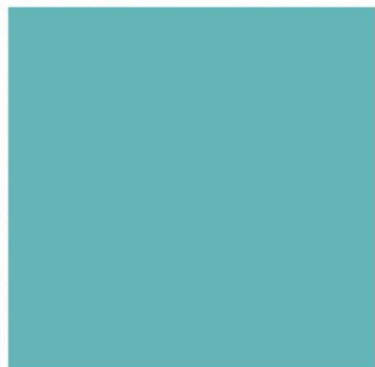


2017-18 ANNUAL COMMUNITY SURVEY SUMMARY REPORT

October 2018



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Introduction

This is the seventeenth 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.

The aim of the survey is to provide Council with a comprehensive picture of the community's perception of Council's performance across seventeen services and facilities, aspects of governance and leadership, aspects of planning and housing development, aspects of customer service, as well as Council's overall performance. In addition, 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 core 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, response rate and statistical strength

The *Community Survey* program is conducted as a face-to-face interview style survey of approximately fifteen to twenty 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 *2016 Census of Population & Housing*.

A total of approximately 6,022 households were approached to participate in the survey over the course of the four quarterly surveys. Of these households, 3,261 were unattended when approached, were therefore not invited to participate, and played no further part in the research. 1,765 refused to participate and one thousand completed the survey.



This provides a response rate of 36.2%, which is almost identical to the 34.6% recorded in 2016-17. 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.

The 95% confidence interval (margin of error) of these results is plus or minus 3.1%, at the fifty percent level. In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 46.9% and 53.1%. This is based on a total sample size of one thousand respondents, and an underlying population of the City of Darebin of 158,553. The 95% confidence interval is approximately 6.2% for the precinct level results.

Governing Melbourne

Governing Melbourne is a 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

Precinct

The term precinct is used by Metropolis Research to describe the small areas utilised by Council in the *Community Profile*. Readers seeking to use precinct results should seek clarification of specific precinct boundaries if necessary.

Measurable and statistically significant

A measurable difference is one where the difference between or change in results is sufficiently large to ensure that they are in fact different results, i.e. the difference is statistically significant. This is due to the fact that survey results are subject to a margin of error or an area of uncertainty.

Significant result

Metropolis Research uses the term *significant result* to describe a change or difference between results that Metropolis Research believes to be of sufficient magnitude that they may impact on relevant aspects of policy development, service delivery and the evaluation of performance and are therefore identified and noted as significant or important.



Somewhat / notable / marginal

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

95% confidence interval

Average satisfaction results are presented in this report with a 95% confidence interval included. These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls.

The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 3.1%.

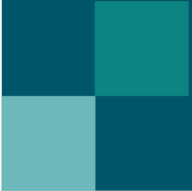
Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretative 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
Extremely Poor:	Scores less than 5 are categorised as extremely poor

Executive summary

Satisfaction with the performance of the Darebin City Council across all areas of responsibility ([overall performance](#)) increased 2.2% this year, up from 6.69 to 6.84 out of a potential ten. This level of satisfaction is categorised as “good”. Satisfaction with Darebin City Council’s overall performance remains marginally, but not measurably higher than the 2018 metropolitan Melbourne average as recorded in *Governing Melbourne*. *Governing Melbourne* is an independent survey of all thirty-one metropolitan Melbourne municipalities, and in 2018 had a total sample size of 1,060 respondents.



More than four-fifths (83.3%) of respondents were satisfied with Council's overall performance, whilst 8.6% (down from 8.8%) were dissatisfied.

There was some variation in satisfaction with Council's overall performance observed across the municipality, with respondents from Kingsbury-Bundoora rating satisfaction measurably and significantly higher than the municipal average, and respondents from Northcote rating it measurably lower than average.

There was also a significant degree of variation in satisfaction with Council's overall performance observed by respondent profile, with the following pattern evident:

- ⊗ **Higher than average satisfaction** - adolescents and young adults (aged 15 to 35 years), rental (both public and private) households, and newer residents of Darebin (less than five years) tended to be more satisfied than average.
- ⊗ **Lower than average satisfaction** – middle-aged and older adults (aged 46 to 75 years), home owners and mortgagees, and long-term residents of Darebin (ten years or more) tended to be less satisfied than average.

This pattern of satisfaction by age structure, housing situation and period of residence is not unique to the City of Darebin, and tends to be a strong theme across metropolitan Melbourne.


It is important to note that there was no meaningful variation in satisfaction with Council's overall performance observed by the respondents' gender, or language spoken at home. Consistent with their small numbers in the Darebin community, there was only fourteen respondents identifying as Aboriginal and Torres Strait Islander. These respondents tended to be on average very marginally but not measurably less satisfied with Council's performance than other respondents.

Consistent with the stable satisfaction with Council's overall performance, the average satisfaction with the six aspects of **governance and leadership** increased by 1.1% this year, up from 6.86 to 6.92, and remains categorised as "good".

Respondents rated as "very good" Council's performance meeting the needs of the multi-cultural community (7.43). This result strongly suggest that Council is effectively engaging with its diverse and multi-cultural community. This is further borne out by the fact that respondents from multi-lingual households reported similar levels of satisfaction with Council performance than respondents from English speaking households.

Respondents rated as "good" the core aspects of governance and leadership including; communicating its programs and services (7.07), community consultation and engagement (6.78), lobbying and making representations (6.72), and making decisions in the interests of the community (6.67).





Satisfaction with these aspects varied by demographic profile (age, gender, language spoken at home, period of residence, disability, and ATSI status) in a similar pattern to overall satisfaction with Council.


Respondents were again this year asked to rate their agreement with six statements about [Council as an organisation](#). The average agreement with the five positively worded statements all improved this year, whilst agreement that Council was bureaucratic and ineffective declined a little this year. There was strong agreement that Council provides important services (7.15), solid agreement that Council is trustworthy and reliable (6.94), is progressive and up-to-date (6.92), and has a sound direction for the future (6.67). There was mild agreement that Council offers value for rates (5.83), and respondents were neutral about whether Council was bureaucratic and ineffective (5.04).

[Customer service](#) remains a very positive area of Council performance, with the average satisfaction with the five included aspects of customer service recorded at 7.90, or “excellent”. Customer service is again this year the area of Council performance with the highest average satisfaction.

There were seventeen [Council services and facilities](#) included in the *Community Survey*, and the average satisfaction with these services and facilities was 7.41 this year, a “very good” level. This result is up on the 7.26 recorded for eighteen services and facilities included last year. It is important to note that this average satisfaction with services and facilities was measurably and significantly higher than satisfaction with Council’s overall performance. Of these seventeen services and facilities, only the performance of Council managing local traffic (6.49) reported a satisfaction score lower than overall satisfaction with Council.

[Traffic](#) remains the most significant issue in the City of Darebin this year, highlighted by a number of questions included in the survey program. Satisfaction with the volume and speed of traffic both on local streets and main roads remains very low. Satisfaction with the volume of traffic on local streets was rated as “poor”, and for main roads was rated as “very poor”. Satisfaction with the speed of traffic on main roads was rated as “solid” and residential streets was rated as “poor”. As discussed above, satisfaction with the performance of Council managing local traffic was rated as “solid”. In addition, as in previous years “traffic management” remains the most commonly identified issue to address in the City of Darebin in the coming twelve months, with 26.6% (up from 22.8%) identifying this issue this year. Respondents identifying “traffic management” as an issue for Council were on average 2.8% less satisfied with Council’s overall performance than the municipal average.

The second significant issue of concern in the City of Darebin was related to the nature, extent and impact of [planning and new housing development](#) occurring in the municipality. Issues with planning and housing development were a major theme developed throughout this report.



Most significantly average satisfaction with the six aspects of planning and housing development outcomes was 5.97 out of ten, a “poor” level of satisfaction, although this result is up 13.4% on the very low 5.23 recorded last year.

It is also noted that “building, housing, planning and development” related issues were the second most commonly identified issues for the City of Darebin this year, with 15.4% of respondents identifying these issues this year. Respondents that identified “building, planning, housing and development” issues were on average measurably and significantly (10.1%) less satisfied with Council’s overall performance than the municipal average (6.12 compared to 6.84). These results strongly suggest that these issues exert a significant negative influence on community satisfaction with Darebin City Council. Dissatisfaction with planning related issues are not unique to the City of Darebin, and Metropolis Research has consistently found dissatisfaction with planning outcomes growing across metropolitan Melbourne, and in particular inner and middle-ring municipalities.

Parking was also a significant issue, with 11.4% of respondents identifying this issue this year. Satisfaction with the availability of parking both on residential streets and around busy shopping strips and major commercial areas was rated as “solid”. Respondents identifying parking as an issue were on average 4.4% less satisfied with Council’s overall performance than the municipal average.

The perception of safety in the public areas of the City of Darebin both during the day (up 5.3%) and at night (6.1%) increased this year, and remain at quite high levels. The overwhelming majority (97.0%) of respondents felt safe in the public areas of the City of Darebin during the day, and almost four-fifths (80.7%) felt safe in the public areas of the municipality at night. It is noted however that female respondents felt measurably and significantly (11.3%) less safe in the public areas of Darebin at night than male respondents. Significantly it is noted that one-sixth (16.9% down from 25.2%) of female respondents felt unsafe at night in the public areas of Darebin at night.

Taken as a whole, the *Community Survey* this year found a “good” and improving level of satisfaction with the performance of Darebin City Council, with services and facilities and customer service in particular being very well received by the Darebin community.

The major issues community concern still relate to traffic congestion, car parking, and the nature and extent of new housing development occurring in Darebin. These issues all appear to exert at least a mildly negative influence on community satisfaction with the performance of Darebin City Council.

Metropolis Research is of the view that the measurable improvement in satisfaction with planning and housing development this year is likely to be a significant factor underpinning the increase in satisfaction with Council’s overall performance. This is despite the fact that these issues still exert a negative influence on overall satisfaction.



Key findings

The following are the key findings from the *Darebin City Council – 2017-18 Annual Community Survey*.

Overall performance

- ⊗ Satisfaction with Council's overall performance remained increased 2.2% this year from 6.69 to 6.84, or a "good" level of satisfaction.
- ⊗ This result was 1.5% higher than the 2018 metropolitan Melbourne average of 6.74.
- ⊗ More than four-fifths (83.3% up from 79.1% of respondents were satisfied with Council's overall performance, whilst 8.6% (down from 8.8%) were dissatisfied.
- ⊗ Respondents from Kingsbury-Bundoora were measurably more satisfied than the municipal average, whilst respondents from Northcote were measurably less satisfied.
- ⊗ Adolescents and young adults (aged 15 to 35 years) were measurably more satisfied with Council's overall performance, whilst middle-aged adults (aged 46 to 60 years) were measurably less satisfied.
- ⊗ Rental household respondents (both public and private) were measurably more satisfied with Council's overall performance, whilst home-owners were measurably less satisfied.
- ⊗ Satisfaction with Council's overall performance tended to decline with the period of residence in the City of Darebin.
- ⊗ There was no meaningful variation in satisfaction with Council's overall performance based on the respondents' gender or language spoken at home.

Governance and leadership

- ⊗ The average satisfaction with the five included aspects of governance and leadership increased by 1.1% this year, up from 6.86 to 6.93, although it remains "good".
- ⊗ Satisfaction with the five aspects of governance and leadership were as follows:
 - Meeting the needs of the multicultural community (7.43 *dn* from 7.48) "very good"
 - Communicating its programs and services (7.07 *up* from 6.76) "good"
 - Community consultation and engagement (6.78 *up* from 6.52) "good"
 - Lobbying and making representations on key issues (6.72 *up* from 6.61) "good"
 - Making decisions in the interests of the community (6.67 *up* from 6.50) "good".

Council services and facilities

- ⊗ The average satisfaction with the seventeen included Council services and facilities increased by two percent this year, up from 7.26 to 7.41, although it remains "very good".

⊗ Satisfaction with the seventeen services and facilities included in the 2017-18 quarterly surveys were as follows:

○ Weekly garbage collection	(8.43 up from 8.41)	“excellent”
○ Darebin Libraries	(8.36 – new)	“excellent”
○ Green waste collection service	(8.19 dn from 8.36)	“excellent”
○ Regular recycling	(8.02 dn from 8.24)	“excellent”
○ Council’s festivals and events	(7.97 up from 7.74)	“excellent”
○ Transfer station – tip in Reservoir	(7.57 up from 7.25)	“very good”
○ Maintenance and repair of parks, reserves, open space	(7.43 up from 7.40)	“very good”
○ Council’s overall environmental performance	(7.27 up from 7.20)	“very good”
○ Maintenance and cleaning of shopping strips	(7.22 dn from 7.23)	“good”
○ The level of street lighting	(7.11 up from 7.09)	“good”
○ Street sweeping	(7.07 up from 6.75)	“good”
○ Litter collection in public areas	(7.06 up from 6.85)	“good”
○ Condition of storm water drains	(7.01 up from 6.83)	“good”
○ Condition of sealed local roads	(6.99 dn from 7.04)	“good”
○ The level of dumped rubbish	(6.89 up from 6.53)	“good”
○ Footpath maintenance and repairs	(6.86 up from 6.75)	“good”
○ The performance of Council managing traffic	(6.49 up from 6.38)	“solid”.

Traffic and parking

⊗ Satisfaction with the six aspects of traffic and parking remains relatively low, and can best be summarised as follows:

○ Speed of traffic on main roads	(6.27 dn from 6.31)	“solid”
○ Volume of traffic on residential streets	(5.99 up from 5.76)	“poor”
○ Speed of traffic on residential streets	(5.97 dn from 6.11)	“poor”
○ The availability of parking in, around shopping strips	(5.81 - stable)	“poor”
○ The availability of parking on residential streets	(5.77 dn from 6.02)	“poor”
○ Volume of traffic on main roads	(5.49 up from 5.42)	“very poor”.

Planning and housing development

⊗ The average satisfaction with the six included aspects of planning and housing development increased measurably and significantly this year, up 13.4% to 5.93, and is now rated as “poor”, up on the previous “very poor”.

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

○ Opportunities to participate in planning consultations	(6.30 up from 5.59)	“solid”
○ The protection of local heritage	(6.21 up from 5.35)	“solid”
○ Planning decisions respecting local n’ghood character	(5.97 up from 4.98)	“poor”
○ The appearance and quality of new developments	(5.83 up from 5.16)	“poor”
○ The number of new developments	(5.66 up from 5.20)	“poor”
○ The size, height, set-back of buildings being developed	(5.61 up from 5.10)	“poor”,

Customer service

- ⊗ A little less than half of the respondents (40.6% down from 41.7%) had contact with Council in the last twelve months.
- ⊗ The most common forms of contacting Council remain telephone (63.3% up from 59.1%), visits in person (13.2% down from 19.5%), and email (10.7% up from 7.9%).
- ⊗ There was some variation to the list of included aspects of customer service this year, and direct comparison to last year is not advisable. Average satisfaction with the five included aspects of customer service was 7.90 or “excellent” this year, the same as in previous years.
- ⊗ Satisfaction with the five aspects of customer service can best be summarised as follows:
 - Staff understanding language needs (multi-lingual only) *(8.54 dn from 8.60) “excellent”*
 - Ease of understanding information *(8.09 - new) “excellent”*
 - Attitude of staff *(7.89 up from 7.82) “excellent”*
 - Satisfaction with the Darebin website (visitors only) *(7.76 dn from 8.12) “excellent”*
 - Helpfulness of the information provided *(7.22 dn from 7.28) “good”.*

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

- ⊗ The perception of safety during the day remains very high, and increased by 5.3% this year to 8.57 (up from 8.14). The 2016-17 result was unusually low compared to the results recorded over the last eight years.
- ⊗ The perception of safety at night increased measurably and significantly this year, up 6.1% to 6.99. The 2016-17 result was unusually low compared to the results recorded over the last eight years.

Council as an organisation

- ⊗ Respondents were asked to rate their agreement with six statements about the Darebin City Council as an organisation. The average agreement results all improved somewhat this year compared to last year.
- ⊗ Agreement with the statements was as follows:
 - Darebin City Council provides important services *(7.15 up from 7.09)*
 - Is trustworthy and reliable *(6.94 up from 6.55)*
 - Is progressive and up-to-date *(6.92 up from 6.58)*
 - Has a sound direction for the future *(6.67 up from 6.31)*
 - Offers value for rates *(5.83 up from 5.68)*
 - Is bureaucratic and ineffective *(5.04 dn from 5.33).*

Council advocacy campaigns

- ⊗ A total of 258 responses were received from 168 respondents identifying Council advocacy campaigns. Some of the campaigns most commonly identified by respondents related to the Australia Day #changethedate campaign (68 responses), Marriage Equality (46 responses) and refugee related campaigns (20 responses).

Improvements noticed in the local area in the last twelve months

- ⊗ A total of 402 (40.2% up from 37.8%) respondents identified 522 improvements they had noticed in the last twelve months.
- ⊗ The most commonly identified improvements were:
 - Parks, gardens and open space related *(10.9% dn from 14.8%)*
 - Road maintenance and repair related *(9.2% up from 7.8%)*
 - Street trees *(5.0% up from 2.2%)*.

Issues for Council to address in the coming twelve months

- ⊗ A total of 751 respondents (75.1% up from 73.4%) identified 1,541 individual issues for Council to address in the coming twelve months.
- ⊗ It is important to note that these issues are not all within the remit of local government, nor are they a list of complaints.
- ⊗ The top five issues to address in the City of Darebin this year are as follows:
 - Traffic management *(26.6% up from 22.8%)*
 - Building, housing, planning and development related *(15.4% up from 14.1%)*
 - Parking *(11.4% up from 10.1%)*
 - Parks, gardens and open spaces *(8.7% up from 8.6%)*
 - Road maintenance and repairs *(7.4% up from 5.1%)*.

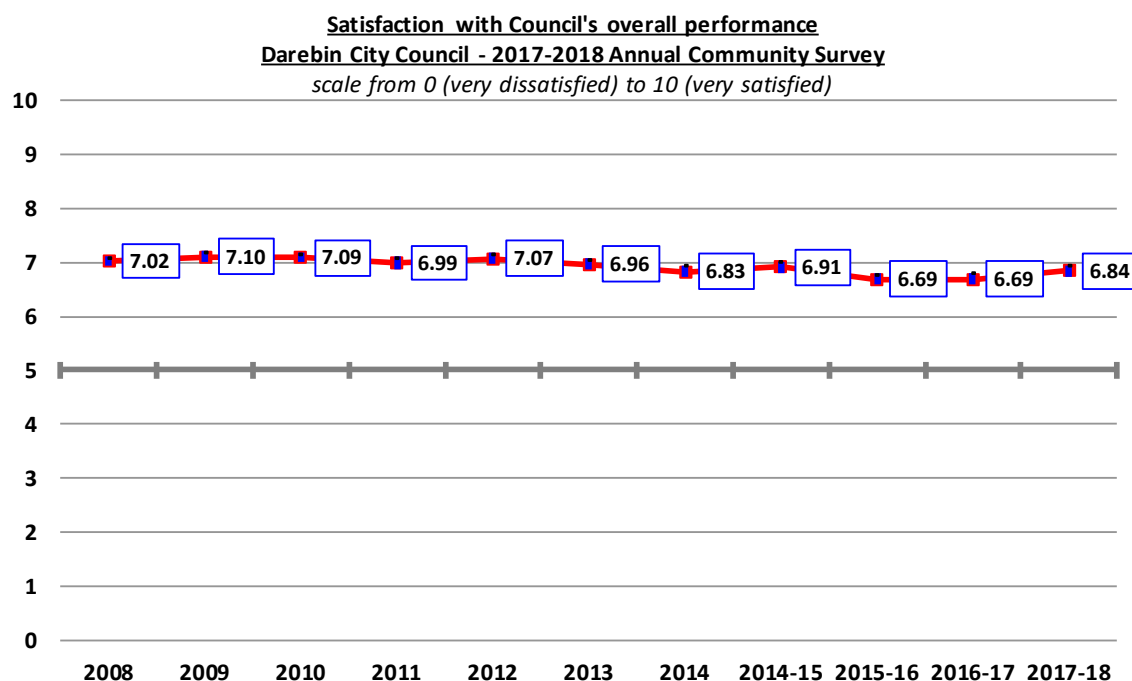


Overall performance

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 (overall performance) increased 2.2% this year, up from 6.69 to 6.84 although it remains at a level categorised as “good”.

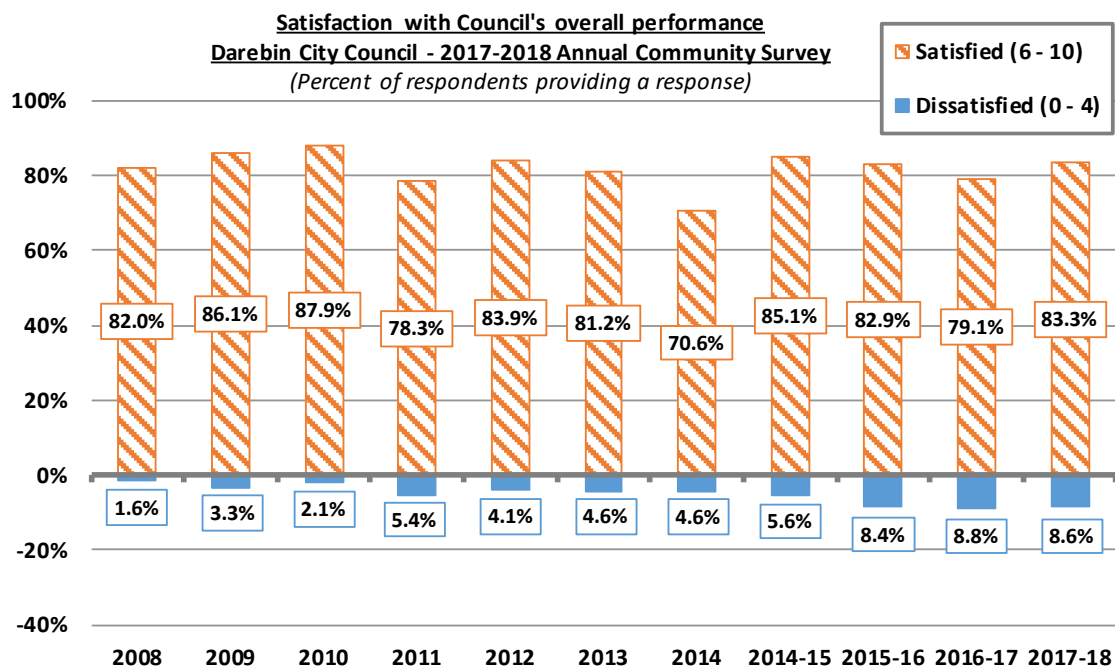


Consistent with the relatively stable overall satisfaction with Council, the proportion of respondents satisfied with Council’s overall performance has remained relatively stable at approximately four-fifths of all respondents.

This year, there was a small increase of satisfied respondents, up from 79.1% last year to 83.3% this year.

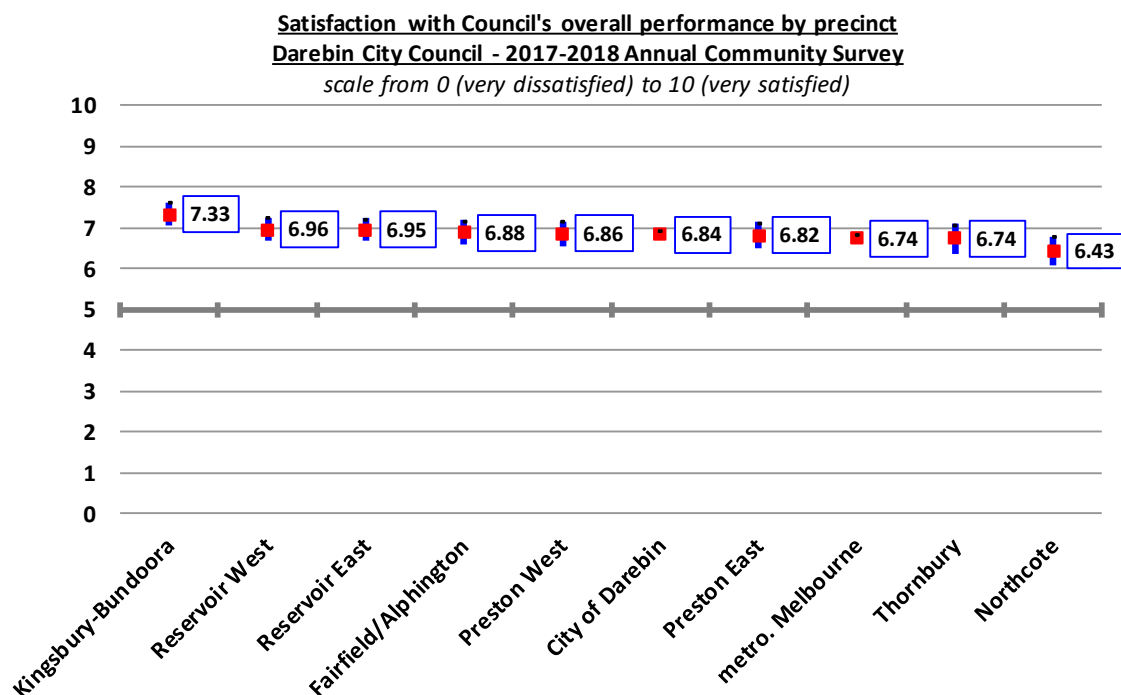
With the exception of 2014, in each of the last ten years, approximately four-fifths of respondents were satisfied with Council’s overall performance.

Metropolis Research does note that in recent years, the proportion of respondents dissatisfied with Council’s overall performance has increased. Whilst the average proportion of dissatisfied respondents over the period 2008 to 2014-15 was 3.6%, it has been 8.6% over the last three years.



There was measurable variation in satisfaction with Council’s overall performance observed across the eight precincts comprising the City of Darebin this year, with attention drawn to the following:

- **Kingsbury-Bundoora** – respondents rated satisfaction measurably and significantly higher than the municipal average and “very good”.
- **Northcote** – respondents rated satisfaction measurably and significantly lower than the municipal average and “solid”.



Satisfaction with Council's overall performance increased somewhat in six precincts and declined somewhat in two precincts, as follows:

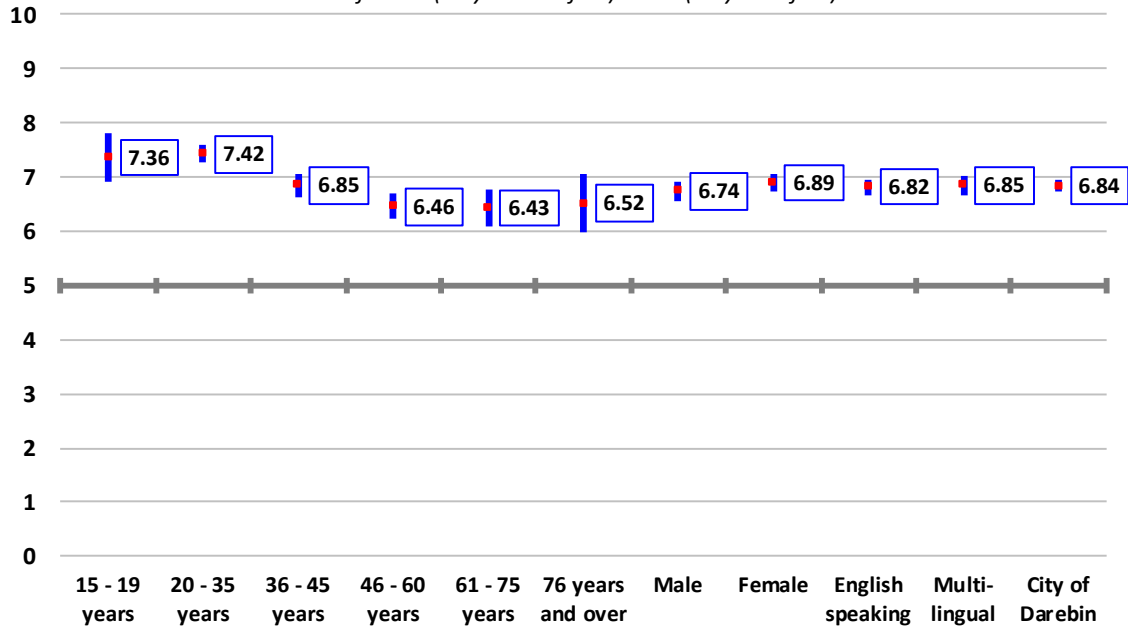
- **Increased satisfaction** – in Kingsbury-Bundoora, Reservoir West, Fairfield-Alphington, Preston West, Preston East, and Thornbury.
- **Decreased satisfaction** – in Reservoir East and Northcote.

Readers are reminded that the margin of error (at the 95% confidence level) is approximately 6.2% for precinct level results. As a result of this, none of these increases or decreases were statistically significant.

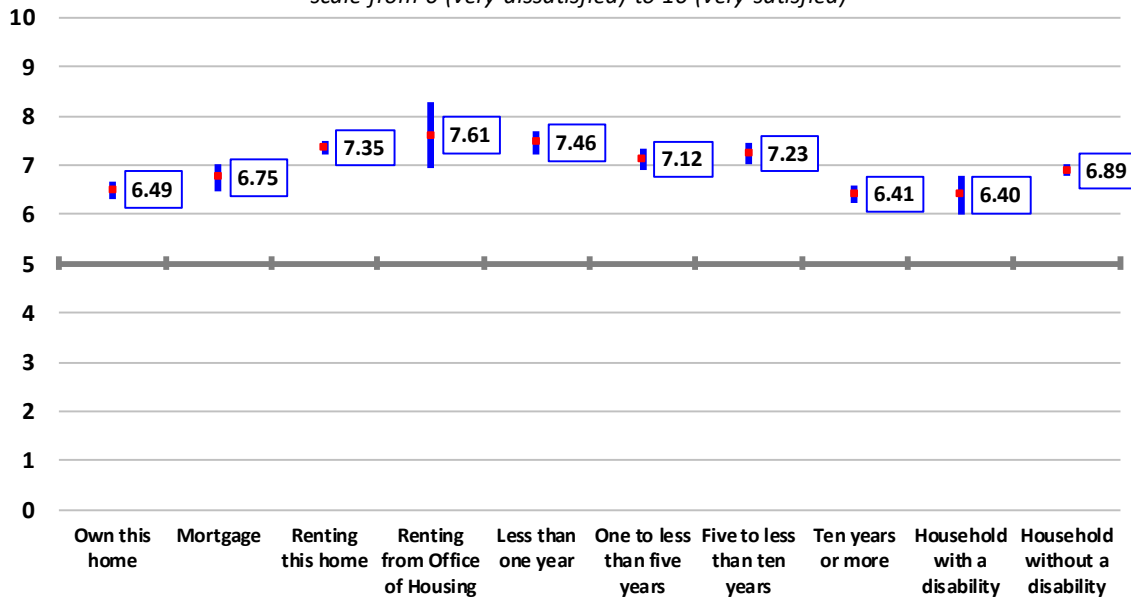
There was however statistically significant variation in satisfaction with Council's overall performance observed by respondent profile, with attention drawn to the following:

- ⊗ **Adolescents and young adults (aged 15 to 35 years)** – respondents rated satisfaction measurably and significantly higher than the municipal average and “very good”.
- ⊗ **Middle-aged and older adults (aged 46 to 75 years)** – respondents rated satisfaction with Council's overall performance measurably and significantly lower than the municipal average and “solid”.
- ⊗ **Gender** – there was no statistically significant variation in satisfaction with Council's overall performance observed between male and female respondents, although male respondents were 3.3% more satisfied than female respondents.
- ⊗ **Language spoken at home** – there was no meaningful variation in satisfaction with Council's overall performance observed between respondents from English speaking and multi-lingual households.
- ⊗ **Housing situation** – respondents from rental households (both public and private) rated satisfaction with Council's overall performance measurably and significantly higher than other respondents and “very good”, whilst home-owner respondents rated satisfaction measurably and significantly lower than average and “solid”.
- ⊗ **Period of residence** – satisfaction with Council's overall performance generally declines with the respondents' period of residence in the City of Darebin, from “very good” for new residents (less than one year) to “solid” for long-term residents (ten years or more). New residents rated satisfaction measurably lower than average, whilst long-term residents rated satisfaction measurably lower than average.
- ⊗ **Disability status** – respondents from households with a member with a disability rated satisfaction with Council's overall performance measurably and significantly lower than other respondents.

Satisfaction with Council's overall performance by respondent profile
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Council's overall performance by housing situation, period of residence and household disability status
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with Council's overall performance
Darebin City Council - 2017-2018 Annual Community Survey
(Number and index score 0 - 10)

Variable	Number	2017-2018		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 years	28	6.92	7.36	7.80
20 - 35 years	266	7.27	7.42	7.58
36 - 45 years	214	6.64	6.85	7.06
46 - 60 years	239	6.22	6.46	6.69
61 - 75 years	152	6.08	6.43	6.78
76 years and over	57	5.97	6.52	7.06
<i>Housing situation</i>				
Own this home	460	6.32	6.49	6.67
Mortgage	156	6.48	6.75	7.01
Renting this home	292	7.20	7.35	7.51
Renting from Office of Housing	28	6.94	7.61	8.27
<i>Period of residence</i>				
Less than one year	107	7.22	7.46	7.70
One to less than five years	225	6.91	7.12	7.32
Five to less than ten years	163	7.01	7.23	7.45
Ten years or more	458	6.23	6.41	6.59
<i>Aboriginal and Torres Strait Islander</i>				
Yes	13	6.57	7.78	8.98
No	930	6.71	6.82	6.93
<i>Multi-lingual household</i>				
English speaking	578	6.68	6.82	6.96
Multi-lingual	370	6.66	6.85	7.03
<i>Household member with a disability</i>				
Yes	99	6.00	6.40	6.79
No	852	6.77	6.89	7.00
<i>Gender</i>				
Male	427	6.57	6.74	6.92
Female	513	6.75	6.89	7.04
City of Darebin	959	6.73	6.84	6.95

Satisfaction with Council's overall performance
Darebin City Council - 2017-2018 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2014	86	6.58	6.92	7.25
	2014-15	89	6.79	7.12	7.46
	2015-16	120	6.79	7.05	7.31
	2016-17	107	6.53	6.83	7.13
	2017-18	120	7.04	7.33	7.62
Reservoir West	2014	90	6.71	7.01	7.32
	2014-15	91	6.82	7.15	7.49
	2015-16	124	6.74	6.98	7.22
	2016-17	124	6.58	6.84	7.10
	2017-18	124	6.66	6.96	7.25
Reservoir East	2014	79	6.54	6.89	7.23
	2014-15	97	6.80	7.10	7.40
	2015-16	123	6.62	6.90	7.18
	2016-17	120	6.79	7.08	7.38
	2017-18	124	6.67	6.95	7.23
Fairfield-Alphington	2014	78	6.41	6.73	7.05
	2014-15	93	6.35	6.63	6.92
	2015-16	118	6.12	6.44	6.76
	2016-17	118	6.13	6.46	6.78
	2017-18	120	6.58	6.88	7.19
Preston West	2014	73	6.08	6.48	6.88
	2014-15	87	6.46	6.82	7.17
	2015-16	121	6.56	6.85	7.15
	2016-17	115	6.03	6.39	6.75
	2017-18	113	6.55	6.86	7.17
Preston East	2014	64	6.57	6.97	7.37
	2014-15	85	6.72	7.01	7.30
	2015-16	121	6.56	6.86	7.16
	2016-17	123	6.17	6.49	6.80
	2017-18	122	6.51	6.82	7.13
Thornbury	2014	94	6.48	6.72	6.97
	2014-15	91	6.05	6.43	6.80
	2015-16	118	5.85	6.20	6.55
	2016-17	118	5.99	6.36	6.72
	2017-18	121	6.37	6.74	7.10
Northcote	2014	85	6.51	6.78	7.04
	2014-15	92	6.69	6.92	7.16
	2015-16	119	5.89	6.22	6.55
	2016-17	118	6.42	6.73	7.04
	2017-18	115	6.09	6.43	6.78

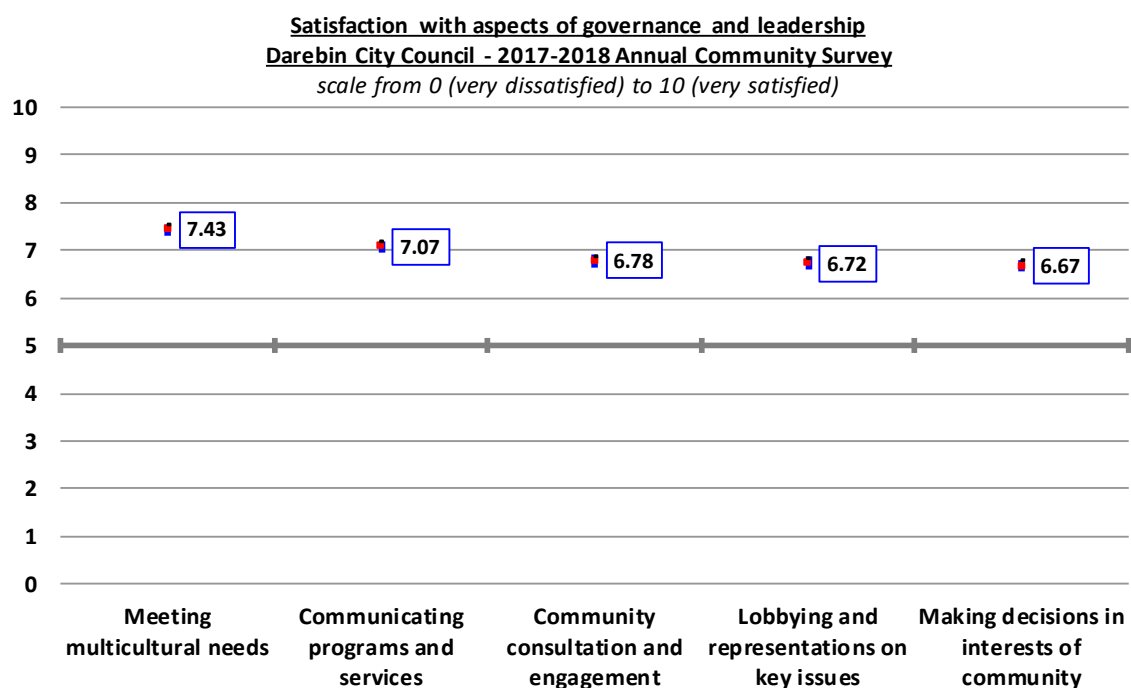


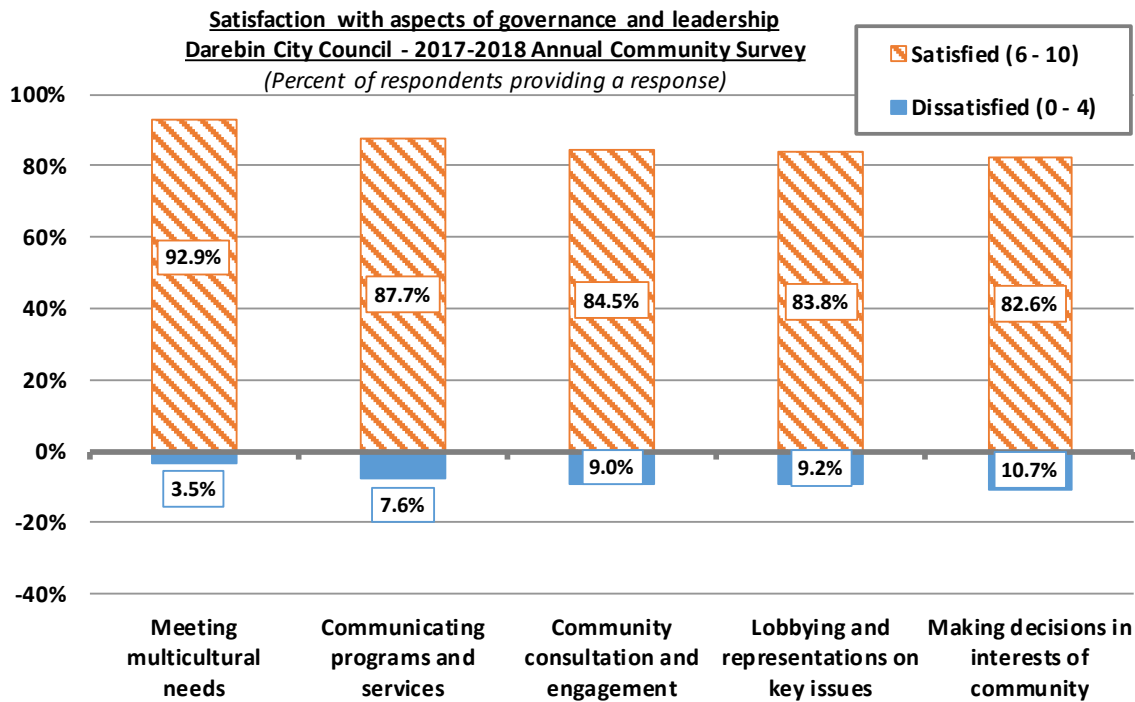
Governance and leadership

The survey this year included five aspects of governance and leadership. The average satisfaction with these five aspects this year was 6.93, up 1.1% on the 6.86 recorded last year. Despite this marginal increase, average satisfaction with governance and leadership remains “good”. Satisfaction with these five aspects of governance and leadership can best be summarised as follows:

- ⊗ **Very Good** – for Council meeting the needs of the multi-cultural community. More than ninety percent of respondents were satisfied with this aspect, whilst less than four percent were dissatisfied.
- ⊗ **Good** – for Council performance communicating its programs and services, community consultation and engagement, lobbying and making representations on key issues, and making decisions in the interests of the community. More than four-fifths of respondents were satisfied with each of these four aspects, whilst less than eleven percent were dissatisfied.

The Pearson correlation coefficient for average satisfaction with governance and leadership and overall performance was 0.682, which is a solidly positive correlation. In other words, there is a significant positive relationship between satisfaction with governance and leadership and satisfaction with Council’s overall performance. This highlights the fact that overall satisfaction and these aspects of governance and leadership are very subjective measures and are all highly correlated with overall performance. Metropolis Research notes however that this is a lower correlation coefficient than has commonly been recorded by Metropolis Research in other municipalities. Typically the correlation is at or around 0.8.





Satisfaction with aspects of governance and leadership
Darebin City Council - 2017-2018 Annual Community Survey
(Number and percent of total respondents)

Aspect	Dissatisfied (0 - 4)	Neutral (5)	Satisfied (6 - 10)	Can't say
Meeting multicultural needs	3.5%	3.6%	92.9%	213
Communicating programs and services	7.6%	4.7%	87.7%	126
Community consultation and engagement	9.0%	6.4%	84.5%	170
Making decisions in interests of community	10.7%	6.7%	82.6%	147
Lobbying and representations on key issues	9.2%	7.0%	83.8%	260

Meeting the needs of the multicultural community

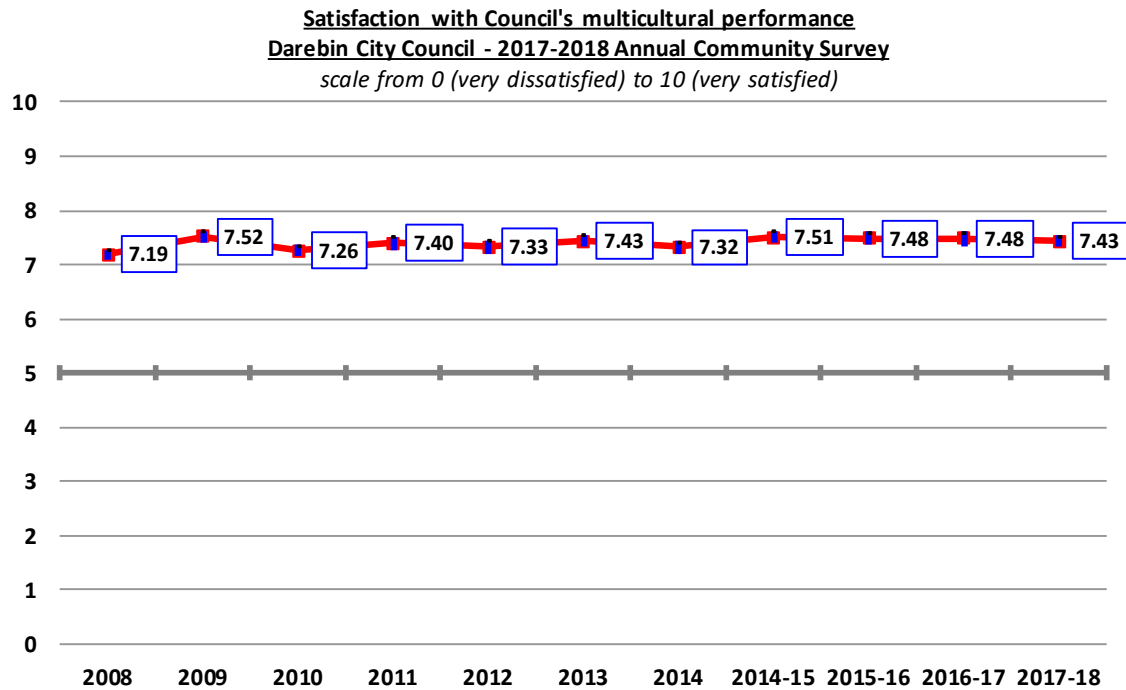
Respondents were asked:

“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?”

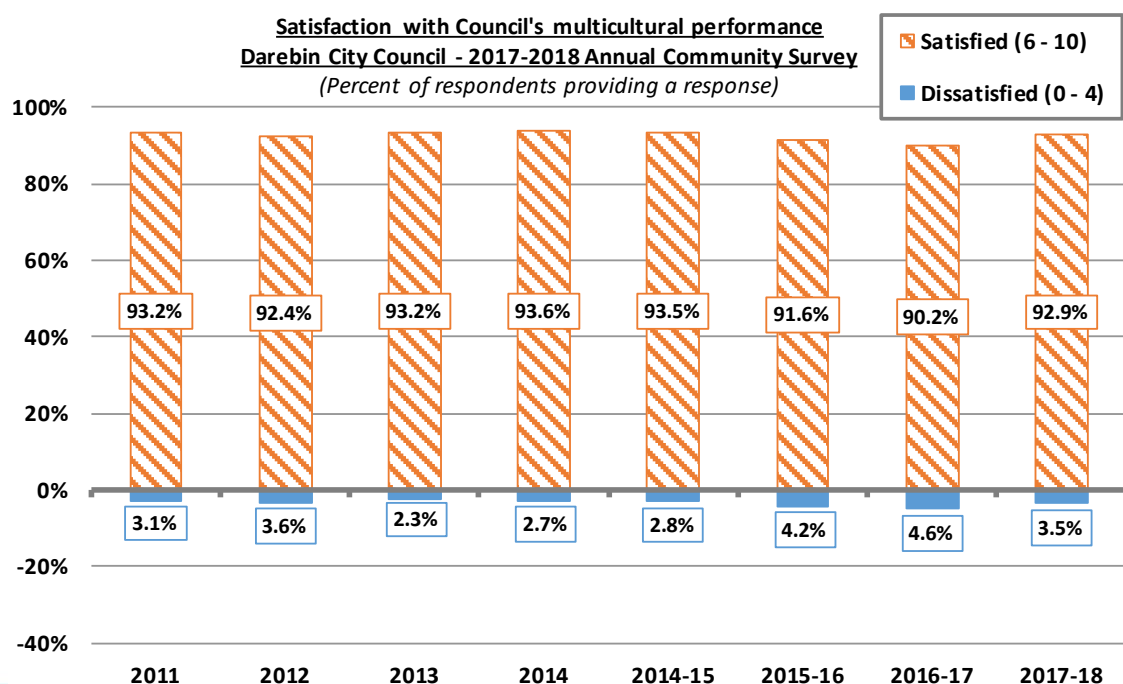
Satisfaction with Council’s performance meeting the needs of the multi-cultural community decreased marginally but not measurably this year, down less than one percent to 7.43. Despite this marginal decline, satisfaction remains “very good”.

Satisfaction with this aspect of governance and leadership was positively correlated with overall performance, with a Pearson correlation coefficient of 0.456.

Satisfaction with this aspect of governance and leadership has remained remarkably stable over the course of the last eleven years, only once falling from “very good” to “good”.

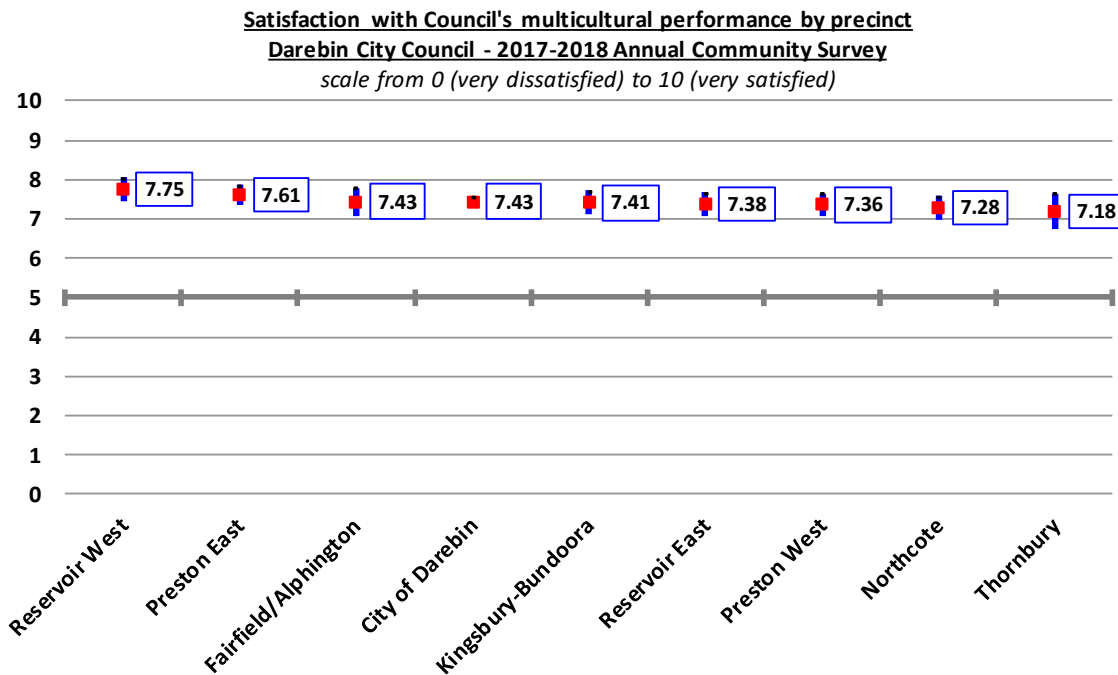


This very high and stable level of satisfaction is further borne out in the proportional results outlined in the following table. In each of the last eight years, more than ninety percent of respondents were satisfied with this aspect of governance and leadership, and less than five percent were dissatisfied.



There was relatively little meaningful variation in satisfaction with Council’s performance meeting the needs of the multi-cultural community observed across the municipality, although it is noted that:

- **Reservoir West** – respondents rated satisfaction measurably higher than the municipal average and “excellent”.



Satisfaction with Council’s performance meeting the needs of the multicultural community increased somewhat in three precincts and declined somewhat in five precincts, as follows:

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

There was no statistically significant variation in satisfaction with Council’s performance meeting the needs of the multi-cultural community observed by respondent profile, as outlined in the following table.



Satisfaction with Council's multicultural performance
Darebin City Council - 2017-2018 Annual Community Survey
 (Number and index score 0 - 10)

Variable	Number	2017-2018		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 years	24	7.59	8.06	8.53
20 - 35 years	209	7.42	7.64	7.86
36 - 45 years	174	7.09	7.29	7.48
46 - 60 years	202	7.21	7.42	7.63
61 - 75 years	130	6.86	7.23	7.60
76 years and over	46	6.93	7.35	7.78
<i>Housing situation</i>				
Own this home	384	7.27	7.43	7.59
Mortgage	133	7.00	7.29	7.57
Renting this home	226	7.26	7.47	7.69
Renting from Office of Housing	23	7.37	7.92	8.46
<i>Period of residence</i>				
Less than one year	75	7.48	7.82	8.15
One to less than five years	186	7.29	7.51	7.73
Five to less than ten years	135	7.19	7.45	7.71
Ten years or more	385	7.15	7.32	7.49
<i>Aboriginal and Torres Strait Islander</i>				
Yes	14	4.64	6.58	8.51
No	761	7.34	7.45	7.56
<i>Multi-lingual household</i>				
English speaking	472	7.29	7.43	7.57
Multi-lingual	306	7.25	7.44	7.64
<i>Household member with a disability</i>				
Yes	82	6.80	7.18	7.56
No	698	7.33	7.45	7.57
<i>Gender</i>				
Male	351	7.25	7.42	7.59
Female	421	7.29	7.45	7.60
City of Darebin	787	7.32	7.43	7.55

Satisfaction with Council's multicultural performance
Darebin City Council - 2017-2018 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir West	2014	74	7.03	7.39	7.76
	2014-15	79	7.30	7.62	7.94
	2015-16	93	7.41	7.72	8.04
	2016-17	103	7.01	7.37	7.73
	2017-18	106	7.45	7.75	8.04
Preston East	2014	78	6.95	7.33	7.72
	2014-15	84	7.27	7.56	7.85
	2015-16	95	7.22	7.55	7.89
	2016-17	94	6.89	7.26	7.62
	2017-18	104	7.36	7.61	7.85
Fairfield-Alphington	2014	70	6.99	7.39	7.78
	2014-15	76	7.04	7.40	7.75
	2015-16	85	6.59	6.95	7.32
	2016-17	86	7.05	7.40	7.74
	2017-18	92	7.08	7.43	7.79
Kingsbury-Bundoora	2014	69	7.20	7.49	7.79
	2014-15	78	7.14	7.49	7.83
	2015-16	90	7.05	7.36	7.67
	2016-17	77	7.12	7.45	7.79
	2017-18	104	7.12	7.41	7.71
Reservoir East	2014	72	6.98	7.29	7.61
	2014-15	81	7.32	7.65	7.99
	2015-16	97	6.88	7.27	7.65
	2016-17	88	7.66	7.98	8.29
	2017-18	101	7.07	7.38	7.68
Preston West	2014	79	6.88	7.27	7.65
	2014-15	78	7.29	7.60	7.92
	2015-16	95	7.71	7.99	8.26
	2016-17	79	7.00	7.41	7.81
	2017-18	89	7.07	7.36	7.65
Northcote	2014	69	7.05	7.33	7.62
	2014-15	77	7.15	7.43	7.71
	2015-16	79	7.02	7.35	7.68
	2016-17	85	7.14	7.48	7.83
	2017-18	92	6.98	7.28	7.58
Thornbury	2014	65	6.85	7.19	7.52
	2014-15	79	6.96	7.27	7.57
	2015-16	89	7.58	7.80	8.02
	2016-17	78	6.86	7.28	7.71
	2017-18	98	6.73	7.18	7.64



Communicating programs and services

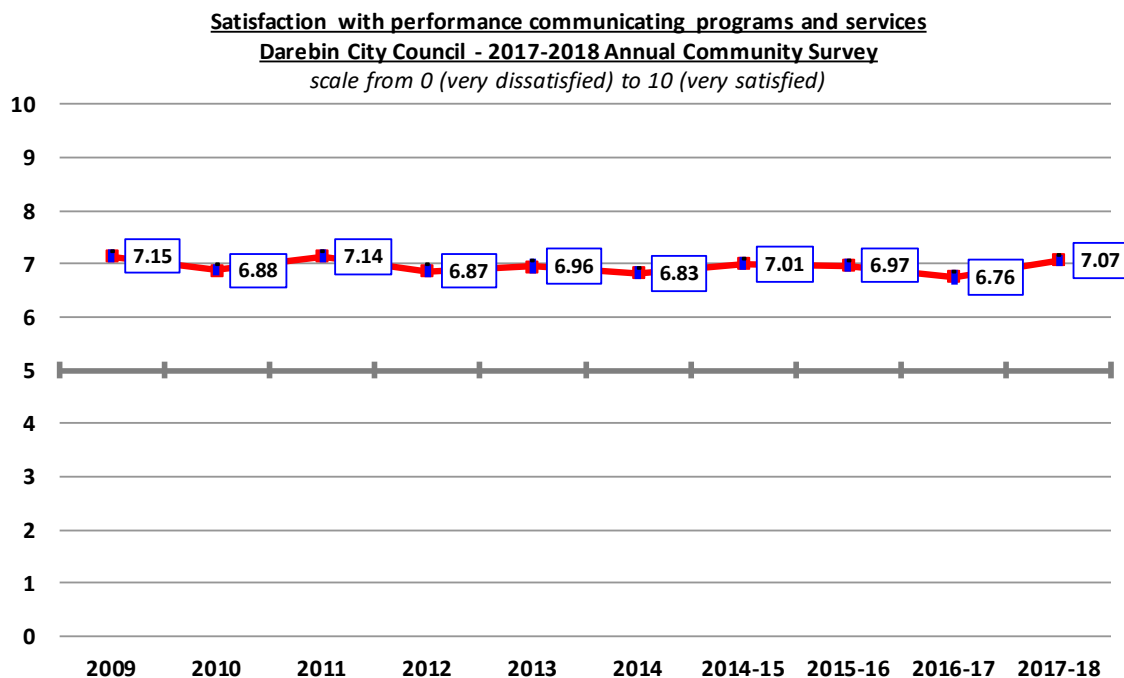
Respondents were asked:

“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 communicating its programs and services increased measurably and significantly this year, up 4.9% from 6.76 to 7.07, although it remains “good”.

Satisfaction with this aspect of governance and leadership has remained relatively stable over the last ten years, with only 2014 and 2016-17 being measurably lower than the long-term average.

Metropolis Research notes that satisfaction with this aspect of governance and leadership is positively correlated with satisfaction with overall performance, with a Pearson correlation coefficient of 0.521.



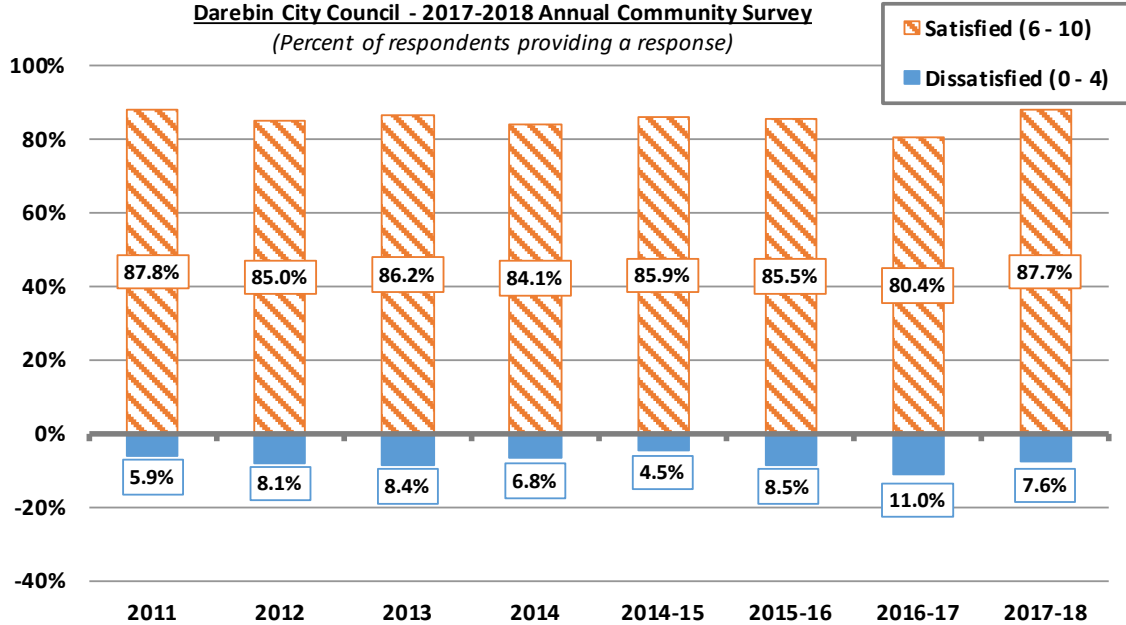
Consistent with this relatively stable average satisfaction, the proportion of respondents satisfied with this aspect of governance and leadership has also remained relatively stable over time.

It is noted that the 2016-17 result was measurably lower than average at 80.4% satisfied and eleven percent dissatisfied, however this has been reversed this year, with 87.7% satisfied and 7.6% dissatisfied.

Satisfaction with Council performance communicating programs and services

Darebin City Council - 2017-2018 Annual Community Survey

(Percent of respondents providing a response)



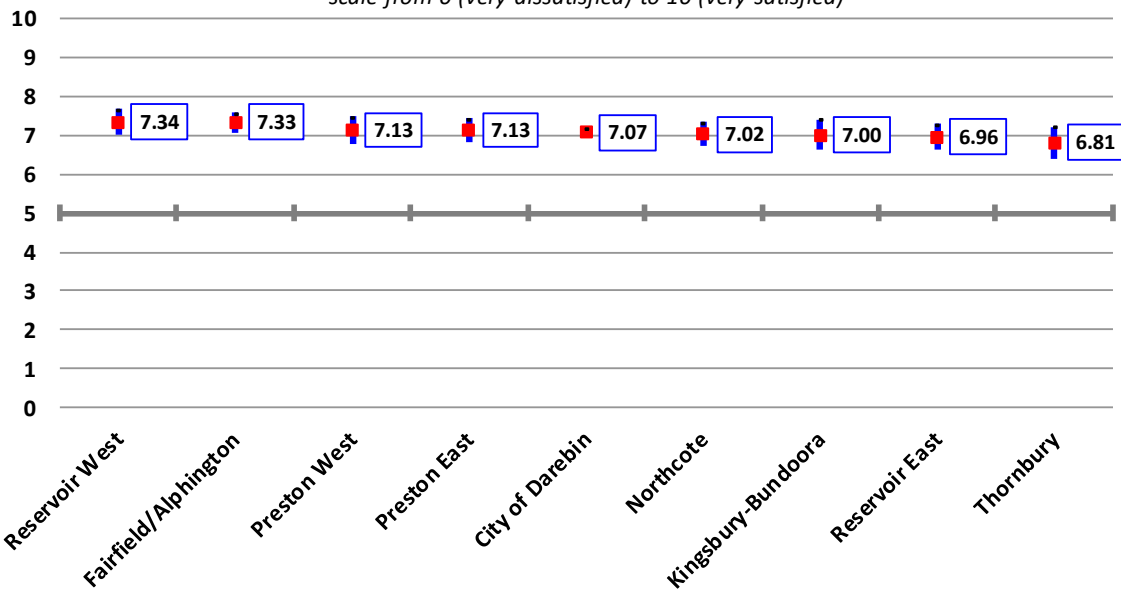
There was no statistically significant (at the 95% confidence level) variation in satisfaction with Council’s performance observed across the eight precincts comprising the City of Darebin.


It is noted however that respondents from Reservoir West and Fairfield-Alphington rated at “very good” levels, compared to “good” for the municipal average and the other six precincts.

Satisfaction with performance communicating programs and services by precinct

Darebin City Council - 2017-2018 Annual Community Survey

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





There was no statistically significant variation in satisfaction with Council's performance communicating its programs and services observed by respondent profile.

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

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

Attention is drawn to the fact that the increase in satisfaction in Preston East (up 11.4%) and Fairfield-Alphington (9.4%) were both statistically significant at the 95% confidence level.

Satisfaction with Council's performance communicating programs and services

Darebin City Council - 2017-2018 Annual Community Survey

(Number and index score 0 - 10)

Variable	Number	2017-2018		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 years	23	6.82	7.44	8.06
20 - 35 years	233	7.05	7.25	7.45
36 - 45 years	194	6.69	6.92	7.16
46 - 60 years	230	6.78	7.02	7.26
61 - 75 years	143	6.60	6.96	7.32
76 years and over	50	6.77	7.19	7.62
<i>Housing situation</i>				
Own this home	425	6.83	7.01	7.18
Mortgage	151	6.80	7.06	7.31
Renting this home	254	6.94	7.16	7.37
Renting from Office of Housing	23	7.05	7.64	8.23
<i>Period of residence</i>				
Less than one year	88	6.85	7.23	7.61
One to less than five years	203	7.00	7.22	7.43
Five to less than ten years	150	6.96	7.22	7.48
Ten years or more	428	6.74	6.92	7.10
<i>Aboriginal and Torres Strait Islander</i>				
Yes	13	6.07	6.87	7.66
No	849	6.96	7.08	7.20
<i>Multi-lingual household</i>				
English speaking	534	7.02	7.16	7.30
Multi-lingual	330	6.72	6.93	7.14
<i>Household member with a disability</i>				
Yes	92	6.17	6.61	7.05
No	775	7.00	7.12	7.24
<i>Gender</i>				
Male	383	6.83	7.00	7.18
Female	474	6.95	7.12	7.28
City of Darebin	874	6.95	7.07	7.19



Satisfaction with Council's performance communicating programs and services

Darebin City Council - 2017-2018 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir West	2014	86	6.72	7.08	7.44
	2014-15	87	6.78	7.10	7.43
	2015-16	87	6.78	7.10	7.43
	2016-17	120	6.48	6.83	7.17
	2017-18	107	7.01	7.34	7.67
Fairfield-Alphington	2014	92	6.30	6.66	7.03
	2014-15	95	6.52	6.91	7.29
	2015-16	120	6.87	7.13	7.38
	2016-17	114	6.34	6.70	7.06
	2017-18	110	7.08	7.33	7.58
Preston West	2014	91	6.26	6.58	6.91
	2014-15	89	6.65	6.97	7.28
	2015-16	108	6.73	7.07	7.42
	2016-17	104	6.25	6.64	7.03
	2017-18	99	6.79	7.13	7.47
Preston East	2014	79	6.51	6.91	7.31
	2014-15	85	6.69	7.00	7.31
	2015-16	85	6.69	7.00	7.31
	2016-17	106	6.01	6.40	6.79
	2017-18	107	6.84	7.13	7.43
Northcote	2014	82	6.47	6.82	7.16
	2014-15	92	6.90	7.22	7.53
	2015-16	108	6.45	6.80	7.15
	2016-17	111	6.65	7.00	7.35
	2017-18	110	6.70	7.02	7.33
Kingsbury-Bundoora	2014	87	6.37	6.74	7.10
	2014-15	85	6.80	7.13	7.46
	2015-16	108	6.53	6.92	7.30
	2016-17	93	6.31	6.74	7.17
	2017-18	112	6.61	7.00	7.39
Reservoir East	2014	82	6.58	6.90	7.22
	2014-15	91	6.71	6.98	7.25
	2015-16	111	6.80	7.13	7.45
	2016-17	100	6.68	7.08	7.48
	2017-18	115	6.63	6.96	7.28
Thornbury	2014	77	6.25	6.61	6.97
	2014-15	85	6.34	6.69	7.05
	2015-16	112	6.56	6.88	7.19
	2016-17	103	5.99	6.39	6.79
	2017-18	113	6.41	6.81	7.20

Community consultation and engagement

Respondents were asked:

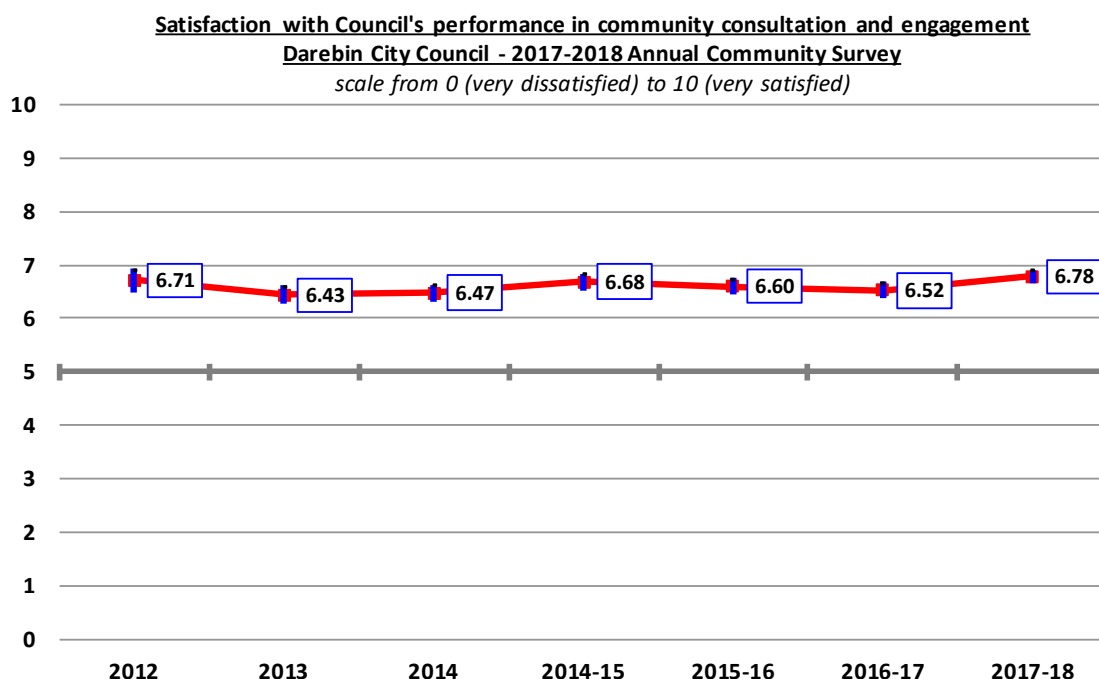
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council’s performance in community consultation and engagement?”

