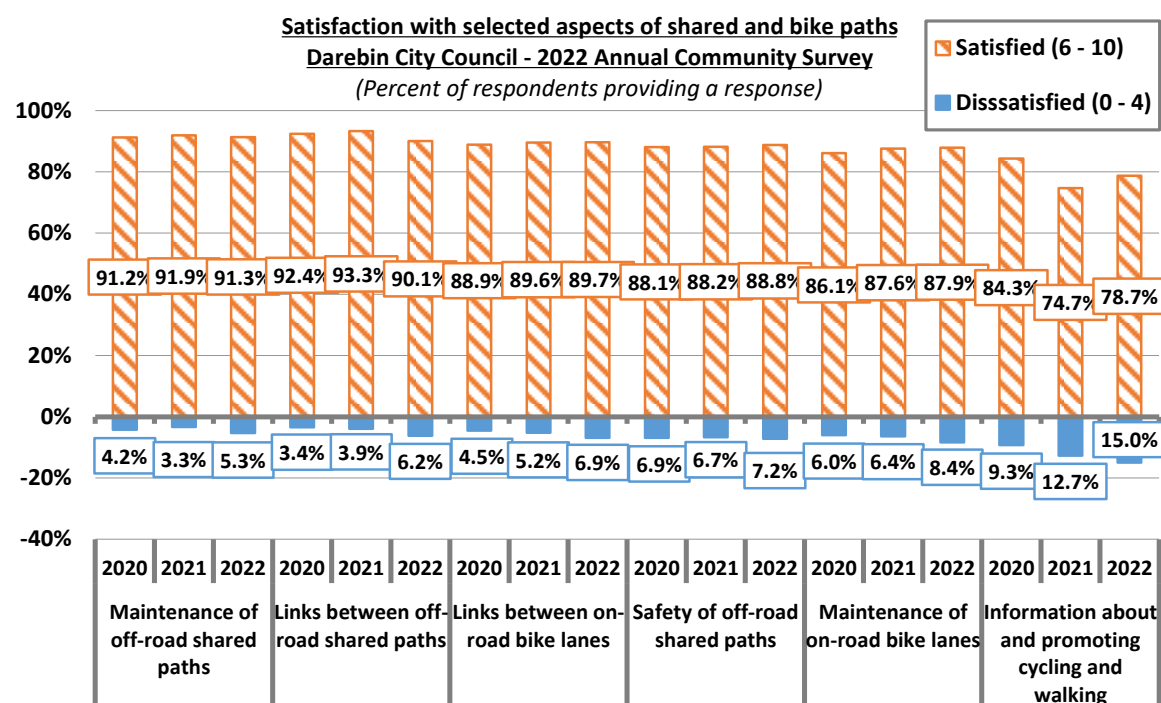


Consistent with the “very good” to “good” levels of average satisfaction with each aspect of bike and shared paths, approximately nine in ten respondents providing a satisfaction score were “satisfied” with five of the six aspects of bike and shared paths.

Less than nine percent of respondents were “dissatisfied” with five of the six aspects.

It is noted that approximately three-quarters (78.7% up from 74.7%) of respondents were “satisfied” with information about and promoting cycling and walking, whilst 15.0% (up from 12.7%) were “dissatisfied”.

Metropolis Research notes that the proportion of respondents “dissatisfied” with information about and promoting cycling and walking increased in each of the last two years (up from 9.3% in 2020 to 15.0% this year).



Satisfaction with selected aspects of shared and bike paths
Darebin City Council - 2022 Annual Community Survey
(Number and index score 0 - 10)

Aspect	2022		2021	2020	2018 - 2019	Moving average
	Number	Mean				
Maintenance of off-road shared paths	758	7.55	7.43	7.44	7.39	7.45
Links between off-road shared paths	693	7.31	7.27	7.27	7.15	7.25
Safety of off-road shared paths	735	7.29	7.14	7.12	7.17	7.18
Maintenance of on-road bike lanes	600	7.23	7.16	7.09	7.23	7.18
Links between on-road bike lanes	575	7.21	7.17	7.04	6.90	7.08
Information about cycling and walking	750	6.74	6.56	7.00	7.01	6.83
<i>Average satisfaction</i>		7.22	7.12	7.16	7.14	7.14

Satisfaction with selected aspects of shared and bike paths

Darebin City Council - 2022 Annual Community Survey

(Number and percent of respondents providing a response)

Aspect	Dissatisfied (0 - 4)	Neutral (5)	Satisfied (6 - 10)	Can't say
Maintenance of off-road shared paths	5.3%	3.4%	91.3%	242
Links between off-road shared paths	6.2%	3.8%	90.1%	307
Links between on-road bike lanes	6.9%	3.4%	89.7%	425
Safety of off-road shared paths	7.2%	4.0%	88.8%	265
Maintenance of on-road bike lanes	8.4%	3.7%	87.9%	400
Information about cycling and walking	15.0%	6.3%	78.7%	250

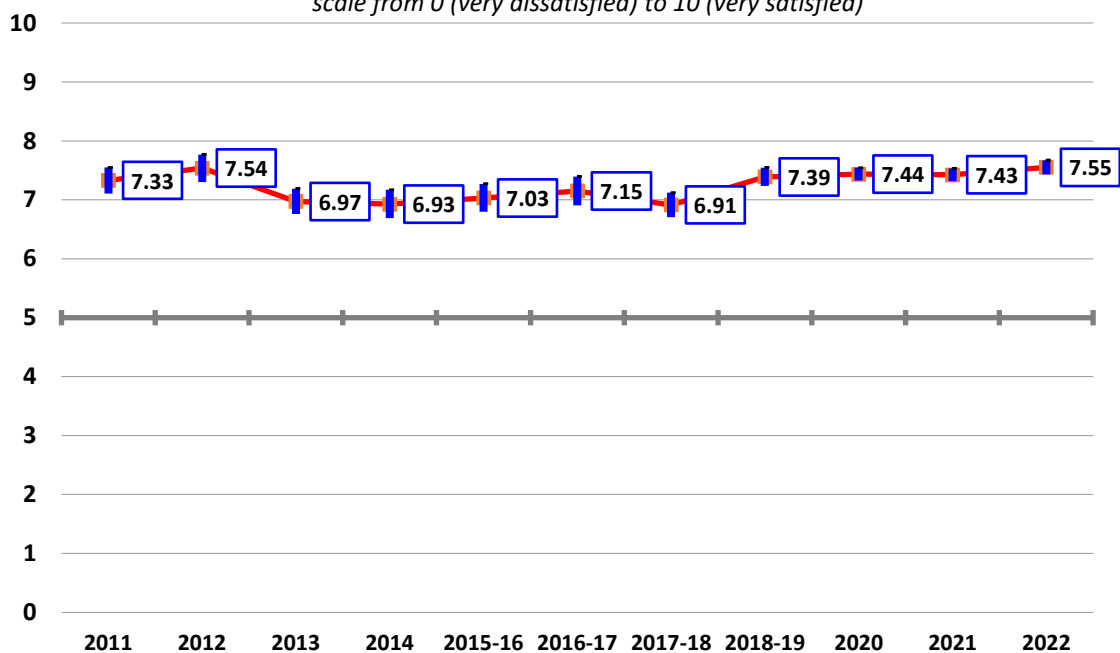
Maintenance of off-road shared paths

Satisfaction with the maintenance of off-road shared paths increased marginally, but not measurably this year, up 1.6% to 7.55.

This was the highest level of satisfaction with this aspect of bike and shared paths recorded since 2011.

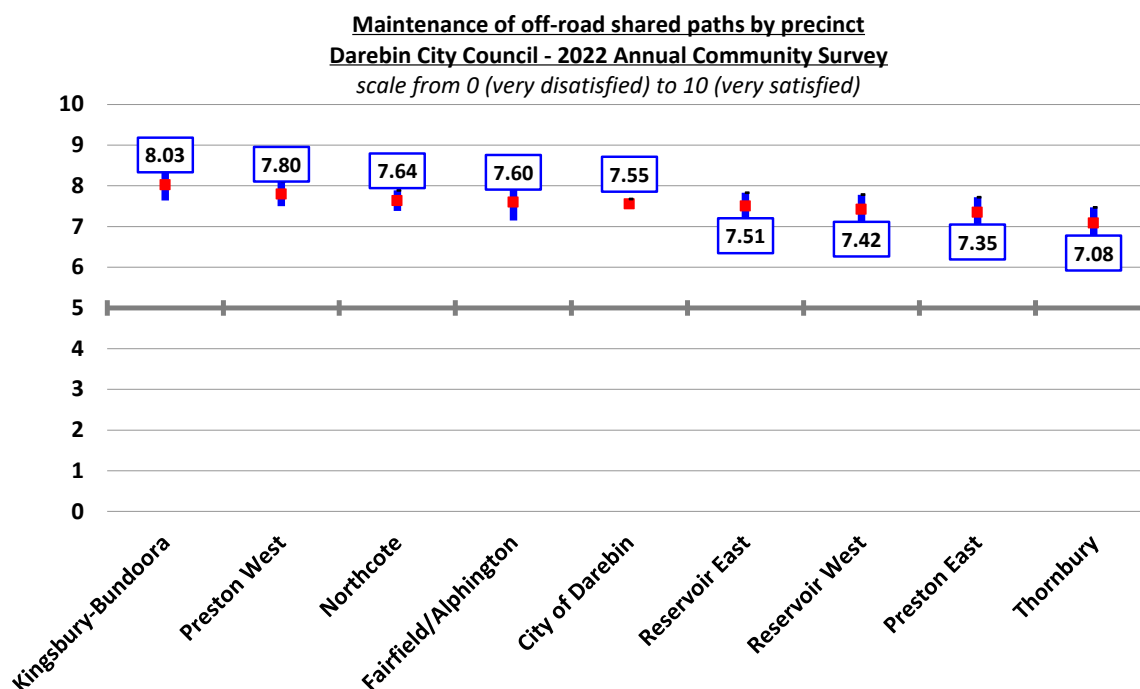
Satisfaction remains at a “very good” level, and higher than the long-term average satisfaction since 2011 of 7.24.

Maintenance of off-road shared paths
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in satisfaction with the maintenance of off-road shared paths observed across the municipality, as follows:

- **Kingsbury-Bundoora** – respondents were measurably more satisfied than average and at an “excellent” level of satisfaction.
- **Thornbury** – respondents were measurably less satisfied than average and at a “good” level of satisfaction.



There were 55 comments received from respondents who were not satisfied with the maintenance of off-road shared paths, including 23 comments outlining specific sites of concern.

Whilst a range of issues were raised by a handful of respondents, the most common responses related to a perception that there was insufficient maintenance.



Reasons for dissatisfaction with maintenance of off-road shared paths and locations of concern

Darebin City Council - 2022 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Grass is overgrown and not maintained	4
Not satisfied with the maintenance of off-road paths	4
Bikers are too fast and don't care about pedestrians	3
Rubbish and litter everywhere	3
Should be more walking paths with bikes separated	3
Broken up and uneven with cracks on the path	2
Not enough paths	2
Not wide enough for both cycles and pedestrians	2
Small space	2
Due to street lights	1
Feel bicycles get too much of the road	1
Graffiti everywhere	1
Horrible	1
More improvement	1
Not enough bins	1
We need more permit parking	1
Total	32

Specific locations

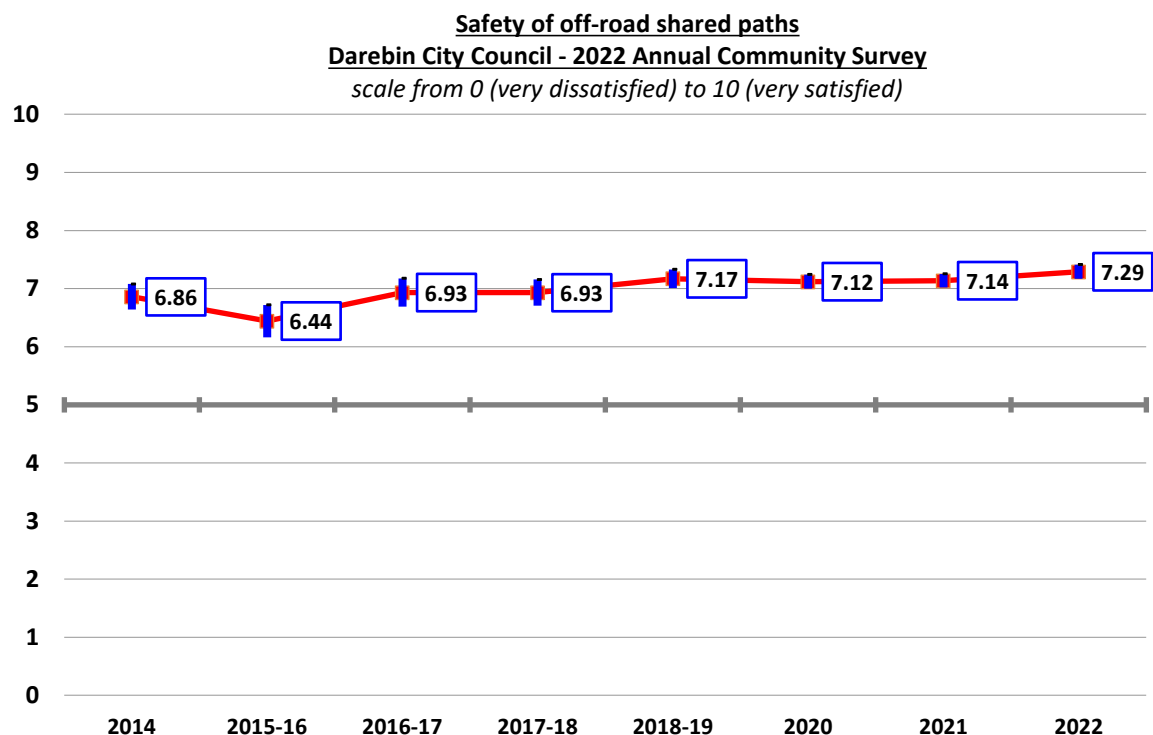
Maintain and clean Merri Creek Trail	4
Lanes on Merri Creek Trail are too narrow. If two bikes or one bike and a pedestrian come across each other, one has to go off the road	3
The one on High St is too narrow	2
There is overgrown grass along the Creek	2
Back laneway of Brooke St	1
Could be improved around the stations	1
Couple of spots and potholes on St Georges Rd	1
Darebin Creek Trail has a lot of debris and bark	1
Darebin Parklands' shared path is narrow	1
Look more new off road trail opportunities further in the east	1
Lot of areas around the Creek that need attention	1
Quite unsafe for bike riders and cars - Heidelberg Rd	1
Shared paths are dumping grounds for everyone (Mt Cooper Dr)	1
Shared paths are dumping grounds for everyone (Prowse Ln / Lurline St)	1
St Georges Rd	1
St Georges Rd maintenance is disruptive to traffic	1
Total	23
Total	55

Safety of off-road shared paths

Satisfaction with the safety of off-road shared paths increased marginally, but not measurably this year, up 2.1% to 7.29.

This is a “very good”, up from a “good” level of satisfaction, and was the highest level of satisfaction recorded for this aspect of bike and shared paths.

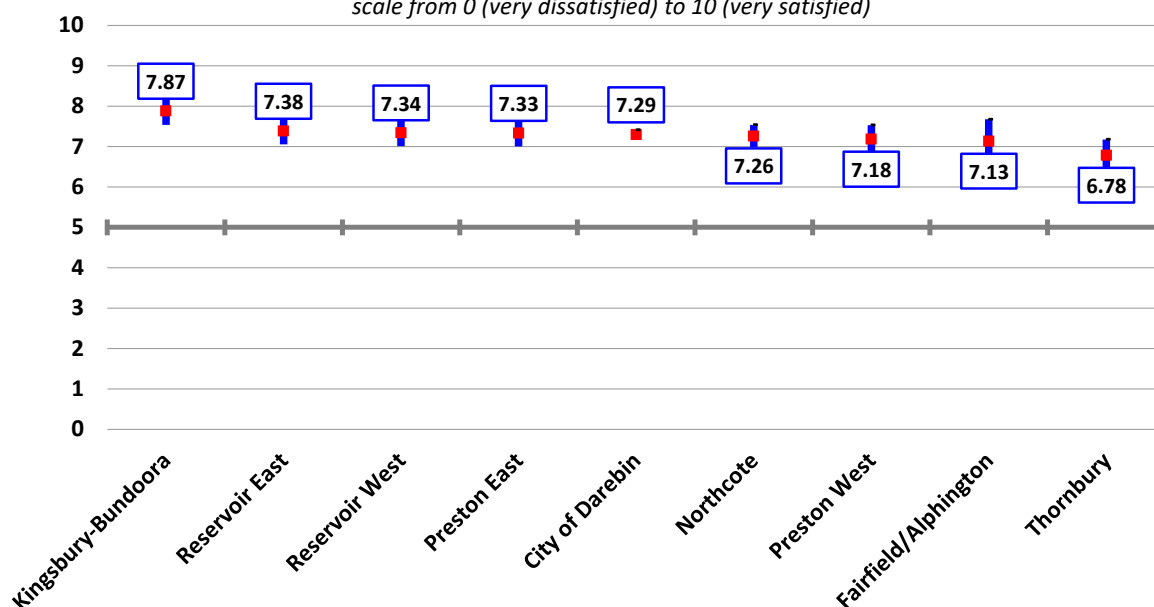
This result was higher than the long-term average satisfaction since 2014 of 6.98.



There was measurable variation in satisfaction with the safety of off-road shared paths observed across the municipality, as follows:

- **Kingsbury-Bundoora** – respondents were measurably more satisfied than average and at an “excellent” level of satisfaction.
- **Thornbury** – respondents were measurably less satisfied than average and at a “good” level of satisfaction.

Safety of off-road shared paths by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was a total of 76 comments received from respondents who were not satisfied with the safety of off-road shared paths, including 25 comments outlining specific sites of concern.

Whilst a range of issues were raised by a handful of respondents, the most common responses related to a perceived lack of lighting, and the speed of cyclists.

Reasons for dissatisfaction with safety of off-road shared paths and locations of concern
Darebin City Council - 2022 Annual Community Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Not enough lighting	7
Speed of the cyclists / not safe	7
Electric bikes are speeding / very dangerous	3
Not enough signs	3
Safety is a concern	3
Don't feel safe because electric scooters are too fast and it can get uncontrollable at any point	2
Not safe for walkers / struggle to walk	2
A lot of pedestrians passing without green lights for pedestrians	1
Assault incident	1
Being a female, it feels dangerous	1
Bikers ride a bit fast, some accidents have occurred	1
Broken up uneven	1
Can get shady, isolated	1
Could be dangerous for cyclists	1

Could use wider paths for cyclists	1
Don't use	1
In the early morning, the narrowness of the path due to plants should be addressed	1
Lanes are too narrow. Have to go off the trail to give way and tarts risky for everyone involved	1
Need to improve	1
Not good	1
Not much security as they were assaulted	1
Not straight. Kids can trip	1
People fighting over it	1
People on bikes don't use bells	1
Riders tend to not look where they're going	1
Safety very low at night	1
Stop signs for cars crossing the path are never policed so cyclists often get hit. Really dangerous	1
Terrified of shared pathways	1
Too many bikes	1
Too many dogs	1
Traffic too fast. Not able to cycle	1
Total	51

Specific locations

Merri Creek Trail is very dark	3
Merri Creek Path is not safe	2
Snakes / wildlife along Merri Creek Trail	2
Better signalling and warning on roads about bikes on St George's Rd	1
Bikes too fast on St George's Rd	1
Cross road issue, difficult in St George Rd, they are too quick	1
Cyclists and motors need education, on St George Rd	1
Dark on St George's Rd bike path	1
Fear of snake, around Latrobe University	1
High St	1
High Street, between Regent and Reservoir	1
Huddleberry St area. Inevitable someone is going to have an accident	1
Kendall street	1
Links from Darebin Park doesn't have any access point	1
Links from Darebin Park to freeway is not safe	1
More paths on St George's Rd	1
Not separated properly on South Cres	1
Not well lit enough especially around the Creek	1
St George's Rd	1
The footpath in Leonor Rd is uneven and unfit to walk on for children and elderly people	1
Too many cars on St George's Rd	1
Total	25
Total	76

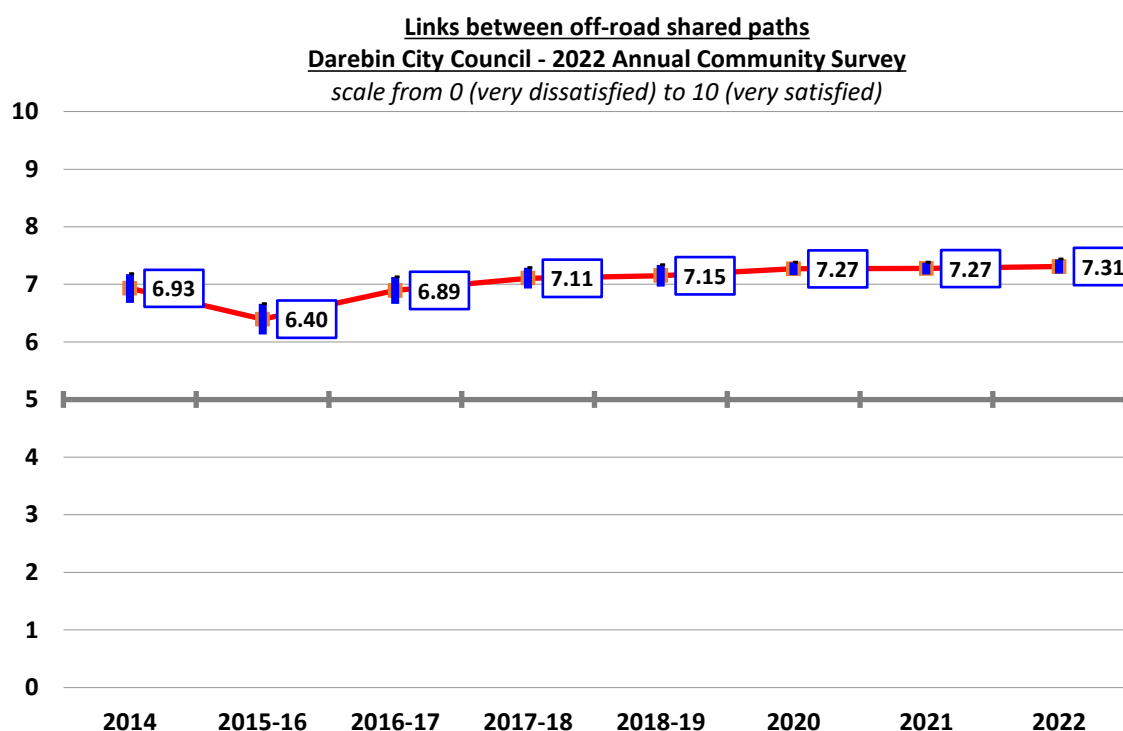


Links between off-road shared paths

Satisfaction with the links between off-road shared paths increased very marginally, but not measurably this year, up less than one percent to 7.31.

Satisfaction with this aspect remains at a “very good” level of satisfaction and remains at a record high level of satisfaction.

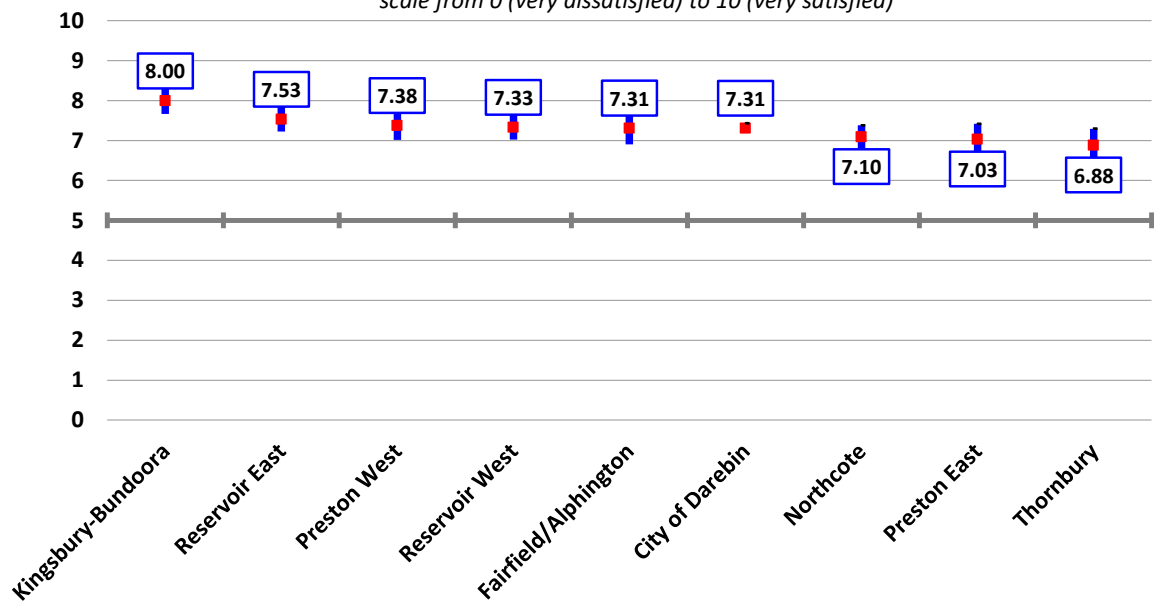
This result remains higher than the long-term average satisfaction since 2014 of 7.04.



There was measurable variation in satisfaction with the links between off-road shared paths observed across the municipality, as follows:

- **Kingsbury-Bundoora** – respondents were measurably more satisfied than average and at an “excellent” level of satisfaction.
- **Thornbury** – respondents were measurably less satisfied than average and at a “good” level of satisfaction.

Links between off-road shared paths by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There were 23 comments received from respondents who were not satisfied with the links between off-road shared paths, as outlined in the following table.

A range of issues were raised by a handful of respondents.



Reasons for dissatisfaction with links between off-road shared paths and locations of concern

Darebin City Council - 2022 Annual Community Survey

(Number of responses)

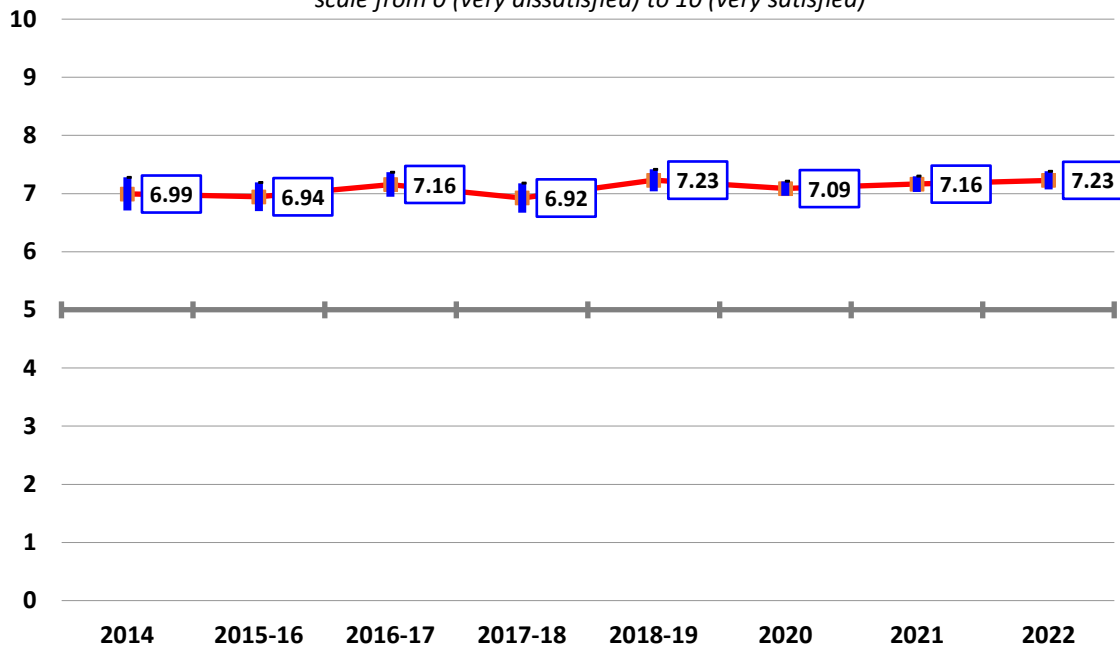
<i>Response</i>	<i>Number</i>
St George's Rd crossings are dangerous and disruptive	2
Unsafe links	2
Better links required	1
Between St George's and other roads have to use pedestrian crossings	1
Can't cross St George's Rd crossing	1
Confusing links	1
Could be better brighter	1
Crossing can be quite hard	1
Gets too narrow all of a sudden	1
Lack of information	1
Lack of infrastructure	1
Need more links amidst the local roads	1
No crosswalks	1
Not great because they don't have East West bike opportunities	1
Not many access points	1
Pretty unclear about speed	1
Pretty unclear about where to go	1
Some are connected to footpaths when it should be footpaths	1
Terrible near the area	1
There isn't enough safe links between St. Georges Rd. Insufficient. Having to cross onto road to access path	1
They push onto busy roads it's dangerous	1
Total	23

Maintenance of on-road bike lanes

Satisfaction with the maintenance of on-road bike lanes increased very marginally, but not measurably this year, up less than one percent to 7.23.

This remains a “good” level of satisfaction and was the equal highest satisfaction with this aspect of bike and shared paths recorded since 2014. This result was higher than the long-term average satisfaction since 2014 of 7.09.

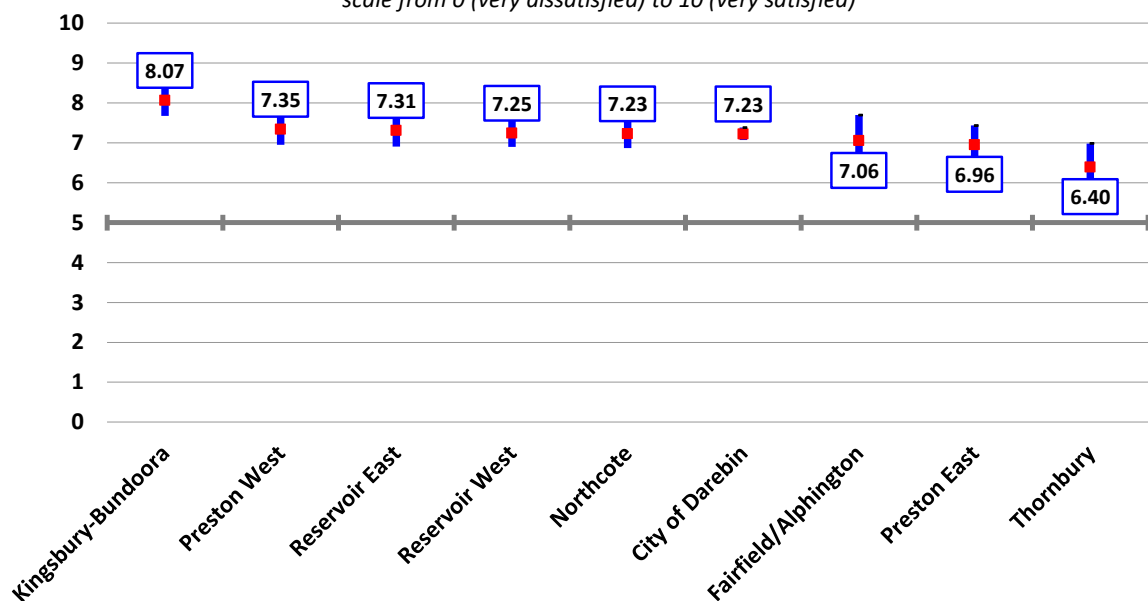
Maintenance of on-road bike lanes
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in satisfaction with the maintenance of on-road shared paths observed across the municipality, as follows:

- **Kingsbury-Bundoora** – respondents were measurably more satisfied than average and at an “excellent” level of satisfaction.
- **Thornbury** – respondents were measurably less satisfied than average and at a “good” level of satisfaction.

Maintenance of on-road bike lanes by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was a total of 64 comments received from respondents who were not satisfied with the maintenance of on-road bike lanes, including 14 comments relating to specific sites of concern. A range of issues were outlined by a handful of respondents.

Reasons for dissatisfaction with maintenance of on-road bike lanes and locations of concern
Darebin City Council - 2022 Annual Community Survey
(Number of responses)

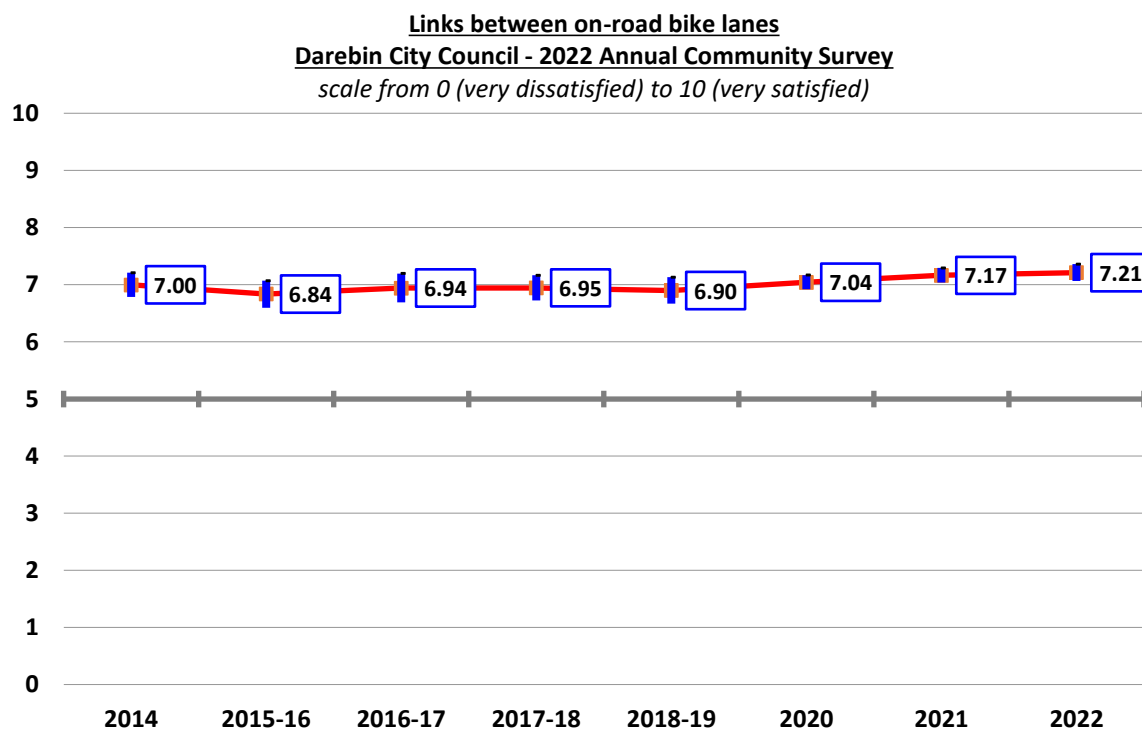
<i>Response</i>	<i>Number</i>
Bike lanes are a waste of space and time	2
Generally, bike lanes are extremely bumpy in comparison to the rest of the roads causing damages to bikes	2
Not enough	2
Not safe enough, needs to be more than just white lines on, needs to be solid structures to stop cars from hitting cyclists	2
They take up car spaces	2
Too many bike lanes	2
Unsatisfied with add-ons	2
Don't like them, prefer if they were gotten rid of	1
I don't know if there are bike lanes dedicated on the main roads, I haven't seen any	1
It's dangerous for the drivers and everyone	1
Lots of weaving between parked cars	1
Need well-constructed bike lanes with proper signage and markings	1
No bike lanes	1
Not satisfied with the maintenance	1
Organisation and planning is lacking, they have put up unnecessary bike lanes and made it congested	1
Prefer footpaths and bike lanes separately	1
There should be more on-road bike lanes	1
Too narrow	1
Total	25
<i>Specific locations</i>	
Better bike lanes near the golf course along Heidelberg Rd	2
High St bike lane is really poor and has poor signage because of which cars take up most of the space	2
Cramer St is the main concern	1
Didn't resurface Raglan St	1
Need more maintenance especially on the west	1
Need on-road bike path along Gilbert Rd between Thornbury and Reservoir	1
No repairs on northern end of Victoria Rd and Westgarth St	1
Northern part of Darebin could have better bike lanes	1
South Cres path was silly	1
Takes a lot of space, so cars have no space in South Cres	1
The bike path on Victoria Rd is not very clean and has rubble on track	1
They don't exist in Reservoir compared to Fairfield	1
Total	14
Total	64

Links between on-road bike lanes

Satisfaction with the links between on-road bike lanes increased very marginally, but not measurably this year, up less than one percent to 7.21.

