



the place
to live

AGENDA OF THE ORDINARY COUNCIL MEETING

To be held on Monday 19 December 2022 at 6.00pm

**This Council Meeting will be held at Preston Town Hall,
284 Gower Street, Preston.**

This meeting will be a scheduled hybrid meeting, at which both councillors and members of the public may participate either in person or virtually. This meeting will also be livestreamed and may be accessed from Councils website www.darebin.vic.gov.au.

Persons wishing to submit a 'Public Question' may do so online by 12.00 noon on the day of the meeting via the Question and Submissions form.



ACKNOWLEDGEMENT OF TRADITIONAL OWNERS AND ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITIES IN DAREBIN

Darebin City Council acknowledges the Wurundjeri Woi-Wurrung people as the Traditional Owners and custodians of the land we now call Darebin and pays respect to their Elders, past, present and emerging.

Council pays respect to all other Aboriginal and Torres Strait Islander communities in Darebin.

Council recognises, and pays tribute to, the diverse culture, resilience and heritage of Aboriginal and Torres Strait Islander people.

We acknowledge the leadership of Aboriginal and Torres Strait Islander communities and the right to self-determination in the spirit of mutual understanding and respect.



(2)

English

These are the Minutes for the Council Meeting. For assistance with any of the items in the minutes, please telephone 8470 8888.

Arabic

هذه هي محاضر اجتماع المجلس. للحصول على المساعدة في أي من البنود في المحاضر، يرجى الاتصال بالهاتف 8470 8888.

Chinese

这些是市议会会议纪要。如需协助了解任何纪要项目，请致电8470 8888。

Greek

Αυτά είναι τα Πρακτικά της συνεδρίασης του Δημοτικού Συμβουλίου. Για βοήθεια με οποιαδήποτε θέματα στα πρακτικά, παρακαλείστε να καλέσετε το 8470 8888.

Hindi

ये काउंसिल की बैठक का सारांश है। सारांश के किसी भी आइटम में सहायता के लिए, कृपया 8470 8888 पर टेलीफोन करें।

Italian

Questo è il verbale della riunione del Comune. Per assistenza con qualsiasi punto del verbale, si prega di chiamare il numero 8470 8888.

Macedonian

Ова е Записникот од состанокот на Општинскиот одбор. За помош во врска со која и да било точка од записникот, ве молиме телефонирајте на 8470 8888.

Nepali

यी परिषद्को बैठकका माइन्युटहरू हुन्। माइन्युटका कुनै पनि वस्तुसम्बन्धी सहायताका लागि कृपया 8470 8888 मा कल गर्नुहोस्।

Punjabi

ਇਹ ਕੌਂਸਲ ਦੀ ਮੀਟਿੰਗ ਵਾਸਤੇ ਸੰਖੇਪ ਸਾਰਾਂਸ਼ ਹੈ। ਸੰਖੇਪ ਸਾਰਾਂਸ਼ ਵਿਚਲੀਆਂ ਕਿਸੇ ਵੀ ਆਈਟਮਾਂ ਸੰਬੰਧੀ ਸਹਾਇਤਾ ਵਾਸਤੇ, ਕਿਰਪਾ ਕਰਕੇ 8470 8888 ਨੂੰ ਟੈਲੀਫੋਨ ਕਰੋ।

Somali

Kuwaani waa qodobadii lagaga wada hadlay Fadhiga Golaha. Caawimada mid kasta oo ka mid ah qodobada laga wada hadlay, fadlan la xiriiir 8470 8888.

Spanish

Estas son las Actas de la Reunión del Concejo. Para recibir ayuda acerca de algún tema de las actas, llame al teléfono 8470 8888.

Urdu

یہ کاؤنسل کی میٹنگ کا ایجنڈا ہے۔ ایجنڈے کے کسی بھی حصے کے بارے میں مدد کے لیے براہ مہربانی 8470 8888 پر فون کریں۔

Vietnamese

Đây là những Biên bản Họp Hội đồng Thành phố. Muốn có người trợ giúp mình về bất kỳ mục nào trong biên bản họp, xin quý vị gọi điện thoại số 8470 8888.

Table of Contents

Item Number	Page Number
1. OPENING OF MEETING AND MEMBERSHIP	1
2. ACKNOWLEDGEMENT OF TRADITIONAL OWNERS.....	1
3. APOLOGIES.....	1
4. DISCLOSURES OF CONFLICTS OF INTEREST	1
5. CONFIRMATION OF THE MINUTES OF COUNCIL MEETINGS	1
6. COUNCIL’S OCCUPATIONAL HEALTH AND SAFETY RESPONSIBILITIES	1
7. QUESTION AND SUBMISSION TIME	2
8. PETITIONS	3
9. CONSIDERATION OF REPORTS	4
9.1 NORTHERN REGIONAL TRAILS STRATEGY SUMMARY OF CONSULTATION AND UPDATED STRATEGY.....	4
9.2 DECLARATION OF A SPECIAL CHARGE: SOLAR SAVER RESIDENTIAL (BATCH 2)	173
9.3 COMMUNITY ENGAGEMENT POLICY REVIEW - PERSONAL INFORMATION COLLECTION REQUIREMENT AND SECTION 223 OF 1989 LOCAL GOVERNMENT ACT.....	189
9.4 PUBLIC INTEREST DISCLOSURE POLICY.....	212
9.5 COUNCILLOR MEDIA & SOCIAL MEDIA POLICY, COUNCILLOR OCCUPATIONAL HEALTH & SAFETY POLICY, COUNCILLOR INTERACTION PROTOCOL.....	224
9.6 GOVERNANCE REPORT - DECEMBER 2022.....	256
10. ITEMS TO BE TABLED	591
11. NOTICES OF MOTION	592
11.1 SUPPORT FOR TRANS AND GENDER DIVERSE PEOPLE IN SPORT.....	592
12. URGENT BUSINESS.....	593
13. CONSIDERATION OF REPORTS CONSIDERED CONFIDENTIAL	594
14. CLOSE OF MEETING.....	594

Agenda

1. OPENING OF MEETING AND MEMBERSHIP

Cr. Julie Williams (Mayor)
Cr. Susanne Newton (Deputy Mayor)
Cr. Emily Dimitriadis
Cr. Gaetano Greco
Cr. Tom Hannan
Cr. Tim Laurence
Cr. Lina Messina
Cr. Trent McCarthy
Cr. Susan Rennie

2. ACKNOWLEDGEMENT OF TRADITIONAL OWNERS

3. APOLOGIES

4. DISCLOSURES OF CONFLICTS OF INTEREST

5. CONFIRMATION OF THE MINUTES OF COUNCIL MEETINGS

Recommendation

That the Minutes of the Ordinary Meeting of Council held on 28 November 2022 and the Special Meeting of Council held on 30 November 2022 be confirmed as a correct record of business transacted.

6. COUNCIL'S OCCUPATIONAL HEALTH AND SAFETY RESPONSIBILITIES

7. QUESTION AND SUBMISSION TIME

Members of the public can lodge questions for Council to answer or make a Comment or Submission prior to a specific item listed on the Agenda of an Ordinary Council meeting.

QUESTIONS

Members of the public can ask up to three (3) questions at an Ordinary Council meeting. Members of the public wishing to ask a question must register their question using the Questions and Submission Time Form before 12 noon on the day of the meeting.

Questions that are not lodged by 12 noon on the day of the Council Meeting will not be accepted, and **no questions will be taken from people *in attendance on the night of the Council Meeting***.

In accordance with the Council Governance Rules 2020, the Chairperson may disallow a question if it:

- a) relates to a matter outside the duties, functions or powers of Council;
- b) is defamatory, indecent, abusive, offensive, irrelevant, trivial or objectionable in language or substance;
- c) may lead to a breach of Council's statutory obligations;
- d) relates to a Notice of Motion, Petition or item of urgent business;
- e) deals with a subject matter already answered;
- f) is aimed at embarrassing a Councillor or an Officer; or
- g) deals with a matter that should be, or has been, considered as a confidential matter or relates to any matter in respect of which Council may close the Meeting to the public under section 66 of the *Local Government Act 2020*.

No questions directed at an individual Councillor or Officer will be allowed.

SUBMISSIONS

Members of the public wishing to make a 2 minute submission on a report listed on the Agenda (unless not permitted pursuant to the Councils Governance Rules) must register online before 12 noon on the day of the Ordinary Council Meeting or Hearing of Submissions Meeting and be in attendance on the day of the Meeting to make their submission.

If the person wishing to make a submission or their representative is not in attendance (including virtual attendance for a scheduled hybrid meeting) when the Agenda item is to be considered, their submission will not be read out.

The person making the submission must clearly state their name and their suburb. The name of the submitter will be recorded in the Minutes, as an official record.

No member of the public can make a submission to a Notice of Motion, Petition (unless originator of petition, Governance Rule 16.3(6)) or item of Urgent Business presented at a Council meeting.

HOW TO SUBMIT YOUR QUESTION OR MAKE A COMMENT OR SUBMISSION

Members of the public who wish to ask a question, or make a submission to an agenda item, at an Ordinary Council Meeting may register their question or intent to make a submission before 12.00 noon on the day of the meeting in one of the following ways:

- (a) online at darebin.vic.gov.au; or
- (b) by mail to PO Box 91, Preston 3072.

Council meetings can be viewed at the 'Watch Council and Planning Committee' meetings page via Council's website.

Agenda's will be available for viewing on Council's website at the 'Meeting Agendas and Minutes' page up to 6 days prior to the date of the meeting.

8. PETITIONS

9. CONSIDERATION OF REPORTS

9.1 NORTHERN REGIONAL TRAILS STRATEGY SUMMARY OF CONSULTATION AND UPDATED STRATEGY

Author: Senior Transport Engineer

Reviewed By: General Manager City Sustainability and Strategy

EXECUTIVE SUMMARY

The Northern Regional Trails Strategy 2022 has been prepared to establish a framework for the planning and development of regional trails in Northern Melbourne for the next 10 years and beyond. The strategy is a collaboration between six Councils: Darebin, Banyule, Hume, Merri-bek, Nillumbik and Whittlesea.

This document is an updated version of the 2016 strategy. This strategy successfully leveraged approximately \$11 million of State Government funding to deliver priority projects.

The delivery of projects and recent significant State Government infrastructure projects have necessitated the review and update of the strategy to reflect the changing circumstances and priorities.

Community engagement identified strong support for the strategy with some minor adjustments identified to reflect community feedback.

Officer Recommendation

That Council:

- (1) Adopts the Northern Regional Trails Strategy included at **Attachment A**.
 - (2) Notes the Darebin priority trails identified in the Strategy.
 - (3) Thanks the community for providing valuable feedback to the process of developing the Northern Regional Trails Strategy.
-

BACKGROUND / KEY INFORMATION

The 2016 Northern Regional Trails Strategy was developed by Councils in the Northern Region (Banyule City Council, Darebin City Council, Hume City Council, Moreland City Council, Nillumbik Shire Council, City of Whittlesea, plus Yarra City Council) to establish a framework for planning and delivering trails to support the increasingly dense urban footprint and population, providing accessible recreation and active travel opportunities and economic benefits to the communities in Melbourne's north.

The 2016 strategy has successfully leveraged approximately \$11 million of State Government funding to deliver priorities identified in the strategy as well as aligning individual Council budget allocations into the planning and delivery of priority trail projects.

Since the adoption of the strategy, significant State Government infrastructure projects have changed and will continue to change the physical landscape of the northern region. This necessitates the review and update of the strategy to reflect the impact these projects have had, as well as changing priorities.

Participating councils have reviewed the 2016 strategy and developed an updated draft framework for the next ten years. The draft framework identifies trails of regional importance, who uses regional trails and why, and how to encourage greater use of the regional trail network. The new Strategy will support local government and other land management authorities to work together towards delivering an interconnected and well-used trail network that prioritises accessibility and promotes healthy and active communities.

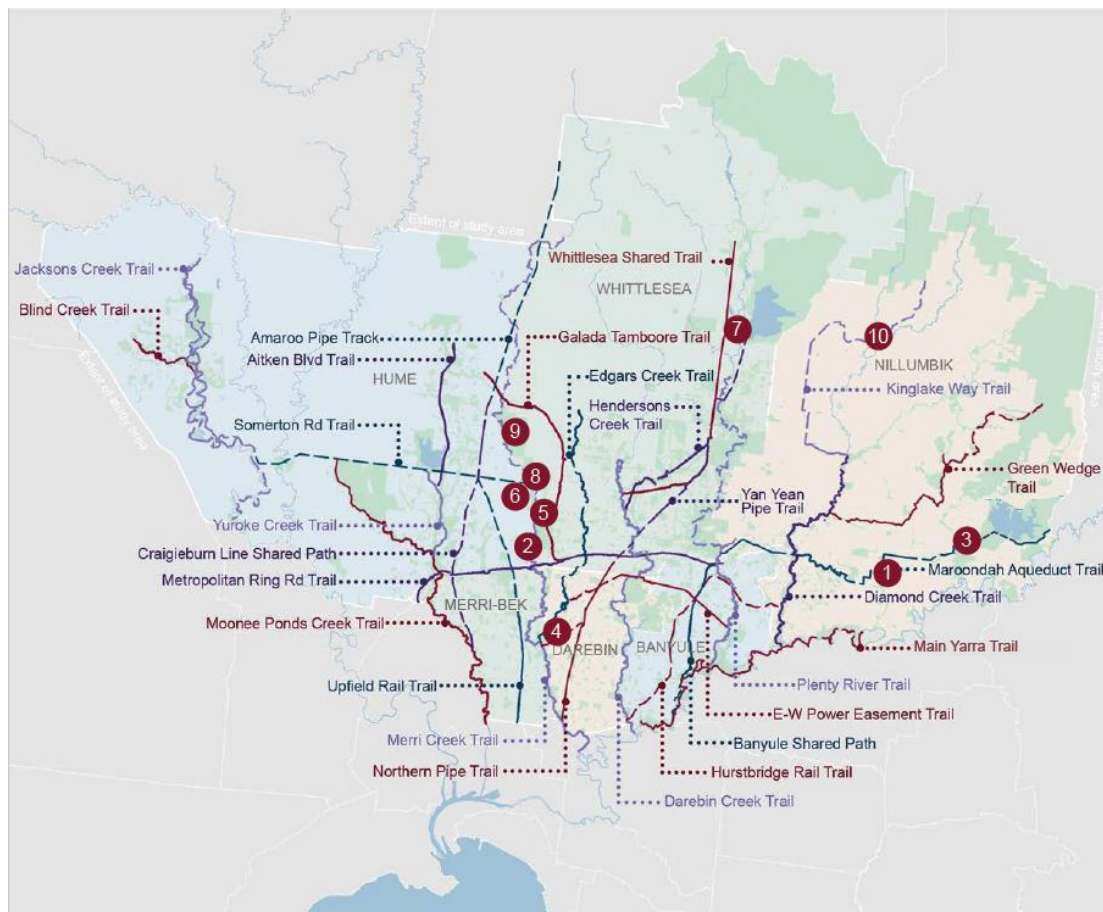
The existing or future trails within Darebin that are part of the Northern Regional Trails Strategy are:

- Darebin Creek Trail
- East West Power Easement Trail
- Edgars Creek Trail
- Merri Creek Trail
- Northern Pipe / St Georges Rd / Cheddar Rd Trail.

Priority Trail Projects

The Northern Regional Trails Strategy 2022 (**Appendix A**) identifies priority action items based on a multi-criteria analysis of each trail. These priority action items will be used to seek funding for trail improvement projects on a region wide basis.

The draft top 10 priority projects across the region are listed and mapped below:

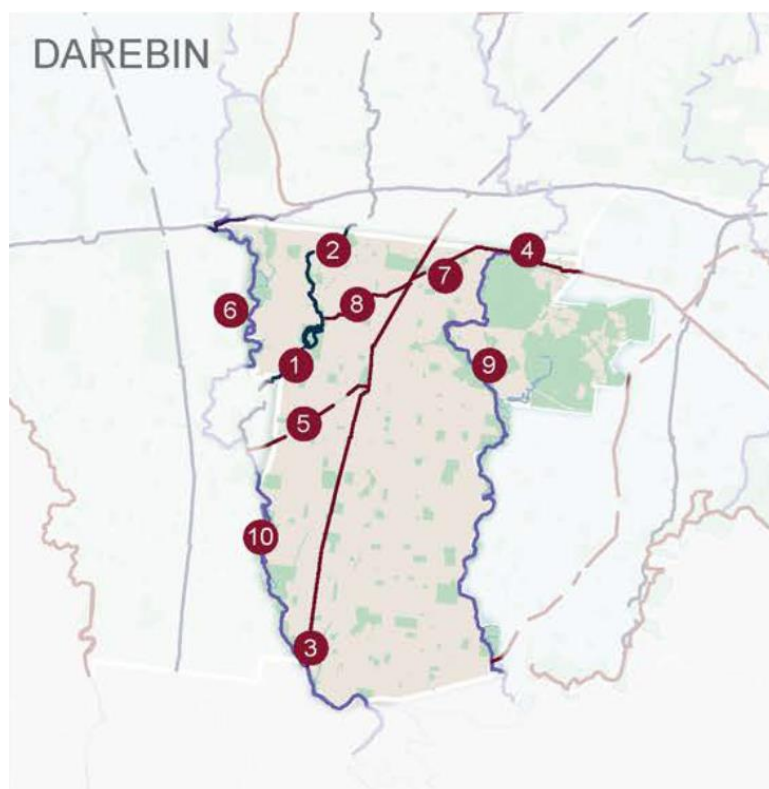


No.	Trail action item	Description
1	EdgarsCreekTrail_04	Investigate a new section of trail along the creek from Carrington Road to Edwardes Lake. Explore the feasibility of a trail between Kia Ora Road and Henty Street on the east bank.
2	EdgarsCreekTrail_08	Construct a section of trail along the creek from Glasgow Avenue to the Metropolitan Ring Road
3	NorthernPipeTrail_02	Improve access at the St Georges Rd/Merri Parade/ Charles St intersection to connect the Merri Creek Trail to the Northern Pipe Trail and create a direct access point to and from the trail with pedestrian and cyclist priority
4	EastWestPower_05	Investigate the feasibility of a new section of trail, including a new bridge crossing, from the Darebin Creek Trail, at Holt Parade, around Mount Cooper to connect to the existing section of trail at Snake Gully Drive
5	NorthernPipeTrail_06	Investigate a new section of trail from High Street (near the Melbourne Water Reservoirs) along the vacant pipe reserve to the Merri Creek Trail at Murray Road. Existing road crossings to be considered.
6	MerriCreekTrail_20	Provide wayfinding signage along the length of the trail
7	EastWestPower_02	Construct a section of trail from the Northern Pipe/ St Georges Rd/ Cheddar Road Trail north east along the vacant pipe reserve
8	EastWestPower_03	Construct a section of trail from the Northern Pipe/ St Georges Rd/ Cheddar Road Trail south east along the vacant pipe reserve to Edwardes Lake Park
9	DarebinCreek_03	Investigate the feasibility of an underpass or bridge crossing Plenty Road intersection to avoid section of trail on Plenty Road footpath
10	MerriCreekTrail_15	Replace the Harding Street Bridge to cater for shared use

Darebin’s top 10 priority trail projects

The strategy also outlined the top 10 projects for Darebin, which has been created with significant input from Darebin and the community.

A map of Darebin’s top 10 priority trail projects can be viewed below and on an interactive google maps link [here](#). The routes do not depict the exact route alignment. These will be confirmed through the design stages.



No.	Trail action item	Description
1	EdgarsCreekTrail_04	Investigate a new section of trail along the creek from Carrington Road to Edwardes Lake. Explore the feasibility of a trail between Kia Ora Road and Henty Street on the east bank.
2	EdgarsCreekTrail_08	Construct a section of trail along the creek from Glasgow Avenue to the Metropolitan Ring Road
3	NorthernPipeTrail_02	Improve access at the St Georges Rd/Merri Parade/ Charles St intersection to connect the Merri Creek Trail to the Northern Pipe Trail and create a direct access point to and from the trail with pedestrian and cyclist priority
4	EastWestPower_05	Investigate the feasibility of a new section of trail, including a new bridge crossing, from the Darebin Creek Trail, at Holt Parade, around Mount Cooper to connect to the existing section of trail at Snake Gully Drive
5	NorthernPipeTrail_06	Investigate a new section of trail from High Street (near the Melbourne Water Reservoirs) along the vacant pipe reserve to the Merri Creek Trail at Murray Road. Existing road crossings to be considered.
6	MerriCreekTrail_20	Provide wayfinding signage along the length of the trail
7	EastWestPower_02	Construct a section of trail from the Northern Pipe/ St Georges Rd/ Cheddar Road Trail north east along the vacant pipe reserve
8	EastWestPower_03	Construct a section of trail from the Northern Pipe/ St Georges Rd/ Cheddar Road Trail south east along the vacant pipe reserve to Edwardes Lake Park
9	DarebinCreek_03	Investigate the feasibility of an underpass or bridge crossing Plenty Road intersection to avoid section of trail on Plenty Road footpath
10	MerriCreekTrail_15	Replace the Harding Street Bridge to cater for shared use

The updated trail strategy aligns with the Darebin Transport Strategy.

Previous Council Resolution

At its meeting held on 1 February 2016, Council resolved:

'That Council endorses the Northern Regional Trails Strategy and notes the Darebin priority trails identified in the attached report.'

ALIGNMENT TO 2041 DAREBIN COMMUNITY VISION

Strategic Direction 2: Prosperous, Liveable and Flourishing

ALIGNMENT TO 2021-25 COUNCIL PLAN

Strategic Direction 2: Prosperous, Liveable and Flourishing

ALIGNMENT TO COUNCIL PLAN STRATEGIC OBJECTIVES

2.2 We will design and create public spaces where our people feel safe, welcome, and respected, including improving lighting and safety for people walking, wheeling, cycling and driving

2.10 We will leverage investment, partnerships and advocacy to drive Darebin's growth and sustainability

The Northern Regional Trails Strategy 2022 helps leverage partnerships with other LGAs in Melbourne's north to advocate for improved public spaces along important trails, which will increase safety and connectivity for community members engaging in sustainable, active transport.

DISCUSSION

Northern Regional Trails Strategy 2022

The draft strategy:

- Replaces the previous Northern Regional Trails Strategy 2016
- Provides more powerful advocacy for funding and support of trail improvements by aligning them with region-wide priorities
- Identifies how to align and leverage the benefits of major State Government infrastructure projects, such as Level Crossing Removal Program and rail line extensions, as well as new government strategies, such as the Victorian Cycling Strategy 2018-28
- Updates the regional, and local, priorities based on this altered strategic landscape, and
- Has identified priorities through a multi-criteria analysis, community and stakeholder consultation, and input from Darebin transport officers.

Adjustments to the Northern Regional Trail Strategy based on community engagement

The following additional changes to the NRTS are recommended by the NRTS working group following community consultation.

These additional recommendations provide improved alignment with existing strategies, and better reflect the community's desires and needs for the Northern Regional Trails network.

- The need to change the Maroondah Aqueduct trail alignment (regional priority 3)
- Reprioritisation to a higher priority of Northern Pipe Trail 02 within Darebin's top 10, from 9th priority to 3rd priority.
- The need to reference relevant Acts and associated document in future planning including the Yarra Strategic Plan
- Change of name from Moreland to Merri-bek
- Further updates to the 2016 trail projects' status

Adjustments to Darebin's Top 10 priority trail projects based on community engagement

The working group recommended only one change to Darebin's Top 10 priority trail improvement projects. This change was recommended to better reflect the community's desire and needs of the Regional Trails network in Darebin.

- Reprioritisation to a higher priority of Northern Pipe Trail 02 within Darebin's top 10, from 9th priority to 3rd priority. This project is "Improve access at the St Georges Rd/Merri Parade/ Charles St intersection to connect the Merri Creek Trail to the Northern Pipe Trail and create a direct access point to and from the trail with pedestrian and cyclist priority", which is a crucial missing link between some of the most important trails in Darebin and Greater Melbourne.

CONSIDERATION OF LOCAL GOVERNMENT ACT (2020) PRINCIPLES

Financial Management

The Northern Regional Trail Strategy 2022 will guide Council's advocacy and infrastructure priorities. It does not require additional capital expenditure at this stage, however it may inform future capital expenditure. This will be considered through annual budget cycles.

Community Engagement

Community consultation, led by Banyule Council, across all six council areas was undertaken between 8 August and 28 September 2022.

The Shaping Banyule website was the primary point of contact with the community. As this was not hosted by Darebin, the project did not collect personal information.

Some demographic information was collected, such as postcode, age group, gender, ability, and language spoken.

Darebin promoted engagement through:

- Website (corporate and engagement websites)
- Social media
- Regular newsletters
- Existing community contacts and stakeholder groups
- Council advisory committees
- Other digital and print channels as relevant.

Summary of Community Engagement Results for Overall Strategy

There were 281 unique participants who provided over 213 pieces of qualitative information via the online surveys, with 4,096-page views during the engagement period. Of the 281 respondents, 57 (21.4%) were connected to Darebin, which was the second highest across the 6 council areas.

Analysis of online participation shows just over half of respondents (55.5%) were between the ages of 30-54 years old and a general even spread between male and female respondents. 4.8% of respondents identified as having a disability.

There was strong support for the strategy in the feedback received. Some of the key themes to emerge during community consultation are presented below:

- 71 respondents believed that the proposed trail improvements would increase safety for path users
- 51 respondents mentioned that the trail improvement projects would increase connections across the community
- 32 respondents expressed their desire for quick delivery of the priority projects.

The full Engagement Summary Report for the NRTS is available in **Appendix B**.

Summary of Community Engagement Results from for Darebin Priority Project Improvements

Of all the participants to the survey, 48 provided feedback on Darebin's top 10 priority trail improvement projects.

56.25% of Darebin respondents were between the ages of 25-44 years old and a general even spread between male and female respondents. 4.2% of respondents identified as having a disability and 8.3% spoke a language other than English.

There was a strong level of support for the top 10 trail improvement projects in Darebin. Some of the key themes to emerge during community consultation are presented below:

- The most popular priority trail improvements in Darebin were Edgars Creek Trail_04 which scored 4.83 out of 5, and the Northern Pipe Trail_02 which scored 3.98 out of 5.
- 29 respondents stated that the proposed trail improvements in Darebin would result in better connections and access across the municipality, especially to schools (11 respondents mentioned improved trips to schools)
- 21 respondents mentioned that the proposed trail improvements in Darebin would improve safety for people walking and riding bikes in Darebin
- 14 respondents stated that the proposed trail improvements in Darebin would make it easier for commuting using active transport
- 2 respondents mentioned that any trail improvement should include separation between trail users.

The Engagement Summary for Darebin's Top 10 is available in **Appendix C**.

Other Principles for consideration

Overarching Governance Principles and Supporting Principles

- (b) priority is to be given to achieving the best outcomes for the municipal community, including future generations;
- (c) the economic, social and environmental sustainability of the municipal district, including mitigation and planning for climate change risks, is to be promoted;
- (d) the municipal community is to be engaged in strategic planning and strategic decision making;
- (f) collaboration with other Councils and Governments and statutory bodies is to be sought;
- (h) regional, state and national plans and policies are to be taken into account in strategic planning and decision making;

Public Transparency Principles

- (a) Council decision making processes must be transparent except when the Council is dealing with information that is confidential by virtue of this Act or any other Act;
- (c) Council information must be understandable and accessible to members of the municipal community;
- (d) Public awareness of the availability of Council information must be facilitated

Strategic Planning Principles

- (e) strategic planning must provide for ongoing monitoring of progress and regular reviews to identify and address changing circumstances;

Service Performance Principles

- (d) a Council should seek to continuously improve service delivery to the municipal community in response to performance monitoring;

COUNCIL POLICY CONSIDERATIONS**Environmental Sustainability Considerations (including Climate Emergency)**

Transport is a significant source of emissions in Darebin, making up 15% of all community emissions. By improving trail infrastructure, additional incentives are provided for commuter, recreational and lifestyle travellers to use the trail network for local and regional trips. This encourages sustainable, active transport among the community, helping to reduce Darebin's carbon footprint and the other negative outcomes of car travel.

The guiding principles of the development of the draft Northern Regional Trails Strategy 2022 include that the trail network must be designed and constructed to minimise negative environmental impacts from both construction and ongoing use. This has been taken into account when assessing the priorities of action items as well as the construction materials and locations for trail upgrades.

Equity, Inclusion, Wellbeing and Human Rights Considerations:

The Northern Regional Trail Strategy supports the considerations of equity, inclusion, wellbeing and human rights by:

1. Expanding travel network across the northern region, providing safe, low-cost, accessible travel and recreation for all community members.
2. Promoting active travel, supporting community health and wellbeing.
3. Providing a geographical spread of trail upgrade projects to ensure equity across the northern Melbourne region, including improved transport connects away from the inner-suburbs.
4. Universal access and user safety were key principles in the creation of the Strategy, providing access for as many users as possible, including those of different ages, backgrounds, cultures, and mobility.
5. Cultural heritage and environment principles have informed the draft Strategy.

Economic Development and Cultural Considerations

Transport and economic development are intrinsically linked. Improving the efficiency of Darebin's transport systems allows customers to access businesses, employees, and jobseekers to work, and goods to their destinations.

Operational Impacts

The management of trees, open space and asset maintenance have been considered as part of the strategy.

Legal and Risk Implications

Council has legislated requirements under several state acts and policies related to transport. These include the Transport Integration Act 2010, Road Management Act 2004, Road Safety Act 1986 and Local Government Act 2020.

IMPLEMENTATION ACTIONS




The updated NRTS (2022) is to be used as an advocacy document to leverage external funding for the development of priority trail improvement projects in Darebin and northern region.

The NRTS will also assist in identifying projects for Council's Capital Works programme.

RELATED DOCUMENTS

- Northern Regional Trails Strategy 2016
- NRTS Briefing Paper 18 July 2022
- NRTS Briefing Paper 12 December 2022
- Darebin Transport Strategy 2007-2027

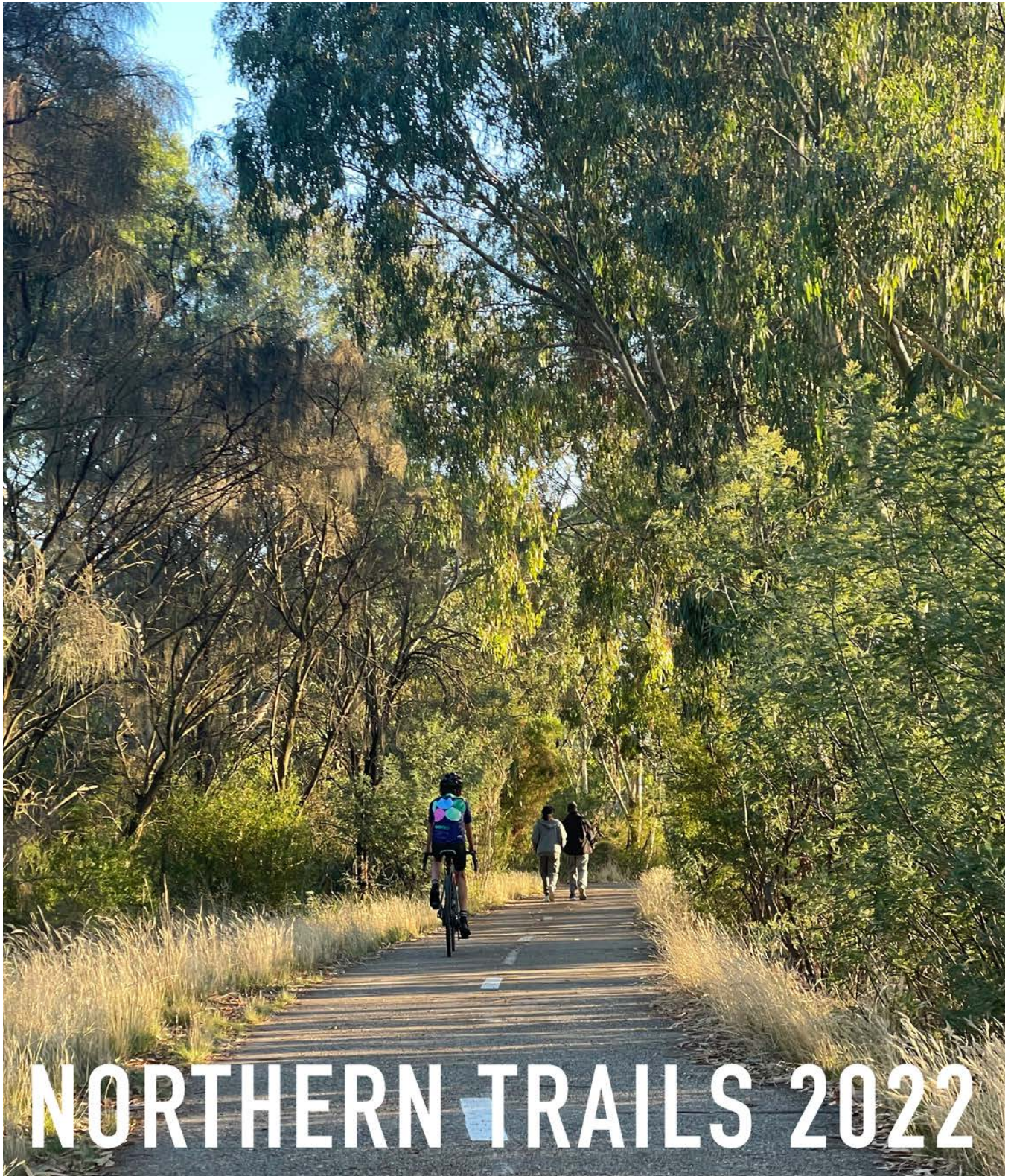
Attachments

- Northern Regional Trails Strategy 2022 (**Appendix A**) [↓](#) 
- Northern Regional Trail Strategy Engagement Summary Report (**Appendix B**) [↓](#) 
- Engagement Summary Report for Darebin's Top 10 Priority Projects (**Appendix C**) [↓](#) 

DISCLOSURE OF INTEREST

Section 130 of the *Local Government Act 2020* requires members of Council staff and persons engaged under contract to provide advice to Council to disclose any conflicts of interest in a matter to which the advice relates.

The Officer reviewing this report, having made enquiries with relevant members of staff, reports that no disclosable interests have been raised in relation to this report.



NORTHERN TRAILS 2022

Northern Regional Trails Strategy Review and Update

October 2022



1.1 ABOUT THE PROJECT

In 2016 the original *Northern Regional Trails Strategy* was developed by the Councils in the Northern Region (Banyule City Council, Darebin City Council, Hume City Council, Merri-bek (formerly Moreland) City Council, Nillumbik Shire Council, City of Whittlesea, plus Yarra City Council), to establish a framework for the planning and development of trails to support the increasingly dense urban footprint and population, while providing accessible recreation and active travel opportunities and economic benefits to the communities in Melbourne's north.

The 2016 strategy has successfully leveraged approximately \$11 million of State Government Funding to deliver the key priorities identified in the strategy as well as focusing individual Council's budget allocations into the planning and delivery of priority trail projects. However, since the adoption of the strategy, significant State Government infrastructure projects have changed and will continue to change the physical landscape of the northern region necessitating the review and update of the strategy to reflect the impact these have had and the changing priorities.

This study reviews the 2016 strategy and provides an updated framework for the next ten years and beyond in order to deliver a comprehensive trail network taking into consideration projects already completed, changed Council priorities and the changed landscape as a result of significant state infrastructure projects.

This project provides an in-depth strategic analysis of the network that has been created and seeks to determine the key trails of regional importance, who and why people use these regional trails and how to encourage greater use of the regional trail network. The study will also provide the strategic direction required to allow local government and other land management authorities to work together towards an interconnected and well-used trail network that prioritises accessibility and promotes healthy and active communities.

This is a high-level strategy covering a large study area and many recommended actions dealing with complex sites. Many of the trail action items will require further investigations prior to being realised, including to ensure that any proposed construction works are in alignment with all relevant authority and land manager acts, strategies, plans and policies.

EXECUTIVE SUMMARY

Northern Trails 2022 is a regional trails strategy that has been prepared to establish a framework for the planning and development of regional trails in Northern Melbourne for the next 10 years and beyond. This document is an updated version of a strategy completed in 2016. The original strategy successfully leveraged approximately \$11 million of State Government funding to deliver key priority projects. The delivery of projects and recent significant State Government infrastructure projects have necessitated the review and update of the strategy to reflect the changing circumstances and priorities.

The study area

The study area includes six local government areas (Banyule City Council, Darebin City Council, Hume City Council, Merri-bek City Council, Nillumbik Shire Council and the City of Whittlesea) on the traditional lands of the Wurundjeri – Woi wurrung people of the Kulin Nation.

The study area covers approximately 159,100 hectares and includes a mix of urban, suburban and rural areas. The current population of the area is a little over one million, stretching from the inner-city suburbs of Brunswick, Northcote, Alphington and Ivanhoe, to the outer areas of Craigieburn and Sunbury, and to the Kinglake National Park and rural and interface communities of Whittlesea and St Andrews.

Regional trails

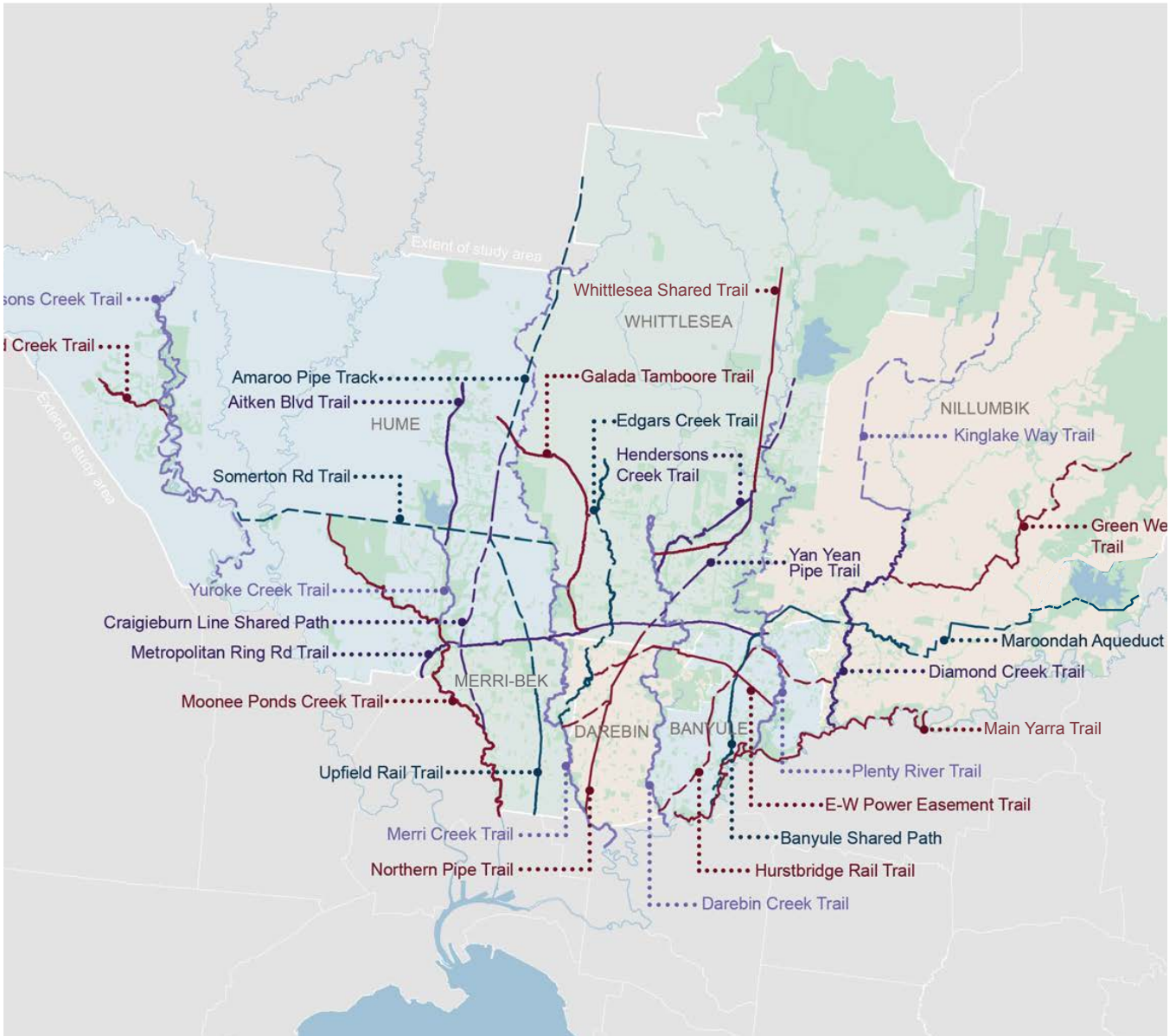
For the purposes of this study, trails have been defined as having the following characteristics:

- multiple potential user groups
- an off-road location
- a relatively long and continuous length.

This study focusses upon ‘regional trails’, which are defined as being higher order trails that have a regional scale, purpose and/or impact.

Twenty seven existing and potential regional trails have been identified within the study area. They are listed below in alphabetical order, and are located on the accompanying map.

- Aitken Boulevard Shared Trail
- Amaroo Pipe Track
- Banyule Shared Trail
- Blind Creek Trail
- Craigieburn Line Shared Trail
- Darebin Creek Trail
- Diamond Creek Trail
- East-West Power Easement Trail
- Edgars Creek Trail
- Galada Tamboore Trail
- Green Wedge Trail
- Hendersons Creek Trail
- Hurstbridge Rail Trail
- Jacksons Creek Trail
- Kinglake Way Trail
- Maroondah Aqueduct Trail
- Merri Creek Trail
- Metropolitan Ring Road Trail
- Moonee Ponds Creek Trail
- Northern Pipe/ St Georges Rd/ Cheddar Rd Trail
- Plenty River Trail
- Somerton Road Trail
- Upfield Rail Trail
- Whittlesea Shared Path
- Yan Yean Pipe Track
- Main Yarra Trail
- Yuroke Creek Trail



The Northern Melbourne regional trail network

As a part of this project, each of the identified regional trails have been assessed (including a trail auditor riding all of the existing trails) and individually mapped. Investigations into the trails and the auditing process identified recommended trail improvement projects for each trail.

The benefits of regional trails

Regional trails provide a range of benefits to the community that can be broadly grouped into four categories.

- **Social**
Trails provide cost-free locations where planned and unplanned social interaction occurs. People use trails to exercise together and also have chance interactions with people with shared interests (e.g.. dog walkers). The state government strategy *Plan Melbourne 2017-2050* identifies a goal of creating '20 minute neighbourhoods' (where most everyday needs are within a 20 minute walk, ride or public transport trip from a person's home) as a way to improve the quality of life for residents of the city.

Central to this plan is the infrastructure, including trails, that allow people to safely and conveniently move around their 20 minute neighbourhood.

- *Health*
The most common physical activities that people undertake (walking, jogging and cycling) are activities that are highly suited to trails. Trails provide safe, convenient, attractive and cost-free ways for people to exercise, either as a recreational activity, or integrated with their day-to-day life (e.g.. riding to the shops).
- *Environmental*
A high quality regional trail network encourages people to choose to walk or cycle to destinations, rather than using motorised transport modes. This results in reduced vehicle numbers on roads, and the resulting reductions in air pollutants, noise pollution and congestion issues. Trails can also provide access to natural environments which can assist in fostering an appreciation of the environment and help to develop awareness of environmental issues.
- *Economic*
A Cost Benefit Analysis (CBA) has been undertaken as a part of this study in order to quantify the economic benefits of regional trail investment. The CBA highlights that the Northern Regional Trails upgrade is expected to generate a net present value of around \$114 million and a benefit cost ratio of 1.6. This indicates that benefits directly attributable to the project will be around 1.6 times that of the investment.

Findings

This strategy makes recommendations regarding a range of factors, grouped into four categories.

- *Trail infrastructure*
Standards and guidelines are provided relating to physical trail infrastructure, including the trails themselves (incorporating width, surface material, and intersection design), signs, facilities (such as drinking fountains and toilets), and trail-side vegetation.
- *Trail management*
Regional trails often cross municipal boundaries, regularly traverse land managed by multiple different organisations and are funded from a range of sources. This document identifies the current management bodies and challenges, and identifies opportunities for improving management processes across organisations for the betterment of the regional trail network.
- *Trail marketing*
While individual regional trails are quite well-known by residents of Northern Melbourne, few know about the extent of the regional trail network. The trail network also provides potential opportunities for greater use by visitors to the region (and the associated potential economic benefits that this can bring). The existing marketing activities and target audiences are examined here, and recommendations made about the most effective ways to communicate to different groups about the trail network.
- *Trail improvement projects*
Trail improvement projects have been identified for all of the 27 regional trails within the study area, ranging from major trail construction works to small-scale improvements to intersections or signage (the list of trail improvement projects are itemised into a schedule which can be found in Appendix B and/or cross referenced to the trail maps in chapter 6).
- *Prioritising trail improvement projects*
Following the identification of trail improvement projects, each action item was assessed using a multi-criteria analysis in order to identify priority projects that provide the most benefit to the region and most closely align with the objectives of this study. The top ten priority projects were determined to be:

No.	Trail action item	Project description	LGA
1	MaroondahAqueduct_01	Construct new section of trail connecting the Plenty River Trail near Lear Court, east along the aqueduct across Diamond Creek Road to the Diamond Creek Trail at Allendale Road.	Nillumbik
2	MerriCreekTrail_08	Complete missing section of trail from the Metropolitan Ring Road to existing section of trail south of Horne Street.	Hume
3	MaroondahAqueduct_02	Construct new section of trail from Main Road Diamond Creek, along Eltham-Yarra Glen Road, Creek Road, Eltham Road and Carters Lane while ensuring minimal impact to the Warrandyte - Kinglake Nature Conservation Reserve.	Nillumbik
4	EdgarsCreekTrail_01	Construct new section of trail from the Merri Creek Trail to Ronald Street on the west bank.	Merri-bek
5	MerriCreekTrail_02	Partner with Parks Victoria and DELWP to extend the Merri Creek Trail from Merri Concourse (north) to Cooper Street.	Hume
6	UpfieldRail_02	Advocate to Department of Transport to construct a new section of trail from the Metropolitan Ring Road to Somerton Road.	Hume
7	WhittleseaShared_01	Construct a new trail along the train line from Mernda Station to Laurel Street, Whittlesea. Ensure there is provision for horse riders on parts of the trail.	Whittlesea
8	MerriCreekTrail_03	Advocate for and investigate the staged extension of the Merri Creek Trail from Cooper Street Somerton/Epping north to OHerns Road as a part of the Upper Merri Creek Regional Parkland Plan.	Hume & Whittlesea
9	MerriCreekTrail_04	Advocate for and investigate the staged extension of the Merri Creek Trail from OHerns Road to Craigieburn Road as a part of the Upper Merri Creek Regional Parkland Plan.	Hume & Whittlesea
10	KinglakeWay_01	Establish a new trail from Hurstbridge to Arthurs Creek.	Nillumbik

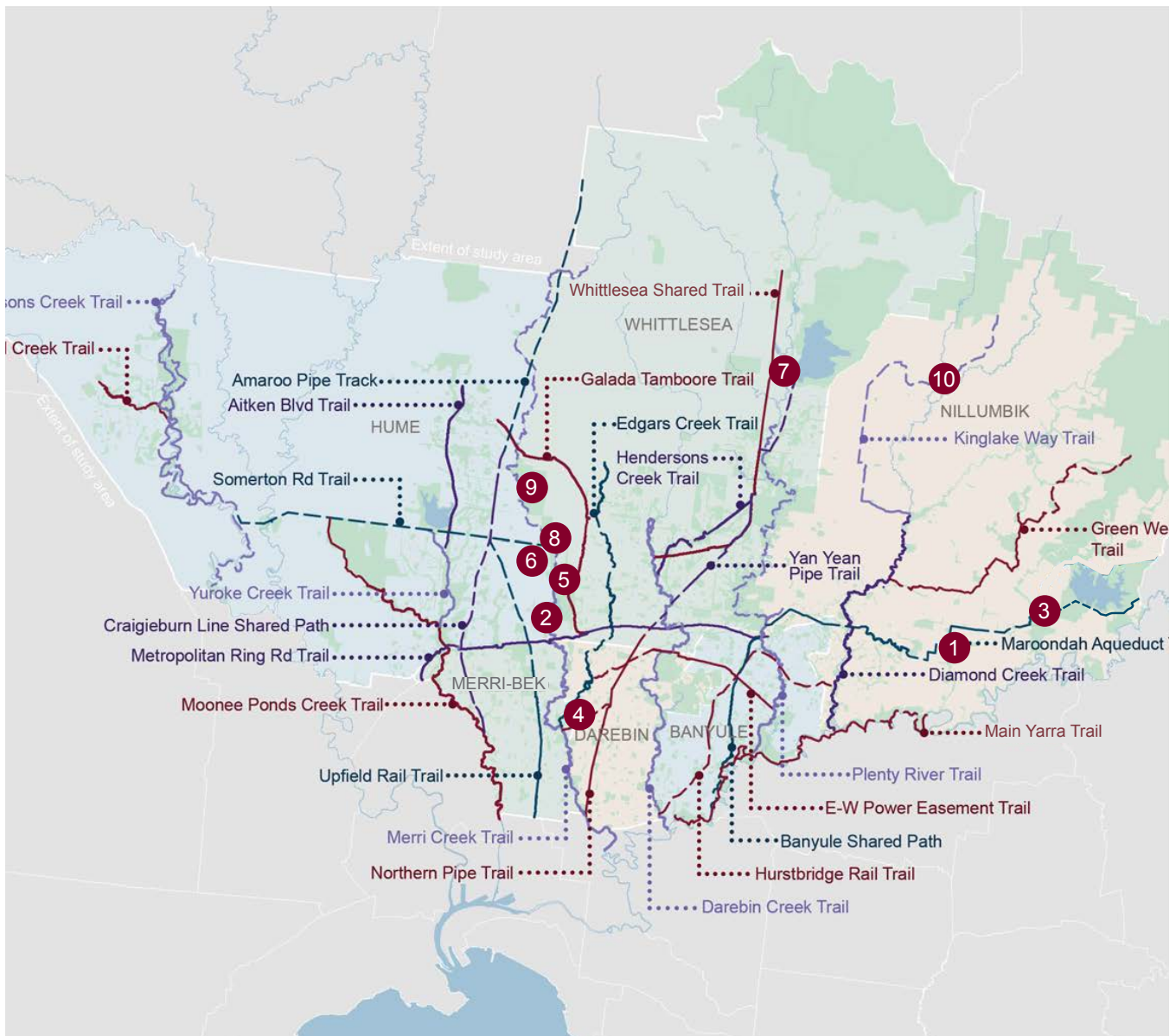
Schedule of top ten unfunded trail action items

In order to undertake the multi-criteria analysis, a series of qualitative and quantitative criteria were developed and assigned a weighting in collaboration with the Project Steering Group. The criteria and the relative weighting used are as follows:

1. Contribution to an integrated and connected network (26%)
2. Encouraging use by spatial location (18%)
3. Potential economic benefits (5%)
4. Contribution to community health and well-being (5%)
5. Contribution to uniqueness and the quality of the natural environment (18%)
6. Encouraging diversity of use through facility quality and maximising usability (5%)
7. Strategic alignment (18%)
8. Ease of implementation (5%)

This criteria, assessment process and the priority action items outline the priorities for the Northern Region and the whole regional trail network, as opposed to individual Councils.

Refer to chapter 10 for more detail on the assessment method and implementation.



Top ten trail action items

- **Trail improvement filters**

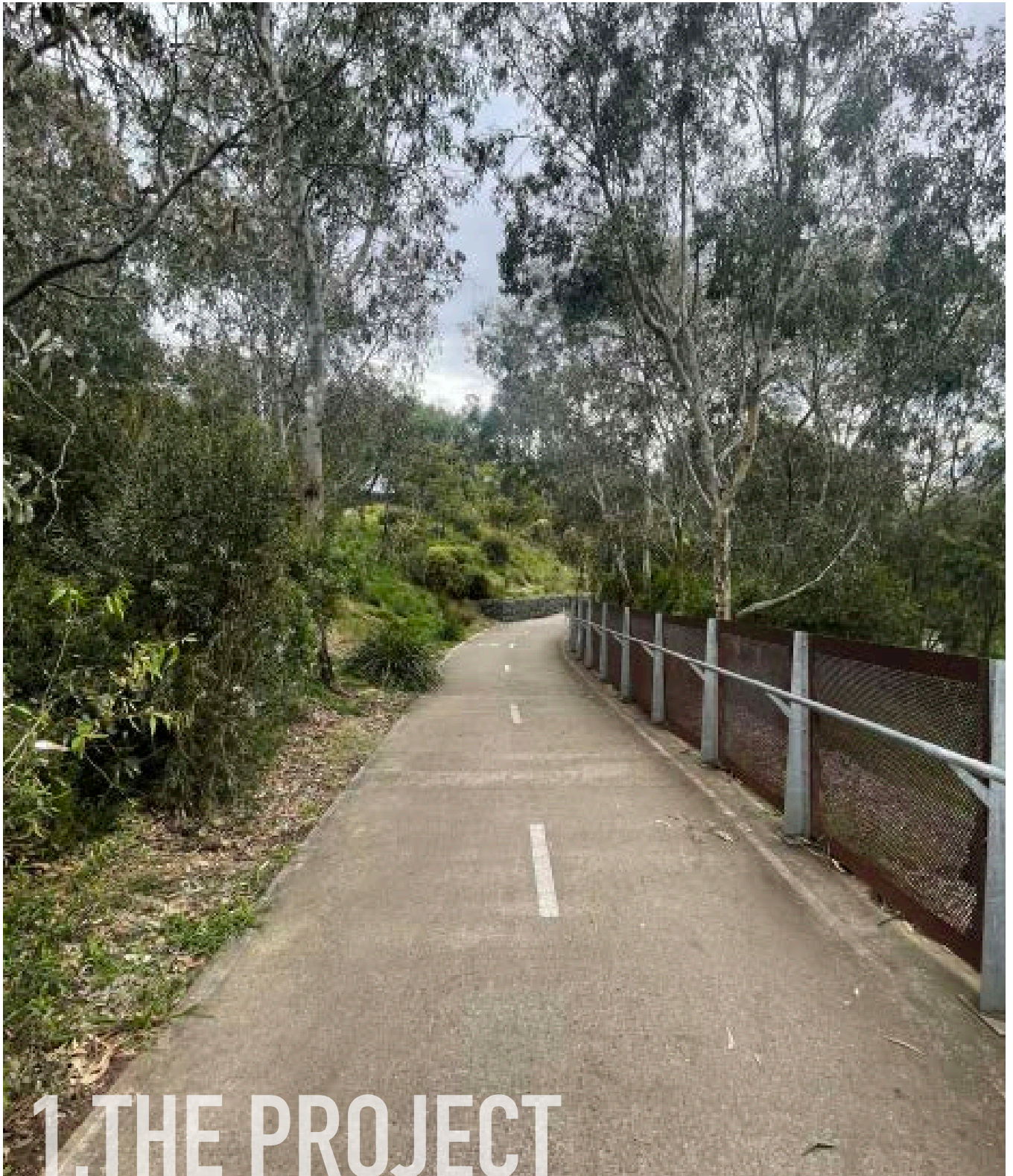
Due to the wide variety in project types, and to allow project types to be easily sorted, a series of ‘filters’ were also developed. Using these filters, a project based on specific requirements regarding the filter categories can be identified.

The top ten projects identified during the multi-criteria analysis process outline the priority projects for the Northern Region however there may be instances where a grant or funding opportunity arises that is suited to an improvement project that is not highly ranked. In these instances, projects can be sorted using the filters to identify suitable projects for implementation or funding applications.

It is important to note that this strategy is high level and as such many of the trail action items require further investigation in order to determine their feasibility and alignment, and to ensure they are in alignment with all relevant authority and land manager acts, strategies, plans and policies. Many of the action items are significant in complexity, i.e. involve multiple land owners or managers or include kilometres of new trail construction, and therefore may present barriers for implementation and take longer than the life of this study to be realised.

1. THE PROJECT	1	7. TRAIL INFRASTRUCTURE	66
1.1 About The Project	2	7.1 Trail Surfaces	66
1.2 Study Area	3	7.2 Trail Signage	73
1.3 Project Objectives	4	7.3 Trail Facilities	75
1.4 Project Approach	4	7.4 Trail-Side Vegetation	77
1.5 Acknowledgments	5	7.5 Intersection Treatments	77
		7.6 Trail Infrastructure Standards And Guidelines	78
2. VISION	6		
2.1 Project Vision	7	8. TRAIL MANAGEMENT	80
2.2 Guiding Principles	7	8.1 Existing Management Structure	81
		8.2 Management Roles	84
3. REGIONAL TRAILS	8	8.3 Trail Management Opportunities	85
3.1 What Are Trails?	9		
3.2 What Are Regional Trails?	9	9. TRAIL MARKETING	86
		9.1 Introduction	87
4. STRATEGIC CONTEXT	12	9.2 Current Marketing Activities	87
4.1 Existing Strategic And Policies	13	9.3 Marketing Types	89
4.2 Strategic Context Overview	13	9.4 Tourism Potential	90
4.3 Northern Regional Trails Strategy 2016	13	9.5 Goals And Potential Target Markets	90
5. TRAIL USERS	17	10. IMPLEMENTATION	92
5.1 Demographics	18	10.1 Introduction	93
5.2 Existing Trail Users	22	10.2 Region-wide action items	93
5.3 Potential Trail Users	26	10.3 Trail-specific action items	94
5.4 Equestrian Use	28	10.4 Cost benefit analysis	103
		10.5 Funding the trails	105
5. THE TRAIL NETWORK	30		
3.1 Aitken Boulevard Shared Trail	33	APPENDICES	113
3.2 Amaroo Pipe Track	34		
3.3 Banyule Shared Trail	35		
3.4 Blind Creek Trail	36		
3.5 Craigieburn Line Shared Path	37		
3.6 Darebin Creek Trail	38		
3.7 Diamond Creek Trail	39		
3.8 East West Power Easement Trail	40		
3.9 Edgars Creek Trail	41		
3.10 Galada Tamboore Trail	42		
3.11 Green Wedge Trail	43		
3.12 Hendersons Creek Trail	45		
3.13 Hurstbridge Rail Trail	46		
3.14 Jacksons Creek Trail	47		
3.15 Kinglake Way Trail	49		
3.16 Maroondah Aqueduct Trail	50		
3.17 Merri Creek Trail	52		
3.18 Metropolitan Ring Road Trail	54		
3.19 Moonee Ponds Creek Trail	56		
3.20 Northern Pipe/ St Georges Rd/ Cheddar Rd Trail	58		
3.21 Plenty River Trail	59		
3.22 Somerton Road Trail	61		
3.23 Upfield Rail Trail	63		
3.24 Whittlesea Shared Trail	64		
3.25 Yan Yean Pipe Track	65		
3.26 Main Yarra Trail	66		
3.27 Yuroke Creek Trail	67		

CONTENTS



Merri Creek Trail



1.1 ABOUT THE PROJECT

In 2016 the original *Northern Regional Trails Strategy* was developed by the Councils in the Northern Region (Banyule City Council, Darebin City Council, Hume City Council, Moreland City Council, Nillumbik Shire Council, City of Whittlesea, plus Yarra City Council), to establish a framework for the planning and development of trails to support the increasingly dense urban footprint and population, while providing accessible recreation and active travel opportunities and economic benefits to the communities in Melbourne's north.

The 2016 strategy has successfully leveraged approximately \$11 million of State Government Funding to deliver the key priorities identified in the strategy as well as focusing individual Council's budget allocations into the planning and delivery of priority trail projects. However, since the adoption of the strategy, significant State Government infrastructure projects have changed and will continue to change the physical landscape of the northern region necessitating the review and update of the strategy to reflect the impact these have had and the changing priorities.

This study reviews the 2016 strategy and provides an updated framework for the next ten years and beyond in order to deliver a comprehensive trail network taking into consideration projects already completed, changed Council priorities and the changed landscape as a result of significant state infrastructure projects.

This project provides an in-depth strategic analysis of the network that has been created and seeks to determine the key trails of regional importance, who and why people use these regional trails and how to encourage greater use of the regional trail network. The study will also provide the strategic direction required to allow local government and other land management authorities to work together towards an interconnected and well-used trail network that prioritises accessibility and promotes healthy and active communities.

1.2 STUDY AREA

Melbourne’s Northern Metropolitan Region stretches from the inner-city suburbs of Brunswick, Northcote, Alphington and Ivanhoe, to the outer areas of Craigieburn and Sunbury, and to the Kinglake National Park and rural and interface communities of Whittlesea and St Andrews. It is a diverse and vibrant region, featuring Melbourne’s Tullamarine Airport, arts and cultural precincts, the National Employment and Innovation Cluster in La Trobe and new growth communities on the northern fringe of the city.

The total area of the Northern Region is approximately 159,100 hectares and includes a mix of urban, suburban and rural areas. Much of the study area lies within the Yarra River catchment, including Diamond Creek, Plenty River, Darebin Creek, Merri Creek and the Moonee Ponds Creek. Areas in the north-west of the study area are within the Maribyrnong River catchment.

The Wurundjeri – Woi wurrung people of the Kulin Nation are the traditional custodians of the land in the Northern region of Metropolitan Melbourne.

The region’s population is estimated at approximately 938,000 people and includes a diverse range of communities in terms of age groups, cultural backgrounds and socio-economics. The geography and topography are varied as is the nature of township and urban development.

The six Local Government Authorities in the Northern Region of Metropolitan Melbourne and included in this project are: Banyule City Council, Darebin City Council, Hume City Council, Merri-bek City Council, Nillumbik Shire Council, and the City of Whittlesea.

To the north of the study area lie municipalities that are predominantly rural in nature (the Shires of Macedon Ranges, Mitchell and Murrundindi) and currently have no regional trails that link to the regional trail network within the study area. This is likely to change in the future as the southern parts of the Shire of Mitchell, for instance, become more urban. Future strategies should consider extending the study area to accommodate this. The areas to the west and east of the study area are covered by separate regional trail strategies.

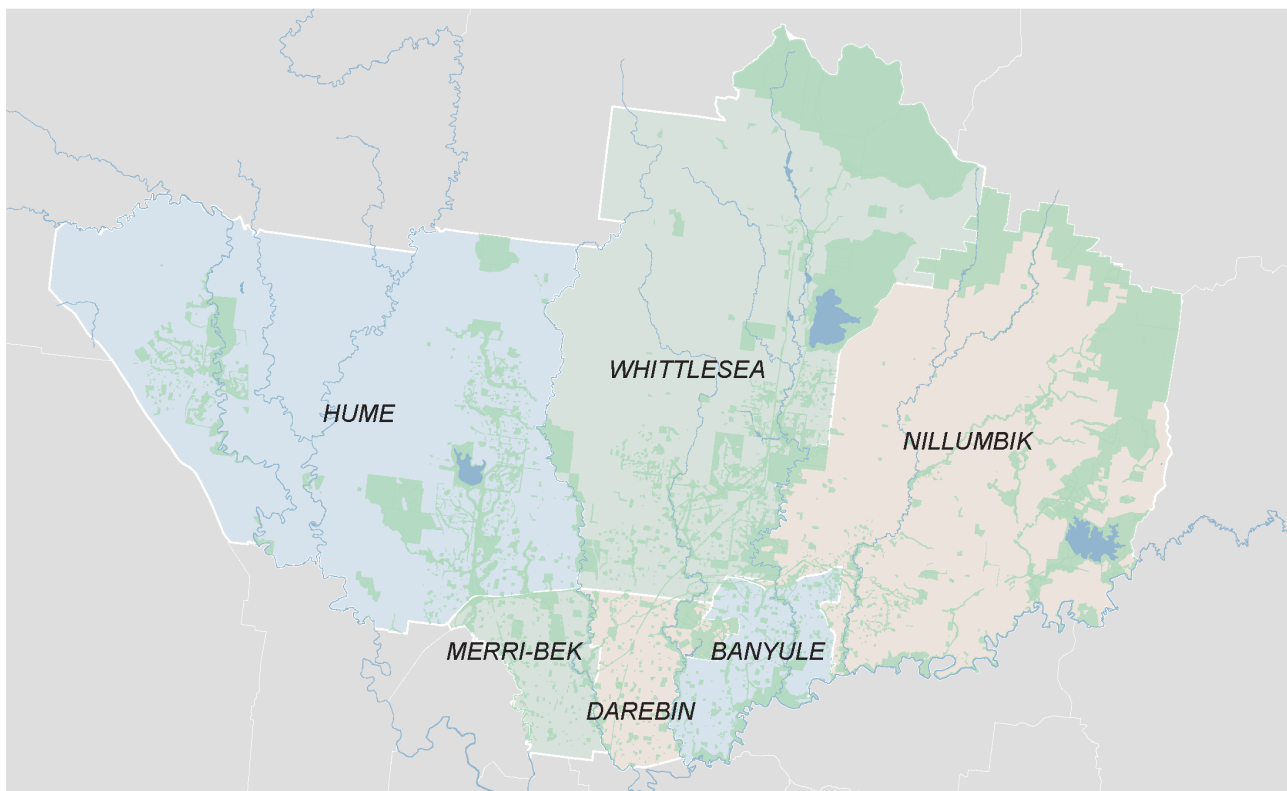


Figure 1.1: Project study area

1.3 PROJECT OBJECTIVES

The 2016 Northern Regional Trails Strategy was developed by the Councils listed above (plus Yarra City Council) in recognition of the need to plan and deliver appropriate infrastructure to support urban development and population growth while providing accessible recreation facilities, active transport opportunities and economic benefits in Northern Metropolitan Melbourne. The strategy was endorsed by all participating councils (with the exception of Yarra City Council) and whilst considered successful, the development of State Government Infrastructure has impacted the landscape of the region necessitating a review and update of the trails strategy.

The key objectives for this new and revised strategy include:

- Consideration of the recommendations of the existing strategies prepared by each of the participating Councils in the Region, the *Victorian Cycling Strategy 2018-28*, *Victoria's Trails Strategy 2014-24*, *Northern Regional Trails Strategy 2016* and other relevant state and local strategic plans including State Government's Strategic Cycling Corridors.
- Identification of gaps and opportunities in the provision of an integrated and linked network of trails.
- Development of a strategic framework for establishing, upgrading and maintaining trails across the network.
- Recognition of the changing physical landscape of the Northern Region and the impact and opportunities significant infrastructure projects may have.
- Definition and quantification (where possible) of the economic, social, health and commuter benefits of developing the regional trail network.
- Consideration of the recent impact of COVID-19 on travel patterns and active transport demand.
- Positioning the strategy as a key advocacy document to attract funding to deliver the Northern Region Trail Network.

1.4 PROJECT APPROACH

There have been a number of key steps undertaken in the completion of this project, as briefly outlined below.

- **Trail desktop assessment**
Identifying the locations of key existing and proposed trails from maps and relevant Council strategies.
- **Trail audit**
Riding each of the existing trails on a bicycle, providing an accurate map of the existing trails and an understanding of the network, including trail surfaces, navigational signs and trail character.
- **Initial community engagement**
Including an on-line questionnaire prior to the preparation of the strategy, promoted by the Councils as well as through a wide range of organisations with a potential interest in regional trails. The questionnaire was open for five weeks over July and August 2021 and received 923 responses.
- **Strategic context review**
Strategic documents relevant to regional trail provision at a local, regional and state level were reviewed. The information from these, particularly the recommendations from local government strategies, provided a starting point for trail improvement measures assessed in the Action Plan.
- **Action plan**
Potential trail improvements were identified through various phases of the project and were assessed against a set of criteria allowing them to be prioritised.
- **Community review of draft**
An additional engagement process ran between 26th July and 26th September 2022 allowing people to provide feedback on a draft version of this document. There were 371 individual contributors to this engagement process, with a strong alignment evident between the region wide strategy priorities with those of the community.



1.5 ACKNOWLEDGMENTS

This project was undertaken by a consultant team lead by *Fitzgerald Frisby Landscape Architecture*, with specialist inputs from *Quentin Frayne*, who undertook the trail auditing and *SGS Economics & Planning* who prepared the Cost Benefit Analysis.

This study was undertaken with extensive and invaluable input from the Project Working Group, led by Banyule City Council, and with representatives from (in alphabetical order):

- Banyule City Council
- Darebin City Council
- Hume City Council
- Merri-bek City Council
- Nillumbik Shire Council
- City of Whittlesea

This project also benefited greatly from the input of a very broad range of people and organisations including government departments, authorities, advocacy groups, clubs and the hundreds of individuals who responded to the questionnaire undertaken as a part of this project.



Edgars Creek Trail

2.1 PROJECT VISION

The Northern Trails: Connecting People, Places and Spaces

The Northern Trails Strategy will document a realistic planning framework and implementable action plan to establish a high quality network of integrated and connected shared trails sensitively linking communities, destinations and a diverse range of urban and natural environments.

The regional trail network will provide desirable, safe and accessible transport and recreation opportunities for residents and collectively reinforce the region as a world class trails destination for visitors.

2.2 GUIDING PRINCIPLES

Complementing the project vision, this Strategy is guided by the following principles:

1. Connected:

The trail network must create useful and convenient routes that link communities, destinations and environments.

2. Integrated:

Individual regional trails must link with other trails to create a continuous network, and also link to other networks and transport modes where possible.

3. Multi-use:

The trail network must be designed to cater for the widest possible range of user modes and types, including commuting and recreational use, and including consideration of equestrian where appropriate.

4. Universal access:

The trail network must be designed to ensure that it is accessible and usable by as many people as possible, including the young, old, people with limited mobility and people from diverse cultural and social backgrounds.

5. User safety:

The trail network must be safe to use, including compliance with standards and the appropriate application of guidelines relating to trail design, construction and management.

6. User experience:

The trail network must provide appropriate facilities and settings, and be managed in a way that facilitates usage, including the provision of navigational signs, shade, trail-side vegetation, drinking fountains and toilets where possible.

7. Longevity/robustness:

The trail network must be constructed and managed in a sustainable way to ensure that it continues to provide appropriate standards of safety, usability and presentation into the future.

8. Environment:

The trail network must be designed and constructed to minimise negative environmental impacts from both construction and ongoing use.

9. Cultural Heritage:

The trail network must be designed and constructed to ensure cultural heritage values are retained and protected.



Yuroke Creek Trail

3.1 WHAT ARE TRAILS?

The *Victorian Trails Strategy 2014-2024* defines a trail as:

'an established path, route or track which often traverses natural areas and is used by people for non-motorised recreation, such as walking, running, cycling, mountain biking and horse riding.'

Key characteristics of a trail include:

- multiple potential user groups, but with a recreational and restorative focus
- an off-road location
- a relatively long and continuous length.

These definitions, with a focus on off-road routes and connections to nature, fit comfortably with many trails within the study area. However, trails in urban areas may also be used to provide links to schools and shopping centres, rather than connections to nature. Similarly, the establishment of long and continuous trails in densely-developed urban areas very often requires the incorporation of routes of a more urban nature, including road-side shared paths and on-road bicycle lanes. To accommodate the full range of conditions found across the study area, the term 'trails' in this document incorporates these kinds of urban trail characteristics.

The *Victorian Trails Strategy* definition notes horse riders as a trail user group. While equestrian use of urban trails is not as common as other use modes, consideration of equestrian trail use is included within this study.

3.2 WHAT ARE REGIONAL TRAILS?

'Regional trails' fit the definition of trails developed above, and also have a regional scale, purpose and/or impact. Other key defining characteristics of regional trails are:

- **Connecting regionally important locations:** the provision of routes accessing and linking key civic/commercial destinations, activities and natural/cultural features of regional importance.
- **Integrated:** Regional trails in a metropolitan context do not exist in isolation, and must be integrated with a network of other regional and local trails.
- **Recreation:** the provision of recreation opportunities that are both accessible and attractive to a group of users of a regional scale and/or distribution.
- **Economic benefit:** the potential to deliver economic benefits of regional importance (including promoting economic development and/or tourism)
- **Ease of access:** the ability to be readily accessed by the community living and working within the region, as well as by visitors. Trails that require special skills or equipment to access (e.g. trails only accessible by mountain bikes) are not defined as regional trails for the purposes of this study.

Therefore, the kinds of facilities not defined as regional trails for the purposes of this study include local footpaths (i.e. roadside pedestrian-only paths that serve a very local function), on-road cycling opportunities, and informal mountain biking routes.

3.3 THE BENEFITS OF REGIONAL TRAILS

Regional trails provide a range of benefits to the community that can be grouped into four categories:

- Social
- Health (including active transport)
- Environmental, and
- Economic.

There are strong inter-relationships between these categories, as can be seen in the discussion of these benefits below.

3.3.1 Social

Regional trails create spaces for people to exercise with others, facilitating community connection and health benefits. Approximately half of the respondents to a questionnaire undertaken as a part of this study indicated that they regularly use the regional trail network with friends and family.

These project-specific findings about the prevalence of people exercising in groups are backed up by broader analysis. The Victorian Government health promotion foundation, VicHealth, undertakes regular analyses of public health in the state. The *VicHealth Indicators Survey 2015* found that;

just under a third (31.8%) of all Victorians (45.1% of those who participated in non-organised activities) reported that they participated in non-organised activities with someone else.

Unplanned social interactions also occur, particularly where there is a shared interest (such as dog walkers, families, or neighbours). These chance encounters provide opportunities for social interaction for people who may otherwise be socially isolated. Importantly, these opportunities for social interaction are available to all members of the community, regardless of social or economic standing.

The state government strategy *Plan Melbourne 2017-2050* identifies a goal of creating '20 minute neighbourhoods' (where most everyday needs are within a 20 minute walk, ride or public transport trip from a person's home) as a way to improve the quality of life for residents of the city. Trails can play an important role in realising this goal, by providing infrastructure to facilitate active transport modes.

3.3.2 Health

The *VicHealth Indicators Survey 2015* identifies 'physical activity and sedentary behaviour' as one of five key public health indicators. The top non-organised physical activities that Victorians participate in are all activities highly suited to regional trails: walking (51.2%), jogging/running (14%), and cycling (11.8%).

The *VicHealth Indicators Survey 2011* identified three key reasons for lack of physical activity and sedentary behaviour within the population:

- an increased reliance on cars for transportation
- leisure activities have become more sedentary in nature
- many workplaces require people to sit for long periods
(*VicHealth Indicators Survey 2011, Selected Findings, page 55*)

A high-quality trail network in an urban environment has the potential to strongly influence the choices people make regarding two out of three of these reasons for inactivity.

- Trails can make active transport options more attractive, by providing locations for safe, convenient and desirable alternatives to vehicles for personal transport.
- Trails can stimulate participation in active recreation activities, by providing allocation for a range of cost-free, convenient and attractive leisure opportunities.

The COVID-19 pandemic has highlighted the health and well-being benefits derived from visiting green and blue spaces (i.e.. open space and spaces in proximity to water bodies), enabling not only exercise but also opportunities for respite and connection. In *Time for 'Green' during COVID-19? Inequities in Green and Blue Space Access, Visitation and Felt Benefits* (Burt & Feng, 2021) Australian residents surveyed reported greater levels of green and/or blue space visitation and felt benefits during the pandemic. However, these benefits were not equally distributed. People with greater socio-economic disadvantage reported lower levels of visitation and felt benefits. This highlights the value of strengthening our trail network as a strategy to equalise access to green/blue spaces and their associated health and wellness benefits.

Trails also often provide shady routes, often in vegetated areas and along waterways, that provide valuable refuges from the 'urban heat island' (i.e.. higher temperatures in urban areas caused by high densities of hard-paved surfaces).

3.3.3 Environmental

A high quality regional trail network encourages people to choose to walk or cycle to destinations, rather than using motorised transport modes. This results in reduced vehicle numbers on roads, and the resulting reductions in air pollutants, noise pollution and congestion issues.

Trails can also provide access to natural environments which can assist in fostering an appreciation of the environment and help to develop awareness of environmental issues. The 2017 State Government strategy *Protecting Victoria's Environment – Biodiversity 2037* identifies increasing opportunities for all Victorians to have daily connections with nature as a priority action.

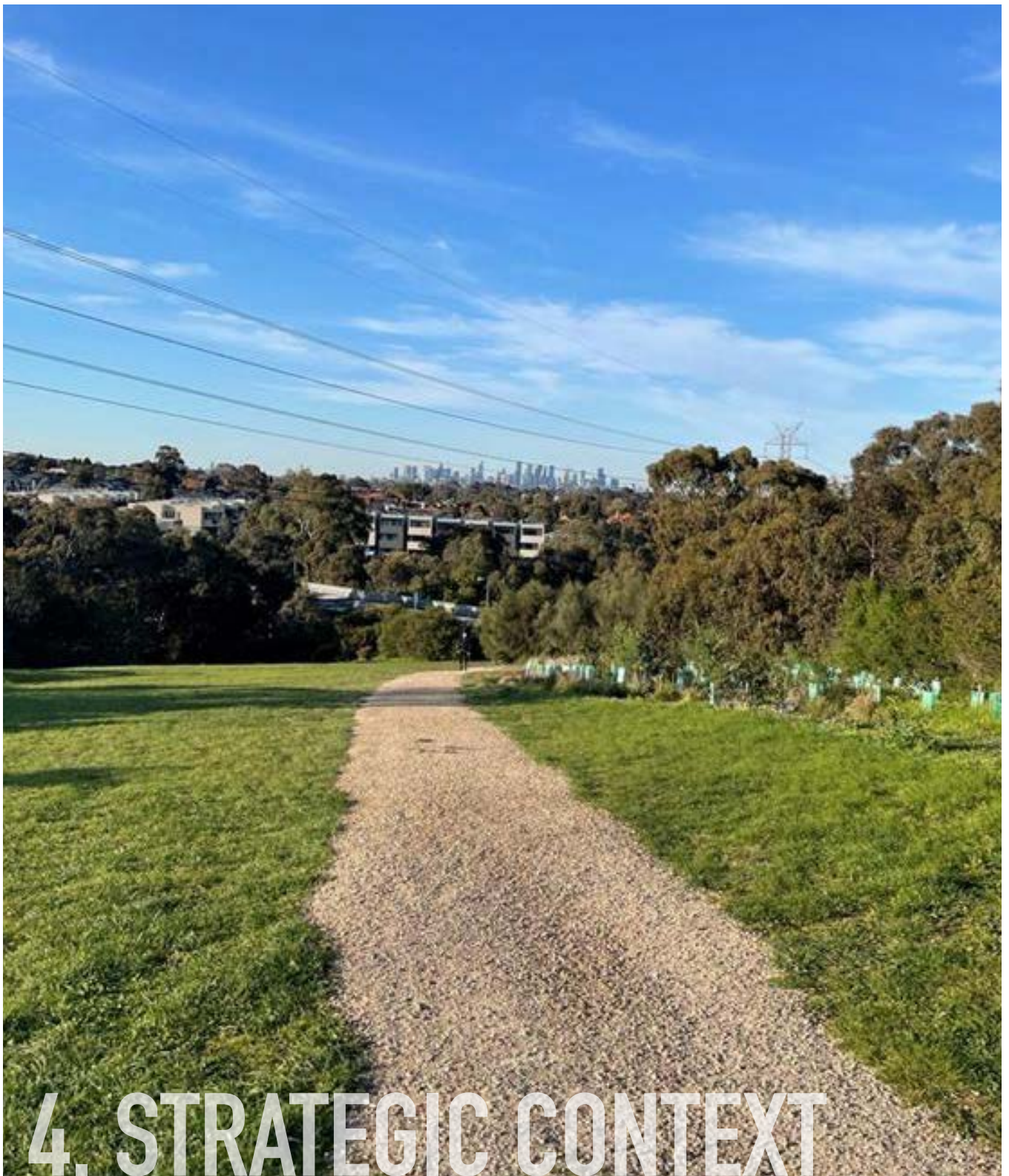
Trails are regularly located in sensitive environments (e.g. along waterways). Care needs to be taken in developing trails in sensitive locations to limit negative environmental and cultural heritage impacts. It should also be noted that creating trail access into such spaces can drive positive environmental outcomes by making problems (such as weed infestations) more visible. Trails can also make these areas easier to access for weed control and native vegetation management activities.

3.3.4 Economic

Some aspects of economic and tourism benefits of regional trails are closely linked, especially if a relatively broad definition of tourism is applied. Most of the visitors to the regional trails in Northern Melbourne live in Melbourne themselves. These local tourists have the same potential to provide economic advantage as those travelling greater distances before arrival.

There are also strong relationships between economic benefits of trails and the two previous categories (social and health benefits). The cost to the community of ill health is very large, and a portion of this can be attributed to physical inactivity. Mental illness also has an associated economic cost, which includes the costs from loss of productivity and absence from the workforce. Regular participation in physical activity has been shown to improve mental and physical health, and regional trails are a direct way to invest in improving that participation.

In addition to providing a healthy transport alternative, regional trails can also prove to be time-efficient, reducing costs such as lost productivity associated with transport congestion. Commuting time is also associated with negative health effects. The *VicHealth Indicators Survey 2015* noted that 'perceived stress during or immediately after commuting increases with commute time, lack of predictability or control associated with commuting, and crowding during the commute journey'. It also noted that commuting is also linked with negative health outcomes not directly related to the commute itself, such as time spent commuting resulting in less time available for health-promoting behaviours such as physical activity and relaxation.



Edgars Creek Trail

4.1 EXISTING STRATEGIC AND POLICIES

Given the large geographical size of the study area and the multitude of benefits associated with regional trails, there are a large number of existing strategies and policies that are relevant to this study. Relevant documents have been reviewed as a part of this study and are summarised in Appendix A.

The documents reviewed can be broadly grouped into the following categories.

- Municipal cycling and walking strategies
- Municipal open space strategies
- Municipal integrated transport strategies
- Municipal road management plan/ safe travel strategies
- Miscellaneous municipal strategies (including feasibility studies and Master Plans for trails).
- Northern Melbourne regional strategies (including the *Northern Horizons – 50 Year Infrastructure Strategy for Melbourne’s North 2016*, *Northern Metro Region Five Year Plan for Jobs, Services and Infrastructure 2018–2022*, and the *Northern Regional Trails Strategy* completed in 2016, which is a significant precursor to this study).
- Higher-level strategic documents (typically state government strategies relating to particular issues, including open space provision, waterways, cycling, trails, infrastructure plans and tourism).

4.2 STRATEGIC CONTEXT OVERVIEW

The review of existing strategies and policies highlights the strong alignment between the objectives of this study and broader strategic directions at all levels of government. These strategic directions include:

- Identification of cycling and walking infrastructure as an important part of an integrated transport network for Melbourne in state government plans and strategies (including *Open Space for Everyone 2021*, *Plan Melbourne 2017-2050*, the *Victorian Cycling Action Plan 2013-2023* and the *Victorian Cycling Strategy 2018-28*).
- Strong support for trail infrastructure development in local government strategies across the study area, including relating to transport, recreation, and health and wellbeing.
- The identification of regional trails as key recreational facilities for the region in the *Northern Horizons – 50 Year Infrastructure Strategy for Melbourne’s North 2016* and the *Northern Regional Trails Strategy 2016*.

4.3 NORTHERN REGIONAL TRAILS STRATEGY 2016

Completed in 2016, the *Northern Regional Trails Strategy* was undertaken to facilitate the implementation of an effective and integrated trail network to support an expanding, increasingly dense urban footprint and population, provide accessible recreation opportunities and promote and support a diverse range of employment and economic opportunities for the residents of Melbourne’s north and beyond.

The aim of the 2016 strategy was to develop a trail network that is a highly connected, functional off-road network with regional-scale economic, social and environmental value. To date, the strategy has been effective in leveraging approximately \$11 million of State Government funding to deliver key priorities identified in the strategy as well as focusing individual Councils’ budget allocations into the planning and delivery of priority trail projects.

The following table outlines the recommendations and key priorities identified in the 2016 strategy and their current status.

Trail	Project description	Status
Banyule Shared Trail	Two sections of new trail construction (2km) adjacent to the Greensborough Highway: 1. Wattle Drive north to Watsonia Station 2. Watsonia Station north to Grimshaw Street	High level concept design completed. Funded
East-West Power Easement Trail	Two sections of new trail construction (1.7km): 1. From Plenty Road to Watsonia Road / Railway Station / Greensborough Highway precinct 2. From the Greensborough Highway to the Plenty River Trail	Concept design partially completed. Partially funded
Main Yarra Trail	Bridge crossing over the Yarra River to Banksia Park at Vine Street, Heidelberg	Feasibility study is required. Funded
Main Yarra Trail	Realignment of the Main Yarra Trail through the Banyule Flats	On hold, pending further investigations and consultation. Not funded
Banyule Shared Trail	New trail construction (2.1km) from Banksia Street south to the Yarra Trail just north of McArthur Road	Concept design
Darebin Creek Trail	Bridge Crossing over the Darebin Creek at Tee Street providing a link between the existing Darebin Creek Trail and Beenak/ McMahon Reserve Path	Constructed
La Trobe University Shared Path	New trail construction (1.97km) from the La Trobe University at Plenty Road/ Main Drive to the existing Shared Path at Kingsbury Drive	Construction commenced
Plenty Road Shared Path	New trail construction (1.61km) along Plenty Road from Drive Road north to Arthur Street	No design undertaken to date
Aitken Boulevard Trail	Three sections of new trail construction (2.97km): 1. Along Kirkham Drive from the Yuroke Creek north to Kirkham Drive Reserve 2. Along Aitken Boulevard from Somerton Road to James Mirams Drive 3. From Fairways Boulevard north to Aitken Creek	1. Concept design 2. Constructed 3. Constructed
Aitken Creek Trail	New trail construction (0.58km) from Hothlyn Drive east to join the proposed Merri Creek Shared Trail.	Concept design developed for Stage 1
Blind Creek Trail	New trail construction (0.6km) from the rail line in Sunbury, east to the Jacksons Creek	Partial detailed design
Greenvale Reservoir Park Trail	New trail construction (1.2km) from Mickleham Road/ Garibaldi Road, east along Venezia Promenade to the Greenvale Reservoir Park	No design undertaken to date
Meadowlink Shared Pathway	Two sections of new trail construction (2.55km): 1. Through Rotary Park/ Johnstone Street Reserve to Johnstone Street 2. From Dimboola Road, along Tanderrum Way, Pascoe Vale Road then east to Merlynston Creek	1. Detailed design 2. Constructed
Yuroke Creek Trail	New trail construction (0.55km) along the Melbourne Water Pipe Track from Greenvale Reservoir Park south to the existing Yuroke Creek Trail	No design undertaken to date
Merri Creek Trail	Major trail extension (24.51km) from the north side of Barry Road to the far northern border of Hume.	Concept Design between Barry Road and Cooper Street
Upfield Rail Trail	New trail construction (1.4km) from Box Forest Road north to Metropolitan Ring Road	Funded - Construction commencing

Trail	Project description	Status
Upfield Rail Trail	Six sections of new trail construction (1.16km): <ol style="list-style-type: none"> 1. Missing section at Jewell Station 2. From Reynard Street to Munro Street 3. Missing section south of Gaffney Street 4. Missing section at Batman Station 5. Missing section at Ararat Avenue 6. Missing section at Merlynston Station 	<ol style="list-style-type: none"> 1. Constructed 2. Under construction 3. Constructed 4. Concept Design 5. No design 6. Some sections planned via car park upgrade.
Edgars Creek Trail	Three sections of new trail construction (2.19km): <ol style="list-style-type: none"> 1. From the Merri Creek Trail to Ronald Street 2. From Ronald Street to Photography Drive 3. From Photography Drive to Carrington Road 	<ol style="list-style-type: none"> 1. Partially constructed 2. No design undertaken to date 3. No design undertaken to date
Diamond Creek Trail	New trail construction (7.34km) along the Diamond Creek from Luscombe Drive to Ferguson's Paddock	Partially constructed
Aqueduct Trail	Three sections of new trail construction (20.63km): <ol style="list-style-type: none"> 1. From the Plenty River Trail, over the Metropolitan Ring Road to the existing Banyule Diamond Creek trail 2. From Main Road Diamond Creek, along Eltham-Yarra Glen Road, Creek road and Eltham road to the commencement of the existing trail 3. From Warrandyte Kinglake Road, north along Westering, Ridge and Muir Roads to Skyline Road 	Concept design, partial detailed design
Green Wedge Trail	Four sections of new trail construction (8.22km): <ol style="list-style-type: none"> 1. From the proposed Diamond Creek Trail (Wattle Glen Station) to existing trail on Watery Gully Road 2. Missing section at Alma Road and Eltham-Yarra Glen Road 3. Missing section at Motschalls Road 4. Missing section from Spanish Gully Road to Kinglake 	No design undertaken to date
Edgars Creek Trail	Four sections of new trail construction (7.98km): <ol style="list-style-type: none"> 1. North of Metropolitan Ring Road, from Spring Street to Main Street 2. Between Cooper Street and Tramoo Street 3. From Willandra Drive to Rockfield Street 4. From Gammage Boulevard to Craigieburn Road 	<ol style="list-style-type: none"> 1. Constructed 2. No design 3. Constructed 4. Partially constructed
Merri Creek Trail	New trail construction (0.34km) from the Merri Creek Trail to the Whittlesea Public Gardens.	Constructed
Whittlesea Rail Trail (also known as the Whittlesea Shared Trail)	New Trail construction (16.8km) along the train line from McDonalds Road, South Morang to Laurel Street, Whittlesea	No design undertaken to date
Yan Yean Pipe Track	Three sections of new trail construction (6.88km): <ol style="list-style-type: none"> 1. From the Western Ring Road north to Childs Road 2. From Moorhead Drive to Williamson Road 3. From Vincent Drive to Gordons Road 	Partially constructed
Plenty Road Shared Path	New Trail Construction (0.43km) from Centenary Drive, Mill Park to the proposed Yan Yean Pipe Track at Hickey Court	No design undertaken to date
Darebin Creek Trail	Upgrade existing trail from M80 to Childs Road and Childs Road to Findon Road from granitic sand to concrete	Partially constructed
Merri Creek Trail	Upgrade existing trail in the City of Whittlesea from granitic sand to concrete	
Hendersons Road Drain Trail	Upgrade existing trail in the City of Whittlesea from granitic sand to concrete	Partially constructed

South Morang Pipe Trail	Upgrade existing trail in the City of Whittlesea from granitic sand to concrete	Detailed design
Craigieburn Line Shared Path	Construct 8 new sections of trail (15.65km): <ol style="list-style-type: none"> 1. From Moonee Ponds Creek Trail to Gaffney Street 2. From Gaffney Street to Bothwell Street, on the western side 3. From Bothwell Street to Devon Road, on the western side 4. From Devon Road to Cartwright Street, on the western side 5. From Cartwright Street to Glenroy Road, on the western side 6. From Glenroy Road to Glenroy Station 7. From Glenroy Station to Jacana Station, on the eastern side 8. From Jacana Station to Craigieburn Station 	<ol style="list-style-type: none"> 1. Strategic Plan 2. Funded for constuction 3. Design underway 4. Completed 5. Design underway 6. Construction underway 7. Strategic Plan 8. No design undertaken to date

Since the adoption of the *Northern Regional Trails Strategy (2016)*, significant State Government infrastructure projects have changed and will continue to change the physical landscape of the northern region necessitating the review and update of the 2016 strategy to reflect the impact these have had and the changing priorities. This updated strategy considers the recommendations and priorities outlined in the table above and establish an updated framework for the future development, prioritisation and maintenance for off road trails in the Northern Region of Metropolitan Melbourne.



Merri Creek Trail

5.1 DEMOGRAPHICS

The study area for this project is very diverse ranging from established inner-suburban areas to rural townships. The population of Northern Melbourne is similarly diverse. Figures 5.1 to 5.5 illustrate the key population characteristics of the study area, including land area, population numbers, population change and population density. These figures demonstrate that:

- The municipalities that make up the Northern Melbourne study area range in population size (from approximately 65,000 to 241,000 residents).
- The density of the population is heavily weighted to the south of the study area
- The area to the north of the region has the highest population, but low population densities. The growth areas have the fastest growing populations with their population densities projected to increase.
- The far eastern side of the study are has the lowest population and lowest density and due to the green wedge and larger rural lots.

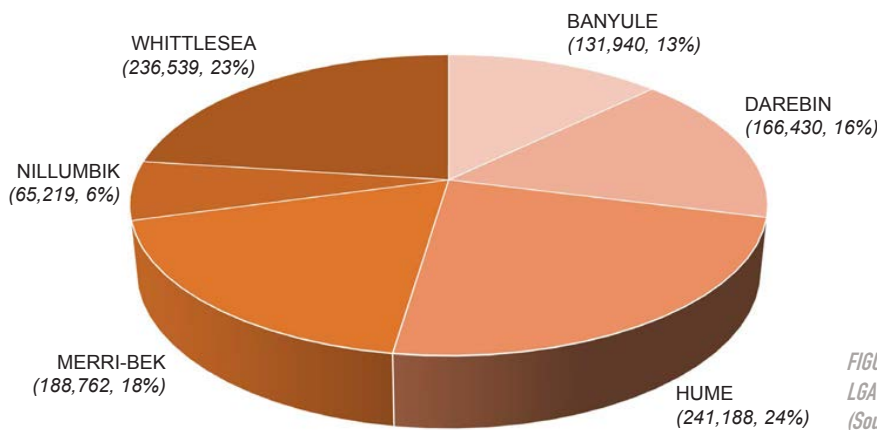


FIGURE 5.1:
LGA ABS Estimated Resident Population 2020
(Source: www.profile.id.com.au)

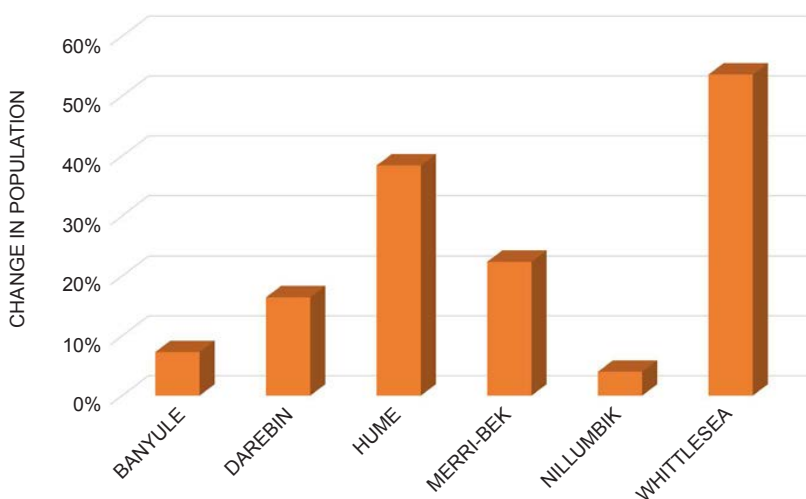


FIGURE 5.2:
Change in Estimated Resident Population from
2011 to 2020 by Local Government Area
(Source: www.profile.id.com.au)

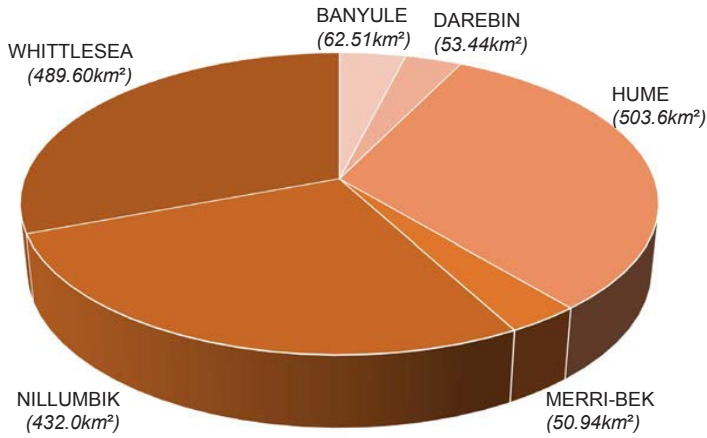


FIGURE 5.3:
LGA Land Area
(Source: www.profile.id.com.au)

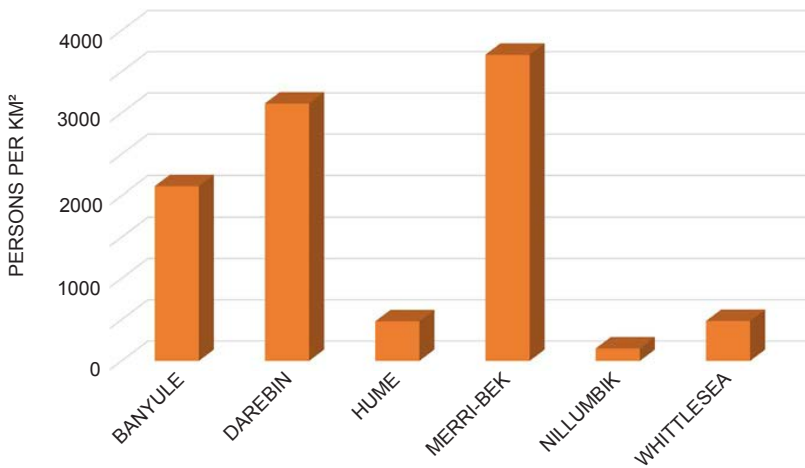
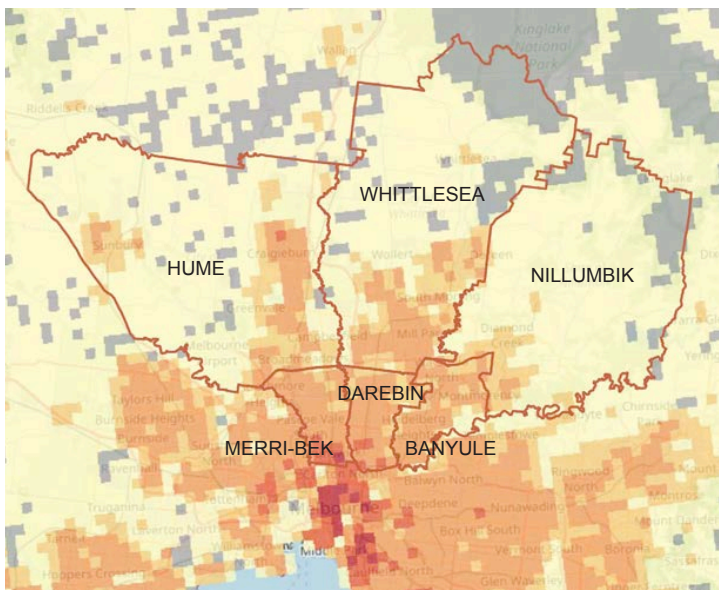


FIGURE 5.4:
Population Density by Local Government Area 2020
(Source: www.profile.id.com.au)



Approximate population per square kilometre

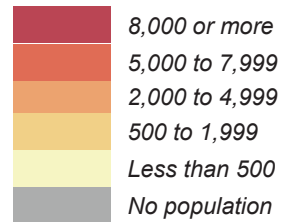


FIGURE 5.5:
Study area population density map grid (2020)
(Source: Australian Bureau of Statistics, Population Grid, 2020)

It can also be seen that all of the Councils within the study area are recording population growth and that this is projected to continue over the coming decades, particularly within the growth areas.

Figure 5.6 shows the age distribution for each of the Councils within the study area and a comparison to the Greater Melbourne average. The study area as a whole has high numbers of residents in the 35-49 year age bracket.

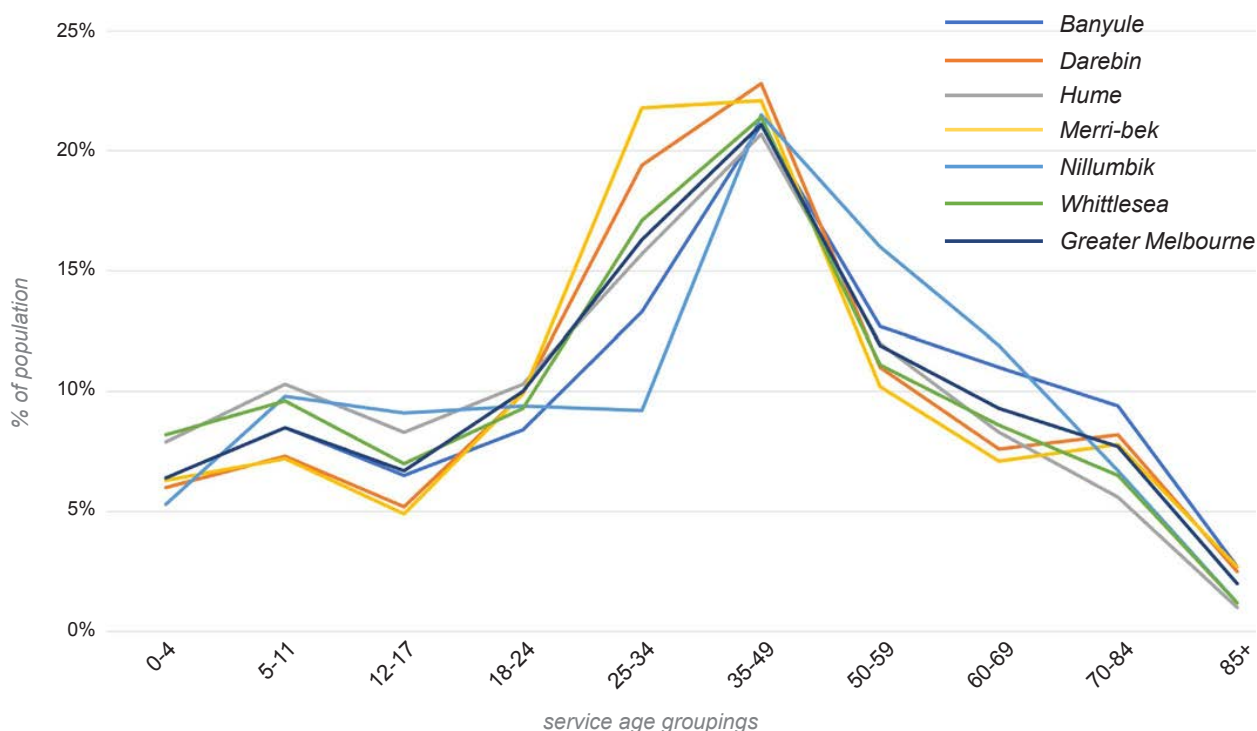


FIGURE 5.6:
Service age group distribution by Council within study area, compared to the Greater Melbourne population (2016)
(Source: www.profile.id.com.au)

Figure 5.7 shows the relative socio-economic disadvantage by suburb measured against the Australian Bureau of Statistics Socio-economic indexes for areas (SEIFA) measures. This dataset broadly defines socio-economic advantage and disadvantage through an assessment of people's access to material and social resources, and their ability to participate in society.

Within our study area the majority of the key population centres within the study area are ranked as having low levels of disadvantage. The areas of disadvantage identified are predominantly in the centre of the study area.

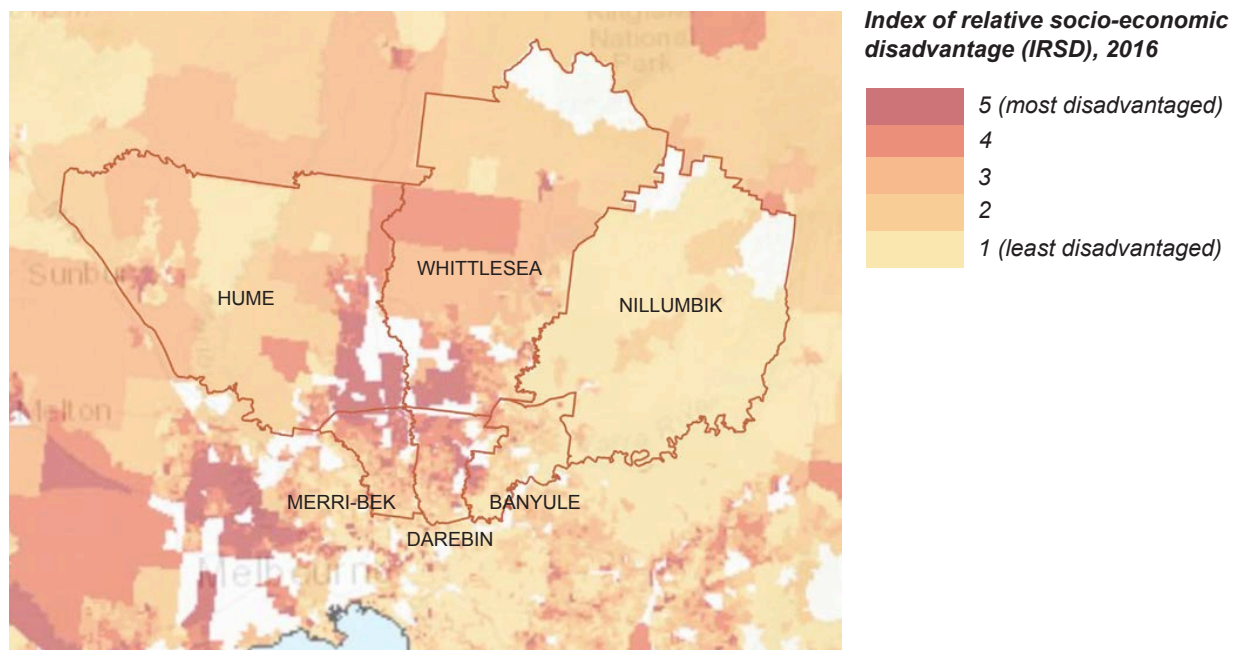


FIGURE 5.7:
Relative socio-economic disadvantage by suburb (2016)
(Source: Australian Bureau of Statistics, Socio-economic indexes for areas, SEIFA, 2016)

The implications of this demographic data on regional trail provision in the study area include:

- Population growth in the study area is inconsistent, with growth areas experiencing major growth in past decade, a trend that is likely to continue. There is potential to take advantage of new trail projects being delivered as a part of growth corridor planning and broad-scale land development activities.
- Increasing populations across the study area create a strong argument for investment in community infrastructure, including regional trails.
- The high densities of population in the southern part of the study area create demand for regional trails, but also make the construction of new regional trails very difficult (due to the constraints that come with density).
- There are currently no regional trails within the far-eastern and northern portions of the study area due to the low population densities. These areas are unlikely to become a priority for regional trail construction, with the exception of tourism-focused, nature based trails.
- Consideration should be given to prioritising regional trail improvement in areas identified as being socio-economically disadvantaged. Regional trails provide a free and accessible recreation resource, and also contribute to the feasibility and attractiveness of low-cost transport options.

5.2 EXISTING TRAIL USERS

There is no comprehensive information available about regional trail network use and users in the Northern Melbourne study area. In this section, information has been compiled from a number of sources in order to build a picture of regional trail use:

- The *Super Tuesday Commuter Bike Count* (undertaken annually by the bicycle advocacy organisation *Bicycle Network*).
- The *Super Sunday Recreational Count* (also undertaken annually by *Bicycle Network*).
- Individual count data provided by some Councils.
- The on-line questionnaire undertaken as a part of this project. Please note that this open questionnaire went out to *Bicycle Network* members, which may weight results towards this interest group.

The purpose of understanding existing trail use is to determine:

- Who is using the regional trail network, and why? This provides a framework for trail planning, management and focuses potential improvements to meet their needs of these users.
- Who isn't using the regional trail network, and why? This provides a framework for improvements that appeal to a broader demographic and increase usage.

Regional trail network use and users were established through three key questions:

- Quantity/location - how many people are using the regional trails, and which trails are they using?
- Mode - how are people using the trails?
- Function - why are people using the trails?

5.2.1 Quantity/location

How many people use the regional trails of Northern Melbourne, and which trails are they using?

An indication hierarchy of use is provided via the questionnaire undertaken as a part of this study in which we asked people to identify which of the regional trails in the study area they had used, and how often (see figure 5.8).

The Merri Creek Trail recorded the highest level of use with over 13% of respondents indicating that they use the Merri Creek Trail 'daily or several times a week'. This trail is located within the most densely populated areas of the northern region. Its north-south alignment and position within a creek corridor supports both commuter and recreational use. *Bicycle Network Victoria's Super Tuesday* count data from 2019 recorded over 300 trips per hour on the Merri Creek Trail. The impact on commuter traffic from the COVID-19 lock downs is demonstrated in the 2020 count data which recorded only 125 trips per hour.

The Darebin Creek Trail, another north-south trail with both commuter and recreational appeal, recorded the second highest level of usage with almost 10% of respondents indicating they use the trail 'daily or several times a week'. *Bicycle Network Victoria's Super Tuesday* count data from 2020 saw an increase of usage of up to 60% for the section of trail located within Whittlesea. Due to its relative distance from the CBD this section is more commonly used for its recreational benefits. It could be inferred that this spike in usage during the COVID-19 lock downs demonstrates an increase in residents turning to trails for exercise, socialising and relaxation.

Lack of name recognition of the Northern Trails network is demonstrated by over one third of respondents reporting that they have 'never heard of' 11 of the 19 listed trails. This indicates a need to broaden public awareness of the Northern Trails network to increase user diversity and frequency of use.

An indication of trail use frequency is provided by the on-line questionnaire. Figure 5.9 illustrates how often respondents indicated they use the regional trails. Close to three quarters of the respondents indicated they used the regional trails at least weekly ('several times a week', 36%, 'weekly' 21% and 'daily', 17%).

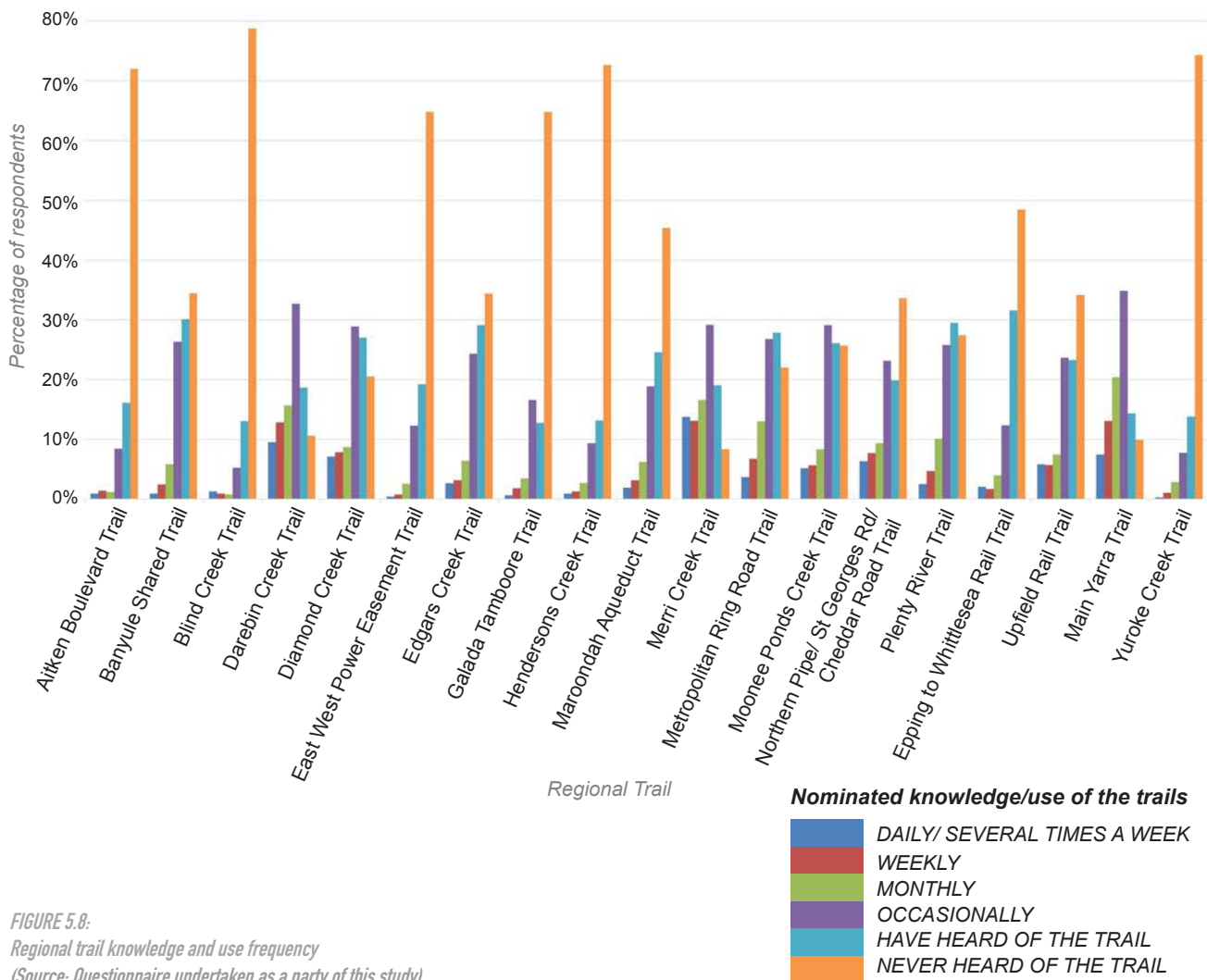


FIGURE 5.8:
Regional trail knowledge and use frequency
(Source: Questionnaire undertaken as a party of this study)

5.2.2 Mode and function

Why are people using the regional trails of Northern Melbourne?

The questionnaire undertaken as a part of this project asked people to identify how they most often used regional trails in the study area (see figure 5.10). Bike riding was the most common response, being selected by over 52% of respondents, followed by walking (23%) and walking with a dog (almost 10%). It is recognised that there is often significant cross-over in reasons for trails use. Being able to use trails for multiple purposes is one of their key benefits.

Regarding the dominant recreation and exercise categories, supporting this are the findings of the *VicHealth Indicators Survey 2015* that notes at a state-wide level, walking (51%), jogging/running (14%) and cycling (12%) are the highest participation non-organised physical activities.

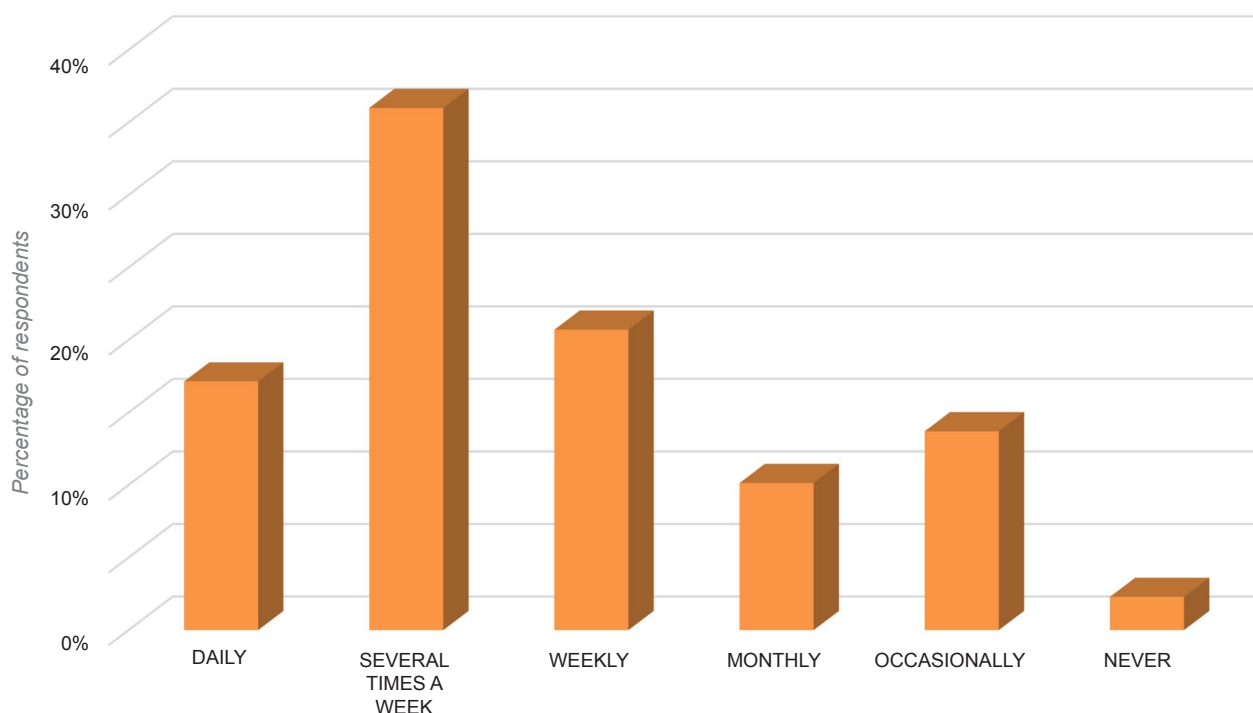


FIGURE 5.9:
Regional trail use frequency: 'How often do you currently use the regional trails in Northern Melbourne?'
(Source: Questionnaire undertaken as a party of this study)

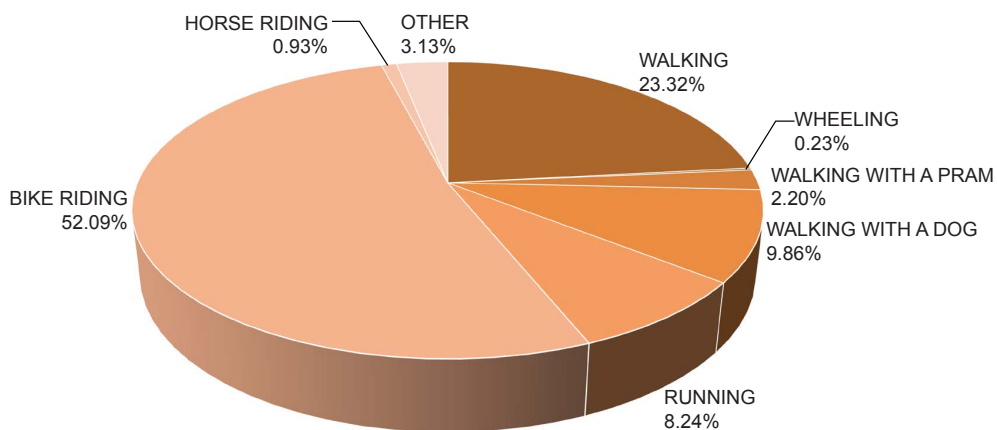


FIGURE 5.10:
Primary use mode of the regional trails: 'How do you most often use the regional trails in Northern Melbourne?'
Source: Questionnaire undertaken as a party of this study)

Cycling for transport is an important function of many regional trails in Northern Melbourne. The questionnaire was undertaken during the COVID-19 pandemic. The increase in people working from home and the reduced movement experienced under lock down conditions may mean that this use is not accurately represented in the findings (figure 5.11). At a population level the *Victorian Cycling Strategy 2018-28* reports that cycling makes up just 2% of daily trips to work in Melbourne (compared to 4% walking, 18% public transport, and 74% private vehicle).

Trails are traditionally perceived as rural or natural in setting. This perception is reflected in the alignment of many existing urban trails, which are more likely to connect to parkland and natural reserves than to centres of activity and employment. This may also impact the prevalence of cycling for transport as a reason for using regional trails. As active transport routes, regional trails have room for improvement.

The questionnaire identified that many respondents used trails with family and/or friends (refer to figure 5.12) indicating that the trails play an important role in facilitating social engagement and interaction. Anecdotal evidence suggests that COVID-19 restrictions amplified the importance of trails as a public and locally accessible facility where the community can gather and interact with family and friends.

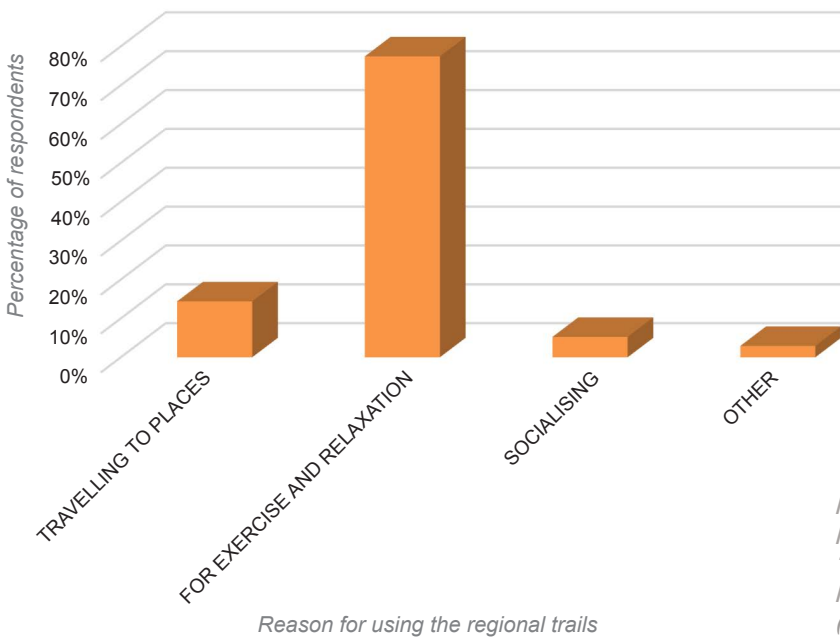


FIGURE 5.11:
Reason for trail use:
'Why do you most often use regional trails in Northern Melbourne?'
(Source: Questionnaire undertaken as a party of this study)

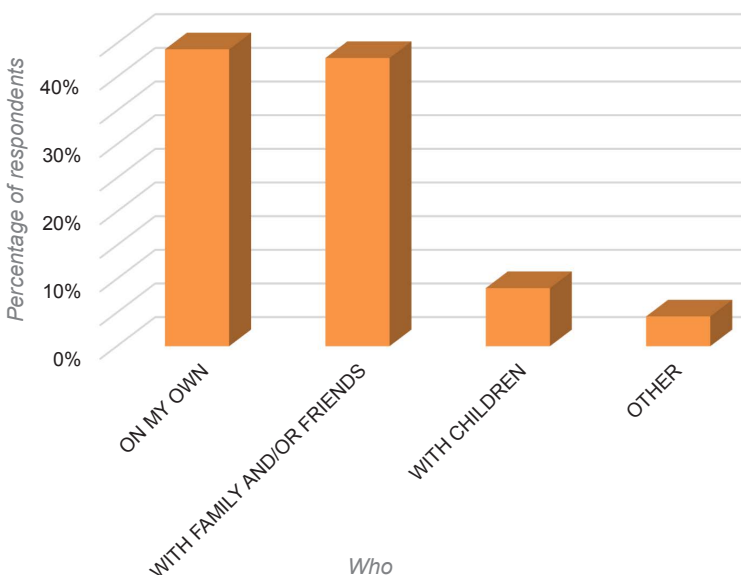


FIGURE 5.12:
Who do you use the regional trails with?
'Who do you most often use the regional trails in Northern Melbourne with?'
(Source: Questionnaire undertaken as a party of this study)

5.3 POTENTIAL TRAIL USERS

One of the key measures of success for a regional trail network is the number of users. A growing regional trail network should prioritise attracting additional users.

External factors that are likely to effect regional trail usage include:

- Population growth within the region (as identified within the demographics section earlier in this chapter), and in Melbourne as a whole.
- Usage trends relating to exercise and active transport.
- Increase in the use of electric bikes which allow broader access to trails, where route length or gradient may be prohibitive for standard cycling.
- The growth of dockless share bike schemes.

Trail improvements impact usage. A key focus of this project is to identify and examine which improvements are most valued among current and potential users. Within our on-line questionnaire the most valued preference to ‘increase your usage of the trails’ was ‘improved connectivity between the trails,’ with 77% of respondents citing it as a preference (see figure 5.13).

The popular support for improved connectivity between trails reflects the broad user benefits this would have. For recreational users, connecting trails create the potential for circuits and loops, which provide a more interesting and varied user experience, and allows users to set goals and challenges relating to circuits of a particular length. For people using regional trails for transport, inter-connecting trails open up a larger range of destinations which increases the likelihood of frequent use.

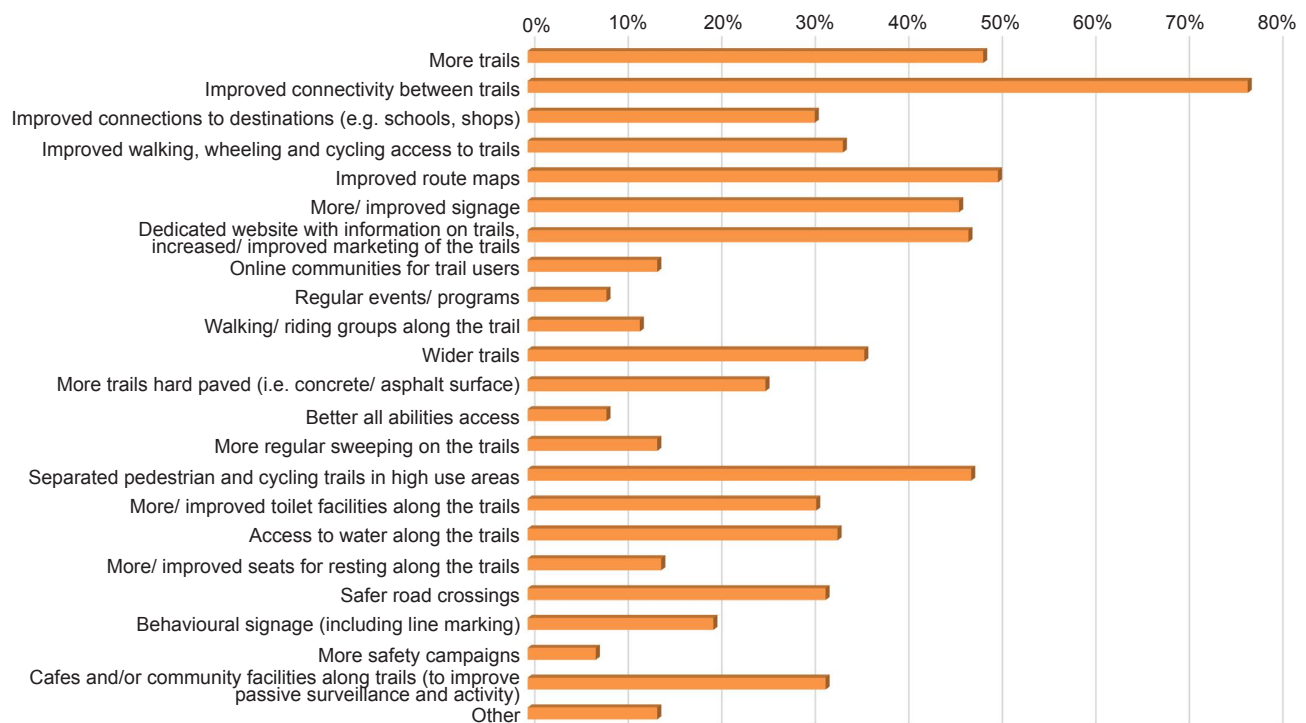


FIGURE 5.13:
 Trail improvement preferences:
 ‘Which of the following could increase your usage of the trails? (Tick all that apply)’
 (Source: Questionnaire undertaken as a part of this study)

‘Separated pedestrian and cycling trails in high use areas’ also had popular support. This reflects the concern for conflicts that arise on shared-use trails. A key issue here is the difference in speed between cyclists and pedestrians using the trails. This is discussed in more detail in Chapter 7: Trail Infrastructure.

