

2014-15 ANNUAL COMMUNITY SURVEY SUMMARY REPORT

JULY 2015



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Contact Details

This report was prepared by Metropolis Research Pty Ltd on behalf of the Darebin City Council. For more information, please contact:

Dale Hubner

Managing Director
Metropolis Research Pty Ltd

Level 1, 74 Victoria St
CARLTON VIC 3053

(03) 9272 4600
d.hubner@metropolis-research.com



Jim Barrett

Coordinator Performance Support
Corporate Governance and Performance
City of Darebin
274 Gower St
PRESTON VIC 3072

(03) 8470 8590
jim.barrett@darebin.vic.gov.au

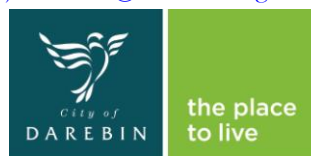


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Introduction

This is the fifteenth year that Metropolis Research has conducted the *Community Survey* program for the City of Darebin. The *Community Survey* has been conducted quarterly since 2007 to provide a regular assessment of the community's perceptions throughout each year. Prior to 2007, the *Community Survey* was conducted annually.

Previously the *Community Survey* was conducted quarterly, with an annual summary based on calendar years. Beginning this year the survey will be reported in financial years rather than calendar years.

The aim of the survey is to provide Council with a comprehensive picture of the community's perception of Council's performance across ten broad groups of services and facilities, aspects of governance and leadership, aspects of customer service as well as Councils overall performance. In addition, each quarterly survey includes a more detailed investigation of one group of services/facilities.

This survey does not aim to replace satisfaction surveys of individual client based services. It does however provide a broad measure of the community's perception of performance for all services and allows for comparison of services across Council.

In addition to measuring community satisfaction with aspects of Council performance, the *Community Survey* measures community perception of safety in public areas of Darebin. The *Community Survey* also quantifies the issues of importance to the community and examines specific questions as required by Council each quarter.

The sample size and methodology employed in this survey is statistically robust and provides results with a level of statistical significance generally greater than that obtained by other individual service specific surveys. Within the margin of error (as detailed for individual services), the results published in this report are an accurate reflection of the community's perceptions. Readers are advised however to be mindful of the sample size for the quarterly results and treat the results appropriately.

Methodology and response rate

The *Community Survey* program is conducted as a face-to-face interview style survey of approximately fifteen minutes duration, conducted at the door of residential properties located within the City of Darebin. All surveys are conducted daylight hours at weekends to ensure the best opportunity for all residents to participate if invited. The sample is drawn in equal numbers from each of the eight precincts comprising the City of Darebin. The sample has been weighted to ensure that each precinct contributed the correct proportion to the overall results, based on the *2011 Census of Population & Housing* precinct populations.

A total of approximately 5,018 households were approached to participate in the survey over the course of the four quarterly surveys. Of these households, 2,679 were unattended when approached, 1,557 refused to participate and 800 completed the survey.

This provides a response rate of 33.9%, which is slightly lower than that 36.0% recorded in 2014. This is consistent with the response rate achieved by *Governing Melbourne* across metropolitan Melbourne as well as other municipal *Annual Community Survey* programs conducted by Metropolis Research.



Governing Melbourne

Governing Melbourne is a new service provided by Metropolis Research since 2010. *Governing Melbourne* is a survey of one thousand respondents drawn in equal numbers from every municipality in metropolitan Melbourne.

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

Glossary of terms

Measurable

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 due to the fact that survey results are subject to a margin of error or an area of uncertainty.

Statistically significant

Statistically significant is the technical term for a measurable difference as described above. The term “statistically significant” and the alternative term “measurable” describe a quantifiable change or difference between results. They do not describe or define whether the result or change is of a sufficient magnitude to be important in the evaluation of performance or the development of policy and service delivery.

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.

Discernible / observed

Metropolis Research will describe some results or changes in results as being discernible, observable or notable. These are not statistical terms rather they are interpretive. They are used to draw attention to results that may be of interest or relevance to policy development and service delivery. These terms are often used for results that may not be statistically significant due to sample size or other factors but may none-the-less provide some insight.

Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretive of the results. These categories have been developed over many years as a guide to the scores presented in the report and are designed to give a general context.



These categories are designed to be indicative of the level of satisfaction. They are generally defined as follows:

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

Summary of results

The Darebin City Council continues to maintain a good level of community satisfaction, both with its performance across all areas of responsibility as well as for many of the individual services and facilities included in the survey program.

Metropolis Research notes that the overall satisfaction scores obtained by Darebin City Council are consistently measurably higher than the metropolitan Melbourne average as recorded in *Governing Melbourne*.

Respondents have consistently rated highly Council's leadership in social issues such as meeting the needs of the multicultural community and ensuring that services and facilities are inclusive of the LGBTIQ community.

The majority of respondents again in 2014-15 agreed that Council provides important services, is trustworthy and reliable, is progressive and up-to-date, has a sound direction for the future, and to a lesser extent offers value for money. Respondents are somewhat split as to whether Council is bureaucratic and ineffective.

Particular attention is drawn to the consistently high level of satisfaction recorded for the waste and recycling services (weekly garbage, recycling and green waste).

The issues of importance to the community for Council to focus on have consistently been dominated by traffic management issues, and this is further borne out by the lower than average satisfaction with Council's performance managing traffic. Satisfaction with the volume and speed of traffic as well as the availability of parking reflects the importance of these issues to respondents, with most aspects rated poor or very poorly.

Satisfaction with the level of customer service provided when residents contact Council has remained very high, both for visits in person and contacts made via the telephone. This is true of those both of English and non-English speaking backgrounds.

The perception of safety in the public areas of the City of Darebin is relatively high.

Satisfaction with aspects of planning and housing development is relatively low, with most aspects being rated poorly.

Key findings

The following are the key findings from the *Darebin City Council – 2014-2015 Annual Community Survey*.

Overall performance

- ⊗ Satisfaction with Council's overall performance increased 1.2% to 6.91, and remains best categorised as "good".
- ⊗ There was no statistically significant variation in satisfaction across the eight precincts comprising the City of Darebin.
- ⊗ This result is marginally, but not measurably higher than the 2015 metropolitan Melbourne average of 6.81 and marginally higher than the northern region average of 6.65, as recorded in the 2015 Metropolis Research *Governing Melbourne* research.
- ⊗ 85.1% (up from 70.6%) of respondents providing a response to this question were satisfied with Council's overall performance, and 5.6% (up from 4.6%) were dissatisfied.

Governance and leadership

- ⊗ Satisfaction with the six aspects of governance and leadership were as follows:
 - Meeting the needs of the multicultural community (7.51 up from 7.32) "very good"
 - Providing services inclusive of LGBTIQ community (7.40 up from 7.18) "very good"
 - Communicating its programs and services (7.01 up from 6.83) "good"
 - Making decisions in the interests of the community (6.78 dn from 6.92) "good"
 - Lobbying and making representations on key issues (6.74 up from 6.44) "good"
 - Community consultation and engagement (6.68 up from 6.47) "good"

Council services and facilities

- ⊗ Satisfaction with the eighteen services and facilities included in the 2014-15 quarterly surveys were as follows:
 - Regular recycling (8.35) "excellent"
 - Green waste collection service (8.33) "excellent"
 - Weekly garbage collection (8.15 up from 7.97) "excellent"
 - Arts and culture (7.65 dn from 7.75) "very good"
 - Council's festivals and events (7.59 up from 7.49) "very good"
 - Maintenance & repairs of parks, reserves, open spaces (7.47 dn from 7.52) "very good"
 - Transfer station – tip in Reservoir (7.36) "very good"
 - Council's overall environmental performance (7.21 up from 7.14) "good"
 - Maintenance and cleaning of shopping strips (7.09 up from 7.08) "good"
 - Condition of storm water drains (7.01 up from 6.77) "good"
 - Condition of sealed local roads (6.93 up from 6.78) "good"
 - Street sweeping (6.88 up from 6.80) "good"
 - Litter collection in public areas (6.84 up from 6.80) "good"
 - Performance in assisting community reduce GGE (6.75 up from 6.52) "good"
 - The level of dumped rubbish (6.63) "good"
 - Footpath maintenance and repairs (6.57 up from 6.44) "good"
 - The level of street lighting (6.54) "good"
 - The performance of Council managing traffic (6.43 up from 6.22) "solid"

Traffic and parking

- ⊗ Satisfaction with the six aspects of traffic and parking was rated relatively low, and can best be summarised as follows:
 - Volume of traffic on local roads (6.19) “solid”
 - Speed of traffic on main roads (6.12) “solid”
 - Speed of traffic on local roads (5.95) “poor”
 - The availability of parking on local roads (5.98) “poor”
 - The availability of parking in and around shopping strips (5.61) “poor”
 - Volume of traffic on main roads (5.43) “very poor”

Planning and housing development

- ⊗ Satisfaction with the six aspects of planning and housing development was rated relatively low, and can best be summarised as follows:
 - Opportunities to participate in planning consultations (6.22) “solid”
 - The appearance and quality of new developments (5.86) “poor”
 - The size, height, set-back of buildings being developed (5.83) “poor”
 - The protection of local heritage (5.83) “poor”
 - The number of new developments (5.48) “very poor”
 - Planning decisions respecting local neighborhood character (5.45) “very poor”

Customer service

- ⊗ A little less than half of the respondents (40.8% down from 42.0%) had contact with Council in the last twelve months.
- ⊗ The most common forms of contacting Council remain telephone (60.2% down from 63.0%) and visits in person (23.1% up from 19.4%)
- ⊗ Satisfaction with the six aspects of customer service can best be summarised as follows:
 - Staff understanding of language needs (NESB only) (8.57 *dn from* 8.64) “excellent”
 - Attitude of staff (7.99 *up from* 7.97) “excellent”
 - Ease of contact (7.95 *dn from* 8.01) “excellent”
 - Helpfulness of the information provided (7.56 *dn from* 7.58) “very good”
 - Speed of service (7.29 *dn from* 7.31) “very good”
 - Satisfaction with the Darebin website (7.26) “very good”

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

- ⊗ The perception of safety during the day declined less than one percent to 8.38.
- ⊗ The perception of safety at night increased less than one percent to 6.61.

Council as an organisation

- ⊗ Respondents were asked to rate their agreement with six statements about the Darebin City Council as an organisation. Agreement with the statements was as follows:
 - Darebin City Council provides important services (7.18 *dn from* 7.35)
 - Is trustworthy and reliable (6.81 *up from* 6.51)
 - Is progressive and up-to-date (6.70 *up from* 6.55)
 - Has a sound direction for the future (6.23)
 - Offers value for rates (6.06 *dn from* 6.11)
 - Is bureaucratic and ineffective (5.19)



Council advocacy campaigns

- ⊗ A total of thirty-four responses were received from respondents identifying Council advocacy campaigns, with Aboriginal engagement, free worm farms, Reservoir crossing and Welcome Refugee the most common.

Improvements noticed in the local area in the last twelve months

- ⊗ A total of 148 respondents identified 198 improvements they had noticed in the last twelve months. The most commonly identified improvements were road maintenance and repairs (11.5%) and parks, gardens and open space related (9.5%).

Issues for Council to address in the coming twelve months

- ⊗ A total of 552 (up from 535) respondents (69.1%) identified 1,122 individual issues, the top five of which were as follows:
 - Traffic management *(25.9% up from 21.1%)*
 - Building, housing, planning and development related *(12.3% up from 10.3%)*
 - Parking *(8.9% up from 5.5%)*
 - Parks, gardens and open spaces *(6.9% down from 8.3%)*
 - Environment, conservation and climate change *(6.6% down from 7.0%)*

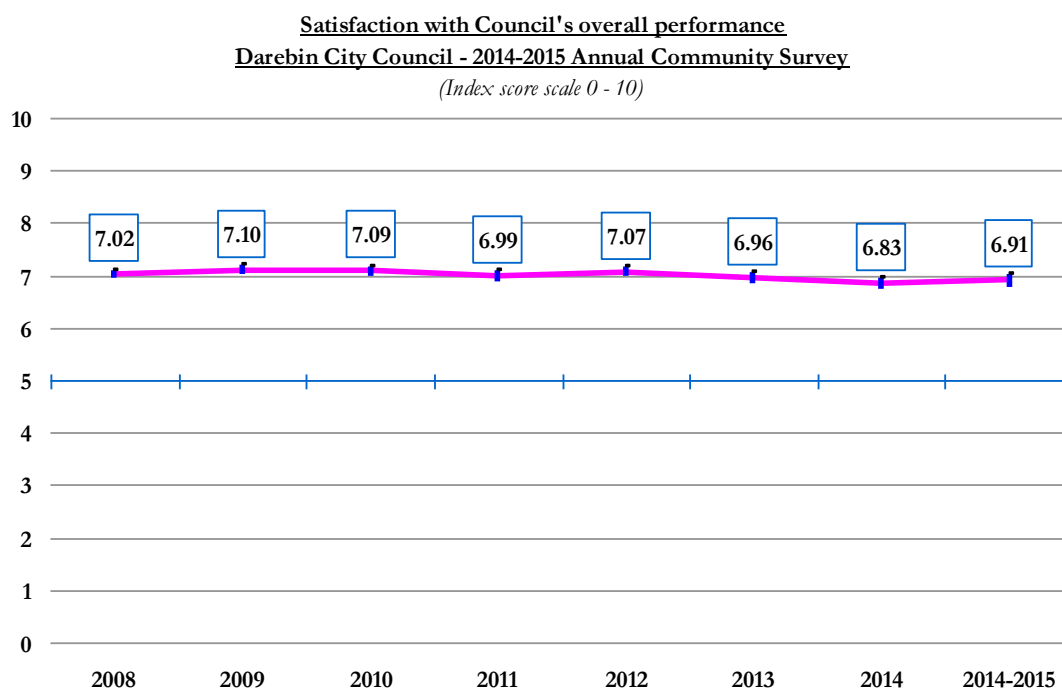
Overall performance

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?”

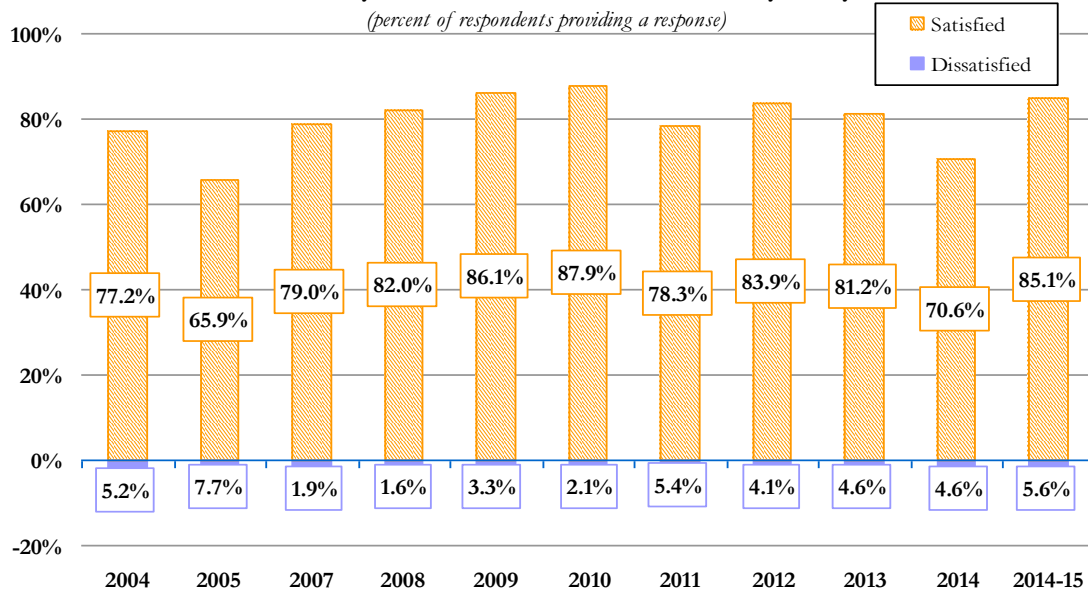
Satisfaction with the performance of Council across all areas of responsibility increased marginally in 2014-15, up 1.2% to 6.91. This result remains at a level best categorised as “good”, the same categorisation recorded each year since 2008.

By way of comparison, Metropolis Research reported an average satisfaction across metropolitan Melbourne of 6.81 in the 2015 *Governing Melbourne* research.



The overwhelming majority of respondents (85.1%) were satisfied with Council’s overall performance, with just 5.6% dissatisfied (rating satisfaction from zero to four). Metropolis Research notes that this result has been remarkably consistent over a long period of time.

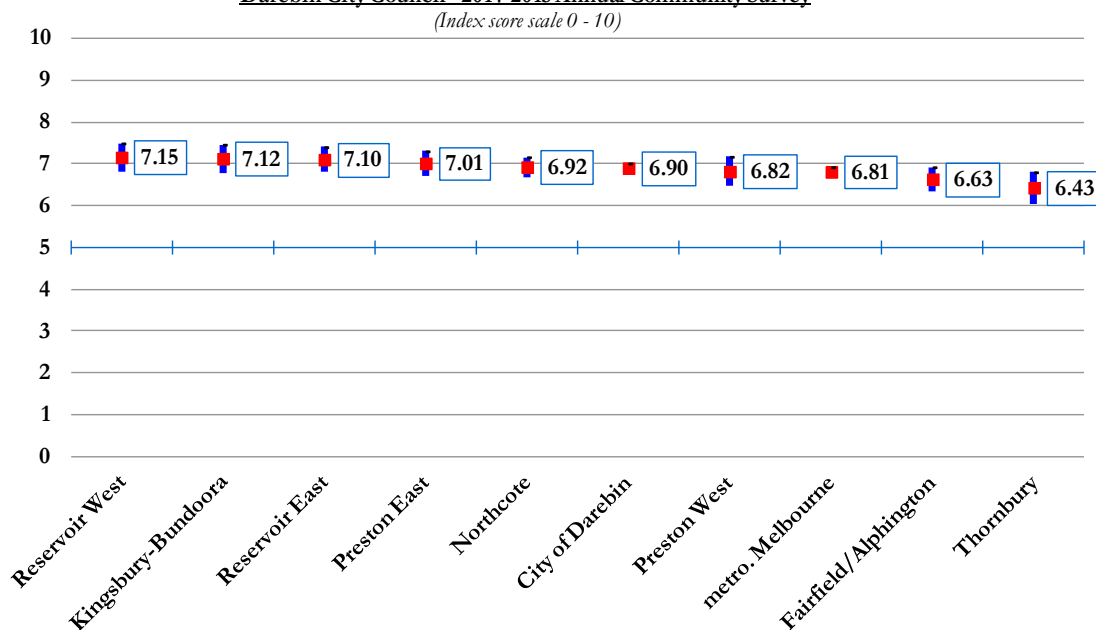
Satisfaction with Council's overall performance
Darebin City Council - 2014-2015 Annual Community Survey



There was some variation in satisfaction with the overall performance of Council recorded across the eight precincts comprising the municipality, with attention drawn to the fact that respondents from Thornbury rated satisfaction measurably lower than average at 6.43, a level best categorised as “solid”.

Satisfaction with Council’s overall performance increased marginally, but not measurably in six of the eight precincts, and declined marginally but not measurably in Fairfield-Alphington and Thornbury.


Satisfaction with Council's overall performance by precinct
Darebin City Council - 2014-2015 Annual Community Survey



Satisfaction with Council's overall performance
Darebin City Council - 2014-2015 Annual Community Survey

(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Reservoir West	2010	97	6.91	7.13	7.34
	2011	132	6.99	7.25	7.51
	2012	98	6.90	7.13	7.36
	2013	91	6.89	7.18	7.46
	2014	90	6.71	7.01	7.32
	2014-2015	91	6.82	7.15	7.49
Kingsbury-Bundoora	2010	92	6.84	7.05	7.27
	2011	39	6.48	6.96	7.43
	2012	91	6.62	6.91	7.21
	2013	89	6.81	7.16	7.51
	2014	86	6.58	6.92	7.25
	2014-2015	89	6.79	7.12	7.46
Reservoir East	2010	95	6.91	7.13	7.34
	2011	136	6.73	7.00	7.27
	2012	91	6.69	7.01	7.33
	2013	98	6.85	7.16	7.47
	2014	79	6.54	6.89	7.23
	2014-2015	97	6.80	7.10	7.40
Preston East	2010	94	6.68	6.94	7.19
	2011	83	6.07	6.48	6.88
	2012	82	7.06	7.38	7.69
	2013	77	6.84	7.08	7.32
	2014	64	6.57	6.97	7.37
	2014-2015	85	6.72	7.01	7.30
Northcote	2010	95	7.11	7.30	7.48
	2011	113	6.45	6.78	7.11
	2012	100	6.82	7.09	7.36
	2013	93	6.37	6.67	6.96
	2014	85	6.51	6.78	7.04
	2014-2015	92	6.69	6.92	7.16
Preston West	2010	92	6.43	6.63	6.84
	2011	77	6.72	7.021	7.33
	2012	93	6.68	7.05	7.42
	2013	92	6.63	6.91	7.20
	2014	73	6.08	6.48	6.88
	2014-2015	87	6.46	6.82	7.17
Fairfield-Alphington	2010	87	6.55	6.86	7.18
	2011	42	6.67	7.18	7.7
	2012	90	6.47	6.77	7.07
	2013	95	6.01	6.40	6.79
	2014	78	6.41	6.73	7.05
	2014-2015	93	6.35	6.63	6.92
Thornbury	2010	89	6.9	7.23	7.55
	2011	98	6.85	7.17	7.48
	2012	93	6.72	6.98	7.24
	2013	99	6.56	6.87	7.17
	2014	94	6.48	6.72	6.97
	2014-2015	91	6.05	6.43	6.80



There was relatively little measurable variation in satisfaction with Council's overall performance by respondent profile, although attention is drawn to the following:

- ⊗ Middle aged adults rated satisfaction measurably lower than the municipal average, at a level best categorised as “solid”.
- ⊗ Rental household respondents rated satisfaction measurably but not significant higher than the municipal average.
- ⊗ Respondents from households with a member with a disability rated satisfaction somewhat, albeit not measurably, lower than other households.

Satisfaction with Council's overall performance
Darebin City Council - 2014-2015 Annual Community Survey

(Number and index score 0 - 10)

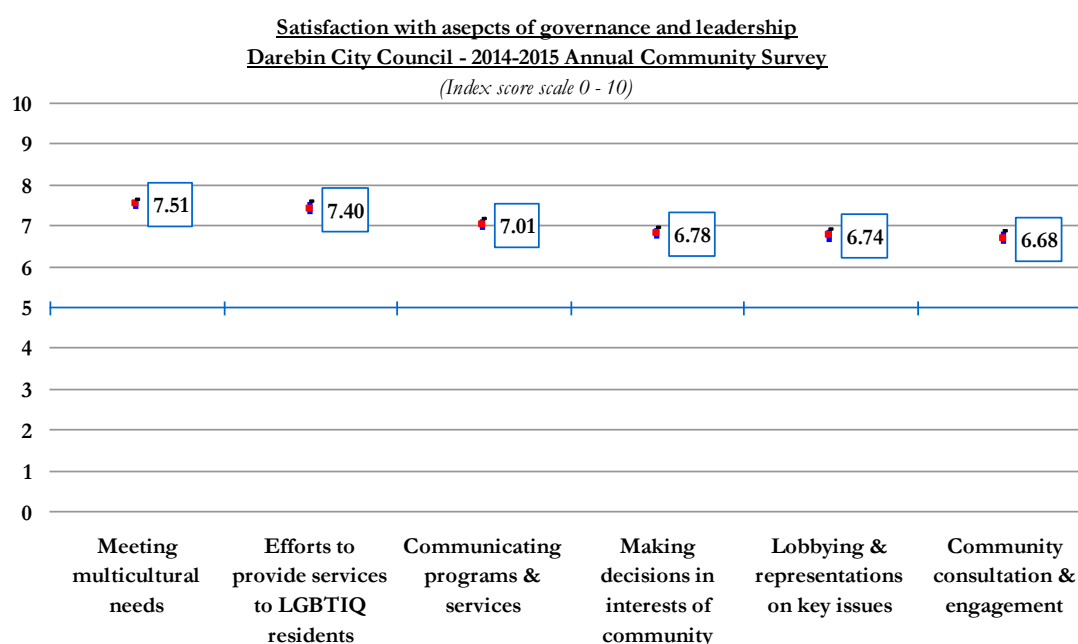
<i>Variable</i>	<i>Number</i>	<i>2014-2015</i>		
		<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	20	6.93	7.57	8.21
20 - 35 yrs	208	7.06	7.24	7.42
36 - 45 yrs	173	6.61	6.83	7.06
46 - 60 yrs	193	6.17	6.41	6.66
61 - 75 yrs	112	6.78	7.04	7.30
76 yrs and over	21	6.59	7.23	7.87
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	47	6.70	7.06	7.42
Two parent family (5 to 12 yrs)	45	6.15	6.70	7.26
Two parent family (13 to 18 yrs)	27	6.49	7.02	7.55
Two parent family (adult children only)	39	6.61	7.03	7.45
One parent family (0 to 4 yrs)	3	6.41	7.55	8.68
One parent family (5 to 12 yrs)	4	6.32	7.73	9.13
One parent family (13 to 18 yrs)	3	5.03	7.70	10.00
One parent family (adult children only)	5	6.43	7.08	7.73
Group household	35	6.73	7.09	7.44
Sole person household	40	6.18	6.62	7.05
Couple only household	103	6.96	7.21	7.45
<i>Housing situation</i>				
Own this home	323	6.59	6.76	6.93
Mortgage	152	6.55	6.81	7.07
Renting this home	215	7.03	7.21	7.39
Renting from Office of Housing	26	6.92	7.31	7.69
<i>Period of residence</i>				
Less than one year	86	7.13	7.36	7.58
One to less than five years	170	6.91	7.11	7.31
Five to less than ten years	123	6.80	7.07	7.35
Ten years or more	349	6.46	6.64	6.81
<i>Non-English speaking background</i>				
English speaking	456	6.72	6.85	6.97
Non-English speaking	266	6.81	7.02	7.22
<i>Disability</i>				
Yes	73	6.10	6.53	6.96
No	652	6.83	6.95	7.06
<i>Gender</i>				
Male	348	6.72	6.88	7.05
Female	375	6.79	6.94	7.08
City of Darebin	731	6.79	6.91	7.02

Governance and leadership

The *Community Survey* includes satisfaction with six aspects of governance and leadership.

Satisfaction with these six aspects can best be summarized as follows:

- ⊗ **Very Good** – for meeting the needs of the multicultural community and efforts to provide services that are inclusive of LGBTIQ residents.
- ⊗ **Good** – for each of Council’s performance in communicating its programs and services, making decisions in the interests of the community, lobbying and representations on key issues, and community consultation and engagement.



It is observed that more than three-quarters of respondents were satisfied (rating satisfaction from six to ten) with each of the six aspects of governance and leadership, and more than four-fifths were satisfied with five of the six aspects, with the exception of community consultation and engagement.

Attention is drawn to the fact that 10.2% of respondents were dissatisfied with Council’s community consultation and engagement, and that less than ten percent were dissatisfied with each of the remaining five aspects.

Satisfaction with aspects of governance and leadership
Darebin City Council - 2014-2015 Annual Community Survey
(Number and percent of total respondents)

<i>Service</i>	<i>Dissatisfied (0 - 4)</i>	<i>Neutral (5)</i>	<i>Satisfied (6 - 10)</i>	<i>Can't say</i>
Meeting multicultural needs	2.8%	3.7%	93.5%	169
Communicating programs & services	4.5%	9.5%	85.9%	91
Community consultation & engagement	10.2%	10.8%	79.1%	159
Efforts to provide services to LGBTIQ residents	3.2%	4.4%	92.4%	380
Making decisions in interests of community	7.0%	8.5%	84.5%	169
Lobbying & representations on key issues	6.2%	10.9%	82.9%	233

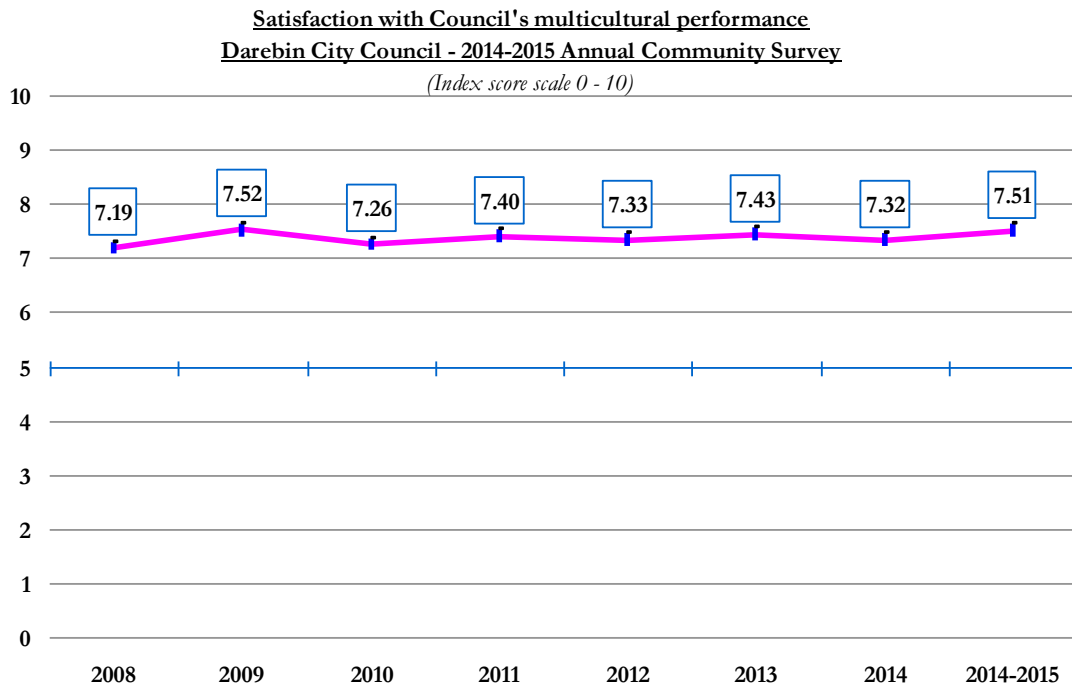
Meeting the needs of the multicultural community

Respondents were asked:

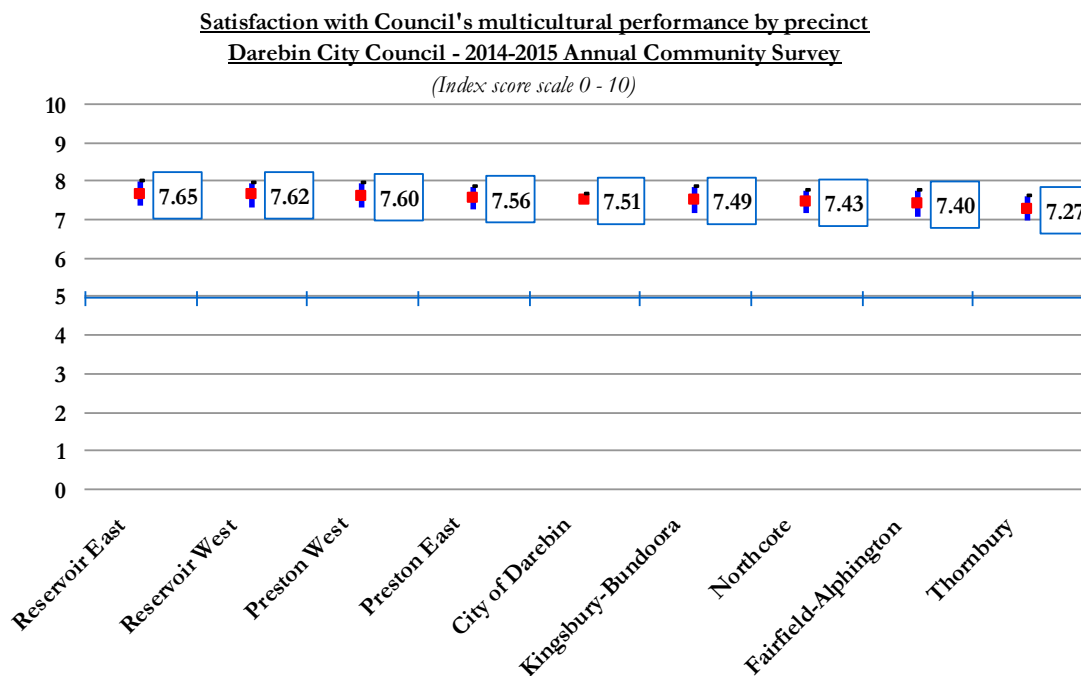
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council’s performance in meeting the needs of the multicultural community?”

Satisfaction with Council’s performance in meeting the needs of the multicultural community increased 2.5% to 7.51, although it remains at a level best categorised as “very good”.

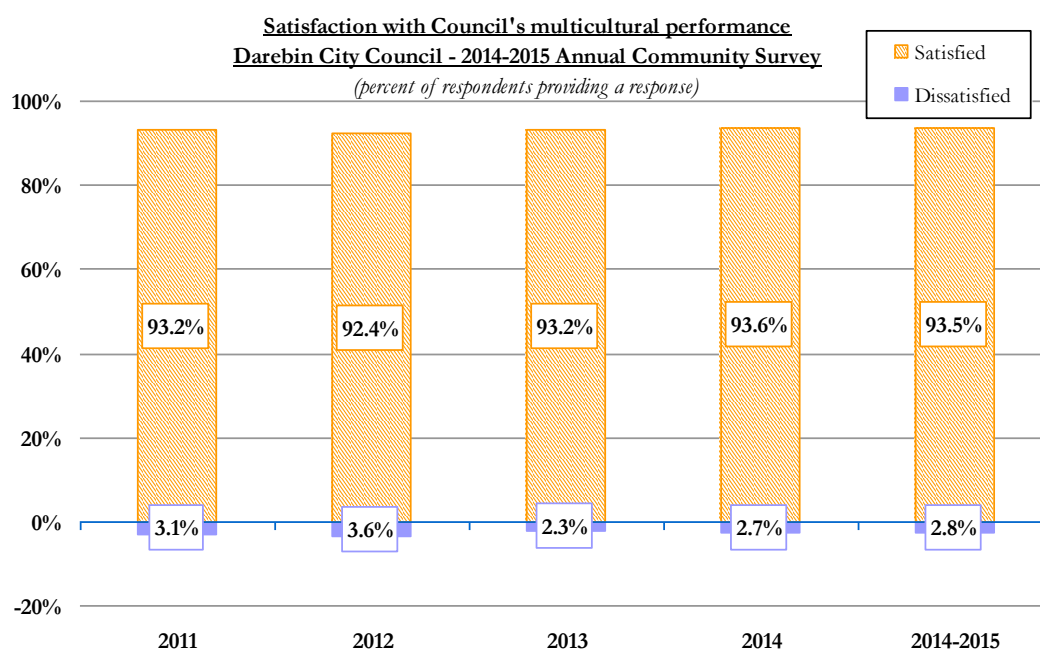
Satisfaction with this aspect of governance and leadership has been categorised as “very good” each year since 2009.



There was no measurable variation in satisfaction with this aspect of governance and leadership across the eight precincts comprising the City of Darebin, with respondents from each of the eight precincts rating satisfaction at a level categorised as “very good”.



Consistent with the results recorded each year since 2011, more than ninety percent of respondents providing a response were satisfied with Council’s performance meeting the needs of the multicultural community. In 2014-15, less than three percent of respondents were dissatisfied with this aspect of governance and leadership.



Satisfaction with this aspect of governance and leadership increased in seven of the eight precincts comprising the City of Darebin, with satisfaction in Kingsbury-Bundoora remaining the same as in 2014. None of the increases were statistically significant.

Satisfaction with Council's multicultural performance
Darebin City Council - 2014-2015 Annual Community Survey

(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Reservoir East	2010	93	6.89	7.12	7.35
	2011	92	7.21	7.50	7.79
	2012	78	6.50	6.92	7.35
	2013	78	7.21	7.50	7.79
	2014	72	6.98	7.29	7.61
	2014-2015	81	7.32	7.65	7.99
Reservoir West	2010	88	7.21	7.48	7.75
	2011	95	7.03	7.38	7.73
	2012	84	6.87	7.23	7.58
	2013	77	7.26	7.58	7.91
	2014	74	7.03	7.39	7.76
	2014-2015	79	7.30	7.62	7.94
Preston West	2010	79	6.47	6.79	7.09
	2011	70	6.76	7.12	7.48
	2012	79	7.31	7.67	8.03
	2013	87	7.17	7.45	7.73
	2014	79	6.88	7.27	7.65
	2014-2015	78	7.29	7.60	7.92
Preston East	2010	82	6.66	6.96	7.27
	2011	59	7.06	7.413	7.77
	2012	72	7.46	7.75	8.04
	2013	70	6.91	7.20	7.49
	2014	78	6.95	7.33	7.72
	2014-2015	84	7.27	7.56	7.85
Kingsbury-Bundoora	2010	79	6.83	7.14	7.45
	2011	32	6.89	7.32	7.75
	2012	81	6.70	7.05	7.40
	2013	87	7.40	7.76	8.12
	2014	69	7.20	7.49	7.79
	2014-2015	78	7.14	7.49	7.83
Northcote	2010	82	7.18	7.43	7.68
	2011	83	7.27	7.46	7.65
	2012	80	7.18	7.44	7.69
	2013	54	6.76	7.22	7.69
	2014	69	7.05	7.33	7.62
	2014-2015	77	7.15	7.43	7.71
Fairfield-Alphington	2010	77	7.13	7.39	7.65
	2011	31	6.95	7.449	7.95
	2012	71	6.81	7.17	7.52
	2013	73	6.56	6.89	7.22
	2014	70	6.99	7.39	7.78
	2014-2015	76	7.04	7.40	7.75
Thornbury	2010	85	7.18	7.55	7.92
	2011	76	7.09	7.49	7.89
	2012	70	7.22	7.54	7.86
	2013	77	7.30	7.57	7.84
	2014	65	6.85	7.19	7.52
	2014-2015	79	6.96	7.27	7.57

There was no statistically significant variation in satisfaction with this aspect of governance and leadership by respondent profile.

Satisfaction with Council's multicultural performance
Darebin City Council - 2014-2015 Annual Community Survey
(Number and index score 0 - 10)

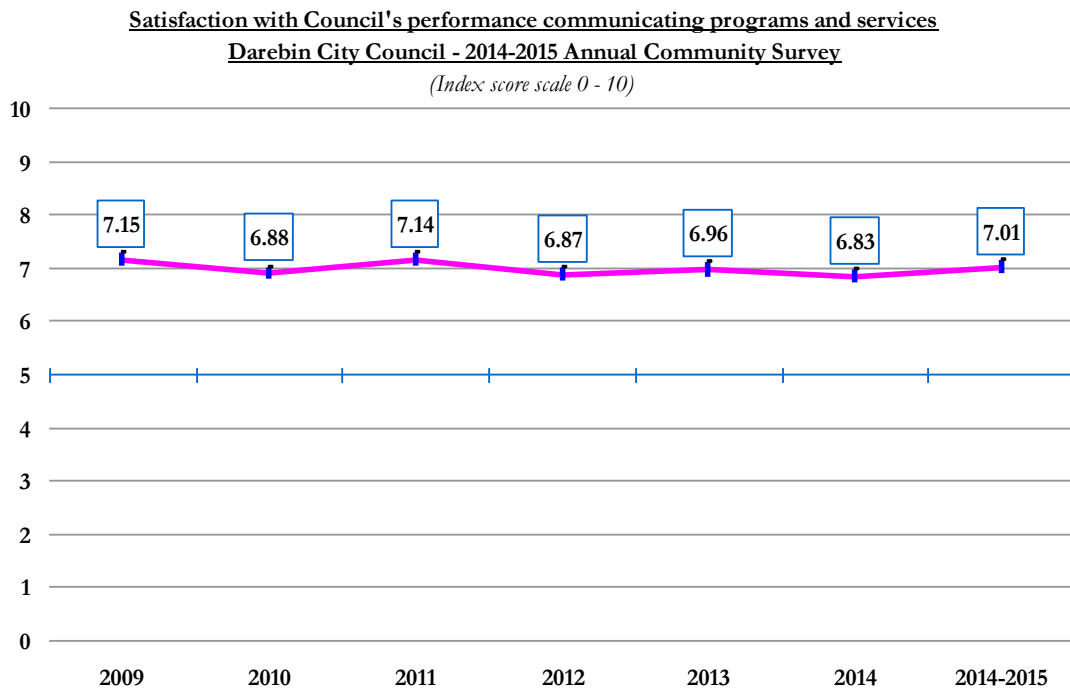
<i>Variable</i>	<i>Number</i>	<i>2014-2015</i>		
		<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	15	5.99	7.25	8.51
20 - 35 yrs	174	7.43	7.66	7.88
36 - 45 yrs	164	7.38	7.57	7.77
46 - 60 yrs	164	7.04	7.26	7.48
61 - 75 yrs	89	7.22	7.49	7.75
76 yrs and over	19	6.75	7.66	8.57
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	39	7.33	7.81	8.29
Two parent family (5 to 12 yrs)	41	7.03	7.41	7.79
Two parent family (13 to 18 yrs)	25	6.88	7.33	7.77
Two parent family (adult children only)	37	6.44	6.99	7.54
One parent family (0 to 4 yrs)	2	0.00	7.43	10.00
One parent family (5 to 12 yrs)	4	4.97	6.72	8.46
One parent family (13 to 18 yrs)	2	0.00	8.50	10.00
One parent family (adult children only)	5	7.26	7.83	8.39
Group household	32	6.77	7.35	7.92
Sole person household	25	6.91	7.38	7.84
Couple only household	89	7.04	7.34	7.63
<i>Housing situation</i>				
Own this home	281	7.22	7.39	7.55
Mortgage	127	7.22	7.45	7.67
Renting this home	184	7.58	7.77	7.97
Renting from Office of Housing	24	7.28	7.85	8.41
<i>Period of residence</i>				
Less than one year	64	7.37	7.76	8.14
One to less than five years	157	7.35	7.57	7.79
Five to less than ten years	110	7.25	7.52	7.78
Ten years or more	297	7.24	7.40	7.56
<i>Non-English speaking background</i>				
English speaking	386	7.38	7.51	7.64
Non-English speaking	236	7.29	7.49	7.70
<i>Disability</i>				
Yes	56	6.89	7.29	7.68
No	570	7.40	7.51	7.63
<i>Gender</i>				
Male	298	7.25	7.43	7.60
Female	327	7.41	7.56	7.77
City of Darebin	631	7.39	7.51	7.62

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?”

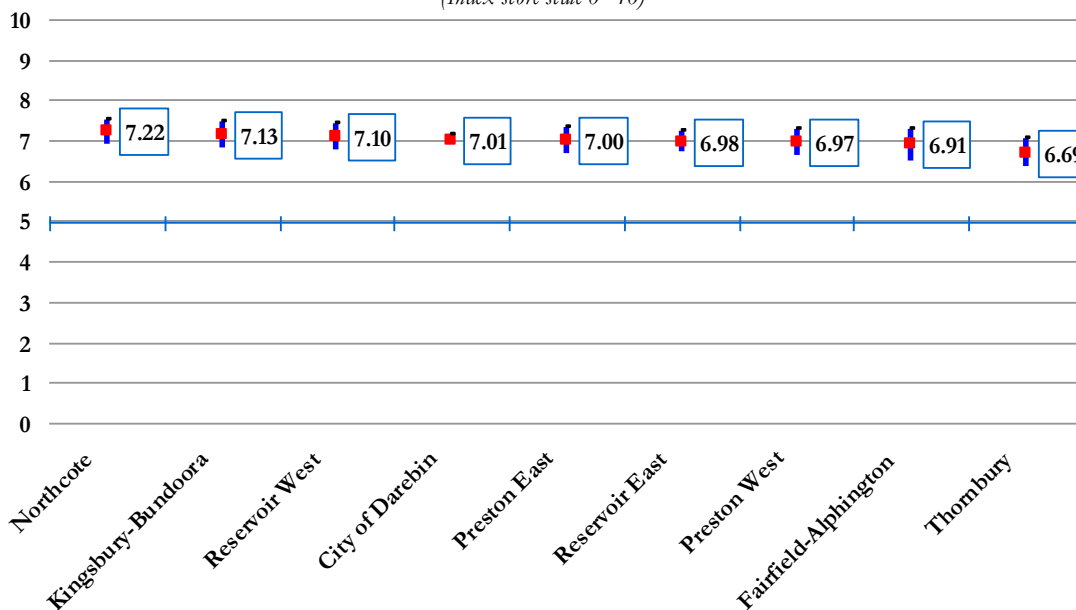
Satisfaction with Council’s performance in communicating its programs and services increased 2.6% in 2014-15, although this increase was not statistically significant. Satisfaction remains at a level best categorised as “good”, the same categorisation this aspect of governance and leadership has obtained each year since 2009.



There was no measurable variation in satisfaction with this aspect of governance and leadership across the eight precincts comprising the City of Darebin. It is noted that respondents in each of the eight precincts rating satisfaction at levels best categorised as “good”.