This remains a “good” level of satisfaction, although it was the highest level of satisfaction with this aspect of bike and shared paths recorded since 2014.

This result was above the long-term average satisfaction since 2014 of 7.01.

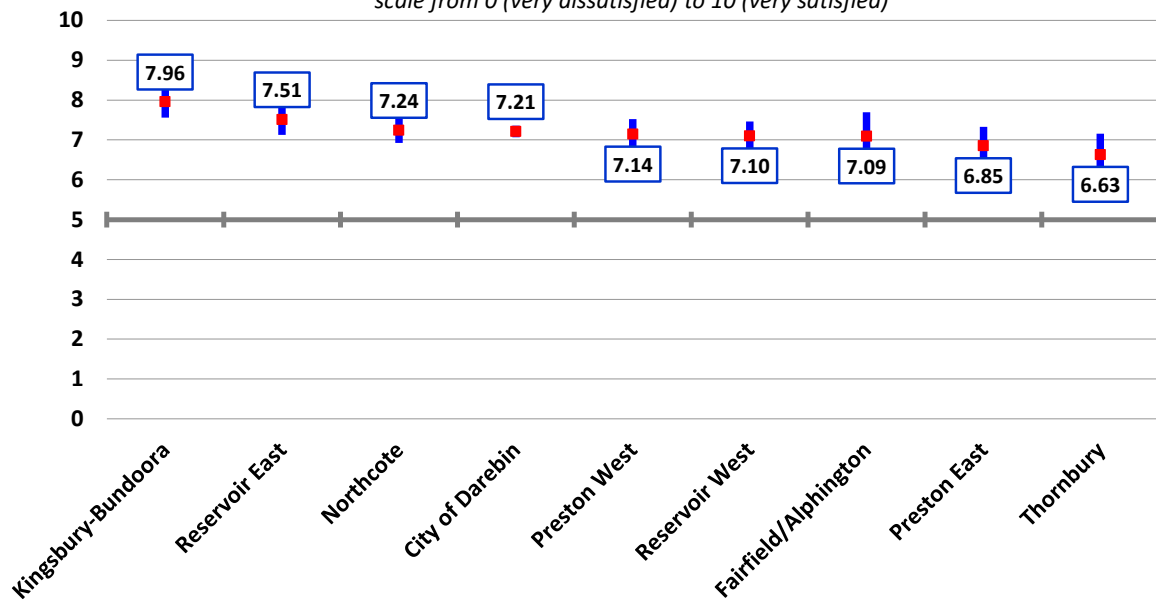


There was measurable variation in satisfaction with the links between on-road shared paths observed across the municipality, as follows:

- **Kingsbury-Bundoora** – respondents were measurably more satisfied than average and at an “excellent” level of satisfaction.
- **Thornbury** – respondents were measurably less satisfied than average and at a “good” level of satisfaction.



Links between on-road shared paths by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There were 16 comments received from respondents who were not satisfied with the links between on-road bike lanes, as outlined in the following table.

The most common responses related to concerns around safety, including narrowing of lanes without warning.

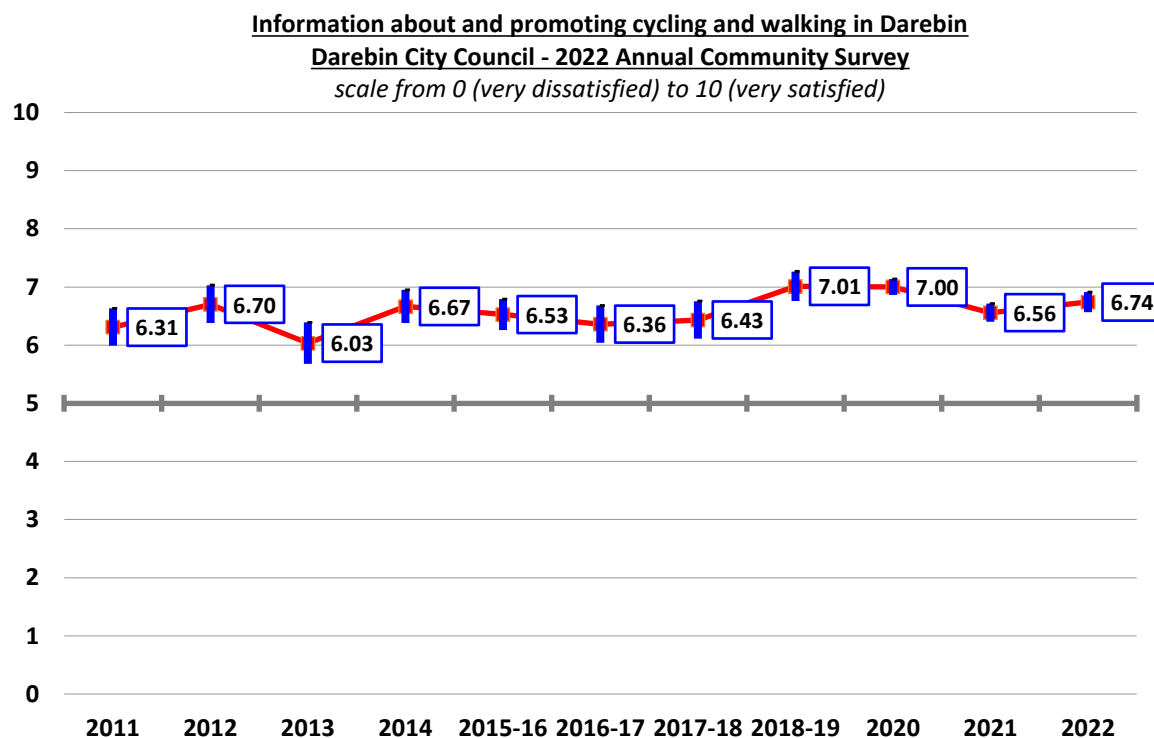
Reasons for dissatisfaction with links between on-road bike lanes and locations of concern
Darebin City Council - 2022 Annual Community Survey
(Number of responses)

Response	Number
Very little safety - gets too narrow without any warning making it accident prone area	5
Bike lanes are a waste of space and time	2
Some bike lanes don't link up (St. Georges Rd)	2
I didn't think there are bike lanes on roads	1
It's a bit confusing as to where to go	1
Lots of biomes on footpaths	1
Need more bike lanes in Plenty Rd	1
Not a bike rider, so don't have much idea	1
Sometimes good and bad, close to the curb, can't remember location	1
The bike lanes on Cramer St clash with other roads, which isn't great from the bikers' perspective	1
Total	16

Information about and promoting cycling and walking in Darebin

Satisfaction with information about and promoting cycling and walking in Darebin increased somewhat, but not measurably this year, up 2.7% to 6.74.

This remains a “good” level of satisfaction, and above the long-term average satisfaction since 2011 of 6.58.



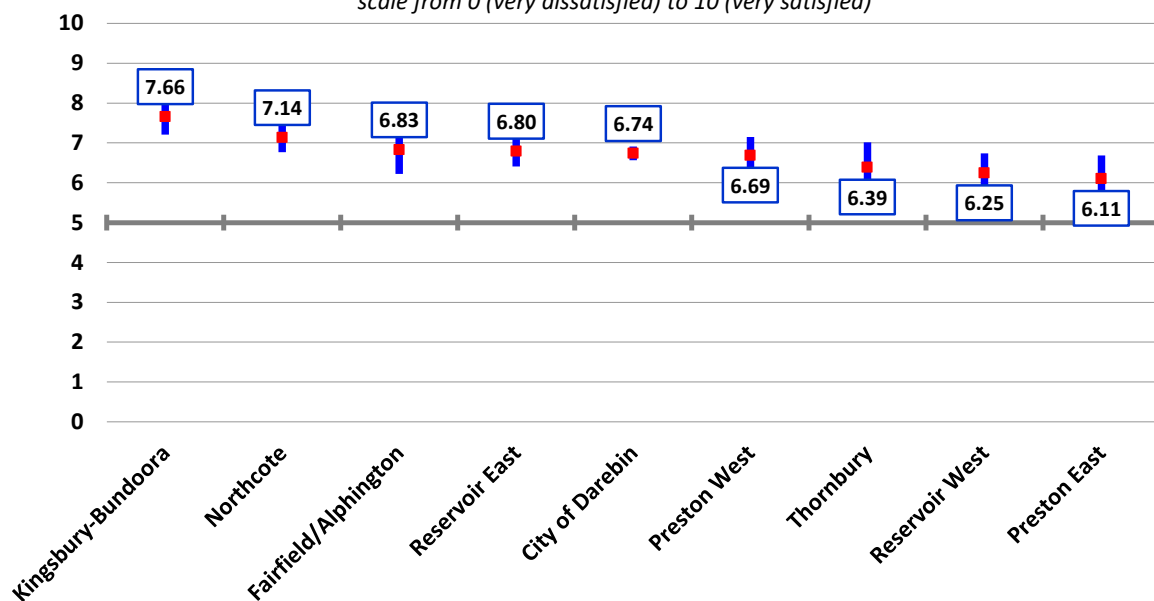
There was notable and measurable variation in satisfaction with information about and promoting cycling and walking observed across the municipality, as follows:

- **Kingsbury-Bundoora** – respondents were measurably more satisfied than average and at a “very good” level of satisfaction.
- **Reservoir East and Thornbury** – respondents were somewhat, but not measurably less satisfied than average and at “solid” levels of satisfaction.

Information about and promoting cycling and walking in Darebin by precinct

Darebin City Council - 2022 Annual Community Survey

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



There were 96 comments received from respondents who were not satisfied with information about and promoting cycling and walking in the City of Darebin.

Whilst a range of issues were raised by a handful of respondents, the majority of comments received related to a perception that there was not enough information available, or that the respondents had not seen or heard of any such information.

Reasons for dissatisfaction with information about and promoting cycling and walking in Darebin and locations of concern

Darebin City Council - 2022 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Haven't seen / heard any / much promotion	39
Not enough / no proper information about walking and cycling	26
Have received none	4
They are reliant on social media and the internet too much. People who rely on the local paper are left out	3
Didn't notice they were doing it	2
I am unaware of any campaigns about walking or cycling by the Council	2
Pretty poor, can do a lot more	2
They don't explain or cover anything without having to go to website for clarity	2
Bike paths in front houses	1
Bikes lanes going to Broadway are very congested	1
Dissatisfied with how road for cars are used for bikes	1
Feel some roads use too much space for bike lanes	1
Improper communication and they do not respond back or provide proper feedback	1
Improving safety of cycling, High St especially	1
Need better understanding on what is available	1
Need more diverse information in different languages	1
No information about Council meetings and proposal discussions in easily available forms	1
Not much information is given, maybe due to getting preoccupied with the COVID situation. There was not much information provided regarding the Preston Market	1
Not very often promoted. The hideous rubber dividers that separate roads and bike lanes, when are they getting rid of those?	1
Self explanatory task	1
The yellow pop up cycle lanes just appeared without any promotion	1
They don't advertise or show maps of where the walking and bike lanes are	1
Unnecessary development	1
Wasted money on trial lane	1
Total	96



Arts and graffiti

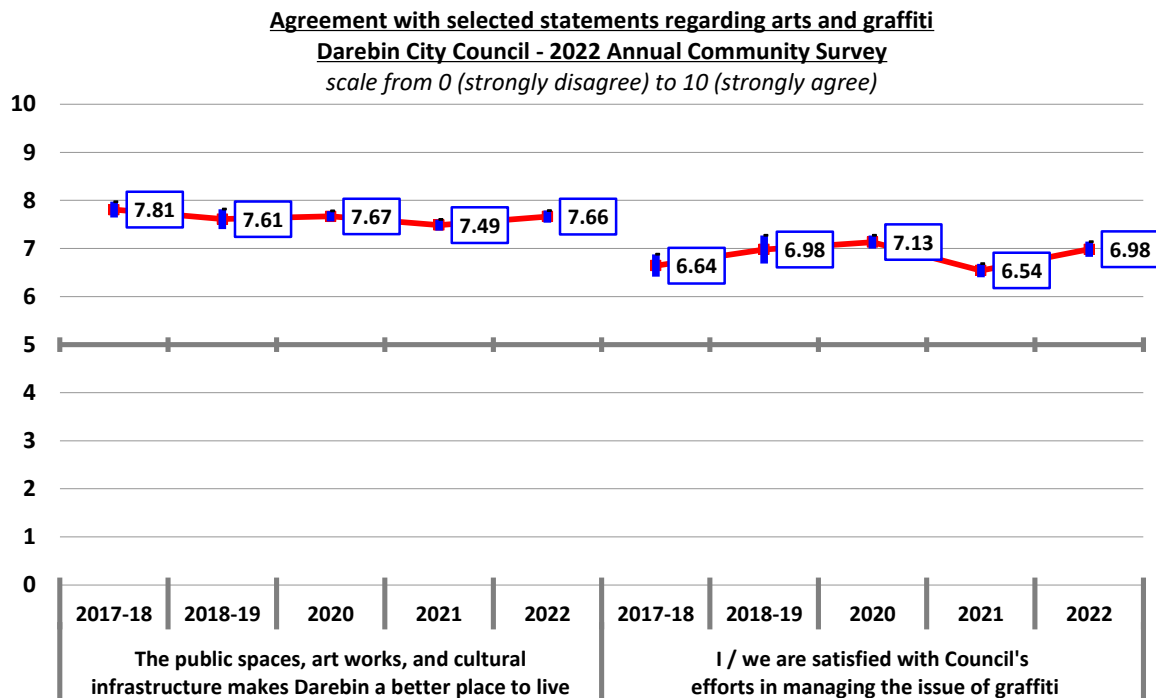
Respondents were asked:

“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?”

Respondents were again in 2022, asked to rate their agreement with two statements about arts and graffiti in the City of Darebin.

Consistent with the results recorded in previous years, on average, respondents strongly agreed that “the public spaces, art works, and cultural infrastructure makes Darebin a better place to live” (7.66 out of 10), and that respondents are satisfied with Council’s efforts in managing the issue of graffiti” (6.98).

It is noted that agreement that respondents are satisfied with Council’s efforts in managing the issue of graffiti increased measurably this year, up 6.7%, largely reversing the sharp decline recorded last year, and returning the result to the long-term average agreement since 2017-18 of 6.86.

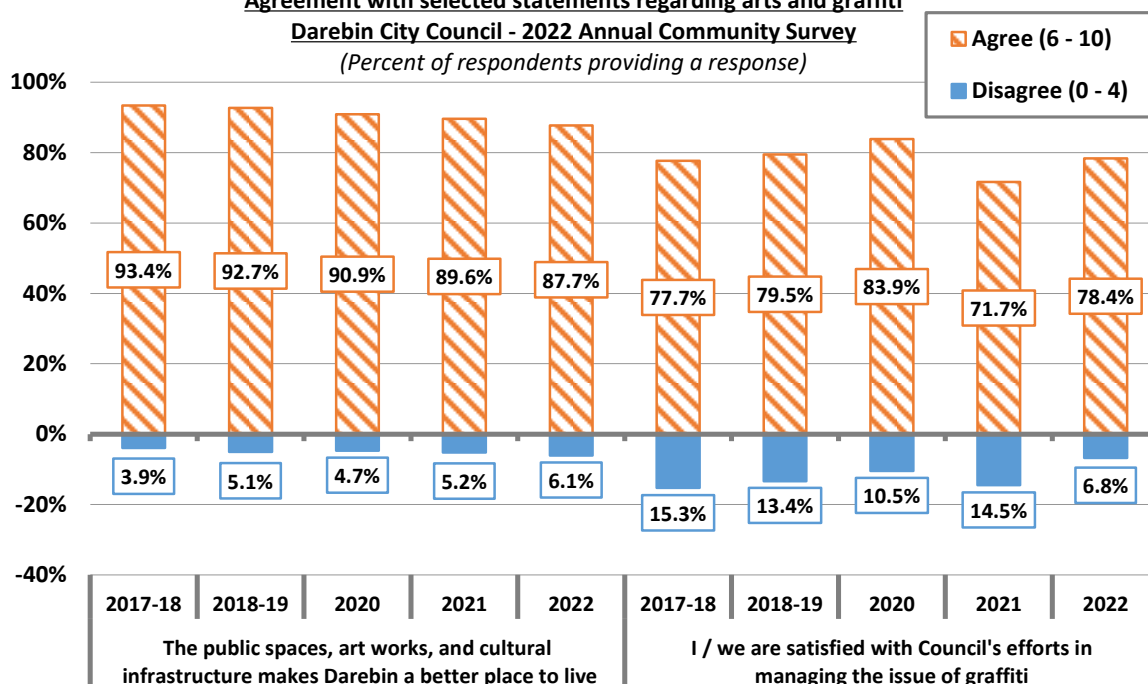


Consistent with the strong average agreement, the overwhelming majority of respondents providing an agreement score agreed with both these statements, whilst less than seven percent disagreed.

Agreement with selected statements regarding arts and graffiti

Darebin City Council - 2022 Annual Community Survey

(Percent of respondents providing a response)



Agreement with selected statements regarding arts and graffiti

Darebin City Council - 2022 Annual Community Survey

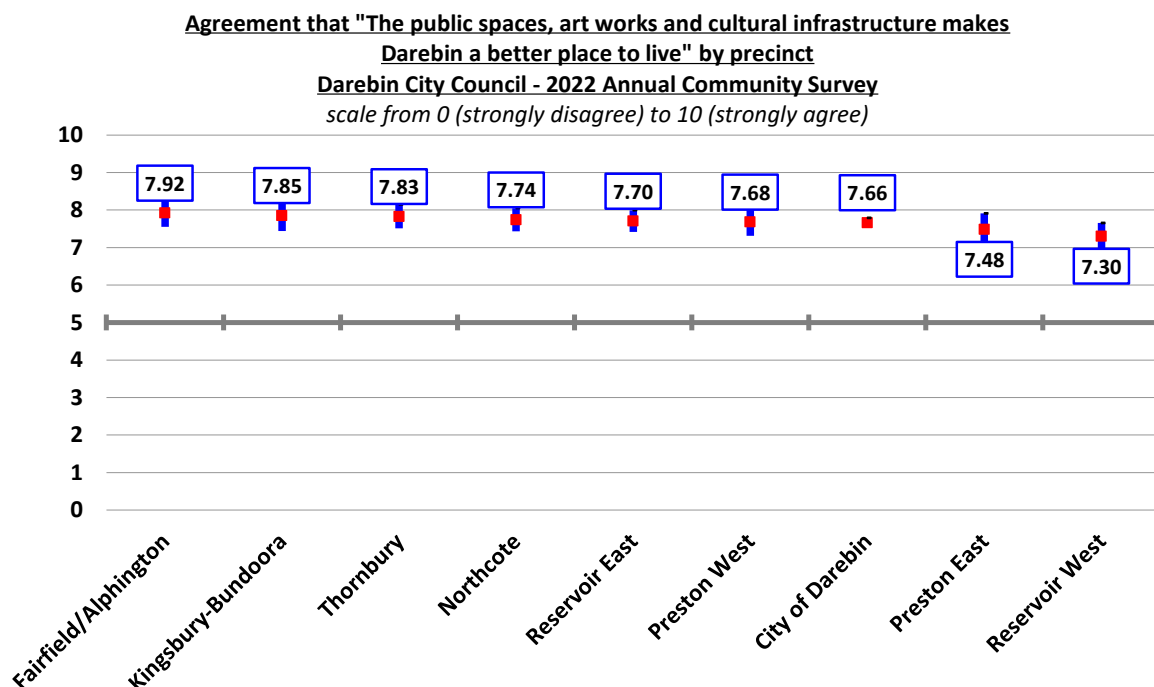
(Number and percent of respondents providing a response)

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
	2022	6.1%	6.1%	87.7%	78
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
	2022	14.9%	6.8%	78.4%	66

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

The average agreement that the public spaces, arts work, and cultural infrastructure makes Darebin a better place to live increased marginally, but not measurably this year, up 2.3% to 7.66. This is consistent with the long-term average agreement since 2017-18 of 7.65.

There was no measurable or significant variation in agreement with this statement observed across the municipality, with respondents in all eight precincts recording a strong level of average agreement.

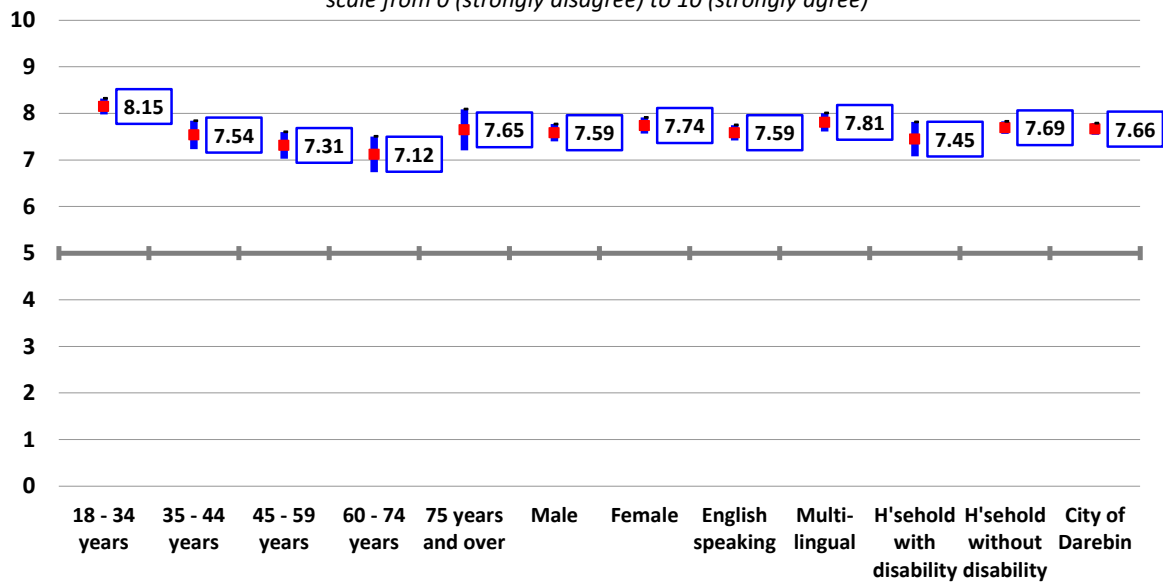


There was notable and measurable variation in the average agreement with this statement observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were measurably more in agreement than the municipal average.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were notably, but not quite measurably less in agreement than the municipal average.
- **Older adults (aged 60 years and over)** – respondents were measurably less in agreement than the municipal average.
- **Female** - respondents were marginally, but not measurably more in agreement than male respondents.
- **Multilingual household** – respondents were marginally, but not measurably more in agreement than respondents from English speaking households.
- **Household disability status** – respondents from households with a member with disability were notably, but not measurably less in agreement than other respondents.



Agreement that "The public spaces, art works and cultural infrastructure makes Darebin a better place to live" by respondent profile
Darebin City Council - 2022 Annual Community Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



There were 44 comments received from respondents who did not agree that the public spaces, art works, and cultural infrastructure makes Darebin a better place to live, as outlined in the following table.

A range of issues were raised by a handful of respondents, including a handful of respondent who considered this a waste of money, some comments from respondents who did not notice anything happening, and some comments from respondents who did not like the public spaces and public art that they had seen.



Comments about public spaces, arts works and cultural infrastructure in Darebin

Darebin City Council - 2022 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Waste of money	5
Don't notice it / hardly anything	4
More artwork needed	4
Don't like it / lousy	3
Doesn't affect me	2
Need more community facilities for people to use	2
Not enough public events	2
Not satisfied with Council's efforts	2
Nothing like that in Reservoir	2
A lot of the public art has been poorly thought through	1
Better footpaths are more important	1
Council should be investing in spaces for young people	1
In certain areas it's not as bad as it used to be	1
It's difficult if they're minors their parents should punish them	1
It's disgusting along the train lines and driving	1
Library in Reservoir painted in rainbow colours needs to be changed	1
More investments	1
More of public spaces and cultural infrastructure	1
Needs more life	1
Not all beautiful	1
Not enough festivals	1
Only one artwork	1
Public art is not systemic, it is deteriorating the quality of streets	1
Public art is overrated	1
Stuff around Reservoir Post Office too hidden and tucked away	1
Very bad; don't like it at all in Pender Street	1
Would like to have more artworks in areas for children	1
Total	44

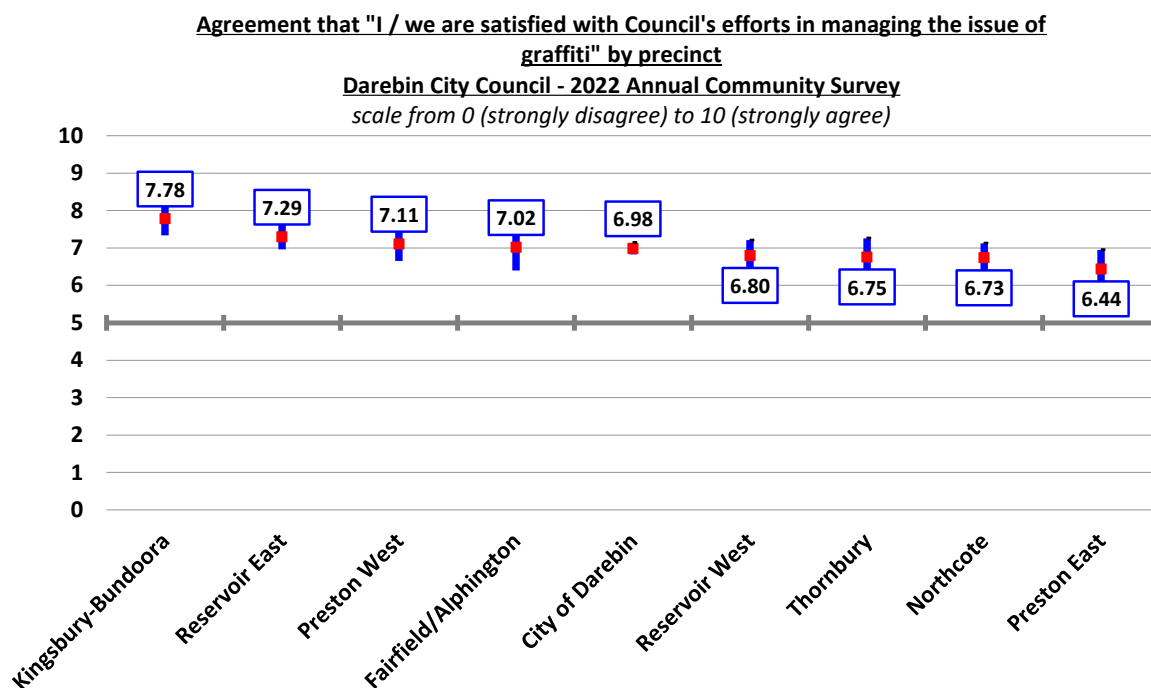
I / we are satisfied with Council's efforts in managing the issue of graffiti

The average agreement that respondents were satisfied with Council's efforts in managing the issue of graffiti increased measurably this year, up 6.7% to 6.98.

This increase largely reverses the decline reported last year and brings the average agreement back into line with the long-term average agreement since 2017-18 of 6.86.

There was statistically significant variation in this result observed across the municipality, as follows:

- **Kingsbury-Bundoora** – respondents were measurably more in agreement than the municipal average and at a very strong level of agreement.
- **Preston East** – respondents were notably, but not measurably less in agreement than the municipal average, and at a solid level of agreement.

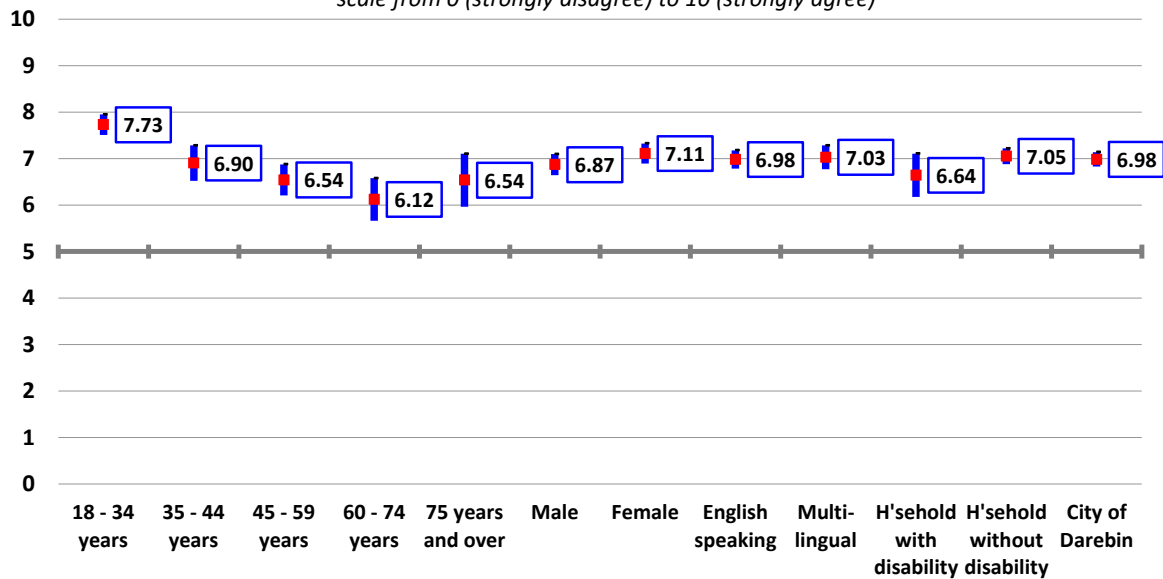


There was notable and measurable variation in the average agreement with this statement observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were measurably more in agreement than the municipal average.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were notably, but not quite measurably less in agreement than the municipal average.
- **Older adults (aged 60 years and over)** – respondents were measurably less in agreement than the municipal average.
- **Female** - respondents were marginally, but not measurably more in agreement than male respondents.
- **Multilingual household** – respondents were marginally, but not measurably more in agreement than respondents from English speaking households.
- **Household disability status** – respondents from households with a member with disability were notably, but not measurably less in agreement than other respondents.

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

Darebin City Council - 2022 Annual Community Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



There were 157 comments received from respondents who did not agree that they were satisfied with Council’s efforts in managing the issue of graffiti, including 68 comments outlining specific sites of concern.

A range of issues were raised by a handful of respondents, with the most common responses related to a perception that there was too much graffiti and tagging “everywhere”, as well as a perception that nothing was being done to remove or reduce the amount of graffiti.

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

Darebin City Council - 2022 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Graffiti / tagging everywhere / too much	30
The Council needs to do a better job in preventing / managing graffiti	9
Heaps of graffiti uncleared for long periods / nothing done	7
Art is kind of ugly / unsightly / terrible	6
Graffiti in Darebin is horrendous / disgrace / not taken care of	5
It seems to be increasing in majority of areas	3
It's an ongoing , complex issue	3
It doesn't matter how well the Council tries to clean the place. People still manage to ruin it	2
Tagging should be cleaned up	2
A lot of graffiti on the Runway	1
Could be better	1
Doing alright on it	1
Doing on toilet property	1
Don't really know what they've done	1

Find them	1
Garage door got graffiti	1
I don't know how the Council will fix it	1
It depends on the graffiti	1
It doesn't seem to be on the Council's radar	1
It's a bad influence on children, they should be more proactive in high profile areas	1
Just don't have much to do with it	1
Like the public art and street graffiti	1
Needs more	1
Should encourage public art on surfaces that are frequently used for graffiti to prevent graffiti	1
So much graffiti around, need to put plants in front of walls etc commonly hit to deter it happening	1
Some graffiti should be promoted should also have more engagement with people that make them	1
Some should be left when nice	1
The Council only clean it when informed by the people	1
There is nothing	1
Vandalism not prevented	1
We have business with graffiti	1
Worry about own house getting tagged	1
Total	89

Specific locations

High St - top end, footpath	7
Lots of graffiti in train station	6
Graffiti hasn't been scrubbed especially along train lines	5
Always see graffiti in lanes / alley ways	3
More than I would like to see. Every pole and tram stop on St George's Rd is covered	3
Graffiti everywhere on Plenty Rd especially on shops that are closed down	2
Lot of graffiti still there at the back of garage door especially in High St and also at the shop doors	2
Along main roads	1
Arthur St tunnel	1
As a tram driver all stops from Thornbury to Northcote has graffiti which isn't cleared yet	1
Between Reservoir and Ruthven Station	1
Bus stops still have a lot of graffiti	1
Central Northcote vandalism rampant	1
Disgraceful like in train station fences	1
Elm St warehouse	1
Glasgow Ave	1
Graffiti in Alister Laneway	1
Graffiti near parks	1
Graffiti on Gilbert Rd is not yet taken care of	1
Graffiti on fence on Locker St	1
Its stays forever specially over railway lines back in the alley of shops	1
Lot of graffiti still present on local lanes	1
Lots of graffiti in Northcote Shopping Centre	1
Lots of then in Reservoir	1



Mostly out during night, have graffitied all laneways because no lighting in them, no point using cameras because lights disconnected. Vacant or for demolition business not cleaned, Old Lapine Funeral Home site	1
Murray Rd	1
Northlands	1
Not happy about negative graffiti especially on High St	1
Park that's used to be in Batman Park handled that poorly. They don't manage graffiti, it is everywhere. The court is way too lenient on vandals	1
Railway between Bell and Preston stations has disgusting graffiti	1
Regent Train Station	1
Rennie St	1
Reservoir Station	1
Seen some in Reservoir area and it hasn't been taken down for a long time now	1
So many on Broadway	1
Sometimes I had to clean the graffiti around my house and the Council is too slow to respond (High graffiti around Yarra Avenue)	1
Still graffiti on the Crossway Lane	1
Strettle St is not good. I keep cleaning the graffiti as much as I can but it keeps reappearing	1
The graffiti at the new train station new especially in Reservoir region isn't yet removed	1
The walls of my house and surrounding neighbours are spoilt with graffiti (Jones St)	1
There is always graffiti at the end of Clive St	1
There is graffiti issue near Thornbury Learning Centre and another preschool	1
There was graffiti on Fyffe St	1
Too much graffiti all around Alphington, Fairfield and Northcote	1
Westgarth area full of graffiti especially areas near the train line. Often see people doing graffiti at night	1
Wilcox St	1
You see them everywhere around Preston	1
Total	68

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 2022, asked to rate their satisfaction with two key planning and development related outcomes, the appearance and quality of new developments, and the number of new developments.

