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## Executive summary

Metropolis Research was commissioned by the City of Darebin to conduct the *2023 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 previous requirements of Council in relation to the collecting of personal information from consultation participants, the survey was again conducted as a random sample telephone survey this year. With the removal of these requirements, the survey will return to the more effective door-to-door, in-person interview method in 2024.

The surveying was completed from June 2023 and includes a sample of 1,001 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 measurably and significantly this year, down seven percent from 6.8 to 6.3 out of ten. This was a “solid”, down from a “good” level.

The 2023 result was the lowest overall satisfaction recorded for the City of Darebin and was measurably lower than the long-term average satisfaction since 1999 of 6.9.

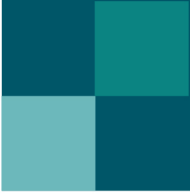
Satisfaction with Darebin City Council’s overall performance was measurably (10%) lower than the metropolitan Melbourne average of 7.0 as recorded in the *2023 Governing Melbourne* research conducted independently by Metropolis Research in January 2023 using the door-to-door, in-person interview methodology.

Almost three-quarters (74% down from 79%) of respondents were satisfied with Council’s overall performance, whilst 16% (up from 12%) were dissatisfied.

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

- **Notably more satisfied than average** – included respondents from Fairfield-Alphington and Kingsbury-Bundoora, rental households, and new and newer residents (less than five years in the City of Darebin).
- **Notably less satisfied than average** – included middle-aged and older adults (aged 45 to 74 years) and the 14 respondents identifying as Aboriginal and / or Torres Strait Islander.

The most common reasons why respondents were dissatisfied with Council’s overall performance related to issues with Council’s governance, management, and performance, issues with Council’s communication, consultation, and engagement with the community, and some concerns around specific Council services and facilities.



The issues that appear to exert the most negative influence on overall satisfaction (for the respondents who raise them) were Council's governance and management, graffiti / vandalism, planning and development, parks and gardens, and safety, policing and crime 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 garbage collection, the maintenance and repair of sealed local roads, and the maintenance and cleaning of shopping strips. In other words, the respondents dissatisfied with each of these services were the least satisfied with Council's overall performance.

The most significant finding in the report this year was that the average satisfaction with the five aspects of [governance and leadership](#) declined measurably and significantly this year, down by an average of 10%, from an average of 7.0 or "good" to 6.3 or "solid".

Metropolis Research notes that satisfaction with aspects of governance and leadership, increased strongly in many municipalities this year, reversing the unusual declines recorded last year that appeared to result from a generalised fatigue with government coming out of the last lockdown and into the federal and then state election campaigns.

Darebin City Council did not experience a decline last year but fell heavily this year when most other municipalities improved satisfaction in this area. The City of Darebin has now fallen significantly behind the metropolitan Melbourne average satisfaction with governance and leadership.

Respondents rated as "very good" (down from "excellent") Council's support of diversity, inclusion, and fairness (7.3). This result strongly suggests that Council is effectively engaging with its diverse and multicultural community.


Respondents rated as "solid" (down from "good") the core aspects of governance and leadership including communicating its programs and services (6.4 down from 7.0), lobbying, and making representations on key issues (6.0 down from 6.8), community consultation and engagement (6.0 down from 6.8), as well as making decisions in the interests of the community (5.8 or "poor" down from 6.6).

There were only 11 [Council services and facilities](#) included in the survey, and the average satisfaction with these services and facilities declined notably by an average of four percent this year to 7.2 (down from 7.5), which is a "good", down from a "very good" level.

It is important to note that this average satisfaction with services and facilities remains measurably and significantly higher than satisfaction with Council's overall performance (6.3).

It is, however, difficult to make a stronger statement about satisfaction with Darebin City Council's service delivery performance given that only 11 services were included in the survey.





Of the 11 services and facilities, only footpath maintenance and repairs (6.3) recorded a satisfaction score equal to or lower than the overall satisfaction with Council.

There were significant declines in satisfaction with the maintenance of parks, gardens, and open spaces (down 8%), cleaning of shopping strips (down 8%), weekly garbage collection (down 6%), and litter collection in public areas (down 6%). These declines in satisfaction were likely to have been impacted to some extent by the general decline in satisfaction with the performance of Darebin City Council rather than solely reflecting a change in community sentiment in relation to the individual service or facility.

Satisfaction remained relatively stable for Darebin Libraries (down 2% to 8.3), Council's festivals and events (down 1% to 7.8), and the new service 'Council events and activities supporting LGBTIQ+ inclusivity (7.8), all three of which were rated as "excellent".

Satisfaction with [information about and promoting cycling and walking](#) in the City of Darebin declined measurably this year, down seven percent to 6.2 or "solid", down from "good".

Agreement [that the public spaces, art works, and cultural infrastructure makes Darebin a better place to live](#) declined measurably this year, down eight percent to 7.1 out of 10.

Agreement that the respondent was [satisfied with Council's efforts in managing the issue of graffiti](#) also declined measurably this year, down 10% to 6.3 out of 10, which is only a "moderate", down from a "strong" level of agreement.

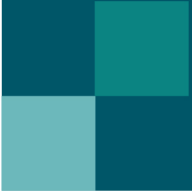
One of the few positive results in the survey this year was that satisfaction with the [customer service](#) experience remained stable this year at 6.9 out of 10, or a "good" level of satisfaction. This remained, however, measurably lower than the metropolitan Melbourne average satisfaction of 7.4 or "very good".

Satisfaction with the 'final outcome' of their contact with Council, however, declined measurably this year, down eight percent to 6.0, but remains at a "solid" level. Metropolis Research notes the limited ability of Council to influence satisfaction with the outcome.

There were two aspects of [planning and development](#) included in the survey this year, and both declined notably this year. Satisfaction with the appearance and quality of new developments (6.0 down from 6.3) and satisfaction with the number of new developments (5.8 or "poor" down from 6.1).

Satisfaction with the appearance and quality of new developments was measurably and significantly lower in the City of Darebin than the metropolitan Melbourne average of 7.1 or "good". This result reflects the significance of planning and development related issues in the municipality this year and their negative influence on community satisfaction.

The [perception of safety in the public areas of the City of Darebin](#) during the day and at night both declined somewhat this year. The perception of safety in the public areas of the City of Darebin remains somewhat lower than the metropolitan Melbourne average.



The most common reasons why respondents felt unsafe in the City of Darebin included safety at night concerns, the image / feel of the area including news reports, drugs and alcohol related issues, and concerns around various types of people. The number of respondents raising issues around image / feel and news reports increased notably.

It is noted that female respondents felt nine percent less safe in public areas at night than male respondents, which is consistent with previous results. Metropolis Research notes that this gender perception of safety gap tends to be larger in inner and middle-ring municipalities such as the City of Darebin than outer and growth area municipalities.

The [current issues for the City of Darebin 'at the moment'](#) were building, housing, planning and development (13%), the Preston Market specifically (11% up from 5%), parks, gardens, and open spaces (9%), road maintenance and repairs (8%), traffic management (7%), parking (6%), Council governance, financial management (5%), and footpaths (5%).

Metropolis Research notes the significant increase in the number of respondents raising the Preston Market as an issue this year. This was a significant event which has materially impacted on community satisfaction with the performance of Darebin City Council.

### ***Overview of satisfaction with the performance of Darebin City Council***

Taken as a whole, the *Community Satisfaction Survey* this year shows a significant decline in community satisfaction with the performance of Darebin City Council.

Satisfaction with the performance of Council across all areas of responsibility was recorded at 6.3 out of 10 this year, which is the lowest score recorded by Metropolis Research in more than two decades measuring community satisfaction for the Darebin City Council.


This was the lowest overall satisfaction score recorded for the 10 other metropolitan municipalities for which Metropolis Research has so far conducted this research in 2023.

This declines were observed across most areas of Council service included in the survey, as follows:

- Average satisfaction with **governance and leadership** (down 10%).
- Satisfaction with Council's **overall performance** (down 7%).
- Average satisfaction with **11 services and facilities** (down 4%).
- Average satisfaction with two aspects of **planning and development** (down 5%).

Satisfaction with all four of these areas was measurably and significantly lower than the metropolitan Melbourne results as recorded in *Governing Melbourne*, conducted independently by Metropolis Research in January 2023.





Metropolis Research draws attention to two issues that clearly underpin the significant decline in community sentiment this year, including most notably:

- Community concerns about planning and development including specifically around the Preston Market development. This is reinforced in the [current Issues](#) section which shows that the top two issues to address were planning and development in general (13%), and the Preston Market (11%) specifically.
- Community concerns about Council governance and management, including both the organisation as well as the elected councilors. This is reinforced by the 10% average decline in satisfaction with the five aspects of [governance and leadership](#).

### ***Methodological recommendations***

Metropolis Research notes the significant decline in satisfaction observed this year and advises that the content and structure of the survey tool makes it difficult to make stronger statements about the true extent of community sentiment in relation to the performance of Darebin City Council.

The most significant issue is that the Darebin City Council survey includes only 11 services and facilities, which is insufficient to facilitate stronger statements about how well the Darebin City Council is performing providing services and facilities to the community.

It is noted that many of the services and facilities provided by Council, and with which the community tends to be relatively well satisfied were not included in this survey. This oversight will have the effect of dampening overall satisfaction, as the respondent has not been provided an opportunity to reflect on the full broad range of services and facilities provided by Council.

This will impact both on overall satisfaction, as well as the value-for-rates proposition that underpins many respondents' view about Council performance.

In summary, Metropolis Research recommends the following changes to the survey program:

1. The inclusion of a more comprehensive list of Council services and facilities in the services section (*Governing Melbourne* includes 37 services and facilities).
2. The inclusion of a measure of how important the respondent believes it is that Council provide each of the services and facilities.
3. The inclusion of the full set of core governance and leadership measures, including value for rates and performance maintaining community trust and confidence.
4. The reordering of questions in the survey to minimise the impact of previous questions on the current issues to address question. This will have been a factor in the greater-than-average focus on graffiti / vandalism in the City of Darebin results.





## Introduction

Metropolis Research was commissioned by the Darebin City Council to conduct this, its 24<sup>th</sup> *Annual Community Satisfaction Survey*.

The aim of the survey is to provide Council with a comprehensive picture of the community's satisfaction with Council's performance providing 11 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 requirements of Council in terms of retaining details of participants, the survey was not conducted door-to-door this year. Given that these requirements have been amended, the survey will return to the more comprehensive door-to-door methodology in 2024.

The surveying was all completed from 7<sup>th</sup> till the 26<sup>th</sup> of June 2023

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 1,001 surveys were conducted from a random sample of 21,905, 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 respondents 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 21,905 telephone numbers, the following results were obtained:

No answer	- 13,099.
Refused	- 2,698.
Call back another time	- 521.
Disconnected numbers	- 4,586
Completed	- 1,001.





This provides a response rate of 27%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated.

This is consistent with 26% response rate achieved in 2022 which was also conducted by telephone, but down on the 34% recorded in 2019 which was the last survey conducted door-to-door. 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 a service provided by Metropolis Research since 2010. *Governing Melbourne* included a sample of 800 respondents in 2023.

The sample is drawn in equal numbers from all 31 metropolitan Melbourne municipalities.

*Governing Melbourne* provides an objective, consistent and reliable basis on which to compare the results of the survey.



It is not intended to provide a “league table” for individual councils, rather to provide both a metropolitan and local region framework within which to understand these survey results.

This report provides some comparisons against the 2023 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 published on Council’s *Community Profile*.

### ***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.

### ***Marginal / somewhat / notable***

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.

The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 3.4%.

### ***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 7.8 and above are categorised as excellent.
- ***Very good*** - scores of 7.3 to less than 7.8 are categorised as very good.
- ***Good*** - scores of 6.5 to less than 7.3 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 – 2023 Annual Community Survey*.

### Overall performance

- Satisfaction with Council’s overall performance declined 7% this year from 6.8 to 6.3, which is a “solid”, down from a “good” level of satisfaction.
- This result was measurably and significantly (10%) lower than the 2023 metropolitan Melbourne average of 7.0.
- The proportion of respondents who were satisfied with Council’s overall performance declined for the third consecutive year, down from 88% in 2020 (also conducted by telephone) to 74% this year. There was a substantial increase in the proportion of dissatisfied respondents, up from six percent back in 2022 to 16% this year.
- Respondents from Fairfield-Alphington and Kingsbury-Bundoora were somewhat more satisfied than the municipal average and at a “good” level of satisfaction.
- Respondents from rental households and new and newer residents (less than five years in the City of Darebin) were notably more satisfied with Council’s overall performance, whilst middle-aged and older adults (aged 45 to 74 years) and the 14 respondents identifying as Aboriginal and / or Torres Strait Islander were notably less satisfied.
- Satisfaction with Council’s overall performance increased in one precinct (Fairfield-Alphington) and decreased in seven, with the declines in Reservoir East and Northcote being statistically significant at the 95% confidence level.

### Governance and leadership

- The average satisfaction with the five included aspects of governance and leadership declined measurably and significantly this year, down by an average of 10% this year, from 7.0 out of 10 or “good” to 6.3 or “solid”.
- Satisfaction with the five aspects of governance and leadership were as follows:
  - Support of diversity, inclusion, and fairness (7.3 down from 7.8) “very good”
  - Communicating its programs and services (6.4 down from 7.0) “solid”
  - Lobbying and making representations on key issues (6.0 down from 6.8) “solid”
  - Community consultation and engagement (6.0 down from 6.8) “solid”
  - Making decisions in the interests of the community (5.8 down from 6.6) “poor”.

### Council services and facilities

- The average satisfaction with the 11 included Council services and facilities was 7.2 out of 10 this year, or a “good” level of satisfaction.



- Satisfaction with the 11 services and facilities included in the survey were as follows:
  - Darebin Libraries (8.3 down from 8.5) “excellent”
  - Weekly garbage collection (8.1 down from 8.6) “excellent”
  - Council’s festivals and events (7.8 down from 7.9) “excellent”
  - LGBTIQ inclusivity events / activities (7.8, new) “excellent”
  - The level of street lighting (7.1 down from 7.4) “good”
  - Cleaning of shopping strips (7.0 down from 7.6) “good”
  - Maintenance of parks, reserves, open space (6.8 down from 7.4) “good”
  - Litter collection in public areas (6.8 down from 7.2) “good”
  - Council’s website (6.7, new) “good”
  - Condition of sealed local roads (6.7 down from 7.0) “good”
  - Footpath maintenance and repairs (6.3 down from 6.6) “good”.

## Bikes and shared pathways

- Respondents were asked to rate their satisfaction with one statement about bikes and shared pathways, as follows:
  - Information about cycling and walking (6.2 down from 6.7) “solid”.

## 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 (7.1 down from 7.7) “good”
  - I / we are satisfied with Council’s efforts in managing the issue of graffiti (6.3 down from 7.0) “solid”.

## Planning and housing development

- Satisfaction with the two included aspects of planning and housing development declined somewhat about this year, and remains relatively modest, as follows:
  - The appearance and quality of new developments (6.0 down from 6.3) “solid”
  - The number of new developments (5.8 down from 6.1) “poor”.

## Customer service

- A little less than half of the respondents (40% down from 44%) had contact with Council in the last 12 months.
- Satisfaction with the two aspects of customer service was recorded as follows:
  - Overall satisfaction with customer service experience (6.9, stable) “good”
  - Satisfaction with the “final outcome” (6.0 down from 6.5) “solid”.



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

- The perception of safety during the day remains high at 8.3 (down from 8.5), with three percent feeling “unsafe”, although marginally below the metropolitan average of 8.5.
- The perception of safety at night remained essentially stable this year, down marginally from 6.7 to 6.6, with the proportion of respondents who felt “unsafe” stable at 15%.
- The perception of safety in the public areas of the City of Darebin at night (6.6) was measurably lower than the metropolitan average of 7.1.

## Issues for Council to address

- A total of 697 respondents (70% up from 65%) nominated 1,332 individual issues for the City of Darebin ‘at the moment’.
- The top five issues for the City of Darebin this year were as follows:
  - Building, housing, planning, and development related (13%, stable)
  - Preston market (11% up from 5%)
  - Parks, gardens, and open spaces (9% up from 7%)
  - Road maintenance and repairs (8% up from 5%)
  - Traffic management (7% up from 6%).



## Overall performance

Respondents were asked:

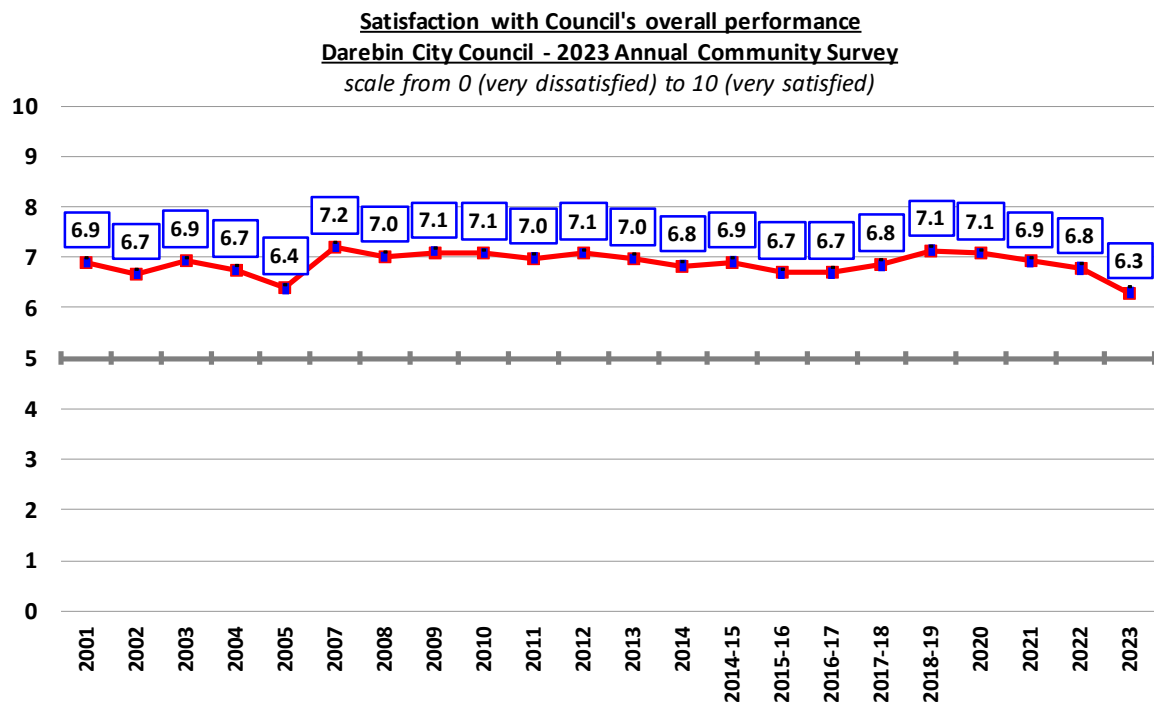
*“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the performance of Council across all areas of responsibility? Why do you say that?”*

Satisfaction with the performance of Darebin City Council ‘across all areas of responsibility’, or “overall performance” declined measurably and significantly this year, down seven percent to 6.3, which is a “solid”, down from a “good” level of satisfaction.


This is the third consecutive decline in satisfaction recorded for the City of Darebin and is the lowest level of satisfaction recorded for the City of Darebin by Metropolis Research since the program commenced in 2001.

This result was measurably and significantly (9%) lower than the long-term average satisfaction recorded for the City of Darebin since Metropolis Research commenced measuring satisfaction in 2001.

By way of comparison, this result was measurably and significantly (10%) lower than the metropolitan Melbourne average satisfaction of seven out of 10, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the door-to-door, in-person interview methodology.







Metropolis Research does note that the 2020 to 2023 surveys were conducted as a random sample telephone survey, rather than the in-person, door-to-door interview method used in previous years.

It is likely that the change in methodology will have been a small factor influencing satisfaction, as the telephone methodology tends to achieve a lower response rate than the door-to-door method, which tends to have a small dampening effect on the overall satisfaction score.

This change in methodology was not, however, the main factor underpinning the decline in satisfaction recorded this year.

As is discussed in more detail in the following sections, there were a range of factors underpinning the decline in satisfaction recorded this year, including most notably:

- Community concerns about planning and development including specifically around the Preston Market development. This is reinforced in the [current Issues](#) section which shows that the top two issues to address were planning and development in general (13%), and the Preston Market (11%) specifically.
- Community concerns about Council governance and management, including both the organisation as well as councilors. This is reinforced by the 10% average decline in satisfaction with the five aspects of [governance and leadership](#).

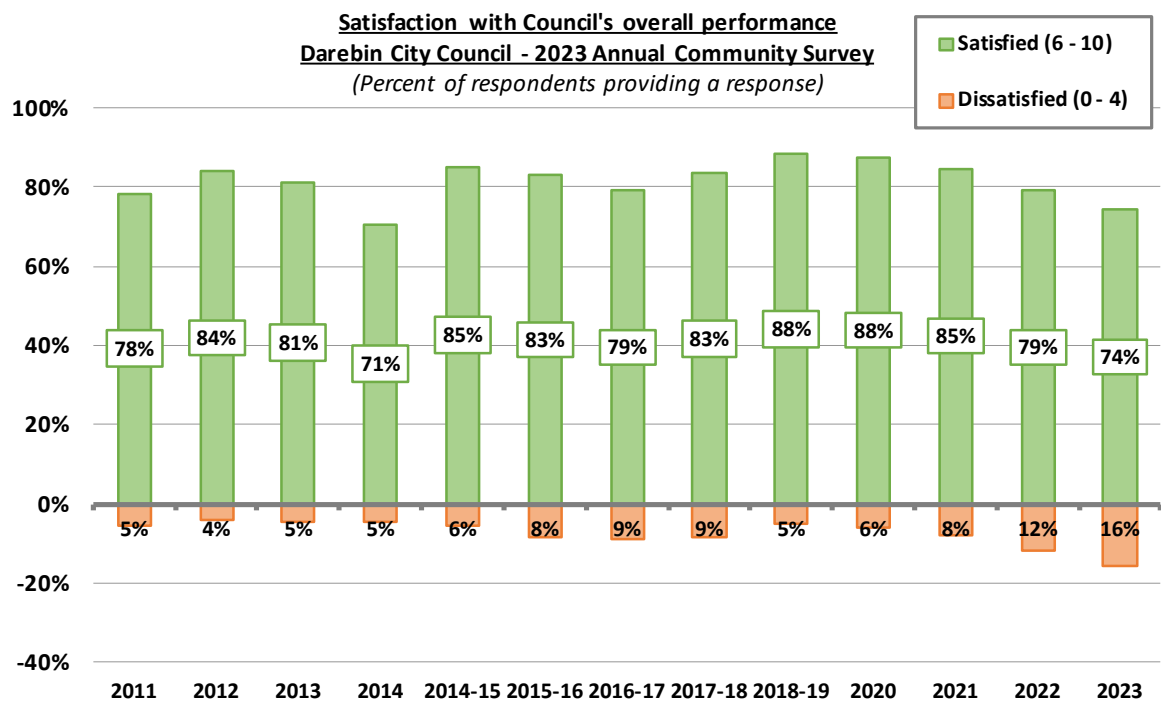
Metropolis Research notes that there was also an average four percent decline in satisfaction with the 11 services and facilities included in the survey. It is difficult, however, to make stronger statements about any potential impact of service delivery on community satisfaction, as the survey did not include a sufficiently wide range of Council services and facilities to make an informed statement.

Consistent with the significant decline in average overall satisfaction this year, it is noted that the proportion of respondents who were satisfied with Council's overall performance declined for the third consecutive year, down from 88% in 2020 (conducted by telephone) to 74% this year.

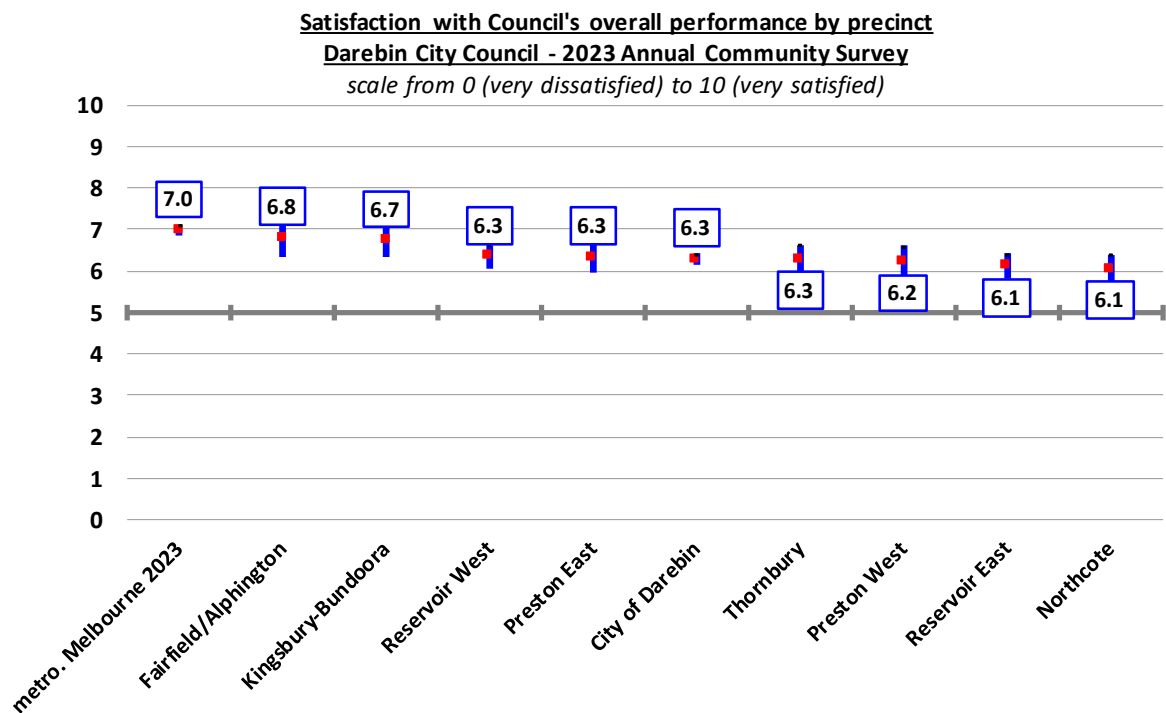
There was a substantial increase in the proportion of dissatisfied respondents, up from six percent back in 2020 to 16% this year.

By way of comparison, the 2023 metropolitan Melbourne average for dissatisfied respondents was seven percent, as recorded in *Governing Melbourne*.





Whilst there was no statistically significant variation in satisfaction with Council’s overall performance observed across the municipality, it is noted that respondents from Fairfield / Alphington and Kingsbury / Bundoora were somewhat more satisfied than average and at a “good” level of satisfaction.

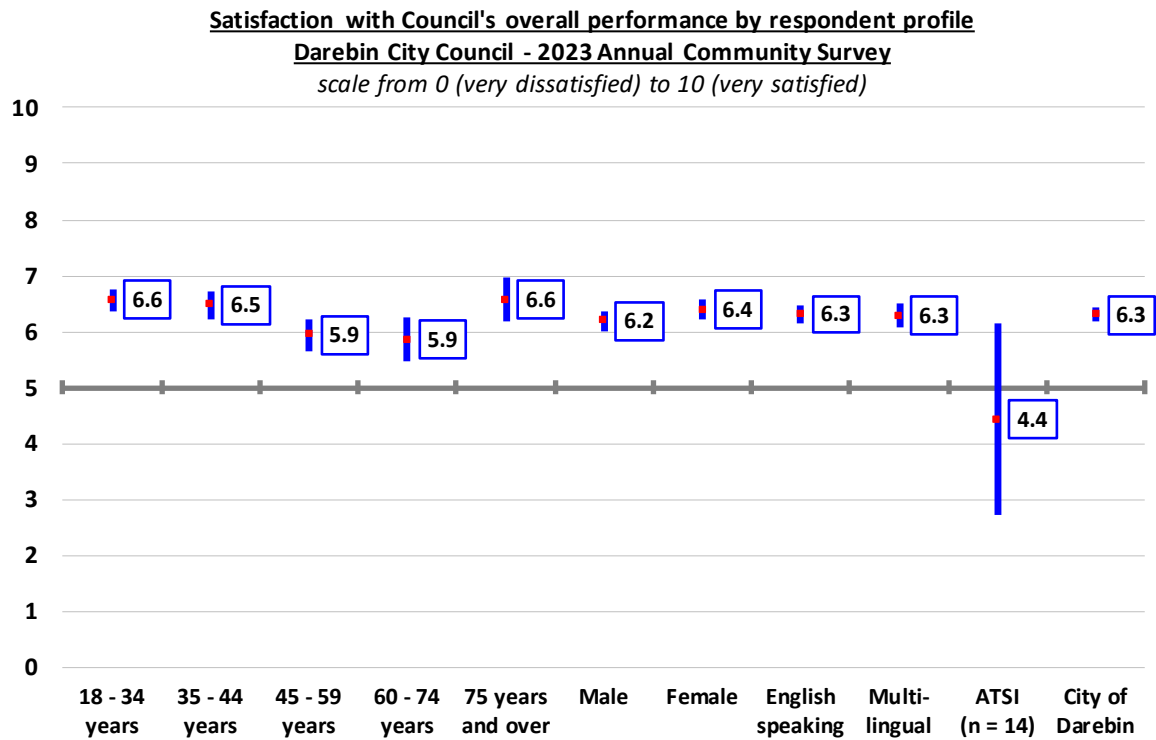


## Overall satisfaction by respondent profile

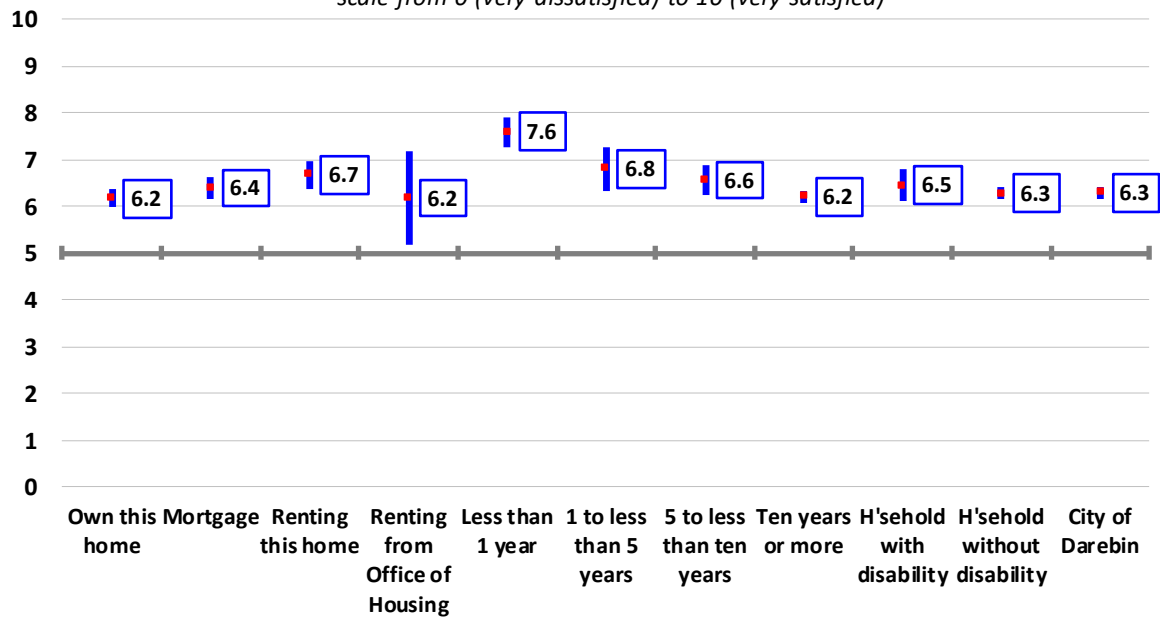
The following graphs provide a comparison of satisfaction with Council’s overall performance by respondent profile, including age structure, gender, language spoken at home, housing situation, and period of residence in the City of Darebin.

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

- **Notably more satisfied than average** – included respondents from rental households and new and newer residents (less than five years in the City of Darebin).
- **Notably less satisfied than average** – included middle-aged and older adults (aged 45 to 74 years) and the 14 respondents identifying as Aboriginal and / or Torres Strait Islander.



**Satisfaction with Council's overall performance by housing situation, period of residence and household disability status**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Satisfaction with Council’s overall performance increased in one precinct and decreased in seven, with the declines in Reservoir East and Northcote being statistically significant at the 95% confidence level, as follows:

- **Increased satisfaction in 2023** – included Fairfield-Alphington.
- **Decreased satisfaction in 2023** – included Kingsbury-Bundoora, Reservoir West, Preston East, Thornbury, Preston West, Reservoir East, and Northcote.

**Satisfaction with Council's overall performance**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	2018-19	119	6.5	<b>6.7</b>	7.0
	2020	62	6.6	<b>6.9</b>	7.3
	2021	72	6.7	<b>7.0</b>	7.4
	2022	54	6.2	<b>6.7</b>	7.2
	2023	62	6.3	<b>6.8</b>	7.3
Kingsbury-Bundoora	2018-19	119	6.8	<b>7.1</b>	7.4
	2020	71	6.9	<b>7.2</b>	7.6
	2021	96	7.1	<b>7.4</b>	7.6
	2022	94	6.6	<b>7.0</b>	7.4
	2023	80	6.3	<b>6.7</b>	7.1
Reservoir West	2018-19	118	7.0	<b>7.3</b>	7.6
	2020	172	6.8	<b>7.1</b>	7.4
	2021	167	6.6	<b>6.9</b>	7.1
	2022	141	6.3	<b>6.7</b>	7.1
	2023	133	6.1	<b>6.3</b>	6.6
Preston East	2018-19	117	6.7	<b>7.0</b>	7.3
	2020	96	7.0	<b>7.3</b>	7.6
	2021	117	6.8	<b>7.1</b>	7.4
	2022	95	6.1	<b>6.5</b>	6.9
	2023	121	6.0	<b>6.3</b>	6.7
Thornbury	2018-19	118	6.9	<b>7.1</b>	7.4
	2020	116	6.6	<b>6.9</b>	7.2
	2021	97	6.3	<b>6.7</b>	7.1
	2022	103	6.5	<b>6.8</b>	7.2
	2023	111	5.9	<b>6.3</b>	6.6
Preston West	2018-19	115	6.6	<b>6.9</b>	7.2
	2020	133	6.6	<b>6.8</b>	7.1
	2021	104	6.6	<b>6.9</b>	7.3
	2022	112	6.3	<b>6.7</b>	7.1
	2023	109	5.8	<b>6.2</b>	6.6
Reservoir East	2018-19	122	7.0	<b>7.3</b>	7.5
	2020	148	6.8	<b>7.1</b>	7.3
	2021	184	6.6	<b>6.8</b>	7.1
	2022	177	6.6	<b>6.9</b>	7.2
	2023	193	5.8	<b>6.1</b>	6.4
Northcote	2018-19	117	6.9	<b>7.2</b>	7.5
	2020	170	6.9	<b>7.1</b>	7.4
	2021	145	6.4	<b>6.7</b>	7.0
	2022	170	6.5	<b>6.8</b>	7.0
	2023	161	5.7	<b>6.1</b>	6.4



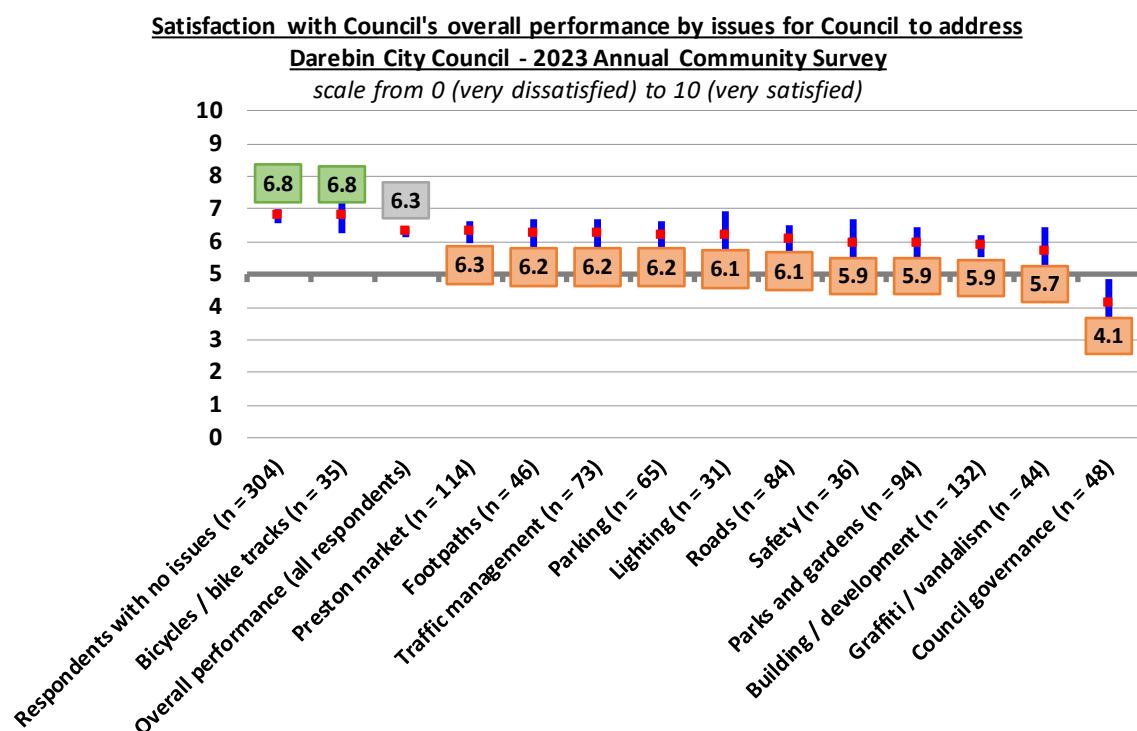
## Relationship between issues and satisfaction with overall performance

The following graph provides a comparison of the average satisfaction with Council’s overall performance of the respondents who nominated each of the top 12 issues, as discussed in the [Current Issues for the City of Darebin](#) section of this report.

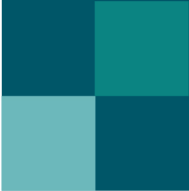
These results do not prove a causal link between the issues nominated by respondents and their overall satisfaction with Council, however, it does provide a meaningful insight into whether these issues were likely to be exerting a negative or a positive influence on satisfaction with Council’s overall performance for the respondents’ who nominate each issue.

The 304 respondents who did not nominate any issues to address for the City of Darebin were measurably more satisfied with Council’s overall performance than the average of all respondents at 6.8 out of 10, or eight percent more satisfied.

This clearly reflects the fact that if a resident does not feel compelled to nominate any issues they feel need to address in the municipality, then they are highly likely to be relatively satisfied with the performance of Council.



The 35 respondents who nominated issues around bicycles and bicycle tracks and paths were also somewhat more satisfied with Council’s overall performance than the average of all respondents, suggesting that these issues are unlikely to be exerting a negative influence on these respondents’ satisfaction with Council’s overall performance.



There were a range of issues that appear to exert at least a somewhat negative influence on these respondents' satisfaction with Council's overall performance, including footpaths, traffic management, parking, lighting, roads, safety / policing / crime, and graffiti / vandalism.

The two issues of most note in these results were building, housing, planning and development in general, as well as the Preston Market specifically, along with issues with Council's governance including financial management, politics, and governance related issues.

The 48 respondents who nominated governance related issues were measurably and significantly (35%) less satisfied with Council's performance than the average of all respondents. Whilst it is always found that respondents who nominate governance related issues as a top three issue are less satisfied with Council's performance than the average of all respondents, the extent of the variation is larger than is often observed.

The other significant negative influence on overall satisfaction with Council was planning and development related issues. Whilst it is noted that those who nominated Preston Market rated satisfaction at the same score as the municipal average, the fact that 114 respondents nominated the issue suggests that it was a factor underpinning the lower-than-average satisfaction score recorded this year.

Planning and development issues more broadly were clearly a significant negative influence on respondents' satisfaction with Council's overall performance. These issues will also have been a factor underpinning the decline in satisfaction this year, although planning issues have consistently been negatively related to overall satisfaction in the City of Darebin.

The following table provides an alternative way of exploring the relationship between the issues to address for the City of Darebin and overall satisfaction with Darebin City Council.

The table displays the proportion of respondents who were "dissatisfied" with Council's overall performance who nominated each of the top 15 issues.

It is noted that respondents who were "dissatisfied" with Council's overall performance were a little more likely than the average of all respondents to nominate planning and development related issues, as well as roads, graffiti / vandalism, safety, sports, recreational, and entertainment facilities, and Council rates, fees, and charges.

It is also noted that respondents "dissatisfied" with Council's overall performance were notably more likely to nominate issues with parks, gardens, and open spaces. This is consistent with the eight percent decline in satisfaction with the "maintenance of parks, reserves, and the open space areas", down from 7.4 or "very good" to 6.8 or "good".



Of most note, however, was that respondents who were “dissatisfied” with Council’s overall performance were significantly more likely than the average of all respondents to nominate issues with Council financial management, governance, and politics, with 17% of “dissatisfied” respondents raising these issues compared to just five percent of the total sample.

“Dissatisfied” respondents were also notably more likely than average to nominate issues with Council communication, consultation, and the provision of information (9% compared to 3%).

It is often found that respondents who were “dissatisfied” with Council tended to be more likely to raise communication and consultation issues, as they often feel that Council is not listening to the community as the decisions made by Council are, in their view, not in the interests of the community.

**Top issues for Council of respondents' dissatisfied with overall performance**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number and percent of total respondents who dissatisfied with overall performance)*

<i>Issue</i>	<i>Dissatisfied respondents</i>		<i>All respondents</i>
	<i>Number</i>	<i>Percent</i>	
Building, housing, planning and development	29	19%	13%
Council financial management, politics, governance	27	17%	5%
Parks, gardens, open space	24	15%	9%
Preston market	19	12%	11%
Roads maintenance and repairs	16	10%	8%
Consultation, commun. and prov. of information	14	9%	3%
Traffic management	13	8%	7%
Parking	12	8%	7%
Graffiti / vandalism	11	7%	4%
Safety, policing and crime	9	6%	4%
Footpath maintenance and repairs	8	5%	5%
Sports, recreation and entertainment facilities	8	5%	2%
Rates / fees	7	5%	2%
Rubbish and waste including garbage collection	7	5%	2%
Cleanliness and maintenance of areas	6	4%	3%
All other issues <i>(31 separately identified issues)</i>	71	46%	47%
<b>Total responses</b>	<b>281</b>		<b>1,332</b>
<i>Respondents identifying at least one issue</i>	<i>130</i>		<i>697</i>
<i>(percent of total respondents)</i>	<i>(84%)</i>		<i>(70%)</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 which fewer than 10 respondents were dissatisfied have been excluded from 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 (6.3).

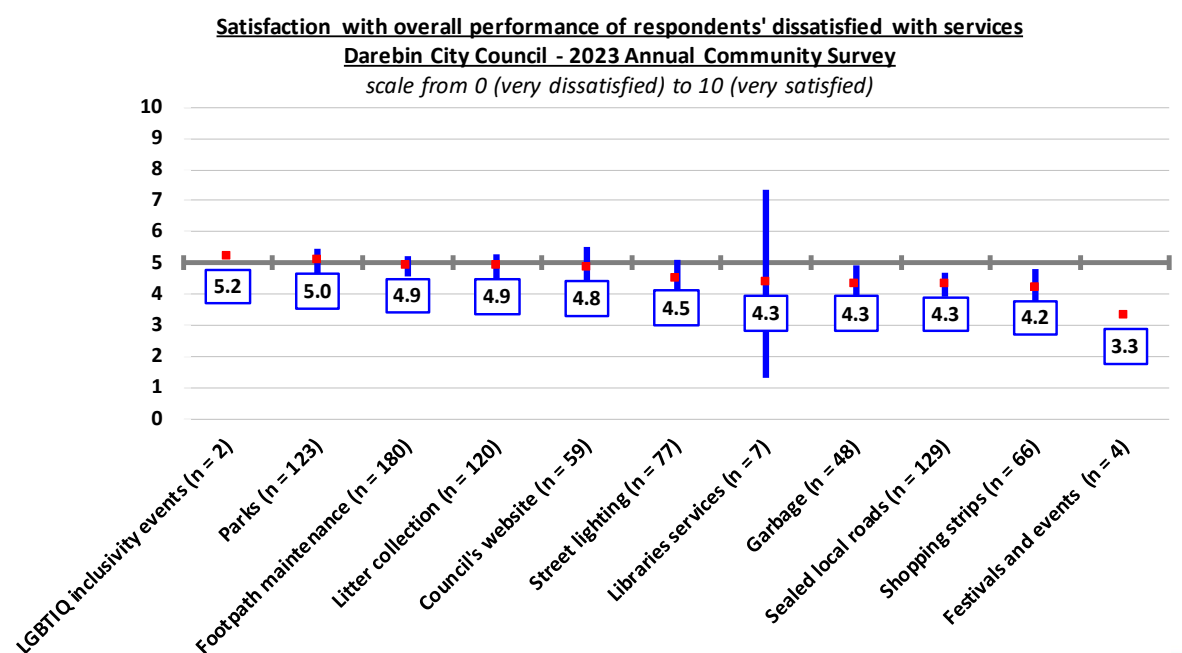
It is also acknowledged that a relatively small sample of respondents were dissatisfied with most Council services and facilities, with a significant degree of overlap between services. In other words, respondents who were dissatisfied with one Council service and facility were likely to be dissatisfied with a number of these services and facilities.

This reflects the fact that some (an average of 77) respondents were dissatisfied with Council’s performance and this tended to influence their satisfaction ratings for many, if not all, services and facilities included in the survey.

The opposite is also true for some respondents who tended to provide the same higher 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 range of services and facilities that Council provides.

Of most interest in these results this year is the 180 respondents “dissatisfied” with footpath maintenance and repairs, the 129 respondents “dissatisfied” with the maintenance and repair of sealed local roads, the 123 respondents “dissatisfied” with the maintenance of parks, reserves, and the open spaces, and the 120 respondents “dissatisfied” with litter collection in public areas.

These are significant numbers of respondents “dissatisfied” with these services, and they were also extremely “dissatisfied” with Council’s overall performance.



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

The following table provides the Pearson correlation coefficient for each of the 11 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 11 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).

**Satisfaction with selected Council services and facilities**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number and index score scale 0 - 10)*

<i>Service / facility</i>	<i>2023</i>		<i>Correlation*</i>
	<i>Number</i>	<i>Mean</i>	
The condition of sealed local roads	986	<b>6.7</b>	0.54
Footpath maintenance and repairs	979	<b>6.3</b>	0.49
Cleaning of shopping strips	934	<b>7.0</b>	0.48
Council festivals and events	152	<b>7.8</b>	0.48
Council's website	463	<b>6.7</b>	0.44
The level of street lighting	972	<b>7.1</b>	0.43
Maintenance of parks, reserves, open space	958	<b>6.8</b>	0.42
Litter collection in public areas	933	<b>6.8</b>	0.41
Council events and activities supporting LGBTIQ in	42	<b>7.8</b>	0.39
Weekly garbage collection	989	<b>8.1</b>	0.37
Darebin Libraries services	351	<b>8.3</b>	0.32

*Average satisfaction with selected services* **7.2**

*(\*) Pearson coefficient*

## ***Reasons for satisfaction rating with Council’s overall performance***

Respondents were asked:

*“Why do you say that?”*

There was a total of 757 comments received from respondents as to the reasons why they rated satisfaction with Council's overall performance at the level they did.

There was a total of 120 generally positive statement and 78 generally negative statements.

Beyond these general comments, the most common issues raised by respondents related to a range of specific Council services and facilities, comments on Council's governance, management, and performance (including that of the elected Council), and comments around Council's communication, consultation, and engagement with the community.

Metropolis Research notes that, consistent with the issues to address section of the report, the main issues raised by respondents included planning and development (46 comments), parks, gardens, and open spaces (34 comments), and roads and traffic (33 comments).

The verbatim comments underpinning these summary results are included as an appendix to this report.

**Reasons for rating satisfaction with Council's overall performance**  
**Darebin City Council - 2023 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	120	16%	120	0	0
Generally negative statements	78	10%	52	6	20
Council services and facilities	74	10%	44	9	21
Governance, management, performance	73	10%	19	7	47
Communication, consultation, engagement	70	9%	37	8	25
Planning, housing, development	46	6%	24	9	13
Generally neutral statements	44	6%	29	15	0
Parks, gardens, and open spaces	34	4%	27	3	4
Traffic / roads	33	4%	20	3	10
Cleanliness and maintenance of the area	28	4%	19	5	4
Council customer service, responsiveness	27	4%	17	5	5
Rates and financial management	27	4%	10	5	12
Preston market	22	3%	15	3	4
Footpaths	18	2%	15	1	2
Waste management	18	2%	12	1	5
Parking	12	2%	7	1	4
Multicultural issues	10	1%	3	2	5
Environment / climate change	6	1%	6	0	0
Infrastructure	5	1%	5	0	0
Safety / security	3	0%	3	0	0
Bikes / bike paths	1	0%	1	0	0
Public transport	1	0%	0	0	1
Drugs and alcohol	1	0%	0	1	0
Other	6	1%	2	1	3
<b>Total responses</b>	<b>757</b>	<b>100%</b>	<b>487</b>	<b>85</b>	<b>185</b>

## Governance and leadership

Respondents were asked:

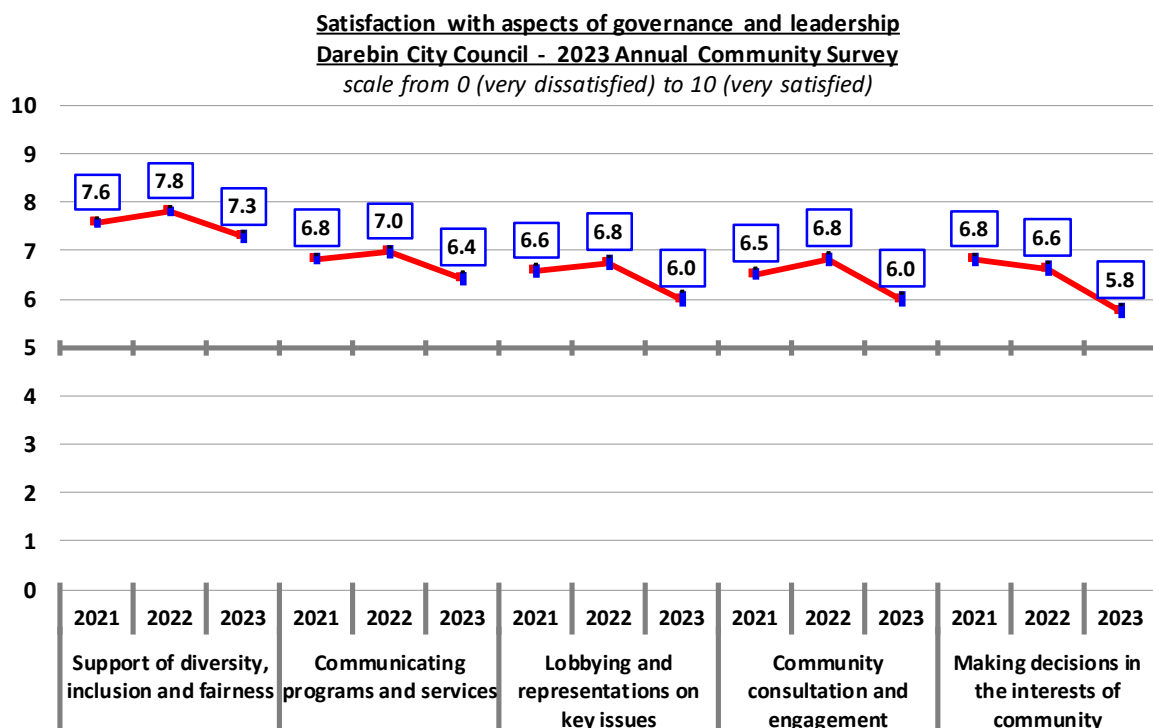
*“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the following?”*

Satisfaction with the five included aspects of governance and leadership declined measurably and significantly this year, down by an average of 10% this year, from 7.0 out of 10 or “good” to 6.3 or “solid”.

Metropolis Research notes that these results were the lowest satisfaction scores for aspects of governance and leadership recorded for the City of Darebin in more than a decade. These results clearly reflect a significant decline in community satisfaction with the performance of Council and are greater than the decline in overall satisfaction of seven percent. This strongly suggests that the largest single factor influencing lower satisfaction with Darebin City Council this year is community concern around the governance and leadership performance of Council.

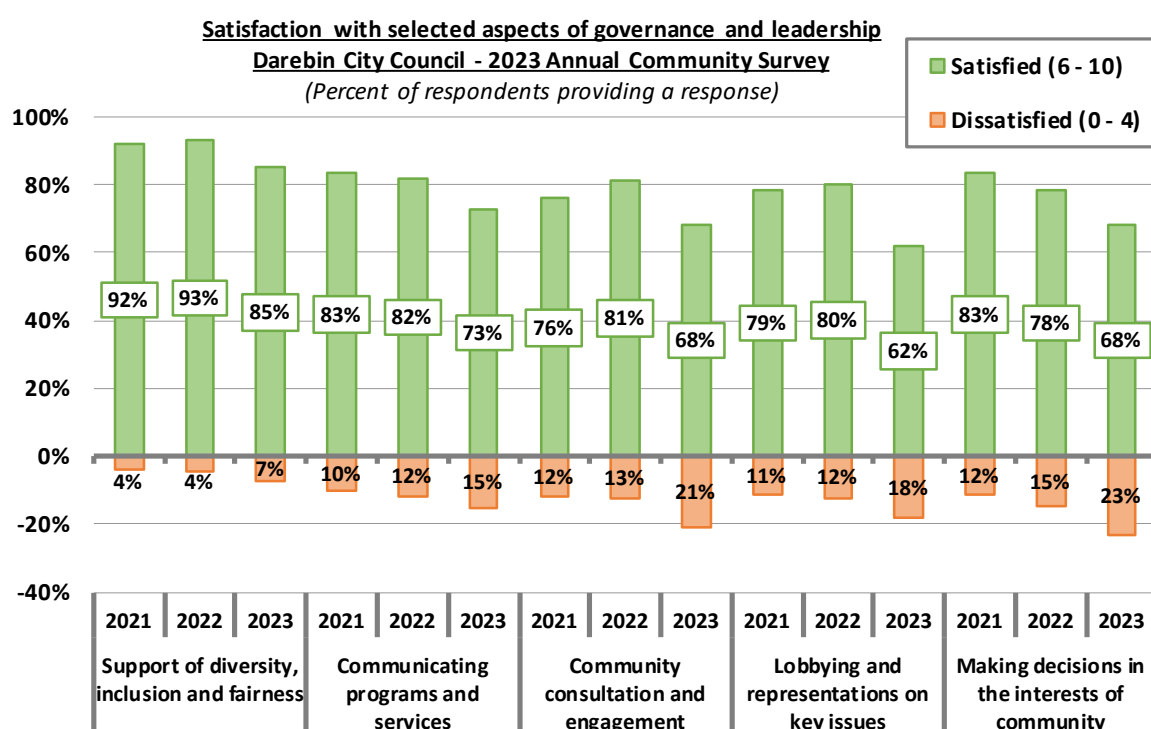
Satisfaction with these five aspects of governance and leadership can best be summarised:

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



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

Whilst the majority of respondents remain “satisfied” with Council’s performance across all five aspects of governance and leadership, attention is drawn to the significant proportion who were “dissatisfied” with making decisions in the interests of the community (23%), community consultation and engagement (21%), and lobbying and representation on key issues (18%).



**Satisfaction with aspects of governance and leadership**  
**Darebin City Council - 2023 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	7%	8%	85%	187
Communicating programs and services	15%	12%	73%	98
Community consultation and engagement	21%	11%	68%	172
Lobbying and representations on key issues	18%	13%	68%	297
Making decisions in interests of community	23%	15%	62%	159

By way of comparison, three of these five aspects were also included in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the door-to-door methodology.

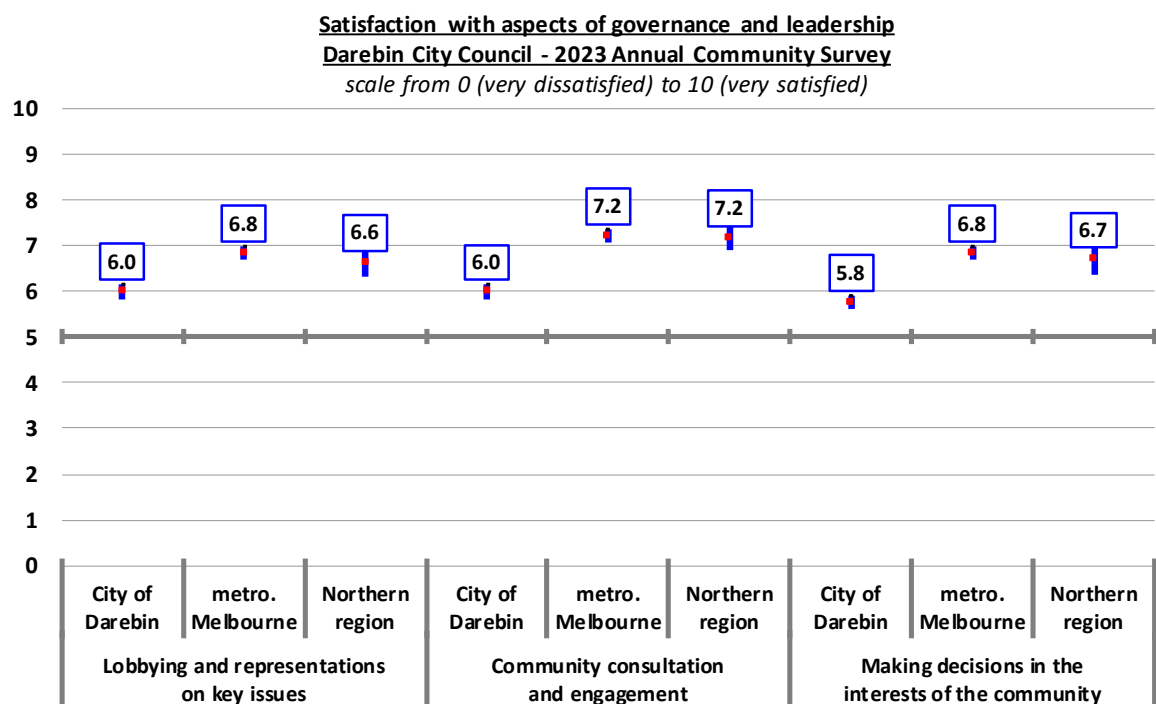
Metropolis Research notes that the Darebin City Council survey does not include the full range of governance and leadership measures included in *Governing Melbourne*, which does make it more difficult for Metropolis Research to make stronger statements about the relative performance of Darebin City Council in terms of governance and leadership.