The responses regarding trail improvements provide useful insights into user perceptions of the existing trail network. The respondents to the questionnaire are, in general, people who already use the regional trails. How can new users be attracted to use regional trails?

The *Victorian Cycling Strategy 2018-28* identifies four groups of people relating to their propensity to cycle:

- ‘Strong and fearless’ cyclists will cycle regardless of road conditions and are ready to mix with traffic.
- ‘Enthusied and confident’ cyclists are already riding, but they could ride more and their riding experience could be better
- ‘Interested but concerned’ cyclists are the largest group, and they vary in age and cycling ability. They are curious about cycling and like to ride but are afraid to do so and put off by the need to ride close to motor vehicles and pedestrians, especially on higher-speed, higher-volume roads or where conflicts are more likely.
- ‘No way, no how’ people will not cycle because they can’t, because the terrain is unsuitable or because they have no interest whatsoever in it.

The ‘interested but concerned’ category are estimated to make up 60% of the population (compared to only 1% who are ‘strong and fearless’, and 7% ‘enthused and confident’). The off-road condition of regional trails make them an attractive option for this safety conscious group. To increase regional trail usage within the ‘interested but concerned’ category, a focus should be placed on improvements that make trails more convenient, safe, and easy to navigate.

Tourism-related use has strong potential to introduce new users to regional trails. While not all regional trails are scenic or adjacent to tourist-attracting destinations, an interconnecting network means that visitors can utilise the network to access the more scenic trails and destinations.

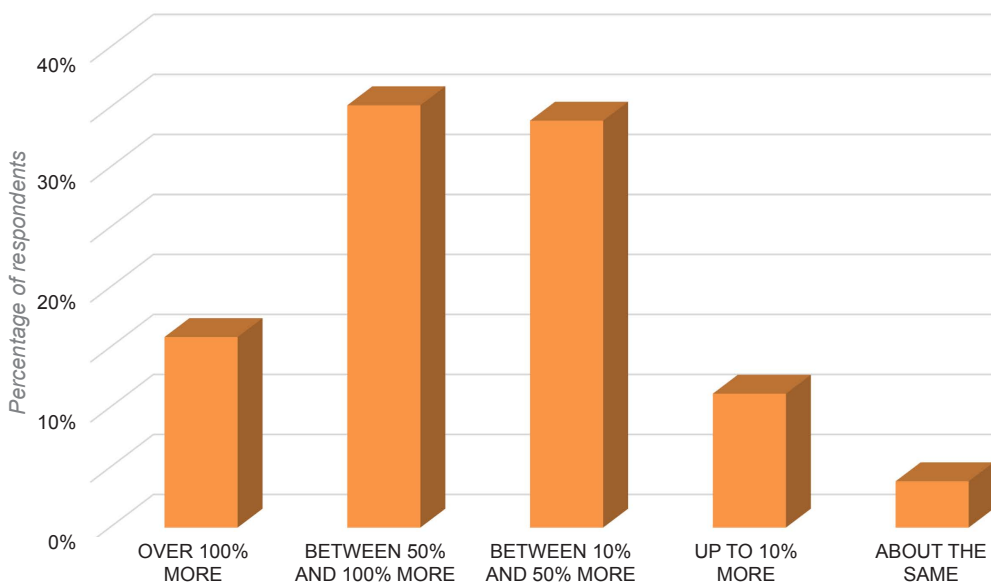


FIGURE 5.14: Regional trail use frequency if improvements undertaken: ‘If the improvements that you identified (listed above) were implemented, how much more often do you think you would use the trails?’ (Source: Questionnaire undertaken as a party of this study)

5.4 EQUESTRIAN USE

For the purposes of this study, regional trails have been defined as trails providing opportunities for multiple user types. However, there are challenges in accommodating all potential trail users, and these challenges are perhaps most pronounced with equestrian use.

Whilst horse riding on the northern regional trails is relatively limited at present, the feasibility of equestrian use of the entire trail network should be considered. Should trail users be able to ride horses from the rural fringes to the city centre on off-road trails? This level of equestrian use of regional trails in Northern Melbourne is hindered by a number of factors including:

- **Suitability of surfaces:** many urban shared trails are hard paved (for all-weather access, accessibility for people of all abilities, and the minimisation of ongoing maintenance requirements) which makes many trails unsuitable for equestrian use.
- **Width of trail corridors:** many trails within the network are highly constrained due to adjacent waterways, rail lines or sensitive environments and cannot accommodate the additional width required for a second parallel path for equestrian use.
- **External stakeholders:** many trail corridors are owned or managed by external stakeholders who may not be supportive of equestrian use on their land due to increased risk to trail users (which as land owners, they share some responsibility for), and the potential for environmental damage.
- **Low demand:** the numbers of regular horse riders are very low compared to pedestrian and cycling numbers. The 2017 Equestrian Victoria *State Facility Plan* estimates that there are 53,246 participants in equestrian sport in Victoria. This equates to less than 1% of the total population. Of these participants, many are involved in the competitive aspects of horse riding, including dressage, show jumping and eventing. These activities are undertaken at purpose-built facilities, not on trails.
- **Conflict of use:** Shared-use trails can create issues for horse riders, including the potential for horses to be troubled by other trail users and dogs. This makes shared trail use less desirable than riding on private land (such as at the many commercial equestrian facilities within the region) or on quieter bushland trails.

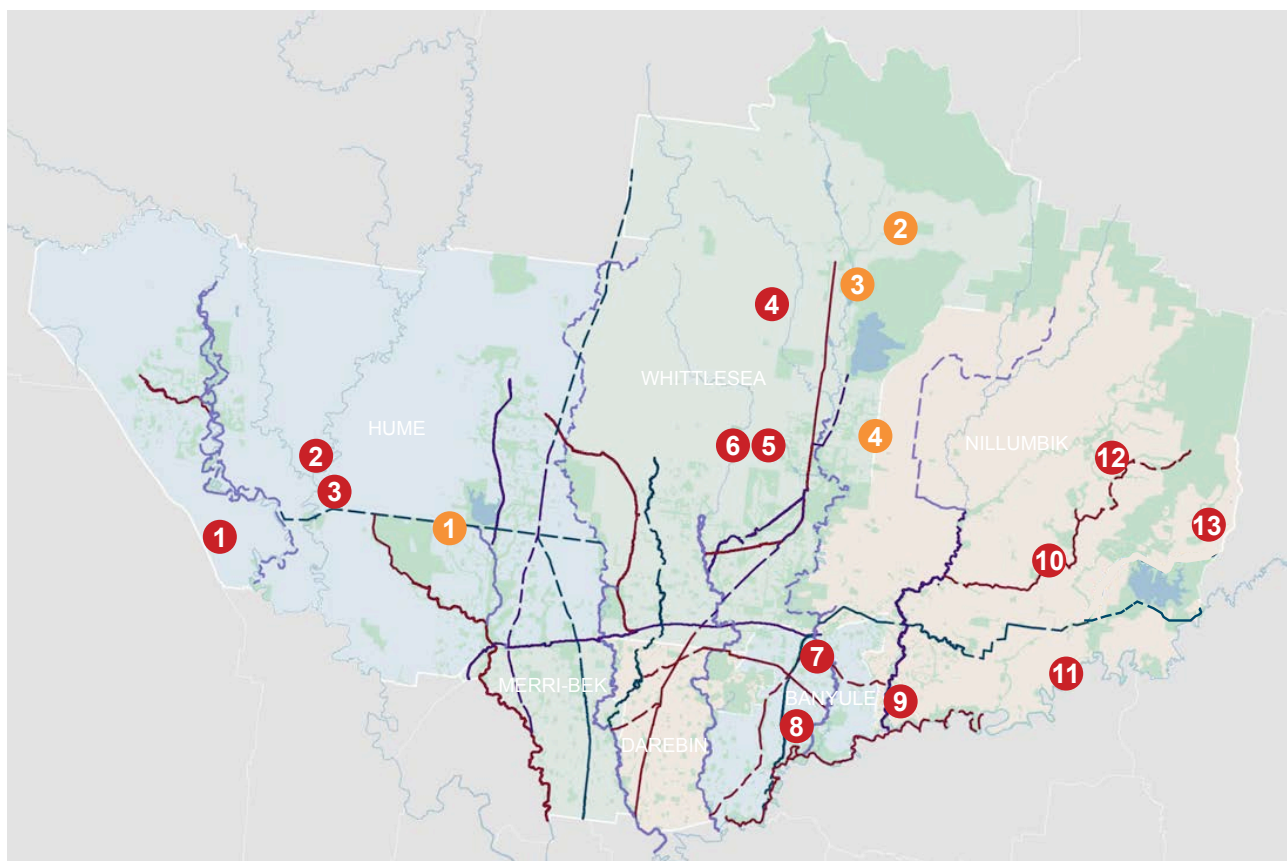
For these reasons, equestrian use of trails needs to be targeted rather than broadly applied. There are three types of equestrian use of trails that seem most likely to be attractive to riders and compatible with broader regional trail planning objectives.

- **Off-road horse riding opportunities,** particularly in rural areas. As the population of Melbourne has grown, once-rural areas have become more developed and quiet roads have been progressively upgraded to accommodate increased populations. The quiet country roads that used to be ideal for horse-riding (either on unmade roads, or on the grassy verges of made roads) are becoming busier and less suited to equestrian use. Regional trails that are more rural in nature have the potential to provide the kind of riding opportunities being lost through road upgrades.
- **Trail connections to equestrian facilities.** As noted previously, many horse riders prefer experiences other than riding on shared use trails. However, there is the potential for them to access these experiences via a shared trail network. The potential benefits to riders is that they can ride between equestrian facilities and places of agistment, rather than needing to transport riders and horses by vehicle.
- **Tourism use.** Trails with a tourism focus can benefit from accommodating equestrian use. The presence of horses on a trail can add to the rural experience being sought by other users. There is also the potential for economic benefit through commercial operators providing tourism experiences based around horse riding on the trails.

If equestrian use is to be accommodated on the regional trails, which trails should be targeted? One method for targeting regional trails for equestrian use is to identify existing trails that are aligned closely to the areas of existing equestrian activity. The 2017 Equestrian Victoria *State Facility Plan* identifies five key venues for equestrian events within the study area (out of 55 venues identified state-wide). These, along with other equestrian facilities identified as a part of this project, are mapped in figure 5.15 with the regional trail network. It can be seen that there are many equestrian facilities that are located in close proximity to regional trails, providing the potential for a relationship between them.

Trails where equestrian use and tourism activities could be mutually beneficial are those concentrated in the northern and more rural parts of the study area. Consideration should be given to the following trails in terms of accommodating equestrian use:

- the proposed extension of the Moonee Ponds Creek Trail within Hume on Parks Victoria land
- the Main Yarra Trail within Banyule
- the proposed extension of the Maroondah Aqueduct Trail
- the Green Wedge Trail
- the Diamond Creek Trail
- the Kinglake Way Trail



- | | |
|---|--|
| <p>● Key equestrian facilities*</p> <ol style="list-style-type: none"> 1. Greenvale Equestrian Centre 2. Victorian Showjumping Stables 3. Whittlesea Agricultural Society 4. Yarrambat Horse & Pony Club <p><i>* as identified in the 2017 Equestrian Victoria State Facility Plan</i></p> | <p>● Other equestrian facilities with proximity to regional trails</p> <ol style="list-style-type: none"> 1. Elle Equestrian Centre 2. Wildwood Equestrian Park 3. Woodlands Trail Riding 4. Ripawood Equestrian Park 5. Findon Pony Club 6. Fursan Farm 7. North Eastern Horse & Pony Club 8. Riding for the Disabled, Viewbank 9. Eltham Horse & Pony Club 10. Unicorn Valley Equestrian Centre 11. Barratta Equine Agistment 12. St Andrews Pony Club 13. Yarra Valley Trails |
|---|--|

FIGURE 5.15: Location of key equestrian facilities in relation to the regional trail network (Source: key equestrian facilities are as identified in the 2017 Equestrian Victoria State Facility Plan)



Edgars Creek Trail

A number of steps were undertaken to determine which of the many paths that exist in the study area should be incorporated in this study as regional trails:

- **Northern Trails Strategy (2016) review** - a review of the 2016 study identified the major trails within the study area.
- **Desktop review** - a review of available local government, regional level and State Government strategic documents
- **Trail audit** - the major trails identified were audited, including riding all of the identified trails with a GPS device to map the trail extent and characteristics.
- **Action Plan** - potential trail improvements for each of the major trails were identified through various phases of the project. Because of the strategic nature and proposed lifespan of this study, trails were assessed not just on their existing condition, but also taking into account the proposed and potential future development of the trails.

Of the trails identified as a part of the desktop review, 27 were assessed to be, or have the potential to be, regional trails. These trails are shown in figure 6.1, and individually mapped in this chapter, along with descriptions of the trails and the recommended trail improvement projects for each.

Of the 27 regional trails, eight were either non-existent or have a substantial potential for expansion. They are:

- **Jacksons Creek Trail** - The Jacksons Creek Trail is proposed to run along the length of the Jacksons Creek in Sunbury to eventually connect with the Organ Pipes National Park (outside the study area).
- **Somerton Road Trail** - this proposed trail is expected to be implemented with the Somerton Road Duplication Project and will connect the Jacksons Creek Trail in the west to the Merri Creek Trail in the east.
- **Merri Creek Trail** - Whilst a substantial length of this trail exists, mostly within Darebin, plans to extend the trail north along the creek corridor will more than double it's length.
- **Plenty River Trail** - The proposed extension of the Plenty River Trail will provide a connection from the southern end of the region to Mernda. It will also provide connections in to Nillumbik from Greensborough in the south and Mernda in the north
- **Maroondah Aqueduct Trail** - Whilst sections of this trail exists, the proposed extension east would provide a route to the Sugarloaf Reservoir.
- **Kinglake Way Trail** - This proposed trail of approximately 20km in length provides a connection from the existing Diamond Creek Trail to Kinglake National Park.
- **Craigieburn Line Shared Path** - With construction having already commenced, the completed Craigieburn Line Shared Path will run from the Moonee Ponds Creek Trail in the south to Craigieburn Station in the north, providing over 15km of new trail along the rail corridor.
- **Amaroo Pipe Track** - The Amaroo Pipe Track, once realised, will provide a direct trail from Craigieburn Station in the south through to the proposed train station in Beveridge

Any summary of regional trails will always be a snapshot in time and a work in progress. Priorities will change over time, new opportunities will arise, and the planning and management of regional trails will need to respond to these changes.

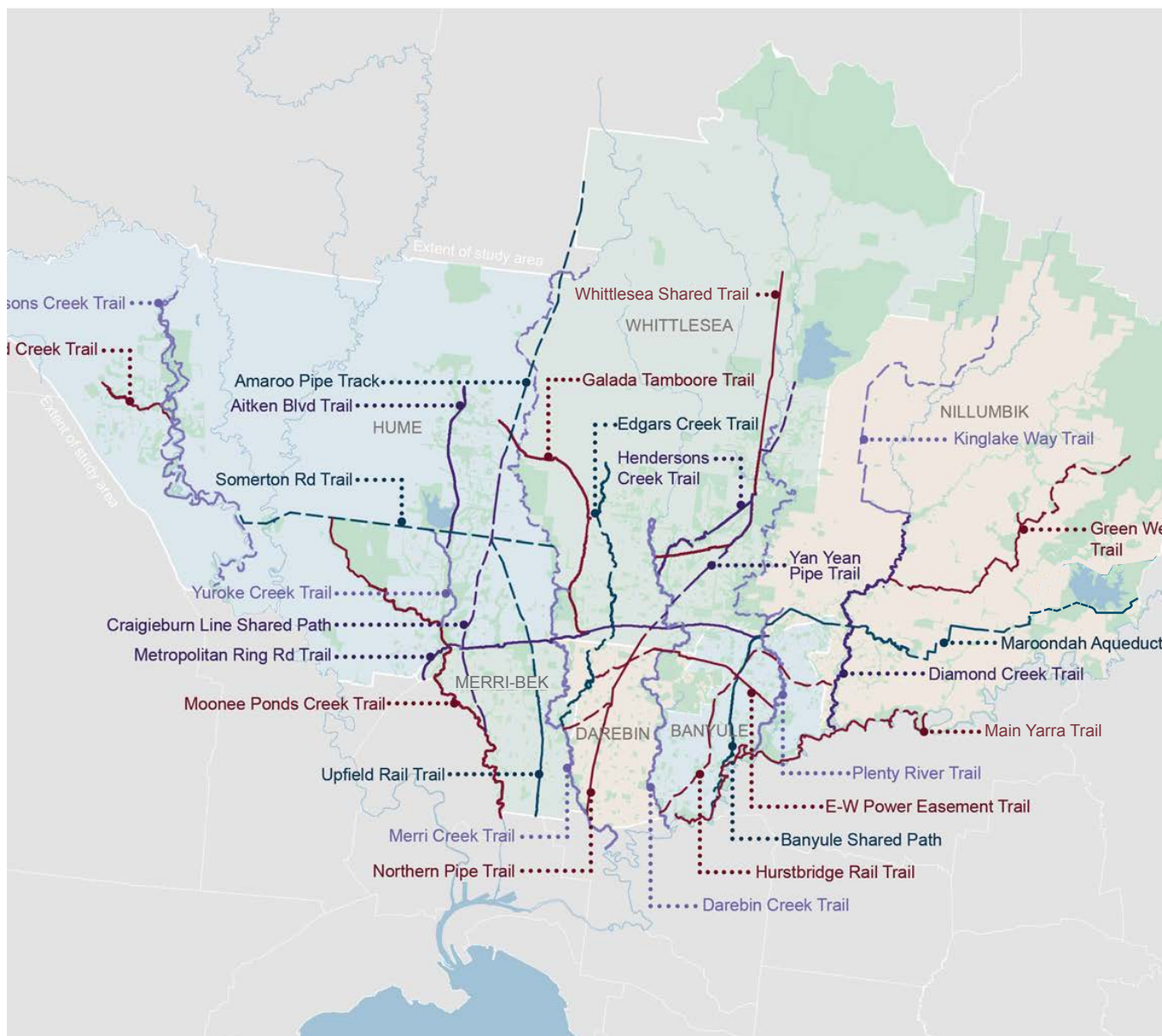


FIGURE 6.1:
The Northern Melbourne regional trail network

6.1 AITKEN BOULEVARD SHARED TRAIL

Trail information

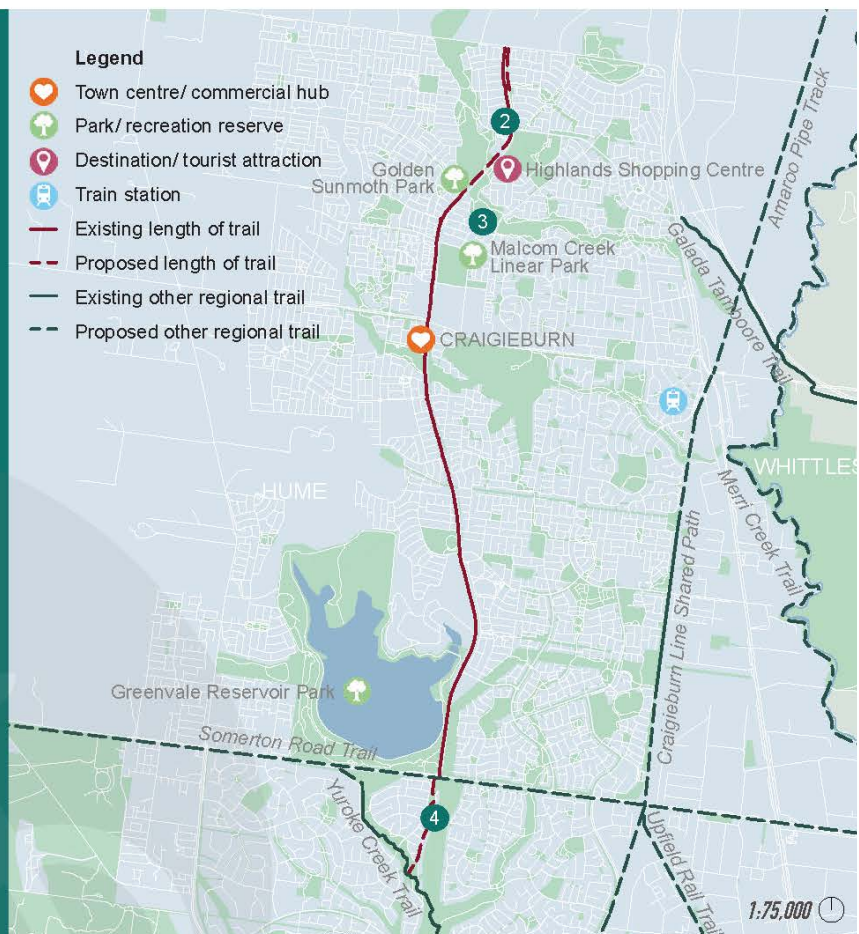
Length: 9.6km **SCC:** Yes

Location:
The Aitken Boulevard Trail follows Aitken Boulevard from the Yuroke Creek Trail through Roxburgh Park and Craigieburn, to Mt Ridley Road

Local Government Area:
Hume

Additional Stakeholders:
-

Auditor comments:
"Basically a wide footpath with access issues at the south end and major gaps in the northern sections"



Priority Actions

- 1 Provide wayfinding signage along the length of the trail
- 2 Construct new section of trail on the eastern side of Aitken Boulevard from the Aitken Creek to Craigieburn Road
- 3 Construct new section of trail from Brookfield Boulevard to Highlands Shopping Centre
- 4 Construct new section of trail from the Yuroke Creek Trail to Somerton Road following duplication of Somerton Road and a safe crossing point being constructed

6.2 AMAROO PIPE TRACK

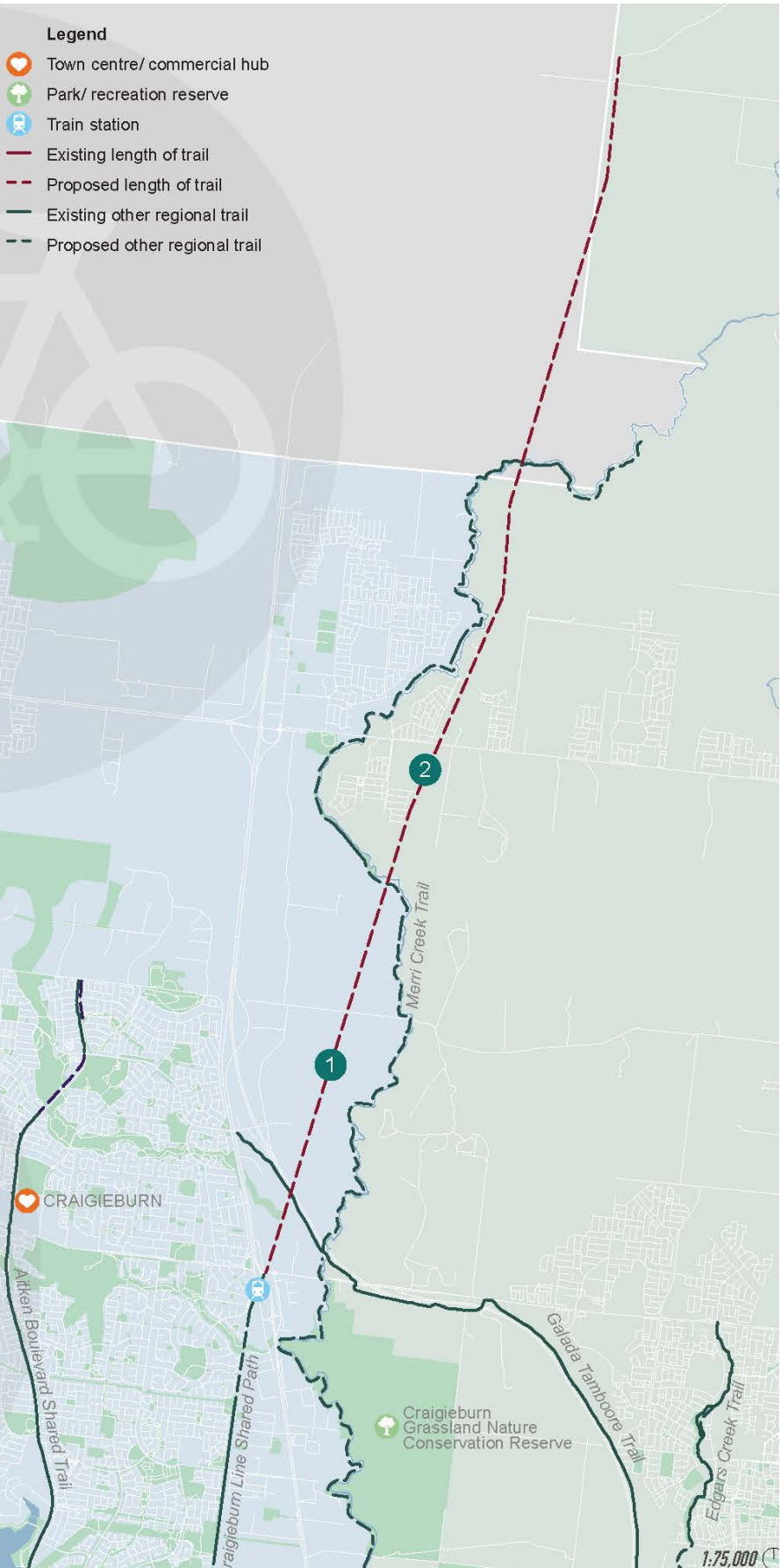
Trail information

Length: 14.5km
SCC: Yes

Location:
 The Amaroo Pipe Track is a direct trail from Craigieburn Station in the south through to the City of Whittlesea and beyond the study area to Mitchell Shire

Local Government Area:
 Hume & Whittlesea

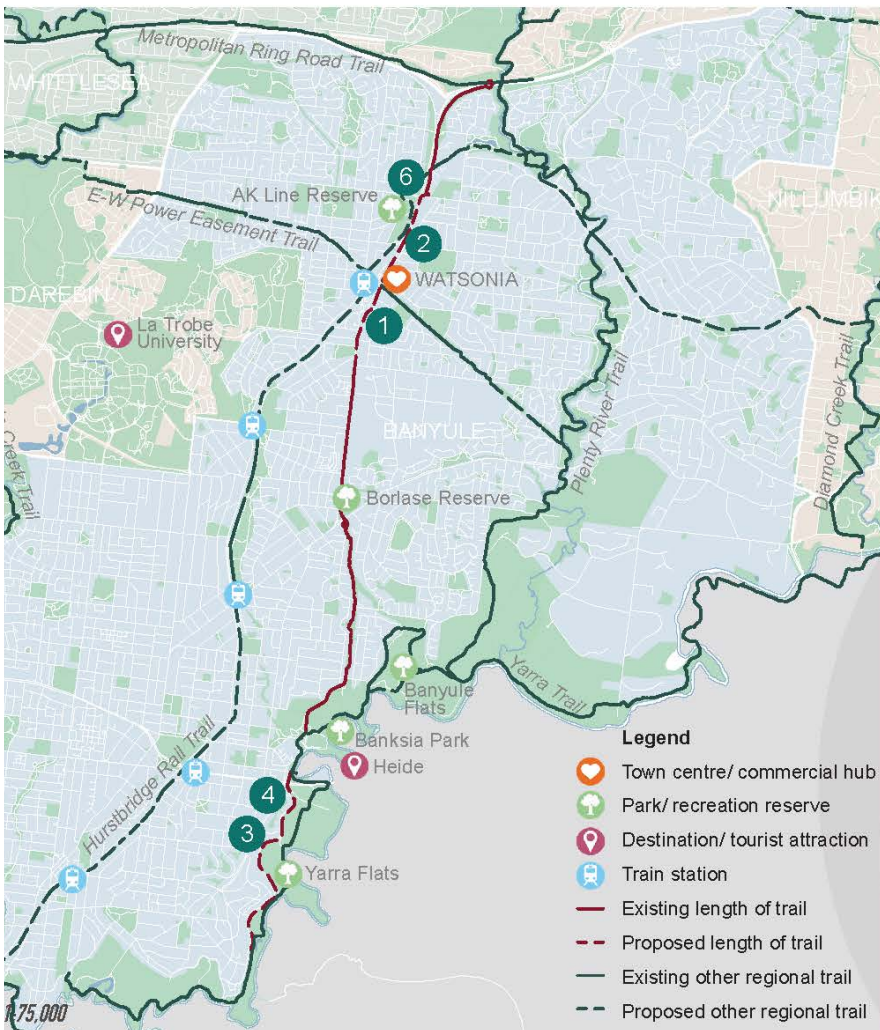
Additional Stakeholders:
 Mitchell Shire and Yarra Valley Water



Priority Actions

- 1 Advocate for a new trail along the sewer easement from Craigieburn Station north toward Beveridge (within Hume)
- 2 Advocate for a new trail along the sewer easement north to Beveridge (within Whittlesea)

6.3 BANYULE SHARED TRAIL



Trail information

Length: 10.6km
SCC: Yes

Location:

The Banyule Shared Path runs in a north-south direction through Watsonia and Rosanna from the Metropolitan Ring Road Trail to the Yarra Trail

Local Government Area: Banyule

Additional Stakeholders:

Melbourne Water, Parks Victoria, VicRoads

Auditor comments:

"A potentially effective commuter trail if some major improvements are made to address the gaps in continuity"

Priority Actions

- 1 Construct new section of trail from Wattle Drive north to Watsonia Station
- 2 Construct new section of trail from Watsonia Station north to Grimshaw Street
- 3 Construct new section of the trail from Banksia Street south to the Yarra Trail just north of McArthur Road
- 4 Realign trail at playground on River Gum Walk to reduce incline
- 5 Provide wayfinding signage along the length of the trail
- 6 Provide a grade separated north-south walking and cycling link across Grimshaw Street at the Greensborough Bypass

6.4 BLIND CREEK TRAIL

Trail information

Length: 7km
 SCC: No

Location:

The Blind Creek Trail follows the creek through parkland across Sunbury and will connect with the future Jacksons Creek biik wurrdha Regional Parklands in the east (in accordance with the Jacksons Creek biik wurrdha Regional Parklands Plan)

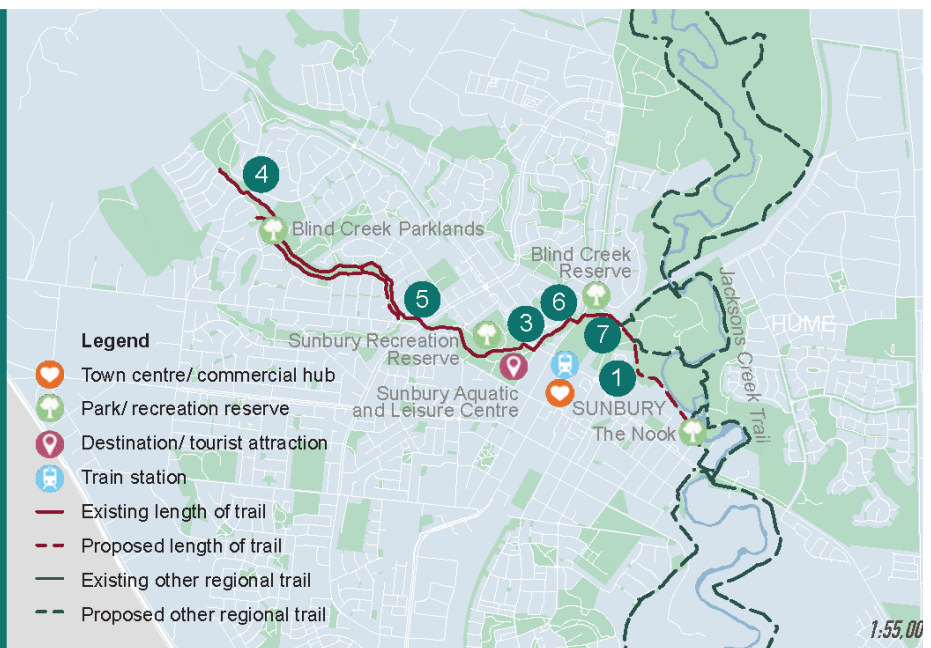
Local Government Area: Hume

Additional Stakeholders:

Major Road Projects Victoria, Melbourne Water, private landowners, Salesian College Sunbury, VicRoads

Auditor comments:

“Pleasant trail of good quality marred by lack of signage and general waymarking.”



Priority Actions

- 1 Advocate and plan for a new section of trail from the rail line in Sunbury east to Jacksons Creek and The Nook/Bicentennial Park
- 2 Provide wayfinding signage along the length of the trail
- 3 Investigate the feasibility of realigning the underpass at Riddell Road to cater to all users (cyclists) and improve access and safety
- 4 Investigate a pedestrian priority crossing with wayfinding signage at Phillip Drive
- 5 Investigate a pedestrian priority crossing at Elizabeth Drive
- 6 Investigate a pedestrian priority crossing with wayfinding signage at Racecourse Road
- 7 In partnership with Salesian College construct trail on southwest side of the Dam to connect with Ardcloney Drive.

6.5 CRAIGIEBURN LINE SHARED PATH

Trail information

Length: 15.65km
 SCC: Yes

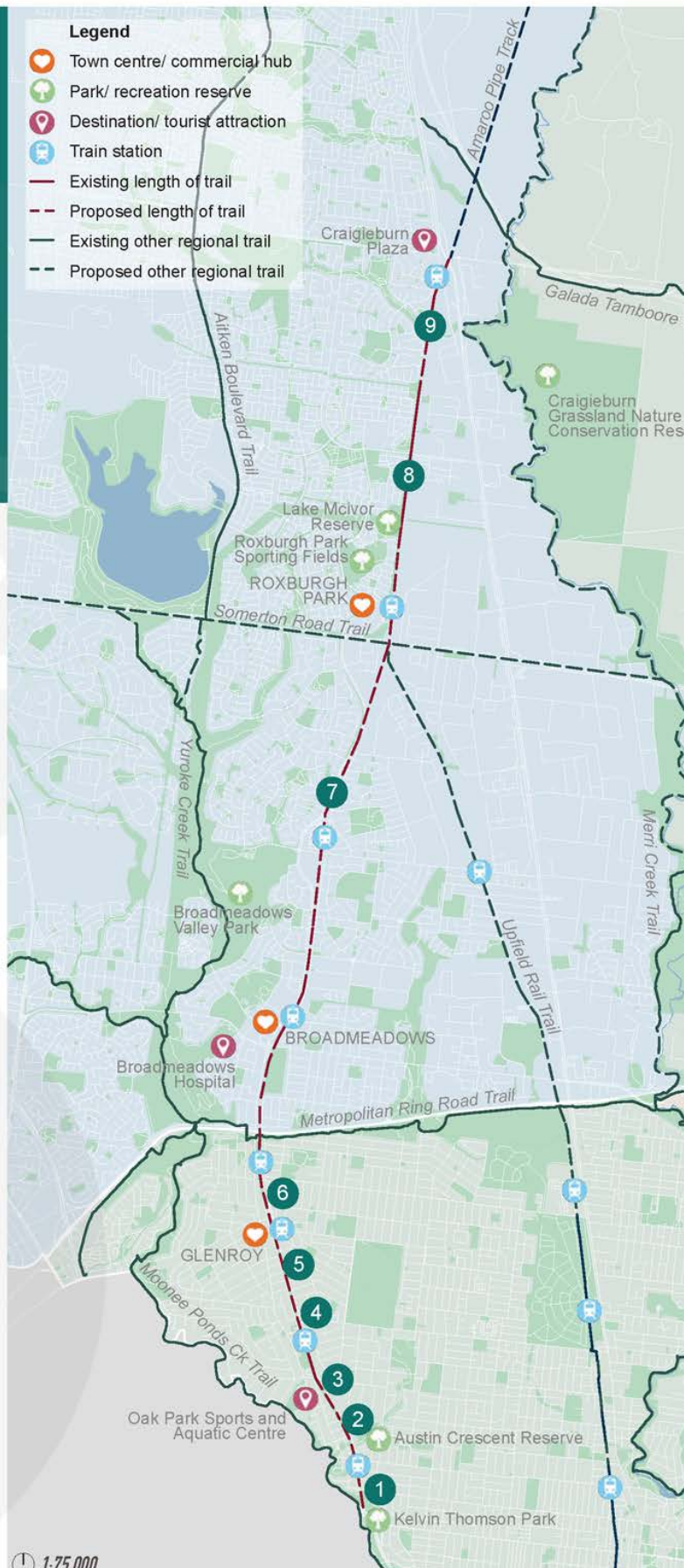
Location:
 The Craigieburn Line Shared Path runs along the rail corridor from the Moonee Ponds Creek in the South through to Craigieburn Station

Local Government Area:
 Hume & Merri-bek

Additional Stakeholders:
 VicTrack

Priority Actions

- 1 Construct new section of trail from the Moonee Ponds Creek Trail to Gaffney Street
- 2 Construct a new section of trail, on the western side of the train line, from Gaffney Street to Bothwell Street including fencing and lighting
- 3 Construct a new section of trail, on the western side of the train line, from Bothwell Street to Devon Road including retaining, fencing and lighting
- 4 Construct a new section of trail, on the western side of the train line, from Cartwright Street to Glenroy Road including fencing and lighting
- 5 Construct a new section of trail from Glenroy Road to Glenroy Station
- 6 Construct a new section of trail, on the eastern side of the train line, from Glenroy Station to Jacana Station including fencing and lighting
- 7 Advocate for a feasibility study for a new continuous shared path from Jacana Station to McConnell Crescent (north of Roxburgh Park Station)
- 8 Widen the existing section of trail from McConnell Crescent to Zambezi Court Reserve
- 9 Advocate for a feasibility study for a new continuous shared path from Zambezi Court Reserve to Craigieburn Station



6.6 DAREBIN CREEK TRAIL

Trail information

Length: 30km (extends beyond study area) **SCC:** No

Location:
This trail runs along the Darebin Creek Trail from Ivanhoe in the south to Epping in the north.

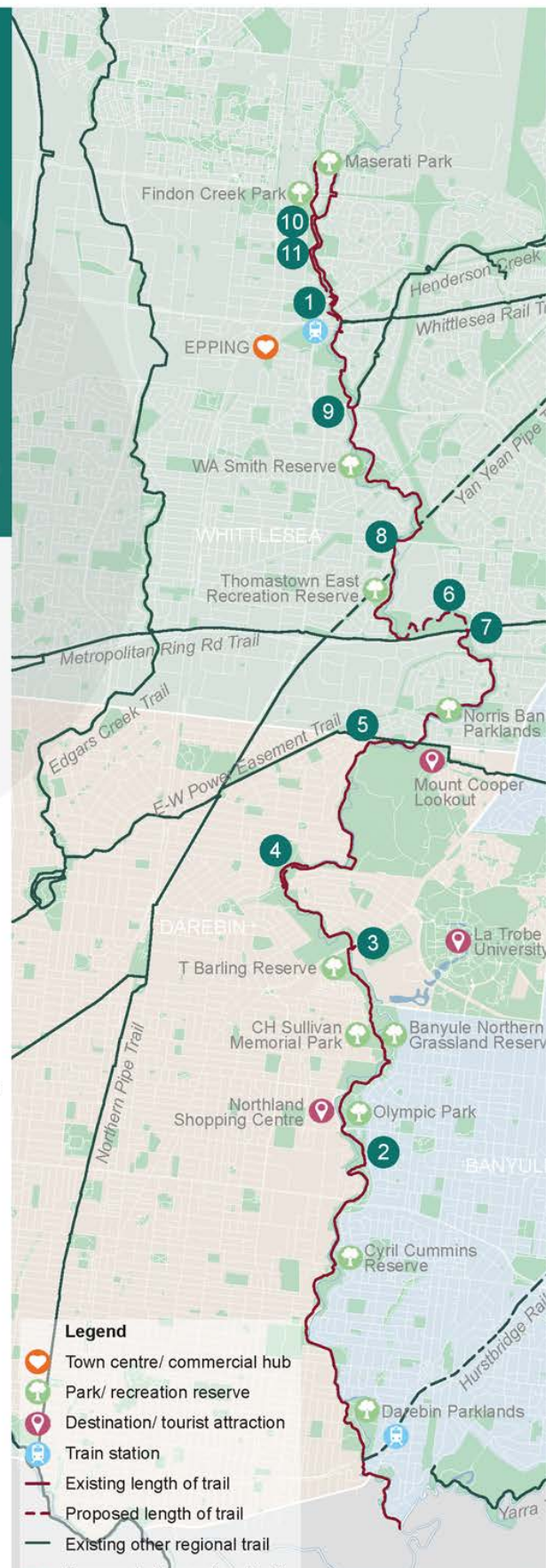
Local Government Area:
Banyule, Darebin, Whittlesea

Additional Stakeholders:
La Trobe University, Major Road Projects Victoria, Melbourne Water, VicRoads

Auditor comments:
"A generally first class trail that utilises the creek's green margins to excellent effect, with only a few minor sections that require upgrading/attention"

Priority Actions

- 1 Construct new section of trail on the western side of the creek from the train underpass east of Epping Station to Greenbrook Drive
- 2 Upgrade section of trail between Gona Street and Southern Road
- 3 Investigate the feasibility of an underpass or bridge crossing Plenty Road intersection to avoid section of trail on Plenty Road footpath
- 4 Construct a new section of trail on the eastern side of the Darebin Creek from Dunne Street to Chenies Street including an underpass at Dunne Street and Chenies Street
- 5 Investigate the feasibility of an underpass or signalised pedestrian crossing at Settlement Road to improve trail continuity
- 6 Construct a new section of trail that follows the creek from the Metropolitan Ring Road through the Darebin Creek Linear Reserve to connect to the new section of trail
- 7 Elevate the section of the Darebin Creek Trail where it passes beneath the Western Ring Road to avoid flooding
- 8 Investigate the feasibility of an underpass and bridge crossing at McKimmies Road to avoid section of trail on McKimmies Road bridge
- 9 Investigate the feasibility of an underpass and bridge crossing at Childs Road to avoid section of trail on Childs Road bridge
- 10 Investigate the feasibility of an underpass and bridge crossing at Findon Road to avoid section of trail on Findon Road
- 11 Provide a pedestrian priority crossing at McDonalds Road roundabout



6.7 DIAMOND CREEK TRAIL

Trail information

Length: 20.2km SCC: Yes

Location: Following the creek corridor, the trail begins at the Yarra Trail in Lower Eltham and continues north to Hurstbridge

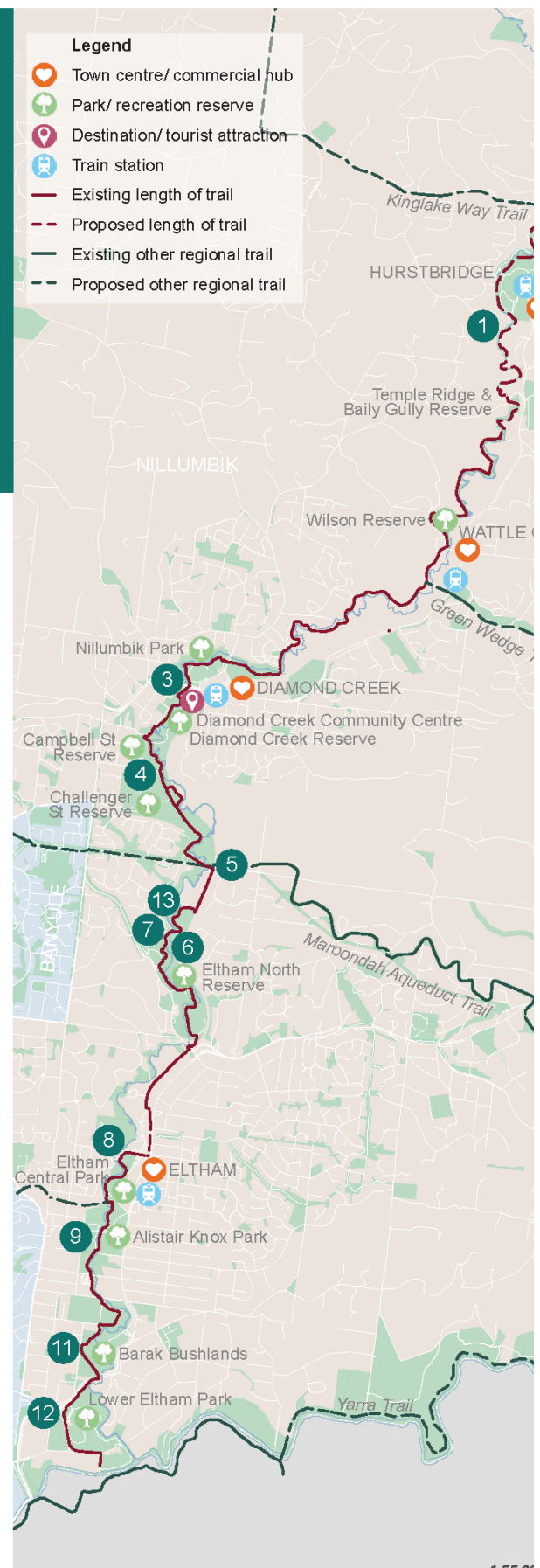
Local Government Area: Nillumbik

Additional Stakeholders: Melbourne Water, VicRoads

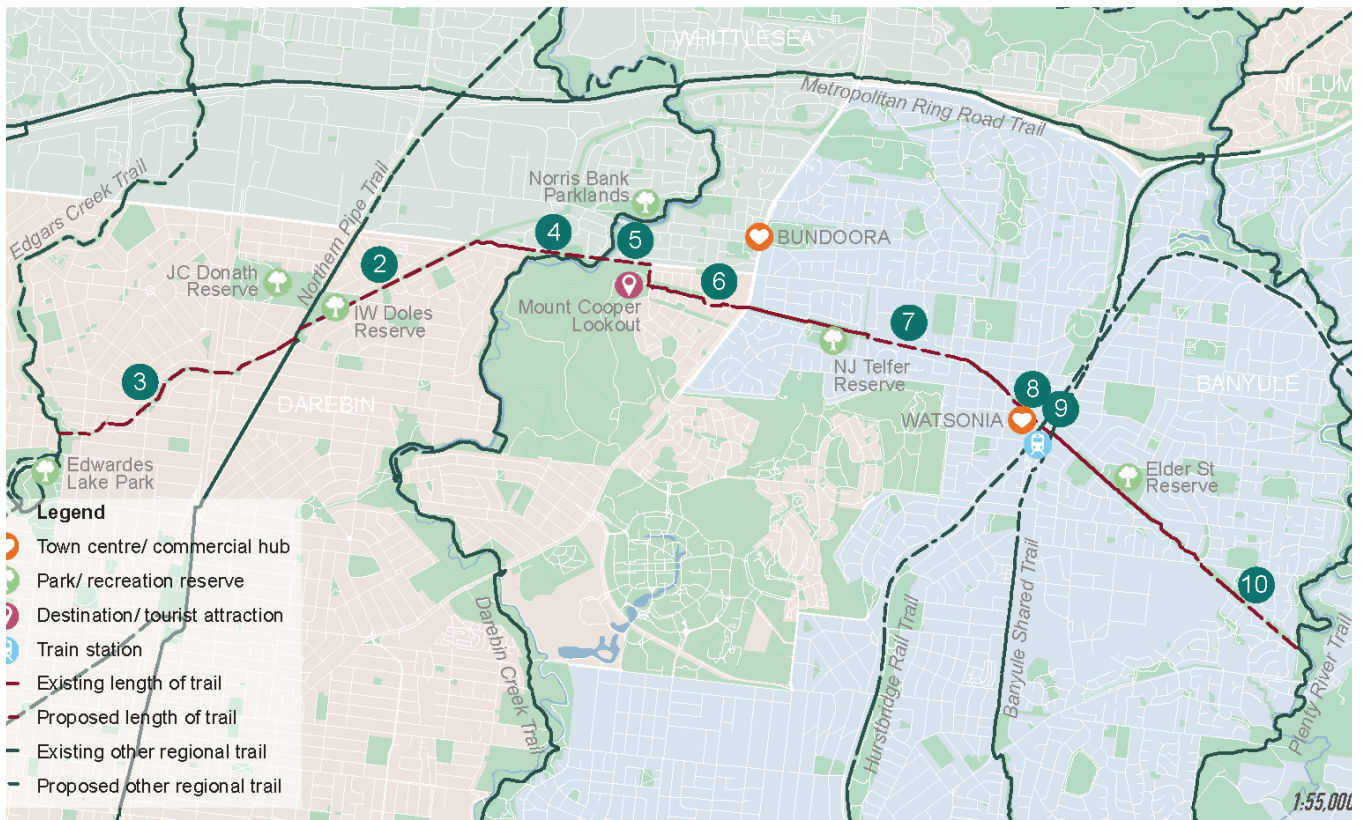
Auditor comments: "A reasonably complete trail through some quite scenic areas, with a superb new extension to Wattle Glen but marred badly by a gaping hole in Eltham."

Priority Actions

- 1 Construct new section of trail from Wilson Road to Graysharps Road, Hurstbridge.
- 2 Construct new section of trail from Graysharps Road to Fergusons Paddock
- 3 Construct an underpass at Main Hurstbridge Road, Diamond Creek to avoid busy traffic crossing
- 4 Widen trail surface from Allendale Road north to Main Hurstbridge Road
- 5 Install a signalised/ pedestrian priority crossing at Allendale Road
- 6 Maintain/ upgrade sections of bitumen trail surface through Eltham North Reserve, Research Gully, Eltham North Playground, and Edendale Community Farm
- 7 Realign the section of trail at the Wattletree Road and Gastons Road underpass to create a gentler grade and wider trail surface
- 8 Construct new section of trail with wayfinding signage along Main Road and Diamond Street, Eltham to fill the gap in the trail and direct users to the continuation of the trail
- 9 Upgrade surface of existing trail between Susan Street Oval and Ely St, with wayfinding or linemarking to create a consistent and legible trail
- 10 Provide wayfinding signage along the length of the trail
- 11 Maintain/ upgrade sections of bitumen trail surface through Eltham Bushland Reserve alongside Main Road
- 12 Realign/ enhance the section of trail through the Eltham Lower Park.
- 13 Realign the sharp bend in the trail between Laurel Hill Drive and Allendale Road



6.8 EAST WEST POWER EASEMENT TRAIL



Trail information

Length: 11.6km
SCC: No

Location:

This trail runs from the Edgars Creek Trail in the west to the Plenty River Trail in the east, following an existing power easement through Reservoir, Bundoora and Watsonia.

Local Government Area:

Banyule, Darebin, Whittlesea

Additional Stakeholders:

AusNet, Melbourne Water, Private landowners, VicRoads

Auditor comments:

“A somewhat odd amalgamation of sections, ranging in quality from poor to excellent, and several glaring gaps that seem to make an effective and enjoyable trail an impossibility.”

Priority Actions

- 1 Provide wayfinding signage along the length of the trail
- 2 Construct a section of trail from the Northern Pipe/ St Georges Rd/ Cheddar Road Trail north west along the vacant pipe reserve
- 3 Construct a section of trail from the Northern Pipe/ St Georges Rd/ Cheddar Road Trail south east along the vacant pipe reserve to Edwardes Lake Park
- 4 Construct a section of trail along Holt Parade to connect to the Darebin Creek Trail (at Valley Road)
- 5 Investigate the feasibility of a new section of trail, including a new bridge crossing, from the Darebin Creek Trail, at Holt Parade, around Mount Cooper to connect to the existing section of trail at Snake Gully Drive
- 6 Construct a section of trail from Reedy Rise to Plenty Road including a new pedestrian priority crossing at Plenty Road
- 7 Investigate options for providing a new section of trail from Dilkara Avenue to Gleeson Drive
- 8 Construct a section of trail from the existing trail on Morwell Avenue to Watsonia Station
- 9 Upgrade existing footbridge over the rail line at Watsonia Station including an underpass/ overpass at Greensborough Road to avoid footpath and multiple road crossings
- 10 Construct a new section of trail along Wendover Place and Yallambie Road, along the easement to the Plenty River Trail

6.9 EDGARS CREEK TRAIL

Trail information

Length: 20.9km
 SCC: No

Location:

Beginning in Coburg at the Merri Creek Trail, this trail follows the creek north through Thomastown and Epping.

Local Government Area:

Darebin, Merri-bek, Whittlesea

Additional Stakeholders:

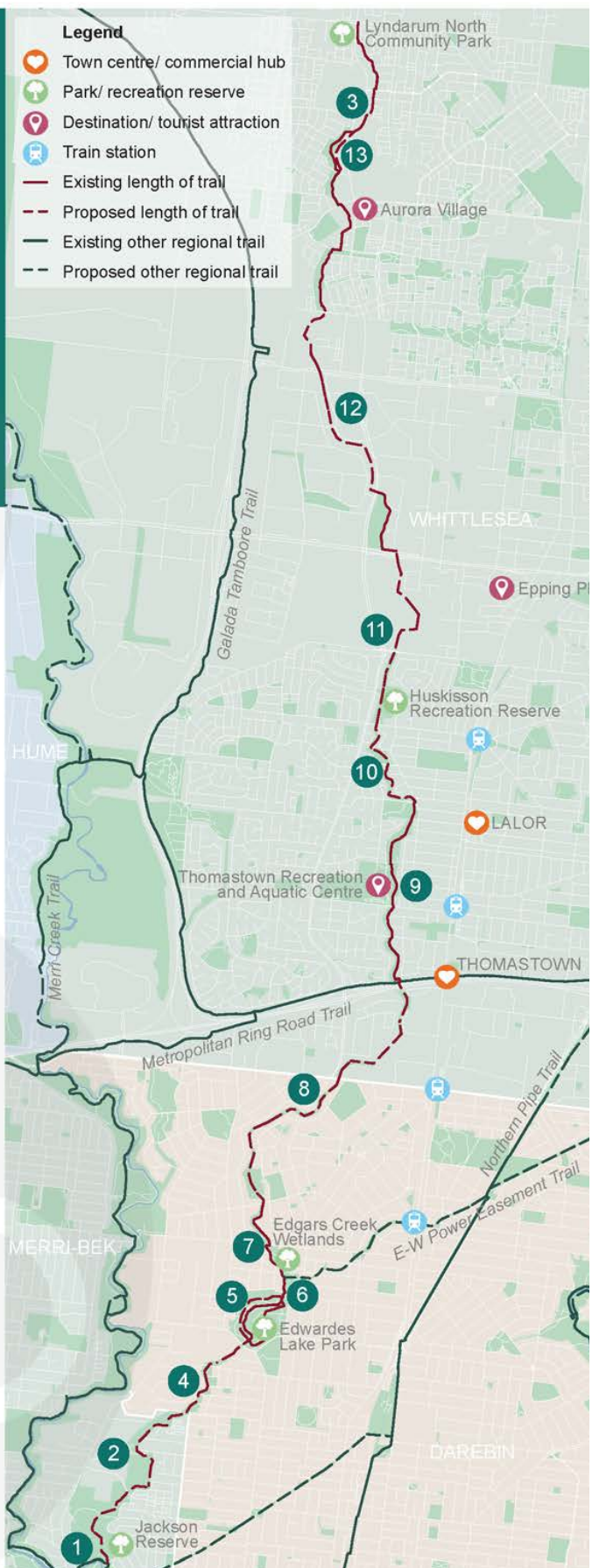
Melbourne Water, VicRoads

Auditor comments:

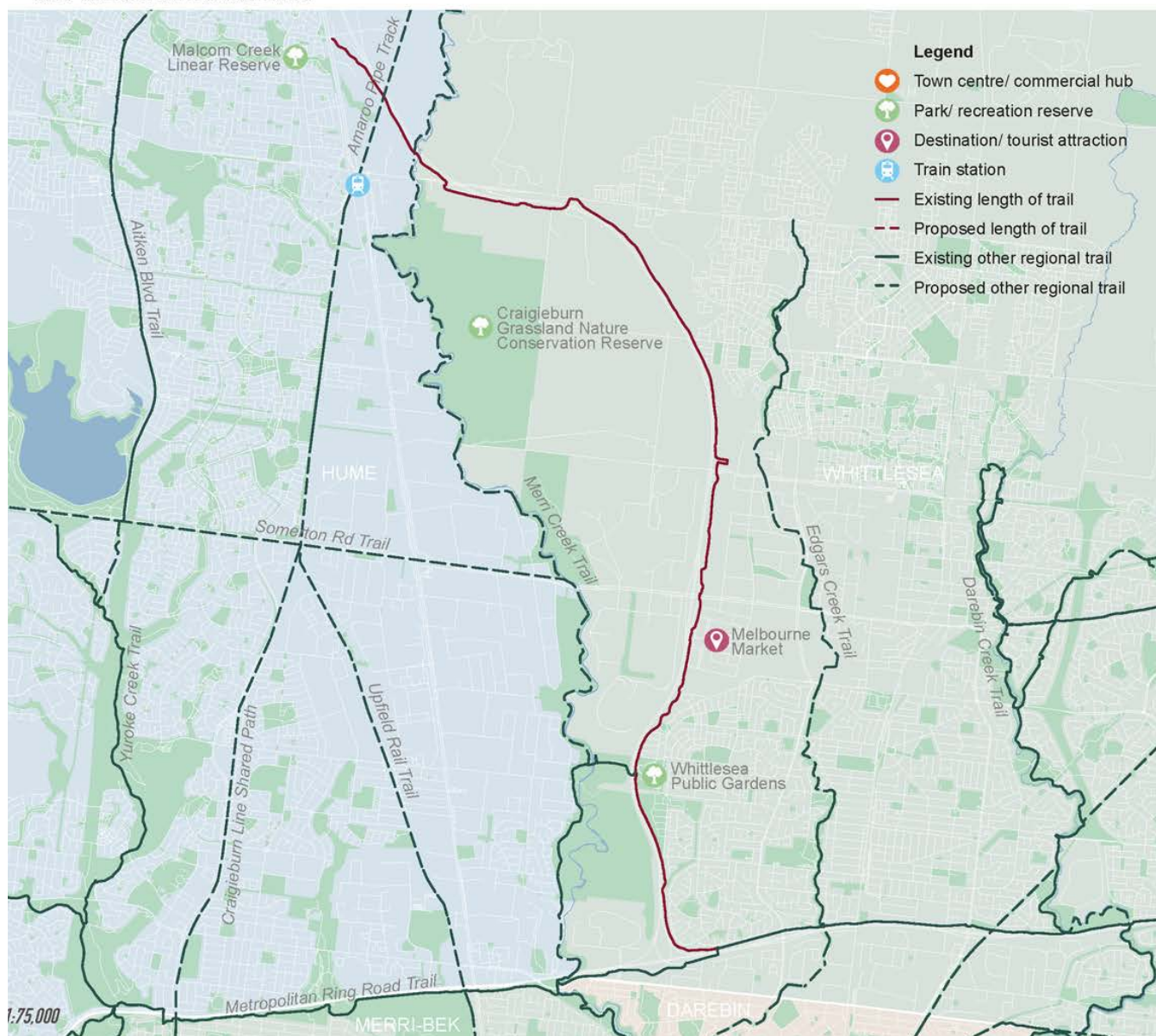
"A potentially useful and rewarding trail along Edgars Creek that is at this time, a long way short of that."

Priority Actions

- 1 Construct new section of trail from the Merri Creek Trail to Ronald Street on the west bank
- 2 Construct new section of trail from Ronald Street to Carrington Road. Consider keeping the trail away from the creek and along development frontages
- 3 Construct new section of trail from Strahalbyn Chase to Contempo Boulevard
- 4 Investigate a new section of trail along the creek from Carrington Road to Edwardes Lake. Explore the feasibility of a trail between Kia Ora Road and Henty Street on the east bank.
- 5 Construct a separate cycling only trail through Edwardes Lake Park
- 6 Construct a dedicated shared trail from the public toilets in Edwardes Lake Park, around the car park and over Leamington Street
- 7 Investigate the feasibility of an underpass and bridge crossing at Broadhurst Avenue
- 8 Construct a section of trail along the creek from Glasgow Avenue to the Metropolitan Ring Road
- 9 Upgrade surface of trail between Main Street and Melaleuca Drive
- 10 Construct section of trail between German Lane and Kingsway Drive, Lalor
- 11 Construct section of trail along the street from Deveny Road to Cooper Street, Epping
- 12 Construct a section of trail along the creek from Jersey Drive to Rockfield Street
- 13 Construct section of trail along the creek from Sheba Way to Snowy Place
- 14 Provide wayfinding signage along the length of the



6.10 GALADA TAMBOORE TRAIL



Trail information

Length: 15.5km SCC: No

Location:
Running along the Hume Freeway/ Craigieburn Bypass, this trail begins at the Metropolitan Ring Road Trail in the south and continues north to Craigieburn.

Local Government Area:
Hume, Whittlesea

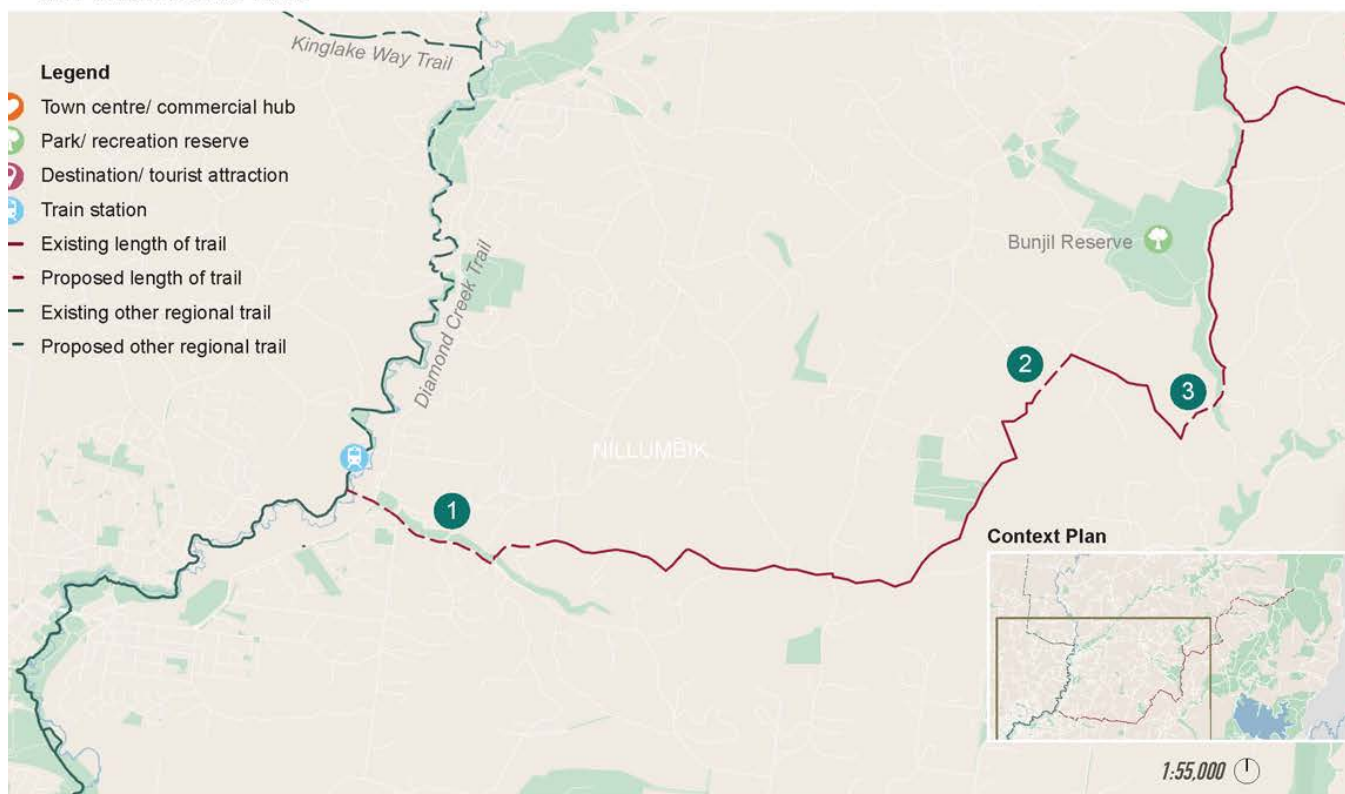
Additional Stakeholders:
Merri Creek Management Committee, VicRoads

Auditor comments:
"An effective path that offers reasonable off-road bicycle exercise options or, for the hearty long-range cycle commuter, a direct route from Melbourne's northern urban reaches to the city-access trails."

Priority Actions

- 1 Provide wayfinding signage along the length of the trail
- 2 Reinstate centre linemarking along the trail

6.11 GREEN WEDGE TRAIL



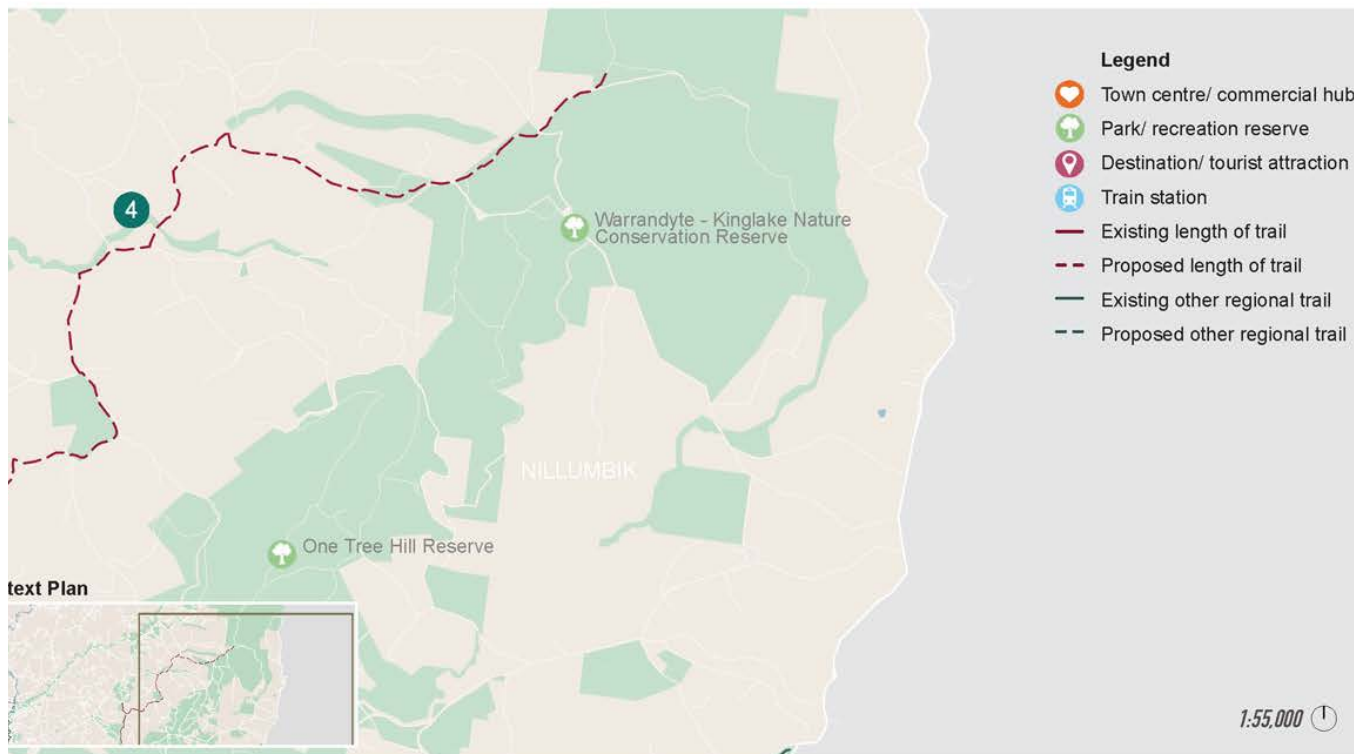
Trail information

Length: 21.5km *SCC:* No

Location:
 Located entirely within Nillumbik, this trail begins at the Diamond Creek Trail in Wattle Glen to Kinglake National Park

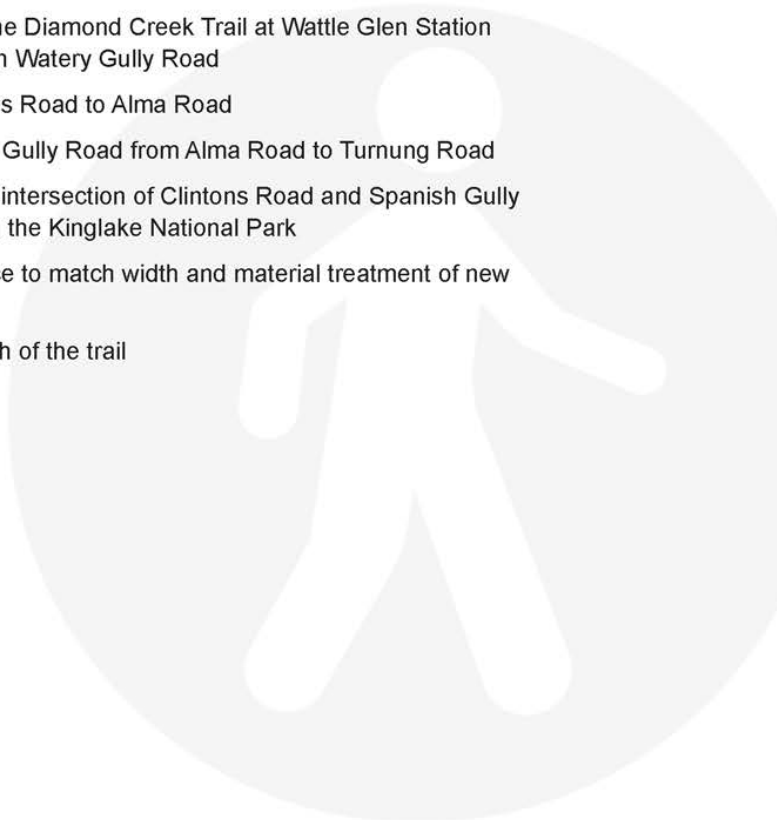
Local Government Area:
 Nillumbik

Additional Stakeholders:
 Parks Victoria

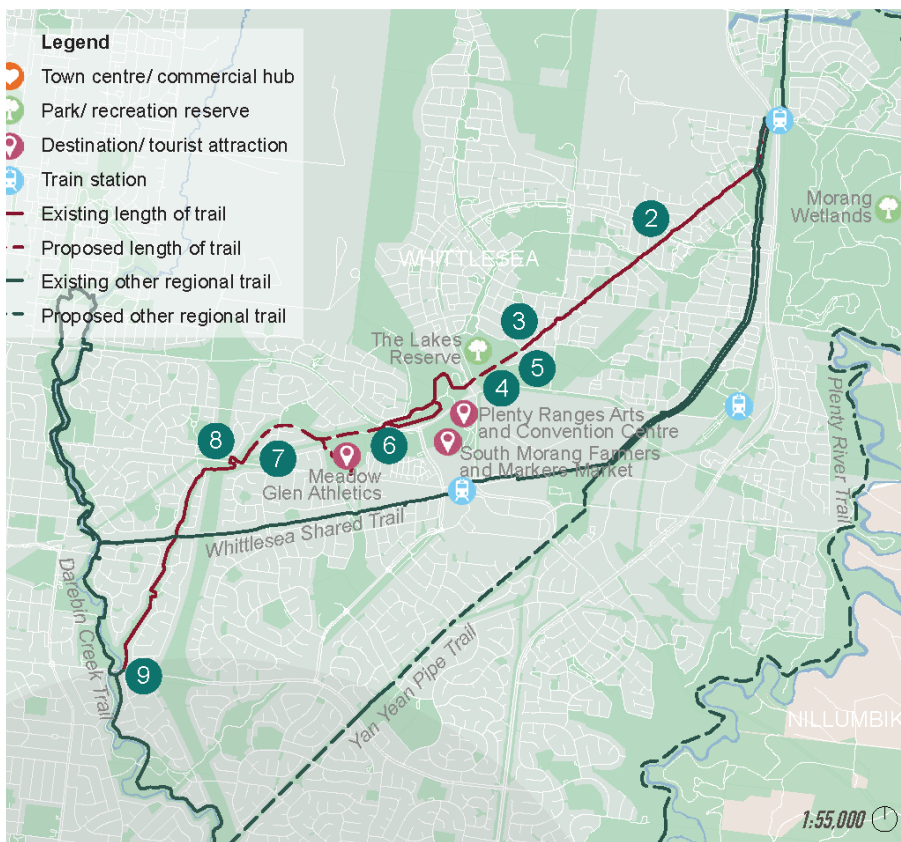


Priority Actions

- 1 Construct a new section of trail east from the Diamond Creek Trail at Wattle Glen Station along Watery Gully Creek to existing trail on Watery Gully Road
- 2 Construct a new section of trail from Couties Road to Alma Road
- 3 Construct a new section of trail along Long Gully Road from Alma Road to Turnung Road
- 4 Construct an extension of the trail from the intersection of Clintons Road and Spanish Gully Road to the Marshalls Road car park within the Kinglake National Park
- 5 Upgrade existing sections of the trail surface to match width and material treatment of new sections
- 6 Provide wayfinding signage along the length of the trail



6.12 HENDERSONS CREEK TRAIL



Trail information

Length: 8.6km **SCC:** No

Location:
Following the Henderson Road Drain and The Henderson Creek, this trail begins at the Darebin Creek Trail in Lalor and heads in a north-east direction to Yan Yean Trail in South Morang.

Local Government Area:
Whittlesea

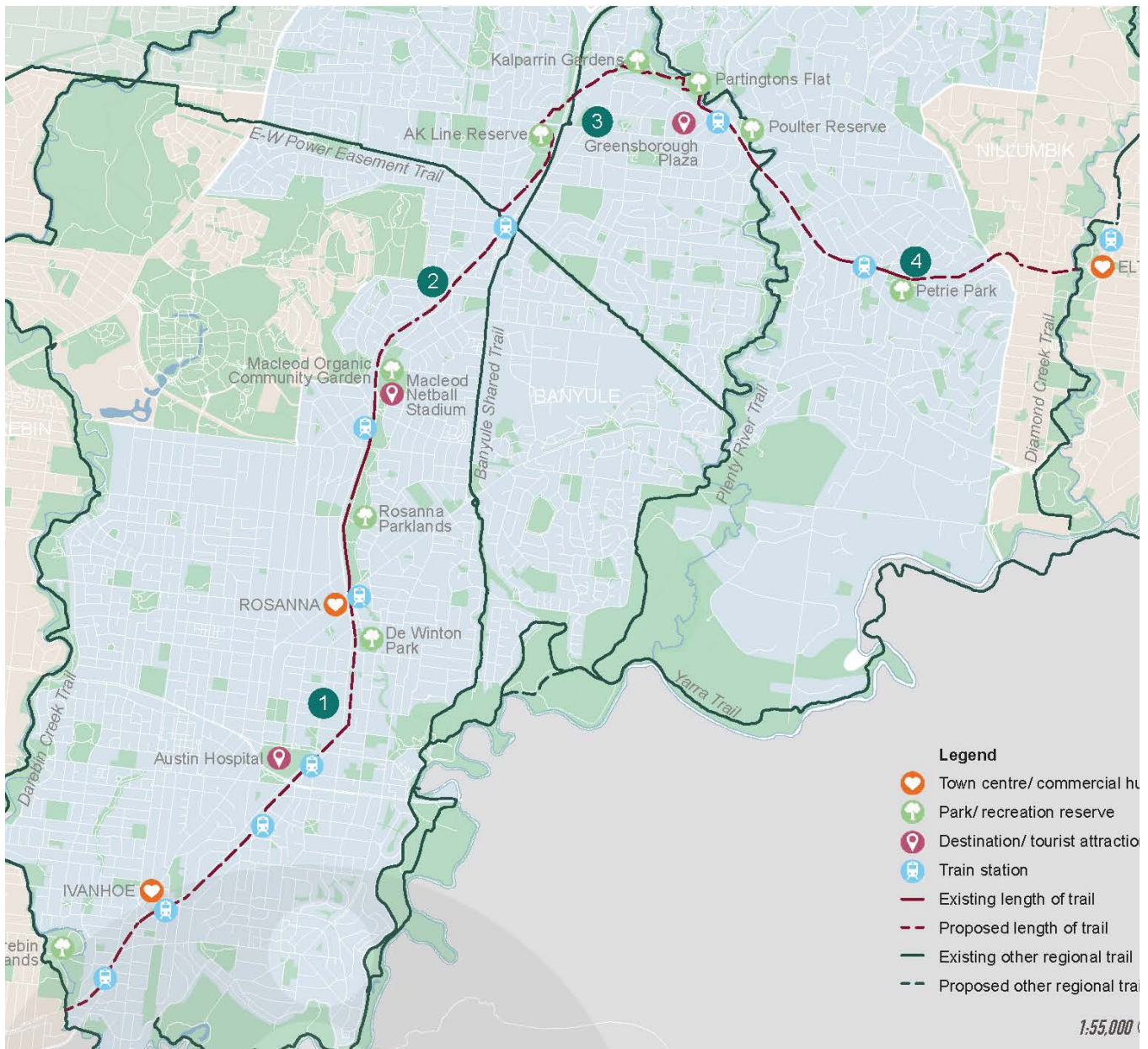
Additional Stakeholders:
Major Road Projects Victoria, Melbourne Water, VicRoads

Auditor comments:
"A trail of two parts where the southern half makes sense and is easy to follow, and the northern half, where virtually nothing makes sense."

Priority Actions

- 1 Provide wayfinding signage along the length of the trail
- 2 Provide a signalised/ pedestrian priority crossing over The Lakes Boulevard and Glenorchy Way
- 3 Upgrade trail surface from Gordons Road to Darius Terrace
- 4 Construct a section of trail from Darius Terrace to The Lakes Boulevard (at Findon Road) including a bridge crossing to connect to existing trail
- 5 Provide a signalised/ pedestrian priority crossing over The Great Eastern Way
- 6 Provide a signalised/ pedestrian priority crossing at Findon Road
- 7 Upgrade trail surface from Findon Road to McDonalds Road
- 8 Provide a signalised/ pedestrian priority crossing at McDonalds Road
- 9 Provide a signalised/ pedestrian priority crossing or Underpass at Childs Road to connect to the Darebin Creek Trail

6.13 HURSTBRIDGE RAIL TRAIL



Trail information

Length: 16.1km
SCC: Yes

Location:

This trail begins at the Darebin Creek Trail in Ivanhoe follows the Hurstbridge rail line to the Diamond Creek Trail in Eltham.

Local Government Area:
 Banyule and Nillumbik

Additional Stakeholders:
 Metro Trains, VicTrack

Auditor comments:

Priority Actions

- 1 Construct a new section of trail along the Hurstbridge rail line from the Darebin Creek Trail north to Macleod Station
- 2 Construct a new section of trail along the Hurstbridge rail line from Macleod Station to Elder Street
- 3 Construct a new section of trail along the Hurstbridge rail line from Elder Street to the Plenty River Trail
- 4 Construct a new section of trail along the Hurstbridge rail line from the Plenty River Trail to the Diamond Creek Trail

6.14 JACKSONS CREEK TRAIL

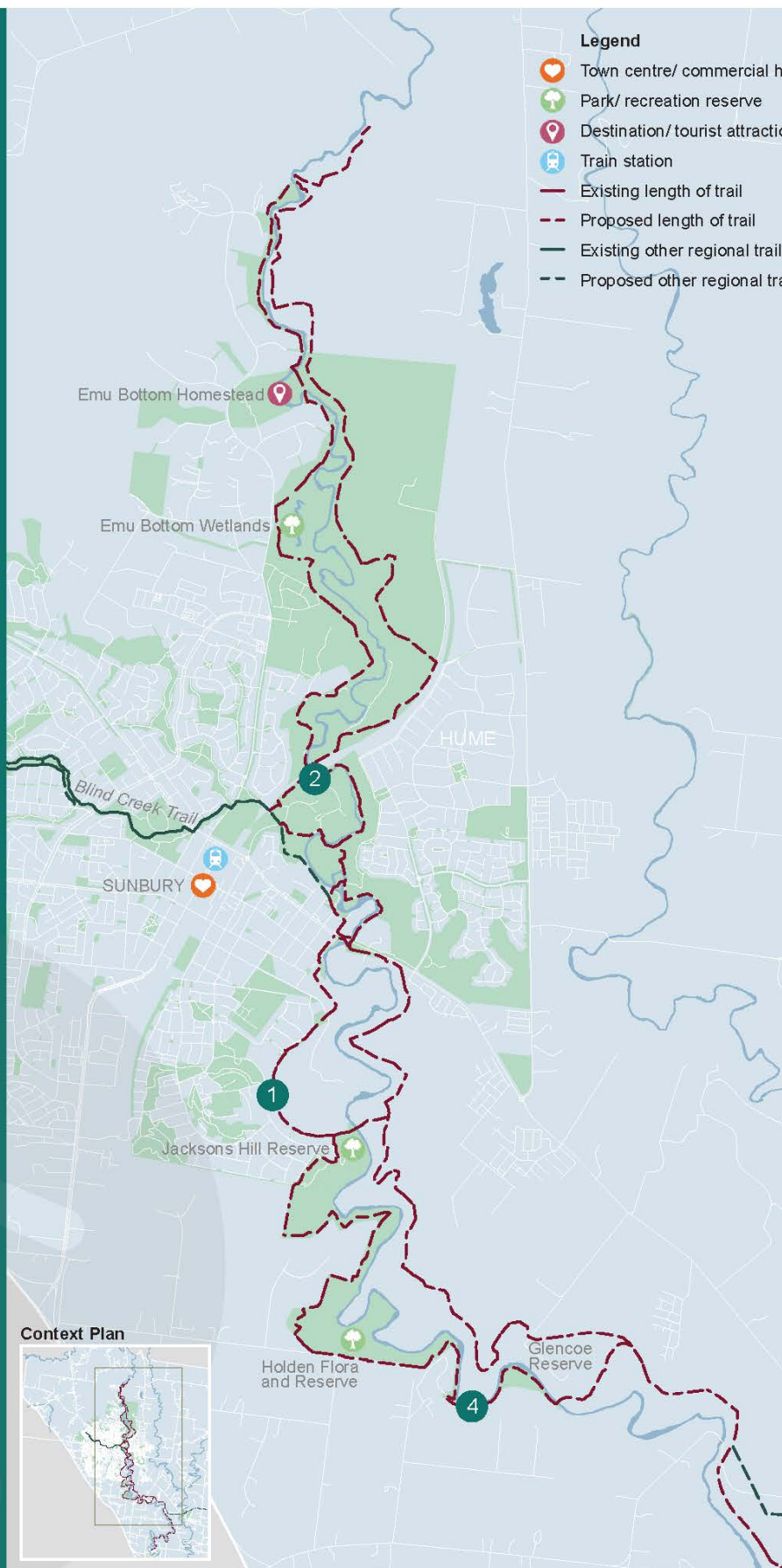
Trail information

Length: 50.3km (potential to extend beyond study area)
SCC: No

Location:
 This proposed trail runs through the Jacksons Creek corridor in Sunbury and continues south to the border of Hume and the Organ Pipes National Park

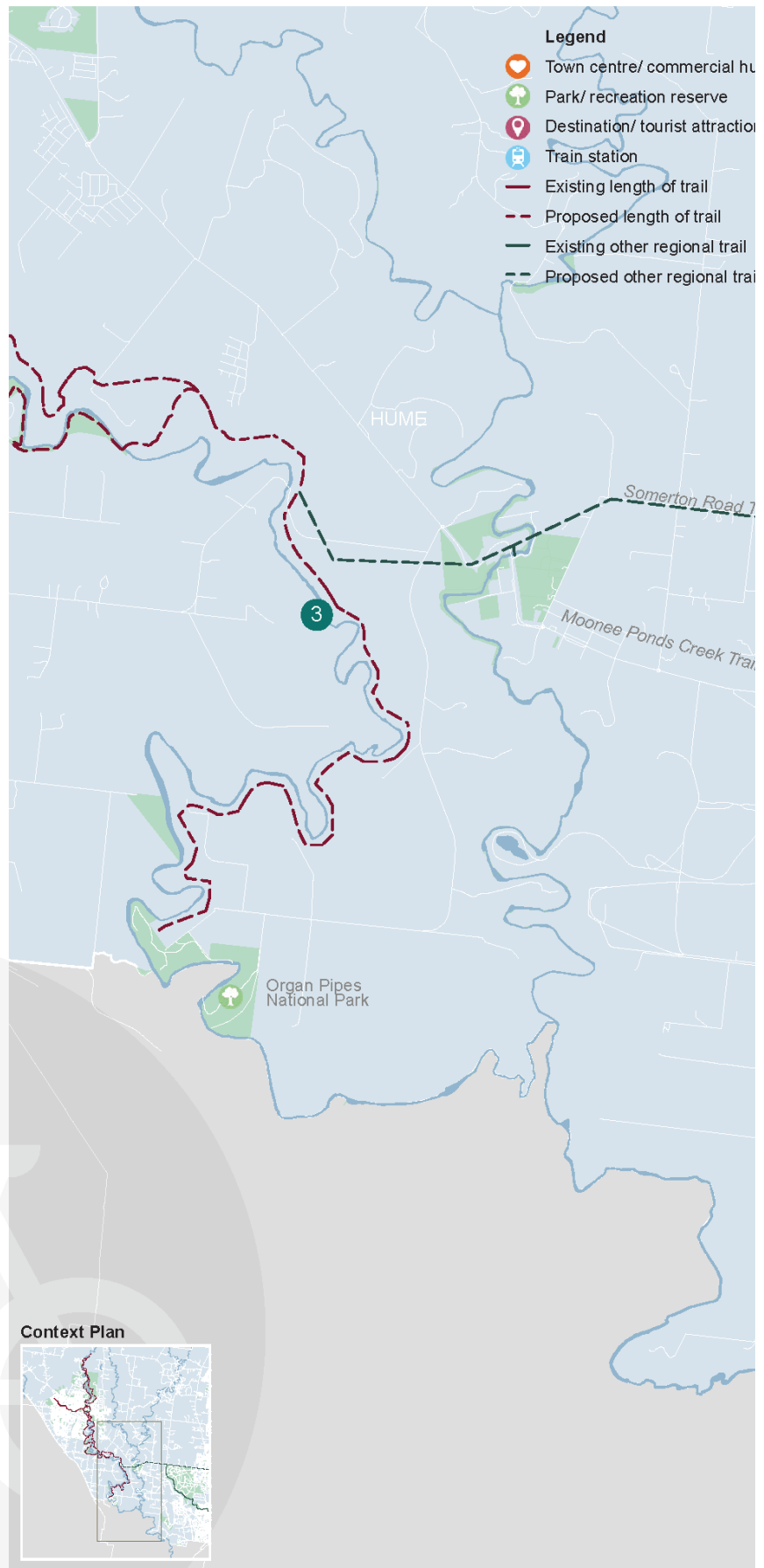
Local Government Area:
 Hume

Additional Stakeholders:
 DELWP, Greater Western Water, Melbourne Water, Parks Victoria, Wurundjeri Land Council

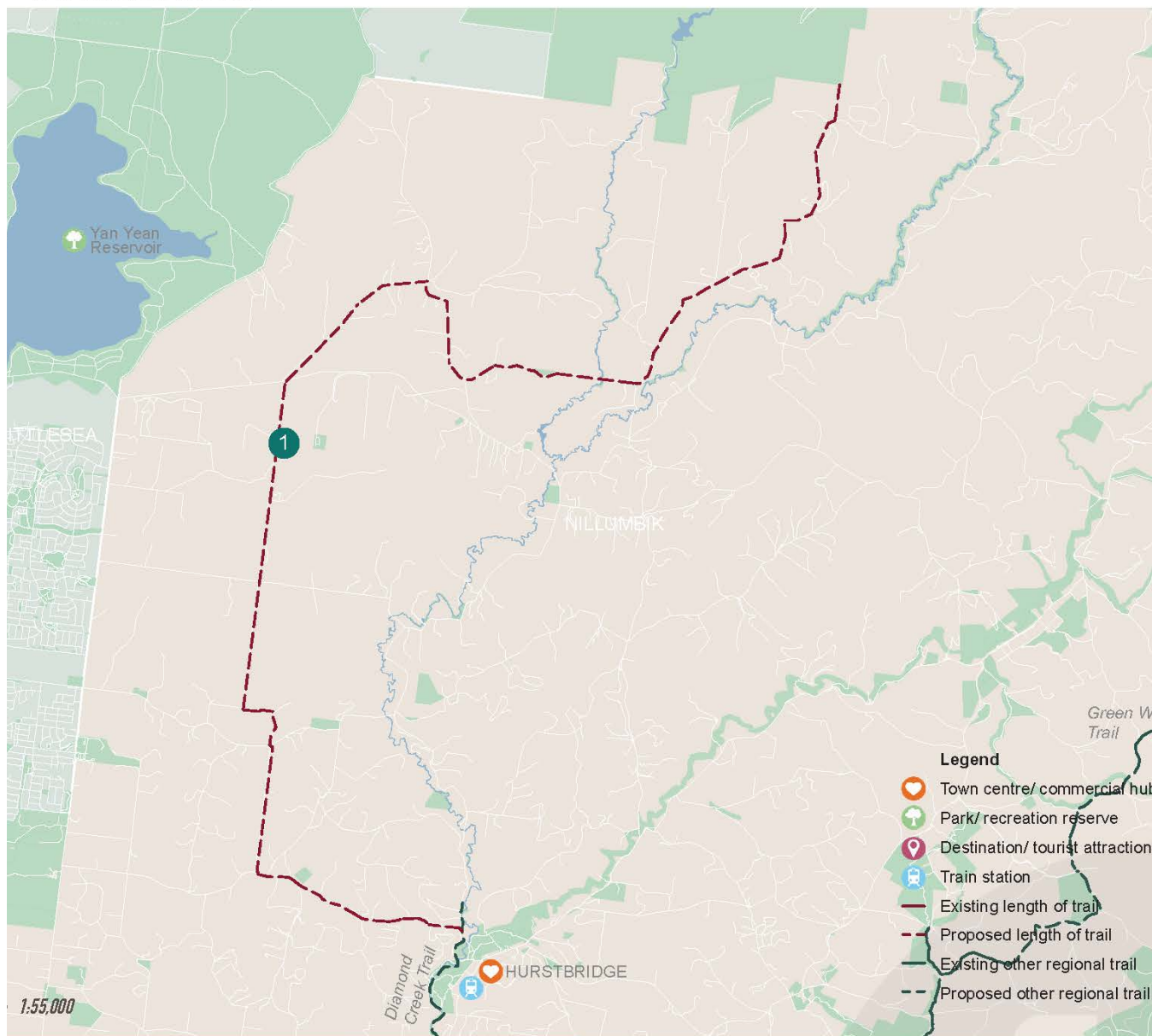


Priority Actions

- 1 Construct new section of trail from Harker Street to Hammersmith Court
- 2 Plan and investigate the staged construction of trails on both sides of the Jacksons Creek with project partners and other landholders in line with the priorities of the Jacksons Creek biik wurrdha Regional Parklands Plan
- 3 Investigate opportunities to construct a new section of trail from Bulla-Diggers Rest Road to Organ Pipes National Park in partnership with Parks Victoria and Brimbank City Council
- 4 Construct a new section of trail from Duncans Lane to Glencoe Reserve along the south side of the creek



6.15 KINGLAKE WAY TRAIL



Trail information

Length: 20.8km

SCC: No

Location:
 Located entirely with Nillumbik, this trail begins at the Diamond Creek Trail in Hurstbridge and heads north to Arthurs Creek

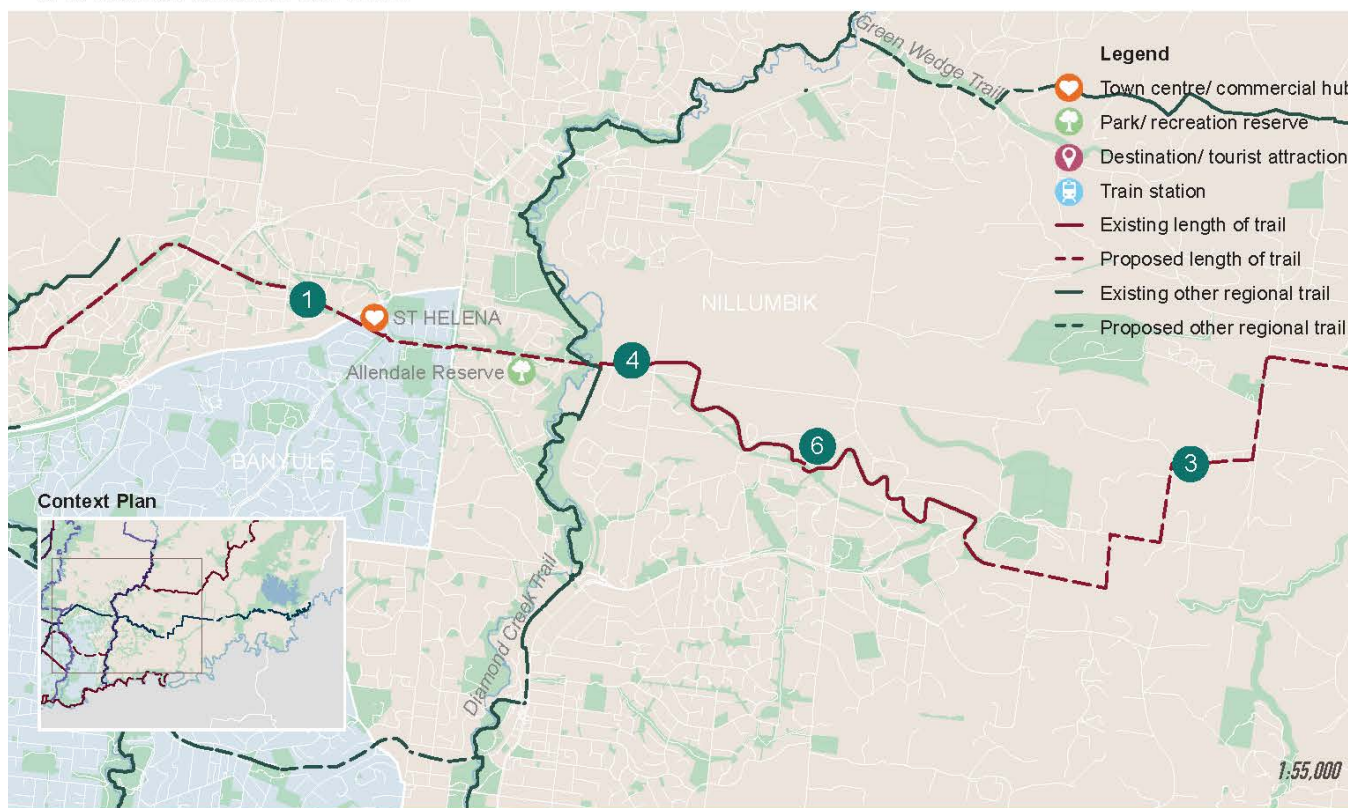
Local Government Area:
 Nillumbik

Additional Stakeholders:
 ParksVic

Priority Actions

- 1 Establish a new trail from Hurstbridge to Arthurs Creek

6.16 MAROONDAH AQUEDUCT TRAIL



Trail information

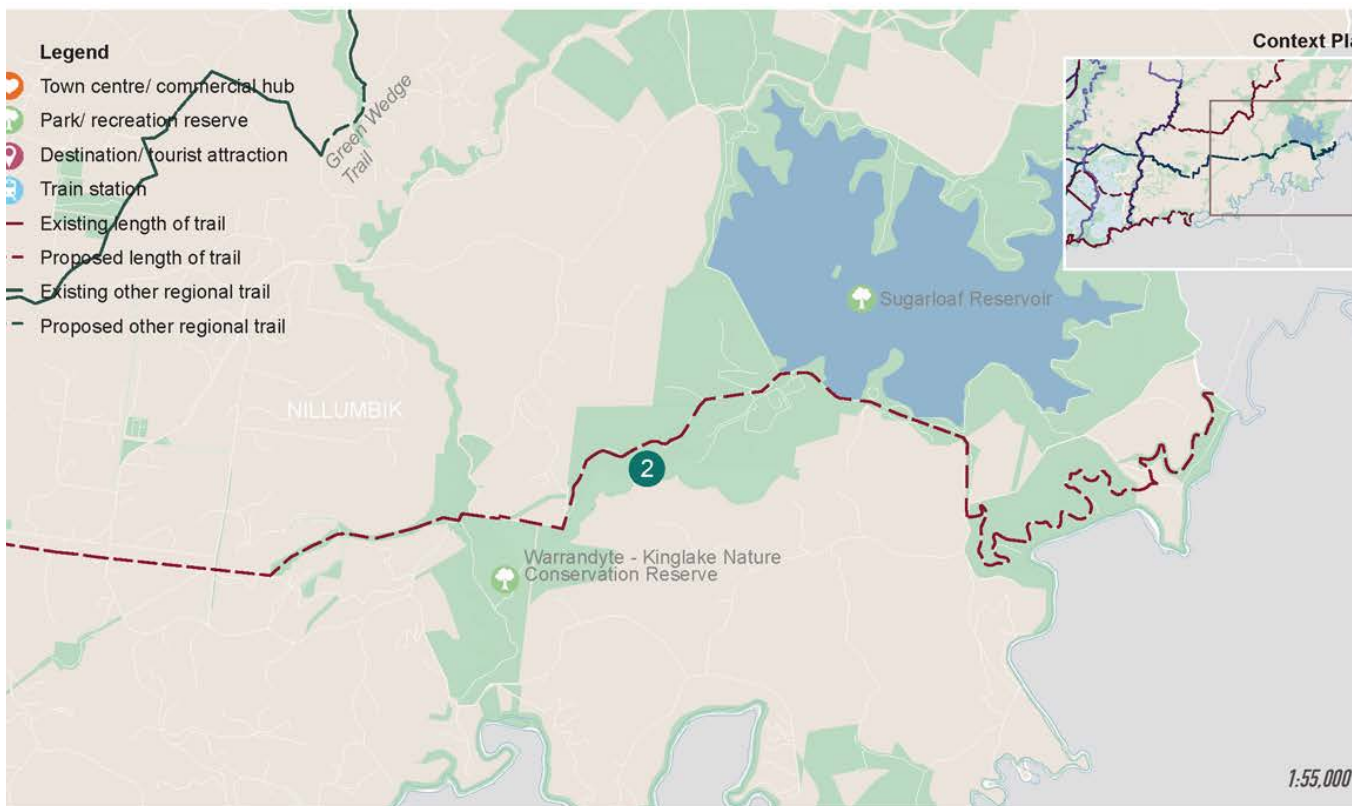
Length: 24.1km **SCC:** No

Location:
This trail runs in an east west direction from the Diamond Creek Trail in Greensborough in the west to the Sugarloaf Reservoir in the east.

Local Government Area:
Banyule, Nillumbik

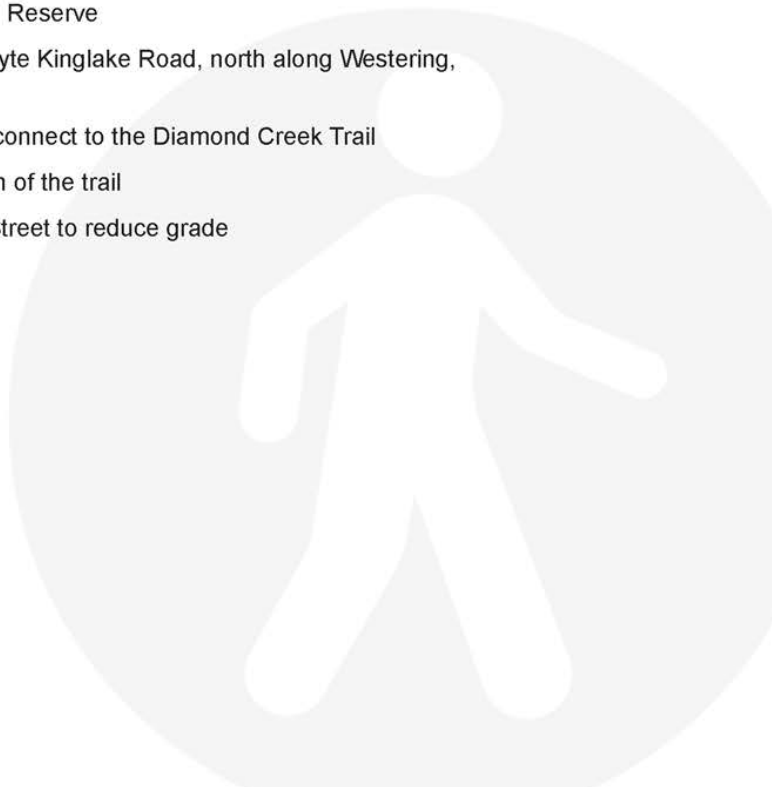
Additional Stakeholders:
Melbourne Water, Parks Victoria, VicRoads

Auditor comments:
"A very pleasant trail that has mostly a neutral gradient, marred only by very steep access at the west end and a busy main road at the east end."



Priority Actions

- 1 Construct new section of trail connecting the Plenty River Trail near Lear Court, east along the aqueduct across Diamond Creek Road to the Diamond Creek Trail at Allendale Road.
- 2 Construct new section of trail from Main Road Diamond Creek, along Eltham-Yarra Glen Road, Creek Road, Eltham Road, and Carters Lane while ensuring minimal impact to the Warrandyte - Kinglake Nature Conservation Reserve
- 3 Construct new section of trail from Warrandyte Kinglake Road, north along Westering, Ridge and Muir Roads to Skyline Road
- 4 Extend the trail west from Godber Road to connect to the Diamond Creek Trail
- 5 Provide wayfinding signage along the length of the trail
- 6 Realign section of trail either side of Afton Street to reduce grade



6.17 MERRI CREEK TRAIL

Trail information

Length: 35.1km (extends beyond study area)
SCC: No

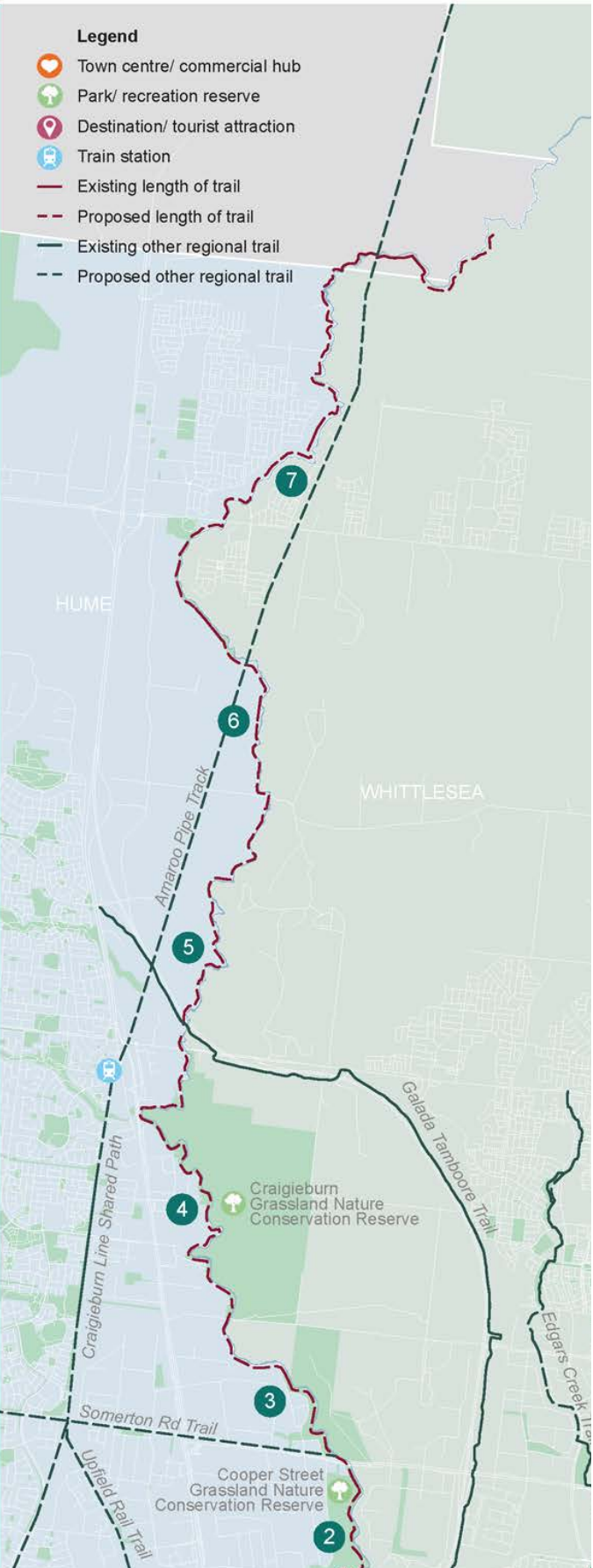
Location:
 The Merri Creek Trail follows the creek corridor from Northcote in the south through Coburg, Thomastown, Craigieburn and onto Donnybrook in the north (in accordance with the future *Merri Creek Regional Parklands Plan*).

Local Government Area:
 Darebin, Hume, Merri-bek, Whittlesea

Additional Stakeholders:
 City of Yarra, Mitchell Shire, Developers, Melbourne Water, Parks Victoria, VicRoads, DELWP, MCMC

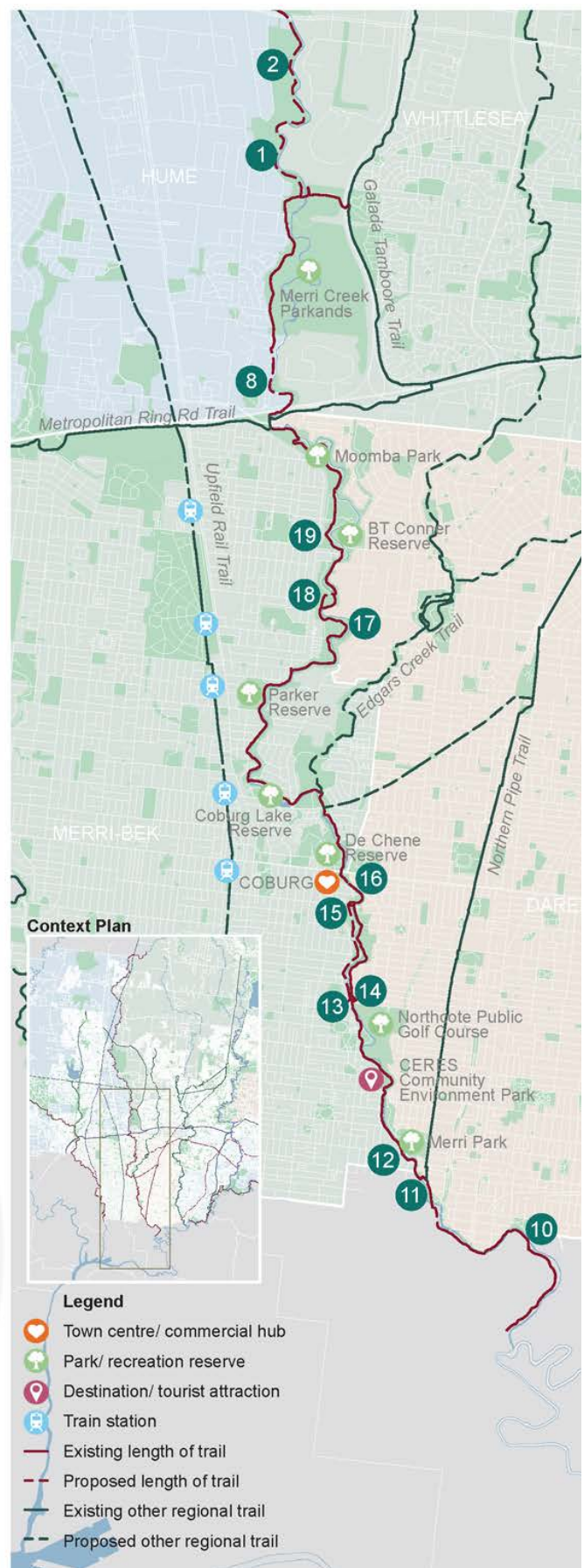
Auditor comments:
 "An excellent off-road trail that serves both local and commuter cycle traffic and walkers, with fundamental continuity issues."

Notes:
 Whilst sitting outside the study area in the City of Yarra, it should be noted that an additional section of trail is required at Rushall Station to improve the continuity in this area.

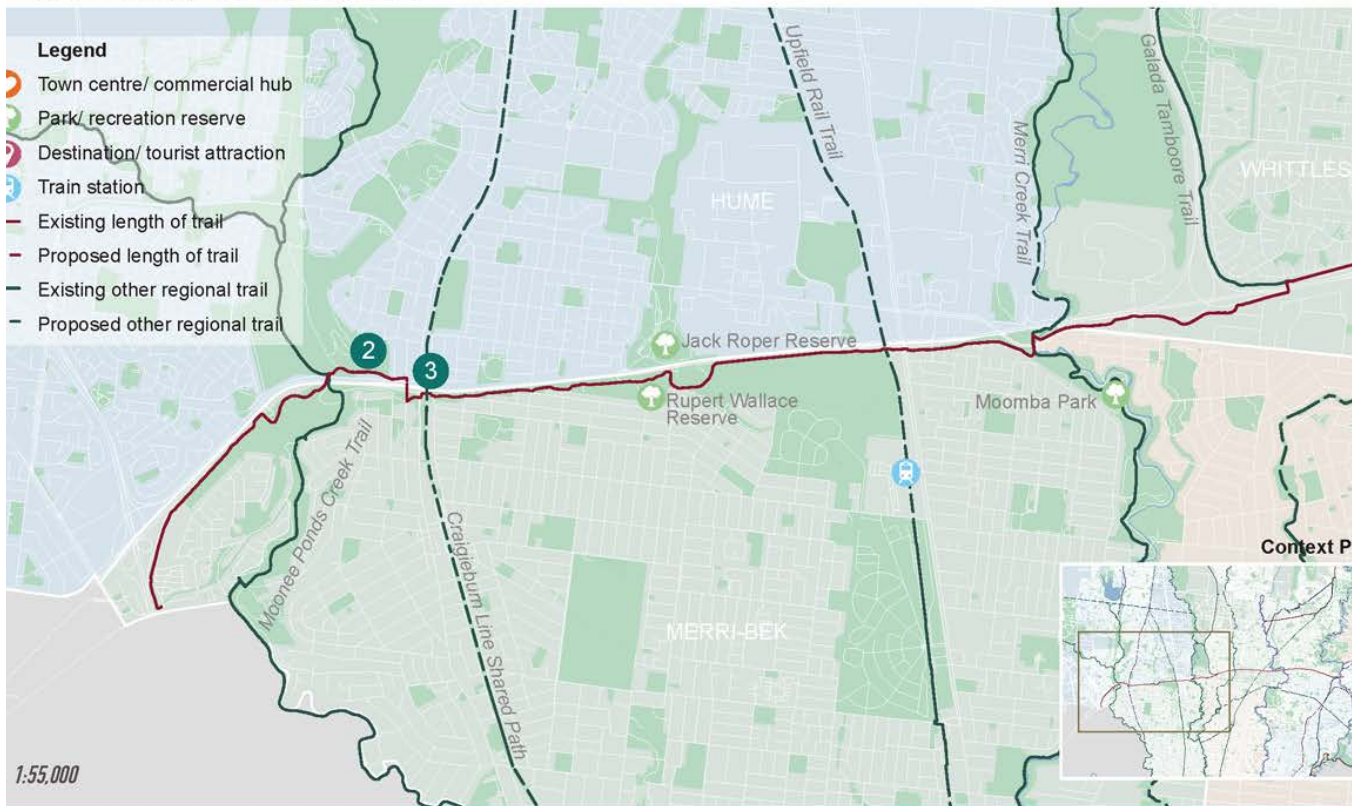


Priority Actions

- 1 Extend the Merri Creek Trail from the south end of Merri Concourse to Premier Drive
- 2 Partner with Parks Victoria and DELWP to extend the Merri Creek Trail from Merri Concourse (north) to Cooper Street
- 3 Advocate for and investigate the staged extension of the Merri Creek Trail from Coopers Street Somerton/Epping north to OHerns Road as part of the Upper Merri Creek Regional Parkland Plan
- 4 Advocate for and investigate the staged extension of the Merri Creek Trail from Oherns Road to Craigieburn Road as part of the Upper Merri Creek Regional Parkland Plan
- 5 Advocate for and investigate the extension of the Merri Creek Trail from Craigieburn Road to Summerhill Road as part of the Upper Merri Creek Regional Parkland Plan
- 6 Extend the Merri Creek Trail from Summerhill Road to Donnybrook Road
- 7 Extend the Merri Creek Trail from Donnybrook Road to the Northern End of Moxham Drive
- 8 Complete missing section of trail from the Metropolitan Ring Rd to existing section of trail south of Horne Street
- 9 Provide and upgrade line-marking to ensure continuous white lines indicating trail flow/ direction in high traffic areas
- 10 Realign section of trail south of Heidelberg Road to reduce steep grade
- 11 Provide a bridge crossing over the creek near the St Georges Road Bridge
- 12 Relocate and widen trail from Merri Creek Primary School to Sumner Park outside of the flood zone
- 13 Realign and widen trail north and south of Moreland Road
- 14 Modify existing bridge alongside Moreland Road vehicular bridge to better serve pedestrians and cyclists
- 15 Replace the Harding Street Bridge to cater for shared use
- 16 Widen and reduce the steepness of the boardwalk section of trail from Edna Grove to Bell Street and create a new connection at Bell Street
- 17 Widen and realign path outside of flood zone between Basil Nursing Home and Parker Reserve
- 18 Construct a new section of trail from Vervale Avenue to the bridge crossing to the north to provide an alternative route with a gentler grade
- 19 Provide wayfinding signage for Fawcner section of the Merri Creek (as per Moreland's Merri Creek Action Plan)
- 20 Provide wayfinding signage along the length of the trail



6.18 METROPOLITAN RING ROAD TRAIL



Trail information

Length: 11.3km (extends beyond study area)
SCC: No

Location:

Following the Metropolitan Ring Road, this trail connects a number of regional trails as it runs east-west from Greensborough to Gowanbrae within the Northern Region. Beyond the study area, the trail extends further west to Altona North.

Local Government Area:

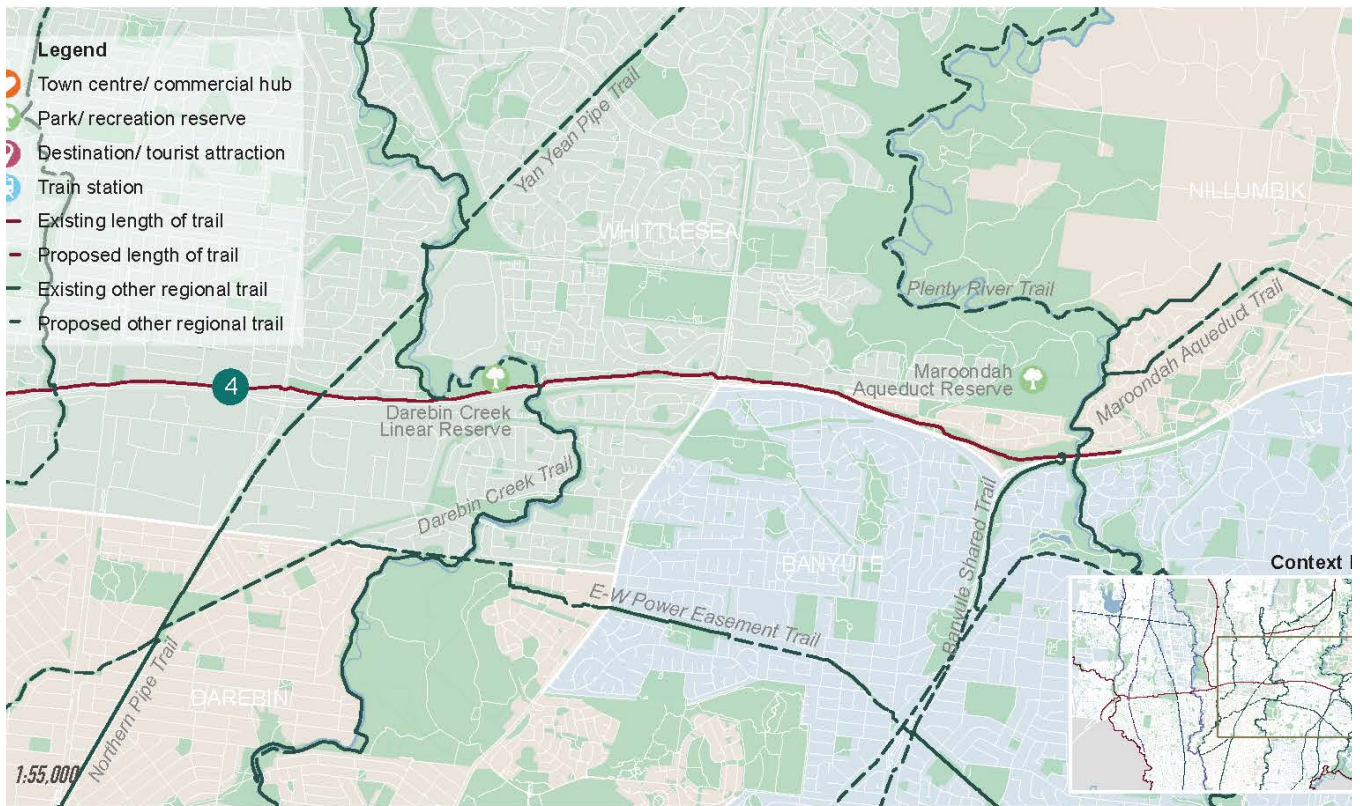
Banyule, Hume, Merri-bek, Nillumbik, Whittlesea

Additional Stakeholders:

Major Road Projects Victoria, Melbourne Water, Metro Trains, VicRoads, VicTrack

Auditor comments:

“A highly effective transportation/ commuting route with excellent capacity for direct passage east-west, where few or no alternatives are available”



Priority Actions

- 1 Provide wayfinding signage along the length of the trail
- 2 Investigate the feasibility of realigning the section of trail east of the section of trail east of the Moonee Ponds Creek towards Jacana to reduce the incline
- 3 Advocate for an upgrade to the existing overpass at Jacana Station with wayfinding signage to improve connectivity and continuity
- 4 Upgrade section of trail between High Street and Dalton Road



6.19 MOONEE PONDS CREEK TRAIL

Trail information

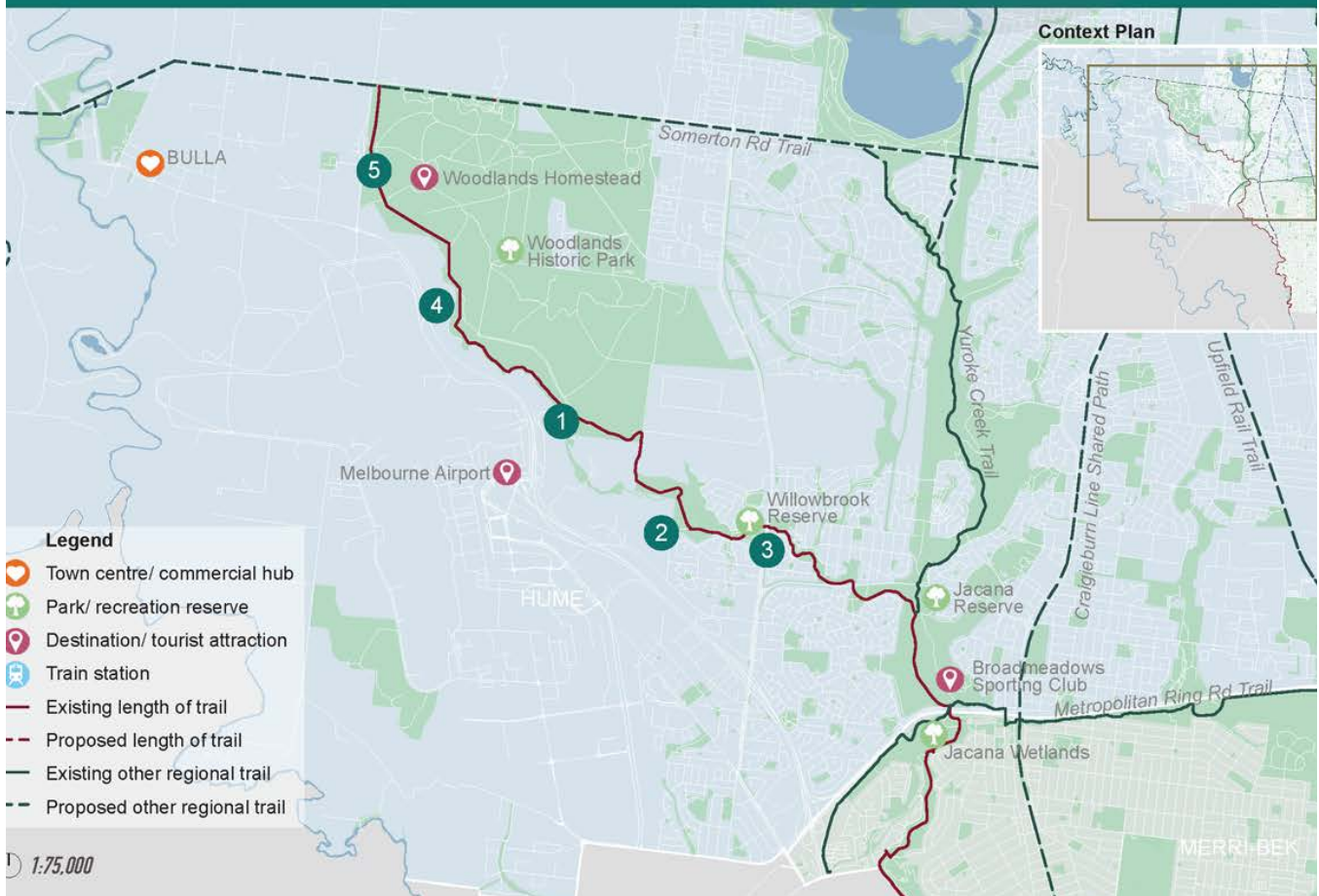
Length: 29.8km (extends beyond study area)
SCC: Yes

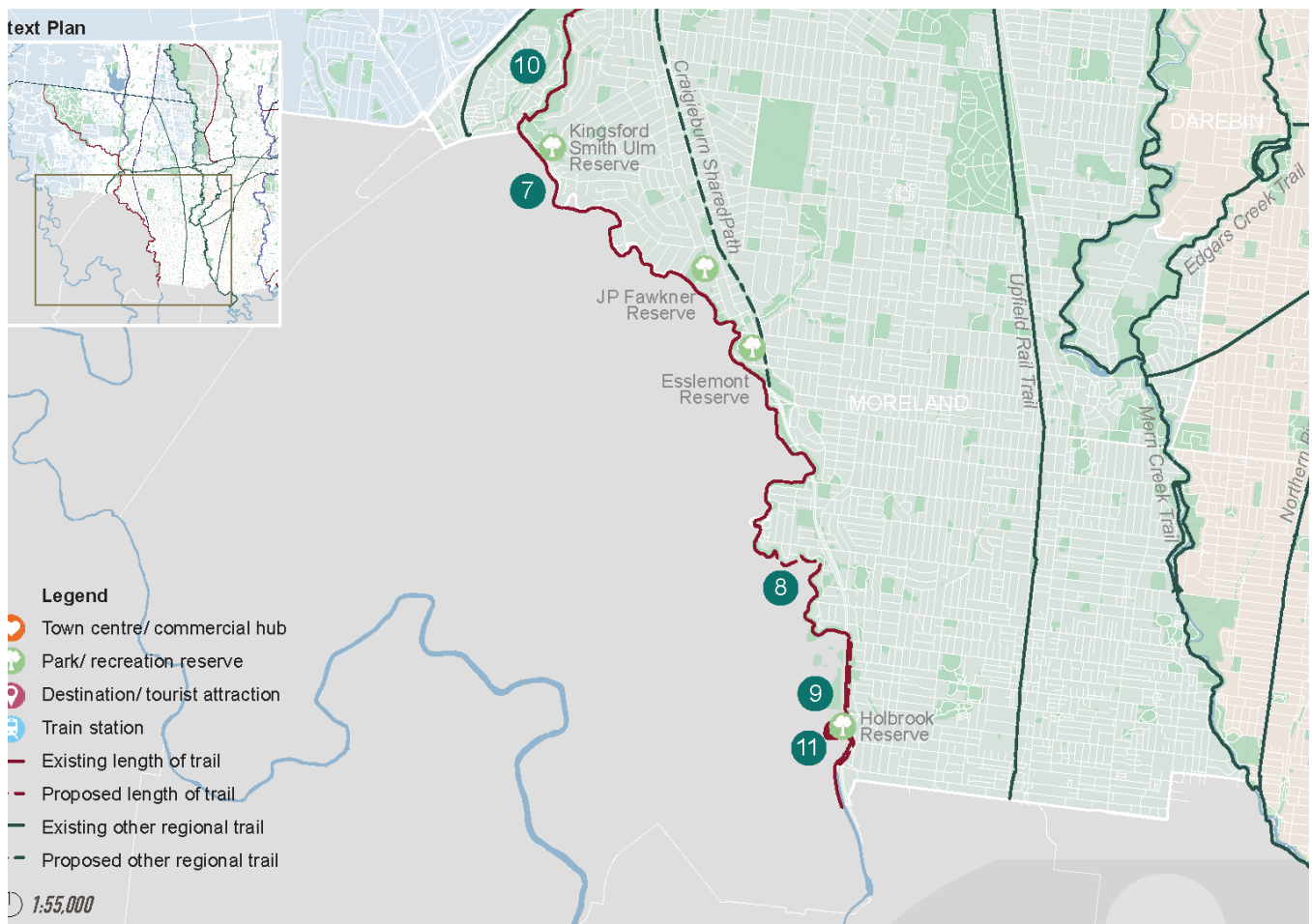
Location:
 The Moonee Ponds Creek Trail follows the creek corridor from Woodlands Historic Park in Greenvale, in the north, to Brunswick West in the south. The trail extends beyond the study area in the south to Docklands.

