

Darebin City Council

*2014 Annual Community Survey Summary Report*

January 2015

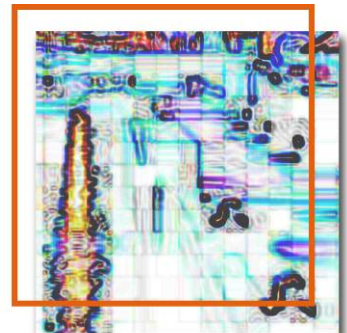
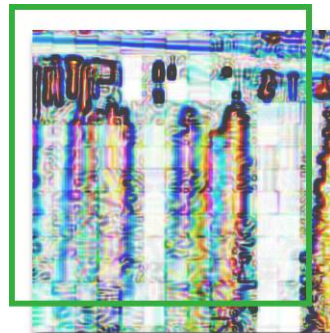


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## Introduction

This is the fourteenth *Community Survey* conducted by Metropolis Research for the City of Darebin. The survey was previously conducted annually by the City of Darebin to measure the community's satisfaction with a range of services provided by Council, and to examine community satisfaction with Council's overall operations in a more general sense. This survey aims to provide Council with an objective, timely and consistent picture of the community's perception of Council performance providing a broad range of services and facilities as well as aspects of governance and leadership and overall performance.

This survey does not aim to replace individual services satisfaction surveys for client based services but does provide a broad measure of the community's perception of performance for all services.

The sample size and methodology employed in this survey is statistically sound and provides the results with a level of statistical significance generally greater than that obtained through other individual service specific surveys. Within the margin of error as detailed for individual services, the results published in this report are an accurate reflection of the community's perception. Readers are advised however to treat quarterly results with some caution due to the smaller sample size and refer to this report where possible for time series results.

## Methodology

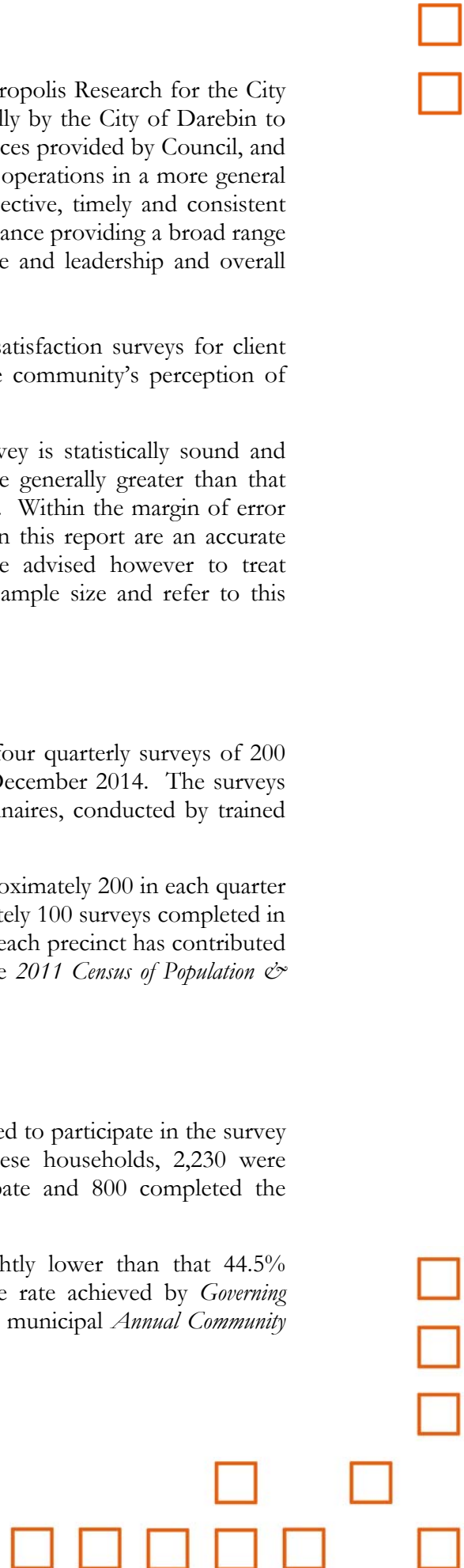
Similar to previous years, the survey has been split into four quarterly surveys of 200 respondents each conducted in January, April, July and December 2014. The surveys were conducted as door-to-door, interview style questionnaires, conducted by trained Metropolis Research interviewers in 2014.

The total sample size was 800 residential households, approximately 200 in each quarter and spread equally across the municipality with approximately 100 surveys completed in each precinct. The data has been weighted to ensure that each precinct has contributed the correct proportion to the overall results, based on the *2011 Census of Population & Housing* precinct populations.

## Response rate

A total of approximately 4,453 households were approached to participate in the survey over the course of the four quarterly surveys. Of these households, 2,230 were unattended when approached, 1,424 refused to participate and 800 completed the survey.

This provides a response rate of 36.0%, which is slightly lower than that 44.5% recorded in 2013. This is consistent with the response rate achieved by *Governing Melbourne* across metropolitan Melbourne as well as other municipal *Annual Community Survey* programs conducted by Metropolis Research.





## ***Governing Melbourne***



*Governing Melbourne* is a new service provided by Metropolis Research since 2010. *Governing Melbourne* is a survey of 800 respondents drawn in equal numbers from every municipality in metropolitan Melbourne.

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

## ***Glossary of terms***

### *Measurable*

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

### *Statistically significant*

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

### *Significant result*

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

### *Discernable / observed*

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

### *Satisfaction categories*



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



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

- Excellent: Scores of 7.75 and above are categorised as excellent
- Very good: Scores of 7.25 to less than 7.75 are categorised as very good
- Good: Scores of 6.5 to less than 7.25 are categorised as good
- Solid: Scores of 6 to less than 6.5 are categorised as solid
- Poor: Scores less than 6 are categorised as poor
- Very Poor: Scores less than 5.5 are categorised as very poor





## Satisfaction with services and facilities

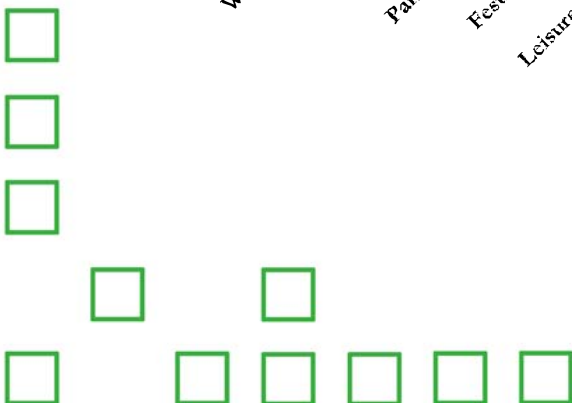
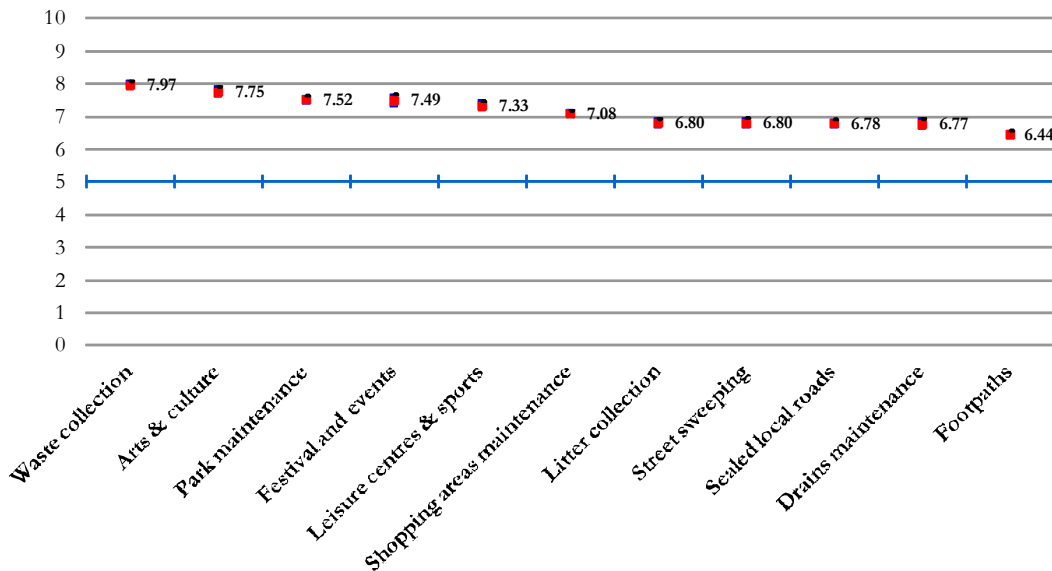
The following graph displays the average rating for each of the services and facilities included in the *Annual Community Survey*.

Combining these eleven broad service area scores into an average satisfaction with Council services score; the 2014 average was 7.16, almost identical to the 7.17 from 2013. The *Governing Melbourne* average satisfaction with services and facilities for metropolitan Melbourne was 7.33, very slightly and not measurably higher than the Darebin average of 7.16. It is important to note however that *Governing Melbourne* measured satisfaction with twenty-eight individual services rather than the eleven broad areas measured for the City of Darebin and that the comparison of the two results is provided for indicative purposes only.

The satisfaction scores recorded for the broad service areas can best be categorised as follows:

- ⊗ **Excellent** for “waste collection services” and “arts and culture facilities and services”.
- ⊗ **Very good** for “the maintenance of parks, reserves and open spaces”, “festivals and events”, and “leisure centres and sports facilities”.
- ⊗ **Good** for “the maintenance and cleaning of shopping area”, “litter collection”, “street sweeping”, “sealed local roads”, and “drains maintenance”.
- ⊗ **Solid** for “footpaths”.

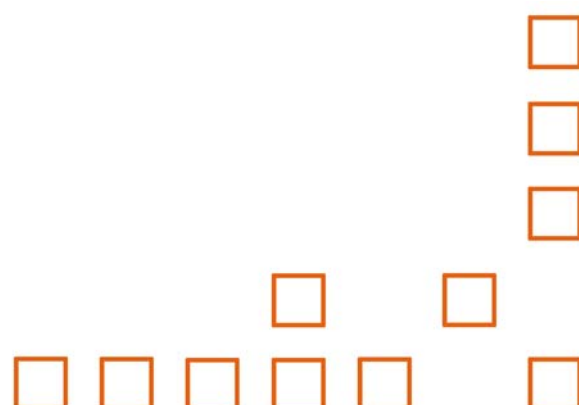
**Satisfaction with selected Council services & facilities**  
**Darebin City Council - 2014 Annual Community Survey**  
*(Index score scale 0 - 10)*



Approximately four-fifths or more of respondents were satisfied with ten of the eleven broad services, and almost three-quarters (72.1%) were satisfied with “footpath maintenance and repairs”.

Attention is drawn to the almost one-sixth of respondents dissatisfied with each of “footpath maintenance and repairs”, “street sweeping” and “maintenance and repair of storm water drains”, and the ten percent of respondents dissatisfied with “maintenance and repair of sealed local roads” and “litter collection in public areas”.

<b>Satisfaction with selected Council services and facilities</b>				
<b>Darebin City Council - 2014 Annual Community Survey</b>				
<i>(Number and percent of total respondents)</i>				
<i>Service</i>	<i>Dissatisfied (0 - 4)</i>	<i>Neutral (5)</i>	<i>Satisfied (6 - 10)</i>	<i>Can't say</i>
Maintenance and repair of sealed local roads	10.1%	10.8%	79.1%	9
Footpath maintenance and repair	15.0%	12.9%	72.1%	10
Street sweeping	13.5%	6.4%	80.1%	11
Litter collection in public areas	12.0%	7.7%	80.3%	24
Maintenance & repair of storm water drains	14.0%	6.5%	79.5%	94
Maint. & clean shopping areas along roads	5.7%	6.2%	88.1%	37
Waste collection services	4.2%	4.3%	91.5%	3
Maintenance of parks, reserves & open spaces	5.3%	4.2%	90.5%	43
Darebin leisure centres & sports facilities	4.0%	5.1%	90.9%	1
Arts and culture	2.3%	4.1%	93.6%	0
Festival and events	4.3%	5.0%	90.7%	1







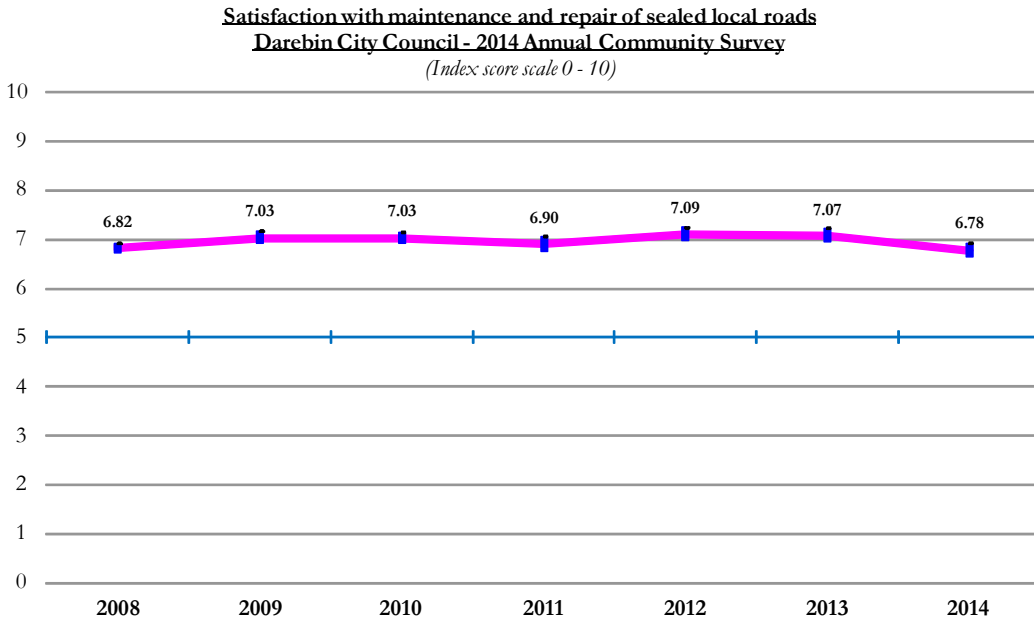
### ***Maintenance and repair of sealed local roads***

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”*

Satisfaction with the maintenance and repair of sealed local roads in the City of Darebin decreased somewhat in 2014, from 7.07 to 6.78. This level of satisfaction remains best categorised as “good”

It is of note that satisfaction with the maintenance and repair of sealed local roads has remained remarkably stable around the long-term average of 6.96.

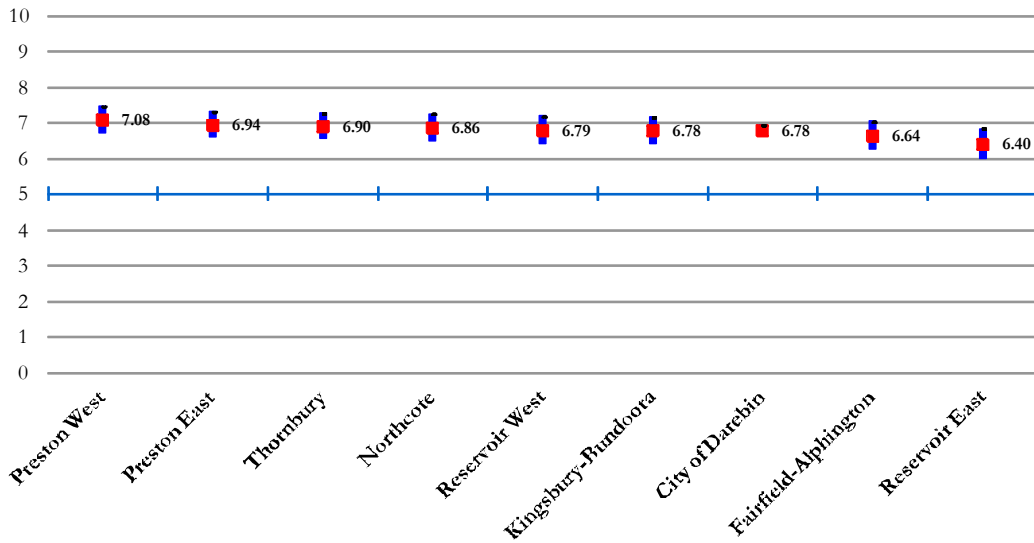


There was no measurable variation in satisfaction with the maintenance and repair of sealed local roads across the precincts comprising the City of Darebin.

It is however noted that respondents from Reservoir East rated satisfaction with the maintenance and repair of sealed local roads somewhat, albeit not measurably lower at 6.40, a level of satisfaction best categorised as “solid”.



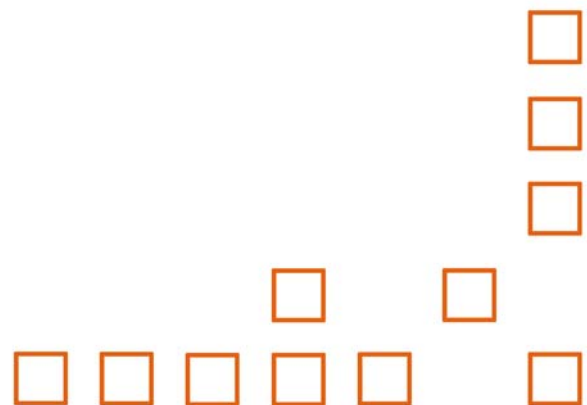
**Satisfaction with maintenance and repair of sealed local roads by precinct**  
**Darebin City Council - 2014 Annual Community Survey**  
 (Index score scale 0 - 10)



There was no measurable variation in satisfaction within the precincts between 2013 and 2014, given the relatively small sample size of one hundred respondents for each of the eight precincts.

It is observed that satisfaction with the maintenance and repair of sealed local roads:

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



**Satisfaction with maintenance and repair of local roads**  
**Darebin City Council - 2014 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Lower	Range Mean	Upper
Preston West	2009	100	7.03	<b>7.31</b>	7.59
	2010	98	6.23	<b>6.58</b>	6.94
	2011	83	6.19	<b>6.69</b>	7.19
	2012	100	6.82	<b>7.25</b>	7.68
	2013	100	6.16	<b>6.59</b>	7.02
	2014	100	6.71	<b>7.08</b>	7.45
Preston East	2009	98	6.99	<b>7.29</b>	7.58
	2010	101	6.30	<b>6.63</b>	6.97
	2011	89	6.19	<b>6.65</b>	7.10
	2012	96	6.96	<b>7.34</b>	7.73
	2013	97	6.66	<b>7.03</b>	7.40
	2014	100	6.58	<b>6.94</b>	7.30
Thornbury	2009	99	6.66	<b>7.10</b>	7.53
	2010	96	6.82	<b>7.18</b>	7.53
	2011	107	7.02	<b>7.39</b>	7.76
	2012	95	6.49	<b>6.94</b>	7.39
	2013	98	6.82	<b>7.24</b>	7.65
	2014	99	6.54	<b>6.90</b>	7.26
Northcote	2009	91	6.38	<b>6.78</b>	7.18
	2010	99	6.84	<b>7.16</b>	7.49
	2011	129	6.34	<b>6.71</b>	7.09
	2012	101	6.84	<b>7.19</b>	7.54
	2013	98	6.00	<b>6.45</b>	6.90
	2014	99	6.49	<b>6.86</b>	7.23
Reservoir West	2009	98	6.33	<b>6.73</b>	7.14
	2010	93	6.44	<b>6.85</b>	7.26
	2011	136	6.64	<b>6.91</b>	7.18
	2012	100	6.73	<b>7.05</b>	7.37
	2013	100	7.15	<b>7.52</b>	7.89
	2014	98	6.40	<b>6.79</b>	7.17
Kingsbury-Bundoora	2009	98	7.09	<b>7.40</b>	7.71
	2010	100	6.77	<b>7.05</b>	7.33
	2011	41	6.17	<b>6.75</b>	7.33
	2012	101	6.69	<b>7.12</b>	7.55
	2013	99	6.85	<b>7.28</b>	7.72
	2014	99	6.41	<b>6.78</b>	7.14
Fairfield-Alphington	2009	100	7.13	<b>7.42</b>	7.71
	2010	100	6.65	<b>7.03</b>	7.41
	2011	45	6.48	7.12	7.76
	2012	98	6.50	6.86	7.21
	2013	99	6.19	<b>6.61</b>	7.02
	2014	100	6.26	<b>6.64</b>	7.02
Reservoir East	2009	99	6.50	<b>6.93</b>	7.36
	2010	98	7.17	<b>7.42</b>	7.67
	2011	157	6.57	<b>6.94</b>	7.31
	2012	97	6.53	<b>6.98</b>	7.43
	2013	100	7.05	<b>7.43</b>	7.81
	2014	98	5.98	<b>6.40</b>	6.82

## Footpath maintenance and repairs

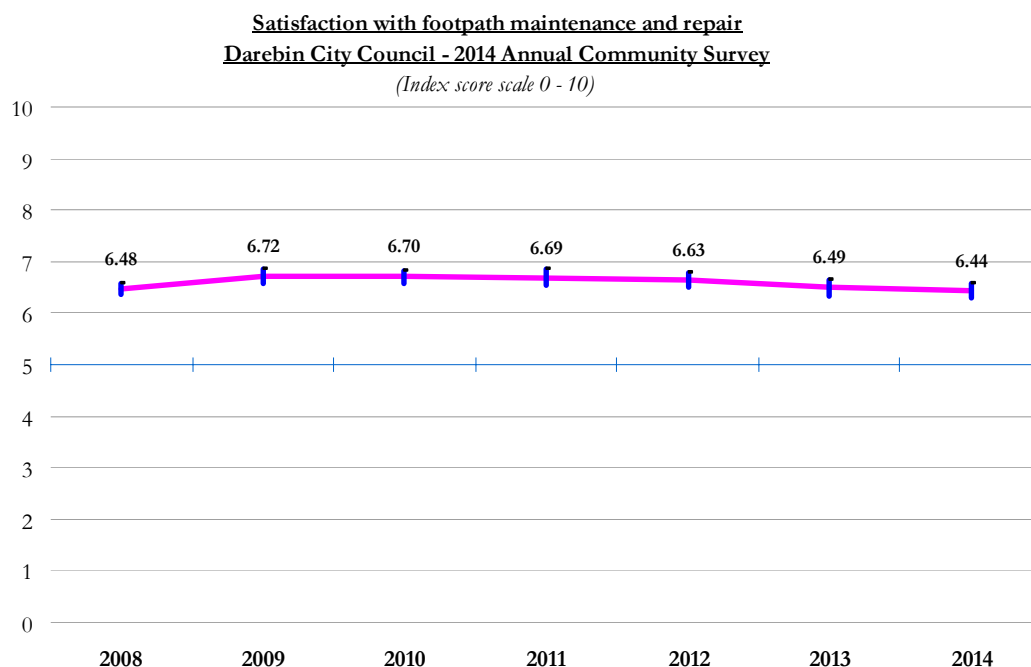
Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”*

Satisfaction with footpath maintenance and repairs was rated at 6.44 in 2014, a decline of less than one percent from the 6.49 recorded in 2013. This level of satisfaction is best categorised as “solid”, the same as in 2013.

The long-term average satisfaction with footpath maintenance and repairs was 6.59, a level of satisfaction categorised as “good”.

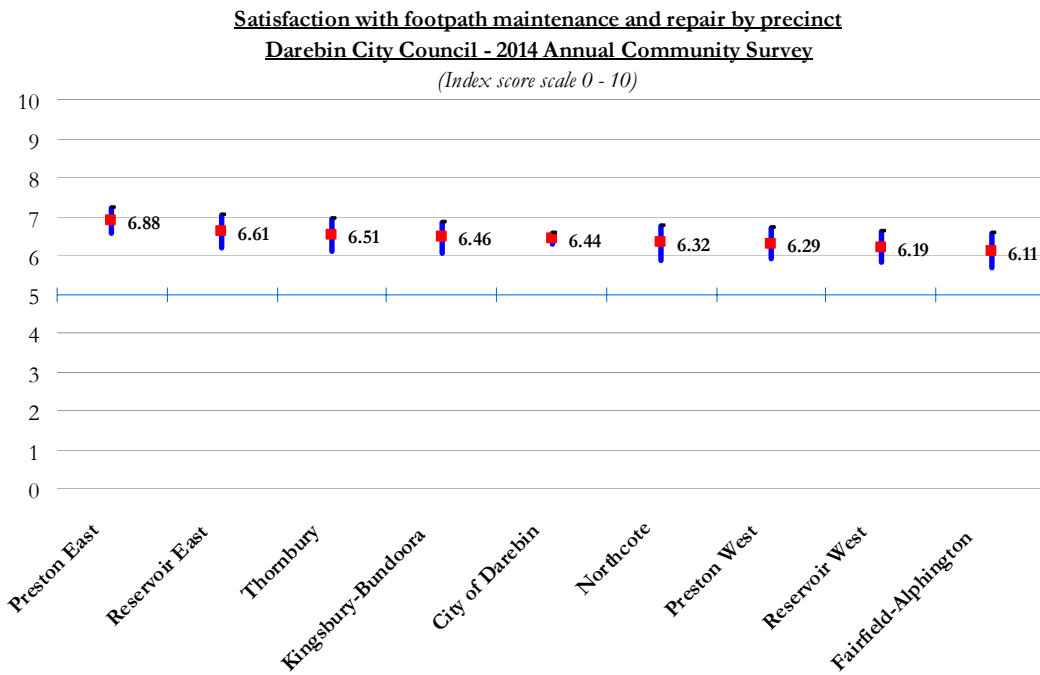
Footpath maintenance and repairs was the lowest rated service in 2014.



There was no statistically significant variation in satisfaction with footpath maintenance and repairs across the municipality.

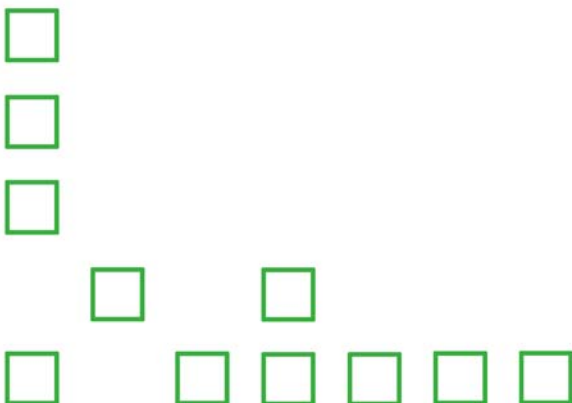
It is however observed that:

- ⊗ Respondents from Preston East, Reservoir East and Thornbury all rated satisfaction somewhat albeit not measurably higher than the municipal average at levels best categorised as “good”.
- ⊗ Respondents from Fairfield-Alphington rated satisfaction somewhat, albeit not measurably lower than the municipal average, although still at levels best categorised as “solid”.