Satisfaction with performance communicating programs & services by precinct
Darebin City Council - 2014-2015 Annual Community Survey

(Index score scale 0 - 10)

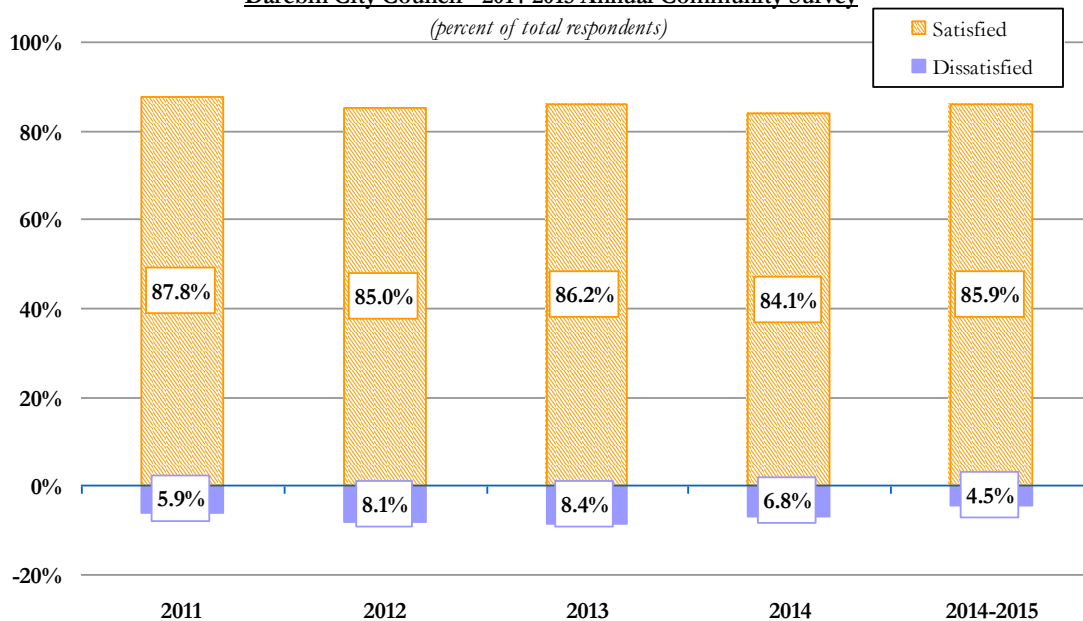


Consistent with the results recorded in previous years, more than four-fifths of respondents were satisfied (rating satisfaction six to ten) with this aspect of governance and leadership.

In 2014-15, less than five percent of respondents providing a response were dissatisfied with Councils performance communicating its programs and services.

Satisfaction with performance communicating programs & services
Darebin City Council - 2014-2015 Annual Community Survey

(percent of total respondents)



Satisfaction with this aspect of governance and leadership increased in each of the eight precincts comprising the City of Darebin. None of these increases were statistically significant.

Satisfaction with Council's performance communicating programs & services
Darebin City Council - 2014-2015 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Northcote	2010	87	6.73	7.05	7.36
	2011	117	6.89	7.15	7.4
	2012	93	6.73	6.99	7.25
	2013	87	6.33	6.71	7.10
	2014	82	6.47	6.82	7.16
	2014-2015	92	6.90	7.22	7.53
Kingsbury-Bundoora	2010	93	6.4	6.74	7.09
	2011	35	6.04	6.68	7.32
	2012	89	6.59	6.92	7.25
	2013	96	6.68	7.14	7.59
	2014	87	6.37	6.74	7.10
	2014-2015	85	6.80	7.13	7.46
Reservoir West	2010	89	6.23	6.62	7.01
	2011	117	6.72	7.06	7.4
	2012	96	6.32	6.68	7.03
	2013	90	6.31	6.74	7.18
	2014	86	6.72	7.08	7.44
	2014-2015	87	6.78	7.10	7.43
Preston East	2010	92	6.6	6.88	7.16
	2011	72	6.47	6.88	7.3
	2012	88	7.12	7.44	7.77
	2013	86	6.94	7.23	7.52
	2014	79	6.51	6.91	7.31
	2014-2015	85	6.69	7.00	7.31
Reservoir East	2010	94	6.9	7.14	7.38
	2011	119	7.16	7.41	7.67
	2012	87	6.28	6.70	7.12
	2013	86	6.72	7.14	7.56
	2014	82	6.58	6.90	7.22
	2014-2015	91	6.71	6.98	7.25
Preston West	2010	90	6.19	6.46	6.72
	2011	73	6.87	7.23	7.59
	2012	88	6.63	7.06	7.49
	2013	93	6.76	7.11	7.45
	2014	91	6.26	6.58	6.91
	2014-2015	89	6.65	6.97	7.28
Fairfield-Alphington	2010	92	6.33	6.70	7.07
	2011	42	6.62	7.20	7.79
	2012	93	6.44	6.76	7.09
	2013	92	6.10	6.48	6.85
	2014	92	6.30	6.66	7.03
	2014-2015	95	6.52	6.91	7.29
Thornbury	2010	87	6.65	7.10	7.56
	2011	96	6.82	7.17	7.53
	2012	91	6.27	6.65	7.03
	2013	89	6.76	7.07	7.37
	2014	77	6.25	6.61	6.97
	2014-2015	85	6.34	6.69	7.05

There was some measurable variation in satisfaction with Council's performance communicating its programs and services, with respondents from households with a member with a disability measurably and significantly less satisfied than average.

Satisfaction with Council's performance communicating programs & services
Darebin City Council - 2014-2015 Annual Community Survey
(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>2014-2015</i>		
		<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	19	6.24	6.95	7.64
20 - 35 yrs	194	6.81	7.05	7.28
36 - 45 yrs	181	6.79	6.99	7.19
46 - 60 yrs	190	6.57	6.79	7.01
61 - 75 yrs	100	6.96	7.28	7.60
76 yrs and over	20	7.00	7.48	7.97
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	43	6.97	7.44	7.90
Two parent family (5 to 12 yrs)	46	6.62	6.99	7.37
Two parent family (13 to 18 yrs)	28	6.40	6.86	7.31
Two parent family (adult children only)	39	6.37	6.85	7.33
One parent family (0 to 4 yrs)	3	6.45	7.57	8.70
One parent family (5 to 12 yrs)	3	4.40	7.46	10.00
One parent family (13 to 18 yrs)	3	3.32	8.00	10.00
One parent family (adult children only)	5	6.48	7.49	8.50
Group household	34	6.03	6.64	7.26
Sole person household	34	6.53	6.97	7.41
Couple only household	104	6.75	7.01	7.27
<i>Housing situation</i>				
Own this home	318	6.74	6.91	7.08
Mortgage	146	6.81	7.05	7.29
Renting this home	205	6.90	7.12	7.33
Renting from Office of Housing	25	7.08	7.59	8.09
<i>Period of residence</i>				
Less than one year	76	6.74	7.09	7.45
One to less than five years	168	6.76	7.01	7.26
Five to less than ten years	121	6.82	7.10	7.38
Ten years or more	340	6.80	6.96	7.11
<i>Non-English speaking background</i>				
English speaking	449	6.88	7.02	7.16
Non-English speaking	248	6.76	6.96	7.16
<i>Disability</i>				
Yes	68	6.00	6.44	6.89
No	634	6.94	7.06	7.17
<i>Gender</i>				
Male	339	6.71	6.88	7.04
Female	363	6.95	7.11	7.27
City of Darebin	709	6.89	7.01	7.12

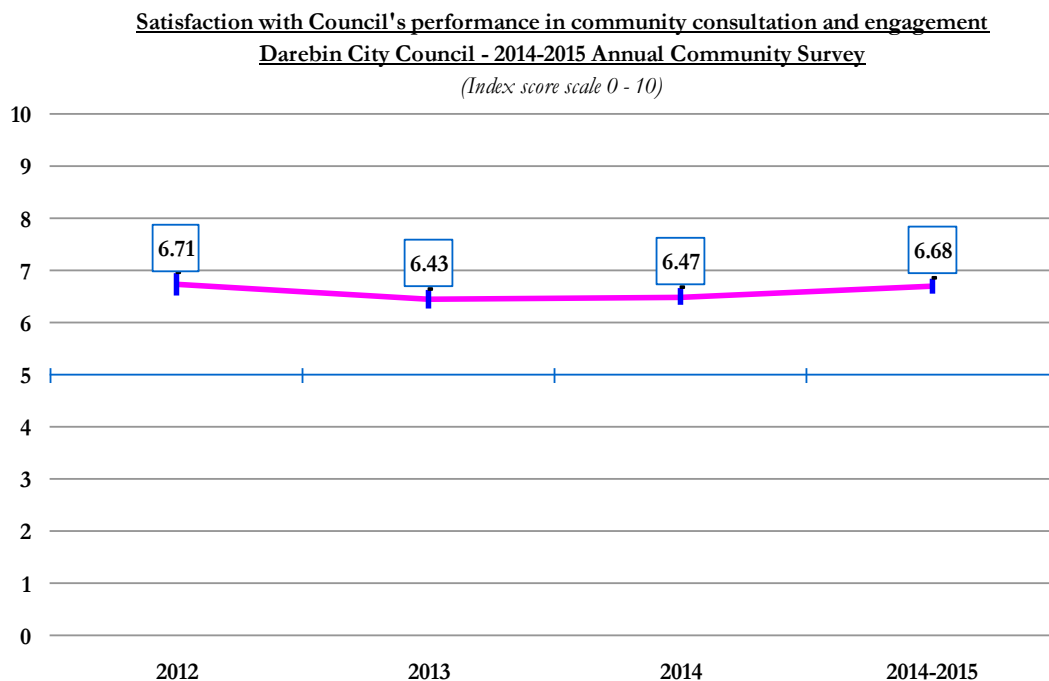
Community consultation and engagement

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?”

Satisfaction with Council’s performance in community consultation and engagement increased for the third consecutive year, up 3.2% to 6.68. This increase in satisfaction is not statistically significant. This level of satisfaction is best categorised as “good”, and is an improvement on the previous categorisation of “solid” that was recorded in 2013 and 2014.

By way of comparison, *Governing Melbourne* in 2015 recorded an average satisfaction with community consultation and engagement across metropolitan Melbourne of 6.56, somewhat, albeit not measurably lower than the Darebin result.

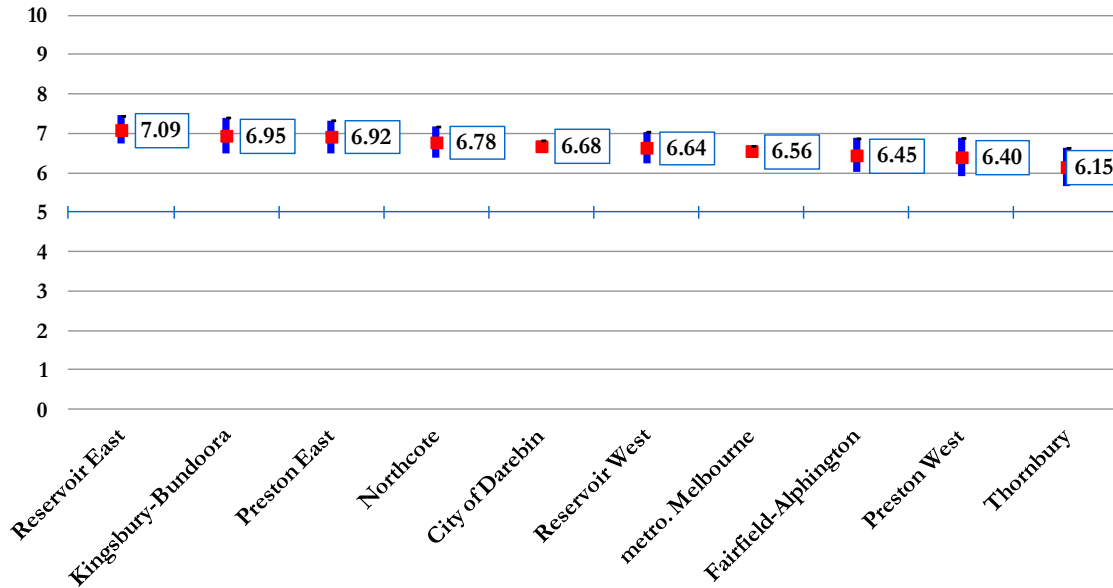


There was no statistically significant variation in satisfaction with this aspect of governance and leadership across the municipality.

Attention is however drawn to Fairfield-Alphington, Preston West and Thornbury, respondents from which rated satisfaction with Council’s performance in community consultation and engagement at levels best categorised as “solid”.

**Satisfaction with Council's performance in community consultation and engagement
Darebin City Council - 2014-2015 Annual Community Survey**

(Index score scale 0 - 10)

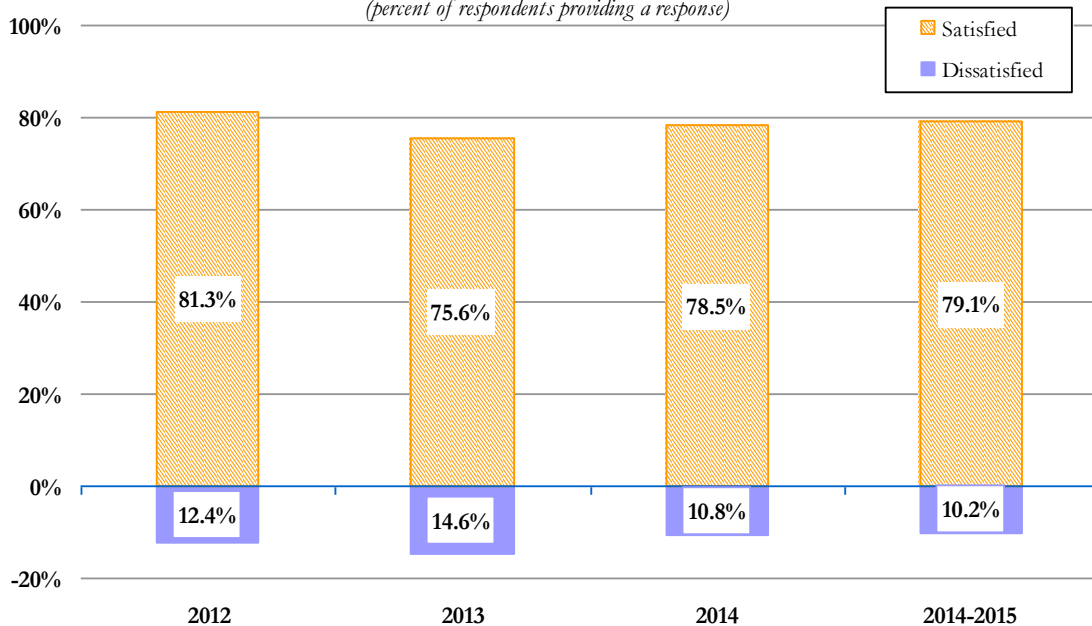


In 2014-15, almost four-fifths of respondents providing a response were satisfied with Council's community consultation and engagement (rating satisfaction from six to ten). As in the previous three calendar years, a little more than ten percent of respondents providing a response were dissatisfied with this aspect of governance and leadership.

Satisfaction with Council's performance in community consultation and engagement

Darebin City Council - 2014-2015 Annual Community Survey

(percent of respondents providing a response)



Satisfaction with this aspect of governance and leadership increased in six of the eight precincts, with respondents from Northcote recording a 1.8% decrease, and respondents from Thornbury reporting a 4.4% decrease. None of these increases or decreases were statistically significant.

Satisfaction with Council's performance in community consultation and engagement
Darebin City Council - 2014-2015 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Reservoir East	2012	40	6.80	7.35	7.90
	2013	75	6.14	6.67	7.19
	2014	73	6.02	6.48	6.94
	2014-2015	86	6.73	7.09	7.45
Kingsbury-Bundoora	2012	43	5.50	6.23	6.97
	2013	83	6.32	6.83	7.34
	2014	77	6.03	6.52	7.01
	2014-2015	76	6.49	6.95	7.41
Preston East	2012	40	5.87	6.53	7.18
	2013	84	6.28	6.70	7.12
	2014	70	6.10	6.53	6.96
	2014-2015	77	6.50	6.92	7.34
Northcote	2012	45	6.03	6.60	7.17
	2013	79	5.34	5.89	6.44
	2014	67	6.54	6.90	7.25
	2014-2015	77	6.38	6.78	7.18
Reservoir West	2012	50	6.52	7.18	7.84
	2013	76	5.88	6.38	6.89
	2014	78	6.01	6.42	6.84
	2014-2015	81	6.23	6.64	7.05
Fairfield-Alphington	2012	45	5.35	5.96	6.56
	2013	87	5.57	6.01	6.45
	2014	81	5.74	6.16	6.58
	2014-2015	87	6.01	6.45	6.88
Preston West	2012	37	6.11	6.78	7.46
	2013	81	5.95	6.41	6.87
	2014	76	5.65	6.12	6.59
	2014-2015	75	5.91	6.40	6.89
Thornbury	2012	42	5.24	5.88	6.52
	2013	89	6.15	6.62	7.08
	2014	70	5.96	6.43	6.89
	2014-2015	78	5.67	6.15	6.64

There was no statistically significant variation in satisfaction with Council's performance in community consultation and engagement by respondent profile. That said, attention is drawn to the following:

- ⊗ The somewhat, albeit not measurably, lower than average satisfaction of middle-aged respondents.
- ⊗ The somewhat, albeit not measurably, higher than average satisfaction of respondents renting from the Office of Housing.
- ⊗ The somewhat, albeit not measurably, higher than average satisfaction of respondents resident in the municipality for one to less than five years.

Satisfaction with Council's performance in community consultation and engagement
Darebin City Council - 2014-2015 Annual Community Survey

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>2014-2015</i>		
		<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	17	5.67	6.61	7.55
20 - 35 yrs	180	6.69	6.95	7.22
36 - 45 yrs	160	6.32	6.63	6.93
46 - 60 yrs	166	5.95	6.27	6.59
61 - 75 yrs	98	6.42	6.80	7.18
76 yrs and over	16	6.59	7.38	8.17
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	42	6.44	7.05	7.67
Two parent family (5 to 12 yrs)	43	6.02	6.55	7.07
Two parent family (13 to 18 yrs)	23	5.74	6.53	7.32
Two parent family (adult children only)	35	5.50	6.28	7.06
One parent family (0 to 4 yrs)	2	5.17	8.19	10.00
One parent family (5 to 12 yrs)	3	2.14	7.79	10.00
One parent family (13 to 18 yrs)	5	5.99	8.18	10.00
One parent family (adult children only)	29	6.02	6.73	7.45
Group household	35	5.50	6.13	6.76
Sole person household	86	6.44	6.79	7.15
Couple only household	4	0.00	5.06	10.00
<i>Housing situation</i>				
Own this home	288	6.15	6.40	6.64
Mortgage	138	6.57	6.89	7.21
Renting this home	182	6.67	6.92	7.18
Renting from Office of Housing	22	6.81	7.29	7.78
<i>Period of residence</i>				
Less than one year	75	6.27	6.64	7.00
One to less than five years	147	6.81	7.10	7.38
Five to less than ten years	104	6.43	6.82	7.21
Ten years or more	311	6.21	6.44	6.67
<i>Non-English speaking background</i>				
English speaking	400	6.47	6.66	6.84
Non-English speaking	230	6.48	6.74	7.01
<i>Disability</i>				
Yes	63	5.84	6.38	6.92
No	571	6.54	6.70	6.85
<i>Gender</i>				
Male	303	6.38	6.60	6.82
Female	333	6.53	6.74	6.94
City of Darebin	641	6.53	6.68	6.83

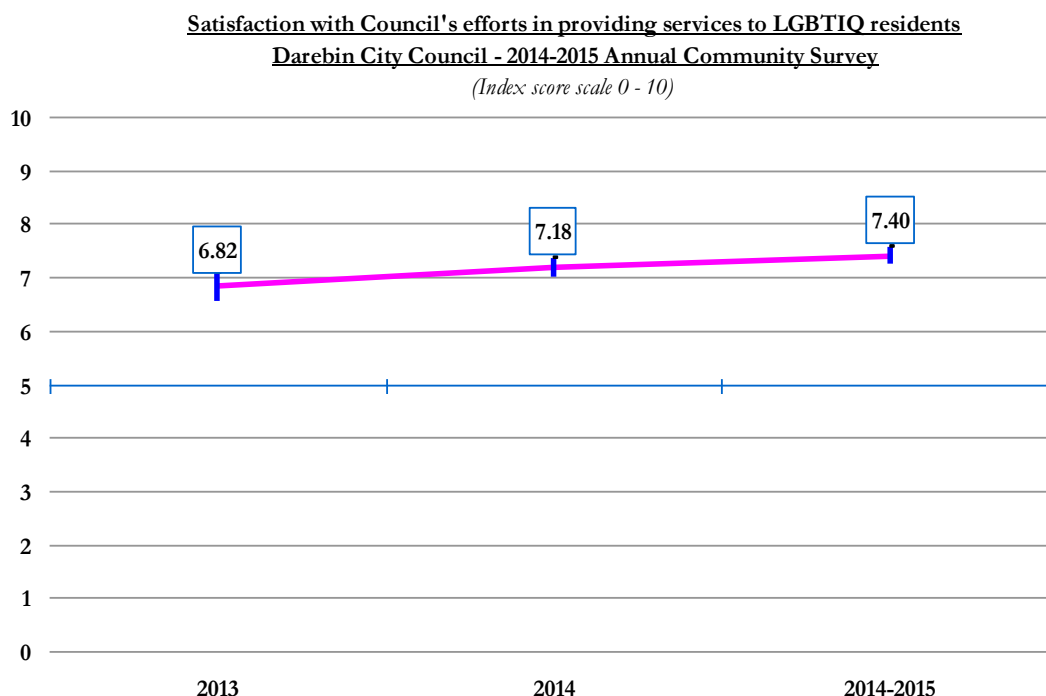
Providing services to LGBTIQ

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 efforts to provide services that are inclusive of lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) residents?”

Satisfaction with Council’s efforts to provide services that are inclusive of LGBTIQ residents increased for the third consecutive year in 2014-15, up 3.1% to 7.40.

This result is at a level best categorised as “very good”, an improvement over the previous categorisation of “good” in both 2013 and 2014.

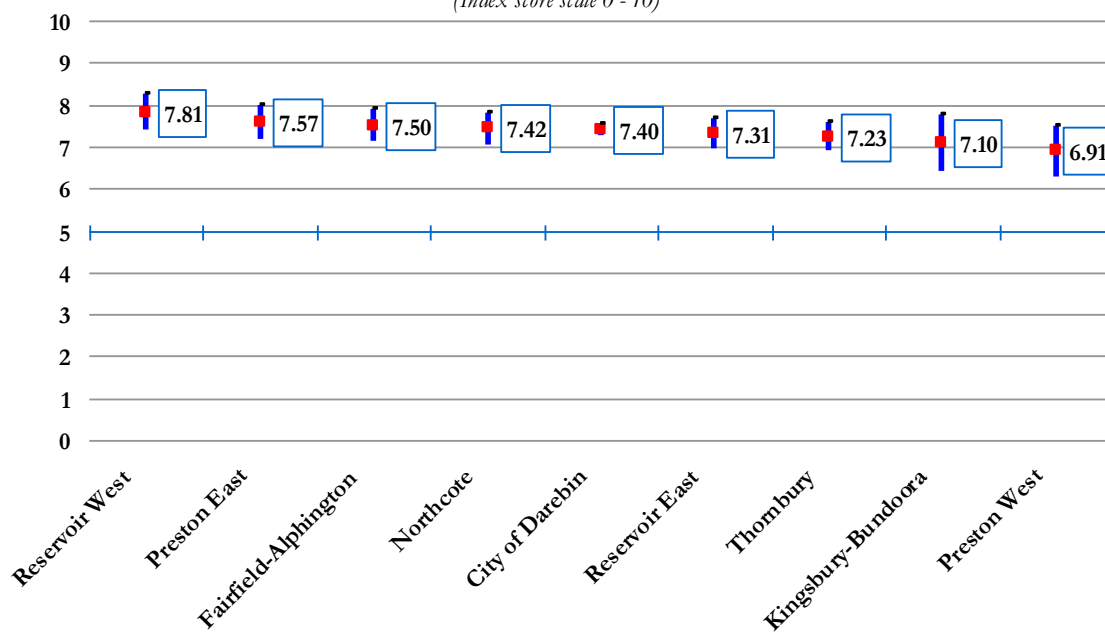


Although there was no statistically significant variation in satisfaction with this aspect of governance and leadership recorded across the eight precincts comprising the City of Darebin, attention is drawn to the following:

- ⊗ Respondents from Reservoir West rated satisfaction somewhat, albeit not measurably higher than average, and at a level best categorised as “excellent”.
- ⊗ Respondents from Thornbury, Kingsbury-Bundoora and most particularly Preston West rated satisfaction somewhat, albeit not measurably lower than average, at levels best categorised as “good”.

**Satisfaction with Council's efforts in providing services to LGBTIQ residents
Darebin City Council - 2014-2015 Annual Community Survey**

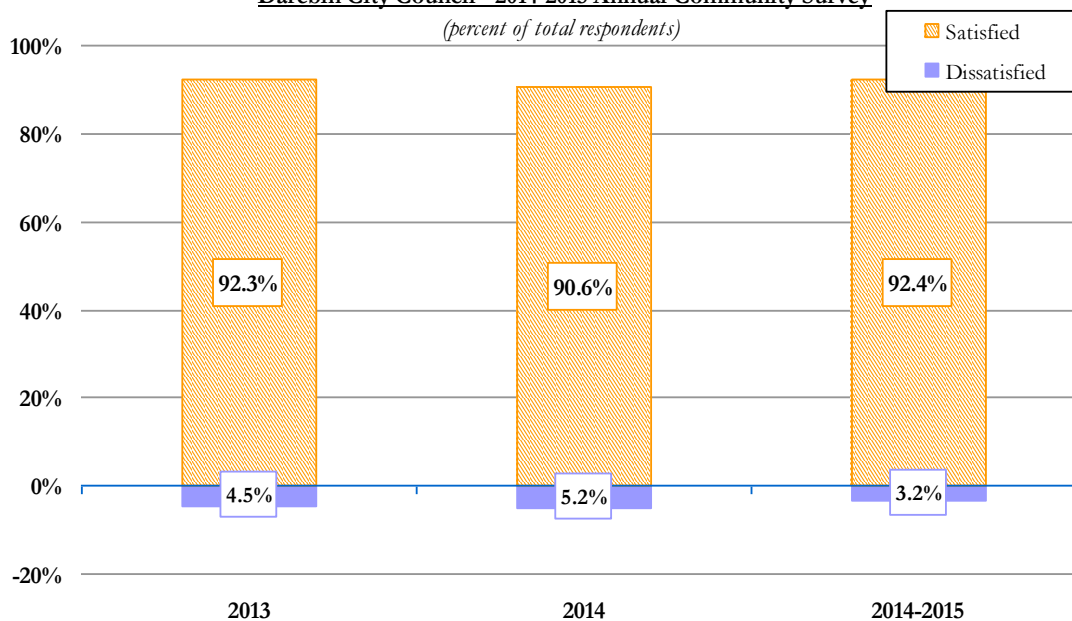
(Index score scale 0 - 10)



As in the two previous calendar years, more than ninety percent of respondents providing a response were satisfied with this aspect of governance and leadership. In 2014-15, less than five percent of respondents were dissatisfied with this aspect of governance and leadership.

**Satisfaction with Council's efforts in providing services to LGBTIQ residents
Darebin City Council - 2014-2015 Annual Community Survey**

(percent of total respondents)



Satisfaction with Councils efforts in providing services to LGBTIQ residents increased in Reservoir West, Reservoir East, Thornbury, Kingsbury-Bundoora and Preston West, and declined in Fairfield-Alphington and Northcote. None of these increases or decreases were statistically significant.

Satisfaction with Council's efforts in providing services to LGBTIQ residents

Darebin City Council - 2014-2015 Annual Community Survey

(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Reservoir West	2013	9	5.46	6.00	6.54
	2014	42	6.67	7.38	8.09
	2014-2015	53	7.38	7.81	8.24
Preston East	2013	18	6.95	7.28	7.61
	2014	46	7.14	7.57	7.99
	2014-2015	58	7.16	7.57	7.98
Fairfield-Alphington	2013	12	5.86	6.83	7.80
	2014	48	7.16	7.54	7.92
	2014-2015	56	7.12	7.50	7.88
Northcote	2013	11	5.82	6.73	7.63
	2014	35	7.05	7.46	7.86
	2014-2015	45	7.03	7.42	7.81
Reservoir East	2013	5	6.92	7.60	8.28
	2014	42	6.49	7.02	7.56
	2014-2015	59	6.94	7.31	7.67
Thornbury	2013	14	6.45	6.93	7.41
	2014	58	6.72	7.05	7.38
	2014-2015	60	6.89	7.23	7.57
Kingsbury-Bundoora	2013	12	6.64	7.25	7.86
	2014	34	6.25	6.79	7.34
	2014-2015	40	6.43	7.10	7.77
Preston West	2013	11	4.35	6.09	7.83
	2014	50	5.95	6.60	7.25
	2014-2015	43	6.30	6.91	7.51

There was no statistically significant variation in satisfaction with Council's efforts in providing services that are inclusive of LGBTIQ residents by respondent profile.

Satisfaction with Council's efforts in providing services to LGBTIQ residents

Darebin City Council - 2014-2015 Annual Community Survey

(Number and index score 0 - 10)

Variable	Number	2014-2015		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	13	7.26	8.14	9.01
20 - 35 yrs	120	7.20	7.51	7.82
36 - 45 yrs	110	6.95	7.25	7.55
46 - 60 yrs	105	6.92	7.21	7.51
61 - 75 yrs	60	7.30	7.60	7.90
76 yrs and over	12	7.29	7.93	8.57
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	20	7.07	7.66	8.24
Two parent family (5 to 12 yrs)	25	6.60	7.20	7.80
Two parent family (13 to 18 yrs)	18	6.90	7.43	7.97
Two parent family (adult children only)	25	7.22	7.90	8.58
One parent family (0 to 4 yrs)	2	4.96	7.21	10.00
One parent family (5 to 12 yrs)	3	5.43	7.48	9.53
One parent family (13 to 18 yrs)	3	6.02	7.30	8.59
One parent family (adult children only)	4	5.20	6.89	8.57
Group household	21	6.76	7.66	8.55
Sole person household	20	6.59	7.34	8.09
Couple only household	63	6.62	7.11	7.60
<i>Housing situation</i>				
Own this home	189	7.20	7.42	7.63
Mortgage	84	6.97	7.29	7.61
Renting this home	126	7.18	7.47	7.76
Renting from Office of Housing	13	7.21	7.97	8.72
<i>Period of residence</i>				
Less than one year	45	6.92	7.44	7.96
One to less than five years	100	7.13	7.46	7.79
Five to less than ten years	72	6.75	7.15	7.55
Ten years or more	200	7.28	7.47	7.66
<i>Non-English speaking background</i>				
English speaking	265	7.11	7.29	7.46
Non-English speaking	148	7.36	7.62	7.89
<i>Disability</i>				
Yes	37	6.32	6.95	7.57
No	380	7.31	7.46	7.62
<i>Gender</i>				
Male	204	7.35	7.54	7.72
Female	214	7.06	7.29	7.51
City of Darebin	420	7.26	7.40	7.55

Making decisions in the interests of the community

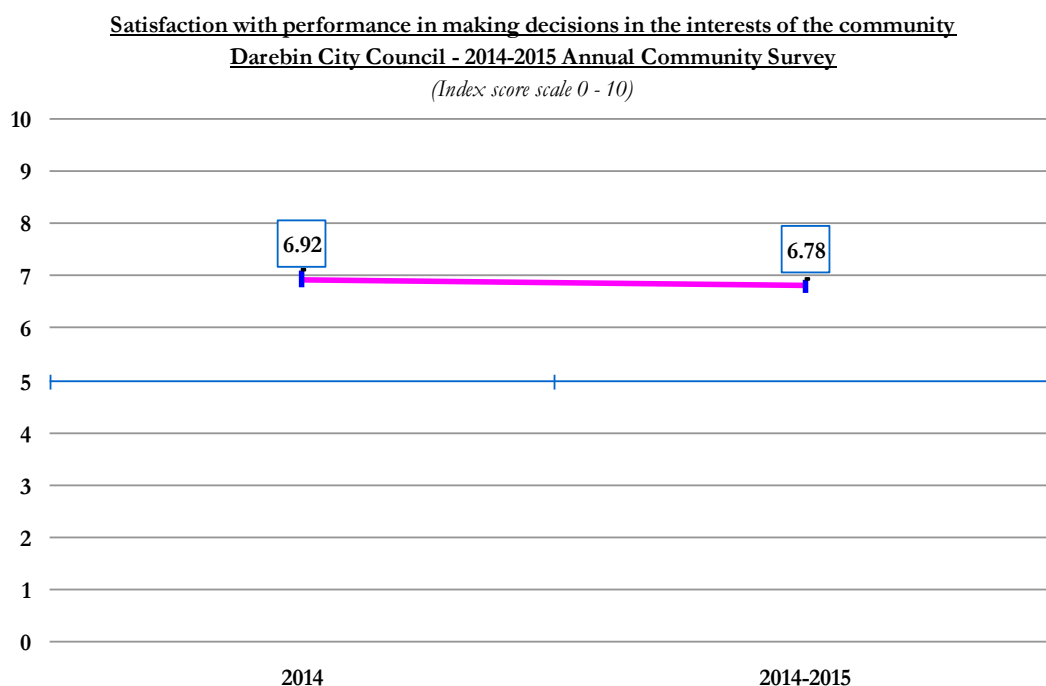
Respondents were asked:

“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 very marginally in 2014-15 over the calendar 2014 results, declining less than one percent to 6.78.

This level of satisfaction remains best categorised as “good”.

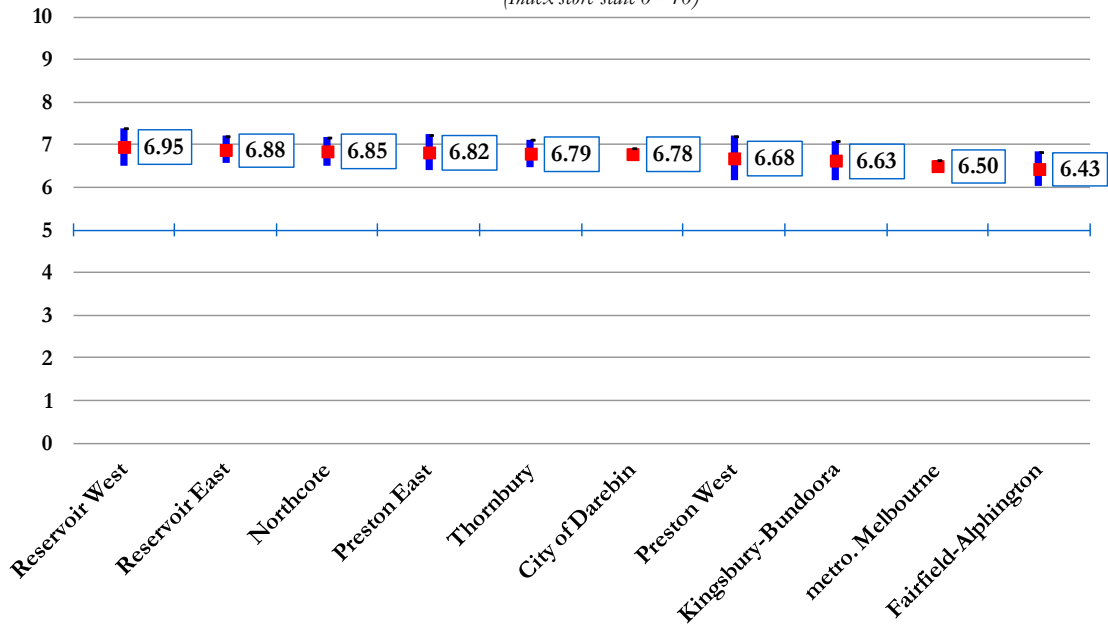
By way of comparison, *Governing Melbourne* in 2015 recorded an average satisfaction with Councils’ performance making decisions in the interests of the community across metropolitan Melbourne of 6.50. This result is somewhat, albeit not measurably lower than the Darebin result.



Satisfaction with this aspect of governance and leadership was remarkably similar across the eight precincts comprising the City of Darebin, although it is observed that respondents from Fairfield-Alphington rated satisfaction very marginally, but not measurably lower than average at a level best categorised as “solid”.

**Satisfaction with performance in making decisions in the interests of the community
Darebin City Council - 2014-2015 Annual Community Survey**

(Index score scale 0 - 10)

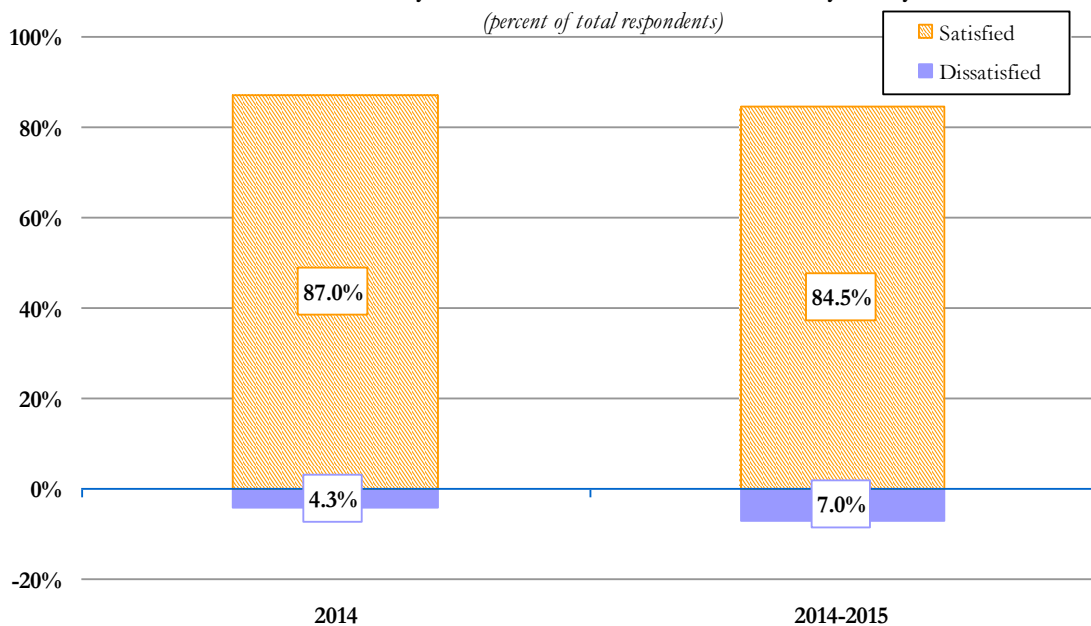


Similar to the result recorded in calendar 2014, more than four-fifths of respondents providing a response were satisfied with this aspect of governance and leadership (rating satisfaction six to ten).

In 2014-15, seven percent of respondents providing a response were dissatisfied with Council's performance making decisions in the interests of the community.

**Satisfaction with performance in making decisions in the interests of the community
Darebin City Council - 2014-2015 Annual Community Survey**

(percent of total respondents)



Satisfaction with this aspect of governance and leadership declined in seven of the eight precincts comprising the City of Darebin, with respondents from Preston West increasing 8.8% to 6.68. None of these increases or decreases were statistically significant.

Satisfaction with performance in making decisions in the interests of the community
Darebin City Council - 2014-2015 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Reservoir West	2014	37	6.54	7.14	7.73
	2014-2015	80	6.51	6.95	7.39
Reservoir East	2014	46	6.63	7.00	7.37
	2014-2015	91	6.56	6.88	7.20
Northcote	2014	34	6.59	6.91	7.24
	2014-2015	78	6.52	6.85	7.17
Preston East	2014	35	6.23	6.86	7.49
	2014-2015	78	6.41	6.82	7.23
Thornbury	2014	38	6.93	7.29	7.65
	2014-2015	72	6.46	6.79	7.12
Preston West	2014	36	5.37	6.14	6.91
	2014-2015	66	6.16	6.68	7.20
Kingsbury-Bundoora	2014	35	6.16	6.74	7.32
	2014-2015	73	6.17	6.63	7.09
Fairfield-Alphington	2014	42	6.23	6.67	7.11
	2014-2015	81	6.04	6.43	6.83

There was relatively little meaningful variation in satisfaction with this aspect of governance and leadership by respondent profile, although attention is drawn to the following:

- ⊗ Middle-aged respondents were somewhat, albeit not measurably less satisfied than the average, rating satisfaction at a level best categorised as “solid”.
- ⊗ Respondents renting from the Office of Housing were notably more satisfied than the municipal average, rating satisfaction at a level best categorised as “very good”.

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

Darebin City Council - 2014-2015 Annual Community Survey

(Number and index score 0 - 10)

Variable	Number	2014-2015		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	17	6.07	6.84	7.61
20 - 35 yrs	168	6.90	7.13	7.35
36 - 45 yrs	159	6.44	6.73	7.02
46 - 60 yrs	167	6.03	6.30	6.58
61 - 75 yrs	96	6.60	6.65	7.31
76 yrs and over	19	6.57	7.25	7.92
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	37	6.54	7.10	7.65
Two parent family (5 to 12 yrs)	41	6.52	7.00	7.48
Two parent family (13 to 18 yrs)	25	6.03	6.72	7.41
Two parent family (adult children only)	35	6.20	6.65	7.09
One parent family (0 to 4 yrs)	na	na	na	na
One parent family (5 to 12 yrs)	4	6.32	7.35	8.38
One parent family (13 to 18 yrs)	3	5.66	8.00	10.00
One parent family (adult children only)	3	6.48	7.63	8.78
Group household	31	6.85	7.27	7.69
Sole person household	37	5.80	6.50	7.19
Couple only household	83	6.70	7.00	7.30
<i>Housing situation</i>				
Own this home	284	6.34	6.56	6.77
Mortgage	133	6.42	6.71	7.00
Renting this home	177	6.97	7.17	7.37
Renting from Office of Housing	24	6.89	7.46	8.02
<i>Period of residence</i>				
Less than one year	70	6.78	7.05	7.33
One to less than five years	140	6.78	7.05	7.32
Five to less than ten years	107	6.62	6.98	7.33
Ten years or more	311	6.33	6.53	6.74
<i>Non-English speaking background</i>				
English speaking	385	6.59	6.75	6.91
Non-English speaking	237	6.61	6.86	7.11
<i>Disability</i>				
Yes	63	5.90	6.35	6.79
No	562	6.68	6.83	6.97
<i>Gender</i>				
Male	309	6.64	6.83	7.02
Female	316	6.53	6.73	6.92
City of Darebin	631	6.65	6.78	6.92

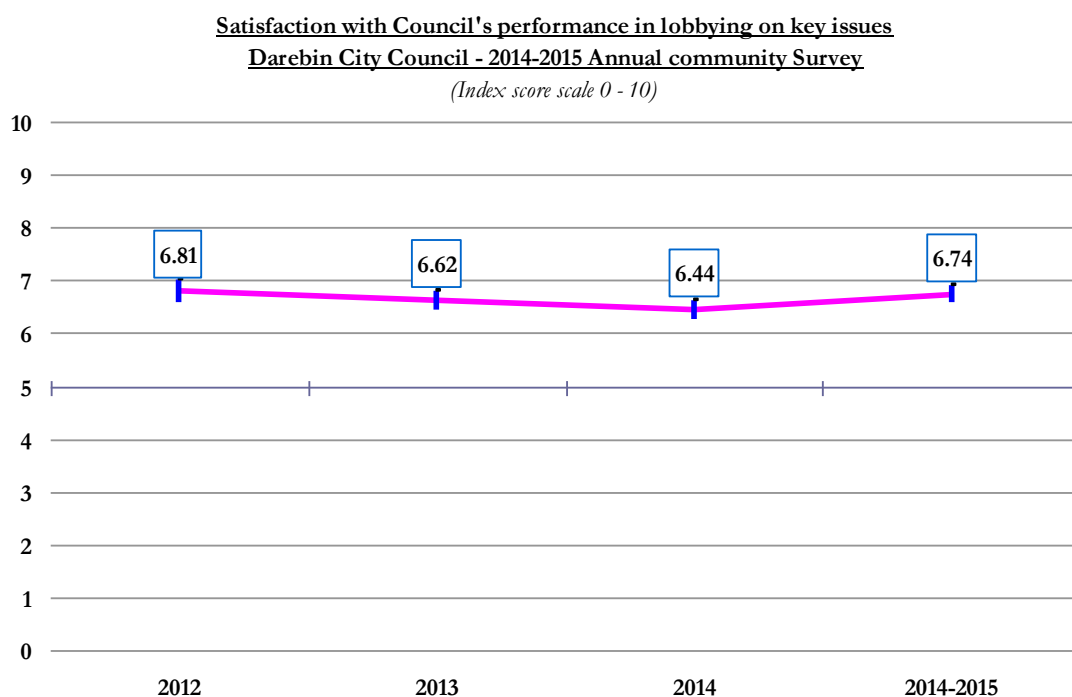
Lobbying and making representation on key issues

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?”

Satisfaction with Council’s performance in lobbying and making representations on key issues that affect the local community increased 6.6% in 2014-15 to 6.74. This satisfaction score is at a level best categorised as “good”, an improvement over the categorisation of “solid” recorded in calendar 2014.

By way of comparison, *Governing Melbourne* in 2015 included a question asking respondents to rate their satisfaction with “Council’s representation, lobbying and advocacy”. The metropolitan Melbourne average for this aspect was 6.57, somewhat, albeit not measurably lower than the Darebin result for the slightly differently worded question.