Local Government Area:
 Hume, Merri-bek

Additional Stakeholders:
 Crown Land, Melbourne Airport, Melbourne Water, Parks Victoria, Private landowners, The City of Moonee Valley, VicRoads

Auditor comments:
 "A super-highway from the NE fringes of the CBD offering excellent commuter and intra urban off-road cycling options and potentially a wonderful mode of accessing Woodlands Historic Park."





Priority Actions

- 1 Create a trail head at northern end of the trail at Marker Road ensuring alignment is outside federal airport boundary to avoid land access issues
- 2 Upgrade surface and width of trail from Marker Road to and around Willowbrook Reserve to regional trail standard
- 3 Upgrade surface and width of trail from Willowbrook Reserve to Westmeadows Reserve to regional trail standard
- 4 Construct a new section of trail from Marker Road to Living Legends/ Woodlands Historic Park
- 5 Upgrade existing trail from Living Legends/ Woodlands Historic connecting to Somerton Road Woodlands entrance
- 6 Provide wayfinding signage along the length of the trail include at crossing points, connections to other trails and where appropriate to direct users to optimal trail route where alternatives occur
- 7 Upgrade surface of trail from the rail line south to the Essendon Baseball Club
- 8 Construct section of new trail between Primrose Street and Vanberg Road (within Moonee Valley)
- 9 Upgrade trail surface from Boeing Reserve, Strathmore, to Brunswick Road to improve safety and cross grade
- 10 Resurface trail connection from Gladstone Park down the hill to main trail
- 11 Construct a new section of trail from Union Street to the Hope Street pedestrian bridge. Consider a new bridge using former off ramp to Denzil Don Reserve to Victoria St as an alternative if required

6.20 NORTHERN PIPE/ ST GEORGES RD/ CHEDDAR RD TRAIL

Trail information

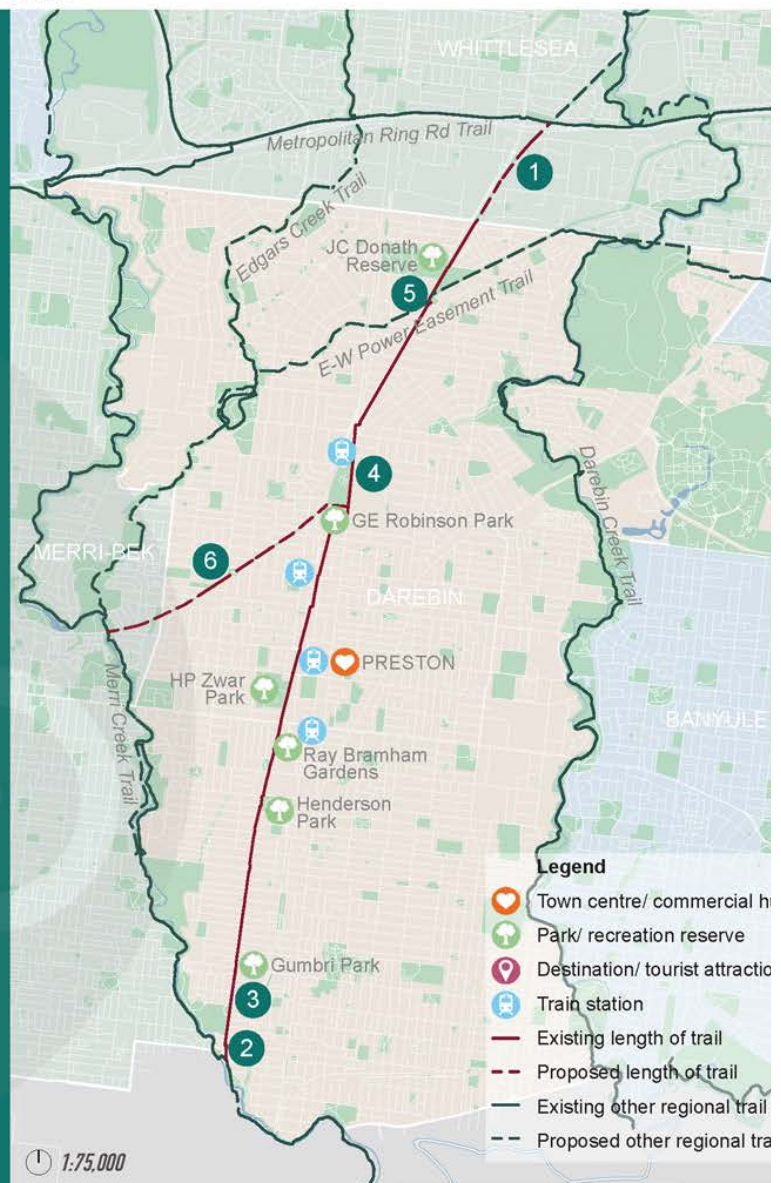
Length: 14.1km
SCC: Partial (south of Reservoir Station)

Location:
 This trail runs relatively north-south through Darebin from Northcote to Thomastown. An additional section of trail is proposed along a series of linear reserves in Preston to connect the trail to Coburg and the Merri Creek and Edgars Creek Trails.

Local Government Area:
 Darebin, Merri-bek and Whittlesea

Additional Stakeholders:
 Melbourne Water, Metro Trains, VicRoads, VicTrack

Auditor comments:
 “A highly effective commuting corridor with inherent issues where cyclists interact with traffic, and access impediments mar an otherwise excellent urban thoroughfare.”



Priority Actions

- 1 Extend the Northern Pipe/ St Georges Rd/ Cheddar Road Trail north to the Metropolitan Ring Road
- 2 Improve access at the St Georges Rd/Merri Parade/ Charles St intersection to connect the Merri Creek Trail to the Northern Pipe Trail and create a direct access point to and from the trail with pedestrian and cyclist priority
- 3 Widen and resurface the section of trail between Clarke Street and Arthurton Road to align with newly constructed sections of trail
- 4 Advocate for trail alignment alongside the train line from Garden Street to Cheddar Road to replace section of trail on the footpath
- 5 Widen trail surface in the Cheddar Road central median from High Street to Hickford Street
- 6 Investigate a new section of trail from High Street (near the Melbourne Water Reservoirs) along the vacant pipe reserve to the Merri Creek Trail at Murray Road. Existing road crossings to be considered

6.21 PLENTY RIVER TRAIL

Trail information

Length: 43.5km
SCC: No

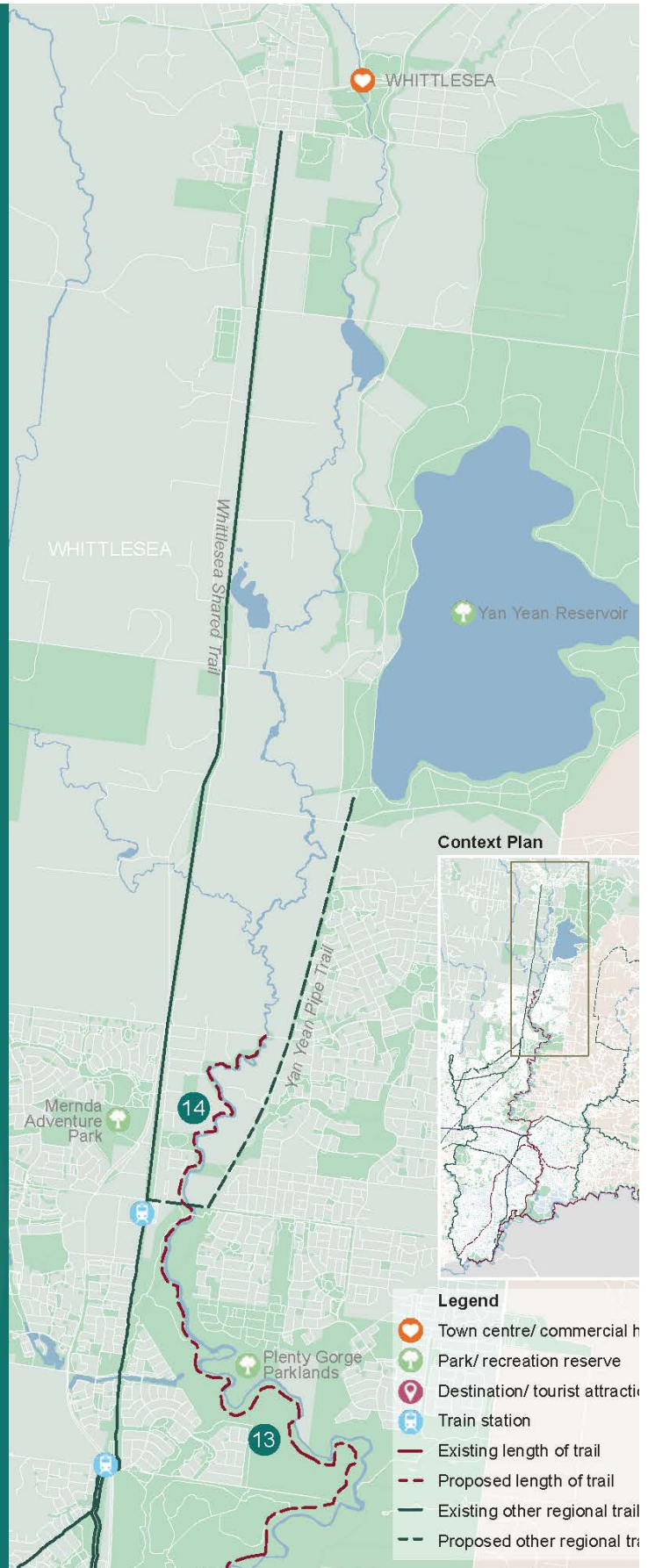
Location:
 Following the creek corridor, the Plenty River Trails begins at the Yarra Trail in Viewbank and continues north to Greensborough. The trail is then proposed to extend further to the Township of Whittlesea.

Note: Indicative trail alignment only. Refer to Parks Victoria’s Plenty Gorge River Trail design

Local Government Area:
 Banyule, Nillumbik, Whittlesea

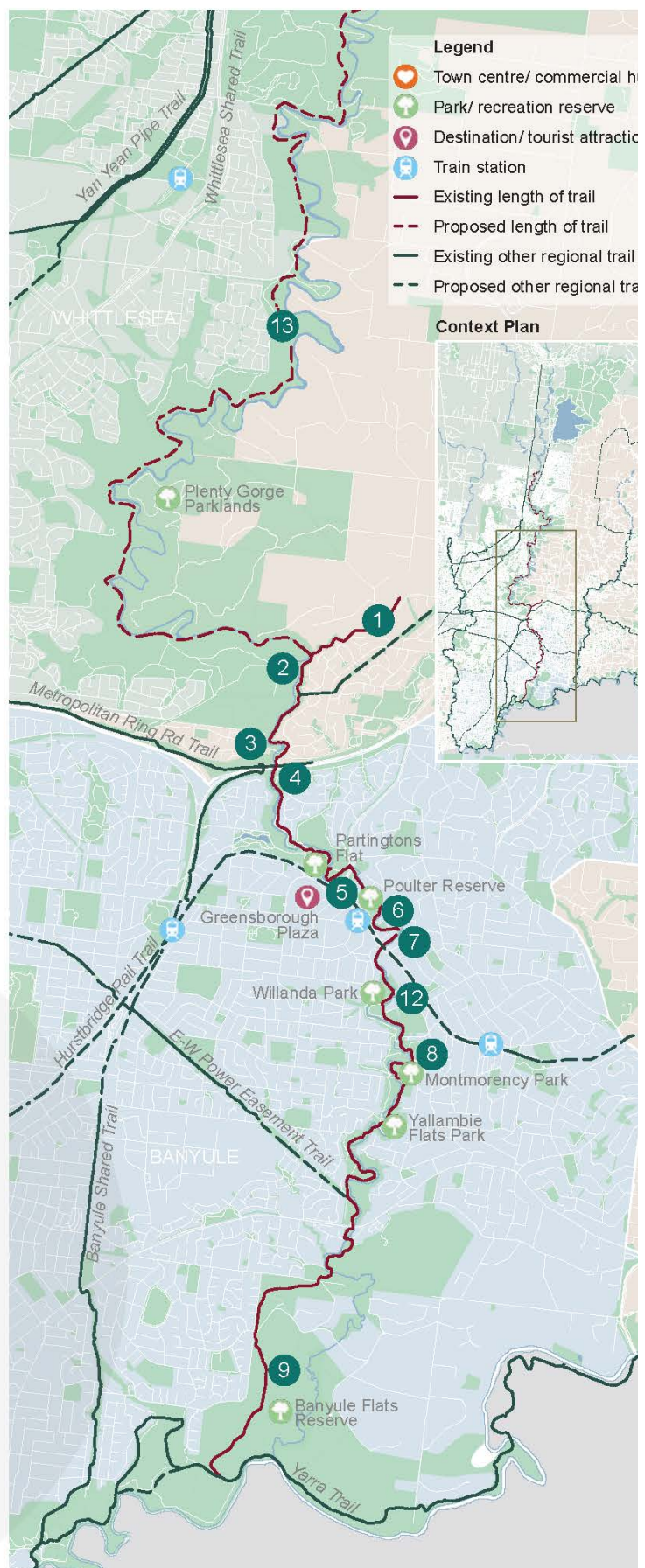
Additional Stakeholders:
 Melbourne Water, Parks Victoria, VicRoads

Auditor comments:
 “A mostly very scenic trail through urban bushland with quite good flow and continuity, marred mainly by far too much variability in surface quality and width; lacks consistency”

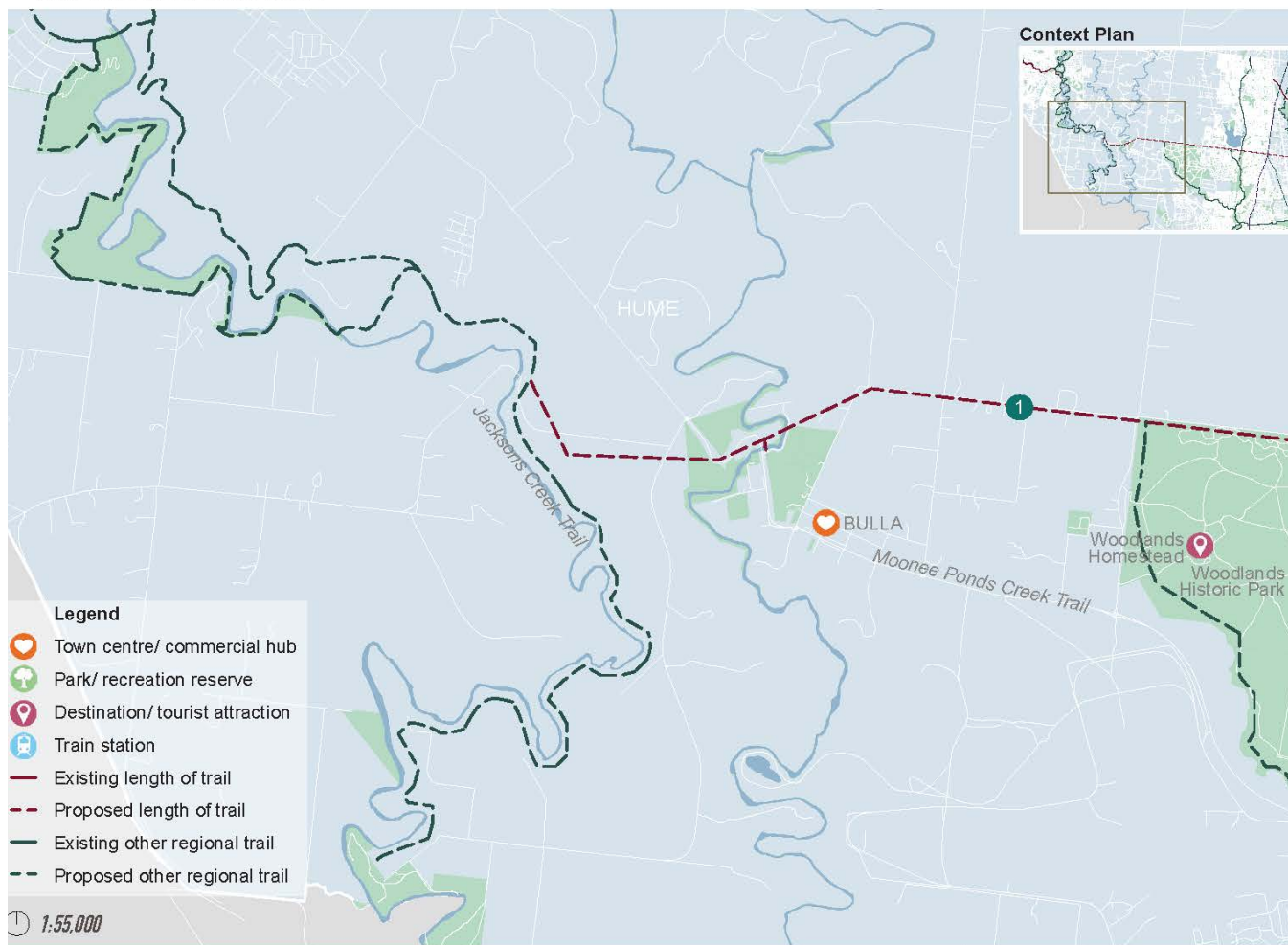


Priority Actions

- 1 Extend trail east to Mclaughlans Lane
- 2 Upgrade and widen section of trail from Punkerri Circuit to Booyan Crescent
- 3 Realign section of trail to reduce grade and provide an underpass at Booyan Crescent
- 4 Widen section of trail under the Greensborough Bypass
- 5 Upgrade and widen section of trail at Main Street
- 6 Improve wayfinding signage at Poulter Reserve to direct users to the wider trail network west of the reserve
- 7 Construct a new section of trail at Bicton Street
- 8 Upgrade and widen section of trail with wayfinding signage at Montmorency Park
- 9 Upgrade surface and realign trail to reduce grade south of Old Lower Plenty Road and through Banyule Flats
- 10 Improve wayfinding signage along the length of the trail
- 11 Upgrade pedestrian bridges on the Plenty River Trail where required and improve sight lines where appropriate
- 12 Investigate the feasibility of realigning the Plenty River Trail to the eastern bank of the Plenty River between George Court and Para Road in order to avoid the steep grade on the west bank
- 13 Construct a new section of trail along the creek through The Plenty Gorge Parklands to Bridge Inn Road. Support the proposal for a bridge connection from South Morang to Hawkestone picnic area to Yarrambat Park
- 14 Extend the trail from Bridge Inn Road north to Hazel Glen Drive



6.22 SOMERTON ROAD TRAIL



Trail information

Length: 17.8km **SCC:** Yes

Location:

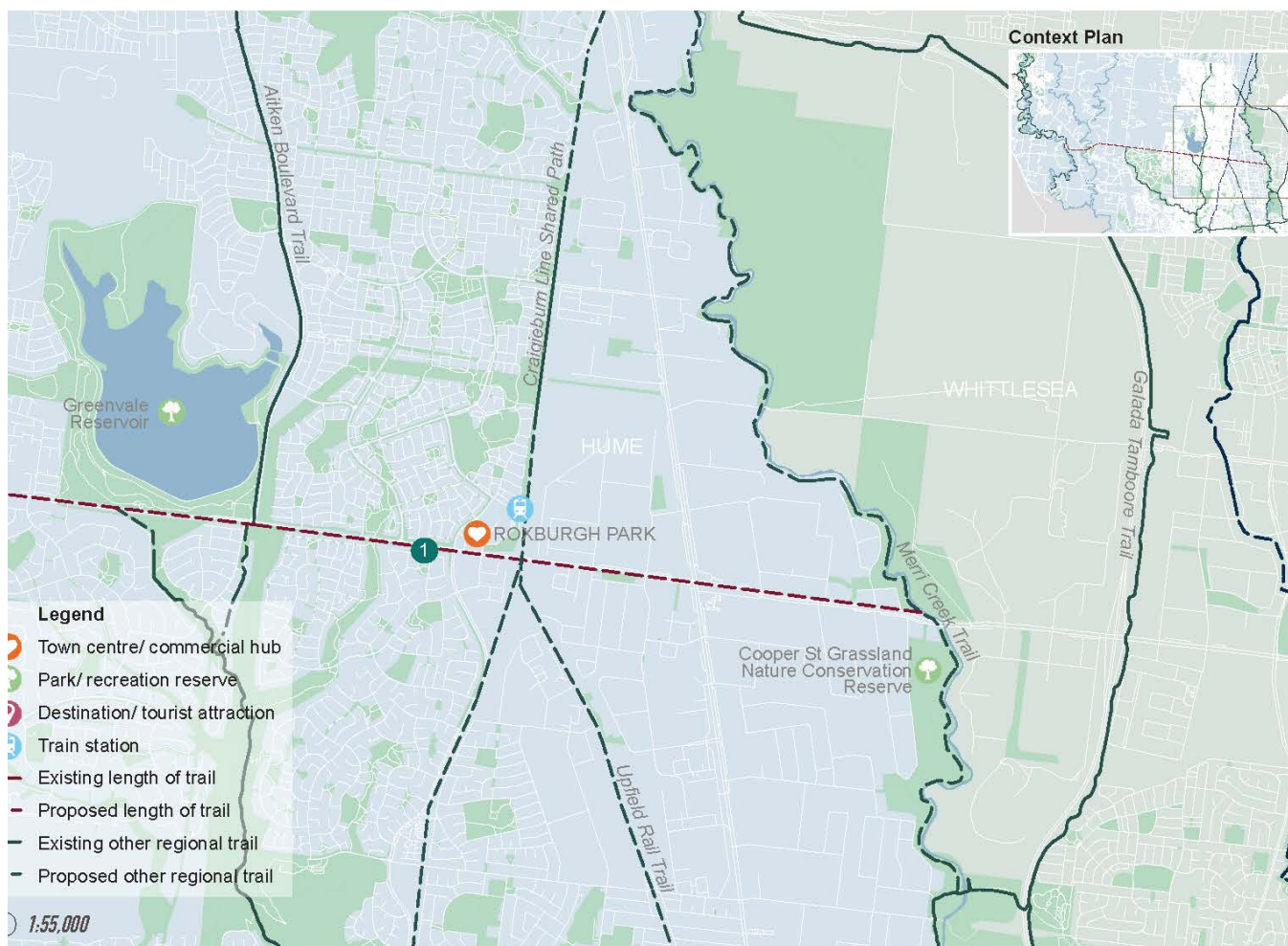
This potential future trail is proposed to run along Somerton Road in Greenvale connecting the Jacksons Creek Trail in the west and the Merri Creek Trail in the east.

Local Government Area:

Hume

Additional Stakeholders:

Major Road Projects Victoria, Parks Victoria



Priority Actions

- 1 Advocate for the construction of a new trail along Somerton Road from Jacksons Creek to the Merri Creek Trail



6.23 UPFIELD RAIL TRAIL

Trail information

Length: 11.6 (extends beyond study area)
 SCC: Yes

Location: This trail follows the Upfield rail line from Brunswick to Fawkner with a proposed extension to Roxburgh Park.

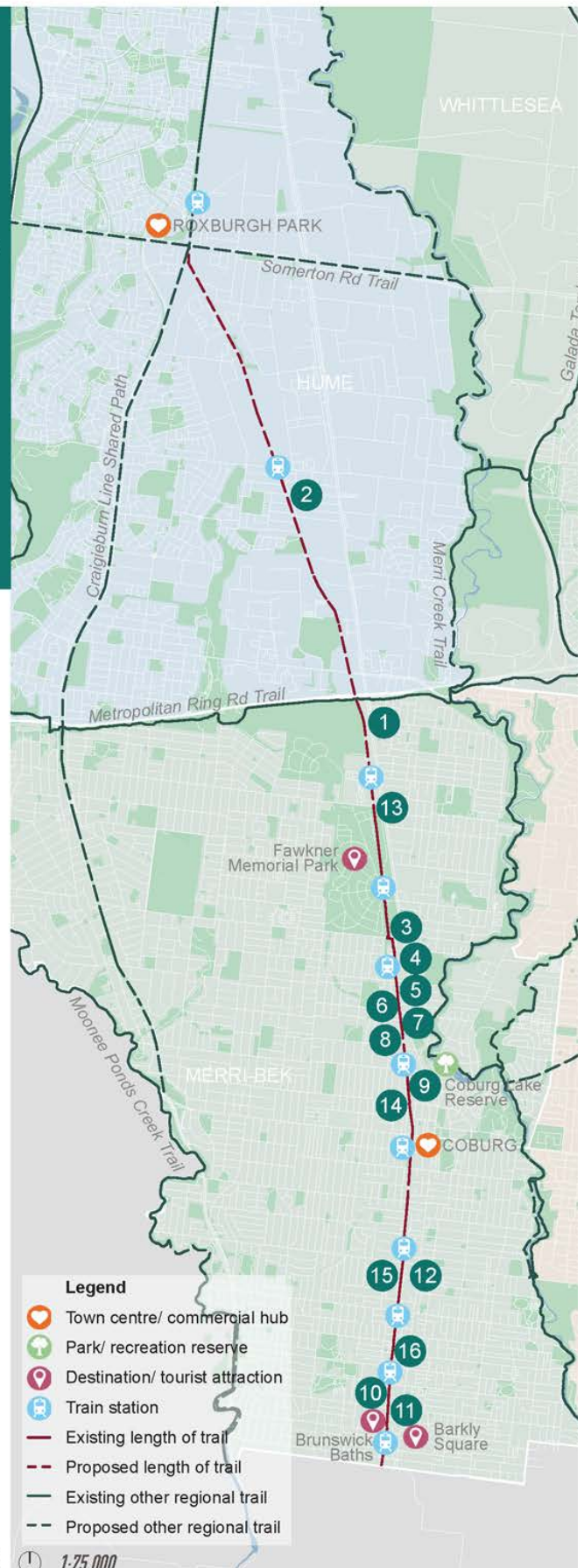
Local Government Area: Merri-bek and Hume

Additional Stakeholders: Department of Transport, Metro Trains, VicRoads, VicTrack

Auditor comments: "A potential cycling 'super highway' with enormous scope as the major north-south corridor through the densely populated suburbs from the inner north."

Priority Actions

- 1 Construct new section of trail from Box Forest Road north to Metropolitan Ring Road
- 2 Advocate to Dept. of Transport to construct a new section of trail from the Metropolitan Ring Road to Somerton Road
- 3 Create a signalised pedestrian crossing over Boundary Rd
- 4 Construct an off-road shared path along Bain Avenue
- 5 Widen section of trail between Plaisted St and Shorts Rd
- 6 Construct an off-road shared path along Ararat Avenue
- 7 Provide a signalised/ pedestrian priority crossing over Bakers Rd
- 8 Construct an off-road shared path along Renown St
- 9 Construct an off-road shared path along Batman Avenue
- 10 Upgrade and widen trail from Victoria St to Jewell Station
- 11 Provide a signalised/ pedestrian priority crossing over Albert St
- 12 Consider long term feasibility of separated cycle path between Park St and Tinning St
- 13 Create a signalised pedestrian crossing over Box Forest Rd
- 14 Create a signalised pedestrian crossing over O'Hea St
- 15 Create a signalised pedestrian crossing over Albion St
- 16 Create a signalised pedestrian crossing over Victoria St



6.24 WHITTLESEA SHARED TRAIL

Trail information

Length: 13.5km **SCC:** Yes

Location:

This trail follows the rail line from Epping Station in the south west to Mernda station. The trail is then proposed to continue along the rail easement to Whittlesea.

Local Government Area: Whittlesea

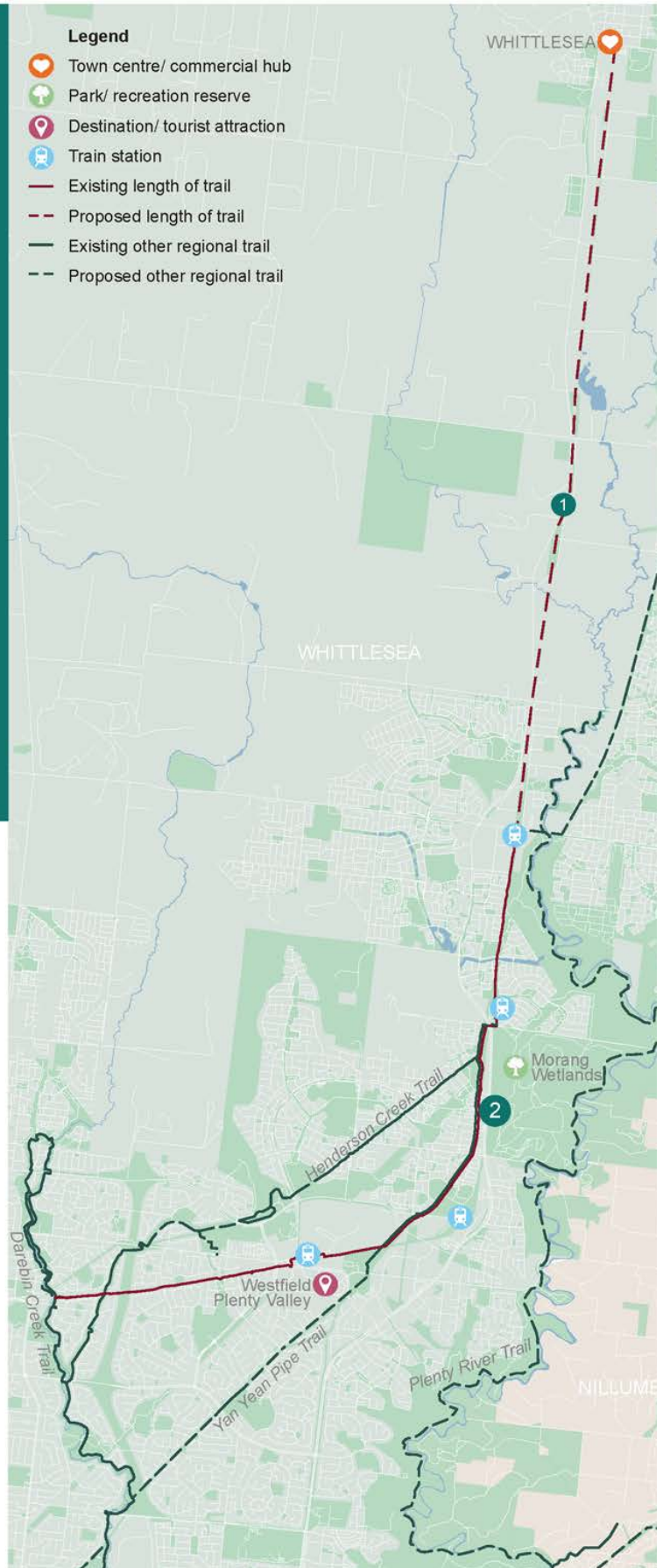
Additional Stakeholders: Metro Trains, VicRoads, VicTrack

Auditor comments:

“A fundamentally excellent trail that would only benefit further with a bit more thought regarding flow and continuity at a couple of points.”

Priority Actions

- 1 Construct a new trail along the train line from Mernda Station to Laurel Street, Whittlesea. Ensure there is provision for horse riders on parts of the trail
- 2 Provide a pedestrian priority crossing on the Pipe Track at the Lakes Boulevard
- 3 Provide wayfinding signage along the length of the trail



6.25 YAN YEAN PIPE TRACK

Trail information

Length: 13.5km
SCC: No

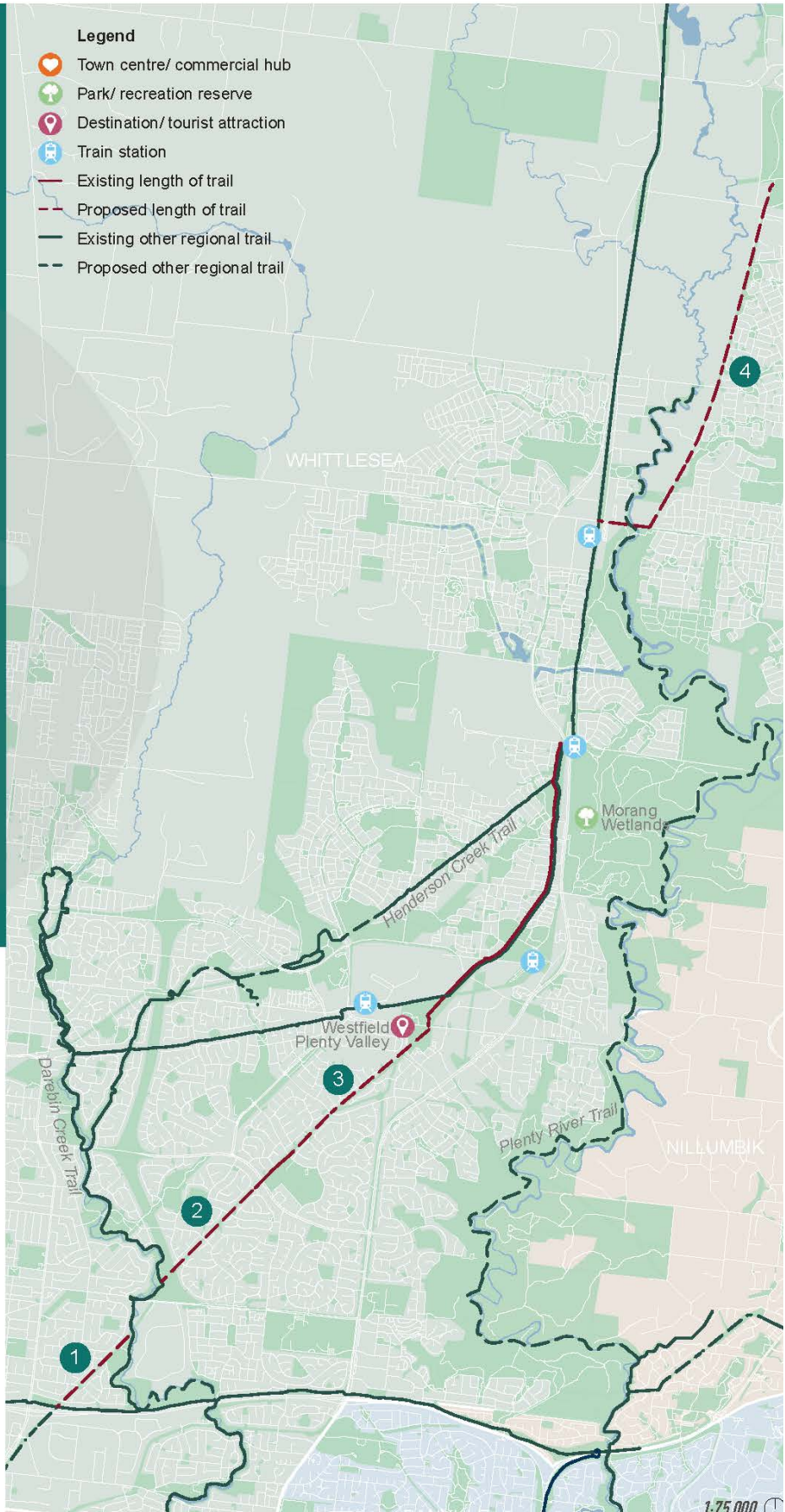
Location:

The Yan Yeau Trail begins at the Metropolitan Ring Road Trail in the south and continues in a north-east direction where it meets the Whittlesea Rail Trail. The Trail then continues from Mernda Station to the Yan Yeau Reservoir.

Local Government Area: Whittlesea

Additional Stakeholders: -

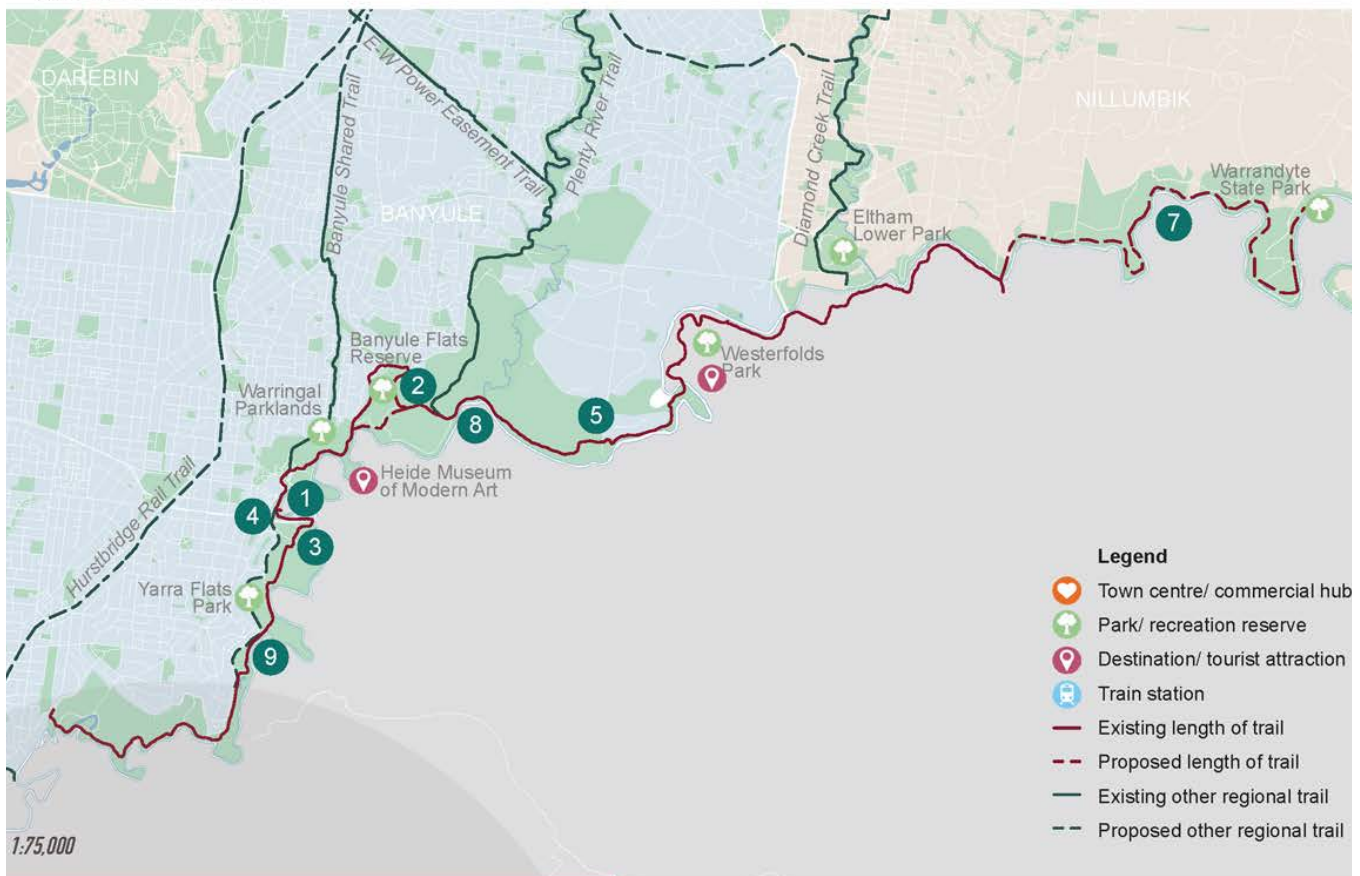
Auditor comments: -



Priority Actions

- 1 Construct a new section of trail from The Metropolitan Ring Road Trail and the Northern Pipe/ Cheddar Road Trail to the Darebin Creek Trail
- 2 Construct a new section of trail from the Darebin Creek Trail to Childs Road
- 3 Construct a new section of trail from Childs Road to McDonalds Road and the Plenty Valley Activity Centre
- 4 Construct a new section of trail from Bridge Inn Road to the Yan Yeau Reservoir and creating a connection to the Plenty River Trail

6.26 MAIN YARRA TRAIL



Trail information

Length: 26.5km (extends beyond study area)
SCC: Partial

Location: Following the Yarra River, the Yarra Trail within the northern region begins in Alphington in the west and is proposed to continue to Warrandyte in the east.

Local Government Area: Banyule, Nillumbik

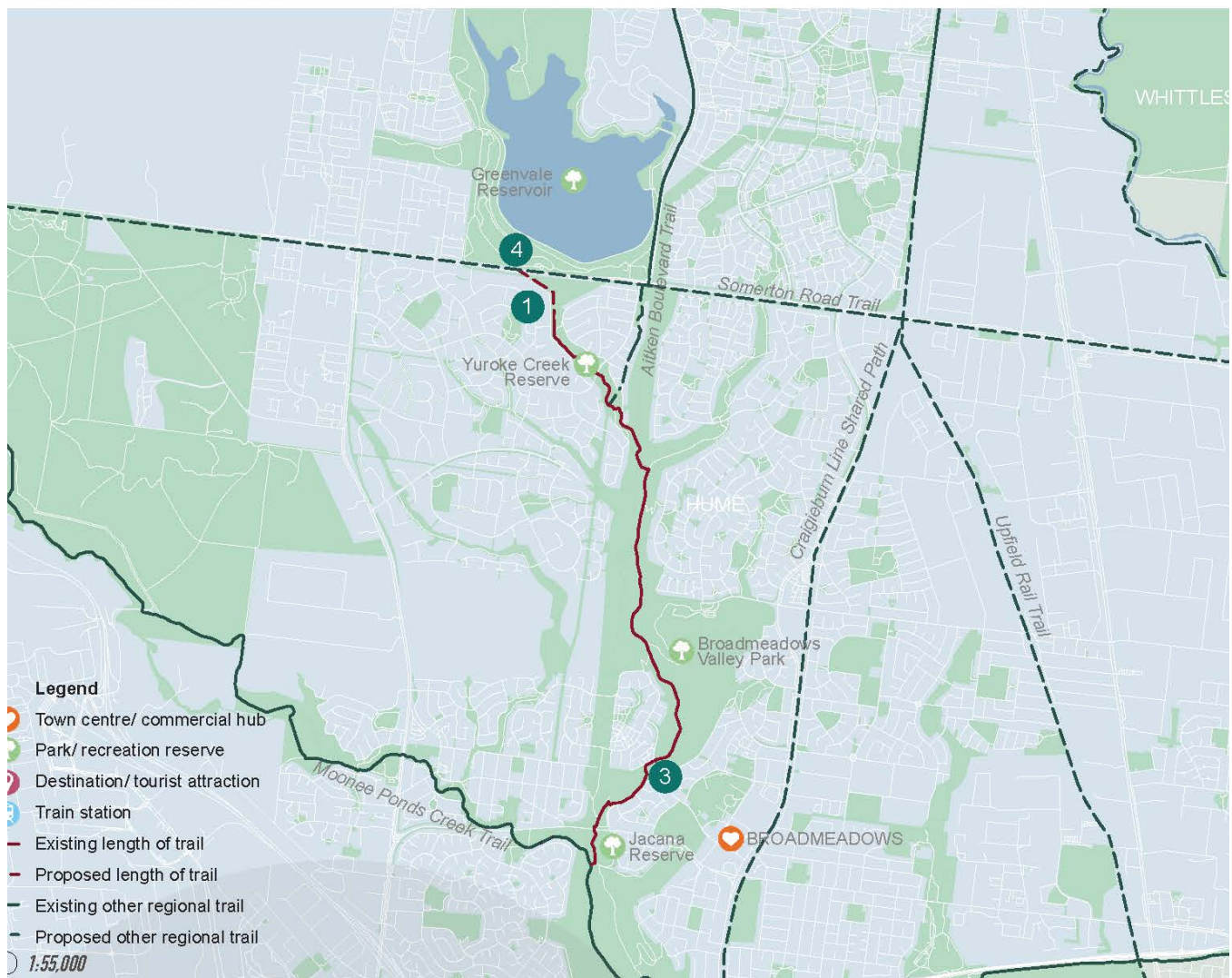
Additional Stakeholders: City of Boroondara, City of Manningham, Melbourne Water, Parks Victoria

Auditor comments: "A long, flowing trail through some beautiful riverland countryside, with a combination of surfaces and levels of quality (concrete, gravel, bitumen) that would benefit greatly from an extension to Warrandyte and beyond."

Priority Actions

- 1 Construct a bridge crossing over the Yarra River to Banksia Park at the eastern end of Yarra Street, Heidelberg
- 2 Undertake improvements to the Main Yarra Trail at Banyule Flats
- 3 Realign the section of trail at the Banksia Street underpass to create a gentler grade and wider trail surface
- 4 Upgrade surface and width of existing trail from Banksia Street to Yarra Street
- 5 Upgrade surface and width of existing trail from junction with Plenty River Trail to Fitzsimons Lane Reserve
- 6 Provide wayfinding signage along the length of the trail
- 7 Construct shared use trail from the Mullum Mullum Creek Trail to the Warrandyte State Park
- 8 Construct a bridge crossing over the Yarra River to Birrarrung Park
- 9 Construct a bridge crossing over the Yarra River to Bulleen Park

6.27 YUROKE CREEK TRAIL



Trail information

Length: 6.5km **SCC:** Partial

Location:
The Yuroke Creek Trail runs along the creek corridor from Broadmeadows to Greenvale through the Broadmeadows Valley Park

Local Government Area:
Hume

Additional Stakeholders:
Major Road Projects Victoria, Melbourne Water, Parks Victoria, VicRoads

Auditor comments:
“A pleasant and meandering trail of adequate width quality, with good access at the southern end from Moonee Ponds Creek Trail, that could be improved with signage and a safe northern access point.”

- Priority Actions**
- 1 Partner with Melbourne Water and MRPV to plan and construct new section of trail along the Melbourne Water Pipe Track from Greenvale Reservoir Park south to the existing section of the Yuroke Creek Trail, including a safe crossing option for Somerton Road
 - 2 Provide wayfinding signage along the length of the trail
 - 3 Investigate the provision of a pedestrian priority crossing at Dimboola Road, remove bicycle chicanes from either side and improve the path intersection treatment
 - 4 Provide a pedestrian priority crossing at Somerton Road to connect trail to Greenvale Reservoir
 - 5 Undertake a staged upgrade of the trail to a regional standard width with linemarking



Blind Creek Trail

There are a wide variety of elements that make up a regional trail network. Firstly there is the trail surface itself, which can vary in width and construction material. Trails often also have a range of supporting infrastructure, including signs (both directional signs to tell people where the trails lead, as well as hazard and use-related signs), lights, seats, shelter, and drinking fountains. There are also functional benefits provided by non-built elements, such as trees providing shade and planted areas acting as buffers between different uses (e.g. creating a soft barrier between a trail and a play space). All of these elements play a role in the way a trail is used and influence the trail-use experience. The type and quality of facilities also have broader impacts upon the way trails present themselves and are perceived, impacting upon the character of a place and sense of community.

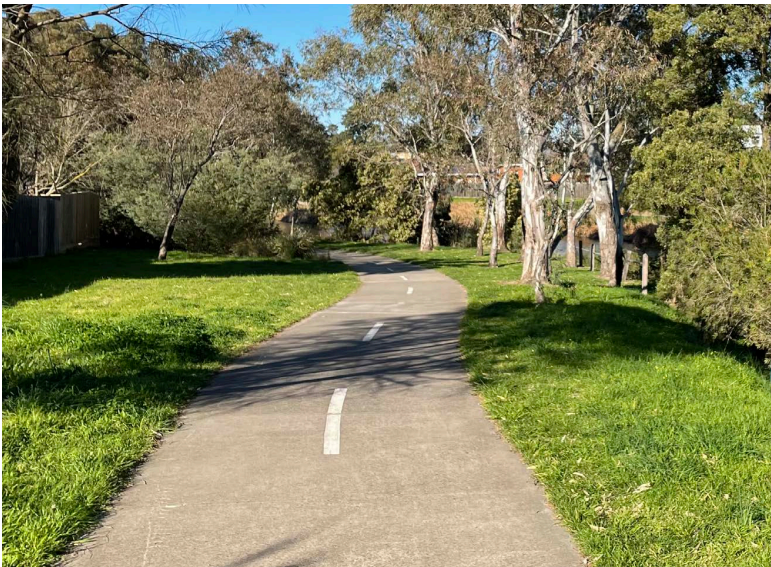
The different trail infrastructure components are addressed separately in this section. The key recommendations are then summarised at the end in two diagrams covering trail infrastructure standards and guidelines. The recommendations within this chapter generally outline the ideal outcomes. There are various factors involved in trail and infrastructure implementation that will require case by case consideration and the potential need for compromise.

7.1. TRAIL SURFACES

7.1.1 Materials

Regional trails within Northern Melbourne are made up of three main construction materials. The relative benefits and issues with each are summarised below.

Material	Positive attributes	Negative attributes
Concrete	<ul style="list-style-type: none"> Durable - very little maintenance required once installed. 	<ul style="list-style-type: none"> Inflexible - if tree roots or subsurface conditions cause movement, this will result in cracking and abrupt level changes creating significant hazards. Regular jointing required, which can create a bumpy ride for cyclists if tooled joints are used (alternative joints are now commonly used). Runners often avoid using concrete surfaces because the inflexible surface can be harsh on joints. More expensive than the other two options identified here.
Bitumen/ asphalt	<ul style="list-style-type: none"> More flexible than concrete, meaning that they do not need regular joints, and any lifting of pavement tends to occur gradually, initially creating rises and falls within a surface rather than abrupt cracks and edges. 	<ul style="list-style-type: none"> Because of the flexibility of the material, it needs to be edged to prevent edges deteriorating. Timber edging is commonly used but deteriorates over time. Problematic when installed on highly reactive subgrades such as clay. Shrink-swell behaviour of reactive subgrades can cause cracking to pavement.
Gravel	<ul style="list-style-type: none"> Provides a more natural trail character than hard paved options. Preferred surface for equestrian use. The least expensive of the three options identified here. Reduced speed of cyclists minimising trail conflict between cyclists and other users. 	<ul style="list-style-type: none"> Variable quality, dependent upon the material used, the quality of the installation and drainage conditions. Susceptible to water damage (erosion from water flowing, and softening from pooling water). Edge maintenance can be an issue if a hard edge is not provided. Gravel surfaces are not particularly well-suited to narrow-tyred 'road' cycles. Not suitable for users with mobility aids or physical ailments due to uneven surface. More regular and intensive maintenance required.



*FIGURE 7.1:
Regional trail construction material examples.
Top: Concrete trail construction (Merri Creek Trail)
Middle: Asphalt surface (Diamond Creek Trail)
Bottom: Gravel (Edgars Creek Trail)*

The three options noted (examples pictured in figure 7.1) are ordered from most to least expensive. However it should be noted that the difference in upfront costs are relatively minor compared to the ongoing maintenance costs, i.e. decisions to use gravel surfaces based primarily upon installation costs should be very mindful of the ongoing maintenance costs. Other specialist surfaces (such as boardwalks) are used sparingly to address specific circumstances due to the high costs of construction, long-term maintenance costs and safety concerns.

There is a mix of trail surface materials used for the regional trail network within the study area, but there are some patterns that able to be observed:

- Concrete appears to be the dominant surface material across the network, particularly within the more urban and populated areas.
- Gravel surfaces appear to be preferred for trails within a rural environment or a more natural setting (i.e. sections of the Edgars Creek Trail).

Where compacted gravel surfaces are the preferred trail material, the following guidelines should be considered:

- gravel surfacing should not be used if the trail has a focus upon commuter use
- gravel surfacing should not be used if there is potential for flooding
- gravel surfacing should be used where a trail targets equestrian use
- gravel surfacing should be considered if the trail is in a rural setting.

7.1.2 Conditions

In the community questionnaire undertaken as a part of the project, only 5% of respondents identified trail condition as a reason preventing them for using the trail network. However a significant number of respondents identified the following as changes to the network that would increase their usage of the trails:

- Wider trails - 36% of respondents
- More trails hard paved (i.e. concrete or asphalt surface) - 25.43%
- Better all abilities access - 8.43%
- More regular sweeping of the trail - 13.86%

This indicates that while trail condition does not stop people from using the trails, usage rates would likely increase if the condition of the trail network was improved.

7.1.3 Trail width & trail separation

Regional trails within the study area vary in width, with the majority being between 1.5m and 2.5m wide. In general the narrower paths are older or exist within constrained corridors (i.e. creek or rail corridors), while recently-installed paths are 2.5m wide or more.

One standard available regarding trail width is that provided by Austroads (the peak organisation of Australasian road transport and traffic agencies). Austroad publish the *Guide to Road Design Part 6A: Paths for Walking and Cycling (Second edition, June 2017)*, which lists suggested shared path widths for 'regional' and 'recreational' shared paths. For regional shared paths the suggested desirable minimum width is 3.0m, with an acceptable range from 2.5 to 4.0m. For recreational shared paths the suggested desirable minimum width is 3.5m, with an acceptable range from 3.0 to 4.0m. Building upon the Austroad guide is the *Traffic Engineering Manual Vol 3 Part 218 VicRoads Design Guidance for strategically important cycling corridors, 2016*. As the name suggests, this document focuses upon Strategic Cycling Corridors (SCCs) that are intended to improve cycling to and around major activity centres in metropolitan Melbourne, and to provide routes catering for high volumes of cyclists.

It is noted that the 2016 version of this strategy identified an aspiration for paths to be at the upper end of these width ranges (i.e. minimum 3m wide, and 4m wide where possible). Wide paths do provide benefits to users on busy trails, helping to minimise conflict between trail users, and is a worthy aspiration where space allows and usage expectations are high. However, space is very regularly an issue when retrofitting trails to developed urban areas and wider trails significantly exacerbate the issue.

The latest Austroads document also provides guidance relating to designing path widths based upon known peak hour cyclist and pedestrian volumes. Where known usage volumes are available (i.e. from Council installed counters or Bicycle Network Victoria’s Super Saturday and Super Tuesday count data), the following recommendations for regional trails from Austroads should be applied:

Recommended trail type	Pedestrian volumes	Cyclist volumes
Minimum 2.5m wide shared path	0-50 per hour	0-550 per hour
Minimum 3.0m wide shared path	50-100 per hour	550-1000 per hour
Separated dedicated paths for pedestrians and cyclists <i>(note: if separated paths are not feasible, a wider shared path of 3.5-4.5m should be considered instead)</i>	Over 100 per hour	Over 1000 per hour

The Austroads *Guide to Road Design Part 6A: Paths for Walking and Cycling (Second edition, June 2017)* notes that;

a separated path is a path divided into separate sections, one of which is designed for the exclusive use of cyclists and the other for the exclusive use of pedestrians. A separated path may be appropriate where there are safety or conflict issues such as where there are a high number of pedestrians and/or cyclists, or the desired level of service on a shared path is not being met.

While this kind of separated path is not a regular feature of the regional trail network in Northern Melbourne, the recently installed section of the Upfield Rail Trail between Moreland and Coburg Station is a good example to follow if being considered in other areas within the region (refer figure 7.2).

The idea of separated paths also has higher-level support. *Victoria’s 30-year Infrastructure Strategy (2016)*, prepared by Infrastructure Victoria, makes recommendations relating to walking and cycling infrastructure to ‘increase walking and cycling for transport’ and ‘encourage people living along congested corridors and in higher density areas to shift to active travel to reduce the demand on other transport modes’. It specifically notes trail separation as a key part of this, under both recommendations 4.1 and 10.3:

improving standards for existing walking and cycling networks, in particular the separation of walking and cycling paths and also from other road users.

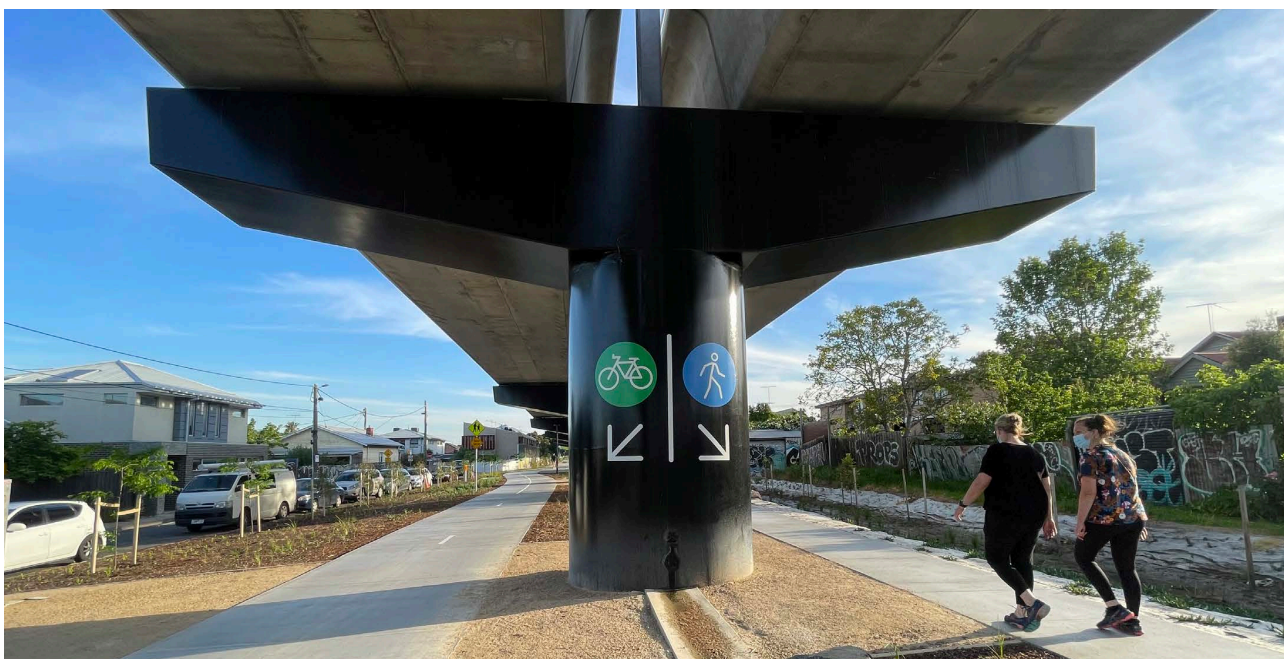


FIGURE 7.2.
An example of a separated regional trail recently installed along the Upfield Rail Trail, Coburg

The idea of separated paths is also popular among trail users. In the questionnaire undertaken as a part of this project, respondents were asked which potential trail improvements, from a list of 23, would increase their usage of the trails (with multiple selections allowed). The item 'separated pedestrian and cycling trails in high use areas' was selected by just under half (47.43%) of the respondents, the fourth most popular response. By comparison, the item 'wider trails' was selected by 36% of the respondents. The popularity of the idea of separated paths arises from the conflicts between users, including pedestrians feeling unsafe sharing trails due to fast-moving bicycles and many cyclists feeling unsafe sharing trails with dogs that are off-lead and not under effective control.

Factors working against heavily-used regional trails in Northern Melbourne being separated include:

- **Space** - Many existing trails are located within relatively tight corridors, often also constrained by existing vegetation or infrastructure. Finding the space to build separated paths will not be possible in many locations. This is particularly true when talking about longer lengths of trail, rather than just individual sections. Separation of trails may not be particularly effective if separation is achieved for only short sections due to 'bottle-necks', therefore requiring regular merging.
- **Character** - Separated paths are the freeways of trail infrastructure, and inevitably have a larger footprint and more visual impact than shared paths.
- **Construction cost** - Providing separate trails for cycling and pedestrian use doubles the cost of providing the facility.

7.2 TRAIL SIGNAGE

Signs play a significant role in the experience of trails, whether they be behavioural, wayfinding or interpretive signs.

- Behavioural signs along trails are used to direct user behaviour in order to reduce user conflicts and to ensure comfort for users. Key examples include:
 - notification that paths are shared, which may include directions regarding shared trail etiquette (such as warning other users prior to passing, keeping left, and keeping dogs on leads).
 - directions for cyclists to slow down due to trail conditions ahead.
 - notification of potential hazards, including flood information, dog off-lead areas and playgrounds.
- Wayfinding (or directional) signs assist users in finding their way around the trail network and to reach destinations. This includes destinations along the trail, surrounding destinations, and connections to other paths and trails.
- Interpretive signs typically provide information and stories about the nature, culture and/or history of a place. This type of sign is not integral to the functioning of a trail network, and so is not a focus of this project. This kind of sign can provide interest and improve the user experience of a trail.

7.2.1 Sign types and styles

As is inevitable for a trail network developed by different parties over a long period of time, there is a wide variety of existing sign types and styles existing on the regional trails of Northern Melbourne.

It is recommended that a standard suite of directional signs be developed for regional trails in Northern Melbourne, and that these be used on all new regional trail construction projects and gradually replace signs on existing trails. The benefits of a standard suite are:

- Consistent quality. A standard suite of signs sets a minimum quality, both aesthetically and in the way information is being communicated.
- Ease of maintenance. A standard suite of signs streamlines repair and maintenance of signs.
- Marketing. A standard signage suite contributes to visual branding of the trails.

It is recommended that the standard suite of signs link with proposals for standard regional trail signs elsewhere across Melbourne and Victoria. The recommended sign type is based upon the outcomes of a workshop titled *Bicycle Wayfinding: The case for a metropolitan approach* held by Knox City Council in 2012, and the report *Finding Melbourne: Standardising Melbourne/Victorian Bicycle Wayfinding Systems* (2012) by Chris Hui and Winchelle Chuson. The aim of this workshop and resultant report is to have a standard suite of wayfinding signage across the shared trails within the Melbourne Metropolitan areas and across the state.

Key features of this signage suite include:

- **Legibility** - The signs are simple and legible.
- **Robustness** - The signs are robust, do not attract vandalism or graffiti, and are easily cleaned or replaced in the event of damage.
- **Simple and affordable** - Having many simple signs is more beneficial to users than fewer ornate ones.
- **Information hierarchy** - A hierarchy of information is established, with priority given to destinations, but also including distances and the route name, where applicable.

Figure 7.3 shows an example of the proposed signage suite recommended in *Finding Melbourne: Standardising Melbourne/Victorian Bicycle Wayfinding Systems* (2012). This suite is also a recommendation of the *Western Regional Trails Strategic Plan* (2017) and *Eastern Metropolitan Trails Strategy* (2018). Implementation of this suite across the study area will allow for a consistent approach to wayfinding across the eastern, western and northern regions of Metropolitan Melbourne.

Some customisation of this standard sign type may be appropriate to allow the branding of key regional trails with a strong tourism focus, but the key features of the standard sign suite should be retained.

As an alternative, a distinctive signage suite may be developed on a trail-by-trail basis. Whilst this would mean that each trail within the Northern Trails network would be different (and therefore potentially negate the benefits of a standardised signage suite as discussed above), it would allow for individual branding of each of the trails and a consistent suite along the length of the trail. Implementation of this type of suite may involve coordination and involvement from neighbouring Councils outside the northern region. The signage suite recently implemented along the Merri Creek Trail, as shown in figure 7.4, is a good example of a distinctive suite implemented along the length of the trail across multiple municipalities. The recently installed signage on the Darebin Creek Trail is another example of a successful cross-municipality signage suite.

7.2.2 Emergency markers

Emergency markers are signs that allow locations to be pinpointed for emergency services. They are of greatest use in locations, such as many of the trails, where other navigational aides such as street intersections and house numbers are not available. Emergency markers in Victoria are managed by the Emergency Services Telecommunications Authority (ESTA). They produce the *Emergency Marker Signage Guidelines* document that identifies the sign types required and location guidelines.

Emergency markers are recommended along regional trails every 500 to 1000 metres, as well as at trail heads, junctions, significant features, activity nodes, and where the level of risk is increased.



FIGURE 7.3:
An example of the proposed standard sign type for regional trails in Eastern Melbourne.



FIGURE 7.4:
An example of the existing signage suite along the Merri Creek Trail by Aspect Studios.
Source: www.aspect-studios.com/project/merri-creek-trail

7.3 TRAIL FACILITIES

Trail facilities such as seating, drinking fountains, toilets and lighting can play an important part in the regional trail usage experience. Where trails intersect with parks, activity centres and civic facilities, these functions can be provided separate from the trail. Toilets, shelters and barbecues, for instance, are better addressed as a part of a municipal open space strategy, keeping trail users in mind.

Commercial precincts and town centres can provide good opportunities for rest stops, food and drink, and toilet facilities. Indeed these locations, along with transport hubs such as train stations, are in many cases the destinations of trails users. In such cases, the 'trail head' infrastructure is being provided by these facilities.

Where facilities are provided on trails, they need to be designed to avoid interfering with the safe use of the trail by all users. For instance, seats should not be placed too close to the trail surface.

The following are types of trail infrastructure, with recommendations regarding their use associated with regional trails in Northern Melbourne. Recommendations regarding their provision are summarised in figure 7.5.

- **Seats** - Seats should be provided in locations where people may want to sit. This may apply to locations with attractive views or outlooks. It may also apply to locations where people may want to rest or wait for others, such as at destinations, trail heads, or in the vicinity of other facilities such as toilets. In general, seats with backs and arm rests provide more comfortable seating for people wishing to sit for a period of time, while benches are more suitable for short term seating.
- **Lights** - The majority of regional trail usage occurs during daylight hours. Lighting is therefore generally not considered as a standard requirement for regional trails, except in situations such as tunnels or underpasses where low levels of light are experienced during daylight hours. There are a number of potential disadvantages of providing lighting to trails, including disturbance of wildlife, the potential attraction of undesirable and antisocial night time activity, and the cost of operation. The kind of users who most benefit from lighting are people using sections of regional trails in a relatively local way over the winter months, such as recreational walkers, dog walkers, and commuters. Where there is evidence of strong potential benefits for these groups without the potential disadvantages noted above, lighting should be considered.
- **Drinking fountains** - Drinking fountains provide opportunities for trail users to rehydrate while using the trail. They are particularly popular with people undertaking exercise on trails during warmer weather. Walkers and joggers are more likely to use them than cyclists, who have more opportunity to carry their own water bottles. Drinking fountains are most efficiently provided associated with parks, where water connections are likely to already exist. Dog drinking bowls can also be associated with drinking fountains.
- **Rubbish bins** - Rubbish bins should be provided only at key activity nodes, destinations and in key dog off-lead/dog walking areas. In many cases these nodes and destinations will already have bins (e.g.. parks, railway stations, civic buildings). Bins should only be considered where there is easy access for rubbish trucks and the capacity to service them. Parks Victoria has a carry-in carry-out rubbish policy throughout its estate.
- **Bicycle parking** - Regional trails attract a lot of cycling users, so there is a strong demand for bicycle parking at key destinations and stopping points along the way. In most cases simple 'hoop' style parking is appropriate, but for destinations such as railway stations where people are likely to be regular users requiring secure longer-term parking, cage style parking should also be considered. E-bike charging stations should be considered at transport node connections or on higher use commuter trails.
- **Bicycle pump and repair stations** - Further to bicycle parking, maintenance stations allow cycling users to perform on-the-go repairs to allow safe and convenient travel along the trails. These should be considered for key activity nodes such as trail heads and transport hubs.

- **Shelter** - The length of the trail network means that the provision of shelter needs to be focussed upon points where it is most needed. These points logically include trail heads, key destinations and stopping points. Where shelters are provided, other facilities are also likely to be appropriate, including seating, drinking fountains and bins. Shelter types can vary depending upon the preferences of the relevant Council, but should provide both sun and rain protection. Shelters directed primarily at trail users do not need to be large (compared to those targeted at picnics and others gathering in larger numbers).
- **Other ‘end of trip’ facilities** - end of trip facilities such as showers and change rooms may be desirable for some regional trail users, especially commuters and tourists. Due to the construction cost and maintenance requirements associated with end-of-trip facilities, having them fulfil the needs of multiple user groups may assist in making them viable. Examples of where a shared approach may work include at beaches (where showers are commonly provided) and at civic buildings (where staff may also use these facilities).

Infrastructure element	Infrastructure provision			
	Regular (<500m spacing)	Occasional (500-1000m spacing)	At key activity nodes	Where required for safety reasons
Behavioural signs		○	○	
Bicycle parking		○	●	
Bicycle pump & repair stations			○	
Directional signs	●			
Drinking fountains		○	●	
Emergency markers (in accordance with ESTA requirements)		●		
End of trip facilities (e.g. showers)			○	
Interpretive signs		○	○	
Lights		○	○	●
Outdoor fitness equipment			○	
Public toilets			●	
Rubbish bins			●	
Seats		●	●	
Shelter			●	
Vegetation (including shade trees)	●			

- *mandatory*
- *recommended*
- *to be considered*

FIGURE 7.5:
Regional trail infrastructure provision recommendations

7.4 TRAIL-SIDE VEGETATION

Trail-side vegetation can provide a range of benefits, including:

- **Function** - including the provision of shade from trees, and the use of vegetation in creating a barrier/buffer between different uses. Shade is particularly important along active transport routes for the comfort of users.
- **Character** - vegetation can contribute strongly to the appeal of trail settings, by creating visual interest, contributing to a sense of respite from the urban environment, and by screening undesirable views.
- **Environmental** - linear trail corridors are in many cases ideal habitat corridors, and the management of trail-side vegetation can play an important role in their effectiveness.

For these reasons, vegetation should be incorporated into regional trails where possible. The incorporation of vegetation needs to be mindful of potential issues, including:

- **Existing vegetation impacts** - installing new trails may result in the need to remove existing vegetation, or create conditions that are detrimental to the health of existing vegetation.
- **View lines** - thick vegetation should be offset from trails to allow trail users to see other trail users and to minimise the presence of hiding places.
- **Collision risk** - there should be a buffer between the trail and tree trunks to prevent injury from people colliding with them.
- **Trip risk** - vegetation should be designed and managed in a way that minimises the risk of plants growing onto the trail surface to avoid potential trip hazards.
- **Maintenance burden** - the length of trails means that any maintenance-intensive activities required along trail edges can involve significant resources and cost.

The approach to trail-side vegetation needs to strike a balance on a case-by-case basis regarding the benefits and potential issues noted above. In some cases this may require compromises to the trail infrastructure.

7.5 INTERSECTION TREATMENTS

Especially in built-up urban environments, trail intersections with roads and other paths and trails can be numerous. There are a wide variety of intersection treatments to select from based upon the intersection type. The options range from line marking for trail intersections with paths, through to signalised intersections for busy roads. The options are detailed in the Austroads *Guide to Road Design Part 6A: Paths for Walking and Cycling*, and the recommendations of this document should be applied for all trail intersection treatments.

7.6 TRAIL INFRASTRUCTURE STANDARDS AND GUIDELINES

Standards and guidelines are provided here to guide the development of new regional trails, and regeneration/replacement works on existing regional trails within Northern Melbourne. The standards (items that must be addressed) are shown in figure 7.6, while the guidelines (items that should be considered) in figure 7.7. These standards and guidelines are intended to supplement the Austroads *Guide to Road Design Part 6A: Paths for Walking and Cycling*, which provides the over-arching standards for path and trail construction. Trail infrastructure standards and guidelines should be assessed to align with the existing guidelines and policies of relevant stakeholders.

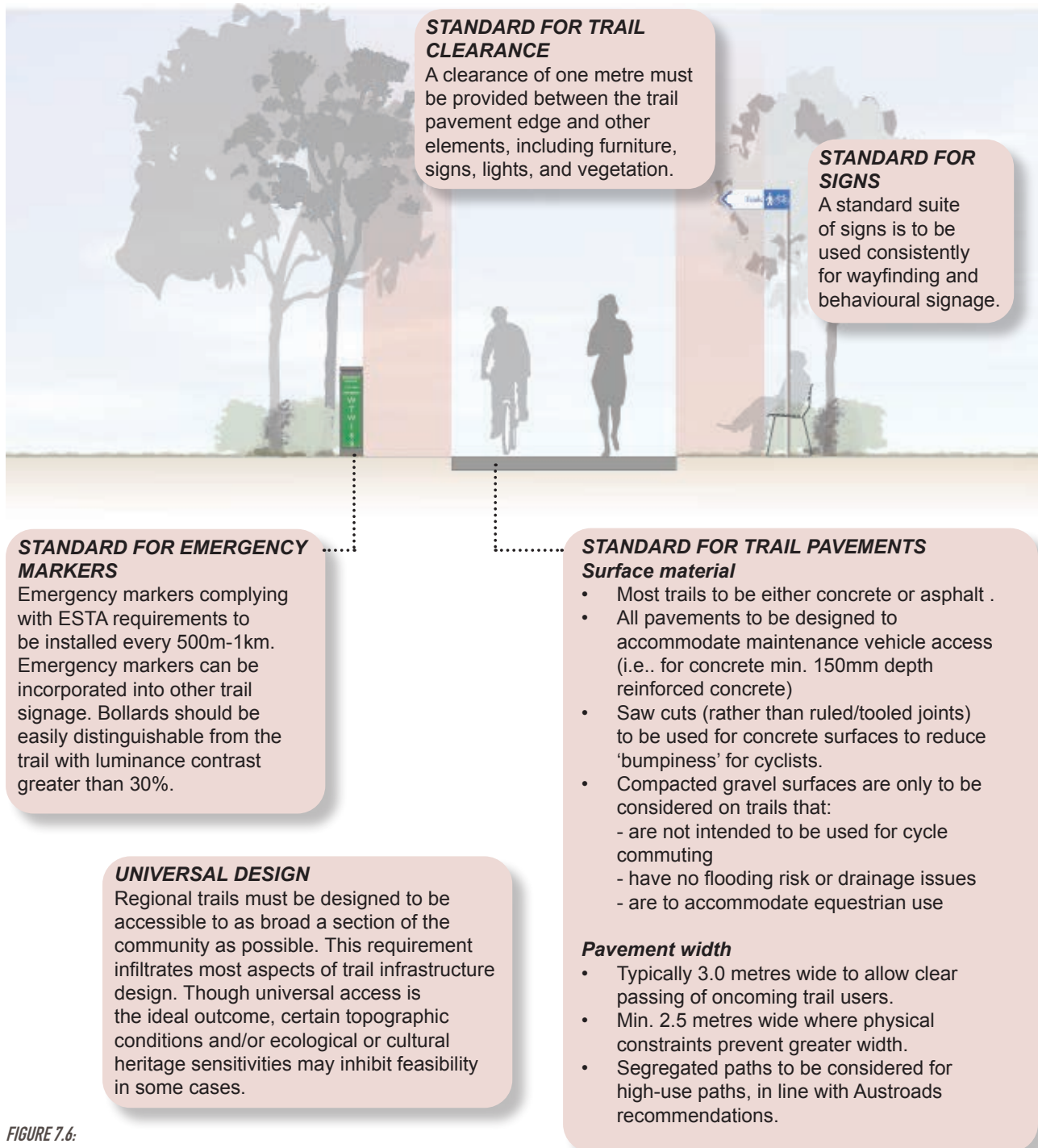


FIGURE 7.6:
Regional trail infrastructure standards for Northern Melbourne.

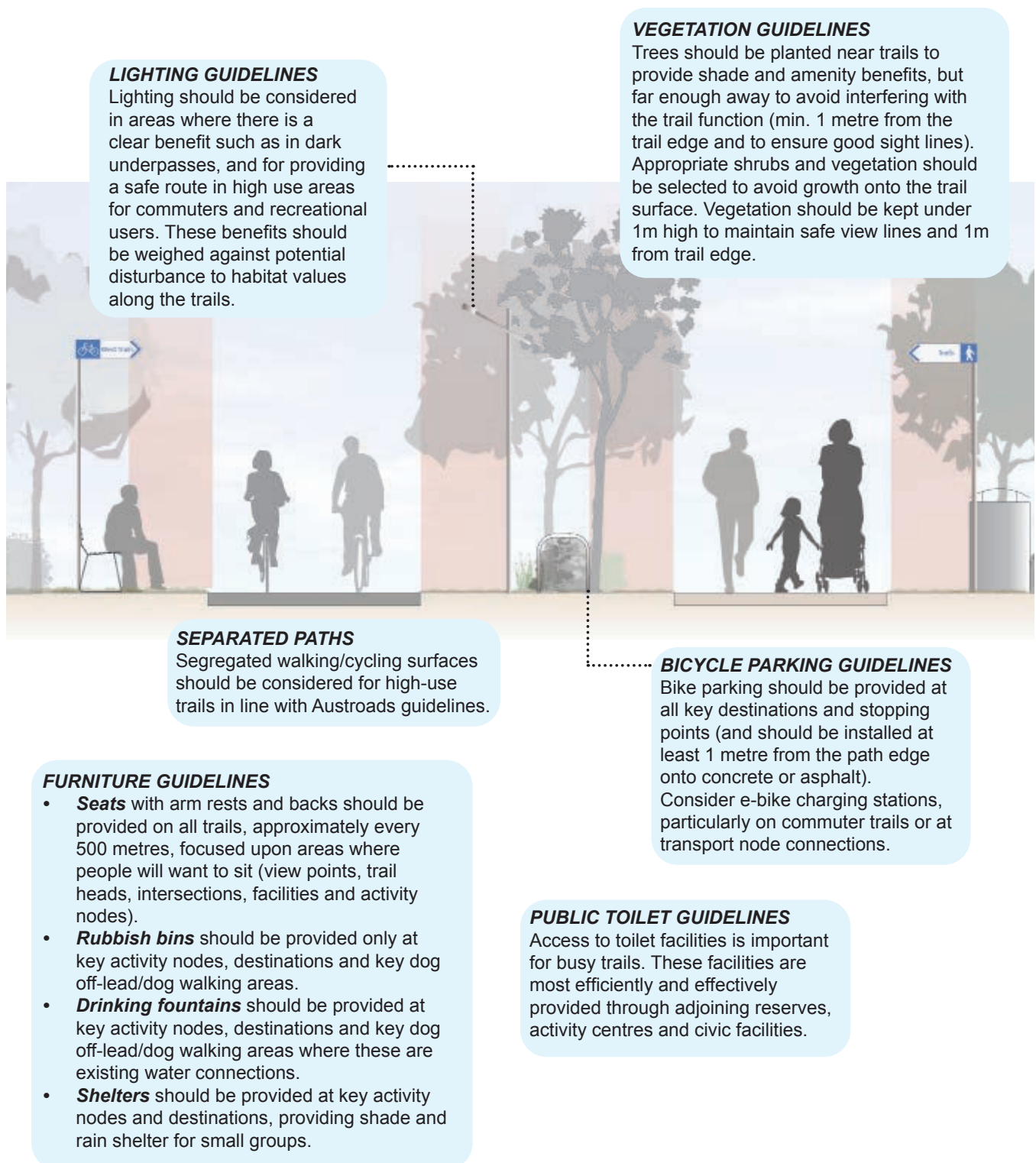


FIGURE 7.7:
Regional trail infrastructure guidelines for Northern Melbourne



8. TRAIL MANAGEMENT

Yarra River Trail

8.1 EXISTING MANAGEMENT STRUCTURE

The management of the regional trail network comprises a wide variety of activities, relationships and agreements that support trail planning, construction, funding, maintenance and promotion. The management structures of trails are often complex and responsibilities for trails are spread across many different organisations.

The three key types of organisations who have responsibilities and involvement in the management of regional trails are Local Government Authorities, State Government Departments, and Service Authorities/ Statutory Corporations. The involvement of these groups is summarised below.

8.1.1 Local Government Authorities

Local Government Authorities (LGAs, also referred to in this document as Councils) provide a wide range of services and facilities for their local community in accordance with the Local Government Act. This includes the planning, delivery, maintenance and promotion of regional trails within the local government area. The LGAs administer the State's responsibilities for the local government sector through collaboration and seeking input from State Government Departments and/or Service Authorities/Statutory Corporations. Though LGAs have little influence upon State legislation they are required to operate in accordance with it.

LGAs have been the key group involved in the development of this strategy. Each of the six LGAs within the study area are represented on the Project Working Group and have been heavily involved in shaping this report.

8.1.2 State Government Departments

Department of Environment, Land, Water and Planning (DELWP)

DELWP has a broad range of responsibilities relating to the management of Victorian land and natural resources, protection of the environment, responding to fire, flood and biosecurity emergencies, and primary industries. The relationship of these responsibilities and regional trail provision relates most strongly to the waterways along which many of the regional trails are located. DELWP oversees the water corporations constituted under the *Water Act 1989* that manage Victoria's state-owned water resources. This includes Melbourne Water Corporation whose responsibilities include the management of rivers, creeks and major drainage systems.

Department of Transport (DoT)

The Department of Transport is responsible for the planning, building and operation of integrated, sustainable and safe transport systems with Victoria. The DoT is currently investing in new cycling and pedestrian connections across metropolitan and regional Victoria to help relieve congestion and to provide an alternative to public transport. In the 2019/20 budget, the Victorian Government committed \$15.3M towards Active Transport Victoria (see below) however, following recent lock downs relating to COVID-19, this investment has been more than doubled to improve existing and deliver new cycling routes and shared user paths in Metropolitan Melbourne.

Active Transport Victoria (ATV)

ATV is a unit within the Department of Transport and was formed in 2016 as a focal point for State Government pedestrian and cycling-related strategies and projects. ATV was responsible for the preparation of the *Victorian Cycling Strategy 2018-28*, which has the subtitle '*increasing cycling for transport*'.

Department of Jobs, Precincts and Regions (DJPR)

The DJPR is responsible for the economic recovery and growth of Victoria by creating more jobs for more people, building thriving places and regions, and supporting inclusive communities. In more recent times, the department has been focussed on the impacts of the COVID-19 pandemic and how it will help communities and businesses adapt, build resilience and recover from a strategic point of view. One of the key initiatives implemented by the DJPR is the Growing Suburbs Fund.

The *Growing Suburbs Fund* is a \$375M investment over 7 years to assist local government in the task of delivering new local infrastructure. It is expected that a number of trail related projects will be delivered over the coming years due to this funding opportunity.

The DJPR also provides a series of programs and grants to support Victoria's sporting sector and visitor economy including Visit Victoria and Sport and Recreation Victoria

Visit Victoria is a statutory authority reporting to Minister for Tourism, Sport and Major Events who sits within DJPR. Visit Victoria works to develop and realise the local and global market potential for Victoria's tourism industry. It's strategy work relating to regional trails has included the preparation of a number of documents referred to in this report, being:

- Victoria's Trails Strategy (2014)
- Victoria's 2020 Tourism Strategy (2013)
- Victorian Visitor Economy Strategy (2016)

Sport and Recreation Victoria (SRV)

The role of the SRV is to support Victoria's sport and recreation sector and inspire Victorians to get active. SRV work collaboratively with local government to improve the health and well-being of all Victorians, build strong and more connected communities, deliver economic growth and jobs, and enhance liveability. These goals are closely aligned with this strategy. The work of SRV has a focus upon research, planning and design facilitation relating to sport and recreation facilities, rather than directly constructing or managing facilities.

Victorian Planning Authority (VPA)

The VPA is responsible for providing strategic planning and coordinated infrastructure for the future growth and transformation of Victoria's cities and regions.

Given that the study area includes designated growth corridors, the VPA will have had significant involvement in the planning or provision of regional trails in the study area through Precinct Structure Plans and may continue to do so. This document can be used a guide when working with the VPA to deliver trails within growth corridors.

8.1.3 Service Authorities/Statutory Corporations

VicRoads

VicRoads is the Victorian road and traffic authority. It is a statutory corporation which is responsible for a range of road and transport-related research, strategy, policy and licensing, as well the construction, management and maintenance of assets. While the majority of the activities undertaken by the authority relate to roads for motorised vehicles, VicRoads also has responsibilities relating to pedestrians and cyclists.

VicRoads constructs and maintain on-road cycling facilities as a part of their road construction and maintenance responsibilities. They also construct and manage off-road trails located within road reserves, such as within freeway corridors. Regional trails also frequently intersect with roads, and so the management of these roads (through VicRoads or local government Road Management Plans) can be critical to trail function.

As a part of their activities relating to pedestrian and cycling transport, VicRoads is the body responsible for planning for appropriate infrastructure using a number of planning tools. These include the Principal Bicycle Network (PBN), Strategic Cycling Corridors (SCC), Bicycle Priority Routes (BPR) and the Metropolitan Trail Network (MTN).

The Principal Bicycle Network (PBN) was originally established in 1994 as a bicycle infrastructure planning tool. In 2009 and 2010 VicRoads lead a major review of the PBN, working closely with LGAs and other organisations. The PBN includes both on and off road routes for cyclists, and as a planning tool, also includes both existing and proposed routes.

The 2009-2010 review of the PBN also established Bicycle Priority Routes (BPRs), which create a higher order subset of the PBN. BPRs are identified as 'providing priority access for cyclists into key destinations', and so are intended to act as discrete links rather than as an integrated network. To meet the criteria to be defined as a BPR the route needs to have:

- a high potential for separation from motorised modes of transport making routes more attractive to less experienced bike riders
- a sufficiently direct route
- a focus on varying catchments relative to the size of the activity areas.

(source: *Principal Bicycle Network Fact Sheet, VicRoads, August 2012*)

With a focus on separation from motorised traffic, it is not surprising that there is a degree of overlap between BPRs and regional trails.

Strategic Cycling Corridors (SCCs) are also a higher-order subset of the PBN, developed to improve cycling to and around major activity centres in metropolitan Melbourne. These are intended to provide routes catering for high volumes of cyclists.

The Metropolitan Trail Network (MTN) focuses on recreational bicycle and walking routes in metropolitan Melbourne. The MTN was originally developed by Parks Victoria in their *Strategy for Melbourne's Open Space Network: Linking People and Spaces* report 2002, but planning responsibility for the MTN now lies with VicRoads. The MTN is made up primarily of off-road shared trails, often running beside rivers and creeks, but there are some short on-road sections that link off-road sections of trail.

Melbourne Water

Melbourne Water is a statutory corporation operating in accordance with the *Water Act 1989 (Vic)* to manage Victoria's water resources (including Melbourne's water supply and sewerage systems, waterways, drainage, stormwater and recycled water). The relationship that Melbourne Water has with regional trails relates to the ownership and/or management of large areas of land relating to their operations, which also form ideal locations for shared paths.

While Melbourne Water may own the land, their core business and legislative charter does not extend to path construction and maintenance. Instead, Melbourne Water enters into user agreements with LGAs to construct and maintain assets on their land. Typically, Melbourne Water and the local Council have joint maintenance responsibilities, with open space features (bench seats, playgrounds, barbecues, garden beds, etc.) that have a community function being maintained by Council, and elements that are part of the functioning Melbourne Water asset (waterbodies, hydraulic structures, aquatic and edge planting) are Melbourne Water's to maintain. User agreements also address issues such as risk and liability.

Melbourne Water seeks to facilitate the best use of Melbourne Water land and is generally supportive of the development of trails on Melbourne Water-owned land. They have also undertaken work relating to the construction and management of trail assets, such as their *Shared Pathways Guidelines* (Melbourne Water, 2009).

Parks Victoria

Parks Victoria is a statutory authority that operates under the Parks Victoria Act 2018, and is responsible for providing services to the state and its agencies for the management of parks, reserves and other land under the control of the state, including waterways land (within the meaning of the Water Industry Act 1994), for the purposes of conservation, recreation, leisure, tourism or water transport. It is as the manager of land through which trails pass that Parks Victoria is most engaged with regional trails. The minister responsible for administering the Parks Victoria Act is the Minister for Energy, Environment and Climate Change.

VicTrack

VicTrack is a state-owned business created to deliver transport infrastructure for Victoria, operating under the *Transport Integration Act 2010*. VicTrack is the custodial owner of Victoria's railway land and infrastructure.

Railway land is often seen as a desirable location for shared trails, due to the general directness of the route, the relatively flat grades, the opportunities for mixing transport modes. While 'rail trails' often refer to trails built on disused rail lines, there are also regional trails associated with operational rail lines, located within the land buffer either side of the tracks.

VicTrack has a number of personnel dedicated to Third Party Access and Licensing issues within their Property Group, who facilitate usage such as shared trails on VicTrack land. This facilitation usually requires VicTrack to negotiate with the core users of their infrastructure (e.g.. the rail operators).

In addition to these key organisations, management committees and local community groups such as Friends groups often assist with ongoing trial works and maintenance requirements.

8.2 MANAGEMENT ROLES

Of the organisations identified in Section 8.1, only the LGAs and Parks Victoria have roles and responsibilities that span trail planning, construction, management and maintenance.

Land ownership along regional trails is often fragmented. In many cases local government has maintenance responsibility for a trail, but does not own the land upon which it is built. There are many examples of regional trails being built on land owned by authorities such as Melbourne Water and VicTrack (who each own extensive tracts of land but have no trail construction charter). These partnerships, though sometimes complex, are central to the provision of many trails that would otherwise not exist.

The management bodies and scenarios presented here reflect the current situation. Many existing trails were built under different organisational configurations and changes in these structures will inevitably continue into the future.

With increased public demand, and pressure from lobby groups regarding trail provision, the authorities and organisations involved have begun to change. Traditionally, authorities such as Melbourne Water, VicTrack and their predecessors have been conservative organisations that have fulfilled their obligations relating to drainage, railway provision and the like, but have, in general, not supported the use of their land for other purposes. The straightforward approach of restricting public access was preferred over the layered complexities and risk factors associated with allowing it. However this attitude has changed considerably in recent years. Both authorities now have staff responsible for facilitating the use of their land for trails and other purposes and are being more proactive in working through the issues and required agreements associated with this. This has required (and will continue to require) negotiation and compromise, but significant progress is being made to the benefit of trail provision.

There have also been recent changes in the way the state government deals with trail planning and provision. This change reflects a broad shift in thinking regarding trails. Where once they were seen as being primarily for recreation purposes and connecting people to nature, they are now increasingly being seen as also providing an important contribution to an integrated transport network, as well as community health and well-being benefits.

8.3 TRAIL MANAGEMENT OPPORTUNITIES

In reviewing the existing trail management structures, the following key issues have been identified:

- local government has the broadest responsibility for regional trails, but necessarily also has a local focus centred around their rate payers.
- there is a general lack of knowledge about the overall trail network, with information held at a local level being variable in detail and quality.
- there is a general lack of knowledge about trail users, and no existing government body with an interest or responsibility in collecting evidence and data to inform strategic decisions. Where members of the community have feedback on trails, it is directed at LGAs and is therefore usually restricted to local issues.
- regional trails are regularly delivered as a secondary benefit to large infrastructure projects (e.g. freeway construction, level crossing removals and rail duplication). Large scale trail network improvement projects are therefore being implemented in locations convenient to the primary project, but not necessarily the best location for a trail.

Most of the issues identified above stem from the discrepancy between a management structure that is focussed upon the local, and a trail network that is regional. To address this issue, there is an opportunity for input from a group with a regional focus. This regional study is an example of the broader overview able to be taken from this management viewpoint.

The kind of outcomes that could result from a regional group that are difficult to achieve at an LGA level include:

- Lobbying for increased recognition and funding of the regional trail network (potentially including a metropolitan trail strategy to coordinate the regional strategies and the creation of regular state funding grants for trail projects).
- Collation of detailed mapping and data on the regional trail network via Geographic Information Systems (GIS), and shared data arrangements between Councils and other authorities (such as Melbourne Water and Vicroads).
- The negotiation of formal boundary agreements in relation to the management of boundary interfaces.
- Collection of data relating to trail use to help inform regional trail planning and management decisions.
- The development of the trail network in a way that is strategic and regionally-focussed.
- The development of regional marketing and communications approaches for trails, potentially including regional maps of the network.
- The establishment of events at a regional scale that take advantage of the broad trail network.
- The sharing of information and experience between LGAs, for the betterment of the regional trail network.
- The development of consistent infrastructure, including a standard directional signage suite.

To achieve these benefits, it is recommended that the existing Northern Melbourne regional trails working group be retained. The Northern Melbourne LGAs already have a history of working together on various issues including the previous trail strategy and successful funding applications. Working together collectively is seen as a way to respond to challenges posed to individual LGAs, by pooling resources and advocacy/promotion efforts between LGAs for a regional benefit.



Yuroke Creek Trail

9.1 INTRODUCTION

Drawing the trail network to the attention of people has the potential to play an important role in increasing use of the trails. Many regional trails are located in places where many members of the community may not see them on a day to day basis (e.g.. alongside waterways).

In general, the marketing of the trails has two potential audiences: residents and visitors. However, the large size of the study area means that residents within the study area are also potential visitors within the region. As the motivations and needs of people who use trails as residents or as visitors can be quite different, it is valuable when considering trail marketing to clarify what is meant when referring to 'a resident' and 'a visitor'.

- **Residents** - refer to those who live within the study area using the trails in a way tied to their day to day life (primarily transport/commuting and recreation/exercise).
- **Visitors/tourists** - refer to people who have travelled from where they reside (which could be within the study area) for the purpose of travel including holiday, visiting friends and relatives, and business. Trail usage tends to be motivated by leisure, health and fitness. Within this grouping there are two key subgroups: overnight visitors and day trippers.

For an urban trail network the majority of users would normally be residents and the planning of the network is largely based around their transport and recreation needs. However, trails often provide leisure opportunities in scenic environments that can make them attractive destinations for visitors. The study area also includes a range of visitor destinations where access via trails could be a part of the visitor experience.

This section explores existing and potential marketing of the regional trails within the study area to both resident and visitor audiences.

9.2 CURRENT MARKETING ACTIVITIES

All of the municipalities across the study area provide communications and resources to encourage trail usage and provide information about trail facilities and etiquette of usage. The following table lists examples found on local government web pages within the study area (arranged alphabetically by local government area):

Local government authority	Trail marketing product	Description
Banyule City Council	'Banyule Travelsmart Map' (January 2019)	Downloadable map with some trail information, but also strongly focussed upon public transport.
Darebin City Council	'Darebin Travelsmart Map' (June 2018)	Downloadable map with some trail information, but also strongly focussed upon public transport.
	'Darebin Loves Bikes' community mailing list	Able to be subscribed to via the Darebin Council web page, informing subscribers of 'the City of Darebin's bike events, workshops and fun activities'.
Hume City Council	'Travel Smart Maps'	Covering walking, cycling, public transport routes, places of interest and information on clubs and user groups for Craigieburn/Broadmeadows/Greenvale, and Sunbury/Bulla. Downloadable PDFs from the council web page.

Merri-bek City Council	Cycle Moreland 'pocket map' (December 2013)	Downloadable map focussed upon cycling routes.
Nillumbik City Council	'Exploring Nillumbik Map' (June 2012)	Downloadable map including places of interest and walking/cycling trails/routes.
Whittlesea City Council	'Explore Whittlesea' web page (www.explorewhittlesea.com.au)	Includes an online interactive map identifying key attractions, but the map does not locate trails. The site highlights two trails (The Metropolitan Ring Road Trail and Darebin Creek Trail) under a 'Sports & Recreation' heading.
Multiple	'The Merri Creek Trail Shared Pathway' map	Prepared collaboratively by multiple organisations, including Darebin, Merri-bek & Yarra City Councils. Accessed via the Merri-bek City Council web page.
Multiple	'Darebin Creek Trail Map' (www.northerntrails.melbourne/DarebinCreek/map.html)	Interactive web-based map. (prepared collaboratively by multiple organisations, Banyule, Darebin, Whittlesea City Councils). Accessible via the Darebin Council web page.

The last two examples in the table above have a more regional approach, covering an area across multiple local government area boundaries. The remainder have a local focus.

At a broader scale, trail marketing does occur at a state level, but is concentrated on key branded nature-based walks (e.g.. Great South West Walk) and North-East Victoria as a cycle tourism destination (incorporating the Murray to Mountains Rail Trail). Tourism promotions relating to Melbourne have typically had a strong focus upon central Melbourne.

9.3 MARKETING TYPES

The following table summarises the kinds of existing and potential marketing types most applicable to regional trails in Northern Melbourne.

Communication method	Pros	Cons
Hard copy maps/brochures	<ul style="list-style-type: none"> • Maps allow route planning and encourage exploration • Meets the needs of a wide variety of users, including those who are not digitally-savvy. • Ideal marketing 'give aways' at events. 	<ul style="list-style-type: none"> • Hard copies not always easy for users to access. • Distribution of hard copies to appropriate locations creates ongoing logistical issues. • Hard copy maps can become out of date very quickly, requiring regular reprints and re-distribution.
Downloadable maps/brochures	<ul style="list-style-type: none"> • Maps allow route planning and encourage exploration • Accessible to most people any time • Can be readily accessed and printed by users who prefer hard copy maps 	<ul style="list-style-type: none"> • Can become out of date very quickly if not updated.
Interactive online maps/brochures	<ul style="list-style-type: none"> • Maps allow route planning and encourage exploration • Accessible to most people any time • Potential for information to be updated in real time 	<ul style="list-style-type: none"> • An expectation by users that maps are always up to date, which is beyond the current capability of most Councils. This typically means a reliance upon third parties to provide mapping, which can limit the opportunity for controlling what is shown and how it is presented.
Social media	<ul style="list-style-type: none"> • Local government authorities have social media teams who are skilled at communicating via this media. • Opportunities to answer queries and interact in person. • Potential for information to be updated in real time. 	<ul style="list-style-type: none"> • The broad scope of Council activities means that trail-related information will always be a very small proportion of communications. • A need to monitor activity and manage negative aspects of open public participation.
Email mailing lists	<ul style="list-style-type: none"> • Provides an opportunity to communicate directly with interested people. 	<ul style="list-style-type: none"> • Communications targeted to already engaged parties, rather than reaching new users.
Events	<ul style="list-style-type: none"> • Create a focal point for communications • Can encourage people to overcome participation hurdles in order to participate, which can lead to ongoing use. 	<ul style="list-style-type: none"> • Usually require a lot of organisation and resources to be well attended and effective.
On-trail signs/advertising	<ul style="list-style-type: none"> • A very targeted method of communication, talking directly to trail users. 	<ul style="list-style-type: none"> • Communications targeted to already engaged parties, rather than reaching new users.
Commercial advertising	<ul style="list-style-type: none"> • Potential to reach large new audiences. 	<ul style="list-style-type: none"> • Requires a well thought-out strategy to ensure it is targeted and effective. • Cost

9.4 TOURISM POTENTIAL

Trails that appeal to visitors can be broadly categorised into three types:

- **Scenic trails** – these are a destination in themselves and are enjoyed for their scenic features for example the Plenty River Trail.
- **Touring trails** – these provide connectivity to a range of facilities and services near the trails. The trail's major function is as a transport route, even though it may also have some scenic value, i.e. the Merri Creek Trail.
- **Experience trails** – these are themed to provide an experience along the trail, usually taking advantage of distinctive local features and themes. This kind of trail may also focus on linking the user to a range of complementary experiences located close to the trail e.g.. a local produce trail.

The definitions above are perhaps most closely associated with rural trails and trails through natural areas. The study area certainly has attractive rural and natural areas that have potential in relation to trails. The study area also has some very urban landscapes that may be equally valuable from a tourism perspective. The recent tourism focus on things like street art in central Melbourne laneways provides an example.

The challenge in developing a trail for tourism is differentiating it from the many kilometres of other trails that exist around the state that are also competing for users. Some potential points of differentiation include:

- **Proximity** - While trails in regional Victoria are very popular (i.e. Murray to Mountains or the Lilydale-Warburton Rail Trail), most users need to travel to access them. This often includes the need to transport bicycles, which can be logistically difficult. Trails with a similar rural character can be accessed by bicycle or public transport in Northern Melbourne by many Melbourne residents.
- **Urban character** - The urban areas of Northern Melbourne include a high density of cultural and commercial activities, including things like art galleries, cafes and breweries that are highly compatible with an urban trail experience.

9.5 GOALS AND POTENTIAL TARGET MARKETS

9.5.1 Marketing goals

Marketing Goals for Regional Trails include:

- To increase the number of residents who use the trails to improve their health and well-being, with a particular focus on resident groups who undertake the least physical activity, or for whom trail usage would address a particular social disadvantage.
- To increase trail usage by residents to commute to work, school and other leisure facilities.
- To increase visitor usage of the trails
- To increase length of stay and expenditure in the region by visitors and local residents associated with trail experiences.
- To create new and improved trail experiences that are enjoyed by residents and visitors.

9.5.2 Potential Target Markets

Residents

The target markets for trail development, communication and promotions continue to be all current resident markets, with a particular emphasis on those who will gain most from the mobility, health and social and benefits offered by trails.

Visitors

In terms of visitor origin, target markets for the trails should include those who are:

- Living in other parts of the project region,
- Living in greater Melbourne, and
- Visiting Friends and Relatives of those living in these areas.

These markets most closely align with current marketing activities, and are the most cost-effective use of promotional resources. The Visiting Friends and Relatives market can be reached through targeting Melbourne residents and encouraging them to take their visitors to the region's trails. This creates a visitor market benefit from resident-focussed marketing activities.

9.6 MARKETING OPPORTUNITIES

The marketing objectives for regional trails in Northern Melbourne are:

- To increase motivation to visit the trails
- To raise the profile of the trails
- To provide appropriate information about trail usage and associated services/ destinations so people can use the trails easily, safely and enjoyably.

Actions include:

Develop the regional trails product offering and branding

- Develop a series of themed trail-based itineraries across the region that are tailored to a variety of different trail users and their interests, e.g. trail experiences for families that can be undertaken over a weekend featuring low-risk, low impact activities, and the time it takes to do them; identify complementary leisure activities, hospitality and facilities, such as bike hire, etc.
- Encourage tourism operators in the relevant parts of the region to develop trail-themed packages which provide services that meet the needs of trail users, e.g. substantial nutritious food, bike storage, nearby accommodation, etc.

Provide additional information about trails

- Devise a suite of messages about each trail that is regularly refreshed, which is consistently communicated by all stakeholders, including regional tourism organisations.
- Increase the level of information about regional trails on visitor-focused websites, such as Visit Victoria's consumer website (visitvictoria.com.au), and websites appealing to trail users (e.g.. trail cycling, walking or running sites).
- Investigate the potential to develop a regional trails app or website which would be kept up-to-date with the latest trails information. The app or website could be maintained by an external contractor.
- Develop a social media strategy to build awareness about the region's trails.
- Develop an Events Calendar for the trails which can be promoted by all relevant stakeholders.

Trail management & funding

- Develop a formal collaborative structure between the region's councils to guide the development and promotion of regional trails. The collaboration should be adequately funded to outsource key marketing activities, with participating councils guiding the decision making.
- Secure additional funds to undertake more promotion of regional trails to visitor and resident markets, and to support a collaborative structure involving the region's councils for trail marketing and development purposes.



Darebin Creek Trail

10.1 INTRODUCTION

Two kinds of action items associated with improving the regional trail network in Northern Melbourne have been identified:

- **Region-wide items** - these items are recommendations regarding the broader management and operation of the trail network. These are summarised below.
- **Trail-specific items** - these trail improvement projects have been assessed against criteria to determine their relative prioritisation.

10.2 REGION-WIDE ACTION ITEMS

The key region-wide action items are summarised below (based upon recommendations made throughout this document).

Category	Recommended actions
Trail infrastructure	<ul style="list-style-type: none"> • Develop and implement a standard suite of directional signs for regional trails in Northern Melbourne. • Implement the Trail infrastructure standards and guidelines as identified in this document (refer to Chapter 7).
Trail management	<ul style="list-style-type: none"> • Ensure the Northern Regional Trails working group continue to meet regularly, in order to: <ul style="list-style-type: none"> - Lobby for trail funding. - Undertake strategic planning of the regional trail network, informed by data collected and shared about the network and users. - Promote the regional trail network.
Trail marketing	<ul style="list-style-type: none"> • Develop the regional trails product offering and branding <ul style="list-style-type: none"> - Develop a series of themed trail-based itineraries across the region that are tailored to a variety of different trail users and their interests - Encourage tourism operators in the relevant parts of the region to develop trail-themed packages which provide services that meet the needs of trail users • Provide additional information about trails <ul style="list-style-type: none"> - Devise a suite of messages about each trail that is regularly refreshed, which is consistently communicated by all stakeholders, including regional tourism organisations. - Increase the level of information about regional trails on visitor-focused websites and websites appealing to trail users. - Investigate the potential to develop a regional trails app or website which would be kept up-to-date with the latest trails information. - Develop a social media strategy to build awareness about the region's trails. - Develop an Events Calendar for the trails which can be promoted by all relevant stakeholders. • Trail management & funding <ul style="list-style-type: none"> - Develop a formal collaborative structure between the region's councils to guide the development and promotion of regional trails. - Secure additional funds to undertake more promotion of regional trails to visitor and resident markets, and to support a collaborative structure involving the region's councils for trail marketing and development purposes.

10.3 TRAIL-SPECIFIC ACTION ITEMS

A number of trail-specific action items were identified through various phases of the project such as the desktop assessment, strategic document review, trail audit, and the community and stakeholder engagement. These action items, which range from signage projects which can potentially be undertaken by a single Council, to extensive lengths of new trail requiring coordination between Councils and other land owners/ managers, aim to provide a comprehensive and connected trail network.

This list of trail improvement projects are itemised into a schedule which can be found in Appendix B and/or cross referenced to the trail maps in chapter 6.

Following the identification of the trail improvement projects, each action item was assessed using a multi-criteria analysis in order to identify priority projects that provide the most benefit to the region and most closely align with the objectives of this study. In order to undertake this process, a series of criteria was developed.

10.3.1 The Criteria

Following analysis of the multi-criteria analysis used in the 2016 Northern Trails Strategy, a new set of criteria is proposed based on the strategy's vision and the criteria from the previous strategy. This qualitative and quantitative criteria has been developed in collaboration with the Project Steering Group to assess potential trail improvement projects against the key objectives of the study.

It should be noted that the assessment method used has provided a useful prioritisation tool but it is not scientific. While the method used does rank projects in order, the accuracy of the method means that it is best used to provide only broad groupings regarding relative priorities.

The eight criteria and the relative weighting used are as follows:

1. Contribution to an integrated and connected network (26%)

Including linking to other regional and local trails, not having 'missing links', and linking to key destinations such as regional parks and conservation areas, tourism destinations, regional leisure centres, tertiary institutions, activity centres and business parks, and recreational water bodies.

Rationale: Trail improvement works that create an integrated and connected, network will be more useful and convenient for users, increasing the use of the trail.

2. Encouraging use by spatial location (18%)

Including the proximity of trails to population centres and transport hubs.

Rationale: Trail improvement works located close to dense population centres are more likely to attract higher numbers of users.

3. Potential economic benefits (5%)

Including commercial opportunities for local communities as well as cost savings associated with reduced ongoing operational costs such as maintenance.

Rationale: Trail improvement works that provide economic benefits potentially contribute to capital being available for additional trail improvement works. Works that can demonstrate a strong economic 'business case' also have a better chance of being implemented.

4. Contribution to community health and well-being (5%)

Including trails maximising opportunities for the use of the trails for active transport, recreation and social interaction. This includes improvements that positively contribute to a trails recreation values and actions that actively encourage new users to the trails.

Rationale: Trail improvement works that help to encourage health and well-being provide positive contributions the 'social' aspect of a triple bottom line assessment.

5. Contribution to uniqueness and the quality of the natural environment (18%)

Including trails that provide access to natural environments, features and other 'selling points' that make them more attractive to users, including tourists. Provision of trails should also minimise negative impacts on the natural environment.

Rationale: Trail improvement works that help to increase the attractiveness or positive uniqueness of a trail will make people more likely to use the trail, and also opens up potential economic benefits. This criteria will often relate to the enhancement of environmental values, providing positive contributions the 'environmental' aspect of a triple bottom line assessment.

6. Encouraging diversity of use through facility quality and maximising usability (5%)

Including improving accessibility, safety, legibility, facility diversity and the broader user experience of trails.

Rationale: Maximising the safety of trails is a non-negotiable principle of trail provision. People are also more likely to use trails if they appeal to a diverse range of users, are accessible, safe, legible and provide a positive user experience.

7. Strategic alignment (18%)

Level of support from and alignment with adopted strategies and plans and external stakeholder plans.

Rationale: Trail improvement works that fit with broader strategies, policies and plans help to ensure that works to improve the network are all 'pulling in the same direction'.

8. Ease of implementation (5%)

Including projects that are considered to be 'easy wins', are supported by all stakeholders, are easy to construct, are 'shovel ready' or are considered 'feasible', or are relatively low cost.

Rationale: Trails improvements works that are easy to implement are more likely to be implemented in a timely and efficient manner.

10.3.2 Priority trail improvement projects

The following schedules itemise the priority trail improvement projects identified by the multi-criteria analysis where each project was assessed against the criteria discussed above. These projects can be cross-referenced to the trail maps in chapter 6, using the trail name and identification number. It is important to note that the trail improvement projects that have been identified outline the priorities for the Northern Region and the whole regional trail network, as opposed to individual Councils.

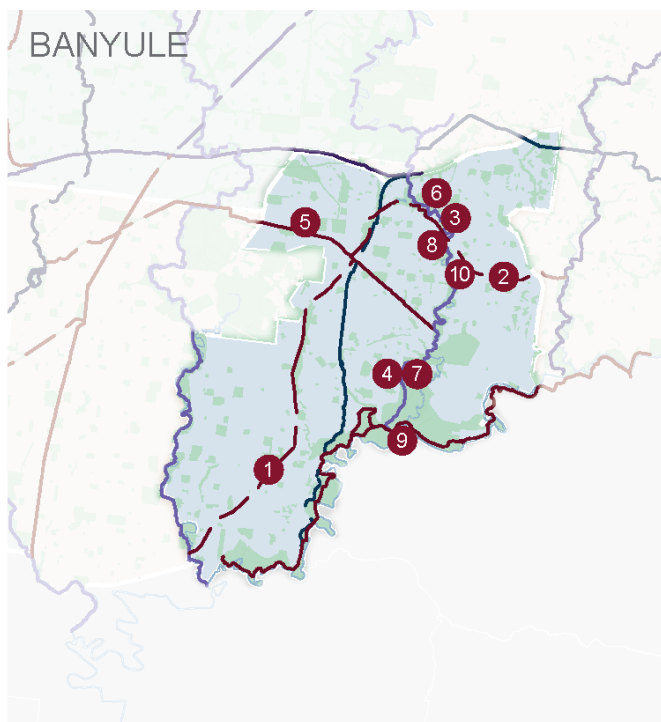
Of the 190 trail improvement projects identified, 25 have already been funded or will be funded through interrelated projects and developments. These projects have been committed to and as such have not been included in the lists below.

The overall top ten priority trail improvement projects for the Northern Region are:

No.	Trail action item	Project description
1	Maroondah Aqueduct_01	Construct new section of trail connecting the Plenty River Trail near Lear Court, east along the aqueduct across Diamond Creek Road to the Diamond Creek Trail at Allendale Road.
2	MerriCreekTrail_08	Complete missing section of trail from the Metropolitan Ring Road to existing section of trail south of Horne Street
3	Maroondah Aqueduct_02	Construct new section of trail from Main Road Diamond Creek, along Eltham-Yarra Glen Road, Creek Road, Eltham Road and Carters Lane while ensuring minimal impact to the Warrandyte - Kinglake Nature Conservation Reserve
4	EdgarsCreekTrail_01	Construct new section of trail from the Merri Creek Trail to Ronald Street on the west bank
5	MerriCreekTrail_02	Partner with Parks Victoria and DELWP to extend the Merri Creek Trail from Merri Concourse (north) to Cooper Street
6	UpfieldRail_02	Advocate to Department of Transport to construct a new section of trail from the Metropolitan Ring Road to Somerton Road
7	WhittleseaShared_01	Construct a new trail along the train line from Mernda Station to Laurel Street, Whittlesea. Ensure there is provision for horse riders on parts of the trail
8	MerriCreekTrail_03	Advocate for and investigate the staged extension of the Merri Creek Trail from Cooper Street Somerton/Epping north to OHerns Road as a part of the Upper Merri Creek Regional Parkland Plan.
9	MerriCreekTrail_04	Advocate for and investigate the staged extension of the Merri Creek Trail from OHerns Road to Craigieburn Road as a part of the Upper Merri Creek Regional Parkland Plan.
10	KinglakeWay_01	Establish a new trail from Hurstbridge to Arthurs Creek.

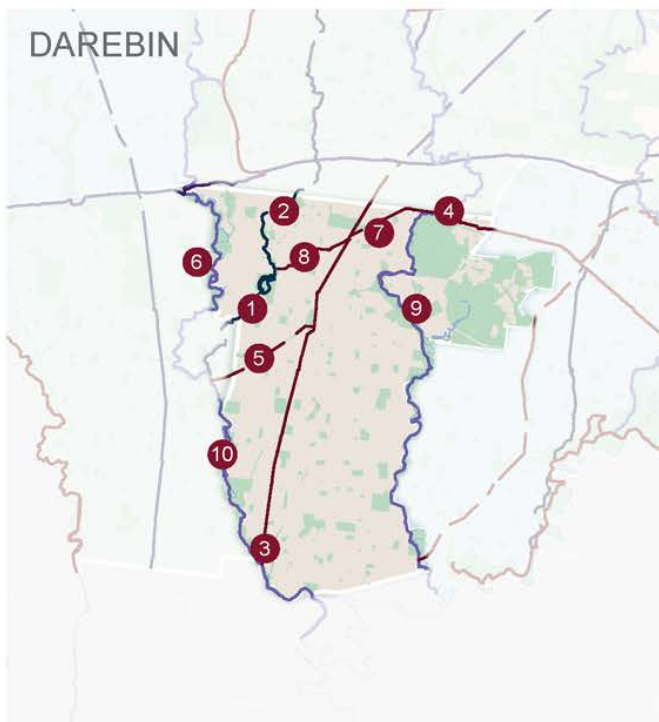
The top ten priority trail improvement projects within the municipality of Banyule are:

No.	Trail action item	Project description
1	Hurstbridge RailTrail_01	Construct a new section of trail along the Hurstbridge rail line from the Darebin Creek Trail north to Macleod Station
2	Hurstbridge RailTrail_04	Construct a new section of trail along the Hurstbridge rail line from the Plenty River Trail to the Diamond Creek Trail
3	PlentyRiver_07	Construct a new section of trail at Bicton Street
4	PlentyRiver_11	Upgrade pedestrian bridges on the Plenty River Trail where required and improve sight lines where appropriate
5	EastWestPower_07	Investigate options for providing a new section of trail from Dilkara Avenue to Gleeson Drive
6	PlentyRiver_06	Improve wayfinding signage at Poulter Reserve to direct users to the wider trail network west of the reserve
7	PlentyRiver_10	Improve wayfinding signage along the length of the trail
8	PlentyRiver_12	Investigate the feasibility of realigning the Plenty River Trail to the eastern bank of the Plenty River between George Court and Para Road in order to avoid the steep grade on the west bank
9	YarraTrail_08	Construct a bridge crossing over the Yarra River to Birrarung Park
10	PlentyRiver_08	Upgrade and widen section of trail with wayfinding signage at Montmorency Park



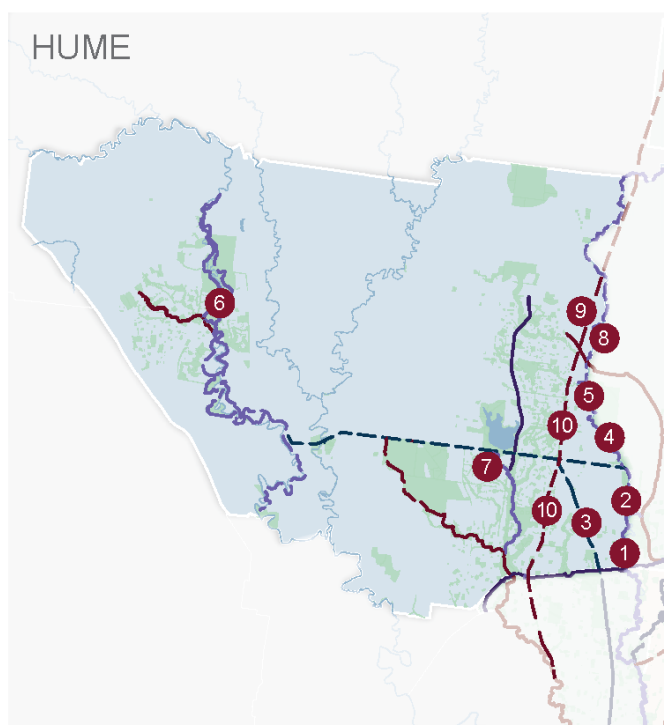
The top ten priority trail improvement projects within the municipality of Darebin are:

No.	Trail action item	Project description
1	EdgarsCreekTrail_04	Investigate a new section of trail along the creek from Carrington Road to Edwardes Lake. Explore the feasibility of a trail between Kia Ora Road and Henty Street on the east bank.
2	EdgarsCreekTrail_08	Construct a section of trail along the creek from Glasgow Avenue to the Metropolitan Ring Road
3	NorthernPipeTrail_02	Improve access at the St Georges Rd/Merri Parade/ Charles St intersection to connect the Merri Creek Trail to the Northern Pipe Trail and create a direct access point to and from the trail with pedestrian and cyclist priority
4	EastWestPower_05	Investigate the feasibility of a new section of trail, including a new bridge crossing, from the Darebin Creek Trail, at Holt Parade, around Mount Cooper to connect to the existing section of trail at Snake Gully Drive
5	NorthernPipeTrail_06	Investigate a new section of trail from High Street (near the Melbourne Water Reservoirs) along the vacant pipe reserve to the Merri Creek Trail at Murray Road. Existing road crossings to be considered.
6	MerriCreekTrail_20	Provide wayfinding signage along the length of the trail
7	EastWestPower_02	Construct a section of trail from the Northern Pipe/ St Georges Rd/ Cheddar Road Trail north east along the vacant pipe reserve
8	EastWestPower_03	Construct a section of trail from the Northern Pipe/ St Georges Rd/ Cheddar Road Trail south east along the vacant pipe reserve to Edwardes Lake Park
9	DarebinCreek_03	Investigate the feasibility of an underpass or bridge crossing Plenty Road intersection to avoid section of trail on Plenty Road footpath
10	MerriCreekTrail_15	Replace the Harding Street Bridge to cater for shared use



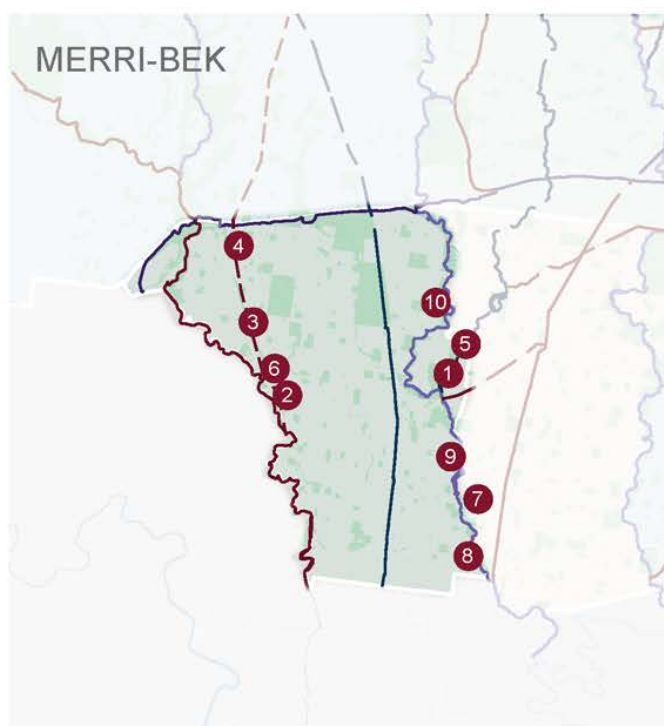
The top ten priority trail improvement projects within the municipality of Hume are:

No.	Trail action item	Project description
1	MerriCreekTrail_08	Complete missing section of trail from the Metropolitan Ring Road to existing section of trail south of Horne Street
2	MerriCreekTrail_02	Partner with Parks Victoria and DELWP to extend the Merri Creek Trail from Merri Concourse (north) to Cooper Street
3	UpfieldRail_02	Advocate to Department of Transport to construct a new section of trail from the Metropolitan Ring Road to Somerton Road
4	MerriCreekTrail_03	Advocate for and investigate the staged extension of the Merri Creek Trail from Coopers Street Somerton/Epping north to and along Oherns Road both east and west as part of the Upper Merri Creek Regional Parkland Plan
5	MerriCreekTrail_04	Advocate for and investigate the staged extension of the Merri Creek Trail from Oherns Road to Craigieburn Road as part of the Upper Merri Creek Regional Parkland Plan
6	JacksonsCreek_02	Plan and investigate the staged construction of trails on both sides of the Jacksons Creek with project partners and other landholders in line with the priorities of the Jacksons Creek biik wurrdha Regional Parklands Plan
7	YurokeCreek_01	Partner with Melbourne Water and MRPV to plan and construct new section of trail along the Melbourne Water Pipe Track from Greenvale Reservoir Park south to the existing section of the Yuroke Creek Trail, including a safe crossing option for Somerton Road
8	MerriCreekTrail_05	Advocate for and investigate the extension of the Merri Creek Trail from Craigieburn Road to Summerhill Road as part of the Upper Merri Creek Regional Parkland Plan
9	AmarooPipeTrack_01	Investigate options for a new trail along the sewer easement from Craigieburn Station heading north (Hume)
10	Craigieburn SharedPath_07	Advocate for a feasibility study for a new continuous shared path from Jacana Station to McConnell Crescent (north of Roxburgh Park Station)
	Craigieburn SharedPath_09	Further investigate opportunities for a new continuous shared path from Zambezi Court Reserve to Craigieburn Station



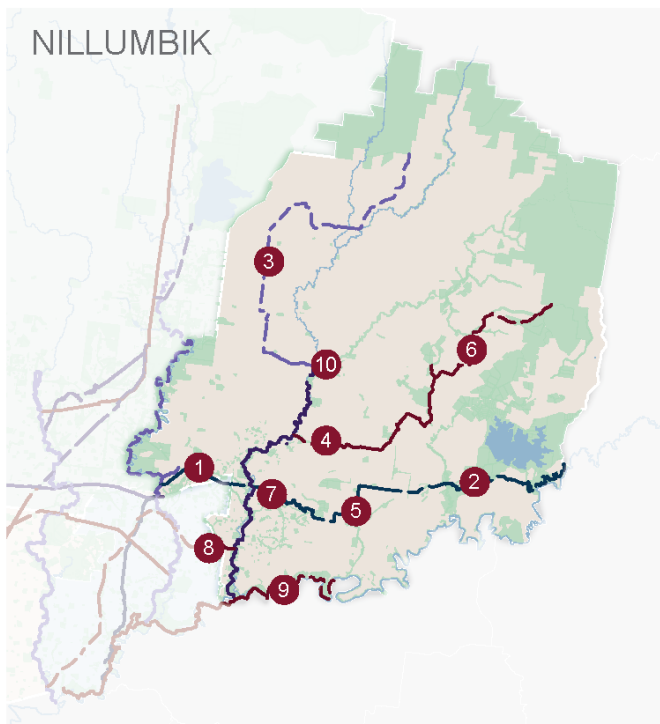
The top ten priority trail improvement projects within the municipality of Merri-bek are:

No.	Trail action item	Project description
1	EdgarsCreekTrail_01	Construct new section of trail from the Merri Creek Trail to Ronald Street on the west bank
2	Craigieburn SharedPath_01	Construct new section of trail from the Moonee Ponds Creek Trail to Gaffney Street
3	Craigieburn SharedPath_04	Construct a new section of trail, on the western side of the train line, from Cartwright Street to Glenroy Road including fencing and lighting
4	Craigieburn SharedPath_06	Construct a new section of trail, on the eastern side of the train line, from Glenroy Station to Jacana Station including fencing and lighting
5	EdgarsCreekTrail_02	Construct new section of trail from Ronald Street to Carrington Road. Consider keeping the trail away from the creek and along development frontages
6	Craigieburn SharedPath_03	Construct a new section of trail, on the western side of the train line, from Bothwell Street to Devon Road including retaining, fencing and lighting
7	MerriCreekTrail_20	Provide wayfinding signage along the length of the trail
8	MerriCreekTrail_12	Relocate and widen trail from Merri Creek Primary School to Sumner Park outside of the flood zone
9	MerriCreekTrail_15	Replace the Harding Street Bridge to cater for shared use
10	MerriCreekTrail_18	Construct a new section of trail from Vervale Avenue to the bridge crossing to the north to provide an alternative route with a gentler grade.