The core measures of governance and leadership that are not included in this survey relate to Council’s performance “providing value for rates”, “the responsiveness of Council to local community needs”, and the performance of Council “maintaining the trust and confidence of the local community”.

These are important aspects of Council performance and Metropolis Research strongly recommends that these measures be included in future years, particularly given the significant decline in satisfaction with governance and leadership this year.

The following graph provides a comparison of the three available aspects of governance and leadership between the City of Darebin, the northern region councils, and the metropolitan Melbourne average.

Whilst Metropolis Research notes the difference in methodology between the two surveys this year due to previous requirements from Darebin City Council, it is nonetheless observed that satisfaction with these three key aspects of governance and leadership were measurably and significantly lower in the City of Darebin than the metropolitan Melbourne and northern region councils. These results reinforce the significance of the decline in satisfaction with governance and leadership recorded in the City of Darebin.



## 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?”*

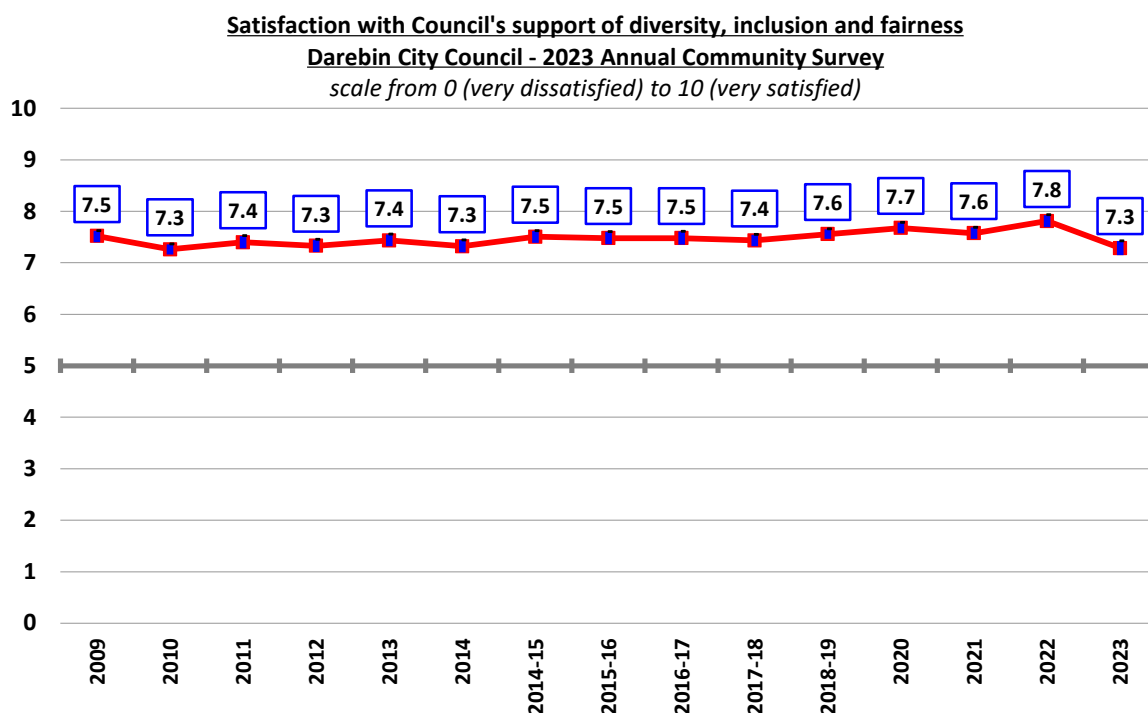
Satisfaction with Council’s support of diversity, inclusion, and fairness declined measurably and significantly this year, down six percent to 7.3.

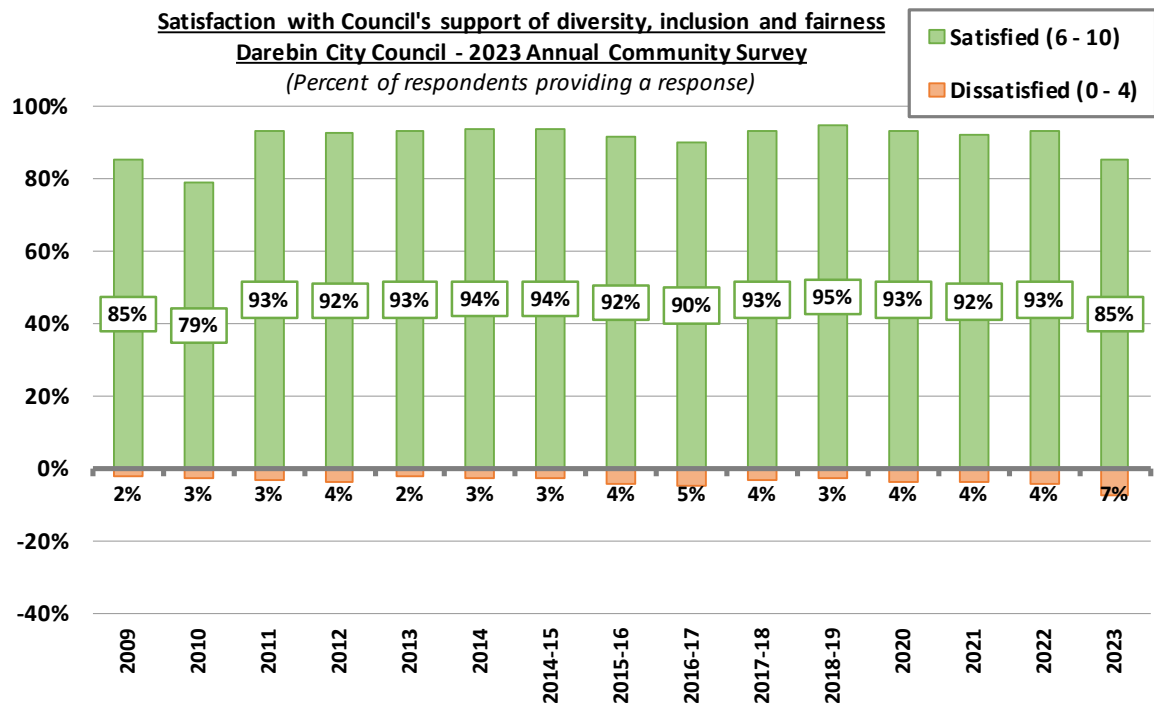
This is a “very good”, down from an “excellent” level of satisfaction and marginally below the long-term average satisfaction since 2009 of 7.5 or “very good”.

Metropolis Research suggests that the measurable decline in satisfaction with this aspect of governance and leadership this year is likely, at least in part, to be a reflection of the general decline in overall satisfaction, rather than a specific decline in satisfaction with Council’s performance in this area.

It is also worth noting that lower satisfaction with Council’s performance in this area cannot be read as solely an increase in concern about a perceived lack of support for diversity, inclusion, and fairness by the community.

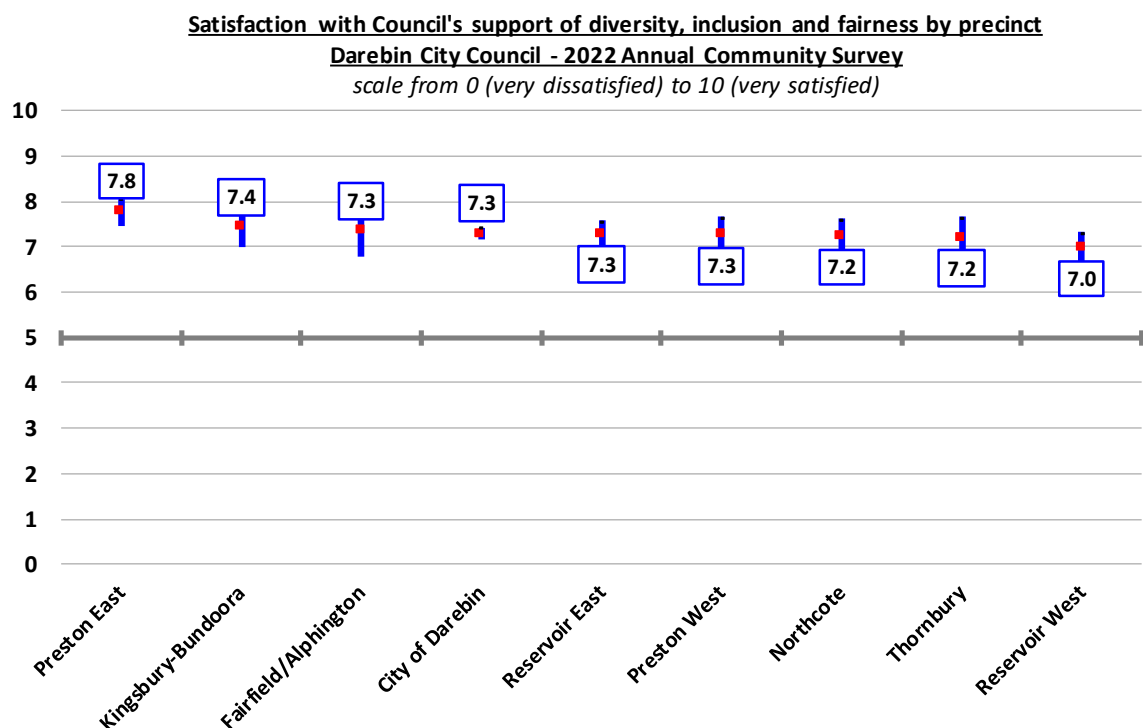
Whilst that may very well be the case for many respondents, there are some who’s concerns around this aspect of performance reflects their perception that Council is overly focused on these issues at the cost of attention to traditional core aspects of Council responsibility. This view is clearly outlined in some of the comments provided by respondents “dissatisfied” with this aspect of governance and leadership.






There was some measurable variation in satisfaction with this aspect observed across the municipality, with respondents from Preston East measurably more satisfied than average and at an “excellent” level of satisfaction.

By contrast, respondents from Reservoir West were somewhat, but not measurably less satisfied, and at a “good” level of satisfaction.







There was some variation in satisfaction with this aspect of governance and leadership observed by respondent profile, as follows:

- **Period of residence** – new residents (less than one year in the City of Darebin) were measurably more satisfied than average and at an “excellent” level of satisfaction.
- **Aboriginal and / or Torres Strait Islander peoples** – the 15 respondents were notably, but not measurably less satisfied than the municipal average, and at a “good” level of satisfaction.
- **Gender** – female respondents were measurably more satisfied than male respondents.

Satisfaction with Council’s support of diversity, inclusion, and fairness increased in one precinct and declined in seven, as follows:

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

Of these, the declines in satisfaction in Thornbury and Reservoir West were statistically significant at the 95% confidence level.



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

**Darebin City Council - 2023 Annual Community Survey**

(Number and index score 0 - 10)

Variable	Number	2023		
		Lower	Mean	Upper
<i>Age</i>				
18 - 34 years	271	7.0	<b>7.3</b>	7.5
35 - 44 years	159	7.3	<b>7.6</b>	7.8
45 - 59 years	182	6.9	<b>7.2</b>	7.5
60 - 74 years	103	6.6	<b>7.1</b>	7.5
75 years and over	98	6.8	<b>7.2</b>	7.7
<i>Housing situation</i>				
Own this home	384	7.0	<b>7.2</b>	7.4
Mortgage	229	7.2	<b>7.5</b>	7.7
Renting this home	140	7.1	<b>7.4</b>	7.7
Renting from Office of Housing	7	6.6	<b>7.6</b>	8.7
<i>Period of residence</i>				
Less than one year	14	8.4	<b>8.9</b>	9.4
One to less than five years	39	6.9	<b>7.4</b>	7.9
Five to less than ten years	128	6.8	<b>7.2</b>	7.5
Ten years or more	627	7.1	<b>7.3</b>	7.4
<i>Aboriginal and Torres Strait Islander</i>				
Yes	15	5.4	<b>6.7</b>	8.1
No	785	7.2	<b>7.3</b>	7.4
<i>Multi-lingual household</i>				
English speaking	531	7.2	<b>7.3</b>	7.5
Multi-lingual	278	7.0	<b>7.2</b>	7.5
<i>Household member with disability</i>				
Yes	112	7.1	<b>7.5</b>	7.9
No	690	7.1	<b>7.3</b>	7.4
<i>Gender</i>				
Male	396	6.9	<b>7.1</b>	7.3
Female	415	7.3	<b>7.5</b>	7.6
<b>City of Darebin</b>	<b>814</b>	<b>7.1</b>	<b>7.3</b>	<b>7.4</b>

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

**Darebin City Council - 2023 Annual Community Survey**

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Preston East	2018-19	107	7.5	<b>7.7</b>	8.0
	2020	86	7.1	<b>7.5</b>	7.9
	2021	107	7.3	<b>7.7</b>	8.1
	2022	84	7.4	<b>7.7</b>	8.1
	2023	92	7.5	<b>7.8</b>	8.1
Kingsbury-Bundoora	2018-19	110	7.3	<b>7.5</b>	7.8
	2020	56	7.7	<b>8.0</b>	8.4
	2021	89	7.5	<b>7.8</b>	8.1
	2022	91	7.6	<b>7.9</b>	8.3
	2023	65	7.0	<b>7.4</b>	7.9
Fairfield-Alphington	2018-19	97	7.2	<b>7.5</b>	7.8
	2020	59	7.1	<b>7.4</b>	7.7
	2021	56	7.1	<b>7.4</b>	7.8
	2022	44	7.3	<b>7.8</b>	8.2
	2023	58	6.8	<b>7.3</b>	7.9
Reservoir East	2018-19	101	7.3	<b>7.5</b>	7.7
	2020	132	7.4	<b>7.6</b>	7.9
	2021	158	7.3	<b>7.5</b>	7.7
	2022	159	7.5	<b>7.8</b>	8.0
	2023	161	7.0	<b>7.3</b>	7.6
Preston West	2018-19	95	7.2	<b>7.5</b>	7.8
	2020	119	7.4	<b>7.7</b>	8.0
	2021	90	7.1	<b>7.5</b>	7.8
	2022	106	7.4	<b>7.8</b>	8.2
	2023	92	6.9	<b>7.3</b>	7.7
Northcote	2018-19	101	7.3	<b>7.6</b>	7.8
	2020	149	7.9	<b>8.1</b>	8.3
	2021	119	7.5	<b>7.8</b>	8.1
	2022	142	7.5	<b>7.8</b>	8.1
	2023	137	6.8	<b>7.2</b>	7.6
Thornbury	2018-19	103	7.1	<b>7.4</b>	7.7
	2020	100	7.1	<b>7.4</b>	7.8
	2021	85	6.9	<b>7.3</b>	7.7
	2022	93	7.8	<b>8.1</b>	8.4
	2023	98	6.7	<b>7.2</b>	7.7
Reservoir West	2018-19	107	7.4	<b>7.7</b>	8.0
	2020	153	7.2	<b>7.5</b>	7.8
	2021	139	7.3	<b>7.6</b>	7.8
	2022	124	7.3	<b>7.6</b>	8.0
	2023	111	6.6	<b>7.0</b>	7.3



The following table outlines the 56 comments received from respondents who rated satisfaction with Council's overall performance at less than six out of 10.

It is noted that there was a diversity of views about both the performance of Council, as well as the role for Council in this area, which does highlight the fact that not all in the community feel that Council should be focused on this area as much as they perceive that Council does focus on this area.

**Reasons for dissatisfaction with Council's support of diversity, inclusion, and fairness**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
It's a bit over the top	6
I am just not aware of it	4
Doesn't interest me / not relevant	2
Haven't heard much / not much engagement	2
I don't know of the Council doing these things	2
Not much. They should be doing more for immigrants	2
Too much emphasis on minority groups in Council	2
Act together	1
Can do better	1
Council emphasise diversity but everyone is equal	1
Council needs to focus on providing services for the taxpayers. Rather doing politics for campaigning	1
Council tried to make Westgarth St a 4-lane highway, caused distrust	1
Doesn't represent my age	1
Haven't had a good experience	1
I don't like how it's being forced down my throat	1
I don't see concrete action, just talk	1
I don't think I've been treated fairly because requests have gone unanswered and it's a safety concern	1
I don't think the Council does anything for seniors	1
I don't want to hear the diversity. I don't want Council to work on these	1
I have 2 trans family members and think Council should be looking at best evidence of what is best for LGBTIQ children	1
Ignorant people need help with understanding LGBTQ and refugee issues	1
Ignoring the rights of LGBTQA	1
It's a hard thing to get right	1
May be but I would love to hear and meet more Australians. There are only Asian people now	1
Need to remember that Council is there for everyone	1
No newsletter nowadays	1
No openness	1
No support, no attempt to even find out about the problem	1
People do this by themselves, and the Council does not need to do it	1
Supporting the minority rather than majority	1

The Council doesn't communicate with youth	1
The Council have their own agenda that doesn't align with the community	1
They are focusing on a particular group and not everyone which is not good	1
They are not fair at all. There are more issues with internal members rather than community services	1
They are very biased towards LGBTIQ, women	1
They do nothing for homeless people	1
They don't understand the human psychology and how do I answer this loaded question	1
They spend a lot of time on specific diversity of LGBTIQ and not on religious diversity	1
They spend a lot on these stuffs but target the wrong population. So, what's the value of it	1
They talk the talk but don't walk the walk	1
Unknown and not diverse in anyway	1
Very one-sided favour of LGBTIQ and unvaccinated	1
Waste of money. It's not Council's job	1
<b>Total</b>	<b>56</b>

### ***Communicating programs and services***

Respondents were asked:

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

Satisfaction with the performance of Council communicating its programs and services declined measurably and significantly this year, down nine percent to 6.4 out of 10.

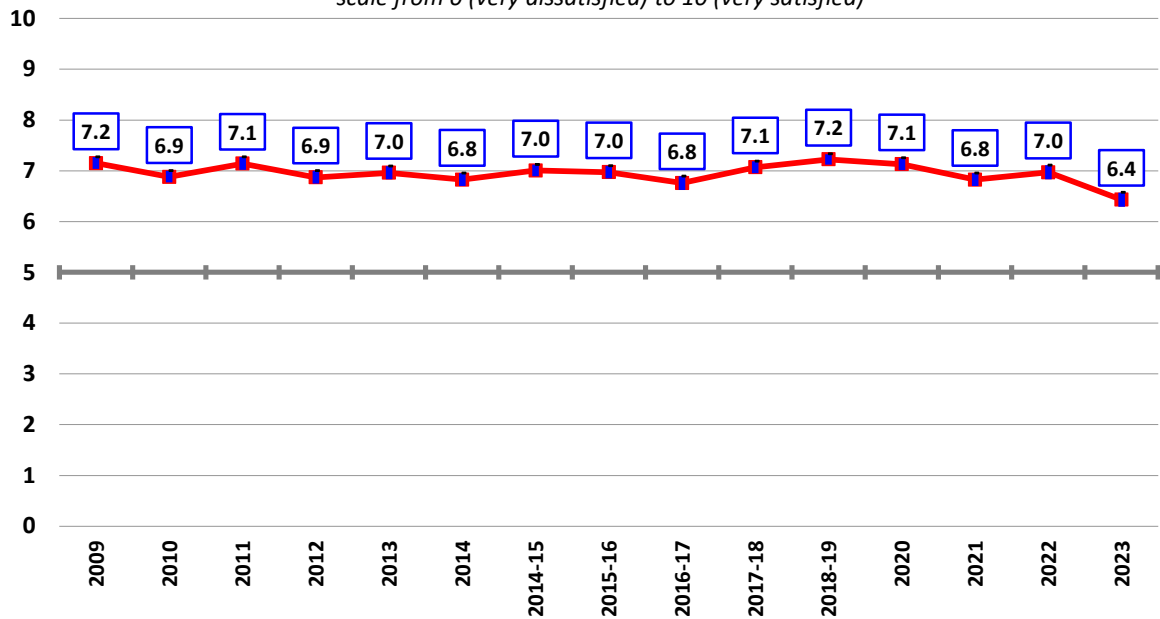
This is a “solid”, down from a “good” level of satisfaction and significantly below the long-term average satisfaction since 2009 of 6.9 or “good”.

This is the lowest score for satisfaction with this aspect of governance and leadership recorded for the City of Darebin in more than a decade and reflects a significant decline in community sentiment this year.

Metropolis Research notes that community satisfaction with aspects of performance communicating and consulting with the community do tend to decline in line with declines in overall satisfaction. This reflects the fact that residents who are unhappy with Council’s performance will often feel that Council is not communicating or consulting with the community effectively.

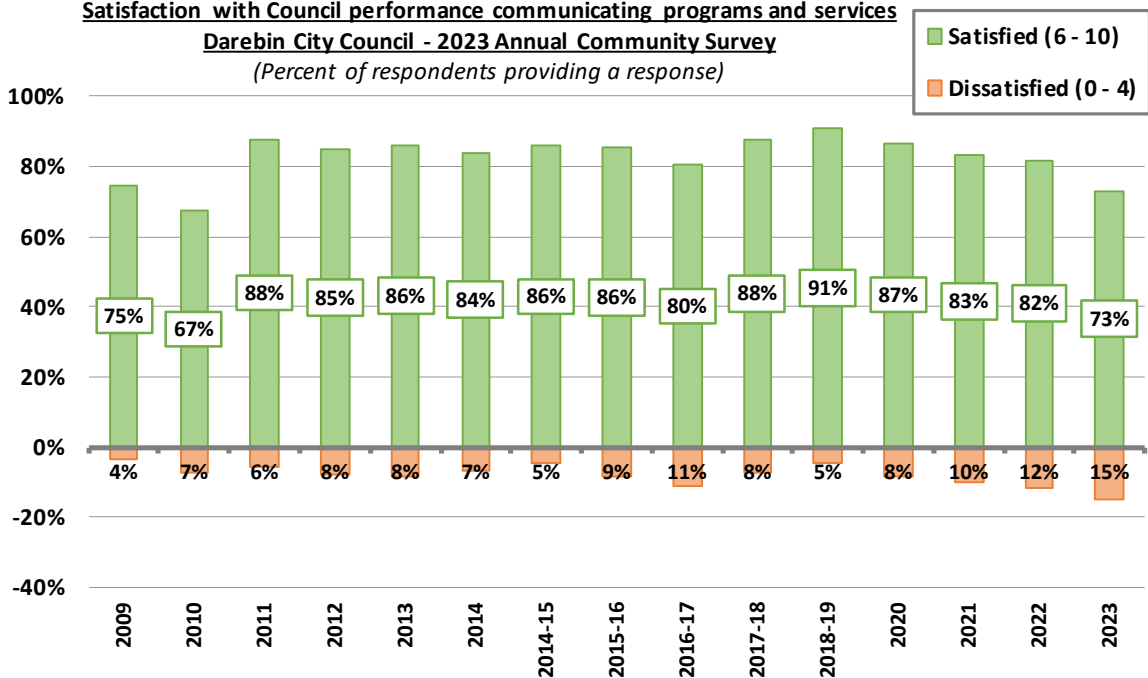


**Satisfaction with performance communicating programs and services**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

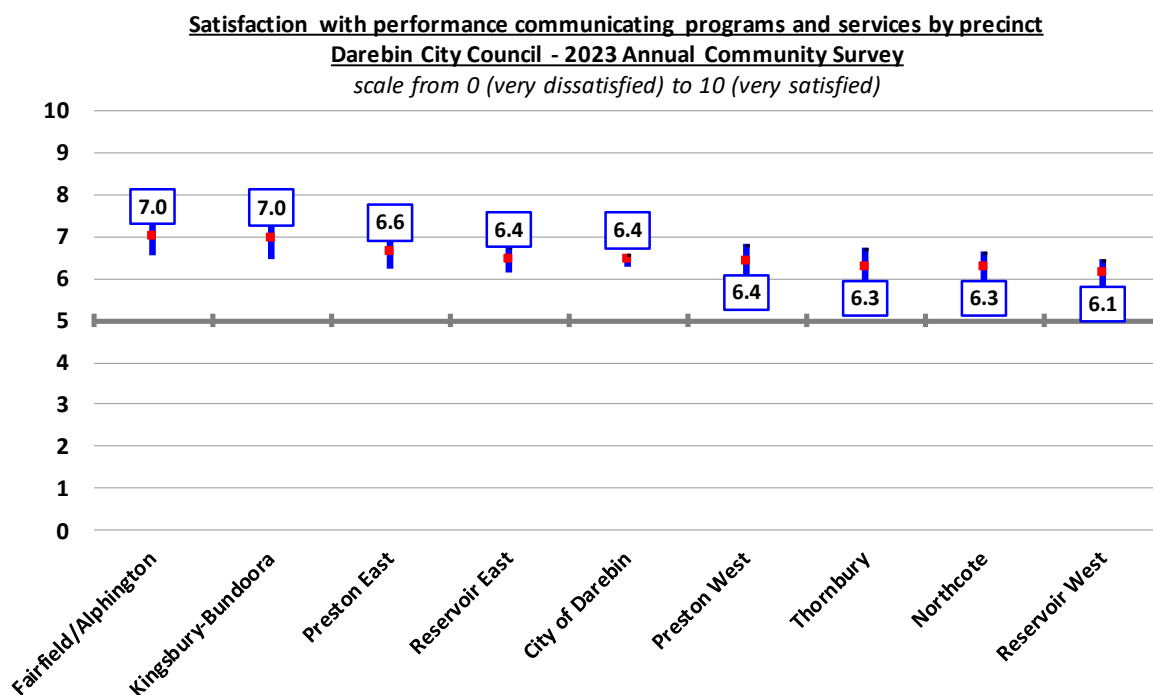


There was a significant decline in the proportion of satisfied respondents this year, down from a high of 91% back in 2018-19 (pre-pandemic), and a continued increase in the proportion of “dissatisfied” respondents from a low of five percent back in 2018-19 to 15% this year.

**Satisfaction with Council performance communicating programs and services**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Percent of respondents providing a response)*



Whilst there was no statistically significant variation in satisfaction with this aspect of governance and leadership observed across the municipality, it is noted that respondents from Fairfield-Alphington and Kingsbury-Bundoora were notably but not measurably more satisfied than average, and at “good” levels of satisfaction.



There was some variation in satisfaction with this aspect of governance and leadership observed by respondent profile, as follows:

- **Period of residence** – new residents (less than one year in the City of Darebin) were measurably more satisfied than average and at a “very good” level of satisfaction.
- **Aboriginal and / or Torres Strait Islander peoples** – the 15 respondents were notably, but not measurably less satisfied than the municipal average, and at a “good” level of satisfaction.

Satisfaction with Council’s performance communicating its programs and services declined in all eight precincts, as follows:

- **Increased satisfaction** – in none of the precincts this year.
- **Decreased satisfaction** – in Fairfield-Alphington, Kingsbury-Bundoora, Preston East, Preston West, Northcote, Thornbury, Reservoir East, and Reservoir West.

Of these, the declines in satisfaction in Reservoir East, Preston West, and Northcote were statistically significant at the 95% confidence level.



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

**Darebin City Council - 2023 Annual Community Survey**

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>Lower</i>	<i>2023 Mean</i>	<i>Upper</i>
<i>Age</i>				
18 - 34 years	294	6.3	<b>6.5</b>	6.7
35 - 44 years	173	6.2	<b>6.4</b>	6.7
45 - 59 years	209	6.1	<b>6.4</b>	6.7
60 - 74 years	117	5.6	<b>6.1</b>	6.6
75 years and over	105	6.3	<b>6.7</b>	7.2
<i>Housing situation</i>				
Own this home	435	6.3	<b>6.5</b>	6.7
Mortgage	251	6.3	<b>6.5</b>	6.8
Renting this home	147	6.1	<b>6.4</b>	6.7
Renting from Office of Housing	8	4.0	<b>6.5</b>	8.9
<i>Period of residence</i>				
Less than one year	15	6.6	<b>7.6</b>	8.7
One to less than five years	44	5.3	<b>6.1</b>	6.9
Five to less than ten years	141	6.3	<b>6.6</b>	6.9
Ten years or more	698	6.2	<b>6.4</b>	6.5
<i>Aboriginal and Torres Strait Islander</i>				
Yes	15	4.5	<b>5.8</b>	7.2
No	866	6.3	<b>6.5</b>	6.6
<i>Multi-lingual household</i>				
English speaking	598	6.3	<b>6.5</b>	6.6
Multi-lingual	299	6.1	<b>6.4</b>	6.6
<i>Household member with disability</i>				
Yes	121	6.0	<b>6.4</b>	6.8
No	769	6.3	<b>6.4</b>	6.6
<i>Gender</i>				
Male	438	6.1	<b>6.3</b>	6.5
Female	461	6.3	<b>6.5</b>	6.7
<b>City of Darebin</b>	<b>903</b>	<b>6.3</b>	<b>6.4</b>	<b>6.6</b>



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

**Darebin City Council - 2023 Annual Community Survey**

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	2018-19	62	6.0	<b>6.5</b>	7.1
	2020	67	6.8	<b>7.2</b>	7.5
	2021	50	6.6	<b>7.2</b>	7.7
	2022	50	6.6	<b>7.2</b>	7.7
	2023	59	6.5	<b>7.0</b>	7.4
Kingsbury-Bundoora	2018-19	107	7.2	<b>7.4</b>	7.7
	2020	66	7.0	<b>7.4</b>	7.8
	2021	81	7.1	<b>7.4</b>	7.7
	2022	96	6.7	<b>7.2</b>	7.7
	2023	65	6.5	<b>7.0</b>	7.4
Preston East	2018-19	114	6.7	<b>7.0</b>	7.3
	2020	90	6.8	<b>7.1</b>	7.5
	2021	107	6.4	<b>6.8</b>	7.2
	2022	90	6.4	<b>6.9</b>	7.3
	2023	114	6.2	<b>6.6</b>	7.0
Reservoir East	2018-19	107	6.9	<b>7.1</b>	7.4
	2020	140	7.0	<b>7.3</b>	7.6
	2021	165	6.6	<b>6.9</b>	7.2
	2022	170	6.7	<b>7.0</b>	7.3
	2023	178	6.1	<b>6.4</b>	6.7
Preston West	2018-19	124	7.1	<b>7.4</b>	7.6
	2020	100	6.5	<b>6.9</b>	7.3
	2021	113	6.8	<b>7.2</b>	7.6
	2022	113	6.8	<b>7.2</b>	7.6
	2023	104	6.0	<b>6.4</b>	6.8
Thornbury	2018-19	104	7.0	<b>7.2</b>	7.4
	2020	108	6.6	<b>6.9</b>	7.3
	2021	89	6.4	<b>6.7</b>	7.1
	2022	100	6.5	<b>7.0</b>	7.4
	2023	104	5.8	<b>6.3</b>	6.7
Northcote	2018-19	115	7.0	<b>7.3</b>	7.6
	2020	162	6.9	<b>7.2</b>	7.5
	2021	139	6.2	<b>6.5</b>	6.9
	2022	161	6.6	<b>6.9</b>	7.2
	2023	152	5.9	<b>6.3</b>	6.6
Reservoir West	2018-19	114	7.2	<b>7.5</b>	7.8
	2020	162	6.7	<b>7.0</b>	7.2
	2021	147	6.2	<b>6.6</b>	6.9
	2022	134	6.3	<b>6.7</b>	7.1
	2023	127	5.8	<b>6.1</b>	6.5



The following table outlines the 129 comments received from respondents who were not satisfied with Council's performance in communicating its programs and services.

The majority of these comments related to a perception that respondents were not receiving any or enough information or communication from Council.

There were several comments referring to information or communication relating to specific issues, services, or circumstances, although the majority were relatively general in nature.

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

**Darebin City Council - 2023 Annual Community Survey**

*(Number of responses)*

<i>Reason</i>	<i>Number</i>
Don't get any / enough communication from Council	26
Don't get any / enough information	14
Don't really know what is going on / not aware	12
We don't hear anything about their program and services	10
Don't see / received much	8
I don't receive any newsletter	8
Can do better / needs work / more needed	7
They are pretty poor / bad in communication and sharing information	3
I receive nothing, no newsletter. It is online now, but I don't use online services. So they need to consider elderly for sharing information as letter, newspaper	2
Only time I hear from the Council is when I am paying rates	2
Can communicate via email	1
Consultation for Northcote golf course was not good	1
Don't see much of it, frustrated with not knowing when road / leaf sweeping is	1
Hit or miss most of the times	1
I don't want to hear about the program, that's all nonsense. Work on real needs	1
I don't want to visit the website	1
I have to seek out the information	1
I need to check online as I don't get newsletter	1
I only get a brochure once every 6 months	1
Just because of hard rubbish flyer is annoying	1
Need more details on newspapers or website instead of just the heading	1
Need to explain changes to community	1
No local paper	1
No openness	1
Not enough communication around mental health	1
Preston market	1
Preston market should stay as it is	1
Speak out in order to get information	1
Their consultation is absolutely nonsense as they just inform what they are going to do but never listen to community needs. In addition, there is bias in consultation, they don't target right population	1
There is no update on newsletter, Council website	1

There is only newsletter	1
There needs to be more communication and transparency about Preston market	1
They are a dysfunctional Council	1
They are not doing anything	1
They are relying on just website, and nothing else is happening	1
They are talking about permit parking, but I had no information about it	1
They are not very transparent or open with community	1
They don't communicate, newsletter, websites	1
They don't provide proper visuals in their advertisement	1
They don't use social networking	1
They just give pamphlets and similar things out	1
They need to spend less money in communicating their programs	1
They occasionally inform people so not everything is known	1
They waste money promoting	1
Used to be good but little to no information about services now	1
We had a thing about ideas about improving roads, we have not heard about it	1
We have no information about swimming pool	1
<b>Total</b>	<b>129</b>

## ***Community consultation and engagement***

Respondents were asked:

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

Satisfaction with Council’s community consultation and engagement performance declined measurably and significantly this year, down 12% to 6.0 out of 10.

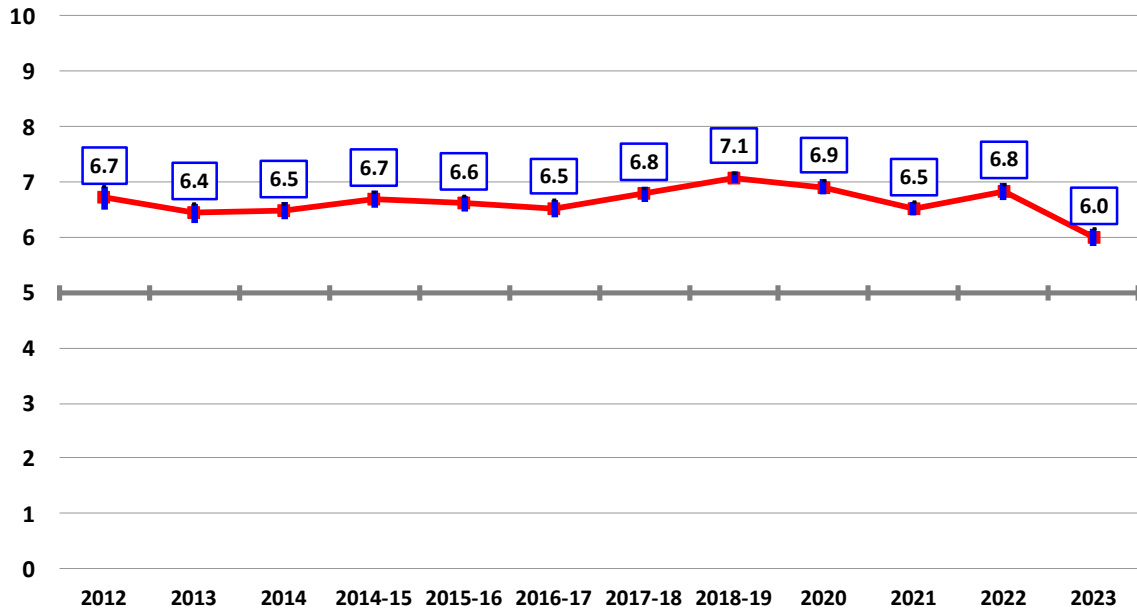
This is a “solid”, down from a “good” level of satisfaction, and is measurably lower than the long-term average satisfaction since 2012 of 6.6 or “good”.

This is the lowest satisfaction score recorded for this aspect of performance recorded for the City of Darebin since the question was first included in the survey program back in 2009.

By way of comparison, this result was 17% lower than the metropolitan Melbourne average satisfaction of 7.2 out of 10, as recorded in the 2023 *Governing Melbourne*.

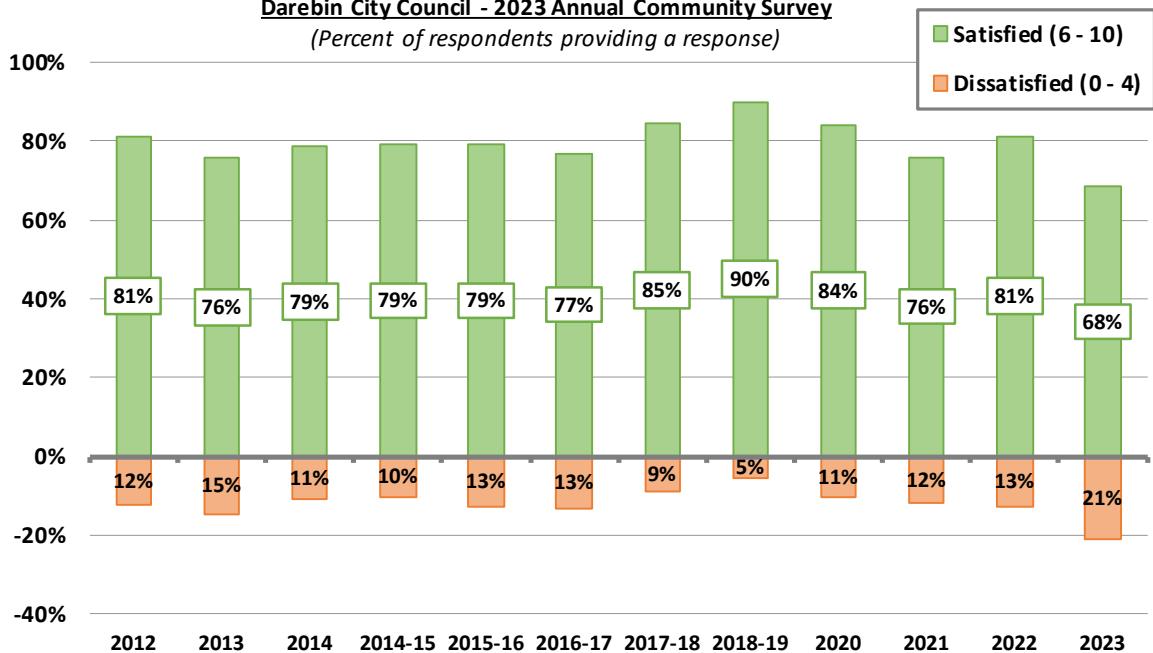
This is a significant result that suggest substantial community concern around consultation and engagement, which is likely, in the view of Metropolis Research, to reflect underlying concerns around decision making in the municipality. This reflects the fact that often when respondents are dissatisfied with consultation and engagement, they tend to feel that Council was not listening to the community, as there have been decisions made that they feel are not in line with their expectations or preferences.

**Satisfaction with Council's performance in community consultation and engagement**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

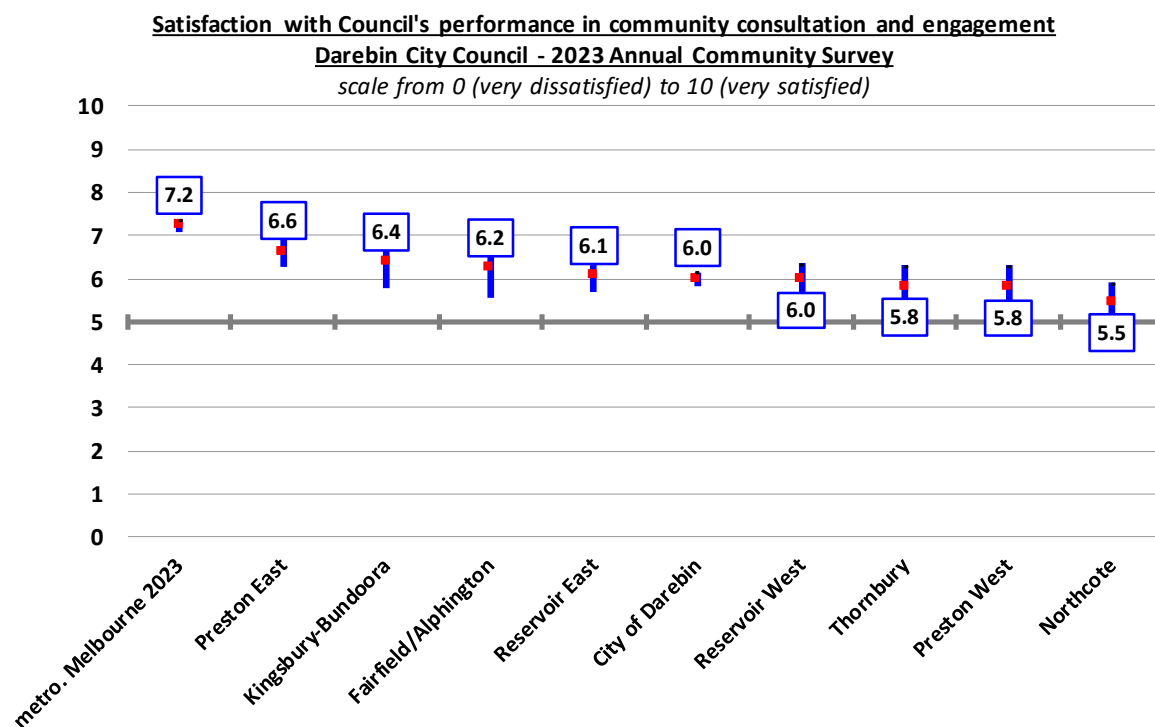


There was a substantial decline in the proportion of “satisfied” respondents, down from 81% last year to 68% this year, and a continued increase in the proportion of “dissatisfied” respondents, up from a low of five percent back in 2018-19 (pre-pandemic) to a very significant 21% this year. This is a significant proportion of “dissatisfied” respondents which reflects substantial community concern around Council performance in this area.

**Satisfaction with Council's performance in community consultation and engagement**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Percent of respondents providing a response)*



There was measurable variation in satisfaction with this aspect of performance observed across the municipality. Respondents from Preston East were measurably more satisfied than average and at a “good” level of satisfaction, whilst respondents from Northcote were measurably less satisfied, and at a “poor” level of satisfaction.



There was some variation in satisfaction with this aspect of governance and leadership observed by respondent profile, as follows:

- **Senior citizens (aged 75 years and over)** – respondents were measurably more satisfied than average and at a “good” level of satisfaction.
- **Language spoken at home** – respondents from English speaking households were measurably more satisfied than respondents from multilingual households.
- **Gender** – female respondents were measurably more satisfied than male respondents.
- **Period of residence** – new residents (less than one year in the City of Darebin) were measurably more satisfied than average and at a “very good” level of satisfaction.
- **Aboriginal and / or Torres Strait Islander peoples** – the 15 respondents were notably, but not measurably less satisfied than the municipal average, and at a “good” level.

Satisfaction with Council’s community consultation and engagement performance declined in all eight precincts, with the declines in satisfaction in Kingsbury-Bundoora, Thornbury, Preston West, and Northcote statistically significant at the 95% confidence level.



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

**Darebin City Council - 2023 Annual Community Survey**

(Number and index score 0 - 10)

Variable	Number	2023		
		Lower	Mean	Upper
<i>Age</i>				
18 - 34 years	277	5.8	<b>6.0</b>	6.3
35 - 44 years	151	5.8	<b>6.1</b>	6.5
45 - 59 years	195	5.5	<b>5.8</b>	6.2
60 - 74 years	108	5.0	<b>5.5</b>	6.0
75 years and over	94	6.3	<b>6.7</b>	7.2
<i>Housing situation</i>				
Own this home	397	5.8	<b>6.0</b>	6.3
Mortgage	240	5.8	<b>6.1</b>	6.4
Renting this home	127	5.6	<b>6.0</b>	6.4
Renting from Office of Housing	8	5.4	<b>6.9</b>	8.4
<i>Period of residence</i>				
Less than one year	11	6.6	<b>7.7</b>	8.9
One to less than five years	39	5.2	<b>6.0</b>	6.8
Five to less than ten years	127	5.9	<b>6.2</b>	6.6
Ten years or more	649	5.7	<b>5.9</b>	6.1
<i>Aboriginal and Torres Strait Islander</i>				
Yes	13	2.8	<b>4.5</b>	6.2
No	800	5.9	<b>6.0</b>	6.2
<i>Multi-lingual household</i>				
English speaking	546	6.1	<b>6.1</b>	6.3
Multi-lingual	278	5.8	<b>5.8</b>	6.1
<i>Household member with disability</i>				
Yes	112	5.6	<b>6.0</b>	6.4
No	705	5.8	<b>6.0</b>	6.2
<i>Gender</i>				
Male	404	5.5	<b>5.7</b>	6.0
Female	422	6.0	<b>6.2</b>	6.4
<b>City of Darebin</b>	<b>829</b>	<b>5.8</b>	<b>6.0</b>	<b>6.2</b>

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

**Darebin City Council - 2023 Annual Community Survey**

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Preston East	2018-19	108	6.7	<b>6.9</b>	7.2
	2020	88	6.3	<b>6.8</b>	7.3
	2021	105	6.1	<b>6.5</b>	6.8
	2022	86	6.3	<b>6.7</b>	7.2
	2023	99	6.3	<b>6.6</b>	7.0
Kingsbury-Bundoora	2018-19	99	7.0	<b>7.3</b>	7.5
	2020	57	7.2	<b>7.6</b>	8.1
	2021	79	6.7	<b>7.1</b>	7.5
	2022	82	7.0	<b>7.5</b>	8.0
	2023	67	5.8	<b>6.4</b>	6.9
Fairfield-Alphington	2018-19	104	6.2	<b>6.6</b>	7.0
	2020	61	5.7	<b>6.3</b>	7.0
	2021	69	6.5	<b>6.9</b>	7.3
	2022	44	6.8	<b>7.3</b>	7.8
	2023	54	5.6	<b>6.2</b>	6.9
Reservoir East	2018-19	99	6.9	<b>7.2</b>	7.4
	2020	125	6.8	<b>7.1</b>	7.4
	2021	147	6.3	<b>6.6</b>	6.9
	2022	166	6.3	<b>6.7</b>	7.0
	2023	168	5.7	<b>6.1</b>	6.4
Reservoir West	2018-19	108	7.2	<b>7.5</b>	7.7
	2020	155	6.6	<b>6.9</b>	7.2
	2021	136	5.9	<b>6.2</b>	6.6
	2022	123	6.1	<b>6.5</b>	6.9
	2023	116	5.6	<b>6.0</b>	6.4
Thornbury	2018-19	101	6.8	<b>7.0</b>	7.3
	2020	102	6.3	<b>6.7</b>	7.1
	2021	80	5.9	<b>6.4</b>	6.8
	2022	92	6.4	<b>6.8</b>	7.2
	2023	94	5.3	<b>5.8</b>	6.3
Preston West	2018-19	94	6.2	<b>6.6</b>	7.0
	2020	120	6.8	<b>7.1</b>	7.4
	2021	97	6.3	<b>6.8</b>	7.2
	2022	107	6.5	<b>6.9</b>	7.3
	2023	92	5.3	<b>5.8</b>	6.3
Northcote	2018-19	109	6.8	<b>7.1</b>	7.5
	2020	151	6.4	<b>6.8</b>	7.1
	2021	138	5.8	<b>6.1</b>	6.5
	2022	150	6.4	<b>6.7</b>	7.1
	2023	141	5.0	<b>5.5</b>	5.9

The following table outlines the 128 comments received from respondents who were not satisfied with Council's community consultation and engagement performance.

The majority of these comments were relatively broad in nature reflecting a perception that Council was not consulting or engaging sufficiently with the community.

There were a range of specific issues raised by respondents with which they felt that Council's consultation and engagement was insufficient.

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

**Darebin City Council - 2023 Annual Community Survey**

*(Number of responses)*

<i>Reason</i>	<i>Number</i>
They don't consult / ask anything	13
I don't see / hear much about it	8
Poor / not enough consultation	8
No consultation done by Council / not open to consultation	5
Not enough / poor engagement	5
The parking permit consultation was bad	5
They don't listen to community / our needs	5
They don't engage with community	4
I don't get engaged / haven't been contacted	3
I don't see much info about it	3
No / less communication	3
They are not interested in consulting community for programs / decisions	3
Council has its own agenda	2
No communication / not well communicated	2
No evidence of that	2
Preston market is poorly communicated, and Council hasn't listened to community about it	2
They don't consult or communicate. The decisions are already made, and they just make community listen	2
A lot of people of trying to reach out Council as they don't listen	1
Because in the past Council made changes and surprised community	1
Because you have to seek it out and look for it	1
Bell station parking wasn't consulted with community	1
Built apartment block at end of street and lied about parking	1
Council does what it wants. Community consultation is just to show	1
Council doesn't take on board what people actually say	1
Do not include my age group for consultation	1
Every time community consultation happens it goes against the community	1
Generally seems difficult to get things done through Council	1
Haven't had to engage at that level	1
Heritage overlay areas are unclear	1
I don't think it is not personal level of management, it's quite regimented. Different people have different needs	1
I have an issue and I wasn't contacted locally at all	1
I just feel that there is lot of advice on environment especially Edward Park. But the industrial facilities are very less	1
I work for a community organisation and it's not good	1
It depends on the left side politics rather than real issues	1



It is very difficult to work out what Councils doing in terms of development planning	1
Lack of Council interest in feedback, nothing changes	1
Lot of communication is very poor. They don't talk with us before doing anything	1
My street and streets around trying to oppose local development but Council not responsive	1
Narrow consultation about swimming pool redevelopment	1
No consultation with the sporting club (baseball club)	1
No follow ups after consultation with the community	1
No use in contacting them because they don't resolve the issues	1
Not tech savvy	1
Not too much dialogue, Council should update people more	1
Nothing to support local businesses	1
Only if they get the answer that they want	1
Parking and paid parking is a problem in my area;	1
Parking proposals, feedback is annoying to actually do	1
People don't know about their events	1
Preston market as an example. They are not proactive	1
Preston market fiasco	1
Seems protest against things feels pointless	1
Sh*t. They don't engage	1
Signed up for 15-minute cities program without telling community	1
Some decisions don't reflect the community	1
The Council is very difficult to deal with	1
The golf course decision making was poor. There was no consultation	1
The issue pamphlets but decisions are already made	1
The Northcote golf market is a disaster	1
There is no consultation with community while they do bigger changes. Only this survey which doesn't even get addressed	1
There is no such consultation and engagement. They are too busy to get our taxes money and do nothing. They need to be dissolved	1
They are very engaged in their own internal conflicts	1
They do a fair bit, but they don't do anything that appeals to me	1
They don't get back to community issues	1
They don't seem too transparent	1
They removed Northcote golf club and replaced it with a park	1
They wasted a lot of money doing unnecessary things	1
This is the first time someone call me to seek my opinion	1
Too much engagement in irrelevant topics like LGBTIQ but not consultation regarding footpaths, parking, and other services	1
We don't see consultation. Many things are just online	1
<b>Total</b>	<b>128</b>



## Making decisions in the interests of the community

Respondents were asked:

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

Satisfaction with Council’s performance making decisions in the interests of the community declined measurably and significantly this year, down 12% to 5.8.

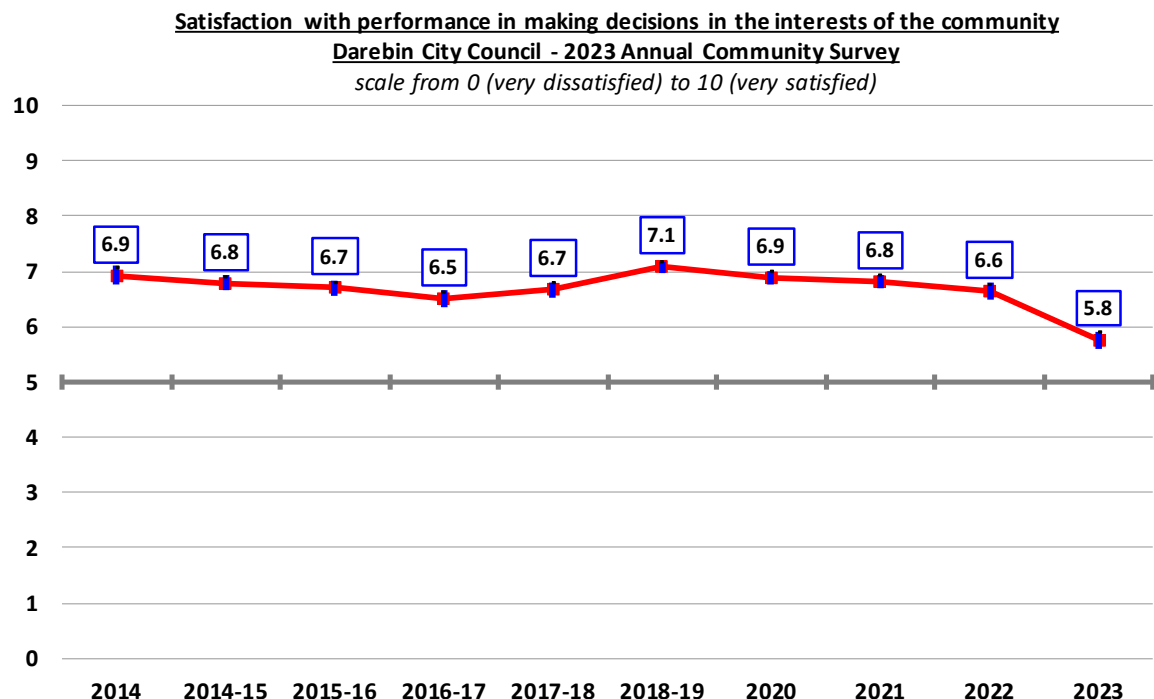
This was a “poor”, down from a “good” level of satisfaction, and the lowest satisfaction score recorded for this aspect since it was first included in the survey program back in 2012.

This is a significant decline in satisfaction and reflects substantial community concern.

Metropolis Research suggests that this result is likely, at least in part, to reflect community concerns around planning decisions, including likely the Preston Market redevelopment.

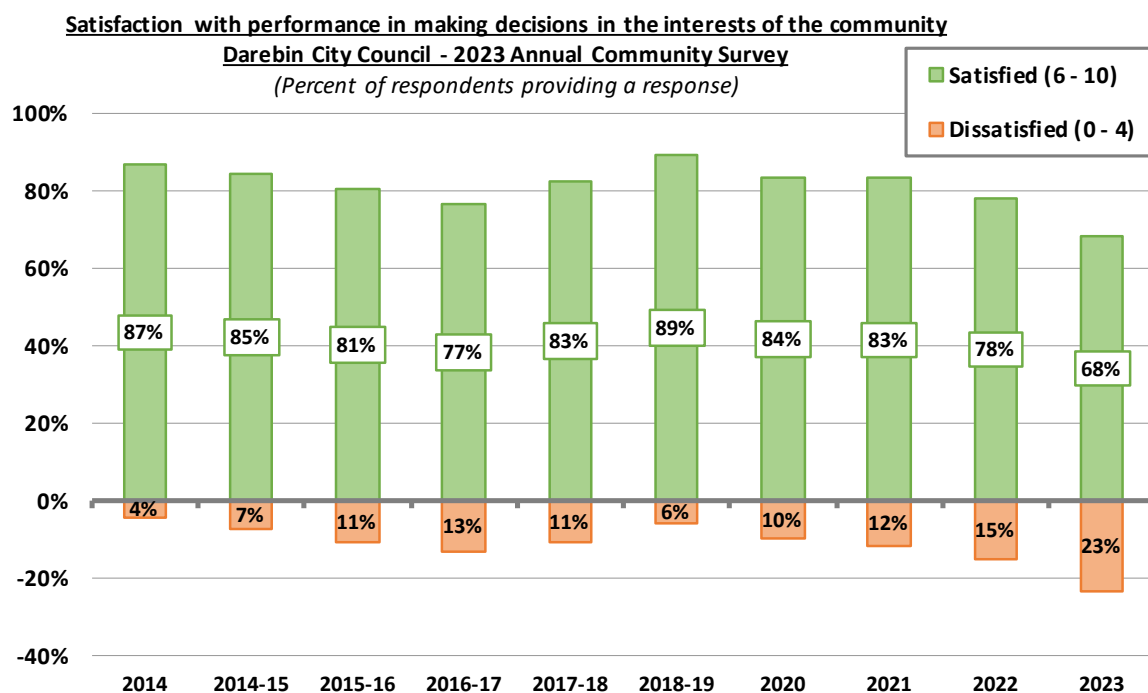
By way of comparison, this result was measurably and significantly (15%) lower than the metropolitan Melbourne average score, as recorded in the 2023 *Governing Melbourne* research.