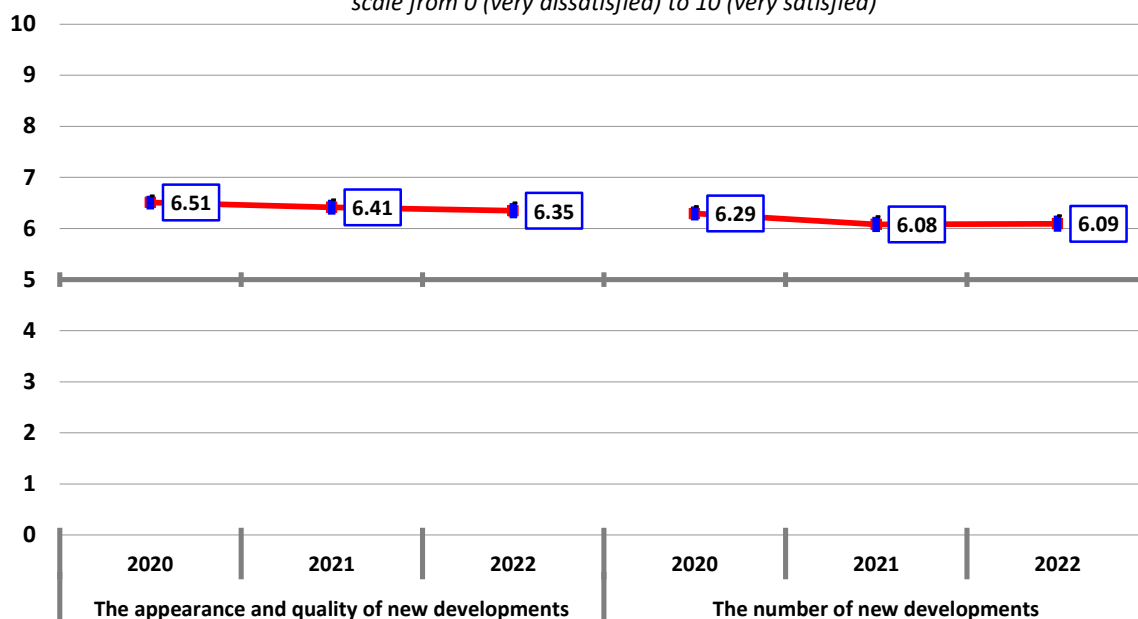
Satisfaction with both of these aspects remained essentially stable this year at “solid” levels of satisfaction, with satisfaction with both moving by less than one percent this year.

Consistent with the less than one percent decrease in satisfaction with the appearance and quality of new developments, the proportion of “satisfied” respondents declined again this year, down from 75.7% back in 2020 to 68.7% this year.

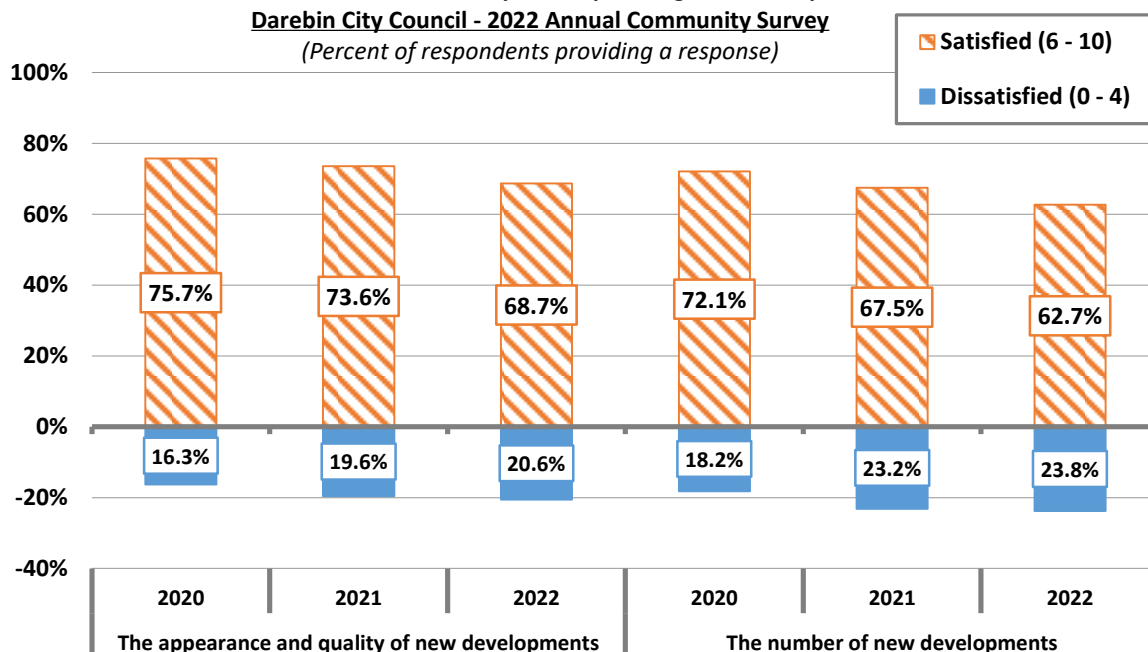
This is a sizeable decline and worthy of note. There was a commensurate increase in the proportion of “dissatisfied” respondents, up from 16.3% in 2020 to 20.6% this year. There was a similar pattern of satisfaction recorded for satisfaction with the number of new developments.

There was a decrease in the proportion of “satisfied” respondents (62.7% down from 72.1%), and an increase in the proportion of “dissatisfied” respondents (23.8% up from 18.2%).

Satisfaction with aspects of planning and development
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with selected aspects of planning and development
Darebin City Council - 2022 Annual Community Survey
(Percent of respondents providing a response)



Satisfaction with selected aspects of planning and housing development

Darebin City Council - 2022 Annual Community Survey

(Number and percent of respondents providing a response)

<i>Aspect</i>	<i>Year</i>	<i>Dissatisfied (0 - 4)</i>	<i>Neutral (5)</i>	<i>Satisfied (6 - 10)</i>	<i>Can't say</i>
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
	2022	20.6%	10.7%	68.7%	76
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
	2022	23.8%	13.5%	62.7%	95

The appearance and quality of new developments

The average satisfaction with the appearance and quality of new developments declined marginally, but not measurably this year, down less than one percent to 6.35.

This remains a “solid” level of satisfaction, and above the long-term average satisfaction since 2014-15 of 6.0.

Consistent with the less than one percent decrease in satisfaction with the appearance and quality of new developments, the proportion of “satisfied” respondents declined again this year, down from 75.7% back in 2020 to 68.7% this year.

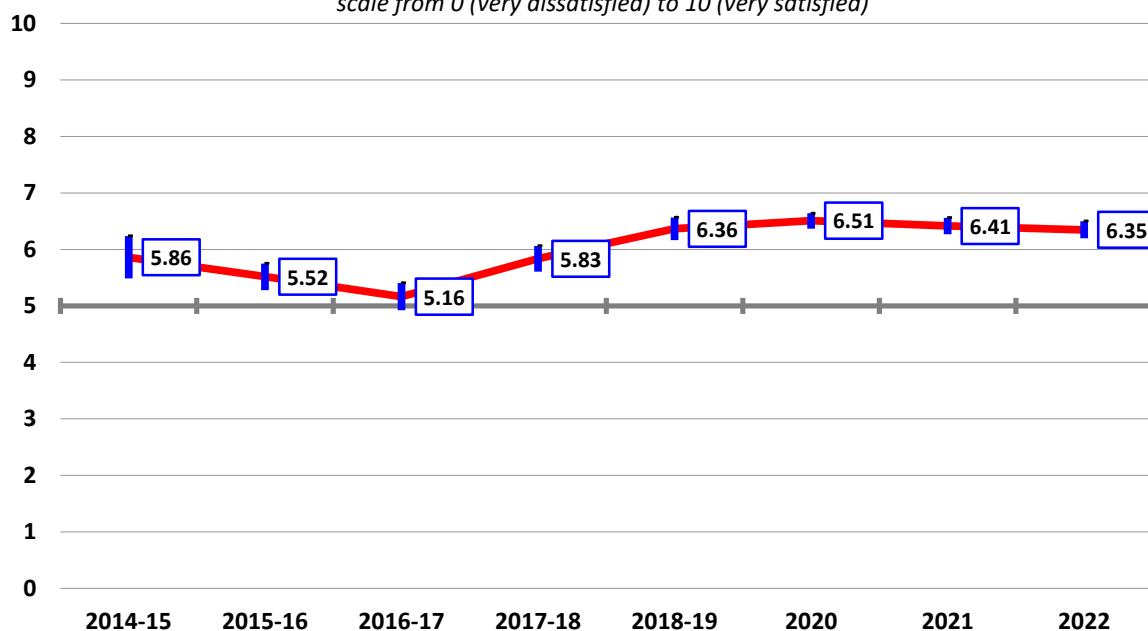
This is a sizeable decline and worthy of note. There was a commensurate increase in the proportion of “dissatisfied” respondents, up from 16.3% in 2020 to 20.6% this year.

By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne average satisfaction with the “appearance and quality of new developments” of 6.54, as recorded in the 2022 *Governing Melbourne* research.

This metropolitan Melbourne average included 75.2% “satisfied” respondents and 15.7% “dissatisfied” respondents, or slightly better than the City of Darebin results.



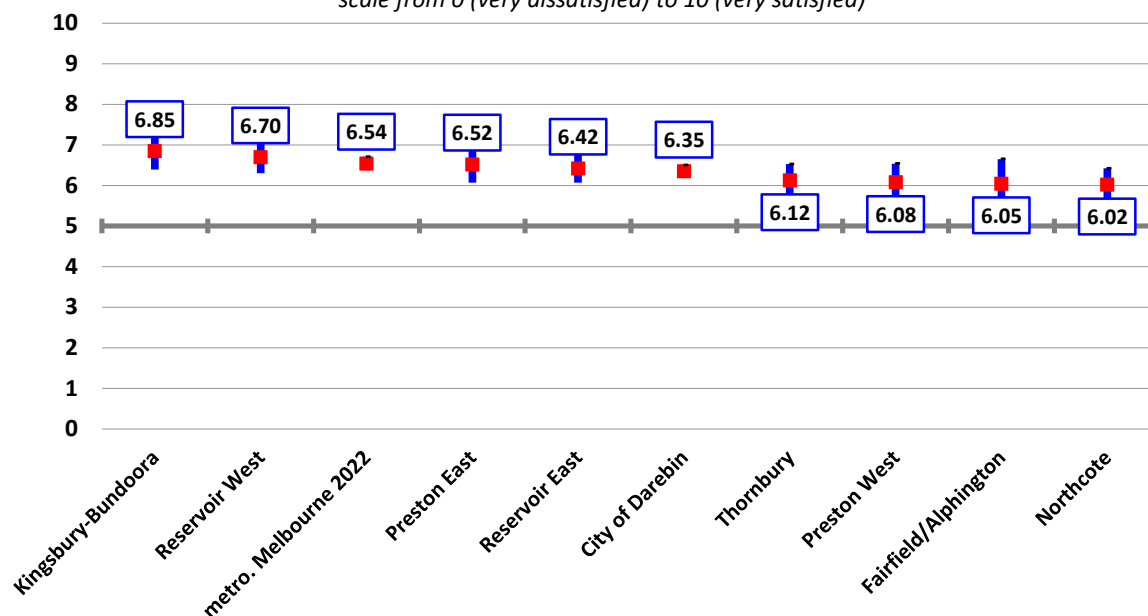
Satisfaction with the appearance and quality of new developments in your area
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Whilst there was no statistically significant variation in satisfaction with the appearance and quality of new developments observed across the municipality, it is noted that:

- **Kingsbury-Bundoora** – respondents were notably, but not measurably more satisfied than average, although still at a “good” level of satisfaction.
- **Thornbury, Preston West, Fairfield-Alphington, and Northcote** – the respondents from these southern precincts were notably, but not measurably less satisfied than the municipal average, although still at “solid” levels of satisfaction.

The appearance and quality of new developments by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



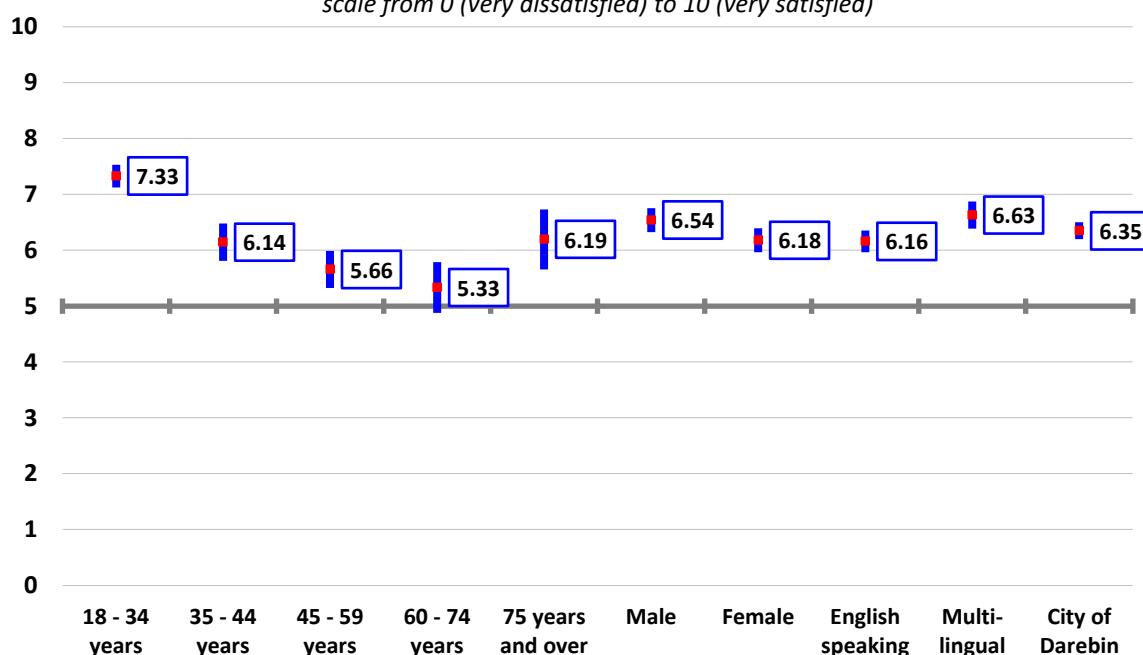
There was measurable and significant variation in satisfaction with the appearance and quality of new developments observed by respondent profile:

- **Age structure** – satisfaction declined measurably and significantly with the respondents’ age, from a “very good” level for young adults (aged 18 to 34 years) to a “very poor” level for older adults (aged 60 to 74 years). Senior citizens (aged 75 years and over) reported an average satisfaction score.
- **Gender** – male respondents were notably, but not measurably more satisfied than female respondents.
- **Language spoken at home** – respondents from multilingual households were notably, but not measurably more satisfied than respondents from English speaking households.

The appearance and quality of new developments by respondent profile

Darebin City Council - 2022 Annual Community Survey

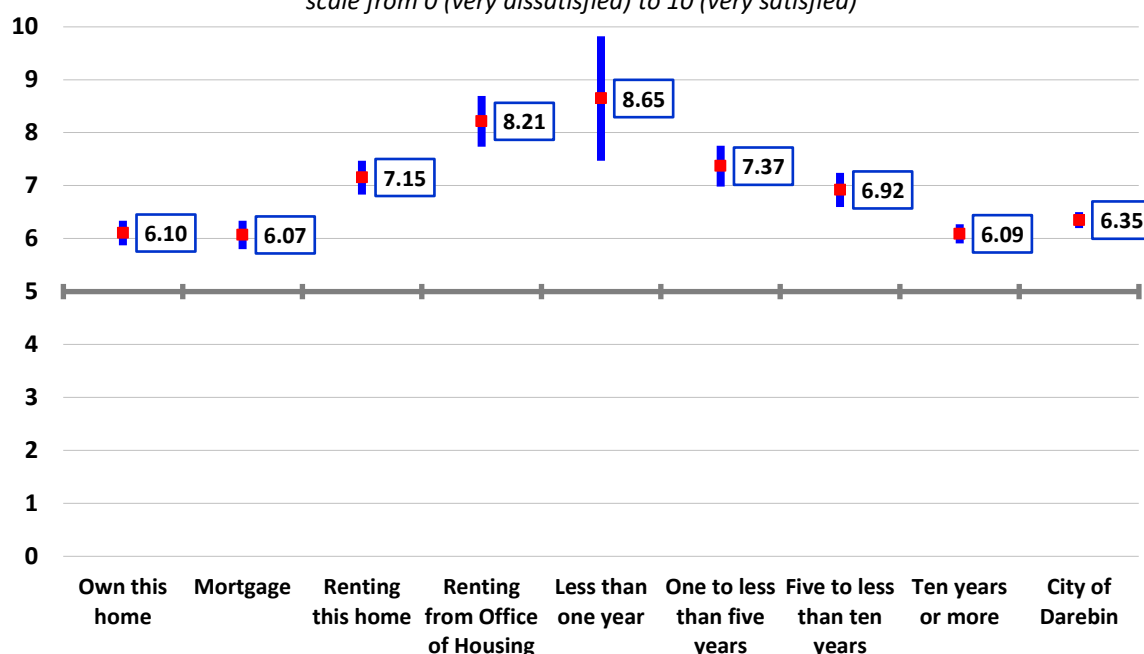
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was also measurable and significant variation in satisfaction with the appearance and quality of new developments observed by housing situation and the period of residence in the City of Darebin, as follows:

- **Housing situation** – homeowner and mortgagor household respondents (both at “solid” levels) were measurably less satisfied with the appearance and quality of new developments than respondents from private (at a “good” level) and public rental households (at an “excellent” level).
- **Period of residence in the City of Darebin** – satisfaction declined measurably and significantly with the respondents’ period of residence in the City of Darebin, from an “excellent” level for new residents (less than one year in Darebin) to a “solid” level for long-term residents (10 years or more in Darebin).

The appearance and quality of new developments by housing profile
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There were 268 comments received from respondents who were not satisfied with the appearance and quality of new developments, including 40 comments relating to specific sites of concern.

Consistent with the results discussed in previous years, many comments received from respondents related to:

- A perception that there was *too much development*.
- Some concerns around the impact of over-development on *parking* as well as some concerns around the *impact on infrastructure and availability of services*.
- Concerns around the *perceived quality* of new developments
- Concerns around the impact of development on *heritage* and *local neighbourhood character*.

Reason for dissatisfaction with the appearance and quality of new development
Darebin City Council - 2022 Annual Community Survey
(Number of responses)

Reason	Number
Far too many high rise buildings / apartments	22
A lot of new developments are really ugly	17
Too many new developments - over developed	16
Too many units / houses / townhouses / multi-developments	13

Not enough parking / parking problems	11
Planning of the new developments can be much better	11
Ugly apartments / high rises / high density units	11
I don't see too much development around the area	8
Density problems / overcrowded	7
Developments are not of good quality and devalues our property	6
No heritage protection. Old houses are swapped with terrible developments	6
Not maintaining historical character of the city	6
All the new developments ruin the character of the area, lowering value	5
The developments are very much inappropriate	5
High density of new developments in the area	4
Number new developments are horrible. Perfectly good and nicely spaced houses are being demolished to create new ones. It is such a waste of resources	4
Often they are not in sync with the character of Darebin Council	4
Tiny boxes for units	4
A lot of new housing looks bad and cheap and doesn't look sustainable	3
New developments aren't in style with older buildings around them	3
Not enough proper systematic development	3
Very ugly, should work with better architects with aesthetics in mind	3
Anything related to developments is just appalling	2
Don't maintain community feel, disrespectful	2
Hideous buildings	2
Not enough infrastructure to cater to the people's demands	2
The blocks and apartments on small blocks look out of the place and alien	2
The nature of developments on enriching public spaces and putting up townhouses is bad and traffic congestion	2
The neglect of the area is disappointing	2
The process was very long for our own developments	2
Unplanned and consultations are just for paper, council doesn't concern itself with feedback from community	2
All over Darebin they pull down houses and put in units	1
Allowing far too many stories in new developments	1
Buildings should be higher	1
Can't tell one impressive thing	1
Commuter corridor developments have no integrity, they look ugly	1
Concrete jungle	1
Council builds 5 units with not enough parking	1
Council is greedy	1
Don't like town houses. I know there isn't much choice but just don't like how they look	1
Enough parks, gardens and footpaths, shouldn't change the existing the golf course	1
Hazard development without planning, environment is being destroyed	1
I think high density living leads to slummy sort of areas	1
Improper housing around the place even though it's a heritage area	1
Inadequate green space	1
Just in the streets	1
Makes too much noise	1
Mish mash of everything	1
Most of the medium dense buildings look terrible	1
Not enough shops, cafes etc.	1
Not much developments and are not planned, and council is doing more expenses	1

People have moved in the developments which didn't even finish yet	1
Planning is horrible and Darebin planning committee should buck up	1
Private ugly cheap apartment buildings that age poorly and look awful and unclean within 5 years	1
Some of them are large	1
The designs are not aesthetic. The developments do not accommodate for children and parklands. There isn't long term planning being done	1
The new developments are making parking a nightmare	1
There aren't enough public transport facility to deal with new developments	1
There is no understanding of beauty and value, it's over developed	1
There should be diversity of building development types	1
They all look the same and planning could be better	1
They do unnecessary development that is not even needed. I have complained about this but I do not get any response	1
They don't apply environmental protection	1
They let government building - looks completely out of touch	1
Too many bike lanes	1
Too many unattractive medium density buildings approved without appropriate infrastructure or commercial spaces	1
Town houses with only one garage	1
Townhouses that are cheaply built	1
Trees across the road block the view	1
Total	228

Specific sites identified by respondents

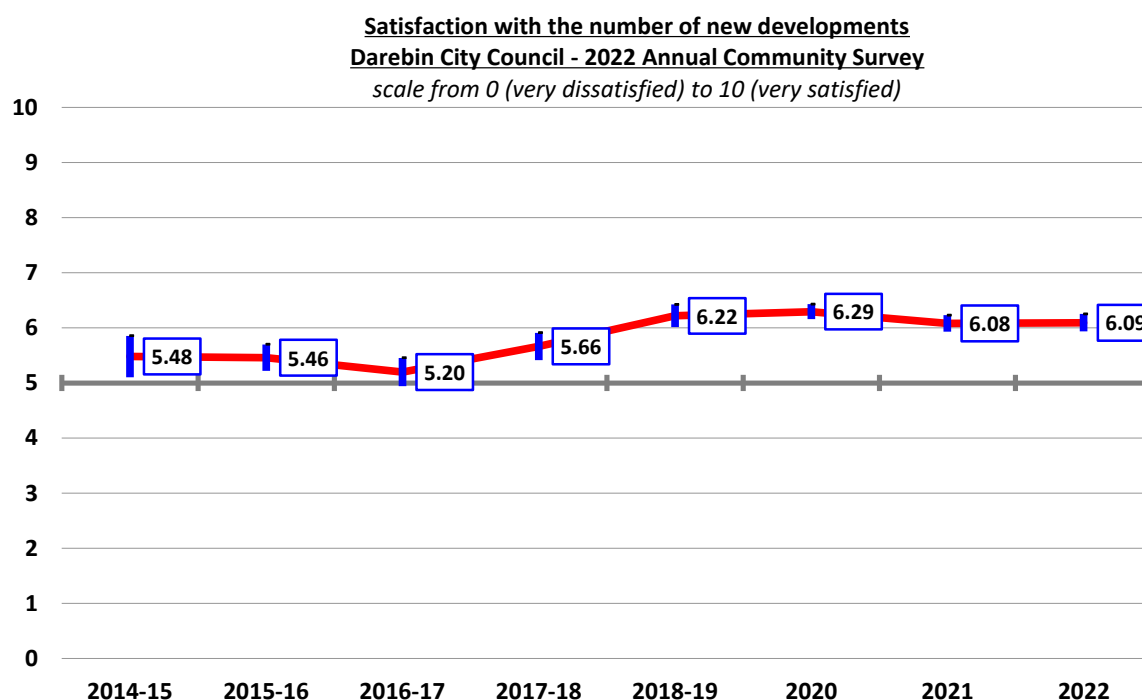
High St multi-story developments are ugly, unsustainable, graffiti and too many	11
Reservoir is very tiny, dirty and the developments aren't creative	3
Too many high rises around Northcote Plaza Shopping Centre and square	3
Preston market development project is still unclear	2
The design and extent of proposals have very poor outcomes from amenities issue and design perspective. Many multi-unit residential buildings in Preston are all very shocking and are an example of poor decision making	2
There are too many apartments going up around the Oakhill Ave. It seems there is no thought by the Council as to how it alters the suburb	2
Across the road, one block converted into three tiny dog boxes (Crispe St)	1
Bad experience in Newcastle St development	1
Developments around Darebin Creek, Reservoir. Multistorey buildings are not great for the environment as well as the local area	1
Fyfee St has many new buildings coming up and that is an eye sore. Car parking has come on to the street and that is horrible for traffic	1
Gower St	1
High St, Northcote has a proliferation of new high rises	1
Looks like a gangster area now because of graffiti and property damage in Preston	1
Need more green space and carparks in Daleglen St. No thoughts are put into existing stuff. Traffic needs to be looked into	1
Overcrowding Preston. Townhouses are okay, but not too many in one area so clustered. It's okay though if it's near the public services	1
Overdevelopment (Miller St)	1
Paper mills area	1
Reservoir needs to regulate housing developments - parking is terrible	1
Some projects like Darebin North East Community Hub are unfinished	1

The development on Plenty Rd is shocking	1
The one for townhouses Roseberry Ave	1
Thornbury is clustered and poorly built with no green space. So ugly looking that, looks like they will rot in future	1
Too big and ugly on Northcote	1
Total	40
Total	268

The number of new developments

Satisfaction with the number of new developments remained stable this year at 6.09 out of 10 (up from 6.08).

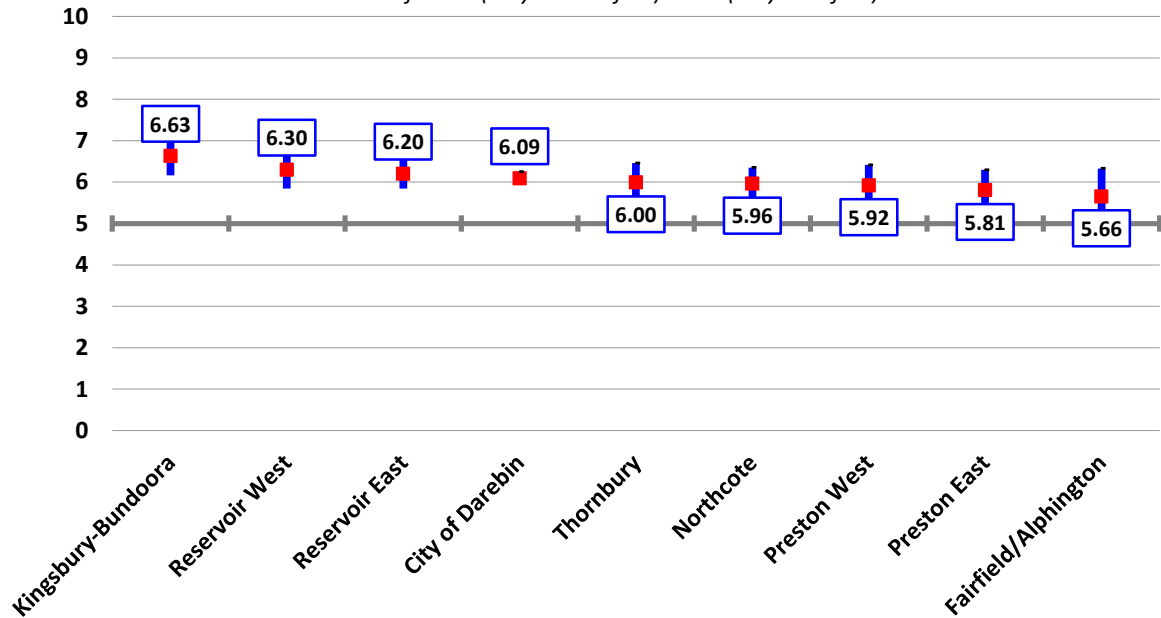
This remains a “solid” level of satisfaction, and above the long-term average satisfaction since 2014-15 of 5.81.



Whilst there was no statistically significant variation in satisfaction with the number of new developments observed across the municipality, it is noted that:

- ***Kingsbury-Bundoora*** – respondents were somewhat more satisfied than average, and at a “good” level of satisfaction.
- ***Northcote, Preston West, Preston East, and Fairfield-Alphington*** – respondents in these southern precincts recorded “poor” levels of satisfaction, although not measurably lower than the municipal average.

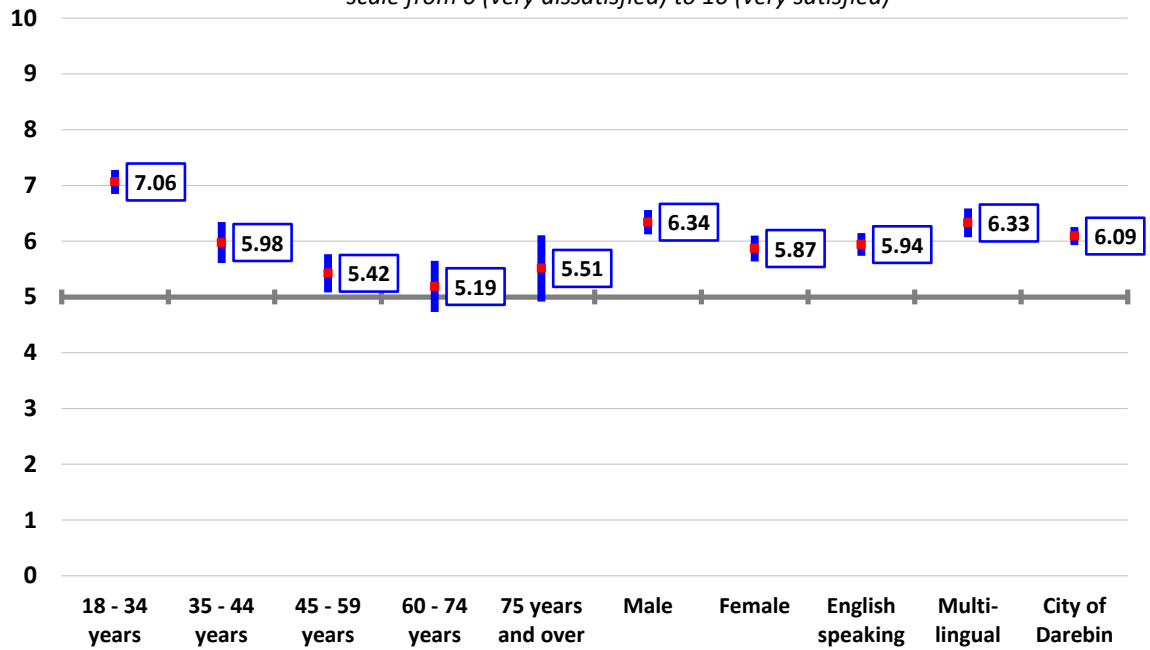
The number of new developments by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



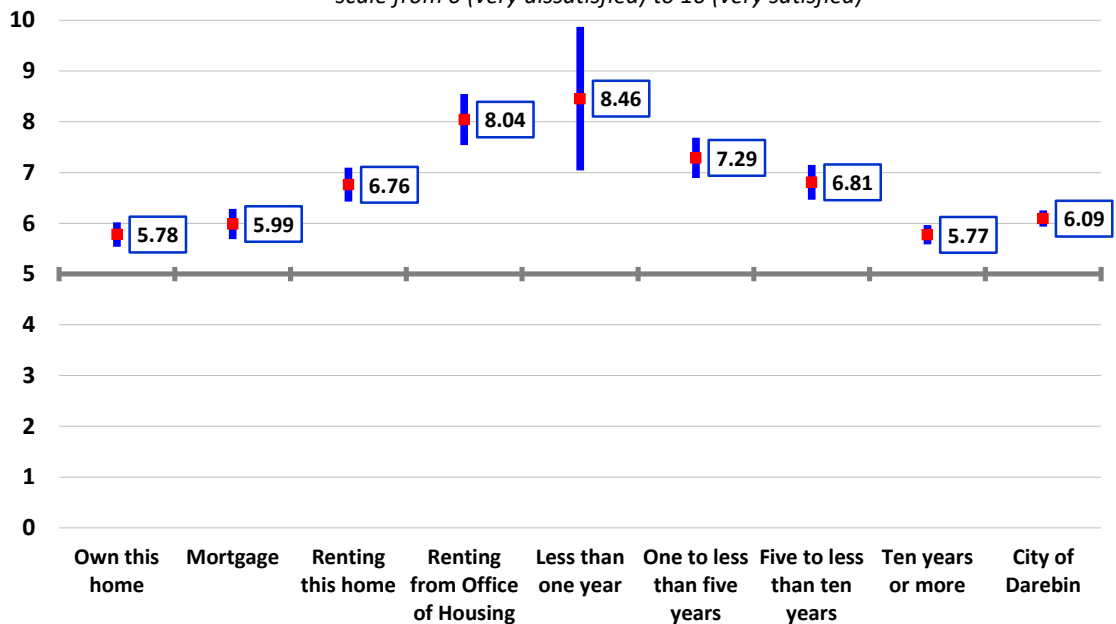
There was measurable and significant variation in satisfaction with the number of new developments observed by respondent profile:

- **Age structure** – satisfaction declined measurably and significantly with the respondents’ age, from a “good” level for young adults (aged 18 to 34 years) to a “very poor” level for older adults (aged 60 to 74 years).
- **Gender** – male respondents were measurably more satisfied than female respondents.
- **Language spoken at home** – respondents from multilingual households were notably, but not measurably more satisfied than respondents from English speaking households.

