

2025 ANNUAL COMMUNITY SURVEY SUMMARY REPORT

August 2025



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Executive summary

Metropolis Research was commissioned by the City of Darebin to conduct the *2025 Annual Community Satisfaction Survey*.

The survey was first conducted in 1999.

The *Annual Community Survey* has traditionally been conducted as a door-to-door, interview style survey, and returned to that method in 2024, after being conducted by telephone from 2020 to 2023, due to the pandemic.

The surveying was completed from June to July 2025 and includes a sample of 1,000 respondents.

The 95% confidence interval around these results is plus or minus 3.4% at the 50% level.

Summary of key results

The key finding from the survey in 2025 was that satisfaction with [Darebin City Council's overall performance](#) declined marginally, down one percent to 6.9 out of 10, although it maintained almost all of the measurable and significant (7%) increase in satisfaction recorded last year.

This result was measurably (2%) lower than the metropolitan average of 7.1 out of 10.

This maintains community satisfaction with Darebin City Council's overall performance at the long-term average satisfaction since 1999 of 6.9 out of 10.

Over the last 15 years, the City of Darebin has averaged somewhat (2%) higher overall satisfaction than the metropolitan average, as recorded in *Governing Melbourne*.

The two significant issues that underpinned the decline in satisfaction in 2023, relating to the Preston Market and other planning and development related concerns, as well as community concerns around Council's governance and leadership performance both diminished significantly last year, and they remained at very low levels again this year.

Planning issues do, however, remain of concern to some in the City of Darebin, and these issues continue to exert a negative influence on overall satisfaction with Council.

The two most significant issues raised by respondents this year related to [traffic management](#) (18% up from 9%), and [safety, policing, and crime related issues](#) (12% up from 4%).





The increase in [safety, policing, and crime issues](#), along with the measurable decline in the perception of safety in public areas of the City of Darebin were standout results from the survey this year.

This increase in safety and crime concerns was observed by Metropolis Research in several other municipalities across metropolitan Melbourne through 2025.

The [issues that appear to exert the most negative influence on overall satisfaction](#) (for the respondents who raise them) included communication issues (34 respondents, 7% less satisfied), planning and development (42 respondents, 6% less), street trees (94 respondents, 4% less), footpaths (92 respondents, 4% less), parks and gardens (56 respondents, 3% less), road maintenance and repairs (83 respondents, 3% less), the cleanliness of the area (48 respondents, 3% less), and parking issues (76 respondents, 1% less).

The most common [reasons for respondents' level of satisfaction with Council](#) related to a range of specific Council services and facilities (50 down from 68 comments), Council's governance, management, and performance including that of the elected Council (30 down from 51 comments), Council's communication, consultation, and engagement with the community (36 up from 34 comments), Council's customer service and responsiveness (23 down from 25 comments), and cleaning and maintenance of the area (19 down from 35 comments).

The [most important things that respondents believe Council should do to improve its performance](#) this year were improved communication and engagement (8% up from 6%), improved safety, policing, and crime (3% up from 1%), and better traffic management (3% up from 1%). These results reflect the significant of communication, along with safety and traffic management to the City of Darebin community.

Satisfaction with the performance of Council

Across the broad service areas, satisfaction with the performance of the Darebin City Council in 2025 was notably lower than the metropolitan average, as follows:

- [Overall satisfaction with customer service experience](#) 7.0 (7% below metropolitan)
- [Governance and leadership](#) (6 core aspects) 6.8 (4% below metropolitan)
- Average [services and facilities](#) (34 services / facilities) 7.5 (3% below metropolitan)
- [Appearance and quality of new developments](#) 7.0 (3% below metropolitan)
- [Overall satisfaction with Council](#) 6.9 (2% below metropolitan)

The measurable declines in satisfaction with Council's representation, lobbying, and advocacy performance (down 4%) and performance communicating its programs and services (down 3%) were notable results in relation to Council's governance and leadership performance this year.



Satisfaction with customer service also declined notably this year, with overall satisfaction with the customer service experience (down 6%) being the standout result.

In relation to the 34 included services and facilities, the City of Darebin measurably underperformed the Metropolitan average for:

- Footpath maintenance and repairs (7% lower in Darebin)
- Maintenance and cleaning of strip shopping areas (6% lower)
- Parking enforcement (6% lower)
- The management of illegally dumped rubbish (6% lower)
- The provision and maintenance of street trees (6% lower)
- The maintenance and appearance of public areas (5% lower)
- Litter collection in public areas (5% lower)
- Drain maintenance and repairs (5% lower)
- The provision and maintenance of parks and gardens (5% lower)
- Street sweeping (5% lower)
- The enforcement of local laws (4% lower)
- Environmental events, programs, and activities (4% lower)
- The provision and maintenance of playgrounds (4% lower)
- Local traffic management (4% lower)
- Public toilets (4% lower).

It is noted that many of these areas of underperformance related to local infrastructure including footpaths, drains, street trees, playgrounds, and services related to the cleanliness and maintenance of the local area.

There were only four services and facilities that outperformed the metropolitan average this year, including services for children from birth to five years of age (3% higher), community and cultural activities, festivals, and events (1% higher), services for seniors (1% higher), and the regular fortnightly garbage collection (1% higher).



Introduction

Metropolis Research was commissioned by the Darebin City Council to conduct this, its 26th *Annual Community Satisfaction Survey*.

The aim of the survey was to provide Council with a comprehensive picture of the community's satisfaction with Council's performance providing 36 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.

The *Darebin City Council - 2025 Annual Community Satisfaction Survey* comprised the following:

- Satisfaction with Council's **overall performance**.
- Satisfaction with aspects of Council's **governance and leadership** performance.
- Importance of and satisfaction with 36 **Council services and facilities**.
- Satisfaction with aspects of **planning and development**.
- Satisfaction with **planning for population growth** by all levels of government.
- Satisfaction with aspects of Council's **customer service performance**.
- **Issues of importance** for Council to address in the coming year and relationship with satisfaction with overall performance.
- Most **important thing Darebin City Council should do to improve its performance**.
- **Perception of safety** in the public areas of the municipality.
- Agreement with statements about **public art and the management of graffiti**.
- Respondent profile.

Methodology, response rate and statistical strength

The *Annual Community Survey* has traditionally been conducted as a door-to-door, interview style survey.

Due to the impact of the pandemic as well as previous Council requirements in terms of retaining details of participants, the survey was conducted as a random sample telephone survey in 2020, 2021, 2022, and 2023.

Given that these requirements have been amended, the survey returned to the more comprehensive door-to-door methodology since 2024.

The surveying was all completed from 8th of June till the 8th of July 2025.



The majority of surveys were conducted during daylight hours at weekends, as this has proved to be the most effective time to survey. Since the pandemic, a small proportion (up to 15%) were conducted daylight hours on weekdays. This change was made to provide additional opportunities for participation, even though the response rate tends to be lower on weekdays than on weekends.

The sample was pre-weighted by precinct population, to ensure that each precinct contributed proportionally to the overall municipal results.

The final sample of surveys were then weighted by age and gender, to ensure that each age / gender group contributed proportionally to the overall municipal result.

A total of 4,374 households were approached with a view to inviting them to participate in the research. Of these:

- No answer – 2,199
- Refused – 1,175
- Completed – 1,000

This provides a response rate of 46%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated.

There were approximately a dozen interactions where the survey was implemented either partly or fully in a language other than English, including in various Indian languages, Vietnamese, Tagalog, Arabic, Mandarin, and Cantonese.

The 95% confidence interval (margin of error) of these results is plus or minus 3.4% at the 50% level.

In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 46.6% and 53.4%.

This is based on a total sample size of 1,000 respondents, and an underlying population of the City of Darebin of 155,683.

The 95% confidence level around the precinct level results is approximately plus or minus nine percent, based on an average sample size of approximately 125 respondents.

The 95% confidence level around the gender-based results is approximately plus or minus 5%, and for the age groups averages around plus or minus 7%.





Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* included a sample of 800 respondents in 2025.

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

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

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

This report provides some comparisons against the 2025 metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area. Additional comparisons to other groups of councils (e.g., middle-ring councils, northern region councils) are available on request.

Glossary of terms

Precinct

The results of this report are presented at both the municipal and precinct level. The term precinct is used by Metropolis Research to describe the sub-municipal areas for which results are presented, as agreed with officers of Council.

The precinct boundaries reflect the sub-municipal areas as published on Council's *Community Profile*.

Measurable and statistically significant

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

Significant result

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



Marginal / somewhat / notable

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms, rather they are interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery.

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

These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight into the variation in community sentiment across the municipality or between groups within the community, or in changes in results over time.

95% confidence interval

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

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

Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results.

Metropolis Research has worked primarily with local government and developed these categories as a guide to satisfaction with the performance of local government across a wide range of service delivery and policy related areas of Council responsibility.

The scores presented in the report were designed to give a general context about satisfaction with variables in this report, and are defined as follows:

- **Excellent** - scores of 7.8 and above are categorised as excellent.
- **Very good** - scores of 7.3 to less than 7.8 are categorised as very good.
- **Good** - scores of 6.5 to less than 7.3 are categorised as good.
- **Solid** - scores of 6 to less than 6.5 are categorised as solid.
- **Poor** - scores of 5.5 to less than 6 are categorised as poor.
- **Very Poor** - scores of 5 to less than 5.5 are categorised as very poor.
- **Extremely Poor** – scores of less than 5 are categorised as extremely poor.





Summary of results

The following is a summary of the results from the *Darebin City Council – 2025 Annual Community Satisfaction Survey*.

Overall performance

- Satisfaction with Council’s overall performance declined one percent this year from 7.0 out of 10 to 6.9, remained a “good” level of satisfaction.
- This result was measurably (2%) lower than the metropolitan average of 7.1.
- The proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more) with Council’s overall performance declined marginally this year to 39% (down from 41%), While seven percent (down from 8%) were “dissatisfied”.
- Respondents from Northcote were measurably (3%) more satisfied than the municipal average and at a “good” level of satisfaction, While respondents from Thornbury were notably (3%) less satisfied than average, although still at a “good” level.
- The most important thing Council could do to improve performance was better / more communication, consultation, and engagement, with eight percent (up from 6%) of respondents nominating this improvement.
- The following groups were notably to measurably more satisfied than average: young adults (aged 18 to 34 years), respondents from rental households, new residents (less than one year in Darebin), respondents from households with a member with disability, and respondents from group households.
- The following groups were notably less satisfied than average: middle-aged adults (aged 45 to 59 years), respondents who had contacted Council in the last 12 months, and respondents from two-parent families (with youngest child aged 0 to 4 years).

Governance and leadership

- The average satisfaction with the nine included aspects of governance and leadership decreased measurably this year, down by an average of three percent this year, down from 7.2 out of 10 to 6.9, remained at a “good” level of satisfaction.
- The average satisfaction with the six core measures of governance and leadership (including communication and consultation, representation, lobbying and advocacy, making decisions in the interests of the community, council has a sound direction for the future, responsiveness of Council to community needs, and maintaining community trust and confidence) decreased somewhat this year, down two percent from 7.0 out of 10 to 6.8, remained at a “good” level of satisfaction.

- Satisfaction with the nine aspects of governance and leadership were as follows:

○ Support of diversity, inclusion, and fairness	(7.5 <i>dn from</i> 7.7)	"very good"
○ Communicating its programs and services	(6.9 <i>dn from</i> 7.2)	"good"
○ Council has a sound direction for the future	(6.9, <i>new</i>)	"good"
○ Maintaining community trust and confidence	(6.8, <i>new</i>)	"good"
○ Communication and consultation	(6.8 <i>dn from</i> 7.0)	"good"
○ Responsiveness of Council to community needs	(6.8, <i>new</i>)	"good"
○ Making decisions in the interests of the community	(6.8 <i>dn from</i> 7.0)	"good"
○ Representation, lobbying and advocacy	(6.7 <i>dn from</i> 7.1)	"good"
○ Opportunities offered by Council to engage or be consulted with on Council decision	(6.7, <i>new</i>)	"good".

Council services and facilities

- The average importance of the 36 included services and facilities was 9.0 out of 10, down one percent on the 9.1 recorded last year, remained at an "excellent" level of satisfaction.
- The most important services were:

○ Regular garbage collection	(9.5 out of 10)
○ Regular recycling	(9.4)
○ Regular food and green waste collection	(9.4)
○ Services for seniors	(9.2)
○ Services for children from birth to 5 years	(9.2)
○ Provision and maintenance of parks and gardens	(9.2).
- The average satisfaction with the 36 included Council services and facilities was 7.5 out of 10 this year, or a "very good" level of satisfaction, down two percent on the 7.7 recorded last year.
- The services and facilities with the highest average satisfaction were:

○ Regular garbage collection	(8.6 <i>dn from</i> 8.7)	"excellent"
○ Local library services	(8.5 <i>dn from</i> 8.6)	"excellent"
○ Regular recycling	(8.5 <i>dn from</i> 8.7)	"excellent"
○ Regular food and green waste collection	(8.4 <i>dn from</i> 8.6)	"excellent"
○ Services for children from birth to 5 years of age	(8.1 <i>dn from</i> 8.2)	"excellent"
○ Community and cultural activities, festivals, and events	(7.9 <i>dn from</i> 8.1)	"excellent"
○ Sports ovals and other outdoor sporting facilities	(7.9, <i>stable</i>)	"excellent"
○ Recreation centres and / or aquatic centres	(7.9 <i>dn from</i> 8.1)	"excellent".
- The services and facilities with the lowest average satisfaction were:

○ Public toilets	(6.5, <i>stable</i>)	"good"
○ Footpath maintenance and repairs	(6.8 <i>dn from</i> 6.9)	"good"
○ Management of illegally dumped rubbish	(6.9 <i>dn from</i> 7.0)	"good"
○ Parking enforcement	(6.9 <i>dn from</i> 7.3)	"good"
○ Maintenance and repair of major arterial roads	(6.9, <i>new</i>)	"good"
○ Maintenance and repair of sealed local roads	(6.9 <i>dn from</i> 7.1)	"good"
○ Provision and maintenance of street trees	(7.0 <i>dn from</i> 7.2)	"good"
○ Local traffic management	(7.1 <i>dn from</i> 7.4)	"good"
○ Maintenance and appearance of public area	(7.1 <i>dn from</i> 7.4)	"good"
○ Maintenance and cleaning of strip shopping areas	(7.1 <i>dn from</i> 7.4)	"good"

- Litter collection in public areas (7.1 dn from 7.5) “good”
- Street sweeping (7.1 dn from 7.3) “good”
- Drains maintenance and repairs (7.1 dn from 7.3) “good”.

Arts and graffiti

- Respondents were asked to rate their agreement with two statements about arts and graffiti, as follows:
 - The public spaces, art works, and cultural infrastructure makes Darebin a better place to live (7.8 dn from 7.9) “very strong”
 - I / we are satisfied with Council’s efforts in managing the issue of graffiti (6.8 dn from 7.1) “strong”.

Planning and housing development

- Satisfaction with the two included aspects of planning and housing development decreased marginally this year to record levels, as follows:
 - The appearance and quality of new developments (7.0 dn from 7.2) “good”
 - The number of new developments (6.8 dn from 6.9) “good”.

Planning for population growth

- Satisfaction with planning for population growth by all levels of government decreased this year, down three percent to 6.6 (from 6.9), which remains a “good” level of satisfaction.

Customer service

- Approximately one-quarter (27% up from 26%) of respondents had contact with Council in the last 12 months.
- The most common methods of contact were telephone (during office hours) (60%), email (15%), via the website (13%), and visits in person (7%).
- Satisfaction with the five aspects of customer service was recorded as follows:
 - Staff courtesy and professionalism (7.7 dn from 7.9) “very good”
 - Provision of accurate information (7.2 dn from 7.6) “good”
 - Overall satisfaction with customer service experience (7.0 dn from 7.6) “good”
 - Speed and efficiency of service (6.5 dn from 7.0) “good”
 - Satisfaction with the “final outcome” (6.4 dn from 6.9) “solid”.

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

- The perception of safety during the day remains high at 8.2 (down from 8.6), with three percent feeling “unsafe”, and somewhat (3%) below the metropolitan average of 8.5.

- The perception of safety at night decreased measurably this year, down seven percent to 6.4 from 7.1, with the proportion of respondents who felt “unsafe” up significantly from nine percent to 16% and was measurably (9%) below to the metropolitan average of 7.3.
- The perception of safety in and around the local activity centre was 7.3 this year, down seven percent from 8.1, measurably (6%) higher than the metropolitan average.
- The main reasons for feeling unsafe in the public areas of Darebin related to concerns around drugs and alcohol (24%), incidents / experience of crime and safety (21%), concerns around various types of people (17%), and perception of safety at night issues (17%).

Issues for Council to address

- A total of 725 respondents (73% up from 58%) nominated 1,478 individual issues for the City of Darebin ‘at the moment’.
- The top six issues for the City of Darebin this year were as follows:
 - Traffic management (18% up from 9%)
 - Safety, policing and crime (12% up from 4%)
 - Street trees (9% up from 7%)
 - Footpath maintenance and repairs (9% up from 7%)
 - Road maintenance and repairs (8% up from 5%)
 - Parking (8% up from 7%).

Council's overall performance

Respondents were asked:

"On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the performance of Council across all areas of responsibility."

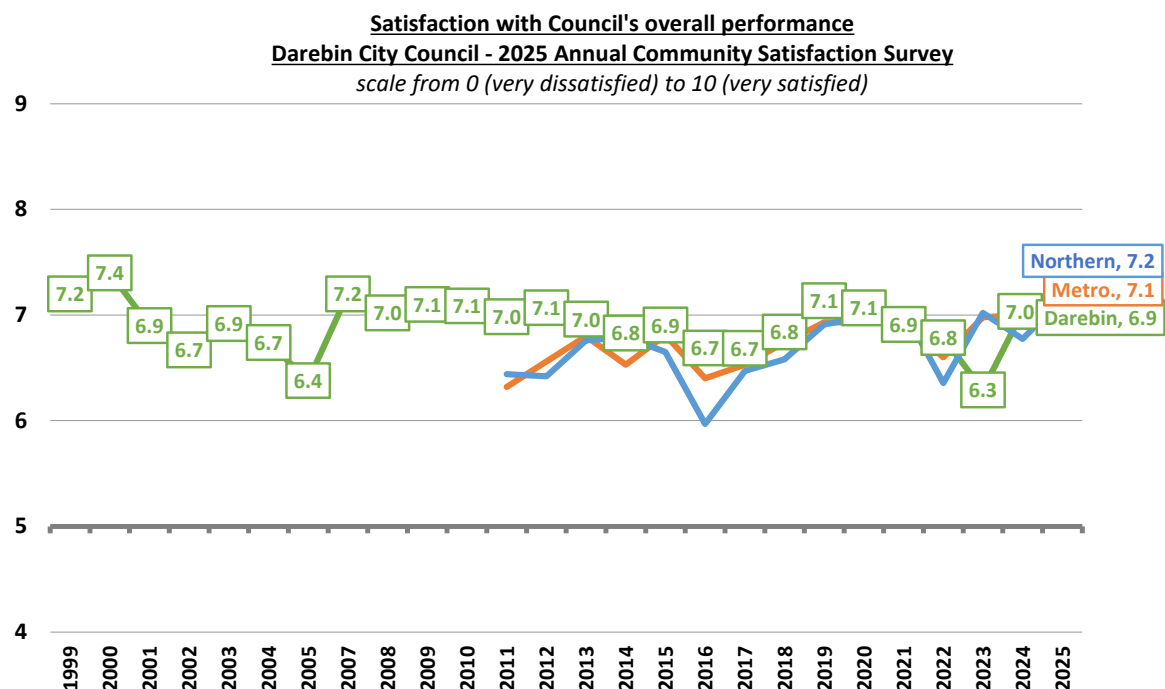
Satisfaction with the performance of Council 'across all areas of responsibility' remained essentially stable this year, down one percent to 6.9 out of 10.

This remained a "good" level of satisfaction.

This result was consistent with the long-term average overall satisfaction with Darebin City Council from 1999 of 6.9 out of 10, or "good".

By way of comparison, this result was measurably (2%) lower than the metropolitan average (7.1) and somewhat (3%) lower than the norther region councils' average (7.2 up from 6.8), both as recorded in the 2025 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research using the same door-to-door, in-person methodology, and provides a consistent basis for comparison of satisfaction with Darebin City Council in comparison to the metropolitan average.



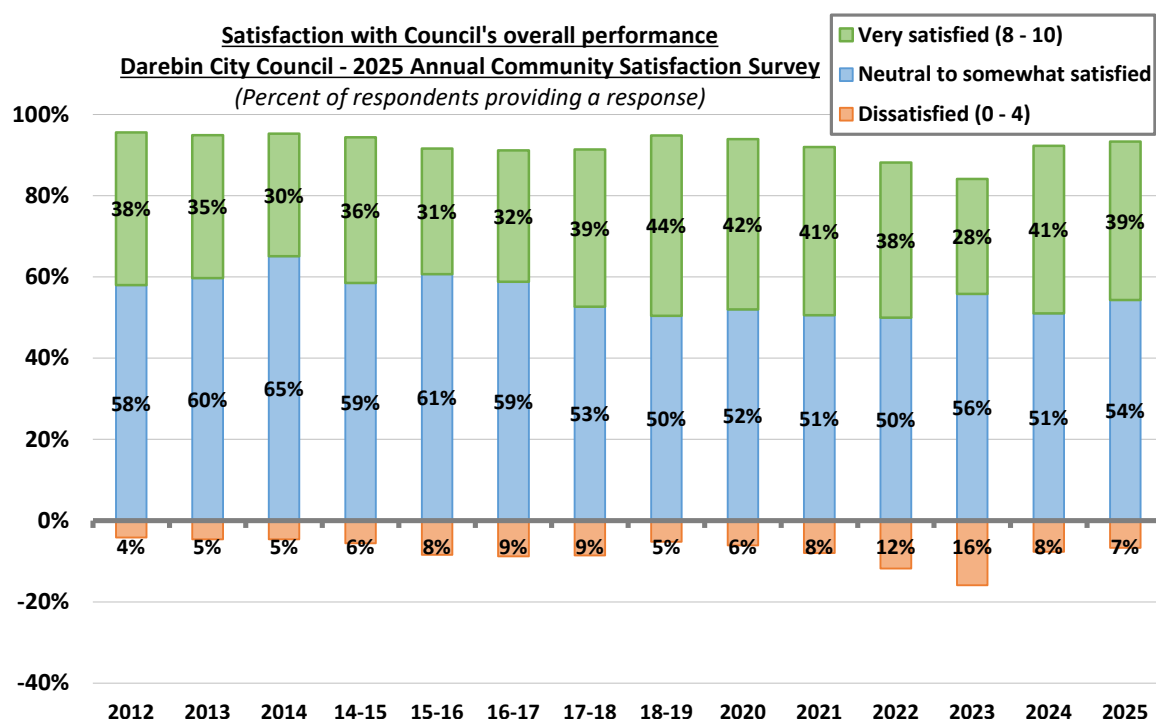
The following graph provides a breakdown of satisfaction with Council's overall performance into the proportion of respondents who were "very satisfied" (i.e., rated satisfaction at eight or more out of 10), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five).

Attention is drawn to the fact that the proportion of dissatisfied respondents declined again this year, down from a historical high of 16% back in 2023 to seven percent this year. This was almost identical to the metropolitan average of six percent this year.

The proportion "very satisfied" declined marginally this year to 39% (down from 41%), consistent with the one percent decline in average overall satisfaction.

The 2025 metropolitan Melbourne average was 45% (up from 42%) "very satisfied" respondents.

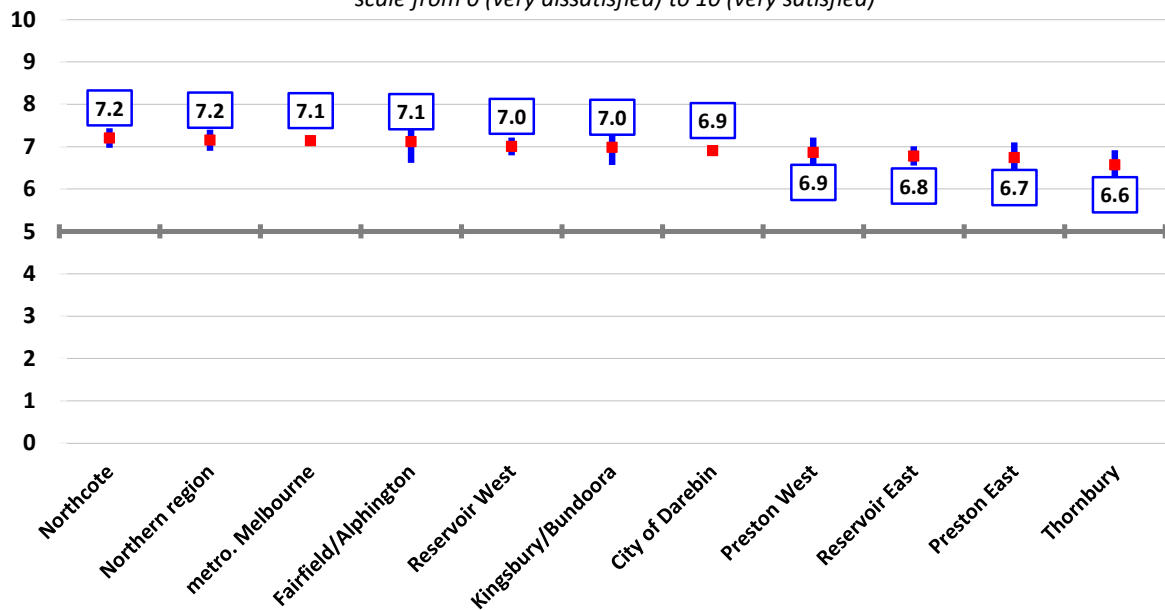
These results reinforce the recovery in satisfaction with Council's overall performance from the unusually low result recorded in 2023 and reverses the trend of declining satisfaction observed from the most recent high point of 7.1 out of 10 recorded in 2019 and then in 2020 (at the beginning of the pandemic).



There was measurable (statistically significant) variation in satisfaction with Council's overall performance observed across the municipality, with respondents from Northcote measurably (3%) more satisfied than average.

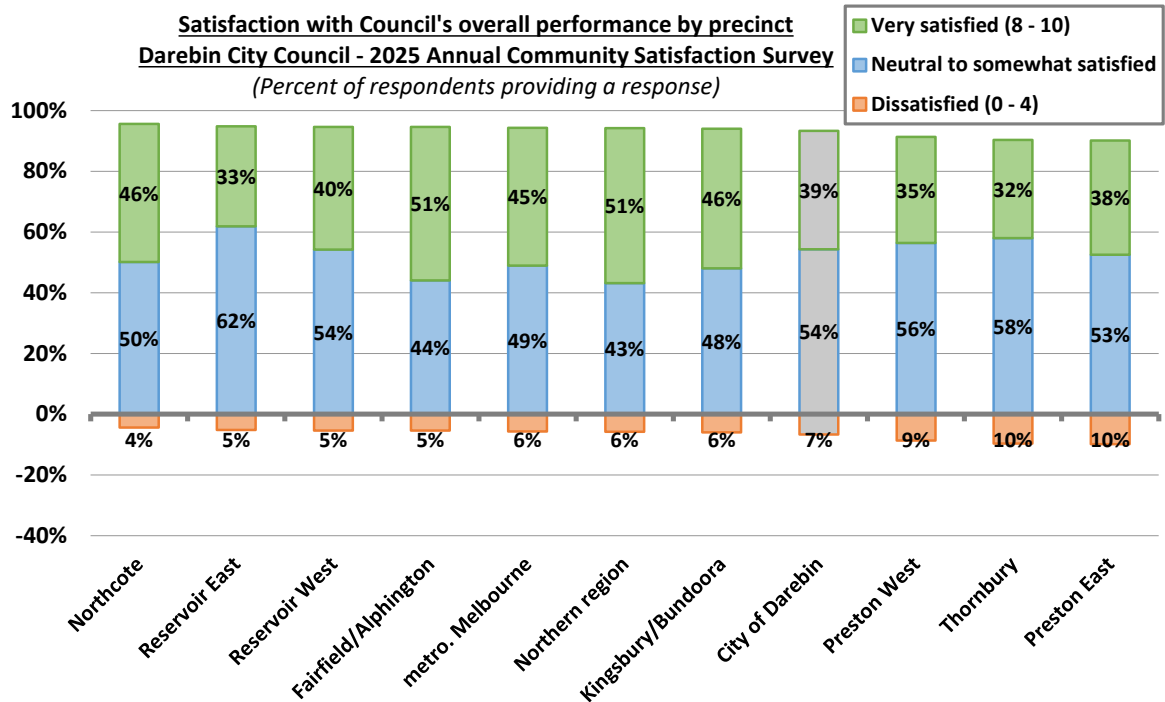
By contrast, respondents from Thornbury were notably (3%) less satisfied than average, although still at a "good" level.

Satisfaction with Council's overall performance by precinct
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Approximately half of the respondents from Fairfield-Alphington (51%), Northcote (46%), and Kingsbury-Bundoora (46%) were “very satisfied” with Council’s overall performance.

By contrast, 10% of respondents from Thornbury and Preston East were “dissatisfied”.





Overall satisfaction by respondent profile

The following graphs provides a comparison of satisfaction with Council's overall performance by respondent profile, including age structure, gender, language spoken at home, whether respondents had contacted Council in the last 12 months, housing situation, period of residence in the City of Darebin, household disability status, and household structure.

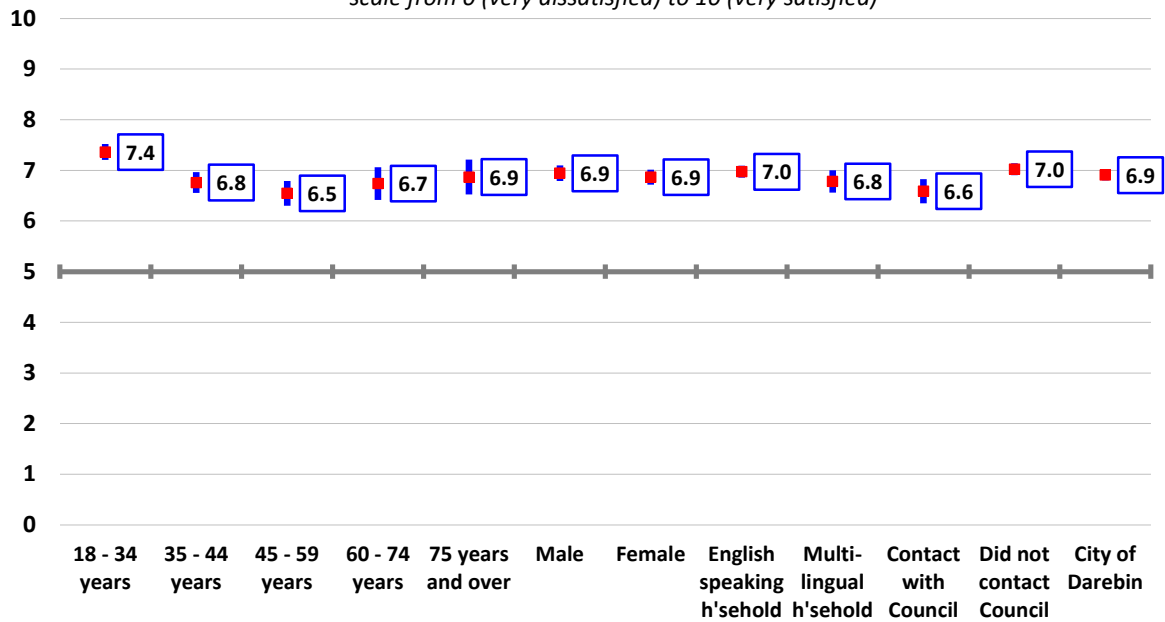
There was some notable and some measurable variation in satisfaction observed by respondent profile, as follows:

- ***Notably to measurably MORE satisfied than average*** – included young adults (aged 18 to 34 years), respondents from rental households, new residents (less than one year in Darebin), respondents from households with a member with disability, and respondents from group households.
- ***Notably LESS satisfied than average*** – included middle-aged adults (aged 45 to 59 years), respondents who had contacted Council in the last 12 months, and respondents from two-parent families (with youngest child aged 0 to 4 years).

Metropolis Research notes that this pattern of satisfaction by respondent profile was generally consistent with results observed over a long period of time, as well as results observed elsewhere across metropolitan Melbourne.

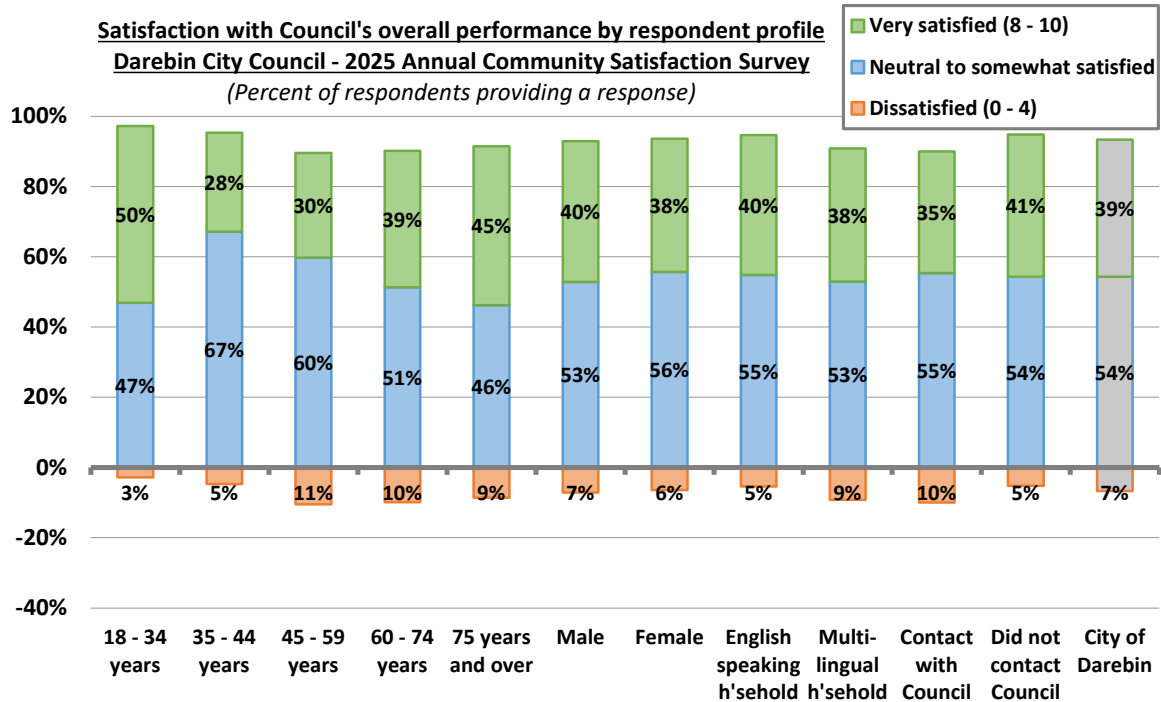
It is noted, however, that the level of variation in satisfaction by respondent profile was relatively muted this year, with only the variation for young adults (aged 18 to 34 years) being statistically significant.

Satisfaction with Council's overall performance by respondent profile
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

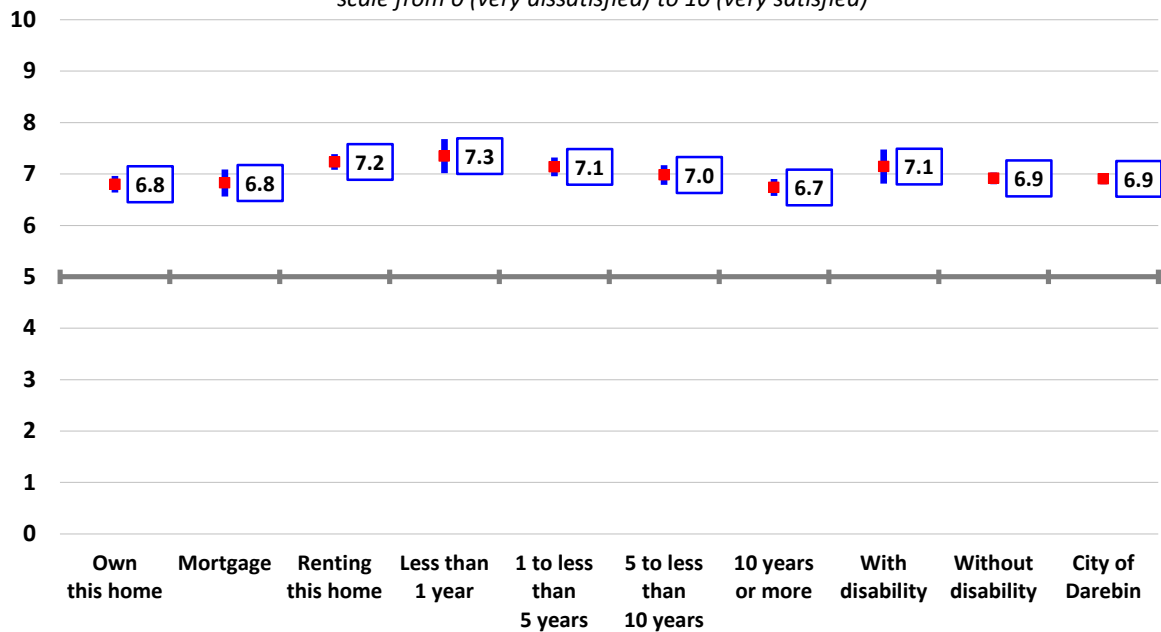


Approximately half of the young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) were “very satisfied” with Council’s overall performance.

By contrast, 10% or more of middle-aged and older adults (aged 45 to 74 years) and respondents who had contacted Council in the last 12 months, were “dissatisfied”.



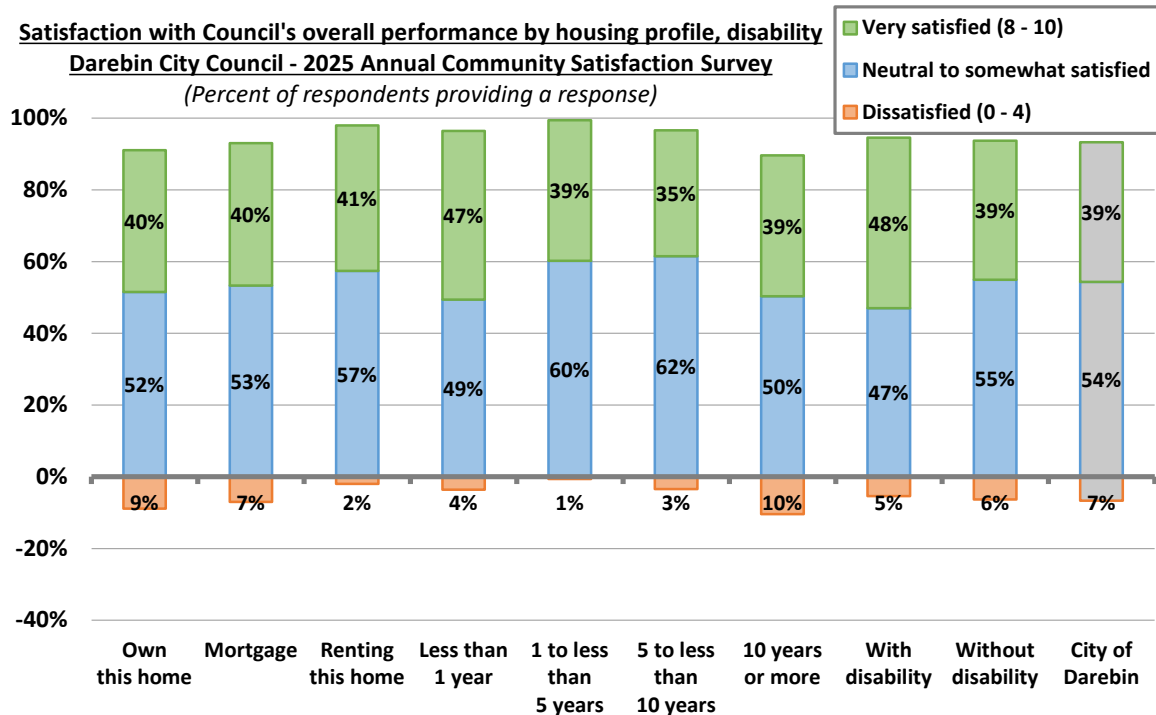
Satisfaction with Council's overall performance by housing profile and disability
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



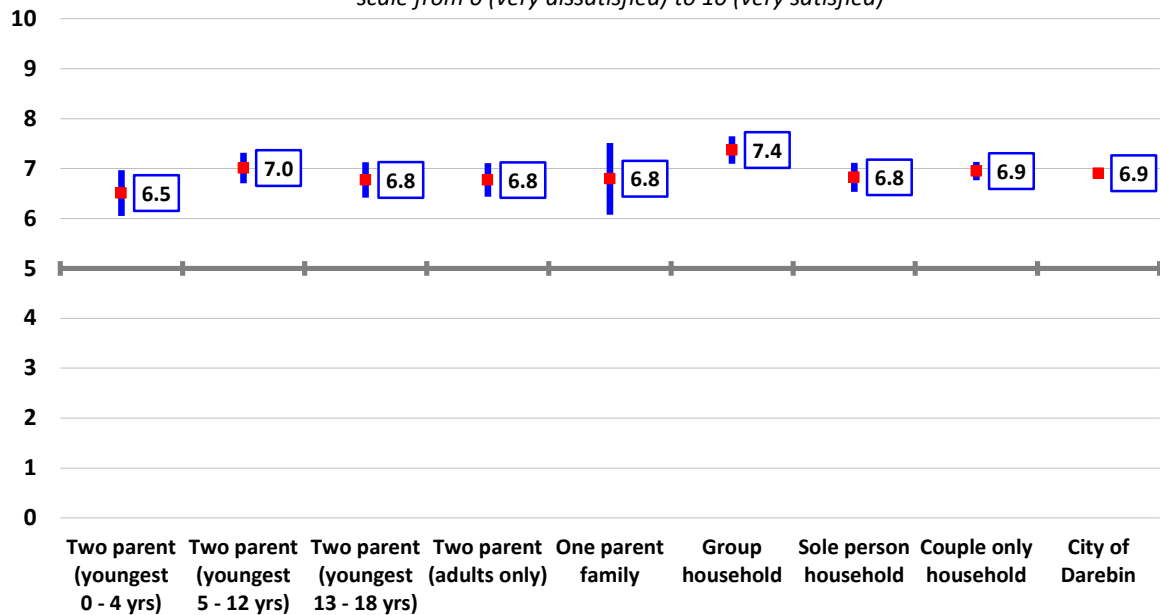
Approximately half of the young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) were “very satisfied” with Council’s overall performance.

By contrast, 10% or more of middle-aged and older adults (aged 45 to 74 years) and respondents who had contacted Council in the last 12 months, were “dissatisfied”.

Satisfaction with Council's overall performance by housing profile, disability
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Percent of respondents providing a response)

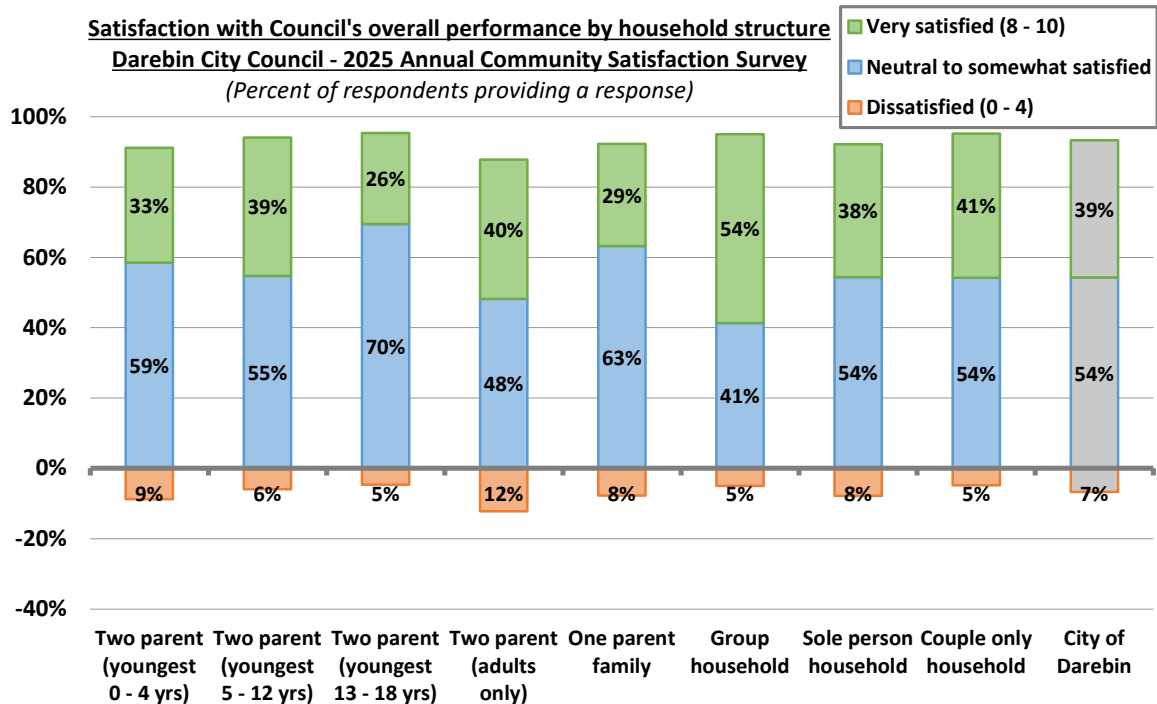


Satisfaction with Council's overall performance by household structure
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

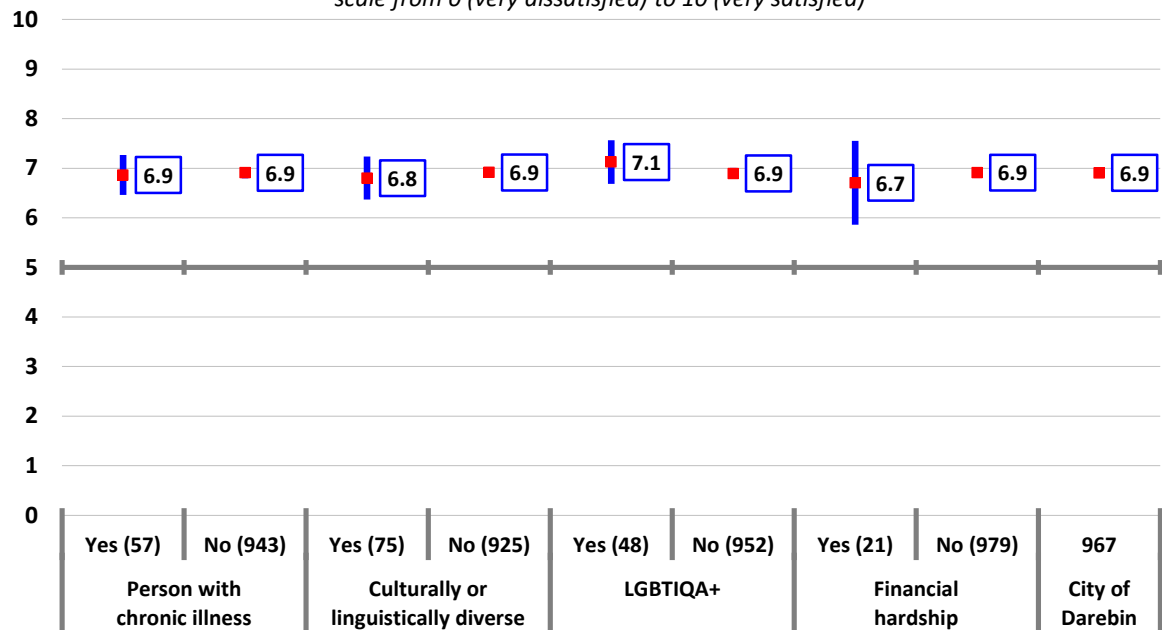


Approximately half of the new residents (less than one year in the City of Darebin) (47%) and respondents from households with a member with disability (48%) were “very satisfied” with Council’s overall performance.

By contrast, 10% of long-term residents (10 years or more in the City of Darebin) were “dissatisfied”.

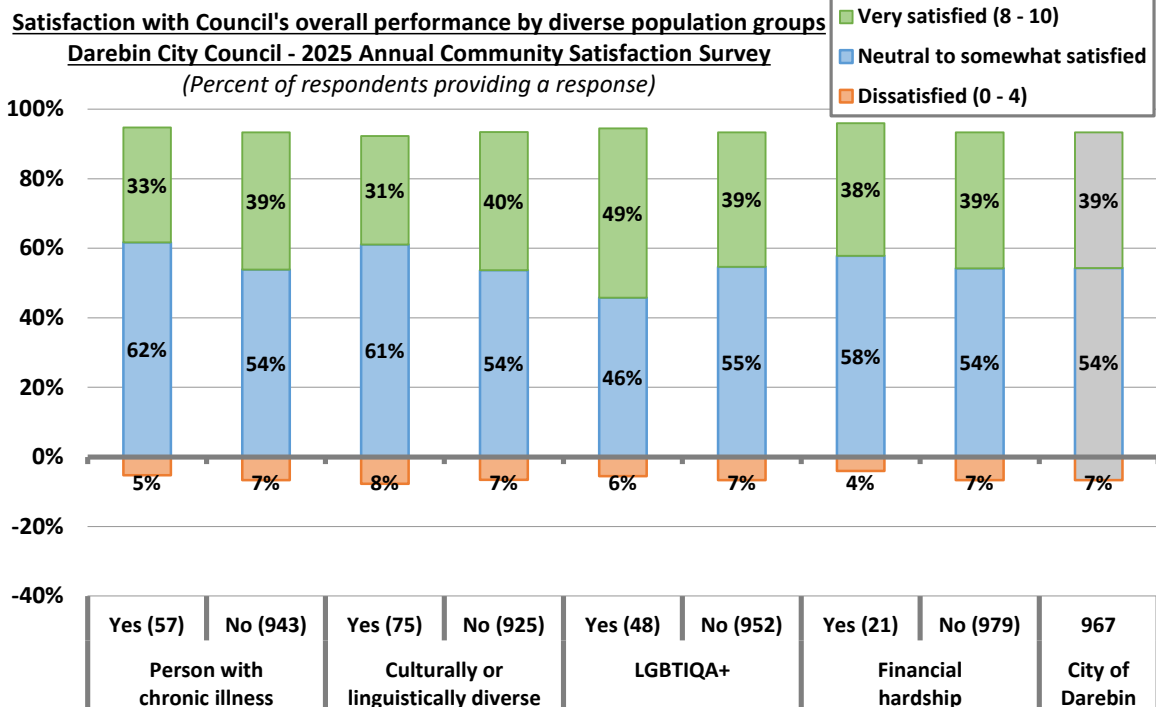


Satisfaction with Council's overall performance by diverse population groups
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



More than half of the 114 respondents from group households were “very satisfied” with Council’s overall performance.

By contrast, 12% of the respondents from two-parent families (with adults only at home) were “dissatisfied”.



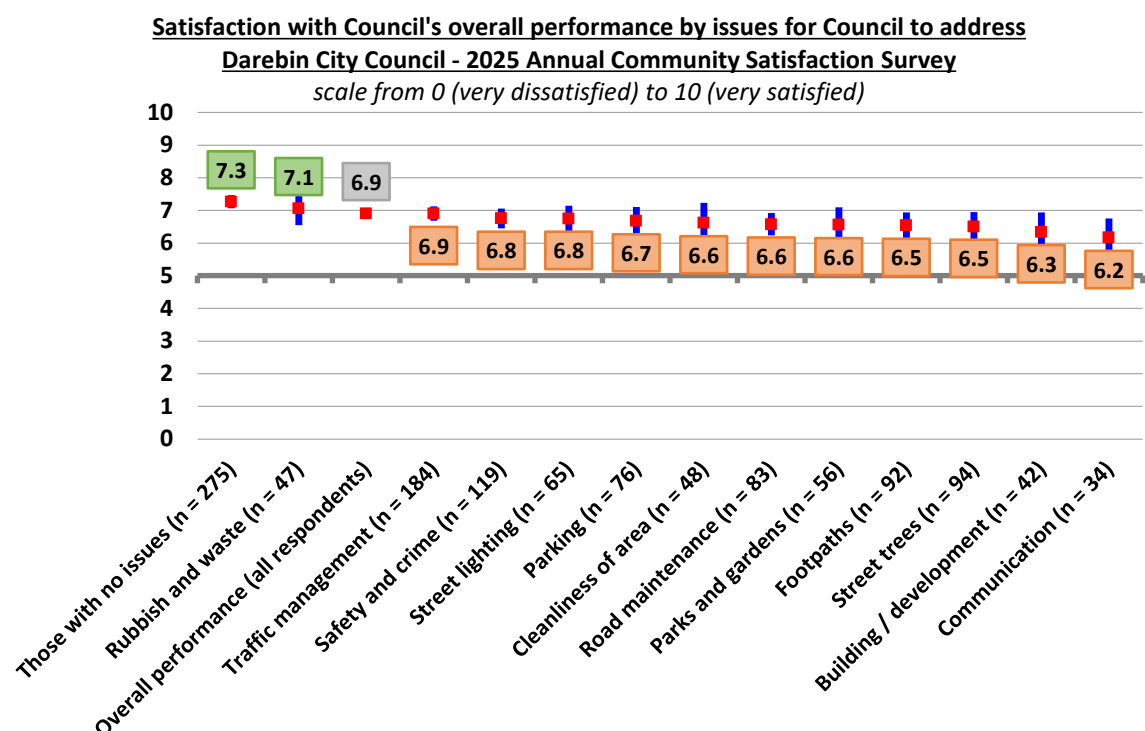
Relationship between issues and satisfaction with overall performance

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

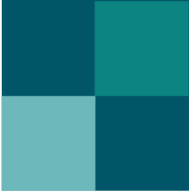
These results do not prove a causal link between the issues nominated by respondents and their overall satisfaction with Council, however, it does provide a meaningful insight into whether these issues were likely to be exerting a negative or a positive influence on satisfaction with Council's overall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

The 275 (down from 424) respondents who did not nominate any issues to address for the City of Darebin were measurably (4% down from 6%) more satisfied with Council's overall performance than the average of all respondents at 7.3 out of 10, which was a "very good" level of satisfaction.

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



Metropolis Research notes that, unlike the results last year, the 119 (up from 41) respondents who nominated issues around safety, policing, and crime were marginally (1%) less satisfied with Council's overall performance than the municipal average. This result implies that safety, policing, and crime issues were in 2025 exerting a mildly negative influence on satisfaction with the performance of Darebin City Council.



This larger proportion of respondents raising safety, policing, and crime issues, and that these respondents were less satisfied with Council's overall performance reflects the significant (7%) decline in the perception of safety in the public areas of the City of Darebin at night.

Metropolis Research notes that this relationship between overall satisfaction and safety, policing, and crime issues was observed in several other municipalities across metropolitan Melbourne this year.

There were several municipalities which recorded a higher-than-average result for safety, policing, and crime issues, which also appeared to have a negative influence on their satisfaction with their local council's overall performance.

Attention is also drawn to the significant issue of traffic management, which was raised as a top three issue by 184 respondents this year (18% up from 9%). These 184 respondents, on average, rated satisfaction at 6.9 out of 10, identical to the municipal average.

Given the size of the group who raised traffic management issues, Metropolis Research suggests that this issue may well have still had an overall negative impact on community satisfaction with Council.

The other nine issues raised by a meaningful sample of respondents all appeared to exert a negative influence on overall satisfaction with Council for the respondents who nominated the issues.

Of these, Metropolis Research draws particular attention to communication issues (34 respondents, 7% less satisfied), planning and development (42 respondents, 6% less), street trees (94 respondents, 4% less), footpaths (92 respondents, 4% less), parks and gardens (56 respondents, 3% less), road maintenance and repairs (83 respondents, 3% less), and cleanliness of the area (48 respondents, 3% less), and parking issues (76 respondents, 1% less).

These results clearly indicate that these issues appear to exert a negative influence on satisfaction with Darebin City Council for the respondents who raise the issues.

Metropolis Research notes that many of these issues were also identified as negative influences on overall satisfaction with Council last year.

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

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

It is noted that respondents who were "dissatisfied" with Council's overall performance were more likely than the average of all respondents to almost all of these issues.



The only exception was traffic management, which was slightly under-represented as an issue by respondents who were “dissatisfied” with Council’s overall performance.

Of these, street trees was the most significant issue that was over-represented in the issues raised by respondents who were “dissatisfied” with Council’s overall performance.

Top issues for Council of respondents' dissatisfied with overall performance
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of total respondents who dissatisfied with overall performance)

<i>Issue</i>	<i>Dissatisfied respondents</i>		<i>All respondents</i>
	<i>Number</i>	<i>Percent</i>	
Street trees	13	20%	9%
Building, housing, planning and development	9	14%	4%
Footpath maintenance and repairs	9	14%	9%
Safety, policing and crime	9	14%	12%
Traffic management	9	14%	18%
Road maintenance and repairs	8	13%	8%
Parks, gardens, open spaces	7	11%	6%
Parking	7	11%	8%
Cleanliness and maintenance of areas	6	9%	5%
Street lighting	6	9%	7%
Sports, recreation and entertainment facilities	5	8%	2%
Communication and consultation	3	5%	3%
Hard rubbish collection	3	5%	3%
Recycling collection	3	5%	1%
Rubbish and waste including garbage collection	3	5%	5%
All other issues (31 separately identified issues)	38	59%	47%
Total responses	138		1,478
<i>Respondents identifying at least one issue</i>	52		725
<i>(percent of total respondents)</i>	(81%)		(73%)

Relationship between satisfaction with services and overall satisfaction

The following graph provides the average satisfaction with Council’s overall performance of respondents dissatisfied with individual services and facilities.

Services and facilities with which fewer than 10 respondents were dissatisfied have been excluded from these results.

Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably and significantly less satisfied with Council’s overall performance than the municipal average of all respondents (6.9).

It is also acknowledged that a relatively small sample of respondents were dissatisfied with most Council services and facilities, with a significant degree of overlap between services.

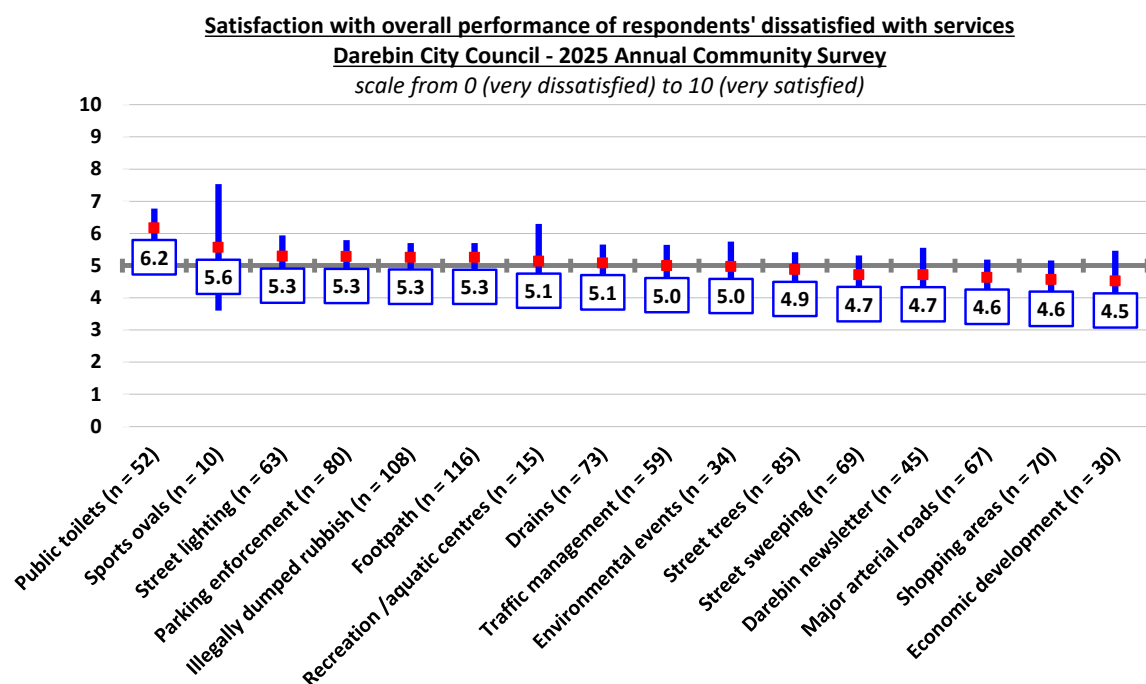
In other words, respondents who were dissatisfied with one Council service and facility were likely to be dissatisfied with a number of these services and facilities.

This reflects the fact that some (an average of 68 up from 62) respondents were dissatisfied with Council's performance and this tended to influence their satisfaction ratings for many, if not all, services and facilities included in the survey.

The opposite is also true for some respondents who tended to provide the same higher satisfaction score for many, if not all, services, and facilities.

This again reflects the fact that these respondents tended to see Council overall performance as being generally consistent across the range of services and facilities that Council provides.

Of most interest in these results this year is the 116 (down from 122) respondents "dissatisfied" with footpath maintenance and repairs, the 108 (up from 106) respondents "dissatisfied" with the management of illegally dumped rubbish, and the 85 (down from 106) respondents who were "dissatisfied" with street trees.



Reasons for satisfaction rating with Council's overall performance

Respondents were asked:

"Why did you rate satisfaction at that level?"

There was a total of 461 (down from 544) comments received from respondents as to why they rated satisfaction with Council's overall performance at the level they did.

There was a total of 106 generally positive statement and 59 (down from 72) generally negative statements.

Beyond these general comments, the most common issues raised by respondents related to a range of specific Council services and facilities (50 down from 68 comments), Council's governance, management, and performance including that of the elected Council (30 down from 51 comments), Council's communication, consultation, and engagement with the community (36 up from 34 comments), Council's customer service and responsiveness (23 down from 25 comments), and cleaning and maintenance of the area (19 down from 35 comments).

Most of these comments were provided by respondents who were "satisfied" with Council's overall performance, although they were generally negative rather than positive comments.

Reasons for rating of satisfaction with Council's overall performance
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of responses)

Reason for satisfaction rating	Total comments		Respondents		
	Number	Percent	Satisfied (6 to 10)	Neutral (5)	Dissatisfied (0 to 4)
Generally positive statements	106	23%	103	3	0
Generally negative statements	59	13%	50	3	6
Council services and facilities	50	11%	38	4	8
Generally neutral statements	37	8%	33	4	0
Communication, consultation, engagement	36	8%	25	5	6
Council governance, management, performance	30	7%	16	5	9
Council customer service and responsiveness	23	5%	16	2	5
Cleanliness and maintenance of the area	19	4%	18	0	1
Traffic / roads	18	4%	9	4	5
Waste management	17	4%	13	2	2
Rates and financial management	16	3%	9	2	5
Planning, housing, development	13	3%	5	5	3
Parks, gardens, open spaces and trees	11	2%	7	1	3
Safety / security	7	2%	4	2	1
Parking	5	1%	2	1	2
Environment / climate change	4	1%	2	2	0
Footpaths	4	1%	1	1	2
Multicultural issues	3	1%	3	0	0
Preston Market	2	0%	1	0	1
Other	1	0%	1	0	0
Total responses	461	100%	356	46	59

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



Most important thing Council should do to improve performance

Respondents were asked:

“What is the most important thing Darebin City Council should do to improve its performance?”

Respondents were asked in an open-ended question, what was the most important thing Darebin City should do to improve its performance.

A total of 469 (up from 293) of the 1,000 respondents provided a response to the question, with these responses broadly categorised as outlined in the following table.

Readers are advised that the results to the reason for overall satisfaction rating, coupled with the issues to address results form a significantly more powerful tool to understand the range of issues that impact on community satisfaction with Council, and which best point to areas for improvement, or areas for increased advocacy.

The most common improvements nominated by respondents in 2025 was Council communication and engagement (8% up from 6%).

Metropolis Research notes that it is commonly observed that many in the community will suggest improvements to how well Council engages with the community as an improvement that may increase satisfaction.

It is important to bear in mind, however, that these comments tend to be relatively broad in nature and tend not to reflect Council performance providing core communication and consultation services and facilities (e.g., the website, regular publication, consultation activities).

These comments tend to be more general in nature and reflect an underlying view that Council is not effectively listening to or responding to the needs of the community, which flows through into a perception that there are limitations in Councils communication and consultation activities.

Consistent with the issues to address results, there were increases in the proportion of respondents who nominated improved safety, policing, and crime prevention (3% up from 1%), and better traffic management (3% up from 1%).



Most important thing Darebin City Council should do to improve its performance

Darebin City Council - 2025 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Response	2025		2024
	Number	Percent	
Better / more communication, consultation and engagement	78	8%	6%
Better / more safety, policing, crime	31	3%	1%
Better traffic management	31	3%	1%
Cheaper rates / fees	23	2%	1%
Better financial management /politics, and governance	21	2%	2%
Better / more maintenance of street trees	19	2%	0%
Better footpath maintenance and repairs	18	2%	1%
Better / more infrastructure and amenities	17	2%	0%
Better / more road maintenance and repairs	16	2%	1%
Better / more street cleaning and maintenance	16	2%	0%
Better customer service / responsiveness	15	2%	1%
More parks, gardens and open spaces	14	1%	1%
Better building, housing, planning and development issues	13	1%	1%
More focus on the core / basic services	13	1%	1%
Better / more / cheaper / free parking	10	1%	1%
Better / more environment, conservation and climate change	9	1%	1%
Better / more community services	8	1%	0%
Better / more hard rubbish collection	8	1%	0%
Better / more rubbish and waste issues inc garbage	7	1%	0%
Better / more cleanliness and maintenance of area	6	1%	1%
Better / more management of graffiti / vandalism	6	1%	1%
Better / more dog off-leash amenities	5	0%	0%
Better social policy / political issues	5	1%	0%
Increase diversity / multicultural services	5	1%	0%
Better / more community support	4	0%	0%
Better / more provision / maintenance of sports and recreation	4	0%	0%
Better housing availability / affordability	4	0%	0%
Preston Market	4	0%	0%
Better management of public housing / homelessness	3	0%	0%
Better provision/maintenance of bikes / cycling / walking tracks	3	0%	0%
Removal / management of illegally dumped rubbish	3	0%	0%
Better / more activities and facilities for children	2	0%	0%
Better / more community activities / events	2	0%	0%
Better / more recycling collection	2	0%	0%
Better / more services/facilities for people with disability	2	0%	0%
Better drains maintenance and repairs	2	0%	0%
Better upkeep and maintenance of private property	2	0%	0%
All other issues (29 separately identified issues)	38	4%	1%
No improvement	531	53%	71%
Total	1,000	100%	1,006



Most important thing to improve performance by precinct and respondent profile

The following tables provide a comparison of the most important thing to improve performance by precinct and respondent profile.

There was relatively little significant variation in these results observed, however the following variations are noted:

- ***Reservoir East*** – respondents were somewhat more likely than average to nominate improved safety, policing, and crime, and better traffic management.
- ***Preston East*** – respondents were somewhat more likely than average to nominate improved safety, policing, and crime, and better building, housing, planning and development.
- ***Northcote*** – respondents were notably more likely than average to nominate improved communication and consultation, and somewhat more likely to nominate more parks, gardens, and open spaces.
- ***Thornbury*** – respondents were somewhat more likely than average to nominate better financial management and politics, and better customer service and responsiveness.
- ***Kingsbury-Bundoora*** – respondents were somewhat more likely than average to nominate better or more community services.
- ***Fairfield-Alphington*** – respondents were notably more likely than average to nominate improved communication and consultation, and somewhat more likely to nominate more or better street trees, street cleaning and maintenance and improved customer service and responsiveness.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were somewhat more likely than average to nominate better traffic management.
- ***Older adults (aged 60 to 74 years)*** – respondents were somewhat more likely than average to nominate improved communication and consultation.
- ***Senior citizens (aged 75 years and over)*** – respondents were somewhat more likely than average to nominate better footpath maintenance and repairs.



Most important thing Darebin City Council should do to improve its performance by precinct

Darebin City Council - 2025 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Reservoir East		Reservoir West	
Better / more safety, policing, crime	7%	Better / more communication, consultation	9%
Better traffic management	6%	Cheaper rates / fees	4%
Better / more road maintenance / repairs	4%	Better / more safety, policing, crime	3%
Better / more communication, consultation	4%	Better footpath maintenance and repairs	2%
Better / more infrastructure and amenities	3%	Better / more infrastructure and amenities	2%
Cheaper rates / fees	2%	Better / more maintenance of street trees	2%
Better financial management / politics	1%	Better financial management / politics	1%
Better / more hard rubbish collection	1%	More focus on the core/ basic services	1%
Better / more cleanliness / mainten. of area	1%	Better building, planning, development	1%
All other improvements	11%	All other improvements	9%
Preston East		Preston West	
Better / more communication, consultation	9%	Cheaper rates / fees	4%
Better / more safety, policing, crime	6%	Better / more communication, consultation	4%
Better traffic management	5%	Better / more safety, policing, crime	3%
Better building, planning, development	4%	Better financial management / politics	3%
Better / more / cheaper / free parking	3%	Better traffic management	3%
Better / more rubbish and waste issues	2%	Preston Market	2%
Better / more infrastructure and amenities	2%	Better / more infrastructure and amenities	2%
Removal / mgt of illegally dumped rubbish	2%	Better / more community support	2%
Cheaper rates / fees	2%	More parks, gardens and open spaces	2%
All other improvements	23%	All other improvements	16%
Northcote		Thornbury	
Better / more communication, consultation	10%	Better / more communication, consultation	6%
Better footpath maintenance and repairs	4%	Better financial management / politics	6%
More parks, gardens and open spaces	4%	Better traffic management	5%
Better / more environment, conservation	3%	Better customer service / responsiveness	5%
Better / more maintenance of street trees	3%	Better / more street cleaning / maintenance	4%
Better customer service / responsiveness	2%	Better / more road maintenance / repairs	3%
Better / more hard rubbish collection	2%	More focus on the core / basic services	3%
Better / more mgt of graffiti / vandalism	1%	Cheaper rates / fees	2%
Increase diversity / multicultural services	1%	Better / more environment, conservation	2%
All other improvements	19%	All other improvements	14%
Kingsbury-Bundoora		Fairfield/Alphington	
Better / more communication, consultation	9%	Better / more communication, consultation	16%
Better / more maintenance of street trees	4%	Better / more maintenance of street trees	6%
Better / more community services	4%	Better / more street cleaning / maintenance	6%
Better footpath maintenance and repairs	3%	Better customer service / responsiveness	5%
Better / more cleanliness and maintenance	3%	Better financial management / politics	4%
Better / more / cheaper / free parking	2%	Better traffic management	3%
Better water management	2%	More focus on the core / basic services	2%
Better traffic management	2%	Better / more infrastructure and amenities	2%
Cheaper rates / fees	2%	Better building, planning, development	2%
All other improvements	13%	All other improvements	21%

Most important thing Darebin City Council should do to improve its performance by respondent profile

Darebin City Council - 2025 Annual Community Satisfaction Survey

(Percent of total respondents)

18 - 34 years		35 - 44 years	
Better / more communication, consultation	8%	Better / more communication, consultation	7%
Cheaper rates / fees	2%	Better / more safety, policing, crime	5%
Better / more safety, policing, crime	2%	Better financial management / politics	3%
Better / more roads maintenance and repairs	2%	Better traffic management	3%
Better / more street cleaning / maintenance	1%	Better / more maintenance of street trees	2%
Better customer service / responsiveness	1%	Better / more infrastructure and amenities	2%
More parks, gardens and open spaces	1%	More focus on the core / basic services	2%
Better building, planning, development	1%	Better housing availability / affordability	1%
Better / more rubbish and waste issues	1%	More parks, gardens and open spaces	1%
All other issues	16%	All other issues	20%

45 - 59 years		60 - 74 years	
Better / more communication, consultation	8%	Better / more communication, consultation	12%
Better traffic management	7%	Better traffic management	4%
Better / more safety, policing, crime	4%	More focus on the core/ basic services	4%
Better financial management / politics	4%	Better / more road maintenance and repairs	3%
Cheaper rates / fees	3%	Better financial management / politics	3%
Better / more infrastructure and amenities	3%	Better / more infrastructure and amenities	3%
Better / more maintenance of street trees	3%	Better / more street cleaning / maintenance	2%
Better building, planning, development	2%	Better footpath maintenance and repairs	2%
More parks, gardens and open spaces	2%	Cheaper rates / fees	2%
All other issues	23%	All other issues	22%

75 years and over		City of Darebin	
Better footpath maintenance and repairs	9%	Better / more communication, consultation	8%
Better / more communication, consultation	4%	Better / more safety, policing, crime	3%
Better / more maintenance of street trees	4%	Better traffic management	3%
Cheaper rates / fees	3%	Cheaper rates / fees	2%
Better / more street cleaning / maintenance	3%	Better financial management / politics	2%
Better / more environment, conservation	2%	Better / more maintenance of street trees	2%
Better / more road maintenance and repairs	2%	Better footpath maintenance and repairs	2%
Better / more safety, policing, crime	2%	Better / more infrastructure and amenities	2%
Better traffic management	2%	Better / more road maintenance and repairs	2%
All other issues	13%	All other issues	21%

Most important thing Darebin City Council should do to improve its performance by respondent profile

Darebin City Council - 2025 Annual Community Satisfaction Survey

(Percent of total respondents)

Male		Female	
Better / more communication, consultation	7%	Better / more communication, consultation	8%
Better / more safety, policing, crime	3%	Better traffic management	3%
Better traffic management	3%	Better / more safety, policing, crime	3%
Cheaper rates / fees	3%	Better footpath maintenance and repairs	3%
Better financial management / politics	3%	Better customer service / responsiveness	3%
Better / more infrastructure and amenities	2%	Better / more street cleaning / maintenance	2%
More focus on the core / basic services	2%	Better / more maintenance of street trees	2%
More parks, gardens and open spaces	2%	Better financial management / politics	2%
Better / more maintenance of street trees	2%	Cheaper rates / fees	2%
All other issues	19%	All other issues	20%

English speaking		Multi-lingual	
Better / more communication, consultation	7%	Better / more communication, consultation	9%
Better traffic management	4%	Better / more safety, policing, crime	4%
Better financial management / politics	3%	Cheaper rates / fees	3%
Better / more safety, policing, crime	3%	Better / more street cleaning / maintenance	2%
Better footpath maintenance and repairs	2%	More focus on the core / basic services	2%
Better / more maintenance of street trees	2%	Better / more rubbish and waste issues	2%
More parks, gardens and open spaces	2%	Better / more cleanliness / mainten. of area	1%
Better / more infrastructure and amenities	2%	Better traffic management	1%
Better / more road maintenance and repairs	2%	Better / more community services	1%
All other issues	21%	All other issues	18%

Household members with disability		Household members without disability	
Better / more communication, consultation	9%	Better / more communication, consultation	8%
Better / more safety, policing, crime	5%	Better traffic management	4%
Better footpath maintenance and repairs	5%	Better / more safety, policing, crime	3%
Better / more dog off-leash amenities	4%	Better financial management / politics	2%
Cheaper rates / fees	2%	Better / more maintenance of street trees	2%
Better / more rubbish and waste issues	2%	Cheaper rates / fees	2%
Better traffic management	2%	Better / more infrastructure and amenities	2%
Better / more mgt of graffiti / vandalism	2%	Better customer service / responsiveness	2%
Better pedestrian crossing	2%	More parks, gardens and open spaces	2%
All other issues	17%	All other issues	22%

Governance and leadership

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following?”

Respondents were in 2025, asked to rate their satisfaction with nine aspects of Council’s governance and leadership performance.

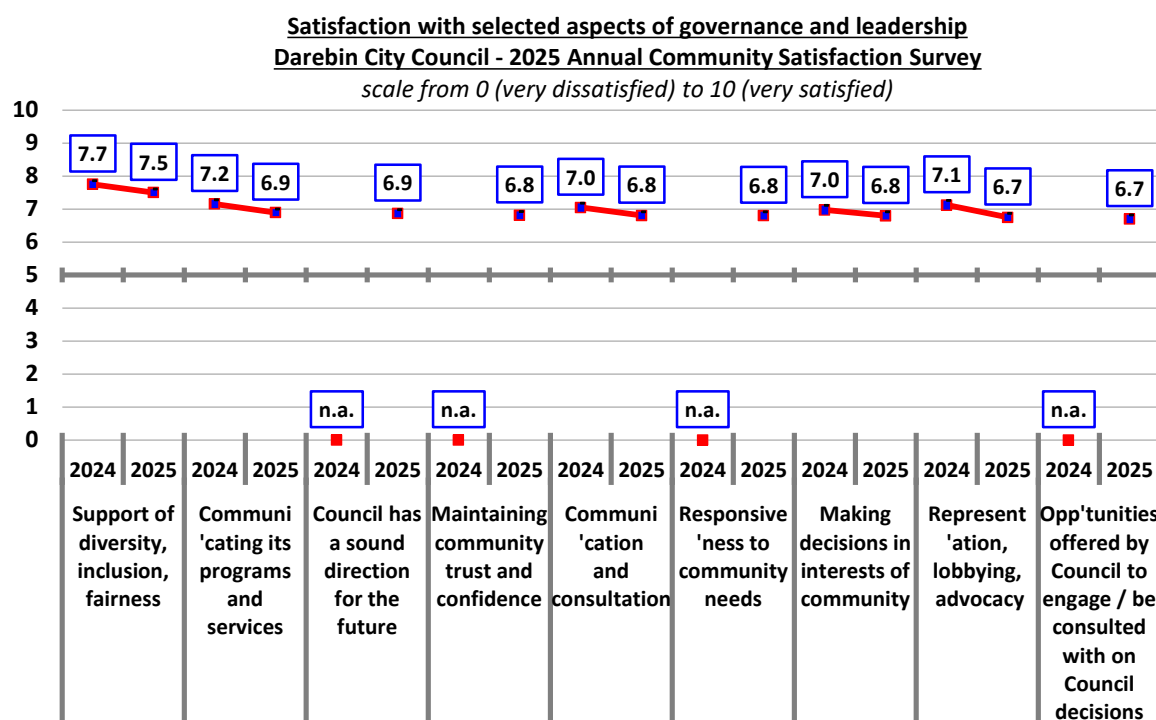
This included four new measures.

These include a new LGPRF indicator asking satisfaction with opportunities offered by Council to engage or be consulted with on Council decisions. Satisfaction with this aspect was marginally (1%) lower than satisfaction with the existing measure asking satisfaction with Council’s communication and consultation performance.

The other three new measures were core aspects of governance and leadership included in the *Governing Melbourne* research and included in this survey in order to provide meaningful average satisfaction with governance and leadership.

The average satisfaction with these nine aspects of governance and leadership was 6.9 out of 10 this year, or a “good” level of satisfaction.

This was a measurable (3%) decline on the average (with five measures) recorded last year (7.2 out of 10). The 2025 average with the same five measures included in 2024 was also 6.9 out of 10.



These results, despite the declines recorded this year, maintain much of the increase in satisfaction recorded in 2024, and maintains satisfaction with aspects of governance and leadership at or around the long-term average.

This is an important result, as it highlights that satisfaction with governance and leadership appears to have largely maintained the recovery from the significantly lower than average 2023 results.

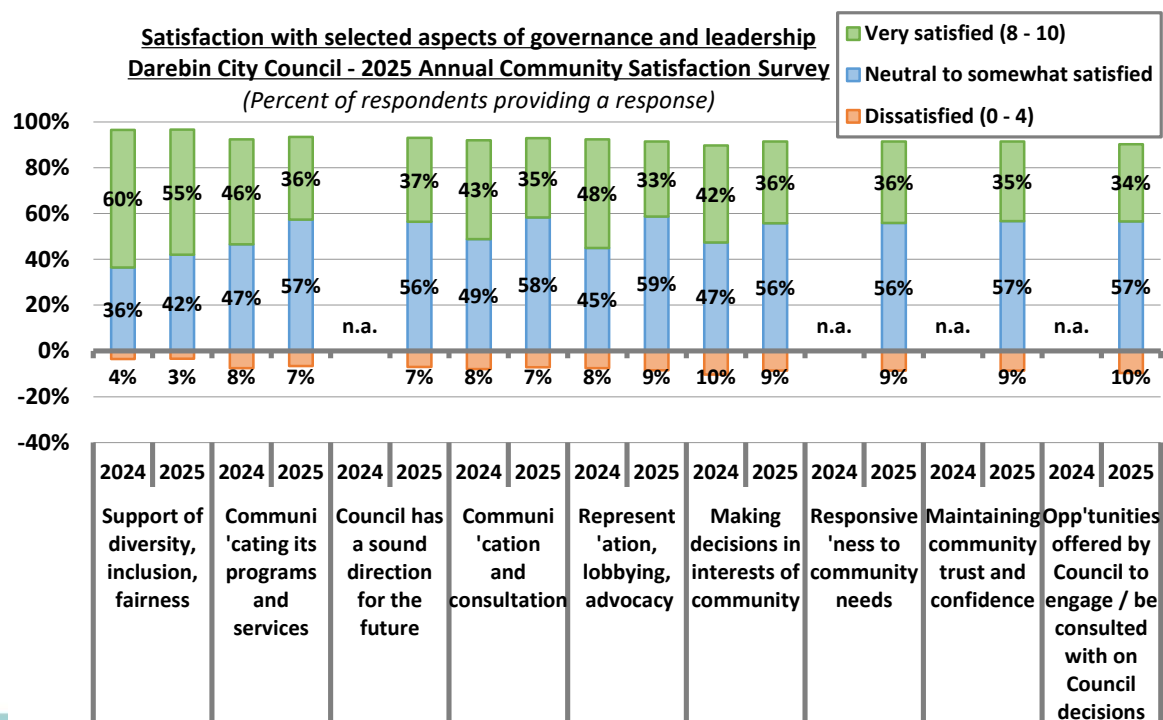
The improvements in satisfaction with governance and leadership last year, coupled with the decline in governance and accountability related issues as top [issues to address](#) last year (down from 5% to 1%) were positive results for Darebin City Council.

The other issue that was clearly a significant negative influence on satisfaction with the performance of Darebin City Council in 2023 appeared to be the Preston Market issue. This declined as a top issue to address last year (from 11% in 2023 and 5% in 2022) to one percent in 2024 and two percent this year.

These issues have clearly diminished, and satisfaction has returned to around the long-term average for the City of Darebin.

Satisfaction was “very good” for Council support of diversity, inclusion, and fairness. Satisfaction with the remaining eight aspects were all categorised as “good” levels of satisfaction.

The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five out of 10).



Consistent with the decline in average satisfaction, there was a decline in the proportion of respondents “very satisfied” with each of the five measures that were included in 2024.

The largest decline recorded for representation, lobbying, and advocacy (15% fewer “very satisfied”), communicating its programs and services (10% fewer).

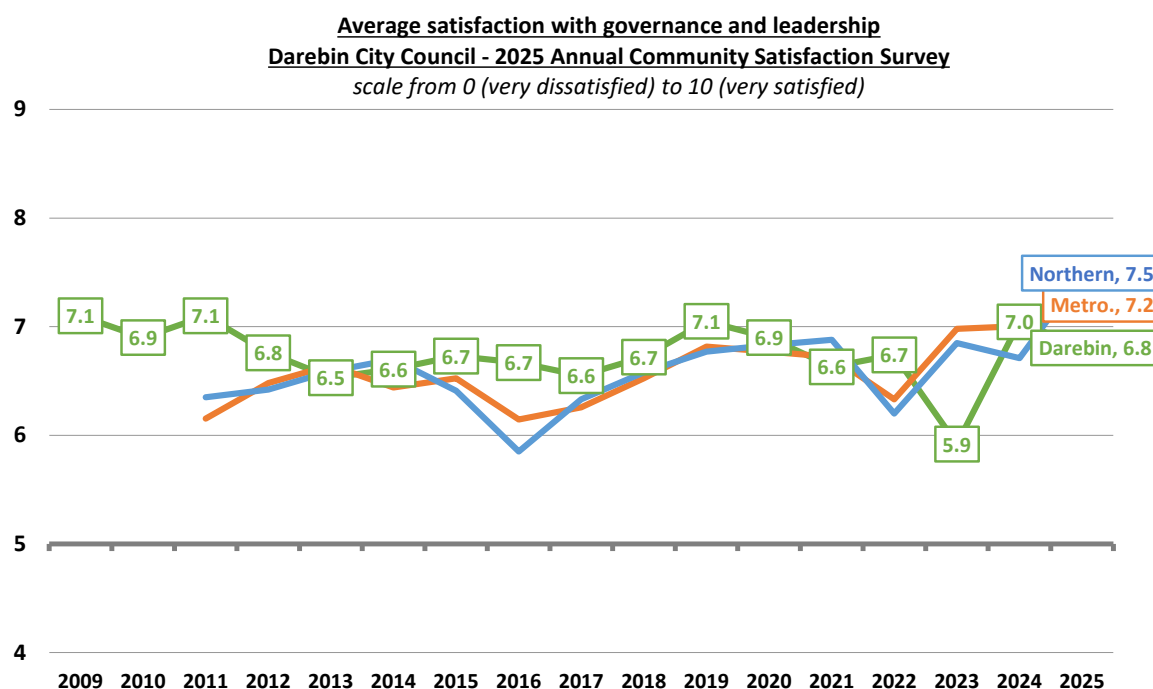
There was, however, no significant increase in the proportion of respondents who were “dissatisfied” with these aspects of governance and leadership this year.

The following graph provides a comparison of the average agreement with the six core aspects of governance and leadership between the City of Darebin, the northern region councils, and the metropolitan Melbourne average.

These six core aspects of governance and leadership include sound direction, maintaining trust and confidence, communication and consultation, responsiveness to local community needs, making decisions in the interests of the community, and representation, lobbying, and advocacy performance.

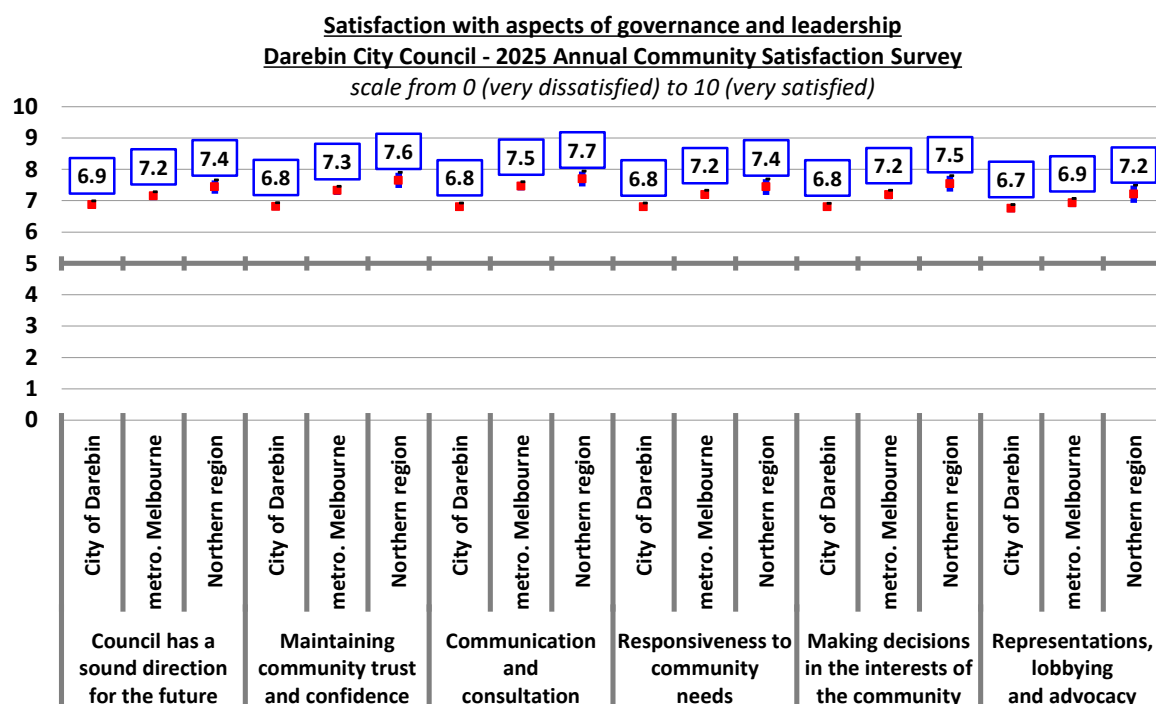
The average satisfaction with these six aspects of governance and leadership was 6.8 out of 10 this year, down somewhat (2%) on the 7.0 average recorded last year (for three aspects - communication and consultation, making decisions in the interests of the community, and representation, lobbying, and advocacy performance).

This result was measurably lower than the metropolitan (4% lower) and northern region (7%) averages, as recorded in the 2025 *Governing Melbourne* research.



Satisfaction with five of these six aspects of governance and leadership was measurably lower in the City of Darebin than the metropolitan average, and somewhat (2%) lower than the metropolitan average for satisfaction with representation, lobbying, and advocacy.

The City of Darebin underperformed the metropolitan average most notably in relation to communication and consultation (7% lower in Darebin), and performance maintaining the trust and confidence of the local community (5% lower in Darebin).



The following section provides a more comprehensive examination of satisfaction with each of these nine aspects of governance and leadership.

This includes full time series analysis, as well as comparison of satisfaction by precinct, and by respondent profile (including age structure, gender, and language spoken at home).

While there was variation in satisfaction observed for individual aspects, in general terms, the following was observed:

- **Generally, MORE satisfied than average** – included respondents from Reservoir West, and to a lesser extent Kingsbury-Bundoora, young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), and respondents from English speaking households.
- **Generally, LESS satisfied than average** – included respondents from Thornbury, and to a lesser extent Fairfield-Alphington, middle-aged adults (aged 45 to 59 years), and respondents from multilingual households.

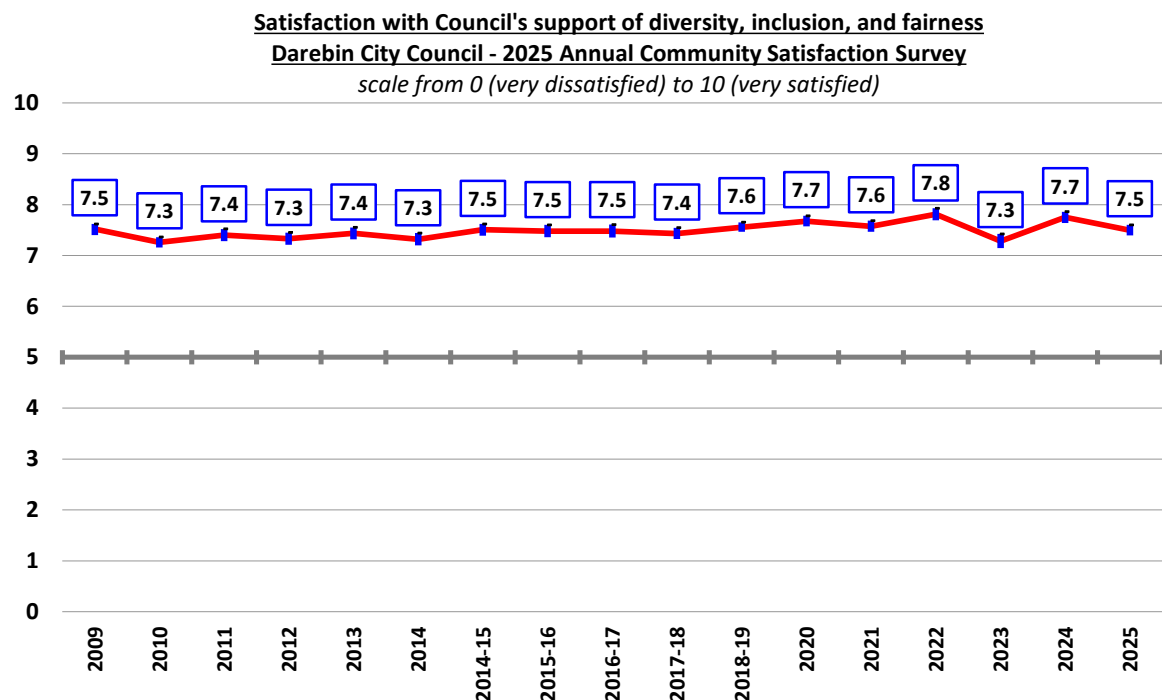
Support of diversity, inclusion, and fairness

Satisfaction with Council's support of diversity, inclusion, and fairness declined measurably this year, down two percent to 7.5 out of 10, although it remained a "very good" level of satisfaction.

Satisfaction with this aspect of Council's performance has remained relatively stable around the long-term average since 2009 of 7.5 out of 10.

This measure was not included in *Governing Melbourne* and therefore no metropolitan comparison can be provided.

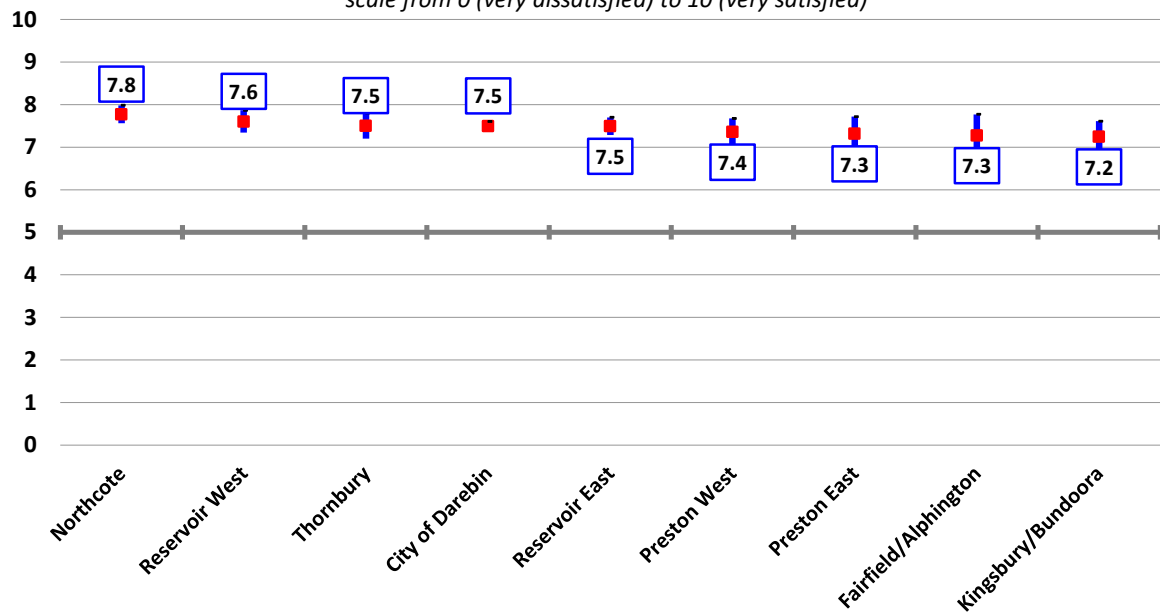
This result comprised 55% (down from 60%) "very satisfied" and three percent (down from 4%) "dissatisfied".



There was measurable variation in this result observed across the municipality, with respondents from Northcote measurably more satisfied than average, and at an "excellent" level.

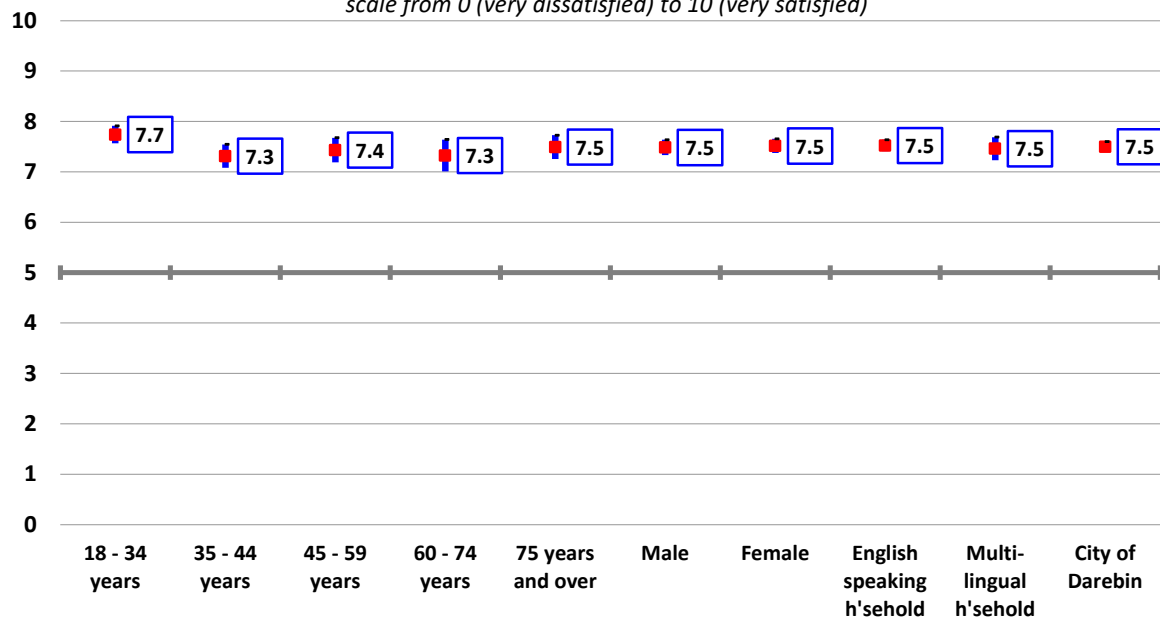
By contrast, respondents from Kingsbury-Bundoora were somewhat (3%) less satisfied than average, and at a "good" rather than a "very good" level.

Satisfaction with Council's support of diversity, inclusion, and fairness
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (2%) more satisfied than average, although still at a “very good” level.

Satisfaction with Council's support of diversity, inclusion, and fairness
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



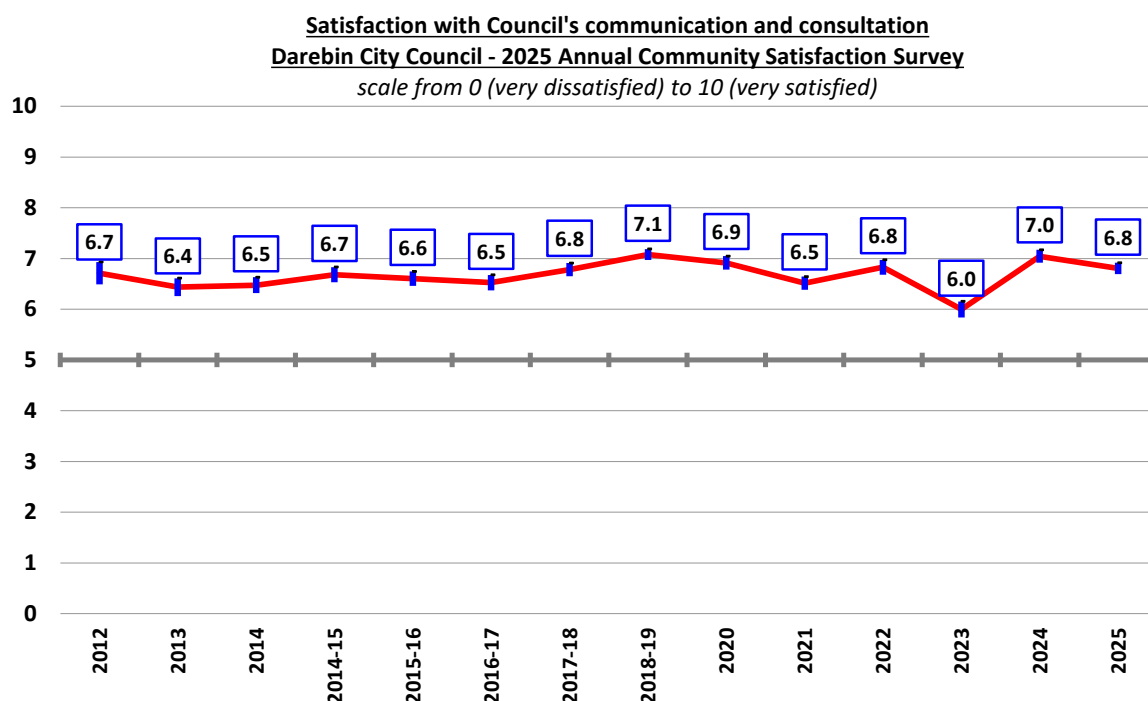
Community consultation and engagement

Satisfaction with Council's community consultation and engagement performance declined measurably this year, down two percent to 6.8 out of 10, although it remained at a "good" level.