The top ten priority trail improvement projects within the municipality of Nillumbik are:

No.	Trail action item	Project description
1	Maroondah Aqueduct_01	Construct new section of trail connecting the Plenty River Trail near Lear Court, east along the aqueduct across Diamond Creek Road to the Diamond Creek Trail at Allendale Road.
2	Maroondah Aqueduct_02	Construct new section of trail from Main Road Diamond Creek, along Eltham-Yarra Glen Road, Creek Road, Eltham Road, Carters Lane and along Fryers Gully Drain while ensuring minimal impact to the Warrandyte - Kinglake Nature Conservation Reserve
3	KinglakeWay_01	Establish a new trail from Hurstbridge to Arthurs Creek
4	GreenWedge_01	Construct a new section of trail east from the Diamond Creek Trail at Wattle Glen Station along Watery Gully Creek to existing trail on Watery Gully Road
5	Maroondah Aqueduct_03	Construct new section of trail from Warrandyte Kinglake Road, north along Westering, Ridge and Muir Roads to Skyline Road
6	GreenWedge_04	Construct an extension of the trail from the intersection of Clintons Road and Spanish Gully Road to the Marshalls Road car park within the Kinglake National Park
7	Maroondah Aqueduct_04	Extend the trail west from Godber Road to connect to the Diamond Creek Trail
8	Hurstbridge RailTrail_04	Construct a new section of trail along the Hurstbridge rail line from the Plenty River Trail to the Diamond Creek Trail
9	YarraTrail_07	Construct shared use trail from the Mullum Mullum Creek Trail to the Warrandyte State Park.
10	DiamondCreek_02	Construct new section of trail from Graysharps Road to Fergusons Paddock



The top ten priority trail improvement projects within the municipality of Whittlesea are:

No.	Trail action item	Project description
1	WhittleseaShared_01	Construct a new trail along the train line from Mernda Station to Laurel Street, Whittlesea. Ensure there is provision for horse riders on parts of the trail
2	MerriCreekTrail_03	Advocate for and investigate the staged extension of the Merri Creek Trail from Coopers Street Somerton/Epping north to and along Oherns Road both east and west as part of the Upper Merri Creek Regional Parkland Plan
3	MerriCreekTrail_04	Advocate for and investigate the staged extension of the Merri Creek Trail from Oherns Road to Craigieburn Road as part of the Upper Merri Creek Regional Parkland Plan
4	MerriCreekTrail_05	Advocate for and investigate the extension of the Merri Creek Trail from Craigieburn Road to Summerhill Road as part of the Upper Merri Creek Regional Parkland Plan
5	YanYeanPipeTrack_04	Construct a new section of trail from Bridge Inn Road to the Yan Yean Reservoir and creating a connection to the Plenty River Trail
6	MerriCreekTrail_06	Extend the Merri Creek Trail from Summerhill Road to Donnybrook Road
7	YanYeanPipeTrack_03	Construct a new section of trail from Childs Road to McDonalds Road and the Plenty Valley Activity Centre
8	DarebinCreek_01	Construct a new section of trail on the western side of creek from the train underpass east of Epping Station to Greenbrook Drive
9	EastWestPower_04	Construct a section of trail along Holt Parade to connect to the Darebin Creek Trail (at Valley Road)
10	YanYeanPipeTrack_01	Construct a new section of trail from The Metropolitan Ring Road Trail and the Northern Pipe/Cheddar Road Trail to the Darebin Creek Trail



10.3.3 Project filters

Due to the wide variety in project types, and to allow project types to be easily sorted for comparison, a series of 'filters' were also developed in collaboration with the Project Working Group. These filters, which can be found in Appendix B include:

- **Location** - relevant Council/s involved in the project.
- **Significant prerequisites and considerations** - including any additional information that may be relevant to the delivery of the action item such as development or major infrastructure that could be leveraged off, significant constraints such as topographical, ecological or cultural considerations, or other strategic work that may be underway.
- **Stakeholders** - identifies other relevant stakeholders and land owners (e.g. Melbourne Water, VicRoads and VicTrack).
- **Project cost** - broken down into broad groupings:
 - Small (S) - \$0-50,000
 - Medium (M) - \$50,000-250,000
 - Large (L) - \$250,000-1M
 - Extra Large (XL) - \$1M+

The intention behind these filters is to provide relevant information regarding each of the potential trail improvement projects, but also to enable the sorting of the projects by these categories. Using these filters Councils are able to identify a project based on specific requirements regarding the filter categories.

The top ten projects identified during the multi-criteria analysis process outline the priority projects for the Northern Region however there may be instances where a grant or funding opportunity arises that is suited to a trail improvement project that is not highly ranked according to the multi-criteria analysis. In these instances, projects can be sorted using the filters to identify suitable projects for implementation or funding applications. For example, a grant may become available for a project that is low cost and located in a growth area. Whilst none of the top ten priority projects fit the specifications for this grant, *WhittleseaRail_03 (Provide wayfinding signage along the length of the trail)* satisfies all the requirements.

10.4 COST BENEFIT ANALYSIS

A cost benefit analysis (CBA) was undertaken by SGS Economics and Planning in order to assess the merit of the proposed trail improvements and to inform due diligence and investment decision making processes by the Northern Regional Councils. SGS modelled the social, economic and environmental costs and benefits of delivering the trail improvements. It shows the project is expected to generate a net present value of around \$114 million and a benefit cost ratio of 1.6. This indicates that benefits directly attributable to the project will be around 1.6 times that of the investment over the appraisal period.

The CBA considers the project case; 10-year staged expansion of the Northern Regional Trails Network, against a counterfactual base case, whereby no additional capital works are undertaken. Only the incremental change between the project case and base case scenario was modelled as a benefit/cost. That is, the change that is directly generated by project case. The assessment has modelled a 30-year benefit period, and standard economic outputs were calculated using a seven per cent discount rate.

Three benefits have been monetised within the CBA. These are:

- Health benefits of increased walking and cycling
- Transport network benefits due to a shift in mode share from private vehicle to active transport modes
- Leisure and recreation benefits associated with increased use of the trail network.

Realisation of these benefits is underpinned by an increase in trail demand associated with the project; in particular, an increase in the distance and time that people walk and/or cycle. Demand forecasts undertaken as part of the analysis indicate that use of the Northern Regional Trail Network will increase by around 33 per cent once the entire planned network is delivered. Around two thirds of this uplift would be associated with existing users using the trail more frequently, and one third of the uplift is associated with new users.

Benefit component	Undiscounted values (\$m)	Present value (7%) discount rate (\$m)	% Of total benefits (present value) (\$m)
Present value of health benefit	\$541.7	\$180.2	62%
Present value of transport network benefits	\$34.9	\$11.6	4%
Present value of leisure and recreation benefits	\$296.5	\$98.6	34%
Total	\$873.2	\$290.5	100%

FIGURE 10.1:
Present benefit values

Under a seven per cent discount rate, the project results in a net present value (NPV) of around \$114 million and a benefit cost ratio (BCR) of 1.6. This means that for each \$1 invested, a welfare gain of \$1.6 is realised.

Costs exceed benefits until FY2037, at which point costs increase marginally as per OPEX assumptions, while benefits increase rapidly as users enjoy and gain value from an improved and expanded network., (refer to Figure 10.2).

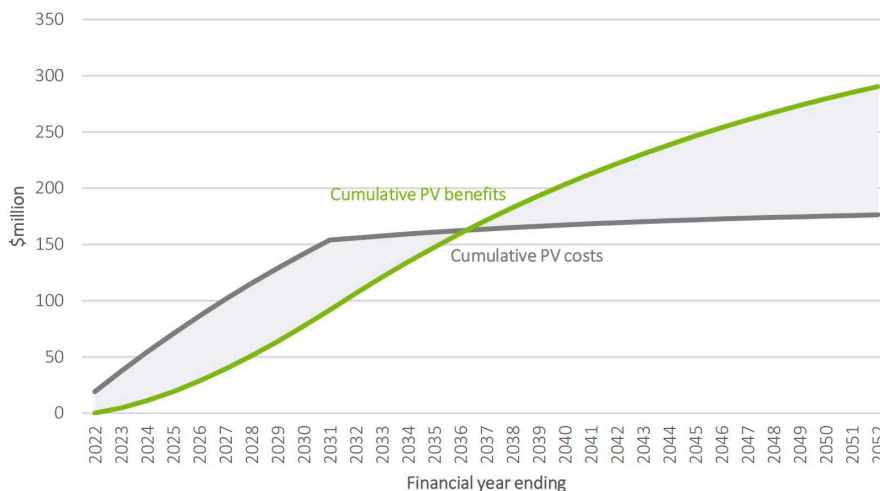


FIGURE 10.2:
Cumulative Net Present Value.
Source: SGS Economics and Planning, 2021

The analysis undertaken by SGS indicates that the Northern Regional Trails network project is economically warranted with consideration of monetised benefits. The case is strengthened when non-monetised benefits are considered. In particular, the upgrade and expansion of the Northern Regional Trails network has potential to lead to increased economic value added derived from additional tourism expenditure, stimulate local businesses, and enhance community cohesion and education opportunities.

For the full Cost Benefit Analysis Report, refer to Appendix C.

10.5 FUNDING THE TRAILS

The 2016 Northern Regional Trails Strategy successfully leveraged approximately \$11 million of State Government funding in the last 3 years to deliver key priorities identified in the strategy. Budget allocations for Councils were also given a framework for the planning and delivery of priority trail projects within individual municipalities.

Since the endorsement of the previous plan, the physical landscape of the region has undergone significant change through the delivery of new and future major infrastructure projects. A global pandemic has also impacted the community's reliance on public recreation facilities and the frequency of which the trails are used. During lock downs in 2020 and 2021, regional trails across metropolitan Melbourne reported significant increases in use. As a result, the State Government (who has been the main funding body for the Northern Trails in recent years) has introduced some initiatives that will assist in funding and delivering the open space and trails across the metropolitan regions including the Northern Trails network:

The Growing Suburbs Fund:

The Growing Suburbs fund is a \$375M investment by the State Government over 7 years to assist local government in the task of delivering new local infrastructure including trails. It's anticipated that this funding scheme will drive trail development of the coming years.

Suburban Parks Program:

The Victorian Government is investing \$154 million to deliver 6,500 hectares of new and upgraded parks and trail as part of the Suburban Parks Program. This initiative has already assisted in securing funding via DELWP and will continue to assist in the funding and delivery of the following trails:

- Jacksons Creek Trail as part of the Jacksons Creek Parkland Plan
- Plenty River Trail, the program has committed to delivery the missing link between University Hill in Bundoora and Doreen to the north.
- Merri Creek Trail as part of the Upper Merri Creek Parkland Plan.
- Diamond Creek Trail

In addition to these initiatives, Victoria is undergoing significant changes due to major transport infrastructure changes such as:

- The level crossing removal project, such as those currently underway along the Upfield rail line;
- Major road widening and duplication projects including the potential future Somerton Road duplication;
- Rail line duplication such as the Hurstbridge rail line duplication; and
- New road construction, such as the North East Link.

The development of these large State Government funded projects provide the opportunity for trails to 'piggy-back' on new transport infrastructure by taking advantage of left-over land or ensuring the provision and financing of regional trails, in accordance with this study, are delivered alongside these projects. The large scale and budget of these projects also presents the opportunity to deliver larger, more strategic aspects of the trail network that cannot feasibly be delivered by regular grant cycles and capital works programs.

Growth areas and Precinct Structure Plans (PSPs):

A Precinct Structure Plan is a Master Plan for new communities within growth areas which guide development, land use and infrastructure of the area over time. Shared trails and regional trails are included within the PSPs which allow Councils to lobby developers for the development of trails within their land. This study along with the PSPs provide the Northern Regional Trails working group with information to ensure the trails are strategically aligned, funded and delivered in accordance with the region's plans.



B TRAIL IMPROVEMENT PROJECTS

Northern Trails 2022

114

C COST BENEFIT ANALYSIS

Northern Trails 2022

129

Shaping Banyule

Report Type: Form Results Summary

Date Range: 26-07-2022 - 28-09-2022

Exported: 28-09-2022 12:48:36

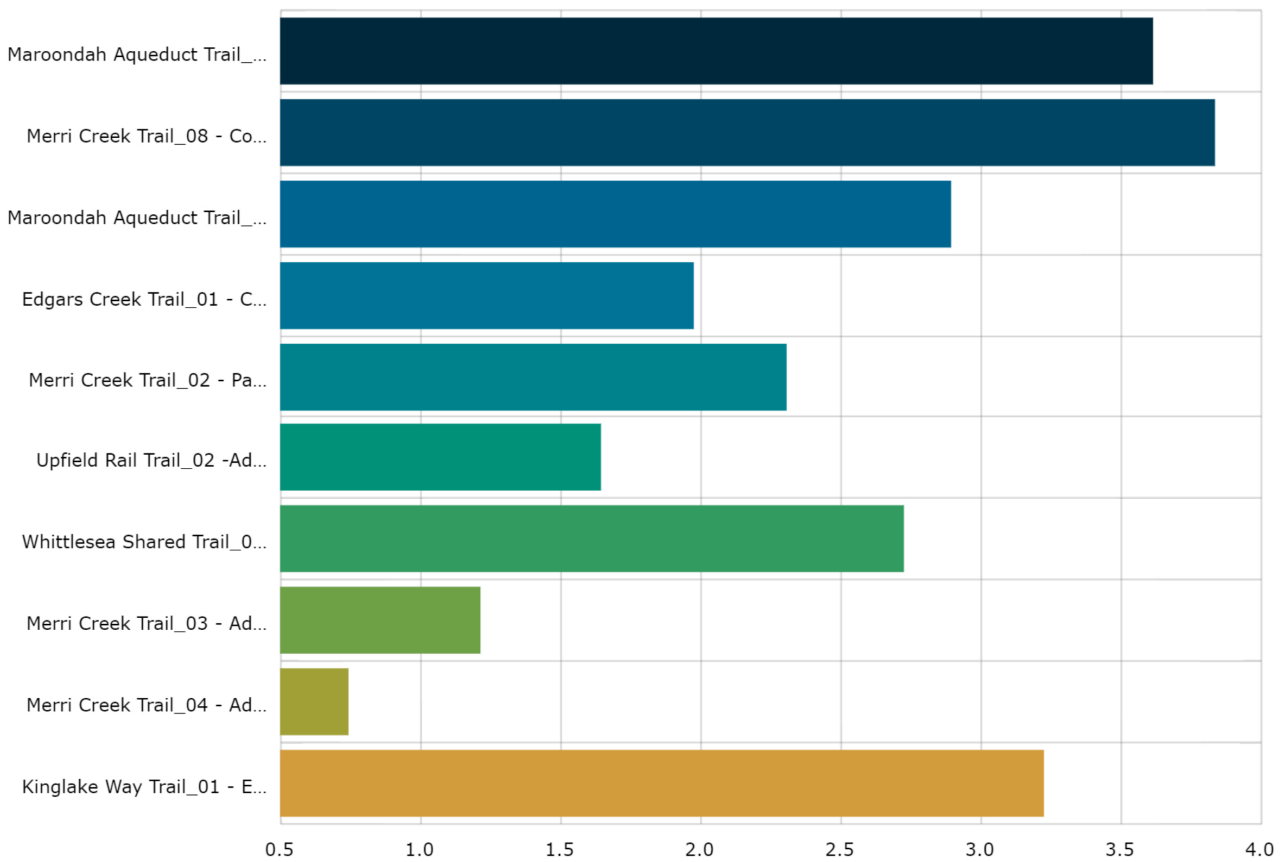
Closed

Northern Trails 2022 - Northern Region Survey
[NORTHERN TRAILS 2022](#)

268 Contributors | 281 Contributions

Contribution summary

1. Tell us which of the top ten priorities across the northern region are important to you. Choose at least one (max. three)
 Ranking | Skipped: 20 | Answered: 261 (92.9%)



	1	2	3	4	5	6	7	8	9	10	Count	Score	Avg Rank
Maroondah Aqueduct Trail_01 - Construct new section of	56.44%	20.79%	22.77%	0%	0%	0%	0%	0%	0%	0%	101	3.61	1.66

trail connecting the Plenty River Trail near Learn East along the aqueduct across Diamond Creek Rd to the Diamond Creek Trail at Allendale Rd.

Merri Creek Trail_08 - Complete missing section of trail from the Metropolitan Ring Rd to existing section of trail south of Horne St.	61.32 %	20.75 %	17.92 %	0%	0%	0%	0%	0%	0%	0%	0%	106	3.83	1.57
	65	22	19	0	0	0	0	0	0	0	0			

Marondah Aqueduct Trail_02 - Construct new section of trail from	23.81 %	51.19 %	25.00 %	0%	0%	0%	0%	0%	0%	0%	0%	84	2.89	2.01
	20	43	21	0	0	0	0	0	0	0	0			

Main Rd Diamond Creek, along Eltham-Yarra Glen Rd, Creek Rd, Eltham Rd, Carters Ln and along Fryers Gully Drain while ensuring minimal impact to the Warrandyte-Kinglake Nature Reserve

Edgars Creek Trail_01 - Construct new section of trail from the Merri Creek Trail to Ronald St on the west bank.	45.45%	41.82%	12.73%	0%	0%	0%	0%	0%	0%	0%	0%	55	1.97	1.67
--	--------	--------	--------	----	----	----	----	----	----	----	----	----	------	------

Edgars Creek Trail_01 - Construct new section of trail from the Merri Creek Trail to Ronald St on the west bank.

Merri Creek Trail_02 - Partner	7.14%	44.29%	48.57%	0%	0%	0%	0%	0%	0%	0%	0%	70	2.30	2.41
--------------------------------	-------	--------	--------	----	----	----	----	----	----	----	----	----	------	------

Merri Creek Trail_02 - Partner

with
Parks
Victoria
and
DEL
WP
to
extend
the
Merri
Creek
Trail
from
Merri
Concourse
(north
) to
Cooper St.

Upfield Rail Trail_02 - Advocate to Department of Transport to construct a new section of trail from the Metropolitan Ring Rd to Somerton Rd.	36.17 %	40.43 %	23.40 %	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	47	1.64	1.87
---	------------	------------	------------	---------	---------	---------	---------	---------	---------	---------	----	------	------

Whittlesea Shared Trail_01 - Construct a new trail along the train line from Merinda Station to Laurel St,	51.95 %	19.48 %	28.57 %	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	77	2.72	1.77
--	------------	------------	------------	---------	---------	---------	---------	---------	---------	---------	----	------	------

Whittl
esea.
Ensur
e
there
is pro
vision
for
horse
riders
on
parts
of the
trail.

Merri Creek Trail_	2.63 %	28.95 %	68.42 %	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	38	1.21	2.66
03 - A dvoca te for and i nvesti gate the stage d ext ensio n of the Merri Creek Trail from Coop er St Some rton/E pping north to OHer ns Rd as part of the Uppe r Merri Creek Regio nal P arkla nd Plan.	1	11	26										

Merri Creek Trail_	27.27 %	18.18 %	54.55 %	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	22	0.74	2.27
04 - A dvoca te for and i nvesti gate the stage d ext ensio n of	6	4	12										

the Merri Creek Trail from OHer ns Rd to Craigburn Rd as a part of the Upper Merri Creek Regional Parkland Plan.

Kinglake Way Trail_01 - Establish a new trail from Hurstbridge to Arthurs Creek ..	26.60 %	41.49 %	31.91 %	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	94	3.22	2.05
--	---------	---------	---------	------	------	------	------	------	------	------	----	------	------

Score - Sum of the weight of each ranked position, multiplied by the response count for the position choice, divided by the total contributions. Weights are inverse to ranked positions.
 Avg Rank - Sum of the ranked position of the choice, multiplied by the response count for the position choice, divided by the total 'Count' of the choice.

2. Why is this important to you or your community?

Long Text | Skipped: 76 | Answered: 205 (73%)

Sentiment

No sentiment data

Tags

No tag data

Featured Contributions

No featured contributions

3. Any further comments on the draft Northern Trails Strategy 2022?

Long Text | Skipped: 171 | Answered: 110 (39.1%)

Sentiment

No sentiment data

Tags

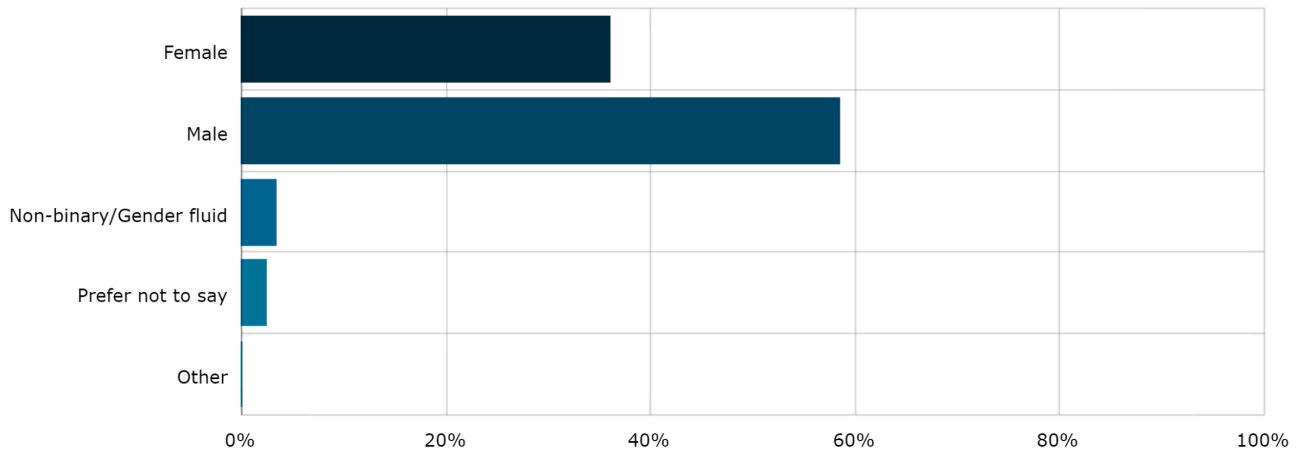
No tag data

Featured Contributions

No featured contributions

4. Gender

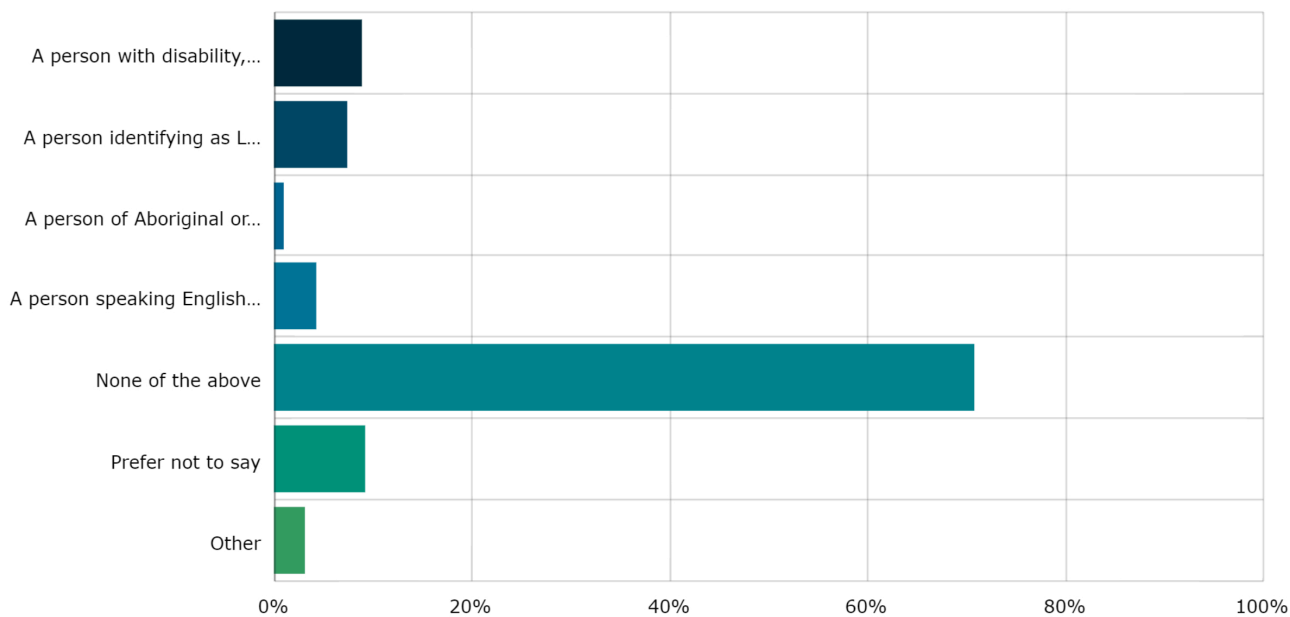
Select Box | Skipped: 67 | Answered: 214 (76.2%)



Answer choices	Percent	Count
Female	35.98%	77
Male	58.41%	125
Non-binary/Gender fluid	3.27%	7
Prefer not to say	2.34%	5
Other	0%	0
Total	100.00%	214

5. Access, Inclusion and Equity:

Multi Choice | Skipped: 18 | Answered: 263 (93.6%)



Answer choices	Percent	Count
A person with disability, inclusive of mental illness	8.75%	23
A person identifying as LGBTIQ (Lesbian, Gay, Bisexual, Transgender, Intersex, Queer)	7.22%	19
A person of Aboriginal or Torres Strait Islander decent	0.76%	2
A person speaking English as a second language	4.18%	11
None of the above	70.72%	186
Prefer not to say	9.13%	24
Other	3.04%	8

6. If English is your second language, please check the box and list your first language here
Short Text | Skipped: 273 | Answered: 8 (2.8%)

Sentiment

No sentiment data

Tags

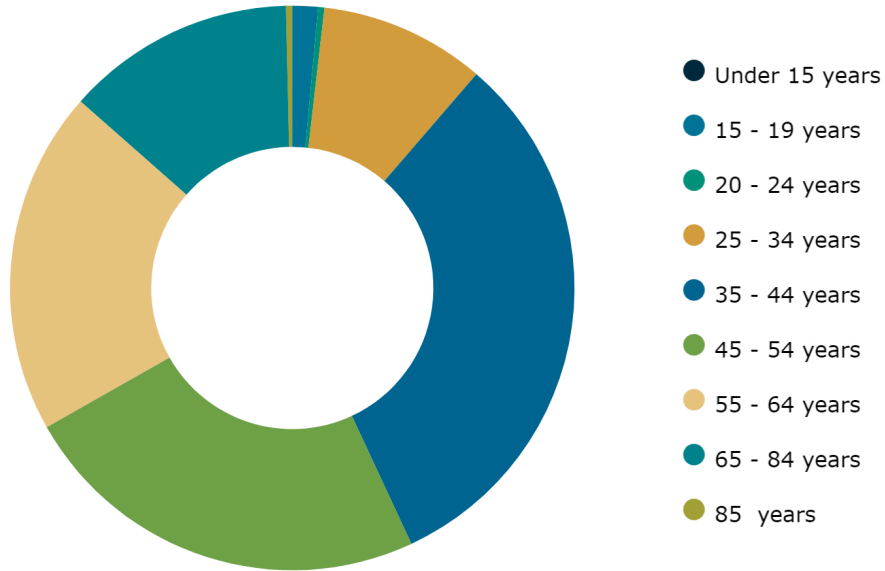
No tag data

Featured Contributions

No featured contributions

7. Age

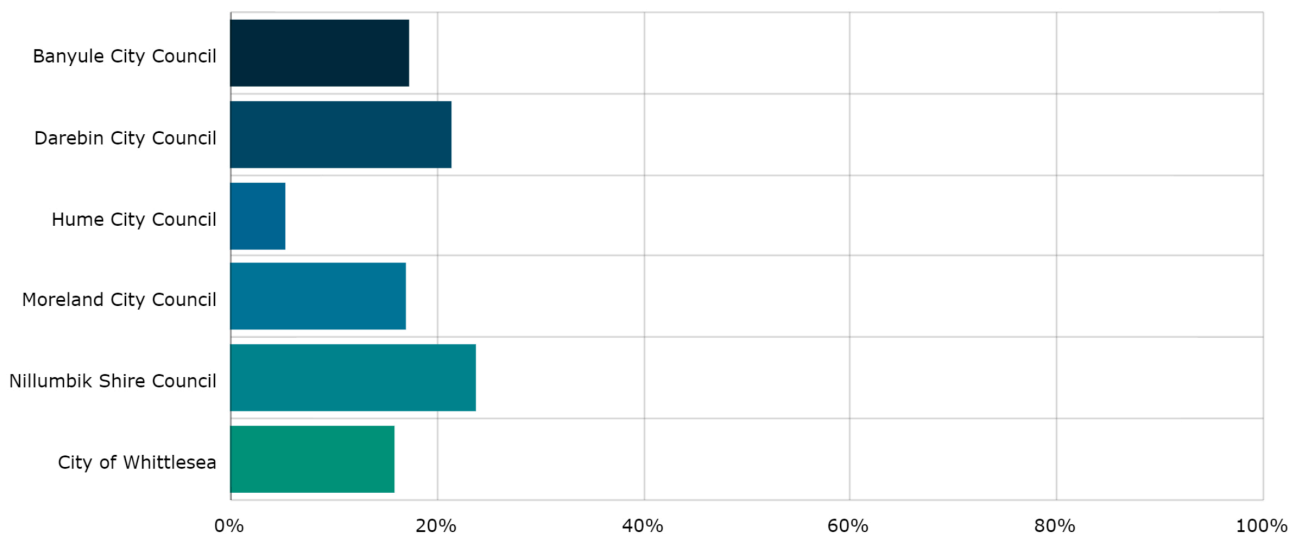
Multi Choice | Skipped: 7 | Answered: 274 (97.5%)



Answer choices	Percent	Count
Under 15 years	0%	0
15 - 19 years	1.46%	4
20 - 24 years	0.36%	1
25 - 34 years	9.49%	26
35 - 44 years	31.75%	87
45 - 54 years	23.72%	65
55 - 64 years	19.71%	54
65 - 84 years	13.14%	36
85 years	0.36%	1
Total	100.00%	274

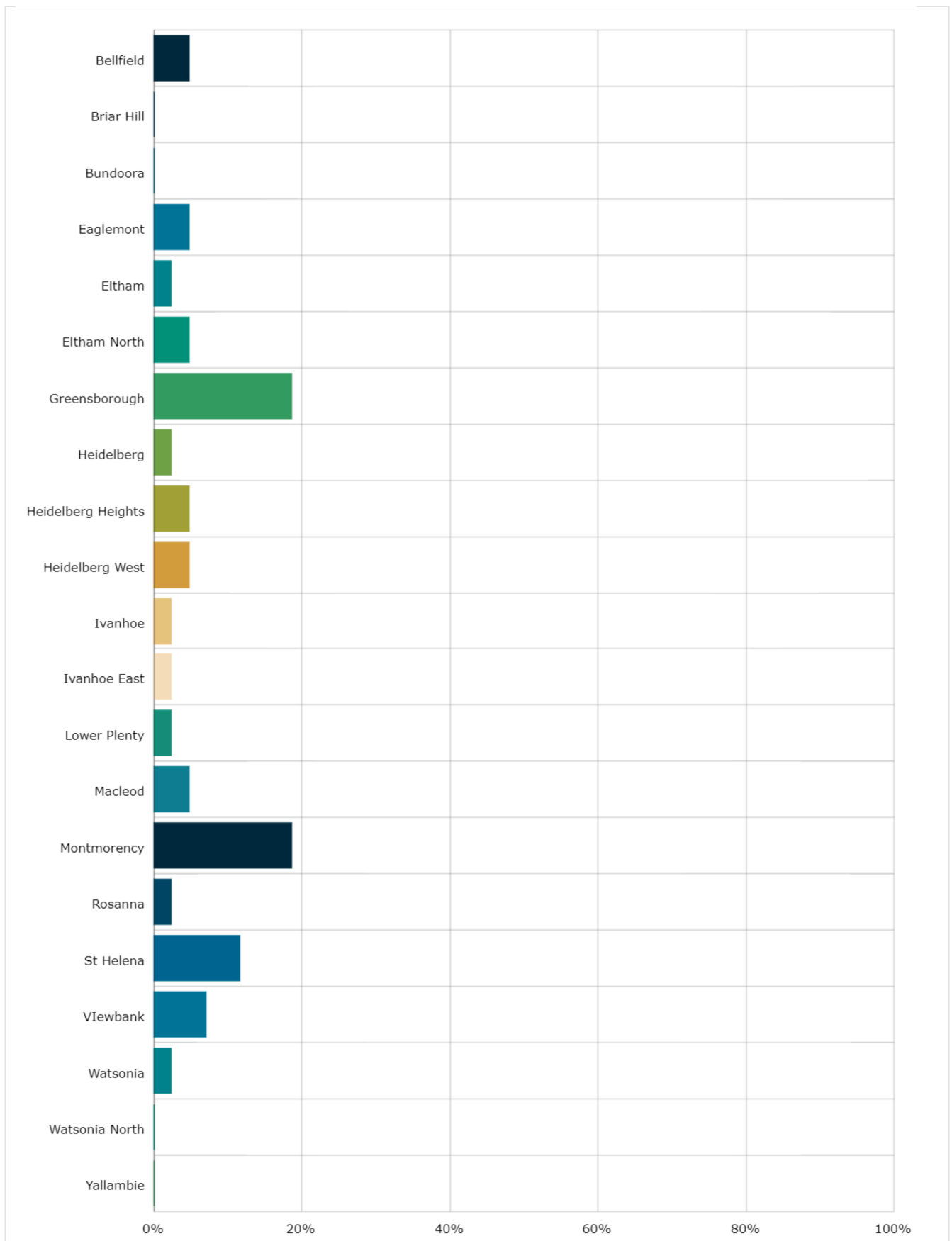
8. Which Council are you most connected?

Select Box | Skipped: 14 | Answered: 267 (95%)



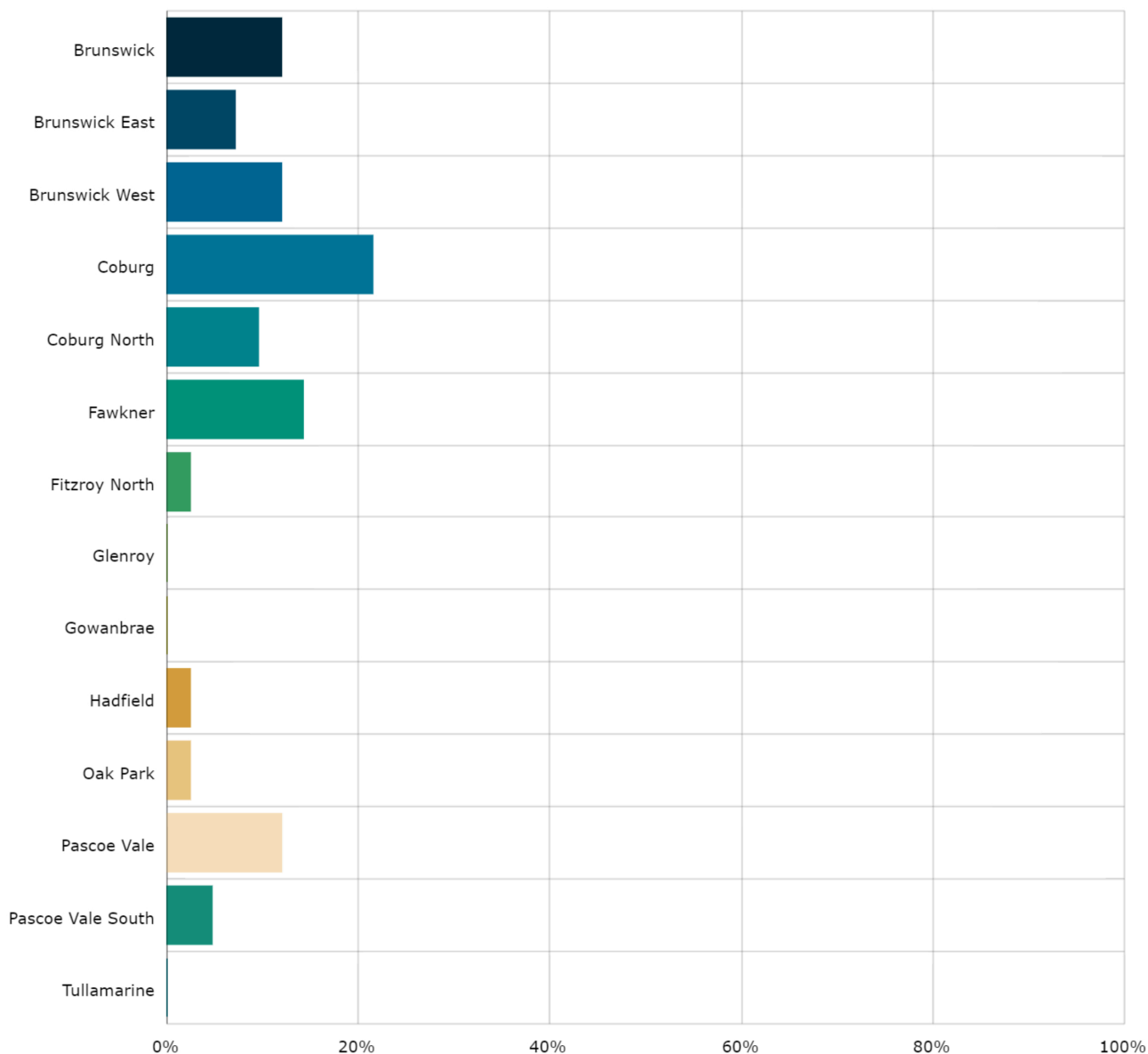
Answer choices	Percent	Count
Banyule City Council	17.23%	46
Darebin City Council	21.35%	57
Hume City Council	5.24%	14
Moreland City Council	16.85%	45
Nillumbik Shire Council	23.60%	63
City of Whittlesea	15.73%	42
Total	100.00%	267

9. Suburb - Banyule City Council
Select Box | Skipped: 238 | Answered: 43 (15.3%)



Answer choices	Percent	Count
Bellfield	4.65%	2
Briar Hill	0%	0
Bundoora	0%	0
Eaglemont	4.65%	2
Eltham	2.33%	1
Eltham North	4.65%	2
Greensborough	18.60%	8
Heidelberg	2.33%	1
Heidelberg Heights	4.65%	2
Heidelberg West	4.65%	2
Ivanhoe	2.33%	1
Ivanhoe East	2.33%	1
Lower Plenty	2.33%	1
Macleod	4.65%	2
Montmorency	18.60%	8
Rosanna	2.33%	1
St Helena	11.63%	5
Vlewbank	6.98%	3
Watsonia	2.33%	1
Watsonia North	0%	0
Yallambie	0%	0
Total	100.00%	43

10. Suburb - Moreland City Council
 Select Box | Skipped: 239 | Answered: 42 (14.9%)

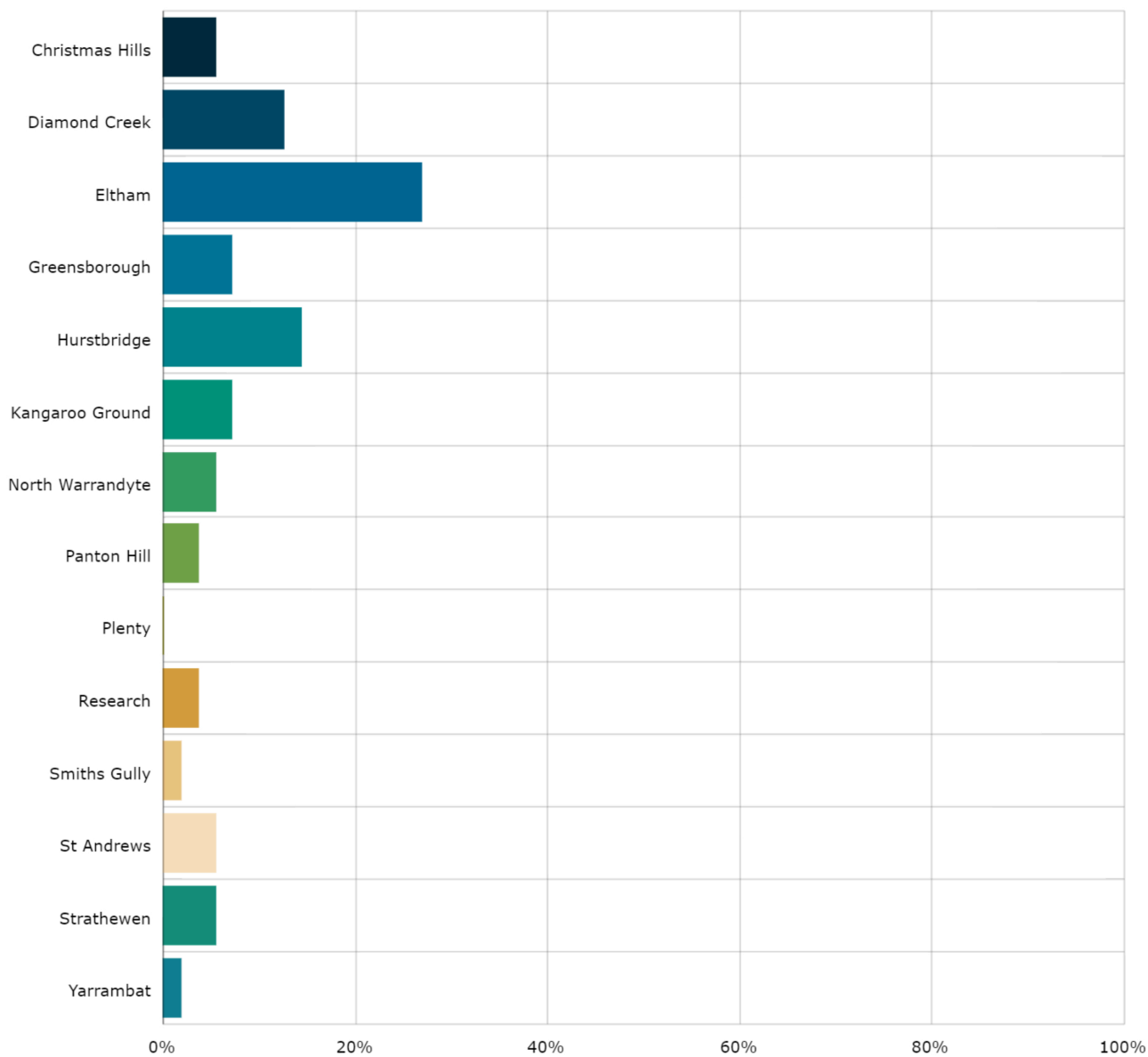


Answer choices	Percent	Count
Brunswick	11.90%	5
Brunswick East	7.14%	3
Brunswick West	11.90%	5
Coburg	21.43%	9
Coburg North	9.52%	4

Fawkner	14.29%	6
Fitzroy North	2.38%	1
Glenroy	0%	0
Gowanbrae	0%	0
Hadfield	2.38%	1
Oak Park	2.38%	1
Pascoe Vale	11.90%	5
Pascoe Vale South	4.76%	2
Tullamarine	0%	0
Total	100.00%	42

11. Suburb - Nillumbik Shire Council

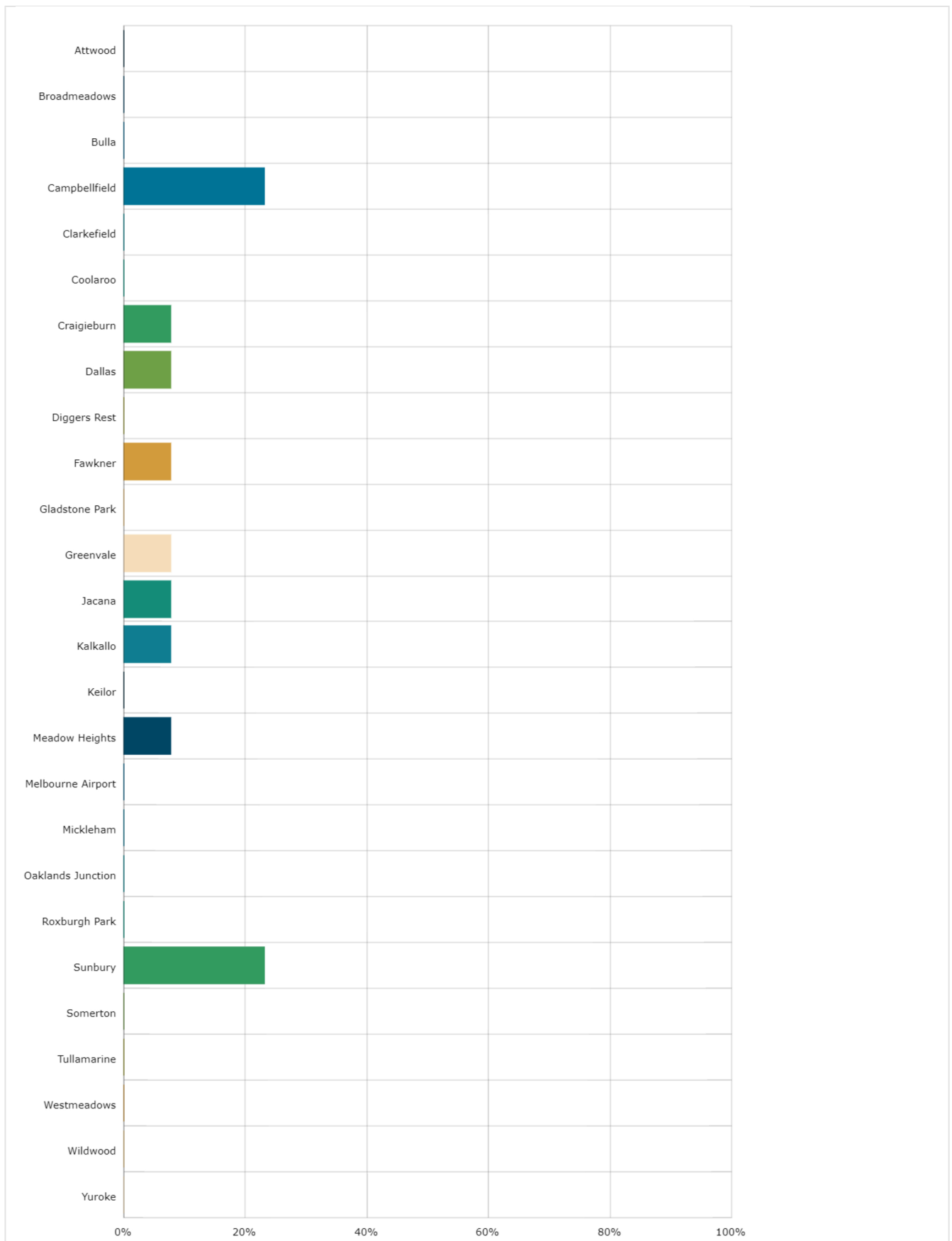
Select Box | Skipped: 225 | Answered: 56 (19.9%)



Answer choices	Percent	Count
Christmas Hills	5.36%	3
Diamond Creek	12.50%	7
Eltham	26.79%	15
Greensborough	7.14%	4
Hurstbridge	14.29%	8

Kangaroo Ground	7.14%	4
North Warrandyte	5.36%	3
Panton Hill	3.57%	2
Plenty	0%	0
Research	3.57%	2
Smiths Gully	1.79%	1
St Andrews	5.36%	3
Strathewen	5.36%	3
Yarrambat	1.79%	1
Total	100.00%	56

12. Suburb - Hume City Council
Select Box | Skipped: 268 | Answered: 13 (4.6%)

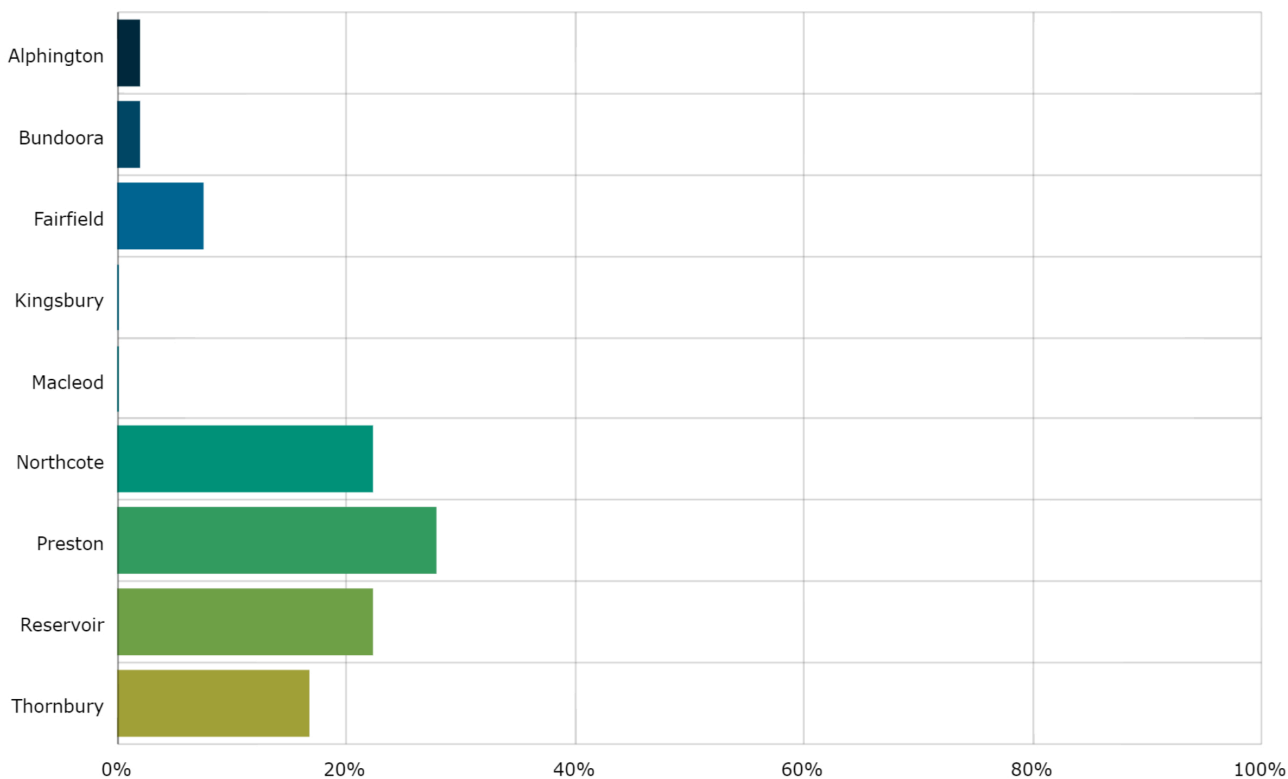


Answer choices	Percent	Count
Attwood	0%	0
Broadmeadows	0%	0
Bulla	0%	0
Campbellfield	23.08%	3
Clarkefield	0%	0
Coolaroo	0%	0
Craigieburn	7.69%	1
Dallas	7.69%	1
Diggers Rest	0%	0
Fawkner	7.69%	1
Gladstone Park	0%	0
Greenvale	7.69%	1
Jacana	7.69%	1
Kalkallo	7.69%	1
Keilor	0%	0
Meadow Heights	7.69%	1
Melbourne Airport	0%	0
Mickleham	0%	0

Oaklands Junction	0%	0
Roxburgh Park	0%	0
Sunbury	23.08%	3
Somerton	0%	0
Tullamarine	0%	0
Westmeadows	0%	0
Wildwood	0%	0
Yuroke	0%	0
Total	100.00%	13

13. Suburb - Darebin City Council

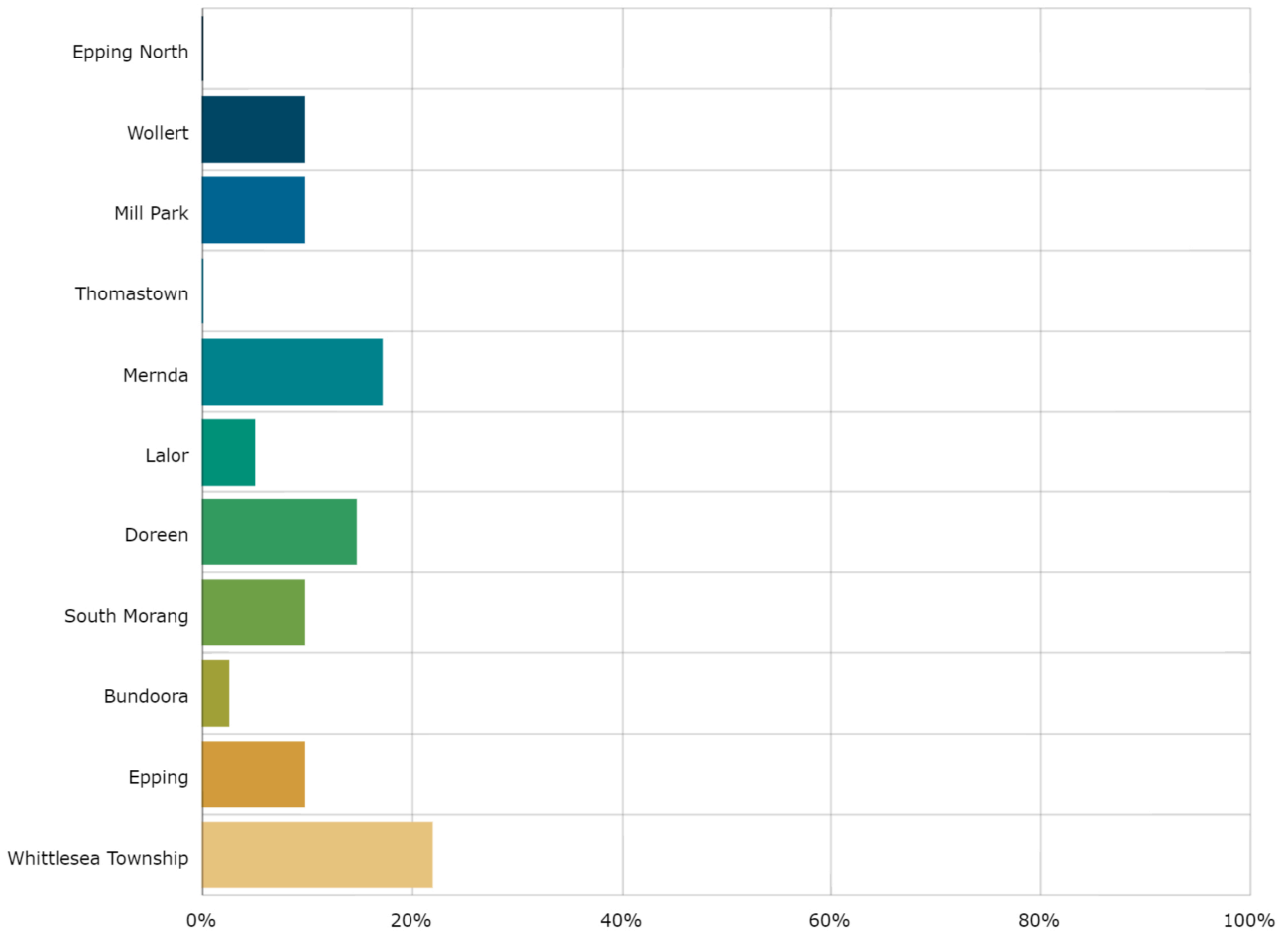
Select Box | Skipped: 227 | Answered: 54 (19.2%)



Answer choices	Percent	Count
Alphington	1.85%	1
Bundoora	1.85%	1
Fairfield	7.41%	4
Kingsbury	0%	0
Macleod	0%	0
Northcote	22.22%	12
Preston	27.78%	15
Reservoir	22.22%	12
Thornbury	16.67%	9
Total	100.00%	54

14. Suburb - City of Whittlesea

Select Box | Skipped: 240 | Answered: 41 (14.6%)

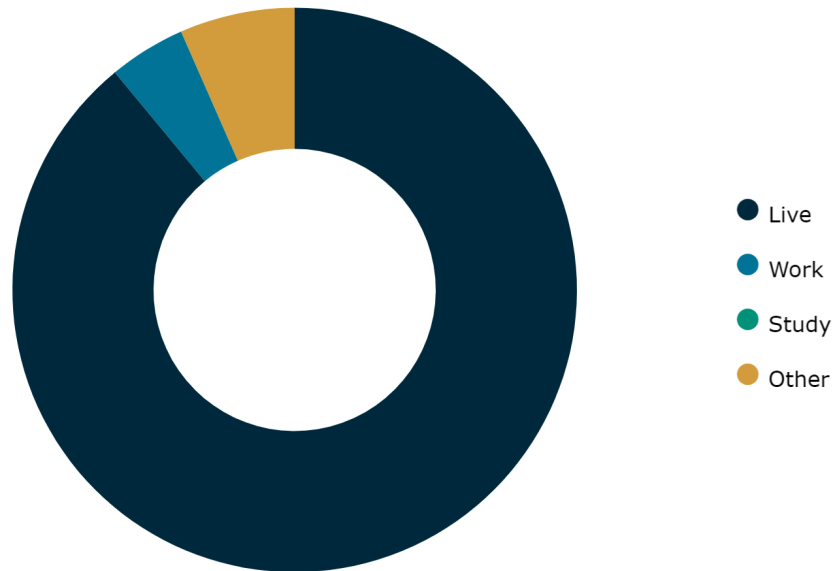


Answer choices	Percent	Count
Epping North	0%	0
Wollert	9.76%	4
Mill Park	9.76%	4
Thomastown	0%	0
Mernda	17.07%	7
Lalor	4.88%	2
Doreen	14.63%	6
South Morang	9.76%	4
Bundoora	2.44%	1

Epping	9.76%	4
Whittlesea Township	21.95%	9
Total	100.00%	41

15. What is your main relationship to the northern region?

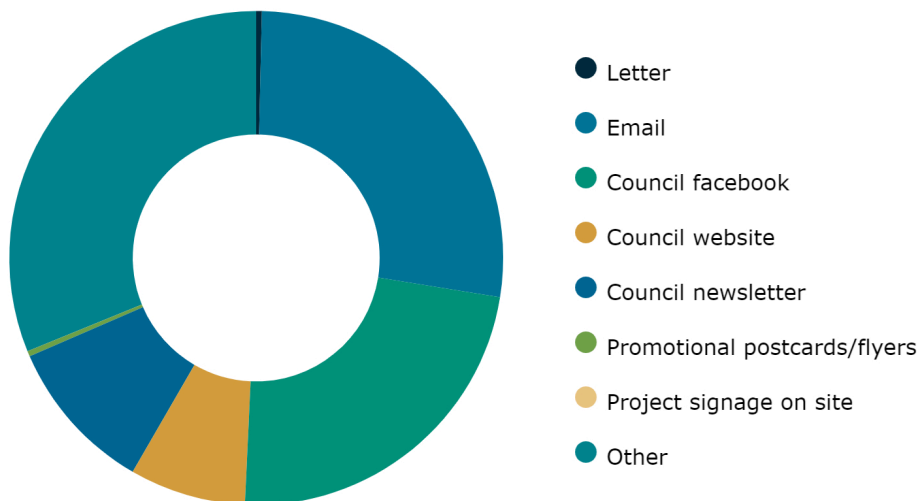
Multi Choice | Skipped: 8 | Answered: 273 (97.2%)



Answer choices	Percent	Count
Live	89.01%	243
Work	4.40%	12
Study	0%	0
Other	6.59%	18
Total	100.00%	273

16. How did you hear about this consultation?

Multi Choice | Skipped: 5 | Answered: 276 (98.2%)



Answer choices	Percent	Count
Letter	0.36%	1
Email	27.17%	75
Council facebook	23.19%	64
Council website	7.61%	21
Council newsletter	10.14%	28
Promotional postcards/flyers	0.36%	1
Project signage on site	0%	0
Other	31.16%	86
Total	100.00%	276

Shaping Banyule

Report Type: Form Results Summary

Date Range: 26-07-2022 - 28-09-2022

Exported: 28-09-2022 12:50:16

Closed

Northern Trails 2022 - Darebin Survey
[NORTHERN TRAILS 2022](#)

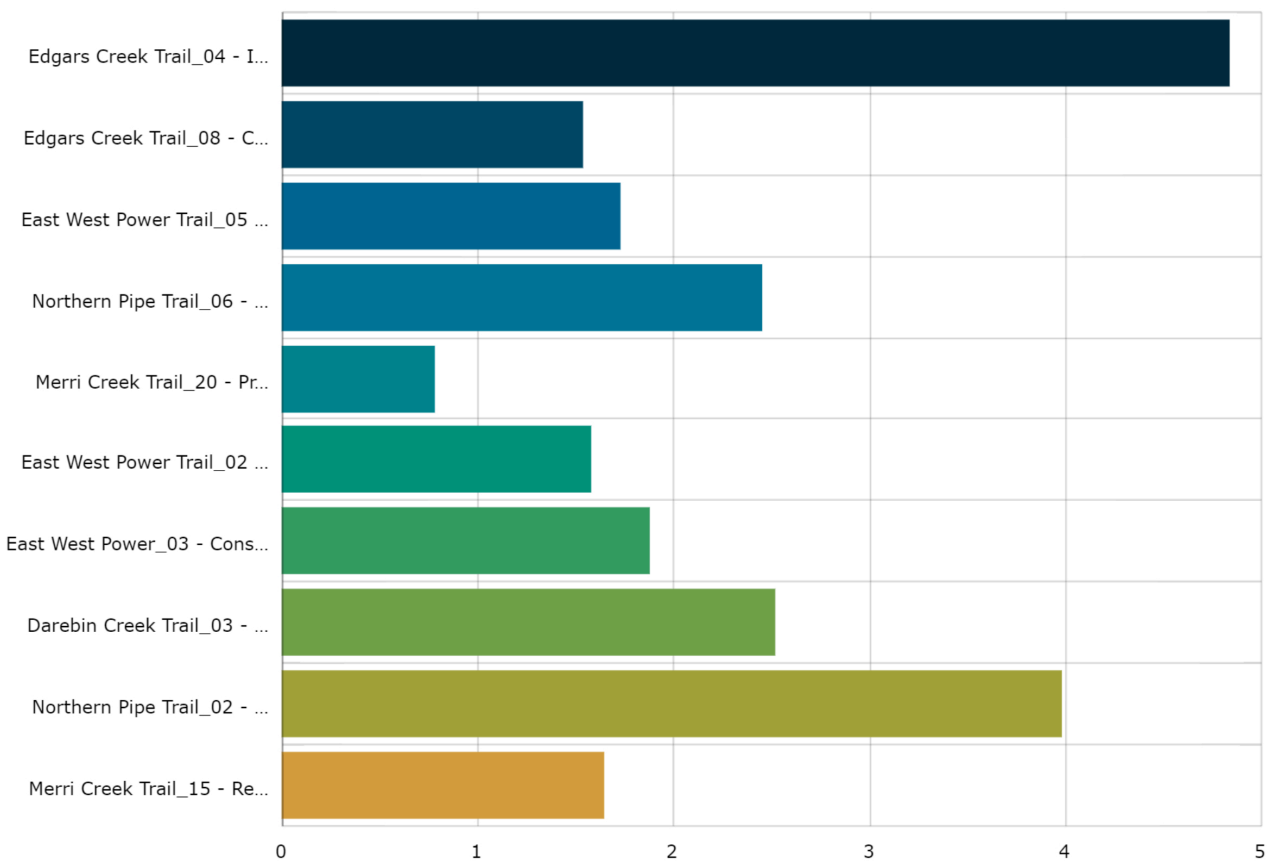
48
Contributors

48
Contributions

Contribution summary

1. Tell us which of the top ten priorities across Darebin are important to you. Choose at least one (max. three)

Ranking | Skipped: 1 | Answered: 47 (97.9%)



	1	2	3	4	5	6	7	8	9	10	Count	Score	Avg Rank
Edgars Creek Trail_04 - Investigate a new section of trail	91.30%	4.35%	4.35%	0%	0%	0%	0%	0%	0%	0%	23	4.83	1.13

along the creek from Carrington Road to Edwardes Lake. Explore the feasibility of a trail between Kia Ora Road and Henty Street on the east bank.

Edgars Creek Trail_08 - Construct a section of trail along the creek from Glasgow Avenue to the Metropolitan Ring Road	12.50%	75.00%	12.50%	0%	0%	0%	0%	0%	0%	0%	0%	8	1.53	2.00
--	--------	--------	--------	----	----	----	----	----	----	----	----	---	------	------

East West Power Trail_05 - Investigate the feasibility of a new section of trail, including a	22.22%	55.56%	22.22%	0%	0%	0%	0%	0%	0%	0%	0%	9	1.72	2.00
---	--------	--------	--------	----	----	----	----	----	----	----	----	---	------	------

new
bridg
e cro
ssing,
from
the
Dare
bin
Creek
Trail,
at
Holt
Parad
e,
around
d
Moun
t
Coop
er to
conn
ect to
the
existi
ng
sectio
n of
trail
at
Snak
e
Gully
Drive

North ern Pipe Trail_ 06 - I nvesti gate a new sectio n of trail from High Street (near the M elbou rne Water Reser voirs) along the vacan t pipe reser ve to the Merri Creek Trail at Murra y Road. Existi	23.08 %	38.46 %	38.46 %	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	13	2.45	2.15
--	------------	------------	------------	---------	---------	---------	---------	---------	---------	---------	----	------	------

ng
road
crossi
ngs
to be
consi
dered
.

Merri Creek Trail_ 20 - Provi de wa yfindi ng signa ge along the lengt h of the trail	25.00 %	50.00 %	25.00 %	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	4	0.77	2.00
--	------------	------------	------------	---------	---------	---------	---------	---------	---------	---------	---	------	------

East West Powe r Trail_ 02 - Const ruct a sectio n of trail from the N orther n Pipe/ St Ge orges Rd/ C hedd ar Road Trail north east along the vacan t pipe reser ve	11.11 %	0% 0	88.89 %	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	9	1.57	2.78
---	------------	---------	------------	---------	---------	---------	---------	---------	---------	---------	---	------	------

East West Powe r_03 - Const ruct a sectio n of trail from the N	20.00 %	40.00 %	40.00 %	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	10	1.87	2.20
---	------------	------------	------------	---------	---------	---------	---------	---------	---------	---------	----	------	------

orther n Pipe/ St Ge orges Rd/ C hedd ar Road Trail south east along the vacan t pipe reser ve to Edwa rdes Lake Park	Dare bin Creek Trail_ 03 - I nvesti gate the fe asibili ty of an un derpa ss or bridg e cro ssing Plent y Road inters ection to avoid sectio n of trail on Plent y Road footp ath	30.77 % 4	46.15 % 6	23.08 % 3	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	13	2.51	1.92
North ern Pipe Trail_ 02 - Impro ve acces s at the St Geor ges R d/Mer ri	North ern Pipe Trail_ 02 - Impro ve acces s at the St Geor ges R d/Mer ri	55.00 % 11	25.00 % 5	20.00 % 4	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	0% 0	20	3.98	1.65

Parade/ Charles St intersection to connect the Merri Creek Trail to the Northern Pipe Trail and create a direct access point to and from the trail with pedestrian and cyclist priority

Merri Creek Trail_15 - Replace the Harding Street Bridge to cater for shared use	11.11 %	33.33 %	55.56 %	0%	0%	0%	0%	0%	0%	0%	9	1.64	2.44
--	---------	---------	---------	----	----	----	----	----	----	----	---	------	------

Score - Sum of the weight of each ranked position, multiplied by the response count for the position choice, divided by the total contributions. Weights are inverse to ranked positions.
 Avg Rank - Sum of the ranked position of the choice, multiplied by the response count for the position choice, divided by the total 'Count' of the choice.

2. Why is this important to you or your community?

Long Text | Skipped: 8 | Answered: 40 (83.3%)

Sentiment

No sentiment data

Tags

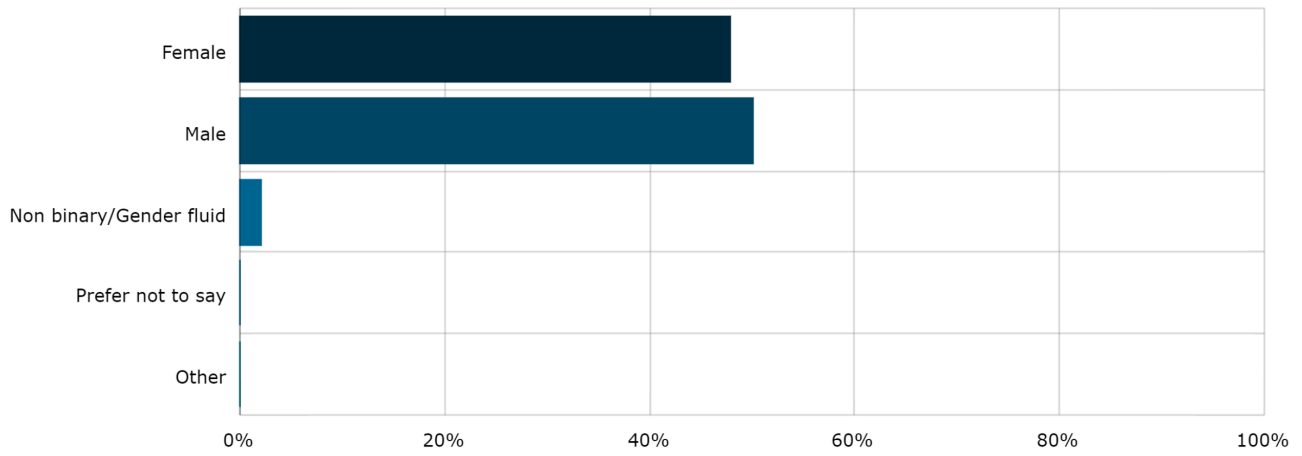
No tag data

Featured Contributions

No featured contributions

3. Gender Required

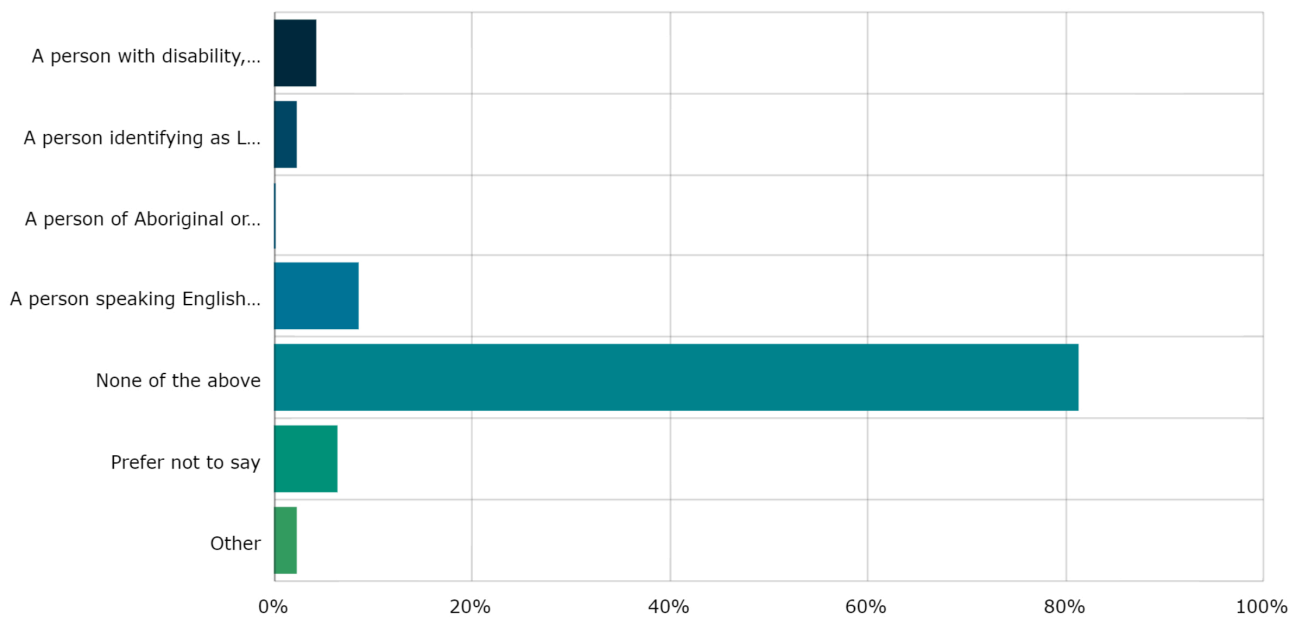
Select Box | Skipped: 0 | Answered: 48 (100%)



Answer choices	Percent	Count
Female	47.92%	23
Male	50.00%	24
Non binary/Gender fluid	2.08%	1
Prefer not to say	0%	0
Other	0%	0
Total	100.00%	48

4. Access, Inclusion and Equity: Required

Multi Choice | Skipped: 0 | Answered: 48 (100%)



Answer choices	Percent	Count
A person with disability, inclusive of mental illness	4.17%	2
A person identifying as LGBTIQ (Lesbian, Gay, Bisexual, Transgender, Intersex, Queer)	2.08%	1
A person of Aboriginal or Torres Strait Islander decent	0%	0
A person speaking English as a second language	8.33%	4
None of the above	81.25%	39
Prefer not to say	6.25%	3
Other	2.08%	1

5. If English is your second language, please check the box and list your first language here: Required
Short Text | Skipped: 45 | Answered: 3 (6.3%)

Sentiment

No sentiment data

Tags

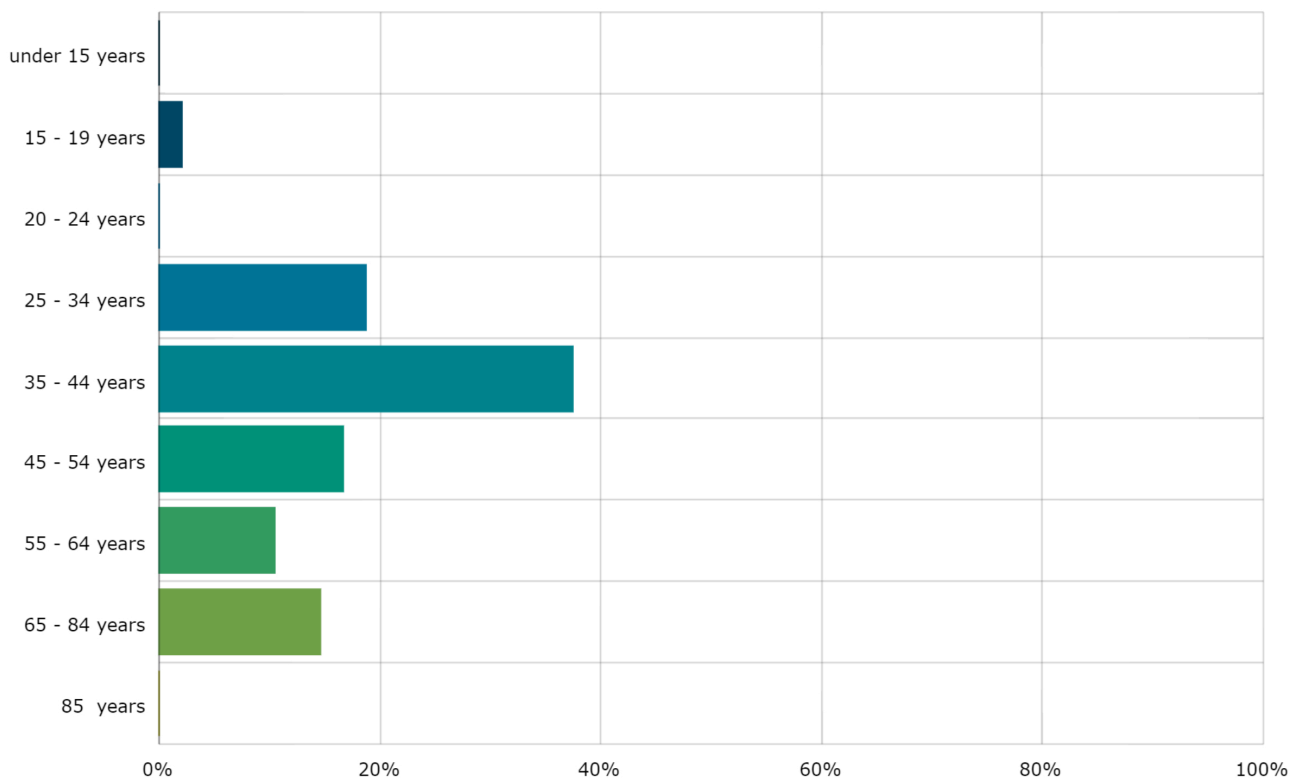
No tag data

Featured Contributions

No featured contributions

6. Age Required

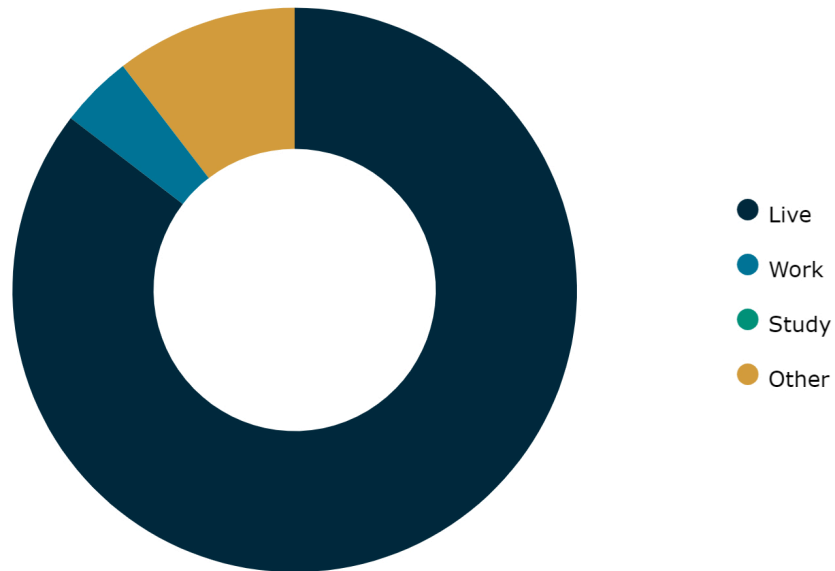
Select Box | Skipped: 0 | Answered: 48 (100%)



Answer choices	Percent	Count
under 15 years	0%	0
15 - 19 years	2.08%	1
20 - 24 years	0%	0
25 - 34 years	18.75%	9
35 - 44 years	37.50%	18
45 - 54 years	16.67%	8
55 - 64 years	10.42%	5
65 - 84 years	14.58%	7
85 years	0%	0
Total	100.00%	48

7. What is your main relationship to Darebin City Council? Required

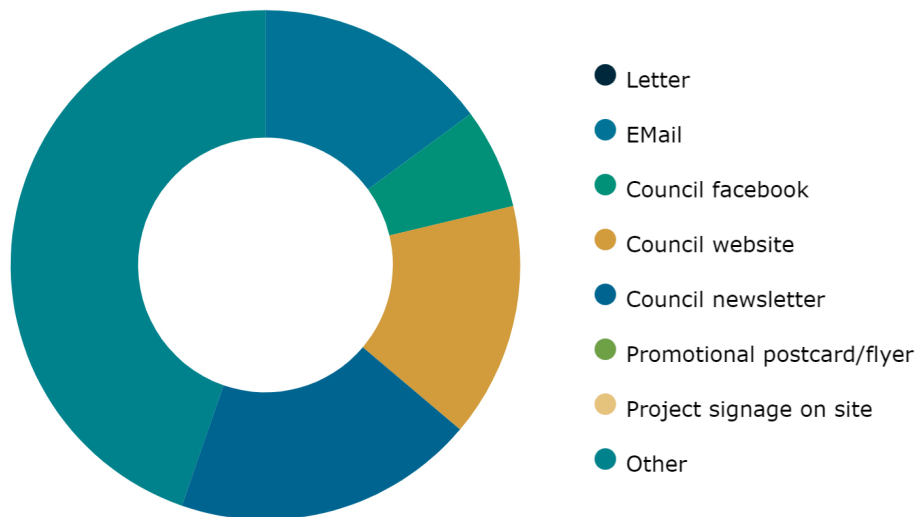
Multi Choice | Skipped: 0 | Answered: 48 (100%)



Answer choices	Percent	Count
Live	85.42%	41
Work	4.17%	2
Study	0%	0
Other	10.42%	5
Total	100.00%	48

8. How did you hear about this consultation?

Multi Choice | Skipped: 1 | Answered: 47 (97.9%)



Answer choices	Percent	Count
Letter	0%	0
EMail	14.89%	7
Council facebook	6.38%	3
Council website	14.89%	7
Council newsletter	19.15%	9
Promotional postcard/flyer	0%	0
Project signage on site	0%	0
Other	44.68%	21
Total	100.00%	47

Community Engagement feedback – Darebin’s Top 10 Trail Improvement Projects.

Theme	Mentions	Response / Action
Strategy will improve connections and access	29	No action required, supportive feedback.
It will provide better east-west connections	5	No action required, supportive feedback.
It will improve safety	21	No action required, supportive feedback.
It will increase enjoyment of users	3	No action required, supportive feedback.
It will improve health and wellbeing	1	No action required, supportive feedback.
It will increase commuting via active transport	14	No action required, supportive feedback.
It will improve access to schools	11	No action required, supportive feedback.
Appreciate the strategy	1	No action required, supportive feedback.
It will reduce GHG emissions / reduce car use	5	No action required, supportive feedback.
Provide trail infrastructure	3	Comments encouraging the Councils to move ahead with implementation as soon as possible.
Matter for detailed trail design / trail specific	4	Specific trail alignment and features, including lighting, layout, materials, etc., will be further worked out during design detail stages of projects that receive funding. At that point, further localised community engagement will be undertaken for each trail improvement project.
Need for separation between people walking and people riding	2	Separation between path users (walkers and bike riders) will be considered on each priority project through the design phases, but path-user separation is not always possible or warranted.
Request other trails to be included	1	An off-road trail along the Hurstbridge line connecting Merri and Darebin creeks was suggested, however without an elevated rail this would not be feasible, and we have an on-road bicycle ‘shimmy’ route along that corridor.
It will improve interaction with culturally significant sites	1	No action required, supportive feedback.

Key Stakeholder Comments – LaTrobe University

Theme / Issue	Response / Action
LaTrobe University Shared Path incorrectly labelled as ‘Concept Design’ phase	Strategy amended to read ‘Construction Commenced’ as the path is near final implementation.
Plenty Rd Shared Path from 2016 Strategy not included in the Northern Trails 2022 Strategy	Whilst the Plenty Rd SUP is an important trail connection, it does not form part of a regionally significant trail in the northern region and therefore is not included in the Northern Regional Trails Strategy 2022. The SUP will remain a Council priority to work with DoT to implement as a Strategic Cycling Corridor that would provide good access between two regional trails, the university, and the NEIC.
DarebinCreekTrail_03 – Investigation of Plenty Rd underpass / bridge project may be influenced by LaTrobe Uni’s development of the State and National sporting facility on the eastern bank of the creek.	As this project is for investigation, exact alignment will be developed through the design phase. However, Council officers will reach out to LaTrobe Uni to understand more about the sports facilities developments to look for opportunities for trail integration and improvements.

9.2 DECLARATION OF A SPECIAL CHARGE: SOLAR SAVER RESIDENTIAL (BATCH 2)**Author:** Solar Saver Project Officer**Reviewed By:** General Manager City Sustainability & Strategy

EXECUTIVE SUMMARY

The Solar Saver program is a key action of the Council Plan and Council's Climate Emergency Plan.

The report considers the declaration of a Special Charge Scheme. This is for Residential Special Charge Batch 2, including 14 installations, adding 78.8kW of solar capacity to Darebin.

The value of the proposed Special Charge scheme is \$98,776.26 excl. GST. This price is calculated pre-rebate, but after STC claim and excl. GST. (The gross amount, pre-rebate, pre-STC and incl. GST is \$139,813.59).

Council will pay upfront for installation and supply of the solar power systems at properties as listed in Appendix A. Council will be repaid these costs, as detailed in confidential Appendix B. Around 30-40% of the gross cost is returned to Council at the point that works are invoiced for the STCs generated by the solar systems. Most participants are eligible for state government rebates and this will reduce the upfront cost to Council and the amount of the Special Charge that would be raised. Officers estimate that the total amount raised will be \$79,176.26 excl. GST.

No interest is charged on Special Charge repayments. Annual repayments are more than offset by participants' savings on their energy bills, and therefore the program provides financial and environmental benefits to participants.

This report recommends that Council declare a Special Charge Scheme under section 163 of the Local Government Act 1989 for the purposes of defraying expenses relating to the provision of solar energy systems on residential properties participating in the Solar Saver scheme. No objections were received in response to the public notification process.

Officer Recommendation

That Council

- (1) Having complied with the requirements of sections 163A, 163B and 223 of the Local Government Act 1989 ("Act"), and otherwise according to law, declares a Special Charge ("Special Charge") under section 163 of the Act as follows:
 - a. A Special Charge is declared for the period commencing on the day on which Council issues a notice levying payment of the special rate and concluding on the tenth anniversary of that day.
 - b. The Special Charge is declared for the purpose of defraying any expense incurred by Council in relation to the provision of solar energy systems on properties participating in the Solar Saver scheme, which:

- i. Council considers is or will be a special benefit to those persons required to pay the Special Charge (and who are described in succeeding parts of this resolution); and
 - ii. Arises out of Council's functions of advocating and promoting proposals which are in the best interests of the community and ensuring the peace, order and good government of Council's municipal district.
 - c. The total:
 - i. Cost of performing the function described in paragraph 1(b) of this resolution is \$98,776.26; and
 - ii. Amount for the Special Charge to be levied is \$98,776.26, or such other amount as is lawfully levied as a consequence of this resolution
 - d. The Special Charge is declared in relation to all rateable land described in the table included as confidential Appendix B to this report, in the amount specified in the table as applying to each piece of rateable land.
 - e. The following list is specified as the criteria that form the basis of the Special Charge so declared:
 - Ownership of any land described in paragraph 1(d) of this resolution.
 - f. The following is specified as the manner in which the Special Charge so declared will be assessed and levied:
 - i. A Special Charge calculated by reference to the size of the solar energy system being installed and the particular costs of installation at each property participating in the Solar Saver scheme, in respect of which an Agreement has been executed, totalling \$98,776.26 for the residential batch, being the total cost of the scheme to Council
 - ii. To be levied each year for a period of 10 years.
 - g. Having regard to the preceding paragraphs of this resolution and subject to section 166(1) of the Act, let it be recorded that the owners of the land described in paragraph 1(d) of this resolution will pay the Special Charge in the amount set out in paragraph 1(f) of this resolution in the following manner:
 - i. Payment annually by a lump sum on or before one month following the issue by Council of a notice levying payment under section 163(4) of the Act; or
 - ii. Payment annually by four instalments to be paid by the dates which are fixed by Council in a notice levying payment under section 163(4) of the Act.
- (2) Considers that there will be a special benefit to those required to pay the Special Charge *because* there will be a benefit to them that is over and above, or greater than, the benefit that is available to those who are not subject to the proposed Special Charge, as a result of the expenditure proposed by the Special Charge, in that the properties will have the benefit of a solar energy system being installed.
- (3) For the *purposes* of having determined the total amount of the Special Charge to be levied:

- a. Considers and formally records that only those rateable properties included in the Solar Saver scheme as proposed will derive a special benefit from the imposition of the Special Charge, and there are no community benefits to be paid by Council; and
 - b. Formally determines for the purposes of section 163(2)(a), (2A) and (2B) of the Act that the estimated proportion of the total benefits of the Special Charge to which the performance of the function or the exercise of the power relates (including all special benefits and community benefits) that will accrue as special benefits to those who are liable to pay the Special Charge is 100%.
- (4) Directs that notice be given to all owners and occupiers of properties included in the Scheme in writing of the decision of Council to declare and levy the Special Charge, and the reasons for the decision. For the purposes of this paragraph, the reasons for the decision of Council to declare the Special Charge are that:
- a. There is no objection to the Scheme, and it is otherwise considered that there is a broad level of support for the Special Charge from all property owners and occupiers.
 - b. Council considers that it is acting in accordance with the functions and powers conferred on it under the Local Government Act 1989, having regard to its role, purposes and objectives under the Act, particularly in relation to its functions of advocating and promoting proposals which are in the best interests of the community and ensuring the peace, order and good government of Council's municipal district.
 - c. All those who are liable or required to pay the Special Charge and the properties respectively owned or occupied by them will receive a special benefit of a solar energy system being installed at the property.

Where a participant wishes to withdraw from the Scheme, agrees to such withdrawal where the participant has given written notice of their desire to withdraw from the Scheme before Council has incurred any expenditure in relation to the participant's solar system.

BACKGROUND / KEY INFORMATION

Through its Council Plan, Council is committed to take action on the climate emergency. This is detailed in Big Action 3 and in Strategic direction 3, which both highlight Darebin's leadership in driving reductions in greenhouse gas emissions and support for vulnerable communities. In Strategic Objective number 3, Council has committed to take an adaptation approach and build resilience in the community by focusing on vulnerable communities. Strategic Action 3.1 supports the 4-year program to support solar installation and energy efficiency retrofits for our vulnerable households.

Key aspects of the program include:

- Council undertakes procurement of good value solar systems and installation with 10-year warranties.
- Solar Saver participants register interest, receive quotes and the property owners have signed an owner agreement.
- Council declares a Special Charge and pays the upfront cost of the solar system and installation for participants.
- Solar Saver participants pay the Special Charge over a 10-year period to reimburse Council's upfront payment – which is more than offset by their energy bill savings.
- As detailed below Council has resolved that interest is not charged to participants and that the program will be funded through Council's existing budget.

This is the second Special Charge to be declared for the Solar Saver program in the 2022-2023 financial year.

Over 1,800 households have participated in previous Darebin Council Solar programs.

Progress of the Solar Saver Bulk Buy program

The Solar Saver Bulk Buy program helps residents that are not low income, and businesses. To date in this financial year, 16 Bulk Buy systems have been installed, 30 are awaiting installation, and 133 more have been quoted, awaiting customer decisions. Promotion will continue until the Solar Saver program finishes by the end of June 2025. Priority of installations will always be for the Solar Saver Rates program.

Public Notice

On the 18 of November the CEO through its delegation authorised the intention to declare a Special Charge (Appendix C):

CEO Authorises, through its current instrument of delegation passed on 24 October 2022:

- (1) Council hereby gives notice of its intention to declare a Special Charge in accordance with section 163 of the Local Government Act 1989 (Act) as follows:
 - a) Council declares a Special Charge for the period commencing on the day on which Council issues a notice levying payment of the special rate and concluding on the tenth anniversary of that day.
 - b) We declare this Special Charge for the purpose of defraying any expense incurred by Council in relation to the provision of solar energy systems on residential properties participating in the Solar Saver scheme, which:
 - i. Council considers is or will be a special benefit to those persons or organisations required to pay the Special Charge (and who are described in succeeding parts of this resolution); and
 - ii. Arises out of Council's functions of advocating and promoting proposals which are in the best interests of the community and ensuring the peace, order and good government of Council's municipal district.
 - c) The total:
 - i. Cost of performing the function described in paragraph 1(b) of this resolution is \$98,776.26; and
 - ii. Amount for the Special Charge to be levied is \$98,776.26, or such other amount as is lawfully levied as a consequence of this resolution
 - d) We declare the Special Charge in relation to all rateable land described in the table included as **Appendix B** to this report, in the amount specified in the table as applying to each piece of rateable land.
 - e) Ownership of any land described in paragraph 1(d) of this resolution is the basis of the Special Charge.
 - f) The Special Charge will be assessed and levied as follows:
 - i. Each Special Charge is calculated by reference to the size of the solar energy system being installed and the particular costs of installation at each property participating in the Solar Saver scheme, in respect of which an Owner Agreement has been executed, totalling \$98,776.26 being the total cost of the scheme to Council;
 - ii. The Special Charge will be levied each year for a period of 10 years.

- g) *Having regard to the preceding paragraphs of this resolution and subject to section 166(1) of the Act, it is recorded that the owners of the land described in paragraph 1(d) of this resolution will, subject to a further resolution of Council, pay the Special Charge in the amount set out in paragraph 1(f) of this resolution in the following manner:*
- i. *Payment annually by a lump sum on or before one month following the issue by Council of a notice levying payment under section 163(4) of the Act; or Payment annually by four instalments to be paid by the dates which are fixed by Council in a notice levying payment under section 163(4) of the Act.*
- (2) *Council considers that there will be a special benefit to the persons required to pay the Special Charge because there will be a benefit to those persons that is over and above, or greater than, the benefit that is available to persons who are not subject to the proposed Special Charge, as a result of the expenditure proposed by the Special Charge, in that the properties will have the benefit of a solar energy system being installed.*
- (3) *For the purposes of having determined the total amount of the Special Charge to be levied:*
- a) *Council considers and formally records that only those rateable properties included in the Solar Saver scheme as proposed will derive a special benefit from the imposition of the Special Charge, and there are no community benefits to be paid by Council; and*
 - b) *Formally determines for the purposes of section 163(2) (a), (2A) and (2B) of the Act that the estimated proportion of the total benefits of the Special Charge to which the performance of the function or the exercise of the power relates (including all special benefits and community benefits) that will accrue as special benefits to the persons who are liable to pay the Special Charge is 100%.*
- (4) *CEO will give public notice in The Age newspaper of Council's via authorisation of this report. Authorisation form has been included in this report as **Appendix E**.*
- (5) *Council will send separate letters, enclosing a copy of: authorisation form, Appendix E to this report; Appendix B to this report; and the public notice referred to in Paragraph 4 of this resolution, to the owners of the properties included in the scheme, advising of Council's intention to levy the Special Charge, the amount for which the property owner will be liable, the basis of calculation of the Special Charge, and notification that submissions and/or objections in relation to the proposal will be considered by Council in accordance with sections 163A, 163B and 223 of the Act.*
- (6) *Council will convene a meeting of the Hearing of Submissions Committee, at a date and time to be fixed, to hear any persons or organisations who, in their written submissions made under section 223 of the Act, advise that they wish to appear in person, or to be represented by a person specified in the submission, at a meeting in support of their submission.*
- (7) *CEO authorises the Manager Climate Emergency and Sustainable Transport to carry out any and all other administrative procedures necessary to enable Council to carry out its functions under sections 163A, 163(1A), (1B) and (1C), 163B and 223 of the Act.*

Previous Council Resolution

At its meeting held on 22 November 2021, Council resolved:

1. *Endorse Solar Saver program parameters for 2021-25 as outlined in the council report, including eligibility criteria and technology (Attachment A) noting that:*
 - a. *The new eligibility criterion will ensure that Darebin's most vulnerable residents are supported by the special charge stream.*
 - b. *A household financial cap will be introduced of up to \$6,000 to maximise the number of households Council can support.*
 - c. *The products that will be offered in the Special Charge Program will be expanded to include not just solar photovoltaic systems, but also highly efficient heating and cooling (Reverse Cycle Airconditioning).*
 - d. *The procurement approach will provide Council the option in future years to consider also offering other energy efficiency products of battery storage equipment.*
 - e. *Set and report on clear targets that will increase the participation of low income and vulnerable residents in the solar saver program*
2. *For Stage 1 of the Solar Saver program- accept the recommendation by Procurement Australia for Echo Group Corporation Pty Ltd. Trading as EkoEnergy to be appointed as the supplier and installer of solar photovoltaic and storage systems for special charge stream products up to \$ 4,000,000 (inclusive of GST) and all solar panel and storage systems as part of the bulk buy options for CT202154 Solar Saver Program, to 31 March 2023 with an option to extend to 30 June 2023.*
3. *Authorise the Chief Executive Officer to negotiate and execute the contract for CT202154 with Echo Group Corporation Pty Ltd. Trading as EkoEnergy, on behalf of Council, subject to the conclusion of Council's own procurement process, including any options to extend the contract.*

The approved eligibility criteria:

In the event of a home owner installations, the following criteria will be used:

- a) *if the owner holds a valid Health Care Card, Pensioner Concessions Card, Federal Concession Card or Veterans' Affairs Gold Card;*
- b) *the owners have a combined household income of less than \$90,000 based on FY20-21 tax return*
- c) *if any one of the owners are currently receiving Job Seeker*
- d) *if the owner has recently arrived in Australia as a resident and is waiting to qualify for Job Seeker*
- e) *if the owner is an Aboriginal or Torres Strait Islander resident, a refugee and a person seeking asylum seekers, has a disability, is an older person reliant on Commonwealth support, or is an international student*

In the event of a tenant/renter installation, the following criteria will be used:

- f) *both the rental provider and tenant(s) qualify for the 'Solar for rental properties' rebate from Solar Victoria, PLUS*
- g) *the combined household income of the tenant(s) is under \$90,000 per year (based on any of the last two year's taxable income), PLUS*

the rental provider/landlord is not seeking any repayments from the tenant (and tenant also agrees), with a focus on First Nations residents, refugees and asylum seekers and

international students (those who choose to seek partial repayment from the tenant will be supported through the bulk buy arrangements).

At its meeting held on 24 October 2022, Council resolved:

3. *In the exercise of the powers conferred by Section 11 of the Local Government Act 2020 (the Act) and the other legislation referred to in the attached Instruments of Delegation, resolves:*
 - a. *To delegate to the person holding the position, acting in or performing the duties of Chief Executive Officer the powers, duties and functions set out in the 'Instrument of Delegation to the Chief Executive Officer (S5)' (**Appendix B**) subject to the conditions and limitations specified in that Instrument of Delegation.*
 - b. *To delegate to the members of Council staff holding, acting in or performing the duties of the officers or positions referred to in the 'Instrument of Delegation to members of Council staff (S6)' (**Appendix C**) the powers, duties and functions set out in that instrument, subject to the conditions and limitations specified in that Instrument.*
 - c. *Adopts and affix Council's Common Seal to the following Instruments of Delegation provided as attachments to this report:*
 - i. *Instrument of Delegation from Council to the CEO (S5) (**Appendix B**);*
 - ii. *Instrument of Delegation from Council to members of Council Staff (S6) (**Appendix C**);*
 - d. *That these instruments come into force immediately the Common Seal of Council is affixed to each instrument.*

ALIGNMENT TO 2041 DAREBIN COMMUNITY VISION

Strategic Direction 3: Climate, Green and Sustainable

ALIGNMENT TO 2021-25 COUNCIL PLAN

Strategic Direction 3: Climate, Green and Sustainable

ALIGNMENT TO COUNCIL PLAN STRATEGIC OBJECTIVES

3.1 We will adapt to climate change and build the resilience of our community, infrastructure and the built environment, with a focus on our vulnerable communities at risk of fuel poverty, and flooding

This project is aligned to Strategic Action 3-1. Through Solar Saver 4-year program, support solar installation and energy efficiency retrofits for our vulnerable households, including public and social housing, and renters.

Batch 2 of the Solar Saver program will see 78.8kW of solar powered generation added to Darebin's mix grid, this will help avoid 116 tCO₂ per year, which is equivalent of taking 39 cars off the road each year.

DISCUSSION

Proposed Special Charge declaration

Under Section 163 of the *Local Government Act 1989* (Act), Council is empowered to declare a Special Charge for the purposes of defraying any expenses in relation to the performance of a function or the exercise of a power of Council, if Council considers that the performance of the function or the exercise of the power is, or will be, of special benefit to the persons or organisations required to pay the special rate or Special Charge.

In this case, the installation of solar energy systems on properties as part of the Solar Saver scheme arises out of Council's functions of advocating and promoting proposals which are in the best interests of the community and ensuring the peace, order and good government of Council's municipal district and promotes the social, economic and environmental viability and sustainability of the municipal district.

Each participating property has signed an Owner Agreement with Council to participate in the scheme, which includes the overall cost and repayments which would be paid by the property should the scheme be approved (see **Appendix A**).

In September 2004, the Minister for Local Government issued a guideline for the preparation of Special Charge schemes. The guideline specifically deals with the calculation of the maximum total amount that a council may levy as a Special Charge.

The guideline requires that Council identify the following:

- A. Purpose of the works
- B. Ensure coherence
- C. Calculate total cost
- D. Identify special beneficiaries
- E. Determine the properties to include
- F. Estimate total special benefits
- G. Estimate community benefits
- H. Calculate the benefit ratio
- I. Calculate the maximum total levy

A. Purpose of the Works

The purpose of the works is to supply and install solar energy systems on properties to reduce energy costs and encourage and increase the use of renewable energy in Darebin.

B. Ensure Coherence

The proposed works have a natural coherence with the proposed beneficiaries, as the properties proposed to be included in the scheme are receiving solar energy systems to the value of their participation.

C. Calculate the Total Cost

The proposed solar system installation includes the following items:

- Assessment and administration costs
- Supply and installation of solar energy systems

For the purposes of section 163(1) of the Act, the total cost of the works is calculated at **\$98,776.26** for the residential batch based on signed agreements.

The expenses in the estimate of works are consistent with the allowable expenses listed in section 163(6) of the Act.

D. Identify the Special Beneficiaries

Council is required to identify those properties that would receive a special benefit from the proposed works. A special benefit is received by a property if the proposed works or services will provide a benefit that is additional to or greater than the benefit to other properties.

The Ministerial Guideline notes that a special benefit is considered to exist if it could reasonably be expected to benefit the owners or occupiers of the property. It is not necessary for the benefit to be used by the particular owners or occupiers of a specified property at a particular time in order for a special benefit to be attributed to the property.

Property owners participating in the Solar Saver scheme are considered to receive special benefit from the proposed supply and installation of solar PV systems by means of:

- Reduced energy costs over the life of the solar PV system
- Ownership of the solar PV system after the special rate repayments are paid in full
- Increased property value

The proposed properties taking part in the scheme, the owners of which have signed an Owner Agreement with Council to participate in the scheme, are listed in **Appendix A** and Confidential **Appendix B**.

E. Determine Properties to Include

Once the properties that receive special benefit are identified, Council must decide which properties to include in the scheme. If a property will receive a special benefit but is not included in the scheme, the calculation of the benefit ratio will result in Council paying the share of costs related to the special benefits for that property.

It is accepted that only those properties at which the solar energy systems are installed will receive a special benefit from the scheme. Accordingly, it is proposed to include only those properties whose owners have signed Owner Agreements in the scheme. Council will not, then, be required to pay a share of costs related to special benefits for any property that is not included in the scheme.

F. Estimate Total Special Benefits

As per the Ministerial Guideline for Special Rates and Charges, total special benefits are defined according to the formula below:

$$\text{TSB} = \text{TSB}_{(\text{in})} + \text{TSB}_{(\text{out})}$$

- **TSB** is the estimated total special benefit for all properties that have been identified to receive a special benefit
- **TSB_(in)** is the estimated total special benefit for those properties that are included in the scheme
- **TSB_(out)** is the estimated total special benefit for those properties with an identified special benefit that are not included in the scheme

For the purposes of the proposed scheme, total special benefits have been calculated as follows:

- **TSB_(in)** – The estimated total special benefit is based on the quoted cost of the solar PV system to be installed (which has been included in the Owner Agreement signed by the property owner). It is expected that the benefit in reduced energy costs will exceed this special benefit.
- **TSB_(out)** – This is not applicable as all participating properties are included.

G. Estimate Community Benefits

Whilst the reduction of energy use, greenhouse emissions and increase of renewable energy is considered a community benefit there are no direct quantifiable costs.

- **TCB** – Total Community Benefit is assessed to be 0 benefit units

H. Calculate the Benefit Ratio

The benefit ratio is calculated as:

$$R = \frac{\text{TSB}_{(in)}}{\text{TSB}_{(in)} + \text{TSB}_{(out)} + \text{TCB}}$$

Where:

$$\text{TSB}_{(in)} = \$98,776.26 \text{ for the residential batch;}$$

$$\text{TSB}_{(out)} = 0$$

$$\text{TCB} = 0$$

$$R = 1$$

I. Calculate the Maximum Total Levy

In order to calculate the maximum total levy **S**, the following formula is used:

$$\mathbf{S = R \times C}$$

Where **R** is the benefit ratio and **C** is the cost of all works

$$\text{Therefore } \mathbf{S = 1 * \$98,776.26 = \$98,776.26}$$

Note there is no community benefit amount payable by Council.

Apportionment of Costs

Once the maximum levy amount has been calculated, it is necessary to establish an appropriate way to distribute these costs to all affected landowners.

As the properties have all received individual quotations based on the solar system and work required, it is proposed to apportion the costs based on these quotes. It is noted that the participants have been notified and signed agreements on the basis of these costs for the purpose of declaring this scheme.

It is proposed to distribute the costs as shown in confidential **Appendix B**.

Statutory Process

The Act requires Council to give public notice of its proposed declaration of the special charge and write to all people who will be liable to contribute. The proposed declaration of the special charge has been prepared in accordance with the Act. Public notice has been issued in accordance with the Act and no objections have been received.

CONSIDERATION OF LOCAL GOVERNMENT ACT (2020) PRINCIPLES

Financial Management

- Should the proposed Special Charge scheme proceed, Council will pay \$139,813.59 (including GST, pre-rebate and pre-STC claim), for the supply and installation of the solar PV systems on the residential properties listed in **Appendix A**.
- Council will pay upfront costs for installation and supply of the solar power systems as listed in confidential **Appendix B**. Around 30% to 40% of this cost is returned to Council at the point that works are invoiced for the STCs generated by the solar systems. The balance is repaid by beneficiaries of the Special Charge Scheme over 10 years. All participants are also expected to be eligible for state government rebates and this is expected to reduce the upfront cost to Council and Special Charges to be raised. Officers estimate that the total upfront cost will be reduced by approximately \$19,600.00 after rebates are confirmed.
- The rebates adjustments will be made after Council's decision and when rebates and confirmation from all participants is confirmed.
- In accordance with their respective Owner Agreements property owners will pay for the cost of the solar energy system, listed in confidential **Appendix B** (and as adjusted above), by equal instalments apportioned over a 10-year period, commencing from January-February 2022.
- Council is expected to receive **\$7,917.63** in Special Charge repayments annually for this scheme over the 10-year period. Some households may pay the total amount earlier.

Payments to Council by property owners for works via Special Charge schemes are GST exempt. Should a property be sold during the 10-year period in which the Special Charge scheme applies, the amount outstanding on the Special Charge scheme at the time of the property sale will be paid in full to Council.

- The administrative, contract management, community engagement and communications and compliance costs associated with administration of the Solar Saver program is provided for within the 2022-2023 budget.

Community Engagement

All participating households have received a site visit and quotations to participate in the program. Council gave public notice and notified the participating ratepayers as per the CEO authorisation on the 18 November 2022.

Other Principles for consideration

This report recommends proceeding with declaration of the Special Charge Schemes. This is supported by all the property owners that are proposed to be levied.

Council could also decide not to proceed with declaration of the Special Charge Scheme or seek further information to make a decision.

Overarching Governance Principles and Supporting Principles

- (c) the economic, social and environmental sustainability of the municipal district, including mitigation and planning for climate change risks, is to be promoted;

Public Transparency Principles

- (b) Council information must be publicly available unless (i) the information is confidential by virtue of this Act or any other Act; or (ii) public availability of the information would be contrary to the public interest;

Strategic Planning Principles

- (b) strategic planning must address the Community Vision;
- (e) strategic planning must provide for ongoing monitoring of progress and regular reviews to identify and address changing circumstances;

Service Performance Principles

- (c) quality and costs standards for services set by the Council should provide good value to the municipal community;

COUNCIL POLICY CONSIDERATIONS**Environmental Sustainability Considerations (including Climate Emergency)**

This project is a key action in the Darebin Climate Emergency Plan 2017-2022. The current residential batch is expected to see the installation of 78.8kW across 14 installations and an estimated equivalent annual greenhouse gas saving of 116 tCO₂-e.

Equity, Inclusion, Wellbeing and Human Rights Considerations:

This batch is made up exclusively of households meeting the eligibility criteria set up by Council. All are expected to be eligible for the Solar Homes rebate from the Victorian Government.

This program is also oriented to people facing discrimination as per eligibility criteria. It is expected to see a high percentage of participants to be part of the CALD community.

Economic Development and Cultural Considerations

For individual households participating, the program is designed so that they will save more on their energy bills than they will be paying back to Council so that they are financially better off from the outset.

This program is designed to reach Darebin's diverse community. Households who need interpreters or other communication support are prioritised.

Operational Impacts

There is no expected impact on operational matters.

Legal and Risk Implications

A risk analysis has been undertaken for the program. Solar installations are electrical works and are required by law to be signed off by an authorised electrician through a certificate of electrical safety.

Random independent audits of the work will also be undertaken by Council to ensure installations comply with Council specifications. Occupational Health and Safety processes have been assessed and will be audited on site. Ten-year warranties are required on

panels, inverters and installation.

IMPLEMENTATION ACTIONS

The next step will be the installation phase of this batch of solar installations. The solar providers will manage the physical installations in communication with Council and the participants.

Independent auditors will be used to audit the safe work procedures of the installations as they occur real time, as well as the electrical safety of the work, post-installation.

Timeline

Subject to Council resolution:



- Property owners will be contacted following Council's decision

Subject to declaration of the Special Charge scheme, installation of solar will occur from 29 November onwards over a period of approximately 2 months

RELATED DOCUMENTS

- Local Government Act 1989
- Community Climate Change Action Plan
- The Macquarie Special Rates and Charges Manual 2012

Attachments

- Solar Saver 4.1 - Batch 2 - list of addresses and cost to Council - 19 December 2022 (**Appendix A**) [↓](#) 
- CONFIDENTIAL - Solar Saver 4.1 - Batch 2 - Property addresses and prices - 19 December 2022 (**Appendix B**) Confidential - enclosed under separate cover
- CEO Approval - Intention to Declare - Solar Saver - Batch 4.1 - 18Nov22 (**Appendix C**) [↓](#) 

DISCLOSURE OF INTEREST

Section 130 of the *Local Government Act 2020* requires members of Council staff and persons engaged under contract to provide advice to Council to disclose any conflicts of interest in a matter to which the advice relates.

The Officer reviewing this report, having made enquiries with relevant members of staff, reports that no disclosable interests have been raised in relation to this report.

DECLARATION OF A SPECIAL CHARGE

19 DECEMBER 2022

Appendix A**Table of properties intended to be subject to the Solar Saver special charge scheme**

Each listed property has been assessed as to the size of solar panel and installation costs and the owner has signed the Owner Agreement to have a solar energy system installed at their property.

FULL LIST OF ADDRESSES AND COSTS

Address	
8 Youngman Street PRESTON VIC 3072	
2/40 Grandview Road PRESTON VIC 3072	
18 Callander Street RESERVOIR VIC 3073	
55 South Crescent NORTHCOTE VIC 3070	
101 Spring Street RESERVOIR VIC 3073	
5/229 Gilbert Road PRESTON VIC 3072	
72 North Road RESERVOIR VIC 3073	
277A Rossmoyne Street THORNBURY VIC 3071	
4 Thackeray Road RESERVOIR VIC 3073	
20 Plimsoll Grove FAIRFIELD VIC 3078	
8 Larne Grove PRESTON VIC 3072	
19 Sheila Street PRESTON VIC 3072	
40 Warrs Avenue PRESTON VIC 3072	
16 Flett Street PRESTON VIC 3072	
Total cost to households (post STC, ex GST) and pre-Solar Victoria rebates applied	\$98,776.26

SUMMARY

TOTAL kilowatts to be installed	78.8kW
Number of installations	14
TOTAL cost to households (exc GST, post STC, pre rebate)	\$98,776.26
Projected price of STCs to be claimed (inc GST)	\$31,159.70
Projected price of STCs to be claimed (ex GST)	\$28,327.00
Projected rebates from Solar Victoria (exc GST)	\$19,600.00
Projected GROSS total cost to Council (inc GST, pre- STCs and pre- rebates)	\$139,813.59
Projected final cost to council (exc GST, post STCs, post Solar Victoria rebates)	\$79,176.26

INTENTION TO DECLARE A SPECIAL CHARGE

18 NOVEMBER 2022

Appendix E**Authorisation form: INTENTION TO DECLARE A SPECIAL CHARGE - SOLAR SAVER (BATCH 2)**

CEO Authorises, through its current instrument of delegation passed on 24 October 2022:

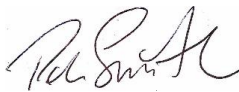
- (1) Council hereby gives notice of its intention to declare a Special Charge in accordance with section 163 of the Local Government Act 1989 (Act) as follows:
 - a) Council declares a Special Charge for the period commencing on the day on which Council issues a notice levying payment of the special rate and concluding on the tenth anniversary of that day.
 - b) We declare this Special Charge for the purpose of defraying any expense incurred by Council in relation to the provision of solar energy systems on residential properties participating in the Solar Saver scheme, which:
 - i. Council considers is or will be a special benefit to those persons or organisations required to pay the Special Charge (and who are described in succeeding parts of this resolution); and
 - ii. Arises out of Council's functions of advocating and promoting proposals which are in the best interests of the community and ensuring the peace, order and good government of Council's municipal district.
 - c) The total:
 - i. Cost of performing the function described in paragraph 1(b) of this resolution is \$98,776.26; and
 - ii. Amount for the Special Charge to be levied is \$98,776.26, or such other amount as is lawfully levied as a consequence of this resolution
 - d) We declare the Special Charge in relation to all rateable land described in the table included as **Appendix B** to this report, in the amount specified in the table as applying to each piece of rateable land.
 - e) Ownership of any land described in paragraph 1(d) of this resolution is the basis of the Special Charge.
 - f) The Special Charge will be assessed and levied as follows:
 - i. Each Special Charge is calculated by reference to the size of the solar energy system being installed and the particular costs of installation at each property participating in the Solar Saver scheme, in respect of which an Owner Agreement has been executed, totalling \$98,776.26 being the total cost of the scheme to Council;
 - ii. The Special Charge will be levied each year for a period of 10 years.
 - g) Having regard to the preceding paragraphs of this resolution and subject to section 166(1) of the Act, it is recorded that the owners of the land described in paragraph 1(d) of this resolution will, subject to a further resolution of Council, pay the Special Charge in the amount set out in paragraph 1(f) of this resolution in the following manner:
 - i. Payment annually by a lump sum on or before one month following the issue by Council of a notice levying payment under section 163(4) of the Act; or

INTENTION TO DECLARE A SPECIAL CHARGE

18 NOVEMBER 2022

- i. Payment annually by four instalments to be paid by the dates which are fixed by Council in a notice levying payment under section 163(4) of the Act.
- (2) Council considers that there will be a special benefit to the persons required to pay the Special Charge because there will be a benefit to those persons that is over and above, or greater than, the benefit that is available to persons who are not subject to the proposed Special Charge, as a result of the expenditure proposed by the Special Charge, in that the properties will have the benefit of a solar energy system being installed.
- (3) For the purposes of having determined the total amount of the Special Charge to be levied:
 - a) Council considers and formally records that only those rateable properties included in the Solar Saver scheme as proposed will derive a special benefit from the imposition of the Special Charge, and there are no community benefits to be paid by Council; and
 - b) Formally determines for the purposes of section 163(2) (a), (2A) and (2B) of the Act that the estimated proportion of the total benefits of the Special Charge to which the performance of the function or the exercise of the power relates (including all special benefits and community benefits) that will accrue as special benefits to the persons who are liable to pay the Special Charge is 100%.
- (4) CEO will give public notice in The Age newspaper of Council's via authorisation of this report. Authorisation form has been included in this report as **Appendix E**.
- (5) Council will send separate letters, enclosing a copy of: authorisation form, Appendix E to this report; Appendix B to this report; and the public notice referred to in Paragraph 4 of this resolution, to the owners of the properties included in the scheme, advising of Council's intention to levy the Special Charge, the amount for which the property owner will be liable, the basis of calculation of the Special Charge, and notification that submissions and/or objections in relation to the proposal will be considered by Council in accordance with sections 163A, 163B and 223 of the Act.
- (6) Council will convene a meeting of the Hearing of Submissions Committee, at a date and time to be fixed, to hear any persons or organisations who, in their written submissions made under section 223 of the Act, advise that they wish to appear in person, or to be represented by a person specified in the submission, at a meeting in support of their submission.
- (7) CEO authorises the Manager Climate Emergency and Sustainable Transport to carry out any and all other administrative procedures necessary to enable Council to carry out its functions under sections 163A, 163(1A), (1B) and (1C), 163B and 223 of the Act.

CEO: Peter Smith

Approved	Not approved
	
Date: 18 November 2022	Date:

9.3 COMMUNITY ENGAGEMENT POLICY REVIEW - PERSONAL INFORMATION COLLECTION REQUIREMENT AND SECTION 223 OF 1989 LOCAL GOVERNMENT ACT

Author: Coordinator Community Engagement and Demographics
Manager Communications, Engagement & Customer Experience

Reviewed By: General Manager Governance and Engagement

EXECUTIVE SUMMARY

This report includes the review of Darebin's Community Engagement Policy, particularly with regard to the collection of personal information and the guidance to replace the provisions under section 223 of the *Local Government Act 1989*.

In light of recent cyber-attacks, the demonstrated barrier to participation and the privacy law implications, it is recommended that Darebin Council removes the requirement for community engagement participants to provide their name, email/postal address and postcode in order to participate in all forms of engagement, and instead only collect postcode as part of the demographic information usually collected. It is recommended that Council adopts the revised Policy as attached as Appendix A. It is also recommended that Darebin Council adopts new guidance for all engagement processes that no longer require section 223 of the *Local Government Act 1989*.

Officer Recommendation

That Council:

- (1) Removes the requirement for community engagement participants to provide their name, email/postal address and postcode
 - (2) Only collect postcodes, alongside the demographic information usually collected
 - (3) Adopts the new guidance for all engagement processes that no longer require section 223 of the *Local Government Act 1989*
 - (4) Adopts the revised Community Engagement Policy
-

BACKGROUND / KEY INFORMATION

The Darebin Community Engagement Policy was adopted in principle by Council in February 2021 as required by the *Local Government Act 2020*. The policy has been in operation for almost two years and in line with the intent to review, there are a number of items which require the attention of Council, they are:

- Minimum standards of engaging with Aboriginal and Torres Strait Islander peoples
 - Collection of personal information on all engagements undertaken
 - Guidance to replace section 223 of the *Local Government Act 1989*
-

This report includes the review of the collection of personal information and the guidance to replace the provisions under section 223 of the *Local Government Act 1989*. The review of the minimum standards of engagement with Aboriginal and Torres Strait Islander peoples is underway and will be reported in a separate report once feedback has been received from the Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation, and other Aboriginal and Torres Strait Islander peak bodies and organisations as required.

Previous Council Resolution

At its meeting 22 February 2021, Council resolved:

That Council:

- (1) *Notes the outcomes of community engagement on the draft Community Engagement Policy and endorses the changes recommended to the Community Engagement Policy as a result of this engagement;*
- (2) *Adopts the Community Engagement Policy to ensure we conduct our community engagement policy in an inclusive manner that includes all voices in our community by actively seeking to remove social, cultural, linguistic, and gender-based barriers that people and groups in our diverse community might encounter, with the specific following changes:*
 - a) *The first paragraph of the Purpose and Scope on page 3 of the document to be amended to read: "Darebin City Council is committed to building a fair, inclusive and equitable city, which is why we put residents, business owners, and the community sector at the heart of our decision-making".*
 - a) *The table on page 5, in the row titled REPRESENTATIVE, the words "to reduce those barriers" should be replaced with "to remove those barriers".*
 - c) *Under 'Deliberative Engagement' on page 9, the sentence "provide recommendations and feedback which is reviewed and adopted by Council" to be replaced with "provide recommendations and feedback which is reviewed and considered for adoption by Council".*
 - d) *The second paragraph under "How we engage – Minimum standards, Level and*
 - b) *Type" on page 6 to be amended from "We also apply minimum standards of engagement to all our engagements to achieve this in our engagement approach" to "We also apply minimum standards of engagement that reflect the ratios of diversity in the community, to all our engagements in order to achieve maximum representation in our engagement approach."*
 - c) *The table on page 7, in the column "Empower" and the row "Our promise to the community", to add the words "or we will provide reasons if Council amends a decision or recommendation."*
 - d) *The table on page 7, in the column "Empower" and the row "Participation goal" to remove the words "final" and "making" and replace the word "decision" with "decisions".*
 - e) *Under "Principles of deliberative engagement" on page 9, the dot point that reads "good representation of the community in engagement activities" to be amended to "accurate representation of the community in engagement activities".*
- (3) *Revokes the Community Engagement Strategy and Community Engagement Framework adopted on 6 November 2019;*
- (4) *Receives a further report and update on the Community Engagement Policy to incorporate any feedback received upon completion of engagement with the Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation, and other Aboriginal and Torres Strait Islander peak bodies and organisations as required.*

- (5) *Endorses option 2 for participation requirements of all future engagements including but not limited to future online, written, telephone and pop-up consultations undertaken to minimise the risk of multiple submissions by requiring participants to provide personal information such as name, (email address or postal address) and post code.*
- (6) *Ensures that consultations continue to also use the standard demographic questions including but not limited to, what connection a person has to Darebin.*
- (7) *Ensures that consultations must be done in different community languages using bilingual facilitators.*

ALIGNMENT TO 2041 DAREBIN COMMUNITY VISION

Strategic Direction 1: Vibrant, Respectful and Connected

ALIGNMENT TO 2021-25 COUNCIL PLAN

Strategic Direction 4 Responsible, Transparent and Responsive

ALIGNMENT TO COUNCIL PLAN STRATEGIC OBJECTIVES

1.2 We will help to build an inclusive and empowered community, where social cohesion and community harmony are fostered

This policy ensures we conduct our community engagement in a way that includes all voices in our community by actively seeking to remove the barriers people and groups in the community might encounter. The policy seeks to clearly articulate community engagement practices in an open and transparent way which ensures the community can trust the decisions of Council.

DISCUSSION

Personal information collection requirement

As part of the adoption of the policy in February 2021, the requirement for participants to provide their personal details of name, address/email and post code was added. The implementation of the personal information collection requirement has caused a significant impact on engagements undertaken and has raised a range of issues.

A summary of the key issues relating to this requirement are documented below.

Barrier to participation

On average, one fifth of engagement participants choose not to participate because of the personal information collection requirement, automatically excluding these individuals from participating in Council engagements.

The barrier to participation is increased when engaging with our culturally and linguistically diverse community members. In developing our Multicultural Communications and Engagement Toolkit, one of the key pieces of feedback was the discomfort with providing personal information as a condition of the engagement process. There have been numerous examples since the adoption of the policy where CALD community groups declined requests for personal information.

Vulnerable community members such as persons who experience domestic or family violence, disadvantaged communities, and persons with disabilities, tend not to engage due to the collection of personal information. The current requirement excludes these community cohorts.

The recent changes to the Child Safety Standards states that *Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously*. In light of this change, the impact of the personal information collection from an ethical perspective must be considered when involving children in engagement activities. Informed consent is required which becomes complex and challenging when explaining the reason for collecting children's personal information. Children's safety also needs to be carefully considered in the event of a data breach.

Reducing risk due to recent cyber-attacks

Recent cyber-attacks on Optus and Medibank, two large corporations have resulted in the disclosure of their customers' personal information. Information of Optus customers such as name, date of birth, email addresses, driver's licences, Medicare card and passport numbers have been exposed. In Medibank's data breach situation, health related information of their customers has been exposed. Such recent events have demonstrated a need for Darebin to reduce its risk profile in relation to the collection of personal data. By collecting personal data for all engagements undertaken, Darebin significantly increases its risk profile in the event of a data breach. While there are security measures in place and processes, systems which are used to collect the data could be breached.

Lack of verification

Another reason to remove the personal information collection is because there's no way for officers to verify the information that participants provide when completing the personal information fields. It is possible to identify ratepayers but for residents who are renting which according to the 2021 Census makes up 37% of the total households in Darebin, as well as business occupiers, and community members who work, study or visit the municipality, we have no list for comparison for any personal information provided.

Privacy law implications

Legal advice sought on whether Council's collection of personal information and demographics information, undertaken as part of the Community Engagement Policy requirement and as a standard for engagements, is consistent with the *Privacy and Data Protection Act 2014* has indicated that Council falls short of its obligations to comply with some privacy principles including 'anonymity' because Council is required to maximise opportunities for participants to engage with it anonymously, and 'sensitive information', because some of the demographic information collected by Council relates to information afforded additional protections under the *Privacy and Data Protection Act 2014* due to its classification as 'sensitive information'. Such implications emphasise the need to remove the personal information requirement and review the demographics information collected.

The need for guidance for engagement processes not requiring section 223 of Local Government Act 1989

The *Local Government Act 2020* has brought about many changes to the engagement practice in the Local Government sector, and one of them has been the change to a number of engagement processes that previously required following the provisions of Section 223 of the *Local Government Act 1989*, including the Annual Budget and Local Law Review. The current Community Engagement Policy lacks the guidance needed for these processes that do not require section 223 of the previous Act. In line with the intent of the Policy to put the

community at the heart of Council decision making, the following changes are proposed as the new guidance for these processes:

- Moving away from formal submissions to increase the community influence
- Engagement approach is established on a case by case basis and is project specific, which follows the engagement practice outlined in the Community Engagement Policy
- A minimum of three weeks engagement period unless there is a strong justification for a shorter engagement period
- Significant engagements that affect the municipality could include an alternative to provide an opportunity for participants to be heard by the Hearing of Submissions Committee. This would be a decision made by the Executive Leadership Team.

Note, there is still a legislative requirement for certain submissions to be dealt with via s223 of the *LGA 1989* (e.g. changes to the Road Management Plan and proposed declarations of roads as public highways). These proposed changes do not affect the petitions and submissions process outlined in the Governance Rules.

CONSIDERATION OF LOCAL GOVERNMENT ACT (2020) PRINCIPLES

Financial Management

There are no significant financial or workforce impacts relating to this matter

Community Engagement

Consultation was undertaken with the relevant business units for the proposed changes outlined above for the new guidance for processes that do not require Section 223 of the *Local Government Act 1989*.

Other Principles for consideration

The Community Engagement Policy aligns to the public transparency principles. The Policy ensures we conduct our community engagement in a way that is open and transparent to ensure the community can trust the decisions we make.

Overarching Governance Principles and Supporting Principles

- (b) priority is to be given to achieving the best outcomes for the municipal community, including future generations;

Public Transparency Principles

- (a) Council decision making processes must be transparent except when the Council is dealing with information that is confidential by virtue of this Act or any other Act;

Strategic Planning Principles

- (b) strategic planning must address the Community Vision;

Service Performance Principles

- (a) services should be provided in an equitable manner and be responsive to the diverse needs of the municipal community;

COUNCIL POLICY CONSIDERATIONS

Environmental Sustainability Considerations (including Climate Emergency)

Consideration was given to environmental sustainability when planning and running the consultation sessions that were face to face. However, due to COVID safety, some less environmentally sustainable decisions were made such as using hard copy surveys in place of iPads and buying individually wrapped snacks for workshops. However, where possible, reusable glasses and plates were used for catering purposes.

Equity, Inclusion, Wellbeing and Human Rights Considerations:

The Community Engagement Policy was drafted in accordance with Equity Impact Assessment principles, and the changes proposed in this report are also consistent with this approach.

Economic Development and Cultural Considerations

The personal information collection requirement is a considerable barrier to participation for culturally and linguistically diverse community members. There have been numerous examples since the adoption of the policy where CALD community groups have declined requests for personal information

Operational Impacts

There are no significant impacts.

Legal and Risk Implications

The changes proposed in this report have been developed to mitigate privacy and risk impacts relating to the collection of personal information. By removing the requirement to collect personal information excluding postcode, Council will eliminate the risk related to cyber-attacks. Legal risk related to privacy legislation would also be significantly diminished.

IMPLEMENTATION ACTIONS

If supported, this reviewed policy would be presented at the December Council meeting for adoption. Shortly after the changes will be implemented throughout the organisation.