Satisfaction with Council’s community consultation and engagement increased measurably and significantly this year, up four percent to 6.78, although it remains “good”.

Satisfaction with community consultation and engagement has typically been recorded at levels marginally below overall satisfaction with Council, and that has remained the case this year.

This result was measurably higher than the 2018 metropolitan Melbourne average of 6.52, as recorded in *Governing Melbourne*.

This result is positively correlated with satisfaction with Council’s overall performance, with a Pearson correlation coefficient of 0.654.

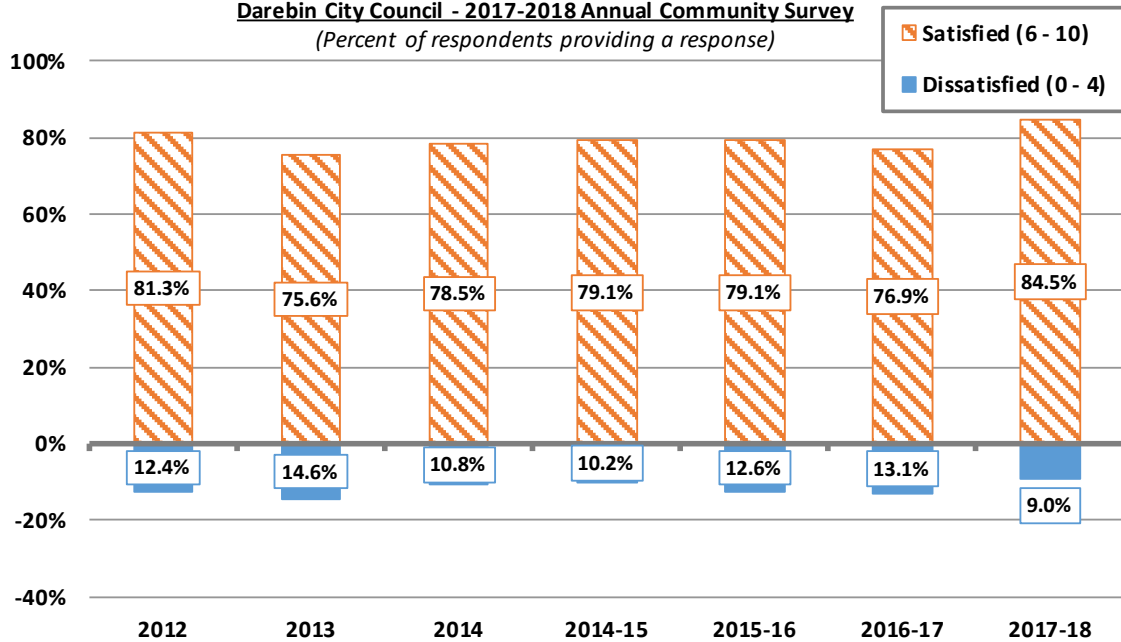


There was a substantial increase this year in the proportion of respondents satisfied with this aspect of governance and leadership, up from 76.9% last year to 84.5% this year. There was also a small decline in the proportion of dissatisfied respondents, down from 13.1% last year to nine percent this year.

Satisfaction with Council's performance in community consultation and engagement

Darebin City Council - 2017-2018 Annual Community Survey

(Percent of respondents providing a response)

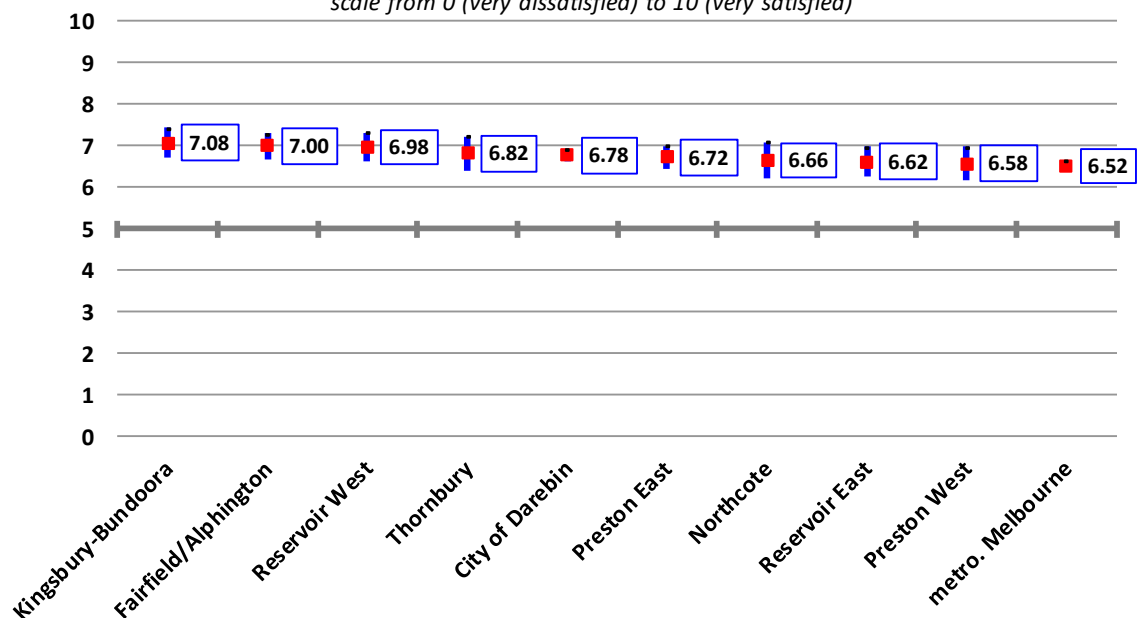


There was no statistically significant variation in satisfaction with Council’s community consultation and engagement observed across the eight precincts comprising the City of Darebin, and satisfaction was “good” in each precinct this year.

Satisfaction with Council's performance in community consultation and engagement

Darebin City Council - 2017-2018 Annual Community Survey

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



There was some measurable variation in satisfaction with this aspect of governance and leadership observed by respondent profile, with attention drawn to the following:

- **More satisfied than average** - adolescents and young adults (aged 15 to 34 years), rental household respondents and new Darebin residents (less than one year).

**Satisfaction with Council's performance in community consultation and engagement
Darebin City Council - 2017-2018 Annual Community Survey**

(Number and index score 0 - 10)

Variable	Number	2017-2018		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 years	22	7.08	7.49	7.90
20 - 35 years	226	7.03	7.22	7.40
36 - 45 years	187	6.25	6.52	6.78
46 - 60 years	218	6.36	6.63	6.89
61 - 75 years	131	6.03	6.47	6.90
76 years and over	44	6.45	6.99	7.53
<i>Housing situation</i>				
Own this home	404	6.33	6.53	6.74
Mortgage	149	6.36	6.67	6.98
Renting this home	240	7.02	7.21	7.40
Renting from Office of Housing	21	6.75	7.37	7.98
<i>Period of residence</i>				
Less than one year	79	6.95	7.29	7.63
One to less than five years	191	6.84	7.08	7.33
Five to less than ten years	154	6.66	6.93	7.19
Ten years or more	403	6.28	6.48	6.69
<i>Aboriginal and Torres Strait Islander</i>				
Yes	14	6.27	7.37	8.47
No	805	6.63	6.76	6.90
<i>Multi-lingual household</i>				
English speaking	522	6.66	6.81	6.97
Multi-lingual	300	6.48	6.71	6.94
<i>Household member with a disability</i>				
Yes	81	5.69	6.19	6.68
No	744	6.71	6.84	6.97
<i>Gender</i>				
Male	369	6.61	6.80	6.99
Female	447	6.55	6.74	6.92
City of Darebin	830	6.65	6.78	6.91

Satisfaction with Council's performance in community consultation and engagements increased somewhat in six precincts and declined in two precincts, as follows:

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

Attention is drawn to the fact that the increase in satisfaction in Preston East (up 12.6%) was statistically significant at the 95% confidence level.

Satisfaction with Council's performance in community consultation and engagement
Darebin City Council - 2017-2018 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2014	77	6.03	6.52	7.01
	2014-15	76	6.49	6.95	7.41
	2015-16	85	6.37	6.80	7.23
	2016-17	79	5.69	6.37	7.05
	2017-18	107	6.72	7.08	7.45
Fairfield-Alphington	2014	81	5.74	6.16	6.58
	2014-15	87	6.01	6.45	6.88
	2015-16	109	6.28	6.67	7.06
	2016-17	106	5.86	6.46	7.06
	2017-18	104	6.69	7.00	7.31
Reservoir West	2014	78	6.01	6.42	6.84
	2014-15	81	6.23	6.64	7.05
	2015-16	105	6.27	6.68	7.08
	2016-17	98	6.13	6.48	6.83
	2017-18	108	6.64	6.98	7.32
Thornbury	2014	70	5.96	6.43	6.89
	2014-15	78	5.67	6.15	6.64
	2015-16	98	5.72	6.13	6.54
	2016-17	89	5.50	6.01	6.52
	2017-18	101	6.41	6.82	7.23
Preston East	2014	70	6.10	6.53	6.96
	2014-15	77	6.50	6.92	7.34
	2015-16	99	6.09	6.53	6.96
	2016-17	94	5.51	5.97	6.42
	2017-18	109	6.44	6.72	7.01
Northcote	2014	67	6.54	6.90	7.25
	2014-15	77	6.38	6.78	7.18
	2015-16	103	5.98	6.41	6.83
	2016-17	95	6.75	7.03	7.31
	2017-18	103	6.23	6.66	7.09
Reservoir East	2014	73	6.02	6.48	6.94
	2014-15	86	6.73	7.09	7.45
	2015-16	103	6.47	6.83	7.20
	2016-17	85	6.64	7.02	7.40
	2017-18	105	6.25	6.62	6.98
Preston West	2014	76	5.65	6.12	6.59
	2014-15	75	5.91	6.40	6.89
	2015-16	100	6.53	6.89	7.25
	2016-17	93	5.96	6.41	6.86
	2017-18	93	6.18	6.58	6.98



Making decisions in the interests of the community

Respondents were asked:

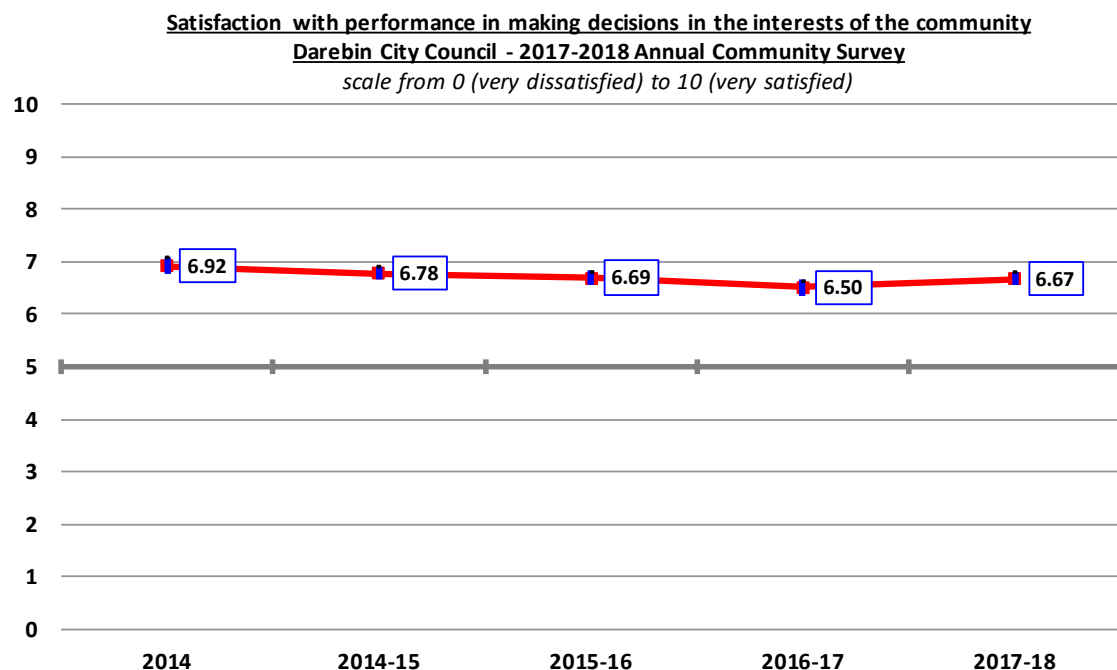
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council’s performance in making decisions in the interests of the community?”

Satisfaction with Council’s performance making decisions in the interests of the community increased marginally but not measurably this year, up 2.6% to 6.67, although it remains “good”. Satisfaction with this aspect of governance and leadership has been rated as “good” in each of the five years of the survey program.

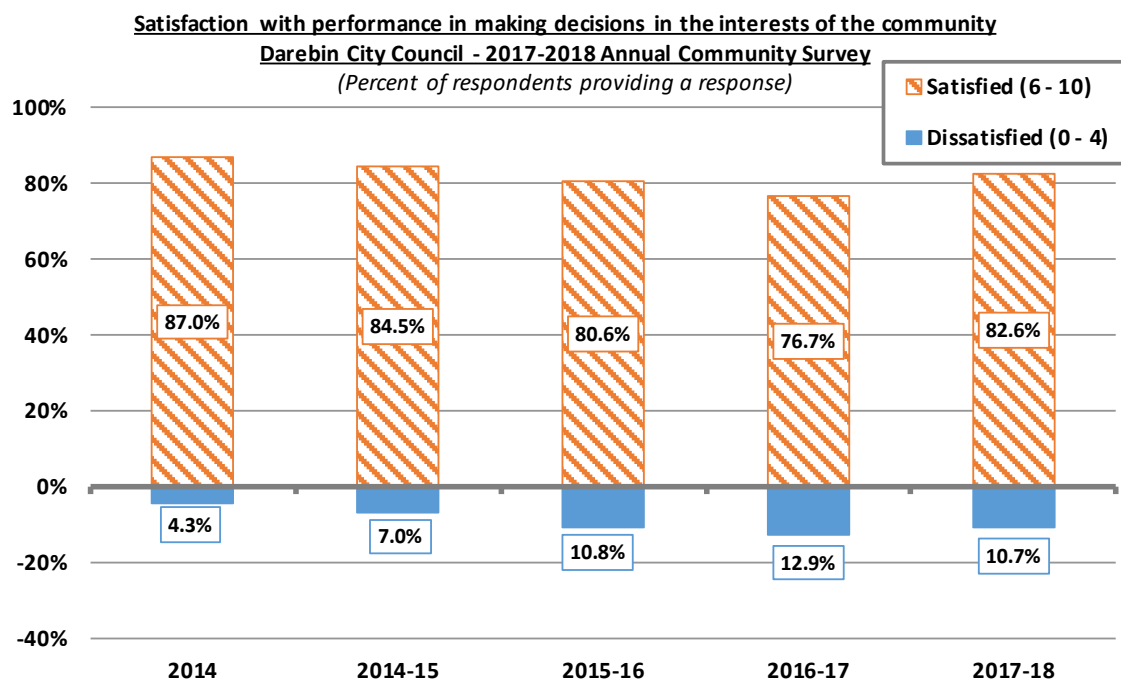
The increase in satisfaction this year, whilst not statistically significant, does reverse a trend of declining satisfaction with this aspect of governance and leadership that has been observed in each of the last three years. Satisfaction remains 3.6% lower than the peak recorded in 2014.

This result is almost identical to the 2018 metropolitan Melbourne average of 6.66.

This result was positively correlated with satisfaction with Council’s overall performance, with a Pearson correlation coefficient of 0.708. This is the highest correlation with overall performance of any of the six aspects of governance and leadership.



There was a small increase this year in the proportion of respondents satisfied with Council’s performance making decisions in the interests of the community, up from 76.7% to 82.6%. Metropolis Research does note however that there remains 10.7% of respondents this year who were dissatisfied with Council’s performance making decisions in the interests of the community.

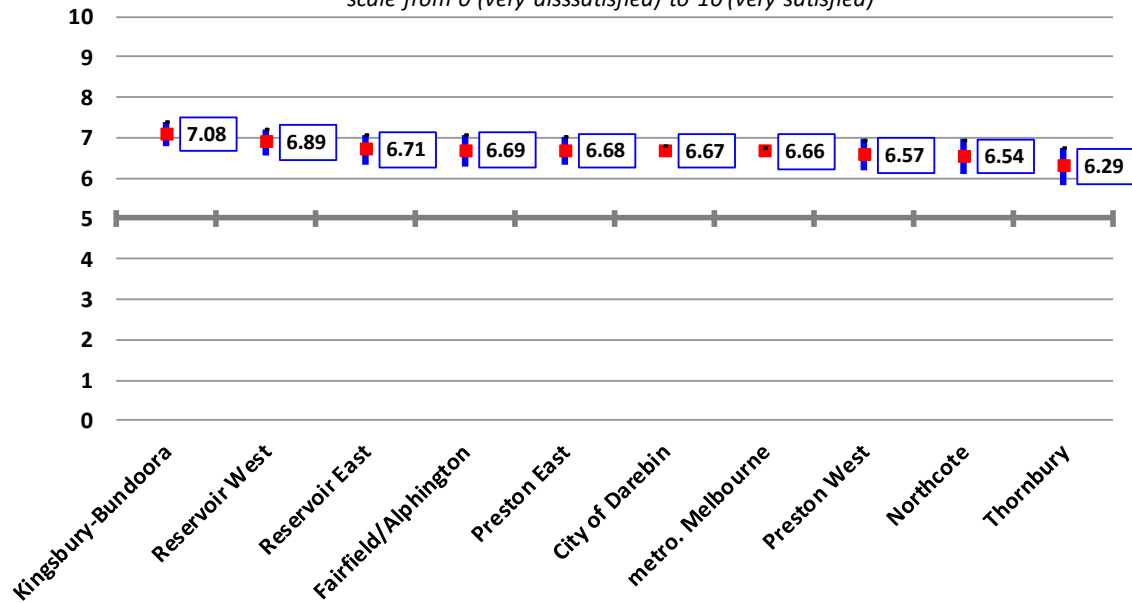


There was measurable variation in satisfaction with Council’s performance making decisions in the interests of the community observed across the municipality, with attention drawn to the following:

- **Kingsbury-Bundoora** – respondents were measurably more satisfied than average.
- **Thornbury** – respondents were measurably less satisfied than average and as “solid” compared to the municipality “good”.



Satisfaction with performance in making decisions in the interests of the community
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in satisfaction with Council’s performance making decisions in the interests of the community observed by respondent profile, with attention drawn to the following:

- **More satisfied than average** – adolescents and young adults (aged 15 to 34 years), rental household respondents, new residents (less than one year in Darebin), and respondents that have lived in Darebin for five to less than ten years.
- **Less satisfied than average** – long-term residents of Darebin (ten years or more) and respondents from households with a member with a disability.

Satisfaction with Council’s performance in making decisions in the interests of the community increased somewhat in six precincts and declined in two precincts, as follows:

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

None of these increases or decreases were statistically significant at the 95% confidence level.

Satisfaction with performance in making decisions in the interests of the community
Darebin City Council - 2017-2018 Annual Community Survey
(Number and index score 0 - 10)

Variable	Number	2017-2018		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 years	24	6.91	7.46	8.01
20 - 35 years	237	7.00	7.21	7.42
36 - 45 years	184	6.38	6.65	6.91
46 - 60 years	221	6.03	6.31	6.58
61 - 75 years	138	5.73	6.15	6.57
76 years and over	49	6.43	6.95	7.46
<i>Housing situation</i>				
Own this home	426	6.22	6.42	6.62
Mortgage	142	6.29	6.62	6.94
Renting this home	246	6.88	7.10	7.31
Renting from Office of Housing	23	6.70	7.32	7.93
<i>Period of residence</i>				
Less than one year	78	6.81	7.25	7.68
One to less than five years	200	6.78	7.02	7.25
Five to less than ten years	153	6.82	7.08	7.35
Ten years or more	418	6.04	6.25	6.46
<i>Aboriginal and Torres Strait Islander</i>				
Yes	13	5.42	7.09	8.75
No	828	6.52	6.66	6.79
<i>Multi-lingual household</i>				
English speaking	527	6.55	6.71	6.87
Multi-lingual	319	6.38	6.62	6.86
<i>Household member with a disability</i>				
Yes	91	5.28	5.75	6.22
No	757	6.64	6.77	6.91
<i>Gender</i>				
Male	382	6.41	6.61	6.81
Female	456	6.52	6.71	6.89
City of Darebin	853	6.54	6.67	6.81



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

Darebin City Council - 2017-2018 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2014	35	6.16	6.74	7.32
	2014-15	73	6.17	6.63	7.09
	2015-16	94	6.90	7.27	7.63
	2016-17	86	6.52	6.88	7.25
	2017-18	108	6.78	7.08	7.39
Reservoir West	2014	37	6.54	7.14	7.73
	2014-15	80	6.51	6.95	7.39
	2015-16	103	6.56	6.94	7.32
	2016-17	108	6.09	6.48	6.87
	2017-18	113	6.56	6.89	7.22
Reservoir East	2014	46	6.63	7.00	7.37
	2014-15	91	6.56	6.88	7.20
	2015-16	104	6.21	6.60	6.98
	2016-17	96	6.53	6.94	7.34
	2017-18	110	6.34	6.71	7.08
Fairfield-Alphington	2014	42	6.23	6.67	7.11
	2014-15	81	6.04	6.43	6.83
	2015-16	107	6.18	6.52	6.87
	2016-17	98	5.92	6.32	6.71
	2017-18	112	6.30	6.69	7.08
Preston East	2014	35	6.23	6.86	7.49
	2014-15	78	6.41	6.82	7.23
	2015-16	91	6.52	6.89	7.26
	2016-17	96	5.63	6.07	6.51
	2017-18	110	6.32	6.68	7.04
Preston West	2014	36	5.37	6.14	6.91
	2014-15	66	6.16	6.68	7.20
	2015-16	95	6.64	6.97	7.30
	2016-17	92	5.80	6.24	6.67
	2017-18	100	6.17	6.57	6.97
Northcote	2014	34	6.59	6.91	7.24
	2014-15	78	6.52	6.85	7.17
	2015-16	108	5.91	6.29	6.67
	2016-17	96	6.42	6.78	7.14
	2017-18	103	6.12	6.54	6.97
Thornbury	2014	38	6.93	7.29	7.65
	2014-15	72	6.46	6.79	7.12
	2015-16	104	6.15	6.48	6.81
	2016-17	98	5.62	6.11	6.60
	2017-18	100	5.83	6.29	6.75

Lobbying and making representations on key issues

Respondents were asked:

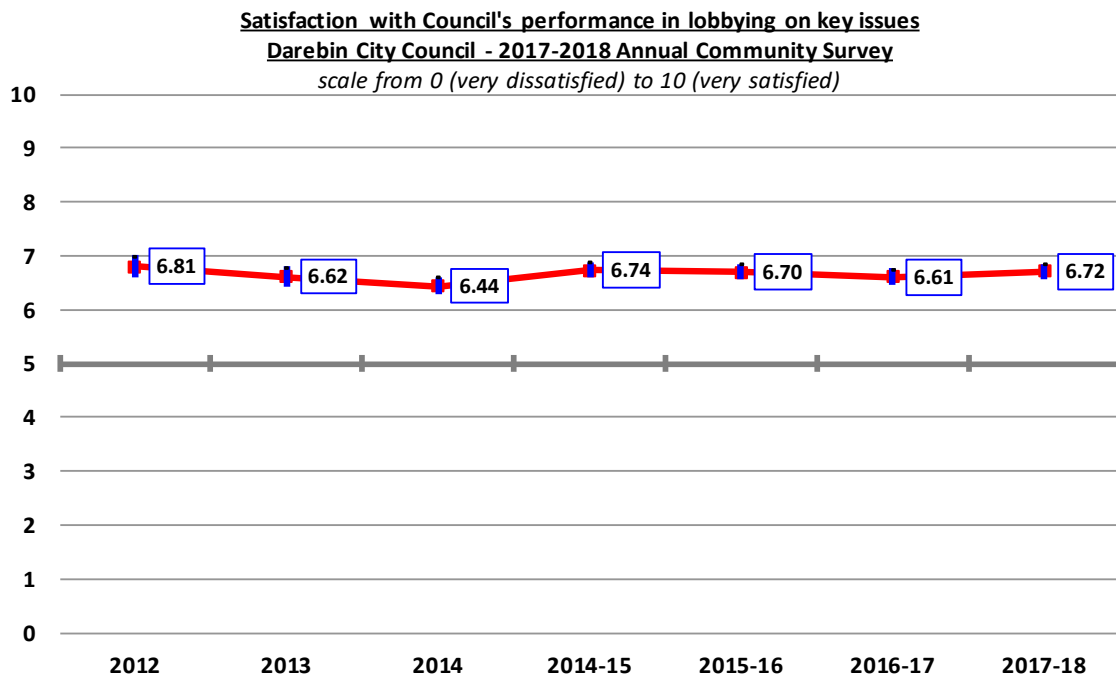
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with Council’s performance in lobbying and making representations on key issues that affect the local community?”

Satisfaction with Council’s performance lobbying and making representations on key issues that affect the local community increased marginally but not measurably this year, up 1.6% to 6.72 although it remains “good”.

Satisfaction with this aspect of governance and leadership has remained quite stable over the last seven years, with the exception of the unusually low result of 6.44 or “solid” recorded in 2014.

This result was measurably higher than the 2018 metropolitan Melbourne average of 6.33.

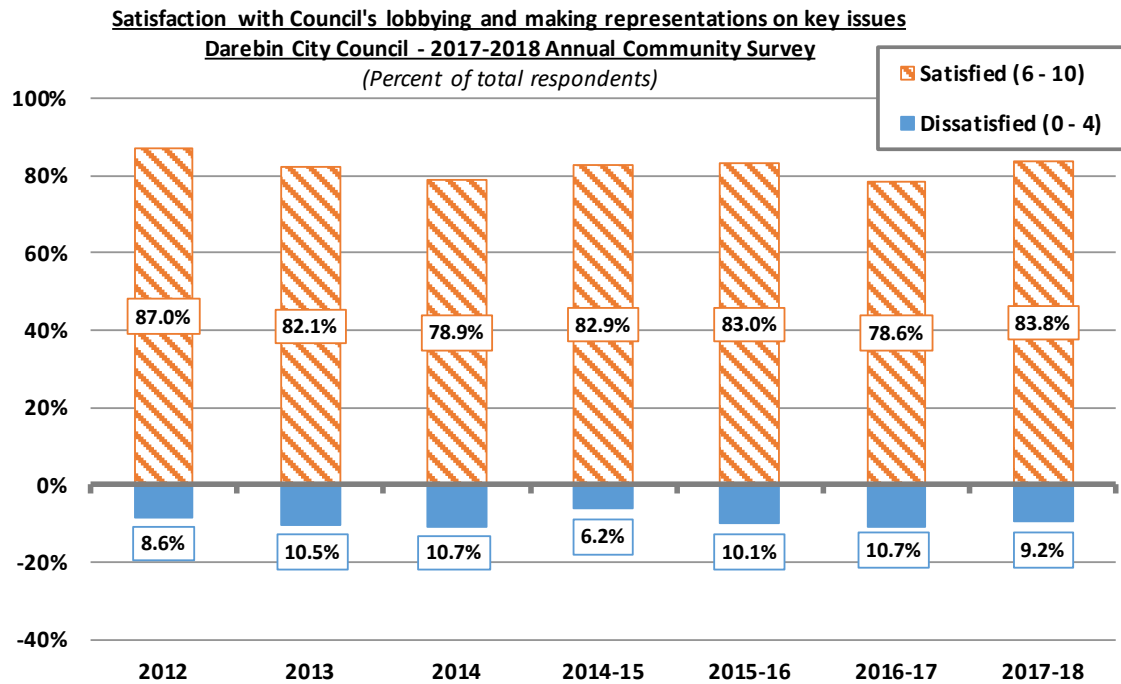
This aspect of governance and leadership was positively correlated with satisfaction with overall performance, with a Pearson correlation coefficient of 0.659.



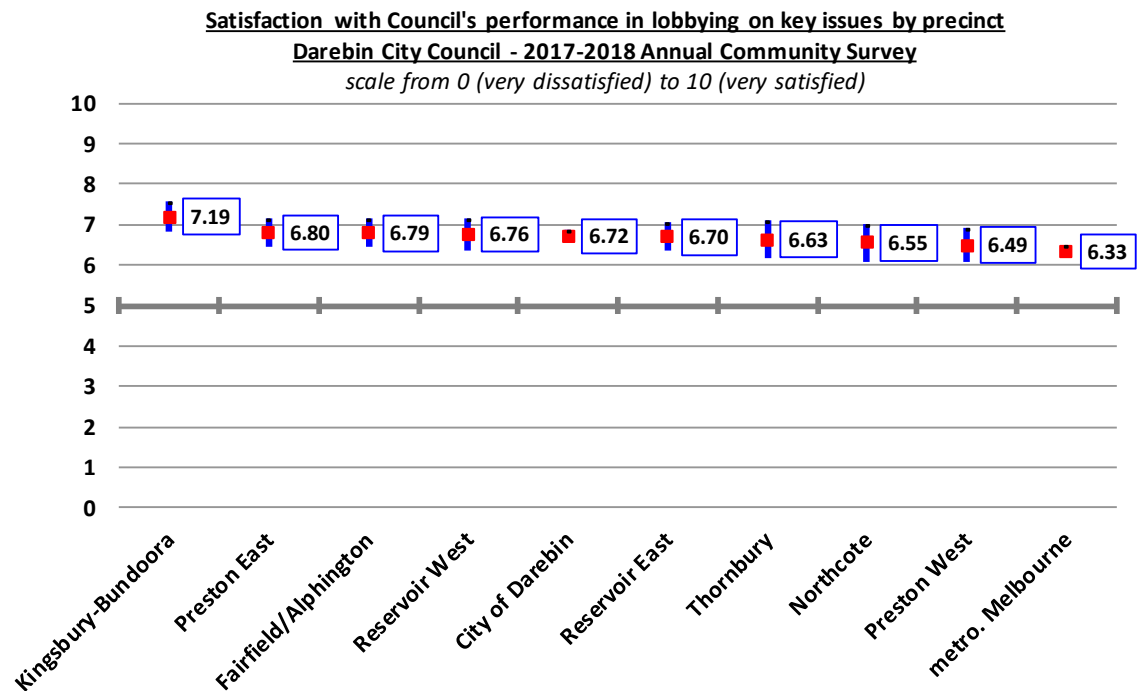
Consistent with this stable average satisfaction score, approximately four-fifths of respondents have been satisfied with this aspect of governance leadership in almost all of the last seven years, whilst approximately ten percent have been dissatisfied.




This year there was a small increase in the proportion of satisfied respondents and a small decrease in the proportion of dissatisfied respondents.



With the exception of respondents from Kingsbury-Bundoora who were measurably more satisfied than average, there was no statistically significant variation in satisfaction with this aspect of governance and leadership observed across the remaining seven precincts of the municipality.





There was some measurable variation in satisfaction with Council's performance in lobbying and making representations on key issues observed by respondent profile, with attention drawn to the following:

- **More satisfied than average** –young adults (aged 20 to 34 years), rental household respondents, and new residents (less than one year in Darebin).

Satisfaction with Council's performance in Council's performance in lobbying and making representations on key issues increased somewhat in six precincts and declined in two precincts, as follows:

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

The increase in satisfaction recorded in Preston East (14.3%) was statistically significant at the 95% confidence level.



Satisfaction with Council's performance in lobbying and making representation

Darebin City Council - 2017-2018 Annual Community Survey

(Number and index score 0 - 10)

Variable	Number	2017-2018		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 years	24	6.70	7.43	8.16
20 - 35 years	186	7.03	7.25	7.47
36 - 45 years	159	6.25	6.51	6.78
46 - 60 years	198	6.24	6.52	6.79
61 - 75 years	131	5.86	6.30	6.74
76 years and over	41	6.50	6.93	7.37
<i>Housing situation</i>				
Own this home	380	6.34	6.55	6.76
Mortgage	121	6.14	6.50	6.85
Renting this home	205	6.88	7.10	7.32
Renting from Office of Housing	20	6.37	7.15	7.93
<i>Period of residence</i>				
Less than one year	60	6.92	7.35	7.77
One to less than five years	171	6.76	7.01	7.25
Five to less than ten years	125	6.54	6.86	7.18
Ten years or more	379	6.23	6.43	6.64
<i>Aboriginal and Torres Strait Islander</i>				
Yes	11	5.96	7.38	8.79
No	720	6.56	6.70	6.84
<i>Multi-lingual household</i>				
English speaking	468	6.53	6.70	6.88
Multi-lingual	265	6.51	6.74	6.97
<i>Household member with a disability</i>				
Yes	79	5.63	6.13	6.62
No	655	6.64	6.78	6.92
<i>Gender</i>				
Male	331	6.53	6.74	6.94
Female	397	6.49	6.68	6.88
City of Darebin	740	6.58	6.72	6.85

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

Darebin City Council - 2017-2018 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2014	65	6.23	6.65	7.06
	2014-15	61	6.32	6.79	7.25
	2015-16	82	6.87	7.21	7.54
	2016-17	60	6.61	7.02	7.43
	2017-18	94	6.83	7.19	7.56
Preston East	2014	61	6.23	6.64	7.04
	2014-15	73	6.65	7.01	7.37
	2015-16	72	6.58	7.01	7.45
	2016-17	76	5.52	5.95	6.38
	2017-18	99	6.46	6.80	7.14
Fairfield-Alphington	2014	61	5.45	5.93	6.42
	2014-15	69	5.63	6.13	6.63
	2015-16	94	6.03	6.43	6.82
	2016-17	82	6.00	6.45	6.91
	2017-18	106	6.45	6.79	7.14
Reservoir West	2014	67	6.12	6.60	7.07
	2014-15	74	6.67	7.08	7.49
	2015-16	86	6.44	6.84	7.24
	2016-17	90	6.21	6.63	7.06
	2017-18	97	6.38	6.76	7.15
Reservoir East	2014	70	5.79	6.27	6.75
	2014-15	83	6.28	6.68	7.07
	2015-16	93	6.46	6.83	7.19
	2016-17	69	6.79	7.20	7.62
	2017-18	97	6.34	6.70	7.06
Thornbury	2014	65	5.81	6.26	6.72
	2014-15	65	5.90	6.40	6.90
	2015-16	83	5.79	6.27	6.74
	2016-17	67	6.07	6.60	7.12
	2017-18	84	6.16	6.63	7.10
Northcote	2014	48	6.32	6.77	7.22
	2014-15	69	6.64	6.93	7.21
	2015-16	85	5.81	6.25	6.68
	2016-17	60	6.30	6.72	7.13
	2017-18	89	6.10	6.55	7.00
Preston West	2014	69	5.83	6.33	6.84
	2014-15	62	6.22	6.73	7.23
	2015-16	78	6.74	7.06	7.38
	2016-17	71	5.64	6.18	6.73
	2017-18	80	6.06	6.49	6.92



Council services and facilities

Respondents were asked:

“On a scale from 0 (very dissatisfied) to 10 (very satisfied), with five being neutral, please rate your satisfaction with the following”

There were seventeen services and facilities included in the 2017-18 survey program. Eleven of these services and facilities were included in every quarterly survey, and six were included in only two of the four quarterly surveys.

The services and facilities included in only two quarters this year were regular recycling, green waste collection, the transfer station – Tip in Reservoir, drains maintenance and repairs, street sweeping, and the level of dumped rubbish.

The average satisfaction with these seventeen services and facilities in 2017-18 was 7.41 out of a potential ten, an increase of two percent on the 2016-17 average of 7.26, although it remains at a level of satisfaction categorised as “very good”.

Metropolis Research notes that this average satisfaction with Council services and facilities was measurably and significantly higher than satisfaction with Council’s overall performance (6.84). This is a very important finding, as it makes clear that on average the included Council services and facilities are not a negative influence on respondents’ overall satisfaction with the performance of Council.

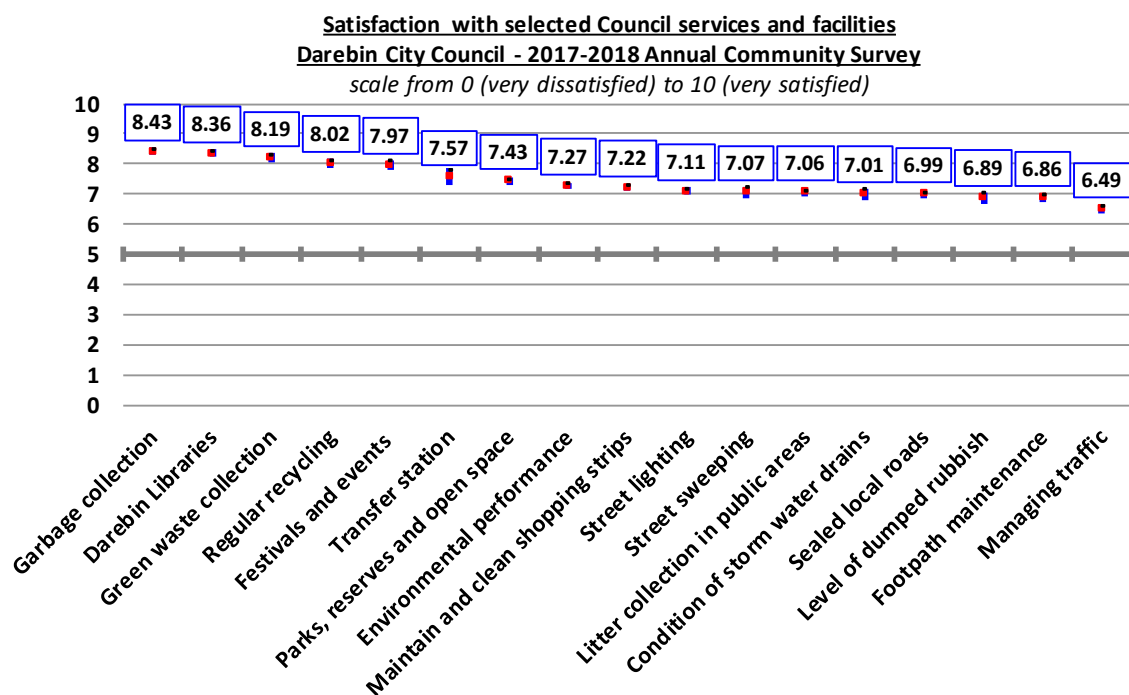
It is noted that satisfaction with the performance of Council managing traffic (6.49) was the only service and facility to record an average satisfaction score lower than satisfaction with Council’s overall performance. Metropolis Research suggests that the issue of traffic management is a negative influence on respondents’ satisfaction with the overall performance of Council and that this is reflected in the lower score.

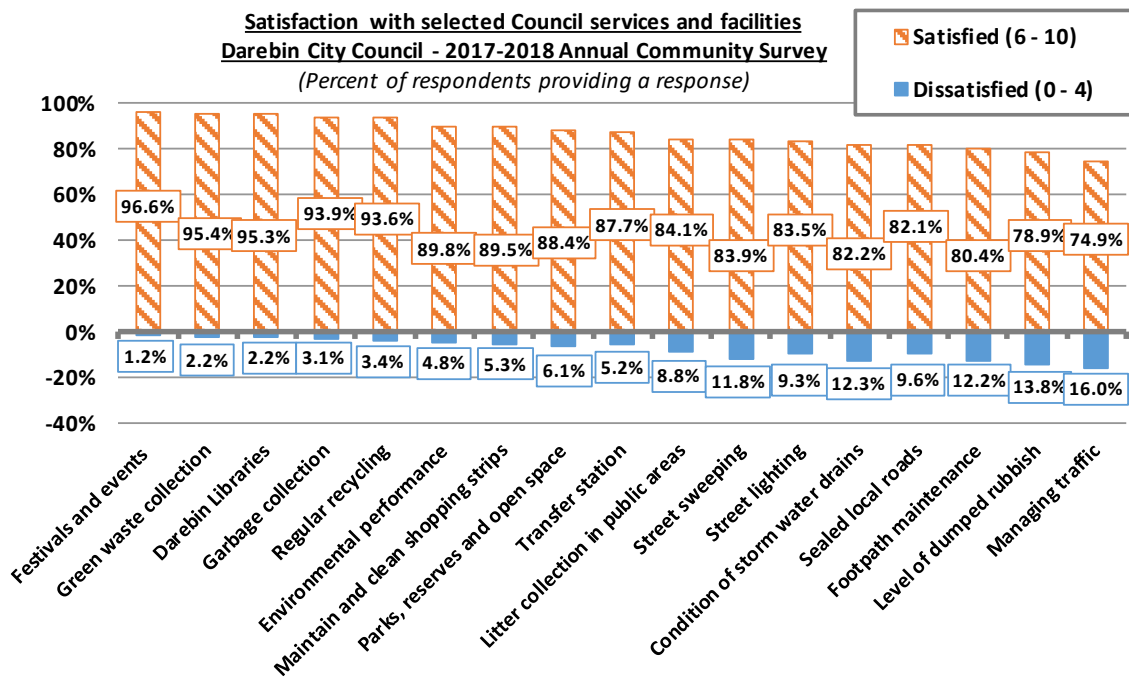
Satisfaction with these seventeen Council provided services and facilities can best be summarised as follows:

- **Excellent** – for the garbage collection service, Darebin libraries, the green waste collection service, the regular recycling service, and Darebin’s festivals and events.
- **Very Good** – for the transfer station – Tip in Reservoir, parks, reserves and open spaces, and Council’s overall environmental performance.
- **Good** – for the maintenance and cleaning of shopping strips, street lighting, street sweeping, litter collection in public areas, the condition of storm water drains, the condition of sealed local roads, the level of dumped rubbish, and footpath maintenance and repairs.
- **Solid** – for the performance of Council managing traffic.

Metropolis Research notes that approximately three-quarters or more of respondents were satisfied with each of these seventeen Council provided services and facilities. It is noted that less than eighty percent of respondents were satisfied with the level of dumped rubbish and the performance of Council managing traffic, and by more than eighty percent for each of the other fifteen services and facilities.

It is also noted that more than ten percent of respondents were dissatisfied with street sweeping (11.8%), footpath maintenance and repairs (12.2%), the condition of storm water drains (12.3%), the level of dumped rubbish (13.8%), and the performance of Council managing traffic (16.0%).





Satisfaction with selected Council services and facilities
Darebin City Council - 2017-2018 Annual Community Survey
(Number and percent of respondents providing a response)

Service / facility	Dissatisfied (0 - 4)	Neutral (5)	Satisfied (6 - 10)	Can't say
Condition of sealed local roads	9.6%	8.4%	82.1%	18
Parks, reserves and the open space maintenance	6.1%	5.5%	88.4%	52
Weekly garbage collection	3.1%	2.9%	93.9%	10
Footpath maintenance and repairs	12.2%	7.4%	80.4%	22
The performance of Council managing traffic	16.0%	9.2%	74.9%	60
Council's overall environmental performance	4.8%	5.4%	89.8%	91
Litter collection in public areas	8.8%	7.1%	84.1%	35
Maintenance and cleaning of shopping strips	5.3%	5.2%	89.5%	40
The level of street lighting	9.3%	7.2%	83.5%	15
Street sweeping	11.8%	4.3%	83.9%	25
Regular recycling	3.4%	3.0%	93.6%	24
Condition of storm water drains	12.3%	5.5%	82.2%	43
The level of dumped rubbish	13.8%	7.3%	78.9%	23
Darebin Libraries	2.2%	2.5%	95.3%	1
Council's festivals and events	1.2%	2.2%	96.6%	0
Green waste collection service	2.2%	2.4%	95.4%	20
Transfer station - tip in Reservoir	5.2%	7.2%	87.7%	1

Condition of sealed local roads

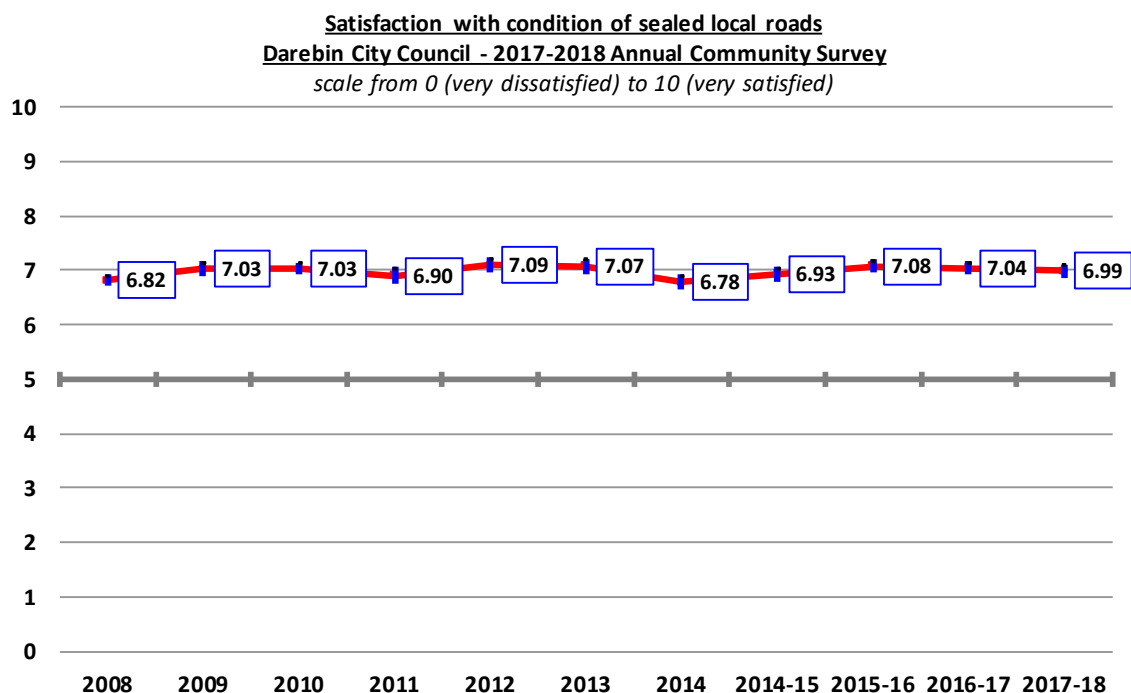
Respondents were asked:

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

Satisfaction with the condition of sealed local roads declined by less than one percent this year, down from 7.04 to 6.99 although it remains “good”.

This result has remained quite stable over the last ten years at or around the long-term average of 6.98.

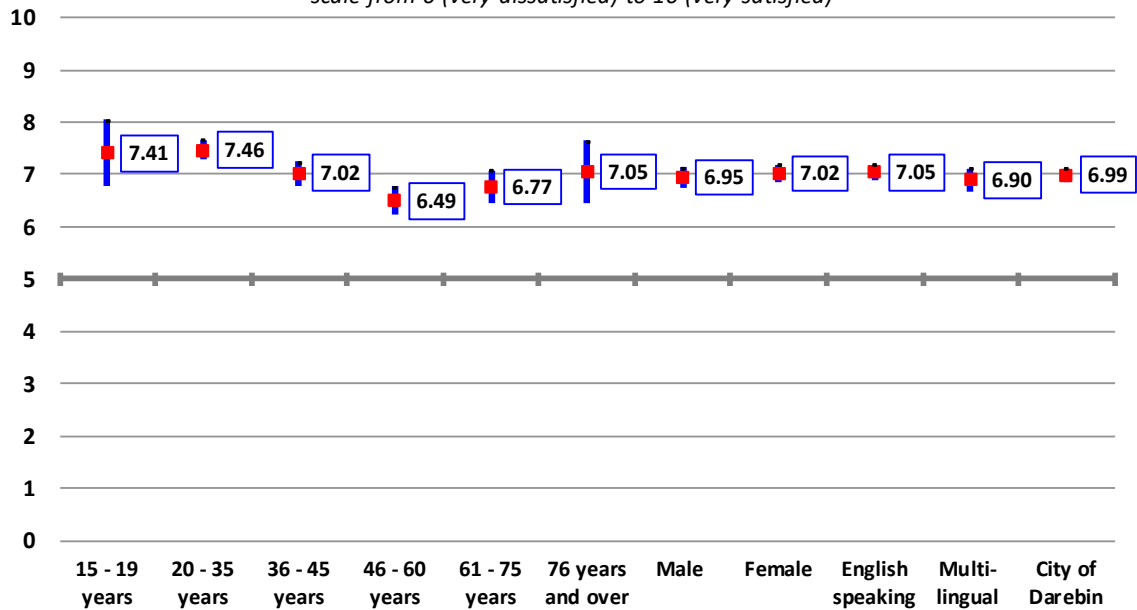
This result was measurably lower than the 2018 metropolitan Melbourne average of 7.24.



There was relatively little meaningful variation in satisfaction with the condition of sealed local roads observed by respondent profile, although attention is drawn to the following:

- **Adolescents and young adults (aged 15 to 35 years)** – respondents were significantly more satisfied than average and at “very good” levels. Due to sample size, the result for adolescents was not statistically significant.
- **Middle-aged adults (aged 46 to 60 years)** – respondents were measurably less satisfied than average and at a “solid” level.

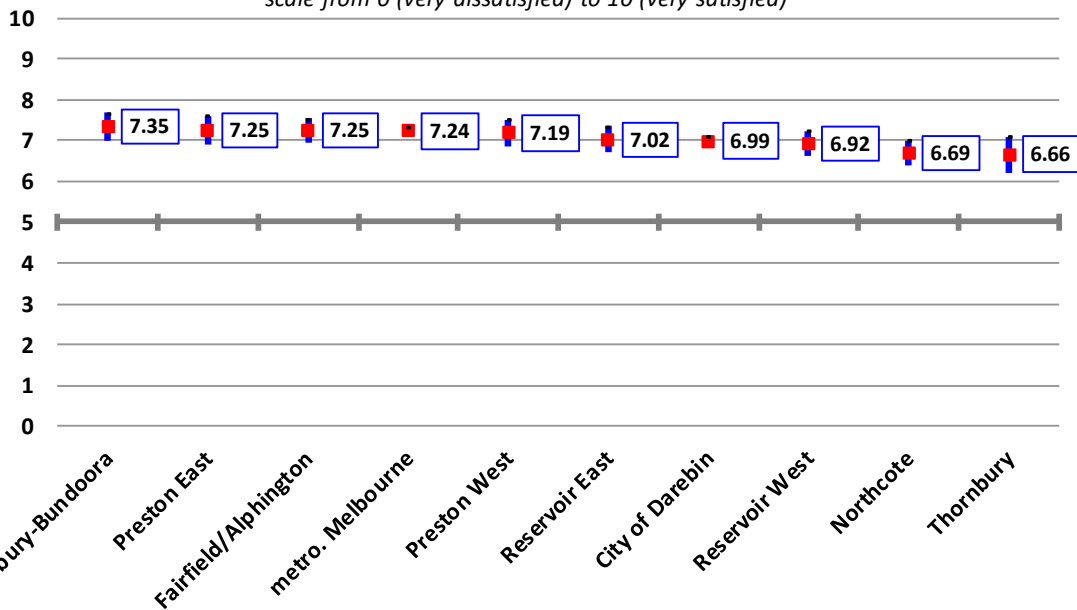
Satisfaction with condition of sealed local roads
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)




Whilst there was no statistically significant variation in satisfaction with the condition of sealed local roads observed across the municipality, there was some variation of note, as follows:

- **Kingsbury-Bundoora and Preston East** – respondents were notably more satisfied than average and at “very good” levels.
- **Northcote and Thornbury** – respondents were notably less satisfied than average although still at “good” levels.

Satisfaction with condition of sealed local roads by precinct
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





Satisfaction with Council's performance in the condition of sealed local roads increased somewhat in four precincts and declined in four precincts, as follows:

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

None of these increases or decreases were statistically significant at the 95% confidence level.



Satisfaction with condition of sealed local roads
Darebin City Council - 2017-2018 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2014	99	6.41	6.78	7.14
	2014-15	100	6.60	6.99	7.38
	2015-16	121	7.34	7.63	7.92
	2016-17	123	6.72	7.07	7.43
	2017-18	121	7.01	7.35	7.68
Preston East	2014	100	6.58	6.94	7.30
	2014-15	100	6.73	7.07	7.41
	2015-16	119	7.21	7.52	7.83
	2016-17	120	6.51	6.89	7.27
	2017-18	122	6.90	7.25	7.61
Fairfield-Alphington	2014	100	6.26	6.64	7.02
	2014-15	99	6.34	6.71	7.08
	2015-16	124	6.78	7.07	7.37
	2016-17	122	6.89	7.16	7.42
	2017-18	123	6.96	7.25	7.54
Preston West	2014	100	6.71	7.08	7.45
	2014-15	97	6.77	7.18	7.58
	2015-16	122	6.73	7.06	7.38
	2016-17	123	6.50	6.88	7.26
	2017-18	123	6.85	7.19	7.52
Reservoir East	2014	98	5.98	6.40	6.82
	2014-15	97	6.35	6.79	7.23
	2015-16	123	6.67	6.99	7.32
	2016-17	123	7.01	7.33	7.64
	2017-18	125	6.69	7.02	7.35
Reservoir West	2014	98	6.40	6.79	7.17
	2014-15	97	6.78	7.10	7.43
	2015-16	122	6.57	6.89	7.22
	2016-17	127	6.72	7.06	7.39
	2017-18	126	6.60	6.92	7.24
Northcote	2014	99	6.49	6.86	7.23
	2014-15	100	6.78	7.08	7.38
	2015-16	122	6.80	7.11	7.42
	2016-17	122	6.66	6.98	7.31
	2017-18	123	6.37	6.69	7.01
Thornbury	2014	99	6.54	6.90	7.26
	2014-15	98	6.08	6.49	6.90
	2015-16	124	6.31	6.66	7.02
	2016-17	121	6.53	6.90	7.27
	2017-18	119	6.22	6.66	7.10

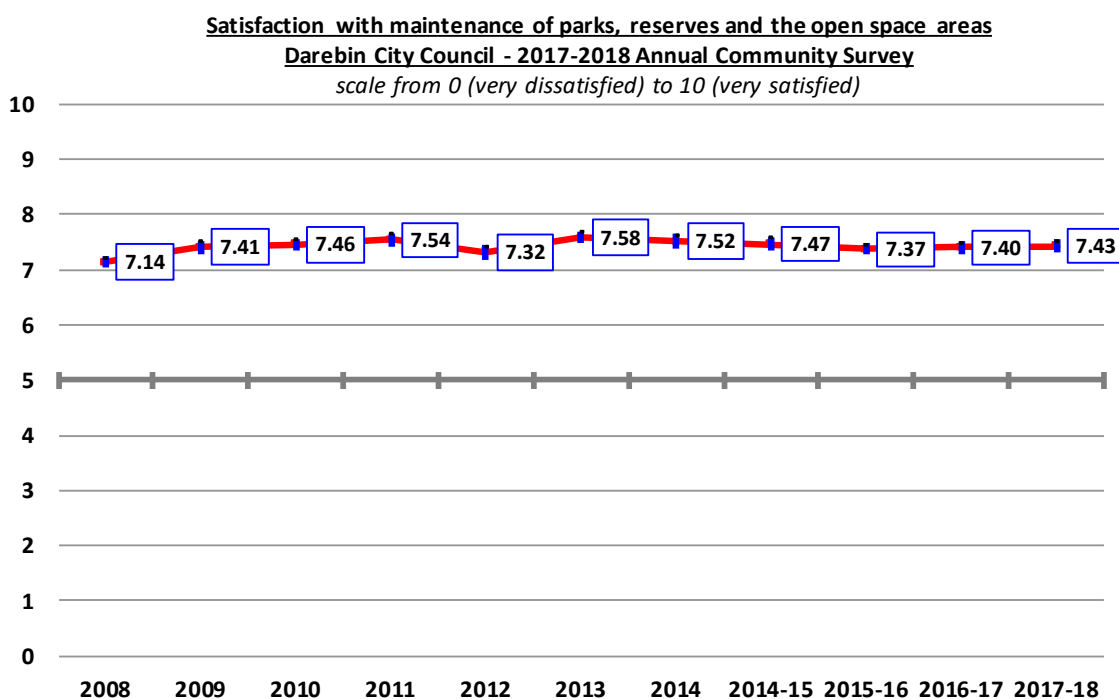
Maintenance of parks, reserves and open space areas

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 the maintenance of parks, reserves and open space areas?”

Satisfaction with the maintenance of parks, reserves and open space areas increased by less than one percent this year, up from 7.40 to 7.43 although it remains “very good”. Satisfaction with this service has remained remarkably stable over the course of the last ten years, at or around the long-term average of 7.42.

This result was measurably lower than the 2018 metropolitan Melbourne average of 7.67. *Governing Melbourne* included both the provision and maintenance of parks and gardens, rather than just the maintenance as it was for the City of Darebin.

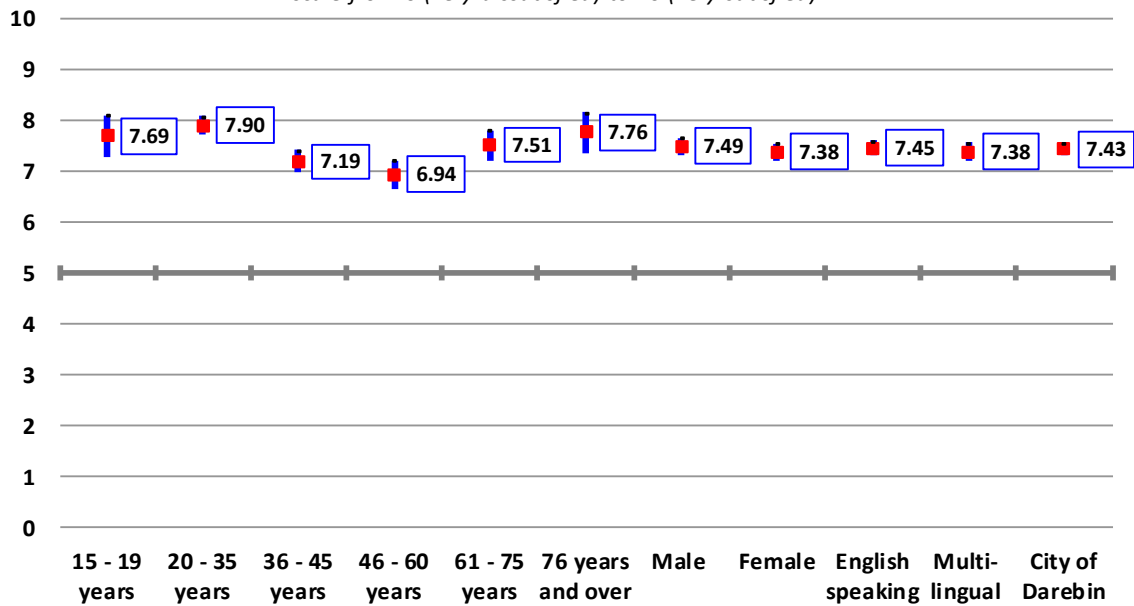


There was some measurable variation in satisfaction with the maintenance of parks, reserves and open space areas observed by respondent profile, with attention drawn to the following:

- **Young adults (aged 20 to 35 years)** – respondents were measurably more satisfied than average and at a “excellent” level.
- **Senior citizens (aged 76 years and over)** – respondents were significantly, albeit not measurably more satisfied than average, and at an “excellent” level.

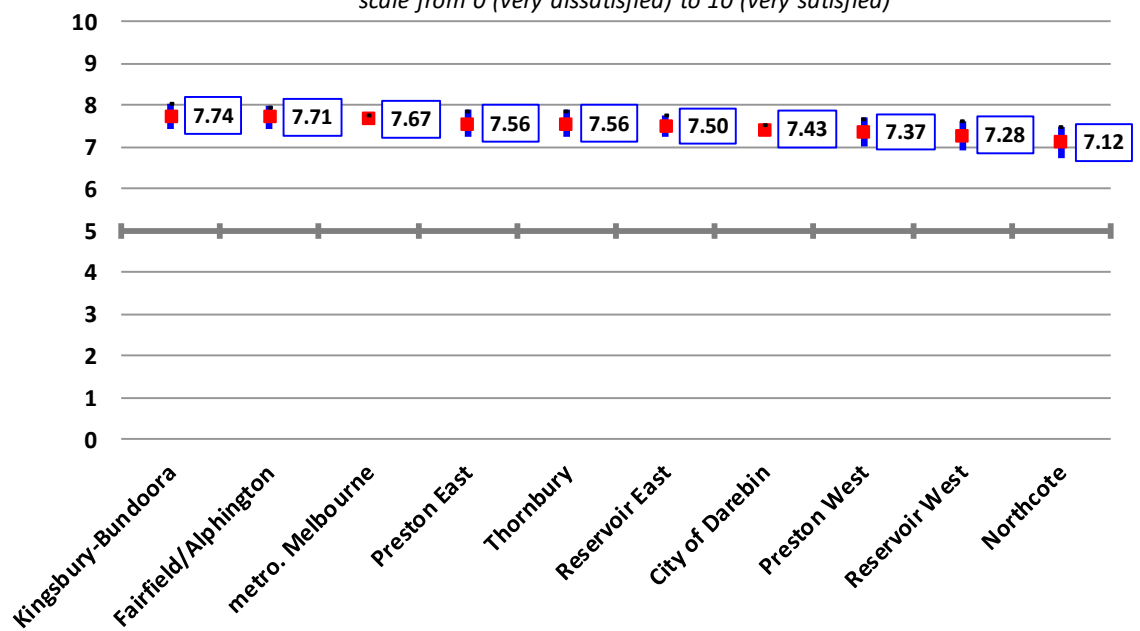
- **Adults (aged 36 to 45 years)** – respondents were significantly, albeit not measurably less satisfied than average, and at a “good” level.
- **Middle-aged adults (aged 46 to 60 years)** – respondents were measurably less satisfied than average and at a “good” level.


Satisfaction with maintenance of parks, reserves and open spaces
Darebin City Council - 2016-2017 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no statistically significant variation in satisfaction with the maintenance of parks, reserves and open space areas observed across the municipality

Satisfaction with maintenance of parks, reserves and the open spaces by precinct
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





Satisfaction with the maintenance of parks, reserves and open space areas increased somewhat in six precincts and declined in two precincts, as follows:

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

None of these increases or decreases were statistically significant at the 95% confidence level.



Satisfaction with maintenance of parks, reserves and open spaces

Darebin City Council - 2017-2018 Annual Community Survey

(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2014	98	7.45	7.77	8.08
	2014-15	99	6.94	7.35	7.77
	2015-16	122	7.33	7.61	7.90
	2016-17	120	7.41	7.68	7.96
	2017-18	117	7.43	7.74	8.06
Fairfield-Alphington	2014	98	7.42	7.72	8.03
	2014-15	98	7.35	7.64	7.93
	2015-16	123	7.22	7.47	7.72
	2016-17	118	6.95	7.29	7.63
	2017-18	119	7.45	7.71	7.98
Preston East	2014	91	7.12	7.47	7.83
	2014-15	96	6.98	7.27	7.56
	2015-16	116	7.39	7.68	7.97
	2016-17	116	6.69	7.06	7.44
	2017-18	113	7.22	7.56	7.89
Thornbury	2014	98	6.91	7.22	7.54
	2014-15	93	6.65	7.02	7.39
	2015-16	122	6.89	7.16	7.42
	2016-17	118	7.25	7.53	7.82
	2017-18	117	7.23	7.56	7.88
Reservoir East	2014	94	7.03	7.39	7.75
	2014-15	93	7.09	7.42	7.75
	2015-16	120	7.09	7.41	7.72
	2016-17	116	7.00	7.39	7.78
	2017-18	118	7.24	7.50	7.76
Preston West	2014	95	7.00	7.38	7.76
	2014-15	95	7.14	7.50	7.85
	2015-16	120	7.15	7.44	7.74
	2016-17	119	6.78	7.14	7.51
	2017-18	122	7.03	7.37	7.71
Reservoir West	2014	89	7.27	7.70	8.12
	2014-15	91	7.41	7.75	8.09
	2015-16	114	6.80	7.16	7.52
	2016-17	126	7.18	7.48	7.79
	2017-18	121	6.93	7.28	7.63
Northcote	2014	99	7.37	7.69	8.01
	2014-15	99	7.40	7.73	8.06
	2015-16	122	7.01	7.29	7.56
	2016-17	122	7.28	7.54	7.80
	2017-18	121	6.74	7.12	7.49

Weekly garbage collection

Respondents were asked:

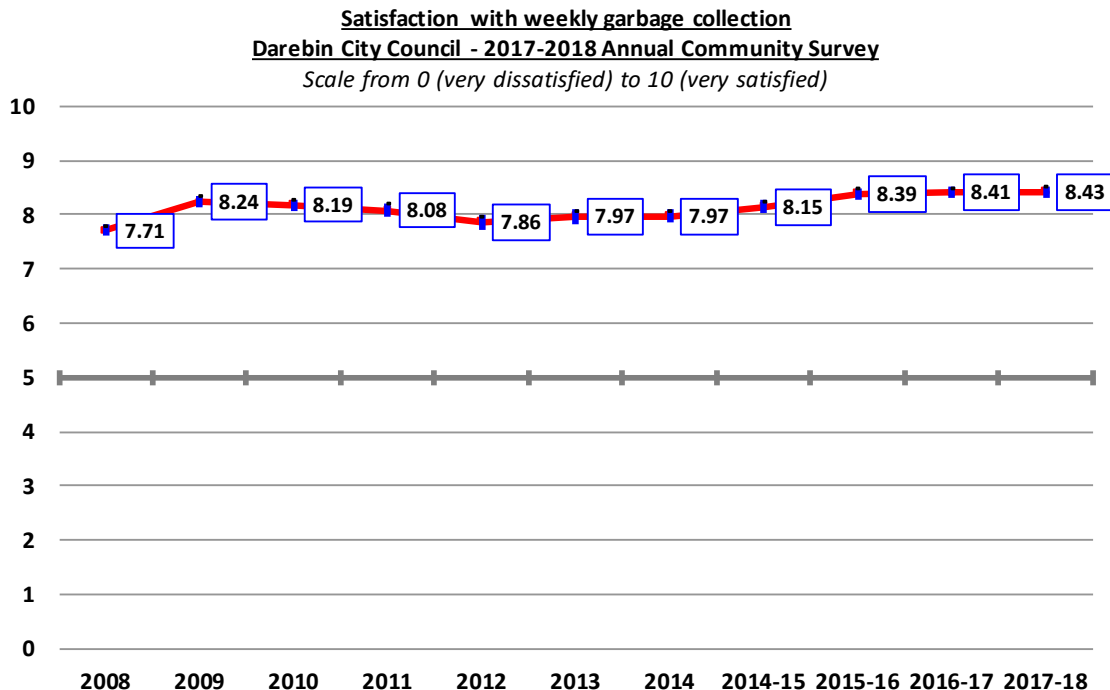
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the weekly garbage collection?”

Satisfaction with the weekly garbage collection service increased for the fourth consecutive year, although the increase in any given year was not statistically significant. Since 2012, satisfaction with this service has increased 7.25%.

Satisfaction with the weekly garbage collection has been categorised as “excellent” in every year since 2008, at which time it was categorised as “very good”.