Satisfaction with this aspect of performance has remained relatively stable around the long-term average satisfaction since 2012 of 6.7 out of 10, or "good".

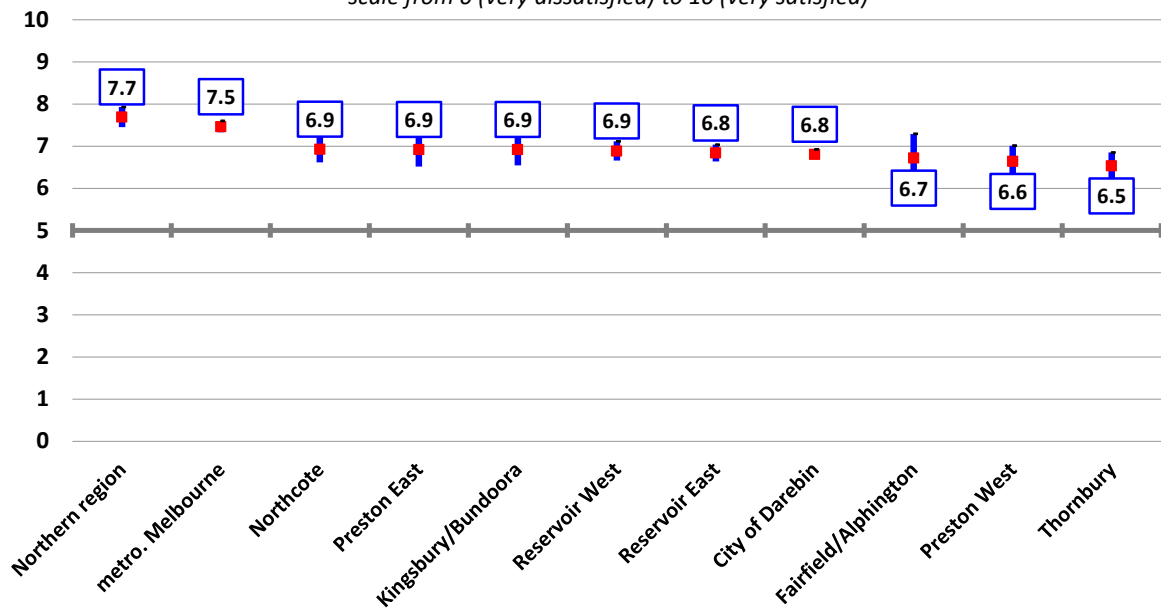
By way of comparison, this result was measurably lower than the metropolitan (7%) and northern region (9%) average, as recorded in the 2025 *Governing Melbourne* research.

This result comprised 35% (down from 43%) "very satisfied" and seven percent (down from 8%) "dissatisfied".



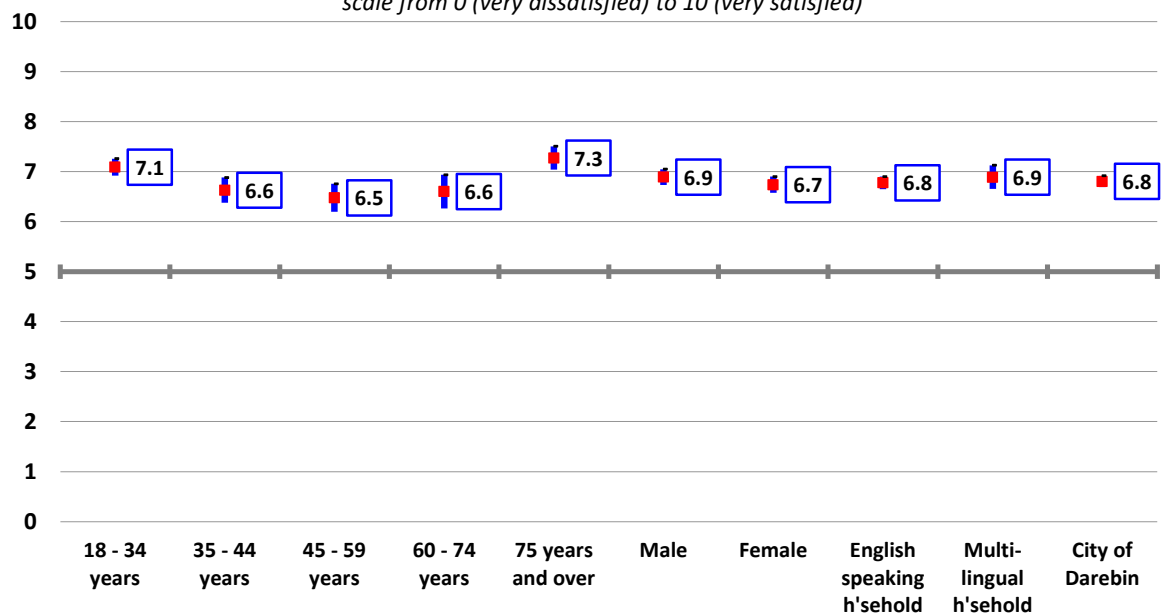
While there was no measurable variation in this result observed across the municipality, it is noted that respondents from Thornbury were somewhat (3%) less satisfied than average, although still at a "good" level.

Satisfaction with Council's communication and consultation
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) measurably (3% and 5% respectively) more satisfied than average. Senior citizens rated satisfaction at a “very good” rather than a “good” level.

Satisfaction with Council's communication and consultation
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Opportunities offered by Council to engage or be consulted with on Council decisions

Satisfaction with opportunities offered by Council to engage or be consulted with on Council decisions was included in the survey for the first time this year.

This measure will be replacing the previous measure on community consultation and engagement.

Satisfaction with this new aspect was 6.7 out of 10, or a “good” level.

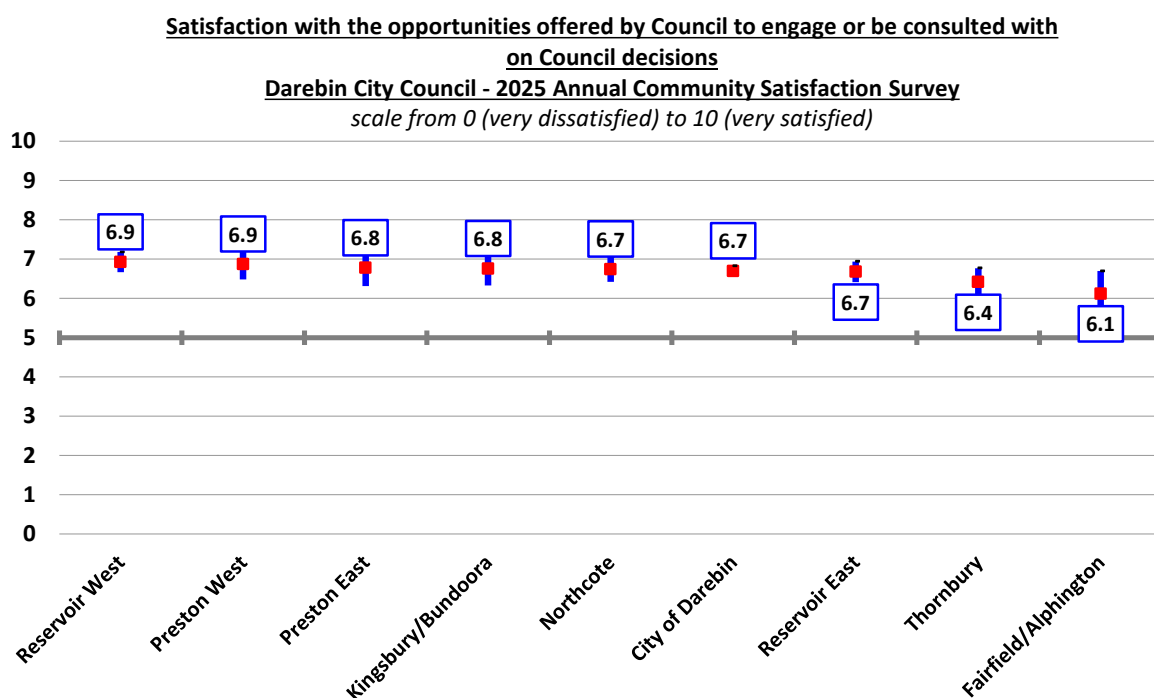
This result was marginally (1%) lower than the previous measure on community consultation and engagement. This has been observed elsewhere by Metropolis Research, with the variation likely to be reflecting the implied more proactive nature of engagement by Council in offering opportunities.

This measure was not included in *Governing Melbourne* and therefore no metropolitan comparison can be provided.

This result comprised 34% “very satisfied” and 10% “dissatisfied”.

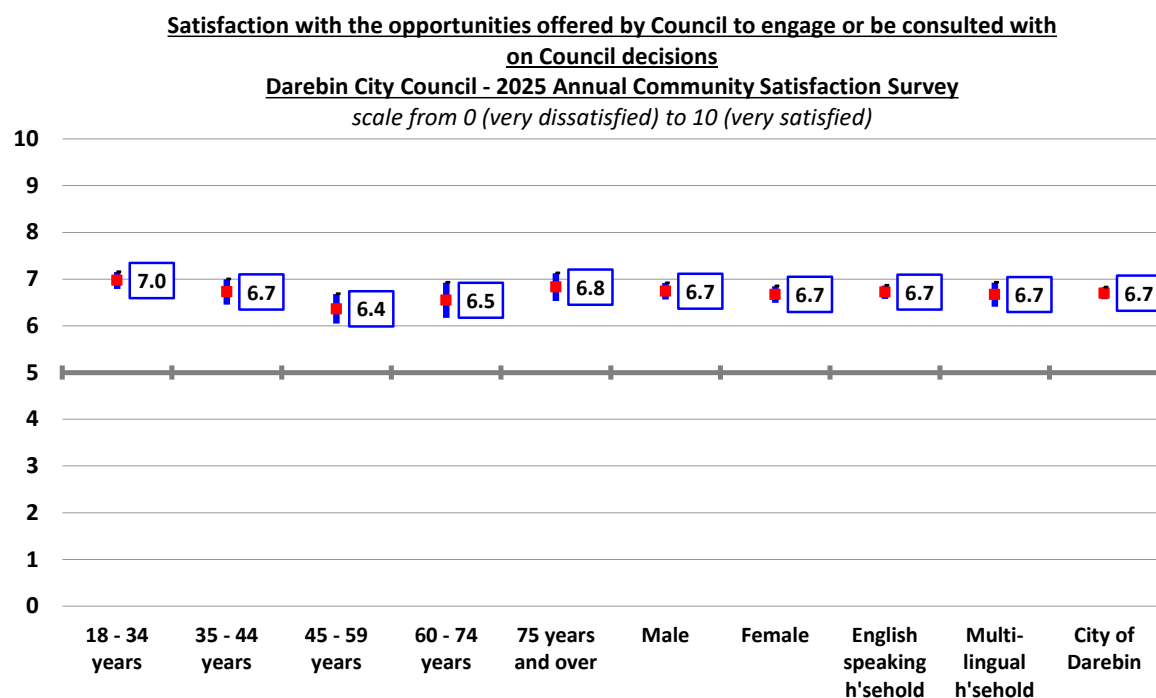
There was no measurable variation in this result observed across the municipality.

It is noted, however, that respondents from Thornbury (3%) and Fairfield-Alphington (4%) were somewhat to notably less satisfied than the municipal average, and at “solid” rather than “good” levels.



There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (3%) more satisfied than average.

By contrast, middle-aged adults (aged 45 to 59 years) were somewhat (3%) less satisfied than average, and at a “solid” rather than a “good” level.



Communicating programs and services

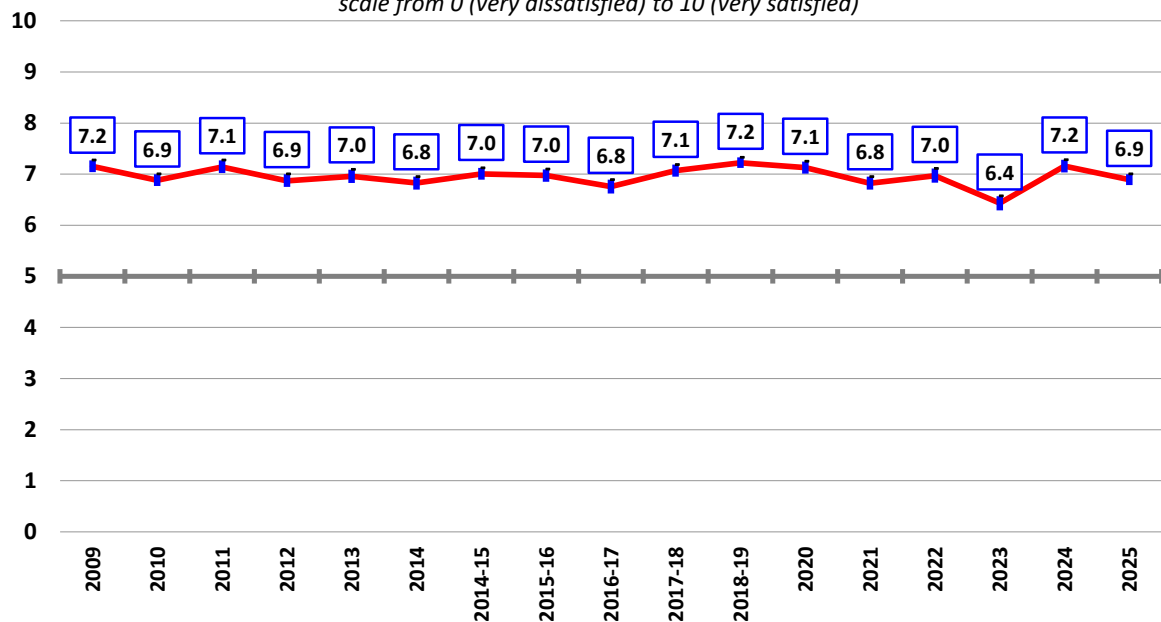
Satisfaction with Council’s performance communicating its programs and service declined measurably this year, down three percent to 6.9 out of 10, although it remained at a “good” level.

Satisfaction with this aspect of performance has remained relatively stable around the long-term average satisfaction since 2009 of 7.0 out of 10, or “good”.

This measure was not included in *Governing Melbourne* and therefore no metropolitan comparison can be provided.

This result comprised 36% (down from 46%) “very satisfied” and seven percent (down from 8%) “dissatisfied”.

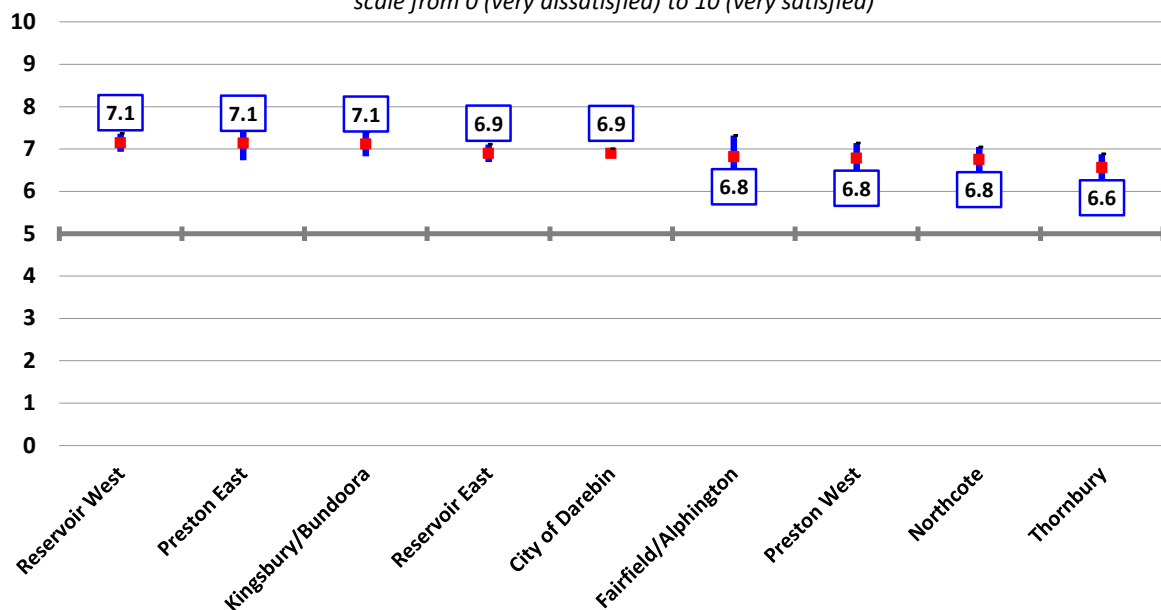
Satisfaction with Council's performance in communicating its programs and services
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

It is noted, however, that respondents from Thornbury were somewhat (3%) less satisfied than the municipal average, although still at a “good” level.

Satisfaction with Council's performance in communicating its programs and services
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no measurable variation in this result observed by respondent profile, although middle-aged adults (aged 45 to 59 years) were somewhat (3%) less satisfied than average, although still at a “good” level.

Satisfaction with Council's performance in communicating its programs and services
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Representation, lobbying and advocacy

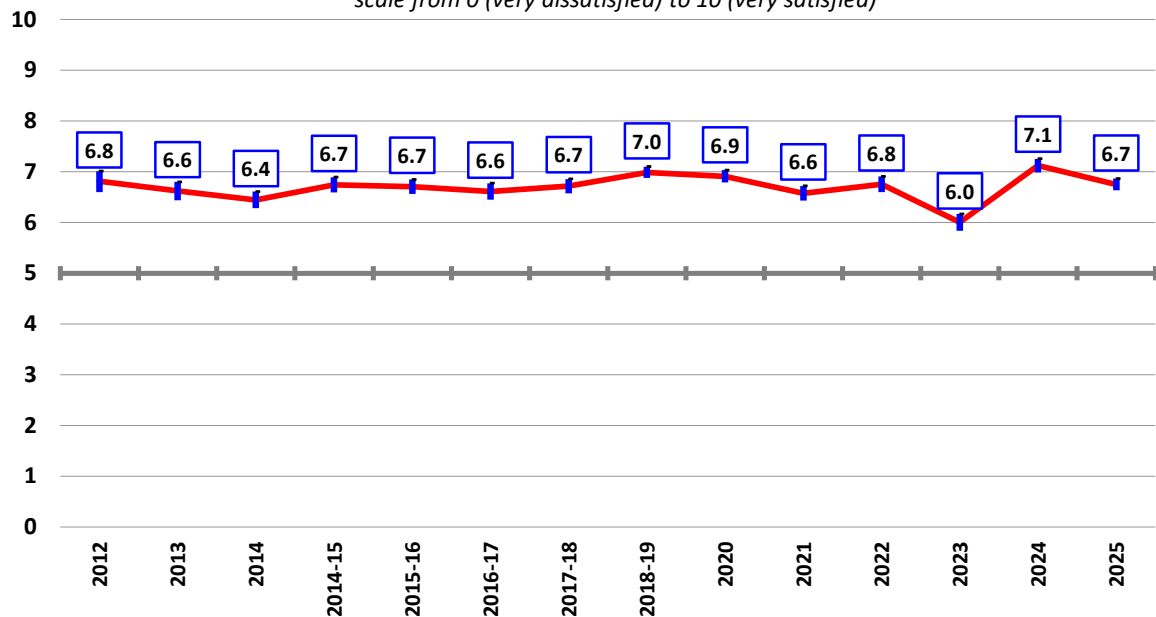
Satisfaction with Council's representation, lobbying, and advocacy performance declined measurably this year, down four percent to 6.7 out of 10, although it remained at a "good" level.

Satisfaction with this aspect of performance was identical to the long-term average satisfaction since 2012 of 6.7 out of 10, or "good".

By way of comparison, this result was somewhat (2%) lower than the metropolitan average, and measurably (5%) lower than the northern region average, as recorded in the 2025 *Governing Melbourne* research.

This result comprised 33% (down from 48%) "very satisfied" and nine percent (up from 8%) "dissatisfied".

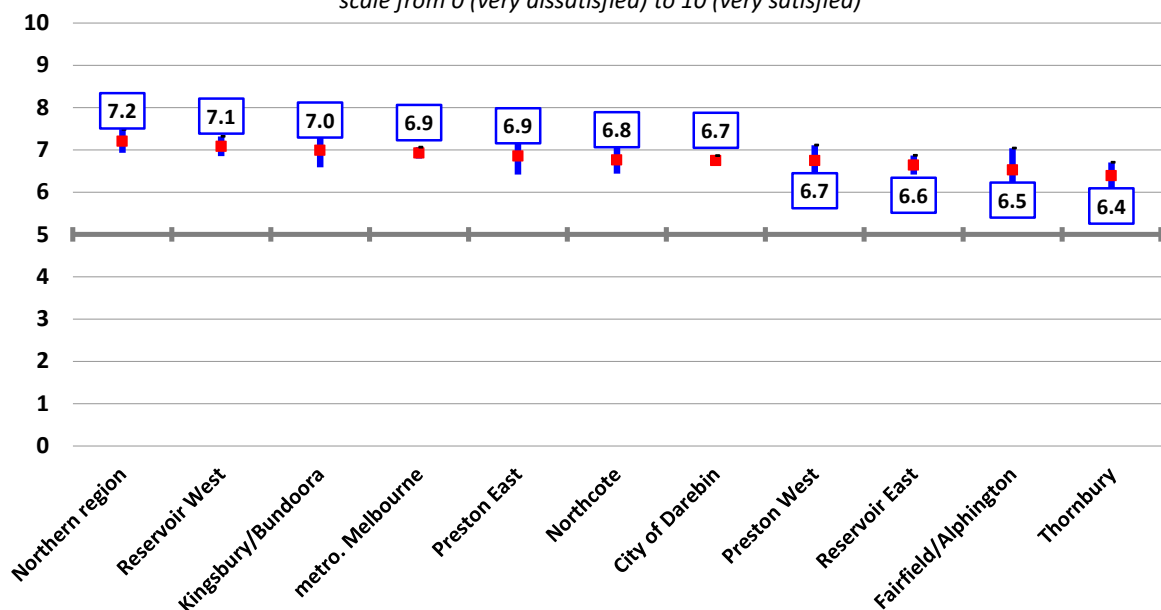
Satisfaction with Council's representation, lobbying and advocacy
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



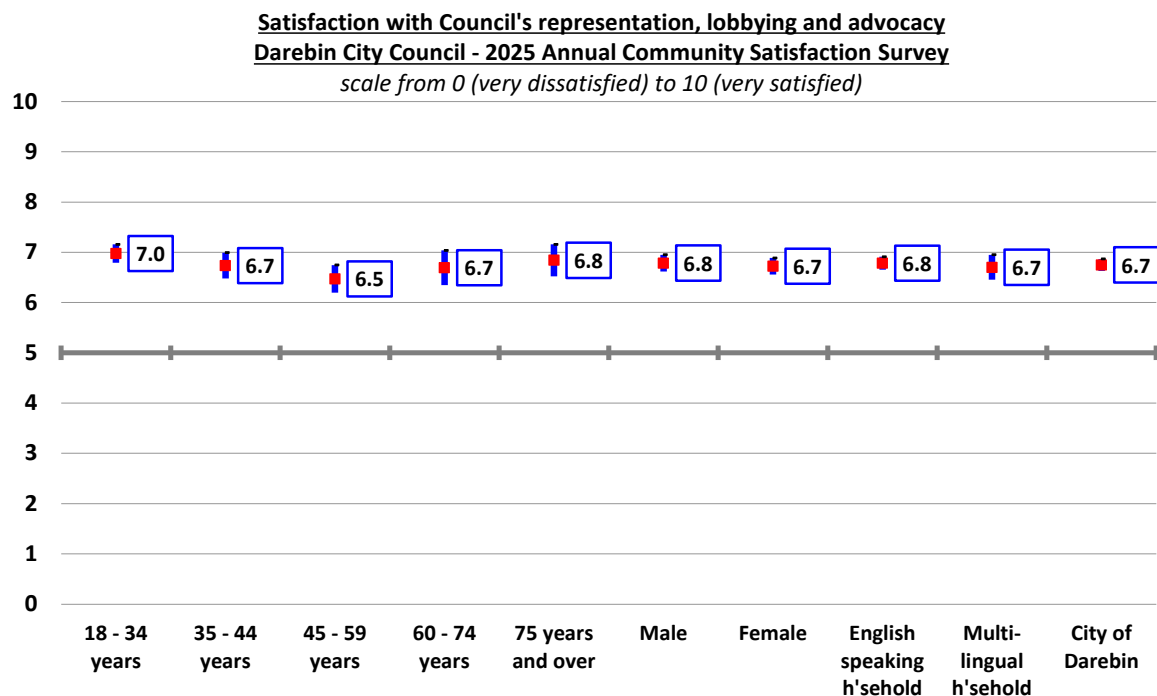
There was measurable variation in this result observed across the municipality, with respondents from Reservoir West measurably (4%) and respondents from Kingsbury-Bundoora somewhat (3%) more satisfied than average.

By contrast, respondents from Thornbury were somewhat (3%) less satisfied than average, and at a “solid” rather than a “good” level.

Satisfaction with Council's representation, lobbying and advocacy
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no measurable variation in this result observed by respondent profile, although young adults (aged 18 to 34 years) were somewhat (3%) more satisfied than average.



Making decisions in the interests of the community

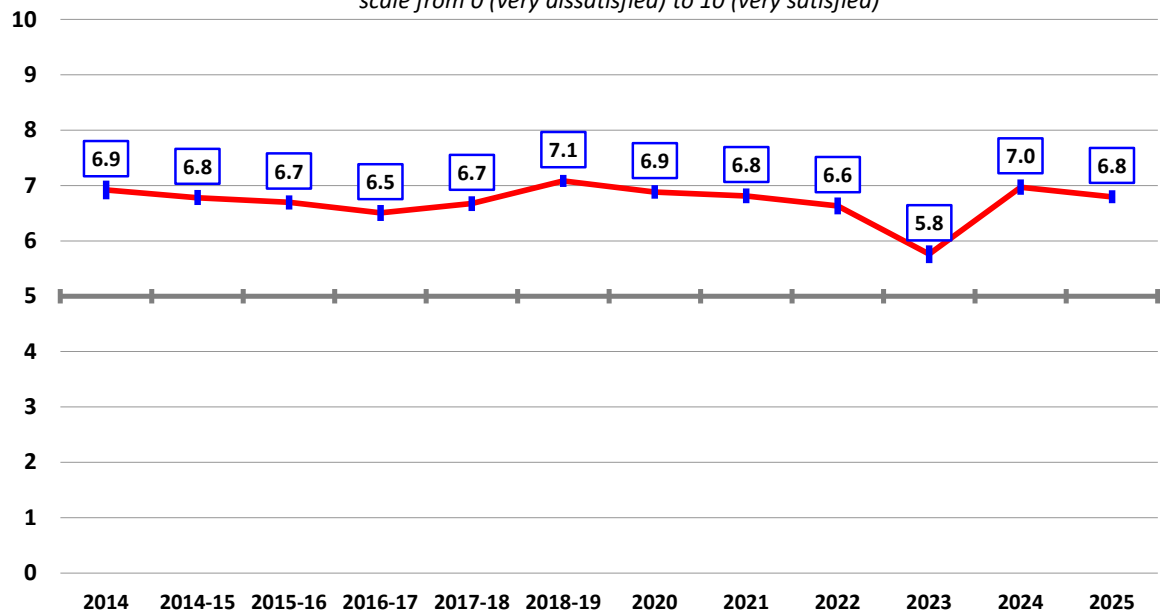
Satisfaction with Council's performance making decisions in the interests of the community declined somewhat this year, down two percent to 6.8 out of 10, although it remained at a "good" level.

Satisfaction with this aspect of performance was marginally (1%) higher than the long-term average satisfaction since 2014 of 6.7 out of 10, or "good".

By way of comparison, this result was measurably lower than the metropolitan (4%) and northern region (7%) averages, as recorded in the 2025 *Governing Melbourne* research.

This result comprised 36% (down from 42%) "very satisfied" and nine percent (down from 10%) "dissatisfied".

Satisfaction with Council making decisions in the interests of the community
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

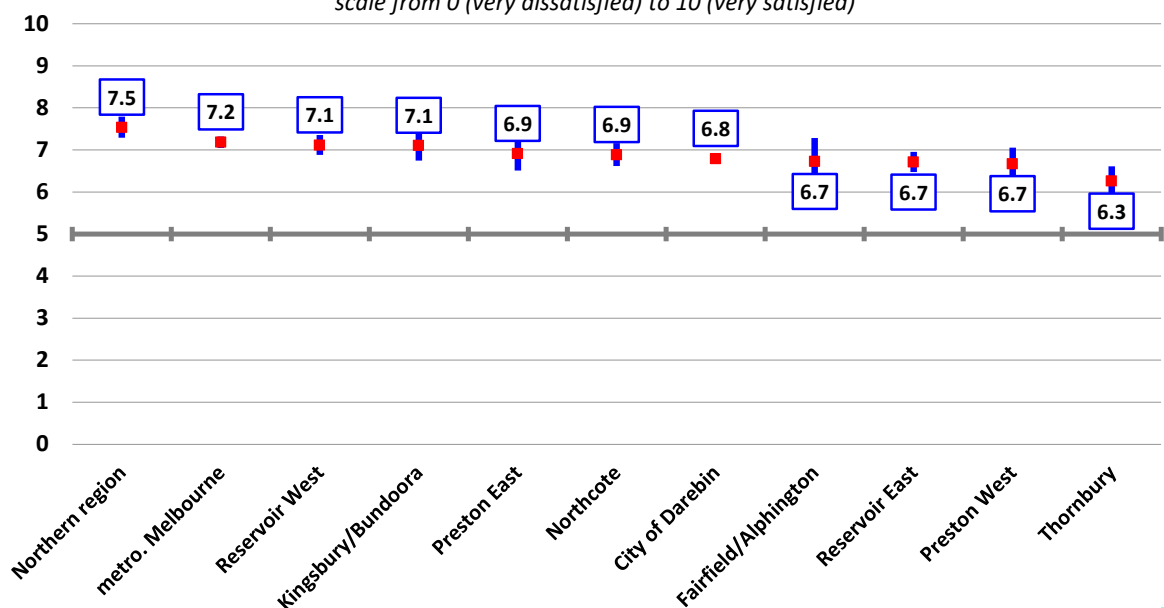


There was measurable variation in this result observed across the municipality.

Respondents from Reservoir West were measurably (3%) and respondents from Kingsbury-Bundoora were somewhat (3%) more satisfied than average, although still at “good” levels.

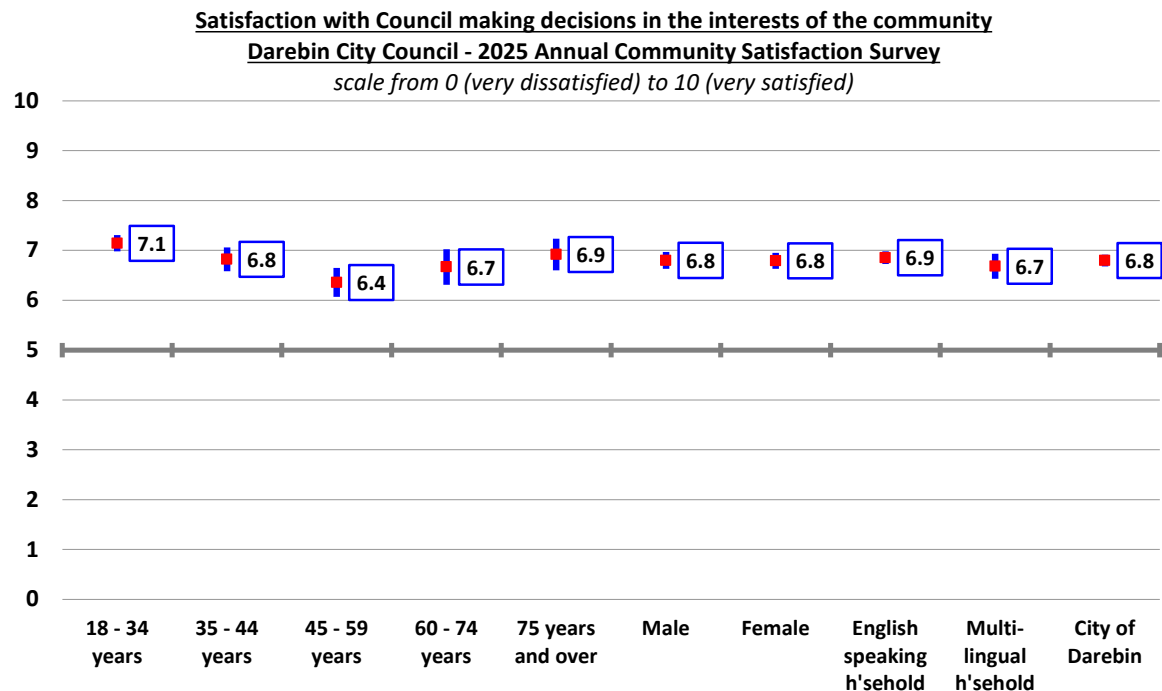
By contrast, respondents from Thornbury were measurably (5%) less satisfied than average, and at a “solid” rather than a “good” level.

Satisfaction with Council making decisions in the interests of the community
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (3%) more satisfied than average.

By contrast, middle-aged adults (aged 45 to 59 years) were measurably (4%) less satisfied than average, and at a “solid” rather than a “good” level.



Council has a sound direction for the future

Satisfaction that Council has a sound direction for the future was included in the survey for the first time this year.

Satisfaction with this new aspect was 6.9 out of 10, or a “good” level.

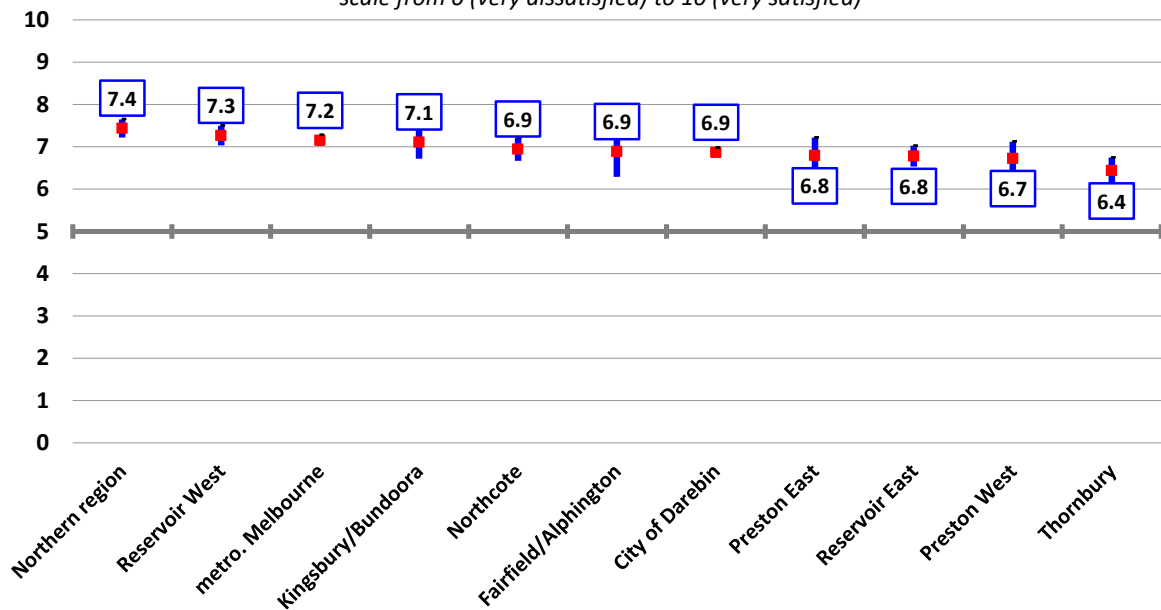
By way of comparison, this result was measurably lower than the metropolitan (3%) and northern region (5%) averages, as recorded in the 2025 *Governing Melbourne* research.

This result comprised 37% “very satisfied” and seven percent “dissatisfied”.

There was measurable variation in this result observed across the municipality, with respondents from Reservoir West measurably (4%) more satisfied than average and at a “very good” level.

By contrast, respondents from Thornbury were measurably (5%) less satisfied than the municipal average, and at a “solid” rather than a “good” level.

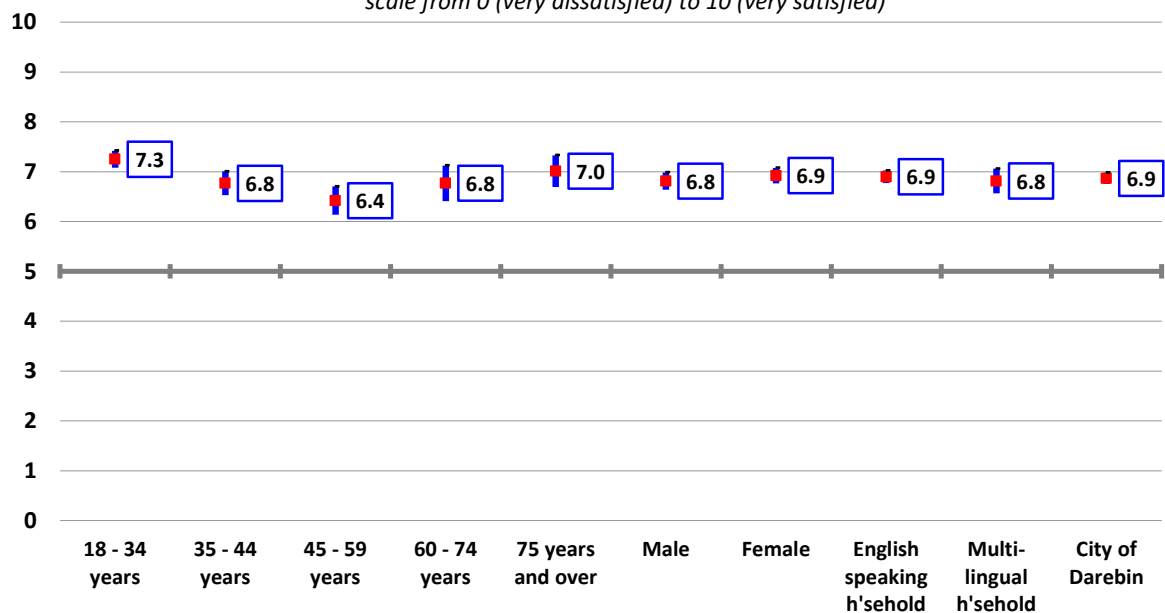
Satisfaction with Council has a sound direction for the future
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (4%) more satisfied than average, and at a “very good” level of satisfaction.

By contrast, middle-aged adults (aged 45 to 59 years) were measurably (5%) less satisfied than average, and at a “solid” rather than a “good” level.

Satisfaction with Council has a sound direction for the future
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Responsiveness of Council to community needs

Satisfaction with the responsiveness of Council was included in the survey for the first time this year.

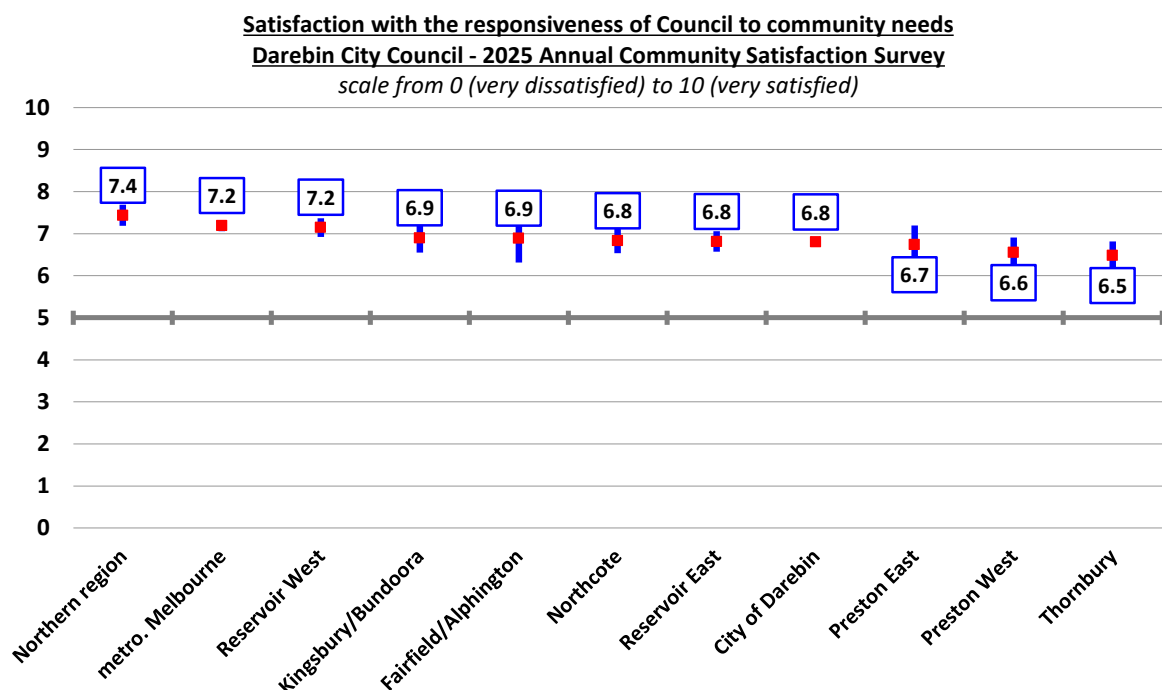
Satisfaction with this new aspect was 6.8 out of 10, or a “good” level.

By way of comparison, this result was measurably lower than the metropolitan (4%) and northern region (6%) averages, as recorded in the 2025 *Governing Melbourne* research.

This result comprised 36% “very satisfied” and nine percent “dissatisfied”.

There was measurable variation in this result observed across the municipality, with respondents from Reservoir West measurably (4%) more satisfied than average.

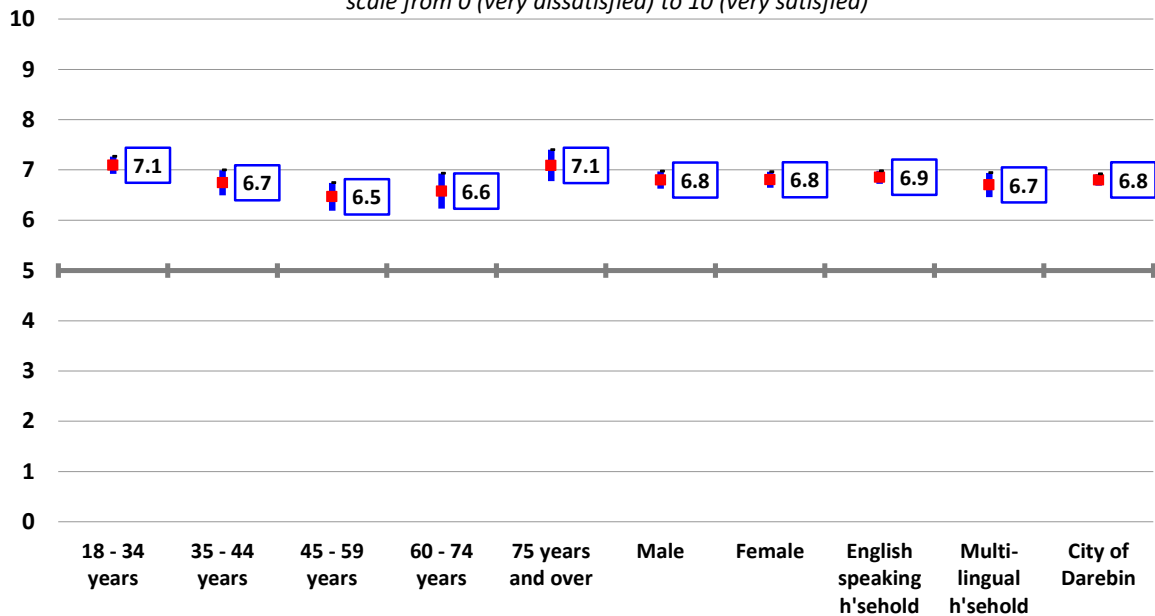
By contrast, respondents from Thornbury were somewhat (3%) less satisfied than the municipal average, although still at a “good” level.



There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (3%) more satisfied than average.

By contrast, middle-aged adults (aged 45 to 59 years) were measurably (3%) less satisfied than average, although still at a “good” level.

Satisfaction with the responsiveness of Council to community needs
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Maintaining community trust and confidence

Satisfaction with Council’s performance maintaining the trust and confidence of the local community was included in the survey for the first time this year.

Satisfaction with this new aspect was 6.8 out of 10, or a “good” level.

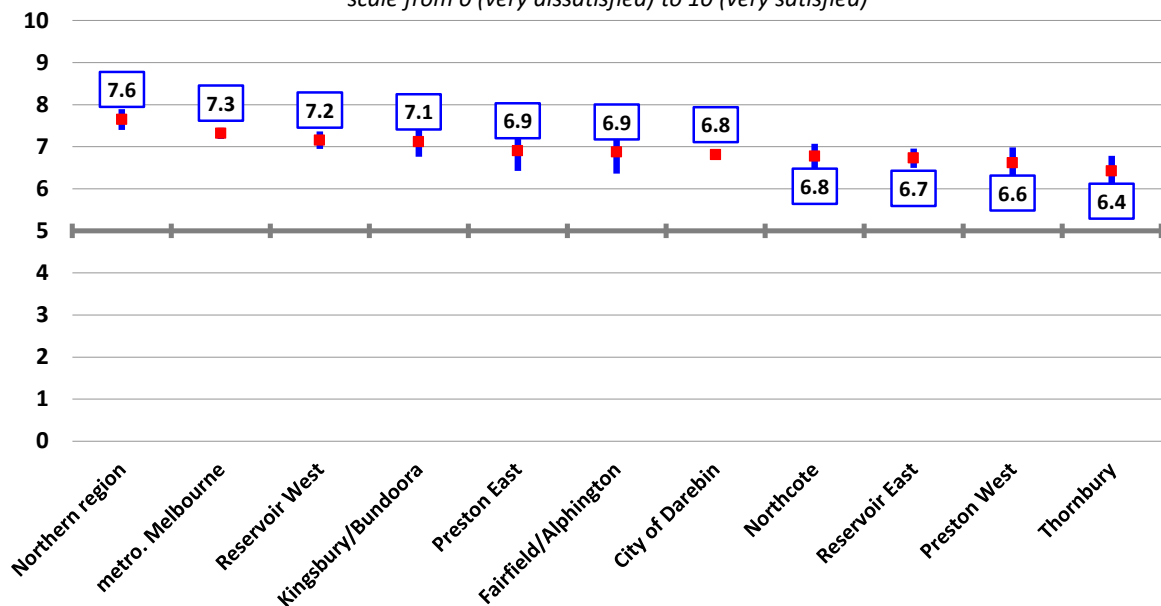
By way of comparison, this result was measurably lower than the metropolitan (5%) and northern region (6%) averages, as recorded in the 2025 *Governing Melbourne* research.

This result comprised 35% “very satisfied” and nine percent “dissatisfied”.

There was measurable variation in this result observed across the municipality, with respondents from Reservoir West measurably (4%) and respondents from Kingsbury-Bundoora somewhat (3%) more satisfied than average.

By contrast, respondents from Thornbury were measurably (4%) less satisfied than the municipal average, and at a “solid” rather than a “good” level.

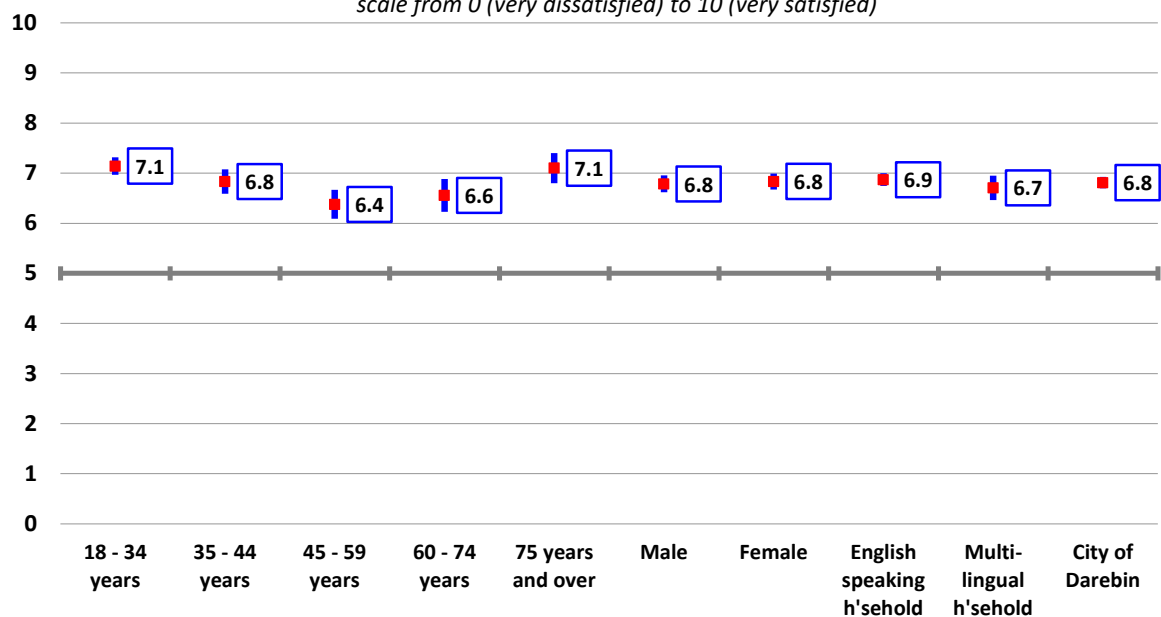
Satisfaction with Council maintaining the trust and confidence of the community
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (3%) and senior citizens (aged 75 years and over) somewhat (3%) more satisfied than average.

By contrast, middle-aged adults (aged 45 to 59 years) were measurably (4%) less satisfied than average, and at a “solid” rather than a “good” level.

Satisfaction with Council maintaining the trust and confidence of the community
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Contact with Council

Contact with Council in last 12 months

Respondents were asked:

“Have you contacted Darebin City Council in the last 12 months? If yes, about what did you contact Council?”

Consistent with the result recorded last year, the proportion of respondents who reported that they had contacted Council in the last 12 months remained relatively stable at 27% (up from 26%).

Metropolis Research notes that the metropolitan Melbourne average was 22% (up from 19%) this year, as recorded in the 2025 *Governing Melbourne* research.

It is also noted that the proportion of respondents who reported that they had contacted Council in the last 12 months tended to be higher during the pandemic than pre-pandemic, and that many municipalities have observed a decline back to more typical levels of interaction with Council since the pandemic.

The long-term average proportion of respondents who had contacted Council in the last 12 months since 2013 was 38%. The average post-pandemic (2023 to 2025) was 31%, and the pre-pandemic average from 2013 to 2019 was 40%.

Contacted Council in the past 12 months
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

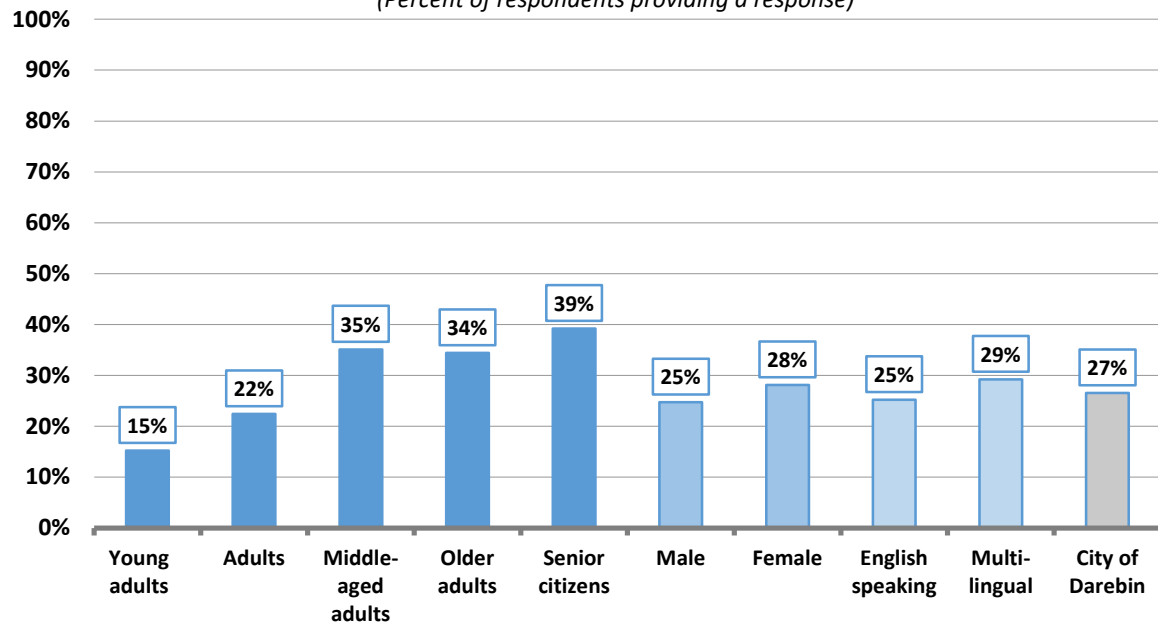
Response	2025		2024	2023	2022	2021	2020
	Number	Percent					
Yes	262	27%	26%	40%	44%	31%	40%
No	726	73%	74%	60%	56%	69%	60%
Not stated	12		3	4	5	1	3
Total	1,000	100%	1,006	1,001	1,000	1,000	1,003

There was a clear relationship between the respondents' age and the likelihood of them contacting Council, increasing from a low of 15% of young adults (aged 18 to 34 years), to a high of 39% for senior citizens (aged 75 years and over).

Female respondents were notably (3%) more likely to have contacted Council in the last 12 months than male respondents.

Respondents from multilingual households were notably (4%) more likely to have contacted Council than respondents from English speaking households.

Contacted Council in the last 12 months by respondent profile
Darebin City Council - 2025 Annual Community Survey
(Percent of respondents providing a response)



Reason for contacting Council

The following table provides details as to the reasons why respondents contacted Council.

Of the 262 respondents who reported that they had contacted Council in the last 12 months, a total of 228 provided details as to why they contacted Council.

The most common reasons for contacting Council in 2025 were related to rubbish and waste issues (18% down from 26%), issues with trees (11% up from 9%), hard rubbish collection (10% up from 3%), parking (9% up from 6%), and planning and development related issues (6% down from 11%).

This question was not included in the survey to provide meaningful insight into the range of issues about which the community contacted Council, as this data is available in a more reliable format from some internal data collection processes.

The question was included in the survey to provide some additional insight into the degree to which the issues for contact may impact on respondents' satisfaction with aspects of customer service.

It has been observed over many years across metropolitan Melbourne that some issues are likely to result in lower satisfaction (particularly with the final outcome) than other issues. This includes issues such as parking and often planning and development.

Reasons for contacting Council in the last 12 months
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents contacting Council providing a response)

Reason	2025		2024
	Number	Percent	
Waste incl. garbage and recycling	42	18%	26%
Trees maintenance	24	11%	9%
Hard rubbish collection	23	10%	3%
Parking	20	9%	6%
Planning and development	13	6%	11%
Roads / traffic	12	5%	6%
Animal / pest management	9	4%	3%
Footpath maintenance and repairs	8	4%	3%
Dumped / illegal rubbish	7	3%	3%
Parks, gardens, vegetation	7	3%	3%
Rates / fees / charges	7	3%	2%
Dog off leash and park issues	6	3%	2%
Drains / flooding	6	3%	3%
Services and facilities for the elderly / people with disability	6	3%	4%
Cleanliness and maintenance of area	5	2%	3%
Street lights	4	2%	0%
Environment and climate change	3	1%	0%
Neighbour issues	3	1%	2%
Abandoned cars	2	1%	0%
Information / newsletter / calendar	2	1%	0%
Solar power / renewable energy	2	1%	0%
Better provision / maintenance of bikes / cycling / walking tracks	1	0%	0%
Council financial management and governance	1	0%	0%
Council services	1	0%	0%
Noise	1	0%	0%
Safety, security and policing	1	0%	0%
Street cleaning and maintenance	1	0%	0%
Traffic management	1	0%	0%
Other	10	4%	3%
Reason not stated	34		26
Total	262	100%	263

Forms of contact

Respondents who contacted Council were asked:

“When you last contacted the Council, was it?”

Consistent with the results recorded in previous years, the most common method of contacting Council remained telephone during office hours, with 60% (up from 58%) reporting that this was the last method of contact with Council.

This question was not included in the survey program from 2020 to 2023, but was reincluded in the survey last year, to provide additional insight into how satisfaction with customer service varied depending on the method of contact.

This provides more actionable insight from the survey to assist Council in ensuring high quality customer service.

Form of contact with Council
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents who contacted Council providing a response)

Response	2025		2024	2018-19	2017-18	2016-17	2015-16
	Number	Percent					
Telephone (during office hours)	157	60%	58%	61%	63%	59%	63%
Email	40	15%	21%	13%	11%	8%	11%
Website	34	13%	8%	4%	4%	6%	3%
Visit in person	18	7%	10%	19%	13%	19%	15%
Mail	3	1%	2%	1%	1%	3%	3%
Directly with a Councillor	3	1%	0%	n.a.	n.a.	n.a.	n.a.
Telephone (after hours service)	2	1%	0%	n.a.	n.a.	n.a.	n.a.
Social media (e.g. Facebook)	2	1%	0%	n.a.	n.a.	n.a.	n.a.
Live chat	2	1%	0%	n.a.	n.a.	n.a.	n.a.
Multilingual phone service	0	0%	0%	n.a.	n.a.	n.a.	n.a.
Multiple methods	0	0%	0%	3%	7%	5%	4%
Not stated	1	0.4%	3	4	3	1	2
Total	262	100%	263	321	406	417	403

Metropolis Research draws attention to the significant increase in the proportion of respondents who last contacted Council by email since the question was last included in the survey back in 2018/19, up from an average of 10% from 2014/15 to 2018/19 to 21% this year last year, and 15% this year.

This was a significant increase, which Metropolis Research has observed in many municipalities across metropolitan Melbourne through and now post-pandemic. This increase in email contact with Council has created a challenge for local government in ensuring high-quality customer service by this new method of contact.

Consistent with the increase in email contact, visits in person were significantly less common as a method of contacting Council than pre-pandemic, down from a 2014/15 to 2018/19 average of 18% to just seven percent this year.

This decline in visits in person has been observed across metropolitan Melbourne during and in many municipalities, continued post-pandemic. It does appear that fewer residents visit their local council in person than pre-pandemic.

Preferred method of contacting Council

Respondents who contacted Council were asked:

“Was this your preferred method of contacting Council? If No, how would you prefer to contact Council?”

The overwhelming majority (98% up from 96%) of respondents who contacted Council in the last 12 months reported that they did so via their preferred method.

Metropolis Research notes that this is at the upper end of results observed elsewhere across metropolitan Melbourne this year and reflects well on Council’s customer service.

Preferred method of contacting Council			
Darebin City Council - 2025 Annual Community Satisfaction Survey			
<i>(Number and percent of respondents who contacted Council providing a response)</i>			
<i>Response</i>	<i>2025</i>		<i>2024</i>
	<i>Number</i>	<i>Percent</i>	
Yes	245	98%	96%
No	5	2%	4%
Telephone	3	1%	1%
Email	1	0%	1%
Website	1	0%	1%
Not stated	12		18
Total	262	100%	263

Satisfaction with Council's customer service

Respondents who contacted Council were asked:

"On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of how you were served when you last interacted with Darebin City Council?"

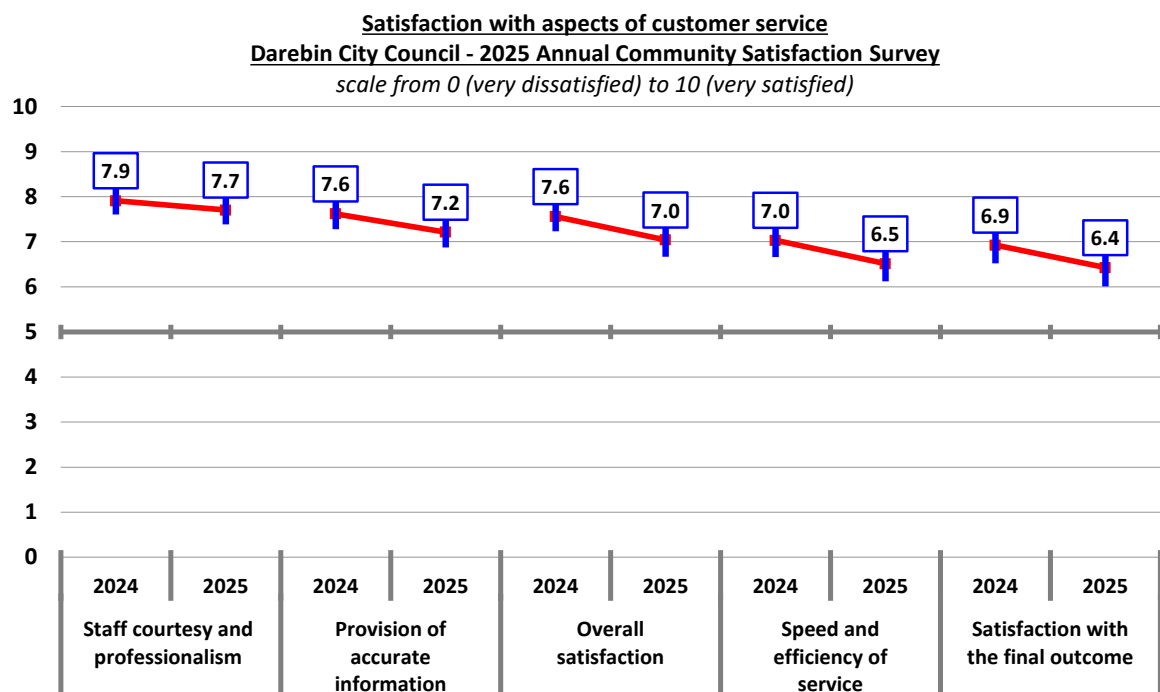
The 262 respondents who had contacted Council in the last 12 months were asked to rate their satisfaction with five aspects of customer service, including the overall satisfaction with the customer service experience.

Satisfaction with all five aspects of customer service declined notably this year, down an average of four percent to 7.0 out of 10.

This was a "good", down from a "very good" level of satisfaction with aspects of customer service.

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

- **Very Good** – for staff courtesy and professionalism (down from "excellent" last year).
- **Good** – for the speed and efficiency of service, the provision of accurate information, overall satisfaction with the customer service experience, and the speed and efficiency of service.
- **Solid** – for satisfaction with the final outcome (down from "good" last year").



The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five out of 10).

This breakdown into three groups of respondents provides a more meaningful insight into the variation in satisfaction with aspects of customer service than a simple satisfied / dissatisfied binary view.

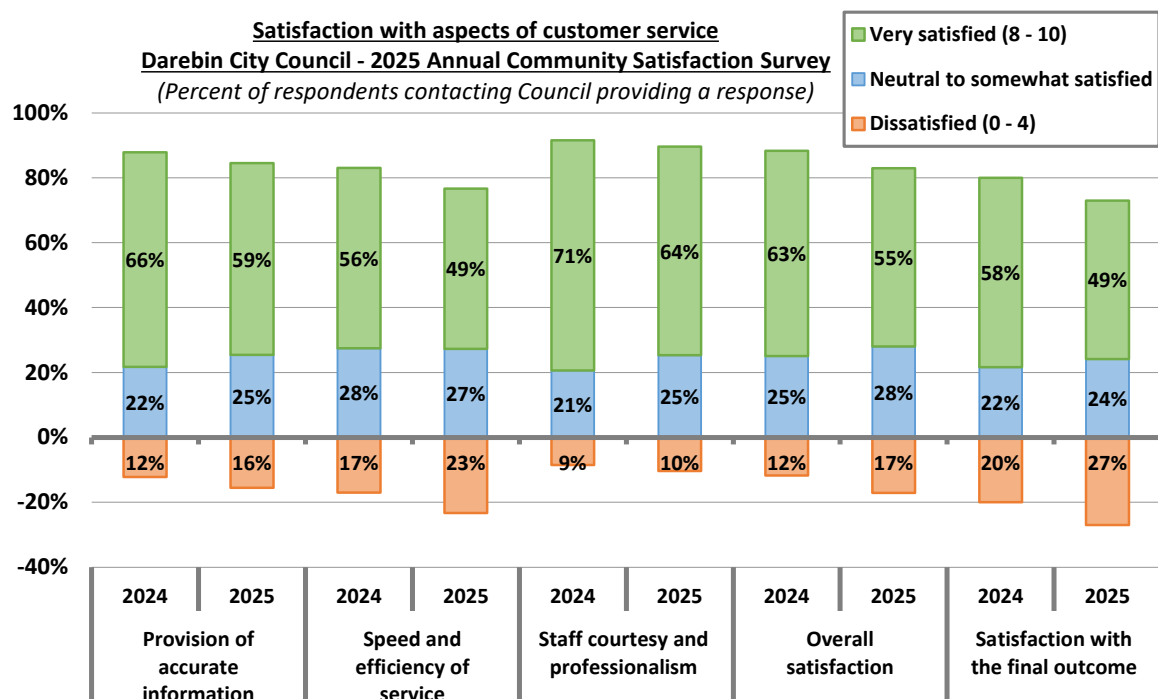
It is observed that approximately half or more of the respondents (who provided a score) were “very satisfied” with each aspect of customer service, with 64% (down from 71%) “very satisfied” with staff courtesy and professionalism.

It is noted, however, that there remained a substantial minority of respondents who were “dissatisfied” with each aspect of customer service, with 23% (up from 17%) “dissatisfied” with the speed and efficiency of service.

Metropolis Research notes that the metropolitan Melbourne average was 15% of respondents “dissatisfied” with the speed and efficiency of service.

It is noted that 27% (up from 20%) of respondents reported that they were “dissatisfied” with the final outcome of their contact with Council.

It is important to bear in mind that Council has limited control over the final outcome of a residents’ enquiry, and that satisfaction with the final outcome can be dependent on the nature of the enquiry with Council (e.g., parking fines compared to booking a service).



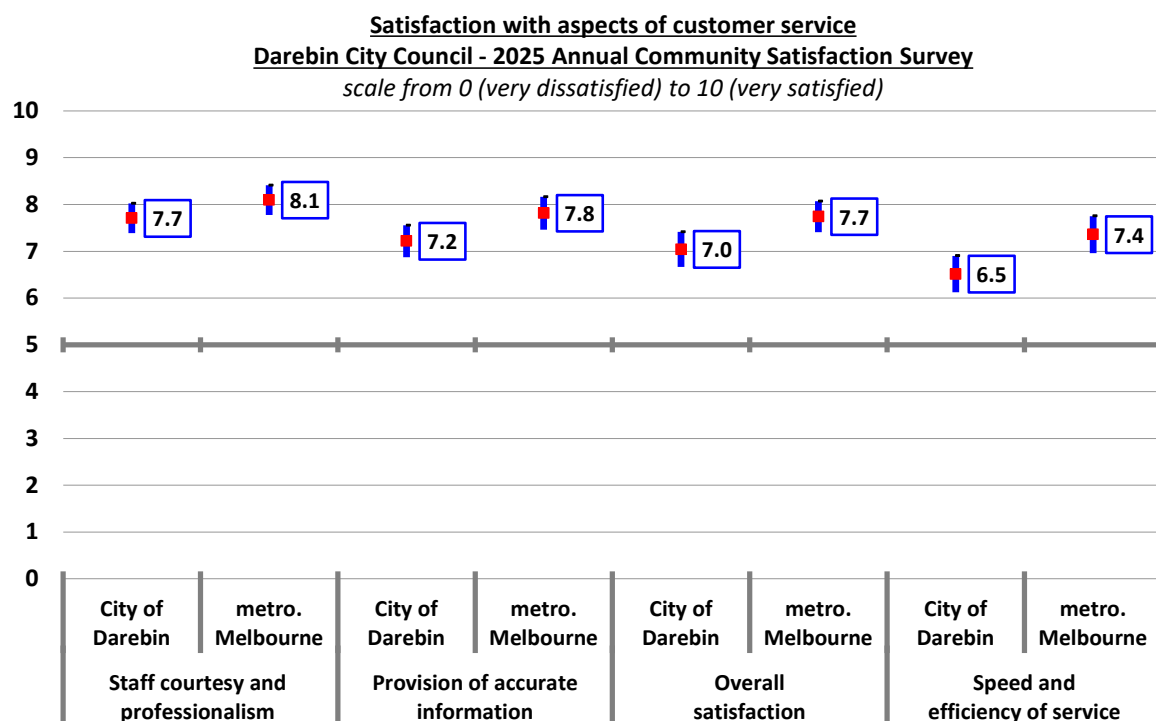
The following graph provides a comparison of average satisfaction with the three aspects of customer service as well as overall satisfaction with the customer service experience between the City of Darebin and the metropolitan average, as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research using the same door-to-door, in-person methodology.

Metropolis Research notes that the City of Darebin underperformed the metropolitan average for all four of these aspects of customer service.

This underperformance was statistically significant for overall satisfaction with the customer service experience (7% lower) and satisfaction with the speed and efficiency of service (9% lower).

It is noted that this underperformance for customer service was a reversal of the results recorded last year. Metropolis Research advises that this may be due, at least in part, to the significant (6%) increase in overall satisfaction with the customer service experience recorded in *Governing Melbourne* this year.

Metropolis Research is of the view that this metropolitan average may well be somewhat of an outlier result this year. It was observed that for several municipalities that typically over-performed in relation to customer service, were slightly underperforming this year, due at least in part, to this increase in metropolitan average satisfaction this year.



The following graph provides a comparison of satisfaction with the five included aspects of customer service by method of contacting Council, including email, visits in person, and by telephone.

Attention is drawn to the relatively small sample size for these results, particularly for visits in person (18 respondents), website (34 respondents), and email (40 respondents).

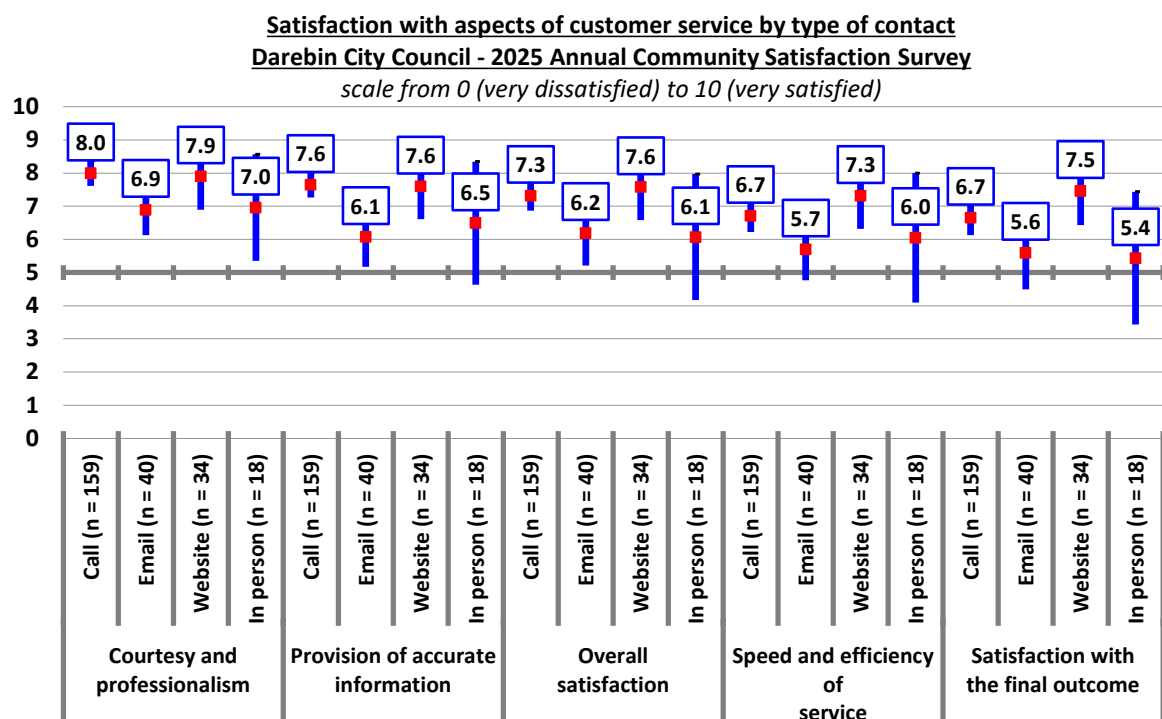
It is noted that the small sample of respondents who last contacted Council via the website along with those who telephoned Council, were notably more satisfied than average with each aspect of customer service than those who emailed Council or visited in person.

It is important to bear in mind, however, that these results do not provide significant insight into whether the contacts via the website were to transact, or whether they were primarily to seek information.

Those only seeking information will often tend to be more satisfied than those attempting more complex transactions (depending on the nature of the transactions).

Metropolis Research also notes that lower-than-average satisfaction with customer service for those visiting in person, has also been observed in several other municipalities across metropolitan Melbourne this year.

This may reflect the lower proportion of respondents visiting in person, which may represent residents with more complex interactions that they felt were better handled in person.



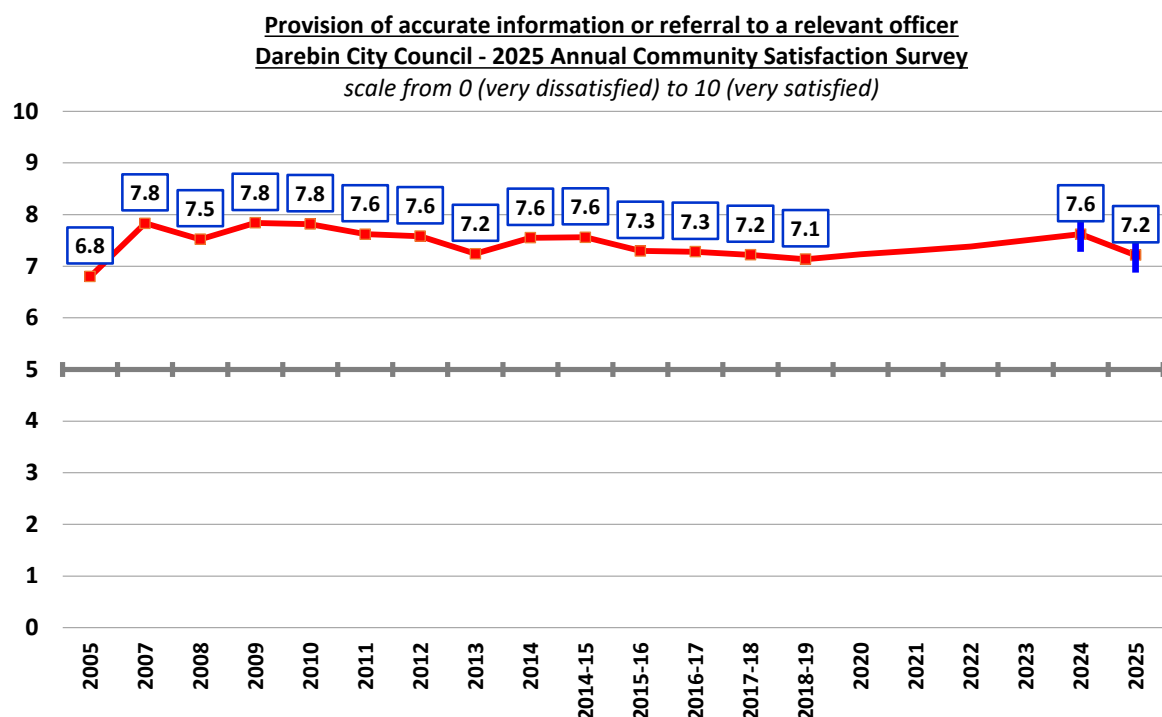
Provision of accurate information or referred to relevant officer

Satisfaction with the provision of accurate information or referral to a relevant officer declined somewhat this year, down four percent to 7.2 out of 10, which was a “good”, down from a “very good” level of satisfaction.

This result comprised 59% (down from 66%) “very satisfied” and 16% (up from 12%) “dissatisfied”.

This result was marginally (2%) lower than the long-term average satisfaction since 2005 of 7.4 out of 10, or “very good”.

This result was notably (6%) lower than the metropolitan Melbourne average of 7.8 (up from 7.3) out of 10, or “excellent”.



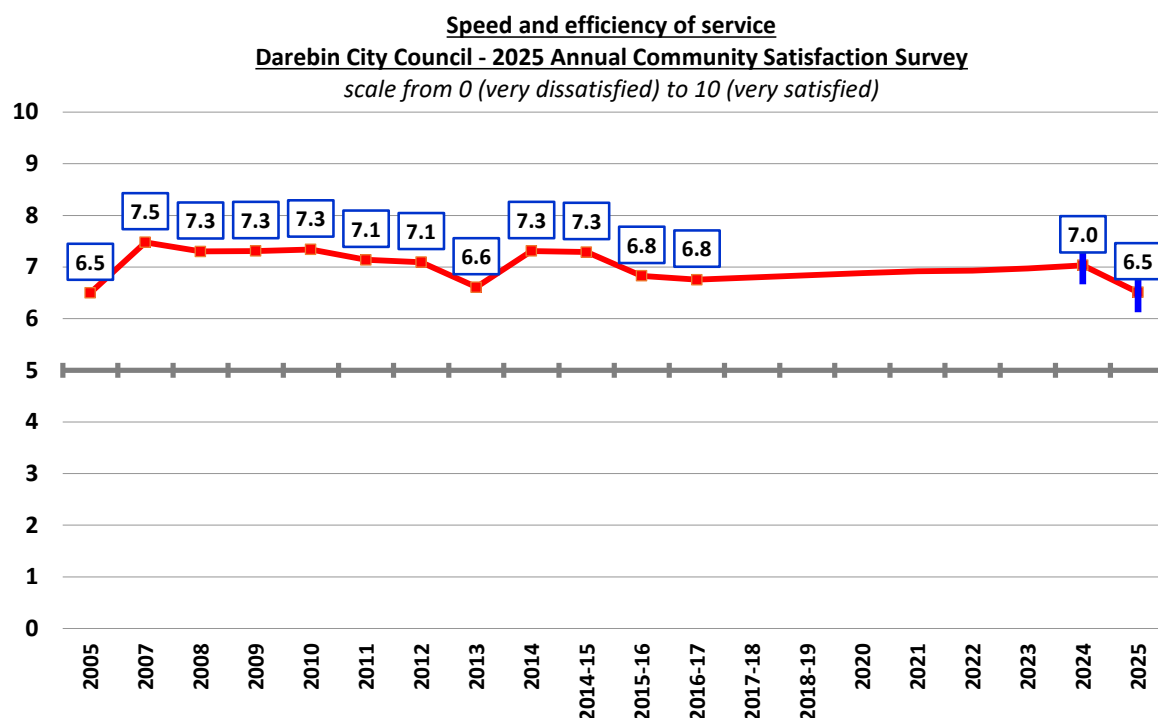
Speed and efficiency of service

Satisfaction with the speed and efficiency of service declined notably this year, down five percent to 6.5 out of 10, although it remained at a “good” level of satisfaction.

This result comprised 49% (down from 59%) “very satisfied” and 23% (up from 17%) “dissatisfied”.

This result was notably (5%) lower than the long-term average satisfaction since 2005 of 7.0 out of 10, or “good”.

This result was measurably (9%) lower than the metropolitan average of 7.4 (up from 6.8) out of 10, or “very good”.



Staff courtesy and professionalism

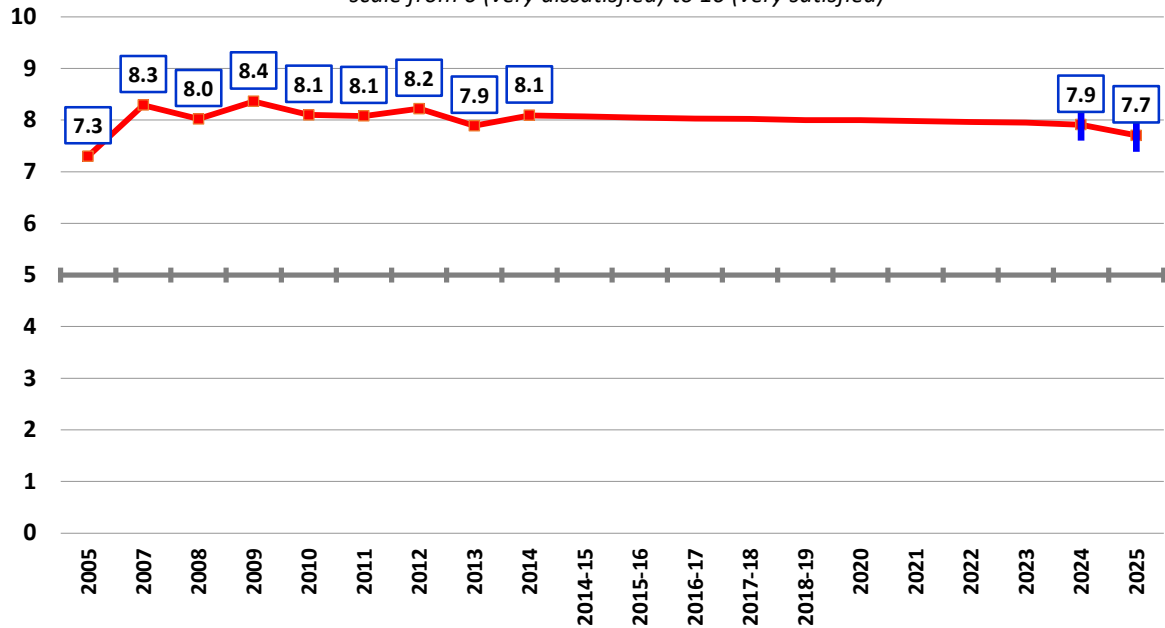
Satisfaction with courtesy and professionalism of staff declined marginally this year, down two percent to 7.7 out of 10, which was a “very good”, down from an “excellent” level of satisfaction.

This result comprised 64% (down from 71%) “very satisfied” and 10% (up from 9%) “dissatisfied”.

This result was somewhat (3%) lower than the long-term average satisfaction since 2005 of 8.0 out of 10, or “excellent”.

This result was somewhat (4%) lower than the metropolitan average of 8.1 (up from 7.6) out of 10, or “excellent”.

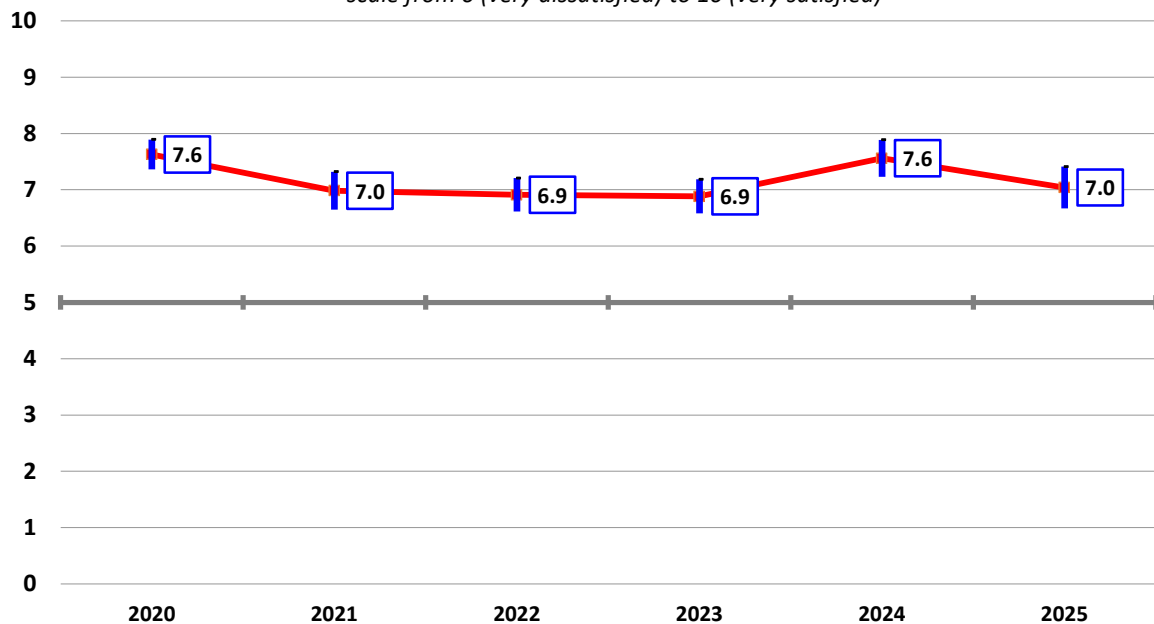
Staff courtesy and professionalism
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Overall satisfaction with the customer service experience

Overall satisfaction with customer service experience declined notably this year, down six percent to 7.0 out of 10, which was a “good”, down from a “very good” level of satisfaction.

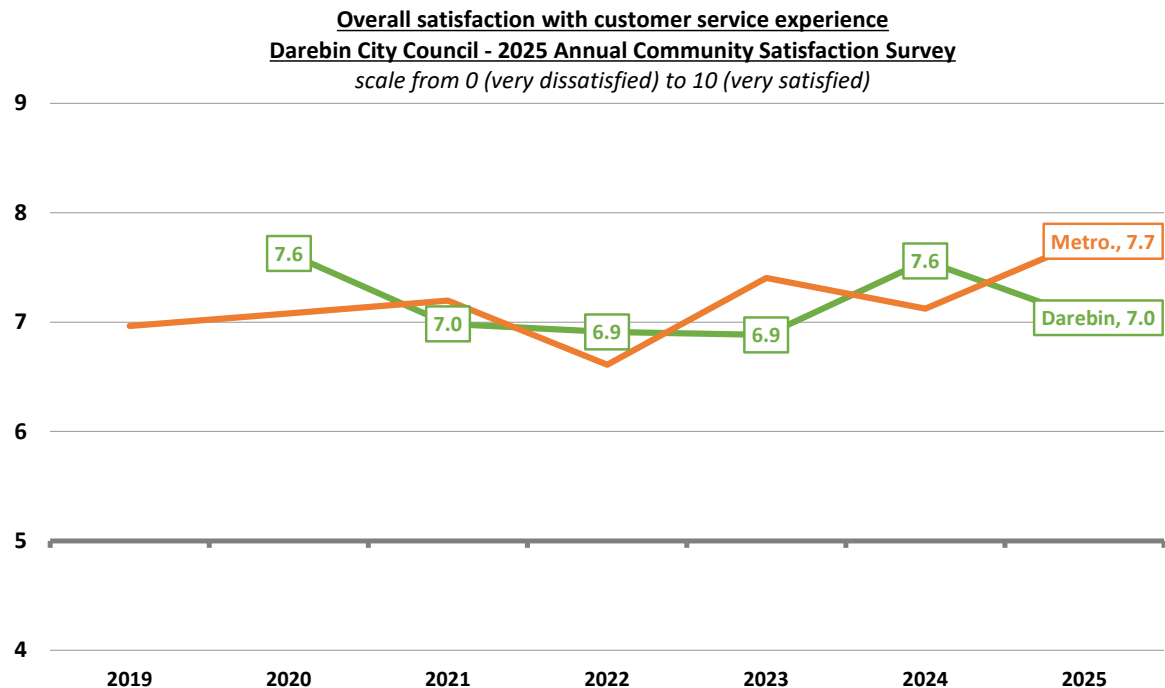
Overall satisfaction with the customer service experience
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



This result comprised 55% (down from 63%) “very satisfied” and 17% (up from 12%) “dissatisfied”.

This result was somewhat (3%) lower than the long-term average satisfaction since 2020 of 7.2 out of 10, or “good”.

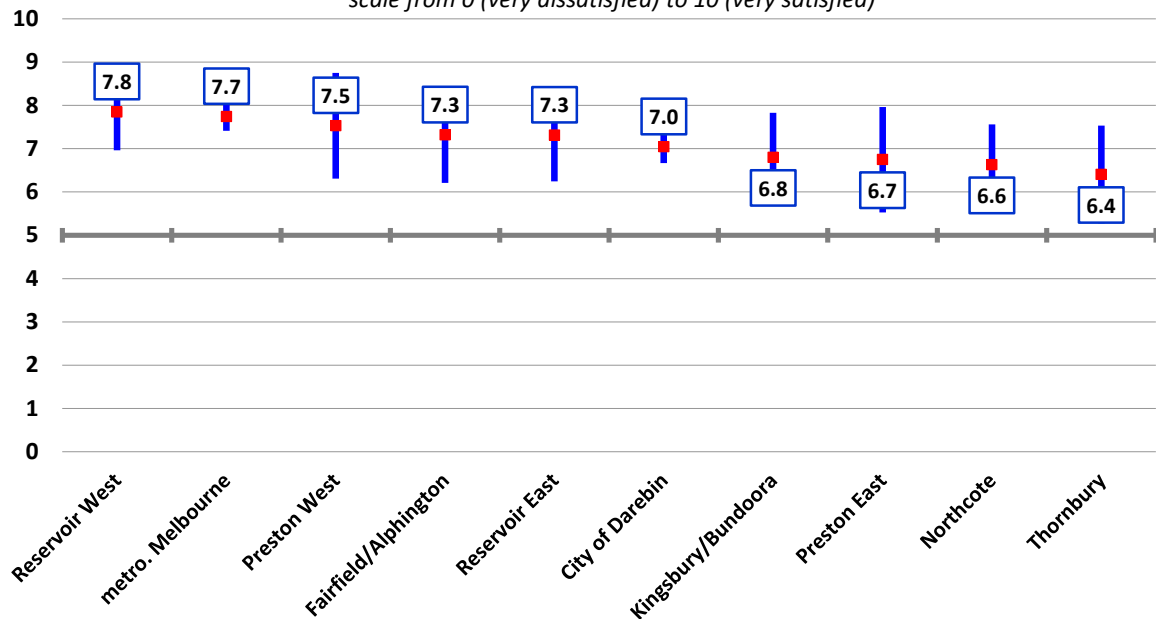
This result was measurably (7%) lower than the metropolitan average of 7.7 (up from 7.1) out of 10, or “very good”.



While there was no measurable variation in this result observed across the municipality, it is noted that respondents from Reservoir West were notably (8%) more satisfied than average, and at an “excellent” level.

By contrast, respondents from Thornbury were notably (6%) less satisfied than average, and at a “solid”, rather than a “good” level of satisfaction.

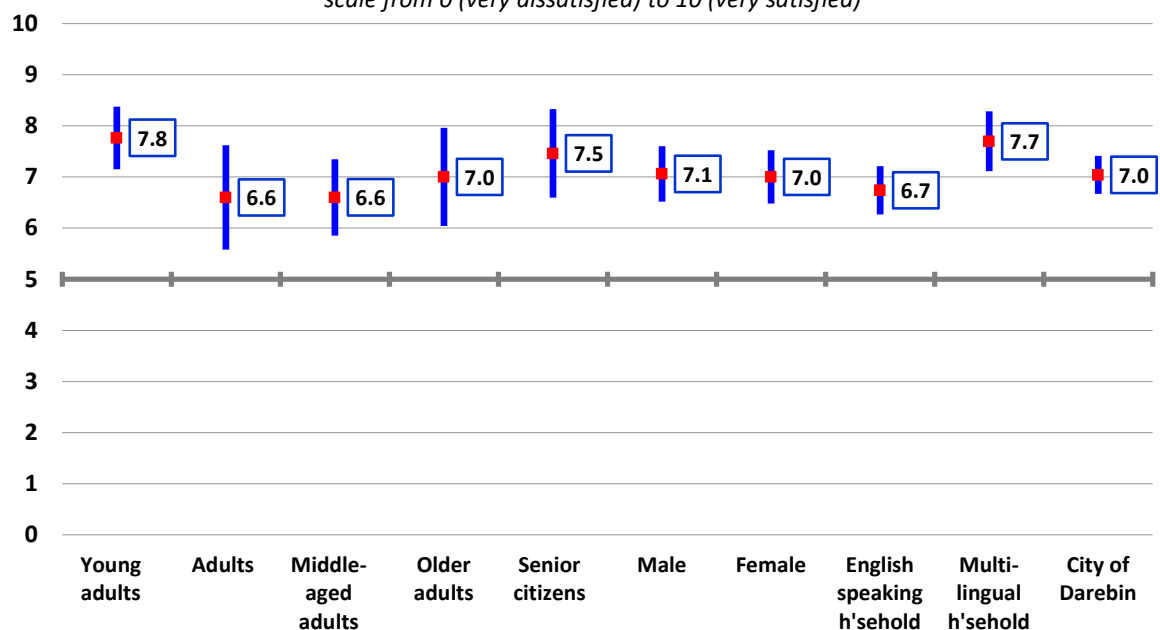
Overall satisfaction with customer service experience by precinct
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no measurable variation in overall satisfaction with the customer service experience observed by respondent profile, although young adults (aged 18 to 34 years) were notably (8%) more satisfied than average, and at an “excellent” level.

Respondents from multilingual households were notably (10%) more satisfied than respondents from English speaking households, and at a “very good” rather than a “good” level of satisfaction.

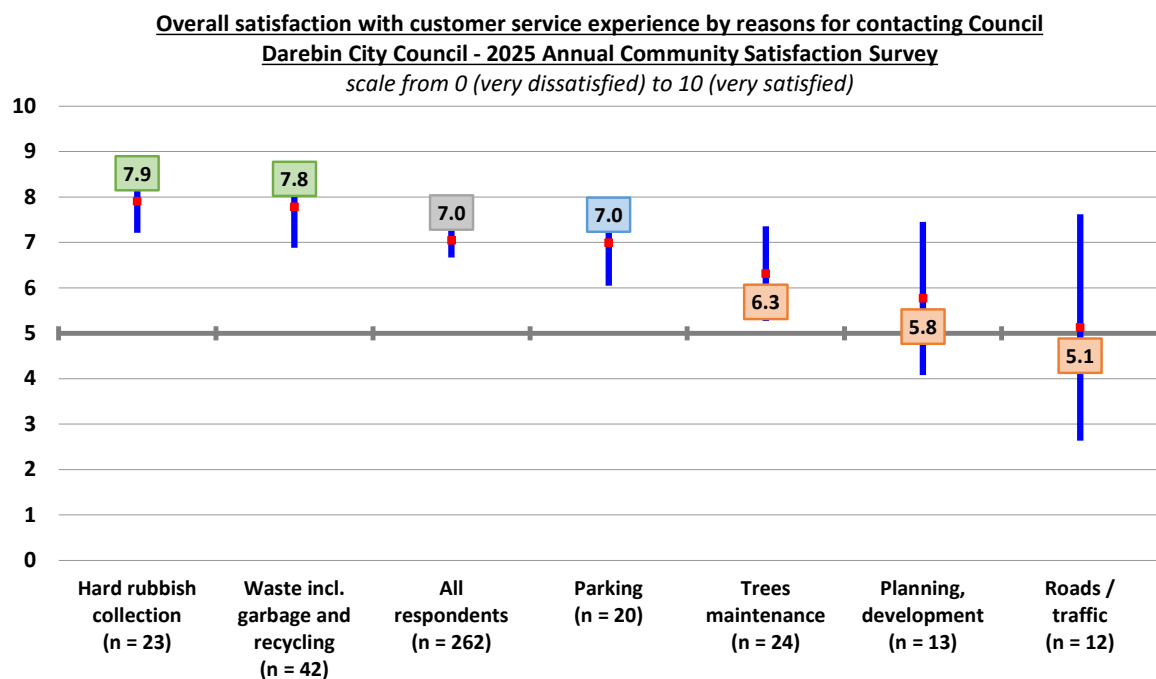
Overall satisfaction with customer service experience by respondent profile
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no measurable variation in overall satisfaction with the customer service experience observed by reason for contacting Council.

It is noted, however, that the 23 respondents who contacted Council in relation to hard rubbish collection issues were notably (9%) more satisfied than average, and at an “excellent” level.

By contrast, the 12 respondents who contacted council in relation to roads and traffic (19% less) and the 13 respondents who contacted Council in relation to planning and development related issues (12%) were notably less satisfied than the average.



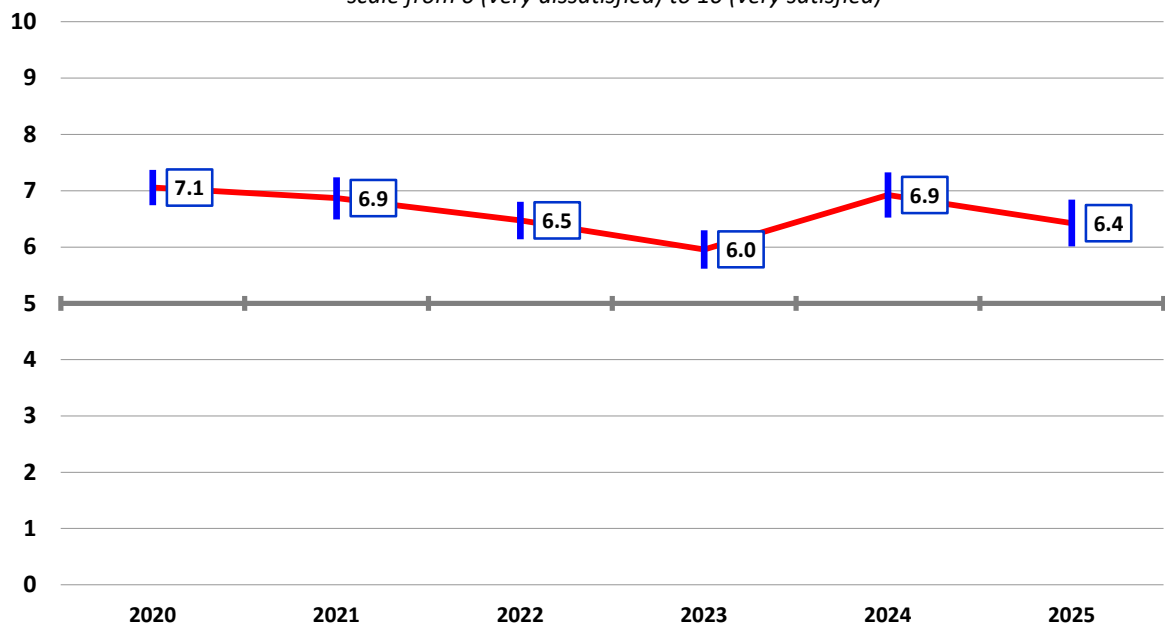
Satisfaction with the final outcome

Overall satisfaction with final outcome declined notably this year, down five percent to 6.4 out of 10, which was a “solid”, down from a “good” level of satisfaction.

This result comprised 49% (down from 58%) “very satisfied” and 27% (up from 20%) “dissatisfied”.

This result was marginally (2%) lower than the long-term average satisfaction since 2020 of 6.6 out of 10, or “good”.

Satisfaction with the final outcome
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

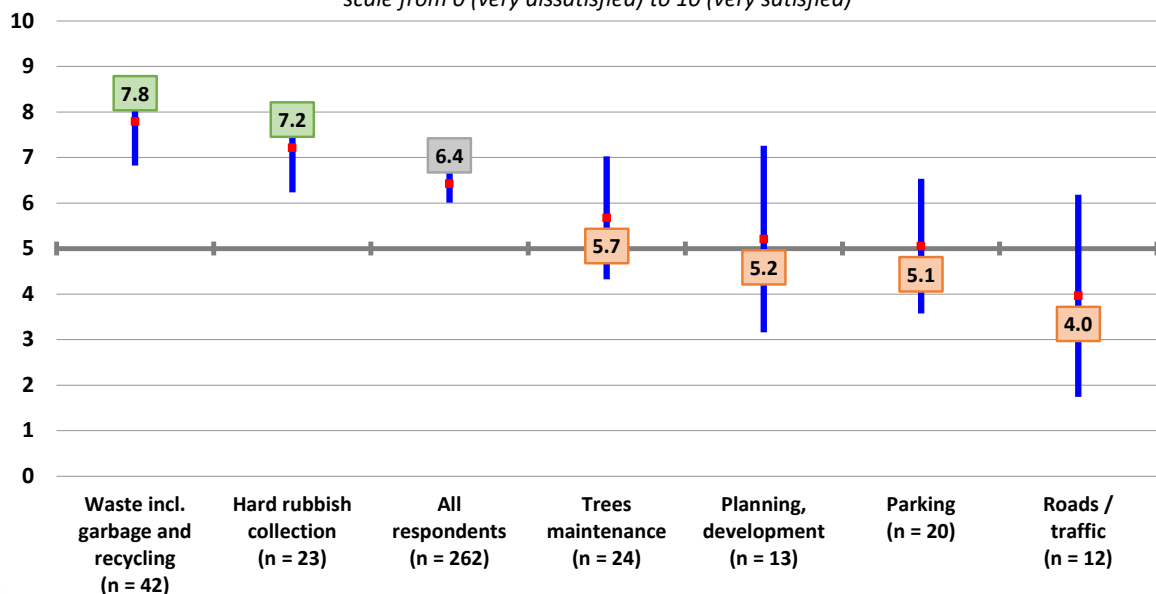


There was no measurable variation in satisfaction with the final outcome experience observed by reason for contacting Council.