RELATED DOCUMENTS

- *Local Government Act 2020*
- *Local Government Act 1989*

Attachments

- Proposed Darebin Community Engagement Policy (**Appendix A**) [↓](#) 

DISCLOSURE OF INTEREST

Section 130 of the *Local Government Act 2020* requires members of Council staff and persons engaged under contract to provide advice to Council to disclose any conflicts of interest in a matter to which the advice relates.

The Officer reviewing this report, having made enquiries with relevant members of staff, reports that no disclosable interests have been raised in relation to this report.



Darebin Community Engagement Policy

<p>Purpose</p>	<p>Darebin City Council is committed to building a fair, inclusive and equitable city, which is why we put residents, business owners and the community sector at the heart of our decision-making.</p> <p>This policy ensures we conduct our community engagement in a way that includes all voices in our community by actively seeking to remove the barriers people and groups in the community might encounter, and is open and transparent to ensure the community can trust the decisions we make as caretakers of this city.</p> <p>This will be achieved through:</p> <ul style="list-style-type: none"> • Our community engagement principles and our commitment to the community, which underpins and guide our approach to community engagement. • Our clear minimum standards of conducting meaningful, equitable and inclusive engagement, taking into consideration the significance and complexity of projects and matters, and level of interest, impact and influence that the stakeholders have on decisions being made. • Consistent application of this policy to all planning, implementation and evaluation of all community engagement processes and activities at Darebin undertaken by Council, including work undertaken by consultants and volunteers. <p>This policy also provides direction on our legislatively required community engagement practices.</p>
<p>Scope</p>	<p>This Policy applies to anyone in the organisation who engages with the community.</p>

May 2020



<p>Definitions and Abbreviations</p>	<p>The following definitions have been used for the purposes of this policy.</p> <p>Community Engagement A planned process that provides individuals and groups the opportunity to be involved meaningfully in service planning, delivery and decision-making which may affect them or are of interest to them. Community engagement seeks to build trust and strengthen relationships.</p> <p>Community A term used that includes residents, businesses/workers, community leaders/representatives, and community groups and organisations in Darebin.</p> <p>Consultative Engagement A term used to describe engagements at the level of ‘inform’ or ‘consult’ on the IAP2 Spectrum of Public Participation, with the related promise of keeping the community informed or seeking feedback on strategies, policies and plans.</p> <p>Deliberative engagement Deliberative engagement is a process that involves an informative and engaging dialogue with an inclusive, diverse and genuine representation from our community, where considered views and joint outcomes can be developed. Participants are provided with a breadth of inputs, information and enough time and opportunity to engage and discuss issues in depth in a welcoming and respectful environment, then provide recommendations and feedback which is reviewed and considered for adoption by Council.</p> <p>Public Participation A term used by IAP2 meaning the involvement of those affected (interested or impacted) by a decision in the decision-making process. We use the term interchangeably with Community Engagement, Stakeholder Engagement or Consultation.</p>				
<p>Policy Statement(s)</p>	<p>None</p>				
<p>Responsibilities</p>	<p>We have principles, commitments and approaches that ensure our community engagement is meaningful, equitable and inclusive.</p> <p>The implementation of the Community Engagement Policy is the collective responsibility across all teams and staff members at Darebin.</p> <p>Responsibilities for ensuring this policy is implemented as intended is as follows:</p> <table border="1" data-bbox="531 1850 1444 1973"> <thead> <tr> <th data-bbox="531 1850 890 1901">Who</th> <th data-bbox="890 1850 1444 1901">Roles and responsibilities</th> </tr> </thead> <tbody> <tr> <td data-bbox="531 1901 890 1973">Councillors</td> <td data-bbox="890 1901 1444 1973">Ensure that there has been meaningful and inclusive engagement, and support the</td> </tr> </tbody> </table>	Who	Roles and responsibilities	Councillors	Ensure that there has been meaningful and inclusive engagement, and support the
Who	Roles and responsibilities				
Councillors	Ensure that there has been meaningful and inclusive engagement, and support the				

May 2020



		community mandate		
	Executive Management Team	Ensure policy is being applied to the community engagements when reviewing reports and presentations Champion best practice community engagement		
	Managers Group and Leadership Group	Ensure policy is being applied to community engagements being undertaken by their teams		
	Staff	Ensure policy is being applied to community engagements undertaken		
Organisational Values	<p>Council’s organisational values enable and support the effective design and application of this policy by guiding staff in the course of their work.</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>We Make a Difference: We are driven by our desire to make a difference for the people we serve. Our work is purposeful and creates a positive impact for the community. We are proud to work here. Our work matters.</p> <p>We are Accountable: We are empowered to own and take responsibility for our actions. We follow through on our commitments and deliver on our promises. We make it happen.</p> <p>We are Collaborative: We are united by a common purpose to serve the community. We work together, connecting within our teams and across the organisation. We are inclusive and collaborative. We are one.</p> </td> <td style="width: 50%; vertical-align: top;"> <p>We have Integrity: We act with integrity and transparency in conversations and decision-making. Through open and clear communication, we build trust. We’re honest. We walk the talk.</p> <p>We show Respect: We are diverse, inclusive, respectful and caring. We encourage everyone to have a voice and we listen to each other. We recognise one another’s contributions and treat people fairly. We look after each other.</p> <p>We are Creative: We are bold, courageous and innovative. We try new things, experiment and continuously improve. We are open-minded, creative and forward-thinking. We are leaders.</p> </td> </tr> </table>		<p>We Make a Difference: We are driven by our desire to make a difference for the people we serve. Our work is purposeful and creates a positive impact for the community. We are proud to work here. Our work matters.</p> <p>We are Accountable: We are empowered to own and take responsibility for our actions. We follow through on our commitments and deliver on our promises. We make it happen.</p> <p>We are Collaborative: We are united by a common purpose to serve the community. We work together, connecting within our teams and across the organisation. We are inclusive and collaborative. We are one.</p>	<p>We have Integrity: We act with integrity and transparency in conversations and decision-making. Through open and clear communication, we build trust. We’re honest. We walk the talk.</p> <p>We show Respect: We are diverse, inclusive, respectful and caring. We encourage everyone to have a voice and we listen to each other. We recognise one another’s contributions and treat people fairly. We look after each other.</p> <p>We are Creative: We are bold, courageous and innovative. We try new things, experiment and continuously improve. We are open-minded, creative and forward-thinking. We are leaders.</p>
<p>We Make a Difference: We are driven by our desire to make a difference for the people we serve. Our work is purposeful and creates a positive impact for the community. We are proud to work here. Our work matters.</p> <p>We are Accountable: We are empowered to own and take responsibility for our actions. We follow through on our commitments and deliver on our promises. We make it happen.</p> <p>We are Collaborative: We are united by a common purpose to serve the community. We work together, connecting within our teams and across the organisation. We are inclusive and collaborative. We are one.</p>	<p>We have Integrity: We act with integrity and transparency in conversations and decision-making. Through open and clear communication, we build trust. We’re honest. We walk the talk.</p> <p>We show Respect: We are diverse, inclusive, respectful and caring. We encourage everyone to have a voice and we listen to each other. We recognise one another’s contributions and treat people fairly. We look after each other.</p> <p>We are Creative: We are bold, courageous and innovative. We try new things, experiment and continuously improve. We are open-minded, creative and forward-thinking. We are leaders.</p>			
Breach of Policy	Breaches of policies are treated seriously. Any concerns about non-compliance should be reported immediately to the owner of this policy.			
What is Community Engagement and why we engage	<p>Community engagement is a planned process that provides individuals and groups the opportunity to be involved meaningfully in service planning, delivery and decision-making which may affect them or are of interest to them. Community engagement seeks to build trust and strengthen relationships.</p> <p>Community engagement is a key step in forming decisions and developing policies, services, programs, places and spaces that continue to be relevant and responsive to changing needs and expectations. Maintaining and improving the wellbeing of our community depends on effective and transparent decision-making, that has considered the diversity of community views in an equitable, inclusive, open and authentic way.</p> <p>Meaningful, equitable and inclusive community engagement is essential as highlighted in one of the principles of our Towards Equality – Equity, inclusion and human rights framework 2019-2029.</p> <p>International research shows that the decision-making of governments is improved when communities are involved (Parvin 2018). It makes local government: respond</p>			

May 2020



better to the diverse needs of the community; design better services; and best of all, use the ideas of our community to respond to change. It also builds trust in government as people become involved in, and therefore see themselves reflected in it.

Our two aims for engaging are:

- To strengthen representation in decision-making
- To make sure we fulfil our commitments to community in line with our engagement principles and ensure the decisions and actions Council makes are transparent and well explained to our community

The first aim is to strengthen representativeness in decision-making by ensuring Councillors and staff have access to information that reflects the diversity of the needs and lived experiences in our community, not just the opinions of the loudest voices. There is a widening “participation gap” in who gets their views heard in government decision-making (Dalton 2017). If not thought through carefully, new methods of community engagement only give people with the skills and resources more ways to have a say, further widening that gap (Dalton 2017). Focusing on representativeness will improve the quality of our community engagement, ensuring we generate a balanced set of perspectives to incorporate into discussions about action and outcomes. It is important that we provide more ways for a broader range of residents, businesses, and community representatives to have a say, and to experience and build an understanding of local government.

The second aim is to ensure we fulfil our commitments to community in line with our engagement principles and widely provide open and transparent feedback on decisions, to allow public scrutiny, and to make sure the community understands the reasons for our decisions (Parvin 2018). Fulfilling our commitment to the community is essential for good community engagement. This means always “closing the loop” by going back to the community post-engagement, so people know how their feedback was considered and what decisions were made as a result.

This aim also aligns to the principles in the Local Government Act 2020 to ensure the transparency of Council decisions and actions (governance principle), and to ensure that Council decision making processes are transparent. An exception is when the Council is dealing with information that is confidential by virtue of this Act or any other Act (public transparency principle). Engaging our community in the decision-making process is at the heart of transparency in Council’s decision making processes.

Bolstering the representativeness of information used to make decisions and feeding decisions back to community is not always easy. But well-planned community engagement means we can lead meaningful, open and transparent conversations about policy challenges and options. It means we can deliver the types of services and facilities our community needs and wants and address undue influence of skilled interest groups by balancing needs and perspectives. Ultimately, it allows our elected representatives to make decisions that create better communities, in increasingly complex environments.

May 2020



Our Principles and Commitment to the community

The following six principles underpin community engagement at Darebin. They are the guiding rules for all engagement processes and activities undertaken, and ensure our community engagement is purposeful, representative, and is easy to be involved in.

Council has built on these six principles to include our commitment to our community against each of these principles.

Principles	Our Commitment
A genuine opportunity to shape the way our local government works (respectful)	We set clear objectives and scope for our engagements to ensure participants have clear expectations of what they can influence and how their feedback will be used.
Focused on providing input to solving challenges (action oriented)	We recognise that better decisions will be made with community feedback and input.
Representative (focused on justice and equity)	We ensure all community members have opportunities to contribute and benefit, no matter their preferences, abilities, cultures or where they live. We recognise there are barriers for some groups and will use suitable methods, and build our relationships across our community, to remove those barriers and ensure everyone's voices are heard
Build on our relationships with the community which are essential to trust in our work	We value the insights of our community and respect the time and effort they give towards informing our decision making. We will be collaborative, consistent, transparent and will keep the community informed in our engagement approach
Accessible, easy, and enjoyable (inclusive)	We focus on productive and meaningful sessions that suit the community and are enjoyable and culturally relevant. We want those involved to learn about complex issues, hear a range of perspectives, and have their own experiences and needs heard.
Fed back to the community (integrity)	We are committed to sharing the findings with participants and to ensuring our decisions are reported back widely to the community.

May 2020



<p>How we engage – Minimum standards, Level and Type</p>	<p>Minimum standards of engagement</p> <p>Council will endeavour to reach all sections of the diverse community and provide an opportunity to give feedback and be involved when forming decisions and developing policies, services and spaces in a way that is accessible, appropriate and welcoming.</p> <p>It is important people who participate are supported and made to feel safe and comfortable in the process so they can have their say, whatever their background or life experiences.</p> <p>Specific consideration must be given to encourage feedback from those who experience disadvantage, marginalisation or those who Council traditionally finds hard to reach.</p> <p>We apply the lenses of people, places and experiences from our Towards Equality Framework to consider the diverse needs of our community and how they should be included in the engagement process. We also apply minimum standards of engagement that reflect the ratios of diversity in the community, to all our engagements in order to achieve maximum representation in our engagement approach.</p> <p>We are particularly committed to supporting the rights of people and groups who experience discrimination and disadvantage, including Aboriginal and Torres Strait Islander peoples; children; young people; older people; culturally and linguistically diverse people; migrants and refugees; women and girls; Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ+) people; people with a disability; and people experiencing poverty, including intergenerational disadvantage in the context of historical and growing inequalities.</p> <p>Council is committed to high quality, open and respectful engagement with all Aboriginal and Torres Strait Islander peoples and communities. Council acknowledges Aboriginal and Torres Strait Islander communities’ right to self-determination and community-control principles. These principles have special significance for the way in which Council engages with Aboriginal and Torres Strait Islander peoples. Council also recognises the diversity of views and opinions within Aboriginal and Torres Strait Islander communities.</p> <p>Aboriginal and Torres Strait Islander peoples and communities have been deeply harmed by the policies and actions of past governments, which means trusting relationships may not exist or may need time and resources to establish and build.</p> <p>In all of Council’s engagement with Aboriginal and Torres Strait Islander peoples and Aboriginal and Torres Strait Islander organisations, Council will ensure that there are culturally appropriate opportunities for the Aboriginal and Torres Strait Islander community to be involved and strive to establish and sustain collaborative relationships: working together, giving recognition for Aboriginal and Torres Strait Islander community decision-making and, importantly, supporting the on-going aspirational efforts of Aboriginal and Torres Strait Islander peoples themselves towards justice and community well-being.</p> <p>Aboriginal and Torres Strait Islander communities must always have the authorising voice in any thinking and decisions in matters which will affect them and their communities. This is usually where there is a higher level of community influence in the decision-making.</p> <p>A comprehensive guide of how to apply these standards are explained in our</p>
---	---

May 2020



Community Engagement Toolkit.

Level of Community Engagement

Engagement opportunities provided by Council will vary in level and type depending on the significance, complexity of projects, and level of interest, impact and influence that the stakeholders have on decisions being made.

At Darebin Council, we use the IAP2 Spectrum of Public Participation to guide our engagement approach. The Spectrum, as adapted and shown below, describes five different levels of engagement each with a different level of influence that the community should expect to have, and the related promise that we make to the community.

The levels of engagement are identified during the engagement planning process, but they can change throughout the course of projects due to factors like political impact, nature of the project, scope, resources, and influence from communities of interest.

Council will assess the following when identifying the levels of engagement and related engagement activities:

- Level of impact on the community
- Level of influence communities of interest have on the decision being made
- Complexity and associated risks of the issue, project or topic
- Resources available

Council will also assess our demographic data and identify the community groups that need to be targeted during the engagement planning process.

Council will collect certain demographic information from participants of engagements on an optional basis to support meaningful inclusion and ensure that the voices of the diverse community are being captured in engagements.

~~Our policy requires the collection of personal information from participants of all engagements undertaken with the community such as name, an email address or postal address and postcode. However, we recognise that not all participants will be able to provide such details, and as such Council will make reasonable adjustments as required.~~

	Infor m	Consult	Involve	Collaborate	Empower
Particip ation goal	To provid e well balanc ed and objecti ve inform	To seek communit y feedback on analysis, alternativ es, and	To work directly with the communit y througho ut the process to	To partner with the community in each aspect of the decision including the development of alternatives and	To place decisions in the hands of the community, and build their capacity to deliver change

May 2020



		ation to assist our community to understand or make them aware of the problem, alternatives, opportunities and/or solutions	proposed decisions	ensure that their concerns and aspirations are consistently understood and considered.	identification of preferred solution, and work together toward a jointly agreed outcome.	
	Our promise to the community	We will keep you informed	We will keep you informed, listen to and acknowledge concerns and aspirations and provide feedback on how community input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how community input influenced the decision.	We will work together with you to formulate solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide or recommend, or we will provide reasons if Council amends a decision or recommendation



<p>Example methods and practices</p>	<p>Information sessions Media releases Social media posts On-site signage Direct mail Project updates</p>	<p>Surveys (online and hardcopy) Ideas collection Drop-in sessions Opinion poll Submission processes Pop-up sessions</p>	<p>Advisory groups Workshops Deliberative polling Elements of deliberative engagement practices</p>	<p>Citizen advisory committees Participatory decision making Community ownership project governance Elements of deliberative engagement practices (i.e. deliberative panels)</p>	<p>Citizens' jury/ panel/ assembly Deliberative budgeting Consensus Conference Representative deliberative panels</p>
<p>Engagement Type</p>	<p>Consultative</p>		<p>Deliberative</p>		
<p>Minimum standards of engagement</p>	<p>Engaging with our diverse community</p> <ul style="list-style-type: none"> • Applying community engagement principles and commitments to community in practice • Ensuring accessibility: language, location, format, platform and time • Making sure there is translated materials and interpreters/ multilingual facilitators (languages other than English including Auslan) • Identifying demographics and priority groups: to ensure representativeness of the diverse community • Providing enough time and resources for engagement (planning and time for responses) <p>Engaging with Aboriginal and Torres Strait Islander peoples</p> <ul style="list-style-type: none"> • As a first principle, Council will lead engagement activities with the Traditional Land Owners, the Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation, on all matters of key importance • Culturally appropriate opportunities provided • Views and guidance must be sought from the earliest stages of an idea or proposal before moving into scoping and planning • Advice cannot be sought and then ignored • Advice must be integrated without adjustment or censorship. • Advice may need to be sought and integrated successively, at each stage of a project or initiative. • When engagement type is deliberative engagement there must be a partnership decision-making process 				

May 2020



	<p>Type of Community Engagement</p> <p>Engagement practices can largely be considered as ‘consultative’ or ‘deliberative’. Consultative engagement is where the engagement level is at ‘inform’ or ‘consult’ on the IAP2 Spectrum and deliberative engagement is where the engagement level is at ‘Involve’, ‘Collaborate’ and ‘Empower’.</p> <p><u>Consultative Engagement</u></p> <p>Consultative engagement includes:</p> <ul style="list-style-type: none"> • Information provided to the community to help them to understand a project or a matter • Feedback sought from the community such as ideas, thoughts and insights which are considered by Council and the outcome of the engagement is reported back to the community <p><u>Deliberative Engagement</u></p> <p>Deliberative engagement is a process that involves an informative and engaging dialogue with an inclusive, diverse and genuine representation from our community, where considered views and joint outcomes can be developed. Participants are provided with a breadth of inputs, information and enough time and opportunity to engage and discuss issues in depth in a welcoming and respectful environment, then provide recommendations and feedback which is reviewed and considered for adoption by Council.</p> <p>Council will undertake deliberative engagement in the following circumstances:</p> <ol style="list-style-type: none"> 1. Where it has a legislated obligation (including Community Vision, Council Plan, Financial Plan and Asset Plan) or 2. Where it is assessed as appropriate to undertake this engagement approach for projects or processes, and meet the level of influence and promise required <p>Example of deliberative methods and practices are shown in the table above. Council will use some of these methods and practices to meet the legislative requirements in the Act.</p>
--	---



Legislative environment and requirements

There are some areas where our community engagement work is guided by legislation. Under the *Local Government Act 2020*, there are five community engagement principles that Council’s Community Engagement Policy need to give effect to, and four principles that need to be applied to the engagement undertaken for strategic documents and plans such as the four-year Council Plan, Community Vision, Financial Plan, and Asset Plan.

Community engagement principles

- a community engagement process must have a clearly defined objective and scope;
- participants in community engagement must have access to objective, relevant and timely information to inform their participation;
- participants in community engagement must be representative of the persons and groups affected by the matter that is the subject of the community engagement;
- participants in community engagement are entitled to reasonable support to enable meaningful and informed engagement;
- participants in community engagement are informed of the ways in which the community engagement process will influence Council decision making

Principles of deliberative engagement

- authentic engagement with the community;
- accurate representation of the community in engagement activities;
- clear demonstration of how all views have been considered;
- accessible and relevant information available to the community to ensure the decision-making process and the community’s level of influence is clear in each instance and that participants are fully informed.

The following is a guide of how Council will meet the engagement requirements as outlined in the Act.

Strategic document, plan or process	Engagement type
Council Plan	Deliberative Engagement
Municipal Health and Wellbeing Plan	Deliberative Engagement
Community Vision	Deliberative Engagement
Financial Plan	Deliberative Engagement
Asset Plan	Deliberative Engagement

May 2020



Making of local laws.	Consultative Engagement
Budget	Consultative Engagement
Governance Rules	Consultative Engagement
Acquiring, purchasing, selling, exchanging or leasing land	Consultative Engagement
Electoral structure review	Engagement type to be decided upon assessing the intricacies of the matter
Other Council policies, strategies and plans that directly impact the community	Engagement type to be decided upon assessing the intricacies of the matter
Projects that create new assets or change service levels	Engagement type to be decided upon assessing the intricacies of the matter
Guidance process – in addition to section 223 of the Local Government Act 1989.	<p>There is still a legislative requirement for certain submissions to be dealt with via s223 of the LGA 1989 (e.g. changes to the Road Management Plan and proposed declarations of roads as public highways).</p> <p>Moving away from formal submissions to increase the community influence</p> <ul style="list-style-type: none"> • Engagement approach is established on a case by case basis and is project specific, which follows the engagement practice outlined in the Community Engagement Policy • A minimum of three weeks engagement period unless there is a strong justification for a shorter engagement period • Significant engagements that affect the municipality could include an alternative to provide an opportunity for participants to be heard by the Hearing of Submissions Committee. This would be a decision made by ELT

This policy also meets the Victorian Auditor General's Office recommendations for community engagement practices (VAGO 2017).

All of our community engagement processes and practices comply with the letter

May 2020



and spirit of the Charter of Human Rights and responsibilities Act 2020. The following rights are particularly relevant to community engagement:

- right to recognition and equality before the law (section 8), which implies that special measures can be taken to assist groups who are disadvantaged by discrimination
- right to freedom of expression (section 15) stating that people are free to say what they think and want to say, and have the right to find, receive and share information and ideas
- right to taking part in public life (section 18) stating that every person has the right to take part in public life
- right to freedom of thought, conscience, religion and belief (section 14)
- cultural rights (section 19), notably Aboriginal and Torres Strait Islander cultural rights
- right to protection of families and children (section 17)
- right to privacy (section 13) - Every person has a right to enjoy their private life free from interference.

Community engagement relating to planning permit applications and planning scheme amendments is outside of the scope of this policy, as these processes are governed by the *Planning and Environment Act 1987(Vic)* and associated regulations. However, these processes should be interpreted in accordance with human rights principles as mandated by the *Charter of Human Rights and Responsibilities Act 2006 (Vic)*.

May 2020



<p>Putting community engagement into practice – planning, implementation and evaluation</p>	<p>Council follows five steps to put community engagement into practice and undertake a successful engagement. This easy-to-use, step-by-step approach is applied to all community engagements undertaken at Darebin regardless of the complexity or scale.</p> <p>Each of these steps align with the principles of this Policy, which allows a consistent application of the principles to our engagements.</p> <p>Step 1 – think about what information you need to solve your problem or challenge (objective, background, scope engagement levels and type)</p> <p>Step 2 – identify the community members and groups you need to talk to (who to engage)</p> <p>Step 3 – identify the best engagement methods</p> <p>Step 4 – get the right data from your engagement, including for evaluation and ensure the information is housed accordingly for future use</p> <p>Step 5 – report back to the community: this is where Council will inform the community of engagement outcomes, which is usually via the Your Say Darebin online engagement platform, Council website, and directly to the participants who were involved and have provided contact details</p> <p>The steps of this policy will help staff consider:</p> <ul style="list-style-type: none"> - if they need to engage - how they can generate robust, useful, representative data, and - how they can report results of decision-making back to the community. <p>Council staff can use the five steps to write their <i>Community Engagement Plan</i>, which is part of the <i>Community Engagement Toolkit</i> and has detailed information on how to apply these five steps.</p>
<p>References</p>	<p>IAP2 (International Association for Public Participation) (2020) IAP2 Published resources – spectrum and quality assurance webpage. Available at: https://www.iap2.org.au/Resources/IAP2-Published-Resources</p> <p>Local Government Act 2020. Available at https://www.legislation.vic.gov.au/in-force/acts/local-government-act-2020/003</p> <p>Victorian Auditor-General (2015) <i>Public Participation and Community Engagement: Local Government Sector</i>. Victorian Government: Melbourne. Available at: https://www.parliament.vic.gov.au/file_uploads/VAGO_PP-Local-</p>



	<p>Gov qQN5QyHk.pdf</p> <p>Local Government Act 1989. Available at https://www.legislation.vic.gov.au/in-force/acts/local-government-act-1989/157</p> <p>The Charter of Human Rights and Responsibilities Act 2006. Available at https://www.legislation.vic.gov.au/in-force/acts/charter-human-rights-and-responsibilities-act-2006/014</p> <p>Towards Equality: Equity, Inclusion and Human Rights Framework 2019-2029. Available at http://www.darebin.vic.gov.au/en/Your-Council/How-council-works/Organisation-and-Performance</p> <p>Statement of Commitment to Traditional Owners and Aboriginal and Torres Strait Islander people. Available at http://www.darebin.vic.gov.au/Darebin-Living/Community-support/Aboriginal-and-Torres-Strait-Islander-Darebin</p> <p>Planning and Environment Act 1987. Available at https://www.legislation.vic.gov.au/in-force/acts/planning-and-environment-act-1987/144</p> <p>Bolitho A, Hendricks C & Foulkes C (2012) Citizen's Committees in Local Government: the role of committees of management in Victoria. Research funded by the University of western Sydney and the New Democracy Forum. http://anniebolitho.com.au/wp-content/uploads/2012/11/Citizens-Committees-in-Local-Government.pdf</p> <p>Dalton RJ (2017) Is citizen participation actually good for democracy? Blog post London School of Economics and politics. Available at: https://blogs.lse.ac.uk/politicsandpolicy/is-citizen-participation-actually-good-for-democracy/</p> <p>NHMRC (National Health and Medical Research Council) (2007) <i>National Statement on Ethical Conduct in Human Research</i>. NHMRC: Canberra. Available at: https://www.nhmrc.gov.au/about-us/publications/national-statement-ethical-conduct-human-research-2007-updated-2018. Accessed July 2019.</p> <p>NHMRC (National Health and Medical Research Council) (2018) <i>Ethical Conduct in Research with Aboriginal and Torres Strait Islander Peoples and Communities: guidelines for researchers and stakeholders 2018</i>. NHMRC: Canberra. Available at: https://www.nhmrc.gov.au/research-policy/ethics/ethical-guidelines-research-aboriginal-and-torres-strait-islander-peoples.</p>
--	--

May 2020



	<p>Open Works (2015) <i>Designed to Scale: Mass participation to build resilient neighbourhoods</i>. Participatory Cities Website. http://www.participatorycity.org/report-the-research/</p> <p>Parvin P (2018) Democracy Without Participation: A New Politics for a Disengaged Era. <i>Res Publica</i>. February 2018, Vol 24, 1: 31–52. Available at: https://link.springer.com/article/10.1007/s11158-017-9382-1</p> <p>Pomagalska D, Putland C, Ziersch A, Baum F, Arthurson K, Orchard L & House T (2009). <i>Practical Social Capital: a Guide to Creating Health and Wellbeing</i>. Flinders University: Adelaide. Available at: https://dspace.flinders.edu.au/xmlui/bitstream/handle/2328/25220/PracticalSocialCapitalAguide2009.p df?sequence=1&isAllowed=y</p>
--	---

GOVERNANCE

Parent Strategy/ Plan	Council Plan 2021-2025
Related Documents	This policy should be read in conjunction with the Council Plan 2021-2025
Supporting Procedures and Guidelines	Community Engagement Toolkit
Legislation/ Regulation	Local Government Act 2020
Author	Sarah-Jade Chung, Coordinator Community Engagement and Demographics
Policy Owner/ Sponsor	Jodie Watson, General Manager Governance & Engagement
Date Effective	22 February 2021
Review Date	19 December 2022
Version Number	1
Document ID	
Content enquiries	Sarah-Jade Chung

! All Darebin policies and procedures must be developed through the lens of key Darebin strategies, plans and related considerations. See the **Darebin Policy Review Lens** to inform and guide policy development and review.

9.4 PUBLIC INTEREST DISCLOSURE POLICY**Author:** Chief Legal and Integrity Officer**Reviewed By:** General Manager Governance and Engagement

EXECUTIVE SUMMARY

Council currently has a Public Interest Disclosure Policy (PID Policy) which came into effect on 1 December 2020 and was part of the Darebin Council Plan 2017-2021.

The Public Interest Disclosure Policy is due for review in December 2022, and accordingly that review has been undertaken and a revised Policy has been prepared taken into consideration statutory amendments in that time, the Independent Broad-based Anti-Corruption Commission (IBAC) recommendations and the Darebin Council Plan 2022-2025.

Officer Recommendation

That Council adopts the Public Interest Disclosure Policy 2022 (Policy) attached at **Appendix A**.

BACKGROUND / KEY INFORMATION

The *Public Interest Disclosures Act 2012* (Act) requires that Councils establish internal processes that facilitate the receipt of disclosures, provide protections afforded to those under the Act and to effectively manage information received as part of a disclosure.

Council may receive disclosures regarding the improper conduct of Council, Councillors or Council employees. Procedures have been established and are publicly available in accordance with section 58 of the Act.

The Policy was developed to form part of the Council's policy and procedure framework and provides a commitment to the principles and objectives of the Act and to:

- Foster the organisational value of integrity;
- Encourage staff to report improper conduct and detrimental action;
- Provide support and protection to those making disclosures; and
- Ensure policy and practices for the management of disclosures affords procedural fairness and natural justice to all involved.

Previous Council Resolution

This matter is not the subject of a previous Council resolution.

ALIGNMENT TO 2041 DAREBIN COMMUNITY VISION

Strategic Direction 1: Vibrant, Respectful and Connected

ALIGNMENT TO 2021-25 COUNCIL PLAN

Strategic Direction 4 Responsible, Transparent and Responsive

ALIGNMENT TO COUNCIL PLAN STRATEGIC OBJECTIVES

4.3 We will transform our services and service delivery models to ensure they meet the current, emerging and future needs of our community

Having a clear, accessible and contemporary Public Interest Disclosure Policy, demonstrates Council's commitment to transparency and accountability, in particular, upholding its obligations under the *Public Interest Disclosure Act 2012*.

DISCUSSION

- Council currently has a Public Interest Disclosure Policy, approved by the CEO, which is due for review in December 2022.
- The proposed Public Interest Disclosure Policy is a result of the review and has include minor changes to the current policy.
- The changes have included further clarity in relation to:-
 - Which conduct a Public Interest Disclosure can relate to.
 - What constitutes improper conduct as defined in the s4 of the *Public Interest Disclosure Act 2012*.
 - What constitutes detrimental action as defined in s3 of the *Public Interest Disclosure Act 2012*.
 - How a disclosure can be made in accordance with s12 and 12A of the *Public Interest Disclosure Act 2012*.
- The intention in providing this clarity at a policy level, it to give those reading it a clearer understanding at an early stage whether their concern may be considered a Public Interest Disclosure or whether they need to consider raising it under an alternative policy.
- The Independent Broad-based Anti-Corruption Commission (IBAC) has recently advised that it intends to commence "spot" visits to entities to review their establishment of procedures and implementation of their procedures in accordance with s60 of the Public Interest Disclosure Act 2012.
- The revised policy and its subsequent implementation assist Council to demonstrate compliance with its obligations under the Public Interest Disclosure Act 2012.

CONSIDERATION OF LOCAL GOVERNMENT ACT (2020) PRINCIPLES**Financial Management**

- There is no impact upon the Council's current budget.

Community Engagement

- As the amendments were minor in nature and were primarily a re-statement of the current legislation, there was no requirement for community engagement.

Overarching Governance Principles and Supporting Principles

- (f) collaboration with other Councils and Governments and statutory bodies is to be sought;

Public Transparency Principles

- (c) Council information must be understandable and accessible to members of the municipal community;

COUNCIL POLICY CONSIDERATIONS

Legal and Risk Implications

- The revised policy assists Council to demonstrate compliance with its obligations under the *Public Interest Disclosure Act 2012*. Failure to comply may result in reputational damage and an erosion of trust in the Council if it is not seen to take Public Interest Disclosures seriously.

The IBAC has powers under s60 of the *Public Interest Disclosure Act 2012* to review the procedures and implementation of the procedures of the Council. After such a review, they make recommendations to the entity that they deem appropriate and ultimately may send make those recommendations to the relevant Minister.

References to Public Interest Disclosures have been incorporated into other related policies over the past 18 months, including the Code of Conduct, Fraud and Corruption Prevention Policy and the Procurement Policy.

IMPLEMENTATION ACTIONS

Once the PID Policy is adopted by Council, the Chief Legal and Integrity Officer will work with the Executive Leadership Team to ensure that the staff are aware of the Policy and Procedures.

The website and intranet will be updated to ensure:-


- The Policy and associated Procedures are easily found on both platforms;
- The contact details of the Public Interest Disclosure Coordinator are up to date and accurate.

RELATED DOCUMENTS

- Councillor Code of Conduct 2021
- Gifts and Hospitality Policy 2017
- Public Transparency Policy 2020
- Social and Sustainable Procurement Policy 2019
- Employee Code of Conduct
- Fraud Prevention and Control Policy

- Governance Rules 2020
- Public Interest Disclosures Procedures
- Public Interest Disclosure Form
- Public Interest Disclosure Overview
- *Local Government Act 2020*
- *Public Interest Disclosures Act 2012*
- *Independent Broad-Based Anti-Corruption Commission Act 2011*
- *Public Administration Act 2004*
- *Freedom of Information Act 1982*
- *Local Government (General) Regulations 2015*
- *Local Government (Governance and Integrity) Regulations 2020*

Attachments

- Public Interest Disclosure Policy (**Appendix A**) [↓](#) 

DISCLOSURE OF INTEREST

Section 130 of the *Local Government Act 2020* requires members of Council staff and persons engaged under contract to provide advice to Council to disclose any conflicts of interest in a matter to which the advice relates.

The Officer reviewing this report, having made enquiries with relevant members of staff, reports that no disclosable interests have been raised in relation to this report.



Public Interest Disclosures Policy

<p>Purpose</p>	<p>The City of Darebin (Council) is a Nominated Agency under the <i>Public Interest Disclosures Act 2012</i> (the Act) with the power to receive Public Interest Disclosures in accordance with the Act.</p> <p>The Act provides for Council to appoint a Public Interest Disclosure Coordinator and a Public Interest Disclosure Officer and to set out clear policies and procedures for the receipt and referral of Public Interest Disclosures to the relevant authority for further investigation.</p> <p>This policy and Council's Public Interest Disclosures Procedures are designed to provide clear guidance to the public, Council employees and Councillors regarding how a disclosure may be made, how confidentiality will be managed and how Council will process a disclosure and decide if it may be a Public Interest Disclosure that must be notified to the Independent Broad-based Anti-corruption Commission (IBAC) for further consideration.</p>
<p>Scope</p>	<p>The Act requires Council to establish internal processes that facilitate disclosures, effectively manage the receipt of information and provide protections for looking after all parties who may be involved.</p> <p>Under the Act, Council may receive disclosures regarding the improper conduct of Council or its officers or employees. Disclosures regarding Councillors must be made directly to the IBAC or the Victorian Ombudsman.</p> <p>This policy applies to Council officers who are accountable for complying with all relevant legislative and policy requirements.</p>
<p>Definitions and Abbreviations</p>	<p>Complainant/discloser – means a person who has made a Public Interest Disclosure to Council in accordance with the Act, which must then be assessed by the Public Interest Disclosure Coordinator to ascertain if the matter must be notified to IBAC.</p> <p>Confidentiality obligations – means the obligations on those receiving information relating to a Public Interest Disclosure to not disclose that information unless authorised by law. Confidentiality notices may also be issued in the investigation of a Public Interest Complaint.</p> <p>Corrupt conduct – means the definition under Section 4 of the <i>Independent Broad-Based Anti-Corruption Commission Act 2011</i>, such as dishonest performance of public functions or the intentional or reckless misuse of public resources.</p> <p>Council employees – means anyone employed by the City of Darebin, and as defined by the <i>Local Government Act 2020</i>.</p>

December 2022



Detrimental action – means any form of harassment, intimidation, discrimination, actions causing injury or loss or damage or any other action taken against the complainant (discloser) in reprisal for having reported the alleged conduct, participated in an investigation of a disclosure or action relating to someone who is considering making a disclosure. It includes actions taken and threats to take the action against any person, including the person who made the disclosure.

IBAC – means the Independent Broad-based Anti-Corruption Commission.

Improper conduct – means the definition under section 4 of the *Public Interest Disclosures Act 2012*.

Investigating entity – means those authorised bodies listed in the *Public Interest Disclosures Act 2012* to investigate a Public Interest Complaint.

Nominated Agency – means an agency nominated under Part 2 of the *Public Interest Disclosures Act 2012* to receive Public Interest Disclosures.

Public body – includes Councils and as definition under section 6(1)(d) of the *Independent Broad-Based Anti-Corruption Commission Act 2011*.

Public Interest Complaint – means a Public Interest Disclosure that has been determined by IBAC, the Victorian Inspectorate or the Integrity Oversight Committee to be a Public Interest Complaint. Once a disclosure has been determined a Public Interest Complaint, additional provisions of the Act apply regarding the way in which the matter may be handled and investigated.

Public Interest Disclosure - means the definition under section 9 of the *Public Interest Disclosures Act 2012*, which is a report of improper conduct or detrimental action.

Public Interest Disclosure Coordinator – means the person appointed by the Chief Executive Officer to receive, assess and, if required, notify disclosures to IBAC.

Public Interest Disclosure Officer – means an officer(s) appointed by the Chief Executive Officer to support the Public Interest Disclosure Coordinator in receiving and managing disclosures.

Public officer – means the definition under section 6 of the *Public Interest Disclosures Act 2012*.

Victorian Ombudsman – means the person appointed as the Ombudsman under section 3 of the *Ombudsman Act 1973*.



<p>Policy Statement(s)</p>	<p>The City of Darebin values transparency and accountability in its administrative and management practices. Accordingly, Council encourages any member of the public, Council staff, members of Council appointed committees or Councillors to report improper conduct, corruption or detrimental action to either Council or directly to IBAC or the Victorian Ombudsman.</p> <p>Council takes its obligations as a Nominated Agency very seriously. While we are unable to determine the outcome of a Public Interest Disclosure, we play a vital role in the receipt of complaints and provision of information for consideration by other bodies such as IBAC, and the Victorian Ombudsman.</p> <p>Council also wishes to assure anyone making, or thinking of making, a Public Interest Disclosure that they will be dealt with in a confidential and supportive manner in accordance with the requirements of the Act.</p> <p>Council will also protect the confidentiality and welfare of others involved in any investigation as the welfare of all involved in the matter is of paramount importance to us.</p> <p>Council will deal with any disclosure expeditiously and as a matter of operational priority.</p> <p>Council understands that the confidentiality of a person’s identity is paramount to Victoria’s integrity system. The guidance and processes set out in this policy and the and Council’s Public Interest Disclosures Procedures are aimed at protecting a discloser and anyone involved in providing information from bullying, harassment, legal action or any other form of detrimental action.</p> <p>Council will afford natural justice to the person(s) whom is the subject of the disclosure and respect their right to confidentiality and support throughout the assessment of the disclosure and any subsequent investigation. It is important to remember, that a matter remains an allegation only until a disclosure has been investigated and/or resolved.</p> <p>Objective:</p> <p>Council seeks to;</p> <ol style="list-style-type: none"> a. foster the organisational value of integrity, b. encourage staff to report improper conduct and detrimental action, c. provide support and protection to those making disclosures, and d. ensure policy and practices for the management of disclosures affords procedural fairness and natural justice to all involved.
<p>Responsibilities</p>	<p>How are individuals responsible for the success of the policy?</p>



	<p>All Council officers, employees, contractors, Council registered volunteers, and Council appointed committee members are expected to read and understand this policy which outlines responsibilities.</p> <p>How are managers responsible for the success of the policy?</p> <p>All managers and supervisors are expected to understand, effectively implement and support and demonstrate a positive commitment to the policy.</p>
<p>Process</p>	<p>What is a Public Interest Disclosure?</p> <p>A public interest disclosure is a report about:</p> <ul style="list-style-type: none"> • improper conduct of a public body (such as the Council) or public officer (such as Councillors or Council employees), or • detrimental action that a public officer or public body has taken against a person in reprisal for them (or another person) having made a public interest disclosure or cooperated with the investigation of a public interest disclosure. <p>A public interest disclosure can relate to conduct or action that:-</p> <ul style="list-style-type: none"> • may have already taken place; • may be occurring now; or • may happen in the future. <p>Someone can still make a disclosure even if they can't identify the person or the organisation to which the disclosure relates.</p> <p>A disclosure may be a public interest disclosure even if it is a complaint notification or disclosure (however described) under another Act.</p> <p>The Act ensures that people who report improper conduct and corruption in the Victorian public sector (whistleblowers) can do so in the knowledge that they will be protected. Protections include keeping the identity of the person reporting improper conduct confidential and protecting them from reprisals including bullying, harassment or legal action.</p> <p>What is Improper Conduct?</p> <p>The Act defines improper conduct as corrupt conduct or any of the following conduct by a public officer or public body in their capacity as a public officer or public body:-</p> <ul style="list-style-type: none"> • Corrupt conduct • Criminal offence; • Serious professional misconduct; • Dishonest performance of public functions; • Intentional or reckless breach of public trust; • An intentional or reckless misuse of information or material acquired in the course of the performance of public functions; • A substantial mismanagement of public resources;



	<ul style="list-style-type: none"> • A substantial risk to health or safety of a person; • A substantial risk to the environment; • Conduct by a third party that adversely affects the honest performance of a public officer or public body or is intended to adversely affect effective performance of a public officer or public body while obtaining an advantage for the third party; or • Conduct by a third party that could constitute a conspiracy or attempt to engage in any of the above. <p>Examples of improper conduct include:</p> <ul style="list-style-type: none"> • Committing fraud or theft • Taking or offering bribes • Employing or engaging friends or family as contractors without proper process • Awarding contracts to suppliers in return for personal benefit • Unauthorised access and use of sensitive information for criminal or personal gain • Use of government funds or property for personal benefit • Abuse of office or entitlements and allowances • Use of inside knowledge or influence for private gain. <p>What is Detrimental Action? It is an offence for a person to take, threaten to take or allow another person to take detrimental action against another person in reprisal for making a public interest disclosure.</p> <p>Detrimental action includes:</p> <ul style="list-style-type: none"> • Action causing injury, loss or damage; • Intimidation or harassment; • Discrimination, disadvantage or adverse treatment in relation to a person's employment, career, profession, trade or business, including the taking of disciplinary action; or • Threatening to take any of the above action or inciting or permitting someone else to do so. <p>Who can make a Public Interest Disclosure? Anyone can make a disclosure about improper conduct or detrimental action – members of the public and council employees. A company or a business cannot make a disclosure, however it's officers or employees can.</p> <p>How can a Public Interest Disclosure be made? A disclosure may be made orally or in writing.</p>
--	---



	<p>A disclosure can be made anonymously (ie by using an unverifiable email address or through an anonymous phone call). See the City of Darebin, Public Interest Disclosure Procedures regarding anonymous reports.</p> <p>A disclosure must be made to an organisation that is authorised to receive disclosures.</p> <p>Who can receive a disclosure?</p> <p>Disclosures about the council or its employees can be made to:</p> <ul style="list-style-type: none"> • The Public Interest Disclosures Coordinator (PIDC) • The Public Interest Disclosures Officer (PIDO) • The Chief Executive Officer (CEO) • A manager or supervisor of the discloser or the manager or supervisor of the person who is subject of the disclosure • IBAC or the Victorian Ombudsman. <p>Note: a Public Interest Disclosure about the conduct of a Councillor must be made directly to the IBAC or Victorian Ombudsman, the council cannot receive a disclosure about a Councillor.</p> <p>What happens when a public interest disclosure is made?</p> <p>Disclosures received by the Council will be forwarded to the PIDC for assessment. The PIDC will:</p> <ol style="list-style-type: none"> 1. Consider whether the report is a Public Interest Disclosure in accordance with the Act and conduct a welfare risk assessment to ensure appropriate action can be taken to protect the discloser. 2. Notify the discloser within 28 days of their assessment. 3. If the PIDC determines the report is a Public Interest Disclosure, notify IBAC. 4. If the report is not assessed as a Public Interest Disclosure, explore next steps and options with the discloser. <p>Where a Public Interest Disclosure is notified to IBAC, they will:</p> <ol style="list-style-type: none"> 1. Assess the disclosure to determine whether it is a Public Interest Complaint and what, if any, action will be taken. IBAC may seek additional information from the PIDC or the discloser directly to assist with their assessment. 2. Determine to investigate the complaint or refer it to another agency to investigate in accordance with the Act or determine that the complaint does not warrant investigation. 3. Advise the discloser of their determination and any action proposed to be taken, unless IBAC considers notifying the discloser would have adverse consequences.
--	---

December 2022



Organisational Values	Council's organisational values enable and support the effective design and application of this policy by guiding staff in the course of their work.	
	<p>We Make a Difference: We are driven by our desire to make a difference for the people we serve. Our work is purposeful and creates a positive impact for the community. We are proud to work here. Our work matters.</p> <p>We are Accountable: We are empowered to own and take responsibility for our actions. We follow through on our commitments and deliver on our promises. We make it happen.</p> <p>We are Collaborative: We are united by a common purpose to serve the community. We work together, connecting within our teams and across the organisation. We are inclusive and collaborative. We are one.</p>	<p>We have Integrity: We act with integrity and transparency in conversations and decision-making. Through open and clear communication, we build trust. We're honest. We walk the talk.</p> <p>We show Respect: We are diverse, inclusive, respectful and caring. We encourage everyone to have a voice and we listen to each other. We recognise one another's contributions and treat people fairly. We look after each other.</p> <p>We are Creative: We are bold, courageous and innovative. We try new things, experiment and continuously improve. We are open-minded, creative and forward-thinking. We are leaders.</p>
Breach of Policy	Breaches of policies are treated seriously. Any concerns about non-compliance should be reported immediately to the owner of this policy.	

GOVERNANCE

Parent Strategy/ Plan	Darebin Council Plan 2021-2025
Related Documents	<p>Councillor Code of Conduct 2021</p> <p>Gifts and Hospitality Policy 2017</p> <p>Public Transparency Policy 2020</p> <p>Social and Sustainable Procurement Policy 2019</p> <p>Employee Code of Conduct</p> <p>Fraud Prevention and Control Policy</p> <p>Governance Rules 2020</p>
Supporting Procedures and Guidelines	<p>Public Interest Disclosures Procedures</p> <p>Public Interest Disclosure Form</p> <p>Public Interest Disclosure Overview</p>

December 2022



Legislation/Regulations	<i>Local Government Act 2020</i> <i>Public Interest Disclosures Act 2012</i> <i>Independent Broad-Based Anti-Corruption Commission Act 2011</i> <i>Public Administration Act 2004</i> <i>Freedom of Information Act 1982</i> <i>Local Government (General) Regulations 2015</i> <i>Local Government (Governance and Integrity) Regulations 2020</i>
Author	Chief Legal and Integrity Officer
Policy Owner/ Sponsor	Manager Corporate Governance
Date Effective	20 December 2022
Review Date	1 December 2024
Version Number	V1
Document ID	A6608417

- ! All Darebin policies and procedures must be developed through the lens of key Darebin strategies, plans and related considerations. See the **Darebin Policy Review Lens** to inform and guide policy development and review.

**9.5 COUNCILLOR MEDIA & SOCIAL MEDIA POLICY,
COUNCILLOR OCCUPATIONAL HEALTH & SAFETY
POLICY, COUNCILLOR INTERACTION PROTOCOL****Author:** Manager Corporate Governance**Reviewed By:** General Manager Governance and Engagement

EXECUTIVE SUMMARY

Councillors are required to perform their roles in accordance with varying legislative requirements. While Councillors interact with one another on a regular basis, they also engage with officers seeking support, advice and information to fulfil their obligations, and to ensure they are well informed when making decisions. Additionally, Councillors engage with the media and/or social media in performing their role as elected representatives, as such a framework has been established to assist any interactions with media or when interacting via social media platforms.

The Councillor Media & Social Media Policy (Media Policy) Councillor Occupational Health & Safety Policy (OH&S Policy) and Councillor Interaction Protocols have recently been amended to ensure legislative requirements and the standards of conduct required of Councillors are continually met.

Officer Recommendation

That Council:

- (1) Adopt and commits to the Councillor Media & Social Media Policy attached at **Appendix A** to this report.
 - (2) Adopt and commits to the Councillor Occupational Health & Safety Policy attached at **Appendix B** to this report.
 - (3) Adopt and commits the Councillor Interaction Protocol attached at **Appendix C** to this report.
-

BACKGROUND / KEY INFORMATION

Section 46 (3)(c) of the *Local Government Act 2020* requires the CEO to manage interactions between members of Council staff and Councillors and ensuring policies, practices and protocols that support arrangements for interactions between staff and Councillors are developed and implemented. Additionally, Councillors have role to play in supporting the CEO in meeting obligations to Councillors and staff under the *Occupational Health & Safety Act 2004* and associated Regulations.

Previous Council Resolution

This matter is not the subject of a previous Council resolution.

ALIGNMENT TO 2041 DAREBIN COMMUNITY VISION

Strategic Direction 1: Vibrant, Respectful and Connected

ALIGNMENT TO 2021-25 COUNCIL PLAN

Strategic Direction 4 Responsible, Transparent and Responsive

DISCUSSION**Media Policy**

This policy provides a framework to ensure that the Mayor and Councillors assist the City of Darebin to manage its media relations and in turn, its reputation successfully. The policy outlines appropriate activities in relation to the Mayor and Councillors engagement with the media and/or social media, consistent with their obligations under their Standards of Conduct.

OH&S Policy

Council is committed to providing and maintaining a safe and healthy environment for all persons, including Councillors, employees, residents and visitors. The OH&S policy recognises the provisions of the Occupational Health and Safety Act 2004 which provides for Councillors to have a role in protecting the health and safety of themselves, protecting the health and safety of other workers, including fellow Councillors, the CEO and staff and ensuring that Council provides a safe workplace.

The Policy also outlines how to respond in various scenarios with health and safety implications and how it will support Councillors with matters that may arise in a work setting.

Interaction Protocol

The Interaction Protocol outlines how Councillors can seek information or advice from officers to support them in undertaking their role. The CEO will ensure all information and advice provided is done so transparently and equitably to support efficient and transparent management of Councillor and community requests. In addition, the Protocol ensures compliance with relevant legislation, including the *Local Government Act 2020*, *Occupational Health and Safety Act 2004*, *Privacy and Data Protection Act 2014* and *Equal Opportunity Act 2010*.

CONSIDERATION OF LOCAL GOVERNMENT ACT (2020) PRINCIPLES**Financial Management**

There are no financial implications with the implementation of these policies and protocol.

Community Engagement

There is no requirement to undertake community engagement in relation to these policies and protocol.

Overarching Governance Principles and Supporting Principles

(a) Council decisions are to be made and actions taken in accordance with the relevant law;

Public Transparency Principles

- (a) Council decision making processes must be transparent except when the Council is dealing with information that is confidential by virtue of this Act or any other Act;

Service Performance Principles

- (d) a Council should seek to continuously improve service delivery to the municipal community in response to performance monitoring;

COUNCIL POLICY CONSIDERATIONS**Environmental Sustainability Considerations (including Climate Emergency)**

Not applicable

Operational Impacts

There are no operational impacts with the implementation of these policies and protocol.

Legal and Risk Implications

Councillors have legislative obligations and legislative standards to meet in relation to the implementation of these policies and protocol.

IMPLEMENTATION ACTIONS

The policies and protocol will be made available on Council's web site and re-enforced on a regular basis to ensure adherence.

RELATED DOCUMENTS

Local Government Act 2020

Occupational Health and Safety Act 2004

Local Government (Governance and Integrity) Regulations 2020

Councillor Code of Conduct

Equal Opportunity Policy

Sexual Harassment Policy




Occupational Health and Safety Regulations 2017

Workplace Injury Rehabilitation and Compensation Act 2013

Occupational Health and Safety compliance codes – Victoria

Charter of Human Rights & Responsibilities

Attachments

- Councillor Media & Social Media Policy (**Appendix A**) [↓](#) 
- Councillor OH&S Policy (**Appendix B**) [↓](#) 
- Councillor Interaction Protocol (**Appendix C**) [↓](#) 

DISCLOSURE OF INTEREST

Section 130 of the *Local Government Act 2020* requires members of Council staff and persons engaged under contract to provide advice to Council to disclose any conflicts of interest in a matter to which the advice relates.

The Officer reviewing this report, having made enquiries with relevant members of staff, reports that no disclosable interests have been raised in relation to this report.



Councillor Media and Social Media Policy

<p>Purpose</p>	<p>This policy provides a framework to ensure that the Mayor and Councillors assist the City of Darebin to manage its media relations and in turn, its reputation successfully. Media and social media are important channels to:</p> <ul style="list-style-type: none"> effectively promote Council's services, programs and initiatives provide clear information about Council processes and decisions promote opportunities for residents to get involved ensure Darebin speaks with a strong, honest and authoritative voice on all matters pertaining to its operations and values, and manage and enhance Darebin's reputation. <p>The policy outlines appropriate activities in relation to the Mayor and Councillors engagement with the media and/or social media, consistent with their obligations under their Standards of Conduct. Further, it outlines the role of the Communications, Engagement and Customer Experience Department in providing assistance to Councillors and the actions that may occur in the event of breaches of this Policy.</p> <p>It is imperative that Council has a policy and protocol which ensures Council is capable of keeping pace with the increasing immediacy of news. The policy of having defined spokespeople and a centralised media contact is central to Council's success.</p> <p>This policy does not relate to the activities of Council staff.</p>
<p>Scope</p>	<p>This policy applies to all Councillors of the City of Darebin.</p> <p>This policy applies to any/all interaction with external news media and engagement with any public facing social media platform, including any/all such interaction using a pseudonym.</p> <ul style="list-style-type: none"> This policy does not apply to Council staff. <p>The Communications, Engagement and Customer Experience Department is responsible for managing official media relations and social media engagement on behalf of the City of Darebin.</p>
<p>Definitions and Abbreviations</p>	<p>The Communications, Engagement and Customer Experience Department is part of the Governance and Engagement Division.</p> <p>The Manager of Communications, Engagement and Customer Experience manages the Communications, Engagement and Customer Experience Department.</p> <p>The Communications, Brand and Digital team is part of the Communications, Engagement and Customer Experience Department.</p>

November 2022



	<p>The Communications, Brand and Digital Coordinator manages the Corporate Communications and Digital teams, which are responsible for media relations and social media management and engagement.</p> <p>The Communications team is part of the Communications and Engagement Department and is managed by the Communications Coordinator.</p> <p>The Digital Advisor is a member of the Communications team.</p> <p>Authorised Social Media Publishers are staff across Council who have authority to post and comment on social media from corporate accounts. Approval must be made in writing by the Digital Advisor or Communications Officers, within the Communications, Brand and Digital team.</p> <p>Council or Darebin Council refers to the nine elected representatives (including the Mayor) whose role is to represent their constituents and make strategic decisions for the city.</p> <p>Delegated Councillors refers to a Councillor asked to respond to a media request on behalf of the Mayor.</p> <p>Darebin City Council refers to the organisation run by the Chief Executive and staffed by council officers.</p> <p>Media: For the purposes of this policy, the term media refers to all mainstream external news channels, including (but not limited to) newspapers, radio, television, online news services, industry publications and magazines.</p> <p>Social Media: For the purposes of this policy, the term social media refers to a range of digital platforms and social networking tools and forums including (but not limited to) Facebook, Twitter, Instagram, YouTube and blogs.</p>
<p>Background</p>	<p>Communicating with or via the media including social media plays a large role in Council's interaction with the community. All media and social media interaction are undertaken broadly to enhance or protect the City of Darebin's reputation and engage with residents and local businesses. Media coverage influences community perceptions, informs residents of Council's activities and applies a level of scrutiny to Council's functions.</p> <p>Consistent with the principles of good governance, it is important that Council has clear standards and guidelines in place which outline the appropriate use of media and social media channels by Councillors.</p> <p>This Policy supports compliance with legislation and the Councillor Code of Conduct.</p>
<p>Principles</p>	<p>This policy has at its foundation the following guiding principles:</p> <ol style="list-style-type: none"> 1. External communication is based on a considered strategy with a clear understanding of audience, desired outcome, appropriate channel(s), impacts on community, government relationships, reputation management and legal liability. 2. The primary audience for all media and social media comment is the Darebin community. 3. Corporate media and social media will not be used to promote Councillor's personal, business or political interests, including interests as a candidate in an election.



	<ol style="list-style-type: none"> 4. Media commentary and social media engagement will be tailored to the channel(s) being used. 5. All media and social media commentary will be entirely consistent with any adopted or established Council position (when in place). 6. All media and social media commentary will respect any decision taken by Council.
<p>Roles and Responsibilities</p>	<p>The Mayor</p> <ol style="list-style-type: none"> 1. The Mayor is the official spokesperson for Darebin City Council and the decisions of Council, unless otherwise delegated by them. 2. The role of the Mayor as spokesperson for Darebin City Council is to: <ul style="list-style-type: none"> • clearly articulate and explain and promote the deliberations and decisions of Council • promote participation in, and understanding of, democratic processes and decisions • promote awareness and utilization of Council services • amplify important Federal and State government messages at a local level • promote opportunities for residents to participate more fully in community life • protect the city's reputation from harm caused by negative events or negative or incorrect media coverage. 3. Posts and responses from the Mayor's official channel on social media platforms are to be made by the Mayor. 4. It is not the role of the Mayor to discuss operational matters or organisational issues. These issues include employment matters, relations between officers and Councillors, breaches of the staff code of conduct, and other matters as defined in ss 46-49 of the <i>Local Government Act 2020</i> (including any amendments to it). <p>Responsive and timely provision of information is central to successful issues management and therefore, the Mayor and the Manager of Communications, Engagement and Customer Experience will respond on behalf of Council without consultation where required.</p> <p>Councillors</p> <ol style="list-style-type: none"> 1. Councillors are entitled to express independent views however they must make it clear that any unofficial comment is their personal view and does not represent a position adopted by the Council as a whole. 2. Councilors referring to or referencing a council decision must do so fairly and in the full and proper context in which the decision was made.

November 2022



	<ol style="list-style-type: none"> 3. Any/all contact from the media to individual Councillors will be immediately referred to the Mayor and/or the Communications Engagement and Customer Experience Department ahead of any response. 4. Councillors must be mindful that any response or public comment will likely be perceived as being made as a Councillor of the City of Darebin irrespective of whether they use the title “Councillor” in their communication or the media channel being used including personal, professional or other social media channels. 5. Councillor’s professional work is not subject to this Policy, however Councillors must be mindful that the Code of Conduct applies to their professional lives. Councillors should contact the Manager of Communications Engagement and Customer Experience where their public statements to media and on professional social media channels puts them in conflict with Council policies. 6. It is the role of both the Mayor and Councillors to endeavor to ensure that the messages communicated through the media and social media are clear and consistent accurate and factual and do not seek to deliberately harm the reputation of the Council. 7. It is the role of the Mayor and Councillors to endeavor to prevent reputational damage to the Darebin City Council. 8. Councillors will endeavor to ensure that any information or activities that may be considered a risk to Council’s reputation are brought to the attention of the Manager Communications Engagement and Customer Experience and/or the CEO as soon as possible. 9. If speaking with the media, Councillors must make it clear that they are not speaking on behalf of Council – unless the Mayor has delegated that authority to them on a particular issue. 10. Councillors must ensure that any such comment is devoid of any content that could reasonably be construed as being criticism, derogatory, offensive or insulting to any person including a member of council staff. 11. Councillors must ensure that any such comment is devoid of any content that could reasonably be constructed or interpreted as being criticism derogatory, offensive or insulting to the organization of the Darebin City Council or any part thereof.
--	--



12. Notwithstanding clause 3, if a Councillor has responded to a media query or proactively provided media comment on Council matters, Councillors must immediately advise the Mayor and the Manager Communications and Engagement.

13. It is not the role of Councillors to discuss operational, organisational matters or issues. These issues include, but are not limited to, the planning, organising and execution of day-to-day activities, including delivery of services, employment matters, operational decisions, relations between officers and Councillors, breaches of the staff code of conduct, and other matters as defined in s46-49 of the Local Government Act 2020 (including any amendments to it).

Delegated Councillors

1. If delegated, to maintain Council's reputation with stakeholders and the community and to ensure that Council key messages are clear and consistent at all times, consultation with the Mayor, Chief Executive or Communications Engagement and Customer Experience Department is recommended before responding to enquiries from the media.
2. If delegated, Councillors approached to comment on General Business items that have been raised or are intended to be raised in the Chamber must make it clear that Council has made no decision in relation to the item raised and will consider the matter in due course. This guards against the potential perception that a pre-emptive decision has been made before a report is considered.

Communications Engagement and Customer Experience Team

1. The role of the Communications Engagement and Customer Experience Department is to help promote the programs, initiatives, services and strategic policy decisions of Darebin City Council and to support the Mayor as spokesperson for the Council. It is not the Department's role to promote and build the profile of individual Councillors.
2. Council's Corporate Communications Team is responsible for issuing media releases and contacting journalists about potential stories in accordance with the provisions of this policy.
3. Proactive media coverage and social media is the

November 2022



	<p>responsibility of Council’s Communications Engagement and Customer Experience Department, or under CEO delegation to another Business Unit.</p> <ol style="list-style-type: none"> 4. The Corporate Communications team will contact the media to seek coverage of a story where a news story is identified and/or it is decided that Council should release details of an event or issue. 5. Council’s Communications Engagement and Customer Experience Department is responsible for issuing media releases and contacting journalists about potential stories in accordance with the provisions of this policy. 6. Council Communications Engagement and Customer Experience Department is responsible for the development of social media content. 7. The Communications Engagement and Customer Experience Department works collaboratively across Darebin City Council to carry out its responsibilities.
<p>Standards of Conduct</p>	<p>Councillors understand that the Standards of Conduct as prescribed by the Regulations and included in the Code of Conduct in accordance with section 139(3)(a) of the <i>Local Government Act 2020</i> apply Councillor activity on social media or interactions with the media. Of particular relevance in this context are the following Standards:</p> <p>“Treatment of Others</p> <p><i>A Councillor must, in performing the role of Councillor, treat other Councillors, members of Council staff, the municipal community and members of the public with dignity, fairness, objectivity, courtesy and respect, including by ensuring that the Councillor;</i></p> <ul style="list-style-type: none"> • <i>Takes positive action to eliminate discrimination, sexual harassment and victimisation</i> • <i>in accordance with the Equal Opportunity Act 2010;</i> • <i>Supports Council in fulfilling its obligation to achieve and promote gender equality, and;</i> • <i>In considering the diversity of interests and needs of the municipal community, treats all persons with respect and has due regard for their opinions, beliefs, rights and Responsibilities”.</i> <p>...</p> <p>Councillor must not discredit or mislead Council or public</p> <p><i>In performing the role of a Councillor, a Councillor must ensure that their behaviour does not bring discredit upon Council.</i></p> <p><i>In performing the role of a Councillor, a Councillor must not deliberately mislead Council or the public about any matter related to the performance of their public duties.”</i></p>
<p>Official Spokesperson</p>	<ul style="list-style-type: none"> • All posts and interactions on Darebin City Council Social Media channels and platforms will be made from an official



	<p>account (eg Darebin City Council, Darebin Arts Centre, Northcote Town Hall etc), managed by a staff member who is an authorised social media publisher* “Official Spokesperson”.</p> <ul style="list-style-type: none"> • Posts and comments will not be made from personal accounts.
<p>Operational and Organisational Matters</p>	<ul style="list-style-type: none"> • Only the Chief Executive Officer or staff authorised by them can provide official comment to the media about operational matters on behalf of Darebin City Council. • All/any requests for comment on organisational policies, business and operations must be immediately referred to the Manager Communications Engagement and Customer Experience. • We do not use social media to address operational issues except to echo a media statement. These comments would be made from a corporate account. Information about individual staff or residents is protected under the Privacy Act. Councillors must immediately refer all such enquiries to the General Manager Governance and Engagement for consideration and response. • Councillors must not respond directly to requests for information made under the Freedom of Information Act. All requests for information under the Act must be referred to the Records Management Coordinator for consideration and response.
<p>Key Accountabilities - Media</p>	<p>Managing the media in both proactive and reactive settings requires the cooperation of many parties as outlined below.</p> <p>Mayor - Primary spokesperson for the City of Darebin on policy issues, citywide issues and intergovernmental issues, as well as major issues of community significance. The Mayor may also choose to delegate matters or enquiries to other councillors.</p> <p>Councillors - Act as the primary spokesperson when delegated by the Mayor.</p> <p>CEO - Provides guidance on the development of media responses and has ultimate accountability for media responses. Where media issues relate to administrative, operational or staff performance issues, the CEO or delegated Officers will respond.</p> <p>General Managers - Provide guidance on the development of media responses and act as spokespeople for operational issues.</p> <p>Senior Adviser – Corporate Communications - Primary point of contact for all media interaction. Develops media responses in collaboration with subject matter experts, Manager of Communications Engagement and Customer Experience and relevant General Manager for approval by the CEO and Mayor as appropriate. Oversees all interactions with the news media.</p> <p>Develop proactive media releases related to project or portfolio responsibilities. Support coordination of media responses.</p>

November 2022



	<p>Managers - Provide subject matter input in a timely manner to enable deadlines to be met on all media responses. Act as subject matter experts in the development of proactive media releases.</p> <p>All other staff - Refer any direct media enquiries immediately to the Communications Engagement and Customer Experience Department or delegated media advisor. Under no circumstances may a staff member speak directly to the media</p>
<p>Key Accountabilities – Social Media</p>	<p>Managing our social media platforms in both proactive and reactive settings requires the cooperation of many parties as outlined in the table below.</p> <p>Mayor - is the key spokesperson for Council and manages content on their own social media channels, in line with this policy.</p> <p>Councillors - not to post any comment or content or to respond to any comment or posting in any way contrary to this policy or which might be construed as officially representing the City.</p> <p>CEO - Provides guidance on the development of social media plans and has ultimate accountability for social media.</p> <p>General Managers - Provide guidance on the development of social media plans. GMs sign off on sensitive content.</p> <p>Council Senior Adviser – Digital / Authorised Social Media Publishers - Primary point of contact for all social media engagement. Develops social media plans in collaboration with subject matter experts, Manager Communications Engagement and Customer Experience and relevant General Manager for approval by the CEO and Mayor as appropriate. Oversees the budget to promote Council's policies and programs via social media.</p> <p>Have authority to post and comment on social media using a corporate account on behalf of Darebin City Council. Develop social media plans in collaboration Communications Engagement and Customer Experience and Engagement Department. Refer issues outside of their remit to the Senior Adviser - Digital.</p> <p>Managers - Provide subject matter input in a timely manner to enable deadlines to be met on all media responses. Act as subject matter experts in the development of proactive media releases. Managers sign off on content through a communications or social media strategy.</p> <p>Customer Service staff - Respond to routine requests that come through social media.</p>
<p>Contacting Communications Engagement & Customer Experience Department</p>	<p>The Communications Engagement and Customer Experience Department is available at all times to assist with media enquiries.</p> <p>If contacted by the media directly, Councillors should immediately contact the Senior Adviser – Corporate Communications by phone or email, or in their absence the Manager Communications Engagement and Customer Experience If contacted by the media directly after hours, Councillors should immediately contact the Manager Communications Engagement and Customer Experience or the Chief Executive Officer. If the Manager Communications Engagement and Customer Experience or the Chief Executive Officer is not available to contact, Councillors should decline to comment themselves and they should advise the enquirer that a response will be arranged as soon as is practicable.</p>



Media Monitoring	The Communications Engagement and Customer Experience monitors all media activity for the City of Darebin. Councillors wishing to obtain a particular news item about Council, can contact the Communications and Engagement Department for assistance.
Social Media Monitoring	The Communications Engagement and Customer Experience Department monitors all social media engagement for the City of Darebin. Councillors wishing to obtain a particular item about Council are welcome to contact the Department for assistance.
Media & Social Media Contact in Emergency Situations	In all circumstances, the Communications Engagement and Customer Experience Department, in consultation with the Chief Executive and the Darebin Emergency Management Group (DEMG), is responsible for releasing any information to the media, and publishing to social media, about an emergency situation.
Election Protocols – Councillors pre-selected or nominated as a candidate in Federal or State Elections	<p>Councillors who are a Prospective Candidate or a Nominated Candidate in a Federal or State election should ensure that any comment made to the media and posts and comments made on social media in their capacity as a Councillor is limited to matters concerning Council and is not used in a manner that furthers their platform as a candidate in, or is connected with, the relevant election.</p> <p>A Councillor who is a Prospective Candidate or a Nominated Candidate in a Federal or State election must differentiate between their role as a state or federal candidate and role as a Councillor when making public or social media comment, and must ensure that they do not use a Council media opportunity, events, council meetings, network meetings and council-related external activities to further their platform as a candidate in, or in any manner connected with, the relevant election.</p> <p><i>*See also Councillor Guidelines for State and Federal Elections for more information.</i></p>
Election Protocols – Local Government Elections	<p>Any requests for media advice or assistance from Councillors during the election period must be channelled through the Chief Executive Officer or the Manager Communications Engagement and Customer Experience.</p> <p>In any event, no media advice and/or assistance or media releases will be provided in relation to election campaign matters, or in regard to publicity that involves specific Councillors.</p> <p>Councillors will not use their position as an elected representative or their access to Council staff and other Council resources to gain media attention in support of matters that could be construed as relating to an election campaign.</p> <p><i>*See also Election Period Policy 2020</i></p>
Dispute Resolution Process	Any disputes arising from the policy will be managed in accordance with the provisions set out in the Councillor Code of Conduct, Sections 13 and 14.
Breach of Policy	Breaches of policies are treated seriously. Any concerns about non-compliance should be reported immediately to the CEO.

GOVERNANCE

Related Documents	This policy should be read in conjunction with the Councillor Code of Conduct.
--------------------------	--

November 2022



Legislation/ Regulation	Election Period Policy 2020 per Chapter 11 Governance Rules Darebin Councillor Code of Conduct 2021 Darebin City Council's Good Governance Framework 2022 Darebin Community Engagement Policy 2020 Councillor Guidelines for State and Federal Elections 2018 Darebin City Council's Information Privacy Policy 2020
Author	Enna Giampiccolo, Manager Communications, Engagement and Customer Experience
Policy Owner/ Sponsor	Jodie Watson, General Manager Governance & Engagement
Date Effective	19 December 2022
Review Date	18 December 2026
Version Number	1
Document ID	XXX
Content enquiries	Enna Giampiccolo



Councillor Occupational Health & Safety Policy

Purpose

The Darebin City Council (Council) is committed to providing and maintaining a safe and healthy environment for all persons associated with its operations, including Councillors, employees, contractors, residents and visitors. This applies to all work areas and our community spaces.

Our commitment is based on the principle that occupational health and safety is the most important of all our business objectives, the recognition that workplace injuries can be prevented, that everyone in the organisation should have clearly defined occupational health and safety responsibilities, and that meeting this commitment through the management of our stakeholder relationships is important.

The Councillor Code of Conduct adopted by Council recognises the provisions of the *Occupational Health and Safety Act 2004 (the Act)* apply to Councillors.

Councillors have a role in:

- Protecting the health and safety of themselves
- Protecting the health and safety of other workers, including their fellow Councillors, the CEO and staff
- Ensuring that Council, as an organisation, provides a safe workplace.

Further, Councillors are 'officers' for the purpose of the Act, which means that the Councillors need to take reasonable care to ensure that Council (through the CEO) complies with its health and safety duties. This will involve Councillors working with the CEO to ensure Council's compliance with the Act.

The purpose of this policy is to:

- Outline Councillor's responsibilities under the Occupational Health and Safety Act 2004 and Occupational Health and Safety Regulations 2017.
- Set out Councillor's and the organisation's obligations in respect of occupational health and safety.
- Provide guidance to:
 - Councillors on how to respond in various scenarios with health and safety implications, and
 - Council in terms of how it will support Councillors with matters that may arise in a work setting.

Under the Councillor Code of Conduct, Councillors have committed to adhering to Council's OHS Policies. This Policy is to be read as part of the Council's overall OHS framework, and in recognition of a Councillor's obligation under the Standards of Conduct to do everything reasonably necessary to ensure that the Councillor performs the role of a Councillor effectively and responsibly.



Scope	<p>This policy applies to all Councillors at all times when undertaking their roles as elected officers of Darebin City Council. Councillors within this context includes the Mayor and Deputy Mayor.</p> <p>This policy also interacts with Council's OHS policy and other key policies which support the health and safety of Council employees including the Chief Executive Officer.</p>
Definitions and Abbreviations	<p>OHS – Occupational Health & Safety</p> <p>Council – Darebin City Council, referred to as Council throughout this document.</p> <p>Employee - Full-time, part-time, casual, contracted and volunteer staff employed or engaged by Council, including the CEO.</p> <p>CEO - The person appointed by Council under the Local Government Act 2020 to be its Chief Executive Officer or any person acting in that position.</p> <p>Councillor - a person who holds the office of Councillor as defined by the Local Government Act 2020</p> <p>Councillor Conduct Officer- a person appointed by the CEO to assist Council in implementing its internal arbitration process.</p> <p>Support Officer- means a member of the CEO's office or a member of the Executive Management team.</p> <p>EMT - The person appointed by Council to be a member of its Executive Management Team or any person acting in that position.</p> <p>Incident- an event or sequence of events resulting in loss of control over a hazard.</p> <p>Hazard- means a condition or situation which has the potential to cause injury or harm (physical or psychological).</p> <p>Near miss- means an incident/event which had the potential to cause personal injury or damage to equipment/machinery, property or facilities.</p> <p>Workplace- means any place where a person attends for the purpose of carrying out any functions in relation to his or her employment, occupation, business, trade or profession and need not be a person's principal place of business or employment.</p> <p>Psychologically Safe Workplace- A workplace where people feel safe and supported to speak up with ideas, questions, concerns or mistakes, without fear of any adverse consequences such as being humiliated, embarrassed or punished.</p> <p>Councillor Code of Conduct- Provides information on the standards of conduct expected to be observed by Councillors as required under the Local Government Act 2020.</p> <p>Governance Rules- Section 60 of the Local Government Act 2020 requires each council to adopt and apply governance rules that describe the way they will conduct council meetings.</p> <p>Bullying- is any behaviour in which:</p> <ul style="list-style-type: none"> • a person or a group of people repeatedly behaves unreasonably towards another • person or a group of persons, and • the behaviour creates a risk to health and safety. <p>Bullying may involve, but is not limited to, any of the following types of behaviour:</p> <ul style="list-style-type: none"> • aggressive, threatening or intimidating conduct • belittling or humiliating comments • spreading malicious rumours • teasing, practical jokes or 'initiation ceremonies' • displaying offensive material



	<ul style="list-style-type: none"> • pressure to behave in an inappropriate manner. <p>Examples of what is not bullying may involve but is not limited to, any of the following types of behaviour:</p> <ul style="list-style-type: none"> • Reasonable management action carried out in a reasonable and lawful way • Differences of opinion and interpersonal disputes • Light hearted exchanges and mutually acceptable jokes • Assertively expressing opinions that are different from colleagues in regard to Councillor related matters <p>Sexual harassment- is unwelcome conduct of a sexual nature which makes a person feel offended, humiliated and/or intimidated, where a reasonable person would anticipate that reaction in the circumstances.</p> <p>Examples of sexually harassing behaviour include:</p> <ul style="list-style-type: none"> • unwelcome touching; • staring or leering; • suggestive comments or jokes; • sexually explicit pictures or posters; • unwanted invitations to go out on dates; • requests for sex; • intrusive questions about a person's private life or body; • unnecessary familiarity, such as deliberately brushing up against a person; • sexually explicit physical contact; and • sexually explicit emails or SMS text messages. <p>Harassment on the grounds of sex occurs where a person, by reason of the sex of the harassed person, engages in unwelcome conduct of a seriously demeaning nature in circumstances in which a reasonable person, having regard to all of the circumstances, would have anticipated the possibility that the person harassed would have been offended, humiliated or intimidated.</p> <p>Harassment on the ground of sex differs from sexual harassment as the conduct does not need to be of a sexual nature.</p> <p>Examples include:</p> <ul style="list-style-type: none"> • asking intrusive personal questions based on a person's sex; • making inappropriate comments or jokes to a person based on their sex; • displaying images which are sexist, misogynistic or misandrist. <p>Indirect discrimination- where a policy applies in the same way to everybody but disadvantages a person with a protected attribute and that policy is not reasonable.</p> <p>Direct Discrimination- when you are treated less favourably than another person or other people because:</p> <ul style="list-style-type: none"> • you have a protected characteristic • someone thinks you have that protected characteristic (known as discrimination by perception) • you are connected to someone with that protected characteristic (known as discrimination by association)
--	--



	<p>High job demands- means high levels of physical, mental or emotional effort are needed to do the job above what an objective assessment would indicate is reasonable in the context of the role.</p> <p>Workplace violence and aggression- when a person is abused, threatened or assaulted at work.</p> <p>The Act – Occupational Health and Safety Act 2004</p>
<p>Policy Statement(s)</p>	<p>Statement</p> <p>Council recognises our moral and legal responsibilities to provide and maintain a safe and healthy work environment for all individuals within the scope of this policy.</p> <p>Council acknowledges that a safe working environment extends beyond physical and psychological safety to creating a culturally safe workplace which respects difference.</p> <p>This Policy sets out how Council will ensure, so far as is reasonably practicable, a safe working environment for all Councillors and sets out the accountabilities for all Councillors in accordance with current occupational health and safety legislation and other relevant legislation as well as within Council's safety and wellbeing management system.</p> <p>Council will continuously work towards creating a culture where safety is a part of the way we work with all Councillors within the scope of this policy. Council will do this by focusing on three key areas:</p> <ul style="list-style-type: none"> • Leadership – provide clear guidance and support to Councillors in the pursuit of improved workplace health and safety, and environment standards. • Good Governance – a clear and systematic approach to managing OHS, centered around people, compliance as well as robust reporting and communication practices. • Active Safety Culture- a culture where Councillors understand and are accountable for their OHS responsibilities and are committed to continuous improvement. <p>Managing Risk</p> <p>Through the implementation of our Safety management system, Council will work to meet all legislative and policy requirements as well as promote, encourage and facilitate actions toward minimizing risks. These risks may include but are not limited to, any of the following:</p> <ul style="list-style-type: none"> • Gendered violence, • Sexual harassment, • Harassment on the grounds of sex • Bullying and harassment • Direct or indirect discrimination • Exposure to traumatic content or events; • High job demands; • Poor workplace relationships • Physical or psychological injury • Workplace violence and aggression • Hazards which arise as a result of incidents, <p>To manage the above risks, Council will, in consultation with Councillors, identify, assess, control, evaluate and monitor hazards and risks so that they are eliminated or reduced to a level that is as low as reasonably practicable.</p>



The strategies Council may implement to manage any risks to Councillors and employees may involve but is not limited to the following actions:

- Direct interventions and support during the handling of complaints or other interpersonal issues to ensure the health and safety of all individuals involved.
- Access to a mediator, conflict coach or other specialist upon request during complicated decision-making processes.
- Create processes or procedures in consultation with affected parties which manage the above risks.
- Provide advice and support to individuals around understanding their responsibilities during complicated processes.
- Workshops, training and other proactive measures to increase the capacity of Councillors to safely perform their roles.
- Any other action as deemed appropriate to manage the risk to the safety of individuals outlined in the scope of this policy or within other key Council policies which concern the safety and wellbeing of Council employees.

Incident and Hazard Reporting

All hazards, near misses and incidents that occur as a result of Councillors conducting the business of Council, acting as a representative of Council, including as part of attending Council related functions, during or outside normal Council hours must be reported.

In most cases where Councillors notice something unsafe, it will be appropriate for them to notify an officer within the CEO's office. The Officer will complete an online hazard/incident report in accordance with Council's Incident Reporting and Investigation Procedures.

Once an incident has been logged the nominated Council officer responsible for investigating the incident will then conduct an incident investigation and document any actions to be taken to control the risk.

If the issue relates to potential psychological injury arising from alleged conduct that is in breach of the Councillor's Code of Conduct, it may be more appropriate to report the matter to the Mayor, Councillor Conduct Officer or CEO.

Occupational Health and Safety Investigations

In order to fulfill its obligations under the Act, Council will have in place a process for investigating OHS matters which arise within the workplace and poses a risk to health and safety. These matters may involve but are not limited to the following items:

- Incidents reported
- Serious OHS Risks
- Alleged breaches of this policy

Once a matter is brought to the attention of the CEO or the Mayor, the matter will then be delegated to the General Manager Governance and Engagement to assess the matter to determine the level of actual or potential risk. All matters will be assessed against Council's risk rating matrix with consideration of the information available at the time of assessment.



	<p>Upon completion of the assessment, the CEO will determine the appropriate course of action to ensure that Council complies with its OHS obligations. Such action may include:</p> <ul style="list-style-type: none"> • Initiating an investigation or review process; • Referring the matter to Councillors to be managed in line with the Councillor Code of Conduct under clause 4.2 and as set out in the Local Government Act 2020; or • Implementing immediate interventions to ensure the safety and wellbeing of those involved, so far as is reasonably practicable. <p>If an investigation is initiated, the investigator will adopt a fair process and conduct a thorough and impartial investigation in accordance with the principles of natural justice.</p> <p>Councillors will be briefed on the outcome of the investigation with recommended next steps.</p> <p>If a finding is made that this policy has been breached, then the next steps will be informed by the Local Government Act 2020 and Councillor Code of Conduct.</p> <p>If no breach is found then the outcomes and next steps of the matter may be referred to relevant employees to review and implement any actions which arise to support the creation of a safe working environment.</p>
<p>Responsibilities</p>	<p>All individuals within the scope of this policy need to consider their outlined responsibilities in conjunction with the Act, the Councillor Code of Conduct and the Local Government Act 2020.</p> <p>Councillors role under this policy</p> <ul style="list-style-type: none"> • Comply with this policy as well as all other applicable policies or procedures. • Make themselves familiar with the provisions of this policy and procedure, raise any concerns or questions about the policy's coverage or application. • Take reasonable care to protect their own health and safety, as well as the health and safety of others in the workplace. • Refrain from behaving in a manner that exposes employees to a psychosocial risk, physical risk or any other risk which could compromise the health and safety of employees. • Attend and participate in all required training, to maintain understanding of the duties and obligations imposed by the Act and their application to the broad range of activities undertaken by Council. • Participate where required in the resolution of safety issues or complaints relating to OHS issues. • Report all hazards, near misses and incidents that occur as a result of Councillors conducting the business of Council, or acting as a representative of Council. • Support any reasonable intervention which is implemented by Council to ensure the safety and wellbeing of Councillors or those within the scope of Councils staff OHS Policy. • Provide support and assistance to the CEO to ensure Council's compliance with the OHS Act. • Adhere to their duty under the OHS Act to ensure, so far as is reasonably practicable, the health and safety of the CEO (including psychological safety). • Ensure there the Council has appropriate oversight of OHS compliance within the organisation, including reporting systems for serious incidents • Ensure that there are systems in place by which Council as a group identifies and has regard to OHS issues in the performance of its functions, including decision making.



The Mayor's role under this policy

In addition to the Mayor's responsibility as a Councillor, the Mayor has a significant leadership role to:

- Monitor and manage the wellbeing of Councillors and employees present when chairing meetings and briefings.
- Monitor the wellbeing of Councillors through pro-active leadership and individual check-ins with Councillors.

How can the Chief Executive Officer support this policy?

- Take reasonable care of their own health and safety and the health and safety of others.
- Observe and comply with Council outlined health and safety procedures and associated systems.
- Where appropriate, provide advice to Councillors and the Mayor in relation to managing OHS risks and any other interventions required to support the safety of Councillors and employees.
- Work collaboratively with Councillors to comply with OHS legislative requirements and ensure so far as is reasonably practicable that Councillors understand their obligations under the OHS Act as well as other relevant legislation.
- Report observed health and safety incidents and hazards.
- Where appropriate, participate and provide OHS training, programs and initiatives.
- Support the minimisation of the risk of psychological or physical injury to a Councillor which may arise from interactions with a community member, customer, employee or colleague at Council.

People and Culture's role under this policy

- Develop a safety management system that supports cultural, physical and psychological safety.
- Seek to prevent as far as reasonably practicable any physical or psychological injury to Councillors and employees through the adoption of policies, processes and mechanisms that reduce the risk of injury.
- Ensure that all systems and processes are accessible and where possible tailored to meet the needs of Councillors.
- Ensure all Councillors have access to proper training, instruction and support to work in a safe and healthy manner.
- Comply with relevant laws and regulations, licenses and registrations.
- Promote initiatives to improve the health, safety and wellbeing of our Councillors.
- Ensure that we meet all safety obligations to our Councillors and ensure they understand their obligations under the OHS Act.
- Ensure through Council's incident reporting system that Councillors can report all hazards and incidents promptly.
- Analyse trends to recognise and respond to early warning signals to prevent incidents from occurring.
- Following an injury, place importance on returning our Councillors to safe and sustainable work as soon as possible.



	<ul style="list-style-type: none"> Adhere to all principles and lawful requirements of the Workplace Injury Rehabilitation and Compensation Act 2013 following any work related injury. <p>Corporate Governance’s role under this policy</p> <ul style="list-style-type: none"> Support an environment where robust debate can be conducted in a psychologically safe manner. Ensure through Council’s incident reporting system that Councillors can report all hazards and incidents promptly.
Breach of Policy	Alleged breaches of this Policy will be referred to Councillors to be managed in line with the Councillor Code of Conduct under clause 4.2 and as set out in the Local Government Act.

GOVERNANCE

Parent Strategy/ Plan	Councillor Code of Conduct
Related Documents	<p>This policy should be read in conjunction with Council’s:</p> <ul style="list-style-type: none"> Equal Opportunity Policy Sexual Harassment Policy Staff Covid-19 Vaccination Policy Gender Equality Action Plan Staff OHS Policy
Supporting Procedures and Guidelines	<ul style="list-style-type: none"> Equal Opportunity Policy Sexual Harassment Policy Staff Covid-19 Vaccination Policy Staff OHS Policy Occupational Health and Safety Act 2004 Occupational Health and Safety Regulations 2017 Workplace Injury Rehabilitation and Compensation Act 2013 Occupational Health and Safety compliance codes – Victoria Charter of Human Rights & Responsibilities <p>This Policy should be read in context with the relevant framework, procedures, systems and processes</p>
Legislation/ Regulation	<p>Occupational Health and Safety Act 2004 and successor legislation</p> <p>Occupational Health and Safety Regulations 2017 and successor legislation</p> <p>Workplace Injury Rehabilitation and Compensation Act 2013 and successor legislation</p> <p>Occupational Health and Safety compliance codes – Victoria</p> <p>Equal Opportunity Act 2010 and successor legislation</p> <p>Local Government Act 2020 and successor legislation</p> <p>Local Government Act 1989 and successor legislation</p> <p>Charter of Human Rights & Responsibilities</p>



Author	Coordinator Safety & Wellbeing
Policy Owner/ Sponsor	Chief Executive Officer
Date Effective	XXX i.e. Date adopted by Executive Management Team
Review Date	XXX
Version Number	XXX
Document ID	XXX
Content enquiries	Chief Legal and Integrity Officer

! All Darebin policies and procedures must be developed through the lens of key Darebin strategies, plans and related considerations. See the **Darebin Policy Review Lens** to inform and guide policy development and review.



Councillor Interaction Protocols

<p>Purpose</p>	<p>The purpose of these operating protocols is to outline:</p> <ul style="list-style-type: none"> • How Councillors can seek information or advice from officers to support them in undertaking their role. • How the CEO can ensure all information and advice is provided transparently and equitably to support efficient and transparent management of Councillor and community requests. • How interactions between Councillors and staff should occur to maintain a professional, courteous and psychologically safe work environment.
<p>Outcomes</p>	<p>Outcomes sought by these protocols include:</p> <ul style="list-style-type: none"> • Councillors having access to advice, information and documentation to enable fulfilment of their role; • Ensuring Councillors and staff have clarity on how they should interact and work together; • Efficient and timely processing of requests for support on general Council Business, planning matters, information and service requests; • Supporting good governance principles, including transparency, accessibility and accountability; • Ensuring compliance with relevant legislation, including the <i>Local Government Act 2020</i>, <i>Occupational Health and Safety Act 2004</i>, <i>Privacy and Data Protection Act 2014</i> and <i>Equal Opportunity Act 2010</i>.
<p>Scope</p>	<p>These protocols seek to:</p> <ul style="list-style-type: none"> • clarify interactions between Councillors and staff under section 46(1)(b) and (3)(c) of the <i>Local Government Act 2020</i>; • support the Chief Executive Officer in meeting obligations to Councillors and staff under the <i>Occupational Health & Safety Act 2004</i>; • support the safety and wellbeing of Councillors in interactions with staff when undertaking their role; • ensure efficient and effective use of officer time and resourcing.
<p>Definitions and Abbreviations</p>	<p>In this Policy:</p> <p>Act means the <i>Local Government Act 2020</i> (Vic).</p> <p>Chief Executive Officer (CEO) means the person appointed by Council to be its Chief Executive Officer, or any person acting in that position.</p> <p>Council means the Darebin City Council being all the Councillors collectively.</p> <p>Councillor means a person holding the office of member of Darebin City Council.</p> <p>Delegated Committee means delegated committees defined under section 63 of the <i>Local Government Act 2020</i> (Vic).</p>

November 2022



	<p>Discrimination means discrimination as defined pursuant to Part 2 clause 7 of the <i>Equal Opportunity Act 2010</i> (Vic).</p> <p>Mayor means the Councillor elected to the Office of Mayor of the City or any person appointed by Council to be acting as Mayor.</p> <p>Member of Council staff means a natural person appointed by the CEO (other than an independent contractor under a contract for services or a volunteer) to enable the functions of the City to be carried out. The Chief Executive Officer is also a member of Council staff.</p> <p>Role of a Councillor means the role as defined by section 28 of the <i>Local Government Act 2020</i> (Vic) and replicated in the responsibilities section of this Policy.</p> <p>Workplace Manslaughter means workplace manslaughter as defined pursuant to Part 5A Division 1-Preliminary of the <i>Occupational Health and Safety Act 2004</i> (Vic).</p>
<p>Interactions</p>	<p>The Councillor and member of Council staff will in all interactions treat each other respectfully. The respect should help build and maintain a constructive relationship between Councillors and Council staff.</p> <p>Councillors will generally interact with staff for the following reasons:</p> <ul style="list-style-type: none"> • general Council business; • requests for information; and • requests for service on behalf of community members. <p>Or</p> <p>Interact with staff in, but not limited to, the following forums:</p> <ul style="list-style-type: none"> • Council meetings • Planning Committee meetings • Councillor Briefing • Advisory Committee meetings • Delegated Committee meetings <p>Section 124 of the Act outlines that a Councillor must not intentionally direct, or seek to direct, a member of Council staff. A breach of s 124 of the Act by a Councillor is defined as serious conduct under the Act.</p> <p>Where social interactions occur between Councillors and Council staff, any discussion of Council business and/or operational matters is prohibited.</p>
<p>Nominated Key Contacts</p>	<p>Interactions between Councillors and staff should generally occur through interactions with the CEO, General Managers or Department Managers. These include:</p> <ul style="list-style-type: none"> • CEO – the single employee of Council, Councillors can contact the CEO about any matter • General Managers – can be contacted on matters within their division of responsibility or when the CEO is unavailable • Department Managers – can be contacted on operational or matters within their area of responsibility



	<p>The exceptions to the above general provisions are as follows, when it is also appropriate for Councillors to contact the following staff in relation to their roles and functions:</p> <ul style="list-style-type: none"> • Manager Corporate Governance – to discuss governance matters • Manager City Development – to discuss matters listed on the planning committee agenda or weekly planning committee call up list. • Chief Legal & Integrity Officer – to discuss Councillor Conduct matters • Mayor & Councillor support team – for activities covering administrative support for Councillors • Manager Communications, Engagement and Customer Experience – for matters associated with communications and media relations advice • Nominated Staff Member leading support for a Council Committee – i.e. staff member nominated as the lead officer for an Advisory Committee. • Information Services Help Desk – for matters associated with technology equipment • Manager People and Culture – for matters associated with any potential staff issues or issues relating to Discrimination or Workplace Manslaughter <p>Officers in the above roles can respond to Councillor requests and depending on the nature of the request should copy their Manager or General Managers into their response.</p> <p>Given the volume and technical nature of enquiries the following officers can also respond to Councillor requests but must copy their Manager, and if necessary, their General Manager, into the response:</p> <ul style="list-style-type: none"> • Safety & Compliance – Coordinator Civic Compliance, Team Leader Business Support, Team Leader Local Laws, Team Leader Traffic Enforcement, Senior Planning Compliance Officer • City Development – Coordinator Health Protection, Planning Coordinators, Coordinator Priority Development, Building Services Lead, Municipal Building Surveyor, Deputy Municipal Building Surveyor, City Designer, Assistant Manager City Development • Sustainable Transport – Coordinator Transport Engineering <p>Councillors should not contact any staff other than those nominated above. If any other staff are contacted by a Councillor, they are required to refer the contact from a Councillor to their Department Manager or and the General Manager or CEO to determine who is best placed to provide a response.</p>
<p>Council Business</p>	<p>The formal business of Council is conducted through forums including but not limited to:</p> <ul style="list-style-type: none"> • Council meetings and reports • Council committee meetings • Planning Committee • Councillor briefings and Councillor & Executive time <p>These forums are governed by the Governance Rules, Councillor Code of Conduct and Staff Code of Conduct.</p> <p>Given the nature of planning matters, Councillors are encouraged to refer any requests for meetings relating to developments to the organisation. Councillors have an obligation to avoid involvement in operational matter of which assessment of</p>



	<p>planning applications is a key matter. An officer will not attend meetings with Councillors to discuss or respond to operational planning matters. This ensures an efficient use of staff time and that all operational requests are fairly and equitably dealt with through the normal planning permit application processes.</p>
<p>Request for Information</p>	<p>Councillors may request information from staff by:</p> <ul style="list-style-type: none"> • lodging a Councillor Service Request; • email, telephone or meeting with a nominated key contact as outlined in the Nominated Key Contacts section. <p>The Councillor’s request for information must be reasonable in the circumstances. It must not, for example, impose an unreasonable burden on the member of Council staff or set an unrealistic or impracticable deadline for a response.</p> <p>The request should not be designed to embarrass the member of Council staff or put them in a difficult position. If the Councillor intends to make public the information sought, this must be communicated to the staff member prior to disclosure to the public.</p> <p>Wherever possible Councillors should lodge a Councillor Service Request if seeking information as this will ensure a record is maintained, and the matter is regularly followed up if there is a delay responding. This method of contact is most suited if the request is non-urgent, is operational in nature or a Councillor is unsure which nominated key contact is responsible for the matter.</p> <p>If a manager or General Manager receive a request directly from a Councillor, they are responsible for having it recorded and tracked in Council’s Councillor Service Request system. This can be done via direct entry, or via request to the EA to Mayor and Councillors.</p> <p>Nominated key contacts are accountable for following up on logged requests in a timely manner, with complex request responded to in 10 days and simple requests responded to in 5 days.</p> <p>Councillors can email, telephone or meet with nominated key contacts where the matter is complex, strategic, unique in nature or where a Councillor is seeking additional support.</p> <p>Councillors should contact staff within normal business hours. In the event of an emergency or significantly important issue (i.e. media) arising outside of ordinary business hours, the CEO or relevant General Manager should be contacted by the Councillor.</p> <p>Nominated key contact staff are responsible for communicating with Councillors, this should not be delegated to other officers.</p>
<p>Support for the Mayor and Councillors</p>	<p>The Executive Assistant to the Mayor and Councillors is to provide assistance to the Mayor and Councillors in carrying out their roles. The Mayor or Councillors may contact and work directly with the Executive Assistant to the Mayor and Councillor to gain the necessary support to carry out these activities.</p> <p>Requests for support beyond these activities will not be provided by staff within the Mayor and Councillors office and will be referred to the CEO to determine if provision of support for the requested activity is appropriate.</p> <p>The CEO may agree to support ongoing contact between the Mayor or Councillors and a staff member for the completion of a particular task or particular activity, for example, assigning a staff member to assist the Mayor in advocacy activities.</p>

November 2022



	<p>The Mayor may be invited by the CEO or a member of the Executive Leadership Team (ELT) to a meeting of staff or an organisational event to thank or address staff on behalf of Council. The CEO may also invite Councillors to these events.</p> <p>In all other respects, contact between the Mayor and Council staff will be in accordance with the Nominated Key Contacts section of these protocols.</p>
Requests for Service	<p>Councillors are encouraged to advise members of the community to contact Council's customer service channels directly to resolve service matters, particularly if it's the first time they have approached the Council. This enables community service requests to be logged and triaged appropriately and enables after hours support if urgent. Where a community member may have emailed all or multiple Councillors, or where there have been multiple contacts already with the organisation, Councillors should lodge a service request with customer service and if urgent or serious copy the relevant General Manager.</p> <p>Officers will not attend meetings with Councillors to discuss or respond to operational matters. This ensures an efficient use of staff time and that all operational requests are fairly and equitably dealt with through the Council's customer service request process.</p> <p>Councillors may choose to meet with community members to better understand community experience and concerns in relation to operational matters, however any specific requests should then come through from the customer as a service request to be responded to, recorded and reported on.</p>
Provision of Information to Councillors	<p>Where a request for information or service outlined in either Support for the Mayor or Request for Services sections is of broad interest to Council or Councillors, nominated key contacts are encouraged to provide this information to other Councillors, or to the Ward Councillor where the matter relates to a Ward, not just the Councillor making the request.</p> <p>Where a matter is a request for public information or clarity on a topic that is not likely to be considered as 'contentious' and is unlikely to come back before the Council meeting, staff can respond directly to an individual Councillor.</p> <p>If the Councillor making the request believes the request is sensitive or confidential in nature, they should flag this in their request.</p> <p>Nominated key contacts will be required to consider this as part of their responses and consult with their General Manager or the CEO, if they are of the view that distribution should occur to all Councillors. The relevant General Manager or the CEO will then discuss the matter with the Councillor concerned.</p>
Involvement of Councillors in Operational Matters	<p>The Mayor and Councillors are not to contact staff who are not nominated staff within these protocols, whilst undertaking their duties.</p> <p>This ensures that staff can carry out their duties without interruption by Councillors and prevents inappropriate Councillor contact with staff that may put staff health and wellbeing at risk. It also ensures that Councillors do not put themselves at any risk by entering operational environments and situations for which they have not been trained.</p> <p>The exception to this would be a general greeting either in the office or in the field of operations or briefly thanking staff for the work they are doing.</p> <p>Contact that must not occur under these protocols includes:</p> <ul style="list-style-type: none"> approaching staff when they are assisting a difficult customer

November 2022



	<ul style="list-style-type: none"> • approaching staff when they are operating machinery and/or equipment • questioning staff about how or why they are undertaking their duties • taking photos or videos of staff whilst they are undertaking these duties • directing or making suggestions to staff on how they should undertake their duties <p>Councillors who wish to observe operations to inform their decision making may do so by making a request in writing to the relevant ELT member or CEO. On receipt of the request the Manager will assess the request and put in place arrangements to mitigate risks to enable the Councillor to observe the operations. Where these risks cannot be mitigated, the Manager may decline the request.</p> <p>Councillors observing operations should comply with these contact protocols.</p>
<p>Complaints and Feedback</p>	<p>If a Councillor or the member of Council staff considers that either has breached any of these Protocols they:</p> <ul style="list-style-type: none"> • may immediately terminate the interaction with the Councillor or Council staff member; • must report, in relation to a possible Councillor breach, what has occurred to their General Manager or CEO; or • must report, in relation to a possible breach by a member of Council staff, confidentially to the CEO the nature of the complaint, to be dealt with in line with the Employee Code of Conduct and related staff policies. <p>Where the alleged breach poses (or may pose) a risk to health and safety, the CEO may initiate an investigation or review process in accordance with the Councillor OHS Policy.</p> <p>If an investigation is initiated, the investigator will adopt a fair process and conduct a thorough and impartial investigation in accordance with the principles of natural justice.</p> <p>The CEO may also refer the matter to Councillors to be managed in line with the Councillor Code of Conduct under clause 4.2 and as set out in the Local Government Act 2020.</p> <p>The CEO is responsible for ensuring the member of staff is advised of what, if any, action has been taken with respect to an alleged breach.</p> <p>Nothing in this Protocol prevents the CEO from implementing immediate interventions to ensure the safety and wellbeing of those involved, so far as is reasonably practicable.</p>
<p>Attachments</p>	<p>Attachment 1 – Legal Context</p> <p>Local Government Act 2020</p> <p>Section 46 Functions of the Chief Executive Officer</p> <p>Pursuant to the Act, the CEO is responsible for ensuring the effective and efficient management of the day to day operations of the Council (s 46(1)(b)).</p>



	<p>Without limiting the generality of subsection (1)(b), this responsibility includes the following ...</p> <p>S 46 (3)(c) managing interactions between members of Council staff and Councillors and ensuring that policies, practices and protocols that support arrangements for interactions between members of Council staff and Councillors are developed and implemented.</p> <p>Section 124 Directing a member of Council staff</p> <p>A Councillor must not intentionally direct, or seek to direct, a member of Council staff—</p> <ul style="list-style-type: none"> (a) in the exercise of a delegated power, or the performance of a delegated duty or function, of the Council; or (b) in the exercise of a power or the performance of a duty or function exercised or performed by the member as an authorised officer under this Act or any other Act; or (c) in the exercise of a power or the performance of a duty or function the member exercises or performs in an office or position the member holds under this Act or any other Act; or (d) in relation to advice provided to the Council or a delegated committee, including advice in a report to the Council or delegated committee. <p>A breach of s 124 by a Councillor is defined as improper conduct and imposes a Penalty (120 penalty units) if substantiated.</p> <p>Occupational Health and Safety Act 2004</p> <p>Part 3, Division 2 Main duties of employers</p> <p>Section 21 Duties of employers to employees</p> <ul style="list-style-type: none"> (1) An employer must, so far as is reasonably practicable, provide and maintain for employees of the employer a working environment that is safe and without risks to health. (2) Without limiting subsection (1), an employer contravenes that subsection if the employer fails to do any of the following— <ul style="list-style-type: none"> (a) provide or maintain plant or systems of work that are, so far as is reasonably practicable, safe and without risks to health;
--	--

November 2022



	<p>(b) make arrangements for ensuring, so far as is reasonably practicable, safety and the absence of risks to health in connection with the use, handling, storage or transport of plant or substances;</p> <p>(c) maintain, so far as is reasonably practicable, each workplace under the employer's management and control in a condition that is safe and without risks to health;</p> <p>(d) provide, so far as is reasonably practicable, adequate facilities for the welfare of employees at any workplace under the management and control of the employer</p> <p>Section 23 Duties of employers to other persons</p> <p>(1) An employer must ensure, so far as is reasonably practicable, that persons other than employees of the employer are not exposed to risks to their health or safety arising from the conduct of the undertaking of the employer.</p>
<p>Breach of Protocols</p>	<p>Breaches of these protocols are treated seriously.</p> <p>Section 124 of the Act outlines that a Councillor must not intentionally direct, or seek to direct, a member of Council staff. A breach of s 124 of the Act by a Councillor is defined as improper conduct.</p> <p>Any concerns about non-compliance should be reported immediately to the CEO, General Manager or Manager Corporate Governance. If there is a significant breach and/or persistent breach of these protocols by a Councillor, the CEO will raise the matter with the Mayor, who may elect to pursue the matter through the Councillor Code of Conduct process.</p> <p>Adherence to these protocols will be considered as a requirement for Councillors in future iterations of the Councillor Code of Conduct.</p>

GOVERNANCE

<p>Related Documents</p>	<p>The following documents are related to these Protocols:</p> <ul style="list-style-type: none"> • Councillor Code of Conduct • Employee Code of Conduct
<p>Legislation/ Regulation</p>	<ul style="list-style-type: none"> • Local Government Act 2020 (Vic) • Occupational Health and Safety Act 2004 (Vic) • Privacy and Data Protection Act 2014 (Vic) • Equal Opportunity Act 2010 (Vic)

November 2022



	The implications of this policy have been assessed in accordance with the requirements of the Victorian Charter of Human Rights and Responsibilities.
Author	Jacinta Stevens, Manager Corporate Governance
Policy Owner/ Sponsor	Jodie Watson, General Manager Governance & Engagement
Date Effective	19 December 2022
Review Date	The protocol will be reviewed within 12 months of each municipal election.
Version Number	0.1
Document ID	A6596486
Content enquiries	Jacinta Stevens, Manager Corporate Governance

November 2022

9.6 GOVERNANCE REPORT - DECEMBER 2022**Author:** Coordinator Governance Services**Reviewed By:** General Manager Governance & Engagement

EXECUTIVE SUMMARY

The matters covered under the Governance Report for the month of December 2022 are:

- Summary of Advisory Committees, Councillor Briefing and other informal meetings of Councillors;
- Reports by Mayor and Councillors;
- Community Advisory Committees six-month progress report for the period April 2022 to September 2022
- Appointment of Councillor Delegates to:
 - State-wide, Metropolitan, Regional and Darebin-based Organisations;
 - Council Advisory Committees and Community Reference Groups;
 - Audit and Risk Committee and CEO Employment Matters Committee.
- Address contract awarding reports tabled to Council from October 2021 which did not reference Collaboration opportunities in accordance with Part 5 Council operations, s109(2) of the *Local Government Act 2020*.
- Amendment to Darebin Aboriginal Advisory Committee - Terms of Reference
- Darebin Annual Community Survey
- Audit and Risk Committee – Biannual Report

Officer Recommendation

That Council:

- (1) Notes the Governance Report – December 2022.
- (2) Notes the Summary of Advisory Committees, Councillor Briefings and other Informal Meetings of Councillors at **Appendix A** to this report, for incorporation in the minutes of this meeting.
- (3) Notes that reports by Mayors and Councillors submitted prior to the meeting and circulated to Councillors, will be incorporated in the minutes of this meeting.
- (4) Notes the Community Advisory Committees six-month progress report for the period April 2022 to September 2022 (**Appendix B**).
- (5) Appoints Councillor representatives to the State-wide, Metropolitan, Regional and Darebin-based Organisations and entities as listed in the report at **Table A** for a period of 12 months, or until such time as Council makes a further resolution on the matter.
- (6) Appoints Councillor representatives to the Council Advisory Committees and Community Reference Groups as listed in the report at **Table B** for a period of 12 months, or until such time as Council makes a further resolution on the matter.

- (7) Appoints Councillor representatives to the Audit and Risk Committee and CEO Employment Matters Committee as listed in the report at **Table C** below in the Report for a period of 12 months, or until such time as Council makes a further resolution on the matter.
 - (8) Notes the Contract awarding reports at **Appendix C** that inadvertently overlooked including the mandatory requirements of section 109 (2) of the *Local Government Act 2020* relating to collaboration opportunities in each of the Council reports.
 - (9) Endorses the adjustment to the Darebin Aboriginal Advisory Committee Terms of Reference (**Appendix D**).
 - (10) Notes the results of the Darebin Annual Community Survey (**Appendix E**).
 - (11) Notes the Audit and Risk Committee – Biannual Report (**Appendix F**)
-

BACKGROUND / KEY INFORMATION

In accordance with Council's Governance Rules 2020, the agenda for each Ordinary Meeting is required to list certain governance / administrative matters in addition to other specified items. These include the Reports of Standing Committees (for example the Hearing of Submissions Committee), Summary of Meetings (for example Briefings, Advisory Committee), responses to Public Questions taken on notice and reports by Mayor and Councillors.

Instead of having multiple reports for these governance / administrative matters on each agenda, it is considered appropriate to consolidate these matters in one single standing report to provide a single reporting mechanism for a range of statutory compliance, transparency and governance matters.

This is in accordance with best practice, good governance principles, transparent and accountable reporting of governance activities and to ensure compliance with the requirements of the Act, Council's Governance Rules and related regulations. This report additionally incorporates matters including but not limited to reporting of advisory committees, items relating to the delegation of Council powers, policy and strategy reporting, and the reporting on Councillors expenses.

DISCUSSION

The matters covered in this Governance Report are:

Summary of Advisory Committees, Councillor Briefing and other informal meetings of Councillors

In accordance with Council's Governance Rules 2020 for any meeting of an Advisory Committee established by Council attended by at least one Councillor or a scheduled or planned meeting to discuss the business of Council or to brief Councillors, and which is attended by at least half of the Councillors and one member of Council staff and which is not a Council meeting, Delegated Committee meeting or Community Asset Committee meeting the Chief Executive Officer must ensure that a summary of the meeting is:

- a) Tabled at the next convenient Council meeting; and
- b) Recorded in the minutes of that Council meeting.

The summary of the meeting should include a) the time, date and location of the meeting, b) the Councillors in attendance, c) the topics discussed, d) the positions of Council officers in attendance, e) the organisation that any attendees external to council are representing and f)

any conflicts of interest declared, including the reason. A Summary of the following Advisory Committees, Councillor Briefings or other Informal Meetings of Councillors are attached as **Appendix A** to this Report:

- Edgars Creek and Edwardes Lake Task Force Meeting – 8 November 2022
- Councillor Briefing Session – 21 November 2022

Reports by Mayor and Councillors

The Mayor and Councillors submit their monthly report by 4.00pm on the day of each Ordinary Council Meeting, detailing their attendance at various functions and activities since the last Council Meeting. Reports submitted by Mayor and Councillors will be recorded in the minutes of this meeting.

Community Advisory Committees Progress Update Report

The purpose of this report is to provide a six-month progress update from April 2022 to September 2022 on the activities of Councils Community Advisory Committees.

Every committee has its own particular outcomes and challenges, which are outlined in the individual reports. The Community Advisory Committees Progress Update Reports for each Committee are attached as **Appendix B** to this report and provide the following information for each Community Advisory Committee:

- Committee summary
 - Progress of key issues and challenges
 - Progress of activities and outcomes
 - Future plans
-
- Active and Healthy Ageing Advisory Committee (AHAAC)
 - Art and Heritage Advisory Committee
 - Climate Emergency Darebin Advisory Committee
 - Darebin Aboriginal Advisory Committee
 - Darebin Community Awards Selection Committee
 - Darebin Disability Advisory Committee
 - Darebin Domestic Animal Management Reference Group
 - Darebin Education Network
 - Darebin Interfaith Council
 - Darebin Nature Trust
 - Young Citizens Jury
 - Darebin Gender Equity Advisory Committee
 - Sexuality, Sex and Gender Diversity Advisory Committee (SSGDAC)
 - Darebin Welcoming Cities Community Reference Group
 - Edgars Creek and Edwardes Lake Task Force

Council is requested to note the Community Advisory Committees six-month progress report for the period April 2022 to September 2022.

Appointment of Councillors to State-wide, Metropolitan, Regional and Darebin-based Organisations, Council Advisory Committees and Community Reference Groups, Standing Committees - Audit and Risk Committee and CEO Employment Matters Committee

Each year Council nominates Councillors to various State-wide, Metropolitan, Regional and Darebin-based Organisations, Council Advisory Committees and Community Reference Groups and to the Standing Committees.

It should be noted that these appointments represent only those bodies where Council is required to make a decision annually about its delegate or appointee. Bodies for example such as the Reservoir Revitalisation Board are not included.

State-wide, Metropolitan, Regional and Darebin-based organisations

Appropriate representation on state-wide, metropolitan, regional and Darebin-based organisations enables Council to further its advocacy and engagement goals, and to gather information about sector opportunities and emerging issues, to inform decision-making.

Note that the former Metropolitan Local Government Waste Forum has now ceased and been replaced by the Recycling Victoria Local Government Advisory Committee.

A summary of the organisations, nominees required and Councillor appointments from 2021/22.

TABLE A

State-wide, metropolitan or regional organisation	Nominees required	Appointments 2021/22	Appointments 2022/23
Municipal Association of Victoria	One Councillor and one proxy	Cr Rennie Cr Messina (Proxy)	
Friends of Baucau Inc.	One Councillor	Cr Newton	
Metropolitan Transport Forum	One Councillor	Cr Newton Cr Dimitriadis (proxy)	
Northern Alliance for Greenhouse Action	One Councillor	Cr McCarthy Cr Greco (proxy)	
Global Covenant of Mayors for Climate and Energy	Mayor of the Day	Cr Messina	
Northern Council Alliance	Mayor of the Day, one proxy and Chief Executive Officer	Cr Messina	
Recycling Victoria Local Government Advisory Committee	One Councillor	Cr Messina	

Darebin-based organisation	Nominees required	Appointments 2021/22	Appointments 2022/23
Melbourne Innovation Centre	Two Councillors	Cr McCarthy Cr Messina	
Darebin Ethnic Communities Council	Two Councillors	Cr Dimitriadis	
Darebin Creek Management Committee Inc.	One Councillor	Cr Dimitriadis	
Merri Creek Management Committee Inc.	One Councillor	Cr Hannan Cr Greco (Proxy)	
Inner North Community Foundation	One representative (non-Councillor)	Enna Giampiccolo, Manager Communications, Engagement and Customer Experience	Enna Giampiccolo, Manager Communications, Engagement and Customer Experience continuing whilst recruitment is undertaken to identify a community representative as Council's nominee.

Council Advisory Committees and Community Reference Groups

Council has established a number of Community Advisory Committees and Community Reference Groups to facilitate community participation and input into policy and service development, and to assist with facility, project and event management.

These Committees typically comprise one or more Councillors, Council Officers and a number of community representatives. The community representatives can be local residents or stakeholders appointed in their own right or representatives of service authorities, support agencies or community organisations.

The progress, advice and recommendations of these Committees is reported to Council through formal Officer reports (supplemented from time to time by verbal reports by Councillors).

A summary of the committees and reference groups, nominees required and Councillor appointments from 2021/22.

TABLE B

Community Advisory Committee	Nominees required (Based on adopted Terms of Reference)	Appointments 2021/22	Appointments 2022/23
Active and Healthy Ageing Advisory Committee	<i>One Councillor nominated as Chair of the Committee and one as a proxy</i>	Cr Greco (Chair) Cr Williams (Proxy)	
Art and Heritage Advisory Panel	<i>One Councillor nominated as Chair of the Committee and one as a proxy</i>	Cr Susanne Newton (Chair) Cr Gaetano Greco (Proxy)	
Climate Emergency Darebin Advisory Committee	<i>Two Councillors one nominated as Chair of the Committee, one as a member and one as a proxy</i>	Cr McCarthy (Chair) Cr Rennie (Deputy)	
Darebin Aboriginal Advisory Committee	<i>One Councillor nominated as Co-Chair of the Committee and one as a proxy</i>	Cr Messina (Co-Chair) Cr McCarthy Cr Greco Cr Rennie Cr Newton Cr Laurence Cr Dimitriadis	
Darebin Community Awards Advisory Committee	<i>The current Mayor nominated as the Chair of the Committee and one as a proxy</i>	Cr Messina (Mayor and Chair) Cr Rennie (Proxy)	
Darebin Disability Advisory Committee	<i>One Councillor nominated as Chair of the Committee and one as a proxy</i>	Cr Williams (Chair) Cr Laurence (Proxy)	
Darebin Domestic Animal Management Reference Group	<i>One Councillor nominated as Chair of the Committee and one as a proxy</i>	Cr Williams (Chair) Cr Laurence (Proxy)	
Darebin Education Network	<i>One Councillor nominated as Chair of the Committee and one as a proxy</i>	Cr Rennie (Chair) Cr Dimitriadis (Proxy)	
Darebin Interfaith Council	<i>One Councillor nominated as Co Chair of the Committee and one as a proxy</i>	Cr Greco (Co Chair) Cr Dimitriadis (Proxy)	
Darebin Nature Trust	<i>Three Councillors, one nominated as Co-Chair of the Committee, two as members and one as a proxy</i>	Cr Lina Messina (Co-Chair) Cr Trent McCarthy Cr Tom Hannan	

Community Advisory Committee	Nominees required (Based on adopted Terms of Reference)	Appointments 2021/22	Appointments 2022/23
Gender Equity Advisory Committee (formerly Darebin Women's Advisory Committee)	<i>One female Councillor nominated as Chair of the Committee and one as a proxy</i>	Cr Dimitriadis Cr Rennie (Proxy)	
Sexuality, Sex and Gender Diversity Advisory Committee	<i>One Councillor nominated as Chair of the Committee and one as a proxy</i>	Cr Newton (Chair) Cr Rennie (Proxy)	
Welcoming Cities Community Reference Group	<i>One Councillor nominated as Chair of the Committee and one as a proxy</i>	Cr Greco (Chair) Cr Dimitriadis (Proxy)	
Edwardes Lake Water Quality Task Force	<i>One Councillor nominated as Chair of the Committee and one as a proxy</i>	Cr Greco Cr Newton (Proxy)	
Young Citizens Jury	<i>Councillor(s) appointed by Council annually and a Council Officer nominated by the Chief Executive Officer (both non-voting)</i>	No Councillors currently appointed	

Standing Committees

These committees make decisions on behalf of Council and provide advice on specific areas of Council business. Standing committees are formal committees that either make decisions on behalf of Council, manage a service or facility on behalf of Council, or advise and recommend to Council on a specific area of Council's functions or responsibilities.

Depending on their role and the need for delegated power, standing committees can either be a Delegated committee or an advisory committee. The Audit and Risk Committee is also designated as Standing Committee.

The CEO Employment Matters Committee is an Advisory Committee appointed for the purpose of assisting Council in fulfilling its responsibilities relating to CEO employment matters.

Nominees required for Audit and Risk Committee and CEO Employment Matters Committee, Councillor appointments from 2021/22.

TABLE C

Standing Advisory Committees	Nominees required (Based on adopted Charter and/or the Local Government Act)	Appointments 2021/22	Appointments 2022/23
Audit and Risk Committee	Two Councillors	Cr Messina Cr Hannan	
CEO Employment Matters Committee	Mayor, Deputy Mayor and 3 Councillors	*Mayor Messina *Deputy Mayor McCarthy *Cr Dimitriadis *Cr Greco *Cr Rennie <i>*last revised 25 July 2022</i>	

Contract Award - Collaboration Opportunities

Part 5 Council operations, s109(2) of the *Local Government Act 2020* states:

the Chief Executive Officer must ensure that any report to the Council that recommends entering into a procurement agreement includes information in relation to any opportunities for collaboration with other Councils or public bodies which may be available.

In reference to this requirement, **Appendix C** provides Council with informed details of considered collaborative opportunities where the information was inadvertently overlooked in previous reports for awarding contracts

Darebin Aboriginal Advisory Committee Terms of Reference

The Darebin Aboriginal Advisory Committee (DAAC) Terms of Reference currently refers to sitting fees for attendance at formal DAAC meetings. DAAC members are also involved in meetings which only involve Aboriginal staff. At these meetings members are assisting officers to develop Council projects such as the Aboriginal Action Plan to incorporate the DAAC Our Black Lives Matter Statement.

There is currently a disparity in the reimbursement of time and knowledge sharing with DAAC members sitting across various advisory committees, standardising sitting fees would address this gap and give parity for the advisory committee members.

To acknowledge and value Aboriginal and Torres Strait Islander member's cultural knowledge and intellectual property, advice and guidance, as well as their ongoing responsibilities to the community and their working roles, an increase in sitting fees from \$80 to \$100 per meeting is recommended. The adjustment for the financial year 2022/23 is approximately \$2,000.

Darebin Annual Community Survey

The 2022 Darebin Annual Community Survey was conducted by Metropolis Research which is the survey contractor that has been engaged to conduct this annual survey on behalf of Darebin Council. The Community Survey was conducted as a telephone interview and was completed from 16 March to 31 May 2022. The community survey started earlier this year so

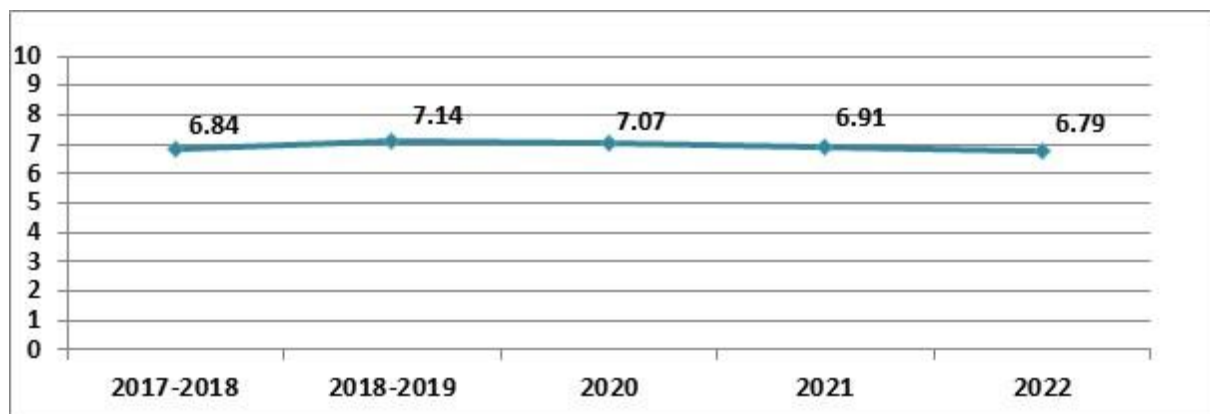
feedback could be captured by 700 residents to inform the development of the Asset Plan 2022-2032.

A total of 1,000 residential households across the municipality were included via a random sample of 15,333 residential numbers, which mostly included mobile phone numbers but also included landlines where available.

Key findings

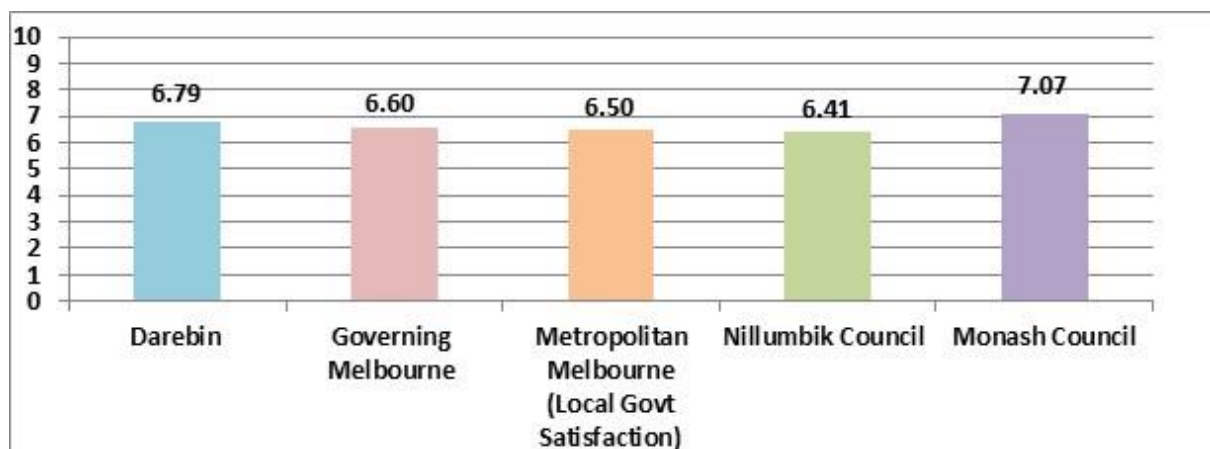
The following results are displayed as average (mean) scores from 0-10, where scores less than 5 are categorised as ‘extremely poor’ and scores of 7.75 and above are categorised as ‘excellent’

Overall Performance



- Darebin’s overall performance score in 2022 was 6.79, which is a 1.7% decline from the previous year score of 6.91 however, the level of satisfaction is still categorised as good.
- The 1.7% decrease in satisfaction was not statistically significant but the score is marginally lower than the long-term average satisfaction of 6.90.
- An important observation to note is just 0.7% of residents who participated in this survey had lived in Darebin for less than a year. This is significantly lower than the 10.8% recorded in 2018-19 prior to COVID-19.

Comparison of Overall Performance for 2022



- The comparison of overall performance is drawn from the 2022 Local Government Satisfaction telephone survey (administered by JWS Research on behalf of Local Government Victoria), and the 2022 Governing Melbourne Survey which is an independent survey of community members in metropolitan Melbourne undertaken by

Metropolis Research to provide an objective, consistent and reliable basis on which to compare some satisfaction results. The overall performance scores of two other metropolitan Councils that have used similar methodologies have also been included in the comparison.

- Darebin's score was higher than the 2022 Governing Melbourne average of 6.60 and the 2022 Local Government Satisfaction Survey overall performance average score for Metropolitan Councils of 6.50.
- This result was also higher than the overall performance score of Nillumbik Council (6.41) but lower than Monash Council (7.07), both which used the same methodology of telephone .

A full copy of the survey results can be found at **Appendix E**.

Audit and Risk Committee – Biannual Report

The Audit and Risk Committee is a committee established in accordance with section 53 and 54 of the Local Government Act 2020 (the Act) to assist Darebin City Council (Council) in fulfilling its responsibilities relating to external financial and performance reporting, risk and financial management, corporate governance, internal control systems and providing advice to drive continuous improvement.

The Audit and Risk Committee's role is to report to the Council and provide appropriate advice and recommendations on matters relevant to its Charter in order to facilitate decision making by the Council in relation to the discharge of its responsibilities.

This Bi-Annual Report provides a summary of the activities, issues and related recommendations of the Audit and Risk Committee between June 2022 and November 2022 and is attached at **Appendix F** to this report. This report meets the reporting requirements to Council as mandated by the Local Government Act 2020 (LGA) pursuant to section 54(5) and importantly provides Council with a summary of the matters that the Audit and Risk Committee has addressed in the reporting period in discharging its responsibilities under its Charter.