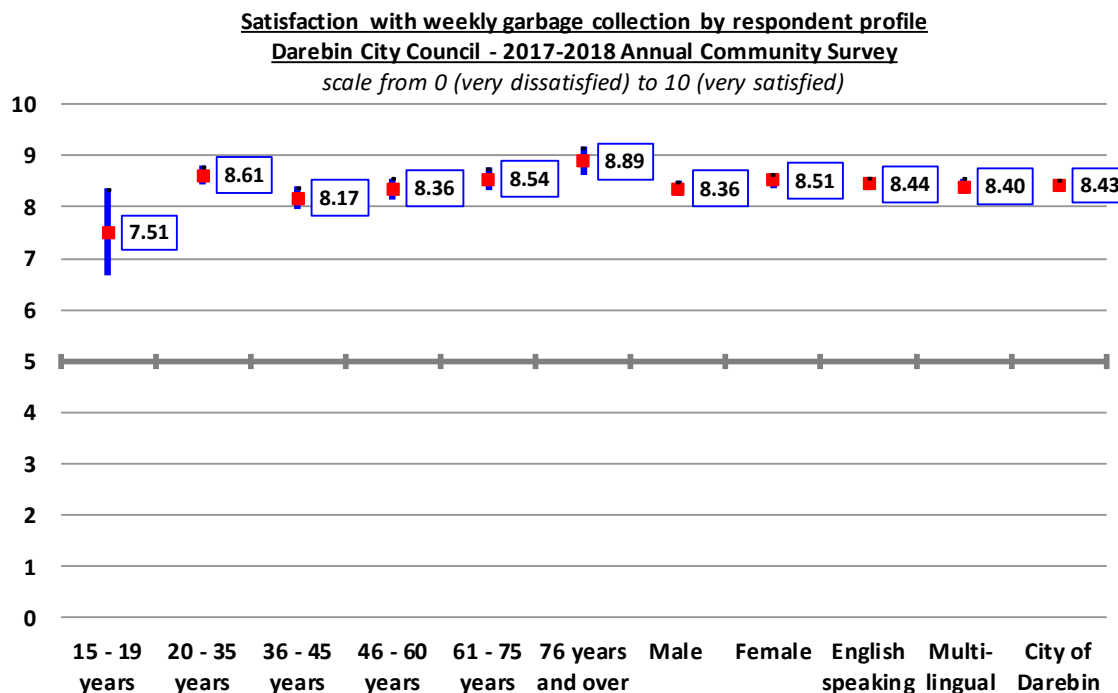
With the exception of the result from 2008, satisfaction has remained relatively stable around the long-term average of 8.13. Metropolis Research notes however, that consistent with the 7.25% increase over the last three years, the results in each of the last three years has been measurably higher than the long-term average over the last ten years.

This result was almost identical to the metropolitan Melbourne average of 8.42.

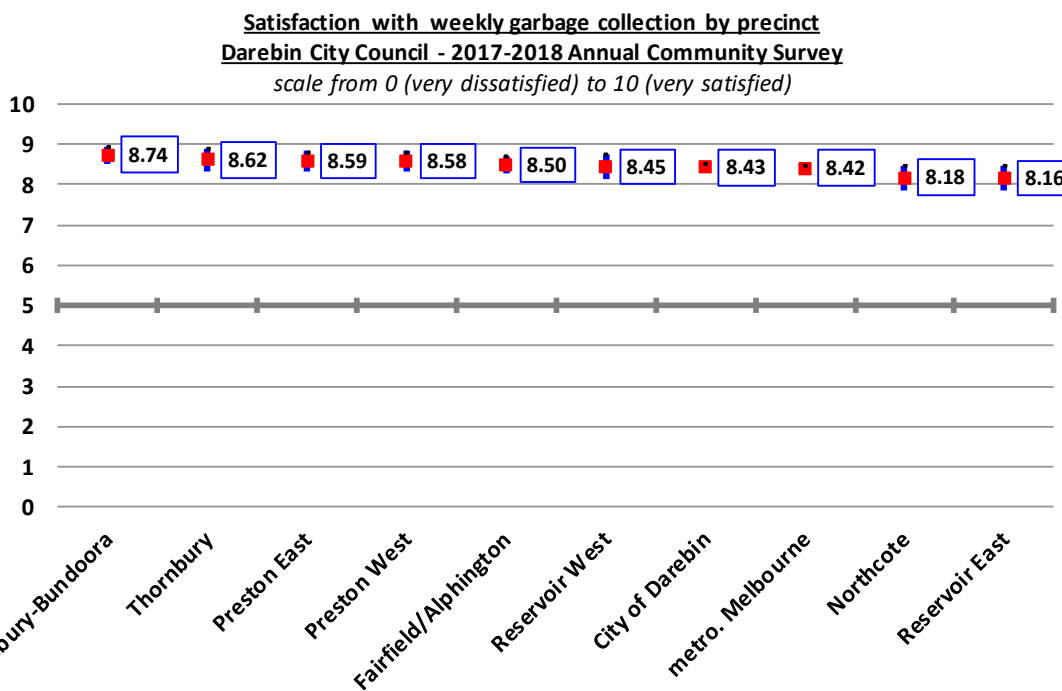



There was some variation in satisfaction with the weekly garbage collection service observed by respondent profile, with attention drawn to the following:

- **Young adults (aged 20 to 34 years) and senior citizens (aged 75 years and over)** – respondents were measurably more satisfied than average and at “excellent” levels.



There was relatively little variation in satisfaction with the weekly garbage collection service observed across the municipality, although it is noted that respondents from Kingsbury-Bundoora were measurably more satisfied than average.





Satisfaction with the the weekly garbage collection service increased somewhat in six precincts and declined in two precincts, as follows:

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

None of these increases or decreases were statistically significant at the 95% confidence level.



Satisfaction with weekly garbage collection
Darebin City Council - 2017-2018 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2014	100	7.71	8.03	8.35
	2014-15	99	7.91	8.22	8.54
	2015-16	122	8.09	8.38	8.67
	2016-17	124	8.14	8.40	8.67
	2017-18	122	8.52	8.74	8.96
Thornbury	2014	100	7.74	8.01	8.28
	2014-15	100	7.54	7.87	8.20
	2015-16	100	7.54	7.87	8.20
	2016-17	123	7.78	8.13	8.48
	2017-18	121	8.35	8.62	8.89
Preston East	2014	99	8.02	8.29	8.57
	2014-15	100	8.10	8.35	8.60
	2015-16	123	8.29	8.59	8.88
	2016-17	122	8.00	8.31	8.62
	2017-18	123	8.34	8.59	8.83
Preston West	2014	99	7.38	7.75	8.12
	2014-15	100	7.87	8.21	8.55
	2015-16	123	8.35	8.62	8.88
	2016-17	123	7.86	8.15	8.44
	2017-18	124	8.32	8.58	8.84
Fairfield-Alphington	2014	100	8.08	8.38	8.68
	2014-15	100	7.72	8.04	8.36
	2015-16	125	8.08	8.34	8.59
	2016-17	122	8.03	8.28	8.53
	2017-18	121	8.27	8.50	8.72
Reservoir West	2014	99	7.86	8.22	8.59
	2014-15	100	8.20	8.53	8.86
	2015-16	127	7.99	8.28	8.58
	2016-17	128	8.41	8.66	8.92
	2017-18	127	8.14	8.45	8.76
Northcote	2014	100	7.58	7.93	8.28
	2014-15	100	7.78	8.10	8.42
	2015-16	123	7.84	8.14	8.44
	2016-17	124	8.17	8.44	8.72
	2017-18	123	7.87	8.18	8.48
Reservoir East	2014	100	7.15	7.55	7.95
	2014-15	99	7.63	8.02	8.41
	2015-16	126	8.35	8.62	8.89
	2016-17	127	8.35	8.62	8.90
	2017-18	127	7.84	8.16	8.48

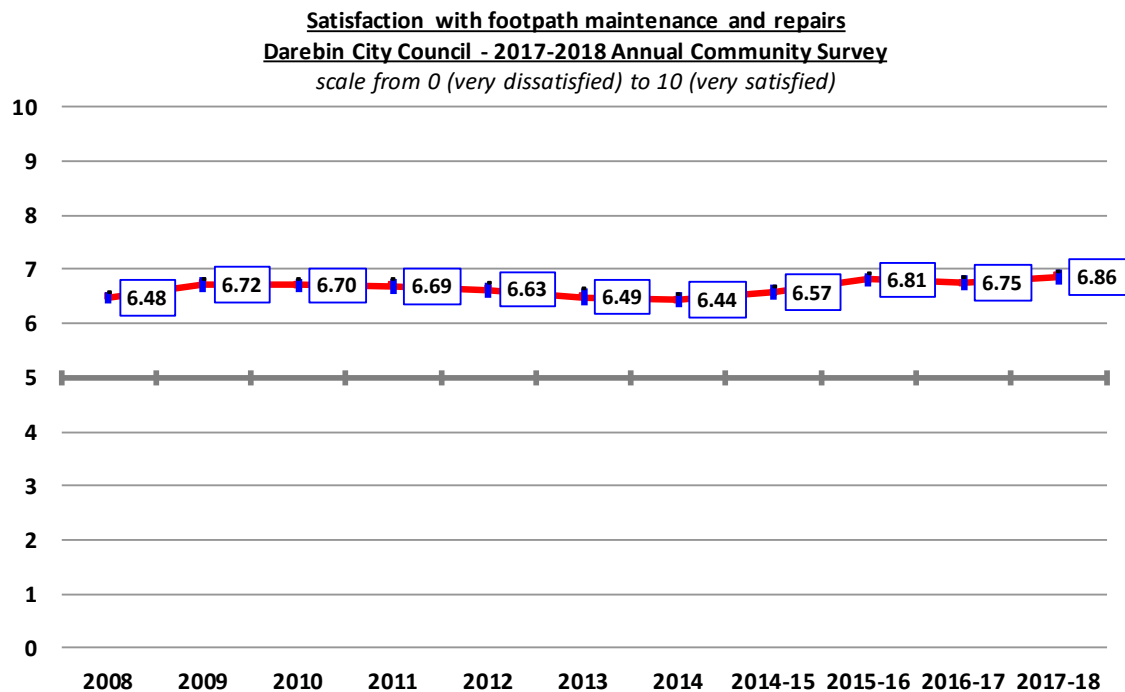
Footpath maintenance and repairs

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with footpath maintenance and repairs?”

Satisfaction with footpath maintenance and repairs increased 1.6% this year, up from 6.75 to 6.86 although it remains “good”. This result is measurably higher than the long-term average of the last ten years of 6.65.

This result was marginally but not measurably lower than the metropolitan Melbourne average of 7.00.



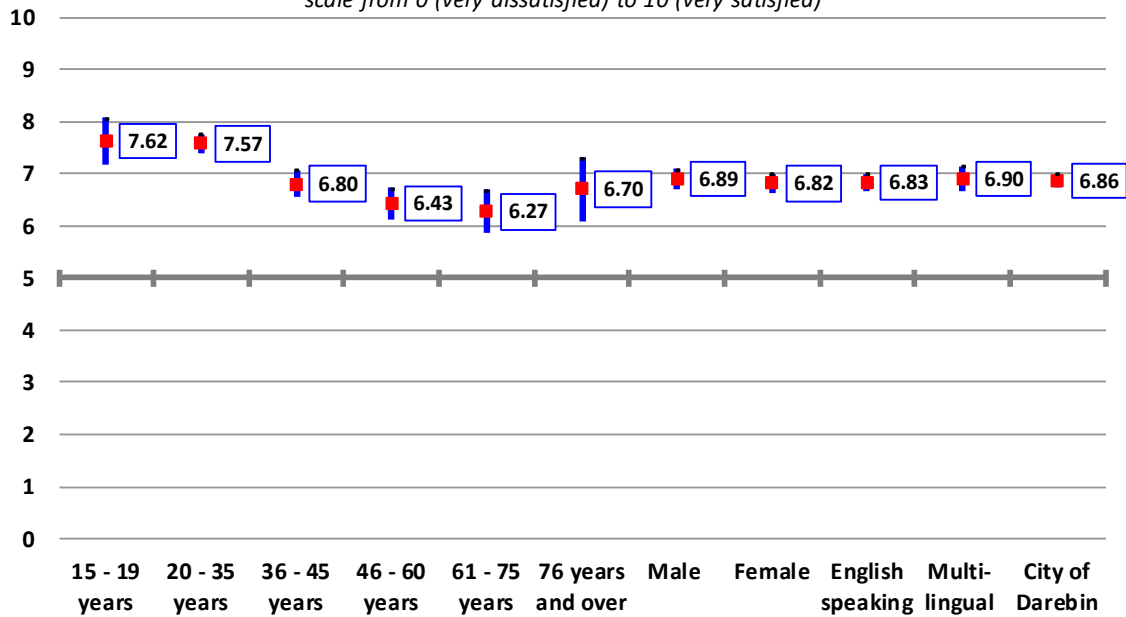
There was some variation in satisfaction with footpath maintenance and repairs observed by respondent profile, with attention drawn to the following:

- **Adolescents and young adults (aged 15 to 35 years)** – respondents were measurably more satisfied than average and at “very good” levels.
- **Middle-aged and older adults (aged 46 to 75 years)** – respondents were measurably less satisfied than average and at “solid” levels.

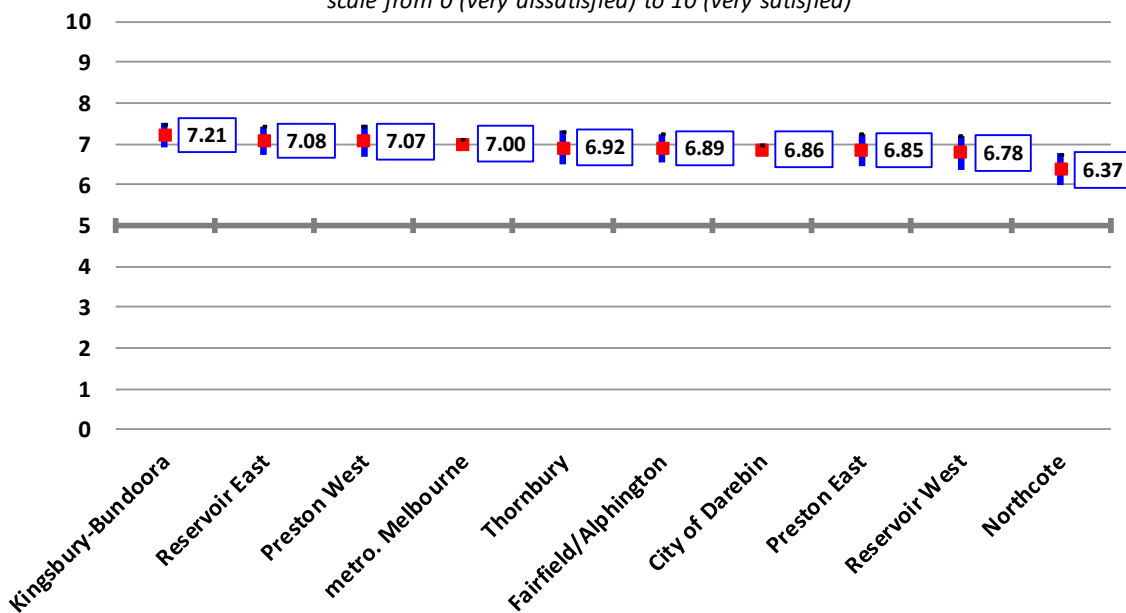
There was measurable variation in satisfaction with the weekly garbage collection observed by respondent profile, with attention drawn to the following:

- **Kingsbury-Bundoora** – respondents were measurably more satisfied than average.
- **Northcote** – respondents were measurably less satisfied than average and at a “solid” level.

Satisfaction with footpath maintenance and repair by respondent profile
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with footpath maintenance and repairs by precinct
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the footpath maintenance and repairs increased somewhat in six precincts and declined in two precincts, as follows:

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

None of these increases or decreases were statistically significant at the 95% confidence level.

Satisfaction with footpath maintenance and repair
Darebin City Council - 2017-2018 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2014	99	6.05	6.46	6.86
	2014-15	97	6.49	6.93	7.37
	2015-16	125	6.90	7.24	7.58
	2016-17	120	6.19	6.63	7.08
	2017-18	123	6.91	7.21	7.51
Reservoir East	2014	98	6.20	6.61	7.02
	2014-15	97	6.35	6.77	7.19
	2015-16	122	6.64	7.02	7.39
	2016-17	124	6.62	7.02	7.43
	2017-18	123	6.73	7.08	7.43
Preston West	2014	100	5.90	6.29	6.68
	2014-15	100	6.31	6.74	7.17
	2015-16	122	6.44	6.80	7.17
	2016-17	122	6.24	6.61	6.98
	2017-18	118	6.68	7.07	7.45
Thornbury	2014	100	6.08	6.51	6.94
	2014-15	96	5.99	6.44	6.89
	2015-16	96	5.99	6.44	6.89
	2016-17	120	6.23	6.63	7.02
	2017-18	120	6.51	6.92	7.32
Fairfield-Alphington	2014	100	5.68	6.11	6.54
	2014-15	97	5.79	6.23	6.67
	2015-16	125	6.50	6.83	7.17
	2016-17	121	6.03	6.41	6.79
	2017-18	123	6.53	6.89	7.26
Preston East	2014	99	6.57	6.88	7.19
	2014-15	97	6.57	6.91	7.24
	2015-16	122	6.62	6.98	7.33
	2016-17	114	6.32	6.75	7.17
	2017-18	121	6.44	6.85	7.26
Reservoir West	2014	99	5.80	6.19	6.59
	2014-15	98	6.03	6.45	6.87
	2015-16	125	6.24	6.60	6.96
	2016-17	126	6.62	7.00	7.38
	2017-18	128	6.36	6.78	7.20
Northcote	2014	97	5.88	6.32	6.76
	2014-15	98	6.01	6.40	6.79
	2015-16	122	6.36	6.73	7.10
	2016-17	121	6.21	6.58	6.95
	2017-18	122	5.97	6.37	6.76



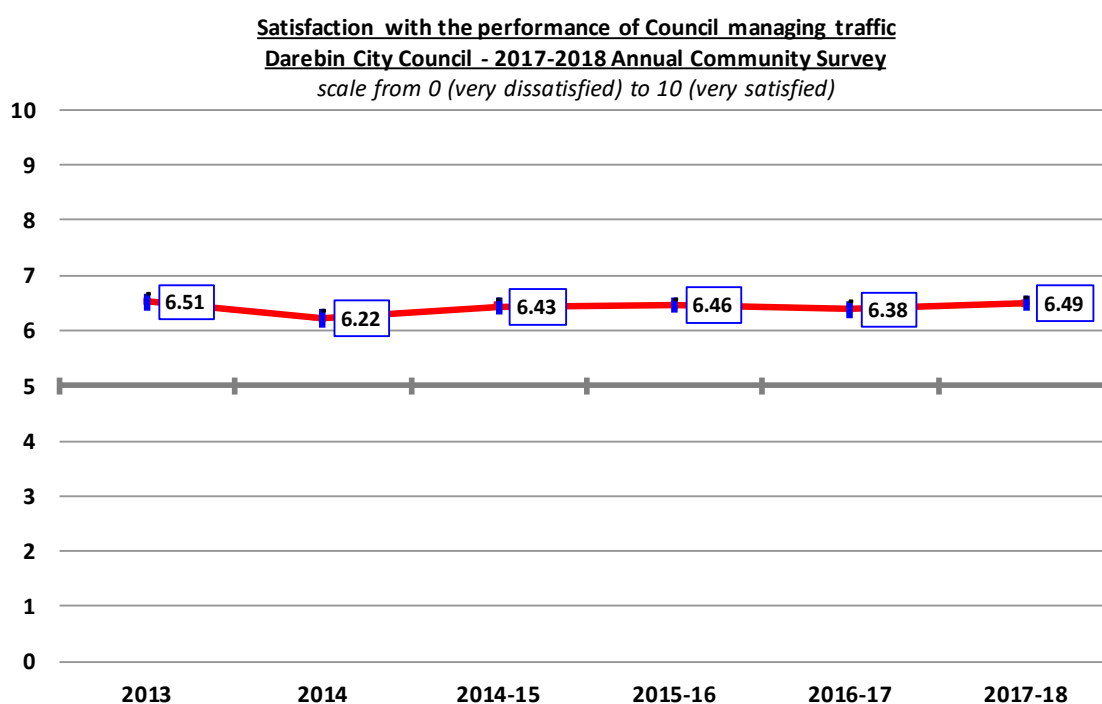
The performance of Council managing traffic

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 the performance of Council managing traffic?”

Satisfaction with the performance of Council managing traffic increased 1.7% this year, up from 6.38 to 6.49 although it remains “solid”. Satisfaction with the performance of Council managing traffic has been “solid” in each of the last five years, and was only just categorised as “good” in 2013.

This result was marginally, but not measurably lower than the 2018 metropolitan Melbourne average of 6.74.



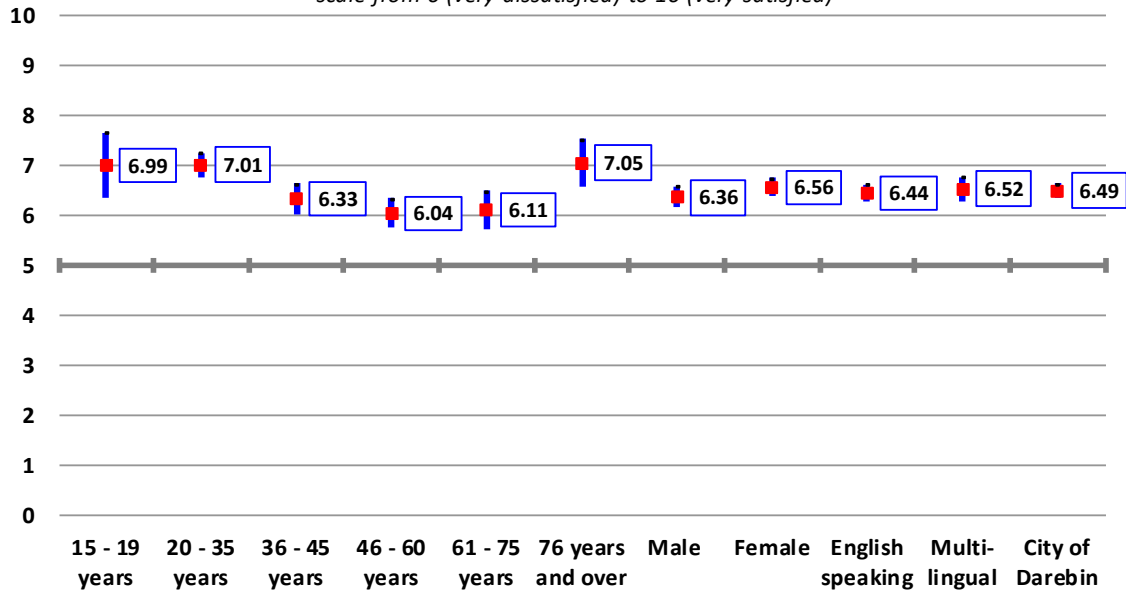
There was some variation in satisfaction with the performance of Council managing traffic observed by respondent profile, with attention drawn to the following:

- **Adolescents and young adults (aged 15 to 35 years) and senior citizens (aged 76 years and over)** – respondents were measurably more satisfied than average and at “good” levels.
- **Middle-aged adults (aged 46 to 60 years)** – respondents were measurably less satisfied than average.

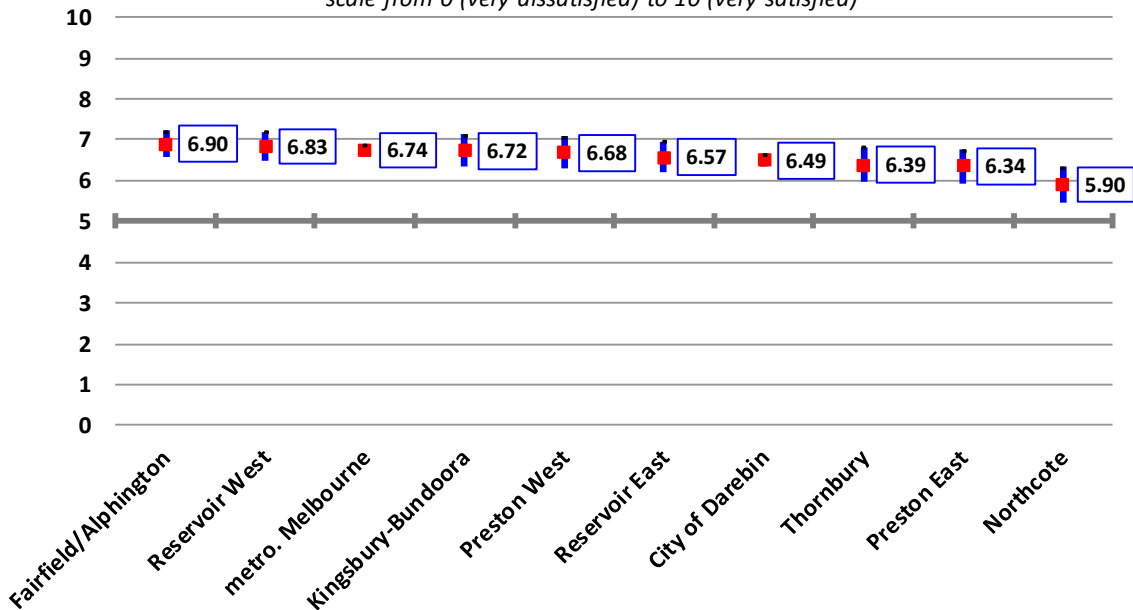
There was some variation in satisfaction with the performance of Council managing traffic observed across the municipality, with attention drawn to the following:

- **Northcote** – respondents were measurably and significantly less satisfied than average and at a “poor” level.

Satisfaction with the performance of Council managing traffic by respondent profile
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the performance of Council managing traffic by precinct
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the performance of Council managing traffic increased somewhat in six precincts and declined in two precincts, as follows:

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

None of these increases or decreases were statistically significant at the 95% confidence level.

Satisfaction with the performance of Council managing traffic
Darebin City Council - 2017-2018 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	2014	92	5.42	5.83	6.23
	2014-15	88	5.67	6.06	6.44
	2015-16	112	5.47	5.90	6.34
	2016-17	110	5.84	6.29	6.74
	2017-18	115	6.57	6.90	7.22
Reservoir West	2014	89	5.92	6.46	7.00
	2014-15	85	6.37	6.87	7.37
	2015-16	115	6.44	6.80	7.16
	2016-17	118	5.96	6.39	6.82
	2017-18	117	6.46	6.83	7.20
Kingsbury-Bundoora	2014	80	5.91	6.39	6.87
	2014-15	83	6.16	6.66	7.17
	2015-16	117	6.41	6.81	7.22
	2016-17	111	6.08	6.52	6.97
	2017-18	119	6.32	6.72	7.12
Preston West	2014	90	5.61	6.04	6.48
	2014-15	89	5.86	6.30	6.75
	2015-16	111	5.92	6.37	6.81
	2016-17	111	6.07	6.45	6.83
	2017-18	113	6.29	6.68	7.07
Reservoir East	2014	87	5.76	6.23	6.70
	2014-15	97	5.76	6.25	6.73
	2015-16	120	6.40	6.73	7.06
	2016-17	110	5.60	6.16	6.73
	2017-18	124	6.19	6.57	6.96
Thornbury	2014	95	5.64	6.05	6.46
	2014-15	90	5.73	6.18	6.63
	2015-16	118	5.69	6.10	6.51
	2016-17	110	5.80	6.23	6.65
	2017-18	109	5.96	6.39	6.81
Preston East	2014	80	6.36	6.79	7.22
	2014-15	87	6.68	7.08	7.48
	2015-16	106	6.04	6.47	6.90
	2016-17	112	5.92	6.39	6.86
	2017-18	122	5.93	6.34	6.76
Northcote	2014	84	5.45	5.89	6.33
	2014-15	85	5.90	6.29	6.68
	2015-16	113	5.73	6.17	6.60
	2016-17	110	6.20	6.62	7.03
	2017-18	119	5.47	5.90	6.33

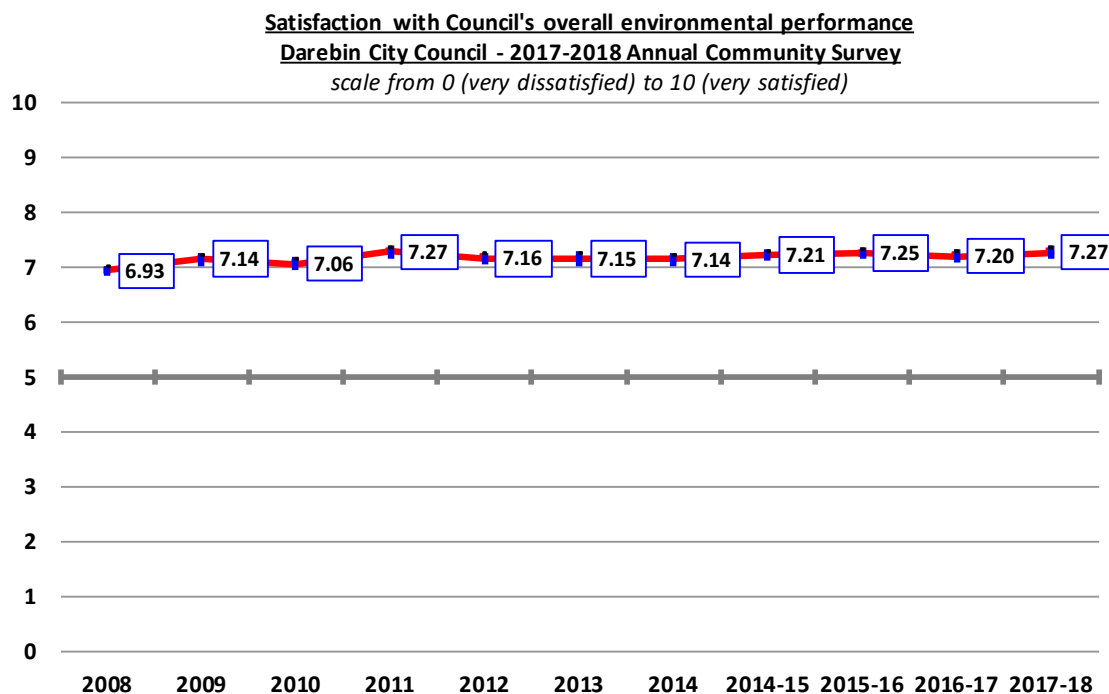
Council's overall environmental performance

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 Council’s overall environmental performance?”

Satisfaction with Council’s overall environmental performance increased marginally but not measurably this year, up less than one percent to 7.27 and is now “very good”. This result has remained very stable at or around the long-term average over the last ten years of 7.16.

This result was almost identical to the 2018 metropolitan Melbourne average of 7.22.



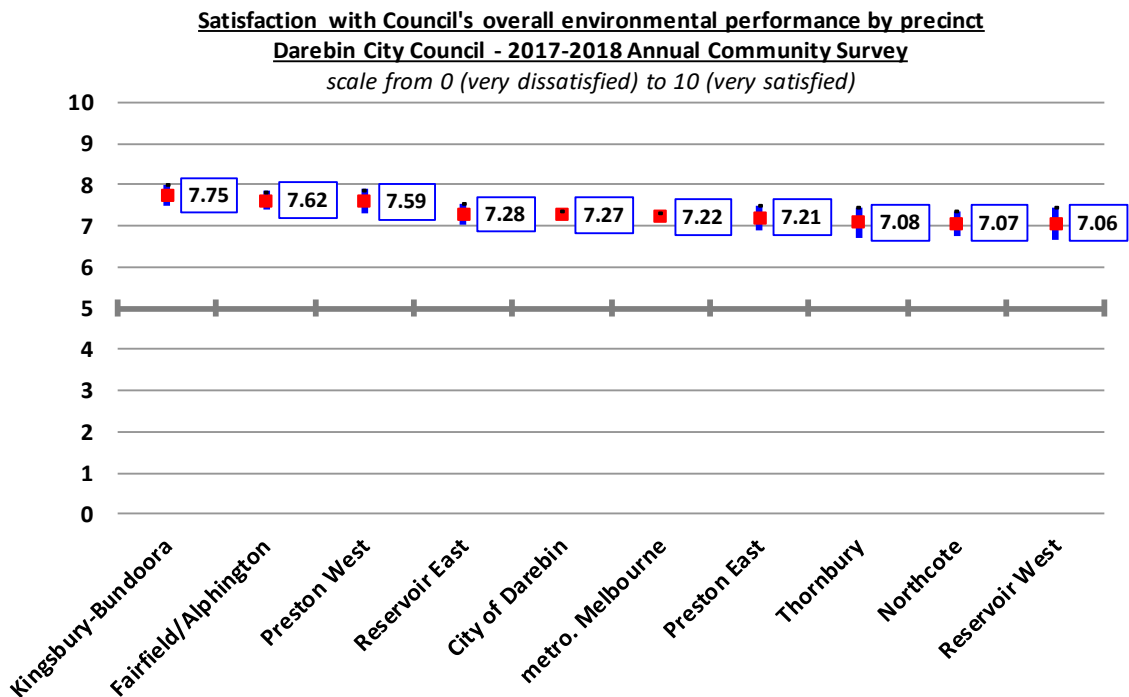
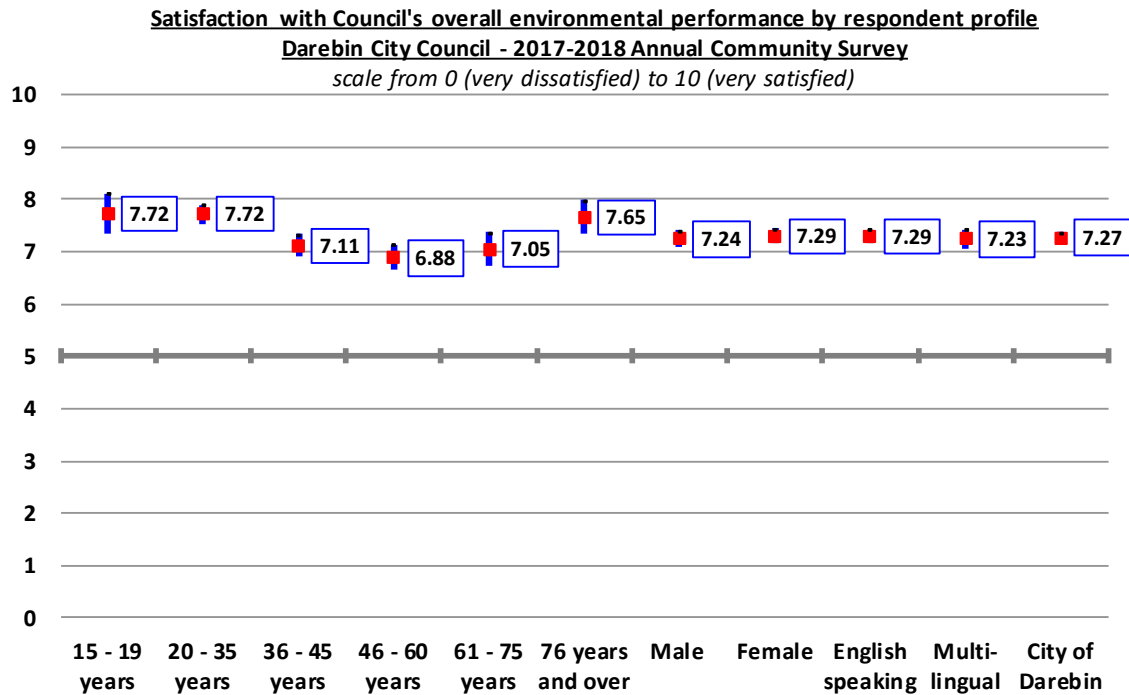
There was some variation in satisfaction Council’s overall environmental performance observed by respondent profile, with attention drawn to the following:

- **Adolescents and young adults (aged 15 to 35 years) and senior citizens (aged 76 years and over)** – respondents were measurably more satisfied than average and at “very good” levels.
- **Middle-aged adults (aged 46 to 60 years)** – respondents were measurably less satisfied than average and at a “good” level.

There was some variation in satisfaction with Council’s overall environmental performance observed across the municipality, with attention drawn to the following:

- **Kingsbury-Bundoora, Fairfield-Alphington, and Preston West** – respondents were measurably and significantly more satisfied than average. Kingsbury-Bundoora respondents rated satisfaction at “excellent” level.

- **Northcote** – respondents were measurably less satisfied than average and as “good”.



Satisfaction with Council’s overall environmental performance increased somewhat in four precincts and declined in four precincts, as follows:

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

None of these increases or decreases were statistically significant at the 95% confidence level.

Satisfaction with Council's overall environmental performance
Darebin City Council - 2017-2018 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2014	82	7.02	7.33	7.64
	2014-15	85	7.28	7.55	7.83
	2015-16	113	7.17	7.45	7.74
	2016-17	109	7.11	7.41	7.71
	2017-18	120	7.50	7.75	8.00
Fairfield-Alphington	2014	82	6.75	7.09	7.42
	2014-15	85	6.96	7.26	7.56
	2015-16	114	6.80	7.11	7.41
	2016-17	96	6.83	7.17	7.51
	2017-18	115	7.38	7.62	7.86
Preston West	2014	91	6.40	6.75	7.10
	2014-15	93	6.88	7.22	7.55
	2015-16	109	6.98	7.25	7.51
	2016-17	101	6.70	7.02	7.34
	2017-18	101	7.31	7.59	7.88
Reservoir East	2014	87	6.89	7.22	7.54
	2014-15	90	6.96	7.28	7.59
	2015-16	106	7.27	7.53	7.79
	2016-17	97	7.14	7.47	7.81
	2017-18	122	7.01	7.28	7.54
Preston East	2014	77	6.80	7.16	7.51
	2014-15	86	6.87	7.16	7.46
	2015-16	100	7.00	7.30	7.60
	2016-17	103	6.57	6.96	7.35
	2017-18	119	6.91	7.21	7.51
Thornbury	2014	78	6.72	7.00	7.28
	2014-15	83	6.48	6.84	7.21
	2015-16	96	6.90	7.18	7.45
	2016-17	102	6.75	7.11	7.46
	2017-18	106	6.71	7.08	7.46
Northcote	2014	86	6.74	6.98	7.22
	2014-15	81	6.77	7.04	7.31
	2015-16	101	6.60	6.92	7.24
	2016-17	109	6.98	7.28	7.59
	2017-18	114	6.77	7.07	7.37
Reservoir West	2014	80	7.20	7.50	7.80
	2014-15	84	7.22	7.49	7.75
	2015-16	102	6.94	7.27	7.61
	2016-17	111	6.76	7.11	7.45
	2017-18	112	6.67	7.06	7.45



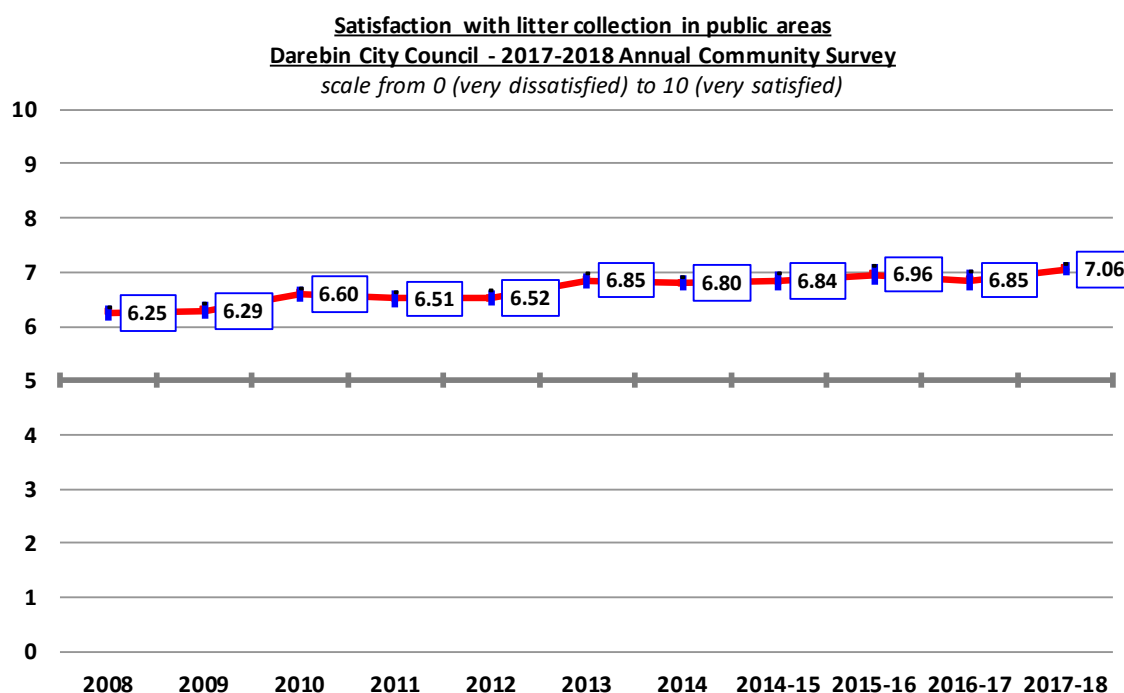
Litter collection in public areas

Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with litter collection in public areas?”

Satisfaction with litter collection in public areas increased somewhat, albeit not measurably (at the 95% confidence level) this year, up 3.1% to 7.06. Despite this increase, satisfaction remains “good” this year.

The long-term average satisfaction with litter collection in public areas over the last ten years was 6.68, although it is noted that satisfaction has been higher than the long-term average in each of the last six years. This highlights the trend of increasing satisfaction with litter collection in public areas of the City of Darebin in recent years.

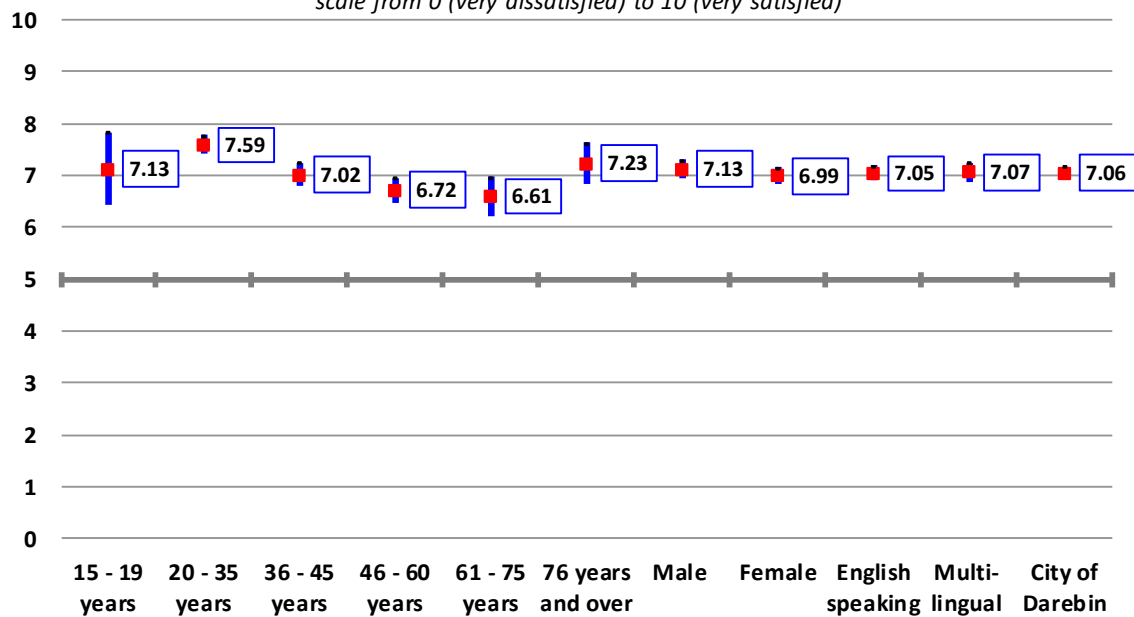


There was some measurable variation in satisfaction with litter collection in public areas observed by respondent profile, with attention drawn to the following:

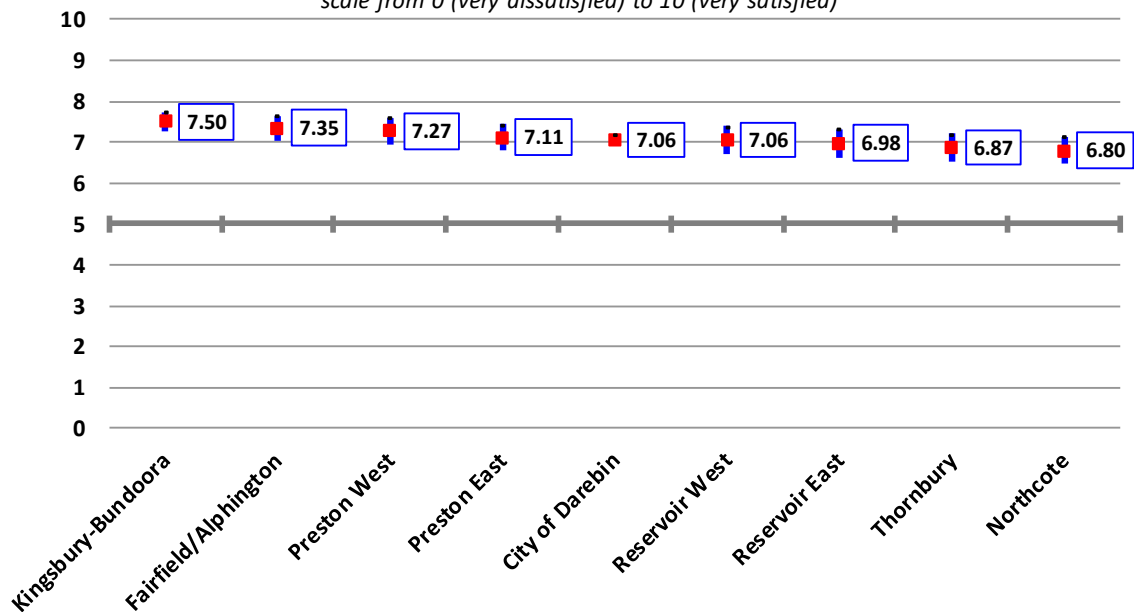
- **Young adults (aged 20 to 35 years)** – respondents were measurably more satisfied than average, and at a “very good” level.
- **Middle-aged and older adults (aged 46 to 75 years)** – respondents were notably, albeit not measurably less satisfied than average.

Respondents from Kingsbury-Bundoora were measurably more satisfied than average, and at a “very good” level, whilst there was no statistically significant variation observed across the remaining seven precincts.

Satisfaction with litter collection in public places by respondent profile
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with litter collection in public areas by precinct
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with litter collection in public areas increased somewhat in six precincts and declined in two precincts, as follows:

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



The increase in satisfaction recorded in Preston West (17.8%) was statistically significant at the 95% confidence level.

Satisfaction with litter collection in public places
Darebin City Council - 2017-2018 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2014	97	6.44	6.87	7.29
	2014-15	71	6.75	7.24	7.73
	2015-16	58	6.40	6.97	7.53
	2016-17	56	6.43	7.04	7.64
	2017-18	123	7.27	7.50	7.74
Fairfield-Alphington	2014	98	6.14	6.51	6.88
	2014-15	71	5.81	6.28	6.75
	2015-16	61	6.99	7.39	7.80
	2016-17	55	6.37	6.91	7.45
	2017-18	120	7.05	7.35	7.65
Preston West	2014	96	5.80	6.21	6.62
	2014-15	70	6.13	6.67	7.21
	2015-16	70	6.13	6.67	7.21
	2016-17	58	5.59	6.17	6.76
	2017-18	120	6.93	7.27	7.61
Preston East	2014	98	6.22	6.58	6.94
	2014-15	71	5.90	6.39	6.89
	2015-16	58	6.67	7.19	7.71
	2016-17	55	6.24	6.82	7.40
	2017-18	122	6.79	7.11	7.44
Reservoir West	2014	93	6.55	6.96	7.37
	2014-15	71	6.47	6.92	7.36
	2015-16	62	6.76	7.24	7.72
	2016-17	62	6.23	6.77	7.32
	2017-18	123	6.72	7.06	7.40
Reservoir East	2014	99	6.23	6.71	7.18
	2014-15	73	6.55	7.06	7.56
	2015-16	61	6.93	7.43	7.92
	2016-17	57	6.61	7.02	7.43
	2017-18	120	6.64	6.98	7.31
Thornbury	2014	96	6.79	7.15	7.50
	2014-15	74	6.18	6.68	7.17
	2015-16	60	6.06	6.63	7.20
	2016-17	55	6.02	6.64	7.25
	2017-18	121	6.52	6.87	7.22
Northcote	2014	99	6.69	7.06	7.43
	2014-15	74	6.73	7.15	7.57
	2015-16	60	6.09	6.65	7.21
	2016-17	58	6.80	7.28	7.75
	2017-18	119	6.46	6.80	7.14

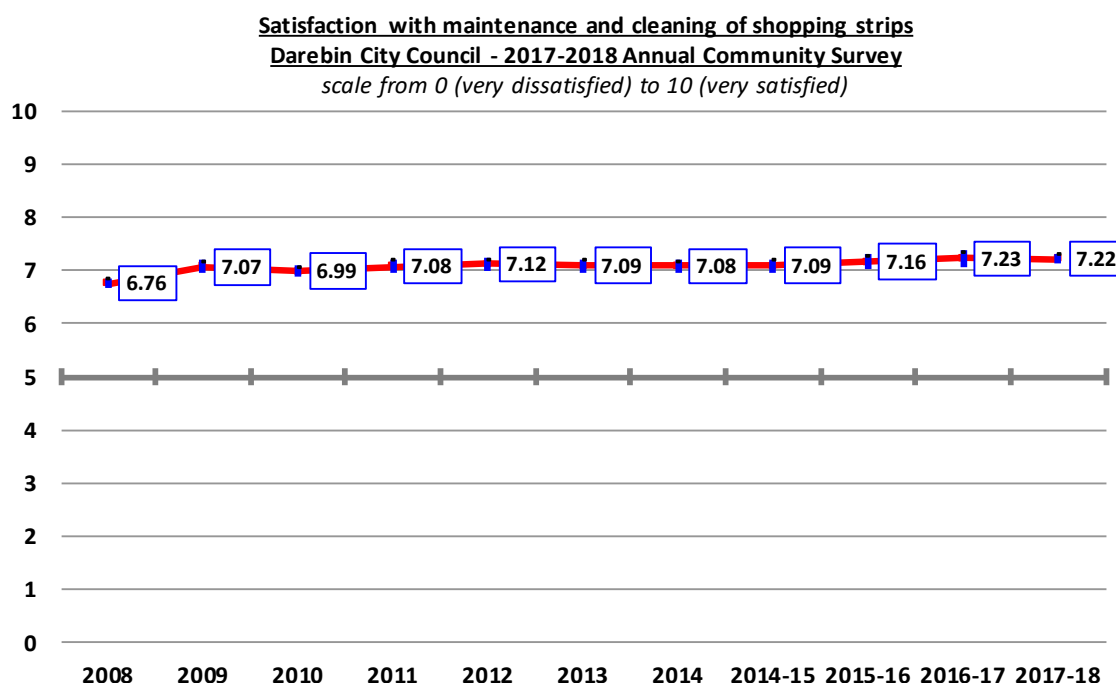
Maintenance and cleaning of shopping strips

Respondents were asked:

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

Satisfaction with the maintenance and cleaning of shopping strips decreased by less than one percent this year, down from 7.23 to 7.22 although it remains “good”. With the exception of the result from 2008, satisfaction in each of the remaining nine years has been at or around the ten-year long-term average of 7.08.

This result was marginally but not measurably lower than 2018 metropolitan Melbourne average of 7.31.



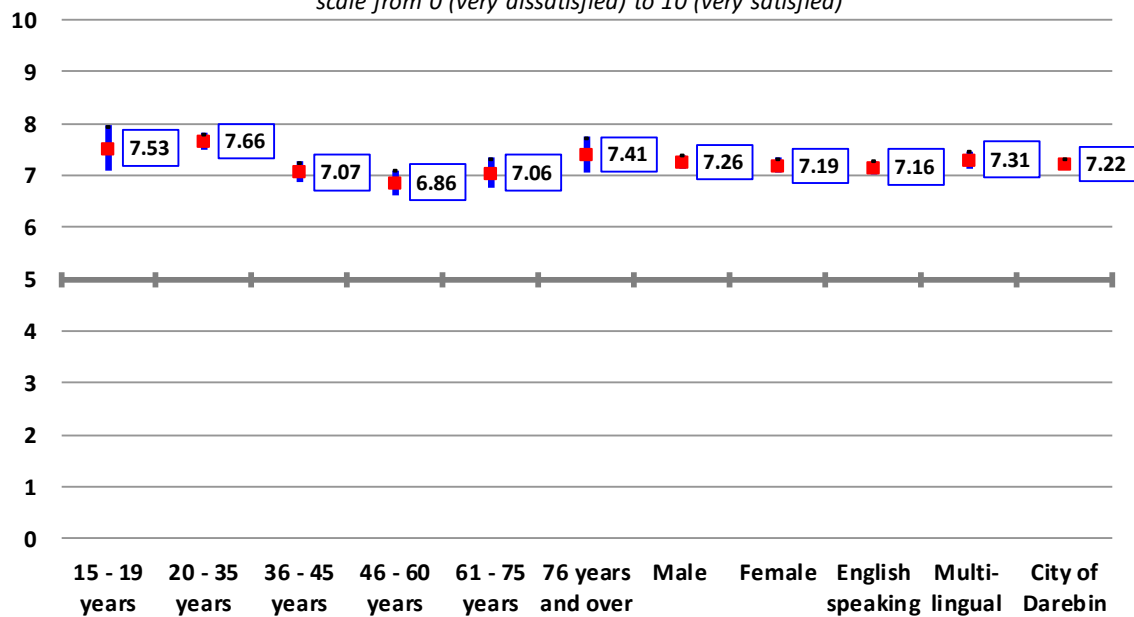
There was relatively little variation in satisfaction with the maintenance and cleaning of shopping strips observed by respondent profile, although it is noted that:

- **Middle-aged adults (aged 46 to 60 years)** – respondents were measurably less satisfied than average.

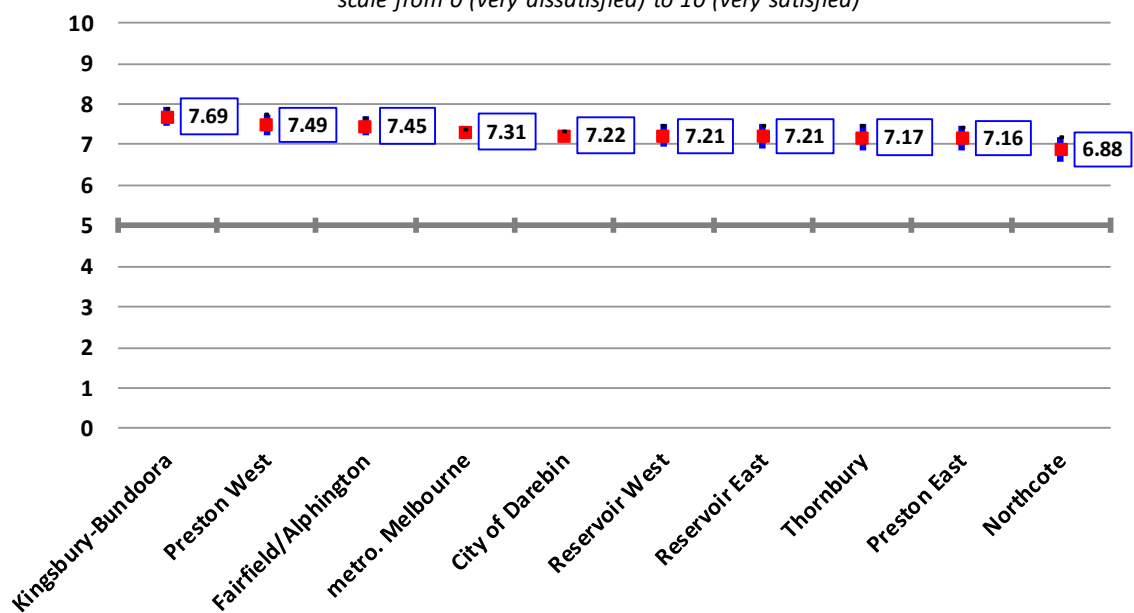
There was measurable and significant variation in satisfaction with this service observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- **Kingsbury-Bundoora, Preston West, and Fairfield-Alphington** – respondents were measurably more satisfied than average and at “very good” levels.
- **Northcote** – respondents were measurably and significantly less satisfied than average.

Satisfaction with maintenance and cleaning of shopping strips by respondent profile
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with maintenance and cleaning of shopping strips by precinct
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the maintenance and cleaning of shopping strips increased somewhat in five precincts and declined in three precincts, as follows:

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

The increase in satisfaction recorded in Preston West (9.8%) was statistically significant at the 95% confidence level.

Satisfaction with maintenance and cleaning of shopping strips
Darebin City Council - 2017-2018 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2014	93	7.03	7.37	7.70
	2014-15	71	6.84	7.21	7.59
	2015-16	61	7.49	7.77	8.05
	2016-17	55	6.94	7.36	7.79
	2017-18	117	7.46	7.69	7.92
Preston West	2014	96	6.44	6.78	7.12
	2014-15	72	6.53	6.96	7.38
	2015-16	58	6.15	6.67	7.19
	2016-17	60	6.41	6.82	7.22
	2017-18	116	7.22	7.49	7.76
Fairfield-Alphington	2014	99	6.71	7.02	7.33
	2014-15	74	6.70	7.03	7.35
	2015-16	62	6.99	7.32	7.66
	2016-17	58	7.04	7.38	7.72
	2017-18	121	7.21	7.45	7.68
Reservoir West	2014	91	6.91	7.25	7.59
	2014-15	70	6.82	7.16	7.50
	2015-16	64	6.70	7.13	7.55
	2016-17	59	7.27	7.63	7.99
	2017-18	124	6.93	7.21	7.48
Reservoir East	2014	95	6.56	6.92	7.28
	2014-15	73	6.81	7.16	7.52
	2015-16	63	7.10	7.49	7.88
	2016-17	60	6.60	6.98	7.37
	2017-18	121	6.92	7.21	7.49
Thornbury	2014	99	6.8	7.12	7.44
	2014-15	72	6.43	6.88	7.32
	2015-16	59	6.41	6.92	7.42
	2016-17	58	6.71	7.10	7.50
	2017-18	121	6.86	7.17	7.49
Preston East	2014	95	6.85	7.15	7.44
	2014-15	71	6.62	7.00	7.38
	2015-16	62	7.09	7.48	7.87
	2016-17	60	6.71	7.25	7.79
	2017-18	119	6.86	7.16	7.46
Northcote	2014	97	6.83	7.17	7.50
	2014-15	72	6.88	7.24	7.59
	2015-16	61	6.33	6.75	7.17
	2016-17	59	6.89	7.32	7.75
	2017-18	120	6.58	6.88	7.19



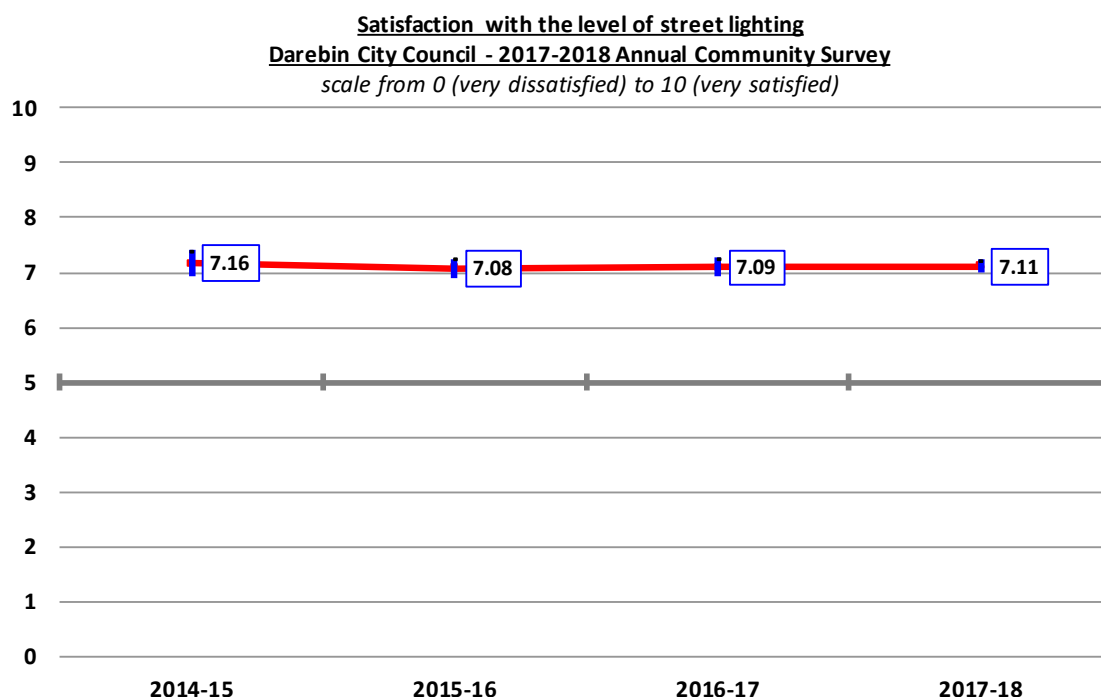
The level of street lighting

Respondents were asked:

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

Satisfaction with the level of street lighting increased by less than one percent this year, although it remains “good”. The long-term average satisfaction with the level of street lighting has remained very stable at 7.11 over the last four years.

This result is almost identical to the 2018 metropolitan Melbourne average of 7.08.

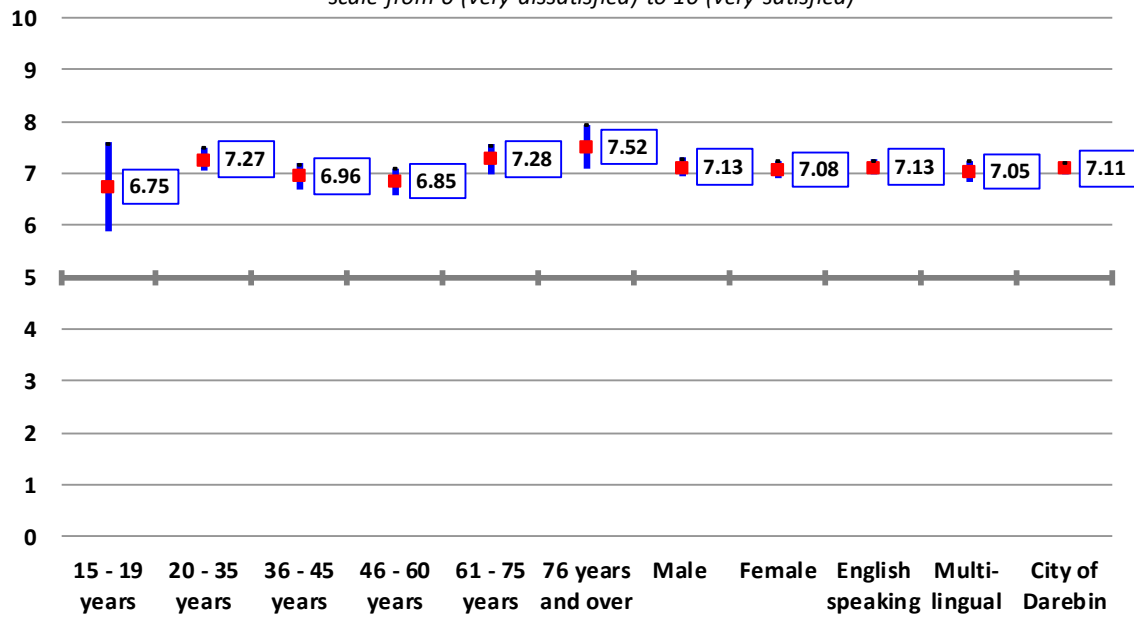


There was no statistically significant variation in satisfaction with the level of street lighting observed by respondent profile. Metropolis Research notes that this is somewhat unusual, as typically it has been observed across metropolitan Melbourne that female respondents tend to be less satisfied than male respondents.

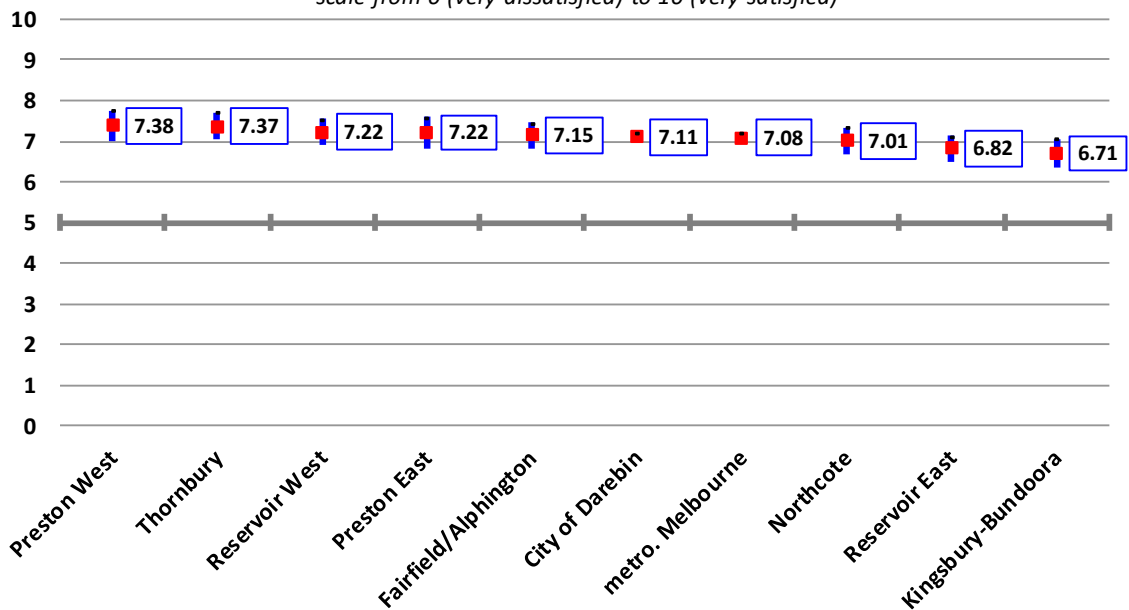
There was also no statistically significant (at the 95% confidence level) variation in satisfaction with the level of street lighting observed across the eight precincts comprising the City of Darebin. That said, attention is drawn to the following:

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

Satisfaction with the level of street lighting by respondent profile
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the level of street lighting by precinct
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the level of street lighting increased somewhat in four precincts and declined in four precincts, as follows:

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



The increase in satisfaction recorded in Reservoir West (17.8%) was statistically significant at the 95% confidence level.

Metropolis Research notes that the result for Kingsbury-Bundoora is somewhat unusual against satisfaction with many of the other included Council services and facilities. For many other services and facilities, respondents in Kingsbury-Bundoora tended to be more satisfied than average, whilst for this service they were measurably less satisfied.