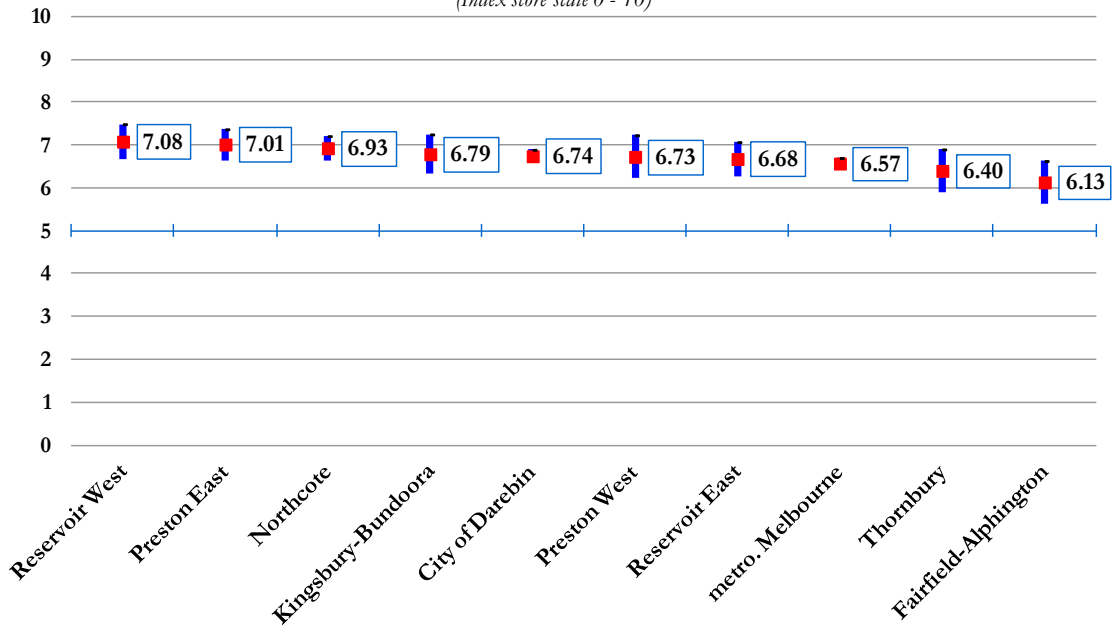


There was some variation in satisfaction with Council’s performance in lobbying and making representations on key issues across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ Respondents from Fairfield-Alphington rated satisfaction measurably and significantly lower than average at a level best categorised as “solid”.
- ⊗ Respondents from Thornbury rated satisfaction somewhat, albeit not measurably lower than average, at a level best categorised as “solid”.

Satisfaction with Council's performance in lobbying on key issues by precinct
Darebin City Council - 2014-2015 Annual Community Survey

(Index score scale 0 - 10)

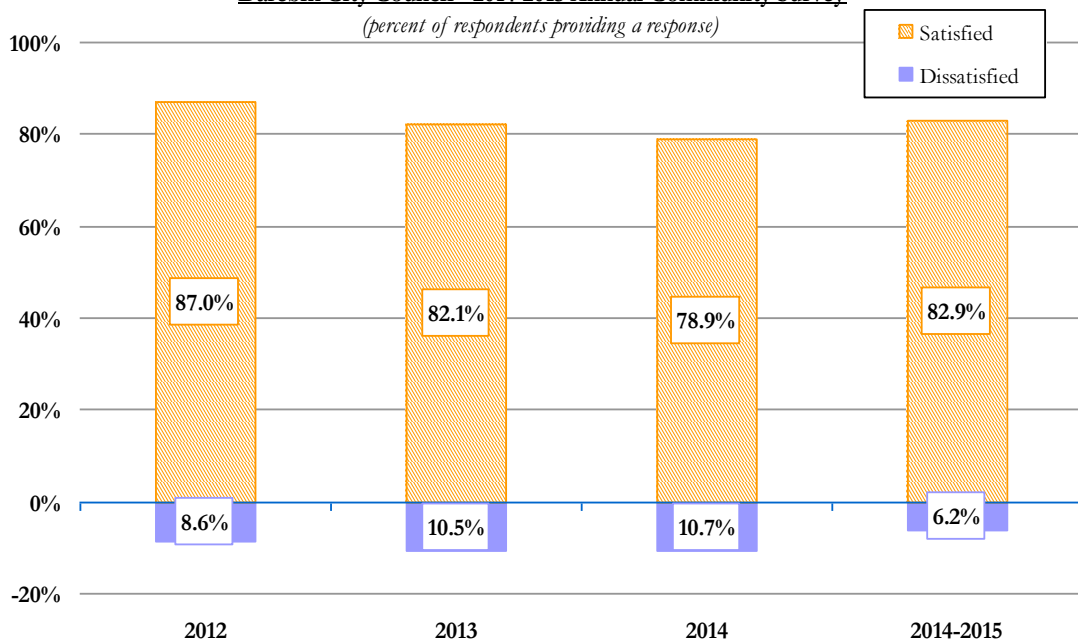


Consistent with the results recorded in previous calendar years, approximately four-fifths of respondents providing a response were satisfied with this aspect of governance and leadership (rating satisfaction six to ten).

In 2014-15, less than ten percent of respondents were dissatisfied with Council's performance in lobbying and making representations on key issues that affect the local community.

Satisfaction with Council's performance in lobbying on key issues
Darebin City Council - 2014-2015 Annual Community Survey

(percent of respondents providing a response)



Satisfaction with Council's performance in lobbying and making representations on key issues of importance to the local community increased in each of the eight precincts comprising the City of Darebin. None of these increases were statistically significant.

Satisfaction with Council's performance in lobbying & making representations on key issues
Darebin City Council - 2014-2015 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Reservoir West	2012	37	6.97	7.30	7.62
	2013	67	5.75	6.33	6.90
	2014	67	6.12	6.60	7.07
	2014-2015	74	6.67	7.08	7.49
Preston East	2012	31	5.89	6.68	7.47
	2013	54	6.80	7.07	7.34
	2014	61	6.23	6.64	7.04
	2014-2015	73	6.65	7.01	7.37
Northcote	2012	42	6.25	6.79	7.32
	2013	54	5.57	6.17	6.77
	2014	48	6.32	6.77	7.22
	2014-2015	69	6.64	6.93	7.21
Kingsbury-Bundoora	2012	28	5.86	6.32	6.78
	2013	72	6.33	6.82	7.31
	2014	65	6.23	6.65	7.06
	2014-2015	61	6.32	6.79	7.25
Preston West	2012	33	6.45	7.06	7.67
	2013	70	6.56	6.89	7.21
	2014	69	5.83	6.33	6.84
	2014-2015	62	6.22	6.73	7.23
Reservoir East	2012	34	6.21	6.88	7.55
	2013	55	6.37	6.93	7.49
	2014	70	5.79	6.27	6.75
	2014-2015	83	6.28	6.68	7.07
Thornbury	2012	29	5.48	6.28	7.07
	2013	67	6.18	6.66	7.14
	2014	65	5.81	6.26	6.72
	2014-2015	65	5.90	6.40	6.90
Fairfield-Alphington	2012	39	5.67	6.28	6.90
	2013	68	5.62	6.13	6.64
	2014	61	5.45	5.93	6.42
	2014-2015	69	5.63	6.13	6.63

Although there was no statistically significant variation in satisfaction with this aspect of governance and leadership by respondent profile, attention is drawn to the following:

- ⊗ Middle-aged respondents rated satisfaction somewhat, albeit not measurably lower than average, at a level best categorised as “solid”.
- ⊗ Both private and government rental household respondents rated satisfaction somewhat, albeit not measurably higher than average, with Office of Housing rental respondents rating satisfaction at a level best categorised as “very good”.

Satisfaction with Council's performance in lobbying and making representation

Darebin City Council - 2014-2015 Annual Community Survey

(Number and index score 0 - 10)

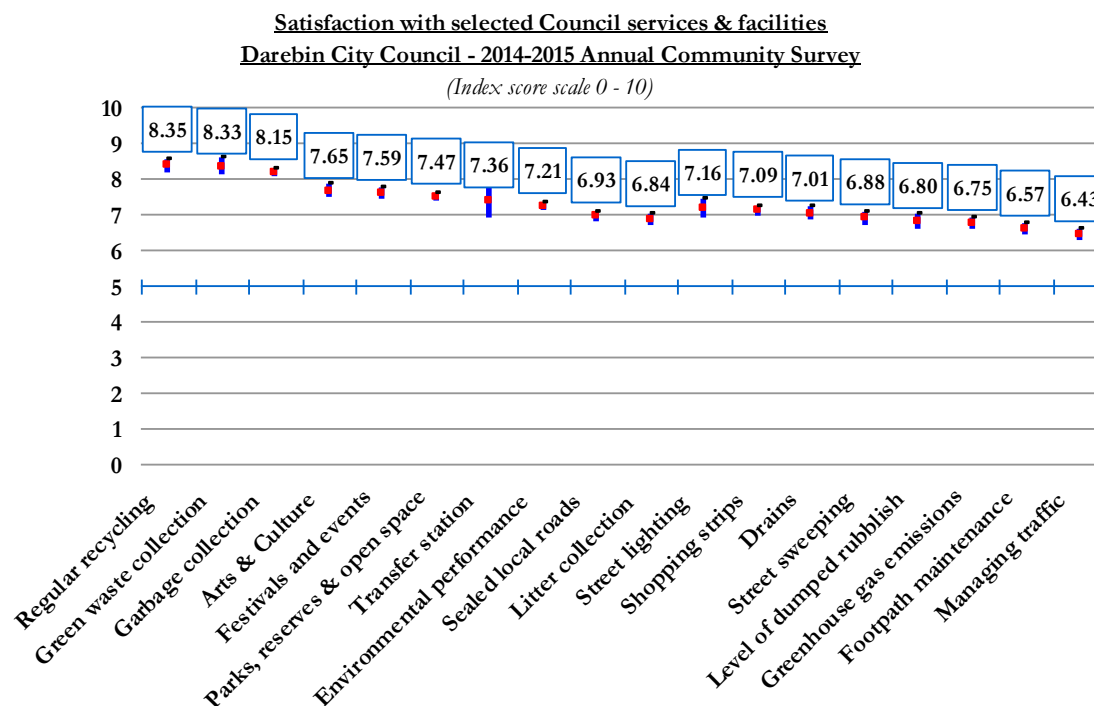
<i>Variable</i>	<i>Number</i>	<i>2014-2015</i>		
		<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	13	5.94	7.03	8.11
20 - 35 yrs	155	6.84	7.07	7.30
36 - 45 yrs	145	6.39	6.69	6.98
46 - 60 yrs	145	5.96	6.29	6.63
61 - 75 yrs	89	6.58	6.94	7.29
76 yrs and over	16	5.47	6.72	7.98
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	39	6.40	7.00	7.60
Two parent family (5 to 12 yrs)	41	6.16	6.62	7.07
Two parent family (13 to 18 yrs)	20	5.68	6.66	7.64
Two parent family (adult children only)	31	5.49	6.30	7.12
One parent family (0 to 4 yrs)	na	na	na	na
One parent family (5 to 12 yrs)	2	2.34	8.37	10.00
One parent family (13 to 18 yrs)	na	na	na	na
One parent family (adult children only)	3	5.06	6.88	8.70
Group household	26	6.20	6.91	7.63
Sole person household	32	5.78	6.51	7.23
Couple only household	84	6.35	6.72	7.08
<i>Housing situation</i>				
Own this home	252	6.49	6.71	6.93
Mortgage	116	5.99	6.36	6.73
Renting this home	164	6.83	7.07	7.31
Renting from Office of Housing	23	6.80	7.30	7.79
<i>Period of residence</i>				
Less than one year	60	6.79	7.12	7.46
One to less than five years	131	6.73	6.99	7.24
Five to less than ten years	93	6.34	6.74	7.15
Ten years or more	279	6.32	6.55	6.78
<i>Non-English speaking background</i>				
English speaking	349	6.49	6.68	6.86
Non-English speaking	207	6.65	6.90	7.15
<i>Disability</i>				
Yes	52	5.95	6.37	6.80
No	509	6.62	6.77	6.93
<i>Gender</i>				
Male	282	6.57	6.79	7.01
Female	282	6.49	6.69	6.89
City of Darebin	567	6.59	6.74	6.89

Council services and facilities

The *Community Survey* included over the course of the four quarters, satisfaction with eighteen separate Council services and facilities. It is important to note that not every service and facility was included in each quarterly survey so the sample size for some of these services and facilities is less than the full eight hundred. Specifically the following services were not included in each quarter: arts and culture, Council's festivals and events, street lighting, regular recycling, level of dumped rubbish, green waste collection, and transfer station – tip in Reservoir.

Satisfaction with these eight variables can best be summarised as follows:

- ⊗ **Excellent** – for regular recycling, green waste collection, and garbage collection.
- ⊗ **Very Good** – for each of arts and culture, festivals and events, parks, reserves and open spaces, and the transfer station.
- ⊗ **Good** – for each of overall environmental performance, sealed local roads, litter collection, street lighting, maintenance and cleaning of shopping strips, condition of storm water drains, street sweeping, the level of dumped rubbish, Council performance in assisting the community to reduce greenhouse gas emissions, and footpath maintenance and repairs.
- ⊗ **Solid** – for Council's performance managing traffic.



In the order of three-quarters or more of respondents providing a response were satisfied with each of the eighteen included services and facilities.

It is observed that ten percent or more of respondents were dissatisfied with footpath maintenance and repairs, the level of dumped rubbish, street sweeping, litter collection in public areas, the condition of storm water drains, the performance of Council managing traffic, and Council's performance in assisting the community to reduce greenhouse gas emissions.

Satisfaction with selected Council services and facilities
Darebin City Council - 2014-2015 Annual Community Survey

(Number and percent of total respondents)

<i>Service / facility</i>	<i>Dissatisfied (0 - 4)</i>	<i>Neutral (5)</i>	<i>Satisfied (6 - 10)</i>	<i>Can't say</i>
Condition of sealed local roads	8.2%	10.1%	81.8%	13
Parks, reserves and the open space maintenance	5.6%	4.7%	89.7%	39
Weekly garbage collection	3.8%	4.2%	92.0%	2
Footpath maintenance and repairs	13.9%	13.6%	72.4%	21
Regular recycling	1.4%	2.8%	95.8%	5
The level of dumped rubbish	13.7%	7.7%	78.6%	14
Street sweeping	14.2%	6.3%	79.5%	23
Litter collection in public areas	12.2%	9.3%	78.5%	22
Condition of storm water drains	12.6%	6.4%	81.0%	66
Maintenance and cleaning of shopping strips	5.5%	6.4%	88.1%	25
The level of street lighting	6.8%	13.9%	79.3%	4
Green waste collection service	2.5%	1.6%	95.9%	0
Transfer station - tip in Reservoir	5.7%	5.7%	88.6%	2
Arts and Culture	4.3%	4.1%	91.6%	5
Council's festivals and events	2.7%	4.9%	92.4%	1
The performance of Council managing traffic	16.0%	10.2%	73.7%	94
Council's overall environmental performance	3.5%	5.3%	91.2%	115
Council's performance in assisting the community reduce greenhouse gas emissions	10.0%	7.5%	82.5%	256

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 each service/facility?”

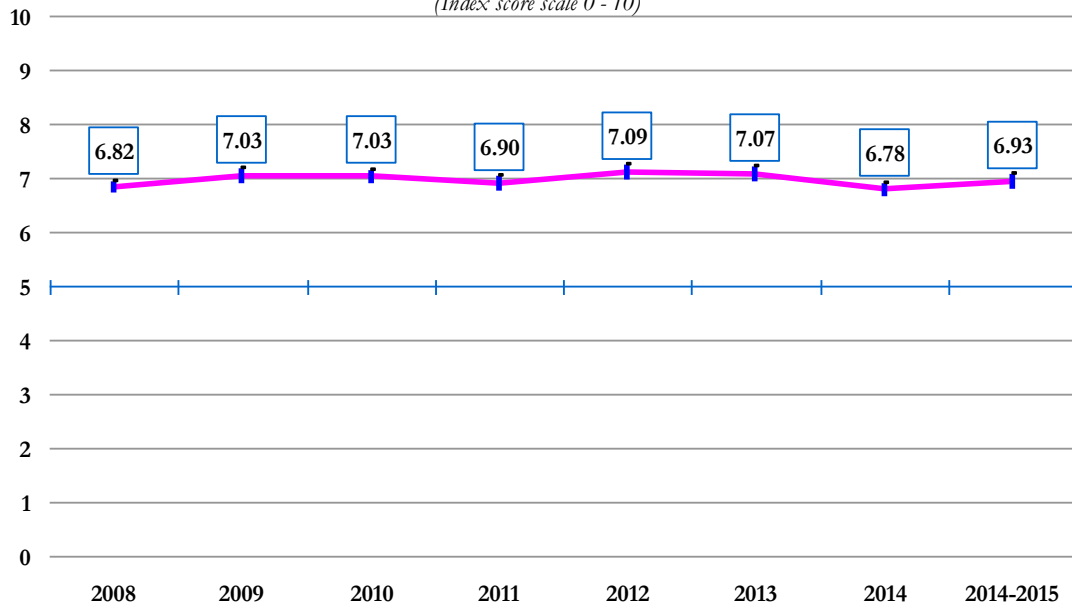
Satisfaction with the condition of sealed local roads increased marginally in 2014-15, increasing 2.2% to 6.93, although it remains at a level best categorised as “good”.

There was no statistically significant variation in satisfaction with the condition of sealed local roads across the municipality. It is observed however that respondents from Thornbury rated satisfaction somewhat, albeit not measurably lower at 6.49, a level categorised as “solid”.

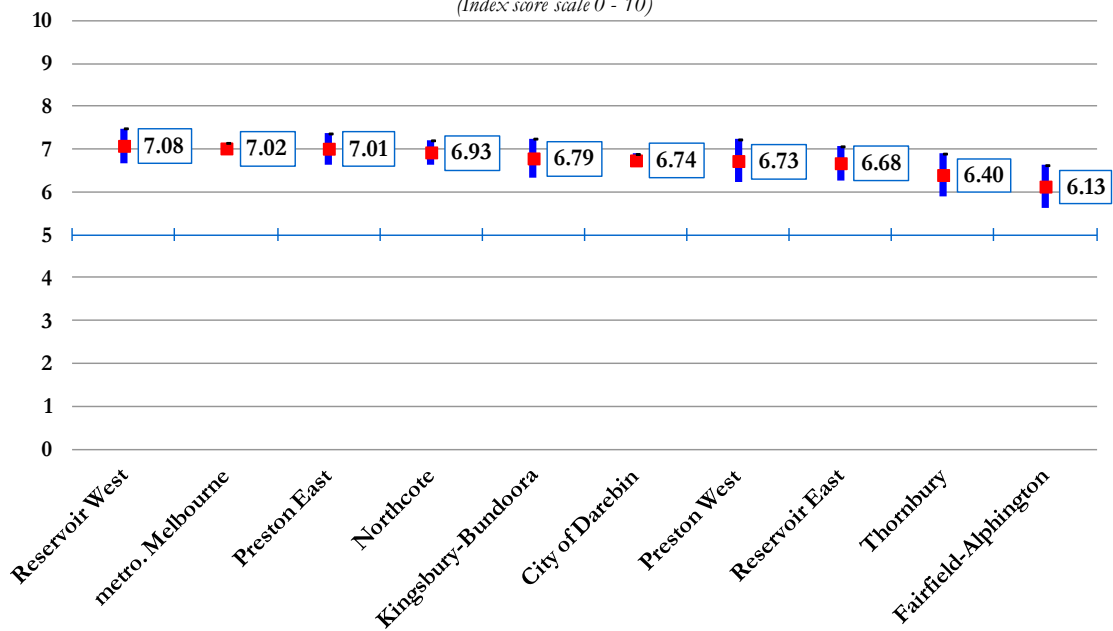
By way of comparison, the Metropolis Research 2015 *Governing Melbourne* reported an average satisfaction with the condition of sealed local roads across metropolitan Melbourne of 7.02, somewhat, albeit not measurably higher than the Darebin result.

The northern region average satisfaction with the “maintenance and repair of local roads” was marginally but not measurably lower than this City of Darebin result at 6.86.

Satisfaction with condition of sealed local roads
Darebin City Council - 2014-2015 Annual Community Survey
(Index score scale 0 - 10)

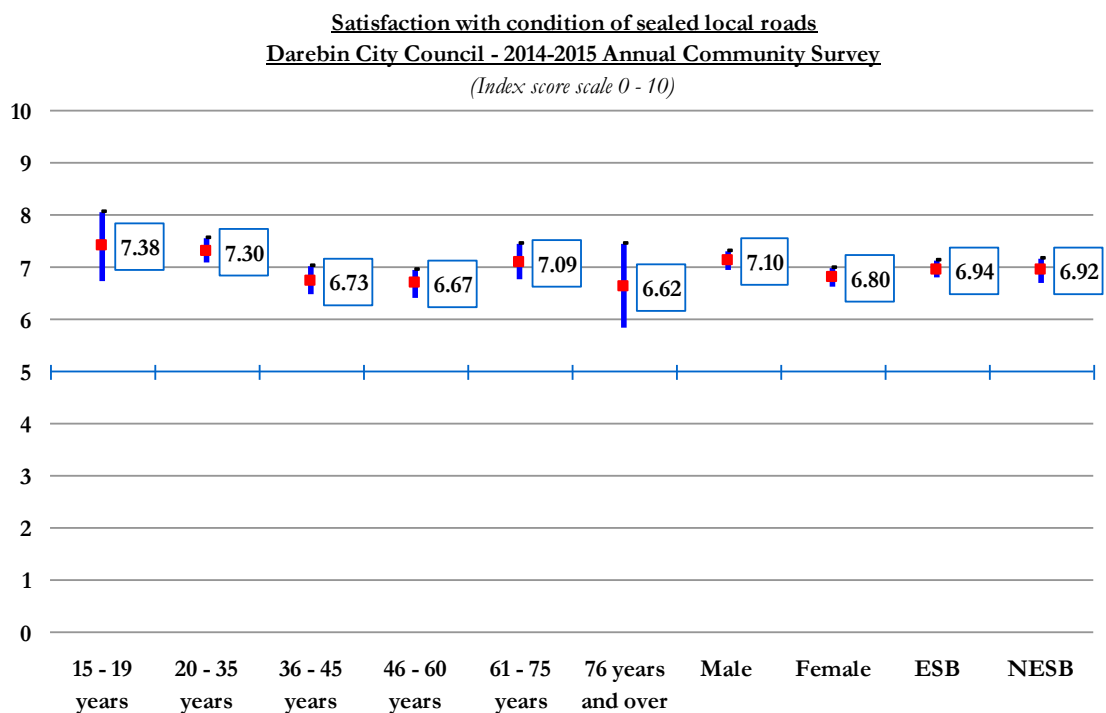


Satisfaction with Council's performance in lobbying on key issues by precinct
Darebin City Council - 2014-2015 Annual Community Survey
(Index score scale 0 - 10)



There was some interesting variation in satisfaction with the condition of sealed local roads by respondent profile

- ⊗ Younger respondents aged fifteen to thirty-five rating satisfaction measurably higher than adults aged thirty-six to sixty years.
- ⊗ Male respondents were measurably more satisfied than female respondents.
- ⊗ Respondents from English and non-English speaking households were equally satisfied with this service.



Satisfaction with the condition of sealed local roads increased marginally in seven of the eight precincts, and declined 5.9% in Thornbury from 6.90 to 6.49 (“solid”).

Satisfaction with condition of sealed local roads
Darebin City Council - 2014-2015 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Preston West	2010	98	6.23	6.58	6.94
	2011	83	6.19	6.69	7.19
	2012	100	6.82	7.25	7.68
	2013	100	6.16	6.59	7.02
	2014	100	6.71	7.08	7.45
	2014-2015	97	6.77	7.18	7.58
Reservoir West	2010	93	6.44	6.85	7.26
	2011	136	6.64	6.91	7.18
	2012	100	6.73	7.05	7.37
	2013	100	7.15	7.52	7.89
	2014	98	6.40	6.79	7.17
	2014-2015	97	6.78	7.10	7.43
Northcote	2010	99	6.84	7.16	7.49
	2011	129	6.34	6.71	7.09
	2012	101	6.84	7.19	7.54
	2013	98	6.00	6.45	6.90
	2014	99	6.49	6.86	7.23
	2014-2015	100	6.78	7.08	7.38
Preston East	2010	101	6.30	6.63	6.97
	2011	89	6.19	6.65	7.10
	2012	96	6.96	7.34	7.73
	2013	97	6.66	7.03	7.40
	2014	100	6.58	6.94	7.30
	2014-2015	100	6.73	7.07	7.41
Kingsbury-Bundoora	2010	100	6.77	7.05	7.33
	2011	41	6.17	6.75	7.33
	2012	101	6.69	7.12	7.55
	2013	99	6.85	7.28	7.72
	2014	99	6.41	6.78	7.14
	2014-2015	100	6.60	6.99	7.38
Reservoir East	2010	98	7.17	7.42	7.67
	2011	157	6.57	6.94	7.31
	2012	97	6.53	6.98	7.43
	2013	100	7.05	7.43	7.81
	2014	98	5.98	6.40	6.82
	2014-2015	97	6.35	6.79	7.23
Fairfield-Alphington	2010	100	6.65	7.03	7.41
	2011	45	6.48	7.12	7.76
	2012	98	6.5	6.86	7.21
	2013	99	6.19	6.606	7.02
	2014	100	6.26	6.64	7.02
	2014-2015	99	6.34	6.71	7.08
Thornbury	2010	96	6.82	7.18	7.53
	2011	107	7.02	7.39	7.76
	2012	95	6.49	6.94	7.39
	2013	98	6.82	7.24	7.65
	2014	99	6.54	6.90	7.26
	2014-2015	98	6.08	6.49	6.90

Maintenance of parks, reserves and open space areas

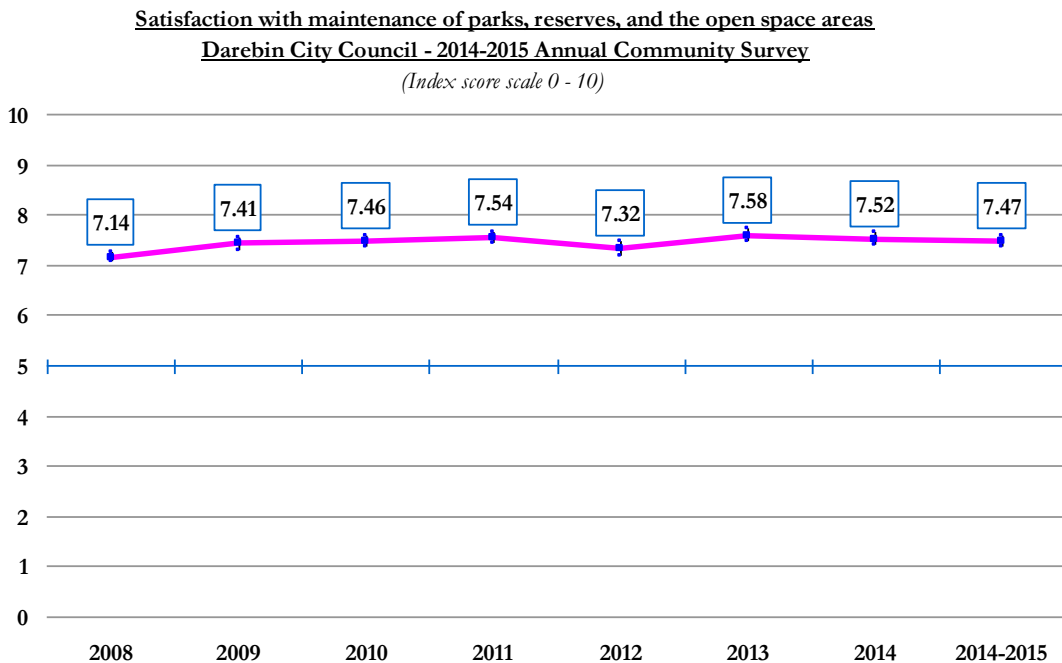
Respondents were asked:

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

Satisfaction with the maintenance of parks, reserves and open space areas declined very marginally to 7.47 in 2015, although it remains at a level best categorised as “very good”.

It is observed that satisfaction with the maintenance of parks, reserves and open space areas has been rated at a level categorised as “very good” every calendar year since 2009.

By way of comparison, the 2015 *Governing Melbourne* research included satisfaction with “the provision and maintenance of parks and gardens”. Average satisfaction with this variable across metropolitan Melbourne was recorded as 7.69, somewhat albeit not measurably higher than the Darebin result for the slightly differently worded question.

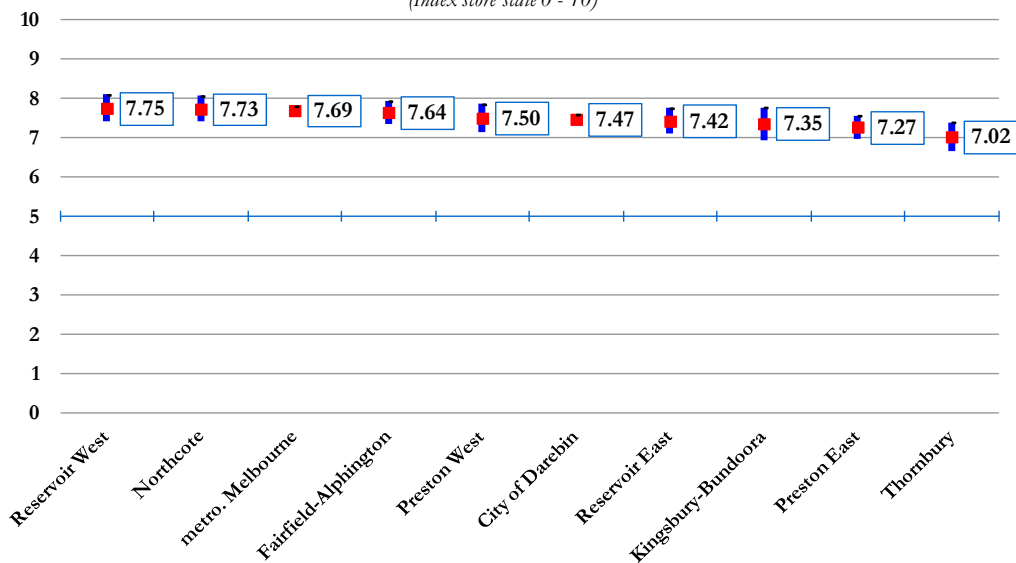


There was no statistically significant variation in satisfaction with the maintenance of parks, reserves and open space areas across the eight precincts comprising the City of Darebin.

Respondents in Reservoir West rated satisfaction with the maintenance of parks, reserves and open spaces as “excellent”, whilst respondents in six of the remaining precincts rated satisfaction at levels best categorised as “very good”, and respondents from Thornbury rated satisfaction at a level best categorised as “good”.

Satisfaction with maintenance of parks, reserves and the open spaces by precinct
Darebin City Council - 2014-2015 Annual Community Survey

(Index score scale 0 - 10)

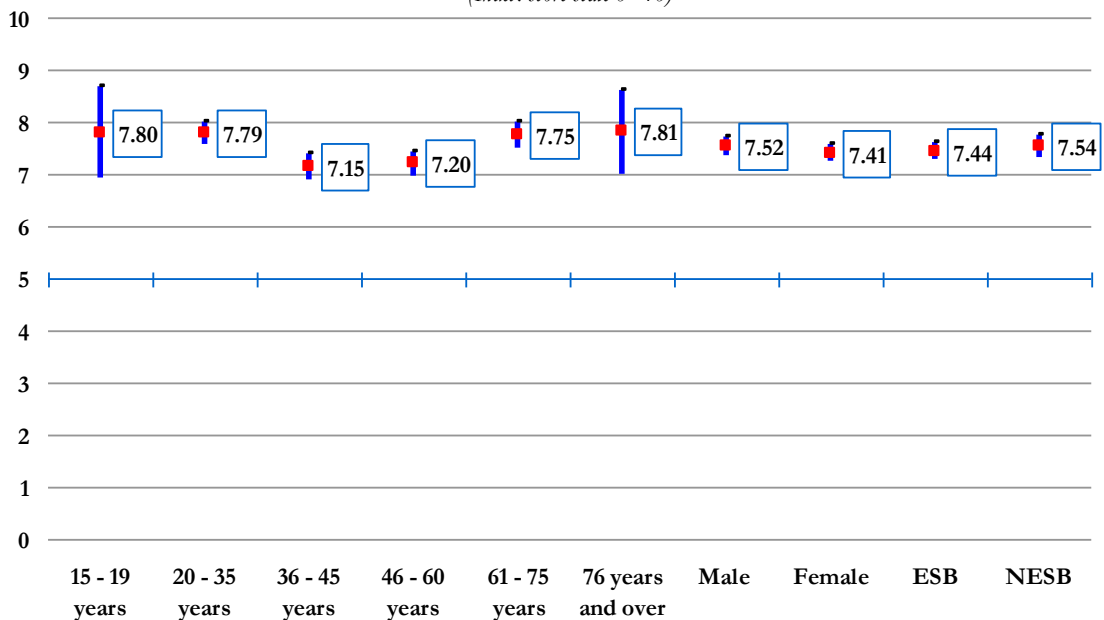


There was some variation in satisfaction with the maintenance of parks, reserves, and open space by respondent profile:

- ⊗ Adult respondents aged thirty-six to sixty years were measurably less satisfied than other respondents.

Satisfaction with maintenance of parks, reserves and open spaces
Darebin City Council - 2014-2015 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with the maintenance of parks, reserves and open space areas increased marginally in 2014-15 in Reservoir West, Northcote, Preston West, and Reservoir East, and decreased in Fairfield-Alphington, Kingsbury-Bundoora, Preston East and Thornbury.

None of these increases or decreases was statistically significant.

Satisfaction with maintenance of parks, reserves and open spaces

Darebin City Council - 2014-2015 Annual Community Survey

(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Reservoir West	2010	91	7.20	7.51	7.81
	2011	128	7.44	7.67	7.91
	2012	97	6.76	7.07	7.38
	2013	96	7.29	7.65	8.01
	2014	89	7.27	7.70	8.12
	2014-2015	91	7.41	7.75	8.09
Northcote	2010	98	7.33	7.55	7.77
	2011	126	7.17	7.49	7.81
	2012	98	7.11	7.44	7.76
	2013	96	7.53	7.833	8.14
	2014	99	7.37	7.69	8.01
	2014-2015	99	7.4	7.73	8.06
Fairfield-Alphington	2010	96	7.41	7.67	7.92
	2011	43	7.39	7.83	8.28
	2012	96	7.32	7.59	7.87
	2013	92	7.02	7.37	7.72
	2014	98	7.42	7.72	8.03
	2014-2015	98	7.35	7.64	7.93
Preston West	2010	94	6.80	7.07	7.35
	2011	80	7.04	7.39	7.74
	2012	95	6.67	7.07	7.47
	2013	96	7.14	7.52	7.91
	2014	95	7.00	7.38	7.76
	2014-2015	95	7.14	7.50	7.85
Reservoir East	2010	94	7.02	7.29	7.56
	2011	143	7.43	7.70	7.97
	2012	94	6.60	7.07	7.55
	2013	93	7.28	7.57	7.86
	2014	94	7.03	7.39	7.75
	2014-2015	93	7.09	7.42	7.75
Kingsbury-Bundoora	2010	97	7.11	7.37	7.63
	2011	40	6.65	7.237	7.82
	2012	99	6.92	7.27	7.62
	2013	97	7.21	7.64	8.07
	2014	98	7.45	7.77	8.08
	2014-2015	99	6.94	7.35	7.77
Preston East	2010	98	6.98	7.28	7.58
	2011	88	6.96	7.33	7.71
	2012	98	7.33	7.66	8.00
	2013	92	7.17	7.46	7.75
	2014	91	7.12	7.47	7.83
	2014-2015	96	6.98	7.27	7.56
Thornbury	2010	98	7.64	7.92	8.20
	2011	102	7.13	7.48	7.83
	2012	93	7.31	7.65	7.98
	2013	98	7.16	7.44	7.72
	2014	98	6.91	7.22	7.54
	2014-2015	93	6.65	7.02	7.39

Weekly garbage collection

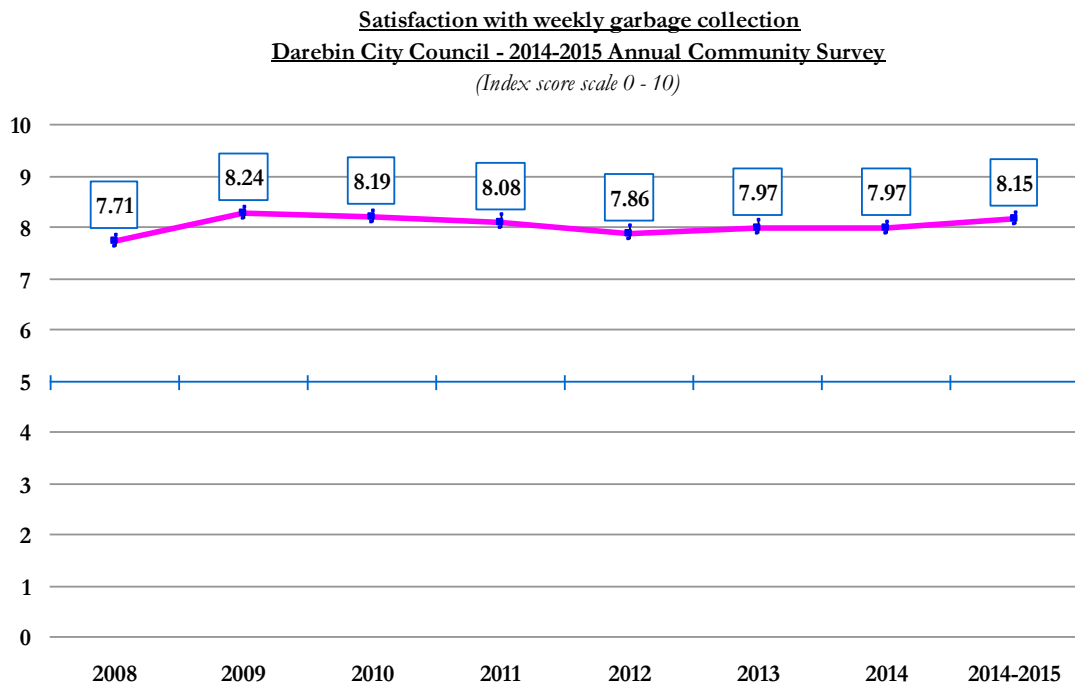
Respondents were asked:

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

Satisfaction with the weekly garbage collection increased in 2014-15, increasing 2.3% to 8.15. This is the highest annual satisfaction with the weekly garbage collection since 2010.

It is observed that satisfaction with the weekly garbage collection has been rated at levels best categorised as “excellent” annually since 2009. These results clearly evidence strong community satisfaction with this service, a view that is reinforced by the fact that just 3.8% of respondents were dissatisfied with the weekly garbage collection in 2014-15.

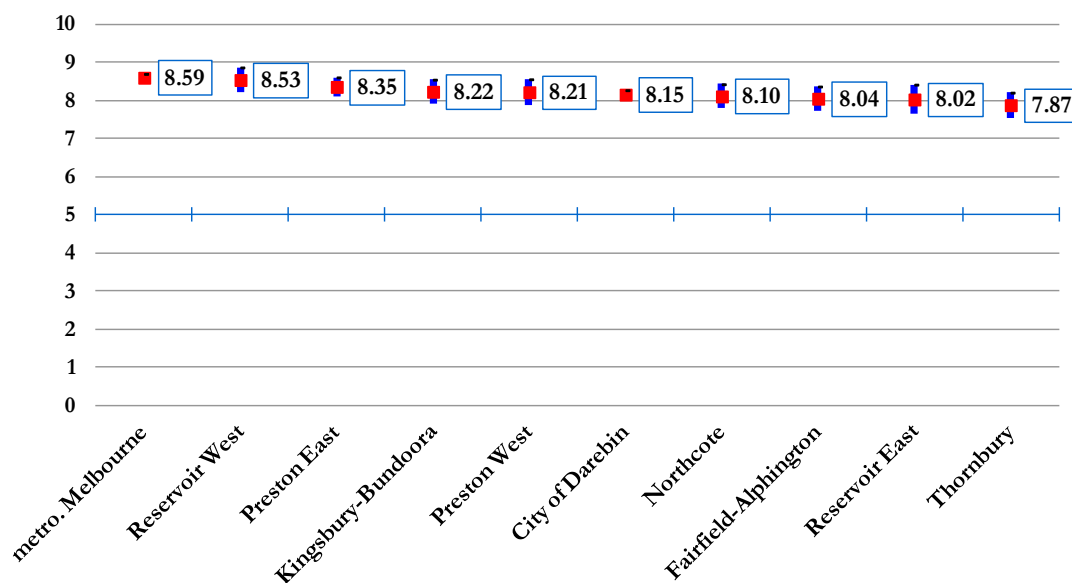
By way of comparison, the 2015 *Governing Melbourne* research reported an average satisfaction with the weekly garbage collection service across metropolitan Melbourne of 8.59, measurably and significantly higher than the Darebin result.



There was no statistically significant variation in satisfaction with the weekly garbage collection service, with satisfaction in each of the eight precincts rated at levels best categorised as “excellent”.

This result reinforces the picture that community satisfaction with the weekly garbage collection is both high and relatively uniform across the municipality.

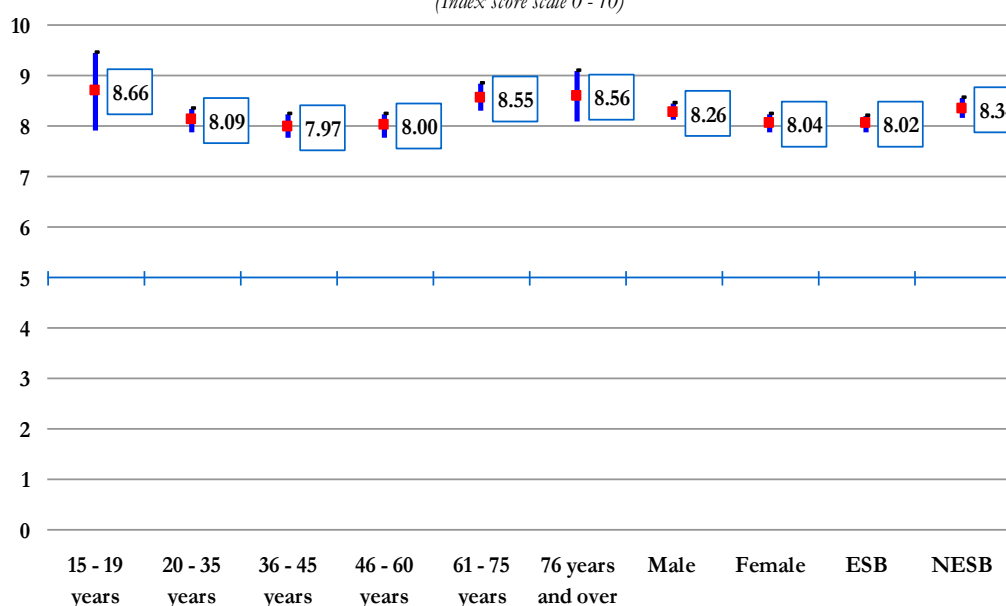
Satisfaction with weekly garbage collection by precinct
Darebin City Council - 2014-2015 Annual Community Survey
(Index score scale 0 - 10)



There was some measurable variation in satisfaction with the weekly garbage collection by respondent profile:

- ⊗ Older respondents aged over sixty years, and adolescents were measurably more satisfied than other respondents.
- ⊗ Respondents from non-English speaking households were measurably more satisfied with this service than respondents from English speaking households.

Satisfaction with weekly garbage collection
Darebin City Council - 2014-2015 Annual Community Survey
(Index score scale 0 - 10)



Satisfaction with the weekly garbage collection increased marginally but not measurably in six of the eight precincts comprising the City of Darebin, with respondents from Fairfield-Alphington and Thornbury rating satisfaction marginally but not measurably lower.