It is noted, however, that the 42 respondents who contacted Council in relation to waste and recycling related issues were notably (14%) more satisfied than average, and at an “excellent” level.

By contrast, the 12 respondents who contacted council in relation to roads and traffic (14% less) were notably less satisfied than the average.

Satisfaction with the final outcome by reasons for contacting Council
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Planning and development

Respondents were asked:

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

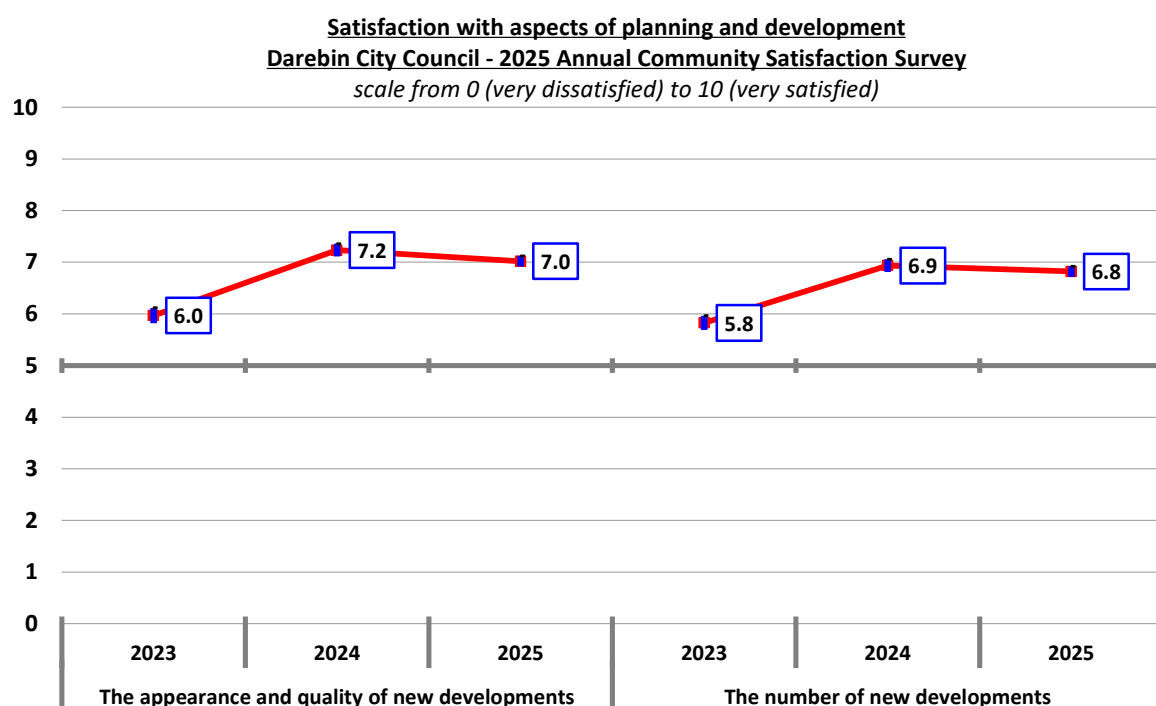
Respondents were again in 2025, asked to rate their satisfaction with two planning and development outcomes. These included the appearance and quality of newly constructed developments, and the number of new developments.

Satisfaction with both planning and development outcomes marginally this year, down one or two percent, but remaining at “good” levels.

These results largely maintain the significant increases in satisfaction recorded in 2024, and satisfaction with planning and development outcomes was significantly higher than the long-term average.

Satisfaction with the appearance and quality of new developments was in 2025 measurably lower than both the metropolitan (3% lower) and northern region (6%) averages, as recorded in the 2025 *Governing Melbourne* research.

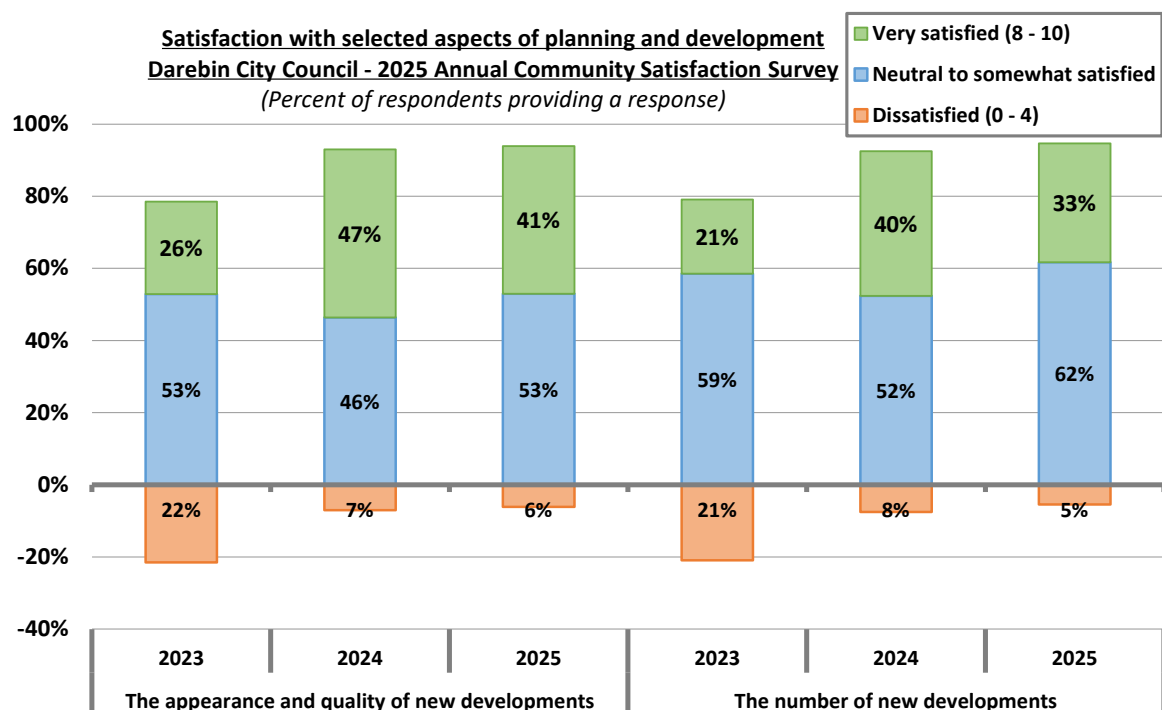
This relatively stable satisfaction with planning and development outcomes was consistent with relatively stable (4% up from 3%) proportion of respondents nominating building, housing, planning, and development related issues as one of the top three [issues to address for the City of Darebin at the moment](#). This result maintained the significant decline from the long-term average from 2012 to 2023 of 12%.



The following graph provides a breakdown of satisfaction with the two planning and development outcomes into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

There was a decline in the proportion of “very satisfied” respondents this year, with 41% (down from 47%) “very satisfied” with the appearance and quality of new developments, and 33% (down from 40%) “very satisfied” with the number of new developments.

It is of note, however, that the proportion of respondents “dissatisfied” with both of these planning and development outcomes declined again this year, to historically low levels of five and six percent.



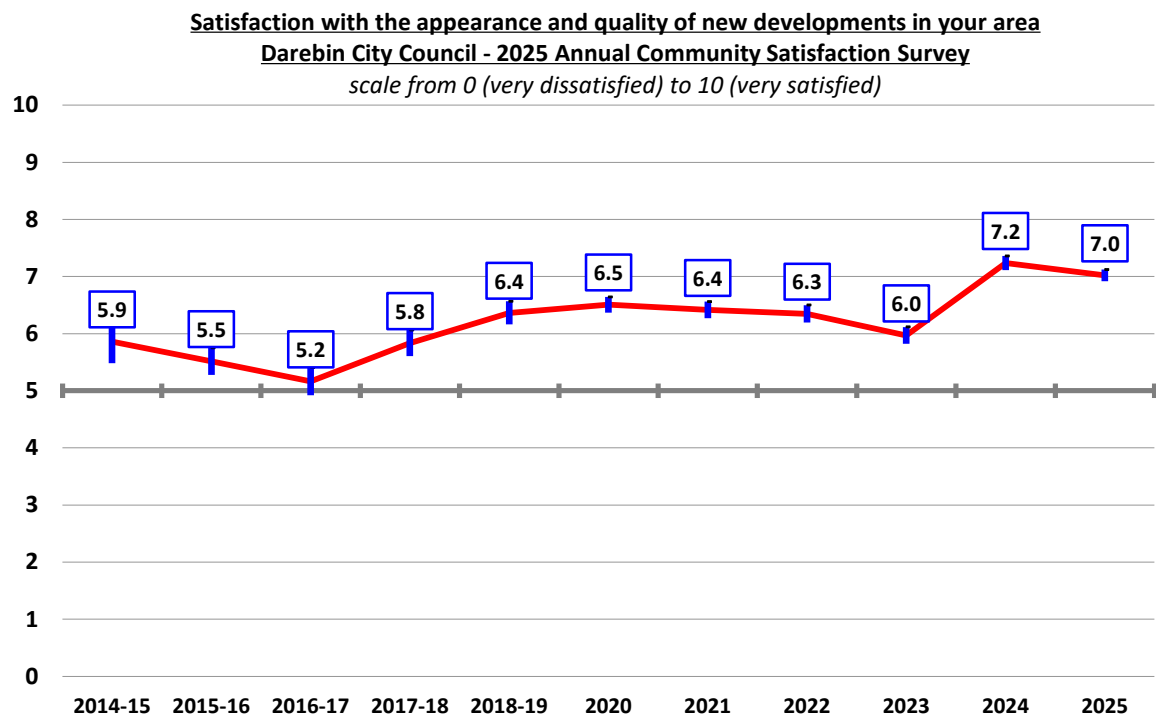
The appearance and quality of new developments

Satisfaction with the appearance and quality of new developments declined somewhat this year, down two percent to 7.0 out of 10, although it remained at a “good” level.

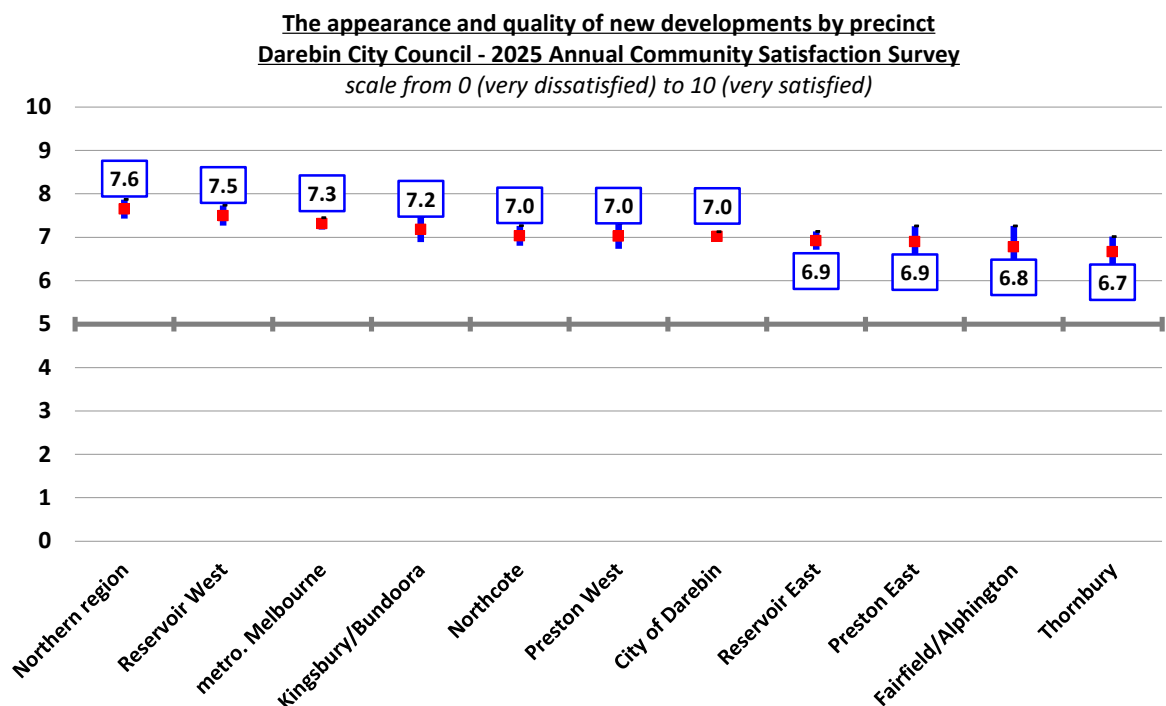
Despite the decline this year, this was the second highest satisfaction score for this variable recorded since the question was first included in the survey program in this format and was measurably above the long-term average satisfaction since 2014-15 of 6.2 out of 10, or “solid”.

This result was measurably lower than the metropolitan (3% lower) and northern region (6% lower) results, as recorded in *Governing Melbourne*.

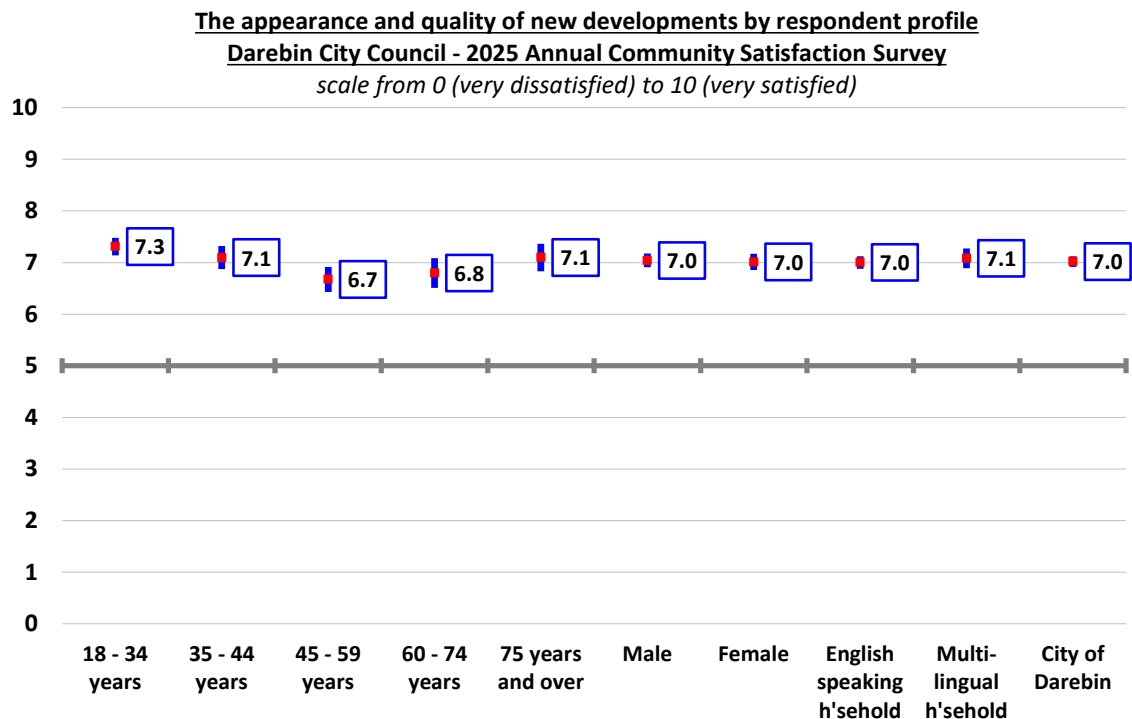
This result comprised 41% (down from 47%) “very satisfied” and six percent (down from 7%) “dissatisfied” respondents.



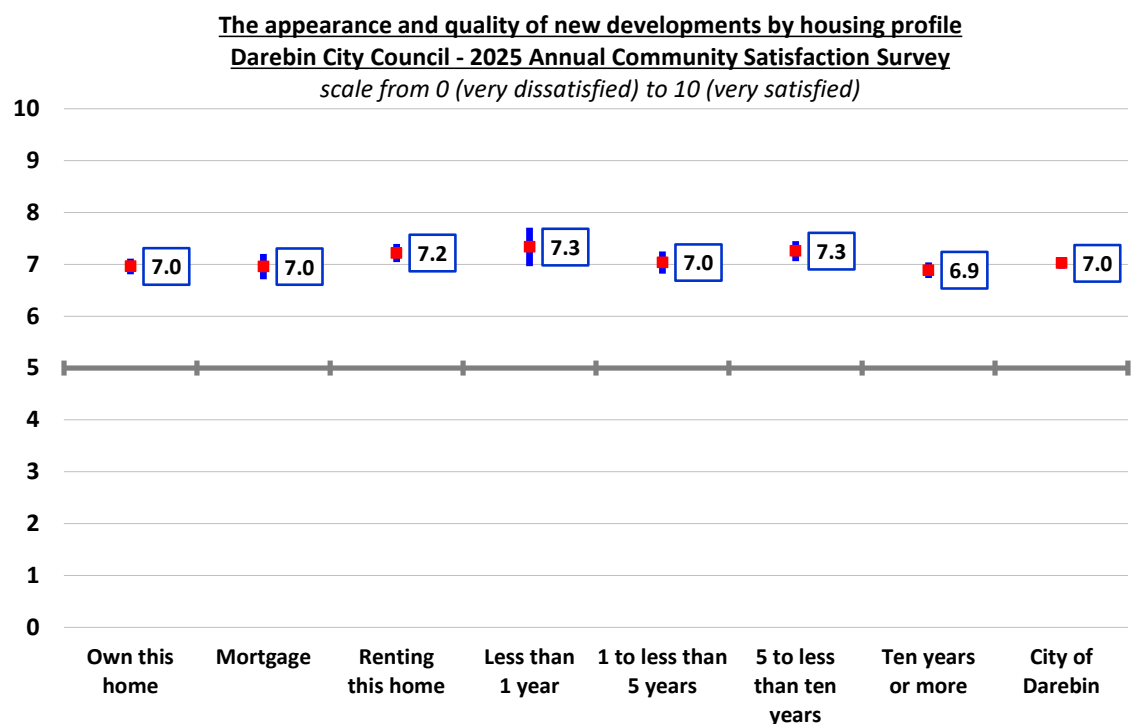
There was measurable variation in this result observed across the City of Darebin, with respondents from Reservoir West were measurably (5%) more satisfied than average, and at a “very good” level. By contrast, respondents from Thornbury were notably (3%) less satisfied than average, although still at a “good” level.



There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 year) measurably (3%) more satisfied than average, and at a “very good” level. By contrast, middle-aged adults (aged 45 to 59 years) were measurably (3%) less satisfied than average, although still at a “good” level.



There was no measurable variation in this result observed by housing situation or period of residence in the municipality, although rental household respondents were somewhat (2%) more satisfied than average.



Reasons for dissatisfaction with new developments

The following table outlines the 52 comments received from respondents in relation to the appearance and quality of new development.

Many of these comments related to concerns around the appearance of developments (10 comments), perceived overdevelopment (7 comments), impact on roads, traffic, and parking (7 comments), and perceived poor quality of development (6 comments).

Reason for dissatisfaction with the appearance and quality of new development

Darebin City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
<i>Appearance</i>	
It's ugly / not pleasant to look at / all look the same	3
Don't approve ugly buildings / apartments	2
Disgusting ugly houses that make the streets look depressing, stick with contemporary designs. Looks like warehouses	1
The ugly extension to houses	1
They are ugly; they are not designed to provide a community engagement; we could look toward European cities for inspiration for better blending public and private spaces like Barcelona	1
They don't have to look good in Darebin	1
Too ugly, grey and sad	1
Total	10
<i>Overdevelopment / high density</i>	
Town houses	2
Density of the added development, causes pressure on the existing infrastructure	1
In general duplexes, that are there for money	1
Overdeveloped but we need it, it's just the way they do it	1
Subdivision is something we don't agree with	1
The town houses have reduced the quality of life of residents	1
Total	7
<i>Traffic / parking / roads</i>	
Increasing number of new buildings in the area leads to traffic congestion and parking issues	1
Not a fan of big blocks, it will get the roads busy	1
On street parking is not good. I lost my mirrors multiple times	1
They approve housing without parking spots which makes it challenging for us as a resident and for everyone	1
Too many townhouses stress the road	1
Too much traffic on roads	1
Town houses around that don't have enough parking	1
Total	7

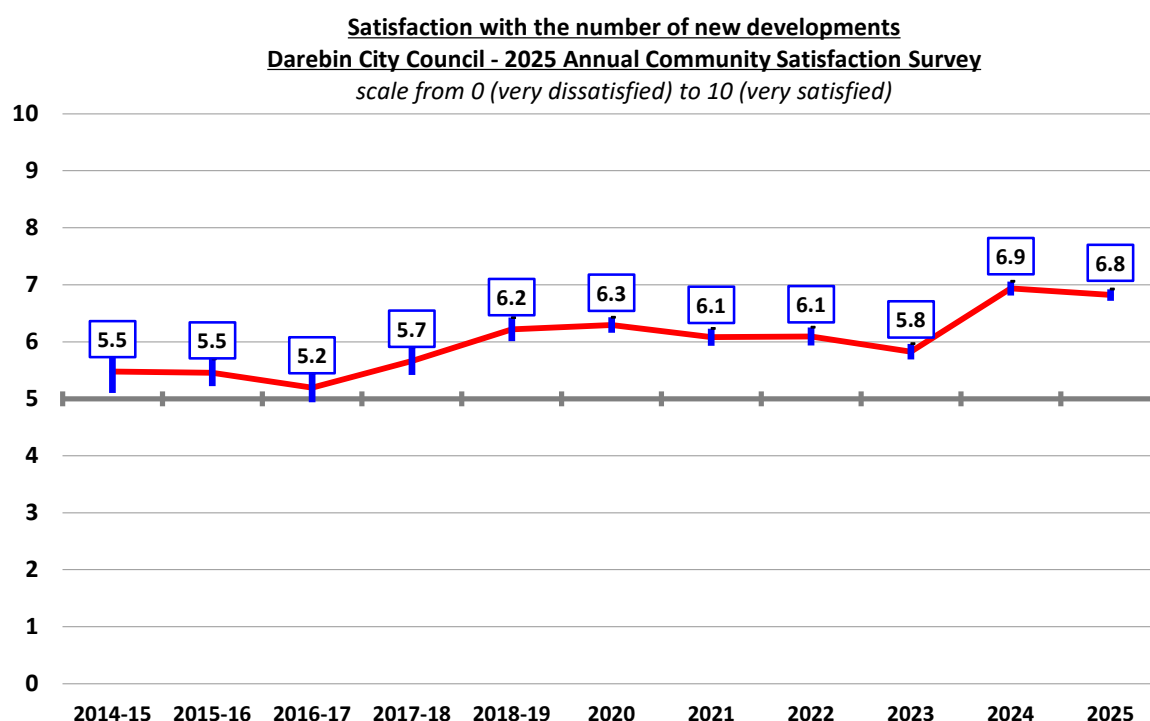
<i>Quality</i>	
Quality is poor	2
Build must be of quality	1
Looks cheap	1
Poor quality and too large	1
The building industry encourages cheap materials and poor workmanship	1
Total	6
<i>Neighbourhood character / heritage</i>	
Council allows developments that are not suitable for the current area	1
Do not knock down heritage houses. Make it heritage style instead of rubik blocks. Black dungeon	1
The buildings are all black and menacing rather than welcoming. The mural on the building must be encouraged to add character	1
The vibe is being ruined	1
Total	4
<i>Other</i>	
Don't think good for environment	1
Energy inefficient apartments	1
More green areas are required	1
Support more affordable housing	1
Support more developments	1
The Council gives priority to developers and not to the needs of the existing Council residents - Gadd St in Northcote	1
The shops are dirty, rubbish everywhere	1
There is nothing much here, everything is in Preston, least amount of spending done on Reservoir	1
Total	8
<i>Specific locations identified by respondents</i>	
129 Fulham Rd	1
350 Victoria Rd Thornbury is ugly, and construction is disruptive outside of working hours	1
All the new developments in Preston	1
High rise building at Heidelberg	1
New apartment complex around Preston High St	1
Polaris area, High St through Preston and Heidelberg	1
Railway Pl has a hideous building, no setback at all	1
South Preston is pretty ugly	1
The state governments proposal to have Preston as major hub is not favourable for the carrying capacity of the area	1
We are losing a lot of our backyards; parts of High St are becoming overdeveloped with high rises	1
Total	10
Total responses	52

The number of new developments

Satisfaction with the number of new developments declined marginally this year, down one percent to 6.8 out of 10, although it remained at a “good” level.

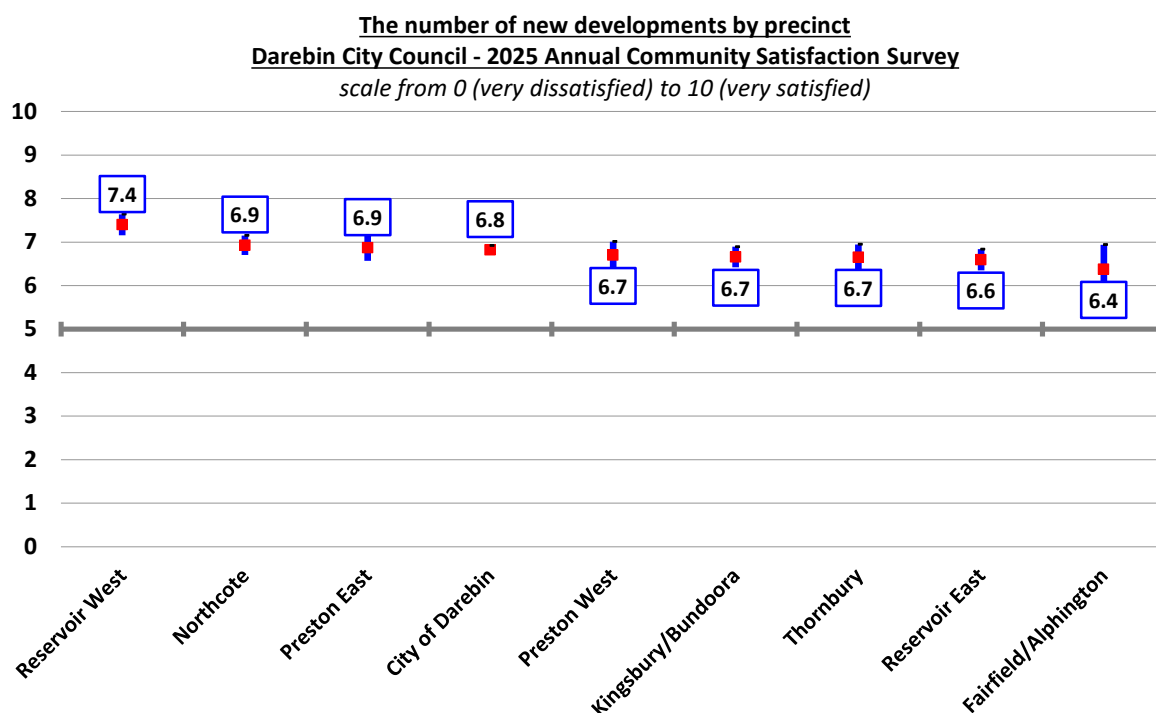
Despite the decline this year, this was the second highest satisfaction score for this variable recorded since the question was first included in the survey program in this format and was measurably above the long-term average satisfaction since 2014-15 of 6.0 out of 10, or “solid”.

This result comprised 33% (down from 40%) “very satisfied” and five percent (down from 8%) “dissatisfied” respondents.

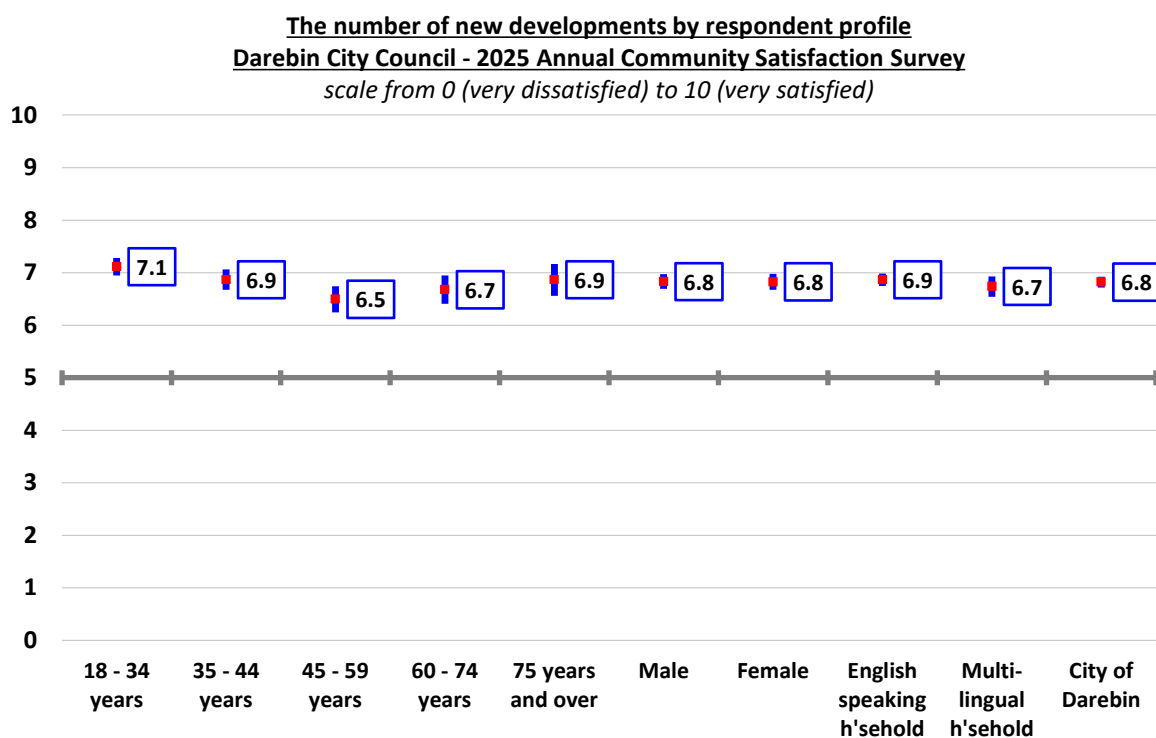


There was measurable variation in this result observed across the municipality, with respondents from Reservoir West measurably (6%) more satisfied than average, and at a “very good” level.

By contrast, respondents from Fairfield-Alphington were notably (4%) less satisfied than average, and at a “solid”, rather than a “good” level.

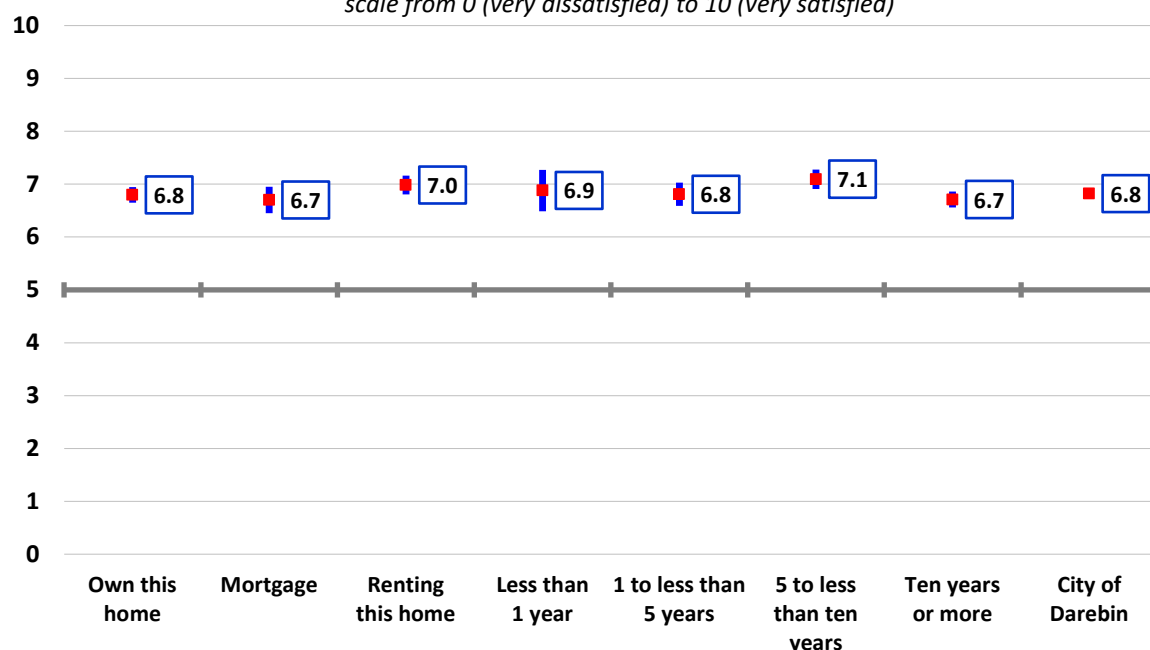


There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 year) measurably (3%) more satisfied than average, and at a “very good” level. By contrast, middle-aged adults (aged 45 to 59 years) were measurably (3%) less satisfied than average, although still at a “good” level.



There was measurable variation in this result observed by period of residence, with medium term residents (five to less than 10 years in Darebin) measurably (3%) more satisfied with the number of new developments than the municipal average.

The number of new developments by respondent profile
Darebin City Council - 2025 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Planning for population growth by all levels of government

Respondents were read the following preamble:

The State Government has planned for the population of the City of Darebin to increase by approximately 51,000 more people by 2041, reaching approximately 215,500. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

Respondents were then asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with planning for population growth. If rated less than 5, what concerns you most about population growth?”

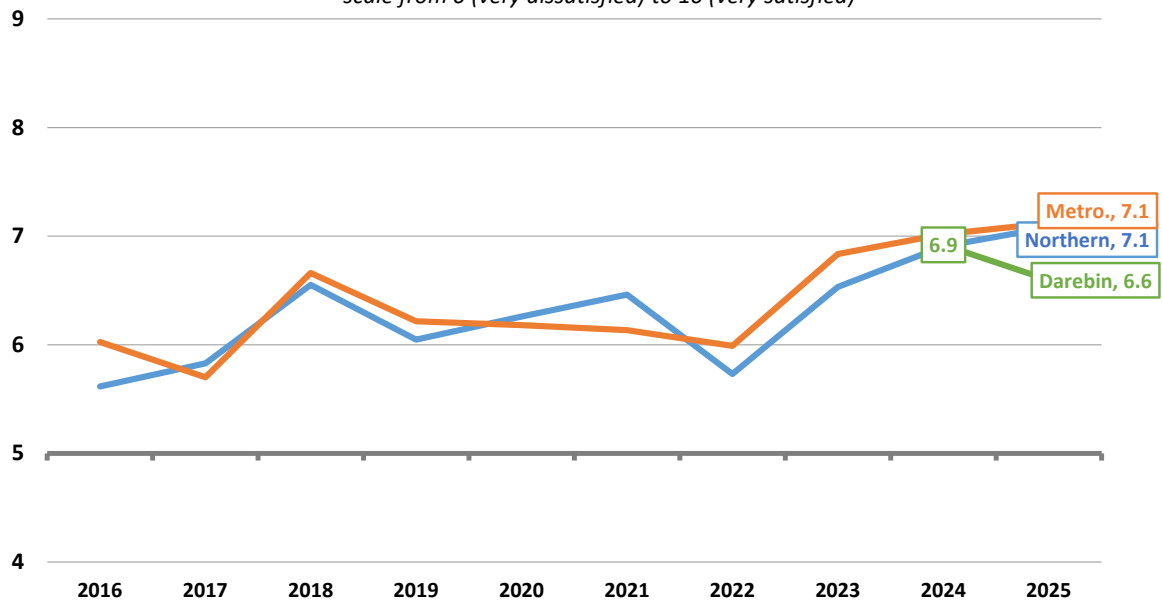
Respondents were again this year, asked to rate their satisfaction with planning for population growth by all levels of government.

The question specifically mentions planning by all levels of government, as it is unreasonable to assume respondents have sufficient information on the distribution of planning responsibilities in this area.

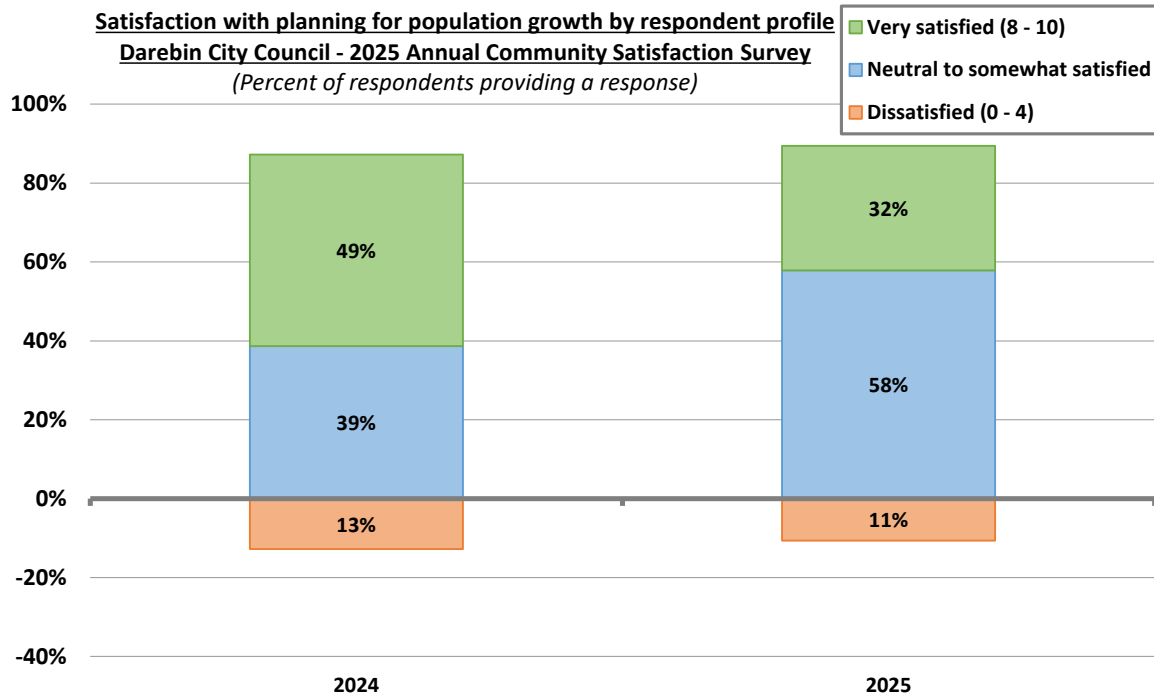
Satisfaction with planning for population growth declined measurably this year, down three percent to 6.6 out of 10, although it remained at a “good” level of satisfaction.

This result was measurably (5%) lower than both the metropolitan and northern region councils’ averages, as recorded in the 2025 *Governing Melbourne* research.

Satisfaction with planning for population growth
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

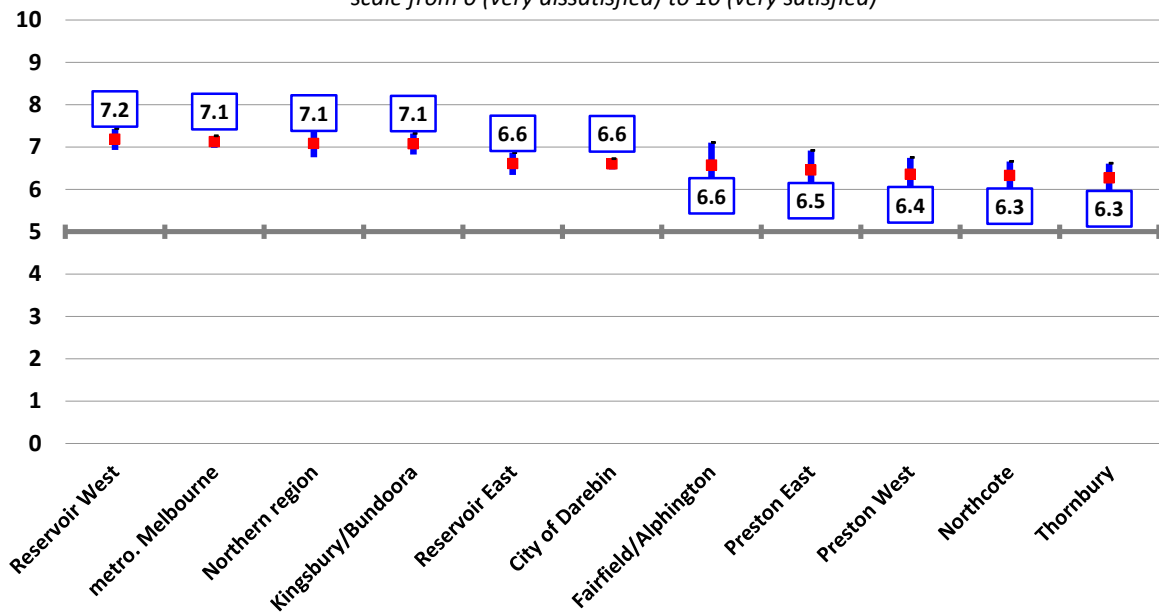


There was a significant (17%) decline in the proportion of respondents who were “very satisfied” with planning for population growth by all levels of government. It is noted, however, that the proportion of respondents who were “dissatisfied” also declined marginally, down two percent to 11%.

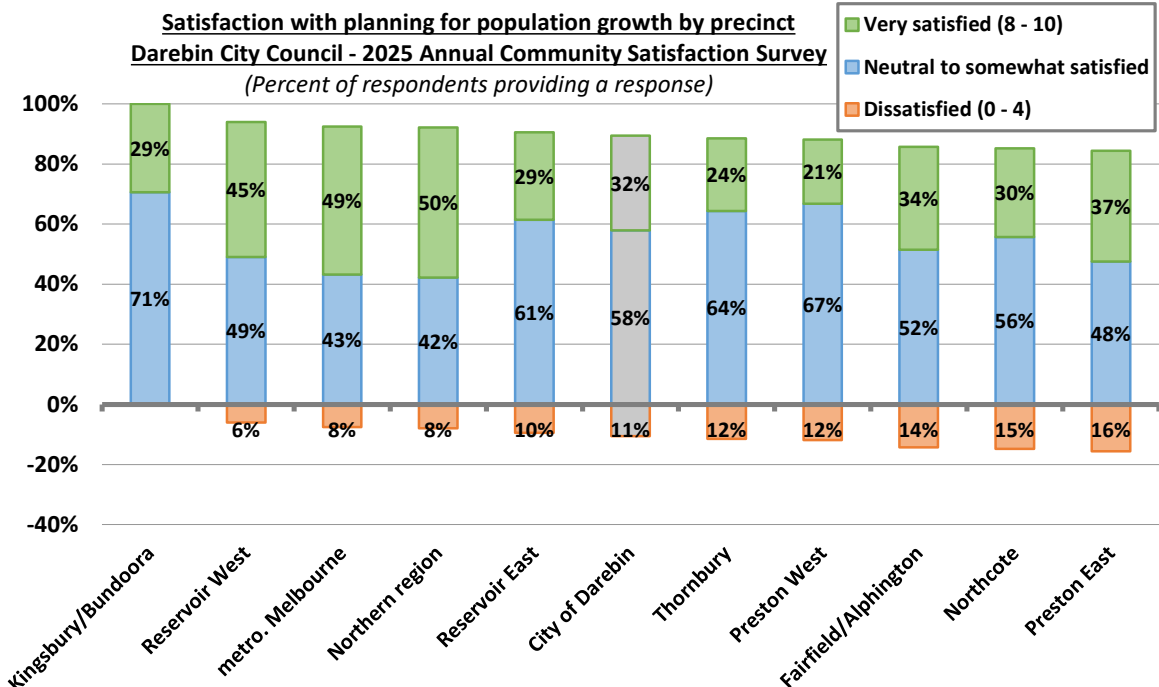


There was measurable variation in satisfaction with planning for population growth observed across the municipality, with respondents from Reservoir West (6%) and Kingsbury-Bundoora (5%) more satisfied than average.

Satisfaction with planning for population growth by precinct
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

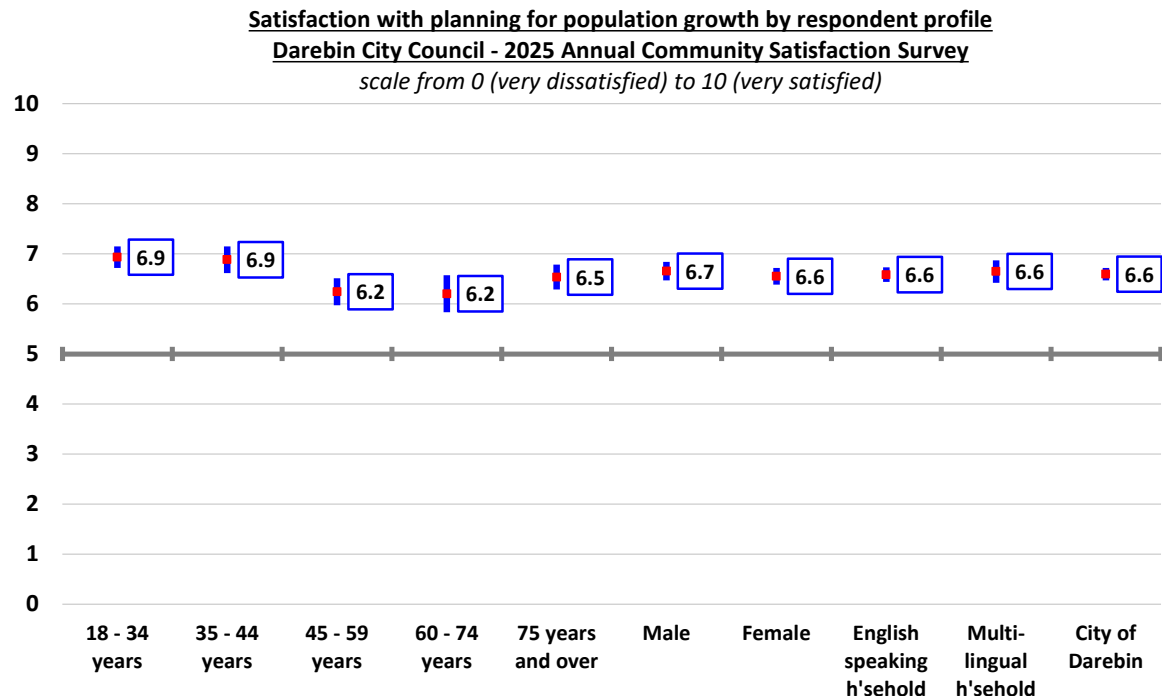


It is noted that respondents from Fairfield-Alphington (3%), Northcote (4%), and Preston East (5%) were notably more likely to be “dissatisfied” with planning for population growth by all levels of government than the municipal average.

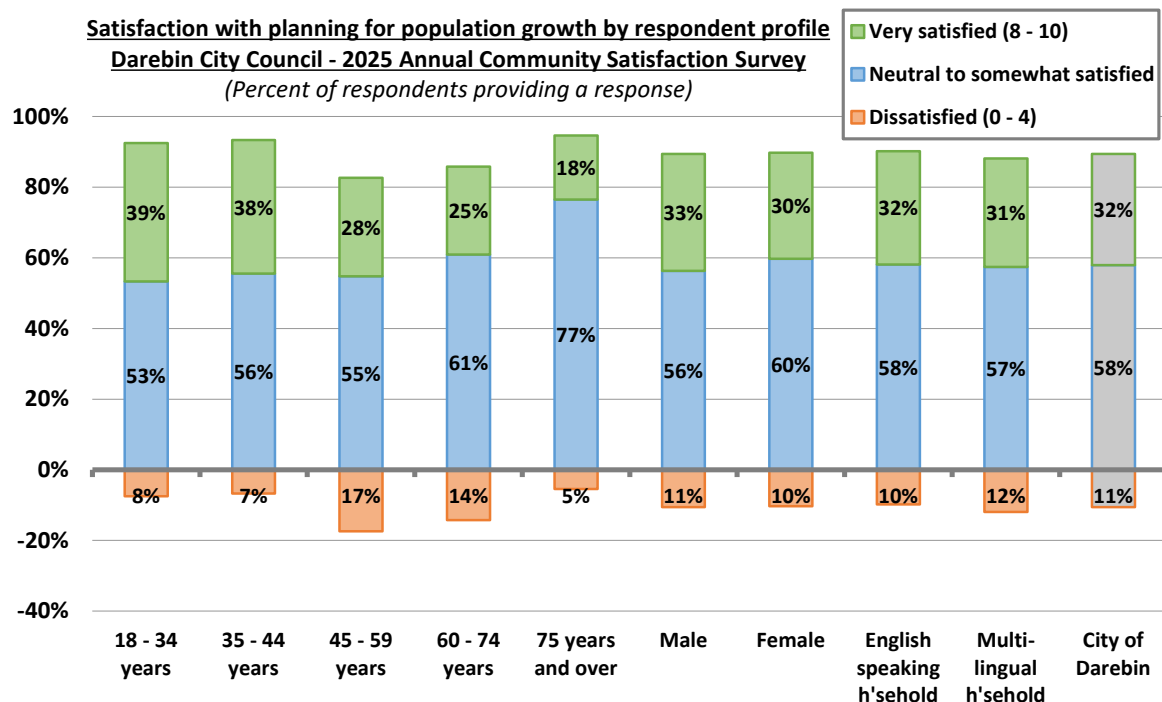


There was measurable and significant variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (3%) adults (aged 35 to 44 years) notably (3%) more satisfied than average.

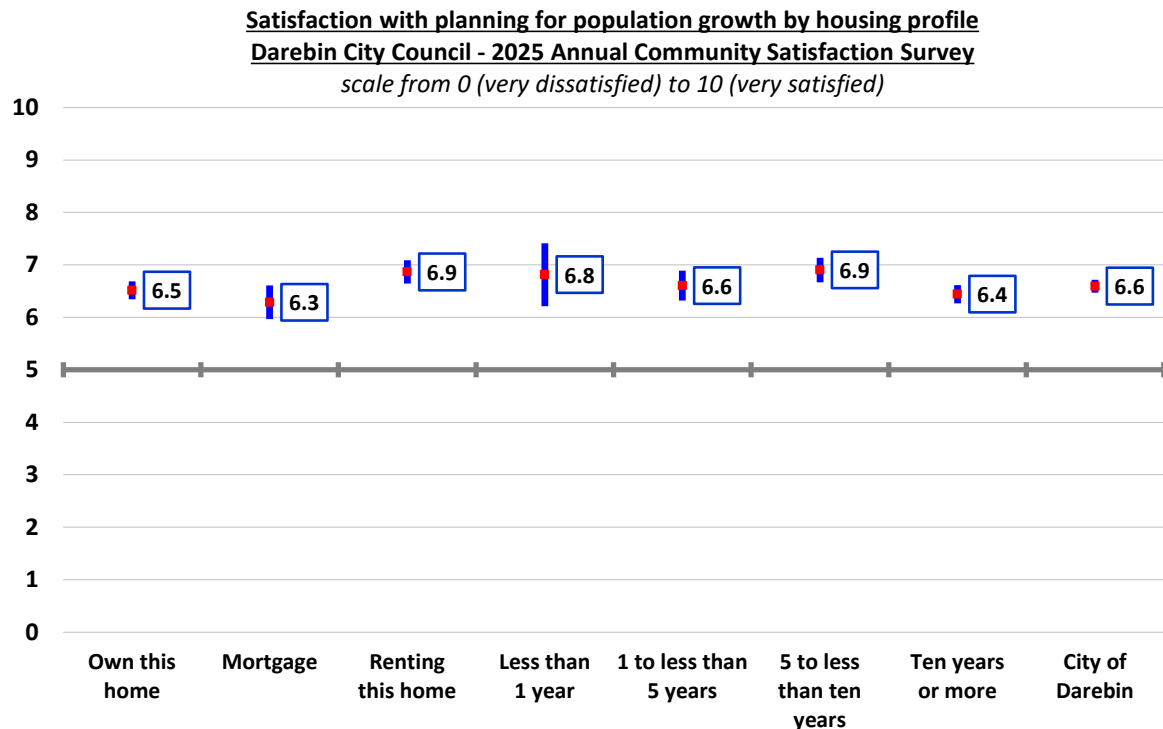
By contrast, middle-aged adults (aged 45 to 59 years) were measurably (4%) and older adults (aged 60 to 74 years) were notably (4%) less satisfied than average, and at “solid”, rather than “good” levels.



It is noted that 17% of middle-aged adults (aged 45 to 59 years) and 14% of older adults (aged 60 to 74 years) were “dissatisfied” with planning for population growth by all levels of government.



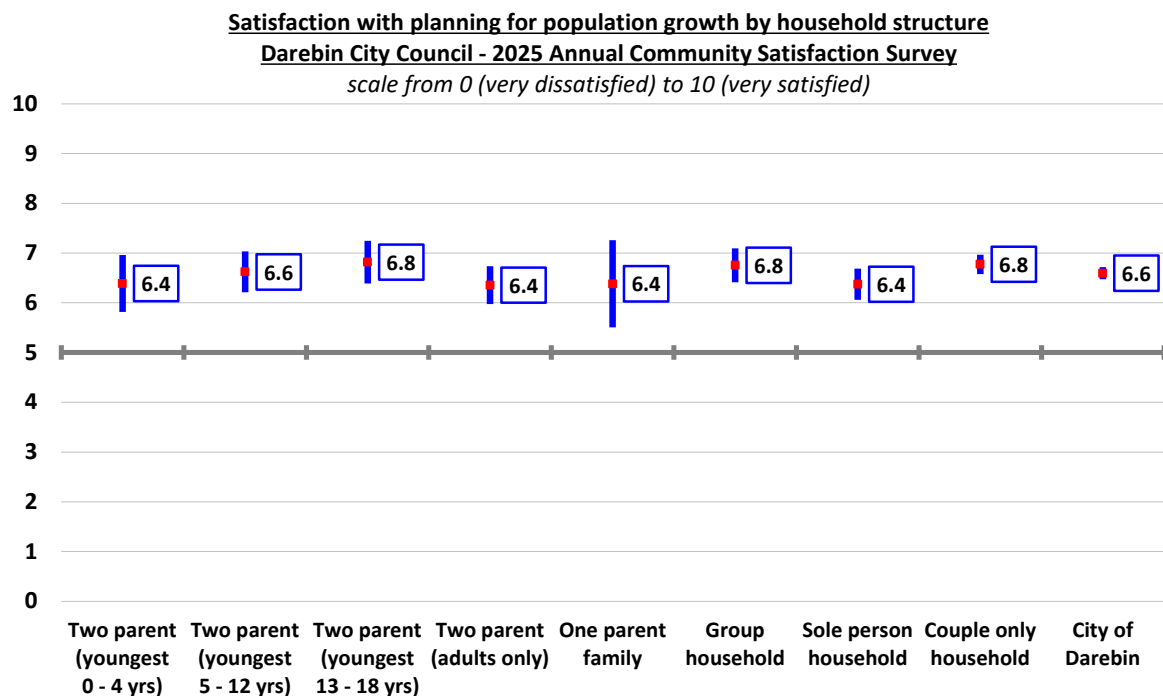
There was no measurable variation in this result observed by housing situation or period of residence in the City of Darebin. It is noted, however, that mortgagor household respondents were somewhat (3%) less satisfied than average and at a “solid” level, while, by contrast, rental household respondents were somewhat (3%) more satisfied.



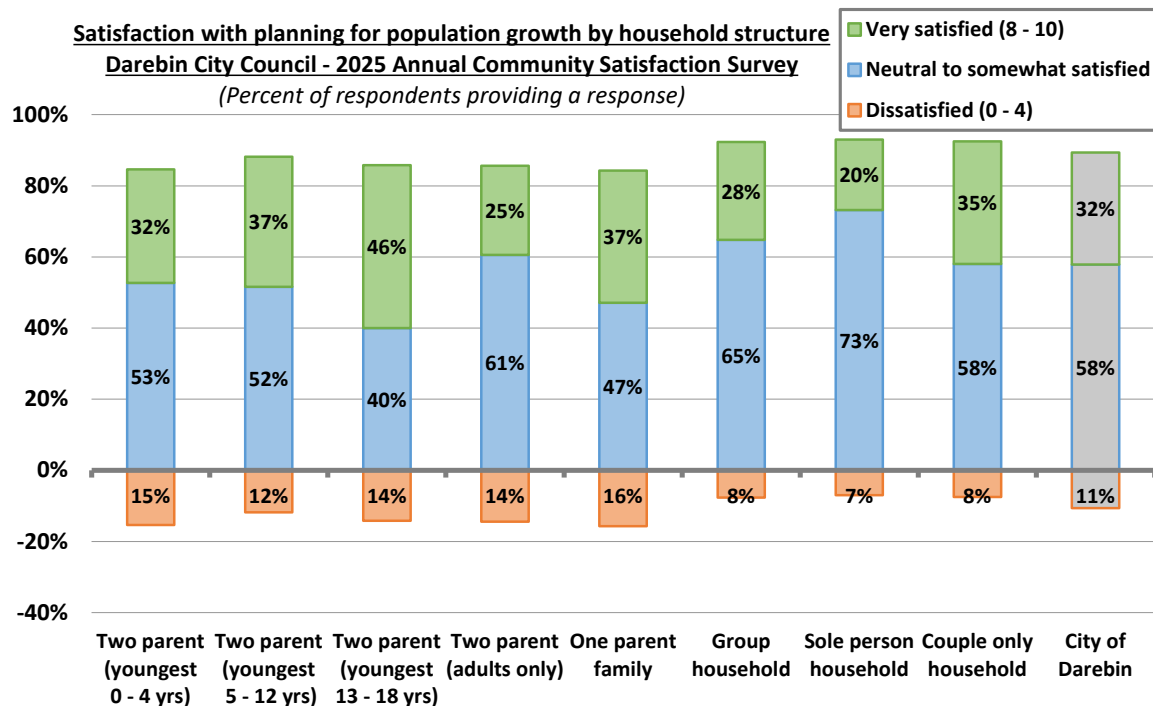
It is noted that 16% of mortgagor household respondents were “dissatisfied” with planning for population growth.



There was no measurable variation in satisfaction with planning for population growth observed by household structure this year.



It is noted that 16% of respondents from one-parent families and 15% of respondents from two-parent families with youngest child aged under five years, were “dissatisfied” with planning for population growth.



Reason for dissatisfaction with planning for population growth

The following table outlines the 117 comments received from respondents who were not satisfied with planning for population growth.

These comments have been broadly categorised into underlying issues, as follows:

- Planning and housing development 22 comments
- Services and facilities 19 comments
- Infrastructure 15 comments
- Housing availability / affordability 13 comments
- Traffic and roads 12 comments
- Population 9 comments
- Parking 8 comments
- General negative 4 comments
- Parks, gardens, open spaces and greenery 4 comments
- Public transport 4 comments
- Heritage and neighbourhood character 1 comments

It is interesting to note that in inner and middle-ring municipalities, community concern around population growth tends to be more concerned about planning and development related issues, such as the design, density, and appearance of new developments.

There were also some comments around the impact of increased population on access to services and facilities, and infrastructure.

In outer and growth areas, there tends to be more concern raised around the impacts of population growth on access to services particularly those for young families, along with impacts on roads and traffic.

Reasons for dissatisfaction with planning for population growth
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>Planning and housing development</i>	
I haven't seen any planning	4
Too many townhouses / multi-dwellings. They are low quality	2
We do not want high rise buildings	2
A lot of apartments that are not planned	1
Highrise apartments, blocking everything	1
I don't think that Council is checking up on old buildings	1
I don't think they have any plans for that. For example, where is the place for schooling etc.	1
I don't what Council has planned for population growth	1
It is underprepared	1
Little planning for managing increased congestion delivery	1

More medium density for family and growth	1
Poor development	1
Really badly planned	1
Stop jamming everything in. Too many multi dwellings, need to keep it spacious	1
They don't have a vision for broad range of needs	1
Victoria is taking up too many high-rise buildings	1
Yarra Bend is really a bad example of city planning	1
Total	22

Services and facilities

The schools are quite full currently	2
Don't want to lose existing amenity	1
There should be better facilities before the population grows	1
There should be better services before the population grows	1
Inadequate kindergartens	1
Inadequate schools	1
Inadequate shops	1
Lack of amenities	1
Lack of facilities	1
Medical services are bursting	1
More schools and educational facilities needed	1
Public service cuts in public houses areas	1
Support population growth but Council must expand services for all	1
The migrant community is thrown into outer suburbs, but there is nothing to support them	1
The spread of suburbs with one service is bad. Public amenities should be improved	1
They are just pouring people in without proper amenities	1
They get involved in issues that are out of their control rather than focusing on the core service or local community	1
They need to first provide quality services for the population in the present, which they often fail to do	1
Total	19

Infrastructure

Lack of / inadequate infrastructure to support the population growth	8
Council does not have the money to upgrade infrastructure	1
In the regional area a lot of private housing happening but no infrastructure to maintain it	1
Infrastructure is not on par with planning	1
Lack of infrastructure development for them to accommodate the population	1
The infrastructure should make way for more jobs, but it does not	1
The lack of infrastructure management and lack of awareness of infrastructure management.	1
Lack of evaluation in flood areas by the Council	1
They want the people but don't want to invest for infrastructure	1
Total	15

Housing availability / affordability

Need more affordable housing / accommodation	3
Housing crisis	2
Affordability of housing	1
Hike in rental prices	1
I suppose when they are developing more rental market for younger owners	1
I've got young kids, they are in an age where I got my first house, but they can't buy it now	1
Lack of / slow growth in public housing infrastructure	1
Pricing and gentrification	1
Support population growth but Council must ensure affordable housing	1
Too many people around, not enough housing	1
Total	13

Traffic and roads

Traffic congestion	7
Lack of / inadequate road infrastructure to carry that many people	2
More people for the same number of facilities such as the cars	1
Where are they going to put the cars	1
With the population increase, traffic is going to increase as well, don't want that	1
Total	12

Population

Because we are one of the biggest Councils in Australia, and I don't know why they want to increase their population	1
Community houses overpopulated	1
I do not think they are accounting for population growth	1
It is already packed. Already overdeveloped	1
It is also a federal problem. Population growth is way too rapid, and this area is not designed to accommodate the population growth	1
Overcrowding	1
Population growth is something that concerns me the most	1
The population is rising quicker than what the economy and housing market can keep up with	1
Where are you going to put the people?	1
Total	9

Parking

Lack of parking facilities	5
More people for the same number of facilities such as parking on the street	1
Parking in high density living	1
There is lack of parking, when will they address it?	1
Total	8

General negative

Its efficiency is sabotaged by internal financial interests	1
It's not functioning properly	1
The greed of the developments	1
They are not proactive; they just follow up	1
Total	4

Parks, gardens, open spaces and greenery

Build to rent and do not have open spaces and green spaces	1
Not keeping enough green areas with huge number of apartments	1
The Council seems money grabbing for a long time at the expense of the community spaces. It is important for the kids to have a space to play in, for families to live in	1
There are not enough green spaces to handle those many people	1
Total	4

Public transport

Lack of / not enough public transport	2
I think there should be more efficient way of transportation	1
Inadequate transport, more trains needed	1
Total	4

Heritage and neighbourhood character

Neighbourhood character would be damaged	1
Total	1

Other

Bureaucracy is appalling, makes it difficult to for anyone to do anything	1
Consultation rights being taken away is bad and concerning from the Council hands	1
I don't like the move towards high rise without consultation	1
Logistics around it	1
Number of dogs in Darebin is ridiculous	1
Preston Market should be continued to support	1
Total	6
Total responses	117



Importance of and satisfaction with Council services and facilities

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and then your personal level of satisfaction with each of the following Council provided services and facilities.”

Respondents were asked to rate the importance to the community of 36 Council provided services and facilities.

They were then asked their personal level of satisfaction with each of 22 services and facilities that all in the community will have used or reasonably be expected to be able to rate satisfaction.

They were then asked their personal level of satisfaction with each of 14 other services and facilities that they or members of their household had used in the last 12 months.

Importance of Council services and facilities

Respondents were asked to rate how important they considered each of the 36 Council provided services and facilities included in the survey were to the community, rather than to them or their household as individuals.

The reason for the wording of the question was to measure how important the community considers these services and facilities to the entire community, rather than focusing solely on personal needs.

The average importance of these 36 services and facilities remained essentially stable this year, falling one percent to 9.0 out of 10.

This average importance of services and facilities in the City of Darebin was broadly consistent with the metropolitan average of 9.1, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025 using the same methodology.

The table below displays the average importance of each of the 36 services and facilities, with a 95% confidence interval around each importance score.

While all 36 included services and facilities were important, with the lowest importance being a “very high” 8.2 out of 10 for the *Darebin Community News*, there was some measurable variation in the average importance of services and facilities observed.





This is outlined at the left-hand side of the following table, and summarised below:

- **Measurably more important than the average** – included the regular garbage collection (5% more important than the average), regular recycling (4% more important), regular food and green waste collection (4% more important), services for seniors (2% more important), services for children from birth to five years (2% more important), the provision and maintenance of parks and gardens (2% more important), street lighting (2% more important), footpath maintenance and repairs (1% more important), services for youth (1% more important), and local library services (1% more important).
- **Measurably less important than the average** – included the *Darebin Community News* (8% less important than average), parking enforcement (6% less important), Council events and activities LGBTQIA+ inclusivity (4% less important), Council's performance providing information about and promoting cycling and walking in Darebin (4% less important), animal management (3% less important), Council's activities promoting local economic development (3% less important), community and cultural activities, festivals, and events (3% less important), the provision of public and performing arts centres, programs, and activities (2% less important), and Council's website (2% less important).

Comparison to the metropolitan Melbourne average:

Of the 36 services and facilities included in the survey this year, 34 were also included in the *Governing Melbourne* research in a comparable format that allows for metropolitan comparisons to be published.

Of these 34 services and facilities, three were more important in the City of Darebin than the metropolitan average, eight were of identical importance, and 23 were less important in Darebin.

The majority of these differences were not significant.

The following variations were noted:

- **Notably less important in the City of Darebin** – included parking enforcement (6% less important in Darebin), animal management (5% less important), and street sweeping (4% less important).



Importance of selected Council services and facilities
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	Lower	2025 Mean	Upper	2024	2025 Metro.*
Higher than average	Regular garbage collection	992	9.5	9.5	9.6	9.6	9.5
	Regular recycling	995	9.4	9.4	9.5	9.6	9.5
	Regular food and green waste collection	993	9.4	9.4	9.5	9.5	9.2
	Services for seniors	975	9.2	9.2	9.3	9.4	9.2
	Services for children from birth to 5 years of age	981	9.2	9.2	9.3	9.3	9.1
	Provision and maintenance of parks / gardens	994	9.1	9.2	9.3	9.3	9.3
	Street lighting	994	9.1	9.2	9.2	9.2	9.3
	Footpath maintenance and repairs	995	9.1	9.1	9.2	9.2	9.2
	Services for youth	970	9.1	9.1	9.2	9.3	9.1
	Local library services	993	9.1	9.1	9.2	9.3	9.1
Average importance	Maintenance and repair of major arterial roads	992	9.0	9.1	9.1	n.a.	9.3
	Maintenance and repair of sealed local roads	993	9.0	9.1	9.1	9.3	9.3
	Drains maintenance and repairs	990	9.0	9.1	9.1	9.3	9.3
	Litter collection in public areas	990	9.0	9.1	9.1	9.2	9.2
	Provision and maintenance of street trees	994	9.0	9.1	9.1	9.1	9.2
	Local traffic management	985	9.0	9.1	9.1	9.2	9.2
	Management of illegally dumped rubbish	992	8.9	9.0	9.1	9.1	9.2
	Maintenance and appearance of public areas	996	8.9	9.0	9.1	9.2	9.2
	Enforcement of local laws	963	8.9	9.0	9.1	9.0	9.1
	Recreation centres and / or aquatic centres	986	8.9	9.0	9.0	9.1	9.0
	Sports ovals / other outdoor sporting facilities	991	8.9	9.0	9.0	9.1	9.0
	Provision and maintenance of playgrounds	986	8.9	8.9	9.0	9.0	9.0
	Public toilets	991	8.9	8.9	9.0	9.2	9.1
	Bike and shared paths	986	8.8	8.9	8.9	9.0	8.9
	Maintenance / cleaning of strip shopping areas	991	8.8	8.9	8.9	9.1	9.1
	Environmental events, programs, and activities	944	8.7	8.8	8.9	8.8	9.0
	Street sweeping	994	8.7	8.8	8.9	9.0	9.2
	Council's website	993	8.7	8.8	8.8	9.0	9.0
Lower than average	Provision of public and performing arts centres, programs, and activities	962	8.7	8.8	8.8	8.8	8.6
	Community / cultural activities, festivals, events	956	8.7	8.7	8.8	8.7	8.7
	Council's activities promoting local eco. develop	942	8.6	8.7	8.8	8.8	8.9
	Animal management	968	8.6	8.7	8.8	8.9	9.2
	Council's performance providing information about and promoting cycling and walking in Darebin	893	8.5	8.6	8.7	8.7	n.a.
	Council events and activities supporting LGBTIQ inclusivity	922	8.5	8.6	8.7	8.6	n.a.
	Parking enforcement	981	8.3	8.4	8.6	8.8	9.0
	Darebin newsletter <i>Darebin Community News</i>	944	8.1	8.2	8.4	8.3	8.6
Average importance of Council services			8.9	9.0	9.0	9.1	9.1

(*) 2025 metropolitan Melbourne average from Governing Melbourne

Satisfaction with Council services and facilities

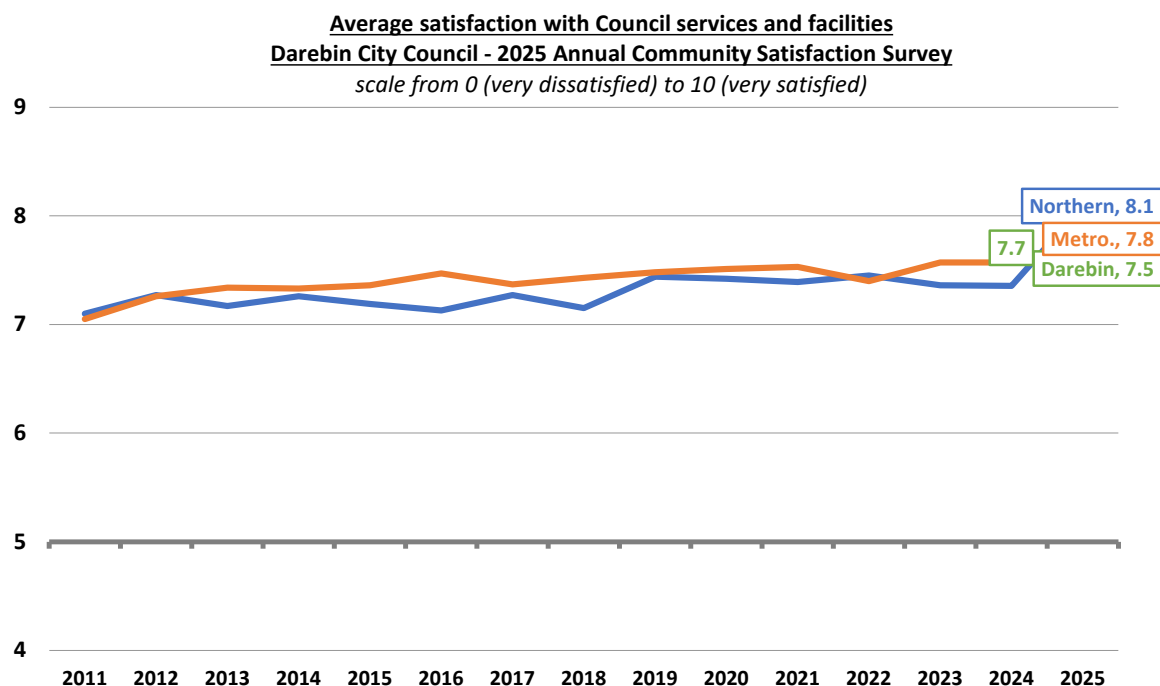
Respondents were asked to rate their personal level of satisfaction with each of the 36 services and facilities, including both those applicable to the whole community, and those with which their households had experienced in the past 12 months.

The average satisfaction with the 38 included Council services and facilities decreased somewhat this year, down two percent to 7.5 out of 10, which remains a “very good” level of satisfaction.

This average satisfaction with services and facilities was measurably (3%) lower than the metropolitan average, and measurably (6%) lower than the northern region councils’ average, as recorded in the 2025 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2025 using the same door-to-door, in-person methodology.

The relative stability of this average satisfaction with all services and facilities at a “very good” level indicates a stable and relatively strong level of satisfaction with Council’s service delivery in most areas.



Satisfaction with selected Council services and facilities
Darebin City Council - 2025 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

	Service/facility	Number	Lower	2025 Mean	Upper	2024	2023	2025 Metro.*
Higher than average	Regular garbage collection	993	8.5	8.6	8.7	8.7	8.1	8.5
	Local library services	499	8.4	8.5	8.6	8.6	8.3	8.4
	Regular recycling	991	8.4	8.5	8.5	8.7	n.a.	8.5
	Regular food and green waste collection	990	8.4	8.4	8.5	8.6	n.a.	8.5
	Services for children from birth to 5 years of age	93	7.8	8.1	8.4	8.2	n.a.	7.8
	Community and cultural activities, festivals, events	178	7.7	7.9	8.1	8.1	7.8	7.9
	Sports ovals / other outdoor sporting facilities	452	7.8	7.9	8.0	7.9	n.a.	8.2
	Recreation centres and / or aquatic centres	454	7.8	7.9	8.1	8.1	n.a.	7.9
Average satisfaction	Services for seniors	66	7.4	7.8	8.3	8.3	n.a.	7.8
	Council events and activities supporting LGBTIQ inclusivity	55	7.4	7.8	8.2	8.1	7.8	n.a.
	Provision and maintenance of playgrounds	374	7.6	7.8	7.9	7.8	n.a.	8.2
	Provision of public and performing arts centres, programs, and activities	98	7.5	7.8	8.0	8.1	n.a.	7.8
	Services for youth	47	7.3	7.7	8.1	7.9	n.a.	8.0
	Council's website	553	7.5	7.6	7.8	7.5	6.7	7.7
	Bike and shared paths	463	7.5	7.6	7.8	7.7	n.a.	7.8
	Provision and maintenance of parks / gardens	982	7.5	7.6	7.7	7.9	6.8	8.1
	Animal management	889	7.5	7.6	7.7	7.9	n.a.	7.8
	Council's performance providing information about and promoting cycling and walking in Darebin	152	7.3	7.5	7.8	7.6	n.a.	n.a.
	Enforcement of local laws	902	7.3	7.4	7.5	7.7	n.a.	7.9
	Council's activities promoting local eco. develop	841	7.2	7.3	7.4	7.5	n.a.	7.6
	Environmental events, programs, and activities	839	7.2	7.3	7.4	7.5	n.a.	7.7
	Street lighting	987	7.1	7.3	7.4	7.6	7.1	7.5
	Darebin newsletter <i>Darebin Community News</i>	840	7.1	7.2	7.4	7.6	n.a.	7.5
Lower than average	Drains maintenance and repairs	973	7.0	7.1	7.3	7.3	n.a.	7.6
	Street sweeping	977	7.0	7.1	7.3	7.3	n.a.	7.6
	Litter collection in public areas	984	7.0	7.1	7.2	7.5	6.8	7.6
	Maintenance / cleaning of strip shopping areas	978	7.0	7.1	7.2	7.4	7.0	7.7
	Maintenance and appearance of public areas	993	7.0	7.1	7.2	7.4	n.a.	7.6
	Local traffic management	977	7.0	7.1	7.2	7.4	n.a.	7.4
	Provision and maintenance of street trees	988	6.9	7.0	7.1	7.2	n.a.	7.6
	Maintenance and repair of sealed local roads	982	6.8	6.9	7.1	7.1	6.7	7.3
	Maintenance and repair of major arterial roads	979	6.8	6.9	7.0	n.a.	n.a.	7.0
	Parking enforcement	941	6.8	6.9	7.0	7.3	n.a.	7.5
	Management of illegally dumped rubbish	982	6.8	6.9	7.0	7.0	n.a.	7.5
	Footpath maintenance and repairs	991	6.7	6.8	7.0	6.9	6.3	7.5
	Public toilets	387	6.3	6.5	6.7	6.5	n.a.	6.8
	Average satisfaction of Council services		7.4	7.5	7.7	7.7	7.2	7.8

(*) 2025 metropolitan Melbourne average from Governing Melbourne



Satisfaction with services and facilities varied 21% from a high of 8.6 out of 10 or “excellent” for regular garbage collection, to a low of 6.5 or “good” for public toilets.

The left-hand side of the table identifies the services and facilities that received a measurably higher than average satisfaction score (i.e., measurably higher than the average of all 36 services and facilities), as well as those that received a measurably lower than average satisfaction score, as follows:

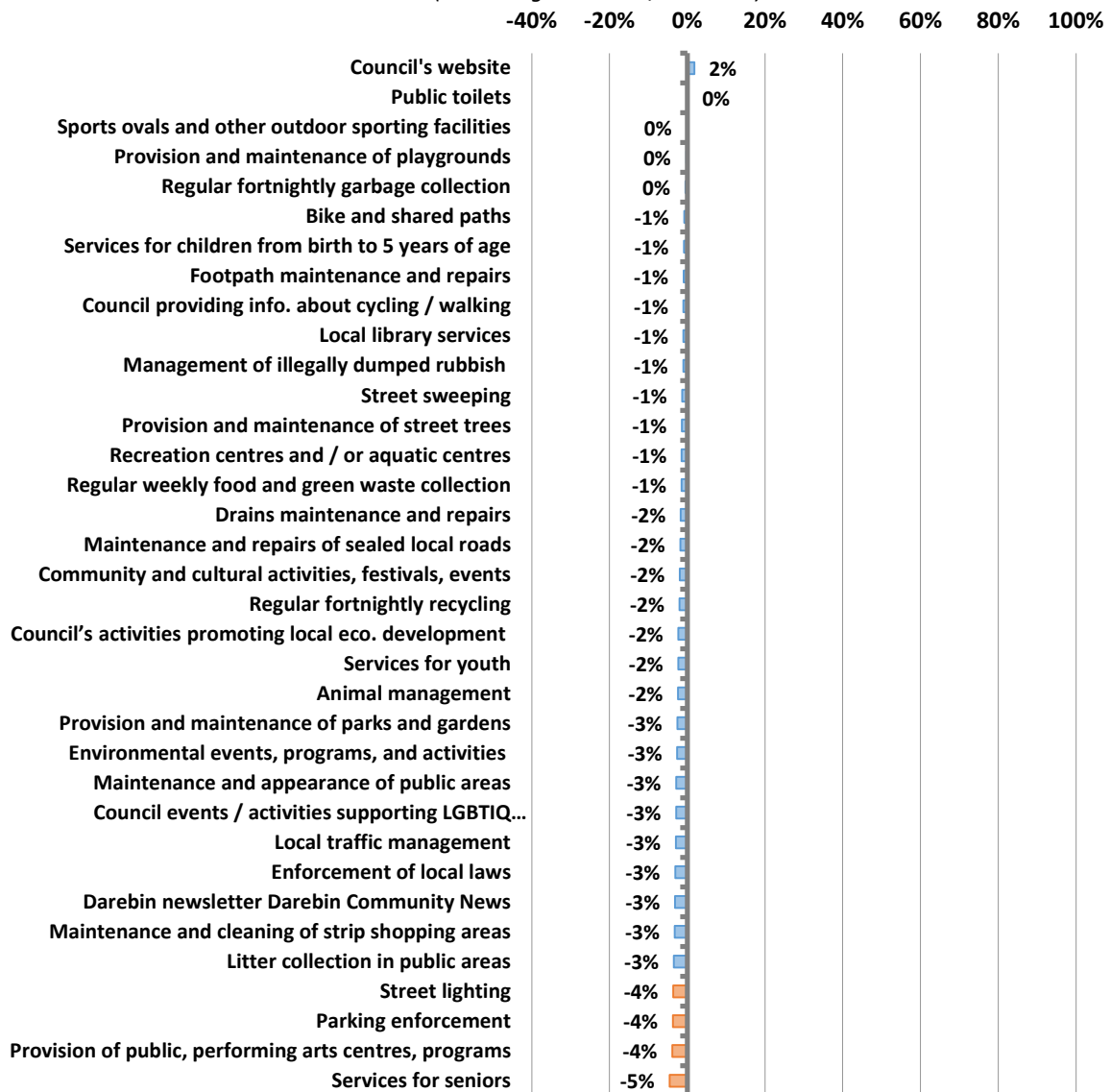
- ***Measurably HIGHER than average satisfaction*** - included regular garbage collection, local library services, regular recycling, regular food and green waste collection, services for children from birth to 5 years of age, community and cultural activities, festivals, and events, sports ovals and other outdoor sporting facilities, and recreation centres and / or aquatic centres.
- ***Measurably LOWER than average satisfaction*** – included public toilets, footpath maintenance and repairs, the management of illegally dumped rubbish, parking enforcement, the maintenance and repair of major arterial roads (managed by VicRoads), the maintenance and repair of sealed local roads, the provision and maintenance of street trees, local traffic management, the maintenance and appearance of public areas, the maintenance and cleaning of strip shopping areas, litter collection in public areas, street sweeping, and drains maintenance and repairs.

Change in satisfaction between 2024 and 2025

Of the 35 Council services and facilities which were included in the 2024 survey, satisfaction with only one increased this year, while satisfaction with four remained stable, and satisfaction with 30 declined at least marginally, with attention drawn to the following:

- ***Somewhat HIGHER satisfaction in 2025 than in 2024*** – included the Council website (up 2%).
- ***Notably to measurably LOWER satisfaction in 2025 than in 2024*** – included services for seniors (down 5%), the provision of public and performing arts centres, programs, and activities (down 4%), parking enforcement (down 4%), and street lighting (down 4%).

Percentage change in satisfaction 2024 to 2025
Darebin City Council - 2025 Annual Community Satisfaction Survey
 (Percentage increase / decrease)



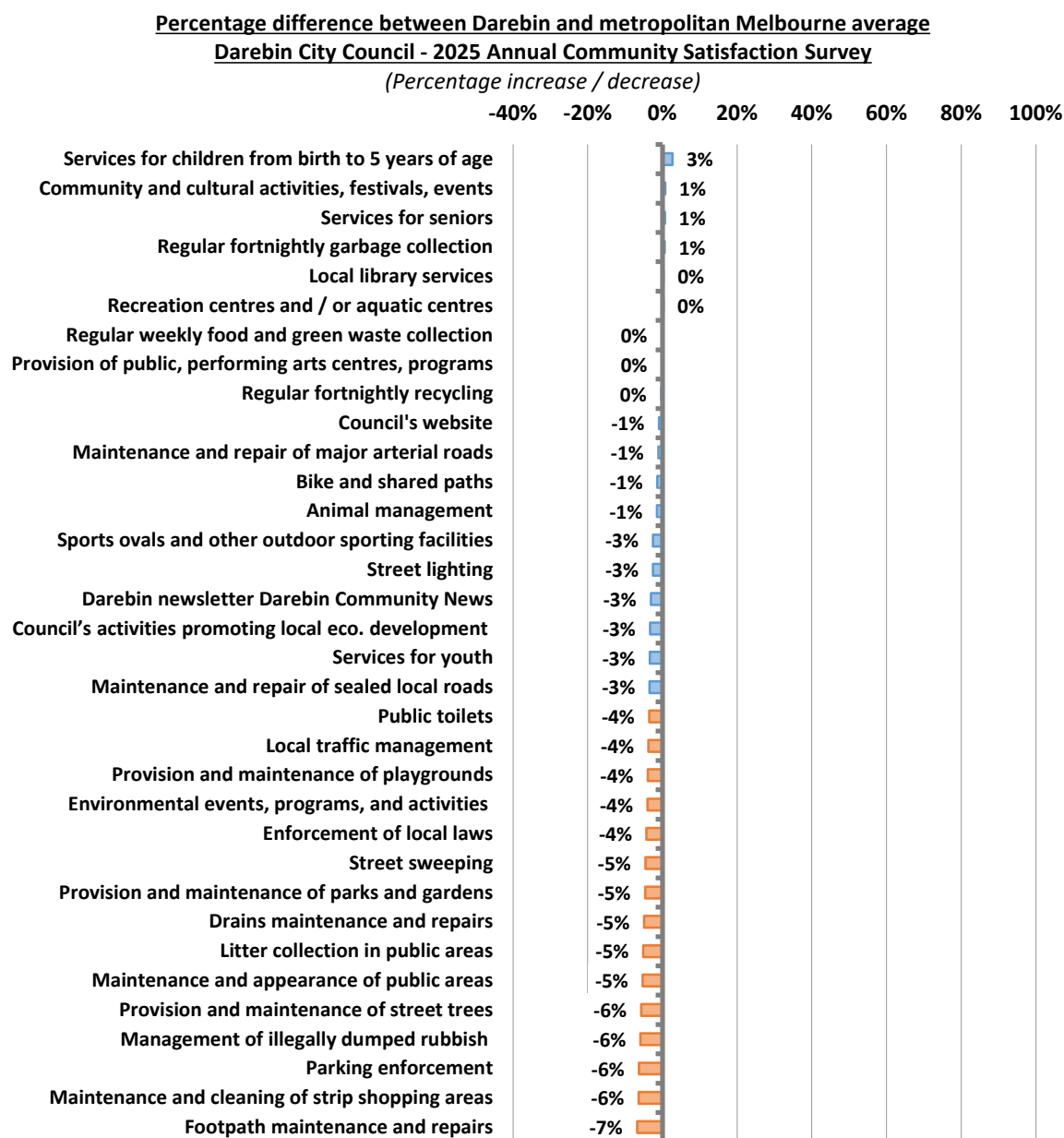
Comparison to the metropolitan Melbourne average

Of the 36 included Council services and facilities, 34 were included in a format that facilitated comparison to the metropolitan average, as recorded in *Governing Melbourne*.

Of these, four recorded at least a marginally higher satisfaction than the metropolitan average, five recorded identical satisfaction, and 25 recorded at least marginally lower satisfaction:

- **Notably lower satisfaction in Darebin** – included footpath maintenance and repairs (7% lower in Darebin), maintenance and cleaning of strip shopping areas (6%), parking enforcement (6%), the management of illegally dumped rubbish (6%), the provision and maintenance of street trees (6%), the maintenance and appearance of public areas (5%), litter collection in public areas (5%), drains maintenance and repairs (5%), the provision

and maintenance of parks and gardens (5%), street sweeping (5%), the enforcement of local laws (4%), environmental events, programs, and activities (4%), the provision and maintenance of playgrounds (4%), local traffic management (4%), and public toilets (4%).



Percentage satisfied / dissatisfied with services and facilities

The following table provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Consistent with the stable “very good” average satisfaction with services and facilities this year, more than half of the respondents providing a score were “very satisfied” with 20 of the 36 services and facilities.

It is noted, however, that there were three services and facilities for which more than 10% of respondents providing a satisfaction score were “dissatisfied”.

These included public toilets (14%), footpath maintenance and repairs (12%), and the management of illegally dumped rubbish (11%).

Satisfaction with selected Council services and facilities
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

<i>Service/facility</i>	<i>Dissatisfied</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied</i>	<i>Can't say</i>	<i>Total</i>
Regular garbage collection	1%	15%	84%	7	1,000
Local library services	1%	16%	83%	2	500
Regular food and green waste collection	1%	19%	80%	10	1,000
Regular recycling	1%	20%	79%	9	1,000
Services for children from birth to 5 years of age	1%	26%	73%	2	95
Community and cultural activities, festivals, events	2%	27%	72%	0	178
Recreation centres and / or aquatic centres	4%	26%	71%	4	458
Sports ovals / other outdoor sporting facilities	2%	28%	70%	2	454
Services for seniors	6%	28%	67%	2	68
Provision of public and performing arts centres, progr	2%	32%	66%	1	99
Provision and maintenance of playgrounds	2%	34%	64%	5	380
Council's website	3%	34%	64%	4	557
Provision and maintenance of parks and gardens	4%	37%	60%	18	1,000
Services for youth	2%	39%	60%	4	51
Council events and activities supporting LGBTIQ inclus	6%	35%	60%	4	59
Bike and shared paths	3%	38%	59%	5	468
Council's performance providing information about a	6%	36%	58%	1	153
Animal management	3%	40%	58%	111	1,000
Enforcement of local laws	3%	45%	52%	98	1,000
Street lighting	6%	44%	50%	13	1,000
Council's activities promoting local eco. develop.	4%	49%	48%	159	1,000
Drains maintenance and repairs	8%	44%	48%	27	1,000
Street sweeping	8%	45%	47%	23	1,000
Darebin newsletter Darebin Community News	5%	48%	47%	160	1,000
Litter collection in public areas	7%	47%	46%	16	1,000
Maintenance and appearance of public areas	7%	48%	45%	7	1,000
Maintenance and cleaning of strip shopping areas	7%	48%	45%	22	1,000
Provision and maintenance of street trees	9%	46%	45%	12	1,000
Management of illegally dumped rubbish	11%	45%	44%	18	1,000
Environmental events, programs, and activities	4%	52%	44%	161	1,000
Local traffic management	6%	50%	44%	23	1,000
Maintenance and repair of sealed local roads	8%	50%	42%	18	1,000
Footpath maintenance and repairs	12%	46%	42%	9	1,000
Parking enforcement	9%	50%	41%	59	1,000
Maintenance and repair of major arterial roads	7%	54%	39%	21	1,000
Public toilets	14%	55%	31%	2	389



Satisfaction by respondent profile:

The following table provides a comparison of satisfaction with all 36 services and facilities by respondent profile, including age structure, gender, and language spoken at home.

A more detailed discussion of these results is included in the individual services section of this report following, however, in general terms, the following pattern of satisfaction was observed:

- *Generally, MORE satisfied than average* – included young adults (aged 18 to 34 years).
- *Generally, LESS satisfied than average* – included middle-aged adults (aged 45 to 59 years), older adults (aged 60 to 74 years), and senior citizens (aged 75 years or older).

Average satisfaction with selected Council services and facilities
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

<i>Service/facility</i>	<i>Young adults</i>	<i>Adults</i>	<i>Middle-aged adults</i>	<i>Older adults</i>	<i>Senior citizens</i>	<i>Male</i>	<i>Female</i>	<i>English speaking</i>	<i>Multi-lingual</i>
Maintenance and repair of major arterial roads	7.4	6.8	6.6	6.8	6.7	6.9	7.0	7.0	6.9
Maintenance and repairs of sealed local roads	7.4	6.9	6.6	6.8	6.7	7.0	6.9	7.0	6.9
Drains maintenance and repairs	7.6	7.3	7.0	6.7	6.5	7.2	7.1	7.2	7.1
Footpath maintenance and repairs	7.4	7.0	6.5	6.2	6.5	6.9	6.7	6.8	6.8
Maintenance and appearance of public areas	7.4	7.0	6.9	6.8	6.9	7.1	7.1	7.2	7.0
Litter collection in public areas	7.4	7.2	6.9	7.0	7.0	7.2	7.1	7.1	7.1
Maintenance and cleaning of strip shopping areas	7.4	7.2	6.9	6.8	7.0	7.1	7.1	7.2	7.0
Management of illegally dumped rubbish	7.3	6.8	6.7	6.7	6.5	6.9	6.9	7.0	6.8
Provision and maintenance of street trees	7.7	7.1	6.7	6.4	6.4	7.0	7.0	7.1	6.8
Street lighting	7.4	7.1	7.2	7.1	7.3	7.3	7.2	7.3	7.1
Street sweeping	7.7	7.2	6.7	6.8	6.7	7.2	7.1	7.2	6.9
Regular garbage collection	8.7	8.5	8.6	8.7	8.5	8.6	8.6	8.6	8.6
Regular recycling	8.5	8.4	8.3	8.7	8.4	8.4	8.5	8.4	8.6
Regular food and green waste collection	8.5	8.4	8.4	8.6	8.4	8.4	8.4	8.4	8.5
Provision and maintenance of parks and gardens	7.8	7.5	7.5	7.7	7.6	7.6	7.6	7.6	7.7
Animal management	7.9	7.6	7.4	7.4	7.6	7.6	7.6	7.6	7.7
Local traffic management	7.5	6.9	6.7	6.9	6.9	7.0	7.1	7.1	7.1
Parking enforcement	7.2	7.0	6.6	6.8	6.7	6.8	7.0	6.9	6.9
Enforcement of local laws	7.6	7.4	7.2	7.4	7.4	7.4	7.5	7.4	7.5
Darebin newsletter Darebin Community News	7.4	7.3	7.0	7.1	7.2	7.1	7.3	7.2	7.3
Council's activities promoting local eco. develop.	7.5	7.3	7.1	7.2	7.2	7.3	7.4	7.3	7.4
Environmental events, programs, and activities	7.4	7.4	7.1	7.3	7.0	7.2	7.3	7.3	7.3
Local library services	8.4	8.4	8.4	8.6	8.5	8.4	8.5	8.5	8.4
Council's website	7.8	7.6	7.4	7.7	7.9	7.6	7.7	7.7	7.6
Public toilets	6.6	6.4	6.3	6.3	7.4	6.4	6.5	6.4	6.5
Sports ovals / other outdoor sporting facilities	8.2	7.8	7.6	8.1	7.8	7.8	8.0	7.9	8.0
Recreation centres and /or aquatic centres	8.2	7.5	7.8	7.7	8.3	7.8	8.0	7.9	7.9
Bike and shared paths	7.8	7.6	7.6	7.3	7.7	7.7	7.5	7.6	7.7
Provision and maintenance of playgrounds	8.1	7.5	7.5	7.7	8.1	7.7	7.9	7.8	7.8
Services for children from birth to 5 years of age	8.4	8.0	7.7	8.2	7.0	8.2	8.0	8.0	8.3
Services for youth	7.7	7.9	7.2	8.8	n.a.	7.6	7.8	7.6	7.9
Services for seniors	8.7	8.1	8.6	7.2	7.9	8.4	7.4	7.8	8.0
Provision of public and performing arts centres, programs, and activities	7.6	7.8	7.7	8.3	7.4	7.9	7.6	8.0	7.0
Community and cultural activities, festivals, events	8.0	8.2	7.7	8.4	7.5	7.8	8.0	7.9	8.1
Council events and activities supporting LGBTIQ inclusivity	7.5	7.7	8.6	7.7	7.0	8.4	7.4	7.8	7.9
Council's performance providing information about and promoting cycling and walking in Darebin	7.5	7.7	7.7	7.0	7.9	7.5	7.5	7.7	7.4
<i>Average satisfaction</i>	<i>7.7</i>	<i>7.5</i>	<i>7.3</i>	<i>7.4</i>	<i>7.4</i>	<i>7.5</i>	<i>7.5</i>	<i>7.5</i>	<i>7.5</i>
Total respondents	325	188	224	138	119	473	519	696	299

Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the 36 included Council services and facilities against the average satisfaction with each service.

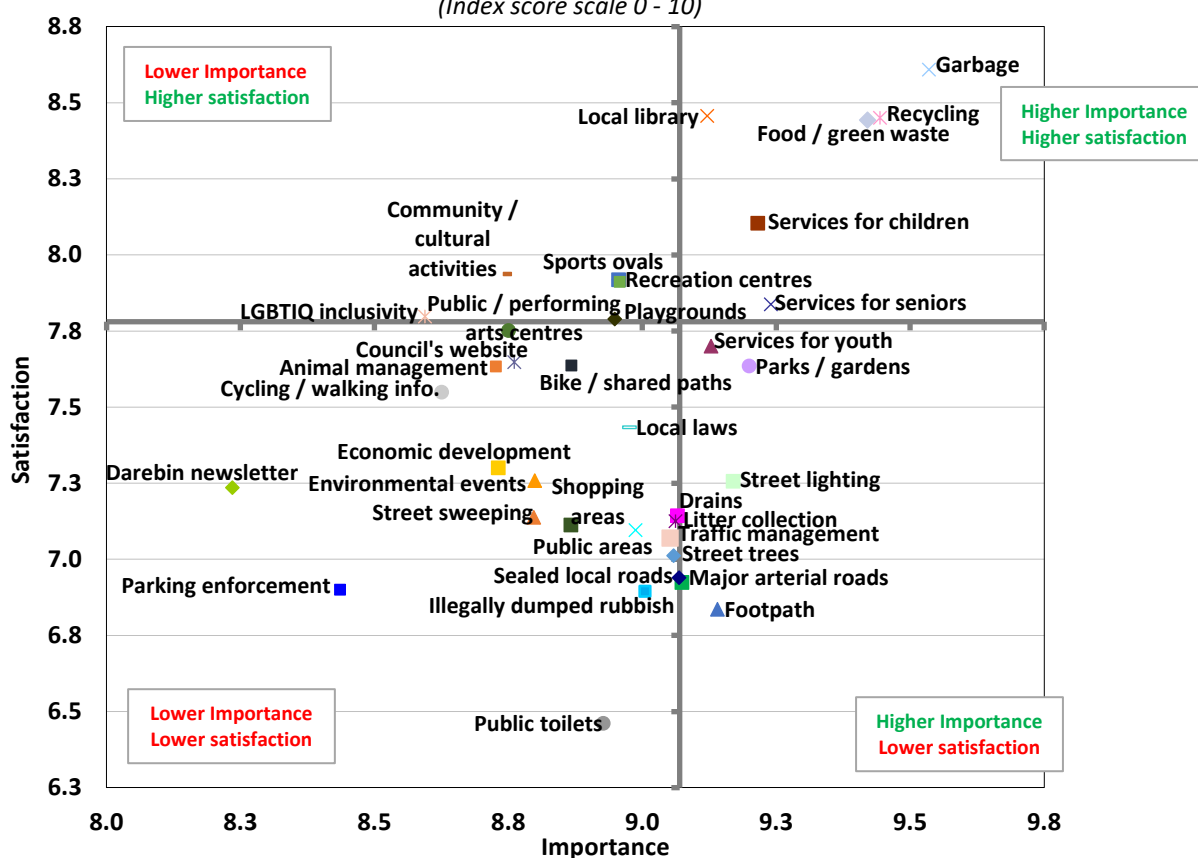
The grey crosshairs represent the metropolitan Melbourne average importance (9.4) and satisfaction (7.8) with Council services and facilities as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research.

Services and facilities located in the top right-hand quadrant were therefore more important than average and received higher-than-average satisfaction. Conversely services in the bottom right-hand quadrant were those of most concern as they were of higher-than-average importance but received lower than average satisfaction scores.

Some key points of interest in the graph include the following:

- ***Kerbside collection services*** – all three kerbside collection services continued to record measurably higher-than-average satisfaction scores, and all were of above average importance. This is a result that has been consistent across several other metropolitan municipalities over a number of years.
- ***Community services*** – the three core community services (services for children, youth, and seniors) continued to be of higher-than-average importance, with two recording higher-than-average satisfaction scores (services for children and seniors). Services for youth recorded somewhat lower-than-average satisfaction.
- ***Library services*** – satisfaction with library services recorded measurably higher than average satisfaction and was of higher-than-average importance.
- ***Arts, culture, and community events*** – these services, including community and cultural events, LGBTQIA+ inclusivity, and public and performing arts, were all of lower-than-average importance, but all recorded higher-than-average satisfaction scores.
- ***Communication services*** – both the website and the newsletter *Darebin Community News* were of lower-than-average importance, and both recorded satisfaction scores which were lower than average.
- ***Transport and infrastructure related services*** – transport and infrastructure related services and facilities (including major and local sealed roads, traffic management, footpaths, drains, and lighting) were of higher-than-average importance, but received lower than average satisfaction scores, placing them in the quadrant of most concern.
- ***Services and facilities of most concern*** – the services and facilities of most concern in 2025 included public toilets, footpath maintenance and repairs, the management of illegally dumped rubbish, parking enforcement, the maintenance and repair of sealed local roads, the maintenance and repair of major arterial roads and highways managed by VicRoads, the provision and maintenance of street trees, local traffic management, the maintenance and appearance of public areas, the maintenance and cleaning of strip shopping areas, litter collection in public areas, street sweeping, and drains maintenance and repairs. All these received measurably lower than average satisfaction.