Satisfaction with the level of street lighting
Darebin City Council - 2017-2018 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Preston West	2014-15	25	6.63	7.40	8.17
	2015-16	57	5.65	6.28	6.91
	2016-17	60	6.61	7.10	7.59
	2017-18	121	7.01	7.38	7.75
Thornbury	2014-15	24	5.92	6.54	7.16
	2015-16	62	6.37	6.85	7.34
	2016-17	60	6.92	7.33	7.74
	2017-18	123	7.03	7.37	7.72
Reservoir West	2014-15	25	6.80	7.56	8.32
	2015-16	63	6.50	7.00	7.50
	2016-17	62	5.49	6.13	6.76
	2017-18	125	6.89	7.22	7.56
Preston East	2014-15	25	6.75	7.44	8.13
	2015-16	61	6.94	7.44	7.94
	2016-17	60	6.40	6.93	7.47
	2017-18	123	6.84	7.22	7.60
Fairfield-Alphington	2014-15	24	6.30	6.88	7.45
	2015-16	62	6.36	6.84	7.32
	2016-17	60	6.85	7.23	7.62
	2017-18	122	6.83	7.15	7.46
Northcote	2014-15	25	6.48	7.16	7.84
	2015-16	61	6.96	7.30	7.63
	2016-17	62	7.33	7.66	7.99
	2017-18	123	6.68	7.01	7.34
Reservoir East	2014-15	25	6.11	7.04	7.97
	2015-16	63	6.98	7.41	7.84
	2016-17	62	6.75	7.24	7.73
	2017-18	125	6.51	6.82	7.14
Kingsbury-Bundoora	2014-15	23	6.76	7.44	8.11
	2015-16	62	6.46	6.98	7.51
	2016-17	61	6.72	7.26	7.81
	2017-18	123	6.35	6.71	7.06

Street sweeping

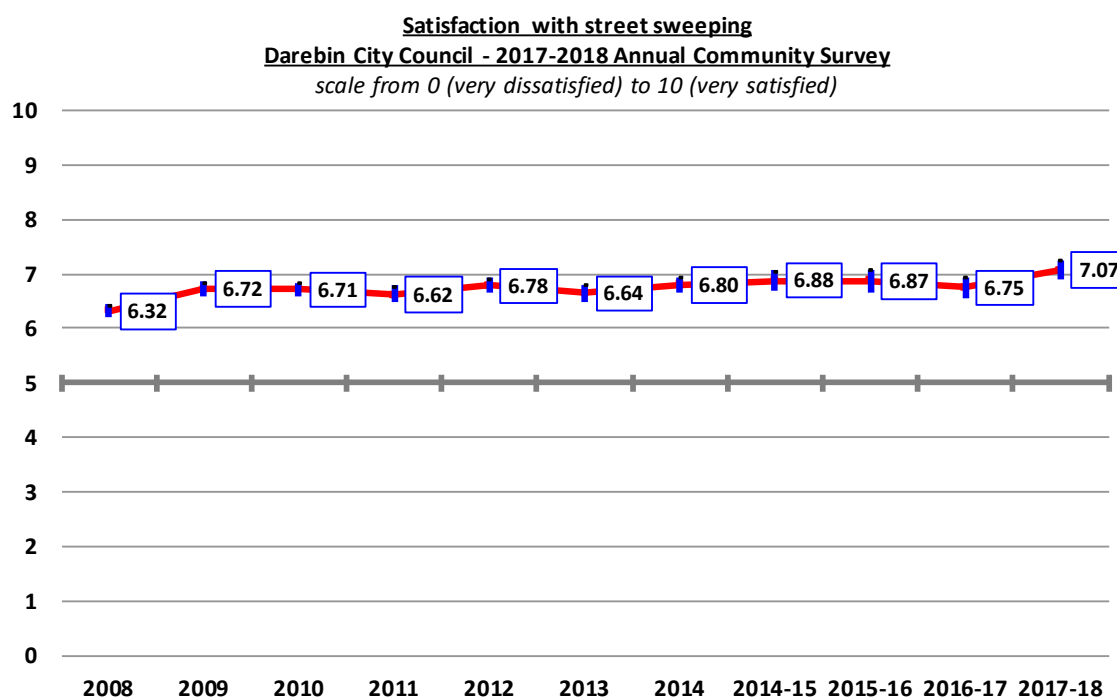
Respondents were asked:

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

Satisfaction with street sweeping increased measurably and significantly this year, up 4.7% to 7.07 although still at a “good” level.

This result is the highest annual level of satisfaction with street sweeping recorded in the last ten years, and is measurably above the ten-year long-term average satisfaction with street sweeping of 6.74.

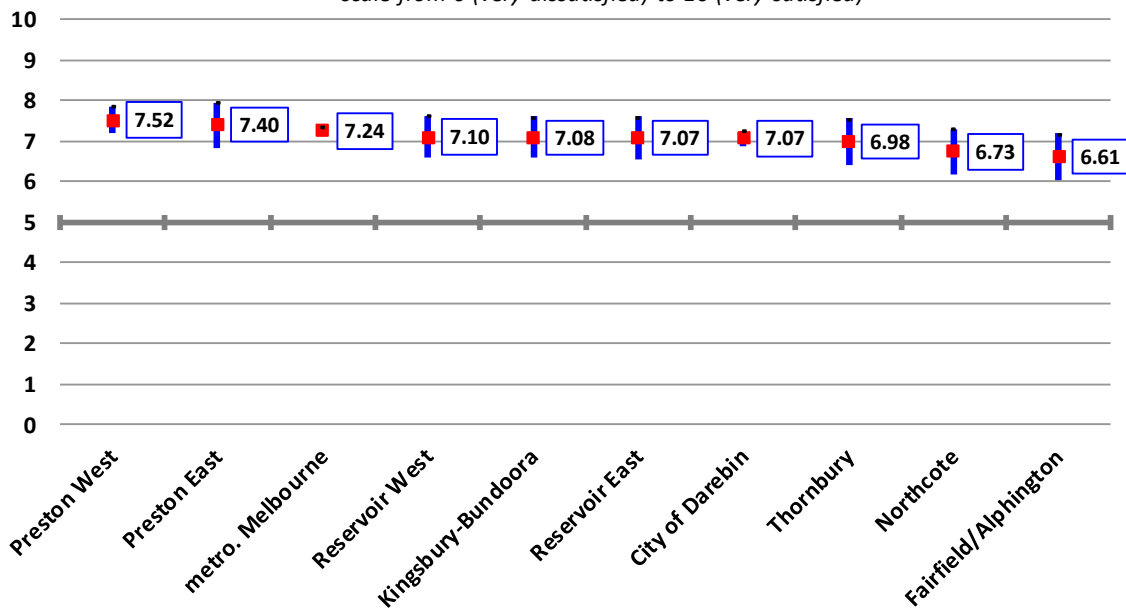
This result was marginally, but not measurably lower than the 2018 metropolitan Melbourne average of 7.24.



There was no statistically significant (at the 95% confidence level) variation in satisfaction with street sweeping observed across the eight precincts comprising the City of Darebin. That said, it is noted that:

- **Preston West and Preston East** – respondents were somewhat, albeit not measurably more satisfied than average and at “very good” levels.
- **Fairfield-Alphington** – respondents were somewhat, albeit not measurably less satisfied than average, although still at a “good” level.

Satisfaction with street sweeping by precinct
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the street sweeping increased somewhat in six precincts and declined in two precincts, as follows:

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

The increase in satisfaction recorded in Preston West (15.3%) was statistically significant at the 95% confidence level.

Satisfaction with street sweeping
Darebin City Council - 2017-2018 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Preston West	2014	98	5.83	6.29	6.74
	2014-15	68	6.39	6.91	7.43
	2015-16	55	5.75	6.44	7.12
	2016-17	56	6.03	6.52	7.01
	2017-18	60	7.18	7.52	7.85
Preston East	2014	99	6.33	6.72	7.11
	2014-15	73	6.00	6.49	6.99
	2015-16	57	6.85	7.39	7.92
	2016-17	58	5.94	6.64	7.34
	2017-18	60	6.84	7.40	7.96
Reservoir West	2014	97	6.39	6.80	7.22
	2014-15	74	6.64	7.14	7.63
	2015-16	58	6.27	6.90	7.52
	2016-17	65	6.26	6.80	7.34
	2017-18	62	6.57	7.10	7.62
Kingsbury-Bundoora	2014	98	6.18	6.62	7.07
	2014-15	70	6.70	7.20	7.70
	2015-16	62	6.81	7.26	7.71
	2016-17	57	6.61	7.19	7.78
	2017-18	60	6.57	7.08	7.59
Reservoir East	2014	98	6.57	7.02	7.47
	2014-15	73	6.73	7.23	7.73
	2015-16	62	6.84	7.39	7.94
	2016-17	60	5.73	6.23	6.73
	2017-18	55	6.53	7.07	7.61
Thornbury	2014	100	6.89	7.24	7.59
	2014-15	72	6.18	6.71	7.24
	2015-16	60	5.32	6.07	6.82
	2016-17	54	6.30	6.93	7.56
	2017-18	59	6.42	6.98	7.54
Northcote	2014	100	6.23	6.70	7.17
	2014-15	72	6.14	6.68	7.22
	2015-16	56	5.93	6.61	7.28
	2016-17	57	6.74	7.32	7.89
	2017-18	60	6.17	6.73	7.29
Fairfield-Alphington	2014	99	6.01	6.43	6.86
	2014-15	71	5.95	6.41	6.86
	2015-16	59	6.31	6.85	7.38
	2016-17	59	5.62	6.25	6.89
	2017-18	62	6.04	6.61	7.18



Regular recycling

Respondents were asked:

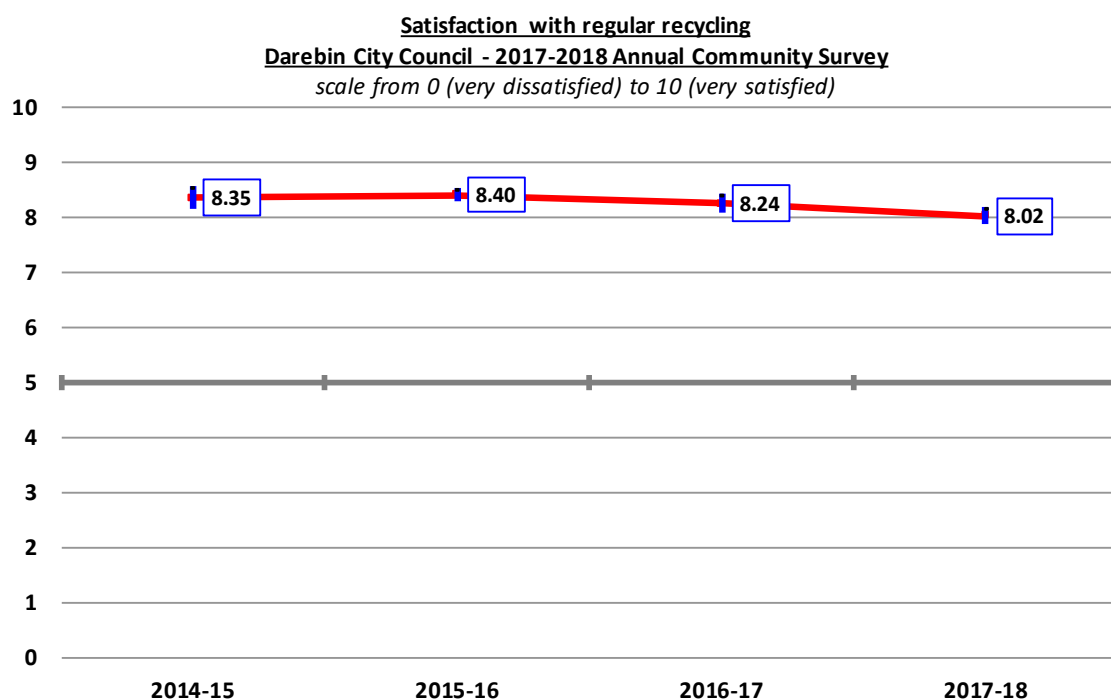
“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with regular recycling?”

Satisfaction with the regular recycling service declined marginally but not measurably this year, down 2.7% to 8.02. Despite this decline it remains at an “excellent” level, the same as in each of the last four years.

Metropolis Research notes that this was one of only four services and facilities to record a lower level of satisfaction this year than last. The other three services and facilities that declined this year were the condition of sealed local roads (down 0.7%), the maintenance and cleaning of shopping strips (down 0.01%), and the green waste collection service (down 10.1%).

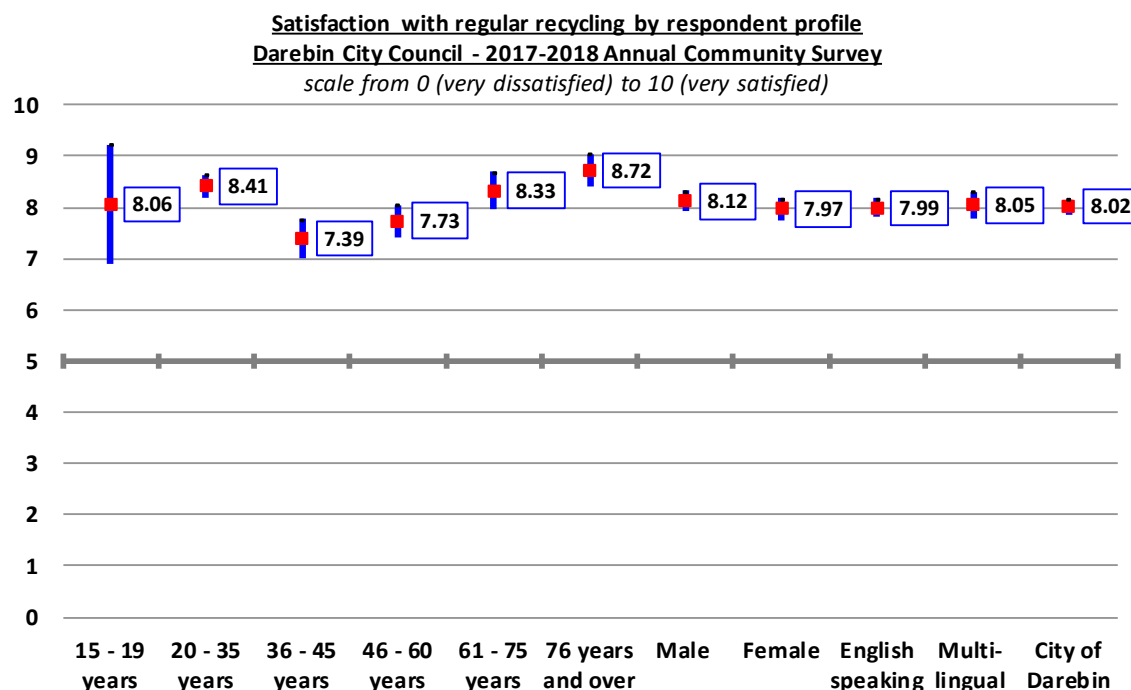
It is important to note however that despite the small decline in satisfaction recorded this year, satisfaction with the regular recycling service remains “excellent”, a finding borne out by fact that just 3.4% of respondents were dissatisfied with this service.

This result is however measurably but not significantly lower than the 2018 metropolitan Melbourne average of 8.32.



There was some measurable variation in satisfaction with the regular recycling service observed by respondent profile, with attention drawn to the following:

- **Young adults (aged 20 to 35 years) and senior citizens (aged 76 years and over)** – respondents were measurably more satisfied than average.
- **Adults (aged 36 to 45 years)** – respondents were measurably less satisfied than average and at a “very good” level.

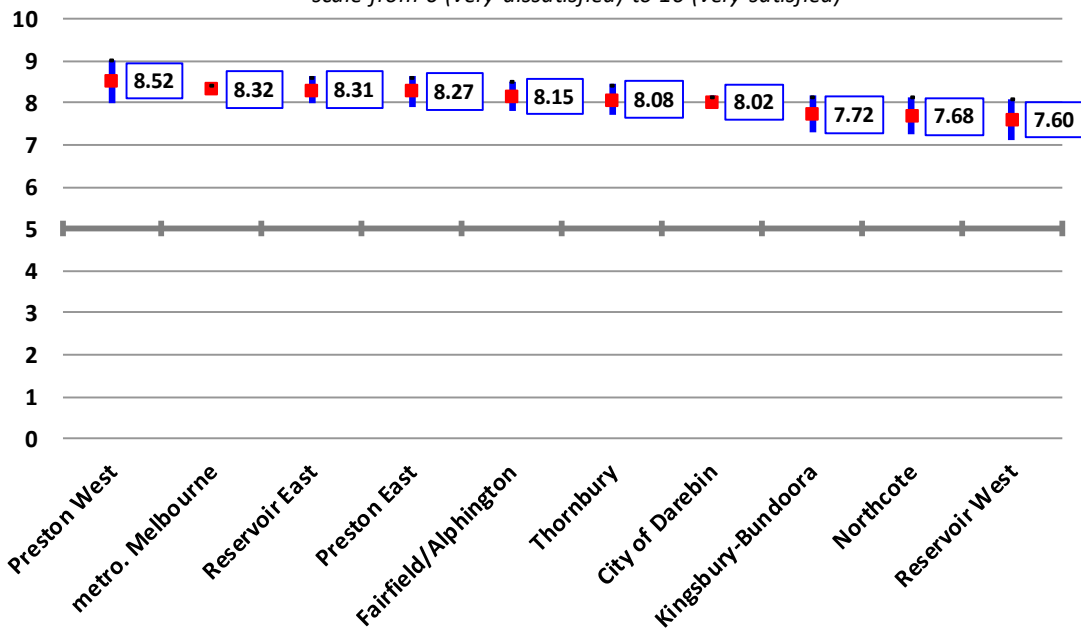


There was no statistically significant (at the 95% confidence level) variation in satisfaction with the regular recycling service observed across the municipality, although attention is still drawn to the following:

- **Preston West** – respondents were somewhat, albeit not measurably more satisfied than average.
- **Kingsbury-Bundoora, Northcote, and Reservoir West** – respondents were somewhat, albeit not measurably less satisfied than average, and at “very good” levels.



Satisfaction with regular recycling by precinct
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the regular recycling service increased somewhat in four precincts and declined in four precincts, as follows:

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

None of these increases or decreases were statistically significant at the 95% confidence level.

Satisfaction with regular recycling
Darebin City Council - 2017-2018 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Preston West	2014-15	25	7.96	8.56	9.16
	2015-16	62	8.43	8.77	9.12
	2016-17	61	7.94	8.34	8.75
	2017-18	58	8.00	8.52	9.03
Reservoir East	2014-15	23	7.7	8.48	9.26
	2015-16	62	7.97	8.32	8.68
	2016-17	63	7.83	8.43	9.03
	2017-18	59	7.98	8.31	8.63
Preston East	2014-15	24	7.58	8.25	8.92
	2015-16	61	8.25	8.62	8.99
	2016-17	61	7.57	8.00	8.43
	2017-18	59	7.90	8.27	8.64
Fairfield-Alphington	2014-15	195	8.14	8.35	8.55
	2015-16	63	7.84	8.17	8.51
	2016-17	61	7.45	7.84	8.22
	2017-18	59	7.79	8.15	8.52
Thornbury	2014-15	25	7.87	8.36	8.85
	2015-16	62	7.88	8.26	8.63
	2016-17	62	7.42	7.94	8.45
	2017-18	60	7.73	8.08	8.44
Kingsbury-Bundoora	2014-15	25	7.67	8.32	8.97
	2015-16	59	8.34	8.64	8.95
	2016-17	61	7.97	8.34	8.72
	2017-18	57	7.28	7.72	8.16
Northcote	2014-15	23	7.99	8.52	9.06
	2015-16	61	8.07	8.36	8.65
	2016-17	61	7.54	8.05	8.56
	2017-18	60	7.23	7.68	8.13
Reservoir West	2014-15	25	7.49	8.04	8.59
	2015-16	61	7.87	8.21	8.56
	2016-17	63	8.32	8.70	9.08
	2017-18	63	7.10	7.60	8.11

Condition of storm water drains

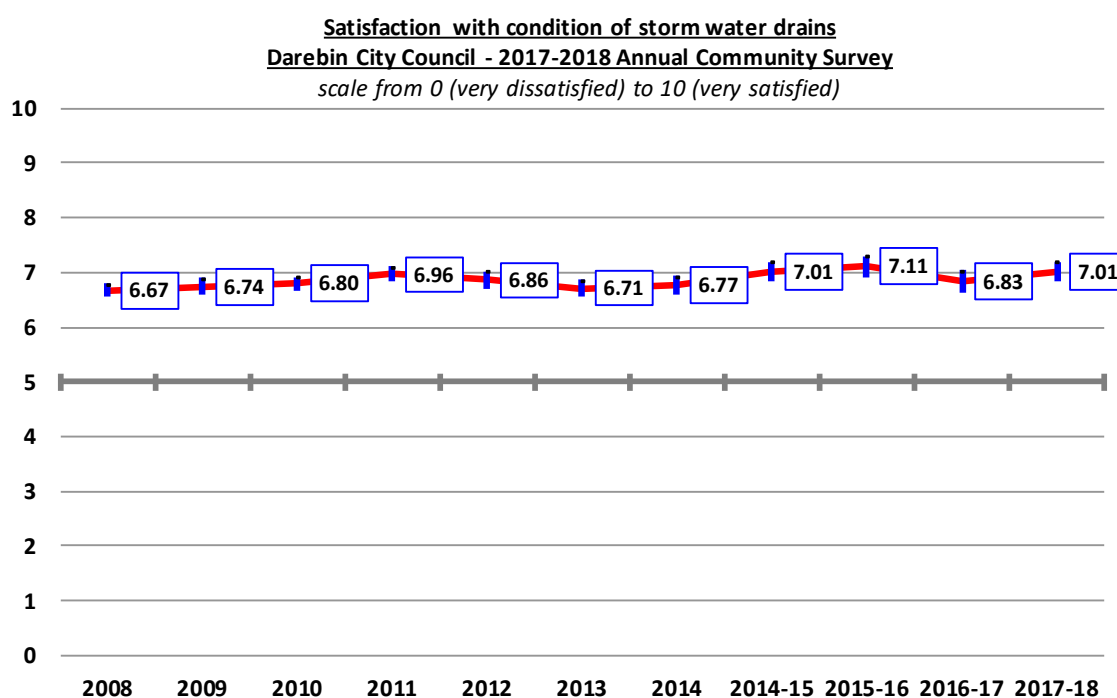
Respondents were asked:

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

Satisfaction with the condition of storm water drains increased somewhat, albeit not measurably (at the 95% confidence level) this year, up 2.6% to 7.01. Despite this increase satisfaction remains at a “good” level.

Satisfaction with the condition of storm water drains has varied somewhat from year to year, but has trended marginally higher over time. It is noted that the current year's result is marginally higher than the ten-year long-term average of 6.86.

This result is measurably and significantly lower than the 2018 metropolitan Melbourne average of 7.40.



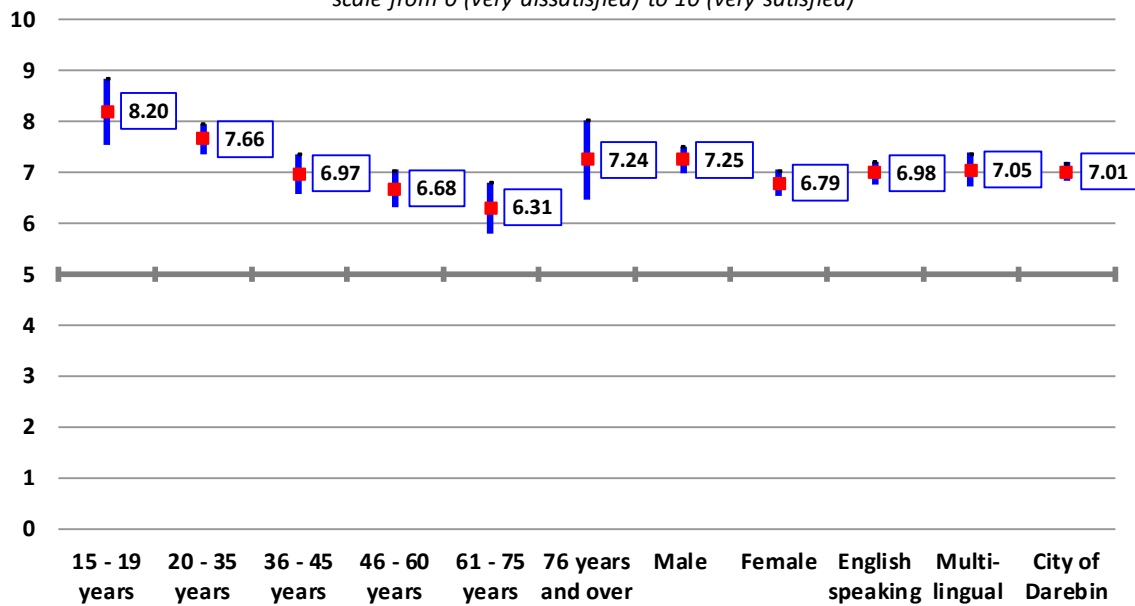
There was measurable and significant variation in satisfaction with the condition of storm water drains observed by respondent profile, with attention drawn to:

- **Adolescents and young adults (aged 15 to 35 years)** – respondents were measurably more satisfied than average, and at “excellent” and “very good” levels respectively.
- **Older adults (aged 61 to 75 years)** – respondents were measurably less satisfied than average, and at a “solid” level.
- **Gender** – male respondents were measurably and significantly (6.8%) more satisfied than female respondents.

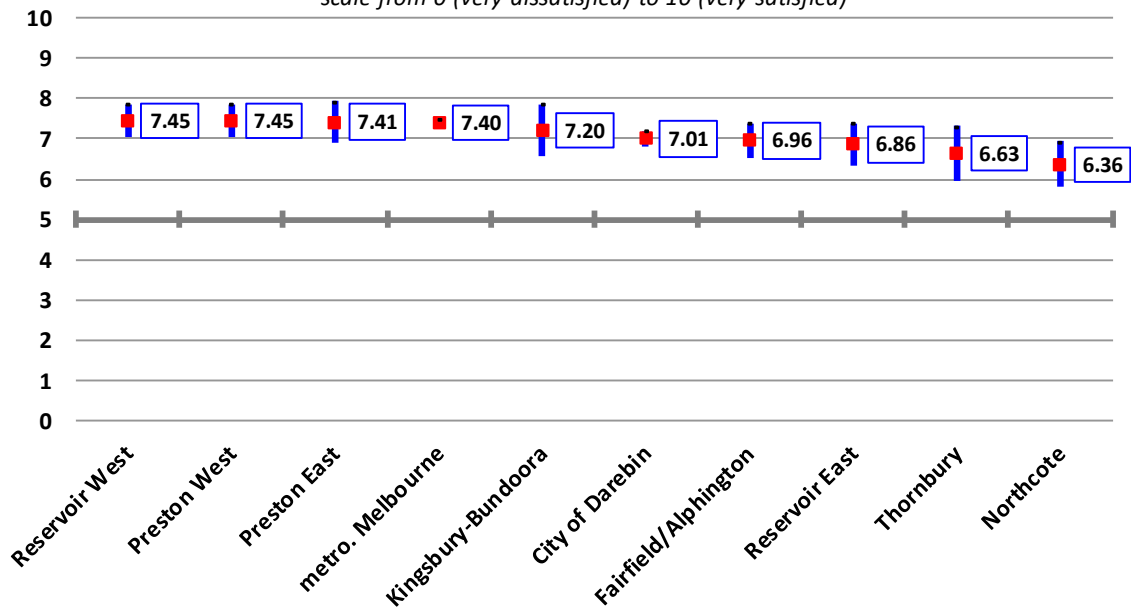
Whilst there was no statistically significant variation in satisfaction with the condition of storm water drains observed across the municipality, attention is drawn to:

- **Reservoir West, Preston West, and Preston East** – respondents were somewhat, albeit not measurably more satisfied than average, and at “very good” levels.
- **Northcote** – respondents were somewhat, albeit not measurably less satisfied than average, and at a “solid” level.

Satisfaction with condition of storm water drains by respondent profile
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the condition of storm water drains by precinct
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the condition of storm water drains increased somewhat in six precincts and declined in two precincts, as follows:

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

The increase in satisfaction recorded in Preston West (19.2%) was statistically significant at the 95% confidence level.



Satisfaction with condition of storm water drains
Darebin City Council - 2017-2018 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Reservoir West	2014	83	5.74	6.29	6.84
	2014-15	67	5.94	6.52	7.11
	2015-16	63	7.02	7.49	7.97
	2016-17	58	6.69	7.16	7.62
	2017-18	58	7.04	7.45	7.86
Preston West	2014	86	6.21	6.64	7.07
	2014-15	62	6.34	6.89	7.44
	2015-16	54	5.51	6.20	6.90
	2016-17	51	5.59	6.25	6.92
	2017-18	58	7.04	7.45	7.85
Preston East	2014	93	6.20	6.65	7.10
	2014-15	68	6.42	6.94	7.46
	2015-16	53	6.78	7.34	7.90
	2016-17	55	5.84	6.55	7.25
	2017-18	58	6.89	7.41	7.94
Kingsbury-Bundoora	2014	87	6.41	6.87	7.34
	2014-15	66	6.85	7.35	7.85
	2015-16	59	7.23	7.63	8.03
	2016-17	45	6.09	6.78	7.47
	2017-18	59	6.55	7.20	7.85
Fairfield-Alphington	2014	85	6.37	6.78	7.19
	2014-15	66	6.57	6.97	7.37
	2015-16	53	6.70	7.06	7.41
	2016-17	52	5.70	6.31	6.91
	2017-18	56	6.53	6.96	7.40
Reservoir East	2014	89	6.56	7.03	7.51
	2014-15	69	6.67	7.17	7.68
	2015-16	59	7.11	7.58	8.04
	2016-17	57	6.88	7.30	7.71
	2017-18	58	6.35	6.86	7.38
Thornbury	2014	91	6.54	6.95	7.35
	2014-15	66	6.49	6.94	7.39
	2015-16	55	6.01	6.62	7.22
	2016-17	45	5.81	6.49	7.17
	2017-18	52	5.96	6.63	7.31
Northcote	2014	90	6.38	6.89	7.40
	2014-15	66	6.96	7.36	7.77
	2015-16	56	6.19	6.71	7.24
	2016-17	56	6.41	6.96	7.52
	2017-18	58	5.80	6.36	6.93

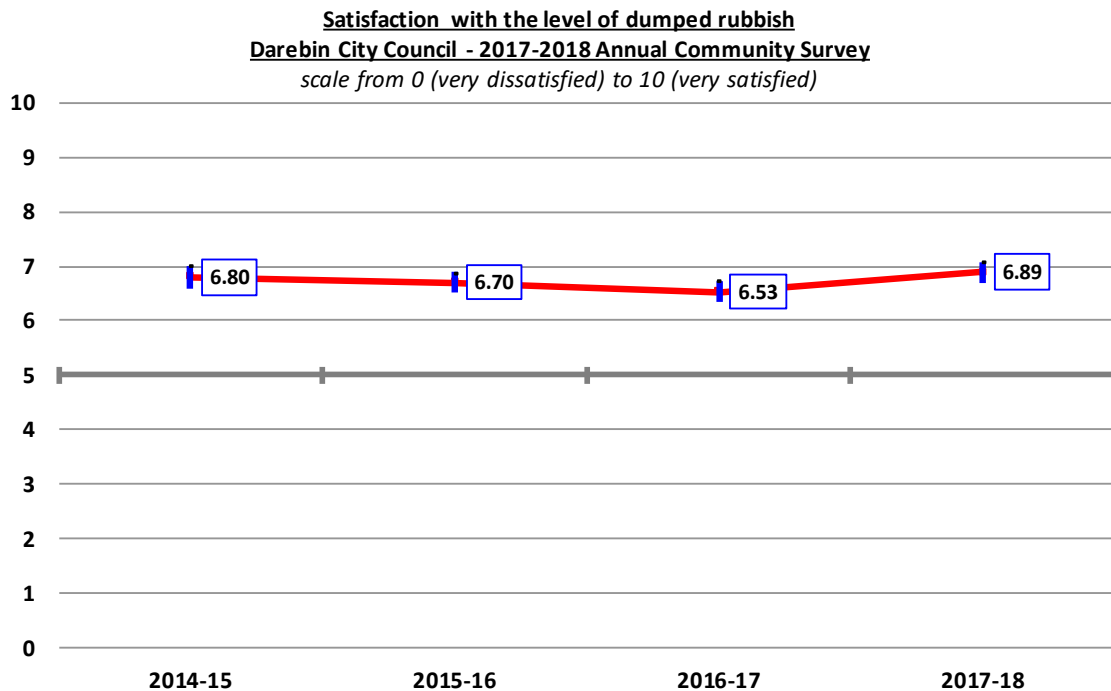
Level of dumped rubbish

Respondents were asked:

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

Satisfaction with the level of dumped rubbish increased substantially, albeit not measurably at the 95% confidence level, up 5.5% to 6.89. Despite this increase satisfaction remains at a “good” level.

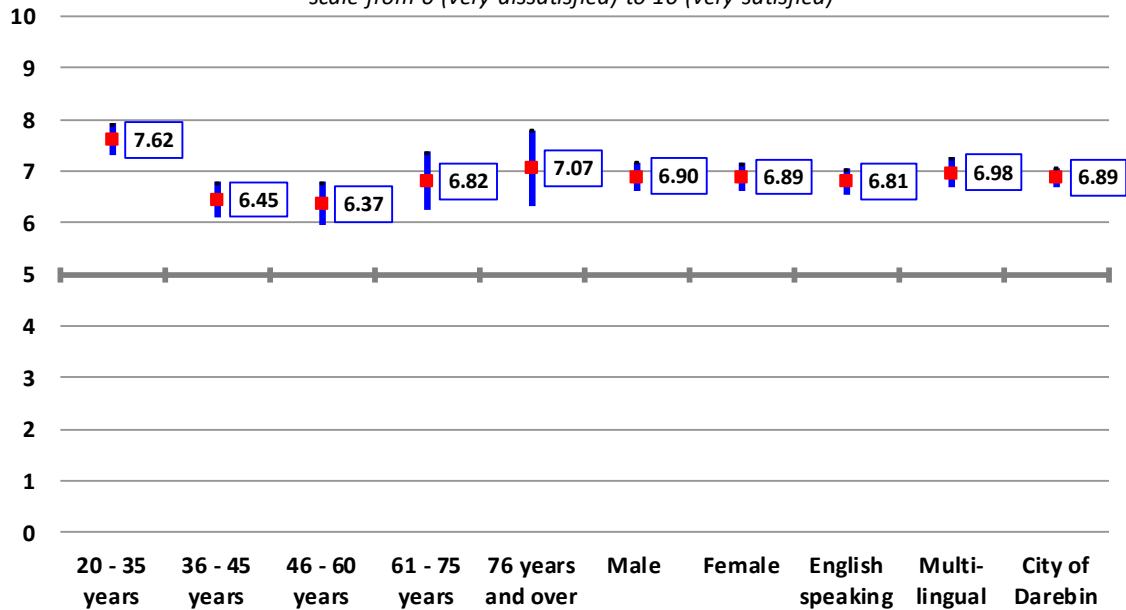
Satisfaction with the level of dumped rubbish has recovered all of the decline recorded over the last two years, and is now above the four-year long-term average satisfaction of 6.73.



There was some variation in satisfaction with the level of dumped rubbish observed by respondent profile, with young adults (aged 20 to 35 years) measurably and significantly more satisfied than average and at a “very good” level.



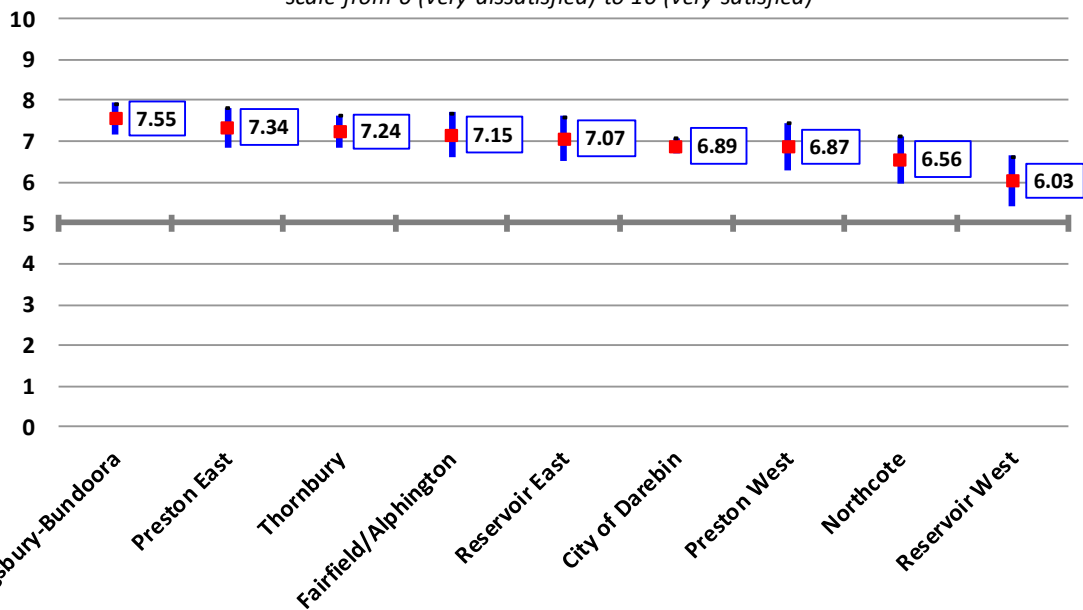
Satisfaction with the level of dumped rubbish by respondent profile
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was statistically significant variation in satisfaction with the level of dumped rubbish observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- **Kingsbury-Bundoora** – respondents were measurably more satisfied than average and at a “very good” level.
- **Reservoir West** – respondents were measurably and significantly less satisfied than average and at a “solid” level.

Satisfaction with the level of dumped rubbish by precinct
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the condition of storm water drains increased somewhat in five precincts and declined in three precincts, as follows:

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

The increase in satisfaction recorded in Preston East (17.8%) and Thornbury (19.1%) were statistically significant at the 95% confidence level.

Satisfaction with the level of dumped rubbish
Darebin City Council - 2017-2018 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Kingsbury-Bundoora	2014-15	49	6.16	6.80	7.43
	2015-16	62	6.16	6.73	7.29
	2016-17	60	6.06	6.70	7.34
	2017-18	58	7.16	7.55	7.94
Preston East	2014-15	48	6.58	7.13	7.67
	2015-16	58	6.20	6.78	7.35
	2016-17	60	5.71	6.23	6.76
	2017-18	59	6.84	7.34	7.83
Thornbury	2014-15	48	6.08	6.77	7.46
	2015-16	60	6.22	6.68	7.15
	2016-17	61	5.52	6.08	6.65
	2017-18	58	6.85	7.24	7.64
Fairfield-Alphington	2014-15	49	6.08	6.63	7.18
	2015-16	62	6.79	7.19	7.60
	2016-17	59	5.95	6.56	7.17
	2017-18	59	6.60	7.15	7.71
Reservoir East	2014-15	49	6.07	6.74	7.39
	2015-16	62	6.15	6.71	7.27
	2016-17	63	5.89	6.54	7.19
	2017-18	61	6.53	7.07	7.60
Preston West	2014-15	50	6.55	7.08	7.61
	2015-16	60	6.01	6.53	7.05
	2016-17	60	6.40	7.02	7.63
	2017-18	60	6.28	6.87	7.45
Northcote	2014-15	48	6.39	6.92	7.44
	2015-16	59	6.35	6.83	7.31
	2016-17	58	6.09	6.59	7.08
	2017-18	59	5.98	6.56	7.14
Reservoir West	2014-15	46	5.99	6.63	7.27
	2015-16	64	5.86	6.47	7.08
	2016-17	62	6.07	6.63	7.19
	2017-18	62	5.42	6.03	6.65

Darebin Libraries

Respondents were asked:

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

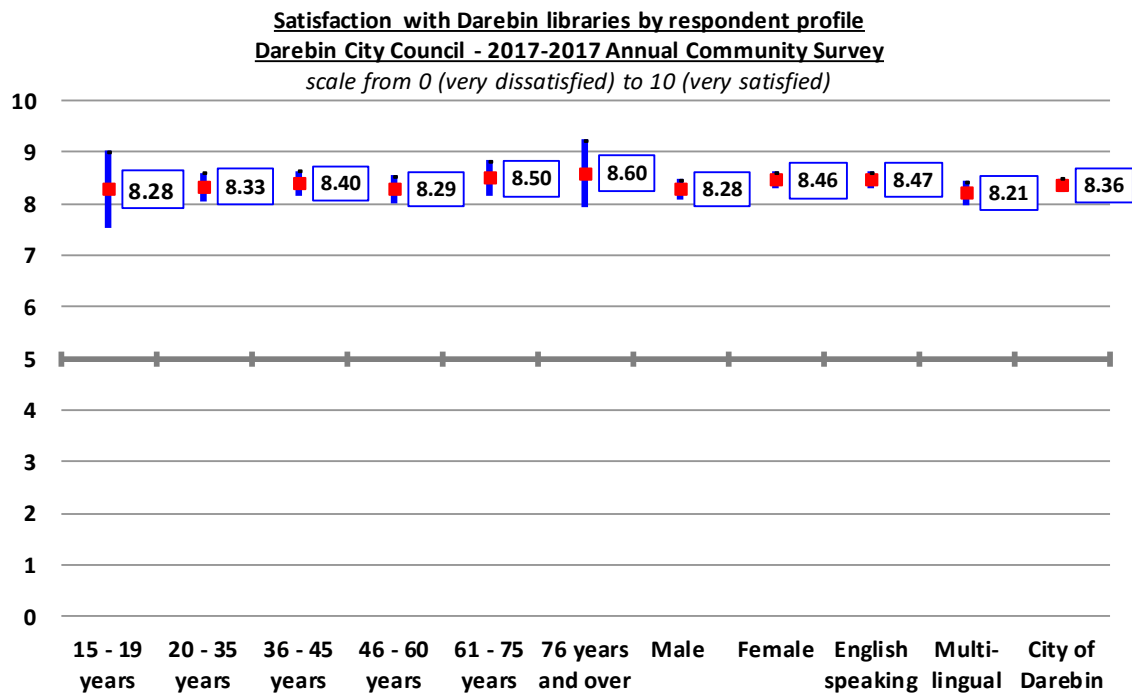
Darebin Libraries was for the first time included in the survey as a stand-alone service. In previous year it was included in a group of service and facilities.

Satisfaction with Darebin libraries was 8.36 this year, an “excellent” level of satisfaction, and recorded the second highest satisfaction score of the seventeen included services and facilities. The weekly garbage collection service was the service with the highest level of satisfaction.

This result was marginally, but not measurably higher than the 2018 metropolitan Melbourne average of 8.28.

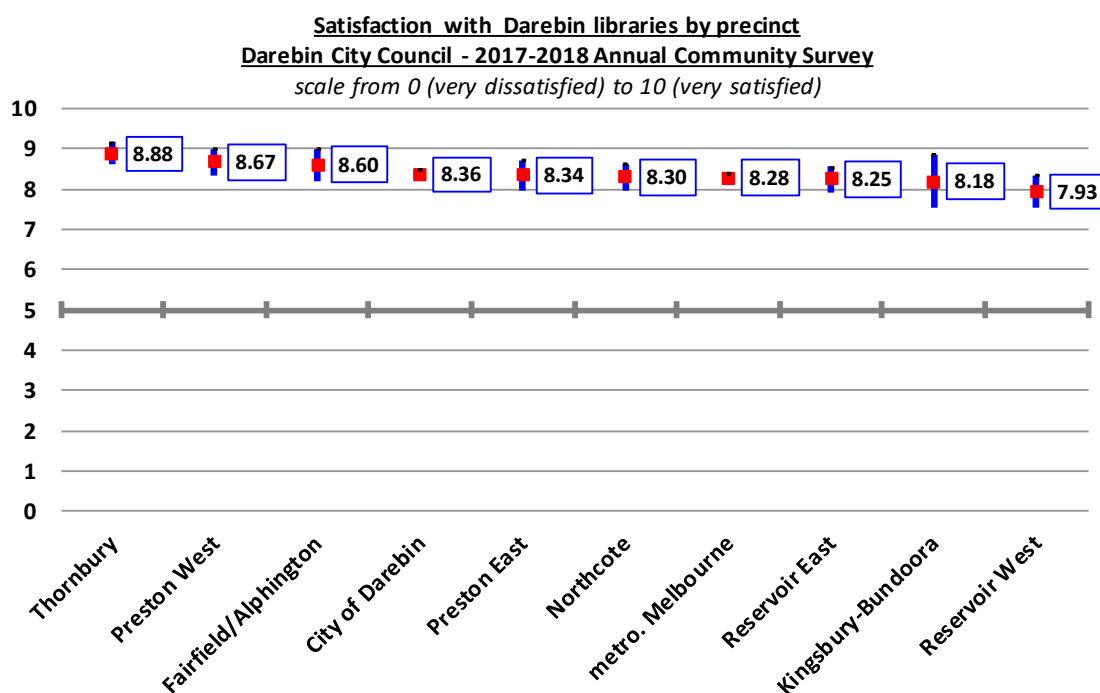
Whilst there was no statistically significant variation in satisfaction with Darebin libraries observed by respondent profile, attention is drawn to the following:

- **Gender** – female respondents were 2.3% more satisfied than male respondents.
- **Language spoken at home** – respondents from English speaking households were 3.2% more satisfied than respondents from multi-lingual households.



There was statistically significant variation in satisfaction with Darebin libraries observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- **Thornbury** – respondents were measurably and significantly more satisfied than average.
- **Reservoir West** – respondents were measurably and significantly less satisfied than average, although still at an “excellent” level.



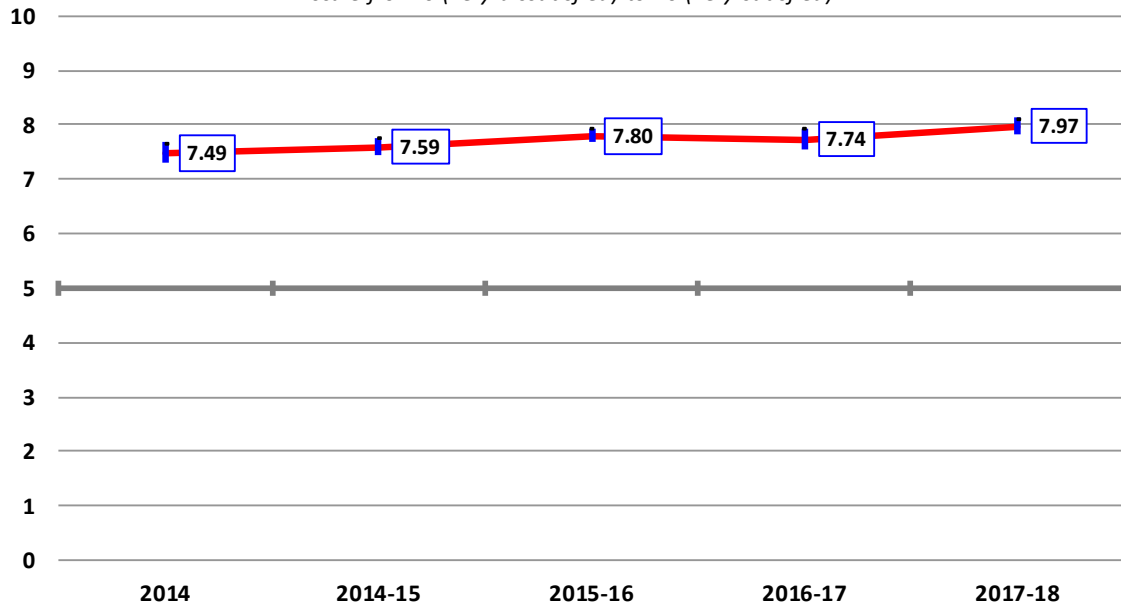
Council’s festivals and events

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 Council’s festivals and events?”

Satisfaction with Council’s festivals and events increased marginally but not measurably (at the 95% confidence level) this year, up three percent to 7.97. This improves satisfaction from the previous “very good” to “excellent” this year.

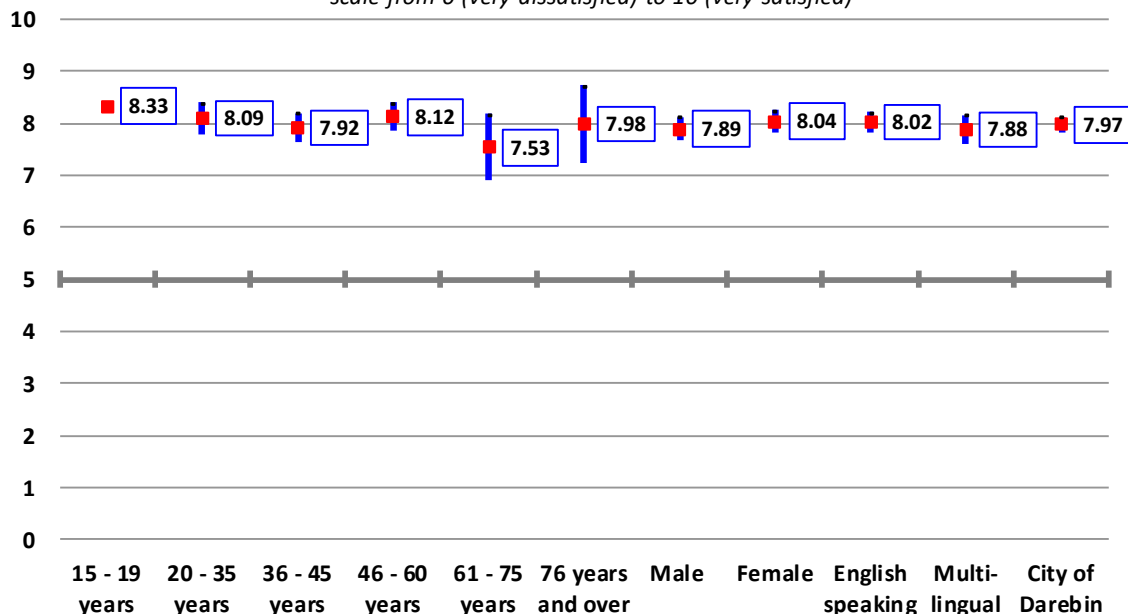
Satisfaction with Council's festival and events
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was some variation in satisfaction with Council's festivals and events observed by respondent profile, with attention drawn to the following:

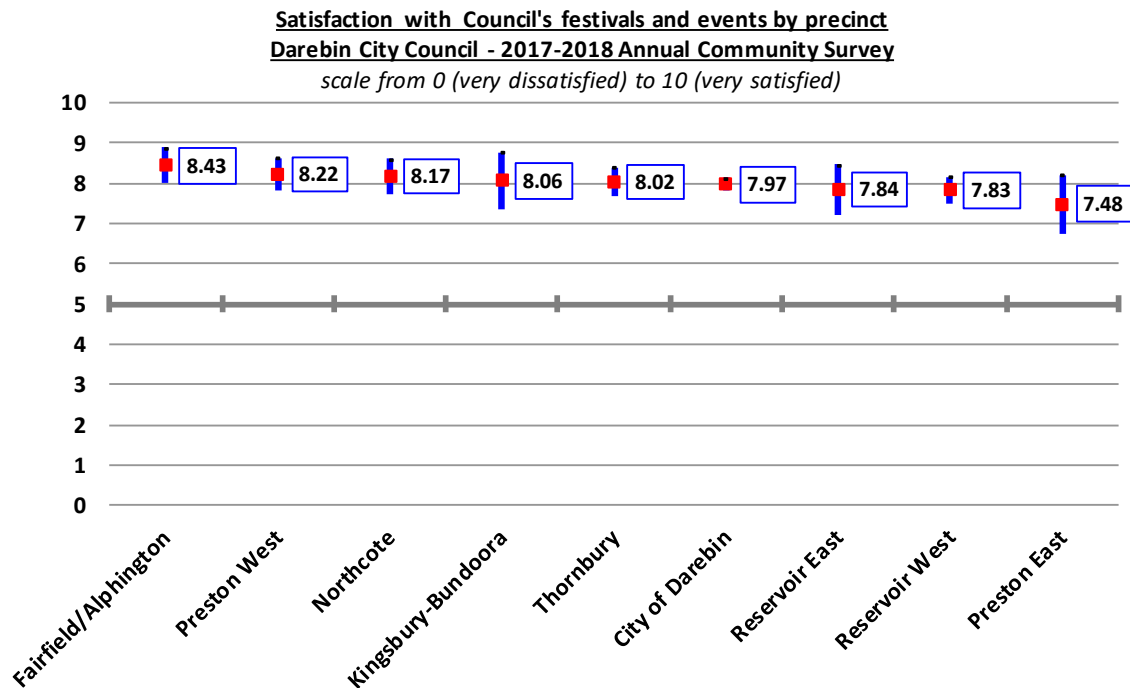
- **Adolescents (aged 15 to 19 years)** – respondents were measurably more satisfied than average.
- **Older adults (aged 61 to 75 years)** – respondents were somewhat (5.5%), albeit not measurably less satisfied than average.

Satisfaction with Council's festivals and events by respondent profile
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Whilst there was no statistically significant (at the 95% confidence level) variation in satisfaction with Council’s festivals and events observed across the municipality, attention is drawn to the following:

- **Fairfield-Alphington** – respondents were somewhat, albeit not measurably more satisfied than average.
- **Preston East** – respondents were somewhat, albeit not measurably less satisfied than average and at a “very good” level.



Satisfaction with Council’s festivals and events increased somewhat in six precincts and declined in two precincts, as follows:

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

None of these increases or decreases were statistically significant at the 95% confidence level.



Satisfaction with Council's festivals and events
Darebin City Council - 2017-2018 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Fairfield-Alphington	2014	32	6.96	7.53	8.10
	2014-15	31	6.78	7.26	7.73
	2015-16	57	7.67	7.91	8.15
	2016-17	44	7.12	7.59	8.07
	2017-18	30	7.99	8.43	8.88
Preston West	2014	22	7.18	7.73	8.28
	2014-15	25	6.76	7.24	7.72
	2015-16	47	7.57	7.91	8.25
	2016-17	42	7.49	8.00	8.51
	2017-18	41	7.81	8.22	8.63
Northcote	2014	39	7.26	7.69	8.12
	2014-15	50	7.45	7.80	8.15
	2015-16	54	7.64	7.93	8.21
	2016-17	56	7.32	7.71	8.11
	2017-18	30	7.73	8.17	8.61
Kingsbury-Bundoora	2014	18	6.81	7.50	8.19
	2014-15	33	7.21	7.67	8.12
	2015-16	33	6.62	7.18	7.75
	2016-17	21	6.97	7.81	8.64
	2017-18	17	7.34	8.06	8.77
Thornbury	2014	23	7.14	7.61	8.07
	2014-15	29	6.95	7.52	8.09
	2015-16	49	7.15	7.47	7.79
	2016-17	39	6.85	7.46	8.07
	2017-18	42	7.66	8.02	8.38
Reservoir East	2014	31	7.11	7.61	8.11
	2014-15	37	7.46	7.84	8.21
	2015-16	39	7.36	7.85	8.34
	2016-17	21	7.07	8.00	8.93
	2017-18	32	7.22	7.84	8.47
Reservoir West	2014	32	6.21	6.94	7.66
	2014-15	38	6.62	7.29	7.96
	2015-16	43	7.40	7.81	8.23
	2016-17	44	7.09	7.64	8.19
	2017-18	47	7.51	7.83	8.15
Preston East	2014	24	6.85	7.46	8.07
	2014-15	35	7.21	7.63	8.05
	2015-16	39	7.62	8.00	8.38
	2016-17	39	7.26	7.82	8.38
	2017-18	25	6.76	7.48	8.20

Green waste collection service

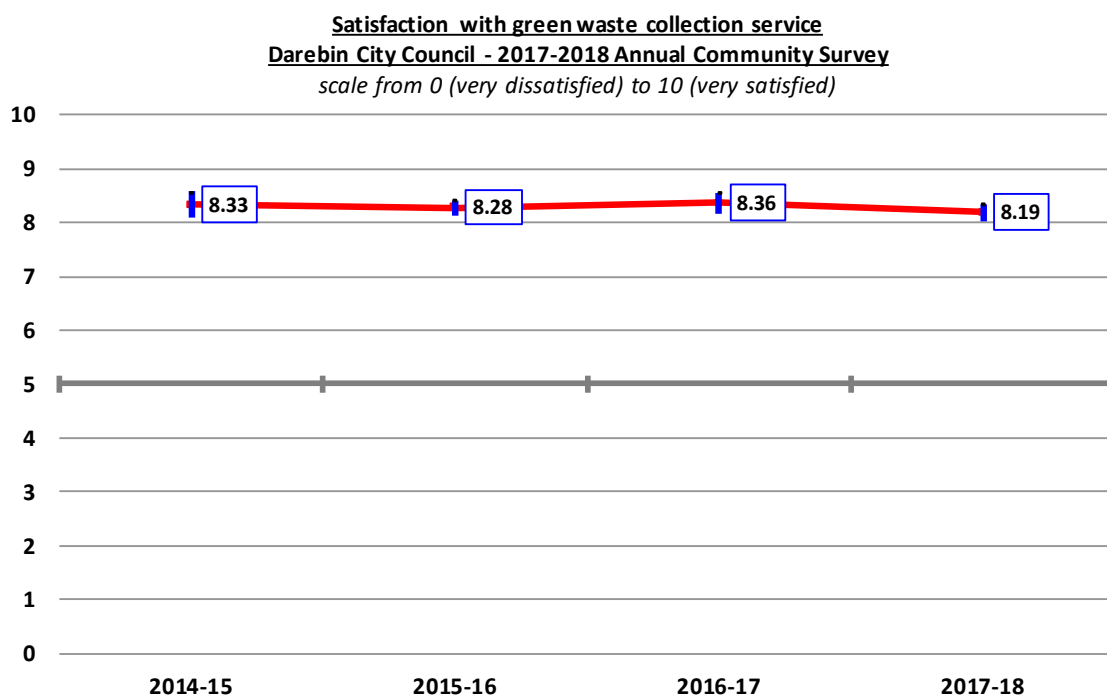
Respondents were asked:

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

Satisfaction with green waste collection service declined marginally but not measurably (at the 95% confidence level) this year, down two percent to 8.19. Despite this decline, satisfaction remains “excellent”.

This excellent result is reinforced by the fact that just 2.2% of respondents were dissatisfied with this service.

This result was almost identical to the 2018 metropolitan Melbourne average of 8.19.

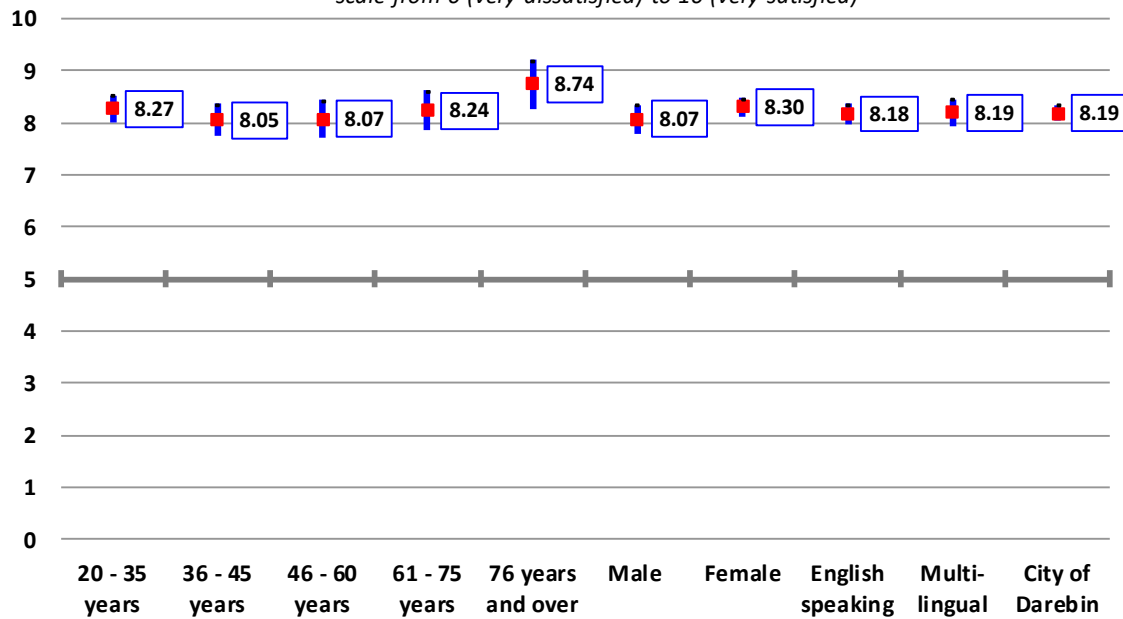


There was some variation in satisfaction with the green waste collection service observed by respondent profile, with attention drawn to the following:

- **Senior citizens (aged 75 years and over)** – respondents were measurably and significantly more satisfied than average.
- **Gender** – female respondents were marginally, albeit not measurably (2.8%) more satisfied with the service than male respondents.

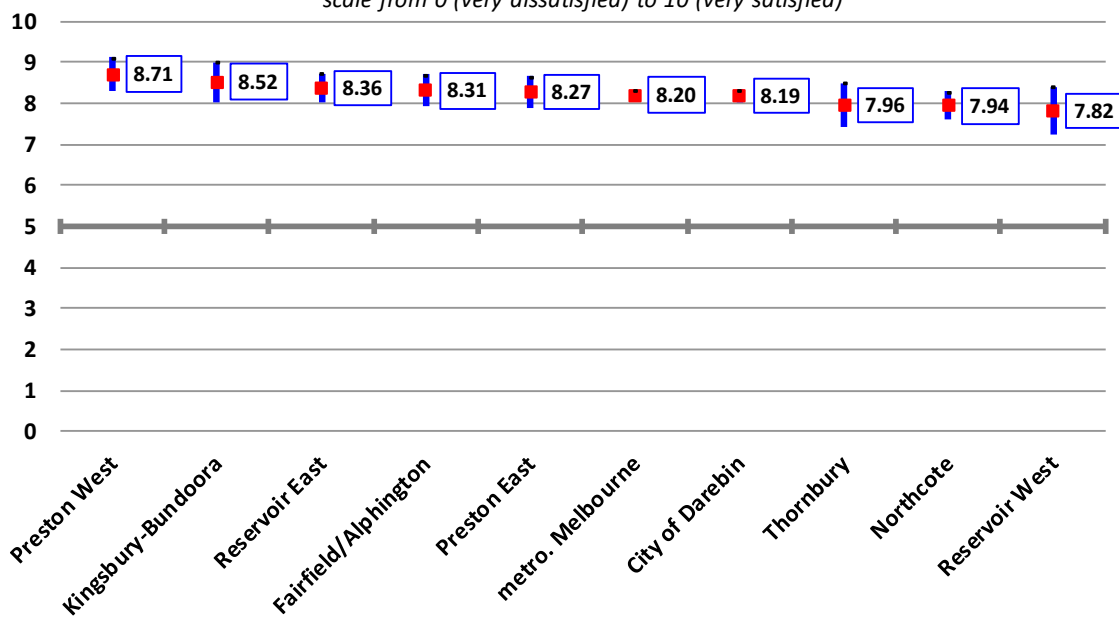


Satisfaction with green waste collection service by respondent profile
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



With the exception of respondents from Preston West who were measurably more satisfied with the green waste collection service than average, there was no meaningful variation observed across the seven other precincts comprising the City of Darebin.

Satisfaction with green waste collection service by precinct
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the green waste collection service increased somewhat in three precincts and declined in five precincts, as follows:

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

None of these increases or decreases were statistically significant at the 95% confidence level.

Satisfaction with green waste collection service
Darebin City Council - 2017-2018 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Preston West	2014-15	20	8.45	8.90	9.35
	2015-16	50	8.42	8.78	9.14
	2016-17	51	7.90	8.35	8.81
	2017-18	49	8.32	8.71	9.11
Kingsbury-Bundoora	2014-15	16	7.19	8.19	9.18
	2015-16	49	7.81	8.22	8.64
	2016-17	32	8.26	8.75	9.24
	2017-18	42	8.05	8.52	9.00
Reservoir East	2014-15	21	6.94	7.52	8.11
	2015-16	41	8.03	8.46	8.89
	2016-17	38	7.78	8.53	9.27
	2017-18	55	8.01	8.36	8.72
Fairfield-Alphington	2014-15	15	8.44	8.93	9.42
	2015-16	55	7.45	7.93	8.41
	2016-17	38	7.40	7.87	8.34
	2017-18	45	7.92	8.31	8.70
Preston East	2014-15	20	8.36	8.85	9.34
	2015-16	40	7.95	8.45	8.95
	2016-17	38	7.33	8.05	8.78
	2017-18	48	7.88	8.27	8.66
Thornbury	2014-15	16	7.62	8.31	9.01
	2015-16	53	7.93	8.26	8.60
	2016-17	35	7.54	8.11	8.68
	2017-18	45	7.41	7.96	8.50
Northcote	2014-15	17	7.47	8.24	9
	2015-16	51	7.76	8.14	8.51
	2016-17	37	8.19	8.65	9.11
	2017-18	53	7.59	7.94	8.30
Reservoir West	2014-15	21	7.66	8.52	9.38
	2015-16	47	7.62	8.02	8.43
	2016-17	46	7.84	8.35	8.86
	2017-18	50	7.23	7.82	8.41



Transfer station – tip in Reservoir

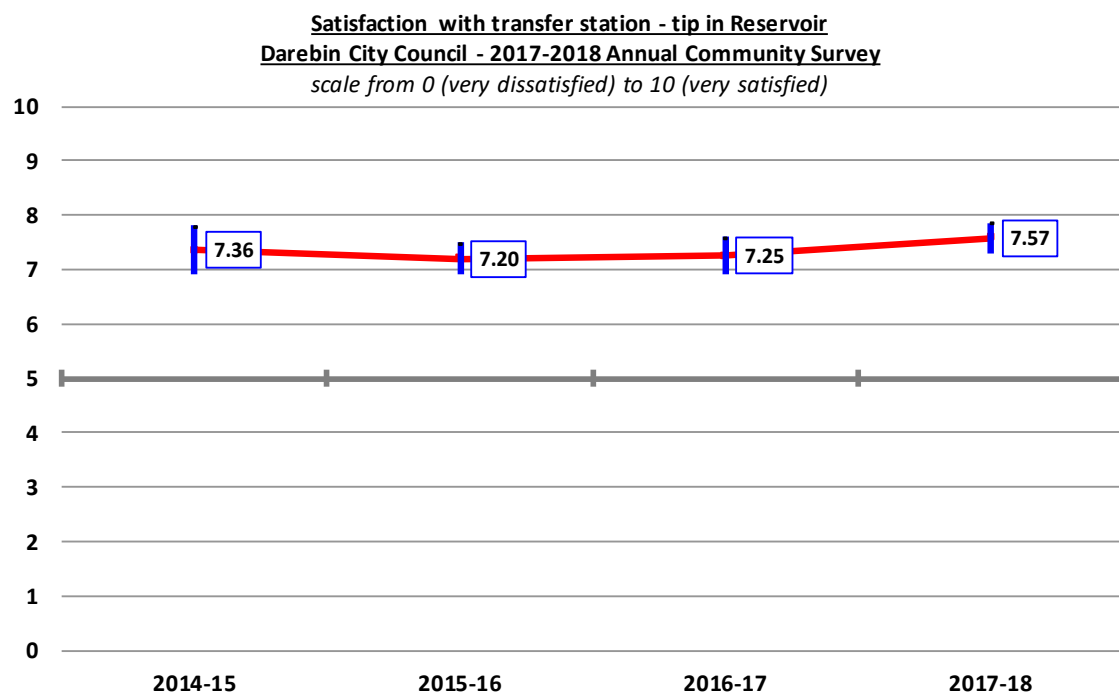
Respondents were asked:

“On a scale of zero (lowest) to ten (highest) with five being neutral, can you please rate your personal level of satisfaction with the transfer station – Tip in Reservoir?”

Satisfaction with the transfer station – Tip in Reservoir increased marginally but not measurably this year, up 4.4% to 7.57 although it remains “very good”.

This is the highest level of satisfaction with the transfer station recorded since it was included in this format in the survey program in 2014-15.

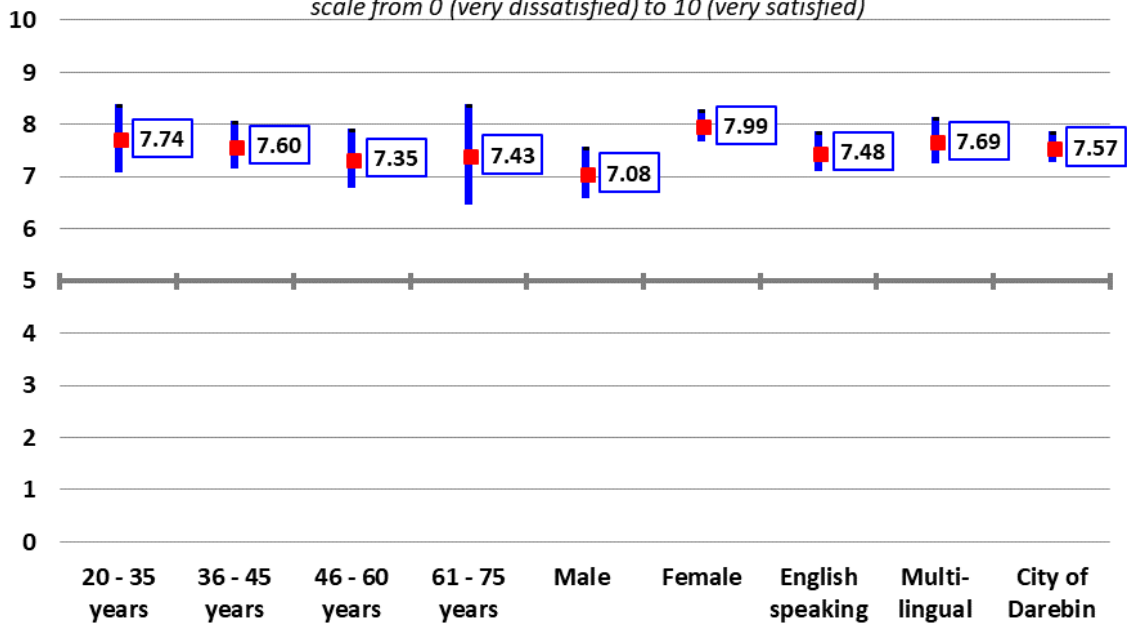
It is important to note that a total of just 158 of the one thousand respondents this year provided a satisfaction rating for the transfer station. This clearly reflects the fact that only a relatively small proportion of residents across Darebin have visited the station in the last twelve months.