Satisfaction with weekly garbage collection
Darebin City Council - 2014-2015 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Reservoir West	2010	97	8.39	8.619	8.85
	2011	139	7.93	8.22	8.51
	2012	100	7.4	7.78	8.16
	2013	99	8.12	8.455	8.78
	2014	99	7.86	8.22	8.59
	2014-2015	100	8.20	8.53	8.86
Preston East	2010	102	7.45	7.77	8.08
	2011	93	7.13	7.59	8.04
	2012	99	7.67	8.08	8.50
	2013	100	7.69	8.07	8.45
	2014	99	8.02	8.29	8.57
	2014-2015	100	8.10	8.35	8.60
Kingsbury-Bundoora	2010	99	7.98	8.253	8.52
	2011	40	7.58	8.08	8.58
	2012	101	7.68	8.01	8.34
	2013	100	7.75	8.12	8.49
	2014	100	7.71	8.03	8.35
	2014-2015	99	7.91	8.22	8.54
Preston West	2010	99	7.70	8.03	8.36
	2011	83	7.65	7.99	8.33
	2012	100	7.66	8.10	8.54
	2013	99	7.78	8.13	8.48
	2014	99	7.38	7.75	8.12
	2014-2015	100	7.87	8.21	8.55
Northcote	2010	99	7.97	8.25	8.54
	2011	129	7.52	7.82	8.11
	2012	101	7.28	7.59	7.91
	2013	100	7.89	8.23	8.57
	2014	100	7.58	7.93	8.28
	2014-2015	100	7.78	8.10	8.42
Fairfield-Alphington	2010	100	7.55	7.86	8.17
	2011	45	7.47	8.04	8.61
	2012	100	7.55	7.85	8.15
	2013	100	7.39	7.74	8.09
	2014	100	8.08	8.38	8.68
	2014-2015	100	7.72	8.04	8.36
Reservoir East	2010	100	8.11	8.35	8.59
	2011	154	7.92	8.237	8.56
	2012	99	7.41	7.80	8.19
	2013	100	7.19	7.58	7.97
	2014	100	7.15	7.55	7.95
	2014-2015	99	7.63	8.02	8.41
Thornbury	2010	98	7.59	7.92	8.25
	2011	109	8.19	8.50	8.81
	2012	99	7.59	7.97	8.35
	2013	99	7.08	7.46	7.83
	2014	100	7.74	8.01	8.28
	2014-2015	100	7.54	7.87	8.20

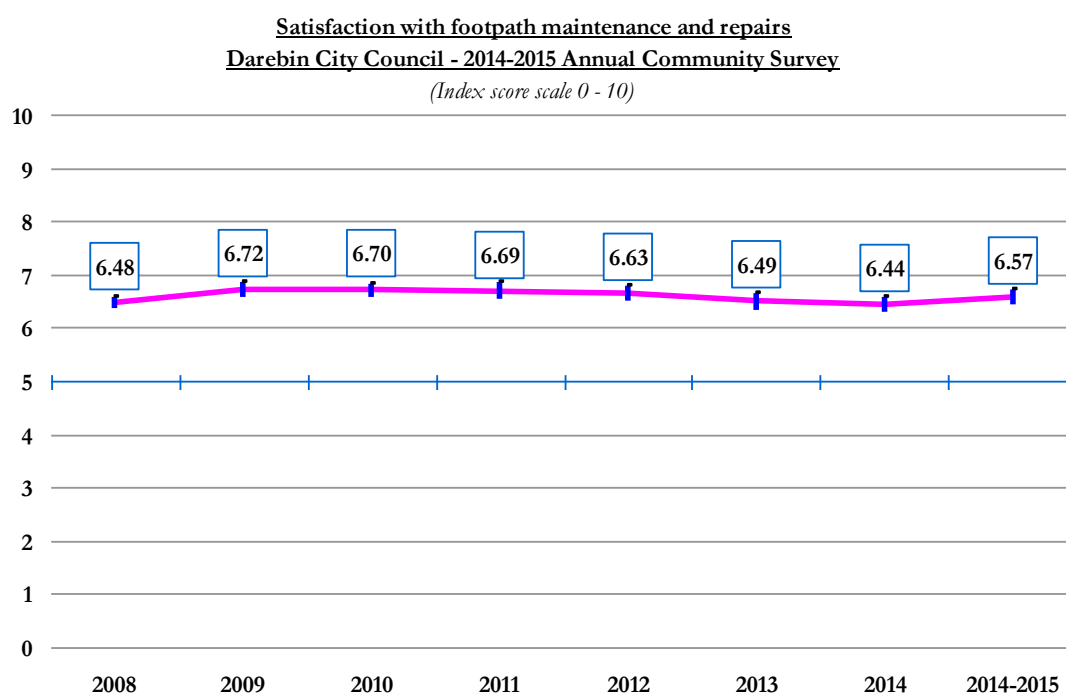
Footpath maintenance and repairs

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 each service/facility?”

Satisfaction with footpath maintenance and repairs increased marginally in 2014-15, increasing two percent to 6.57. This level of satisfaction is best categorised as “good”, an increase on the categorisation in the previous two calendar years of “solid”.

By way of comparison, the 2015 *Governing Melbourne* research found an average satisfaction with footpath maintenance and repairs across metropolitan Melbourne of 6.55, almost identical to the Darebin result.

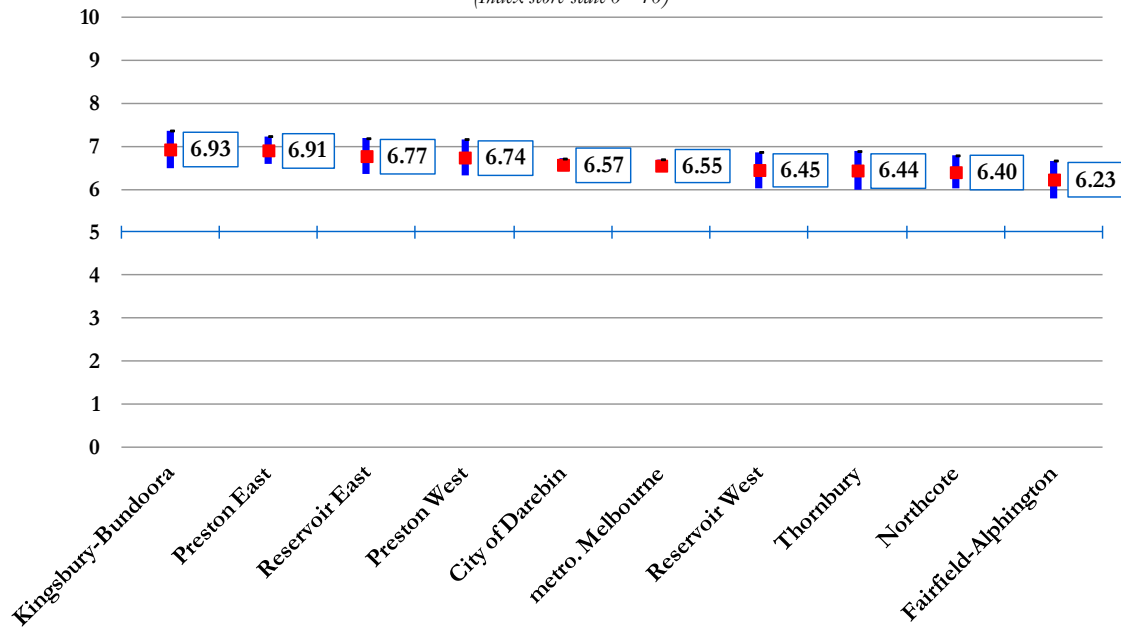


There was no statistically significant variation in satisfaction with footpath maintenance and repairs across the eight precincts comprising the City of Darebin.

That said, it is observed that respondents from Reservoir West, Thornbury, Northcote and most particularly Fairfield-Alphington rated satisfaction at levels categorised as “solid”.

Satisfaction with footpath maintenance and repairs by precinct
Darebin City Council - 2014-2015 Annual Community Survey

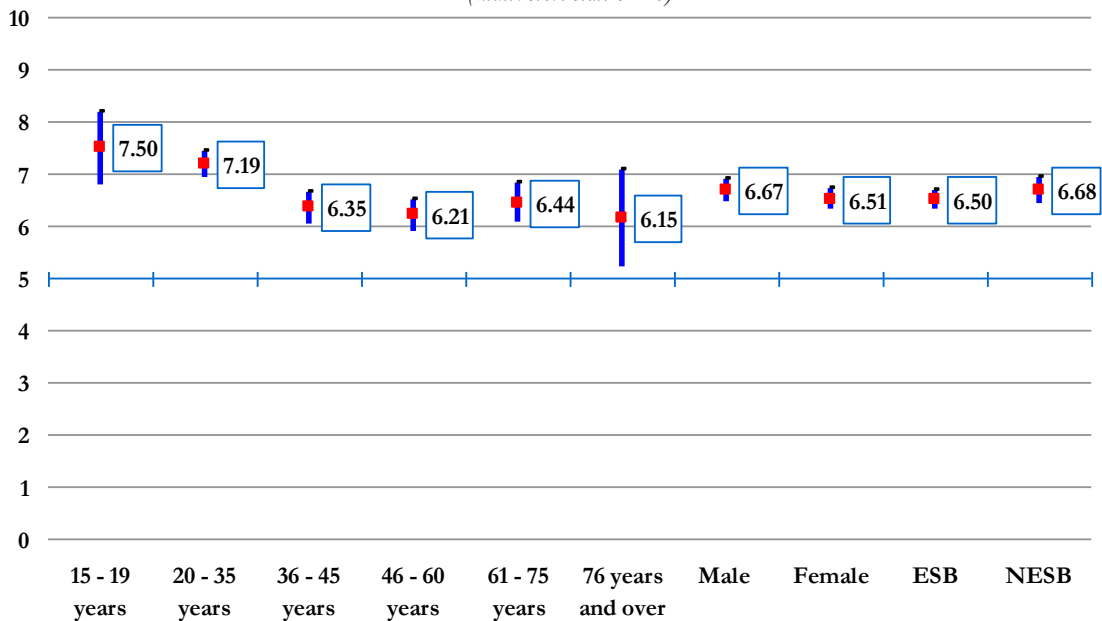
(Index score scale 0 - 10)



Younger respondents aged up to thirty-five years were measurably and significantly more satisfied with footpath maintenance and repairs than older respondents.

Satisfaction with footpath maintenance and repair
Darebin City Council - 2014-2015 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with footpath maintenance and repairs increased marginally, but not measurably in seven of the eight precincts, whilst satisfaction in Thornbury declined marginally.

Satisfaction with footpath maintenance and repair
Darebin City Council - 2014-2015 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Kingsbury-Bundoora	2010	98	6.23	6.60	6.98
	2011	40	6.02	6.56	7.09
	2012	100	6.54	6.99	7.44
	2013	99	6.33	6.81	7.29
	2014	99	6.05	6.46	6.86
	2014-2015	97	6.49	6.93	7.37
Preston East	2010	102	6.17	6.50	6.83
	2011	93	5.86	6.39	6.91
	2012	98	6.46	6.91	7.35
	2013	98	6.11	6.50	6.88
	2014	99	6.57	6.88	7.19
	2014-2015	97	6.57	6.91	7.24
Reservoir East	2010	99	6.57	6.869	7.16
	2011	155	6.36	6.72	7.09
	2012	97	6.38	6.72	7.06
	2013	98	6.34	6.80	7.25
	2014	98	6.20	6.61	7.02
	2014-2015	97	6.35	6.77	7.19
Preston West	2010	99	6.10	6.46	6.81
	2011	82	6.38	6.80	7.21
	2012	99	6.67	7.11	7.55
	2013	98	6.15	6.59	7.02
	2014	100	5.90	6.29	6.68
	2014-2015	100	6.31	6.74	7.17
Reservoir West	2010	98	5.98	6.42	6.85
	2011	136	6.48	6.75	7.01
	2012	99	6.33	6.69	7.04
	2013	99	6.27	6.71	7.15
	2014	99	5.80	6.19	6.59
	2014-2015	98	6.03	6.45	6.87
Thornbury	2010	99	6.42	6.83	7.24
	2011	108	6.60	6.99	7.38
	2012	99	5.80	6.26	6.72
	2013	99	6.28	6.70	7.12
	2014	100	6.08	6.51	6.94
	2014-2015	96	5.99	6.44	6.89
Northcote	2010	98	6.75	7.02	7.29
	2011	129	6.13	6.50	6.87
	2012	101	5.82	6.26	6.69
	2013	98	5.11	5.62	6.12
	2014	97	5.88	6.32	6.76
	2014-2015	98	6.01	6.40	6.79
Fairfield-Alphington	2010	99	6.39	6.76	7.12
	2011	44	6.08	6.80	7.51
	2012	98	5.99	6.36	6.72
	2013	98	5.93	6.34	6.76
	2014	100	5.68	6.11	6.54
	2014-2015	97	5.79	6.23	6.67

Street sweeping

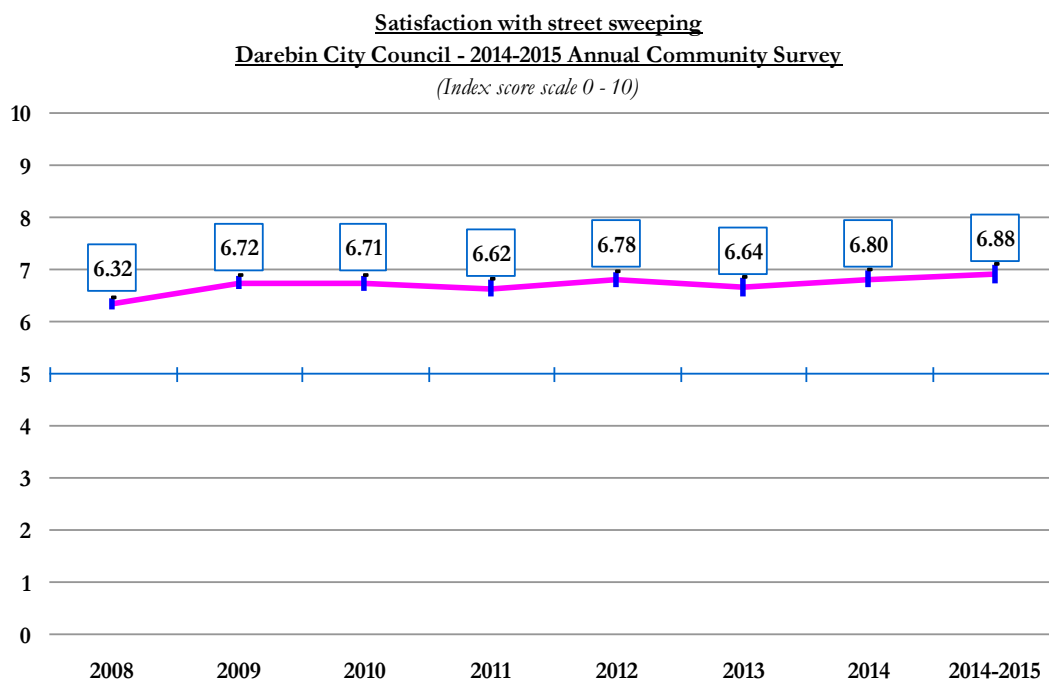
Respondents were asked:

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

Satisfaction with street sweeping increased marginally for the third consecutive year in 2014-15, increasing 1.2% to 6.88. Satisfaction with street sweeping remains at a level best categorised as “good”, a categorisation it has maintained since 2009.

Given that this variable was not included in all four quarters and the sample size is therefore relatively small at the precinct level, caution should be exercised in the interpretation of the precinct level results. This variable will be included in just two of the four quarters.

By way of comparison, the 2015 *Governing Melbourne* research found an average satisfaction with street sweeping across metropolitan Melbourne of 7.24, measurably but not significantly higher than the Darebin result.

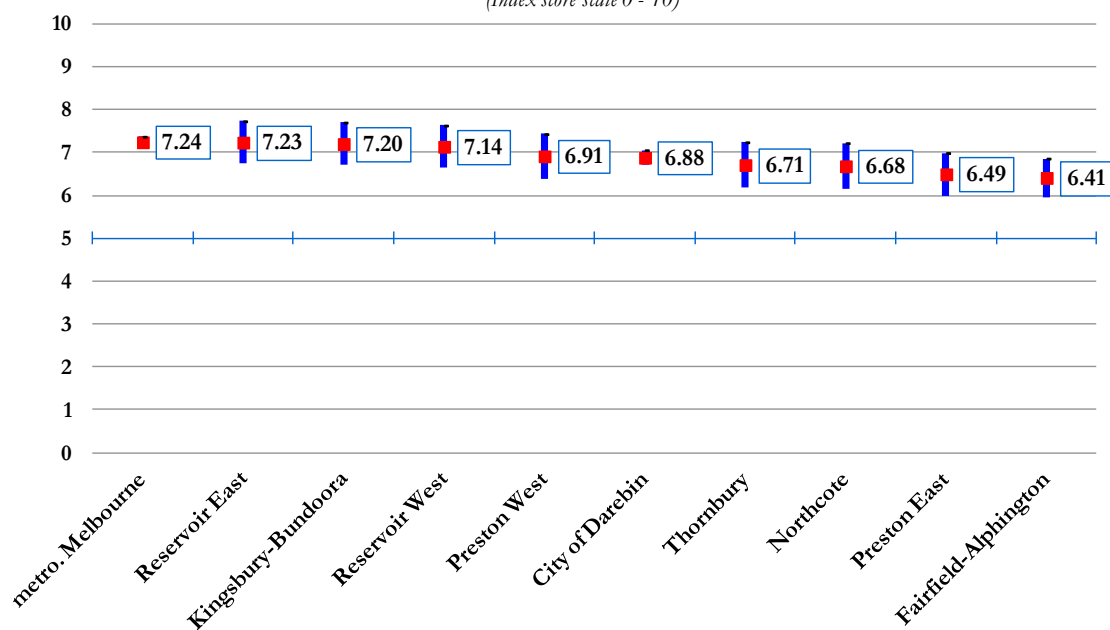


There was no statistically significant variation in satisfaction with street sweeping across the eight precincts comprising the City of Darebin.

That said, it is observed that respondents from Preston East and Fairfield-Alphington rated satisfaction somewhat, albeit not measurably lower than the municipal average at levels best categorised as “solid”.

Satisfaction with street sweeping by precinct
Darebin City Council - 2014-2015 Annual Community Survey

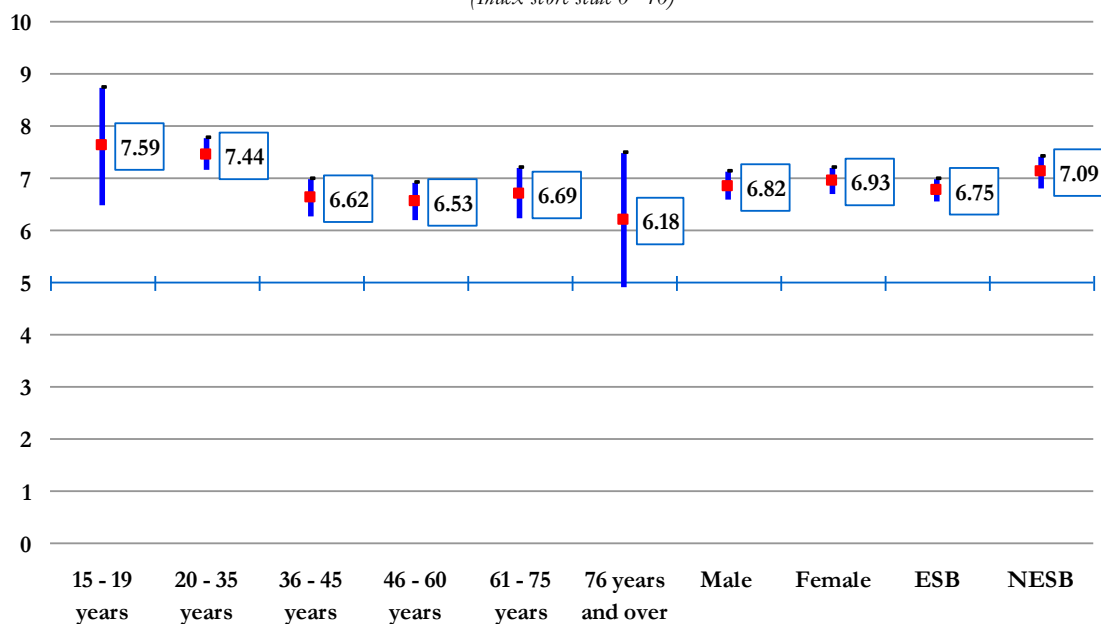
(Index score scale 0 - 10)



Younger respondents aged up to thirty-five years were measurably and significantly more satisfied with street sweeping than older respondents. Respondents from non-English speaking households were notably, but not measurably more satisfied than respondents from English speaking households.

Satisfaction with street sweeping
Darebin City Council - 2014-2015 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with street sweeping increased marginally in Reservoir East, Kingsbury-Bundoora, Reservoir West, and Preston West and decreased marginally in Thornbury, Northcote, Preston East and Fairfield-Alphington.

Satisfaction with street sweeping
Darebin City Council - 2014-2015 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Reservoir East	2010	98	6.80	7.11	7.43
	2011	150	6.52	6.86	7.21
	2012	96	6.32	6.75	7.18
	2013	97	6.38	6.85	7.32
	2014	98	6.57	7.02	7.47
	2014-2015	73	6.73	7.23	7.73
Kingsbury-Bundoora	2010	99	6.81	7.15	7.50
	2011	40	5.88	6.55	7.23
	2012	98	6.30	6.68	7.07
	2013	99	6.53	6.99	7.45
	2014	98	6.18	6.62	7.07
	2014-2015	70	6.70	7.20	7.70
Reservoir West	2010	96	6.35	6.71	7.07
	2011	139	6.30	6.64	6.98
	2012	96	6.56	6.90	7.24
	2013	99	6.90	7.30	7.71
	2014	97	6.39	6.80	7.22
	2014-2015	74	6.64	7.14	7.63
Preston West	2010	95	5.84	6.23	6.63
	2011	80	5.93	6.46	7.00
	2012	100	6.93	7.27	7.61
	2013	100	5.93	6.38	6.83
	2014	98	5.83	6.29	6.74
	2014-2015	68	6.39	6.91	7.43
Thornbury	2010	99	5.98	6.47	6.95
	2011	107	6.06	6.53	7.00
	2012	99	6.15	6.56	6.96
	2013	96	5.86	6.38	6.89
	2014	100	6.89	7.24	7.59
	2014-2015	72	6.18	6.71	7.24
Northcote	2010	96	6.40	6.74	7.08
	2011	123	6.05	6.46	6.86
	2012	98	6.35	6.71	7.08
	2013	98	5.60	6.14	6.68
	2014	100	6.23	6.70	7.17
	2014-2015	72	6.14	6.68	7.22
Preston East	2010	99	6.38	6.70	7.02
	2011	91	6.22	6.64	7.05
	2012	99	6.47	6.93	7.39
	2013	98	6.12	6.56	7.00
	2014	99	6.33	6.72	7.11
	2014-2015	73	6.00	6.49	6.99
Fairfield-Alphington	2010	100	5.84	6.24	6.64
	2011	44	6.08	6.77	7.45
	2012	98	5.64	6.11	6.58
	2013	98	5.81	6.26	6.70
	2014	99	6.01	6.43	6.86
	2014-2015	71	5.95	6.41	6.86

Litter collection in public areas

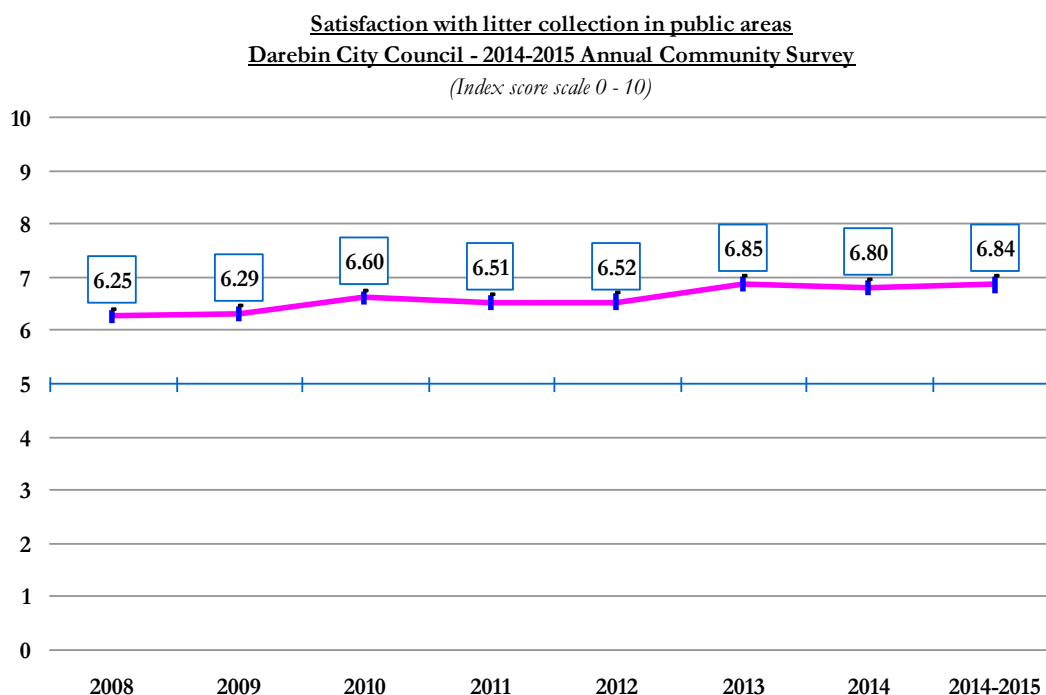
Respondents were asked:

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

Satisfaction with litter collection in public areas increased very marginally in 2014-15 to 6.84. Satisfaction with this service remains at a level best categorised as “good”, the same categorisation it has held since 2010.

Metropolis Research notes that satisfaction with litter collection in public areas has recorded two significant steps up in a longer term trend of increasing satisfaction.

Given that this variable was not included in all four quarters and the sample size is therefore relatively small at the precinct level, caution should be exercised in the interpretation of the precinct level results. This variable will be included in just two of the four quarters.

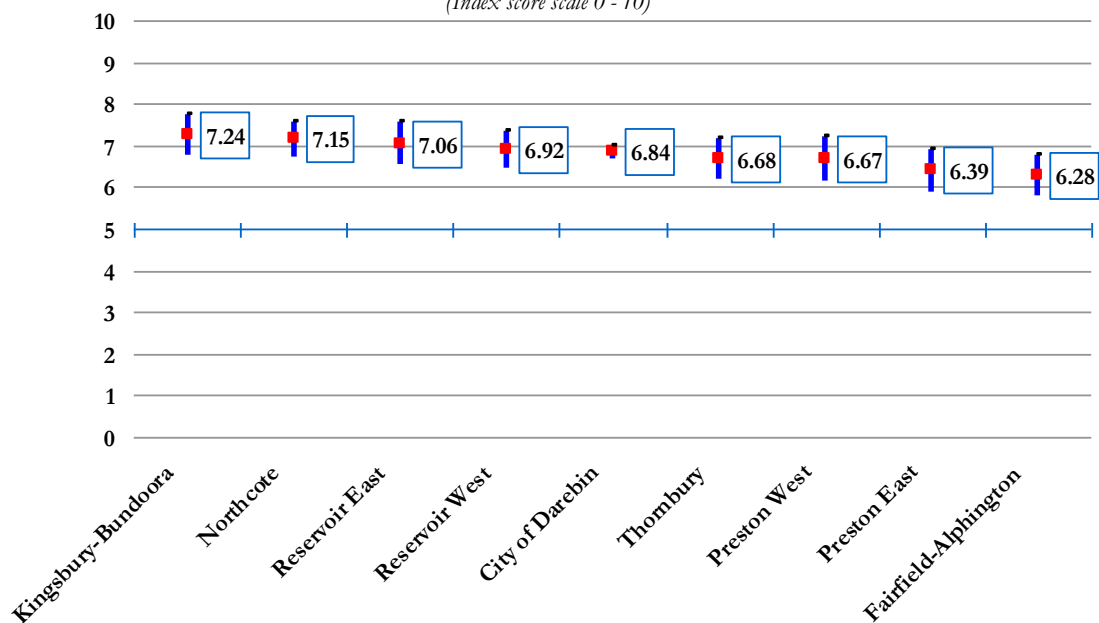


There was no statistically significant variation in satisfaction with litter collection in public areas across the eight precincts comprising the City of Darebin.

It is observed however that respondents from Preston East and Fairfield-Alphington rated satisfaction somewhat, but not measurably lower than average at levels best categorised as “solid”.

Satisfaction with litter collection in public areas by precinct
Darebin City Council - 2014-2015 Annual Community Survey

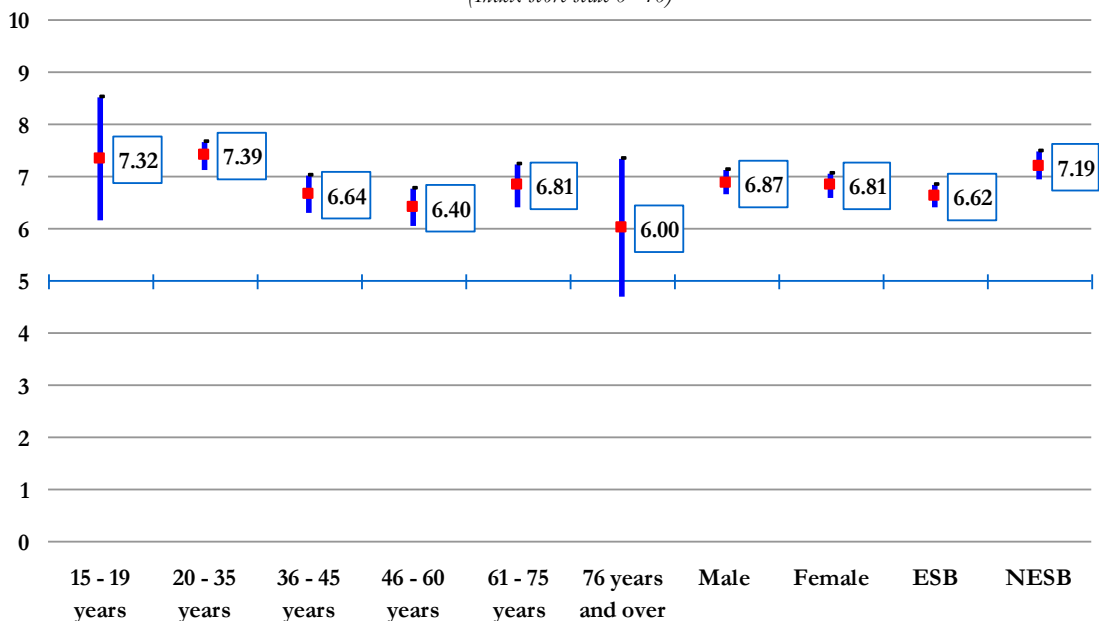
(Index score scale 0 - 10)



Young adult respondents aged twenty to thirty five years were measurably more satisfied with litter collection in public areas than older respondents. Respondents from non-English speaking households were measurably and significantly more satisfied with this service than respondents from English speaking households.

Satisfaction with litter collection in public places
Darebin City Council - 2014-2015 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with litter collection in public areas increased marginally in Kingsbury-Bundoora, Northcote, Reservoir East, and Preston West, and decreased in Reservoir West, Thornbury, Preston East, and Fairfield-Alphington.

Satisfaction with litter collection in public places
Darebin City Council - 2014-2015 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Kingsbury-Bundoora	2010	97	6.50	6.85	7.19
	2011	40	5.60	6.27	6.93
	2012	98	6.49	6.89	7.29
	2013	96	6.44	6.88	7.31
	2014	97	6.44	6.87	7.29
	2014-2015	71	6.75	7.24	7.73
Northcote	2010	91	6.23	6.57	6.91
	2011	125	5.8	6.21	6.62
	2012	99	5.75	6.21	6.67
	2013	97	5.85	6.29	6.73
	2014	99	6.69	7.06	7.43
	2014-2015	74	6.73	7.15	7.57
Reservoir East	2010	96	6.64	6.96	7.28
	2011	149	6.34	6.66	6.98
	2012	96	6.19	6.67	7.14
	2013	99	6.67	7.06	7.45
	2014	99	6.23	6.71	7.18
	2014-2015	73	6.55	7.06	7.56
Reservoir West	2010	90	6.19	6.58	6.97
	2011	132	6.50	6.84	7.18
	2012	98	6.01	6.46	6.91
	2013	96	6.94	7.34	7.75
	2014	93	6.55	6.96	7.37
	2014-2015	71	6.47	6.92	7.36
Thornbury	2010	97	6.06	6.49	6.91
	2011	106	5.98	6.39	6.8
	2012	95	5.89	6.28	6.67
	2013	100	6.4	6.80	7.2
	2014	96	6.79	7.15	7.50
	2014-2015	74	6.18	6.68	7.17
Preston West	2010	95	5.89	6.30	6.70
	2011	82	5.99	6.50	7.00
	2012	97	6.22	6.69	7.17
	2013	97	6.51	6.90	7.28
	2014	96	5.80	6.21	6.62
	2014-2015	70	6.13	6.67	7.21
Preston East	2010	98	6.07	6.45	6.82
	2011	90	5.87	6.33	6.78
	2012	96	6.43	6.89	7.34
	2013	92	6.33	6.74	7.15
	2014	98	6.22	6.58	6.94
	2014-2015	71	5.90	6.39	6.89
Fairfield-Alphington	2010	98	6.13	6.48	6.83
	2011	44	6.22	6.78	7.33
	2012	98	5.93	6.32	6.70
	2013	99	6.08	6.49	6.89
	2014	98	6.14	6.51	6.88
	2014-2015	71	5.81	6.28	6.75

Condition of storm water drains

Respondents were asked:

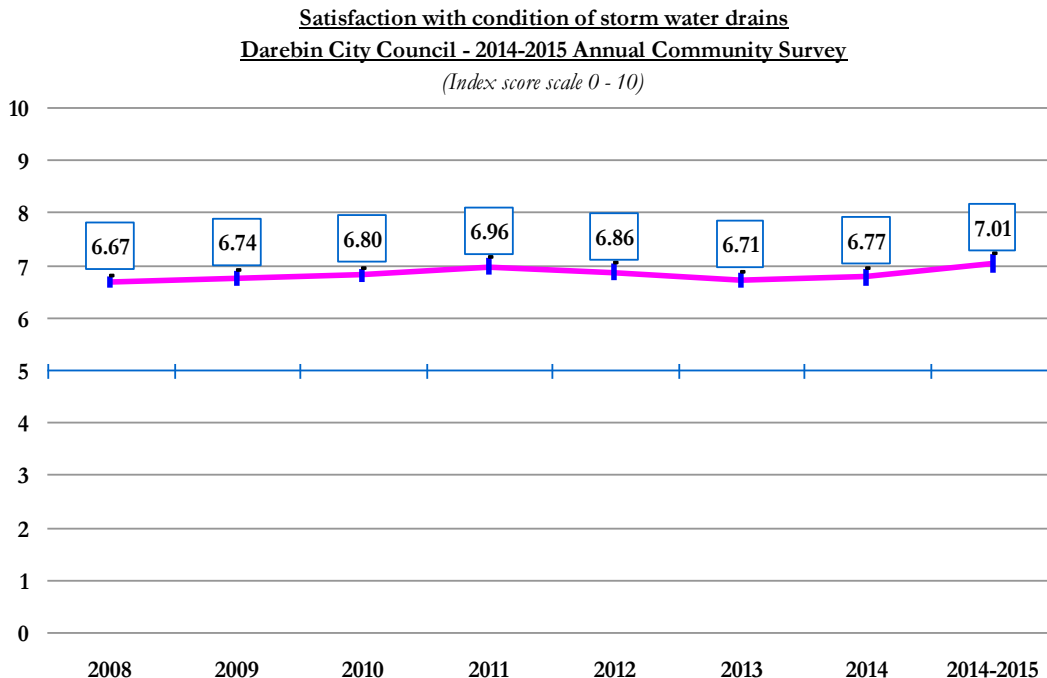
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with each service/facility?”

Satisfaction with the condition of storm water drains increased somewhat in 2014-15, increasing 3.5% to 7.01. Despite this increase, satisfaction with the condition of storm water drains remains at a level best categorised as “good”.

It is observed that satisfaction with the condition of storm water drains has remained relatively stable over the course of the last eight years.

Given that this variable was not included in all four quarters and the sample size is therefore relatively small at the precinct level, caution should be exercised in the interpretation of the precinct level results. This variable will be included in just two of the four quarters.

By way of comparison, the 2015 *Governing Melbourne* research included satisfaction with “drains maintenance and repairs”. The metropolitan Melbourne average satisfaction with this slightly differently worded variable was 7.10, somewhat albeit not measurably higher than the Darebin result.

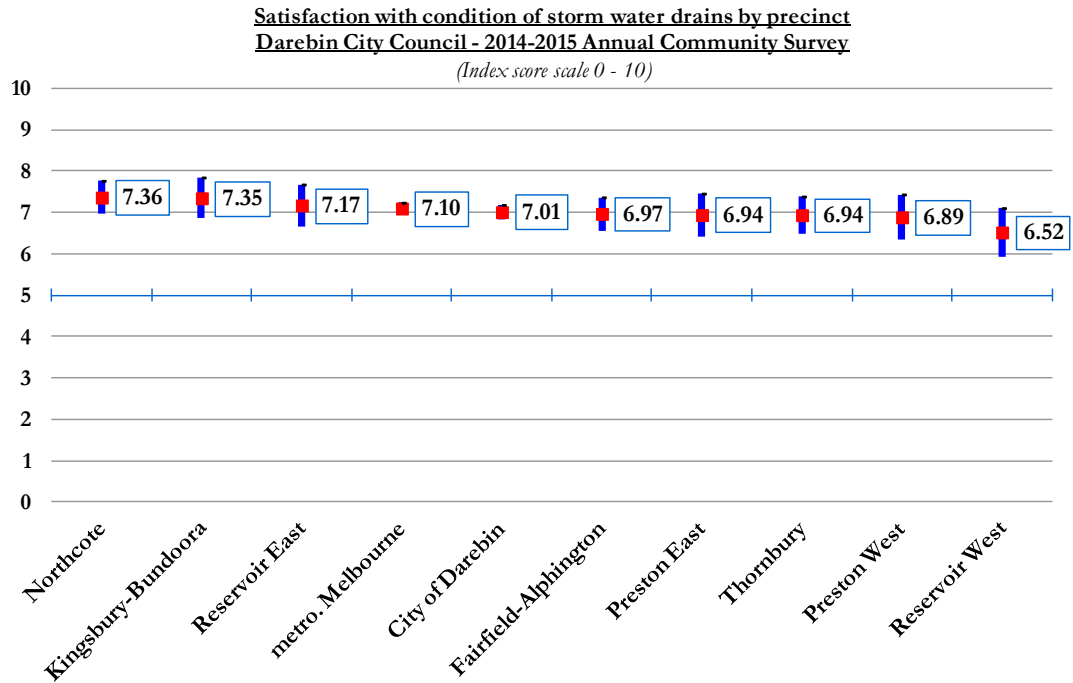


Although there was no statistically significant variation in satisfaction with the condition of storm water drains across the eight precincts comprising the City of Darebin.

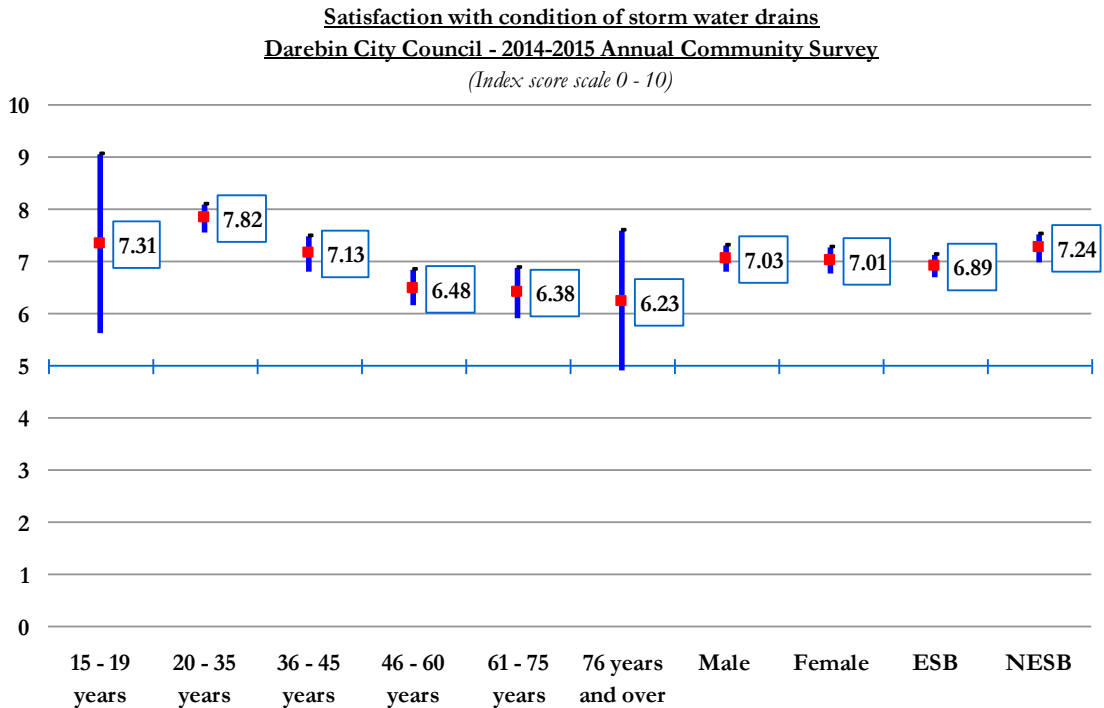
That said, it is observed that:

- ⊗ Respondents from Northcote and Kingsbury-Bundoora rated satisfaction somewhat, albeit not measurably higher than average, at levels best categorised as “very good”.

- ⊗ Respondents from Reservoir West rated satisfaction somewhat, albeit not measurably lower than average, although still at a level categorised as “good”.



Younger respondents aged from twenty to forty-five years were measurably more satisfied with the condition of storm water drains than older respondents. Respondents from non-English speaking households were measurably but not significantly more satisfied than respondents from English speaking households.



Satisfaction with the condition of storm water drains increased marginally in 2014-15 in seven of the eight precincts, with respondents from Thornbury rating satisfaction very marginally lower.

Satisfaction with condition of storm water drains
Darebin City Council - 2014-2015 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Northcote	2010	87	6.47	6.79	7.11
	2011	115	6.24	6.66	7.08
	2012	89	6.54	6.92	7.30
	2013	88	5.70	6.23	6.76
	2014	90	6.38	6.89	7.40
	2014-2015	66	6.96	7.36	7.77
Kingsbury-Bundoora	2010	92	7.15	7.40	7.65
	2011	38	6.31	6.93	7.54
	2012	93	6.51	6.94	7.36
	2013	98	6.70	7.15	7.60
	2014	87	6.41	6.87	7.34
	2014-2015	66	6.85	7.35	7.85
Reservoir East	2010	89	6.53	6.88	7.23
	2011	139	6.77	7.09	7.42
	2012	91	6.61	7.10	7.59
	2013	94	6.51	6.87	7.24
	2014	89	6.56	7.03	7.51
	2014-2015	69	6.67	7.17	7.68
Fairfield-Alphington	2010	94	6.30	6.70	7.10
	2011	42	6.18	6.83	7.47
	2012	89	6.13	6.52	6.91
	2013	92	5.93	6.45	6.96
	2014	85	6.37	6.78	7.19
	2014-2015	66	6.57	6.97	7.37
Preston East	2010	96	6.33	6.70	7.07
	2011	78	6.43	6.87	7.31
	2012	95	6.35	6.80	7.25
	2013	89	6.48	6.87	7.25
	2014	93	6.20	6.65	7.10
	2014-2015	68	6.42	6.94	7.46
Thornbury	2010	89	6.58	6.97	7.36
	2011	94	6.89	7.26	7.62
	2012	89	5.94	6.40	6.87
	2013	88	6.13	6.59	7.05
	2014	91	6.54	6.95	7.35
	2014-2015	66	6.49	6.94	7.39
Preston West	2010	94	6.16	6.51	6.86
	2011	75	6.57	7.03	7.49
	2012	84	6.80	7.24	7.68
	2013	93	6.43	6.88	7.33
	2014	86	6.21	6.64	7.07
	2014-2015	62	6.34	6.89	7.44
Reservoir West	2010	82	6.22	6.66	7.09
	2011	120	6.64	6.95	7.26
	2012	92	6.39	6.82	7.24
	2013	92	6.32	6.77	7.22
	2014	83	5.74	6.29	6.84
	2014-2015	67	5.94	6.52	7.11

Maintenance and cleaning of shopping strips

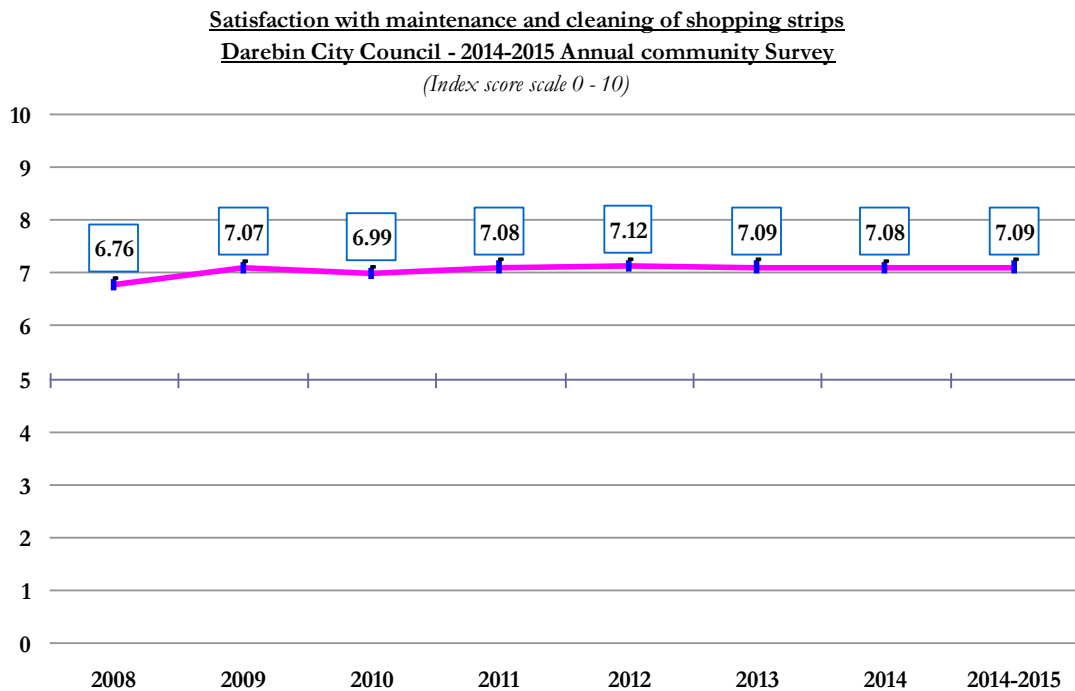
Respondents were asked:

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

Satisfaction with the maintenance and cleaning of shopping strips increased very marginally in 2014-15, although it remains at a level best categorised as “good”. It is observed that satisfaction with this service has remained remarkably stable over the course of the last seven years.

Given that this variable was not included in all four quarters and the sample size is therefore relatively small at the precinct level, caution should be exercised in the interpretation of the precinct level results. This variable will be included in just two of the four quarters.

By way of comparison, the 2015 *Governing Melbourne* research reported an average satisfaction with the maintenance and cleaning of strip shopping areas across metropolitan Melbourne of 7.05, almost identical to the Darebin result.