The number of new developments by respondent profile
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The number of new developments by respondent profile
Darebin City Council - 2022 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?”

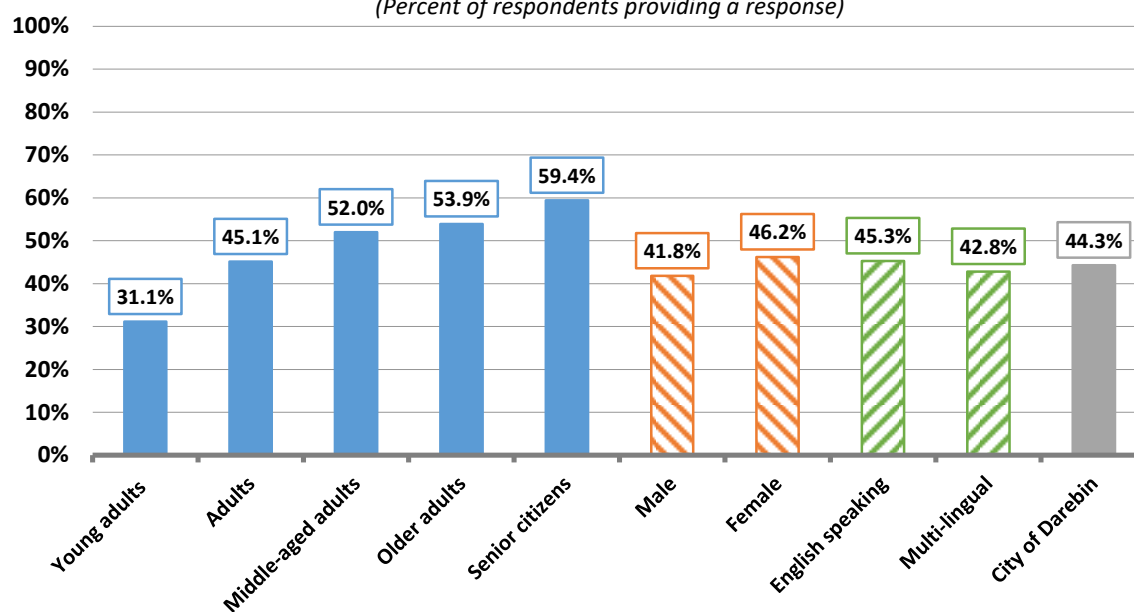
In 2022, a little less than half (44.3%) of respondents reported that they had contacted Council in the last 12 months, a minor increase on the results recorded in recent years.

Contacted Council in the last 12 months
Darebin City Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2022		2021	2020	2018-19	2017-18	2016-17
	Number	Percent					
Yes	441	44.3%	30.8%	40.1%	32.1%	40.6%	41.7%
No	554	55.7%	69.2%	59.9%	67.9%	59.4%	57.8%
Not stated	5		1	3	3	0	0
Total	1,000	100%	1,000	1,003	1,002	1,000	1,000

There was measurable variation in the proportion of respondents who had contacted Council in the last 12 months observed by respondent profile, with the likelihood of respondents’ contacting Council increased measurably with the respondents’ age group. It is also noted that female respondents were measurably more likely to have contacted Council in the last 12 months than male respondents.

Contacted Council in the last 12 months by respondent profile
Darebin City Council - 2022 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 second time in the survey program in 2022.

Given clear timeframes and a point of contact

Respondents who contacted Council were asked:

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

Approximately two-thirds (68.6% down from 70.4%) of respondents who had contacted Council in the last 12 months reported that they were given clear timeframes and a point of contact when they contacted Council.

Given clear timeframes and a point of contact
Darebin City Council - 2022 Annual Community Survey
(Number and percent of respondents who contacted Council providing a response)

Response	2022		2021
	Number	Percent	
Yes	264	68.6%	70.4%
No	121	31.4%	29.6%
Not stated	56		1
Total	441	100%	308

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?”

Consistent with results recorded in previous years, the majority of respondents reported that they contacted Council up to three times to resolve their query.

A little less than half (47.5% up from 42.0%) contacting Council just once, and a little more than one-third (35.6% down from 41.7%) contacted Council two or three times.

There was, however, a small increase in the proportion of respondents who had to contact Council more than five times to resolve their query.

Metropolis Research notes that these results may vary substantially depending on the nature of the query about which respondents' contacted Council. Some issues will be significantly more often dealt with at the initial point of contact, whilst some issues (e.g., planning issues) may require multiple contacts to resolve.

Number of contact required to resolve the query

Darebin City Council - 2022 Annual Community Survey

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

Response	2022		2021
	Number	Percent	
Once	205	47.5%	42.0%
2 to 3 times	154	35.6%	41.7%
4 to 5 times	21	4.9%	8.5%
More than 5 times	52	12.0%	7.8%
Not stated	9		1
Total	441	100%	308

Query resolved in the provided timeframe

Respondents who contacted Council were asked:

“Was your query resolved in the timeframes provided?”

Consistent with the results recorded last year, almost two-thirds (64.3%) 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.

Metropolis Research again highlights that these results may well be subject to substantial variation depending on the nature of the query to Council.

Query resolved in the timeframes provided

Darebin City Council - 2022 Annual Community Survey

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

Response	2022		2021
	Number	Percent	
Yes	256	64.3%	64.7%
No	75	18.8%	35.3%
Still unresolved	67	16.8%	n.a.
Not stated	43		5
Total	441	100%	308



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?”

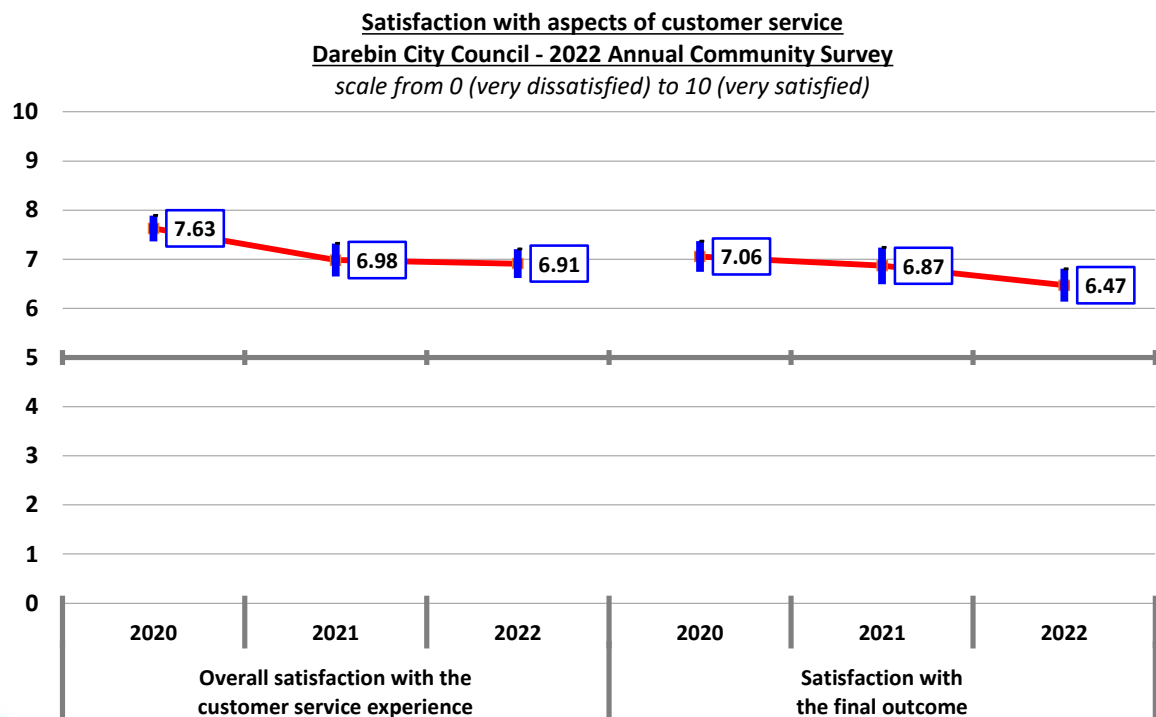
Respondents who had contacted Council in the last 12 months were again in 2022, asked to rate their satisfaction with two aspects: the overall satisfaction with the customer service experience, and their satisfaction with the outcome.

Satisfaction with both the customer service experience (down less than one percent) and satisfaction with the outcome (down 5.8%) declined this year, although neither of these declines were statistically significant.

Satisfaction with the customer service experience remained at a “good” level of satisfaction, whilst satisfaction with the outcome declined from a “good” to a “solid” level of satisfaction.

Metropolis Research notes that satisfaction with the outcome had declined measurably over the last two years, down 8.4% from 7.06 back in 2020 to 6.47 this year.

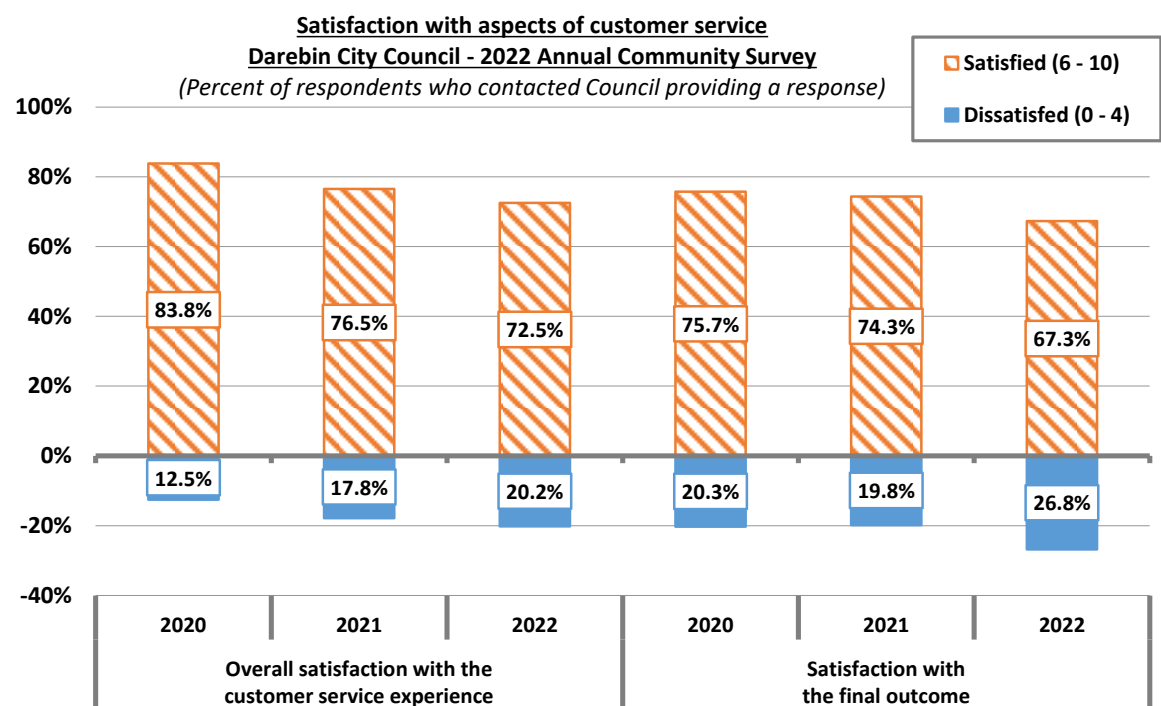
It is important to bear in mind, however, that Council has limited capacity to improve respondents’ satisfaction with the outcome, depending on the nature of the query. For example, respondents may well be dissatisfied with a planning outcome, or dissatisfied with a Council ruling in relation to a parking fine, or any number of other issues about which residents may contact Council seeking assistance or redress.



Metropolis Research notes that more than two-thirds of the respondents providing a satisfaction score were “satisfied” with both the customer service experience and the outcome of their query.

It is noted, however, that there was a small increase in the proportion of respondents “dissatisfied” with the customer service experience (20.2% up from 17.8%), and a notable increase in the proportion of respondents “dissatisfied” with the outcome (26.8% up from 19.8%).

Metropolis Research also notes a substantial increase since 2020, in the proportion of respondents “dissatisfied” with the customer service experience, up from 12.5% to 20.2%.

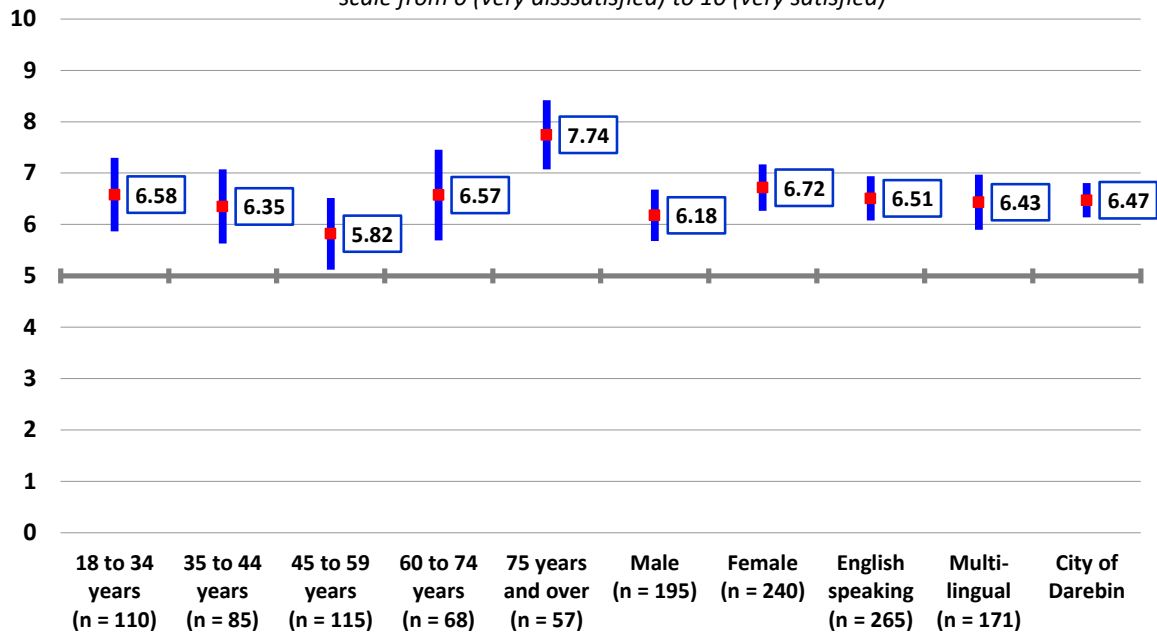


There was notable and measurable variation in satisfaction with the outcome observed by respondent profile, as follows:

- **Middle-aged adults (aged 45 to 59 years)** – respondents were notably, but not measurably less satisfied than average and at a “poor” level of satisfaction.
- **Senior citizens (aged 75 years and over)** – respondents were measurably more satisfied than average and at a “very good” level of satisfaction.
- **Gender** – female respondents were marginally, but not measurably more satisfied than male respondents.



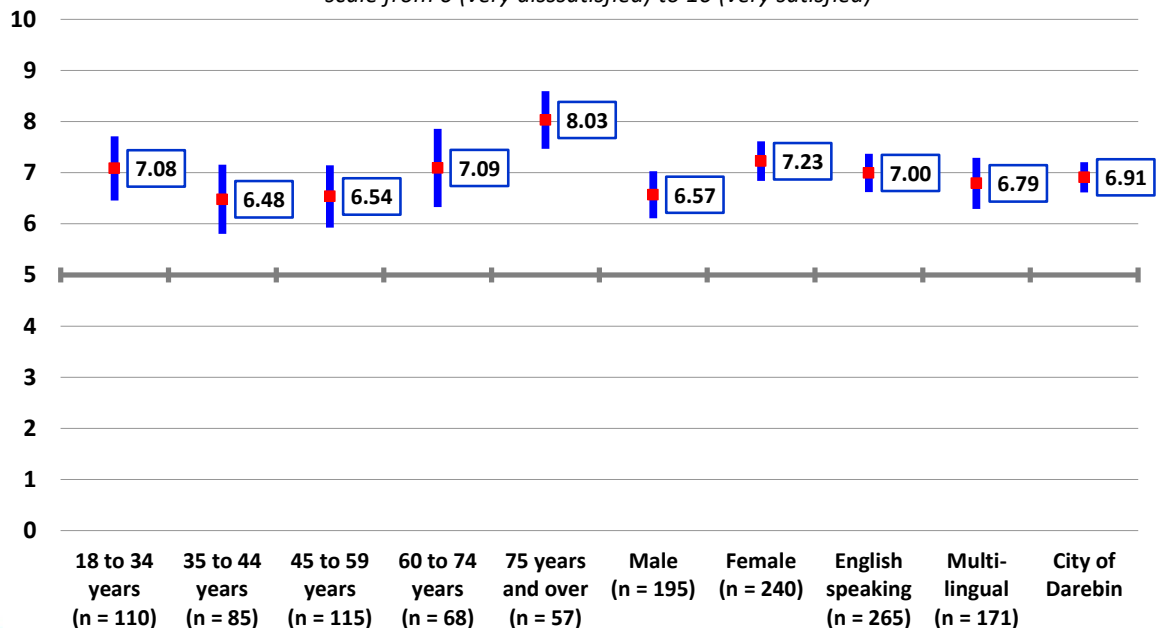
Satisfaction with the "final outcome" by respondent profile
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was notable and measurable variation in satisfaction with the outcome observed by respondent profile, as follows:

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

Overall satisfaction with customer service experience by respondent profile
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table outlines the reasons why respondents were not satisfied with aspects of service when they last contacted Council. A total of 113 comments were received, with the most common concern being relating to the perception that the issue was not resolved, as well as concerns about how long it took to resolve issues.

Reasons for dissatisfaction with aspects of service when you last contacted Darebin Council

Darebin City Council - 2022 Annual Community Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Unresolved Issues</i>	
Issue wasn't resolved	20
Didn't get any response	7
No follow-up	5
Council is reluctant to address the issues	2
Didn't do anything about the request	2
No outcome at all / nothing done	2
Still ongoing problem	2
Didn't really have an answer	1
Had to call few times and the issue is still not resolved	1
Had to contact multiple times about different issues and some of them were not resolved properly	1
I'm still waiting on the outcome	1
It didn't go anywhere	1
It hasn't been resolved completely, not Darebin Council's fault. Ongoing dispute	1
Lack of concern	1
Lack of provision of information	1
Nobody could tell what was going on, who to report to	1
The issue wasn't resolved for 6 to 8 months	1
The requirements kept changing and kept getting different information from different people. I didn't get a clear answer to my query	1
They did not make any improvements	1
They didn't respond back plus the Council undertook incomplete action	1
Wasn't very helpful	1
When contacted, they didn't take any action. Instead, suggested to take care of it on my own	1
Total	55
<i>Slow response / process</i>	
Took too long / slow	7
Waiting time too long	3
Done everything correctly but put through the ringer	1
Got bounced department to department. Never actually resolved it. We had to resolve it ourselves	1
Issue was not solved on time	1
It takes them a long time to respond	1

Kept on extending the time frame - took 4 years	1
Long process	1
No timeframe at all	1
Slow to respond, didn't contact the stakeholders	1
Still waiting for response even after communicating with the Council through mail or email	1
They put me on hold, they didn't know what to do. They were driving me in the loop	1
Too many hurdles to jumps	1
Total	21

Communication and consultation

Poor communication from the Council	2
A lot of scheduled changes but didn't receive notifications	1
Stop using snail mail	1
Superficially address concerns and scant	1
The customer service is terrible	1
Total	6

General negative comments

Badly handled	1
Council don't do enough anymore	1
Council lives in mushroom cloud of delusion	1
I'm just not really satisfied	1
Terrible experience, wouldn't give permit or talk to us	1
Total	5

Governance

Council is bureaucratic	1
Council is biased	1
Opposed to Darebin Council, how they run the Council, they have leftist policies	1
They don't care about the community issues and requests	1
Poor management from the Council	1
Total	5

Brushed off / dismissive / rude

They sounded really rude	2
Brushed off	1
They disregarded my opinion	1
Total	4

Parking

Asked them to send parking officers, never seen one since before COVID	1
I ask for parking and they did not reply	1
Not my experience but my partner's experience. Trouble with applying with parking permits	1
They failed to implement the policy (Vehicle crossing policy)	1

Waste management

Been requesting bin for a year, haven't got it	1
Could only get two hard rubbish pick ups	1
Have not been contacted to the particular issue about the rubbish and trash near my house	1
I ask for rubbish removals, and they did not reply	1
Total	4

Drains

No attempt to understand or resolve stormwater drain flooding issue	1
The drains were not cleaned as per requested	1
There is drainage issue and it has not been solved for years at Laha Crescent and Ambon Street	1
Total	3

Footpaths

Footpath being damaged by roots, Council won't take action	1
They didn't fix the footpath	1
We lived in 15 years for and the Council took 10 years to fix a little patch on the footpath up to 2 metres only hence the footpath should be made accessible to all and fix the garden pitch	1
Total	3

Street trees

Can't go past the corner because shrubs go out on traffic lights	1
Christmas tree pick up is a serious issue	1
Took two and a half years to get one tree planted	1
Total	3

Animal management

Tried to remove self from registry because was getting notices about pet many years after its death but wasn't resolved	1
Trying to fine me for cat I don't have	1
Total	2

Council Services

I wasn't satisfied with Council's service	1
The service was not good	1
Total	2



Rates / financial management

Increasing rates still persist	1
Inquired about rates jumping up suddenly	1
Total	2

Graffiti

Have asked for graffiti cleaning, no action taken	1
Total	1

Noise

Band playing in backyard all the time	1
Total	1

Planning and development

Still unresolved, planning permit to build a residence	1
Total	1

Positive comments

Service is good	1
Total	1

Road management

Contacted about road surface on own street making vehicles, only got dismissive response	1
Total	1

Shops

The Council did not fix the concrete in front of the shop which resulted into an injury	1
Total	1

Street cleaning and maintenance

Have asked for laneway to be cleaned, no action taken	1
Total	1



Other

A company (enterprise) made my son redundant and discuss it with the Council. The Council said they will do something about it but did not come back to me	1
Centre wasn't open	1
I wrote a three page letter	1
People don't know what they are doing	1
Power line is pulling onto the cables	1
The next door cracked my concrete	1
Went in and there was no one there	1
Total	7
Total	133

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 2022, asked to rate their perception of safety in the public areas of the City of Darebin during the day and at night.

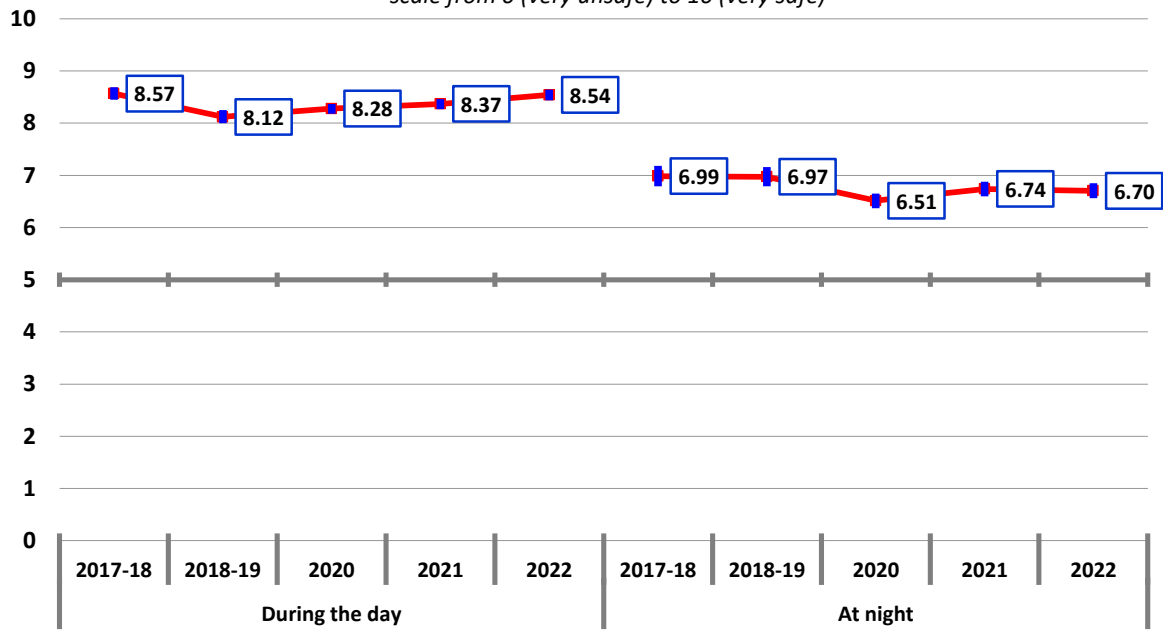
The perception of safety in the public areas of the City of Darebin continued to increase in 2022, up two percent to 8.54, the third consecutive increase from the most recent low point of 8.12 back in 2018-19 (pre-COVID-19).

Metropolis Research notes that this is an extremely high perception of safety score, with just 1.7% of respondents providing a safety score reporting that they felt “unsafe” (i.e., rated safety at less than five), and 95.7% reporting that they felt “safe”.

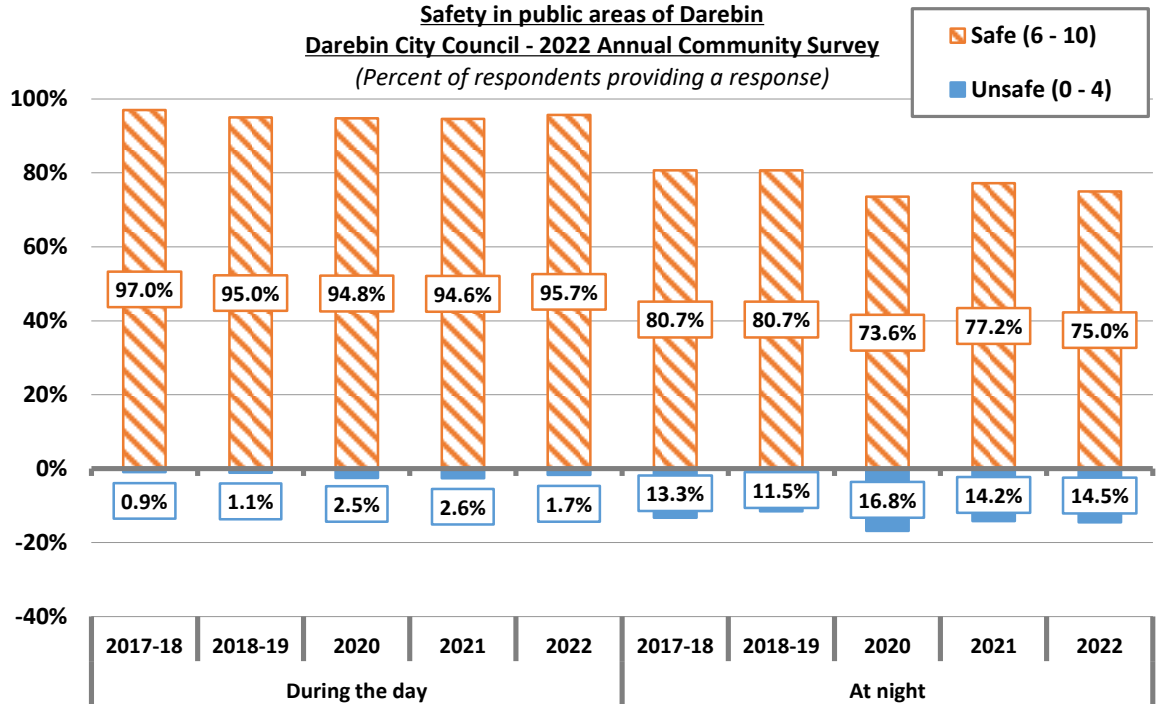
The perception of safety in the public areas of the City of Darebin at night remained essentially stable this year, down less than one percent to 6.70. Whilst three-quarters (75.0%) of respondents felt “safe” in the public areas of the municipality at night, it is noted that a little less than one-sixth (14.5% up from 14.2%) felt “unsafe.”



Safety in public area of Darebin during the day and at night
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)



Safety in public areas of Darebin
Darebin City Council - 2022 Annual Community Survey
(Percent of respondents providing a response)



Safety in public areas of Darebin
Darebin City Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

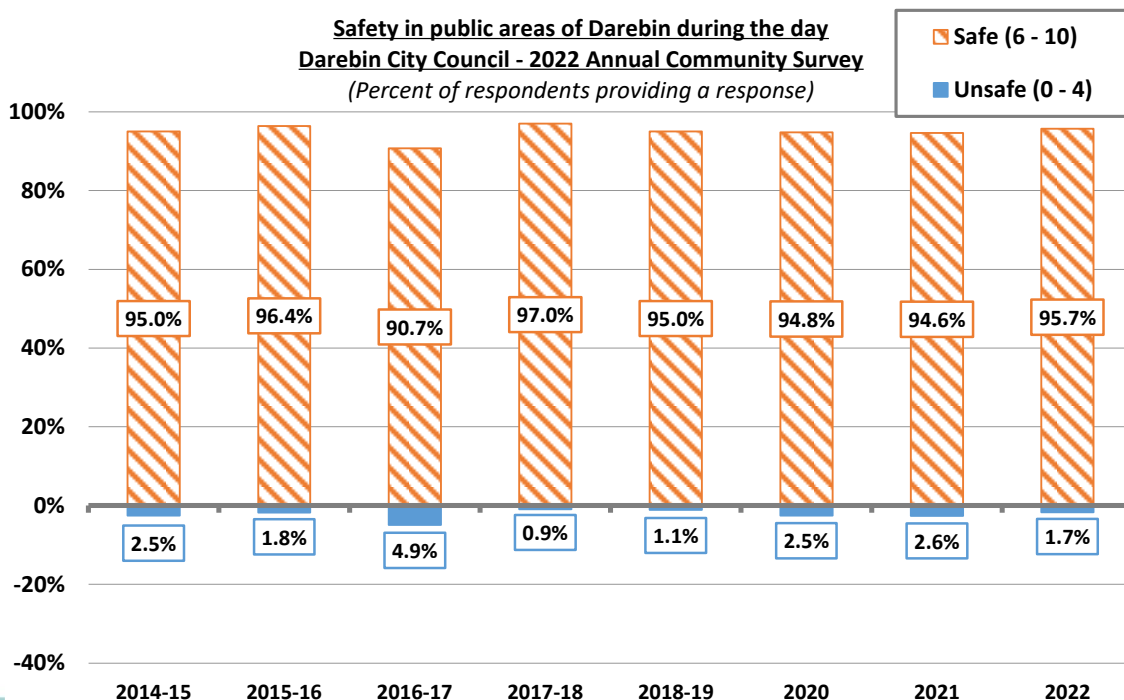
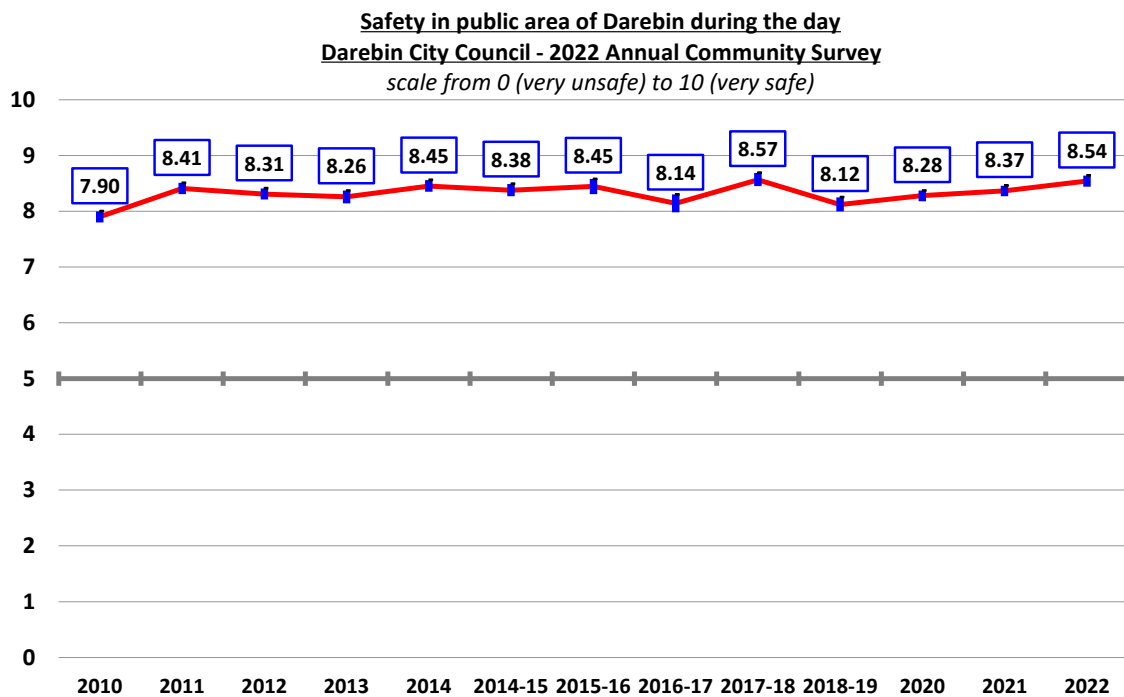
<i>Aspect</i>	<i>Year</i>	<i>Unsafe (0 - 4)</i>	<i>Neutral (5)</i>	<i>Safe (6 - 10)</i>	<i>Can't say</i>
During the day	2014-15	2.5%	2.4%	95.0%	11
	2015-16	1.8%	1.8%	96.4%	8
	2016-17	4.9%	4.4%	90.7%	11
	2017-18	0.9%	2.2%	97.0%	5
	2018-19	1.1%	3.9%	95.0%	507
	2020	2.5%	2.7%	94.8%	38
	2021	2.6%	2.8%	94.6%	17
	2022	1.7%	2.6%	95.7%	110
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
	2022	14.5%	10.5%	75.0%	153



Perception of safety during the day

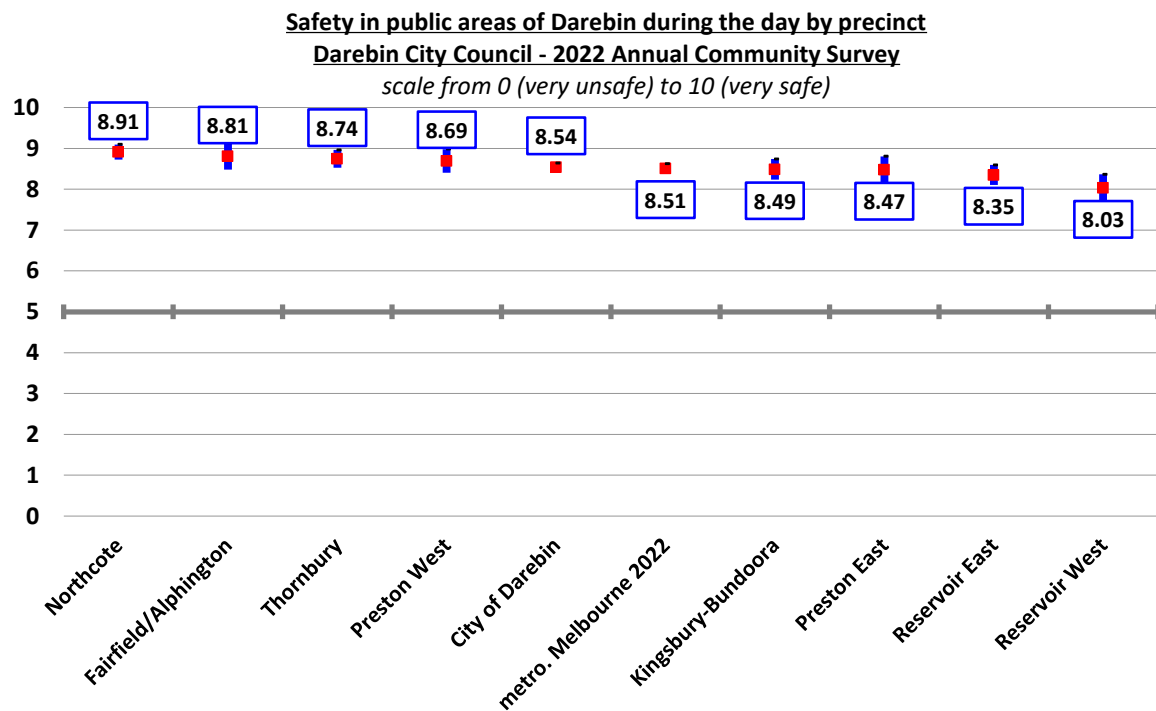
The perception of safety in the public areas of the City of Darebin increased two percent this year to 8.54, which is the second highest perception of safety during the day score recorded for the City of Darebin since 2010. This result was marginally above the long-term average perception of safety during the day of 8.32.