Given the relatively small sample size for individual age groups, there was not statistically significant variation in satisfaction with the transfer station observed by respondents’ age structure.

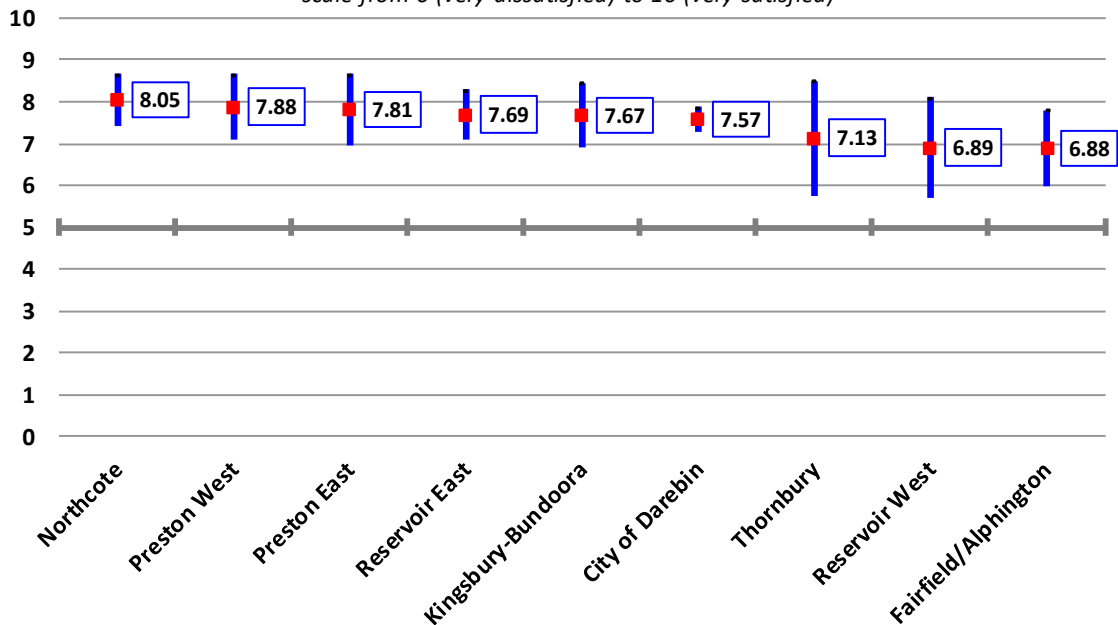
Metropolis Research does note however that female respondents were measurably and significantly (12.8%) more satisfied with the transfer station than male respondents.

Satisfaction with transfer station - tip in Reservoir by respondent profile
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no statistically significant (at the 95% confidence level) variation in satisfaction with the transfer station observed across the eight precincts comprising the City of Darebin.

Satisfaction with transfer station - tip in Reservoir by precinct
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the transfer station – Tip in Reservoir increased somewhat in four precincts and declined in four precincts, as follows:

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

None of these increases or decreases were statistically significant at the 95% confidence level.

Satisfaction with transfer station - tip in Reservoir
Darebin City Council - 2017-2018 Annual Community Survey
(Number and index score 0 - 10)

Precinct	Year	Number	Satisfaction		
			Lower	Mean	Upper
Northcote	2014-15	9	6.25	7.78	9.30
	2015-16	23	6.66	7.39	8.13
	2016-17	21	6.42	7.33	8.25
	2017-18	20	7.43	8.05	8.67
Preston West	2014-15	7	6.73	7.86	8.98
	2015-16	22	6.73	7.59	8.45
	2016-17	26	5.80	6.88	7.97
	2017-18	25	7.10	7.88	8.66
Preston East	2014-15	7	6.40	7.86	9.31
	2015-16	15	6.88	7.60	8.32
	2016-17	20	7.04	7.85	8.66
	2017-18	16	6.96	7.81	8.67
Reservoir East	2014-15	12	6.28	7.00	7.72
	2015-16	20	5.74	6.75	7.76
	2016-17	16	7.57	8.31	9.06
	2017-18	26	7.10	7.69	8.28
Kingsbury-Bundoora	2014-15	6	3.27	5.33	7.40
	2015-16	21	5.98	7.00	8.02
	2016-17	14	3.71	5.36	7.00
	2017-18	15	6.89	7.67	8.44
Thornbury	2014-15	4	5.86	8.25	10.00
	2015-16	27	6.58	7.37	8.16
	2016-17	15	5.34	6.87	8.39
	2017-18	15	5.76	7.13	8.50
Reservoir West	2014-15	7	4.56	6.86	9.15
	2015-16	28	5.94	6.93	7.92
	2016-17	31	6.04	6.97	7.90
	2017-18	19	5.68	6.89	8.11
Fairfield-Alphington	2014-15	9	7.56	8.33	9.10
	2015-16	29	6.65	7.24	7.83
	2016-17	23	7.23	7.65	8.08
	2017-18	17	5.96	6.88	7.81

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 set of questions relating to satisfaction with aspects of traffic and parking were included in two of the four quarterly surveys this year.

Satisfaction with the volume and speed of traffic on both local streets and main roads, as well as the availability of parking on local streets and around shopping areas remains relatively low, as is clearly outlined in the following graph.

Satisfaction with these six aspects of traffic and parking can best be summarised as follows:

- ⊗ **Solid** – for the speed of traffic on main roads. A little less than three-quarters (71.1%) were satisfied with this aspect, whilst almost one-sixth (15.5%) were dissatisfied.
- ⊗ **Poor** – for the volume and speed of traffic on local streets and the availability of parking on residential streets and around busy shopping strips and major commercial areas. Whilst a little less than two-thirds of respondents were satisfied with these four aspects, approximately one-quarter were dissatisfied.
- ⊗ **Very Poor** – for the volume of traffic on main roads. Approximately half (55.3%) the respondents were satisfied with this aspect, whilst a little less than one-third (28.8%) were dissatisfied.

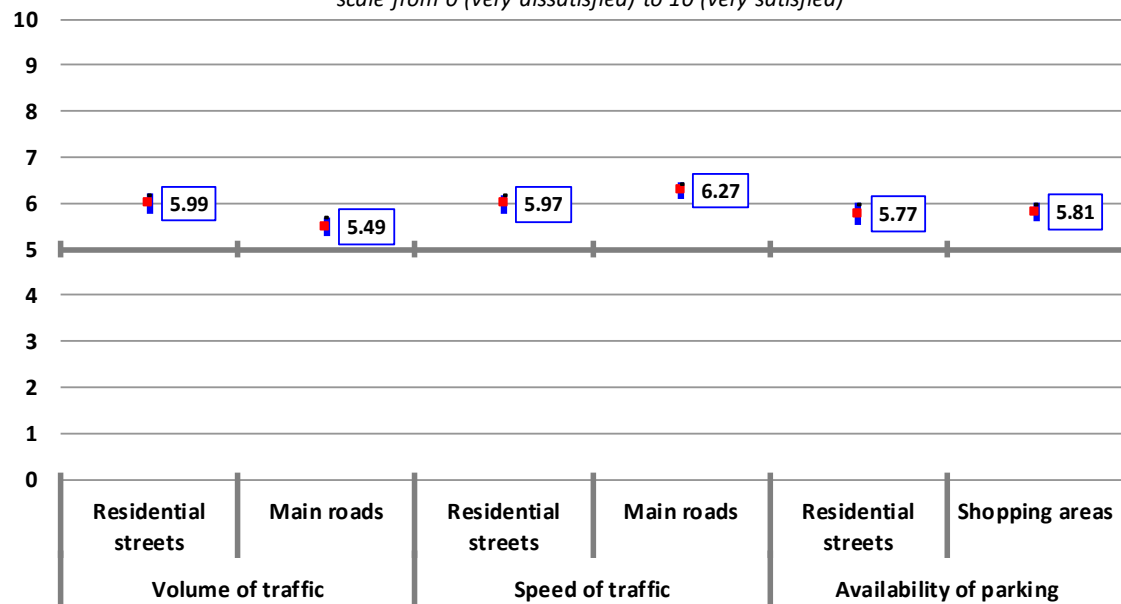
Metropolis Research notes that traffic related issues are a strong theme throughout this report, not only this year but over an extended period of time. This includes this set of questions about satisfaction with the volume and speed of traffic, as well as the satisfaction with Council’s performance managing local traffic, and the issues to address in the City of Darebin section. All of these results taken together are clear and unambiguous evidence of strong community concern with the amount of traffic, particularly traffic congestion, both on local streets and main arterial roads.

This issue of traffic and the management of traffic in and around the City of Darebin is a negative influence on community satisfaction with the performance of the Darebin City Council. This includes both directly in relation to traffic management on local streets, as well as advocacy efforts by Council to other levels of government to improve traffic management in the municipality.

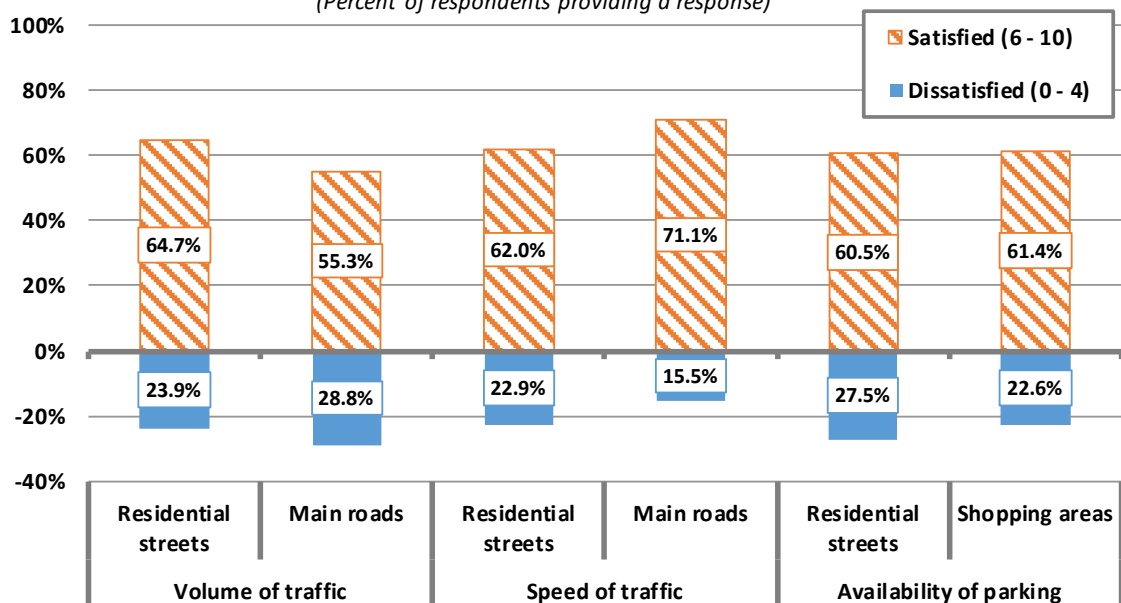
When compared to the 2018 Governing Melbourne results, it is found that satisfaction with the volume of traffic on both residential streets and main roads was substantially lower in the City of Darebin than the metropolitan Melbourne average. Satisfaction

with the speed of traffic on residential streets was similar to the metropolitan Melbourne average, whilst it is marginally lower for main roads. Satisfaction with the availability of parking on residential streets was substantially lower in the City of Darebin.

Satisfaction with aspects of traffic and parking
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with aspects of traffic and parking
Darebin City Council - 2017-2018 Annual Community Survey
(Percent of respondents providing a response)



Satisfaction with selected aspects of traffic and parking
Darebin City Council - 2017-2018 Annual Community Survey
(Number and index score 0 - 10)

Aspect	Location	Number	2017-18			2016-17	2015-16	2014-15
			Lower	Mean	Upper			
Volume of traffic	Residential streets	492	5.77	5.99	6.21	5.76	6.04	6.19
	Main roads	489	5.28	5.49	5.69	5.42	5.41	5.43
Speed of traffic	Residential streets	495	5.77	5.97	6.18	6.11	5.90	5.95
	Main roads	489	6.09	6.27	6.45	6.31	6.08	6.12
Availability of parking	Residential streets	480	5.54	5.77	6.00	6.02	6.30	5.98
	Shopping areas	473	5.62	5.81	6.00	5.81	5.79	5.61

Satisfaction with selected aspects of traffic and parking
Darebin City Council - 2017-2018 Annual Community Survey
(Number and percent of respondents providing a response)

Aspect	Location	Year	Dissatisfied	Neutral	Satisfied	Can't say
			(0 - 4)	(5)	(6 - 10)	
Volume of traffic	Residential streets	2014-15	18.1%	14.8%	67.1%	4
		2015-16	20.7%	15.2%	64.1%	7
		2016-17	25.4%	16.5%	58.1%	14
		2017-18	23.9%	11.4%	64.7%	8
	Main roads	2014-15	30.5%	19.2%	50.3%	5
		2015-16	29.5%	16.7%	53.8%	10
		2016-17	32.8%	17.6%	49.6%	19
		2017-18	28.8%	15.8%	55.3%	11
Speed of traffic	Residential streets	2014-15	22.9%	15.0%	62.1%	6
		2015-16	22.5%	16.2%	61.3%	12
		2016-17	22.6%	11.2%	66.2%	20
		2017-18	22.9%	15.1%	62.0%	5
	Main roads	2014-15	15.1%	17.8%	67.1%	7
		2015-16	15.7%	18.0%	66.3%	14
		2016-17	16.7%	15.0%	68.3%	22
		2017-18	15.5%	13.4%	71.1%	11
Availability of parking	Residential streets	2014-15	18.8%	16.2%	65.0%	15
		2015-16	18.1%	12.2%	69.7%	19
		2016-17	24.0%	10.5%	65.5%	26
		2017-18	27.5%	12.0%	60.5%	20
	Shopping areas	2014-15	24.9%	16.3%	58.8%	19
		2015-16	25.2%	13.1%	61.7%	18
		2016-17	25.7%	12.5%	61.8%	30
		2017-18	22.6%	16.0%	61.4%	27

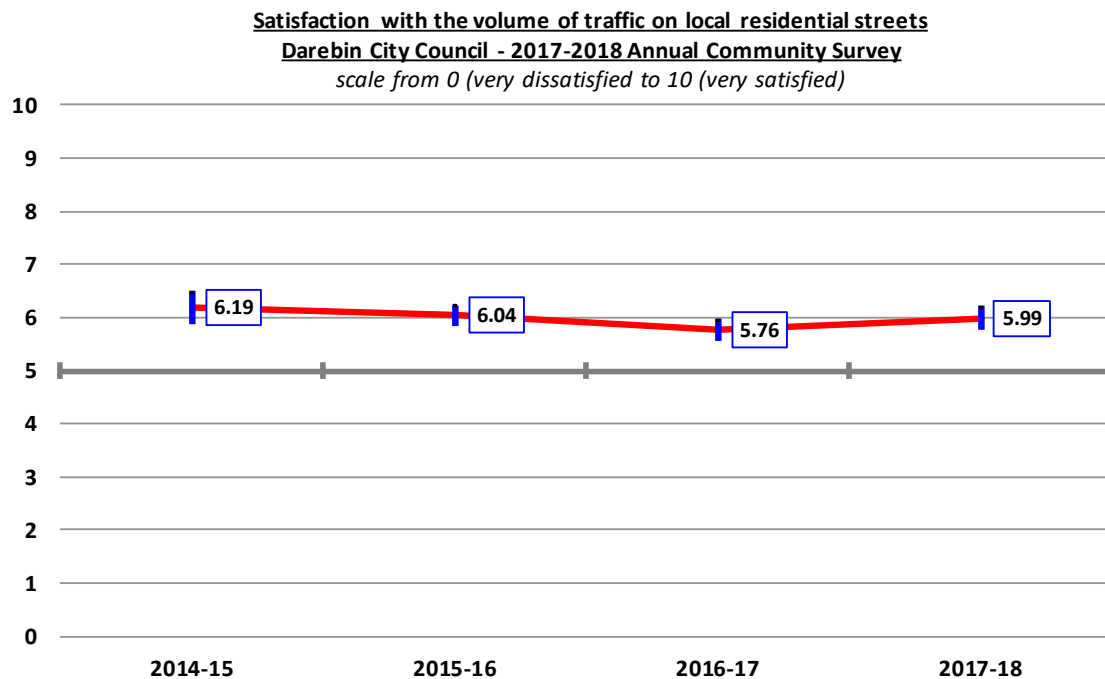


Volume of traffic

Volume of traffic on local residential streets

Satisfaction with the volume of traffic on local residential streets increased marginally but not measurably (at the 95% confidence level) this year, up four percent to 5.99. Despite this increase this result remains “poor”.

This result was marginally, but not measurably lower than the 2018 metropolitan Melbourne average of 6.25.



Whilst there was no statistically significant variation in satisfaction with the volume of traffic on residential streets observed by respondent profile, it is noted that satisfaction did decline substantially with the respondents' age group, from a high of 6.91 “good” for adolescents to a low of 5.38 “very poor” for older adults (aged 61 to 75 years).

Metropolis Research also notes that satisfaction with the volume of traffic on residential streets varied substantially depending on the respondents' housing situation, with attention drawn to the following:

- **Home owners** – respondents were measurably less satisfied with the volume of traffic on residential streets than were mortgagee or rental household respondents.

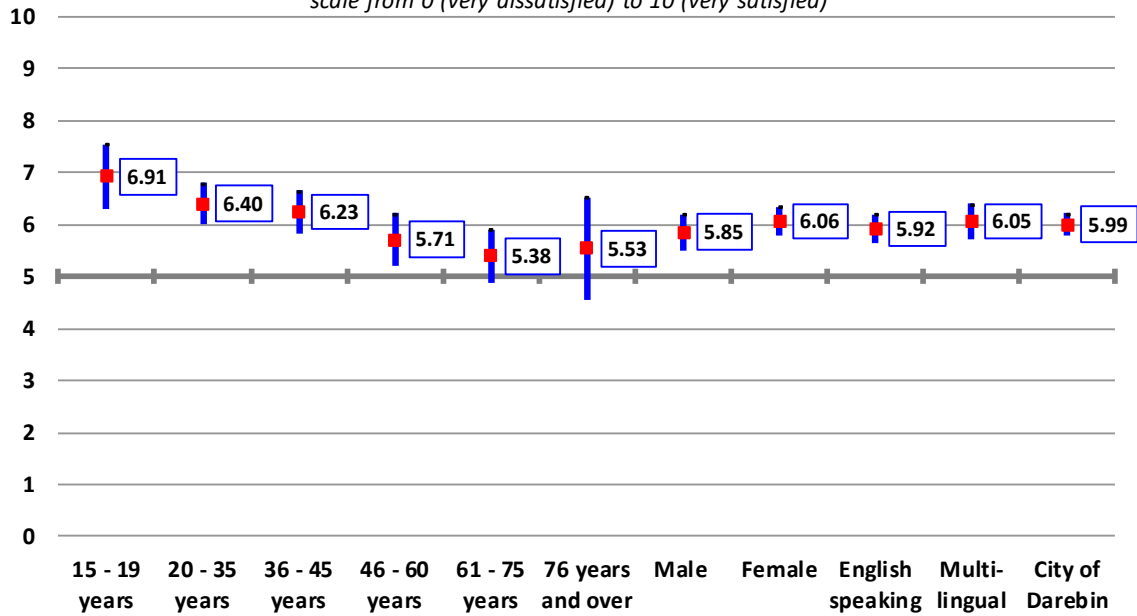
This pattern of lower satisfaction by home-owner respondents is consistent with the age structure results, and also reflects a strong theme in this report of longer-term

residents, older residents, and home-owners being somewhat less satisfied with many of the variables covered in this report.

Satisfaction with the volume of traffic on local streets by respondent profile

Darebin City Council - 2017-2018 Annual Community Survey

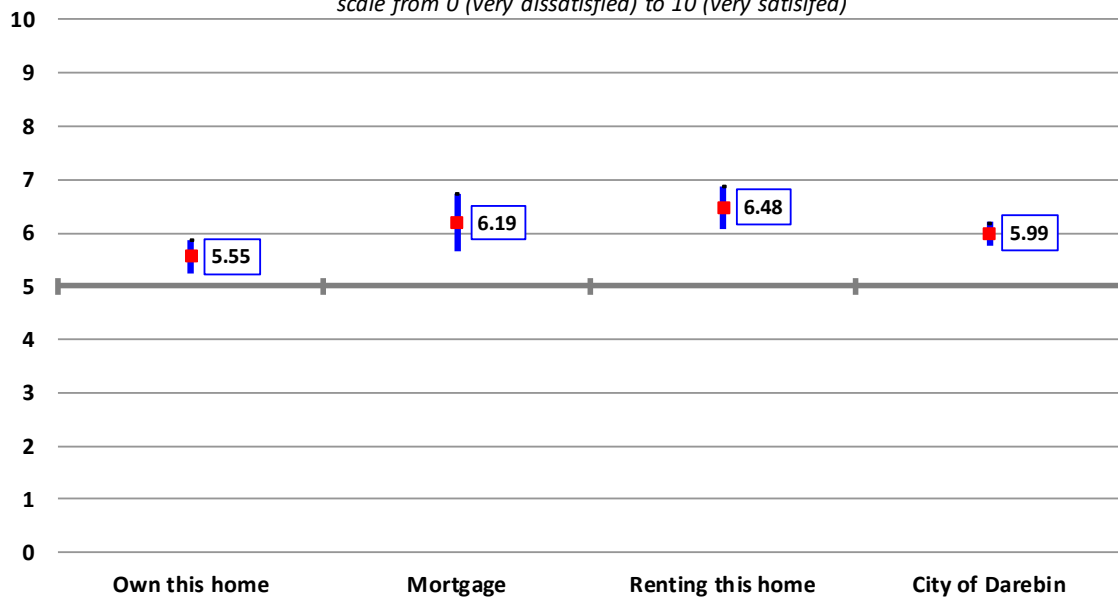
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the volume of traffic on local residential streets by housing tenure

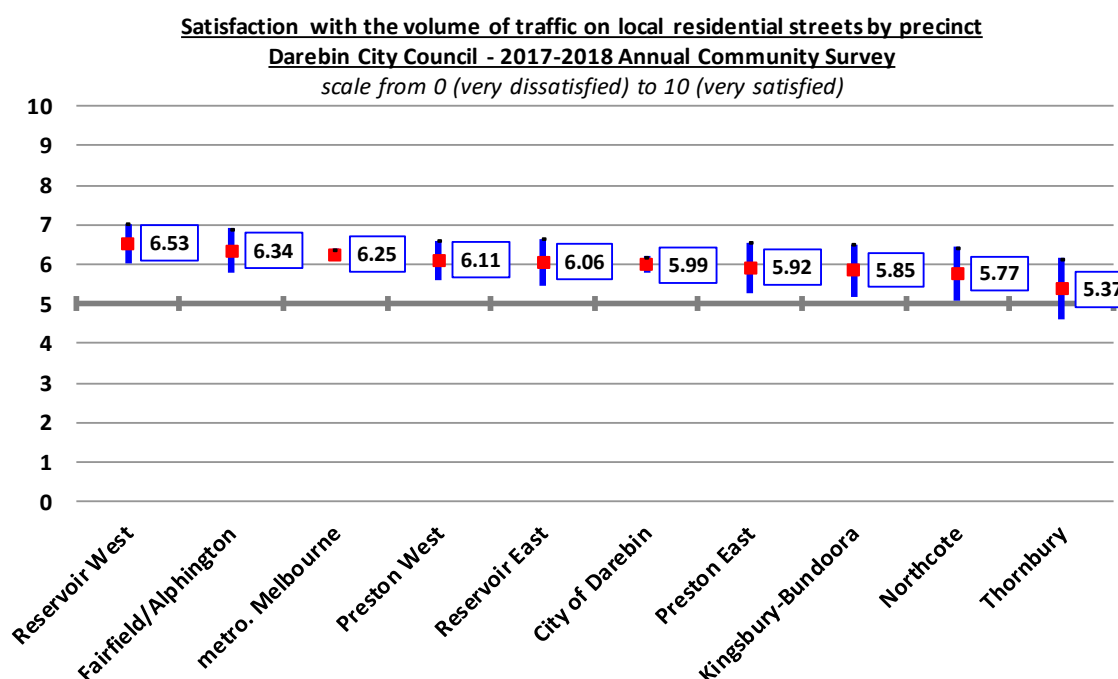
Darebin City Council - 2017-2018 Annual Community Survey

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



There was no statistically significant variation in satisfaction with the volume of traffic on residential street observed across the eight precincts comprising the City of Darebin, although attention is drawn to the following:

- **Reservoir West** – respondents were somewhat, albeit not measurably more satisfied and at a “good” level.
- **Thornbury** – respondents were somewhat, albeit not measurably less satisfied and at a “very poor” level.



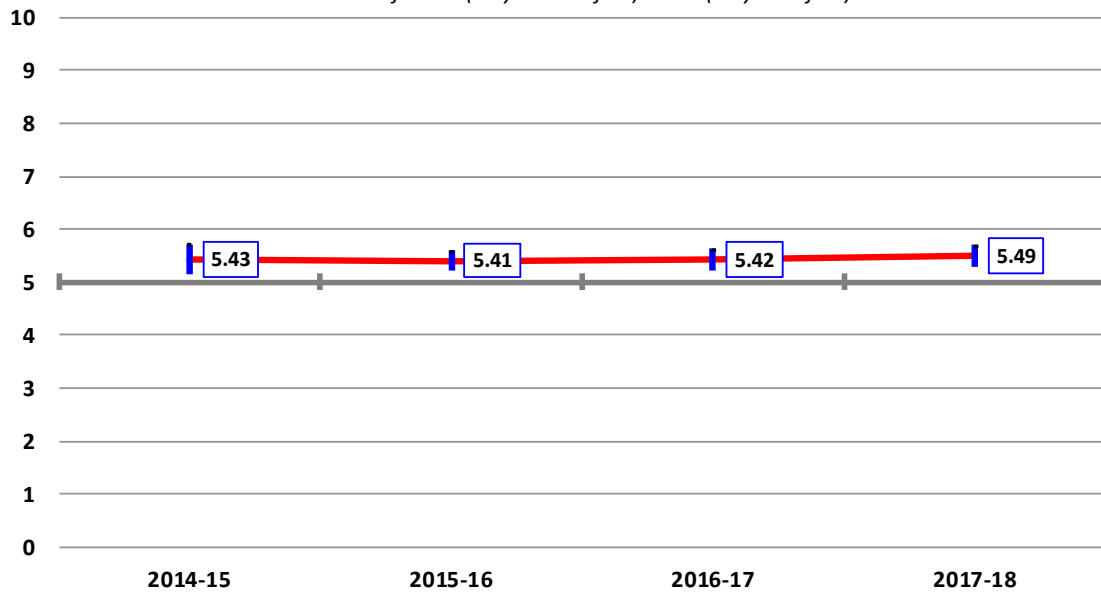
Volume of traffic on main roads

Satisfaction with the volume of traffic on main roads has remained almost entirely stable over the course of the last four years at just below 5.5 out of ten. This is a “very poor” level of satisfaction, which highlights the level of community concern as to the volume of traffic on main roads and the resulting congestion, increased travel times and associated issues.

This result is consistent with many other results outlined in this report, including most notably the issues to address in Darebin question discussed elsewhere in this report.

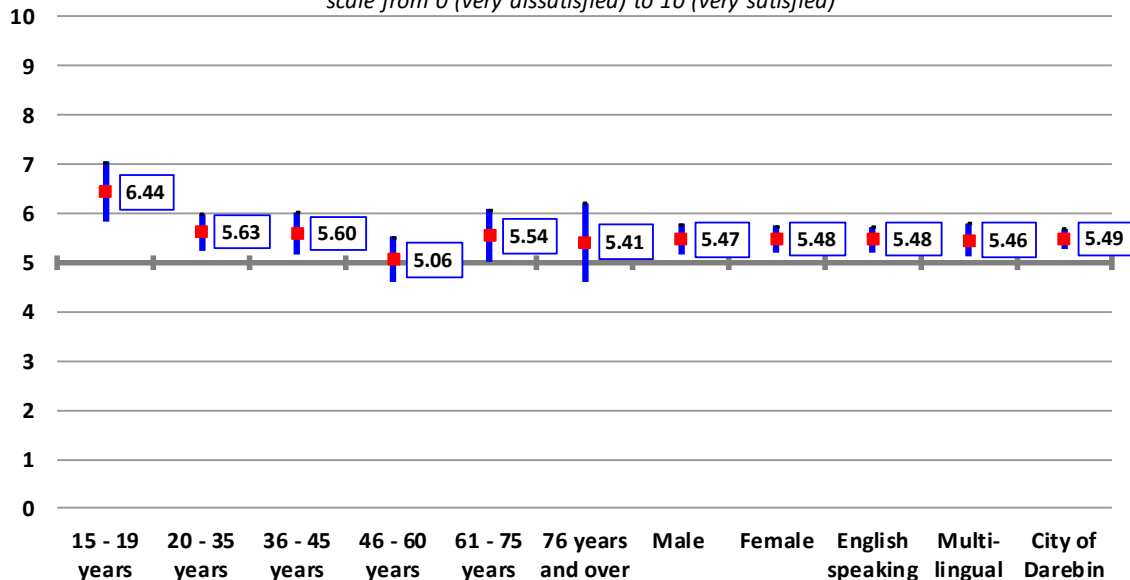
Whilst community concern over the volume of traffic on main roads is significant across metropolitan Melbourne, it is noted that this City of Darebin result was measurably and significantly lower than the 2018 metropolitan Melbourne average of 5.99.

Satisfaction with the volume of traffic on main roads
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the volume of traffic on main roads was rated as “poor” or “very poor” by all age groups, genders, and language spoken at home, with the exception of the small sample of adolescents who rated it “solid”.

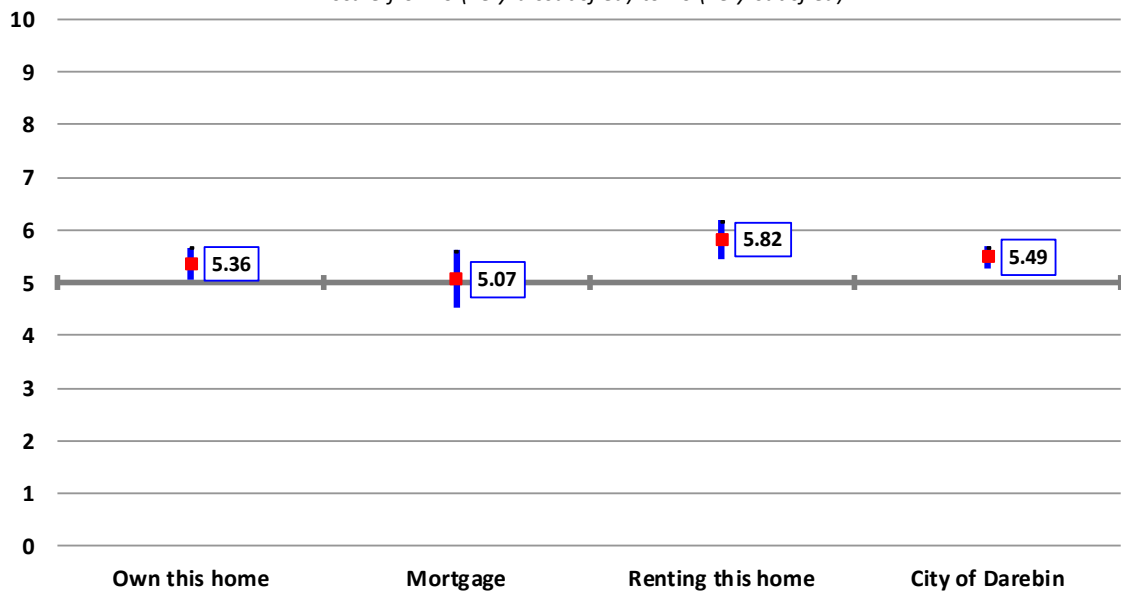
Satisfaction with the volume of traffic on main roads by respondent profile
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



This low level of satisfaction is also reflected in the breakdown by housing situation, although it is noted that rental household respondents rated satisfaction as “poor” compared to “very poor” by mortgagee and home-owner respondents.



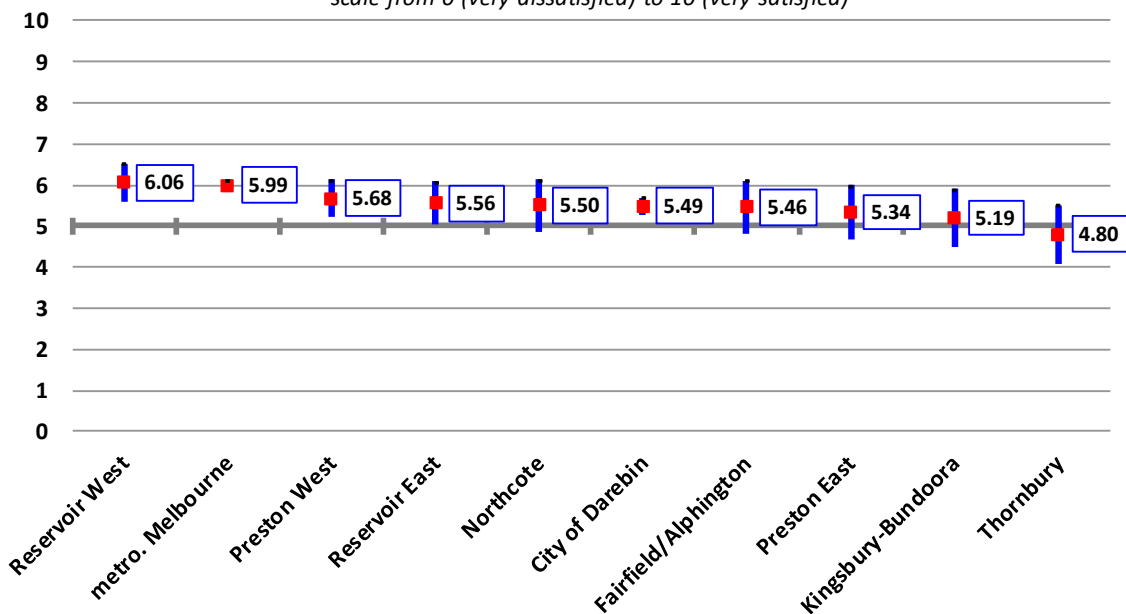
Satisfaction with the volume of traffic on main roads by housing tenure
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was some measurable variation in satisfaction with the volume of traffic on main roads observed across the municipality, with attention drawn to the following:

- **Reservoir West** – respondents were measurably more satisfied than average and at a “solid” level.
- **Thornbury** – respondents were measurably and significantly less satisfied and at an “extremely poor” level.

Satisfaction with the volume of traffic on main roads by precinct
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

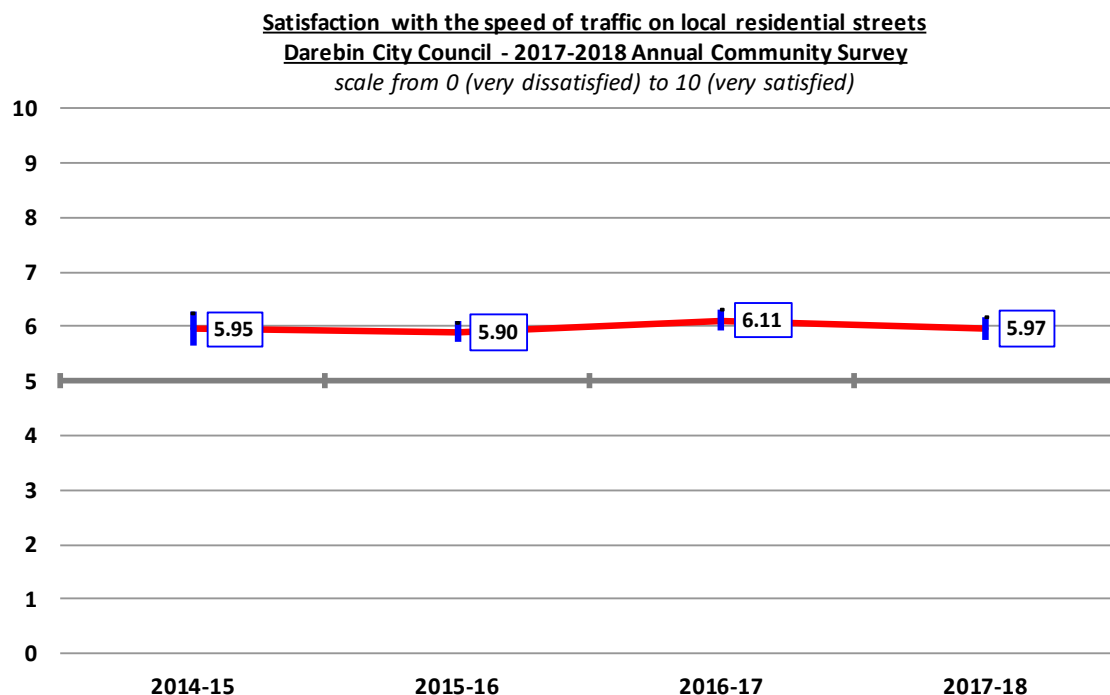


Speed of traffic

Speed of traffic on local residential streets

Satisfaction with the speed of traffic on local residential streets declined marginally but not measurably this year, down 2.3% to 5.97 and is now “poor”.

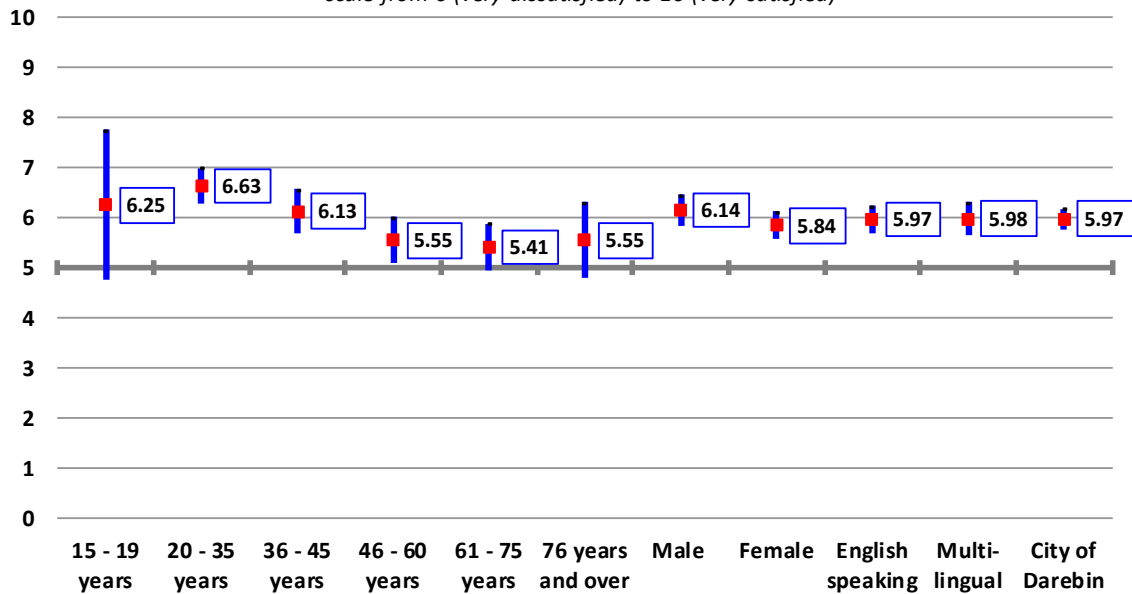
It is clear that satisfaction with the speed of traffic has been consistent at a low level for the last four years.



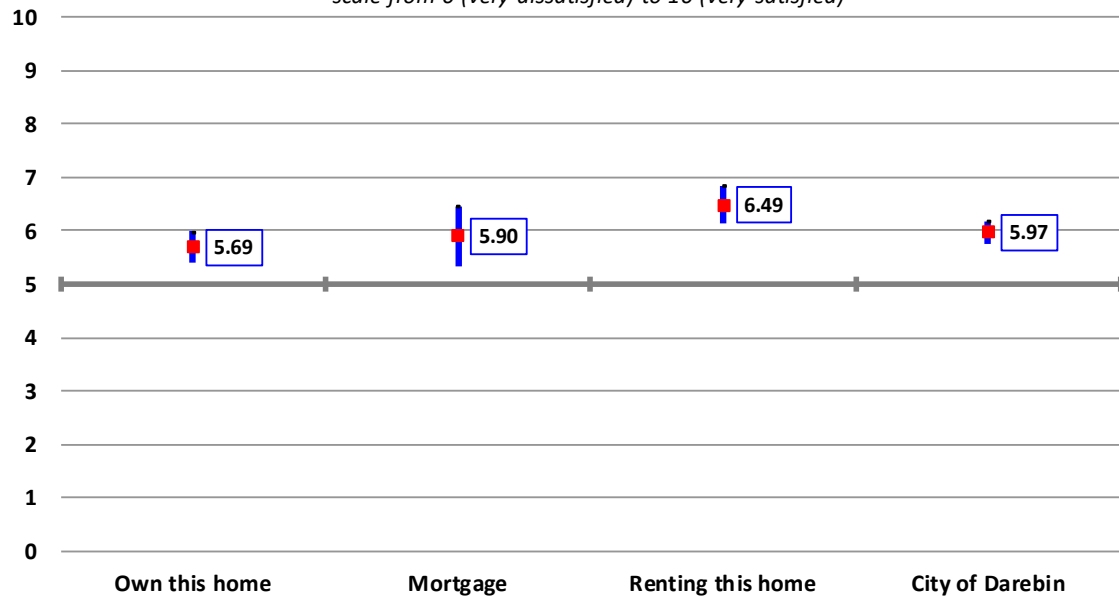
There was some variation in satisfaction with the speed of traffic on residential streets observed by respondent profile and housing situation, with attention drawn to the following:

- **Young adults (aged 20 to 35 years)** – respondents were measurably more satisfied than average and at a “good” level.
- **Middle-aged, older adults and senior citizens (aged 46 years and over)** – respondents were notably, albeit not measurably less satisfied than average and middle-aged adults rated it “very poor”.
- **Gender** – male respondents were substantially, albeit not measurably (5.1%) more satisfied than female respondents.

Satisfaction with the speed of traffic on local residential streets by respondent profile
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



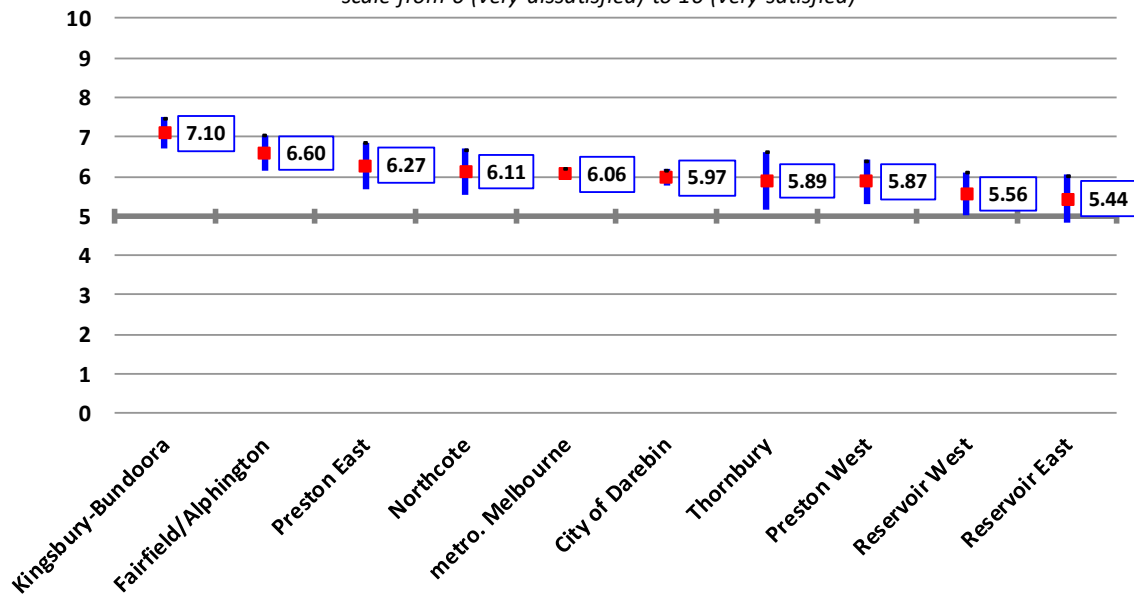
Satisfaction with the speed of traffic on local residential streets by housing tenure
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in satisfaction with the speed of traffic on residential streets observed across the municipality, with attention drawn to the following:

- **Kingsbury-Bundoora** – respondents were measurably and significantly more satisfied than average and at a “good” level.
- **Reservoir West and East** – respondents were somewhat, albeit not measurably less satisfied than average and at “poor” and “very poor” levels respectively.

Satisfaction with the speed of traffic on local residential streets by precinct
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

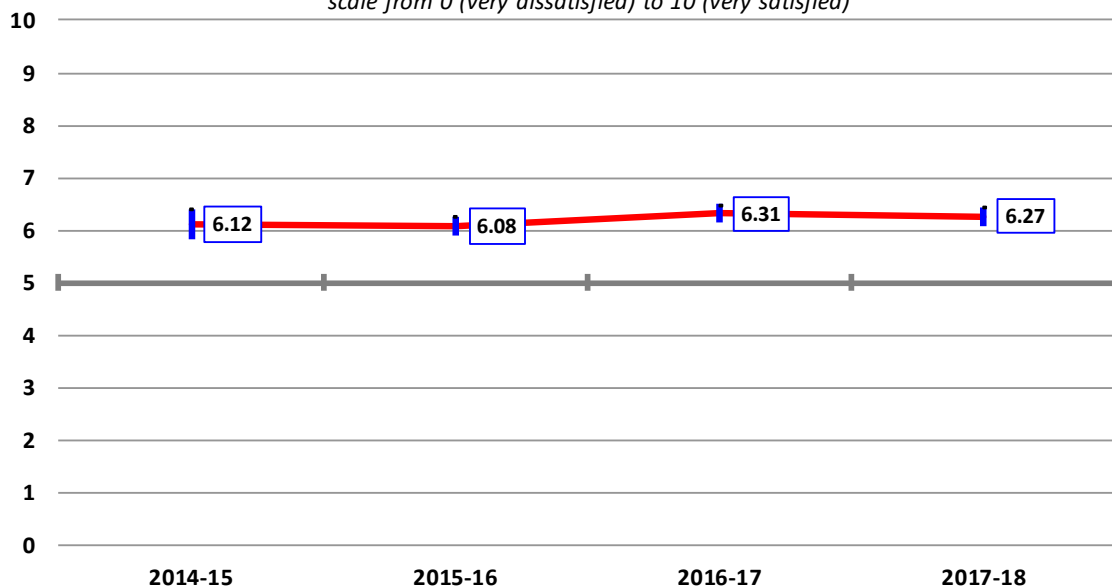


Speed of traffic on main roads

Satisfaction with the speed of traffic on main roads declined by less than one percent this year to 6.27, although it remains “solid”. This result has proved very stable at this relatively low level over the course of the last four years.

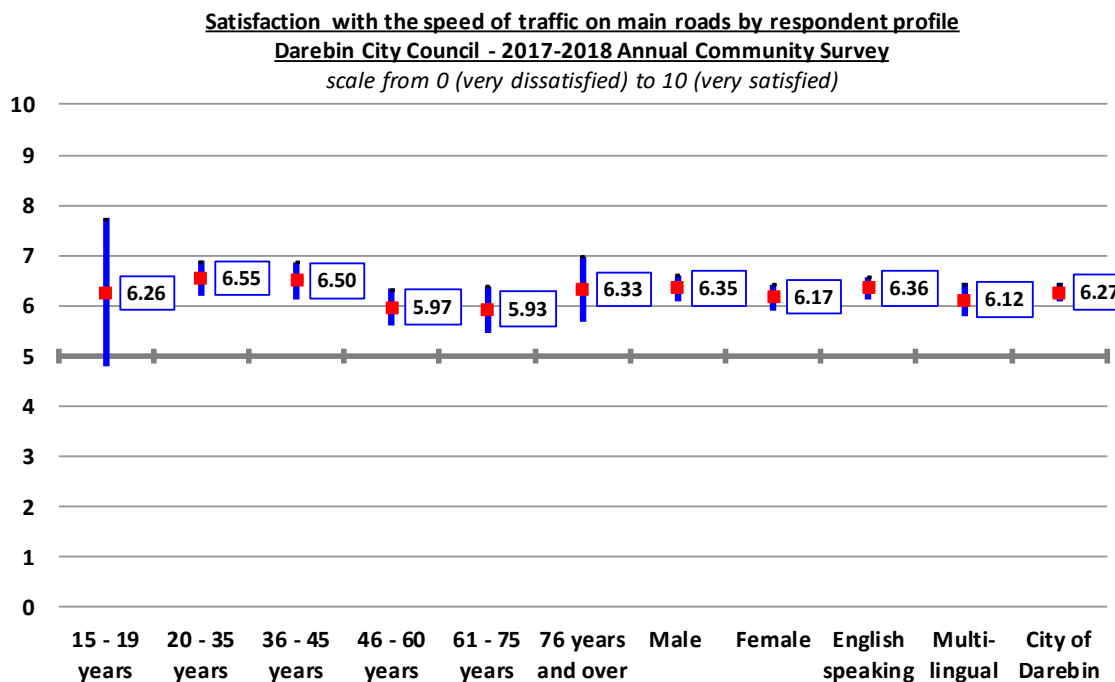
This result was marginally but not measurably higher than the 2018 metropolitan Melbourne average of 6.15.

Satisfaction with the speed of traffic on main roads
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

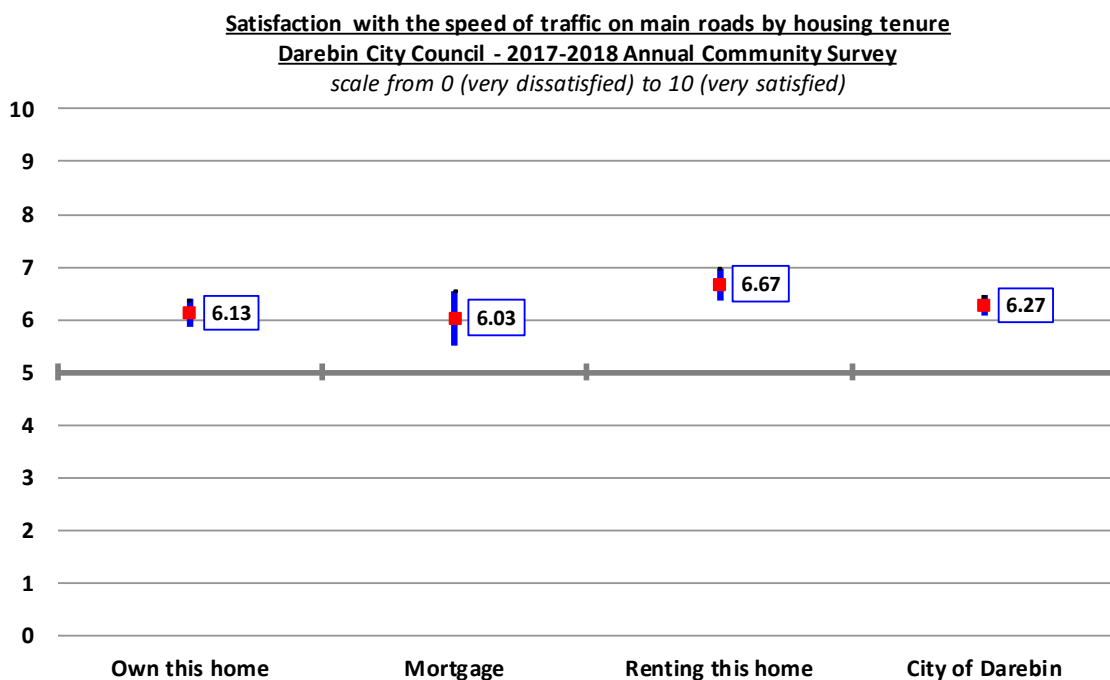


There was no statistically significant variation in satisfaction with the speed of traffic on main roads observed by respondent profile, although it is noted that:

- **Middle-aged and older adults (aged 46 to 75 years)** – respondents were somewhat, albeit not measurably less satisfied than average and at “poor” levels.

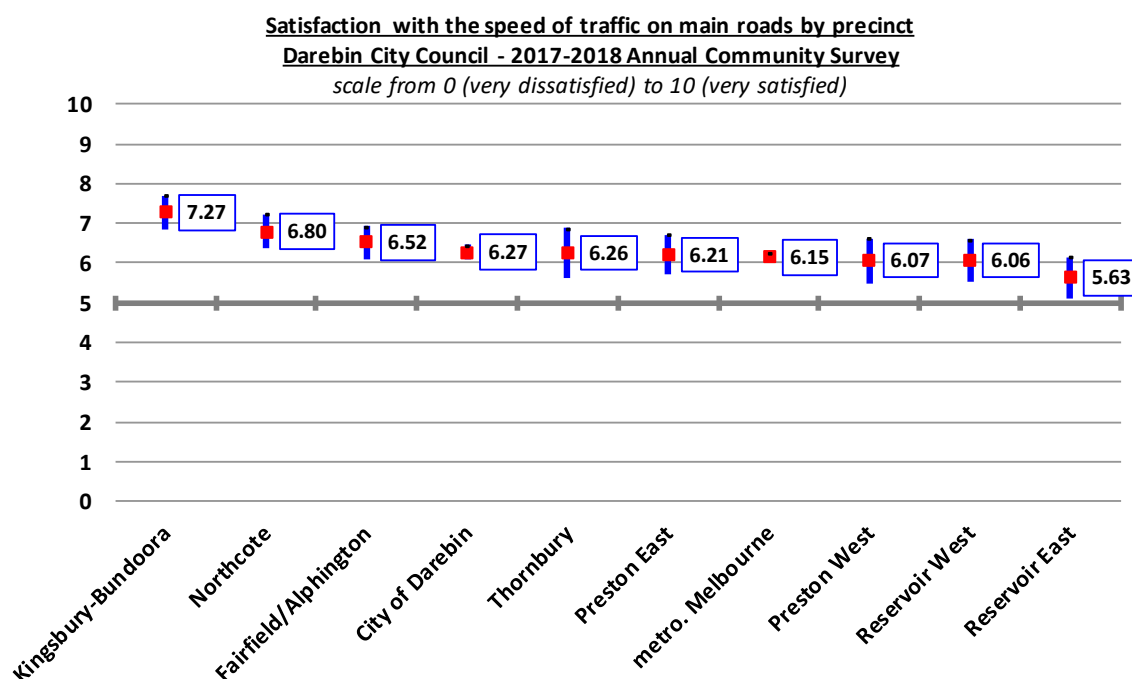


Consistent with many of the other traffic related aspects, rental household respondents were measurably more satisfied with the speed of traffic on main roads than were home-owner or mortgage respondents.



There was measurable and significant variation in satisfaction with the speed of traffic on main roads observed across the municipality, with attention drawn to the following:

- **Kingsbury-Bundoora** – respondents were measurably and significantly more satisfied than average, and at a “very good” level.
- **Reservoir East** – respondents were measurably and significantly less satisfied than average, and at a “poor” level.



Reason for dissatisfaction with the speed of traffic

Consistent with the results recorded in previous years, the majority (79.8%) of respondents dissatisfied with the speed of traffic on residential streets consider the speed to be “too fast”, whilst respondents dissatisfied with the speed of traffic on main roads are evenly split between those who consider it “too fast” and “too slow”.

Reasons for dissatisfaction with speed of traffic
Darebin City Council - 2017-2018 Annual Community Survey
(Number and percent of respondents dissatisfied with speed of traffic)

Response	Local streets		Main roads	
	Number	Percent	Number	Percent
Too fast	79	79.8%	30	50.0%
Too slow	20	20.2%	30	50.0%
Not stated	15		16	
Total	114	100%	76	100%

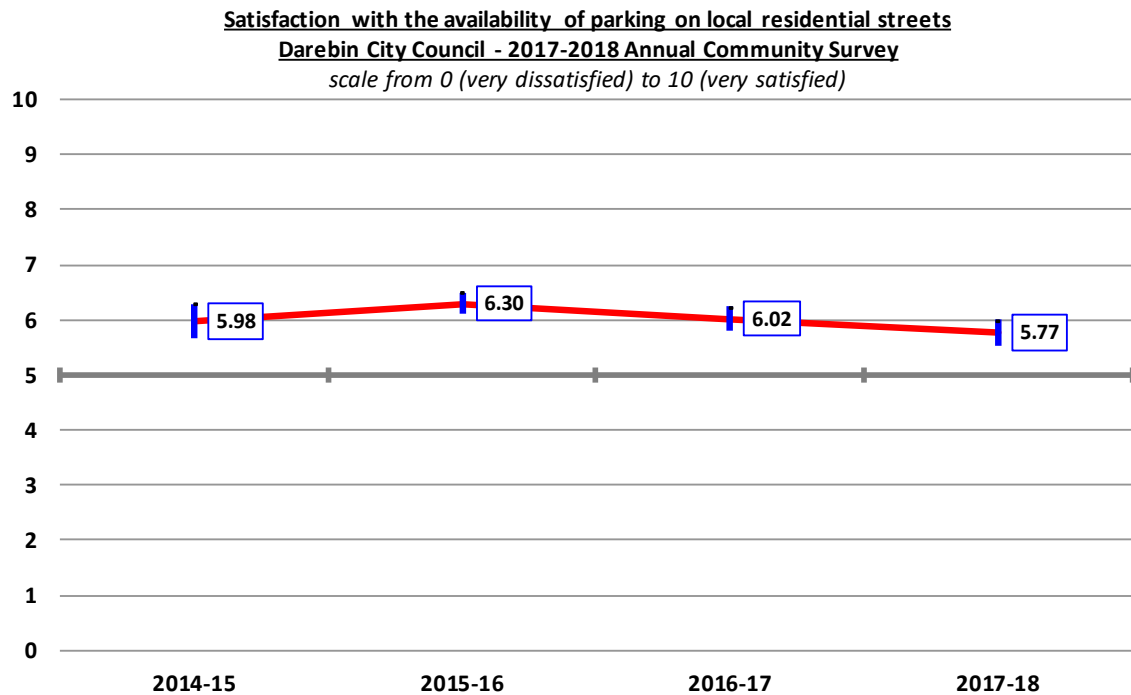
Availability of parking

Availability of parking on local residential roads

Satisfaction with the availability of parking on local residential streets declined marginally but not measurably (at the 95% confidence level) this year, down 4.2% to 5.77.

This is a “poor” level of satisfaction, down on the previous “solid” recorded in each of the last two years.

This result was marginally but not measurably lower than the 2018 metropolitan Melbourne average of 5.94.

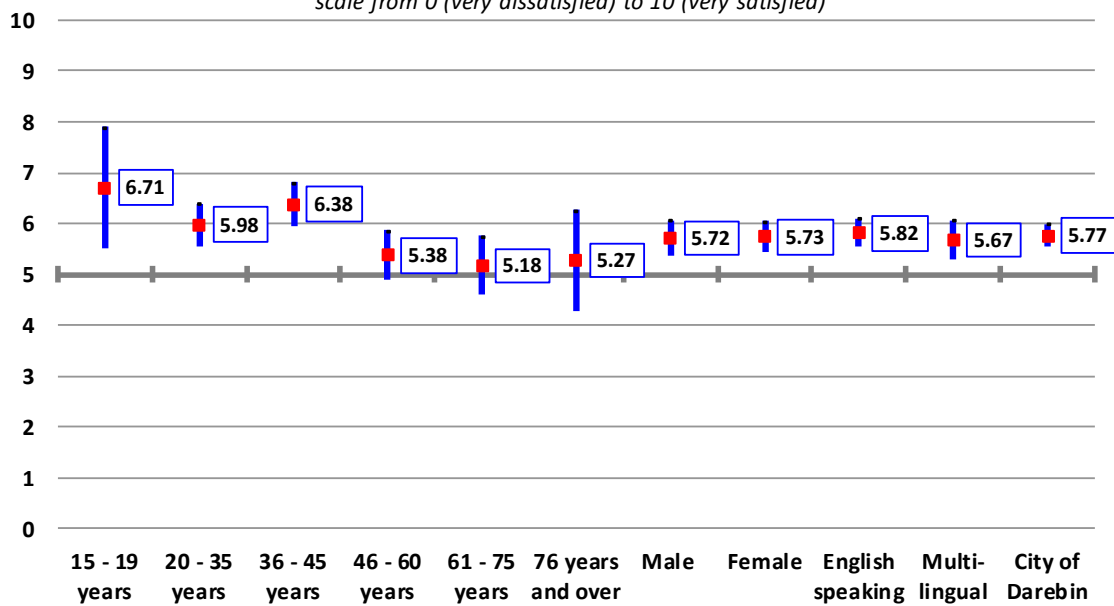


Whilst there was no statically significant variation by age structure (against the municipal result), it is noted that younger respondents (aged less than 46 years) were on average measurably more satisfied than older respondents (aged 46 years and over).

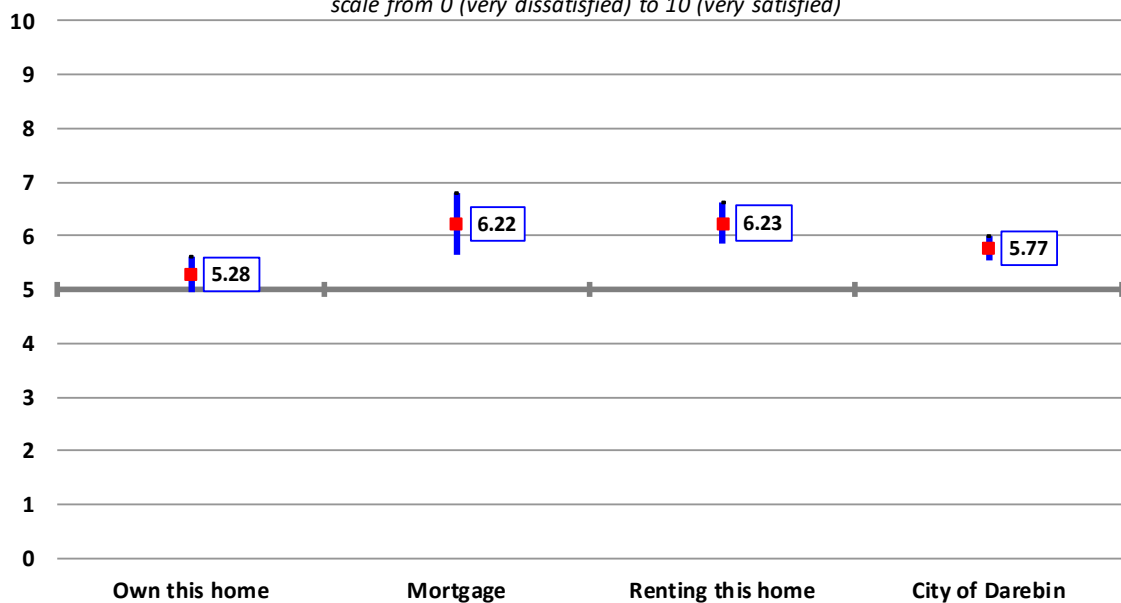
This is replicated in the breakdown by housing situation, which shows that:

- **Home owners** – respondents were measurably and significantly less satisfied than average and at a “very poor” level.

Satisfaction with availability of parking on local streets by respondent profile
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



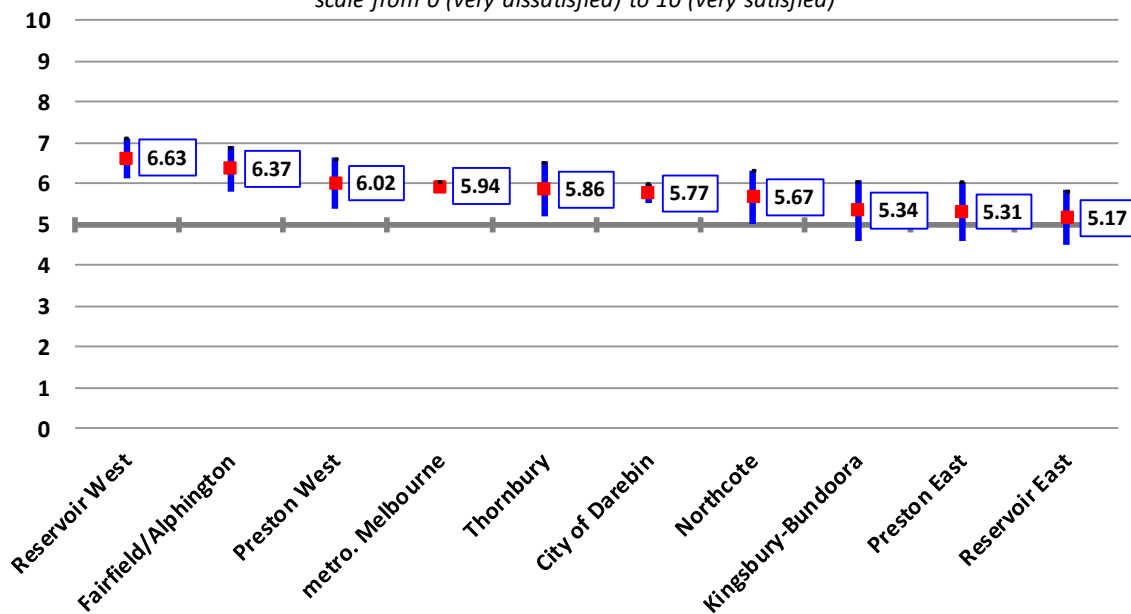
Satisfaction with availability of parking on local residential streets by housing tenure
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in satisfaction with the availability of parking on residential streets observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- **Reservoir West** – respondents were measurably more satisfied than average and at a “good” level.
- **Kingsbury-Bundoora, Preston East, and Reservoir East** – respondents were somewhat, albeit not measurably less satisfied than average and at “very poor” levels.

Satisfaction with availability of parking on local residential streets by precinct
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

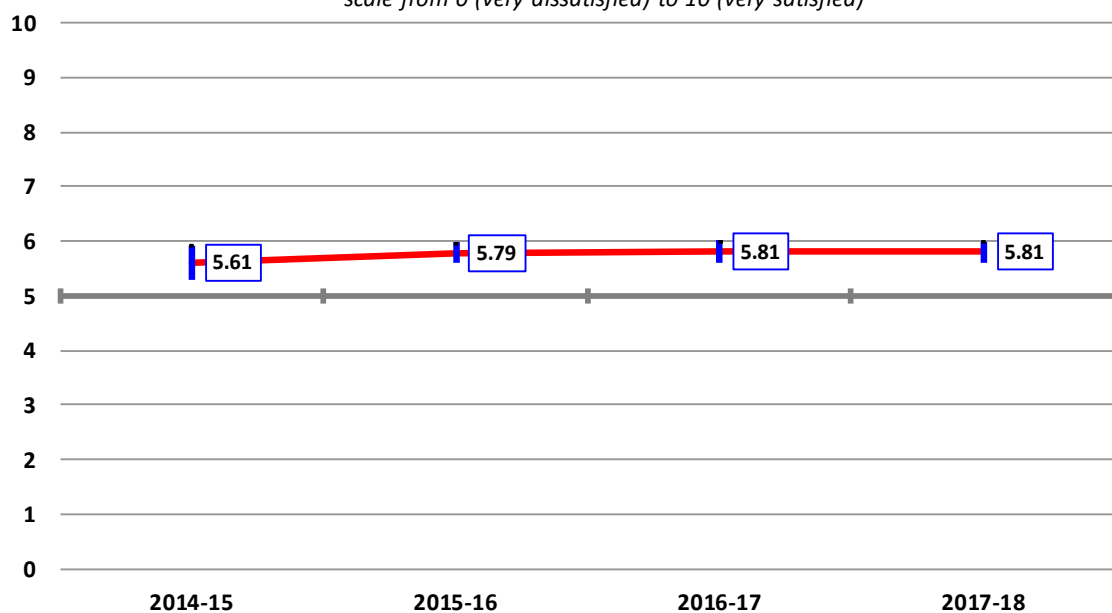


Availability of parking at busy shopping strips and major commercial areas

Satisfaction with the availability of parking at busy shopping strips and major commercial areas remained stable this year at 5.81, a “poor” level of satisfaction.