Importance of and satisfaction with Council services
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Index score scale 0 - 10)



Satisfaction by broad service areas

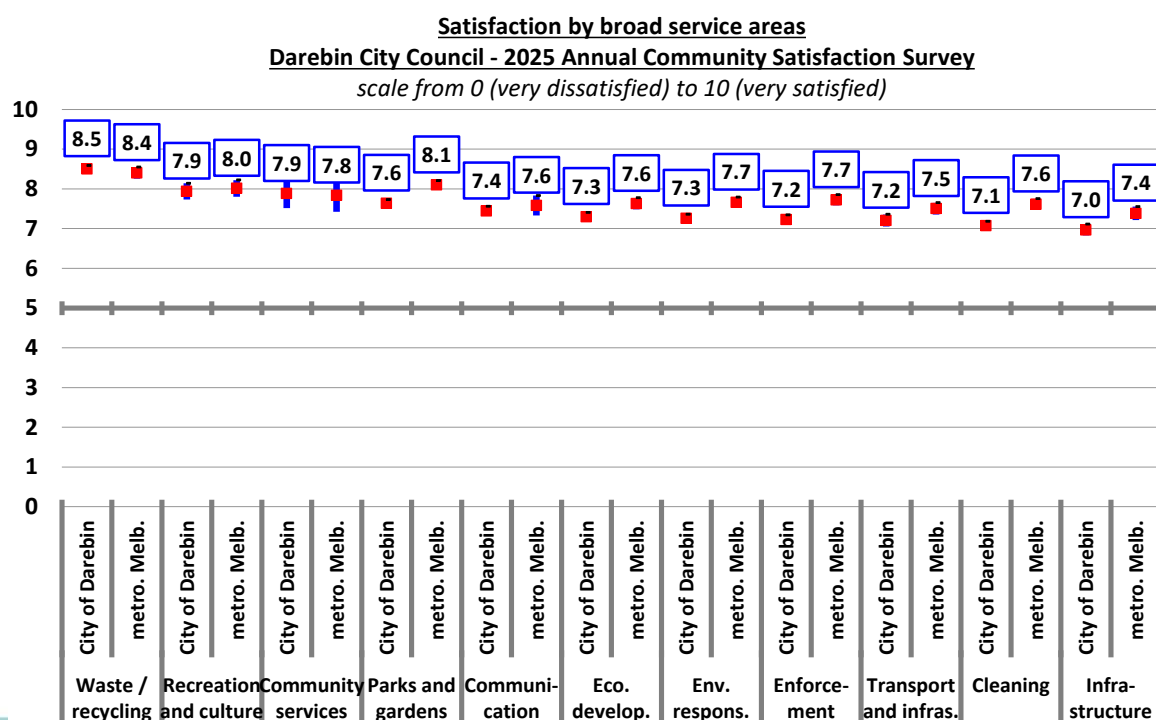
The 36 included services and facilities have been broken down into 11 broad service areas. The breakdown of services and facilities into these 11 broad service areas is as follows:

- **Infrastructure** – includes drains maintenance and repairs, provision and maintenance of street trees, street lighting, and public toilets.
- **Waste and recycling services** – include regular garbage collection, regular recycling, and regular food and green waste collection.
- **Recreation and culture** – include local library services, sports ovals and other outdoor sporting facilities, recreation centres and / or aquatic centres, provision and maintenance of playgrounds, provision of public and performing arts centres, programs and activities, community and cultural activities, festivals, events, and Council events and activities supporting LGBTIQ inclusivity.
- **Community services** – includes services for children from birth to 5 years of age, services for youth, and services for seniors.
- **Enforcement** – includes animal management, parking enforcement, and enforcement of local laws.

- **Communication** – includes Darebin newsletter *Darebin Community News*, and Council’s website.
- **Cleaning** – includes maintenance and appearance of public areas, litter collection in public areas, maintenance and cleaning of strip shopping areas, management of illegally dumped rubbish, and street sweeping.
- **Transport infrastructure** – includes maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, bike and shared paths, and Council’s performance providing information about and promoting cycling and walking in Darebin.
- **Parks and gardens** – include provision and maintenance of parks and gardens.
- **Economic development** – includes Council’s activities promoting local economic development.
- **Environmental sustainability** – includes environmental events, programs, and activities.

The following graph provides a comparison of the average satisfaction with these broad service areas against the metropolitan Melbourne average, as recorded in the 2025 *Governing Melbourne* research. Metropolis Research notes the following:

- **Marginally HIGHER satisfaction in the City of Darebin** – included waste and recycling (1% higher in Darebin), and community services (1% higher).
- **Marginally to Measurably LOWER satisfaction in the City of Darebin** – included cleaning (5% and measurably lower in Darebin), enforcement (5% and measurably lower), parks and gardens (5% and measurably lower), meeting environmental responsibilities (4% and measurably lower), infrastructure (4% and measurably lower), transport (3% and measurably lower), economic development (3% and measurably lower), communication (2% lower), and recreation and culture (1% lower).

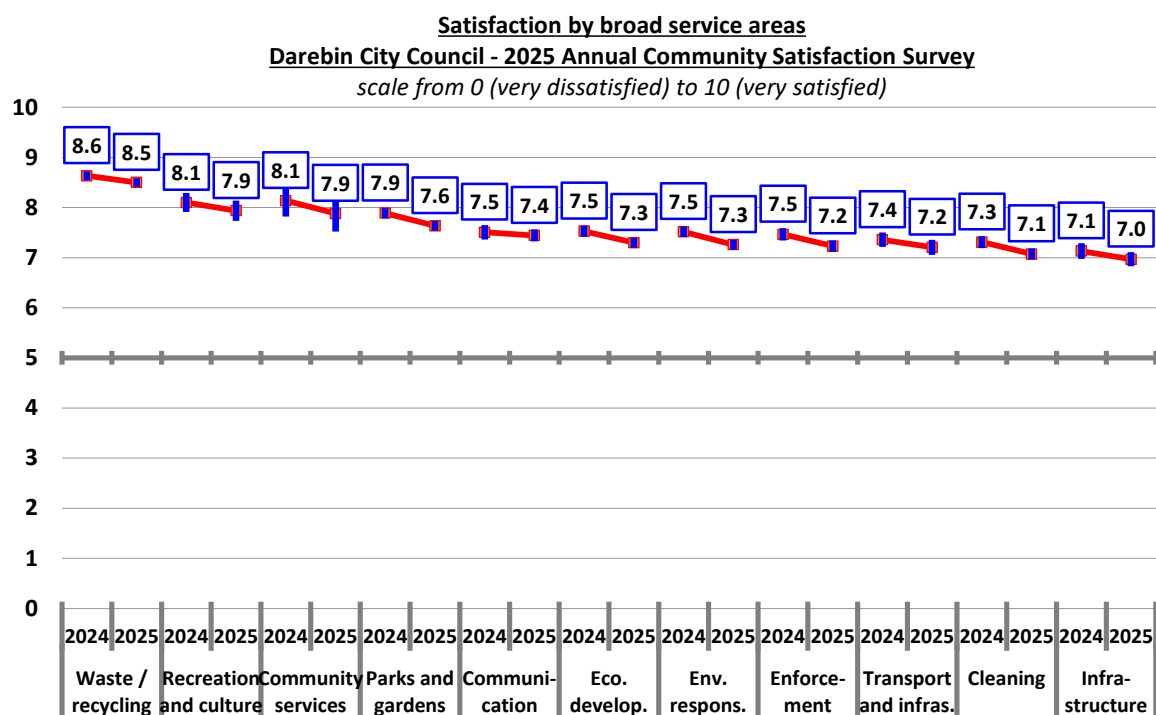


None of the 11 broad service areas recorded an increase in satisfaction this year, with all 11 recording decreases in satisfaction in 2025.

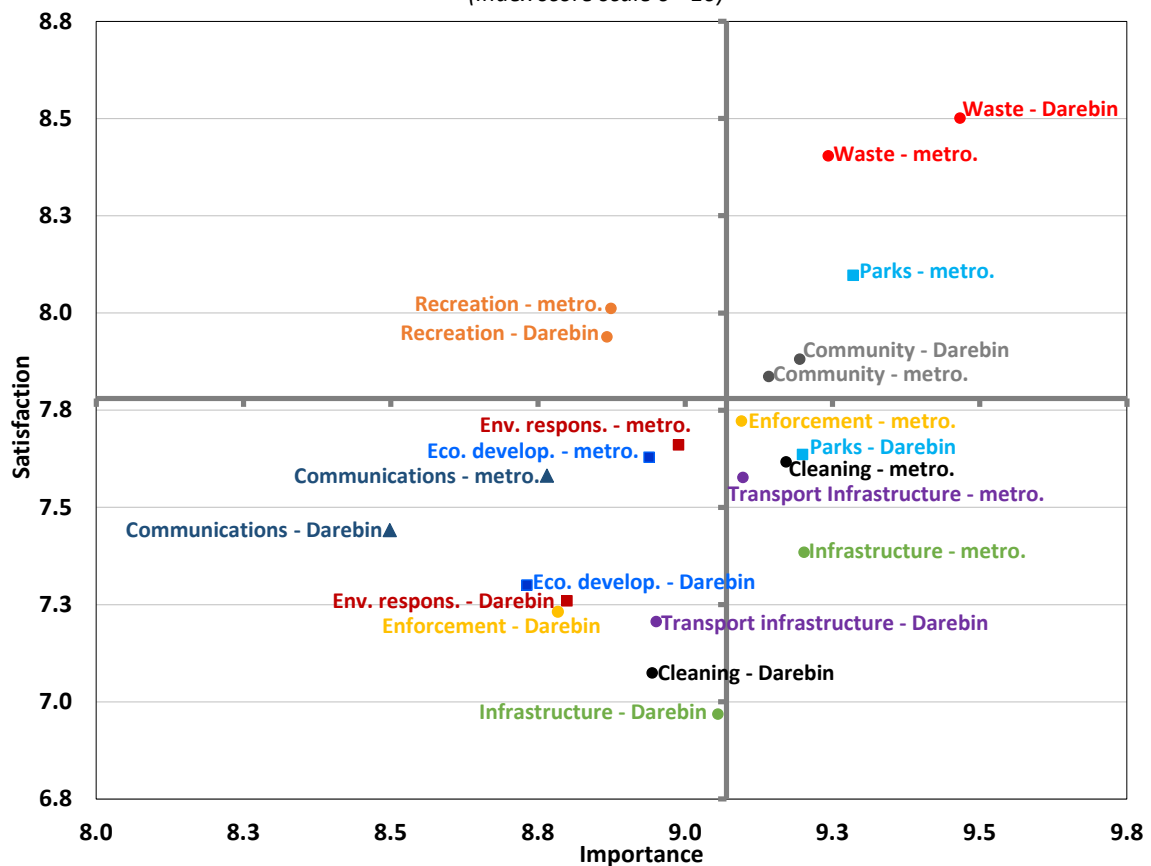
The declines in satisfaction with parks and gardens (down 3%), enforcement (down 3%), cleaning (down 2%), meeting environmental responsibilities (down 2%), economic development (down 2%) were all statistically significant.

Satisfaction with the broad service areas can best be summarised as follows:

- **Excellent** – for waste and recycling, recreation and culture, community services, and parks and gardens.
- **Very Good** – for communication, economic development, and meeting environmental responsibilities.
- **Good** – for enforcement (down from “very good”), transport (down from “very good”), cleaning (down from “very good”), and infrastructure.



Importance of and satisfaction with Council services
Darebin City Council - 2025 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



Facilities, Infrastructure, and Maintenance

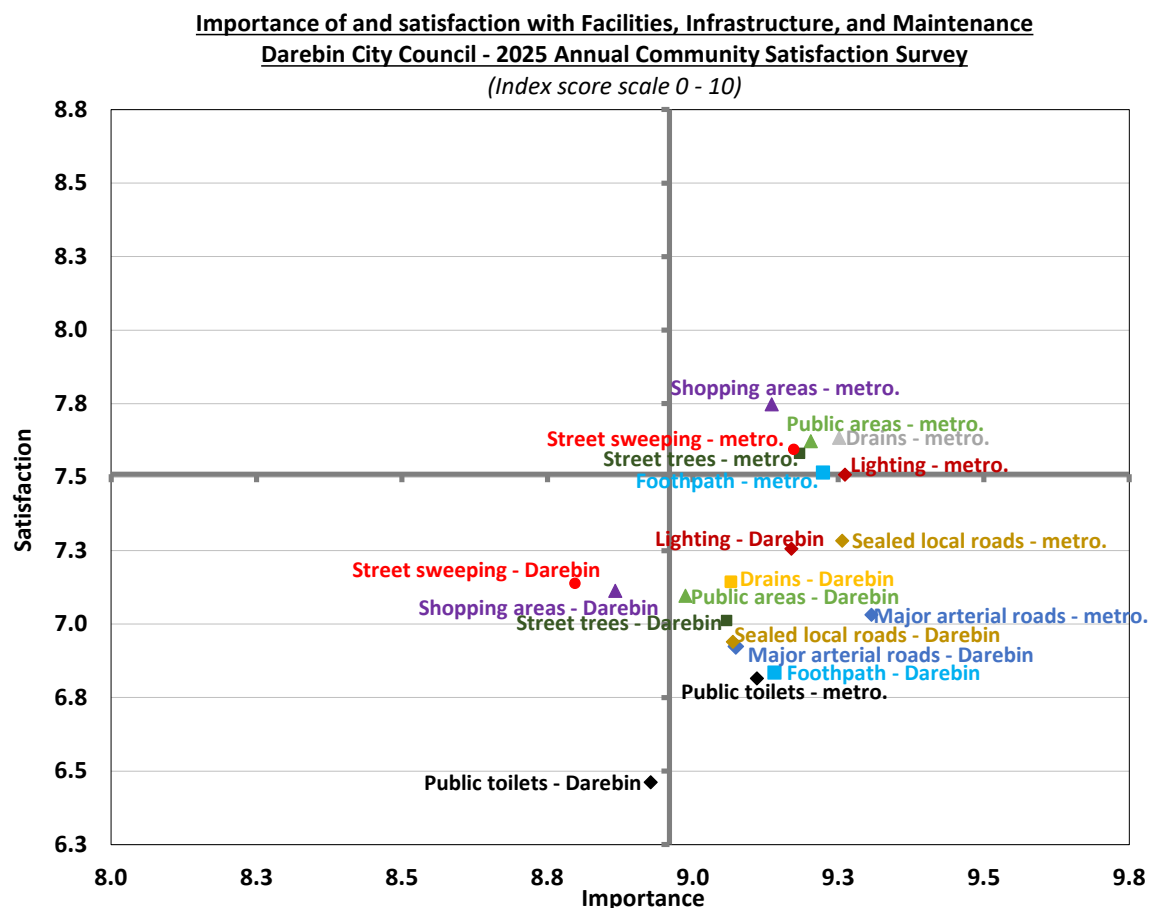
Ten services and facilities related to Facilities, Infrastructure, and Maintenance were included in the survey this year, those being the maintenance and repair of major arterial roads and highways (managed by VicRoads), the maintenance and repair of sealed local roads, drains maintenance and repairs, footpath maintenance and repairs, the maintenance and appearance of public areas, the maintenance and cleaning of strip shopping areas, the provision and maintenance of street trees, street lighting, street sweeping, and public toilets.

The graph displays the average importance of each of these facilities as well as the average satisfaction.

None of these ten services and facilities recorded a satisfaction score, which was higher than the average of all 36 services and facilities, or higher than the metropolitan average.

A number fell into the quadrant of most concern, being also of higher-than-average importance.

While street sweeping, the maintenance and cleaning of strip shopping areas, and public toilets were less important than the average, they also recorded satisfaction scores which were lower than the average.



Maintenance and repairs of major arterial roads and highways

The maintenance and repair of major arterial roads and highways managed by VicRoads was the 11th most important of the 36 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with the maintenance and repair of major arterial roads and highways managed by VicRoads was 6.9 out of 10 this year, which was a “good” level of satisfaction. This was the first year these services were included in the survey program.

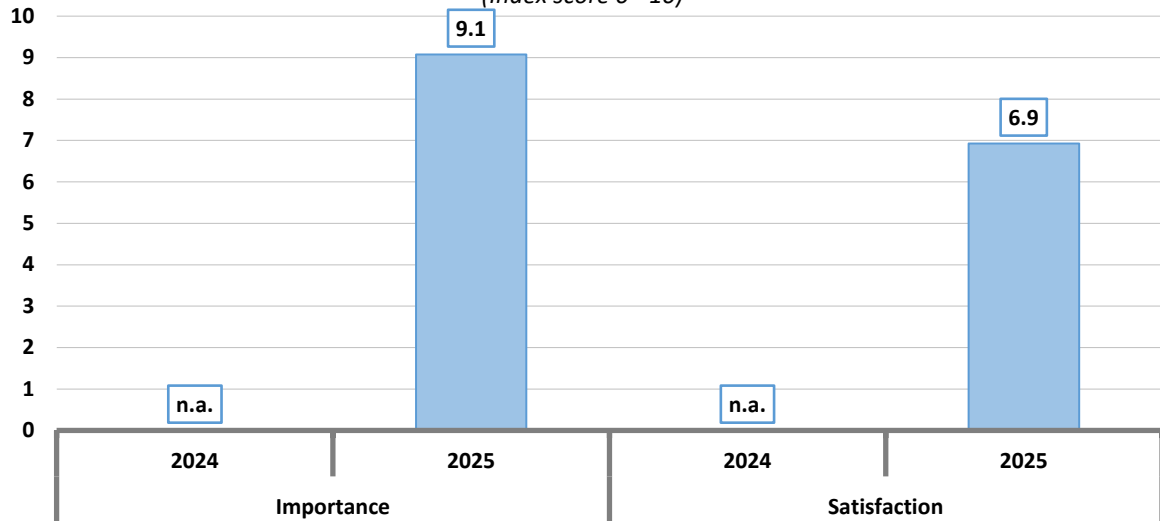
This ranks the maintenance and repair of major arterial roads and highways managed by VicRoads 32nd in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 36 (7.5).

This result comprised 39% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 979 of the 1,000 respondents who provided a satisfaction score this year.

Importance of and satisfaction with maintenance and repairs of major arterial roads and highways

Darebin City Council - 2025 Annual Community Satisfaction Survey

(Index score 0 - 10)



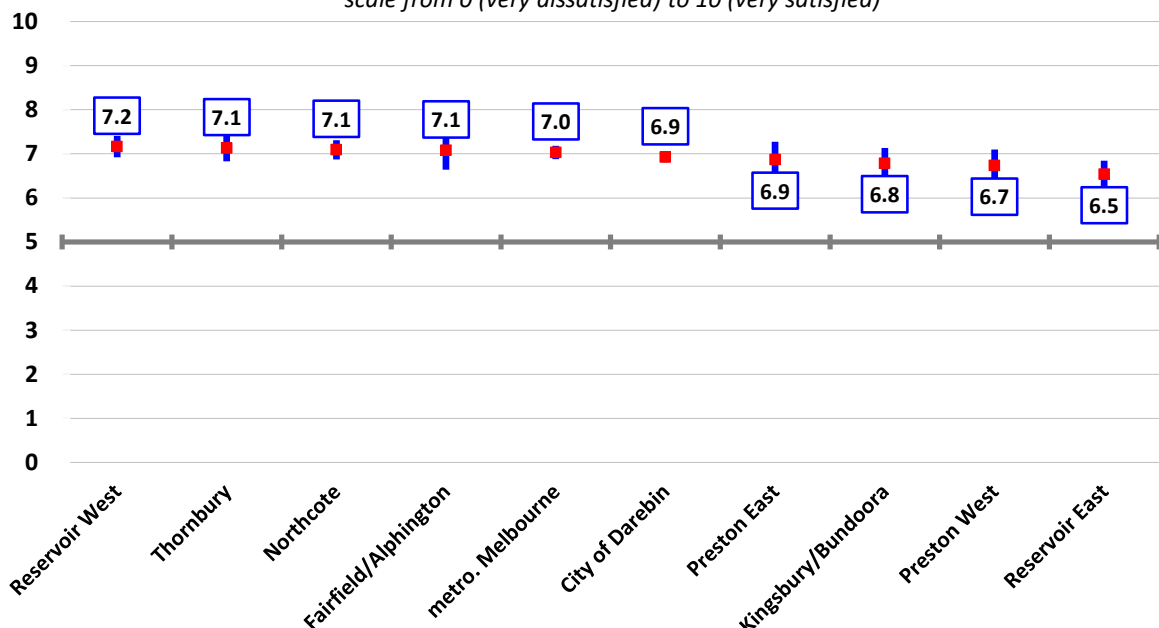
There was some variation in satisfaction with major roads observed by respondent profile, with adults, middle-aged adults, older adults, and senior citizens (aged 35 years or older) notably less satisfied than average.

By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with the “maintenance and repairs of major arterial roads and highways (managed by VicRoads)” of 7.0 out of 10, as recorded in the 2025 *Governing Melbourne*.

There was some measurable variation in satisfaction with major arterial roads managed by VicRoads observed across the municipality, with respondents from Reservoir East measurably (4%) less satisfied than the municipal average.

Maintenance and repair of major arterial roads by precinct
Darebin City Council - 2025 Annual Community Satisfaction Survey

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



The following table outlines the 30 comments, and 42 roads of concern received in relation to major arterial roads and highways managed by VicRoads.

Reasons for dissatisfaction with maintenance and repair of major arterial roads and highways

Darebin City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Potholes	7
All the roads are filthy and rotten	2
Bumpy roads	2
Generally, all roads' needs maintenance	2
A lot of terrible roads near middle park	1
After the rain there is lot of water on the road to the station	1
Because I cycle, high traffic is dangerous	1
Because I cycle, the potholes are dangerous	1
Footpaths are bad everywhere	1
Gum trees on the footpaths rip out the concrete	1
Humps in all roads	1
It is a very busy road	1
Most freeways and highways are badly maintained	1
My car is broken because of the roads	1
Potholes damages cars	1
Roads are broken	1
Roads are not clean	1
Roads are usually damaged around Melbourne	1
Roads should be properly maintained, as many in the area have potholes and rough patches	1
Time taken to do the work	1
Useless roads	1
Total	30

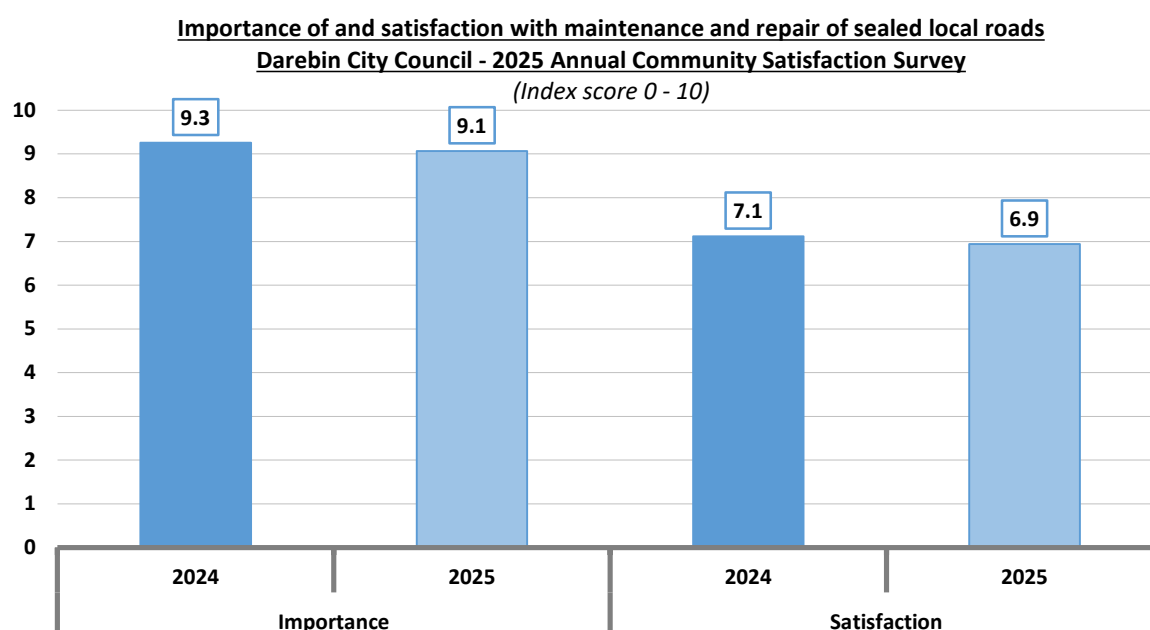
Specific locations identified by respondents

High St	3
High St is lumpy due to potholes	3
Bell St	2
Wood St	2
Albert St	1
Albert St is bad and always has repairments going on	1
Albion St	1
Alexandra Pde is quite uneven	1
Ambon St is dirty and filthy	1
Bell St some of its streetscape is dirty and not good to eyes	1
Blocked drain on Station St	1
Boldrewood Pde traffic	1
Brunswick Rd	1
Chandler Hwy has too many potholes	1
Darebin Rd	1
Hickford St has potholes	1

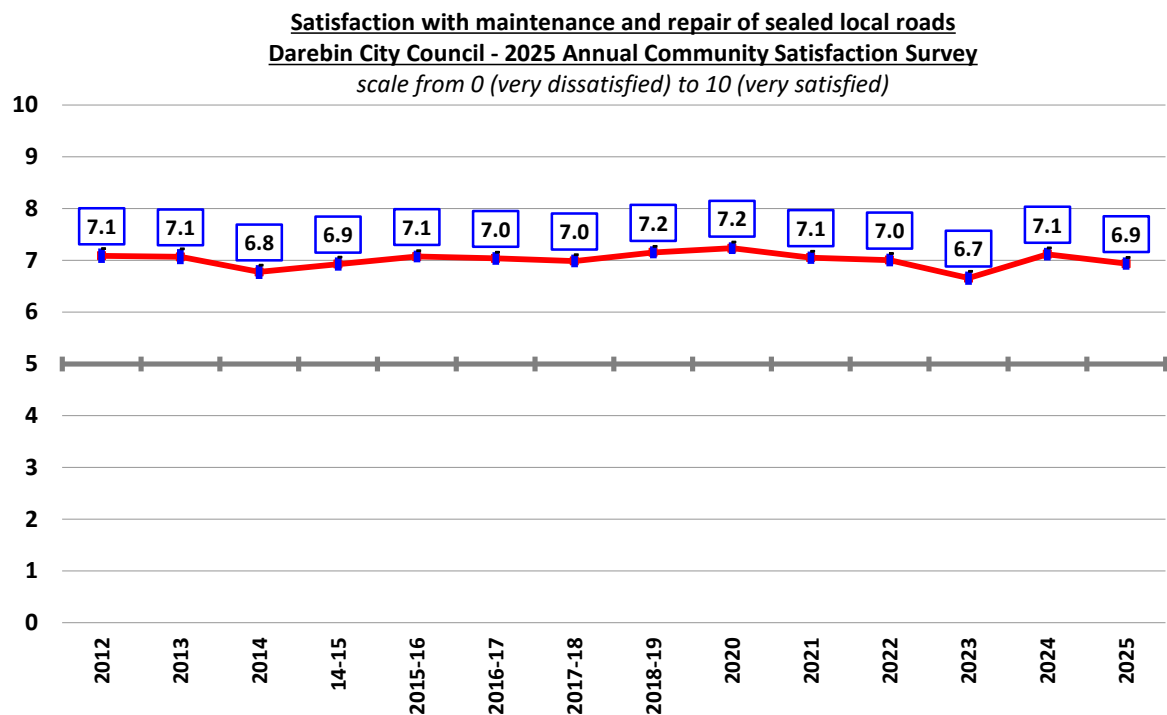
High St can be improved in terms of everything	1
High St drainage	1
High St is bad in some areas	1
Kingsbury Dr	1
Lane Cres	1
Lots of potholes on Station St	1
Murray Rd	1
Not enough warning for cars, so they cut across the bike lanes on Heidelberg Rd	1
Plenty Rd	1
Quite a few potholes around Bell St	1
Radford Rd has potholes	1
Radford Rd has too many humps for speeding	1
Roads around Plenty Rd need maintenance	1
Spring St has re-surfaced which blocks the traffic on Bell St	1
St Georges Rd needs repair	1
St Georges Rd re-instatement after civil works is poor	1
There are delays on the exit of Cuthbert Rd	1
Westgarth St	1
Westgarth St bike lanes are very uneven	1
Westgarth St drainage	1
Total	42
Total responses	72

Maintenance and repairs of sealed local roads

The maintenance and repair of sealed local roads was the 12th most important of the 36 included services and facilities, with an average importance of 9.1 out of 10.



Satisfaction with the maintenance and repair of sealed local roads decreased somewhat this year, down two percent to 6.9 out of 10, which remains a “good” level of satisfaction.



This ranks the maintenance and repair of sealed local roads 31st in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 36 (7.5).

This result remains broadly consistent with the long-term average since 2009 of 7.0 out of 10, or “good”.

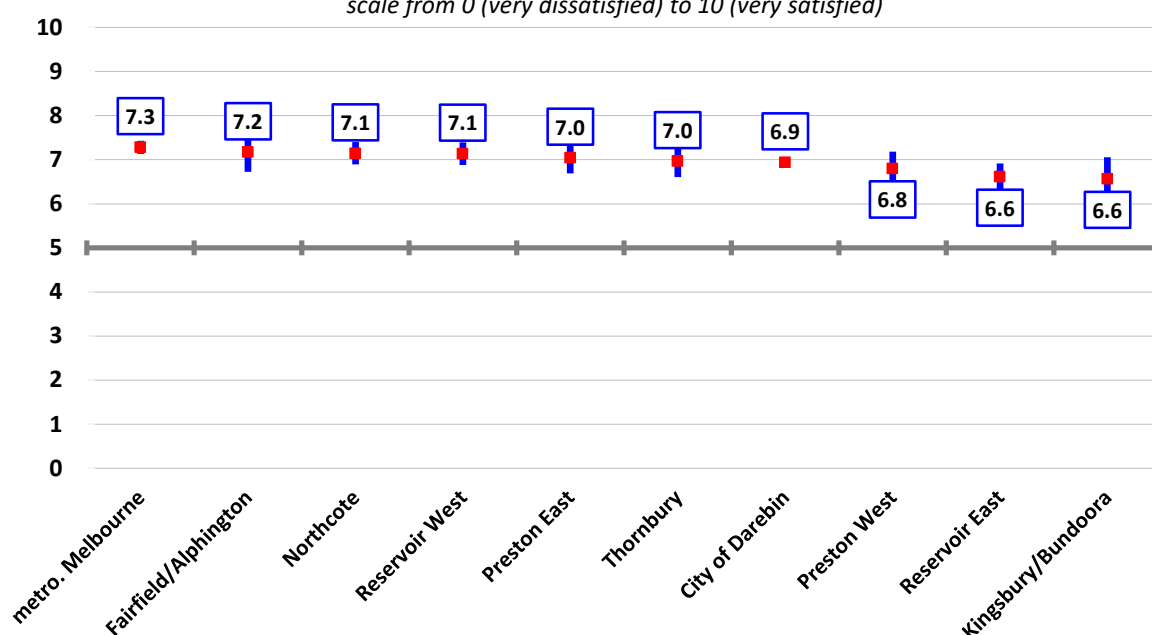
This result comprised 42% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 982 of the 1,000 respondents who provided a satisfaction score this year.

There was some variation in satisfaction with local roads observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and middle-aged adults and senior citizens (aged 45 to 59 years and 75 years or older) notably less satisfied.

By way of comparison, this result was measurably (4%) lower than the metropolitan average satisfaction with the “maintenance and repairs of sealed local roads” of 7.3 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with local roads observed across the municipality, with respondents from all precincts rating satisfaction at “good” levels.

Maintenance and repair of sealed local roads by precinct
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table outlines the 37 comments, and 47 roads of concern received in relation to sealed local roads managed by Council.

It is noted that, even with the introduction of the stand-alone question on major arterial roads and highways, some of the roads of concern listed here were VicRoads managed roads.

This reinforces the view that the community has limited understanding of the split between Council and VicRoads managed roads, and that some of the concern around sealed local roads in the City of Darebin related to major arterial roads and highways.

Reasons for dissatisfaction with maintenance and repair of sealed local roads
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
All roads have potholes	10
All roads have cracks / bumps	3
Not fixed often	3
Road's need upgrading / repairs	2
There is none and what they have done has been very poor	2
Footpaths have great big leaps where anyone can trip and break their wrists	1
Hard to get in and out of streets with cars parked around the streets	1
I ride a bike, and the potholes make it really dangerous	1
Leaves on the roads therefore we need to get a truck down here once a week minimum	1
Local gutters are not maintained properly	1

Local roads are too narrow which in rush hours causes traffic congestion	1
Nature strips are not maintained properly	1
Roads should be maintained properly because there are potholes and patches in many roads in the area	1
Some tram tracks seem to be a little mismatched and could be dangerous	1
Street trees raise the footpaths	1
They are always dirty, and I never see them sweeping	1
They are flooded	1
They do the maintenance in bits and pieces	1
They have not fixed the footpaths as well	1
Too many cars parked on the street	1
Trees are not pruned properly	1
Tripping hazards in a lot of roads and footpaths of this area	1
Total	37

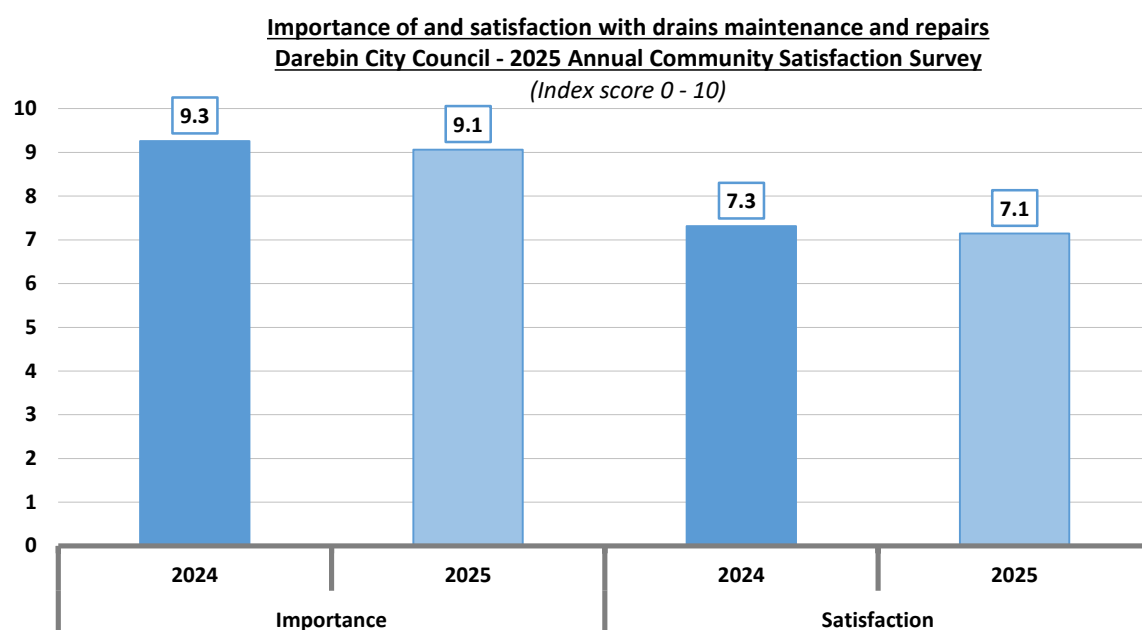
Specific locations identified by respondents

Elizabeth St	4
Borrie St	2
Gilbert Rd is bad	2
Hickford St	2
McMahon Rd has potholes	2
Spring St	2
A lot of potholes near Gilbert Rd	1
A lot of potholes near St Georges Rd	1
Bastings St	1
Bell St	1
Boyd St is uneven	1
Bridge St is not good for parking	1
Bridge St streetscaping is done very poorly and can be improved	1
Bruce St is bad as there is a lot of hooning on that road	1
Candy St needs cleanup	1
Corner between Yarana Rd and Parklands Ave has no signs therefore is dangerous	1
Gooch St	1
Goulburn St has got signs of fall over	1
Goulburn St has potholes	1
High St has so many accidents	1
High St is terrible as it does not have many trees and plants	1
Intersection between Spring St and Murray Rd is very congested yet they continue to get more buildings without any proper plan	1
Kingsbury Dr has deep pit over the bridge	1
McMahon Rd and its surrounding	1
Mt Cooper Dr	1
Nicholson St	1
Oakover Rd is uneven	1
Parts of High St some connecting corridors	1
Peel St	1
People use the Kathleen Ct as shortcut, so speed bumps are required	1
Plenty Rd is not safe	1
Radford Rd - potholes, too many humps for speeding	1

Railway PI E is terrible as water stays collected there during storms	1
Separation St get a lot of floods	1
Separation St is uneven due to potholes	1
Spencer St	1
The roads over Dunne St need maintenance	1
We need speed bumps in Keats Ave to control speeding and keep it safe	1
When there was construction for apartments near High St, the trucks destroyed the nature strips, and the Council did not do anything about it	1
Total	47
Total responses	84

Drains maintenance and repairs

Drains maintenance and repairs was the 13th most important of the 36 included services and facilities, with an average importance of 9.1 out of 10.



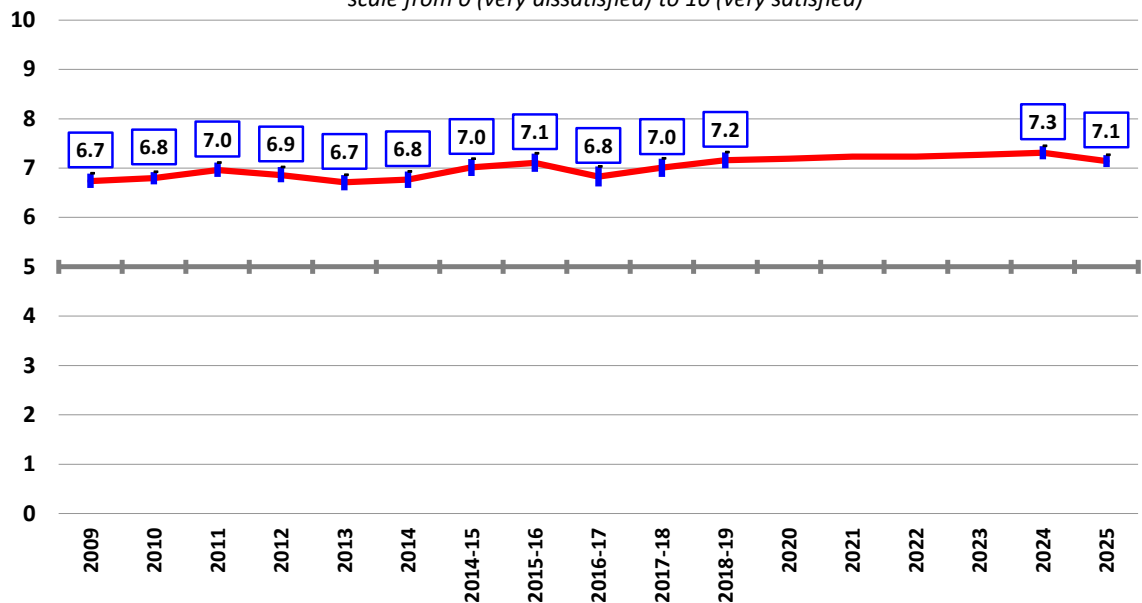
Satisfaction with drains maintenance and repairs decreased somewhat this year, down two percent to 7.1 out of 10, which was a “good”, down from a “very good” level of satisfaction.

This result remains broadly consistent with the long-term average satisfaction since 2009 of 7.0 out of 10, or “good”.

This result ranks drains maintenance and repairs 24th in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 36 (7.5).

This result comprised 48% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 973 of the 1,000 respondents who provided a satisfaction score this year.

Satisfaction with drains maintenance and repairs
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

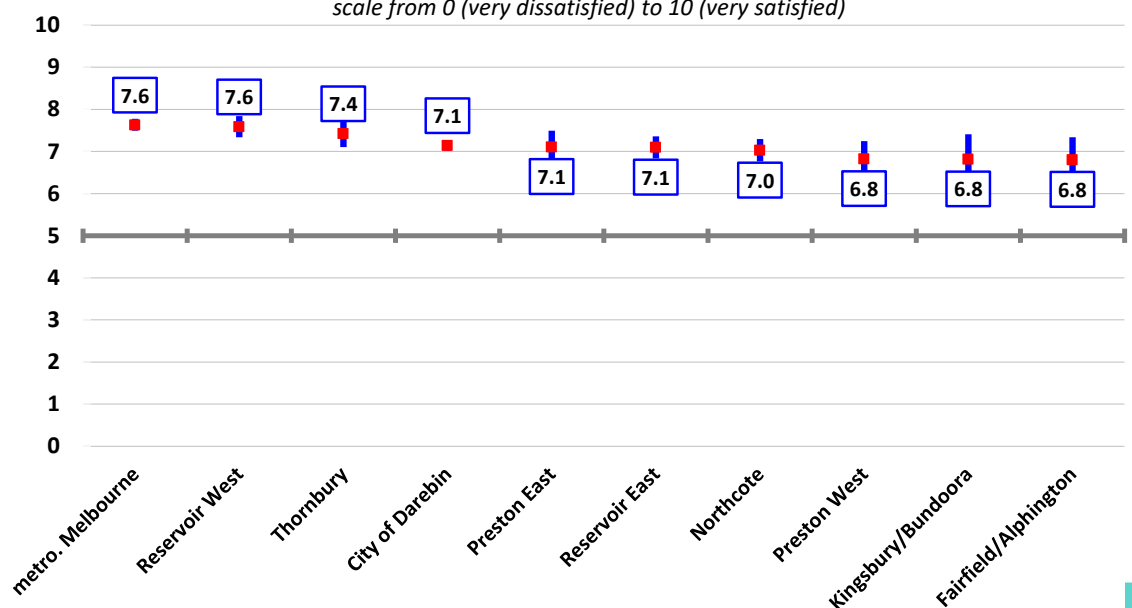


There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more, and older adults and senior citizens (aged 60 years or older) notably less satisfied than average.

By way of comparison, this result was measurably (5%) lower than the metropolitan average satisfaction with “drains maintenance and repairs” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.

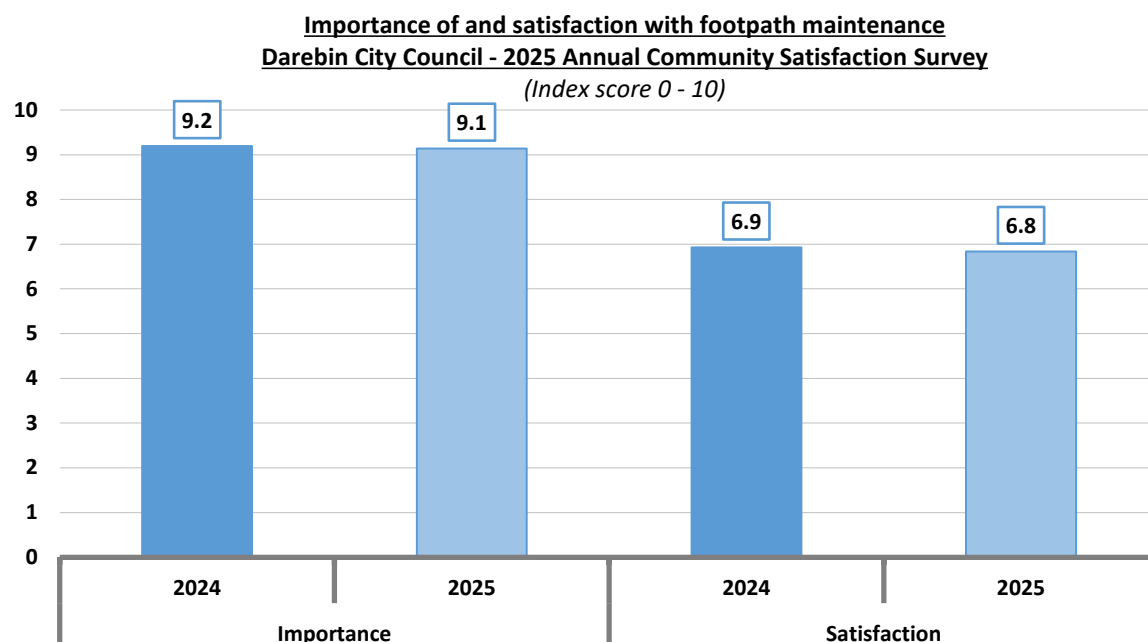
There was some measurable variation in satisfaction with drains maintenance observed across the municipality, with respondents from Reservoir West measurably (5%) more satisfied than the municipal average.

Drains maintenance and repairs by precinct
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



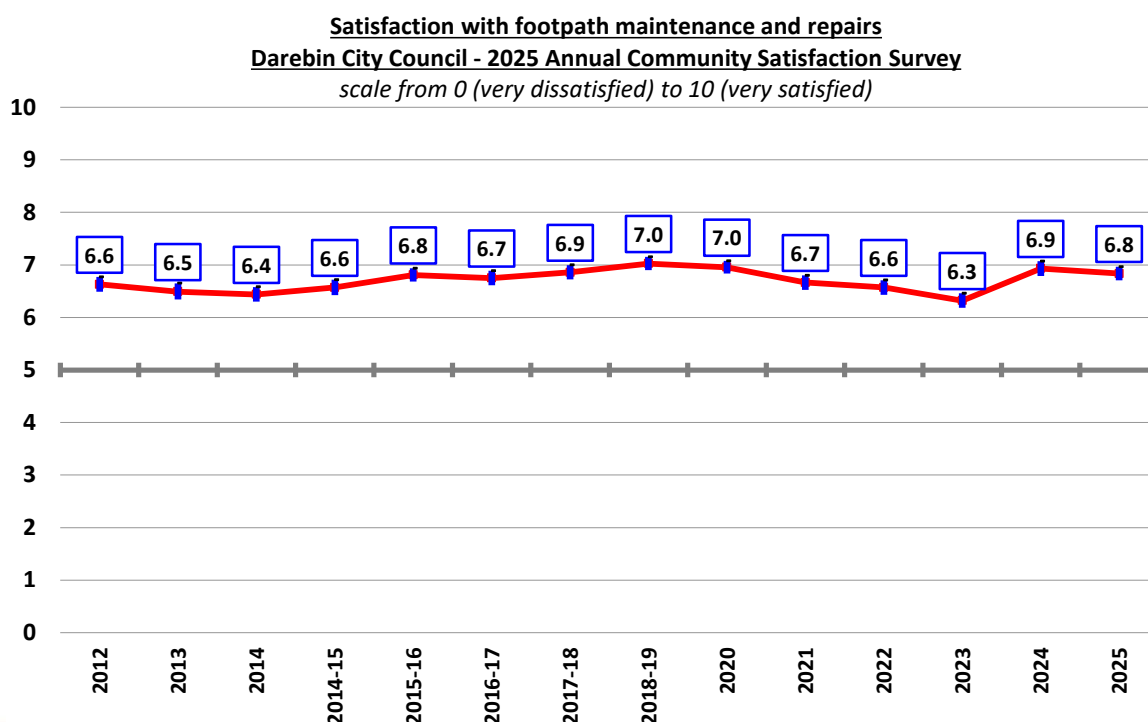
Footpath maintenance and repairs

Footpath maintenance and repairs was the 8th most important of the 36 included services and facilities, with an average importance of 9.1 out of 10.



Satisfaction with footpath maintenance and repairs remained essentially stable this year, down one percent to 6.8 out of 10, which remains a “good” level of satisfaction.

This result was broadly consistent with the long-term average satisfaction since 2009 of 6.7 out of 10, or “good”.



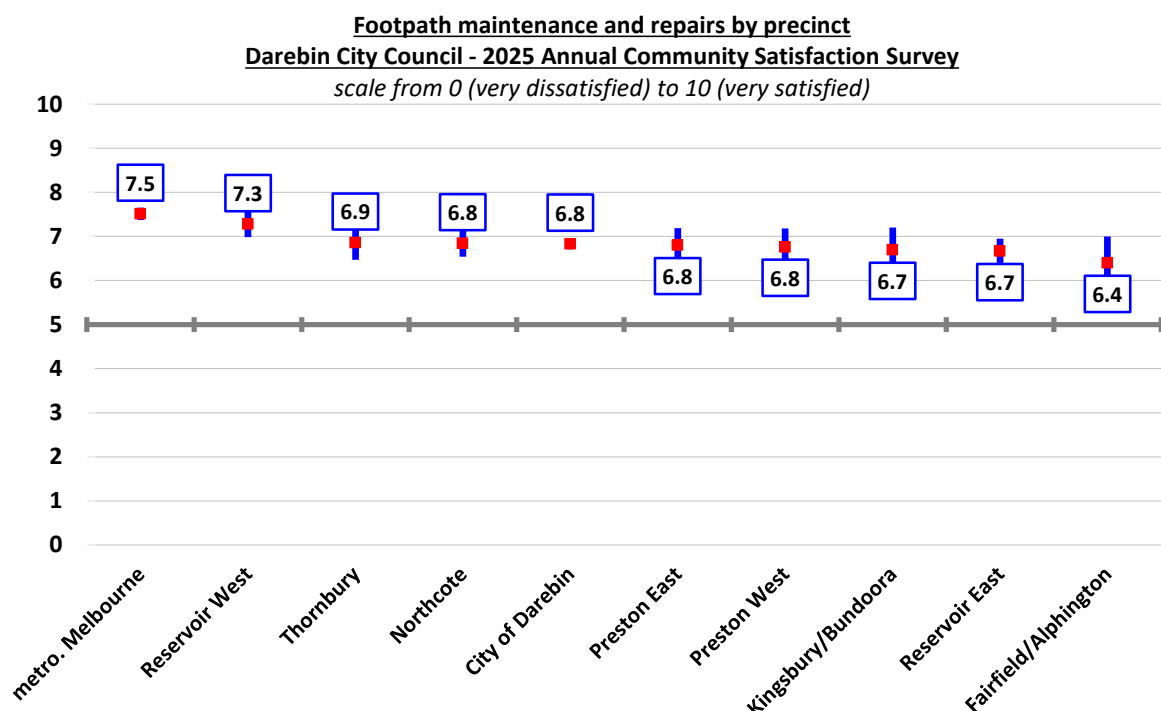
This ranks footpath maintenance and repairs 35th in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 36 (7.5).

This result comprised 42% “very satisfied” and 12% “dissatisfied” respondents, based on a total sample of 991 of the 1,000 respondents who provided a satisfaction score this year.

There was some variation in satisfaction with footpaths observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and middle-aged adults, older adults, and senior citizens (aged 45 years or older) notably less satisfied.

By way of comparison, this result was measurably (7%) lower than the metropolitan average satisfaction with “footpath maintenance and repairs” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.

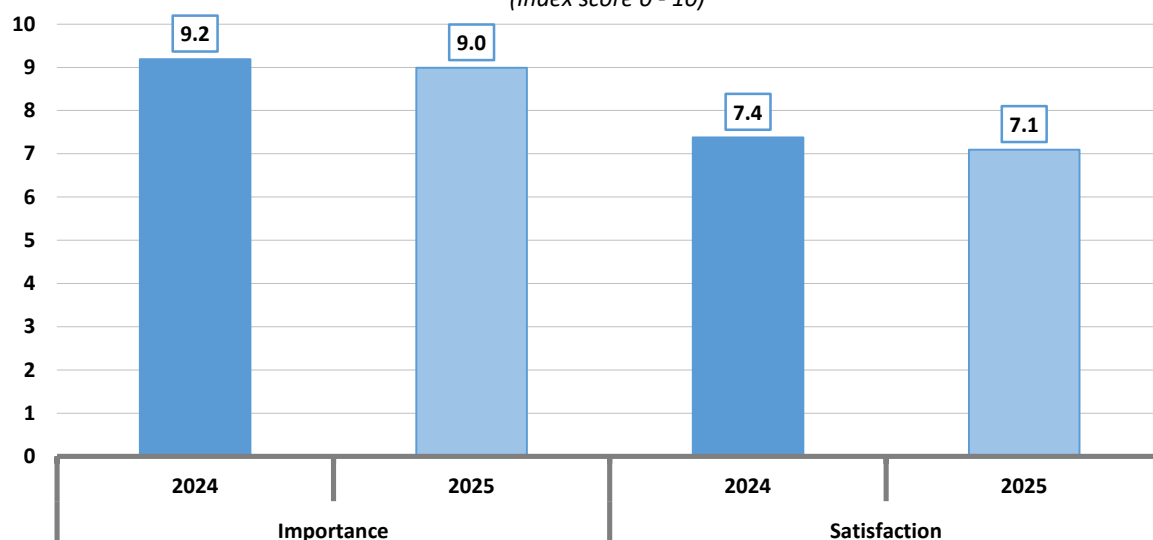
There was some measurable variation in satisfaction with footpaths observed across the municipality, with respondents from Reservoir West measurably (5%) more satisfied than the municipal average, and respondents from Fairfield / Alphington notably (4%) less satisfied.



Maintenance and appearance of public areas

The maintenance and appearance of public areas was the 18th most important of the 36 included services and facilities, with an average importance of 9.0 out of 10.

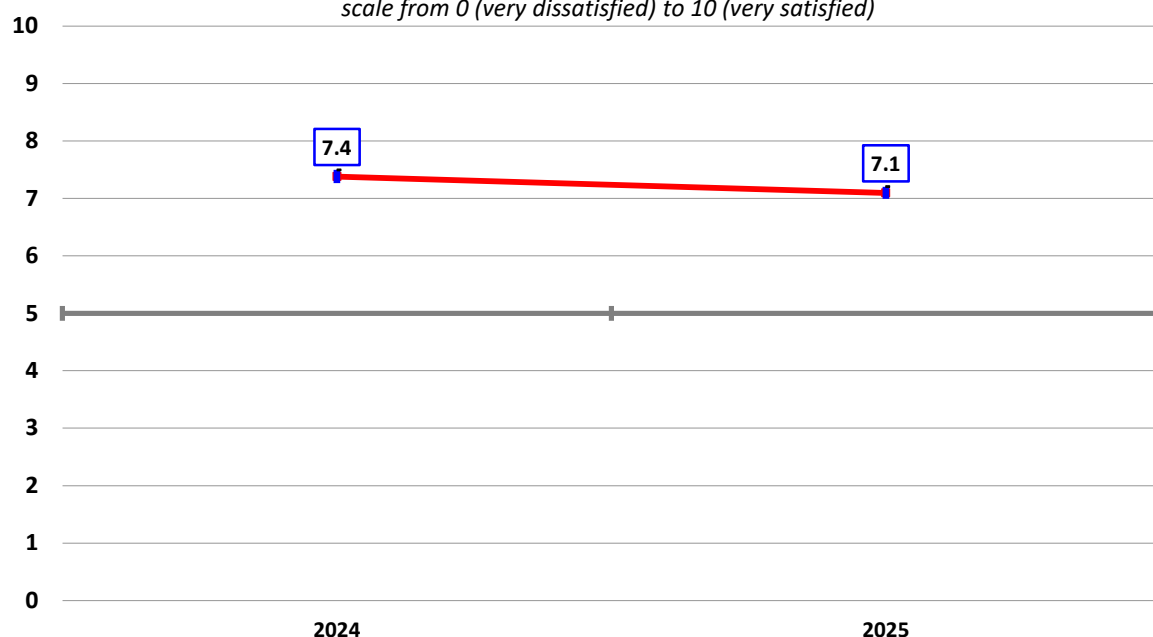
Importance of and satisfaction with maintenance and appearance of public areas
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Index score 0 - 10)



Satisfaction with the maintenance and appearance of public areas decreased notably this year, down three percent to 7.1 out of 10, which was a “good”, down from a “very good” level of satisfaction.

This ranks the maintenance and appearance of public areas 28th in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 36 (7.5).

Satisfaction with maintenance and appearance of public areas
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



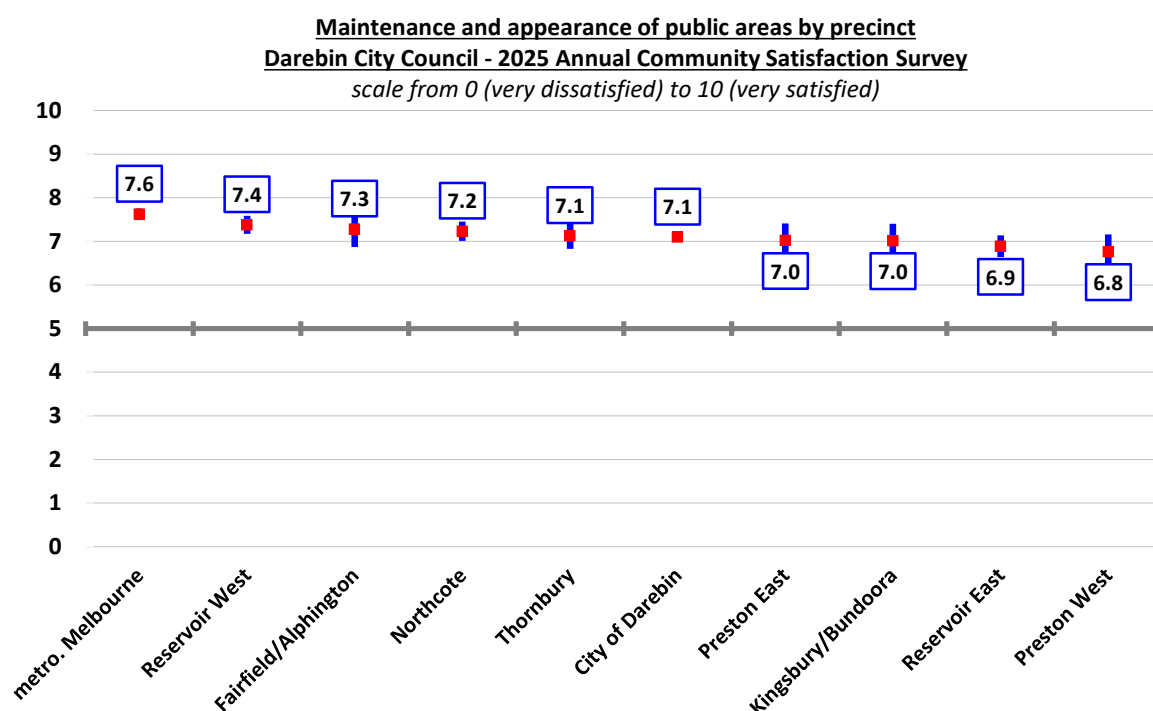
This result comprised 45% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 993 of the 1,000 respondents who provided a satisfaction score this year.

There was some substantial variation in satisfaction with public areas observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and older adults (aged 60 to 74 years) notably less satisfied.

By way of comparison, this result was measurably (5%) lower than the metropolitan average satisfaction with the “maintenance and appearance of public areas” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was some measurable variation in satisfaction with public areas observed across the municipality, with respondents from Reservoir West measurably (3%) more satisfied than the municipal average.

By contrast, respondents from Preston West were somewhat (3%) less satisfied than average, although still at a “good” level.

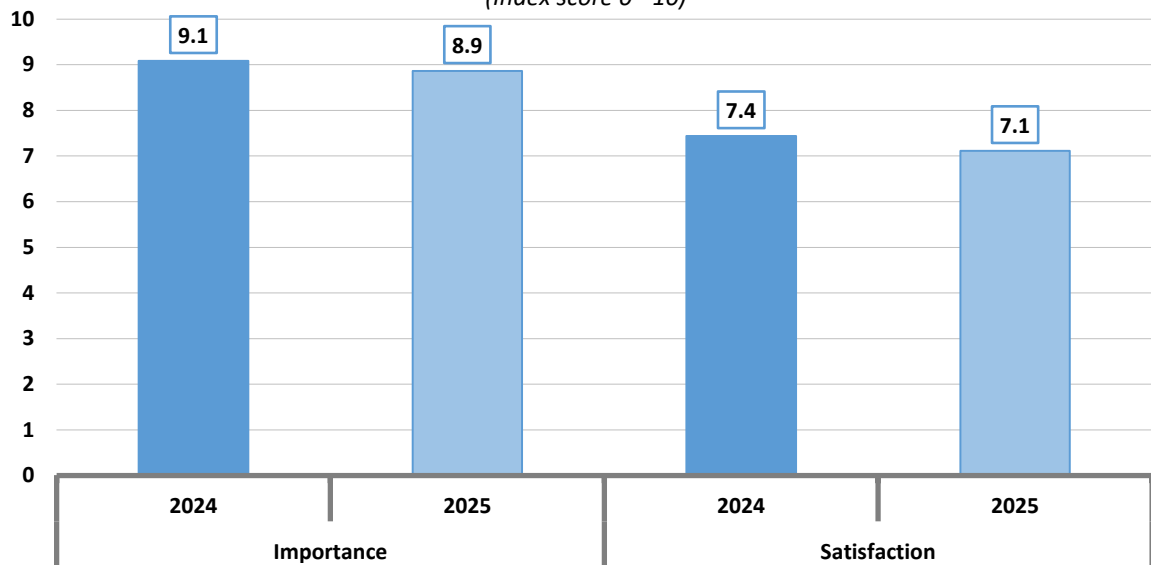


Maintenance and cleaning of strip shopping areas

The maintenance and cleaning of strip shopping areas was the 25th most important of the 36 included services and facilities, with an average importance of 8.9 out of 10.

Importance of and satisfaction with maintenance / cleaning of strip shopping areas
Darebin City Council - 2025 Annual Community Satisfaction Survey

(Index score 0 - 10)

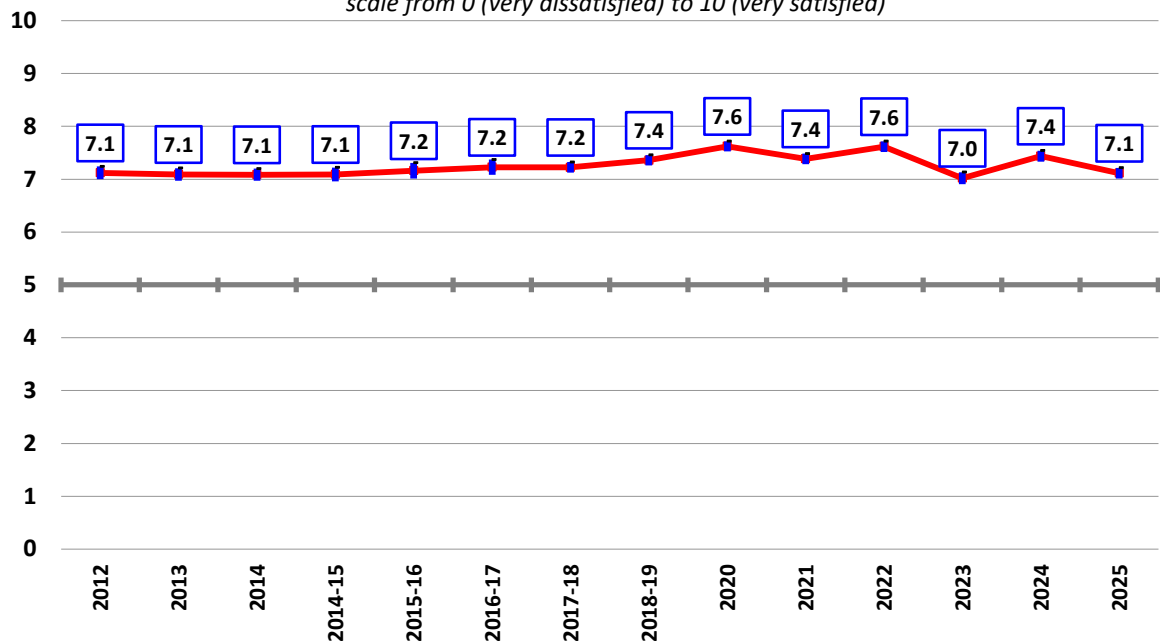


Satisfaction with the maintenance and cleaning of strip shopping areas decreased measurably this year, down three percent to 7.1 out of 10, which was a “good”, down from a “very good” level of satisfaction.

This ranks the maintenance and cleaning of strip shopping areas 27th in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 36 (7.5).

Satisfaction with maintenance and cleaning of strips shopping areas
Darebin City Council - 2025 Annual Community Satisfaction Survey

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

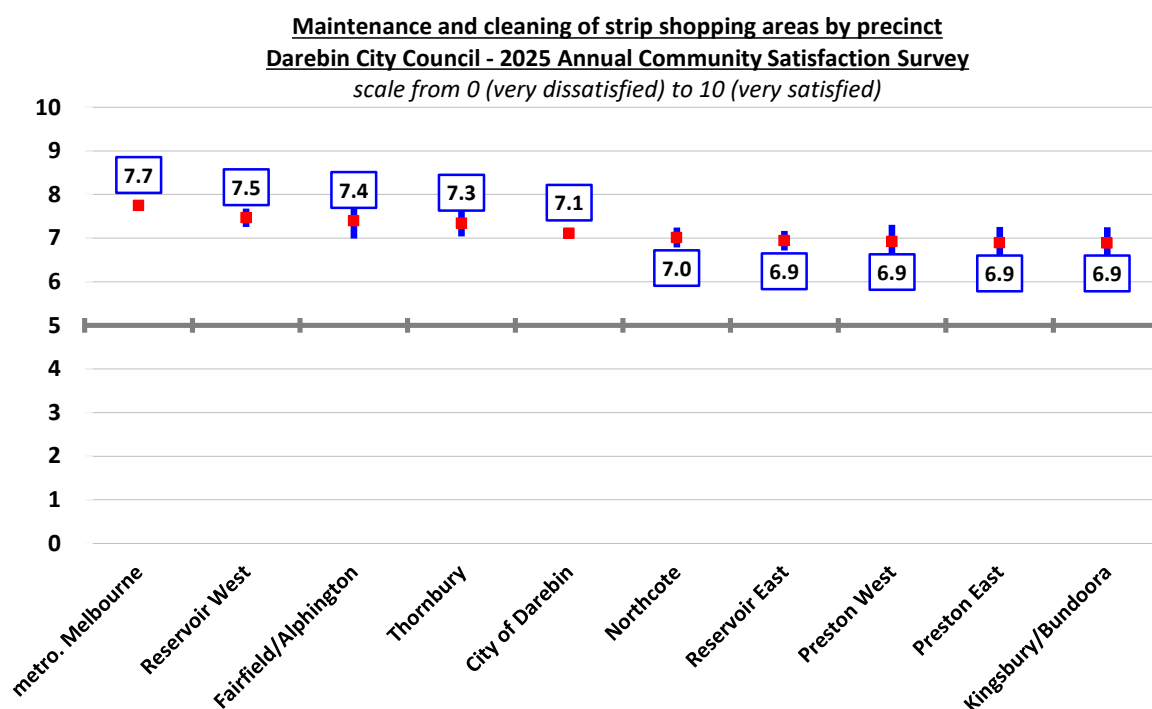


This result comprised 45% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 978 of the 1,000 respondents who provided a satisfaction score this year.

There was some substantial variation in satisfaction with shopping strips observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and older adults (aged 60 to 74 years) notably less satisfied.

By way of comparison, this result was measurably (6%) lower than the metropolitan average satisfaction with the “maintenance and cleaning of strip shopping areas” of 7.7 out of 10, as recorded in the 2025 *Governing Melbourne* research.

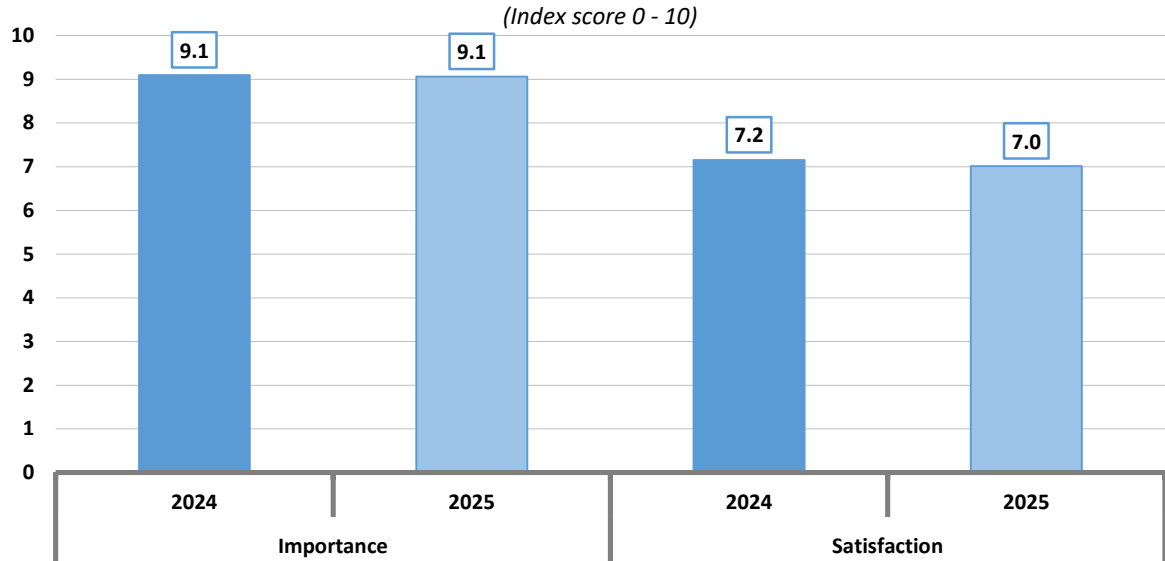
There was some measurable variation in satisfaction with shopping strips observed across the municipality, with respondents from Reservoir West measurably (4%) more satisfied than the municipal average, and at a “very good” level.



Provision and maintenance of street trees

The provision and maintenance of street trees was the 15th most important of the 36 included services and facilities, with an average importance of 9.1 out of 10.

Importance of and satisfaction with provision and maintenance of street trees
Darebin City Council - 2025 Annual Community Satisfaction Survey

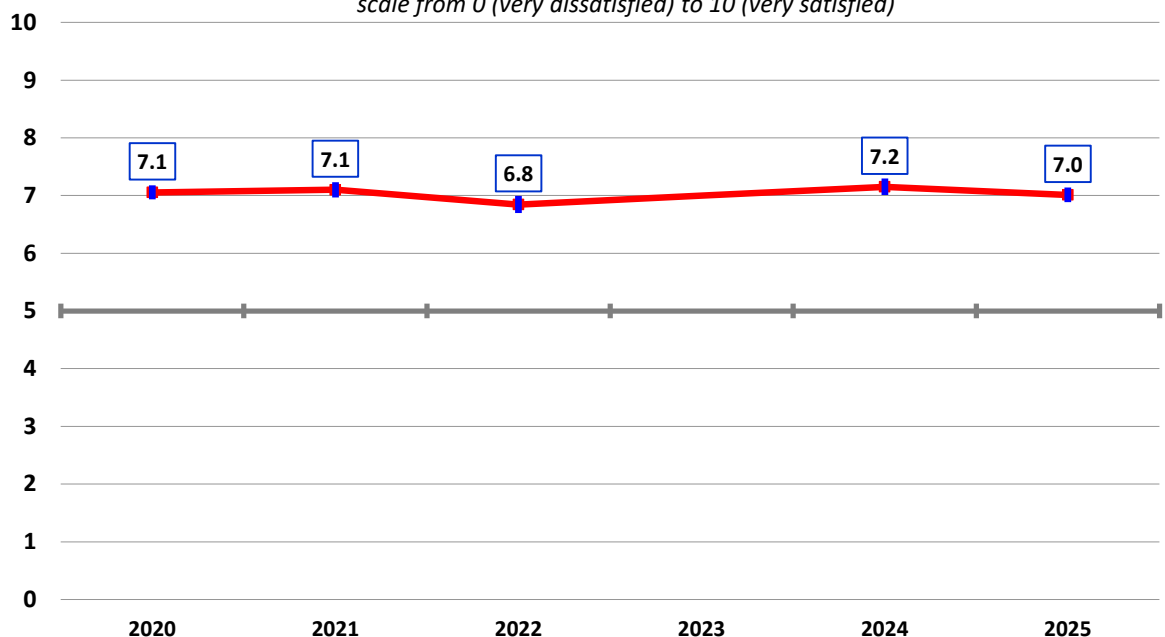


Satisfaction with the provision and maintenance of street trees decreased somewhat this year, down two percent to 7.0 out of 10, which remains at a “good” level.

This was consistent with the long-term average satisfaction since 2020 of 7.0 out of 10, or “good”.

This ranks the provision and maintenance of street trees 30th in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 36 (7.5).

Satisfaction with provision and maintenance of street trees
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

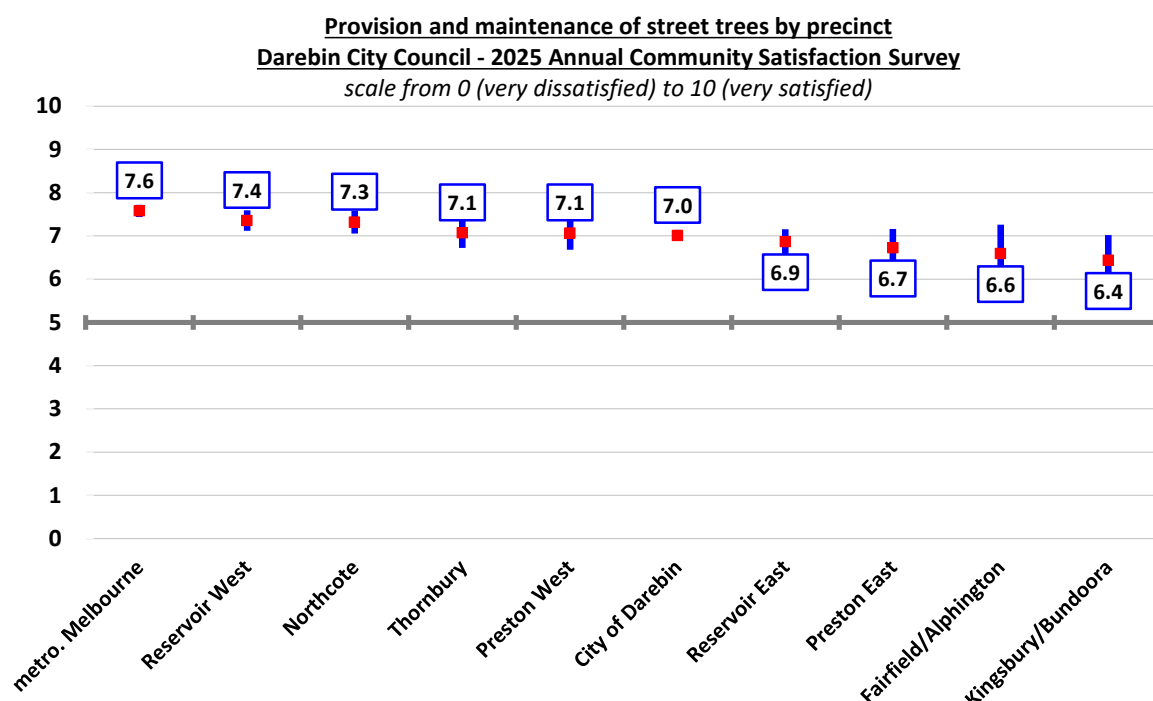


This result comprised 45% “very satisfied” and nine percent “dissatisfied” respondents, based on a total sample of 988 of the 1,000 respondents who provided a satisfaction score this year.

There was some variation in satisfaction with street trees observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and middle-aged adults, older adults, and senior citizens (aged 45 years or older) notably less satisfied.

By way of comparison, this result was measurably (6%) lower than the metropolitan average satisfaction with the “provision and maintenance of street trees” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.

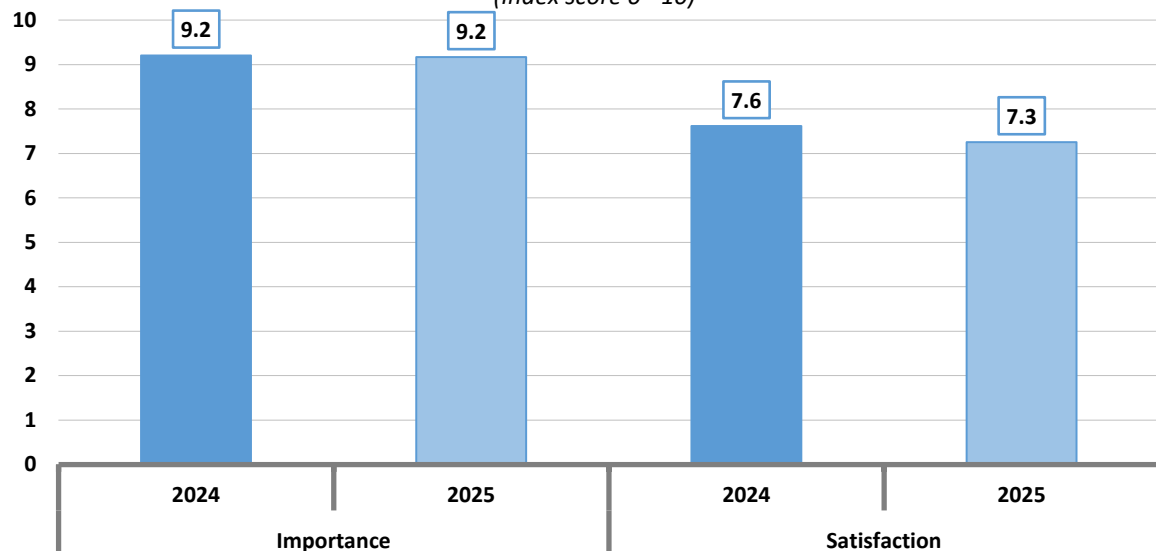
There was some measurable variation in satisfaction with street trees observed across the municipality, with respondents from Reservoir West and Northcote measurably (4% and 3% respectively) more satisfied than the municipal average. Conversely, respondents from Fairfield / Alphington and Kingsbury / Bundoora were notably (4% and 6% respectively) less satisfied.



Street lighting

Street lighting was the 7th most important of the 36 included services and facilities, with an average importance of 9.2 out of 10, and one of 10 services and facilities to be measurably more important than the average of all 36 (9.0).

Importance of and satisfaction with street lighting
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Index score 0 - 10)

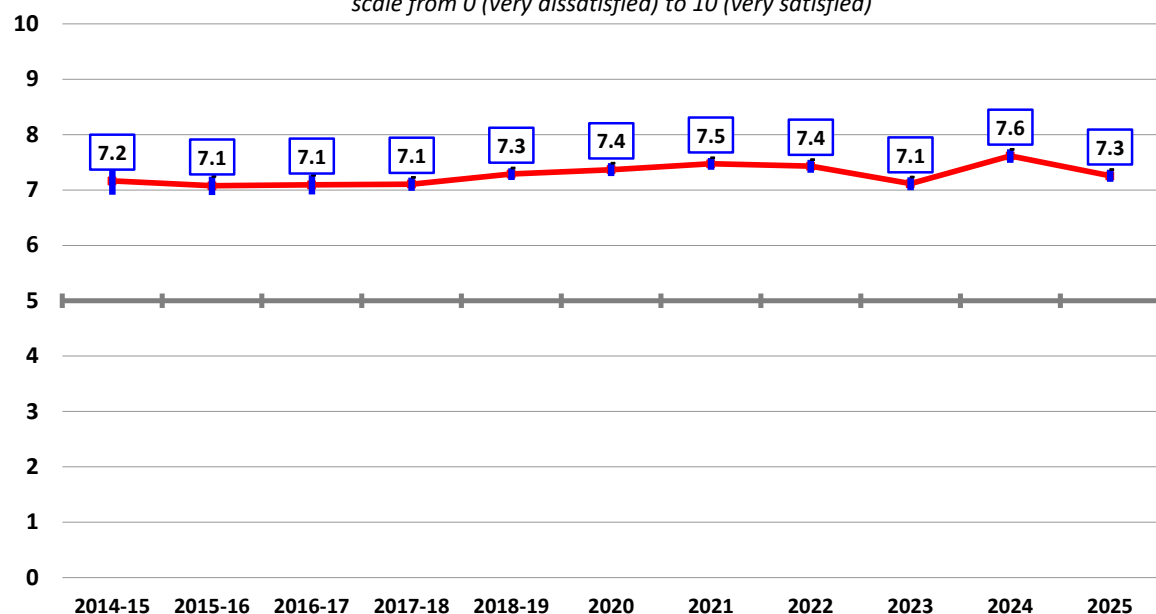


Satisfaction with street lighting decreased measurably this year, down three percent to 7.3 out of 10, which remains a “very good” level of satisfaction.

This was consistent with the long-term average satisfaction since 2014-15 of 7.3 out of 10, or “very good”.

This ranks street lighting 22nd in terms of satisfaction this year.

Satisfaction with street lighting
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

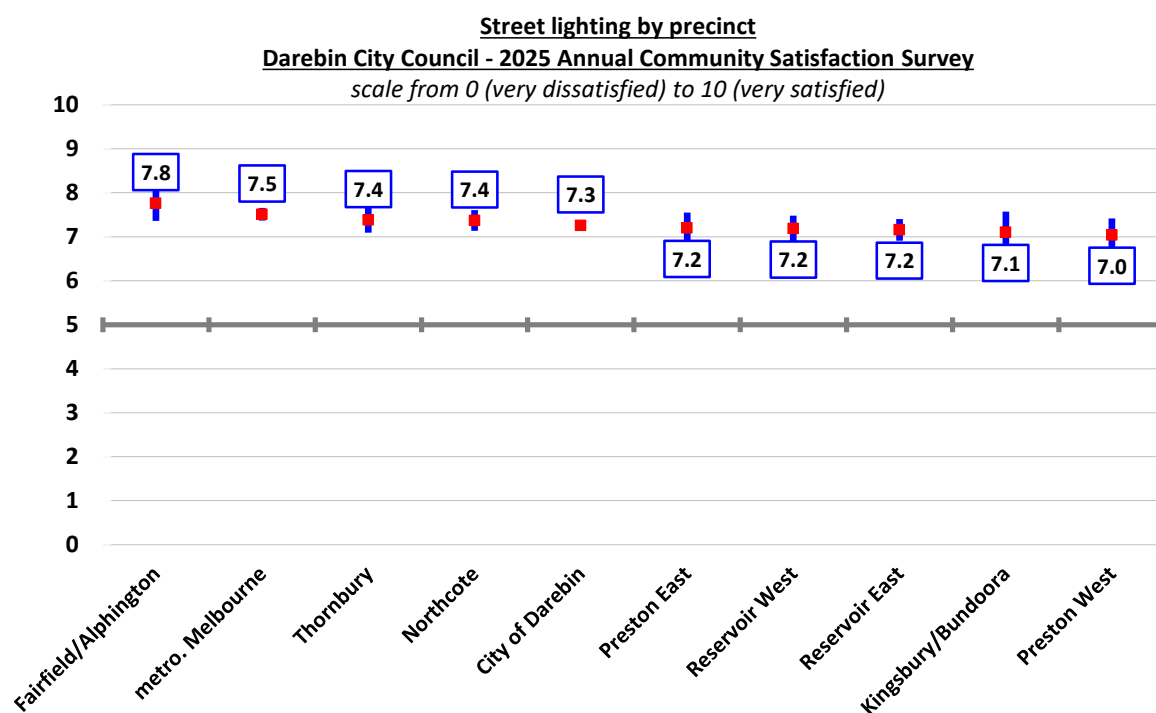


This result comprised 50% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 987 of the 1,000 respondents who provided a satisfaction score this year.

There was no substantial variation in satisfaction with street lighting observed by respondent profile.

By way of comparison, this result was measurably (2%) lower than the metropolitan average satisfaction with “street lighting” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.

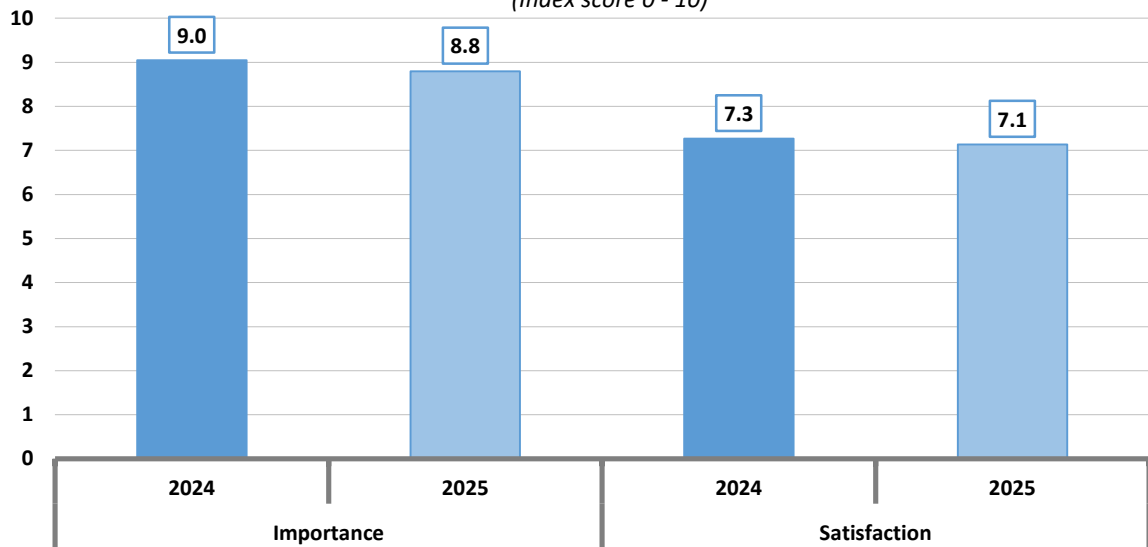
There was some measurable variation in satisfaction with street lighting observed across the municipality, with respondents from Fairfield / Alphington measurably (5%) more satisfied than the municipal average, and at an “excellent” level.



Street sweeping

Street sweeping was the 27th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.

Importance of and satisfaction with street sweeping
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Index score 0 - 10)

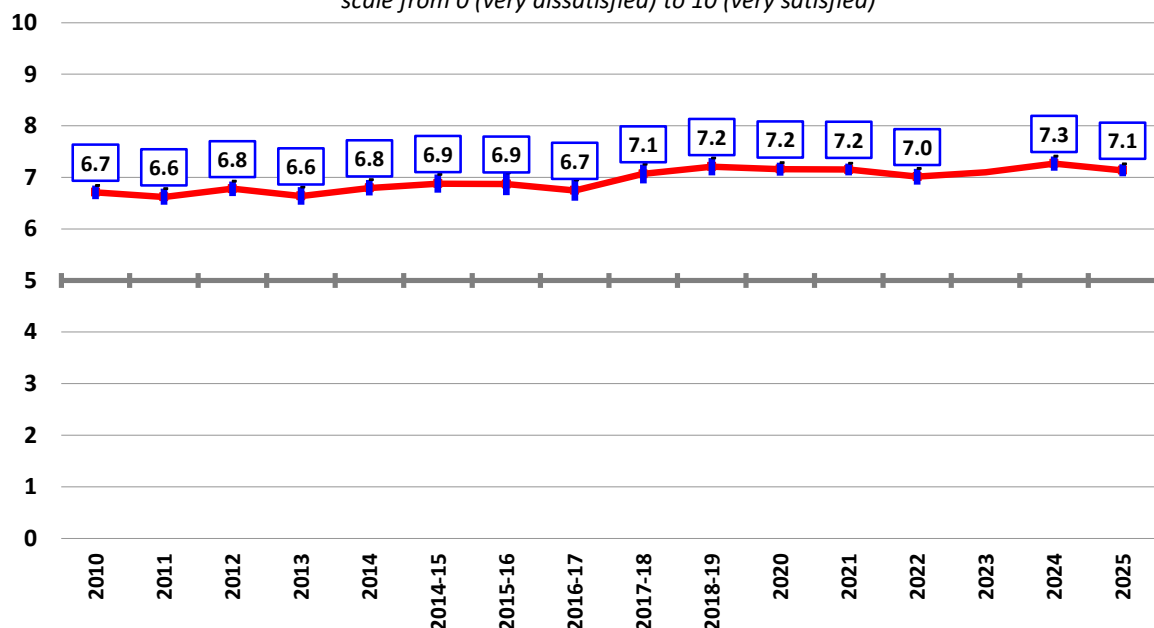


Satisfaction with street sweeping decreased somewhat this year, down two percent to 7.1 out of 10, which was a “good”, down from a “very good” level of satisfaction.

This result was somewhat higher than the long-term average satisfaction since 2009 of 6.9 out of 10, or “good”.

This ranks street sweeping 25th in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 36 (7.5).

Satisfaction with street sweeping
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



This result comprised 47% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 977 of the 1,000 respondents who provided a satisfaction score this year.

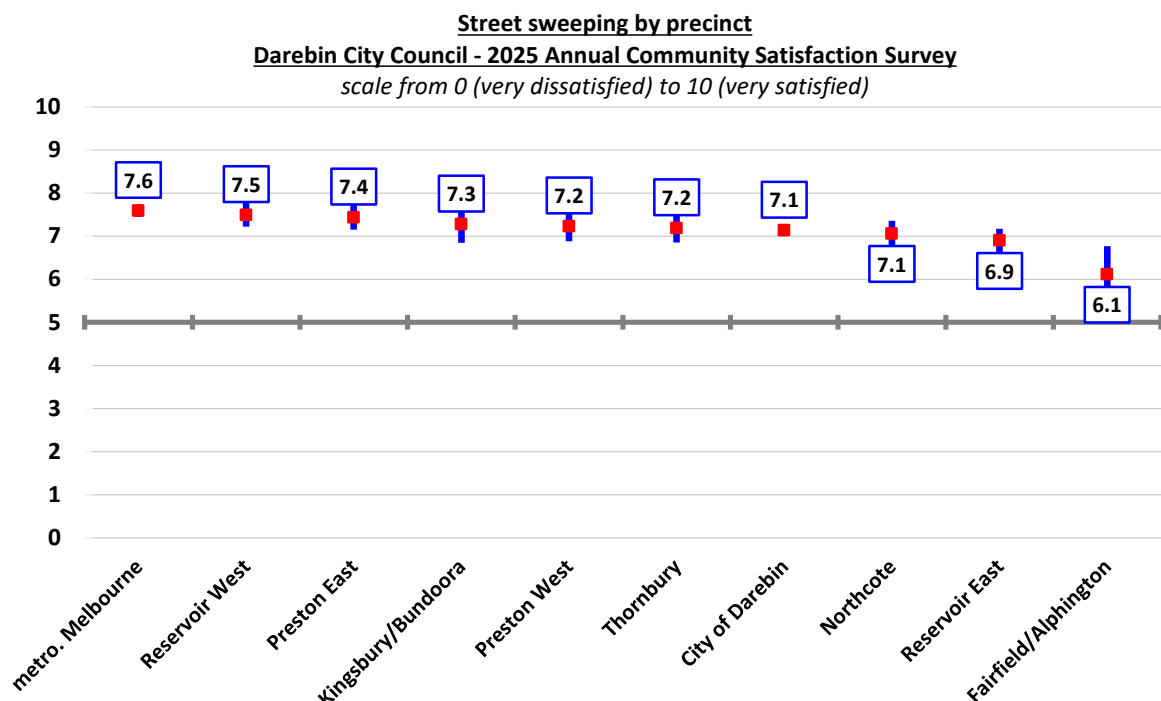
There was some variation in satisfaction with street sweeping observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and older respondents (aged 45 years or older) notably less satisfied.

Respondents from English speaking households were notably more satisfied than respondents from multilingual households.

By way of comparison, this result was measurably (5%) lower than the metropolitan average satisfaction with “street sweeping” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was some measurable variation in satisfaction with street sweeping observed across the municipality, with respondents from Fairfield / Alphington measurably (10%) less satisfied than the municipal average, and at a “solid” rather than a “good” level.

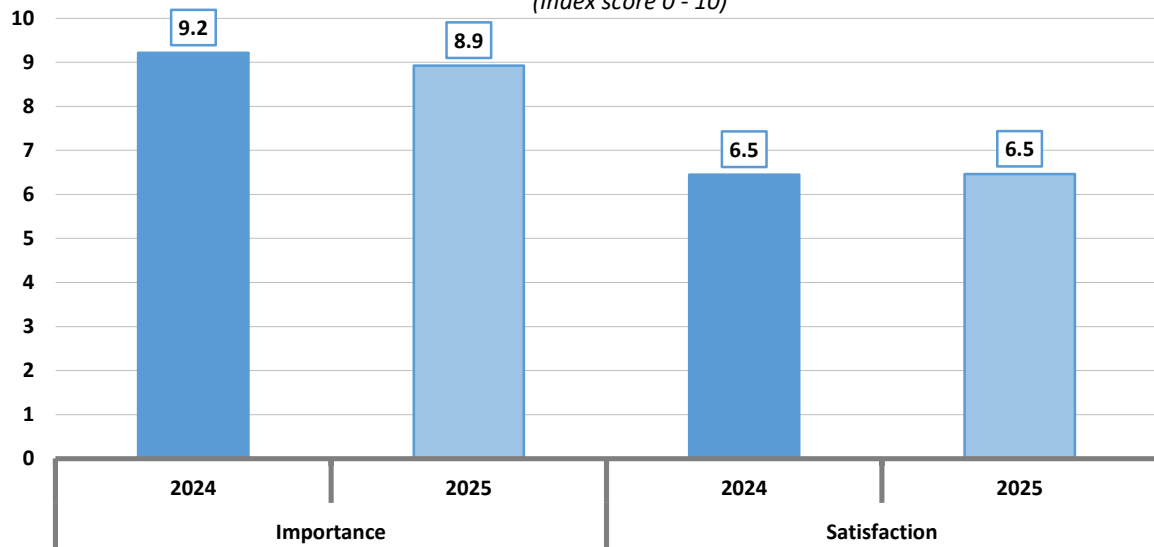
By contrast, respondents from Reservoir West were notably (4%) more satisfied than average, and at a “very good” level.



Public toilets

Public toilets were the 23rd most important of the 36 included services and facilities, with an average importance of 8.9 out of 10.

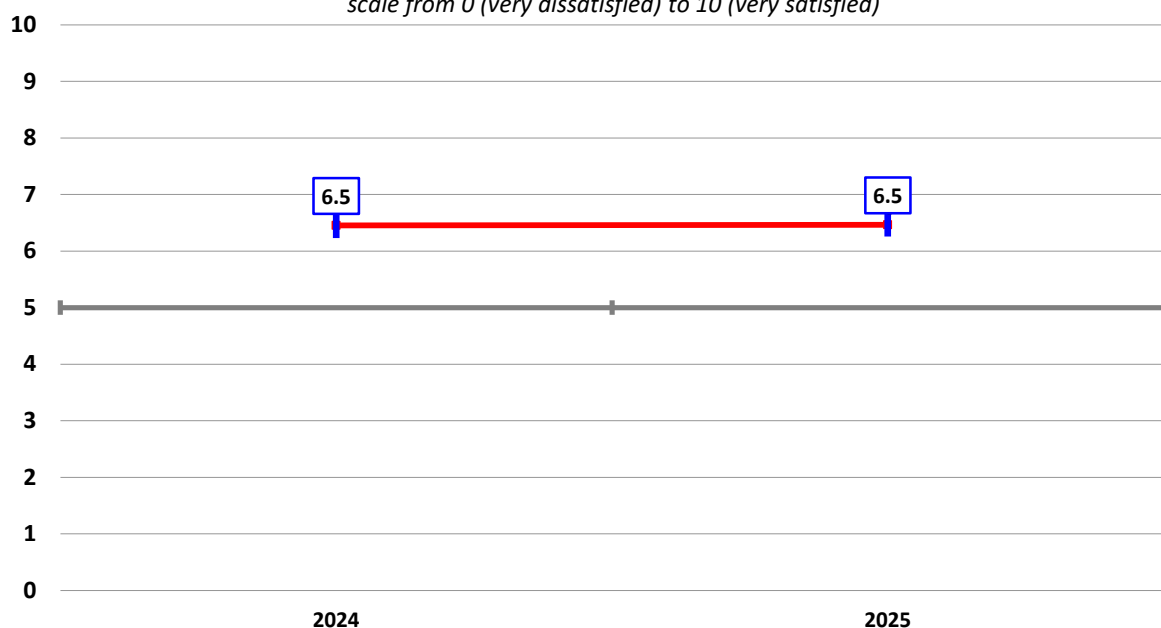
Importance of and satisfaction with public toilets
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Index score 0 - 10)



Satisfaction with public toilets remained stable this year at 6.5 out of 10, which was a “good” level of satisfaction.

This ranks public toilets last (36th) in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 36 (7.5).

Satisfaction with public toilets
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

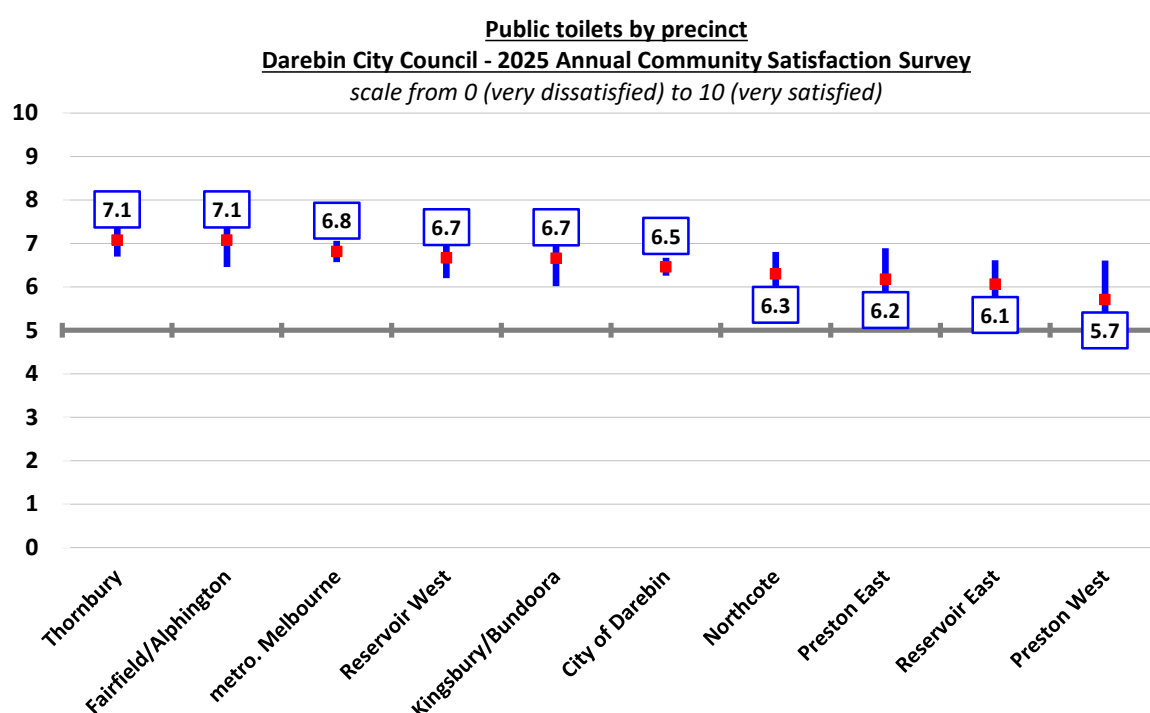


This result comprised 31% “very satisfied” and 14% “dissatisfied” respondents, based on a total sample of 387 of the 389 (39%) respondents from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with public toilets observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average.

By way of comparison, this result was notably (3%) lower than the metropolitan average satisfaction with “public toilets” of 6.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was some measurable variation in satisfaction with public toilets observed across the municipality, with respondents from Thornbury (68 respondents) measurably (6%) more satisfied than the municipal average. Conversely, the 35 respondents from Preston West were notably (8%) less satisfied.