Whilst the variation in methodology between *Governing Melbourne* and this survey this year will be small factor in the variation in satisfaction this year, clearly, satisfaction with Darebin City Council’s performance was significantly below the metropolitan average.



There was a substantial decline this year in the proportion of respondents who were satisfied with Council’s performance in making decisions in the interests of the community. There was also a large increase in the proportion of respondents who were dissatisfied, up for the fourth consecutive year, from a low of six percent in 2018-19 (pre-pandemic) to 23% this year.

Metropolis Research notes that it is extremely rare for almost one-quarter of respondents to be “dissatisfied” with an aspect of governance and leadership. This result reflects significant concerns in the community about Council decision making this year.



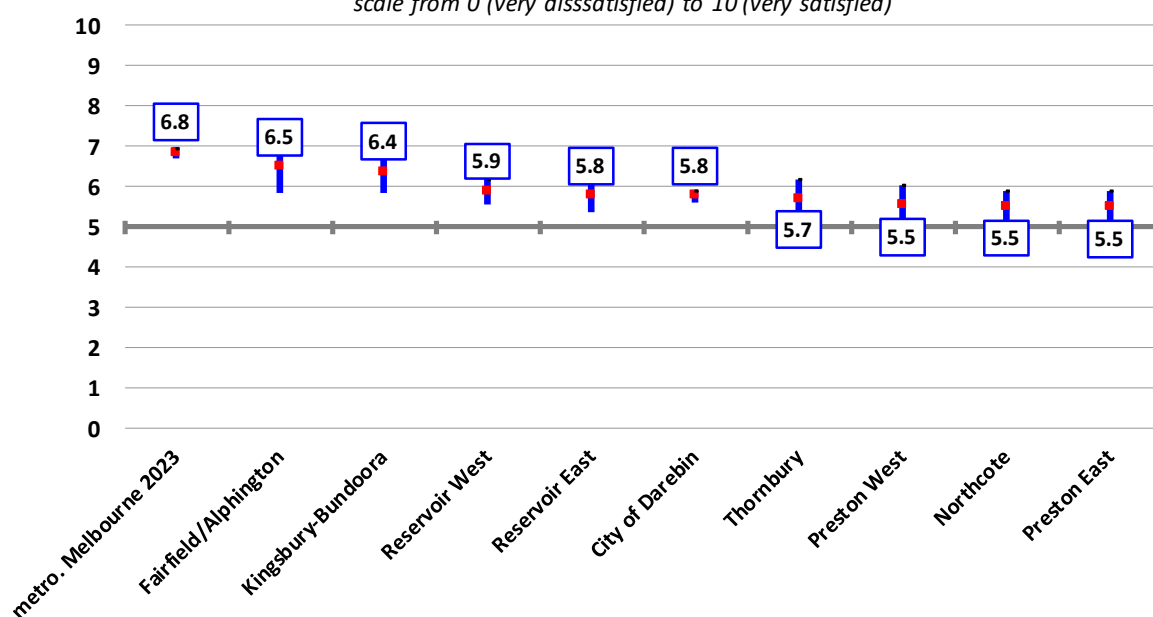
There was no statistically significant variation in satisfaction with Council’s performance making decisions in the interests of the community.

It is, however, noted that respondents from Fairfield-Alphington and Kingsbury-Bundoora were somewhat more satisfied than average, and at a “good” and “solid” level of satisfaction respectively.

Attention is drawn to the fact that respondents from Thornbury, Preston West, Northcote, and Preston East all rated satisfaction at “poor” levels of satisfaction.



**Satisfaction with performance in making decisions in the interests of the community**  
**Darebin City Council - 2023 Annual Community Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



There was some variation in satisfaction with this aspect of governance and leadership observed by respondent profile, as follows:

- **Older adults (aged 60 to 74 years)** – respondents were measurably less satisfied than average and at a “very poor” level of satisfaction.
- **Rental household** – respondents were measurably more satisfied than average and at a “solid” level of satisfaction.
- **Period of residence** – new and newer residents (less than five years in the City of Darebin) were measurably more satisfied than average and at “good” and “very good” levels.
- **Gender** – female respondents were measurably more satisfied than male respondents.
- **Aboriginal and / or Torres Strait Islander peoples** – the 15 respondents were notably, but not measurably less satisfied than the municipal average, and at an “extremely poor” level.

Satisfaction with Council’s performance making decisions in the interests of the community declined in all eight precincts, with the declines in satisfaction in Reservoir East (13%), Preston West (14%), Northcote (17%), and Preston East (14%) statistically significant at the 95% confidence level.



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

**Darebin City Council - 2023 Annual Community Survey**

(Number and index score 0 - 10)

Variable	Number	2023		
		Lower	Mean	Upper
<i>Age</i>				
18 - 34 years	284	5.8	<b>6.1</b>	6.3
35 - 44 years	166	5.6	<b>5.9</b>	6.2
45 - 59 years	191	5.3	<b>5.6</b>	5.9
60 - 74 years	112	4.5	<b>5.0</b>	5.5
75 years and over	85	5.4	<b>6.0</b>	6.5
<i>Housing situation</i>				
Own this home	397	5.4	<b>5.6</b>	5.9
Mortgage	240	5.5	<b>5.8</b>	6.1
Renting this home	137	5.9	<b>6.3</b>	6.7
Renting from Office of Housing	8	2.5	<b>5.7</b>	8.8
<i>Period of residence</i>				
Less than one year	13	6.8	<b>7.3</b>	7.7
One to less than five years	42	5.9	<b>6.7</b>	7.6
Five to less than ten years	138	5.8	<b>6.1</b>	6.5
Ten years or more	643	5.4	<b>5.6</b>	5.8
<i>Aboriginal and Torres Strait Islander</i>				
Yes	15	3.4	<b>4.8</b>	6.1
No	810	5.6	<b>5.8</b>	5.9
<i>Multi-lingual household</i>				
English speaking	554	5.6	<b>5.8</b>	6.0
Multi-lingual	281	5.4	<b>5.6</b>	5.9
<i>Household member with disability</i>				
Yes	114	5.0	<b>5.5</b>	6.0
No	716	5.6	<b>5.8</b>	6.0
<i>Gender</i>				
Male	407	5.2	<b>5.5</b>	5.7
Female	432	5.8	<b>6.0</b>	6.3
<b>City of Darebin</b>	<b>842</b>	<b>5.6</b>	<b>5.8</b>	<b>5.9</b>

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

**Darebin City Council - 2023 Annual Community Survey**

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	2018-19	109	6.4	<b>6.7</b>	7.1
	2020	59	6.2	<b>6.7</b>	7.1
	2021	64	6.6	<b>6.9</b>	7.1
	2022	45	6.4	<b>7.0</b>	7.5
	2023	56	5.9	<b>6.5</b>	7.1
Kingsbury-Bundoora	2018-19	102	7.0	<b>7.3</b>	7.6
	2020	54	6.6	<b>7.2</b>	7.7
	2021	86	7.1	<b>7.4</b>	7.8
	2022	81	6.7	<b>7.2</b>	7.7
	2023	66	5.9	<b>6.4</b>	6.9
Reservoir West	2018-19	112	7.1	<b>7.4</b>	7.7
	2020	155	6.6	<b>6.9</b>	7.2
	2021	138	6.4	<b>6.7</b>	7.1
	2022	133	6.1	<b>6.5</b>	6.9
	2023	110	5.5	<b>5.9</b>	6.2
Reservoir East	2018-19	104	6.8	<b>7.1</b>	7.3
	2020	129	6.6	<b>6.9</b>	7.2
	2021	152	6.7	<b>6.9</b>	7.2
	2022	161	6.3	<b>6.7</b>	7.0
	2023	166	5.4	<b>5.8</b>	6.2
Thornbury	2018-19	102	7.0	<b>7.2</b>	7.4
	2020	101	6.3	<b>6.6</b>	7.0
	2021	81	6.0	<b>6.5</b>	7.0
	2022	84	6.1	<b>6.6</b>	7.1
	2023	101	5.2	<b>5.7</b>	6.2
Preston West	2018-19	97	6.2	<b>6.6</b>	7.0
	2020	119	6.7	<b>7.0</b>	7.3
	2021	93	6.3	<b>6.8</b>	7.3
	2022	104	6.0	<b>6.4</b>	6.9
	2023	95	5.0	<b>5.5</b>	6.0
Northcote	2018-19	110	6.9	<b>7.2</b>	7.5
	2020	153	6.6	<b>6.9</b>	7.2
	2021	126	6.1	<b>6.5</b>	6.8
	2022	149	6.2	<b>6.6</b>	6.9
	2023	143	5.1	<b>5.5</b>	5.9
Preston East	2018-19	106	6.5	<b>6.8</b>	7.2
	2020	90	6.5	<b>6.9</b>	7.3
	2021	103	6.5	<b>6.8</b>	7.2
	2022	86	6.0	<b>6.4</b>	6.9
	2023	105	5.0	<b>5.5</b>	5.9

The following table outlines the 132 comments received from respondents who were not satisfied with Council's performance making decisions in the interests of the community.

The most common issues raised by respondents related to the Preston Market redevelopment, which was clearly a significant factor underpinning the decline in satisfaction with Darebin City Council this year.

Other planning related issues were also commonly raised by respondents, as well as a range of other issues raised by a handful of respondents.

**Reasons for dissatisfaction with Council's performance in making decisions in the interests of the community**

**Darebin City Council - 2023 Annual Community Survey**

*(Number of responses)*

<i>Reason</i>	<i>Number</i>
Preston market development issues	11
They do not make decisions in the interest of the community	9
They do not actually care about the community / our opinion	8
No information / communication / consultation / interaction	7
Removing Preston market is not in interest / wishes of community	6
They make decision only in their interest / they do what they want	6
Northcote golf course	3
The Council doesn't listen to feedback	3
Very limited visibility / one-eyed approach	3
Council is poor	2
I don't think they are performing very well	2
I feel not represented by the Council decisions	2
Rate is pretty high	2
They make bad planning decisions	2
A lot of the decisions about roads are major errors. Needs to be more consultation	1
Advertising in parks is a huge eye sore, feels wrong in a public space	1
Asked for a light on pole outside 64 Pender St and no one has done anything even though it's so dark at night	1
Bell station redevelopment shows Council didn't listen to locals	1
Better decisions about building permits could be good	1
Biased towards one political affiliation	1
Building and apartments storey is going beyond 8 storeys	1
Council doesn't have a holistic approach	1
Decision on the liquor license for bars on High St is terrible: The liquor license for the bar is too loose as it allows them to run and operate outdoor until 3 am. This creates a lot of drunk people and noise at 3 am which seriously disturbs the people living around that area. Please limit the time for the outdoor area of the bar e.g., close at 10 pm	1
Decisions are made but they just need us for votes	1
Delays	1
Development that Council allows	1
Focus on particular groups only. Like LGBTQI	1
Focus too much on internal Council problems rather than community interests	1
Generally dissatisfied with Council's work	1
Golf course	1
I am not a fan of them, that says enough	1
I don't agree with some of the decisions	1

I never hear about them making a decision that the people are on board with	1
I think the local Council sometimes can't make decision with politics rather than community interest	1
I think the planning and permit department is not working well	1
I'm still assessing their performance	1
It is biased	1
Mason St median ridiculous but just an example of bigger problem	1
Meetings with Council is disappointing	1
More community agreement	1
My residential area shares with industrial neighbourhood. It's quite smelly due to Visy factory. But the Council is not interested in taking action despite of several complaints	1
No advertisement on high rises	1
No consultation with the sporting club (baseball club) need new amenities	1
Not a lot of consideration when it comes to green spaces	1
Not at all, Preston market issue. They are taking lot of income activities. Elderly people will be heavily affected as they have lived their whole life going shopping	1
Not considering community needs, focussed on making money	1
Not happy about Preston market, should make a compromise	1
Not satisfied with the Preston market development	1
Parks and golf course	1
Part of our community is neglected	1
Preston market redevelopment, Council should step up	1
Redevelopment of plaza has been poorly communicated	1
Shifting library	1
Some controversial decisions about unisex change rooms, male only at footy ovals	1
Some decisions are great, but some are bad but overall are positive	1
Stopping Australia day celebrations was the worst thing ever	1
Temporary bike lane taken down	1
The Council has given no priority to the golf course	1
The Council is dysfunctional in way	1
The Council needs to consider about how much they weigh the people's opinion	1
The last time they made a decision in our interests was 20 years ago	1
The potholes, the grass everything is disgusting	1
There is a contingency of homeless people, but I have not seen any support for them	1
They are doing programs that is totally irrelevant, they don't consider Commonwealth	1
They are not preserving cultural heritage, 100 years building, destroying aesthetics of community	1
They are trying to introduce permit parking and haven't been notified about it	1
They delay the services	1
They do things which majority don't want	1
They don't care about community resistance. They are only interested to build infrastructures	1
They don't listen to people only developers and builders	1
They don't talk to the community, no kindness	1
They have done a poor job about Melbourne farmers market	1
They haven't addressed an ongoing issue	1
They issue pamphlets but decisions are already made	1
They spend too much time on visual stuff, but they should spend more time on fixing the society	1
They will take decision in the interest of community if they solve their own conflicts	1
Too busy trying to cancel history, removing Australia Day	1
Transparency and accountability for community	1
We had an issue with a tree out the front and they didn't deal with it	1
We've been complaining about the parking inspectors for 8 years and never done anything	1

**Total**

**132**

56



## Lobbying and making representations on key issues

Respondents were asked:

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

Satisfaction with Council’s performance lobbying and making representations on key issues declined measurably and significantly this year, down 12% to 6.0 out of 10.

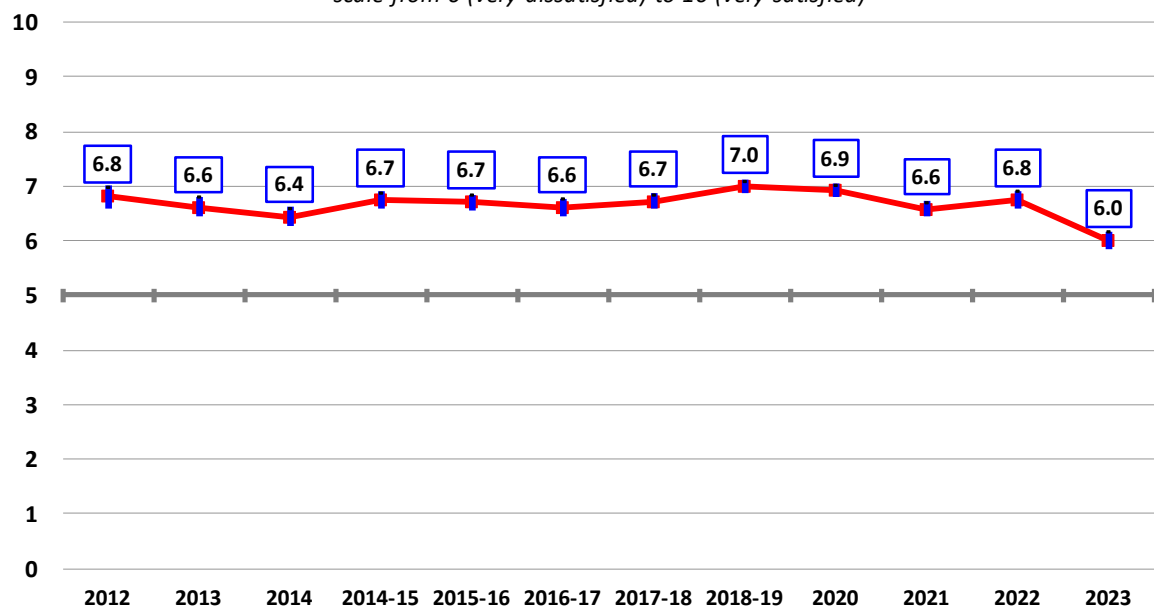
This is a “solid”, down from a “good” level of satisfaction, and measurably below the long-term average satisfaction since 2012 of 6.7 or “good”.

This was the lowest satisfaction score for this aspect of governance and leadership recorded since the question was first included in the survey program in this format back in 2012. This decline represents a significant change in satisfaction from the very consistent levels of satisfaction recorded over more than a decade, which does suggest a substantial change in community sentiment around how well Darebin City Council represents the interests of the community.

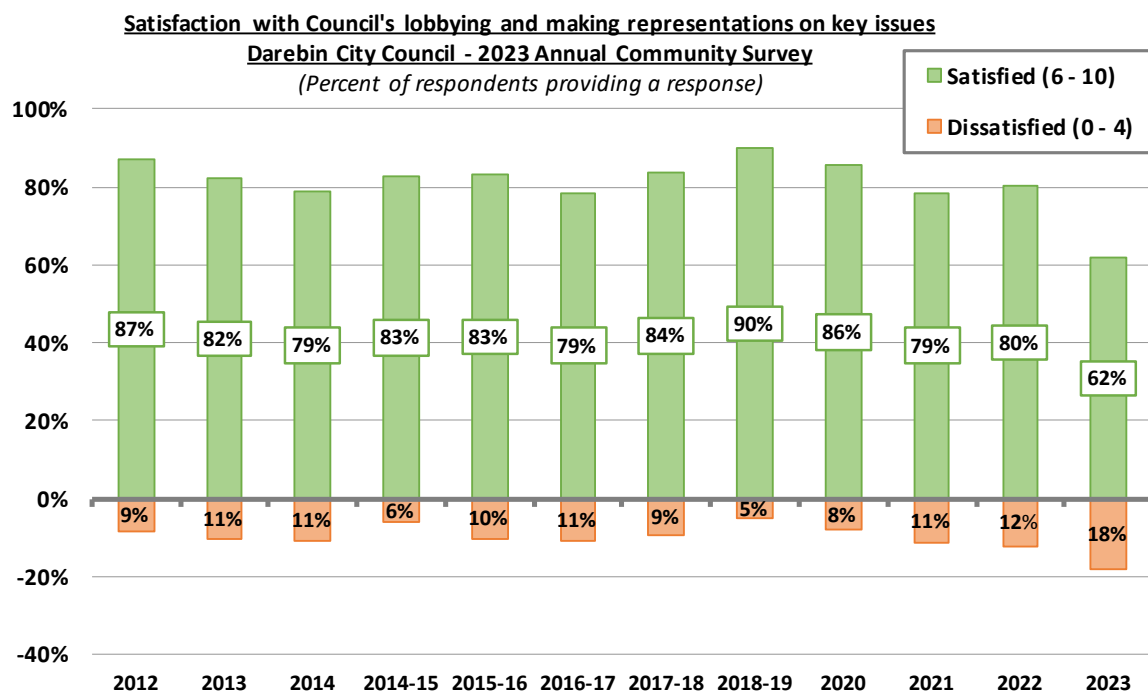
Metropolis Research notes that the Preston Market redevelopment issue was clearly one of the major issues underpinning this decline in satisfaction with this important aspect.

By way of comparison, this result was measurably and significantly (12%) lower than the metropolitan Melbourne average satisfaction as recorded in the 2023 *Governing Melbourne* research. Whilst the variation in methodology between the two surveys this year was likely to be a small contributing factor, clearly, satisfaction with lobbying and representation was significantly lower in the City of Darebin than the average.

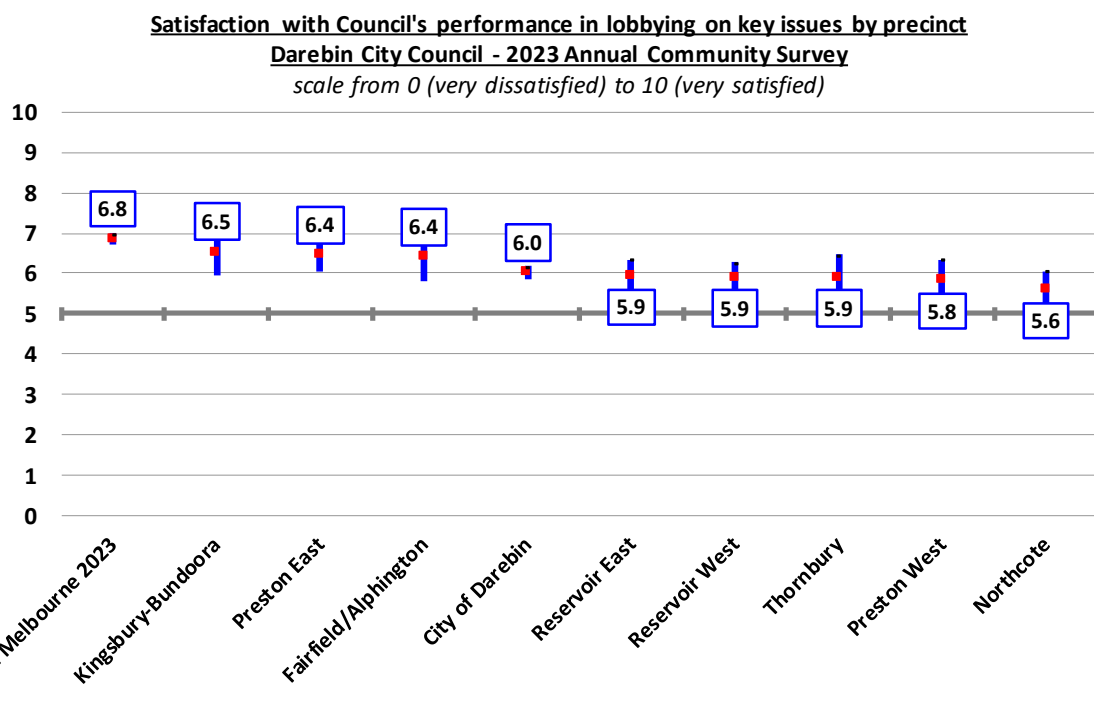
**Satisfaction with Council's performance in lobbying on key issues**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*




There was an extremely large decline in the proportion of respondents who were satisfied with this aspect of performance this year, down from 80% to 62%. There was also a continued and significant increase this year, in the proportion of respondents who were “dissatisfied”, up from five percent back in 2018-19 (pre-pandemic) to 18% this year.



There was no statistically significant variation in satisfaction with this aspect observed across the municipality. It is noted, however, that respondents from Kingsbury-Bundoora rated satisfaction at a “good” level, whilst respondents from Reservoir East and West, Preston West, Thornbury, and Northcote all rated satisfaction at “poor” levels.





There was some variation in satisfaction with this aspect of governance and leadership observed by respondent profile, as follows:

- **Senior citizens (aged 75 years and over)** – respondents were measurably more satisfied than average and at a “good” level of satisfaction.
- **Public rental household** – the eight respondents were measurably more satisfied than average and at a “very good” level of satisfaction.
- **Period of residence** – new residents (less than one year in the City of Darebin) were measurably more satisfied than average and at “good” level.
- **Gender** – female respondents were measurably more satisfied than male respondents.
- **Aboriginal and / or Torres Strait Islander peoples** – the 11 respondents were notably, but not measurably less satisfied than the municipal average, and at an “extremely poor” level.

Satisfaction with Council’s lobbying and making representations on key issues declined in all eight precincts, with the declines in satisfaction in Reservoir East (12%), Reservoir West (12%), and Northcote (19%) statistically significant at the 95% confidence level.



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

**Darebin City Council - 2023 Annual Community Survey**

(Number and index score 0 - 10)

Variable	Number	2023		
		Lower	Mean	Upper
<i>Age</i>				
18 - 34 years	236	5.9	<b>6.2</b>	6.5
35 - 44 years	139	5.7	<b>6.1</b>	6.4
45 - 59 years	160	5.4	<b>5.7</b>	6.1
60 - 74 years	89	5.0	<b>5.5</b>	6.0
75 years and over	76	6.2	<b>6.7</b>	7.1
<i>Housing situation</i>				
Own this home	334	5.6	<b>5.9</b>	6.1
Mortgage	196	5.8	<b>6.1</b>	6.4
Renting this home	113	5.9	<b>6.3</b>	6.7
Renting from Office of Housing	8	6.2	<b>7.4</b>	8.5
<i>Period of residence</i>				
Less than one year	10	6.7	<b>7.2</b>	7.7
One to less than five years	37	5.9	<b>6.8</b>	7.6
Five to less than ten years	116	6.0	<b>6.3</b>	6.7
Ten years or more	534	5.7	<b>5.9</b>	6.1
<i>Aboriginal and Torres Strait Islander</i>				
Yes	11	3.5	<b>5.4</b>	7.2
No	678	5.8	<b>6.0</b>	6.2
<i>Multi-lingual household</i>				
English speaking	451	5.8	<b>6.0</b>	6.3
Multi-lingual	247	5.7	<b>6.0</b>	6.2
<i>Household member with disability</i>				
Yes	95	5.5	<b>6.0</b>	6.5
No	599	5.8	<b>6.0</b>	6.2
<i>Gender</i>				
Male	347	5.5	<b>5.7</b>	6.0
Female	354	6.0	<b>6.3</b>	6.5
<b>City of Darebin</b>	<b>704</b>	<b>5.8</b>	<b>6.0</b>	<b>6.2</b>

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

**Darebin City Council - 2023 Annual Community Survey**

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2018-19	94	6.9	<b>7.2</b>	7.5
	2020	47	6.8	<b>7.3</b>	7.8
	2021	86	7.1	<b>7.4</b>	7.8
	2022	84	6.7	<b>7.2</b>	7.6
	2023	61	5.9	<b>6.5</b>	7.1
Preston East	2018-19	88	6.3	<b>6.6</b>	7.0
	2020	74	6.6	<b>7.0</b>	7.4
	2021	103	6.5	<b>6.8</b>	7.2
	2022	82	6.3	<b>6.7</b>	7.1
	2023	87	6.0	<b>6.4</b>	6.8
Fairfield-Alphington	2018-19	93	6.8	<b>7.1</b>	7.4
	2020	55	6.3	<b>6.8</b>	7.3
	2021	64	6.6	<b>6.9</b>	7.1
	2022	30	6.2	<b>7.0</b>	7.7
	2023	51	5.8	<b>6.4</b>	7.0
Reservoir East	2018-19	92	6.6	<b>6.9</b>	7.3
	2020	114	6.7	<b>7.0</b>	7.3
	2021	152	6.7	<b>6.9</b>	7.2
	2022	144	6.3	<b>6.7</b>	7.1
	2023	136	5.5	<b>5.9</b>	6.3
Reservoir West	2018-19	108	6.8	<b>7.1</b>	7.4
	2020	146	6.4	<b>6.8</b>	7.1
	2021	138	6.4	<b>6.7</b>	7.1
	2022	120	6.3	<b>6.7</b>	7.1
	2023	97	5.5	<b>5.9</b>	6.3
Thornbury	2018-19	92	6.7	<b>7.0</b>	7.3
	2020	85	6.4	<b>6.8</b>	7.1
	2021	81	6.0	<b>6.5</b>	7.0
	2022	68	6.1	<b>6.6</b>	7.0
	2023	77	5.3	<b>5.9</b>	6.5
Preston West	2018-19	77	6.3	<b>6.7</b>	7.1
	2020	109	6.8	<b>7.0</b>	7.3
	2021	93	6.3	<b>6.8</b>	7.3
	2022	92	6.0	<b>6.5</b>	6.9
	2023	76	5.3	<b>5.8</b>	6.3
Northcote	2018-19	100	6.8	<b>7.1</b>	7.4
	2020	142	6.5	<b>6.8</b>	7.1
	2021	126	6.1	<b>6.5</b>	6.8
	2022	127	6.6	<b>6.9</b>	7.2
	2023	119	5.1	<b>5.6</b>	6.1

The following table outlines the 64 comments received from respondents who were not satisfied with Council's lobbying and making representations on key issues.



Whilst there were a range of issues raised by a handful of respondents, the most common issue raised by respondents in relation to lobbying and making representations were related to the Preston Market redevelopment issue.

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

**Darebin City Council - 2023 Annual Community Survey**

*(Number of responses)*

<i>Reason</i>	<i>Number</i>
I am not just aware / no information	9
Preston market	5
They don't lobby	5
I haven't seen anything / no evidence / no visibility	2
No communication from the Council	2
A little bit more transparency is needed	1
Closure of Preston market	1
Council got involved in Preston market which is not in right side	1
Councils lacks this as they do what they actually plan not really in the interest of community	1
I don't feel represented, the key issues are not taken into the right consideration	1
I don't think they consult with anyone	1
I don't think they do this well	1
I haven't seen any development or issue that has been fixed	1
Local government should focus on local issues	1
Lots of building, but no upgrade in roads and other facilities	1
More opportunities to work with state government	1
Need to prioritise their work	1
No community involvement	1
Northcote golf club	1
Not enough of it	1
Not thinking about what the community wants	1
Preston market - it's time to act	1
Preston market redevelopment, Council should step up	1
Preston market removal is affecting community but they have not been very active towards this	1
Reservoir is left out and less poorly maintained than other suburbs	1
Stop this fake consultation when you are not addressing any issues	1
There are minority groups that don't get heard	1
They are biased towards certain groups not representing community as a holistic approach	1
They are just pawns of higher authorities	1
They are more focused in giving permits for new buildings rather the issues of community	1
They are not strong in their position of representatives for the community	1
They are worst	1
They do not represent the community well	1
They do that only for certain things but not representative. They are paying too much attention to minority issues, but general population need is compromised. They are more focused in minority communities leaving behind the need of general population which is not fair	1

They don't have control on refugees	1
They have an idea of what they think are issues and work in the Council's interest, not residents'	1
They lack expertise	1
They make representation but don't deliver	1
They make representation on their waste of money on campaigning about LGBTIQ. Everyone is equal. Why so much priority to one group?	1
They say we hear what you're saying, but they don't. I'm not convinced their planning is assisting the community	1
They should advocate more for Preston market	1
They should be taken away by central government. They are not good	1
They should focus on themselves first before representing anything	1
They're not lobbying in our interests	1
Using Preston market, we are not represented at all	1
We only see them in election time or when there is a change in rate	1
<b>Total</b>	<b>64</b>

## Council services and facilities

Respondents were asked:

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

Respondents were again in 2023, asked to rate their satisfaction with 11 services and facilities provided by Darebin City Council.


Metropolis Research notes that this is significantly fewer services and facilities than are measured in the *Governing Melbourne* research conducted independently by Metropolis Research each year, which included 37 individual services and facilities in 2023. The 12 other councils surveyed by Metropolis Research typically include between 25 and 40 services and facilities.

The limited range of services and facilities included in the Darebin survey does constrain the ability of Metropolis Research to make stronger statements about community satisfaction with the performance of Council providing services and facilities.

Services and facilities are typically included in the community satisfaction survey program not only to provide insight into community satisfaction with the individual service or facility, but also to provide a set of data that facilitates a measure of community satisfaction with the performance of the Darebin City Council organisation providing services and facilities.

The overall performance score is a more subjective measure that tends to reflect not only satisfaction with service delivery, but also other issues in the community.





Overall satisfaction tends to be more variable than average satisfaction with services and facilities, and it can under-estimate the true level of community satisfaction with the performance of Council providing services and facilities to the community.

Metropolis Research strongly recommends that the survey include a broader range of Council services and facilities in the future, to facilitate a more meaningful understanding of community satisfaction with the performance of Council.

Metropolis Research also notes that the City of Darebin does not include a measure of the importance of each of these services and facilities. This oversight also limits the ability of Metropolis Research to provide a more meaningful insight into community views about the services and facilities provided by Council.

The average satisfaction with the 11 included services and facilities was 7.2 out of 10 this year, or a “good” level of satisfaction.

This was a notable but not measurable decline of four percent this year, which Metropolis Research notes was significantly smaller than the statistically significant seven percent decline in satisfaction with Council’s overall performance.

By way of comparison, 10 of these 11 services and facilities were included in the 2023 *Governing Melbourne* research, and the metropolitan Melbourne average satisfaction with these 10 services and facilities was 7.6 out of 10, or six percent higher than the City of Darebin average.

Satisfaction with these 11 services and facilities can best be summarised as follows:

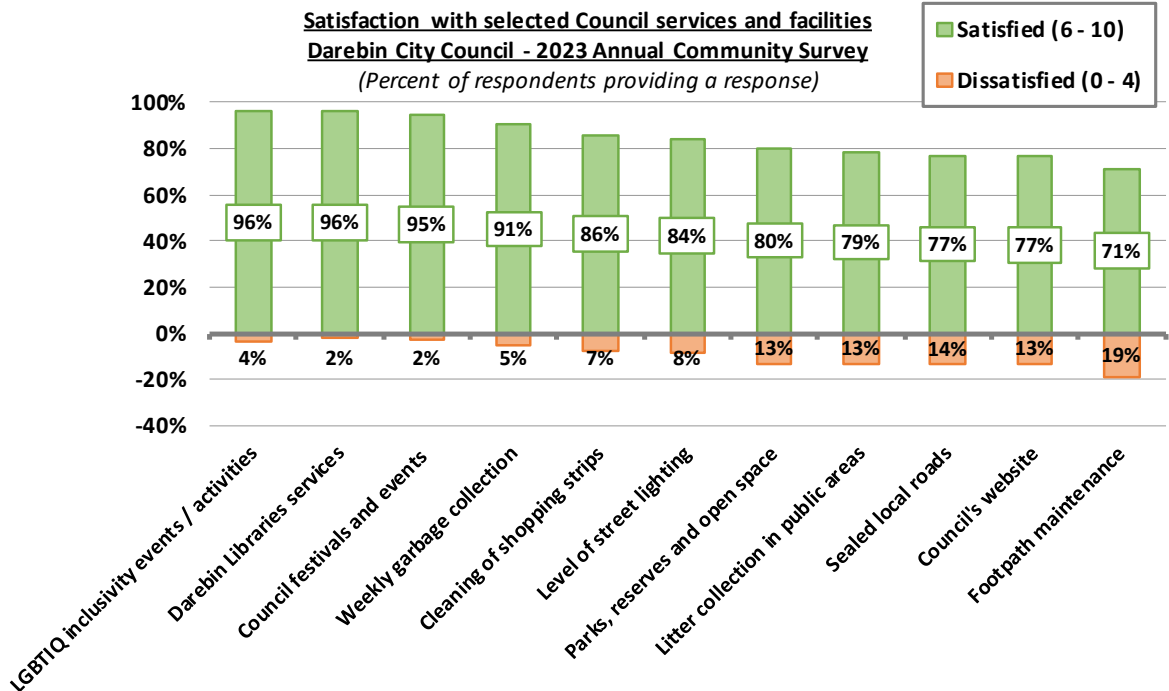
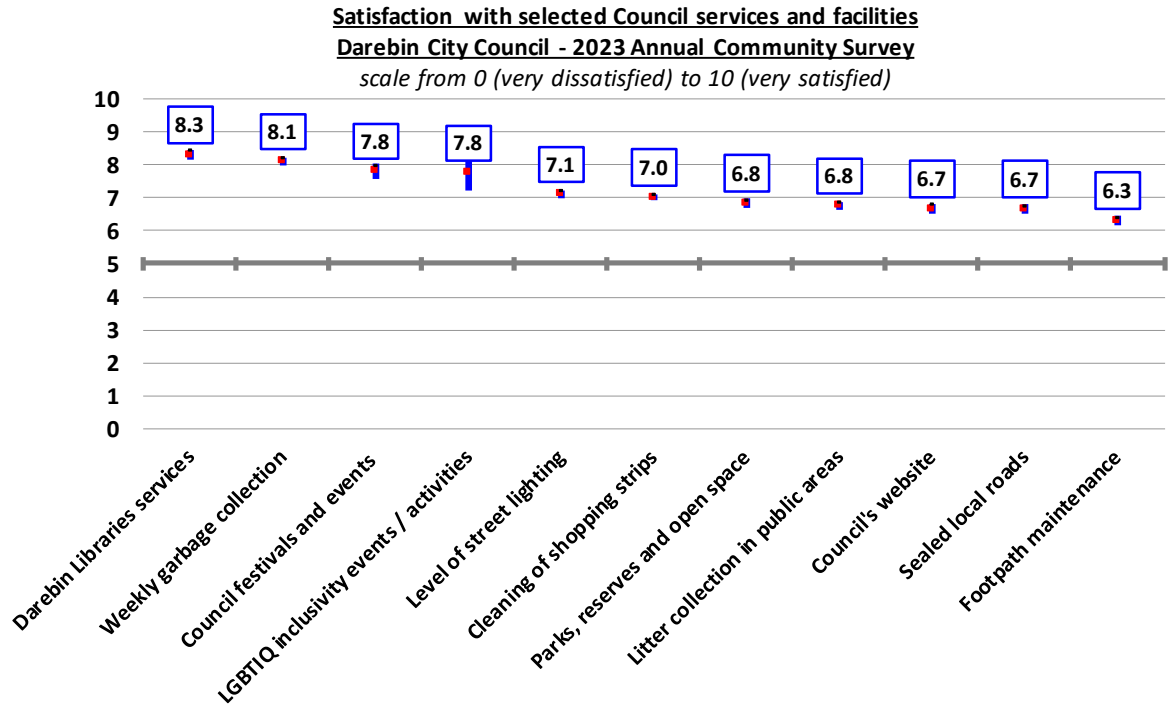
- **Excellent** – for Darebin Libraries services, weekly garbage collection, Council festivals and events, and events and activities supporting LGBTIQ+ inclusivity.
- **Good** – for the level of street lighting, cleaning of shopping strips, the maintenance of parks, reserves, and open spaces, litter collection in public areas, Council’s website, and the maintenance and repair of sealed local roads.
- **Solid** – for footpath maintenance and repairs.

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

Whilst the majority of respondents who provided a satisfaction score were “satisfied” with each of the 11 included services and facilities, it is noted that more than 10% were “dissatisfied” with parks, reserves, and open spaces, litter collection in public areas, the maintenance and repair of sealed local roads, and the website.



Particular attention is drawn to the fact that 19% of respondents were this year “dissatisfied” with footpath maintenance and repairs. This is a significant proportion.



The following table provides the detailed results underpinning the average and percentage satisfaction graphs discussed above, including the number of respondents providing a satisfaction score for each.



### Satisfaction with selected Council services and facilities

#### Darebin City Council - 2023 Annual Community Survey

(Number and index score scale 0 - 10)

	Service/facility	Number	2023			2022	2021	2020	2023 Metro.*
			Lower	Mean	Upper				
Higher	Darebin Libraries services	351	8.2	<b>8.3</b>	8.5	8.5	8.4	8.3	8.2
	Weekly garbage collection	989	8.0	<b>8.1</b>	8.2	8.6	8.3	8.6	8.5
	Council festivals and events	152	7.6	<b>7.8</b>	8.0	7.9	7.7	7.4	7.7
Average	Council events and activities supporting LGBTIQ inclusivity	42	7.2	<b>7.8</b>	8.3	n.a.	n.a.	n.a.	n.a.
	The level of street lighting	972	7.0	<b>7.1</b>	7.2	7.4	7.5	7.4	7.6
	Cleaning of shopping strips <sup>(1)</sup>	934	6.9	<b>7.0</b>	7.1	7.6	7.4	7.6	7.4
	Maintenance of parks, reserves, open space	958	6.7	<b>6.8</b>	7.0	7.4	7.5	7.6	7.7
Lower than average	Litter collection in public areas	933	6.6	<b>6.8</b>	6.9	7.2	7.2	7.5	7.3
	Council's website	463	6.5	6.7	6.8	n.a.	n.a.	n.a.	7.6
	The condition of sealed local roads	986	6.5	<b>6.7</b>	6.8	7.0	7.1	7.2	7.1
	Footpath maintenance and repairs	979	6.2	<b>6.3</b>	6.5	6.6	6.7	7.0	7.2
Average satisfaction with Council services			7.0	<b>7.2</b>	7.4	7.5	7.5	7.5	7.6

(\*) 2023 metropolitan Melbourne average from Governing Melbourne

Service / facility	Dissatisfied (0 - 4)	Neutral (5)	Satisfied (6 - 10)	Can't say	Total
Council events and activities supporting LGBTIQ inclusivity	4%	0%	96%	9	<b>52</b>
Darebin Libraries services	2%	2%	96%	3	<b>354</b>
Council festivals and events	2%	3%	95%	0	<b>152</b>
Weekly garbage collection	5%	4%	91%	12	<b>1,001</b>
Cleaning of shopping strips <sup>(1)</sup>	7%	7%	86%	67	<b>1,001</b>
The level of street lighting	8%	7%	84%	29	<b>1,001</b>
Maintenance of parks, reserves, open space	13%	7%	80%	43	<b>1,001</b>
Litter collection in public areas	13%	8%	79%	68	<b>1,001</b>
The condition of sealed local roads	14%	9%	77%	15	<b>1,001</b>
Council's website	13%	10%	77%	4	<b>467</b>
Footpath maintenance and repairs	19%	10%	71%	22	<b>1,001</b>

<sup>(1)</sup> previously name "maintenance and cleaning of shopping strips"

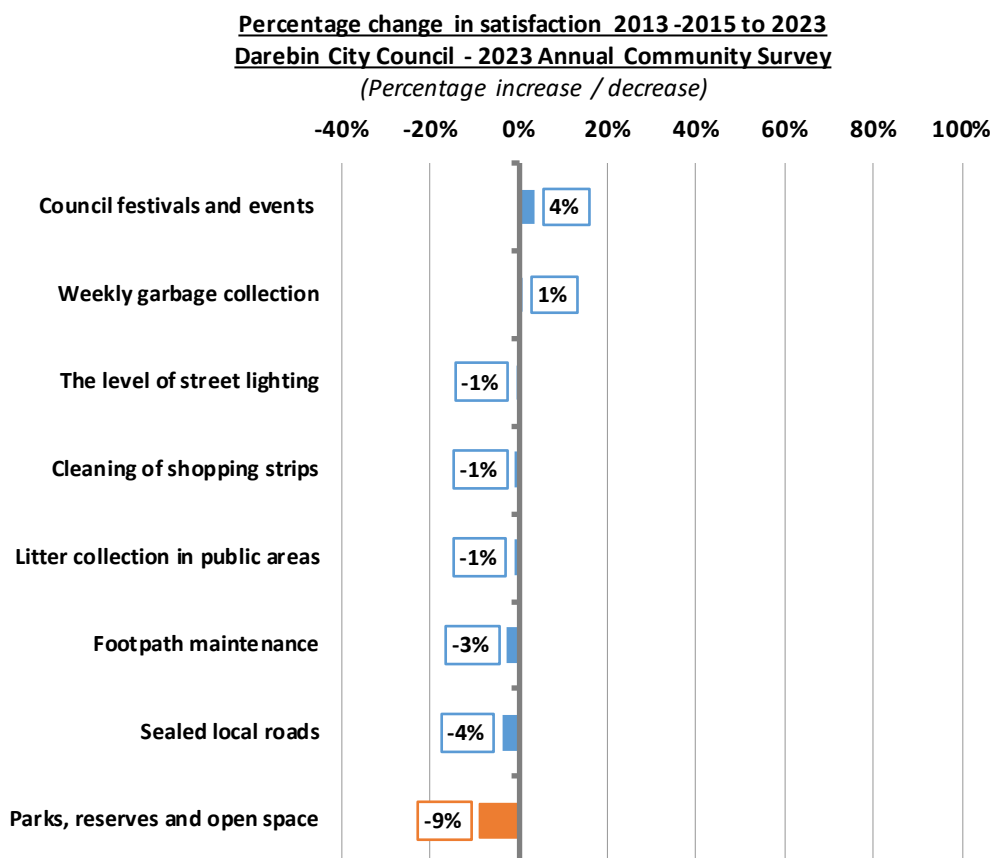
### Change in satisfaction over the last 10 years

The following graph provides insight into the change in satisfaction with eight of the services and facilities over the last 10 years.

The graph displays the percentage change in satisfaction between the average satisfaction recorded over three years (2013 to 2015) against the 2023 result.

The graph is designed to provide a longer-term view into change in satisfaction with Council’s delivery of services and facilities.

It is noted that satisfaction with Council’s festivals and events has increased four percent over the period, whilst satisfaction with the maintenance of parks, reserves, and open spaces has declined nine percent. Most of that nine percent decline was clearly recorded in 2023, reflecting a significant decline in satisfaction with this service this year.



### ***Condition of sealed local roads***

Respondents were asked:

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

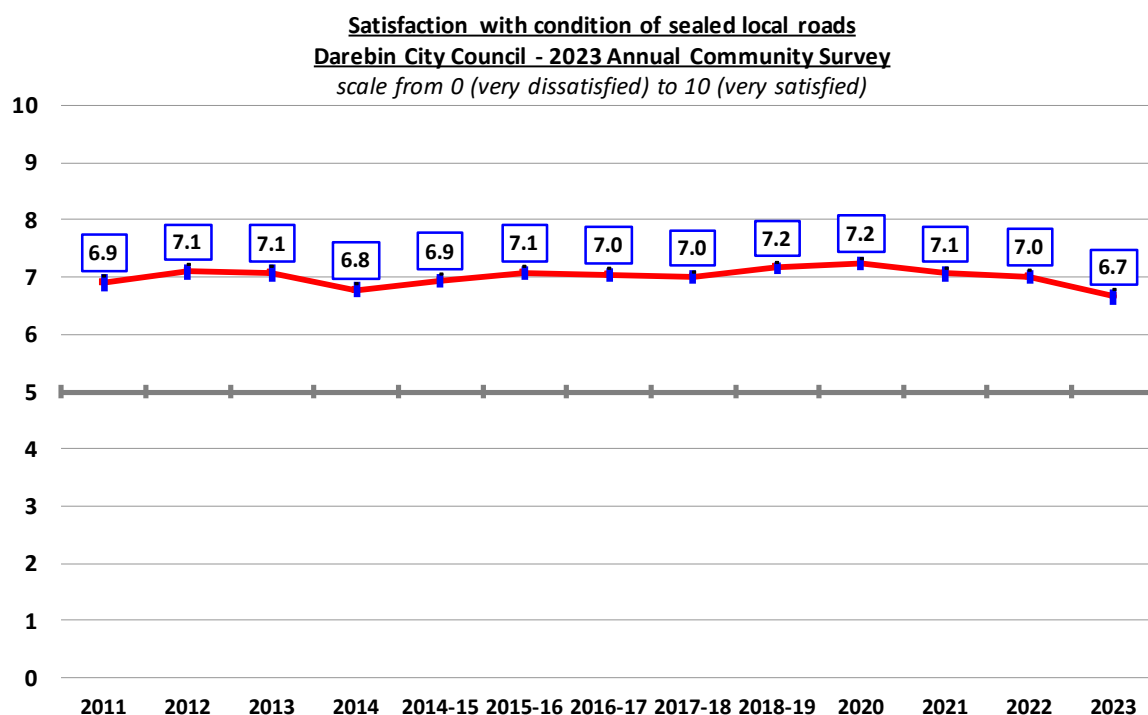
Satisfaction with the condition of sealed local roads declined measurably this year, down four percent to 6.7 out of 10, although this remains a “good” level of satisfaction.

This result was measurably below the long-term average satisfaction since 2011 of 7.0 or “good”.



By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with the “maintenance and repair of sealed local roads” of 7.1 out of 10, as recorded in the 2023 *Governing Melbourne* research conducted by a face-to-face interview method in January 2023.

Metropolis Research suggests that the decline in satisfaction with the condition of sealed local roads this year may well reflect the general decline in satisfaction with the performance of Council rather than only specific concerns around the condition of roads this year.



There was measurable variation in satisfaction with the condition of sealed local roads observed across the municipality.

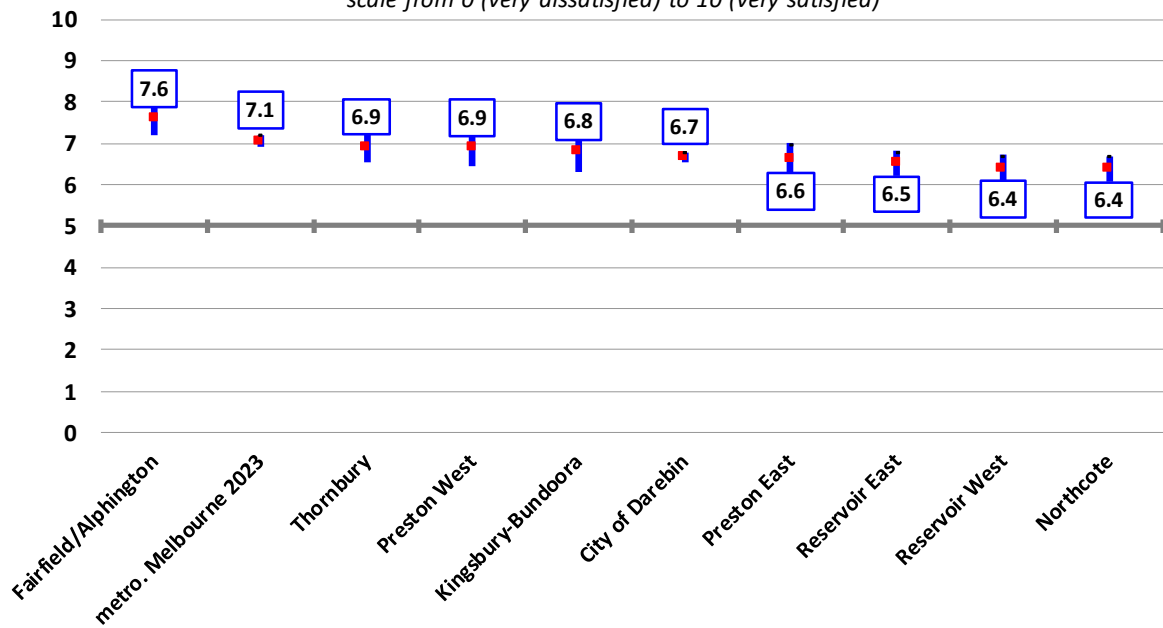
Respondents from Fairfield-Alphington were measurably more satisfied than average, and at a “very good” level, whilst respondents from Reservoir East, Reservoir West, and Northcote were measurably less satisfied.

Respondents from Reservoir West and Northcote rated satisfaction at “solid” rather than “good” levels of satisfaction.

Satisfaction with the condition of sealed local roads increased in Fairfield-Alphington, remained the same in Thornbury, Preston West, and Preston East, and declined in Kingsbury-Bundoora, Reservoir East, Reservoir West, and Northcote.

The decline in satisfaction in Northcote was statistically significant at the 95% confidence level.

**Satisfaction with condition of sealed local roads by precinct**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Whilst there was no statistically significant variation in satisfaction with the condition of sealed local roads observed by respondent profile, it is noted that middle-aged and older adults were the least satisfied, female respondents were somewhat more satisfied than males, and respondents from English speaking households were somewhat more satisfied than respondents from multilingual households.

**Satisfaction with condition of sealed local roads by respondent profile**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Satisfaction with condition of sealed local roads**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	2018-19	125	6.7	<b>7.1</b>	7.4
	2020	62	7.2	<b>7.6</b>	8.0
	2021	72	6.8	<b>7.2</b>	7.7
	2022	56	6.8	<b>7.2</b>	7.7
	2023	63	7.2	<b>7.6</b>	8.0
Thornbury	2018-19	123	6.9	<b>7.2</b>	7.5
	2020	116	6.9	<b>7.2</b>	7.5
	2021	97	6.5	<b>6.8</b>	7.2
	2022	110	6.5	<b>6.9</b>	7.3
	2023	114	6.5	<b>6.9</b>	7.3
Preston West	2018-19	120	6.5	<b>6.9</b>	7.3
	2020	134	6.9	<b>7.2</b>	7.5
	2021	109	6.5	<b>6.9</b>	7.4
	2022	114	6.5	<b>6.9</b>	7.2
	2023	110	6.4	<b>6.9</b>	7.3
Kingsbury-Bundoora	2018-19	122	7.2	<b>7.4</b>	7.7
	2020	72	7.0	<b>7.4</b>	7.9
	2021	95	7.1	<b>7.4</b>	7.8
	2022	96	7.0	<b>7.4</b>	7.8
	2023	79	6.3	<b>6.8</b>	7.3
Preston East	2018-19	124	6.8	<b>7.2</b>	7.5
	2020	94	6.9	<b>7.3</b>	7.6
	2021	115	6.8	<b>7.1</b>	7.4
	2022	97	6.2	<b>6.6</b>	7.0
	2023	122	6.2	<b>6.6</b>	7.0
Reservoir East	2018-19	127	6.9	<b>7.2</b>	7.5
	2020	151	6.7	<b>7.0</b>	7.3
	2021	191	6.9	<b>7.1</b>	7.4
	2022	184	6.6	<b>6.9</b>	7.2
	2023	197	6.2	<b>6.5</b>	6.8
Reservoir West	2018-19	122	7.2	<b>7.5</b>	7.7
	2020	174	6.9	<b>7.2</b>	7.4
	2021	164	6.4	<b>6.8</b>	7.1
	2022	151	6.6	<b>7.0</b>	7.3
	2023	137	6.1	<b>6.4</b>	6.7
Northcote	2018-19	121	6.5	<b>6.9</b>	7.3
	2020	174	7.1	<b>7.3</b>	7.6
	2021	147	6.9	<b>7.2</b>	7.5
	2022	170	7.0	<b>7.2</b>	7.5
	2023	164	6.1	<b>6.4</b>	6.7

The following table outlines the 184 comments received from respondents who were not satisfied with the condition of sealed local roads. This includes 126 comments and 58 roads of concern.

The most common reasons why respondents were not satisfied with sealed local roads was related to issues around potholes and cracks and the general condition of roads.

This is consistent with results observed elsewhere over many years.

**Reasons for dissatisfaction with the condition of sealed local roads and roads of concern**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Potholes / cracks	47
The roads are really bad / terrible / awful / trash	11
Bumpy / uneven roads	9
They are not well maintained	7
Could be cleaner / more sweeping needed	4
Roads and local streets are rough / poor surface quality	4
Darebin roads are deteriorating	3
Most roads are narrow	3
Repairs are not done / poorly done	3
They just patch up and don't fix it properly	3
Inappropriate speed humps and it's excessive and shape of speed humps	2
More could be done with signage	2
They are doing some road works, so it is frustrating	2
Too crowded because of too many units being built	2
Vegetation is overgrown / weeds	2
Back-alley access is narrow next to downtown grocer	1
Bike paths should not be there, Station St all those streets	1
Crack near tram tracks	1
Drainage from road. I have complained but it's not fixed	1
Everywhere you look they all look bad. They have many potholes. They don't look good visually	1
General problems	1
Just congested, the conditions of the roads are alright	1
Just old / outdated roads like most of them	1
Lots of graffiti	1
Lowest speed limit	1
Lumps and poor maintenance (secondary roads like down the streets)	1
Room for improvement	1
Some need redoing	1
Tarmac damage from rains	1
The intersections are dicey sometimes	1

The road is too bouncy because of trees	1
The roads that are being resurfaced don't need to be	1
There is limited parking	1
There's grass growing out of the road in my area	1
They don't blow away the leaf	1
They waste lot of money	1
Unnecessary speed limits at road corners	1
<b>Total</b>	<b>126</b>

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*Specific sites*

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High St is bad and has many potholes	3
Potholes on Separation St	3
Roads have potholes (St Georges Rd)	3
Gilbert Rd, rough patching and there is a pothole everywhere	2
Most roads in the area of Reservoir and Preston	2
No maintenance and potholes all over Preston	2
Roads have potholes (Plenty Rd)	2
There are potholes everywhere, Elizabeth St	2
4 potholes often submerge with water (Tyler St, Preston)	1
Bell St	1
Breen St	1
Cheddar Rd has a lot of potholes	1
Dundas St	1
Fulham Rd	1
Garnet St is poor	1
Grange Blvd Rd	1
Have complained of quality of roads near Alphington Station	1
High St with intersection of Crawley St is often having maintenance	1
Local streets near Andrew St	1
Lot of constructions on Dunne St	1
Lot of constructions on Plenty Rd	1
Lot of potholes, especially on Newlands Rd	1
Lots of streets need to be maintained especially Botha Ave	1
Many streets in Northcote are not maintained including Whalley St	1
Miller St has a drainage problem	1
Near sky rail, the roads are damaged from trucks and machinery	1
Potholes, Newcastle St	1
Potholes (Capp St)	1
Potholes and speed bumps on McFadzean Ave	1
Potholes and they eventually block the road for a year to complete repairs (Yarra Ave & Edwardes St)	1
Potholes and uneven roads (Flag St)	1
Potholes everywhere in Thornbury	1



Potholes everywhere. More surveying of roads needed. Newlands Rd is bad	1
Quality of roads between Bell St and Dundas St is very poor	1
Restricted access due on street parking (Rathcown Rd)	1
Roads near Summerhill Shopping Centre and Northland Shopping Centre are terrible	1
Speeding issues and blind corners around pedestrian crossing (Charles St, Northcote)	1
Spring St	1
Stupid trees in the middle of the road, design is a waste on Mcfadzean Ave	1
Taylor St is pretty poor quality	1
Terrace Way has potholes	1
The width of the road on Wood St is too much. The driveway entrances are too narrow	1
There is lot of potholes everywhere on Martin St	1
Too many potholes (Bouldrewood Pde)	1
Too many potholes (Broadway Dr)	1
Traveling through Darebin communities, unnecessary and excessive speed humps, stop signs. These are not in the interest of the community. Quite a lot of bumps for a human body. It's not ergonomics at all. Raymond St, as you are crossing the street. There is a hump near primary school. It's hard for elderly and parents with children. People with spinal injury is so difficult. Make it safer and more efficient	1
Wingrove St next to Alphington Station	1
<b>Total</b>	<b>58</b>
<b>Total</b>	<b>184</b>

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

Respondents were asked:

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

Satisfaction with the maintenance of parks, reserves, and the open space areas declined measurably and significantly this year, down eight percent to 6.8 out of 10.