This question was not included in the *Governing Melbourne* survey and no comparative result is therefore available.

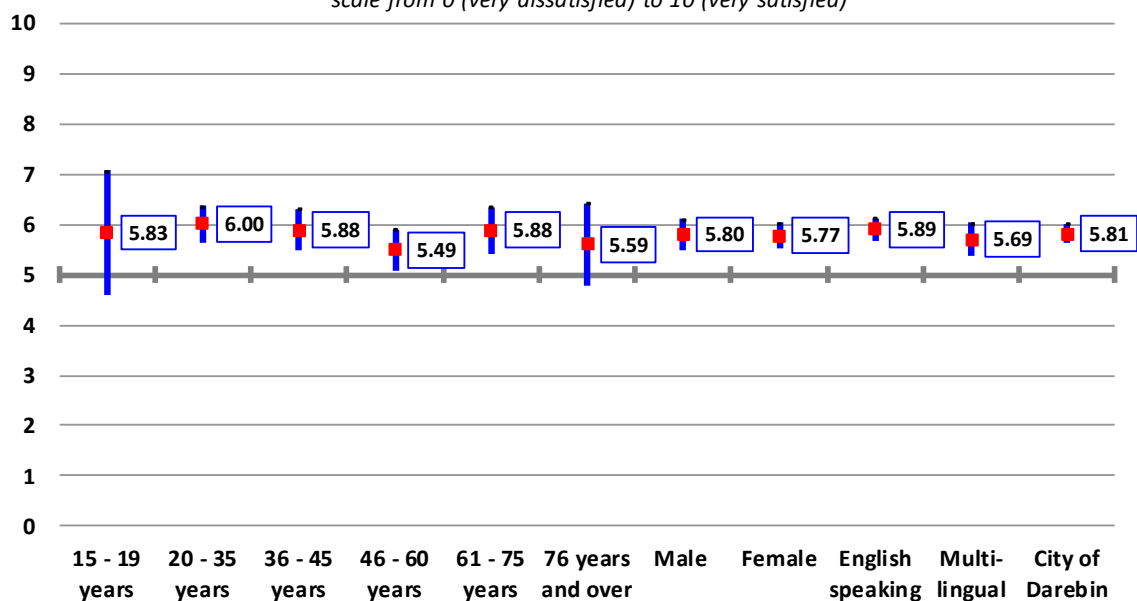
Satisfaction with availability of parking at busy shopping strips and commercial areas
Darebin City Council - 2017-2018 Annual community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



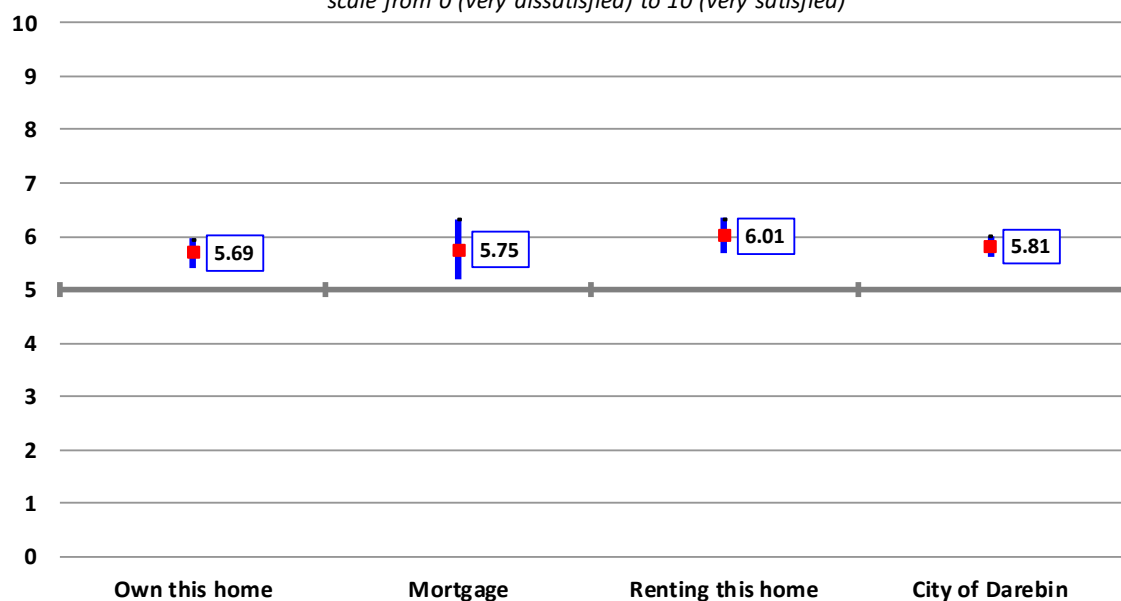
Unlike many of the other traffic and parking related aspects discussed in this section, there was no statistically significant variation in satisfaction with the availability of parking at busy shopping strips and major commercial areas observed by respondent profile or housing situation.

This is as expected, as parking at shopping centres is a more common activity which will be felt relatively evenly by residents regardless of their demographic profile or housing situation.

Satisfaction with availability of parking at busy shopping strips and commercial areas
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



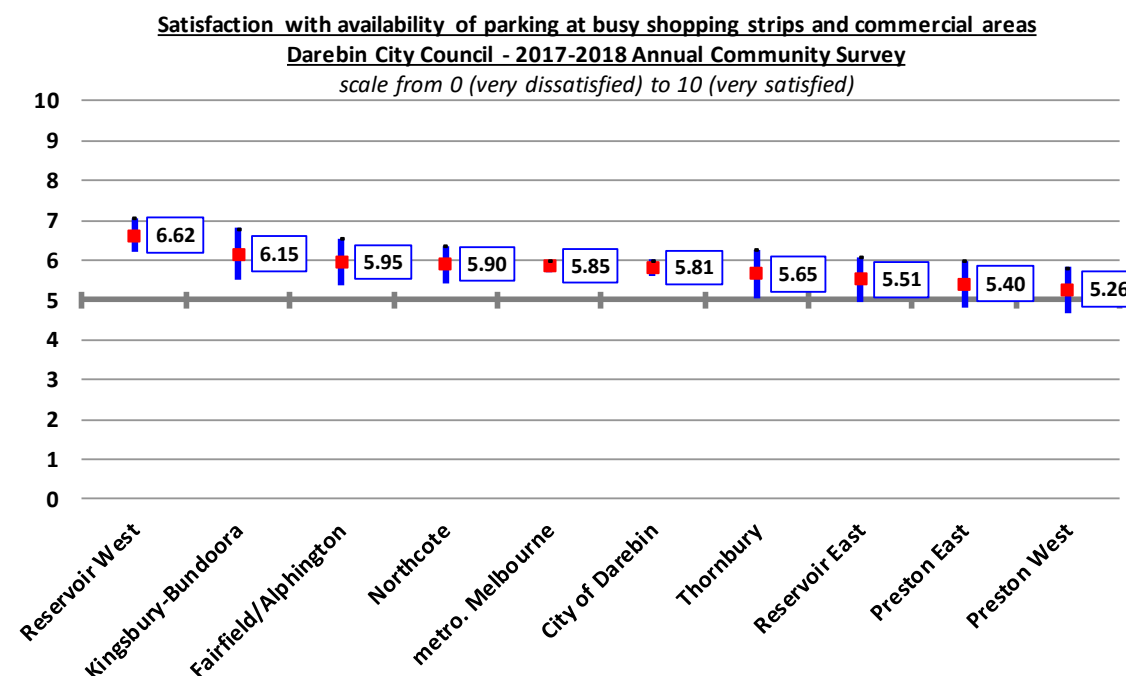
Satisfaction with availability of parking at busy shopping strips and commercial areas
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was however some measurable variation in satisfaction with the availability of parking around busy shopping strips and major commercial areas observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- **Reservoir West** – respondents were measurably more satisfied than average and at a “good” level.
- **Preston East and Preston West** – respondents were somewhat, albeit not measurably less satisfied than average and at “very poor” levels.

Some caution should be exercised in the interpretation of these precinct level results, as they do not refer directly to which busy shopping strip or major commercial area the respondents have in mind when answering the question.



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?”

Satisfaction with the six included aspects of planning and housing development remains relatively low this year, consistent with the results observed in recent years.

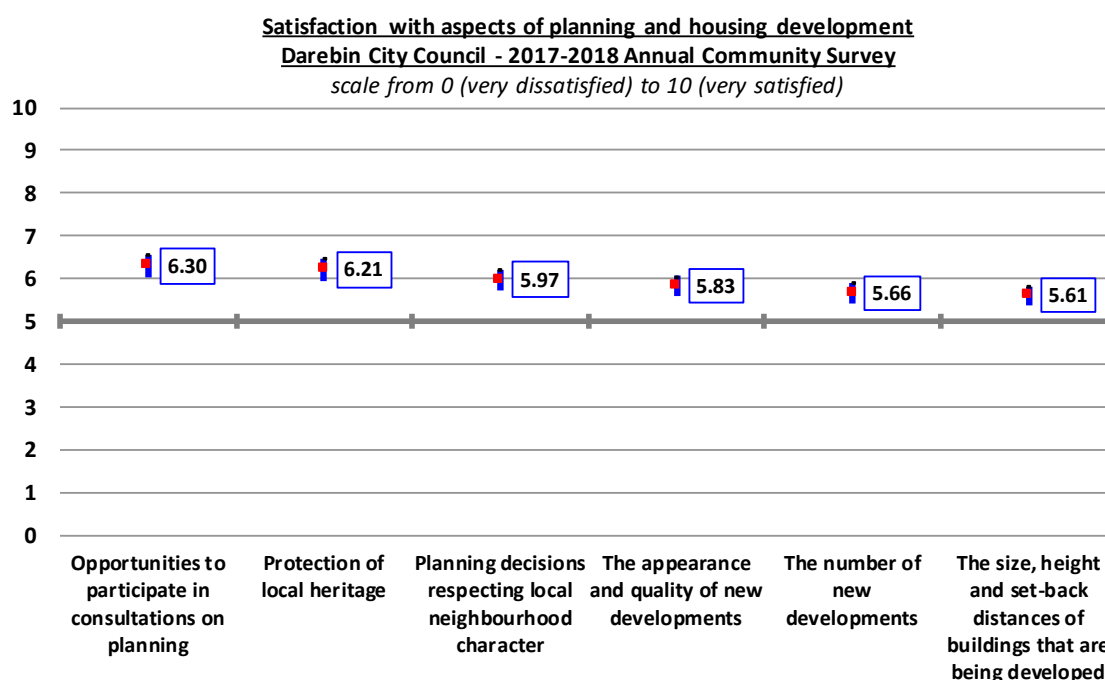
Metropolis Research notes that this is true not only in the City of Darebin but is a consistent result observed in many municipalities across metropolitan Melbourne. This is particularly true of middle-ring municipalities.

The average satisfaction with these six aspects of planning and housing development increased measurably this year, up 13.4% from 5.23 to 5.93.

This reverses the trend of declining satisfaction with planning and housing development recorded in recent years. This level of satisfaction is “poor”, which is an improvement on the “very poor” recorded last year, but consistent with the results from the two years prior to that.

Satisfaction with these six aspects of planning and housing development can best summarised as follows:

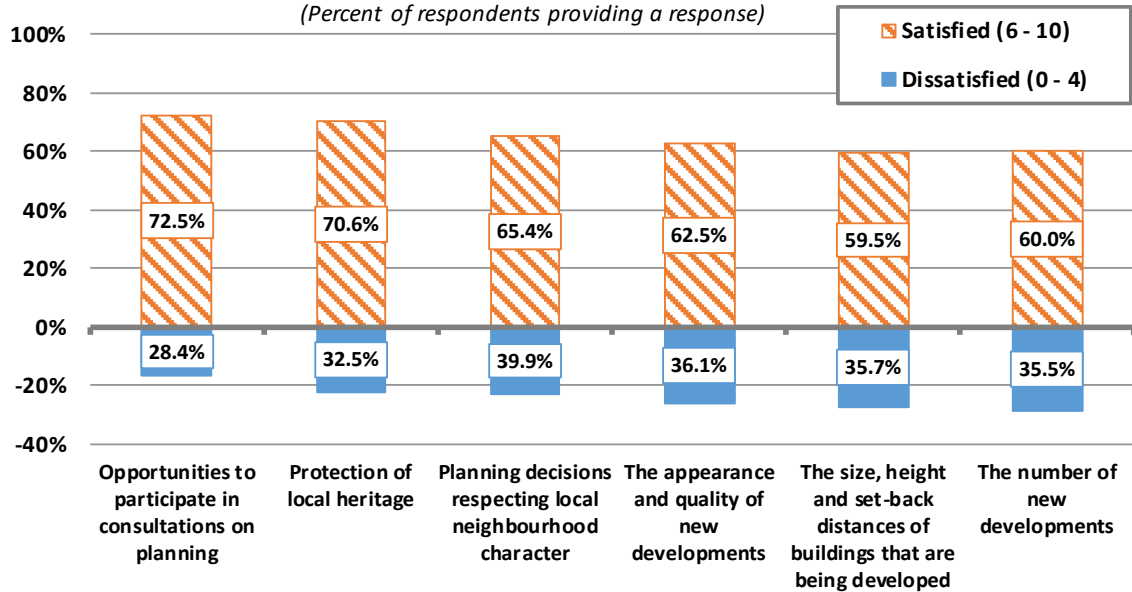
- ⊗ **Solid** – for the opportunities to participate in consultations on planning and the protection of local heritage. Whilst a little less than three-quarters of respondents were satisfied with these aspects, a little less than one-third were dissatisfied.
- ⊗ **Poor** – for planning decisions respecting the local neighbourhood character, the appearance and quality of new developments, the number of new developments, and the size, height and set-back distance of buildings that are being developed. Whilst a little less than two-thirds of respondents were satisfied with these aspects, a little more than one-third were dissatisfied.



Governing Melbourne includes only two variables relating to planning and housing development that are identical to this survey, those being “the appearance and quality of new developments” and “the protection of local heritage”.

Satisfaction with the appearance and quality of new developments was 17.9% lower in the City of Darebin than the 2018 metropolitan Melbourne average of 7.10. Satisfaction with the protection of local heritage was ten percent lower than the 2018 metropolitan Melbourne average of 6.90.

Satisfaction with selected aspects of planning and housing development
Darebin City Council - 2017-2018 Annual Community Survey
(Percent of respondents providing a response)

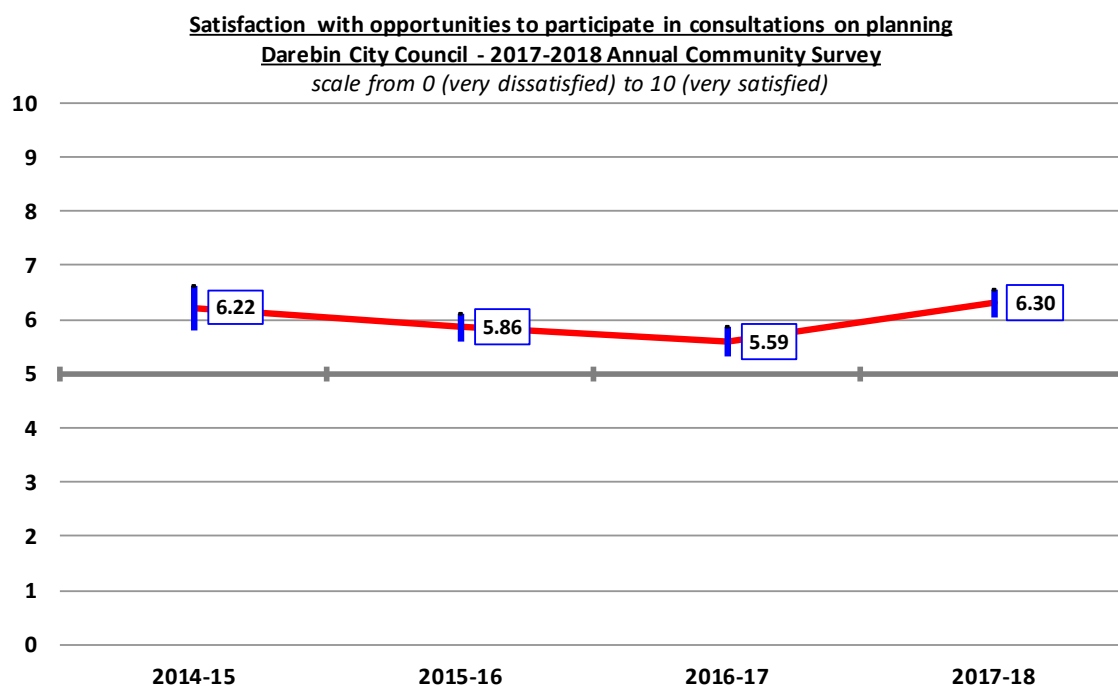


Satisfaction with selected aspects of planning and housing development
Darebin City Council - 2017-2018 Annual Community Survey
(Number and percent of respondents providing a response)

Aspect	Year	Dissatisfied (0 - 4)	Neutral (5)	Satisfied (6 - 10)	Can't say
Opportunities to participate in consultations on planning	2014-15	19.2%	11.5%	69.3%	51
	2015-16	21.2%	15.3%	63.5%	126
	2016-17	28.4%	13.6%	58.0%	163
	2017-18	16.9%	10.5%	72.5%	155
The number of new developments	2014-15	27.3%	14.7%	58.0%	32
	2015-16	31.1%	9.9%	59.1%	48
	2016-17	35.5%	14.1%	50.4%	77
	2017-18	29.0%	11.0%	60.0%	78
The appearance and quality of new developments	2014-15	23.2%	12.6%	64.2%	26
	2015-16	30.4%	11.8%	57.8%	45
	2016-17	36.1%	15.1%	48.8%	61
	2017-18	26.3%	11.2%	62.5%	50
The size, height and set-back distances of buildings that are being developed	2014-15	22.9%	12.1%	65.0%	50
	2015-16	29.1%	13.9%	57.0%	62
	2016-17	35.7%	13.4%	50.9%	82
	2017-18	27.5%	13.1%	59.5%	60
Protection of local heritage	2014-15	22.6%	15.1%	62.2%	68
	2015-16	21.3%	11.8%	66.9%	97
	2016-17	32.5%	14.4%	53.1%	150
	2017-18	22.2%	7.1%	70.6%	115
Planning decisions respecting the local neighbourhood character	2014-15	30.0%	9.5%	60.5%	56
	2015-16	25.7%	11.6%	62.8%	71
	2016-17	39.9%	12.8%	47.3%	106
	2017-18	23.3%	11.3%	65.4%	79

Opportunities to participate in consultations on planning

Satisfaction with opportunities to participate in consultations on planning increased measurably and significantly this year, up 12.7% to 6.30 and is now at a “solid” level, up from the previous “poor”.

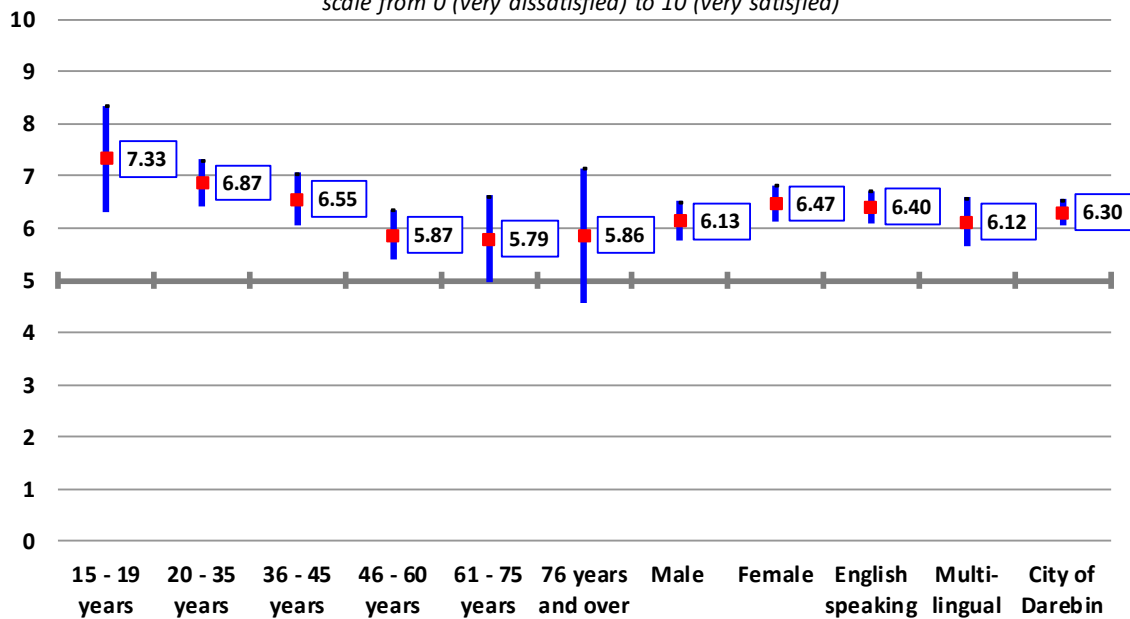


There was measurable variation in satisfaction with this aspect of the planning approvals process observed by respondent profile and by housing situation, with attention drawn to the following:

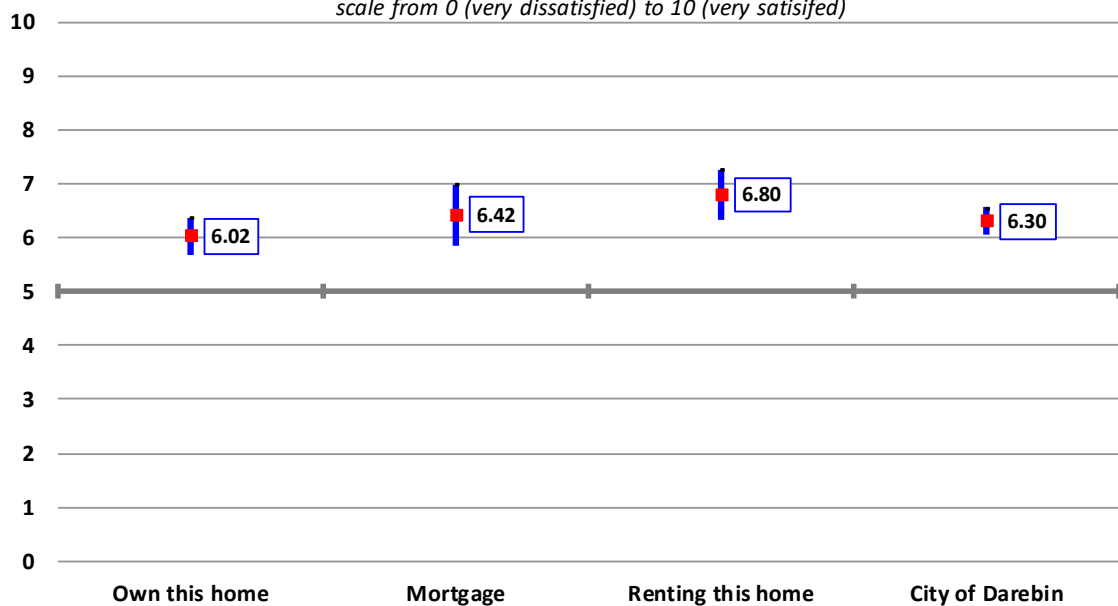
- **Adolescents and young adults (aged 15 to 35 years)** – respondents were measurably more satisfied than average and at “good” levels.
- **Gender** – female respondents were somewhat (5.5%), albeit not measurably more satisfied than male respondents.
- **Housing situation** – satisfaction with this aspect declined somewhat with the permanence of housing situation, with home owners somewhat less satisfied than mortgagees who in turn were somewhat less satisfied than rental household respondents.

This trend of declining satisfaction based on the respondents age and permanence of their housing situation is a common theme observed in relation to planning. It is frequently the case that middle-aged and older adults, home owners, and long-term residents who are the least satisfied both with the planning approvals process as well as planning and development outcomes on the ground.

Opportunities to participate in consultations on planning by respondent profile
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



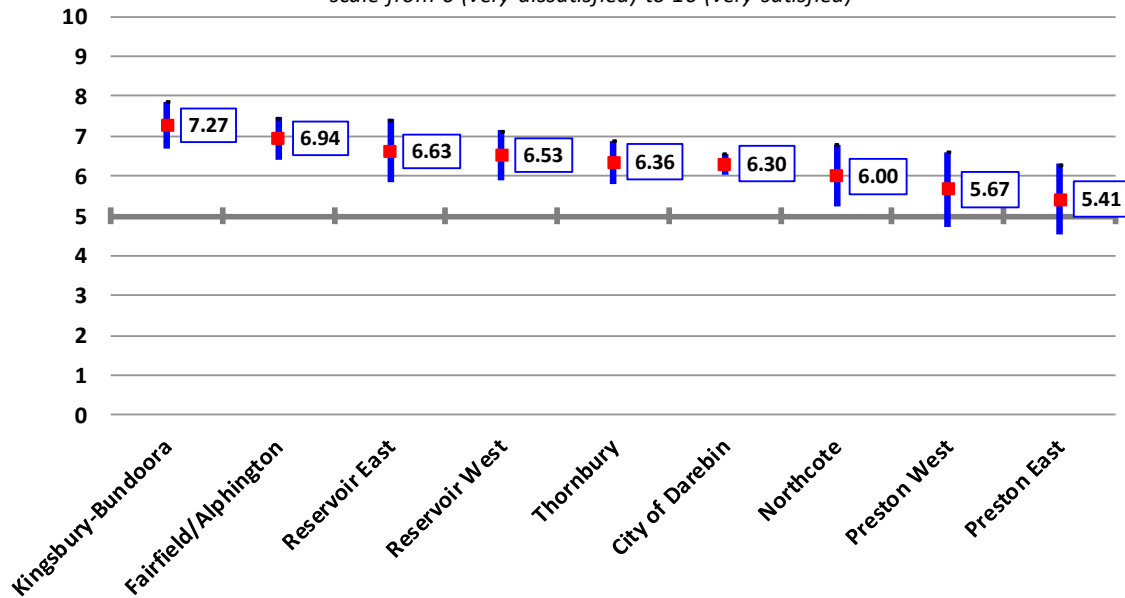
Opportunities to participate in consultations on planning by housing tenure
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was also variation in satisfaction with this aspect of the planning approvals process observed across the municipality, with attention drawn to the following:

- **Kingsbury-Bundoora** – respondents were measurably more satisfied than average and at a “very good” level.
- **Preston East** – respondents were measurably less satisfied than average and at a “very poor” level.

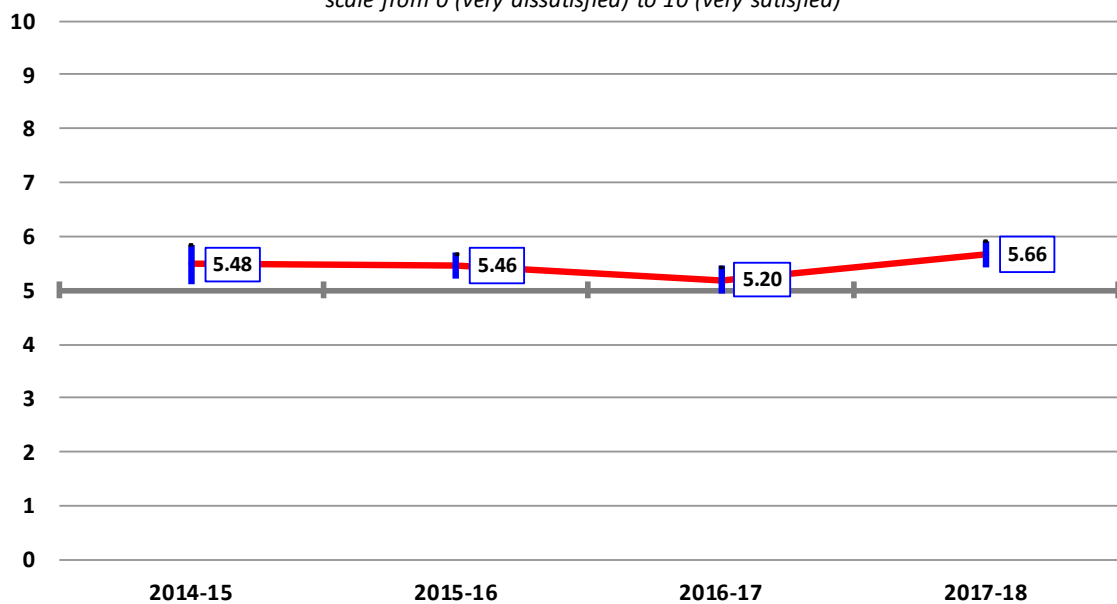
Opportunities to participate in consultations on planning by precinct
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The number of new developments

Satisfaction with the number of new developments increased measurably and significantly this year, up 8.8% to 5.66 and is now rated as “poor”, an improvement on the previous “very poor” recorded in each of the last three years.

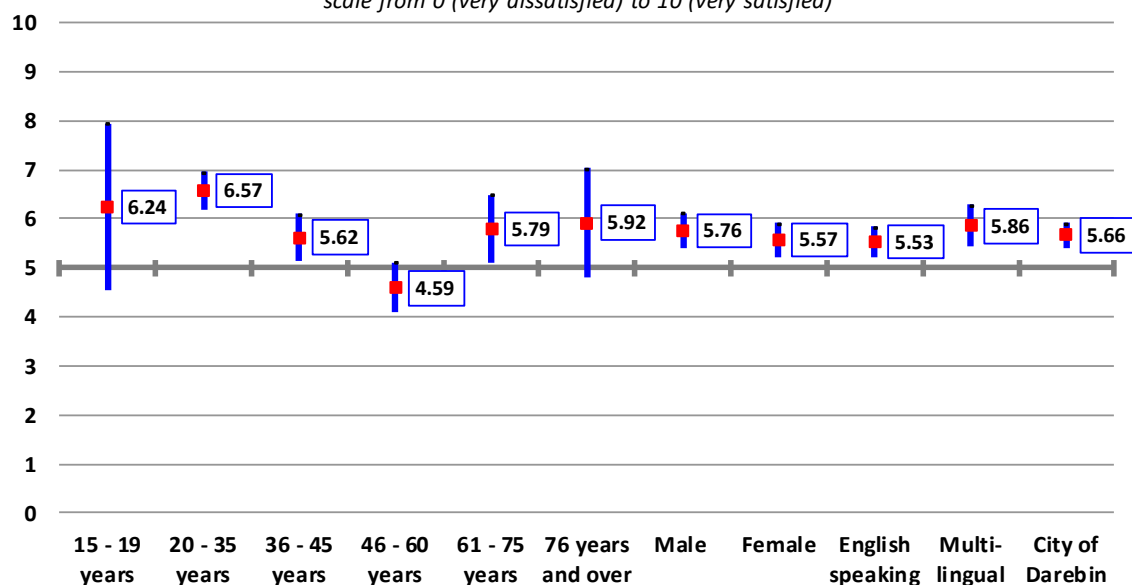
Satisfaction with the number of new developments
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



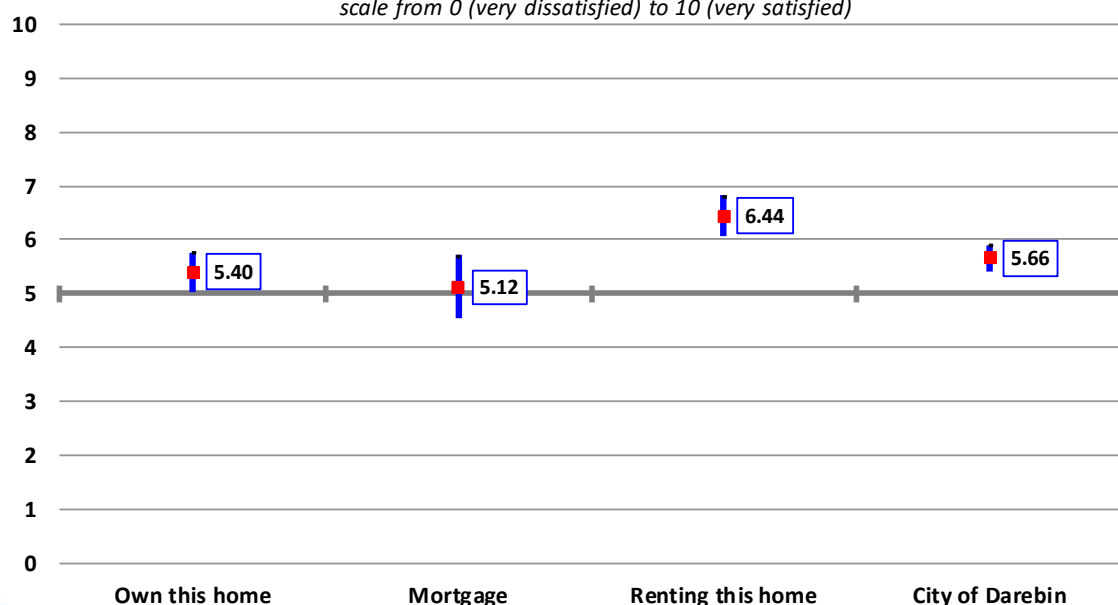
There was significant variation in satisfaction with the number of new developments observed by respondent profile and housing situation, with attention drawn to:

- **Young adults (aged 20 to 35 years)** – respondents were measurably and significantly more satisfied than average and at a “good” level.
- **Middle-aged adults (aged 46 to 60 years)** – respondents were measurably and significantly less satisfied than average and at an “extremely poor” level.
- **Rental household** – respondents were measurably and significantly more satisfied than average and at a “solid” level.

The number of new developments by respondent profile
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

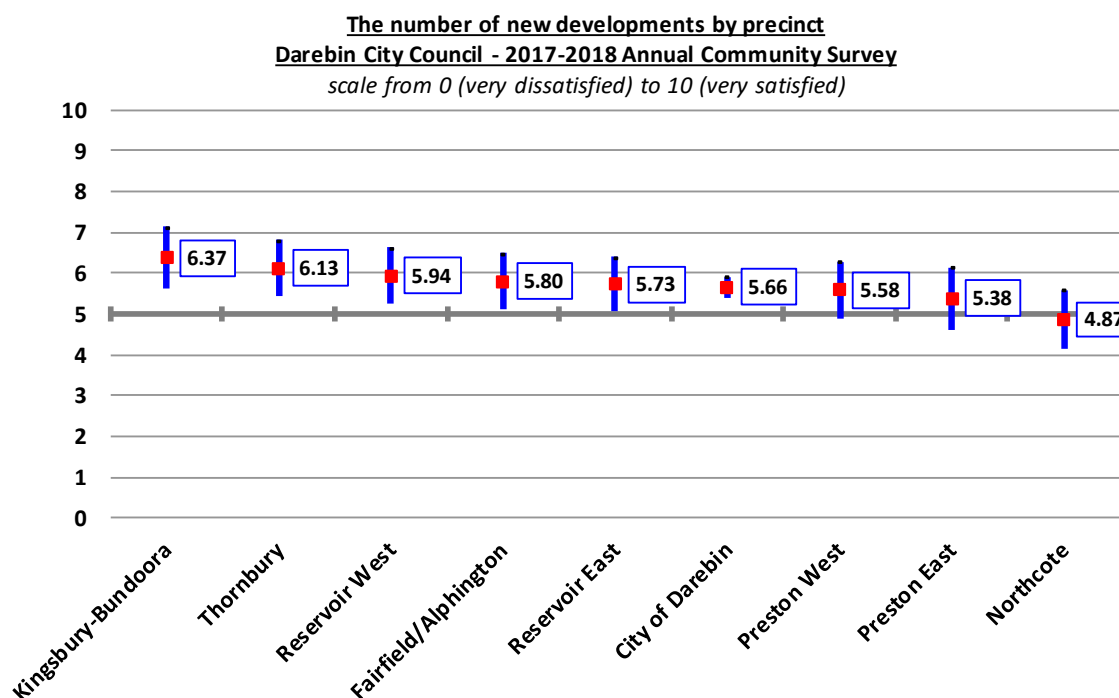


The number of new developments by housing tenure
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was some measurable variation in satisfaction with the number of new developments observed across the municipality, with attention drawn to the following:

- **Northcote** – respondents were measurably and significantly less satisfied than average and at an “extremely poor” level.



The appearance and quality of new developments

Satisfaction with the appearance and quality of new developments increased measurably and significantly this year, up thirteen percent to 5.83 and is now rated “poor”. This is an improvement on the “very poor” recorded last year.

This result is 17.9% lower than the 2018 metropolitan Melbourne average of 7.10. This is a substantial difference, and reflects the fact that concerns around planning and housing development are significantly higher in middle-ring municipalities than they are in municipalities further out from the centre of Melbourne.

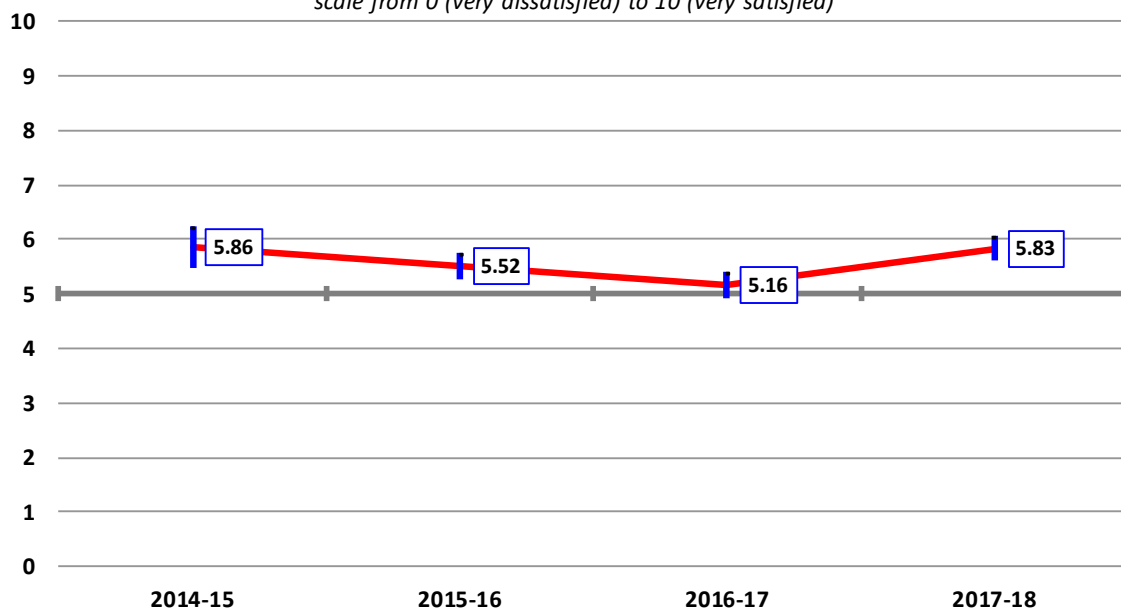
As with many of the other planning related aspects, there was variation in these results observed by respondent profile and housing situation, with attention drawn to the following:

- **Young adults (aged 20 to 35 years)** – respondents were measurably and significantly more satisfied than average and at a “good”.
- **Middle-aged adults (aged 46 to 60 years)** – respondents were measurably and significantly less satisfied than average.

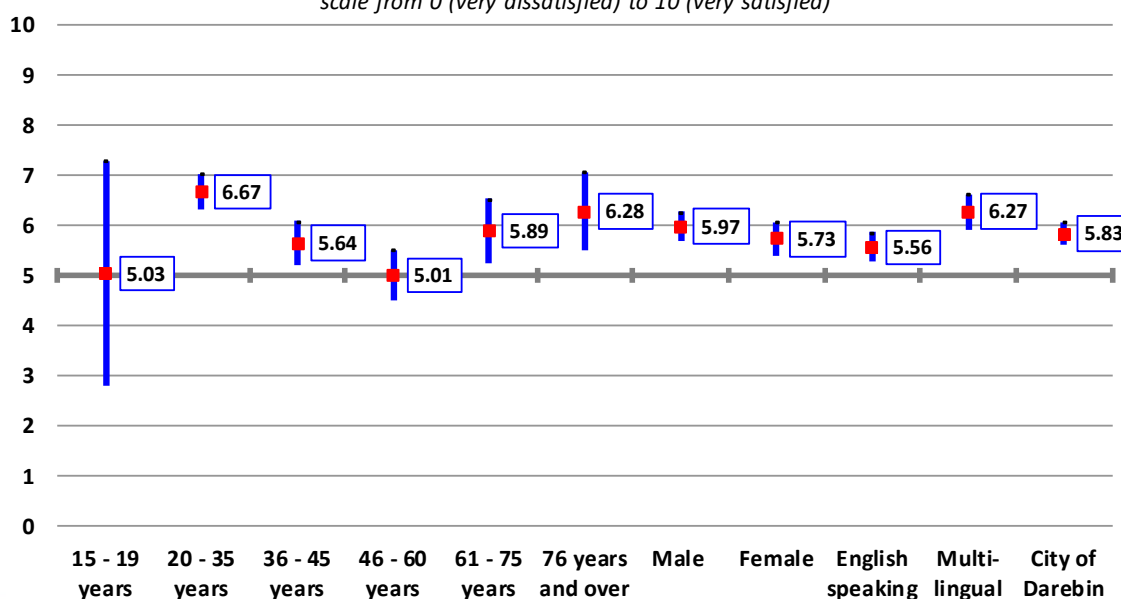


- **Multi-lingual household** – respondents were measurably and significantly (12.8%) more satisfied than respondents from English speaking households, and at a “solid” level.
- **Rental household** – respondents were measurably and significantly (12.3%) more satisfied than average, and at a “good” level.
- **Mortgagee household** - respondents were measurably (18.3%) less satisfied than average and at an “extremely poor” level.

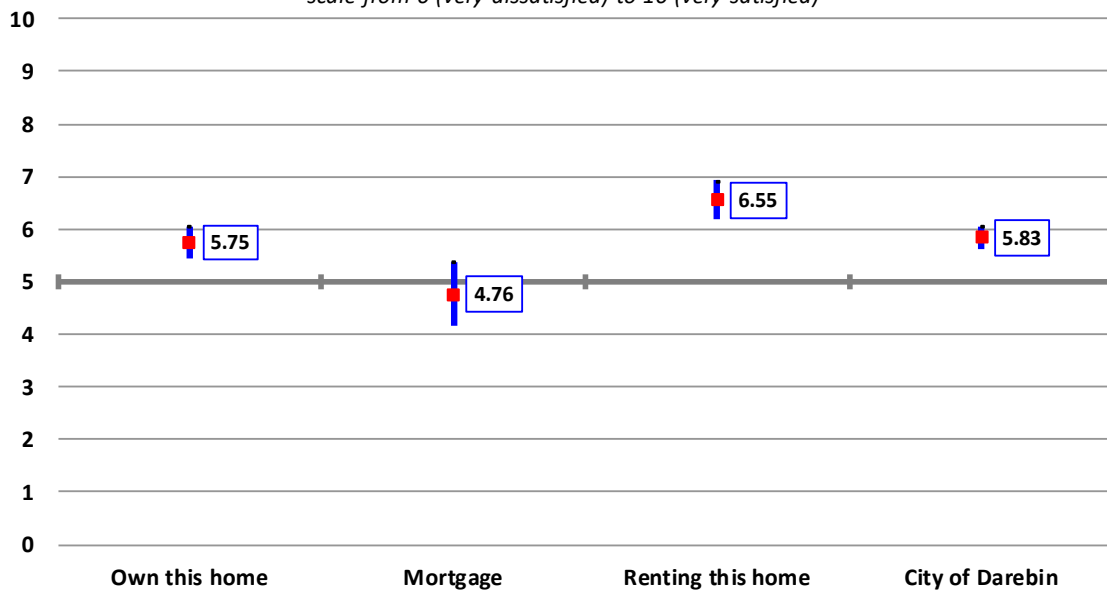
Satisfaction with the appearance and quality of new developments in your area
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The appearance and quality of new developments by respondent profile
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



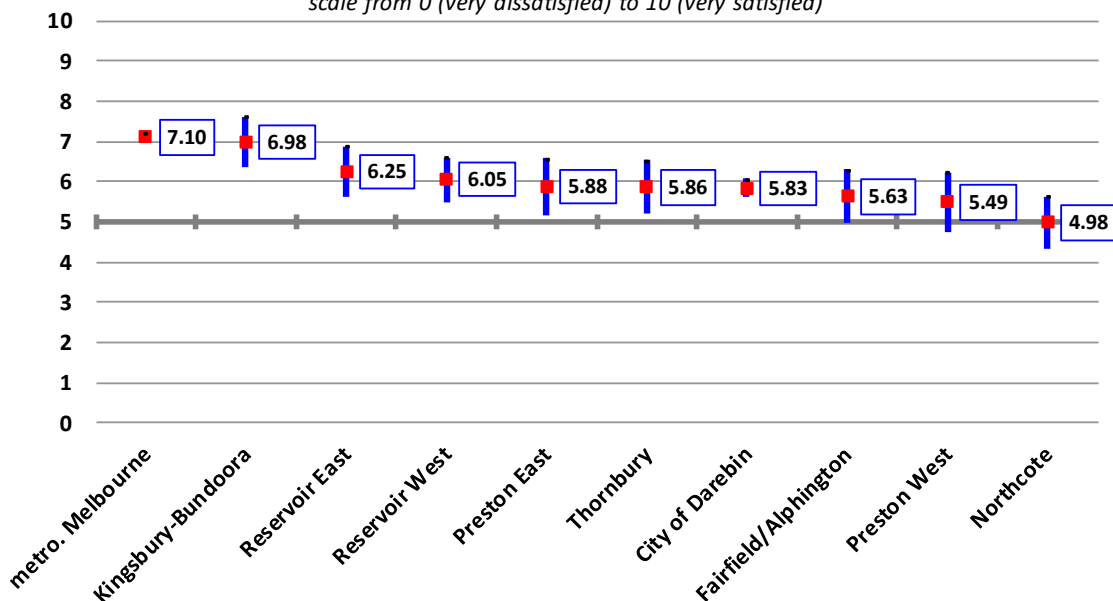
The appearance and quality of new developments by housing tenure
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in satisfaction with the appearance and quality of new developments observed across the municipality, with attention drawn to the following:

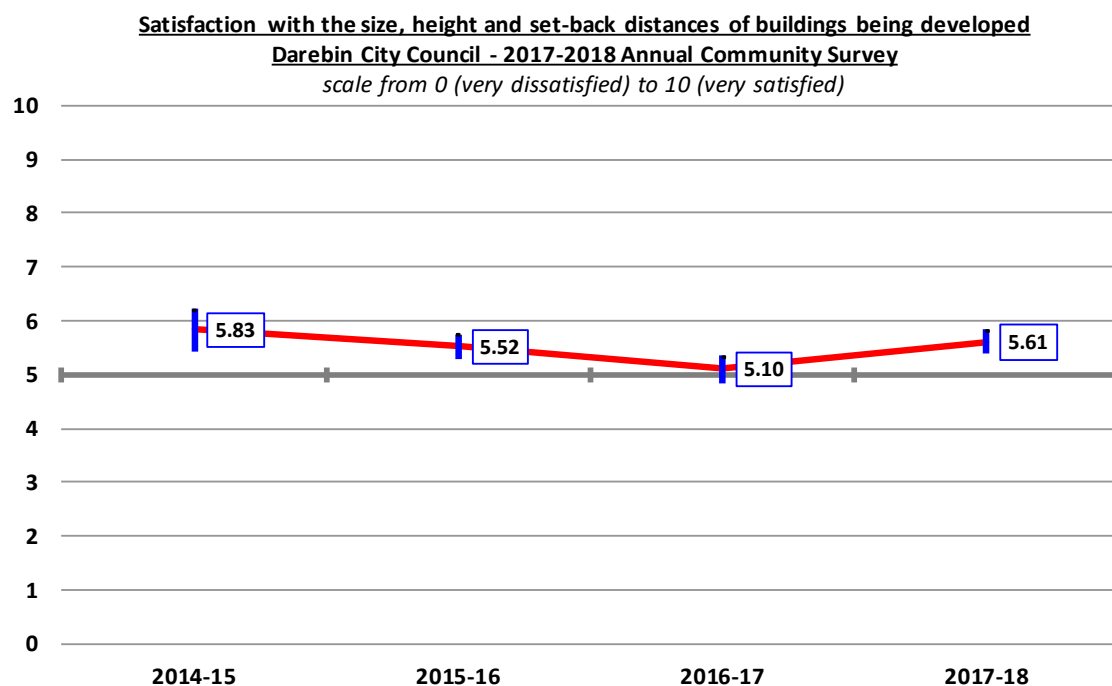
- **Kingsbury-Bundoora** – respondents were measurably and significantly more satisfied than average and at a “good” level.
- **Northcote** – respondents were measurably and significantly less satisfied than average and at an “extremely poor” level.

The appearance and quality of new developments by precinct
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The size, height, and set back distance of buildings being developed

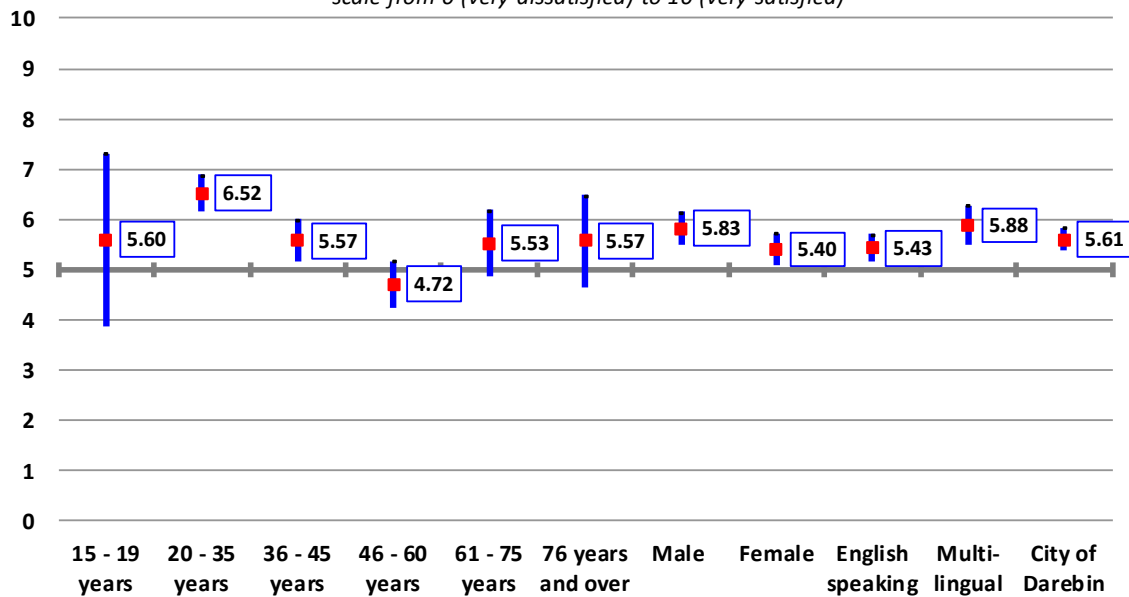
Satisfaction with the size, height and set back distances of buildings that are being developed increased measurably this year, up ten percent to 5.61 and is now at a “poor” level (up on the previous “very poor”).



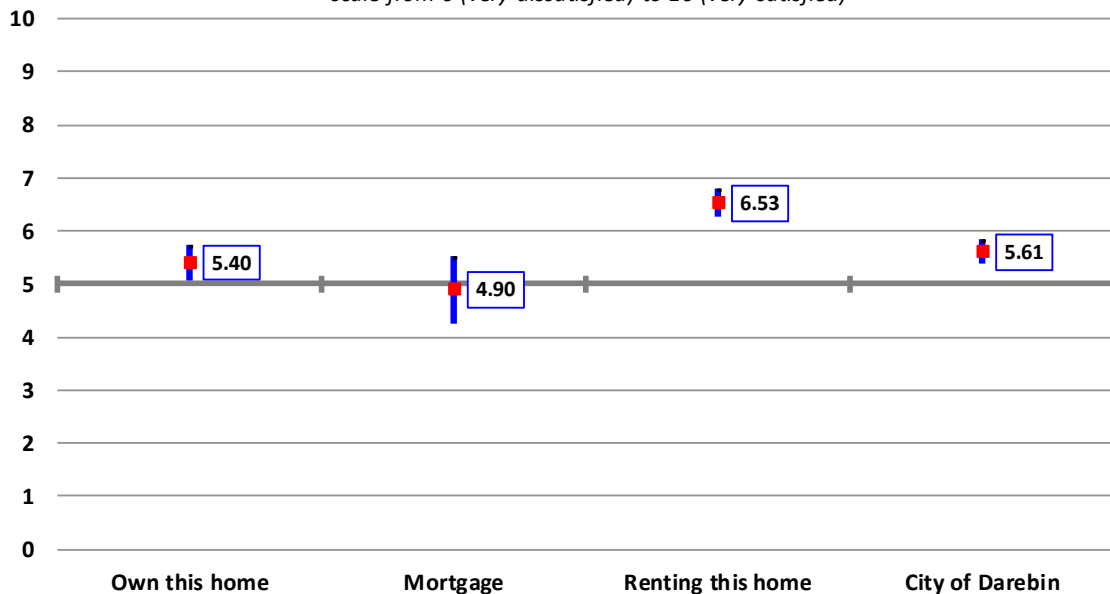
There was measurable variation in satisfaction with this aspect of planning and development observed by respondent profile and housing situation, with attention drawn to the following:

- ***Young adults (aged 20 to 35 years)*** – respondents were measurably and significantly more satisfied than average and at a “good” level.
- ***Middle-aged adults (aged 46 to 60 years)*** – respondents were measurably and significantly less satisfied than average and at an “extremely poor” level.
- ***Gender*** – male respondents were measurably (7.9%) more satisfied than female respondents.
- ***Multi-lingual household*** – respondents were measurably and significantly (8.3%) more satisfied than respondents from English speaking households.
- ***Rental household*** – respondents were measurably and significantly (12.3%) more satisfied than average, and at a “good” level.

The size, height and set-back distances of buildings developed by respondent profile
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

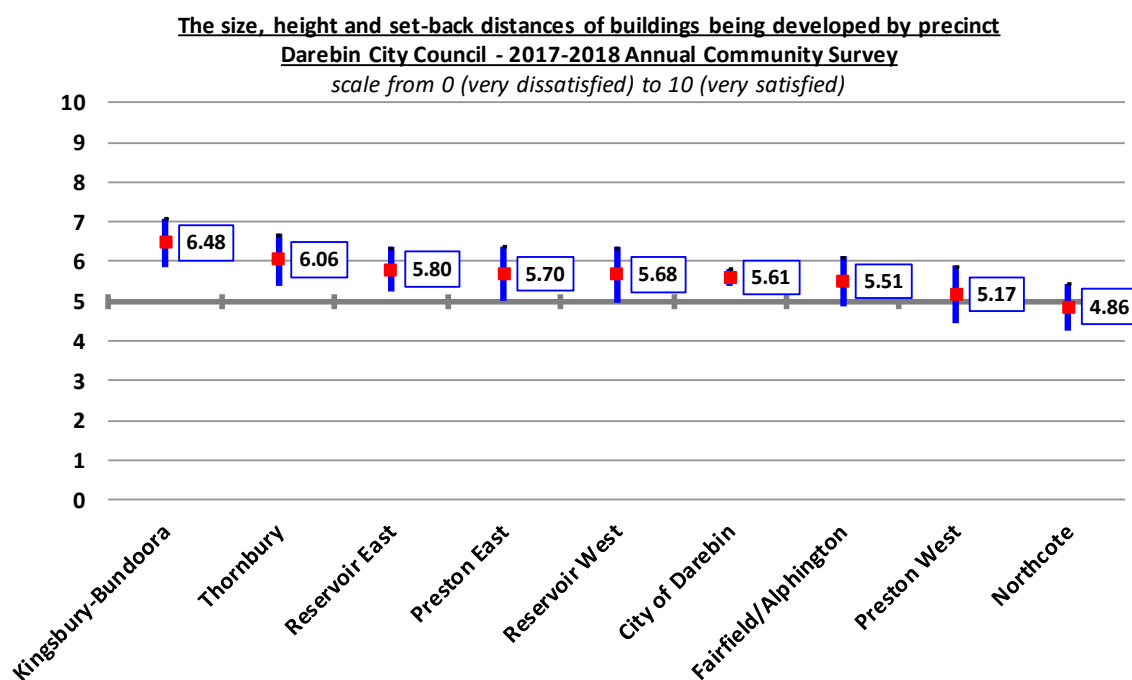


The size, height and set-back distances of buildings developed by housing tenure
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in satisfaction with the size, height and set back distances of buildings being developed observed across the municipality, with attention drawn to the following:

- **Kingsbury-Bundoora** – respondents were measurably and significantly more satisfied than average and at a “solid” level.
- **Northcote** – respondents were measurably and significantly less satisfied than average and at an “extremely poor” level.



The protection of local heritage

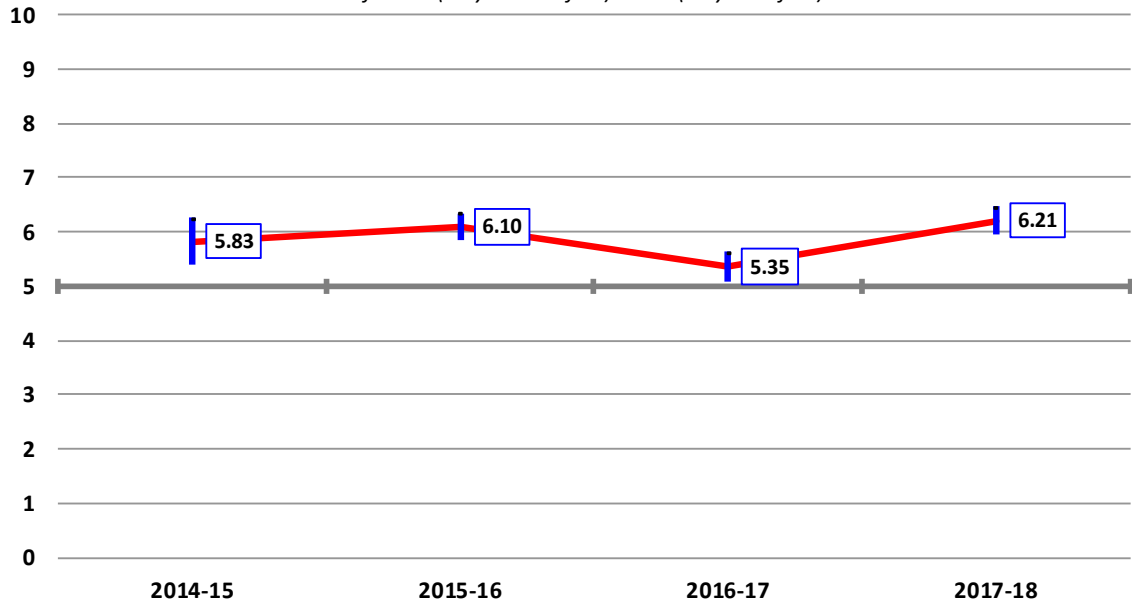
Satisfaction with the protection of local heritage increased measurably and significantly this year, up 16.1% to 6.21, which is a “solid” level, up from the previous “very poor”.

As with many of the aspects of planning and development included in the survey, the results this year have reversed the unusually low levels of satisfaction recorded in 2016-17. Having said that, Metropolis Research notes that satisfaction with these aspects of planning and housing development have remained relatively modest.

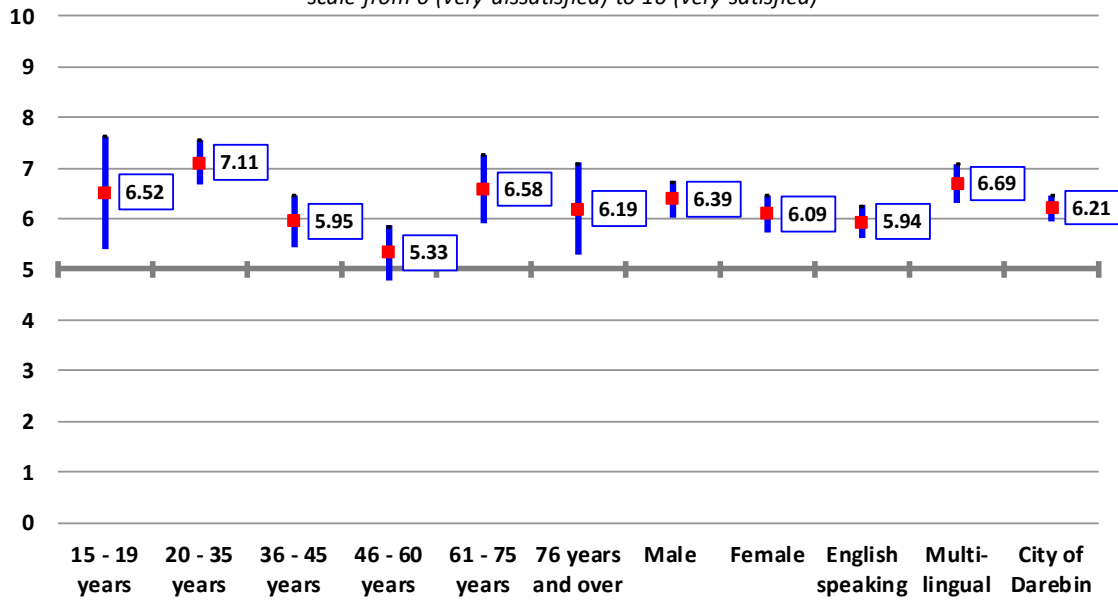
Consistent with many of the results discussed in this section, there was measurable variation in satisfaction with the protection of local heritage observed by respondent profile and housing situation, with attention drawn to the following:

- ***Young adults (aged 20 to 35 years)*** – respondents were measurably and significantly more satisfied than average and at a “good”.
- ***Middle-aged adults (aged 46 to 60 years)*** – respondents were measurably and significantly less satisfied than average and at a “very poor” level.
- ***Multi-lingual household*** – respondents were measurably and significantly (12.6%) more satisfied than English speaking households respondents, and at a “good” level.
- ***Rental household*** – respondents were measurably and significantly (15.0%) more satisfied than average, and at a “good” level.
- ***Mortgagee household*** - respondents were measurably (18.4%) less satisfied than average and at an “extremely poor” level.

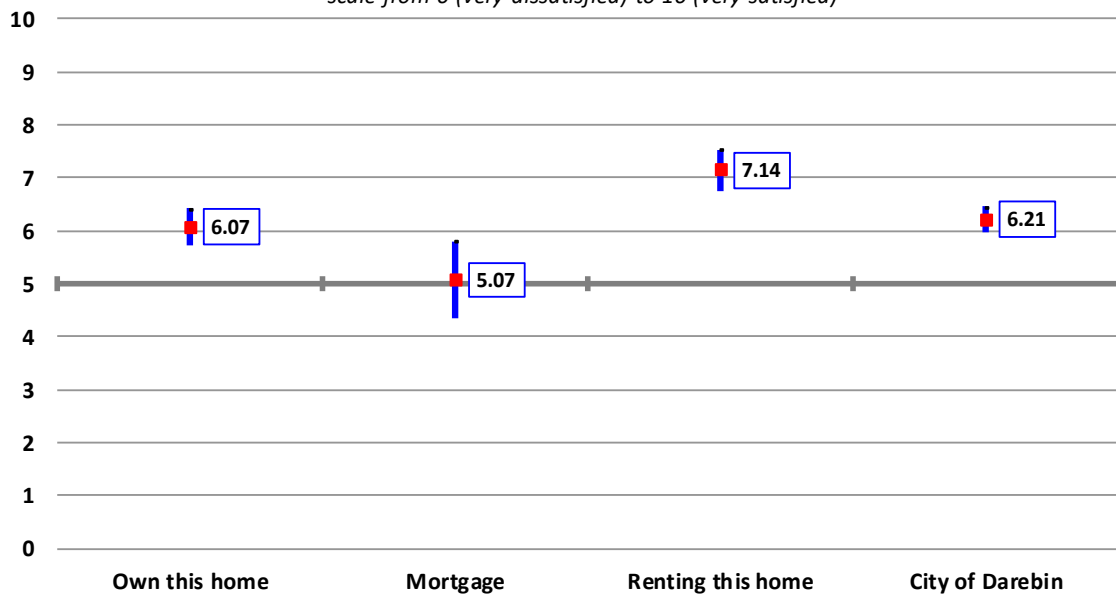
Satisfaction with protection of local heritage
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Protection of local heritage by respondent profile
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



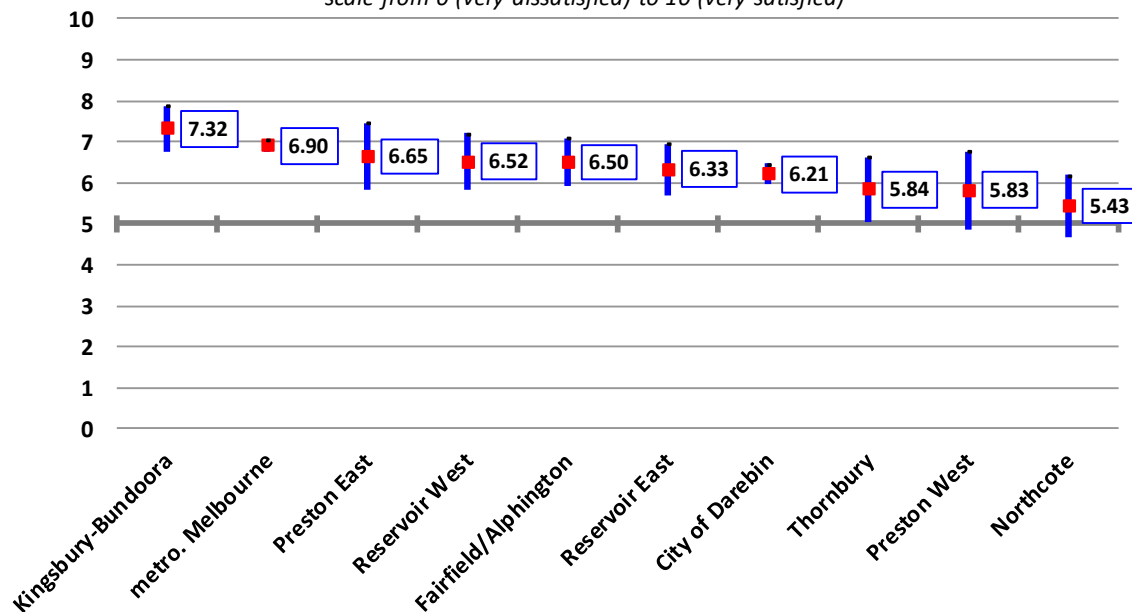
Protection of local heritage by housing tenure
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in satisfaction with the protection of local heritage observed across the municipality, with attention drawn to the following:

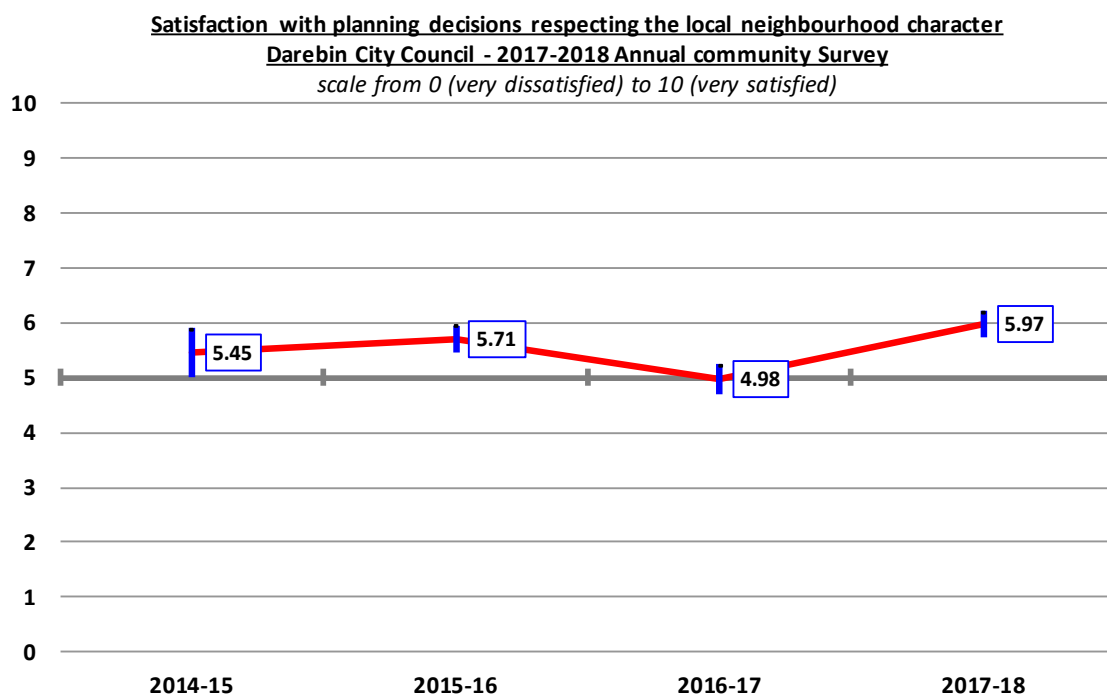
- **Kingsbury-Bundoora** – respondents were measurably and significantly more satisfied than average and at a “very good” level.
- **Northcote** – respondents were measurably and significantly less satisfied than average and at a “very poor” level.