There was no measurable change in satisfaction in any of the eight precincts comprising Darebin. Two precincts (Preston East and Northcote) recorded an increase in satisfaction and six recorded a decrease in satisfaction.

It is observed that Northcote respondents' satisfaction with footpath maintenance and repairs recovered from the large fall in 2013, to be 6.32 in 2014.



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

Precinct	Year	Number	Range		
			Lower	Mean	Upper
Preston East	2009	99	6.41	<b>6.71</b>	7.00
	2010	102	6.17	<b>6.50</b>	6.83
	2011	93	5.86	<b>6.39</b>	6.91
	2012	98	6.46	<b>6.91</b>	7.35
	2013	98	6.11	<b>6.50</b>	6.88
Reservoir East	2009	100	6.05	<b>6.46</b>	6.87
	2010	99	6.57	<b>6.87</b>	7.16
	2011	155	6.36	<b>6.72</b>	7.09
	2012	97	6.38	<b>6.72</b>	7.06
	2013	98	6.34	<b>6.80</b>	7.25
Thornbury	2009	99	6.88	<b>7.28</b>	7.69
	2010	99	6.42	<b>6.83</b>	7.24
	2011	108	6.60	<b>6.99</b>	7.38
	2012	99	5.80	<b>6.26</b>	6.72
	2013	99	6.28	<b>6.70</b>	7.12
Northcote	2009	95	6.41	<b>6.80</b>	7.25
	2010	98	6.75	<b>7.02</b>	7.29
	2011	129	6.13	<b>6.50</b>	6.87
	2012	101	5.82	<b>6.26</b>	6.69
	2013	98	5.11	<b>5.62</b>	6.12
Preston West	2009	100	6.67	<b>6.96</b>	7.25
	2010	99	6.10	<b>6.46</b>	6.81
	2011	82	6.38	<b>6.80</b>	7.21
	2012	99	6.67	<b>7.11</b>	7.55
	2013	98	6.15	<b>6.59</b>	7.02
Reservoir West	2009	100	5.98	<b>6.38</b>	6.78
	2010	98	5.98	<b>6.42</b>	6.85
	2011	136	6.48	<b>6.75</b>	7.01
	2012	99	6.33	<b>6.69</b>	7.04
	2013	99	6.27	<b>6.71</b>	7.15
Fairfield-Alphington	2009	99	6.44	<b>6.77</b>	7.09
	2010	99	6.39	<b>6.76</b>	7.12
	2011	44	6.08	<b>6.80</b>	7.51
	2012	98	5.99	<b>6.36</b>	6.72
	2013	98	5.93	<b>6.34</b>	6.76
Kingsbury-Bundoora	2009	99	6.35	<b>6.71</b>	7.06
	2010	98	6.23	<b>6.60</b>	6.98
	2011	40	6.02	<b>6.56</b>	7.09
	2012	100	6.54	<b>6.99</b>	7.44
	2013	99	6.33	<b>6.81</b>	7.29
2014	99	6.05	<b>6.46</b>	6.86	



## Street sweeping

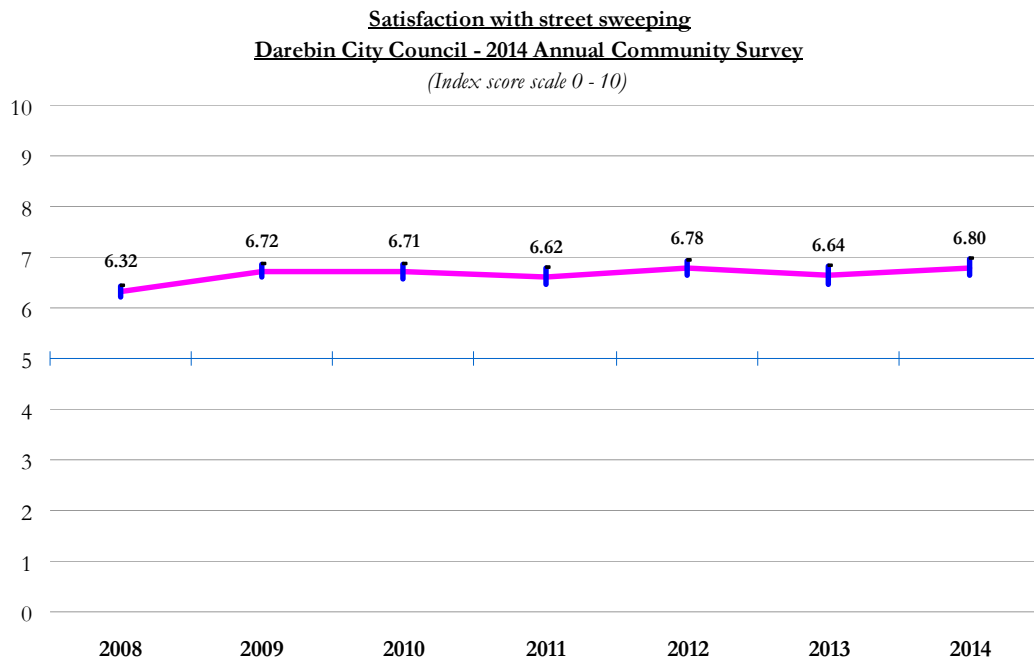


Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”*

Satisfaction with street sweeping in the City of Darebin increased 2.4% percent in 2014 to 6.80, although it remains at a level best categorised as “good”.

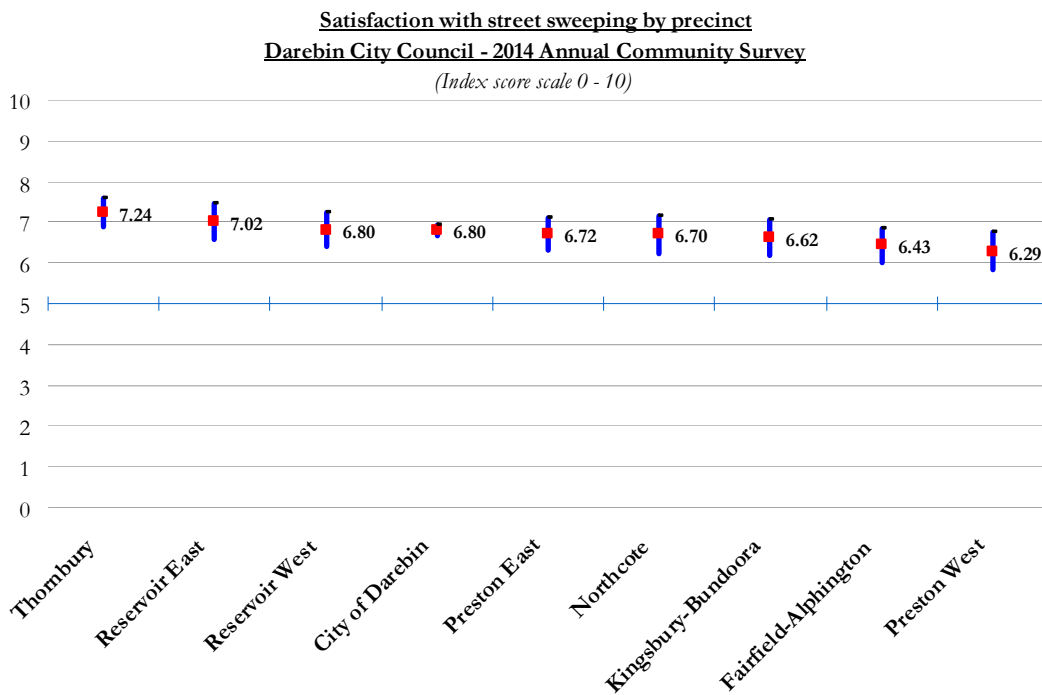
It is observed that satisfaction with street sweeping has remained very stable around the long-term average of 6.65.



There was some variation in satisfaction with street sweeping across the precincts comprising Darebin.

- ⊗ Respondents from Thornbury, Reservoir West and East rated satisfaction somewhat, albeit not measurably higher than the municipal average.
- ⊗ Respondents from Fairfield-Alphington and Preston West rated satisfaction somewhat lower than the municipal average, at levels best categorised as “solid”.

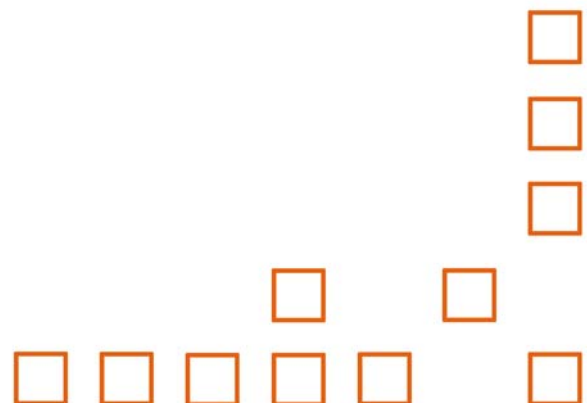




There was some variation in satisfaction within the precincts between 2013 and 2014, as follows:

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

Satisfaction with street sweeping increased measurably and significantly in Thornbury, up from 6.38 (solid) to 7.24 (good).





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

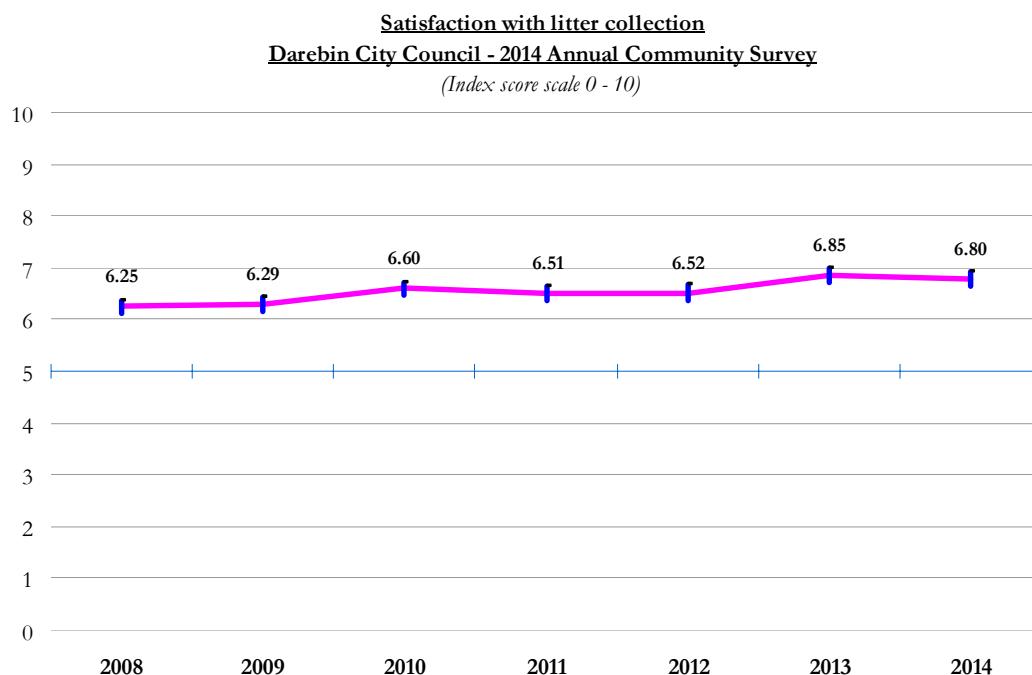
Precinct	Year	Number	Range		
			Lower	Mean	Upper
Thornbury	2009	97	6.56	<b>6.99</b>	7.42
	2010	99	5.98	<b>6.47</b>	6.95
	2011	107	6.06	<b>6.53</b>	7.00
	2012	99	6.15	<b>6.56</b>	6.96
	2013	96	5.86	<b>6.38</b>	6.89
Reservoir East	2009	98	6.30	<b>6.66</b>	7.03
	2010	98	6.80	<b>7.11</b>	7.43
	2011	150	6.52	<b>6.86</b>	7.21
	2012	96	6.32	<b>6.75</b>	7.18
	2013	97	6.38	<b>6.85</b>	7.32
Reservoir West	2009	98	6.76	<b>7.12</b>	7.48
	2010	96	6.35	<b>6.71</b>	7.07
	2011	139	6.30	<b>6.64</b>	6.98
	2012	96	6.56	<b>6.90</b>	7.24
	2013	99	6.90	<b>7.30</b>	7.71
Preston East	2009	99	6.36	<b>6.71</b>	7.05
	2010	99	6.38	<b>6.70</b>	7.02
	2011	91	6.22	<b>6.64</b>	7.05
	2012	99	6.47	<b>6.93</b>	7.39
	2013	98	6.12	<b>6.56</b>	7.00
Northcote	2009	93	6.01	<b>6.47</b>	6.94
	2010	96	6.40	<b>6.74</b>	7.08
	2011	123	6.05	<b>6.46</b>	6.86
	2012	98	6.35	<b>6.71</b>	7.08
	2013	98	5.60	<b>6.14</b>	6.68
Kingsbury-Bundoora	2009	99	6.57	<b>6.88</b>	7.19
	2010	99	6.81	<b>7.15</b>	7.50
	2011	40	5.88	<b>6.55</b>	7.23
	2012	98	6.30	<b>6.68</b>	7.07
	2013	99	6.53	<b>6.99</b>	7.45
Fairfield-Alphington	2009	99	6.16	<b>6.51</b>	6.87
	2010	100	5.84	<b>6.24</b>	6.64
	2011	44	6.08	<b>6.77</b>	7.45
	2012	98	5.64	<b>6.11</b>	6.58
	2013	98	5.81	<b>6.26</b>	6.70
Preston West	2009	98	5.85	<b>6.24</b>	6.64
	2010	95	5.84	<b>6.23</b>	6.63
	2011	80	5.93	<b>6.46</b>	7.00
	2012	100	6.93	<b>7.27</b>	7.61
	2013	100	5.93	<b>6.38</b>	6.83
2014	98	5.83	<b>6.29</b>	6.74	

## Litter collection in public places

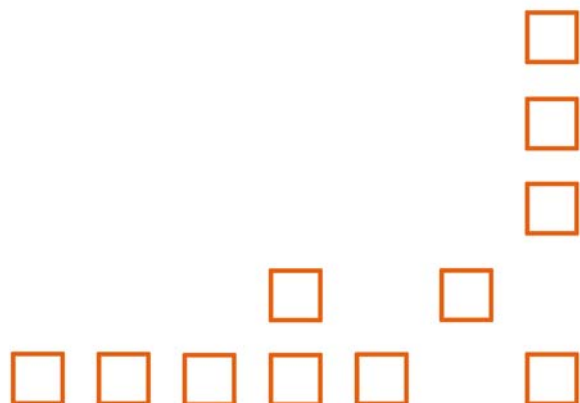
Respondents were asked:

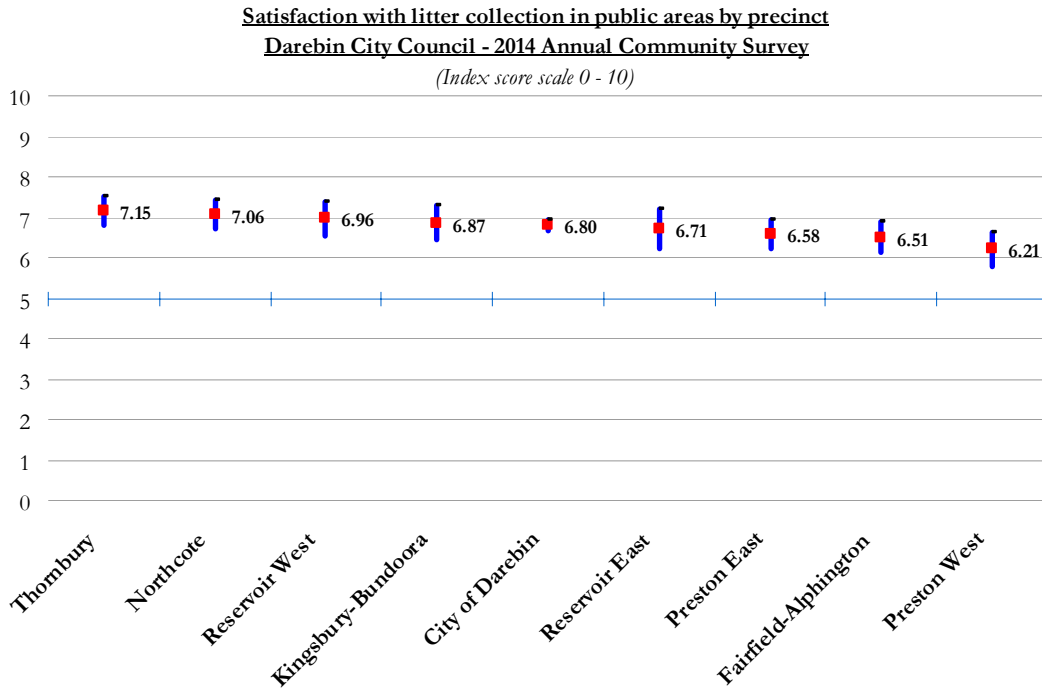
*“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”*

Satisfaction with litter collection in public places in the City of Darebin decreased by less than one percent in 2014, down from 6.85 to 6.80. This level of satisfaction remains categorised as “good”.



There was some variation in satisfaction with litter collection across the eight precincts comprising Darebin; with respondents in Thornbury measurably more satisfied than average and respondents from Preston West measurably less satisfied (6.21 or “solid”).

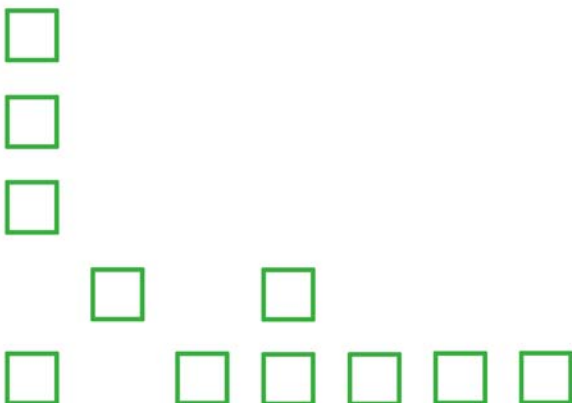




There was no measurable variation in satisfaction with litter collection in public spaces within each of the eight precincts comprising the City of Darebin.

It is observed that satisfaction with litter collection in public spaces:

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



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

Precinct	Year	Number	Range		
			Lower	Mean	Upper
Thornbury	2009	99	5.94	<b>6.35</b>	6.77
	2010	97	6.06	<b>6.49</b>	6.91
	2011	106	5.98	<b>6.39</b>	6.80
	2012	95	5.89	<b>6.28</b>	6.67
	2013	100	6.4	<b>6.80</b>	7.20
	2014	96	6.79	<b>7.15</b>	7.50
Northcote	2009	95	5.53	<b>6.01</b>	6.49
	2010	91	6.23	<b>6.57</b>	6.91
	2011	125	5.80	<b>6.21</b>	6.62
	2012	99	5.75	<b>6.21</b>	6.67
	2013	97	5.85	<b>6.29</b>	6.73
	2014	99	6.69	<b>7.06</b>	7.43
Reservoir West	2009	98	6.01	<b>6.40</b>	6.78
	2010	90	6.19	<b>6.58</b>	6.97
	2011	132	6.5	<b>6.84</b>	7.18
	2012	98	6.01	<b>6.46</b>	6.91
	2013	96	6.94	<b>7.34</b>	7.75
	2014	93	6.55	<b>6.96</b>	7.37
Kingsbury-Bundoora	2009	98	6.44	<b>6.76</b>	7.09
	2010	97	6.50	<b>6.85</b>	7.19
	2011	40	5.60	<b>6.27</b>	6.93
	2012	98	6.49	<b>6.89</b>	7.29
	2013	96	6.44	<b>6.88</b>	7.31
	2014	97	6.44	<b>6.87</b>	7.29
Reservoir East	2009	98	5.99	<b>6.42</b>	6.85
	2010	96	6.64	<b>6.96</b>	7.28
	2011	149	6.34	<b>6.66</b>	6.98
	2012	96	6.19	<b>6.67</b>	7.14
	2013	99	6.67	<b>7.06</b>	7.45
	2014	99	6.23	<b>6.71</b>	7.18
Preston East	2009	98	5.83	<b>6.20</b>	6.58
	2010	98	6.07	<b>6.45</b>	6.82
	2011	90	5.87	<b>6.33</b>	6.78
	2012	96	6.43	<b>6.89</b>	7.34
	2013	92	6.33	<b>6.74</b>	7.15
	2014	98	6.22	<b>6.58</b>	6.94
Fairfield-Alphington	2009	99	6.16	<b>6.52</b>	6.89
	2010	98	6.13	<b>6.48</b>	6.83
	2011	44	6.22	<b>6.78</b>	7.33
	2012	98	5.93	<b>6.32</b>	6.70
	2013	99	6.08	<b>6.49</b>	6.89
	2014	98	6.14	<b>6.51</b>	6.88
Preston West	2009	98	5.52	<b>5.95</b>	6.38
	2010	95	5.89	<b>6.30</b>	6.70
	2011	82	5.99	<b>6.50</b>	7.00
	2012	97	6.22	<b>6.69</b>	7.17
	2013	97	6.51	<b>6.90</b>	7.28
	2014	96	5.80	<b>6.21</b>	6.62



## Maintenance and repair of storm water drains



Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”*

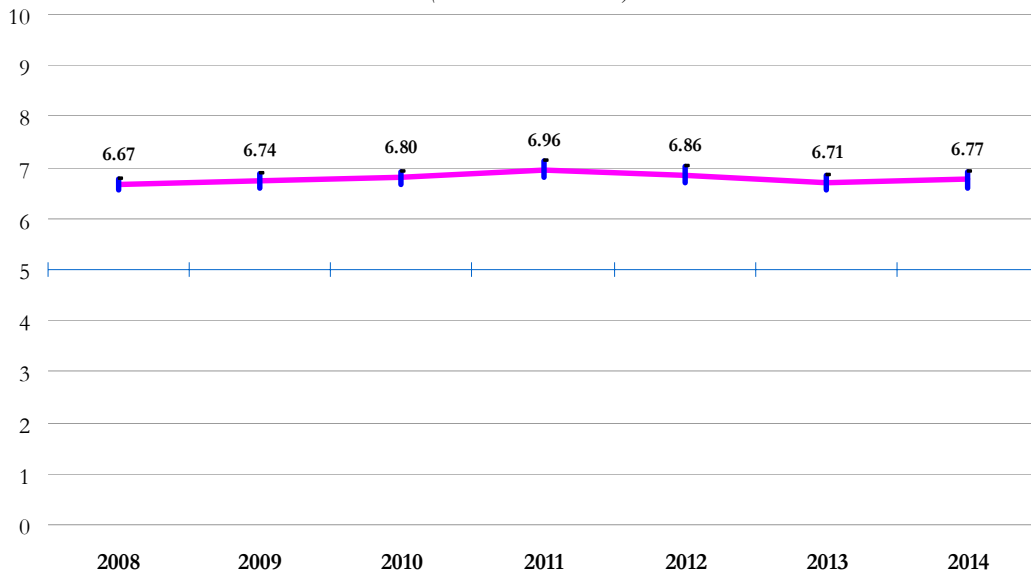
Satisfaction with the maintenance and cleaning of storm water drains increased by less than one percent in 2014 from 6.71 to 6.77. This level of satisfaction remains categorised as “good”.

Satisfaction with the maintenance and repair of storm water drains has remained stable around the long-term average of 6.78.

### Satisfaction with maintenance and repair of storm water drains

#### Darebin City Council - 2014 Annual Community Survey

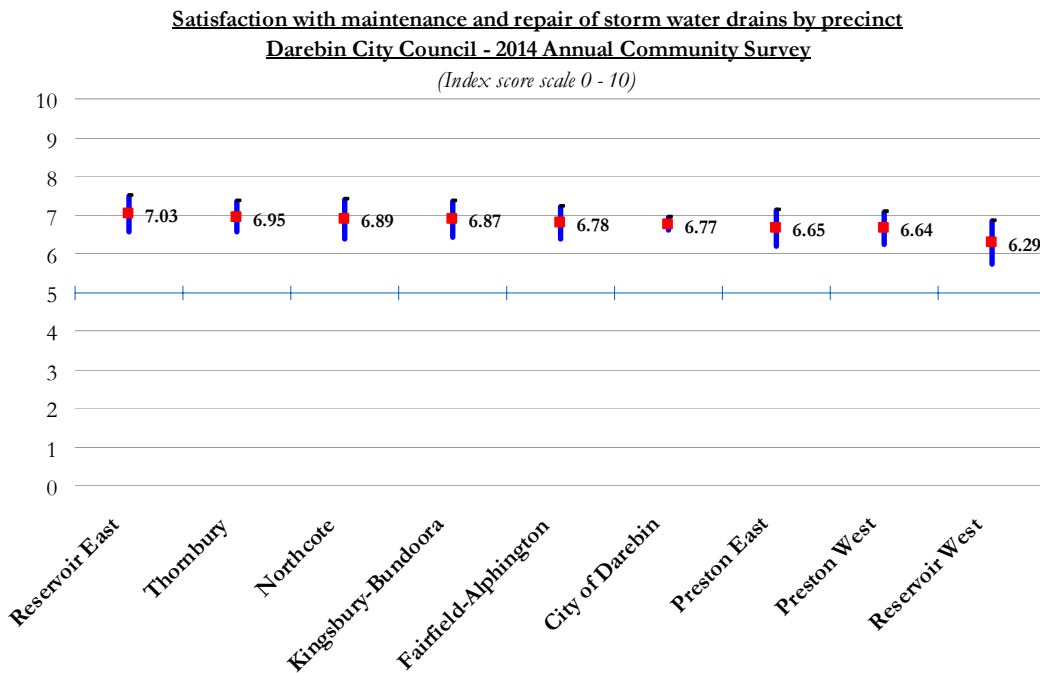
(Index score scale 0 - 10)



There was no measurable variation in satisfaction with the maintenance and repair of storm water drains across the eight precincts comprising the City of Darebin.

It is observed however that respondents from Reservoir West rated satisfaction at 6.29, somewhat, albeit not measurably lower than the municipal average and at a level best categorised as “solid”.

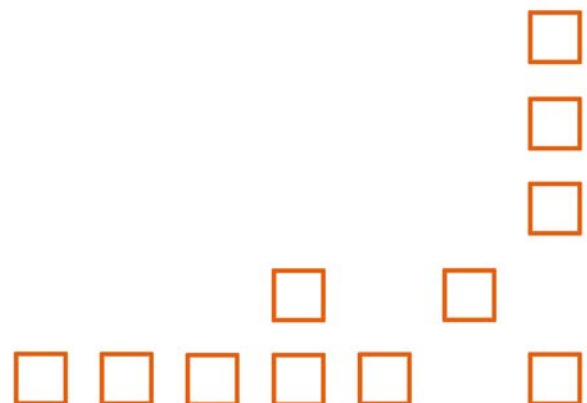




Given the relatively small precinct sample size, there was no measurable change in satisfaction across the eight precincts comprising Darebin.