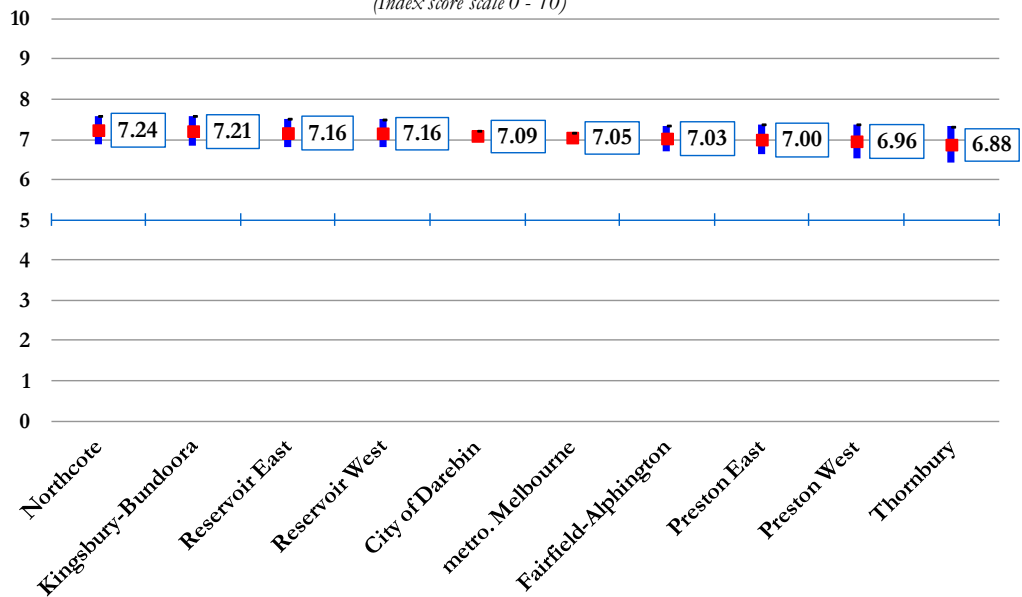


There was no measurable or significant variation in satisfaction with the maintenance and cleaning of shopping strips across the eight precincts comprising the City of Darebin.

Satisfaction with this service was rated at levels best categorised as “good” in each of the eight precincts.

Satisfaction with maintenance and cleaning of shopping strips by precinct
Darebin City Council - 2014-2015 Annual Community Survey

(Index score scale 0 - 10)

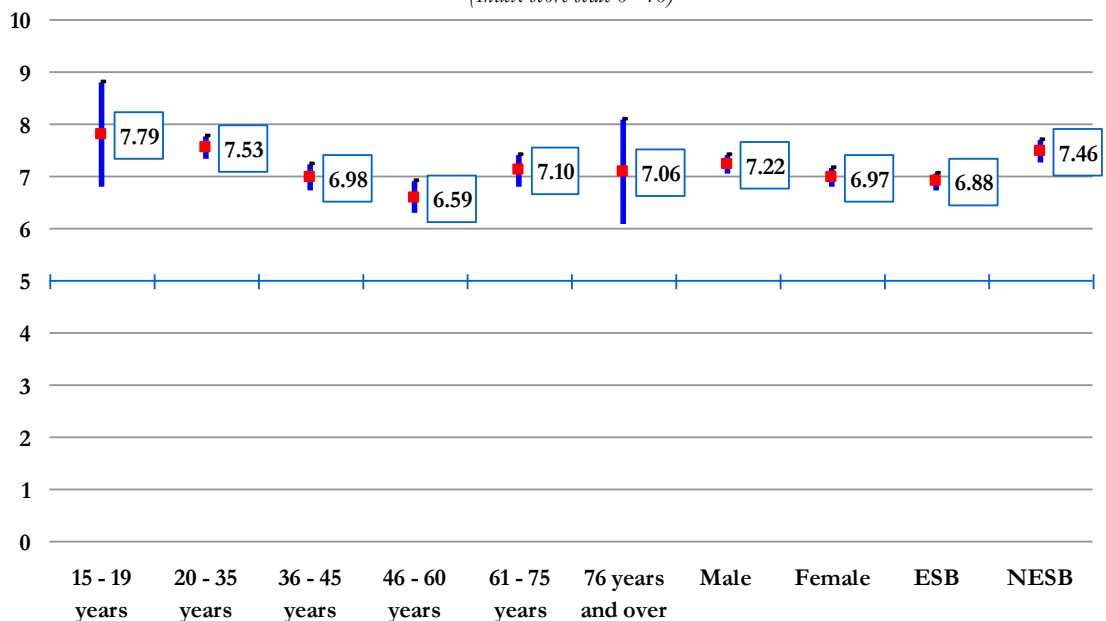


Younger respondents aged up to thirty-five years were measurably more satisfied with the maintenance and cleaning of shopping strips than older respondents. Respondents from non-English speaking households were measurably and significantly more satisfied than respondents from English speaking households.

Satisfaction with maintenance and cleaning of shopping strips

Darebin City Council - 2014-2015 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with the maintenance and cleaning of shopping strips increased marginally in Northcote, Reservoir East, Fairfield-Alphington, and Preston West, and decreased marginally in Kingsbury-Bundoora, Reservoir West, Preston East, and Thornbury.

Satisfaction with maintenance and cleaning of shopping strips
Darebin City Council - 2014-2015 Annual Community Survey
(Number and index score 0 - 10)

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Northcote	2010	92	6.66	6.94	7.21
	2011	125	6.93	7.21	7.49
	2012	99	6.92	7.19	7.46
	2013	99	6.95	7.22	7.49
	2014	97	6.83	7.17	7.50
	2014-2015	72	6.88	7.24	7.59
Kingsbury-Bundoora	2010	97	7.17	7.41	7.66
	2011	40	6.66	7.09	7.52
	2012	98	6.91	7.22	7.54
	2013	97	7.1	7.46	7.83
	2014	93	7.03	7.37	7.7
	2014-2015	71	6.84	7.21	7.59
Reservoir East	2010	97	6.93	7.19	7.44
	2011	154	6.45	6.77	7.1
	2012	95	6.82	7.22	7.62
	2013	93	6.53	6.90	7.28
	2014	95	6.56	6.92	7.28
	2014-2015	73	6.81	7.16	7.52
Reservoir West	2010	93	6.56	6.89	7.23
	2011	138	6.87	7.18	7.5
	2012	94	6.45	6.80	7.15
	2013	97	6.95	7.31	7.67
	2014	91	6.91	7.25	7.59
	2014-2015	70	6.82	7.16	7.50
Fairfield-Alphington	2010	97	6.55	6.89	7.22
	2011	44	6.43	7.00	7.57
	2012	98	6.84	7.12	7.40
	2013	99	6.75	7.02	7.29
	2014	99	6.71	7.02	7.33
	2014-2015	74	6.70	7.03	7.35
Preston East	2010	101	6.70	6.97	7.24
	2011	87	6.68	7.05	7.43
	2012	98	6.71	7.09	7.47
	2013	95	6.68	7	7.32
	2014	95	6.85	7.15	7.44
	2014-2015	71	6.62	7.00	7.38
Preston West	2010	98	6.18	6.52	6.86
	2011	81	6.53	6.95	7.37
	2012	94	6.89	7.26	7.62
	2013	94	6.61	6.94	7.26
	2014	96	6.44	6.78	7.12
	2014-2015	72	6.53	6.96	7.38
Thornbury	2010	99	6.82	7.14	7.47
	2011	103	7.12	7.42	7.72
	2012	95	6.86	7.15	7.43
	2013	96	6.65	7.00	7.35
	2014	99	6.8	7.12	7.44
	2014-2015	72	6.43	6.88	7.32

The level of street lighting

Respondents were asked:

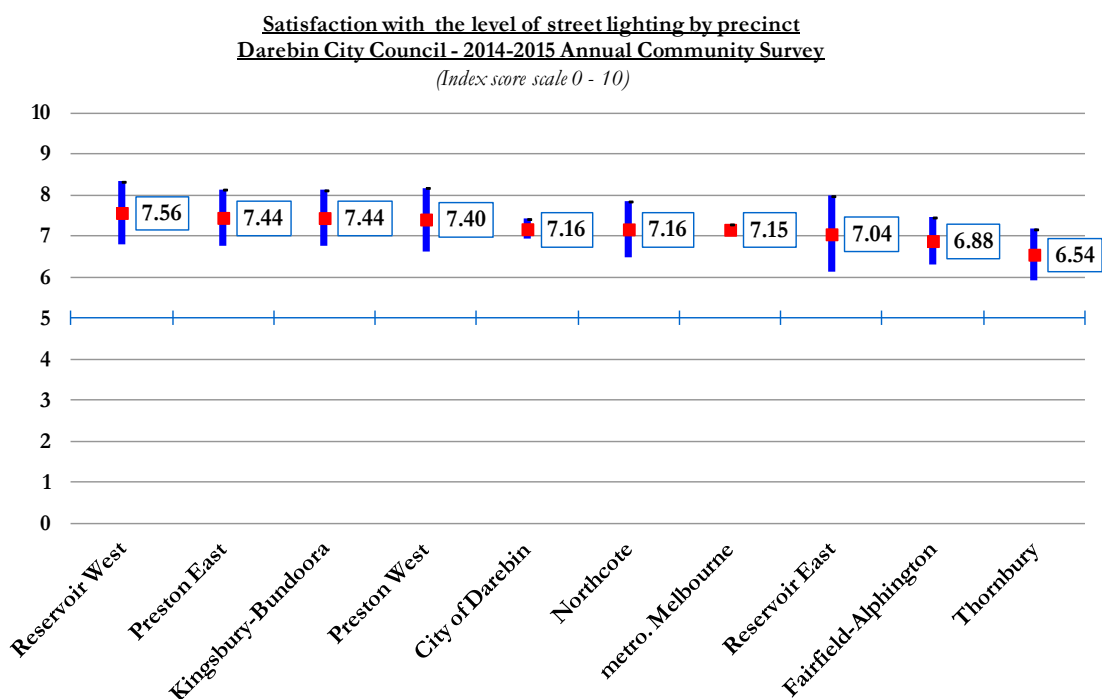
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with each service/facility?”

Satisfaction with the new service / facility, the level of street lighting was rated at 7.16, a level of satisfaction best categorised as “good”.

By way of comparison, the 2015 *Governing Melbourne* included a slightly differently worded variable; “street lighting”. The metropolitan Melbourne average for this variable in 2015 was 7.15, almost identical to the Darebin result.

There was no measurable variation in satisfaction with the level of street lighting across the eight precincts comprising the City of Darebin. That said, it is observed that:

- ⊗ Respondents from Reservoir West, Preston East, Kingsbury-Bundoora, and Preston West rated the service / facility at levels best categorised as “very good”.
- ⊗ Respondents from Northcote, Reservoir East, Fairfield-Alphington and Thornbury rated the service / facility at levels best categorised as “good”.



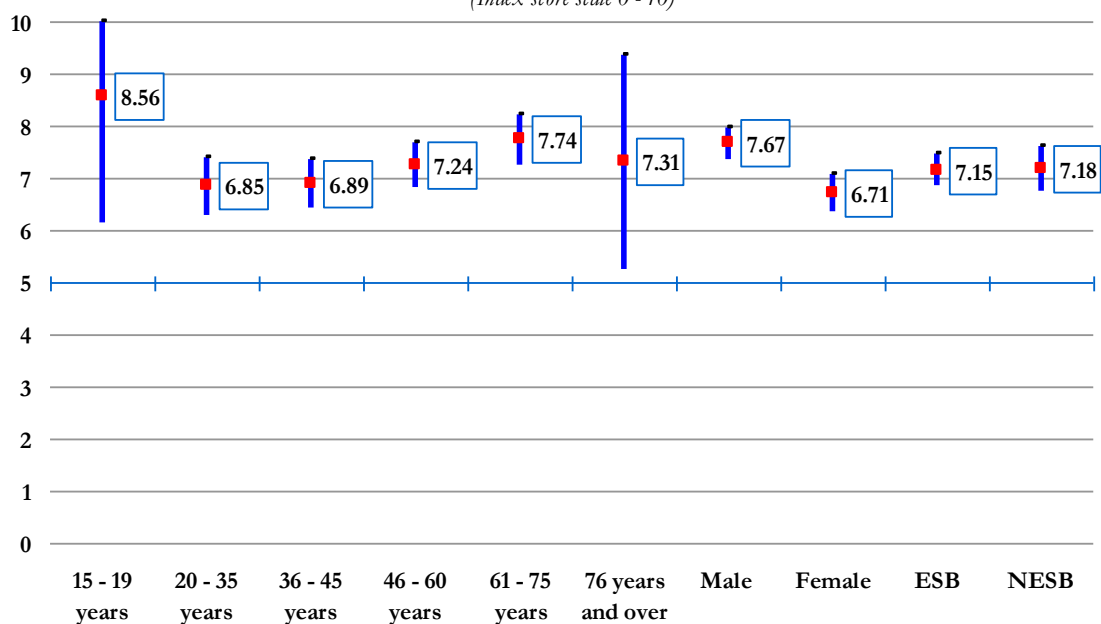
Given that this variable was not included in all four quarters and the sample size is therefore relatively small at the precinct level, caution should be exercised in the interpretation of the precinct level, and respondent profile results. This variable will be included in just two of the four quarters.

There was no statistically significant variation in satisfaction with the level of street lighting.

Male respondents were however measurably and significantly more satisfied with the level of street lighting than female respondents.

Satisfaction with the level of street lighting
Darebin City Council - 2014-2015 Annual Community Survey

(Index score scale 0 - 10)



Regular recycling

Respondents were asked:

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

Satisfaction with regular recycling was rated at 8.32 in 2014-15, a level of satisfaction best categorised as “excellent”.

Metropolis Research notes that satisfaction scores of more than eight out of ten are relatively rare, and are reflective of a very high level of community satisfaction with the service or facility.

Given that this variable was not included in all four quarters and the sample size is therefore relatively small at the precinct level, caution should be exercised in the interpretation of the precinct level results. This variable will be included in just two of the four quarters.

By way of comparison, the 2015 *Governing Melbourne* research reported a metropolitan Melbourne average satisfaction of 8.39, marginally but not measurably higher than the Darebin result.

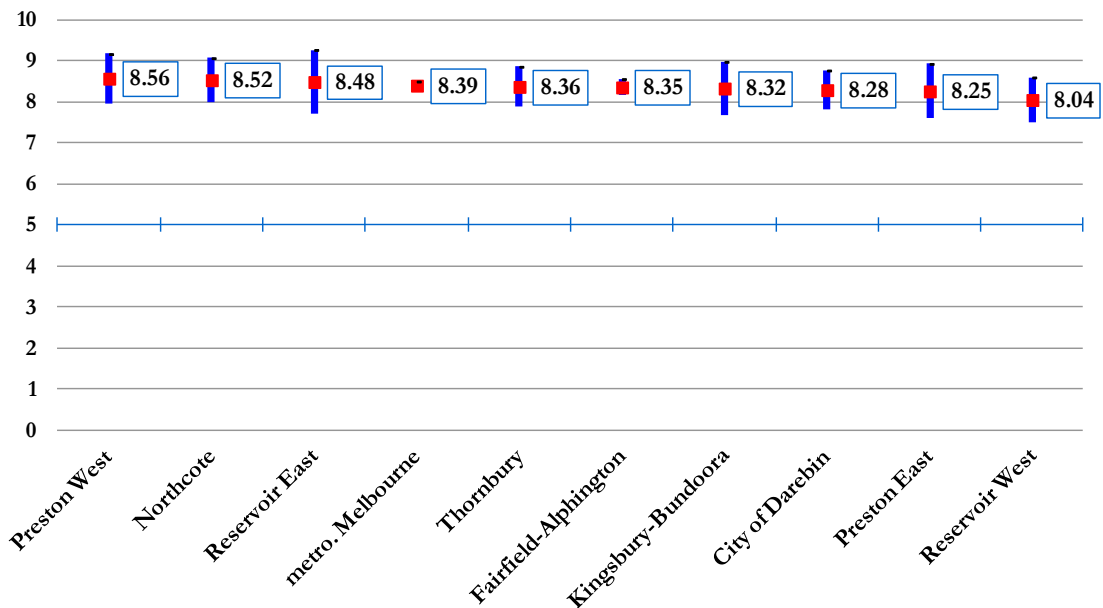
There was no measurable or significant variation in satisfaction with regular recycling across the eight precincts comprising the City of Darebin.

Respondents in each of the eight precincts rated satisfaction at levels best categorised as “excellent”.

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

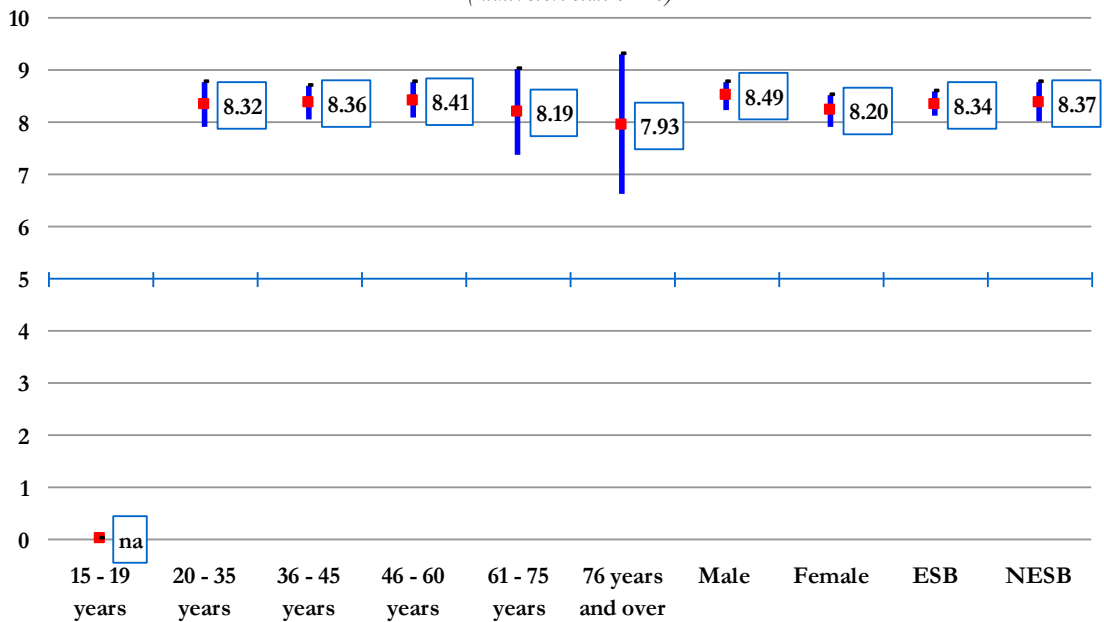
Satisfaction with regular recycling by precinct
Darebin City Council - 2014-2015 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with regular recycling
Darebin City Council - 2014-2015 Annual Community Survey

(Index score scale 0 - 10)



Level of dumped rubbish

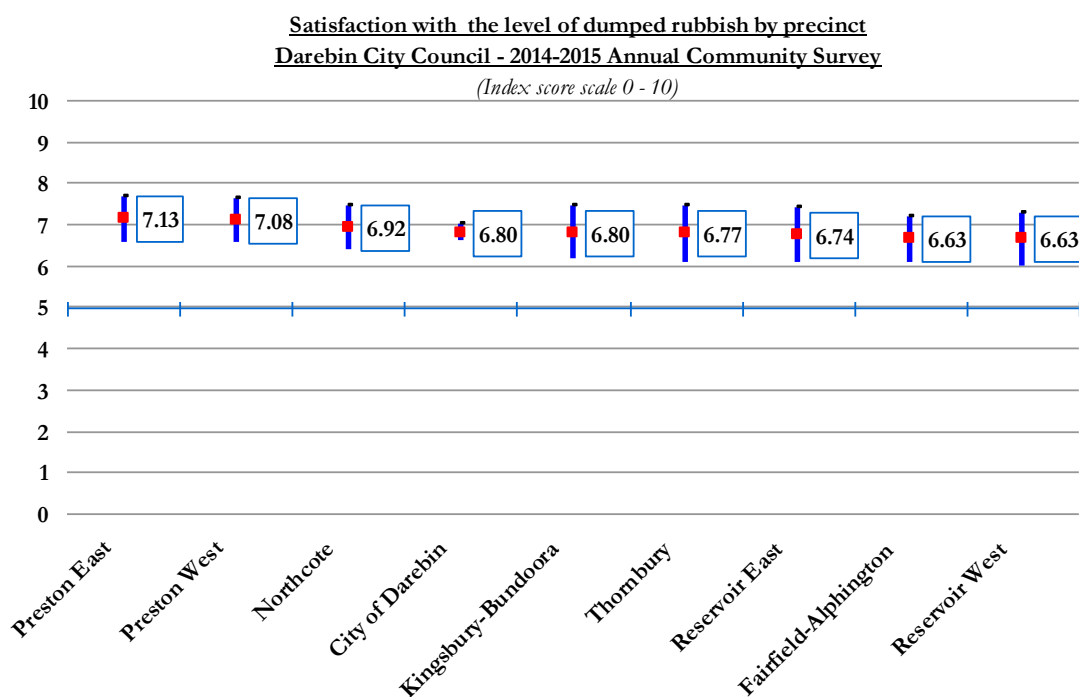
Respondents were asked:

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

Satisfaction with the level of dumped rubbish was rated at 6.80 in 2014-15, a level of satisfaction best categorised as “good”.

Given that this variable was not included in all four quarters and the sample size is therefore relatively small at the precinct level, caution should be exercised in the interpretation of the precinct level results. This variable will be included in just two of the four quarters.

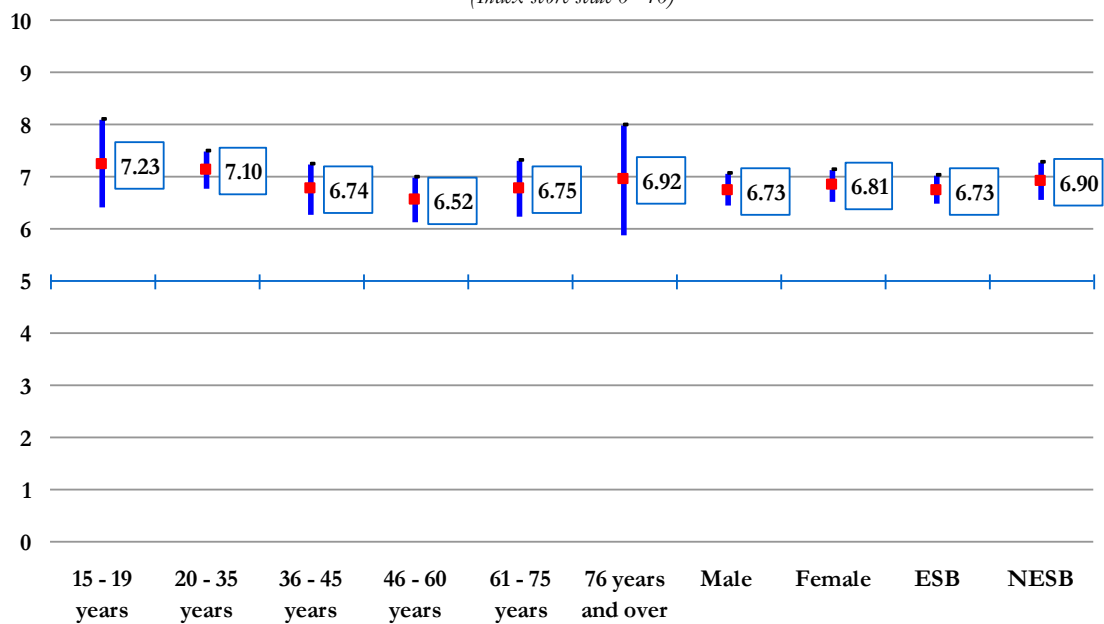
There was no measurable or significant variation in satisfaction with the level of dumped rubbish across the eight precincts comprising the City of Darebin. Respondents in each of the eight precincts rated satisfaction with the level of dumped rubbish at levels best categorised as “good”.



There was no statistically significant variation in satisfaction with the level of dumped rubbish by respondent profile.

Satisfaction with the level of dumped rubbish
Darebin City Council - 2014-2015 Annual Community Survey

(Index score scale 0 - 10)



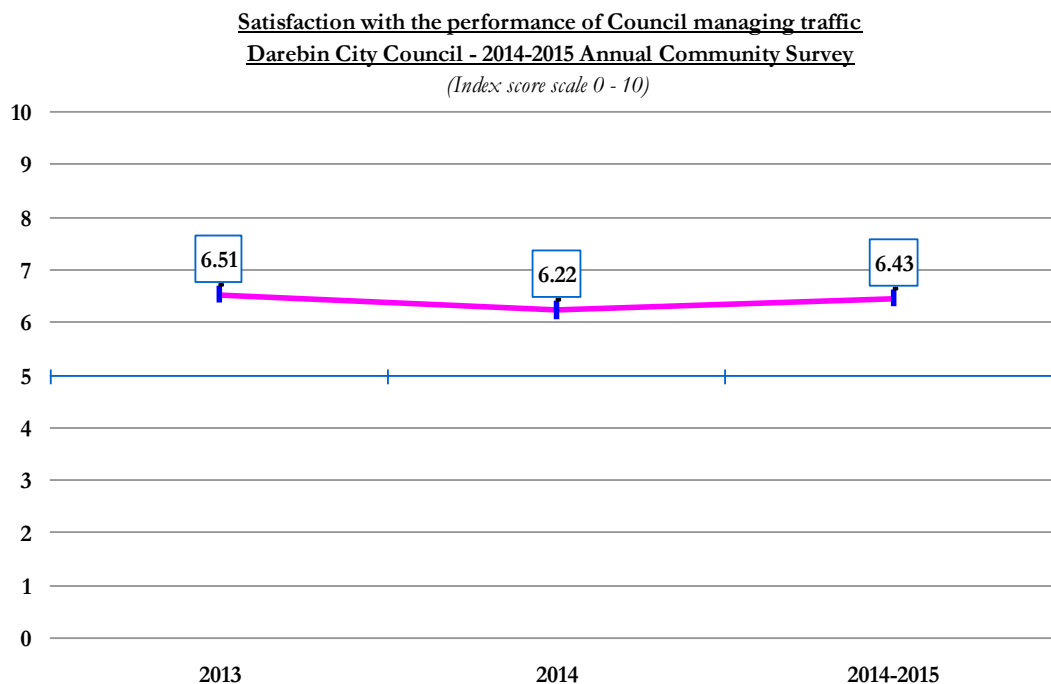
The performance of Council managing traffic

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 each service/facility?”

Satisfaction with the performance of Council managing traffic increased marginally in 2014-15, increasing 3.4% to 6.43. Satisfaction with this service remains at a level best categorised as “good”.

By way of comparison, the 2015 *Governing Melbourne* research included the slightly differently worded variable “traffic management”. The metropolitan Melbourne average for this variable in 2015 was 6.60, somewhat albeit not measurably higher than the Darebin result.

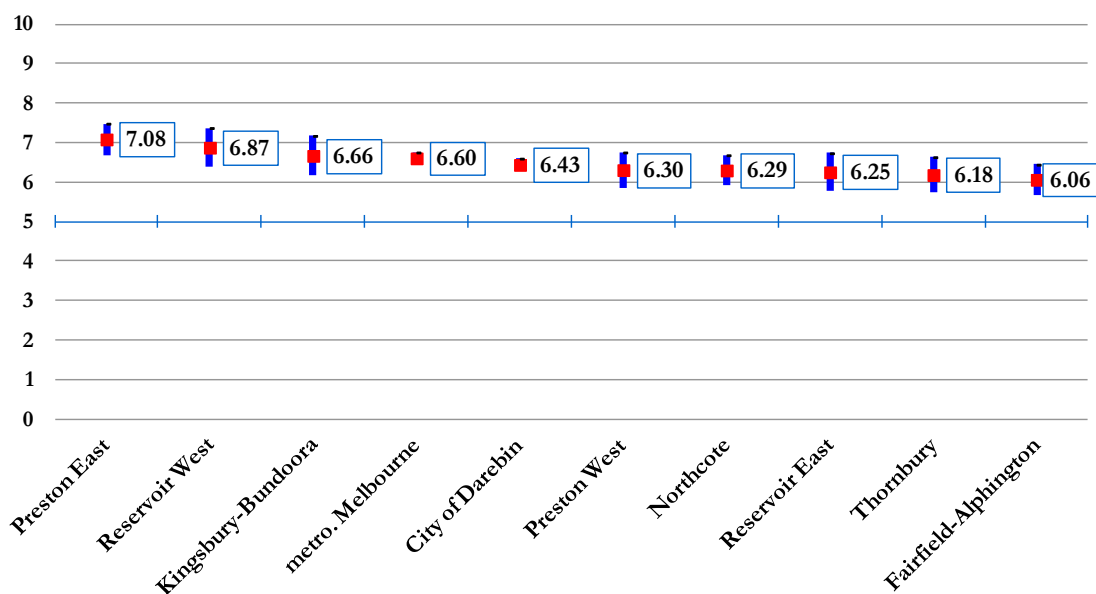


There was measurable and significant variation in satisfaction with the performance of Council managing traffic, with attention drawn to the following:

- ⊗ Respondents from Preston East rated satisfaction measurably and significantly higher than the municipal average, at a level best categorised as “good”.
- ⊗ Respondents from Reservoir West and Kingsbury-Bundoora rated satisfaction somewhat, albeit not measurably higher than the municipal average, at a level categorised as “good”.
- ⊗ Respondents from Fairfield-Alphington rated satisfaction somewhat, albeit not measurably lower than the municipal average.

Satisfaction with the performance of Council managing traffic increased in each of the eight precincts comprising the City of Darebin, although none were measurably higher.

Satisfaction with the performance of Council managing traffic by precinct
Darebin City Council - 2014-2015 Annual Community Survey
(Index score scale 0 - 10)



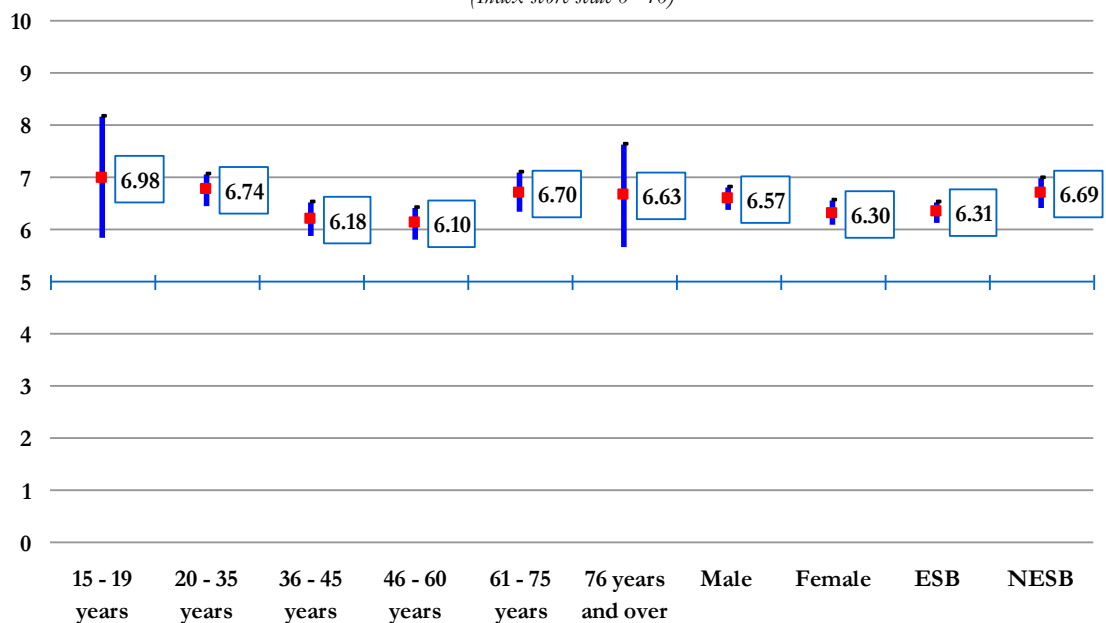
Satisfaction with the performance of Council managing traffic
Darebin City Council - 2014-2015 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Preston East	2013	90	6.60	6.94	7.29
	2014	80	6.36	6.79	7.22
	2014-2015	87	6.68	7.08	7.48
Reservoir West	2013	92	6.58	6.99	7.40
	2014	89	5.92	6.46	7.00
	2014-2015	85	6.37	6.87	7.37
Kingsbury-Bundoora	2013	95	5.92	6.43	6.94
	2014	80	5.91	6.39	6.87
	2014-2015	83	6.16	6.66	7.17
Preston West	2013	95	6.15	6.57	6.99
	2014	90	5.61	6.04	6.48
	2014-2015	89	5.86	6.30	6.75
Northcote	2013	86	5.07	5.61	6.14
	2014	84	5.45	5.89	6.33
	2014-2015	85	5.90	6.29	6.68
Reservoir East	2013	96	6.32	6.73	7.14
	2014	87	5.76	6.23	6.70
	2014-2015	97	5.76	6.25	6.73
Thornbury	2013	96	6.10	6.52	6.94
	2014	95	5.64	6.05	6.46
	2014-2015	90	5.73	6.18	6.63
Fairfield-Alphington	2013	93	5.41	5.80	6.18
	2014	92	5.42	5.83	6.23
	2014-2015	88	5.67	6.06	6.44

There was some variation in satisfaction with the performance of Council managing traffic by respondent profile:

- ⊗ Adult respondents aged thirty-six to sixty years were measurably less satisfied than other respondents.
- ⊗ Male respondents were marginally but measurably more satisfied than female respondents.
- ⊗ Respondents from non-English speaking households were measurably more satisfied than respondents from English speaking households.

Satisfaction with the performance of Council managing traffic
Darebin City Council - 2014-2015 Annual Community Survey
(Index score scale 0 - 10)



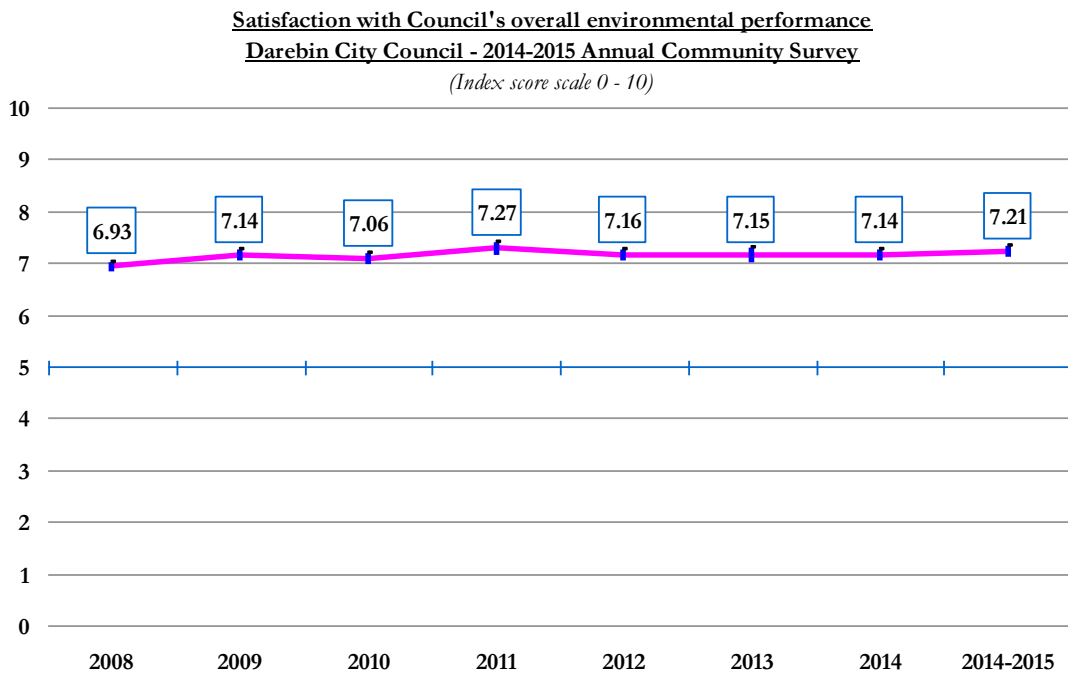
Council's overall environmental performance

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 each service/facility?”

Satisfaction with Council’s overall environmental performance increased very marginally in 2014-15, increasing less than one percent to 7.21. This level of satisfaction is best categorised as “good”, a categorisation this service has maintained since 2008.

By way of comparison, the 2015 *Governing Melbourne* reported a metropolitan Melbourne average satisfaction with the slightly differently worded variable “Council meeting its responsibilities towards the environment” of 7.35, somewhat albeit not measurably higher than the Darebin result.

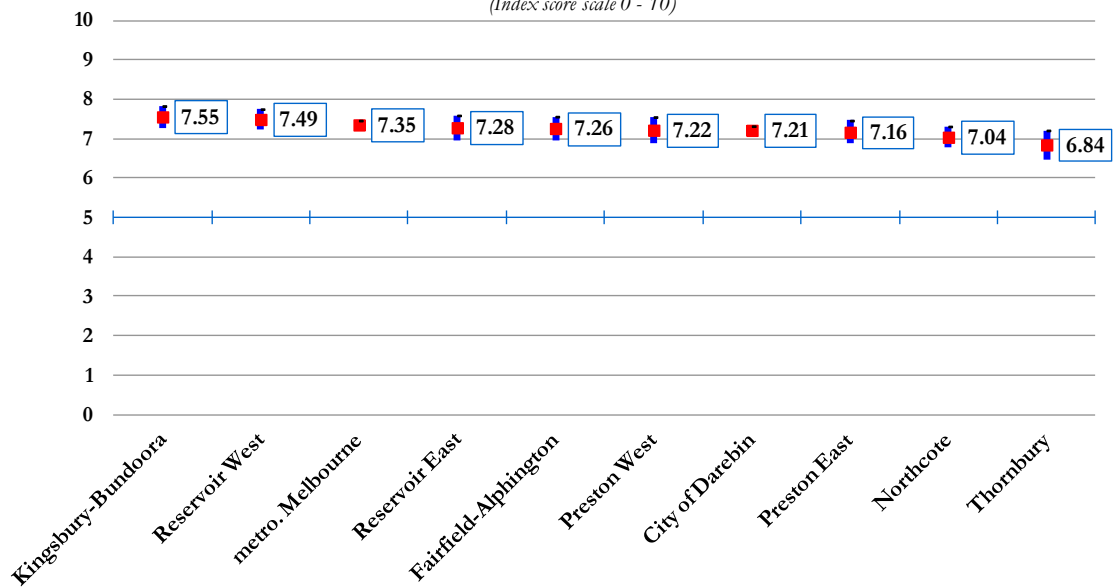


Although there was no statistically significant variation in satisfaction with Council’s overall environmental performance across the eight precincts comprising the City of Darebin, attention is drawn to the following:

- ⊗ Respondents from Kingsbury-Bundoora, Reservoir West, Reservoir East, and Fairfield-Alphington rated satisfaction at levels best categorised as “very good”.
- ⊗ Respondents from Preston West, Preston East, Northcote and Thornbury rated satisfaction at levels best categorised as “good”.

Satisfaction with Council's overall environmental performance by precinct
Darebin City Council - 2014-2015 Annual Community Survey

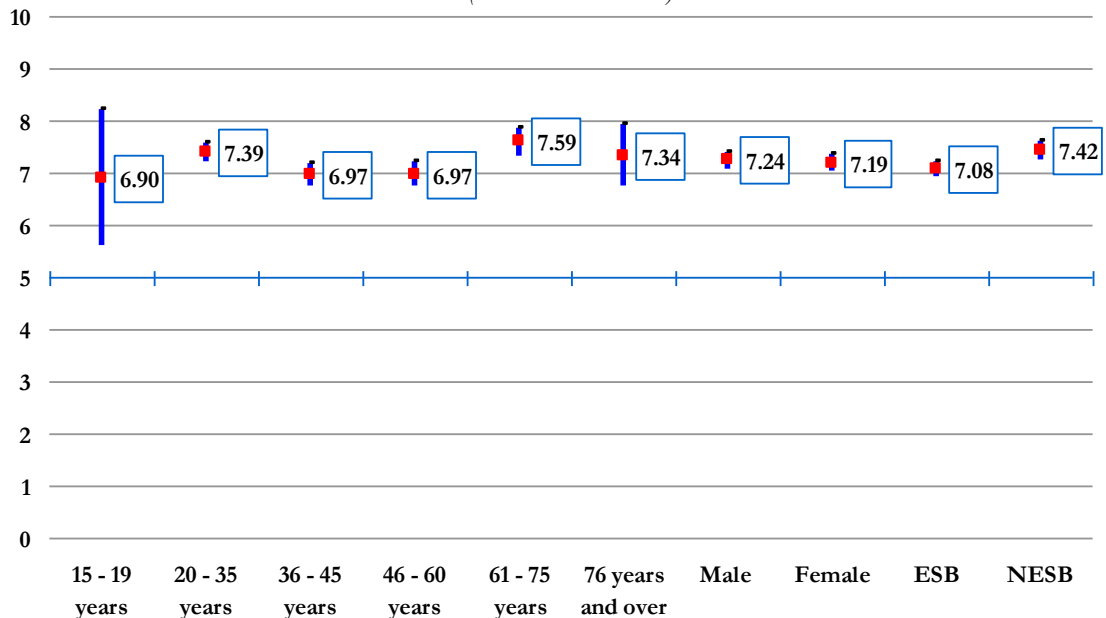
(Index score scale 0 - 10)



Young adult respondents, along with older adult and senior citizen respondents were measurably more satisfied with Council’s overall environmental performance than other respondents. Respondents from non-English speaking households were measurably and significantly more satisfied than were respondents from English speaking households.

Satisfaction with Council's overall environmental performance
Darebin City Council - 2014-2015 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with Council’s overall environmental performance increased marginally in Kingsbury-Bundoora, Reservoir east, Fairfield-Alphington, Preston West, and Northcote, and decreased marginally in Reservoir West and Thornbury.

None of these increases or decreases was statistically significant.

Satisfaction with Council's overall environmental performance
Darebin City Council - 2014-2015 Annual Community Survey
(Number and index score 0 - 10)

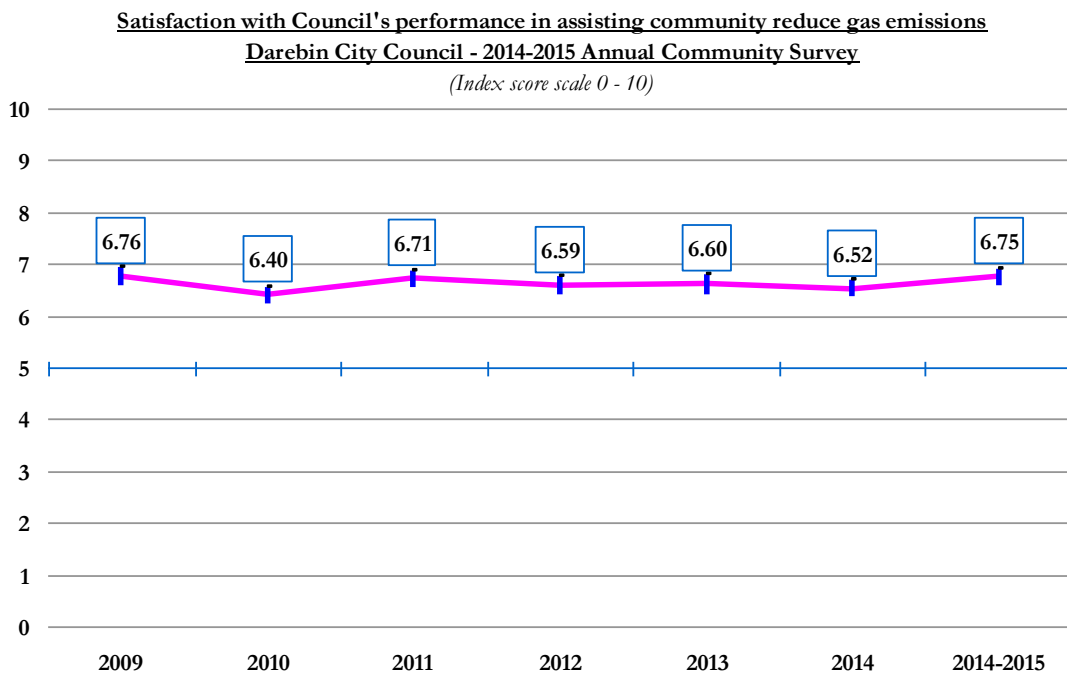
<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Kingsbury-Bundoora	2010	85	6.81	7.11	7.40
	2011	36	6.62	7.06	7.49
	2012	85	6.98	7.28	7.58
	2013	93	7.21	7.53	7.84
	2014	82	7.02	7.33	7.64
	2014-2015	85	7.28	7.55	7.83
Reservoir West	2010	84	6.98	7.25	7.51
	2011	117	7.1	7.38	7.66
	2012	89	6.78	7.09	7.40
	2013	79	7.30	7.66	8.02
	2014	80	7.20	7.50	7.80
	2014-2015	84	7.22	7.49	7.75
Reservoir East	2010	92	6.79	7.04	7.30
	2011	117	7.25	7.47	7.69
	2012	88	6.59	6.99	7.39
	2013	76	6.83	7.18	7.54
	2014	87	6.89	7.22	7.54
	2014-2015	90	6.96	7.28	7.59
Fairfield-Alphington	2010	79	6.61	6.99	7.37
	2011	39	7.05	7.48	7.92
	2012	86	6.69	7.00	7.31
	2013	82	6.34	6.68	7.02
	2014	82	6.75	7.09	7.42
	2014-2015	85	6.96	7.26	7.56
Preston West	2010	86	6.29	6.59	6.90
	2011	68	6.92	7.24	7.56
	2012	81	7.11	7.43	7.76
	2013	91	6.68	7.00	7.32
	2014	91	6.40	6.75	7.10
	2014-2015	93	6.88	7.22	7.55
Preston East	2010	93	6.67	6.94	7.20
	2011	80	6.7	7.07	7.45
	2012	74	7.22	7.55	7.89
	2013	76	6.79	7.11	7.42
	2014	77	6.80	7.16	7.51
	2014-2015	86	6.87	7.16	7.46
Northcote	2010	84	6.98	7.27	7.57
	2011	97	6.59	6.88	7.16
	2012	94	6.64	6.98	7.32
	2013	79	6.57	6.96	7.35
	2014	86	6.74	6.98	7.22
	2014-2015	81	6.77	7.04	7.31
Thornbury	2010	84	6.69	7.08	7.48
	2011	88	7.19	7.51	7.83
	2012	86	6.98	7.26	7.53
	2013	88	6.47	6.90	7.32
	2014	78	6.72	7.00	7.28
	2014-2015	83	6.48	6.84	7.21

Council's performance in assisting reducing greenhouse gas emissions

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 each service/facility?”