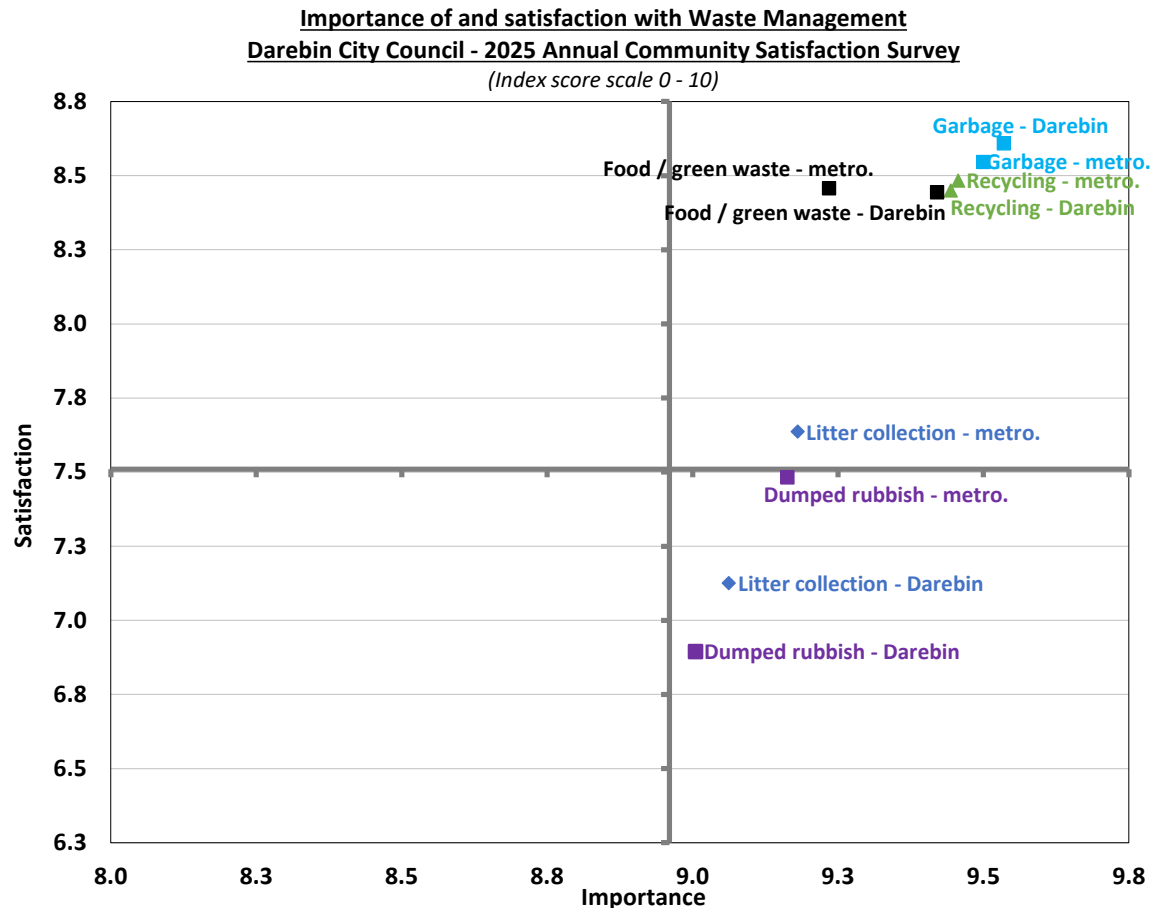
Waste Management

Five services related to Waste Management were included in the survey this year, those being the three kerbside collection services (garbage, recycling, and green waste), the management of illegally dumped rubbish, and litter collection in public areas.

The graph displays the average importance of each of these facilities as well as the average satisfaction.

The three kerbside collection services were of higher-than-average importance, and recorded satisfaction scores which were higher than the average of all 36 services and facilities.

In contrast, the management of illegally dumped rubbish and litter collection in public areas fell into the quadrant of most concern, being of higher-than-average importance but recording satisfaction scores which were lower than the average.

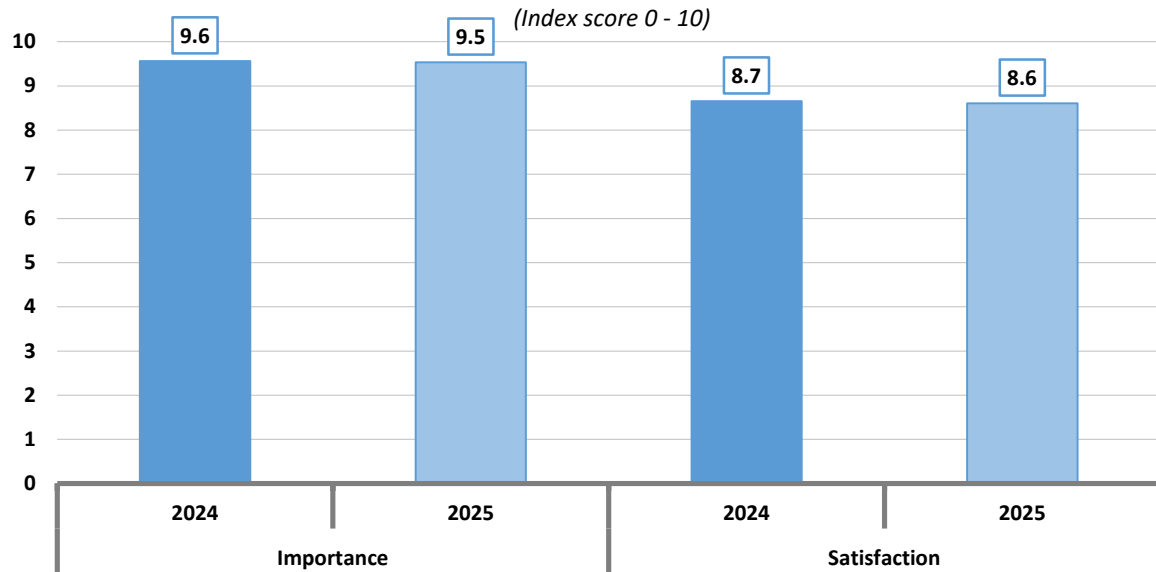


Regular garbage collection

The regular garbage collection was the most (1st) important of the 36 included services and facilities, with an average importance of 9.5 out of 10, and one of 10 to be measurably more important than the average of all 36 (9.0).

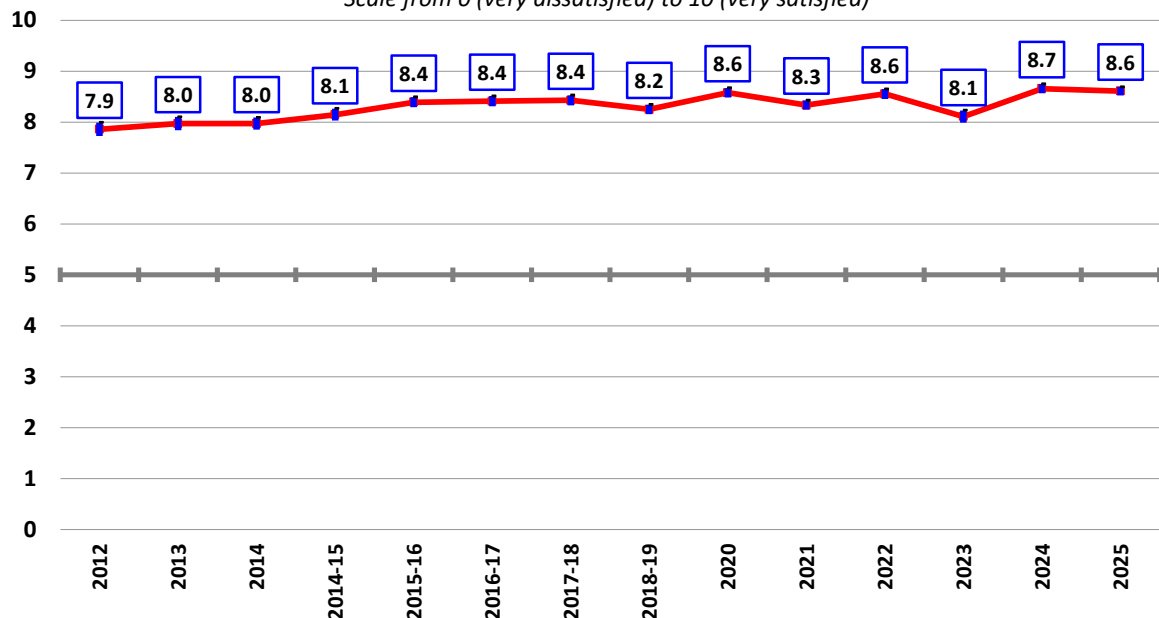
Satisfaction with the regular garbage collection remained essentially stable this year, down one percent to 8.6 out of 10, which remains an “excellent” level of satisfaction.

Importance of and satisfaction with regular garbage collection
Darebin City Council - 2025 Annual Community Satisfaction Survey



This result was notably higher than the long-term average satisfaction since 2009 of 8.3 out of 10, or “excellent”.

Satisfaction with regular garbage collection
Darebin City Council - 2025 Annual Community Survey
 Scale from 0 (very dissatisfied) to 10 (very satisfied)



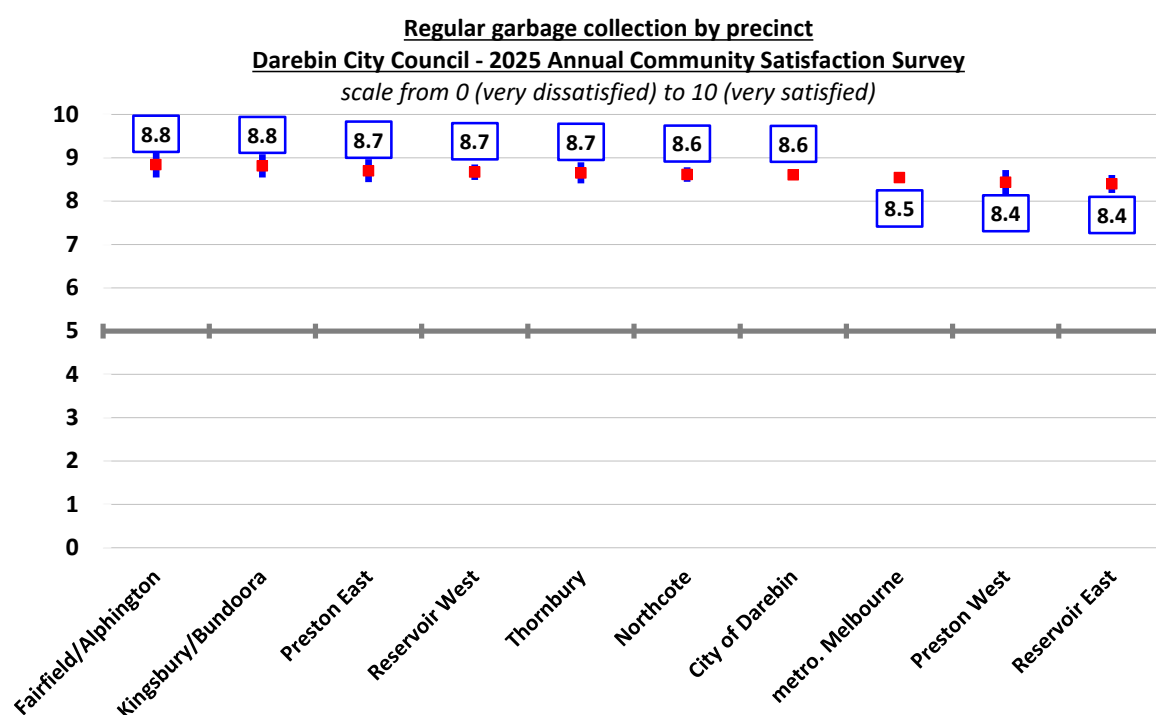
This ranks the regular garbage collection first (1st) in terms of satisfaction this year, and one of eight services and facilities to record a satisfaction score which was measurably higher than the average of all 36 (7.5).

This result comprised 84% “very satisfied” and one percent “dissatisfied” respondents based on a total sample of 993 of the 1,000 respondents who provided a satisfaction score this year.

There was no substantial variation in satisfaction with the regular garbage collection observed by respondent profile.

By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with “regular garbage collection” of 8.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with the regular garbage collection observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels of more than eight out of 10.

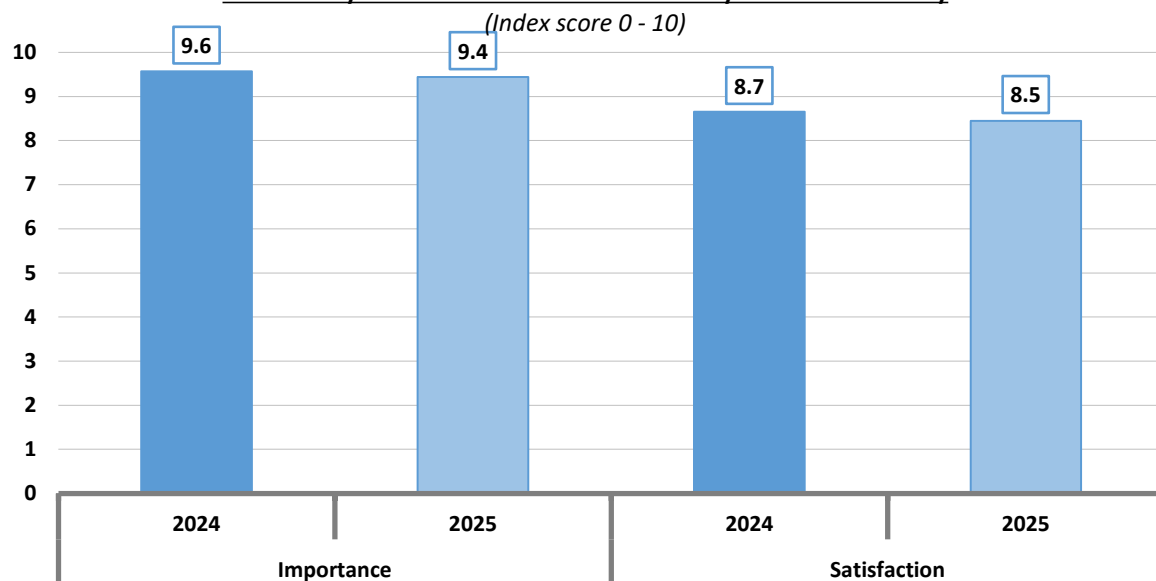


Regular recycling

Regular recycling was the 2nd most important of the 36 included services and facilities, with an average importance of 9.4 out of 10, and one of 10 services and facilities to be measurably more important than the average of all 36 (9.0).

Satisfaction with regular recycling decreased somewhat this year, down two percent to 8.5 out of 10, which remains an “excellent” level of satisfaction.

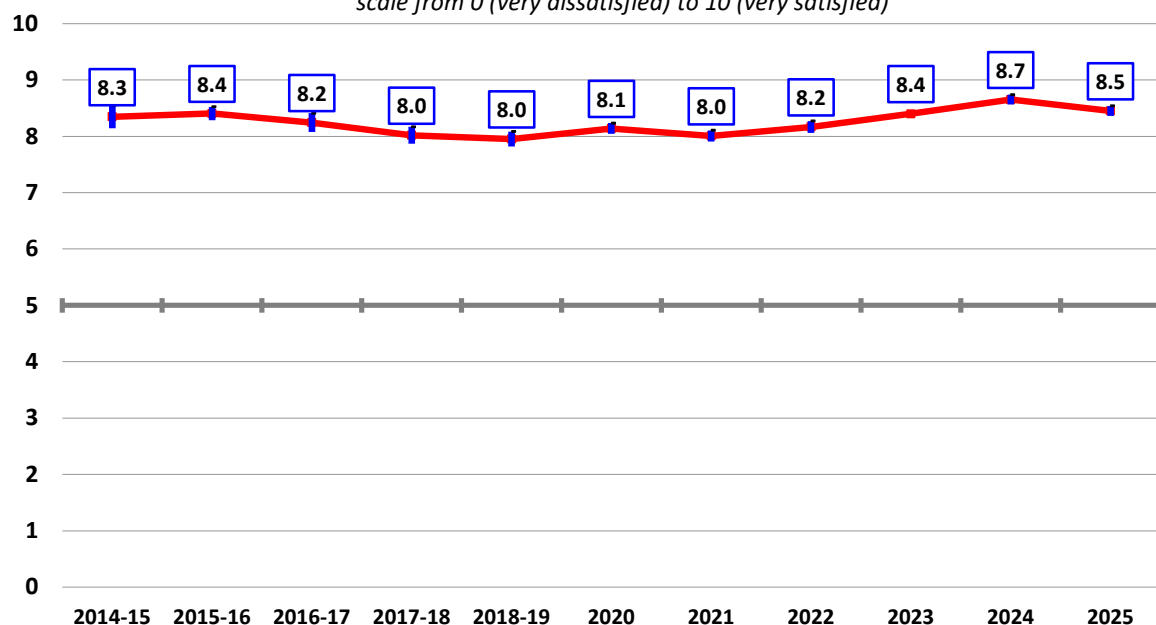
Importance of and satisfaction with regular recycling
Darebin City Council - 2025 Annual Community Satisfaction Survey



This result was notably higher than the long-term average since 2014-15 of 8.2 out of 10, or “excellent”.

This ranks regular recycling 3rd in terms of satisfaction this year, and one of eight services and facilities to record a satisfaction score which was measurably higher than the average of all 36 (7.5).

Satisfaction with regular recycling
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



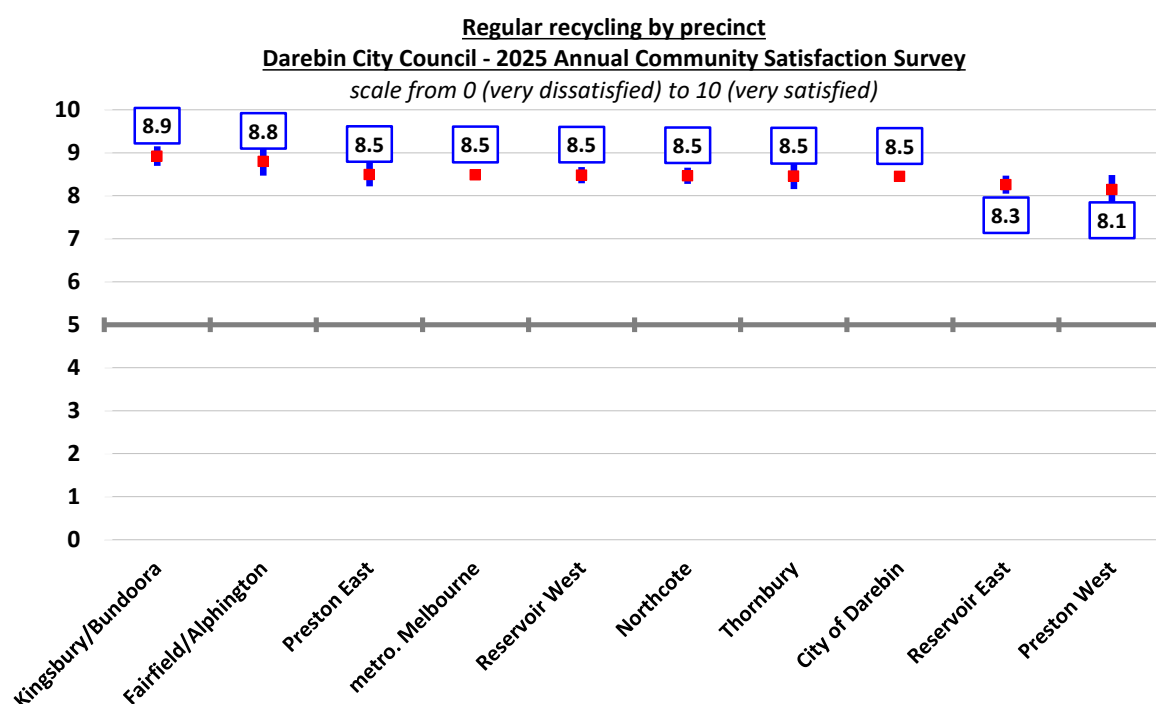
This result comprised 79% “very satisfied” and one percent “dissatisfied” respondents based on a total sample of 991 of the 1,000 respondents who provided a satisfaction score this year.

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

By way of comparison, this result was identical to the metropolitan average satisfaction with “regular recycling” of 8.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was some measurable variation in satisfaction with regular recycling observed across the municipality, with respondents from Kingsbury / Bundoora measurably (4%) more satisfied than the municipal average. Conversely, respondents from Preston West were notably (4%) less satisfied.

It is important to bear in mind, however, that respondents from all precincts rated satisfaction with the regular recycling collection at “excellent” levels.



Regular food and green waste collection

Regular food and green waste collection was the 3rd most important of the 36 included services and facilities, with an average importance of 9.4 out of 10, and one of 10 services and facilities to be measurably more important than the average of all 36 (9.0).

Importance of and satisfaction with regular food and green waste collection
Darebin City Council - 2025 Annual Community Satisfaction Survey

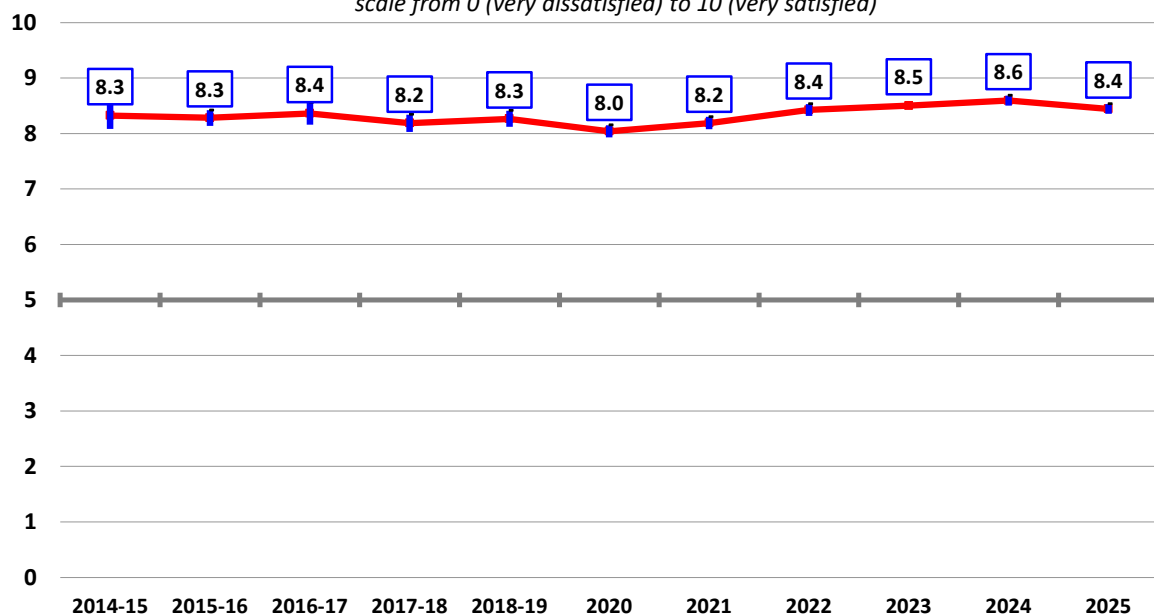


Satisfaction with regular food and green waste collection decreased somewhat this year, down two percent to 8.4 out of 10, which remains an “excellent” level of satisfaction.

This was broadly consistent with the long-term average satisfaction since 2014-15 of 8.3 out of 10, or “excellent”.

This ranks regular food and green waste collection 4th in terms of satisfaction this year, and one of eight services and facilities to record a satisfaction score which was measurably higher than the average of all 36 (7.5).

Satisfaction with regular food and green waste collection
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



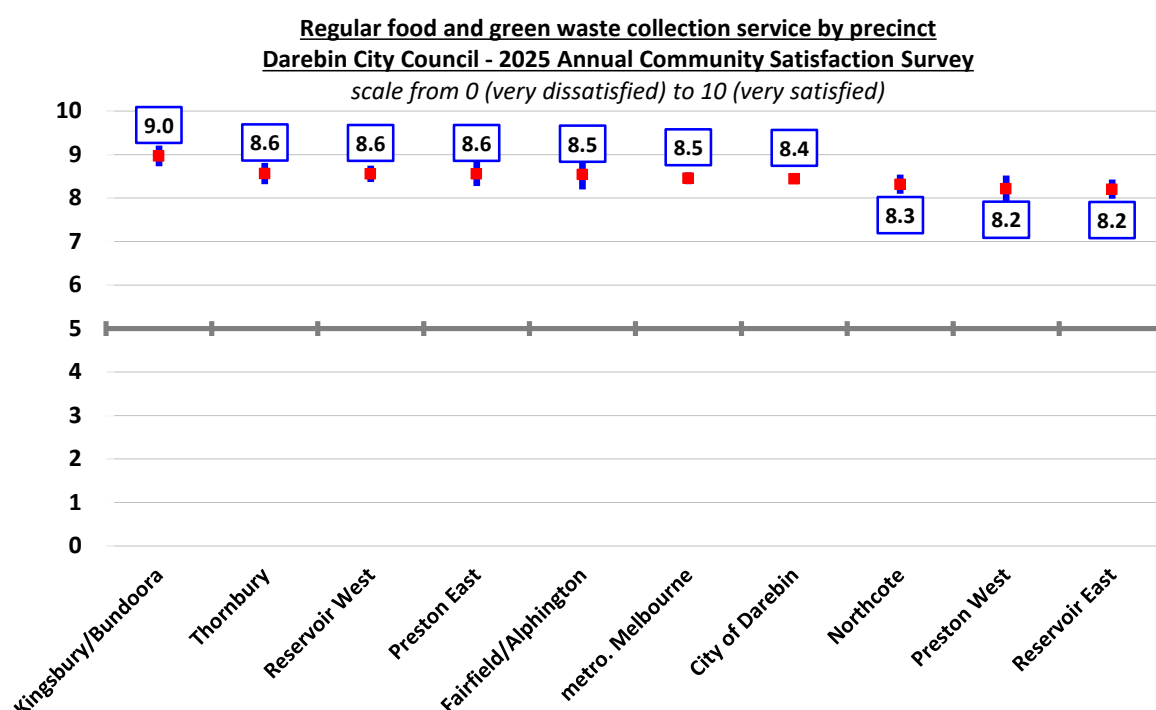
This result comprised 80% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 990 of the 1,000 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with regular food and green waste collection observed by respondent profile.

By way of comparison, this result was essentially the same as the metropolitan average satisfaction with “food and green waste collection” of 8.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was some measurable variation in satisfaction with food and green waste observed across the municipality, with respondents from Kingsbury / Bundoora measurably (6%) more satisfied than the municipal average, and respondents from Reservoir East measurably (2%) less satisfied.

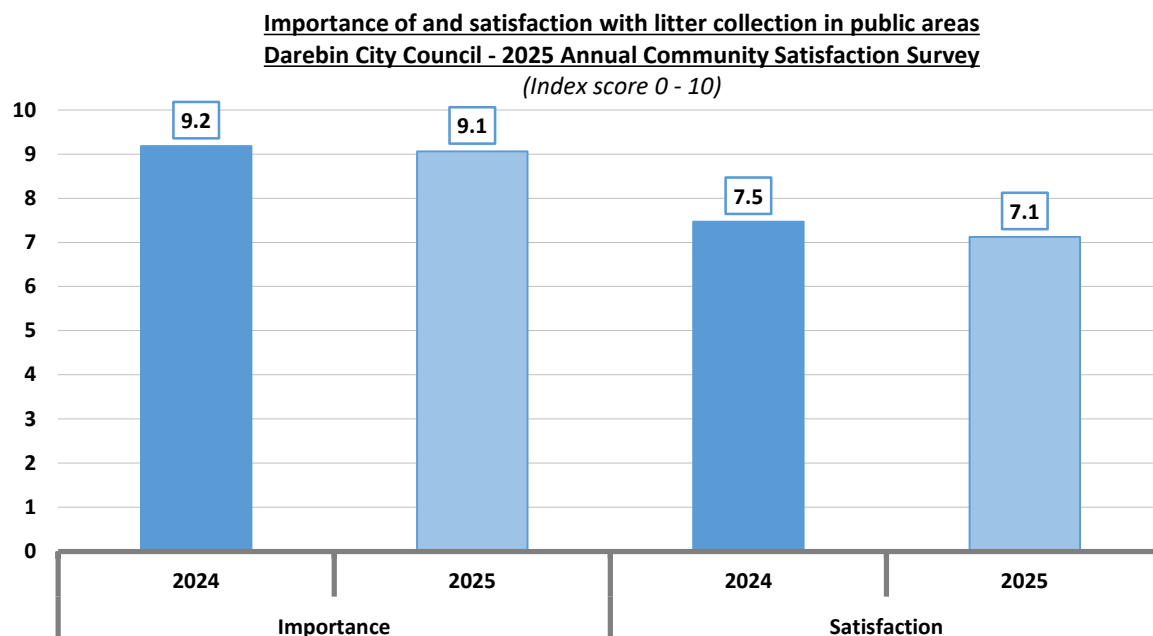
It is important to bear in mind, however, that respondents from all precincts rated satisfaction with the regular food and green waste collection at “excellent” levels.



Litter collection in public areas

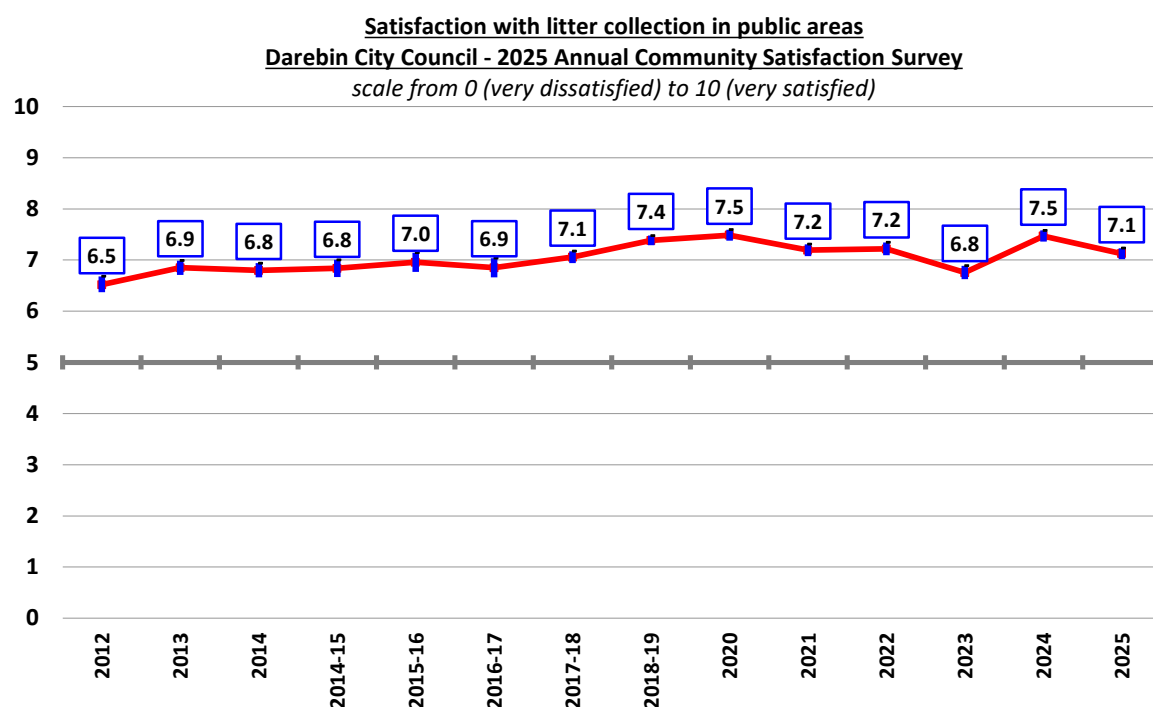
Litter collection in public areas was the 14th most important of the 39 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with litter collection in public areas decreased notably this year, down four percent to 7.1 out of 10, which was a “good”, down from a “very good” level of satisfaction.



This result was somewhat higher than the long-term average satisfaction since 2009 of 6.9 out of 10, or “good”.

This ranks litter collection in public areas 26th in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 36 (7.5).

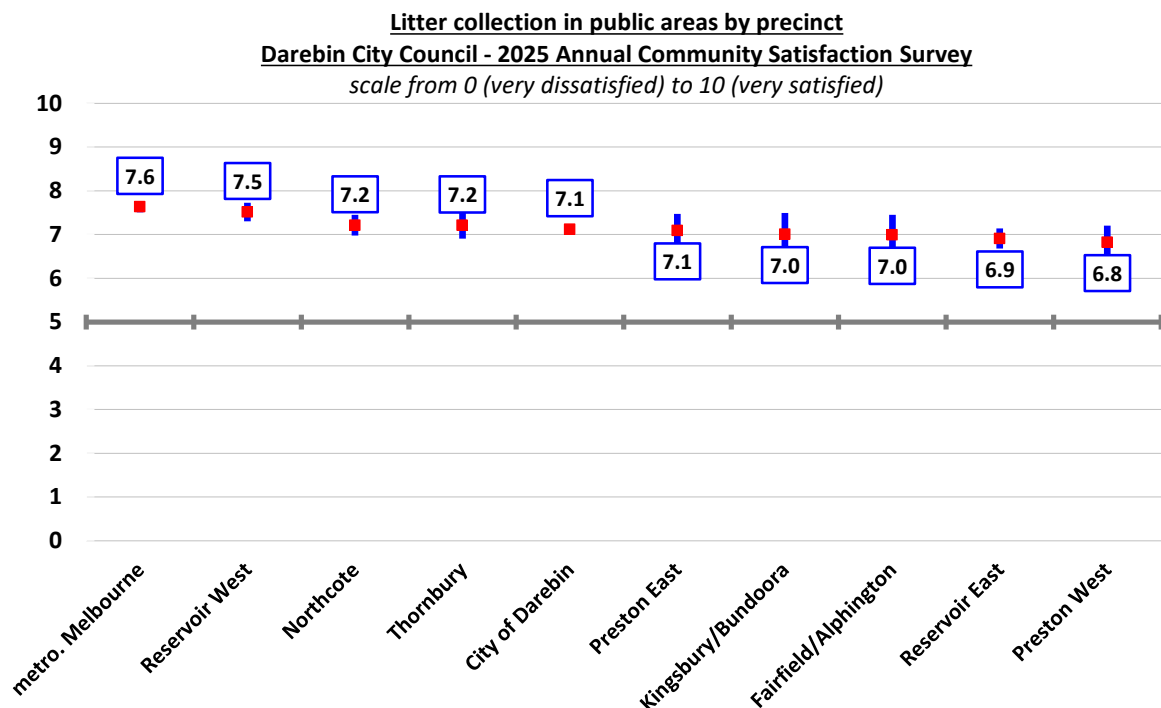


This result comprised 46% “very satisfied” and seven percent “dissatisfied” respondents based on a total sample of 984 of the 1,000 respondents who provided a satisfaction score this year.

There was some substantial variation in satisfaction with litter collection observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average.

By way of comparison, this result was measurably (5%) lower than the metropolitan average satisfaction with “litter collection in public areas” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.

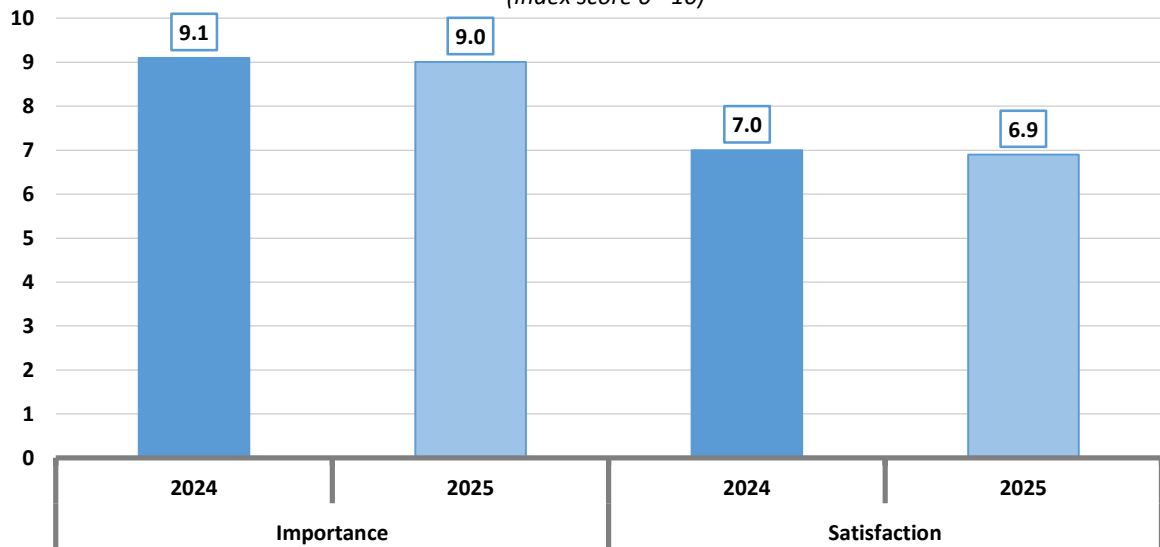
There was some measurable variation in satisfaction with litter collection observed across the municipality. Respondents from Reservoir West measurably (4%) more satisfied than the municipal average, and at a “very good” rather than a “good” level.



Management of illegally dumped rubbish

The management of illegally dumped rubbish was the 17th most important of the 36 included services and facilities, with an average importance of 9.0 out of 10.

Importance of and satisfaction with management of illegally dumped rubbish
Darebin City Council - 205 Annual Community Satisfaction Survey
(Index score 0 - 10)

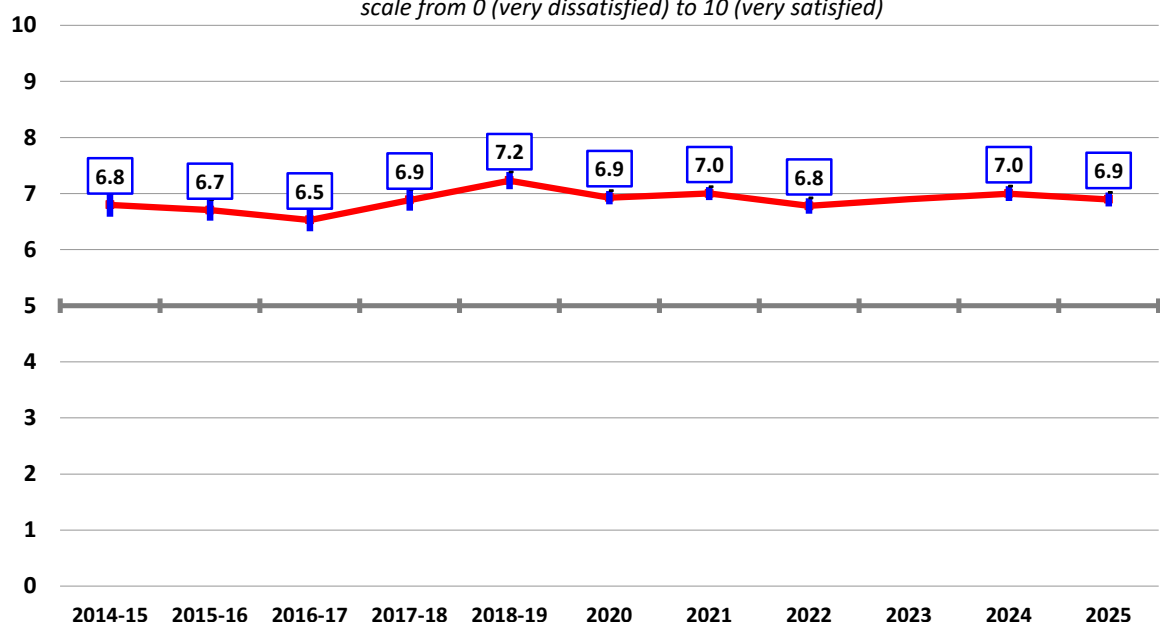


Satisfaction with the management of illegally dumped rubbish remained essentially stable this year, down one percent to 6.9 out of 10, which remains a “good” level of satisfaction.

This result was consistent with the long-term average satisfaction since 2014-15 of 6.9 out of 10, or “good”.

This ranks the management illegally dumped rubbish 34th in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 36 (7.5).

Satisfaction with management of illegally dumped rubbish
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

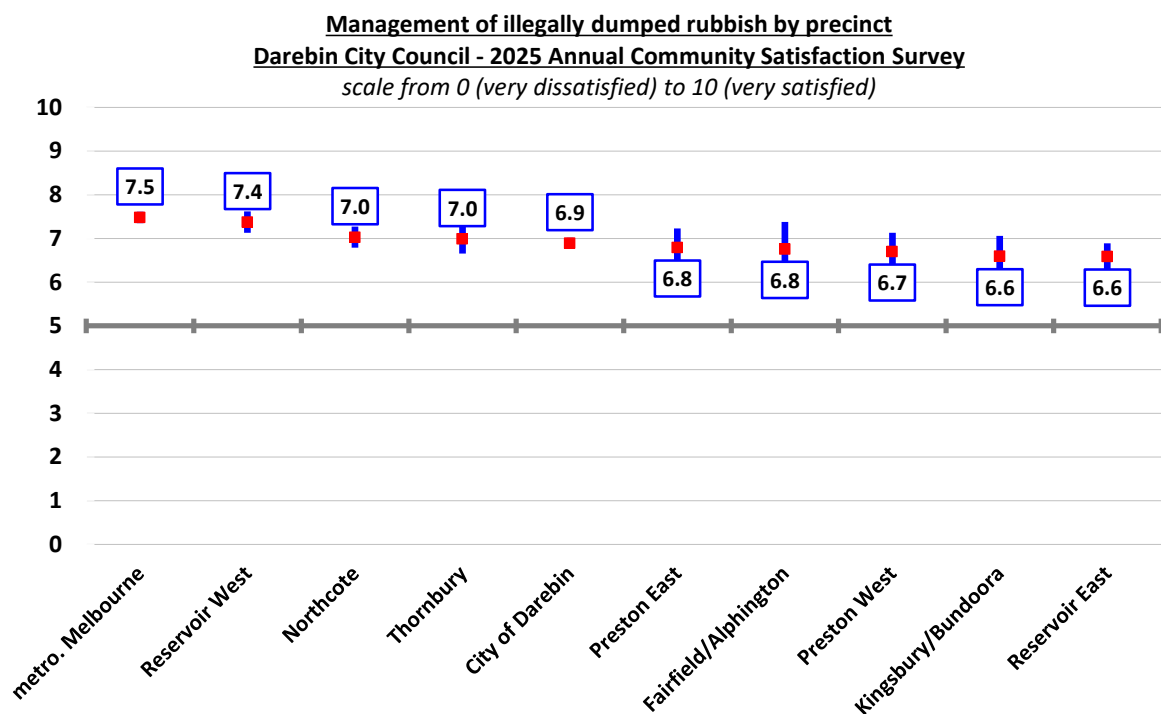


This result comprised 44% “very satisfied” and 11% “dissatisfied” respondents, based on a total sample of 982 of the 1,000 respondents who provided a satisfaction score this year.

There was some substantial variation in satisfaction with the management of illegally dumped rubbish observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied, and senior citizens (aged 75 years or older) notably less satisfied than average.

By way of comparison, this result was measurably (6%) lower than the metropolitan average satisfaction with the “management of illegally dumped rubbish” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was some measurable variation in satisfaction with the management of illegally dumped rubbish observed across the municipality. Respondents from Reservoir West measurably (5%) more satisfied than the municipal average, and at a “very good” rather than a “good” level.

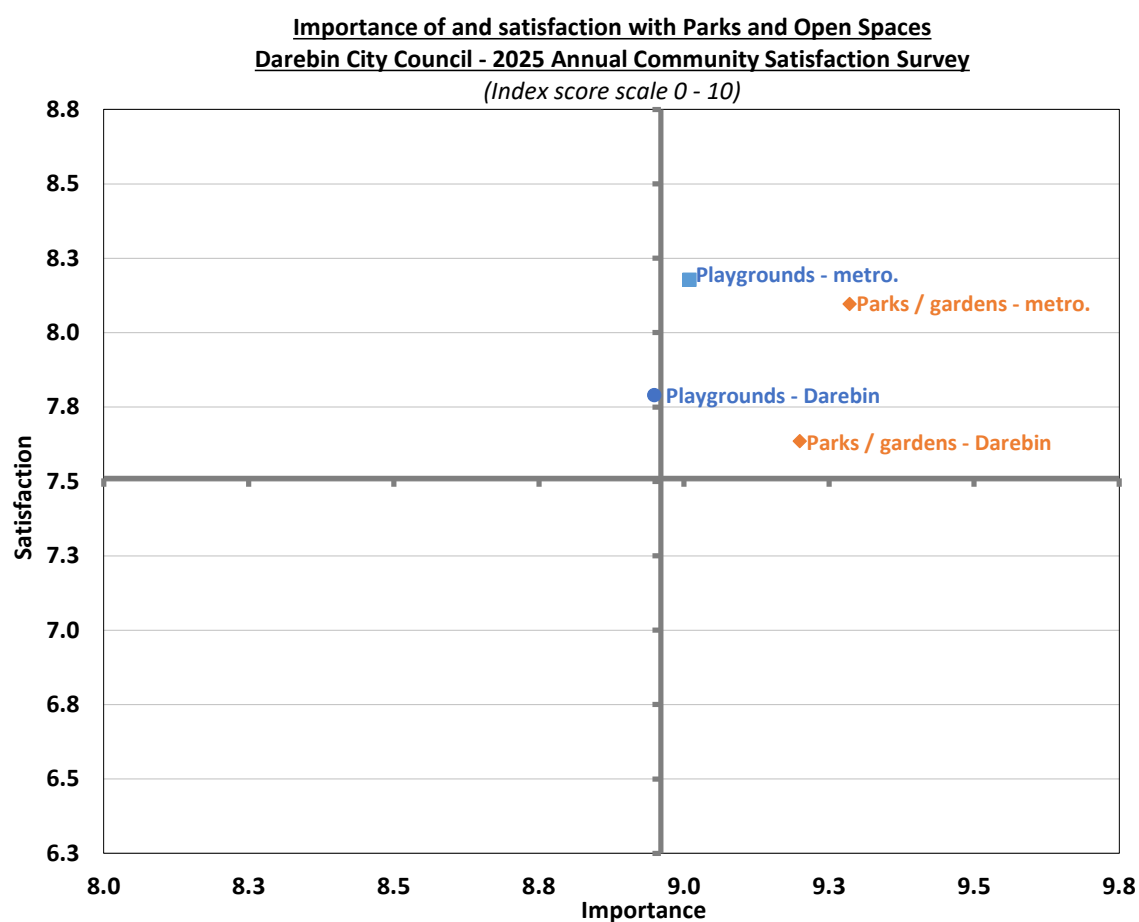


Parks and Open Spaces

Two facilities related to Parks and Open Spaces were included in the survey this year, those being the provision and maintenance of parks and gardens, and the provision and maintenance of playgrounds.

The graph displays the average importance of each of these facilities as well as the average satisfaction.

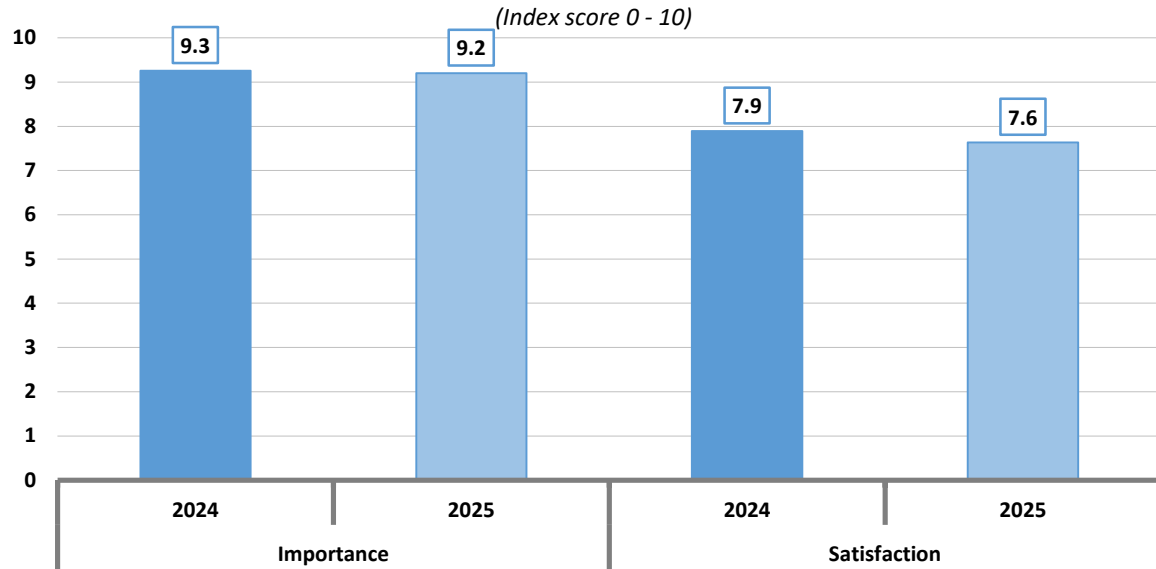
Both of these facilities were of average or higher-than-average importance, and both recorded higher-than-average satisfaction scores. However, satisfaction with both facilities was below the metropolitan averages.



Provision and maintenance of parks and gardens

The provision and maintenance of parks and gardens was the 6th most important of the 36 included services and facilities, with an average importance of 9.2 out of 10. This was one of 10 services and facilities to be measurably more important than the average of all 36 (9.0).

Importance of and satisfaction with provision and maintenance of parks and gardens
Darebin City Council - 2025 Annual Community Satisfaction Survey

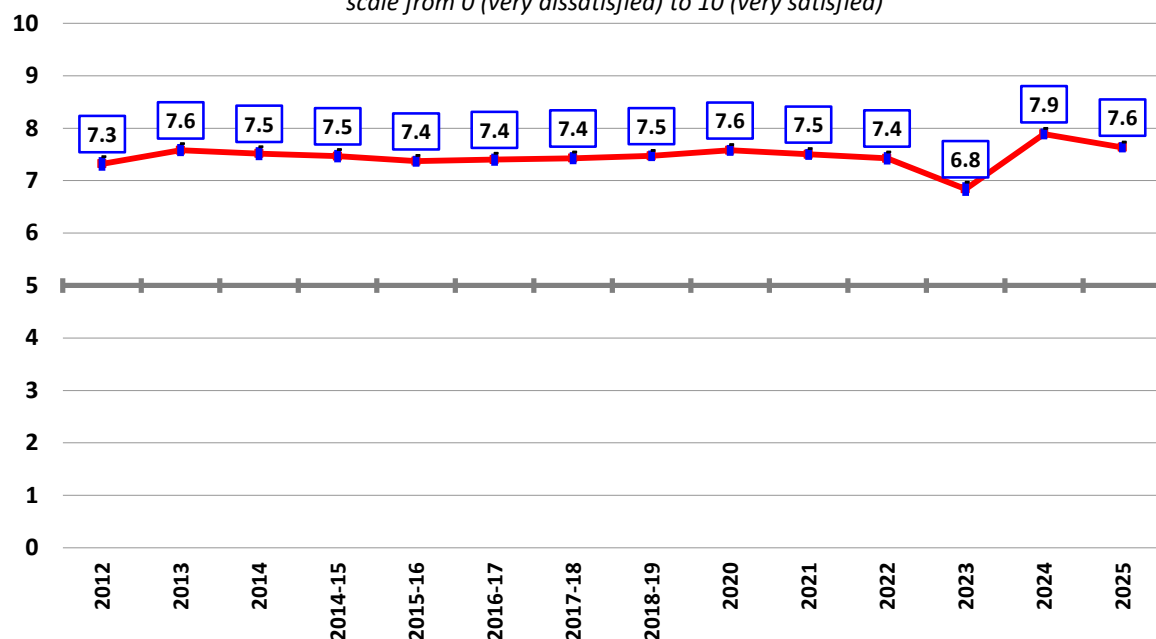


Satisfaction with the provision and maintenance of parks and gardens decreased measurably this year, down three percent to 7.6 out of 10, which was a “very good”, down from an “excellent” level of satisfaction.

This ranks the provision and maintenance of parks and gardens 16th in terms of satisfaction this year.

This result was essentially consistent with the long-term average satisfaction since 2009 of 7.5 out of 10, or “very good”.

Satisfaction with provision and maintenance of parks and gardens
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



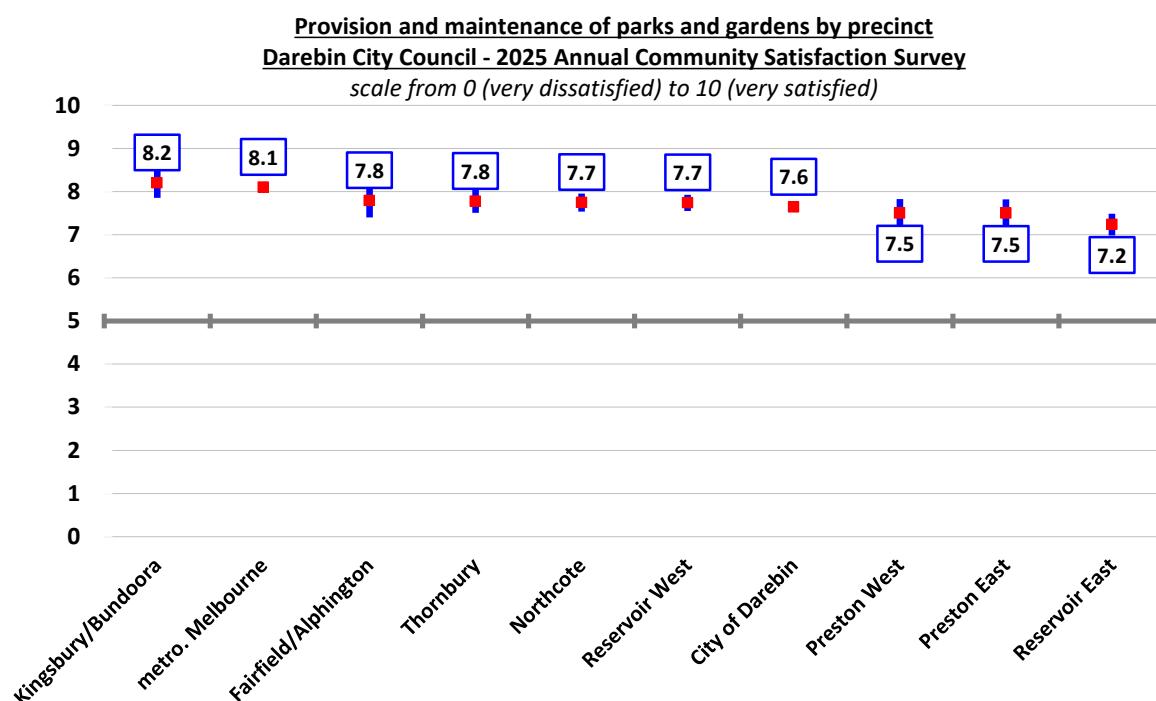
This result comprised 60% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 982 of the 1,000 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with parks and gardens observed by respondent profile.

By way of comparison, this result was measurably (5%) lower than the metropolitan average satisfaction with the “provision and maintenance of parks, gardens, and reserves” of 8.1 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was some measurable variation in satisfaction with parks and gardens observed across the municipality. Respondents from Kingsbury / Bundoora were measurably (6%) more satisfied than the municipal average, and at an “excellent” level.

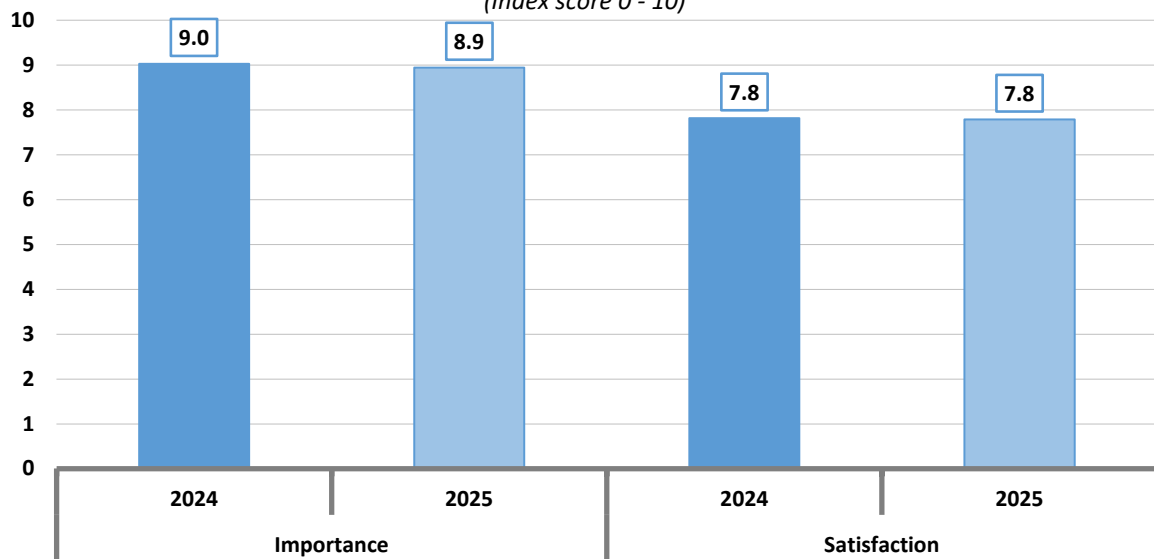
By contrast, respondents from Reservoir East were measurably (4%) less satisfied, and at a “good” rather than a “very good” level.



Provision and maintenance of playgrounds

The provision and maintenance of playgrounds was the 22nd most important of the 36 included services and facilities, with an average importance of 8.9 out of 10.

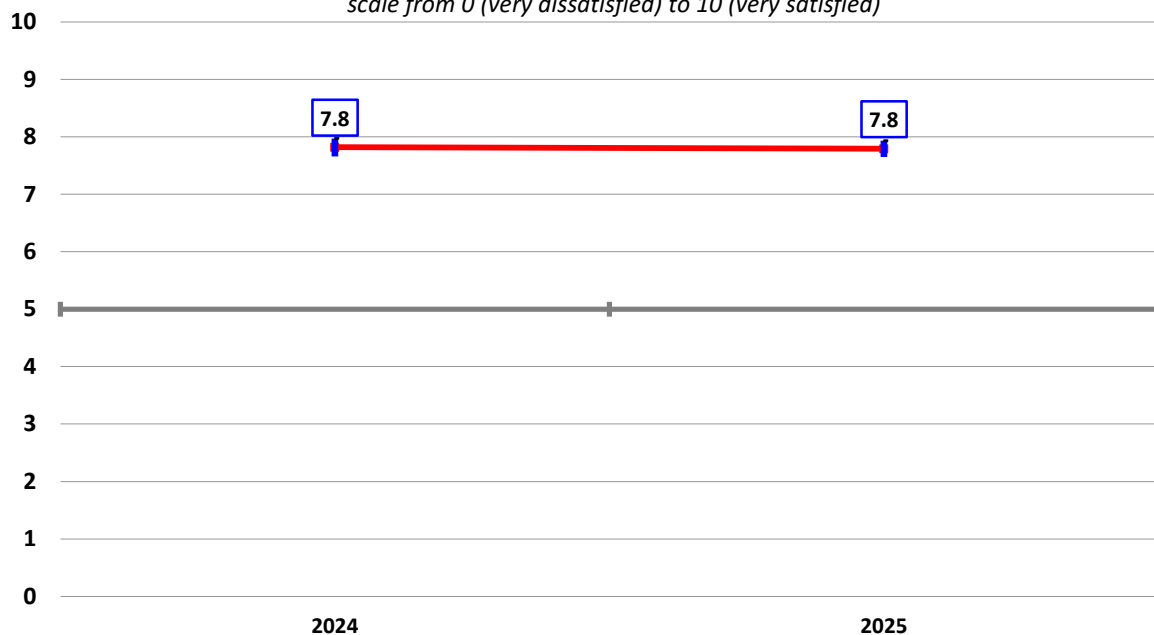
Importance of and satisfaction with provision and maintenance of playgrounds
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Index score 0 - 10)



Satisfaction with the provision and maintenance of playgrounds remained stable this year at 7.8 out of 10, which remains an “excellent” level of satisfaction.

This ranks the provision and maintenance of playgrounds 11th in terms of satisfaction this year.

Satisfaction with provision and maintenance of playgrounds
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



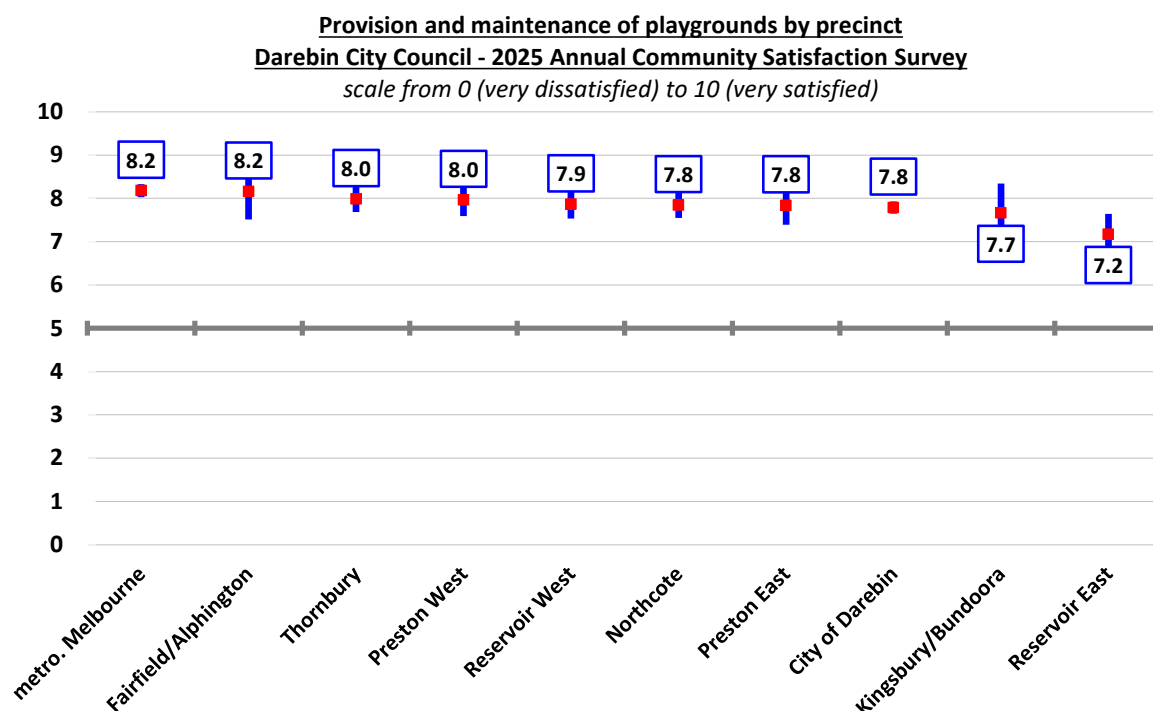
This result comprised 64% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 375 of the 380 respondents (38%) from households who reported having used these facilities in the past 12 months.

There was some substantive variation in satisfaction with playgrounds observed by respondent profile, with young adults (aged 18 to 34 years) and senior citizens (aged 75 years or older) notably more satisfied than average, and adults and middle-aged adults (aged 35 to 59 years) notably less satisfied.

By way of comparison, this result was measurably (4%) lower than the metropolitan average satisfaction with the “provision and maintenance of playgrounds” of 8.2 out of 10, as recorded in the 2025 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with playgrounds observed across the municipality, it is noted that respondents from Fairfield / Alphington were notably (4%) more satisfied than the municipal average.

By contrast, respondents from Reservoir East were notably (6%) less satisfied than average, and at a “good” rather than an “excellent” level.



Our Council

Four services and facilities related to Our Council were included in the survey this year, those being animal management, the enforcement of local laws, Darebin's newsletter the *Darebin Community News*, and Council's website.

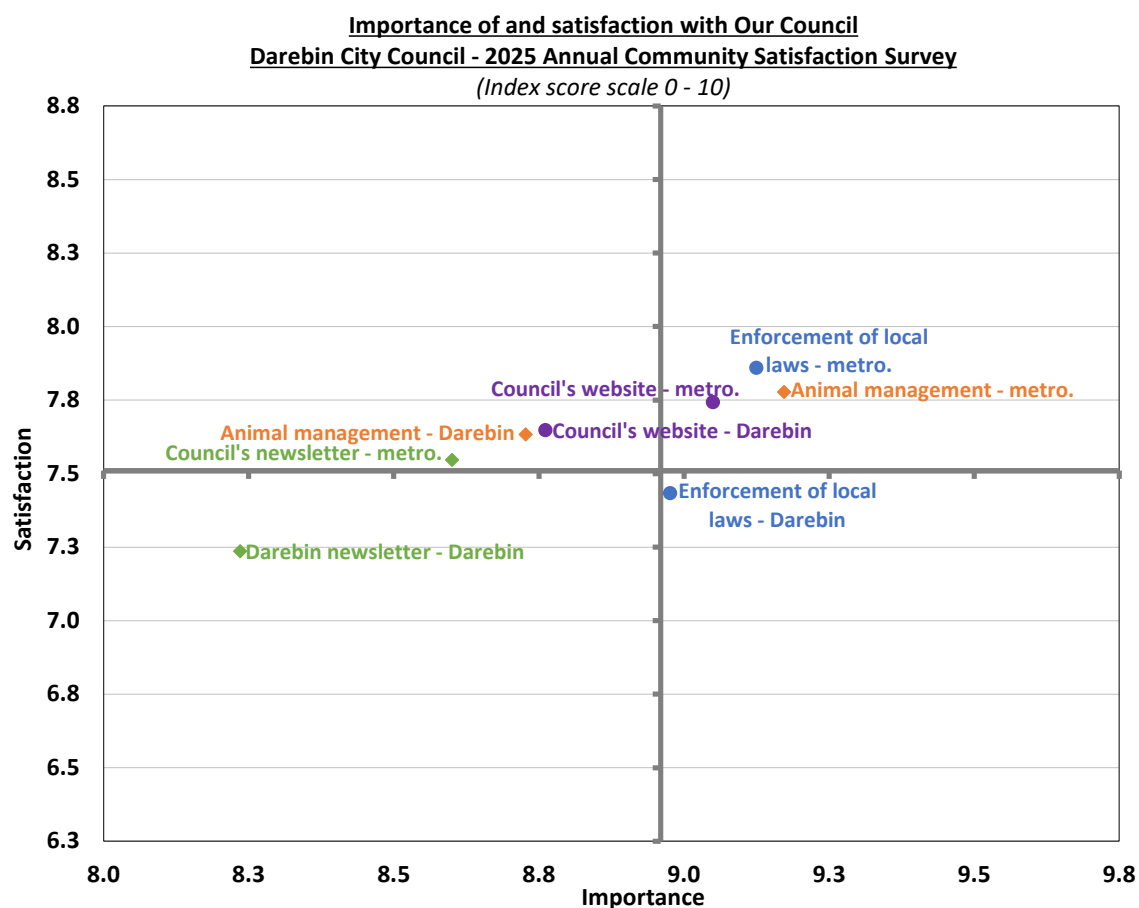
The graph displays the average importance of each of these facilities as well as the average satisfaction.

Satisfaction with two of these services and facilities, namely Council's website and animal management, was higher than the average of all 36 services and facilities. However, both of these services and facilities were of lower-than-average importance.

Two of the services and facilities, namely the enforcement of local laws and Council's newsletter, recorded lower-than-average satisfaction scores.

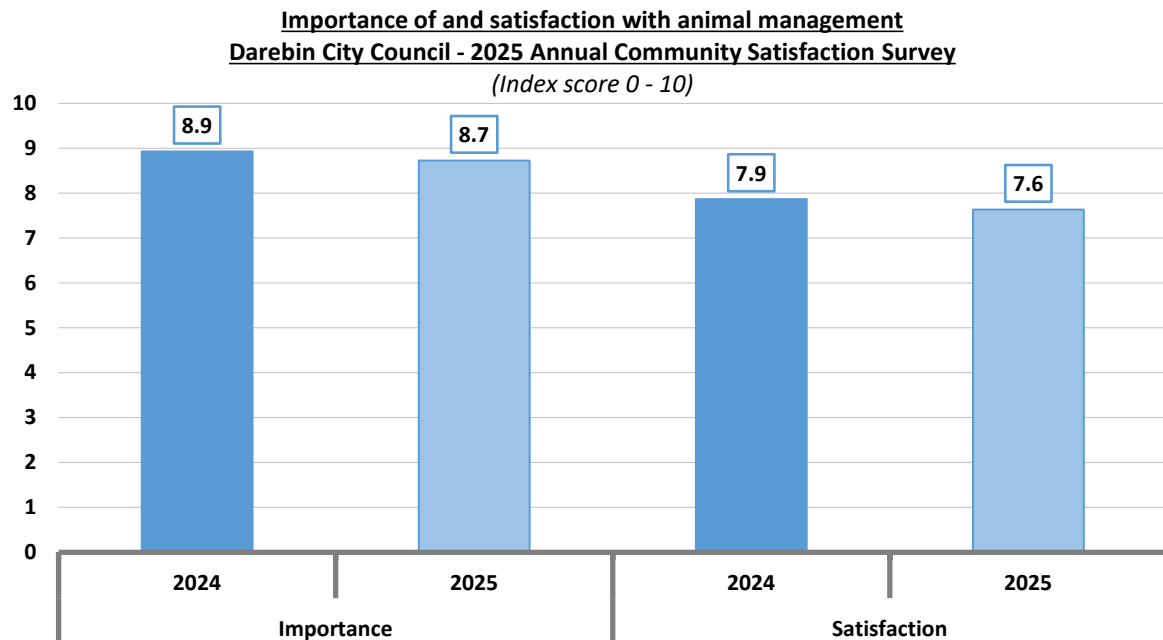
While Council's newsletter was of lower-than-average importance, the enforcement of local laws fell into the quadrant of most concern, being of higher-than-average importance.

All four of these services and facilities recorded satisfaction scores which were lower than the metropolitan averages.



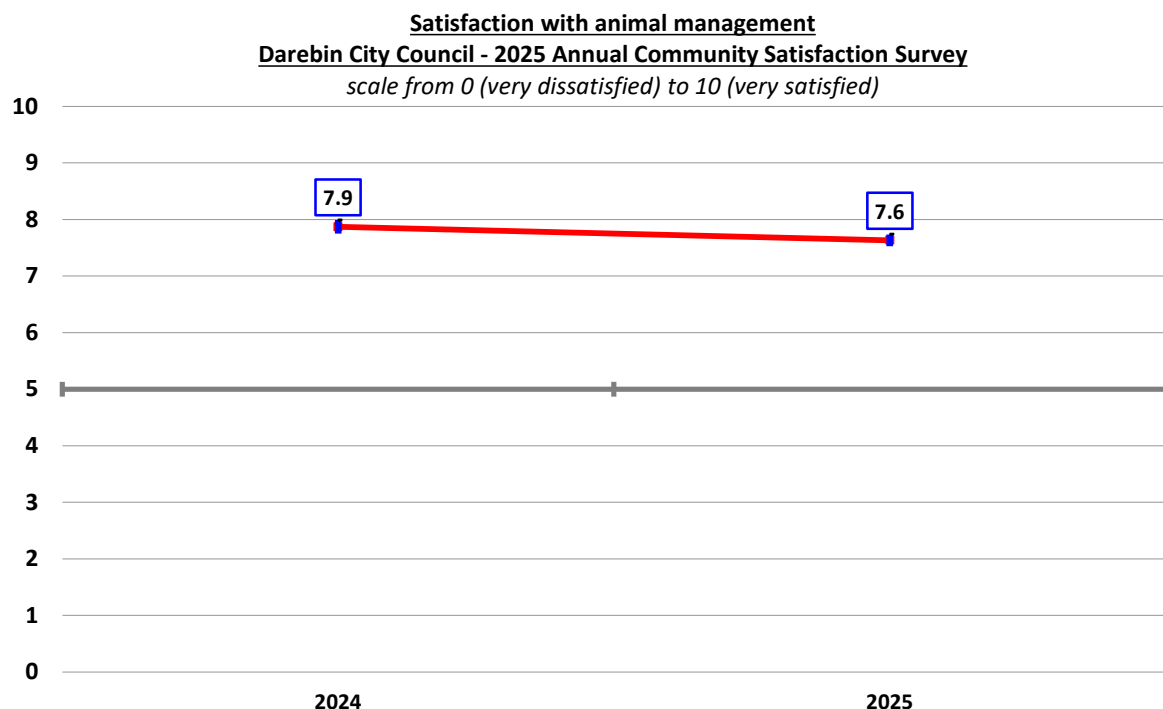
Animal management

Animal management was the 32nd most important of the 36 included services and facilities, with an average importance of 8.7 out of 10, and one of nine services and facilities to be measurably less important than the average of all 36 (9.0).



Satisfaction with animal management decreased notably this year, down three percent to 7.6 out of 10, which was a “very good”, down from an “excellent” level of satisfaction.

This ranks animal management 17th in terms of satisfaction this year.



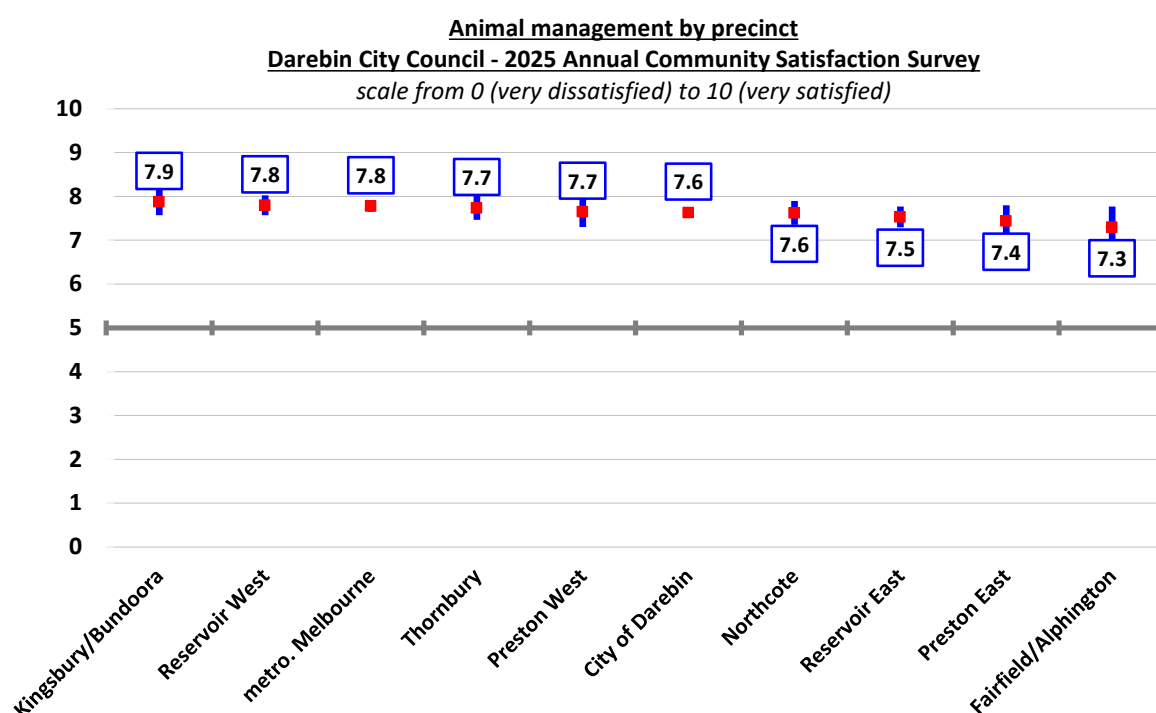
This result comprised 58% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 889 of the 1,000 respondents who provided a satisfaction score this year.

There was some substantive variation in satisfaction with animal management observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average.

By way of comparison, this result was somewhat (2%) lower than the metropolitan average satisfaction with “animal management” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with animal management observed across the municipality.

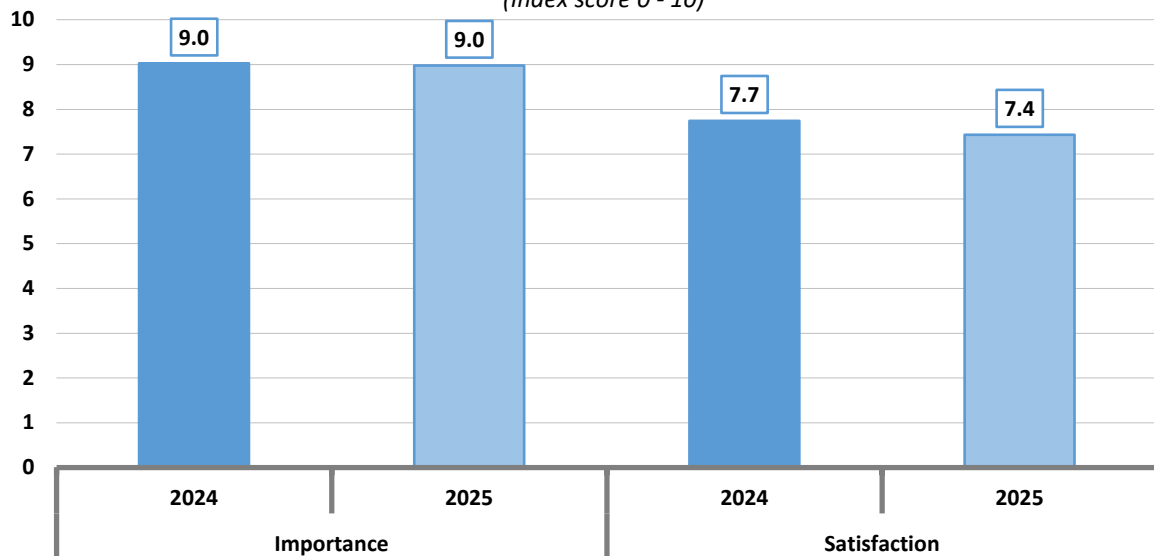
However, respondents from Kingsbury / Bundoora were notably (3%) more satisfied than the municipal average, while respondents from Fairfield / Alphington were notably (3%) less satisfied.



Enforcement of local laws

The enforcement of local laws was the 19th most important of the 36 included services and facilities, with an average importance of 9.0 out of 10.

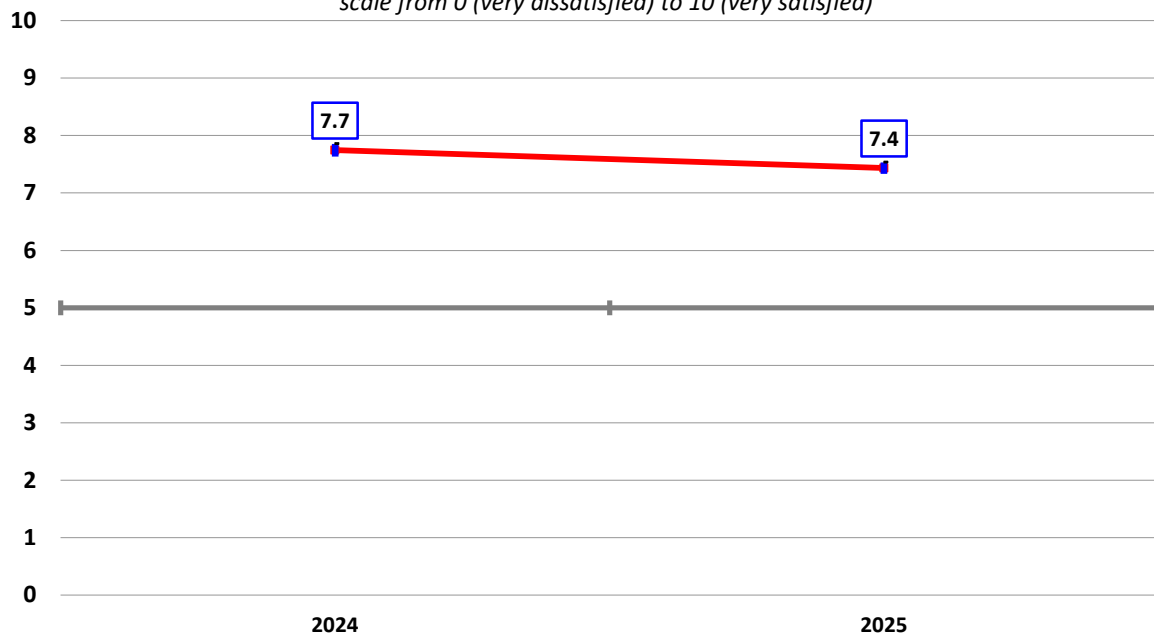
Importance of and satisfaction with enforcement of local laws
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Index score 0 - 10)



Satisfaction with the enforcement of local laws decreased notably this year, down three percent to 7.4 out of 10, which remains a “very good” level of satisfaction.

This ranks the enforcement of local laws 19th in terms of satisfaction this year.

Satisfaction with enforcement of local laws
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

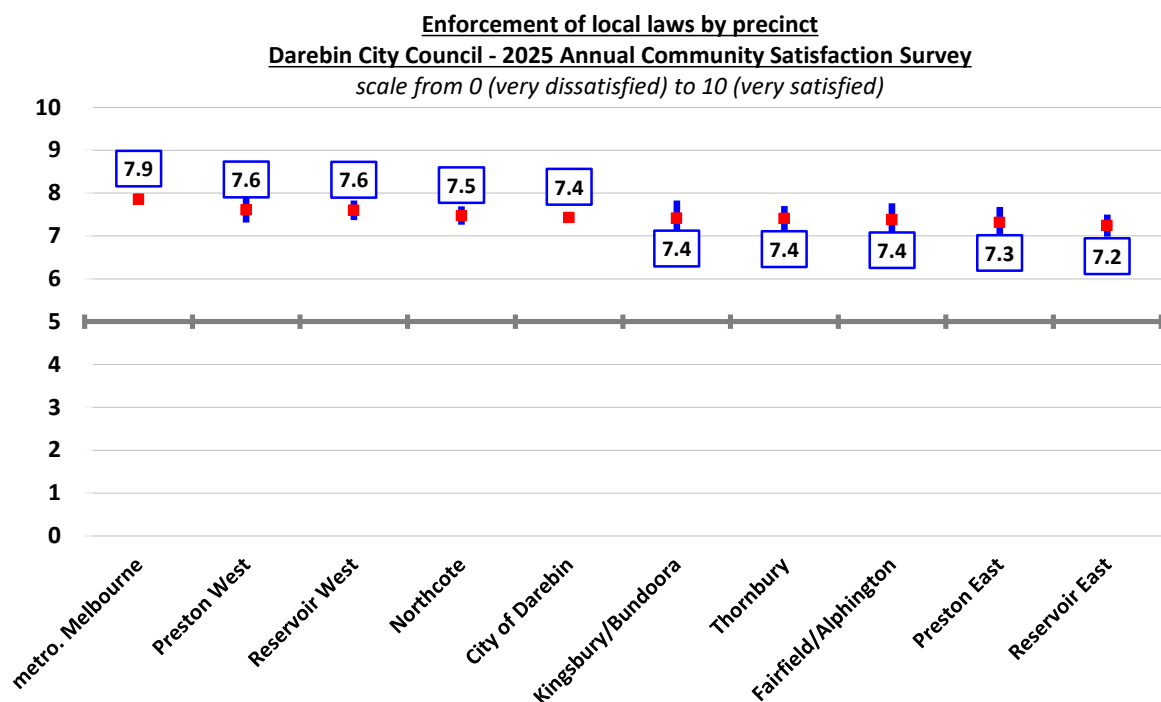


This result comprised 52% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 902 of the 1,000 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with the enforcement of local laws observed by respondent profile.

By way of comparison, this result was measurably (5%) lower than the metropolitan average satisfaction with “the enforcement of local laws” of 7.9 out of 10, as recorded in the 2025 *Governing Melbourne* research.

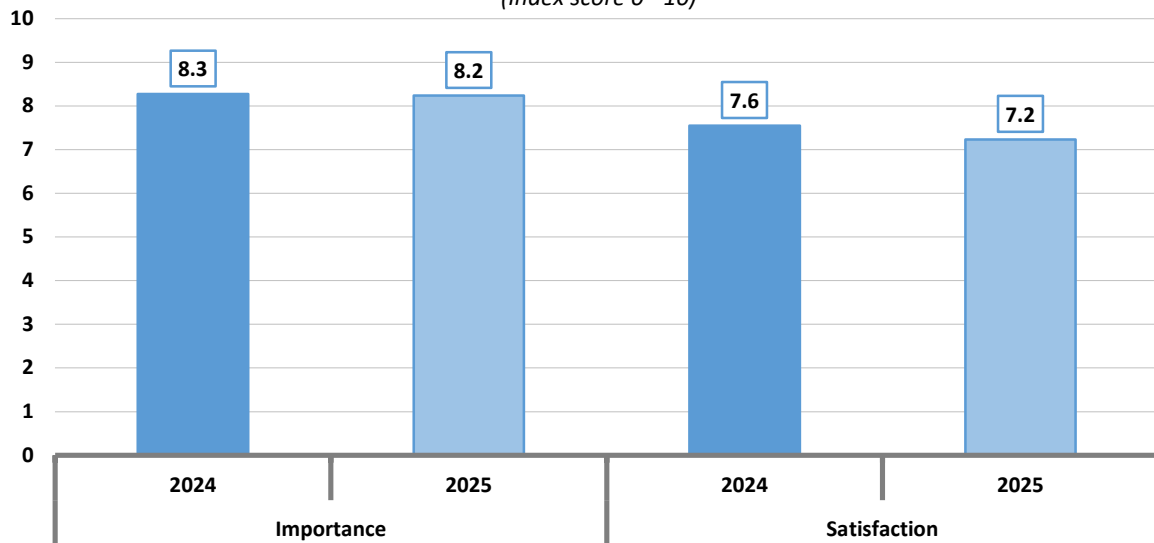
There was no measurable variation in satisfaction with the enforcement of local laws observed across the municipality.



Darebin newsletter *Darebin Community News*

Council’s newsletter *Darebin Community News* was the 36th most important of the 36 included services and facilities, with an average importance of 8.2 out of 10, and one of nine services and facilities to be measurably less important than the average of all 36 (9.0).

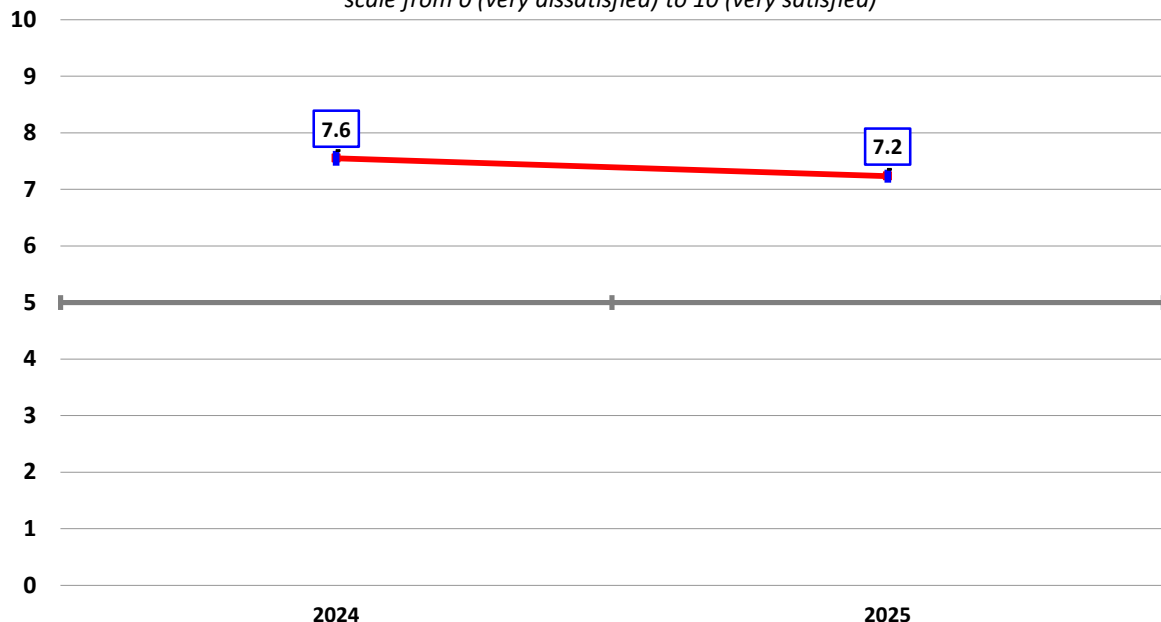
Importance of and satisfaction with Council newsletter *Darebin Community News*
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Index score 0 - 10)



Satisfaction with this publication decreased notably this year, down four percent to 7.2 out of 10, which was a “good”, down from a “very good” level of satisfaction.

This result ranks these services 23rd in terms of satisfaction this year.

Satisfaction with Darebin newsletter *Darebin Community News*
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

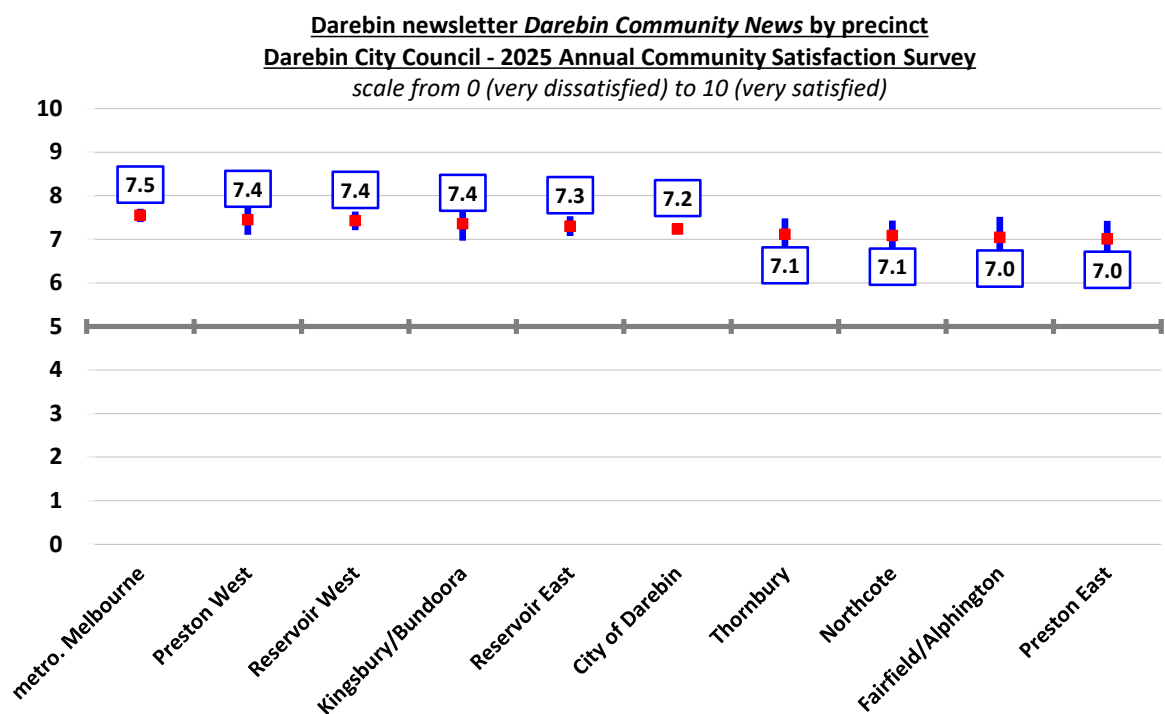


This result comprised 47% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 840 of the 1,000 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with this publication observed by respondent profile.

By way of comparison, this result was measurably (3%) lower than the metropolitan average satisfaction with “Council’s regular printed newsletter”, as recorded in the 2025 *Governing Melbourne* research.

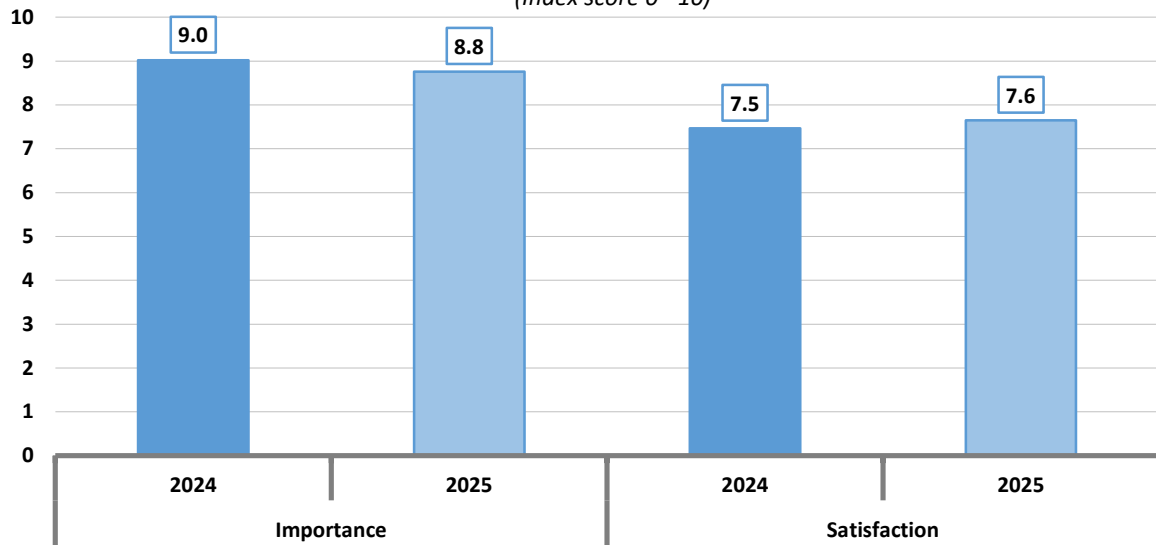
There was no measurable variation in satisfaction with this publication observed across the municipality.



Council’s website

Council’s website was the 28th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10, and one of nine services and facilities to be measurably less important than the average of all 36 (9.0).

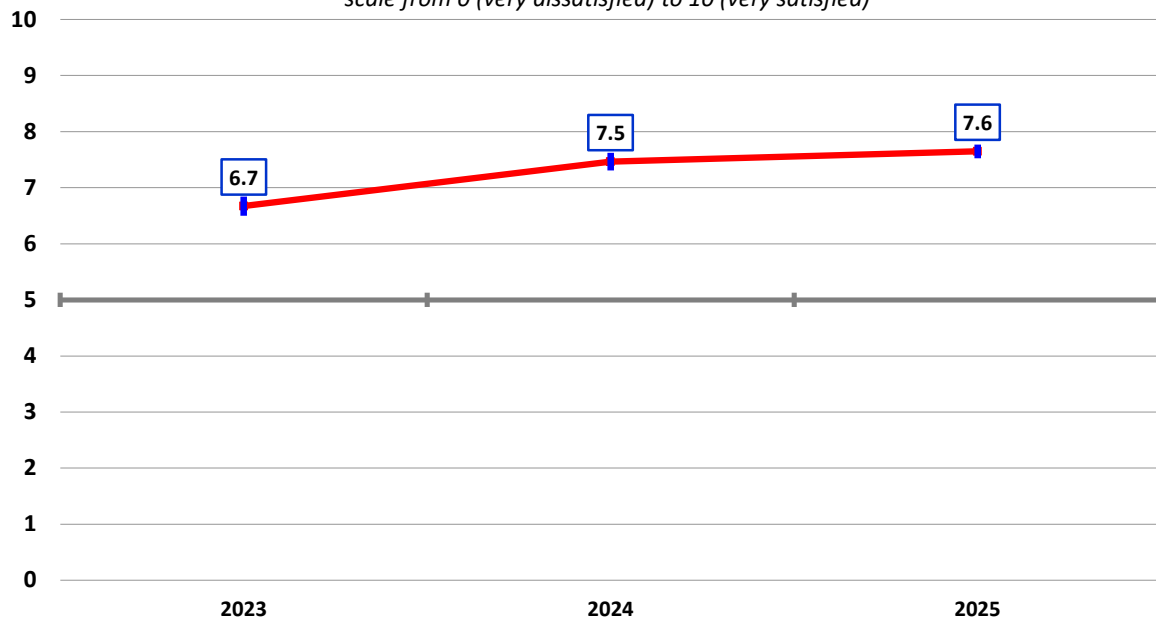
Importance of and satisfaction with Council's website
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Index score 0 - 10)



Satisfaction with Council's website remained essentially stable this year, up one percent to 7.6 out of 10, which remains a "very good" level of satisfaction.

This ranks Council's website 14th in terms of satisfaction this year.

Satisfaction with Council's website
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



This result comprised 64% "very satisfied" and three percent "dissatisfied" respondents, based on a total sample of 553 of the 557 (56%) respondents from households who had used this facility in the last 12 months.

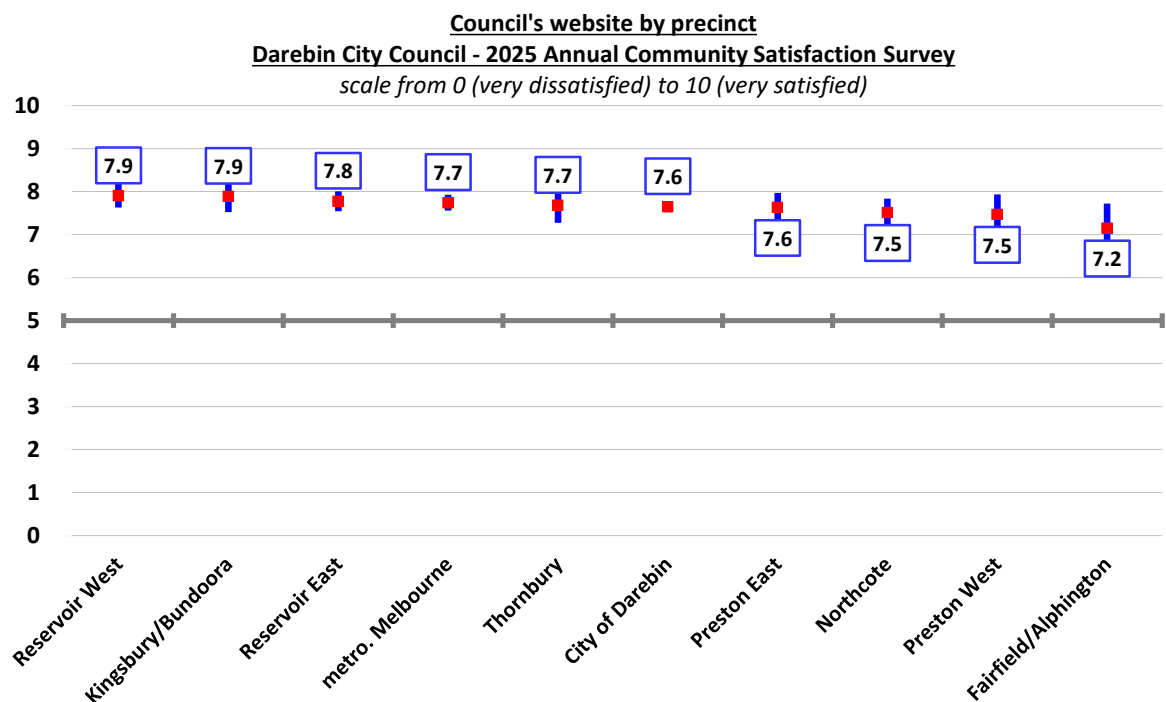
There was some variation in satisfaction with the website observed by respondent profile with senior citizens (aged 75 years and over) notably more satisfied than average.

By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with “Council’s website” of 7.7 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with the website observed across the municipality.

However, 77 respondents from Reservoir West and 36 respondents from Kingsbury / Bundoora were notably (3%) more satisfied than the municipal average, and at “excellent” rather than “very good” levels.

Conversely, 39 respondents from Fairfield / Alphington were notably (4%) less satisfied, and at a “good”, rather than a “very good” level.



Transport and Parking

Four services and facilities related to Transport and Parking were included in the survey this year, those being local traffic management, parking enforcement, bike and shared paths, and the provision of information about and promotion of cycling and walking.