Protection of local heritage by precinct
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Planning decisions respecting local neighbourhood character

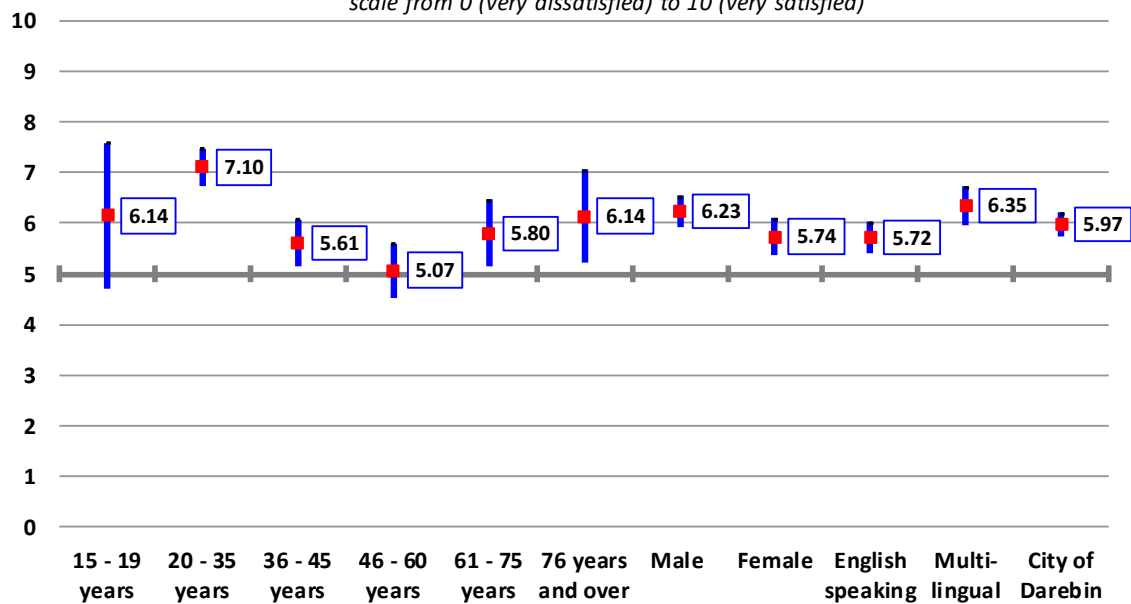
Satisfaction with planning decisions respecting local neighbourhood character increased measurably and significantly this year, up nineteen percent to 5.97. This is still a “poor” level of satisfaction, although an improvement on the “extremely poor” level recorded last year.



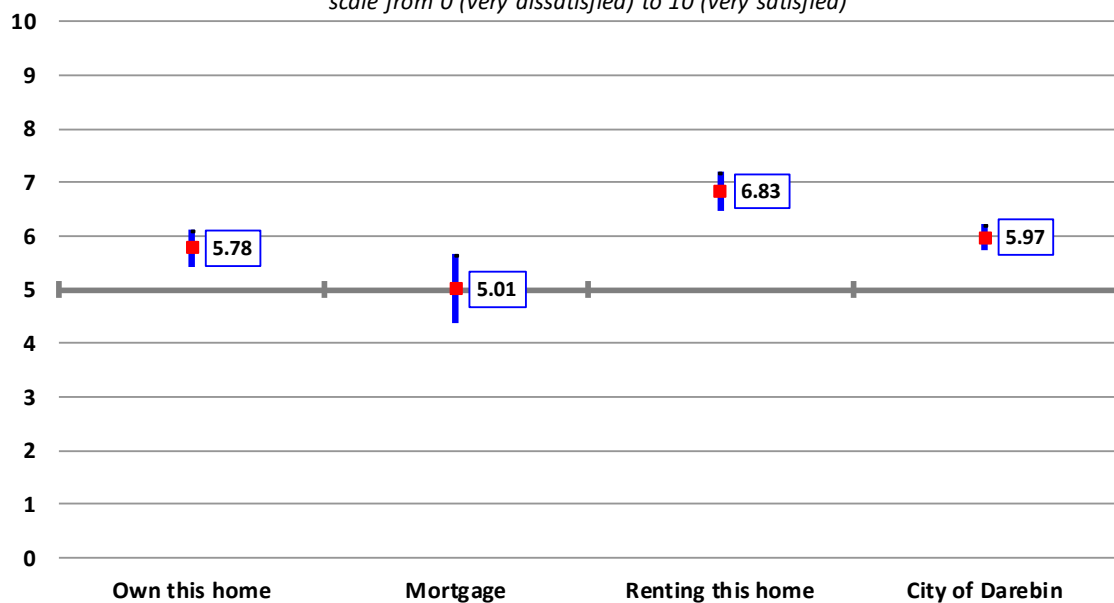
There was measurable variation in satisfaction with planning decisions respecting local neighbourhood character observed by respondent profile and housing situation, with attention drawn to the following:

- **Young adults (aged 20 to 35 years)** – respondents were measurably and significantly more satisfied than average and at a “good”.
- **Middle-aged adults (aged 46 to 60 years)** – respondents were measurably and significantly less satisfied than average and at a “very poor” level.
- **Multi-lingual household** – respondents were measurably and significantly (12.6%) more satisfied than English speaking households respondents, and at a “solid” level.
- **Gender** – male respondents were measurably and significantly (8.5%) more satisfied than female respondents, and at a “solid” level.
- **Rental household** – respondents were measurably and significantly (14.4%) more satisfied than average, and at a “good” level.
- **Mortgagee household** - respondents were measurably (16.1%) less satisfied than average and at a “very poor” level.

Planning decisions respecting local neighbourhood character by respondent profile
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Planning decisions respecting the local neighbourhood character by housing tenure
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



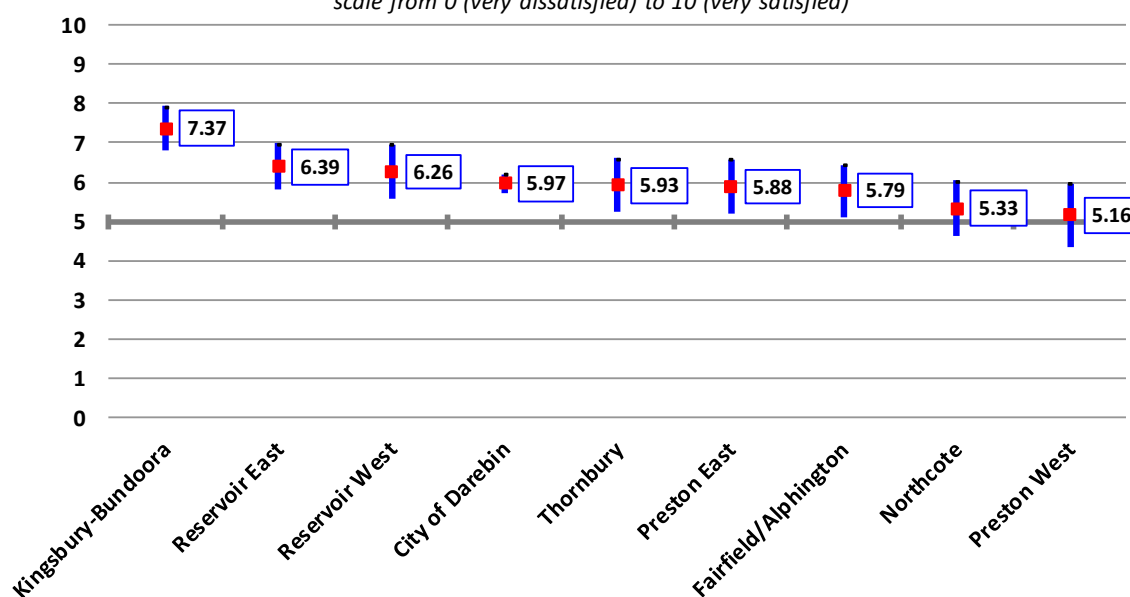
There was measurable variation in satisfaction with planning decisions respecting local neighbourhood character observed across the municipality, with attention drawn to the following:

- **Kingsbury-Bundoora** – respondents were measurably and significantly more satisfied than average and at a “very good” level.
- **Northcote and Preston West** – respondents were significantly, albeit not measurably less satisfied than average and at a “very poor” level.

Planning decisions respecting the local neighbourhood character by precinct

Darebin City Council - 2017-2018 Annual Community Survey

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



Contact with Council

Contact with Council in last twelve months

Respondents were asked:

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

Consistent with the results recorded in recent years, approximately forty percent of respondents had contacted Council in the last twelve months.

Metropolis Research also notes that this result is consistent with results recorded in a large number of other municipalities across metropolitan Melbourne.

Contacted Council in the last 12 months

Darebin City Council - 2017-2018 Annual Community Survey

(Number and percent of respondents providing a response)

Response	2017-18		2016-17	2015-16	2014-15	2014
	Number	Percent				
Yes	406	40.6%	41.7%	40.4%	40.8%	42.0%
No	594	59.4%	57.8%	59.6%	59.2%	58.0%
Not stated	0	0.0%	0	2	6	14
Total	1,000	100%	1,000	1,000	800	800

Form of contact

Respondents were asked:

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

The most common method of contacting Council remains telephone, with a little less than two-thirds (63.3%) of respondents who contacted Council doing so by this method.

Although methods like the website and Facebook are included in the list of methods of contacting Council, it is clear that when asked to identify their method of contacting Council most respondents are thinking of traditional customer contact methods, such as telephone and visiting in person.

This is reinforced by the fact that whilst results observed previously in the survey program and elsewhere by Metropolis Research have shown that approximately one-third of respondents will have visited their local council website at least occasionally, the website this year was identified as the method of last contacting Council by just 4.5% of respondents.

Form of contact with Council
Darebin City Council - 2017-2018 Annual Community Survey
(Number and percent of respondents who contacted Council providing a response)

Response	2017-18		2016-17	2015-16	2014-15	2014
	Number	Percent				
Telephone	255	63.3%	59.1%	62.8%	60.2%	64.2%
Visit in person	53	13.2%	19.5%	15.5%	23.1%	19.8%
E-mail	43	10.7%	7.9%	11.0%	7.4%	7.4%
Darebin website	18	4.5%	5.5%	3.2%	1.5%	n.a.
Mail	3	0.7%	2.9%	3.5%	1.2%	1.2%
Twitter	1	0.2%	0.0%	0.0%	0.0%	n.a.
Multiple methods	30	7.4%	4.8%	4.0%	5.6%	7.1%
Can't say	3		1	2	3	6
Total	406	100%	417	403	324	330

There was some variation in this result observed between respondents from English speaking and multi-lingual households, as outlined in the following table.

It is noted that respondents from multi-lingual households were somewhat more likely than those from English speaking households to contact Council by telephone. Metropolis Research does note however that this result is not consistent with that recorded last year, in which multi-lingual household respondents were more likely than those from English speaking households to visit Council in person.

The variation may be the result of the relatively small sample size for this question of 138 multi-lingual households respondents that had contacted Council in the last twelve months.

Form of contact with Council by language spoken at home
Darebin City Council - 2017-2018 Annual Community Survey
(Number and percent of respondents who contacted Council providing a response)

Response	English speaking		Multi-lingual	
	Number	Percent	Number	Percent
Telephone	155	59.8%	96	70.1%
Visit in person	35	13.5%	17	12.4%
E-mail	32	12.4%	10	7.3%
Darebin website	13	5.0%	4	2.9%
Mail	2	0.8%	1	0.7%
Twitter	1	0.4%	0	0.0%
Multiple methods	21	8.1%	9	6.6%
Can't say	2		1	
Total	261	100%	138	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?”

The average satisfaction with the five included aspects of customer service was 7.90 out of a potential ten this year. Whilst this is a decline of 2.8% on the 8.13 recorded last year, it is important to note that last year’s survey included six aspects of customer service, and some of the five aspects included this year are new and were not previously included.

The aspects “speed of service” and “ease of contact” that was previously included have been dropped this year, and “ease of understanding information” has been included for the first time.

Satisfaction with the five included aspects of customer service was “excellent”, the same as in previous years.

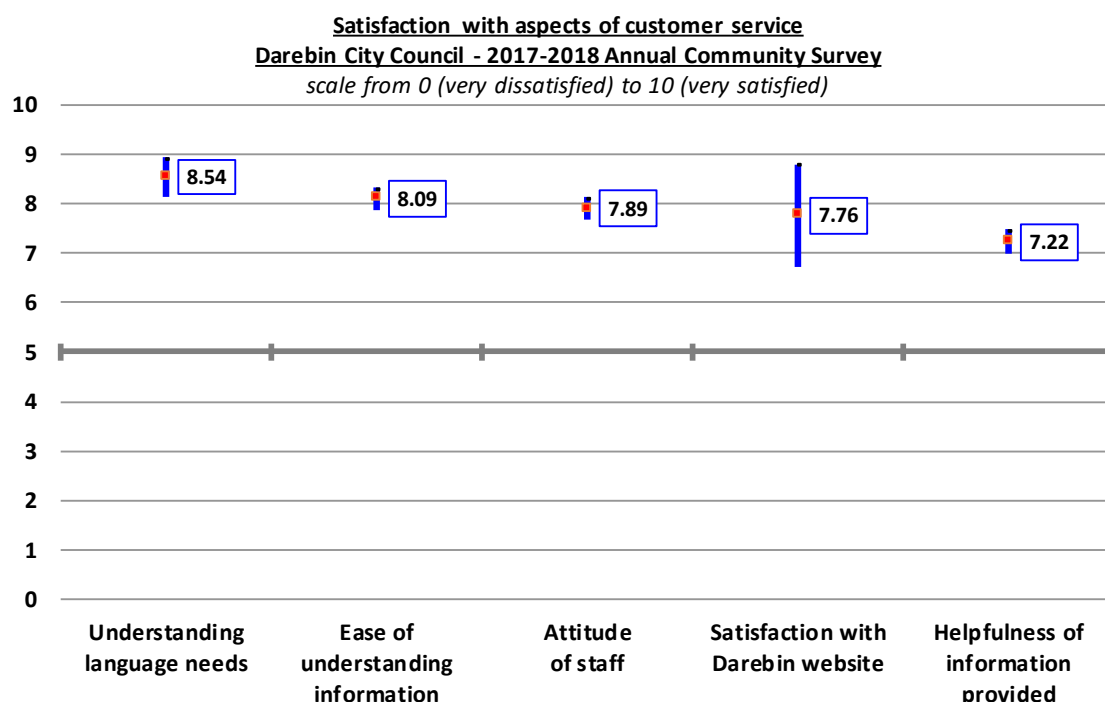
Metropolis Research notes that average satisfaction with customer service this year (as in previous years) was significantly higher than satisfaction with Council’s overall performance (6.84), average satisfaction with governance and leadership (6.89), average satisfaction with the seventeen included service and facilities (7.41), and average satisfaction with aspects of planning and housing development (5.93).



This is a very positive result for customer service, which highlights the fact that customer service is likely to be a positive influence on resident satisfaction with the performance of Council.

Satisfaction with these five aspects of customer service can best be summarised as:

- ⊗ **Excellent** – for staff understanding language needs (multi-lingual household respondents only), ease of understanding information, the attitude of staff, and satisfaction with the Darebin website (respondents visiting the website only).
- ⊗ **Good** – for the helpfulness of the information provided.

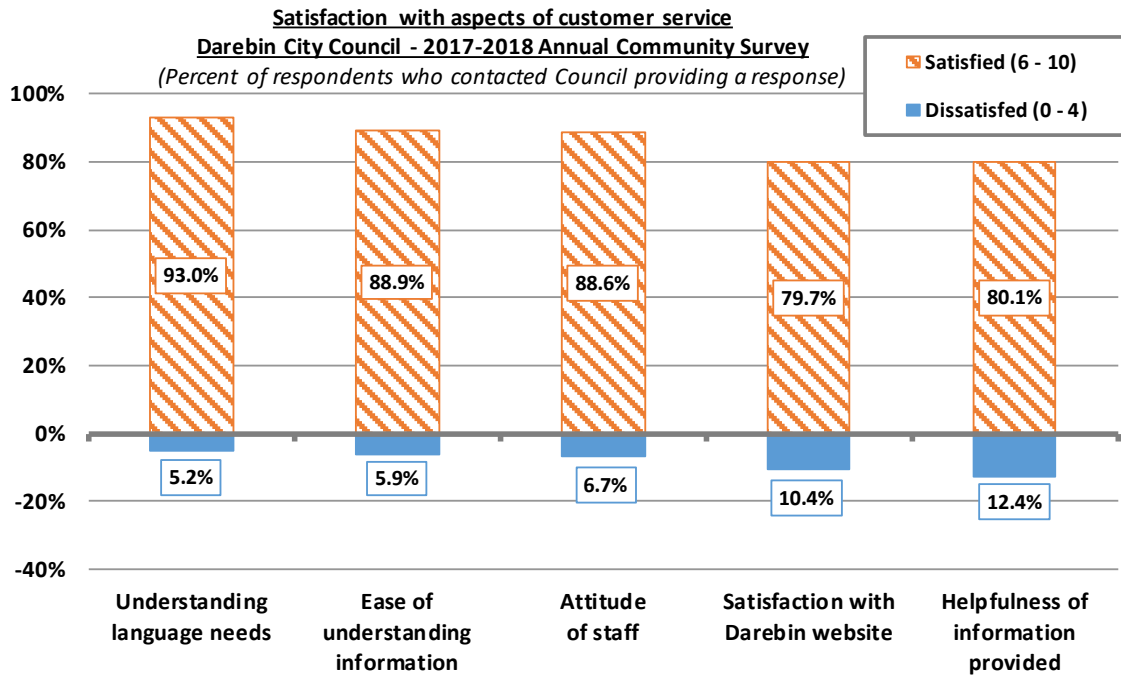


Given the changes made to the customer service section of this survey, there was only one variable relating to customer service that remains the same as in *Governing Melbourne*, that being “staff understanding of language needs”.

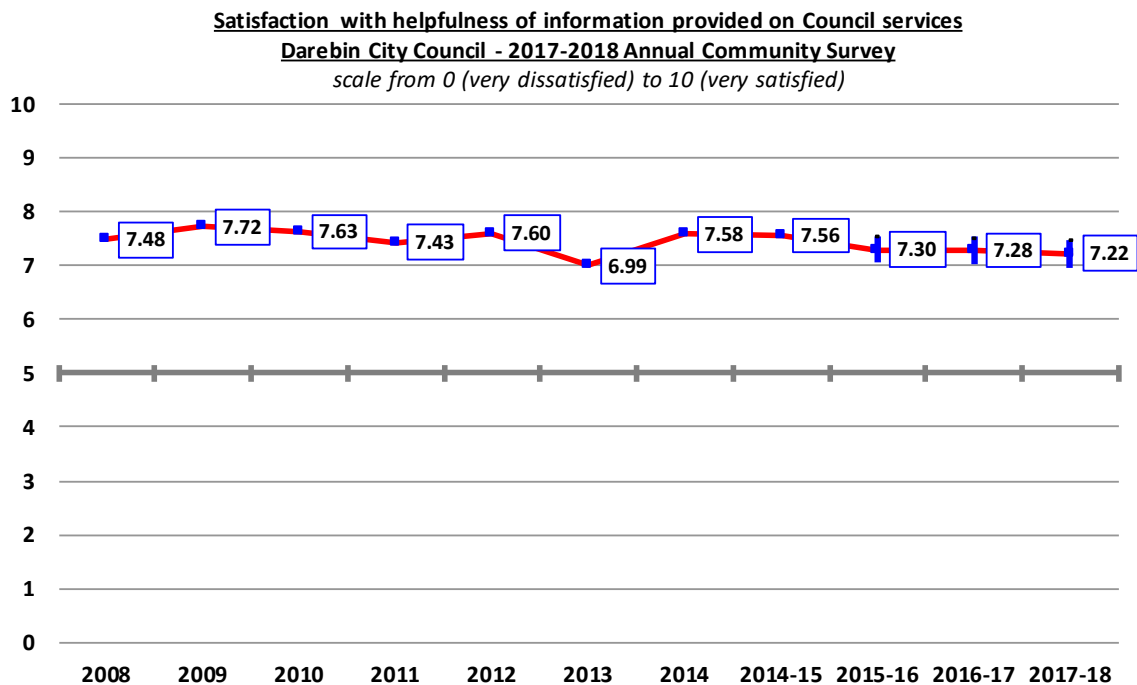
Satisfaction with this aspect of customer service was marginally but not measurably higher in the City of Darebin than the 2018 metropolitan Melbourne average.

Consistent with these high average satisfaction scores, the overwhelming majority of respondents were satisfied with each of the five included aspects of customer service.

Metropolis Research does note however that a little more than ten percent of respondents were dissatisfied with the Darebin website (10.4%) and the helpfulness of information provided (12.4%).



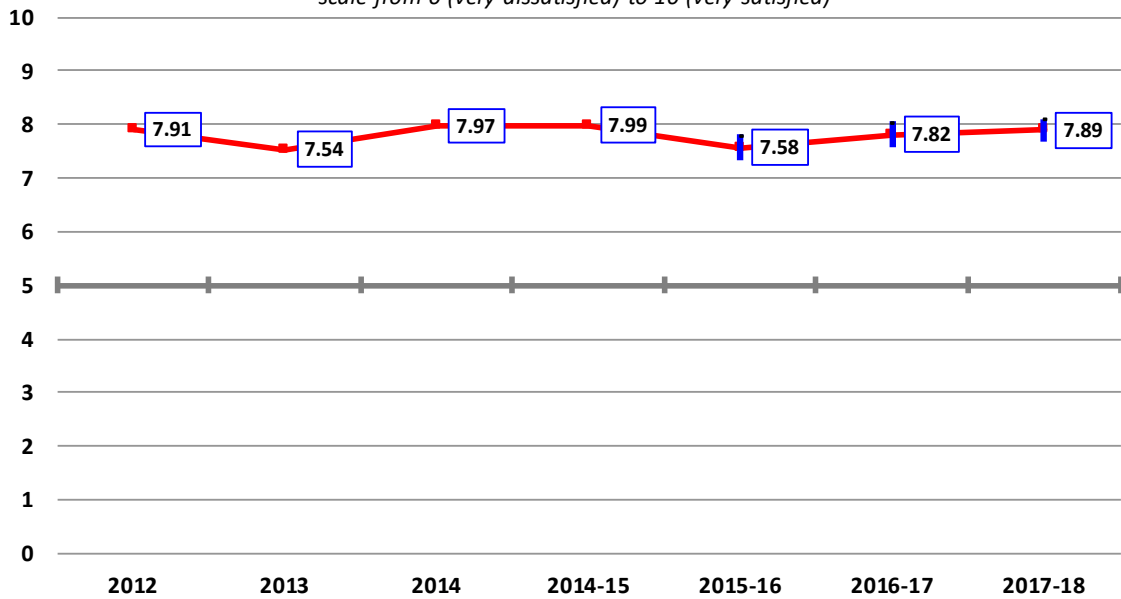
Satisfaction with the helpfulness of information provided on Council services declined by less than one percent this year, down from 7.28 to 7.22, and is now “good” rather than “very good”.



Satisfaction with the attitude of staff increased by less than one percent this year, up from 7.82 to 7.89 and remains “excellent”. This is the aspect of customer service over which Council staff have the most direct control, and this excellent level of satisfaction and low proportion of dissatisfied respondents (6.7%) reflects well on their performance.



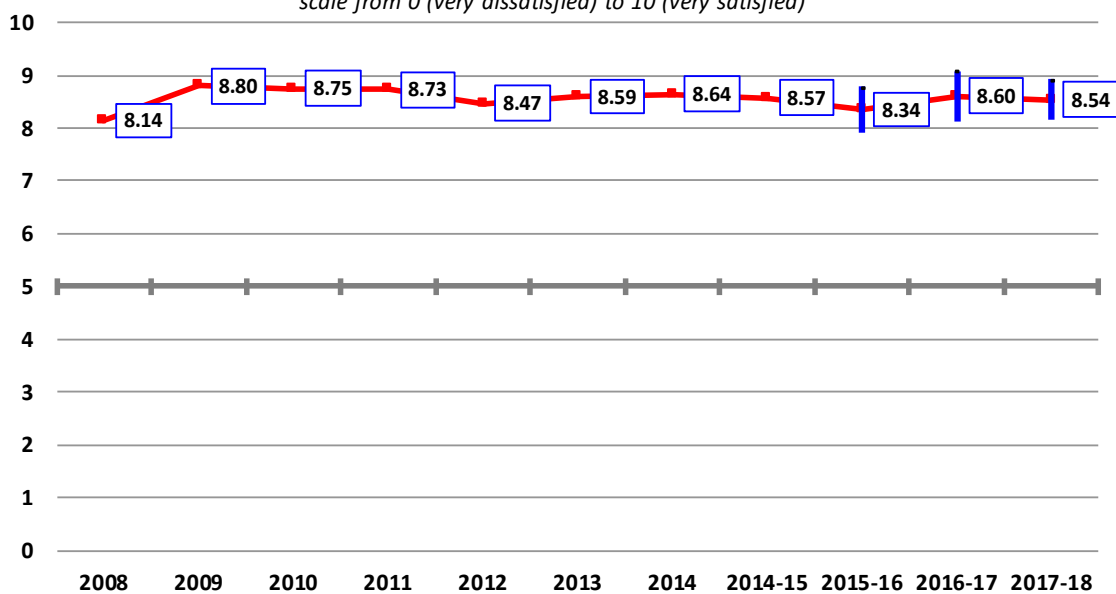
Satisfaction with attitude of staff
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



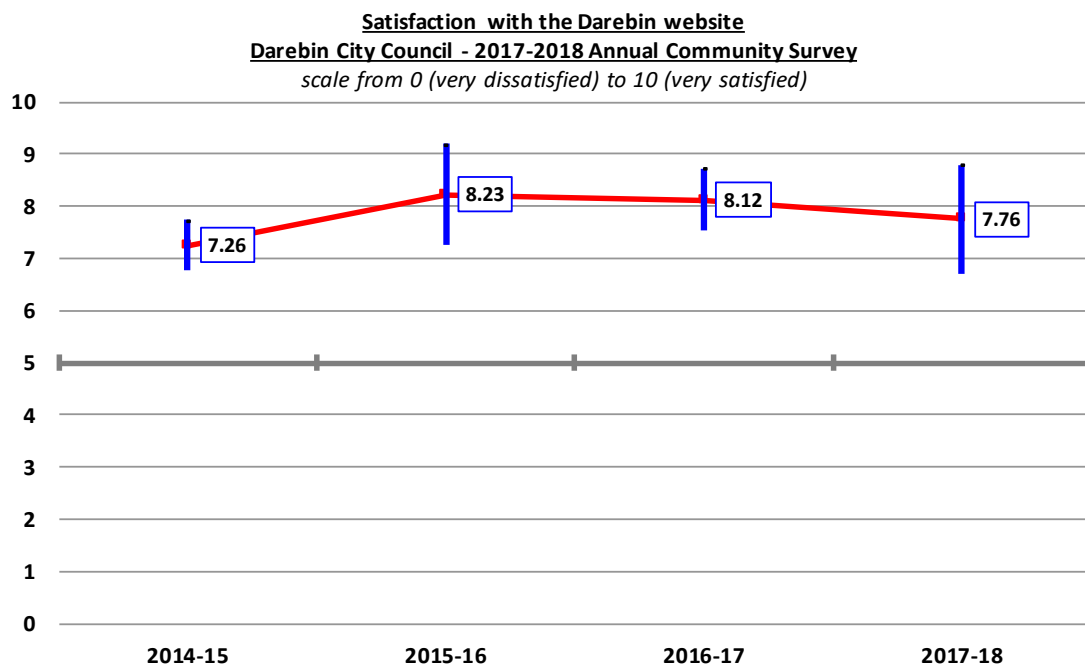
Satisfaction with staff understanding language needs, which is based only on respondents from multi-lingual households declined by less than one percent this year, although it remains “excellent”.

The City of Darebin has over a very long period of time maintained excellent levels of satisfaction with meeting the needs of the multi-cultural community, including specifically in relation to language needs.

Satisfaction with understanding language needs
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The small sample of eighteen respondents who contacted Council via the website rated their satisfaction with the website at 7.76, which is an “excellent” level of satisfaction. Although the average score has varied from year to year somewhat, as is evident in the very large vertical blue bar (the 95% confidence interval), this variation is not statistically significant.



Satisfaction by method of contacting Council

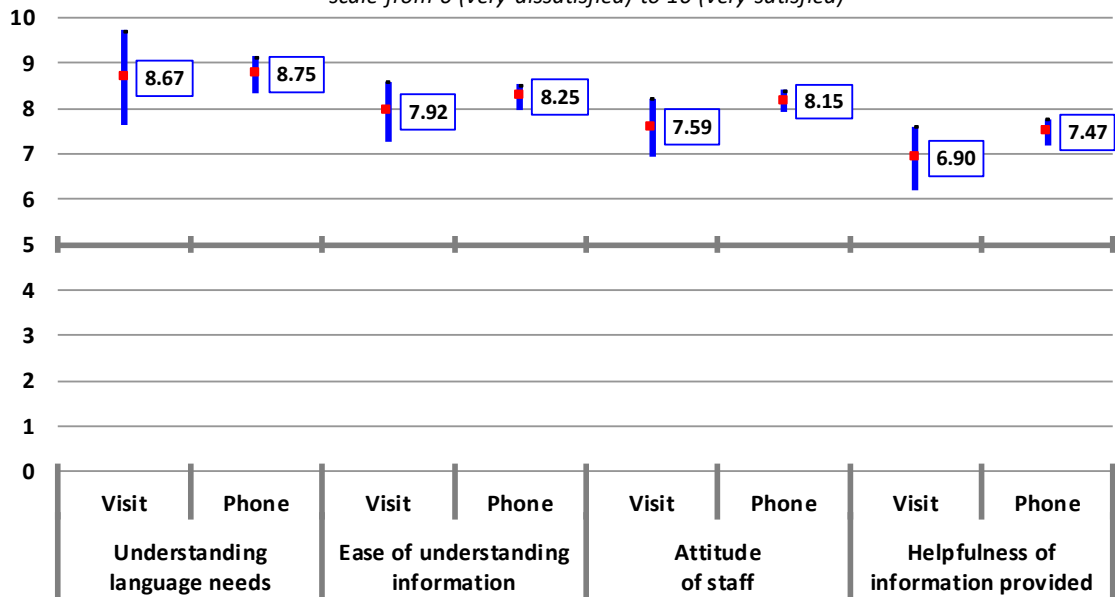
As is clearly evident in the following graph, respondents that contacted Council via the telephone were on average twelve percent more satisfied with the four aspects of customer service than were respondents that visited Council in person.

Metropolis Research notes that this is a somewhat unusual result, as typically respondents that visit in person are up to around five percent more satisfied with customer service than are respondents who telephone Council.

It is important to note however that this variation in satisfaction between respondents visiting in person and those telephoning Council is not statistically significant at the 95% confidence level.



Satisfaction with aspects of customer service by method of contact
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

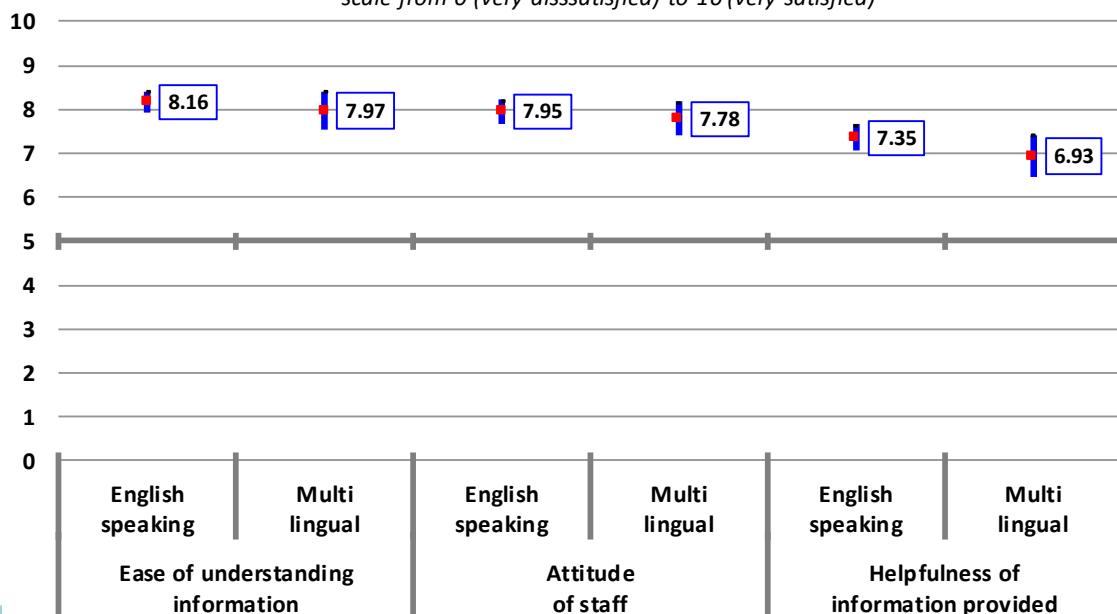


Satisfaction by language spoken at home

The following graph shows a breakdown of satisfaction with the three relevant aspects of customer service between City respondents from English speaking and multi-lingual households.

Whilst respondents from English speaking households were on average 3.4% more satisfied with these three aspects of customer service than those from multi-lingual households, this variation is not statistically significant.

Satisfaction with aspects of customer service by language spoken at home
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Safety in public areas

Respondents were asked:

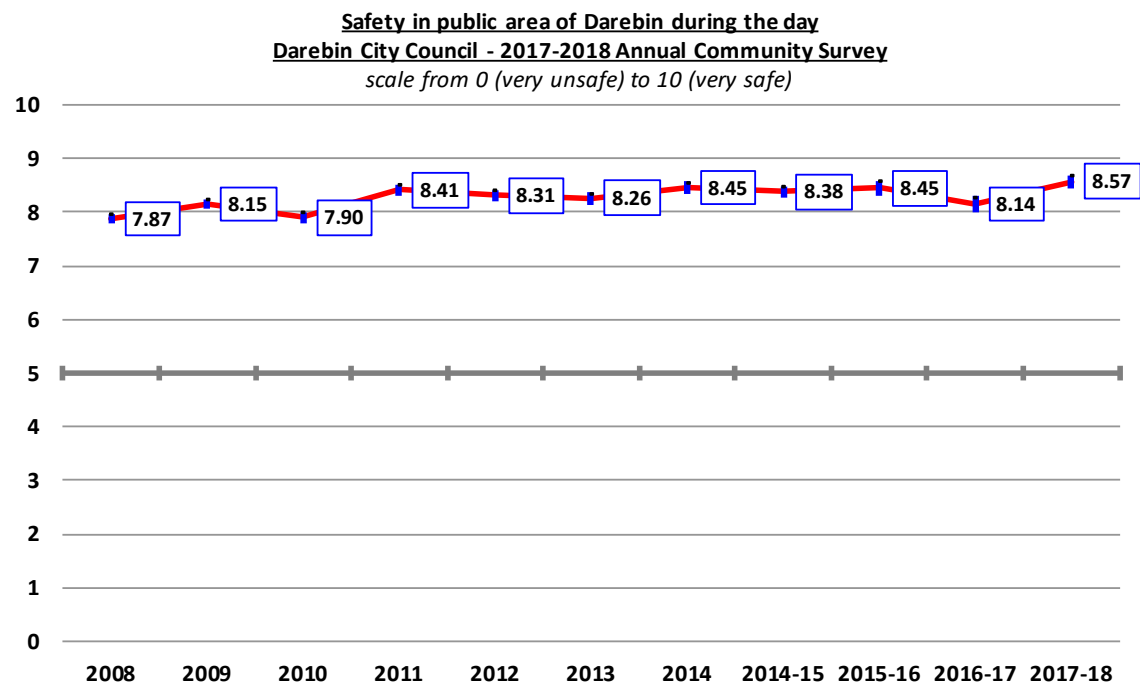
“On a scale of zero (lowest) to ten (highest), how safe do you feel in public areas in the City of Darebin?”

Safety during the day

The perception of safety in the public areas of the City of Darebin during the day increased measurably this year, up 5.3% on the unusually low result of 8.14 recorded last year. Metropolis Research notes that just 0.9% of respondents this year rated their perception of safety during the day at less than five out of ten, i.e. unsafe.

This result was measurably and significantly higher than the 2018 metropolitan Melbourne average of 8.15.

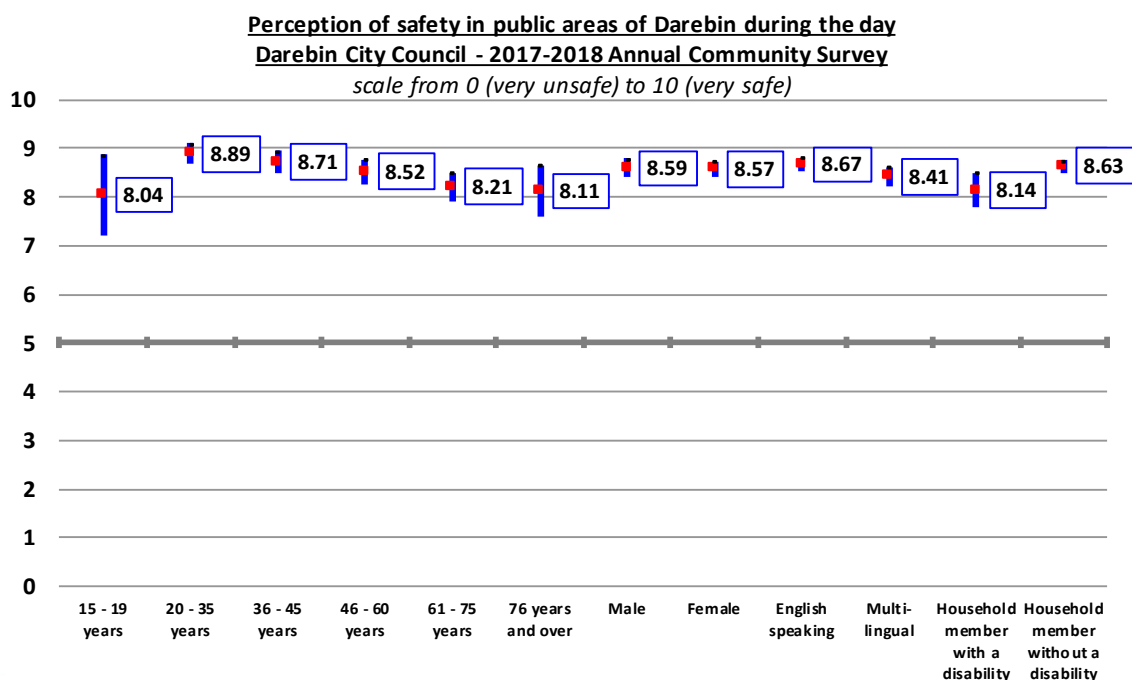
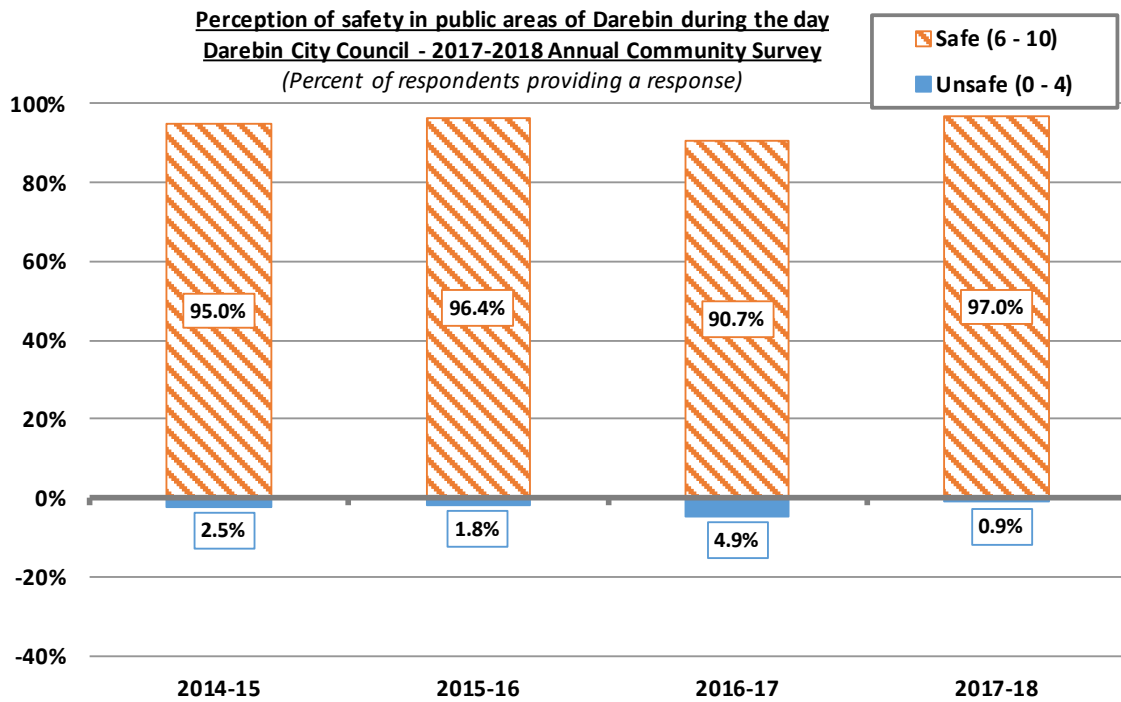
These results confirm that the overwhelming majority of respondents feel very safe in the public areas of the municipality during the day.



There was some variation in this result observed by respondent profile, with attention drawn to the following:

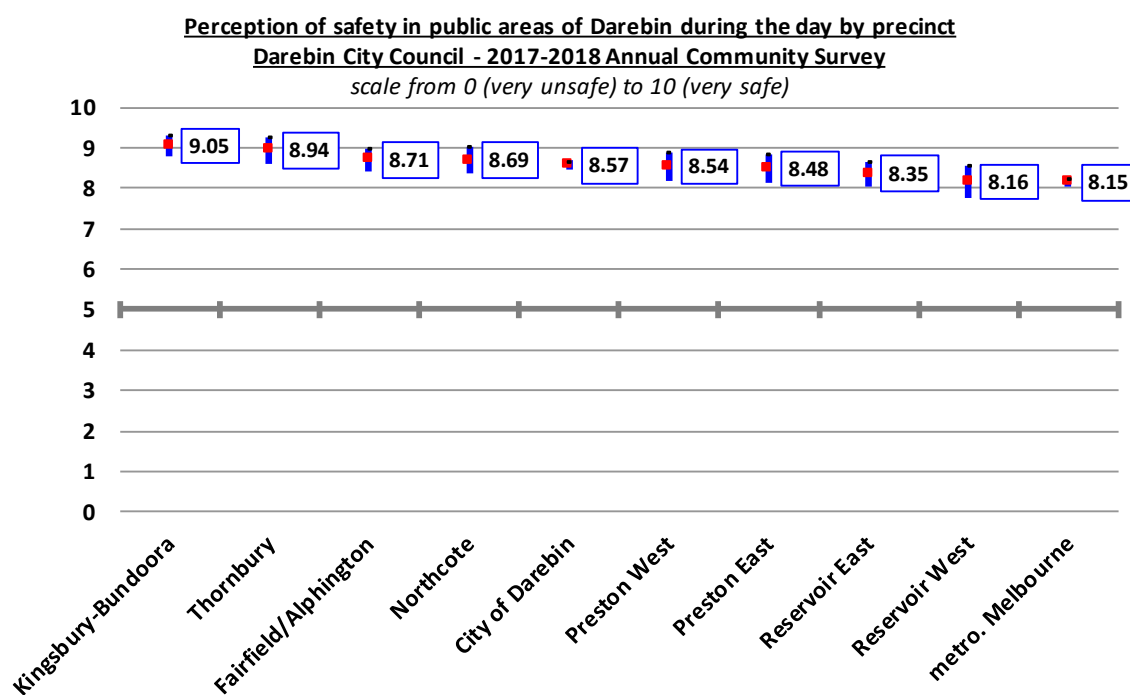
- **Age structure** – with the exception of adolescents who felt less safe than the average, the average perception of safety during the day declines with the respondents age. It is noted however that all age groups rated their perception of safety at eight or more.

- **Gender** – there was no meaningful variation in the perception of safety during the day observed between male and female respondents.
- **Language spoken at home** – respondents from English speaking households felt measurably (3.1%) more safe during the day than respondents from multi-lingual households.
- **Disability** – respondents from households with a member with a disability on average felt measurably and significantly (6.1%) less safe than other respondents. This result is likely to be highly correlated to the respondents’ age structure.



There was some statistically significant variation in this result observed across the municipality, with attention drawn to the following:

- **Kingsbury-Bundoora** – respondents felt measurably more safe during the day than average.
- **Reservoir West** – respondents felt measurably less safe during the day than average.



Safety at night

The perception of safety in the public areas of the City of Darebin at night increased measurably and significantly this year, up 6.1% to 6.99.

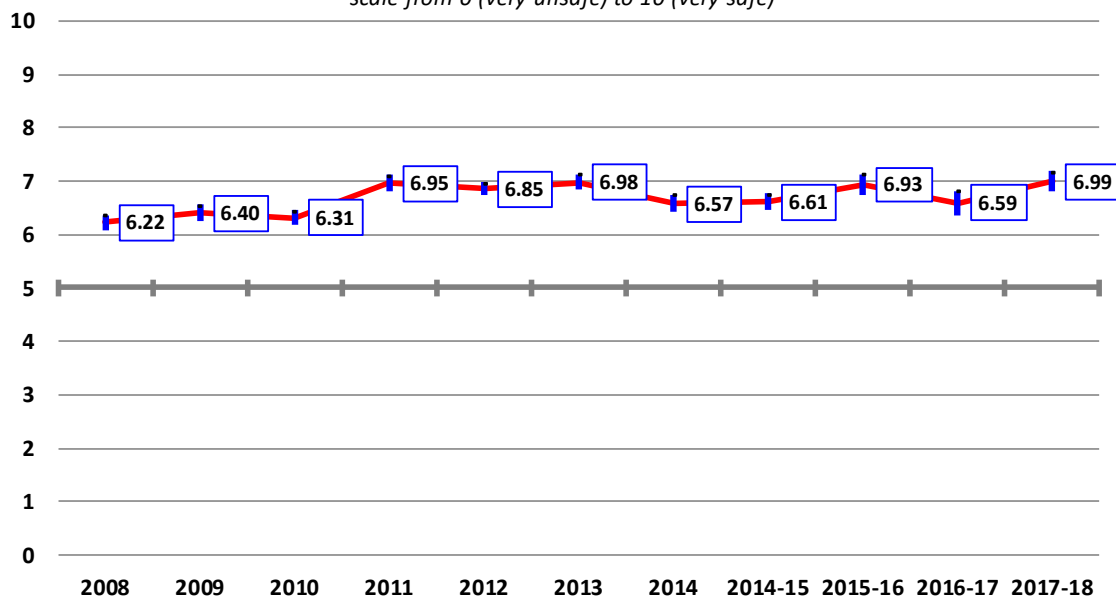
This is the highest perception of safety at night score recorded in the last ten years.

This result was measurably and significantly higher than the 2018 metropolitan Melbourne average of 6.76. This reflects the fact that there has been in recent times, significant community concern about the perception of safety at night in some outer growth areas of metropolitan Melbourne, a result that has not been found in the inner and middle-ring municipalities.

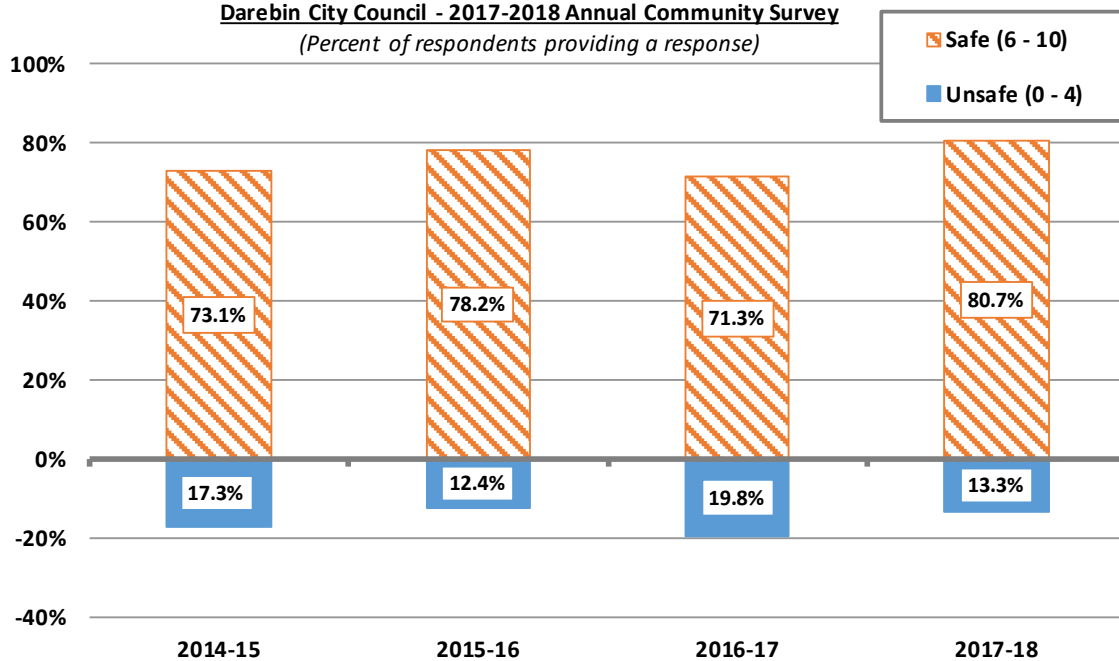
Consistent with this significant increase this year, the proportion of respondents that feel unsafe in the public areas of the municipality at night declined from 19.8% last year to 13.3%.

This is a positive result that suggests that safety at night is not a significant concern for most residents, although it is important to bear in mind that 13.3% of respondents did feel unsafe at night.

Safety in public area of Darebin at night
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)



Perception of safety in public areas of Darebin at night
Darebin City Council - 2017-2018 Annual Community Survey
(Percent of respondents providing a response)

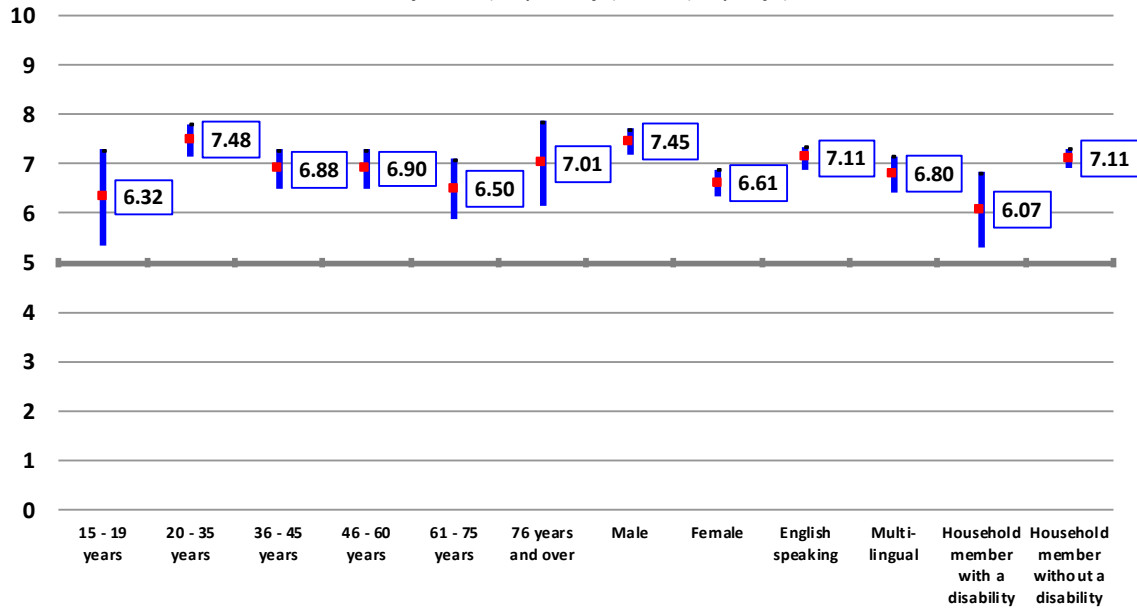


There was some variation in this result observed by respondent profile, with attention drawn to the following:

- **Young adults (aged 20 to 35 years)** – respondents felt somewhat, albeit not measurably more safe than average.
- **Older adults (aged 61 to 75 years)** – respondents felt notably, albeit not measurably less safe than average.
- **Gender** – female respondents felt measurably and significantly (11.3%) less safe in the public areas of the municipality at night than male respondents.

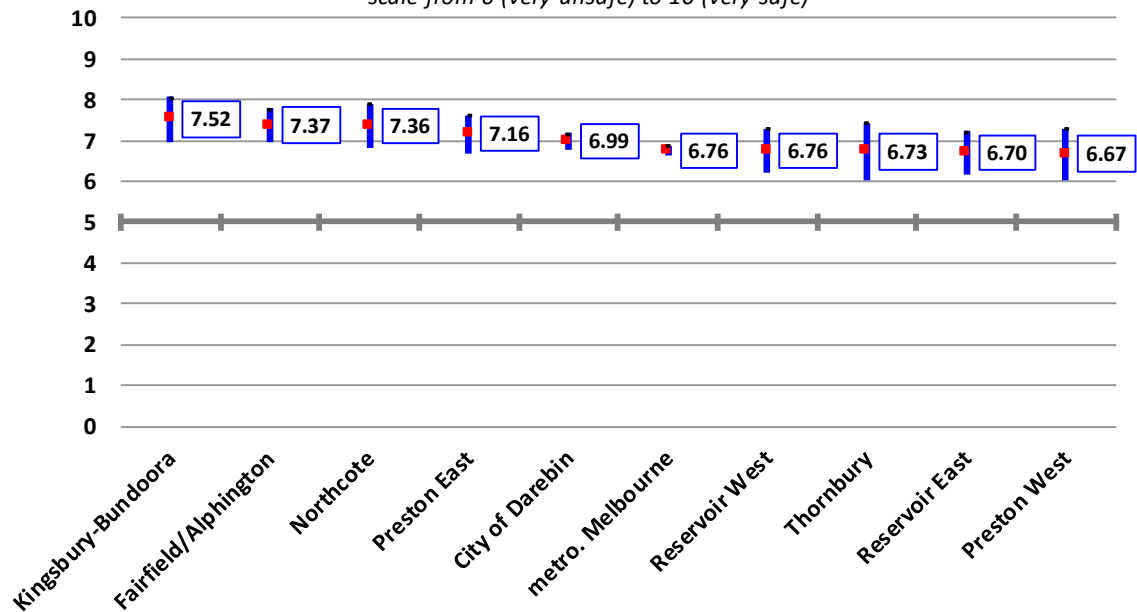
- **Disability** – respondents from households with a member with a disability felt measurably and significantly (14.6%) less safe than other respondents.

Perception of safety in public areas of Darebin at night
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)



There was no statistically significant (at the 95% confidence level) variation in the perception of safety in the public areas of the City of Darebin at night observed across the municipality. That said it is noted that respondents from Kingsbury-Bundoora felt somewhat, albeit not measurably more safe than the municipal average.

Perception of safety in public areas of Darebin at night by precinct
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (very unsafe) to 10 (very safe)



Council as an organisation

Respondents were asked:

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

Respondents were again this year asked to rate their agreement with six statements about Darebin City Council as an organisation.

Agreement with the five positively worded statements all increased somewhat this year, whilst agreement with the negatively worded statement declined. Agreement with three statements increased measurably, those being the statements regarding Council being trustworthy and reliable, has a sound direction for the future, and is progressive and “up-to-date”.

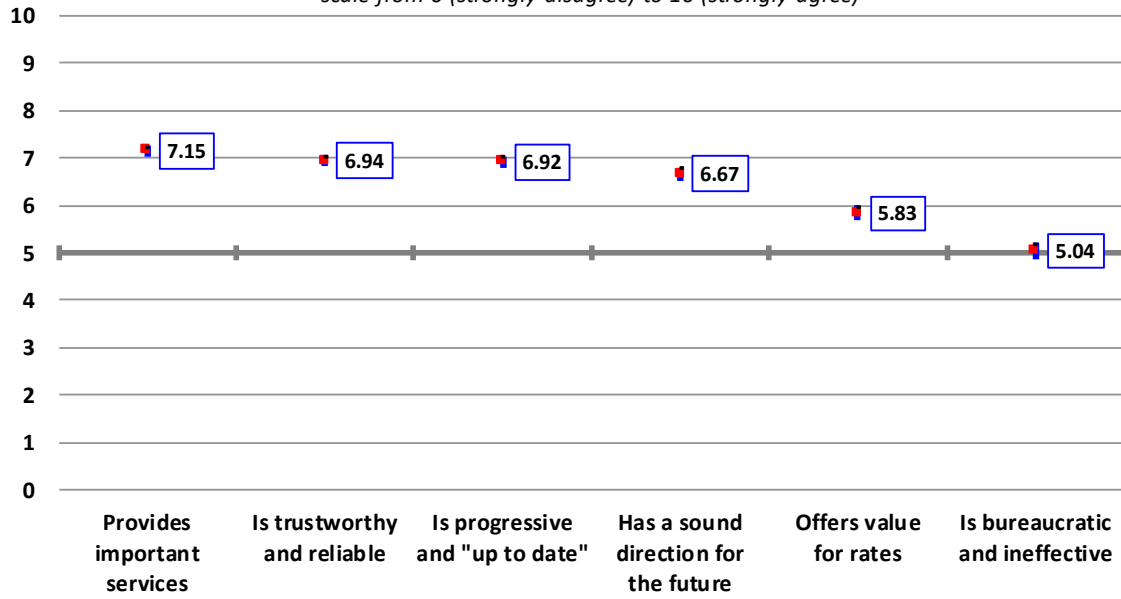
Agreement with these six statements about Darebin City Council as an organisation can best be summarised as follows:

- ⊗ **Strong Agreement** – that Darebin City Council provides important services. More than four-fifths (87.2%) of respondents agreed with this statement and just 5.7% disagreed.
- ⊗ **Solid Agreement** – that Darebin City Council is trustworthy and reliable, is progressive and up-to-date, and has a sound direction for the future. Approximately four-fifths of respondents agreed with these three statements, whilst approximately ten percent disagreed.
- ⊗ **Mild Agreement** – that Darebin City Council offers value for rates. A little less than two-thirds (62.5%) of respondents agreed with this statement, whilst one-fifth (20.9%) disagreed.
- ⊗ **Neutral** – that Darebin City Council is bureaucratic and ineffective. This statement was written in the negative, and therefore a lower score is more positive than a higher score. A little more than one-third (36.2%) of respondents disagreed that Council is bureaucratic and ineffective, and a little less than half (43.9%) agreed.

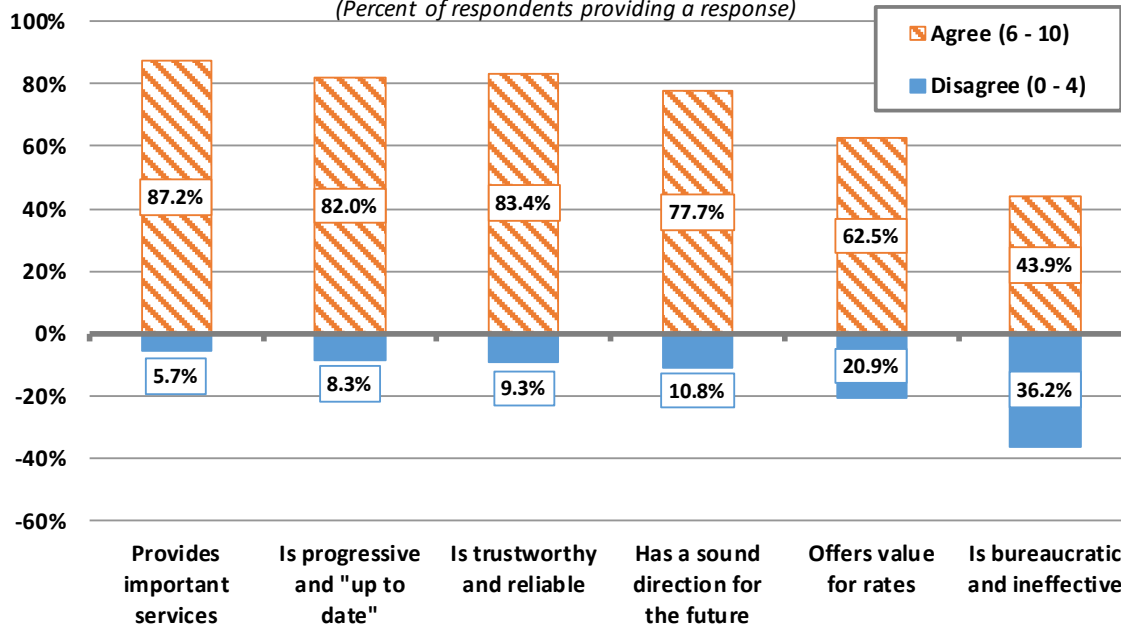
Metropolis Research notes that the agreement with these six statements show that whilst a significant majority of respondents agree that Council offers important service, is progressive and up-to-date, is trustworthy and reliable and offers value for rates, the community is on average mildly to solidly in agreement.

There is a significant minority of respondents in the City of Darebin that believe that Council does not offer value for rates and that Council is bureaucratic and ineffective.

Agreement with selected statements about Darebin City Council
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



Agreement with selected statements about Darebin City Council
Darebin City Council - 2017-2018 Annual Community Survey
(Percent of respondents providing a response)



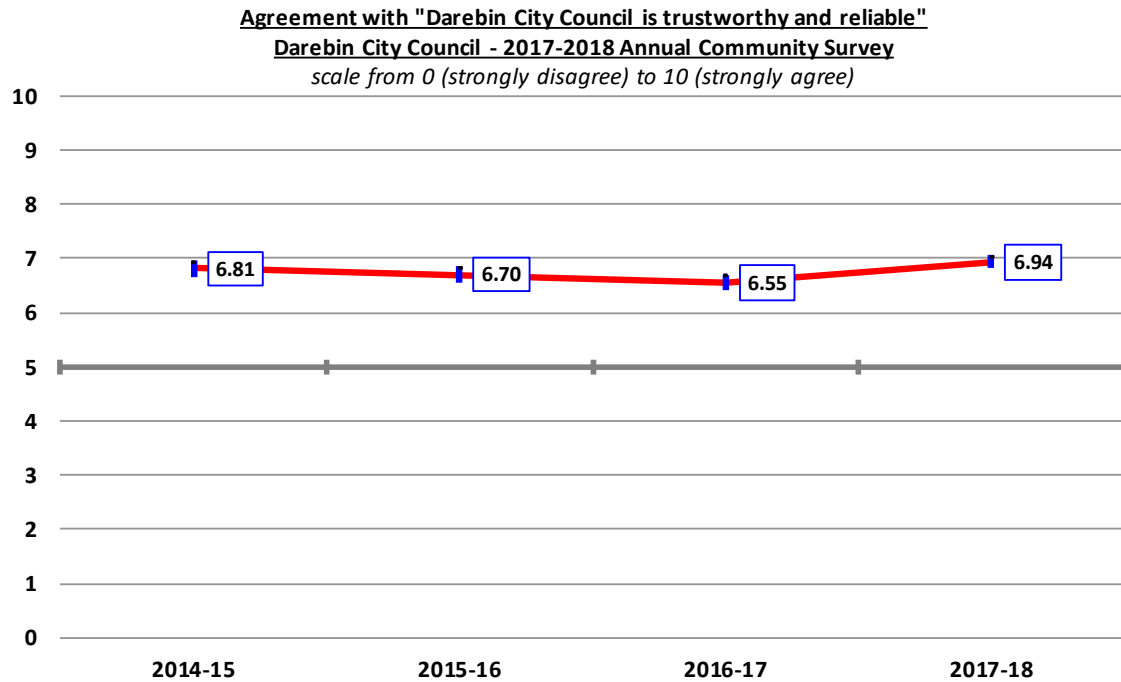
Agreement with selected statements about Darebin City Council

Darebin City Council - 2017-2018 Annual Community Survey

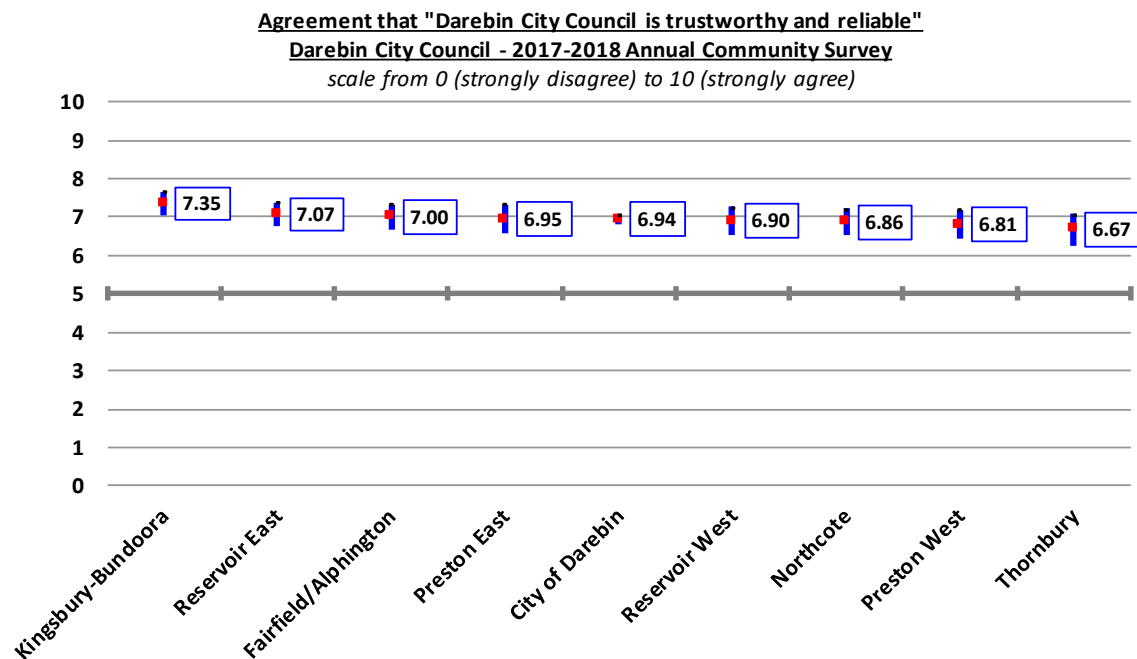
(Number and percent of respondents providing a response)

Aspect	Year	Disagree (0 - 4)	Neutral (5)	Agree (6 - 10)	Can't say
Is trustworthy and reliable	2014-15	10.5%	12.4%	77.1%	108
	2015-16	12.5%	11.8%	75.7%	97
	2016-17	13.2%	13.5%	73.3%	100
	2017-18	9.3%	7.3%	83.4%	82
Provides important services	2014-15	5.9%	9.4%	84.8%	58
	2015-16	6.0%	7.8%	86.2%	58
	2016-17	6.9%	7.3%	85.7%	87
	2017-18	5.7%	7.1%	87.2%	67
Is bureaucratic and ineffective	2014-15	33.7%	20.3%	46.0%	73
	2015-16	32.3%	18.3%	49.4%	207
	2016-17	31.9%	21.5%	46.6%	228
	2017-18	36.2%	19.8%	43.9%	164
Offers value for rates	2014-15	19.6%	15.3%	65.2%	166
	2015-16	22.8%	15.6%	61.6%	185
	2016-17	23.2%	19.0%	57.8%	213
	2017-18	20.9%	16.6%	62.5%	191
Has a sound direction for the future	2014-15	16.2%	15.4%	68.4%	93
	2015-16	13.5%	15.2%	71.3%	264
	2016-17	13.5%	16.2%	70.2%	339
	2017-18	10.8%	11.5%	77.7%	209
Is progressive and "up to date"	2014-15	13.0%	12.6%	74.4%	153
	2015-16	11.0%	15.8%	73.2%	133
	2016-17	11.2%	12.7%	76.1%	197
	2017-18	8.3%	9.7%	82.0%	139

Average agreement that Darebin City Council is trustworthy and reliable increased measurably this year, up 5.9% to 6.94 which is considered a solid level of agreement.