It is observed that satisfaction with the maintenance and repair of storm water drains:

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



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

Precinct	Year	Number	Range		
			Lower	Mean	Upper
Reservoir East	2009	91	5.86	<b>6.34</b>	6.82
	2010	89	6.53	<b>6.88</b>	7.23
	2011	139	6.77	<b>7.09</b>	7.42
	2012	91	6.61	<b>7.10</b>	7.59
	2013	94	6.51	<b>6.87</b>	7.24
Thornbury	2009	90	7.21	<b>7.68</b>	8.15
	2010	89	6.58	<b>6.97</b>	7.36
	2011	94	6.89	<b>7.26</b>	7.62
	2012	89	5.94	<b>6.40</b>	6.87
	2013	88	6.13	<b>6.59</b>	7.05
Northcote	2009	76	5.81	<b>6.31</b>	6.82
	2010	87	6.47	<b>6.79</b>	7.11
	2011	115	6.24	<b>6.66</b>	7.08
	2012	89	6.54	<b>6.92</b>	7.30
	2013	88	5.70	<b>6.23</b>	6.76
Kingsbury-Bundoora	2009	93	6.79	<b>7.07</b>	7.36
	2010	92	7.15	<b>7.40</b>	7.65
	2011	38	6.31	<b>6.93</b>	7.54
	2012	93	6.51	<b>6.94</b>	7.36
	2013	98	6.70	<b>7.15</b>	7.60
Fairfield-Alphington	2009	91	6.48	<b>6.83</b>	7.19
	2010	94	6.30	<b>6.70</b>	7.10
	2011	42	6.18	<b>6.83</b>	7.47
	2012	89	6.13	<b>6.52</b>	6.91
	2013	92	5.93	<b>6.45</b>	6.96
Preston East	2009	93	6.58	<b>6.84</b>	7.10
	2010	96	6.33	<b>6.70</b>	7.07
	2011	78	6.43	<b>6.87</b>	7.31
	2012	95	6.35	<b>6.80</b>	7.25
	2013	89	6.48	<b>6.87</b>	7.25
Preston West	2009	92	6.10	<b>6.50</b>	6.90
	2010	94	6.16	<b>6.51</b>	6.86
	2011	75	6.57	<b>7.03</b>	7.49
	2012	84	6.80	<b>7.24</b>	7.68
	2013	93	6.43	<b>6.88</b>	7.33
Reservoir West	2009	90	6.42	<b>6.78</b>	7.13
	2010	82	6.22	<b>6.66</b>	7.09
	2011	120	6.64	<b>6.95</b>	7.26
	2012	92	6.39	<b>6.82</b>	7.24
	2013	92	6.32	<b>6.77</b>	7.22
2014	83	5.74	<b>6.29</b>	6.84	

## Maintenance and cleaning of shopping areas

Respondents were asked:

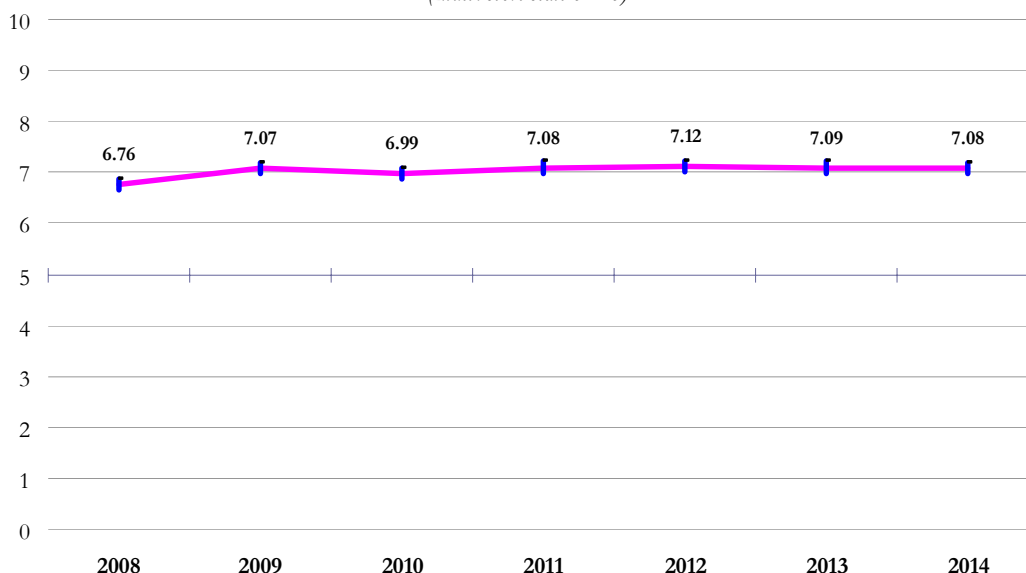
*“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”*

Satisfaction with the maintenance and cleaning of shopping areas was rated at 7.08 in 2014, down very marginally on the 7.09 recorded in 2013. This level of satisfaction is best categorised as “good”, the same categorisation as in each previous survey.

It is observed that satisfaction with the maintenance and cleaning of shopping areas along roads has remained remarkably stable over the course of the last six years at or around the long-term average of 7.03.

**Satisfaction with maintenance and cleaning of shopping areas along roads**  
**Darebin City Council - 2014 Annual community Survey**

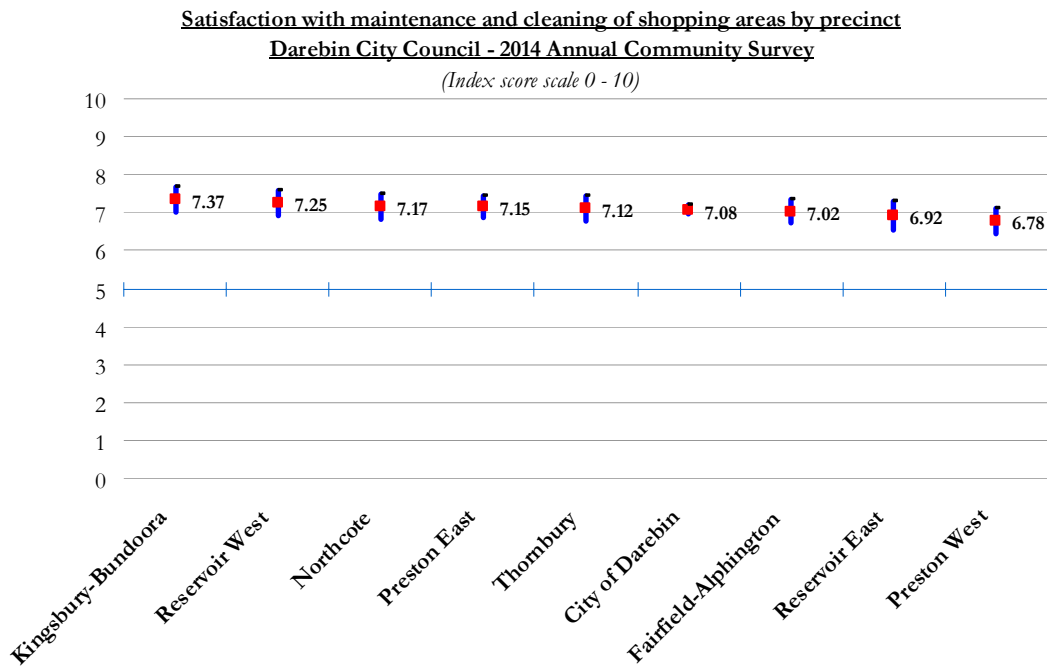
(Index score scale 0 - 10)



There was no measurable variation in satisfaction with the maintenance and cleaning of shopping areas along roads across the eight precincts comprising the City of Darebin.

That said respondents from Kingsbury-Bundoora and Reservoir West rated satisfaction somewhat higher than the municipal average, at levels best categorised as “very good”.

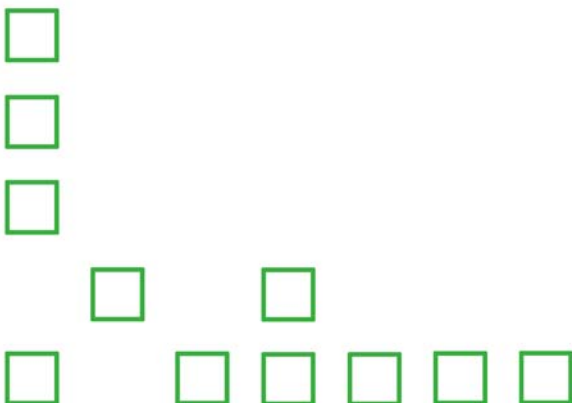




Given the relatively small precinct sample size, there was no measurable change in satisfaction in any of the eight precincts.

It is observed that satisfaction with the maintenance and cleaning of shopping areas:

- ⊗ **Increased** – in each of Preston East, Thornbury and Reservoir East.
- ⊗ **Stable** – in Fairfield-Alphington.
- ⊗ **Decreased** – in each of Kingsbury-Bundoora, Reservoir West, Northcote, and Preston West.



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

Precinct	Year	Number	Range		
			Lower	Mean	Upper
Kingsbury-Bundoora	2009	97	7.24	<b>7.48</b>	7.73
	2010	97	7.17	<b>7.41</b>	7.66
	2011	40	6.66	<b>7.09</b>	7.52
	2012	98	6.91	<b>7.22</b>	7.54
	2013	97	7.1	<b>7.46</b>	7.83
	2014	93	7.03	<b>7.37</b>	7.70
Reservoir West	2009	100	6.72	<b>7.03</b>	7.34
	2010	93	6.56	<b>6.89</b>	7.23
	2011	138	6.87	<b>7.18</b>	7.50
	2012	94	6.45	<b>6.80</b>	7.15
	2013	97	6.95	<b>7.31</b>	7.67
	2014	91	6.91	<b>7.25</b>	7.59
Northcote	2009	91	6.85	<b>7.19</b>	7.52
	2010	92	6.66	<b>6.94</b>	7.21
	2011	125	6.93	<b>7.21</b>	7.49
	2012	99	6.92	<b>7.19</b>	7.46
	2013	99	6.95	<b>7.22</b>	7.49
	2014	97	6.83	<b>7.17</b>	7.50
Preston East	2009	98	6.94	<b>7.16</b>	7.39
	2010	101	6.70	<b>6.97</b>	7.24
	2011	87	6.68	<b>7.05</b>	7.43
	2012	98	6.71	<b>7.09</b>	7.47
	2013	95	6.68	<b>7.00</b>	7.32
	2014	95	6.85	<b>7.15</b>	7.44
Thornbury	2009	95	6.77	<b>7.07</b>	7.38
	2010	99	6.82	<b>7.14</b>	7.47
	2011	103	7.12	<b>7.42</b>	7.72
	2012	95	6.86	<b>7.15</b>	7.43
	2013	96	6.65	<b>7.00</b>	7.35
	2014	99	6.80	<b>7.12</b>	7.44
Fairfield-Alphington	2009	97	6.83	<b>7.12</b>	7.41
	2010	97	6.55	<b>6.89</b>	7.22
	2011	44	6.43	<b>7.00</b>	7.57
	2012	98	6.84	<b>7.12</b>	7.40
	2013	99	6.75	<b>7.02</b>	7.29
	2014	99	6.71	<b>7.02</b>	7.33
Reservoir East	2009	98	6.62	<b>7.02</b>	7.42
	2010	97	6.93	<b>7.19</b>	7.44
	2011	154	6.45	<b>6.77</b>	7.10
	2012	95	6.82	<b>7.22</b>	7.62
	2013	93	6.53	<b>6.90</b>	7.28
	2014	95	6.56	<b>6.92</b>	7.28
Preston West	2009	97	6.43	<b>6.75</b>	7.08
	2010	98	6.18	<b>6.52</b>	6.86
	2011	81	6.53	<b>6.95</b>	7.37
	2012	94	6.89	<b>7.26</b>	7.62
	2013	94	6.61	<b>6.94</b>	7.26
	2014	96	6.44	<b>6.78</b>	7.12



### Waste collection services

Respondents were asked:

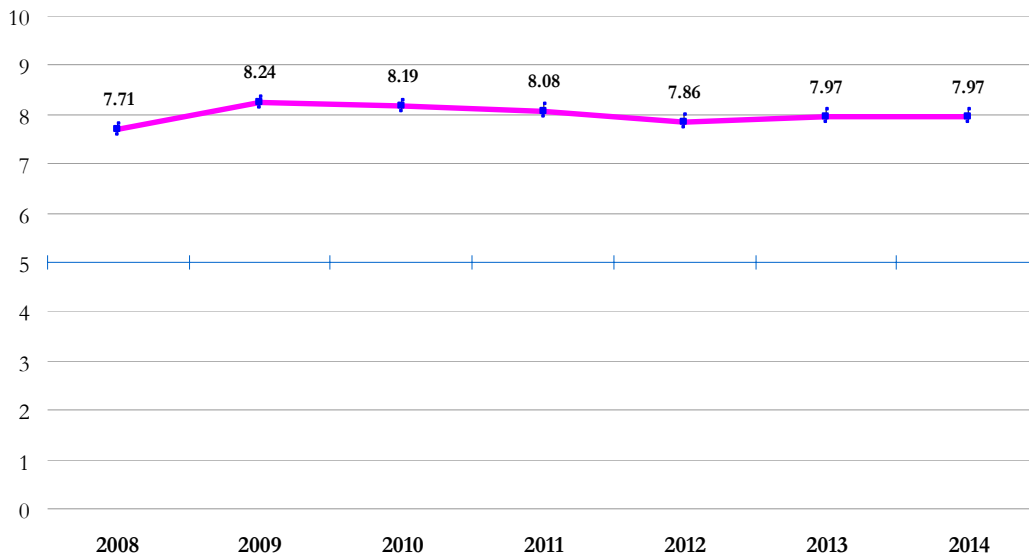
*“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”*

Satisfaction with waste collection services remained stable in 2014 at 7.97, a level of satisfaction best categorised as “excellent”.

Waste collection services recorded the highest level of satisfaction out of all the listed services in the last five years.

The long-term average satisfaction with waste collection services was 8.00.

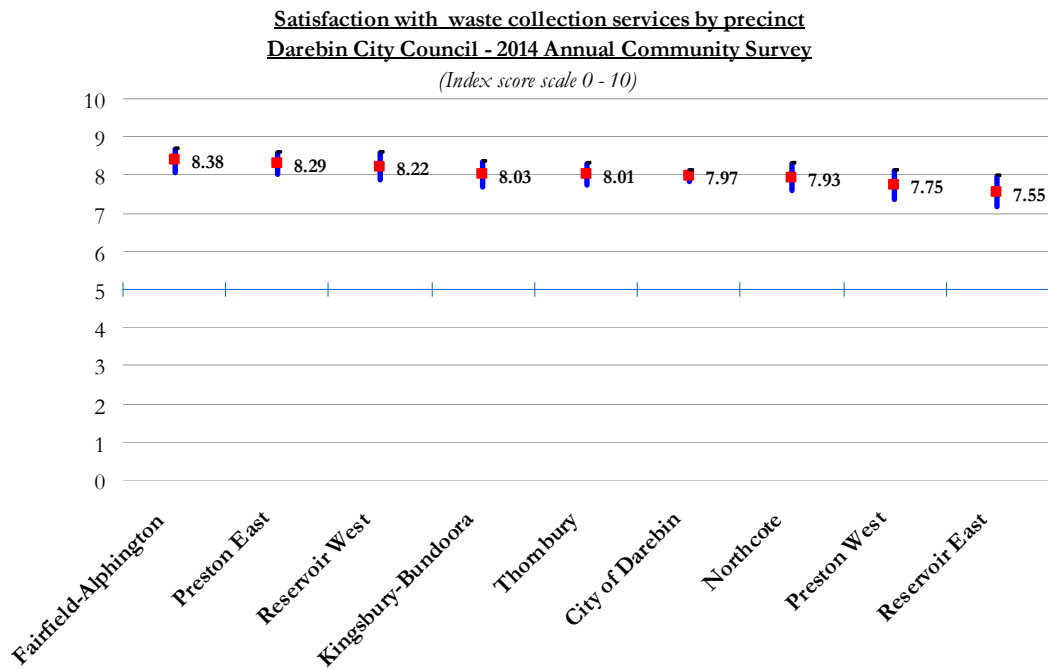
**Satisfaction with waste collection services**  
**Darebin City Council - 2014 Annual Community Survey**  
*(Index score scale 0 - 10)*



There was some variation in this result across the eight precincts comprising the City of Darebin, although the variation was not statistically significant. It is observed that:

- ⊗ Respondents from Fairfield-Alphington and Preston East rated satisfaction somewhat higher than the municipal average.
- ⊗ Respondents from Reservoir East rated satisfaction somewhat lower than the municipal average, at a level best categorised as “very good”.

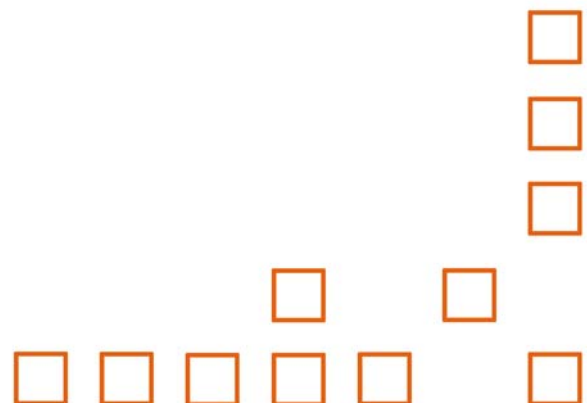




There was some measurable variation in satisfaction with this service across the municipality, with respondents from Fairfield-Alphington measurably more satisfied in 2014 than in 2013.

It is observed that satisfaction with waste collection services:

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



**Satisfaction with waste collection services**  
**Darebin City Council - 2014 Annual Community Survey**  
*(Number and index score 0 - 10)*

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Lower</i>	<i>Range Mean</i>	<i>Upper</i>
Fairfield-Alphington	2009	100	7.66	<b>7.97</b>	8.28
	2010	100	7.55	<b>7.86</b>	8.17
	2011	45	7.47	<b>8.04</b>	8.61
	2012	100	7.55	<b>7.85</b>	8.15
	2013	100	7.39	<b>7.74</b>	8.09
	2014	100	8.08	<b>8.38</b>	8.68
Preston East	2009	100	7.76	<b>8.03</b>	8.30
	2010	102	7.45	<b>7.77</b>	8.08
	2011	93	7.13	<b>7.59</b>	8.04
	2012	99	7.67	<b>8.08</b>	8.50
	2013	100	7.69	<b>8.07</b>	8.45
	2014	99	8.02	<b>8.29</b>	8.57
Reservoir West	2009	100	8.38	<b>8.59</b>	8.80
	2010	97	8.39	<b>8.62</b>	8.85
	2011	139	7.93	<b>8.22</b>	8.51
	2012	100	7.40	<b>7.78</b>	8.16
	2013	99	8.12	<b>8.46</b>	8.78
	2014	99	7.86	<b>8.22</b>	8.59
Kingsbury-Bundoora	2009	98	8.01	<b>8.25</b>	8.50
	2010	99	7.98	<b>8.25</b>	8.52
	2011	40	7.58	<b>8.08</b>	8.58
	2012	101	7.68	<b>8.01</b>	8.34
	2013	100	7.75	<b>8.12</b>	8.49
	2014	100	7.71	<b>8.03</b>	8.35
Thornbury	2009	99	8.19	<b>8.49</b>	8.80
	2010	98	7.59	<b>7.92</b>	8.25
	2011	109	8.19	<b>8.50</b>	8.81
	2012	99	7.59	<b>7.97</b>	8.35
	2013	99	7.08	<b>7.46</b>	7.83
	2014	100	7.74	<b>8.01</b>	8.28
Northcote	2009	86	7.62	<b>8.01</b>	8.40
	2010	99	7.97	<b>8.25</b>	8.54
	2011	129	7.52	<b>7.82</b>	8.11
	2012	101	7.28	<b>7.59</b>	7.91
	2013	100	7.89	<b>8.23</b>	8.57
	2014	100	7.58	<b>7.93</b>	8.28
Preston West	2009	101	7.61	<b>7.96</b>	8.32
	2010	99	7.70	<b>8.03</b>	8.36
	2011	83	7.65	<b>7.99</b>	8.33
	2012	100	7.66	<b>8.10</b>	8.54
	2013	99	7.78	<b>8.13</b>	8.48
	2014	99	7.38	<b>7.75</b>	8.12
Reservoir East	2009	100	7.97	<b>8.27</b>	8.57
	2010	100	8.11	<b>8.35</b>	8.59
	2011	154	7.92	<b>8.24</b>	8.56
	2012	99	7.41	<b>7.80</b>	8.19
	2013	100	7.19	<b>7.58</b>	7.97
	2014	100	7.15	<b>7.55</b>	7.95

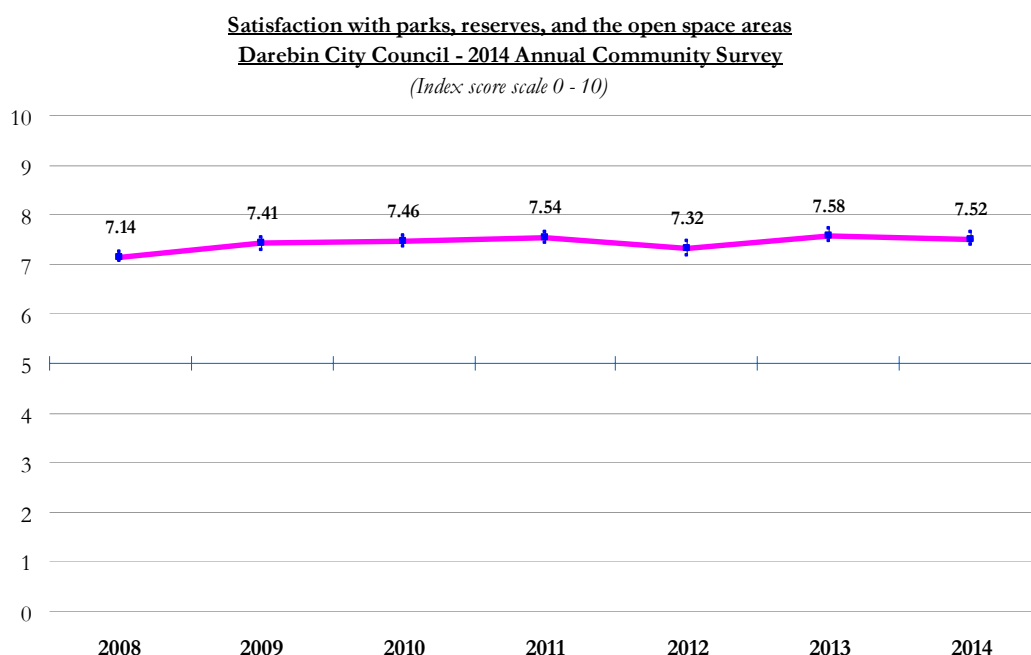
## Maintenance of parks, reserves and open spaces

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”*

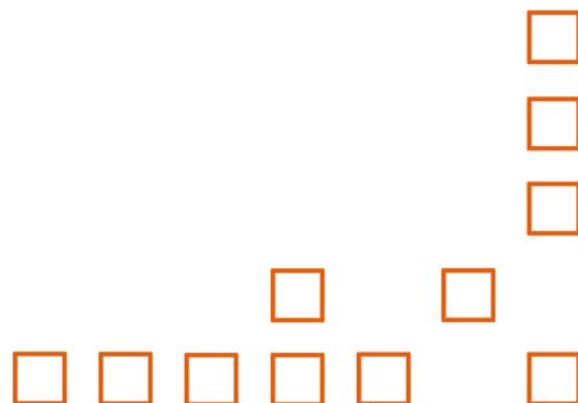
Satisfaction with Council's maintenance of parks, reserves and opens spaces decreased less than one percent in 2014, from 7.58 to 7.52.

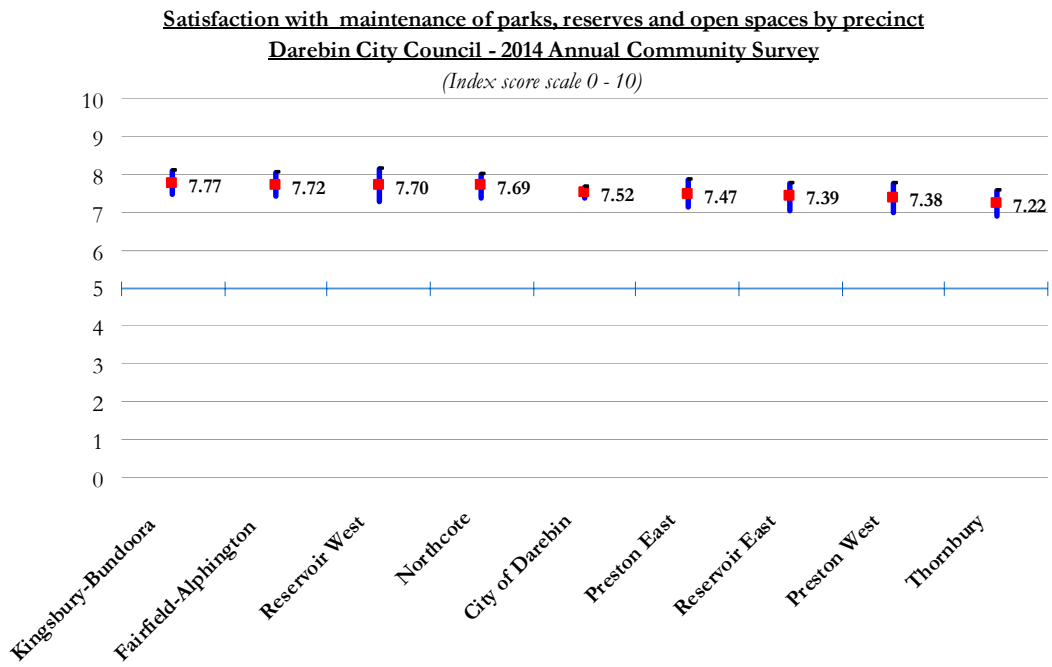
This level of satisfaction remains categorised as “very good”, and has remained remarkably stable around the long-term average of 7.42.



There was little variation satisfaction with parks, reserves and open space areas across the eight precincts comprising the City of Darebin.

Respondents from Kingsbury-Bundoora rated satisfaction somewhat (albeit not measurably) more satisfied than the municipal average, rating satisfaction at a level best categorised as “excellent”.





There was no measurable change in satisfaction with the maintenance of parks, reserves and open spaces across the eight precincts comprising the City of Darebin. This is due at least in part to the relatively small precinct sample size.