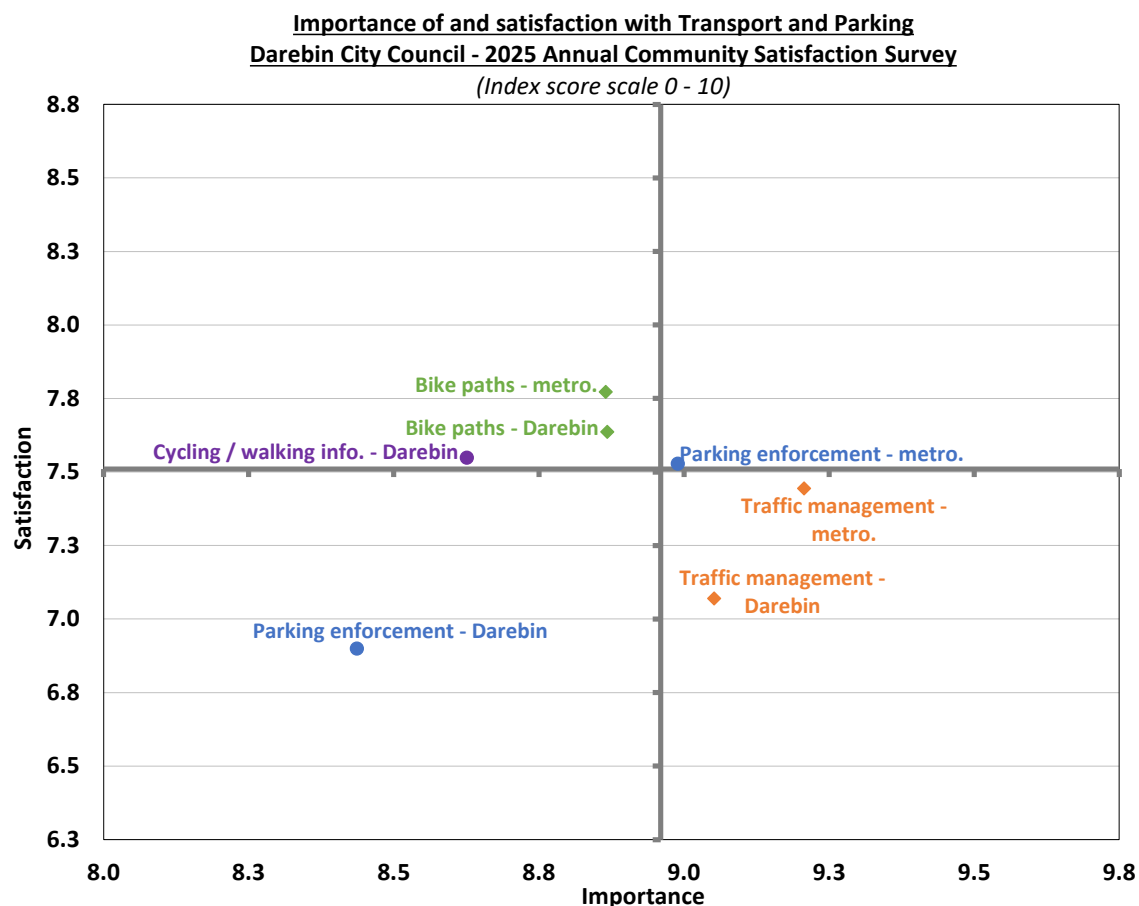
The graph displays the average importance of each of these facilities as well as the average satisfaction.

Local traffic management fell into the quadrant of most concern, being the only one of these four services and facilities to be of higher-than-average importance but recording a satisfaction score which was lower than the average of all 36 services.

While parking enforcement also recorded a lower-than-average satisfaction score, it was also of lower importance.

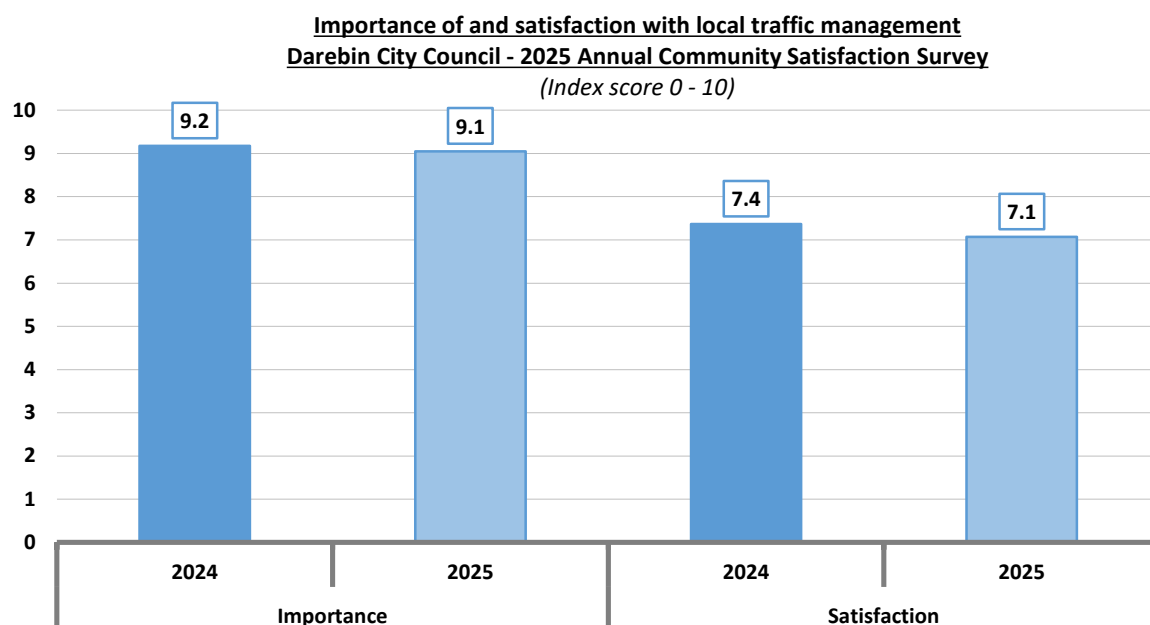
Bike and shared paths, and the provision of information about cycling and walking in Darebin were of lower-than-average importance but recorded higher-than-average satisfaction scores.

Where metropolitan comparisons existed, these services and facilities were lower than the metropolitan averages.



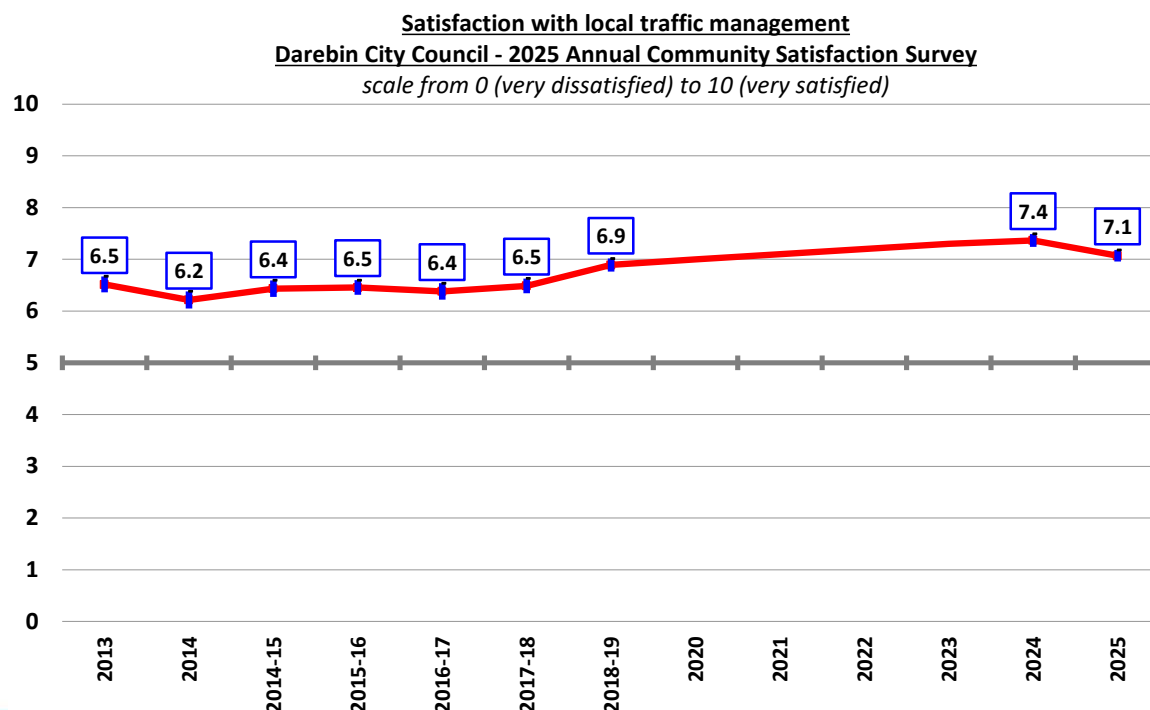
Local traffic management

Local traffic management was the 16th most important of the 36 included services and facilities, with an average importance of 9.1 out of 10.



Satisfaction with local traffic management decreased notably this year, down three percent to 7.1 out of 10, which was a “good”, down from a “very good” level of satisfaction.

This result remains notably higher than the long-term average satisfaction since 2013 of 6.6 out of 10, or “good”.



This ranks local traffic management 29th in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 36 (7.5).

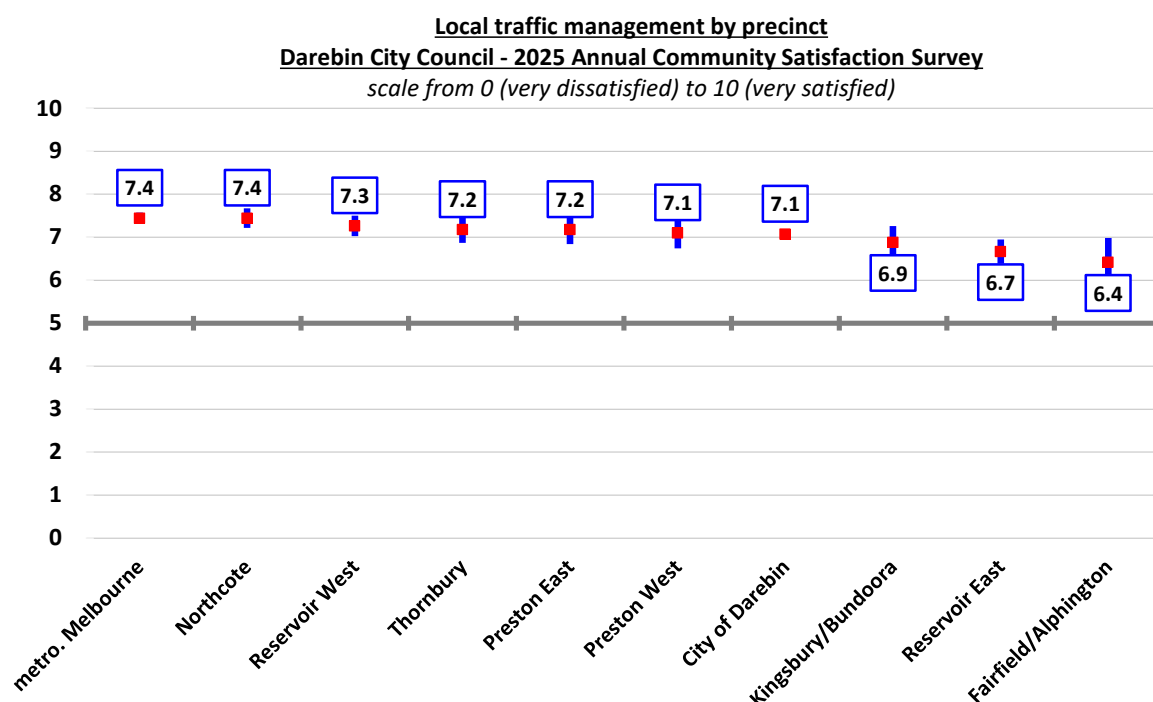
This result comprised 44% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 977 of the 1,000 respondents who provided a satisfaction score this year.

There was some variation in satisfaction with traffic management observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and middle-aged adults (aged 45 to 59 years) notably less satisfied.

By way of comparison, this result was measurably (3%) lower than the metropolitan average satisfaction with “local traffic management” of 7.4 out of 10, as recorded in the 2025 *Governing Melbourne* research.

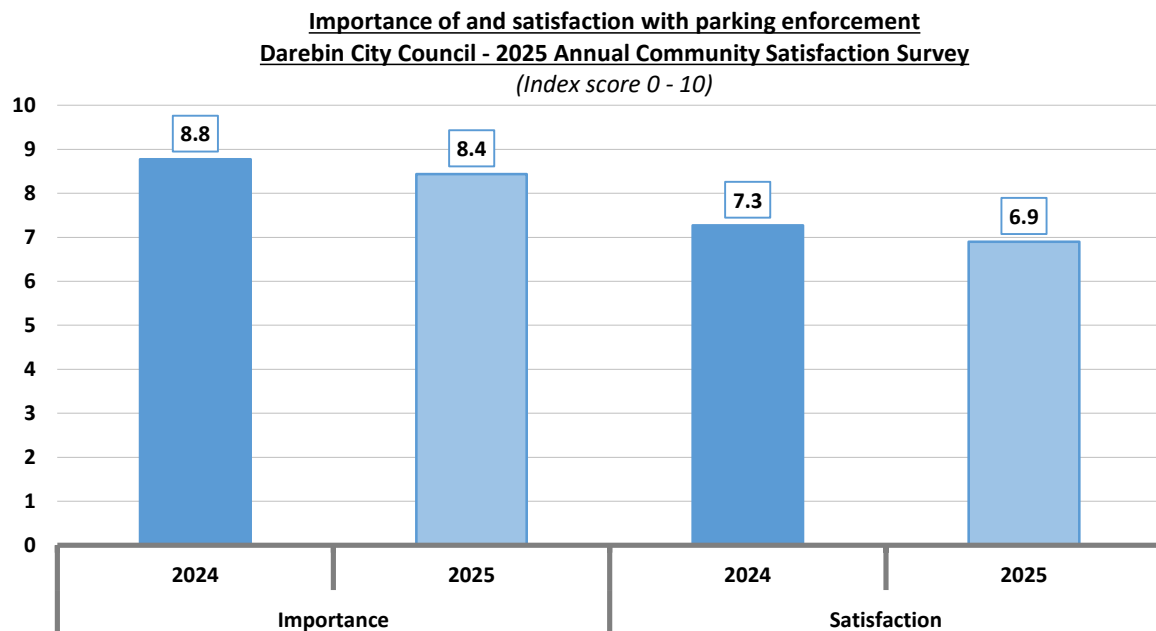
There was measurable variation in satisfaction with traffic management observed across the municipality. Respondents from Northcote were measurably (3%) more satisfied than average, and at a “very good” level.

By contrast, respondents from Fairfield / Alphington and Reservoir East were measurably (7% and 4% respectively) less satisfied than average, with Fairfield / Alphington respondents rating satisfaction with local traffic management at a “solid” rather than a “good” level.

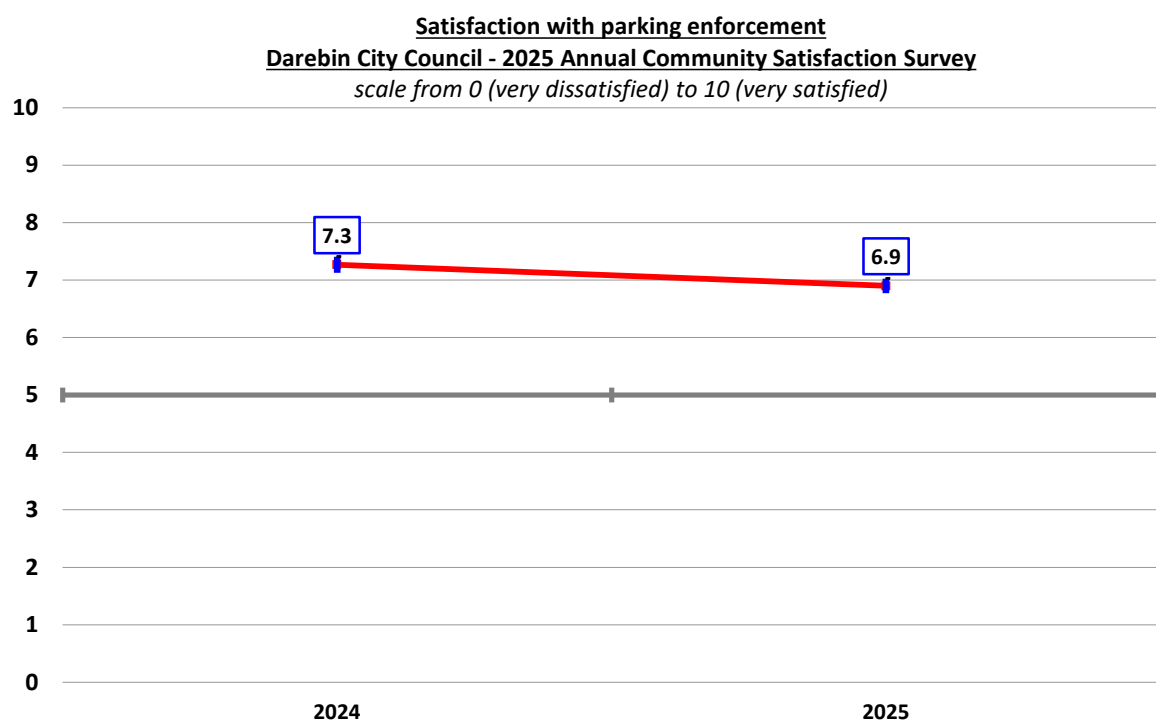


Parking enforcement

Parking enforcement was the 35th most important of the 36 included services and facilities, with an average importance of 8.4 out of 10, and one of nine services and facilities to be measurably less important than the average of all 36 (9.0).



Satisfaction with parking enforcement decreased notably this year, down four percent to 6.9 out of 10, which was a “good”, down from a “very good” level of satisfaction.



This ranks parking enforcement 33rd in terms of satisfaction this year, and one of 13 services and facilities to record a satisfaction score which was measurably lower than the average of all 36 (7.5).

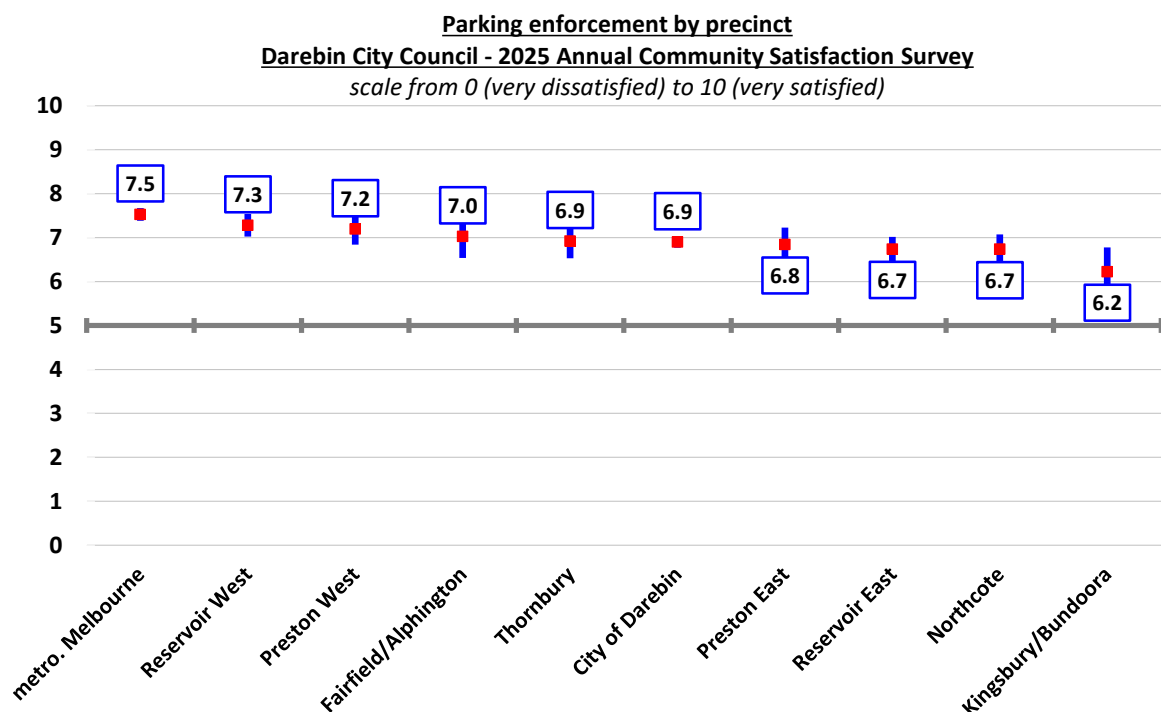
This result comprised 41% “very satisfied” and nine percent “dissatisfied” respondents, based on a total sample of 941 of the 1,000 respondents who provided a satisfaction score this year.

There was some variation in satisfaction with parking enforcement observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied, and middle-aged adults (aged 45 to 59 years) notably less satisfied than average.

By way of comparison, this result was measurably (6%) lower than the metropolitan average satisfaction with “parking enforcement” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.

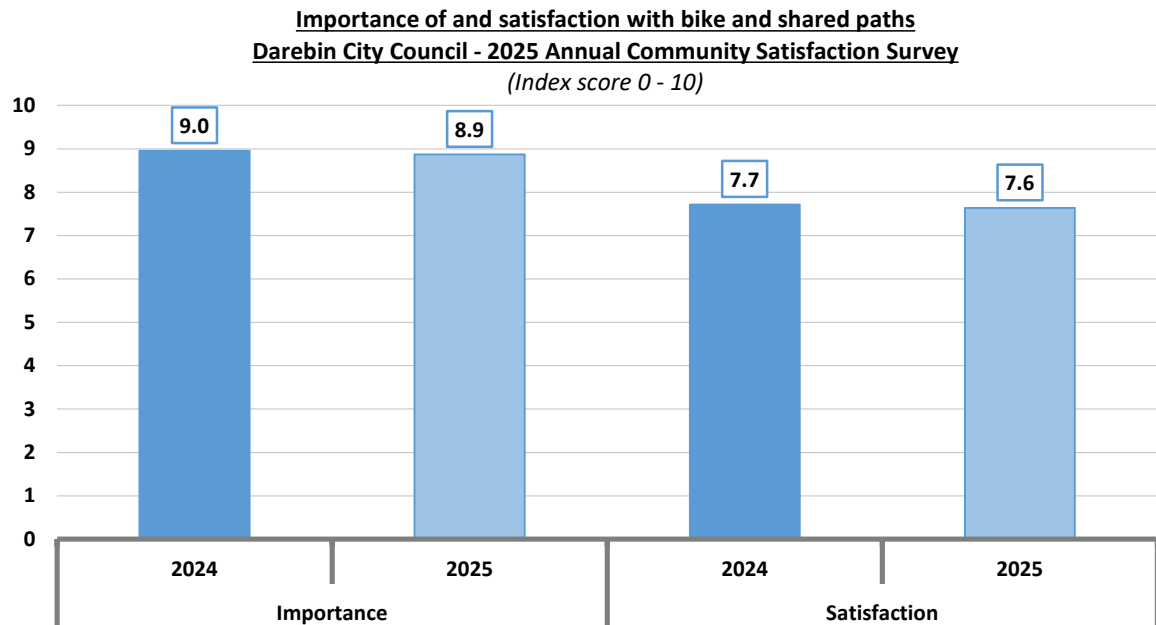
There was some measurable variation in satisfaction with parking enforcement observed across the municipality. Respondents from Reservoir West were measurably (4%) more satisfied than average, and at a “very good” level.

By contrast, respondents from Kingsbury / Bundoora were measurably (7%) less satisfied than average, and at a “solid” rather than a “good” level.

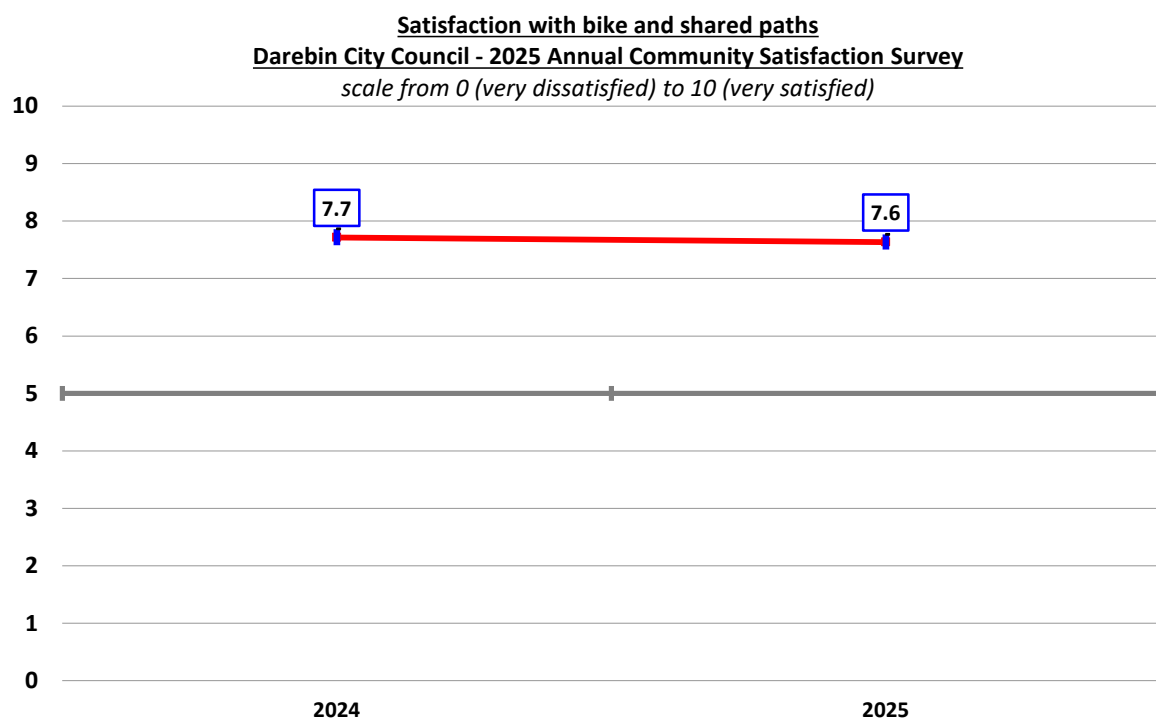


Bike and shared paths

Bike and shared paths were the 26th most important of the 39 included services and facilities, with an average importance of 8.9 out of 10.



Satisfaction with bike and shared paths remained essentially stable this year, down one percent to 7.6 out of 10 this year, which remains a “very good” level of satisfaction.



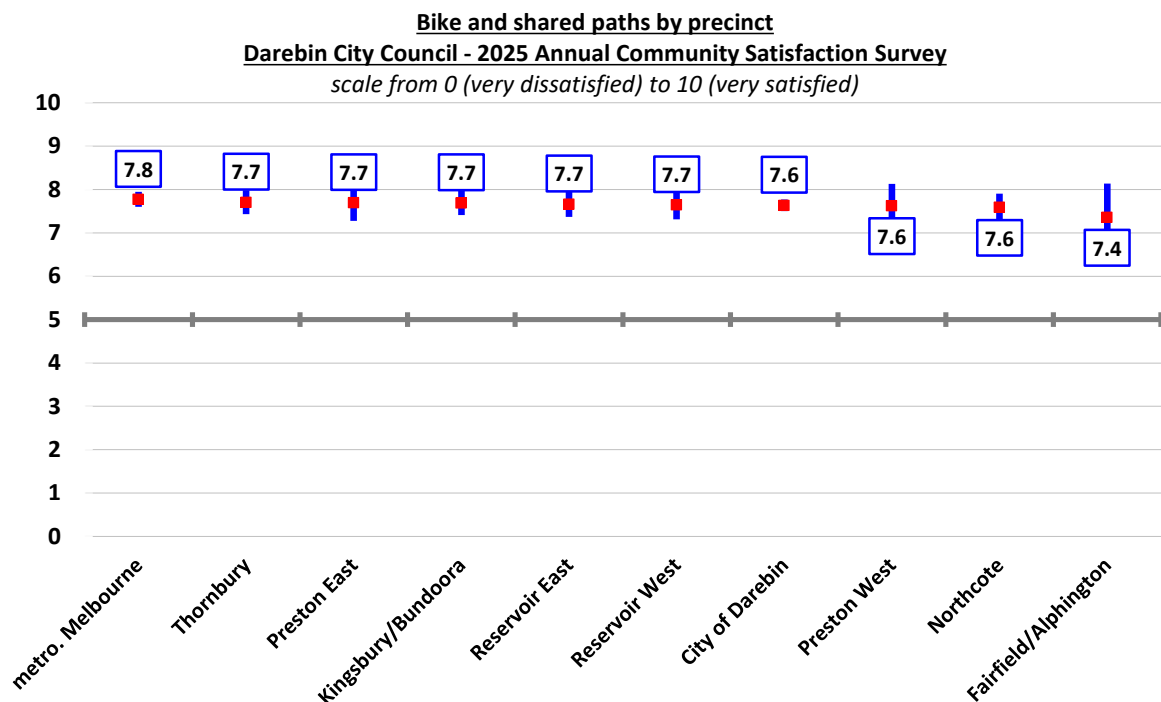
This ranks bike paths 15th in terms of satisfaction this year.

This result comprised 59% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 463 of the 468 (47%) respondents from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with bike paths observed by respondent profile, with older adults (aged 60 to 74 years) notably less satisfied than average.

By way of comparison, this result was somewhat (2%) lower than the metropolitan average satisfaction with “bike and shared paths” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

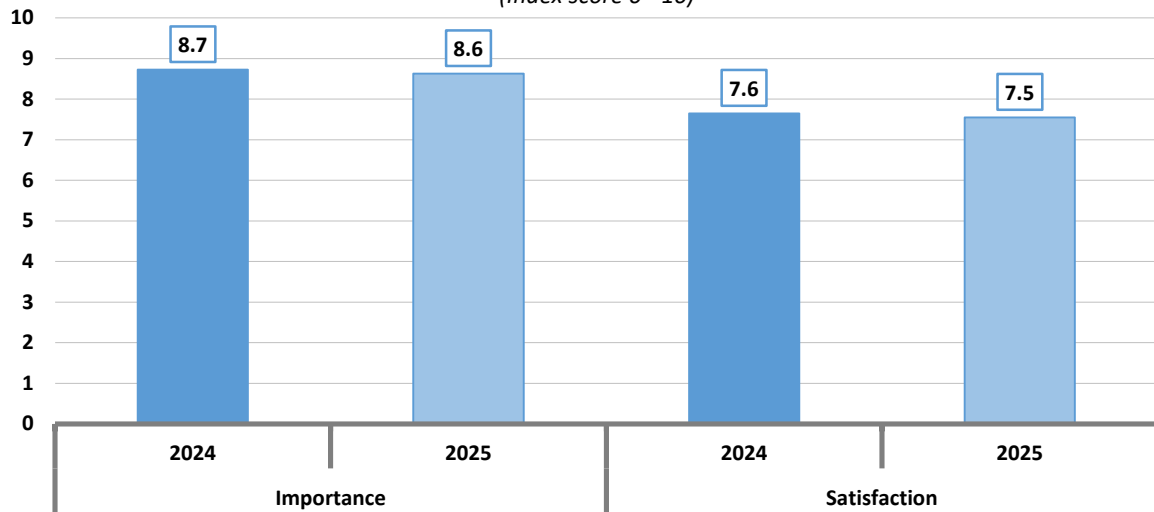
There was no measurable variation in satisfaction with bike paths observed across the municipality.



Providing information about and promoting cycling and walking in Darebin

Providing information about and promoting cycling and walking in Darebin was the 33rd most important of the 36 included services and facilities, with an average importance of 8.6 out of 10, and one of nine services and facilities which were measurably less important than the average of all 36 (9.0).

Importance of and satisfaction with Council's performance providing information about and promoting cycling and walking in Darebin
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Index score 0 - 10)

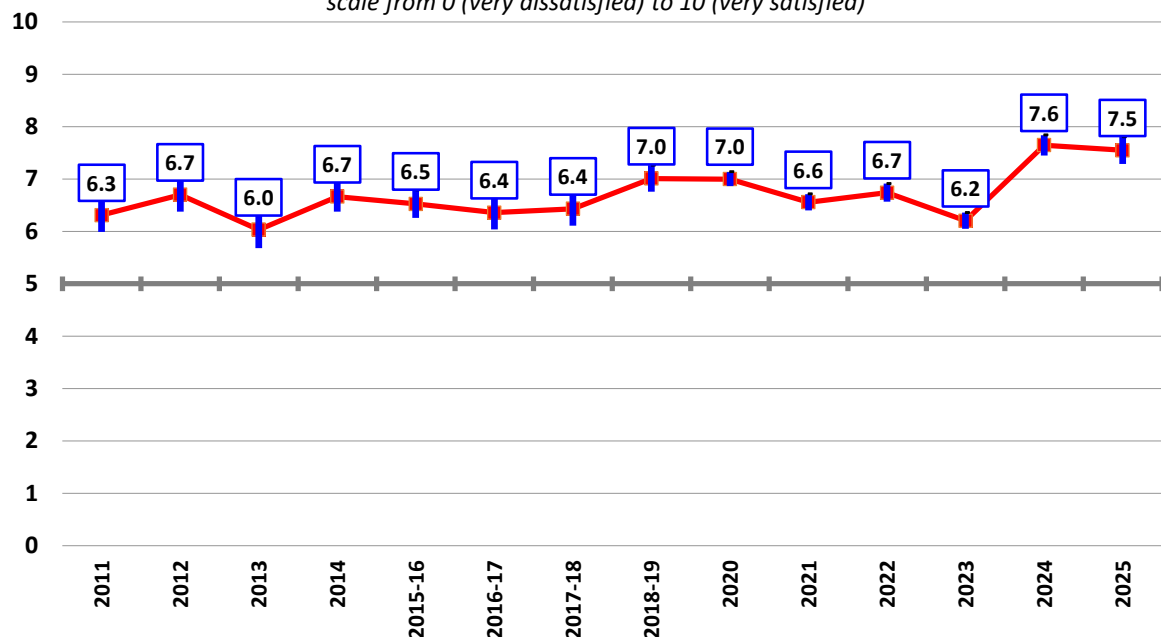


Satisfaction with these services remained essentially stable this year, down one percent to 7.5 out of 10, which remains a “very good” level of satisfaction.

This was measurably higher than the long-term average satisfaction since 2011 of 6.7 out of 10, or “good”.

This ranks these services 18th in terms of satisfaction this year.

Satisfaction with information about and promoting cycling and walking in Darebin
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

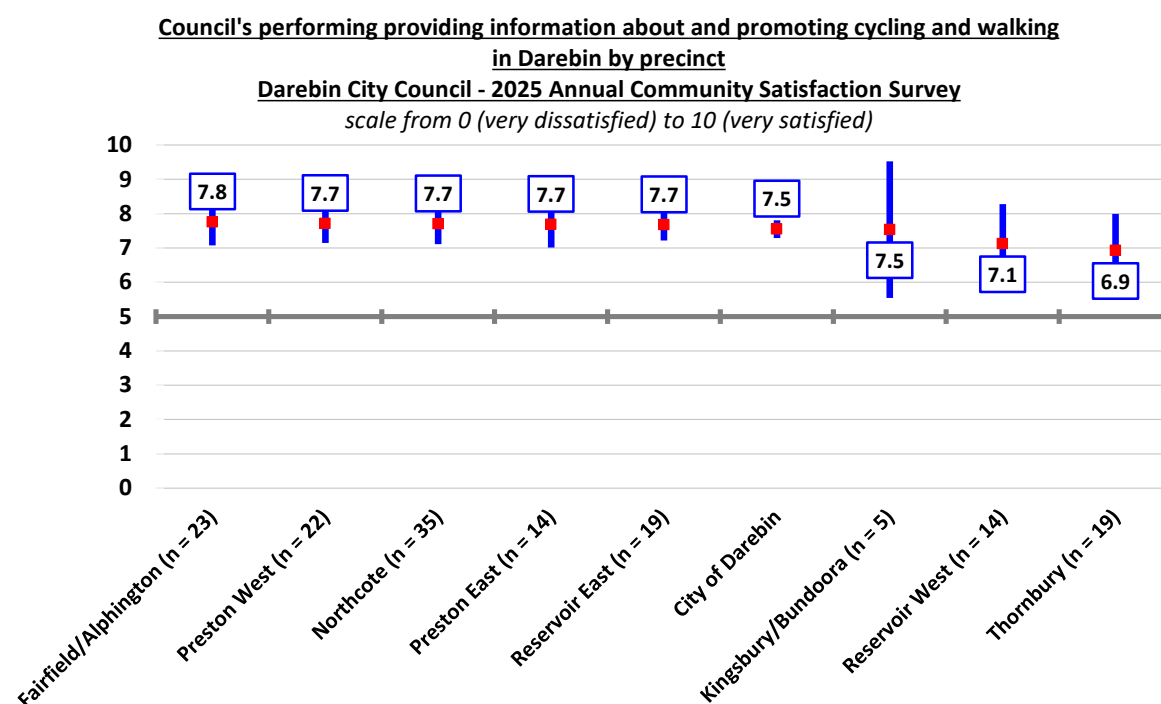


This result comprised 58% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 152 of the 153 (15%) respondents from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with these observed by respondent profile, with older adults (aged 60 to 74 years) notably less satisfied than average, and senior citizens (aged 75 years or older) notably more satisfied. Respondents from English speaking households were notably more satisfied than respondents from multilingual households.

These services were not included in the 2025 *Governing Melbourne* research, and so no comparisons have been provided.

While there was no measurable variation in satisfaction with these services observed across the municipality, it is noted that 19 respondents from Thornbury were notably (6%) less satisfied than the municipal average.

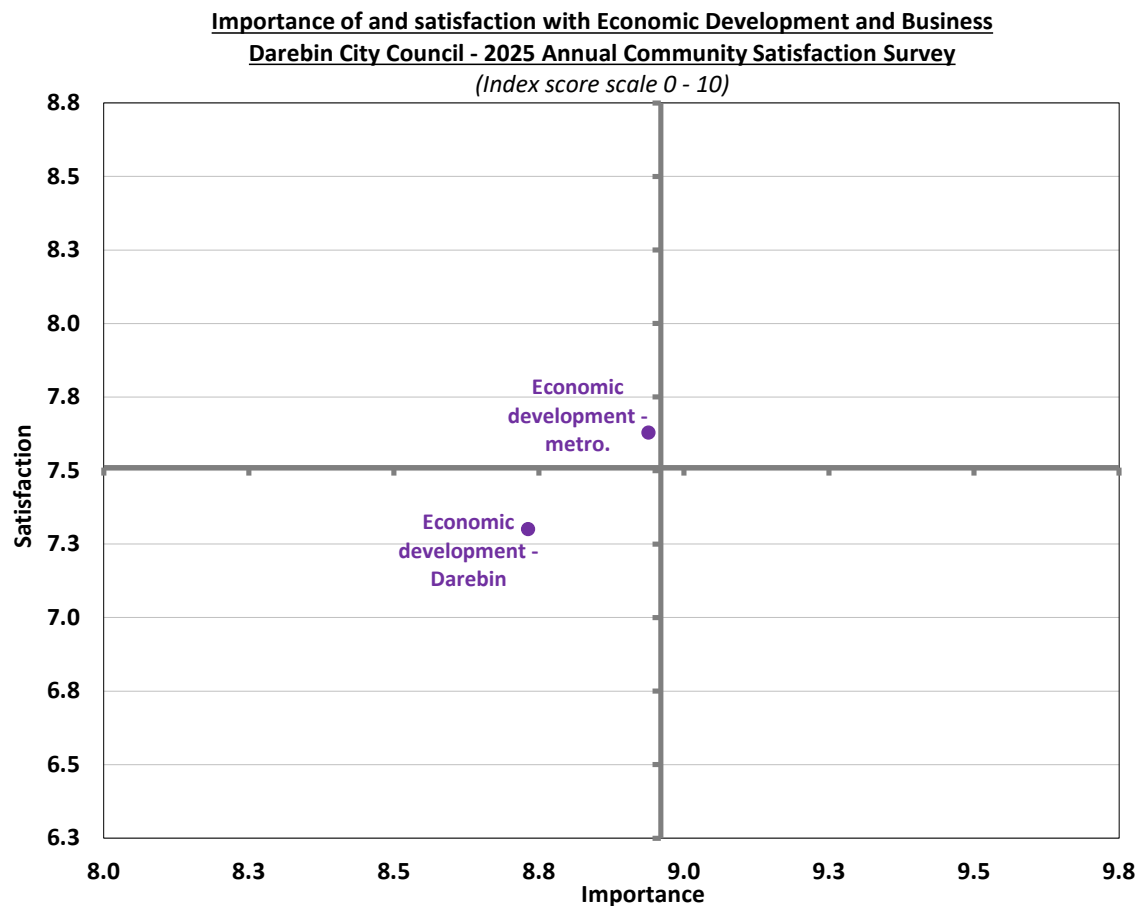


Economic Development and Business

One service related to Economic Development and Business was included in the survey this year, that being Council’s activities promoting local economic development and tourism.

The graph displays the average importance of each of these facilities as well as the average satisfaction.

While these services were of lower-than-average importance, it recorded a lower-than-average satisfaction score. In addition, satisfaction with these services was below the metropolitan average.



Council's activities promoting local economic development and tourism

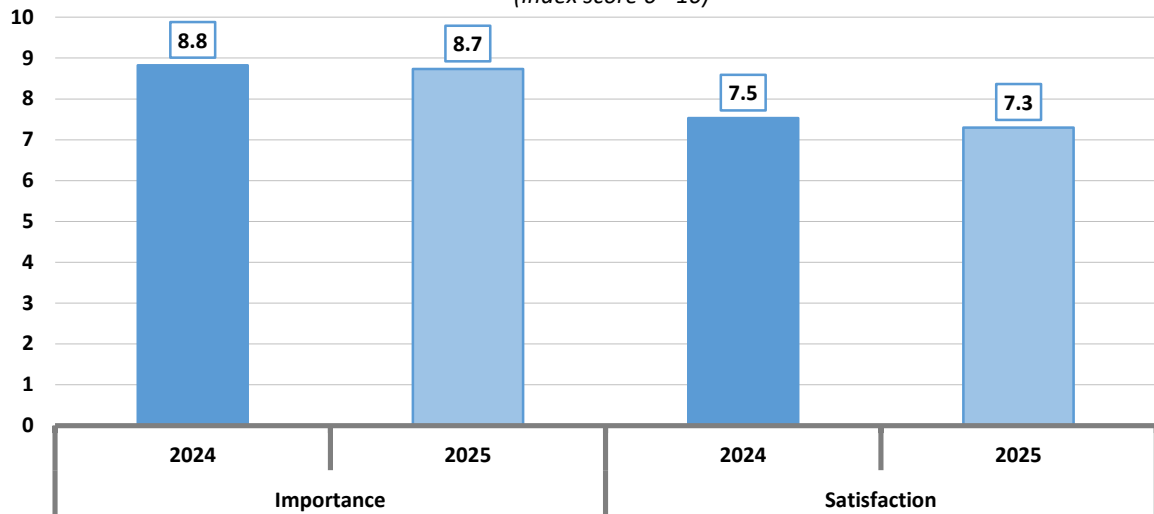
Council's activities promoting local economic development and tourism were the 31st most important of the 36 included services and facilities, with an average importance of 8.7 out of 10, and one of nine services and facilities to be measurably less important than the average of all 36 (9.0).

Satisfaction with Council's activities promoting local economic development decreased somewhat this year, down two percent to 7.3 out of 10, which remains a "very good" level of satisfaction.

Importance of and satisfaction with Council's activities promoting local economic development and tourism

Darebin City Council - 2025 Annual Community Satisfaction Survey

(Index score 0 - 10)

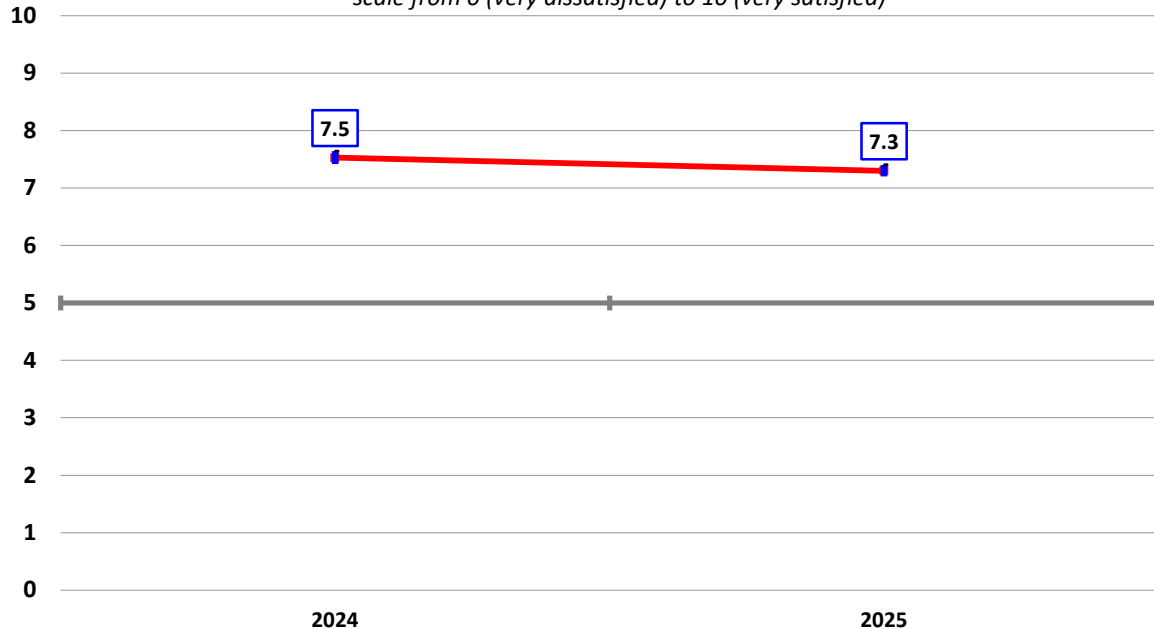


This ranks Council's activities promoting local economic development 20th in terms of satisfaction this year.

Satisfaction with Council's activities promoting local economic development

Darebin City Council - 2025 Annual Community Satisfaction Survey

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

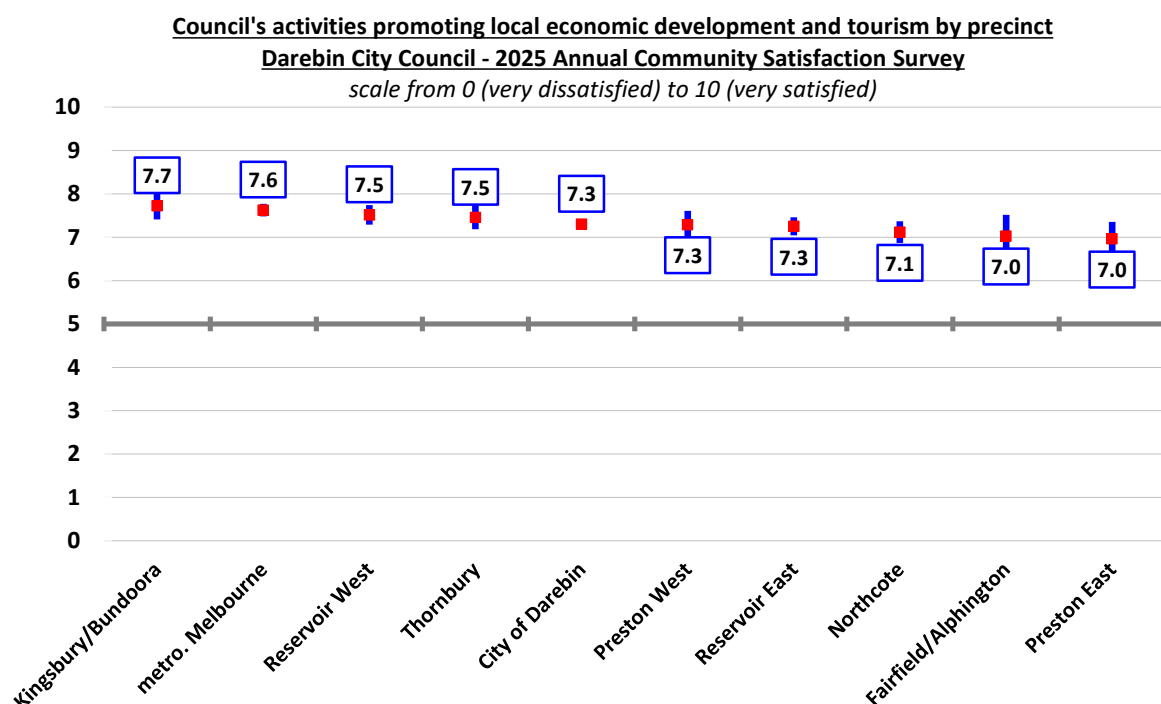


This result comprised 48% "very satisfied" and four percent "dissatisfied" respondents, based on a total sample of 841 of the 1,000 respondents who provided a score.

There was no substantive variation in satisfaction with these services observed by respondent profile.

By way of comparison, this result was measurably (3%) lower than the metropolitan average satisfaction with “Council’s activities promoting local economic development”, as recorded in the 2025 *Governing Melbourne* research.

There was some measurable variation in satisfaction with these services observed across the municipality, with respondents from Kingsbury / Bundoora measurably (4%) more satisfied than the municipal average.



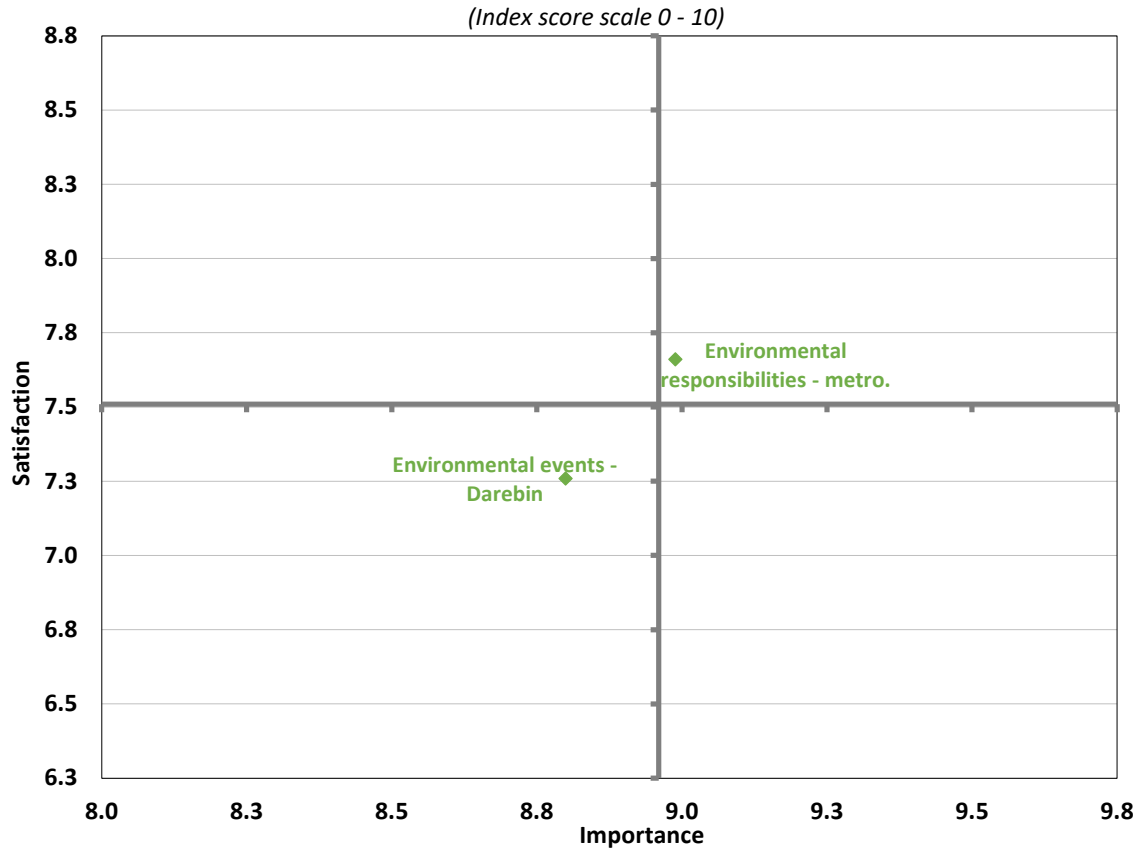
Environment and Climate Emergency

One service related to Environment and Climate Emergency was included in the survey this year, that being environmental events, programs, and activities.

The graph displays the importance of this service as well as the average satisfaction.

While this service was of lower-than-average importance, it also recorded a satisfaction score which was lower than both the average of all 36 services and facilities, and the metropolitan average.

Importance of and satisfaction with Environmental and Climate Emergency
Darebin City Council - 2025 Annual Community Satisfaction Survey

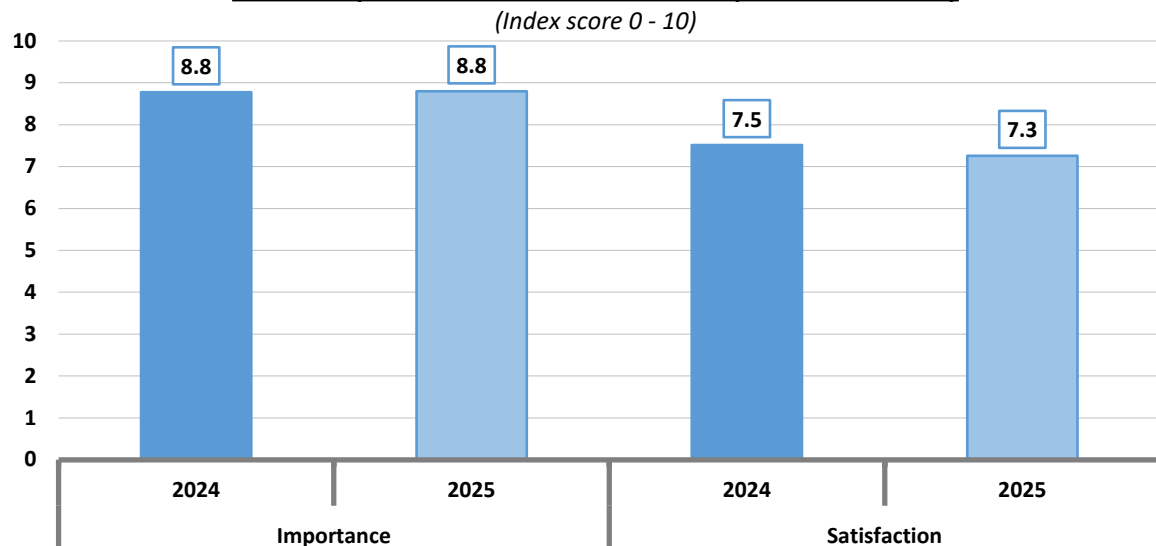


Environmental events, programs, and activities

Environmental events, programs, and activities were the 26th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.

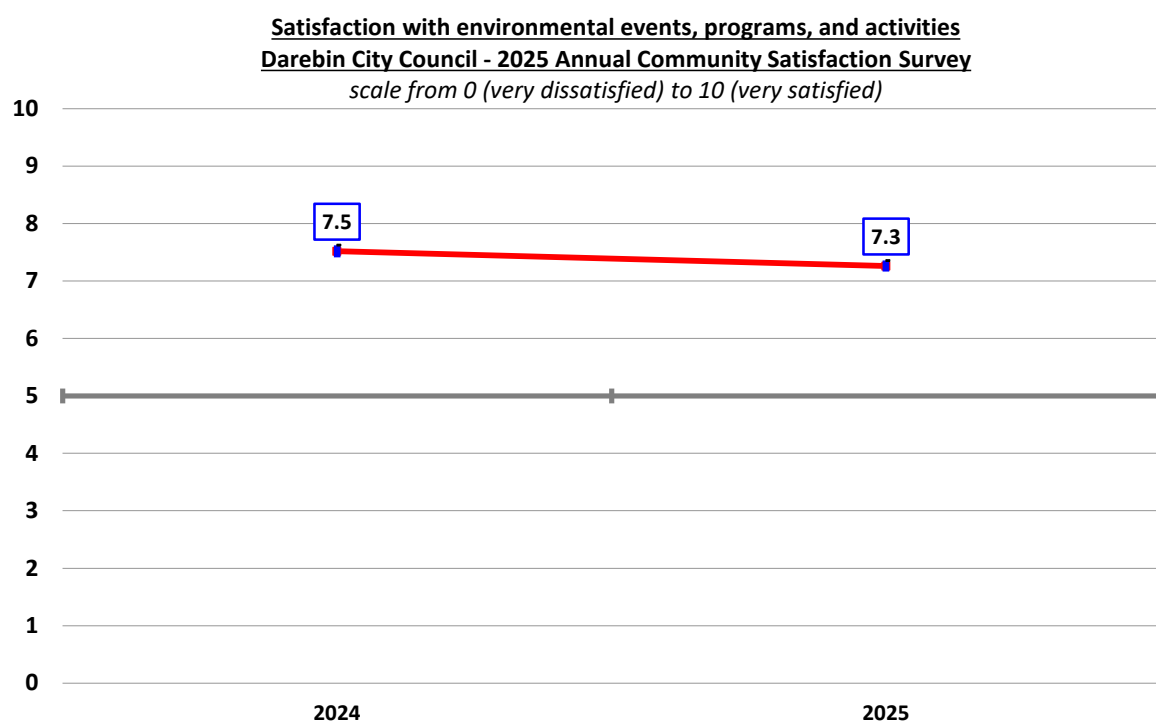
Importance of and satisfaction with environmental events, programs, and activities

Darebin City Council - 2025 Annual Community Satisfaction Survey



Satisfaction with environmental events, programs and activities decreased somewhat this year, down two percent to 7.3 out of 10, which was a “good”, down from a “very good” level of satisfaction.

This ranks environmental events, programs and activities 21st in terms of satisfaction this year.



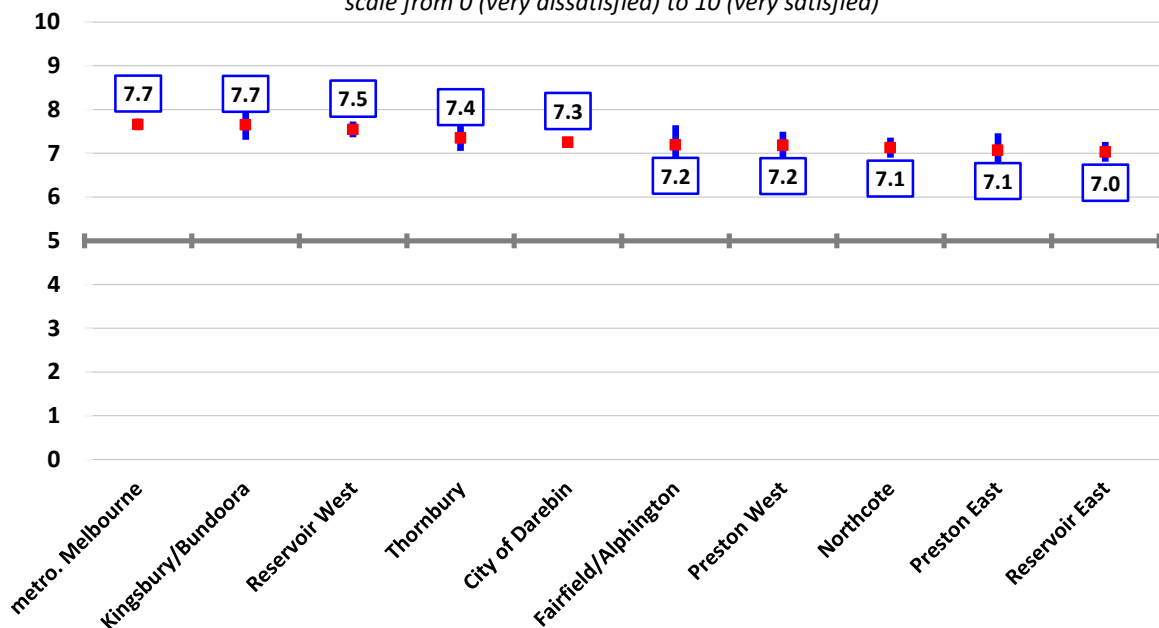
This result comprised 44% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 839 of the 1,000 respondents who provided a satisfaction score.

There was some variation in satisfaction with these services observed by respondent profile with senior citizens (aged 75 years or older) notably less satisfied.

By way of comparison, this result was measurably (4%) lower than the metropolitan average satisfaction with “Council meeting its responsibilities towards the environment” of 7.7 out of 10, as recorded in the 2025 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with these services observed across the municipality, it is noted that respondents from Kingsbury / Bundoora were notably (4%) more satisfied than the municipal average.

Environmental events, programs, and activities by precinct
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Learning and Libraries

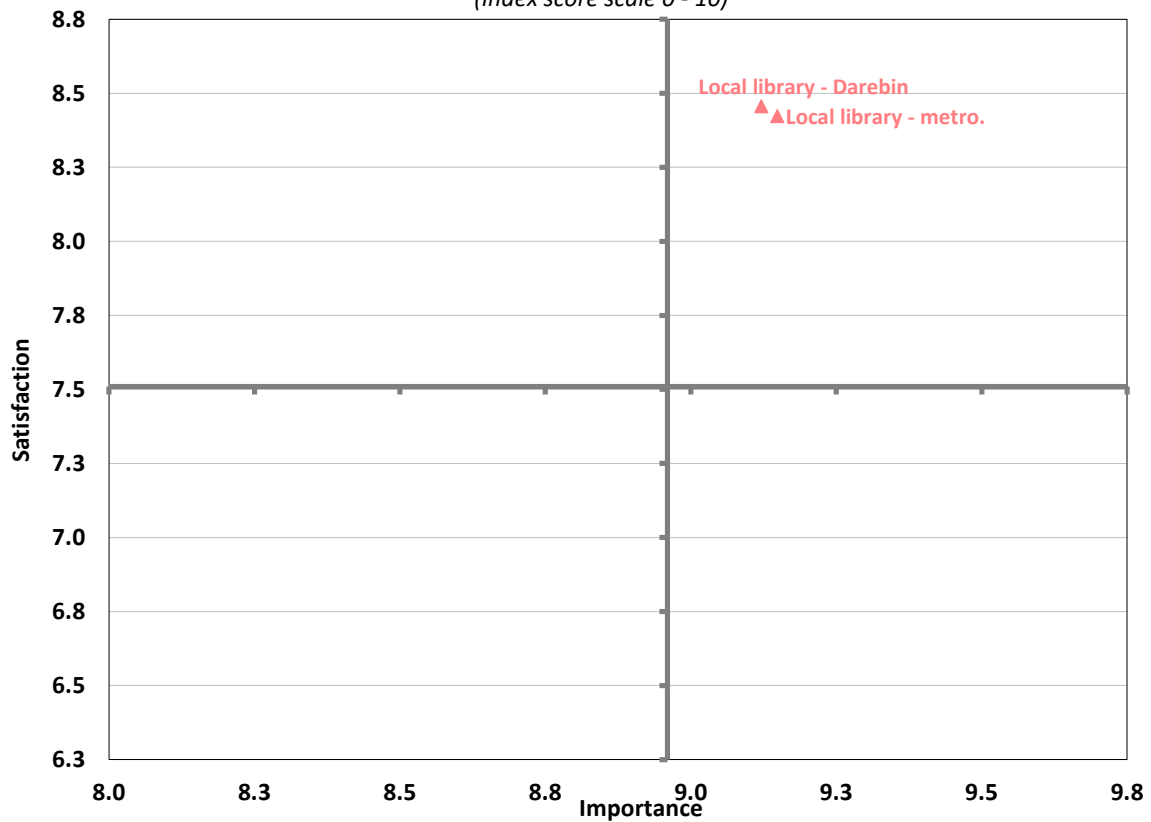
One service related to Learning and Libraries was included in the survey this year, that being local library services.

The graph displays the importance of these services as well as the average satisfaction.

Local library services were among the services with which respondents were most satisfied and considered most important.

They were more important than the average of all 36 services and recorded a satisfaction score which was higher than both the average of all 36 services and facilities, and higher than the metropolitan average.

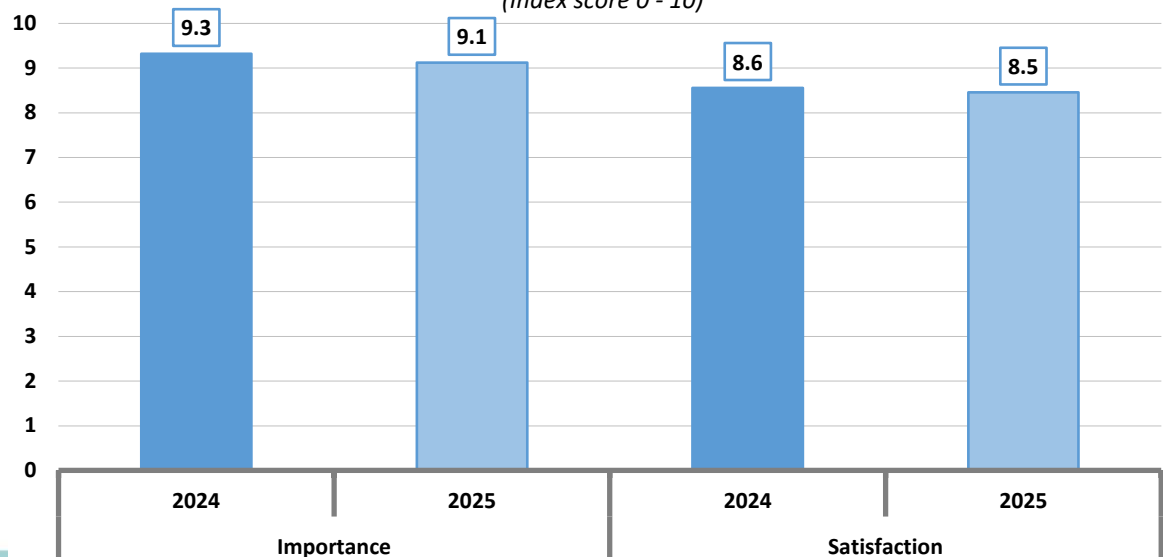
Importance of and satisfaction with Learning and Libraries
Darebin City Council - 2025 Annual Community Satisfaction Survey
 (Index score scale 0 - 10)



Local library services

Local library services were the 10th most important of the 36 included services and facilities, with an average importance of 9.1 out of 10, and one of 10 services and facilities to be measurably more important than the average of all 36 services and facilities (9.0).

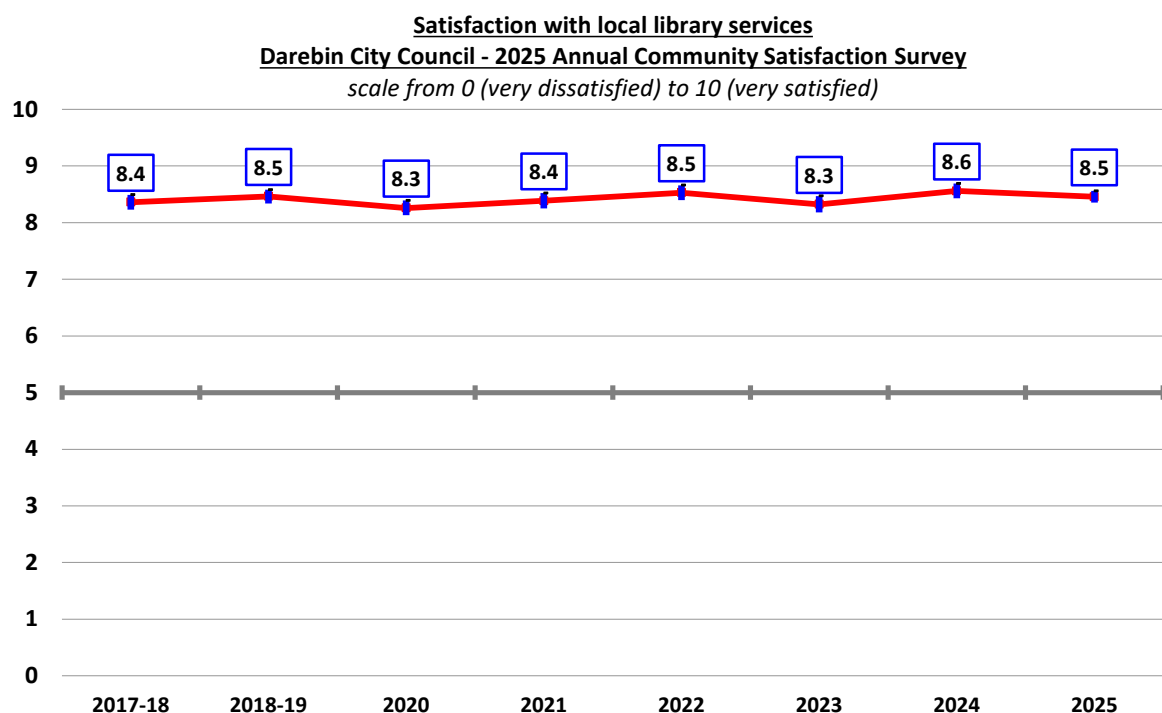
Importance of and satisfaction with local library services
Darebin City Council - 2025 Annual Community Satisfaction Survey
 (Index score 0 - 10)



Satisfaction with local library services remained essentially stable this year, down one percent to 8.5 out of 10, which remains an “excellent” level of satisfaction.

This remains broadly consistent with the long-term average satisfaction since 2017-18 of 8.4 out of 10, or “excellent”.

This ranks local library services 2nd in terms of satisfaction this year, and one of eight services and facilities to record a satisfaction score which was measurably higher than the average of all 36 (7.5).



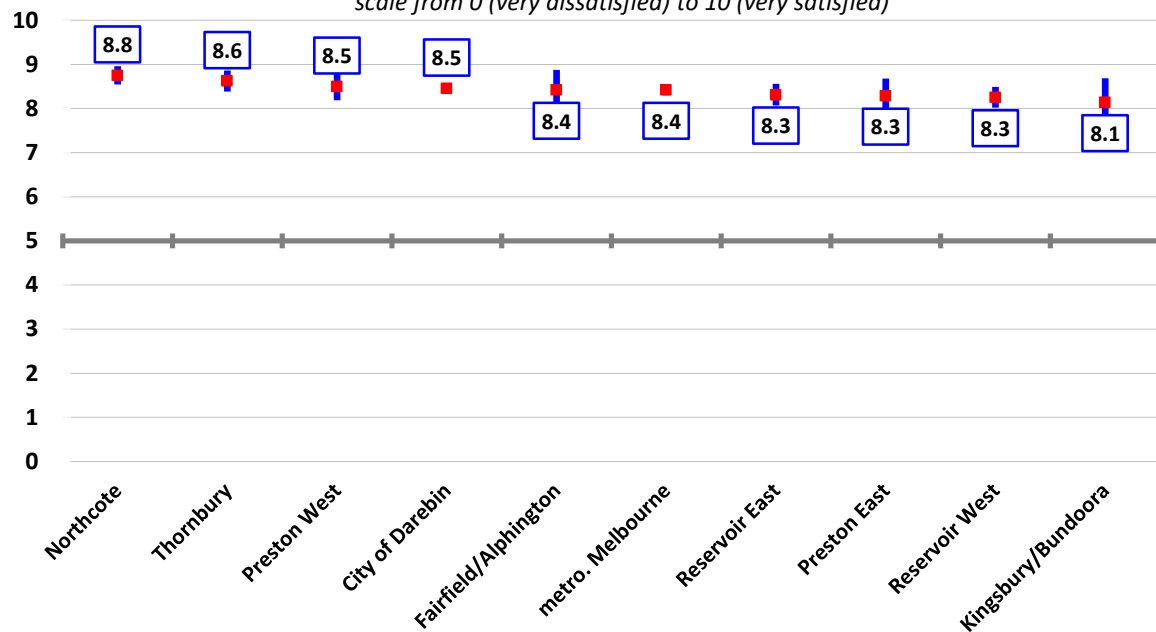
This result comprised 83% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 498 of the 500 (50%) respondents from households who had used these services in the last 12 months.

There was no substantive variation in satisfaction with library services observed by respondent profile.

By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with “local libraries” of 8.4 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with library services observed across the municipality, although it is noted that the 17 respondents from Kingsbury / Bundoora were notably (4%) less satisfied than the municipal average, although still at an “excellent” level.

Local library services by precinct
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



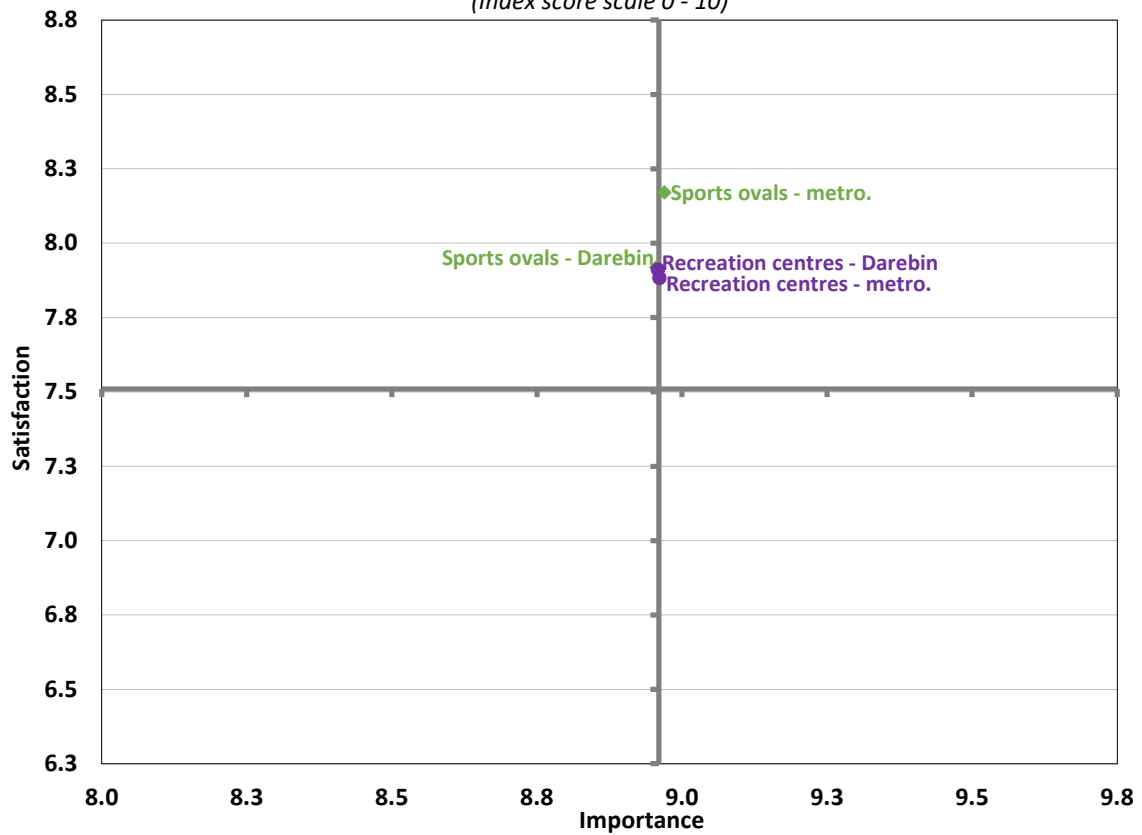
Leisure and Recreation

Two facilities related to Leisure and Recreation were included in the survey this year, those being sports ovals and recreation centres / aquatic centres.

The graph displays the average importance of each of these facilities as well as the average satisfaction.

Both of these facilities were of average importance, and both recorded higher-than-average satisfaction scores. Satisfaction with sports ovals was below the metropolitan average.

Importance of and satisfaction with Leisure and Recreation
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Index score scale 0 - 10)

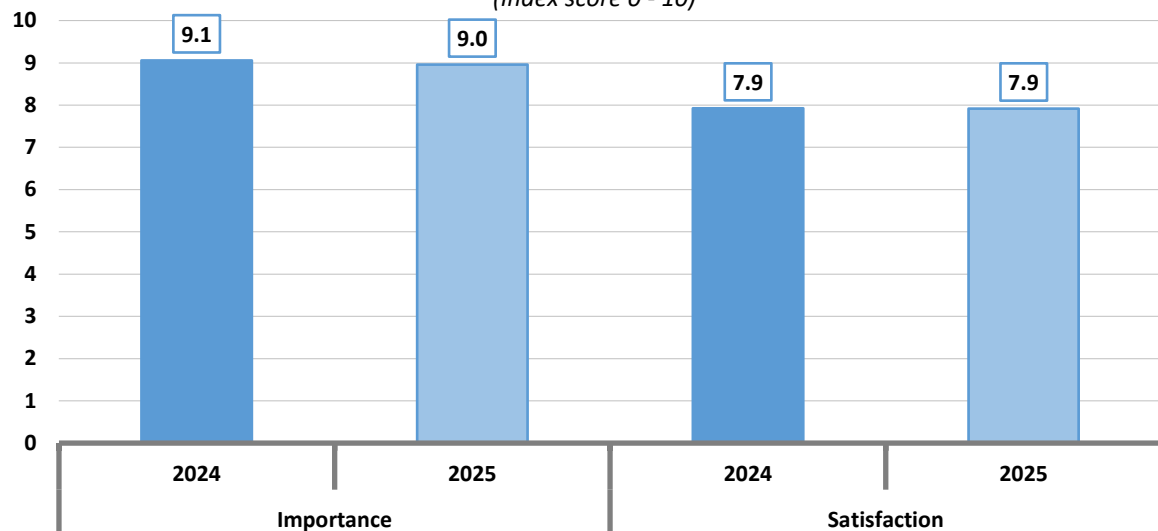


Sports ovals and other outdoor sporting facilities

Sports ovals and other outdoor sporting facilities were the 21st most important of the 36 included services and facilities, with an average importance of 9.0 out of 10.

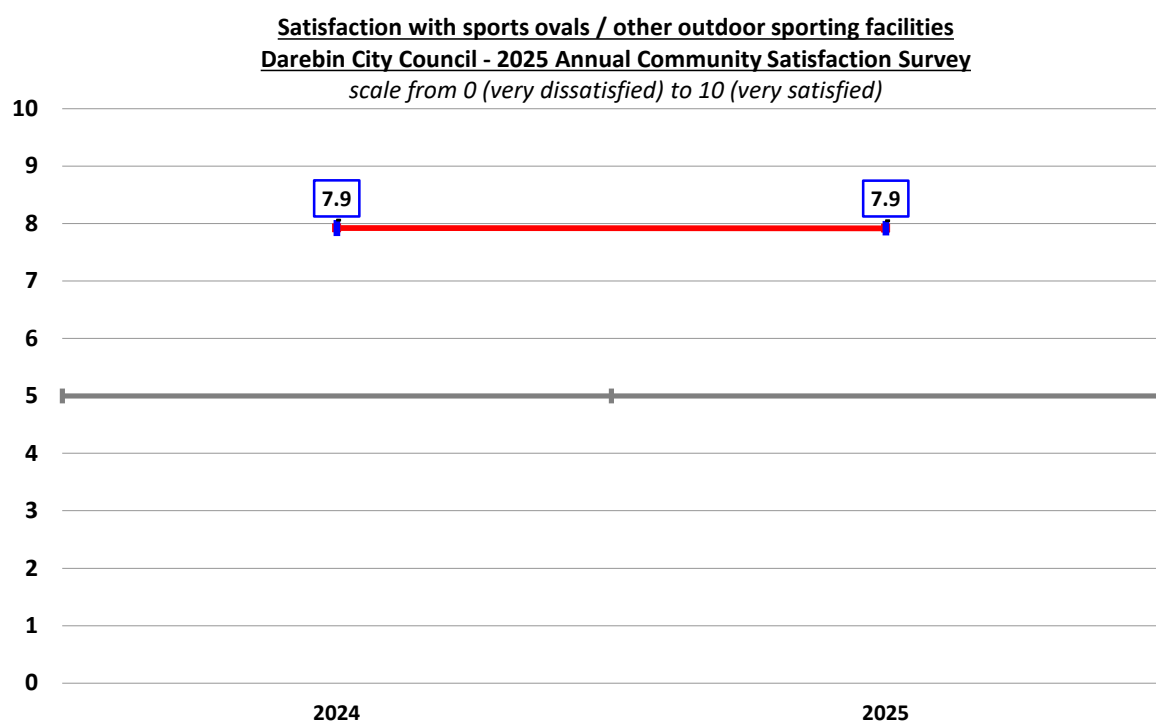
Importance of and satisfaction with sports ovals and other outdoor sporting facilities

Darebin City Council - 2025 Annual Community Satisfaction Survey
(Index score 0 - 10)



Satisfaction with sports ovals remained stable this year at 7.9 out of 10, which remains an “excellent” level of satisfaction.

This ranks sports ovals 7th in terms of satisfaction this year, and one of eight services and facilities to record a satisfaction score which was measurably higher than the average of all 36 (7.5).



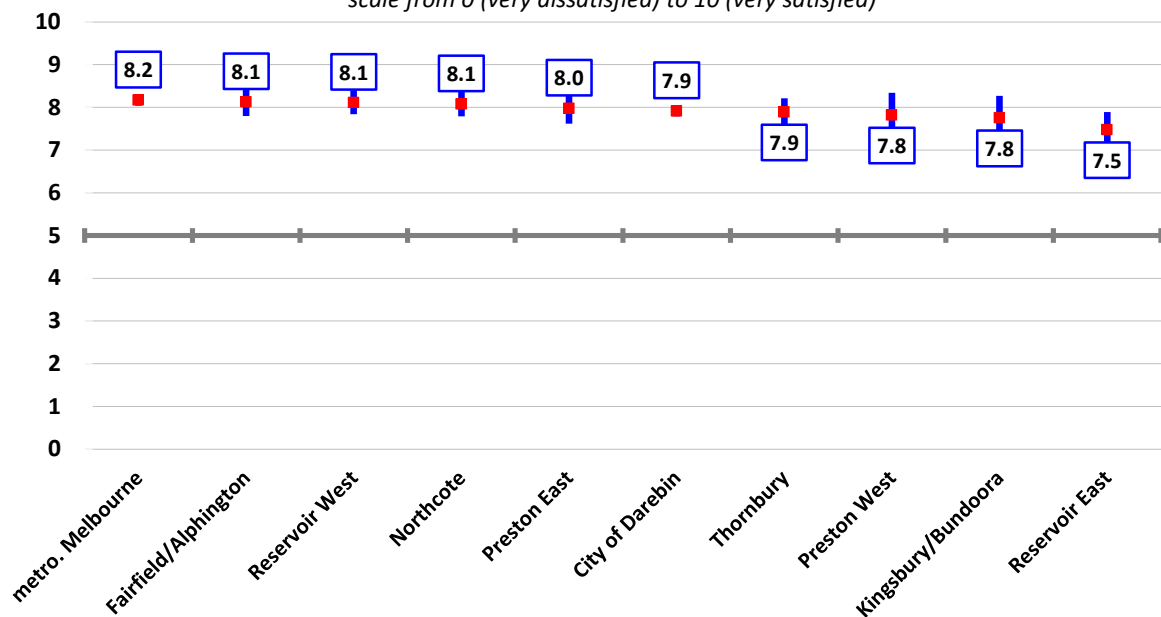
This result comprised 70% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 452 of the 454 (45%) respondents from households who had used these facilities in the last 12 months.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied, and middle-aged adults (aged 45 to 59 years) notably less satisfied than average.

By way of comparison, this result was measurably (3%) lower than the metropolitan average satisfaction with “sports ovals and other local sporting facilities” of 8.2 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with sports ovals observed across the municipality, although 68 respondents from Reservoir East were notably (4%) less satisfied than the municipal average, and at a “very good” rather than an “excellent” level.

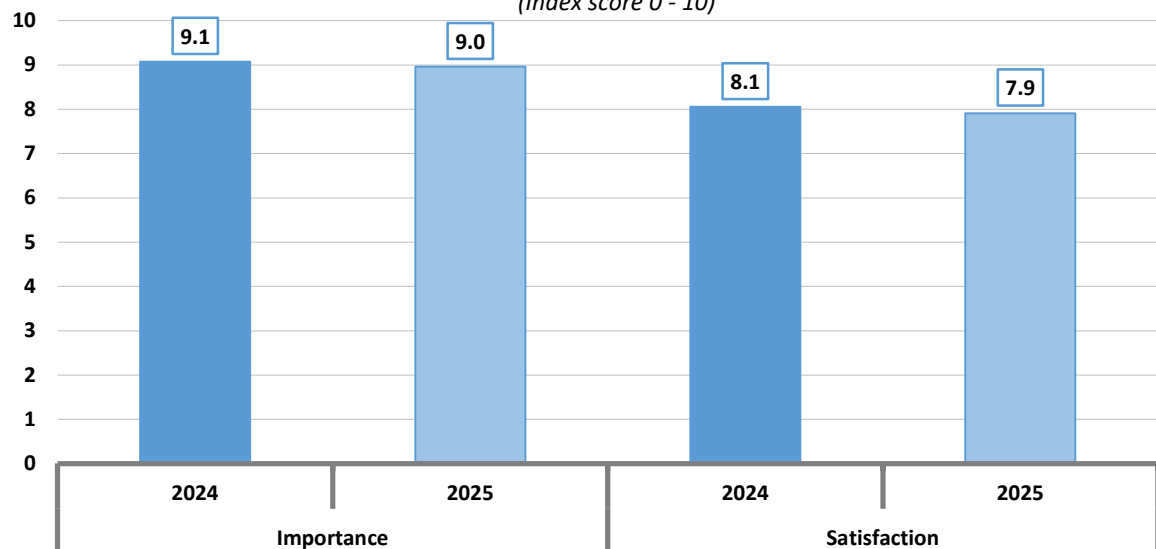
Sports ovals and other outdoor sporting facilities by precinct
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Recreation Centres and / or Aquatic Centres

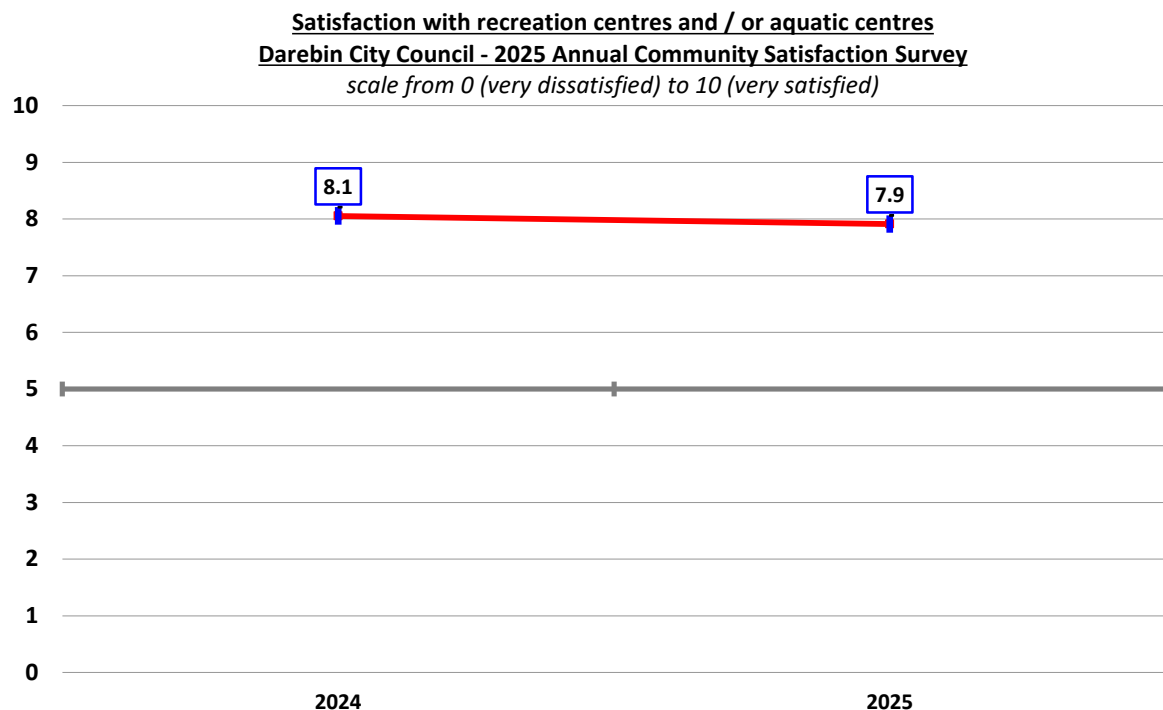
Recreation centres and / aquatic centres were the 20th most important of the 36 included services and facilities, with an average importance of 9.0 out of 10.

Importance of and satisfaction with recreation centres and / or aquatic centres
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Index score 0 - 10)



Satisfaction with recreation and / or aquatic centres decreased somewhat this year, down two percent to 7.9 out of 10, although this remains an “excellent” level of satisfaction.

This ranks recreation and / or aquatic centres 8th in terms of satisfaction this year, and one of eight services and facilities to record a satisfaction score which was measurably higher than the average of all 36 (7.5).



This result comprised 71% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 454 of the 458 (49%) respondents from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with these facilities observed by respondent profile, with young adults (aged 18 to 34 years) and senior citizens (aged 75 years or older) notably more satisfied than average, and adults (aged 35 to 44 years) notably less satisfied.

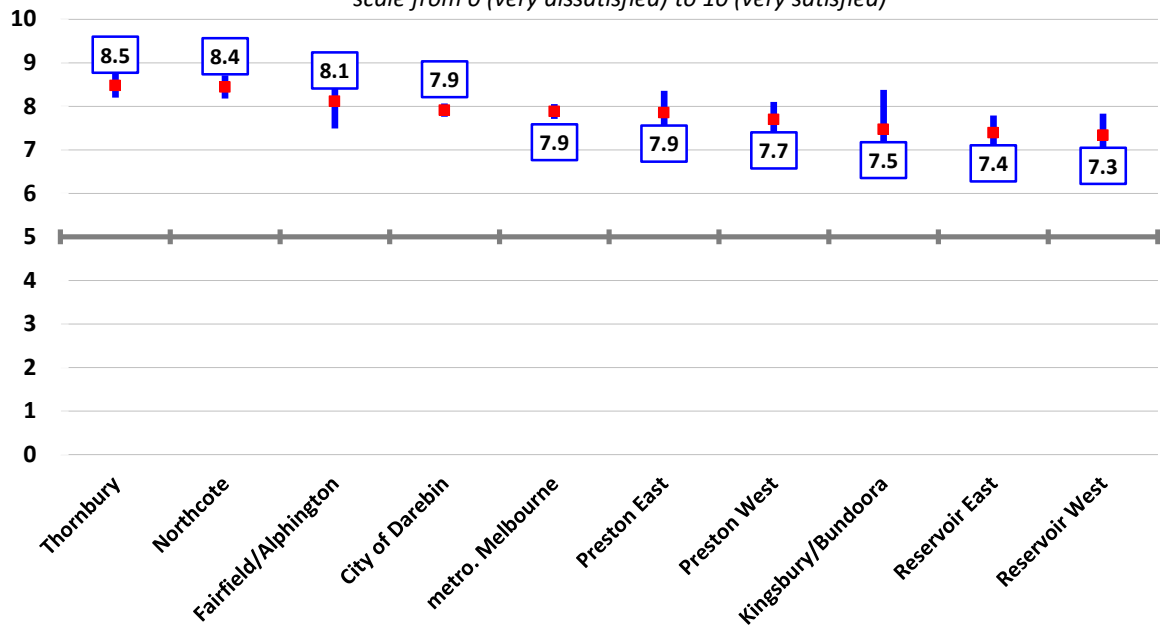
By way of comparison, this result was identical to the metropolitan average satisfaction with “recreation and/or aquatic centres” of 7.9 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was some measurable variation in satisfaction with recreation and aquatic centres observed across the municipality.

Respondents from Thornbury and Northcote were measurably (6% and 5% respectively) more satisfied than the municipal average.

By contrast, respondents from Reservoir West and Reservoir East were measurably (6% and 5% respectively) less satisfied, and at “very good” rather than “excellent” levels.

Recreation Centres and / or Aquatic Centres by precinct
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Families, Youth, and Children

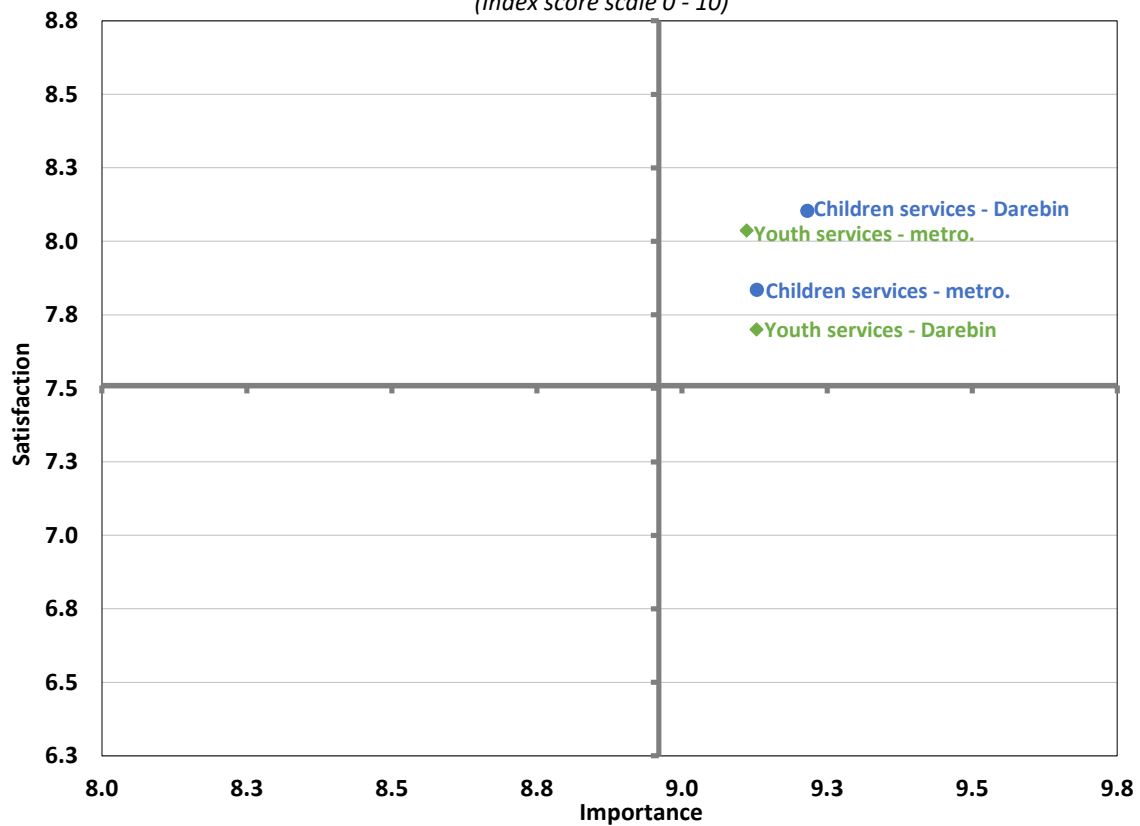
Two services related to Families, Youth, and Children were included in the survey this year. These were services for children from birth to five years of age, and services for youth.

The graph displays the average importance of each of these services and facilities as well as the average satisfaction.

Both of these services were among the services with which respondents were most satisfied, being of higher-than-average importance, and recording satisfaction scores which were higher than the average of all 36 services and facilities.

While satisfaction with services for children was higher in the City of Darebin than the metropolitan average, youth services recorded a satisfaction score which was lower than the average.

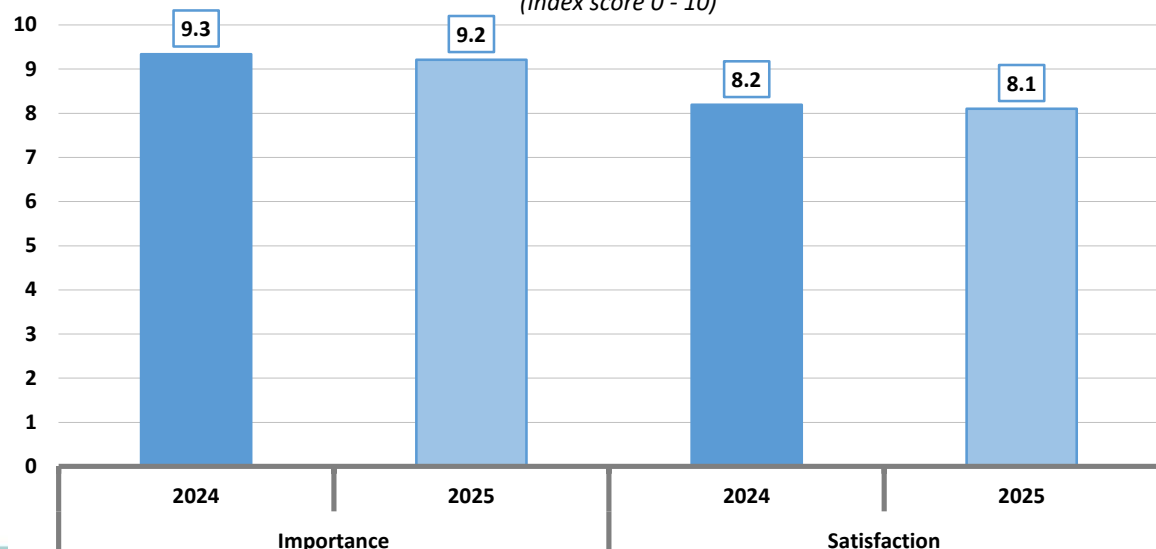
Importance of and satisfaction with Families, Youth, and Children
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Index score scale 0 - 10)



Services for children from birth to 5 years of age

Services for children from birth to 5 years of age were the 5th most important of the 36 included services and facilities, with an average importance of 9.2 out of 10, and one of ten to be measurably more important than the average of all 36 (9.0).

Importance of and satisfaction with services for children from birth to 5 years of age
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Index score 0 - 10)



Satisfaction with services for children from birth to 5 years of age remained essentially stable this year, down one percent to 8.1 out of 10, which remains an “excellent” level of satisfaction.

This ranks services for children from birth to 5 years of age 5th in terms of satisfaction this year, and one of eight services and facilities to record a satisfaction score which was measurably higher than the average of all 36 (7.5).



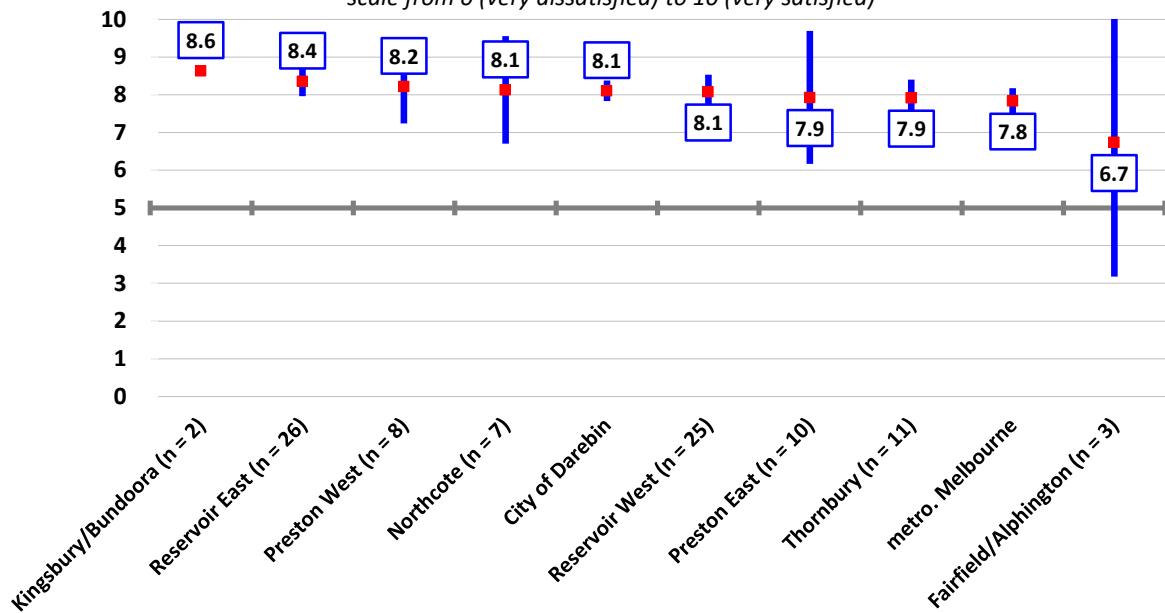
This result comprised 73% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 93 of the 95 respondents (10%) from households who had used these services in the last 12 months.

There was variation in satisfaction with these services observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and middle-aged adults and senior citizens (aged 45 to 59 years and 75 years or older) notably less satisfied. Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, this result was notably (3%) higher than the metropolitan average satisfaction with “services for children aged 0 to 4 years” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

Given the relatively small sample size, there was no measurable variation in satisfaction with these services observed across the municipality, although it is noted that the three respondents from Fairfield / Alphington were notably (14%) less satisfied than the municipal average, and at a “good” level of satisfaction.