The next report on the Audit and Risk Committee will be reported to Council in June 2023.

ALIGNMENT TO 2041 DAREBIN COMMUNITY VISION

Strategic Direction 1: Vibrant, Respectful and Connected

ALIGNMENT TO 2021-25 COUNCIL PLAN

Strategic Direction 4 Responsible, Transparent and Responsive

ALIGNMENT TO COUNCIL PLAN STRATEGIC OBJECTIVES

1.2 We will help to build an inclusive and empowered community, where social cohesion and community harmony are fostered

1.3 We will embrace diversity and ensure everyone is included in our society, and no one is left behind – by combating discrimination, and championing equity, inclusivity and diversity

CONSIDERATION OF LOCAL GOVERNMENT ACT (2020) PRINCIPLES

Financial Management

There are no direct financial management issues to be considered.

Overarching Governance Principles and Supporting Principles

- (a) Council decisions are to be made and actions taken in accordance with the relevant law;
- (i) the transparency of Council decisions, actions and information is to be ensured.

COUNCIL POLICY CONSIDERATIONS

Environmental Sustainability Considerations (including Climate Emergency)

Nil

Equity, Inclusion, Wellbeing and Human Rights Considerations:

Nil






IMPLEMENTATION STRATEGY

Upon appointment of Councillor representatives to the various Organisations/Committees the information will be updated on the Council's Website.

Related Documents

Nil

Attachments

- Summary of Meetings of Councillors - 19 December 2022 (**Appendix A**) [↓](#) 
- Community Advisory Committee Six Month Progress Report 1 April - 30 September 2022 (**Appendix B**) [↓](#) 
- Contract Award Collaboration Opportunities (**Appendix C**) [↓](#) 
- Darebin Aboriginal Advisory Committee - Terms of Reference (**Appendix D**) [↓](#) 
- Darebin Annual Community Survey (**Appendix E**) [↓](#) 
- Audit and Risk Committee Biannual Report June 2022 - December 2022 (**Appendix F**) [↓](#) 

DISCLOSURE OF INTEREST

Section 130 of the *Local Government Act 2020* requires members of Council staff and persons engaged under contract to provide advice to Council to disclose any conflicts of interest in a matter to which the advice relates.

The Officer reviewing this report, having made enquiries with relevant members of staff, reports that no disclosable interests have been raised in relation to this report.



SUMMARY OF ADVISORY COMMITTEES, COUNCILLOR BRIEFINGS AND OTHER INFORMAL MEETINGS OF COUNCILLORS

MEETING DETAILS:	Title:	Edgars Creek and Edwardes Lake Task Force Meeting
	Date:	Tuesday 8 November 2022
	Location:	Darebin Parklands
PRESENT:	Councillors:	N/A
	Council Staff:	Millie Wells, David Melli, Hannah Lopez, Tim Anderson, Alisa Rudd
	Other:	Record non-Council people (not names) in attendance: A representative from each of the agencies were present: <ul style="list-style-type: none"> • Melbourne Water • Yarra Valley Water • Friends of Edwardes Lake • Friends of Merri Creek • Merri Creek Management Committee
APOLOGIES:		<ul style="list-style-type: none"> • Friends of Edgars Creek • Environmental Protection Agency • Cr. Gaetano Greco • Cr. Susanna Newton • Reservoir Frogs Waterwatch • Merri-bek Council • Wurundjeri Woi-Wurrung Cultural Heritage Aboriginal Corporation

The Meeting commenced at 4pm

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
1	Welcome and acknowledgment of Country	No disclosures were made
2	Speed Updates - Round table discussion of activities being undertaken within the catchment	No disclosures were made.

SUMMARY OF MEETINGS – PUBLIC RECORD (CONT)

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
3	Confirmation of previous minutes	No disclosures were made.
4	Priorities	No disclosures were made.
5	Taskforce report	No disclosures were made.
6	Consultant/logic facilitation	No disclosures were made.
7	Melbourne Water Strategic plan and project logic	No disclosures were made.

The Meeting concluded at 6.00pm

RECORD COMPLETED BY:	Officer Name:	David Melli
	Officer Title:	Principal – Environmental Strategist



SUMMARY OF ADVISORY COMMITTEES, COUNCILLOR BRIEFINGS AND OTHER INFORMAL MEETINGS OF COUNCILLORS

MEETING DETAILS:	Title:	Councillor Briefing Session
	Date:	21 November 2022
	Location:	In person / Hybrid meeting - Ngurungaeta Room
PRESENT:	Councillors:	Cr. Lina Messina (Mayor) (Chairperson), Cr. Trent McCarthy (Deputy Mayor), Cr. Tom Hannan, Cr. Rennie, Cr. Julie Williams
	Council Staff:	Peter Smith, Chief Executive Officer Vanessa Petrie, Acting General Manager City Sustainability & Strategy Sam Hewett, General Manager Operations and Capital Jodie Watson, General Manager Governance and Engagement Shadi Hanna, Acting General Manager Community Sadiq Mohammad, Chief Financial Officer (item 4.2) Jacinta Stevens, Manager Corporate Governance (item 4.3) Kassia Gibbs, Coordinator Corporate Strategy (item 4.3)
	Other:	
APOLOGIES:		On approved leave: Cr. Gaetano Greco, On leave: Cr. Susanne Newton On a period of suspension: Cr. Tim Laurence John Watson, Municipal Monitor

The Meeting commenced at 3.10pm

MATTERS CONSIDERED		DISCLOSURES AND COMMENTS
4.1	General Business	None
4.2	Financial Report – 3 Months ended 30 September 2022	None
4.3	2022/23 Q1 Council Plan Action Plan Progress Report	None
5.1	Road and Place Naming Policy	None

SUMMARY OF MEETINGS CONTINUED

The Meeting concluded at 3.47 pm

RECORD COMPLETED BY:	Officer Name:	Jodie Watson
	Officer Title:	General Manager Governance and Engagement



ACTIVE AND HEALTHY AGEING ADVISORY COMMITTEE (AHAAC)

AUTHOR: Coordinator Social Connection and Inclusion

REVIEWED BY: Acting General Manager Community

COMMITTEE SUMMARY:

The Active and Healthy Ageing Advisory Committee (AHAAC) represents the interests of older adults in Darebin. It provides advice and recommendations in relation to issues, policies and drivers that impact health, wellbeing and services delivered to residents ageing in Darebin. The committee provides input into a wide range of Council wide projects including initiatives related to the Age Friendly Darebin strategy.

Committee Members

- 11 community members
- 4 Darebin Council Officers

Councillor Representative:

- Cr. Gaetano Greco and Cr. Julie Williams

Meetings held – 1 April to 30 September 2022

9 June 2022, 8 September 2022

PROGRESS REPORT

Key Issues and Challenges – 1 April to 30 September 2022

1. Federal aged care reforms - Council is preparing for national reforms that will affect how services will be delivered in the future. Supporting AHAAC members to build their understanding about the reforms so they can confidently engage in high level discussion has been the priority for 2022.
2. Revitalisation of senior citizen groups – Presentation

Key Activities / Outcomes - 1 April to 30 September 2022

- Support at Home Workshop - Presentation and overview of the aged care reforms to be implemented on 1 July 2024 delivered to AHAAC on 9 June. Members provided feedback and asked questions which will be used to develop a Frequently Asked Questions resource for stakeholders.
- Revitalisation of seniors group in Darebin – Presentation delivered to AHAAC on 8 September sought to highlight the issues experienced by older people connected to seniors groups who no longer want the burden of incorporation.



FUTURE PLANS

- Continue to build capacity and understanding of AHAAC members regarding their knowledge and understanding of federal aged care reforms.
- Encourage AHAAC members to participate in consultation activities related to the reforms.
- Continue to engage AHAAC for their perspectives and insights in how the organisation can apply an age friendly lens on Council projects and initiatives.
- Provide updates on initiatives associated with the revitalisation of seniors groups.
- Provide information on Council led volunteer programs

RELATED DOCUMENTS

- 'Active and Healthy Ageing Community Board Terms of Reference'
- Towards an Age Friendly Darebin (2019)



ART & HERITAGE ADVISORY PANEL

AUTHOR: Art & Collections Coordinator

REVIEWED BY: General Manager Community

COMMITTEE SUMMARY:

The Art and Heritage Advisory Panel provides expert advice and support to achieving the visual art, public art and heritage interpretation projects, services and activities that Darebin Council provides to our community. In 2021 a Public Art subcommittee of the panel was formed to provide regular guidance on public art projects across Darebin.

Committee Members

- Multicultural Arts Victoria Representative
- Twelve Arts Community Members

Councillor Representative:

- Cr. Susanne Newton (Chair) & Cr. Gaetano Greco

Meetings held – 1 April to 30 September 2022

- Art & Heritage Advisory Panel meetings: 5 July 2022, 30 August 2022
- Public Art subcommittee meetings: 12 April 2022, 16 August 2022

PROGRESS REPORT

Key Issues and Challenges for 1 April to 30 September 2022

- Key Issues: Grants and funding opportunities for Bundoora Homestead Art Centre. Public art assets at Darebin requiring decommission as they are at end of life – formalising the process, community engagement plans, and seeking budget to remove these aged assets.
- Key Challenges: Increased visitor demand for public programs at Bundoora Homestead Art Centre (participatory workshops, educational talks, events) to complement its exhibition schedule. Post-Covid, these programs provide the community with a place for creativity and social connection. Ways to continue to support these programs.

Key Activities / Outcomes for 1 April to 30 September 2022

- Proposed development of a Curatorial Framework for Bundoora Homestead Art Centre which will provide guidance on programming priorities for the gallery, as well as protocols for engaging artists and community.
-



-
- August panel meeting was a dedicated workshop session on the renewal of the Darebin Art Collection Acquisitions Policy. The panel provided feedback on the current policy, including benchmarking against other local councils' policies, community engagement strategies, and development of a display policy appendix for the Collection.
 - Development of a First Nations Curatorial Mentorship program to be delivered in 2023 at Bundoora Homestead Art Centre.
 - Consultation on a range of Public Art initiatives for Darebin including: *Tramstop 31 Northcote Town Hall; Gateway Opportunity 229 High Street, Preston; Telstra Exchange Mural, Thornbury; and Fairfield Mosaics planned decommission.*
 - Resignation of one community panel member in August 2022 who completed six years on the advisory panel (previously the Bundoora Homestead Board of Management)
 - Following the resignation of the CEO of Multicultural Arts Victoria (MAV) at the start of 2022, Council officers have reached out to MAV multiple times inviting representative from MAV to take up a place on the Art & Heritage Advisory Panel. At this stage a new organisational member from MAV is pending.

FUTURE PLANS

- Finalise the review and renewal of the Darebin Art Collection Acquisition Policy and engage the panel for final consultation on the proposed changes. The renewed policy will be presented to Council in 2023.
- Public Art subcommittee to meet as regularly as necessary to endorse, advise and discuss Public Art projects, opportunities and maintenance within the City of Darebin.
- Recruitment drive planned in January 2023 to seek four additional community members to the Darebin Art & Heritage Advisory Panel, following the resignation of three long-term panel members in 2021 and 2022, and one long-term panel member who is due to complete their term on the panel at the end of 2022.

RELATED DOCUMENTS

- Art & Heritage Advisory Panel Terms of Reference



CLIMATE EMERGENCY DAREBIN ADVISORY COMMITTEE

AUTHOR: Environment Officer

REVIEWED BY: Acting General Manager City Sustainability & Strategy

COMMITTEE SUMMARY:

Providing advice on climate leadership, achieving and implementing climate and energy strategies in the Council Plan as well as effective and appropriate engagement with Darebin's diverse communities.

Committee Members

- 11 Committee members

Councillor Representative:

- Cr. Trent McCarthy and Cr. Susan Rennie

PROGRESS REPORT

Key Issues and Challenges for April 2022 to 30 September 2022

Resignation of two members due to other work commitments.

These members are not being replaced, as the Terms of Reference permit up to ten community members (initial number of members was over this quota because of the high calibre and relevance of the members skills, experiences and community connections).

Key Activities / Outcomes for April 2022 to 30 September 2022

- Provision of advice about how to scope and undertake conversation with community about climate issues during the Stage one community consultation phase
- Review of other Council CE Plans and Strategies and deep dive into thinking about how Darebin can present a Strategy which engages community, represents their voice strongly as well as clearly conveying the strategy direction and pathways for implementation.
- Review and reflection on specific questions being asked of the community via survey prior to finalisation of that survey as part of the CE consultation.
- Engagement in workshop context as part of the Stage one Community Consultation, members were invited to share their 'community vision or big idea for a safe climate in Darebin in 2030 and beyond. These thoughts were collated and added to the data collected from the community during stage one consultation.



FUTURE PLANS

- Continue focus on development of Climate Emergency Strategy 2023-2030 throughout 2023
- Provide advice on effective engagement with community for Stage 2 of CE Strategy consultation
- Reflect on outcomes of Stage 2 consultation and provide advice about inclusion and implementation of community feedback to the final CE Strategy.
- Develop advice for Council around implementation of CE Strategy 2023-2030 once it is adopted by Council in 2023.

RELATED DOCUMENTS

- Climate Emergency Darebin Advisory Committee Terms of Reference



DAREBIN ABORIGINAL ADVISORY COMMITTEE

AUTHOR: Aboriginal Partnerships officer

REVIEWED BY: General Manager Equity and Wellbeing

COMMITTEE SUMMARY:

The purpose of the Darebin Aboriginal Advisory Committee (DAAC) is to provide Council with strategic cultural advice, direction, opportunity and representation on behalf of the Darebin Aboriginal and Torres Strait Islander community and its' organisations.

DAAC also provides strategic input into Council's projects, initiatives and oversees delivery of the Council Plan (2017-2021) Goal 5.3 through the Darebin Aboriginal and Torres Strait Islander Action Plan (2017-2012) and Aboriginal and Torres Strait Islander Employment Strategy (2017-2027) and the Towards Framework (2019-2029). This work is underpinned by the Statement of Commitment to Traditional Owners and Aboriginal People (2019) and further informed by the DAAC "Our Black Lives Matter" Statement (2020).

Committee Members

- 7 Aboriginal and Torres Strait Islander community members

Councillor Representative:

- Mayor Cr Lina Messina (Co - Chairperson)
- Cr Gaetano Greco
- Cr Susan Rennie
- Cr. Susanne Newton
- Cr Trent McCarthy
- Cr Tim Laurence
- Cr Emily Dimitriadis

PROGRESS REPORT

Key Issues and Challenges for 1 April 2022 to 31 September 2022

- Recruitment of new members due to resignations from the Committee
 - Managing the volume of agenda items and requests for the committee regarding Council business while ensuring enough time and space for Community members to raise items.
 - Ongoing discussions regarding Council's role in engaging with the local Aboriginal and/or Torres Strait Islander community in the process of Treaty and Truth Telling.
 - Ensuring the Aboriginal Employment Strategy (and associated actions) in relation to strengthening employee retention and Cultural Safety.
-



Key Activities / Outcomes for 1 April 2022 to 31 September 2022

- Provided advice to the Renaming of Ruthven Park naming options in Woi-wurrung language.
- Attended a Treaty Briefing provided by the First Peoples' Assembly of Victoria.
- Continued work around decolonising Bundoora Park through Truth Telling with Traditional Owners providing cultural oversight and guidance.
- Incorporated the DAAC Our Black Lives Matter Statement into the draft Aboriginal Action Plan.
- Advocacy to Council resulted in a Notice of Motion for Local Governments to consider making a public holiday to celebrate NAIDOC Week.
- Provided advice for the development of the:
 - Ganbu Gulin and Fuse Festival 2022
 - Darebin Housing Strategy and Preston Central Plan.
 - Darebin's Climate Emergency Strategy with particular reference to how Aboriginal Communities experience climate change and the effects on the livelihoods of First Nations people.
 - First Nations Job Fair at Darebin
 - Darebin Schools' NAIDOC Yarning Conference
 - Darebin Best Start Aboriginal Reference Group

FUTURE PLANS

- Implement and strengthen the Aboriginal Employment Strategy including opportunities to build connection and mentoring between the First Nations Staff Network and DAAC members.
- Increase DAAC membership
- Hold a formal signing event for the Aboriginal Housing Victoria / Council MOU.
- Provide strategic cultural advice and additional direction on Cultural Safety and Cultural Awareness led programs
- Finalise the draft Aboriginal Action Plan and Aboriginal Community engagement plan.
- Investigate DAAC participating/hosting a Local Government Aboriginal Advisory Committee gathering.
- Development of a new Grants Program specifically for Aboriginal Community Organisations.
- Consider the development of a DAAC Climate Emergency position statement.

RELATED DOCUMENTS

- Darebin Aboriginal Advisory Committee Terms of Reference.
-



DAREBIN COMMUNITY AWARDS SELECTION COMMITTEE

AUTHOR: Jodee Mundy Festivals and Events Coordinator

REVIEWED BY: General Manager Community

COMMITTEE SUMMARY:

The Darebin Community Awards Selection Committee assesses nominations for the Darebin Community Awards and recommends award winners.

Committee Members

Current membership of Darebin Community Awards Committee is made up of:

- Darebin Aboriginal Advisory Committee Uncle Owen Butler and Uncle Coen Brown
- Darebin Ethnic Communities Council Kiran Gurung and Hanh Huynh-Pitts
- Community Representatives – Dr Sam Ginsberg OAM, Abey George, Fardowsa Yussuf
- Former Award Recipients – Chris Lombardo, Hiruni Peiris, Fiona Macrae, Martin Nguyen
- One Council officer, and others as required

We thank the selection committee for their time and commitment.

Councillor Representative:

- Mayor Cr Lina Messina (Chairperson)

PROGRESS REPORT

The annual Darebin Community Awards for 2021 were presented as part of FUSE Darebin Autumn Festival program on March 24, 2022 at the Darebin Arts Centre, over 150 local community members were in attendance.

Nine categories make up the Darebin Community Awards.

- Citizen of the Year
- Aboriginal and Torres Strait Islander Community Leader of the Year
- Aboriginal and Torres Strait Islander Emerging Young Community Leader of the Year
- Young Citizen of the Year
- Community Group of the Year



-
- Sustainability Award
 - Lifetime Achievement Award
 - CALD Emerging Leader of the year
 - CALD Elder Community Leader of the year

Key Activities / Outcomes for 1 April 2022 to 30 September 2022

- Promotion of the Darebin Community Awards nominations commenced in September 2022.
- Following a Notice of Motion at Council meeting in April 2022, a review of the Darebin Community Awards is underway lead by a suitably qualified consultant.
- Internal and external community and stakeholder consultations have been delivered during September 2022 and will conclude in November 2022.
- A report to Council on findings and recommendations is in development, and a review report will be tabled for Council consideration in early 2023.

FUTURE PLANS

- Selection committee processes to evaluate nominations in preparation of the Darebin Community Awards in March 2023 is in design.
- Darebin Community Awards Selection Committee scheduled to meet 1 December 2022
- Recruitment drive planned in April 2023 for new selection community members. A report to Council to endorse the membership is forecast.

RELATED DOCUMENTS

- Darebin Community Awards Selection Committee Terms of Reference



DAREBIN DISABILITY ADVISORY COMMITTEE

AUTHOR: Community Development Officer (Access and Inclusion)

REVIEWED BY: General Manager Community

COMMITTEE SUMMARY:

The Darebin Disability Advisory Committee (DDAC) provides advice to Council on issues relating to access and inclusion for people with disabilities and carers living, working, studying or visiting Darebin.

The purpose of DDAC is to promote and advocate for improved access and equity within Council and the wider community, irrespective of age, type of disability, gender, culture or linguistic background.

The Committee also monitors the implementation of Council's Access and Inclusion Plan.

Committee Members

- 8 x community members (currently two vacancies)
- 4 x carers
- 2 x service providers (Melbourne Polytechnic and National Disability Insurance Agency)

Councillor Representative:

- Cr. Julie Williams (Chair)
- Cr. Tim Laurence (Proxy)

Meetings held – April 2022 to September 2022

- Monday 6 June 2022 and Monday 5 September 2022

PROGRESS REPORT

Key Issues and Challenges for 1 April 2022 to 30 September 2022

- Committee members have requested that the standard Terms of Reference for Council advisory committees are reviewed to ensure that the language is accessible.
- Finding a suitable day/time for the meetings.

Key Activities / Outcomes for 1 April 2022 to 30 September 2022

- DDAC provided feedback regarding the following projects in June:
 - Future of Preston Central
 - Housing Strategy



-
- Darebin Community Awards
 - Good Access is Good Business
 - Writeability
 - DDAC provided feedback regarding the following projects in September:
 - Proposal for DDAC to visit the new Preston and Bell Rail Stations to check disability facilities
 - Parking permit policy and carers permits
 - Pickup/dropoff zones in local streets

The committee also thanked and farewelled long-term committee member Ray Jordan who retired from the committee.

- Participation in Special Joint Advisory Committee Meeting: Climate Strategy

FUTURE PLANS

- Continued input into Darebin Access and Inclusion Plan activities
- Voice at the Table training for committee members
- Libraries engagement with people with disability
- Planning for the International Day People with Disability (Disability Pride Mural)
- Recruit two vacant positions
- Reflect on 2022 and plan for 2023

RELATED DOCUMENTS

Darebin Disability Advisory Committee Terms of Reference



DAREBIN DOMESTIC ANIMAL MANAGEMENT REFERENCE GROUP

AUTHOR: Manager City Safety & Compliance

REVIEWED BY: General Manager City Sustainability & Strategy

COMMITTEE SUMMARY:

The purpose of the Committee is to provide strategic advice and recommendations to Council in relation to the implementation of the Domestic Animal Management Plan 2022-2025.

Committee Members

Group members represent the following organisations:

- City of Darebin
- Maneki Neko Cat Rescue
- Getting 2 Zero
- Urban Cat Welfare Collective
- Wiltja Dog Obedience Club
- Odie's Paw Pals
- enRICHed Pursuits

Councillor Representative:

- Cr. Julie Williams

PROGRESS REPORT

Key Issues and Challenges for 1 April 2022 to 30 September 2022

Recruitment for new DDAMRG members occurred in April/May 2022.

The committee met for the first meeting (with new membership and under new Terms of Reference) on 6th September 2022. The committee discussed the following:

- Purpose of the DDAMRG
 - New Terms of Reference
 - Issues regarding dog (and owner) behaviour in public spaces. Identified need for continued owner education/clarity around owner responsibilities in both public and private spaces.
-



-
- Transition from Operator RSPCA Victoria to City of Whittlesea at the Epping Animal Welfare Facility (EAWF).
 - Community concerns regarding new operating model at EAWF.
 - Frequency of meetings and potential need for additional meetings where community issues may arise.

Key Activities / Outcomes for 1 April 2022 to 30 September 2022

- Recruitment of new community members and commencement of new DDAMRG for 2022/2023 - aligning with years 1 & 2 of the Domestic Animal Management Plan.
- Regular internal and external leadership and break-out stakeholder meetings to support the transition of Operators at the EAWF.
- Monthly educational posts on Council's social media channels regarding animal issues.
- Continued engagement and vulnerable animal referral with Council's animal rescue partners, with 29 cats and kittens being diverted direct to rescue groups and 9 'other' animals also being directly placed (not impounded to EAWF).
- Targeted education via letterbox drops and Officer visits/inspections in areas with reported animal issues.
- Effective management and adjustment of Council's cat trapping program and animal collection services in response to community issues eg. Panleukopenia outbreak at EAWF in May/June 2022.
- Regular park patrols of areas with reports of dog attacks and anti-social behaviour.
- Efficient Officer response and investigation of reported dog attacks.

FUTURE PLANS

- Discuss and support the effective implementation of Year 2 activities of the Domestic Animal Management Plan.
- Meet, discuss and plan to effectively address animal management challenges.
- Continued exploration of best practice animal management.

RELATED DOCUMENTS

- Darebin Domestic Animal Management Reference Group Terms of Reference
 - Domestic Animal Management Plan 2022-2025
-



DAREBIN EDUCATION NETWORK

AUTHOR: Community Development Officer

REVIEWED BY: General Manager, Community

COMMITTEE SUMMARY:

The purpose of this Committee is to provide advice and recommendations to Council in relation to:

- Promoting equitable and quality learning and education for all students across Darebin primary and secondary schools across all education sectors;
- Providing information and advice to Darebin City Council on priorities for equity in education, especially for students who experience educational disadvantage; and in student wellbeing.

Committee Members

- Principals or representatives from all Darebin schools are invited to participate x 15
- North East Melbourne Area of the North West Victoria Region of the Department of Education and Training (DET) x 3
- City of Darebin

Councillor Representative:

Cr. Susan Rennie
Cr. Emily Dimitriadis (Proxy)

PROGRESS REPORT

Key Issues and Challenges for 1 April 2022 to 30 September 2022

The first half of the teaching year for schools was very complex due to the ongoing impact of COVID: difficulties of accessing replacement teaching staff, managing illnesses and restrictions. It was a difficult time to engage with schools and for schools to be able to do more than maintain their teaching.

The additional mental health distress that COVID has put on students of all ages. In response, Council has worked with Mental Health First Aid Australia to work with four schools to carry out Teen Mental Health Instructor training of nominated teachers and Council staff for peer-to-peer learning for Year 10 students this year.

Both Network meetings raised some significant matters for Council's consideration and follow-up (see specific themes below):



On embedding Aboriginal history and culture in teaching:

- a positive mindset by non-indigenous teachers that sees cultures and Aboriginal people's cultures as an area of learning to get excited about;
- understand cultural protocols.

On mental health support for students:

- How can schools choose and prioritise between the programs offered in the different tier levels proposed centrally by DET;
- Include support for parents and carers.

Key Activities / Outcomes for 1 April 2022 to 30 September 2022

- Two Network meetings were held with excellent guest presentations and discussion between Network members:
 - How to embed and sustain learning and teaching Aboriginal History and Culture and truth-telling within Darebin schools, with Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation
 - DET Initiatives, Potential Projects and Support on Student Mental Health, with Manager Health, Wellbeing & Specialist Services Branch; North Eastern Melbourne Area North-West Victoria Region
- Coordination of Schools Working Group planning for fifth Darebin Schools' NAIDOC Yarning Conference – and completion of Pre-Conference Learning program for teachers to use with students as commitment to participate in Conference.
- Coordination of program of fifth Darebin Schools' NAIDOC Yarning Conference with the participation of 21 Darebin primary schools, including six new schools; and 25 + First Nations' cultural educators to lead the cultural teaching and truth-telling directly with students
- Support for two schools to carry out Professional development and Cultural Awareness training with Wurundjeri Woi Wurrung Cultural Heritage Corporation
- Facilitating connections and promoting equity in Council programs with schools including: Community Grants; Youth Entrepreneurship and Leadership Program; Engagement on Council's Climate Emergency and Action Plan; Darebin Ready to Roll Bike Skills program and Light\$mart LED Lights program.

FUTURE PLANS

- Follow-up and extend Cultural Awareness Professional Development with Wurundjeri Woi-Wurrung Cultural Heritage Corporation for Darebin Schools as well as mutual exchange and learning between Darebin schools
 - Support the sixth Darebin Schools' NAIDOC Yarning Conference.
 - Promote and support (to who) Berry Street Education Model as a whole-of-school approach for building student resilience.
 -
-



-
- Communicate to schools' key opportunities for collaboration with Council, including Community Support Grants and relevant community engagement activities.
 - Contribute to development of an accessible, equitable and supportive student work experience program of Year 10 students across Council.

RELATED DOCUMENTS

- Darebin Education Network Terms of Reference 2021



DAREBIN INTERFAITH COUNCIL

AUTHOR: Interfaith & Multicultural Officer (Equity and Wellbeing)

REVIEWED BY: General Manager Community

COMMITTEE SUMMARY:

The Darebin Interfaith Council provides advice to Council on issues affecting faith communities, informing Council decision making in relation to policy, program and services on interfaith related matters.

The purpose of the Committee is to create opportunities for dialogue between religious leaders and community members of diverse faith background, by providing leadership on matters pertaining to interfaith relations, interfaith understanding and cooperation in the City of Darebin.

Committee Members

- Northern Community Church of Christ
- Sikh Interfaith Council of Victoria
- Greek Orthodox Archdiocese of Australia - District of Northcote
- Preston Mosque
- Focolare Movement
- The Salvation Army Reservoir
- West Preston Baptist Church
- Anglican Parish of South Darebin
- Thornbury Church of Christ
- Bahai Community of Darebin
- Ahlulbait Mosque
- Community Representative x 2
- Victoria Police x 2

Councillor Representative:

- Cr. Gaetano Greco (Co-Chair)
- Cr. Emily Dimitriades (Proxy)



PROGRESS REPORT

Key Issues and Challenges for 1 April 2022 to 30 September 2022

- Committee members have shared how busy and overwhelmed from COVID-19 challenges they have been within their respective communities, since most of them provide services and have seen an increased in needs and demands for necessities such as food.
- Committee members expressed challenges to run a project due to limited meetings per year and personal demands.

Key Activities / Outcomes for 1 April 2022 to 30 September 2022

- Hosted the 2022 Annual Iftar Dinner.
- Participated in the Refugee Week 2022 by hosting the event: "Everyone Belongs - Share a Meal, Share a Story".
- Provided feedback in the following community consultation process:
 - Housing Strategy and Neighbourhood Character Study Project;
 - Preston Central Structure Plan and Built Form Framework;
 - COVID-19 Vaccine Campaign;
 - Darebin Community Awards 2023;
 - Your Street Your Say Campaign;
 - Talking Climate, Taking Action Campaign; Solar Saver Program 2022.
- Participated in the Special Joint Advisory Committee Meeting for Climate Strategy.
- Commenced the development of a Darebin Interfaith Council Advisory Committee Pledge

FUTURE PLANS

- Increase awareness to other faith communities across Darebin municipality about the Darebin Interfaith Council.
- Committee members have expressed their interest to learn more about other faiths and linking to other interfaith networks with a possible future event.
- Finalise the Darebin Interfaith Council Advisory Committee Pledge.
- Joint Committee Meeting with the Darebin Welcoming Cities Community Reference Group.
- Planning for a Place of Worship activity.
- Planning for involvement in World Interfaith Harmony Week 2023 (February) and Australia's Harmony Week 2023 (March).

RELATED DOCUMENTS

Darebin Interfaith Council TOR 2021



DAREBIN NATURE TRUST

AUTHOR: Urban Ecology and Biodiversity Officer

REVIEWED BY: General Manager Operations & Capital

COMMITTEE SUMMARY:

The purpose of the Darebin Nature Trust is to provide a sounding board to Council in relation to matters affecting biodiversity and the natural environment in Darebin's open space. This includes:

- Identifying and actioning opportunities to improve biodiversity and urban liveability
- Raising awareness and building community custodianship of our natural environment and biodiversity
- Advocating to protect and enhance Darebin's natural environment for current and future generations.

Committee Members

7 community members who represent Darebin's culturally and linguistically diverse community and have an interest and passion for one or more of the following areas: biodiversity, ecology, open space management, urban design, community engagement and advocacy.

Councillor Representative:

- Cr. Lina Messina (Co-Chair)
- Cr. Trent McCarthy
- Cr. Tom Hannan

PROGRESS REPORT

Key Issues and Challenges for 1 April 2022 to 30 September 2022

- Support Officer for the Darebin Nature Trust left Darebin in April requiring a new officer to be appointed.
- Two meetings held online
- Discussions around the need for more Biodiversity Staff and budget allocation to ensure adequate resourcing for biodiversity.



Key Activities / Outcomes for 1 April 2022 to 30 September 2022

- Appointment of two new Darebin Nature Trust members
- Urban Ecology and Biodiversity Officer assigned as support officer for the Darebin Nature Trust
- Members provided feedback for the update of Darebin's 'Naturestrip Planting Guidelines'
- Members presented ideas on how to broaden community engagement in citizen science initiatives

Members reviewed and provided comments on the Biodiversity Management Plan actions table.

FUTURE PLANS

Looking to 2022-23, the DNT will continue to support biodiversity protection and enhancement by providing expert advice on initiatives such as:

- The Biodiversity Management Plan
- Community Planting Guidelines
- Community engagement and citizen science
- Significant infrastructure projects and planning that might have an impact on biodiversity
- Rewilding Darebin 2023 program
- Edwardes Lake Taskforce

RELATED DOCUMENTS

- Darebin Nature Trust Advisory Committee Terms of Reference



YOUNG CITIZENS JURY

AUTHOR: Coordinator Youth Services

REVIEWED BY: General Manager

COMMITTEE SUMMARY:

The Darebin Young Citizens Jury exists to provide a platform that elevates young people's voice to enable them to be active contributors and co-designers for projects and initiatives that address current issues that are important to young people in our community.

Committee Members

- 20 young people (aged between 15 to 25 years)

Councillor Representative:

- Nil

PROGRESS REPORT

Key Issues and Challenges for 1 April 2022 to 30 September 2022

The key challenges and issues over this 6 months have included;

- Member Retention – due to a range of factors the capacity to commit of some members from the Young Citizen Jury have changed, (e.g. study, care responsibilities, employment and changing priorities)
- Meeting Structures – due to the impacts of COVID many meetings have been delivered in either online or hybrid settings. This has impacted on members participation in meetings.
- Project Delivery Traction – At the start of 2022 members identified a range of core projects and themes that are important to them. Unfortunately, due to competing commitments (e.g. study, care, employment, etc) and the Pandemic limited opportunities have existed to progress.

Key Activities / Outcomes for 1 December 2020 to 31 May 2021

Over this 6 months (and despite some of the challenges) a number of key activities and outcomes have been delivered, they include;

- Increase Member Local Knowledge – through a range of initiatives that have included a local bus tour and series of internal guest speakers all members have indicated they



have increased their local knowledge regarding the community but also the function of council in decision making.

- Young Peoples Voices – Members have participated in a number of consultation and feedback session regarding a range of on council strategies, policies and projects (these have included for example EGM Policy, Protect Preston Market, Climate Emergency Strategy, Racism Actions within Council Plan, Revitalise Reservoir Projects and Sustainable Transport initiatives)
- Youth Mental Health Event – as part of Victoria Youth Feast in September 2022 the Young Citizen Jury planned and delivered a event the provided young people with opportunities to increase their knowledge about local mental health services and support. Approximately 40 young people participated in the event.
- Parent Information Night – In a follow up in from the Youth Mental Health event detailed above the members from the Young Citizen Jury designed and delivered a parents information session. The session shared examples of supports that parents could implement with their young people. Local services were also in attendance, including; Headspace and Your Community Health.

FUTURE PLANS

Over the next 6 months the Young Citizen Jury will be focus on the following;

- Recruitment – implement a recruitment strategy in late 2022 to early 2023 to recruit new members due to casual vacancies.
- Reset Priorities - Revisits of the current priorities identified by members from early 2022, to determine if they are still of relevance and what the members are passionate about
- Refocus on Project Delivery – We will work with members to realise their project goals and priorities to ensure they gain further skills, experiences and community outcomes.

RELATED DOCUMENTS

- Young Citizen Jury Terms of Reference



DAREBIN GENDER EQUITY ADVISORY COMMITTEE

AUTHOR: COORDINATOR OF EQUITY AND DIVERSITY

REVIEWED BY: GENERAL MANAGER

COMMITTEE SUMMARY:

The purpose of this Committee is to provide advice and recommendations (where appropriate) to Council in relation to issues affecting women and gender-diverse communities in the City of Darebin, and to promote and advocate for equality and social inclusion of all women and gender-diverse people in the Darebin community.

Committee Members

- 14 community members

Councillor Representative:

- Cr. Emily Dimitriadis (Chair)
- Cr. Susan Rennie (Proxy)

PROGRESS REPORT

Key Issues and Challenges for 1 April 2022 to 30 September 2022

- Continual impact of COVID-19 on participation/attendance of meetings
- Meetings through hybrid as a solution to attendance received positively and will continue for committee members
- The meeting time is not sufficient for the committee members to provide detailed feedback on key areas of interest.

Key Activities / Outcomes for 1 April 2022 to 31 September 2022

Two meetings were held on 12 July and 6 September.

Provided discussion, advice and/or feedback on the following Council projects and initiatives:

- Preston Central Structure Plan and Built Form Framework
- Housing Strategy and Neighbourhood Character work
- Welcoming Cities Standards
- Darebin's Community safety priorities and response

Continued to explore avenues to work and support Council's response to legislative requirements set out in the GEA.



FUTURE PLANS

- Extend the meeting time for more valued discussion
- 16 Days of Activism information sharing and networking
- Explore work that focuses on women more broadly where appropriate
- Begin to look at focus areas affecting women within the LGA, such as homelessness, amenities, access to infrastructure and services.

RELATED DOCUMENTS

- Darebin Gender Equity Advisory Committee Terms of Reference.



SEXUALITY, SEX AND GENDER DIVERSITY ADVISORY COMMITTEE (SSGDAC)

AUTHOR: Equity and Diversity Lead

REVIEWED BY: General Manager Community

COMMITTEE SUMMARY:

This Committee's role is to provide advice to Council on issues facing the LGBTIQIA+ communities connected to Darebin

Committee Members

- 11 community members

Councillor Representative:

- Cr. Suzanne Newton
- Cr. Susan Rennie

PROGRESS REPORT

Key Issues and Challenges for 1 April 2022 to 30 September 2022

- Celebration of International day against homophobia, biphobia, intersex discrimination and transphobia (IDAHOBIT) through a community event and flag-raising ceremony on 17 May 2022. Well-attended and supported via social media posts.
- Staffing capacity led to one meeting not occurring during this period. Updates via email on relevant actions were disseminated to the committee.

Key Activities / Outcomes for 1 April 2022 to 30 September 2022

- Support to, and participation in, IDAHOBIT celebrations.
- Consultation on the Rainbow Tick Accreditation process and pilot program.
- Consultation on the development of the LGBTIQIA+ Action Plan

FUTURE PLANS

- Continue to provide input and feedback on the Rainbow Tick Accreditation process
 - Provide advice and feedback at key moments/milestones in the project to develop a new LGBTIQIA+ Action Plan
 - Provide overall strategic guidance on the approach taken in the development of the new Action Plan
-



-
- Assist with linkages to and engagement with key LGBTQIA+ community stakeholders
 - Provide advice on new and emerging needs and issues that are relevant to the new Action Plan.
 - Advise on discussions to rename the Committee to reflect the preferred terminology of the intersex community, as per advice from Intersex Human Rights Australia and noting the change in preferred terminology in the 10 years since the Committee was created.

RELATED DOCUMENTS

- Sexuality, Sex and Gender Diversity advisory Committee Terms of Reference



DAREBIN WELCOMING CITIES COMMUNITY REFERENCE GROUP

AUTHOR: Multicultural and Diversity Officer

REVIEWED BY: General Manager Community

COMMITTEE SUMMARY:

Purpose of the Reference Group are:

- Achieving the principles and criteria in the Welcoming Cities Standards.
- Identifying opportunities for collaboration and partnership development to support newly arrived/migrant communities.
- Share information around work and projects that contribute to a sense of inclusion and improve a sense of belonging and inclusion in the Darebin community.
- Facilitate a whole-of-community approach to building social and cultural inclusion, economic engagement and civic participation.
- Provide a platform for individuals or community groups to raise issues of inclusion, social cohesion or experiences of race-based discrimination issues.
- Support broader projects that promote best practice in creating a welcoming city and seek to pilot innovative projects as appropriate.
- Identify and provide recommendations back to Council as appropriate.

Committee Members

- 6 community members
- AMES x 1
- Spectrum Migrant Resource Centre x 1
- Victorian Equal Opportunity and Human Rights Commission x 1
- Darebin Ethnic Communities Council x 1
- Darebin Aboriginal Advisory Committee (DAAC) x 1
- Darebin Interfaith Council x 1

Councillor Representative:

- Cr Gaetano Greco (Chair)
- Cr Emily Dimitriadis (proxy)



PROGRESS REPORT

Key Issues and Challenges for 1 April 2022 to 30 September 2022

- Managing the volume of agenda items and requests for and from the committee focussing on the Welcoming Cities Standards.
- Hybrid meeting which sometime limits the amount of engagement for those members who attend online.

Key Activities / Outcomes for 1 April 2022 to 30 September 2022

- During April to September 2022, two meetings were held (on 31 May & 30 August) where the Reference Group members have been updated and provided feedback on the following Council actions in response to Welcoming Cities standards:
 - Action 1-44: Develop a baseline data set regarding the experience of racism in Darebin.
 - Action 2.60: Jobs Victoria Advocates.
 - Action 2.47: In partnership with the community, deliver four place-based projects.
- The Reference Group also were provided an update on the following projects:
 - Preston Central Structure Plan and Built Form Framework.
 - Housing Strategy and Neighbourhood Character work.
 - Workforce Diversity and Inclusion Strategy.

FUTURE PLANS

- Continuing discussing priority actions and projects under “Darebin Council Plan 2021-15 – Key Actions in response to the Welcoming Cities Standards” document, seeking feedback from the Reference Group members and exploring opportunities for collaboration.

RELATED DOCUMENTS

- Darebin Welcoming Cities Community Reference Group Terms of Reference.



EDGARS CREEK AND EDWARDES LAKE TASK FORCE

AUTHOR: Principal Environmental Strategist (David Melli)

REVIEWED BY: General Manager Operations and Capital

COMMITTEE SUMMARY:

The purpose of the Edgars Creek and Edwardes Lake Task Force is to coordinate and advance initiatives that enable and inspire the transformation of the Edgars Creek and the Edwardes Lake catchment to:

- Improve water quality,
- Build flood resilience; and
- Enhance the natural environment.

Committee Members

There are 11 committee members with representation from:

- Melbourne Water
- Environmental Protection Agency
- Yarra Valley Water
- Friends of Edwardes Lake
- Friends of Merri Creek
- Friends of Edgars Creek
- Merri Creek Management Committee
- Reservoir Frogs Water Watch
- Wurundjeri Woi Wurrung Aboriginal Cultural Heritage Corporation
- Darebin City Council
- Merri-bek City Council

Councillor Representative:

- Cr. Gaetano Greco (Chair)
- Cr. Susanne Newton (Proxy)



PROGRESS REPORT

Key Issues and Challenges for 1 April 2022 to 30 September 2022

- Difficulty to establish a funding model for projects.
- Different priorities and timelines of different organizations.

Key Activities / Outcomes for 1 April 2022 to 30 September 2022

The Taskforce is working to fulfil the following priorities:

- Collating and developing a coordinated database to determine current water quality status.
- Host a community event to launch the work of the Taskforce and generate community interest and involvement.
- Collecting and analysing an evidence base for the source of stormwater runoff and contaminants within the catchment.

The following works are currently underway by Council staff.

- A water monitoring program is being developed by staff.
- Mini water festival and launch of the Taskforce was being planned for 23 October 2022
- Investigating of water quality improvement options at the lake such as aeration devices.
- Development of an algae bloom response plan.
- Purchase of water sensor to align with water monitoring.

Task Force Meetings

- Tuesday 3 May 2022
 - First formal Taskforce meeting after having established the Taskforce collaboration agreement,
 - Discussion of community event and water monitoring
- Tuesday 5 July 2022
 - Water event confirmed/ water education and launch of the Taskforce to community
 - Water sensor has been purchased inlets identified as monitoring sites
- Tuesday 6 September 2022
 - Water monitoring plan near completion
 - Yarra Valley Water working on upper catchment management plan
 - Confirmation of water festival details



FUTURE PLANS

The Taskforce has identified three projects that would support a coordinated approach and action plan to improve water quality within the catchment:

1. Micro pollutant investigation in Edgars Creek and Edwardes Lake Reservoir. The Study by RMIT aims to measure concentrations of contaminants in stormwater drains that flow into Edwardes Lake. A combination of passive samplers and sediment bags will be used to measure a comprehensive range of contaminants including metals, petroleum hydrocarbons, pesticides and pharmaceuticals. The project is for a period of 1 month.
2. Scoping and prioritization study at Edwardes Lake Park to identify feasible projects that would improve water quality and enhance the natural environment.
3. Develop an integrated water management plan that would include a project logic, formulation of an agreed, strategically-sound implementation plan with specific actions for the next three years.

RELATED DOCUMENTS

- Edgars Creek and Edwardes Lake Task Force Terms of Reference.

Overarching Governance Principles and Supporting Principles

(f) collaboration with other Councils and Governments and statutory bodies is to be sought:

25th October 2021.

CT2020148. Provision of Cleaning and Associated Services.

There is no opportunity to collaborate with other Council's or public bodies as the tendering activity commenced prior to new LG Act 2020. Contract renewal will include northern regional Councils discussions to collaborate like contracted services.

CT202163. Management of Narrandjeri Stadium and Darebin Community Sports Stadium.

There is no opportunity to collaborate with other Council's or public bodies as the management services are specific for Darebin requirements.

22nd November 2021.

CT202153. Provision of Intercultural Centre Construction.

There is no opportunity to collaborate with other Council's or public bodies as the redevelopment to the existing building is specific to Councils requirements.

CT202165. Construction of Dole Reserve Wetland.

There is no opportunity to collaborate with other Council's or public bodies as the development of the wetlands is specific to Councils requirements.

CT2021127. Lighting Upgrades to Sports fields.

There is no opportunity to collaborate with other Council's or public bodies as the upgrade works are specific to Councils requirements.

15th December 2021.

CT202171. Victoria Street Preston, Road Rehabilitation.

There is no opportunity to collaborate with other Council's or public bodies as the works are a locally based stand-alone road reconstruction for which on-site construction services cannot be shared.

31st January 2022.

CT2021114. Darebin RRC Reservoir Centre Concrete Retaining Wall, Paving and Drainage Work.

There is no opportunity to collaborate with other Council's or public bodies as the construction works are specific to Councils requirements for which on-site construction services cannot be shared.

28th February 2022.

CT2021147. Supply & Deliver 2 x Side Loading Green Waste Trucks.

This procurement is a complying collaborative arrangement. Darebin elected to participate in joint collaboration undertaken via an established aggregated MAV Procurement Contract.

28th March 2022.

CT202132. Provision of Civil Works Panel.

There is no opportunity to collaborate with other Council's or public bodies as the tendering activity commenced prior to new LG Act 2020. Noting that a new Collaborative Civil Contract (NPREN) is underway and an awarding report is planned for Council in early 2023.

14th April 2022.

CT202223. Recruitment Services for CEO appointment.

There is no opportunity to collaborate with other Council's or public bodies as the procurement was not appropriate for collaboration.

26th April 2022.

CT2021156. Contract Management of the Bundoora Public Golf Course

There is no opportunity to collaborate with other Council's or public bodies as the management services are specific for Darebin requirements.

CT202128. Panel of Engineering Advisory Services.

There is no opportunity to collaborate with other Council's or public bodies as the tendering activity commenced prior to new LG Act 2020. Contract renewal will include northern regional Councils discussions to collaborate like services.

CT2021160. Hard Waste Collection Services.

There is no opportunity to collaborate with other Council's or public bodies as the tendering activity did not align with contract expiration. Contract renewal will include northern regional Councils discussions to collaborate like contracted services.

23rd May 2022.

CT202118. Homelessness Assertive Outreach Program

There is no opportunity to collaborate with other Council's or public bodies as the program is specific to Darebin requirements.

CT2021128. Provision of Minor Building Trades and Maintenance Works Panel.

There is no opportunity to collaborate with other Council's or public bodies as the tendering activity did not align with contract expiration. Contract renewal will include northern regional Councils discussions to collaborate like contracted services.

27th June 2022

CT202225. Bulk Fuel Purchase 2403/0109 Procurement Australia.

This procurement is a complying collaborative arrangement. Darebin elected to participate in joint collaboration undertaken via an established aggregated Procurement Australia Contract.

22nd August 2022.

CT2021151. Plumbing and Associated Services Panel.

There is no opportunity to collaborate with other Council's or public bodies as the tendering activity did not align with contract expiration. Contract renewal will include northern regional Councils discussions to collaborate like contracted services.

TERMS OF REFERENCE for Community Advisory Committees and Community Reference Groups



Darebin Aboriginal Advisory Committee

<p>1. Application of these Terms of Reference</p>	<p>These Model Terms of Reference apply to all Community Advisory Committees, Community Reference Groups and similar groups formally constituted by resolution of Darebin City Council.</p> <p>For the purpose of this Model Terms of Reference, all such groups and committees are referred to as “the Committee”.</p>
<p>2. Purpose and Scope</p>	<p>The <i>purpose</i> of this Committee is to provide advice and recommendations (were appropriate) to Council in relation to the matters specified in Appendix A</p> <p>In conducting its activities associated with its purpose and scope the Committee will;</p> <ul style="list-style-type: none"> • Conduct itself according to, and within, the Terms of Reference and any relevant Council resolution; • Inform itself of issues, opportunities, constraints and urgent actions relating to maintenance and promotion of the Committee; • Provide honest, considered, constructive and impartial advice to Council that will improve Council decision making; • Provide advice on strategic and other planning work to help set short and longer-term direction and action; • Foster a Committee culture that seeks to understand and explore diverse views of Committee members so that advice to Council reflects such diversity of views, and; • Report to Council periodically on its work, in order to ensure accountability for its conduct. <p>In providing advice, all members will be given every opportunity, encouragement and support to put their views before the Committee and that this will be considered in Darebin’s policy, program and project development.</p> <p>The <i>scope</i> of this Committee is to act in an advisory capacity to the Council only and has no delegated authority to make decisions.</p> <p>The Committee does not have an operational role and neither it, nor its members, may direct Council staff in the performance of their duties.</p> <p>The Committee shall have regard to and act in accordance with Council’s strategic objectives and priorities. Specifically, the Committee will have regard to the strategies, plans, frameworks, policies and plans referenced in Appendix A.</p>

<p>3. Committee Specific Protocols and Operating Practices</p>	<p>It is acknowledged that these model Terms of Reference may not in all instances provide the required or adequate clarity regarding a Committees functioning. To this extent, Committees may develop specific protocols and operating practices to supplement these ToR</p> <p>These protocols and operating practices may deal with any matters that the Committee determines are relevant to the efficient and effective functioning of the Committee and may include matters such as consideration of the social and cultural diversity of the Darebin community, inclusiveness of multicultural, educational, indigenous, religious, disability, youth, aged, sexual and gender communities, Aboriginal and Torres Strait Islander peoples, membership numbers, support for members to facilitate participation and consideration of sitting fees.</p> <p>Any such protocols and operating practices must not conflict with these ToR and must be endorsed by the Committee, the relevant General Manager and be attached to these ToR when formally adopted by Council. Should agreement not be reached by the Committee and the relevant General Manager, this will be escalated to the Chief Executive Officer.</p>
<p>4. Composition, Recruitment, Appointment and Tenure</p>	<p>This Committee comprises Councillor(s) appointed by Council annually and a Council Officer nominated by the Chief Executive Officer (both non-voting) and any other persons, and representatives of organisations as determined by resolution of Council and as specified in Appendix A.</p> <p>All Advisory Committees will sunset on 30 June following each General Council election, unless they have been re-established in the new Council term or the work of an Advisory Committee has been completed prior to this date.</p> <p>Specified members of Committees (excluding Councillors) shall be appointed to a Committee for the term specified in Appendix A. All appointments will be for an initial period of 2 years with the option for a further maximum period through to the 30 June in the year following each General Election upon re application.</p> <p>If the Council Officer (in consultation with existing Committee members) believes that staggered appointment terms are appropriate for the Committee, these may be instituted within the parameters of the 2 years period.</p> <p>Where a member is appointed to the Committee as a representative of a particular organisation a proxy may attend meeting on their behalf if the nominated person cannot attend.</p> <p>Council will appoint one proxy Councillor to each Committee annually. Councillors appointed as a proxy through the annual appointment process may attend Committee meetings.</p> <p>All vacancies shall be publicly advertised by Council prior to appointment.</p> <p>Prospective candidates shall submit an Expression of Interest in a form and manner prescribed by Council to enable Council to consider their appointment to the Committee. The criteria for the appointment of members will be developed by the Council Officer based on the required skills and knowledge and the existing Council policy and practices that promote diversity and inclusion. The Council Officer will consult with the Committee regarding any skill or experience</p>

	<p>deficiency or gap in the existing Committee that may need to be specifically considered during a recruitment and appointment process</p> <p>Where vacancies occur ‘mid-term’, a replacement Committee member may be appointed by Council’s Chief Executive Officer, subject to an Expression of Interest process as above.</p> <p>Committee members appointed as a result of a ‘mid-term’ vacancy will serve the balance of the former Committee member’s term</p> <p>Notwithstanding any of the above, Council may at any time by resolution set a date or a milestone that when reached or completed causes the cessation of the Committee and the expiry of Committee members’ terms.</p> <p>A member may not complete more than 2 successive Council terms ie 8 years unless exceptional circumstances supporting the continuation of the members participation are demonstrated.</p>
<p>5. Responsibilities, Duties and Conduct of Members</p>	<p>In performing the purpose of the Committee, members must act honestly, treat others with respect, exercise reasonable care and diligence, and not make improper use of their position or make improper use of information acquired because of their position.</p> <p>The expectation of members’ behaviour is that they will behave with respect and openness by listening to one another and by allowing all members to have a voice. Respectful behaviour is inclusive of all Committee meetings, emails, correspondence, telephone calls and on-line meetings.</p> <p>Members must work co-operatively with other members, respect the authority of the Chair and meeting procedures and must not seek to dominate the meeting or insist or imply that their own views and ideas carry more weight than those of others.</p> <p>Members must respect the confidential and sensitivity of information as appropriate.</p> <p>Committee members will be required to participate in an induction workshop arranged by Council and may be required to participate in specified training relevant to the work of the Committee from time to time.</p> <p>Upon appointment, Chairs including Co-Chairs must undertake or demonstrate relevant recent training and proficiency in running effective meetings.</p> <p>Committee members must not speak for Council and are not authorised to speak to the media in respect of the Committee’s activities and deliberations.</p> <p>Committee Members are required to abide by Council’s Employee Code of Conduct to the extent applicable to volunteers and the Council’s Volunteer Policy. Failure to abide by the conduct principles, (and relevant Council policies, including Council’s Occupational Health and Safety Guidelines) will result in the member being deemed to be in breach of their obligations and may result in their removal from the Committee by a Council resolution, or in urgent circumstances by Council’s Chief Executive Officer if the Chief Executive Officer considers that such action is necessary.</p>

<p>6. Meetings</p>	<p>Attendance at Committee meetings is expected in normal circumstances and is critical to fulfilment of appointment as a member.</p> <p>The Chairperson shall be appointed as specified in Appendix A</p> <p>Meetings will be held quarterly unless determined by the Committee Chair and Council Officer in order to allow for the timely consideration and provision of advice to Council on particular, time-sensitive matters from time to time. Committees may, with the approval of the relevant General Manager, meet more frequently on a limited and specific basis (if required).</p> <p>Working Groups may be established as required for a specific purpose and on a limited timeframe to enable a focus on a specific task or project. These are subject to the approval by the relevant General Manager after consideration of their specific need, the availability of resources to support their operation and their agreed timeframes and tenure.</p> <p>If the Chairperson is not present at a meeting, the Committee members will determine to appoint a Chairperson for the purposes of conducting the meeting.</p> <p>The appointed Council officer will take responsibility for providing executive support to the Committee including provision of meeting agendas and minutes.</p> <p>Committee agendas will be forward to Committee members by email no later than five working days before a scheduled meeting.</p> <p>Minutes will be provided to Committee members and all Councillors no later than 10 working days of the meeting and will include a summary of discussions, details of any conflicts of interest disclosed and any decisions made. The Chair, including Co-Chairs, shall ratify the minutes of the meeting prior to their distribution. Formal endorsement of the minutes will occur at the subsequent Committee meeting.</p> <p>Committee agenda items will be identified by Council Officers in consultation with the Chairperson. Members are able to request items to be listed subject to them being raised with the Council Officer and with the Chairpersons consent</p> <p>Notice of any additional Committee meetings will be provided 2 weeks in advance.</p> <p>Committee meetings may be held virtually</p> <p>Committee meetings are closed to the public.</p> <p>Special guests / subject matter experts may be invited to the meeting at the combined discretion of the Chair, including Co-Chairs and Council officer.</p> <p>A quorum will be half of the voting Committee members plus one. In the absence of a quorum, a Chairperson may conduct the meeting for discussion purposes. Committees have no delegated authority to make decisions on behalf of Council, therefore any vote is on a position or recommendation to be made to Council if appropriate.</p>
---------------------------	--

	<p>Whilst voting on matters is expected to be uncommon a member must be in attendance (either virtually or in person) to vote.</p> <p>Any Conflicts of Interest must be declared and recorded at the commencement of the meeting. A member who has a conflict of interest must leave the meeting when the item is discussed.</p>
7. Transparency	<p>In order to maintain transparency of Committee operations and in alignment with Council's Governance Rules the following information is to be published on Council's website in respect of each Committee:</p> <ul style="list-style-type: none"> a) The Terms of Reference. b) The names of all members c) Minutes of Advisory Committees meetings d) Reports of Committee activities (as reported biannually to Council) as prepared by Council Officers
8. Opportunities for Cross Collaboration and Induction of Committee members	<p>Council may, from time to time, facilitate meetings, forums, workshops and the like to enable the members of the various Committees to come together for knowledge sharing, professional development and the collaborative provision of advice as appropriate.</p> <p>Committees and new Committee members will be provided with an appropriate induction at the commencement of their term that includes an overview of the Council's structure and functions, the relationship of the Committee with Councillors and the community and any other matters to ensure they are well supported.</p>
9. Reporting, Monitoring and Evaluation	<p>The specific advice of a Committee in relation to a particular matter will be communicated to Council by the relevant Council officer in an appropriate format if and when required. The progress and activities of a Committee will be reported bi annually through a combined six-monthly Council meeting report on the progress and activities of all Committees to be prepared by Council Officers. The operation of the Committee will be evaluated annually via a number of methods including self-evaluation of the Committee (arranged by the Council Officer) to ensure that the Committee is achieving its objectives. Results of the evaluation will be reported in an annual progress report submitted to Council detailing the Committee's activities and achievements.</p>

APPENDIX A

Name of Committee	Darebin Aboriginal Advisory Committee
ToR Clause 2	<p>The <i>purpose</i> of this Committee is to provide advice and recommendations (where appropriate) to Council in relation to:</p> <ul style="list-style-type: none"> • Issues and barriers affecting Aboriginal and Torres Strait Islander community in the Darebin region. • Input into Council's policy and decision-making processes. • Informing, monitoring the implementation of and evaluating delivery of plans including the Darebin Aboriginal and Torres Strait Islander Employment Strategy and Action Plan and the Darebin Aboriginal and Torres Strait Islander Action Plan. • Assisting in the development of future action plans. <p>The Committee shall have regard to and act in accordance with Council's strategic objectives and priorities. Specifically, the Committee will have regard to the following strategies, plans, frameworks, policies and plans:</p> <ul style="list-style-type: none"> • Community Vision • Council Plan 2021-2025 • Towards Equality: Equity, Inclusion and Human Rights Framework 2019-2029 • Statement of Commitment to Traditional Owners and Aboriginal and Torres Strait Islander People • Towards an Age Friendly Darebin • Aboriginal and Torres Strait Islander Employment Strategy and Action Plan 2017-2027. <p>Specific Council strategies, frameworks, plans and policies relevant to this Reference Group:</p> <ul style="list-style-type: none"> • Darebin Aboriginal and Torres Strait Islander Action Plan 2017-2021
ToR Clause 3	<p>Committee Specific Protocols and Operating Practices</p> <p>The guiding principles are:</p> <ul style="list-style-type: none"> • Respect and recognition of Aboriginal and Torres Strait Islander communities' values, living culture and practices, including their cultural and spiritual connection to land and the right to self-determination. • Aboriginal and Torres Strait Islander people who live, work or study in Darebin have the right to equal access to services, projects and programs initiated by Darebin City Council and to participate in all aspects of community life. • The right of all Aboriginal and Torres Strait Islander people in Darebin to live without fear of discrimination or any form of social disadvantage. • The need for continued Aboriginal and Torres Strait Islander community participation and awareness-raising in processes of advocacy and community-based action to address barriers to equality, health, education and social justice in closing the gap in Darebin. • Reflecting Council's commitment to self-determination, the DAAC agenda is primarily directed by DAAC members while also being inclusive of Darebin City Council's agenda items.

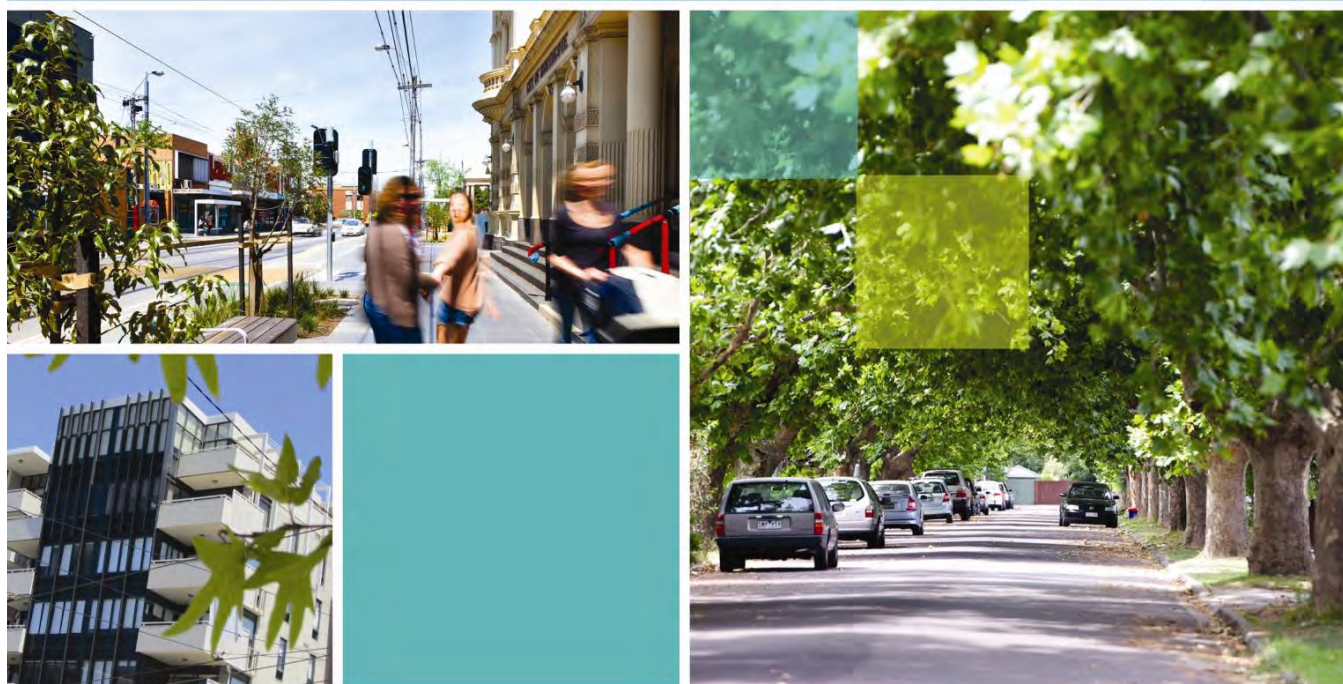
	<ul style="list-style-type: none"> • Recognition and respect for the differing role and standing of the Wurundjeri Woi-Wurrung as Traditional Owners and that of DAAC in providing advice and guidance to Council. <p><i>Sitting Fee for Community Membership</i> To allow diversity in participation and taking into account the multiple responsibilities of the Aboriginal and Torres Strait Islander people on the DAAC Advisory Committee, and to have their cultural obligations, both in their work roles and acknowledging their community responsibilities, and the value of Aboriginal and Torres Strait Islander member’s cultural knowledge and intellectual property, advice and guidance. Council will provide Darebin Aboriginal Advisory Committee members with a sitting fee of \$100.00 for each meeting attended, that is directly related to their role as a DAAC member.</p> <p>The Community Co-Chair will receive a higher sitting fee to reflect the increased responsibilities and standing of this role.</p>
<p>ToR Clause 4</p>	<p>Maximum number of community committee members: 11 (excluding Council Officers).</p> <p>Membership is open to Aboriginal or Torres Strait Islander people who live, work or study in Darebin. Organisations, groups or bodies are ineligible to apply.</p> <p>Upon joining, members agree to provide confirmation of Aboriginal or Torres Strait Islander heritage if required.</p> <p>The Committee should reflect the full diversity of Darebin Aboriginal community in terms of:</p> <ul style="list-style-type: none"> • Age • Gender balance • Aboriginal and Torres Strait Islander status (Youth, Elders) • Equity across family groups and clans • Education and employment status • Role within community <p>The Committee will seek to build and reflect diversity within membership and be inclusive in practice.</p> <p>As a standing order of meetings, Committee members who represent DAAC on other Council committees shall have the opportunity to report back to the Committee.</p>
<p>ToR Clause 6</p>	<p>The Committee Chairperson shall be a Councillor with a nominated community member as Co-Chair. The Co-Chair role is for a 2-year term aligned with Committee terms and will be elected at a committee meeting with voting limited to Community members.</p>



the place
to live

2022 ANNUAL COMMUNITY SURVEY SUMMARY REPORT

AUGUST 2022



Report prepared by
Metropolis Research Pty Ltd
on behalf of Darebin City Council



© Darebin City Council 2022

This work is copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process without written permission from the Manager Communications and Engagement, Darebin City Council.

Disclaimer

Any representation, statement, opinion or advice, expressed or implied in this publication is made in good faith but on the basis that Metropolis Research Pty Ltd, its agents and employees are not liable (whatever by reason of negligence, lack of care or otherwise) to any person for any damages or loss whatsoever which has occurred or may occur in relation to that person taking action in respect of any representation, statement, or advice referred to above.

This report was prepared by Metropolis Research Pty Ltd on behalf of the Darebin City Council. For more information, please contact:

Dale Hubner

Managing Director
Metropolis Research

Level 1, 74 Victoria St
CARLTON VIC 3053

(03) 9272 4600

d.hubner@metropolis-research.com



Sarah-Jade Chung

Coordinator Community Engagement and
Demographics
City of Darebin
274 Gower St
PRESTON VIC 3072

(03) 8470 8613

sarah-jade.chung@darebin.vic.gov.au





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, doorstop 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.

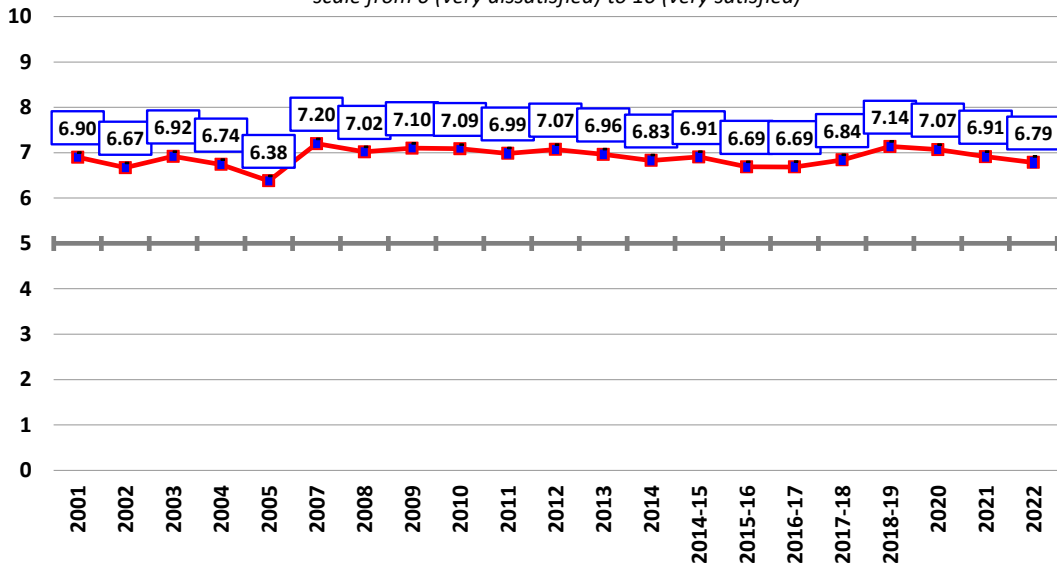
This lack of new residents will have had a material impact on overall satisfaction with Council, as new residents (less than one year in the municipality) always record a higher-than-average satisfaction score.

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.





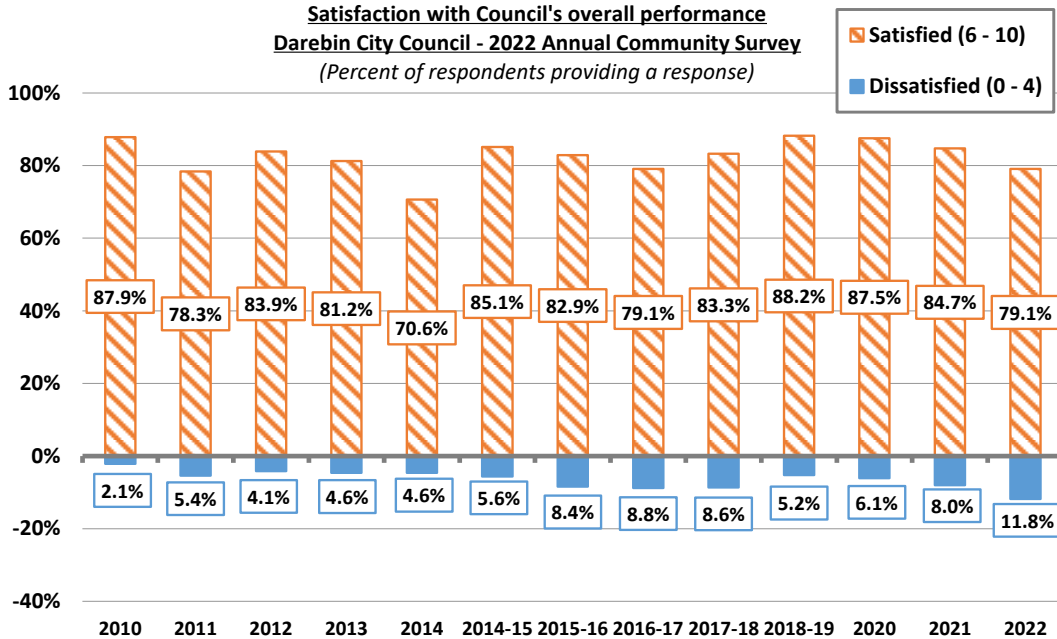
Satisfaction with Council's overall performance
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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).

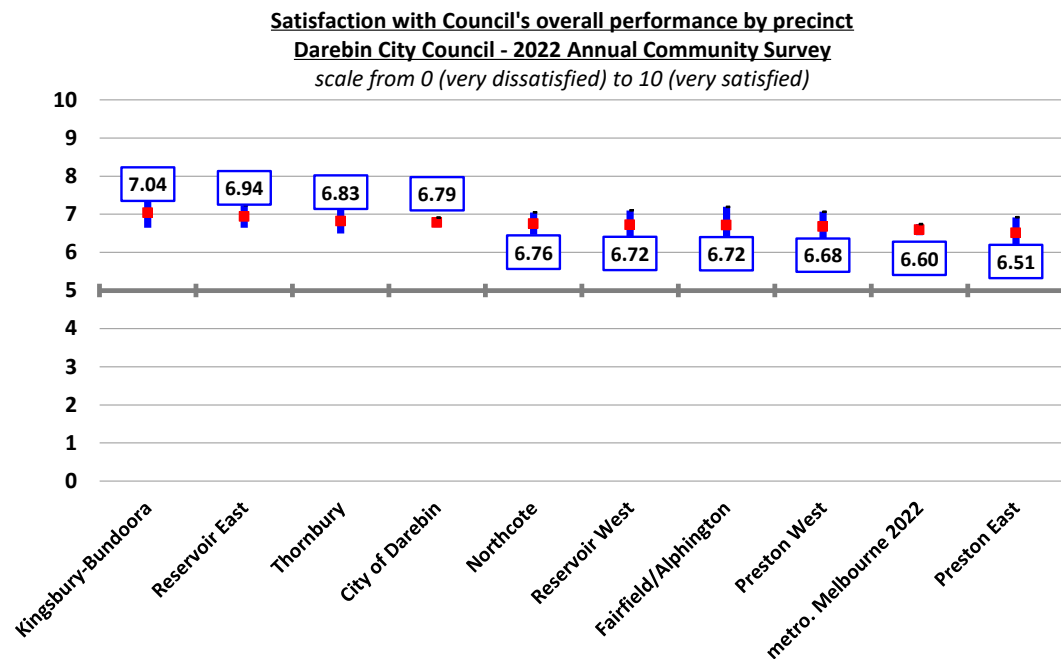
The 2022 metropolitan Melbourne breakdown was 33.7% “very satisfied” and 12.0% “dissatisfied”. This compares to the City of Darebin results of 38.2% “very satisfied” and 11.8% “dissatisfied” respondents.

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.

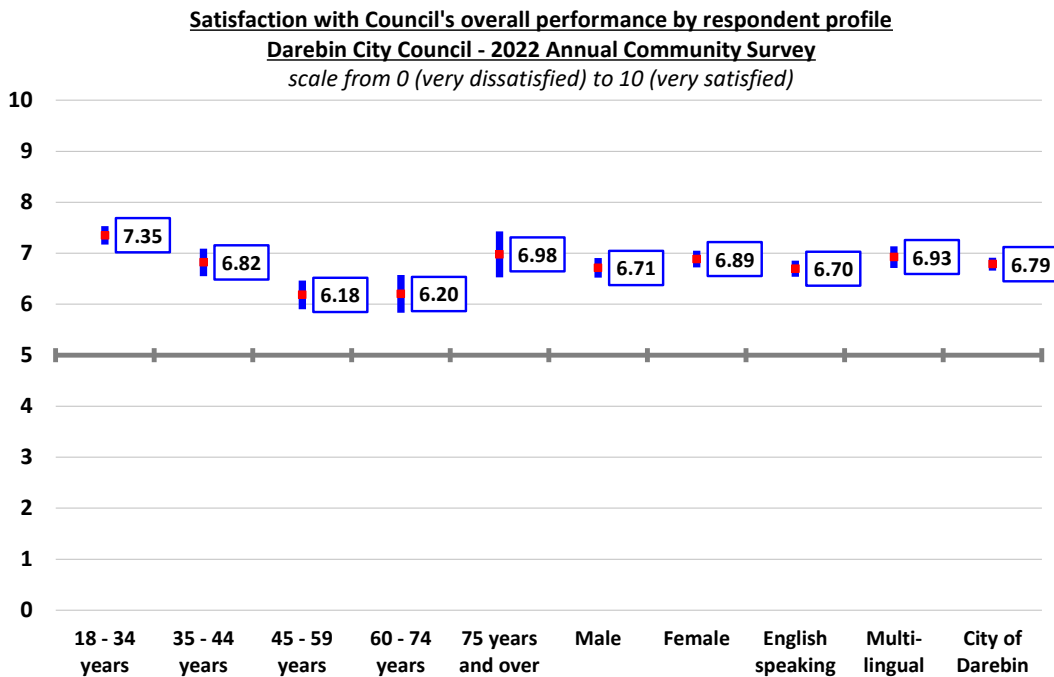




There was measurable and significant variation in satisfaction with Council’s overall performance observed by respondent profile, as follows:

- **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.



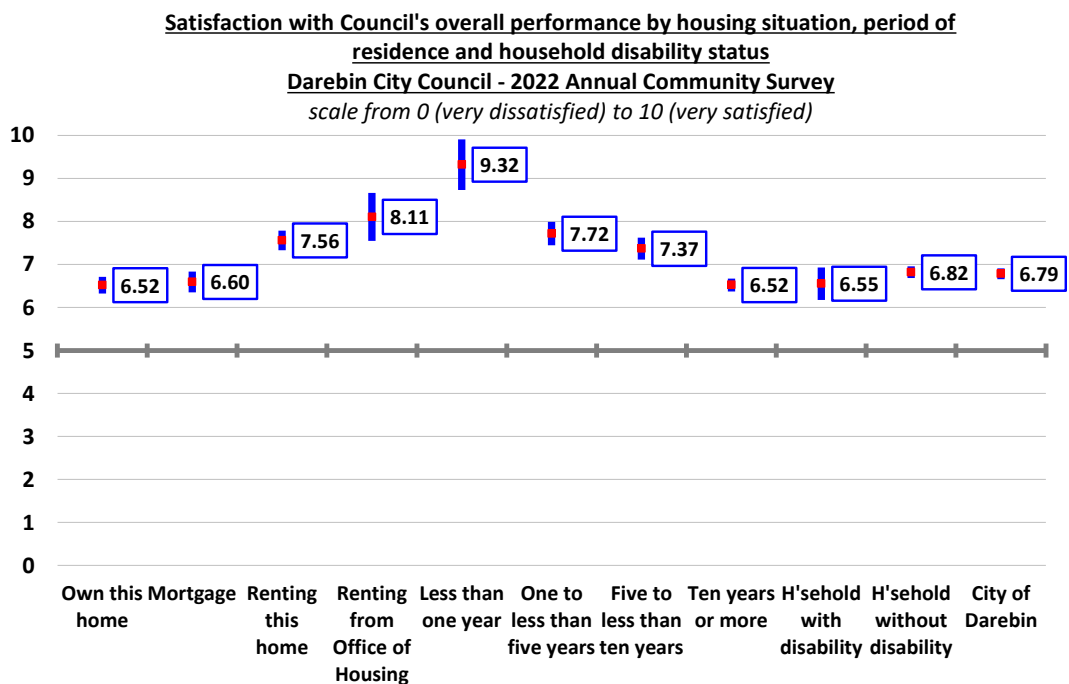
There was also variation observed by housing situation, period of residence in the City of Darebin, and household disability status, as follows:

- **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

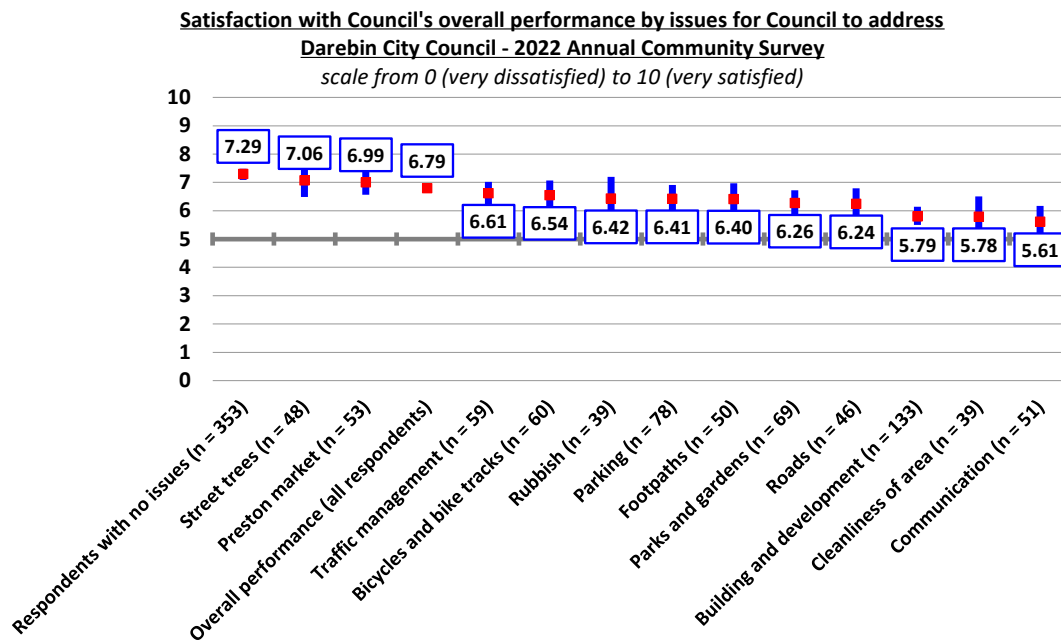


Relationship between issues and satisfaction with overall performance

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)

Issue	Dissatisfied respondents		All respondents
	Number	Percent	
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.

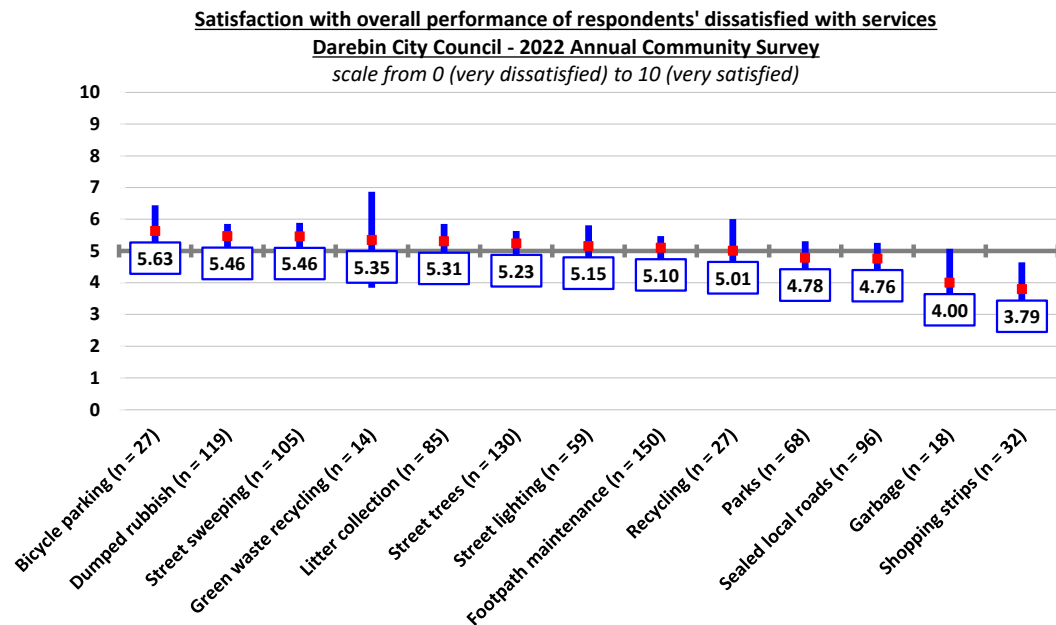




In other words, respondents who were dissatisfied with one service and facility were likely to be dissatisfied with several services and facilities and were also measurably less satisfied with Council’s overall performance. This reflects the fact that some (a small number) of respondents were dissatisfied 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)

Service / facility	2022		Correlation*
	Number	Mean	
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)

Reason for rating of satisfaction	Total comments		Respondents		
	Number	Percent	Satisfied (6 to 10)	Neutral (5)	Dissatisfied (0 to 4)
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

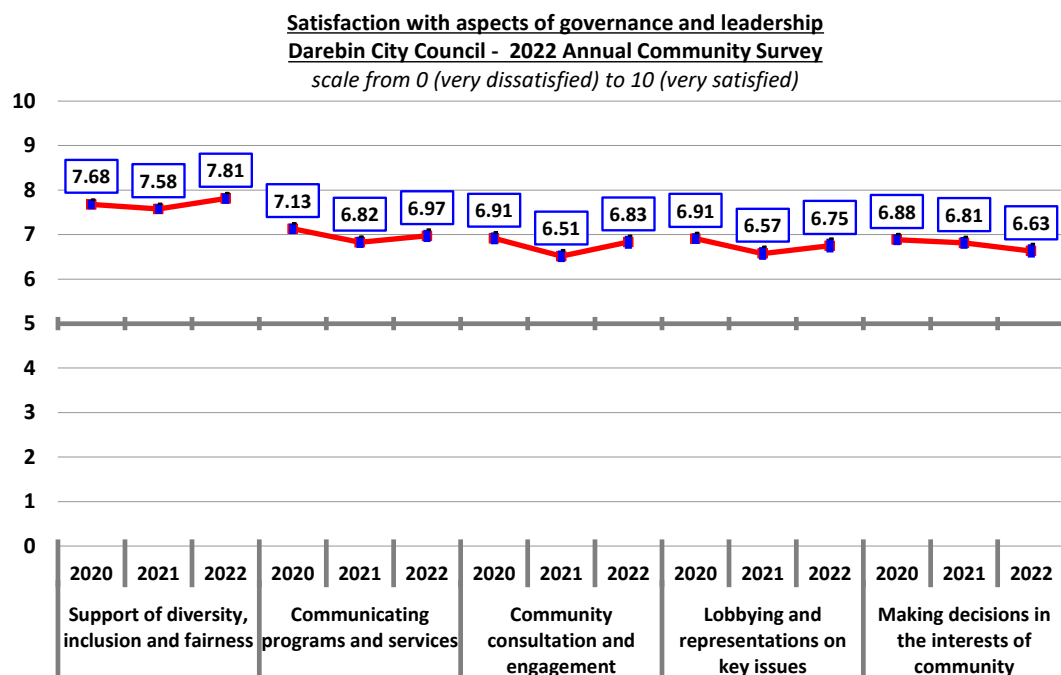
Respondents were asked:

“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:

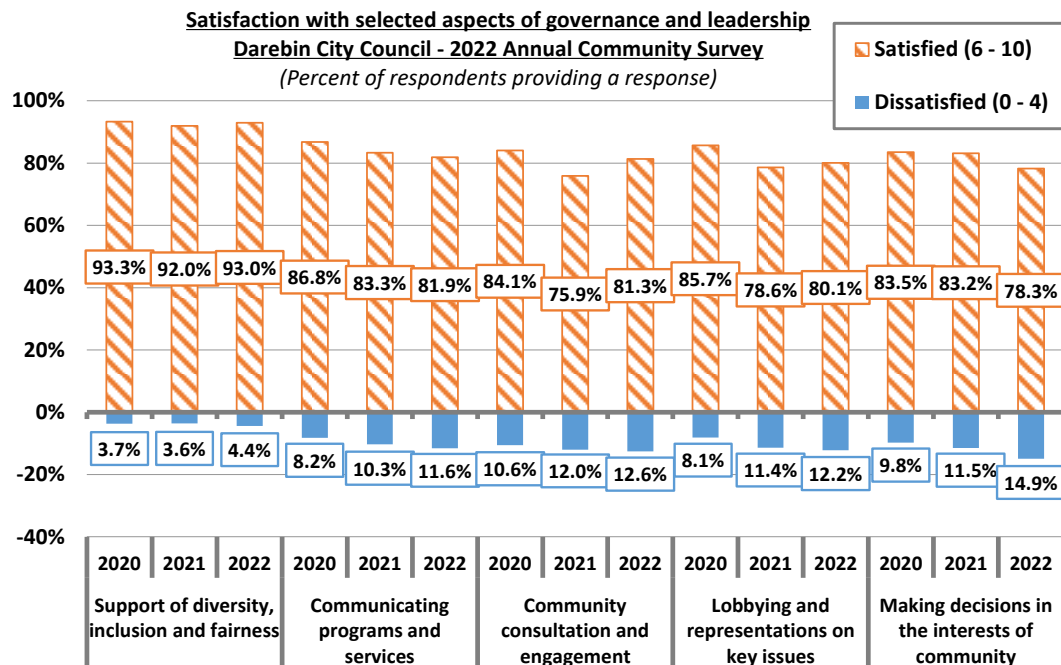
- **Excellent** – for Council’s support of diversity, inclusion, and fairness.
- **Good** – for Council communicating its programs and services, community consultation and engagement, lobbying and making representations on key issues, and making decisions in the interests of the community.

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?”

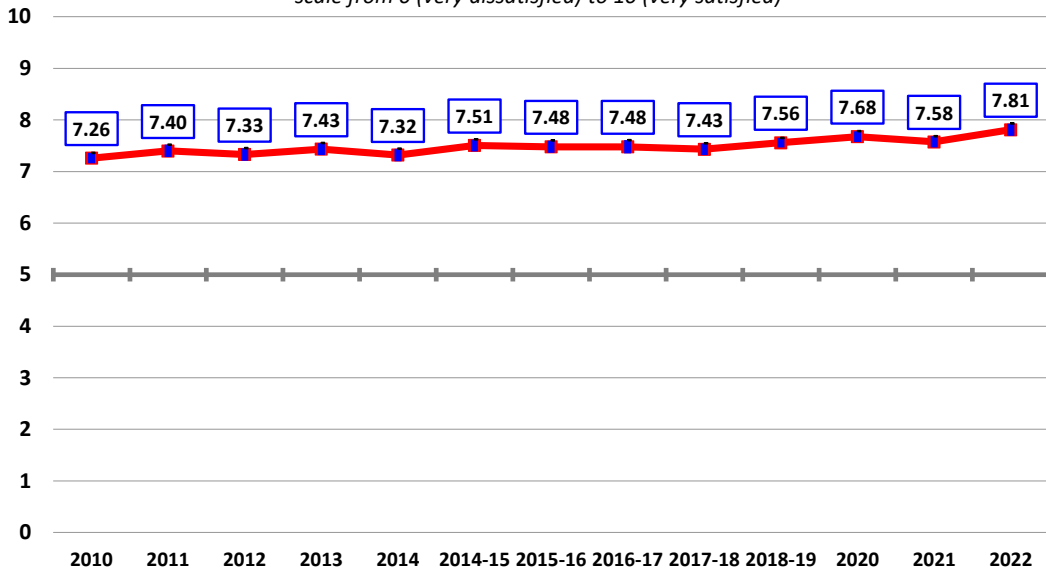
Satisfaction with Council’s support of diversity, inclusion, and fairness increased notably, but not measurably this year, up three percent to 7.81, which is an “excellent”, up from a “very good” level of satisfaction.

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.



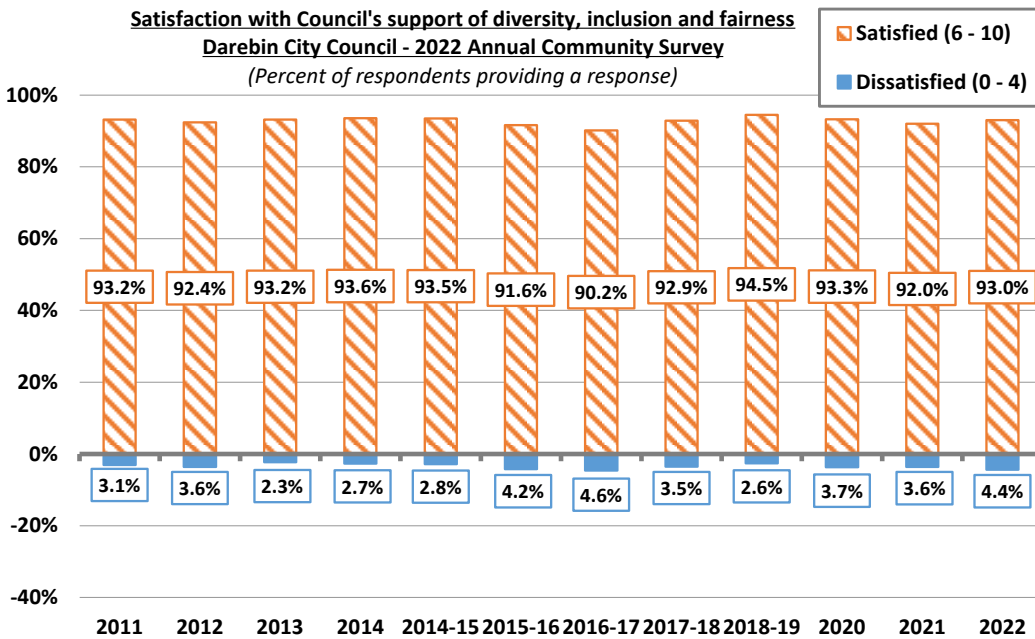


Satisfaction with Council's support of diversity, inclusion and fairness
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



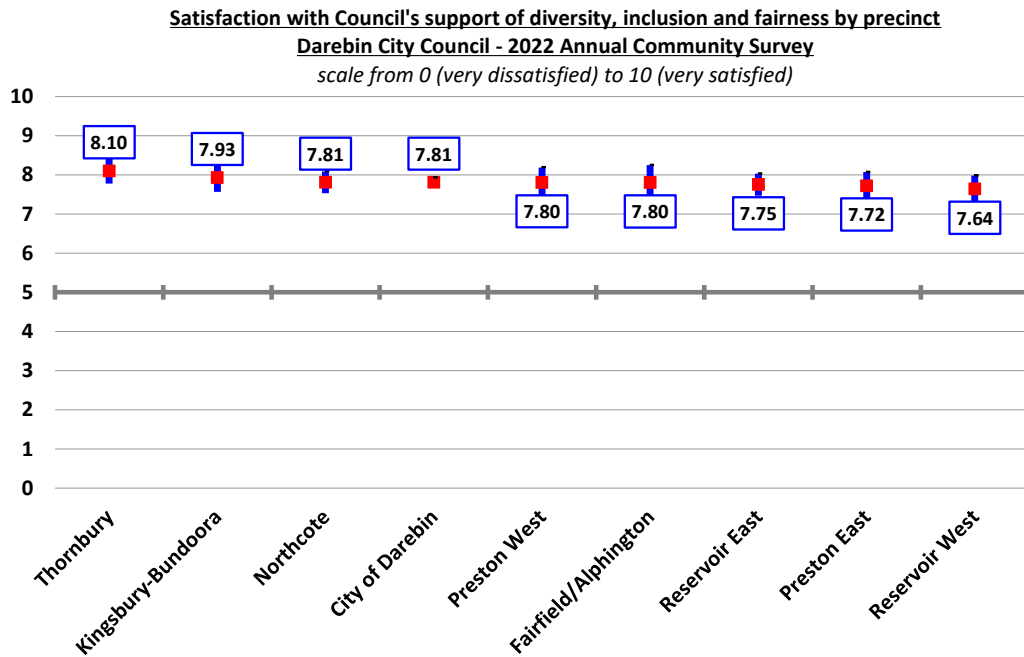
A little more than 90% of respondents providing a response were satisfied with this aspect of governance and leadership, whilst less than five percent were dissatisfied. It is noted that no more than 4.6% of respondents providing a response to this question have been dissatisfied with this aspect of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





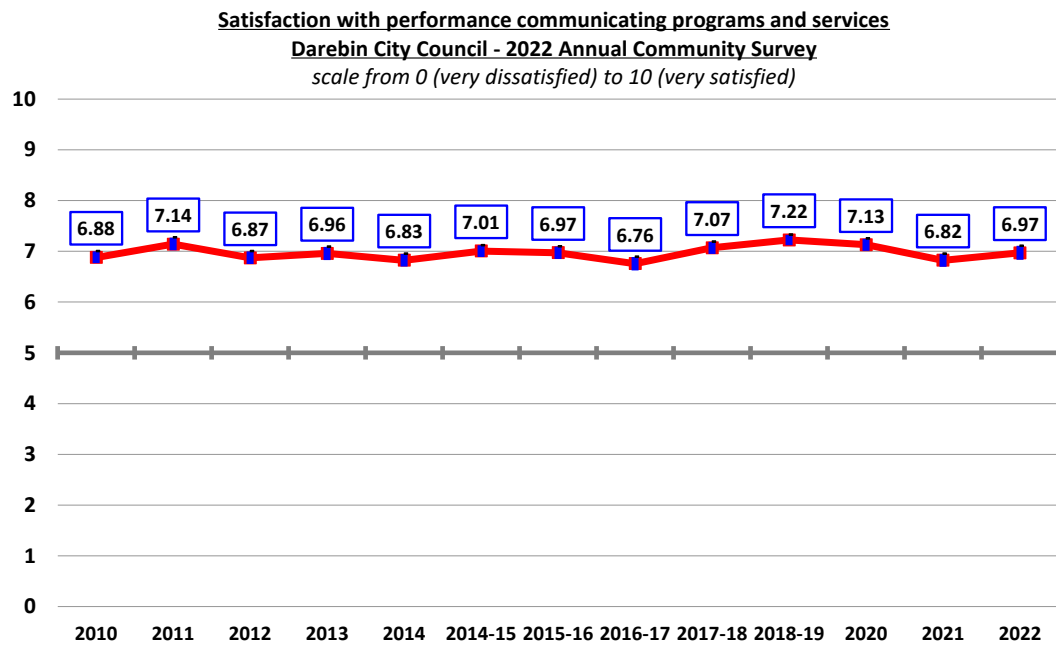
Communicating programs and services

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?”

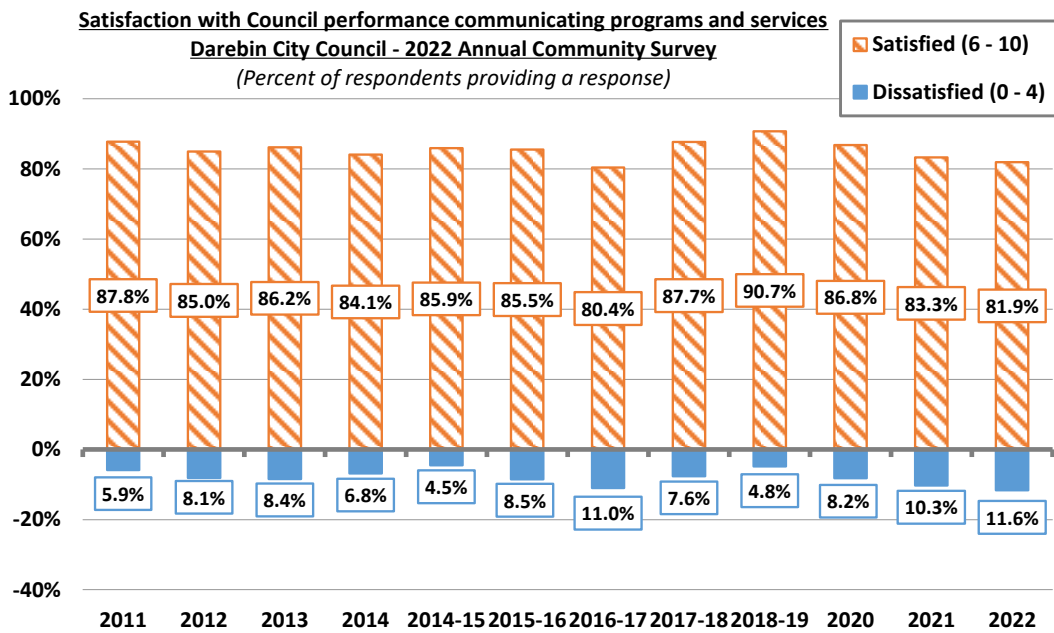
Satisfaction with Council’s performance communicating its programs and services increased marginally, but not measurably this year, up 2.2% to 6.97.

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

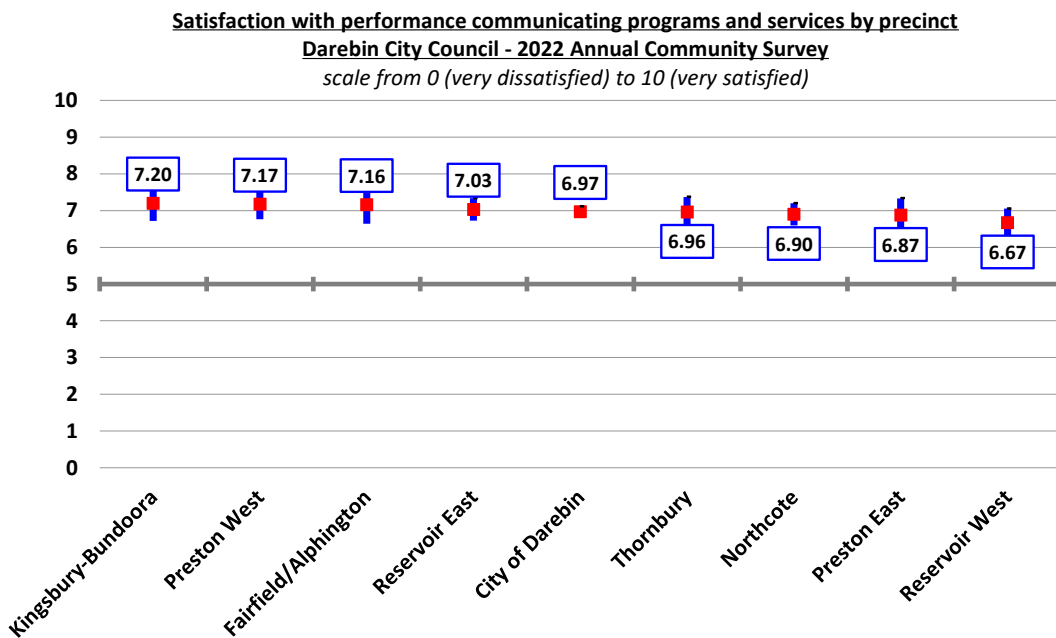


Despite the marginal increase in average satisfaction this year, there was a very small decline in the proportion of “satisfied” respondents (81.9% down from 83.3%), and a marginal increase in the proportion of “dissatisfied” respondents (11.6% up from 10.3%).





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)

Variable	Number	2021		
		Lower	Mean	Upper
<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

42

Metropolis
RESEARCH



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?”

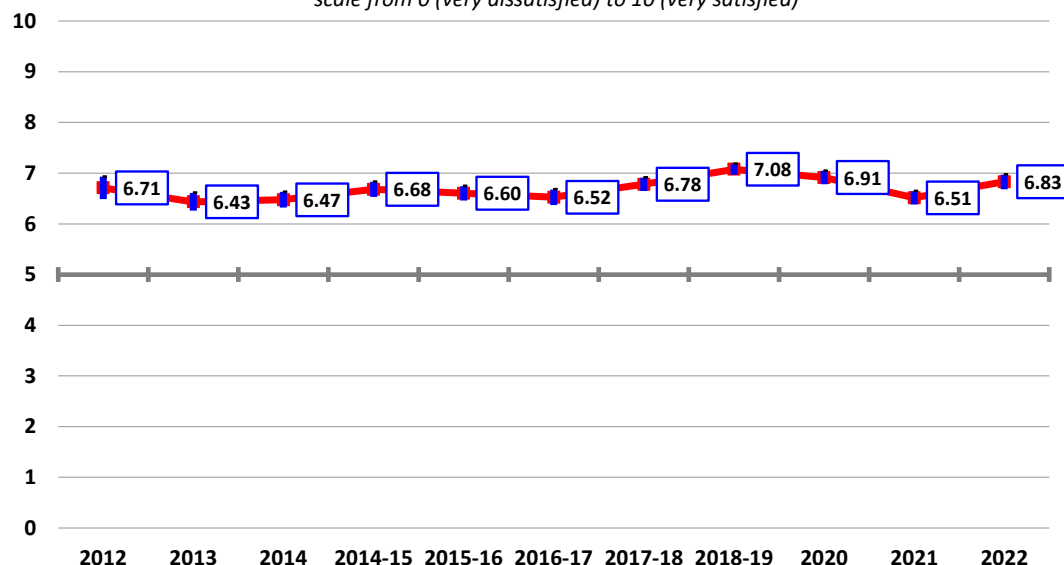
Satisfaction with Council’s community consultation and engagement performance increased measurably this year, up 4.9% to 6.83, although it remains at a “good” level of satisfaction.

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.

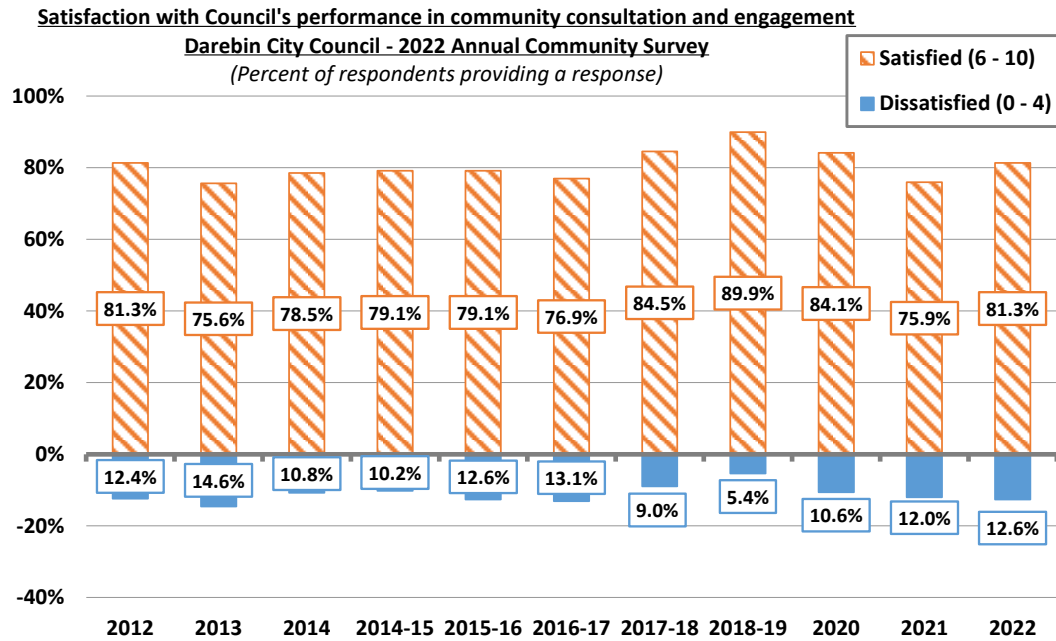
Satisfaction with Council's performance in community consultation and engagement
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





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%.

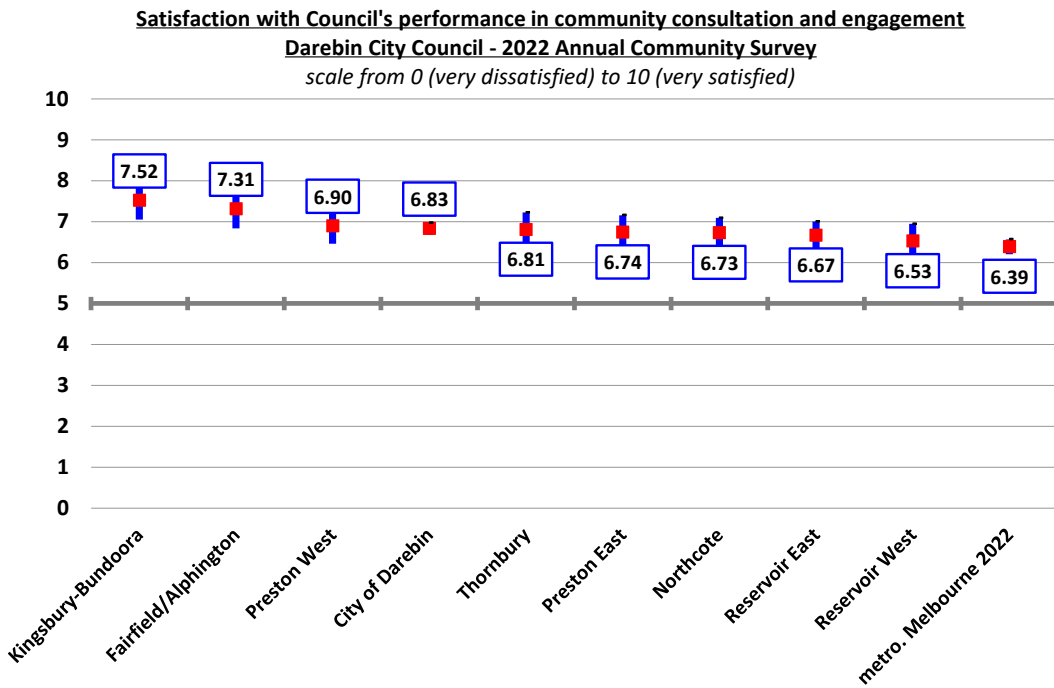
The proportion of “dissatisfied” respondents remained essentially stable this year, up from 12.0% to 12.6%.



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.





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)

Variable	Number	2022		
		Lower	Mean	Upper
<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?”

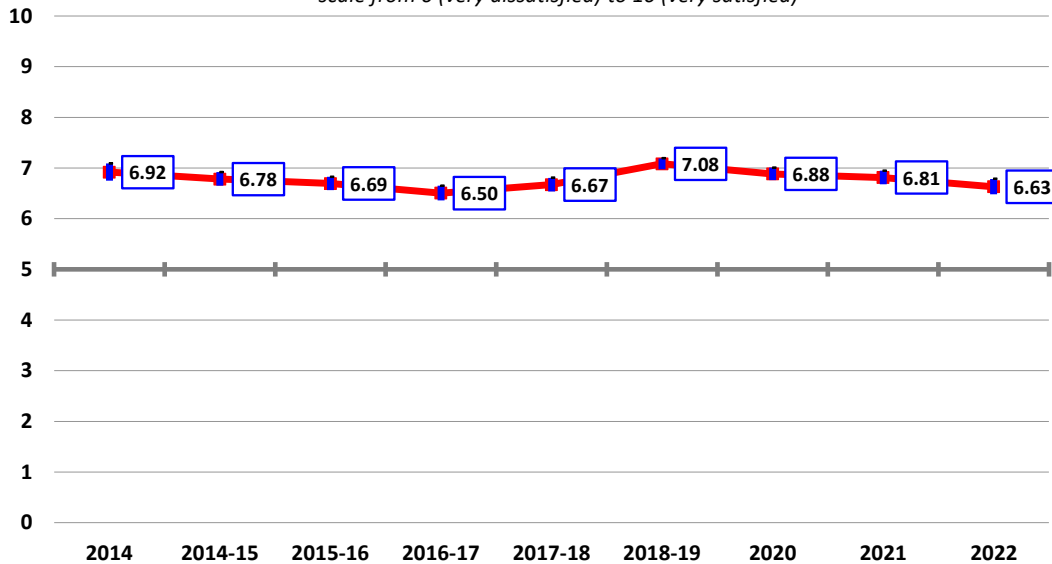
Satisfaction with Council’s performance making decisions in the interests of the community declined marginally, but not measurably this year, down 2.6% to 6.63.

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.

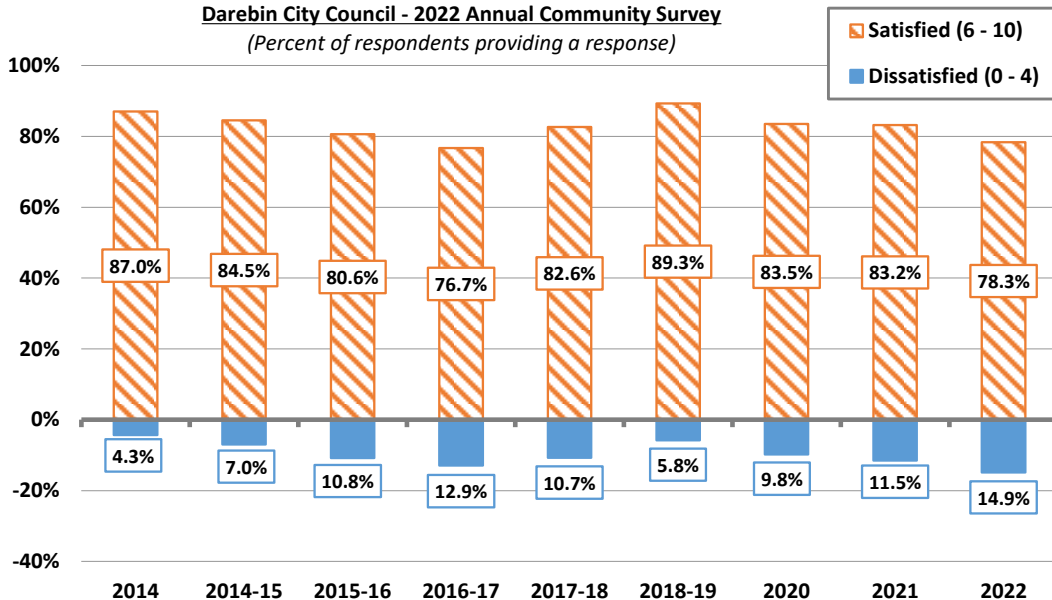


Satisfaction with performance in making decisions in the interests of the community
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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)

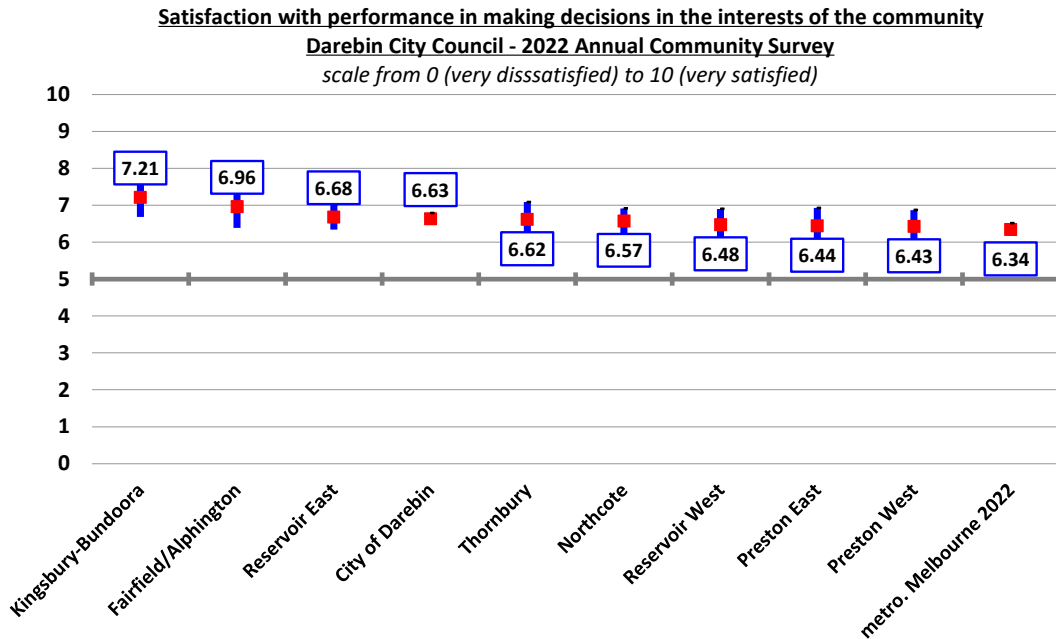


Whilst there was no statistically significant variation in satisfaction with Council’s performance making decisions in the interests of the community observed across the municipality, it is noted that respondents from Kingsbury-Bundoora were somewhat more satisfied than average.





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)

Variable	Number	2022		
		Lower	Mean	Upper
<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?”

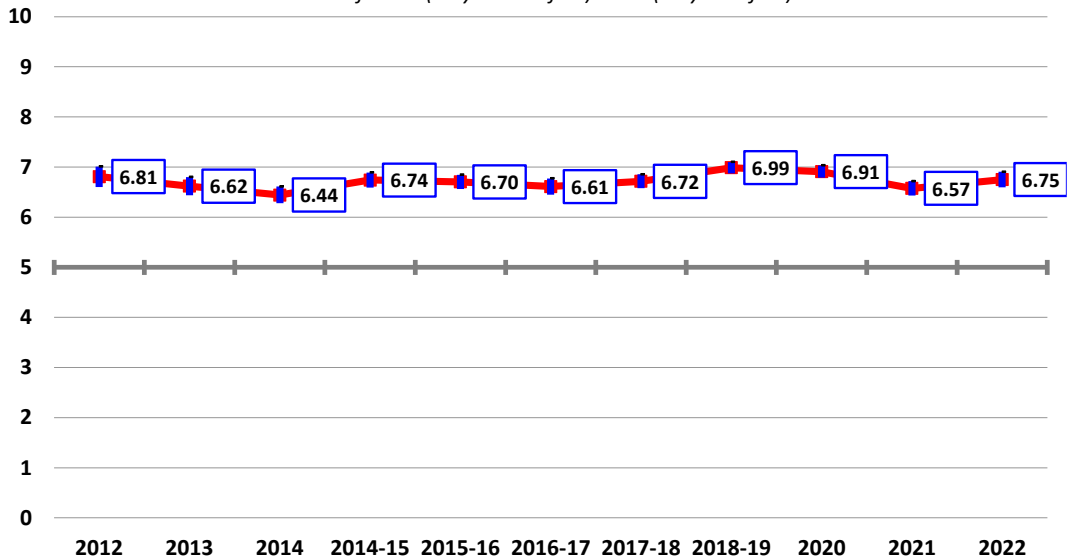
Satisfaction with Council’s lobbying and making representations on key issues that affect the local community increased marginally, but not measurably this year, up 2.7% to 6.75.

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.



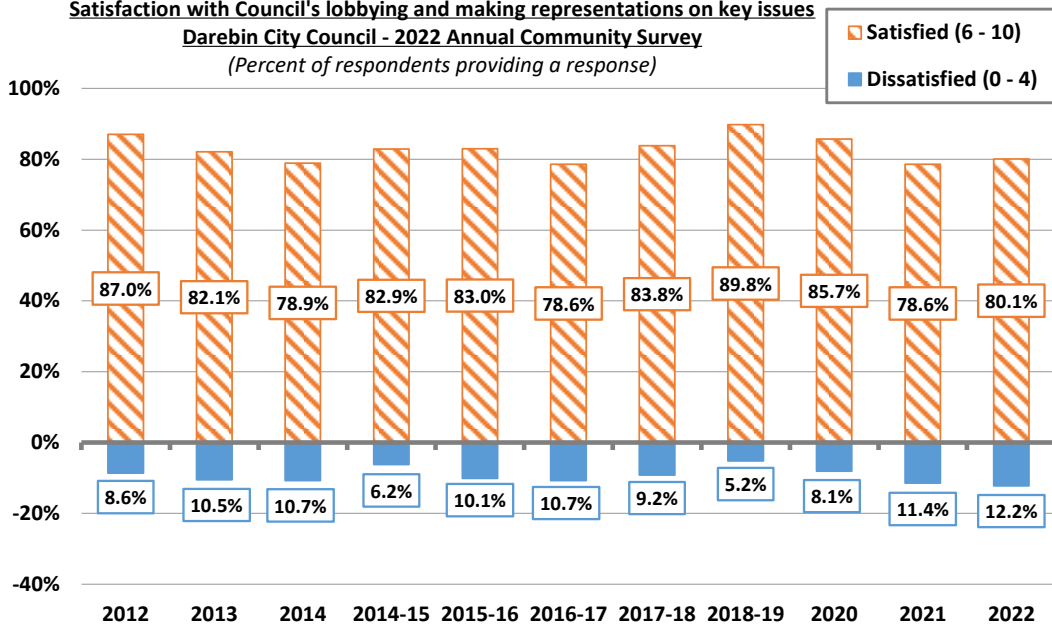
By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with “representation, lobbying, and advocacy” of 6.28, as recorded in the 2022 *Governing Melbourne* research.

Satisfaction with Council's performance in lobbying on key issues
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



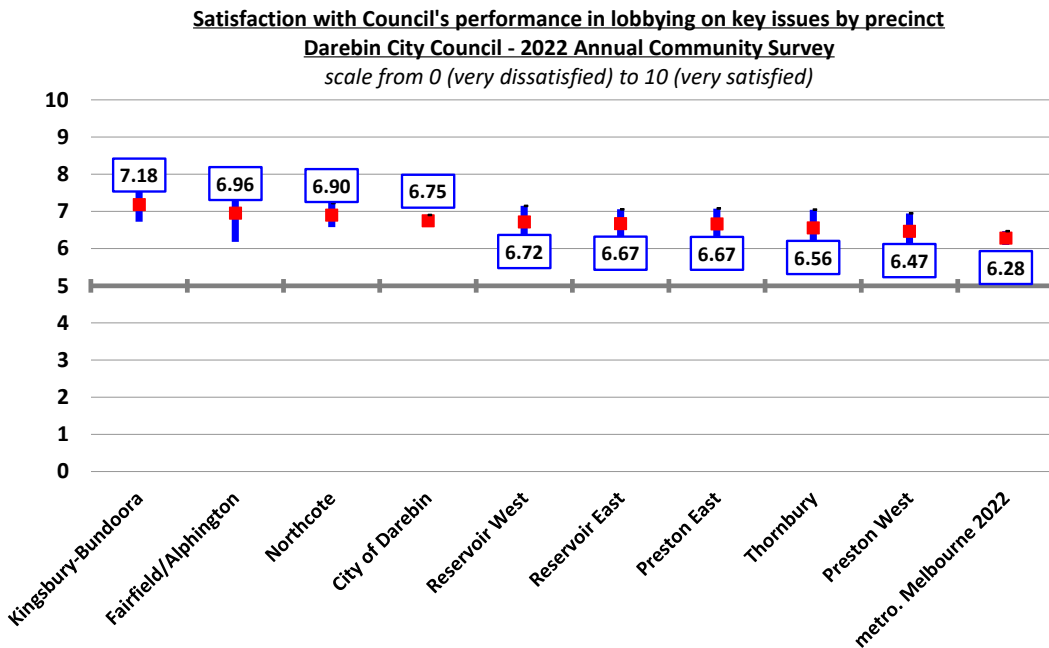
There was relatively little change in the proportion of “satisfied” and “dissatisfied” respondents in 2022, as outlined in the following graph.

Satisfaction with Council's lobbying and making representations on key issues
Darebin City Council - 2022 Annual Community Survey
(Percent of respondents providing a response)





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.

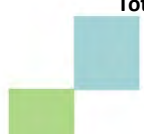
Whilst a range of issues were raised by a handful of respondents, the most common responses related to a perception that Council has not been seen to be doing anything in this space, or a perceived lack of communication and engagement with the community about these issues.

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?”

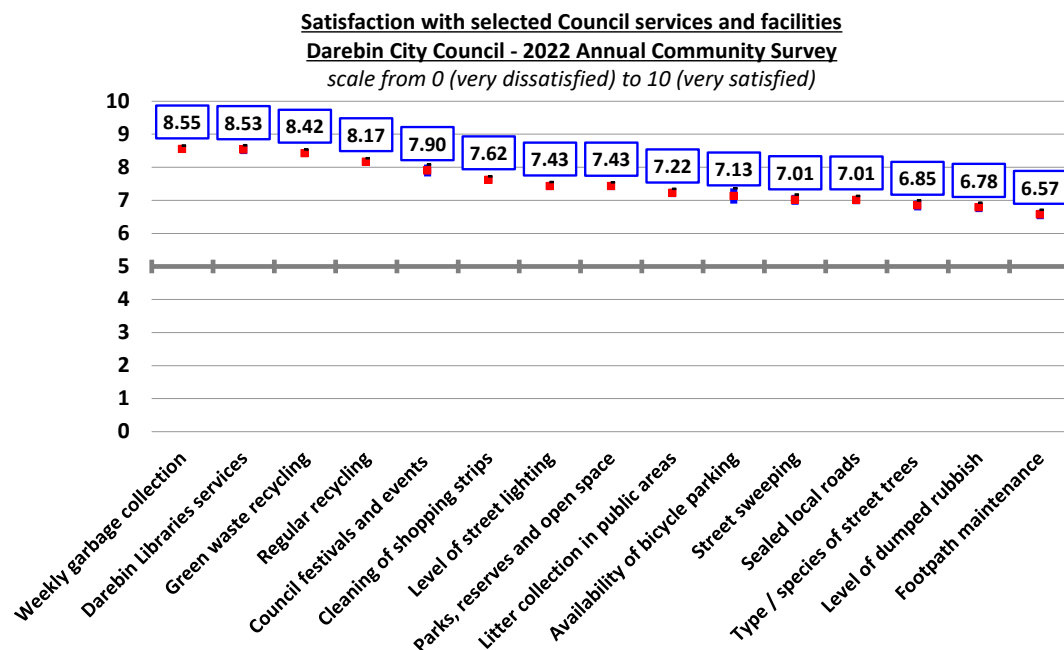
There were 15 Council services and facilities included in the survey again in 2022.

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.





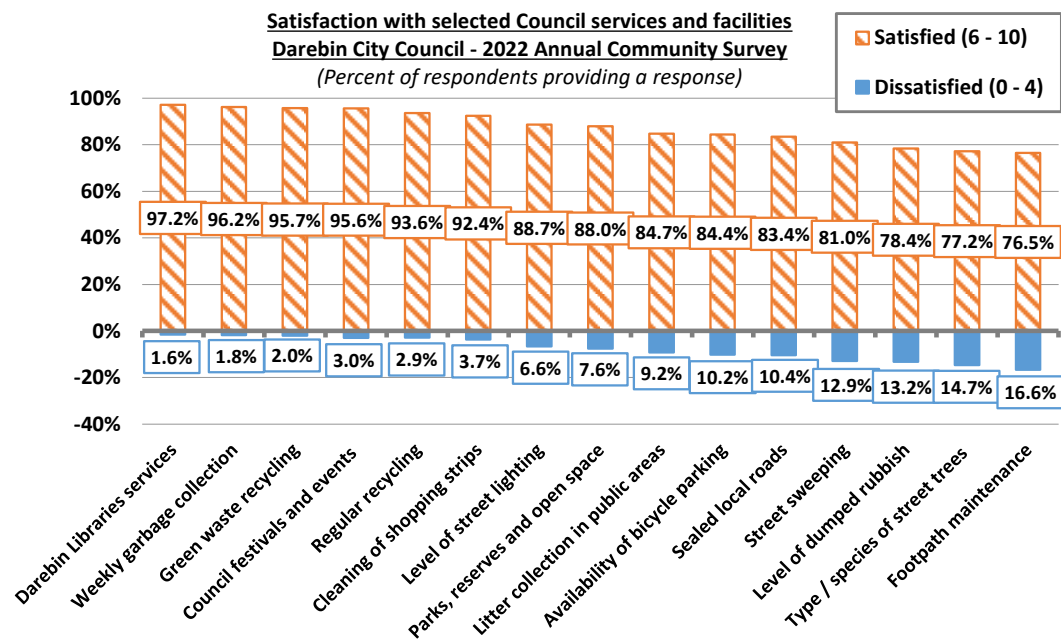
Metropolis Research notes that the average satisfaction with the 13 of the 15 included Council services and facilities was higher than satisfaction with Council’s overall performance (6.79).