Satisfaction with the performance of Council in assisting the community to reduce its greenhouse gas emissions increased marginally in 2014-15, increasing 3.5% to 6.75. Satisfaction with this service remains at a level best categorised as “good”.

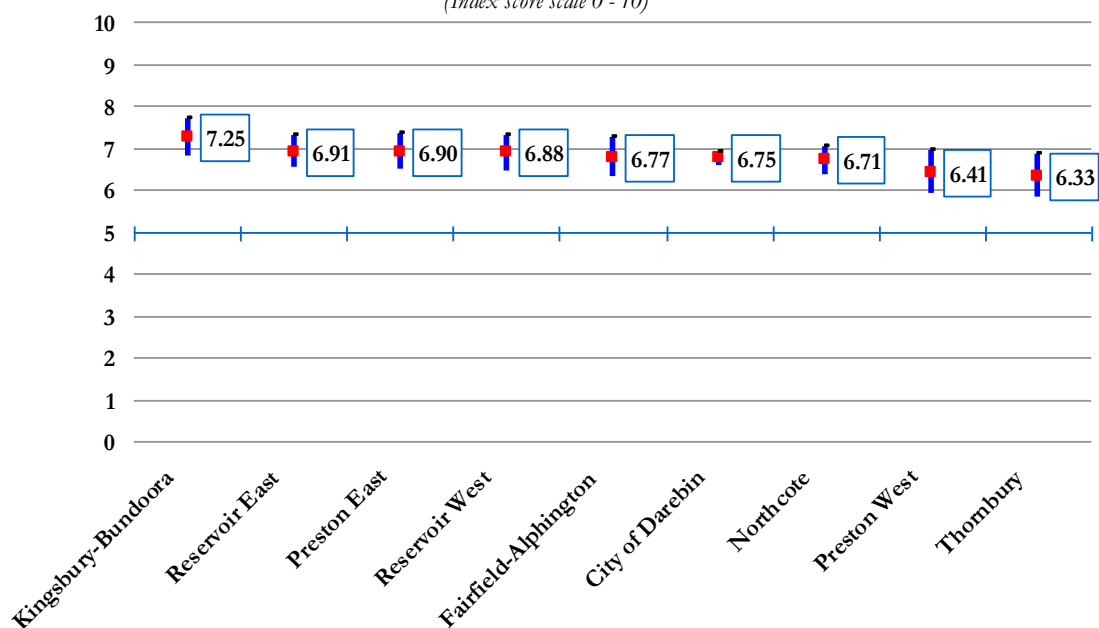


Although there was no measurable variation in satisfaction with this service across the eight precincts comprising the City of Darebin, it is observed that:

- ⊗ Respondents from Kingsbury-Bundoora rated satisfaction almost measurably higher than the municipal average, at a level best categorised as “very good”.
- ⊗ Respondents from Preston West and Thornbury rated satisfaction somewhat, albeit not measurably lower than the municipal average, at levels best categorised as “solid”.

**Satisfaction with Council's performance in assisting community reduce gas emissions
Darebin City Council - 2014-2015 Annual Community Survey**

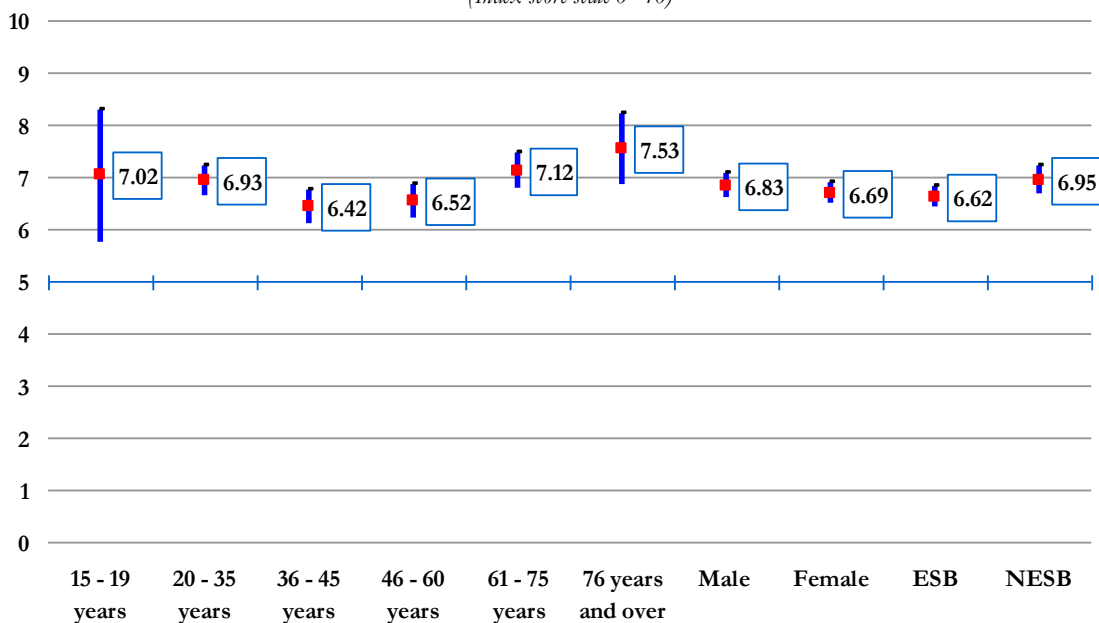
(Index score scale 0 - 10)



Middle-aged and adult respondents (aged thirty-six to sixty years) were measurably less satisfied with the performance of Council in assisting the community reduce GGEs than other respondents.

**Satisfaction with Council's performance in assisting community reduce gas emissions
Darebin City Council - 2014-2015 Annual Community Survey**

(Index score scale 0 - 10)



Satisfaction with Council's performance assisting the community to reduce its greenhouse gas emissions increased marginally, but not measurably in seven of the eight precincts comprising the City of Darebin. Respondents from Thornbury rated satisfaction with this service marginally lower in 2014-15.

Satisfaction with Council's performance in assisting community to reduce gas emissions

Darebin City Council - 2014-2015 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2010	73	6.1	6.48	6.85
	2011	30	5.97	6.63	7.29
	2012	70	6.39	6.79	7.18
	2013	79	6.19	6.72	7.26
	2014	64	6.18	6.67	7.17
	2014-2015	59	6.81	7.25	7.70
Reservoir East	2010	76	5.77	6.20	6.63
	2011	95	6.44	6.77	7.09
	2012	64	5.98	6.56	7.15
	2013	64	5.84	6.50	7.16
	2014	69	6.12	6.58	7.04
	2014-2015	78	6.54	6.91	7.28
Preston East	2010	70	6.36	6.83	7.3
	2011	54	6.11	6.60	7.08
	2012	62	6.5	7.05	7.60
	2013	65	6.33	6.71	7.09
	2014	56	6.26	6.73	7.20
	2014-2015	69	6.47	6.90	7.33
Reservoir West	2010	69	5.89	6.35	6.81
	2011	88	6.3	6.79	7.29
	2012	63	6.07	6.56	7.04
	2013	65	6.71	7.12	7.54
	2014	66	6.25	6.73	7.20
	2014-2015	72	6.44	6.88	7.31
Fairfield-Alphington	2010	70	5.88	6.36	6.83
	2011	30	6.1	6.82	7.54
	2012	67	5.64	6.13	6.63
	2013	60	5.48	6.00	6.52
	2014	60	6.04	6.52	6.99
	2014-2015	66	6.30	6.77	7.24
Northcote	2010	67	6.03	6.54	7.04
	2011	85	5.98	6.35	6.72
	2012	79	6.03	6.48	6.93
	2013	58	5.63	6.17	6.71
	2014	68	6.14	6.49	6.83
	2014-2015	58	6.37	6.71	7.04
Preston West	2010	75	5.58	5.96	6.34
	2011	56	6.79	7.18	7.56
	2012	66	6.43	6.94	7.45
	2013	78	5.86	6.41	6.96
	2014	70	5.49	6.00	6.51
	2014-2015	75	5.9	6.41	6.92
Thornbury	2010	68	6.08	6.63	7.18
	2011	75	6.15	6.65	7.15
	2012	63	5.73	6.25	6.78
	2013	79	6.29	6.77	7.26
	2014	58	5.93	6.41	6.90
	2014-2015	67	5.82	6.33	6.83

Green waste collection service

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 each service/facility?”

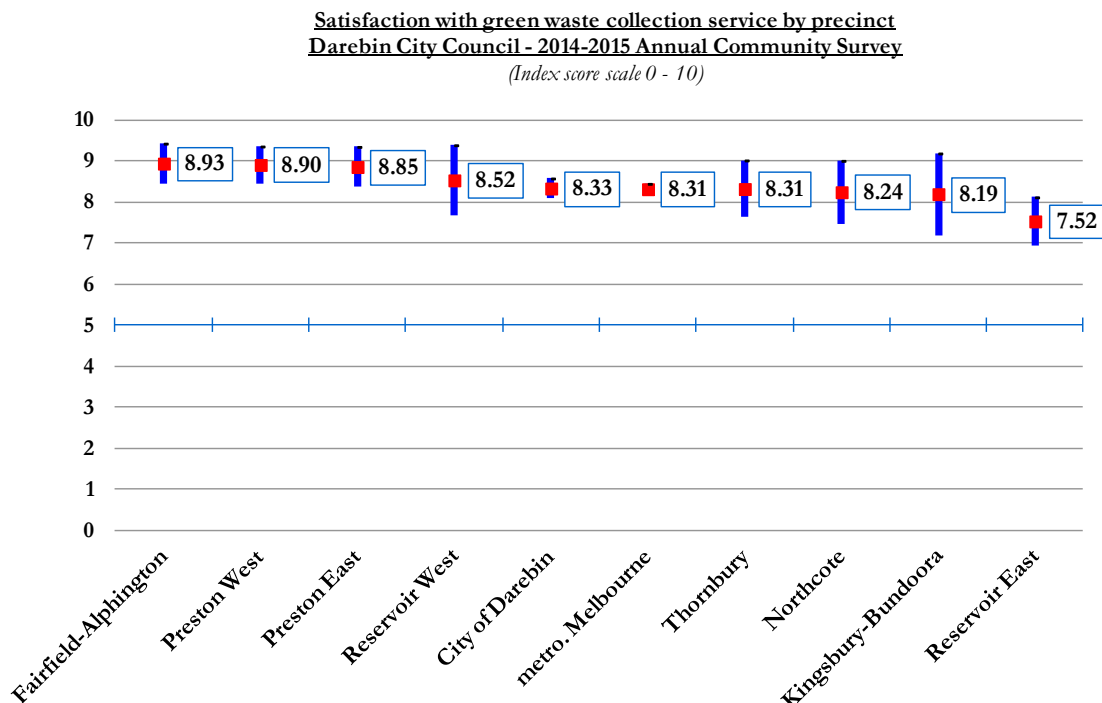
Satisfaction with the green waste collection service was rated at 8.33 in 2014-15, a level of satisfaction best categorised as “excellent”.

Given that this variable was not included in all four quarters and the sample size is therefore relatively small at the precinct level, caution should be exercised in the interpretation of the precinct level results. This variable will be included in just two of the four quarters.

By way of comparison, the 2015 *Governing Melbourne* research reported a metropolitan Melbourne average satisfaction with the green waste collection service of 8.31, almost identical to the Darebin result.

There was some measurable variation in satisfaction with the green waste collection service across the eight precincts comprising the City of Darebin.

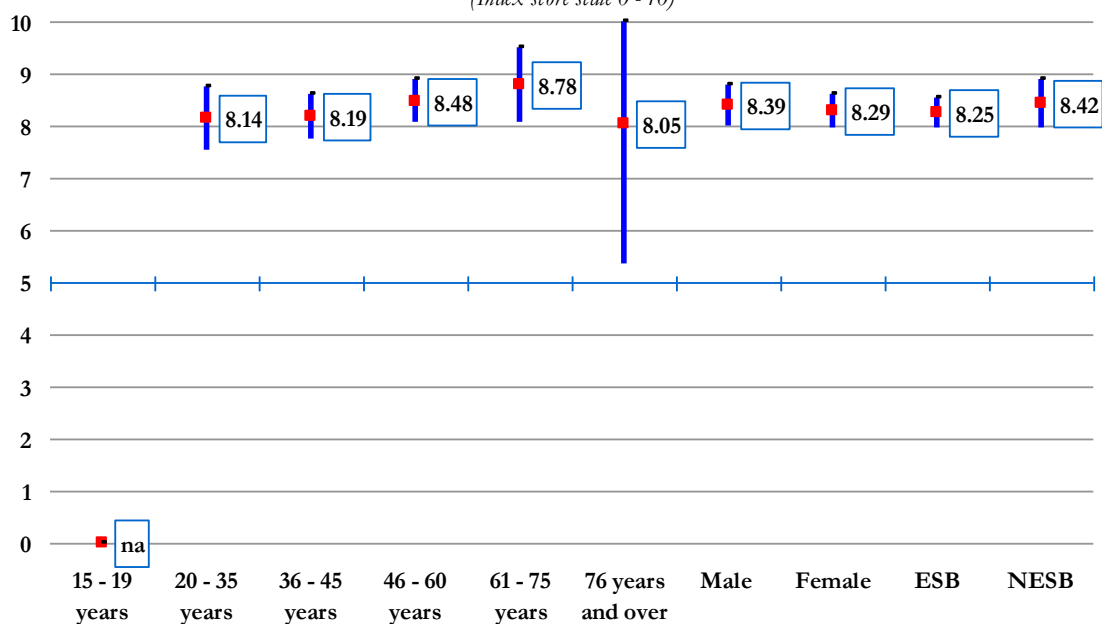
Respondents from Reservoir East rated satisfaction measurably and significantly lower than the municipal average at a level best categorised as “very good”.



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

**Satisfaction with green waste collection service
Darebin City Council - 2014-2015 Annual Community Survey**

(Index score scale 0 - 10)



Transfer station – tip in Reservoir

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 each service/facility?”

Satisfaction with the transfer station – tip in Reservoir was rated at 7.36 in 2014-15, a level of satisfaction best categorised as “very good”.

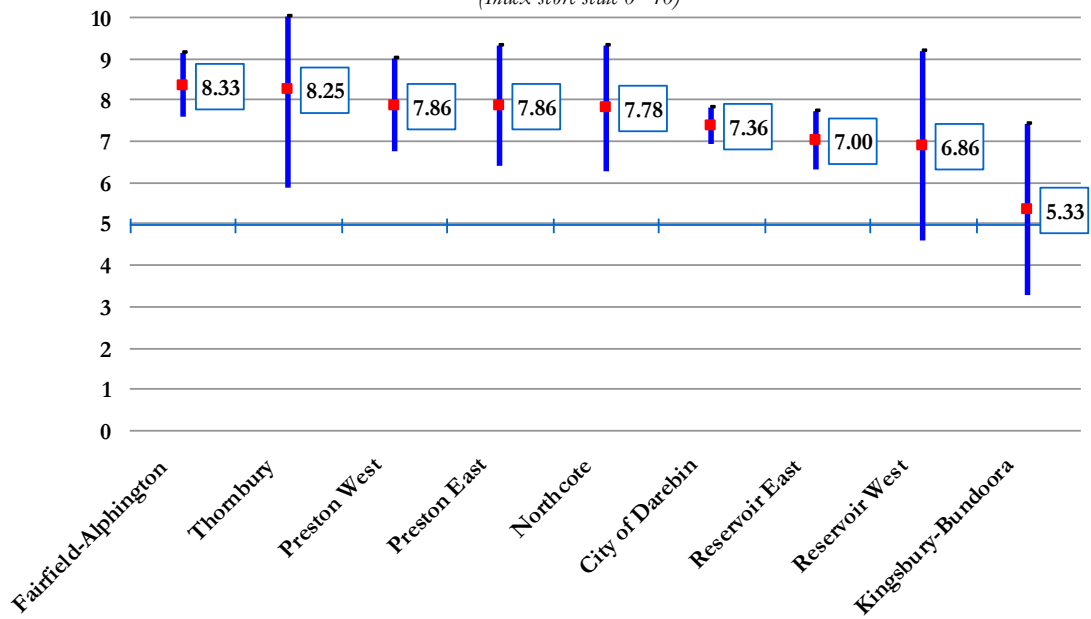
Given that this variable was not included in all four quarters and the sample size is therefore relatively small at the precinct level, caution should be exercised in the interpretation of the precinct level results. This variable will be included for two of the four quarterly surveys in the future.

It is observed that:

- ⊗ Respondents from Fairfield-Alphington, Thornbury, Preston West, Preston East and Northcote rated satisfaction at levels categorised as “excellent”.
- ⊗ Respondents from Reservoir East and Reservoir West rated satisfaction at levels categorised as “good”.
- ⊗ Respondents from Kingsbury-Bundoora rated satisfaction at a level best categorised as “very poor”.

Satisfaction with transfer station - tip in Reservoir by precinct
Darebin City Council - 2014-2015 Annual Community Survey

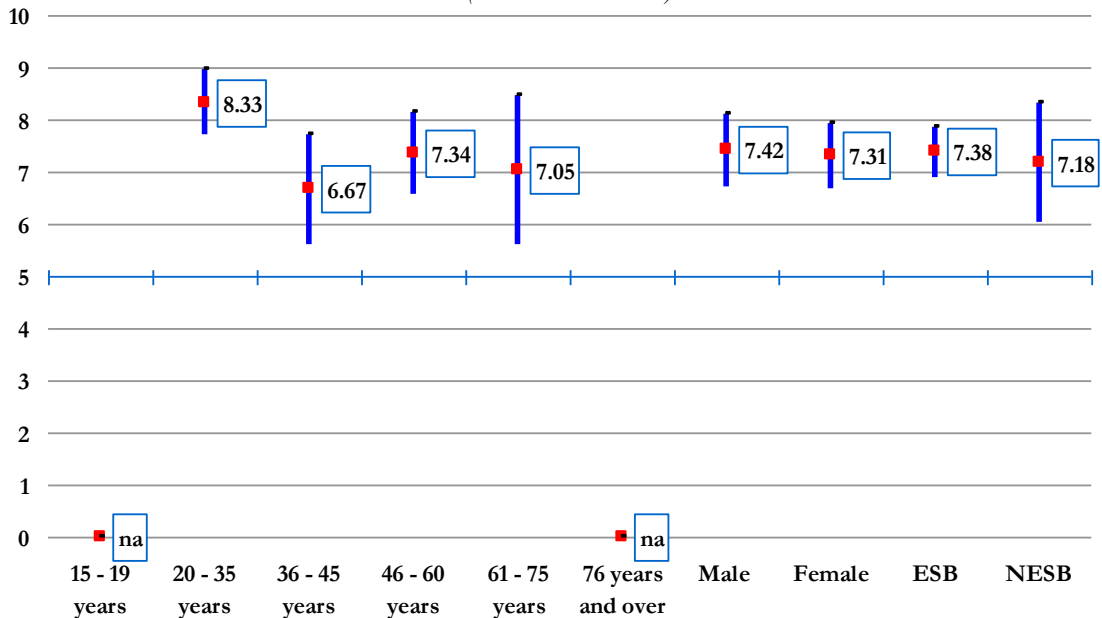
(Index score scale 0 - 10)



Young adult respondents aged twenty to thirty-five years were measurably and significantly more satisfied with the transfer station in Reservoir than other respondents.

Satisfaction with transfer station - tip in Reservoir
Darebin City Council - 2014-2015 Annual Community Survey

(Index score scale 0 - 10)

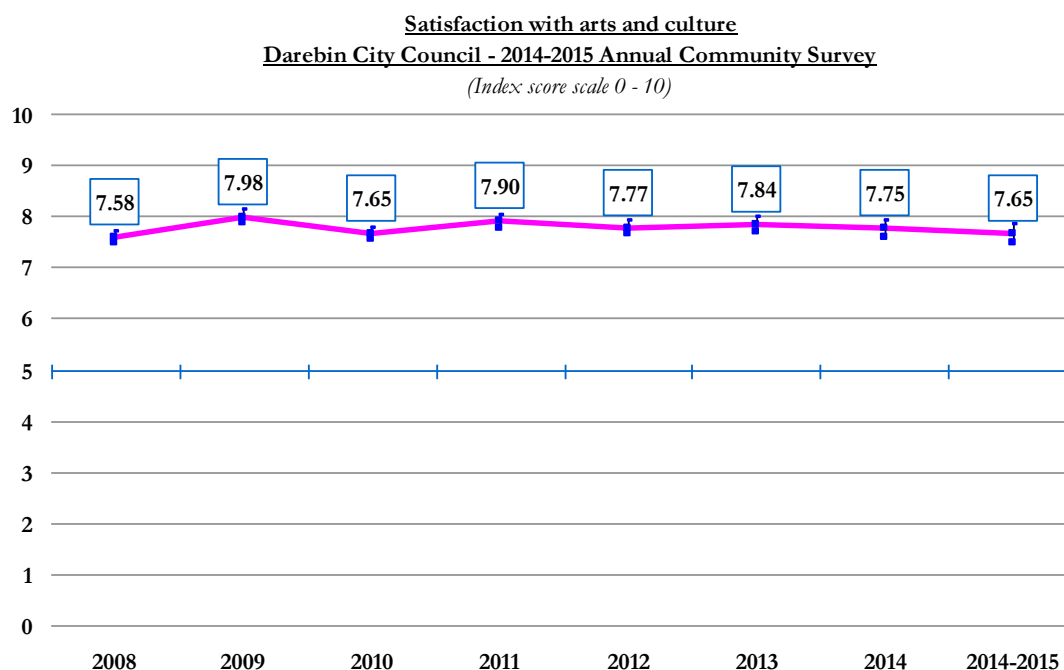


Arts and culture

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 each service/facility?”

Satisfaction with arts and culture decreased very marginally for the second consecutive year in 2014-15, declining 1.3% to 7.65. Satisfaction with arts and culture is at a level best categorised as “very good”, a decline from its previous categorisation of “excellent”.

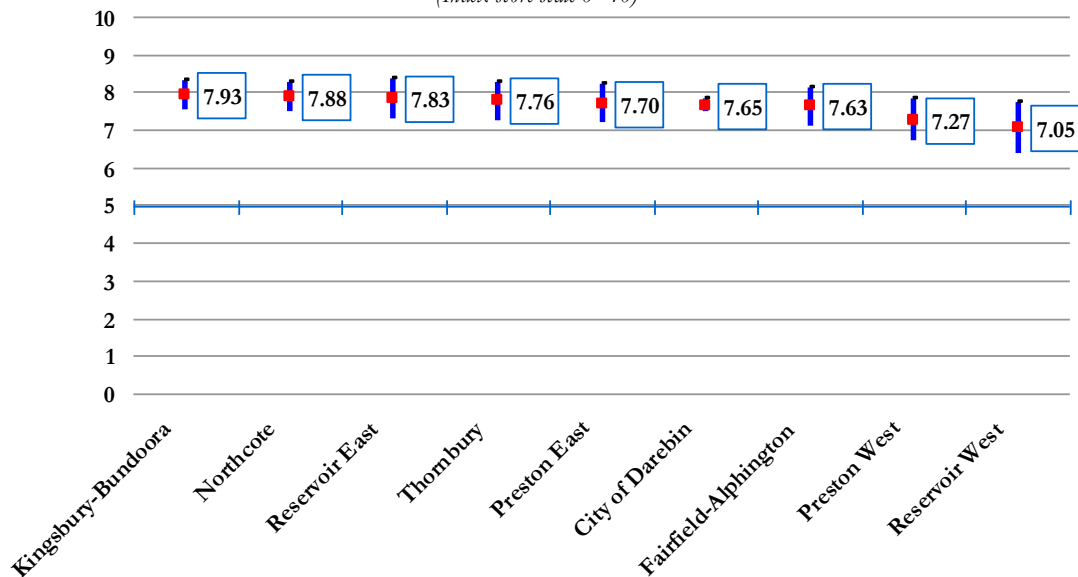


There was no statistically significant variation in satisfaction with arts and culture across the eight precincts comprising the City of Darebin. That said it is observed that:

- ⊗ Respondents from Kingsbury-Bundoora, Northcote, Reservoir East and Thornbury rated satisfaction at levels best categorised as “excellent”.
- ⊗ Respondents from Preston East, Fairfield-Alphington, and Preston West rated satisfaction at levels categorised as “very good”
- ⊗ Respondents from Reservoir West rated satisfaction at levels best categorised as “good”.

Satisfaction with arts and cultural facilities / services by precinct
Darebin City Council - 2014-2015 Annual Community Survey

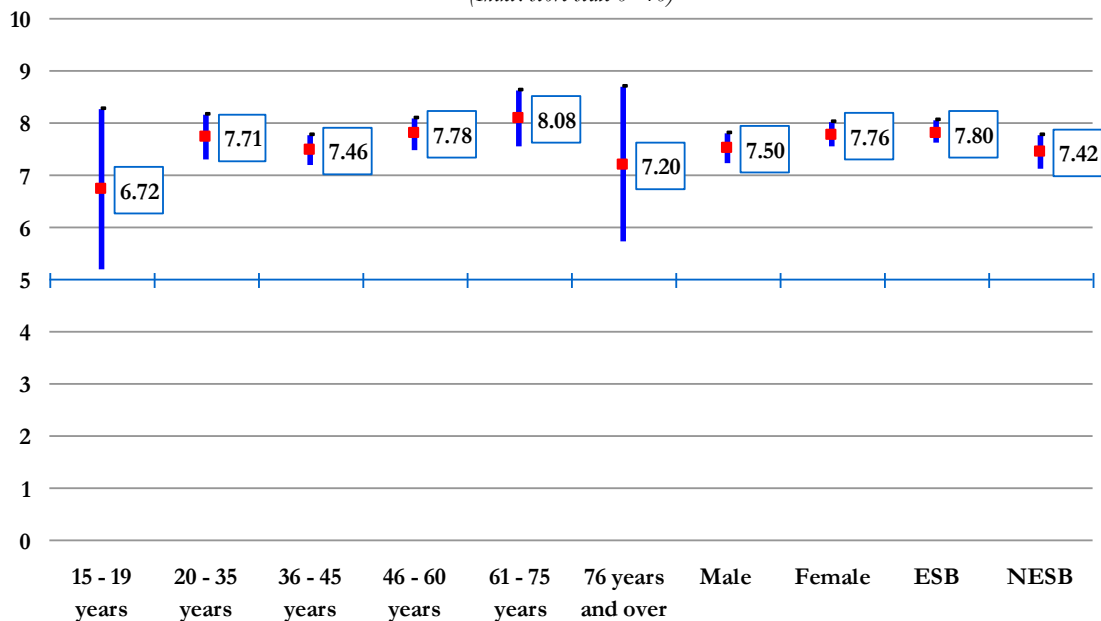
(Index score scale 0 - 10)



There was no measurable variation in satisfaction with arts and culture by respondent profile, although it is observed that English speaking respondents were somewhat more satisfied than respondents from non-English speaking respondents.

Satisfaction with arts and cultural facilities / services
Darebin City Council - 2014-2015 Annual Community Survey

(Index score scale 0 - 10)



Satisfaction with arts and culture increased marginally but not measurably in Kingsbury-Bundoora, Reservoir East, and Preston East, and decreased marginally but not measurably in Northcote, Thornbury, Fairfield-Alphington, Preston West, and Reservoir West.

Satisfaction with arts and cultural facilities/services
Darebin City Council - 2014-2015 Annual Community Survey
(Number and index score 0 - 10)

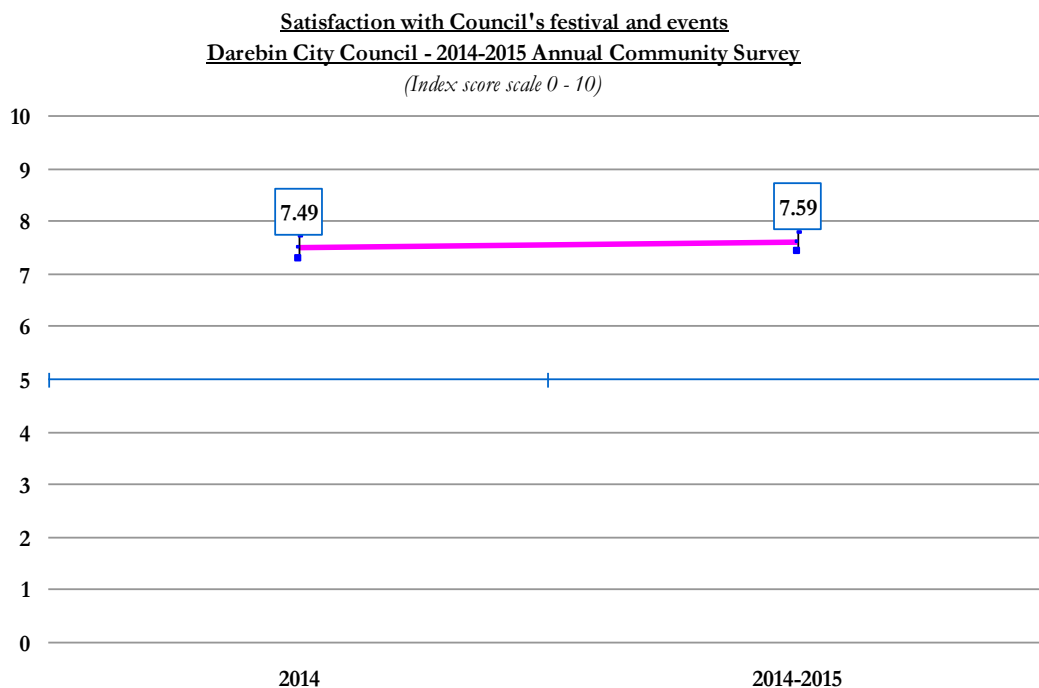
<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Satisfaction</i>		
			<i>Lower</i>	<i>Mean</i>	<i>Upper</i>
Kingsbury-Bundoora	2010	39	7.08	7.46	7.84
	2011	18	7.03	7.64	8.25
	2012	52	6.71	7.13	7.55
	2013	45	7.5	8.09	8.68
	2014	35	6.82	7.43	8.04
	2014-2015	45	7.54	7.93	8.33
Northcote	2010	58	7.28	7.55	7.82
	2011	88	7.36	7.597	7.84
	2012	72	7.25	7.54	7.84
	2013	63	7.57	7.89	8.21
	2014	43	7.55	7.95	8.36
	2014-2015	49	7.49	7.88	8.26
Reservoir East	2010	50	7.41	7.74	8.07
	2011	55	7.81	8.143	8.47
	2012	38	7.15	7.61	8.06
	2013	44	7.27	7.73	8.19
	2014	42	7.30	7.76	8.22
	2014-2015	42	7.30	7.83	8.37
Thornbury	2010	52	7.63	7.94	8.25
	2011	77	8.01	8.3	8.58
	2012	60	7.54	7.90	8.26
	2013	67	7.68	8.03	8.38
	2014	39	7.53	7.92	8.31
	2014-2015	42	7.27	7.76	8.26
Preston East	2010	57	7.27	7.58	7.89
	2011	44	7.6	8.02	8.44
	2012	54	8.04	8.35	8.66
	2013	45	7.56	7.93	8.30
	2014	43	7.03	7.54	8.04
	2014-2015	56	7.21	7.70	8.19
Fairfield-Alphington	2010	63	7.25	7.64	8.02
	2011	26	7.49	8.05	8.62
	2012	73	7.50	7.81	8.11
	2013	59	7.30	7.61	7.92
	2014	56	7.30	7.70	8.09
	2014-2015	48	7.12	7.63	8.13
Preston West	2010	59	6.93	7.20	7.47
	2011	48	7.06	7.48	7.91
	2012	58	7.85	8.16	8.46
	2013	47	6.95	7.36	7.77
	2014	41	7.47	7.90	8.34
	2014-2015	45	6.72	7.27	7.82
Reservoir West	2010	56	7.48	7.82	8.16
	2011	68	7.48	7.837	8.19
	2012	57	7.35	7.63	7.92
	2013	57	7.50	7.91	8.33
	2014	33	6.89	7.52	8.14
	2014-2015	43	6.36	7.05	7.73

Council's 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 each service/facility?”

Satisfaction with Council's festivals and events increased marginally in 2014-15, increasing 1.3% to 7.59, although it remains at a level best categorised as “very good”.



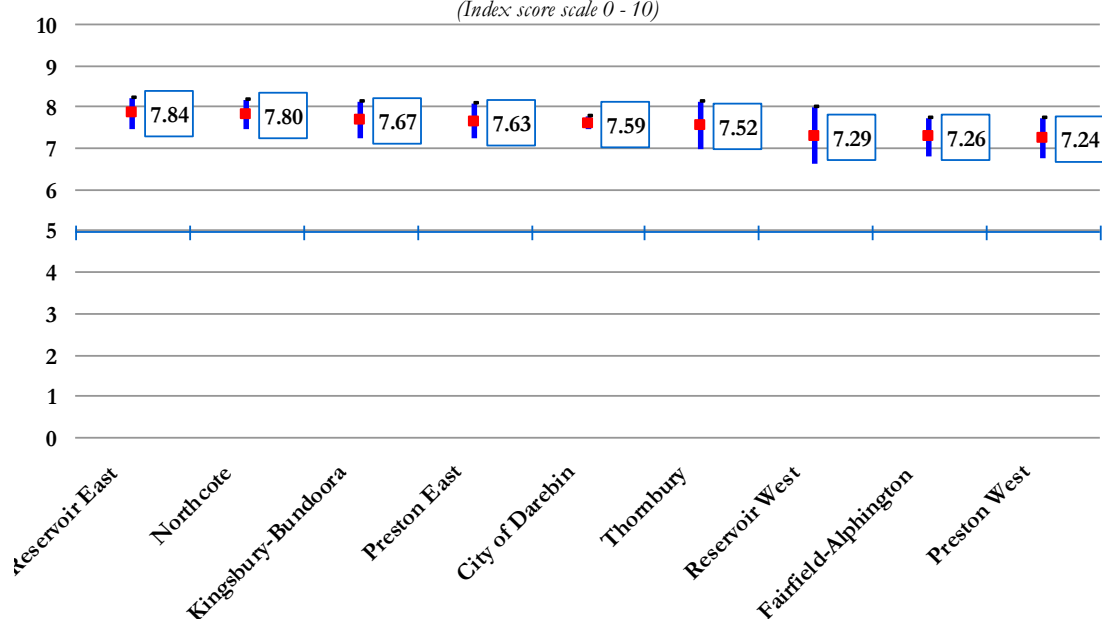
There was no statistically significant variation in satisfaction with Council's festivals and events across the eight precincts comprising the City of Darebin.

That said, it is observed that:

- ⊗ Respondents from Reservoir East and Northcote rated satisfaction at levels best categorised as “excellent”.
- ⊗ Respondents from Kingsbury-Bundoora, Preston East, Thornbury, Reservoir West, and Fairfield-Alphington rated satisfaction at levels best categorised as “very good”.
- ⊗ Respondents from Preston West rated satisfaction at levels best categorised as “good”.

**Satisfaction with Council's festivals and events by precinct
Darebin City Council - 2014-2015 Annual Community Survey**

(Index score scale 0 - 10)



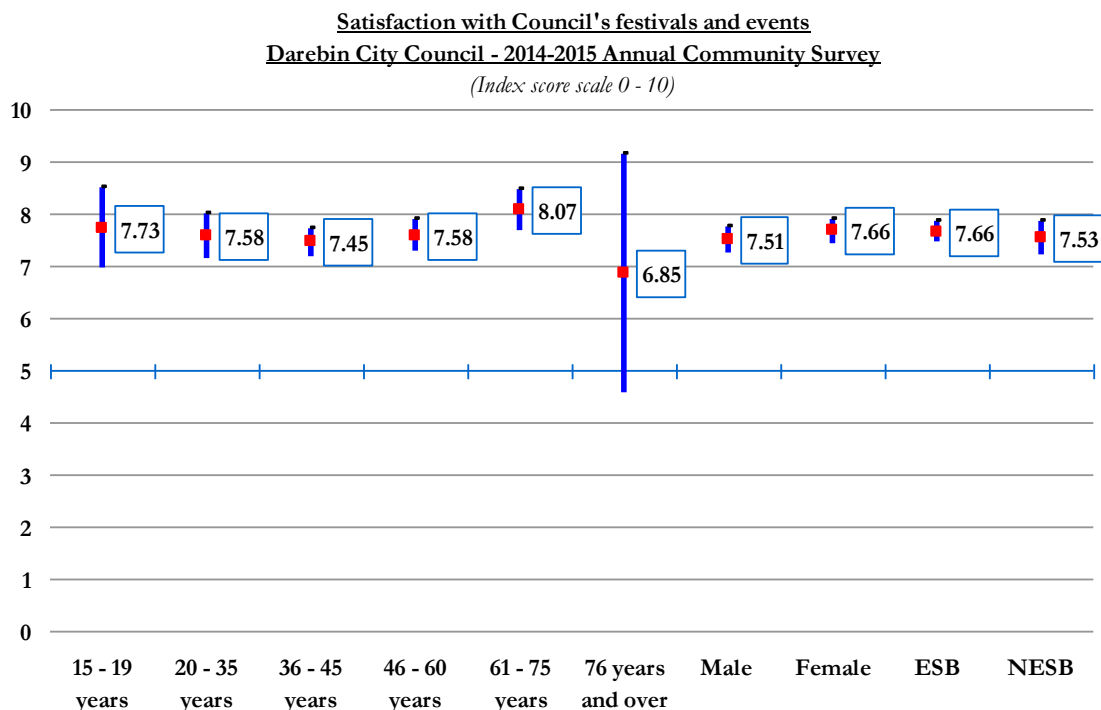
Satisfaction with Council's festivals and events increased marginally but not measurably in Reservoir East, Northcote, Kingsbury-Bundoora, Preston East, and Reservoir West, and decreased marginally but not measurably in Thornbury, Fairfield-Alphington, and Preston West.

**Satisfaction with Council's festivals and events
Darebin City Council - 2014-2015 Annual Community Survey**

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir East	2014	31	7.11	7.61	8.11
	2014-2015	37	7.46	7.84	8.21
Northcote	2014	39	7.26	7.69	8.12
	2014-2015	50	7.45	7.80	8.15
Kingsbury-Bundoora	2014	18	6.81	7.50	8.19
	2014-2015	33	7.21	7.67	8.12
Preston East	2014	24	6.85	7.46	8.07
	2014-2015	35	7.21	7.63	8.05
Thornbury	2014	23	7.14	7.61	8.07
	2014-2015	29	6.95	7.52	8.09
Reservoir West	2014	32	6.21	6.94	7.66
	2014-2015	38	6.62	7.29	7.96
Fairfield-Alphington	2014	32	6.96	7.53	8.1
	2014-2015	31	6.78	7.26	7.73
Preston West	2014	22	7.18	7.73	8.28
	2014-2015	25	6.76	7.24	7.72

There was no measurable variation in satisfaction with Council’s festivals and events by respondent profile, although it is observed that older adults (sixty-one to seventy-five years) were somewhat, but not measurably more satisfied than other respondents.



Traffic and parking

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your satisfaction with the following aspects of traffic and parking in your local area?”

This new set of questions was included for the first time in the third quarter of 2014-15. As a result there are no precinct or respondent profile breakdowns available for these results. These questions will be included in two of the four quarterly surveys in future.

Satisfaction with the volume and speed of traffic, and the availability of parking was relatively low, and can best be summarised as follows:

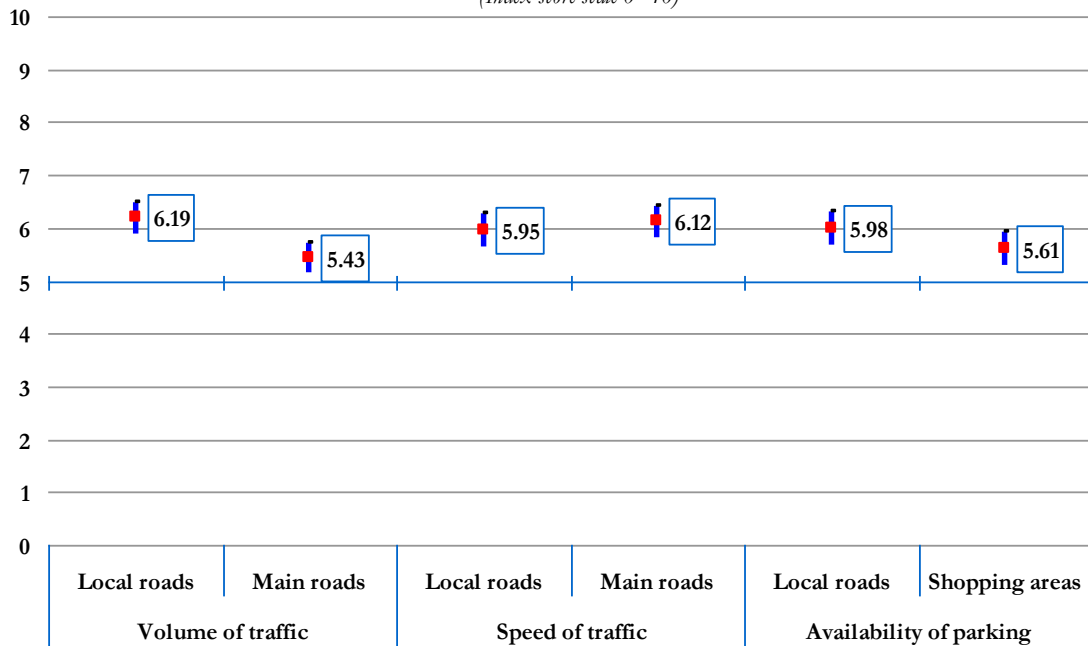
- ⊗ **Solid** – for the volume of traffic on local roads and the speed of traffic on main roads.
- ⊗ **Poor** – for the speed of traffic on local roads, and the availability of parking on local roads and shopping areas.
- ⊗ **Very Poor** – for the volume of traffic on main roads.

By way of comparison, the 2015 *Governing Melbourne* research reported average satisfaction with traffic and parking across metropolitan Melbourne as follows:

- ⊗ **Solid** – for the volume of traffic on local roads (6.40) and the speed of traffic on main (6.33) local roads (6.30).
- ⊗ **Poor** – for the volume of traffic on main roads (5.86), and the availability of parking on both local (6.22) and main roads (6.00).

Satisfaction with aspects of traffic and parking
Darebin City Council - 2014-2015 Annual Community Survey

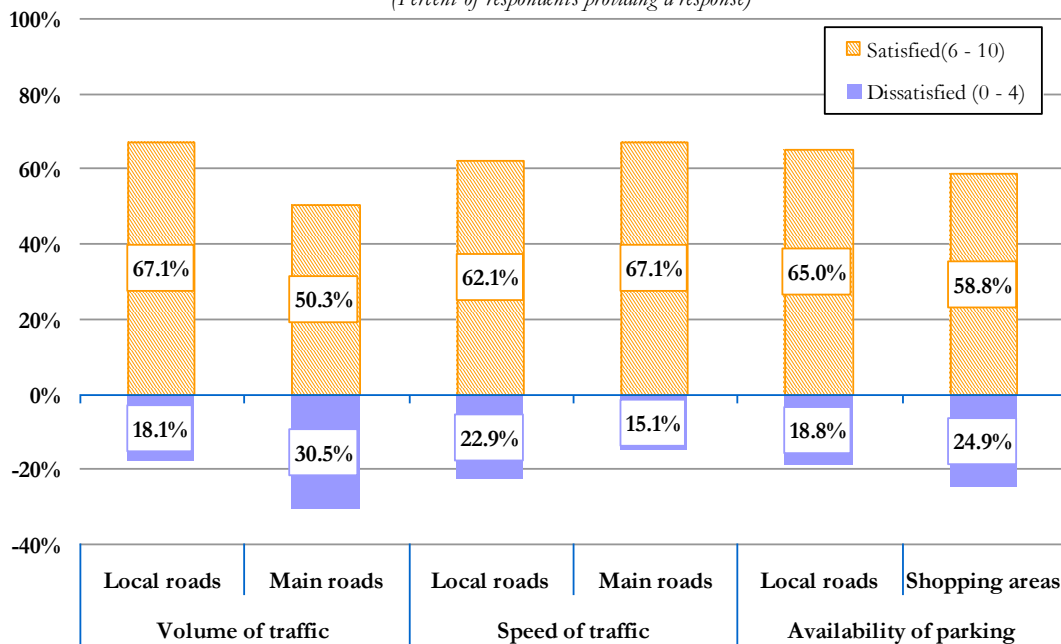
(Index score scale 0 - 10)



Although the majority of respondents were satisfied with each of these aspects of traffic and parking, particular attention is drawn to the significant minority of respondents dissatisfied with each aspect. These results clearly show a significant degree of dissatisfaction with these variables in the community.