By way of comparison, this result was almost identical to the metropolitan Melbourne average perception of safety in the public areas of the municipality during the day of 8.51, as recorded in the 2022 *Governing Melbourne* research.

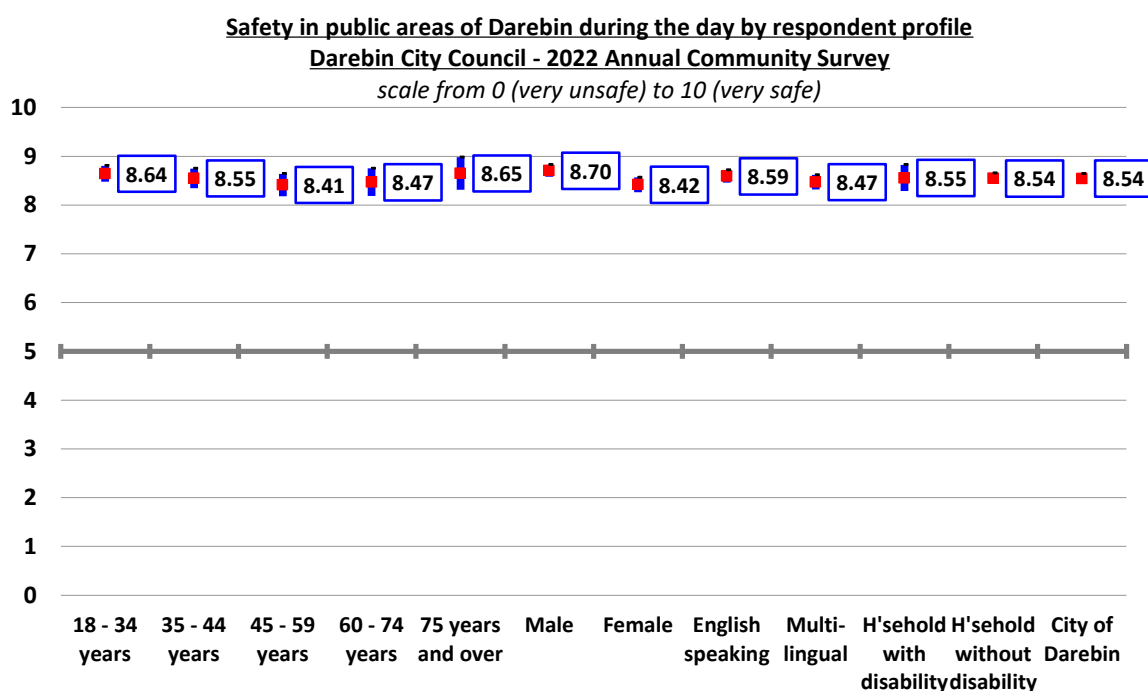


Whilst respondents from all eight precincts reported an average perception of safety score of eight or more out of 10, there was measurable variation observed, as follows:

- **Northcote** – respondents felt measurably safer than the municipal average.
- **Reservoir West** – respondents felt measurably less safe than the municipal average, although very safe, nonetheless.



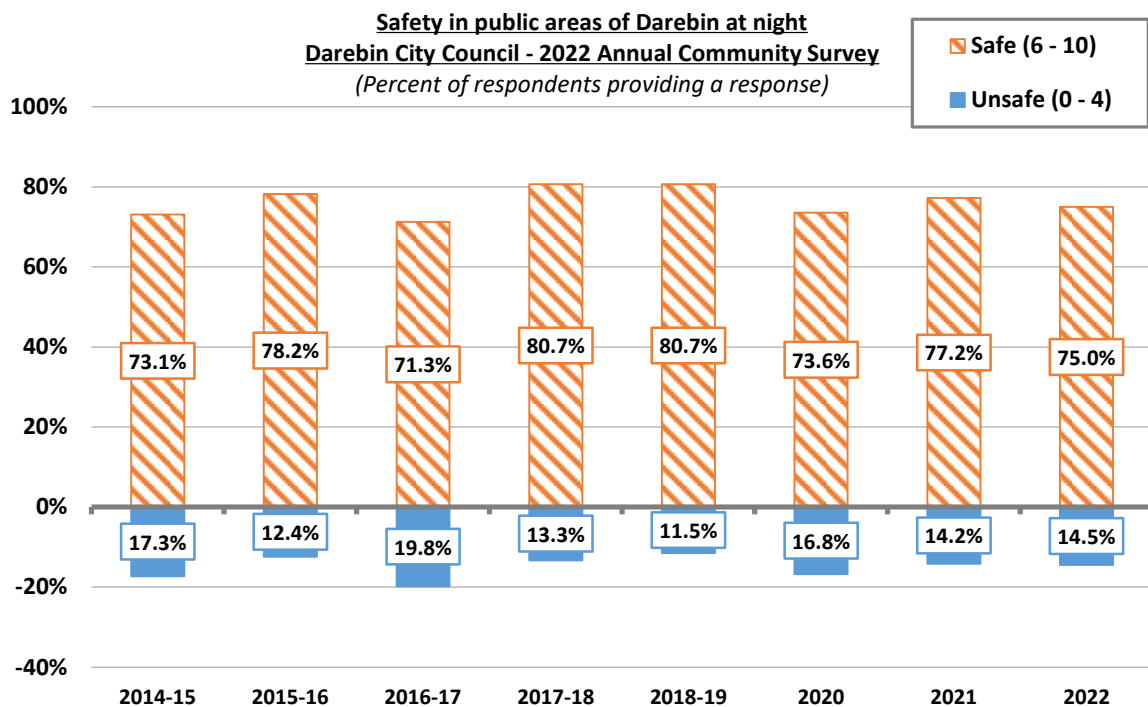
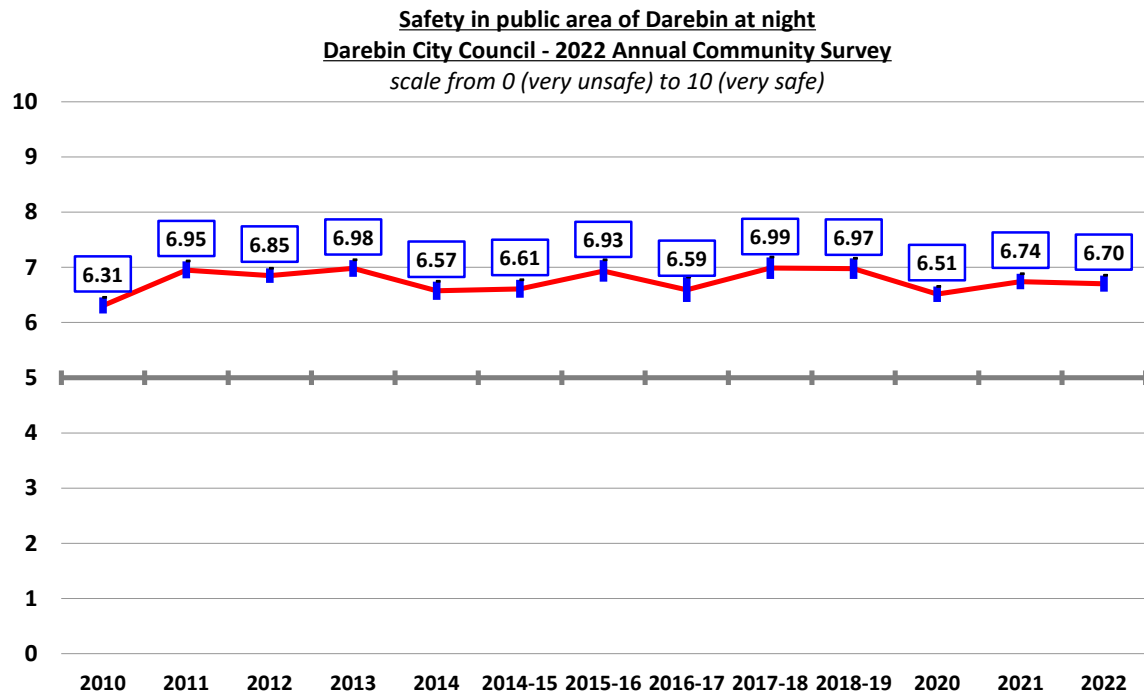
There was no meaningful variation observed by age structure, language, or household disability status, although it is noted that male respondents felt measurably (3.3%) safer in the public areas of the City of Darebin during the day than female respondents.



Perception of safety at night

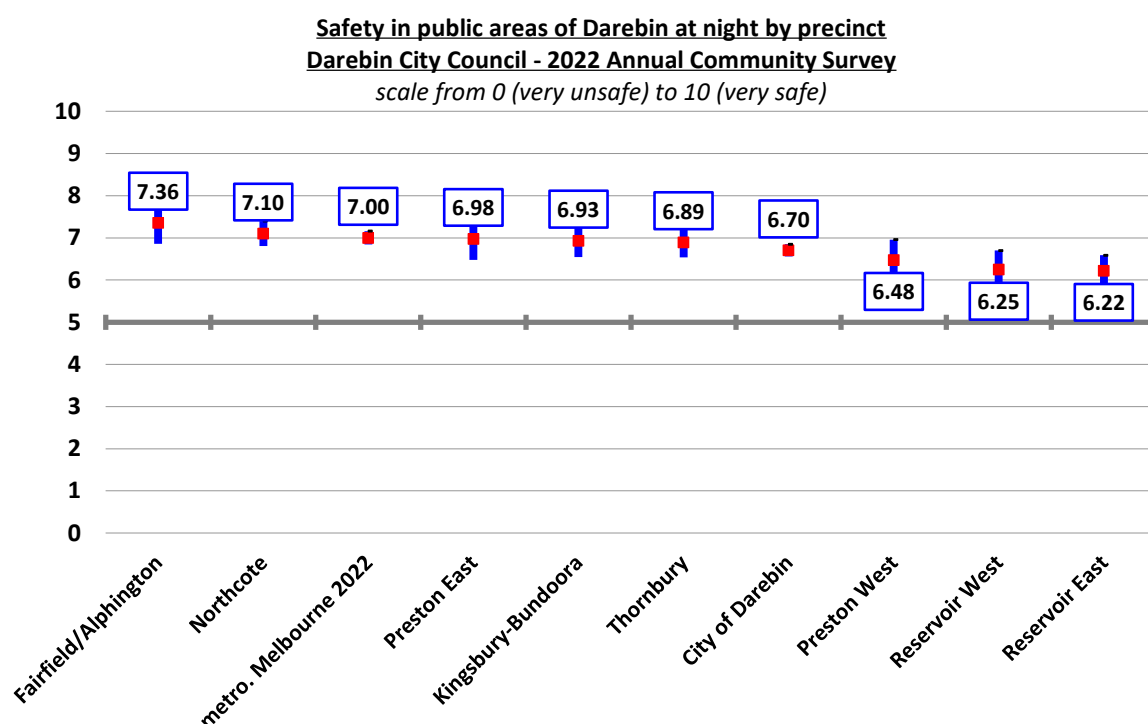
The perception of safety in the public areas of the City of Darebin at night remained essentially stable this year, down less than one percent to 6.70. This result was very marginally below the long-term average perception of safety since 2010 of 6.75.

By way of comparison, this result was somewhat, but not measurably lower than the metropolitan Melbourne average perception of safety in the public areas of the municipality at night of 7.00, as recorded in the 2022 *Governing Melbourne* research.



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

- **Fairfield-Alphington and Northcote** – respondents felt measurably safer in the public areas of the City of Darebin at night than the municipal average.
- **Reservoir West** – respondents felt somewhat, but not measurably less safe at night than the municipal average.
- **Reservoir East** – respondents felt measurably less safe at night than the municipal average.



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

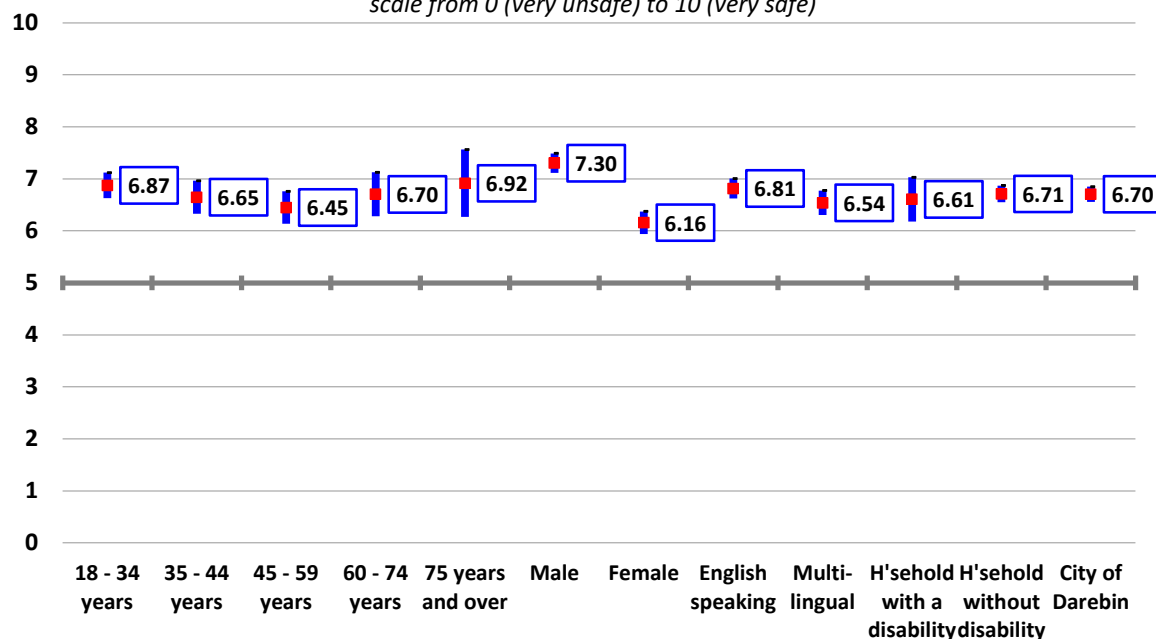
- **Age structure** – there was no statistically significant variation in the perception of safety in the public areas of the City of Darebin at night observed by the respondents' age structure.
- **Gender** – male respondents felt measurably and significantly (18.5%) safer at night than female respondents.
- **Language spoken at home** – respondents from English speaking households felt somewhat, but not measurably safer at night than respondents from multilingual households.
- **Household disability status** – there was no meaningful variation in this result observed based on the household disability status.



Safety in public areas of Darebin at night by respondent profile

Darebin City Council - 2022 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

There was a total of 60 comments received from respondents who did not feel safe in the public areas of the City of Darebin either during the day or at night. These comments have been categorised in the following table, with the verbatim comments in the main tables.

Consistent with previous years, concerns around lighting at night, as well as concerns around various types of people in the area, as well as the impact of drugs and alcohol are the most common reasons why respondents felt unsafe in the City of Darebin.

Reasons for feeling unsafe in the public areas of the City of Darebin

Darebin City Council - 2022 Annual Community Satisfaction Survey

(Number and percent of total responses)

Comment	2022		2021	2020
	Number	Percent		
Perception of safety at night	21	35.0%	34.7%	23.5%
Issues with people - gangs, youths, "louts" etc	11	18.3%	13.3%	24.7%
Drugs and alcohol	6	10.0%	14.3%	10.6%
Being female	5	8.3%	5.1%	7.1%
Image / feel of place and news reports	5	8.3%	0.0%	2.4%
Incidents / experiences	5	8.3%	11.2%	4.7%
General perception of safety	4	6.7%	3.1%	7.1%
Crime and policing	2	3.3%	17.3%	18.8%
Other	1	1.7%	1.0%	1.2%
Total	60	100%	98	85

Reasons for feeling unsafe in the public areas of the City of Darebin

Darebin City Council - 2022 Annual Community Survey

(Number of total responses)

<i>Reason</i>	<i>Number</i>
<i>Lack of lighting</i>	
Lack of street lighting	5
Lighting and management at parks	3
Lighting not bright / good enough	3
Shelter and lighting of streets and parks nearby (Miranda Rd)	2
Street lights needs to be improved	2
No lighting in car parks	1
The lighting in street at night is not good at railway PI	1
Walk home from Westgarth station to around Cunningham St needs more lighting	1
Total	18
<i>Issues with people - gangs, youths, "louts" etc</i>	
Homeless people / people loitering	3
There are some areas that have dangerous people and make me feel unsafe	2
Too many sketchy characters around public transport and supermarkets	2
Bottle shops in area are attracting riff raff	1
There are less people around	1
Too many youngsters gather around Edwards Lake Park	1
Too many homeless and drunk people around public areas	1
Total	11
<i>Drugs and alcohol</i>	
Lot of drunk people around the area	3
Drug problem	1
Drug trafficking	1
There was an open drug dealing done in front of our eyes	1
Total	6
<i>Being female</i>	
Not safe for women	2
As a woman I don't like to walk around at night	1
Feel like it is unsafe for female party due to drug addicts	1
Violence against women	1
Total	5

<i>Image / feel of place and news reports</i>	
Don't feel safe due to news reports	1
Feels less safe because of social issues	1
I've been living in Darebin for 40 years now. Shopping strips used to be better maintained and well-lit compared to now. Now it is grungy	1
Security around train stations is poor	1
Someone got murdered and a 16 year old kid got stabbed	1
Total	5

<i>Incidents / experiences</i>	
Had a car stolen	1
Have a bad experience before, scared by some guys on the street	1
I have an issue with a resident who stalks me. The Council know about this, but needs to do more	1
Personal issue	1
There was an incident on Victoria Rd with an old lady with ill-health scaring people	1
Total	5

<i>General perception of safety</i>	
Darebin needs to be doing something in High St	1
It feels very unsafe	1
No safety precautions like lighting and CCTV camera	1
Public safety is not good	1
Total	4

<i>Perception of safety at night</i>	
Not a good time to walk around night time	2
To many angry people walk around at night time	1
Total	3

<i>Crime and policing</i>	
Robbery	1
There are a lot of isolated areas which need to be activated or require more patrolling	1
Total	2

<i>Other</i>	
Footpaths are rotten	1
Total	1
Total	60

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?”

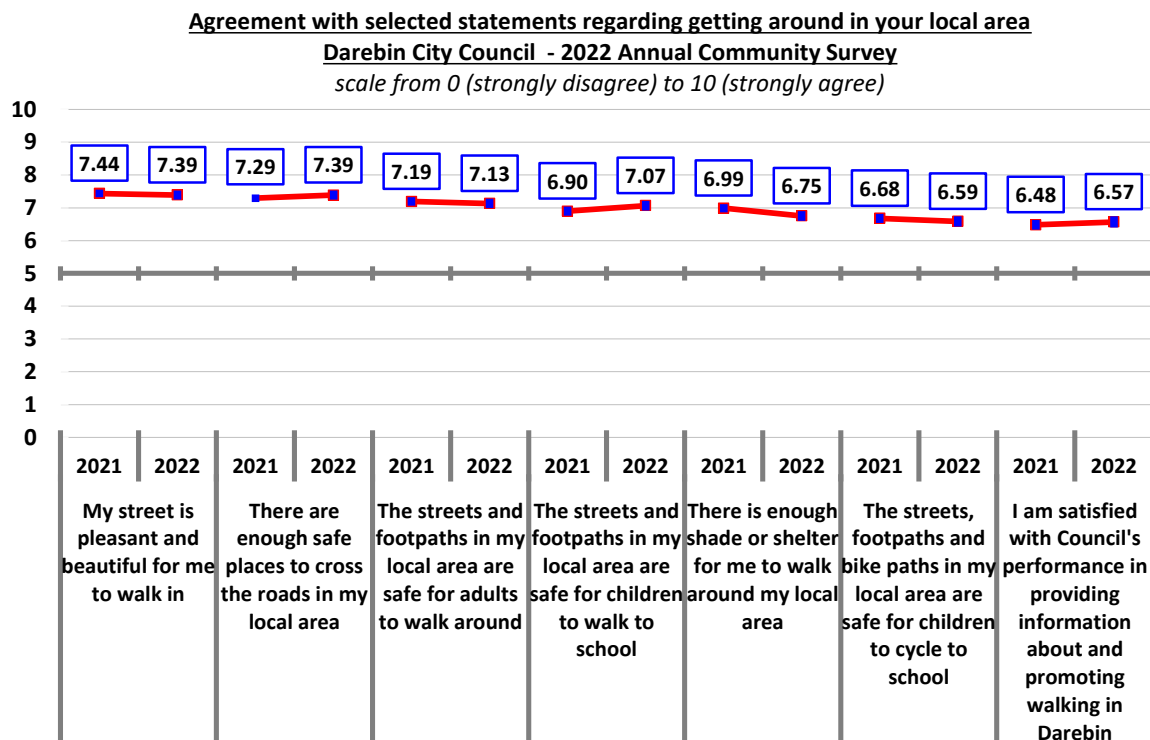
This set of questions focused on getting around in the local area were included in the survey program for the first-time last year.

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” and “there are enough safe places to cross the roads in my local area” were measurably higher than agreement with all but one of the other six statements.

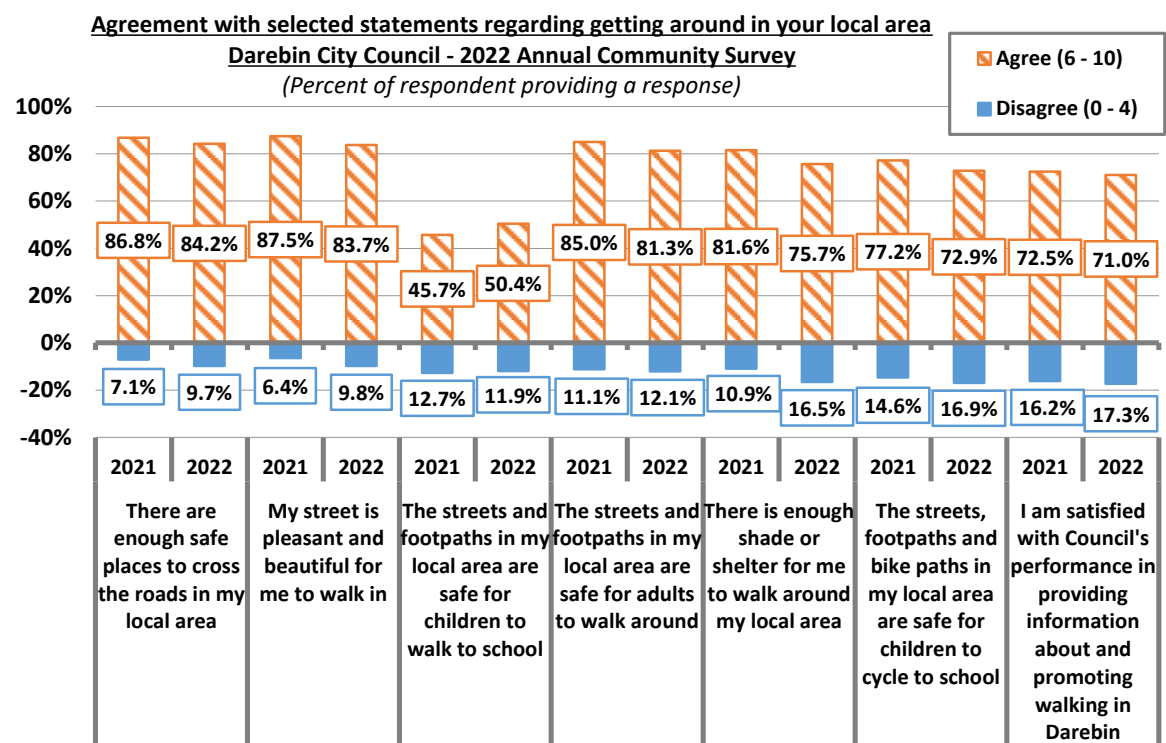
It is also noted that agreement that “I am satisfied with Council’s performance in providing information about and promoting walking in Darebin” was measurably lower than agreement with four of the five other statements.



Apart from the statement “the streets and footpaths in my local area are safe for children to walk to school”, approximately three-quarters or more of respondents “agreed” with the remaining six statements. There was only minor variation in these results between 2021 and 2022.

It is noted that approximately one-sixth of the respondents providing a response “disagreed” that “there is enough shade or shelter for me to walk around my local area”, “the streets, footpaths, and bike paths in my local area are safe for children to cycle to school”, and “I am satisfied with Council’s performance in providing information about and promoting walking in Darebin”.

Attention is specifically drawn to the notable increase in the proportion of respondents providing a response who “disagreed” that “there is enough shade or shelter for me to walk around in my local area”, which increased from 10.9% in 2021 to 16.5% this year.



Agreement with selected statements regarding getting around in your local area

Darebin City Council - 2022 Annual Community Survey

(Number and percent of respondents providing a response)

<i>Response</i>	<i>Year</i>	<i>Disagree (0 - 4)</i>	<i>Neutral (5)</i>	<i>Agree (6 - 10)</i>	<i>Can't say</i>
There are enough safe places to cross the roads in my local area	2021	7.1%	6.1%	86.8%	68
	2022	9.7%	6.1%	84.2%	114
My street is pleasant and beautiful for me to walk in	2021	6.4%	6.1%	87.5%	63
	2022	9.8%	6.4%	83.7%	105
The streets and footpaths in my local area are safe for children to walk to school	2021	12.7%	41.6%	45.7%	126
	2022	11.9%	37.7%	50.4%	155
The streets and footpaths in my local area are safe for adults to walk around	2021	11.1%	3.9%	85.0%	66
	2022	12.1%	6.6%	81.3%	106
There is enough shade or shelter for me to walk around my local area	2021	10.9%	7.4%	81.6%	86
	2022	16.5%	7.8%	75.7%	124
The streets, footpaths and bike paths in my local area are safe for children to cycle to school	2021	14.6%	8.2%	77.2%	158
	2022	16.9%	10.2%	72.9%	198
I am satisfied with Council's performance in providing information about and promoting walking in Darebin	2021	16.2%	11.3%	72.5%	171
	2022	17.3%	11.7%	71.0%	252

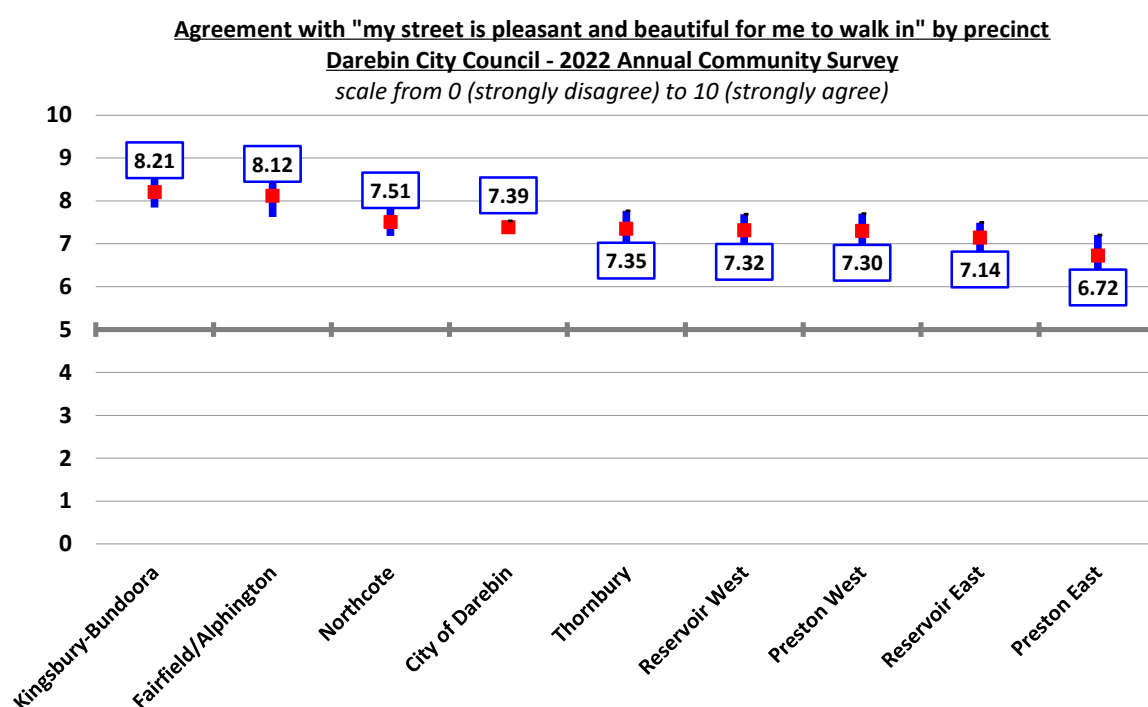


My street is pleasant and beautiful for me to walk in

The average agreement that “my street is pleasant and beautiful for me to walk in” remained essentially stable this year, down less than one percent to 7.39.

There was measurable variation in this result observed across the municipality, as follows:

- ***Kingsbury-Bundoora and Fairfield-Alphington*** - respondents were measurably more in agreement than the municipal average
- ***Preston East*** – respondents were measurably less in agreement than average.

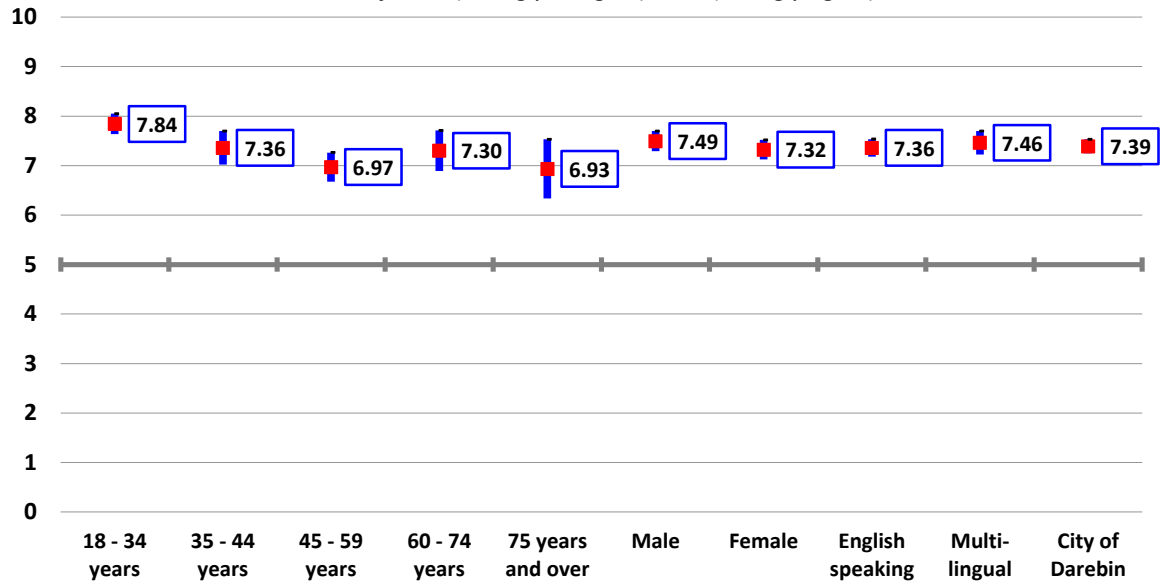


There was some notable and measurable variation in average agreement with this statement observed by respondent profile, as follows:

- ***Young adults (aged 18 to 34 years)*** – respondents were measurably more in agreement than the municipal average.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were measurably less in agreement than the municipal average.
- ***Gender*** – male respondents were marginally, but not measurably more in agreement than female respondents.
- ***Language spoken at home*** – there was no meaningful variation in agreement between respondents from English speaking and multilingual households.

Agreement with "my street is pleasant and beautiful for me to walk in" by respondent profile

Darebin City Council - 2022 Annual Community Survey
scale from 0 (strongly disagree) to 10 (strongly agree)

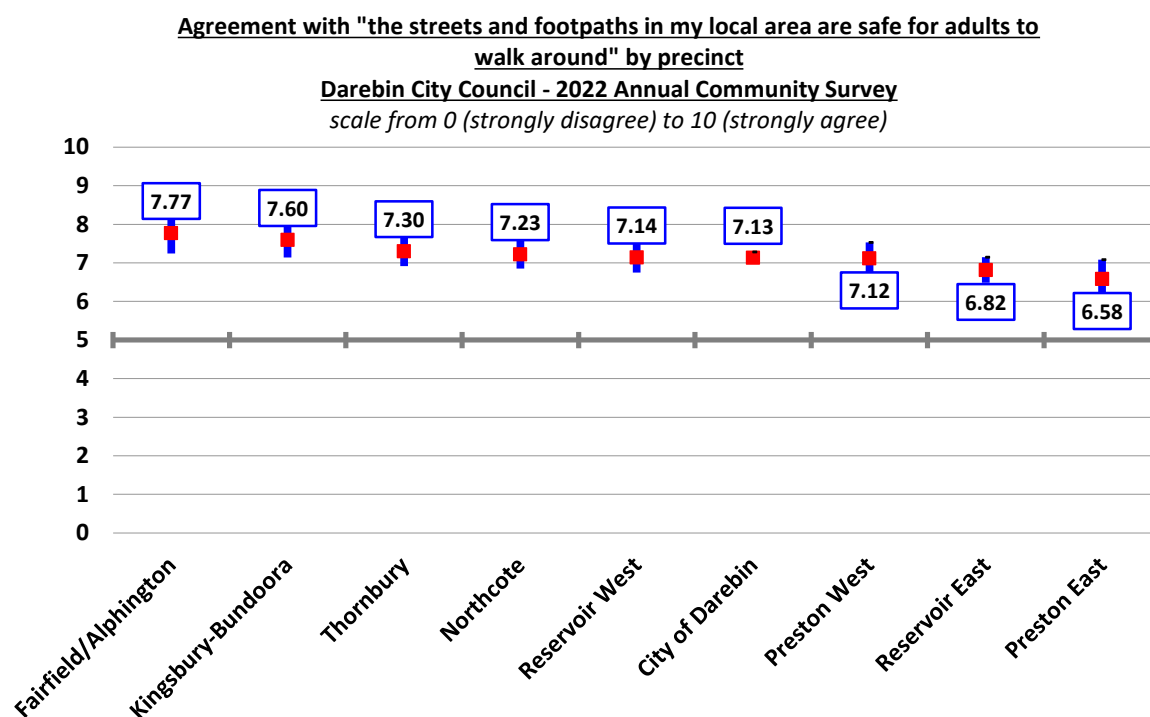


The streets and footpaths in my local area are safe for adults to walk around

The average agreement that “the street and footpaths in my local area are safe for adults to walk around” declined very marginally, but not measurably this year, down by less than one percent to 7.19.