It is observed that satisfaction with the maintenance of parks, reserves and open spaces:

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



**Satisfaction with maintenance of parks, reserves and open spaces**  
**Darebin City Council - 2014 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Range		
			Lower	Mean	Upper
Kingsbury-Bundoora	2009	94	7.34	<b>7.58</b>	7.83
	2010	97	7.11	<b>7.37</b>	7.63
	2011	40	6.65	<b>7.24</b>	7.82
	2012	99	6.92	<b>7.27</b>	7.62
	2013	97	7.21	<b>7.64</b>	8.07
	2014	98	7.45	<b>7.77</b>	8.08
Fairfield-Alphington	2009	95	7.25	<b>7.48</b>	7.72
	2010	96	7.41	<b>7.67</b>	7.92
	2011	43	7.39	<b>7.83</b>	8.28
	2012	96	7.32	<b>7.59</b>	7.87
	2013	92	7.02	<b>7.37</b>	7.72
	2014	98	7.42	<b>7.72</b>	8.03
Reservoir West	2009	99	7.30	<b>7.58</b>	7.87
	2010	91	7.20	<b>7.51</b>	7.81
	2011	128	7.44	<b>7.67</b>	7.91
	2012	97	6.76	<b>7.07</b>	7.38
	2013	96	7.29	<b>7.65</b>	8.01
	2014	89	7.27	<b>7.70</b>	8.12
Northcote	2009	93	7.11	<b>7.45</b>	7.79
	2010	98	7.33	<b>7.55</b>	7.77
	2011	126	7.17	<b>7.49</b>	7.81
	2012	98	7.11	<b>7.44</b>	7.76
	2013	96	7.53	<b>7.83</b>	8.14
	2014	99	7.37	<b>7.69</b>	8.01
Preston East	2009	95	6.59	<b>6.94</b>	7.28
	2010	98	6.98	<b>7.28</b>	7.58
	2011	88	6.96	<b>7.33</b>	7.71
	2012	98	7.33	<b>7.66</b>	8.00
	2013	92	7.17	<b>7.46</b>	7.75
	2014	91	7.12	<b>7.47</b>	7.83
Reservoir East	2009	95	6.85	<b>7.20</b>	7.55
	2010	94	7.02	<b>7.29</b>	7.56
	2011	143	7.43	<b>7.70</b>	7.97
	2012	94	6.60	<b>7.07</b>	7.55
	2013	93	7.28	<b>7.57</b>	7.86
	2014	94	7.03	<b>7.39</b>	7.75
Preston West	2009	96	7.24	<b>7.53</b>	7.82
	2010	94	6.80	<b>7.07</b>	7.35
	2011	80	7.04	<b>7.39</b>	7.74
	2012	95	6.67	<b>7.07</b>	7.47
	2013	96	7.14	<b>7.52</b>	7.91
	2014	95	7.00	<b>7.38</b>	7.76
Thornbury	2009	99	7.28	<b>7.62</b>	7.98
	2010	98	7.64	<b>7.92</b>	8.20
	2011	102	7.13	<b>7.48</b>	7.83
	2012	93	7.31	<b>7.65</b>	7.98
	2013	98	7.16	<b>7.44</b>	7.72
	2014	98	6.91	<b>7.22</b>	7.54





## Darebin leisure centres and sports facilities



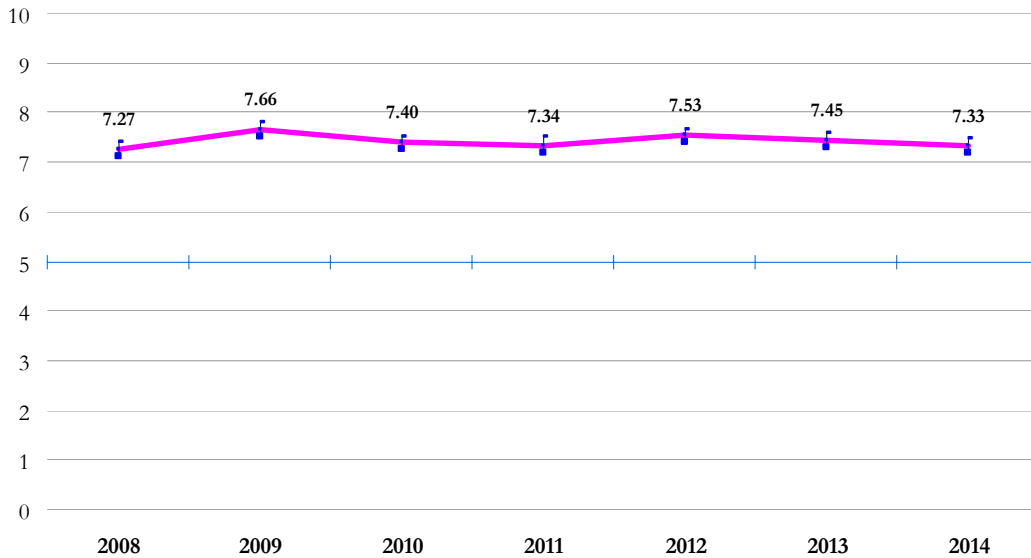
Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”*

Satisfaction with Darebin leisure centres and sports facilities decreased 1.6% from 7.45 to 7.33 in 2014. This decrease is not statistically significant and satisfaction remains best categorised as “very good”.

Satisfaction with Darebin leisure centres and sports facilities has remained very stable around the long-term average of 7.43.

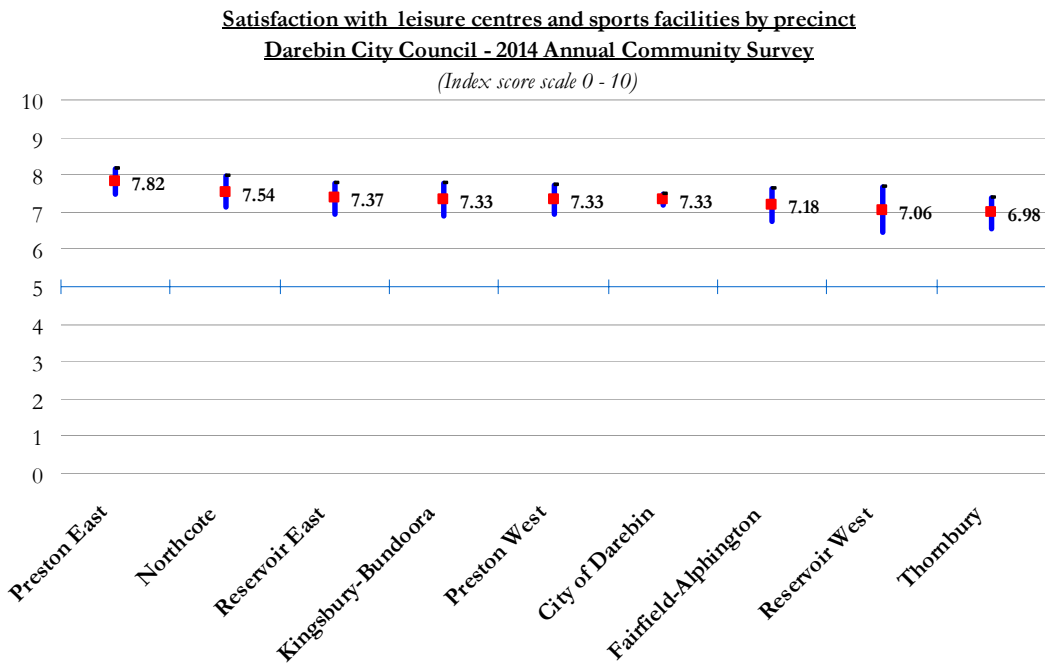
**Satisfaction with Darebin leisure centres and sports facilities**  
**Darebin City Council - 2014 Annual Community Survey**  
*(Index score scale 0 - 10)*



There was some measurable variation in satisfaction with Darebin leisure centres and sports facilities across the eight precincts comprising the City of Darebin.

- ⊗ Respondents from Preston East rated satisfaction measurably higher than the municipal average at a level best categorised as “excellent”.
- ⊗ Respondents from Thornbury rated satisfaction somewhat lower than the municipal average, at a level best categorised as “good”.

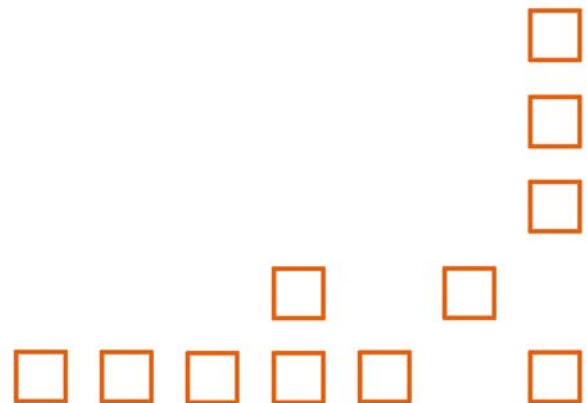




There was no measurable change in satisfaction with leisure centres and sports facilities across the eight precincts comprising the City of Darebin. This is due at least in part to the relatively small precinct sample size.

It is observed that satisfaction with leisure centres and sports facilities:

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



**Satisfaction with Darebin leisure centres and sports facilities**  
**Darebin City Council - 2014 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Range		
			Lower	Mean	Upper
Preston East	2009	51	7.24	<b>7.59</b>	7.94
	2010	53	6.72	<b>7.06</b>	7.40
	2011	37	6.47	<b>7.00</b>	7.53
	2012	48	7.66	<b>8.06</b>	8.47
	2013	41	7.15	<b>7.54</b>	7.92
Northcote	2009	55	7.00	<b>7.45</b>	7.91
	2010	52	6.86	<b>7.19</b>	7.52
	2011	68	6.59	<b>7.04</b>	7.49
	2012	71	6.95	<b>7.30</b>	7.64
	2013	61	6.83	<b>7.33</b>	7.83
Reservoir East	2009	45	7.06	<b>7.53</b>	8.01
	2010	47	7.13	<b>7.45</b>	7.76
	2011	59	6.98	<b>7.43</b>	7.89
	2012	52	6.98	<b>7.48</b>	7.98
	2013	50	7.37	<b>7.68</b>	7.99
Kingsbury-Bundoora	2009	47	7.68	<b>8.00</b>	8.32
	2010	46	6.87	<b>7.22</b>	7.56
	2011	18	6.29	<b>7.14</b>	7.98
	2012	39	6.86	<b>7.36</b>	7.86
	2013	39	7.29	<b>7.87</b>	8.46
Preston West	2009	47	7.07	<b>7.45</b>	7.83
	2010	45	6.83	<b>7.20</b>	7.57
	2011	30	6.48	<b>7.00</b>	7.52
	2012	49	7.36	<b>7.73</b>	8.10
	2013	49	6.56	<b>6.88</b>	7.19
Fairfield-Alphington	2009	56	7.54	<b>7.77</b>	8.00
	2010	50	7.11	<b>7.44</b>	7.77
	2011	23	7.12	<b>7.75</b>	8.37
	2012	51	6.80	<b>7.31</b>	7.83
	2013	52	7.13	<b>7.50</b>	7.87
Reservoir West	2009	54	7.18	<b>7.56</b>	7.93
	2010	47	7.04	<b>7.55</b>	8.06
	2011	61	6.89	<b>7.32</b>	7.75
	2012	52	7.36	<b>7.67</b>	7.99
	2013	50	7.08	<b>7.48</b>	7.88
Thornbury	2009	70	7.75	<b>8.11</b>	8.48
	2010	43	7.70	<b>7.95</b>	8.20
	2011	55	7.62	<b>7.96</b>	8.30
	2012	50	6.96	<b>7.32</b>	7.68
	2013	62	7.09	<b>7.47</b>	7.85
2014	57	6.57	<b>6.98</b>	7.40	

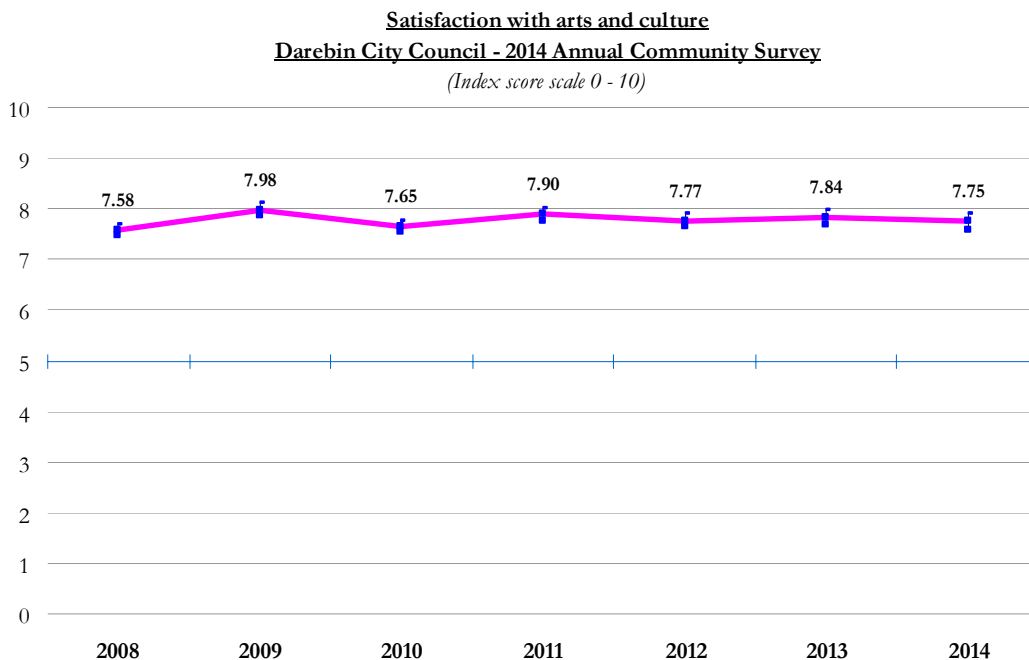
## Arts and cultural facilities/services

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”*

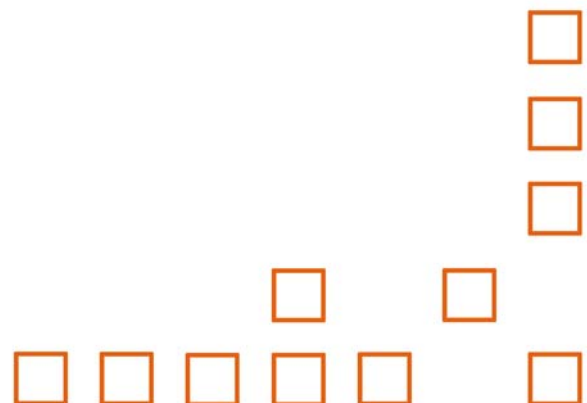
Satisfaction with arts and cultural services and facilities decreased 1.1% in 2014, from 7.84 to 7.75. Despite this decrease, satisfaction remains at a level best categorised as “excellent”.

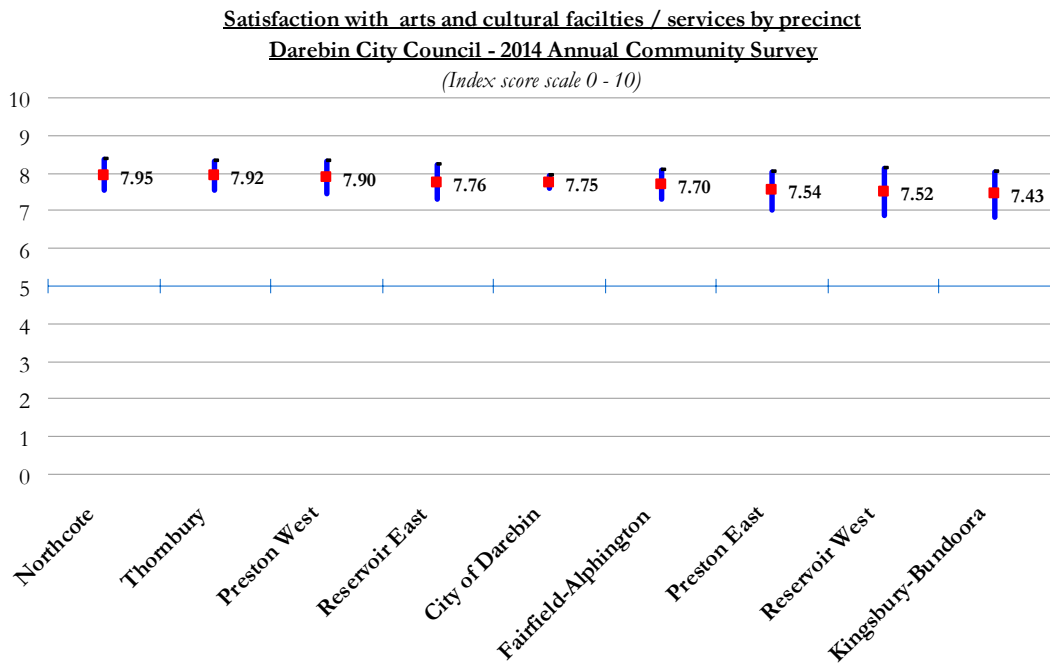
Respondent satisfaction with arts and cultural services has remained very stable around the long-term average of 7.78.



There was relatively little variation in satisfaction with arts and cultural facilities / services across the eight precincts comprising the City of Darebin.

It is observed that respondents from Fairfield-Alphington, Preston East, Reservoir West and Kingsbury-Bundoora all rated satisfaction at levels categorised as “very good”, compared to the municipal rate categorised as “excellent”.

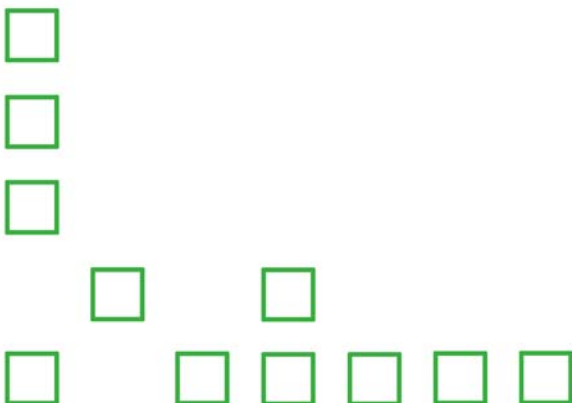




There was no measurable change in satisfaction with arts and cultural services across the eight precincts comprising the City of Darebin. This is due at least in part to the relatively small precinct sample size.

It is observed that satisfaction with the maintenance of parks, reserves and open spaces:

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



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

Precinct	Year	Number	Range		
			Lower	Mean	Upper
Northcote	2009	80	7.86	<b>8.21</b>	8.56
	2010	58	7.28	<b>7.55</b>	7.82
	2011	88	7.36	<b>7.60</b>	7.84
	2012	72	7.25	<b>7.54</b>	7.84
	2013	63	7.57	<b>7.89</b>	8.21
	2014	43	7.55	<b>7.95</b>	8.36
Thornbury	2009	75	8.01	<b>8.35</b>	8.69
	2010	52	7.63	<b>7.94</b>	8.25
	2011	77	8.01	<b>8.30</b>	8.58
	2012	60	7.54	<b>7.90</b>	8.26
	2013	67	7.68	<b>8.03</b>	8.38
	2014	39	7.53	<b>7.92</b>	8.31
Preston West	2009	67	7.35	<b>7.67</b>	8.00
	2010	59	6.93	<b>7.20</b>	7.47
	2011	48	7.06	<b>7.48</b>	7.91
	2012	58	7.85	<b>8.16</b>	8.46
	2013	47	6.95	<b>7.36</b>	7.77
	2014	41	7.47	<b>7.90</b>	8.34
Reservoir East	2009	45	7.85	<b>8.13</b>	8.42
	2010	50	7.41	<b>7.74</b>	8.07
	2011	55	7.81	<b>8.14</b>	8.47
	2012	38	7.15	<b>7.61</b>	8.06
	2013	44	7.27	<b>7.73</b>	8.19
	2014	42	7.30	<b>7.76</b>	8.22
Fairfield-Alphington	2009	81	7.37	<b>7.59</b>	7.82
	2010	63	7.25	<b>7.64</b>	8.02
	2011	26	7.49	<b>8.05</b>	8.62
	2012	73	7.50	<b>7.81</b>	8.11
	2013	59	7.30	<b>7.61</b>	7.92
	2014	56	7.30	<b>7.70</b>	8.09
Preston East	2009	62	7.76	<b>8.03</b>	8.30
	2010	57	7.27	<b>7.58</b>	7.89
	2011	44	7.60	<b>8.02</b>	8.44
	2012	54	8.04	<b>8.35</b>	8.66
	2013	45	7.56	<b>7.93</b>	8.30
	2014	43	7.03	<b>7.54</b>	8.04
Reservoir West	2009	52	7.06	<b>7.54</b>	8.01
	2010	56	7.48	<b>7.82</b>	8.16
	2011	68	7.48	<b>7.84</b>	8.19
	2012	57	7.35	<b>7.63</b>	7.92
	2013	57	7.50	<b>7.91</b>	8.33
	2014	33	6.89	<b>7.52</b>	8.14
Kingsbury-Bundoora	2009	53	7.46	<b>7.75</b>	8.05
	2010	39	7.08	<b>7.46</b>	7.84
	2011	18	7.03	<b>7.64</b>	8.25
	2012	52	6.71	<b>7.13</b>	7.55
	2013	45	7.5	<b>8.09</b>	8.68
	2014	35	6.82	<b>7.43</b>	8.04



### Council's festivals and events



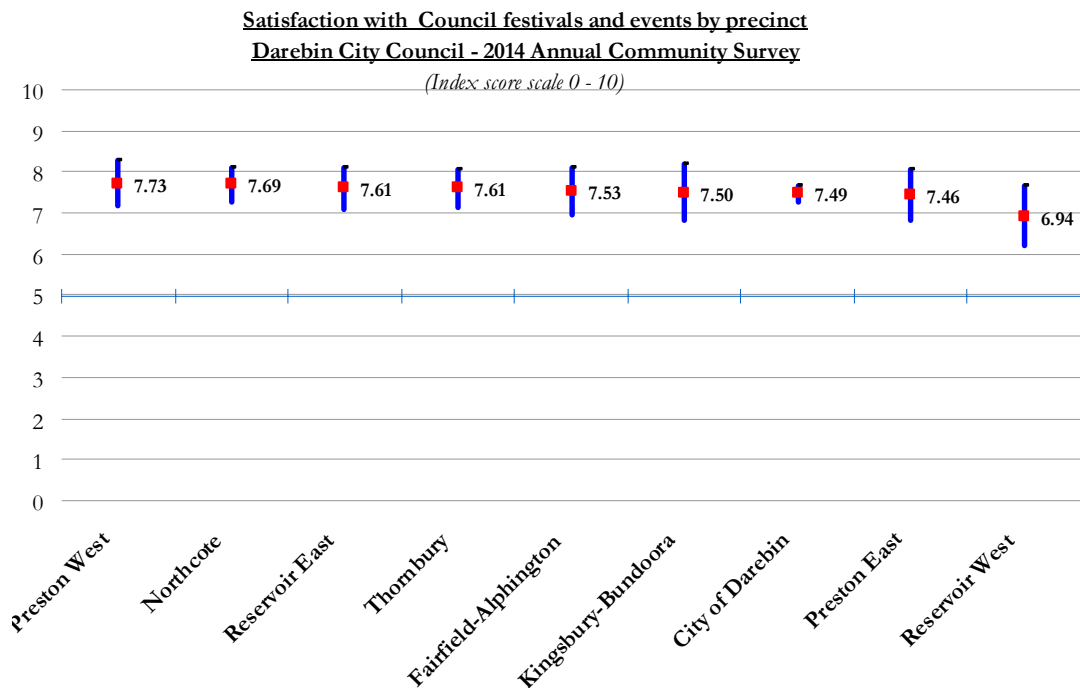
Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each service/facility? If you rated either of these less than 6, why do you say that?”*

A new service was included for the first time in the 2014 survey, that being satisfaction with Council's festivals and events.

Satisfaction with festivals and events was rated at 7.49 in 2014, a level of satisfaction best categorised as “very good”.

Although there was no measurable variation in satisfaction with festivals and events across the municipality, attention is drawn to the significantly lower satisfaction of respondents from Reservoir West, who rated satisfaction at 6.94, a level categorised as “good”.

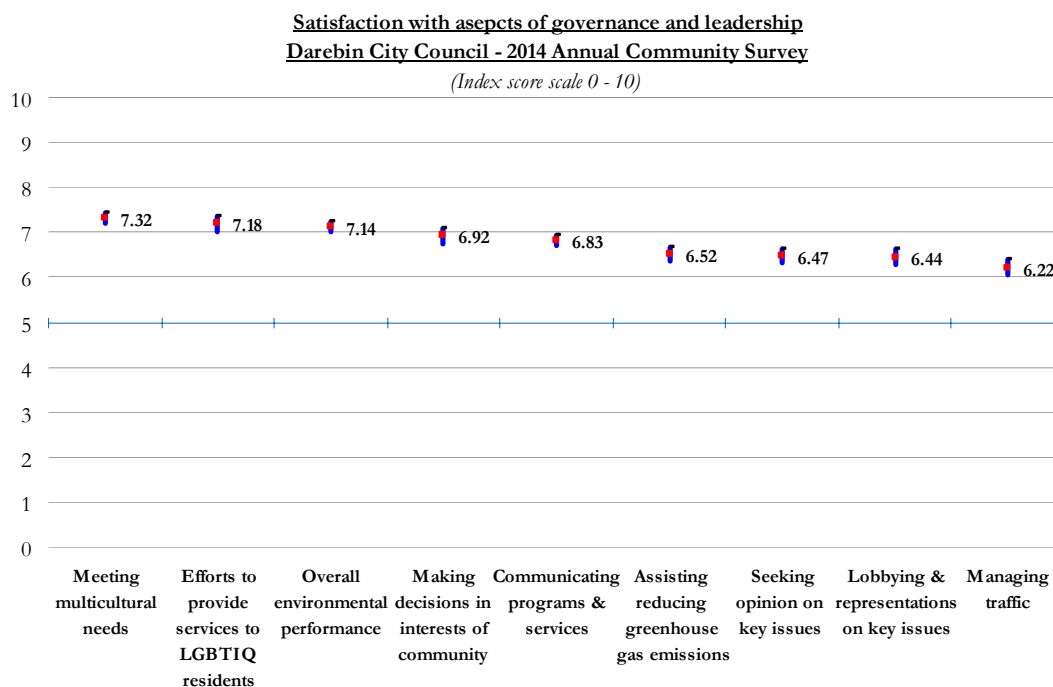


## Governance and leadership

The *Darebin City Council – 2014 Community Survey* included a range of questions relating to the governance and leadership performance of Council.