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
Lower than average satisfaction	Maintenance of parks, reserves, open space	956	7.31	7.43	7.54	7.50	7.58	7.47	7.75
	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

Average satisfaction with Council services 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





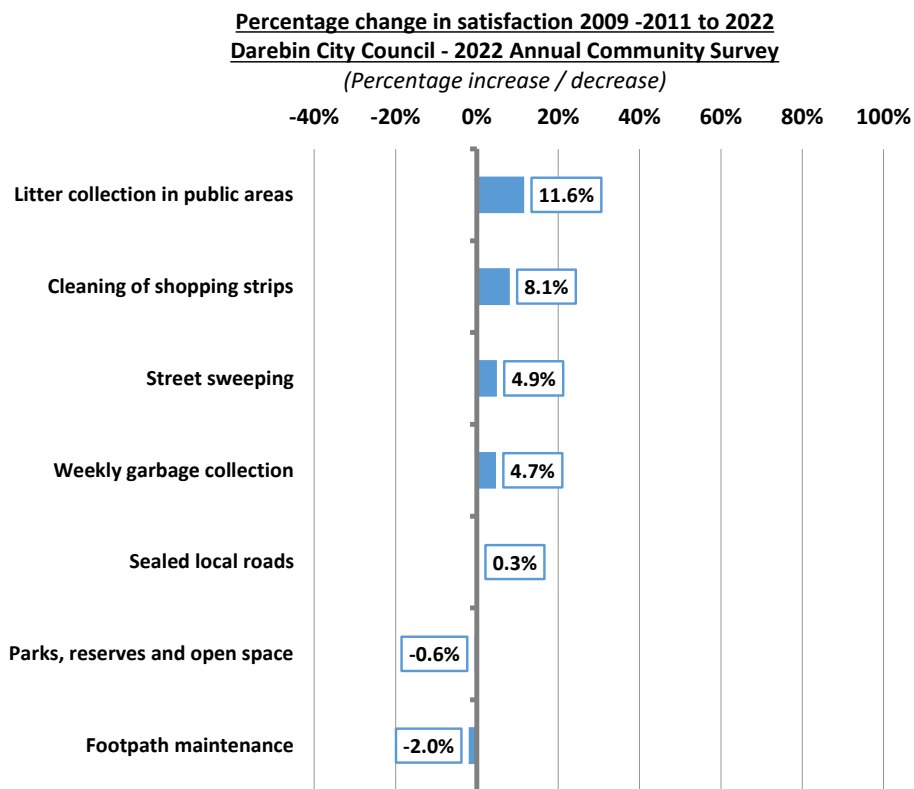
Change in satisfaction over the last 10 years

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

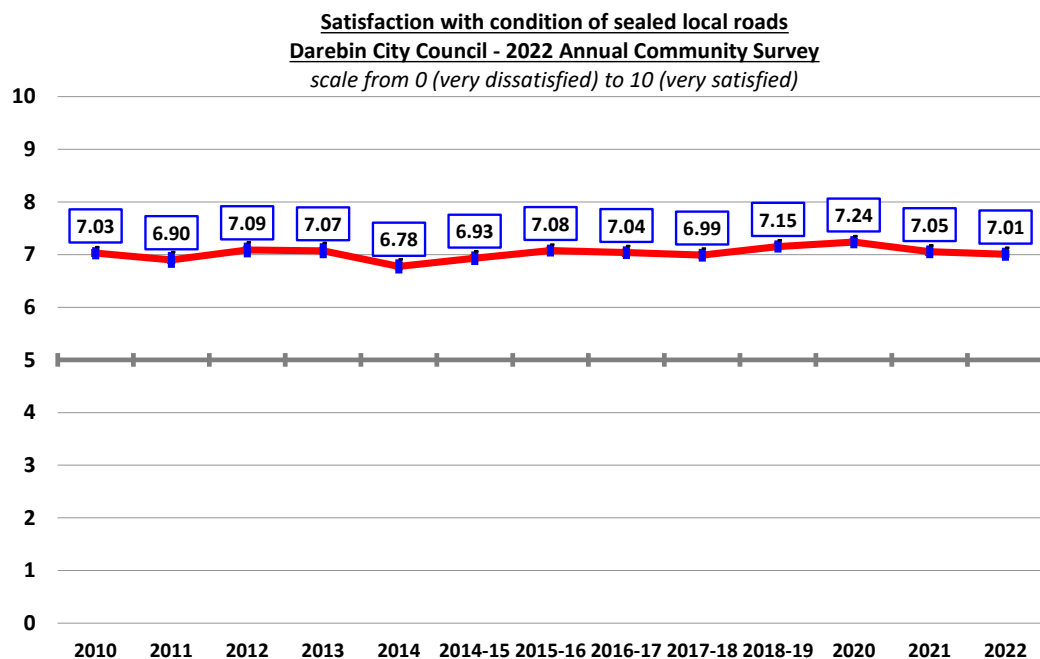
Respondents were asked:

“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.

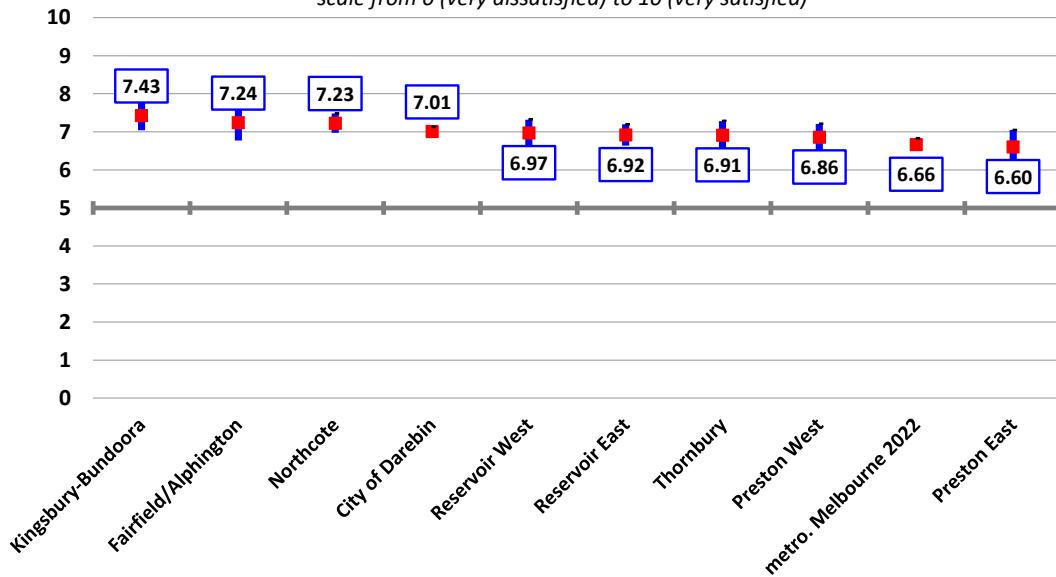
It is noted however, that:

- **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:

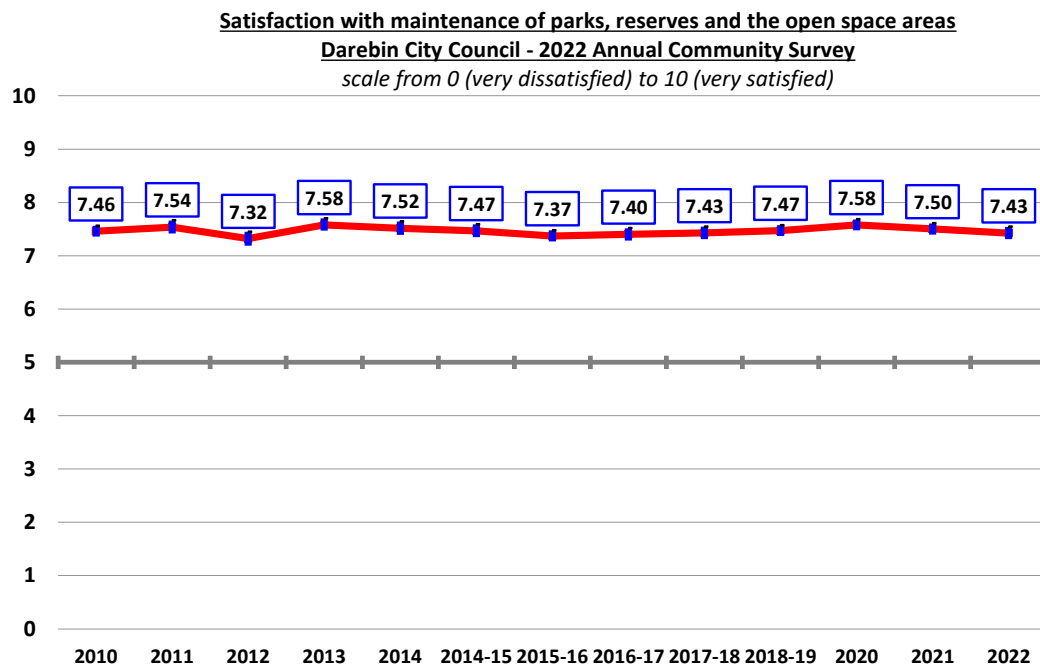
*“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the maintenance of parks, reserves and the open space areas?
If rated less than 6, are there any specific open spaces of concern?”*

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.

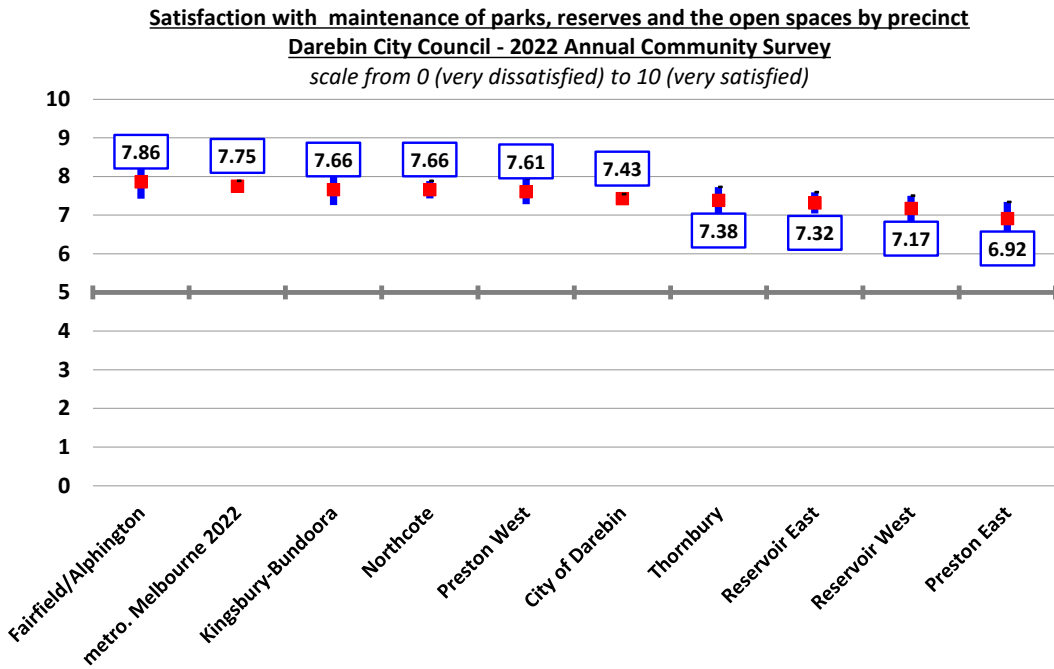
By way of comparison, this result was somewhat, but not measurably lower than the metropolitan Melbourne average satisfaction with the “provision and maintenance of parks and gardens of 7.75, as recorded in the 2022 *Governing Melbourne* research.



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

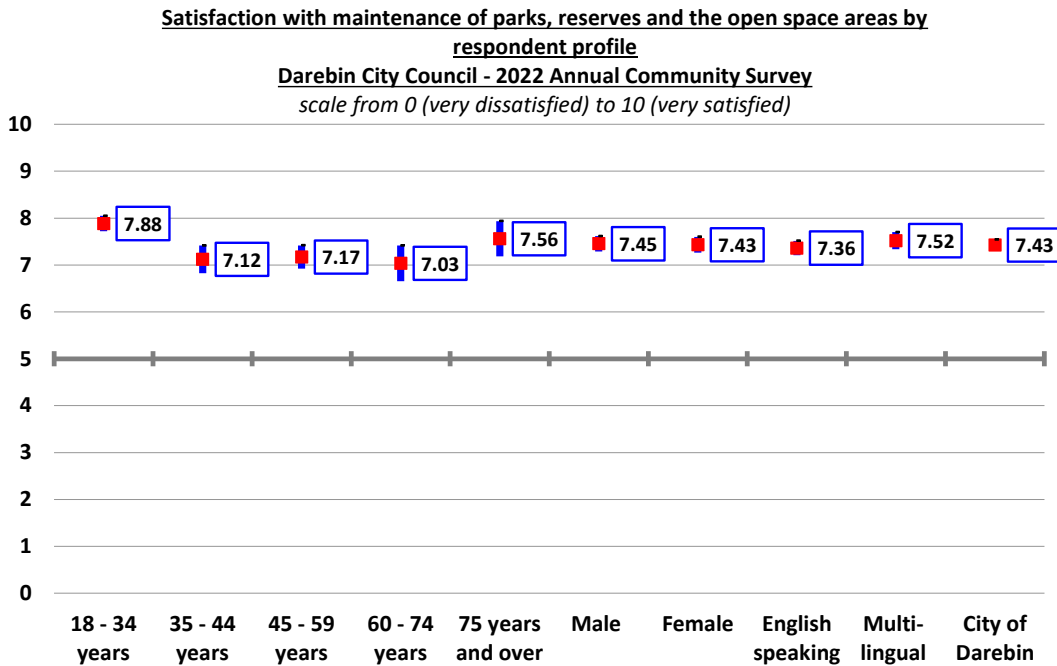
- **Fairfield-Alphington** – respondents were notably more satisfied than average and at an “excellent” level of satisfaction.
- **Preston East** – respondents were notably less satisfied than average.






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 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

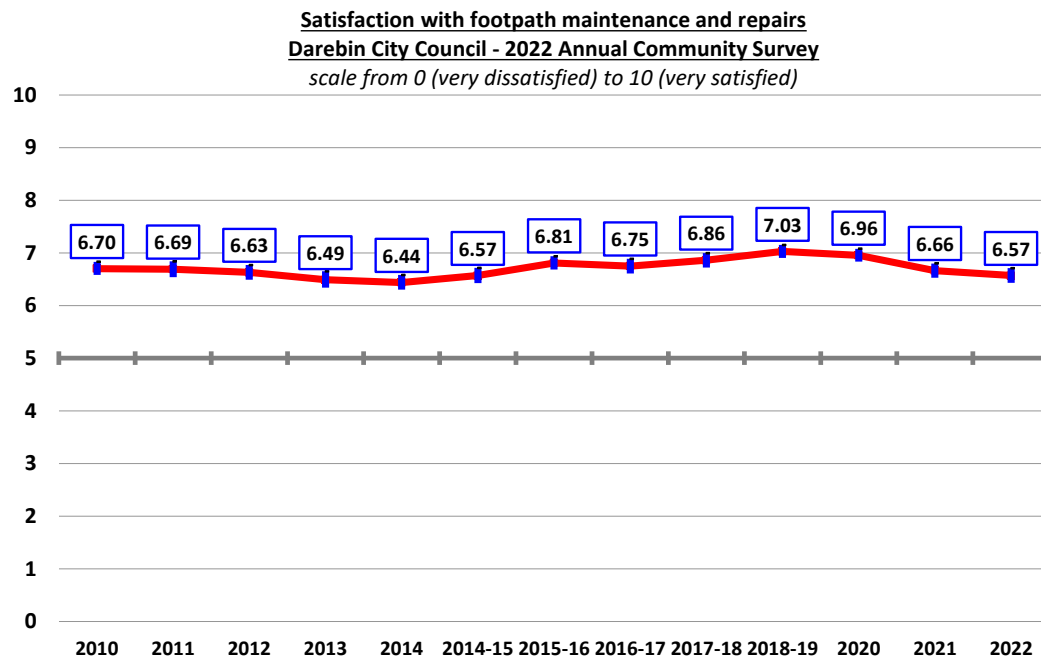
Respondents were asked:

“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.



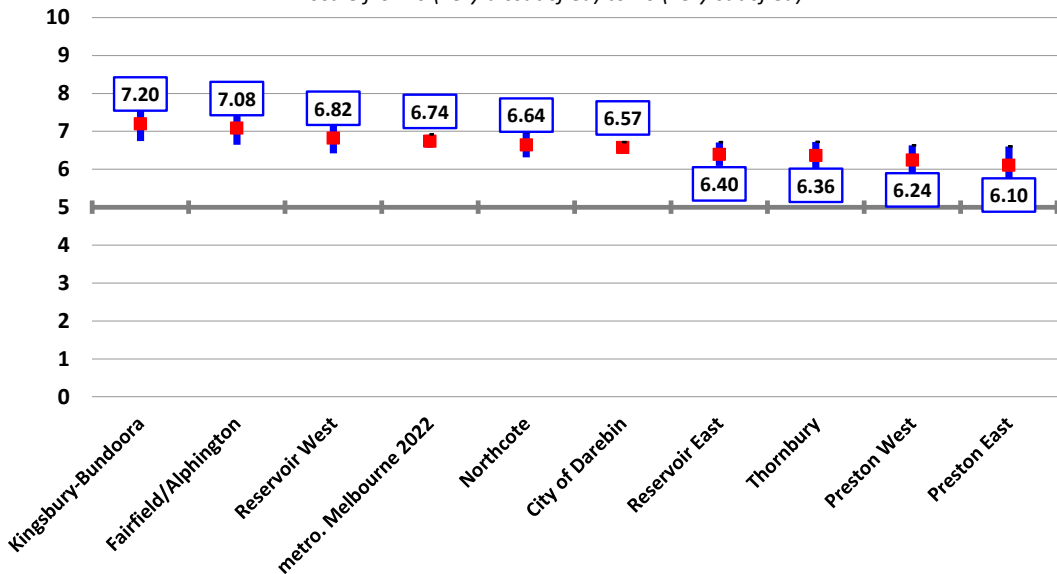
There was measurable variation in satisfaction with footpath maintenance and repairs observed across the municipality, as follows:

- **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.





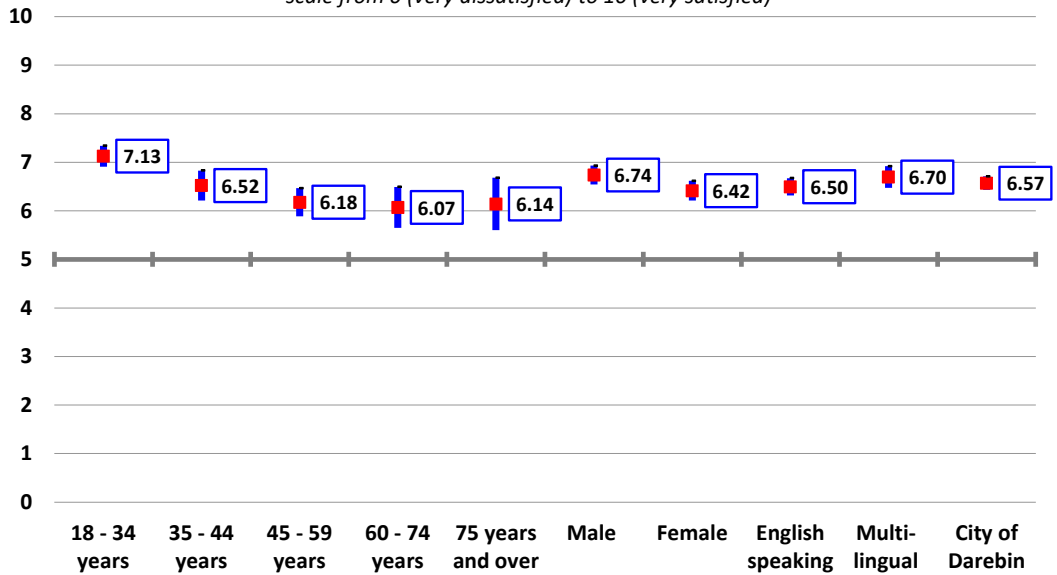
Satisfaction with footpath maintenance and repairs by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)




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
Kingeseley 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?”

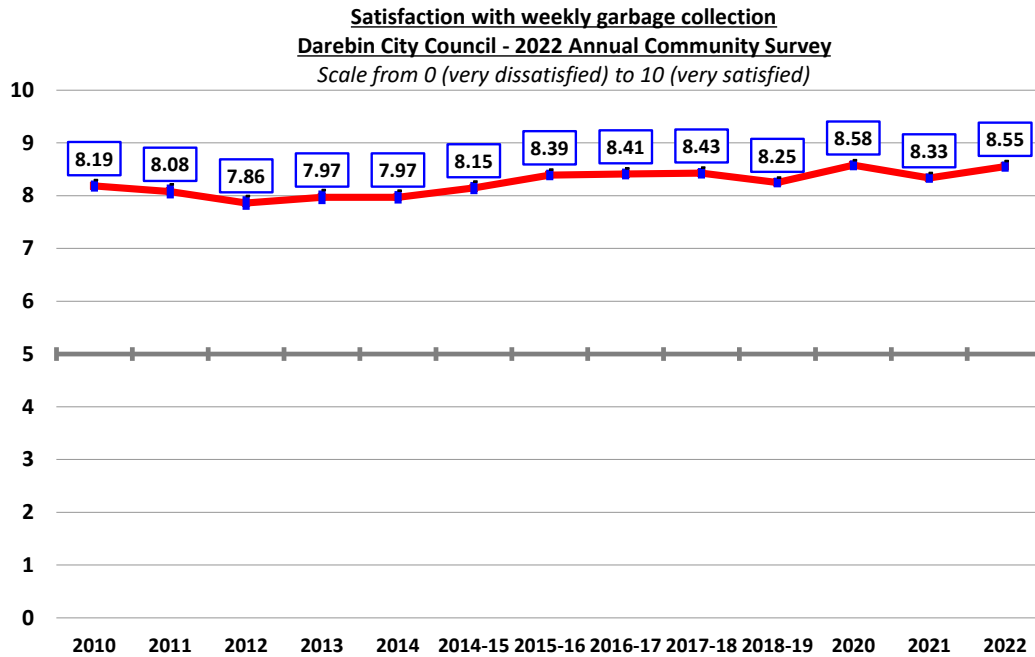
Satisfaction with the weekly garbage collection increased marginally, but not measurably this year, up 2.6% to 8.55.

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

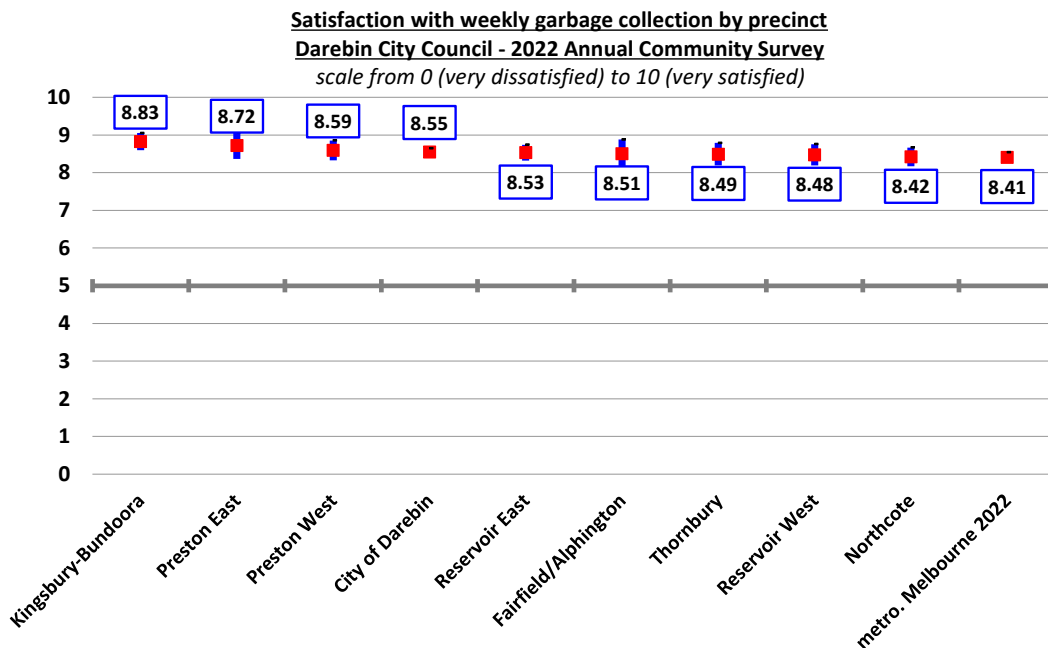
This result was above the long-term average satisfaction since 2009 of 8.24.



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.

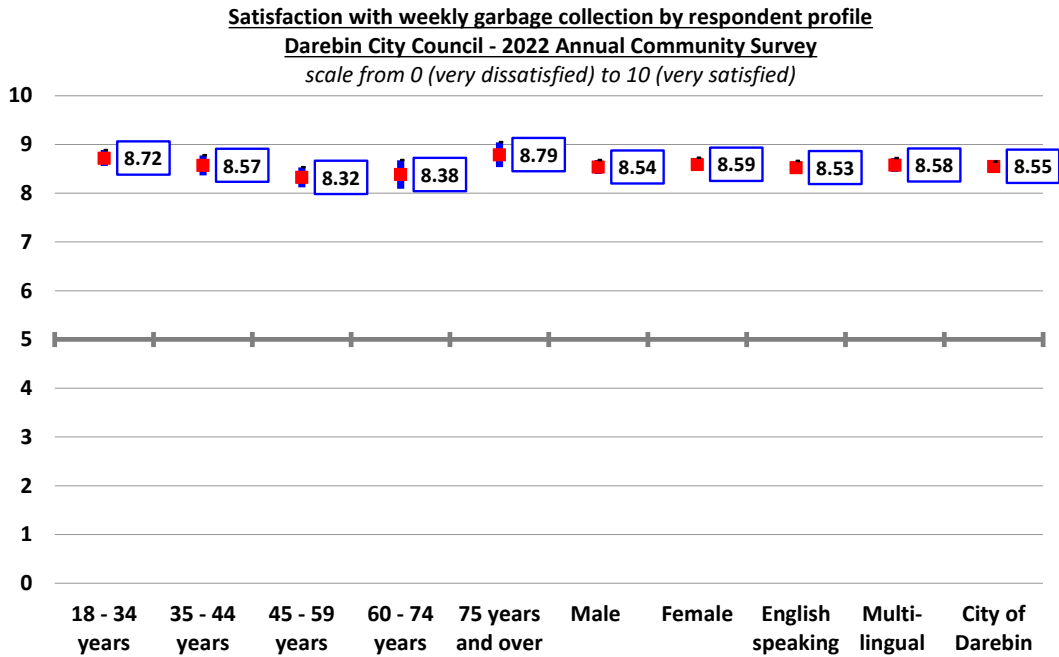


There was no statistically significant variation in satisfaction with the weekly garbage collection observed across the municipality, with respondents from all eight precincts rating satisfaction at “excellent” levels.





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.

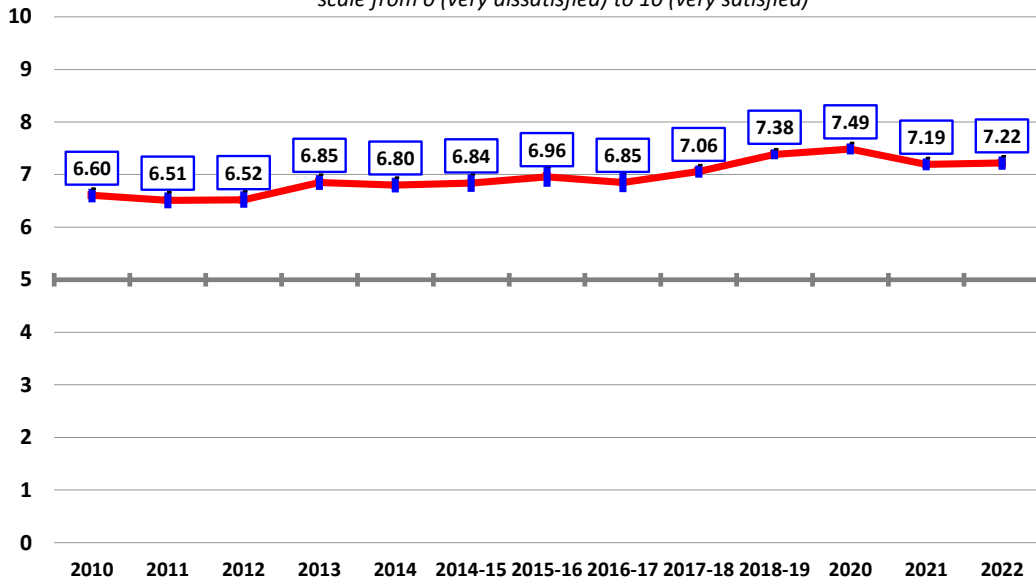
This remains a “good” level of satisfaction, although it remains notably above the long-term average satisfaction since 2009 of 6.90.

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.





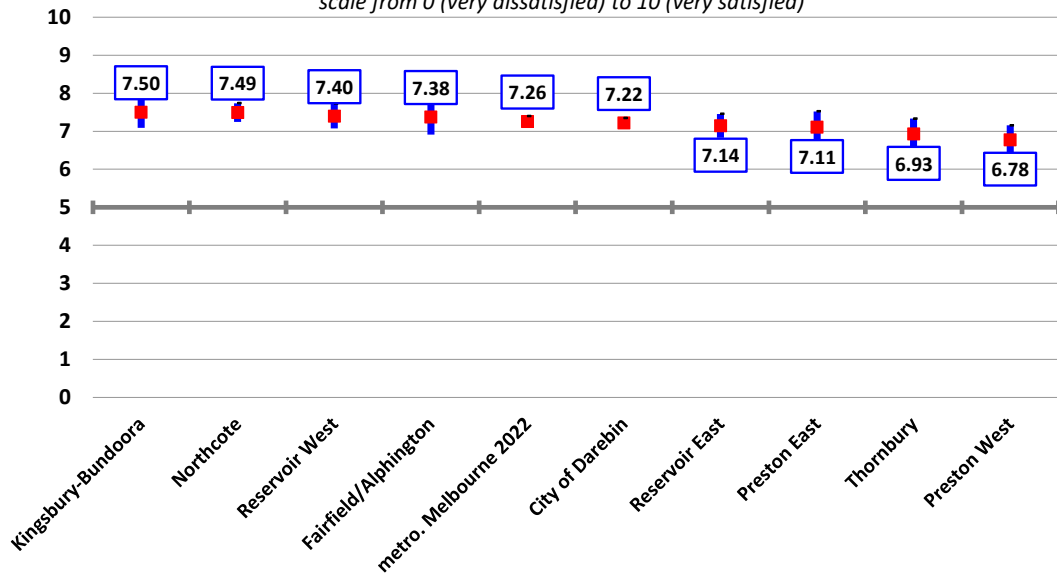
Satisfaction with litter collection in public areas
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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.

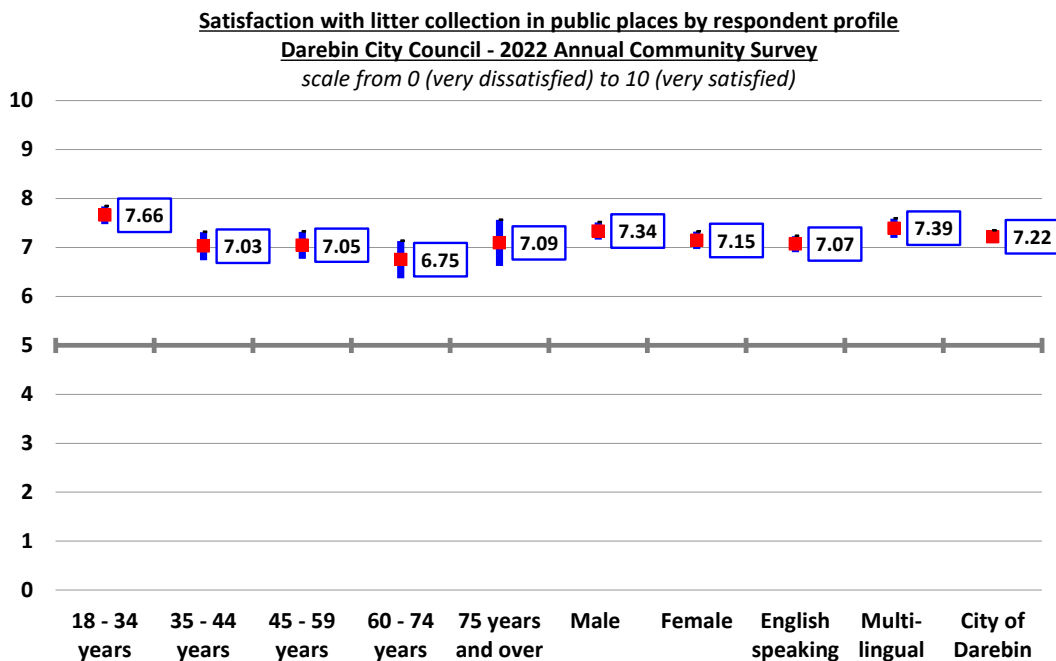
Satisfaction with litter collection in public areas by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





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:

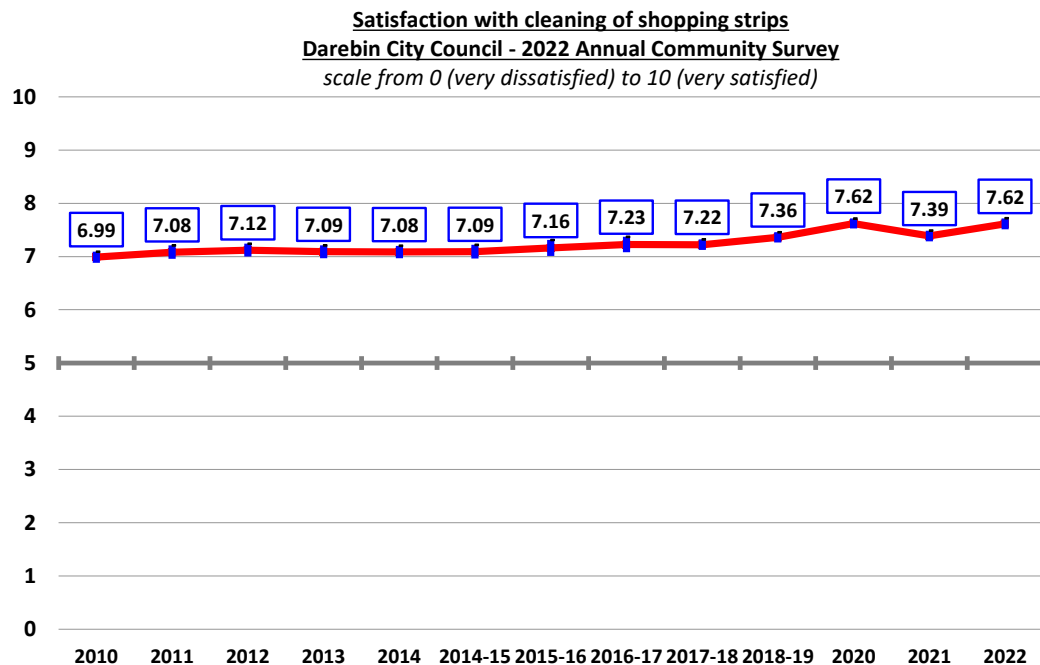
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the cleaning of shopping strips? If rated less than 6, are there any locations of concern?”

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.

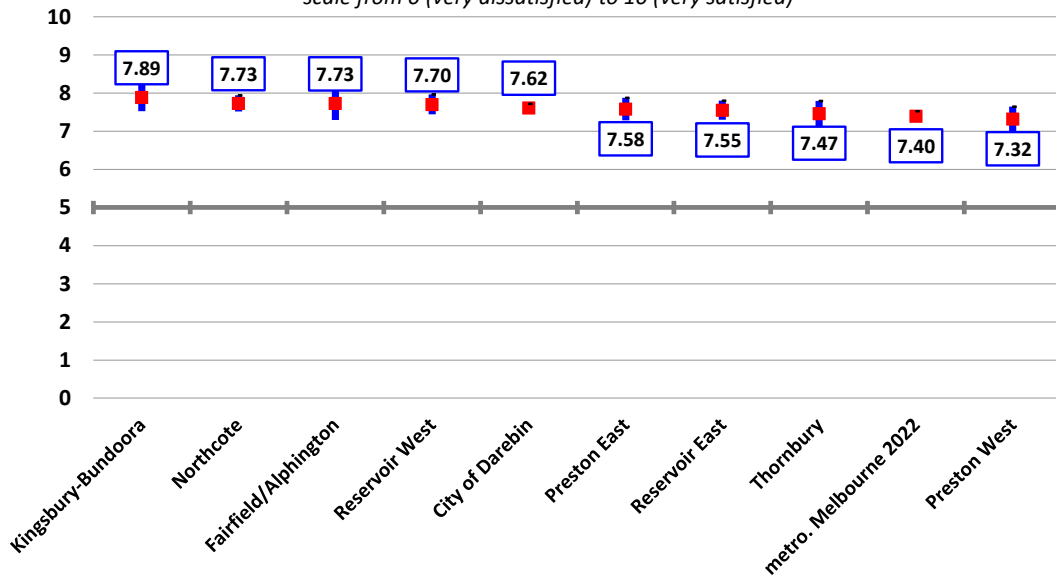


There was no statistically significant variation in satisfaction with the cleaning of shopping strips observed across the eight precincts comprising the City of Darebin, although it is noted that respondents from Kingsbury-Bundoora recorded an “excellent” level of satisfaction.





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
<i>Specific locations</i>	
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

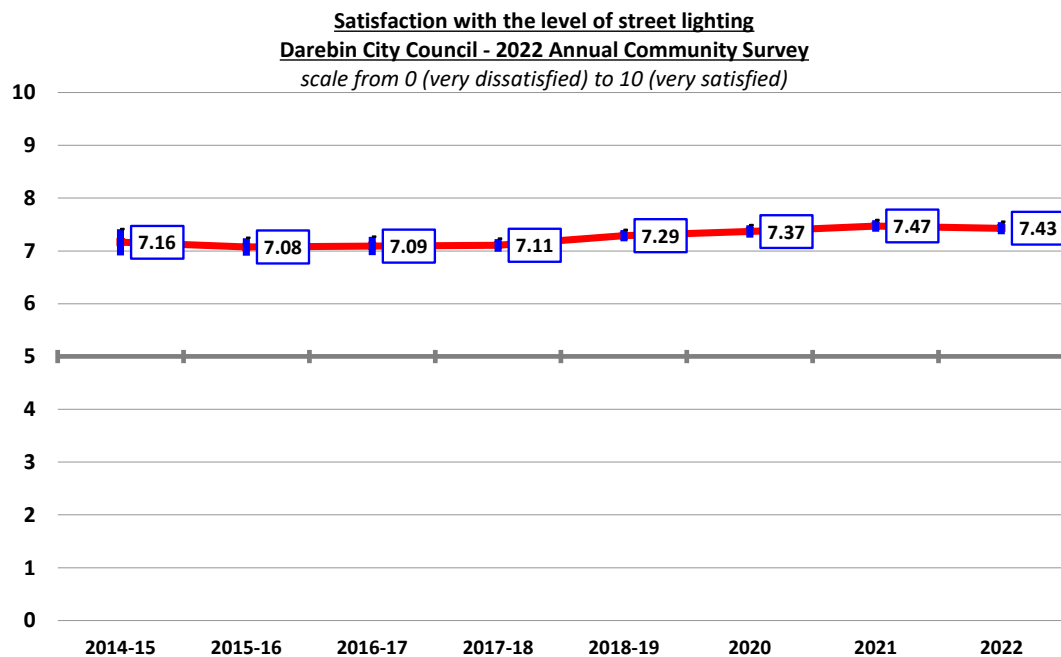
Respondents were asked:

“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.



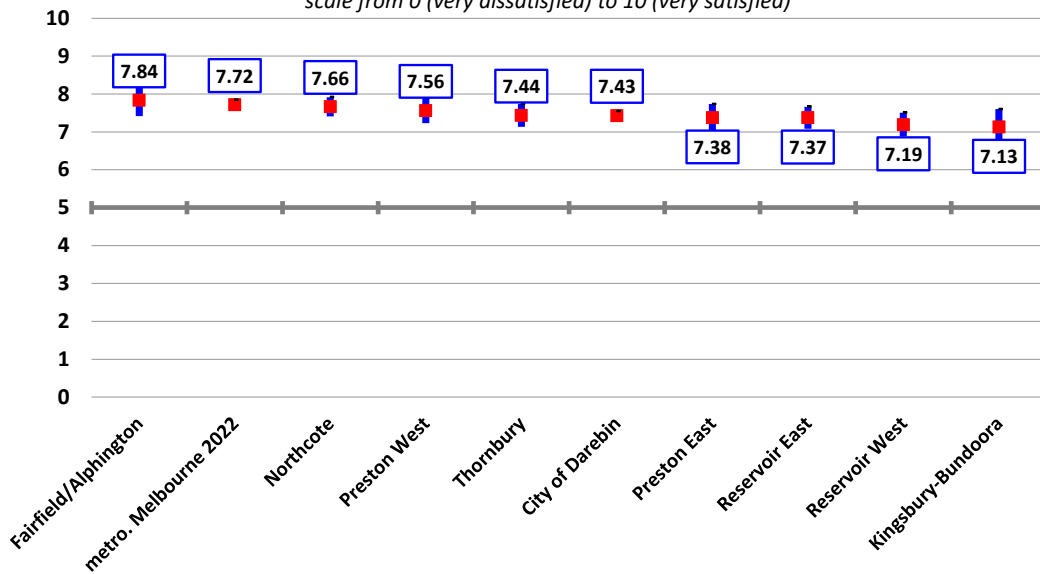
There was no statistically significant variation in satisfaction with the level of street lighting observed across the municipality, although it is noted that:

- **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.

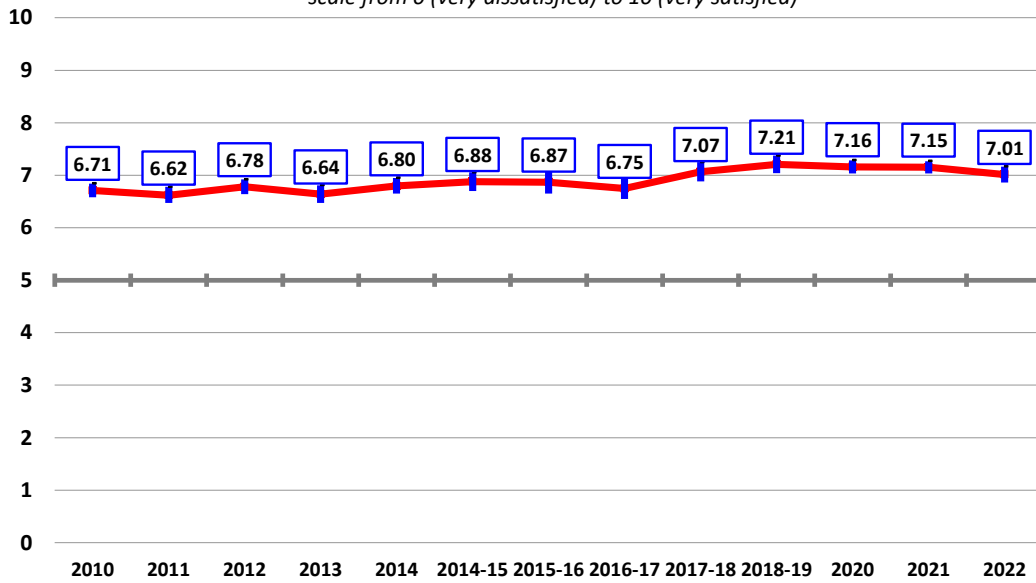
Satisfaction remains at a “good” level of satisfaction, although marginally above the long-term average satisfaction since 2009 of 6.88.

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.





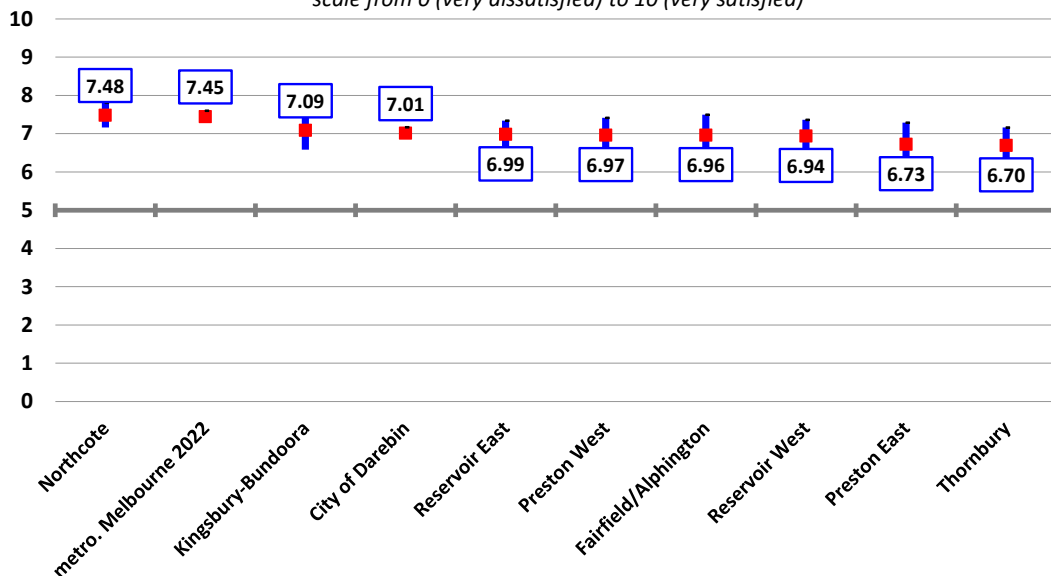
Satisfaction with street sweeping
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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.

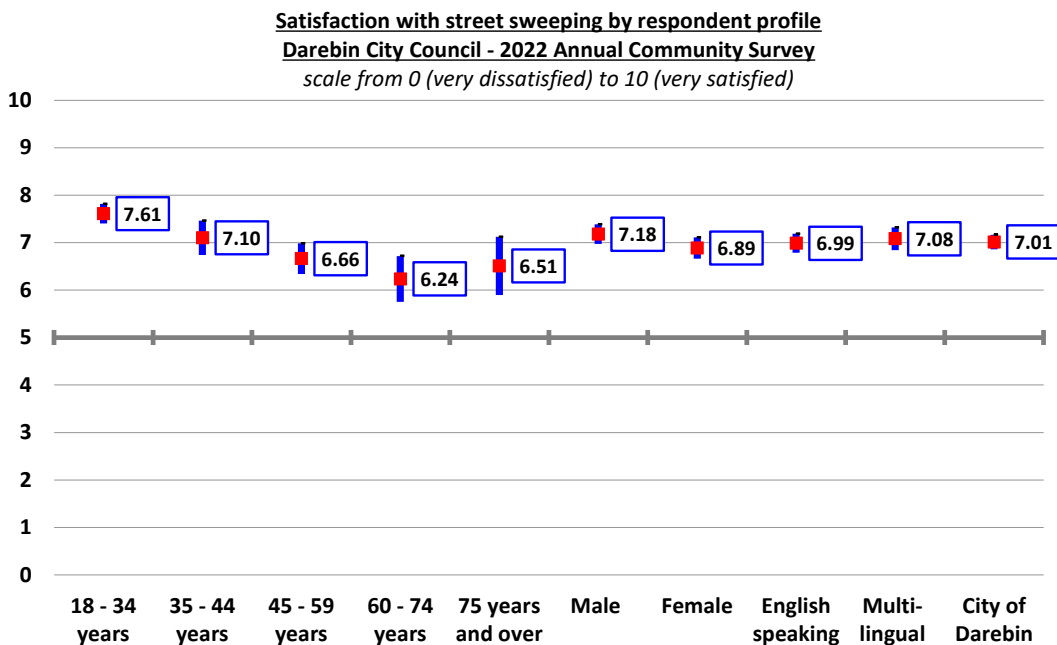
Satisfaction with street sweeping by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





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

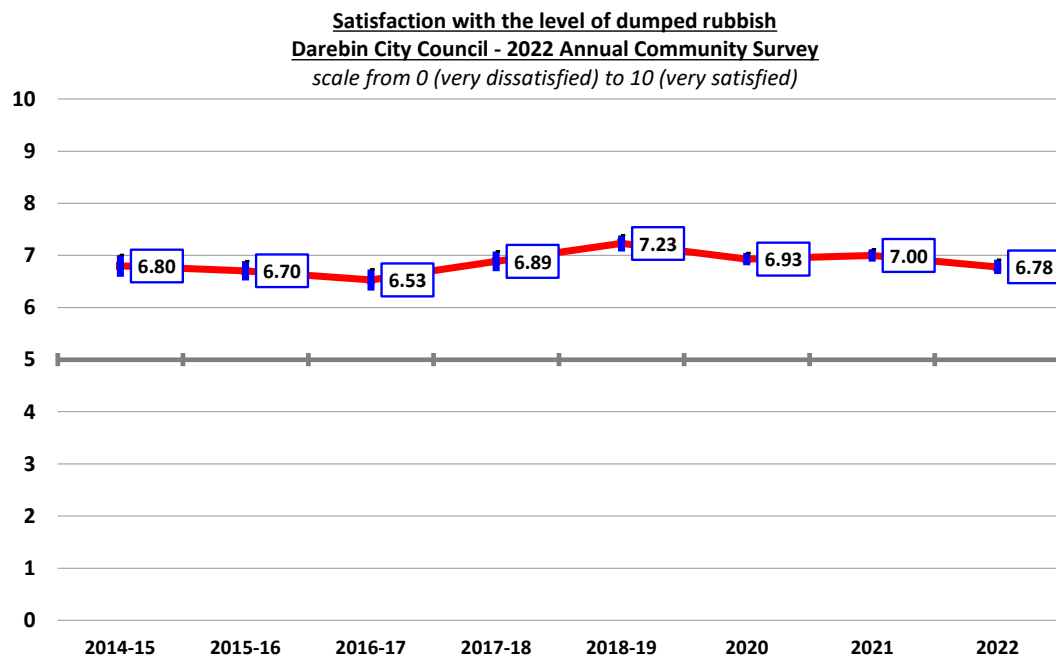
Respondents were asked:

“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.

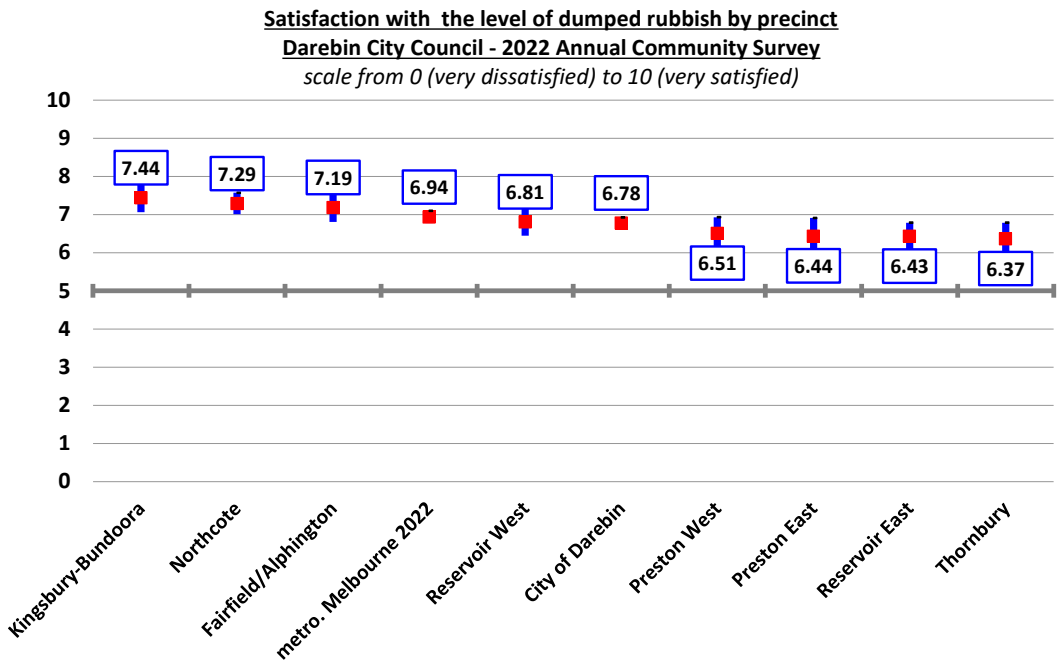
By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne average satisfaction with “illegally dumped rubbish” of 6.94, as recorded in the 2022 *Governing Melbourne* research.



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.

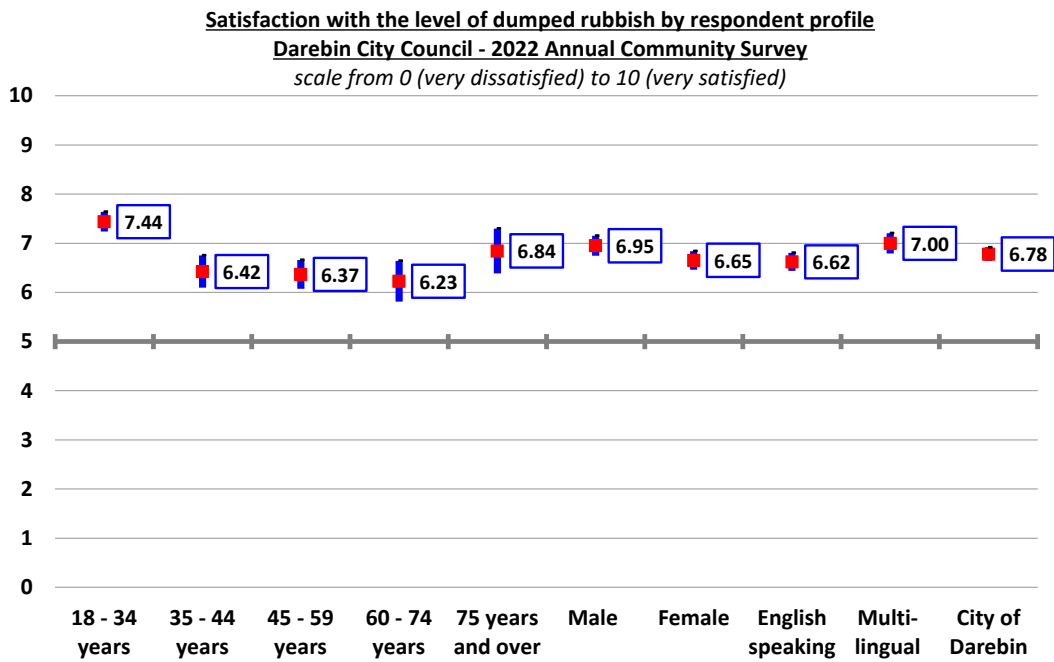




There was measurable variation in satisfaction with the level of dumped rubbish observed by respondent profile, as follows:

- **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 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.

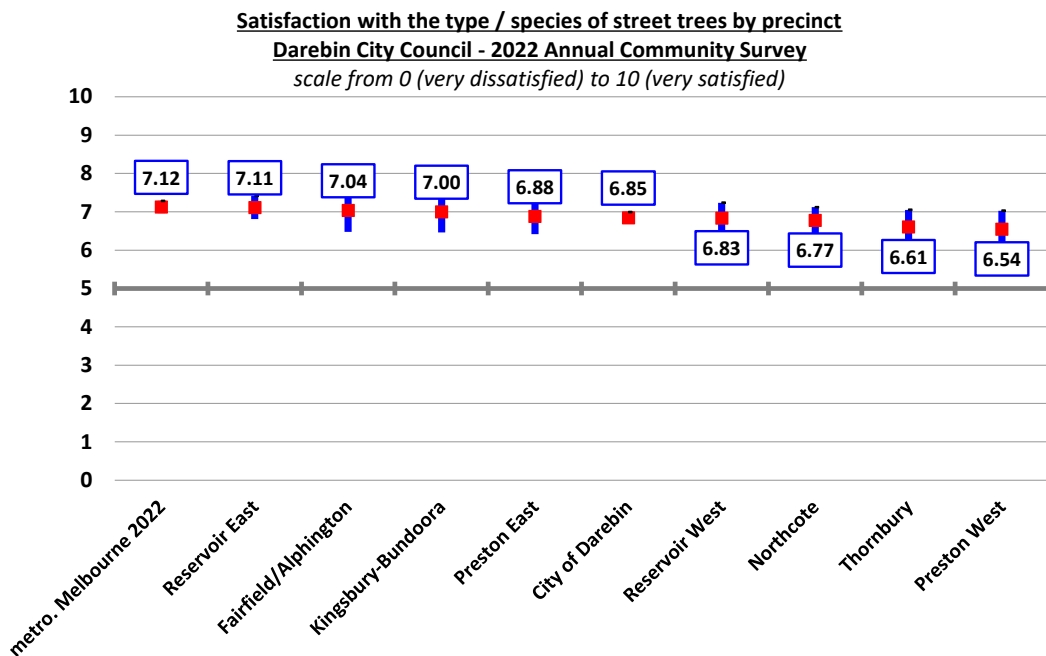
Satisfaction remains at a “good” level of satisfaction, but below the long-term average satisfaction since 2020 of seven.

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.





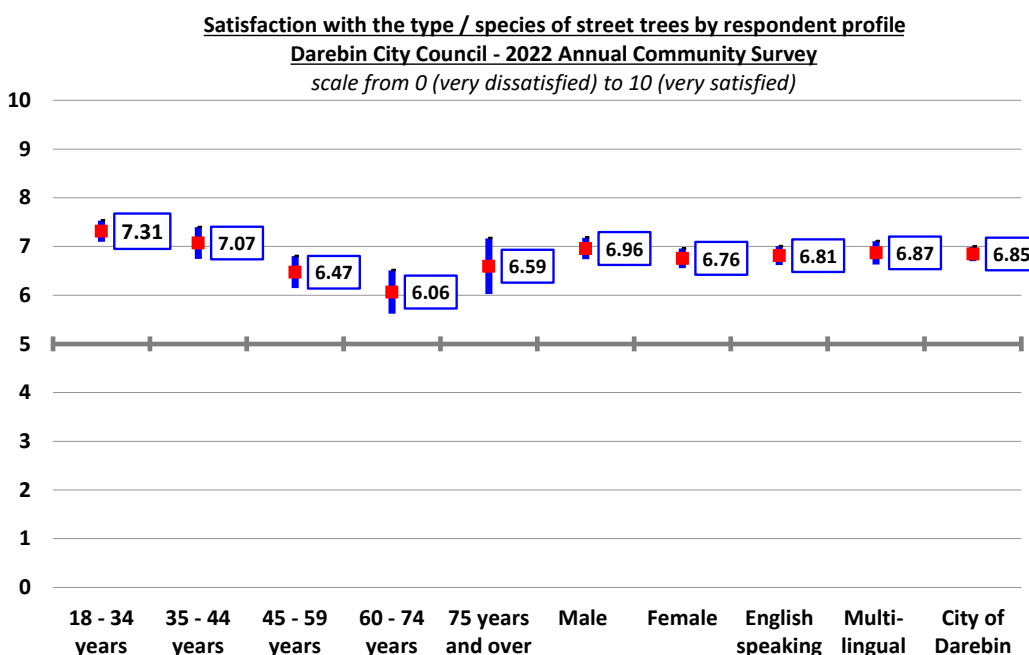
There was no statistically significant variation in satisfaction with the type / species of street trees observed across the municipality, and respondents from all eight precincts rated satisfaction at a “good” level of satisfaction.





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 European 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





<i>Blocking view / lights / signage / space</i>	
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
<i>Other</i>	
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
<i>Specific locations</i>	
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:

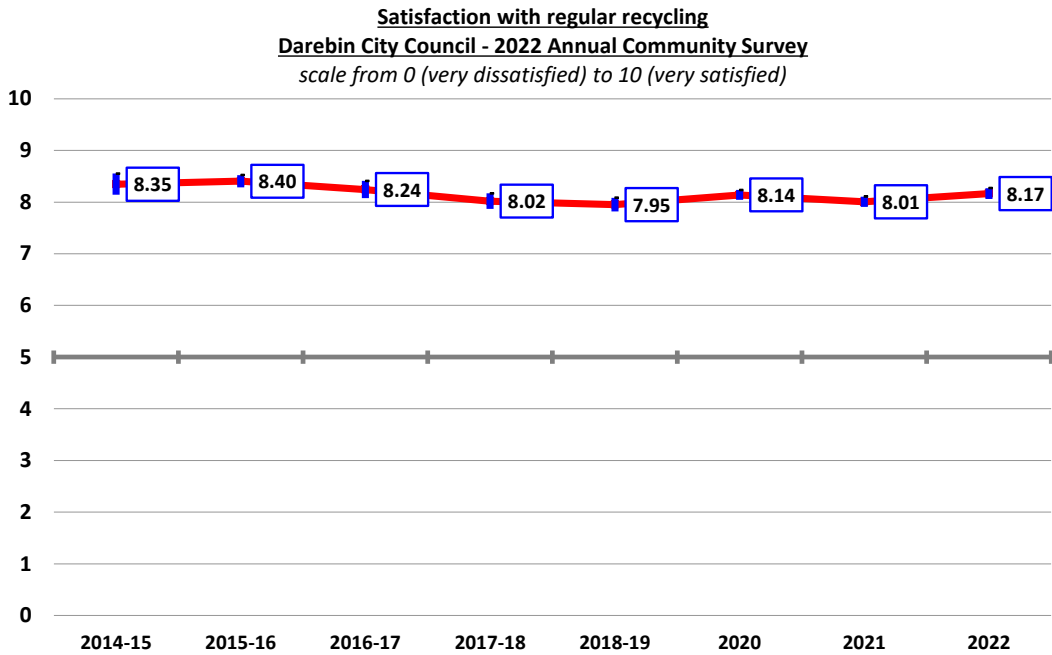
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with regular recycling? If rated less than 6, why do you say that?”

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

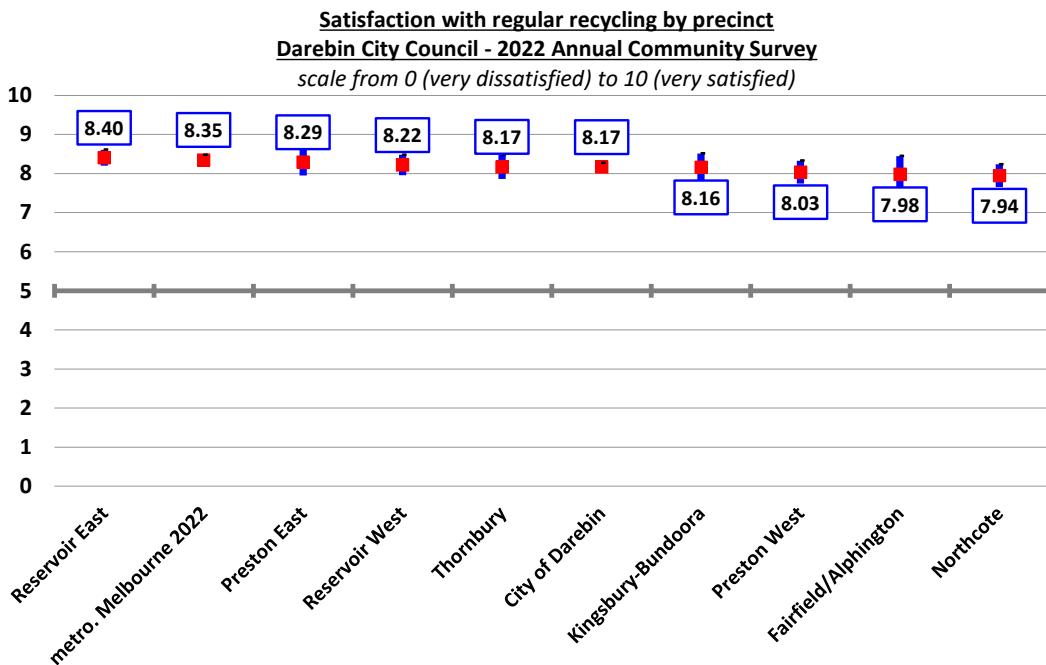
Satisfaction remains at an “excellent” level, the same categorisation as in each year this service has been included in the survey in this format. This result was almost identical to the long-term average satisfaction since 2014-15 of 8.16.

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.



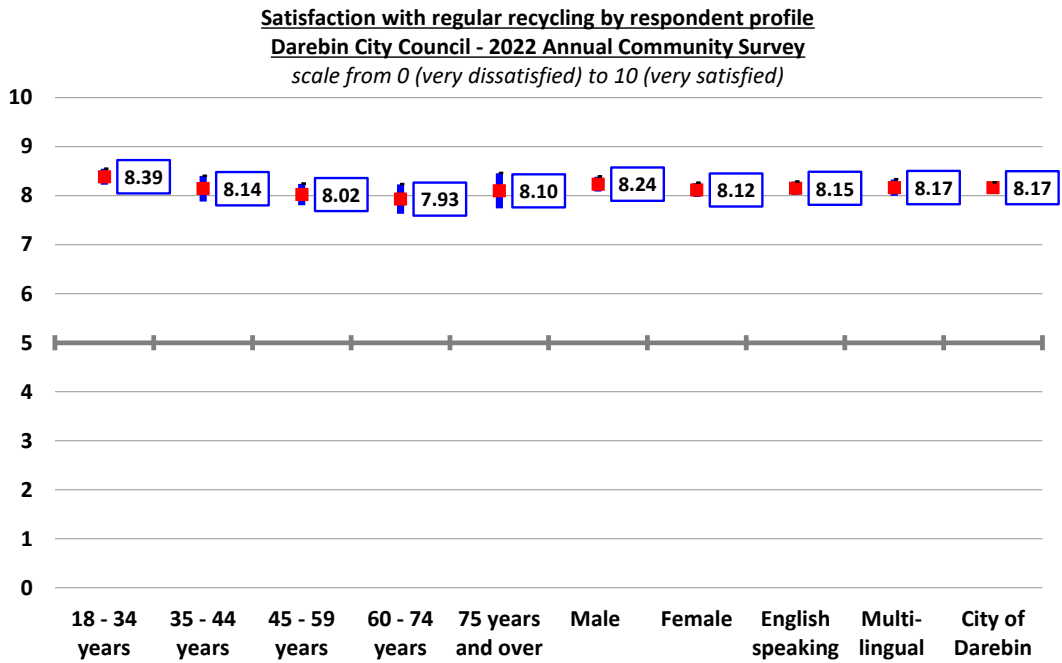


There was no statistically significant variation in satisfaction with the regular recycling observed across the municipality, and respondents in all eight precincts recorded an “excellent” level of satisfaction.





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:

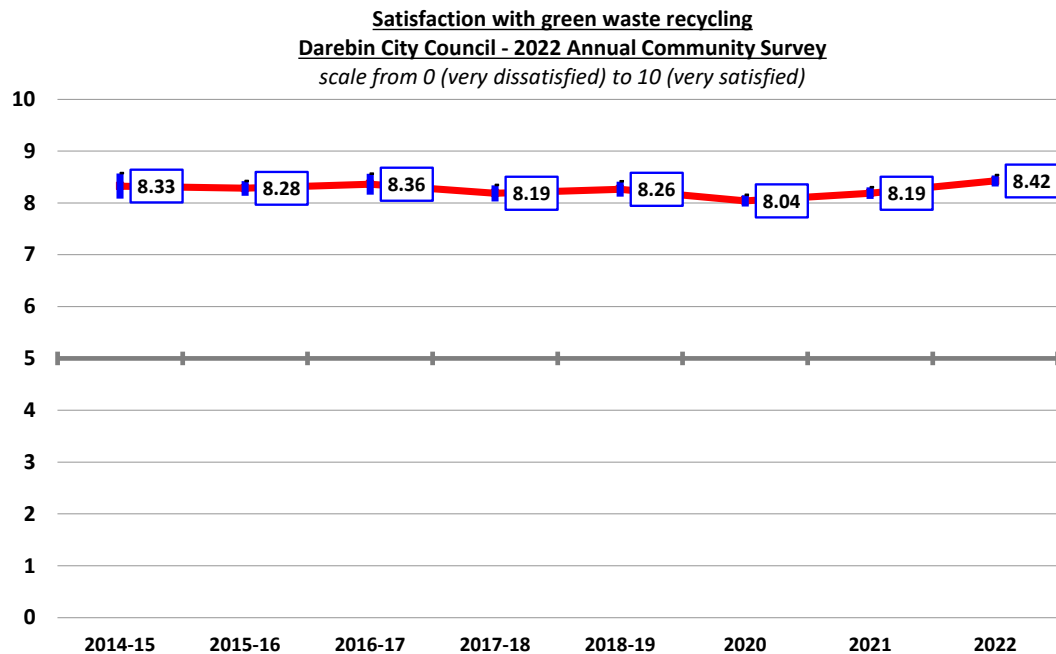
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the green waste recycling? If rated less than 6, why do you say that?”

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.

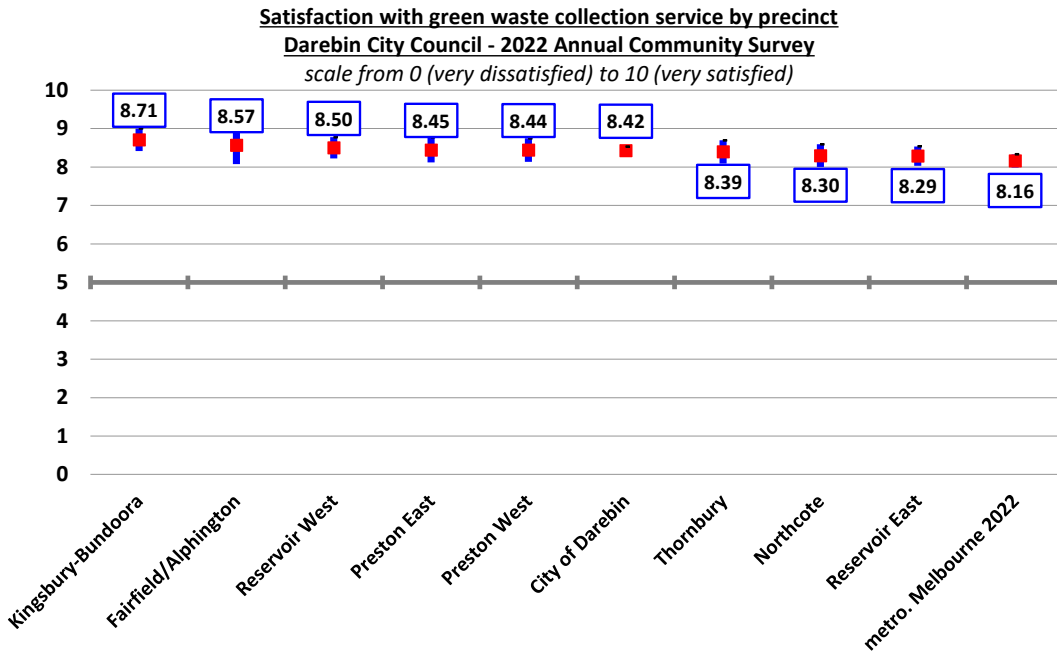
This was the highest level of satisfaction recorded for green waste recycling, and notably above the long-term average satisfaction since 2014-15 of 8.26.

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.

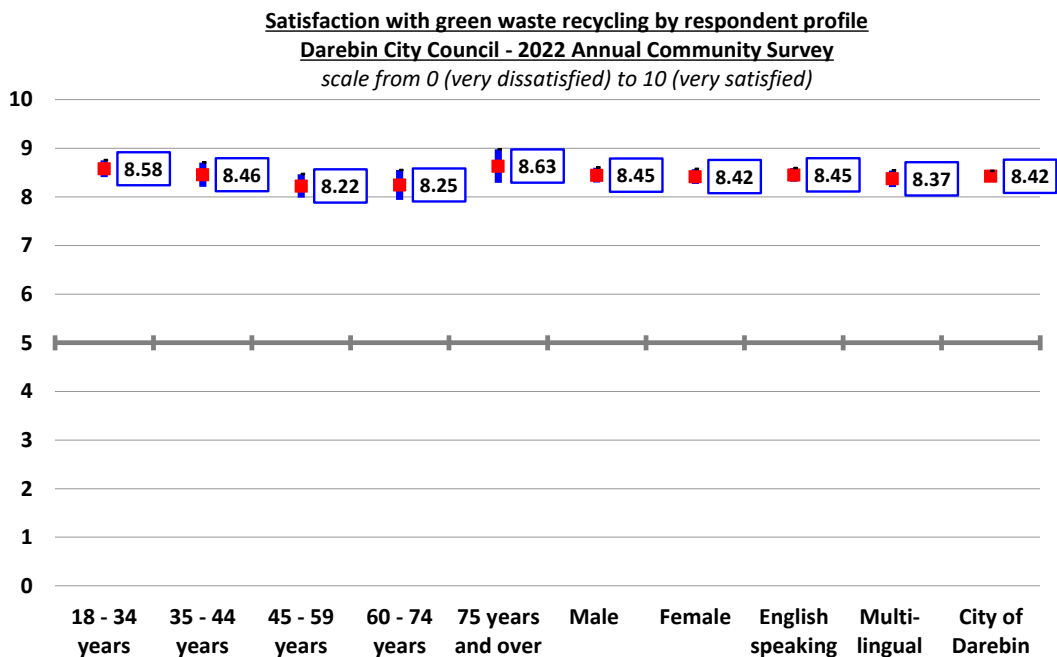


There was no statistically significant variation in satisfaction with green waste recycling observed across the municipality, with respondents from all eight precincts recording an “excellent” level of satisfaction.





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 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

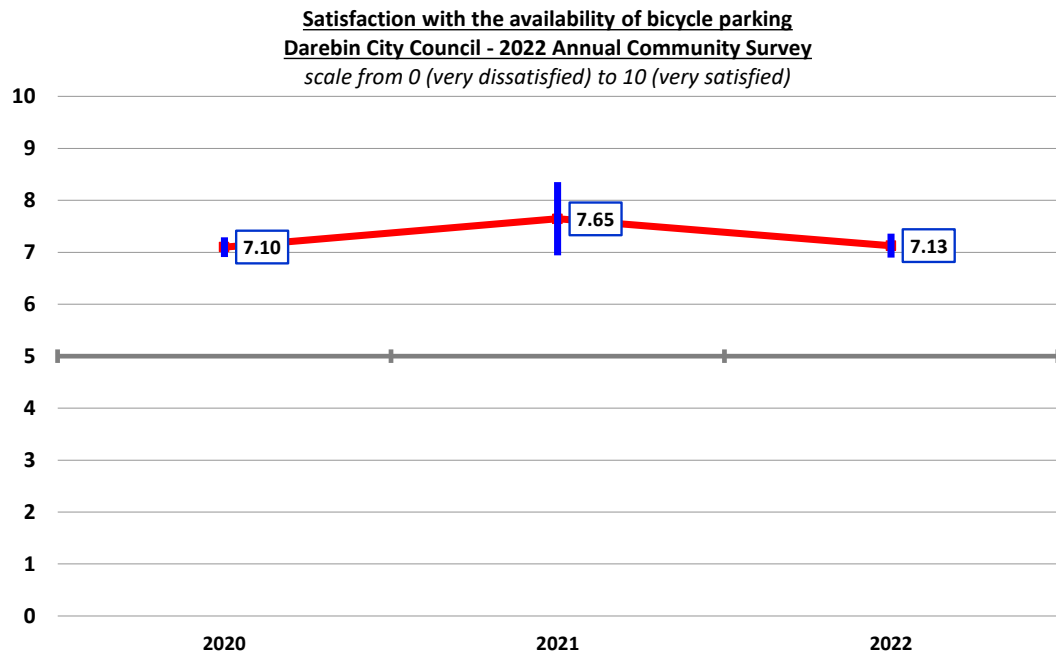
Respondents were asked:

“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.



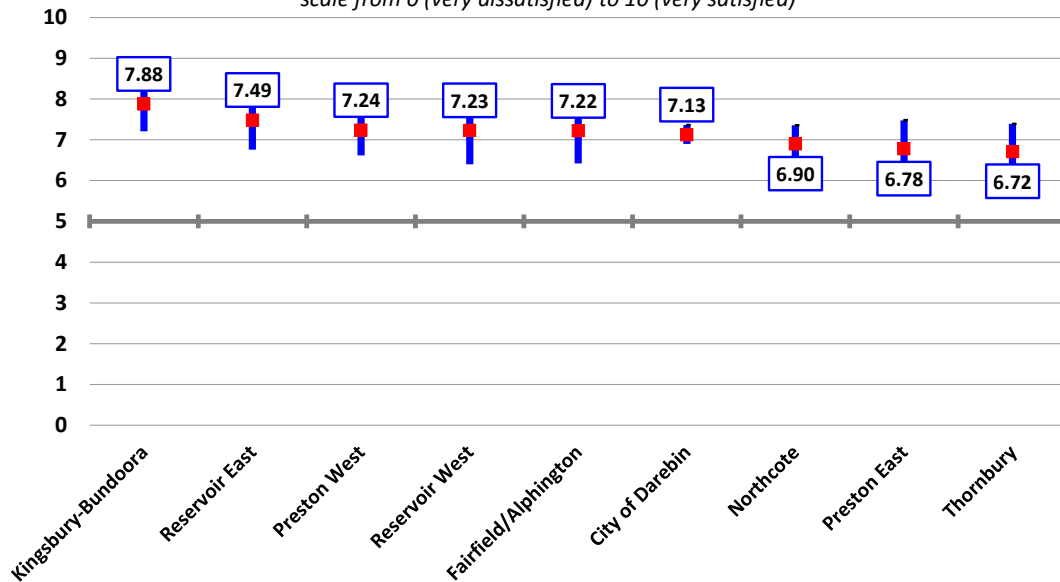
There was no statistically significant variation in satisfaction with the availability of bicycle parking observed across the municipality. It is, however, noted that:

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





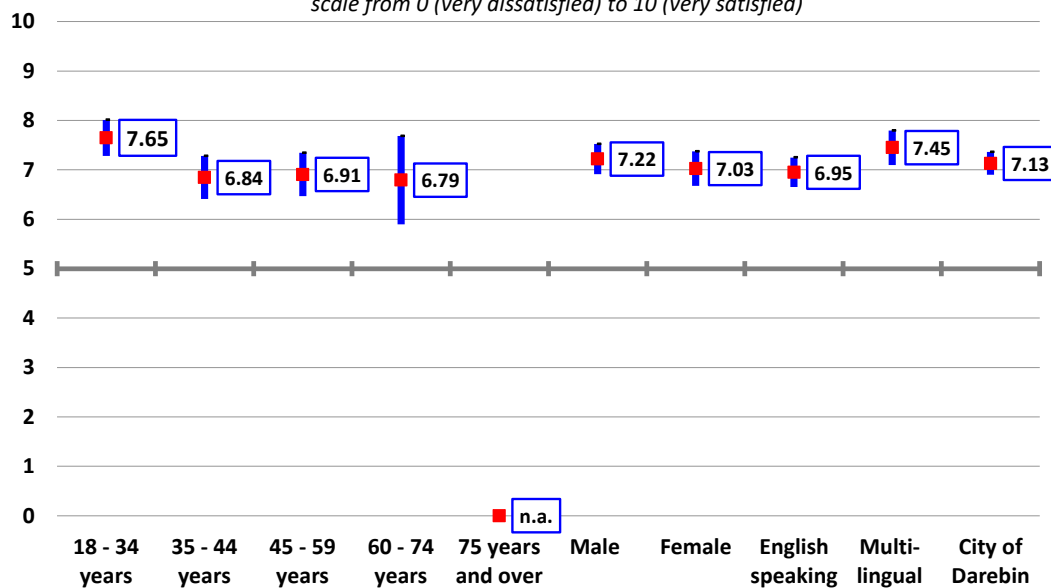
Satisfaction with the availability of bicycle parking by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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.

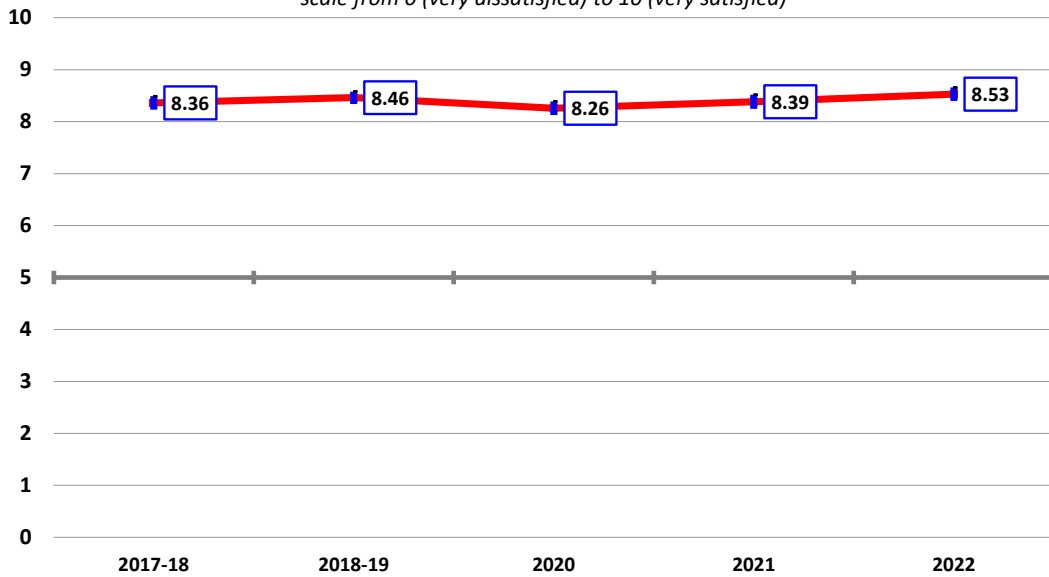
This was the highest level of satisfaction recorded since 2017-18, and above the long-term average satisfaction of 8.40.

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.



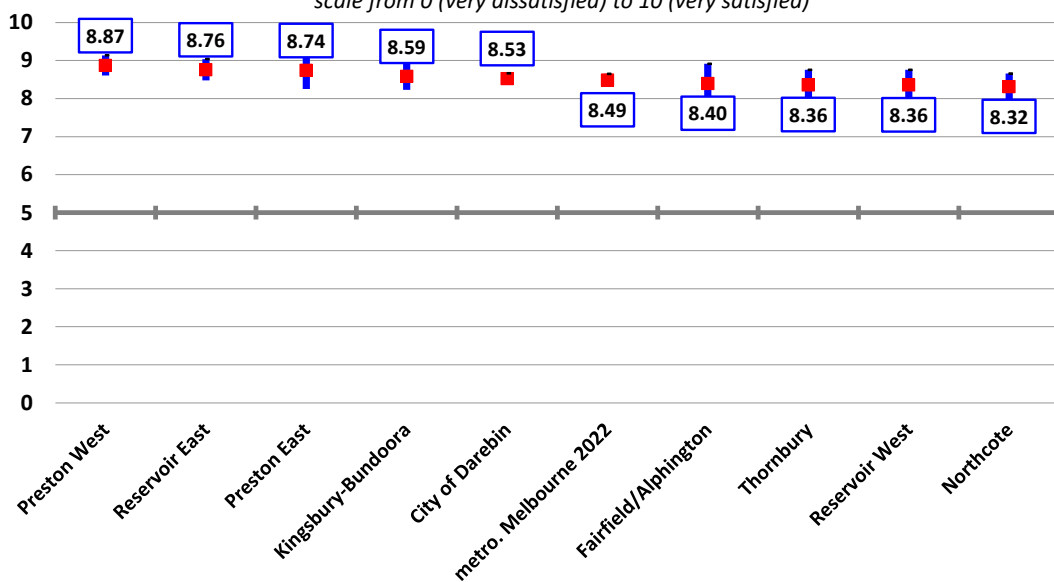


Satisfaction with Darebin Libraries
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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.

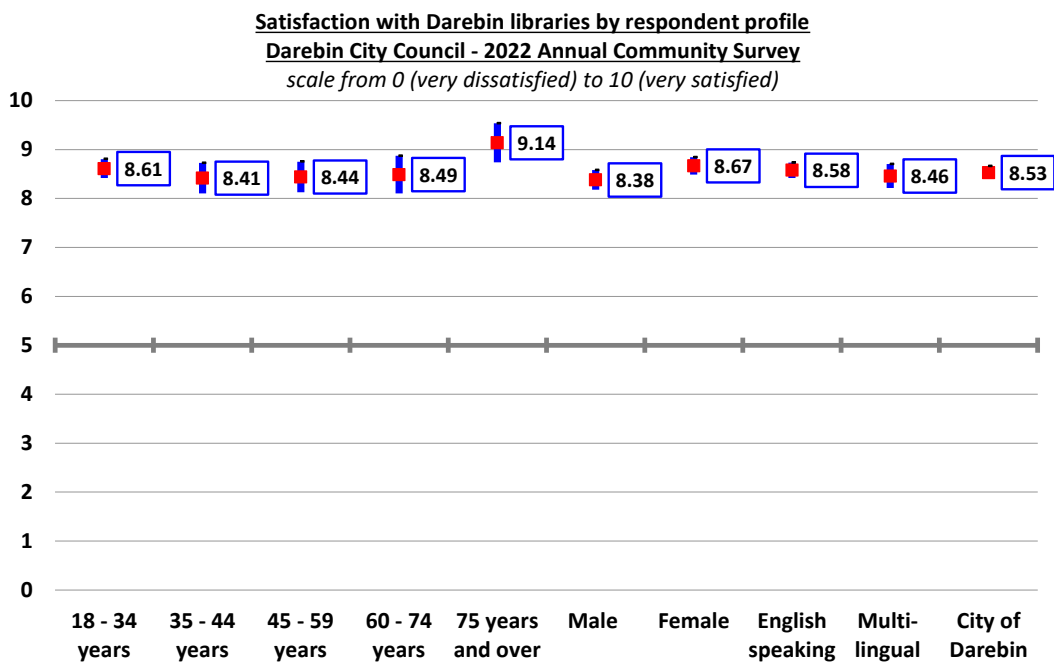
Satisfaction with Darebin libraries by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





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

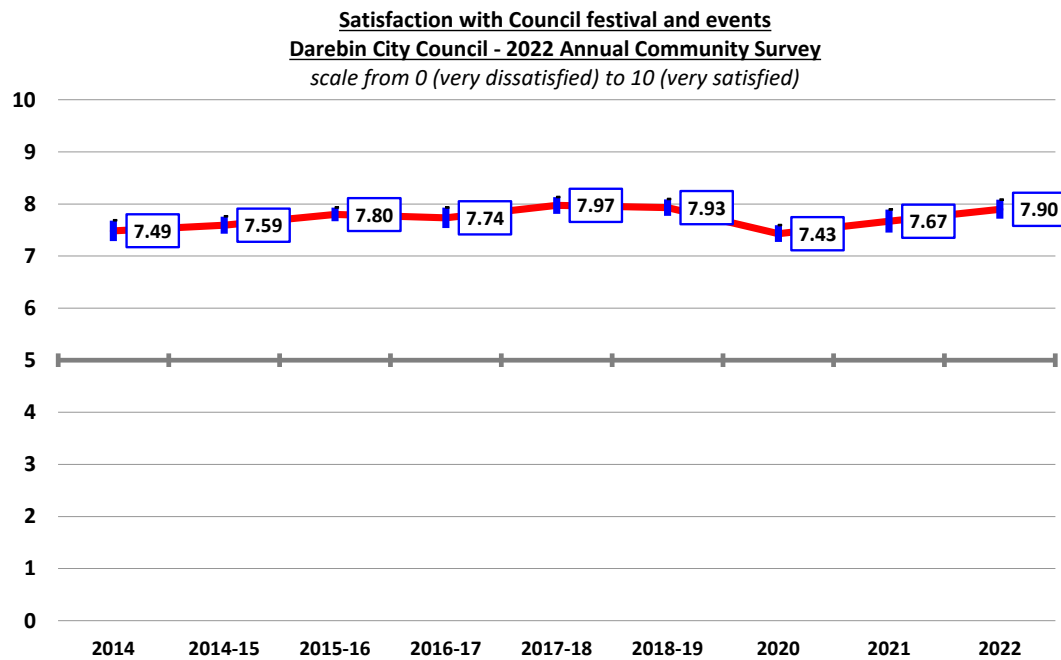
Respondents were asked:

“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 satisfactoin, and was above the long-term average satisfaction since 2014 of 7.72.

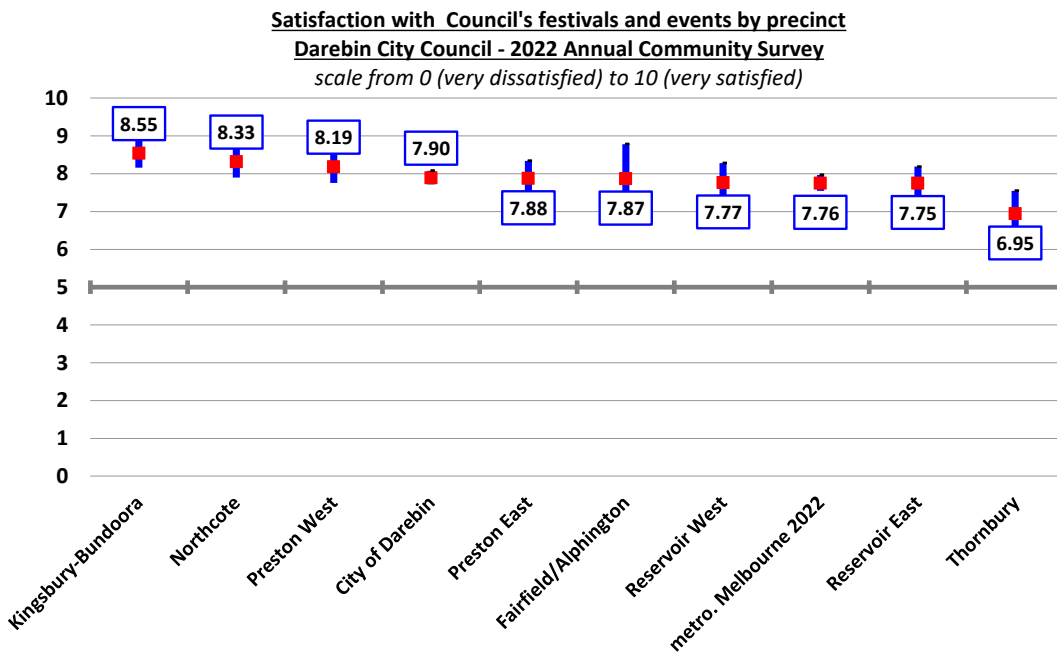
By way of comparison, this result was notably, but not measurably higher than the metropolitan Melbourne avearge satisfaction with “Council festivals and events” of 7.76, as recorded in the 2022 *Governing Melbourne* research.



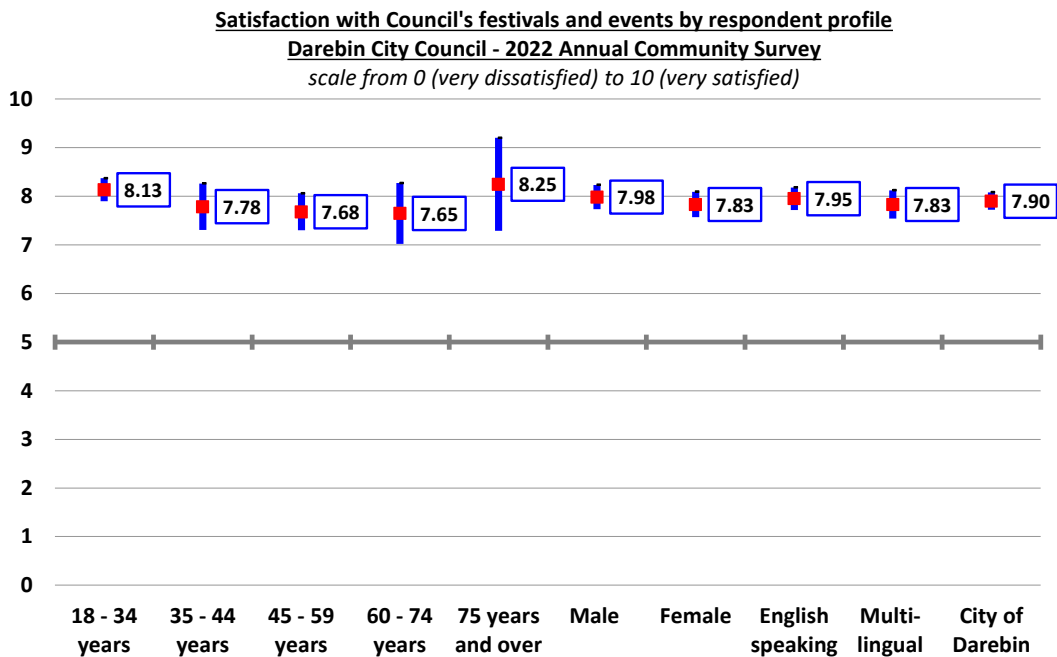
There was measurable variation in satisfaction with Council festivals and events observed across the municipality, as follows:

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





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.



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?”

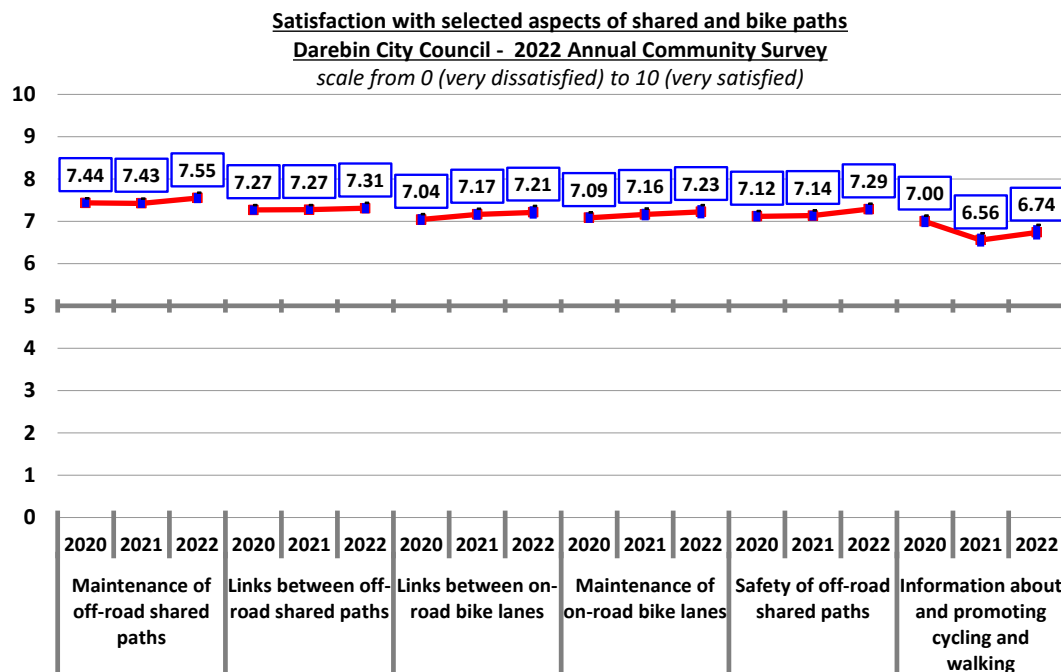
Respondents were again in 2022, asked to rate their satisfaction with six aspects of bike and shared paths.

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.



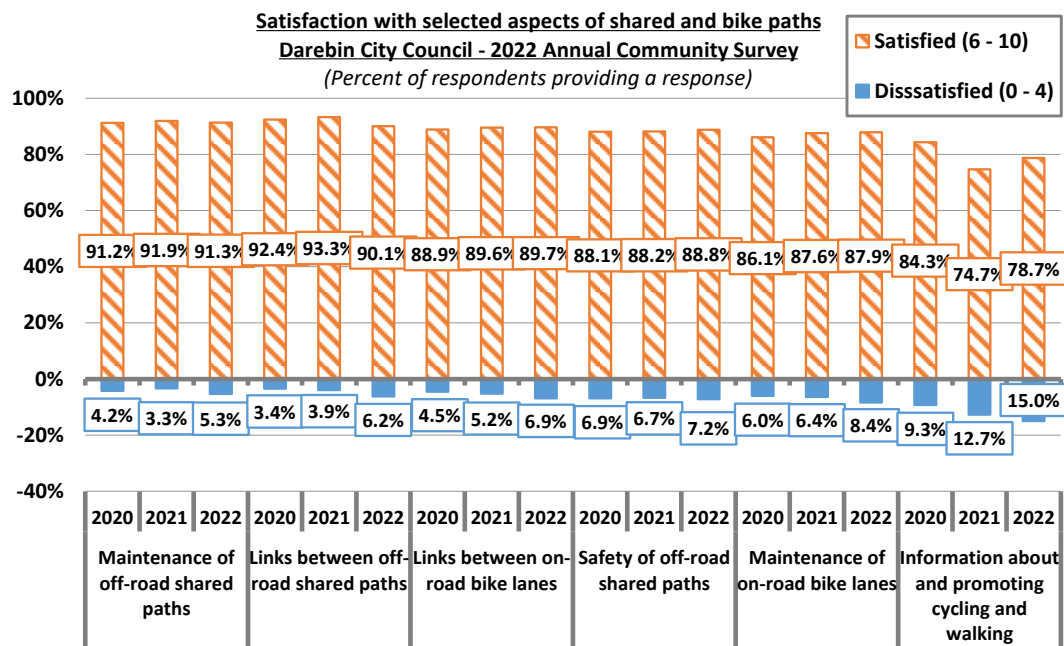


Consistent with the “very good” to “good” levels of average satisfaction with each aspect of bike and shared paths, approximately nine in ten respondents providing a satisfaction score were “satisfied” with five of the six aspects of bike and shared paths.

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 Number	2022 Mean	2021	2020	2018 - 2019	Moving average
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

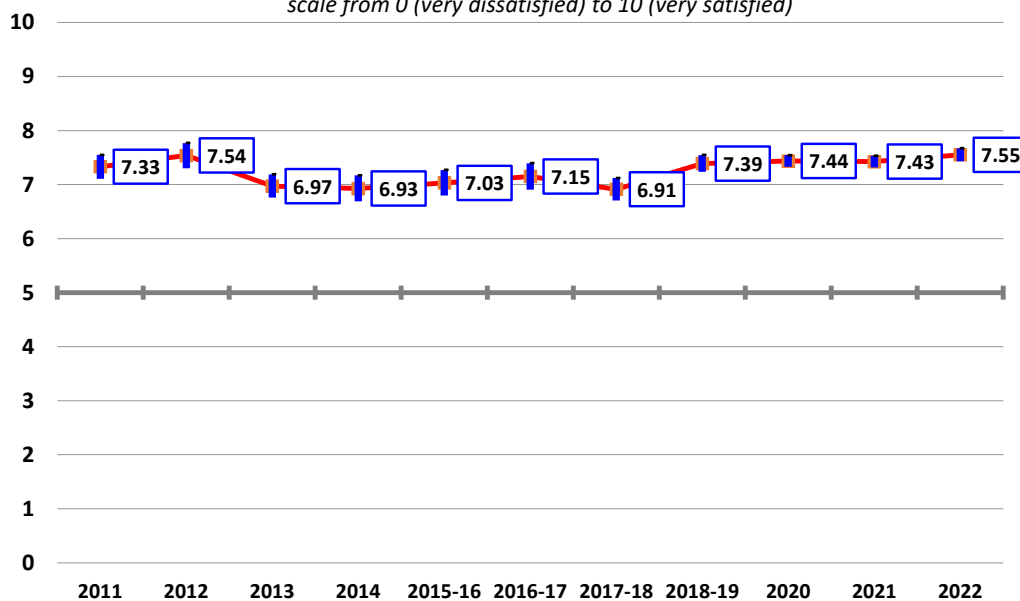
Maintenance of off-road shared paths

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.

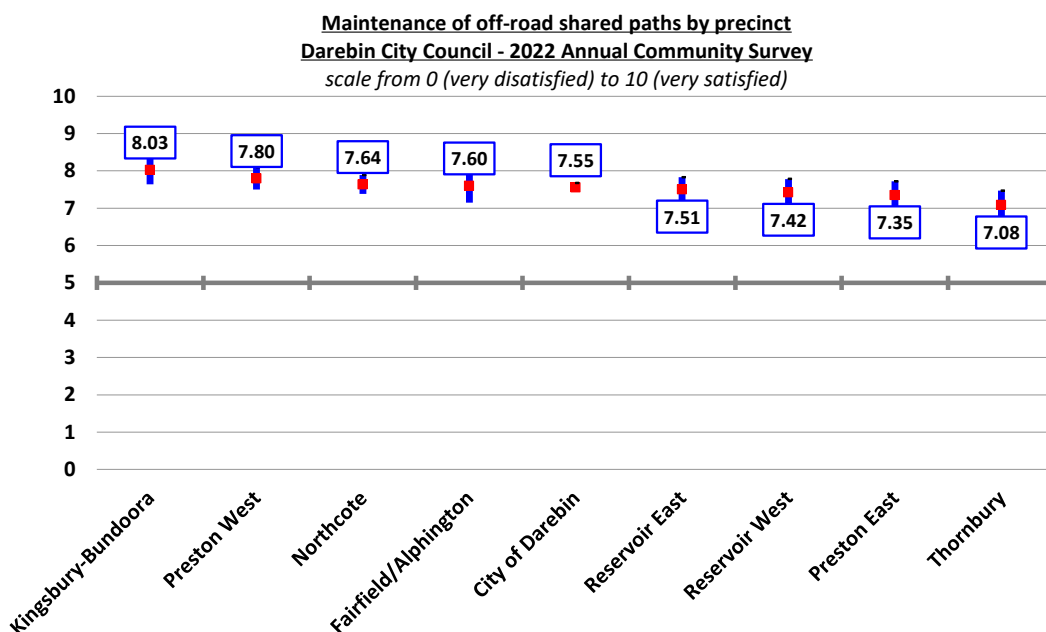
Maintenance of off-road shared paths
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





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

<i>Specific locations</i>	
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



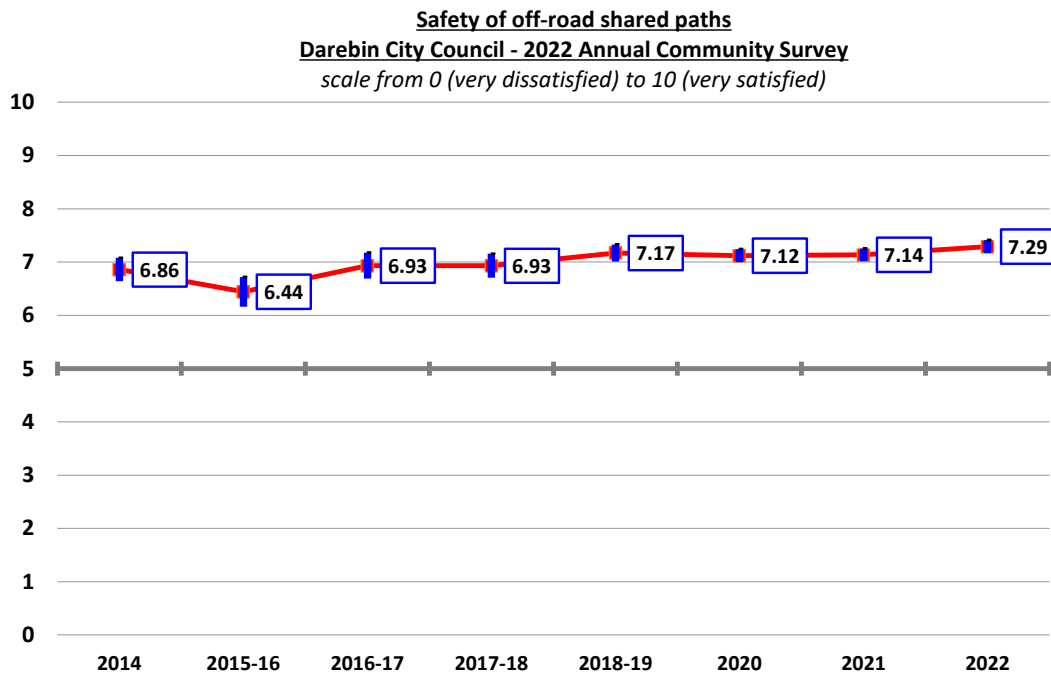


Safety of off-road shared paths

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.

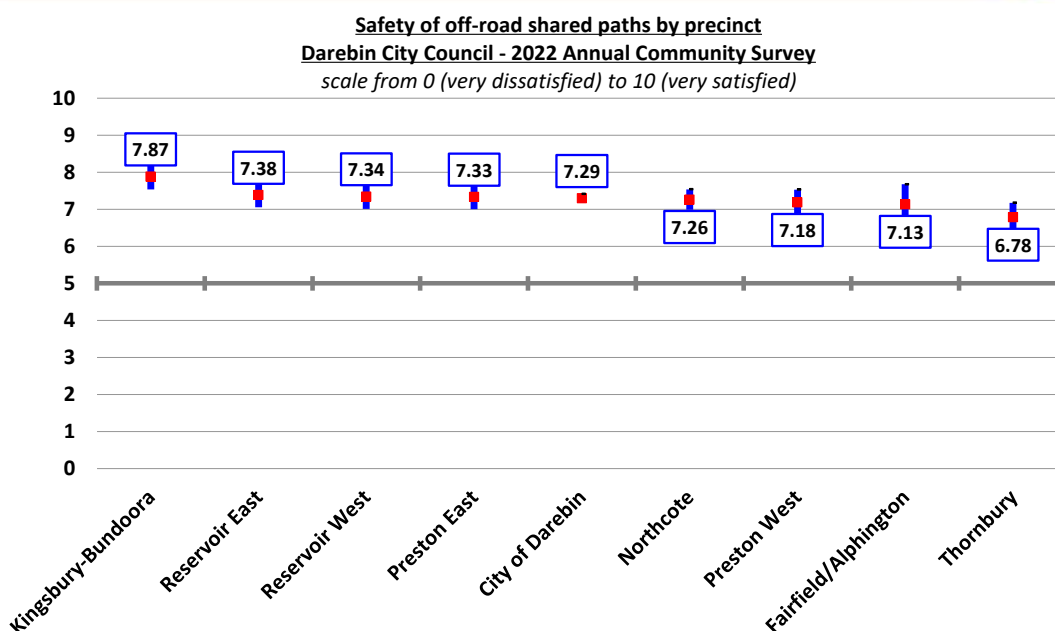
This result was higher than the long-term average satisfaction since 2014 of 6.98.



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.





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)

Response	Number
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



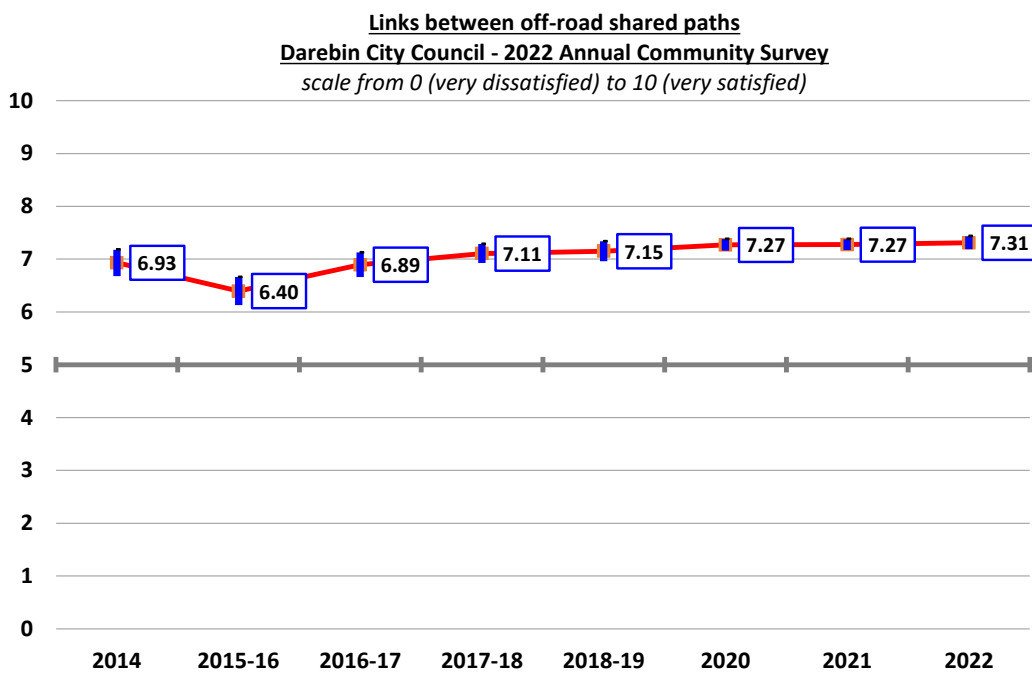


Links between off-road shared paths

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.

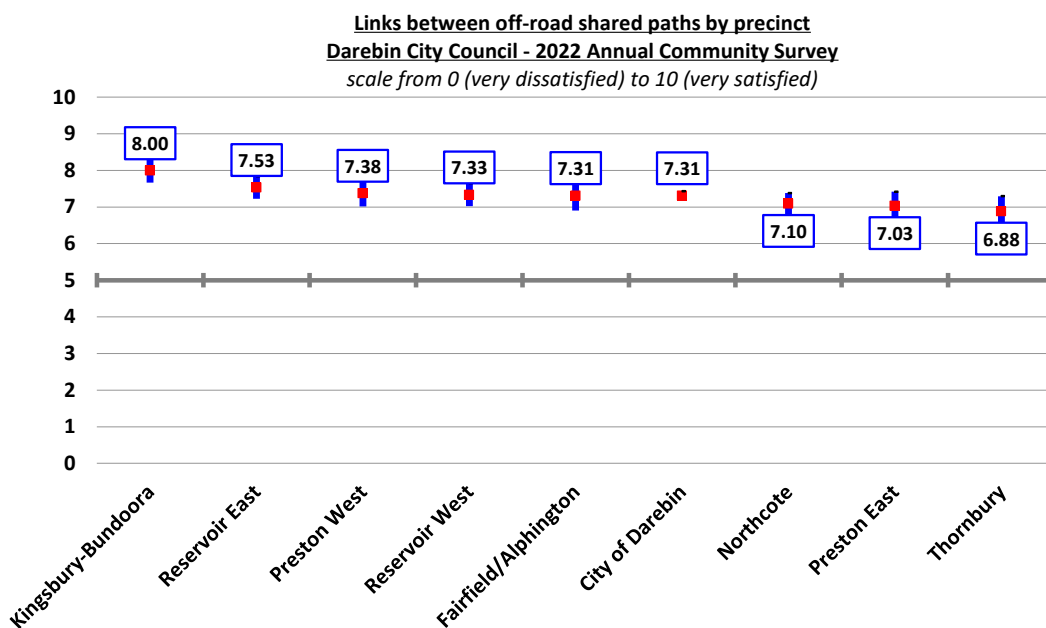
This result remains higher than the long-term average satisfaction since 2014 of 7.04.



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.





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

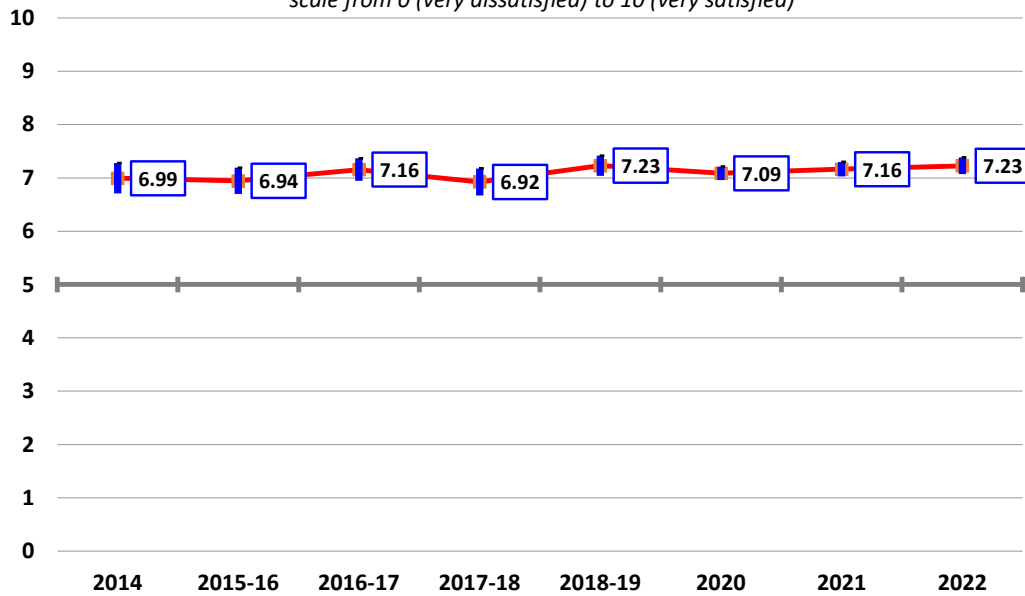
Satisfaction with the maintenance of on-road bike lanes increased very marginally, but not measurably this year, up less than one percent to 7.23.

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.





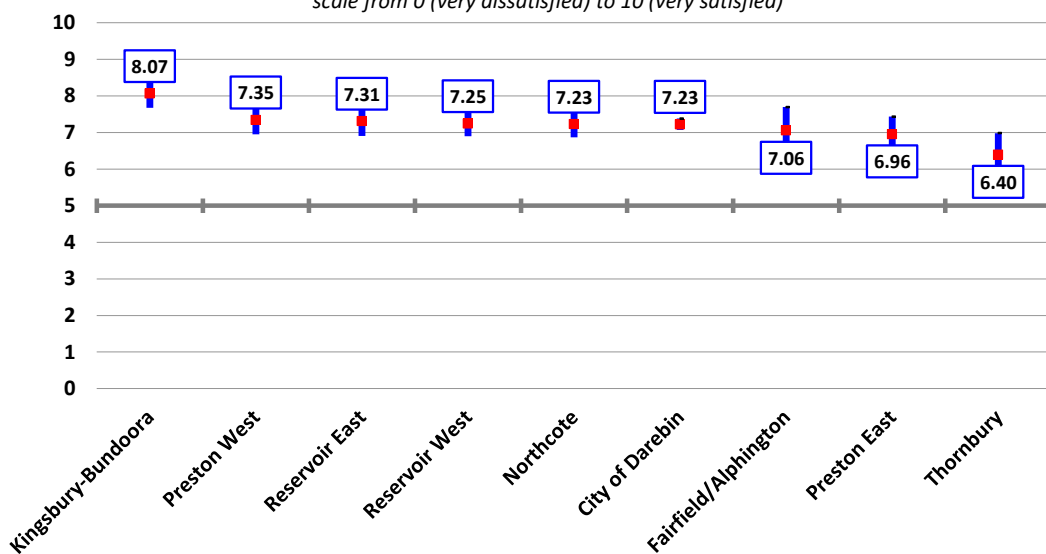
Maintenance of on-road bike lanes
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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



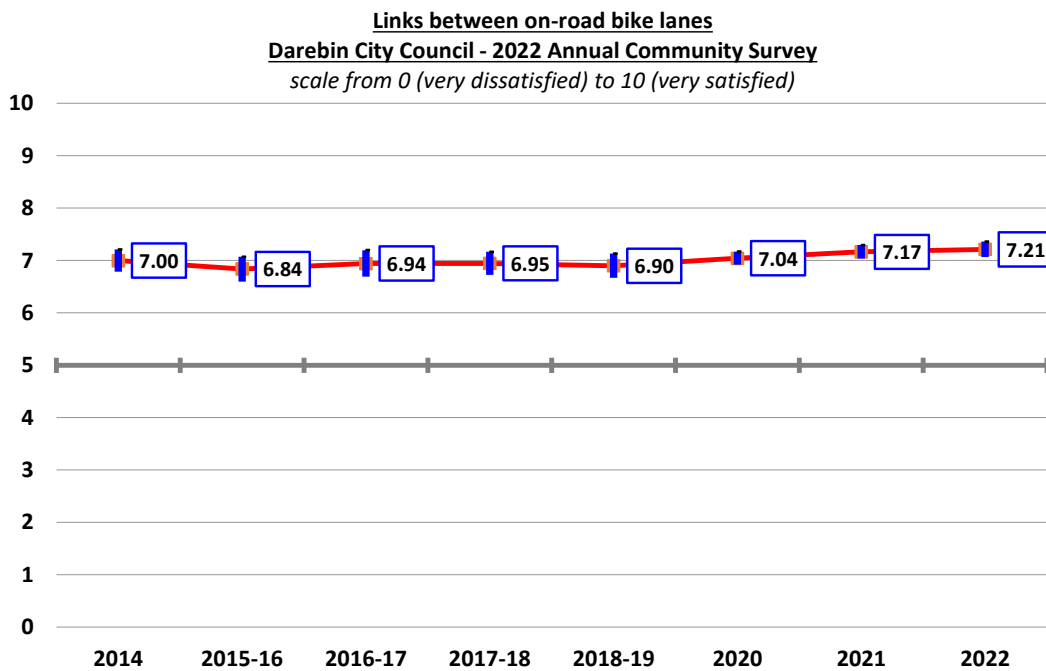


Links between on-road bike lanes

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.

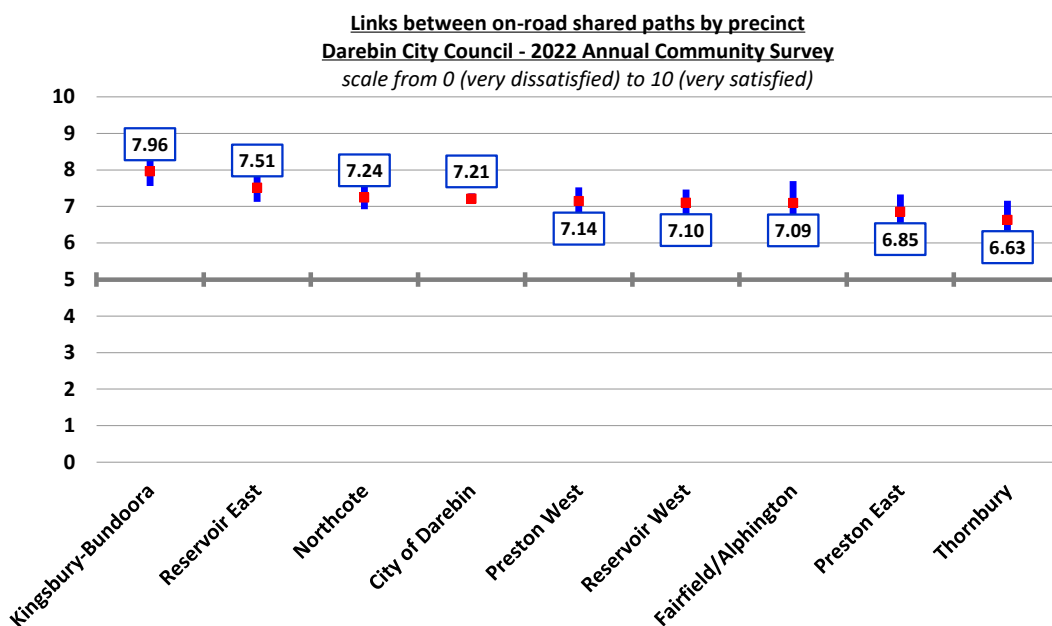
This result was above the long-term average satisfaction since 2014 of 7.01.



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.





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

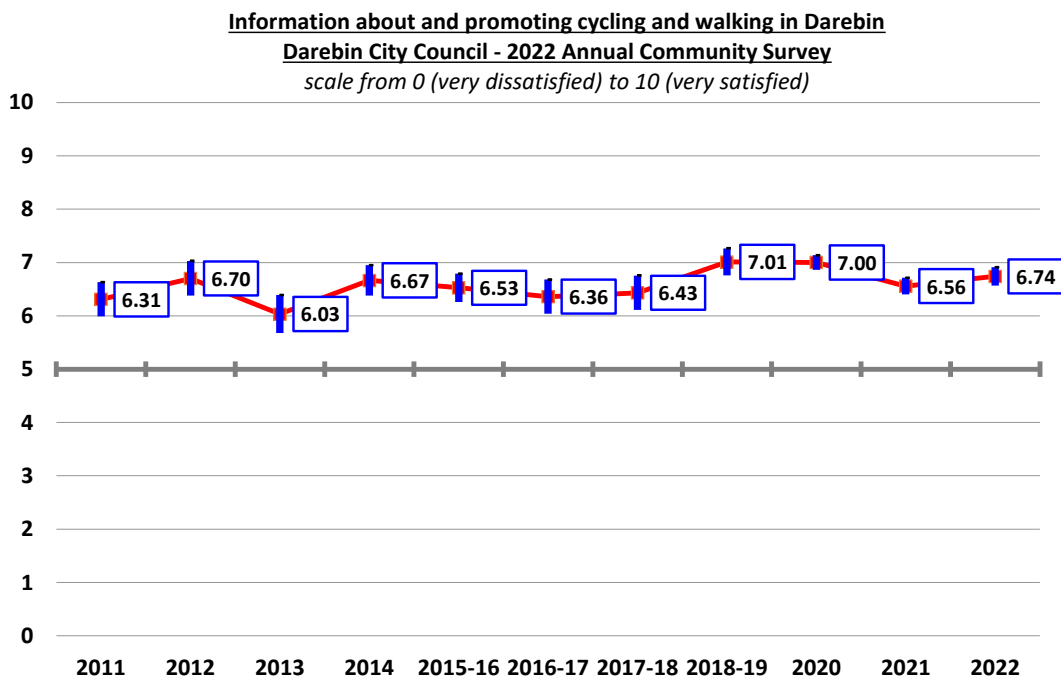




Information about and promoting cycling and walking in Darebin

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

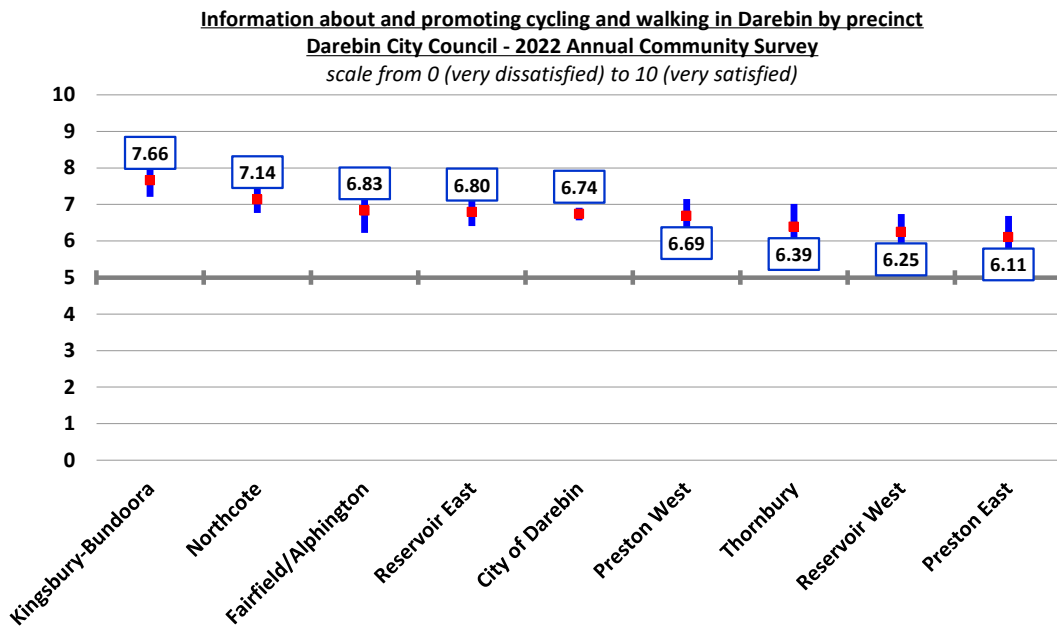
This remains a “good” level of satisfaction, and above the long-term average satisfaction since 2011 of 6.58.



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.





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

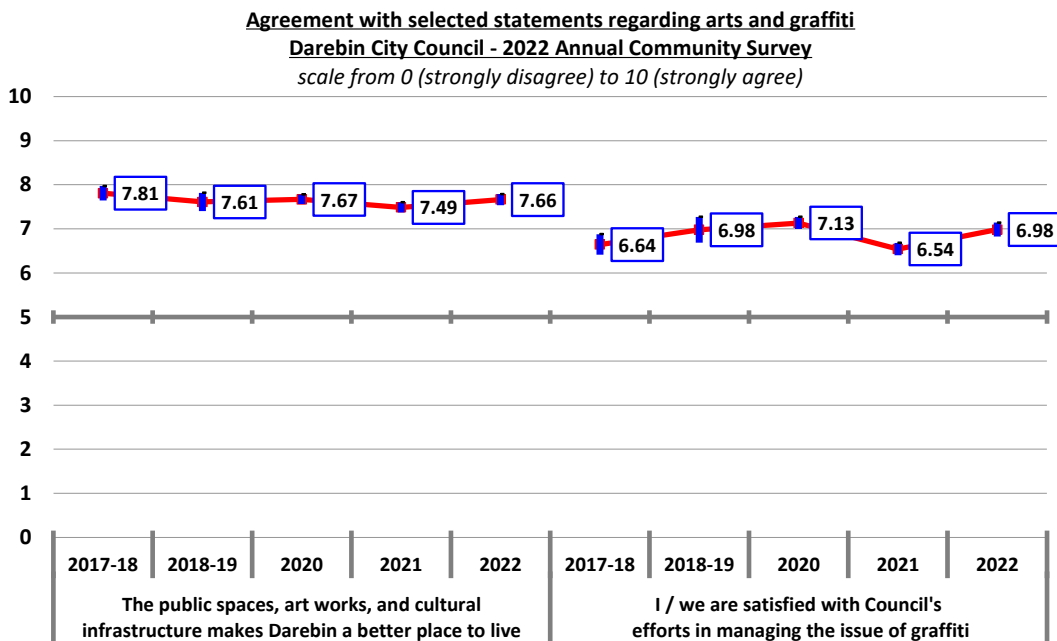
Respondents were asked:

“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.