Satisfaction with aspects of traffic and parking
Darebin City Council - 2014-2015 Annual Community Survey

(Percent of respondents providing a response)



Planning and housing development

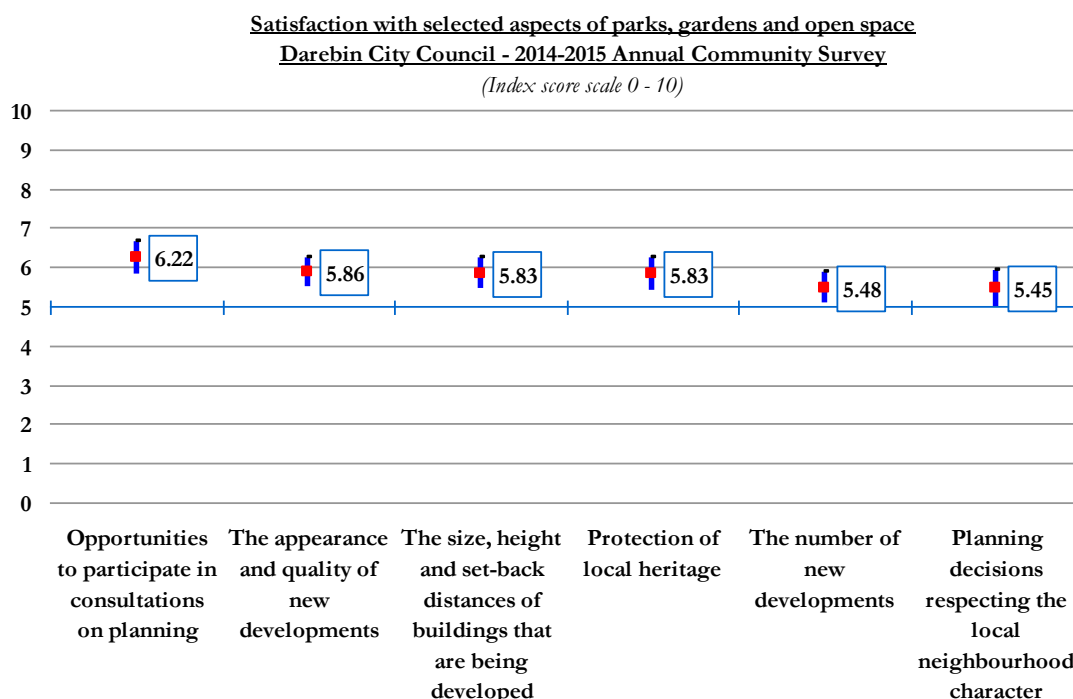
Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of planning and housing development in your local area?”

This set of questions relating to aspects of planning and housing development was included for the first time in the fourth quarter of 2014-15. As a result of the smaller sample size for this set of questions, precinct and respondent profile breakdowns of results are not available this year. This set of questions will be included in two of the four quarterly surveys in future years.

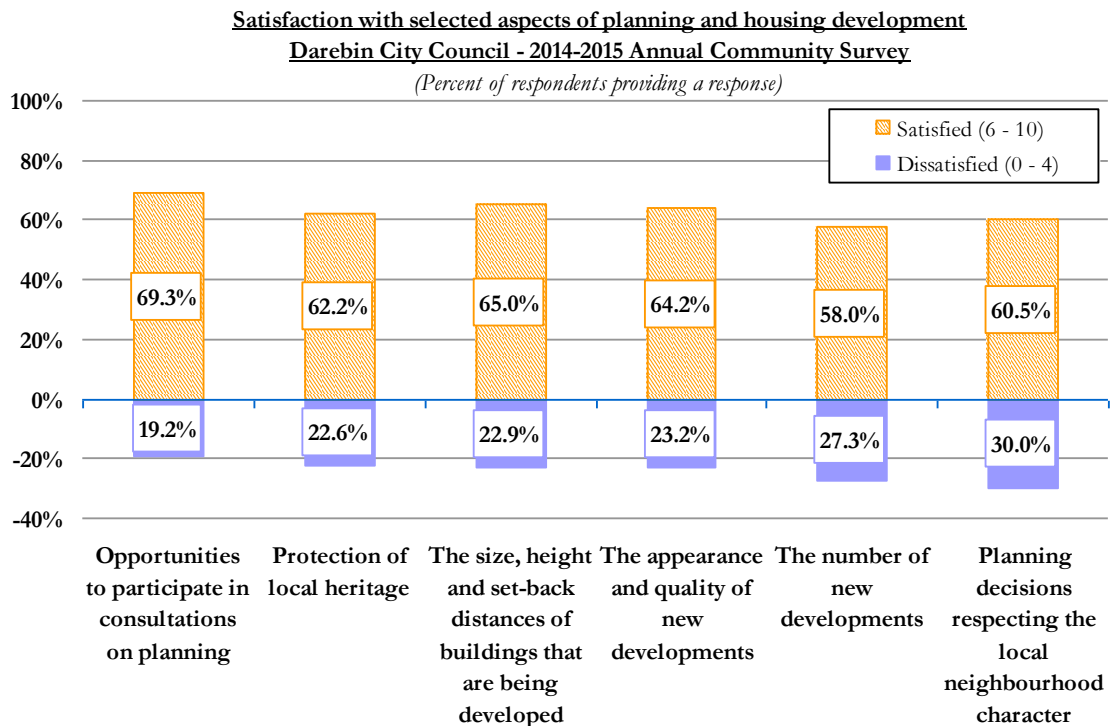
Satisfaction with the six aspects of planning and housing development was rated relatively low, and can best be summarised as follows:

- ⊗ **Solid** – for opportunities to participate in consultations on planning.
- ⊗ **Poor** – for each of the appearance and quality of new developments, the size, height and set-back distances of buildings that are being developed, and the protection of local heritage.
- ⊗ **Very Poor** – the number of new developments and planning decisions respecting the character of the local neighborhood.



Although the majority of respondents were satisfied with each of the six aspects of planning and housing development, attention is drawn to the very significant minority of respondents dissatisfied with each aspect.

Particular attention is drawn to the fact that more than one-quarter of respondents were dissatisfied with the number of new developments and planning decisions respecting the local neighbourhood character.



Contact with Council

Contact with Council in last twelve months

Respondents were asked:

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

Consistent with the results recorded in previous years both in the City of Darebin and elsewhere across metropolitan Melbourne, approximately forty percent of respondents had contact with Council in the last twelve months.

Contacted Council in the last 2 years
Darebin City Council - 2014-2015 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2014-2015		2014	2013
	Number	Percent		
Yes	324	40.8%	42.0%	44.2%
No	470	59.2%	58.0%	55.8%
Not stated	6		14	46
Total	800	100%	800	800

Form of contact

Respondents were asked:

“When you last contacted Darebin City Council, did you?”

The most common forms of the last contact with Council remains telephone (60.2%), with approximately two-thirds of respondents contacting Council via this method.

A little less than one-quarter of respondents (23.1%) had contact with Council via a visit in person, a slight increase on the proportion reported in the last three calendar years.

A little less than ten percent of respondents (8.9%) contacted Council via email or the website.

Forms of contact with Council
Darebin City Council - 2014-2015 Annual Community Survey
(Number and percent of respondents who contacted Council)

Form	2014-2015		2014	2013	2012	2011	2010	2009	2008
	Number	Percent							
Telephone	195	60.2%	63.0%	65.6%	65.5%	61.0%	62.4%	62.9%	53.3%
Visit in person	75	23.1%	19.4%	13.8%	19.7%	25.9%	31.1%	24.0%	27.1%
E-mail	24	7.4%	7.3%	7.2%	6.4%	3.1%	2.5%	5.4%	3.9%
Darebin website	5	1.5%	na	na	na	na	na	na	na
Mail	4	1.2%	1.2%	2.7%	1.2%	2.6%	0.9%	2.6%	4.6%
Multiple methods	18	5.6%	7.0%	9.9%	2.6%	1.7%	0.0%	0.6%	2.3%
Can't say	3	0.9%	1.8%	0.9%	0.3%	2.0%	0.6%	1.1%	0.7%
Total	324	100%	330	334	345	351	322	350	306

There was no measurable or significant variation in the method of last contact with Council between respondents from English speaking households and those from non-English speaking households.

Forms of contact with Council by language
Darebin City Council - 2014-2015 Annual Community Survey
(Number and percent of respondents who contacted Council)

<i>Form</i>	<i>English speaking</i>		<i>Non-English speaking</i>	
	<i>Number</i>	<i>Percent</i>	<i>Number</i>	<i>Percent</i>
Telephone	121	57.3%	70	66.0%
Visit in person	51	24.2%	24	22.6%
E-mail	15	7.1%	7	6.6%
Mail	4	1.9%	0	0.0%
Darebin website	5	2.4%	0	0.0%
Multiple methods	12	5.7%	5	4.7%
Can't say	3	1.4%	0	0.0%
Total	211	100%	106	100%

Satisfaction with customer service

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), with 5 being neutral, how satisfied were you with the following aspects of service when you last contacted Darebin City Council?”

Respondents who had contact with Council in the last twelve months were asked to rate their satisfaction with six aspects of customer service. There was no measurable or significant variation in satisfaction with the six aspects of customer service over the results recorded in 2014.

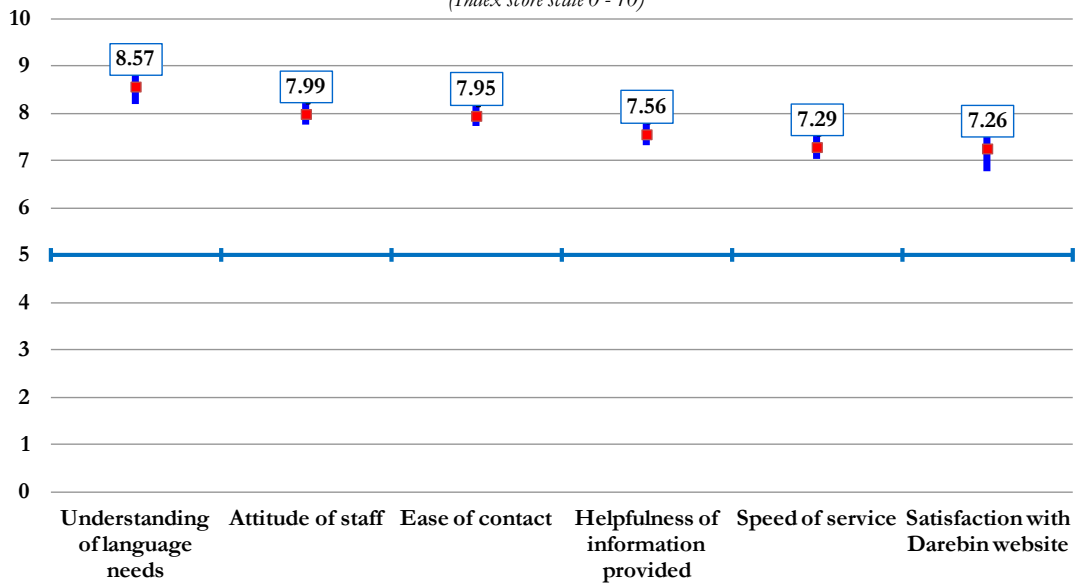
Satisfaction with these six aspects can best be summarised as follows:

- ⊗ ***Excellent*** – for each of staff understanding language needs (NESB household respondents only), attitude of staff, and ease of contact.
- ⊗ ***Very Good*** – for helpfulness of information provided, speed of service, and satisfaction with the Darebin website.

Satisfaction with aspects of customer service
Darebin City Council - 2014-2015 Annual Community Survey
(Number and index score scale 0 - 10)

<i>Aspect</i>	<i>2014-2015</i>		<i>2014</i>	<i>2013</i>	<i>2012</i>	<i>2011</i>	<i>2010</i>	<i>2009</i>
	<i>Number</i>	<i>Mean</i>						
Understanding of language needs	73	8.57	8.64	8.59	8.47	8.73	8.75	8.80
Attitude of staff	301	7.99	7.97	7.54	7.91	na	na	na
Ease of contact	309	7.95	8.01	7.67	8.01	na	na	na
Helpfulness of information provided	311	7.56	7.58	6.99	7.60	7.43	7.63	7.72
Speed of service	313	7.29	7.31	6.61	7.095	7.14	7.34	7.31
Satisfaction with Darebin website	92	7.26	na	na	na	na	na	na

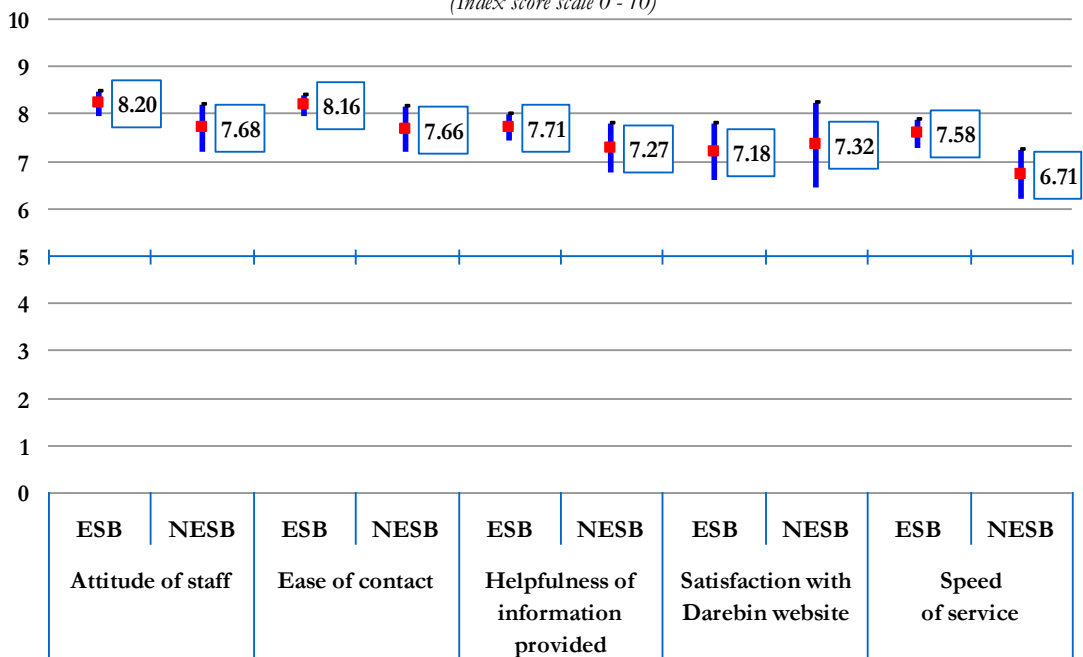
Satisfaction with aspects of customer service
Darebin City Council - 2014-2015 Annual Community Survey
(Index score scale 0 - 10)



Respondents from non-English speaking households were less satisfied than respondents from English speaking households with four of the five aspects of customer service.

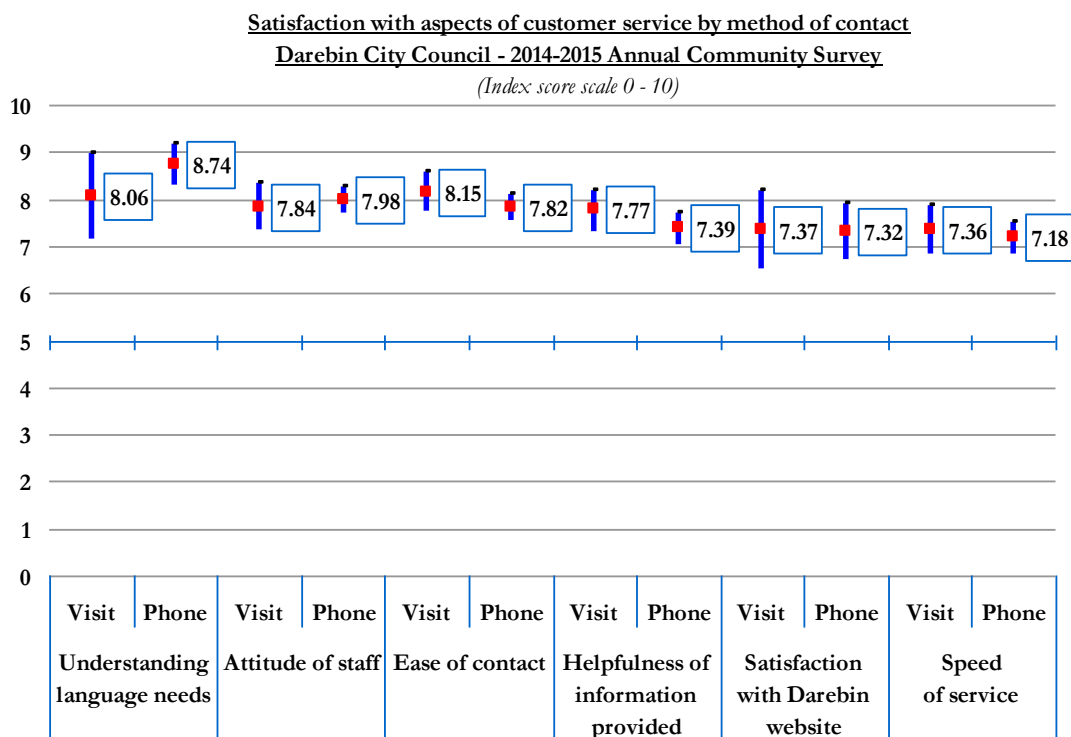
Particular attention drawn to the fact that respondents from non-English speaking household respondents were measurably and significantly less satisfied than respondents from English speaking households with the speed of service.

Satisfaction with aspects of customer service by language spoken at home
Darebin City Council - 2014-2015 Annual Community Survey
(Index score scale 0 - 10)



There was no measurable or significant variation in satisfaction with the six aspects of customer service between respondents visiting in person and those telephoning Council.

That said, attention is drawn to the somewhat, albeit not measurably higher satisfaction with understanding language needs of respondents telephoning Council.



Safety in public areas

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?”

Safety during the day

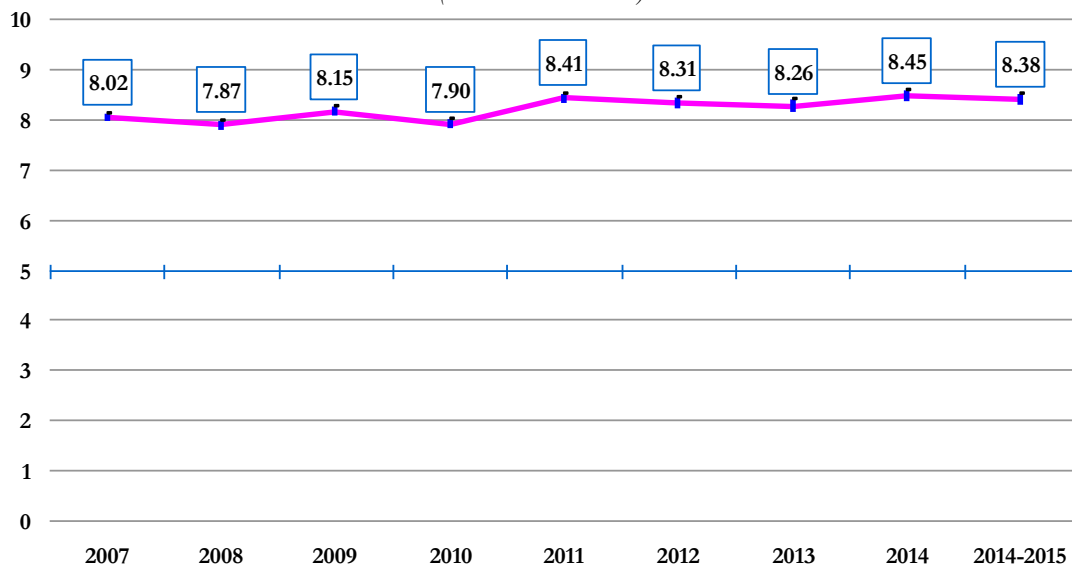
The perception of safety in the public areas of the City of Darebin during the day declined very marginally in 2014-15, declining by less than one percent to 8.38 out of a potential ten.

The average perception of safety in the public areas of the City of Darebin has been recorded at or above eight out of ten for at least the last nine years, suggesting that the community has, on the whole, a relatively high and consistent perception of safety during the day. The long-term average perception of safety during the day is 8.19.

The perception of safety result is marginally, but not measurably lower than the 2015 *Governing Melbourne* result of 8.58 for metropolitan Melbourne.

Safety in public area of Darebin during the day
Darebin City Council - 2014-2015 Annual Community Survey

(Index score scale 0 - 10)

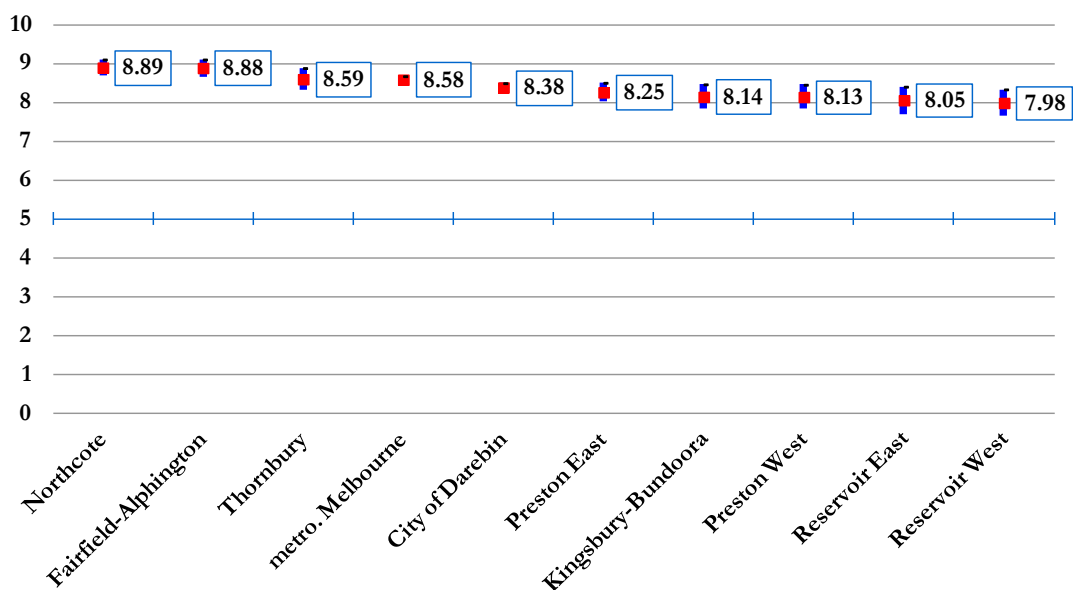


There was measurable variation in the perception of safety in the public areas of the City of Darebin during the day observed across the eight precincts comprising the municipality.

- ⊗ Respondents from Northcote and Fairfield-Alphington rated their perception of safety during the day measurably higher than the municipal average.
- ⊗ Respondents from Reservoir East and Reservoir West rated their perception of safety during the day somewhat, albeit not measurably lower than the municipal average.

Perception of safety in public areas of Darebin during the day
Darebin City Council - 2014-2015 Annual Community Survey

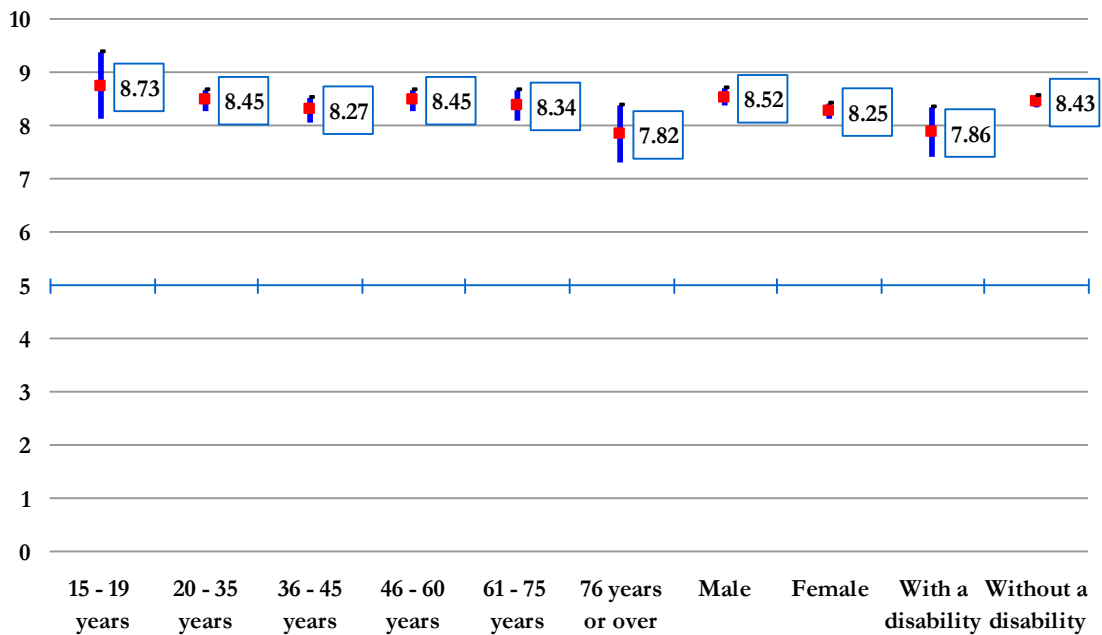
(Index score scale 0 - 10)



There was some minor variation in the perception of safety by respondent age group and gender, with:

- ⊗ Senior citizens rating their perception of safety during the day measurably lower than the municipal average.
- ⊗ Female respondents also rated their perception of safety during the day measurably lower than male respondents.

Perception of safety in public areas of Darebin during the day
Darebin City Council - 2014-2015 Annual Community Survey
 (Index score scale 0 - 10)



Safety at night

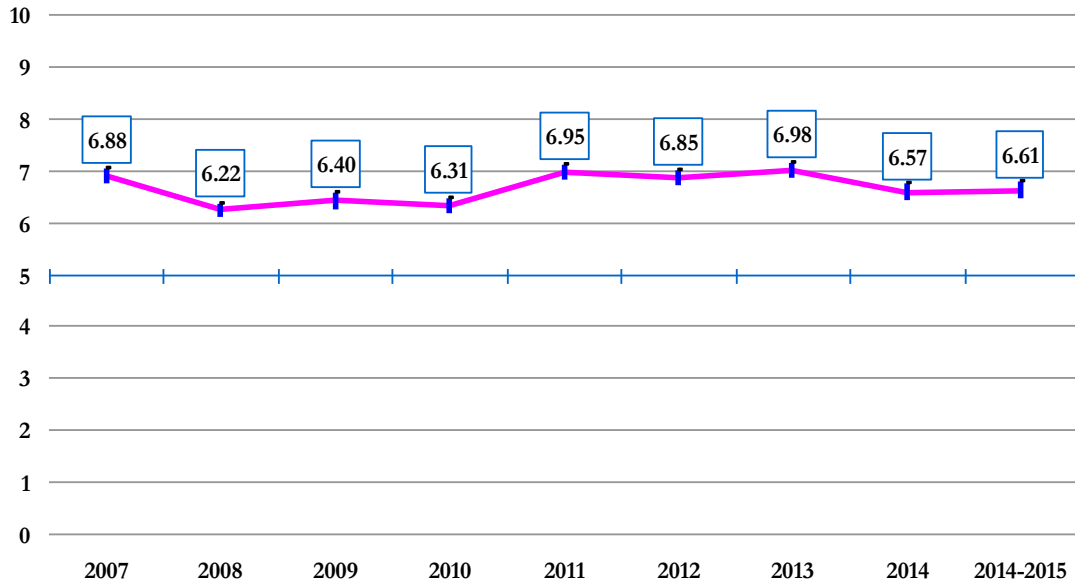
The perception of safety in the public areas of the City of Darebin at night increased very marginally in 2014-15, increasing by less than one percent to 6.61 out of a potential ten.

The perception of safety in the public areas of the City of Darebin at night has varied slightly over the course of the last nine years around a long-term average of 6.64.

This result shows that the perception of safety in the public areas of the City of Darebin is consistently approximately twenty percent lower than the perception of safety during the day.

By way of comparison, the *Governing Melbourne* research reported in 2015 an average perception of safety at night of 6.93, measurably higher than the Darebin result.

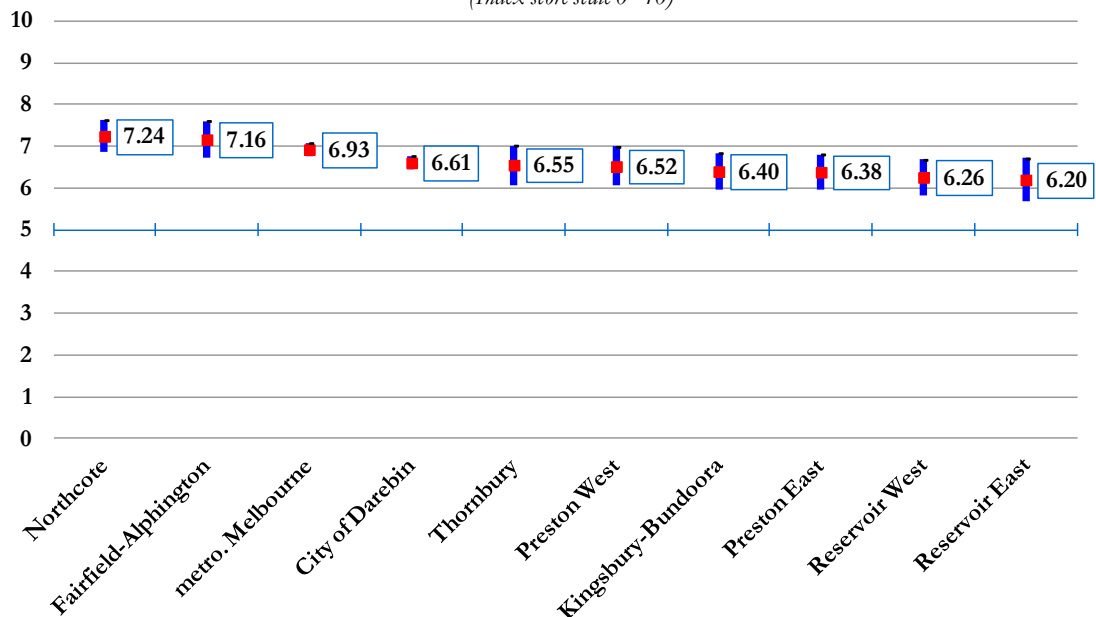
Safety in public area of Darebin at night
Darebin City Council - 2014-2015 Annual Community Survey
(Index score scale 0 - 10)



There was measurable and significant variation in the perception of safety in the public areas of the City of Darebin at night across the eight precincts comprising the municipality. Attention is drawn to the following:

- ⊗ Respondents from Northcote and Fairfield-Alphington rated their perception of safety at night measurably and significantly higher than the municipal average.
- ⊗ Respondents from Reservoir East and Reservoir West rated their perception of safety at night somewhat, albeit not measurably lower than the municipal average.

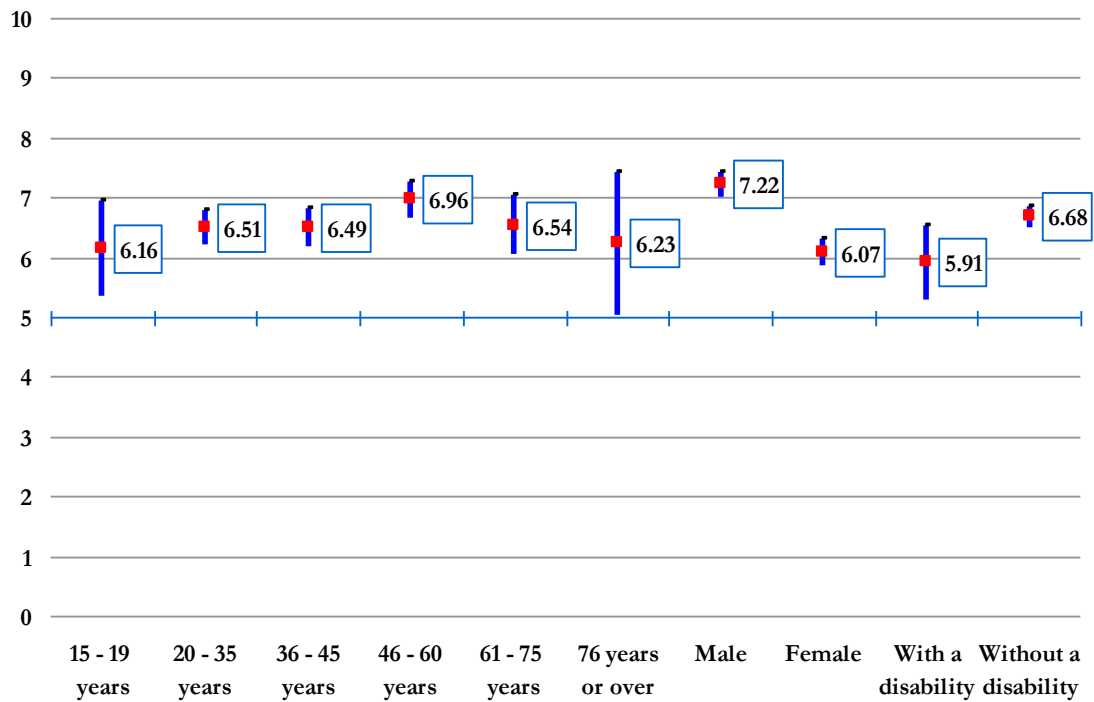
Perception of safety in public areas of Darebin at night
Darebin City Council - 2014-2015 Annual Community Survey
(Index score scale 0 - 10)



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

- ⊗ Adolescents and senior citizens rated their perception of safety at night somewhat, albeit not measurably lower than the municipal average.
- ⊗ Female respondents rated their perception of safety at night measurably and significantly (15.9%) lower than male respondents.

Perception of safety in public areas of Darebin at night
Darebin City Council - 2014-2015 Annual Community Survey
(Index score scale 0 - 10)



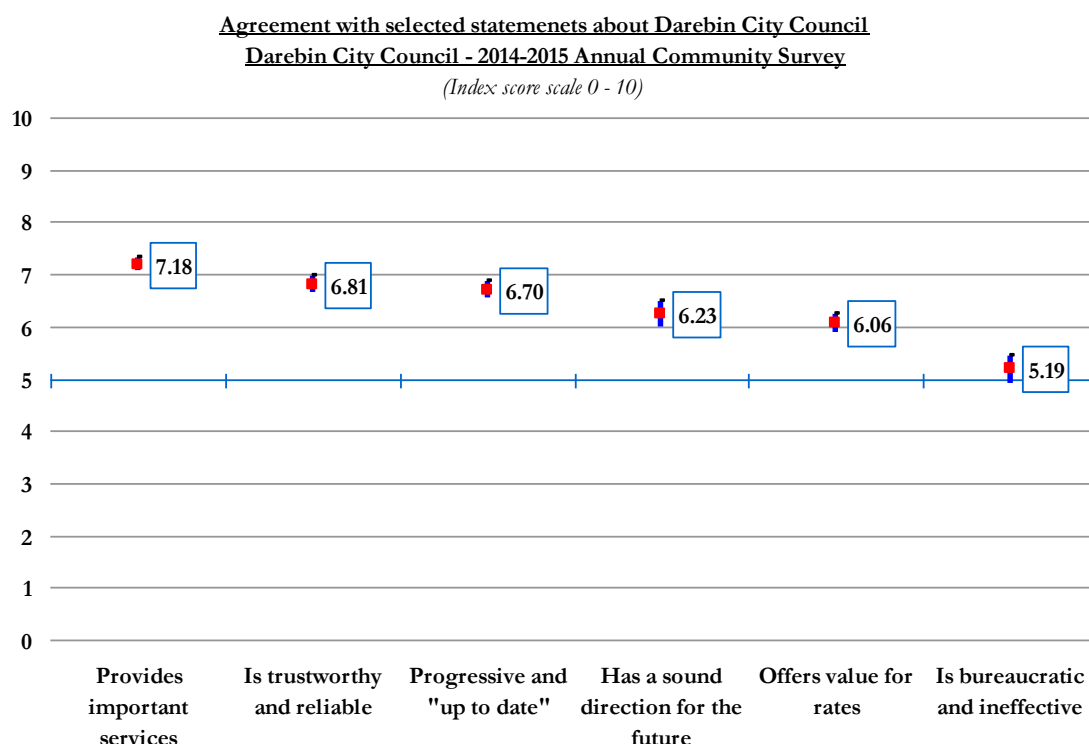
Council as an organisation

Respondents were asked:

“On a scale of zero (totally disagree) to ten (totally agree), please rate your agreement with the following statements regarding Darebin City Council as an organisation.”

Respondents were asked to rate their agreement with a selection of statements about Darebin City Council as an organisation. Agreement with these statements can best be summarised as follows:

- ⊗ **Solid agreement** – that Council provides important services, is trustworthy and reliable, and is progressive and “up-to-date”.
- ⊗ **Mild agreement** – that Council has a sound direction for the future and offers value for money.
- ⊗ **Mild disagreement** – that Council is bureaucratic and ineffective.



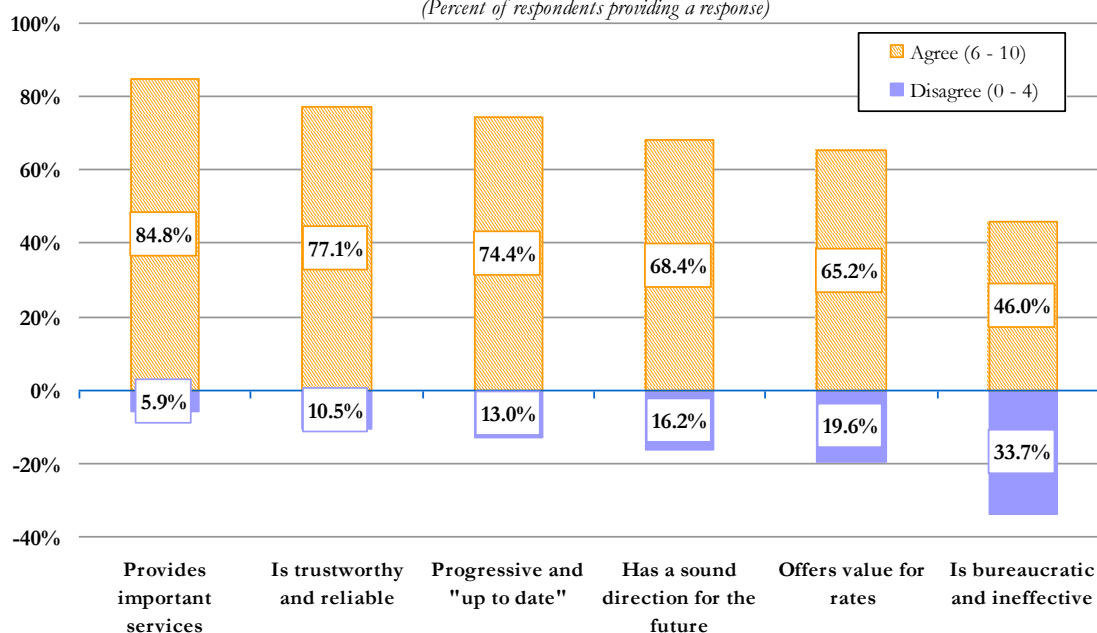
It is observed that the majority of respondents agreed with five of the six statements, whilst just 46.0% of respondents agreed that Council is bureaucratic and ineffective.

Particular attention is drawn to the fact that fully one-third of respondents disagreed with the statement that Council is bureaucratic and ineffective.

A significant minority of respondents disagreed that Council has a sound direction for the future (16.2%), and that Council offers value for money (19.6%).

Agreement with selected statements about Darebin City Council
Darebin City Council - 2014-2015 Annual Community Survey

(Percent of respondents providing a response)



There was no statistically significant variation in these results since those published in 2014, with provides important services and offers value for rates declining marginally, and is trustworthy and reliable, and progressive and “up-to-date” increasing marginally

Agreement with selected statements about Darebin City Council
Darebin City Council - 2014-2015 Annual Community Survey

(Number and index score 0 - 10)

Aspect	Number	2014-2015			2014
		Lower	Mean	Upper	
Provides important services	742	7.06	7.18	7.30	7.35
Is trustworthy and reliable	692	6.66	6.81	6.96	6.51
Progressive and "up to date"	646	6.54	6.70	6.86	6.55
Has a sound direction for the future	307	5.99	6.23	6.47	na
Offers value for rates	634	5.89	6.06	6.22	6.11
Is bureaucratic and ineffective	327	4.93	5.19	5.44	na

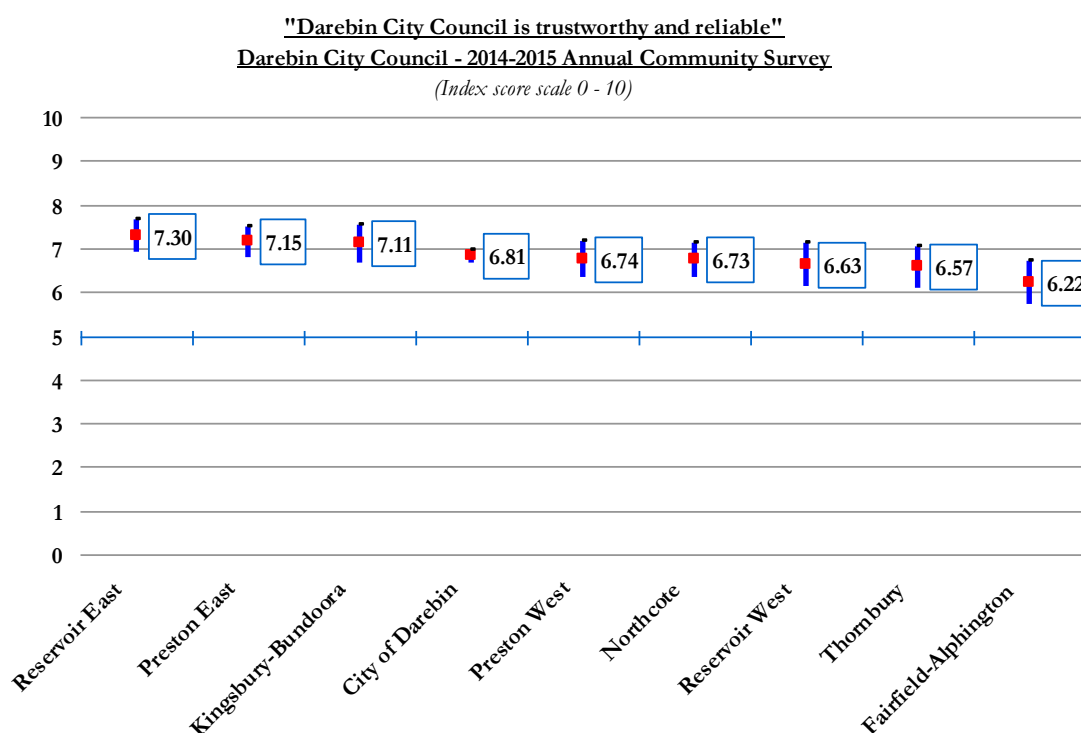
Agreement with selected statements about Darebin City Council
Darebin City Council - 2014-2015 Annual Community Survey

(Number and percent of respondents providing a response)

Aspect	Disagree (0 - 4)	Neutral (5)	Agree (6 - 10)	Can't say
Is trustworthy and reliable	10.5%	12.4%	77.1%	108
Provides important services	5.9%	9.4%	84.8%	58
Is bureaucratic and ineffective	33.7%	20.3%	46.0%	73
Offers value for rates	19.6%	15.3%	65.2%	166
Has a sound direction for the future	16.2%	15.4%	68.4%	93
Progressive and "up to date"	13.0%	12.6%	74.4%	153

There was some notable variation in agreement that Council is trustworthy and reliable across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ Respondents from Reservoir East, Preston East and Kingsbury-Bundoora rated agreement somewhat albeit not measurably higher than the municipal average.
- ⊗ Respondents from Fairfield-Alphington rated agreement measurably and significantly lower than the municipal average.