There was some variation in satisfaction between the different aspects of governance and leadership, as follows:

- ⊗ **Very Good** – for Council’s performance meeting the needs of the multicultural community.
- ⊗ **Good** – for each of Council efforts to provide services to LGBTIQ residents, overall environmental performance, making decisions in the interest of the community, communicating its programs and services, and assisting the community to reduce its greenhouse gas emissions.
- ⊗ **Solid** – for each of Council performance seeking community opinion on key issues, lobbying and representations on key issues and managing traffic.



With the exception of managing traffic (71.4%), more than three-quarters of respondents were satisfied with each of the nine aspects of governance and leadership.

Approximately one-sixth of respondents (18.5%) were dissatisfied with Council performance managing traffic, and at least ten percent for Council performance assisting the community reduce greenhouse gas emissions, seeking opinion on key issues, lobbying and representations on key issues.



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

Service	Dissatisfied (0 - 4)	Neutral (5)	Satisfied (6 - 10)	Can't say
Meeting multicultural needs	2.7%	3.7%	93.6%	223
Communicating programs & services	6.8%	9.1%	84.1%	133
Overall environmental performance	3.3%	5.6%	91.1%	135
Assisting reducing greenhouse gas emissions	11.8%	8.8%	79.4%	283
Seeking opinion on key issues	10.8%	10.7%	78.5%	215
Lobbying & representations on key issues	10.7%	10.4%	78.9%	294
Managing traffic	18.5%	10.1%	71.4%	101
Efforts to provide services to LGBTIQ residents	5.2%	4.2%	90.6%	446
Making decisions in interests of community	4.3%	8.7%	87.0%	94

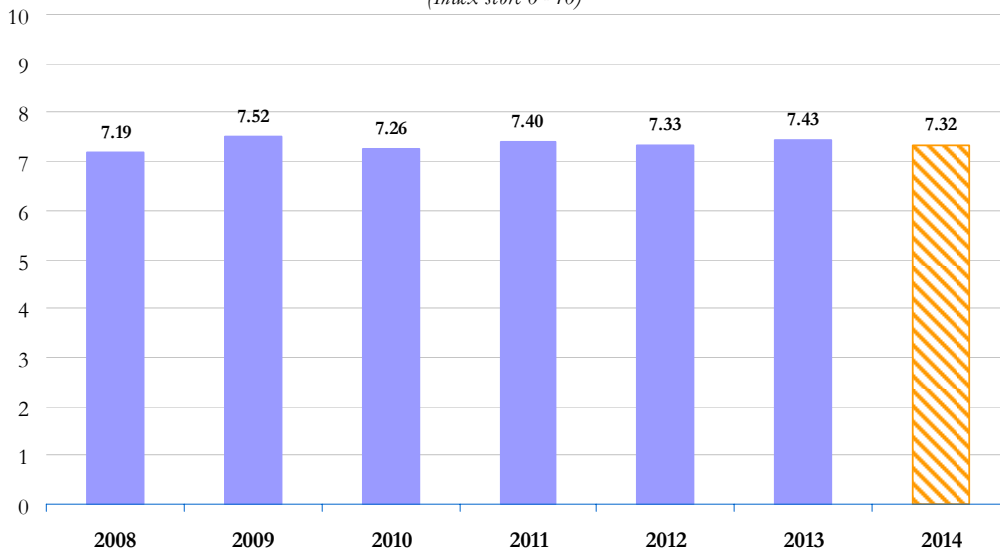
***Meeting the needs of the multicultural community***

Respondents were asked:

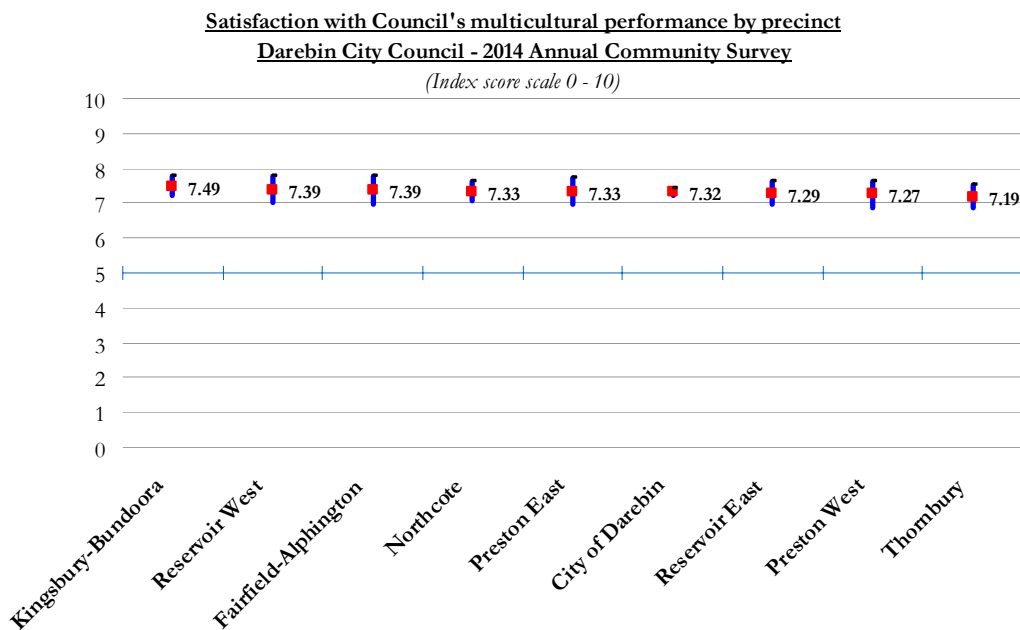
*“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with Council’s performance in meeting the needs of the multicultural community?”*

Satisfaction with Council’s performance in meeting the needs of the multicultural community decreased 1.5% in 2014, from 7.43 to 7.32. Satisfaction with this aspect of governance and leadership remains at a level best categorised as “very good”. Satisfaction with this aspect of governance and leadership has remained very stable around the long-term average of 7.35.

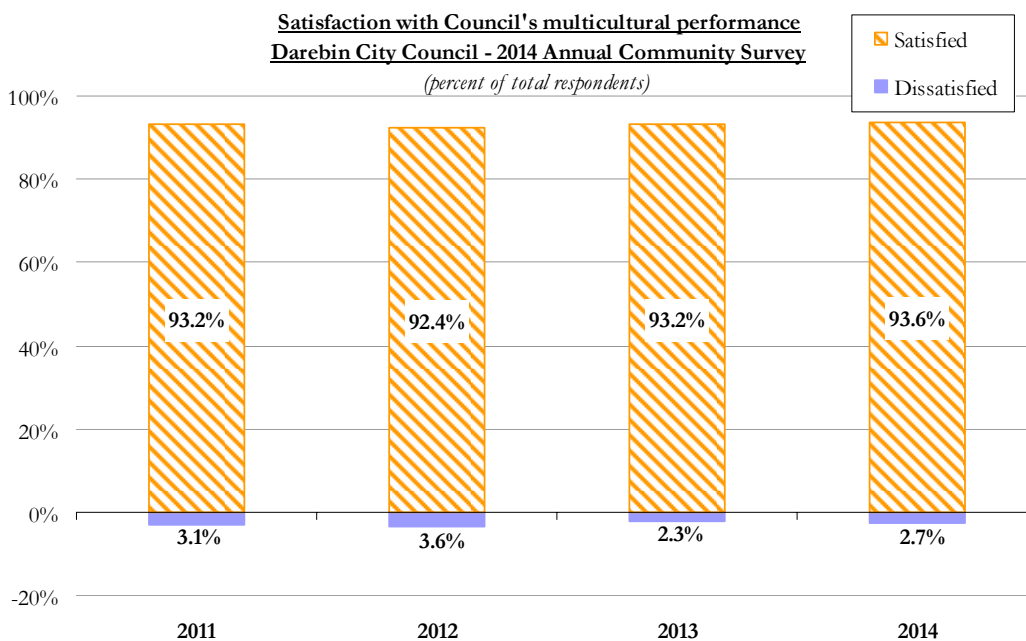
**Satisfaction with Council's multicultural performance**  
**Darebin City Council - 2014 Annual Community Survey**  
*(Index score 0 - 10)*



There was almost no variation in satisfaction with this aspect of governance across the municipality, with respondents from seven of the eight precincts rating satisfaction at a level categorised as “very good”, and respondents from Thornbury rating satisfaction as “good”.



As in previous years, the overwhelming majority of respondents were satisfied with this aspect of governance and leadership, with just 2.7% dissatisfied.



There was no measurable change in satisfaction with meeting the needs of the multicultural community across the eight precincts comprising the City of Darebin. This is due at least in part to the relatively small precinct sample size. It is observed that satisfaction with meeting the needs of the multicultural community:

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

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

Precinct	Year	Number	Range		
			Lower	Mean	Upper
Kingsbury-Bundoora	2009	82	7.15	<b>7.47</b>	7.78
	2010	79	6.83	<b>7.14</b>	7.45
	2011	32	6.89	<b>7.32</b>	7.75
	2012	81	6.70	<b>7.05</b>	7.40
	2013	87	7.40	<b>7.76</b>	8.12
Reservoir West	2009	79	7.41	<b>7.62</b>	7.84
	2010	88	7.21	<b>7.48</b>	7.75
	2011	95	7.03	<b>7.38</b>	7.73
	2012	84	6.87	<b>7.23</b>	7.58
	2013	77	7.26	<b>7.58</b>	7.91
Fairfield-Alphington	2009	80	6.93	<b>7.27</b>	7.61
	2010	77	7.13	<b>7.39</b>	7.65
	2011	31	6.95	<b>7.45</b>	7.95
	2012	71	6.81	<b>7.17</b>	7.52
	2013	73	6.56	<b>6.89</b>	7.22
Northcote	2009	60	7.11	<b>7.51</b>	7.91
	2010	82	7.18	<b>7.43</b>	7.68
	2011	83	7.27	<b>7.46</b>	7.65
	2012	80	7.18	<b>7.44</b>	7.69
	2013	54	6.76	<b>7.22</b>	7.69
Preston East	2009	92	7.02	<b>7.30</b>	7.59
	2010	82	6.66	<b>6.96</b>	7.27
	2011	59	7.06	<b>7.41</b>	7.77
	2012	72	7.46	<b>7.75</b>	8.04
	2013	70	6.91	<b>7.20</b>	7.49
Reservoir East	2009	78	7.08	<b>7.40</b>	7.73
	2010	93	6.89	<b>7.12</b>	7.35
	2011	92	7.21	<b>7.50</b>	7.79
	2012	78	6.50	<b>6.92</b>	7.35
	2013	78	7.21	<b>7.50</b>	7.79
Preston West	2009	82	7.12	<b>7.48</b>	7.85
	2010	79	6.47	<b>6.79</b>	7.09
	2011	70	6.76	<b>7.12</b>	7.48
	2012	79	7.31	<b>7.67</b>	8.03
	2013	87	7.17	<b>7.45</b>	7.73
Thornbury	2009	84	7.55	<b>7.83</b>	8.12
	2010	85	7.18	<b>7.55</b>	7.92
	2011	76	7.09	<b>7.49</b>	7.89
	2012	70	7.22	<b>7.54</b>	7.86
	2013	77	7.30	<b>7.57</b>	7.84
2014	65	6.85	<b>7.19</b>	7.52	

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

(Number and index score 0 - 10)

<i>Variable</i>	<i>Number</i>	<i>Lower</i>	<i>2014 Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	17	5.81	<b>6.89</b>	7.97
20 - 35 yrs	154	7.18	<b>7.43</b>	7.69
36 - 45 yrs	156	7.02	<b>7.25</b>	7.49
46 - 60 yrs	152	6.98	<b>7.19</b>	7.39
61 - 75 yrs	72	7.08	<b>7.39</b>	7.70
76 yrs and over	24	7.32	<b>7.92</b>	8.52
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	72	6.94	<b>7.41</b>	7.89
Two parent family (5 to 12 yrs)	96	7.02	<b>7.25</b>	7.49
Two parent family (13 to 18 yrs)	42	6.55	<b>7.03</b>	7.51
Two parent family (adult children only)	63	6.66	<b>7.01</b>	7.36
One parent family (0 to 4 yrs)	5	6.06	<b>6.95</b>	7.83
One parent family (5 to 12 yrs)	5	5.60	<b>6.98</b>	8.36
One parent family (13 to 18 yrs)	6	3.60	<b>6.42</b>	9.23
One parent family (adult children only)	17	7.26	<b>7.74</b>	8.22
Group household	64	7.11	<b>7.47</b>	7.83
Sole person household	60	7.19	<b>7.53</b>	7.87
Couple only household	139	7.11	<b>7.34</b>	7.57
<i>Housing situation</i>				
Own this home	233	7.23	<b>7.40</b>	7.56
Mortgage	155	6.88	<b>7.13</b>	7.38
Renting this home	151	7.22	<b>7.44</b>	7.66
Renting from Office of Housing	25	6.57	<b>7.34</b>	8.10
<i>Period of residence</i>				
Less than one year	49	7.15	<b>7.62</b>	8.09
One to less than five years	140	6.98	<b>7.25</b>	7.52
Five to less than ten years	102	7.01	<b>7.28</b>	7.55
Ten years or more	285	7.15	<b>7.32</b>	7.48
<i>Non-English speaking background</i>				
English speaking	333	7.17	<b>7.30</b>	7.43
Non-English speaking	231	7.13	<b>7.37</b>	7.60
<i>Disability</i>				
Yes	40	6.49	<b>7.02</b>	7.54
No	529	7.21	<b>7.34</b>	7.46
<i>Gender</i>				
Male	292	7.06	<b>7.24</b>	7.43
Female	279	7.24	<b>7.39</b>	7.54
<b>City of Darebin</b>	<b>577</b>	<b>7.20</b>	<b>7.32</b>	<b>7.44</b>



## Communicating programs and services



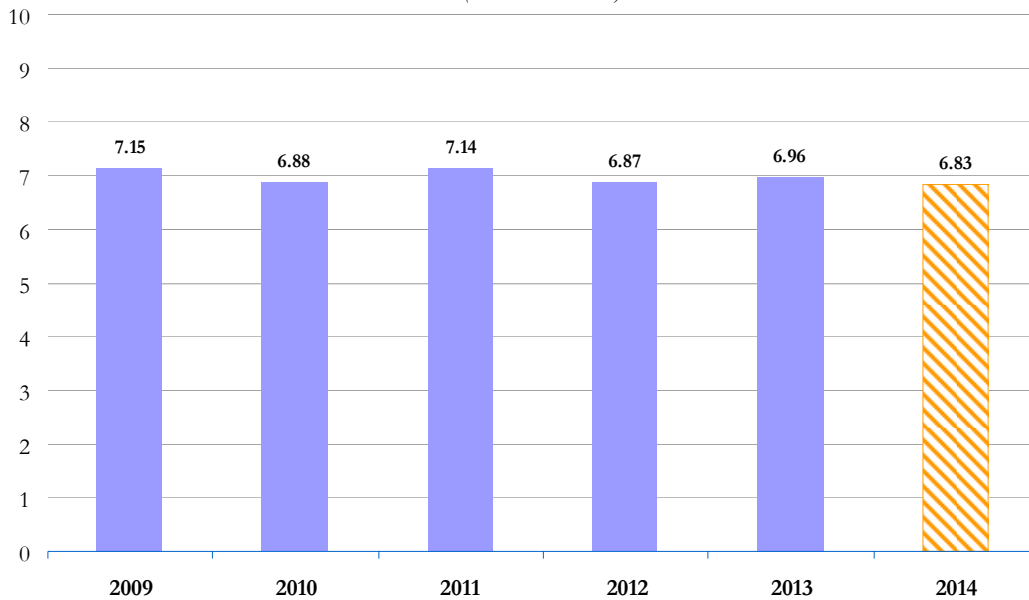
Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with Council’s performance in communicating its programs and services?”*

Satisfaction with Council’s performance in communicating its programs and services decreased 1.8% in 2014 from 6.96 to 6.83. This level of satisfaction remains categorised as “good”.

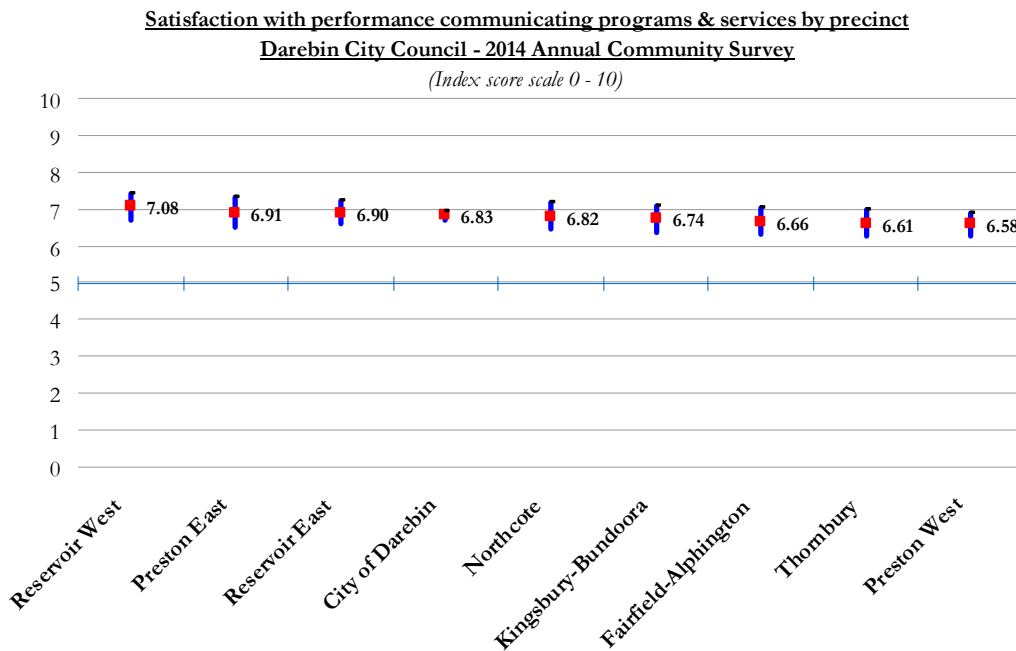
This result is very similar to the long-term average of 6.97.

**Satisfaction with Council's performance communicating programs & services**  
**Darebin City Council - 2014 Annual Community Survey**  
*(Index score 0 - 10)*

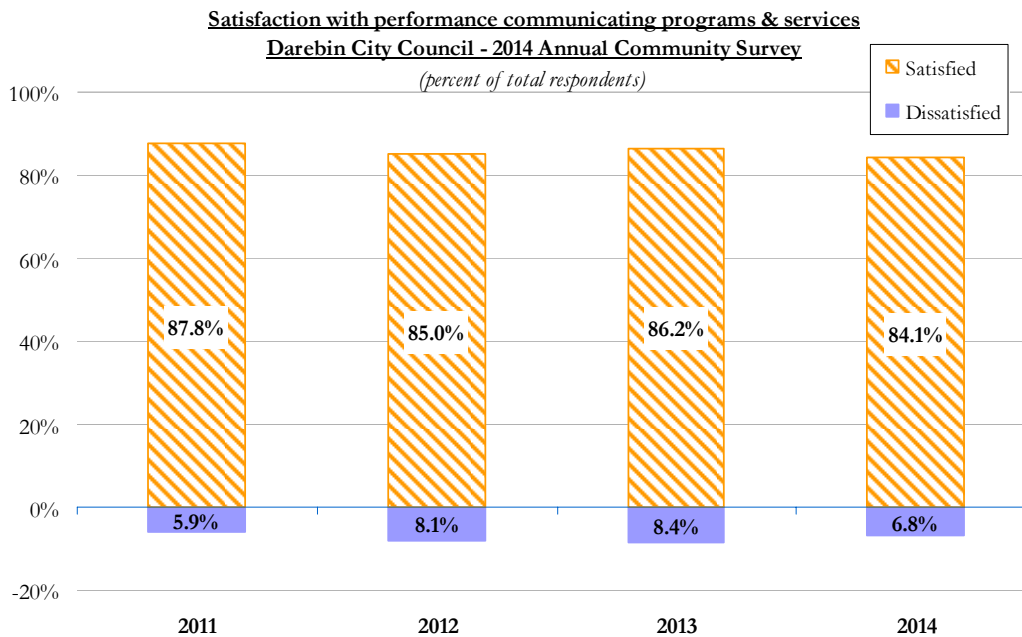


There was no meaningful variation in satisfaction with Council’s performance communicating its programs and services across the eight precincts comprising the City of Darebin. Respondents in each of the eight precincts all rated satisfaction at levels categorised as “good”.





Consistent with the results in previous years, the overwhelming majority of respondents were satisfied with Council’s performance communicating its programs and services. In 2014, 6.8% of respondents were dissatisfied, down very marginally from 8.4%.



There was no measurable change in satisfaction with Council communicating its programs and services across the eight precincts comprising the City of Darebin. This is due at least in part to the small precinct sample size. It is observed that satisfaction:

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

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

Precinct	Year	Number	Lower	Range Mean	Upper
Reservoir West	2009	68	6.86	<b>7.17</b>	7.48
	2010	89	6.23	<b>6.62</b>	7.01
	2011	117	6.72	<b>7.06</b>	7.40
	2012	96	6.32	<b>6.68</b>	7.03
	2013	90	6.31	<b>6.74</b>	7.18
Preston East	2009	69	6.61	<b>6.92</b>	7.25
	2010	92	6.60	<b>6.88</b>	7.16
	2011	72	6.47	<b>6.88</b>	7.30
	2012	88	7.12	<b>7.44</b>	7.77
	2013	86	6.94	<b>7.23</b>	7.52
Reservoir East	2009	71	6.92	<b>7.19</b>	7.47
	2010	94	6.90	<b>7.14</b>	7.38
	2011	119	7.16	<b>7.41</b>	7.67
	2012	87	6.28	<b>6.70</b>	7.12
	2013	86	6.72	<b>7.14</b>	7.56
Northcote	2009	68	6.92	<b>7.28</b>	7.65
	2010	87	6.73	<b>7.05</b>	7.36
	2011	117	6.89	<b>7.15</b>	7.40
	2012	93	6.73	<b>6.99</b>	7.25
	2013	87	6.33	<b>6.71</b>	7.10
Kingsbury-Bundoora	2009	66	6.77	<b>7.00</b>	7.23
	2010	93	6.40	<b>6.74</b>	7.09
	2011	35	6.04	<b>6.68</b>	7.32
	2012	89	6.59	<b>6.92</b>	7.25
	2013	96	6.68	<b>7.14</b>	7.59
Fairfield-Alphington	2009	69	6.48	<b>6.81</b>	7.15
	2010	92	6.33	<b>6.70</b>	7.07
	2011	42	6.62	<b>7.20</b>	7.79
	2012	93	6.44	<b>6.76</b>	7.09
	2013	92	6.10	<b>6.48</b>	6.85
Thornbury	2009	71	7.17	<b>7.56</b>	7.97
	2010	87	6.65	<b>7.10</b>	7.56
	2011	96	6.82	<b>7.17</b>	7.53
	2012	91	6.27	<b>6.65</b>	7.03
	2013	89	6.76	<b>7.07</b>	7.37
Preston West	2009	68	6.43	<b>6.79</b>	7.16
	2010	90	6.19	<b>6.46</b>	6.72
	2011	73	6.87	<b>7.23</b>	7.59
	2012	88	6.63	<b>7.06</b>	7.49
	2013	93	6.76	<b>7.11</b>	7.45
2014	91	6.26	<b>6.58</b>	6.91	

Older adults (61 to 75 years) were somewhat more satisfied with this aspect of governance than the municipal average.

**Satisfaction with Council's performance communicating programs & services**  
**Darebin City Council - 2014 Annual Community Survey**

(Number and index score 0 - 10)

Variable	Number	Lower	2014 Mean	Upper
<i>Age</i>				
15 - 19 yrs	19	6.46	<b>7.16</b>	7.86
20 - 35 yrs	170	6.64	<b>6.91</b>	7.18
36 - 45 yrs	181	6.28	<b>6.52</b>	6.75
46 - 60 yrs	180	6.51	<b>6.73</b>	6.94
61 - 75 yrs	90	6.95	<b>7.25</b>	7.55
76 yrs and over	26	6.74	<b>7.41</b>	8.07
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	89	5.97	<b>6.45</b>	6.93
Two parent family (5 to 12 yrs)	105	6.41	<b>6.67</b>	6.94
Two parent family (13 to 18 yrs)	49	6.42	<b>6.87</b>	7.32
Two parent family (adult children only)	67	6.47	<b>6.80</b>	7.13
One parent family (0 to 4 yrs)	4	6.63	<b>7.46</b>	8.29
One parent family (5 to 12 yrs)	5	5.55	<b>7.69</b>	9.91
One parent family (13 to 18 yrs)	8	4.98	<b>6.75</b>	8.51
One parent family (adult children only)	20	6.83	<b>7.23</b>	7.62
Group household	73	6.11	<b>6.56</b>	7.01
Sole person household	76	6.73	<b>7.03</b>	7.33
Couple only household	164	6.83	<b>7.06</b>	7.28
<i>Housing situation</i>				
Own this home	277	6.76	<b>6.94</b>	7.12
Mortgage	176	6.32	<b>6.58</b>	6.84
Renting this home	176	6.61	<b>6.86</b>	7.11
Renting from Office of Housing	24	6.65	<b>7.25</b>	7.85
<i>Period of residence</i>				
Less than one year	59	6.25	<b>6.66</b>	7.08
One to less than five years	154	6.50	<b>6.79</b>	7.08
Five to less than ten years	115	6.49	<b>6.77</b>	7.06
Ten years or more	338	6.72	<b>6.89</b>	7.06
<i>Non-English speaking background</i>				
English speaking	405	6.64	<b>6.79</b>	6.93
Non-English speaking	248	6.66	<b>6.89</b>	7.12
<i>Disability</i>				
Yes	57	6.15	<b>6.61</b>	7.07
No	602	6.71	<b>6.84</b>	6.97
<i>Gender</i>				
Male	328	6.63	<b>6.80</b>	6.98
Female	334	6.66	<b>6.83</b>	7.00
<b>City of Darebin</b>	<b>667</b>	<b>6.70</b>	<b>6.83</b>	<b>6.95</b>



**Overall environmental performance**

Respondents were asked:

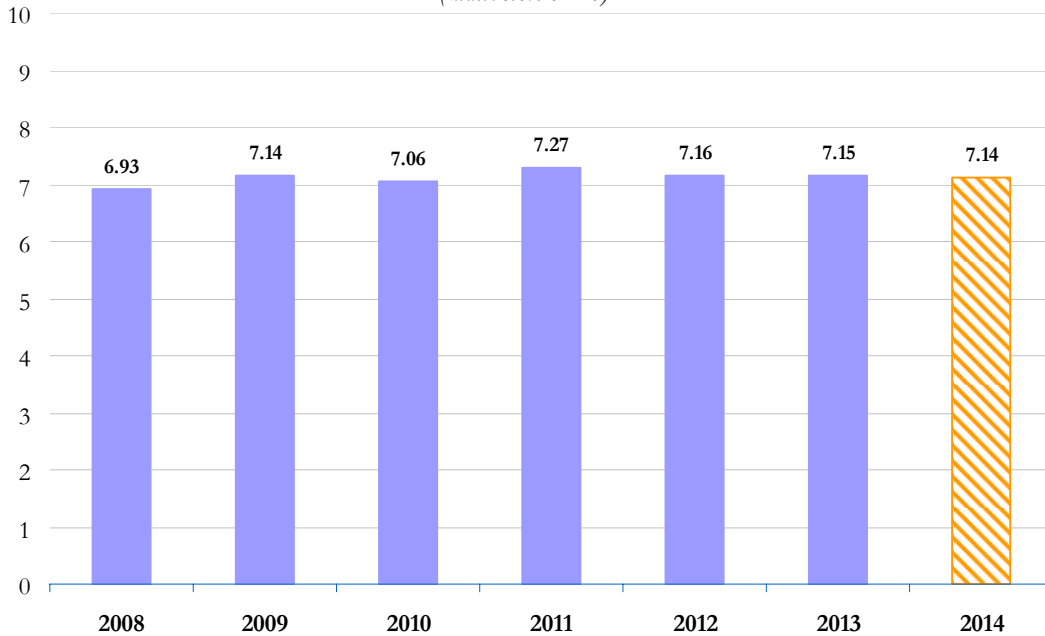
*“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with Council’s overall environmental performance?”*

Satisfaction with Council’s environmental performance was essentially stable in 2014 at 7.14, down from 7.15 in 2013 and 7.16 in 2012. This level remains categorised as “good”. Satisfaction with this aspect of governance has remained stable at or around the long-term average of 7.12.