Whilst there was no statistically significant variation in average agreement observed across the municipality, it is noted that:

- **Fairfield-Alphington** – respondents were notably, but not measurably more in agreement than the municipal average.
- **Preston East** – respondents were notably, but not measurably less in agreement than the municipal average.



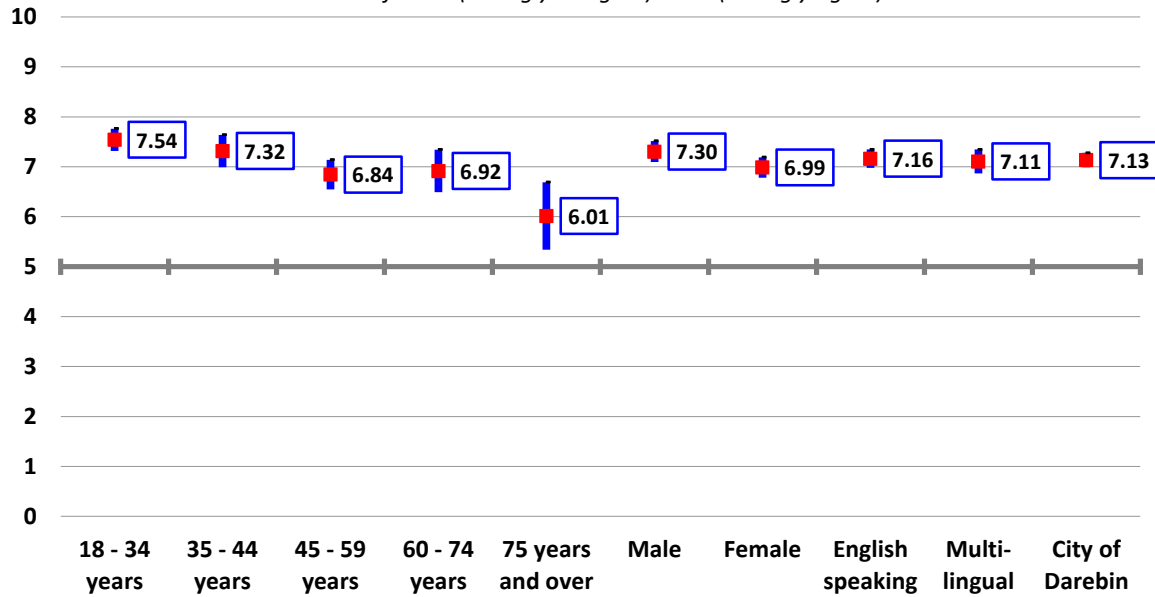
There was some notable and measurable variation in average agreement with this statement observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were measurably more in agreement than the municipal average.
- **Senior citizens (aged 75 years and over)** – respondents were measurably less in agreement than the municipal average.
- **Gender** – male respondents were somewhat, but not measurably more in agreement than female respondents.

- **Language spoken at home** – there was no meaningful variation in agreement between respondents from English speaking and multilingual households.

Agreement with "the streets and footpaths in my local area are safe for adults to walk around" by respondent profile

Darebin City Council - 2022 Annual Community Survey
scale from 0 (strongly disagree) to 10 (strongly agree)

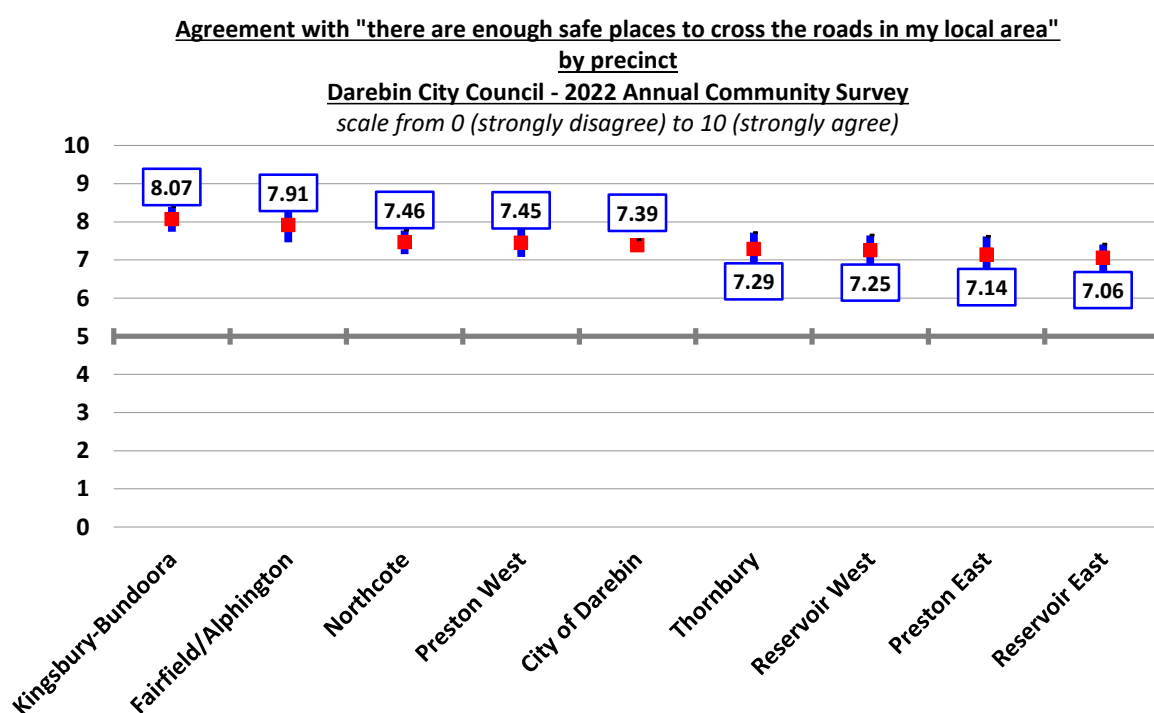


There are enough safe places to cross the roads in my local area

The average agreement that “there are enough safe places to cross the roads in my local area” increased marginally, but not measurably this year, up 1.4% to 7.39.

There was measurable variation in this result observed across the municipality, as follows:

- ***Kingsbury-Bundoora and Fairfield-Alphington*** – respondents were measurably more in agreement than the municipal average.

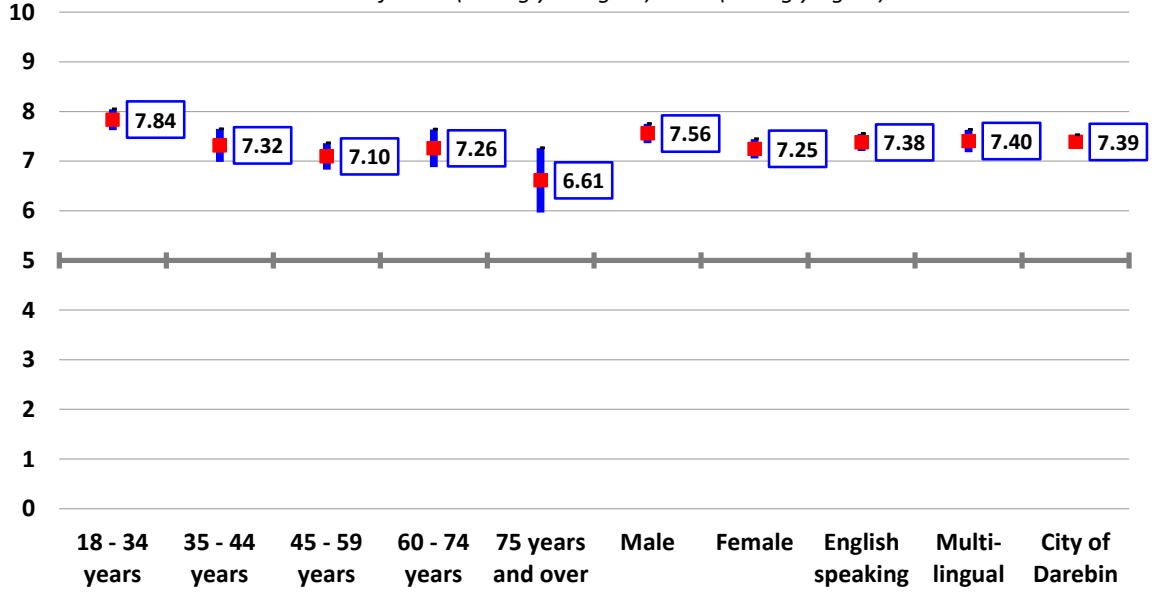


There was some notable and measurable variation in average agreement with this statement observed by respondent profile, as follows:

- ***Young adults (aged 18 to 34 years)*** – respondents were measurably more in agreement than the municipal average.
- ***Senior citizens (aged 75 years and over)*** – respondents were measurably less in agreement than the municipal average.
- ***Gender*** – male respondents were somewhat, but not measurably more in agreement than female respondents.
- ***Language spoken at home*** – there was no meaningful variation in agreement between respondents from English speaking and multilingual households.

**Agreement with "there are enough safe places to cross the roads in my local area"
by respondent profile**

Darebin City Council - 2022 Annual Community Survey
scale from 0 (strongly disagree) to 10 (strongly agree)

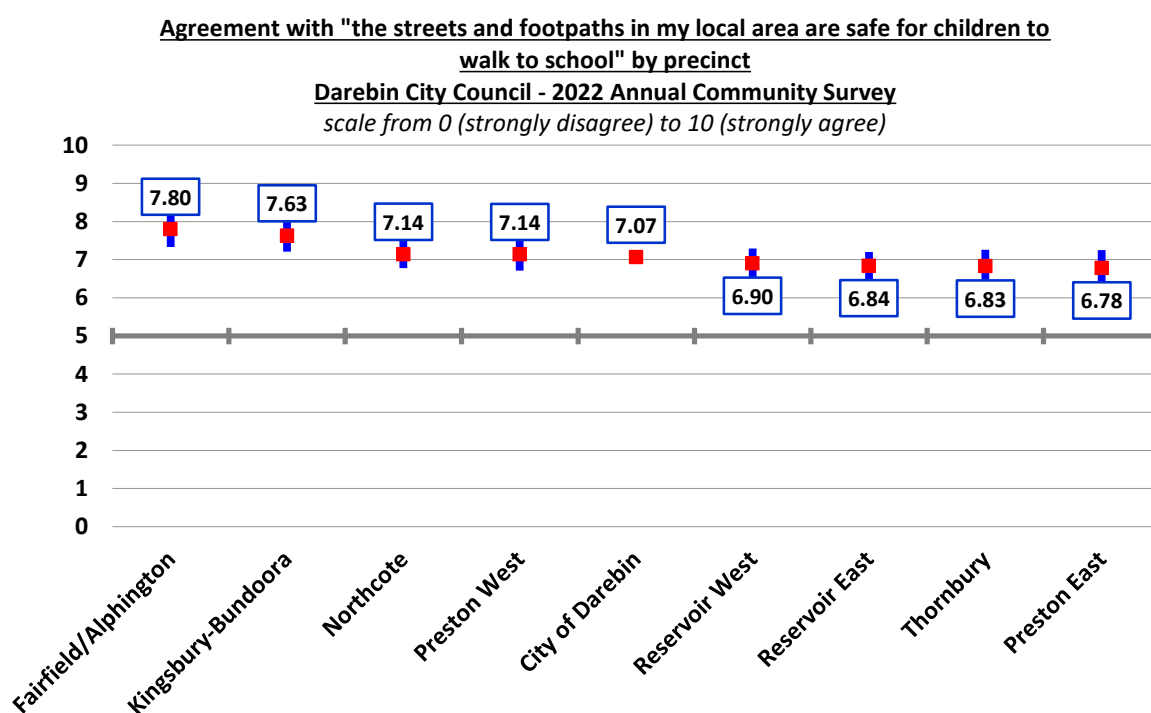


The streets and footpaths in my local area are safe for children to walk to school

The average agreement that “the streets and footpaths in my local area are safe for children to walk to school” increased marginally, but not measurably this year, up 2.5% to 7.07.

There was measurable variation in this result observed across the municipality, as follows:

- ***Kingsbury-Bundoora and Fairfield-Alphington*** – respondents were measurably more in agreement than the municipal average.



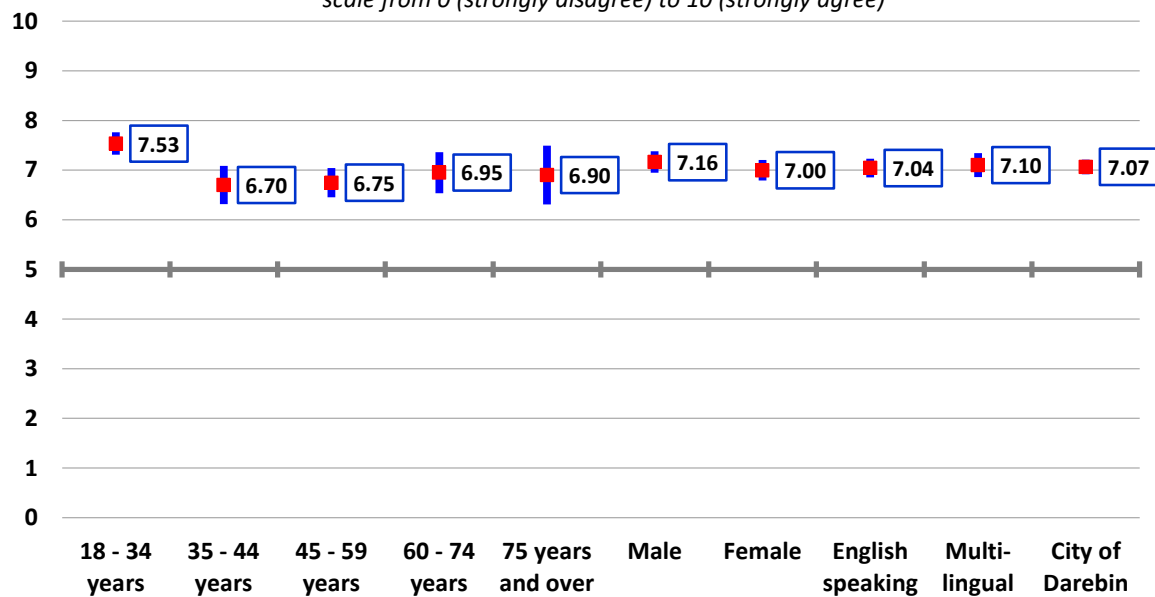
There was some measurable variation in average agreement with this statement observed by respondent profile, as follows:

- ***Young adults (aged 18 to 34 years)*** – respondents were measurably more in agreement than the municipal average.
- ***Gender*** – there was no meaningful variation in this result observed by gender.
- ***Language spoken at home*** – there was no meaningful variation in agreement between respondents from English speaking and multilingual households.

Agreement with "the streets and footpaths in my local area are safe for children to walk to school" by respondent profile

Darebin City Council - 2022 Annual Community Survey

scale from 0 (strongly disagree) to 10 (strongly agree)

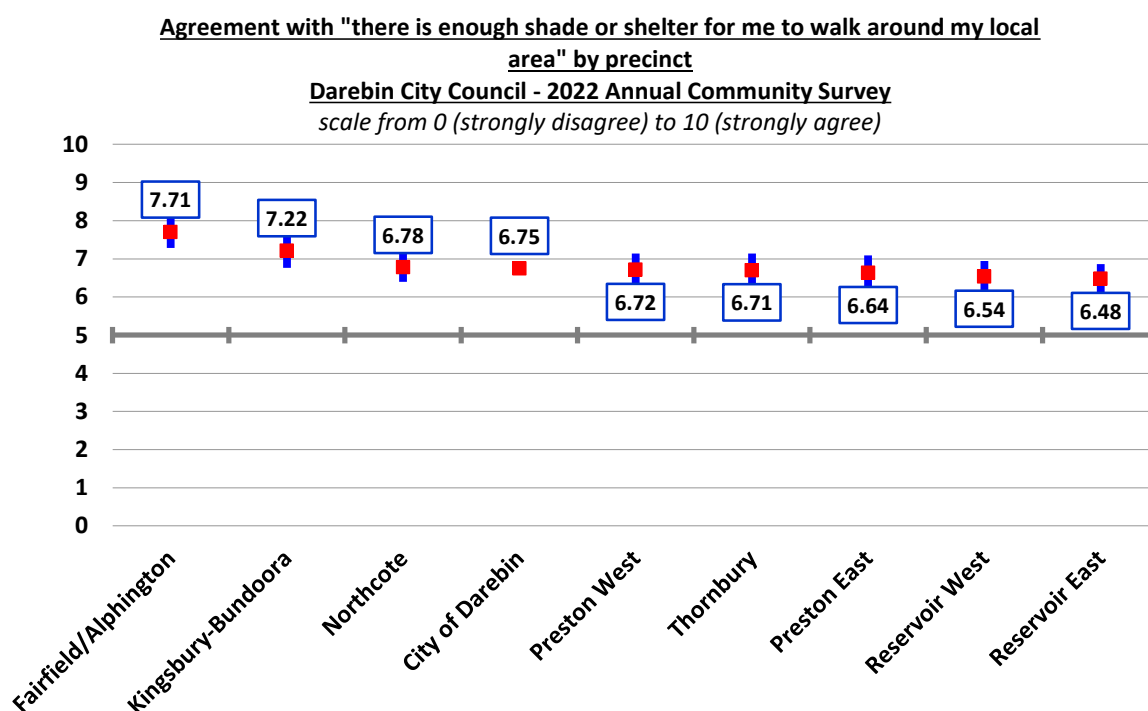


There is enough shade or shelter for me to walk around my local area

The average agreement that “there is enough shade or shelter for me to walk around in my local area” declined somewhat, but not measurably this year, down 3.4% to 6.75.

There was some measurable variation in average agreement observed across the municipality, as follows:

- **Fairfield-Alphington** – respondents were measurably more in agreement than the municipal average.



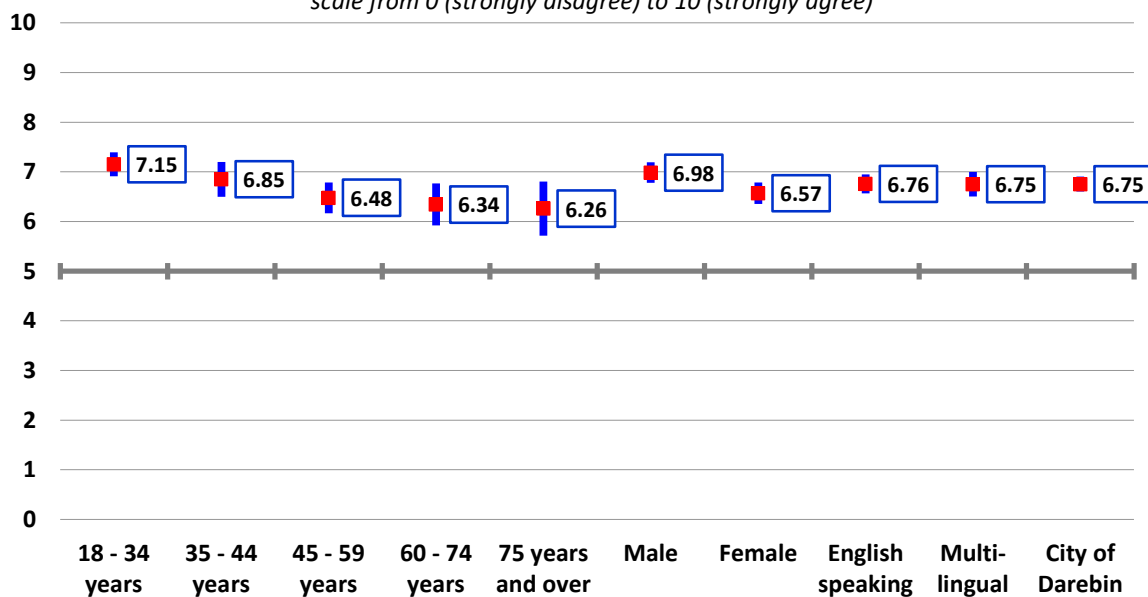
There was some notable and measurable variation in average agreement with this statement observed by respondent profile, as follows:

- **Young adults (aged 18 to 34 years)** – respondents were measurably more in agreement than the municipal average.
- **Older adults and senior citizens (aged 60 years and over)** – respondents were somewhat, but not measurably less in agreement than the municipal average.
- **Gender** – male respondents were measurably more in agreement than female respondents.
- **Language spoken at home** – there was no meaningful variation in agreement between respondents from English speaking and multilingual households.

Agreement with "there is enough shade or shelter for me to walk around my local area" by respondent profile

Darebin City Council - 2022 Annual Community Survey

scale from 0 (strongly disagree) to 10 (strongly agree)

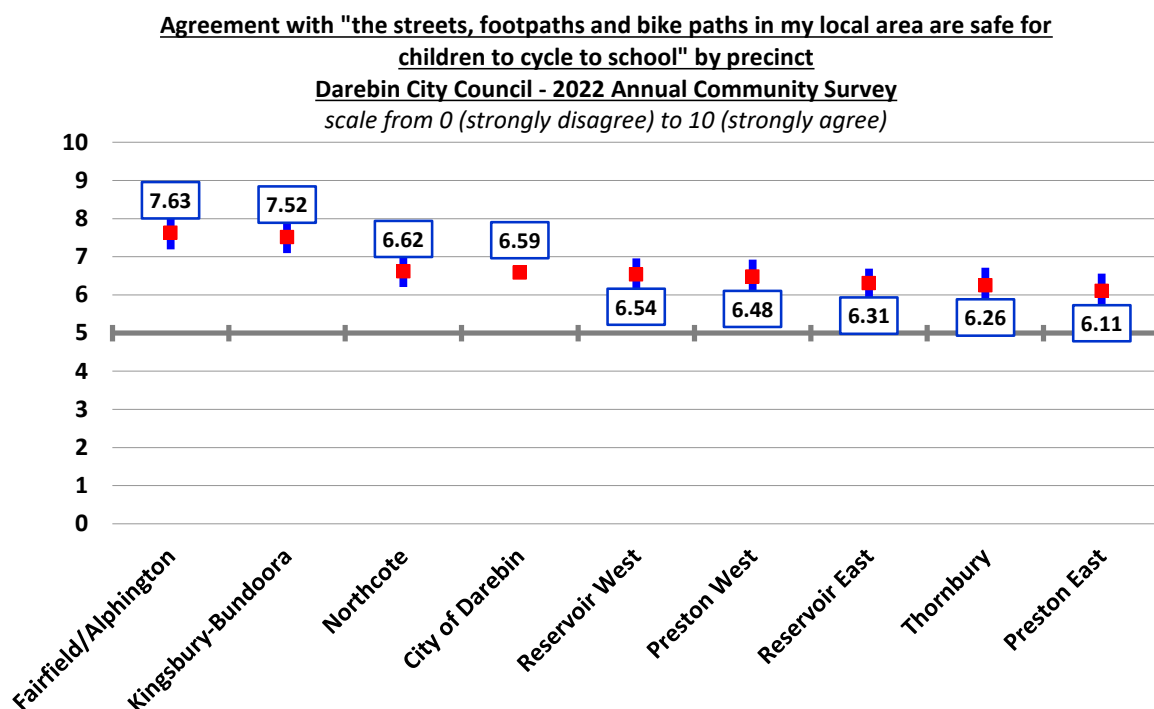


The streets, footpaths and bike paths in my local area are safe for children to cycle to school

The average agreement that “the streets, footpaths, and bike paths in my local area are safe for children to cycle to school” declined very marginally, but not measurably this year, down 1.3% to 6.59.

There was notable and measurable variation in average agreement observed across the municipality, it is noted that:

- **Fairfield-Alphington and Kingsbury-Bundoora** – respondents were measurably more in agreement than the municipal average.
- **Preston East** – respondents were notably, but not measurably less in agreement than the municipal average.



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

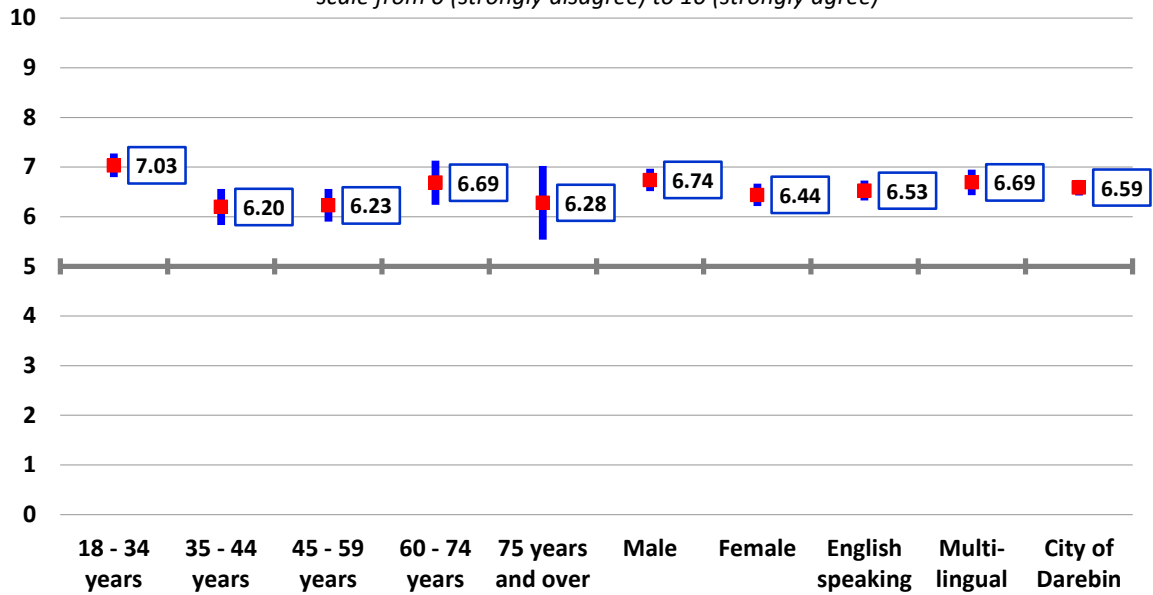
- **Young adults (aged 18 to 34 years)** – respondents were measurably more in agreement than the municipal average.
- **Adults and senior citizens (aged 35 to 59 years) and senior citizens (aged 75 years and over)** – respondents were somewhat, but not measurably less in agreement than the municipal average.
- **Gender** – male respondents were measurably more in agreement than female respondents.

- **Language spoken at home** – there was no meaningful variation in agreement between respondents from English speaking and multilingual households.

Agreement with "the streets, footpaths and bike paths in my local area are safe for children to cycle to school" by respondent profile

Darebin City Council - 2022 Annual Community Survey

scale from 0 (strongly disagree) to 10 (strongly agree)

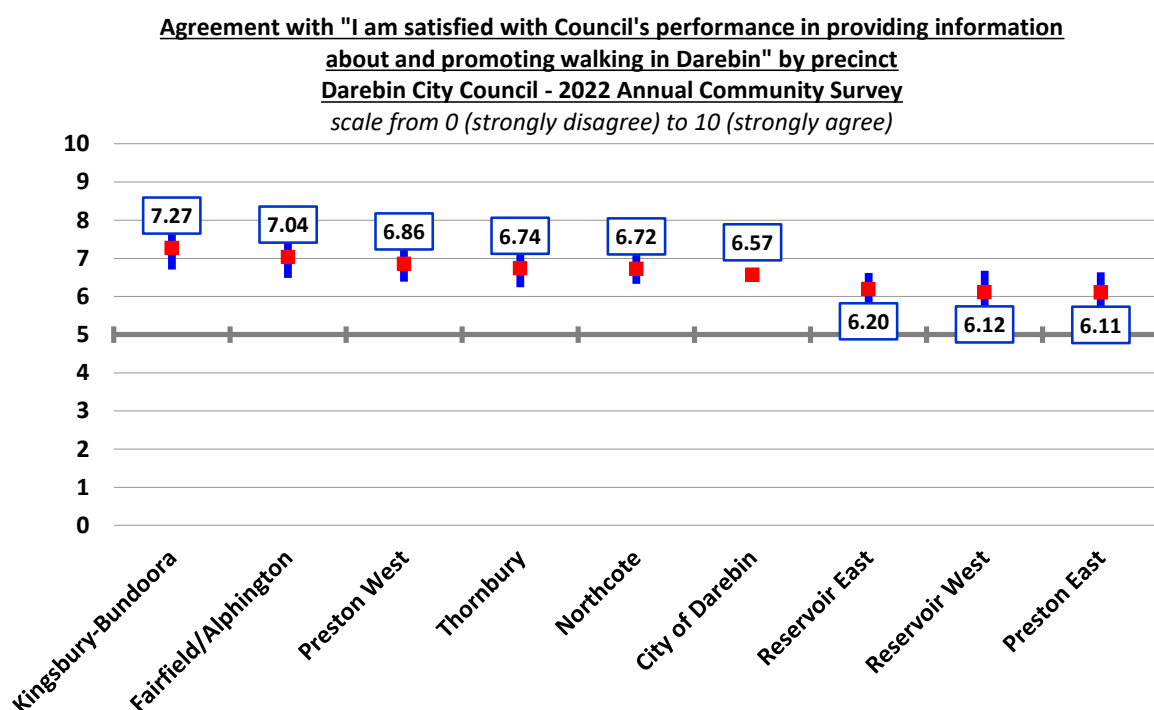


I am satisfied with Council's performance in providing information about and promoting walking in Darebin

The average agreement that "I am satisfied with Council's performance in providing information about and promoting cycling in Darebin" increased marginally, but not measurably this year, up 1.45 to 6.57.

Whilst there was no statistically significant variation in average agreement observed across the municipality, it is noted that:

- ***Kingsbury-Bundoora and Fairfield-Alphington*** – respondents were notably and somewhat (respectively), but not measurably more in agreement than the municipal average.
- ***Reservoir West and Preston East*** – respondents were somewhat, but not measurably less in agreement than the municipal average.

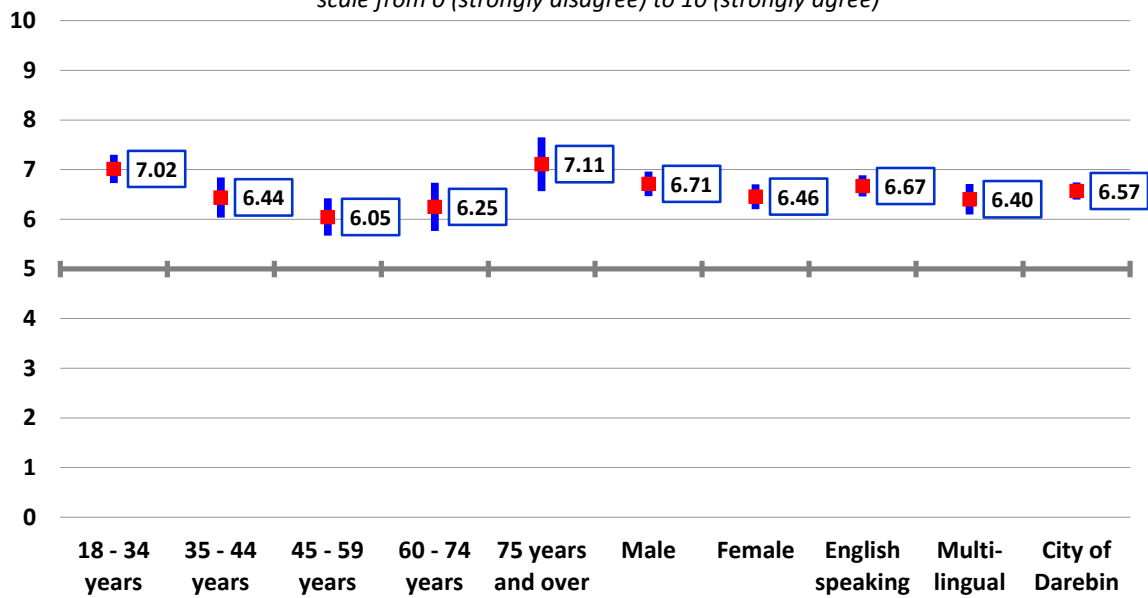


There was some notable and measurable variation in average agreement with this statement observed by respondent profile, as follows:

- ***Young adults (aged 18 to 34 years)*** – respondents were measurably more in agreement than the municipal average.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were measurably less in agreement than the municipal average.
- ***Gender*** – male respondents were measurably more in agreement than female respondents.

- **Language spoken at home** – respondents from English speaking households were marginally, but not measurably more in agreement than respondents from multilingual households.

Agreement with "I am satisfied with Council's performance in providing information about and promoting walking in Darebin" by respondent profile
Darebin City Council - 2022 Annual Community Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



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”.

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.

A little less than two-thirds (64.7% up from 47.2%) of respondents nominated an average of approximately two issues each. This is a significant increase on the approximately half (47.2%) of respondents who had nominated at least one issue in 2021 and returned the response to this question back to the typical rate recorded prior to COVID-19.

Metropolis Research notes that the most nominated issues to address for the City of Darebin this year remain broadly consistent with those from previous years, including building, housing, planning, and development issues, issues with or about parks, gardens, and open spaces, and parking related issues.

It is, however, noted that traffic management remains very low as an issue in the City of Darebin, remaining at levels recorded in 2020 and 2021 through COVID-19.


It is interesting to note that whilst traffic management has increased somewhat across metropolitan Melbourne in 2022 as COVID-19 has eased, but this has not yet occurred in the City of Darebin.

Metropolis Research also draws specific attention this year, to the notable increase in the proportion of respondents nominating Preston Market related issues, up from 0.8% last year to 5.3%.