This is a “good”, down from a “very good” level of satisfaction, and a result that was measurably lower than the long-term average satisfaction since 2011 of 7.4 or “very good”.

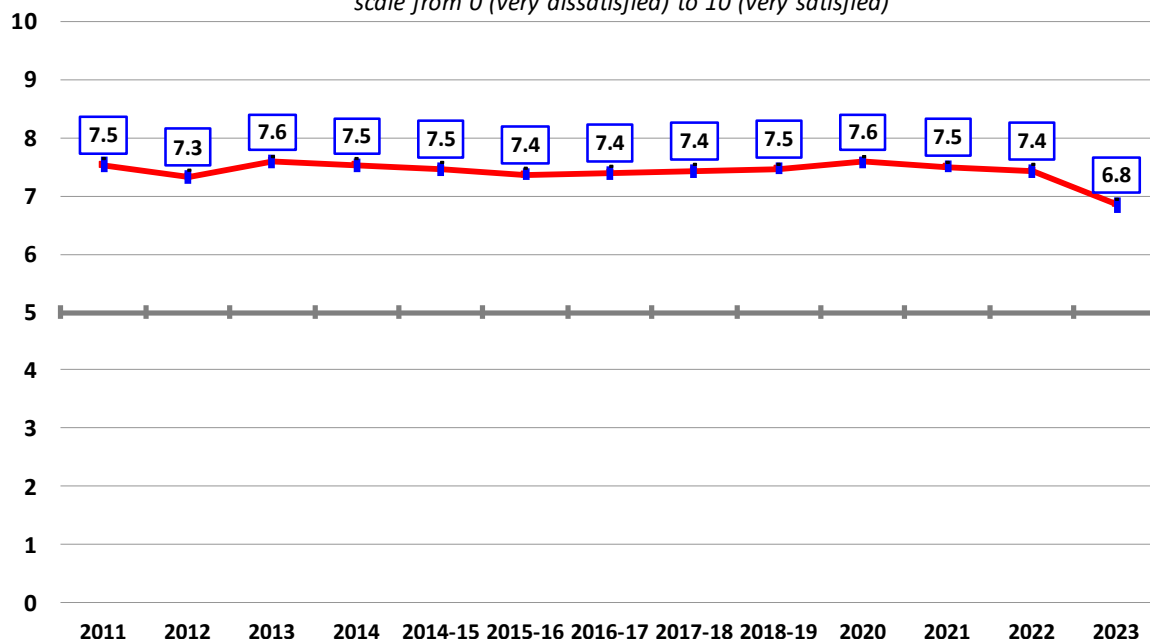
Metropolis Research notes that this is the lowest satisfaction for parks, reserves, and open spaces recorded for the City of Darebin in more than a decade and is a result that is unusually low when compared to the long-term average.

This may reflect, at least in part, the general decline in satisfaction with Darebin City Council this year, but given the size of the decline, it appears likely that community satisfaction with parks, gardens, and open spaces in the municipality has also declined.

**Satisfaction with maintenance of parks, reserves and the open space areas**

**Darebin City Council - 2023 Annual Community Survey**

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



Parks, gardens, and open spaces were the third most nominated [issue to address](#) for the City of Darebin ‘at the moment’, with nine percent of respondents nominating these issues this year. The 94 respondents who nominated these issues were, on average, six percent less satisfied with Council’s overall performance than the municipal average.

This strongly suggests that for the respondents who consider parks, gardens, and open spaces to be an issue in the City of Darebin, it is highly likely that the issue is a negative influence on their satisfaction with Council’s overall performance.

By way of comparison, the metropolitan Melbourne average satisfaction with the “provision and maintenance of parks, gardens, and open spaces” was 7.7 out of 10, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the face-to-face interview methodology.

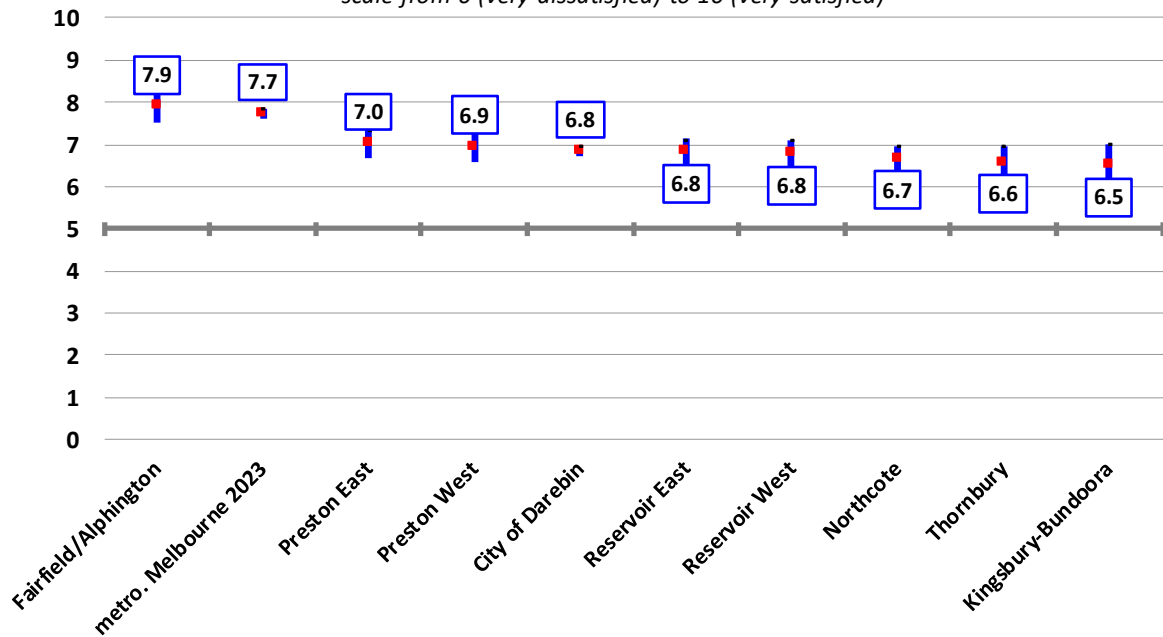
There was measurable variation in this result observed across the City of Darebin, with respondents from Fairfield-Alphington measurably and significantly more satisfied than average and at an “excellent” level.

By contrast, respondents from Kingsbury-Bundoora were somewhat less satisfied than average, although still at a “good” level of satisfaction.

Satisfaction with the maintenance of parks, reserves, and the open space areas increased in Preston East, remained the same in Fairfield-Alphington, and declined in Preston West, Reservoir East, Reservoir West, Northcote, Thornbury, and Kingsbury-Bundoora.

The declines in satisfaction recorded for Preston West, Northcote, Thornbury, and Kingsbury-Bundoora were statistically significant at the 95% confidence level.

**Satisfaction with maintenance of parks, reserves and the open spaces by precinct**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was no statistically significant variation in satisfaction with these facilities observed by respondent profile, with respondents from all groups rating satisfaction at a “good” level.

It is noted, however, that senior citizens (aged 75 years and over) were the most satisfied at 7.2 out of 10, although still at a “good” level of satisfaction.

**Satisfaction with maintenance of parks, reserves and the open space areas by respondent profile**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



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

**Darebin City Council - 2023 Annual Community Survey**

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	2018-19	123	7.3	<b>7.6</b>	7.9
	2020	63	7.6	<b>7.9</b>	8.2
	2021	70	7.3	<b>7.7</b>	8.2
	2022	56	7.4	<b>7.9</b>	8.3
	2023	63	7.5	<b>7.9</b>	8.3
Preston East	2018-19	118	6.5	<b>6.9</b>	7.3
	2020	88	7.5	<b>7.8</b>	8.0
	2021	116	7.1	<b>7.4</b>	7.7
	2022	93	6.5	<b>6.9</b>	7.3
	2023	114	6.7	<b>7.0</b>	7.4
Preston West	2018-19	119	7.1	<b>7.4</b>	7.7
	2020	135	7.1	<b>7.3</b>	7.5
	2021	105	7.4	<b>7.7</b>	8.0
	2022	114	7.3	<b>7.6</b>	7.9
	2023	106	6.6	<b>6.9</b>	7.3
Reservoir East	2018-19	123	7.3	<b>7.6</b>	7.9
	2020	149	6.9	<b>7.2</b>	7.6
	2021	183	7.4	<b>7.6</b>	7.8
	2022	175	7.0	<b>7.3</b>	7.6
	2023	186	6.5	<b>6.8</b>	7.1
Reservoir West	2018-19	118	7.2	<b>7.5</b>	7.7
	2020	171	7.3	<b>7.5</b>	7.8
	2021	163	7.1	<b>7.4</b>	7.7
	2022	147	6.8	<b>7.2</b>	7.5
	2023	132	6.5	<b>6.8</b>	7.1
Northcote	2018-19	120	7.2	<b>7.5</b>	7.8
	2020	174	7.6	<b>7.8</b>	8.0
	2021	143	7.3	<b>7.6</b>	7.8
	2022	172	7.4	<b>7.7</b>	7.9
	2023	159	6.3	<b>6.7</b>	7.0
Thornbury	2018-19	121	7.4	<b>7.7</b>	7.9
	2020	116	7.2	<b>7.5</b>	7.8
	2021	97	6.7	<b>7.0</b>	7.3
	2022	104	7.0	<b>7.4</b>	7.7
	2023	116	6.2	<b>6.6</b>	7.0
Kingsbury-Bundoora	2018-19	121	7.4	<b>7.6</b>	7.8
	2020	73	7.4	<b>7.9</b>	8.4
	2021	95	7.2	<b>7.6</b>	8.0
	2022	96	7.3	<b>7.7</b>	8.1
	2023	83	6.0	<b>6.5</b>	7.0

The following table outlines the 131 comments received from respondents who were not satisfied with the maintenance of parks, reserves, and the open space. This comprised 99 comments about maintenance and 32 comments specifying open spaces of concern.

The most common concerns raised by respondents again this year relate to the perception of inadequate maintenance, particularly the mowing of grass. There were also several comments about cleaning, including overflowing bins in the open spaces.

**Reasons for dissatisfaction with maintenance of parks and open spaces of concern**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Grasses are not cut / mowed properly / regularly	14
Lack of maintenance	13
Grass is overgrown / long	11
Rubbish / litter everywhere	8
Bins are full / overflowing / not emptied	5
Not enough bins	5
Parks / open spaces are not maintained	5
Lots of dogs / dog sh*t everywhere	2
The equipment not maintained / replaced in a lot of parks	2
They keep using toxic weed killer and pesticides in parks	2
Weeds	2
Basketball hoops on the street and not in parks, safety concern because of cars	1
Because of graffiti	1
Could have more gym equipment around	1
Due to weather	1
Has gotten a lot worse since COVID	1
It would be great planting more indigenous species	1
It's always untidy. They never refill the dog bags	1
Landscaped and bit better	1
Lighting not good	1
Local footy ground not great	1
Lot of bushes	1
Many years ago, I asked for tree maintenance in area, they declined to maintain trees	1
More parks and children's facilities (Preston East)	1
Not clean, beautify the place	1
Not interested to go in park and see no progress	1
Not maintained in northwest, muddy, grasses are long	1
Not sure if upgrades are worth it, not many improvements	1
Nothing is done as gardens are not maintained and neglected	1
Often in summer the grass gets very long, and snakes might be there. They don't mow enough	1



Regular maintenance is not done but is decent	1
Rubbish bins missing	1
Should make more investment in playgrounds	1
Some are good and bad	1
Some of the trees in parks overgrow and cause harm to pedestrian	1
The southern part is good and northern parts are bad and dangerous	1
They are all in very poor condition and very dirty	1
Trees being cut not sure why	1
We need more litter clean ups in parks, rivers need to be cleared of rubbish	1
We pay more for rates, but green spaces are maintained less	1
We've had to beautify our own areas	1
<b>Total</b>	<b>99</b>

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*Specific parks*

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A lot of land is wasted in Cheddar Rd, grassland only	1
After COVID there are many long grasses and weeds on footpath. Intersection of Murray Rd and Spring St, near Preston Station	1
All Nations Park rubbish collection is poor	1
Bins overflowing in Edwardes Lake Park during summers	1
Cricket grounds need work	1
Darebin Creek is polluted	1
Darebin Creek Trail area not maintained	1
Edwardes Lake Park is horrible	1
Edwardes Lake Park, the lights are not working. It's very scary	1
Grass is not cut often and rubbish everywhere (Bundoora Park)	1
Grass is not cut often and rubbish everywhere (Darebin Creek)	1
Grass is not cut often and rubbish everywhere (Park in Link St)	1
Henderson Park is not looked after well enough	1
Johnson Park is not maintained like the garden beds; they just burn the gardens	1
Johnson Park overgrown	1
Lack of mowing in Bundoora Park and surrounding area	1
Leslie Reserve is not properly maintained	1
Merri Park needs more bins or more regular emptying	1
Mt Cooper Dr was littered	1
Not well equipped with facilities and less parks here (Park in Wood St)	1
Parks need to be mowed (Beenak McMahan Reserve)	1
Radford Rd	1
Raleigh St to Collins St walkway is bad, bins and grass are bad	1
Reserve Paywit St	1
Roundabouts in Cheddar Rd area need to be beautified more. Also, at Reservoir Views Primary School	1
St Vigeons Rd and Laurie St nature strip is now bare which looks terrible	1
Stott Reserve Playground isn't maintained	1
The amount of litter on AH Capp Reserve	1
The amount of litter on Robinson Reserve	1
There is no bin in whole area in the path, Campbell Street, Darebin Creek Trail	1

They are very poor especially the All Nations Park as some parts are not cut	1
Wood St park trees cutting down ruined park	1
<b>Total</b>	<b>32</b>
<b>Total</b>	<b>131</b>

### Footpath maintenance and repairs

Respondents were asked:

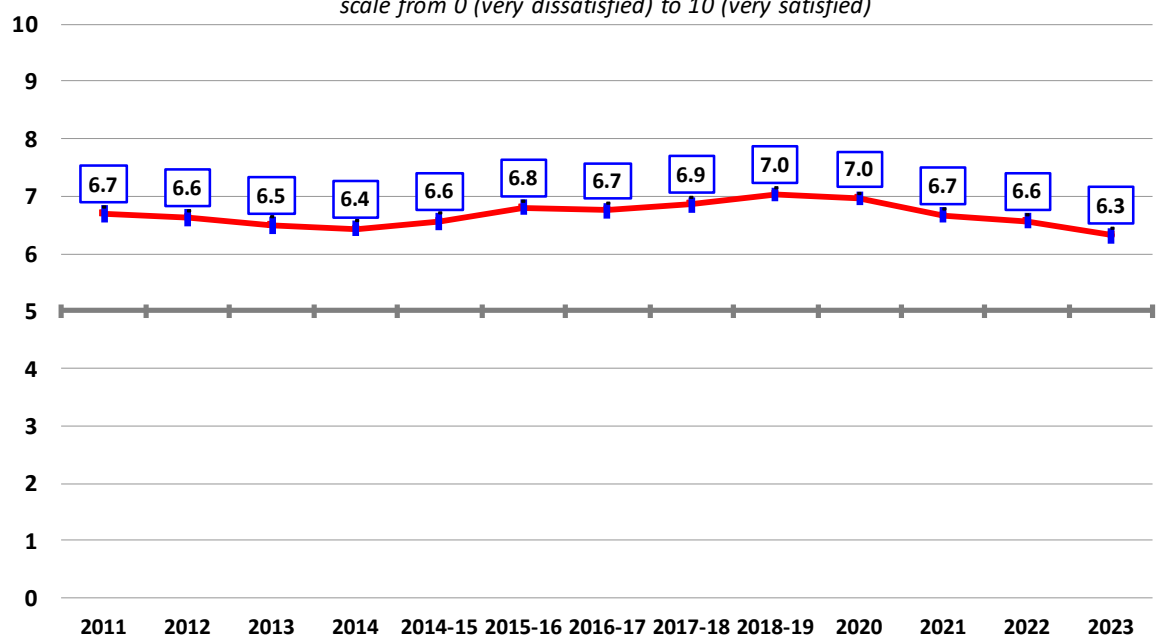
*“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with footpath maintenance and repairs? If rated less than 6, are there any locations of concern?”*

Satisfaction with footpath maintenance and repairs declined for the third consecutive year in 2023, down five percent to 6.3 out of 10, which was a notable, but not measurable decline. This was a “solid”, down from a “good” level of satisfaction.

Satisfaction with footpaths has declined 10% from the most recent high point of 7.0 out of 10 in 2020 and is now below the long-term average satisfaction since 2011 of 6.7.

Metropolis Research notes that satisfaction with footpaths has declined measurably from the high point recorded in 2018-19 and 2020, which may suggest a trend of declining satisfaction. It is noted, however, that the five percent decline this year may well, at least in part, reflect the generalised decline in satisfaction with the performance of Darebin City Council, rather than be entirely a reflection of satisfaction with footpaths.

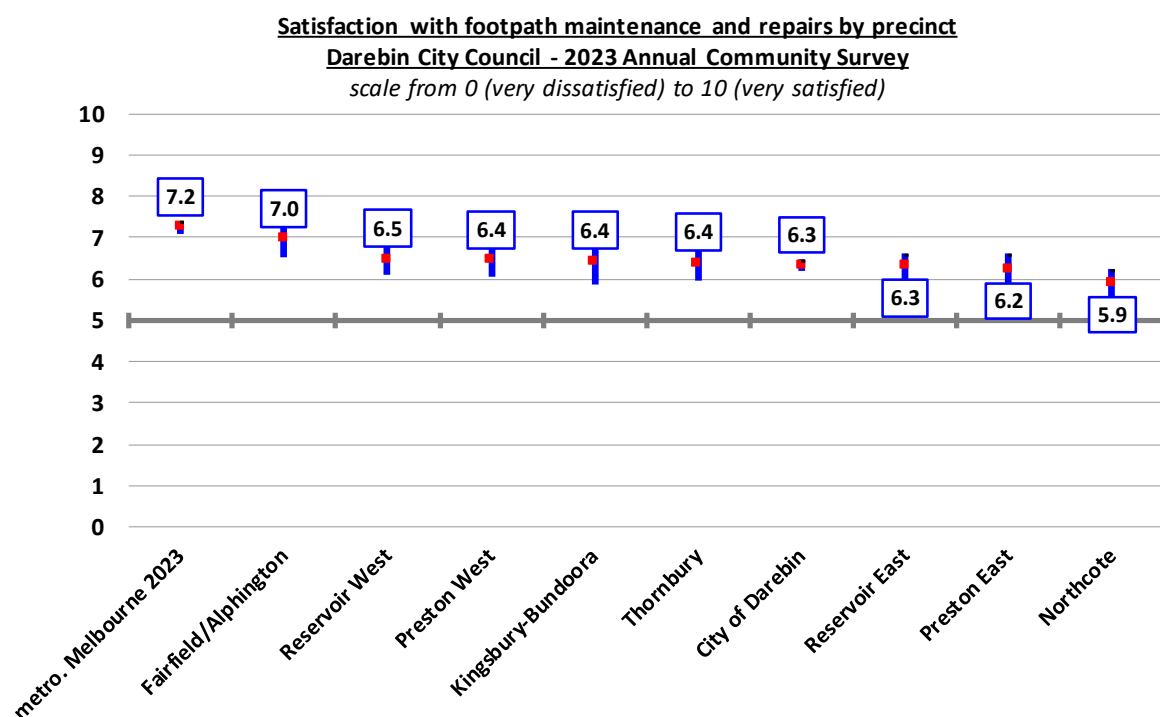
**Satisfaction with footpath maintenance and repairs**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



By way of comparison, this result was measurably and significantly (13%) lower than the metropolitan Melbourne average satisfaction with “footpath maintenance and repairs” as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the face-to-face interview methodology.

There was statistically significant variation in satisfaction with footpath maintenance and repairs observed across the City of Darebin.

Respondents from Fairfield-Alphington were measurably more satisfied than average, and at a “good” level, whilst respondents from Northcote were measurably less satisfied than average, and at a “poor” rather than a “solid” level of satisfaction.



There was measurable variation in satisfaction with footpath maintenance and repairs observed by respondent profile.

Young adults (aged 18 to 34 years) were measurably more satisfied than average and at a “good” level, whilst middle-aged adults (aged 45 to 59 years) were measurably less satisfied, and at a “poor” level of satisfaction.

There was no measurable variation observed by gender or language spoken at home.



**Satisfaction with footpath maintenance and repair by respondent profile**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Satisfaction with footpath maintenance and repairs increased in Preston West and Preston East, remained the same in Thornbury, and declined in Fairfield-Alphington, Reservoir West, Reservoir East, Kingsbury-Bundoora, and Northcote.

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



**Satisfaction with footpath maintenance and repair**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	2018-19	125	6.4	<b>6.8</b>	7.2
	2020	61	6.5	<b>7.0</b>	7.5
	2021	72	6.1	<b>6.7</b>	7.2
	2022	56	6.6	<b>7.1</b>	7.5
	2023	63	6.5	<b>7.0</b>	7.4
Reservoir West	2018-19	125	7.2	<b>7.4</b>	7.7
	2020	175	6.8	<b>7.1</b>	7.4
	2021	165	6.3	<b>6.6</b>	6.9
	2022	147	6.4	<b>6.8</b>	7.2
	2023	135	6.1	<b>6.5</b>	6.8
Preston West	2018-19	122	6.6	<b>7.0</b>	7.3
	2020	137	6.3	<b>6.6</b>	6.9
	2021	105	6.4	<b>6.8</b>	7.3
	2022	118	5.9	<b>6.2</b>	6.6
	2023	109	6.0	<b>6.4</b>	6.8
Kingsbury-Bundoora	2018-19	123	6.7	<b>7.1</b>	7.4
	2020	75	6.8	<b>7.3</b>	7.7
	2021	94	6.7	<b>7.2</b>	7.6
	2022	96	6.7	<b>7.2</b>	7.7
	2023	81	5.9	<b>6.4</b>	7.0
Thornbury	2018-19	120	6.7	<b>7.0</b>	7.4
	2020	117	6.6	<b>6.9</b>	7.3
	2021	98	6.0	<b>6.4</b>	6.9
	2022	108	6.0	<b>6.4</b>	6.7
	2023	113	6.0	<b>6.4</b>	6.8
Reservoir East	2018-19	126	6.7	<b>7.1</b>	7.4
	2020	151	6.5	<b>6.8</b>	7.1
	2021	190	6.3	<b>6.6</b>	6.9
	2022	184	6.1	<b>6.4</b>	6.7
	2023	191	6.0	<b>6.3</b>	6.6
Preston East	2018-19	123	6.2	<b>6.6</b>	7.0
	2020	92	6.6	<b>6.9</b>	7.3
	2021	115	6.5	<b>6.9</b>	7.3
	2022	98	5.6	<b>6.1</b>	6.6
	2023	122	5.8	<b>6.2</b>	6.6
Northcote	2018-19	124	6.7	<b>7.0</b>	7.4
	2020	175	6.9	<b>7.2</b>	7.5
	2021	147	6.0	<b>6.3</b>	6.7
	2022	173	6.3	<b>6.6</b>	7.0
	2023	166	5.5	<b>5.9</b>	6.2

The following table outlines the 205 comments received from respondents who were not satisfied with footpath maintenance and repair. This comprised 156 comments about maintenance and 49 comments specifying locations of concern.

The most common concerns raised by respondents again this year relate to the perception of uneven, broken, patchy, and cracked footpaths. There were also several comments referring to the impact of street trees on footpaths.

These results were consistent with those recorded over many years both in the City of Darebin as well as elsewhere, and reflect the long-standing issues that residents have with footpaths.

**Reasons for dissatisfaction with footpath maintenance and locations of concern**

**Darebin City Council - 2023 Annual Community Survey**

*(Number of responses)*

<i>Response</i>	<i>Number</i>
Uneven / patchy / mis-matched / not level footpath surfaces	45
Cracks / cracked footpaths	17
Bad / terrible / dodgy / poor quality	16
Lots of tripping hazards	12
Poorly maintained / organised	7
Not friendly to people with a disability / elderly	6
Safety issues / hazards	5
Trees and tree roots are cracking the pavements	5
There's too much over hanging trees / big trees	4
Bad choice of trees on footpaths	3
Could be better / not enough done	3
Rubbish along the footpath	3
Temporary repairs for too long	2
They are old and damaged	2
They don't do the job	2
Very broken concrete paths	2
Ad hoc patching	1
Berries are all over the footpaths, it's a hazard	1
Can be better repaired than just slapping concrete on things	1
Disabled child stuck on the footpath	1
Everywhere the footpath repairs are pretty shoddy	1
Fix the gap between fence and footpaths	1
I fell twice this morning while going to work, the footpaths are in very bad condition	1
It is not connected	1
It is not good for people with walking aids	1
It's not straight, and dangerous. The trees shouldn't be there if it gets in the way of safety. They're also poorly repaired	1



Lot of leaves	1
Lots of development not keeping footpaths in mind	1
No street sweeping, gutters clogged from leaf litter	1
Not many around	1
People trip all the time on regrown swamps	1
Roots have pushed up the concrete up	1
The area is just trash	1
The sign boards were on footpaths which could be difficult for wheelchair	1
They patch up but never properly fix	1
They still have bitumen for whole 30 years	1
Weeds	1
Wife tripped and broke elbow in front of house and still the footpath hasn't been fixed	1
<b>Total</b>	<b>156</b>

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*Specific locations*

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Cracked footpaths not maintained around High St, Preston	3
They are a bit uneven and dangerous to walk. Gilbert Rd has it	2
Around Wales Street Primary School mainly because of tree roots	1
Back of Reservoir up to Summerhill Rd drive is really bad	1
Concrete has elevated and cracked open (Footpaths near Fairfield Station)	1
Cracked and broken footpaths (Flag St)	1
Cracked and uneven footpaths (Dunne St near the bridge)	1
Cracked footpaths (Mitchell St, Brooke St)	1
Eagle Ave - The footpath is very bad, and it needs proper maintenance by the Council	1
Every footpath on St Georges Rd has a tree fallen	1
Footpath is cracked and uneven (Parkland Grove)	1
Footpaths are poor (Cheddar Rd, Reservoir)	1
Footpaths beside our place in David St were repaired but not properly	1
Footpaths in Mt Cooper Dr	1
Footpaths in Pender St need fillings	1
Gilbert Rd has overhanging branches	1
Highview Rd has elevated footpath	1
In Etnam Street. Everywhere it is bad	1
In general, every street has it, especially Cooper St	1
It's everywhere, mainly Plenty Rd, Tyler St in this area	1
Morgan St	1
Most of them are Damaged, cracked, and uneven (Thornbury East - Gillies St, Speight St, Darebin Rd)	1
Oldmeadow Court doesn't have any footpath	1
On Joffre St	1
On the streets with big trees which lift up the footpath and makes it uneven - Concord St	1
On Vale St it's uneven	1
Outside Summerhill Shopping Centre is unsafe. I tripped myself there 4 to 5 months ago and my left wrist got seriously injured	1
Outside our building on Separation St, the drain and the footpath need maintenance	1

Overgrown trees on private properties (Cash St, Dunne St)	1
Patterson St	1
Raised footpaths are a danger to pedestrians. Every street near Box St has this issue	1
Regent St has a bad footpath from 30 years. It is very uneven	1
Sheffield St has paths of poor quality; mainly number 4-6 area is dangerous	1
The concrete is cracking and a few spots you might slip on Victoria Rd	1
The general area of Howitt St has footpaths that are old and need maintenance	1
The junction south of Bell St has terrible footpaths, can't walk there if vision impaired or disabled	1
There are many cracked paths in Reservoir	1
They just are not maintained throughout Northcote	1
Uneven and cracked (May St)	1
Uneven and cracked (Oxford St)	1
Uneven lanes (Beaconsfield Parade)	1
Uneven lanes with grasses protruding from drainage (Evelyn St)	1
Uneven patches at Rennie St	1
Westgarth St has a footpath issue not fixed since last year	1
Where we live it's pretty bad on Bell St	1
Wood St footpath condition is terrible	1
<b>Total</b>	<b>49</b>
<b>Total</b>	<b>205</b>

### ***Weekly garbage collection***

Respondents were asked:

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

Satisfaction with the weekly garbage collection service declined measurably and significantly this year, down six percent to 8.1 out of 10.

This remains an “excellent” level of satisfaction, and consistent with the long-term average satisfaction since 2011 of 8.2.

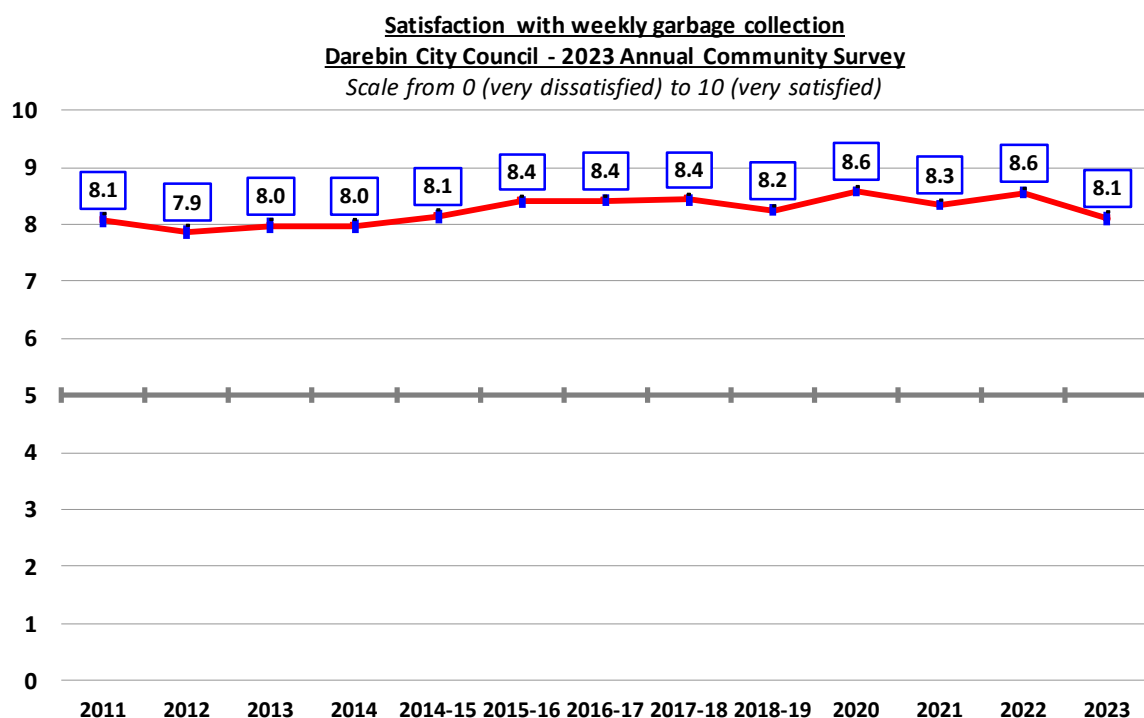
Average satisfaction scores of more than eight out of 10 are relatively rare and reflect a high level of community satisfaction with the service.

Metropolis Research notes that the survey does not include a measure of satisfaction with the other kerbside collection services, which does limit the ability of the report to make stronger statements about community satisfaction with Council providing waste and recycling services.



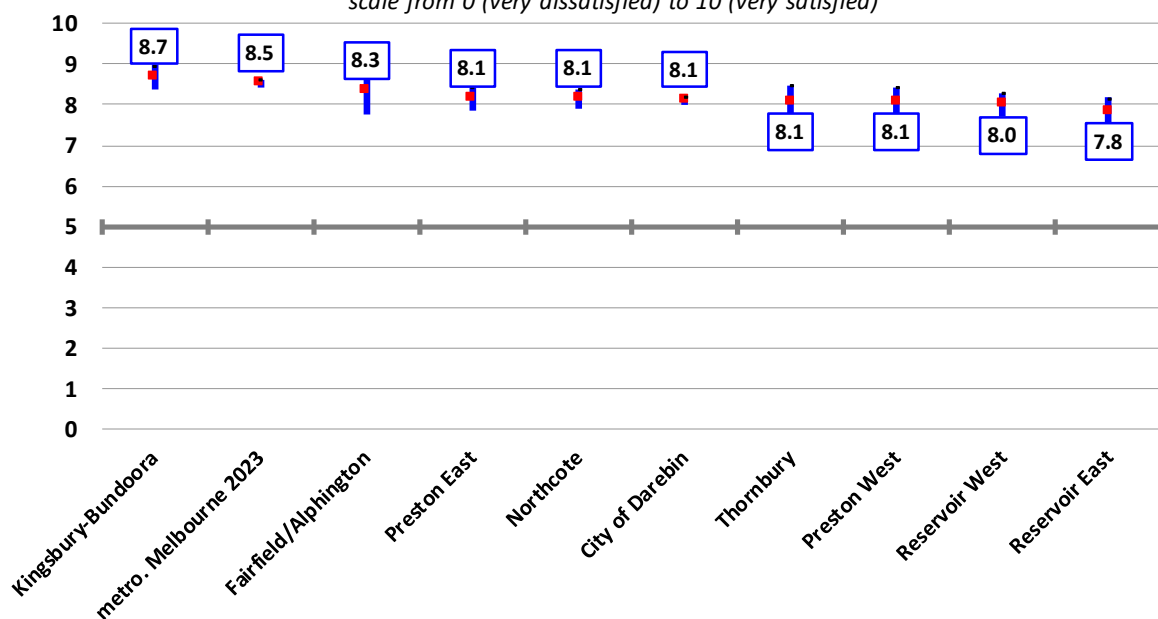
Metropolis Research suggests that the decline in satisfaction with the weekly garbage collection service this year may well reflect, at least in part, the general decline in satisfaction with the performance of Darebin City Council, rather than solely a reflection on the performance of Council providing the weekly garbage collection.

By way of comparison, this result was measurably, but not significantly lower than the metropolitan Melbourne average satisfaction with the “regular garbage collection service” of 8.5, as recorded in the 2023 *Governing Melbourne* conducted independently by Metropolis Research in January 2023, using the face-to-face interview methodology.



There was some measurable variation in satisfaction with this service observed across the municipality, with respondents from Kingsbury-Bundoora measurably more satisfied than the municipal average.

**Satisfaction with weekly garbage collection by precinct**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was no meaningful variation in satisfaction with the weekly garbage collection observed by respondent profile, with respondents from all age groups, gender, and language spoken at home rating satisfaction at “excellent” levels.

**Satisfaction with weekly garbage collection by respondent profile**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Satisfaction with the weekly garbage collection declined in all eight precincts comprising the City of Darebin this year, although only the decline recorded for Preston East and Reservoir East were statistically significant at the 95% confidence level.

**Satisfaction with weekly garbage collection**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2018-19	123	8.1	<b>8.4</b>	8.6
	2020	75	8.3	<b>8.7</b>	9.0
	2021	95	8.2	<b>8.5</b>	8.7
	2022	96	8.6	<b>8.8</b>	9.1
	2023	82	8.4	<b>8.7</b>	9.0
Fairfield-Alphington	2018-19	124	8.1	<b>8.4</b>	8.6
	2020	59	8.5	<b>8.8</b>	9.1
	2021	72	8.4	<b>8.6</b>	8.9
	2022	56	8.1	<b>8.5</b>	8.9
	2023	59	7.8	<b>8.3</b>	8.9
Preston East	2018-19	124	8.2	<b>8.5</b>	8.7
	2020	95	8.3	<b>8.5</b>	8.8
	2021	116	7.9	<b>8.2</b>	8.5
	2022	97	8.4	<b>8.7</b>	9.1
	2023	120	7.9	<b>8.1</b>	8.4
Northcote	2018-19	123	7.9	<b>8.2</b>	8.5
	2020	173	8.5	<b>8.7</b>	8.9
	2021	147	8.3	<b>8.5</b>	8.8
	2022	171	8.2	<b>8.4</b>	8.7
	2023	165	7.9	<b>8.1</b>	8.4
Thornbury	2018-19	123	7.8	<b>8.1</b>	8.3
	2020	116	8.3	<b>8.6</b>	8.9
	2021	95	7.8	<b>8.1</b>	8.4
	2022	111	8.2	<b>8.5</b>	8.8
	2023	112	7.7	<b>8.1</b>	8.5
Preston West	2018-19	123	7.8	<b>8.1</b>	8.4
	2020	135	7.9	<b>8.2</b>	8.5
	2021	107	8.0	<b>8.4</b>	8.7
	2022	118	8.3	<b>8.6</b>	8.9
	2023	112	7.7	<b>8.1</b>	8.4
Reservoir West	2018-19	125	7.8	<b>8.1</b>	8.3
	2020	178	8.3	<b>8.6</b>	8.8
	2021	167	8.0	<b>8.2</b>	8.4
	2022	146	8.2	<b>8.5</b>	8.8
	2023	138	7.7	<b>8.0</b>	8.3
Reservoir East	2018-19	126	8.2	<b>8.5</b>	8.7
	2020	152	8.4	<b>8.7</b>	8.9
	2021	191	8.1	<b>8.3</b>	8.5
	2022	186	8.3	<b>8.5</b>	8.7
	2023	200	7.5	<b>7.8</b>	8.2

The following table outlines the 54 comments received from respondents who were not satisfied with the weekly garbage collection.



The most common issues raised by respondents related to missed bins, poorly handled bins, rubbish left behind, and some concerns about the size of bins and the frequency of collection of various bins.

Metropolis Research notes that the survey does not include any measure of satisfaction with the recycling or green waste collections, and some of the comments included here may refer to those services.

**Reasons for dissatisfaction with weekly garbage collection**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
They keep missing collecting bins	7
There are bins thrown everywhere in road. They just throw them around the side and middle of the road. At least put them in place	6
Have only been half emptying the bins	3
They broke my bins / lids	3
They miss bins and have to call them every time	3
Garbage contractors keep throwing the bins back down on the nature strips and leave the bins on the road	2
Need bigger bins	2
Sometimes they are hours late when collecting	2
They leave a trail of garbage behind them all the time	2
Constantly ringing them but no communication	1
Garbage collection should be done weekly. The Council is planning to do it fortnightly from July	1
Green bins should be collected more often	1
Had our larger bin swapped for smaller one	1
Has improved	1
I don't want bins that I don't need. The bins are also difficult to get repaired	1
In Fairfield Station, there are a lot of bins that are overflowing	1
It should be weekly. It starts to stink	1
Last four weeks bins were not collected	1
Last week garbage collection was spilt all over the property (49 Grange Rd)	1
Litter collection is not regular	1
No bins provided	1
Now being charged separately for rubbish	1
Recycling should be weekly	1
Small street rubbish truck is not picking up garbage on time	1
Sometimes it doesn't come	1
The cleaner said my green bin was too heavy and they did not clean	1
The trucks often leave the rubbish. It's expensive	1
They don't pick up the rubbish	1
They start too early	1
Too expensive, there is no soft plastic recycling	1
We have private garbage collectors. They don't collect hard rubbish	1
Would be good to have grass collection	1



Would love to be able to put compostable bags in green bin or if we could receive updated instructions	1
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**Total** 54

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

Respondents were asked:

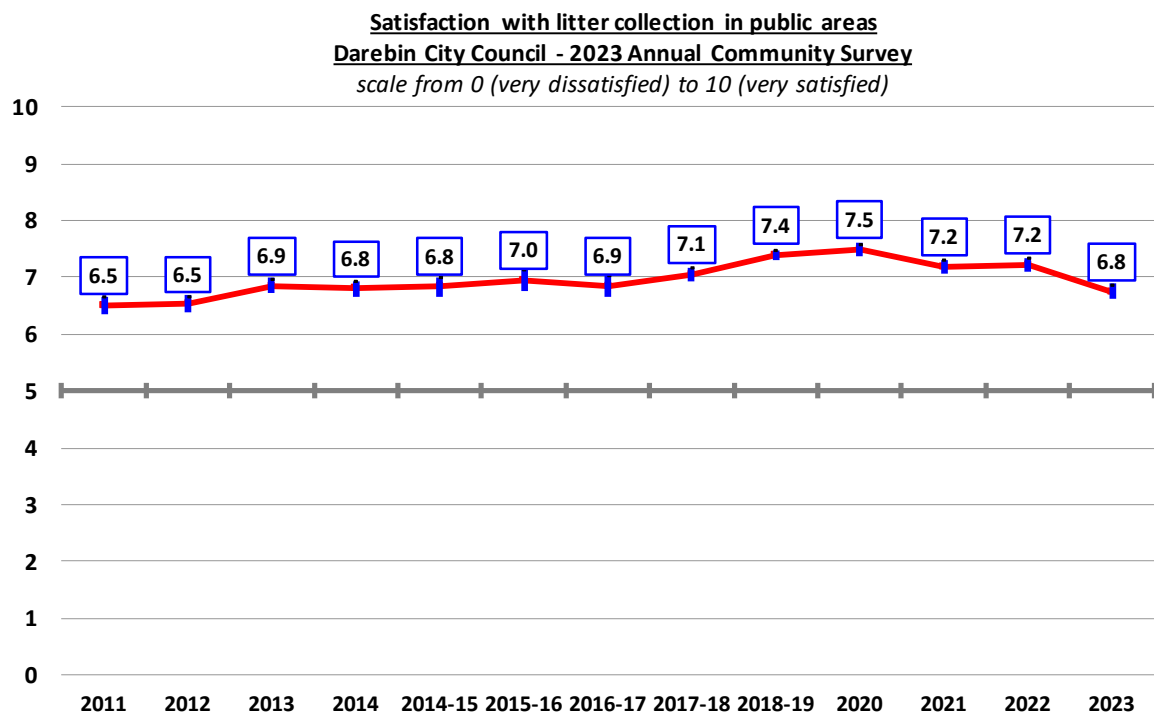
*“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with litter collection in public areas? If rated less than 6, are there any locations of concern?”*

Satisfaction with litter collection in public areas declined measurably and significantly this year, down six percent to 6.8 out of 10.

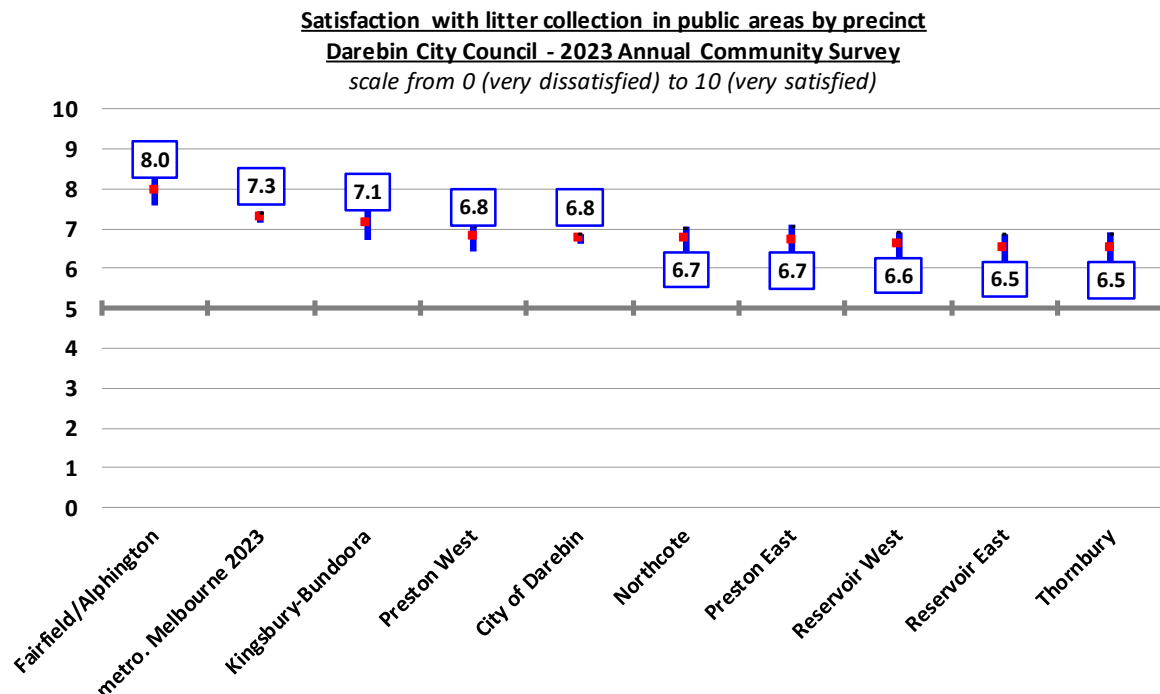
This remains a “good” level of satisfaction, and only marginally below the long-term average satisfaction since 2011 of 7.0.

Metropolis Research suggests that the decline in satisfaction with litter collection in public areas this year may well reflect, at least in part, the general decline in satisfaction with the performance of Darebin City Council, rather than solely a reflection on the performance of Council providing this specific service.

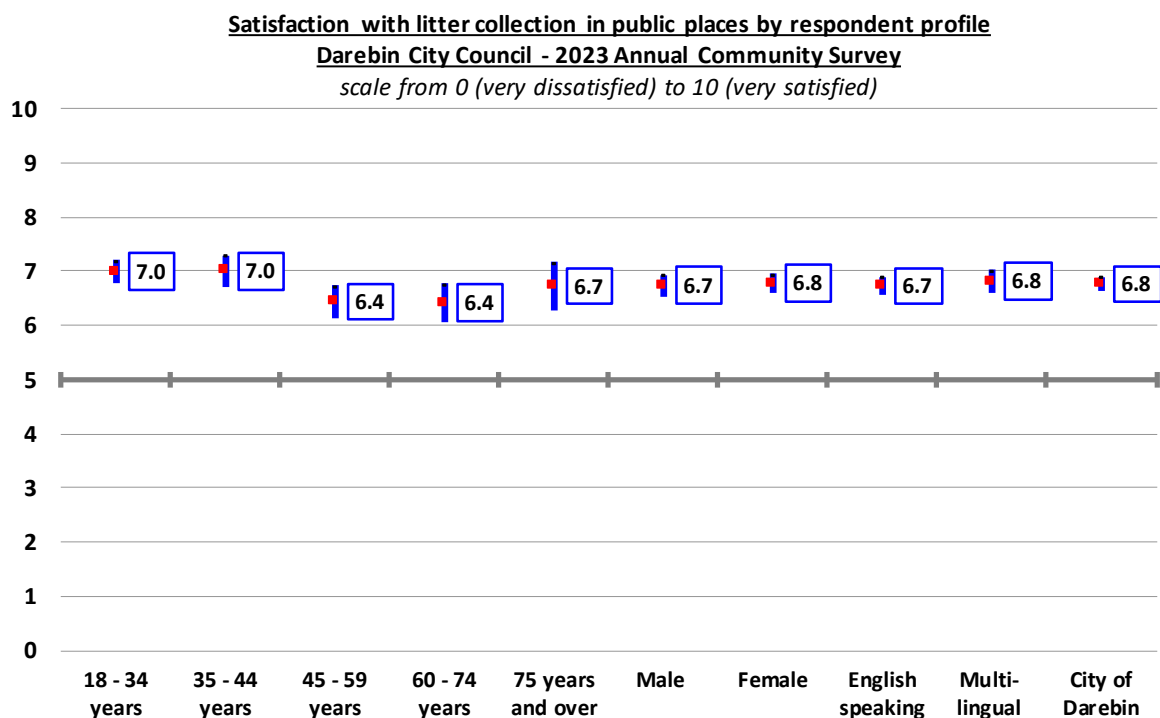
By way of comparison, this result was measurably, but not significantly lower than the metropolitan Melbourne average satisfaction with the “litter collection in public areas” of 8.5, as recorded in the 2023 *Governing Melbourne* conducted independently by Metropolis Research in January 2023, using the face-to-face interview methodology.



There was measurable variation in satisfaction with this service observed across the municipality, with respondents from Fairfield-Alphington measurably more satisfied than average and at an “excellent” level of satisfaction.



There was no measurable variation in satisfaction with this service observed by respondent profile, although it is noted that younger respondents (aged 18 to 44 years) were notably more satisfied than middle-aged and older adults (aged 45 to 74 years).



Satisfaction with this service increase in Fairfield-Alphington, was stable in Kingsbury-Bundoora, and declined in Northcote, Preston East, Thornbury, and Reservoir East and Reservoir West.

**Satisfaction with litter collection in public places**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	2018-19	117	7.2	<b>7.5</b>	7.8
	2020	61	7.4	<b>7.7</b>	8.1
	2021	69	7.4	<b>7.7</b>	8.0
	2022	56	6.9	<b>7.4</b>	7.8
	2023	58	7.6	<b>8.0</b>	8.3
Kingsbury-Bundoora	2018-19	122	7.2	<b>7.5</b>	7.8
	2020	69	7.2	<b>7.6</b>	8.0
	2021	95	7.4	<b>7.7</b>	8.0
	2022	94	7.1	<b>7.5</b>	7.9
	2023	77	6.7	<b>7.1</b>	7.6
Preston West	2018-19	118	6.5	<b>6.9</b>	7.2
	2020	131	7.3	<b>7.5</b>	7.8
	2021	100	6.9	<b>7.2</b>	7.6
	2022	114	6.4	<b>6.8</b>	7.2
	2023	106	6.4	<b>6.8</b>	7.1
Northcote	2018-19	113	7.4	<b>7.6</b>	7.9
	2020	164	7.3	<b>7.6</b>	7.8
	2021	144	6.9	<b>7.2</b>	7.6
	2022	161	7.2	<b>7.5</b>	7.7
	2023	160	6.4	<b>6.7</b>	7.0
Preston East	2018-19	120	6.8	<b>7.1</b>	7.4
	2020	88	7.3	<b>7.6</b>	7.9
	2021	114	6.7	<b>7.0</b>	7.4
	2022	94	6.7	<b>7.1</b>	7.5
	2023	116	6.3	<b>6.7</b>	7.1
Reservoir West	2018-19	123	7.3	<b>7.5</b>	7.7
	2020	169	7.1	<b>7.4</b>	7.6
	2021	150	6.7	<b>7.0</b>	7.3
	2022	140	7.1	<b>7.4</b>	7.7
	2023	127	6.3	<b>6.6</b>	6.9
Reservoir East	2018-19	121	7.2	<b>7.4</b>	7.7
	2020	141	7.3	<b>7.5</b>	7.8
	2021	173	6.8	<b>7.0</b>	7.3
	2022	176	6.8	<b>7.1</b>	7.5
	2023	181	6.1	<b>6.5</b>	6.9
Thornbury	2018-19	119	7.2	<b>7.4</b>	7.6
	2020	111	6.8	<b>7.1</b>	7.5
	2021	90	6.6	<b>7.0</b>	7.4
	2022	104	6.5	<b>6.9</b>	7.3
	2023	109	6.1	<b>6.5</b>	6.9

The following table outlines the 125 comments received from respondents who were not satisfied with litter collection in public areas, including 90 comments and 35 locations of concern.

The most common reasons why respondents were not satisfied with this service was the perception of rubbish or litter everywhere, and a perceived lack of cleaning.

There were also some comments about a perceived lack of bins in the public areas.

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

**Darebin City Council - 2023 Annual Community Survey**

*(Number of responses)*

<i>Response</i>	<i>Number</i>
Lots of rubbish / litter everywhere	20
Rubbish / garbage bins are overflowing	9
No / not enough cleaning done	7
Very poor / bad / disgusting	7
Never seen anyone doing it / not done	5
Rubbish on the roads / streets	4
The Council doesn't collect the rubbish on roads	4
Not enough bins	3
Public places are filled with rubbish / not cleaned for days	3
Rubbish in the parks, not enough done	3
During certain times bins need more maintenance	2
Gutters	2
More frequent litter collection needed	2
A lot of litter in my area. On nature strips	1
Around the picnic area in indoors they don't pick it up. Rubbish lying everywhere	1
Bins are topless	1
Dirty suburb in general	1
Dog poo not picked up	1
Had to call up for maintenance	1
Hard rubbish on road ends	1
Houses and street litter, need more enforcement	1
I had to contact them to have my litter collected	1
It's disgusting that people throw garbage on roads	1
Litter everywhere on sides of footpaths	1
Park is very dirty; bins are always full	1
Public toilets	1
Roundabouts, gardens	1
Sometimes the bins overflow and they don't bother picking it up	1
The streets near the market and the public library have overflowing bins	1
There is all over rubbish in front of takeaway restaurants	1



They can be emptied more often in busy areas	1
Vacant blocks in the area are really bad	1
<b>Total</b>	<b>90</b>

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*Specific locations*

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Dumped rubbish on Plenty Rd, need bins	3
High St is really bad	3
Broadway have bins that are overflowing, and footpaths are not cleaned	2
Johnson Park has litter overflowing	2
Behind Northcote High St	1
Behind trams	1
Bit of a mess at the moment (Merrilands Rd)	1
Cricket grounds need attention	1
Darebin Creek Trail has no bins	1
Dumped rubbish has been at Borrie St for weeks uncollected	1
Gilbert Rd and Murray Rd between them there is no rubbish bin at all. More rubbish bins needed in more areas too	1
High St between Bell St and Murray Rd is often covered with litter from businesses, never see street sweepers, the Council needs to step in with businesses	1
High St, Preston has too many cigarette butts lying around on footpaths	1
Illegal dumping of rubbish on the end of street of Mitchell St	1
It's terrible around Leicester St	1
Link St has a garbage box which is not collected often	1
Litter everywhere near Albert St	1
Most of Reservoir	1
Mt Cooper Dr needs a bin	1
Near my house there is dumped rubbish unattended (Garden Cl)	1
Need more bins. Each cafe has their own bin on Mansfield St	1
Park near leisure centre	1
Reservoir is full of litter garbage, syringes, blood	1
Rubbish on Separation St	1
St Georges Rd is really poor	1
Station St bins regularly overflowing	1
Trolleys and food truck garbage (Flag St)	1
Trolleys and food truck garbage (Green Ave)	1
Wagga Rd - people dump stuff everywhere	1
<b>Total</b>	<b>35</b>
<b>Total</b>	<b>125</b>

## 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?”*

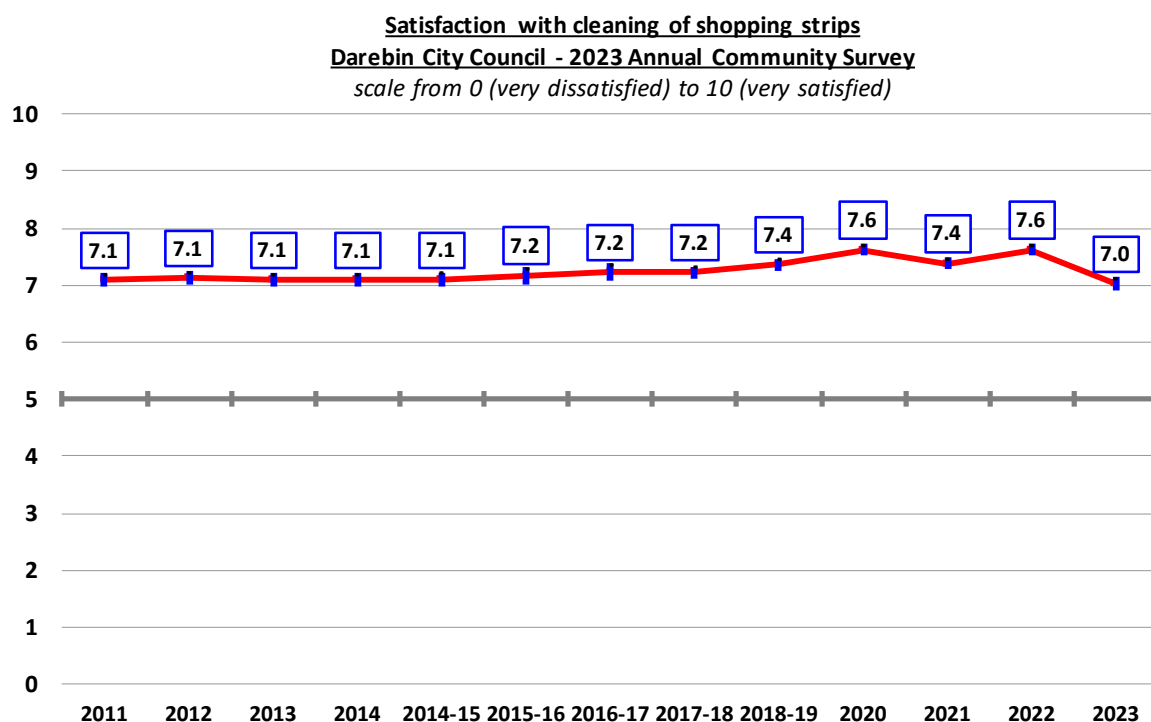
Satisfaction with the cleaning of shopping strips declined measurably and significantly this year, down eight percent to 7.0 out of 10.

This was a “good”, down from a “very good” level of satisfaction. This was the first time in five years that satisfaction with this service was categorised as “good” rather than “very good”.