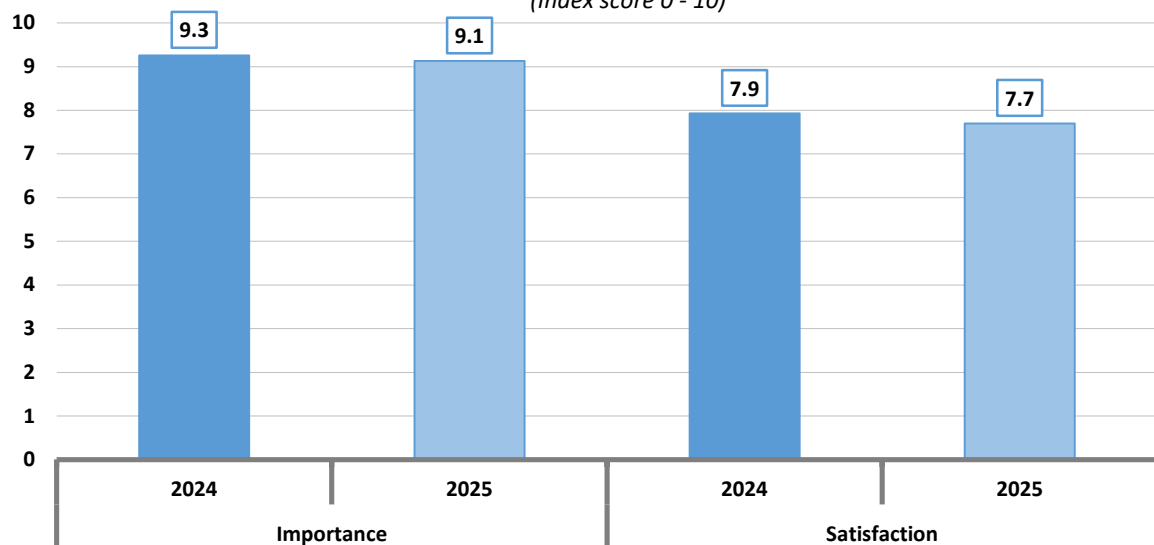
Services for children from birth to 5 years of age by precinct
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Services for youth

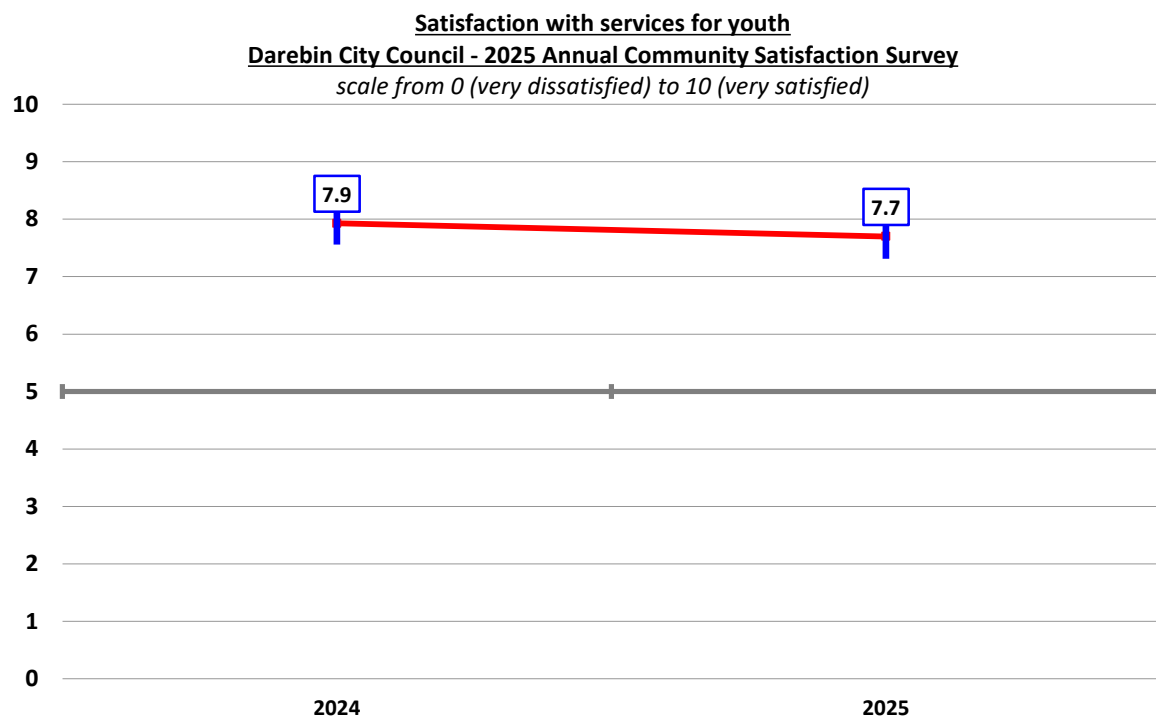
Services for youth were the 9th most important of the 36 included services and facilities, with an average importance of 9.1 out of 10, and one of 10 services and facilities to be measurably more important than the average of all 36 (9.0).

Importance of and satisfaction with services for youth
Darebin City Council - 20225 Annual Community Satisfaction Survey
(Index score 0 - 10)



Satisfaction with services for youth decreased somewhat this year, down two percent to 7.7 out of 10, which was a “very good”, down from an “excellent” level of satisfaction.

This ranks services for youth 13th in terms of satisfaction this year.



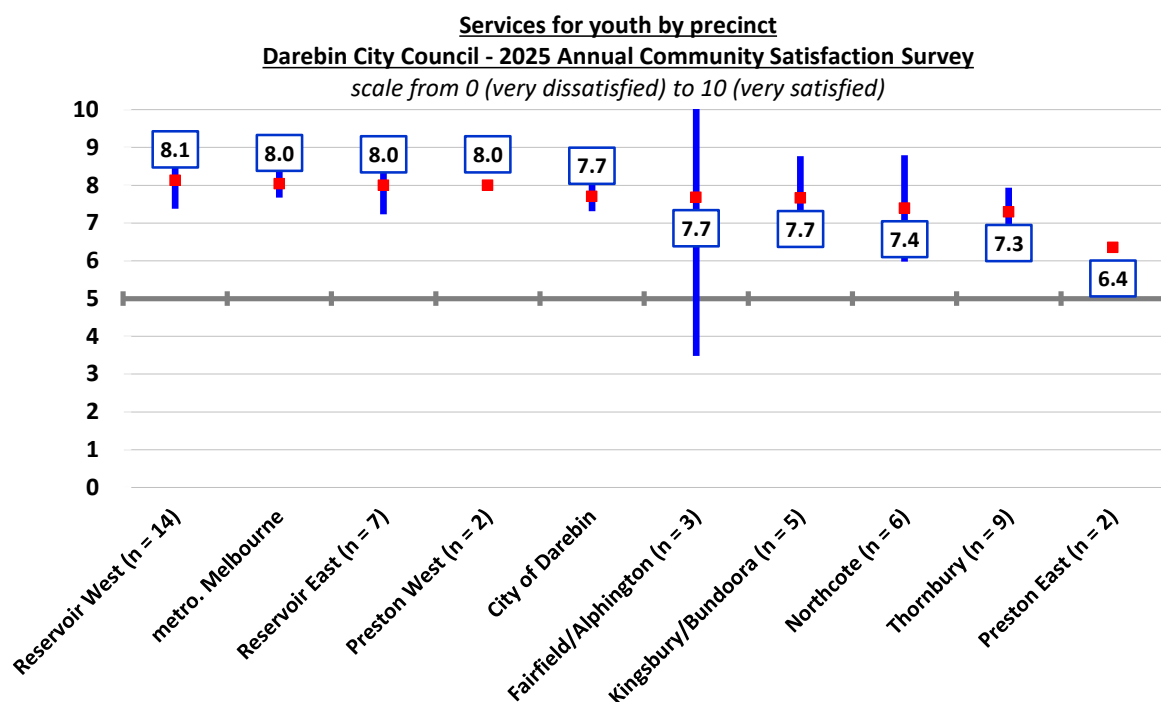
This result comprised 60% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 47 of the 51 respondents (5%) from households who had used these services in the last 12 months.

Given the relatively small sample size, there was little meaningful variation in satisfaction observed by respondent profile, although older adults (aged 60 to 74 years) were notably more satisfied than average, while middle-aged adults (aged 45 to 59 years) were notably less satisfied.

Respondents from multilingual households were notably more satisfied than respondents from English-speaking households.

By way of comparison, this result was notably (3%) lower than the metropolitan average satisfaction with “services for youth” of 8.0 out of 10, as recorded in the 2025 *Governing Melbourne* research.

Given the small sample size, there was no measurable variation in this result observed across the municipality, although it is noted that the 14 respondents from Reservoir West were notably (4%) more satisfied than the municipal average, while the two respondents from Preston East were notably (13%) less satisfied.



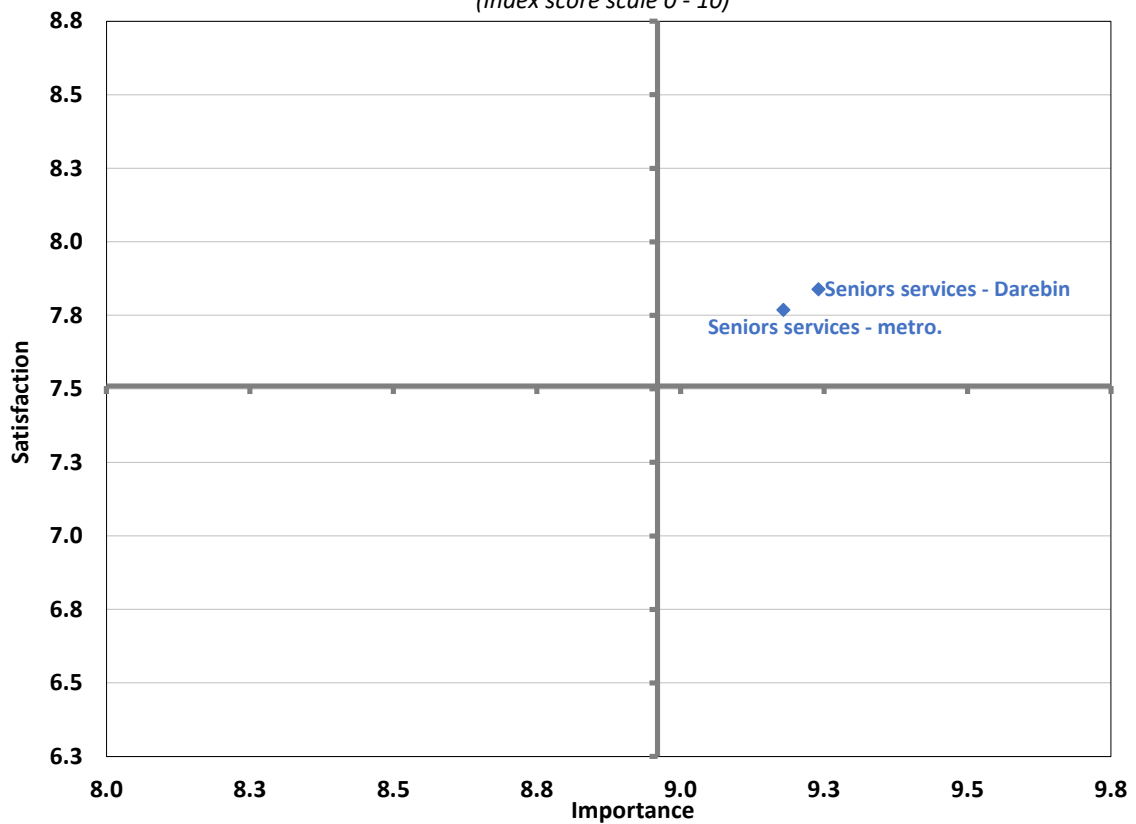
Ageing and Accessibility

One service related to Ageing and Accessibility was included in the survey this year, namely services for seniors.

The graph displays the average importance of each of these services and facilities as well as the average satisfaction.

Services for seniors were more important than the average of all 36 services and facilities and recorded a satisfaction score which was higher than the average of all 36 and also higher than the metropolitan average.

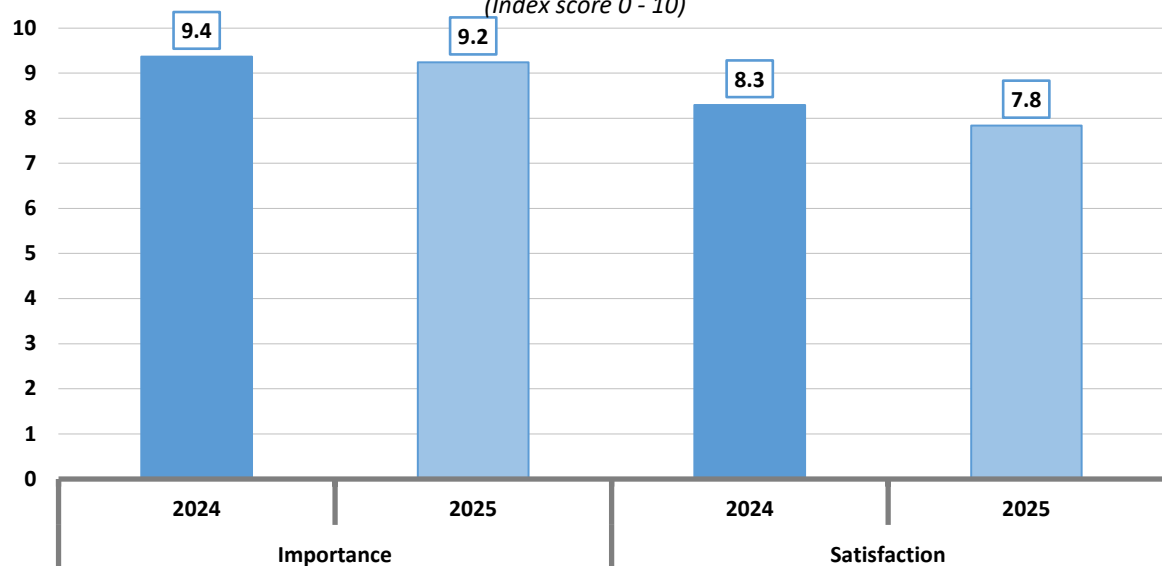
Importance of and satisfaction with Ageing and Accessibility
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Index score scale 0 - 10)



Services for seniors

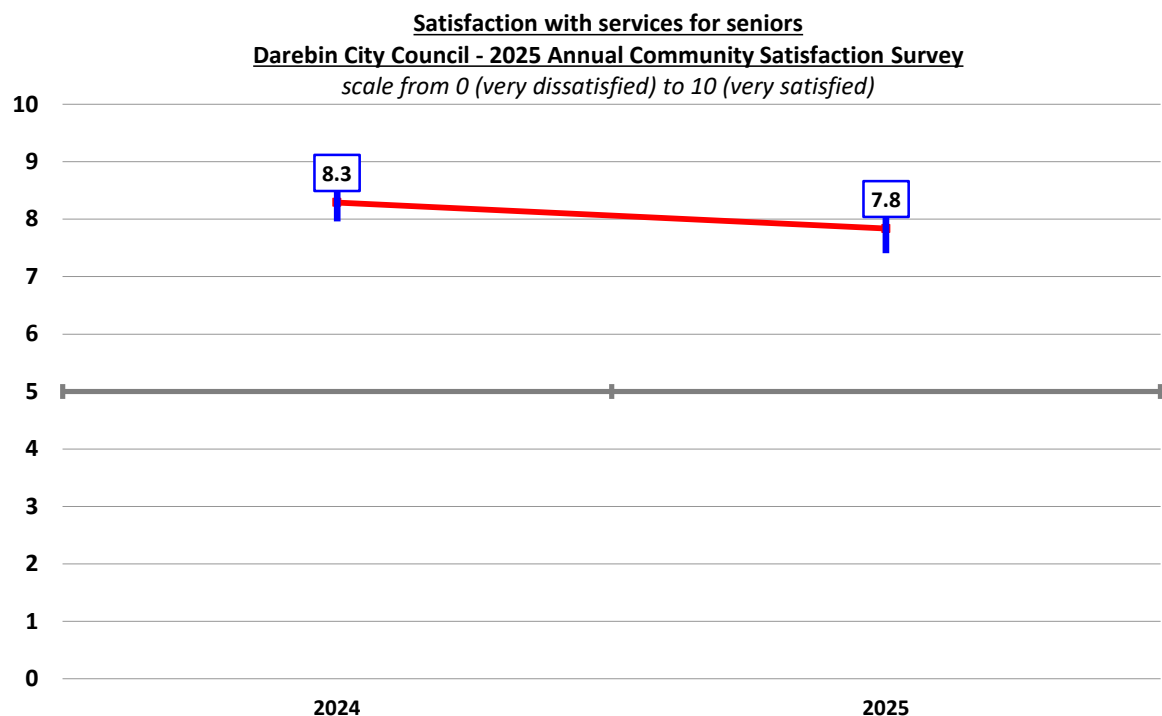
Services for seniors were the 4th most important of the 36 included services and facilities, with an average importance of 9.2 out of 10, and one of 10 services and facilities to be measurably more important than the average of all 36 (9.0).

Importance of and satisfaction with services for seniors
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Index score 0 - 10)



Satisfaction with services for seniors decreased notably this year, down five percent to 7.8 out of 10, although this remains an “excellent” level of satisfaction.

This ranks services for seniors 9th in terms of satisfaction this year.

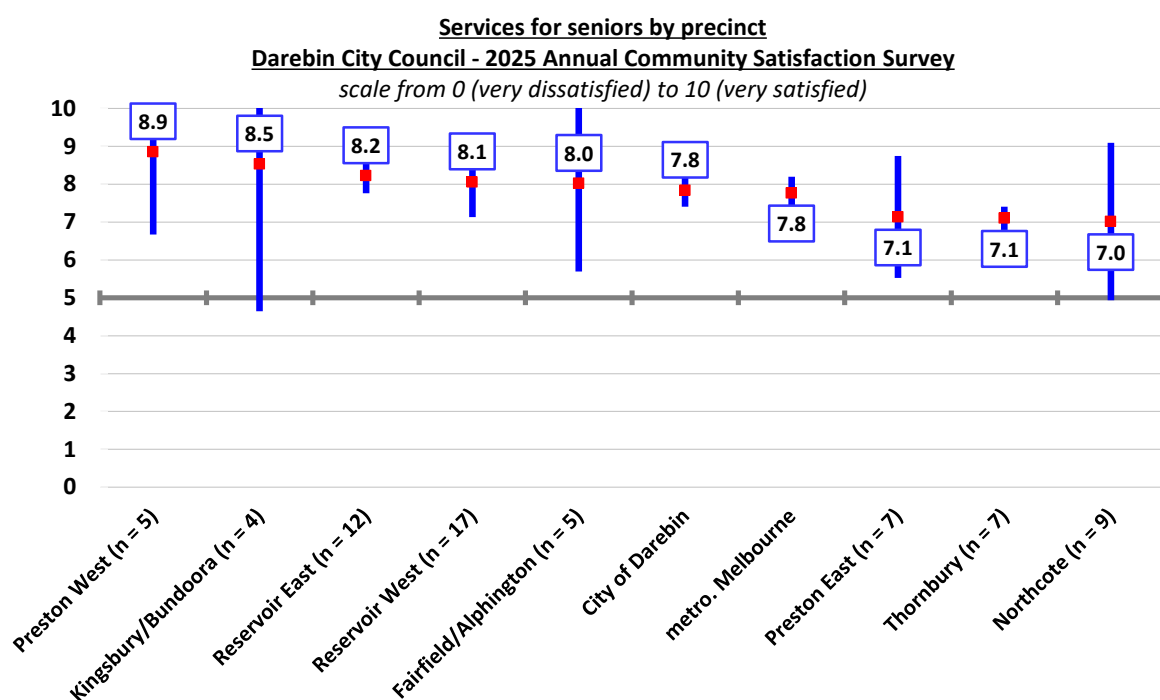


This result comprised 67% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 66 of the 68 (7%) respondents from households who had used these services in the last 12 months.

Given the small sample size, there was no substantial variation in satisfaction observed by respondent profile, although young adults and middle-aged adults (aged 18 to 34 years, and 45 to 59 years) were notably more satisfied than average, and male respondents were notably more satisfied than female respondents.

By way of comparison, this result was identical to the metropolitan average satisfaction with “services for seniors” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

While there was no measurable variation in satisfaction with services for seniors observed across the municipality, it is noted that the five respondents from Preston West were notably (11%) more satisfied than average, while the nine respondents from Northcote were notably (8%) less satisfied.



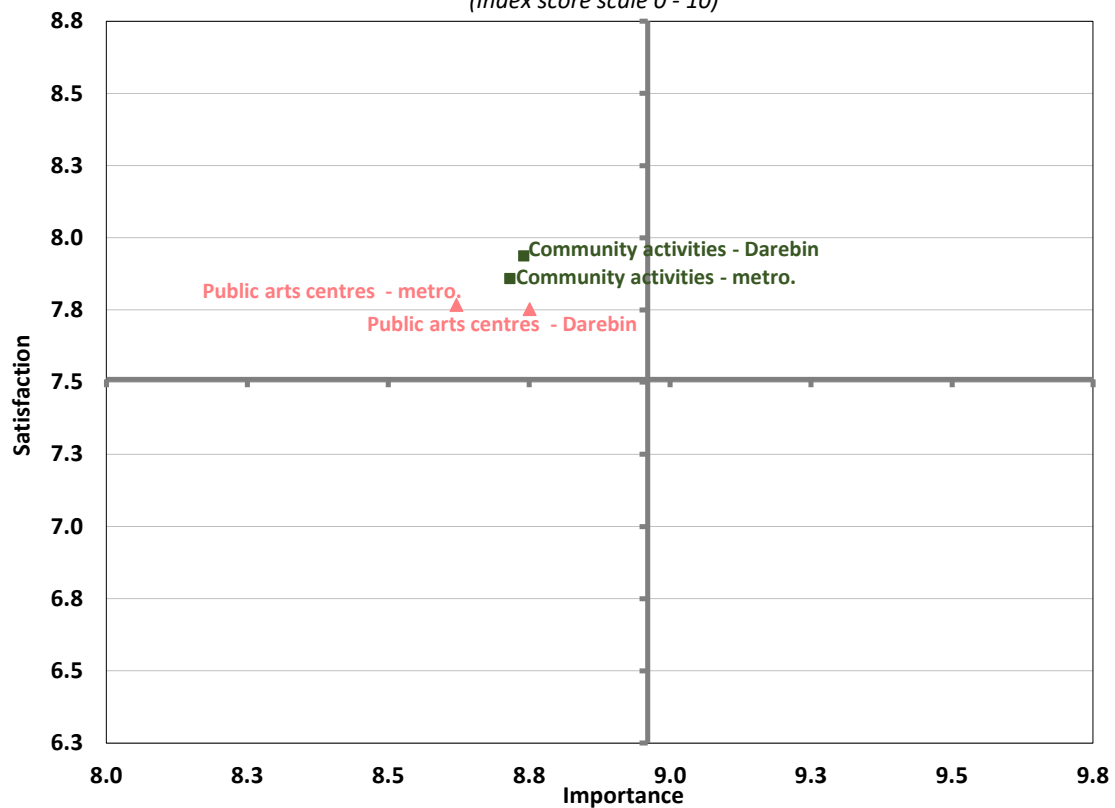
Arts and Culture

Two services related to Arts and Culture were included in the survey this year, those being the provision of public and performing arts centres, programs, and activities, and community and cultural activities, festivals, and events.

The graph displays the average importance of each of these services and facilities as well as the average satisfaction.

Both of these services and facilities were of lower-than-average importance. However, they both recorded higher-than-average satisfaction scores.

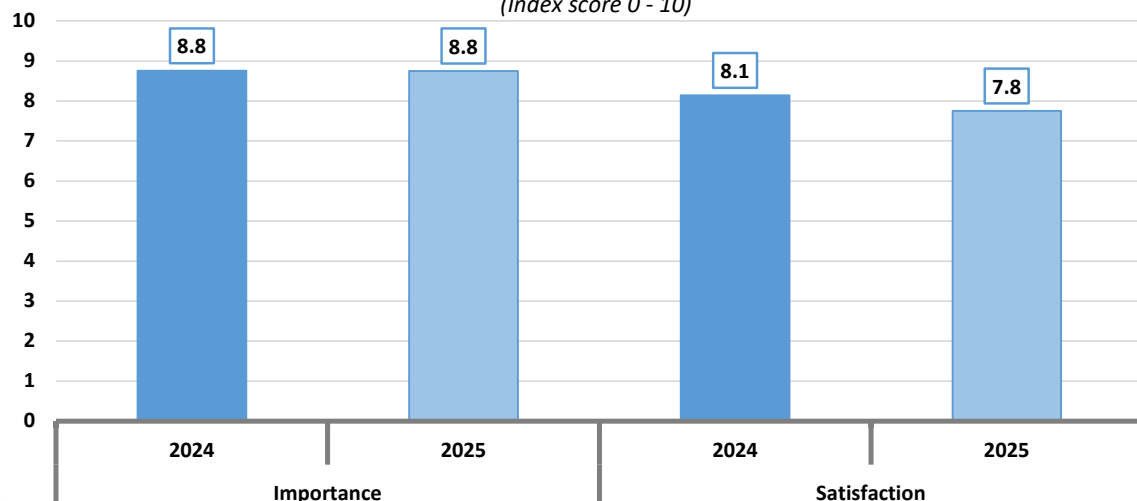
Importance of and satisfaction with Arts and Culture
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Index score scale 0 - 10)



Provision of public and performing arts centres, programs, and activities

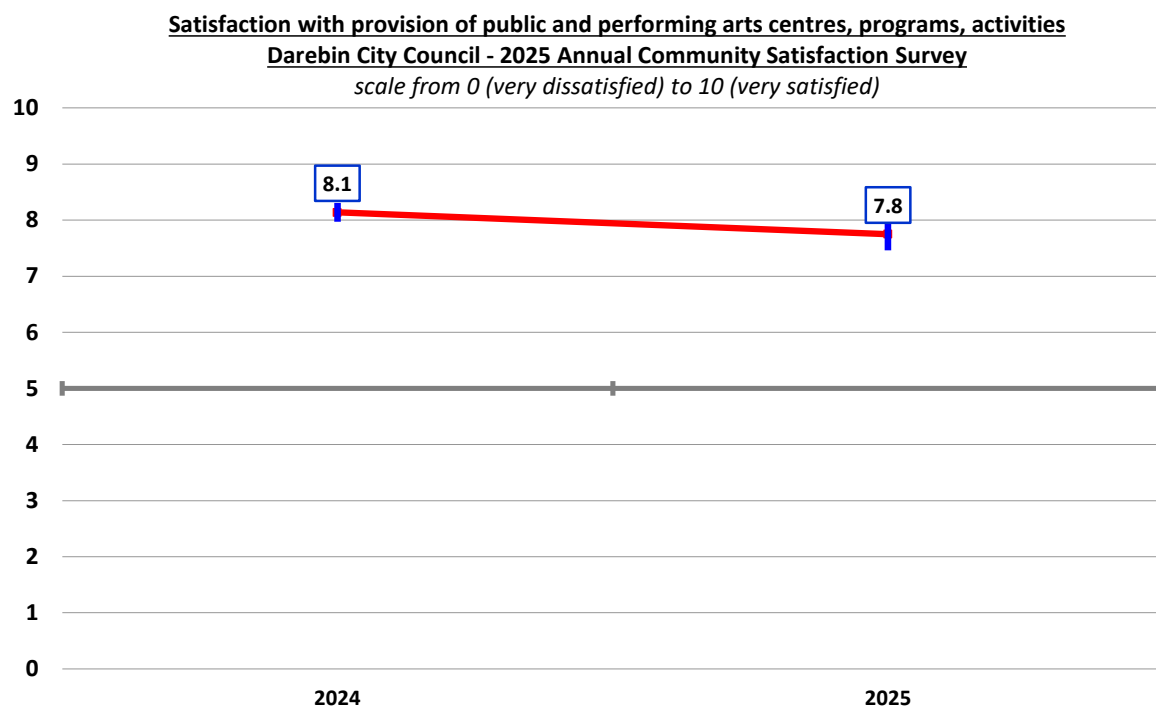
The provision of public and performing arts centres, programs, and activities was the 29th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10, and one of nine services and facilities to be measurably less important than the average of all 36 (9.0).

Importance of and satisfaction with provision of public and performing arts centres, programs, and activities
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Index score 0 - 10)



Satisfaction with these services decreased notably this year, down three percent to 7.8 out of 10, although this remains an “excellent” level of satisfaction.

This ranks these services 12th in terms of satisfaction this year.



This result comprised 66% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 98 of the 99 (10%) respondents from households who had used these services in the last 12 months.

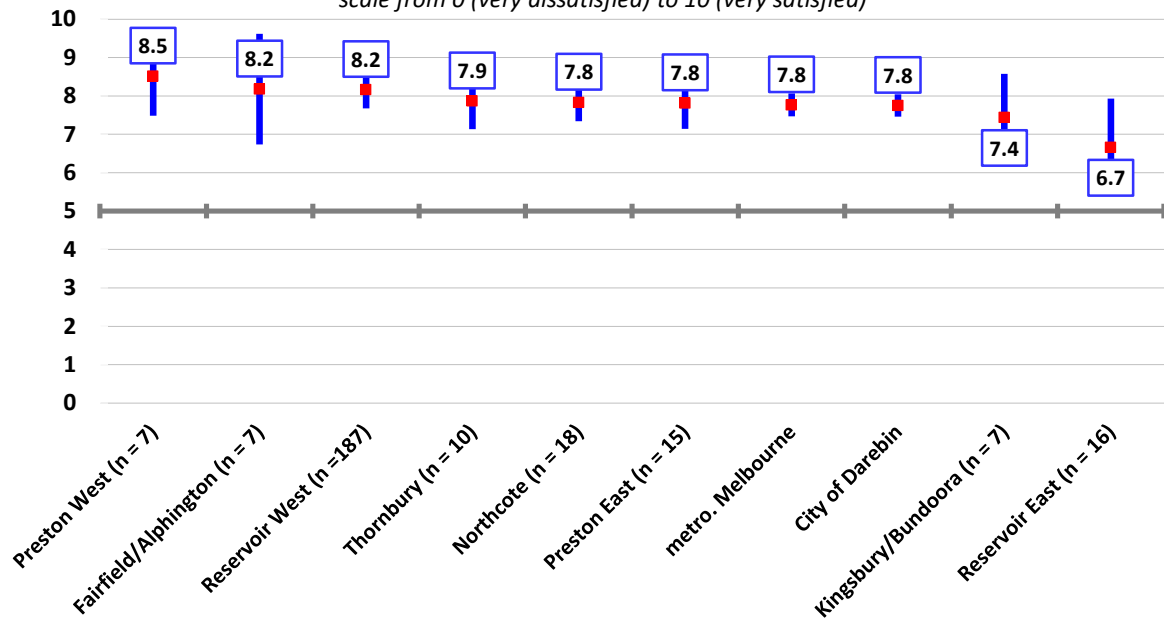
Given the relatively small sample size, there was no significant variation in satisfaction with these services observed by respondent profile.

By way of comparison, this result was identical to the metropolitan combined average satisfaction with the “provision of public art” and “Council’s festivals and events” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

While there was no measurable variation in satisfaction with these services observed across the municipality, it is noted that the seven respondents from Preston West were notably (7%) more satisfied than average, and at an “excellent” rather than a “very good” level.

By contrast the 16 respondents from Reservoir East were notably (11%) less satisfied.

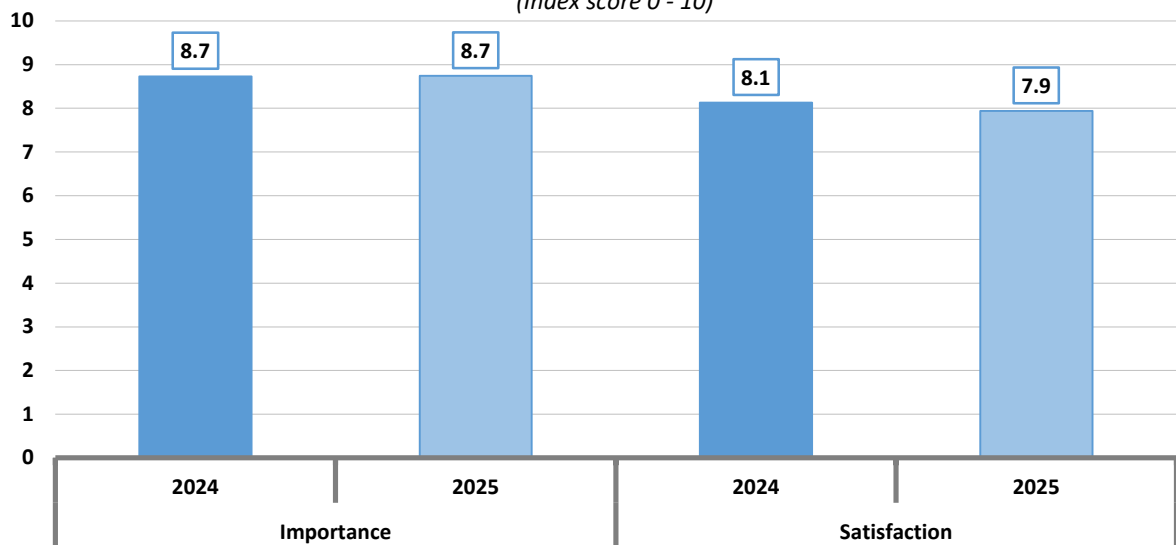
Provision of public and performing arts centres, programs, and activities by precinct
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Community and cultural activities, festivals, and events

Community and cultural activities, festivals, and events were the 30th most important of the 36 included services and facilities, with an average importance of 8.7 out of 10, and one of nine services and facilities to be measurably less important than the average of all 36 (9.0).

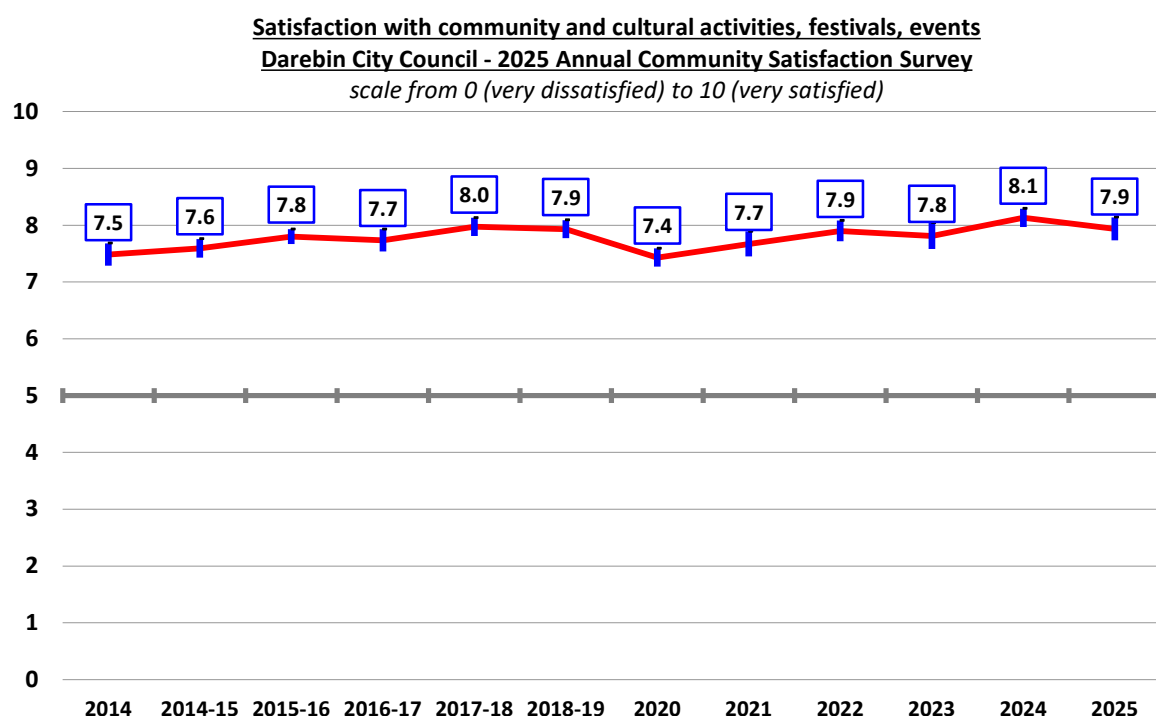
Importance of and satisfaction with community / cultural activities, festivals, events
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Index score 0 - 10)



Satisfaction with community and cultural activities, festivals and events decreased somewhat this year, down two percent to 7.9 out of 10, which remains an “excellent” level of satisfaction.

This ranks community and cultural activities 6th in terms of satisfaction this year, and one of eight services and facilities to record a satisfaction score which was measurably higher than the average of all 36 (7.5).

This result remains measurably higher than the long-term average satisfaction since 2014 of 7.8 out of 10, or an “excellent” level of satisfaction.



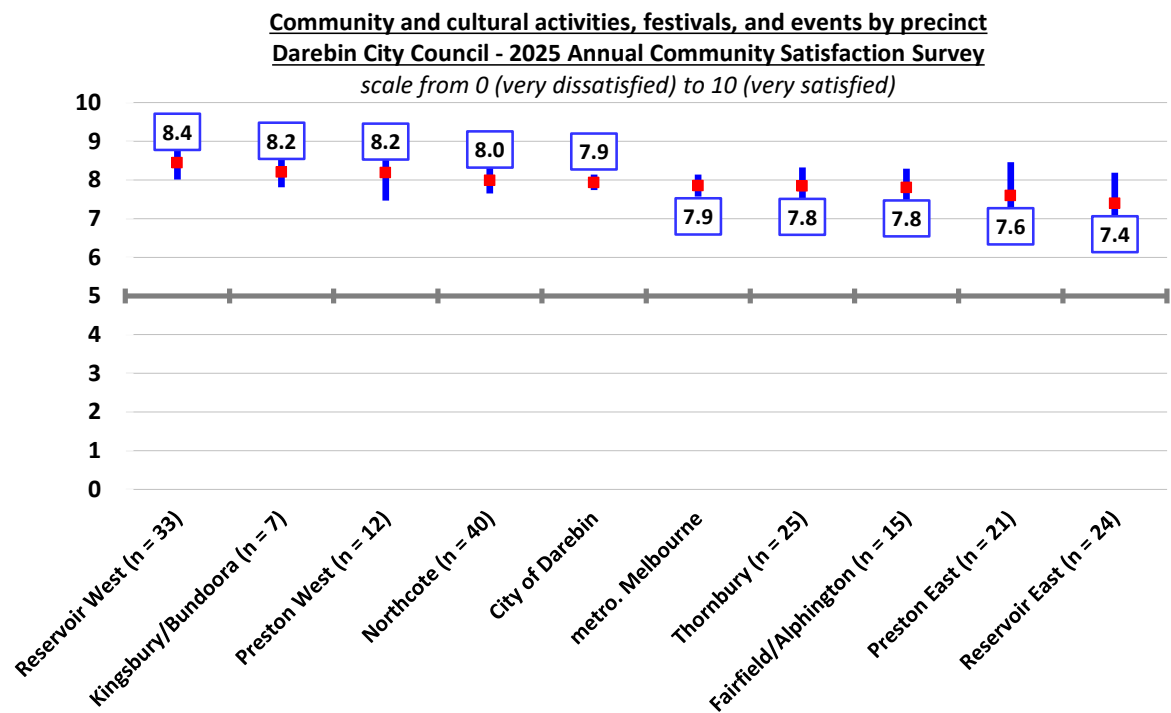
This result comprised 72% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 178 of the 178 (18%) respondents from households who reported having used these services in the past 12 months.

There was some variation in satisfaction observed by respondent profile with middle-aged adults (aged 45 to 59 years) and senior citizens (aged 75 years or older) notably less satisfied than average. Respondents from multilingual households were notably (3%) more satisfied than respondents from English speaking households.

By way of comparison, this result was identical to the metropolitan average satisfaction with “Council’s festivals and events” of 7.9 out of 10, as recorded in the 2025 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with community and cultural activities observed across the municipality, it is noted that respondents from Reservoir West were notably (5%) more satisfied than the municipal average.

By contrast, respondents from Reservoir East were notably (5%) less satisfied, and at a “very good” rather than an “excellent” level.

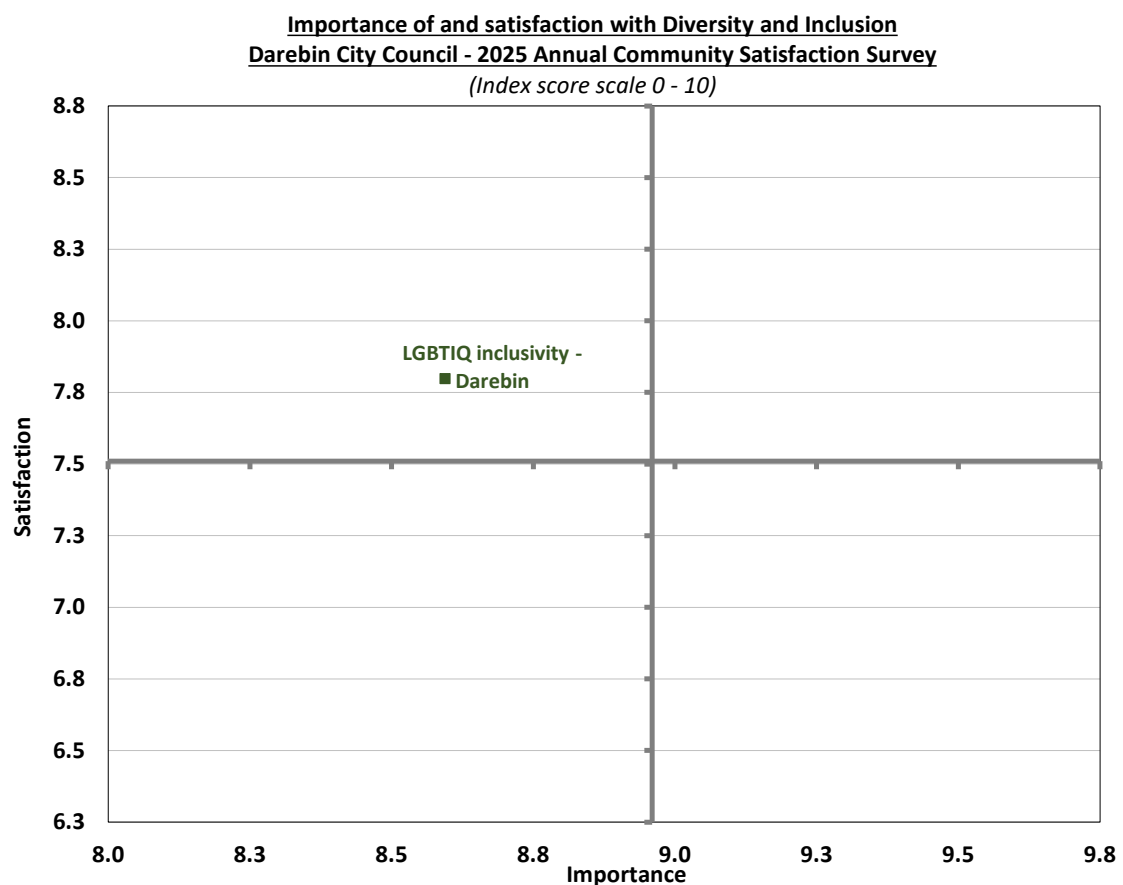


Diversity and Inclusion

One service related to Diversity and Inclusion was included in the survey this year, namely Council events and activities supporting LGBTQIA+ inclusivity.

The graph displays the average importance of each of these services and facilities as well as the average satisfaction.

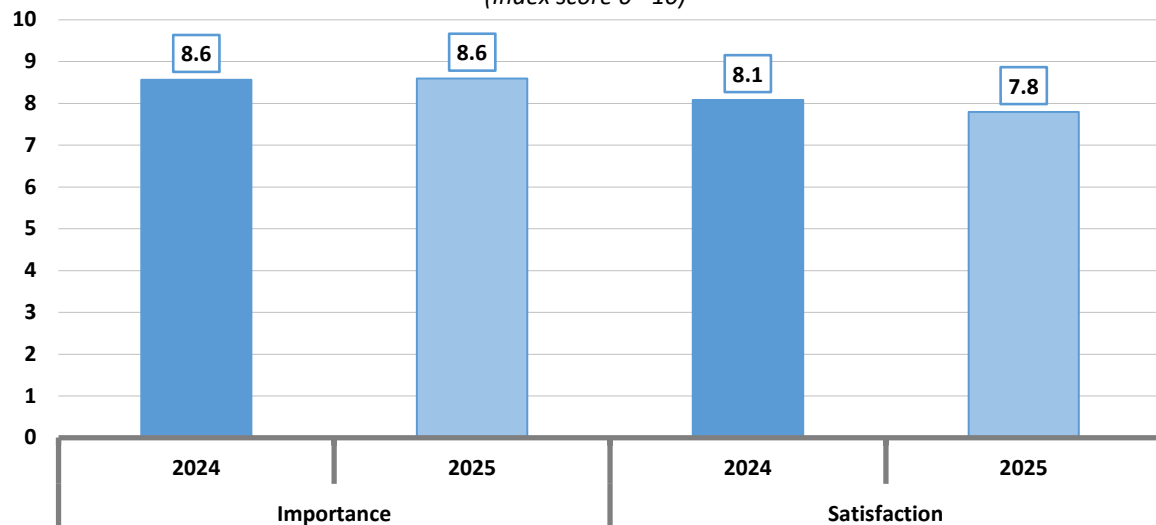
Council events and activities supporting LGBTQIA+ inclusivity were less important than the average of all 36 services and facilities but recorded a satisfaction score which was higher than the average of all 36.



Council events and activities supporting LGBTQIA+ inclusivity

Council events and activities supporting LGBTQIA+ inclusivity were the 34th most important of the 36 included services and facilities, with an average importance of 8.6 out of 10, and one of nine services and facilities to be measurably less important than the average of all 36 (9.0).

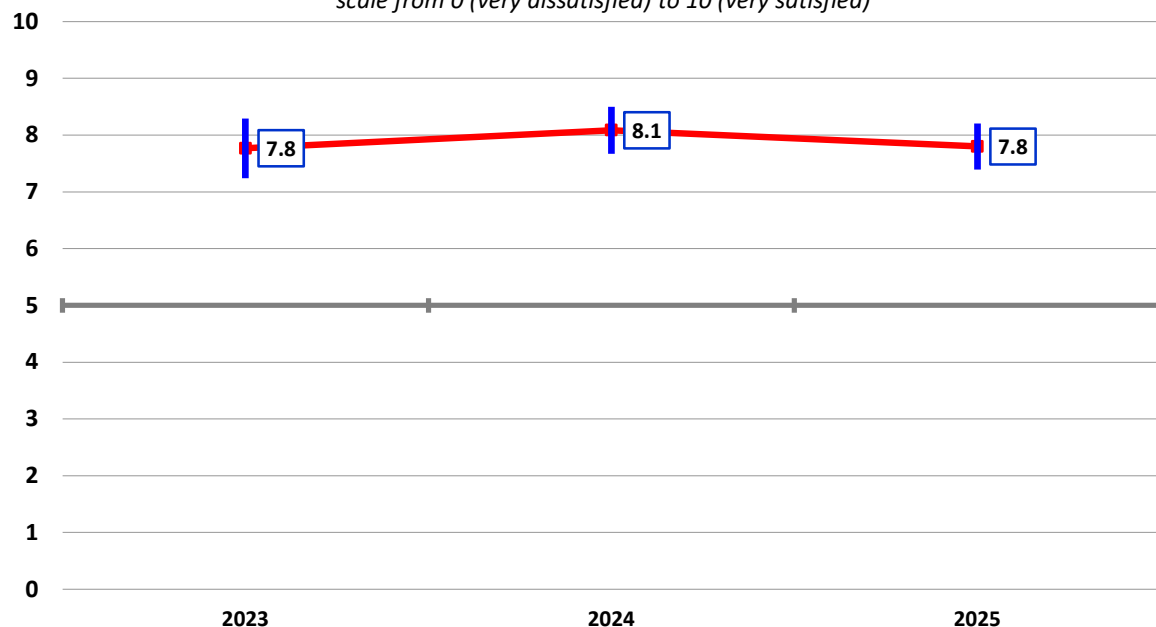
**Importance of and satisfaction with Council events and activities supporting
LGBTIQ inclusivity**
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Index score 0 - 10)



Satisfaction with these services decreased notably this year, down three percent to 7.8 out of 10, which remains an “excellent” level of satisfaction.

This ranks these services 10th in terms of satisfaction this year.

Satisfaction with Council events and activities supporting LGBTIQ inclusivity
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

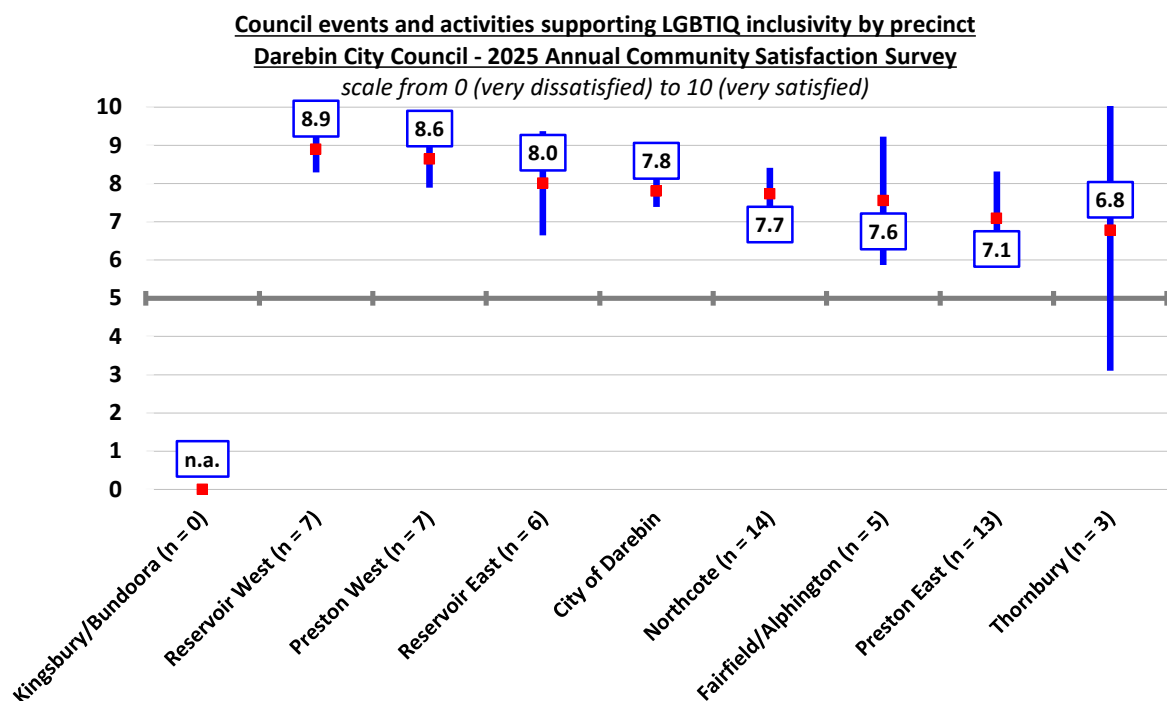


This result comprised 60% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 55 of the 59 (6%) respondents from households who reported having used these services in the past 12 months.

Given the small sample size of 55 respondents, there was no substantive variation in satisfaction with these services observed by respondent profile.

These services were not included in the 2025 *Governing Melbourne* research, and so no comparison results have been provided.

There was measurable variation in satisfaction with these services observed across the municipality. It is noted, however, that the seven respondents from Reservoir West were notably (11%) more satisfied than the municipal average, and the three respondents from Thornbury were notably (10%) less satisfied.



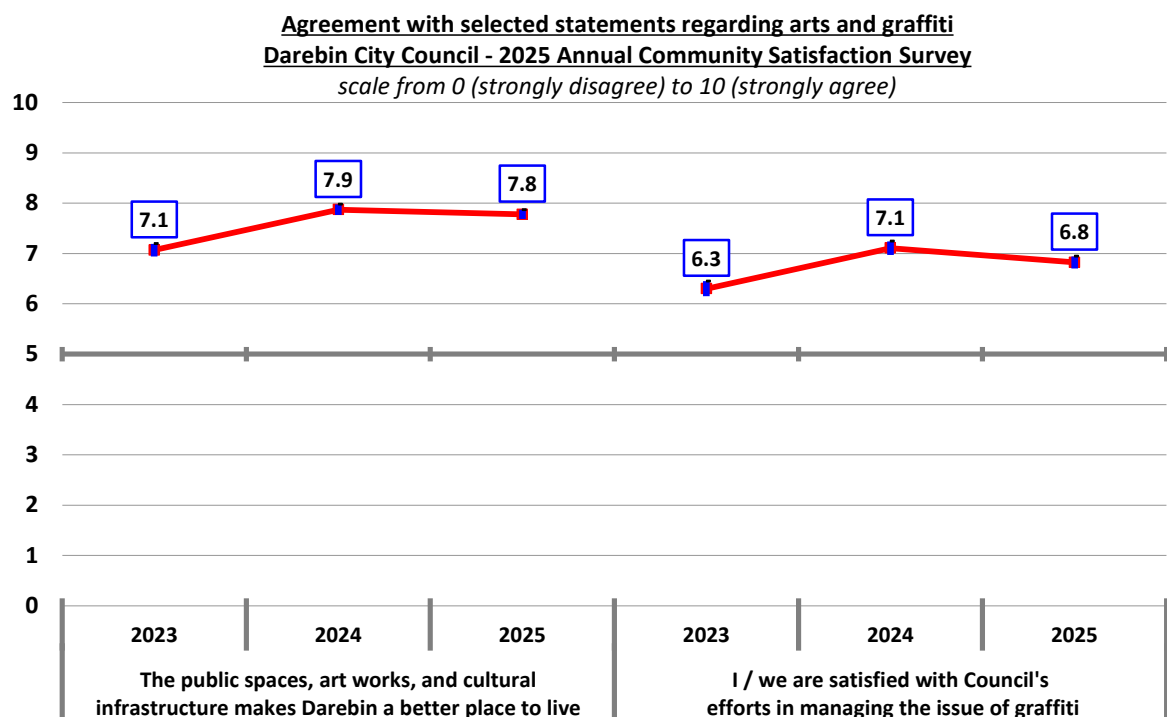
Arts and graffiti

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest) can you please rate your level of agreement with the following statements?”

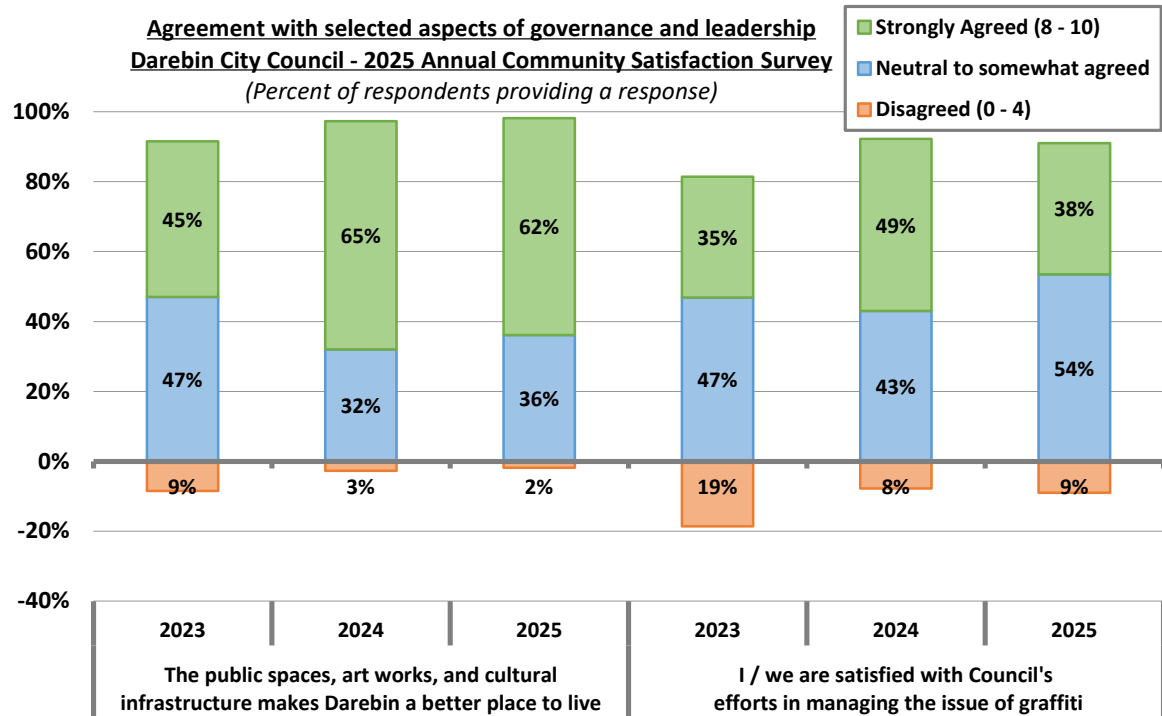
Respondents were again in 2025, asked to rate their agreement with two statements about arts and graffiti.

The average agreement with both statements declined marginally to somewhat this year, although they remain above the long-term average.



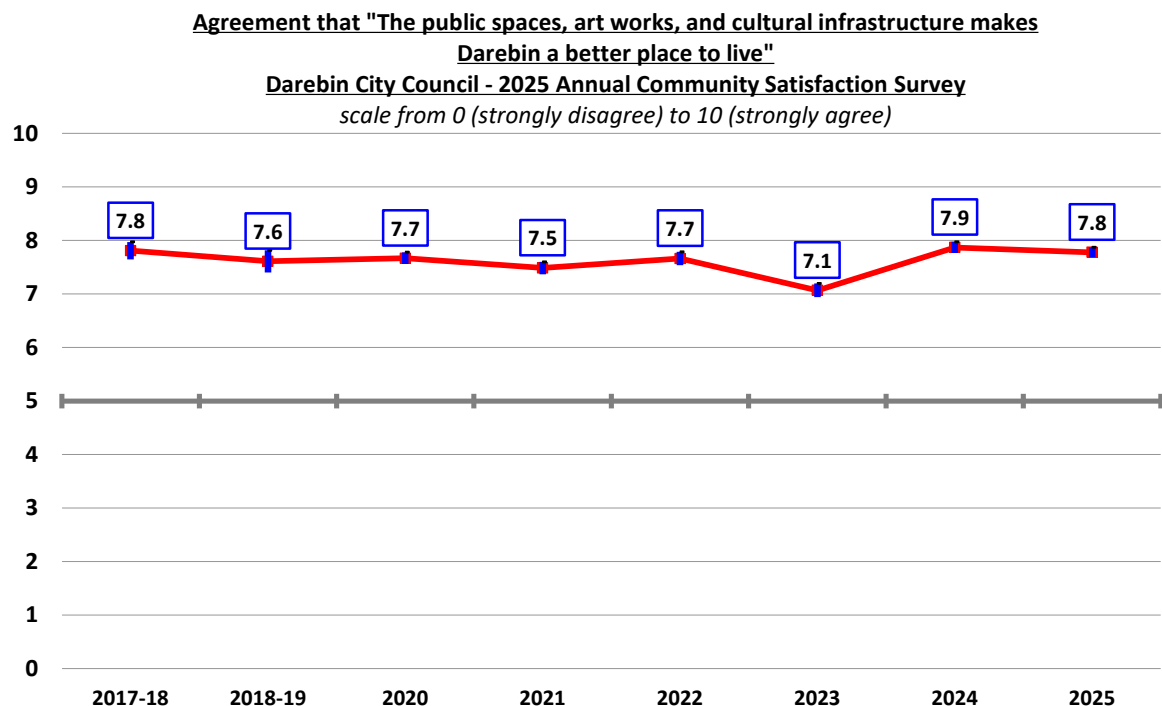
While there was a decline in the proportion of respondents who “strongly agreed” with both of these statements, it is noted that the proportion of respondents who “disagreed” (i.e., rated agreement at less than five) remained small.

Just two percent of respondents “disagreed” that the public spaces, art works, and cultural infrastructure makes Darebin a better place to live, and nine percent “disagreed” that they were satisfied with Council’s efforts in managing the issue of graffiti.

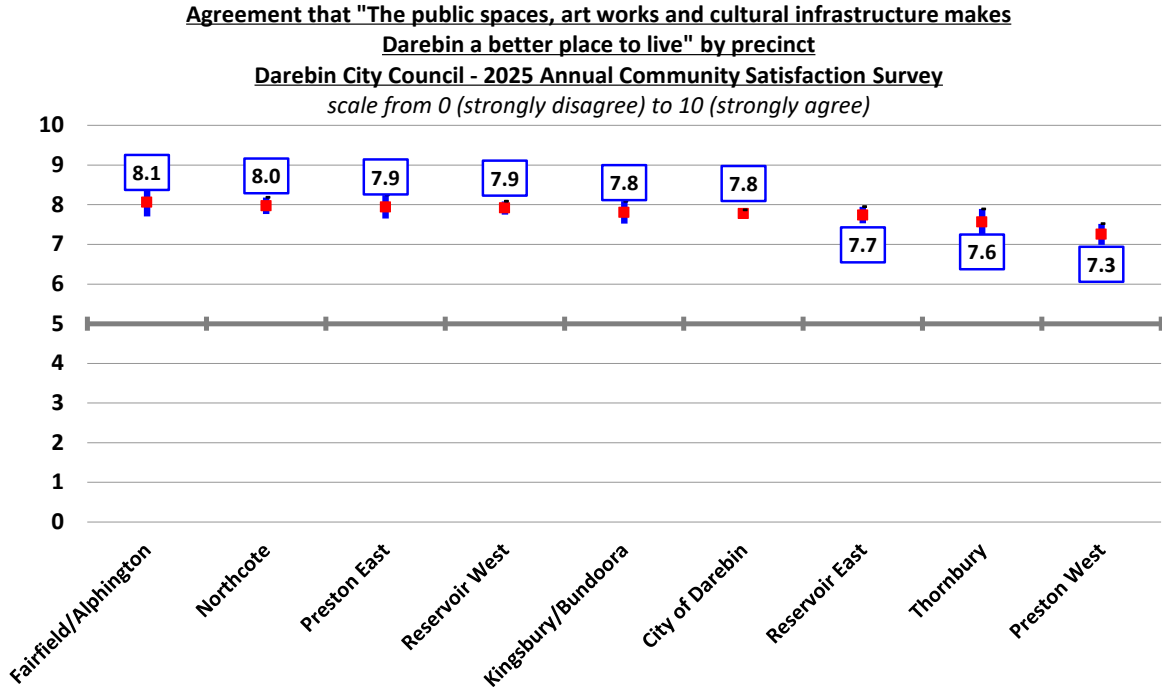


The public spaces, art works, and cultural infrastructure makes Darebin a better place to live

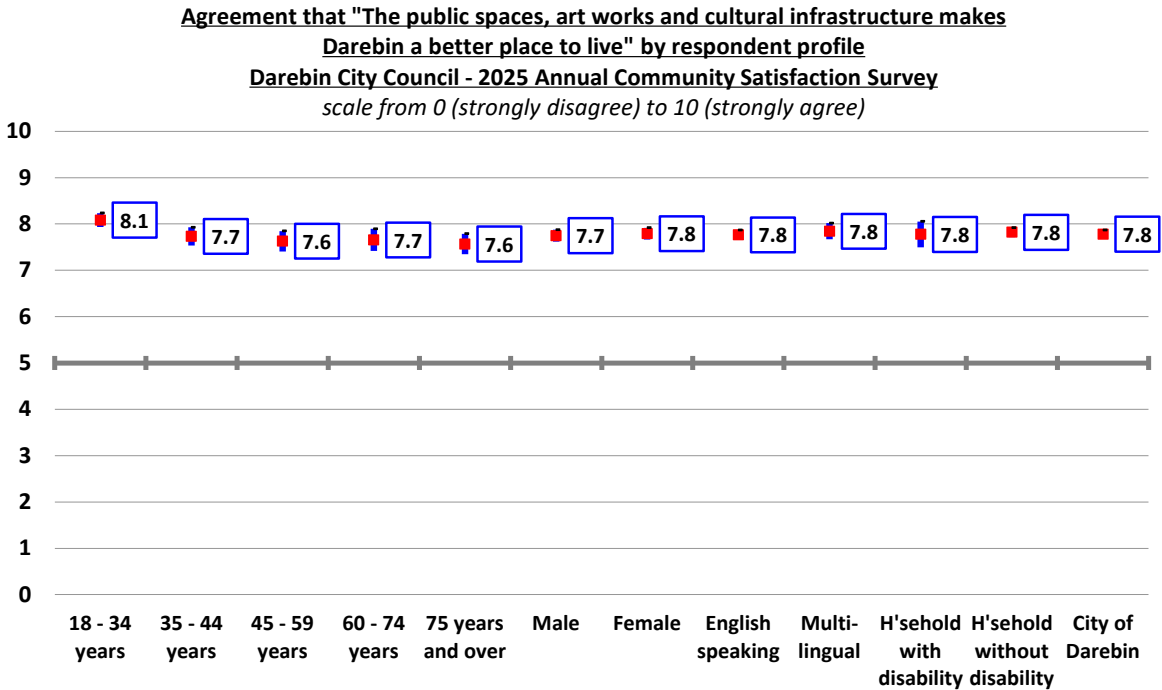
The average agreement that the public spaces, art works, and cultural infrastructure make Darebin a better place to live remained relatively stable around the long-term average from 2017-18 of 7.6 out of 10.



There was measurable variation in this result observed across the municipality, with respondents from Fairfield-Alphington notably (3%) more in agreement than average. By contrast, respondents from Preston West were notably (5%) less in agreement.



There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (3%) more in agreement than average.



The following table outlines the 37 comments received from respondents in relation to this statement.

Comments about public spaces, arts work, arts & cultural infrastructure makes Darebin a better place to live

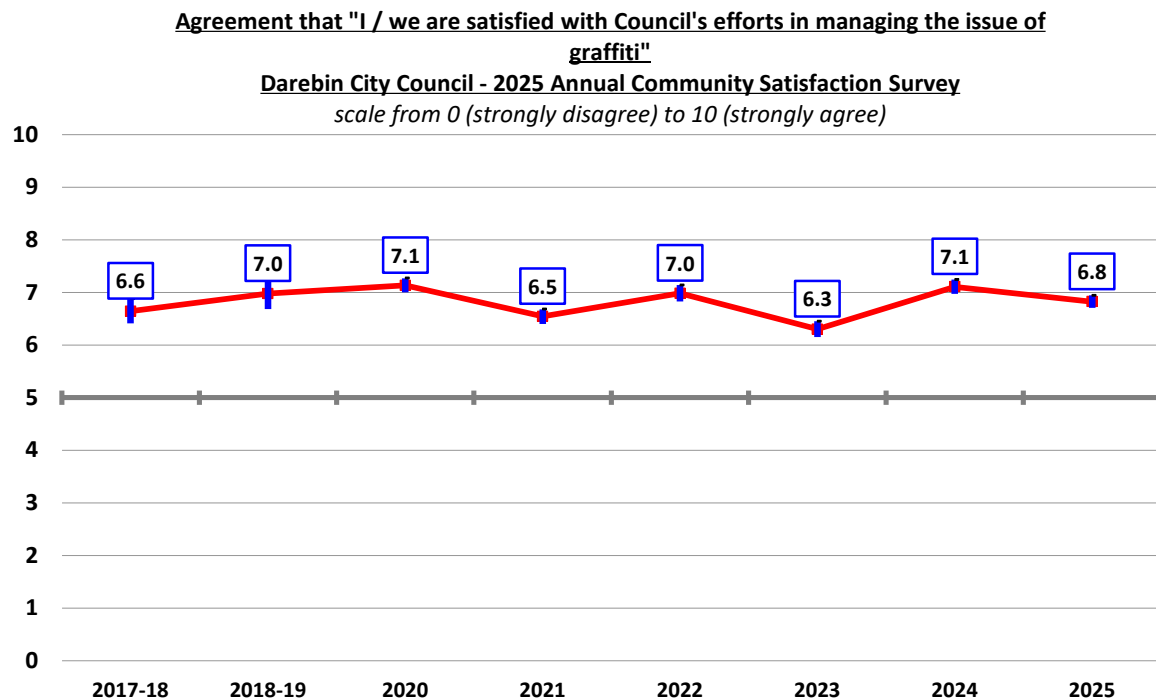
Darebin City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

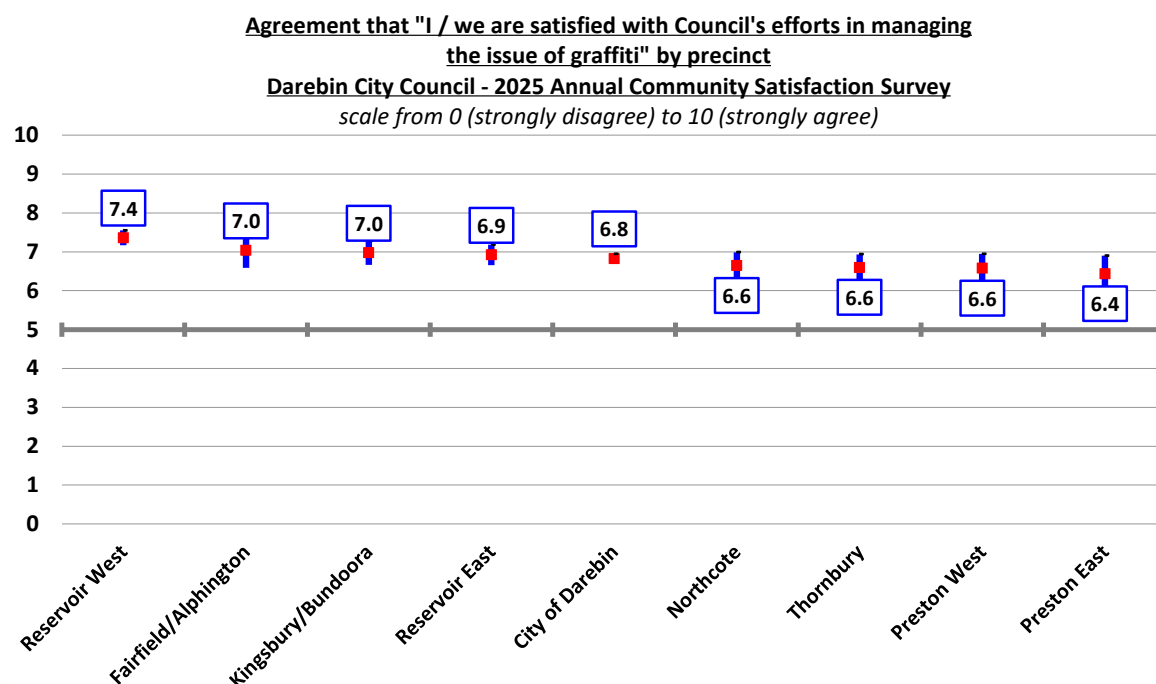
<i>Reason</i>	<i>Number</i>
Not a lot of public art	2
Any Council works on such art instalments would be extremely encouraging for the youth	1
Certain amount is acceptable since I am not personally affected by it, but sometimes it could upset others	1
Clean graffiti	1
Continue to support public art opportunities	1
Darebin needs to prioritise pedestrian and walk-ways over cars	1
Do not get rid of Darebin indigenous mural on Miller St	1
Get it cleaned up regularly	1
I am happy with pretty graffiti however bad graffiti is really bad	1
I do not have a problem with graffiti	1
I do not mind the art since it looks great	1
I know that they make an effort, but they are still ostracising graffiti activities which also needs quicker responses	1
I like graffiti	1
I see the graffiti removals near Merri Creek Linear Reserve, along the railway and I am happy with it	1
I think the public art is great, employing them is great	1
It gives the city a character	1
It is pretty good	1
It is terrible	1
Looks good in certain places, but not everywhere	1
More graffiti art would be good but no scribbling	1
Need to do something about the graffiti since there is too much of it all around	1
Properly made public art is good but not the illegally made ones	1
Public art is done badly however some murals are lovely and it should bring people together	1
Public art is good however they need to clean the rubbish graffiti	1
Some of its really good and some of its blatant graffiti	1
Spring St is unsafe	1
Sure, it gives a good appearance too few of the places	1
The more parks, the better	1
There is quite a lot of graffiti in the Thornbury and Northcote area which I hate. They should do more nice stuff	1
They do not do a good job of maintaining them	1
They need to be updated	1
They need to maintain open spaces	1
They should have more equipment in parks	1
They would look nice if it is commission work and actual artwork like Broadway	1
Thus, is not a necessity, art needs to be put in only after the fundamentals are sorted	1
Would like a list of local artists for private murals and art projects	1
Total	37

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

Despite a measurable (3%) decline in agreement this year, the average agreement that respondents were satisfied with Council's efforts in managing the issue of graffiti has remained relatively stable around the long-term average from 2017-18 of 6.8 out of 10.

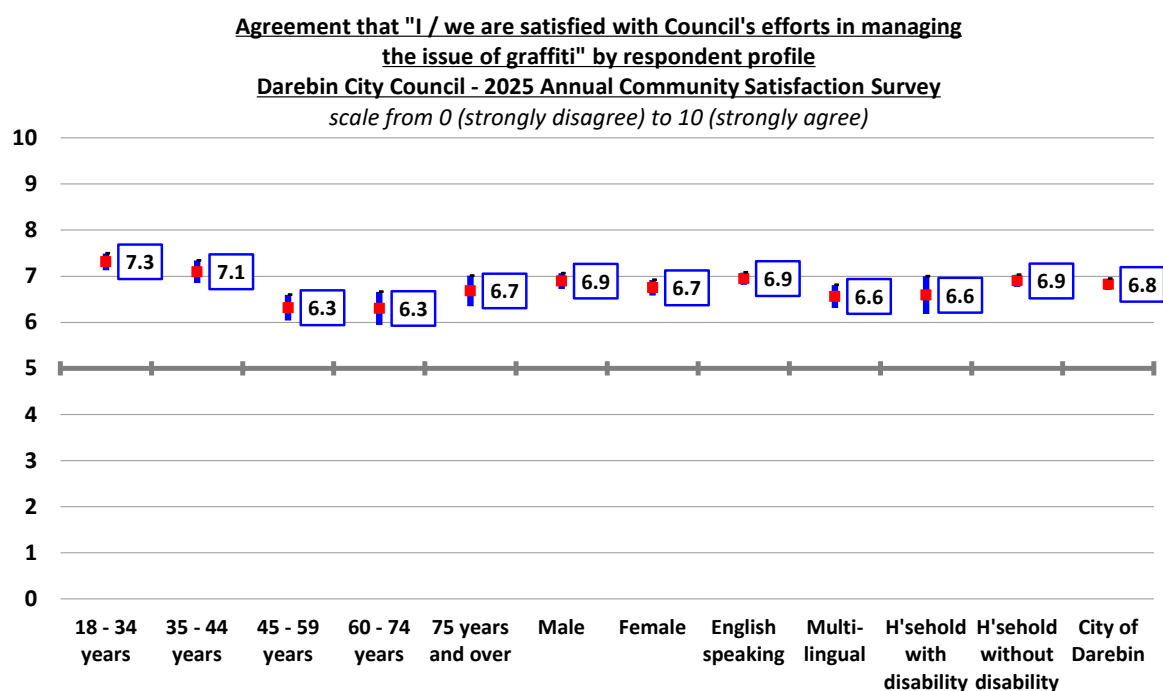


There was measurable variation in this result observed across the municipality, with respondents from Reservoir West measurably (6%) more in agreement than average. By contrast, respondents from Preston East were notably (4%) less in agreement.



There was measurable variation in this result observed by respondent profile, with young adults and adults (aged 18 to 44 years) measurably (5% and 3% respectively) more in agreement than average.

By contrast, middle-aged and older adults (aged 45 to 74 years) were measurably (5%) less in agreement than average.



The following table outlines the 64 comments, and 18 locations of concern received from respondents who disagreed that they were satisfied with Council's efforts in managing the issue of graffiti.

Comments about satisfaction with Council's efforts in managing the issue of graffiti
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
A lot of graffiti around	6
Graffiti should be cleaned more often / quicker	6
I do not mind the graffiti / it is not a major issue	5
It is out of control and very noticeable	4
They do not seem to clean it on the railway line which is depressing and a disgrace	4
I like the graffiti	3
Bad	2
Maybe give these kids a place to make graffiti so that they do not go on making graffiti everywhere	2
Too many in the laneways which should be cleaned up	2
A lot around the roofs of shops	1

Along the bike lanes	1
Along the fences	1
Along the walkways	1
Around the strip shopping area	1
Be quick to catch them	1
Family interstate thinks we live in slums due to graffiti	1
Graffiti has been there for a while	1
Graffiti is often really ugly, and tagging can give the impression that an area is neglected, which may encourage further antisocial behaviour—particularly among youth	1
Graffiti is not an issue instead please focus on providing some programs for kids to do something instead of chasing down graffiti	1
Have tougher laws for graffiti prevention	1
I doubt the Council does anything	1
It is a continuous process, so they need to do something more than just cleaning up	1
It is an eyesore	1
It is important that graffiti is discouraged and managed	1
Keeps on coming every time	1
Maybe take strict actions against these people so that they would not do it again next time	1
More graffiti on highways and local areas around Bundoora	1
Needs to be more legal graffiti like public murals and art	1
No deterrence for those who get caught	1
Seems to be far from fewer tagging / graffiti here than in surrounding local Council areas	1
Some areas in Reservoir still have graffiti	1
Sometimes, I like seeing density graffiti wall in an ugly space	1
Tagging is very ugly	1
There should be more space for art and graffiti	1
They have gone down, we came back here after a decade, and it has gotten worst	1
They have stopped cleaning graffiti in our garage after covid	1
They should do more	1
Traffic signs are filled with graffiti	1
Try and remove the tags but please keep art pieces accessible	1
Total	64

Specific locations identified by respondents

Coles is gross and full of graffiti	1
Graffiti around Westgarth Station needs to be cleared	1
High St is filled with them	1
High St looks feral	1
High St shops have a big graffiti problem	1
North side of Melbourne is just filled with graffiti	1
Terrible on High St. They should make it harder to make it on top of the building	1
The All-Nations Skate Park has a lot of graffiti	1
There is graffiti on our fence facing Victoria Rd (corner of Jenkins St) that has not been cleaned	1
There is quite a bit of graffiti on the shops along High Street, and its prevalence needs to be better managed	1
There is too much graffiti in Broadway on the fencing of private properties along the main street	1
There is too much graffiti on Plenty Rd heading toward Preston	1
They would need to do more for Bracken Ave	1
Too many graffiti around the train station	1

Victoria Rd gets tagged quite a lot	1
We would like a dedicated graffiti team addressing the concerns in High St. Graffiti should be eradicated when it is seen	1
Worse along main roads like Brunswick St where they are climbing on roofs and drawing which is dangerous	1
Worse along main roads like High St where they are climbing on roofs and drawing which is dangerous	1
Total	18
Total responses	82

Current issues for the City of Darebin

Respondents were asked:

"Can you please list what you consider to be the top three issues to address for the City of Darebin at the moment?"

Respondents were again in 2025, asked to nominate what they considered to be the top three issues for the City of Darebin 'at the moment'.



It is important to bear in mind that these responses are not to be read only as a list of complaints about the performance of Council, nor do they reflect only services, facilities, and issues within the remit of Darebin City Council.



Many of the issues raised by respondents are suggestions for future actions rather than complaints about prior actions, and many are issues that are principally the responsibility of the state government.

This is one of the most important questions in the survey, as it provides detailed insight into the range of issues of importance to the Darebin community, which allows for an examination of the potential impact of these issues on community satisfaction with the performance of Council.

It also helps identify issues of importance to the community that are the responsibility of other levels of government or the private sector, which can assist Council in setting advocacy priorities.

A little less than three-quarters (73% up from 58%) of respondents nominated an average of approximately two issues each.

The two most commonly raised issues to address this year were traffic management (18% up from 9%), and safety, policing, and crime issues (12% up from 4%).

Both of these issues increased significantly this year, and both were now well above the metropolitan average.

Other issues raised by a notable proportion of respondents were generally consistent with issues raised previously in the City of Darebin, including street trees (9%), footpaths (9%), roads (8%), parking (8%), street lighting (7%), and parks, gardens, and open spaces (6%).

The other important finding this year, was that the decline in the proportion who nominated Council financial management and governance related issues last year has been maintained this year, with just one percent raising these issues in 2025.

In summary, the following variations of note were observed in the results between 2024 and 2025:

- **Notable INCREASE in 2025** – included traffic management (18% up from 9%), safety, policing, and crime issues (12% up from 4%), roads (8% up from 5%), and cleanliness and maintenance of the local area (5% up from 2%).
- **Notable DECREASE in 2025** – there were no issues that recorded a notable decline this year.

When compared to the metropolitan Melbourne results from the 2025 *Governing Melbourne* research, conducted independently by Metropolis Research in January 2025, the following variations of note were observed:

- **Notably MORE prominent in Darebin** – included traffic management (18% compared to 9%), safety, policing, and crime issues (12% compared to 7%), footpaths (9% compared to 3%), and cleanliness and maintenance of the local area (5% compared to 2%).
- **Notably LESS prominent in Darebin** – there were no issues that recorded notably lower proportion in the City of Darebin this year.

Top issues for Council to address at the moment
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Issue	2025		2024	2023	2022	2025 Metro.*
	Number	Percent				
Traffic management	184	18%	9%	7%	6%	9%
Safety, policing and crime	119	12%	4%	4%	3%	7%
Street trees	94	9%	7%	2%	5%	7%
Footpath maintenance and repairs	92	9%	7%	5%	5%	3%
Road maintenance and repairs	83	8%	5%	8%	5%	9%
Parking	76	8%	7%	6%	8%	6%
Street lighting	65	7%	5%	3%	3%	7%
Parks, gardens, open spaces	56	6%	5%	9%	7%	5%
Cleanliness and maintenance of area	48	5%	2%	3%	4%	2%
Rubbish and waste including garbage collection	47	5%	7%	2%	4%	7%
Building, housing, planning and development	42	4%	3%	13%	13%	4%
Communication and consultation	34	3%	1%	3%	5%	1%
Hard rubbish collection	34	3%	1%	0%	2%	2%
Street cleaning and maintenance	34	3%	3%	2%	2%	3%
Dumped / illegal rubbish	32	3%	1%	1%	2%	1%
Drains maintenance and repairs	24	2%	3%	1%	1%	3%
Bicycles and bike tracks	23	2%	3%	3%	6%	1%
Sports, recreation and entertainment facilities	23	2%	1%	2%	3%	2%
Public toilets	22	2%	2%	0%	0%	2%
Environment, conservation and climate change	21	2%	1%	2%	3%	1%
Graffiti / vandalism	20	2%	2%	4%	3%	1%
Rates / fees	20	2%	2%	2%	3%	4%
Living cost / standard	17	2%	0%	0%	0%	0%
Preston market	15	2%	1%	11%	5%	n.a.
Council financial management / governance	13	1%	1%	5%	3%	1%
Facilities and activities for children	13	1%	1%	1%	0%	0%
Quality and provision of local shops	11	1%	1%	1%	1%	0%
Libraries	10	1%	1%	1%	0%	0%
Provision and maint. of general infrastructure	10	1%	1%	1%	1%	1%
Public, social housing / homelessness	10	1%	1%	3%	1%	1%
Recycling collection	10	1%	1%	1%	2%	0%
Dog off leash issues / amenities	10	1%	1%	0%	1%	2%
Housing affordability	10	1%	1%	2%	1%	0%
Quality and provision of Council services	10	1%	0%	0%	0%	1%
Public transport	9	1%	2%	2%	2%	3%
Services and facilities for the elderly	9	1%	1%	2%	1%	1%
Drug and alcohol issues	8	1%	1%	1%	0%	1%
All other issues (36 separately identified)	120	12%	12%	13%	13%	9%
Total responses	1,478		1,106	1,332	1,304	833
<i>Respondents providing at least one issue</i>	725 (73%)		582 (58%)	697 (70%)	647 (65%)	468 (59%)

(*) 2025 metropolitan Melbourne average from Governing Melbourne



As discussed in the [relationship between issues and overall satisfaction](#) section of this report, most of the commonly raised issues appeared to exert a negative influence on overall satisfaction with Council.

Of these, respondents who raised the two most common issues traffic management and safety, policing, and crime, on average, rated satisfaction with Council's overall performance at a similar level to the municipal average.

Given the significant number of respondents raising these two issues, Metropolis Research is of the view that these issues do exert a mildly negative influence on overall satisfaction with Darebin City Council.

The other issues raised by a meaningful sample of respondents all appeared to exert a negative influence on overall satisfaction with Council for the respondents who raised them, including communication issues (34 respondents, 7% less satisfied), planning and development (42 respondents, 6% less), street trees (94 respondents, 4% less), footpaths (92 respondents, 4% less), parks and gardens (56 respondents, 3% less), road maintenance and repairs (83 respondents, 3% less), and cleanliness of the area (48 respondents, 3% less), and parking issues (76 respondents, 1% less).

Issues by precinct

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

- **Reservoir East** – respondents were somewhat more likely than average to raise traffic management, and safety, policing, and crime related issues.
- **Reservoir West** – respondents were somewhat more likely than average to raise safety, policing, and crime, communication and consultation, and living cost related issues.
- **Preston East** – respondents were somewhat more likely than average to raise traffic management, safety, policing, and crime, roads, parks and gardens, and graffiti / vandalism.
- **Preston West** – respondents were somewhat more likely than average to raise street lighting, street trees, rubbish and waste issues, hard rubbish collection, and drains.
- **Northcote** – respondents were somewhat more likely to nominate bicycle related issues including bike paths.
- **Thornbury** – respondents were somewhat more likely than average to raise planning and development related issues.
- **Kingsbury-Bundoora** – respondents were somewhat more likely than average to raise traffic management, parking, roads, cleanliness and maintenance, and drains.
- **Fairfield-Alphington** – respondents were somewhat more likely than average to raise traffic management, street trees, parking, street cleaning, communication and consultation, planning and development, and drains.



Top issues for Council to address at the moment by precinct
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Percent of total respondents)

Reservoir East		Reservoir West	
Traffic management	24%	Traffic management	19%
Safety, policing and crime	19%	Safety, policing and crime	18%
Footpath maintenance and repairs	11%	Road maintenance and repairs	8%
Road maintenance and repairs	10%	Street lighting	7%
Street trees	9%	Footpath maintenance and repairs	7%
Street lighting	8%	Street trees	7%
Parking	7%	Communication and consultation	6%
Cleanliness and maintenance of areas	7%	Cleanliness and maintenance of areas	5%
Rubbish and waste incl. garbage collection	6%	Living cost /standard	5%
All other issues	66%	All other issues	50%
Preston East		Preston West	
Traffic management	23%	Traffic management	15%
Safety, policing and crime	19%	Street lighting	14%
Road maintenance and repairs	13%	Street trees	14%
Parks, gardens, open space	10%	Rubbish and waste incl. garbage collection	9%
Footpath maintenance and repairs	9%	Footpath maintenance and repairs	8%
Street trees	9%	Hard rubbish collection	7%
Cleanliness and maintenance of areas	7%	Parking	6%
Graffiti / vandalism	6%	Drains maintenance and repairs	6%
Building, housing, planning, development	5%	Road maintenance and repairs	6%
All other issues	84%	All other issues	62%
Northcote		Thornbury	
Footpath maintenance and repairs	11%	Traffic management	15%
Street trees	10%	Road maintenance and repairs	9%
Traffic management	9%	Footpath maintenance and repairs	9%
Parks, gardens, open space	9%	Building, housing, planning, development	8%
Parking	8%	Safety, policing and crime	8%
Bicycles and bike tracks	7%	Parks, gardens, open space	7%
Environment, conservation, climatic change	6%	Parking	7%
Building, housing, planning, development	6%	Environment, conservation, climatic change	3%
Road maintenance and repairs	5%	Street lighting	3%
All other issues	74%	All other issues	55%
Kingsbury-Bundoora		Fairfield/Alphington	
Traffic management	24%	Traffic management	23%
Parking	16%	Street trees	22%
Road maintenance and repairs	13%	Parking	14%
Street trees	13%	Street cleaning and maintenance	12%
Safety, policing and crime	12%	Communication and consultation	9%
Cleanliness and maintenance of areas	9%	Building, housing, planning, development	9%
Footpath maintenance and repairs	7%	Footpath maintenance and repairs	8%
Drains maintenance and repairs	6%	Drains maintenance and repairs	6%
Rates / fees	4%	Parks, gardens, open space	5%
All other issues	52%	All other issues	51%



Issues by respondent profile

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

- ***Young adults (aged 18 to 34 years)*** – respondents were not notably more likely than average to raise any specific issues.
- ***Adults (aged 35 to 44 years)*** – respondents were somewhat more likely than average to raise traffic management, safety, policing, and crime, and road related issues.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were somewhat more likely than average to raise traffic management, safety, policing, and crime, street trees, and road related issues.
- ***Older adults (aged 60 to 74 years)*** – respondents were somewhat more likely than average to raise street trees, footpaths, parking, and road related issues.
- ***Senior citizens (aged 75 years and over)*** – respondents were somewhat more likely than average to raise footpaths, street trees, street cleaning and maintenance, and drains related issues.
- ***Male*** – respondents were somewhat more likely than female respondents to raise safety, policing, and crime related issues.
- ***Female*** – respondents were somewhat more likely than males to raise footpath related issues.
- ***Multilingual household*** – respondents were somewhat more likely than respondents from English speaking households to raise traffic management related issues.
- ***Households with a member with disability*** – respondents were somewhat more likely than other respondents to raise footpaths, parking, and environment, conservation and climate change related issues.

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

Darebin City Council - 2025 Annual Community Satisfaction Survey

(Percent of total respondents)

18 - 34 years		35 - 44 years	
Traffic management	15%	Traffic management	25%
Safety, policing and crime	9%	Safety, policing and crime	16%
Rubbish and waste incl. garbage collection	6%	Road maintenance and repairs	11%
Parks, gardens, open space	6%	Street lighting	9%
Road maintenance and repairs	5%	Street trees	9%
Communication and consultation	5%	Parking	6%
Cleanliness and maintenance of areas	5%	Footpath maintenance and repairs	6%
Building, housing, planning, development	4%	Parks, gardens, open space	5%
Footpath maintenance and repairs	4%	Rubbish and waste incl. garbage collection	4%
All other issues	59%	All other issues	66%

45 - 59 years		60 - 74 years	
Traffic management	22%	Traffic management	19%
Safety, policing and crime	16%	Street trees	15%
Street trees	12%	Footpath maintenance and repairs	13%
Road maintenance and repairs	11%	Parking	12%
Footpath maintenance and repairs	11%	Road maintenance and repairs	11%
Parking	9%	Safety, policing and crime	10%
Street lighting	8%	Street lighting	8%
Parks, gardens, open space	6%	Cleanliness and maintenance of areas	7%
Hard rubbish collection	6%	Parks, gardens, open space	7%
All other issues	83%	All other issues	67%

75 years and over		City of Darebin	
Footpath maintenance and repairs	21%	Traffic management	18%
Street trees	17%	Safety, policing and crime	12%
Traffic management	11%	Street trees	9%
Parking	10%	Footpath maintenance and repairs	9%
Street cleaning and maintenance	9%	Road maintenance and repairs	8%
Safety, policing and crime	8%	Parking	8%
Drains maintenance and repairs	8%	Street lighting	7%
Road maintenance and repairs	7%	Parks, gardens, open spaces	6%
Environment, conservation, climatic change	5%	Cleanliness and maintenance of area	5%
All other issues	45%	All other issues	66%

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

Darebin City Council - 2025 Annual Community Satisfaction Survey

(Percent of total respondents)

Male		Female	
Traffic management	20%	Traffic management	18%
Safety, policing and crime	14%	Footpath maintenance and repairs	11%
Road maintenance and repairs	9%	Safety, policing and crime	11%
Street trees	9%	Street trees	10%
Parking	8%	Parking	8%
Footpath maintenance and repairs	7%	Road maintenance and repairs	8%
Street lighting	6%	Street lighting	7%
Rubbish and waste incl. garbage collection	5%	Parks, gardens, open space	6%
Cleanliness and maintenance of areas	5%	Cleanliness and maintenance of areas	5%
All other issues	64%	All other issues	67%

English speaking		Multi-lingual	
Traffic management	17%	Traffic management	21%
Safety, policing and crime	11%	Safety, policing and crime	13%
Street trees	10%	Road maintenance and repairs	9%
Footpath maintenance and repairs	9%	Footpath maintenance and repairs	9%
Parking	8%	Street trees	8%
Road maintenance and repairs	8%	Parking	7%
Street lighting	7%	Rubbish and waste incl. garbage collection	6%
Parks, gardens, open space	6%	Cleanliness and maintenance of areas	6%
Building, housing, planning, development	5%	Parks, gardens, open space	5%
All other issues	65%	All other issues	69%

Household members with disability		Household members without disability	
Footpath maintenance and repairs	17%	Traffic management	20%
Traffic management	16%	Safety, policing and crime	12%
Parking	10%	Street trees	10%
Safety, policing and crime	9%	Footpath maintenance and repairs	9%
Environment, conservation, climatic change	7%	Road maintenance and repairs	9%
Street trees	7%	Street lighting	8%
Cleanliness and maintenance of areas	6%	Parking	7%
Parks, gardens, open space	5%	Parks, gardens, open space	6%
Hard rubbish collection	5%	Cleanliness and maintenance of areas	5%
All other issues	62%	All other issues	71%

Municipal comparison of key issues

The following section provides a comparison of the proportion of respondents who raised traffic management and safety, policing, and crime related issues across the municipalities surveyed by Metropolis Research in 2024/25.

Traffic management related issues

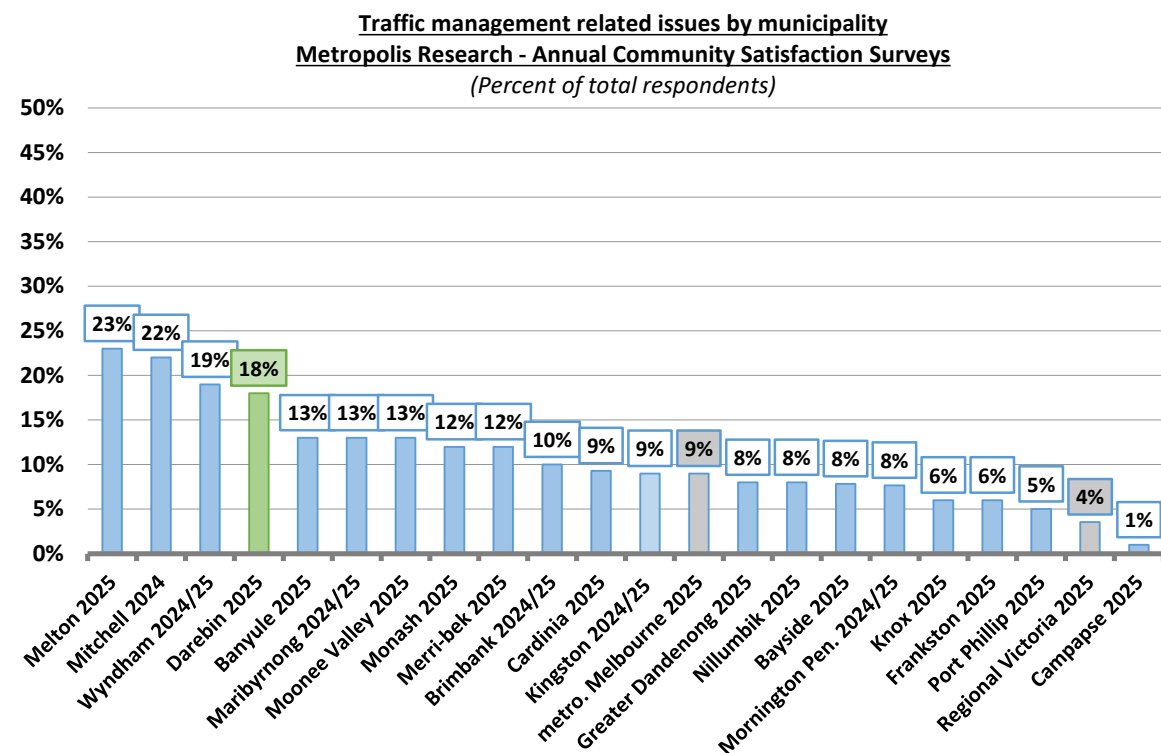
Respondents in the City of Darebin were twice as likely as the metropolitan average to raise traffic management related issues this year.

Metropolis Research notes that traffic management issues have generally not returned to pre-pandemic levels in many municipalities, although they have increased somewhat this year.

It is also noted that the City of Darebin recorded the highest proportion raising traffic management related issues than any of the other middle-ring municipalities surveyed by Metropolis Research this year.

The result for the City of Darebin was more consistent with some of the western and northern growth area municipalities such as the City of Melton (23%), Mitchell Shire (22% in 2024 from a slightly different survey), and the City of Wyndham (19%).

This result for the City of Darebin was notably higher than other northern middle-ring municipalities such as the cities of Banyule (13%), Moonee Valley (13%, and Merri-bek (12%).



Safety, policing, and crime related issues

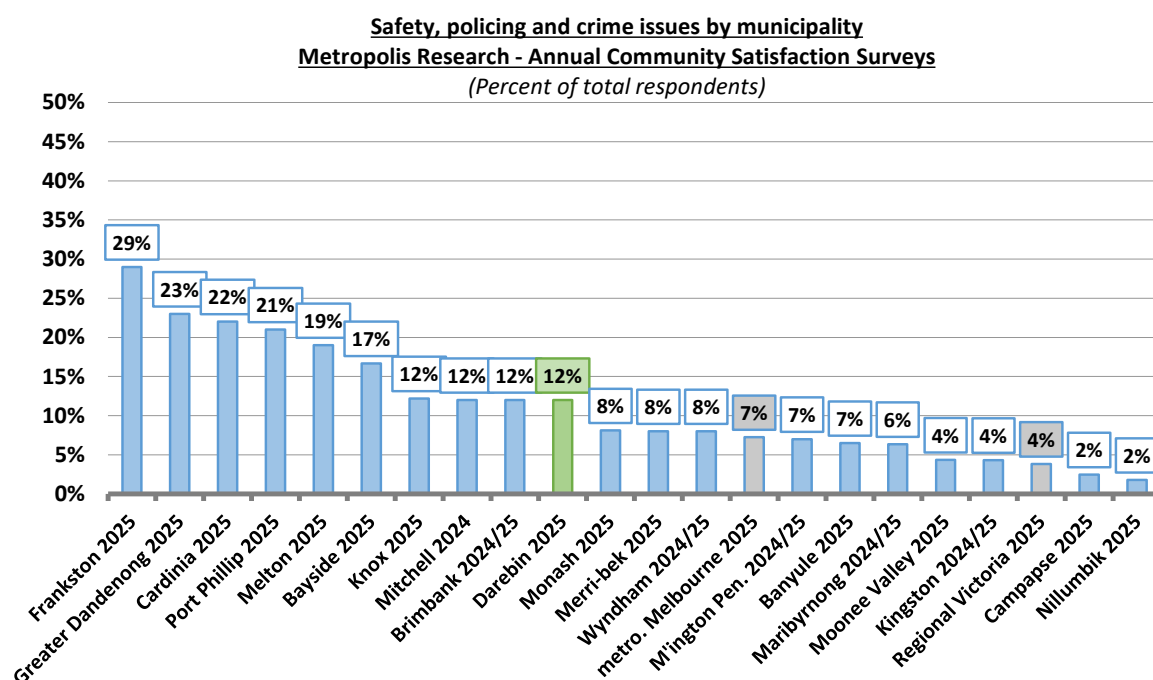
Metropolis Research notes that safety, policing, and crime related issues spiked significantly this year in many municipalities, including the City of Frankston (29% up from 11%), the City of Melton (19% up from 6%), and Cardinia Shire (22% up from 10%).

The metropolitan average of seven percent was surveyed earlier in 2025, and Metropolis Research is of the view that this result was likely to have increased over the course of 2025.

It is noted that safety, policing, and crime issues were notably more prominent in the City of Darebin than in many of the neighbouring and other middle-ring municipalities, including the City of Banyule (7%), City of Merri-bek (8%), and the City of Moonee Valley (4%).