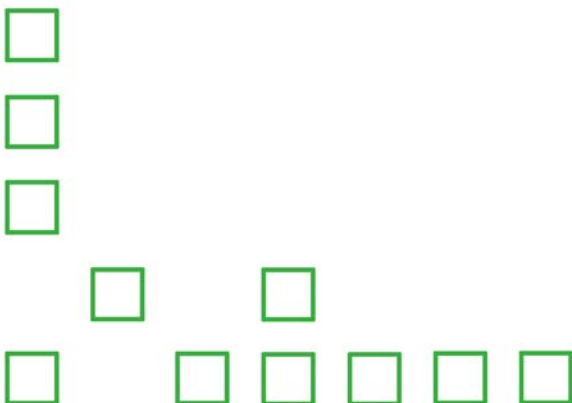
By way of comparison, *Governing Melbourne* reported a metropolitan Melbourne average satisfaction with this aspect of governance and leadership of 7.12, almost identical to this Darebin result and a level best categorised as “good”.

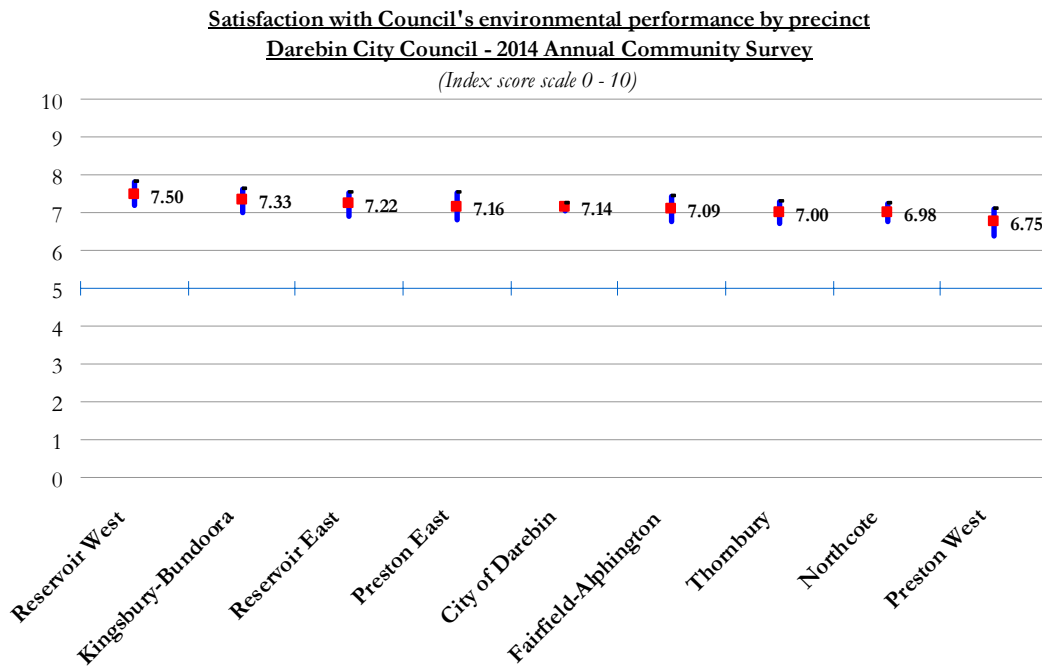
**Satisfaction with Council's environmental performance**  
**Darebin City Council - 2014 Annual Community Survey**

(Index score 0 - 10)

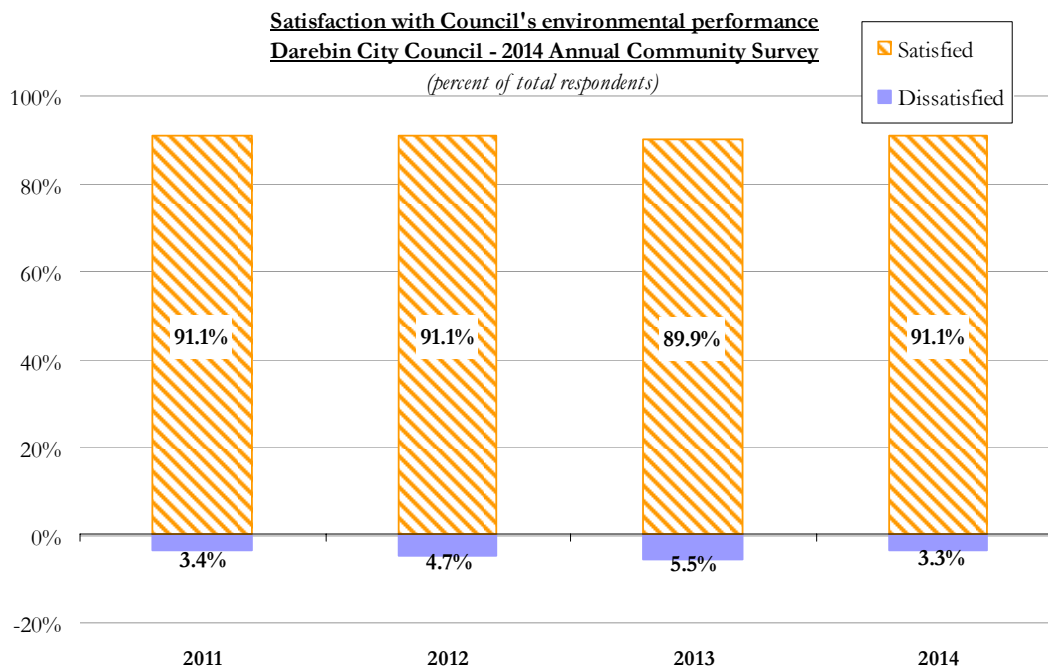


There was some variation in this result across the municipality, with respondents from Reservoir West and Kingsbury-Bundoora rating satisfaction somewhat higher at levels categorised as “very good”, and respondents from Preston West rating satisfaction measurably lower.





Consistent with the results in previous years, approximately ninety percent of respondents were satisfied with Council’s overall environmental performance.



There was no measurable change in satisfaction with Council’s overall environmental performance across the eight precincts comprising the City of Darebin. This is due at least in part to the small precinct sample size. It is observed that satisfaction:

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

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

Precinct	Year	Number	Range		
			Lower	Mean	Upper
Reservoir West	2009	81	6.96	<b>7.23</b>	7.51
	2010	84	6.98	<b>7.25</b>	7.51
	2011	117	7.10	<b>7.38</b>	7.66
	2012	89	6.78	<b>7.09</b>	7.40
	2013	79	7.30	<b>7.66</b>	8.02
Kingsbury-Bundoora	2009	85	7.00	<b>7.24</b>	7.49
	2010	85	6.81	<b>7.11</b>	7.40
	2011	36	6.62	<b>7.06</b>	7.49
	2012	85	6.98	<b>7.28</b>	7.58
	2013	93	7.21	<b>7.53</b>	7.84
Reservoir East	2009	87	6.67	<b>6.99</b>	7.31
	2010	92	6.79	<b>7.04</b>	7.30
	2011	117	7.25	<b>7.47</b>	7.69
	2012	88	6.59	6.99	7.39
	2013	76	6.83	7.18	7.54
Preston East	2009	88	6.59	<b>6.87</b>	7.17
	2010	93	6.67	<b>6.94</b>	7.20
	2011	80	6.70	<b>7.07</b>	7.45
	2012	74	7.22	<b>7.55</b>	7.89
	2013	76	6.79	<b>7.11</b>	7.42
Fairfield-Alphington	2009	83	7.04	<b>7.28</b>	7.53
	2010	79	6.61	<b>6.99</b>	7.37
	2011	39	7.05	<b>7.48</b>	7.92
	2012	86	6.69	<b>7.00</b>	7.31
	2013	82	6.34	<b>6.68</b>	7.02
Thornbury	2009	78	6.73	<b>7.15</b>	7.57
	2010	84	6.69	<b>7.08</b>	7.48
	2011	88	7.19	<b>7.51</b>	7.83
	2012	86	6.98	<b>7.26</b>	7.53
	2013	88	6.47	<b>6.90</b>	7.32
Northcote	2009	76	6.89	<b>7.27</b>	7.66
	2010	84	6.98	<b>7.27</b>	7.57
	2011	97	6.59	<b>6.88</b>	7.16
	2012	94	6.64	<b>6.98</b>	7.32
	2013	79	6.57	<b>6.96</b>	7.35
Preston West	2009	83	6.92	<b>7.27</b>	7.62
	2010	86	6.29	<b>6.59</b>	6.90
	2011	68	6.92	<b>7.24</b>	7.56
	2012	81	7.11	<b>7.43</b>	7.76
	2013	91	6.68	<b>7.00</b>	7.32
2014	91	6.40	<b>6.75</b>	7.10	

Young adults (20 to 35 years) and senior citizens (76 years and over) were measurably more satisfied with this aspect of governance, whilst adults (36 to 45 years) were measurably less satisfied.

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

<i>Variable</i>	<i>Number</i>	<i>Lower</i>	<i>2014 Mean</i>	<i>Upper</i>
<i>Age</i>				
15 - 19 yrs	19	6.41	<b>7.08</b>	7.75
20 - 35 yrs	175	7.34	<b>7.54</b>	7.74
36 - 45 yrs	171	6.55	<b>6.78</b>	7.00
46 - 60 yrs	177	6.62	<b>6.83</b>	7.05
61 - 75 yrs	91	7.16	<b>7.42</b>	7.67
76 yrs and over	30	7.37	<b>7.77</b>	8.17
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	88	6.69	<b>7.04</b>	7.40
Two parent family (5 to 12 yrs)	98	6.71	<b>6.95</b>	7.18
Two parent family (13 to 18 yrs)	50	6.60	<b>7.07</b>	7.54
Two parent family (adult children only)	72	6.76	<b>7.09</b>	7.41
One parent family (0 to 4 yrs)	4	7.01	<b>7.79</b>	8.57
One parent family (5 to 12 yrs)	5	6.47	<b>7.72</b>	8.97
One parent family (13 to 18 yrs)	8	4.55	<b>6.67</b>	8.78
One parent family (adult children only)	20	7.02	<b>7.51</b>	7.99
Group household	72	6.96	<b>7.33</b>	7.70
Sole person household	83	6.98	<b>7.24</b>	7.50
Couple only household	156	6.94	<b>7.16</b>	7.38
<i>Housing situation</i>				
Own this home	278	7.03	<b>7.17</b>	7.32
Mortgage	166	6.62	<b>6.89</b>	7.15
Renting this home	176	7.20	<b>7.39</b>	7.57
Renting from Office of Housing	26	5.96	<b>6.75</b>	7.54
<i>Period of residence</i>				
Less than one year	66	7.15	<b>7.44</b>	7.74
One to less than five years	154	6.99	<b>7.21</b>	7.44
Five to less than ten years	116	6.60	<b>6.88</b>	7.17
Ten years or more	328	6.97	<b>7.13</b>	7.28
<i>Non-English speaking background</i>				
English speaking	405	6.92	<b>7.05</b>	7.17
Non-English speaking	245	7.07	<b>7.28</b>	7.49
<i>Disability</i>				
Yes	56	6.79	<b>7.25</b>	7.71
No	595	7.03	<b>7.14</b>	7.26
<i>Gender</i>				
Male	331	6.95	<b>7.12</b>	7.29
Female	329	7.01	<b>7.15</b>	7.30
<b>City of Darebin</b>	<b>665</b>	<b>7.03</b>	<b>7.14</b>	<b>7.24</b>



## Greenhouse gas emissions

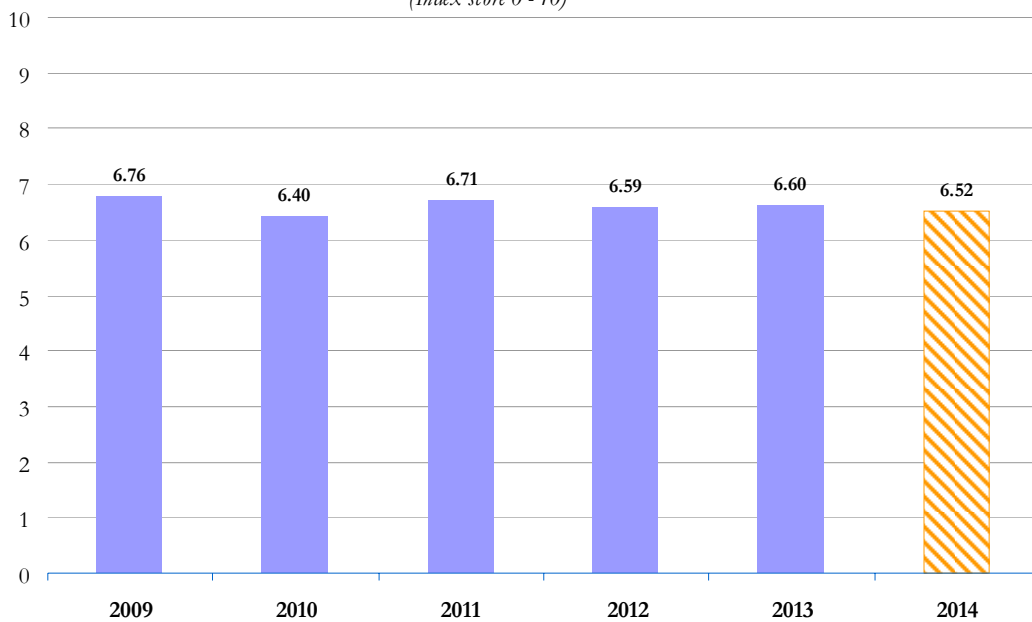


Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with Council’s performance in assisting the community to reduce greenhouse gas emissions?”*

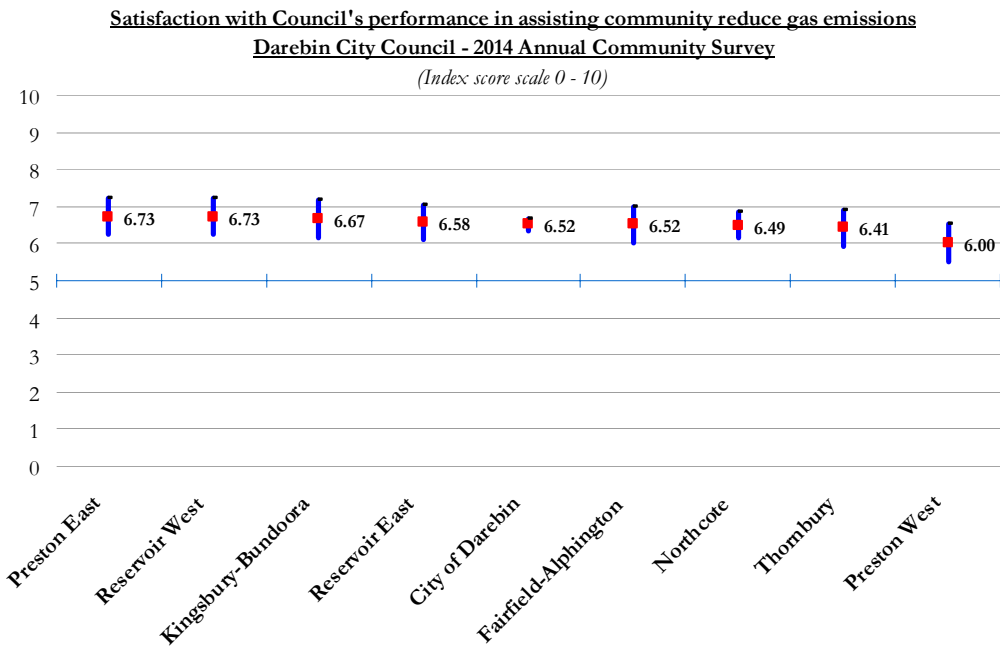
Satisfaction with Council’s performance in assisting the community to reduce their greenhouse gas emissions decreased by less than one percent in 2014, down from 6.60 to 6.52. This level of satisfaction remains best categorised as “good”, and remains at or around the long-term average of 6.59.

**Satisfaction with Council's performance in assisting community reduce gas emissions**  
**Darebin City Council - 2014 Annual Community Survey**  
 (Index score 0 - 10)

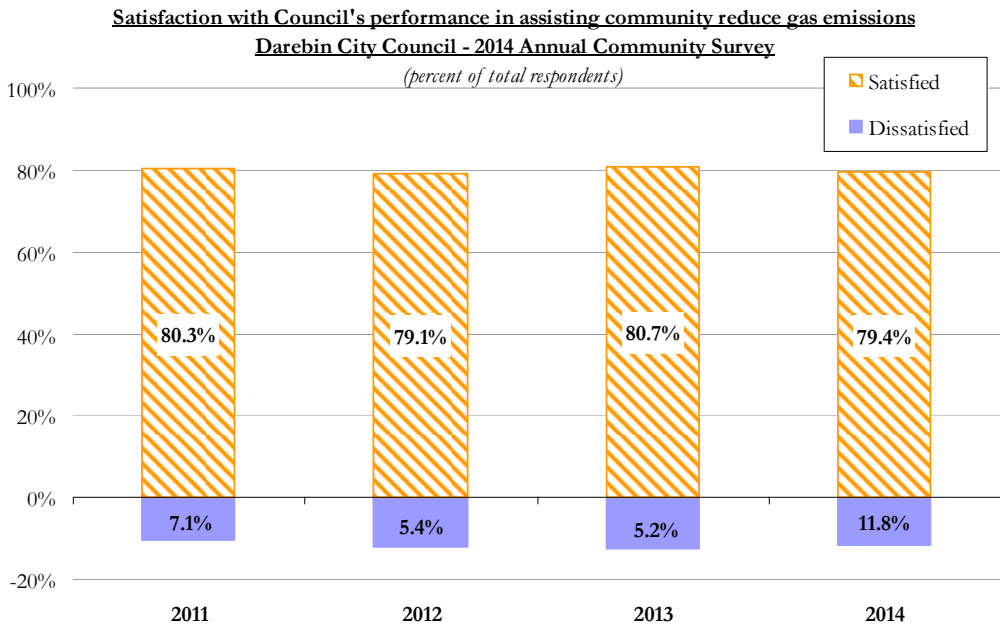


There was some variation in satisfaction with this aspect of governance across the eight precincts comprising the City of Darebin, with respondents from Preston West rating satisfaction measurably and significantly lower than the municipal average at 6.00 (solid).





Similar to the results in previous years, four-fifths (79.4%) of respondents were satisfied with Council's performance assisting the community to reduce greenhouse gas emissions. The proportion dissatisfied increased sharply in 2014, from 5.2% to 11.8%.



There was no measurable change in satisfaction with Council's assistance to reduce greenhouse gas emissions across the City of Darebin. This is due at least in part to the small precinct sample size. It is observed that satisfaction:

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

**Satisfaction with Council's performance in assisting community to reduce gas emissions**  
**Darebin City Council - 2014 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Range		
			Lower	Mean	Upper
Preston East	2009	51	6.05	<b>6.48</b>	6.91
	2010	70	6.36	<b>6.83</b>	7.30
	2011	54	6.11	<b>6.60</b>	7.08
	2012	62	6.50	<b>7.05</b>	7.60
	2013	65	6.33	<b>6.71</b>	7.09
Reservoir West	2009	51	6.84	<b>7.15</b>	7.47
	2010	69	5.89	<b>6.35</b>	6.81
	2011	88	6.30	<b>6.79</b>	7.29
	2012	63	6.07	<b>6.56</b>	7.04
	2013	65	6.71	<b>7.12</b>	7.54
Kingsbury-Bundoora	2009	51	6.24	<b>6.59</b>	6.95
	2010	73	6.10	<b>6.48</b>	6.85
	2011	30	5.97	<b>6.63</b>	7.29
	2012	70	6.39	<b>6.79</b>	7.18
	2013	79	6.19	<b>6.72</b>	7.26
Reservoir East	2009	53	6.50	<b>6.81</b>	7.13
	2010	76	5.77	<b>6.20</b>	6.63
	2011	95	6.44	<b>6.77</b>	7.09
	2012	64	5.98	<b>6.56</b>	7.15
	2013	64	5.84	<b>6.50</b>	7.16
Fairfield-Alphington	2009	45	5.22	<b>5.84</b>	6.48
	2010	70	5.88	<b>6.36</b>	6.83
	2011	30	6.10	<b>6.82</b>	7.54
	2012	67	5.64	<b>6.13</b>	6.63
	2013	60	5.48	<b>6.00</b>	6.52
Northcote	2009	53	6.68	<b>7.18</b>	7.69
	2010	67	6.03	<b>6.54</b>	7.04
	2011	85	5.98	<b>6.35</b>	6.72
	2012	79	6.03	<b>6.48</b>	6.93
	2013	58	5.63	<b>6.17</b>	6.71
Thornbury	2009	44	5.51	<b>6.35</b>	7.20
	2010	68	6.08	<b>6.63</b>	7.18
	2011	75	6.15	<b>6.65</b>	7.15
	2012	63	5.73	<b>6.25</b>	6.78
	2013	79	6.29	<b>6.77</b>	7.26
Preston West	2009	92	6.68	<b>7.00</b>	7.69
	2010	75	5.58	<b>5.96</b>	6.34
	2011	56	6.79	<b>7.18</b>	7.56
	2012	66	6.43	<b>6.94</b>	7.45
	2013	78	5.86	<b>6.41</b>	6.96
2014	70	5.49	<b>6.00</b>	6.51	

Senior citizens (76 years and over) were measurably more satisfied with this aspect of governance than the municipal average.

**Satisfaction with Council's performance assisting community to reduce gas emissions**  
**Darebin City Council - 2014 Annual Community Survey**  
*(Number and index score 0 - 10)*

Variable	Number	2014		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	14	5.09	<b>6.41</b>	7.72
20 - 35 yrs	138	6.46	<b>6.79</b>	7.11
36 - 45 yrs	131	5.91	<b>6.24</b>	6.57
46 - 60 yrs	140	5.93	<b>6.20</b>	6.47
61 - 75 yrs	76	6.57	<b>6.97</b>	7.36
76 yrs and over	18	6.90	<b>7.41</b>	7.92
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	68	5.92	<b>6.47</b>	7.01
Two parent family (5 to 12 yrs)	79	5.96	<b>6.33</b>	6.70
Two parent family (13 to 18 yrs)	41	6.07	<b>6.60</b>	7.13
Two parent family (adult children only)	56	5.80	<b>6.34</b>	6.87
One parent family (0 to 4 yrs)	na	na	<b>na</b>	na
One parent family (5 to 12 yrs)	4	5.89	<b>7.34</b>	8.79
One parent family (13 to 18 yrs)	4	1.05	<b>6.25</b>	10.00
One parent family (adult children only)	15	6.02	<b>6.69</b>	7.36
Group household	46	5.91	<b>6.53</b>	7.15
Sole person household	66	6.40	<b>6.80</b>	7.19
Couple only household	131	6.31	<b>6.61</b>	6.91
<i>Housing situation</i>				
Own this home	213	6.28	<b>6.52</b>	6.76
Mortgage	132	5.99	<b>6.33</b>	6.66
Renting this home	136	6.38	<b>6.69</b>	7.00
Renting from Office of Housing	19	5.62	<b>6.63</b>	7.65
<i>Period of residence</i>				
Less than one year	48	6.31	<b>6.73</b>	7.14
One to less than five years	117	6.23	<b>6.60</b>	6.96
Five to less than ten years	94	5.93	<b>6.33</b>	6.72
Ten years or more	257	6.31	<b>6.53</b>	6.75
<i>Non-English speaking background</i>				
English speaking	308	6.24	<b>6.42</b>	6.60
Non-English speaking	195	6.37	<b>6.67</b>	6.97
<i>Disability</i>				
Yes	46	5.63	<b>6.25</b>	6.87
No	460	6.39	<b>6.56</b>	6.73
<i>Gender</i>				
Male	265	6.28	<b>6.52</b>	6.77
Female	250	6.34	<b>6.54</b>	6.75
<b>City of Darebin</b>	<b>517</b>	<b>6.36</b>	<b>6.52</b>	<b>6.68</b>



**Seeking community opinion and feedback**

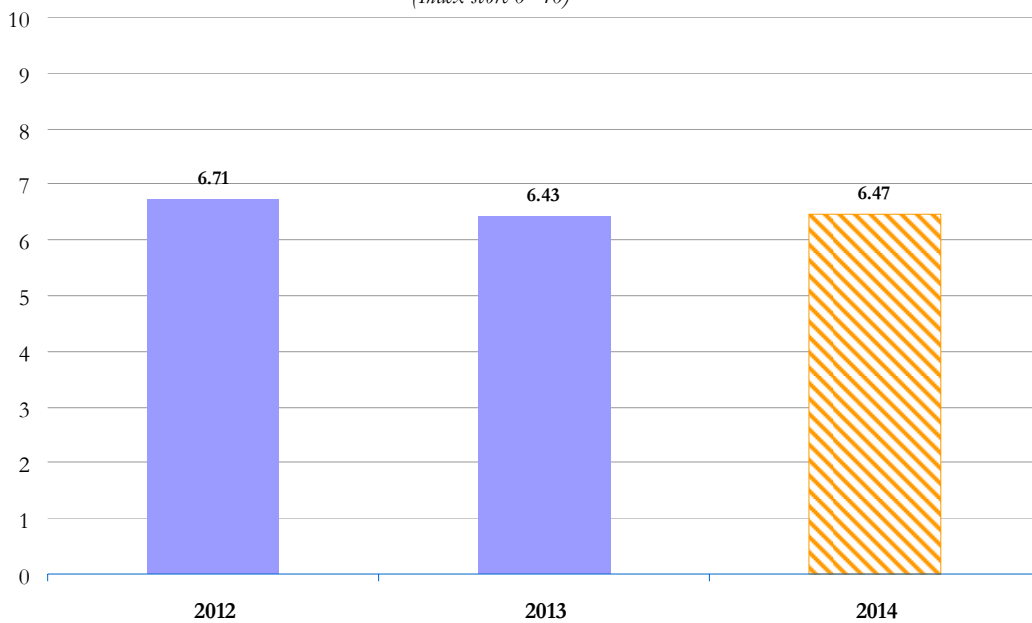
Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with Council’s performance in seeking opinion and engaging with the community on key local issues requiring decisions by Council?”*

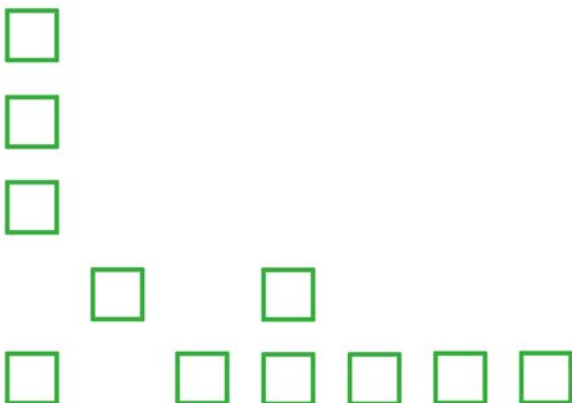
Satisfaction with Council’s performance in seeking opinion on key issues was rated at 6.47 in 2014, down less than one percent on the 6.43 recorded in 2013.