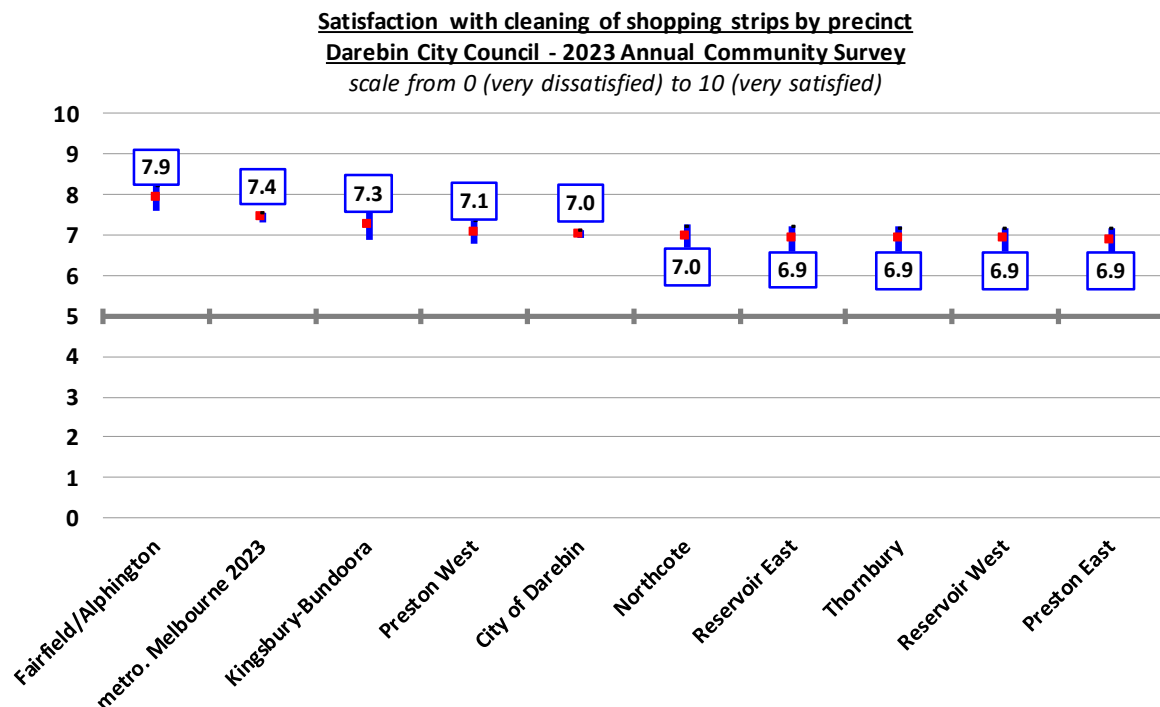
This was the lowest satisfaction score recorded for the cleaning of shopping strips since 2014-15 and was somewhat below the long-term average satisfaction since 2011 of 7.2.

Metropolis Research suggests that the decline in satisfaction with this service this year may well reflect, at least in part, the general decline in satisfaction with the performance of Darebin City Council, rather than solely a reflection on the performance of Council cleaning shopping strips.

By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with the “maintenance and cleaning of strip shopping areas” of 7.4, as recorded in the 2023 *Governing Melbourne* conducted independently by Metropolis Research in January 2023, using the face-to-face interview methodology.



There was measurable variation in this result observed across the municipality, with respondents from Fairfield-Alphington measurably and significantly more satisfied than average, and at an “excellent” level of satisfaction.



There was measurable variation in satisfaction with this service observed by respondent profile, with young adults (aged 18 to 34 years) measurably more satisfied than average, and at a “very good” rather than a “good” level of satisfaction.





Satisfaction with this service increased in Fairfield-Alphington, and declined in the other seven precincts, including statistically significant declines in Northcote, Reservoir East, Reservoir West, and Preston East.

**Satisfaction with the cleaning of shopping strips**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	2018-19	121	7.0	<b>7.3</b>	7.6
	2020	62	7.0	<b>7.4</b>	7.7
	2021	72	7.5	<b>7.8</b>	8.1
	2022	55	7.3	<b>7.7</b>	8.2
	2023	59	7.6	<b>7.9</b>	8.2
Kingsbury-Bundoora	2018-19	123	7.1	<b>7.4</b>	7.7
	2020	68	7.7	<b>8.0</b>	8.3
	2021	95	7.4	<b>7.7</b>	8.0
	2022	93	7.5	<b>7.9</b>	8.3
	2023	76	6.9	<b>7.3</b>	7.6
Preston West	2018-19	118	6.7	<b>7.0</b>	7.4
	2020	134	7.2	<b>7.5</b>	7.7
	2021	104	7.1	<b>7.4</b>	7.7
	2022	113	7.0	<b>7.3</b>	7.6
	2023	107	6.8	<b>7.1</b>	7.4
Northcote	2018-19	115	7.3	<b>7.6</b>	7.9
	2020	168	7.7	<b>7.9</b>	8.1
	2021	145	7.0	<b>7.3</b>	7.6
	2022	162	7.5	<b>7.7</b>	7.9
	2023	157	6.7	<b>7.0</b>	7.2
Reservoir East	2018-19	124	7.1	<b>7.4</b>	7.6
	2020	145	7.5	<b>7.7</b>	7.9
	2021	176	7.1	<b>7.4</b>	7.6
	2022	174	7.3	<b>7.6</b>	7.8
	2023	184	6.6	<b>6.9</b>	7.2
Thornbury	2018-19	121	7.1	<b>7.4</b>	7.6
	2020	117	7.0	<b>7.3</b>	7.7
	2021	94	6.8	<b>7.1</b>	7.4
	2022	100	7.1	<b>7.5</b>	7.8
	2023	113	6.6	<b>6.9</b>	7.2
Reservoir West	2018-19	124	7.2	<b>7.5</b>	7.7
	2020	172	7.4	<b>7.7</b>	7.9
	2021	157	7.0	<b>7.2</b>	7.5
	2022	143	7.4	<b>7.7</b>	8.0
	2023	125	6.6	<b>6.9</b>	7.2
Preston East	2018-19	121	6.9	<b>7.2</b>	7.5
	2020	93	7.1	<b>7.4</b>	7.6
	2021	115	7.1	<b>7.4</b>	7.7
	2022	96	7.3	<b>7.6</b>	7.9
	2023	113	6.6	<b>6.9</b>	7.2



The following table outlines the 49 comments received from respondents who were not satisfied with the cleaning of shopping strips, including 27 comments and 22 locations of concern. The most common reasons why respondents were not satisfied with this service was the perception of a lack of cleaning and / or maintenance.

**Reasons for dissatisfaction with cleaning of shopping strips and locations of concern**

**Darebin City Council - 2023 Annual Community Survey**

*(Number of responses)*

<i>Response</i>	<i>Number</i>
No cleaning / maintenance	5
Dirty / not good	4
Could be better	2
I didn't even know they did cleaning / never see anyone	2
Lot of leaves washed into gutter	2
Not enough of waste picking done	2
There is often rubbish like debris, mud	2
After the weekend, it's poor	1
All the streets	1
Bins are overflowing all the time	1
General litter	1
Lot of graffiti	1
Not looking after people in area i.e., drunk, and disorderly	1
The street sweeping needs attention in a lot of areas of Darebin	1
They need to tell shop owners to clean it	1
<b>Total</b>	<b>27</b>
<i>Specific locations</i>	
Looks dirty in High St	4
Northcote Plaza Shopping Centre and nearby areas are terrible	3
Preston market is not clean	3
Edward St area shopping strips are disgusting	2
Broadway shops	1
Carparks around Woollies near Preston market	1
Gutter is full of leaves, shopping strips are dirty in High St, sweeping not enough	1
High St bins need collection	1
Near Coles Reservoir not clean	1
Needs improvement because it's down looking (Station St, Fairfield)	1
Polaris and areas in it	1
Summerhill Shopping Centre could be cleaner	1
Town hall is always dirty	1
Woolworths Preston	1
<b>Total</b>	<b>22</b>
<b>Total</b>	<b>49</b>

## The level of street lighting

Respondents were asked:

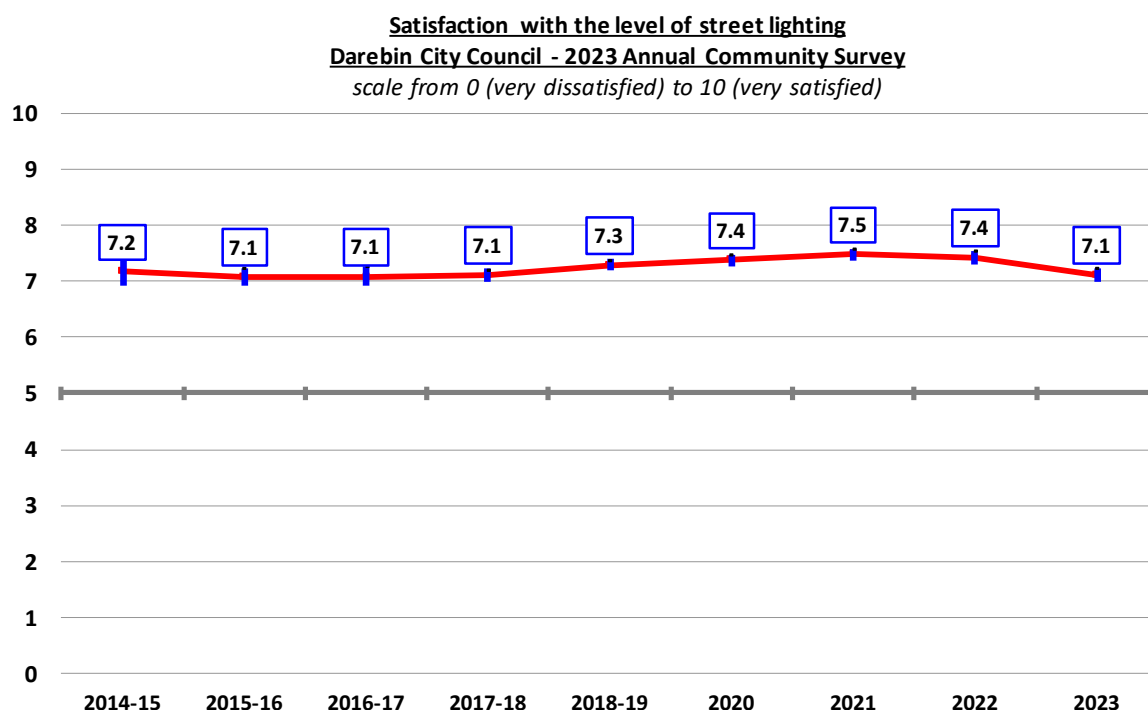
*“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the level of street lighting? If rated less than 6, are there any streets of concern?”*

Satisfaction with the level of street lighting declined measurably this year, down four percent to 7.1 out of 10.

This was a “good”, down from a “very good” level of satisfaction, although it was only marginally below the long-term average satisfaction since 2014-15 of 7.2.

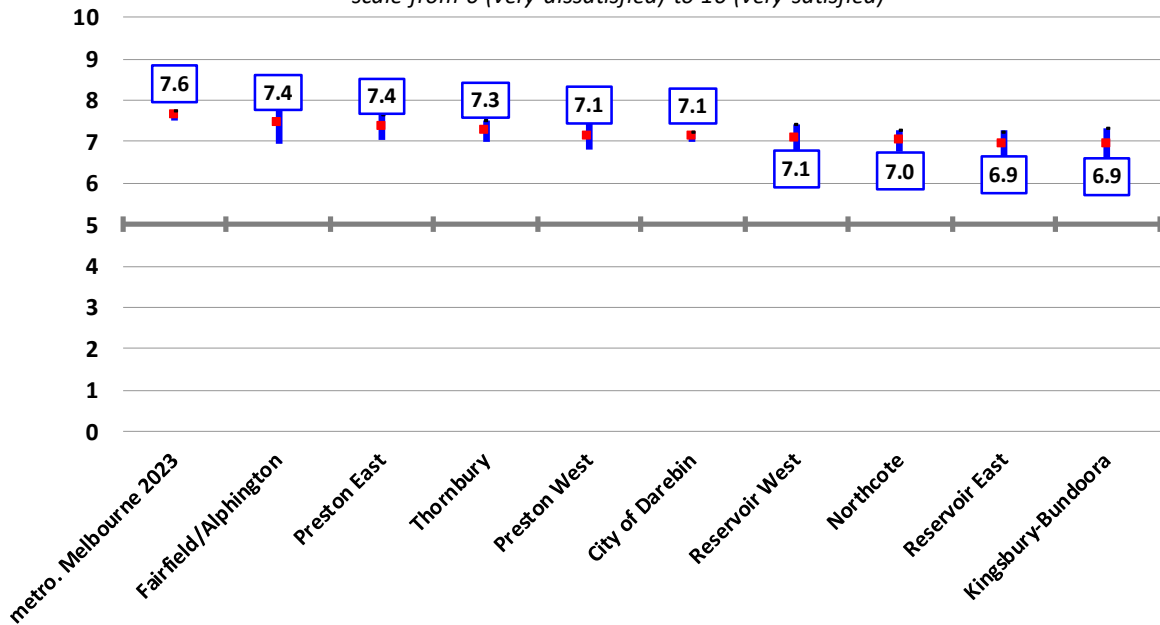
Metropolis Research notes that satisfaction with the level of street lighting, whilst declining this year in line with the general decline in satisfaction with the performance of Darebin City Council, has remained relatively stable around its long-term average of 7.2.

By way of comparison, this result was measurably lower than the metropolitan Melbourne average satisfaction with the “street lighting” of 7.6, as recorded in the 2023 *Governing Melbourne* conducted independently by Metropolis Research in January 2023, using the face-to-face interview methodology.



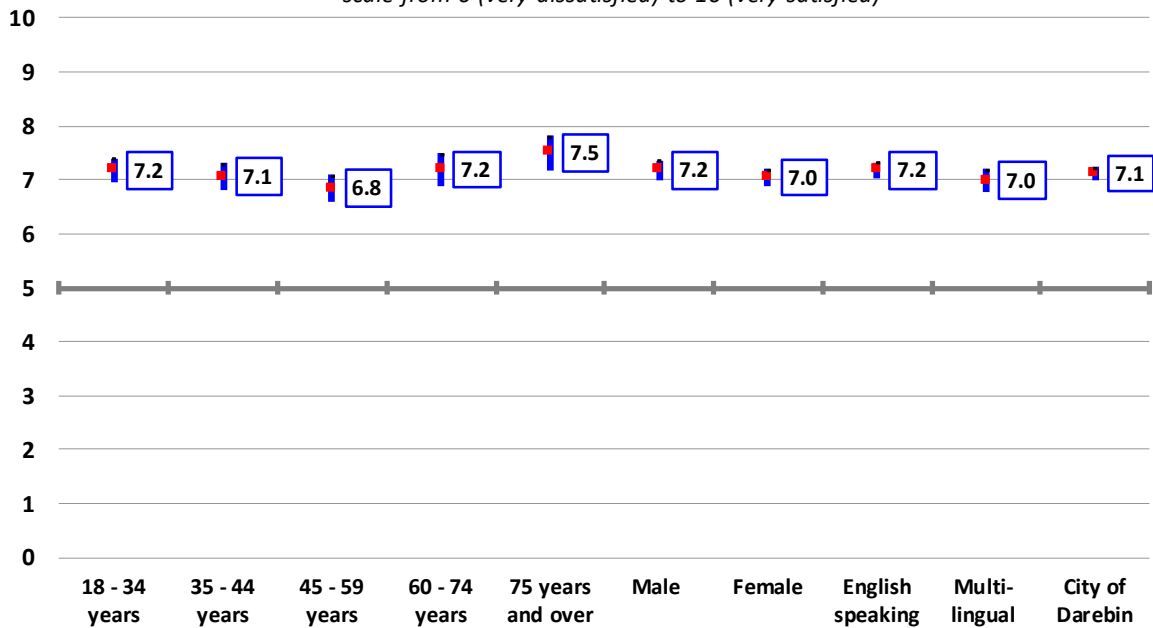
There was no statistically significant variation in satisfaction with the level of street lighting observed across the eight precincts comprising the City of Darebin.

**Satisfaction with the level of street lighting by precinct**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was some measurable variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) measurably more satisfied than average and at a “very good” level of satisfaction.

**Satisfaction with the level of street lighting by respondent profile**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Satisfaction with this service remained stable in Preston East, and declined in the other seven precincts, including a statistically significant decline in Northcote.

**Satisfaction with the level of street lighting**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	2018-19	123	7.3	<b>7.6</b>	7.8
	2020	63	7.0	<b>7.5</b>	7.9
	2021	72	7.4	<b>7.8</b>	8.1
	2022	56	7.4	<b>7.8</b>	8.3
	2023	62	7.0	<b>7.4</b>	7.9
Preston East	2018-19	124	6.7	<b>7.0</b>	7.4
	2020	96	7.4	<b>7.7</b>	8.1
	2021	113	7.5	<b>7.8</b>	8.1
	2022	97	7.0	<b>7.4</b>	7.7
	2023	122	7.0	<b>7.4</b>	7.7
Thornbury	2018-19	122	7.0	<b>7.3</b>	7.5
	2020	115	6.9	<b>7.2</b>	7.5
	2021	98	7.2	<b>7.5</b>	7.8
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	2020	175	6.9	<b>7.3</b>	7.6
	2021	164	7.0	<b>7.3</b>	7.6
	2022	147	6.9	<b>7.2</b>	7.5
	2023	132	6.7	<b>7.1</b>	7.4
Northcote	2018-19	117	7.1	<b>7.4</b>	7.7
	2020	170	7.2	<b>7.5</b>	7.8
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Reservoir East	2018-19	126	6.9	<b>7.3</b>	7.6
	2020	148	6.8	<b>7.1</b>	7.4
	2021	183	7.4	<b>7.6</b>	7.9
	2022	183	7.1	<b>7.4</b>	7.7
	2023	190	6.6	<b>6.9</b>	7.3
Kingsbury-Bundoora	2018-19	121	7.0	<b>7.3</b>	7.5
	2020	71	7.2	<b>7.6</b>	8.0
	2021	95	6.9	<b>7.2</b>	7.6
	2022	92	6.7	<b>7.1</b>	7.6
	2023	81	6.5	<b>6.9</b>	7.3



The following table outlines the 82 comments received from respondents who were not satisfied with the level of street lighting, including 42 comments and 40 locations of concern.

The most common reasons why respondents were not satisfied with this service was the perception of inadequate lighting. There were also several comments about a perceived lack of maintenance of street lighting.

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

**Darebin City Council - 2023 Annual Community Survey**

*(Number of responses)*

<i>Response</i>	<i>Number</i>
Insufficient / low / not enough	11
Dark in some areas / streets	6
Really dark, need more lights	3
Could be better / more	2
Most streets are dark and scary to walk	2
Bike paths need more lighting	1
Concerned about type of street lighting and sometimes turned on during the daytime	1
Contacted several times last 2 years and finally fixed them last week	1
I have to pay for street lighting	1
It's pretty dark, there are laneways which don't have lighting	1
Light is too low and erratic, turns off or on easily	1
Market has low light	1
Particularly bad in parks	1
Streetlights are not replaced often	1
The lights on my street are not consistent	1
The side streets are bad	1
The street lighting is dark as trees are blocking the lights	1
There's not enough coverage	1
They are using LED; it doesn't cover the area. It's more blinding. From footprint point of view its dimmer	1
They don't replace the bulbs in the streetlights, they take months, and they are not bright enough	1
Too low, feels scary walking home from train	1
Too much light is an issue to native animals	1
Very dim lighting especially around nighttime and early morning	1
<b>Total</b>	<b>42</b>
<i>Specific locations</i>	
It's too dark in High St	2
Lights are dim in my street (Almost all streets in Kingsbury)	2

Pretty dark in Reservoir	2
Too less in some areas in Station St	2
All Nations Park lights not working	1
Along railway corridor	1
Around the creek is really bad	1
Dark spot near The Pavilion School	1
Dundas St	1
Few lights in Dredge St	1
Goldsmith Ave is pretty bad	1
High St near Northcote	1
It's quite dark at around Mayer Park	1
It's too dark in Cooper St	1
Keats Ave is very dull in night	1
Light near creeks should be well lit as there have been many attacks on women	1
Macleod	1
Malpas St is very dark	1
Merri Park is really dark	1
Near Rushall Station it could be more lit up	1
North Rd Reservoir	1
Not adequate, dark on Gilbert Rd	1
Not enough lights on Clark St	1
Not working (Wilkinson St)	1
Our area near Main Dr is very dark (the area near the university)	1
Our streetlights are too bright on Bennett St	1
Penders Park has terrible lighting	1
Poor lighting in my street (Cash St)	1
Poor street lighting (Ayr St)	1
Preston Lion soccer park	1
St Vigeons Rd need more streetlights	1
Street lighting is poor and nature strip covers the light (Radford Rd)	1
The light has not been fixed in St Georges Rd	1
The street is very dark at Gladstone Ave	1
We need more streetlights on Pender St	1
Whitby St is very dark	1
<b>Total</b>	<b>40</b>
<b>Total</b>	<b>82</b>



## Council's website

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

Satisfaction with Council’s website was included in the survey program in this format for the first time this year and therefore no time series comparisons are available.

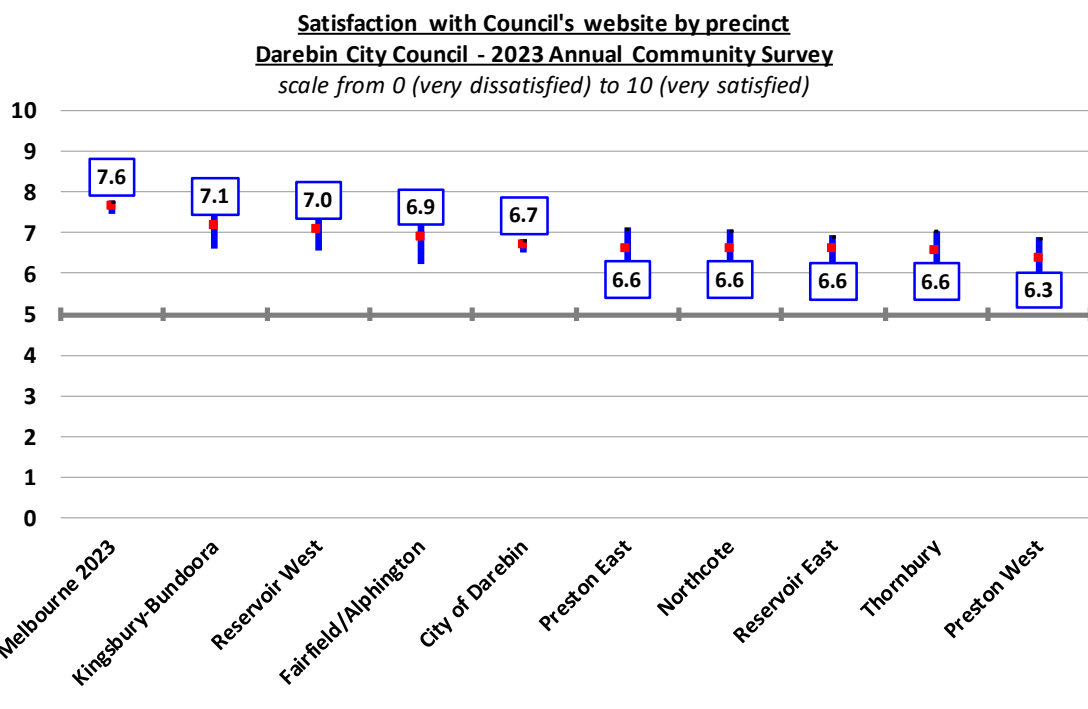
Satisfaction with the website was 6.7 out of 10, or a “good” level of satisfaction.

This result was based on a total of 463 respondents (46%) from households who had used these facilities in the last 12 months.

By way of comparison, this result was measurably and significantly lower than the metropolitan Melbourne average satisfaction with “Council’s website” of 7.6 out of 10, or “very good”, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the door-to-door interview methodology.

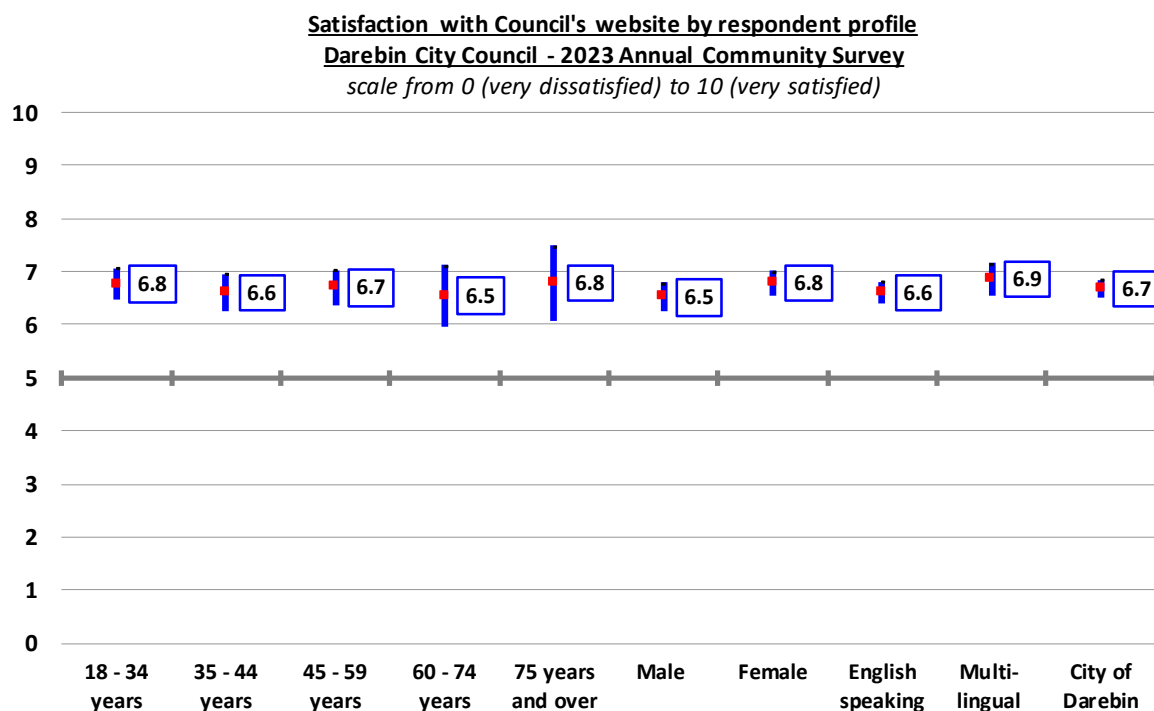
Metropolis Research notes that this is an unusually low score for satisfaction with a local council website. This result may be lower than is typically observed at least in part, due to the general decline in satisfaction with the performance of Darebin City Council this year. This is likely, however, to account for only some of the lower result.

Whilst there was no statistically significant variation in satisfaction with the website observed across the municipality, it is noted that respondents from Preston West were notably less satisfied than the average, and at a “solid” rather than a “good” level.





There was no statistically significant variation in satisfaction with the website observed by respondent profile, although it is noted that female respondents were somewhat more satisfied than males, and respondents from multilingual households were somewhat more satisfied than respondents from English speaking households.



The following table outlines the 68 comments received from respondents who were not satisfied with Council’s website.

The most common reasons why respondents were not satisfied was the perception that it was difficult to use or navigate.

**Reasons for dissatisfaction with Council's website**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number of responses)*

Response	Number
Difficult / hard to navigate / confusing	28
Hard to find information / things	8
Not very user friendly	4
Website needs upgrading	4
It's clunky / outdated	3
A little hard to navigate especially with giving an opinion or feedback	1
Absolutely unhelpful	1
Average	1
Bit broad and not concise	1
Council members hide behind the website	1

Did not resolve my issue	1
Difficult to navigate, constantly glitchy. Shows errors a lot	1
I'd really like to know how to get better street trees and the website doesn't indicate who to call	1
It didn't work	1
It is quite complex. It should be easy to navigate	1
It used to be very good. But now it's very hard to find anything on it	1
It's a nightmare	1
It's fairly vague if you're looking for something specific	1
It's fine for simply getting the contact number but if I need to look out other information, there is no information	1
Need update on website because pages timeout and shows error	1
No way to make comments for the Council, hard to find policy statements	1
Not easy to navigate, used it to replace my bins	1
Not much information	1
Talking to a computer is not very satisfactory	1
Usability is really bad	1
Website was down	1
<b>Total</b>	<b>68</b>

## ***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 declined marginally but not measurably this year, down two percent to 8.3 out of 10.

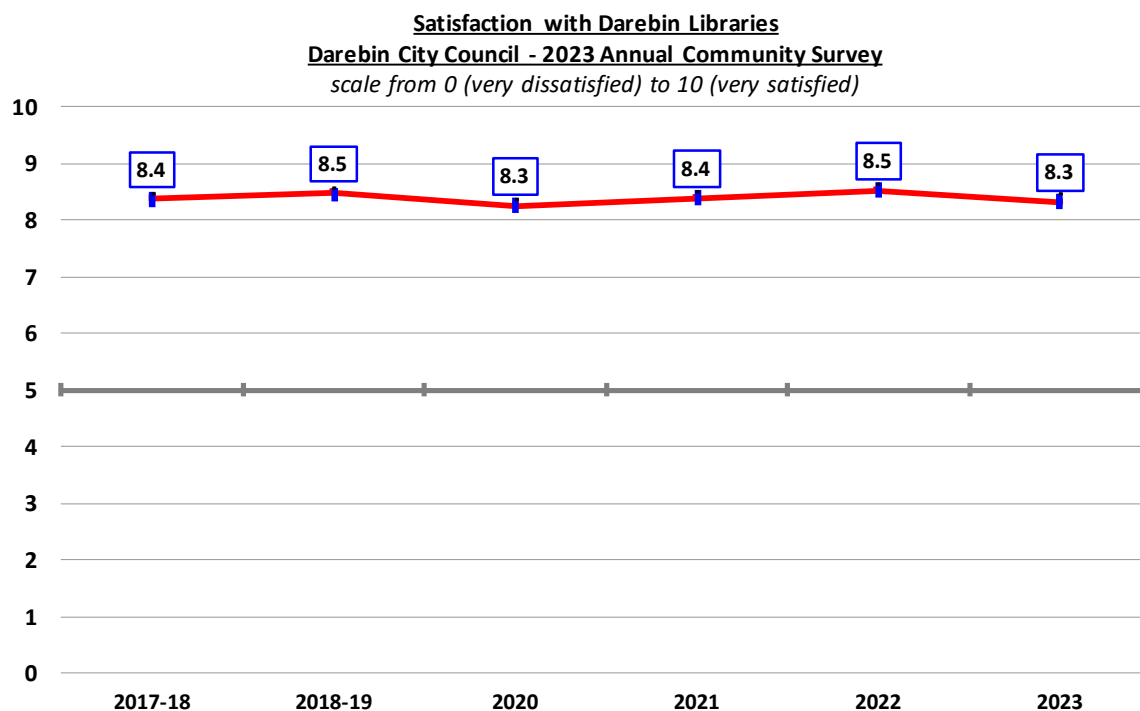
This remains an “excellent” level of satisfaction and consistent with the long-term average satisfaction since 2017-18 of 8.4 out of 10.

Metropolis Research notes that satisfaction with the library services remained quite stable this year compared to the general decline in satisfaction with Darebin City Council’s overall performance, and the four percent average decline in satisfaction with the 11 included services and facilities.

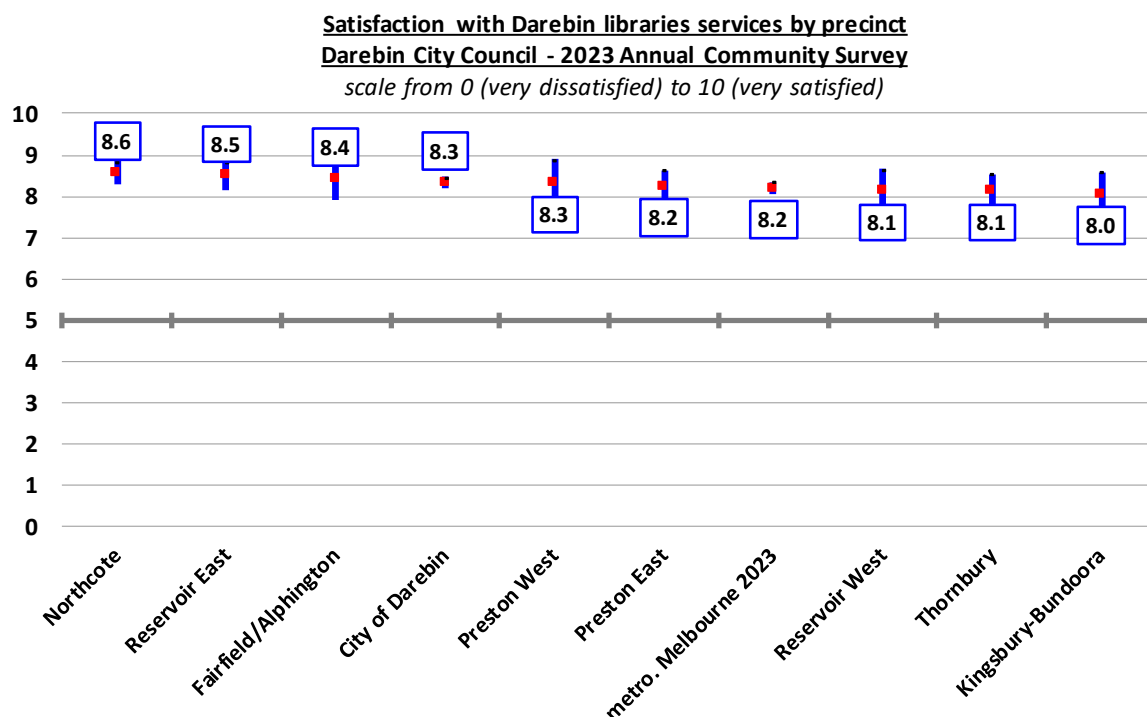
This result reflects well on the performance of Darebin Libraries providing high-quality service to the community.

This result was based on a total sample of 351 respondents (35%) from households who had used these facilities in the last 12 months.

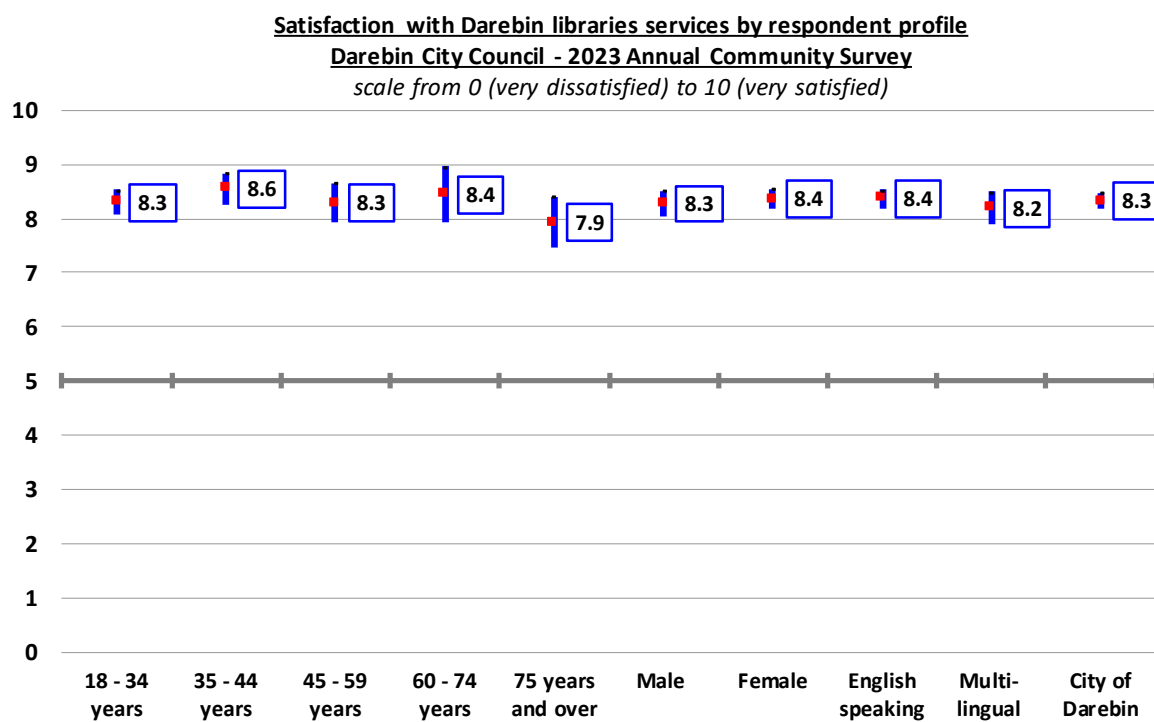
By way of comparison, this result was marginally higher than the metropolitan Melbourne average satisfaction with “local library services” of 8.2 out of 10, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the door-to-door interview methodology.



There was no meaningful variation in satisfaction with Darebin Libraries service observed across the municipality, with respondents from all eight precincts rating satisfaction at “excellent” levels.



There was no measurable variation in satisfaction with these services observed by respondent profile, with respondents from all groups rating satisfaction at “excellent” levels.



The following table outlines the 11 comments received from respondents who were not satisfied with the Darebin Libraries services.

**Reasons for dissatisfaction with Darebin Libraries**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number of responses)*

Response	Number
A bigger range would be good, especially online	1
A bit subpar than other libraries from the other Councils	1
I don't like the Reservoir Library, it's too small	1
Northcote Library no parking facilities available	1
Not satisfied with hours	1
Photocopier machine. They used to take coins but now they have installed credit cards. This is not appropriate because kids would want to use	1
Preston Library is very poor	1
The design of the website is not mobile friendly	1
The selection of books is not as wide as I expected	1
They moved Preston Library in a small area, selection of books is pathetic, building is nasty	1
They wouldn't let me in because I was unvaccinated. This is discrimination	1
<b>Total</b>	<b>11</b>

Satisfaction increased in Northcote, was stable in Fairfield-Alphington, and declined in Preston East and West, Reservoir East and West, Thornbury, and Kingsbury-Bundoora.

**Satisfaction with Darebin libraries services**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Northcote	2018-19	61	8.2	<b>8.6</b>	8.9
	2020	117	8.1	<b>8.4</b>	8.6
	2021	77	8.2	<b>8.5</b>	8.8
	2022	77	8.0	<b>8.3</b>	8.7
	2023	80	8.3	<b>8.6</b>	8.9
Reservoir East	2018-19	54	8.1	<b>8.5</b>	8.8
	2020	72	8.0	<b>8.3</b>	8.7
	2021	57	7.8	<b>8.2</b>	8.6
	2022	58	8.5	<b>8.8</b>	9.0
	2023	52	8.2	<b>8.5</b>	8.8
Fairfield-Alphington	2018-19	80	8.0	<b>8.3</b>	8.6
	2020	38	7.7	<b>8.1</b>	8.5
	2021	32	8.0	<b>8.5</b>	8.9
	2022	30	7.9	<b>8.4</b>	8.9
	2023	26	7.9	<b>8.4</b>	8.9
Preston West	2018-19	67	8.1	<b>8.4</b>	8.8
	2020	77	8.0	<b>8.3</b>	8.5
	2021	51	8.2	<b>8.5</b>	8.8
	2022	49	8.6	<b>8.9</b>	9.1
	2023	33	7.7	<b>8.3</b>	8.9
Preston East	2018-19	73	8.3	<b>8.7</b>	9.0
	2020	55	8.0	<b>8.3</b>	8.6
	2021	56	8.4	<b>8.7</b>	9.1
	2022	39	8.3	<b>8.7</b>	9.2
	2023	42	7.8	<b>8.2</b>	8.6
Reservoir West	2018-19	44	8.3	<b>8.6</b>	8.9
	2020	111	7.6	<b>8.0</b>	8.4
	2021	58	7.9	<b>8.2</b>	8.6
	2022	60	8.0	<b>8.4</b>	8.8
	2023	44	7.6	<b>8.1</b>	8.7
Thornbury	2018-19	73	7.9	<b>8.2</b>	8.5
	2020	63	7.9	<b>8.3</b>	8.7
	2021	44	7.6	<b>8.0</b>	8.5
	2022	60	8.0	<b>8.4</b>	8.8
	2023	47	7.7	<b>8.1</b>	8.5
Kingsbury-Bundoora	2018-19	60	8.1	<b>8.4</b>	8.7
	2020	23	8.1	<b>8.7</b>	9.3
	2021	16	7.8	<b>8.3</b>	8.9
	2022	31	8.2	<b>8.6</b>	8.9
	2023	26	7.5	<b>8.0</b>	8.6



## 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?”*

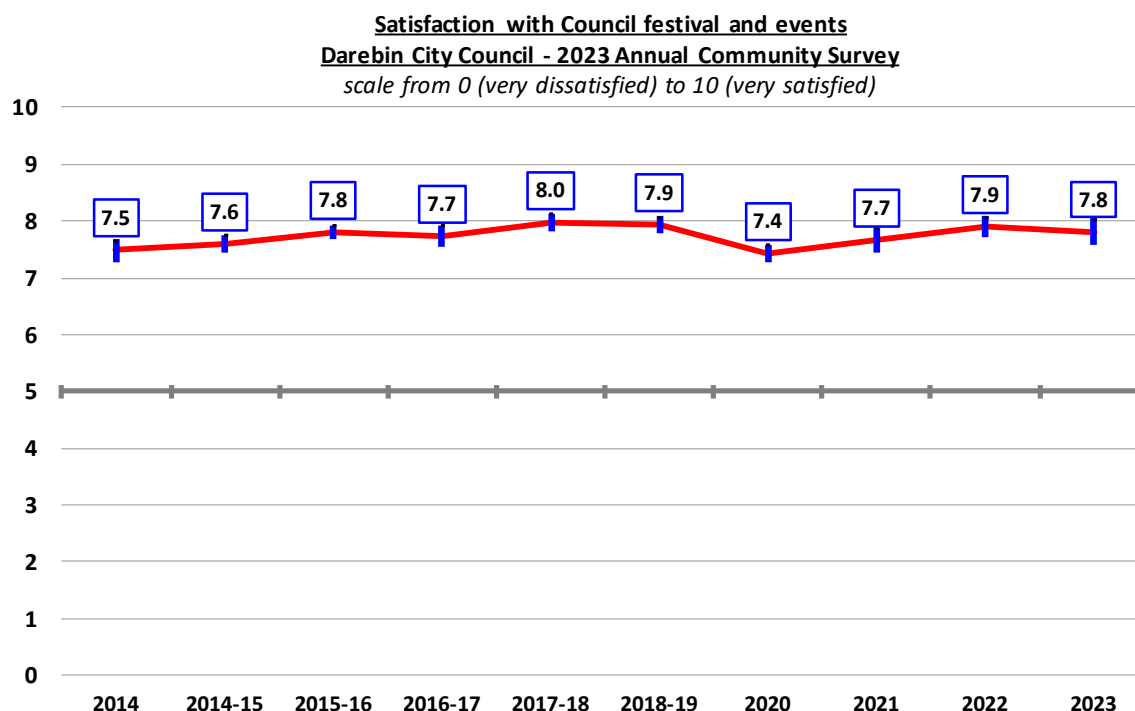
Satisfaction with Council’s festivals and events declined very marginally, but not measurably this year, down one percent to 7.8 out of 10.

This remains an “excellent” level of satisfaction, and consistent with the long-term average satisfaction since 2014 of 7.7 out of 10.

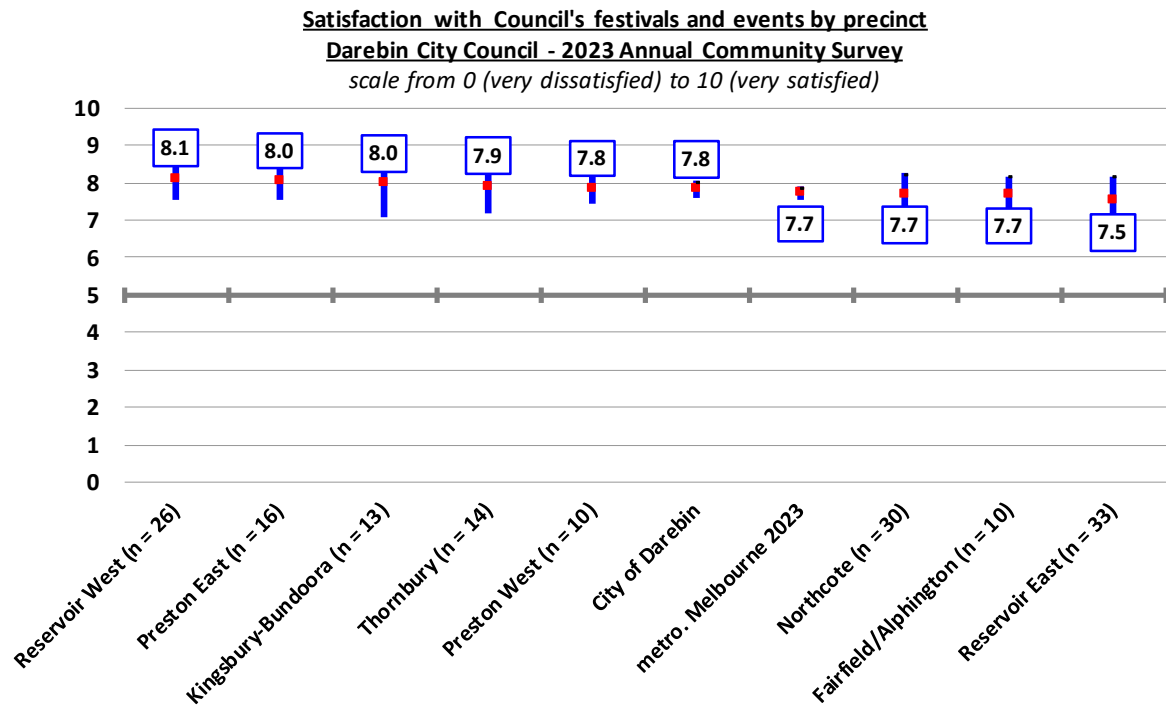
This result was based on a total sample of 112 respondents (11%) from households who had used these facilities in the last 12 months.

Metropolis Research notes that satisfaction with Council’s festivals and events remained quite stable this year compared to the general decline in satisfaction with Darebin City Council’s overall performance, and the four percent average decline in satisfaction with the 11 included services and facilities. This reflects well on the performance of Council providing these services to the community.

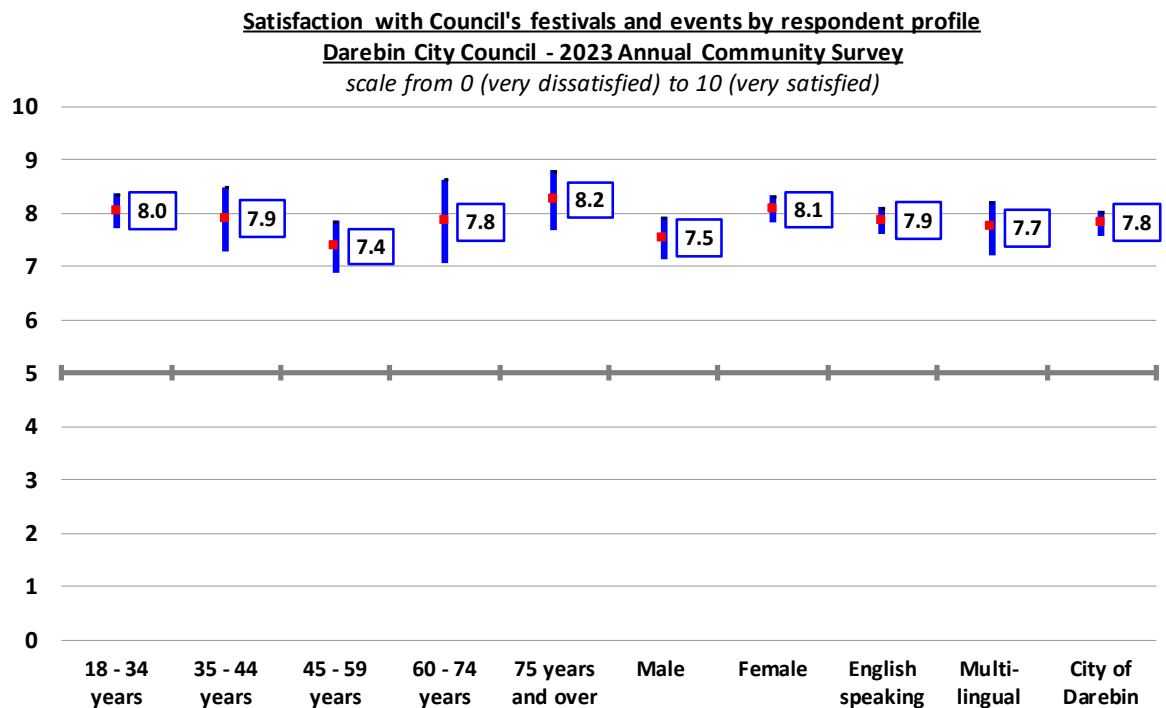
By way of comparison, this result was marginally higher than the metropolitan Melbourne average satisfaction with “Council festivals and events” of 7.7 out of 10, as recorded in the 2023 *Governing Melbourne* research conducted independently by Metropolis Research in January 2023, using the door-to-door interview methodology.



There was no statistically significant variation in this result observed across the municipality.



Cognisant of the small sample size there was some notable variation in this result observed by respondent profile. Middle-aged adults (aged 45 to 59 years) were notably less satisfied than average, and female respondents were notably more satisfied than males.



Satisfaction increased this year in Reservoir West, Preston East and Thornbury, and declined in Kingsbury-Bundoora, Preston West, Northcote, Fairfield-Alphington, and Reservoir East.

**Satisfaction with Council festivals and events**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir West	2018-19	27	7.5	<b>7.9</b>	8.3
	2020	87	6.9	<b>7.3</b>	7.7
	2021	25	6.9	<b>7.5</b>	8.1
	2022	49	7.3	<b>7.8</b>	8.3
	2023	26	7.5	<b>8.1</b>	8.7
Preston East	2018-19	37	7.2	<b>7.6</b>	8.0
	2020	45	7.3	<b>7.8</b>	8.2
	2021	29	7.4	<b>7.9</b>	8.3
	2022	26	7.4	<b>7.9</b>	8.3
	2023	16	7.6	<b>8.0</b>	8.5
Kingsbury-Bundoora	2018-19	32	7.8	<b>8.1</b>	8.5
	2020	22	7.1	<b>7.8</b>	8.5
	2021	6	6.0	<b>7.5</b>	9.1
	2022	31	8.2	<b>8.5</b>	8.9
	2023	13	7.1	<b>8.0</b>	8.9
Thornbury	2018-19	31	7.6	<b>7.9</b>	8.2
	2020	41	6.9	<b>7.3</b>	7.7
	2021	13	6.6	<b>7.4</b>	8.2
	2022	36	6.3	<b>6.9</b>	7.5
	2023	14	7.2	<b>7.9</b>	8.6
Preston West	2018-19	43	7.6	<b>8.0</b>	8.5
	2020	52	7.5	<b>7.8</b>	8.1
	2021	18	7.3	<b>7.9</b>	8.4
	2022	29	7.8	<b>8.2</b>	8.6
	2023	10	7.4	<b>7.8</b>	8.2
Northcote	2018-19	43	7.3	<b>7.9</b>	8.4
	2020	88	7.0	<b>7.3</b>	7.7
	2021	33	7.3	<b>7.8</b>	8.2
	2022	48	7.9	<b>8.3</b>	8.7
	2023	30	7.1	<b>7.7</b>	8.3
Fairfield-Alphington	2018-19	30	7.6	<b>8.0</b>	8.4
	2020	20	6.1	<b>6.8</b>	7.6
	2021	9	7.1	<b>8.0</b>	8.9
	2022	14	7.0	<b>7.9</b>	8.8
	2023	10	7.2	<b>7.7</b>	8.2
Reservoir East	2018-19	25	7.6	<b>8.2</b>	8.8
	2020	54	6.8	<b>7.3</b>	7.8
	2021	27	6.6	<b>7.4</b>	8.2
	2022	56	7.3	<b>7.8</b>	8.2
	2023	33	6.8	<b>7.5</b>	8.2



The following table outlines the nine comments received from respondents who were not satisfied with Council’s festivals and events.

**Reasons for dissatisfaction with Council festivals and events**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Not very diverse, mostly about particular interest groups. They are not inclusive	2
I haven't heard about any event in our Council	1
Just the government stalls are boring	1
Last event I'd been to, the speakers were of high intensity near food truck, and we couldn't bear it	1
Not very well promoted	1
Nothing spectacular in it	1
Sometimes, some of the events are silly	1
We don't know anything about the events and few events represent different cultures especially Arabic people	1
<b>Total</b>	<b>9</b>

### ***Council events and activities supporting LGBTIQ inclusivity***

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 events and activities supporting LGBTIQ inclusivity? If rated less than 6, why do you say that?”*

This question relating to events and activities supporting LGBTIQ+ inclusivity was included in the survey program in this format for the first time this year, and therefore no time series comparisons are available.

Satisfaction with these services was 7.8 out of 10, or an “excellent” level of satisfaction.

This result was based on a total sample of just 42 respondents (4%) from households who had used these services in the last 12 months.

This service was not included in the *Governing Melbourne* research and therefore no time series comparisons are available.

Given the extremely small sample size, no precinct or respondent profile comparisons are published.



## 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 less than 6, why do you say that, and are there any locations of concern?”*

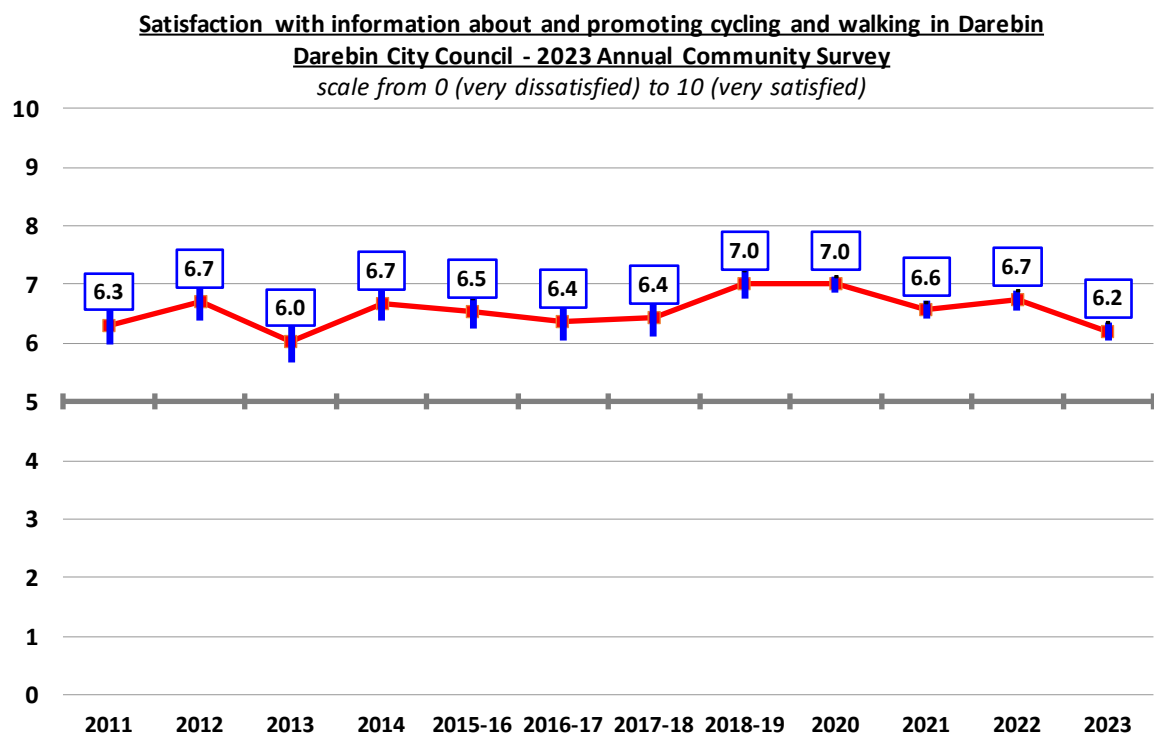
### Information about and promoting cycling and walking in Darebin

Satisfaction with information about and promoting cycling and walking in Darebin declined measurably this year, down seven percent to 6.2 out of 10.

This is a “solid”, down from a “good” level of satisfaction, and the lowest satisfaction score recorded since 2013.

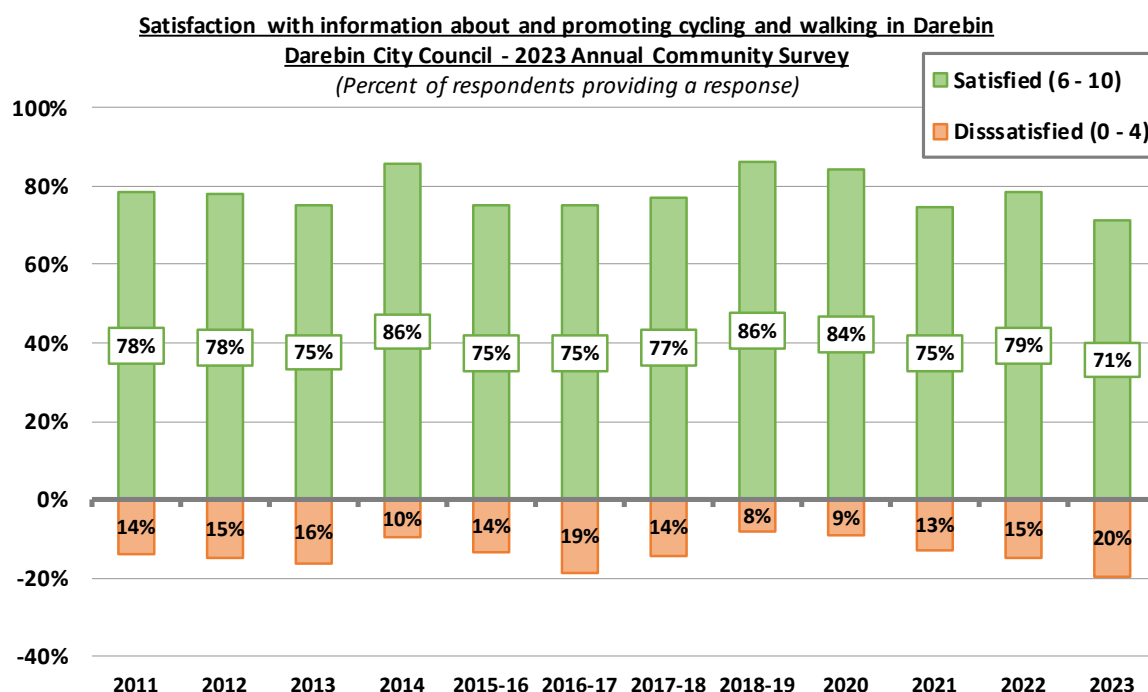
This result was somewhat lower than the long-term average satisfaction since 2011 of 6.5 or “good”.