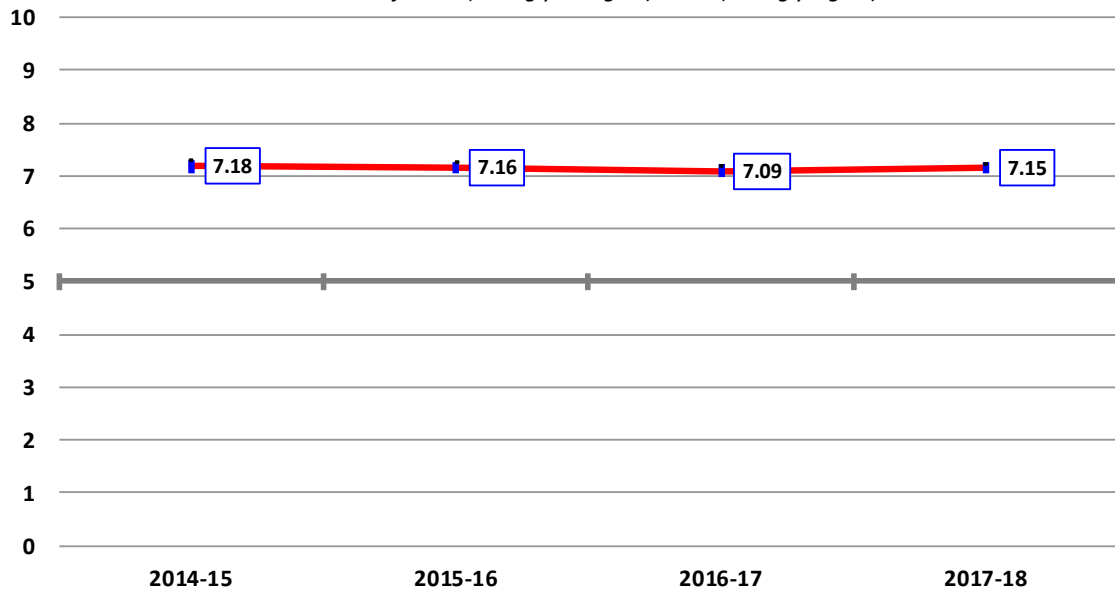


There was no statistically significant variation in agreement with this statement observed across the municipality, although it is noted that respondents from Kingsbury-Bundoora rated agreement somewhat higher than average, and respondents from Thornbury rated agreement somewhat lower than average.



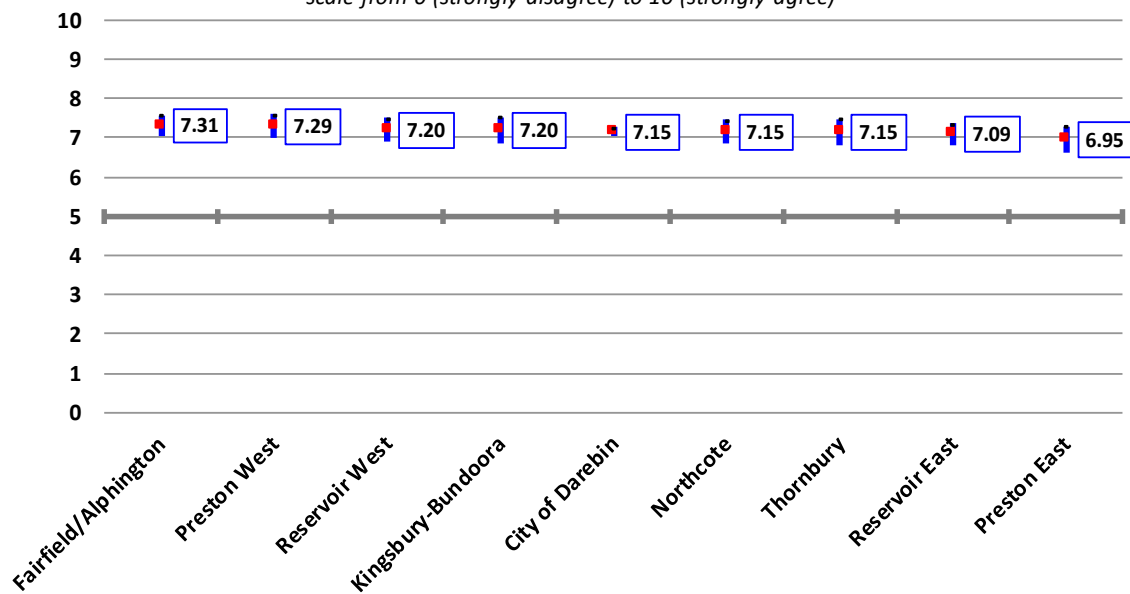
Average agreement that Darebin City Council provides important services increased by less than one percent this year to 7.15. This result has remained very stable over time.

Agreement with "Darebin City Council provides important services "
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (strongly disagree) to 10 (strongly agree)

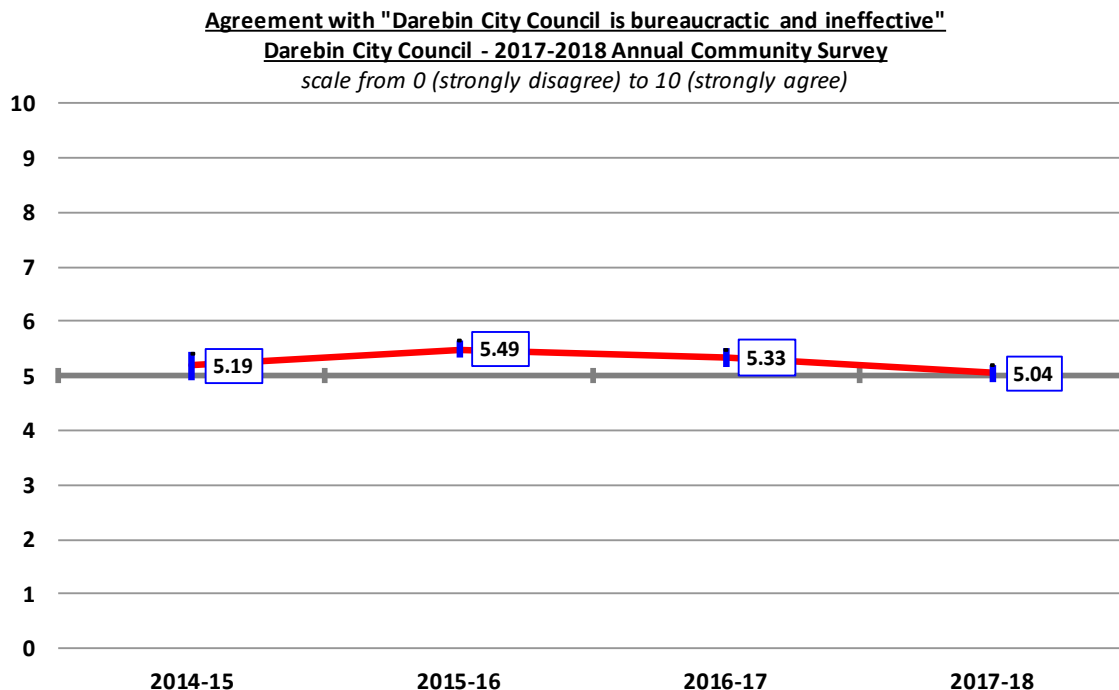


There was no statistically significant or notable variation in agreement with this statement observed across the eight precincts comprising the City of Darebin.

Agreement that "Darebin City Council provides important services"
Darebin City Council - 2017-2018 Annual Community Survey
scale from 0 (strongly disagree) to 10 (strongly agree)

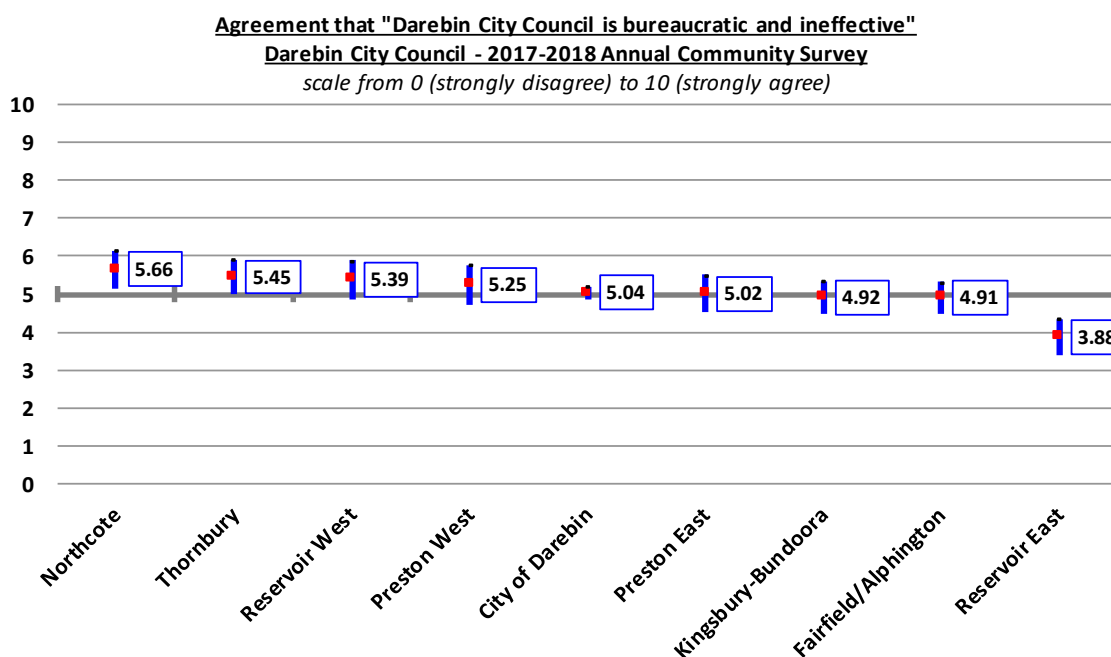


Average agreement that Darebin City Council is bureaucratic and ineffective declined measurably this year, down 5.4% to 5.04. This is a positive result and is the lowest level of agreement recorded for this statement over the last four years.

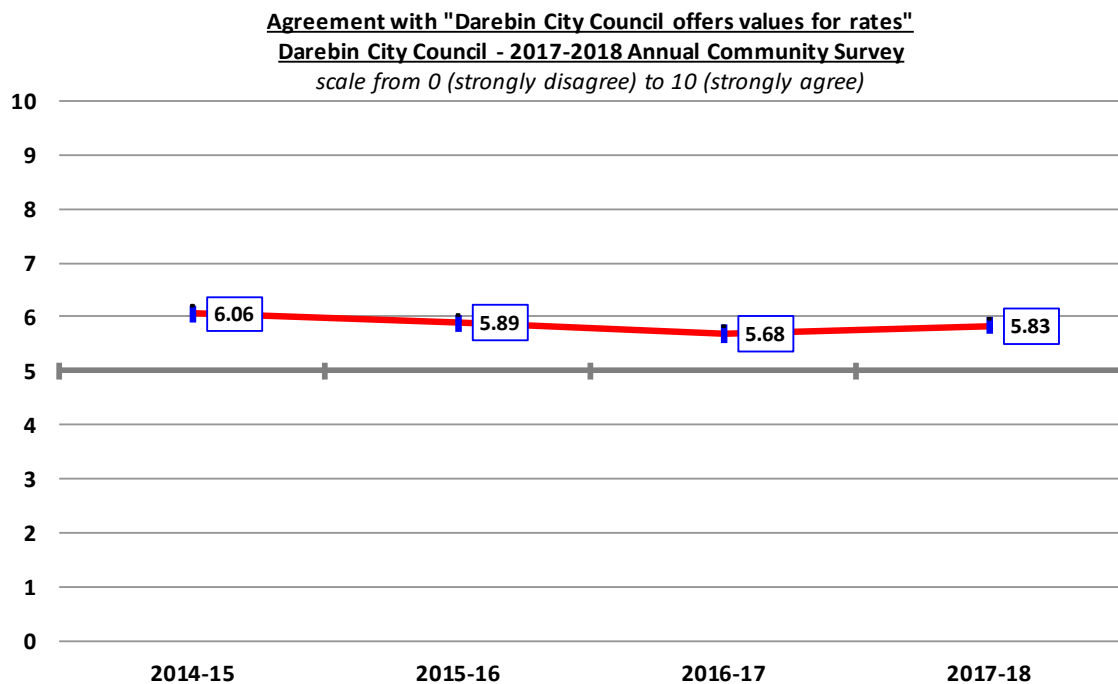


There was measurable variation in agreement with this statement observed across the municipality, with attention drawn to the following:

- **Northcote** – respondents were measurably more in agreement than average.
- **Reservoir East** – respondents were measurably and significantly less in agreement than average.

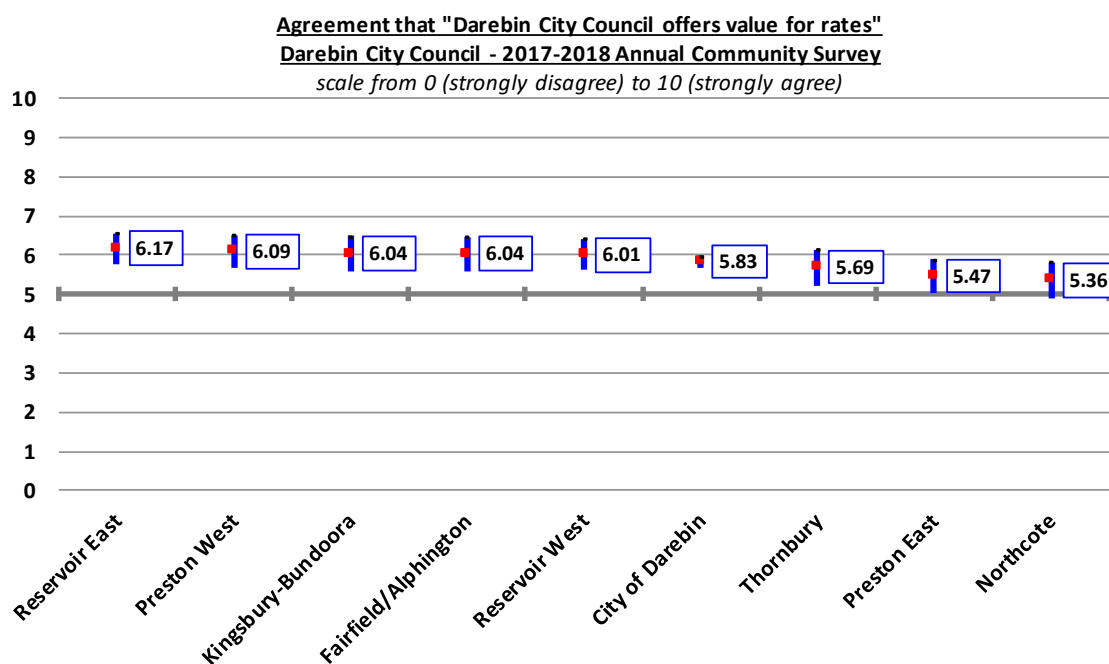


Average agreement that Darebin City Council offers value for rates increased marginally but not measurably this year, up 2.6% to 5.83.

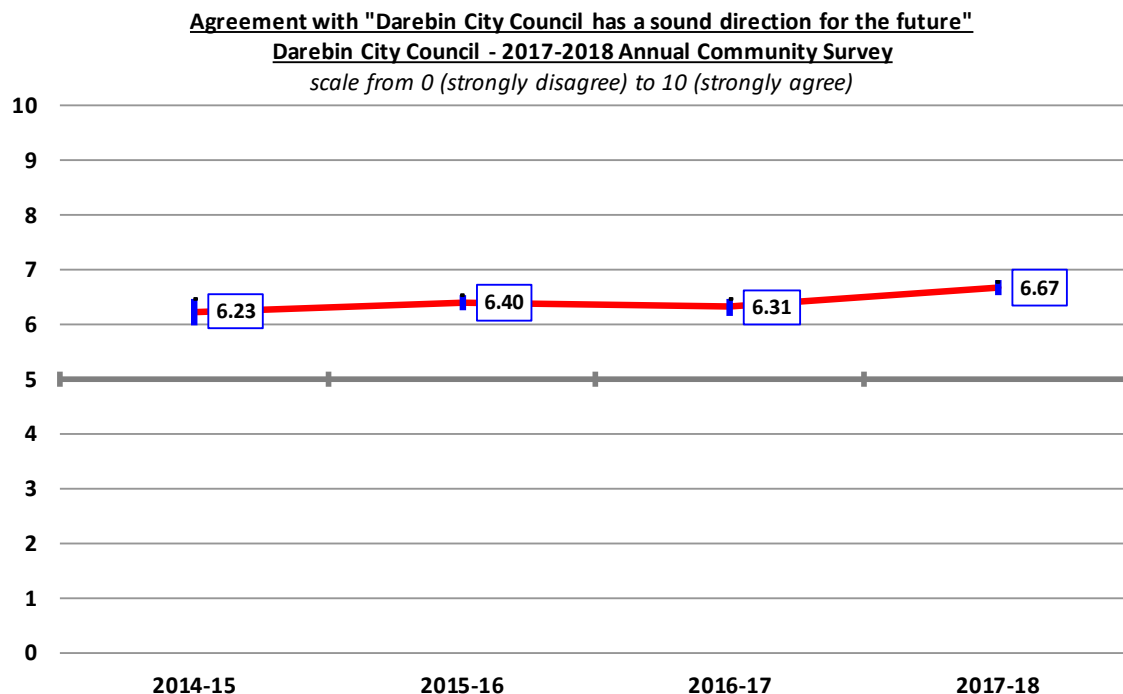


There was no statistically significant variation in agreement with this statement observed across the municipality, although attention is drawn to the following:

- **Reservoir East** – respondents were somewhat more in agreement than average.
- **Preston East and Northcote** – respondents were somewhat less in agreement than average.

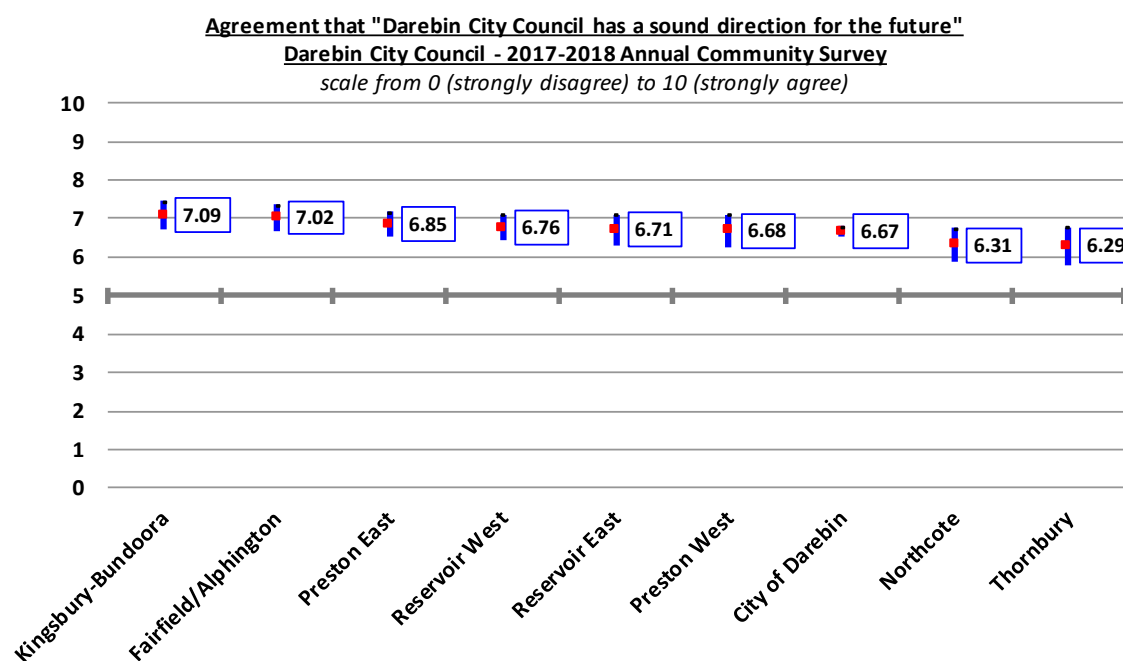


Average agreement that Darebin City Council has a sound direction for the future increased measurably this year, up 5.7% to 6.67. This is the highest level of agreement recorded since this question was first included in the survey in 2014-15.

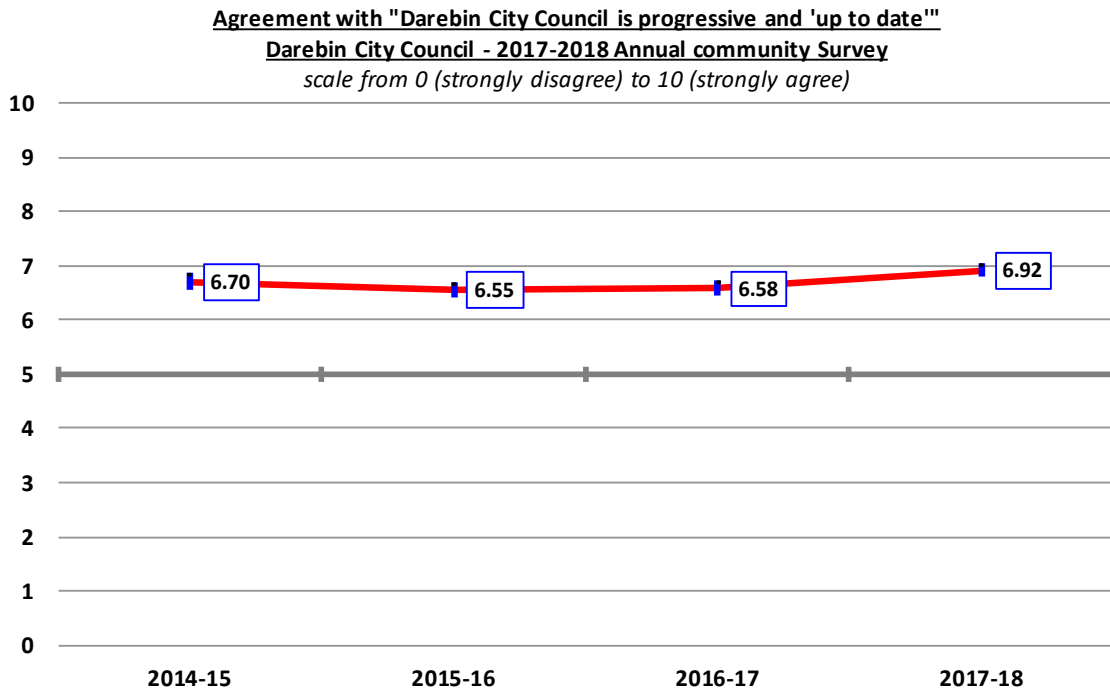


There was no measurable variation in agreement with this statement observed across the municipality, although attention drawn to the following:

- **Kingsbury-Bundoora** – respondents were somewhat more in agreement than average.
- **Northcote and Thornbury** – respondents were somewhat less in agreement than average.

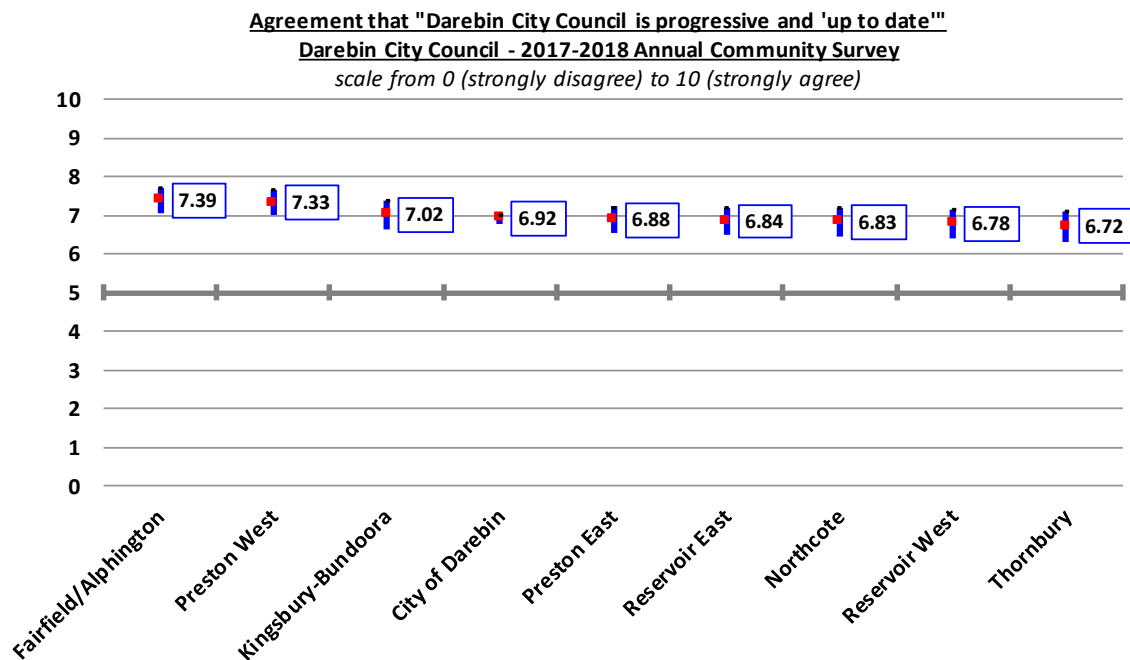


Average agreement that Darebin City Council is progressive and “up-to-date” increased measurably this year, up 5.2% to 6.92.



There was measurable variation in agreement with this statement observed across the municipality, with attention drawn to the following:

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



Issues for Council

Council advocacy campaigns

Respondents were asked:

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

A total of 168 respondents identified at least one advocacy campaign of which they were aware, providing a total of 258 separate responses.

These have been broadly categorised and outlined in the following table.

The two most commonly identified advocacy campaigns which they believe Council was involved were the Australia Day #changethedate campaign (26.4%) and the Marriage Equality campaign (17.8%).

A number of respondents identified refugee related campaigns, and a variety of environment and sustainability related campaigns.

Council advocacy campaigns
Darebin City Council - 2017-2018 Annual Community Survey
(Number and percent of total responses)

Response	2017-18	
	Number	Percent
Australia Day - Change the Date	68	26.4%
Same sex marriage and equality	46	17.8%
Refugees	20	7.8%
Solar panel and renewable energy program	11	4.3%
Environment and sustainability	9	3.5%
Changing / renaming Batman Park	8	3.1%
LGBTIQ campaign	8	3.1%
Preston Market	7	2.7%
Aboriginal	6	2.3%
Level crossing removal	5	1.9%
Multicultural	5	1.9%
Domestic violence	4	1.6%
Arts community grants	3	1.2%
Climate change	3	1.2%
Cycling	3	1.2%
No plastic	3	1.2%
Say no to racism	3	1.2%
Anti-gambling	2	0.8%
Diversity	2	0.8%
Elderly care	2	0.8%
Election	2	0.8%
Open garden	2	0.8%

Council advocacy campaigns
Darebin City Council - 2017-2018 Annual Community Survey
(Number and percent of total responses)

Response	2017-18	
	Number	Percent
Recycling	2	0.8%
Update art programs	2	0.8%
40km speed limit	1	0.4%
Banning balloons	1	0.4%
Broadway new project for traffic	1	0.4%
Car usage	1	0.4%
Chandler Highway	1	0.4%
Christmas	1	0.4%
Community radio	1	0.4%
Darebin climate action network	1	0.4%
Disability support	1	0.4%
Family violence	1	0.4%
Grange Rd	1	0.4%
Green spaces	1	0.4%
Health community services	1	0.4%
Library participation	1	0.4%
Main roads	1	0.4%
Neighbourhood dispute advocacy	1	0.4%
Night issues	1	0.4%
Northcote and by-election stuff	1	0.4%
Opposing against Walker Street housing development	1	0.4%
Reconciliation	1	0.4%
Redevelopment of parks	1	0.4%
Rubbish removal	1	0.4%
Something about keeping the housing price down	1	0.4%
State Politics	1	0.4%
Street protest for land rights	1	0.4%
Sustainability festival, Kite festival	1	0.4%
The bridge in Preston	1	0.4%
The family law	1	0.4%
They changed the building by-laws without consulting	1	0.4%
Turning parks into recreational areas	1	0.4%
Water day - involve indigenous culture (1st Sept)	1	0.4%
Wrote to VicRoads re works on St Georges Rd	1	0.4%
Total	258	100%

The following table provides a breakdown of these results for respondents in each of the municipality's eight precincts.

Council advocacy campaigns by precinct
Darebin City Council - 2017-2018 Annual Community Survey
(Number and percent of total responses)

<i>Response</i>	<i>2017-18</i>	
	<i>Number</i>	<i>Percent</i>
<i>Reservoir East</i>		
Australia Day - Change the Date	5	1.9%
LGBTI campaign	2	0.8%
Anti-gambling	1	0.4%
Broadway new project for traffic	1	0.4%
Environment and sustainability	1	0.4%
Level crossing removal	1	0.4%
Preston Market	1	0.4%
Refugees	1	0.4%
Same sex marriage and equality	1	0.4%
Solar panel and renewable energy program	1	0.4%
They changed the building by-laws without consulting	1	0.4%
<i>Reservoir West</i>		
Australia Day - Change the Date	7	2.7%
Same sex marriage and equality	4	1.6%
Election	2	0.8%
LGBTI campaign	2	0.8%
Recycling	2	0.8%
Refugees	2	0.8%
Aboriginal	1	0.4%
Climate change	1	0.4%
Domestic violence	1	0.4%
Level crossing removal	1	0.4%
Library participation	1	0.4%
Night issues	1	0.4%
No plastic	1	0.4%
Northcote and by-election stuff	1	0.4%
Solar panel and renewable energy program	1	0.4%
The bridge in Preston	1	0.4%
Turning parks into recreational areas	1	0.4%
Update art programs	1	0.4%
Water day - involve indigenous culture (1st Sept)	1	0.4%



Council advocacy campaigns by precinct
Darebin City Council - 2017-2018 Annual Community Survey
(Number and percent of total responses)

<i>Response</i>	<i>2017-18</i>	
	<i>Number</i>	<i>Percent</i>
<i>Preston East</i>		
Australia Day - Change the Date	7	2.7%
Same sex marriage and equality	7	2.7%
Preston market	5	1.9%
Refugees	4	1.6%
Changing / renaming Batman Park	2	0.8%
Multicultural	2	0.8%
Aboriginal	1	0.4%
Anti-gambling	1	0.4%
Environment and sustainability	1	0.4%
Redevelopment of parks	1	0.4%
Solar panel and renewable energy program	1	0.4%
Street protest for land rights	1	0.4%
<i>Preston West</i>		
Australia Day - Change the Date	15	5.8%
Same sex marriage and equality	12	4.7%
Refugees	5	1.9%
Environment and sustainability	4	1.6%
Domestic violence	2	0.8%
Open garden	2	0.8%
Arts community grants	1	0.4%
Climate change	1	0.4%
Darebin climate action network	1	0.4%
Elderly care	1	0.4%
Green spaces	1	0.4%
Health community services	1	0.4%
Neighbourhood dispute advocacy	1	0.4%
Preston Market	1	0.4%
Say No to racism	1	0.4%
Sustainability festival, Kite festival	1	0.4%
The family law	1	0.4%

Council advocacy campaigns by precinct
Darebin City Council - 2017-2018 Annual Community Survey
(Number and percent of total responses)

<i>Response</i>	<i>2017-18</i>	
	<i>Number</i>	<i>Percent</i>
<i>Fairfield/Alphington</i>		
Australia Day - Change the Date	6	2.3%
Same sex marriage and equality	4	1.6%
Solar panel and renewable energy program	4	1.6%
Environment and sustainability	3	1.2%
Cycling	2	0.8%
Level crossing removal	2	0.8%
LGBTIQ campaign	2	0.8%
Say NO to racism	2	0.8%
Aboriginal	1	0.4%
Chandler Highway	1	0.4%
Changing / renaming Batman Park	1	0.4%
Disability support	1	0.4%
Domestic violence	1	0.4%
Grange Rd	1	0.4%
Main roads	1	0.4%
Refugees	1	0.4%
<i>Kingsbury-Bundoora</i>		
Same sex marriage and equality	4	1.6%
Australia Day - Change the Date	1	0.4%
Community radio	1	0.4%
Level crossing removal	1	0.4%
Multicultural	1	0.4%
Reconciliation	1	0.4%
Refugees	1	0.4%
Update art programs	1	0.4%



Council advocacy campaigns by precinct
Darebin City Council - 2017-2018 Annual Community Survey
(Number and percent of total responses)

Response	2017-18	
	Number	Percent
<i>Thornbury</i>		
Australia Day - Change the Date	13	5.0%
Same sex marriage and equality	9	3.5%
Refugee	3	1.2%
Solar panel and renewable energy program	3	1.2%
Multicultural	2	0.8%
Aboriginal	1	0.4%
Banning balloons	1	0.4%
Car usage	1	0.4%
Changing / renaming Batman Park	1	0.4%
Climate change	1	0.4%
Cycling	1	0.4%
Elderly care	1	0.4%
Family violence	1	0.4%
LGBTIQ campaign	1	0.4%
No plastic	1	0.4%
Rubbish removal	1	0.4%
Something about keeping the housing price down	1	0.4%
Wrote to VicRoads re works on St Georges Rd	1	0.4%
<i>Northcote</i>		
Australia Day - changing the date	14	5.4%
Same sex marriage and equality	5	1.9%
Changing / renaming Batman Park	4	1.6%
Refugees	3	1.2%
Aboriginal	2	0.8%
Arts community grants	2	0.8%
Diversity	2	0.8%
40km speed limit	1	0.4%
Christmas	1	0.4%
LGBTIQ campaign	1	0.4%
No plastic	1	0.4%
Opposing against Walker Street housing development	1	0.4%
Solar panel and renewable energy program	1	0.4%
State Politics	1	0.4%
Total	258	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?”

A total of 402 respondents (40.2% up from 37.8%) identified at least one improvement they had noticed in their local area in the last twelve months, identifying a total of 522 improvements.

Metropolis Research does note that respondents identified a very diverse range of improvements that they had noticed, although in relatively small numbers.

The top four types of improvements noticed by respondents this across the City of Darebin are broadly similar to those observed in the last few years, including:

- ⊗ ***Parks, gardens, and open space related*** – identified by 10.9% this year, down from 14.8% recorded last year.
- ⊗ ***Road maintenance and repair related*** – identified by 9.2% of respondents this year, up on the 7.8% recorded last year.
- ⊗ ***Street trees*** – identified by 5.0% of respondents this year, up on the 2.2% recorded last year.
- ⊗ ***Footpath maintenance and repair related*** – identified by 3.6% of respondents in 2016-17, up on the 3.5% recorded last year.

Following the municipal results table on the next page, the report provides a breakdown of the top ten improvements noticed by respondents in each of the eight precincts.

There was relatively little meaningful variation in these results observed across the eight precincts comprising the City of Darebin, although the following points are noted:

- ***Reservoir West*** – respondents were somewhat more likely than average to notice improvements to road maintenance and repairs, and footpath maintenance and repairs.
- ***Preston East*** – respondents were somewhat more likely than average to notice improvements in parks, gardens, and open space areas.



Improvements noticed in your local area in the last twelve months

Darebin City Council - 2017-2018 Annual Community Survey

(Number and percent of total respondents)

Issue	2017-18		2016-17	2015-16	2014-15
	Number	Percent			
Parks, gardens and open space maintenance	109	10.9%	14.8%	15.4%	9.5%
Roads maintenance and repairs	92	9.2%	7.8%	3.9%	11.5%
Street trees	50	5.0%	2.2%	4.5%	4.0%
Footpath maintenance and repairs	36	3.6%	3.5%	1.9%	2.3%
Traffic management	25	2.5%	3.1%	2.6%	1.0%
Cleanliness and maintenance of areas	19	1.9%	1.4%	0.9%	0.0%
Bicycles and bike tracks	14	1.4%	1.5%	2.1%	2.0%
Quality and provision of local shops	14	1.4%	0.8%	1.8%	1.3%
Preston market	14	1.4%	0.3%	0.2%	0.0%
Public transport	13	1.3%	0.9%	2.0%	3.8%
Building, housing, planning and development	13	1.3%	0.9%	1.2%	1.8%
Rubbish and waste including garbage collection	10	1.0%	0.7%	1.0%	1.5%
Provision and maintenance of general infrastructure	9	0.9%	1.1%	1.5%	1.3%
Facilities and activities for children	9	0.9%	0.6%	1.2%	0.0%
Consultation, communication and provision of info	8	0.8%	0.8%	0.4%	0.5%
Drains maintenance and repairs	8	0.8%	0.5%	0.1%	1.0%
Sports, recreation and entertainment facilities	7	0.7%	0.9%	1.6%	1.0%
Promoting community atmosphere, art and culture	7	0.7%	0.3%	0.2%	0.5%
Library services	6	0.6%	1.1%	1.4%	0.3%
Street lighting	6	0.6%	0.8%	0.9%	1.0%
Aesthetics of local area	5	0.5%	0.9%	1.3%	0.5%
Parking	3	0.3%	0.8%	0.1%	0.5%
Environment, conservation and climate change	3	0.3%	0.5%	0.3%	0.8%
Street cleaning and maintenance	3	0.3%	0.4%	0.5%	1.0%
Australia Day	3	0.3%	0.0%	0.0%	0.0%
Graffiti / vandalism	3	0.3%	0.1%	0.6%	0.3%
Safety, policing and crime	3	0.3%	0.1%	0.4%	0.8%
Community activities and events	2	0.2%	0.3%	0.3%	0.3%
Services and facilities for people with a disability	2	0.2%	0.0%	0.0%	0.0%
Public toilets	2	0.2%	0.1%	0.1%	0.0%
All other issues (24 separately identified)	24	2.4%	3.0%	1.8%	1.5%
Total responses	522		502	502	198
<i>Respondents providing at least one aspect of improvement</i>	<i>402</i> <i>(40.2%)</i>		<i>378</i> <i>(37.8%)</i>	<i>389</i> <i>(38.9%)</i>	<i>148</i> <i>(37.5%)</i>

Improvements noticed in your local area in the last twelve months by precinct

Darebin City Council - 2017-2018 Annual Community Survey

(Percent of total respondents)

Reservoir East		Reservoir West	
Parks, gardens, open space maintenance a	8.7%	Roads maintenance and repairs	14.1%
Roads maintenance and repairs	8.7%	Parks, gardens, open space	11.7%
Street trees	7.9%	Footpath maintenance and repairs	9.4%
Facilities and activities for children	3.1%	Street trees	7.8%
Building, housing, planning, development	2.4%	Traffic management	4.7%
Traffic management	2.4%	Other	2.3%
Cleanliness and maintenance of areas	1.6%	Prov. and maint. of general infrastructure	2.3%
Footpath maintenance and repairs	1.6%	Public transport	2.3%
Street lighting	1.6%	Quality and provision of local shops	1.6%
All other issues	11.0%	All other issues	9.4%
Preston East		Preston West	
Parks, gardens, open space	16.1%	Street trees	8.1%
Roads maintenance and repairs	12.9%	Parks, gardens, open space	4.8%
Footpath maintenance and repairs	5.6%	Preston market	4.8%
Preston market	4.8%	Roads maintenance and repairs	2.4%
Rubbish and waste issues	3.2%	Quality and provision of local shops	2.4%
Quality and provision of local shops	3.2%	Parking	2.4%
Cleanliness and maintenance of areas	2.4%	Environment, conservation & climate change	1.6%
Building, housing, planning, development	1.6%	Footpath maintenance and repairs	1.6%
Street trees	1.6%	Traffic management	1.6%
All other issues	9.7%	All other issues	9.7%
Northcote		Thornbury	
Parks, gardens, open space	8.9%	Parks, gardens, open space	12.9%
Roads maintenance and repairs	8.1%	Roads maintenance and repairs	7.3%
Bicycles and bike tracks	4.0%	Street trees	4.8%
Cleanliness and maintenance of areas	2.4%	Footpath maintenance and repairs	4.0%
Traffic management	2.4%	Community atmosphere, art and culture	3.2%
Public transport	2.4%	Drains maintenance and repairs	2.4%
Other	1.6%	Consultation, communication and provision	2.4%
Building, housing, planning, development	1.6%	Bicycles and bike tracks	2.4%
Street trees	1.6%	Cleanliness and maintenance of areas	1.6%
All other issues	10.5%	All other issues	12.9%
Kingsbury-Bundoora		Fairfield/Alphington	
Parks, gardens, open space	12.8%	Parks, gardens, open space	14.5%
Roads maintenance and repairs	11.2%	Roads maintenance and repairs	7.3%
Footpath maintenance and repairs	6.4%	Bicycles and bike tracks	4.0%
Cleanliness and maintenance of areas	4.0%	Cleanliness and maintenance of areas	2.4%
Street trees	4.0%	Street trees	1.6%
Traffic management	3.2%	Traffic management	1.6%
Building, housing, planning, development	2.4%	Consultation, commun. and provision of info.	1.6%
Rubbish and waste issues	2.4%	Public transport	1.6%
Quality and provision of local shops	1.6%	Sports, recreation, entertainment facilities	1.6%
All other issues	12.0%	All other issues	4.8%

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 751 respondents representing 75.1% (up from 73.4%) of the total sample identified 1,541 separately categorised responses.

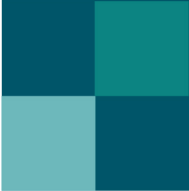
It is important to bear in mind when exploring these results to bear in mind that this question is not asking for a list of complaints about the performance of Council, rather it is designed to explore the range of issues of concern to residents that they believe Council should engage with in an attempt to improve outcomes for residents. This is borne out by the fact that many of the issues identified in this question are not specifically issues within the general remit of local government. Many of these are issues that the community may wish that Council would engage in lobbying and making representations to other levels of government in an attempt to improve outcomes for local residents.

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.

This year the most important issue identified by respondents in the City of Darebin remains traffic management related issues. This issue was identified by a little less than twice as many respondents as the next most commonly identified issue, that being building, housing, planning and development related issues (26.6% compared to 15.4%).

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

- ⊗ **Traffic management** – identified by 26.6% of respondents this year, up marginally on the 22.8% reported last year. This issue remains the most common issue for Council to address and is a significant issue in the Darebin community. Issues with the management of traffic and traffic congestion are a major theme identified in this report, including satisfaction with Council’s performance managing local traffic which is the service with the lowest level of satisfaction (6.49 compared to an average of 7.41). The section of this report that covers satisfaction with the volume and speed of traffic on both local streets and main roads showed relatively low levels of satisfaction with the volume and speed of traffic in and around the City of Darebin. Respondents that identified traffic management issues were on average somewhat less satisfied with Council’s overall performance than the municipal average (6.60 compared to 6.84). This is a finding that is not unique to the City of Darebin, and has been observed by Metropolis Research elsewhere across metropolitan Melbourne.

- 
- ⊗ **Building, housing, planning and development** – identified by 15.4% of respondents this year, up marginally on the 14.1% reported last year. Issues with the nature, extent, and impact of new housing development in the City of Darebin are a significant theme developed throughout this report. This includes satisfaction with the six planning and housing development outcomes reported in this summary report. Respondents that identified this issue were on average measurably and significantly less satisfied with Council’s overall performance than the municipal average (6.15 compared to 6.84). This strongly suggests that planning and housing development are a significant negative influence on the community’s satisfaction with the performance of the Darebin City Council. This is a finding that is not unique to the City of Darebin, and has been observed by Metropolis Research elsewhere across metropolitan Melbourne.
 - ⊗ **Parking** – identified by 11.4% of respondents this year, up marginally on the 10.1% reported last year. Dissatisfaction with the availability of parking was also discussed in the traffic and parking section of this report. Respondents identifying parking issues were on average measurably and significantly less satisfied with Council’s overall performance than the municipal average (6.54 compared to 6.84). Parking issues are likely to be exerting a negative influence on respondent satisfaction with the overall performance of the Darebin City Council.

When compared to the 2018 metropolitan Melbourne results as recorded in *Governing Melbourne*, attention is drawn to the following variation:


- **More commonly raised in Darebin** – issues include building, housing, planning and development, traffic management, and environment, conservation and climate change.
- **Less commonly raised in Darebin** – issues include street lighting, parking, and street trees.



Top issues for Council to address in the next twelve months
Darebin City Council - 2017-2018 Annual Community Survey
(Number and percent of total respondents)

Issue	2017-18		2016-17	2015-16	2014-15	metro. Melb.*
	Number	Percent				
Traffic management	266	26.6%	22.8%	24.2%	25.9%	19.8%
Building, housing, planning and development	154	15.4%	14.1%	16.9%	12.3%	5.8%
Parking	114	11.4%	10.1%	7.5%	8.9%	14.3%
Parks, gardens, open space	87	8.7%	8.6%	7.4%	6.9%	6.9%
Roads maintenance and repairs	74	7.4%	5.1%	7.4%	4.8%	7.6%
Safety, policing and crime	70	7.0%	6.3%	5.3%	5.5%	7.0%
Footpath maintenance and repairs	61	6.1%	5.4%	6.6%	4.4%	7.5%
Public transport	60	6.0%	5.6%	4.1%	3.9%	4.9%
Rubbish and waste including garbage collection	53	5.3%	4.4%	3.2%	5.3%	4.0%
Street lighting	51	5.1%	2.8%	3.1%	2.9%	9.3%
Street trees	49	4.9%	4.6%	5.7%	3.9%	7.6%
Environment, conservation and climate change	44	4.4%	4.3%	6.3%	6.6%	1.5%
Consultation, comm. and prov. of information	26	2.6%	3.7%	2.7%	5.6%	0.8%
Drains maintenance and repairs	25	2.5%	1.6%	0.8%	0.9%	2.1%
Cleanliness and maintenance of area	25	2.5%	1.2%	2.9%	3.3%	3.1%
Graffiti / vandalism	23	2.3%	1.1%	1.5%	1.1%	1.0%
Bicycles and bike tracks	21	2.1%	3.4%	4.6%	3.9%	2.0%
Street cleaning and maintenance	18	1.8%	2.1%	2.6%	3.1%	3.2%
Housing affordability	18	1.8%	0.6%	0.4%	0.3%	0.4%
Services and facilities for the elderly	15	1.5%	2.0%	1.0%	1.5%	0.6%
Provision and maint. of general infrastructure	15	1.5%	1.2%	1.6%	1.3%	1.6%
Councillors / local politics	15	1.5%	0.3%	0.2%	0.1%	0.0%
Preston market	14	1.4%	2.2%	0.0%	0.0%	n.a.
Multicultural issues / cultural diversity	14	1.4%	1.9%	2.1%	1.4%	0.0%
Education and schools	14	1.4%	1.2%	1.3%	0.8%	0.6%
Public housing / homeless issues	14	1.4%	0.6%	0.7%	0.8%	0.6%
Sports and recreation facilities	13	1.3%	2.2%	1.5%	1.5%	0.9%
Recycling	12	1.2%	1.8%	0.3%	0.4%	1.1%
Australia Day	12	1.2%	0.0%	0.0%	0.0%	n.a.
Quality and provision of Council services	10	1.0%	0.9%	0.4%	0.6%	0.5%
Promoting comm. atmosphere, arts and culture	9	0.9%	1.6%	1.4%	0.6%	0.3%
Childcare	8	0.8%	1.4%	1.9%	0.6%	0.1%
Hard rubbish collection	7	0.7%	1.1%	1.5%	3.0%	1.0%
Aesthetics of area	6	0.6%	0.9%	1.1%	0.9%	0.1%
Noise	6	0.6%	0.3%	0.3%	0.5%	1.9%
Facilities and activities for children	6	0.6%	0.7%	0.1%	0.4%	0.3%
All other issues (46 separately identified)	112	11.2%	21.1%	15.9%	16.9%	13.9%
Total responses	1,541		1,492	1,445	1,122	1,394
<i>Respondents providing at least one issue</i>	<i>751</i>		<i>734</i>	<i>730</i>	<i>552</i>	<i>775</i>
	<i>(75.1%)</i>		<i>(73.4%)</i>	<i>(73.0%)</i>	<i>(69.0%)</i>	<i>(77.3%)</i>

(*) 2018 Governing Melbourne



There was some variation in the top issues to address in the next twelve months observed across the eight precincts comprising the City of Darebin, with attention drawn to the following:

- **Reservoir East** – respondents were measurably more likely than average to identify parking issues.
- **Reservoir West** – respondents were measurably more likely than average to identify issues with street trees.
- **Preston East** – respondents were somewhat more likely than average to identify traffic management, parking, and safety, policing and crime related issues.
- **Preston West** – respondents were somewhat more likely than average to identify building, housing, planning, and development related issues.
- **Northcote** – respondents were somewhat more likely than average to identify building, housing, planning and development and parks, gardens, and open space related issues.

There was also some meaningful variation in the top issues to address in the next twelve months observed by respondent profile, with attention drawn to the following:

- **Male** – respondents were measurably more likely than female respondents to identify traffic management issues.
- **English-speaking household** – respondents were measurably more likely than respondents from multi-lingual households to identify building, housing, planning and development related issues.
- **Multi-lingual household** – respondents were measurably more likely than respondents from English speaking households to identify parking issues.
- **Household with a member with a disability** – respondents were more likely than others to identify road maintenance and repairs, footpath maintenance and repairs, street trees, and drains maintenance and repair related issues.



Top issues for Council to address in the next twelve months by precinct

Darebin City Council - 2017-2018 Annual Community Survey

(Percent of total respondents)

Reservoir East		Reservoir West	
Traffic management	26.0%	Traffic management	25.0%
Parking	20.5%	Building, housing, planning, development	13.3%
Building, housing, planning, development	11.0%	Roads maintenance and repairs	11.7%
Street lighting	9.4%	Parks, gardens, open space	10.2%
Safety, policing and crime	9.4%	Public transport	9.4%
Roads maintenance and repairs	7.9%	Street trees	9.4%
Rubbish and waste issues	7.9%	Footpath maintenance and repairs	7.8%
Parks, gardens, open space	5.5%	Safety, policing and crime	6.3%
Footpath maintenance and repairs	4.7%	Parking	5.5%
All other issues	42.5%	All other issues	53.1%
Preston East		Preston West	
Traffic management	33.1%	Traffic management	26.6%
Parking	16.1%	Building, housing, planning, development	20.2%
Building, housing, planning, development	16.1%	Parking	11.3%
Safety, policing and crime	12.1%	Parks, gardens, open space	10.5%
Roads maintenance and repairs	8.1%	Safety, policing and crime	8.9%
Public transport	7.3%	Cleanliness and maintenance of areas	6.5%
Rubbish and waste issues	5.6%	Environment, conservation & climate change	5.6%
Education and schools	4.8%	Public transport	4.8%
Parks, gardens, open space	4.0%	Roads maintenance and repairs	4.8%
All other issues	57.3%	All other issues	58.5%
Northcote		Thornbury	
Traffic management	27.4%	Traffic management	21.8%
Building, housing, planning, development	20.2%	Building, housing, planning, development	17.7%
Parks, gardens, open space	14.5%	Parks, gardens, open space	10.5%
Environment, conservation & climate change	8.1%	Roads maintenance and repairs	9.7%
Street lighting	7.3%	Parking	8.1%
Rubbish and waste issues	6.5%	Environment, conservation & climate change	7.3%
Street trees	6.5%	Footpath maintenance and repairs	7.3%
Parking	5.6%	Consultation, commun. & provision of info.	5.6%
Public transport	5.6%	Public transport	5.6%
All other issues	56.5%	All other issues	88.7%
Kingsbury-Bundoora		Fairfield/Alphington	
Traffic management	26.4%	Traffic management	28.2%
Parking	14.4%	Building, housing, planning, development	16.9%
Footpath maintenance and repairs	10.4%	Parking	9.7%
Building, housing, planning, development	6.4%	Public transport	8.9%
Public transport	5.6%	Footpath maintenance and repairs	7.3%
Safety, policing and crime	5.6%	Parks, gardens, open space	5.6%
Parks, gardens, open space	4.8%	Sports, recreation, entertainment facilities	5.6%
Street trees	4.8%	Roads maintenance and repairs	4.8%
Street lighting	4.0%	Street lighting	4.8%
All other issues	36.8%	All other issues	48.4%

Top issues for Council to address in the next twelve months by respondent profile

Darebin City Council - 2017-2018 Annual Community Survey

(Percent of total respondents)

Male		Female	
Traffic management	30.2%	Traffic management	23.5%
Building, housing, planning & development	15.3%	Building, housing, planning & development	15.1%
Parking	12.4%	Parking	11.0%
Parks, gardens, open space	8.6%	Parks, gardens, open space	8.4%
Roads maintenance and repairs	8.3%	Public transport	6.5%
Safety, policing and crime	8.3%	Roads maintenance and repairs	6.5%
Footpath maintenance and repairs	6.3%	Footpath maintenance and repairs	6.2%
Public transport	5.4%	Safety, policing and crime	6.2%
Street lighting	5.4%	Rubbish and waste issues	5.4%
All other issues	52.3%	All other issues	66.8%

English speaking		Multi-lingual	
Traffic management	25.8%	Traffic management	28.4%
Building, housing, planning & development	20.3%	Parking	14.9%
Parks, gardens, open space	9.8%	Building, housing, planning & development	8.2%
Parking	9.3%	Safety, policing and crime	8.2%
Roads maintenance and repairs	6.8%	Roads maintenance and repairs	8.0%
Public transport	6.3%	Street lighting	8.0%
Footpath maintenance and repairs	6.3%	Parks, gardens, open space	7.0%
Safety, policing and crime	6.3%	Footpath maintenance and repairs	6.2%
Rubbish and waste issues	5.5%	Street trees	5.7%
All other issues	60.1%	All other issues	58.2%

Household members with a disability		Household members without a disability	
Traffic management	21.2%	Traffic management	27.1%
Building, housing, planning & development	16.3%	Building, housing, planning & development	15.3%
Roads maintenance and repairs	13.5%	Parking	11.4%
Parking	10.6%	Parks, gardens, open space	9.0%
Footpath maintenance and repairs	10.6%	Safety, policing and crime	7.0%
Street trees	10.6%	Roads maintenance and repairs	6.5%
Drains maintenance and repairs	8.7%	Public transport	6.2%
Safety, policing and crime	7.7%	Footpath maintenance and repairs	5.6%
Street lighting	6.7%	Rubbish and waste issues	5.2%
All other issues	65.4%	All other issues	58.8%



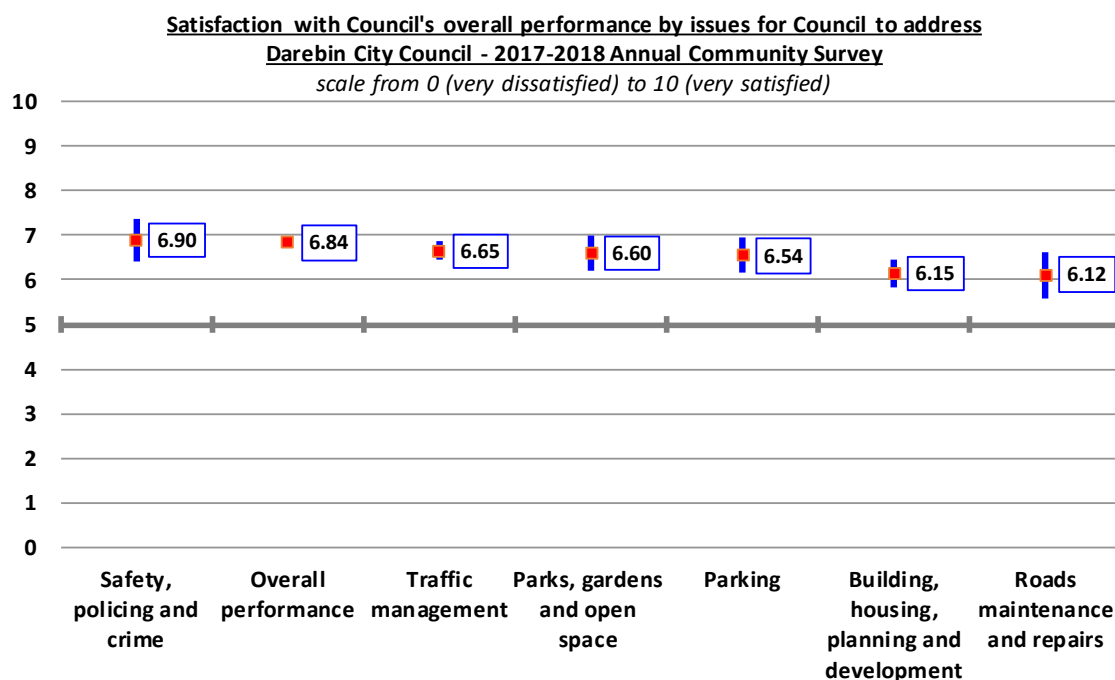
Correlation between issues and satisfaction with overall performance

The following graph provides a comparison of respondents' satisfaction with the performance of Council across all areas of responsibility by the main issues for Council to address in the coming twelve months.

Whilst overall satisfaction with Council was rated at 6.84 out of ten or "good", respondents that identified five of the top six issues on average were somewhat less satisfied than this municipal average result. Particular attention is drawn to the following:

- ⊗ **Traffic management** – respondents identifying traffic management related issues were on average measurably but not significantly less satisfied with Council's overall performance than the municipal average. This issue is likely to be a mildly negative influence on satisfaction with Council's overall performance.
- ⊗ **Parking and building, housing, planning and development** – respondents identifying these two issues were on average measurably and significantly less satisfied with Council's overall performance than the municipal average. Respondents identifying these issues rated satisfaction as "solid". These two issues are highly likely to be exerting a significant negative influence on respondents' satisfaction with Council's overall performance.

Metropolis Research notes that the issues of traffic management, parking, and housing development are major themes observed in numerous questions throughout this report. These are the major issues of importance to the Darebin community and are likely to be significant negative influences on the community's' satisfaction with the performance of the Darebin City 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 - 2017-2018 Annual Community Survey
(Number and percent of respondents providing a response)

Lifecycle stage	2017-18		2016-17	2015-16	2014-15	2014
	Number	Percent				
15 - 19 years	28	2.8%	2.0%	2.4%	2.6%	2.8%
20 - 35 years	290	29.1%	25.5%	26.7%	28.0%	26.7%
36 - 45 years	216	21.6%	25.2%	24.3%	24.2%	25.9%
46 - 60 years	247	24.7%	26.1%	25.9%	26.3%	26.8%
61 - 75 years	159	15.9%	14.9%	13.8%	15.7%	13.8%
76 years and over	58	5.8%	6.2%	6.8%	3.1%	4.0%
Not stated	2		1	1	6	2
Total	1,000	100%	1,000	1,000	800	800

Gender

Gender
Darebin City Council - 2017-2018 Annual Community Survey
(Number and percent of respondents providing a response)

Gender	2017-18		2016-17	2015-16	2014-15	2014
	Number	Percent				
Male	444	45.1%	46.1%	48.1%	47.5%	49.6%
Female	536	54.5%	53.5%	51.8%	52.4%	50.3%
Other	4	0.4%	0.4%	0.1%	0.1%	0.1%
Not stated	16		2	7	10	6
Total	1,000	100%	1,000	1,000	800	800

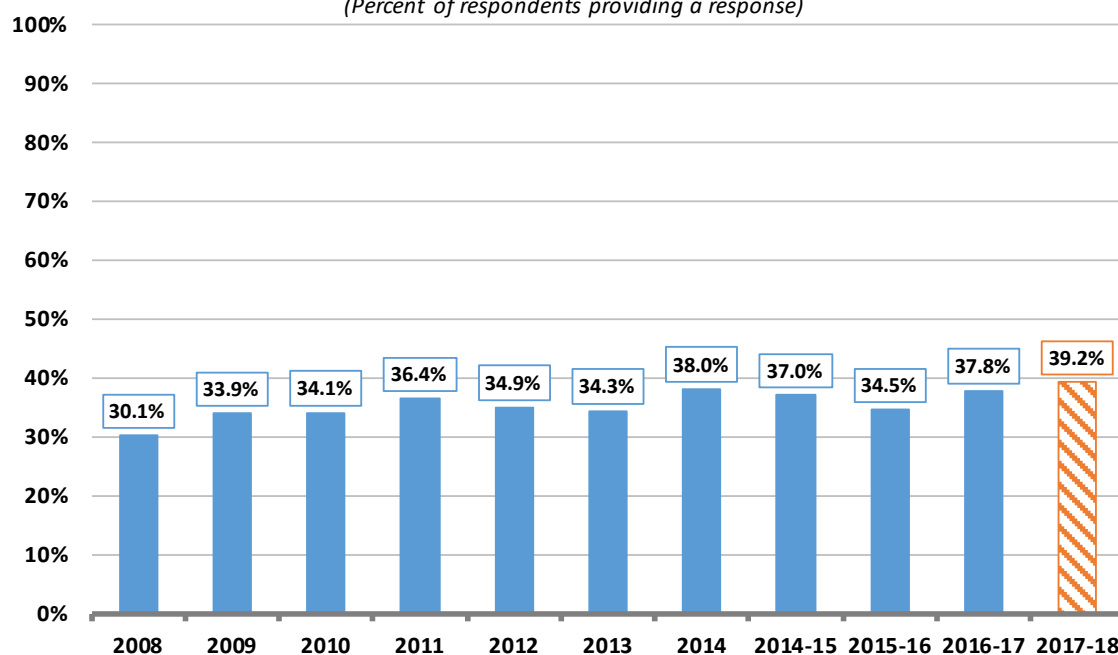
Aboriginal or Torres Strait Islander

Identify as Aboriginal or Torres Strait Islander
Darebin City Council - 2017-2018 Annual Community Survey
(Number and percent of respondents providing a response)

Response	2017-18		2016-17	2015-16	2014-15
	Number	Percent			
Yes	14	1.4%	1.3%	1.1%	0.9%
No	970	98.6%	98.7%	98.9%	99.1%
Not stated	16		13	8	11
Total	1,000	100%	1,000	1,000	800

Language

Multi-lingual household
Darebin City Council - 2017-2018 Annual Community Survey
(Percent of respondents providing a response)



Language spoken at home
Darebin City Council - 2017-2018 Annual Community Survey
(Number and percent of respondents providing a response)

Language	2017-18		2016-17	2015-16	2014-15	2014	2013
	Number	Percent					
English	601	60.8%	62.2%	65.6%	63.0%	61.8%	65.7%
Italian	62	6.3%	7.9%	6.7%	8.6%	9.3%	6.5%
Greek	53	5.4%	5.8%	5.2%	5.5%	5.7%	6.0%
Spanish	23	2.3%	0.6%	0.7%	1.0%	1.4%	0.5%
Mandarin	20	2.0%	2.0%	1.5%	1.9%	1.3%	0.5%
Hindi	18	1.8%	2.0%	1.5%	3.0%	3.2%	1.3%
Arabic	18	1.8%	1.6%	1.5%	1.9%	2.4%	1.7%
Vietnamese	16	1.6%	2.1%	1.6%	1.5%	2.0%	3.0%
Nepali	13	1.3%	0.5%	0.2%	0.4%	0.0%	0.0%
Macedonian	12	1.2%	2.2%	1.3%	1.0%	1.0%	1.2%
French	9	0.9%	0.8%	0.5%	0.6%	0.8%	0.3%
Chinese n.f.d.	8	0.8%	0.9%	1.9%	0.9%	1.7%	4.7%
Cantonese	8	0.8%	0.3%	0.2%	0.5%	0.6%	0.8%
Tagalog (Filipino)	7	0.7%	0.5%	0.5%	0.0%	0.1%	0.3%
Maltese	6	0.6%	0.3%	0.3%	0.0%	0.0%	0.0%
Turkish	6	0.6%	0.0%	0.2%	0.0%	0.0%	0.2%
German	4	0.4%	1.0%	0.7%	0.3%	0.5%	0.2%
Punjabi	4	0.4%	0.6%	0.2%	0.9%	0.6%	0.0%
Sinhalese	4	0.4%	0.1%	0.3%	0.3%	0.3%	0.3%
Croatian	3	0.3%	0.0%	0.0%	0.4%	0.4%	0.0%
Portugese	3	0.3%	0.4%	0.2%	0.1%	0.1%	0.5%
Tamil	3	0.3%	0.3%	0.6%	0.6%	0.0%	0.0%
Japanese	3	0.3%	0.1%	0.5%	0.3%	0.1%	0.7%
Indonesian	2	0.2%	0.0%	0.0%	0.3%	0.4%	0.0%
Bengali	2	0.2%	0.5%	0.3%	0.1%	0.4%	0.0%
Somali	2	0.2%	0.3%	0.4%	0.4%	0.1%	0.0%
Urdu	2	0.2%	0.3%	0.4%	0.0%	0.0%	0.0%
Malayalam	2	0.2%	0.2%	0.0%	0.1%	0.0%	0.0%
Dutch	2	0.2%	0.2%	0.0%	0.0%	0.0%	0.5%
Persian	2	0.2%	0.1%	0.5%	0.3%	0.0%	0.0%
Multiple	40	4.0%	2.2%	2.4%	1.7%	1.3%	1.0%
All other languages	30	3.0%	3.8%	4.0%	4.5%	4.5%	4.0%
Not stated	12		5	15	13	15	2
Total	1,000	100%	1,000	1,000	800	800	800

Disability

Household members identified as having a disability
Darebin City Council - 2017-2018 Annual Community Survey
(Number and percent of respondents providing a response)

Disability	2017-18		2016-17	2015-16	2014-15	2014
	Number	Percent				
Yes	104	10.5%	13.1%	10.2%	9.7%	15.9%
No	889	89.5%	86.9%	89.8%	90.3%	84.1%
Not stated	7		9	7	8	19
Total	1,000	100%	1,000	1,000	800	817

Current housing situation

Housing situation
Darebin City Council - 2017-2018 Annual Community Survey
(Number and percent of respondents providing a response)

Situation	2017-18		2016-17	2015-16	2014-15	2014
	Number	Percent				
Own this home	474	48.1%	43.9%	42.5%	44.6%	41.2%
Mortgage	161	16.3%	24.0%	25.5%	20.7%	26.7%
Renting this home	313	31.7%	27.5%	28.2%	30.2%	27.6%
Renting (<i>Office of Housing</i>)	29	2.9%	3.5%	2.8%	3.7%	3.8%
Other arrangement	9	0.9%	1.1%	1.0%	0.9%	0.6%
Not stated	14		13	10	11	18
Total	1,000	100%	1,000	1,000	800	800

Period of residence

Period of residence in the City of Darebin
Darebin City Council - 2017-2018 Annual Community Survey
(Number and percent of respondents providing a response)

Period	2017-18		2016-17	2015-16	2014-15	2014
	Number	Percent				
Less than 1 year	119	12.0%	10.5%	9.4%	12.2%	10.0%
1 to less than 5 years	234	23.6%	22.6%	23.2%	23.2%	23.5%
5 to less than 10 years	171	17.2%	14.5%	15.2%	17.0%	17.5%
10 years or more	469	47.2%	52.4%	52.2%	47.6%	48.9%
Not stated	7		3	1	4	1
Total	1,000	100%	1,000	1,000	800	800



City of
DAREBIN

CITY OF DAREBIN

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