It is of note that, on average, the 53 respondents who nominated Preston Market related issues, were marginally more satisfied with Council’s overall performance than the municipal average (6.99 compared to 6.79), although they were somewhat less satisfied than respondents who did not nominate any issues to address for the City of Darebin.

This result does suggest that the Preston Market was not exerting a substantially negative influence on the overall satisfaction with Council of respondents who nominated Preston Market as a top three issue to address for the City of Darebin at the moment.





This is discussed in more detail in the [Relationship between issues and satisfaction with overall performance](#) section of this report.

In summary, the following variations of note were observed in the results between 2021 and 2022:

- **Notable increase in 2022** – includes building, housing, planning and development (13.3% up from 9.6%), parking (7.8% up from 3.9%), bicycle and bike tracks (6.0% up from 2.3%), and Preston Market (5.3% up from 0.8%).
- **Notable decrease in 2022** – there were no issues to record a notable decline this year.

When compared to the metropolitan Melbourne results from the 2022 *Governing Melbourne* research, which was conducted independently by Metropolis Research in January 2022, the following variations of note were observed:

- **Notably more prominent in Darebin** – includes building, housing, planning, and development (13.3% compared to 6.4%), bicycle and bike paths (6.0% compared to 2.6%), consultation, communication, and the provision of information (5.1% compared to 1.8%), graffiti / vandalism (3.3% compared to 1.1%), and sports, recreation, and entertainment facilities (2.9% compared to 1.5%).
- **Notably less prominent in Darebin** – includes parks, gardens, and open spaces (6.9% compared to 12.8%), traffic management (5.9% compared to 15.3%), parking (3.9% compared to 7.2%), street trees (4.8% compared to 8.4%), and road maintenance and repairs (4.6% compared to 13.1%).

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 traffic management, bicycles and bike tracks, rubbish and waste, parking, footpaths, parks and gardens, roads, planning and development, cleanliness of the area, and communication related issues.

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, with planning and development, cleanliness issues, and communication related issues the most negatively related to overall satisfaction for the respondents who raise the issues.



Top issues for Council to address at the moment
Darebin City Council - 2022 Annual Community Survey
(Number and percent of total respondents)

Issue	2022		2021	2020	2018 - 2019	2022 Metro.*
	Number	Percent				
Building, housing, planning and development	133	13.3%	9.6%	10.0%	10.5%	6.4%
Parking	78	7.8%	3.9%	7.6%	14.1%	8.0%
Parks, gardens, open spaces	69	6.9%	5.9%	4.5%	5.7%	12.8%
Bicycles and bike tracks	60	6.0%	2.3%	3.5%	2.5%	2.6%
Traffic management	59	5.9%	5.8%	8.2%	22.5%	15.3%
Preston market	53	5.3%	0.8%	2.7%	1.1%	n.a.
Consultation, commun. and prov. of information	51	5.1%	3.5%	4.6%	2.4%	1.8%
Footpath maintenance and repairs	50	5.0%	3.9%	3.5%	6.1%	6.6%
Street trees	48	4.8%	4.0%	3.3%	4.6%	8.4%
Roads maintenance and repairs	46	4.6%	2.6%	4.5%	4.9%	13.1%
Cleanliness and maintenance of area	39	3.9%	1.5%	2.1%	2.3%	4.6%
Rubbish and waste including garbage collection	39	3.9%	1.4%	0.9%	2.9%	5.0%
Street lighting	34	3.4%	4.0%	5.1%	4.7%	2.4%
Council financial management / governance	33	3.3%	1.5%	1.6%	1.9%	2.3%
Graffiti / vandalism	33	3.3%	1.8%	1.9%	0.5%	1.1%
Environment, conservation and climate change	32	3.2%	1.6%	2.7%	6.0%	2.6%
Sports, recreation and entertainment facilities	29	2.9%	0.8%	0.4%	0.9%	1.5%
Safety, policing and crime	28	2.8%	3.4%	6.3%	6.6%	4.5%
Rates / fees	26	2.6%	1.9%	1.5%	2.1%	2.5%
Street cleaning and maintenance	23	2.3%	2.4%	1.4%	3.2%	2.9%
Dumped / illegal rubbish	19	1.9%	0.7%	0.6%	0.4%	n.a.
Hard rubbish collection	18	1.8%	1.9%	0.9%	0.9%	1.9%
Council customer service and responsiveness	17	1.7%	0.3%	0.5%	0.3%	1.3%
Public transport	17	1.7%	0.8%	1.5%	2.2%	2.1%
Recycling collection	17	1.7%	1.4%	0.4%	2.4%	2.3%
Enforcement of local laws	15	1.5%	0.1%	0.3%	0.3%	1.0%
Multicultural issues / cultural diversity	15	1.5%	0.7%	1.0%	0.9%	0.6%
Community activities and events	14	1.4%	0.3%	0.4%	0.5%	1.0%
Provision and maint. of general infrastructure	14	1.4%	0.6%	0.4%	0.9%	1.3%
Public housing / homeless issues	12	1.2%	1.3%	2.7%	1.6%	0.4%
Quality and provision of local shops	12	1.1%	1.1%	0.4%	0.1%	0.0%
Services and facilities for the elderly	11	1.1%	1.5%	0.8%	1.0%	0.1%
Level crossing removal	9	0.9%	0.0%	0.1%	0.8%	0.0%
Promoting comm. atmosphere, arts and culture	9	0.9%	0.3%	0.8%	0.4%	0.3%
Animal management	8	1.0%	1.0%	0.2%	0.4%	1.5%
Housing affordability	8	0.9%	0.9%	0.4%	0.1%	0.4%
All other issues (48 separately identified)	126	12.6%	8.7%	7.8%	8.2%	27.3%
Total responses	1,304		840	984	1,302	1,167
<i>Respondents providing at least one issue</i>	<i>647</i> <i>(64.7%)</i>		<i>472</i> <i>(47.2%)</i>	<i>549</i> <i>(54.7%)</i>	<i>670</i> <i>(66.9%)</i>	<i>555</i> <i>(69.4%)</i>

(*) 2022 metropolitan Melbourne average from Governing Melbourne



Issues by precinct

There was some notable and measurable variation in these results observed by precinct, there was some notable variation observed, as follows:

- **Reservoir East** – respondents were somewhat more likely than average to nominate traffic management and safety, policing, and crime related issues.
- **Reservoir West** – respondents were somewhat more likely than average to nominate road maintenance and repairs related issues.
- **Preston East** – respondents were somewhat more likely than average to nominate parking, Preston Market, consultation and communication, and cleanliness and maintenance related issues.
- **Preston West** – respondents were notably more likely than average to nominate Preston Market related issues.
- **Northcote** – respondents were measurably more likely than average to nominate planning and development related issues.
- **Thornbury** – respondents were somewhat more likely than average to nominate environment, conservation, and climate change related issues.
- **Kingsbury-Bundoora** – respondents were somewhat more likely than average to nominate rubbish and waste including kerbside collection related issues.
- **Fairfield-Alphington** – respondents were somewhat more likely than average to nominate bicycles and bike paths, street cleaning and maintenance, and Council customer service / responsiveness related issues.



Top issues for Council to address at the moment by precinct

Darebin City Council - 2022 Annual Community Survey

(Percent of total respondents)

Reservoir East		Reservoir West	
Traffic management	9.9%	Parking	10.6%
Building, housing, planning, development	8.9%	Building, housing, planning, development	10.6%
Safety, policing and crime	7.3%	Roads maintenance and repairs	8.6%
Street lighting	6.8%	Bicycles and bike tracks	8.6%
Roads maintenance and repairs	5.8%	Parks, gardens, open space	7.3%
Footpath maintenance and repairs	5.8%	Traffic management	7.3%
Council financial management / governance	5.8%	Rubbish and waste incl. garbage collection	6.6%
Parks, gardens, open space	5.2%	Preston market	6.6%
Consultation, communication, prov. of info.	4.7%	Consultation, communication, prov. of info.	6.0%
All other issues	53.9%	All other issues	61.6%
Preston East		Preston West	
Building, housing, planning, development	16.3%	Preston market	15.8%
Parking	14.3%	Building, housing, planning, development	14.2%
Preston market	13.3%	Parks, gardens, open space	10.0%
Consultation, communication, prov. of info.	10.2%	Parking	7.5%
Parks, gardens, open space	8.2%	Traffic management	7.5%
Cleanliness and maintenance of areas	8.2%	Street trees	6.7%
Footpath maintenance and repairs	8.2%	Environment, conservation, climate change	5.8%
Street lighting	6.1%	Footpath maintenance and repairs	5.8%
Promoting community atmosphere	6.1%	Consultation, communication, prov. of info.	5.0%
All other issues	76.5%	All other issues	65.8%
Northcote		Thornbury	
Building, housing, planning, development	23.0%	Building, housing, planning, development	14.4%
Parking	10.3%	Parks, gardens, open space maintenance a	9.0%
Bicycles and bike tracks	9.8%	Bicycles and bike tracks	8.1%
Traffic management	7.5%	Parking	6.3%
Footpath maintenance and repairs	6.3%	Cleanliness and maintenance of areas	6.3%
Rubbish and waste incl. garbage collection	5.7%	Consultation, communication, prov. of info.	6.3%
Parks, gardens, open space	4.6%	Environment, conservation, climate change	6.3%
Street trees	4.6%	Street trees	6.3%
Graffiti / vandalism	4.6%	Community activities and events	5.4%
All other issues	61.5%	All other issues	61.3%
Kingsbury-Bundoora		Fairfield/Alphington	
Rubbish and waste incl. garbage collection	9.2%	Bicycles and bike tracks	14.3%
Parks, gardens, open space	7.1%	Building, housing, planning, development	10.7%
Parking	7.1%	Street cleaning and maintenance	10.7%
Cleanliness and maintenance of areas	7.1%	Council customer service / responsiveness	7.1%
Street trees	7.1%	Parks, gardens, open space	5.4%
Bicycles and bike tracks	6.1%	Rates / fees	5.4%
Consultation, communication, prov. of info.	5.1%	Parking	3.6%
Recycling collection	5.1%	Footpath maintenance and repairs	3.6%
Building, housing, planning, development	4.1%	Street lighting	3.6%
All other issues	61.2%	All other issues	35.7%



Issues by respondent profile

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

- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were notably more likely than average to nominate planning and development related issues.
- ***Older adults (aged 60 to 74 years)*** – respondents were notably more likely than average to nominate planning and development related issues.
- ***Male*** – respondents were somewhat more likely than female respondents to nominate bicycles and bike tracks related issues.
- ***English speaking household*** – respondents were notably more likely than respondents from multilingual households to nominate planning and development, and parks, gardens, and open space related issues.
- ***Multilingual household*** – respondents were somewhat more likely than respondents from English speaking households to nominate parking related issues.



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

Darebin City Council - 2022 Annual Community Survey

(Percent of total respondents)

18 - 34 years		35 - 44 years	
Parking	10.4%	Building, housing, planning, development	14.2%
Preston market	7.9%	Parks, gardens, open space	9.5%
Rubbish and waste incl. garbage collection	7.3%	Bicycles and bike tracks	7.4%
Building, housing, planning, development	6.2%	Traffic management	7.4%
Street lighting	5.9%	Safety, policing and crime	6.3%
Bicycles and bike tracks	5.6%	Parking	5.8%
Roads maintenance and repairs	5.6%	Consultation, communication, prov. of info.	5.8%
Traffic management	5.6%	Environment, conservation, climate change	4.7%
Cleanliness and maintenance of areas	5.3%	Footpath maintenance and repairs	4.2%
All other issues	56.2%	All other issues	70.5%

45 - 59 years		60 - 74 years	
Building, housing, planning, development	19.9%	Building, housing, planning, development	19.5%
Parks, gardens, open space	10.0%	Parks, gardens, open space	8.6%
Parking	9.5%	Preston market	7.8%
Traffic management	7.2%	Footpath maintenance and repairs	7.0%
Bicycles and bike tracks	6.8%	Street trees	6.3%
Consultation, communication, prov. of info.	6.3%	Traffic management	6.3%
Council financial management / governance	5.9%	Bicycles and bike tracks	4.7%
Roads maintenance and repairs	5.4%	Parking	4.7%
Footpath maintenance and repairs	5.0%	Roads maintenance and repairs	4.7%
All other issues	81.9%	All other issues	62.5%

75 years and over		City of Darebin	
Building, housing, planning, development	12.6%	Building, housing, planning, development	13.3%
Street trees	7.4%	Parking	7.8%
Graffiti / vandalism	7.4%	Parks, gardens, open spaces	6.9%
Footpath maintenance and repairs	6.3%	Bicycles and bike tracks	6.0%
Enforcement of local laws	6.3%	Traffic management	5.9%
Consultation, communication, prov. of info.	6.3%	Preston market	5.3%
Council financial management / governance	4.2%	Consultation, communication, prov. of info.	5.1%
Services and facilities for the elderly	4.2%	Footpath maintenance and repairs	5.0%
Cleanliness and maintenance of areas	3.2%	Street trees	4.8%
All other issues	45.3%	All other issues	70.5%

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

Darebin City Council - 2022 Annual Community Survey

(Percent of total respondents)

Male		Female	
Building, housing, planning, development	12.5%	Building, housing, planning, development	13.7%
Bicycles and bike tracks	7.6%	Parking	8.7%
Parking	7.0%	Parks, gardens, open space	7.3%
Parks, gardens, open space	5.9%	Traffic management	6.6%
Roads maintenance and repairs	5.3%	Footpath maintenance and repairs	5.8%
Traffic management	5.3%	Street trees	5.8%
Preston market	5.3%	Consultation, communication, prov. of info.	5.6%
Council financial management / governance	5.1%	Preston market	5.4%
Consultation, communication, prov. of info.	4.7%	Street lighting	4.1%
All other issues	72.9%	All other issues	65.8%

English speaking		Multi-lingual	
Building, housing, planning, development	16.6%	Parking	10.8%
Parks, gardens, open space	9.5%	Building, housing, planning, development	8.5%
Bicycles and bike tracks	6.8%	Footpath maintenance and repairs	6.5%
Traffic management	6.3%	Street lighting	6.3%
Parking	5.9%	Street trees	6.0%
Consultation, communication, prov. of info.	5.6%	Preston market	5.8%
Preston market	5.1%	Traffic management	5.5%
Rubbish and waste incl. garbage collection	4.6%	Roads maintenance and repairs	5.3%
Cleanliness and maintenance of areas	4.2%	Bicycles and bike tracks	5.0%
All other issues	70.5%	All other issues	64.7%

Household members with a disability		Household members without a disability	
Building, housing, planning, development	12.4%	Building, housing, planning, development	13.7%
Consultation, communication, prov. of info.	9.0%	Parking	8.4%
Cleanliness and maintenance of areas	7.6%	Parks, gardens, open space	7.5%
Roads maintenance and repairs	6.2%	Bicycles and bike tracks	6.6%
Traffic management	5.5%	Traffic management	5.7%
Preston market	5.5%	Footpath maintenance and repairs	5.4%
Street trees	5.5%	Preston market	5.0%
Council customer service / responsiveness	5.5%	Street trees	4.9%
Parking	4.8%	Roads maintenance and repairs	4.5%
All other issues	84.1%	All other issues	66.9%



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

The database of respondents was weighted by age and gender to reflect the 2016 *Census* profile to ensure that the sample appropriately reflected the underlying City of Darebin population. A minimum of 40% of the required sample of each age group was obtained prior to weighting.

Age structure
Darebin City Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Age group	2022 (unweighted)		2022	2021	2020	2018-19	2017-18
	Number	Percent	(weighted)				
18 - 34 years	166	16.8%	36.0%	36.0%	36.0%	30.8%	31.9%
35 - 44 years	158	16.0%	19.2%	19.2%	19.2%	22.1%	21.6%
45 - 59 years	349	35.3%	22.3%	22.4%	22.4%	26.1%	24.7%
60 - 74 years	253	25.6%	12.9%	12.9%	12.9%	15.3%	15.9%
75 years and over	64	6.5%	9.6%	9.6%	9.6%	5.8%	5.8%
Not stated	10		10	0	0	12	2
Total	1,000	100%	1,000	1,000	1,003	1,002	1,000

Gender

The database of respondents was weighted by age and gender to reflect the 2016 *Census*.

Gender
Darebin City Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Gender	2022		2021	2020	2018-19	2017-18	2016-17
	Number	Percent					
Male	472	47.5%	47.6%	47.7%	50.8%	45.1%	46.1%
Female	518	52.2%	52.4%	52.3%	49.1%	54.5%	53.5%
I identify as: non-binary	3	0.3%	0.0%	0.0%	0.1%	0.4%	0.4%
I prefer not to say / not stated	7		0	0	17	16	2
Total	1,000	100%	1000	1,003	1,002	1,000	1,000

Aboriginal or Torres Strait Islander

Consistent with results recorded in previous surveys, approximately one percent of respondents chose to identify as Aboriginal and / or Torres Strait Islander.

Identify as Aboriginal or Torres Strait Islander
Darebin City Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2022		2021	2020	2018-19	2017-18	2016-17
	Number	Percent					
Yes - Aboriginal	8	0.8%	0.6%	0.9%			
Yes - Torres Strait Islander	0	0.0%	0.0%	0.0%	0.6%	1.4%	1.3%
Yes - Aboriginal and Torres Strait Islander	0	0.0%	0.2%	0.1%			
No	968	99.2%	99.2%	99.0%	99.4%	98.6%	98.7%
I prefer not to say / not stated	24		28	20	21	16	13
Total	1,000	100%	1,000	1,003	1,002	1,000	1,000

Sexuality

Over the course of the last three surveys, the proportion of respondents who identified as other than heterosexual has increased very marginally, up from 3.1% back in 2020 to 6.5% this year.

Metropolis Research notes that a substantial proportion of respondents chose not to provide a response to this question.

Sexuality
Darebin City Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2022		2021	2020
	Number	Percent		
Heterosexual	812	93.5%	94.1%	96.9%
Gay	16	1.8%	1.7%	1.1%
Queer	15	1.7%	0.6%	0.2%
Bisexual	14	1.6%	2.4%	1.1%
Lesbian	11	1.3%	0.8%	0.7%
I prefer not to say / not stated	132		131	108
Total	1,000	100%	1,000	1,003

Disability

Consistent with the results recorded in previous years, a little less than one-sixth (15.0% up from 13.9%) of respondents reported that there was at least one member of their household with disability.

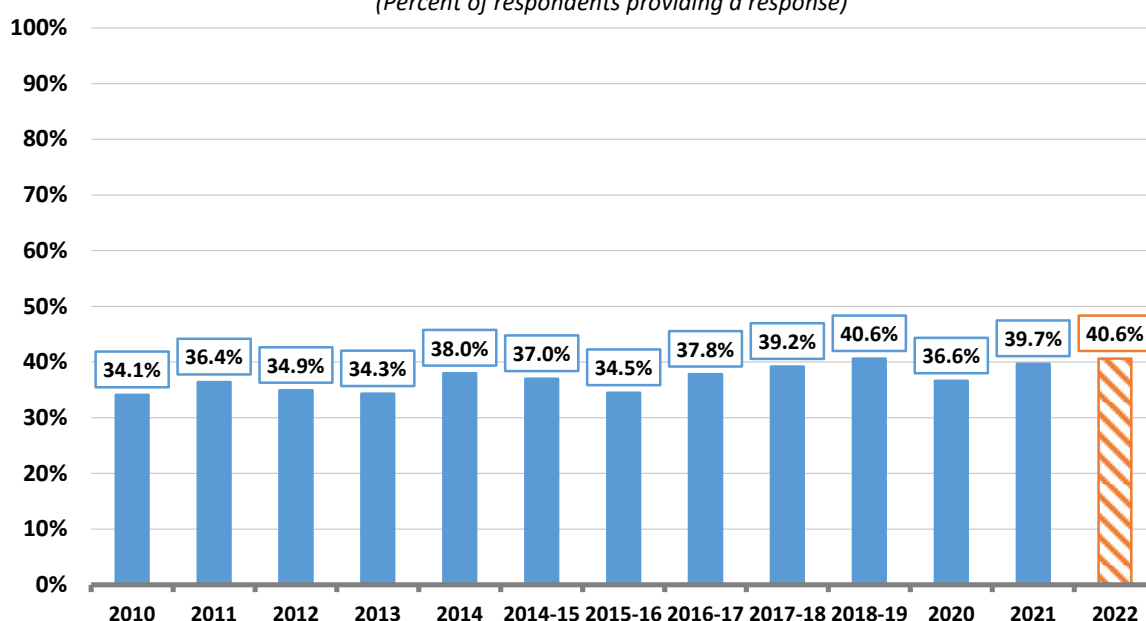
Household members identified as having a disability
Darebin City Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Disability	2022		2021	2020	2018-19	2017-18	2016-17
	Number	Percent					
Yes	145	15.0%	13.9%	15.2%	8.7%	10.5%	13.1%
No	822	85.0%	86.1%	84.8%	91.3%	89.5%	86.9%
Not stated	33		32	28	18	7	9
Total	1,000	100%	1,000	1,003	1,002	1,000	1,000

Language

In 2022, 40.6% of respondents were from households that spoke a language other than English at home. This is the equal highest proportion of multilingual household respondents included in the sample since 2010. Given that the survey was conducted by telephone again this year, this result reflects well on the Metropolis Research interview team's ability to engage with the culturally diverse City of Darebin community.

Multi-lingual household
Darebin City Council - 2022 Annual Community Survey
(Percent of respondents providing a response)



The most common languages spoken at home of respondent households this year remain consistent with recent years, and included Greek, Italian, Arabic, Mandarin, and Hindi.

Language spoken at home
Darebin City Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Language	2022		2021	2020	2018-19	2017-18	2016-17
	Number	Percent					
English	590	59.4%	60.3%	63.4%	59.4%	60.8%	62.2%
Greek	69	6.9%	5.4%	5.4%	4.9%	5.4%	5.8%
Italian	68	6.8%	8.9%	8.6%	8.3%	6.3%	7.9%
Arabic	31	3.1%	1.8%	2.7%	2.0%	1.8%	1.6%
Mandarin	31	3.1%	2.3%	1.7%	2.5%	2.0%	2.0%
Hindi	22	2.2%	4.9%	2.5%	3.0%	1.8%	2.0%
Vietnamese	18	1.8%	0.8%	1.1%	1.3%	1.6%	2.1%
Macedonian	17	1.7%	0.9%	0.5%	1.2%	1.2%	2.2%
French	13	1.3%	0.1%	1.2%	1.3%	0.9%	0.8%
Spanish	11	1.1%	0.6%	1.5%	1.4%	2.3%	0.6%
German	9	0.9%	0.6%	0.5%	0.6%	0.4%	1.0%
Maltese	8	0.8%	0.5%	0.3%	0.2%	0.6%	0.3%
Tagalog (Filipino)	7	0.7%	0.2%	1.0%	0.4%	0.7%	0.5%
Polish	6	0.6%	0.3%	0.1%	0.2%	0.1%	0.6%
Russian	6	0.6%	0.1%	0.0%	0.2%	0.0%	0.0%
Turkish	6	0.6%	0.1%	0.1%	0.1%	0.6%	0.0%
Japanese	5	0.5%	0.1%	0.5%	0.2%	0.3%	0.1%
Nepali	5	0.5%	0.5%	0.9%	0.7%	1.3%	0.5%
Sinhalese	4	0.4%	0.2%	0.5%	0.3%	0.4%	0.1%
Tamil	4	0.4%	0.8%	0.1%	0.1%	0.3%	0.3%
Auslan	3	0.3%	0.1%	0.0%	0.0%	0.0%	0.0%
Croatian	3	0.3%	0.3%	0.5%	0.3%	0.3%	0.0%
Urdu	3	0.3%	0.2%	0.2%	0.2%	0.2%	0.3%
Bengali	2	0.2%	0.9%	0.5%	0.0%	0.2%	0.5%
Chinese n.f.d.	2	0.2%	0.5%	0.4%	1.1%	0.8%	0.9%
Korean	2	0.2%	0.3%	0.1%	0.0%	0.0%	0.0%
Swahili	2	0.2%	0.0%	0.0%	0.0%	0.1%	0.0%
Teluga	2	0.2%	0.3%	0.5%	0.4%	0.1%	0.0%
Cantonese	1	0.1%	0.5%	0.6%	0.6%	0.8%	0.3%
Dutch	1	0.1%	0.1%	0.1%	0.1%	0.2%	0.2%
Indonesian	1	0.1%	0.2%	0.5%	0.3%	0.2%	0.0%
Malayalam	1	0.1%	0.0%	0.1%	0.1%	0.2%	0.2%
Portugese	1	0.1%	0.5%	0.4%	0.5%	0.3%	0.4%
Somali	1	0.1%	0.3%	0.3%	0.2%	0.2%	0.3%
Thai	1	0.1%	0.5%	0.1%	0.2%	0.1%	0.1%
Multiple	12	1.2%	0.2%	0.0%	3.7%	4.0%	2.2%
All languages (25 separately identified)	25	2.5%	5.4%	2.9%	3.8%	3.2%	3.8%
Not stated	10		20	11	10	12	5
Total	1,003	100%	1,000	1,003	1,002	1,000	1,000

Current housing situation

Consistent with the results recorded in previous surveys, a little less than half of the respondents were from households that owned their home outright, approximately one-quarter were mortgage households, and approximately one-quarter were rental households, with most of these being private rental households.

Housing situation
Darebin City Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Situation	2022		2021	2020	2018-19	2017-18	2016-17
	Number	Percent					
Own this home	446	46.7%	47.1%	48.3%	50.7%	48.1%	43.9%
Mortgage	258	27.0%	22.8%	19.1%	14.2%	16.3%	24.0%
Renting this home	196	20.5%	27.5%	30.1%	32.0%	31.7%	27.5%
Renting (<i>Office of Housing</i>)	31	3.2%	1.8%	1.1%	2.3%	2.9%	3.5%
Other arrangement	25	2.6%	0.8%	1.4%	0.8%	0.9%	1.1%
Not stated	44		73	61	33	14	13
Total	1,000	100%	1,000	1,003	1,002	1,000	1,000

Period of residence

It is noted that again in 2022, there were very few new and newer residents included in the sample. This reflects the impact of COVID-19 on the movements of populations around metropolitan Melbourne. This variation will have had an impact on overall satisfaction, as new residents (less than one year in the municipality) always record a higher-than-average satisfaction score.

Period of residence in the City of Darebin
Darebin City Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

Period	2022		2021	2020	2018-19	2017-18	2016-17
	Number	Percent					
Less than 1 year	7	0.7%	1.2%	1.4%	10.8%	12.0%	10.5%
1 to less than 5 years	71	7.2%	16.2%	14.6%	23.5%	23.6%	22.6%
5 to less than 10 years	183	18.6%	19.4%	16.4%	16.4%	17.2%	14.5%
10 years or more	724	73.5%	63.2%	67.6%	49.2%	47.2%	52.4%
Not stated	15		36	34	11	7	3
Total	1,000	100%	1,000	1,003	1,002	1,000	1,000

General comments

Respondents were asked:

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

There was a total of 249 general comments received in 2022, a significant increase on the 134 received in 2021 and the 113 received in 2020.

General comments
Darebin City Council - 2022 Annual Community Satisfaction Survey
(Number and percent of total responses)

Comment	2022		2021	2020
	Number	Percent		
Council services and facilities	48	19.3%	14.9%	16.8%
Traffic, roads, parking	39	15.7%	11.9%	7.1%
Planning and development	23	9.2%	3.7%	3.5%
Survey	18	7.2%	3.7%	4.4%
Safety, crime and policing	15	6.0%	1.5%	1.8%
Council governance, management, responsiveness	12	4.8%	9.0%	6.2%
General positive	12	4.8%	7.5%	9.7%
Communication, consultation and engagement	11	4.4%	7.5%	6.2%
Parks, gardens, trees and open spaces	9	3.6%	9.7%	8.0%
Rates / financial management	9	3.6%	3.7%	10.6%
Waste management	9	3.6%	9.7%	7.1%
General negative	8	3.2%	2.2%	0.0%
Preston Market	8	3.2%	0.0%	0.0%
Street lighting	8	3.2%	2.2%	4.4%
Footpaths	5	2.0%	0.7%	1.8%
Shops, restaurants and entertainment venues	5	2.0%	0.7%	6.2%
Public transport	3	1.2%	0.7%	0.9%
Social justice / multicultural issues	3	1.2%	5.2%	0.0%
Other	4	1.6%	5.2%	5.3%
Total	249	100%	134	113



General comments
Darebin City Council - 2022 Annual Community Survey
(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Council services and facilities</i>	
Fix the graffiti. It's terrible and more generally in the entire Northcote	3
General cleaning / sweeping of roads	3
Council needs to address the graffiti on High St	2
Disability inclusion	2
I would like the Council to fix / clean the drainage	2
Need something for elder residents	2
Street sweeper should come more often / never happens at end of month	2
Aged care services are very good	1
Better animal management in the parks	1
Council can introduce agility activities for dogs in off-lead areas like tunnels, see-saw	1
Council needs to address the shabbiness of High St	1
Council should prioritise the services and infrastructure	1
Council should recognise that it is an aging population, and although walking and cycling is good, it should also promote other programs for the elderly	1
Do more for the environment	1
Drains on Kelvin Grv are clogged due to the leaves	1
Eligibility for 'Love Local'	1
I have a child with disability it's hard to get around	1
I think that the bike lanes are not being utilized like it can be used as parking	1
Include facilities for older children in playgrounds	1
Lots of good services such as day-care, Toys Van which need more promotion	1
Lots of shops closed, sports mart, news agent, Kmart bread, butter	1
More facilities for children with disability	1
More provision for cycling and walking paths in the future	1
More things for youth to do (for my grandchildren)	1
Need more dog rolls because there is a lot of dog poo	1
Need more services for people with a disability	1
Need to take more care of stray animals	1
People aren't taking care of their houses, lawns are overgrown hence street isn't as beautiful	1
Protect artists	1
Public toilets are important and should be addressed	1
Save the golf course	1
Schooling should be improved	1
Should look at subsidizing gardening services, I need help with it, can't do it by myself	1
The lanes for cars are too narrow	1
The path in Fairfield going to the bridge can have a good bike lanes	1
The storm water on Hughes Pde is completely blocked, water is overflowing	1
They have made getting a disability ticket for older residents very complicated and difficult at first. Earlier, we only needed a letter from the doctor. Now we have to scan it and a lot more steps with the use technology. That's difficult for us	1
Upgrade children play area	1
Want to see more events targeted towards 20-40 year old group	1

Total

48

Traffic, roads, parking

Need more parking spaces as it is getting less and congested	3
There's too much traffic near Westgarth Railway Station	2
Traffic management	2
Better traffic management on Thornbury as it is getting a bit crowded	1
Change of speed limits is ridiculous	1
Disability parking around shops is always taken	1
Hoons in Reservoir	1
I had accidents because there aren't enough crossings near Kelvin Grove	1
It would be great to link Sydney Rd to Edwardes St or Henty St	1
Maintenance of roads can be better near Southernhay St	1
Many people park in my space, I received a lot of complaints and need it for my business. I need someone to help with this but have received no help or action	1
Merri Creek Bridge near Merri Creek Primary needs barrier to road and footpath	1
Need more car spaces around schools	1
Northcote Plaza car parks should be improved on	1
Not enough crossing on Elizabeth St for kids to walk to school	1
Parking laws are not enforced	1
Parking management	1
People always park across footpaths	1
People park their cars in the street and not in the driveway making the streets narrow. This is very dangerous as cars have to stop on the road to let other cars through	1
Some intersections are obscured due to plants and some cars. It is difficult for drivers to see	1
Some of the roads are too bumpy. I think the Council can do better on this	1
Speed bumps on traffic light roads must be removed	1
Speed bumps should be placed in Glasgow Ave. Vehicles overspeed and cause accidents. So feels unsafe to go	1
Speeding is a big issue. Need more cameras or signs	1
Street isn't wide enough for new developments. Makes parking difficult	1
Street shop parking off Gilbert Rd is getting congested	1
The roads need proper painting to allocate where people can park for safety reasons	1
The streets are so busy there is less parking in the streets	1
There are a large amount of cars now and they drive very fast	1
They need to get the cars off the street, specifically Murphy Grv	1
Traffic is too fast on Clarendon St because of removal of speed bumps	1
Unsafe crossing, not enough crossing on Dundas St	1
Unsafe crossing, not enough crossing on High St	1
Unsafe crossing, not enough crossing on Milton Cres	1
Would like if speeding cameras were added to Plenty Rd. I feel they are needed	1
Total	39

Planning and development

Property development is overdone	2
The amount of high rises is terrible	2
Unhappy with the number of new developments	2
As the Council keeps on building high rises, that produces a lot of heat and cuts down the trees	1

Don't do more developments on roads as it is slowing down traffic	1
Don't like the new development near Gower and Murray Rd (adding apartment buildings)	1
Don't overcrowd this area. Scatter the development so the infrastructure isn't full	1
I am missing the greens. There are a lot of buildings being built	1
Keep an eye on overdevelopment	1
More urban farming initiatives	1
Need more affordable housing	1
Need more infrastructure	1
Needs better urban planning	1
Preserve single fronted houses that have green space	1
Redevelopment on the street is unnecessary	1
The building planning and development is not appropriate or up to the mark. Example: There was a double storey flat overlooking the yard and it is bad street planning	1
The City needs a heritage planner or advisor to advise on applications regarding property developments to heritage properties in the city of Darebin	1
The suburb is getting overcrowded	1
Town planning needs to be much better	1
Unhappy with the aesthetics	1
Total	23

Survey

What is the relevance of my sexuality? Very offensive and irrelevant question	3
Hope this survey helps	2
Council asset questions are hard to read	1
Future assets question should also include library services. It is very important	1
I want the Council to spend money on development and projects rather than spending it on some survey	1
It would be better if the survey was conducted online because there are so many questions	1
Many questions were unclearly worded / odd	1
Need more surveys	1
Questions could get a lot more important information out of them especially assets section	1
Some questions seem a bit meaningless	1
Survey design is very poor	1
Survey is quite repetitive	1
Survey questions doesn't highlight real community interest and issue. Would be better if there were questions about finance and Council's real performance	1
The question about sexuality is creating division between people of community	1
The six key asset questions were hard to answer as it was all important and hard to choose	1
Total	18

Safety, crime and policing

Clean up High St. There is a lot of drunk people at night	1
Feel unsafe at night as there was a murder of a young boy on Elizabeth St in Coburg North which is very close to Preston	1

Have stopped taking tram 86 because I've been chased and the drivers do nothing. I run from Parkville at times instead of taking tram. 86 is the worst tram in Melbourne	1
High St feels safer than Spring St	1
Horrible stuff happens at night time in Adams Reserve	1
If there is more funding option, investing in police officers to make the streets more safe is what I recommended	1
Increase in young people carrying knives	1
Increase in youth gang violence, tend to gather near the All Nations Park at night and in some reserves	1
Lots of drugs users near Westgarth Railway Station at night	1
More efforts on children's safety	1
More efforts on women's safety	1
Need more police / security people	1
Need more safety in local footpaths	1
Street trees in Gooch St, Thornbury are overgrown and block the St lights. That's a reason for feeling a bit unsafe	1
The crime rate is increasing in Thornbury East, especially in the industrial area. Had a few break-ins, stolen cars	1