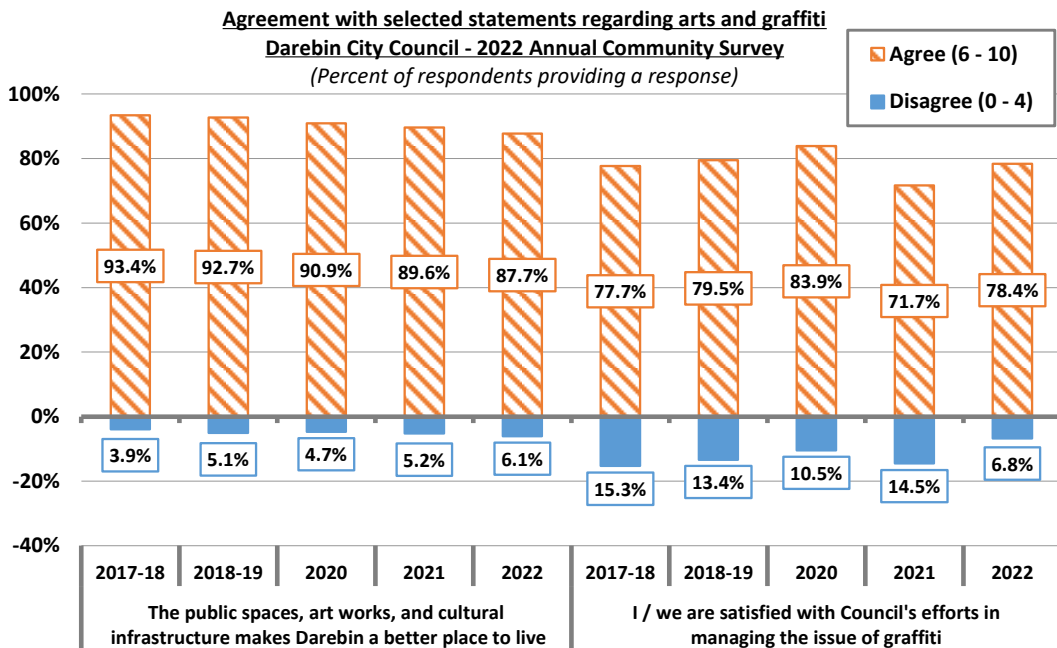
Consistent with the results recorded in previous years, on average, respondents strongly agreed that “the public spaces, art works, and cultural infrastructure makes Darebin a better place to live” (7.66 out of 10), and that respondents are satisfied with Council’s efforts in managing the issue of graffiti”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

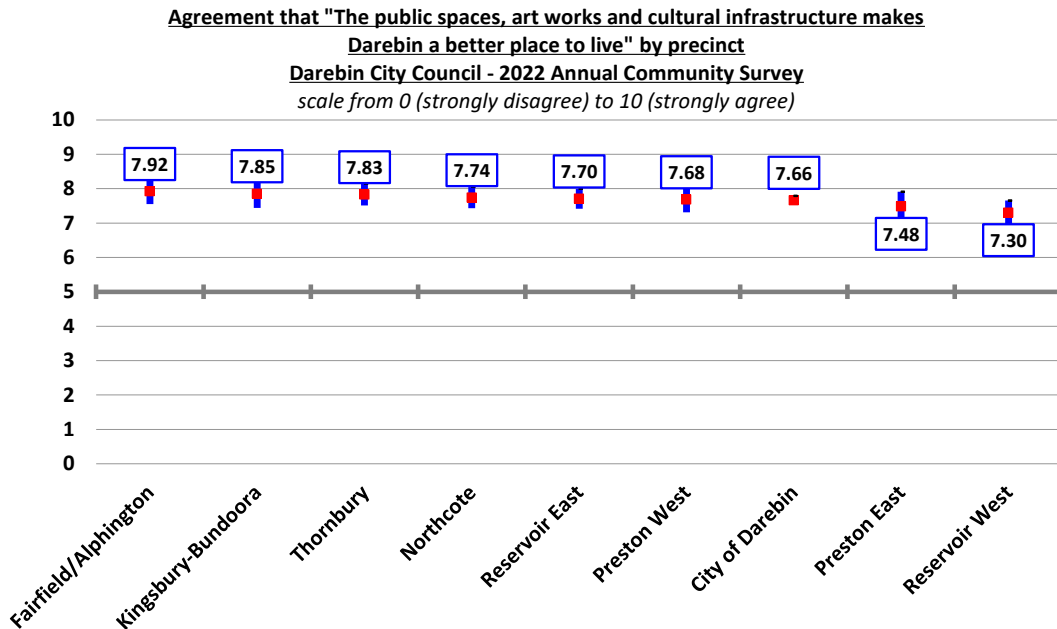
The public spaces, art works, and cultural infrastructure makes Darebin a better place to live

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.



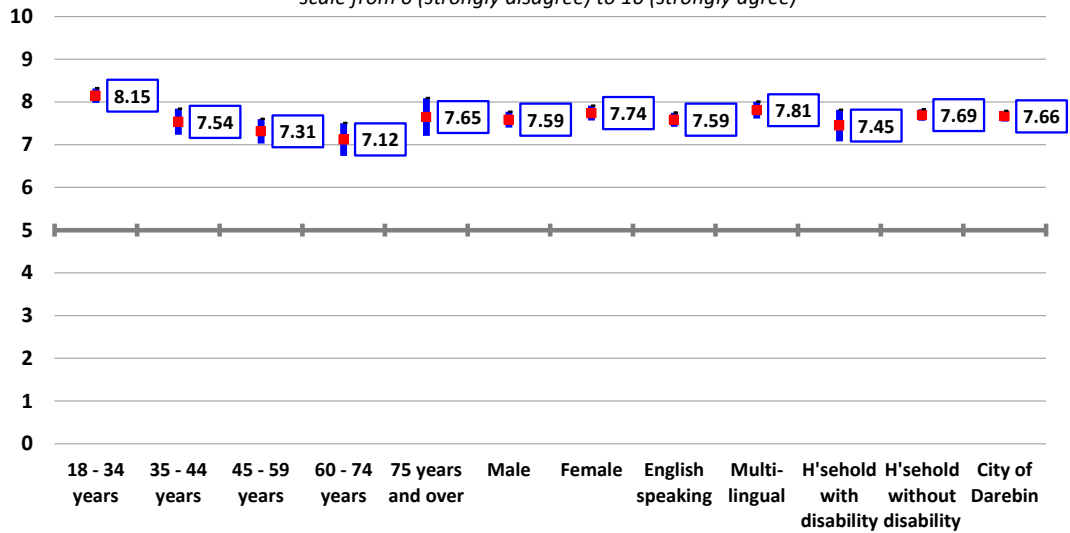
There was notable and measurable variation in the average agreement with this statement observed by respondent profile, as follows:

- **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.

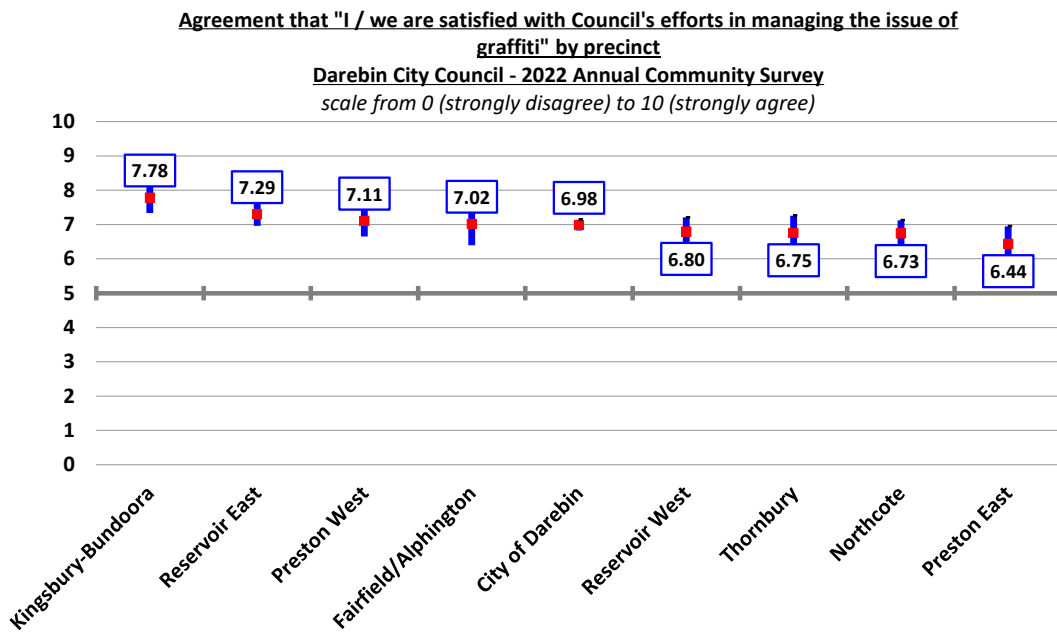
This increase largely reverses the decline reported last year and brings the average agreement back into line with the long-term average agreement since 2017-18 of 6.86.

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:

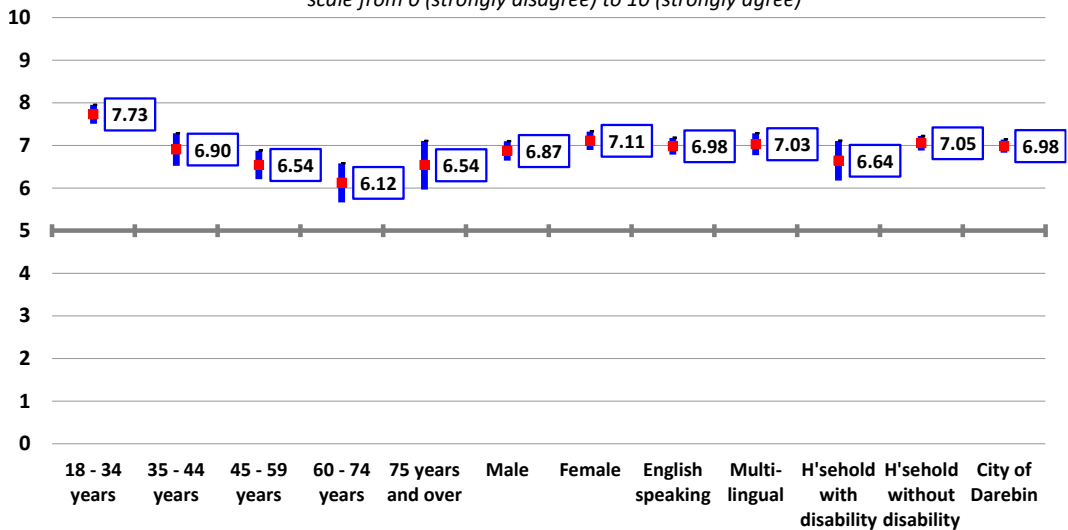
- **Young adults (aged 18 to 34 years)** – respondents were measurably more in agreement than the municipal average.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were notably, but not quite measurably less in agreement than the municipal average.
- **Older adults (aged 60 years and over)** – 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)

Response	Number
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

170





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.

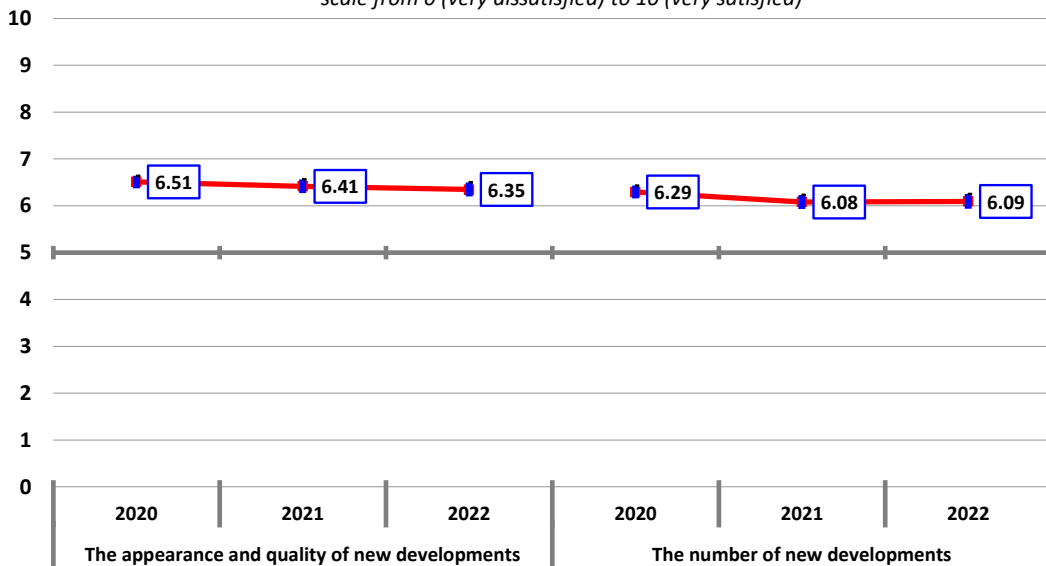




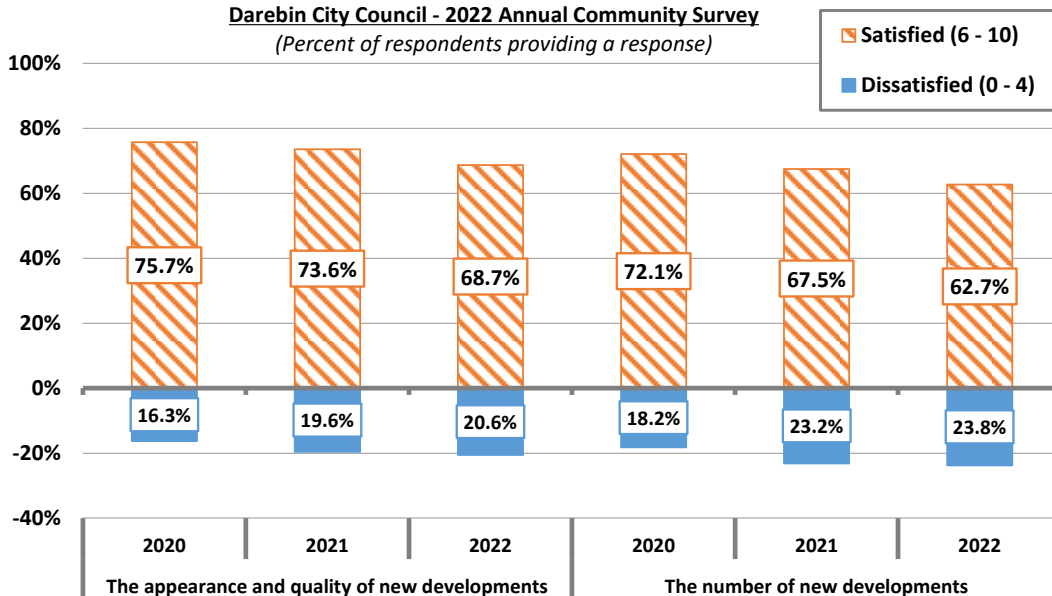
This is a sizeable decline and worthy of note. There was a commensurate increase in the proportion of “dissatisfied” respondents, up from 16.3% in 2020 to 20.6% this year. There was a similar pattern of satisfaction recorded for satisfaction with the number of new developments.

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.

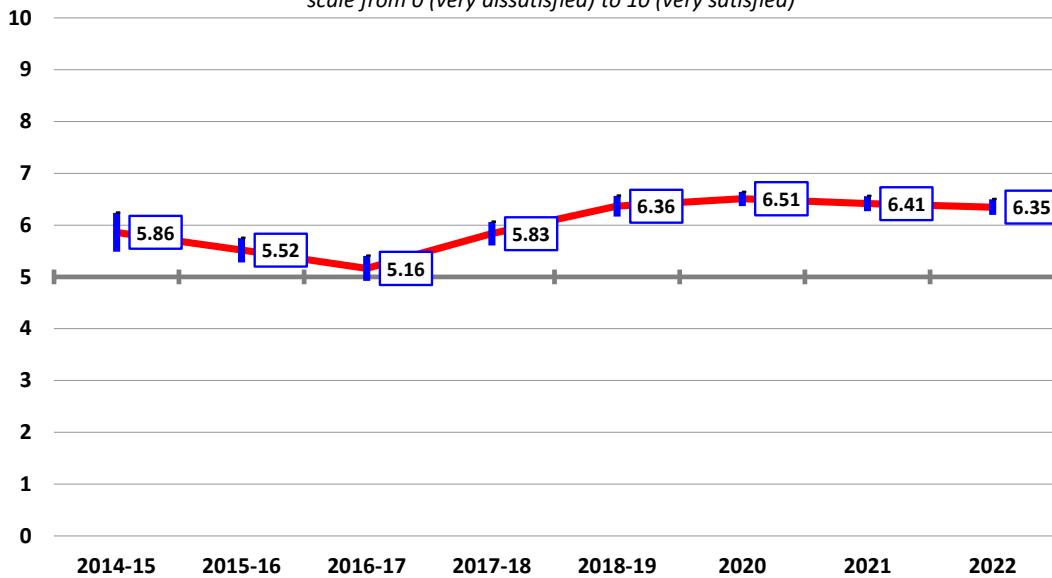
By way of comparison, this result was marginally, but not measurably lower than the metropolitan Melbourne average satisfaction with the “appearance and quality of new developments” of 6.54, as recorded in the 2022 *Governing Melbourne* research.

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





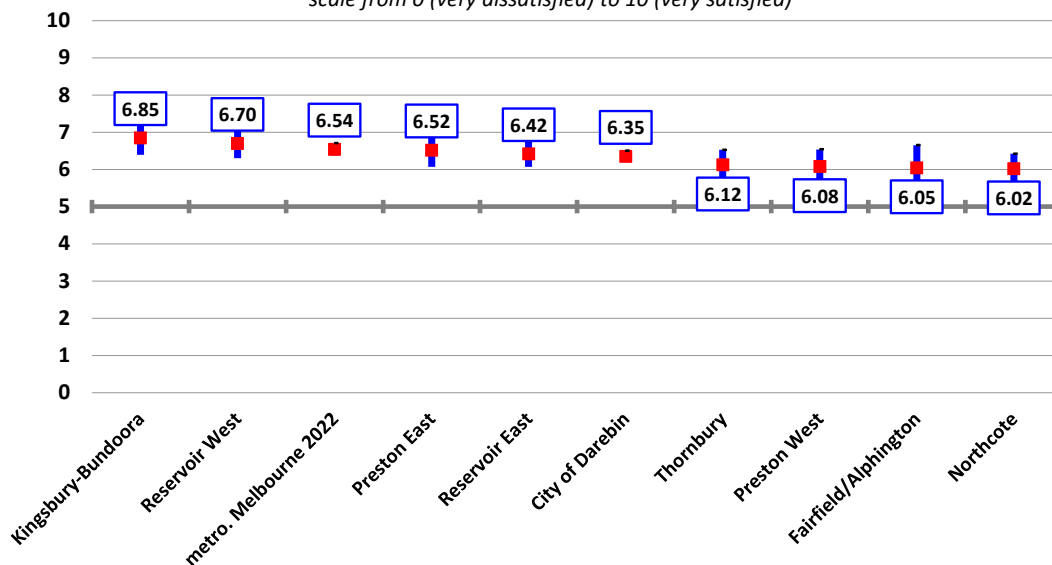
Satisfaction with the appearance and quality of new developments in your area
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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)

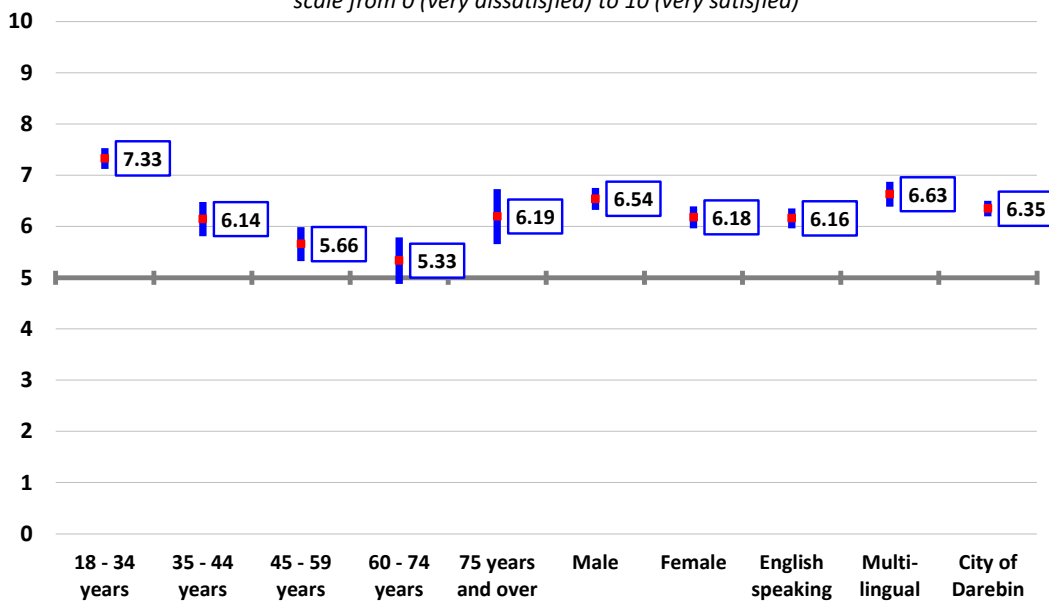




There was measurable and significant variation in satisfaction with the appearance and quality of new developments observed by respondent profile:

- **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)



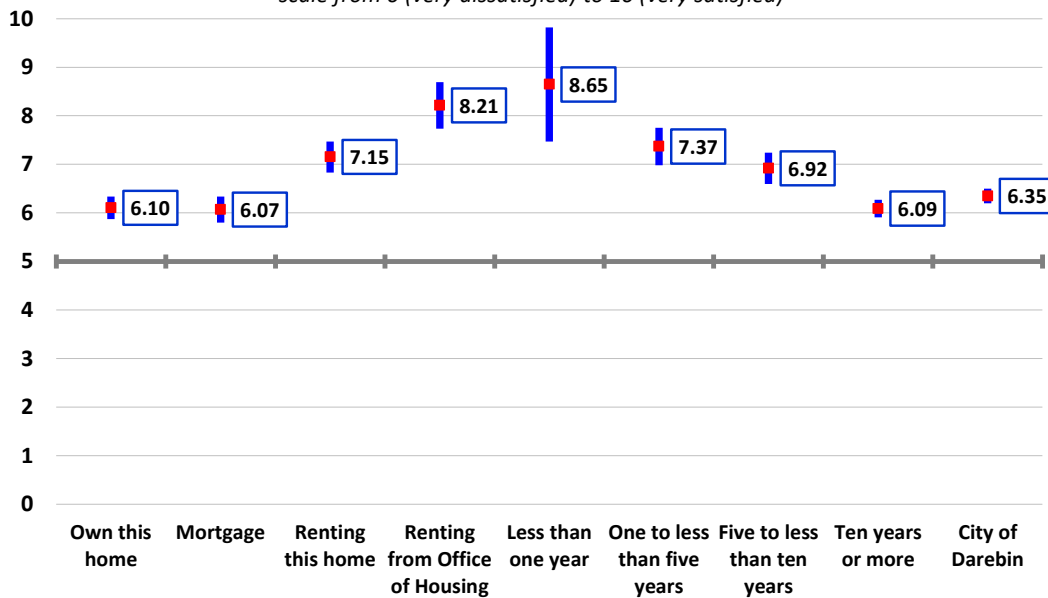
There was also measurable and significant variation in satisfaction with the appearance and quality of new developments observed by housing situation and the period of residence in the City of Darebin, as follows:

- **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

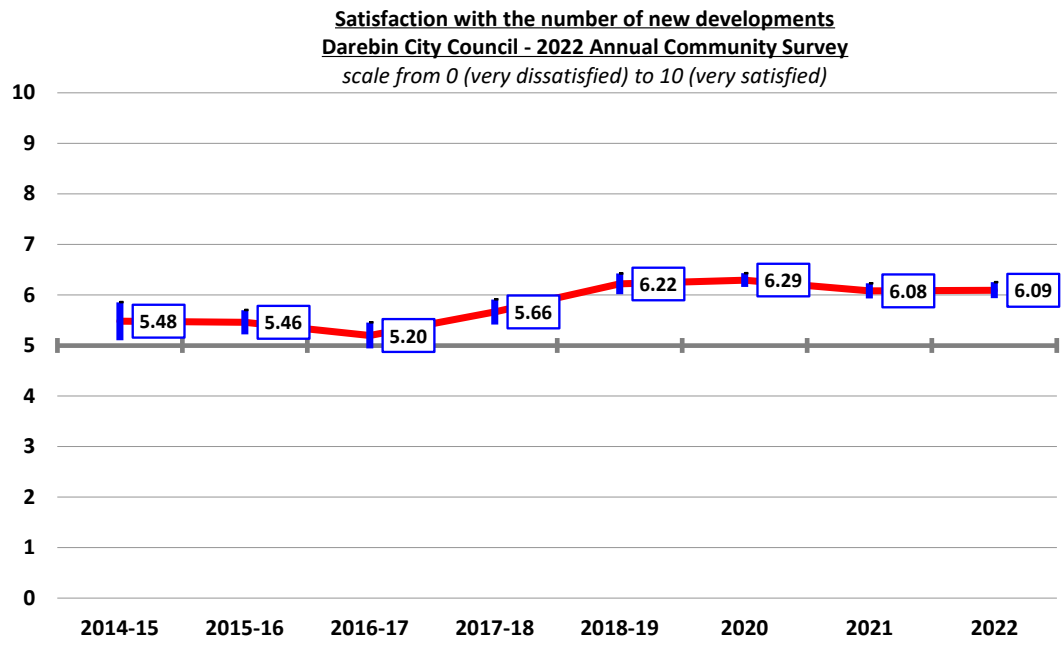


The development on Plenty Rd is shocking	1
The one for townhouses Roseberry Ave	1
Thornbury is clustered and poorly built with no green space. So ugly looking that, looks like they will rot in future	1
Too big and ugly on Northcote	1
Total	40
Total	268

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).

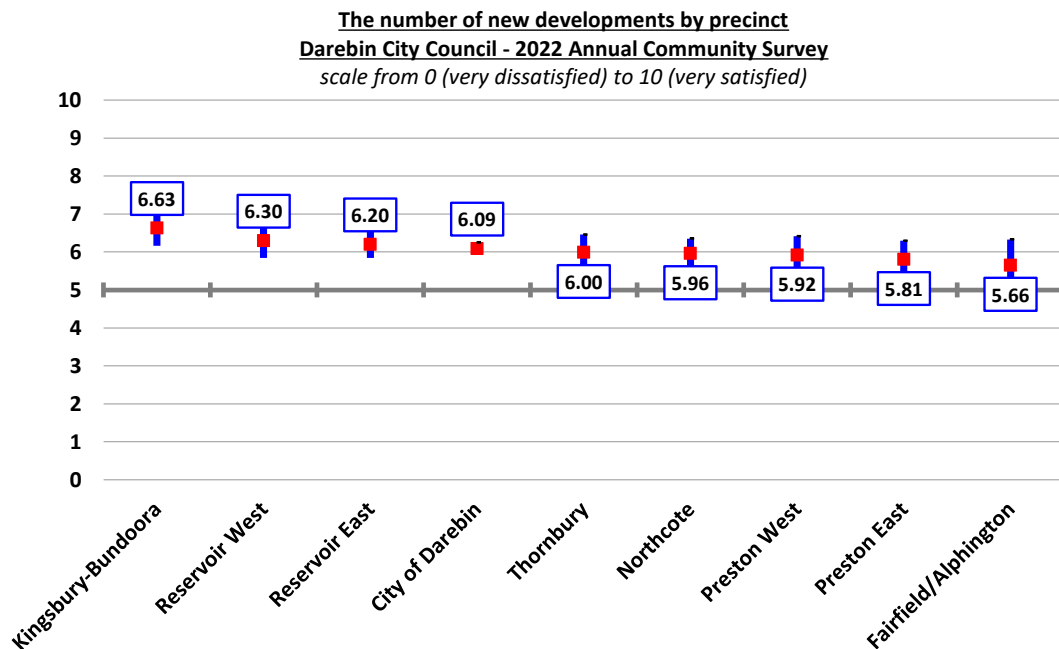
This remains a “solid” level of satisfaction, and above the long-term average satisfaction since 2014-15 of 5.81.



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.





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.

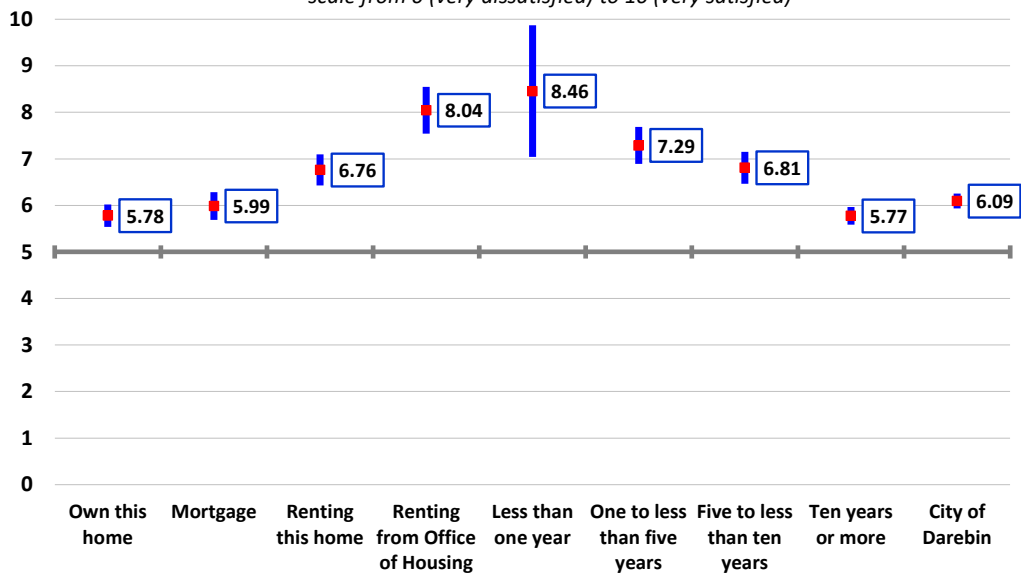




The number of new developments by respondent profile
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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?”

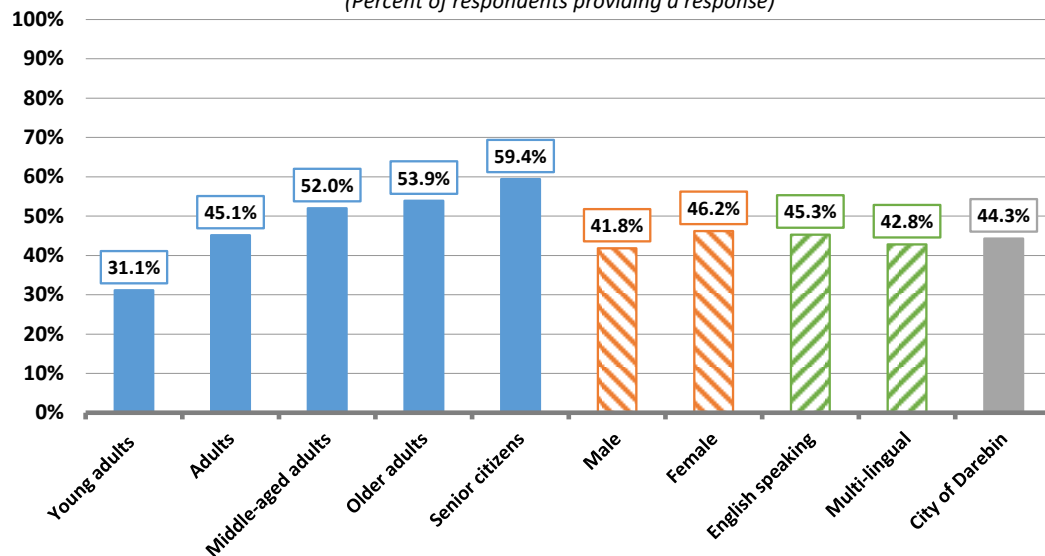
In 2022, a little less than half (44.3%) of respondents reported that they had contacted Council in the last 12 months, a minor increase on the results recorded in recent years.

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?”

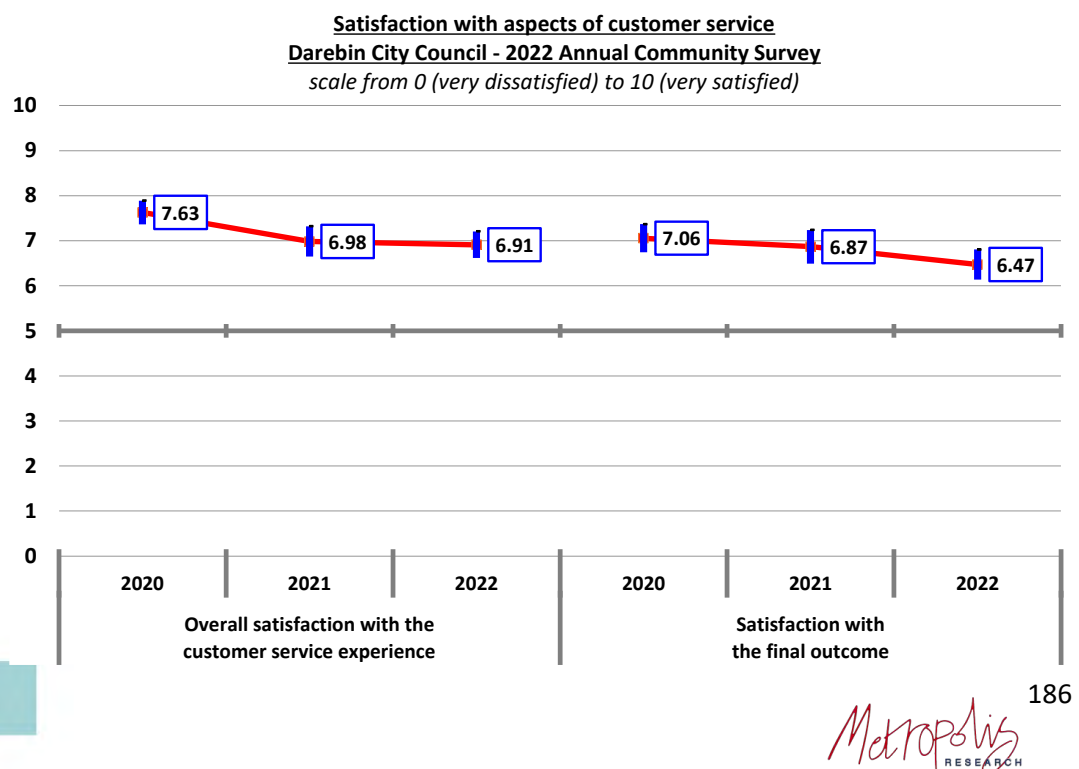
Respondents who had contacted Council in the last 12 months were again in 2022, asked to rate their satisfaction with two aspects: the overall satisfaction with the customer service experience, and their satisfaction with the outcome.

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.

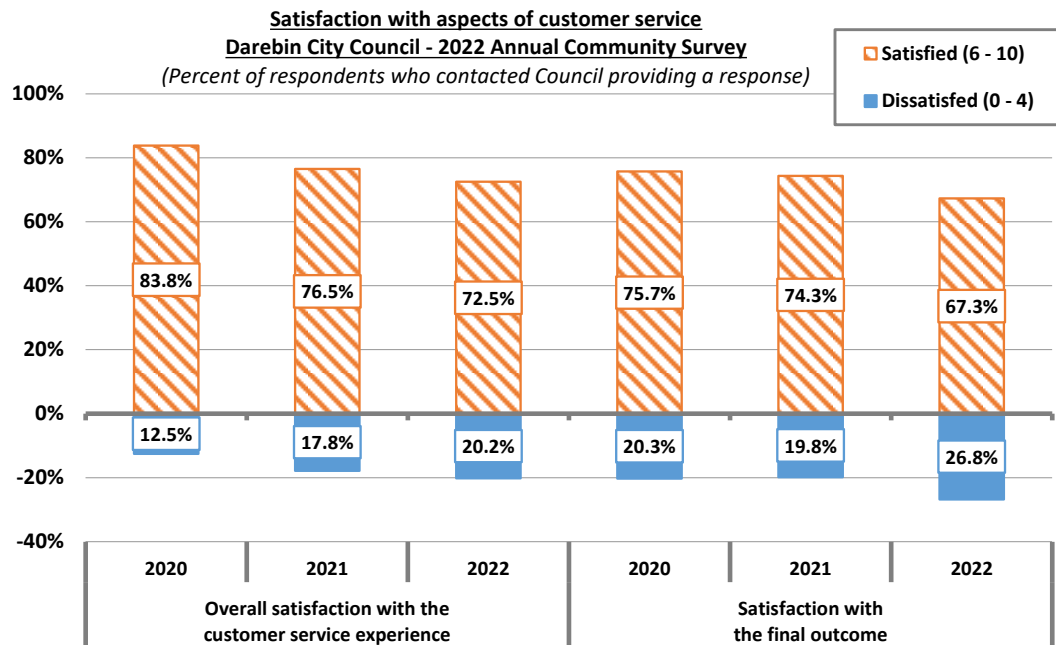




Metropolis Research notes that more than two-thirds of the respondents providing a satisfaction score were “satisfied” with both the customer service experience and the outcome of their query.

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%.

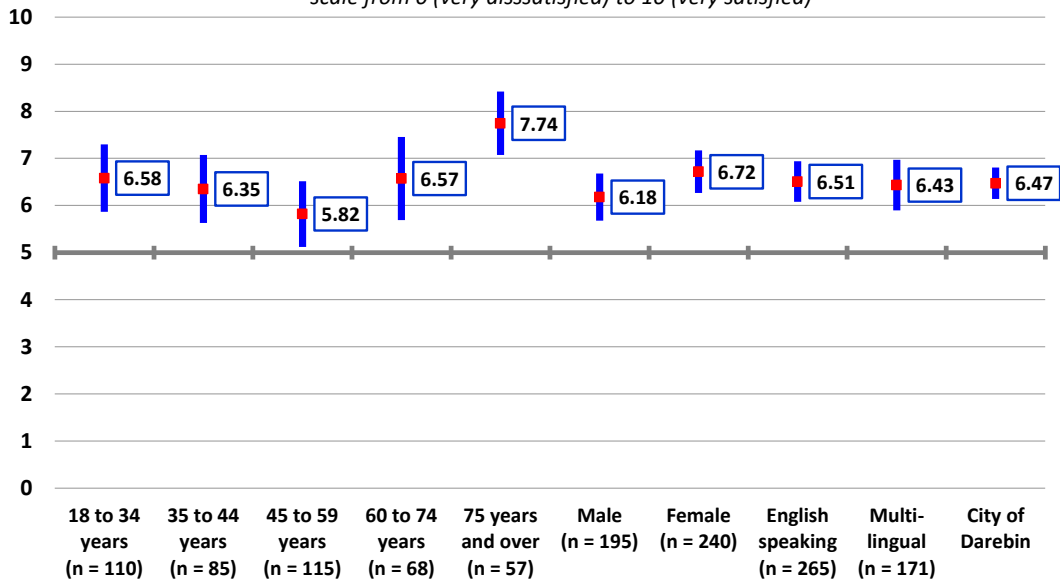


There was notable and measurable variation in satisfaction with the outcome observed by respondent profile, as follows:

- **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.



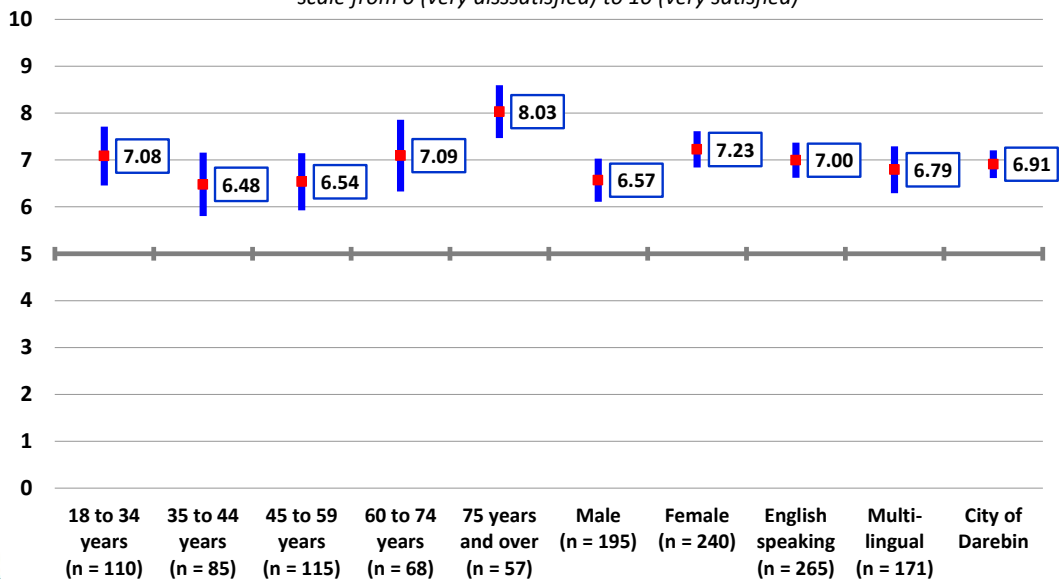
Satisfaction with the "final outcome" by respondent profile
Darebin City Council - 2022 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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
<i>Communication and consultation</i>	
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
<i>General negative comments</i>	
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
<i>Governance</i>	
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
<i>Brushed off / dismissive / rude</i>	
They sounded really rude	2
Brushed off	1
They disregarded my opinion	1
Total	4
<i>Parking</i>	
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
<i>Waste management</i>	



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





<i>Rates / financial management</i>	
Increasing rates still persist	1
Inquired about rates jumping up suddenly	1
Total	2
<i>Graffiti</i>	
Have asked for graffiti cleaning, no action taken	1
Total	1
<i>Noise</i>	
Band playing in backyard all the time	1
Total	1
<i>Planning and development</i>	
Still unresolved, planning permit to build a residence	1
Total	1
<i>Positive comments</i>	
Service is good	1
Total	1
<i>Road management</i>	
Contacted about road surface on own street making vehicles, only got dismissive response	1
Total	1
<i>Shops</i>	
The Council did not fix the concrete in front of the shop which resulted into an injury	1
Total	1
<i>Street cleaning and maintenance</i>	
Have asked for laneway to be cleaned, no action taken	1
Total	1





<i>Other</i>	
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.

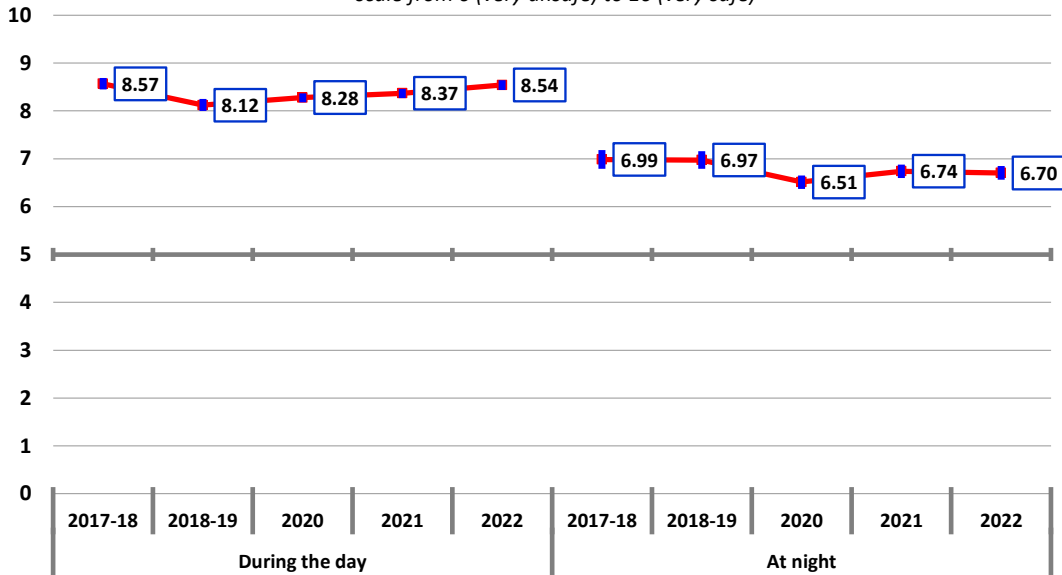
The perception of safety in the public areas of the City of Darebin continued to increase in 2022, up two percent to 8.54, the third consecutive increase from the most recent low point of 8.12 back in 2018-19 (pre-COVID-19).

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”.

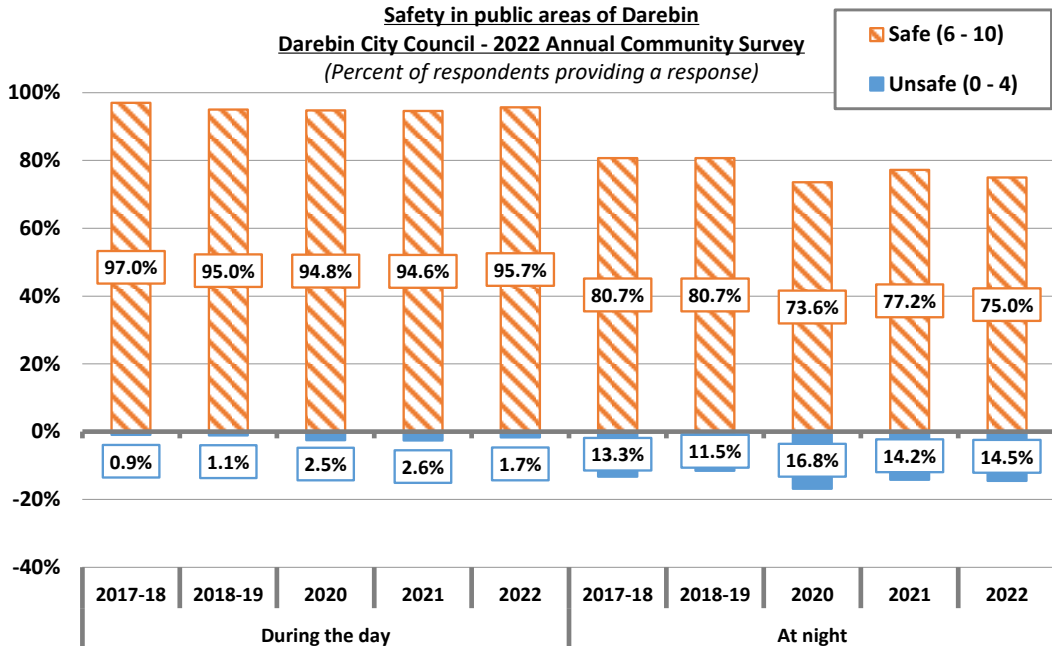
The perception of safety in the public areas of the City of Darebin at night remained essentially stable this year, down less than one percent to 6.70. Whilst three-quarters (75.0%) of respondents felt “safe” in the public areas of the municipality at night, it is noted that a little less than one-sixth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

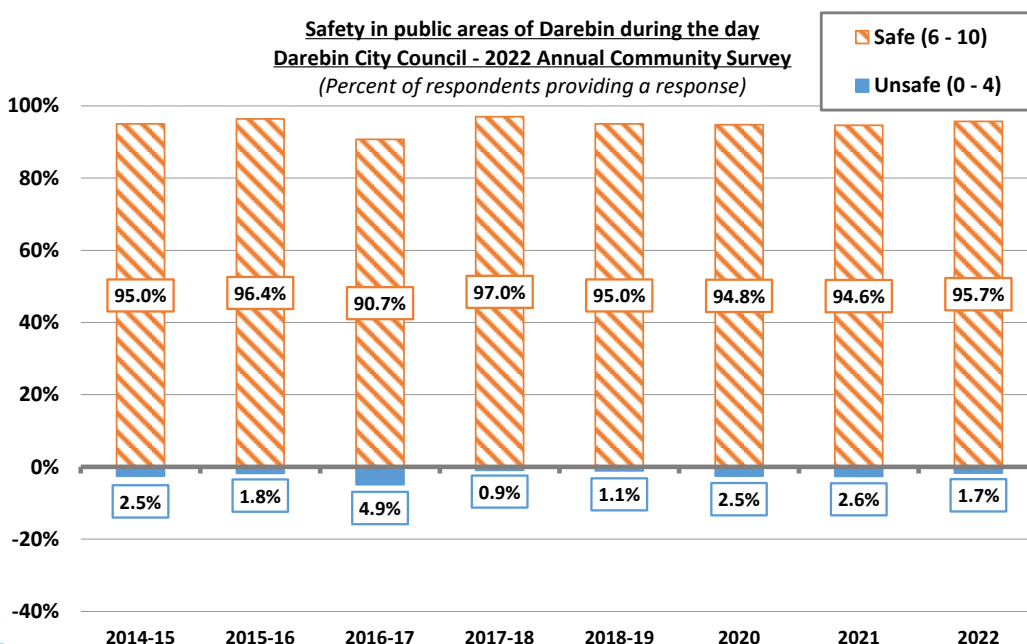
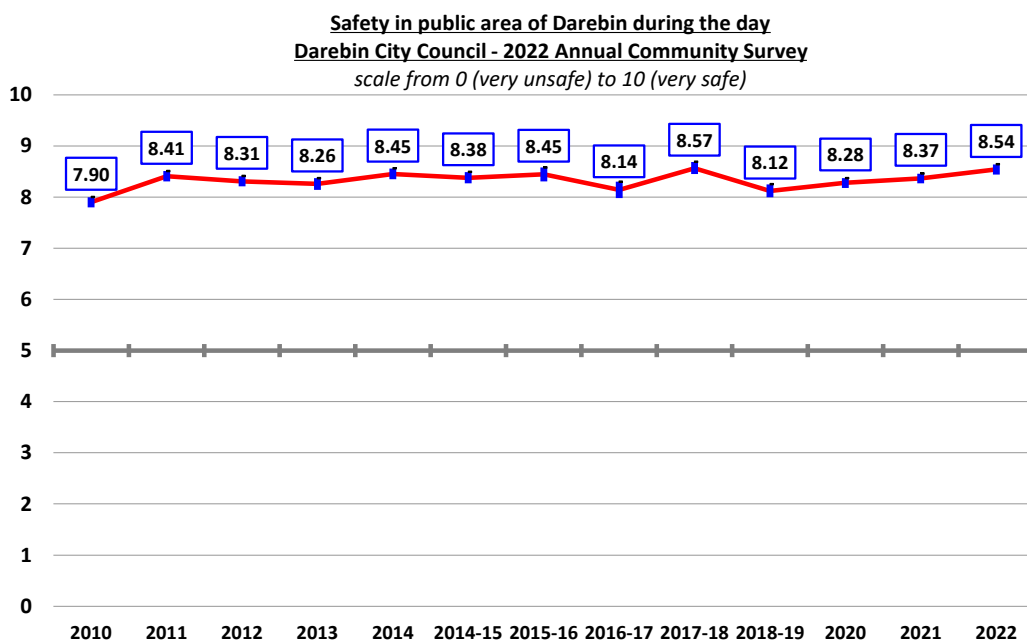
Aspect	Year	Unsafe (0 - 4)	Neutral (5)	Safe (6 - 10)	Can't say
During the day	2014-15	2.5%	2.4%	95.0%	11
	2015-16	1.8%	1.8%	96.4%	8
	2016-17	4.9%	4.4%	90.7%	11
	2017-18	0.9%	2.2%	97.0%	5
	2018-19	1.1%	3.9%	95.0%	507
	2020	2.5%	2.7%	94.8%	38
	2021	2.6%	2.8%	94.6%	17
	2022	1.7%	2.6%	95.7%	110
At night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

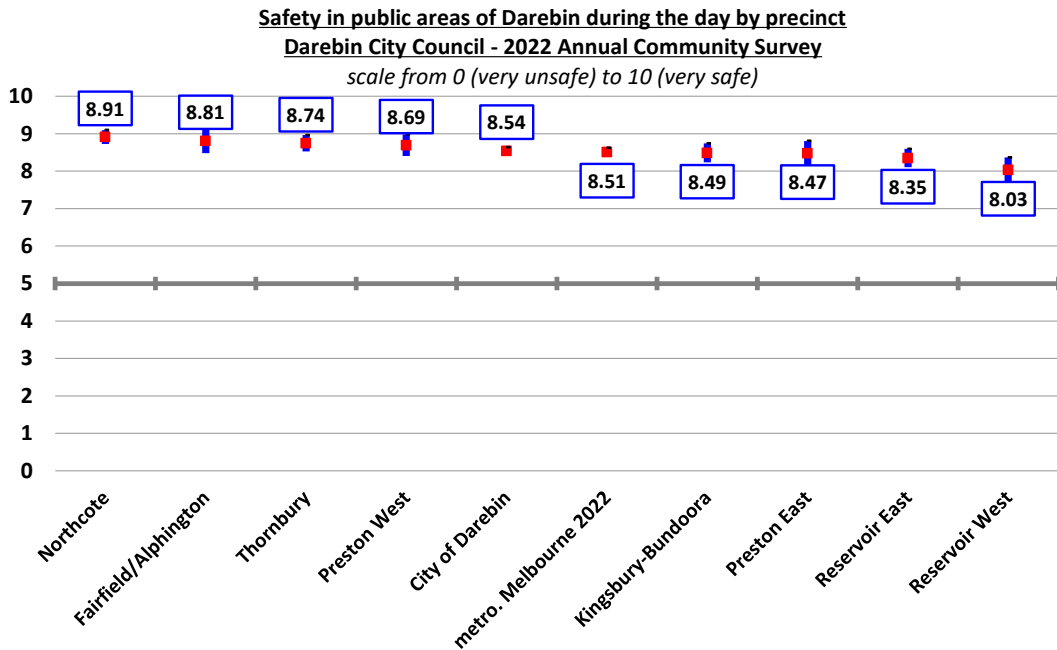
By way of comparison, this result was almost identical to the metropolitan Melbourne average perception of safety in the public areas of the municipality during the day of 8.51, as recorded in the 2022 *Governing Melbourne* research.



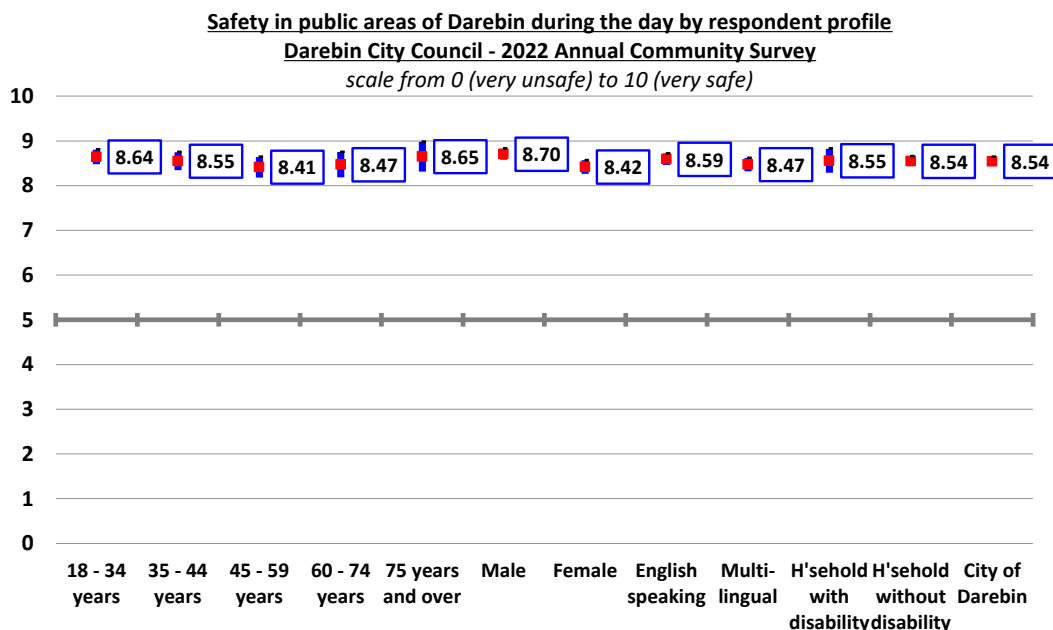


Whilst respondents from all eight precincts reported an average perception of safety score of eight or more out of 10, there was measurable variation observed, as follows:

- **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.

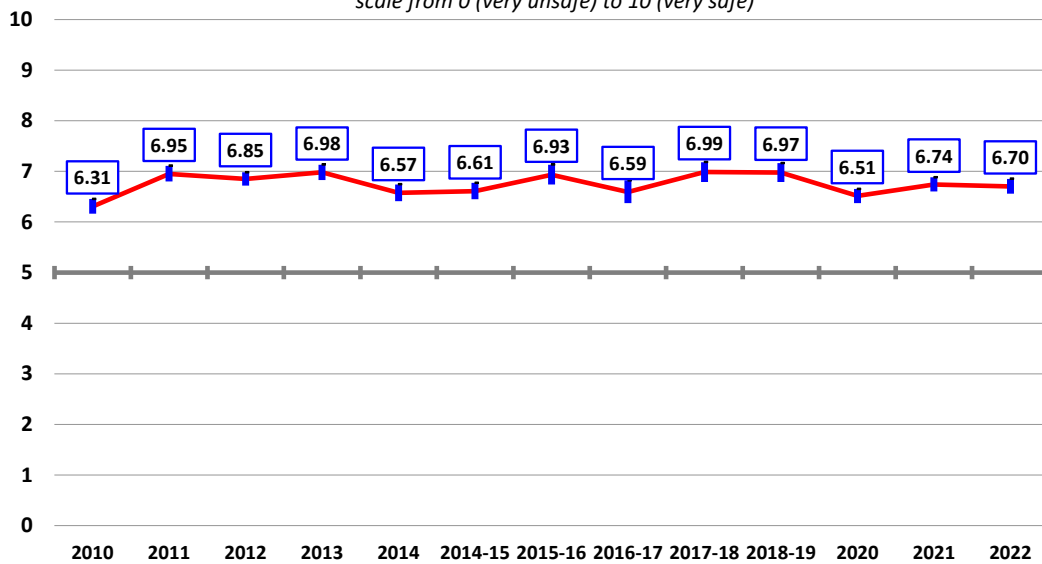


Perception of safety at night

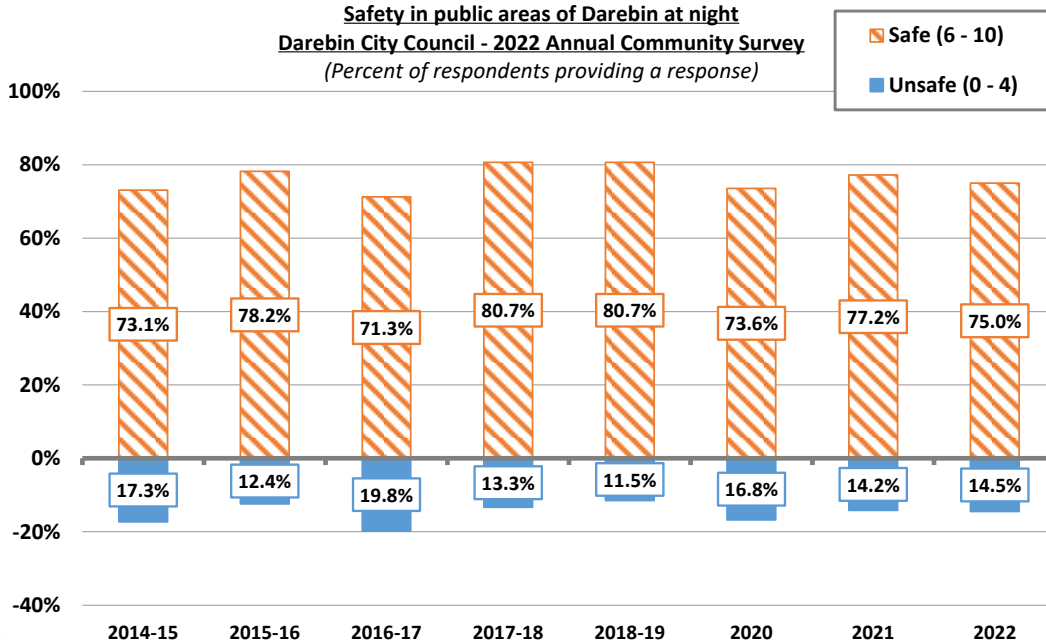
The perception of safety in the public areas of the City of Darebin at night remained essentially stable this year, down less than one percent to 6.70. This result was very marginally below the long-term average perception of safety since 2010 of 6.75.

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.

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



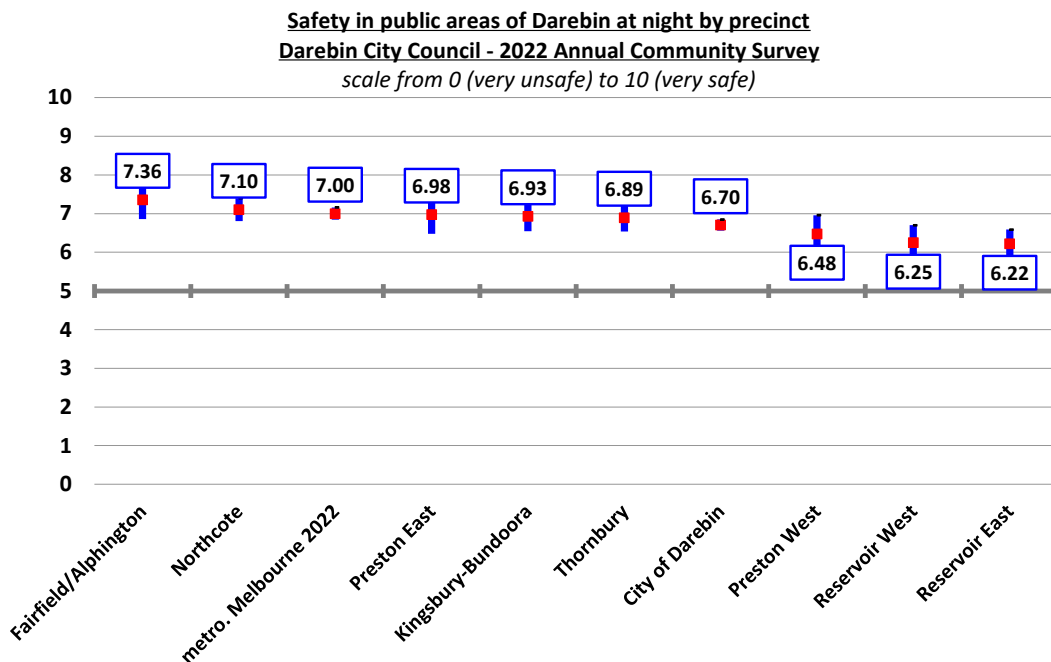
Safety in public areas of Darebin at night
Darebin City Council - 2022 Annual Community Survey
(Percent of respondents providing a response)





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.



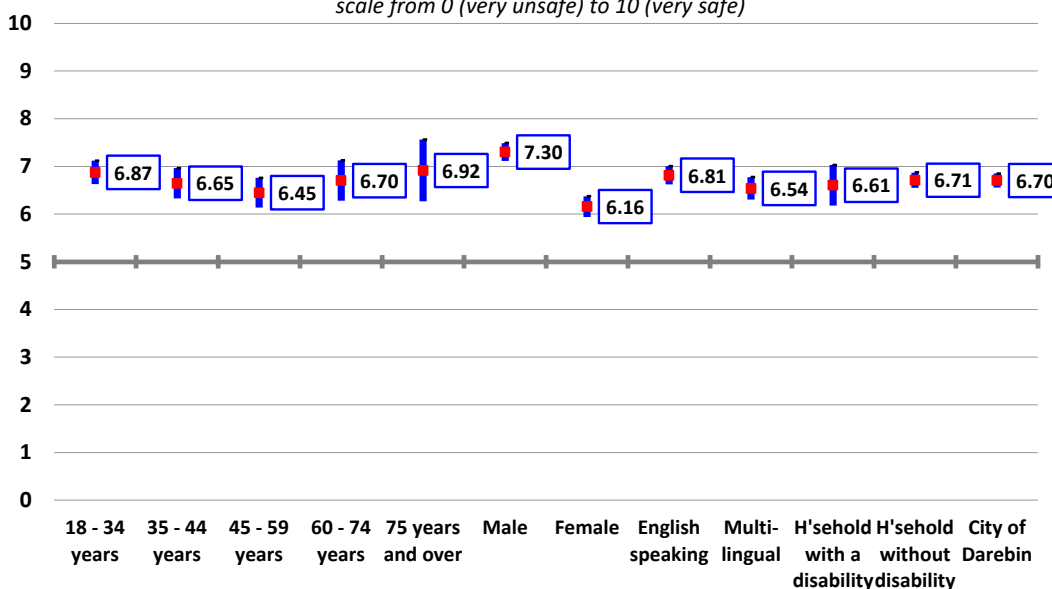
There was notable and measurable variation in the average perception of safety in the public areas of the City of Darebin at night observed by respondent profile, as follows:

- **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

200





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?”

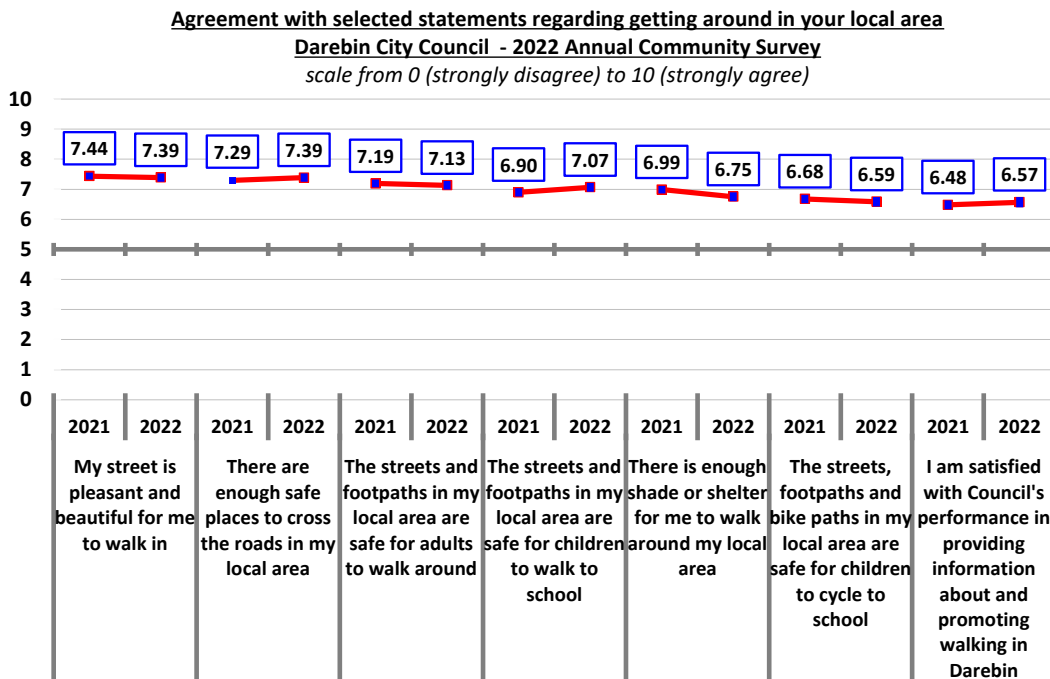
This set of questions focused on getting around in the local area were included in the survey program for the first-time last year.

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.

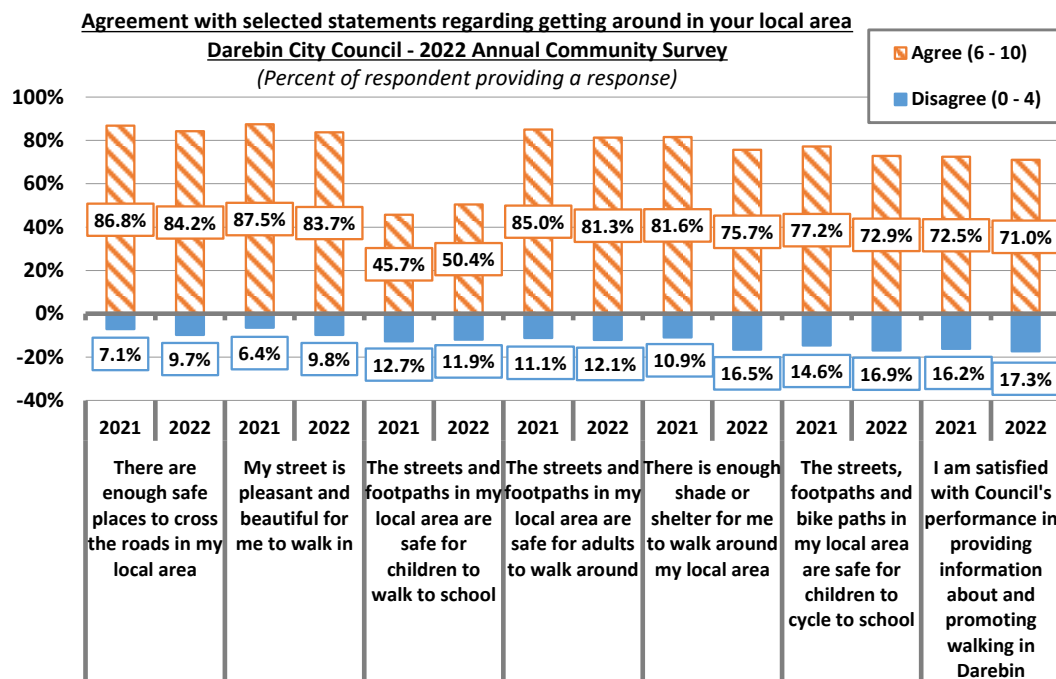
It is also noted that agreement that “I am satisfied with Council’s performance in providing information about and promoting walking in Darebin” was measurably lower than agreement with four of the five other statements.



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



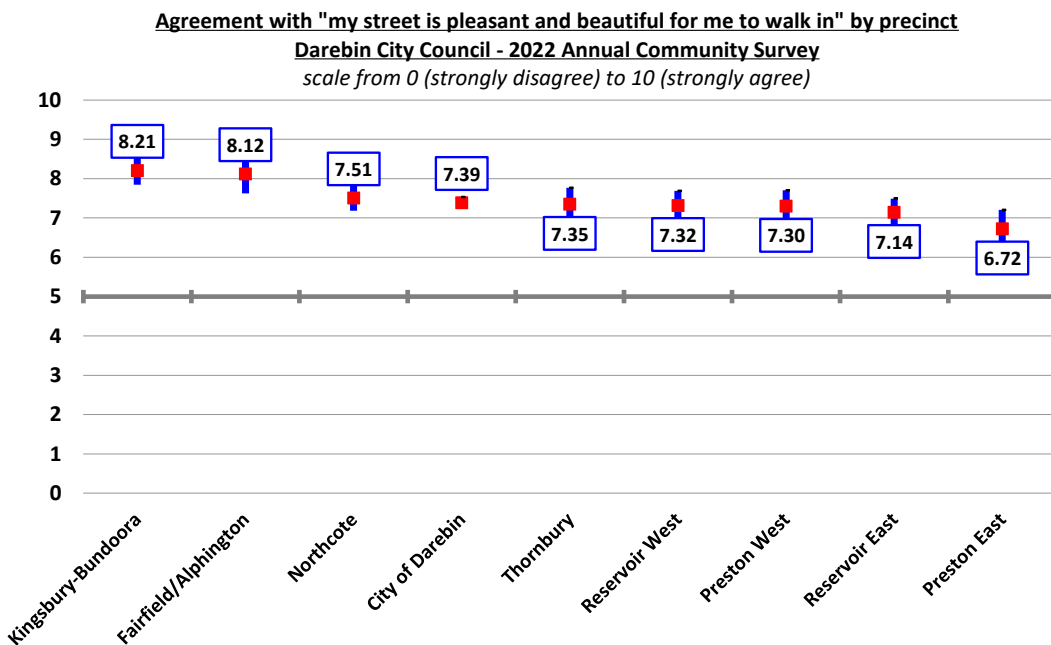


My street is pleasant and beautiful for me to walk in

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:

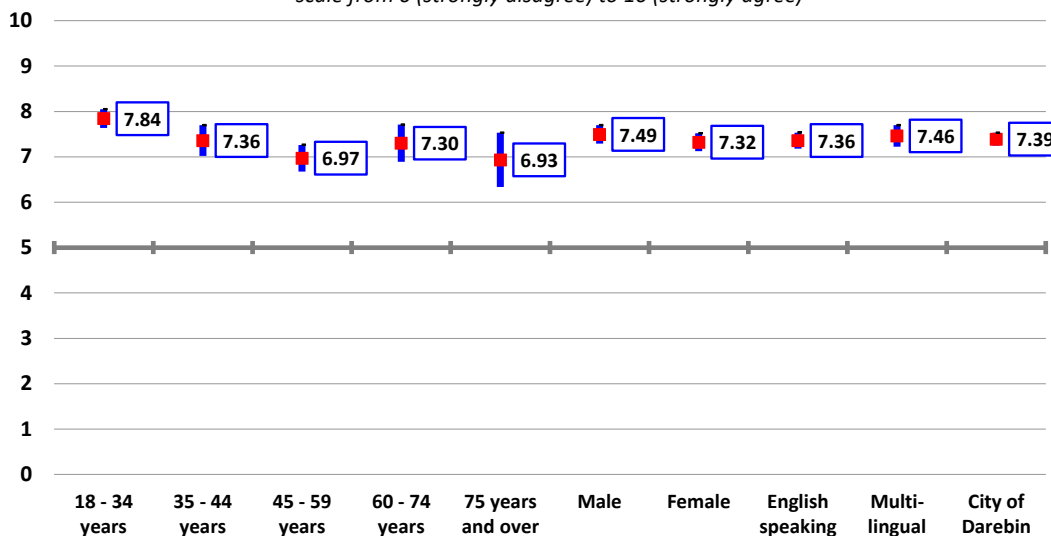
- **Young adults (aged 18 to 34 years)** – respondents were measurably more in agreement than the municipal average.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were measurably less in agreement than the municipal average.
- **Gender** – male respondents were marginally, but not measurably 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)



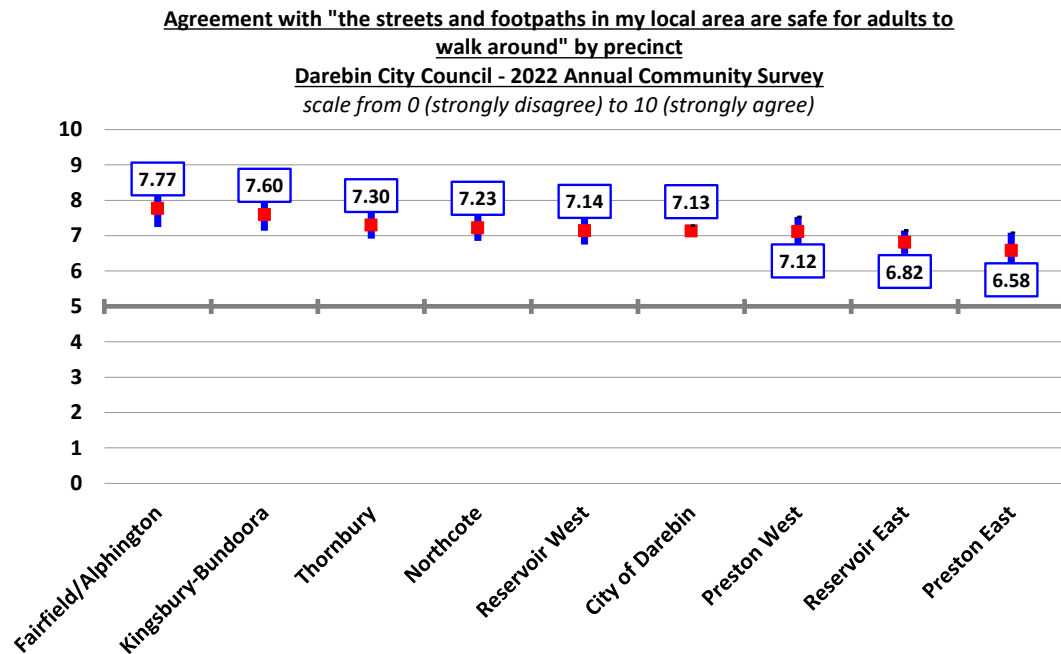


The streets and footpaths in my local area are safe for adults to walk around

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:

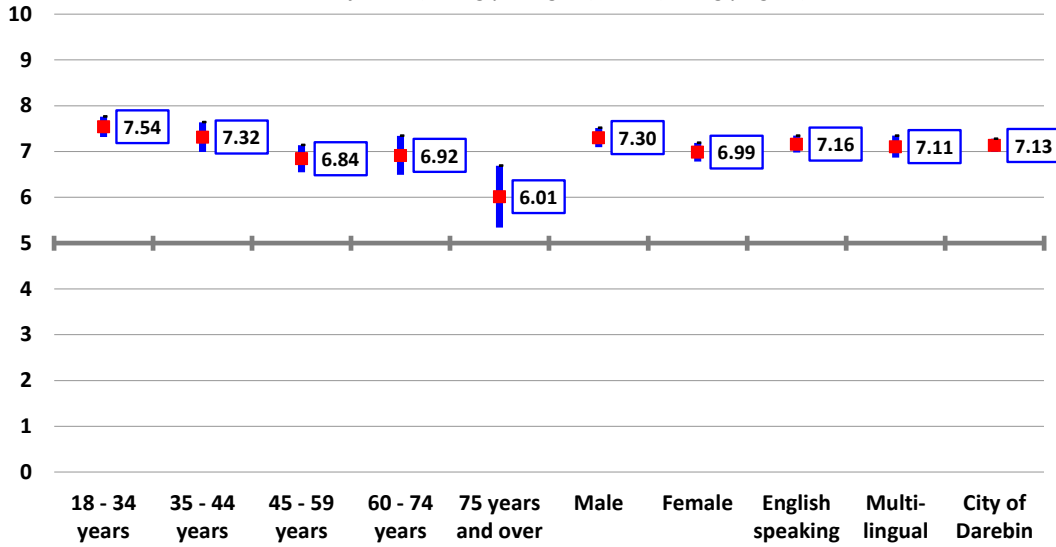
- **Young adults (aged 18 to 34 years)** – respondents were measurably more in agreement than the municipal average.
- **Senior citizens (aged 75 years and over)** – respondents were measurably less in agreement than the municipal average.
- **Gender** – male respondents were somewhat, but not measurably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



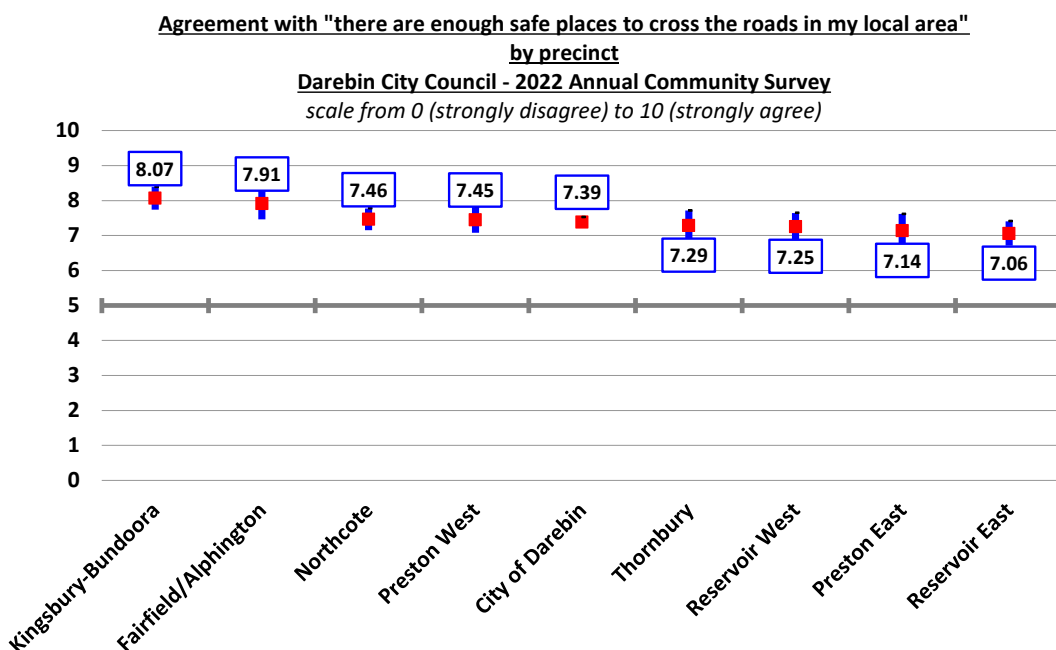


There are enough safe places to cross the roads in my local area

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:

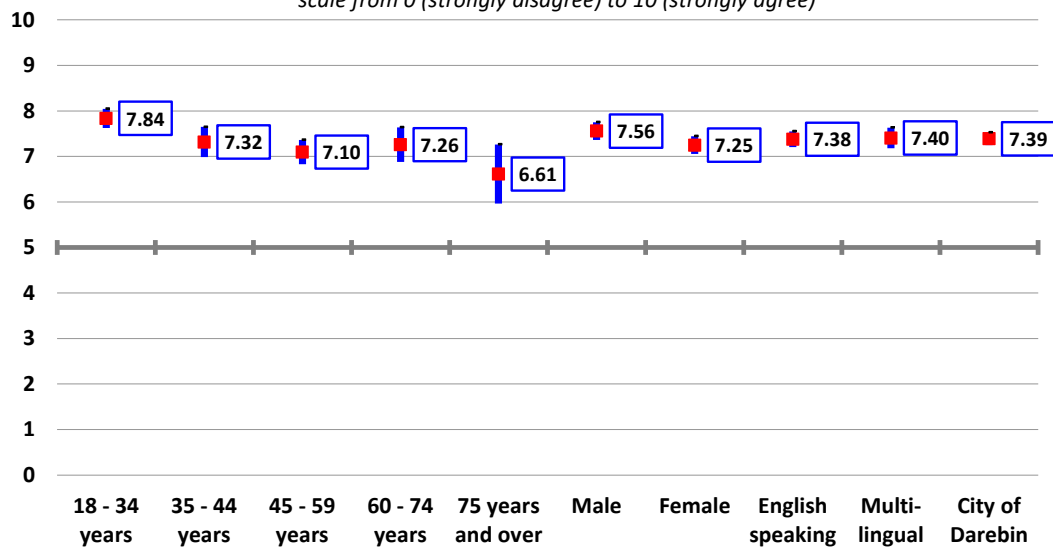
- **Young adults (aged 18 to 34 years)** – respondents were measurably more in agreement than the municipal average.
- **Senior citizens (aged 75 years and over)** – respondents were measurably less in agreement than the municipal average.
- **Gender** – male respondents were somewhat, but not measurably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

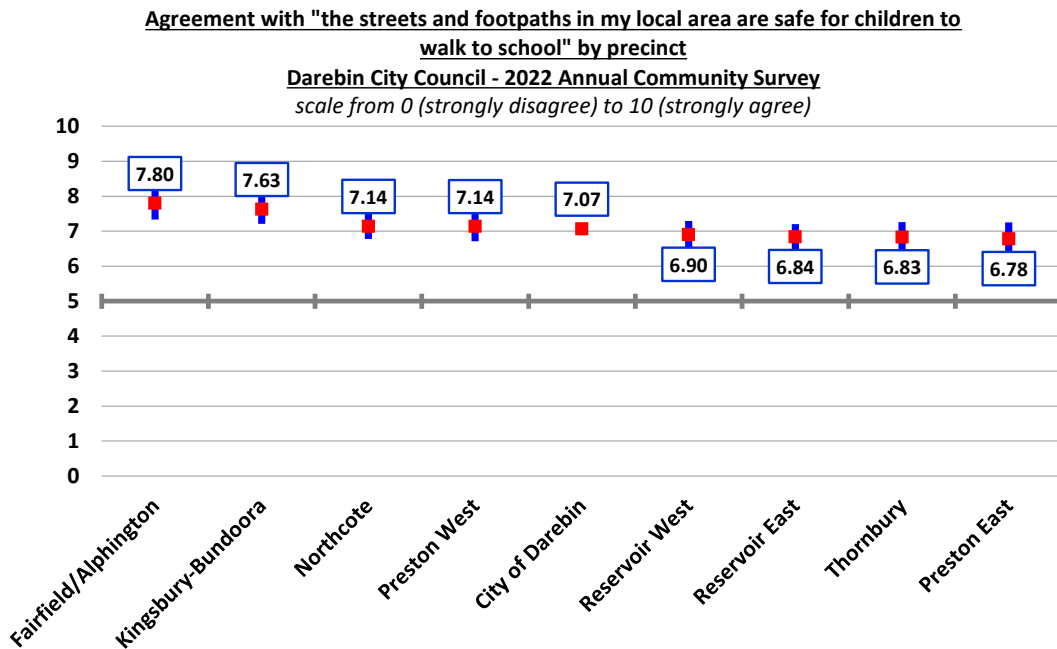


The streets and footpaths in my local area are safe for children to walk to school

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:

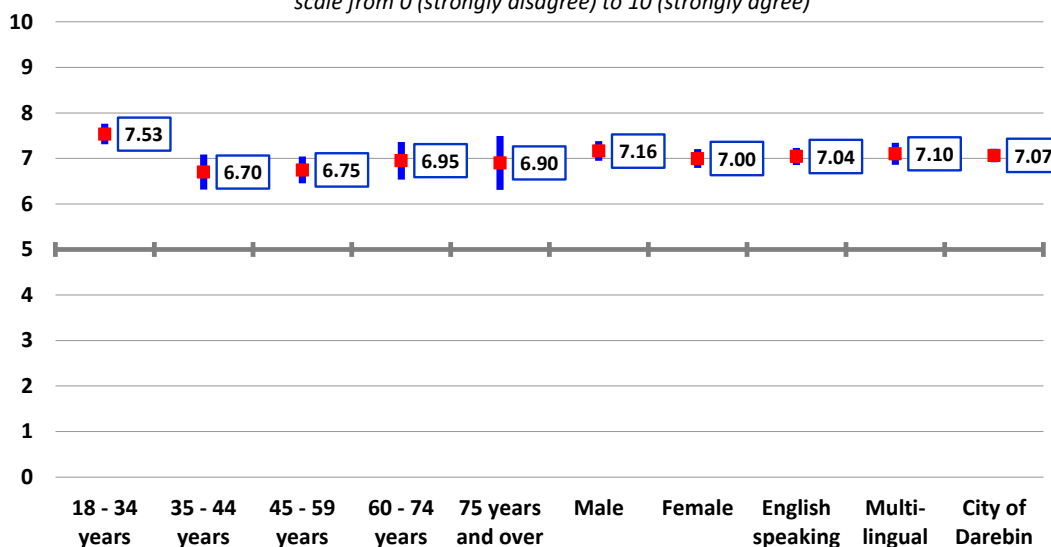
- ***Young adults (aged 18 to 34 years)*** – respondents were measurably more in agreement than the municipal average.
- ***Gender*** – there was no meaningful variation in this result observed by gender.
- ***Language spoken at home*** – there was no meaningful variation in agreement between respondents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



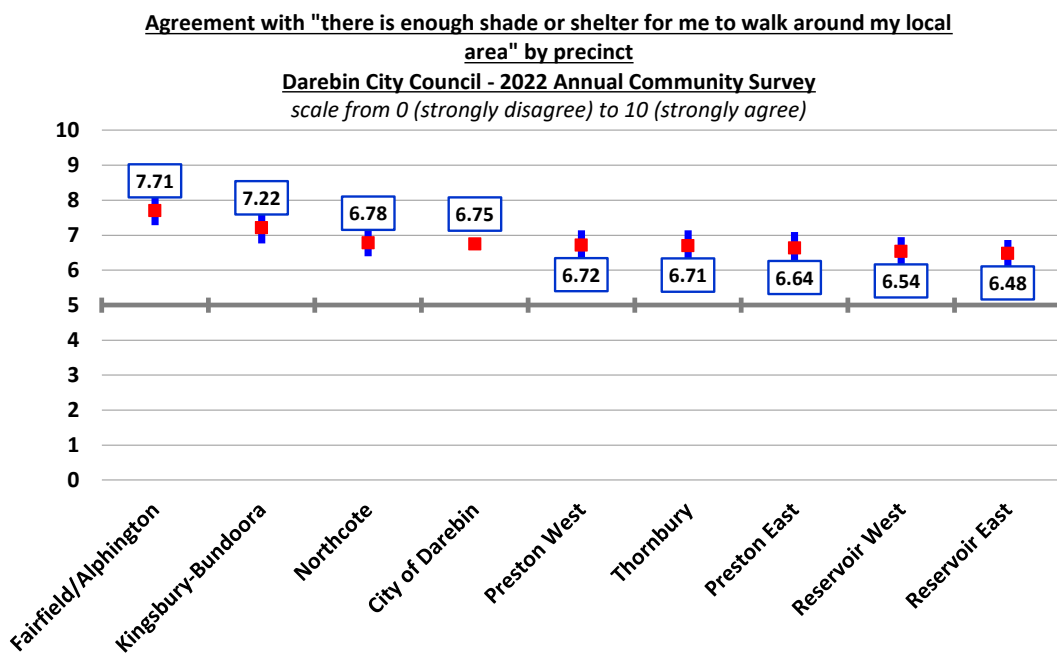


There is enough shade or shelter for me to walk around my local area

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:

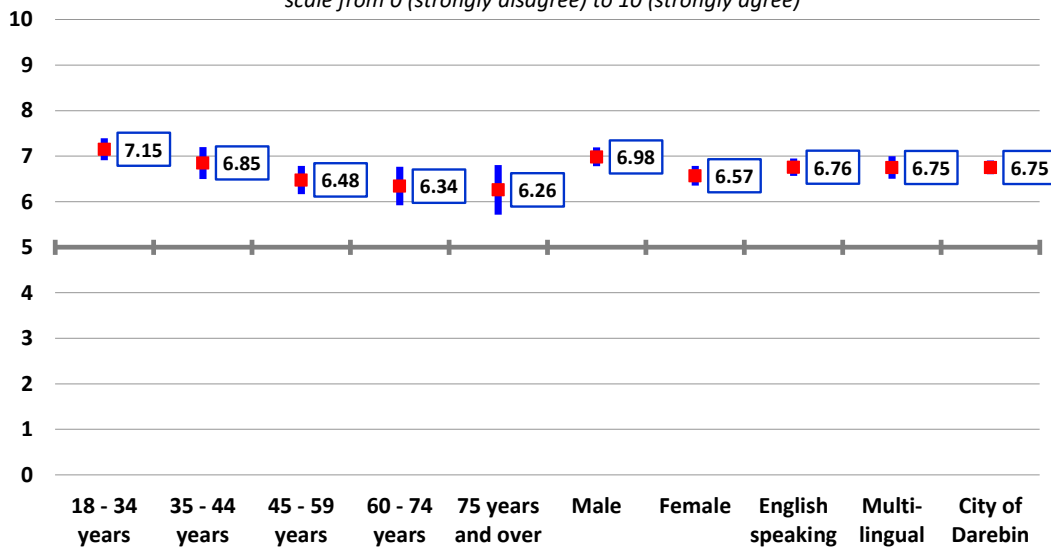
- **Young adults (aged 18 to 34 years)** – respondents were measurably more in agreement than the municipal average.
- **Older adults and senior citizens (aged 60 years and over)** – respondents were somewhat, but not measurably less in agreement than the municipal average.
- **Gender** – male respondents 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)



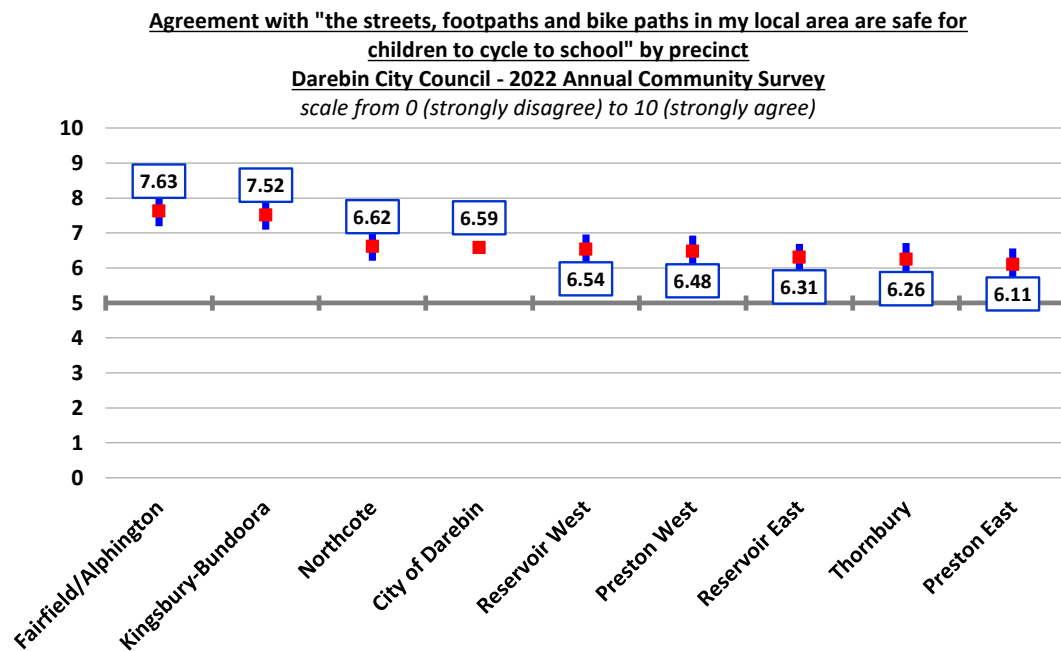


The streets, footpaths and bike paths in my local area are safe for children to cycle to school

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.

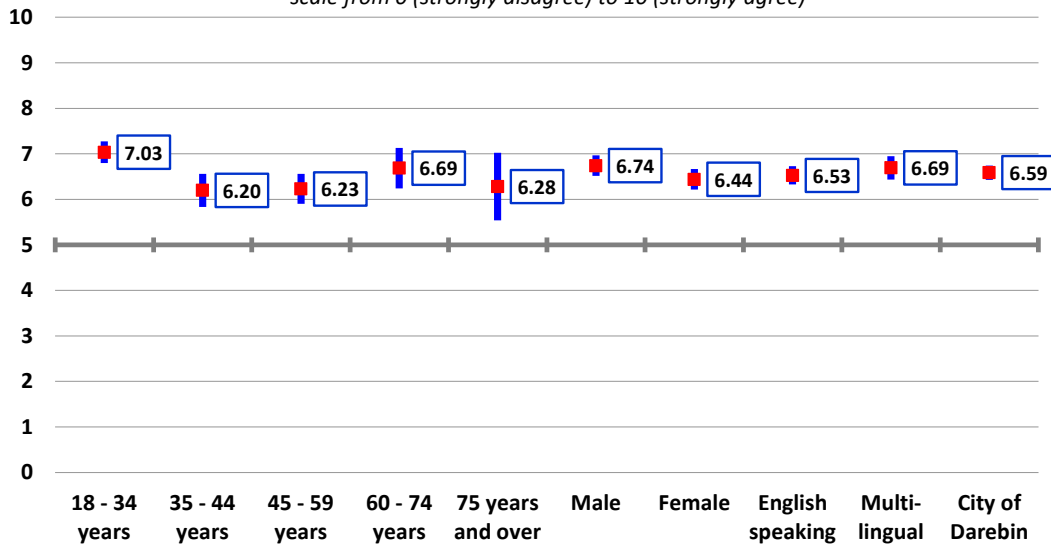




- **Language spoken at home** – there was no meaningful variation in agreement between respondents from English speaking and multilingual households.

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)





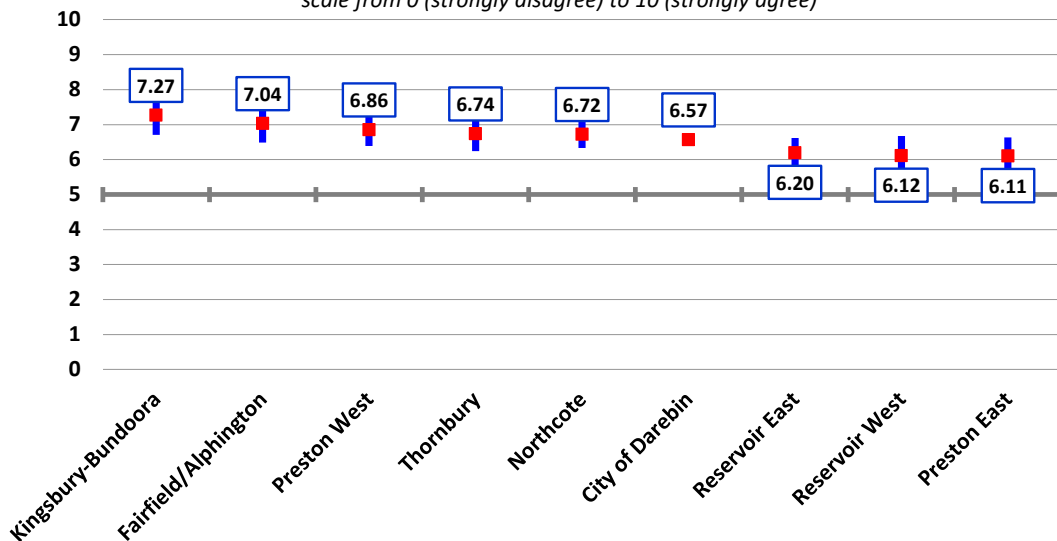
I am satisfied with Council's performance in providing information about and promoting walking in Darebin

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.

Agreement with "I am satisfied with Council's performance in providing information about and promoting walking in Darebin" by precinct
Darebin City Council - 2022 Annual Community Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



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

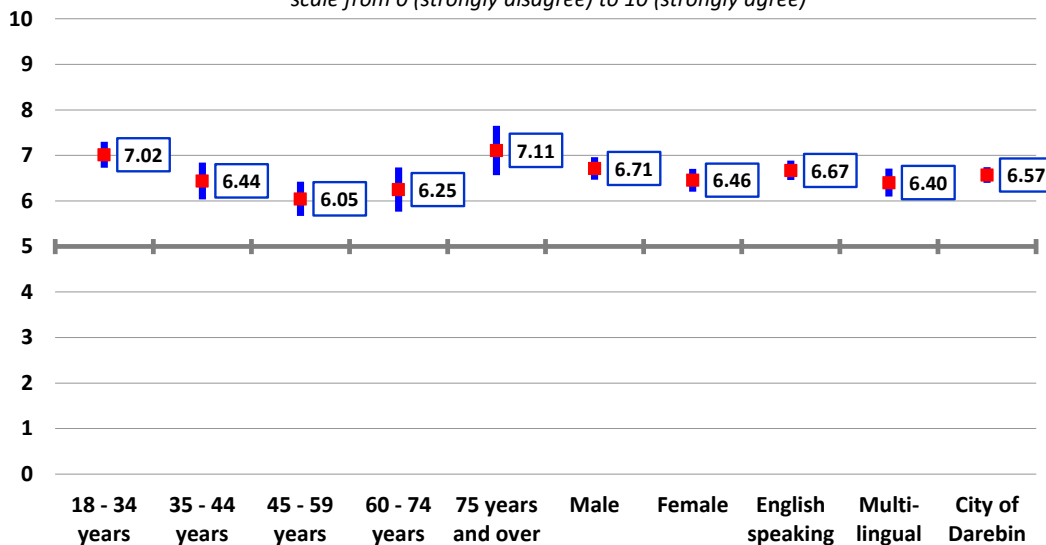
- ***Young adults (aged 18 to 34 years)*** – respondents were measurably more in agreement than the municipal average.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were measurably less in agreement than the municipal average.
- ***Gender*** – male respondents were measurably more in 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

222

Metropolis
RESEARCH



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.

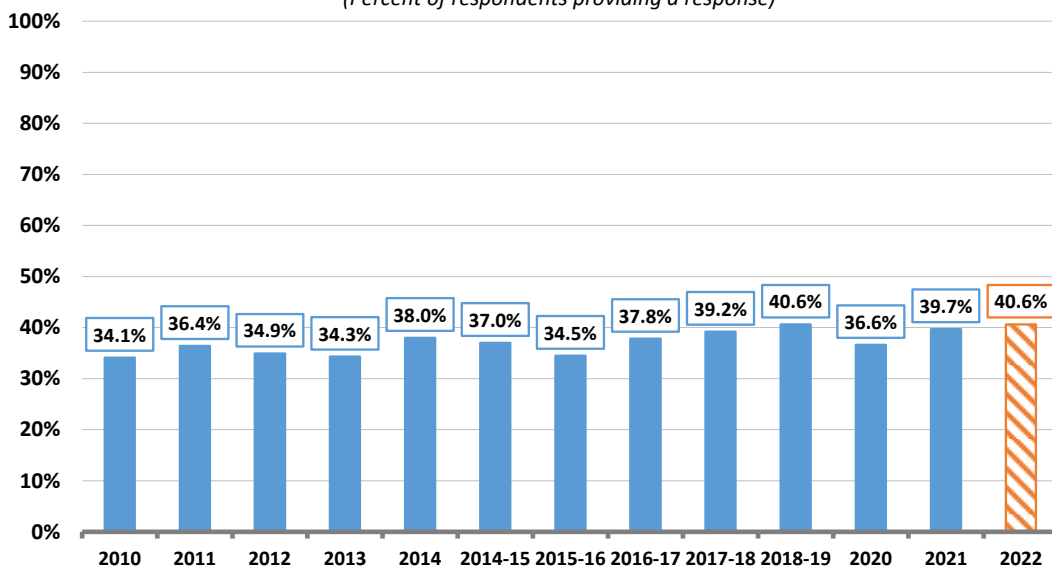
Household members identified as having a disability
Darebin City Council - 2022 Annual Community Survey
(Number and percent of respondents providing a response)

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 mortgagor 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

234


 Metropolis
RESEARCH

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 carparks 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

238



Metropolis
RESEARCH

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





<i>Other</i>	
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





<i>Bike lanes</i>	
Bike lane issues	1
Total	1
<i>Waste management</i>	
Lot drains not cleaned out	1
Total	1
<i>Other</i>	
Bikers come onto my garden	1
Total	1
Total neutral comments	96

Reasons for rating satisfaction with Council's overall performance more than 5 or "satisfied"
Darebin City Council - 2022 Annual Community Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Generally positive comments</i>	
It is perfect / good / fine / working well / satisfied	39
Haven't had many problems / no complaints / no issues	23
Enjoy living in Darebin / nice place to live	8
Services are well done / great	4
Council is doing well in picking up bin	3
Council is trying it's best	3
The Council is responsive / follows through	3
Council is doing well in cleaning	2
Good communication	2
Pretty proactive and aware	2
They are getting rid of the rubbish and that is good	2
They maintain the area and streets quite generally, which is good	2
Anytime I've interacted with them they've solved my problem or explained why they couldn't	1
Council is reliable	1
Do good job of infrastructure and core services, good area	1
Everything seems nice especially the rates	1
Find they are quite active and always doing things	1
From a planning perspective they did well	1



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
--	---

Total	16
--------------	-----------

Cleanliness and maintenance of area

Litter collection	2
-------------------	---

Because of dumped rubbish in laneways	1
---------------------------------------	---

Certain areas like around Northcote Plaza is ignored	1
--	---

Certain departments could do better. The worse department is the maintenance and repair department	1
--	---

Cleaning of open space areas	1
------------------------------	---

Cleaning takes a bit of time	1
------------------------------	---

Issues with dumped rubbish	1
----------------------------	---

I've never seen them do the maintenance regularly	1
---	---

Just need to fix dumped rubbish	1
---------------------------------	---

Need a lot of improvements to be done especially in terms of cleanliness	1
--	---

Needs to do better with maintaining cleanliness	1
---	---

Rubbish is not properly maintained in the park of rugby clubs	1
---	---

The Council should make cleaner streets	1
---	---

Total	14
--------------	-----------

Council customer service / responsiveness

Bit slow to react	2
-------------------	---

Sometimes they don't follow up	2
--------------------------------	---

Called a few times about broken street light and was fixed after some time	1
--	---

My query still hasn't been resolved	1
-------------------------------------	---

Not too responsive to needs such as fixing roads and footpaths	1
--	---

Respond to public comments	1
----------------------------	---

The Council takes reasonable time to get back to my enquiries	1
---	---

There is a huge tree in front of my house, contacted Council about this and no action taken	1
---	---

There was the issue of hot air balloon because oil was dripping and they didn't get back to me regarding problem	1
--	---

They don't try to fix anything	1
--------------------------------	---

With COVID and things lately are bit slower for addressing the issues	1
---	---

Total	13
--------------	-----------

Generally neutral comments

Average job / services	4
------------------------	---

All things considered	1
-----------------------	---

Averaging my answer to a 7 seems reasonable	1
---	---

Decent but not great	1
----------------------	---

Not too bad not too great / average	5
-------------------------------------	---

Total	12
--------------	-----------





<i>Parks / gardens / open spaces / trees</i>	
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
<i>Rates / financial management</i>	
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
<i>Traffic / roads</i>	
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



<i>Shops / restaurants / entertainment venues</i>	
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
<i>Safety / security</i>	
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
<i>Bikes / bike paths</i>	
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
<i>Parking</i>	
Parking issues	3
I have to call several times for parking illegally in driveways	1
Need more parking	1
Total	5
<i>Multicultural issues</i>	
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





**Darebin City Council
2022 Annual Community Survey**



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

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

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	Can't say	9
	No	2		

3	How many times did you contact Council to resolve your query?			
	Once	1	4 to 5 times	3
	2 to 3 times	2	More than 5 times	4

4	Was your query resolved in the timeframe provided?			
	Yes	1	Still unresolved	3
	No	2	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?												

6

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			
Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												

6

13. The availability of bicycle parking	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
<i>Do you have any comments to make about public art in Darebin?</i>												
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
<i>Do you have any comments to make about graffiti in Darebin?</i>												

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
<i>If rated less than 6, why do you say that?</i>												
2. Council's performance in communicating its programs and services	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 6, why do you say that?</i>												
3. 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
<i>If rated less than 6, why do you say that?</i>												
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
<i>If rated less than 6, why do you say that?</i>												
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
<i>If rated less than 6, why do you say that?</i>												

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

14

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
--	---	---	---	---	---	---	---	---	---	---	----	----

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
--------------	---	---------------	---

24 Do any members of this household identify as having a disability?

Yes	1	No	2
-----	---	----	---

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?	
	<input type="text"/>	

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.



 <p>CITY OF DAREBIN</p> <p>274 Gower Street, Preston PO Box 91, Preston, Vic 3072 T 8470 8888 F 8470 8877 E mailbox@darebin.vic.gov.au darebin.vic.gov.au</p> <p>the place to live</p>	<p>CITY OF DAREBIN</p> <p>274 Gower Street, Preston PO Box 91, Preston, Vic 3072 T 8470 8888 F 8470 8877 E mailbox@darebin.vic.gov.au darebin.vic.gov.au</p>	 <p>National Relay Service</p> <p>TTY dial 133 677 or Speak & Listen 1300 555 727 or iprelay.com.au then enter 03 8470 8888</p>	 <p>Speak your language</p> <p>T 8470 8470</p> <table border="0"><tr><td>العربية</td><td>Italiano</td></tr><tr><td>繁體中文</td><td>Македонски</td></tr><tr><td>Ελληνικά</td><td>Soomalii</td></tr><tr><td>हिंदी</td><td>Tiếng Việt</td></tr></table>	العربية	Italiano	繁體中文	Македонски	Ελληνικά	Soomalii	हिंदी	Tiếng Việt
العربية	Italiano										
繁體中文	Македонски										
Ελληνικά	Soomalii										
हिंदी	Tiếng Việt										



the place
to live

City of Darebin Audit and Risk Committee

Bi-Annual Report

June 2022 – November 2022

1. Summary

The Audit and Risk Committee (the Committee) is a committee established in accordance with section 53 and 54 of the *Local Government Act 2020* (the Act) to assist Darebin City Council (the Council) in fulfilling its responsibilities relating to external financial and performance reporting, risk and financial management, corporate governance, internal control systems and providing advice to drive continuous improvement.

The Committee's role is to report to the Council and provide appropriate advice and recommendations on matters relevant to its charter in order to facilitate decision making by the Council relating to the discharge of its responsibilities.

The objective of the Committee is to oversee:

- the integrity of external financial reporting, including accounting policies
- the scope of work, objectivity, performance, and independence of the external and internal auditors
- the establishment, effectiveness and maintenance of controls and systems to safeguard the Council's financial and physical resources
- the systems or procedures that are designed to ensure that the Council comply with relevant statutory and regulatory requirements
- the process for recognising risks arising from the Council's operations and strategies, and consider the adequacy of measures taken to manage those risks, including compliance
- the processes and systems which protect the Council against fraud and irregularities including the Protected Disclosures Act procedures.

2. Period of Reporting

This report:

- meets the reporting requirements to Council as mandated by section 54(5) the Act
- provides Council and the community with a summary of the matters that the Committee addressed in the reporting period in discharging its responsibilities under its Charter and under the Act
- provides an overview of the activity of the Committee from 1 June 2022 to 30 November 2022.

3. Committee Membership and Meetings

The Committee met two times during the reporting period and their meeting attendance is highlighted in the below table:

Member	Role	29/06/2022	12/10/2022
Ms. Lisa Tripodi	Independent Member & Chairperson	✓	✓
Dr. Marco Bini	Independent Member	✓	✓
Mr. Jonathan Kyvelidis	Independent Member	✓	✓
Cr. Tom Hannan	Committee Member	✓	✓
Cr. Lina Messina	Committee Member & Mayor	✓	✓

4. Committee Annual Work Plan

The Committee has dealt with all matters scheduled for consideration in Annual Work Plan for the specified reporting period.

There has been no impact on the operation on Committee or its activities as the recent changes in Local Government Act were already in place.

The Committee's Annual Work Plan was reviewed and endorsed by the Committee at its meeting on 29 June 2022.

The Committee's Charter was reviewed by the Committee at its meeting on 12 October 2022 and adopted by Council on 28 November 2022.

Key findings related this section during this period were:

June 2022

- With the staffing structure in the risk department now addressed, focus can be directed to improving frameworks and organisational accountability surrounding internal controls, business continuity and compliance with legislation and regulations.
- Management are progressing work to ensure that the Policy Framework is current.
- Council is fully compliant with all requirements of the Local Government Act 2020 and has assessed and considered the implications of the Local Government Legislation Amendment (Rating and Other Matters) Bill 2022.

October 2022

- Council's compliance level has increased from level 2 to Level 3 in accordance with the compliance of VicRoads Information Protection Agreement.
- Council's Policy of Framework to Ensure Embedding of the Governance Principles comply with Local Government Act 2020's legislative requirements.
- Management have adequate controls in place to manage and record offers and receipt of Gifts, Benefits and Hospitality.
- Management have adequate controls in place to oversee and report on Councillor Expenses.
- CEO Credit Card transactions are in accordance with relevant policies and reflect appropriate expenditure.

5. Committee Responsibilities

5.1 Financial and Performance Reporting

At the 29 June 2022 meeting:

- The Committee reviewed the Quarterly Financial Report that provided budget comparison and forecast updates as required. The Committee was satisfied with the financial position in consideration of operating, capital and investment performances and did not make any further comment.
- The Committee received assurance that the changes to Australian Auditing and Accounting Standards will not have any material impact on either the audit objectives or the preparation of this year's Annual Financial Report.
- The Committee received an update on Procurement Policy and the Non-Conformance procurement activities report. The Committee suggested the breach definitions within the Procurement Policy to be updated.

Key findings related to this section during this period were:

City of Darebin Audit and Risk Committee – Biannual Report (June 2022 – November 2022)

June 2022

- Council is monitoring and managing its financial position and key controls and addressing procurement capability and compliance.
- The Australian Accounting Standards have been assessed and there are no changes to note.

5.2 Information Services

The Committee were presented with an update on the progress of the management of risks and projects by the Information Services Department.

At the 29 June 2022 meeting, the Committee received an oversight of the top five risks and the actions being undertaken. The top five risks were cyber security, disaster recovery, information management, IT asset management lifecycle, and system availability. At the same meeting an update was provided on:

- progress on risks associated with the Oracle System
- progress on information services project
- progress on IT strategy.

At the 12 October 2022 meeting, the Committee received an oversight of the top five risks and the actions being undertaken. The top five risks were cyber security, Oracle Finance System (integrated finance system), Disaster Recovery, Information Management and IT Asset Management Lifecycle. At the same meeting, an update was provided on:

- progress on risks associated with the Oracle System
- progress on information services project
- progress on IT strategy
- recent Optus breach
- progress on the risk levels with respect to Cyber Security (Essential 8) audit.

Key findings related to this section during this period were:

June 2022

- Management have undertaken appropriate action to mitigate the high risks in IT.
- 2021/22 Information Services projects are addressing key risks including Cyber Security, IT disaster Recovery and Data Governance.

October 2022

- Management have taken appropriate action to mitigate the high risks in IT.
- 2022/23 Information Services projects are addressing key risks including Cyber Security, IT Disaster Recovery and Data Governance.
- An IT Strategy is being developed to ensure future technology spend is aligned to business needs.

5.3 Risk Management

At the 29 June 2022 meeting, the Committee received an update on the review of Council's Risk Management Framework as follows:

- Council enhanced its current Risk Management Framework in June 2021 that is not due for the next review until May 2023.
- Council adopted its current Risk Management Policy in May 2022 that is not due for the next review until June 2026.
- The Risk Appetite Statement was developed in 2021 that has been incorporated into Risk Management Policy at a high level.

City of Darebin Audit and Risk Committee – Biannual Report (June 2022 – November 2022)

At the 12 October 2022 meeting, the Committee received an update on insurable risk profile and gap analysis. At the same meeting, the Committee were presented the annual review of insurance program.

Key findings related to this section during this period were:

June 2022

- Actions taken to manage Council's risks are adequate and strengthened by the representation of several key reportable findings, and the presentation of Council's strategic and operational risks.

October 2022

- Actions taken to manage Council's risks are adequate and strengthened by the representation of several key reportable findings, and the presentation of Council's strategic and operational risks.
- The actions taken to ensure that material risks have been dealt with are adequate and are helping to embed risk management practices throughout the organisation.
- Council's risk profile is relatively new, and we are starting to see an increase in staff awareness and maturity and continue to work with the organisation to bridge the gap.
- Current emphasis is being placed on identifying where the gaps are in the current fraud, prevention and control systems and actions put in place to address the gaps.

5.4 Safety, Wellbeing and Workcover

The Committee were presented with a high-level indicator and analysis of safety, wellbeing and WorkCover across Council for the reporting period. The report provides:

- A COVID and vaccination update
- Safety data on:
 - types of incidents
 - total number of incidents
 - comparison to previous year
 - total number of hazards reported
- Employee Assistance Program new cases, active cases and total hours. In addition, a split between work and personal and a summary of the demographics using the service in the reporting period.
- Injury Management covering WorkCover claims, early intervention and work support program.

The Committee were also presented an update on Council's OHS Policy.

Key findings related to this section during this period were:

- Management has adequate measures in place to support and monitor health, safety and wellbeing across the workforce.

5.5 Fraud Prevention Systems and Controls

As a result of increased reported cyber incidents and concerns with the level of organisational understanding of policies, procedures and systems to combat fraud, Council engaged ProCare Forensic Services to undertake a detailed review of the cyber incidents and Councils fraud management framework.

The engagement includes three phases and the review has commenced the first two phases. The Committee noted that a summary of the report will be provided as part of the December 2022 agenda and there was no suspicious behaviour involved with the incidents by internal stakeholders.

5.6 Internal Audit

Internal Audit Program Status

At each meeting, the Committee received an update on the Internal Audit Plan. Changes were made to the Plan reviews/schedule as required. The Committee also received reports on the status prior report recommendations and actions.

The Committee received five reports during the reporting:

- Review of Compliance Strategy and Sustainability (June 2022)
- Review of Cyber Security (June 2022)
- Review of Events Management (October 2022)
- Review of Statutory Planning Processes (October 2022)
- Review of Compliance with DoT (VicRoads) Information Protection Agreement (October 2022)

Management accepted all recommendations which are monitored at subsequent Committee meetings.

Key findings related to this section during this period were:

June 2022

- The 2021/22 Internal Audit Program has been adjusted to reflect changes to align with organisational priorities and is on track for completion by October 2022.
- The 2022/23 Internal Audit Program will commence from July 2022.
- The audit scopes for the Review of Asset Protection, Review of Payroll, Review of Compliance with DoT (VicRoads) Information Protection Agreement and Reviews of Community Engagement Framework with control effectiveness in Multi-Sports Stadium Project and COVID Response have been prepared and endorsed by the Committee.

October 2022

- The 2021/22 Internal Audit Program has been adjusted to reflect changes to align with organisational priorities and is on track for completion by December 2022.
- The 2022/23 Internal Audit Program has been commenced and will continue to delivery.
- The audit scopes for the Review of Procurement below \$300,000 (including tendering and contract management) and Review of Environment Management have been prepared and endorsed by the Committee.

Completed Internal Audits

At each meeting, the Committee received an update on the completed internal audits during the reporting period.

At the 29 June 2022 meeting, the following audits were presented:

- Strategic Internal Audit Plan 2021/22 – Review of Compliance Strategy and Sustainability
- Strategic Internal Audit Plan 2021/22 – Cyber Security

At the 12 October 2022 meeting, the following audits were presented:

- Strategic Internal Audit Plan 2021/22 – Events Management
- Strategic Internal Audit Plan 2021/22 - Statutory Planning Processes
- Review of Compliance with DoT (VicRoads) Information Protection Agreement

Key findings related to this section during this period were:

June 2022

- The delivery of the 2021/22 Internal Audit Program is underway and will be completed by September 2022. The 2022/23 Internal Audit Program will commence in July 2022.

City of Darebin Audit and Risk Committee – Biannual Report (June 2022 – November 2022)

October 2022

- The delivery of the 2021/2022 Internal Audit Program is underway and will be completed by December 2022. The 2022/2023 Internal Audit Program will continue to commence.

Outstanding Audit Actions Status

At each meeting, the Committee received the current status of all outstanding actions from previous internal audits undertaken across Council.

Key findings related to this section during this period were:

- Management are progressing the completion of outstanding audit actions, with some delays experienced in achieving completion as expected.

5.7 Strategic Annual Internal Audit Plan

The table below provides a timeline of the 2021/22 Internal Audits:

	Audit	Audit Plan (scope) approval	Audit commencement	Final Audit Report Due	Final Audit Report provided to ARC
1.	Review of CAATs (A/P, Purchasing, Payroll, A/R)	6 Dec 2021	Sept 2022	Nov 2022	12 Dec 2022

The table below provides a timeline of the 2022/23 Internal Audits:

	Audit	Audit Plan (scope) approval	Audit commencement	Final Audit Report Due	Final Audit Report provided to ARC
1.	Review of Asset Protection	29 June 2022	July 2022	Oct 2022	12 Dec 2022
2.	Review of Risk Management	Out of session	August 2022	Nov 2022	12 Dec 2022
3.	Review of Community Engagement Framework with control effectiveness in Multi-Sports Stadium Project and COVID Response	29 June 2022	Sept 2022	Oct 2022	12 Dec 2022
4.	Review of Payroll (inc. Data Analytics)	29 June 2022	Sept 2022	Nov 2022	12 Dec 2022
5.	Review of Environment Management	12 Oct 2022	Oct 2022	Dec 2022	20 March 2023
6.	Review of Procurement below \$300,000 (including tendering and contract management)	12 Oct 2022	Nov 2022	Jan 2023	20 March 2023
7.	Review of Hard Waste Services	12 Dec 2022	March 2023	May 2023	19 June 2023
8.	Follow Up Audit	12 Dec 2022	March 2023	May 2023	19 June 2023

City of Darebin Audit and Risk Committee – Biannual Report (June 2022 – November 2022)

Key findings related to this section during this period were:

June 2022

- The key focus is to ensure delivery and completion of the 2021/22 internal audit program and commence delivery of the 2022/23 program by the 12 October 2022 meeting.

October 2022

- The key focus is to ensure delivery and completion of the 2021/22 internal audit program by the 12 December 2022 meeting and continue to commence delivery of the 2022/23 program.

5.8 External Audit

At the 29 June 2022 meeting, the Committee could not be presented the VAGO Interim Management Letter for the year ended 30 June 2022 due to outstanding requirements to be provided by Council. The Committee received the VAGO Interim Management Letter for the year ended 30 June 2022 out of session via e-mail on 11 July 2022.

At 12 October 2022 meeting, the Committee received Draft 2021-2022 Financial Statement and Performance Report, VAGO Closing Report, Draft Management Representation Letter, and Final Management Letter for the year ended 30 June 2022.

Key findings related to this section during this period were:

June 2022

- Management are working with the external auditor to progress the delivery of the interim management letter for the year ending 30 June 2022.

October 2022

- Council has effective financial management and budget controls in place following review of the Financial Statements for 2021/22.
- In the light of the disruption to services due to COVID, there has been impact on some areas of performance measures (i.e. leisure centres), contributing to an otherwise positive outcome following review of Performance Statement.
- The annual audit undertaken by VAGO did not identify any material audit differences or unadjusted differences in the Financial Report and there are no significant risks identified.

5.9 Other Matters

The Committee received reports on, and discussed other matters, including:

- VAGO Sexual Harassment Survey Outcomes and Action Updates
- Policy Framework Update – Embedding of Governance Principles
- Insurance Claims – Claims Management
- Strategic Annual Internal Audit Plan 2021/22 and 2022/23
- Councillor Gifts, Benefits & Hospitality Register
- Councillor Support & Expenses
- CEO Credit Card Expenses
- Strategic and Operational Risks
- Contamination Risk Update
- Cladding Update
- Key Metrics Update
- Lodge Primary Interest Returns in Accordance with Local Government Act
- Governance and Management Checklist

6. Reporting to Council

As previously indicated, these reports are formally provided to Council at least twice per annum, in June and December. In accordance with the Governance Rules 2020, minutes of the Committee meetings, as an advisory Committee to Council, are provided to Council as soon as practical after each meeting.

7. Performance Evaluation

The committee conducted an annual performance evaluation and the results were reported in the Committee Performance Report at the 29 June 2022 meeting.

8. Meeting Schedule for 2022

The Committee's meeting schedule for the year of 2023 is as follows:

- Monday 20 March 2023
- Monday 19 June 2023
- Monday 11 September 2023
- Monday 4 December 2023

9. Overall comments

The Committee welcomes feedback as to whether this report meets Council's expectations. If Council wishes to be briefed by the Committee on any matters raised in this report, I would be delighted to attend as required.

Thank you to Committee members, all Councillors and Council Officers for your support during this period and especially during these challenging times.

Yours Sincerely

Lisa Tripodi

Chair on behalf of the Audit and Risk Committee

12 December 2022

10. ITEMS TO BE TABLED

Nil

11. NOTICES OF MOTION

11.1 SUPPORT FOR TRANS AND GENDER DIVERSE PEOPLE IN SPORT

Councillor: Susanne NEWTON

NoM No.: 20/2022

Take notice that at the Council Meeting to be held on 19 December 2022, it is my intention to move:

That Council, in response to recent transmisogynistic and transphobic statements relating to the involvement of trans and gender diverse people in sport and their public endorsement by some political leaders;

- (1) Release a public statement of support for the inclusion of trans and gender diverse people in all sports in the municipality, and in opposition to transphobia and transmisogyny.*
- (2) Notes existing initiatives such as the Trans and Gender Diverse Swim Night at Reservoir Leisure Centre that offer a safe and welcoming place to trans and gender diverse people participating in sport and recreation activities and local sporting clubs such as the Darebin Falcons that have led the way on trans inclusion in sport.*

Reviews its policies regarding trans and gender diverse inclusion, anti-discrimination, and diversity and inclusion as part of its work including the Rainbow Tick accreditation, in consultation with the Sexuality, Sex and Gender Diversity Advisory Committee.

Notice Received: 5 December 2022

Notice Given to Councillors 5 December 2022

Date of Meeting: 19 December 2022

Rationale

As a leader on trans, gender diverse and LGBTIQ+ inclusion, it is timely for Darebin Council to reaffirm our support for trans and gender diverse people in sport.

We oppose transphobia and transmisogyny in all its forms and discrimination of all kinds and this motion will demonstrate publicly our support for trans and gender diverse people who participate in sport, which is crucial to health, fitness, and community building locally.

Members of the LGBTIQ+ community and Darebin's Sexuality, Sex and Gender Diversity Committee (SSGD) have been involved in drafting this motion and the motion has been shared with the SSGD for feedback.

Attachments

Nil

12. URGENT BUSINESS

13. CONSIDERATION OF REPORTS CONSIDERED CONFIDENTIAL

In accordance with Section 66(2) of the *Local Government Act 2020*, Council may resolve to close the meeting to members of the public to consider the following items, deemed to be confidential by the Chief Executive Officer in accordance with Section 3(1) of the Act for the reasons indicated:

13.1 2 Wingrove Street Alphington

This item is designated confidential because it is private commercial information, being information provided by a business, commercial or financial undertaking that if released, would unreasonably expose the business, commercial or financial undertaking to disadvantage, pursuant to Section 3(1) (g(ii)) of the Act.

13.2 Clements Reserve

This item is designated confidential because it is Council business information, being information that would prejudice the Council's position in commercial negotiations if prematurely released, pursuant to Section 3(1) (a) of the Act.

CLOSE OF MEETING

Recommendation

That in accordance with section 66(2) of the *Local Government Act 2020*, Council resolves to close the meeting to members of the public to consider the items designated confidential by the Chief Executive Officer on the basis that the matters are confidential in accordance with Section 3(1) of the Act.

RE-OPENING OF MEETING

Recommendation

That the meeting be re-opened to the members of the public.


14. CLOSE OF MEETING

**CITY OF
DAREBIN**

274 Gower Street, Preston
PO Box 91, Preston, Vic 3072
T 8470 8888 F 8470 8877
E mailbox@darebin.vic.gov.au
darebin.vic.gov.au

 **National Relay Service**
relayservice.gov.au

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service.

 **Speak your language**
T 8470 8470

العربية	Italiano	Soomalil
繁體中文	Македонски	Español
Ελληνικά	नेपाली	اردو
हिंदी	ਪੰਜਾਬੀ	Tiếng Việt