This result was based on a total sample of 810 of the 1,000 respondents.



This result was comprised of 71% “satisfied” respondents (i.e., rated satisfaction at six or more) and 20% (up from 15%) “dissatisfied” respondents (i.e., rated satisfaction at less than five out of 10).

This is the largest proportion of respondents (providing a score) who were “dissatisfied” with information about and promoting cycling and walking in Darebin recorded since this question was first included in the survey program back in 2011.



The following table outlines the full set of results for this question, including the sample size.

**Satisfaction with information about and promoting cycling and walking in Darebin**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number, index score 0 - 10 and percent of respondents providing a response)*

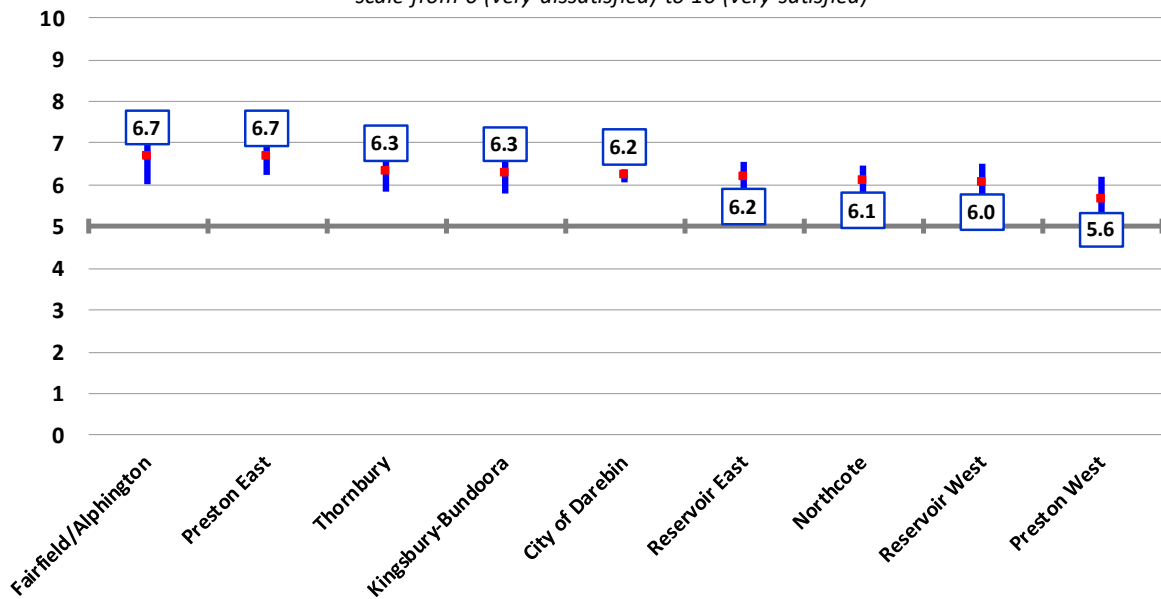
Aspect	2023 Number	2023 Mean	2022	2021	2020	Moving average
Information about cycling and walking	810	6.2	6.7	6.6	7.0	6.6

Aspect	Dissatisfied (0 - 4)	Neutral (5)	Satisfied (6 - 10)	Can't say
Information about cycling and walking	20%	9%	71%	191

Whilst there was no statistically significant variation in satisfaction with information about and promoting of cycling and walking in the City of Darebin observed across the municipality, it is noted that respondents from Preston West were notably less satisfied and at a “poor” level of satisfaction.

**Information about and promoting cycling and walking in Darebin by precinct**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



The following table outlines the 162 comments received from respondents who were not satisfied with information about and promoting cycling and walking in Darebin, including 157 comments and five locations of concern.

Metropolis Research notes that the most common responses related to a perception that respondents had not seen any or much information on walking or cycling, with at least 106 of the 157 comments referring to this in some way.

There were other issues raised by respondents, including some who were concerned that there were insufficient cycling or walking lanes or paths, and several concerned that too much attention was being given to cyclists at the expense of motor vehicles.

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

**Darebin City Council - 2023 Annual Community Survey**

*(Number of responses)*

<i>Response</i>	<i>Number</i>
Haven't seen any / much	49
Haven't / don't receive much information	23
Don't know / not aware	15
Haven't heard much	9
Limited / not enough	6
Lack of communication	4
I wish they would stop with bike path / walking nonsense. Because not everyone wants	3
They can do better; more information can be provided	3

Too much focus	3
Not enough accessible bike paths	2
Not everyone is interested in cycling and walking. I don't need this. Waste of money	2
Separation between bikes and cars are not good enough. No action has been taken	2
Bike lanes are not selected adequately	1
Bike lanes are pretty dangerous	1
Bike tracks in one way street. It's too dangerous	1
Bumps in footpaths not even	1
Council focus more on minority than majority. Think about those who are more in society. Enough of those agendas	1
I am bit disappointed. They have created bike lanes on public roads but there are few cyclists. They are depriving pedestrians on safe roads because of just few cyclists. They need to prioritize based on number of cyclists rather just following the trend	1
I don't really care, lots of bike lanes but many cyclists on the footpath	1
I think it's a bad planning. No consultation	1
I would not feel safe riding in this area	1
Inconsiderate cyclists	1
It doesn't interest me	1
It should be safer for bikers in high street. And many other areas. Not enough bike roads. More shared pathways needed	1
It's a bit unclear	1
It's hard to be a cyclist in the area	1
It's not the Council business to force people to change their mode of transport forcefully	1
Lack of engagement	1
Lack of street sweeper services to sweep the branches	1
Loaded question that cannot be just rated for one aspect	1
Needs repair of cycling path	1
Neutral, people should research that themselves	1
One way directional not realistic	1
Only one flyer in my letter box. Lack of engagement	1
Overrated	1
Poor planning	1
Some speed control and traffic control measures are dangerous	1
Terrible bike paths	1
The promotion is not up to mark. They also need to offer training to cyclist, to how to drive on road	1
The state of bike paths is pretty lame and would love to see it improve	1
There are too few possibilities and are poorly maintained	1
There are too many cyclists	1
There is no bike lane	1
There is no continuity between the paths	1
There's no promotion or improvements. Not enough bike lanes, particularly for kids	1
Too many bike paths and they are shoving an agenda out	1
Too many roadways are taken away from drivers	1
We get more information from school	1

**Total**

**157**

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*Specific locations*

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Mt Cooper	1
Near Reservoir. Some signs are nice above Bell St, but some aren't	1
Bell St bridge	1
The corner of Willow St and Elizabeth St	1
The Heidelberg Rd is disgraceful because they have 2 full lanes for cyclists which leads to congestion	1
<b>Total</b>	<b>5</b>
<b>Total</b>	<b>162</b>

### ***Arts and graffiti***

Respondents were asked:

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

Respondents were again in 2023, asked to rate their agreement with one statement about public spaces, art works and cultural infrastructure, and one statement about their satisfaction with Council's efforts in managing the issue of graffiti.

Agreement with both of these statements declined measurably this year, with agreement with both statements at the lowest level recorded since these statements were first included in the survey program in 2017-18.

The average agreement that “the public spaces, art works, and cultural infrastructure makes Darebin a better place to live” declined eight percent this year to 7.1 out of 10.

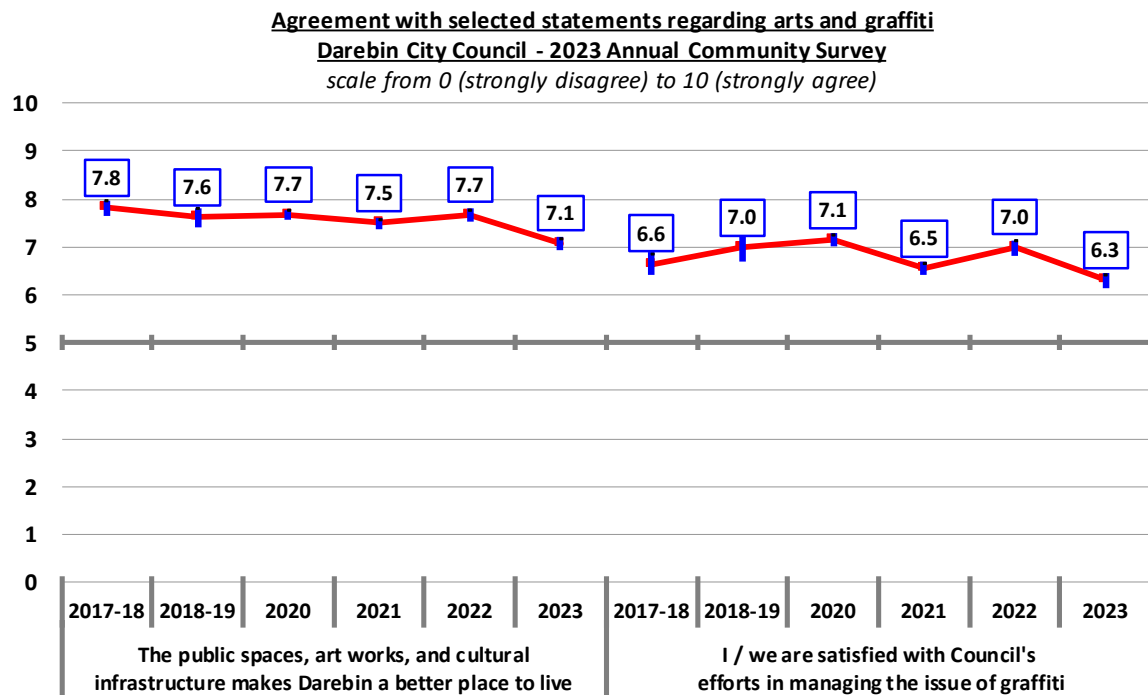
This result was measurably lower than the long-term average agreement since 2017-18 of 7.6 out of 10.

The average agreement that “I / we are satisfied with Council’s efforts in managing the issue of graffiti” declined measurably and significantly this year, down 10% to 6.3 out of 10.

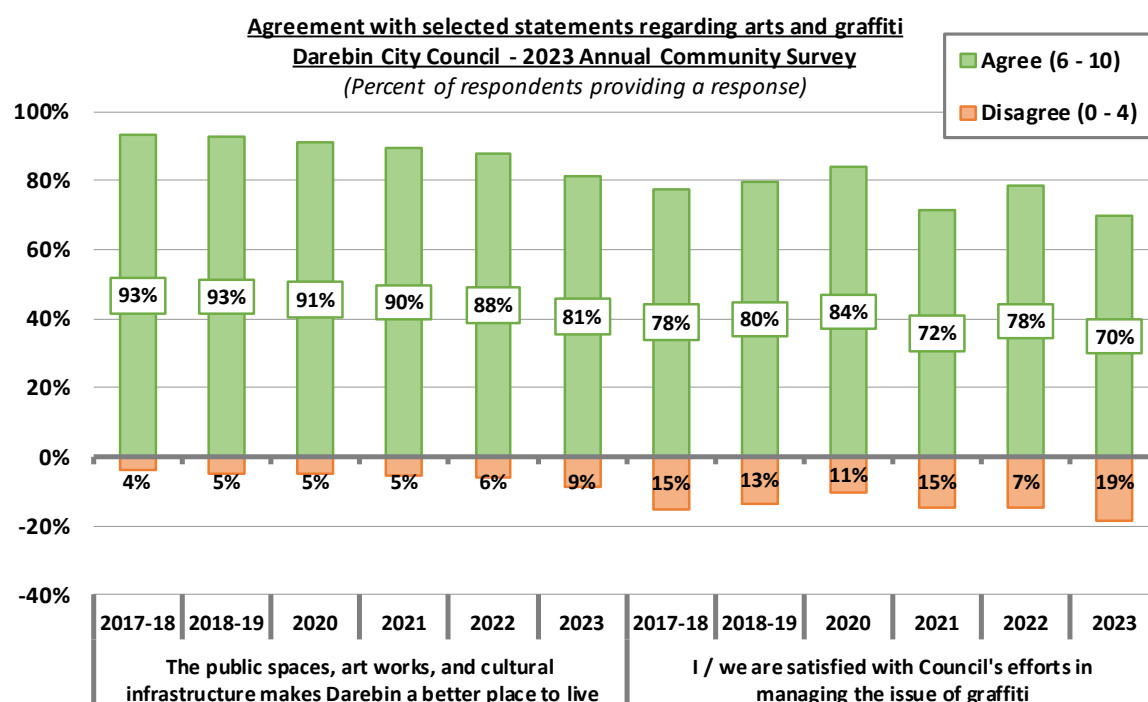
This was a “solid”, down from a “strong” level of agreement, and measurably below the long-term average agreement since 2017-18 of 6.8 out of 10.

Metropolis Research notes that these declines in agreement, were in line with the generalised decline in satisfaction with the performance of Darebin City Council this year.

Whilst it is certainly true that the general decline in satisfaction with Council will not account for all of the decline in agreement with these statements, it is important to bear the reduction in satisfaction in mind when interpreting the decline in agreement recorded this year.



Consistent with the decline in average agreement this year, there was a decline in the proportion of respondents who “agreed” with these statement (i.e., rated agreement at six or more), and an increase in the proportion who “disagreed” (i.e., rated agreement at less than five out of 10).



**Agreement with selected statements regarding arts and graffiti**

**Darebin City Council - 2023 Annual Community Survey**

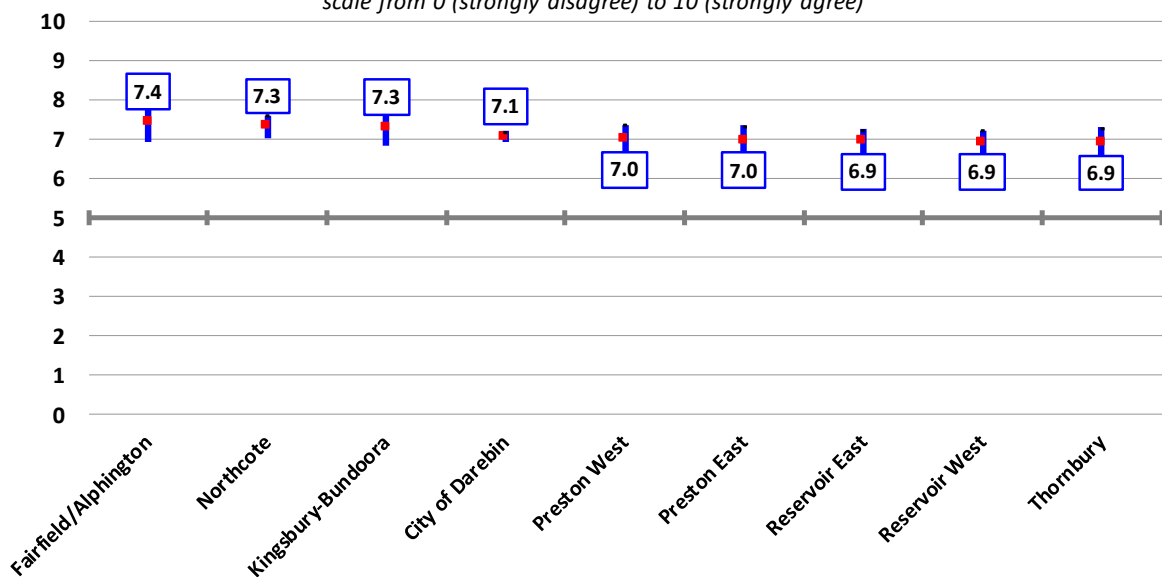
(Number and percent of respondents providing a response)

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	4%	3%	93%	99
	2018-19	5%	2%	93%	254
	2020	5%	4%	91%	88
	2021	5%	5%	90%	61
	2022	6%	6%	88%	78
	2023	9%	10%	81%	67
I / we are satisfied with Council's efforts in managing the issue of graffiti	2017-18	15%	7%	78%	117
	2018-19	13%	7%	80%	255
	2020	11%	6%	84%	105
	2021	15%	14%	72%	85
	2022	15%	7%	78%	66
	2023	19%	12%	70%	65

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

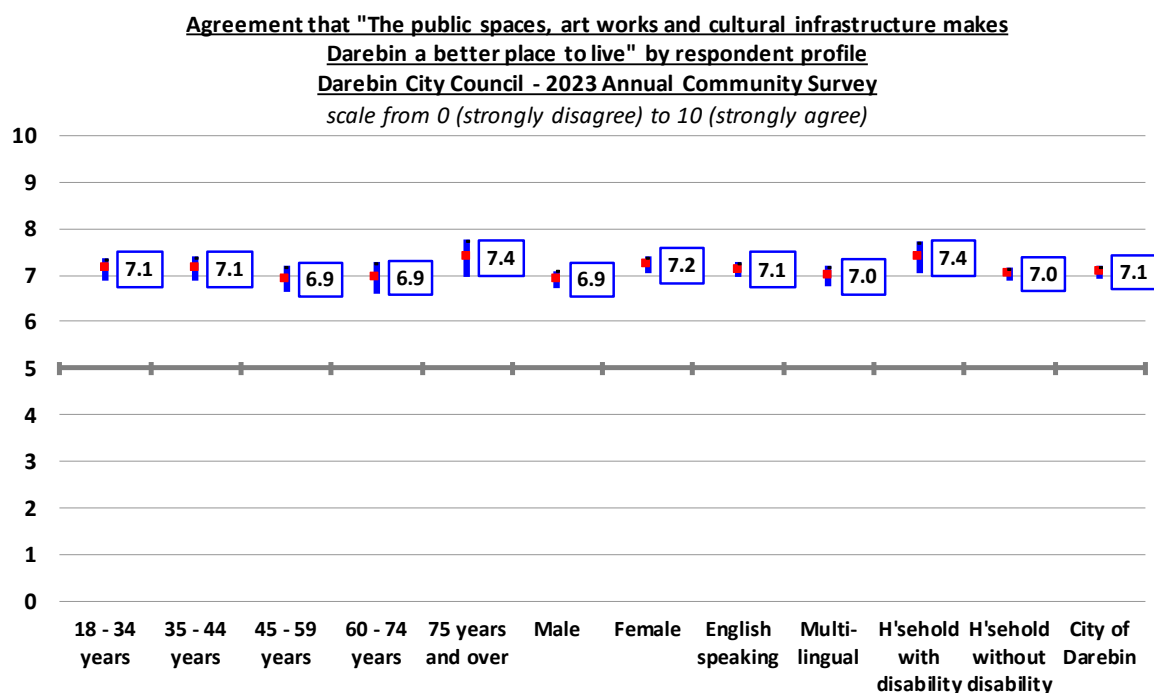
There was no statistically significant variation in satisfaction that “the public spaces, art works, and cultural infrastructure makes Darebin a better place to live” observed across the municipality, although it is noted that respondents from Fairfield-Alphington were somewhat more in agreement than the municipal average.

**Agreement that "The public spaces, art works and cultural infrastructure makes Darebin a better place to live" by precinct**  
**Darebin City Council - 2023 Annual Community Survey**  
 scale from 0 (strongly disagree) to 10 (strongly agree)





Whilst there was no measurable variation in agreement with this statement observed by respondent profile, it is noted that female respondents were somewhat more in agreement than male respondents, and respondents from households with a member with disability were notably more in agreement than respondents from other households.



The following table outlines the 46 comments who did not agree with this statement. These comments include a mix of those who believe that there should be more public art or similar infrastructure in the municipality, as well as a smaller number who believe that Council should not invest either as much or any additional funds in this area.

There were also several comments about the perceived quality of existing public art, and a range of other issues.

**Comments about public spaces, arts works and cultural infrastructure in Darebin**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Would like to see more public art	5
I don't see much of it	4
Do not spend money on this	3
Not aware of any of those	3
There are more things that needs more maintenance and provision before beautifying the place and art	3
I would appreciate more cultural heritage	2



Public artworks are not good at all and sadly there aren't any artwork at all particularly in Reservoir area	2
Against green agenda	1
Arts spaces are ok, but they haven't fixed the golf course	1
Because of taking off the Preston market	1
Don't really have much art in Preston	1
Horrible uncleaned arts and graffiti. No removal	1
I find them now than ever. The Council is dividing the community	1
I haven't seen cultural arts in Darebin	1
It doesn't matter	1
It would be great to paint the Water tower in Bundoora Park, Mt Cooper Dr	1
More parks are required at High St	1
Not interested for cultural activities. I am paying for rubbish collection bin, roads and these Council people want to organise cultural fair with that money. Make roads, footpaths, basic necessities first	1
Other Councils do this better	1
Really liked to add Oakover	1
So many creative people are not engaged in it	1
There is no public arts	1
There is no such infrastructure. They are prioritizing buildings over old heritages	1
There is nothing much of it. Farmers market. There is no support in innovation, no support	1
There is low standard public arts	1
They don't carry consistently through Darebin. When you walk to north west, there is nothing as such	1
They need to fix some of the public parkland. Dog sh*t everywhere	1
They should be investing their money elsewhere	1
Very poor support for arts	1
Where is the public art, cultural heritage? It's been replaced by high rise ugly buildings	1
<b>Total</b>	<b>45</b>

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

There was some measurable variation in the average agreement that "I / we are satisfied with Council's efforts in managing the issue of graffiti" observed across the municipality.

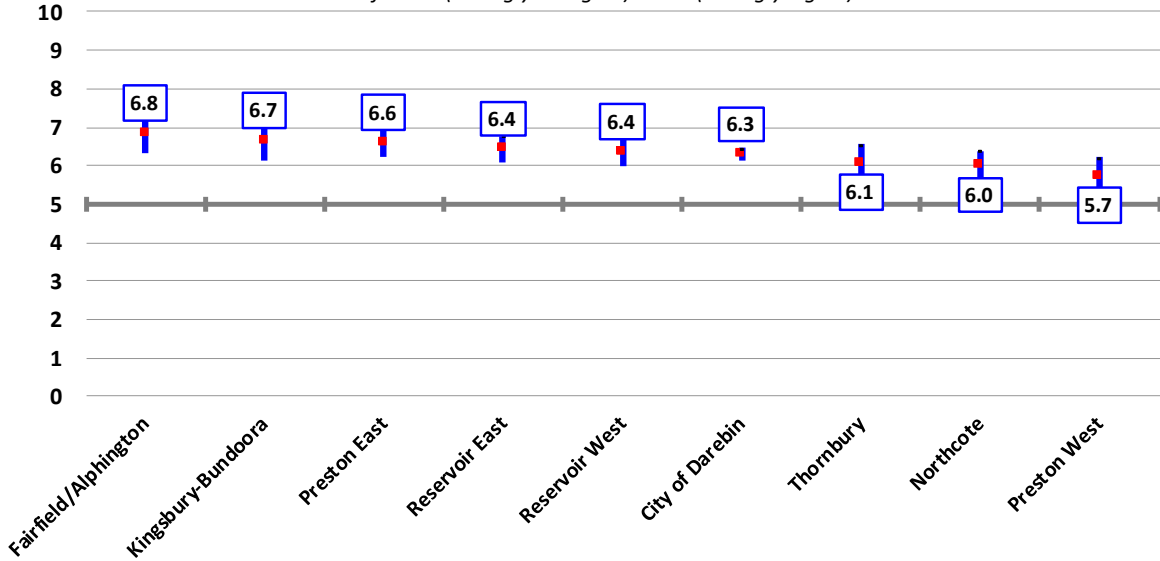
Respondents from Fairfield-Alphington were notably, but not measurably more in agreement than the municipal average, whilst respondents from Preston West were measurably less in agreement than average.

Respondents from Preston West rated agreement at "mild" rather than "moderate" agreement.

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

**Darebin City Council - 2023 Annual Community Survey**

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



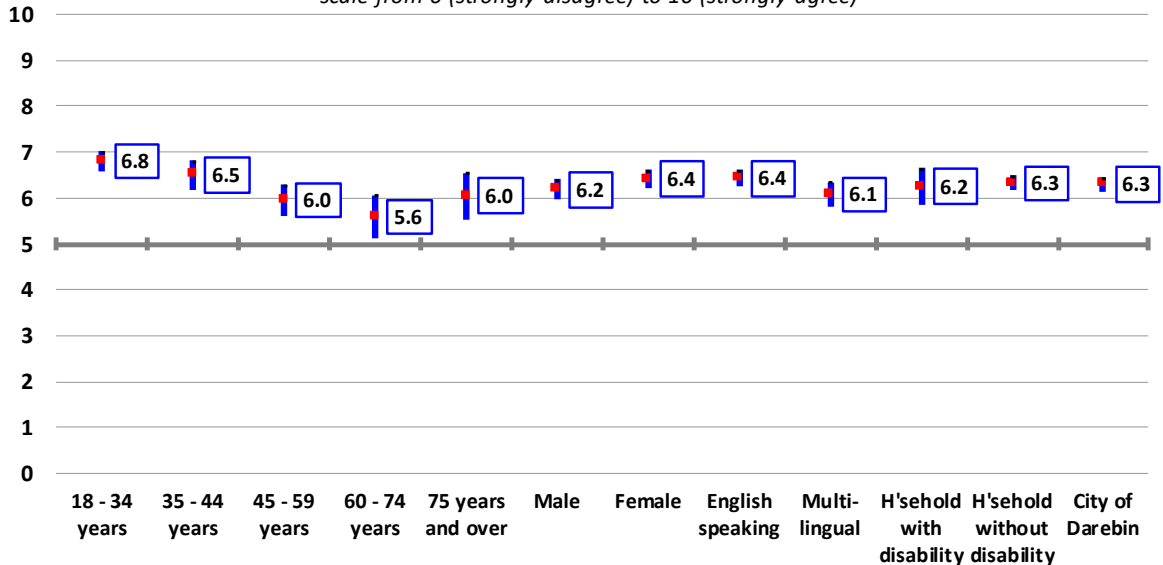
There was measurable variation in agreement with this statement observed by respondent profile, as follows:

- **Age structure** – average agreement declined with the respondents’ age, from a high of 6.8 for young adults (aged 18 to 34 years), to a low of 5.6 for older adults (aged 60 to 74 years).
- **Gender** – female respondents were marginally more in agreement than male respondents.
- **Language spoken at home** – respondents from English speaking households were notably more in agreement than respondents from multilingual households.

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

**Darebin City Council - 2023 Annual Community Survey**

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



The following table outlines the 113 comments received from respondents who did not agree with this statement, including 94 comments and 19 locations of concern. The majority of the comments related to the perception that there was too much graffiti in the City of Darebin, and that more needs to be done to manage what they perceive to be a problem.

**Comments about Council's efforts in managing the issue of graffiti**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Graffiti pretty much everywhere in Darebin	15
It needs more removal, not satisfactory currently	10
More effort needs to be put in / can do better	9
Graffiti is everywhere and I see it for a long time with no action	8
It's not removed fast enough	7
Graffiti is everywhere so need to manage of removal	6
In and around the train stations	5
It's really bad	5
Graffiti everywhere around Preston	2
Laneway graffiti is bad	2
Lots of graffiti on shops / deserted shopping strips	2
There is graffiti everywhere and they lower the look and appearance here	2
Again there are better things to focus on	1
Better development	1
Doing decent job with it	1
Got it on our wall, and fences but the Council says we need to clean it ourselves	1
Graffiti everywhere around Northcote	1
Graffiti everywhere particularly around Reservoir	1
Graffiti everywhere particularly around Thornbury	1
I don't need graffiti. For what it is required, utilize the money in infrastructure upgrade	1
I see some graffiti around on private house walls, and I feel sorry for those people	1
If the Council does it jump to clean it straight away, it piles up quickly	1
Implement harsher punishment because graffiti keep recurring around Preston	1
It is a lot messier compared to other suburbs and places interstate	1
It should be a priority	1
It will contribute to a feeling of safety	1
Lot of graffiti in parks and gardens	1
Need a policy that graffiti stays for not more than 3 days. As they leave graffiti for more than a month, graffiti artists keep making it	1
Need too much cleaning of graffiti in residential areas	1
Sometimes I catch the train to the city and I can see that there is a lot of graffiti on private walls	1
There is nothing being done and it is disgraceful to look at	1
Train lines	1
We should come up with a policy that embraces it	1

**Total**

**94**

### Specific locations

Lot of graffiti on and around High St	3
Reservoir Station got graffiti being brand new, need to clean it	2
BBQ, Merri Park	1
Corner of St Georges Rd to Fyffe St has a lot of graffiti and not manage and cleaned well	1
Graffiti all around and stays for a long time (Preston central)	1
Graffiti all around in Preston (especially Gilbert Rd)	1
Graffiti everywhere and it's really bad (Leinster Grove)	1
Graffiti everywhere and it's really bad (St Georges Rd)	1
High Street Northcote	1
High Street Thornbury	1
I complained about graffiti on my garage but no actions taken (199 Bell St)	1
Near Preston station there are a lot of them	1
Ongoing graffiti issue behind my property on the laneways (Scotia St up to shops on corner of Bell St)	1
St Georges Rd and nearby train station lot of graffiti	1
They don't do anything above street level. Look at 269 and 77 High St Thornbury	1
<b>Total</b>	<b>19</b>
<b>Total</b>	<b>113</b>

## Planning and development

Respondents were asked:

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

Respondents were again in 2023, asked to rate their satisfaction with two planning and development outcomes.

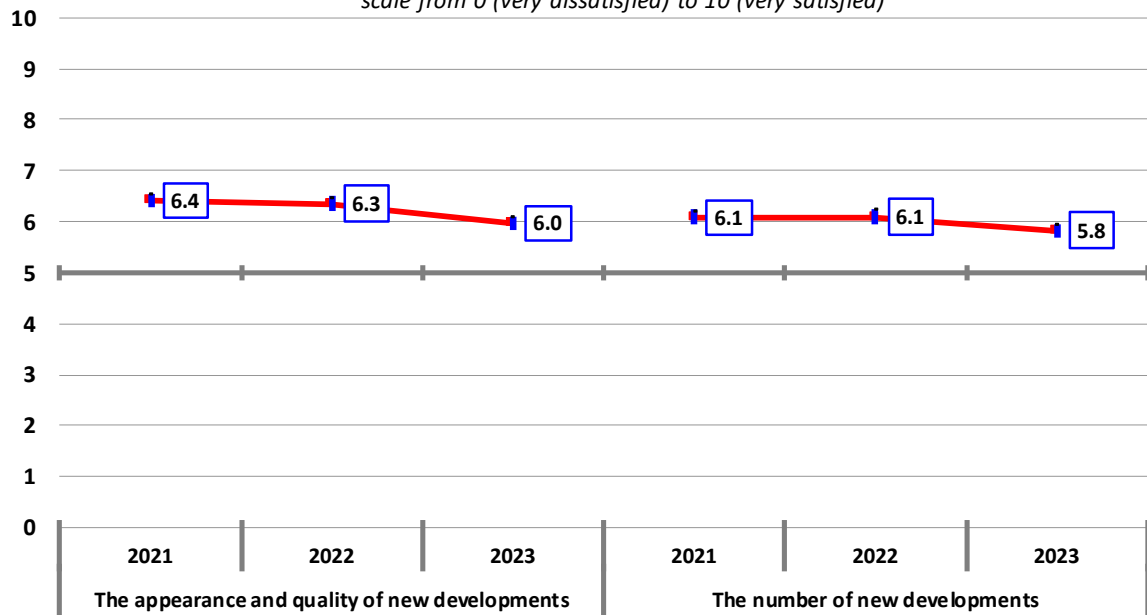
Satisfaction with the appearance and quality of new developments declined measurably (down 5%) to 6.0 out of 10, although it remains at a “solid” level of satisfaction.

Satisfaction with the number of new developments declined notably but not measurably, (down 5%) to 5.8 out of 10, which is a “poor”, down from a “solid” level of satisfaction.

Both these results reinforce the view that there was significant community concern around the extent, nature, and quality of new development in the City of Darebin.

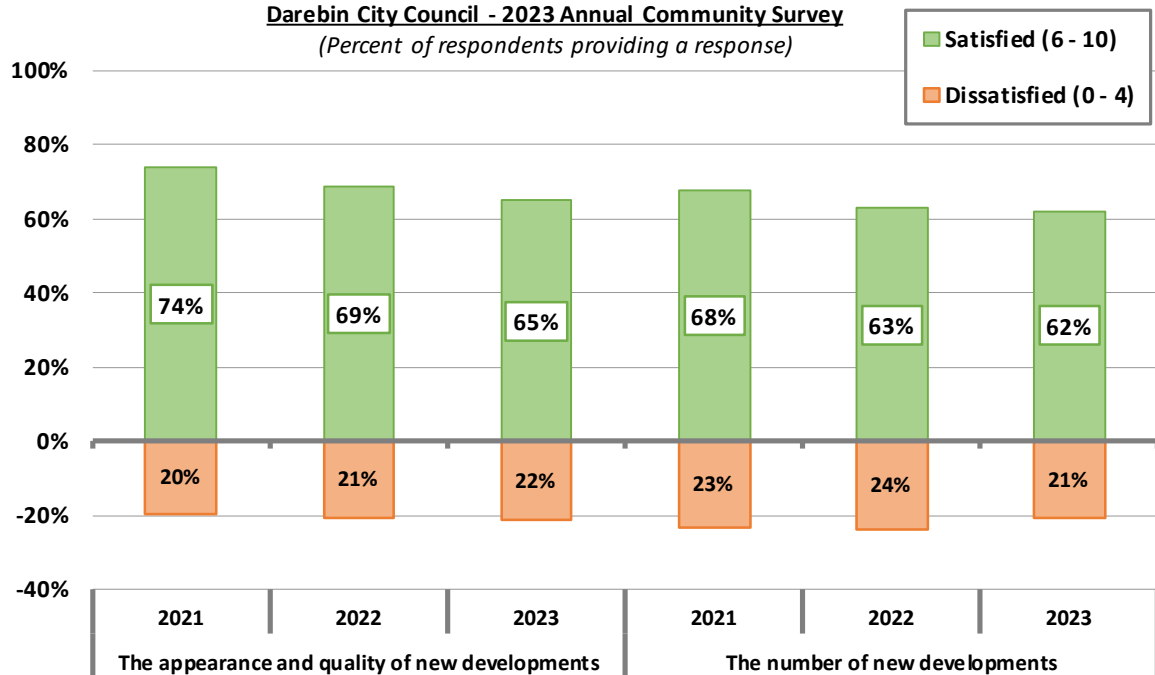
By way of comparison, satisfaction with the appearance and quality of new developments was measurably and significantly (13%) lower in the City of Darebin than the metropolitan Melbourne average (6.0 compared to 7.1 out of 10)

**Satisfaction with aspects of planning and development**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



This view is reinforced by the fact that approximately two-thirds of respondents were “satisfied” (i.e., rated satisfaction at six or more) with each of these planning and development outcomes, whilst a little more than one-fifth were dissatisfied (i.e., rated satisfaction at less than five).

**Satisfaction with selected aspects of planning and development**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Percent of respondents providing a response)*



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

**Darebin City Council - 2023 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%	13%	64%	26
	2015-16	30%	12%	58%	45
	2016-17	36%	15%	49%	61
	2017-18	26%	11%	63%	50
	2018-19	17%	10%	73%	42
	2020	16%	8%	76%	70
	2021	20%	7%	74%	74
	2022	21%	11%	69%	76
	2023	22%	14%	65%	69
The number of new developments	2014-15	27%	15%	58%	32
	2015-16	31%	10%	59%	48
	2016-17	36%	14%	50%	77
	2017-18	29%	11%	60%	78
	2018-19	18%	11%	71%	49
	2020	18%	10%	72%	96
	2021	23%	9%	68%	108
	2022	24%	14%	63%	95
	2023	21%	17%	62%	79

***The appearance and quality of new developments***

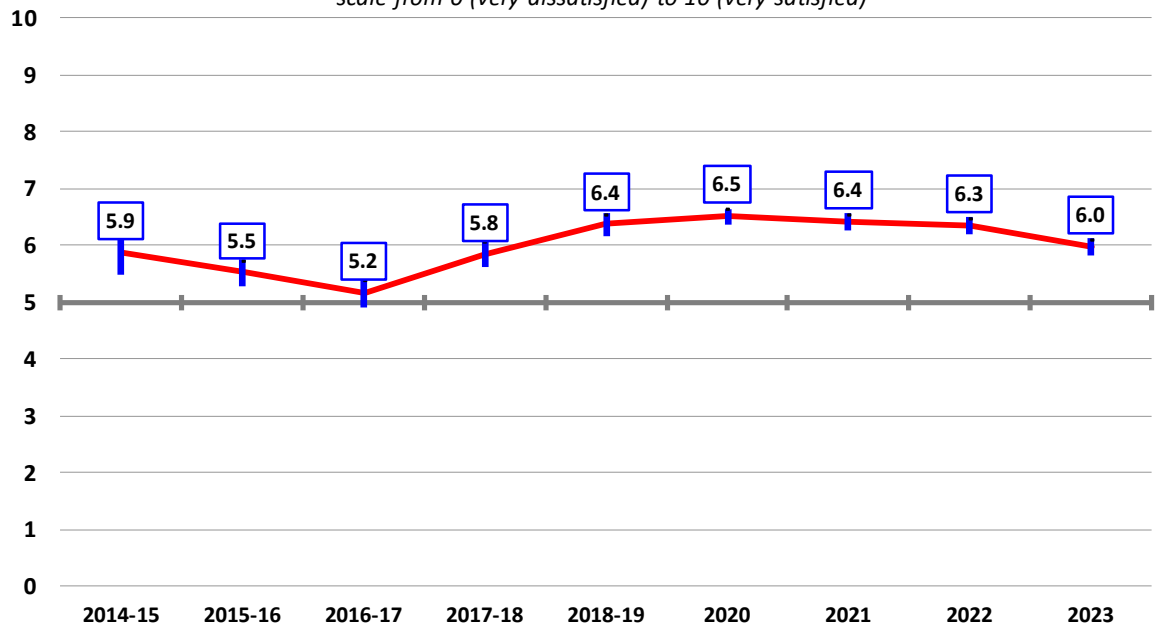
Satisfaction with the appearance and quality of new developments declined measurably this year, down five percent to 6.0 out of 10, although it remains at a “solid” level of satisfaction.

Despite the measurable decline in satisfaction this year, this result remains consistent with the long-term average satisfaction since 2014-15 of 6.0 out of 10.

This result highlights that the appearance and quality of new developments has been a long-standing concern in the City of Darebin, with satisfaction consistently measurably lower than the metropolitan Melbourne average.

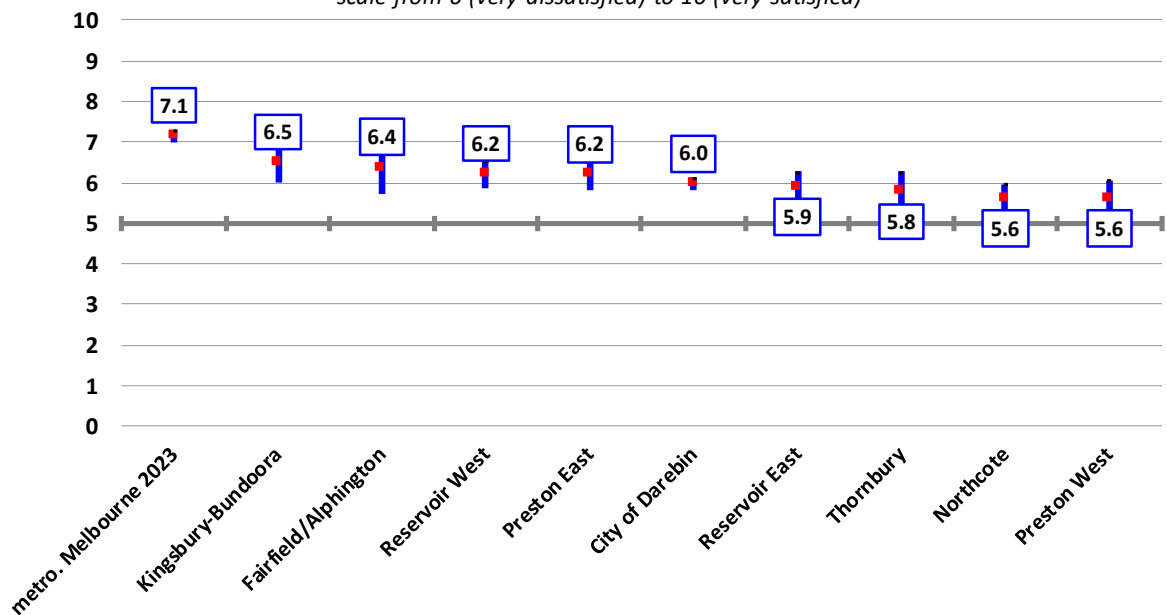


**Satisfaction with the appearance and quality of new developments in your area**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



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 respondents from Kingsbury-Bundoora rated satisfaction at a “good” level, whilst respondents from Reservoir East, Thornbury, Northcote, and Preston West rated it at “poor” rather than “solid” levels of satisfaction.

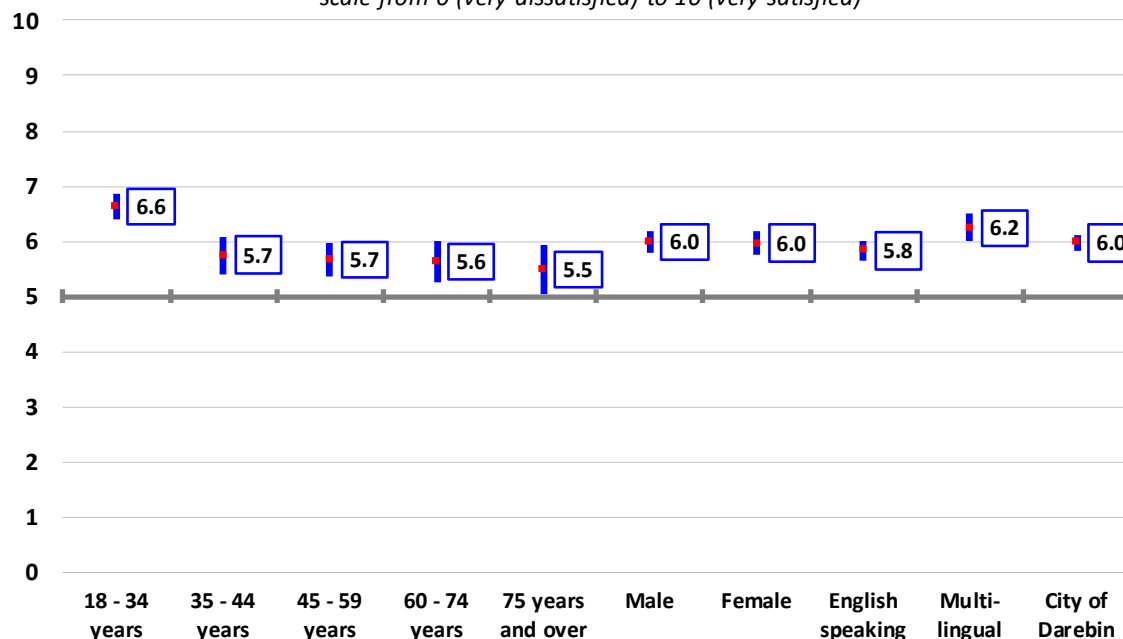
**The appearance and quality of new developments by precinct**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*





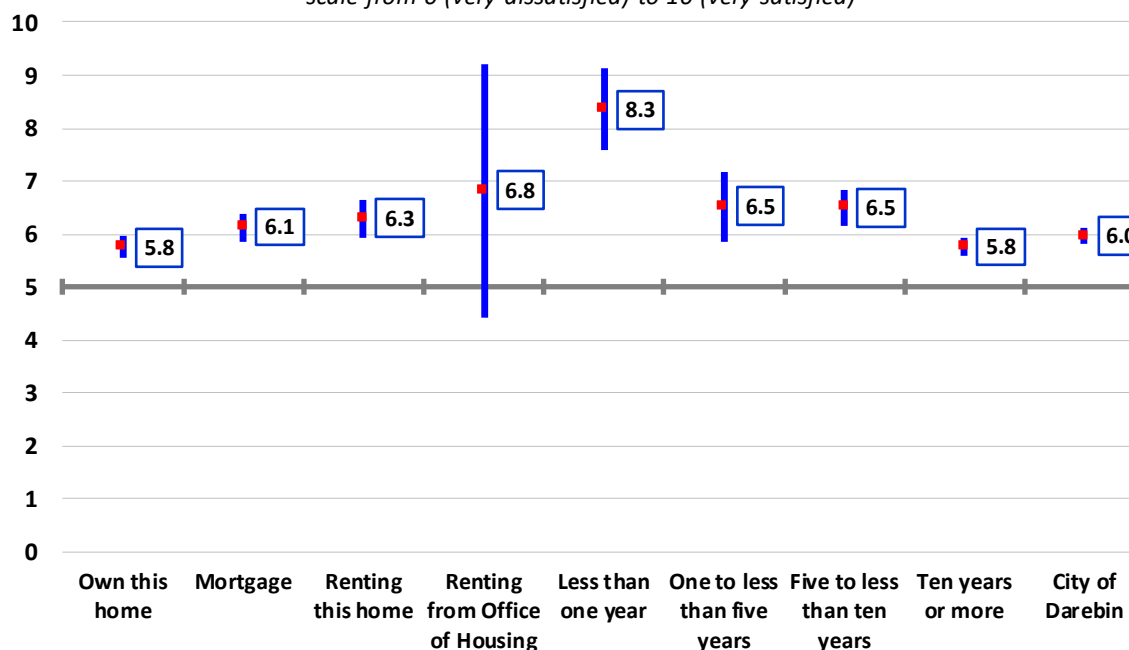
There was measurable variation in satisfaction with this aspect observed by respondent profile. Young adults (aged 18 to 34 years) were measurably more satisfied than average and at a “good” level, and respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

**The appearance and quality of new developments by respondent profile**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was also variation observed by housing situation and period of residence in the City of Darebin. Rental households were notable more satisfied than homeowners, whilst new residents (less than one year in Darebin) were measurably more satisfied than average.

**The appearance and quality of new developments by housing profile**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



The following table outlines the 283 comments received from respondents who were not satisfied with the appearance and quality of new developments.

There were a range of issues raised by some respondents, however, the most common concerns raised by respondents related to the perception of poor appearance and / or design, development inappropriate for the area, and significant numbers who were concerned about the number and size of new developments.

There were, however, also several comments from respondents concerned about too many restrictions on development in the municipality, although only a limited number.

**Reason for dissatisfaction with the appearance and quality of new development**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
Appearance too poor / ugly / jarring / unsightly / hideous	42
Too many new developments / over-developed	31
Poor / terrible / cheap quality	22
Not enough / poor / no infrastructure for parking	12
To many high-rise buildings / apartments	11
Too many units / houses / townhouses / multi-developments	10
Not much development in my area	8
Too tall / big	8
Little architectural merit and quality of construction	4
Planning is terrible / poor	4
They all look the same / generic	4
Not enough planning for infrastructure	3
The high rise apartments are ugly	3
Appearance and planning don't match area	2
Area is getting overpopulated / congested	2
Area is losing character due to the new developments	2
Don't like high rises	2
Just all over	2
Multiple blocks causing congestion	2
Not happy with the decision of Preston market	2
Overdevelopment causing traffic congestion due to on street parking	2
They are environmentally unsustainable	2
They give permit to anything / open to any kind of architecture and its horrible	2
12 to 18 storey buildings, Stotts St	1
A lot of buildings very ugly. It is decreasing the beauty of suburbs	1
All grey and boring	1
All look like they're falling apart within 6 months	1
Apartments are too small	1
Bad planning	1
Badly planned, shows disconcert for surrounding residents	1

Bunch of badly developed apartments	1
Cars are parked the streets which clogs the roads	1
Council is getting greedy with these developments	1
Council is just doing whatever they want but at the same time nothings seems to be getting done	1
Council shouldn't have approved some of the apartments just because they get rates better	1
Degrading the cultural heritages and upgrading building is never a good decision	1
Environmentally sustainable	1
High rise apartment buildings not good for the community	1
High rise apartments around Preston market	1
High rise are future ghettos in making. They are dangerous	1
High rise buildings are bad. The looks of the building are not traditional. The infrastructure have very old pipes and I don't know how long till they burst out	1
High rise buildings but no consideration in potholes and cracked footpaths, horrible	1
High-rise apartment buildings not good for the community	1
I dislike Council's decision in pulling down houses and built multi-storey units	1
I don't think they are taking safety into account	1
I doubt think lot development are supposed to be built	1
I hate them and we just had planning permit despite of 15 objections	1
I think they are overwhelming for an area far from the city	1
In general they're bad	1
Inappropriate development everywhere - new designs right next to heritage buildings	1
It's way too slow	1
Knocked houses down Around junction of High St	1
Lack of greenery	1
Melbourne industrial centre being closed down for development	1
My local area. Too many on narrow roads	1
New developments taking place in Preston market is not good	1
No concrete plan is school, kindergarten, shopping centre	1
No improvement on adequate facilities	1
No maintenance of off leash dog park in Edwardes lake	1
No parking at Acheron Av	1
No parking at Storey Rd	1
No progress updates	1
Not enough car parks and privacy issue with multilevel apartments	1
Not happy with design. No overlay of building	1
Not much changes	1
Not satisfied with Preston market being developed into a modern market	1
Overdevelopment of housing leading to traffic congestion	1
Planning needs to step up as more people come to area	1
Planning permit for builder and people are very unfair	1
Privacy / overshadow	1
Reducing amount of green space, not necessarily helping	1
Should have fixed the old buildings	1
Sick of finding car parks in Barry St	1
Some are good but most became terrible within a few years after development	1
Some of the town houses look poor and bleak	1
Some townhouses and apartment blocks are really cheap and not sustainable	1



Spent too much money on it. Over designed and overengineered	1
Still waiting what's going to happen with the redevelopment. No information has been made	1
Stop developing high rise and modern design	1
Stop double storey building approval	1
Stop many restrictions and pushing the wrong agenda	1
The Council doesn't seem to have accommodated parking for new developments	1
The development of high rise buildings are a little surprising in terms of their height being too high	1
The heritage of area is loss because old homes were demolished for new developments	1
The parking permit is disgusting	1
The planning department have not returned my deposit	1
There are only high rise buildings in traditional shopping strips which is impacting community vibes	1
There's a lot of waste	1
They are becoming an overload and it's just overkill. They just care about money	1
They don't consider the history of the area. They only care about money	1
They have off street parking in most of apartments	1
They just look ugly especially with the multilevel apartments on High St area	1
They should focus on the satisfaction with planning officers and own up responsibility rather than asking about the final products of development	1
They should promote cultural heritage	1
They're boxes with no shape. Ugly	1
Thornbury is so beautiful but the new developments don't match area	1
Too many new developments causing congestion	1
Too much development at the whole of Reservoir	1
Took 12 months to build and affected the neighbours badly	1
Townhouses are built removing 100 years buildings	1
Traditional building are replaced now	1
Very ad hoc. There is no community plan about the schools, parking	1
Way too many developments but not enough infrastructure and public transport to support it	1
We are building too many units in Reservoir but not enough parking or road space for more people	1
We had a local park with basketball ring, tennis court. They got rid of basketball ring and they developed tin shed for community education and nobody uses it. This is disgusting	1
We had to fight tooth and nail for a carport at my home but now any style can be put up, not enough parking	1
<b>Total</b>	<b>265</b>

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*Specific sites identified by respondents*

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Built four-storey house just behind my house instead of two-storey house which blocked out our privacy and community feel (Shiers St, Alphington)	1
Fairfield's corner of Northcote are particularly bad	1
Near Polaris	1
Northcote Plaza developments were not good	1
On West Preston, the brand-new sports building. That's ugly	1
Plenty Rd opposite Bundoora Park	1

Plenty Rd, High St, near the market. All the apartments there	1
Pool in Victoria Rd not open	1
Poor quality on Plenty Rd	1
Preston junction is horrible, no master planning, no greenery	1
Reservoir is not being paid attention to	1
Reservoir train station	1
Shower St and Oakover Rd developments are unacceptable	1
Some apartment blocks around High St junction are quite ugly	1
Some on High St are really bad from Darebin Rd to Separation St	1
Summerhill	1
Terrible development in Preston	1
The developments on High St	1
<b>Total</b>	<b>18</b>
<b>Total</b>	<b>283</b>

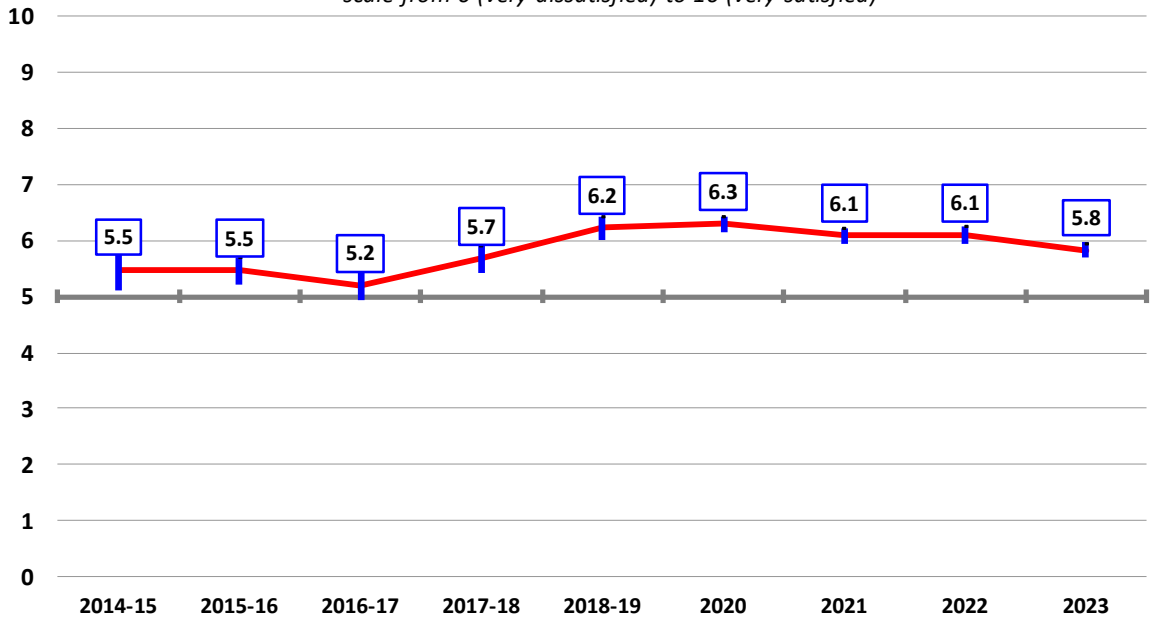
### *The number of new developments*

Satisfaction with the number of new developments declined notably, but not measurably this year, down five percent to 5.8 out of 10.

This was a “poor”, down from a “solid” level of satisfaction, however, it was consistent with the long-term average satisfaction since 2014-15 of 5.8 out of 10.

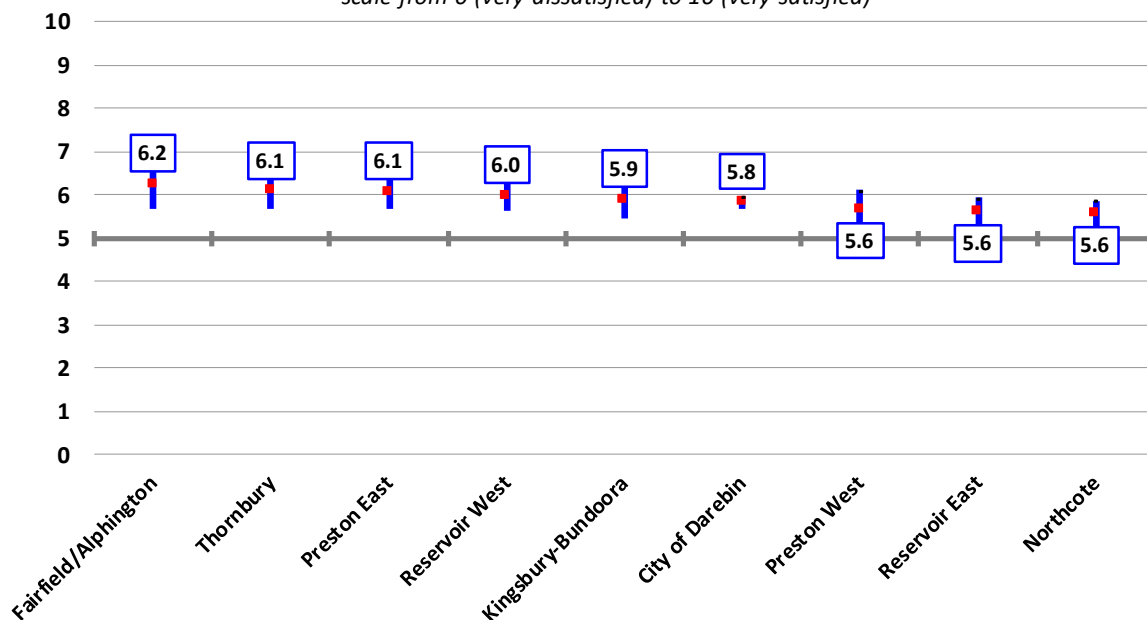
This “poor” result reflects the long-standing concern around the number of new developments by a significant proportion of the City of Darebin community.