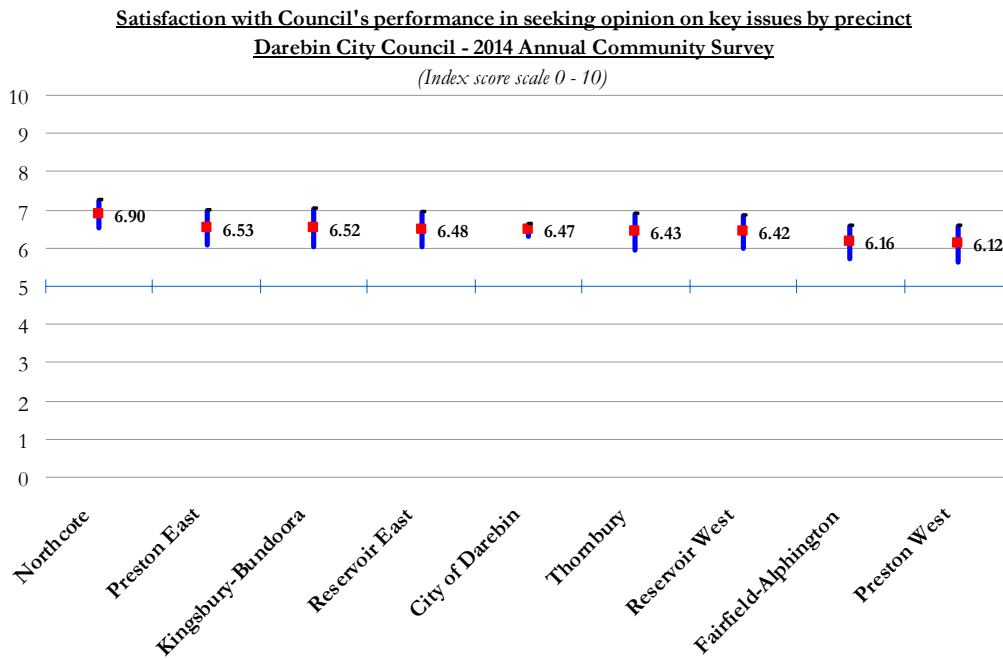
This level of satisfaction remains categorised as “solid”.

**Satisfaction with Council's performance in seeking opinion on key issues**  
**Darebin City Council - 2014 Annual Community Survey**  
 (Index score 0 - 10)

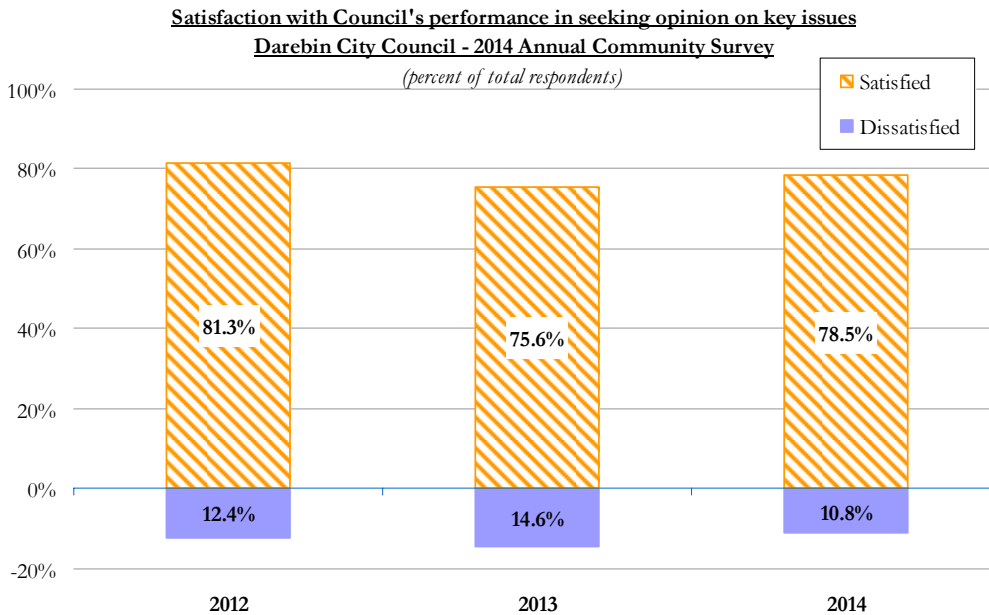


There was some variation in satisfaction across the eight precincts comprising the City of Darebin, with respondents from Northcote rating satisfaction measurably higher at 6.90, a level of satisfaction categorised as “good”.





In 2014 almost four-fifths of respondents (78.5%) were satisfied with Council's performance seeking community opinion on key issues. The proportion of respondents dissatisfied with Council's performance declined from 14.6% to 10.8%.



There was some measurable change in satisfaction with Council's seeking community opinion on key issues, with respondents from Northcote measurably more satisfied in 2014. It is observed that satisfaction:

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

**Satisfaction with Council's performance in seeking opinion on key issues**  
**Darebin City Council - 2014 Annual Community Survey**  
*(Number and index score 0 - 10)*

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

**Satisfaction with Council's performance in seeking opinion on key issues**  
**Darebin City Council - 2014 Annual Community Survey**  
 (Number and index score 0 - 10)

Variable	Number	2014		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	18	5.62	<b>6.47</b>	7.32
20 - 35 yrs	155	6.48	<b>6.77</b>	7.06
36 - 45 yrs	145	6.17	<b>6.45</b>	6.73
46 - 60 yrs	157	5.77	<b>6.08</b>	6.38
61 - 75 yrs	87	6.10	<b>6.55</b>	7.00
76 yrs and over	24	6.34	<b>7.05</b>	7.75
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	74	6.13	<b>6.61</b>	7.09
Two parent family (5 to 12 yrs)	93	5.98	<b>6.30</b>	6.62
Two parent family (13 to 18 yrs)	45	5.66	<b>6.24</b>	6.81
Two parent family (adult children only)	58	5.89	<b>6.41</b>	6.92
One parent family (0 to 4 yrs)	na	na	<b>na</b>	na
One parent family (5 to 12 yrs)	3	6.09	<b>7.83</b>	9.56
One parent family (13 to 18 yrs)	8	5.25	<b>6.91</b>	8.56
One parent family (adult children only)	20	5.10	<b>6.22</b>	7.34
Group household	61	5.95	<b>6.48</b>	7.01
Sole person household	70	5.90	<b>6.33</b>	6.76
Couple only household	142	6.38	<b>6.67</b>	6.96
<i>Housing situation</i>				
Own this home	248	6.19	<b>6.44</b>	6.68
Mortgage	151	6.01	<b>6.33</b>	6.65
Renting this home	154	6.36	<b>6.63</b>	6.91
Renting from Office of Housing	19	6.16	<b>6.73</b>	7.30
<i>Period of residence</i>				
Less than one year	59	6.24	<b>6.65</b>	7.05
One to less than five years	125	6.31	<b>6.65</b>	7.00
Five to less than ten years	92	6.04	<b>6.44</b>	6.83
Ten years or more	308	6.17	<b>6.38</b>	6.59
<i>Non-English speaking background</i>				
English speaking	355	6.15	<b>6.34</b>	6.53
Non-English speaking	214	6.45	<b>6.71</b>	6.97
<i>Disability</i>				
Yes	55	5.66	<b>6.21</b>	6.77
No	522	6.34	<b>6.50</b>	6.66
<i>Gender</i>				
Male	290	6.21	<b>6.44</b>	6.66
Female	293	6.30	<b>6.51</b>	6.71
<b>City of Darebin</b>	<b>585</b>	<b>6.32</b>	<b>6.47</b>	<b>6.63</b>



## Lobbying and representation



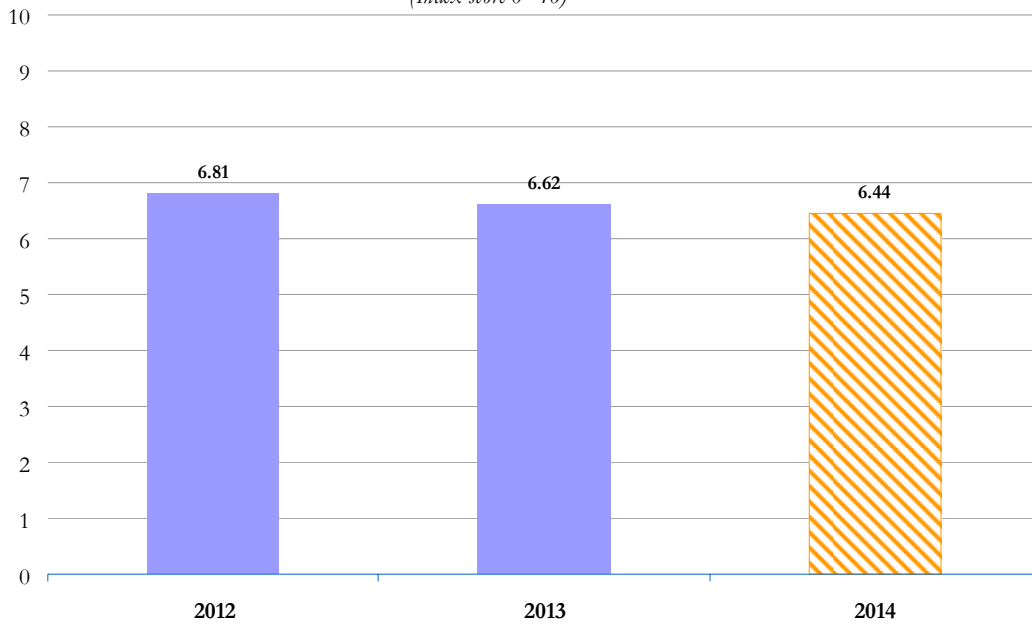
Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with Council’s performance in lobbying and making representations on key issues that affect the local community?”*

Satisfaction with Council’s performance in lobbying on key issues decreased 2.7% in 2014 to 6.44, and is now at a level best categorised as “solid”.

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

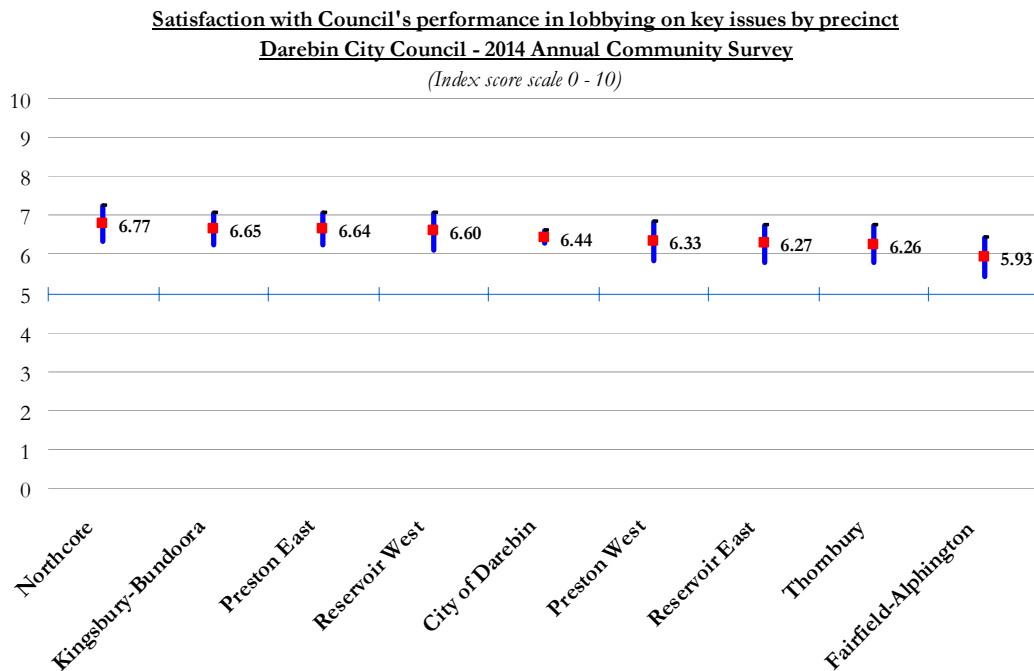
(Index score 0 - 10)



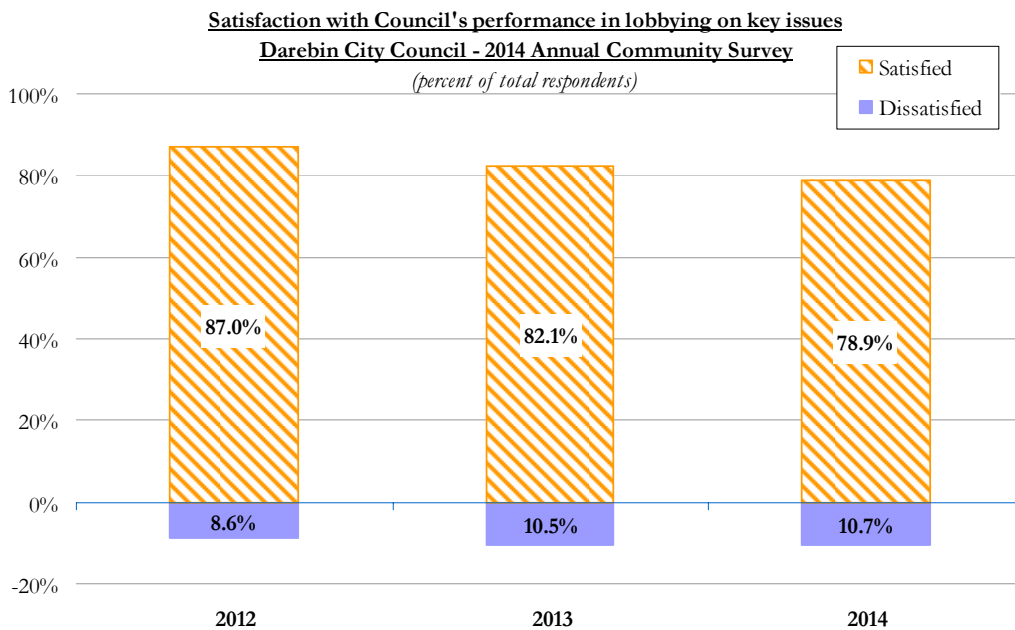
There was some variation across the eight precincts comprising the City of Darebin, with particular attention drawn to the following:

- ⊗ Respondents from Northcote were somewhat, albeit not measurably, more satisfied than the municipal average.
- ⊗ Respondents from Fairfield-Alphington were measurably and significantly less satisfied than the municipal average, rating satisfaction at 5.93, in a level categorised as “poor”.





The proportion of respondents satisfied with Council's performance lobbying on key issues declined again in 2014, down from 87.0% in 2012 to 78.9% in 2014. The proportion dissatisfied with Council's performance has remained relatively stable.



There was some measurable change in satisfaction with Council's lobbying on key issues, with respondents from Reservoir West measurably more satisfied in 2014. It is observed that satisfaction:

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

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

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

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

- ⊗ Senior citizens (76 years and over) were measurably more satisfied than the municipal average.
- ⊗ Respondents who had lived in the City of Darebin for less than one year were measurably more satisfied than the municipal average.

**Satisfaction with Council's performance in lobbying and making representation**  
**Darebin City Council - 2014 Annual Community Survey**  
 (Number and index score 0 - 10)

Variable	Number	2014		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	13	5.43	<b>6.53</b>	7.62
20 - 35 yrs	142	6.60	<b>6.85</b>	7.10
36 - 45 yrs	126	5.88	<b>6.18</b>	6.47
46 - 60 yrs	131	5.69	<b>6.07</b>	6.45
61 - 75 yrs	71	6.06	<b>6.57</b>	7.08
76 yrs and over	22	6.71	<b>7.16</b>	7.61
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	70	6.05	<b>6.50</b>	6.96
Two parent family (5 to 12 yrs)	76	5.98	<b>6.36</b>	6.73
Two parent family (13 to 18 yrs)	39	5.46	<b>6.17</b>	6.88
Two parent family (adult children only)	53	5.71	<b>6.29</b>	6.86
One parent family (0 to 4 yrs)	3	6.27	<b>7.65</b>	9.02
One parent family (5 to 12 yrs)	2	2.34	<b>8.37</b>	10.00
One parent family (13 to 18 yrs)	6	5.14	<b>6.58</b>	8.02
One parent family (adult children only)	15	4.66	<b>5.77</b>	6.88
Group household	51	5.77	<b>6.34</b>	6.90
Sole person household	61	5.99	<b>6.48</b>	6.97
Couple only household	121	6.42	<b>6.71</b>	7.00
<i>Housing situation</i>				
Own this home	209	6.25	<b>6.51</b>	6.77
Mortgage	124	5.66	<b>6.02</b>	6.38
Renting this home	136	6.43	<b>6.70</b>	6.96
Renting from Office of Housing	21	6.40	<b>7.01</b>	7.61
<i>Period of residence</i>				
Less than one year	48	6.65	<b>7.00</b>	7.35
One to less than five years	118	6.36	<b>6.65</b>	6.95
Five to less than ten years	85	5.77	<b>6.17</b>	6.57
Ten years or more	254	6.08	<b>6.34</b>	6.59
<i>Non-English speaking background</i>				
English speaking	302	6.06	<b>6.27</b>	6.49
Non-English speaking	190	6.49	<b>6.74</b>	6.99
<i>Disability</i>				
Yes	43	5.51	<b>6.06</b>	6.62
No	456	6.30	<b>6.47</b>	6.65
<i>Gender</i>				
Male	265	6.27	<b>6.50</b>	6.73
Female	240	6.15	<b>6.38</b>	6.62
<b>City of Darebin</b>	<b>506</b>	<b>6.28</b>	<b>6.44</b>	<b>6.61</b>





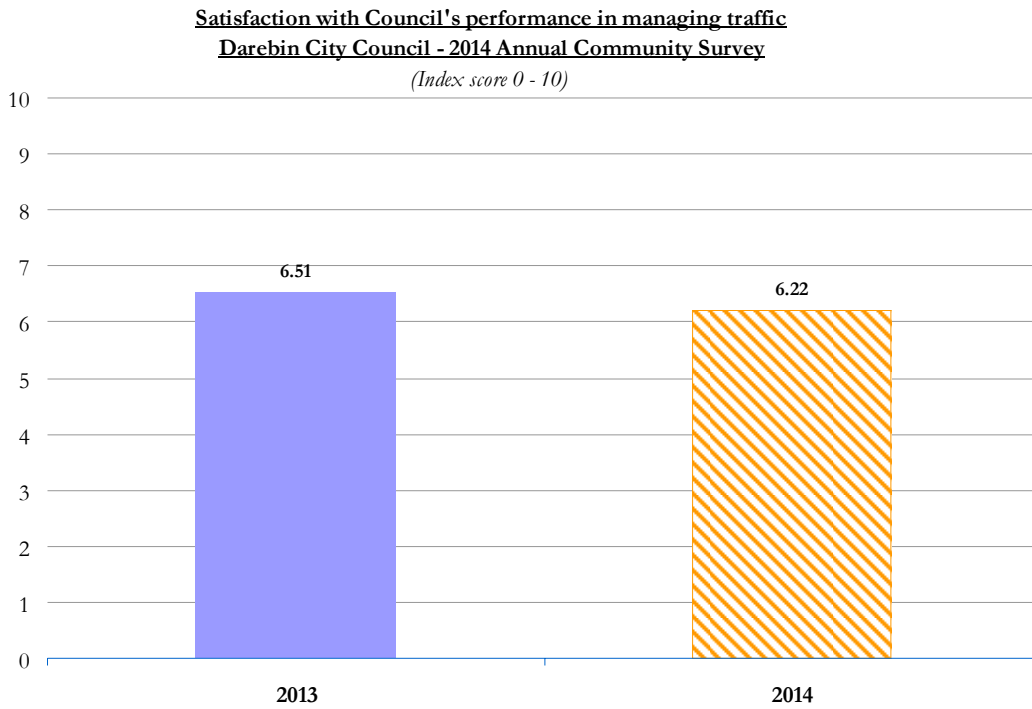
## Managing traffic



Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with Council’s performance in managing traffic?”*

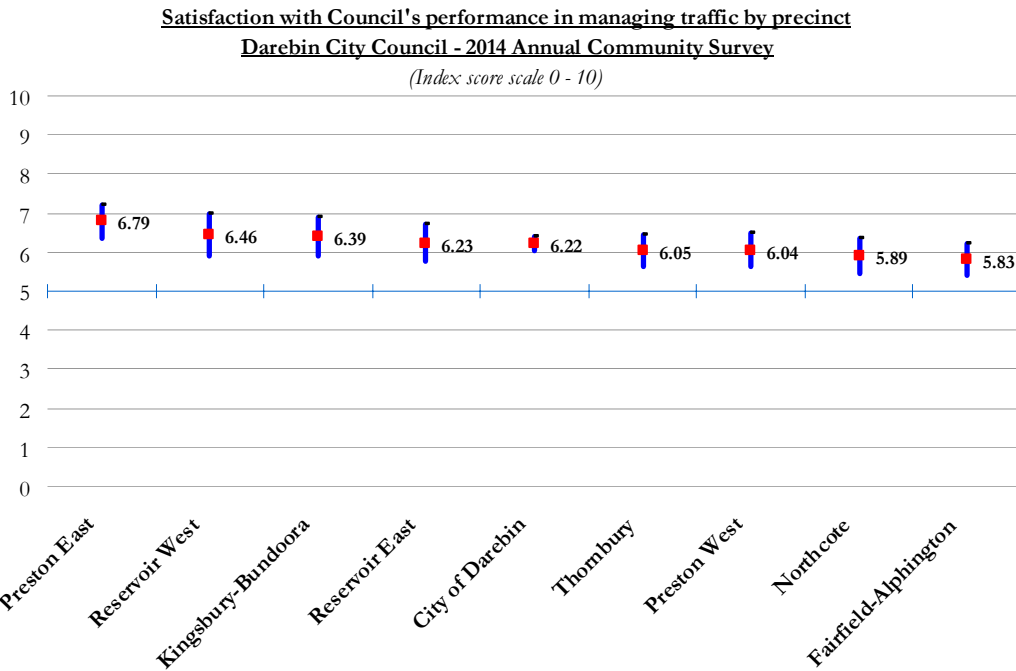
Satisfaction with Council’s performance managing traffic declined 4.5% in 2014, down from 6.51 to 6.22. This level of satisfaction is best categorised as “solid”, down from the previous “good”.



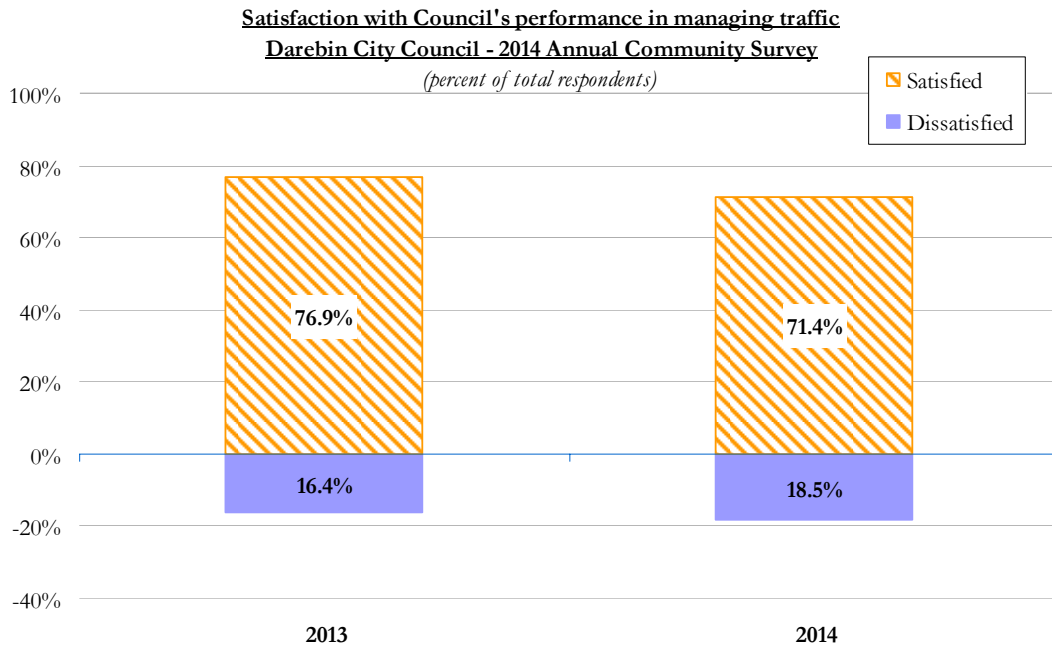
There was some variation in this result across the municipality, with attention drawn to the following:

- ⊗ Respondents from Preston East rated satisfaction measurably and significantly higher than the municipal average at 6.79, a level categorised as “good”.
- ⊗ Respondents from Northcote (5.89) and Fairfield-Alphington (5.83) rated satisfaction somewhat, albeit not measurably lower than the municipal average and at levels categorised as “poor”.