The increase in the prominence of safety, policing, and crime issues was consistent with the significant decline in the [perception of safety in public areas of the municipality at night](#).

This decline was observed in several municipalities across metropolitan Melbourne this year.



Verbatim responses

The following section provides the verbatim responses categorised as traffic management, and as safety, policing, and crime related issues.

Traffic management

The following table outlines the 178 responses, and 50 locations / roads of concern categorised as traffic management related issues.

"Traffic management" related issues
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Traffic management	37
Traffic congestion	36
Speeding	12
Better / more road safety	9
Traffic control	6
More speed humps	4
Narrow roads / streets	3
Need better pedestrian access to roads	3
Improper / poor traffic management in Darebin	2
Parking issues in the area	2
Pedestrian safety	2
Traffic congestion is horrible / major issue	2
Traffic congestion should be controlled / managed better	2
Traffic is high during peak hours and needs to be managed more efficiently	2
Traffic issues	2
Vehicle speeding needs to be monitored more to keep everyone safe	2
Better traffic management is needed to reduce congestion and improve road safety	1
Big intersection here is quite dangerous	1
Car honking in Darebin roads	1
Caravans on roads	1
Crossing on the major roads is bad. We took survey about it nothing happened	1
Cycle safety	1
Driving is becoming really hard due to people parking on both sides of the street	1
Fix the roads	1
Fix the traffic violations	1
It's dangerous to drive on the street due to too many cars	1
Lack of proper parking facilities	1
Leave parking as it is, do not limit	1
Leave traffic as it is, do not limit	1
Local road management	1
Local traffic management especially street parking	1
Local traffic speed is too high. Speed bumps are needed to slow down vehicles and improve safety	1
More efforts towards solving the local traffic problem	1
More pedestrian friendly	1
Need speed bumps, they bring police, and they are catching people and fining them after a damage is done. Stop people from speeding, put a speed hump	1
Not enough pedestrian crossings in some areas	1

Pedestrian safety near schools and childcares	1
Pothole on the general, no specific location	1
Primary school turned kiss and go zone to no parking allowed zone. We cannot find parking spot around there	1
Reckless driving	1
Reduce traffic	1
Road maintenance	1
Road safety around crossings and school should be regulated better	1
Road safety near schools and childcare centres	1
Road safety with pedestrian pathways	1
Roundabout was taken off	1
Safer roads for pedestrians	1
Speed control	1
Speed limits	1
Speeding of cars in narrow roads	1
The change traffic sign is to removed years ago	1
The roads are narrow and cause congestion	1
The streets are not wide enough; every single day we have to give space to the drivers	1
There are potential accidents	1
There have been accidents in the past its very dangerous on some roads	1
There should be more crossing paths as the 2 traffic lights are at 2 ends and I have to drop kids to the bus stop so it's dangerous to cross from the middle	1
They are cutting access for the traffic; it is going to be hard to us	1
Too much focus on traffic	1
Traffic around stations is huge	1
Traffic congestion near the stations and around the area	1
Traffic control during the school time	1
Traffic is a real issue; it takes so much extra time to commute to one place from another	1
Traffic is not great, always jam and to extra time to the destinations	1
Traffic is very high, and it takes too long to get to work	1
Traffic light timing needs improvement	1
Traffic management needs improvement to reduce congestion and delays	1
Traffic management this bottleneck on the end of the road	1
Traffic signs could be more	1
Total	178

Specific locations identified by respondents

Fast, noisy cars on the road, community streets (Gillies St) especially on Friday nights. Need to fine them	2
Over speeding on McNamara St, we need speed bumps	2
Plenty Rd traffic is a big problem	2
Speed bumps needed on Clements Gr people over speeding on the street	2
Car speeds need to be reduced and limited on the Allenby Ave	1
Carrol St crossing is worse now. They changed it and it doesn't work	1
Council needs to re-paint the marking on Dundas St	1
Crossing Elizabeth St is awful needs traffic signals	1
Crossing of Bruce St and Gilbert Rd is complicated because of tram. It is very heavy traffic every time and it troubles us to cross the road	1
Dangerous S turn on Symons St several accidents has occurred Council needs to fix that as soon as possible	1

Gilbert Rd - serious need for pedestrians crossing it is really dangerous over there	1
Instead of roundabout use the traffic lights at the junction of Settlement Rd and corner of Dalton Rd	1
Local road is too narrow. People park their cars on the road, and sometimes it is hard to get through the road. Gresswell area	1
Local traffic would be the biggest problem that Council needs to solve like on High St	1
Many drivers are cutting through local streets in the evening to avoid traffic on Plenty Rd; a reduced speed limit should be implemented to ensure resident safety	1
Maybe North Rd needs some speed humps because people tend to overspeed here	1
More traffic on Ernest Jones Dr	1
Need pedestrian cross at Grange Rd between Separation St and Darebin Rd	1
Needs speed bumps over Dorrington Ave	1
Odd side of McMahon Rd should be no standing zone it there is very sharp turn on McMahon Rd which creates a blind stop for car coming into the street	1
Overcrowding on McNamara St due to school hour rush	1
Pedestrian cross light at crossing of Bruce St and Gilbert Rd would be helpful because we have a lot of medical services across the road	1
People are cutting through Elizabeth St. It is not safe	1
Pothole around McMahon Rd	1
Road safety needed for pedestrians in Jessie St	1
School crossing at Preston High School	1
Speed bumps in this Flinders St, because speeding bikes are a problem	1
Speed humps need in Eric St and zebra crossings	1
Speeding in North Rd should be curbed by putting speed bumps	1
Speeding issues over Bond St	1
The 50 km/hr speed limit on Cheddar Rd is pointless	1
The no standing sign should be further back cause it's a narrow street and it's hard to pass through if you are coming through Spring St	1
The removal of roundabout at Darebin Rd and Cheddar Rd is confusing, and is congested during peak hour	1
The speed limits on High St is too low	1
The traffic and level crossing on Station St	1
Theres's car speeding on Arthur Rd at night. Need more management on local road traffic	1
Theres some traffic on Cheddar Rd, especially in peak hour	1
This street Tobin Ave is used as rat run; too many people use this street for car crossing	1
Traffic around Preston Market is a nightmare, make the roads better	1
Traffic management in Station St, conflict with residential uses	1
Traffic management on Station St	1
Traffic management prior to the pedestrian crossing at Darebin Rd. Visibility is low coming up the hill. Three accidents happened since I moved here	1
Traffic on Edgars Rd. Traffic lights operation needed to review	1
Traffic signals needed in Elizabeth St	1
We need a traffic regulator on Raglan St near the school	1
We need speed bumps on Symons St a lot of people tend to overspeed here and new drivers aren't aware about the bend on the street which can be very dangerous	1
Local traffic is the biggest problem on Gilbert Rd	
Total	50
Total responses	228

Safety, policing, and crime

The following table outlines the 139 responses, and 11 locations of concern, that have been categorised as safety, policing, and crime related issues.

"Safety, policing and crime" related issues
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Overall safety / security	32
Crime	14
Youth crime is bad / is a concern	9
High crime rates	6
Safety at night	6
Car theft attempts are a lot in and around the area	4
Improve the safety of residents / community	4
Rise in break-ins / burglaries around the area	3
Safety at night due to break-ins / car-theft attempts	3
Safety issue needs addressing	3
Safety should be increased by regular patrolling / policing	3
Attempts to break in at night	2
Need put some works to lower the crime rate	2
Petty youth crimes are increasing	2
A lot of undesirable people walking around the area make it unsafe	1
Addiction	1
Child safeguarding	1
Crime in the area is increasing especially at night	1
Crimes in Darebin	1
Do not want to pay for the services I don't use. It has a huge impact on my life	1
Does not feel safe enough	1
Drug affected people	1
Every night after around 12 am	1
Fix the swimming pools	1
Home break-ins have been occurring in the area, raising serious concerns about security and the need for increased surveillance or patrols	1
I keep hearing news about people robbed parcel stealing	1
Illegally parked cars on the street	1
Increasing youth crimes and not enough punishment	1
Kids on electric bikes is issue	1
Lowering crime rate, need to put more work on	1
More CCTV monitoring around the area	1
More investment towards roads	1
More investment towards security	1
More policing at night	1
Need more police patrolling because cars making much noise at night	1
Need restriction for kids on the street. They ride a bike on footpaths	1

Not safe during night as people banging on door and throwing rubbish	1
Not safe for women at night	1
Not safe people screaming and banging on the doors	1
People let off fireworks in the park late at night	1
Petty crime around the area is going up at an alarming rate Council needs to do more monitoring	1
Police responsiveness about issues reported	1
Safety around the parks	1
Safety at night near stations because of shady looking people	1
Safety at night should be improved by increasing police patrolling in and around the areas especially public transport stations	1
Safety for pedestrians	1
Safety for women and minorities	1
Safety in and around the area like shopping areas	1
Safety in and around the area like stations	1
Safety is a concern in the area, as there are often individuals appearing to be under the influence of drugs wandering around, which makes us feel uneasy	1
Safety of all people, including LGBTQ a people	1
Security of suburb is less	1
Security. My car was stolen past month	1
Someone broke into my neighbour's car. Incidents like these makes me scared	1
Stabbing cases	1
There are many junkies and illegal activities happening	1
There is crime in the area at night. Trying to break in and also car theft attempt	1
There have been several home invasions in this area, which has raised serious concerns about our safety and security	1
Thieves steal parcels left at doorsteps	1
Unsavory people making poor comments about female	1
Total	139

Specific locations identified by respondents

The crime rates are extremely high in the Summerhill and Northland areas, which is causing ongoing concern for our safety and well-being	2
Additional security around Preston like policing would be helpful	1
CCTV needed on Shand Reserve	1
More police awareness in Reservoir needed	1
Northland Shopping Centre is not safe anymore	1
People keeping checking for opportunities if the car are unlocked and trying to steal it on Larne Grove	1
Public safety is a big concern, especially with what is happening in Northland Shopping Centre	1
Summerhill Shopping Centre needs to make safer	1
There is bottleneck on Royal Pde and Cuthbert Rd	1
This January my car got stolen from the front of my house that is in Cheddar St	1
Total	11
Total comments	150

Perception of safety in public areas of the City of Darebin

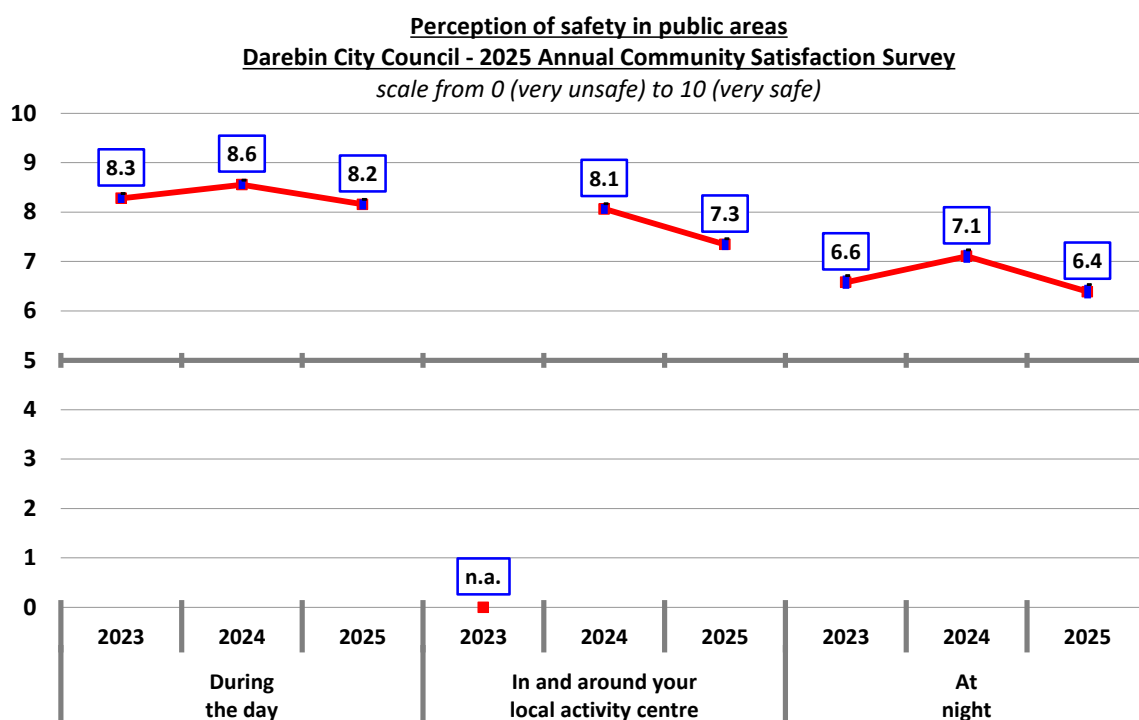
Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas in the City of Darebin? If any rated less than 5, where do you feel unsafe? Why do you feel unsafe?”

The perception of safety in the public areas of the City of Darebin during the day (down 4%), in and around the local activity centre (down 8%), and in the public areas at night (down 7%) all declined measurably and significantly this year.

These declines reverse the small increase in the perception of safety recorded last year.

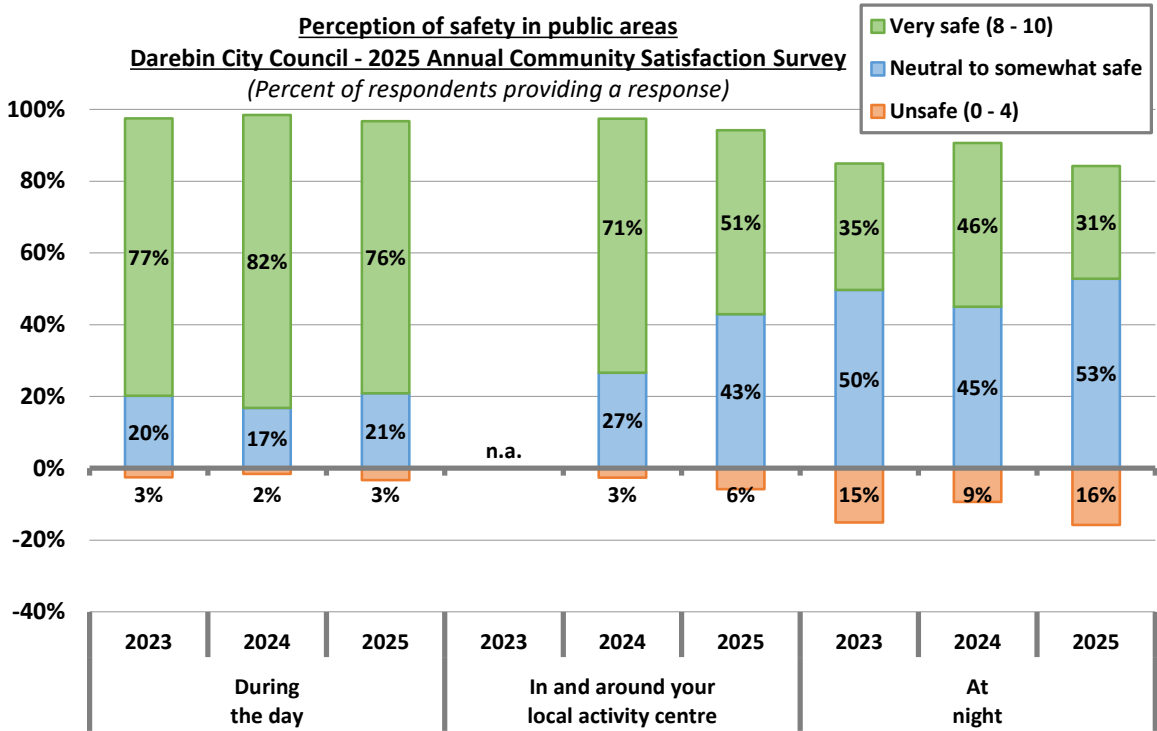
Metropolis Research recorded declines in the perception of safety in public areas of many municipalities across metropolitan Melbourne this year, and this has clearly been observed in the City of Darebin.



The following graph provides a breakdown of the perception of safety results into the proportion of respondents who felt “very safe” (i.e., rated safety at eight or more out of 10), those who felt “neutral to somewhat safe” (i.e., rated safety at five to seven), and those who felt “unsafe” (i.e., rated safety at less than five).

Consistent with the measurable decline in the average perception of safety, there was a significant decline in the proportion of respondents who felt “very safe” in the public areas of the City of Darebin during the day (down 6%), in and around the local activity centre (down 20%), and in public areas at night (down 15%).

It is noted that there was also a significant (7%) increase in the proportion of respondents who felt “unsafe” in the public areas of the City of Darebin at night, with 16% feeling unsafe this year.

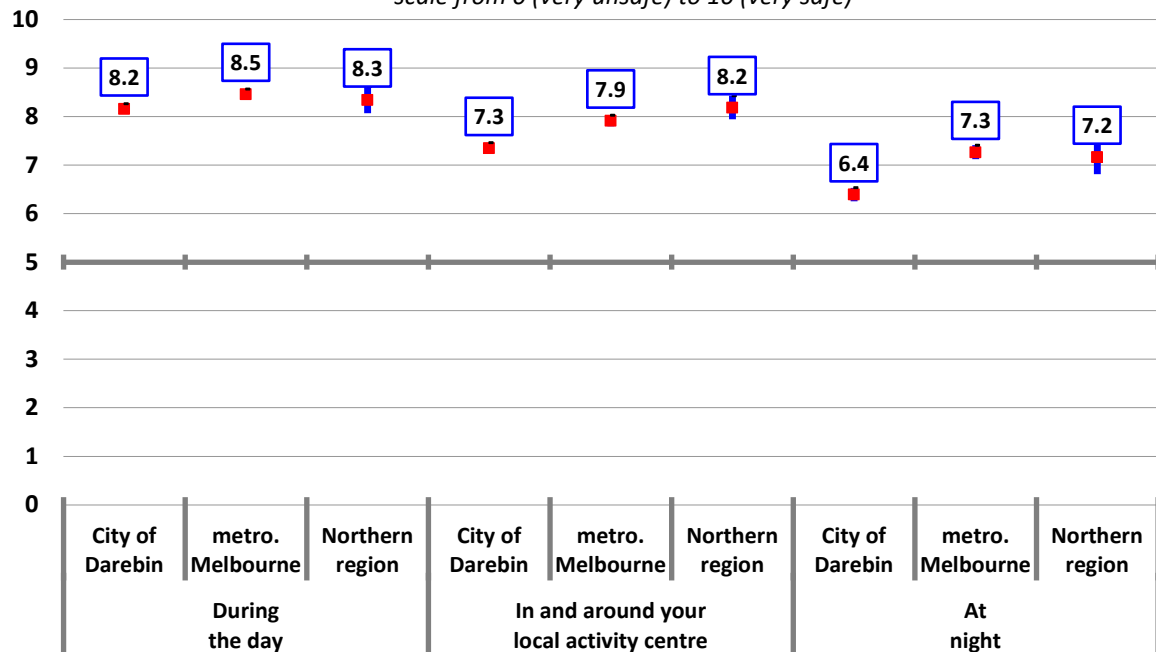


When compared to the metropolitan Melbourne and northern region average, as recorded in *Governing Melbourne*, the perception of safety in the City of Darebin was measurably lower than the metropolitan average.

The perception of safety in public areas at night the standout result, with respondents in the City of Darebin rating their perception of safety in public areas at night, measurably and significantly (9%) lower than the metropolitan average.

Metropolis Research notes that the perception of safety across metropolitan Melbourne was likely to have declined somewhat over the course of 2025.

Perception of safety in public areas of the City of Darebin
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



Perception of safety during the day

The perception of safety in the public areas of the City of Darebin during the day declined measurably this year, down four percent to 8.2 out of 10.

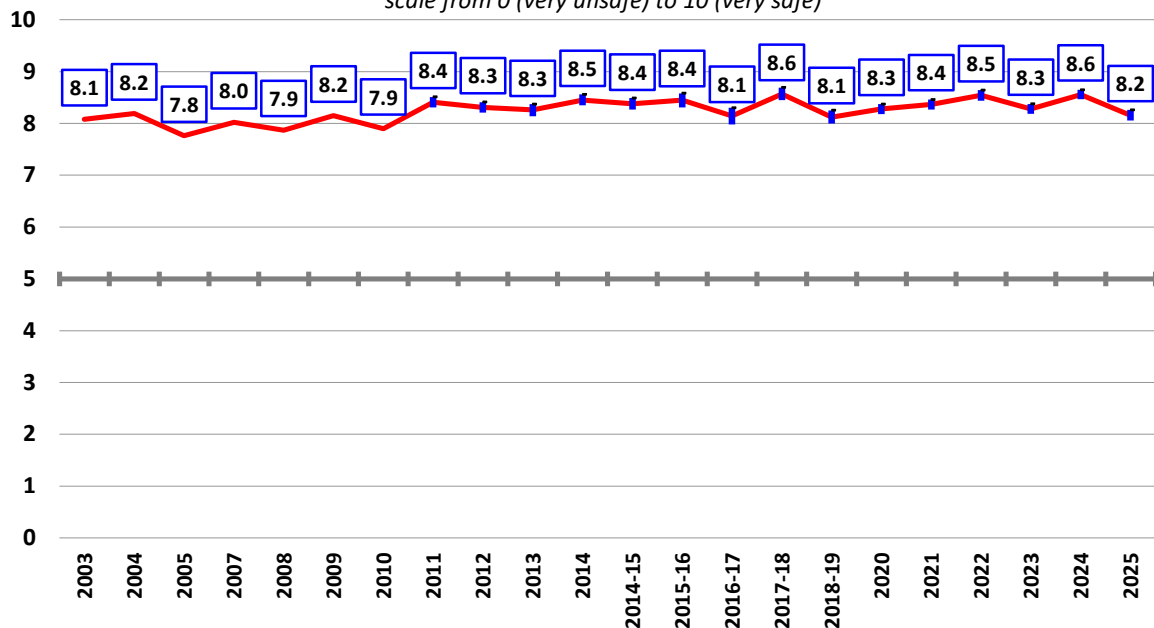
This result was identical to the long-term average perception of safety in public areas during the day since 2003 of 8.2.

Metropolis Research notes that the perception of safety in public areas during the day has proved relatively stable over an extended period of time.

This result being significantly more stable (at a relatively high level), than has been observed in relation to the perception of safety in public areas at night.

This result comprised 76% of respondents who felt “very safe”, and three percent (up from 2%) who felt “unsafe”.

Perception of safety during the day
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)

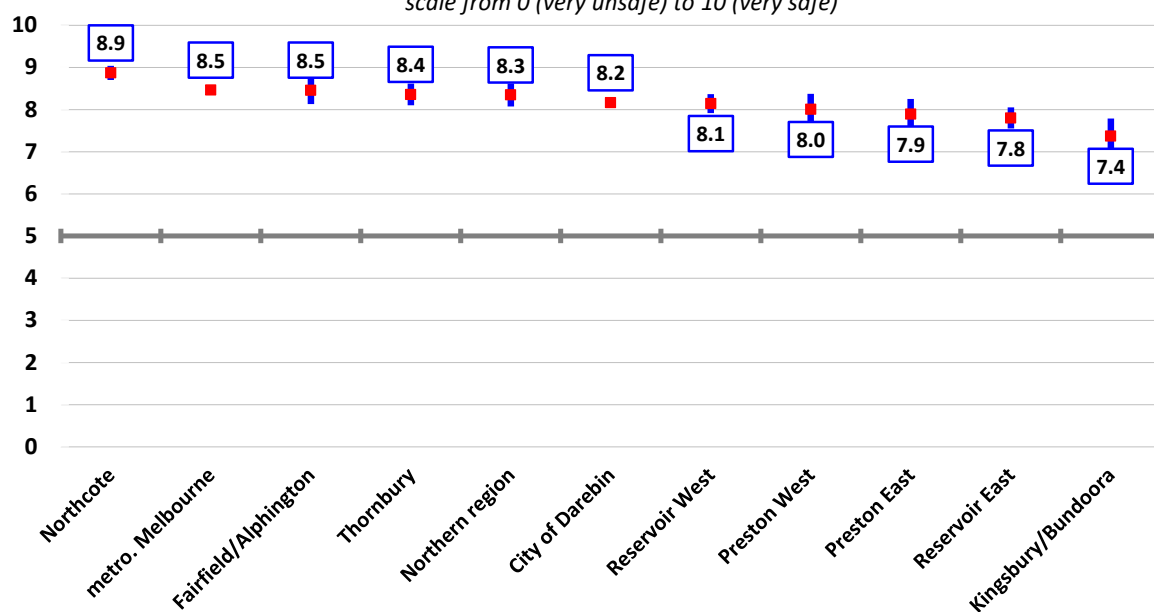


There was measurable variation in the perception of safety in the public areas of the City of Darebin during the day observed across the municipality.

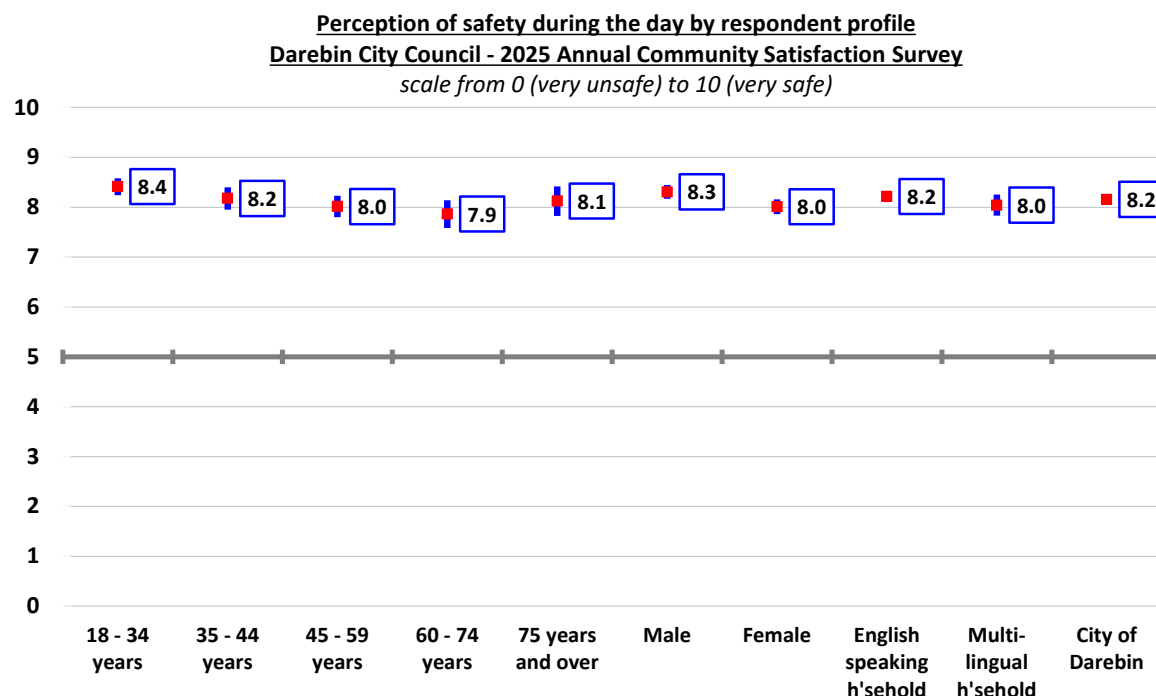
Respondents from Northcote felt measurably (7%) and respondents from Fairfield-Alphington felt somewhat (3%) safer than the municipal average.

By contrast, respondents from Preston East felt somewhat (3%) and respondents from Reservoir East (4%) and Kingsbury-Bundoora (8%) felt measurably less safe.

Perception of safety during the day by precinct
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



There was measurable variation in this result observed by respondent profile, as older adults (aged 60 to 74 years) felt measurably (3%) less safe than average, and male respondents felt measurably (3%) safer than female respondents.



Perception of safety at night

The perception of safety in the public areas of the City of Darebin at night declined measurably and significantly this year, down seven percent to 6.4 out of 10.

This was the lowest perception of safety in public areas at night recorded for the City of Darebin since 2010.

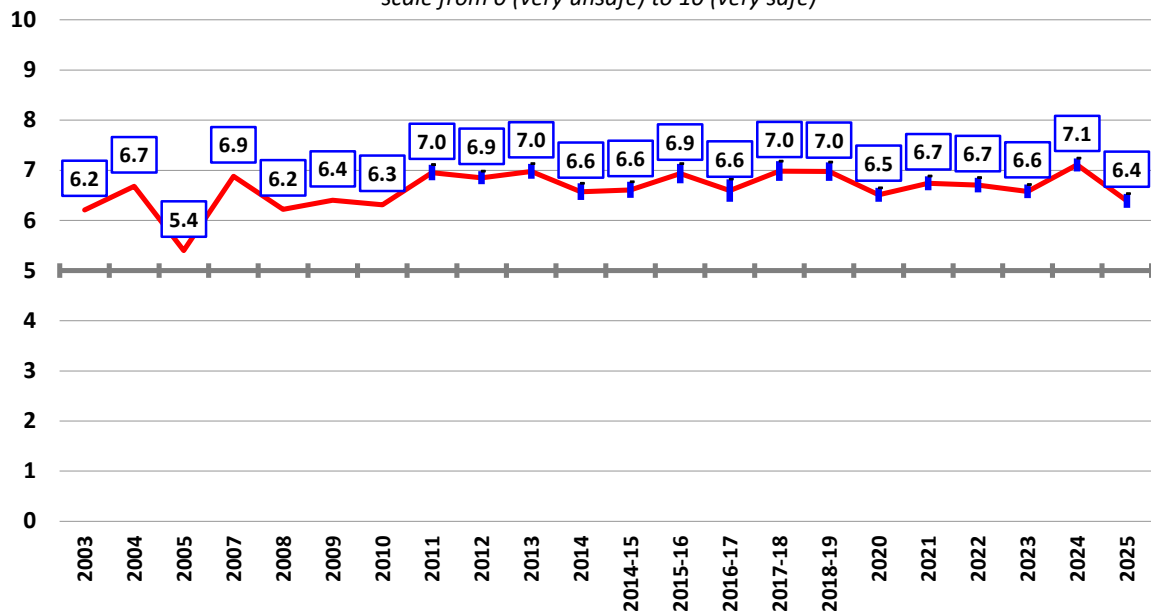
This result was somewhat (2%) lower than the long-term average since 2003 of 6.2 out of 10 and was measurably (4%) below the long-term average for the last 10 years (2014/15 to 2025).

This result was measurably and significantly (9%) lower than the 2025 metropolitan, and measurably (8%) lower than the northern region councils' average, as recorded in the 2025 *Governing Melbourne* research.

Metropolis Research does advise, however, that the metropolitan average perception of safety in public areas at night was likely to have declined somewhat over the course of 2025, from when *Governing Melbourne* was completed back in January 2025.

This result comprised 31% (down from 46%) who felt "very safe" (i.e., rated safety at eight or more), and 16% (up from 9%) who felt "unsafe" (i.e., rated safety at less than five).

Perception of safety at night
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)

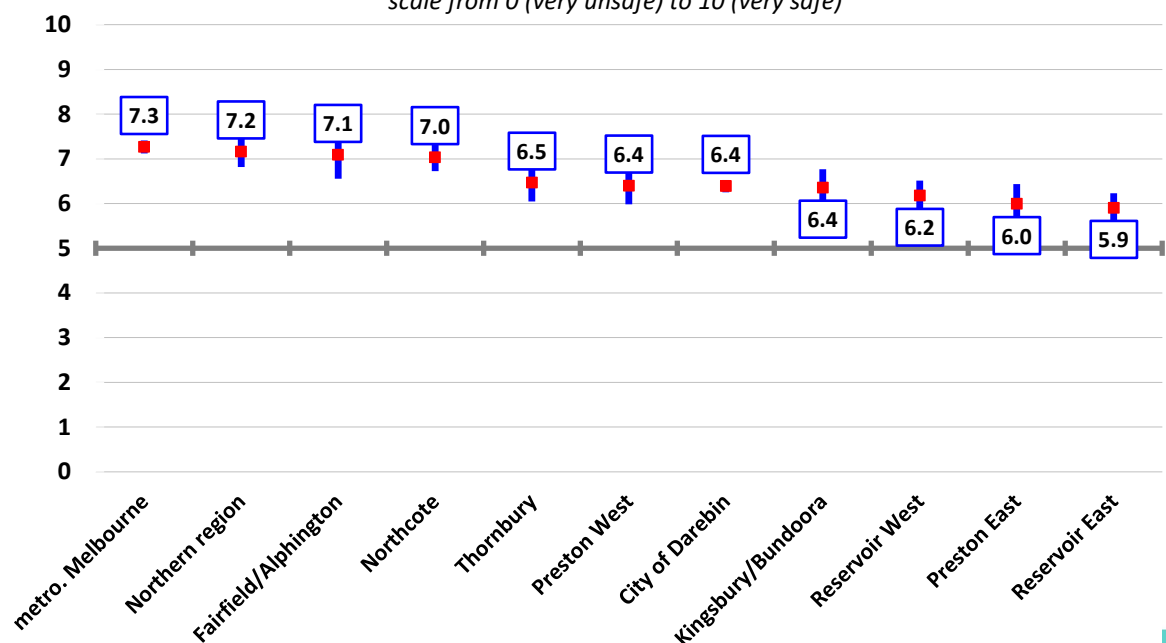


There was measurable and significant variation in the perception of safety in public areas of the City of Darebin at night observed across the municipality.

Respondents from Fairfield-Alphington and Northcote felt measurably (7% and 6% respectively) safer than average.

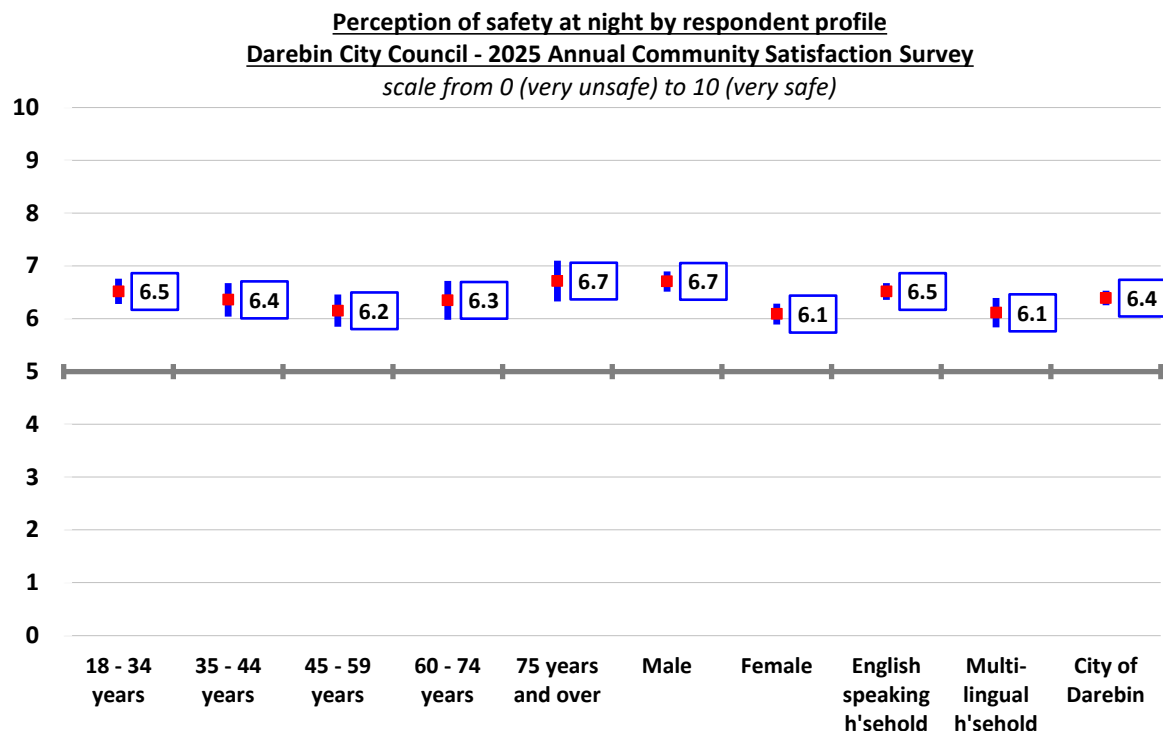
By contrast, respondents from Preston East felt notably (4%) and respondents from Reservoir East felt measurably (5%) less safe than average.

Perception of safety at night by precinct
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



There was no measurable variation in the perception of safety in public areas at night observed by age structure, although senior citizens (aged 75 years and over) felt somewhat (3%) safer than average.

Male respondents felt measurably (6%) safer than female respondent, and respondents from English speaking households felt measurably (4%) safer than respondents from multilingual households.



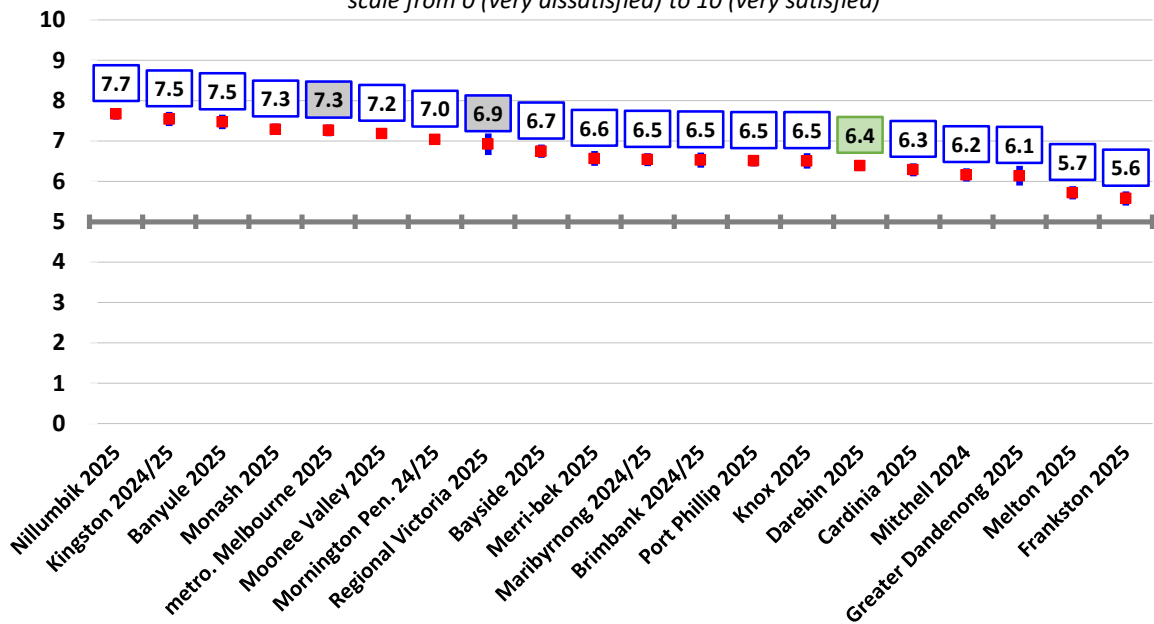
Municipal comparison perception of safety in public areas at night

The following graph provides a comparison of the perception of safety in the public areas of the municipality at night, against the other municipalities surveyed by Metropolis Research in 2024/25.

It is noted that the perception of safety in the public areas of the City of Darebin at night was measurably (9%) lower than the metropolitan average.

It was also lower than some other neighbouring and other middle-ring municipalities such as the City of Banyule (9% lower) and the City of Moonee Valley (8% lower), and somewhat (2%) lower than the City of Merri-bek.

Perception of safety in public areas at night
Metropolis Research - Annual Community Satisfaction Surveys
scale from 0 (very dissatisfied) to 10 (very satisfied)

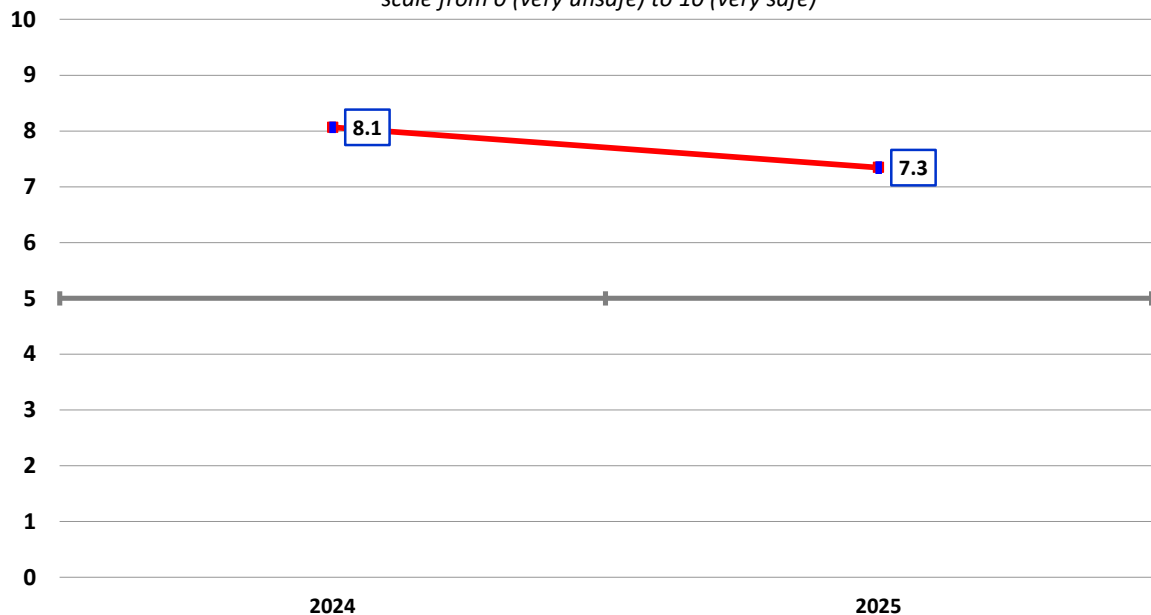


Perception of safety in and around your local activity centre

The perception of safety in and around the respondents' local activity centre declined measurably and significantly this year, down eight percent to 7.3 out of 10.

This result comprised 51% (down from 71%) who felt "very safe", and six percent (up from 3%) who felt "unsafe".

Perception of safety in and around your local activity centre
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)

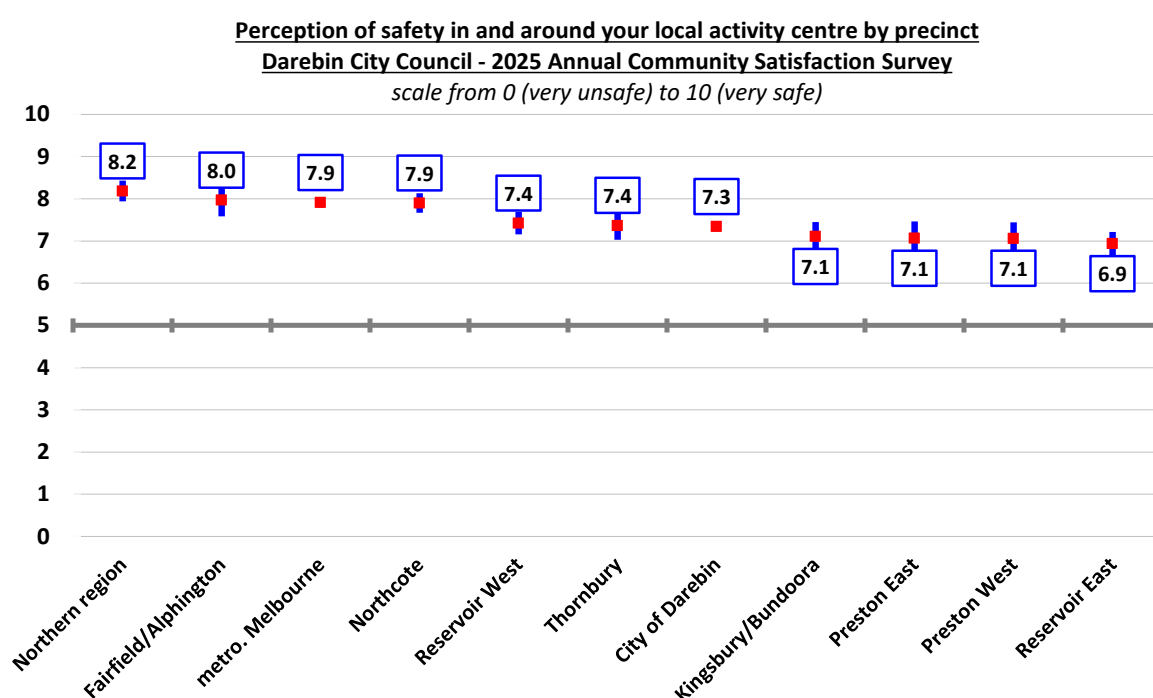


This result was measurably lower than the metropolitan (6%) and northern region (9%) average, as recorded in *Governing Melbourne*.

As outlined in the reasons for feeling unsafe in the public areas of the City of Darebin section of this report, there was reference made by some respondents to safety and crime related concerns in and around Northland Shopping Centre.

There was measurable variation in this result observed across the municipality, as respondents from Fairfield-Alphington and Northcote felt measurably (7% and 6% respectively) safer than average.

By contrast, respondents from Reservoir East felt measurably (4%) less safe than average.

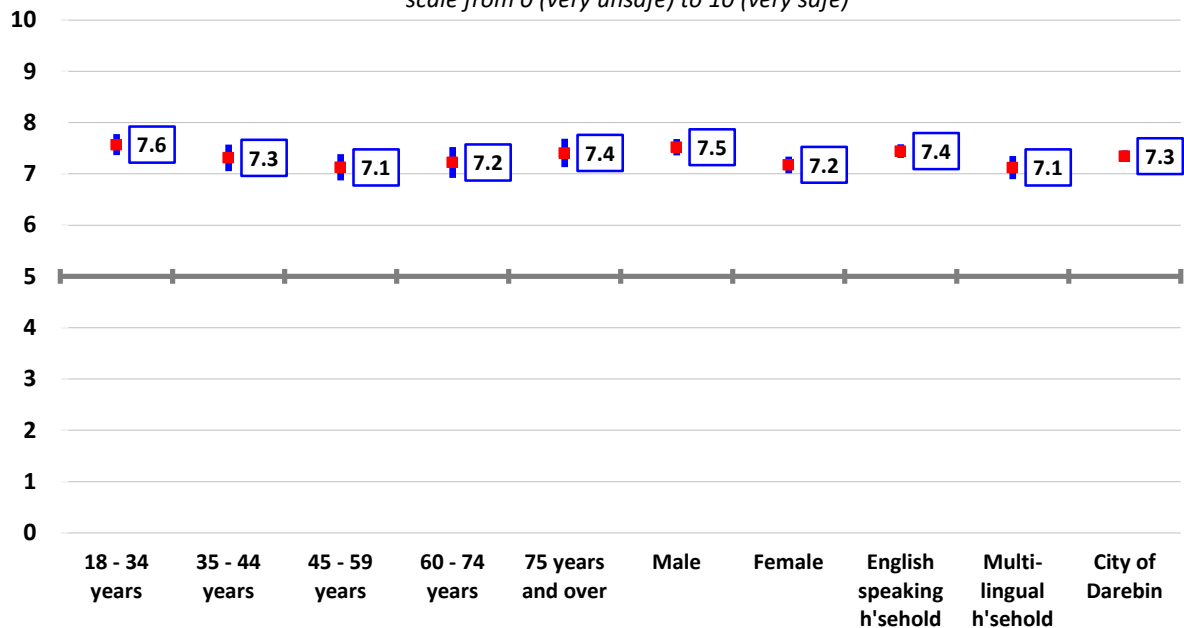


There was measurable variation in the perception of safety in and around the local activity centre observed by respondent profile.

Young adults (aged 18 to 34 years) felt somewhat (3%) safer than the municipal average.

Male respondents felt measurably (3%) safer than female respondents, and respondents from English speaking households felt somewhat (3%) safer than respondents from multilingual households.

Perception of safety in and around your local activity centre by respondent profile
Darebin City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



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

There were 218 (up from 107) comments received from respondents who felt unsafe in the public areas of the City of Darebin.

This was a significant increase in the number of safety related comments provided, which reinforces the measurable decline in the perception of safety in the City of Darebin this year.

Concerns around drugs and alcohol (52 comments), incidents / experience of crime (45 comments), concerns around various types of people (38 comments), and perception of safety at night (38 comments) were the most common issues raised by respondents.

The increase in the proportion of comments relating to drugs and alcohol, as well as incidents / experience of crime were prominent in the results this year.

Reasons for feeling unsafe in the public areas of the City of Darebin
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of total responses)

<i>Comment</i>	<i>2025</i>		<i>2024</i>	<i>2023</i>	<i>2022</i>	<i>2021</i>
	<i>Number</i>	<i>Percent</i>				
Drugs and alcohol	52	24%	17%	14%	10%	14%
Incidents / experiences	45	21%	12%	14%	8%	11%
Issues with people - gangs, youths, "louts" etc	38	17%	16%	7%	18%	13%
Perception of safety at night	38	17%	29%	26%	35%	35%
Crime and policing	27	12%	4%	4%	3%	17%
Being female	7	3%	10%	5%	8%	5%
General perception of safety	3	1%	5%	4%	7%	3%
Image / feel of place and news reports	1	0%	1%	22%	8%	0%
Other	7	3%	7%	4%	2%	1%
Total	218	100%	107	73	60	98

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

Reasons for feeling unsafe in the public areas of the City of Darebin
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number of total responses)

<i>Reason</i>	<i>Number</i>
<i>Drugs and alcohol</i>	
Drug addicts / junkies around	38
Druggies on the tram line / near stations	2
A lot of drug dealings happening there	1
A lot of people are passing through our front area at night, and some appear to be wandering aimlessly, possibly under the influence of drugs. This makes us feel unsafe and uncomfortable in our own homes	1
A lot of people visibly intoxicated and harass you	1
Alcohol affected people	1
Drug addicts start abusing	1
Homeless people who use drugs	1
Junkies in low lit areas	1
Junkies around screaming and yelling	1
Junkies in the area. They are criminals, I get stalked there	1
Junkies yelling and roaming around in the park	1
That's where they use their drugs	1
There are always people over there drinking (usually young men), homelessness	1
Total	52

Incidents / experiences

Car's break-ins / thefts	8
High rate / increase of theft and robbery	6
Home invasions / break-ins	3
Recently due to Northland incident it is unsafe	3
Due to the recent incident, I work there	2
I was attacked there by people	2
Stabbing	2
The people are armed / have machetes	2
Thieves walking around neighbourhood	2
A lot of random weird people and a lot of people try to steal stuff from our house	1
After what happened with my neighbour	1
Car crash. The car just went from my side. I'm still traumatised	1
Few girls have been raped	1
Home break-ins have been occurring in the area, raising serious concerns about security and the need for increased surveillance or patrols	1
I don't go the shopping malls due to recent incident in Northland, apart from that it quite and nice	1
Incidents in this area	1
My partner was assaulted by a drug affected man on the 86 trams; the police did not follow up. We had to follow up ourselves and the outcome once we identified the man to the police was a simple corrections order for show	1
Not treated well	1
Person got stabbed nearby, police asked us for footage	1
Some stranger damaged the cars	1
Someone threw a rock at my widow now it is broken	1
Street harassment	1
There had been a lot of injuries, blood and drug affected people to rob and steal	1
Too much has happened in Preston over the past years	1
Total	45

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

Shady / questionable / unsavoury / suspicious people	14
Homeless people / homelessness	5
People are yelling / fighting / noisy	3
People with ill intentions	2
A lot of idiots there	1
Because of beggars and undesirables	1
Bunch of people that need support	1
Community housing people	1
I see gangs there, also drunk	1
People walking around with knives	1
Shady people near the station	1
Some mentally ill or drug affected people there. They are not harmful but need to be more alert	1
Teenage gang violence	1
There is government housing that houses troubled youths; there is police all the time	1

Troubled youth	1
Unpredictable gangs	1
Young people roaming around night	1
Youth crime	1
Total	38

Perception of safety at night

Lighting is bad / poor / terrible	12
Lack of lighting	6
Because it's too dark	5
Need more / better street lighting	3
Lack of lighting near the station	2
Anywhere at night	1
Because it's too dark outside and I have a constant fear of getting attacked by someone while going out	1
Because streets have poor lighting and it's scary to walk in the dark	1
Dimmed because the lights are covered by the trees	1
Just generally because the car parking in the market is dark	1
No lights on roads	1
Not many people around at night	1
Not sure if there are good people on roads at night	1
Poor lighting in many areas especially near the public transport stations	1
Shopping areas and public spaces have poor lighting at night and feels unsafe	1
Total	38

Crime and policing

Crime rate is a lot / going up	15
Crime / criminals	7
Lack of police presence / enforcement	2
No security around that area	1
Safety at night should be improved by increasing police patrolling in and around the areas especially public transport stations	1
There used to be a police station, and now it's no longer there. If I need help, where do I even go for help	1
Total	27

Being female

As a woman I don't feel safe	4
As a woman I need the lighting	1
Particularly women attacked on near creek	1
Women get raped and no lighting	1
Total	7

General perception of safety

Because of possible danger	1
I won't send my kids	1
Just the high level of activity	1
Total	3

Image / feel of place and news reports

Incidents seen on news	1
Total	1

Other

Car safety	1
Cars honking	1
Dogs off leash	1
I was attacked by a dog	1
Motorbike	1
People that need mental health support	1
There was a dog running around my house	1
Total	7
Total responses	218

Location where respondents felt unsafe

The following table outlines the verbatim responses of locations where respondents felt unsafe in the City of Darebin.

These responses have been broken down by precinct, to provide more insight into the results across the municipality.

Location where respondents feel unsafe by precinct
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Precinct</i>	<i>Location</i>	<i>Number</i>
Reservoir East (Total = 34)	Everywhere in general	5
	Northland Shopping Centre	3
	Shopping centres / malls	2
	Summerhill Rd	2
	Train Station	2
	Albert St	1

	Alleyway on Crookston Rd to McMahon Rd	1
	Alleyway on McMahon Rd	1
	Around public toilets	1
	Around the Regent station and shopping centre	1
	Crookston Rd	1
	Dark roads	1
	Edwardes Lake Park	1
	Faye St	1
	Home	1
	Near the public transport stations due to shady people and junkies	1
	Plenty Rd	1
	Preston	1
	Rail station	1
	Reservoir station	1
	Reservoir station and shops area	1
	Reservoir train station at night	1
	Shopping areas	1
	Spring St	1
	Stations at night	1

Reservoir West (Total = 29)	Everywhere in general	6
	Nighttime	4
	Edwardes St	2
	Reservoir station	2
	All streets in Reservoir	1
	Aquatic centre	1
	Around parks and gardens	1
	Broadway and Reservoir station	1
	Day	1
	Edwardes Lake and local streets	1
	Near the train station, park	1
	Reservoir Coles	1
	Shopping centre Edwardes St	1
	Shopping centres	1
	Station	1
	Street and park and everywhere	1
	Strip along Edwardes St and the intersection around the Coles	1
	The other side of Reservoir, the site near leisure centre, around Reservoir Coles	1
	The whole suburb	1

Preston East (Total = 41)	Night	6
	Everywhere in general	5
	Northland Shopping Centre	5
	Everywhere in the entire Darebin	2
	High St	2
	Shopping areas	2
	Streets	2
	Train station	2
	86 tram line	1
	All local streets in Darebin	1
	At the door of my place	1
	Cowper St	1
	Donald St Park	1
	Dundas St	1
	In laneways	1
	Preston	1
	Preston Market	1
	Public transport stations	1
	Shopping area at night	1
	Shopping centres	1
	Stations at night	1
	Tram stops along Plenty Rd	1
	Woolworths Preston South	1
Kingsbury-Bundoora (Total = 8)	Northland Shopping Centre	4
	Bundoora Park public toilets	1
	Crestwood Ave area	1
	Dunne St	1
	Gresswell Rd	1
Fairfield/Alphington (Total = 12)	Darebin Creek Trail	1
	Driveway of my home, random people come by	1
	Everywhere in general	1
	From train station to Rathmines St	1
	Keith St	1
	Large open areas like car parks	1
	Northland Shopping Centre	1
	Rise of rough sleepers on Station St	1
	Shopping centre	1
	Station St	1
	Station St, some dodgy neighbour	1
	Uncontrolled noise of people roaming local roads on weekends	1

Thornbury (Total = 20)	Night	3
	Around train stations and tram stops	2
	Everywhere in general	2
	Northland Shopping Centre	2
	Gooch St	1
	Home	1
	Mansfield St	1
	Mayer Park	1
	Merri Creek	1
	Near bus stop	1
	Northland, public parks	1
	Preston South, Woolworths	1
	Reservoir station	1
	Tram stops near Bradley Ave	1
	Victoria St	1

Northcote (Total = 17)	All Nations Park	2
	Places without streetlights / low lights	2
	Around stations	1
	Christmas St	1
	Dark areas	1
	Laneways	1
	Merri Creek	1
	Merri Park	1
	Near Merri station it is unsafe and near Preston	1
	Nearby parks	1
	Northcote Plaza	1
	Northern part of Darebin	1
	Places with poor lighting, railway stations	1
	Railway station roads	1
	Separation St	1

Preston West (Total = 13)	Everywhere in general	2
	Bus stops	1
	General, North Lane	1
	Gilbert St	1
	High St	1
	More towards the back of Preston city oval	1
	Most streets	1
	Northland Shopping Centre	1
	On public transport	1
	Preston pub Wood St	1
	Reservoir	1
	Train station	1

Respondent profile

The following section of this report provides details as to the demographic profile of the respondents to the survey.

These results do show that the survey methodology has obtained a sample of residents that is both highly consistent over time, as well as being reflective of the underlying population of the City of Darebin.

Age

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

Metropolis Research notes, however, that the underlying sample was a good reflection of the City of Darebin community, which reinforces the strength of the door-to-door methodology in engaging effectively with the diverse Darebin community.

Age structure
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Age group	2025 (unweighted)		2025 (weighted)	2024	2023	2022	2021
	Number	Percent					
18 - 34 years	236	24%	33%	32%	32%	36%	36%
35 - 44 years	237	24%	19%	19%	19%	19%	19%
45 - 59 years	264	27%	23%	23%	23%	22%	22%
60 - 74 years	190	19%	14%	14%	14%	13%	13%
75 years and over	68	7%	12%	12%	12%	10%	10%
Not stated	5		5	8	4	10	0
Total	1,000	100%	1,000	1,006	1,001	1,000	1,000

Gender

The sample was weighted by age and gender to reflect the *Census* profile, although the underlying sample well reflected the underlying population.



Gender
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Gender	2025 (unweighted)		2025	2024	2023	2022	2021
	Number	Percent	(weighted)				
Male	490	49%	47%	47%	48%	48%	48%
Female	502	50%	52%	52%	52%	52%	52%
Non-binary	4	0%	0%	1%	0%	0%	0%
Prefer to self-identity	1	0%	0%	0%	0%	0%	0%
I prefer not to say / not stated	3		3	6	2	2	0
Total	1,000	100%	1,000	1,006	1,001	1,000	1000

Diverse population groups

The sample included a small representation of respondents from the diverse population groups.

Metropolis Research notes that the results for culturally or linguistically diverse respondents was an under-representation of the underlying results, but this reflects the nature of the question rather than the underlying sample.

This is reinforced by the fact that 30% of respondents from households that spoke a language other than English at home.

It is noted that the proportion of respondents reporting that they were experiencing financial hardship declined this year, down from four to two percent.

Diverse population groups
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2025		2024
	Number	Percent	
Culturally or linguistically diverse	75	8%	9%
Person with chronic illness	57	6%	6%
LGBTIQA+	48	5%	6%
Financial hardship	21	2%	4%
Other	1	0%	0%
Total responses	202		246
<i>Respondents identifying at least one response</i>	<i>173</i> <i>(17%)</i>		<i>200</i> <i>(20%)</i>

Disability

In 2025, 11% (down from 12%) of respondents were from households with a member identifying with disability.

The long-term average result for this question since 2009 was 12%.

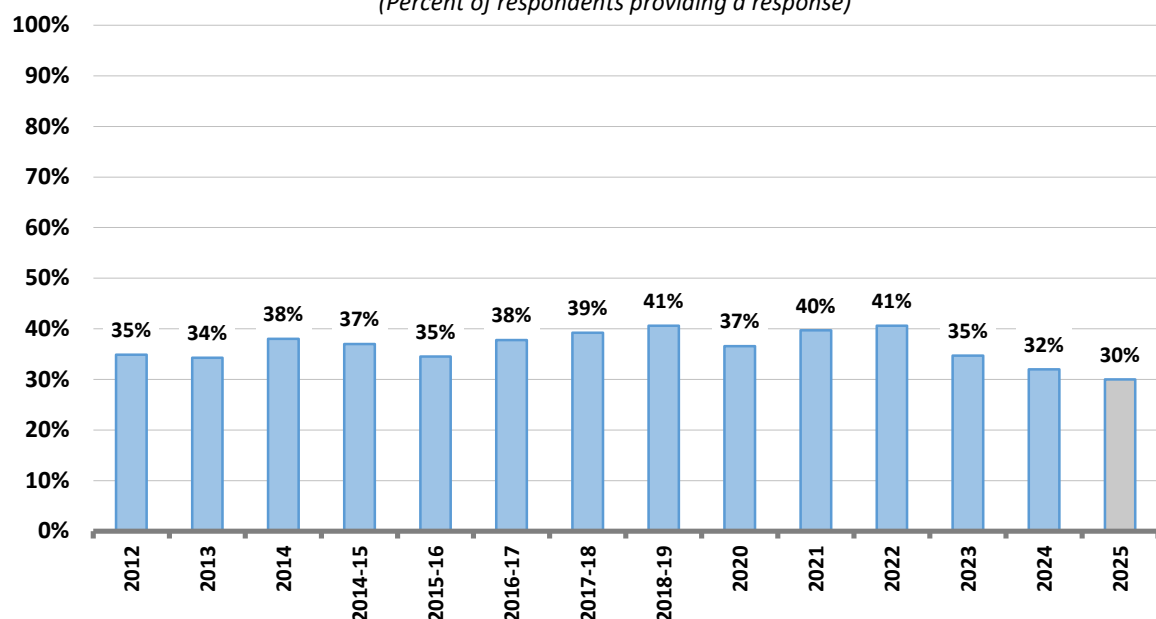
Household members identified as having disability
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Disability	2025		2024	2023	2022	2021	2020
	Number	Percent					
Yes	98	11%	12%	14%	15%	14%	15%
No	823	89%	88%	86%	85%	86%	85%
Not stated	79		40	19	33	32	28
Total	1,000	100%	1,006	1,001	1,000	1,000	1,003

Language spoken at home

In 2025, a total of 30% of respondents were from households that spoke a language other than English at home. The long-term average for this result since 2002 was 36%. This consistent result reflects well on the ability of the survey methodology to engage effectively with the diverse Darebin community.

Multi-lingual household
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



Language spoken at home
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Language	2025		2024	2023	2022	2021	2020
	Number	Percent					
English	696	70%	68%	65%	59%	60%	63%
Italian	45	5%	8%	7%	7%	9%	9%
Greek	42	4%	5%	7%	7%	5%	5%
Mandarin	22	2%	2%	1%	3%	2%	2%
Arabic	19	2%	2%	4%	3%	2%	3%
Hindi	15	2%	1%	2%	2%	5%	3%
Vietnamese	15	2%	1%	1%	2%	1%	1%
Nepali	11	1%	1%	0%	1%	1%	1%
Spanish	11	1%	2%	1%	1%	1%	2%
French	9	1%	1%	1%	1%	0%	1%
Telugu	9	1%	0%	0%	0%	0%	1%
Chinese n.f.d.	8	1%	1%	0%	0%	1%	0%
Tagalog (Filipino)	8	1%	1%	0%	1%	0%	1%
Cantonese	7	1%	1%	0%	0%	1%	1%
Sinhalese	7	1%	0%	0%	0%	0%	1%
Tamil	6	1%	0%	0%	0%	1%	0%
German	5	1%	0%	1%	1%	1%	1%
Japanese	5	1%	0%	0%	1%	0%	1%
Macedonian	4	0%	1%	1%	2%	1%	1%
Turkish	4	0%	0%	1%	1%	0%	0%
Indonesian	3	0%	0%	0%	0%	0%	1%
Portuguese	3	0%	0%	0%	0%	1%	0%
Punjabi	3	0%	0%	1%	0%	0%	1%
Bengali	2	0%	1%	0%	0%	1%	1%
Korean	1	0%	0%	0%	0%	0%	0%
Thai	1	0%	0%	0%	0%	1%	0%
Albanian	4	0%	0%	0%	0%	0%	0%
Somali	4	0%	0%	0%	0%	0%	0%
Croatian	3	0%	0%	1%	0%	0%	1%
Malayalam	3	0%	0%	0%	0%	0%	0%
Polish	3	0%	0%	0%	1%	0%	0%
All languages (16 separately identified)	19	2%	3%	3%	6%	6%	3%
Not stated	3		18	10	10	20	11
Total	1,000	100%	1,006	1,001	1,000	1,000	1,003

Household structure

Consistent with previous years, 39% of respondents were from two-parent families, 32% couple households, 14% sole person households, 12% group households, and three percent one-parent families.

Household structure
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Structure	2025		2024	2014-15	2014	2013	2012
	Number	Percent					
Two parent family total	380	39%	40%	44%	46%	46%	47%
youngest child 0 - 4 years	61	6%	8%	n.a.	n.a.	n.a.	n.a.
youngest child 5 - 12 years	102	10%	12%	n.a.	n.a.	n.a.	n.a.
youngest child 13 - 18 years	92	9%	9%	n.a.	n.a.	n.a.	n.a.
adult children only	125	13%	11%	n.a.	n.a.	n.a.	n.a.
One parent family total	32	3%	6%	4%	5%	4%	6%
youngest child 0 - 4 years	3	0%	1%	n.a.	n.a.	n.a.	n.a.
youngest child 5 - 12 years	5	1%	1%	n.a.	n.a.	n.a.	n.a.
youngest child 13 - 18 years	4	0%	1%	n.a.	n.a.	n.a.	n.a.
adult children only	20	2%	3%	n.a.	n.a.	n.a.	n.a.
Group household	114	12%	13%	10%	11%	12%	11%
Sole person household	135	14%	15%	12%	12%	11%	10%
Couple only household	316	32%	25%	29%	24%	25%	26%
Other	9	1%	1%	2%	1%	2%	1%
Not stated	14		14	0	2	4	3
Total	1,000	100%	1,006	400	800	800	800

Current housing situation

Consistent with previous surveys, a little more than half of the respondents owned their home outright (53%), and 28% (down from 31%) were rental households.

Housing situation
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Situation	2025		2024	2023	2022	2021	2020
	Number	Percent					
Own this home	523	53%	47%	52%	47%	47%	48%
Mortgage	160	16%	19%	29%	27%	23%	19%
Renting this home	277	28%	31%	17%	21%	28%	30%
Other arrangement	30	3%	3%	2%	6%	3%	2%
Not stated	10		25	56	44	73	61
Total	1,000	100%	1,006	1,001	1,000	1,000	1,003

Period of residence

In 2025, the period of residence results were consistent with those recorded in 2024, including 24% newer residents (less than five years in Darebin), 23% medium-term residents, and 53% long-term residents (10 years or more in Darebin).

Period of residence in the City of Darebin
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Period	2025		2024	2023	2022	2021	2020
	Number	Percent					
Less than 1 year	75	8%	9%	2%	1%	1%	1%
1 to less than 5 years	162	16%	16%	5%	7%	16%	15%
5 to less than 10 years	228	23%	23%	16%	19%	19%	16%
10 years or more	531	53%	52%	77%	74%	63%	68%
Not stated	4		23	10	15	36	34
Total	1,000	100%	1,006	1,001	1,000	1,000	1,003

While many of the newer residents moved to the City of Darebin from neighbouring councils such as Merri-bek (20) and Yarra (20), it is noted that 23 respondents moved to the City of Darebin from interstate, and 16 moved to the City of Darebin from overseas.

Previous Council
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents who lived in the City of Darebin less than 5 years and providing a response)

Council	2025		Council	2025	
	Number	Percent		Number	Percent
Interstate	23	13%	Hobsons Bay	2	1%
Yarra	20	11%	Knox	2	1%
Merri-bek	20	11%	Manningham	2	1%
International	16	9%	Melton	2	1%
Melbourne	13	7%	Wyndham	2	1%
Whittlesea	13	7%	Bayside	1	1%
Banyule	11	6%	Casey	1	1%
Boroondara	11	6%	Greater Dandenong	1	1%
Moonee Valley	5	3%	Hepburn	1	1%
Maribyrnong	4	2%	Maroondah	1	1%
Mornington Peninsula	4	2%	Monash	1	1%
Stonnington	4	2%	Point cook	1	1%
Ballarat	3	2%	Port Philip	1	1%
Darebin	3	2%	Whitehorse	1	1%
Nillumbik	3	2%	Not stated	61	
Cardinia	2	1%			
Greater Geelong	2	1%			
			Total	237	100%

General comments

Respondents were asked:

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

There was a total of 134 (up from 105) general comments received from respondents this year.

These comments have been broadly categorised, as outlined in the following table.

Many of the issues included in the general comments reflect the main themes developed throughout this report, including more comments on safety, policing, and crime, a variety of Council services, and facilities, and issues with roads, traffic, and parking.

General comments
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of total responses)

Comment	2025		2024	2023	2022	2021
	Number	Percent				
Council services and facilities	18	13%	30%	23%	19%	15%
Survey	16	12%	7%	2%	7%	4%
Safety, crime and policing	15	11%	2%	5%	6%	1%
Traffic, roads, parking	14	10%	9%	4%	16%	12%
Parks, gardens, trees and open spaces	11	8%	9%	10%	4%	10%
Waste management	10	7%	7%	5%	4%	10%
Council governance, management, responsiveness	8	6%	6%	6%	5%	9%
General positive	8	6%	4%	7%	5%	7%
Planning and development	8	6%	2%	8%	9%	4%
Footpaths	5	4%	6%	1%	2%	1%
Street lighting	4	3%	4%	1%	3%	2%
Communication, consultation and engagement	3	2%	7%	6%	4%	7%
General negative	3	2%	2%	0%	3%	2%
Rates / financial management	3	2%	2%	10%	4%	4%
Shops, restaurants and entertainment venues	3	2%	2%	3%	2%	1%
Social justice / multicultural issues	3	2%	2%	5%	1%	5%
Preston Market	1	1%	1%	6%	3%	0%
Other	1	1%	2%	0%	2%	5%
Total	134	100%	105	105	249	134

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

General comments
Darebin City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Council services and facilities</i>	
How different would the place be if people focus on health such educating about health early on?	2
They need a health strategy or a health rating	1
Cleaning of the streets needed	1
Council has been really helpful by providing me meals 3 times a day and they help with pick and drop for shopping	1
Focus on core services	1
Free flu immunisation was really good	1
Frequent drainage flooding in this area which needs to be fixed	1
General cleanliness can be improved	1
General untidiness	1
Library services are excellent	1
Library should be quiet, and people should not be allowed to eat food in those places	1
Need more accessible public toilets for wheelchair user	1
Please focus on basic services for those in need	1
Regular cleaning on the driveway has the neighbours creating problems	1
Shopping trolleys can be seen abandoned everywhere in the area	1
The Eighty-Six festival needs to happen more often annually	1
There is a drain in our front yard that connects to the nature strip, but it is blocked, causing significant flooding every time it rains. I contacted the Council to ask when the last roadwork that might have caused the blockage was done, but staff were unable to provide this information. Additionally, there has been no follow-up action on this issue	1
They need to sweep the streets more frequently	1
Total	18
<i>Survey</i>	

15-minute survey is too lengthy and does not address the major concerns. Additionally, elderly people cannot stand on their feet for so long to complete such long surveys and would much rather prefer it to be an online survey	2
Appalling that this survey does not mention climate	1
Appreciate the Council for doing these types of surveys as it is good for the community	6
Depending on what the survey brings out, I would like to see them bring action instead of just ticking a box	1
I could not relate to the survey that was dropped in the mail, so I threw it away	1
I think the survey is important	1
It would be good to do this survey online	1
Not very effective to take a survey	1
Please avoid assigning people to survey kind of job in high-crime areas, as it is not safe for them.	1
There have been frequent incidents and safety concerns in this neighbourhood	1
The survey was too long	1
Total	16

Safety, crime and policing

Make it safer	2
More CCTV needed around this area	2
Safety concerns due to increased crime	2
Commission flats dropping rubbish makes us feel very unsafe at night	1
Drug addicts around do not make us feel very safe at night	1
Due to the recent crimes at Northland Shopping Centre, I no longer feel safe living in this area	1
Invest in drug and alcohol prevention program	1
Neighbours house got invaded at night which created a poor perception of safety	1
North side of Gower St seems a little dodgy	1
On the corner of Bell Street and Belgrave Street, there seem to be a lot of weed cars, and I often notice suspicious activity	1
Safety concerns mainly Northland	1
We have experienced several attempts of theft, including car theft and believe the police should improve their response	1
Total	15

Traffic, roads, parking

Need speed cameras	2
Better education / training is needed for truck drivers as many large trucks come into the area and hit poles due to their height	1
Car parks in front of the community centre are often fully occupied, leaving residents with no place to park. A solution should be found to address this issue	1
Fix the roads	1
Level crossing alerts at Fairfield Station cause traffic jams, especially during peak hours, and turning south onto Heidelberg Road is also difficult	1
Need sign boards	1
Need to provide speed humps	1
New developments cause issues with road closure	1
Parking signs in Preston can be improved	1
Possible issues with illegal parking due to signs closures near the car park on Gillies St	1
Potholes on Dalton Rd	1
Speed bumps to reduce the speed	1
The lack of coordination between traffic lights is causing significant delays and frustration for drivers	1
Total	14

Parks, gardens, trees and open spaces

Need to maintain street trees	2
Blocking the drainage at All Nations Park, opposite St David St	1
Clear signage is needed to show where pets are allowed, as there is ongoing tension between off-leash dogs and older walking groups in areas where dogs should not be running free	1
Gum tree requires trimming, including its branches and leaves	1
In the last 10 years, Darebin has noticeably declined since many playgrounds are now dilapidated	1
On High St many branches of trees lean towards roads	1

Smaller parks in Northcote should be more lit	1
The garden in front was really helpful for a homeless guy but they made him move from there. I wish they could have helped him	1
There is a plant growing on the roof of a shelter	1
Trees are dangerous	1
Total	11

Waste management

Bring back hard rubbish collection services	1
Council needs to take an action against illegally dumped garbage in the area	1
I am glad I got a chance to talk about the e-waste issue	1
Illegally dumped rubbish lies around near parks	1
My neighbour's garbage bin was blocked and replaced, but it took three weeks for the broken bin to be collected while it sat on the nature strip the whole time. I hope future collections are quicker	1
Reduce tip fees	1
The neighbours put the garbage in my bins which is dangerous for me	1
The recovery recycling centre is too expensive, and we cannot dump everything there while they are also constantly turning you away. It could be operated more efficiently	1
They need to dump the rubbish in the bins	1
Would like better consultation in regard to hard rubbish collection	1
Total	10

Council governance, management and responsiveness

Can Councillors and Council officers respond when contacted even if it is not in their jurisdiction	1
Council is doing an amazing job since they look after everything	1
Council is getting too political and not serving the public which should be their main motive	1
Follow through peoples requests more efficiently	1
Get rid of the excessive number of Councillors	1
Please follow your policies around crossovers. Multiple crossovers being approved in Darebin despite conflicts with crossover policies	1
They should be responsible to rate payers i.e., the people who vote for them instead of developers	1
Be proactive and take action	1
Total	8

General positive

We are happy with the suburb	3
Council is really good and friendly	2
Overall happy with Council	2
I like living in Preston	1
Total	8

Planning and development

Additionally, we urge the Council or State government to introduce affordable housing or hostels for international students, ideally located near universities or within 3 to 5 kilometres, to provide safe and budget-friendly living options	1
Build more high-density housing to get more people to live in Darebin	1
Builders using fences from other properties without permission and have not obtained approval to build brick walls on our property. We would like the builder to discuss this with us	1
Ensure quality development	1
Make development plannings more streamlined	1
Please consider the case of the buildings	1
There should be a centralised law regulating rental housing, especially for landlords who base rents on square footage. A standardised rental policy would help prevent exploitation	1
Would like to know when they are painting the soccer park because the fumes are really toxic, and it should be done in the middle of the night on a working day	1
Total	8

Footpaths

Black St sidewalk is pretty bad	1
Fix the footpath for near 49 Dennis St	1
Footpath is damaged and needs to be repaired	1
Footpaths are bad in Preston	1
Would like to get the footpaths around 19 Bradley Ave get fixed. Last time, an old lady slipped and fell on the footpath due to its poor maintained.	1
Total	5

Street lighting

More streetlights are needed in the area for better safety at night	2
Poor pedestrian lighting creates safety issues at night	1
Smaller street in Northcote should be more lit	1
Total	4

Communication, consultation and engagement

Communication could be improved	1
Getting communities feedback is a good idea	1
Newsletter communications are good sometimes	1
Total	3

General negative

I hope that the Council improves this area	1
Reservoir has lots of potential, but things are pretty old right now. Good to have a makeover on public spaces	1

They are shameful and should improve	1
--------------------------------------	---

Total	3
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Rates / financial management

Do not neglect Reservoir since all the money is spent on large areas of Darebin like Preston etc	1
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Keep the rate down as it is very expensive	1
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Wish the rates were cheaper	1
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Total	3
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Shops, restaurants and entertainment venues

Please consider keeping the back gate of Summerhill Shopping Centre open until at least 12 am, as it would greatly help us access the nearby tram stop more easily and safely at night	2
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Market is dirty	1
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Total	3
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Social justice / multicultural issues

More inclusive in communication since lots of elderlies and migrants do not speak English fluently	1
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Please provide more job opportunities for international students in the government sector. Currently, most council jobs are only accessible to citizens or permanent residents. Changing this policy to allow international students to apply would help them gain valuable work experience and support themselves financially while studying	1
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They should have community housing to offer free assistance and support to people in need like food or finance aid	1
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Total	3
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Preston Market

Keep the Preston Market as it is	1
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Total	1
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Other

I would suggest once a month or alternate Sunday to be a no lawn mowing day to make sure there is no disruption	1
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Total	1
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Total responses	134
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Appendix One: Verbatim reasons for satisfaction rating

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

Reasons for rating satisfaction with Council's overall performance at "dissatisfied" levels

Darebin City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
<i>Council governance, management and performance</i>	
Because it is a poor Council, every time I have approached them, just been handballed somewhere else. The Council is not interested in helping, more interested in making money off people	1
Decisions are not geared towards the general public	1
Don't think they do much, don't keep up with anything	1
I do not think they are working for the community, they are working for themselves	1
Reservoir is completely ignored	1
The way they train staff is bad. They don't do some things or repairs	1
They are not doing a good job especially regarding the core basics	1
Things are very slow in our Council	1
Unfortunately, they are not doing a great job in addressing the key issues in our area	1
Total	9
<i>Council services and facilities</i>	
I do not see the connection between Council activities and local communities like their small businesses, schools so on	1
Maintenance of drains needs to be improved	1
Never seen the Council for any services	1
Recovery centres rates are too high	1
The Council should focus on providing services to the residents and business; they have massive opportunities to do so rather than worrying irrelevant details when they have influence i.e. world event and virtue signals	1
The maintenance of infrastructure is poor	1
They didn't do well in providing basic service	1
Years ago, about cleaning my lane, has not been very good	1
Total	8
<i>Communication, consultation, engagement</i>	
Because they are not hearing our complaints. They only lie. Do nothing	1
Just lack of communication	1
More flexible with providing feedback or attending meetings	1
Need better communication	1

They don't listen; they can consult all you want but never do what we ask	1
Whenever you make an inquiry, they ask you to attend the meeting, and it is 5 pm on a Monday when I checked last time	1
Total	6

Generally negative comments

They don't do anything for the community	2
I'm not a fan of them	1
Lots to improve on	1
The Council does nothing, worst one	1
They are money hungry	1
Total	6

Council customer service and responsiveness

The responsiveness of the Council is very poor	3
They are not responsive most of the times and do as they please	1
Unwilling to resolve issues	1
Total	5

Rates and financial management

Council doesn't want to spend money on Reservoir they spend everything on Northcote side	1
Despite Preston size and diversity, it is expensive and pay rates, but it feels like a very low-grade area, the amount we pay, they do less	1
Lack of investment in the local area	1
The high charges are unjustified, as there are no visible benefits provided in return	1
The rates are high	1
Total	5

Traffic / roads

Issue of managing congestion	2
Maintenance of roads needs to be improved	1
The streets and roads are so dirty	1
They are focusing too much on local roads when they should be focusing on main roads	1
Total	5

Parks, gardens, open spaces and trees

Parks aren't maintained, rubbish in the park is not picked up regularly enough	1
Poor maintenance of things (parks and green spaces)	1
The neglect of green spaces etc. hence the poor score	1
Total	3

Planning, housing, development

I am sick of the town houses	1
Issue of managing growth	1
My interactions with them are poor. 5 years for planning permits	1
Total	3

Footpaths

Maintenance of footpaths needs to be improved	1
The footpaths are dirty; they do nothing about filthy footpaths	1
Total	2

Parking

Not enough parking space	1
Parking permit is a bad idea not happy	1
Total	2

Waste management

Should have a recycling program	1
The rubbish collection is bad	1
Total	2

Cleanliness and maintenance of area

Very bad at doing maintenance	1
Total	1

Preston Market

Loss of community representation when it comes to Preston Market	1
Total	1

Safety / security

The unsafe areas	1
Total	1

Total dissatisfied comments	59
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Reasons for rating satisfaction with Council's overall performance at "neutral" levels

Darebin City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
<i>Communication, consultation, engagement</i>	
Council doesn't listen and solve my problem	1
I do not think Council consults the community on housing density and maintaining heritage	1
There is a lot that goes unheard	1
There should be more community engagement from the Council's side and try to increase the trust and confidence of the people	1
They are doing things, but they are not seeking people's opinions	1
Total	5
<i>Council governance, performance and management</i>	
Council is not working for the people; they work for themselves	1
It's very difficult to account for all the needs of the demographics	1
Keen for focus on getting the basics right, such as maternal care, homelessness, aged care, parks instead of self-praising promoting newsletters, survey etc	1
Not meeting proper needs	1
They seem to push agendas	1
Total	5
<i>Planning, housing, development</i>	
Failure to enforce planning laws with construction	1
Overall rating 5 at best that this moment. There's overlooking issue at my home with the new restructure being built next to me. It clearly does not comply with overlooking guidelines or building code, but it is still being built. I tried to talk	1
The main complaint is the housing situation and property development. It is sticky and tricky. They are doing housing but giving to the developments and jam	1
They did not follow their own guidelines with developments issue	1
Too much planning and not enough implementation	1
Total	5
<i>Council services and facilities</i>	
Council is not delivering on basic services	1
More can be done for the general maintenance of the footpaths	1
They could do a lot more around offering community programs	1
They don't do a lot to make this a nice place to live	1
Total	4

Generally neutral comments

Been here for short time	1
Don't know enough about what they are doing	1
I have no idea what they do	1
It is hard to judge	1
Total	4

Traffic / roads

Because they destroyed my car. I hate them	1
Roads and traffic conditions	1
The roads are not swept people do burn outs	1
Traffic management issues	1
Total	4

Generally negative comments

Council has to focus on the things that matter	1
Some issues need to be fixed	1
They don't do their job in some way	1
Total	3

Generally positive comments

Mostly I am happy with the Council	1
They do basic thing well	1
They do some good things	1
Total	3

Council customer service and responsiveness

I've had a lot of problems with them in the past. They never helped us out	1
Whenever we call them, they don't do much or respond	1
Total	2

Environment / climate change

I do not think they are showing leadership particularly on the aspect of climate change	1
Only few opportunities to participate in their environmental plans	1
Total	2

Rates and financial management

Tip charges are too high	1
We pay high rates, but we don't get what we need	1
Total	2

Safety / security

I feel like we live in a safe and inclusive community	1
There are many things to improve like safety at night	1
Total	2

Waste management

The recycling bins aren't enough	1
We need community hard rubbish collection	1
Total	2

Footpaths

The dirtiness of the footpaths on Fairfield St	1
Total	1

Parking

Parking issues	1
Total	1

Parks, gardens and open spaces and trees

The odd shaping of trees for the power lines	1
Total	1

Total neutral comments	46
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Reasons for rating satisfaction with Council's overall performance at "satisfied" levels

Darebin City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
<i>Generally positive comments</i>	
They are generally doing good / well / amazing / great	36
Generally happy / satisfied	25
Council is doing its job / doing ok / fine / reasonable	8
Council is trying their best / making effort / doing all they can	8
Because they do some useful things	2
I like / love this area / nice area to live	2
I think they overall try to do good things for the community interest, which means accepting good and bad of the community	2
They do the basics the best they can	2
Very good. Better than the other City Councils	2
Because nothing is wrong	1
I am happy with efficiency so far	1
I have been here in Reservoir since the last three years, it's good	1
I'm happy with Darebin, no issues. I asked for replacement of dust bin it was good communication	1
In the few interactions we have had it's usually positive	1
It's well promoted; it's a good place to live	1
Just love the Council. They are doing amazing. Few normal concerns here and there but overall, pretty good	1
Just think the Council is pretty good. They are fair and reasonable	1
Overall, pretty good living here (Northcote East)	1
Some efforts have been made, and they are doing a good job in certain areas	1
There is more positive than negative	1
They are doing their best and as people from this community, we have some responsibilities as well	1
They are helpful	1
They are trying, not always possible to be interested in Council services	1
They do their thing without trumpeting much about it	1
We are lucky, not sure if they are looking out for everyone though, it is a progressive area. Everyone could do better	1
Total	103
<i>Generally negative comments</i>	
Room for improvement	21
Council can do more / better	17
I'm not pleased / satisfied with the Council	3
Few issues with Council	2
Not enough effort to address all the ongoing issues in the community	2
It is hard to balance for Council but need some improvement	1
Need to be more active for changes	1
Their agenda does not match mine	1

They don't do some things	1
Things aren't perfect, not all people are happy	1
Total	50

Council services and facilities

Good services overall	13
The basic services are good	7
Libraries are great	2
Need to fix street lighting	2
Because of the inability to enforce Council laws on all nations park regarding dogs	1
Can upgrade the shopping strips	1
Council needs to improve its services and look after the community	1
Disappointment with decision of golf course	1
Do more infrastructure maintenance	1
Don't know much about Council, but general services and facilities seems good	1
I like the community facilities	1
Sometime some services are pretty late	1
The community should be more aware of the services like food banks; they can work on that	1
The Council has sectional interests, but Council workers are more interested in the community	1
The swimming pools are really clean	1
The youth that make graffiti have to be understood as well	1
They have cut down on a lot of things	1
We do not get enough support	1
Total	38

Generally neutral comments

I have had no issues / complaints	9
Council is average / ok / not bad	8
I honestly have no idea / don't know much about Council	6
I have not been involved enough to rate differently	3
They are not bad or perfect	2
All the bad things are minor	1
Because there's not much that they can do. We expect the Council to take care of everything, and they are doing the best they can	1
Good and bad. Just average. Slightly better than what you would expect	1
In general, it's unproblematic, meets the needs of taxpayers	1
They are not too bad, but they are not up to the mark	1
Total	33

Communication, consultation, engagement and responsiveness

More community engagement is required from the Council	3
The Council has to reach out and communicate what they are doing	3
Greater opportunities for information and consultation	2
I haven't heard from them much / not aware of much	2

Pretty good at listening to what people want and communicating what is going on	2
Because we are not always involved in decisions, we just hope that things are ok	1
Community consultation should be more inclusive of families	1
Consultation does not appear to be effective	1
Hearing in communities, the Council do not listen to the people	1
I reckon not much communication for any work been done or plan to do	1
I think they need to engage the wider variety of community; not just the loudest part of the community to find out about wider issue for common resident	1
Listen to people protesting for change	1
Not enough communication on the financial management change	1
Not too sure how I can express my thought on something I am disagree on, looking for a easier way that is effective	1
There is lot more opportunities to participate give opinion. And pretty inclusive	1
They are good at mailing things	1
They don't explain things to us	1
They seem to have a lot of self-promotion, rather than meeting the needs of the community	1
Total	25

Cleanliness and maintenance of area

Graffiti is really bad, hence the lower scores	3
The area is really good and well-kept / maintained	3
Maintenance of the streets could be better	2
Relative cleanliness could be better	2
It's frustrating not to get help with requests about rubbish removal from the streets	1
Mainly because the rubbish	1
Overflowing public bins, dangerous sharps in the public toilets	1
The area can look better	1
The area is always maintained and green	1
The Council needs to make Reservoir an attractive place for residents	1
The maintenance should be done more frequently	1
Would like to see graffiti addressed	1
Total	18

Council customer service and responsiveness

I would want faster response from the Council	3
The are pretty helpful / responsive whenever I call them	3
They haven't got back to me and answered my queries	2
Better responsiveness to concerns without deflecting them	1
I am concerned about my drains clutter complaint being ignored	1
It took them 15 years to replace a tree in front of my house. A faster response from the Council is important	1
They are good when I ring them up	1
They did not reply to me when I tried contacting them. This was in 2 different occasions once when I emailed a Councillor and once when I got in touch with a Council officer	1
They have not responded to my requests regarding parks	1
When I have previously dealt with the Council, they were responsive. Have not really dealt with them recently	1

When you ask them for something they can't help you	1
Total	16

Council governance, management and performance

I'm very happy with how they have performed	2
Council culture and values feel genuinely reflective of its constituents	1
Council itself is a little turbulent	1
Council needs to look after the needs of the customer	1
I also believe they should handle the financial management and governance in a better way. They should prioritise things that are really important and do something as soon as possible but Council is busy dealing with things that are out of their control	1
It could be much better if they prioritise important things	1
It seems to be a pretty active and effective city Council	1
Not being efficient	1
Reservoir seems to not get any focus	1
Seems like they have relatively good policies	1
There are some communities that they don't focus on	1
They get involved in things that is not their responsibility. They should focus more on their core service	1
They have certain agendas; they can be narrow	1
They need to be more accountable	1
They need to focus roads and rates. Not social issues to save the world	1
Total	16

Waste management

I am not happy with the hard rubbish being changed booked collection	5
Annual hard waste collection	2
Bin collection results in litter all over the street every week	1
I once lost my garbage bin, and it took them 4 weeks to replace it	1
Need bigger bins	1
Rubbish can be handled with more care	1
They can also bring tip services	1
They can improve the garbage collection	1
Total	13

Rates and financial planning

Better budget allocation needed on the projects from the Council	2
Council needs to do better with its resources	1
Expensive rates	1
Not happy with the Council rates I paid	1
Not too happy on how Council spent money	1
Poor value in rates	1
Reduce the fee for tipping at the Council facility	1
Value for money for the community. Don't spend money on things that are not valued	1
Total	9

Traffic / roads

Better road maintenance and repairs	3
Council has to improve on traffic issues	1
I'm very unhappy about the one way and 7 no turn in Thompson St, the consultation felt rigged	1
Not happy with the local traffics management	1
Require more bypasses	1
Speeding issues over Dorrington Ave	1
They have redone the roads I'm happy about it	1
Total	9

Parks, gardens, open spaces and trees

Require more parks	2
Another two points when they clean up the park	1
Disappointed with the off leash in the parks	1
I love the street trees along the road (Christmas St). They are attracting birds, providing shade, and important with climate change	1
I would want more green spaces	1
The large bushy trees are good, but during rain, their roots and leaves block the drainage, causing flooding. The Council should clear or manage them properly	1
Total	7

Planning, housing and development

3 years ago, when I had to talk to the building department, they were useless	1
Council is not doing enough to get ready for the future population growth	1
They are maintaining the heritage of this street, and I am happy about it	1
They could do better in terms of overseeing the development issue	1
Would like to see Northcote Plaza be redeveloped	1
Total	5

Safety / security

Council needs to work on residents' safety	1
Council response times in safety at night could be better	1
It all feels like a fairly safe	1
They need to do more about petty crime	1
Total	4

Multicultural issues

Council does support the diverse culture in the area	1
Council focuses on minority groups and forgets about majority of people	1
Council supports multicultural diversity	1
Total	3

Environment / climate change

Strong environmental services	1
They should switch to electronic methods instead of using paper	1
Total	2

Parking

They keep on talking about parking restriction in our area, I am not happy with that	1
They need to do something about illegal parking	1
Total	2

Footpaths

They replaced the pavements when it was needed	1
Total	1

Preston Market

The market was sold off	1
Total	1

Other

Would be really nice if there were more good cafes and restaurants. More interesting places	1
Total	1
Total satisfied comments	356
Total comments	461



Appendix Two: survey form



Hi my name is _____ from Metropolis Research and I am here on behalf of Darebin City Council.

Council is currently doing its annual Community Satisfaction Survey. This is an important opportunity for you to provide feedback on council's programs and services, as well as issues that are important to you.

Council will use the survey results to help improve its services to the community.

We would like to invite someone in your household to participate in the survey.

The survey will take approximately 10 to 15 mins to complete, is completely confidential and voluntary.

1

Have you contacted Darebin City Council in the past 12 months?

Yes (*continue*)

1

No (*go to Q.4*)

2

If Yes, about what did you contact Council?

2

When you last contacted the Council, was it?

(*Please circle one only*)

Visit in person

1

Email

6

Telephone (*during office hours*)

2

Website

7

Telephone (*after hours service*)

3

Social media (*e.g. Facebook*)

8

Multilingual phone service

4

Directly with a Councillor

9

Mail

5

Live chat

10

3

Was this your preferred method of contacting Council?

Yes

1

No

2

If No, how would you prefer to contact Council?

4

On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of how you were served when you last interacted with Darebin City Council?

1. The provision of accurate information or referral to a relevant officer	0	1	2	3	4	5	6	7	8	9	10	99
2. The speed and efficiency of service	0	1	2	3	4	5	6	7	8	9	10	99
3. Staff courtesy and professionalism	0	1	2	3	4	5	6	7	8	9	10	99
4. Overall satisfaction with the customer service experience	0	1	2	3	4	5	6	7	8	9	10	99
5. Satisfaction with the final outcome	0	1	2	3	4	5	6	7	8	9	10	99

On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and then your personal level of satisfaction with each of the following Council provided services and facilities.

1. Maintenance and repair of major arterial roads and highways (managed by VicRoads)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<i>If satisfaction rated less than 6, are there any roads of concern?</i>													
2. Maintenance and repair of sealed local roads (managed by Council)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<i>If satisfaction rated less than 6, are there any roads of concern?</i>													
3. Drains maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Footpath maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Maintenance and appearance of public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Litter collection in public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Maintenance and cleaning of strip shopping areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Management of illegally dumped rubbish	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Street lighting	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Street sweeping	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Regular garbage collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Regular recycling	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Regular food and green waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Provision and maintenance of parks and gardens	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
16. Animal management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

17. Local traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
18. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
19. Enforcement of local laws	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
20. Darebin newsletter <i>Darebin Community News</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
21. Council's activities promoting local economic development	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
22. Environmental events, programs, and activities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction only if you or a family member has used that service in the past 12 months.

(Survey note: Ask importance, then use, then satisfaction only if service has been used in last 12 months)

1. Local library services	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. Council's website	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Sports ovals and other outdoor sporting facilities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Recreation centres and / or aquatic centres (including swimming pools)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Bike and shared paths (both on-road and off-road and including shared paths)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Provision and maintenance of playgrounds	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

8. Services for children from birth to 5 years of age (e.g. Maternal & Child Health, playgroups)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
9. Services for youth (e.g. School holiday programs, Council recreation events)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
10. Services for seniors (e.g. home support, home delivered meals)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
11. Provision of public and performing arts centres, programs, and activities	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
12. Community and cultural activities, festivals, and events	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
13. Council events and activities supporting LGBTIQ inclusivity	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
14. Council's performance providing information about and promoting cycling and walking in Darebin	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	

On a scale of 0 (lowest) to 10 (highest) can you please rate your level of agreement with the following statements?

1. The public spaces, art works, arts and cultural infrastructure makes Darebin a better place to live	0	1	2	3	4	5	6	7	8	9	10	99
Do you have any comments to make about public art in Darebin?												
2. I / we are satisfied with Council's efforts in managing the issue of graffiti	0	1	2	3	4	5	6	7	8	9	10	99
Do you have any comments to make about graffiti in Darebin?												

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On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following?

1. Council's support of diversity, inclusion, and fairness	0	1	2	3	4	5	6	7	8	9	10	99
2. Council's communication and consultation	0	1	2	3	4	5	6	7	8	9	10	99
3. The opportunities offered by Council to engage or be consulted with on Council decisions	0	1	2	3	4	5	6	7	8	9	10	99
4. Council's performance in communicating its programs and services	0	1	2	3	4	5	6	7	8	9	10	99
5. Council's representation, lobbying, and advocacy on behalf of the community	0	1	2	3	4	5	6	7	8	9	10	99
6. Council making decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
7. That Council has a sound direction for the future	0	1	2	3	4	5	6	7	8	9	10	99
8. The responsiveness of Council to community needs	0	1	2	3	4	5	6	7	8	9	10	99
9. Performance of Council maintaining the trust and confidence of the community	0	1	2	3	4	5	6	7	8	9	10	99

9

And on the same scale, please rate your satisfaction with the performance of Darebin City Council across all areas of responsibility.

1. Overall performance	0	1	2	3	4	5	6	7	8	9	10	99
Why did you rate satisfaction at that level?												

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What is the most important thing Darebin City Council should do to improve its performance?

Improvement:	

11

Can you please list what you consider to be the top three issues to address for the City of Darebin at the moment?

Issue One:	
Issue Two:	
Issue Three:	

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

1. The appearance and quality of new developments in your area	0	1	2	3	4	5	6	7	8	9	10	99
If rated less than 5, why do you say that, and are there any specific locations or developments of concern?												
2. The number of new developments	0	1	2	3	4	5	6	7	8	9	10	99

The population of the City of Darebin is forecast to increase by approximately 41,000 more people by 2041, reaching approximately 201,314.

The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

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On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with?

1. Planning for population growth	0	1	2	3	4	5	6	7	8	9	10	99
If satisfaction less than 5, what concerns you most about population growth?												

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On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas of the City of Darebin?

1. During the day	0	1	2	3	4	5	6	7	8	9	10	99
2. At night	0	1	2	3	4	5	6	7	8	9	10	99
3. In and around your local activity centre	0	1	2	3	4	5	6	7	8	9	10	99
If any rated less than 5, where do you feel unsafe?												
Why do you feel unsafe?												

15

Please indicate which of the following best describes you.

18 to 24 years	1	60 to 74 years	5
25 to 34 years	2	75 years and over	6
35 to 44 years	3	Prefer not to say	9
45 to 59 years	4		

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With which gender do you identify?

Man / Male	1	Prefer to self-identify:	4
Women / Female	2	_____	
Non-binary	3	Prefer not to say	9

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Do you identify with any of the following diverse population groups?*(select as many as appropriate)*

Person with chronic illness	1	Financial hardship	4
Culturally or linguistically diverse	2	Other <i>(please describe:)</i>	9
LGBTIQA+	3	_____	

18

Do any members of this household speak a language other than English at home?

English only	1	Other _____	2
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19

Do any members of this household have a permanent or long-term disability?

Yes	1	Prefer not to say	9
No	2		

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What is the structure of this household?

Two parent family <i>(youngest 0 - 4 yrs)</i>	1	One parent family <i>(youngest 13-18)</i>	7
Two parent family <i>(youngest 5 – 12 yrs)</i>	2	One parent family <i>(adult child only)</i>	8
Two parent family <i>(youngest 13 - 18 yrs)</i>	3	Group household	9
Two parent family <i>(adult child only)</i>	4	Sole person household	10
One parent family <i>(youngest 0 - 4 yrs)</i>	5	Couple only household	11
One parent family <i>(youngest 5 – 12 yrs)</i>	6	Other <i>(specify):</i> _____	12

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Which of the following best describes the current housing situation of this household?

Own this home	1	Renting this home	3
Mortgage (paying-off this home)	2	Other arrangement	4

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How long have you lived in the City of Darebin?

Less than 1 year	1	5 to less than 10 years	3
1 to less than 5 years	2	10 years or more	4

If less than 5 years, what was your previous Council

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Do you have any further comments you would like to make?

Thank you for your time**Your feedback is most appreciated**

Council will publish the full results of this survey on its website, following detailed analysis and discussion with Councillors and senior officers.



City of
DAREBIN

the place
to live

CITY OF DAREBIN

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