**Satisfaction with the number of new developments**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was no statistically significant variation in satisfaction with the number of new developments observed across the municipality, although it is noted that respondents from Fairfield-Alphington were marginally more satisfied than average.

**The number of new developments by precinct**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

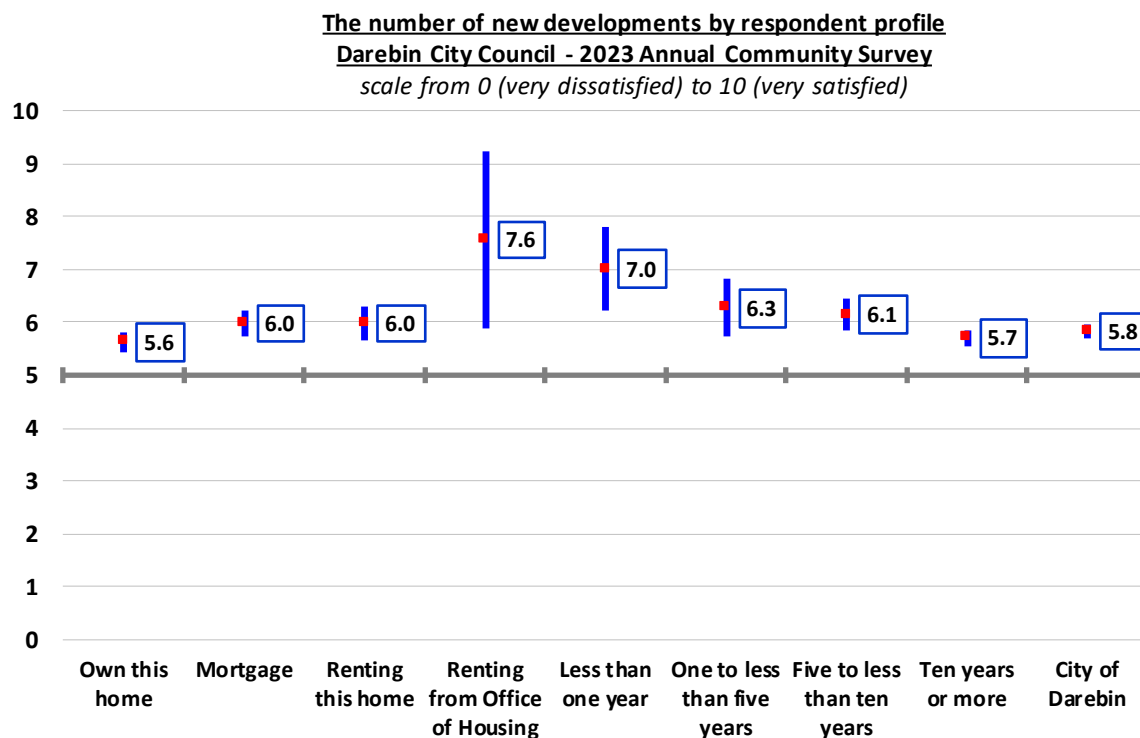


There was measurable variation in satisfaction with this aspect observed by respondent profile. Young adults (aged 18 to 34 years) were measurably more satisfied than average and at a “good” level, and respondents from multilingual households were measurably more satisfied than respondents from English speaking households.

**The number of new developments by respondent profile**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was also variation observed by housing situation and period of residence in the City of Darebin. Respondents who owned their home were notably less satisfied than mortgagor or rental household respondents. Satisfaction with the number of new developments declined measurably with the respondents' period of residence in the City of Darebin.



## 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 2023, 40% (down from 44%) of respondents reported that they had contacted Council in the last 12 months.

This result is consistent with the long-term average since 2015-16 of 39%.

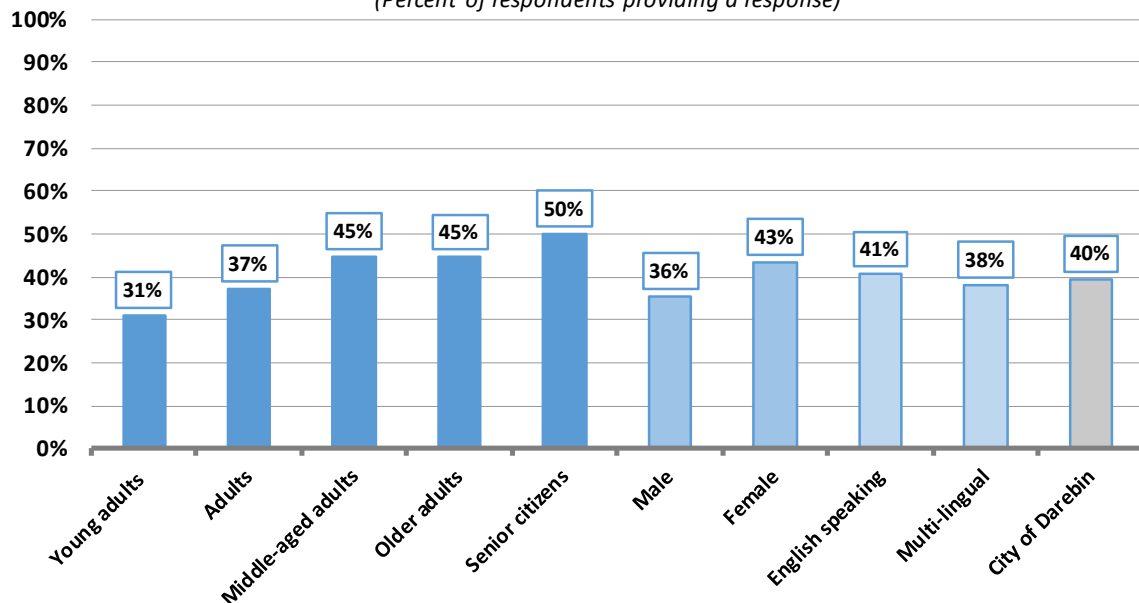
**Contacted Council in the last 12 months**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Response	2023		2022	2021	2020	2018-19	2017-18
	Number	Percent					
Yes	395	40%	44%	31%	40%	32%	41%
No	602	60%	56%	69%	60%	68%	59%
Not stated	4		5	1	3	3	0
<b>Total</b>	<b>1,001</b>	<b>100%</b>	<b>1,000</b>	<b>1,000</b>	<b>1,003</b>	<b>1,002</b>	<b>1,000</b>

There was measurable variation in the proportion of respondents contacting Council observed by respondent profile as follows:

- **Age structure** – the likelihood of respondents contacting Council increased measurably with the respondents’ age, from a low 31% of young adults (aged 18 to 34 years) to a high of 50% of senior citizens (aged 75 years and over).
- **Gender** – female respondents were measurably and significantly more likely to have contacted Council in the last 12 months than male respondents.
- **Language spoken at home** – respondents from English speaking households were marginally, but not measurably more likely to have contacted Council in the last 12 months than respondents from multilingual households.

**Contacted Council in the last 12 months by respondent profile**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Percent of respondents providing a response)*





## 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 aspects of service when you last contacted Darebin Council?”*

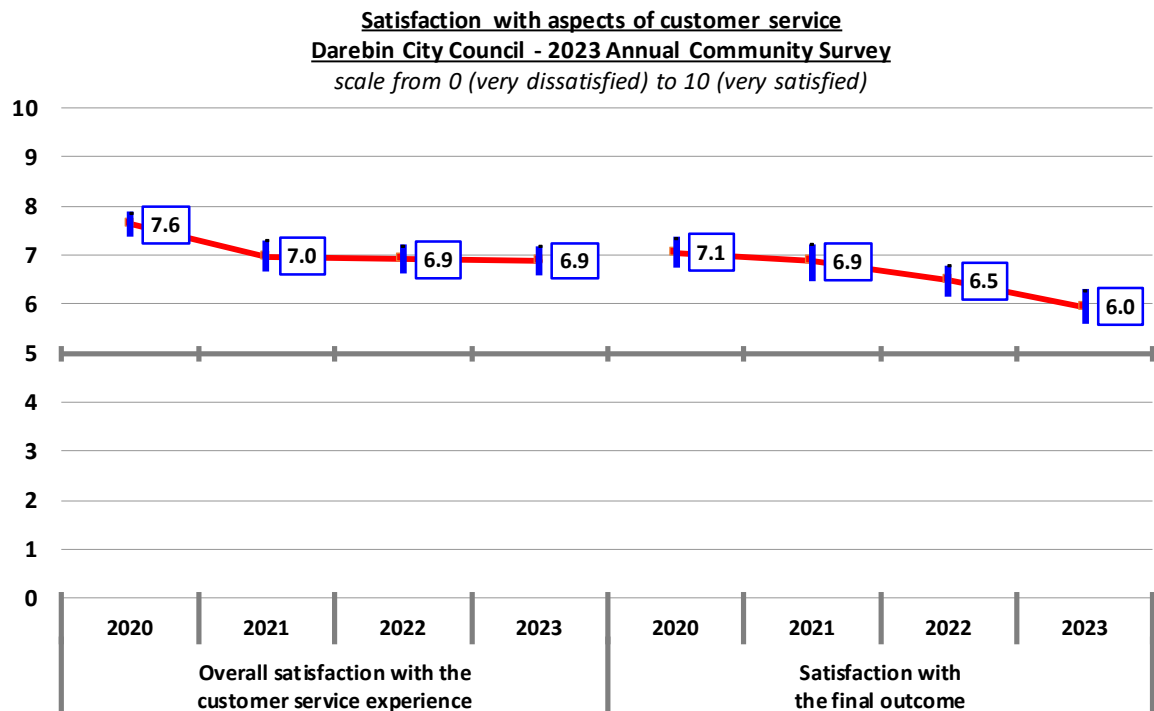
Respondents who had contacted Council in the last 12 months were again in 2023, asked to rate their overall satisfaction with the customer service experience, as well as their satisfaction with the final outcome of their contact.

Satisfaction with the overall customer service experience remained stable this year at 6.9 out of 10, or a “good” level of satisfaction. Given the decline in satisfaction with many aspects covered in the survey this year, Metropolis Research suggests that this is a positive result that reflects well on the performance of Council providing customer service.

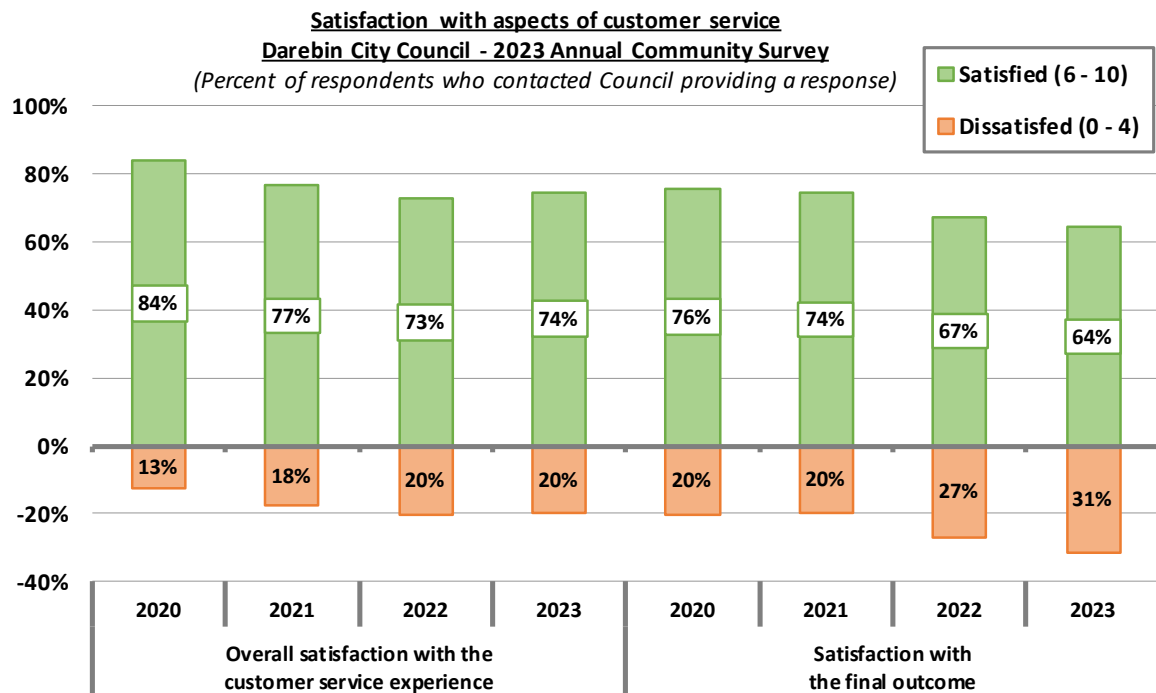
Satisfaction with the final outcome of the respondents’ engagement with Council, however, declined measurably and significantly this year, down eight percent to 6.0 out of 10, which was a “solid”, down from a “good” level of satisfaction.

This is the lowest satisfaction with the final outcome recorded since the question was first included in the survey program in this format back in 2020.

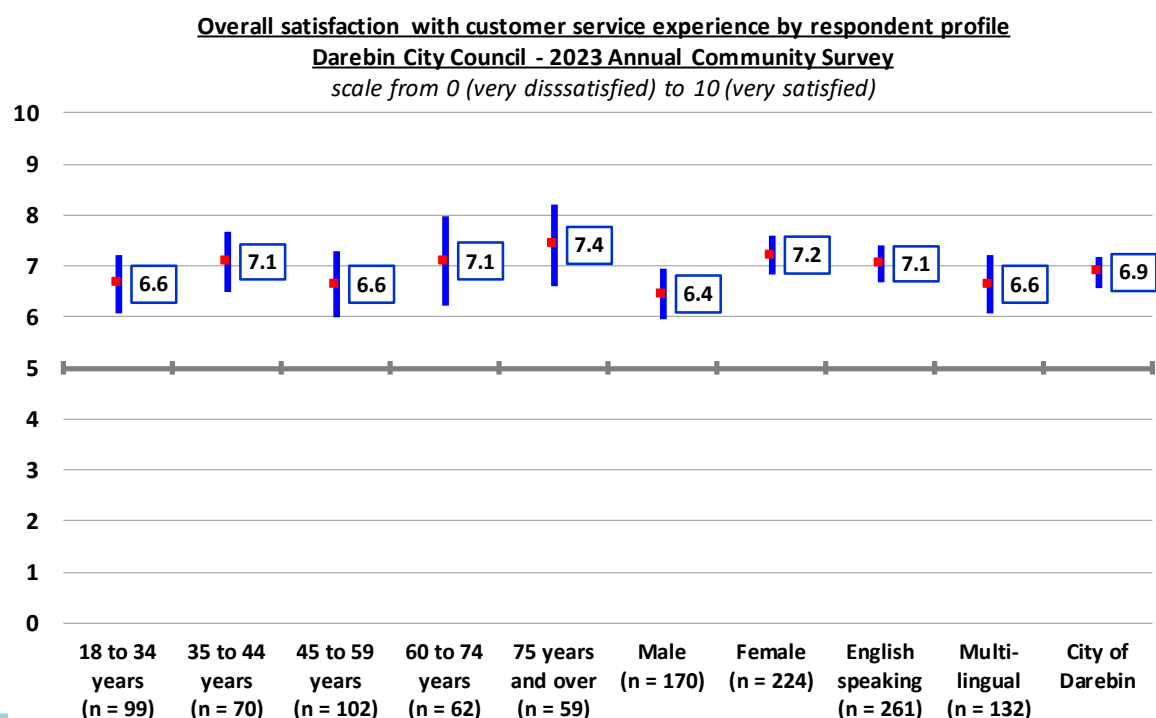
The survey did not ask respondents who contacted Council the reason why they contacted Council, so it is difficult to make a stronger statement as to the outcomes with which respondents were the least satisfied.



There was no meaningful variation in the raw percentage results for overall satisfaction with the customer service experience. It is noted that there was a small decrease in the proportion of respondents “satisfied” with the final outcome and a small increase in the proportion who were “dissatisfied”.

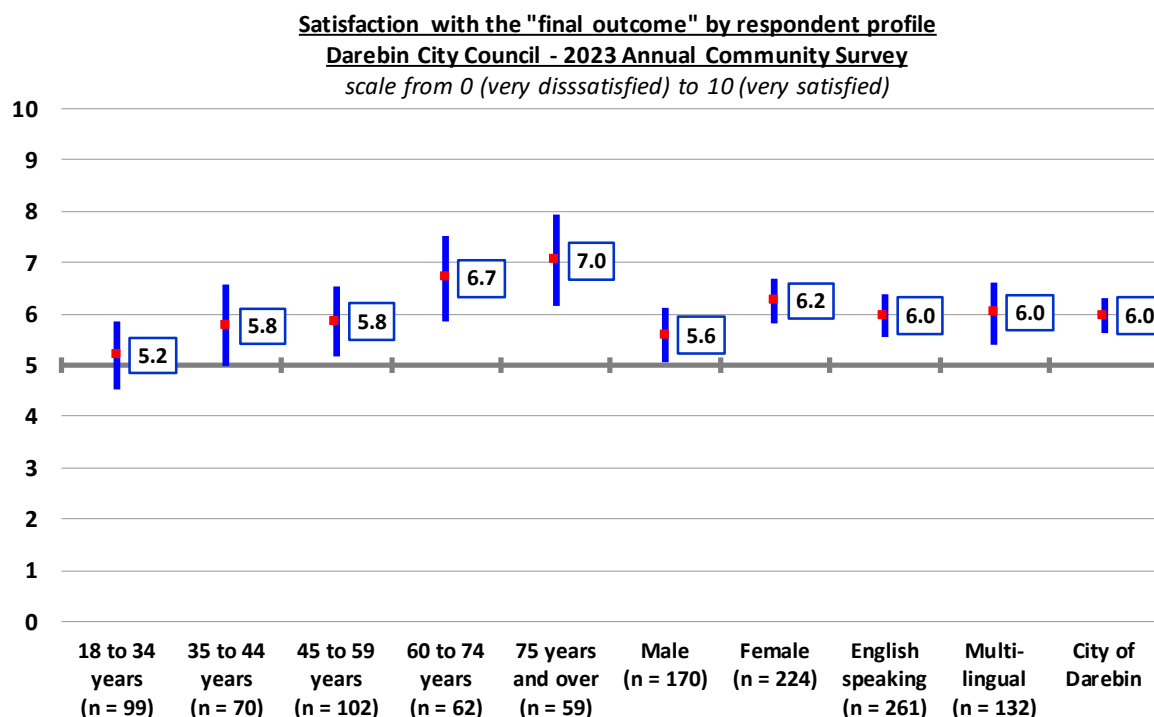


There was significant variation in overall satisfaction with the customer service experience observed by respondent profile, with female respondents measurably more satisfied than male respondents, and respondents from English speaking households notably more satisfied than respondents from multilingual households.



There was significant variation in satisfaction with the final outcome of their contact with Council observed by respondent profile, as follows:

- **Age structure** – satisfaction with the final outcome increased significantly with the respondents’ age, from a low of 5.2 or “very poor” for young adults (aged 18 to 34 years) to 7.0 or “good” for senior citizens (aged 75 years and over).
- **Gender** – female respondents were notably more satisfied than male respondents, and at “solid” compared to a “poor” level of satisfaction.



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

Respondents were asked:

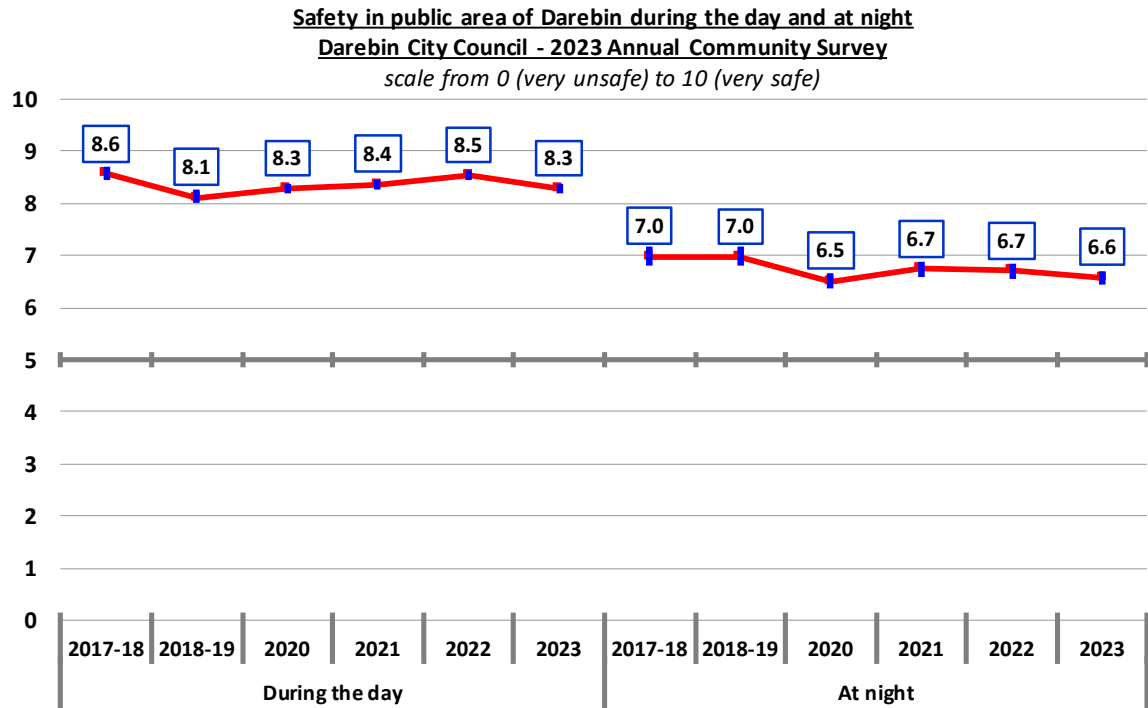
*“On a scale of zero (lowest) to ten (highest), how safe do you feel in public areas in the City of Darebin?”*

Respondents were again in 2023, asked to rate their perception of safety in the public areas of the City of Darebin during the day and at night.

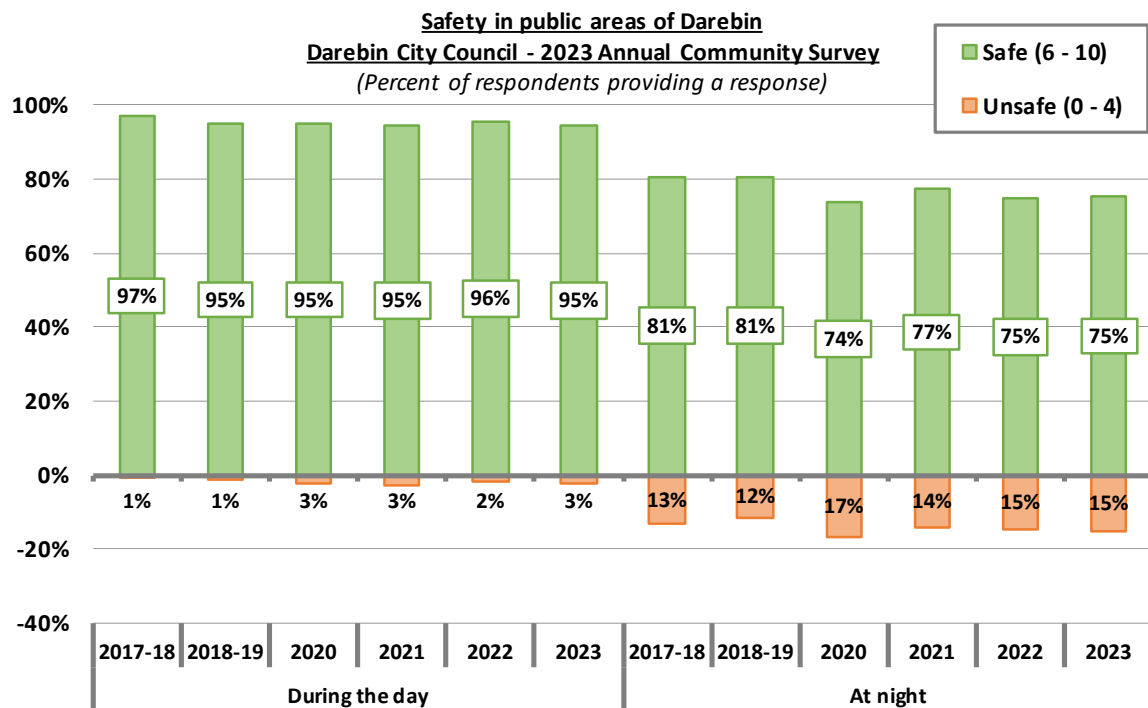
There was a small decline in both the perception of safety during the day (down 2%) and at night (down 1%), although they remain consistent with the long-term average perception of safety of 8.3 during the day and 6.7 at night.

By way of comparison, the perception of safety in the public areas of the City of Darebin during the day was marginally lower than the metropolitan Melbourne average of 8.5.

The perception of safety in the public areas of the City of Darebin at night, however, was measurably (7%) lower than the metropolitan Melbourne average of 7.1.



There was relatively little variation in the raw percentage results for the perception of safety, with 95% of respondents (who provided a score) feeling “safe” in the public areas of the municipality during the day, and 75% feeling “safe” at night.



**Safety in public areas of Darebin**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

<i>Aspect</i>	<i>Year</i>	<i>Unsafe (0 - 4)</i>	<i>Neutral (5)</i>	<i>Safe (6 - 10)</i>	<i>Can't say</i>
During the day	2014-15	3%	2%	95%	11
	2015-16	2%	2%	96%	8
	2016-17	5%	4%	91%	11
	2017-18	1%	2%	97%	5
	2018-19	1%	4%	95%	507
	2020	3%	3%	95%	38
	2021	3%	3%	95%	17
	2022	2%	3%	96%	110
	2023	3%	3%	95%	15
At night	2014-15	17%	10%	73%	37
	2015-16	12%	9%	78%	29
	2016-17	20%	9%	71%	26
	2017-18	13%	6%	81%	14
	2018-19	12%	8%	81%	15
	2020	17%	10%	74%	109
	2021	14%	9%	77%	67
	2022	15%	11%	75%	153
	2023	15%	10%	75%	87

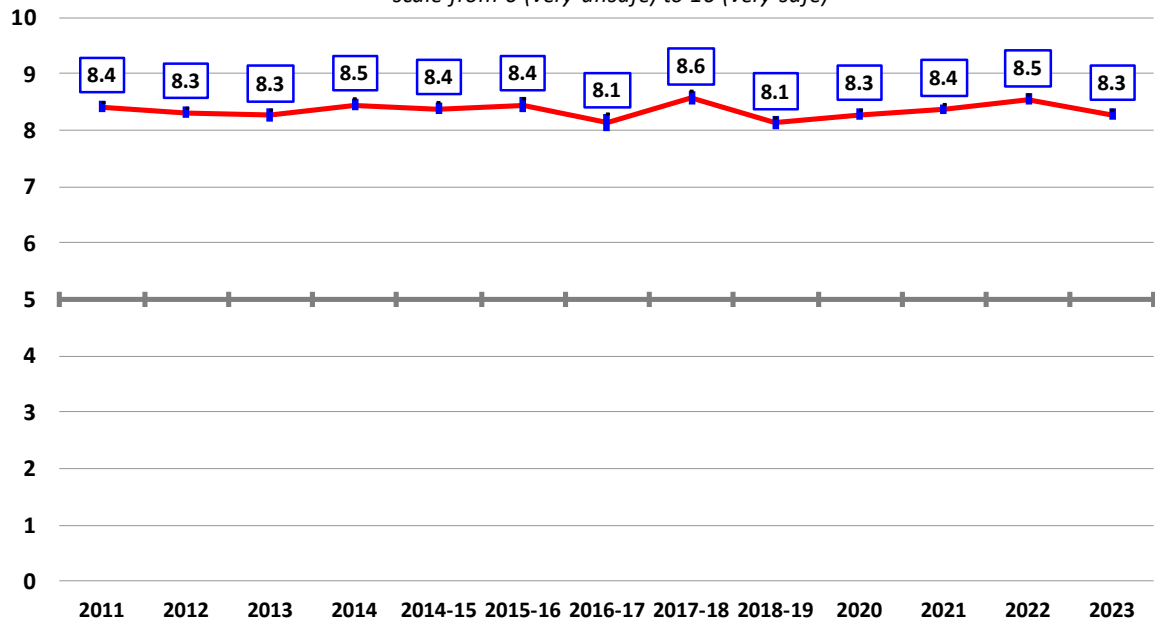
***Perception of safety during the day***

The perception of safety in the public areas of the City of Darebin during the day declined marginally this year, down two percent to 8.3 out of 10.

This result has remained very stable around the long-term average perception of safety during the day since 2010 of 8.3.

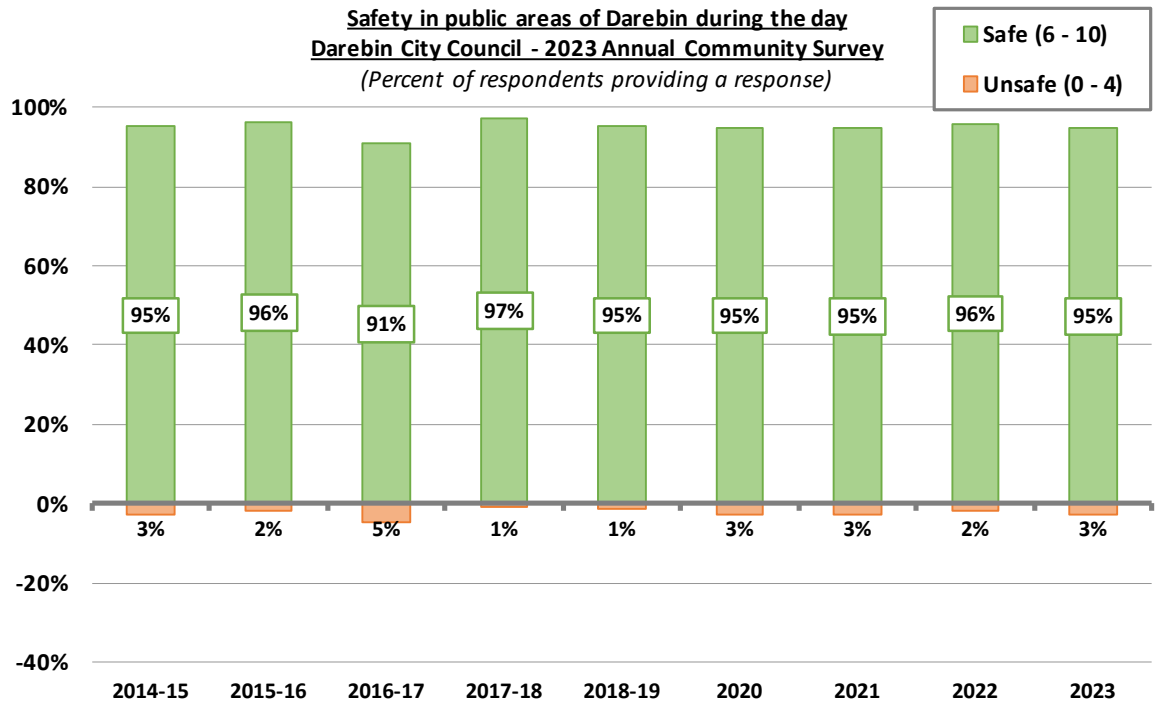


**Safety in public area of Darebin during the day**  
**Darebin City Council - 2023 Annual Community Survey**  
*scale from 0 (very unsafe) to 10 (very safe)*



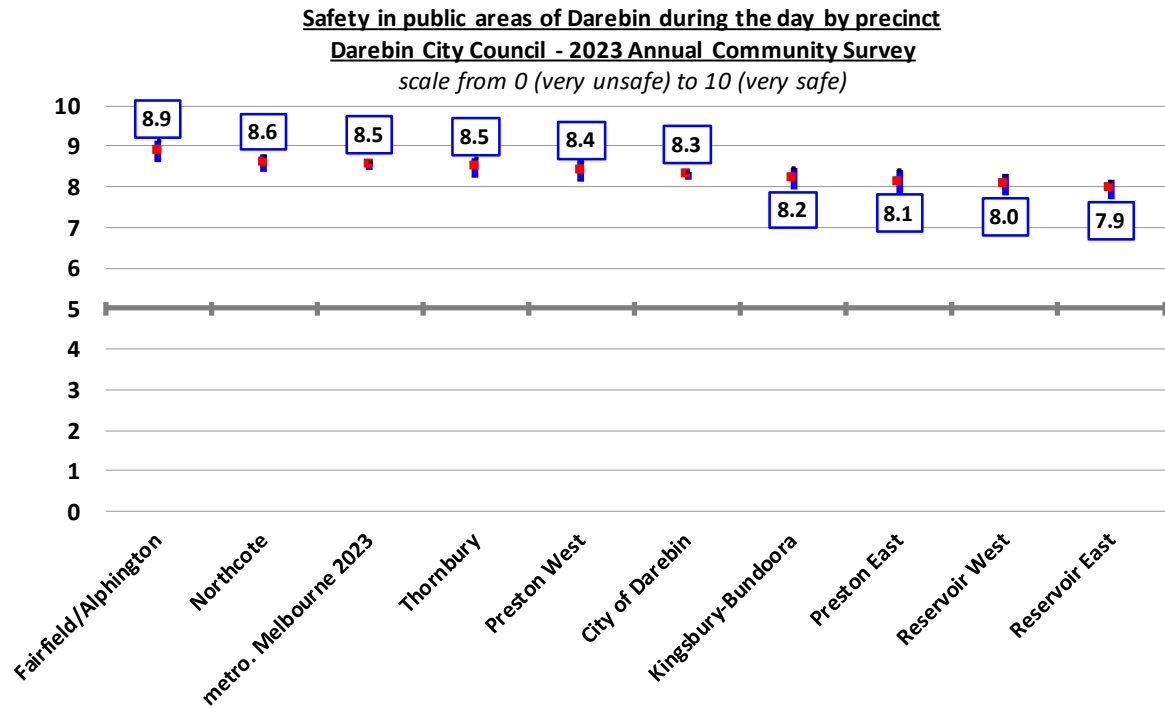
Almost all respondents who provided a score felt “safe” in the public areas of the City of Darebin during the day, whilst three percent felt “unsafe”.

**Safety in public areas of Darebin during the day**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Percent of respondents providing a response)*

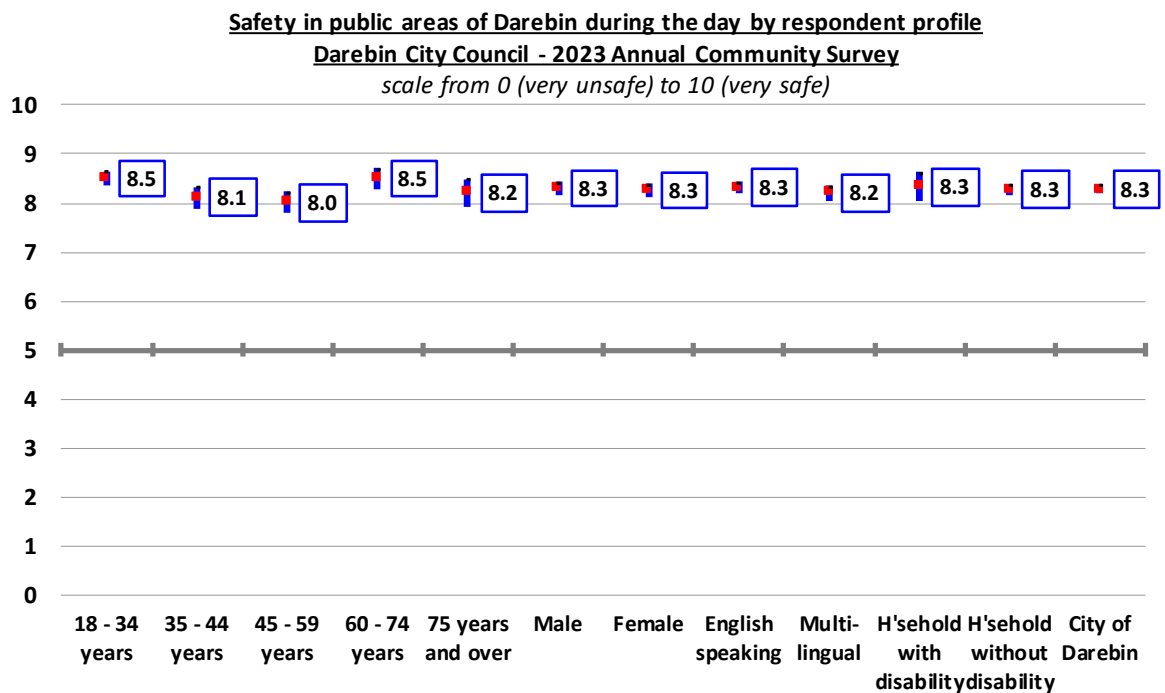


There was some measurable variation in this result observed across the municipality, with respondents from Fairfield-Alphington and Northcote feeling measurably safer than the municipal average, whilst respondents from Reservoir East felt measurably less safe.

It is noted, however, that respondents in all eight precincts, on average, felt very safe in the public areas of the municipality during the day.

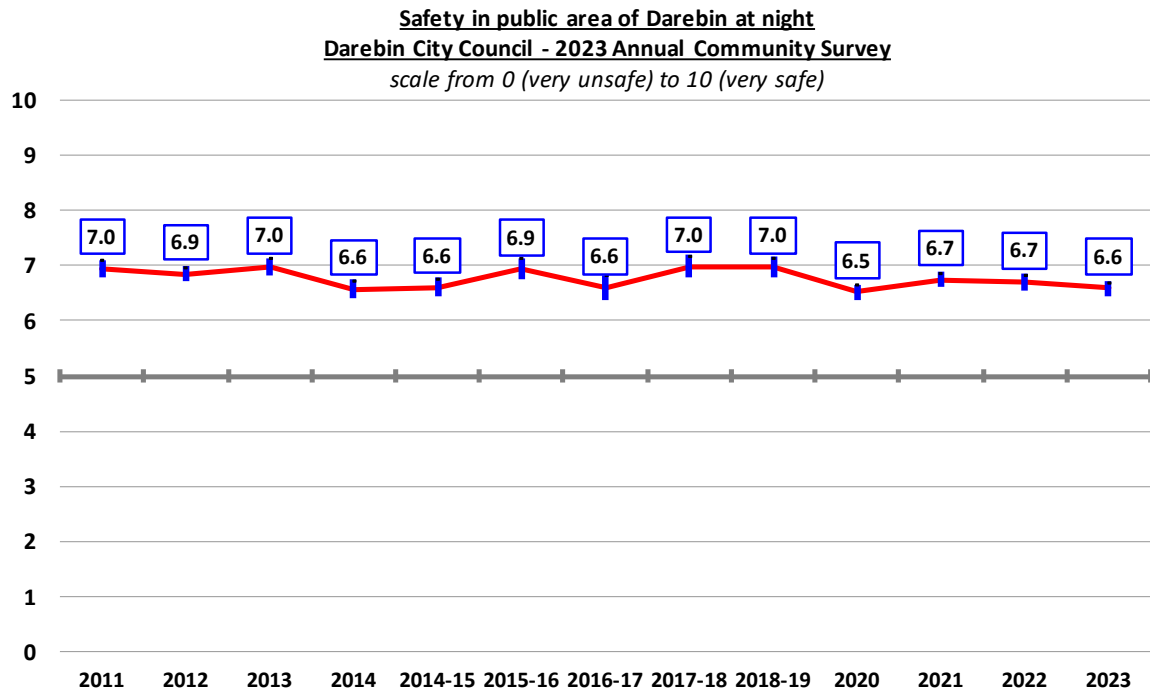


There was measurable variation in the perception of safety in the public areas of the municipality during the day observed by respondent profile, with middle-aged adults (aged 45 to 59 years) feeling measurably less safe than average, although they felt very safe, nonetheless.

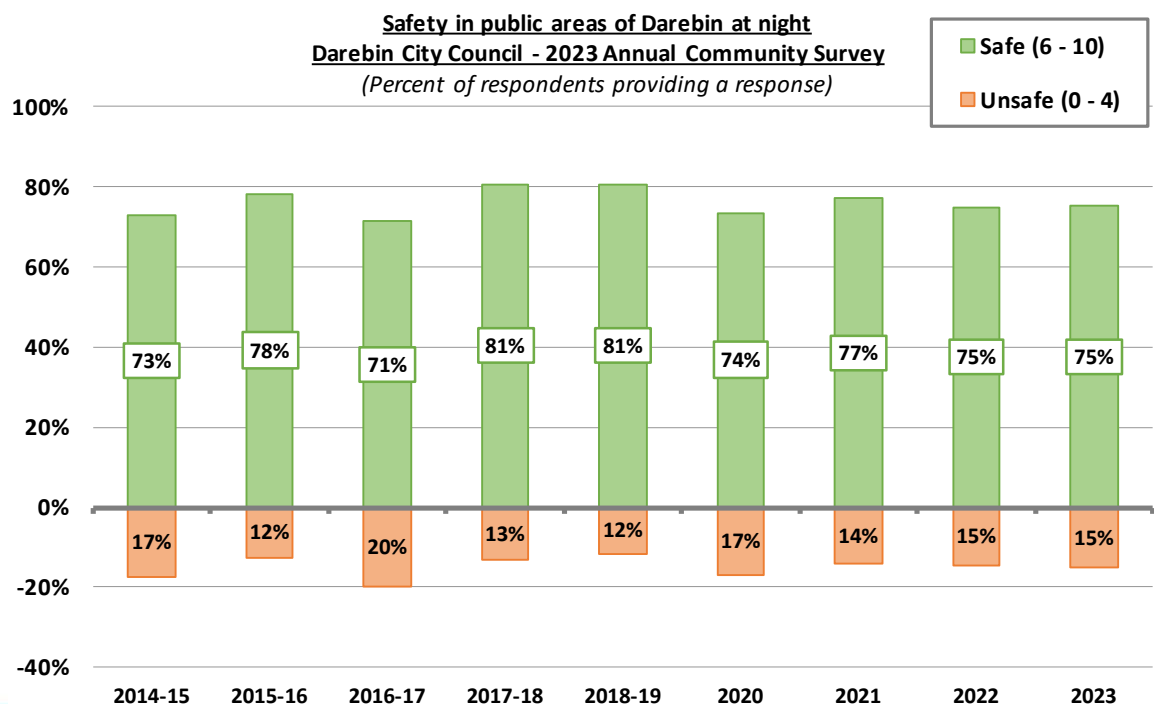


## Perception of safety at night

The perception of safety in the public areas of the City of Darebin at night declined marginally but not measurably this year, down one percent to 6.6 out of 10. This result has remained very stable around the long-term average perception of safety at night since 2010 of 6.7.

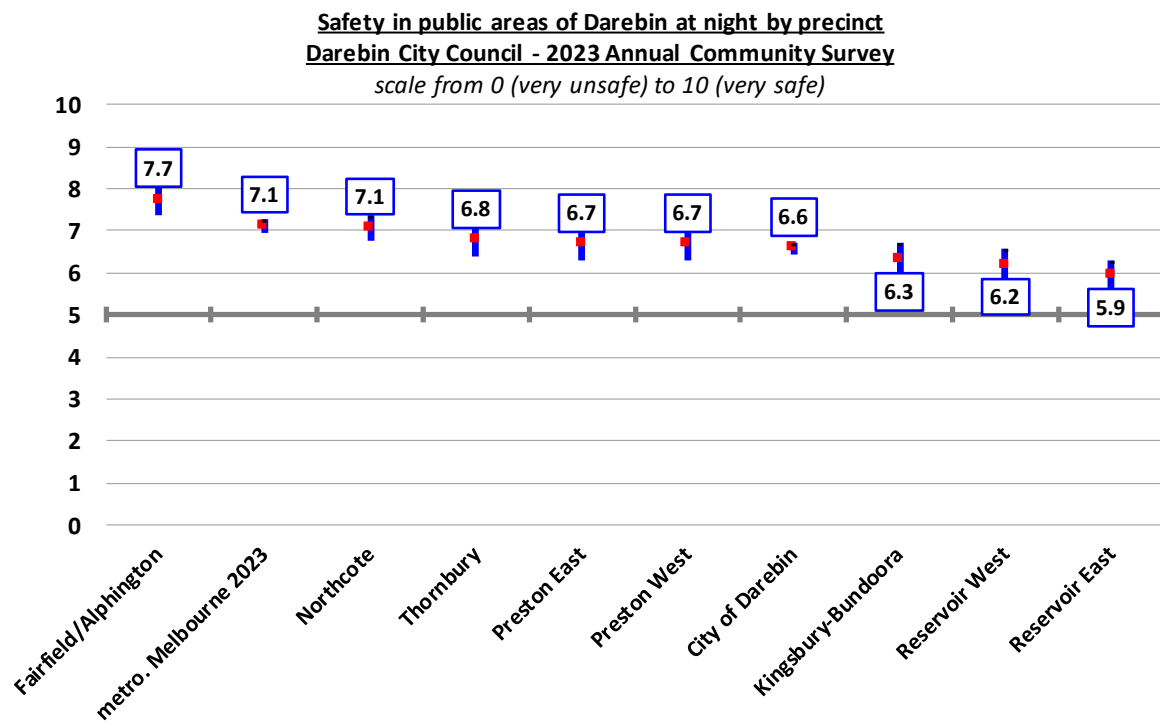


Consistent with previous results, three-quarters of respondents felt “safe” in the public areas of the City of Darebin at night, whilst 15% felt “unsafe”.

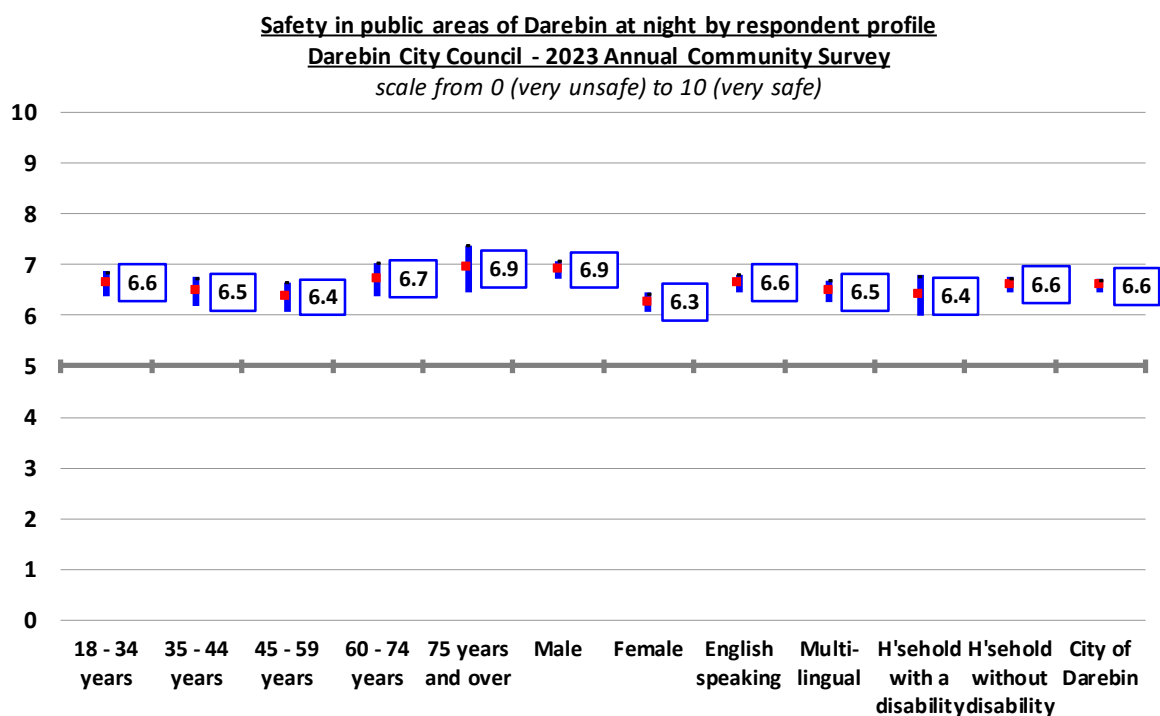




There was some measurable variation in this result observed across the municipality, with respondents from Fairfield-Alphington and Northcote feeling measurably safer than the municipal average, whilst respondents from Reservoir East felt measurably less safe.



There was some measurable variation in the perception of safety in the public areas of the municipality at night observed across the municipality. Female respondents felt measurably (9%) less safe than male respondents.



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

There were 73 comments received from respondents who did not feel safe in the public areas of the City of Darebin.

It is noted that this year, there were more comments about the image or feel of the local area and news reports, and fewer comments specifically about concerns around various types of people in the area.

**Reasons for feeling unsafe in the public areas of the City of Darebin**  
**Darebin City Council - 2023 Annual Community Satisfaction Survey**  
*(Number and percent of total responses)*

<i>Comment</i>	<i>2023</i>		<i>2022</i>	<i>2021</i>	<i>2020</i>
	<i>Number</i>	<i>Percent</i>			
Perception of safety at night	19	26%	35%	35%	24%
Image / feel of place and news reports	16	22%	8%	0%	2%
Drugs and alcohol	10	14%	10%	14%	11%
Incidents / experiences	10	14%	8%	11%	5%
Issues with people - gangs, youths, "louts" etc	5	7%	18%	13%	25%
Being female	4	5%	8%	5%	7%
General perception of safety	3	4%	7%	3%	7%
Crime and policing	3	4%	3%	17%	19%
Other	3	4%	2%	1%	1%
<b>Total</b>	<b>73</b>	<b>100%</b>	<b>60</b>	<b>98</b>	<b>85</b>

The following table outlines the verbatim comments underpinning the summary results presented above.

**Reasons for feeling unsafe in the public areas of the City of Darebin**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number of total responses)*

<i>Reason</i>	<i>Number</i>
<i>Perception of safety at night</i>	
Bad / poor / no street lighting	5
Lighting could be better / more	3
At night we're more vulnerable	1
Because of dim light and not many people around	1
Crime rates are increasing recently especially at night	1
Dangerous area to be around at night (Preston in general)	1
Fearful of the area at night (Parkland Grv)	1
It is very dark and a lot of violence going around	1

Near Reservoir station at Edwardes St bit shady at night	1
Not enough lighting to feel safe	1
Not safe around night	1
The lighting is terrible on Main Dr and Barlow Rise	1
The parks and creeks are very dark	1
<b>Total</b>	<b>19</b>

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*Image / feel of place and news reports*

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Near railway station it gets dangerous / less safe	5
Around commission housing area	1
Around Darebin Merri Creek, there have been many reports of sexual assault - not safe	1
Back of Northland is not safe	1
Bus services are not safe	1
Dangerous around car parks	1
Feel unsafe around Edwardes's Park	1
Feel unsafe around Mundoora Park	1
Feel unsafe around Summerhill shopping centre	1
It's not safe around residential streets	1
Merri Creek	1
Reservoir Station is not safe	1
<b>Total</b>	<b>16</b>

---

*Drugs and alcohol*

---

Too many drug addicts	3
Drug addicts - West Reservoir at Alamo Rd	1
Drug issues	1
Druggies around at nighttime (Edwardes St, High St)	1
Druggies around here (Carlisle St)	1
Drunk people on roads	1
Too many drunkards hanging around the main roads at Broadway Rd	1
Woolworth Preston has many junkies in night	1
<b>Total</b>	<b>10</b>

---

*Incidents / experiences*

---

Attempted break-in in my house	1
Cars broken into at night, Xavier Grove	1
I had an incident recently	1
Lots of issues have occurred near Darebin Creek	1
One day, I was on footpaths and one man pulled his pants down. This was so inappropriate. It was a horrible experience. Though he didn't harm me, but it was so inappropriate and felt disgusting on broad daylight	1
One of my friend's sons was stabbed on the bus	1
Stabbing of 15-year-old boy	1
Theft in community quite regular	1
There was robbery at the creek	1

We got our car windows broken	1
-------------------------------	---

<b>Total</b>	<b>10</b>
--------------	-----------

---

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

---

Gangs of teenagers wandering around the areas	1
---	---

Lot of homeless people in the market area	1
---	---

Many hooligans in the area	1
----------------------------	---

People	1
--------	---

Too many homeless people	1
--------------------------	---

<b>Total</b>	<b>5</b>
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*Being female*

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I am a woman, so I feel scared in general	2
---	---

I'm a female I don't like to go out at night	1
--	---

Not safe to be a woman at night	1
---------------------------------	---

<b>Total</b>	<b>4</b>
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*General perception of safety*

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Don't trust the area	1
----------------------	---

It's not safe	1
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Some of it is because of my own personal confidence. And because of differences in demographics	1
---	---

<b>Total</b>	<b>3</b>
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*Crime and policing*

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Less policemen around here	1
----------------------------	---

More police presence day and night	1
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Not a lot of cameras	1
----------------------	---

<b>Total</b>	<b>3</b>
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*Other*

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Empty shopfronts	1
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There is a lot of irresponsible / reckless driving	1
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Traffic	1
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<b>Total</b>	<b>3</b>
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<b>Total</b>	<b>73</b>
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## 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 three-quarters (70% up from 65%) of respondents nominated an average of approximately two issues each. This is a significant increase on the approximately half (47%) 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, and consistent with the metropolitan Melbourne average this year of 70%.

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 from 2020 through 2022 through COVID-19.

Consistent with the analysis presented last year, it remains interesting to note that whilst traffic management has increased somewhat across metropolitan Melbourne post-pandemic (to 13% this year), this has still 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 one percent in 2021, to five percent in 2022, and now to 11%. Metropolis Research also suggests that some of the more general planning and development related issues raised by respondents this year may well be related to the Preston Market redevelopment.

It is of note that, on average, the 114 respondents who nominated Preston Market related issues, rated their satisfaction with Council’s overall performance at the same level as the municipal average (6.3), although respondents who raised planning and development issues more broadly rated satisfaction with Council’s overall performance measurably and significantly lower than the municipal average at 6.2 out of 10.





This result does suggest that the Preston Market was likely exerting a somewhat 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 2022 and 2023:

- **Notable increase in 2023** – included Preston Market (11% up from 5%) and road maintenance and repairs (8% up from 5%).
- **Notable decrease in 2023** – includes bicycles and bike tracks (3% down from 6%).

When compared to the metropolitan Melbourne results from the 2023 *Governing Melbourne* research, which was conducted independently by Metropolis Research in January 2023, the following variations of note were observed:

- **Notably more prominent in Darebin** – included building, housing, planning, and development (13% compared to 3%), Council financial management and governance (5% compared to 2%), and graffiti / vandalism (4% compared to 1%).
- **Notably less prominent in Darebin** – included traffic management (7% compared to 13%), street trees (2% compared to 7%), Council rates, fees, and charges (2% compared to 5%), rubbish and waste issues (2% compared to 6%), and public transport (2% compared to 5%).

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 Council governance and management, graffiti / vandalism, planning and development, parks and gardens, and safety, policing, and crime 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 Council governance and management related issues the most negatively related to overall satisfaction for the respondents who raise the issues.

Metropolis Research notes the significance of graffiti and vandalism related issues in the report this year. In the view of Metropolis Research, this may be the result, at least in part, to the order of the questions included in the survey.

Metropolis Research recommends a structure of the survey that is consistent with that employed in the *Governing Melbourne* research and consistent with that used for the other 12 councils for which Metropolis Research conducts this survey. The order of questions in the survey was a requirement of Council in recent years, which appears likely to encourage variations in results which are inconsistent with the true sentiment in the community.

**Top issues for Council to address at the moment**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number and percent of total respondents)*

Issue	2023		2022	2021	2020	2023 Metro.*
	Number	Percent				
Building, housing, planning and development	132	13%	13%	10%	10%	3%
Preston market	114	11%	5%	1%	3%	n.a.
Parks, gardens, open spaces	94	9%	7%	6%	4%	9%
Roads maintenance and repairs	84	8%	5%	3%	4%	10%
Traffic management	73	7%	6%	6%	8%	13%
Parking	65	6%	8%	4%	8%	6%
Council financial management / governance	48	5%	3%	2%	2%	2%
Footpath maintenance and repairs	46	5%	5%	4%	3%	7%
Graffiti / vandalism	44	4%	3%	2%	2%	1%
Safety, policing and crime	36	4%	3%	3%	6%	5%
Bicycles and bike tracks	35	3%	6%	2%	3%	3%
Street lighting	31	3%	3%	4%	5%	3%
Cleanliness and maintenance of area	28	3%	4%	2%	2%	5%
Public, social housing / homelessness	28	3%	1%	1%	3%	1%
Consultation, commun. and prov. of information	27	3%	5%	4%	5%	3%
Street trees	24	2%	5%	4%	3%	7%
Rates / fees	23	2%	3%	2%	1%	5%
Sports, recreation and entertainment facilities	22	2%	3%	1%	0%	2%
Housing affordability	21	2%	1%	1%	0%	0%
Multicultural issues / cultural diversity	21	2%	2%	1%	1%	0%
Rubbish and waste including garbage collection	21	2%	4%	1%	1%	6%
Street cleaning and maintenance	21	2%	2%	2%	1%	4%
Environment, conservation and climate change	18	2%	3%	2%	3%	3%
Public transport	18	2%	2%	1%	1%	5%
Services and facilities for the elderly	18	2%	1%	2%	1%	2%
Facilities and activities for children	11	1%	0%	0%	0%	2%
Recycling collection	11	1%	2%	1%	0%	2%
Reservoir and Northcote leisure centres	10	1%	0%	0%	0%	n.a.
Aesthetics of local area	9	1%	1%	0%	0%	0%
Cleaning & maintenance of shopping areas	9	1%	0%	1%	0%	0%
Drains maintenance and repairs	9	1%	1%	0%	1%	2%
Drug and alcohol issues	9	1%	0%	0%	1%	0%
Dumped / illegal rubbish	9	1%	2%	1%	1%	n.a.
Promoting comm. atmosphere, arts and culture	9	1%	1%	0%	1%	1%
Education and schools	8	1%	0%	0%	0%	1%
Provision and maint. of general infrastructure	8	1%	1%	1%	0%	1%
Support for local business	8	1%	1%	0%	0%	0%
All other issues (36 separately identified)	130	13%	13%	9%	8%	24%
<b>Total responses</b>	<b>1,332</b>		<b>1,304</b>	<b>840</b>	<b>984</b>	<b>1,061</b>
<i>Respondents providing at least one issue</i>	697 (70%)		647 (65%)	472 (47%)	549 (55%)	558 (70%)

(\*) 2023 metropolitan Melbourne average from Governing Melbourne

## *Issues by precinct*

There was some variation in the issues to address observed across the eight precincts comprising the City of Darebin, as follows:

- **Preston East** – respondents were notably more likely than average to nominate Preston Market, and somewhat more likely to nominate the aesthetics of the area and housing affordability related issues.
- **Preston West** – respondents were significantly more likely than average to nominate Preston Market, and somewhat more likely to nominate bikes and bicycle paths, and public and social housing and homelessness related issues.
- **Northcote** – respondents were notably more likely than average to nominate planning and development issues, and issues with parks, gardens, and open spaces, and somewhat more likely to nominate graffiti and vandalism related issues.
- **Thornbury** – respondents were notably more likely than average to nominate planning and development issues, and somewhat more likely to nominate communication and consultation issues, and issues with sports, recreation, and entertainment facilities.
- **Kingsbury-Bundoora** – respondents were notably more likely than average to nominate Preston Market, road maintenance and repairs related issues, and somewhat more likely to nominate communication and consultation, street cleaning and maintenance, and street trees related issues.
- **Fairfield-Alphington** – respondents were somewhat more likely than average to nominate bikes and bicycle path related issues.