Total **15**

Council governance, management and responsiveness

Concentrate on fixing what needs to be fixed first over other things	1
Council doesn't need to provide the services more than it's meant for	1
Council is very dysfunctional and they need to work together better and not push their own agenda	1
Council meetings are biased	1
Council position has not been consistent in its publication, processes	1
Council should focus more on issues like providing jobs, feeding people instead of focusing on climate issues	1
Council should focus on doing their job like bin collection, maintenance of roads and footpaths etc. they shouldn't be involved in politics and have political agenda	1
I want Council to be responsible and start doing basic maintenance	1
Instead of focusing on cultural infrastructure and other secondary areas, the Council really needs to focus on providing better core services	1
The Council really needs to work on residents' query and solve it at first go rather than keeping them waiting	1
They need to be more considerate towards the residents	1
They need to monitor the existing residents because they need to manage everything first before building new things	1

Total **12**

General positive

I love living here with people	2
Appreciate Council's work	1
Appreciate receiving call a lot	1
In general, pretty happy	1
Interaction with the Council was positive and responsive	1
Like how Northcote and Darebin has improved in the past 30 years	1
Love the culture	1
Love the parks	1

Love the precinct	1
Postponement of rates paying is appreciated	1
Very happy with anything	1
Total	12

Communication, consultation and engagement

Council needs to do a lot more to communicate with community	3
Consultation about sports facilities was very poor	1
Council needs to consult with the residents when making decisions on the local part of the Shire. So the residents are aware. A letter is not enough as people may throw it out. This comment was made in regards to the James St closure	1
Council should carry out consultation before making any decision and disturbing private property	1
I wasn't given any material on the candidates I was going to vote. More education about local politics would enable me to make an adequate decision	1
Poor communication by the Council on their programs	1
The City Council needs to engage and support local sporting teams	1
The City Council needs to engage more with small businesses and better support them	1
Want person-to-person consultation where we can interact with the Council itself	1
Total	11

Parks, gardens, trees and open spaces

More open spaces and green areas	2
Lots of trees are being cut down	1
More seats and park benches	1
More shelter at parks	1
Trees need more maintenance	1
Trees need to be cut down	1
Street trees could be cleaned up better	1
We would like strip nature trees to be replaced with non-acidic fruit bearing ones	1
Total	9

Rates / financial management

Rates are too expensive	4
I just want to know where our money goes. I just want justification for our rates	1
More things and activities for my grandchildren that aren't too expensive	1
Not very efficient in spending Council's money	1
The Council rates go up considerably every year and there has been no improvement to the Council	1
We pay adequate rates to expect good quality services from the Council	1
Total	9

Waste management

Need more public bins around	2
There is too much litter near Westgarth Railway Station	2

Bins should be weekly	1
Council should provide recycling for Polystyrene	1
Hard rubbish should be done more than once a year or like other Council where you can call and they pick up	1
Need a waste centre in Darebin that takes Styrofoam	1
Need glass bottle recycling services	1

Total **9**

General negative

Council should be active	1
Darebin Council needs to get their sh*t together	1
Huge lights for sports lights up my house	1
I'd be happy if the Council does the basics like they used to before	1
I'm not sure if it's a Council issue but people park on my grass	1
Lots of petrolheads need education, in High St	1
Northcote Park and Plaza looks terrible and should be improved	1
The Council should stop wasting money on different languages just stick to English	1

Total **8**

Preston Market

Leave the Preston Market. Do not build a high rise on it	1
More action into helping preserve Preston Market. I want to see it slowing down	1
Please save the Preston Market, do not get rid of it	1
Preston Market is required. Apartment blocks will rid of 80% of the market	1
Preston Market redevelopment	1
Resolution on Preston Market development	1
More information sent out to people regarding Preston Market development	1
Unhappy with Preston Market even though it is owned privately. It is a community resource and a high rise should be not allowed to be built there	1

Total **8**

Street lighting

Lights in some areas are switched off	1
Need more lighting	1
Off road paths can have better lighting considering little kids ride their bikes on them	1
Reservoir Station is too dark at night	1
Reservoir Station is unsafe at night	1
Sufficient lighting around train stations	1
The St light near High St - When you enter the Pender near the orange painted house is not working. It would be best if it get fixed because I walk during early morning	1
There are a lot of dark areas	1

Total **8**



<i>Footpaths</i>	
Footpaths need to be maintained better	2
Brickwork Lane, Northcote needs footpath maintenance	1
Footpaths on Kelvin Grove are very dangerous. I had accidents because the large trees crack the footpath	1
Pavements are pretty bad	1
Total	5
<i>Shops, restaurants and entertainment venues</i>	
More should be done in a big suburb like Reservoir like opening restaurants, cafes and shops to make it more alive and liveable	1
Shopping centre in Northwest should be developed	1
Shopping centre needs to be developed and expanded	1
The festivals are lovely, please bring back the Kite Festival	1
The heritage overlay for Thornbury Estate is a good thing to go ahead	1
Total	5
<i>Public transport</i>	
I love living here with good transport	1
Improve transport connections	1
The tram would be great if it ends at Reservoir rather than Regent St if it could be extended	1
Total	3
<i>Social justice / multicultural issues</i>	
Big turnover in tenants, I think it keeps raising prices, creates less diversity	1
Focus on supporting diversity, inclusion and minorities is important but the Council could pull back a little bit	1
Support and inclusion of LGBTIQ+ residents should be more and I am satisfied with Council's effort in showing it to the rest of the community at the moment	1
Total	3
<i>Other</i>	
Address climate change	1
People are going away from the Council services that are tax only	1
The area is hilly, will it be possible to make it flat?	1
West part is better than the East	1
Total	4
Total	249

Appendix One: Verbatim reasons for satisfaction rating

The following table outlines the verbatim comments received from respondents as to their reason for rating satisfaction with Council's overall performance at the level they did. These comments are discussed in more detail in the [Reasons for rating satisfaction with Council's overall performance](#) section of this report.

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

Darebin City Council - 2022 Annual Community Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Council governance, management, and performance</i>	
Poor performance / governance / unproductive	6
Council is not being responsible and not working for community	3
Council goes overboard taking the Greens strategy. Council helps during COVID was great	2
Basics need improvement	1
Behaviours of some of the Council members is dysfunctional and they should be taken out. Council members walked out during forum	1
Cause in a Facebook page where they put up meetings and people going up to the meetings, they have done nothing and act like children. To me, the Councillors compete and are playing around with each other	1
Council doesn't look after community issues. The agenda of Council is not appropriate for community	1
Council don't take public interest; they need to include everyone	1
Council is not planning and looking towards community issue	1
Council meetings are incredibly toxic and lack common and focused purpose	1
Councillors don't collaborate and don't listen to the community	1
Darebin doesn't care about our area (Yarra)	1
Focus on more real problems	1
Lacking in key areas	1
Look after themselves	1
Loss of focus on what the community requires as they got lot of personal agendas	1
Makes decision on their own	1
Mostly negative answers for services	1
Need better management of almost all services they provide	1
Not interested in right issues hijacked by buzz causes	1
Not operating systematically and they are not active at all	1
Poor presentation and lack of consideration	1
Run by leftist, don't support their philosophy	1
Stick with actual job, more focus	1
The Council is not serving the community requirements thoroughly	1
The fact that they manage to do fraudulent activities and improper decision making	1

They are too interested in doing what they want for themselves. They don't listen to the community; they go off and do their own things	1
They're out of touch with the community	1
Things I am not satisfied with override the good things. Council needs to stick to the basics	1
Too interested in social issues instead of Council issues	1
Too much talking, not much action	1
Unsatisfied with Council's stupid ideas	1
Total	40

Communication, consultation, and engagement

Council doesn't reach out to people / no consultation	3
Council doesn't respond to public / significant issues	2
Never listen / ignores feedback	2
All interactions with the Council have resulted in negative experiences	1
Bad at doing projects, developments, and communication. But good at footpath, roads, and trees	1
Could make more improvements in terms by engaging more	1
Doesn't provide any information about what's going on in community and what new things are going to happen	1
Don't consult before acting, I can barely see any flyers since the last elections	1
Don't hear much about what they're doing	1
No presence	1
Not responsive to my emails. Lack of communication	1
Proper communication	1
Received incorrect waste information	1
Tried calling doesn't answer and can't fix my one issue	1
Total	18

Planning, housing, development

Overdevelopment	2
Developments are unorganized	1
Hard for developers due to permit	1
No development	1
Not happy with the public housing issue. People with more money move in and people with lower income can't move there	1
Planning development sector do not return phone calls along with no provision of timelines and also too slow in terms of home renovation	1
Preston Market development project is not properly planned	1
Redevelopment concerns and neglect of the North	1
Serious problem in building department	1
Spaces converted into something not suitable	1
There is a scope for development in planning	1
Total	12

Council services and facilities

Could make more improvements in terms of offering services to the community and by engaging more	1
Not doing maintenance of grass	1
Not doing work on drainage	1
The Council needs to manage redevelopment of Northcote pool more quickly	1
The service is taking much longer than they used to and COVID is no longer a good enough excuse they state	1
There seem to be an issue around the golf course that the Council hasn't fixed	1
Total	6

Rates and financial management

Charge too much for rates and services	2
They are making so many mistakes and wasting money	2
Could do much more even with funding levels, could be directing funding better for example Northcote pool too expensive	1
Most of our rates go on wages and people in Council, don't do much	1
They take my rates and increase living fees and don't do anything with the money	1
They're not spending rates money on the right things	1
Total	8

Generally negative comments

They're sh** / hopeless / don't do anything	4
Don't like what they do / very bad job	3
They don't have Australian residents / local people interests at heart	2
The place is dirt, there's no businesses or any no innovation	1
Total	10

Council customer service and responsiveness

The Council takes too long to respond / does not respond at all	2
Addressing important issues too slowly	1
The Council doesn't fix the issues	1
They take too long to do things and progress	1
Because during the COVID years, they were hard to reach	1
Total	6

Traffic / roads

There are issues with roads	1
There is a scope for development in traffic management	1
Well, there are issues with traffic in Union St and nearby areas and they are never resolved by the Council	1
Total	3



<i>Parking</i>	
There is a scope for development in parking	2
Total	2
<i>Parks, gardens, and open spaces</i>	
Not much public space being provided or not very useable when it is	1
There is a scope for development in maintenance of parks	1
Total	2
<i>Infrastructure</i>	
I've been living here for a while, the quality of infrastructure around Preston has gone down and maintenance have been average	1
Overuse of underdeveloped assets with nothing fixed very unsatisfied with this area	1
Total	2
<i>Generally neutral comments</i>	
Do some things do really well and don't do some well at all	2
Total	2
<i>Cleanliness and maintenance of area</i>	
Because of the amount of rubbish on the street	1
They don't do the maintenance they need to do	1
Total	2
<i>Waste management</i>	
The bin request	1
No proper recycling	1
Total	2
<i>Footpaths</i>	
There are issues with footpaths	1
Total	1



Other

Lot of issues	2
Don't know anything and nothing good happens for us	1
Don't see anything about them	1
More interested in South Darebin than North, e.g., Thornbury receives much more attention than Reservoir	1
No nice identity in Reservoir. Presented poorly	1
Shops are closing a lot; they should focus on that e.g. Kmart	1
There is room for improvement to do a good Job	1
Total	8
Total dissatisfaction comments	124

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

Darebin City Council - 2022 Annual Community Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Communication, consultation, and engagement</i>	
Lack of communication with community	2
Not listening to the community / not taking ideas into consideration	2
There is not enough consultation	2
More information could be available on what they're doing especially outside of online	1
Communication should be the key between community and Council	1
Could do better with their engagement	1
Council could improve information	1
Council is not active in providing resident about new developments or any kind of news	1
Don't consult filthy condition of High Street	1
Don't get feedback	1
Don't really have a say	1
Lack of transparency with community	1
Not being communicated to, feel disconnected, don't know anything	1
Over the past few years there's been less communication by the Council on its vision	1
They could do better to inform the residents via letter drop box or some announcements	1
Total	18

Generally neutral comments

Average / neutral	6
I don't know	2
Some things they do well, some terribly	2
I don't have anything to complain about, but I am not too sure what they have done	1
I don't really see much effort from the Council	1
I am not involved with them so I really can't make an informed judgement	1
I'd say 5 seems fair	1
Some things they do well like their services, some things poorly like graffiti	1
Total	15

Planning, housing, development

A lot of overdevelopment and high rises	2
Council could do more when it comes to town planning	2
Improper planning of new developments / unplanned development	2
Annoyed about real estate	1
Level of inappropriate development	1
Lot of large architecture designed with not enough parking with no enough roads , not much greenery and therefore disrupting the street landscape aesthetics	1
The Council doesn't police planning and building permit don't issue orders and works in progress	1
There is no justification for development and issues	1
Total	11

Generally negative comments

There's a room for improvement	3
Don't see them doing much	2
It's a pretty s**t / poor job by the Council	1
Still room for improvement	1
The Council does things it shouldn't do	1
There's a lot that they could be doing more	1
They don't a good job	1
Total	10

Council governance, management, and performance

Basically Council focuses on core middle area not the borders that are aligned with other Councils they should concentrate their focus and reach out to the bordering suburbs	1
Council is not doing its job effectively and efficiently	1
Just don't think they're representing everyone	1
Not making decisions in interest of community	1
The Darebin Council is driven more by ideology than the needs of the community	1
Their performance is inconsistent and unfocused	1
Too much politics	1
Total	7

Council services and facilities

Because I am a golfer, I want a golf course that I can afford. The Council seems to think only few play golf, it should be accessible for people no matter their race, age, gender or ethnicity. They should be ashamed the way they have handled to golf course. It is so expensive. Make it cheaper especially for people of other demographics	1
Bins need to be more frequent	1
Definite need for improvement with graffiti management	1
Having lived in Darebin for the past 10 years council has made no effort to improve the area	1
Neighbours have nice trees. I want nice trees	1
No interest in preserving look of old streets	1
Total	6

Cleanliness and maintenance of area

They don't do regular maintenance of graffiti	2
Annoyed by maintenance, Council is slow	1
Definite need for improvement with decision making impacting the appearance of the town	1
Everywhere is messy and issues to be fixed	1
There is still a lot of work to do particularly dumped rubbish	1
Total	6

Council customer service and responsiveness

Not very responsive / could do better	2
Few times called and the services are not great and no follow up	1
I called when my husband was in the hospital but did not get any support from Council. Only ignorance	1
Personal issue not being followed up	1
Total	5

Rates and financial management

I guess they put money and deals with issues that are not of concern and be too involved. Rather I would like them to work on street trees, graffiti and trespassing	1
They spend unnecessary money on unwanted things and as such they charge high rates for the facilities they provide	1
Too high rates. Why do I pay higher rates than my neighbour? We both get the exact same services. The rate system needs to be reviewed immediately	1
We pay very hefty rates but we don't have any coupons for the rubbish to take it to the tip	1
Total	4

Footpaths

Definite need for improvement with maintenance of footpaths	1
They don't do regular maintenance of footpaths	1
Need to follow through their commitments e.g. footpaths	1
Total	3

Generally positive comments

Good at a few things	1
They do what they are supposed to do	1
They're doing their job	1
Total	3

Traffic / roads

Do something about the free traffic on High St	1
They don't do regular maintenance of roads	1
They have not done the best work in terms of the roads and more work could be done there	1
Total	3

Multicultural issues

Council is putting too much emphasis on a facade of diversity	1
Lot of Council are paying attention into minority groups instead of focusing on basic necessities and their responsibility	1
Total	2

Bike lanes

Bike lane issues	1
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Total	1
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Waste management

Lot drains not cleaned out	1
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Total	1
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Other

Bikers come onto my garden	1
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Total	1
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Total neutral comments	96
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Reasons for rating satisfaction with Council's overall performance more than 5 or "satisfied"

Darebin City Council - 2022 Annual Community Survey

(Number of responses)

Reason

Number

Generally positive comments

It is perfect / good / fine / working well / satisfied	39
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Haven't had many problems / no complaints / no issues	23
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Enjoy living in Darebin / nice place to live	8
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Services are well done / great	4
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Council is doing well in picking up bin	3
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Council is trying it's best	3
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The Council is responsive / follows through	3
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Council is doing well in cleaning	2
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Good communication	2
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Pretty proactive and aware	2
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They are getting rid of the rubbish and that is good	2
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They maintain the area and streets quite generally, which is good	2
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Anytime I've interacted with them they've solved my problem or explained why they couldn't	1
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Council is reliable	1
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Do good job of infrastructure and core services, good area	1
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Everything seems nice especially the rates	1
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Find they are quite active and always doing things	1
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From a planning perspective they did well	1
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Good and approachable and listen	1
Good Council, comes from platform of social justice and care about people	1
Good for daily life, being well maintained	1
Good for people who got citizenship, pleasant place to live	1
Great relationship with the Council	1
Have enough bike lanes	1
I am already old and I'm fine and no problem with the Council as long they collect my rubbish every week	1
I can see that the Council tries hard, it is difficult because of how big the Council is	1
I don't find anything wrong they helped small businesses during lockdown and helped home for elderly	1
I see some changes happening around Preston and it's good	1
I think they are trying to do a good job for e.g. Golf course they had community consultation but it's a concern it will end being developed into housing	1
I work for the Council so I think we're doing all we can	1
In general compared to other Councils, Darebin is great	1
It's all good they have prompt response in regards to bins	1
Just a basic understanding of the performance	1
Just the way they are. I do see them do some positive things, but I not in the community enough to see what they do	1
Know they're trying, catching up to what's going on e.g. development, Preston Market	1
Manage basic Council requirements well	1
No issues with most of the everyday things (rubbish, roads, parking etc.)	1
Overall ok and listening to people but doesn't agree with some issues	1
Proud of the Council they do some good stuff. Good awareness	1
Quick job	1
See that the basics are done, have received amazing service from HACC in particular. Above and beyond on health issues. New grass planted. Edgar Park Lake cleaned up	1
Social services good	1
Some positive changes	1
The Council has improved	1
The Council is doing pretty well in terms of catering services	1
The Council is responsive upon communicating	1
the Council very supportive on environment issues	1
They are local and are quite transparent. Aware of what's going on	1
They consider what is needed and different people in area well, they're with it	1
They do a good job on the shared paths	1
They do provide services and engagement with community	1
They seem to be doing a few quite good things such as replacing dangerous corners for bicycles and pedestrians	1
They seem to be doing fine, the city's not falling down	1
They're good on the diversity	1
They've been quite proactive in addressing issues	1
When contacted the Council they even fixed when needed and found no issues yet	1
When they do get onto things, Council is pretty quick in responding to issues	1
A progressive Council, prioritises interest of the public	1

Total

139

Generally negative comments

Room for improvement / can't be perfect / could do more	8
Some issues / setbacks / concerns	5
Disappointing / terrible / poor	4
I really don't see too much effort from the Council	3
They do some really dumb stuff	3
Nothing much changed and things seems to be same over the years	2
The biggest concern is the Council's inability to forward plan	2
A little bit disengaged	1
Because the basic stuff that need to be done aren't done, only bare minimum is being done	1
Bit slow	1
COVID impacts services for elderly people	1
Don't always agree with what they do	1
Don't really know much about what the Council has done but it's not good	1
Haven't had that many interactions with the Council	1
I don't see the work done by the Council that regularly	1
I don't think they are doing enough good things	1
I think it's not obvious to its residents	1
Just at times there's lulls in cleaning, graffiti removal etc. Not always consistent	1
Lot of room for improvement required for footpath and parks	1
Maintenance is poor	1
Planning is bad, too many houses and properties	1
Some need attention	1
There are lots of small things to address	1
They don't have appropriate priorities	1
They favour certain groups over others	1
Total	45

Communication / engagement / consultation

Need to communicate more with community	7
Better communication on their programs / activities / events	3
The Council could do better in community consultation	3
Communication is not good	2
Don't think we are heard enough / don't listen to community	2
Information needs to be more accessible to community	2
Council should be more open and communicate more on their forums	1
I think their communication with the community is satisfying	1
A lot of things don't get reported and the Council is not transparent	1
Consultation needs to be more strategic	1
Do engage with the community and personally involved with the community	1
Don't get any local paper now	1
Don't hear enough	1
I don't really communicate with my Council	1



I think agenda they are working is communicated well among the community and it's worked on by them	1
Little information on property development given	1
More advocacy	1
More effort on community engagement is needed	1
More newsletter in post to resident	1
Need to focus on communicating the issues to the community	1
Often have good ideas but don't listen and consult well	1
Overall a good job but they don't take a lot of input from the community	1
There could be more positive lobbying from Council on market	1
They are not providing any information about community and developments due to which we are totally unaware about Council and its information	1
They are not very visible, they need to step up more	1
They could be more agreeable and efficient with the community	1
They prompt us to know any decision or projects taking place and neighbourhoods are fine here	1
Want more information on Edward St on the shopping precinct there	1
Want to receive an annual report of Council's effort	1
We don't feel we are supplied with huge amount of knowledge on what's going on in governance	1
Total	43

Council services / facilities

Mainly because of graffiti	3
Lot of improvements are required for e.g. like street lights	2
Can do better in providing services	1
Can improve by providing services for marginalised people	1
Council does good job in providing and maintaining the local facilities (For e.g. the community raised the issue of fence in one of the parks nearby and it was resolved very soon)	1
Council is not providing basic infrastructure to community	1
Don't feel sporting is taken seriously and given enough funding and infrastructure. Always next year, never happens	1
Golf course big issue	1
Graffiti needs to be removed from major areas	1
Healthcare issue unresolved	1
Improvements are required around Reservoir	1
Improvements needed. May I suggest that seniors be given benches on their lawn to rest	1
I've never seen them clean graffiti	1
Most events targeted towards seniors	1
Most facilities ok but could be more events and services	1
Most of the services are not being provided as per timeframe	1
Neighbour house is full of rats and uncleared. It's been ignored and has fire hazards	1
Not maintaining laneways (Kendall street to Mount Pleasant Rd)	1
Spend too much time on niche issues at neglect of basics like roads and footpaths, need to get basics right first	1
Sports ground in West Preston has a really bad cricket pitch, apart from that it's fine	1

There is not enough effort put towards making the local area beautiful	1
They need to really work on the real local issues	1
Total	25

Planning / housing / development

Because of overdevelopment / overcrowding	5
A lot of new construction in tight spaces no parking consideration for allowing multiple buildings to go up lighting has improved but it's still poor around train station	1
Can do a better job with planning	1
Inability to manage individual developments satisfactory	1
Lot of unattractive buildings	1
Non uniform development planning	1
Not a bad job just overdeveloped	1
Overcrowding is changing culture of area	1
Personally when going to planning process Council wasn't cooperative	1
Redevelopment on market should be handled better	1
Restrictions on planning and development is not good	1
Terrible in property development	1
There are so many developments and such a highly populated suburb need better development	1
They haven't solved the issue of planning permit that was raised with the Council	1
Too many developments and not allowed to build on their own house	1
Too many people	1
Very little planning	1
Would be been higher if completely satisfied with the number of developments	1
Total	22

Council governance, management and performance

Do more for the community and exclude the politics and get more hands on with the community	2
Bit too leftist	1
Focused on small political groups and on particular demographics	1
From the outside seems like a great Council. But has some concerns with administration and the powers in Council	1
I feel that there should be more transparency with the Council	1
Lack of CEO	1
No great achievement made during the tenure, overall performance can be much better	1
Not impressed by the performance of the Council laws	1
Not responsible towards community	1
Should be less involved in politics and are too slow to action	1
The Council is aligned to green party the local Government should be independent	1
The performance of the elected members is bad but employees are good	1
There's no community interest, only self interest	1
They are focusing more on other stuff	1

They don't actually get around to check themselves what's wrong. Be more proactive	1
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Total	16
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Cleanliness and maintenance of area

Litter collection	2
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Because of dumped rubbish in laneways	1
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Certain areas like around Northcote Plaza is ignored	1
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Certain departments could do better. The worse department is the maintenance and repair department	1
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Cleaning of open space areas	1
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Cleaning takes a bit of time	1
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Issues with dumped rubbish	1
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I've never seen them do the maintenance regularly	1
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Just need to fix dumped rubbish	1
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Need a lot of improvements to be done especially in terms of cleanliness	1
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Needs to do better with maintaining cleanliness	1
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Rubbish is not properly maintained in the park of rugby clubs	1
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The Council should make cleaner streets	1
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Total	14
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Council customer service / responsiveness

Bit slow to react	2
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Sometimes they don't follow up	2
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Called a few times about broken street light and was fixed after some time	1
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My query still hasn't been resolved	1
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Not too responsive to needs such as fixing roads and footpaths	1
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Respond to public comments	1
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The Council takes reasonable time to get back to my enquiries	1
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There is a huge tree in front of my house, contacted Council about this and no action taken	1
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There was the issue of hot air balloon because oil was dripping and they didn't get back to me regarding problem	1
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They don't try to fix anything	1
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With COVID and things lately are bit slower for addressing the issues	1
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Total	13
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Generally neutral comments

Average job / services	4
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All things considered	1
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Averaging my answer to a 7 seems reasonable	1
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Decent but not great	1
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Not too bad not too great / average	5
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Total	12
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Parks / gardens / open spaces / trees

Fix the trees	2
Improve parks	1
Issues with park	1
Lack of shade in parks	1
Merri Creek isn't properly looked after, sometimes floods	1
More trees	1
Street trees need to be improved	1
The poisonous trees and they're not a green Council. A lot of trees are also cut down	1
There is blocking in parking and driveway by tall trees especially in natures strip	1
Too many dog poo's in the park area, not enough bags for the poo	1
Weed control needs work	1
Total	12

Rates / financial management

Pay a lot more than what we get, overpriced	4
Alphington residents pay the highest rates in Darebin but we don't get enough services in return	1
Generally active but they need to spend their money a bit better	1
My rates are too high I lose lot of money	1
Not spending money on the amenities in an efficient and effective way	1
They don't have the funds to address everything	1
They're not spending enough money to improve the area	1
Too much time spent on arts and fluffy stuff instead of sports grounds and what Council should do	1
Total	11

Traffic / roads

More attention to the roads maintenance	2
Basic issues like road are not that great	1
Better roads	1
Improvements are required for roads	1
Some of the maintenance of local roads must be improved	1
The roads they need work like updating cement along High Street	1
There's a pothole in front of residents house, Pine St	1
Traffic management needs to be improved	1
Total	9



Shops / restaurants / entertainment venues

Preston Market is of concern	2
Commercial stores are being shut down	1
Management a little poor in Preston Market area	1
The issue of food traders haven't been resolved	1
The Preston market should be preserved	1
Things going on with Preston Market and is difficult to get things through for personal matters	1
Total	7

Safety / security

Safety could be improved	2
Car broken into twice in area	1
Need more funding in security at night	1
Need to focus on safety	1
There should be more patrolling at night	1
Total	6

Bikes / bike paths

Too much emphasis put on bike lanes	2
I don't like bikes	1
Improve paths	1
Like the Council's focus on bike paths	1
Total	5

Parking

Parking issues	3
I have to call several times for parking illegally in driveways	1
Need more parking	1
Total	5

Multicultural issues

Can do much better to help certain demographics in a way as the Council doesn't consider a wide range of community	1
Do pretty good job in terms of equity and inclusion	1
Like the Council's focus on inclusivity	1
Their push for diversity is important	1
Total	4

<i>Waste management</i>	
I don't like noisy garbage taking	1
I have to call several times for rubbish bin in units in the end of Elle St	1
Improve garbage collection and parks and paths	1
Recycling	1
Total	4
<i>Environment / climate change</i>	
Council needs to focus more on climate change	1
Great environmental practices	1
Like the Council's focus on environment	1
Total	3
<i>Footpaths</i>	
Better footpaths	2
Basic issues footpaths are not that great	1
Total	3
<i>Public transport</i>	
Improvements are required for train station	1
Train lines should be made straight especially from Reservoir till the Gulf Street coast	1
Trams sharing the roads which I feel haven't been addressed by the Council especially in Northcote	1
Total	3
<i>Other</i>	
Choice of issues to invest in too small	1
Council needs to be more aware and considerate about historic buildings and rather not tear them down	1
My unresolved issues is still there	1
Some rules need to be enforced more	1
Total	4
Total satisfaction comments	405
Total comments	625





Appendix Two: survey form



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.

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.

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.

1	Have you contacted Darebin City Council in the last 12 months?
Yes (<i>go to Q.2</i>)	1
No (<i>go to Q.6</i>)	2

2	Were you given clear timeframes and a point of contact for your query?
Yes	1
No	2
	Can't say
	9

3	How many times did you contact Council to resolve your query?
Once	1
2 to 3 times	2
	4 to 5 times
	3
	More than 5 times
	4

4	Was your query resolved in the timeframe provided?
Yes	1
No	2
	Still unresolved
	3
	Can't say
	9

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

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

1. The condition of sealed local roads	0	1	2	3	4	5	6	7	8	9	10	99
<i>Prompt if necessary: this includes local streets & roads managed by Darebin but excludes highways & main roads that are managed by VicRoads</i>												
<i>If rated less than 6, are there any roads of concern?</i>												
2. Maintenance of parks, reserves and the open space areas (including litter in parks)	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, are there any specific open spaces of concern?</i>												
3. Footpath maintenance and repairs	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, are there any locations of concern?</i>												
4. Weekly garbage collection	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
5. Litter collection in public areas	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, are there any locations of concern?</i>												
6. Cleaning of shopping strips	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, are there any locations of concern?</i>												
7. The level of street lighting	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, are there any streets of concern?</i>												
8. Street sweeping	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
9. The level of dumped rubbish	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, are there any locations of concern?</i>												
10. The type / species of street trees	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
11. Regular recycling (e.g. paper, cardboard, bottles and cans)	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
12. Green waste recycling	Use				Yes				No			
<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>												

6

13. The availability of bicycle parking	Use				Yes				No			
<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	Use				Yes				No			
<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>)	Use				Yes				No			
<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 <i>(e.g. seeking opinion and engaging with the community on key local issues requiring decisions by Council)</i>	0	1	2	3	4	5	6	7	8	9	10	99
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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
<i>If rated less than 5, why do you say that, and are there any specific locations or developments of concern?</i>												
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
Why do you say that? <i>(surveyor note: ask this for all respondents regardless of rating)</i>												

12

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

Issue One:												
Issue Two:												
Issue Three:												

13

On a scale of zero (strongly disagree) to 10 (strongly agree), please rate your personal level of agreement with the following?

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

On a scale of 0 (lowest) to 10 (highest), how much do you think each of the following assets are currently used by the community, and how important do you think they will be to meeting future community needs over the next 10 years?

1. Local roads	Current	0	1	2	3	4	5	6	7	8	9	10	99
	Future	0	1	2	3	4	5	6	7	8	9	10	99
2. Car parks and shopping areas	Current	0	1	2	3	4	5	6	7	8	9	10	99
	Future	0	1	2	3	4	5	6	7	8	9	10	99
3. Footpaths and pathways	Current	0	1	2	3	4	5	6	7	8	9	10	99
	Future	0	1	2	3	4	5	6	7	8	9	10	99
4. Aquatic (swimming centres), gym, and leisure facilities	Current	0	1	2	3	4	5	6	7	8	9	10	99
	Future	0	1	2	3	4	5	6	7	8	9	10	99
5. Stormwater drains	Current	0	1	2	3	4	5	6	7	8	9	10	99
	Future	0	1	2	3	4	5	6	7	8	9	10	99
6. Open space, parks, and playgrounds	Current	0	1	2	3	4	5	6	7	8	9	10	99
	Future	0	1	2	3	4	5	6	7	8	9	10	99
7. Sportsgrounds and sporting facilities	Current	0	1	2	3	4	5	6	7	8	9	10	99
	Future	0	1	2	3	4	5	6	7	8	9	10	99
8. Community, Maternal and Child Health, Family and Youth facilities	Current	0	1	2	3	4	5	6	7	8	9	10	99
	Future	0	1	2	3	4	5	6	7	8	9	10	99

15

On a scale of 0 (lowest) to 10 (highest), what priority do you think each of these broader asset issues are for Council to address in the next 10 years?

1. Lighting and public safety in shopping areas and business activity centres	0	1	2	3	4	5	6	7	8	9	10	99
2. Parks and reserves with equipment and furniture that are inclusive and accessible to all	0	1	2	3	4	5	6	7	8	9	10	99
3. Transport connections and pathway links	0	1	2	3	4	5	6	7	8	9	10	99
4. Open space, natural areas and creeks	0	1	2	3	4	5	6	7	8	9	10	99
5. Car parking and local traffic management	0	1	2	3	4	5	6	7	8	9	10	99
6. Facilities to support more females to join in sport and activities	0	1	2	3	4	5	6	7	8	9	10	99
7. Multipurpose community buildings	0	1	2	3	4	5	6	7	8	9	10	99
8. Drains and local flooding	0	1	2	3	4	5	6	7	8	9	10	99
9. Facilities for arts and cultural services	0	1	2	3	4	5	6	7	8	9	10	99
10. CCTV cameras in public buildings and open spaces	0	1	2	3	4	5	6	7	8	9	10	99

16

What are the key asset principles that should be used to guide Council decisions?

(please select the top three)

Prioritise replacement and fixing of existing assets instead of creating new ones	1
Balance the changing needs of the community with Council's ability to fund the required assets with minimal borrowing	2
Put in climate emergency measures to protect Council's assets from damaging weather events	3
Prioritise easier access to transport and improve transport connections throughout the city	4
Ensure facilities are multi-purpose, multiple services for a range of community and user groups	5
Invest in alternative energy sources for Council assets	6

17

On a scale of 0 (lowest) to 10 (highest), how important is it that Council protects and reduces the impact of climate emergency on its assets?

1. Protects and reduces the impacts of climate emergency on its assets	0	1	2	3	4	5	6	7	8	9	10	99
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18**On a scale of 0 (lowest) to 10 (highest), how safe do you feel?**

1. In public areas of the City of Darebin during the day	0	1	2	3	4	5	6	7	8	9	10	99
2. In the public areas of the City of Darebin at night	0	1	2	3	4	5	6	7	8	9	10	99

If rated less than five, why do you say that?

19**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

20**What is your gender?**

Male	1	I identify as _____	3
Female	2	I Prefer not to say	9

21**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		

22**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		

23**Do any members of this household speak a language other than English at home?**

English only	1	Other : _____	2
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24**Do any members of this household identify as having a disability?**

Yes	1	No	2
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25**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

26

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

27

Do you have any other comments you would like to make?

**Thank you for your time
Your feedback is most appreciated**

Council will publish the full results of this survey on its website in a few months.



**CITY OF
DAREBIN**

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