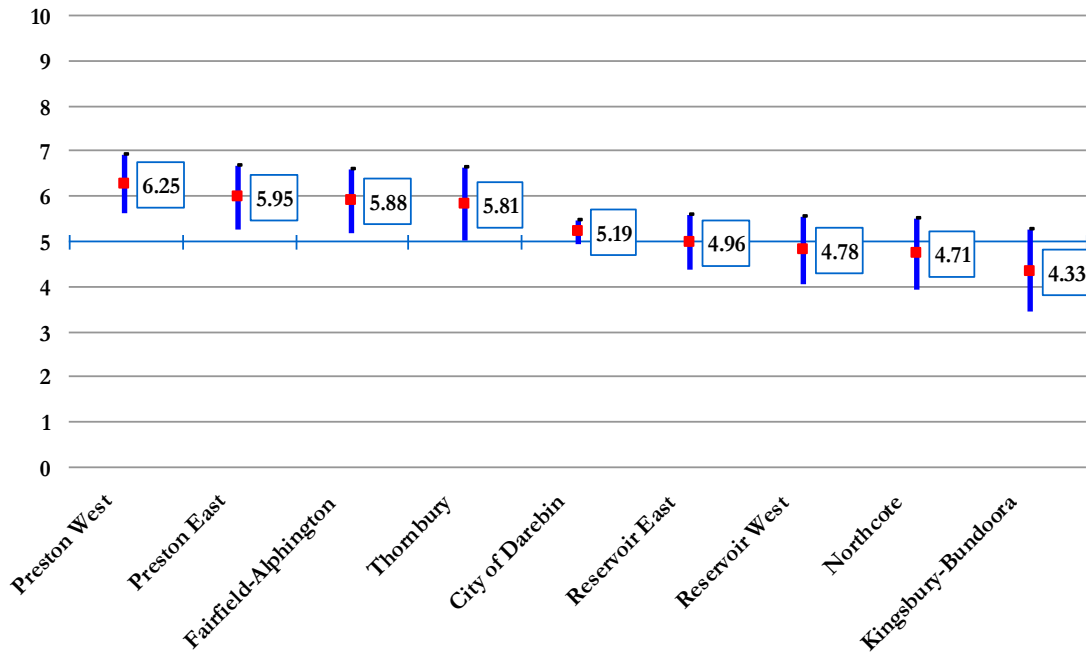


There was a considerable degree of variation in agreement that Council is bureaucratic and ineffective across the eight precincts comprising the City of Darebin. It is important to note however the larger than average confidence interval around these average results given the smaller sample size. Attention is drawn to the following:

- ⊗ Respondents from Preston West rated agreement measurably and significantly higher than the municipal average.
- ⊗ Respondents from Preston East, Fairfield-Alphington, and Thornbury rated agreement somewhat, albeit not measurably higher than the municipal average.
- ⊗ Respondents from Reservoir East, Reservoir West, Northcote and Kingsbury-Bundoora all disagreed on average with this statement and rated agreement somewhat, albeit not measurably lower than the municipal average.

"Darebin City Council is bureaucratic and ineffective"
Darebin City Council - 2014-2015 Annual Community Survey

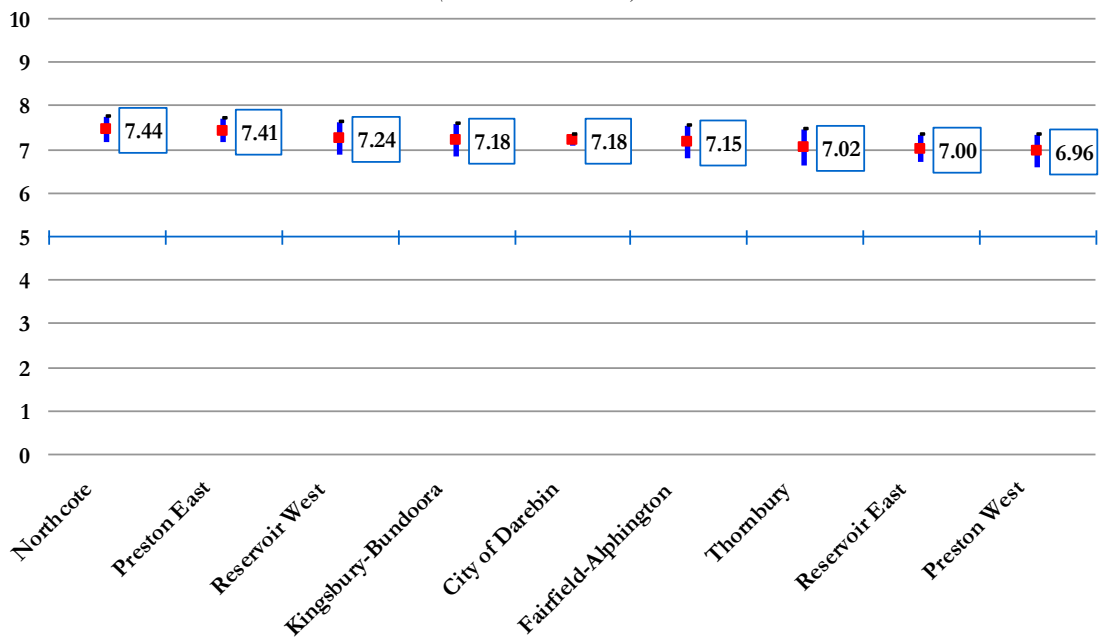
(Index score scale 0 - 10)



There was no statistically significant variation across the municipality in agreement that Council provides important services. Respondents from Northcote and Preston East did however rate agreement somewhat, albeit not measurably higher than the municipal average.

"Darebin City Council provides important services"
Darebin City Council - 2014 Annual Community Survey

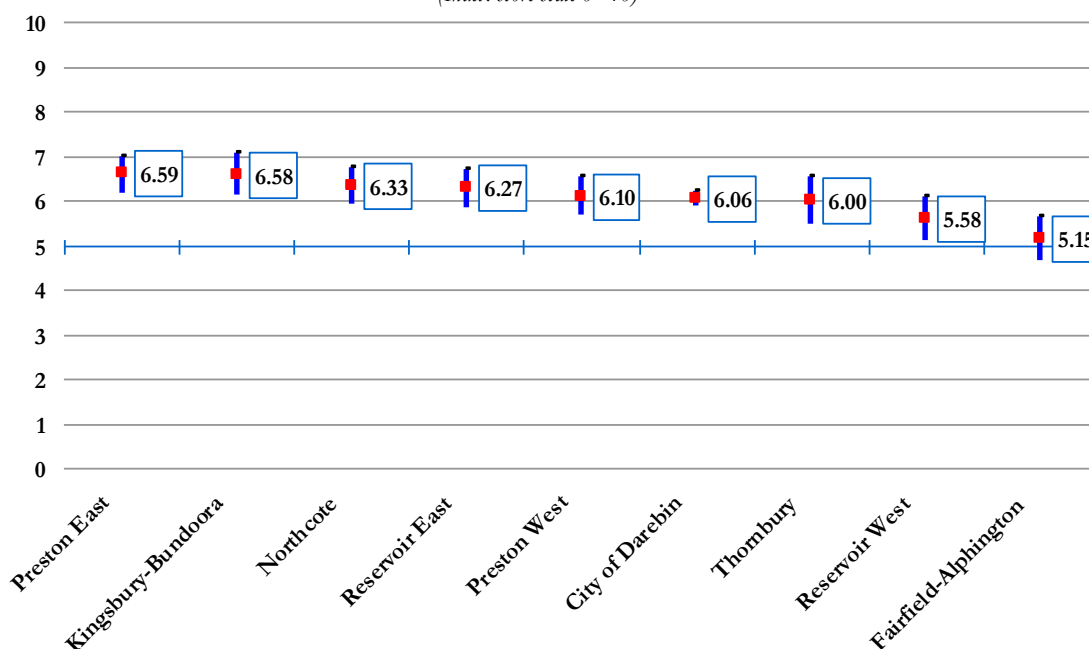
(Index score scale 0 - 10)



There was some notable variation in agreement across the municipality that Council offers value for rates, with attention drawn to the following:

- ⊗ Respondents from Preston East and Kingsbury-Bundoora rated agreement somewhat, albeit not measurably higher than the municipal average.
- ⊗ Respondents from Reservoir West disagreed with this statement on average, and rated agreement somewhat, albeit not measurably lower than the municipal average.
- ⊗ Respondents from Fairfield-Alphington disagreed solidly with this statement, and rated agreement measurably and significantly lower than the municipal average.

"Darebin City Council offers value for rates"
Darebin City Council - 2014 Annual Community Survey
(Index score scale 0 - 10)



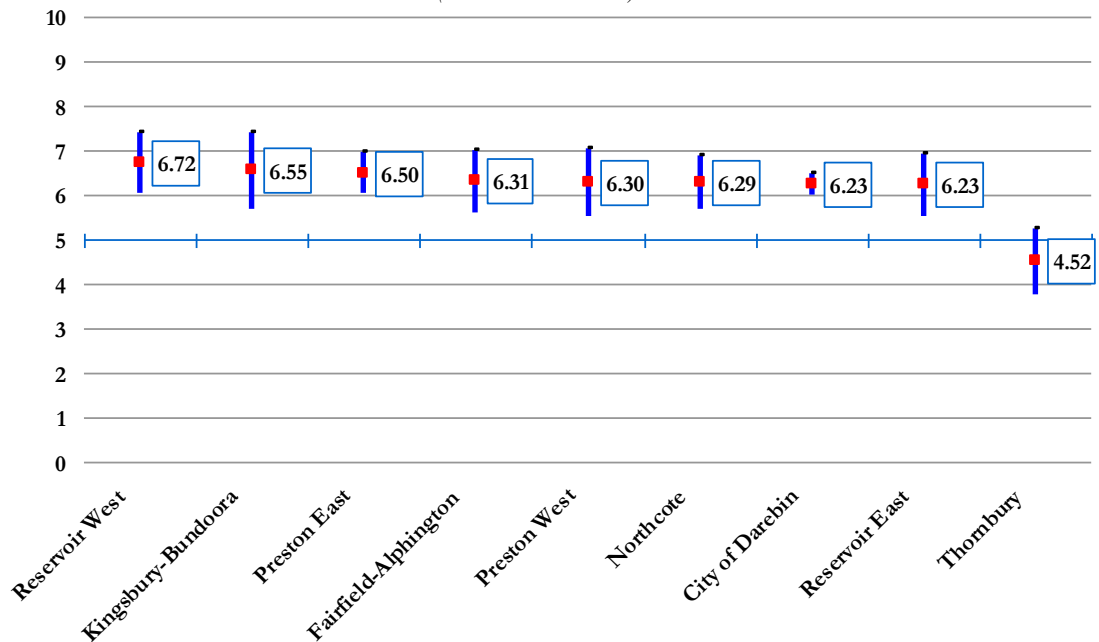
With the exception of respondents from Thornbury, there was little observable variation across the municipality in agreement that Council has a sound direction for the future, with respondents from the other seven precincts all agreeing mildly to solidly with this statement.

Respondents from Thornbury on average disagreed with this statement, rating agreement at just 4.52 out of a potential ten.

It is important to note that the sample size for this variable is not as large as for most of the other variables and therefore some caution should be exercised in the interpretation of precinct level results.

"Darebin City Council has a sound direction for the future"
Darebin City Council - 2014-2015 Annual Community Survey

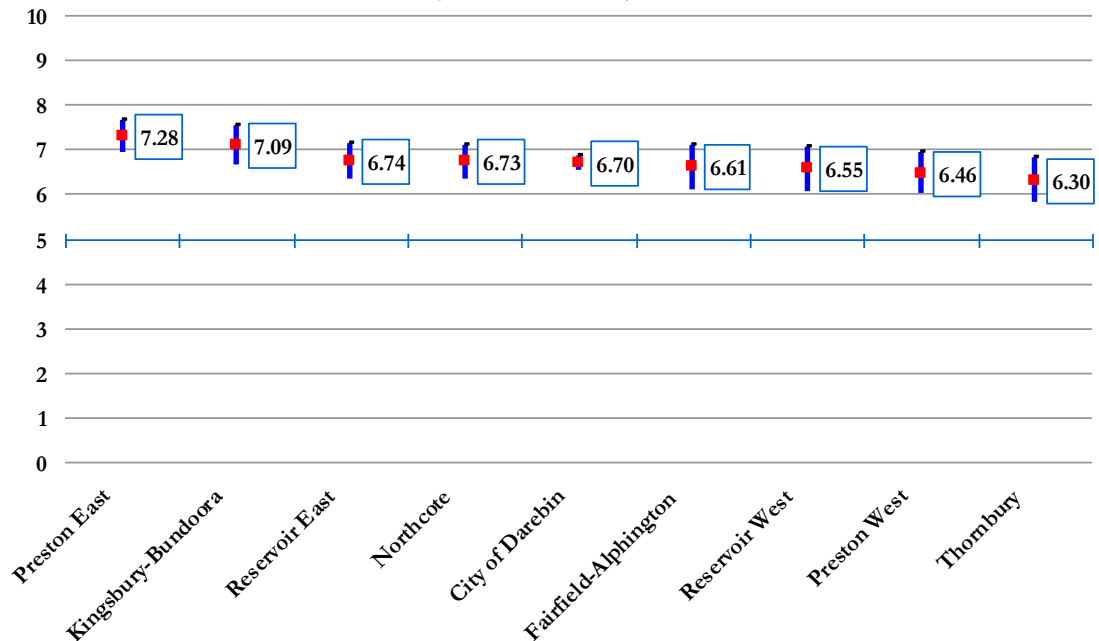
(Index score scale 0 - 10)



There was some minor variation in agreement across the municipality that Council is progressive and “up-to-date”, with respondents from Preston East and Kingsbury-Bundoora rating agreement somewhat, albeit not measurably higher than the municipal average.

"Darebin City Council is progressive and 'up to date'"
Darebin City Council - 2014-2015 Annual Community Survey

(Index score scale 0 - 10)



Issues for Council

Council advocacy campaigns

Respondents were asked:

“Can you please list any Council advocacy campaigns of which you are aware?”

The following table provides the open-ended responses received from respondents identifying the Council advocacy campaigns of which they were aware.

Council advocacy campaigns
Darebin City Council - 2014-2015 Annual Community Survey
(Number and percent of total responses)

Response	2014-2015	
	Number	Percent
Aboriginal engagement	2	5.9%
Environmental one (free worm farms)	2	5.9%
Reservoir crossing	2	5.9%
Welcome Refugee	2	5.9%
Aging for change	1	2.9%
Assisting learner drivers to help them reach their hours by using volunteer teachers	1	2.9%
Battery disposal	1	2.9%
Cafe in Hellenic Centre	1	2.9%
Campaign for cultural diversity	1	2.9%
Campaigns about violence	1	2.9%
Chandler Highway programs	1	2.9%
Changes in infrastructure	1	2.9%
Community health and sports	1	2.9%
Council people changing incandescent bulbs to fluorescent light bulbs	1	2.9%
Cultural centre for people from countries	1	2.9%
Drainage and pipe works	1	2.9%
East-west link	1	2.9%
Elections	1	2.9%
Energy rating houses	1	2.9%
Green up areas	1	2.9%
Level crossing at station	1	2.9%
Local shopping	1	2.9%
More campaigns	1	2.9%
Multicultural languages and festivals organised by Council	1	2.9%
Power station investigation	1	2.9%
Promoting bike checks, Council sends around a safety person to check on quality and safety of bikes	1	2.9%
Rainbow day	1	2.9%
The campaign supporting gays	1	2.9%
Traffic issue	1	2.9%
Walking campaigns	1	2.9%
Total	34	100%

Council advocacy campaigns by precinct
Darebin City Council - 2014-2015 Annual Community Survey
(Number and percent of total responses)

<i>Response</i>	<i>2014-2015</i>	
	<i>Number</i>	<i>Percent</i>
<i>Reservoir East</i>		
Assisting learner drivers to help them reach their hours by using volunteer teachers	1	2.9%
Promoting bike checks, Council sends around a safety person to check on quality and safety of bikes	1	2.9%
Council people changing incandescent bulbs to fluorescent light bulbs	1	2.9%
<i>Reservoir West</i>		
Campaign for cultural diversity	1	2.9%
Reservoir crossing	1	2.9%
Multicultural languages and festivals organised by Council	1	2.9%
Drainage and pipe works	1	2.9%
<i>Preston East</i>		
Welcoming refugees	2	5.9%
Aboriginal engagement	2	5.9%
Green up areas	1	2.9%
Level crossing at station	1	2.9%
Welcome Refugee	1	2.9%
Cultural centre for people from countries	1	2.9%
Campaigns about violence	1	2.9%
<i>Preston West</i>		
Battery disposal	1	2.9%
Energy rating houses	1	2.9%
<i>Kingsbury-Bundoora</i>		
Elections	1	2.9%
Environmental one (free worm farms)	1	2.9%
The campaign supporting gays	1	2.9%
Traffic issue	1	2.9%
Cafe in Hellenic Centre	1	2.9%
<i>Fairfield/Alphington</i>		
Local shopping	1	2.9%
The environmental one	1	2.9%
Walking campaigns	1	2.9%
<i>Thornbury</i>		
Changes in infrastructure	1	2.9%
More campaigns	1	2.9%
Rainbow day	1	2.9%
<i>Northcote</i>		
Chandler Hwy programs	1	2.9%
Community health and sports	1	2.9%
East-west link	1	2.9%
Power station investigation	1	2.9%
Aging for change	1	2.9%
Total	34	100%

Improvements in the local area

Respondents were asked:

“What, if any, improvements have you noticed in your local area in the last twelve months?”

The following table provides the open-ended responses received from respondents identifying improvements they have noticed in their local area in the last twelve months. A total of 198 responses were received from 148 respondents (37.5% of the sample of respondents answered the question).

The most commonly identified improvements related to roads maintenance and repairs (11.5%) and parks, gardens and open space maintenance (9.5%).

Improvements noticed in your local area in the last twelve months **Darebin City Council - 2014-2015 Annual Community Survey**

(Number and percent of total respondents)

<i>Issue</i>	<i>2014-2015</i>	
	<i>Number</i>	<i>Percent</i>
Roads maintenance & repairs	46	11.5%
Parks, gardens and open space maintenance	38	9.5%
Street trees	16	4.0%
Public transport	15	3.8%
Footpath maintenance & repairs	9	2.3%
Bicycles and bike tracks	8	2.0%
Building, housing, planning & development	7	1.8%
Rubbish & waste including garbage collection	6	1.5%
Quality & provision of local shops	5	1.3%
Provision & maintenance of general infrastructure	5	1.3%
Drains maintenance and repairs	4	1.0%
Street lighting	4	1.0%
Sports, recreation & entertainment facilities	4	1.0%
Street cleaning & maintenance	4	1.0%
Traffic management	4	1.0%
Environment, conservation & climate change	3	0.8%
Safety, policing & crime	3	0.8%
Promoting community atmosphere, art & culture	2	0.5%
Consultation, communication & provision of info	2	0.5%
Parking	2	0.5%
Aesthetics of local area	2	0.5%
Community activities & events	1	0.3%
Graffiti / vandalism	1	0.3%
Hard rubbish collection	1	0.3%
Library services	1	0.3%
Services and facilities for the elderly (aged care)	1	0.3%
Support for local business	1	0.3%
Provision & quality of and access to local facilities	1	0.3%
Rates	1	0.3%
Other	1	0.3%
Total responses	198	

Total respondents providing a response

148 (37.5%)

The following table provides a breakdown of these results by precinct. Some caution should be exercised in the interpretation of these results given the smaller than usual sample size for this question this year. Particular attention is drawn to the following:

- ⊗ The higher than average proportion of respondents from Reservoir West, Reservoir East and Preston East identifying roads maintenance and repairs.
- ⊗ The higher than average proportion of respondents from Reservoir West identifying parks, gardens and open space maintenance.

Improvements noticed in your local area in the last twelve months by precinct
Darebin City Council - 2014-2015 Annual Community Survey
(Percent of total respondents)

Reservoir East		Reservoir West	
Roads maintenance & repairs	22.0%	Parks, gardens, open space	20.0%
Safety, policing & crime	4.0%	Roads maintenance & repairs	16.0%
Parks, gardens, open space	4.0%	Building, housing, planning & development	4.0%
Sports, recreation & entertainment facilities	2.0%	Environment, conservation & climate change	4.0%
Traffic management	2.0%	Street cleaning & maintenance	4.0%
Street trees	2.0%	Public transport	2.0%
Rubbish & waste including garbage collection	2.0%	Footpath maintenance & repairs	2.0%
Aesthetics of local area	2.0%	Street trees	2.0%
Promoting community atmosphere, art & culture	2.0%	Drains maintenance and repairs	2.0%
Street lighting	2.0%	Consultation, communication & prov. of info.	2.0%
Preston East		Preston West	
Roads maintenance & repairs	16.0%	Roads maintenance & repairs	4.0%
Parks, gardens, open space	12.0%	Parks, gardens, open space	2.0%
Rubbish & waste including garbage collection	6.0%	Public transport	2.0%
Sports, recreation & entertainment facilities	6.0%	Street trees	2.0%
Provision & maintenance of general infrastructure	6.0%	Bicycles and bike tracks	2.0%
Footpath maintenance & repairs	4.0%		
Street trees	4.0%		
Drains maintenance and repairs	4.0%		
Parking	4.0%		
Building, housing, planning & development	2.0%		
Northcote		Thornbury	
Street trees	8.0%	Roads maintenance & repairs	12.0%
Bicycles and bike tracks	8.0%	Parks, gardens, open space	10.0%
Parks, gardens, open space	6.0%	Public transport	10.0%
Public transport	6.0%	Street trees	6.0%
Roads maintenance & repairs	6.0%	Aesthetics of local area	2.0%
Footpath maintenance & repairs	6.0%	Drains maintenance and repairs	2.0%
Street lighting	4.0%	Consultation, communication & prov. of info.	2.0%
Building, housing, planning & development	2.0%	Quality & provision of local shops	2.0%
Rubbish & waste including garbage collection	2.0%		
Kingsbury-Bundoora		Fairfield/Alphington	
Parks, gardens, open space	14.0%	Parks, gardens, open space	4.0%
Roads maintenance & repairs	10.0%	Street trees	4.0%
Public transport	4.0%	Provision & maintenance of general infrastructure	4.0%
Traffic management	4.0%	Public transport	2.0%
Quality & provision of local shops	4.0%	Footpath maintenance & repairs	2.0%
Building, housing, planning & development	2.0%	Promoting community atmosphere, art & culture	2.0%
Rubbish & waste including garbage collection	2.0%	Rubbish & waste including garbage collection	2.0%
Street trees	2.0%	Traffic management	2.0%
Street cleaning & maintenance	2.0%	Sports, recreation & entertainment facilities	2.0%
Bicycles and bike tracks	2.0%	Parking	2.0%

Issues for Council to address in the next twelve months

Respondents were asked:

“Can you please list what you consider to be the three most important issues for Council to address in the next twelve months?”

Respondents were provided an open-ended opportunity to identify what they considered to be the three most important issues for Council to address in the coming twelve months.

A total of 552 respondents representing 69.1% of the total sample identified 1,122 separately categorised responses. This is a small increase on the 535 responses identifying 1,089 responses in calendar 2014.

The responses have been broadly categorised for ease of interpretation, as outlined in the following tables. The individual responses which have been categorised are however available on request.

In 2014-15, the most important issue identified by respondents in the City of Darebin remains traffic management related issues. This issue was identified by more than double the proportion of respondents as the next most commonly identified issue, that being building, housing, planning and development related issues.

In summary, the top five issues identified by respondents were as follows:

- ⊗ ***Traffic management*** – identified by 25.9% of respondents in 2014-15, up marginally on the 21.1% reported in calendar 2014 and the 23.0% reported in 2013. By way of comparison, the 2015 *Governing Melbourne* reported a metropolitan Melbourne average of 24.9%.
- ⊗ ***Building, housing, planning and development*** – identified by 12.3% of respondents in 2014-15, up very marginally on the 10.3% reported in calendar 2014 and the 10.6% reported in 2-013. By way of comparison, the 2015 *Governing Melbourne* reported a metropolitan Melbourne average of 8.8%. It is observed that the City of Darebin has consistently reported a higher than average result for this issue, a result that is similar to other middle-ring municipalities in metropolitan Melbourne.
- ⊗ ***Parking*** – identified by 8.9% of respondents in 2014-15, up marginally on the 5.5% reported in calendar 2014 and the 7.4% reported in 2013. By way of comparison, the 2015 *Governing Melbourne* research reported a metropolitan Melbourne average of 14.1%, approximately double the Darebin result.
- ⊗ ***Parks, gardens, open space issues*** – identified by 6.9% of respondents in 2014-15, down marginally on the calendar 2014 result of 8.3% and the 2013 result of 7.8%. By way of comparison the *Governing Melbourne* research reported a metropolitan Melbourne average of 5.8% in 2015.
- ⊗ ***Environment, conservation and climate change*** – identified by 6.6% of respondents in 2014-15, up marginally on the calendar 2014 result of 7.0% but up marginally on the 2013 result of 4.8%. By way of comparison the *Governing Melbourne* research reported a metropolitan Melbourne average of just 0.8% in 2015. Metropolis Research notes that the City of Darebin has consistently reported a higher proportion for this issue than elsewhere across metropolitan Melbourne, although down somewhat in recent years.

Metropolis Research notes that the proportion of respondents identifying rates as an issue for Council to address has remained stable at or around five percent, very marginally higher than the 2015 metropolitan Melbourne average as recorded of 3.3% in *Governing Melbourne*.

Top issues for Council
Darebin City Council - 2014-2015 Annual Community Survey
(Number and percent of total respondents)

Issue	2014-2015		2014	2013	2012	2011	metro. Melb.
	Number	Percent					
Traffic management	207	25.9%	21.1%	23.0%	18.0%	18.3%	24.9%
Building, housing, planning & development issues	98	12.3%	10.3%	10.6%	9.5%	6.8%	8.8%
Parking	71	8.9%	5.5%	7.4%	5.5%	8.9%	14.1%
Parks, gardens, open space maintenance issues	55	6.9%	8.3%	7.8%	10.8%	6.6%	5.8%
Environment, conservation and climate change	53	6.6%	7.0%	4.8%	6.6%	7.0%	0.8%
Consultation, comm. & prov. of information	45	5.6%	4.8%	3.6%	4.5%	3.1%	2.0%
Safety, policing and crime	44	5.5%	3.5%	3.5%	4.8%	12.3%	8.4%
Rubbish and waste including garbage collection	42	5.3%	3.6%	6.6%	5.8%	7.1%	2.5%
Roads maintenance and repairs	38	4.8%	6.0%	5.5%	7.9%	9.1%	5.3%
Rates	36	4.5%	5.6%	5.6%	4.1%	3.6%	3.3%
Footpath maintenance and repairs	35	4.4%	6.9%	5.3%	6.5%	4.0%	5.9%
Street trees	31	3.9%	7.8%	11.8%	8.1%	8.4%	5.4%
Public transport	31	3.9%	4.6%	2.8%	3.0%	4.4%	4.7%
Bicycles and bike tracks	31	3.9%	2.4%	3.3%	4.6%	2.6%	2.8%
Cleanliness of area	26	3.3%	3.8%	2.3%	7.3%	3.3%	4.8%
Street cleaning	25	3.1%	3.9%	7.1%	5.1%	3.4%	1.8%
Hard rubbish collection	24	3.0%	3.9%	2.6%	7.5%	7.4%	3.5%
Street lighting	23	2.9%	2.9%	4.4%	3.9%	6.0%	6.9%
Community activities and events	16	2.0%	2.0%	0.6%	0.6%	0.8%	1.9%
Sports and recreation facilities	12	1.5%	1.6%	1.4%	1.4%	1.9%	1.8%
Services and facilities for the elderly	12	1.5%	1.5%	2.6%	3.5%	3.8%	1.4%
Multicultural issues	11	1.4%	0.9%	1.0%	1.6%	2.5%	0.1%
Council management	11	1.4%	0.8%	2.1%	1.9%	2.3%	1.0%
Provision & maintenance of general infrastructure	10	1.3%	1.0%	2.8%	2.8%	2.3%	1.0%
Graffiti	9	1.1%	1.1%	0.8%	1.1%	1.8%	1.5%
Public health / medical facilities	8	1.0%	0.6%	0.3%	1.1%	2.1%	0.9%
Drains maintenance and repairs	7	0.9%	1.4%	4.1%	2.6%	2.9%	2.9%
Aesthetics of area	7	0.9%	0.6%	1.8%	0.9%	0.5%	na
Services and facilities for the disabled	7	0.9%	0.4%	0.4%	1.1%	0.6%	0.1%
Public housing / homeless issues	6	0.8%	0.8%	na	na	na	na
Education and schools	6	0.8%	0.5%	2.0%	1.4%	1.3%	1.6%
Quality of and access to local facilities	5	0.6%	0.5%	0.6%	0.9%	0.0%	0.4%
Quality and provision of Council services	5	0.6%	0.4%	1.8%	2.3%	1.5%	0.9%
Promoting community atmosphere, arts & culture	5	0.6%	0.4%	1.1%	1.8%	1.8%	0.1%
Childcare	5	0.6%	0.8%	0.8%	2.6%	4.9%	0.9%
Libraries	4	0.5%	0.5%	0.5%	0.6%	2.0%	0.6%
Noise	4	0.5%	0.4%	1.3%	1.0%	1.4%	0.3%
Support for local business	4	0.5%	0.3%	0.4%	0.4%	0.5%	0.1%
Animal management	4	0.5%	0.1%	1.3%	1.4%	1.5%	3.0%
Recycling	3	0.4%	0.8%	1.3%	1.5%	0.3%	1.3%
Green waste collection	3	0.4%	0.8%	0.5%	0.8%	0.9%	1.1%
Facilities and activities for children	3	0.4%	0.5%	0.6%	0.5%	0.9%	0.1%
Quality and provision of local shops	3	0.4%	0.4%	2.1%	0.4%	0.6%	na
Employment and job creation	3	0.4%	0.3%	0.8%	0.4%	1.0%	0.2%
All other issues	34	4.3%	4.1%	8.3%	7.5%	10.1%	5.7%
Total responses	1,122		1,089	1,277	1,332	1,391	1,345
<i>Total respondents providing a response</i>		<i>552 (69.1%)</i>	<i>535</i>	<i>609</i>	<i>606</i>	<i>611</i>	<i>672</i>

There was some variation in these results observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- ⊗ The higher than average proportion of respondents from Thornbury and Fairfield-Alphington identifying traffic management.
- ⊗ The higher than average proportion of respondents from Northcote, Thornbury and Fairfield-Alphington identifying building, housing, planning and development.
- ⊗ The higher than average proportion of respondents from Preston East identifying parking.

- ⊗ The slightly higher than average proportion of respondents from Reservoir West identifying rates.
- ⊗ The slightly higher than average proportion of respondents from Thornbury and Fairfield-Alphington identifying bicycles and bike tracks.
- ⊗ The slightly higher than average proportion of respondents from Northcote and Fairfield-Alphington identifying environment, conservation and climate change.
- ⊗ The higher than average proportion of respondents from Kingsbury-Bundoora identifying safety, policing and crime.

Top ten issues for Council by precinct
Darebin City Council - 2014-2015 Annual Community Survey
(Percent of total respondents)

Reservoir East		Reservoir West	
Traffic management	25.0%	Traffic management	20.0%
Safety, policing & crime	7.0%	Building, housing, planning & development	10.0%
Building, housing, planning & development	6.0%	Parks, gardens, open space	9.0%
Footpath maintenance & repairs	6.0%	Rates	9.0%
Cleanliness & maintenance of areas	5.0%	Parking	8.0%
Consultation, communication & prov. of info.	5.0%	Public transport	8.0%
Roads maintenance & repairs	5.0%	Consultation, communication & prov. of info.	7.0%
Street cleaning & maintenance	5.0%	Environment, conservation & climate change	6.0%
Community activities & events	4.0%	Rubbish & waste including garbage collection	6.0%
Parking	3.0%	Services and facilities for the elderly (aged care)	5.0%

Preston East		Preston West	
Traffic management	18.0%	Traffic management	24.0%
Parking	16.0%	Parking	10.0%
Building, housing, planning & development	11.0%	Cleanliness & maintenance of areas	9.0%
Parks, gardens, open space	10.0%	Safety, policing & crime	8.0%
Environment, conservation & climate change	7.0%	Rubbish & waste including garbage collection	8.0%
Roads maintenance & repairs	7.0%	Parks, gardens, open space	6.0%
Rubbish & waste including garbage collection	7.0%	Public transport	6.0%
Rates	5.0%	Building, housing, planning & development	5.0%
Safety, policing & crime	5.0%	Environment, conservation & climate change	5.0%
Street trees	5.0%	Roads maintenance & repairs	5.0%

Northcote		Thornbury	
Traffic management	27.0%	Traffic management	33.0%
Building, housing, planning & development	18.0%	Building, housing, planning & development	17.0%
Parking	12.0%	Bicycles and bike tracks	11.0%
Environment, conservation & climate change	11.0%	Parking	9.0%
Consultation, communication & prov. of info.	8.0%	Parks, gardens, open space	8.0%
Rubbish & waste including garbage collection	8.0%	Environment, conservation & climate change	8.0%
Parks, gardens, open space	7.0%	Hard rubbish collection	6.0%
Rates	6.0%	Sports, recreation & entertainment facilities	6.0%
Street lighting	6.0%	Consultation, communication & prov. of info.	5.0%
Safety, policing & crime	5.0%	Rates	5.0%

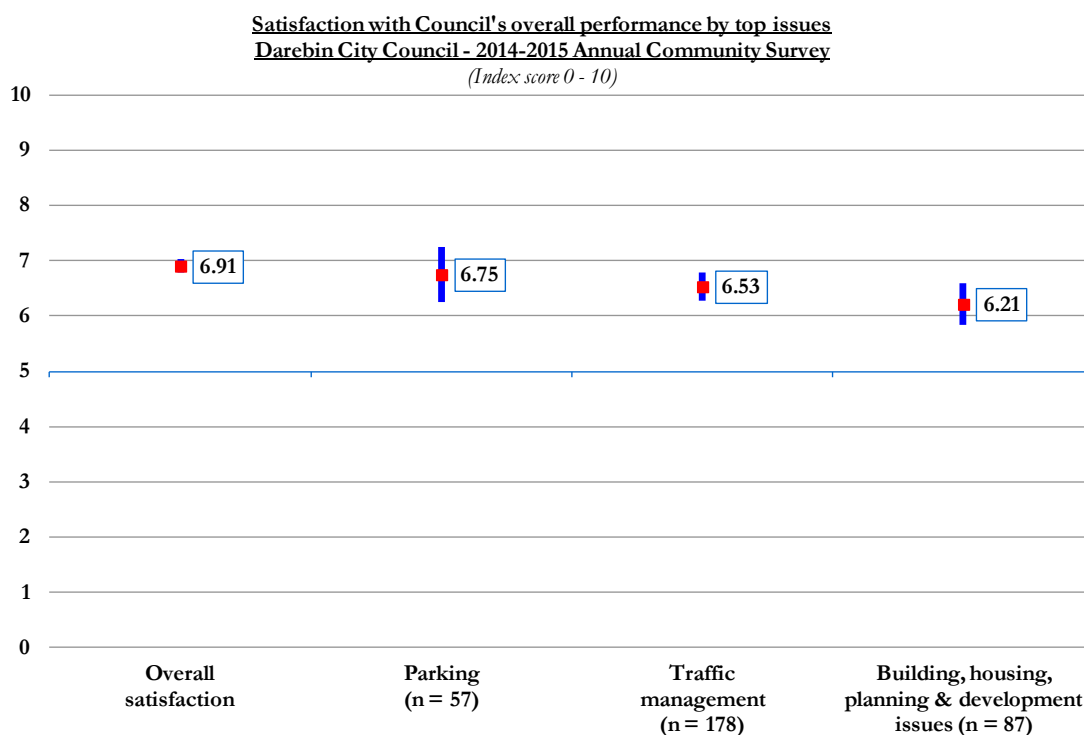
Kingsbury-Bundoora		Fairfield/Alphington	
Traffic management	27.0%	Traffic management	35.0%
Building, housing, planning & development	14.0%	Building, housing, planning & development	21.0%
Safety, policing & crime	10.0%	Bicycles and bike tracks	12.0%
Parks, gardens, open space .	8.0%	Environment, conservation & climate change	11.0%
Roads maintenance & repairs	8.0%	Parks, gardens, open space	9.0%
Parking	7.0%	Parking	9.0%
Environment, conservation & climate change	7.0%	Footpath maintenance & repairs	7.0%
Rubbish & waste including garbage collection	7.0%	Street trees	7.0%
Cleanliness & maintenance of areas	6.0%	Graffiti / vandalism	5.0%
Consultation, communication & prov. of info.	6.0%	Roads maintenance & repairs	4.0%

The following table provides the average satisfaction with the overall performance of Council for respondents identifying each of the top three issues.

As is clearly evident in the graph, respondents identifying both traffic management (6.53) and those identifying building, housing, planning and development related issues (6.21) rated satisfaction measurably and significantly lower than the municipal average.

This is particularly true in relation to those respondents identifying building, housing, planning, and development related issues. The respondents identifying these issues rated their satisfaction with the performance of Council across all areas of responsibility at a level best categorised as “solid”.

These results indicate that these two issues of traffic management and building, housing, planning and development related are a negative influence on community satisfaction with the performance of Council.



Respondent profile

Demographic information is collected as a means of checking the validity of the sample annually as well as providing detail by which questions can be analysed. Metropolis Research notes the extremely strong degree of stability in the sample over many years.

Age

Lifecycle stage
Darebin City Council - 2014-2015 Annual Community Survey
(Number and percent of respondents providing a response)

Lifecycle stage	2014-2015		2014	2013	2012	2011	2010	2009
	Number	Percent						
15 - 19 years	21	2.6%	2.8%	2.5%	1.3%	2.4%	2.4%	1.8%
20 - 35 years	222	28.0%	26.7%	24.1%	29.0%	27.4%	22.9%	26.6%
36 - 45 years	192	24.2%	25.9%	27.2%	30.7%	26.2%	29.8%	27.9%
46 - 60 years	209	26.3%	26.8%	27.4%	21.7%	23.4%	26.2%	22.5%
61 - 75 years	125	15.7%	13.8%	13.9%	11.0%	13.3%	11.2%	14.3%
76 years and over	25	3.1%	4.0%	4.9%	6.3%	7.4%	7.5%	7.0%
Not stated	6		2	2	3	1	1	1
Total	800	100%	800	800	800	800	799	798

Gender

Gender
Darebin City Council - 2014-2015 Annual Community Survey
(Number and percent of respondents providing a response)

Gender	2014-2015		2014	2013	2012	2011	2010
	Number	Percent					
Male	375	47.5%	49.6%	51.6%	49.1%	47.9%	45.3%
Female	414	52.4%	50.3%	48.4%	50.9%	52.1%	54.7%
Other	1	0.1%	0.1%	na	na	na	na
Not stated	10		6	4	3	2	22
Total	800	100%	800	800	800	800	799

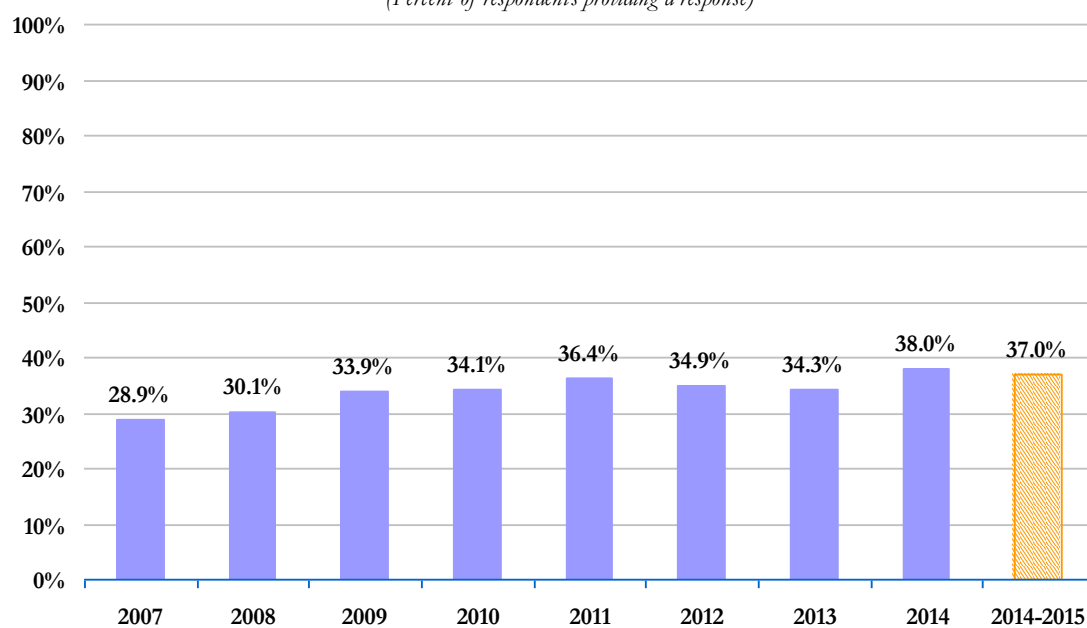
Aboriginal or Torres Strait Islander

Identify as Aboriginal or Torres Strait Islander
Darebin City Council - 2014-2015 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2014-2015	
	Number	Percent
Yes	7	0.9%
No	782	99.1%
Not stated	11	
Total	800	100%

Language

Non-English speaking background
Darebin City Council - 2014-2015 Annual Community Survey
(Percent of respondents providing a response)



Language spoken at home
Darebin City Council - 2014-2015 Annual Community Survey
(Number and percent of respondents providing a response)

Language	2014-2015		2014	2013	2012	2011	2010	2009
	Number	Percent						
English	496	63.0%	61.8%	65.7%	65.1%	63.6%	65.9%	65.4%
Italian	68	8.6%	9.3%	6.5%	7.4%	8.3%	11.8%	10.9%
Greek	43	5.5%	5.7%	6.0%	7.2%	6.4%	4.1%	6.8%
Hindi	24	3.0%	3.2%	1.3%	2.8%	2.2%	1.4%	2.2%
Arabic	15	1.9%	2.4%	1.7%	1.9%	1.5%	2.3%	2.0%
Mandarin	15	1.9%	1.3%	0.5%	1.5%	0.8%	1.3%	1.4%
Vietnamese	12	1.5%	2.0%	3.0%	1.0%	1.9%	0.4%	0.8%
Spanish	8	1.0%	1.4%	0.5%	0.5%	1.4%	1.3%	0.3%
Macedonian	8	1.0%	1.0%	1.2%	1.7%	0.6%	0.9%	0.9%
Chinese n.f.d.	7	0.9%	1.7%	4.7%	1.7%	2.6%	2.0%	1.3%
Punjabi	7	0.9%	0.6%	0.0%	0.6%	0.0%	0.3%	0.6%
French	5	0.6%	0.8%	0.3%	na	0.4%	0.9%	0.9%
Cantonese	4	0.5%	0.6%	0.8%	0.9%	0.8%	1.3%	0.5%
German	2	0.3%	0.5%	0.2%	0.9%	0.3%	0.6%	0.9%
Sinhalese	2	0.3%	0.3%	0.3%	na	na	na	0.4%
Japanese	2	0.3%	0.1%	0.7%	0.4%	0.3%	0.1%	0.1%
Hungarian	1	0.1%	0.4%	na	na	na	na	na
Bengali	1	0.1%	0.4%	na	na	na	na	na
Tamil	5	0.6%	na	na	na	na	na	na
Indonesian	2	0.3%	0.4%	na	0.3%	0.4%	na	na
Croatian	3	0.4%	0.4%	na	na	na	na	na
Portugese	1	0.1%	0.1%	0.5%	na	0.1%	0.1%	40.0%
Somali	3	0.4%	0.1%	na	na	na	na	na
Russian	3	0.4%	na	0.2%	0.1%	0.1%	0.4%	na
Nepali	3	0.4%	na	na	na	na	na	na
Assyrian	3	0.4%	na	na	na	na	na	na
Gujarati	2	0.3%	na	na	na	na	na	na
Hebrew	2	0.3%	na	na	na	na	na	na
Persian	2	0.3%	na	na	na	na	na	na
Southern Asian n.f.d.	2	0.3%	na	na	na	na	na	na
Indian (Other)	2	0.3%	na	na	na	na	na	na
Zulu	2	0.3%	na	na	na	na	na	na
Multiple	13	1.7%	1.3%	1.0%	0.6%	0.9%	na	na
All other languages	19	2.4%	3.6%	2.2%	3.0%	3.8%	1.6%	1.5%
Not stated	13		15	2	20	13	11	17
Total	800	100%	800	800	799	799	799	798

Disability

Household members identified as having a disability
Darebin City Council - 2014-2015 Annual Community Survey
(Number and percent of respondents providing a response)

Disability	2014-2015		2014	2013	2012	2011	2010	2009
	Number	Percent						
Yes	77	9.7%	15.9%	8.1%	11.8%	12.0%	10.9%	12.8%
No	715	90.3%	84.1%	90.8%	87.6%	87.6%	89.1%	87.2%
Not stated	8		19	9	5	3	13	4
Total	800	100%	817	800	800	799	799	798

Current housing situation

Housing situation
Darebin City Council - 2014-2015 Annual Community Survey
(Number and percent of respondents providing a response)

Situation	2014-2015		2014	2013	2012	2011	2010	2009
	Number	Percent						
Own this home	352	44.6%	41.2%	48.7%	43.9%	43.1%	44.5%	39.7%
Mortgage	163	20.7%	26.7%	25.5%	26.3%	24.8%	28.6%	29.8%
Renting this home	238	30.2%	27.6%	24.5%	28.1%	27.7%	24.7%	26.5%
Renting (<i>Office of Housing</i>)	29	3.7%	3.8%	1.0%	0.9%	3.3%	0.5%	3.9%
Other arrangement	7	0.9%	0.6%	0.4%	0.8%	1.1%	1.7%	0.0%
Not stated	11		18	15	17	12	3	9
Total	800	100%	800	800	800	799	799	798

Period of residence

Period of residence
Darebin City Council - 2014-2015 Annual Community Survey
(Number and percent of respondents providing a response)

Period	2014-2015		2014	2013	2012	2011	2010	2009
	Number	Percent						
Less than 1 year	97	12.2%	10.0%	7.5%	6.7%	8.8%	5.9%	7.2%
1 to less than 5 years	185	23.2%	23.5%	21.0%	24.7%	23.9%	23.2%	21.7%
5 to less than 10 years	135	17.0%	17.5%	14.8%	19.6%	16.6%	23.2%	18.1%
10 years or more	379	47.6%	48.9%	56.7%	49.0%	50.8%	47.7%	53.1%
Not stated	4		1	1	3	2	2	1
Total	800	100%	800	800	800	799	799	798



City of
DAREBIN

CITY OF DAREBIN

274 Gower Street, Preston
PO Box 91, Preston, Vic 3072
T 8470 8888 **F** 8470 8877
E mailbox@darebin.vic.gov.au
darebin.vic.gov.au

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