**Top issues for Council to address at the moment by precinct**

**Darebin City Council - 2023 Annual Community Survey**

(Percent of total respondents)

Reservoir East		Reservoir West	
Building, housing, planning, development	13%	Parks, gardens, open space	10%
Preston market	10%	Preston market	10%
Parks, gardens, open space	8%	Building, housing, planning, development	9%
Parking	7%	Roads maintenance and repairs	6%
Roads maintenance and repairs	7%	Council financial management / governance	6%
Traffic management	7%	Parking	4%
Street lighting	5%	Cleanliness and maintenance of areas	4%
Council financial management / governance	5%	Footpath maintenance and repairs	4%
Footpath maintenance and repairs	4%	Street lighting	4%
All other issues	54%	All other issues	54%
Preston East		Preston West	
Preston market	19%	Preston market	25%
Building, housing, planning, development	10%	Building, housing, planning, development	13%
Parking	8%	Graffiti / vandalism	12%
Traffic management	7%	Traffic management	11%
Parks, gardens, open space	6%	Parks, gardens, open space	10%
Roads maintenance and repairs	6%	Roads maintenance and repairs	8%
Footpath maintenance and repairs	6%	Safety, policing and crime	6%
Aesthetics of local area	4%	Bicycles and bike tracks	6%
Housing affordability	4%	Public, social housing / homelessness	5%
All other issues	37%	All other issues	51%
Northcote		Thornbury	
Building, housing, planning, development	20%	Building, housing, planning, development	17%
Parks, gardens, open space	16%	Parks, gardens, open space	10%
Roads maintenance and repairs	11%	Roads maintenance and repairs	8%
Parking	9%	Consultation, communication, prov. of info.	7%
Footpath maintenance and repairs	9%	Council financial management / governance	7%
Council financial management / governance	8%	Sports, recreation, entertainment facilities	7%
Traffic management	8%	Preston market	7%
Graffiti / vandalism	7%	Parking	5%
Safety, policing and crime	5%	Traffic management	5%
All other issues	77%	All other issues	62%
Kingsbury-Bundoora		Fairfield/Alphington	
Preston market	17%	Building, housing, planning, development	11%
Roads maintenance and repairs	15%	Traffic management	10%
Traffic management	11%	Parks, gardens, open space	8%
Parking	8%	Roads maintenance and repairs	8%
Consultation, communication, prov. of info.	6%	Council financial management / governance	8%
Building, housing, planning, development	6%	Bicycles and bike tracks	8%
Safety, policing and crime	6%	Parking	6%
Street cleaning and maintenance	6%	Preston market	6%
Street trees	6%	Cleanliness and maintenance of areas	5%
All other issues	32%	All other issues	54%

## ***Issues by respondent profile***

There was also some variation in the top issues to address for the City of Darebin observed by respondent profile, as follows:

- ***Young adults (aged 18 to 34 years)*** – respondents were somewhat more likely than average to nominate parks and gardens and traffic management related issues.
- ***Adults (aged 35 to 44 years)*** – respondents were notably more likely than average to nominate planning and development related issues, and somewhat more likely to nominate issues with parks, gardens, and open spaces.
- ***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 Preston Market, and somewhat more likely to nominate road maintenance and repair related issues.
- ***Senior citizens (aged 75 years and over)*** – respondents were notably more likely than average to nominate services and facilities for the elderly related issues.
- ***Male*** – respondents were somewhat more likely than female respondents to nominate parks, gardens, and open spaces and road maintenance and repairs related issues.
- ***English speaking household*** – respondents were somewhat more likely than respondents from multilingual households to nominate planning and development related issues.
- ***Households with a member with disability*** – respondents were somewhat more likely than respondents from other households to nominate traffic management related issues.

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

**Darebin City Council - 2023 Annual Community Survey**

(Percent of total respondents)

18 - 34 years		35 - 44 years	
Parks, gardens, open space	12%	Building, housing, planning, development	19%
Traffic management	10%	Parks, gardens, open space	12%
Roads maintenance and repairs	10%	Preston market	11%
Preston market	8%	Parking	9%
Building, housing, planning, development	7%	Roads maintenance and repairs	6%
Parking	6%	Street lighting	5%
Bicycles and bike tracks	6%	Council financial management / governance	4%
Footpath maintenance and repairs	4%	Safety, policing and crime	4%
Safety, policing and crime	4%	Sports, recreation, entertainment facilities	4%
All other issues	55%	All other issues	60%

45 - 59 years		60 - 74 years	
Building, housing, planning, development	20%	Preston market	19%
Preston market	11%	Building, housing, planning, development	14%
Parks, gardens, open space	8%	Roads maintenance and repairs	13%
Parking	7%	Parking	9%
Roads maintenance and repairs	7%	Traffic management	7%
Traffic management	6%	Parks, gardens, open space	6%
Graffiti / vandalism	6%	Footpath maintenance and repairs	6%
Footpath maintenance and repairs	6%	Graffiti / vandalism	6%
Rates / fees	5%	Consultation, communication, prov. of info.	6%
All other issues	72%	All other issues	61%

75 years and over		City of Darebin	
Preston market	13%	Building, housing, planning, development	13%
Services and facilities for the elderly	10%	Preston market	11%
Council financial management / governance	8%	Parks, gardens, open spaces	9%
Building, housing, planning, development	8%	Roads maintenance and repairs	8%
Traffic management	8%	Traffic management	7%
Parks, gardens, open space	6%	Parking	6%
Roads maintenance and repairs	6%	Council financial management / governance	5%
Footpath maintenance and repairs	5%	Footpath maintenance and repairs	5%
Graffiti / vandalism	5%	Graffiti / vandalism	4%
All other issues	48%	All other issues	63%



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

**Darebin City Council - 2023 Annual Community Survey**

(Percent of total respondents)

Male		Female	
Building, housing, planning, development	12%	Building, housing, planning, development	14%
Parks, gardens, open space	12%	Preston market	11%
Preston market	12%	Parks, gardens, open space	8%
Roads maintenance and repairs	10%	Traffic management	7%
Traffic management	7%	Roads maintenance and repairs	7%
Parking	6%	Parking	7%
Council financial management / governance	5%	Footpath maintenance and repairs	5%
Graffiti / vandalism	5%	Safety, policing and crime	4%
Footpath maintenance and repairs	5%	Council financial management / governance	4%
All other issues	64%	All other issues	63%

English speaking		Multi-lingual	
Building, housing, planning, development	15%	Preston market	11%
Preston market	11%	Building, housing, planning, development	10%
Parks, gardens, open space	9%	Roads maintenance and repairs	9%
Roads maintenance and repairs	8%	Parks, gardens, open space	9%
Traffic management	8%	Parking	8%
Parking	6%	Traffic management	7%
Council financial management / governance	5%	Footpath maintenance and repairs	5%
Footpath maintenance and repairs	5%	Graffiti / vandalism	4%
Bicycles and bike tracks	4%	Street lighting	4%
All other issues	64%	All other issues	61%

Household members with disability		Household members without disability	
Building, housing, planning, development	12%	Building, housing, planning, development	13%
Preston market	12%	Preston market	11%
Traffic management	11%	Parks, gardens, open space	10%
Roads maintenance and repairs	8%	Roads maintenance and repairs	9%
Footpath maintenance and repairs	6%	Parking	7%
Street lighting	5%	Traffic management	7%
Parks, gardens, open space	4%	Council financial management / governance	5%
Rubbish and waste inclu. garbage collection	4%	Footpath maintenance and repairs	4%
Graffiti / vandalism	4%	Graffiti / vandalism	4%
All other issues	57%	All other issues	63%

## 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 sample of respondents was weighted by age and gender to reflect the 2021 *Census* results for the City of Darebin. This was necessary, as the telephone methodology tends to underrepresent younger residents, as they are significantly less likely to answer telephone calls from unknown numbers than older respondents.

The door-to-door methodology which was employed pre-2020 is more effective at obtaining a representative sample, and the survey will return to that methodology in 2024, consistent with all other Metropolis Research surveys.

**Age structure**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Age group	2023 (unweighted)		2023 (weighted)	2022	2021	2020	2018-19
	Number	Percent					
18 - 34 years	147	15%	32%	36%	36%	36%	31%
35 - 44 years	157	16%	19%	19%	19%	19%	22%
45 - 59 years	502	50%	23%	22%	22%	22%	26%
60 - 74 years	108	11%	14%	13%	13%	13%	15%
75 years and over	83	8%	12%	10%	10%	10%	6%
Not stated	4		4	10	0	0	12
<b>Total</b>	<b>1,001</b>	<b>100%</b>	<b>1,001</b>	<b>1,000</b>	<b>1,000</b>	<b>1,003</b>	<b>1,002</b>

### Gender

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* results.



**Gender**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Gender	2023 (unweighted)		2023	2022	2021	2020	2018-19
	Number	Percent	(weighted)				
Male	478	48%	48%	48%	48%	48%	51%
Female	520	52%	52%	52%	52%	52%	49%
Non-binary	1	0%	0%	0%	0%	0%	0%
I prefer not to say / not stated	2		2	2	0	0	17
<b>Total</b>	<b>1,001</b>	<b>100%</b>	<b>1,001</b>	<b>1,000</b>	<b>1,000</b>	<b>1,003</b>	<b>1,002</b>

### **Aboriginal or Torres Strait Islander**

Consistent with the results recorded in previous years, and consistent with the 2021 *Census* results, one percent of respondents identified as Aboriginal and / or Torres Strait Islander.

It is important to bear in mind that this is a self-identified result, in that the respondent was able to identify or not as Aboriginal and / or Torres Strait Islander without any further evidence in support of this assertion being required.

**Identify as Aboriginal or Torres Strait Islander**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Response	2023		2022	2021	2020	2018-19	2017-18
	Number	Percent					
Yes - Aboriginal	14	1%	1%	1%	1%		
Yes - Torres Strait Islander	1	0%	0%	0%	0%	1%	1%
Yes - Aboriginal and Torres Strait Islander	0	0%	0%	0%	0%		
No	962	98%	99%	99%	99%	99%	99%
I prefer not to say / not stated	24		24	28	20	21	16
<b>Total</b>	<b>1,001</b>	<b>100%</b>	<b>1,000</b>	<b>1,000</b>	<b>1,003</b>	<b>1,002</b>	<b>1,000</b>

### **Sexuality**

Consistent with the results recorded in recent years, six percent of respondents identified as being bisexual, gay, queer, or lesbian.

**Sexuality**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Response	2023		2022	2021	2020
	Number	Percent			
Heterosexual	851	94%	94%	94%	97%
Bisexual	20	2%	2%	2%	1%
Gay	17	2%	2%	2%	1%
Queer	10	1%	2%	1%	0%
Lesbian	7	1%	1%	1%	1%
I prefer not to say / not stated	96		132	131	108
<b>Total</b>	<b>1,001</b>	<b>100%</b>	<b>1,000</b>	<b>1,000</b>	<b>1,003</b>

### Disability

Consistent with the results recorded in recent years, 14% of respondents reported that there was at least one member with disability living in their household.

**Household members identified as having disability**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Disability	2023		2022	2021	2020	2018-19	2017-18
	Number	Percent					
Yes	137	14%	15%	14%	15%	9%	10%
No	845	86%	85%	86%	85%	91%	90%
Not stated	19		33	32	28	18	7
<b>Total</b>	<b>1,001</b>	<b>100%</b>	<b>1,000</b>	<b>1,000</b>	<b>1,003</b>	<b>1,002</b>	<b>1,000</b>

### Language

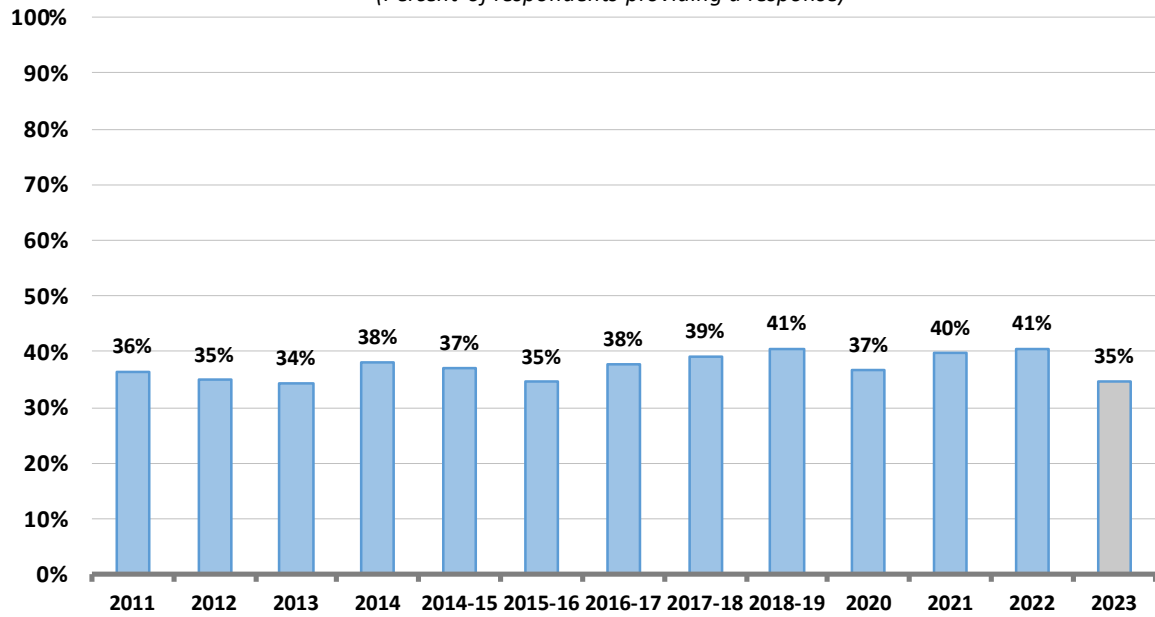
In 2023, 35% of respondents reported that they were from households that spoke a language other than English at home.

This is down somewhat on the 40% and 41% recorded in the last two years, but consistent with the long-term average since 2002 of 37%.

This is a strong result for a survey implemented by telephone, which reflects well on the ability of the Metropolis Research survey team to engage effectively with the diverse Darebin community.



**Multi-lingual household**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Percent of respondents providing a response)*





**Language spoken at home**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Language	2023		2022	2021	2020	2018-19	2017-18
	Number	Percent					
English	647	65%	59%	60%	63%	59%	61%
Italian	74	7%	7%	9%	9%	8%	6%
Greek	70	7%	7%	5%	5%	5%	5%
Arabic	36	4%	3%	2%	3%	2%	2%
Hindi	15	2%	2%	5%	3%	3%	2%
Macedonian	13	1%	2%	1%	1%	1%	1%
Mandarin	12	1%	3%	2%	2%	3%	2%
Spanish	12	1%	1%	1%	2%	1%	2%
Vietnamese	12	1%	2%	1%	1%	1%	2%
French	11	1%	1%	0%	1%	1%	1%
Croatian	7	1%	0%	0%	1%	0%	0%
Punjabi	6	1%	0%	0%	1%	1%	0%
German	5	1%	1%	1%	1%	1%	0%
Turkish	5	1%	1%	0%	0%	0%	1%
Cantonese	4	0%	0%	1%	1%	1%	1%
Chinese n.f.d.	4	0%	0%	1%	0%	1%	1%
Bengali	3	0%	0%	1%	1%	0%	0%
Japanese	3	0%	1%	0%	1%	0%	0%
Serbian	3	0%	0%	0%	0%	0%	0%
Ukranian	3	0%	0%	0%	0%	0%	0%
Dutch	2	0%	0%	0%	0%	0%	0%
Indonesian	2	0%	0%	0%	1%	0%	0%
Maltese	2	0%	1%	1%	0%	0%	1%
Marathi	2	0%	0%	0%	0%	0%	0%
Sinhalese	2	0%	0%	0%	1%	0%	0%
Tagalog (Filipino)	2	0%	1%	0%	1%	0%	1%
Thai	2	0%	0%	1%	0%	0%	0%
Multiple	12	1%	1%	0%	0%	4%	4%
All languages (20 separately identified)	20	2%	6%	8%	5%	5%	6%
Not stated	10		10	20	11	10	12
<b>Total</b>	<b>1,001</b>	<b>100%</b>	<b>1,000</b>	<b>1,000</b>	<b>1,003</b>	<b>1,002</b>	<b>1,000</b>

### **Current housing situation**

Consistent with the results recorded in recent years, approximately half of the respondents owned their home outright, approximately one-quarter were mortgagor households, and 18% were rental households (both private and public).

It is noted that the telephone methodology has consistently underrepresented rental households compared to the results recorded using the door-to-door methodology.



**Housing situation**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Situation	2023		2022	2021	2020	2018-19	2017-18
	Number	Percent					
Own this home	493	52%	47%	47%	48%	51%	48%
Mortgage	270	29%	27%	23%	19%	14%	16%
Renting this home	161	17%	21%	28%	30%	32%	32%
Renting ( <i>Office of Housing</i> )	8	1%	3%	2%	1%	2%	3%
Other arrangement	13	1%	3%	1%	1%	1%	1%
Not stated	56		44	73	61	33	14
<b>Total</b>	<b>1,001</b>	<b>100%</b>	<b>1,000</b>	<b>1,000</b>	<b>1,003</b>	<b>1,002</b>	<b>1,000</b>

***Period of residence***

Consistent with the results recorded through the pandemic, the sample included only a small number of new residents who had lived in the City of Darebin for less than 12 months.

This is unusual, as other municipalities have all shown an increase in new and newer residents in the sample through 2022 and particularly in 2023.

It does appear likely that the methodology may well have an impact on this result, although it is difficult to interpret why that is the case.

This is likely to increase as the methodology returns to the superior door-to-door method next year.

**Period of residence in the City of Darebin**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Period	2023		2022	2021	2020	2018-19	2017-18
	Number	Percent					
Less than 1 year	17	2%	1%	1%	1%	11%	12%
1 to less than 5 years	48	5%	7%	16%	15%	24%	24%
5 to less than 10 years	158	16%	19%	19%	16%	16%	17%
10 years or more	768	77%	74%	63%	68%	49%	47%
Not stated	10		15	36	34	11	7
<b>Total</b>	<b>1,001</b>	<b>100%</b>	<b>1,000</b>	<b>1,000</b>	<b>1,003</b>	<b>1,002</b>	<b>1,000</b>

## General comments

Respondents were asked:

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

There was a total of 105 general comments received from respondents to the survey this year. These have been broadly categorised, as outlined in the following table.

Consistent with the other open-ended questions as well as the themes developed throughout the report this year, the most common issues raised by respondents related to a range of Council services and facilities, comments on parks, gardens, and open spaces, comments on rates and financial management, and comments on planning and development.

**General comments**  
**Darebin City Council - 2023 Annual Community Satisfaction Survey**  
(Number and percent of total responses)

Comment	2023		2022	2021	2020
	Number	Percent			
Council services and facilities	24	23%	19%	15%	17%
Parks, gardens, trees and open spaces	11	10%	4%	10%	8%
Rates / financial management	10	10%	4%	4%	11%
Planning and development	8	8%	9%	4%	4%
General positive	7	7%	5%	7%	10%
Council governance, management, responsiveness	6	6%	5%	9%	6%
Communication, consultation and engagement	6	6%	4%	7%	6%
Preston Market	6	6%	3%	0%	0%
Safety, crime and policing	5	5%	6%	1%	2%
Waste management	5	5%	4%	10%	7%
Social justice / multicultural issues	5	5%	1%	5%	0%
Traffic, roads, parking	4	4%	16%	12%	7%
Shops, restaurants and entertainment venues	3	3%	2%	1%	6%
Survey	2	2%	7%	4%	4%
Street lighting	1	1%	3%	2%	4%
Footpaths	1	1%	2%	1%	2%
Public transport	1	1%	1%	1%	1%
General negative	0	0%	3%	2%	0%
Other	0	0%	2%	5%	5%
<b>Total</b>	<b>105</b>	<b>100%</b>	<b>249</b>	<b>134</b>	<b>113</b>

The following table outlines the general comments received from respondents to the survey this year.

**General comments**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number of responses)*

<i>Comment</i>	<i>Number</i>
----------------	---------------

*Council services and facilities*

Nothing much done to make the area beautiful and nice, more beautification needed	2
Street cleaning should be a real focus. There is only once a month sweeping, needs to be done more often	2
Would be good to know what the plan is to give electric car drivers a charging area	2
Always floods behind Northcote High School and the path behind always floods so wondering why there isn't a path built just a metre or two higher	1
Better cycling infrastructure	1
Council needs to take much more serious towards climate crisis	1
Darebin library was amazing. Hope they would upgrade a little based on elderly needs	1
For the Northcote Aquatic Centre, can the old members have the priority of getting the new membership after its reopening?	1
Get Northcote pool open	1
It would be great to paint the water tower in Bundoora Park, Mount Cooper	1
Less graffiti	1
More space for bike pathways needed	1
More spaces for car parking are needed	1
My area needs a lot more maintenance	1
Need to introduce regulation that cats stay inside or are enclosed as they are affecting native wildlife populations	1
Pull out weeds, tidy place up, better maintenance necessary	1
The new sporting facilities should be commended for its services, and more are needed like it	1
The street art of Darebin should be promoted more	1
The support to the disabled people is not good, no additional services and benefits provided. Council should take better care for the disabled	1
There needs to be more activities and events for younger generation	1
Would love to see things like leisure centre be available for the whole community	1
<b>Total</b>	<b>24</b>

*Parks, gardens, trees, and open spaces*

Adult exercise equipment should be installed in more areas	1
Get onto maintaining all parks and reserves like Darebin parklands are maintained	1
I like the local parks that includes playgrounds for families	1
Kids go to McDonald's Reserve. It needs upgrading	1
Many trees from houses are overgrown and Council should monitor this better	1
More greenery is so necessary since it is so hot in summer	1
Murphy Grove St, get rid of city trees	1
Parks are not maintained well	1

Please don't use chemicals on plants in the area so much or design the gardens so weeds don't get sunshine and then we don't need chemicals on weeds	1
Tree planting on High St is good, keep it up	1
Would like to see more trees and greenery	1
<b>Total</b>	<b>11</b>

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*Rates / financial management*

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Rates too high	2
Area north of Bell St needs more Council funds and attention	1
I don't understand why all money is being spent on other culture centres. I don't understand the reason of spending money on it	1
Keep some budget to save the market	1
Please don't increase rates, cost of living is already so high	1
Stop raising the fees	1
Utilize the budget in essential services like maintain roads, community environment, cutting grasses, trees, footpath maintenance	1
Would be good to see more value for rate payer money	1
Would be nice to see more investment for Reservoir area of Darebin	1
<b>Total</b>	<b>10</b>

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*Planning and development*

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New developments should have more car space to accommodate residents, so the streets don't get filled	2
I hope they don't overkill the suburb. There is no proper infrastructure to support the new developments and overpopulation	1
Make planning easier	1
More streamlined process for people planning applications, found the Council workers very unprofessional and unhelpful	1
They should stop with high rise apartments	1
They shouldn't interfere in people's property development	1
Town planning, they need to come to 21st century. High density building. People need to be able to put granny flat because of population	1
<b>Total</b>	<b>8</b>

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*General positive*

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Area is great	1
Art of drawing on walls is fantastic	1
General improvement in the area	1
Home services are good	1
I love living here. There is everything here. I got all my facilities that I need	1
Pleased that some consideration was given to both sides in golf course debacle	1
Very lucky to live here	1
<b>Total</b>	<b>7</b>

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*Communication, consultation, and engagement*

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Advertise when community can get involved more - I never hear anything about when we can give out opinion on different things	1
Darebin news seems smaller which is unfortunate because print publications tend to have more potency to them, you can take your time with them	1
Keep listening to the community and constituents	1
Promote Council events and advertise them better	1
The website of Council is very good, and the historical aspect is very good	1
West Thornbury consultation centre needs to be done	1
<b>Total</b>	<b>6</b>

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*Council governance, management, and responsiveness*

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Council needs to improve its performance	1
Council should do what they are supposed to do and focus less on LGBT issues	1
Have needed to do lots of follow ups with Council as they move so slowly	1
Stop focusing on American political agendas. Stop with labelling people	1
The current Labour government is not doing a good job, it was previously better	1
They should be more responsive with complaints	1
<b>Total</b>	<b>6</b>

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*Preston Market*

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Save the Preston market	3
Don't tear down Preston market	1
Get the market sorted	1
Just to preserve the Preston market heritage, ensuring it is not overdeveloped	1
<b>Total</b>	<b>6</b>

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*Safety, crime, and policing*

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Better security in the area of Broadway	1
Make sure police are aware of drug houses	1
More police patrol around at night for safety	1
More security in the area	1
Start patrolling streets	1
<b>Total</b>	<b>5</b>

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*Social justice / multicultural issues*

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Darebin is quite an affluent area. Increase inclusivity and diversity-based activities	1
I like Darebin being inclusive and addressing issues of refugee, but some minority voices are really agitated	1
Promote aboriginal culture, lifestyle	1
Promote aboriginal trades, handicrafts not only limited to museum	1

Would love to see more diversity in the Council	1
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<b>Total</b>	<b>5</b>
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*Waste management*

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Address the issue of recycling plastics	1
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In recycling centre, a bin should be there to recycle the little list packs in which medications comes in	1
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More bins collected more often	1
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Need more than one hard rubbish service per year, would like the option to pre book any time of the year	1
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Why can't there be a social enterprise run by Council where locals are paid to collect litter	1
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<b>Total</b>	<b>5</b>
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*Traffic, roads, parking*

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Could always do more work on roads	1
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Have contacted the Council multiple times for speed bumps to be put in local street, but still no action has been taken	1
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Road safety, especially at the crossovers with St Georges St	1
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The Council needs to remember that there is a large part of population that needs car parking and transport	1
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<b>Total</b>	<b>4</b>
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*Shops, restaurants, and entertainment venues*

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Northcote plaza needs desperate help. It's a waste of community resources	1
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Shops in Reservoir	1
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Taxi lane or drop off zone outside Coles entrance at Summerhill would be great	1
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<b>Total</b>	<b>3</b>
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*Survey*

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More digital surveys	1
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Really hope that feedback from surveys is actioned in some way	1
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<b>Total</b>	<b>2</b>
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*Footpaths*

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Footpath on Heidelberg Rd near flats near creek (eastern side of Merri Creek) is just a dirt path, we need a footpath there	1
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<b>Total</b>	<b>1</b>
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<i>Public transport</i>	
Increase density of public transport	1
<b>Total</b>	<b>1</b>
<i>Street lighting</i>	
Lighting around Edward Lake can be better	1
<b>Total</b>	<b>1</b>
<b>Total</b>	<b>105</b>

## Appendix One: Verbatim reasons for satisfaction rating

The following table outlines the verbatim comments received from respondents outlining the reasons for the satisfaction rating in relation to Council's overall performance.

**Reasons for rating satisfaction with Council's overall performance less than 5**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>Dissatisfied (0 - 4)</i>	
<i>Council governance, management, and performance</i>	
All the Council worries about is Preston and Northcote, not Reservoir	1
Because not interested in rate payers	1
Because they are primarily driven by profit and the locals are kept out of decision making	1
Because they're not very helpful. It's all revenue based	1
Because we have got this Mayor who is biased. He takes wrong decision about community	1
Being subpar compared to other Councils and states in Australia	1
Corruption, self-serving, infighting. No concern of community	1
Disheartened by decisions made from the Council	1
General dissatisfaction with lack of work done to even cover basic amenities, but we pay the highest rates in VIC	1
I don't care for the Council; they're not supposed to be making political statements	1
I don't think they are representing everybody	1
I don't think they are working for people. They don't care about people	1
I don't think they have the best interest with the residents	1
I don't think they represent the general population, not much transparency	1
I think they've prioritised self-interests	1
It functions for politics and not for the people of Darebin	1



Just because they don't get on top of things properly immediately	1
No action	1
No importance to the community	1
Not taking accountability for their work	1
Not very effective for the amount the power they should hold	1
Not very reputable because they are not proactive with their initiatives	1
Political issues	1
Prioritise the important issues	1
Run by people who have no idea how to manage the Council properties	1
Stop following a particular narrative and start listening to people's considerations	1
The Council does not seem to do much, and they are too self-focused	1
The Council does not work	1
The Council has no transparency	1
The Council's performance has been deteriorating over the years	1
They are more focused on arts but not on roads	1
They are not taking any action	1
They can cut down staff who are getting paid for doing nothing and hire some new blood that are willing to do more work	1
They don't care about anything, and they do nothing for us and don't take any responsibility	1
They don't care much about the people and do whatever they want to do	1
They don't do anything and are not very responsible	1
They don't do anything for the community	1
They don't really seem to be dealing with the core issues	1
They focus too much on unimportant issues that are not affecting the community	1
They have done nothing for me	1
They need to be more transparent	1
They need to get back to basics. Offer a reliable service, don't push your agenda on people	1
They should focus more on taking care of the residents	1
They spend a lot of time in development of certain part of community but not others.	1
No inclusion	1
They're pretty dysfunctional	1
Too concerned in focusing on richer areas	1
We don't need such inefficient Council members	1
<b>Total</b>	<b>47</b>

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*Communication, consultation, and engagement*

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Lack of / no engagement	4
They don't listen to community	2
Because of previous experiences where they miscommunicate and delay the services	1
Don't hear of anything that they do	1
Don't look at matters that the residents are having issues	1
Get involved with community	1
I don't hear from the Council in any form	1
I have consulted them about a park near me, but no action taken up to now	1
Lack of communication or consultation with the community	1
Neither I have been informed about any of their services	1
No awareness spread properly	1
No communication and no progress from the Council	1

No consultation	1
The Council needs to reach out to complaints	1
There's a lot of room for improvement and they don't listen at all. They should listen more	1
They are not listening to residents' concerns	1
They are very mischievous. They don't listen well to people	1
They can do better and can listen to the community more	1
They don't communicate	1
They don't get back to you as soon as possible	1
They haven't resolved my ongoing issue of 10+ years	1
<b>Total</b>	<b>25</b>

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*Council services and facilities*

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Not maintaining the necessary facilities	2
They have not managed their services well and are broke	2
Basic facilities need attention	1
Can do more for the elderly as opposed to gender stuff and beautifying the place	1
Cut in services among other things	1
Golf course ruined; issue not resolved	1
Graffiti everywhere	1
Handling over the golf course issue and budgeting issue	1
I feel like they should focus on delivering basic services	1
Just concentrate on providing good services for taxpayers	1
Less focus on sustainability like planting trees, renewable energy	1
Looks like the Council has an agenda that they are not open about, public golf course	1
Needs are not met of my community. Sports grant management	1
No facilities for females regarding sports	1
Northcote golf club was mismanaged	1
Not enough concentration on amenities	1
Not managing art centres well	1
The Council needs to concentrate on graffiti	1
We get very little help from Council	1
<b>Total</b>	<b>21</b>

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*Generally negative comments*

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Dreadful / horrible Council	2
They are useless	2
They do the bare minimum	2
They're not doing a great job	2
Don't notice anything. Haven't seen any positive thing happened	1
Don't think they are on the front foot	1
Falling behind in many ways	1
I am not happy with them and the way they do things	1
I don't see any improvement to the community at all	1
I don't see much action and effort from them	1

Just think there are so many problems	1
Not good at what they do	1
They are doing nothing	1
They are not doing a good job	1
They don't do their job and not sure why I'm paying the rates	1
Too many things need improvement	1
<b>Total</b>	<b>20</b>

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*Planning, housing, development*

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All my dealings with Darebin City Council have been disappointing, frustrating, and pointless, specifically about planning and permits	1
As a designer that has gone through the planning process alone, it has been horrendous, high turnover of planning staff and no accountability, I've received staggering rudeness	1
Council needs to monitor the community issues and act step by step rather focusing on just new developments	1
Don't agree with things they do, what they permit to be built and how they work	1
Excessive permits for redevelopment	1
New developments stuff	1
Over development and not focused on community	1
Planning process of the Council is expensive and very unsatisfactory	1
The Council need to focus on actual work. They are too focused on developing new buildings permit	1
They approve things that are ugly	1
They take way too long to give permit from planning department	1
When we were building a house, the Council was being silly, did not even let us make a concrete driveway, now others can make it. Housing could leave out silly rules	1
With the experience that I had with planning department. Their slow responses and no response at all is so disgusting. We need to go through legal issues now	1
<b>Total</b>	<b>13</b>

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*Rates and financial management*

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Money is not spent wisely / is mismanaged	2
They're collecting a lot of rates	2
Money is not spent on these issues	1
Speaking about money they take from people; they waste money on meetings and their welfare	1
The Council is financially broke at the moment. It is embarrassing	1
They are spending too much money in agenda about irrelevant campaigning	1
They put their efforts into other areas instead of maintaining the roads, footpaths and don't spend money on not required things	1
They spend money on things that cater to the high income	1
Things like maintenance and good planning need more resources than political issues	1
Waste money on cycling and parklands	1
<b>Total</b>	<b>12</b>

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*Traffic / roads*

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The Council needs to concentrate on the road maintenance	3
Don't think they care about motorcyclists	1
For the past 3/4 years, I've wanted them to put speed bumps, the cars in the street are speeding and it is not safe, and nothing has been done yet, it is pretty bad	1
General deterioration of roads	1
Generally, need to improve, especially road maintenance	1
Just concentrate on essential services like roads	1
Roads need attention	1
They don't do things which they are supposed to do like essential services roads	1
<b>Total</b>	<b>10</b>

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*Council customer service and responsiveness*

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The response of the Council to raised issues is slow and lacking	2
If I call them for any issue, they take a lot of time to deal with it	1
Response time is bad	1
The dealing with flooding issues never happens with them when we complain	1
<b>Total</b>	<b>5</b>

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*Social justice / multicultural issues*

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Because I think they should stay away from social engineering and social issues. They should concentrate on roads, footpaths, trees, cleanliness	1
More worried about diversity and minorities	1
Stop politics about gender and things which is not of concern for everyone	1
The issue of homeless people needs attention. I am concerned about their safety	1
They care more about LGBTQ and foreigners than others in the Council	1
<b>Total</b>	<b>5</b>

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*Waste management*

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Council needs to concentrate on removal of garbage	1
Council needs to focus on real needs of the community like garbage collection	1
Just concentrate on essential services like affordable rubbish removal	1
They don't take my rubbish	1
We need garbage collectors to actually collect the bin	1
<b>Total</b>	<b>5</b>

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*Cleanliness and maintenance of area*

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Don't take opportunities for improvement of the Council area	1
Don't think they are doing a good job in making streets look nice in the area	1
General deterioration of public spaces and other facilities	1
The Council area is not maintained well enough	1
<b>Total</b>	<b>4</b>

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*Parking*

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Can't park my car	1
High parking fines	1
I'm getting parking fines in my street which I've disputed in the past. There are people parking here illegally and I'm getting fined	1
Lack of parking	1
<b>Total</b>	<b>4</b>

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*Parks, gardens and open spaces*

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Don't clean the nature strips and places around	1
Don't maintain the parks	1
Issue with the tree in front of my house and no action has been taken	1
We need streetlights	1
<b>Total</b>	<b>4</b>

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*Preston Market*

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Haven't procured to save the Preston Market	1
Preston Market	1
The Preston Market issue shows that the Council does not align with the values of the community	1
They closed down the Preston Market and did nothing for improvement	1
<b>Total</b>	<b>4</b>

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*Footpaths*

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Footpaths need attention	1
Just concentrate on essential services like footpaths	1
<b>Total</b>	<b>2</b>



<i>Public transport</i>	
Fix the promised tram lines	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
Lack of alignment	1
Melbourne enterprise area	1
That's how good it is	1
<b>Total</b>	<b>3</b>
<b>Total dissatisfaction comments</b>	<b>185</b>

**Reasons for rating satisfaction with Council's overall performance at 5**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>Neutral (5)</i>	
<i>Generally neutral comments</i>	
Some things are good, some things are not	3
They are good at some things and bad at some things	3
Don't have much to do with them	1
I don't really know much about them or engage with them	1
Mostly neutral responses earlier so I have to rate neutral	1
Neutral opinion	1
Not great or the worst	1
Nothing special, but not terrible	1
Pretty ordinary	1
They do things but they don't do things that help me	1
They don't seem to be doing that much	1
<b>Total</b>	<b>15</b>
<i>Council services and facilities</i>	
Graffiti removal should be a top priority	1
Lack of amenities for children	1
Lack of care shown by the Council on childcare centres for repairs and there is a missing floor for over a year	1
Lots of services need to be improved	1



Lots of things in Darebin that need work, e.g., Edward St shopping strip	1
No upgrade on any facilities	1
Not satisfied politically, e.g., golf club	1
They haven't done enough with local shopping strips	1
They haven't helped in setting up small vibrant community	1
<b>Total</b>	<b>9</b>

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*Planning, housing, development*

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Development is horrible and they are not responsive	1
I am not happy with some of the new developments	1
I have some issues with them as they are delaying my project	1
Planning for Gilbert Rd was poor	1
Planning is bad, not enough space for new developments	1
Stop overdevelopment of apartments	1
Too many developments	1
Too many new townhouses	1
We need to be planning for future of the area that we want and not just what developers would like	1
<b>Total</b>	<b>9</b>

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*Communication, consultation, and engagement*

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Lack of communication from the Council	2
Lack of community engagement	2
I feel like our contributions are not used for the community	1
I just think that they are average	1
Issues are not being addressed and the Council ignores many problems	1
No information given on parking change	1
<b>Total</b>	<b>8</b>

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*Council governance, management, and performance*

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I don't think they execute what they talk about	1
I don't think they support the community	1
The Council is being dysfunctional lately	1
The Council only cares about money	1
The Council will just do what they want and don't achieve much	1
There is no proper transparency in where the money is going	1
They are trying to satisfy everybody and failing in every part	1
<b>Total</b>	<b>7</b>



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*Generally negative comments*

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A lot of room for improvement in a lot of areas	1
More effort required from the Council	1
Some drawbacks	1
They don't care about anybody but themselves, no matter whoever we vote for. I don't want to pay for everything	1
They need to be more mindful about what they offer. Some things aren't done well	1
They should not meddle with things which are not for the Council to deal with	1
<b>Total</b>	<b>6</b>

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*Cleanliness and maintenance of area*

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All the public places are covered in rubbish	1
I think our public spaces are not maintained very well	1
In my eyes, not a standout suburb that's maintained well	1
Poor maintenance	1
The pool needs maintenance	1
<b>Total</b>	<b>5</b>

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*Council customer service and responsiveness*

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No resolution given to issues raised	1
Noise complaints was not addressed	1
Takes time to take an action or even give feedback	1
There are several issues in the community, and they are not solved until now	1
They are not responsive and attentive towards our needs	1
<b>Total</b>	<b>5</b>

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*Rates and financial management*

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I see that every year they increase rates. Their services diminish. Their salary goes up every year. We are paying more for less	1
Rates are too high for pensioners	1
Rates keep on going up and it does not reflect the services they provide	1
Spending too much money on non-political game	1
Too many things have gone wrong and too much money spent on unnecessary stuff	1
<b>Total</b>	<b>5</b>

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*Parks, gardens, trees, and open spaces*

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Parks	1
They haven't done enough with parks	1
Trees are a major problem	1
<b>Total</b>	<b>3</b>



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*Preston Market*

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General issues are fine but saving Preston Market is a huge issue	1
Save our Preston Market	1
The Preston Market has to be preserved and the money should be spent in better ways like footpath maintenance	1
<b>Total</b>	<b>3</b>

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*Traffic / roads*

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Street conditions	1
The Council needs to focus on speed limit. It's a very busy road in Darebin	1
They don't fix issues properly for e.g., here was a huge hole near McDonald's on Plenty Rd, it was fixed but they left it uneven	1
<b>Total</b>	<b>3</b>

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*Multicultural issues*

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Pushing LGBTIQ. They need to be inclusive of everyone. They are trying to push in the community and dividing. I am okay with whatever they prefer but you don't need to push it	1
They focus on particular group only	1
<b>Total</b>	<b>2</b>

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*Drugs and alcohol*

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Too many people drinking on the side of the roads	1
<b>Total</b>	<b>1</b>

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*Footpaths*

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Footpaths are dangerous	1
<b>Total</b>	<b>1</b>

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*Parking*

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Parking should be available for homeowners for street parking	1
<b>Total</b>	<b>1</b>

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*Waste management*

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They couldn't stop people dumping rubbish in my bins	1
<b>Total</b>	<b>1</b>



<i>Other</i>	
Not sure of their role	1
<b>Total</b>	<b>1</b>
<b>Total neutral comments</b>	<b>85</b>

**Reasons for rating satisfaction with Council's overall performance more than 5**  
**Darebin City Council - 2023 Annual Community Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>Satisfied (6 - 10)</i>	
<i>Generally positive comments</i>	
It is perfect / good / fine / working well / satisfied	60
Enjoy living in Darebin / nice place to live	19
They are doing an alright / ok / fair job	11
Haven't had many problems / no complaints / no issues	9
They do their best	4
Better than other Councils	3
I have not been directly involved with the Council being a tenant but whatever I have seen they are fine	2
Good for business and lots of functions	1
Good infrastructure	1
I am not aware of any extreme fines or corruption	1
I don't have much to do with them and everything seems pretty fine but there is always room for improvement	1
I guess they are good at most decisions	1
I like that the Council has an office at the library	1
It's positive but not aware completely to be specific	1
They do a good job with majority of the services on offer	1
They do good stuff sometimes but that's very less often	1
They do things actively	1
They put a lot of time and effort in trying but some of the decisions aren't made by the community	1
They're very progressive	1
<b>Total</b>	<b>120</b>



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*Generally negative comments*

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Room for improvement / can't be perfect / could do more	28
Some areas need improvement	4
Because a fair bit needs to be done	3
Because they have done nothing / not much	3
There just some small things they should improve	2
They're good but not great	2
A few things that are a bit questionable, e.g., lots of liquor lands in close proximity	1
Better before, inclusion of community needed, not public pleasing	1
It's not an easy job	1
Lots of gaps in Reservoir	1
Needs to address only some issues, rest does a good job	1
No innovation	1
Personal issues with Council	1
They are not good with few services	1
They are very quick to not take any responsibility. They don't listen to us.	1
They lack in a lot of areas to do with public interest	1
<b>Total</b>	<b>52</b>

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*Council services / facilities*

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*Positive*

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It gives good services	2
Consistent with functions	1
Council have positive aspects on culture, public arts, events	1
Generally happy with the services	1
I think Preston is a good place to live and offers services	1
Pretty good in terms of facilities around here	1
Thank you for the disability service. It has been great help for me on daily life. I am very thankful	1
The facilities of Council I have used are excellent	1
They are doing okay with the maintenance of services	1
They do provide lot of services which I am grateful	1
They organise events for youth and children which is nice	1
<b>Total</b>	<b>12</b>

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*Negative*

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Council needs more activities and opportunities for elderly and people with a disability	3
Council needs to work on street lighting	3
Some services are good and some of them are bad	2
They have very limited facilities, can be broadened more	2
They should spend more time and facility on elderly people	2
After COVID, the Council act on services and facilities very slow	1
Better library services needed	1
For elderly people the housing is a bit of a squeeze, we need more space. With the modern technology and prices are high	1

Gardening and beautification of roundabouts	1
I think they should promote more community health	1
I would like to get home care. Gardening, heavy work of houses	1
It's good to focus more on street sweeping	1
Just need to pay more attention for public spaces and facilities	1
Major concern with the lack of investment towards Reservoir leisure centre	1
More accessibility needed of Council services	1
No affordable venues for community group	1
Not a very good experience with my sporting club	1
Not every service is provided and maintained	1
Overall, I would rate this for the maintenance and on Council work	1
Some services need to be improved	1
The arts are not well maintained	1
The library hours of operation could be better. More classes for computer skills in the area and non-English speakers	1
They focus too heavily on arts	1
They need some improvements like offering more activities	1
They should look after the community more	1
<b>Total</b>	<b>32</b>
<b>Total</b>	<b>44</b>

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*Communication / engagement / consultation*

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*Positive*

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The communication is good	2
Because they provide support and give good information to us, cloth nappy rebate	1
I've lived here all my life; they've always informed us and done well	1
People in the community seem to be quite involved which is facilitated by the Council	1
The values of Council are represented really well	1
They consult and engage well	1
They do inform about their services and consult well	1
They let the community know about what's happening	1
Try to engage and encourage	1
<b>Total</b>	<b>10</b>

*Negative*

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More communication with people needed	3
They need some improvement in communication	3
Communication is very less	2
Communication with Council poor / unclear	2
Consultation about parking in our street could have been handled better (Beavers Rd)	1
Consultation is great but decisions don't reflect consultation	1
Council needs to communicate with the community more and take informed decision	1
Council needs to provide more information and services	1

Don't think that they listen to the community enough	1
I don't really know what Council do. They need to provide information and maintain transparency	1
I feel sometimes disconnected from the Council	1
Information about what they are doing / going on will be good	2
I've been disappointed by aggressive communication by Council before but otherwise fine work	1
Just issues with the communication with roadworks	1
Mostly unsure of what Council does	1
Need more communication from Council so we don't have to go to the website	1
They could promote themselves better in the things they are doing	1
You don't hear much from the Council, things get decided and then they ask for opinions later	1
Lack of engagement	1
I think the Council needs more community consultation	1
<b>Total</b>	<b>27</b>
<b>Total</b>	<b>37</b>

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*Generally neutral statements*

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General opinion / observation	6
I don't have much to do with them / not engaged with Council	6
No particular reason	6
Average performance / job	2
Just averaging it it's more good than bad	2
Neither dissatisfied nor satisfied	2
I am not dissatisfied but not overly satisfied. More work can be done	1
I don't have much to not like them	1
I give benefit of doubt as this is developing suburb	1
I guess overall I am neutral since the do somethings well and somethings are not maintained	1
It all depends on which side you are in. If you are in the right side, you're right. If you are in the wrong side, it's not good	1
<b>Total</b>	<b>29</b>

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*Parks / gardens / open spaces / trees*

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*Positive*

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Do a good job with parks and outdoor area	1
After all they are doing a good job with greenery	1
Dog area improved	1
<b>Total</b>	<b>3</b>



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*Negative*

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Parks need to be improved more	3
Substandard park maintenance, need more maintenance	3
Need more attention on cleaning of reserve / parks, cutting grass / mowing	2
Because they do well on some things, but stuff like the tree out the front brings it down	1
Council needs to clean the creek areas	1
Dog parks needed	1
I just feel maintenance can be a bit more for gardens	1
I like the fact that we have a lot of green spaces	1
It's better now but more public parks would be great	1
Just need more trees, greenery in High St	1
Lots of street trees need to be maintained	1
Maintaining trees needs to be regularly	1
Median nature strips	1
More parks needed	1
Overgrown nature strips falling over my fence (Erin Street)	1
The park lake can be cleaned more and made more usable	1
Tree cutting on the main roads	1
Trees need some cutting (Albert Street, Preston)	1
Upkeep of parks needs attention	1
<b>Total</b>	<b>24</b>
<b>Total</b>	<b>27</b>

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*Planning / housing / development*

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*Positive*

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Council is doing well with its planning and implement	1
It's pretty easy to get around and area well laid out	1
<b>Total</b>	<b>2</b>

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*Negative*

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They do too many developments especially in suburbs	3
Better planning and mindfulness of developments needed	1
Council is more focused on building high rise apartments but not saving heritage	1
Council really needs to look at the number of new developments in Darebin. Preston North side	1
Do not provide permit to build buildings which do not have environment sustainability plan	1
High density area. They need to manage it	1
In terms of new developments and housing developments they are poor	1
Just issues with the building at 626 Heidelberg Rd	1
Just managing congestion in new development. Consider aesthetics in new developments	1
No public consultation on new high-rise developments	1
	1

North of Bell St gets overlooked, developments are really awful	
Property dwelling improvement. They need to think about parking and designs	1
The approval of high-rise apartments. They aren't good enough, parking issues	1
There are developments that don't really match the area	1
There are very low-quality apartments which Council needs to take action against in terms of climate change and environment sustainability. I understand the need of housing but this need to be built in the factor of human living standards	1
There are no real developments in Darebin	1
They have increased the rates of land and housing. They allow subdivision in certain areas like Cheddar Road, High St etc.	1
They need to consider more in rebuilding and beautifying existing heritage but not development of too many buildings	1
They need to prioritize cultural heritages over the new developments which is already plenty	1
We are not sure what Council does. Council needs to be very stricter on new buildings as they are not environment friendly	1
<b>Total</b>	<b>22</b>
<b>Total</b>	<b>24</b>

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*Cleanliness and maintenance of area*

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*Positive*

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Things are clean	2
Everything is well maintained	1
<b>Total</b>	<b>3</b>

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*Negative*

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Graffiti not good / too much / needs removal	5
Need a bit more attention with street sweeping	2
Cleaning	1
Focus more on grasses on street where cyclists park	1
Graffiti in Thornbury	1
I think averaging out all maintenance of services and facilities fair rating	1
Lived in Northcote a long time and not much changes, need more maintenance	1
Maintenance is not too good	1
Maintenance of some of the lanes which are uneven by tree roots	1
They are cutting back on services like street sweeping	1
Street sweeping is a joke	1
<b>Total</b>	<b>16</b>
<b>Total</b>	<b>19</b>



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*Council governance, management and performance*

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*Positive*

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I think it's a huge municipality and generally well run	1
They are quite good and happy with the performance of Council	1
<b>Total</b>	<b>2</b>

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*Negative*

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Council has too many divisions	1
Council is making bad decisions on behalf of people	1
Few issues with bureaucracy	1
I think sometimes get away with core issues of federal government. They need to focus on community benefit	1
I think there is a lot of vested interests in the Council	1
I think they do a lot of things just for money which is of no use to community	1
Less politics will be better	1
Not amazed by decision making	1
Poor performance	1
The collaboration between the Council and the Councillors could be better, to better address the community needs	1
There are areas that could be improved. The Councillors behaviour themselves too	1
There is a lack of staff which results in cancellation of services very frequently	1
They focus too heavily on politics	1
They should focus on main things and cut out their political agendas	1
They sometimes don't have an equal focus on all groups	1
Too much in fighting, disagreement and pushing personal agendas	1
We don't know what they want, they are always mucking around	1
<b>Total</b>	<b>17</b>
<b>Total</b>	<b>19</b>

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*Council customer service / responsiveness*

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*Positive*

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The Council has been responsive to my issues	3
It's pretty consistent and they resolve issues when called upon	1
No major complaints and they are doing well	1
Responsive when I contact them and good so far	1
They try to solve problems that arise as quickly as possible	1
<b>Total</b>	<b>7</b>



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*Negative*

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Some issues are not dealt with straight away / no action on complaints	2
Few issues in my local area are not addressed or ignored (e.g., I contacted several times for upgrades in car parks at Parkside sporting club, but no action was taken)	1
I complained about drainage but there is no action	1
I have requested information but haven't given it to me	1
Neighbour issues which haven't been resolved yet by the Council	1
No action has been taken on my complaint regarding the intersection on David St and South St. Accidents happened so many times due to the blind spot on the intersection	1
Some key issues like the extension to the 11 tram are not being responded to and policies are not really informed to the public	1
Sometimes Council can respond slowly	1
We have difficulties with fire alarm going off randomly and no steps from Council to resolve this issue	1

**Total** **10**

**Total** **17**

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*Traffic / roads*

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*Negative*

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Lots of roads need to be maintained	4
Roads are not looking good / in poor condition	4
More could be done in maintenance and repair of roads	3
A lot of changes regarding the management of getting around have been made more difficult	1
I think traffic management in residential street needs attention	1
I'm just unhappy with roads safety issues	1
Lack some maintenance for roads and not many lanes for cyclists	1
Not satisfied with long road closure due to maintenance	1
Safety of people is at risk because of poor road maintenance	1
Speed bumps need to be more efficiently managed	1
The change they made on Cheddar Rd on crossing at Carol St. This is not a good idea	1
Traffic congestion	1

**Total** **20**

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*Footpaths*

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*Negative*

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Footpaths need repair / maintenance / improvement	6
Footpath issues need to be addressed	5
Footpaths are cracked / not good	3
Footpaths (my area of concern Dennis St)	1

**Total** **15**



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*Preston Market*

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*Negative*

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Because of Preston Market fiasco	3
Generally doing well apart from Preston Market	2
The issue of Preston Market is a priority. I want it to be saved	2
Very disappointed with Preston Market removal / shouldn't be closed	2
Council doesn't care about saving Preston Market	1
Council needs to be considerate about the market	1
I think Council is interested on pushing the agenda about Preston Market. I don't like this whole issue	1
Preston Market needs more communication	1
The Preston Market is a critical community service. It remains in doubt	1
Very unhappy with what is happening to Preston Market, don't think it's very well thought through	1
<b>Total</b>	<b>15</b>

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*Waste management*

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*Negative*

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Garbage collection is not proper / good	3
Bin collection is not good. We need to keep calling them to pick bins	1
I have no concerns other than the bins	1
I just think in terms of basic stuff like garbage improve more	1
Mainly garbage collection (my area of concern Dennis Street)	1
Not much satisfaction about hard rubbish disposal	1
There is only one hard rubbish collection per year, could be more	1
They do not collect bins	1
They should look into bin collection in public areas	1
They should look into bin collection in roads	1
<b>Total</b>	<b>12</b>

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*Rates / financial management*

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*Positive*

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They are choosing to invest the budget in appropriate areas	1
<b>Total</b>	<b>1</b>



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*Negative*

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I am just not happy with pricy fines	1
I read about dissatisfaction by a member on how the Council is mismanaging its funds	1
My Council rate for my property is not satisfactory. I need to wait for a year for next value	1
Rates are too high	1
The rates are rising but there is no change in Council	1
They should manage their finances properly	1
They spent too much on the pool and this has compromised other investments	1
They waste too much money	1
Would love if rates could stay low	1
<b>Total</b>	<b>9</b>
<b>Total</b>	<b>10</b>

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*Parking*

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*Positive*

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It's okay I know the Council is not that rich	1
<b>Total</b>	<b>1</b>

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*Negative*

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Parking in Thornbury	1
Parking issues	1
There are few issues with car parks	1
They need to be considerate about parking areas as well	1
<b>Total</b>	<b>6</b>
<b>Total</b>	<b>7</b>

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*Environment / climate change*

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*Positive*

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Good environment	1
They are doing their best, especially with the solar benefit	1
<b>Total</b>	<b>2</b>

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*Negative*

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Council is a bit biased towards environmental sustainability and climate change	1
They are doing nothing in terms of industrial pollution	1

They are not very concerned about environment	1
They need to consider recycling	1
<b>Total</b>	<b>4</b>
<b>Total</b>	<b>6</b>

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*Infrastructure*

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*Positive*

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Good infrastructure	1
<b>Total</b>	<b>1</b>

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*Negative*

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Not enough money on infrastructure	1
Around this area, I feel there is poor NBN or Wi-Fi networks	1
New infrastructure like playgrounds could be better	1
The Council should spend more time in improving the infrastructure	1
<b>Total</b>	<b>4</b>
<b>Total</b>	<b>5</b>

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*Multicultural issues*

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*Positive*

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It's a really good place to live. I like the diversity	1
Quite diverse	1
<b>Total</b>	<b>2</b>

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*Negative*

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Inclusivity issues not sorted hindering progress	1
<b>Total</b>	<b>1</b>
<b>Total</b>	<b>3</b>

<i>Safety / security</i>	
<i>Positive</i>	
I feel safe	1
It's safe for children	1
<b>Total</b>	<b>2</b>
<i>Negative</i>	
I just think in terms of basic stuff like safety they can improve more	1
<b>Total</b>	<b>1</b>
<b>Total</b>	<b>3</b>
<i>Bikes / bike paths</i>	
<i>Negative</i>	
Bike paths could be improved	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
Bad for decision to give the bar outdoor license at 3 am	1
I want more work from them	1
<b>Total</b>	<b>2</b>
<b>Total satisfaction comments</b>	<b>487</b>
<b>Total comments</b>	<b>757</b>





## Appendix Two: survey form