The proportion of respondents satisfied with Council's performance in managing traffic declined slightly from 76.9% to 71.4% in 2014, although the proportion dissatisfied increased only marginally from 16.4% to 18.5%.



There was no measurable change in satisfaction with Council's performance managing traffic in 2014. It is observed that satisfaction:

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



**Satisfaction with Council's performance in managing traffic**  
**Darebin City Council - 2014 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Lower	Range	
				Mean	Upper
Preston East	2013	90	6.60	<b>6.94</b>	7.29
	2014	80	6.36	<b>6.79</b>	7.22
Reservoir West	2013	92	6.58	<b>6.99</b>	7.40
	2014	89	5.92	<b>6.46</b>	7.00
Kingsbury-Bundoora	2013	95	5.92	<b>6.43</b>	6.94
	2014	80	5.91	<b>6.39</b>	6.87
Reservoir East	2013	96	6.32	<b>6.73</b>	7.14
	2014	87	5.76	<b>6.23</b>	6.70
Thornbury	2013	96	6.10	<b>6.52</b>	6.94
	2014	95	5.64	<b>6.05</b>	6.46
Preston West	2013	95	6.15	<b>6.57</b>	6.99
	2014	90	5.61	<b>6.04</b>	6.48
Northcote	2013	86	5.07	<b>5.61</b>	6.14
	2014	84	<b>5.45</b>	5.89	6.33
Fairfield-Alphington	2013	93	5.41	<b>5.80</b>	6.18
	2014	92	5.42	<b>5.83</b>	6.23

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

- ⊗ Middle-aged adults (46 to 60 years) were measurably less satisfied than the municipal average.
- ⊗ Older adults (61 to 75 years) were measurably more satisfied than the municipal average.
- ⊗ Respondents who had lived in the City of Darebin for less than one year were measurably more satisfied than the municipal average.



**Satisfaction with Council's performance in managing traffic**  
**Darebin City Council - 2014 Annual Community Survey**  
 (Number and index score 0 - 10)

Variable	Number	2013		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	19	4.65	<b>4.80</b>	6.94
20 - 35 yrs	186	6.17	<b>6.50</b>	6.82
36 - 45 yrs	177	5.65	<b>5.93</b>	6.22
46 - 60 yrs	187	5.38	<b>5.71</b>	6.04
61 - 75 yrs	99	6.60	<b>6.98</b>	7.36
76 yrs and over	30	6.44	<b>7.11</b>	7.78
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	87	5.34	<b>5.86</b>	6.39
Two parent family (5 to 12 yrs)	104	5.58	<b>5.98</b>	6.39
Two parent family (13 to 18 yrs)	50	5.19	<b>5.84</b>	6.48
Two parent family (adult children only)	73	5.64	<b>6.20</b>	6.77
One parent family (0 to 4 yrs)	3	5.09	<b>7.04</b>	8.99
One parent family (5 to 12 yrs)	5	6.72	<b>7.67</b>	8.61
One parent family (13 to 18 yrs)	8	4.76	<b>6.07</b>	7.37
One parent family (adult children only)	20	5.84	<b>6.63</b>	7.42
Group household	73	6.33	<b>6.81</b>	7.28
Sole person household	89	5.87	<b>6.33</b>	6.78
Couple only household	176	5.94	<b>6.25</b>	6.56
<i>Housing situation</i>				
Own this home	293	6.12	<b>6.36</b>	6.61
Mortgage	168	5.30	<b>5.63</b>	5.96
Renting this home	190	6.30	<b>6.58</b>	6.87
Renting from Office of Housing	25	5.90	<b>6.74</b>	7.58
<i>Period of residence</i>				
Less than one year	67	6.40	<b>6.83</b>	7.25
One to less than five years	161	5.88	<b>6.22</b>	6.56
Five to less than ten years	119	5.79	<b>6.17</b>	6.56
Ten years or more	351	5.88	<b>6.12</b>	6.35
<i>Non-English speaking background</i>				
English speaking	415	5.81	<b>6.01</b>	6.21
Non-English speaking	268	6.30	<b>6.57</b>	6.84
<i>Disability</i>				
Yes	55	5.48	<b>6.10</b>	6.71
No	626	6.08	<b>6.25</b>	6.42
<i>Gender</i>				
Male	362	6.07	<b>6.29</b>	6.52
Female	332	5.90	<b>6.14</b>	6.37
<b>City of Darebin</b>	<b>699</b>	<b>6.05</b>	<b>6.22</b>	<b>6.38</b>



## Services to LGBTIQ residents



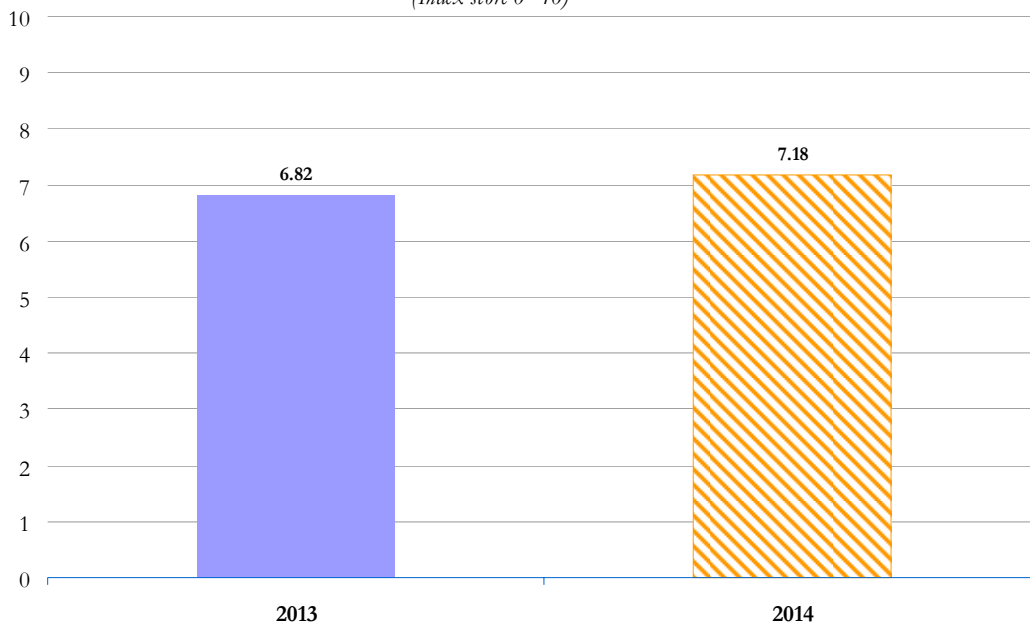
Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with Council’s efforts to provide services that are inclusive of lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) residents?”*

Satisfaction with Council’s efforts to provide services that are inclusive of lesbian, gay, bisexual, transgender, intersex and queer residents increased 5.3% in 2014, up from 6.82 to 7.14. This level of satisfaction remains categorised as “good”.

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

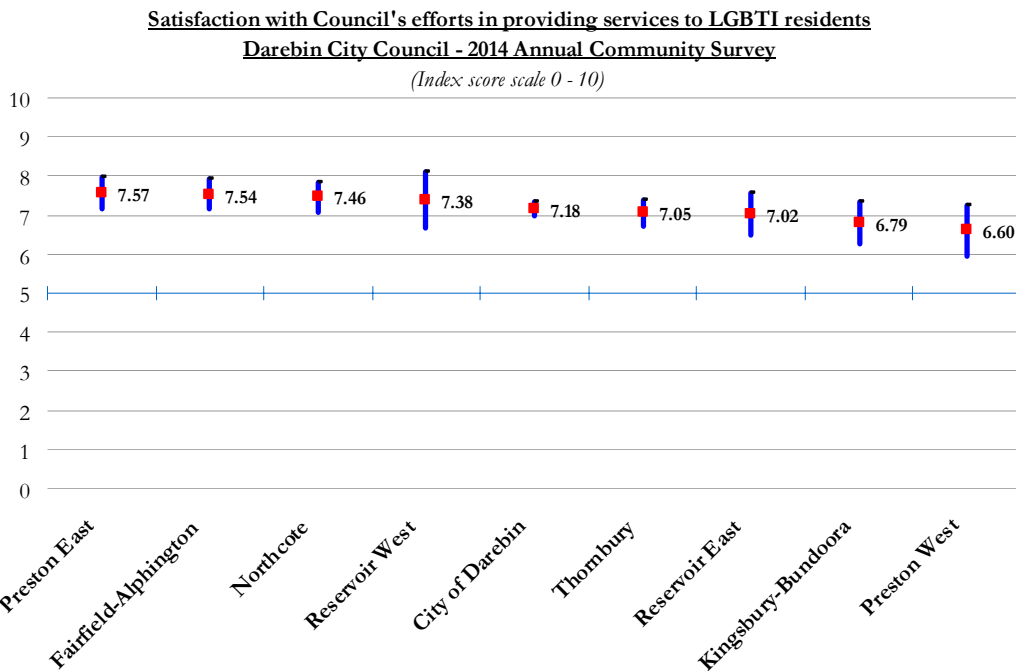
(Index score 0 - 10)



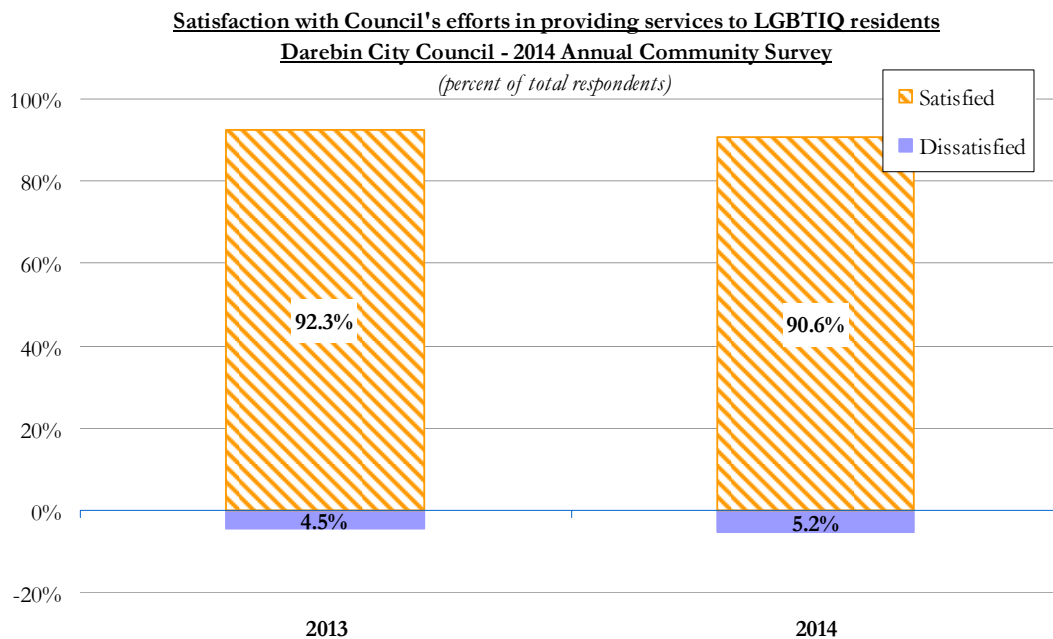
There was some interesting, albeit not measurable variation in satisfaction with this aspect of governance and leadership across the eight precincts comprising the City of Darebin. Attention is drawn to the following:

- ⊗ Respondents from Preston East, Fairfield-Alphington, Northcote and Reservoir West all rated satisfaction higher than the municipal average and at levels categorised as “very good”.
- ⊗ Respondents from Preston West rated satisfaction somewhat, albeit not measurably lower than the municipal average at 6.60.





Consistent with the results recorded in 2013, more than ninety percent of respondents were satisfied with Council's efforts in this area.



There was some measurable change in satisfaction with Council's efforts, with respondents from Fairfield-Alphington, Northcote and Reservoir West measurably more satisfied in 2014. It is observed that satisfaction:

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

**Satisfaction with Council's efforts in providing services to LGBTIQ residents**  
**Darebin City Council - 2014 Annual Community Survey**  
*(Number and index score 0 - 10)*

<i>Precinct</i>	<i>Year</i>	<i>Number</i>	<i>Lower</i>	<i>Range Mean</i>	<i>Upper</i>
Preston East	2013	18	6.95	<b>7.28</b>	7.61
	2014	46	7.14	<b>7.57</b>	7.99
Fairfield-Alphington	2013	12	5.86	<b>6.83</b>	7.80
	2014	48	7.16	<b>7.54</b>	7.92
Northcote	2013	11	5.82	<b>6.73</b>	7.63
	2014	35	7.05	<b>7.46</b>	7.86
Reservoir West	2013	9	5.46	<b>6.00</b>	6.54
	2014	42	6.67	<b>7.38</b>	8.09
Thornbury	2013	14	6.45	<b>6.93</b>	7.41
	2014	58	6.72	<b>7.05</b>	7.38
Reservoir East	2013	5	6.92	<b>7.60</b>	8.28
	2014	42	6.49	<b>7.02</b>	7.56
Kingsbury-Bundoora	2013	12	6.64	<b>7.25</b>	7.86
	2014	34	6.25	<b>6.79</b>	7.34
Preston West	2013	11	4.35	<b>6.09</b>	7.83
	2014	50	5.95	<b>6.60</b>	7.25

**Satisfaction with Council's efforts in providing services to LGBTIQ residents**  
**Darebin City Council - 2014 Annual Community Survey**  
 (Number and index score 0 - 10)

Variable	Number	2013		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	14	6.51	<b>7.28</b>	8.05
20 - 35 yrs	103	6.80	<b>7.17</b>	7.53
36 - 45 yrs	80	6.64	<b>7.01</b>	7.37
46 - 60 yrs	95	6.77	<b>7.13</b>	7.47
61 - 75 yrs	49	7.05	<b>7.53</b>	8.00
76 yrs and over	13	6.97	<b>7.66</b>	8.34
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	37	6.39	<b>7.01</b>	7.63
Two parent family (5 to 12 yrs)	51	6.90	<b>7.22</b>	7.53
Two parent family (13 to 18 yrs)	30	6.32	<b>6.93</b>	7.53
Two parent family (adult children only)	37	7.20	<b>7.69</b>	8.19
One parent family (0 to 4 yrs)	2	1.96	<b>7.21</b>	10.00
One parent family (5 to 12 yrs)	4	6.32	<b>7.35</b>	8.38
One parent family (13 to 18 yrs)	7	3.61	<b>5.71</b>	7.81
One parent family (adult children only)	11	6.93	<b>7.82</b>	8.67
Group household	39	6.93	<b>7.47</b>	8.00
Sole person household	42	6.19	<b>6.89</b>	7.59
Couple only household	87	6.78	<b>7.17</b>	7.56
<i>Housing situation</i>				
Own this home	146	7.12	<b>7.37</b>	7.62
Mortgage	87	6.50	<b>6.90</b>	7.29
Renting this home	98	6.86	<b>7.21</b>	7.56
Renting from Office of Housing	14	5.84	<b>7.07</b>	8.29
<i>Period of residence</i>				
Less than one year	36	6.93	<b>7.43</b>	7.93
One to less than five years	82	6.51	<b>6.94</b>	7.36
Five to less than ten years	65	6.13	<b>6.66</b>	7.20
Ten years or more	171	7.26	<b>7.46</b>	7.67
<i>Non-English speaking background</i>				
English speaking	28	5.32	<b>6.28</b>	7.23
Non-English speaking	318	7.11	<b>7.29</b>	7.47
<i>Disability</i>				
Yes	214	6.90	<b>7.11</b>	7.32
No	132	6.99	<b>7.32</b>	7.65
<i>Gender</i>				
Male	177	7.03	<b>7.29</b>	7.55
Female	175	6.84	<b>7.09</b>	7.34
<b>City of Darebin</b>	<b>354</b>	<b>7.00</b>	<b>7.18</b>	<b>7.36</b>





## ***Making decision in the interests of community***

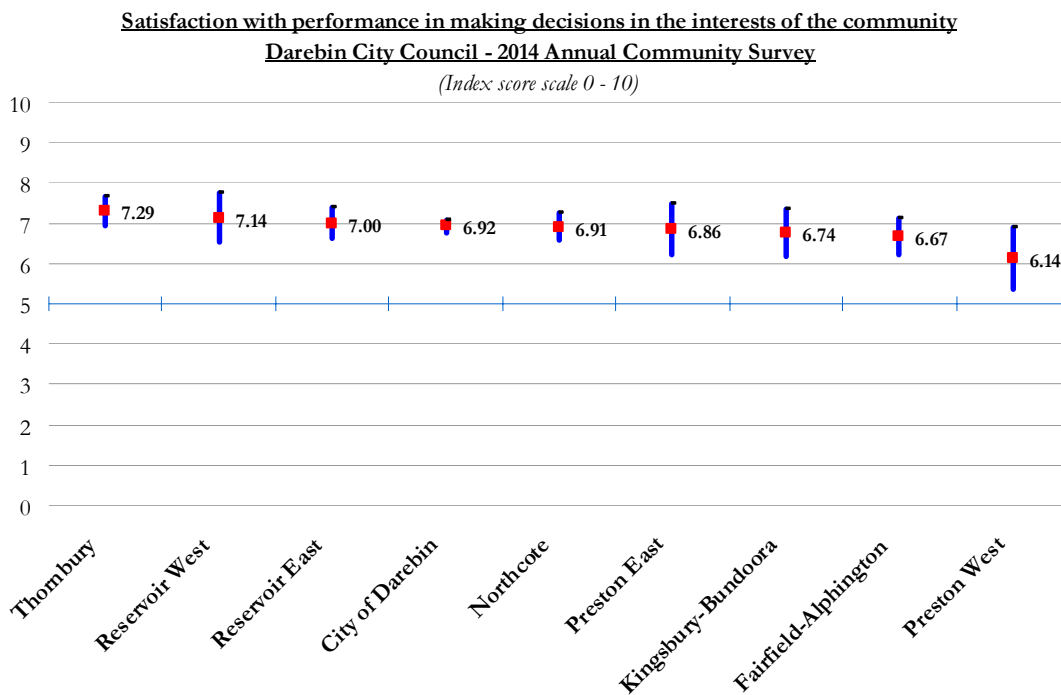


Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with Council performance in making decisions in the interests of the community?”*

A new aspect of governance and leadership was included for the first time in the 2014 survey, that relating to Council’s performance in making decisions in the interests of the community.

Satisfaction with this aspect of governance and leadership was rated at 6.92, a level of satisfaction best categorised as “good”.



The overwhelming majority of respondents (87.0%) were satisfied with Council’s performance making decisions in the interests of the community, whilst just 4.3% were dissatisfied.

**Satisfaction with performance in making decisions in interests of the community**  
**Darebin City Council - 2014 Annual Community Survey**  
*(Number and percent of total respondents)*

<i>Aspect</i>	<i>Dissatisfied (0 - 4)</i>	<i>Neutral (5)</i>	<i>Satisfied (6 - 10)</i>	<i>Can't say</i>
Performance in making decisions in the interests of the community	4.3%	8.7%	87.0%	94



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

**Darebin City Council - 2014 Annual Community Survey**

(Number and index score 0 - 10)

Variable	Number	2014		
		Lower	Mean	Upper
<i>Age</i>				
15 - 19 yrs	11	5.90	<b>6.77</b>	7.65
20 - 35 yrs	90	7.00	<b>7.26</b>	7.53
36 - 45 yrs	71	6.44	<b>6.83</b>	7.22
46 - 60 yrs	71	6.00	<b>6.41</b>	6.82
61 - 75 yrs	54	6.79	<b>7.14</b>	7.49
76 yrs and over	7	6.25	<b>7.55</b>	8.85
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	37	6.54	<b>7.10</b>	7.65
Two parent family (5 to 12 yrs)	41	6.52	<b>7.00</b>	7.48
Two parent family (13 to 18 yrs)	25	6.03	<b>6.72</b>	7.41
Two parent family (adult children only)	35	6.20	<b>6.66</b>	7.09
One parent family (0 to 4 yrs)	na	na	<b>na</b>	na
One parent family (5 to 12 yrs)	4	6.32	<b>7.35</b>	8.38
One parent family (13 to 18 yrs)	3	5.66	<b>8.00</b>	10.00
One parent family (adult children only)	3	6.48	<b>7.63</b>	8.78
Group household	31	6.85	<b>7.27</b>	7.69
Sole person household	37	5.80	<b>6.50</b>	7.19
Couple only household	83	6.70	<b>7.00</b>	7.30
<i>Housing situation</i>				
Own this home	136	6.64	<b>6.89</b>	7.13
Mortgage	65	6.21	<b>6.63</b>	7.06
Renting this home	82	6.99	<b>7.25</b>	7.51
Renting from Office of Housing	17	6.94	<b>7.50</b>	8.07
<i>Period of residence</i>				
Less than one year	34	6.69	<b>7.02</b>	7.35
One to less than five years	74	6.94	<b>7.25</b>	7.56
Five to less than ten years	47	6.52	<b>7.01</b>	7.49
Ten years or more	149	6.46	<b>6.73</b>	6.99
<i>Non-English speaking background</i>				
English speaking	180	6.54	<b>6.76</b>	6.99
Non-English speaking	120	6.99	<b>7.25</b>	7.50
<i>Disability</i>				
Yes	31	5.74	<b>6.30</b>	6.86
No	274	6.82	<b>7.00</b>	7.18
<i>Gender</i>				
Male	152	6.70	<b>6.93</b>	7.16
Female	151	6.65	<b>6.92</b>	7.18
<b>City of Darebin</b>	<b>307</b>	<b>6.75</b>	<b>6.92</b>	<b>7.09</b>



## Council’s overall performance



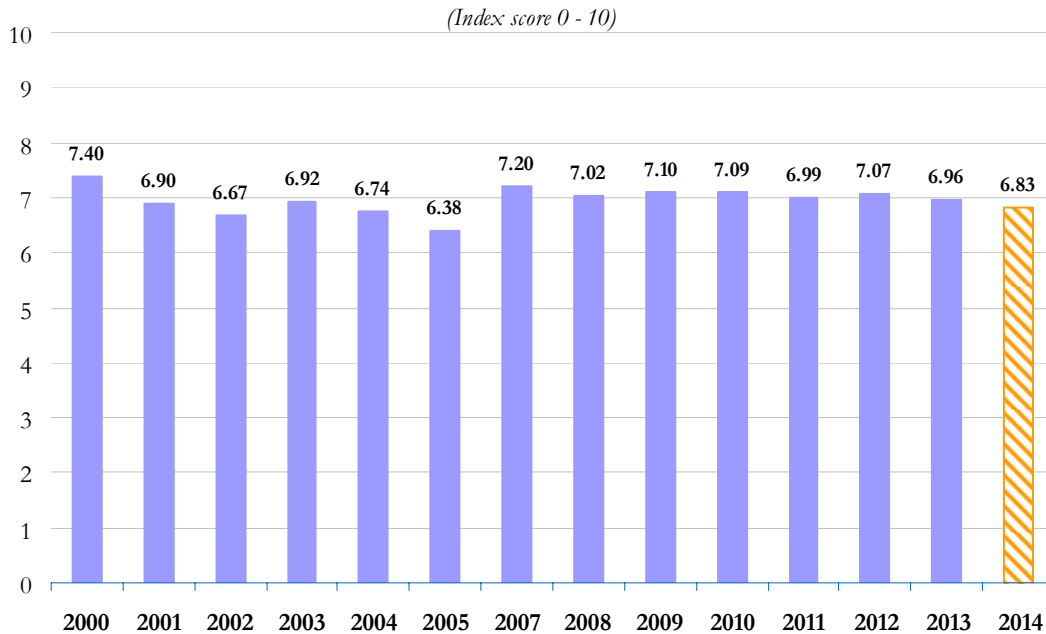
Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with the performance of Council across all areas of responsibility?”*

Satisfaction with Council’s overall performance was rated at 6.83 in 2014, a decrease of 1.9% on the 2013 result of 6.96. This result is almost identical to the long-term average of 6.95 and is at a level best categorised as “good”.

By way of comparison, *Governing Melbourne* reported a metropolitan Melbourne average of 6.53, measurably lower than the result for the City of Darebin.

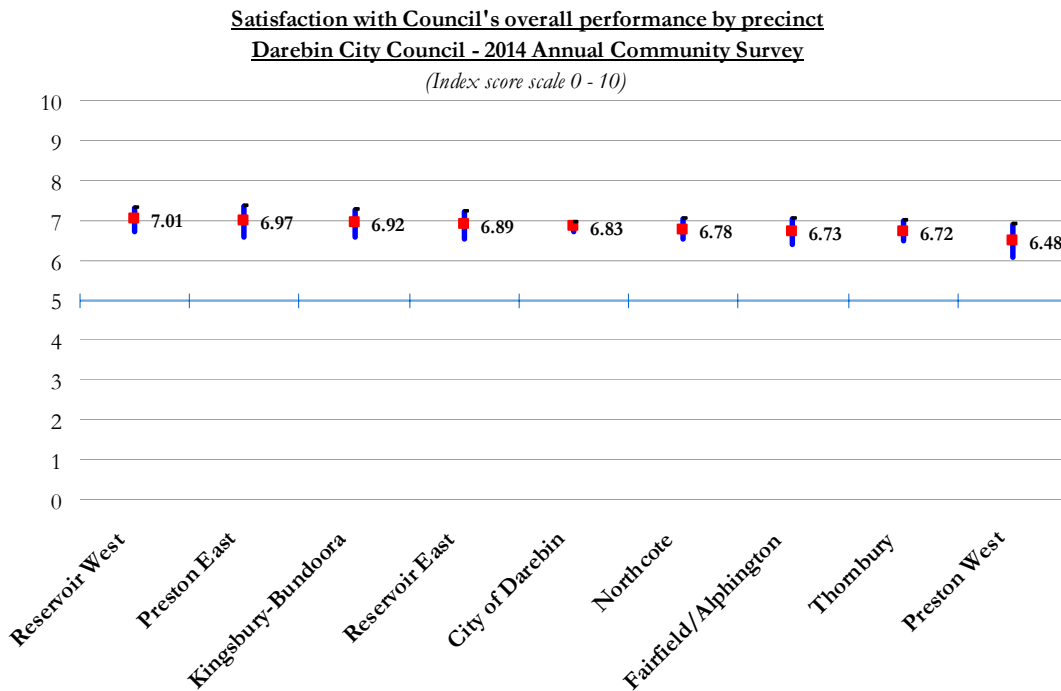
**Satisfaction with Council's overall performance**  
**Darebin City Council - 2014 Annual Community Survey**



Metropolis Research notes that the City of Darebin has consistently recorded the highest level of satisfaction with Council’s overall performance of all the municipalities for which Metropolis Research has conducted this research.

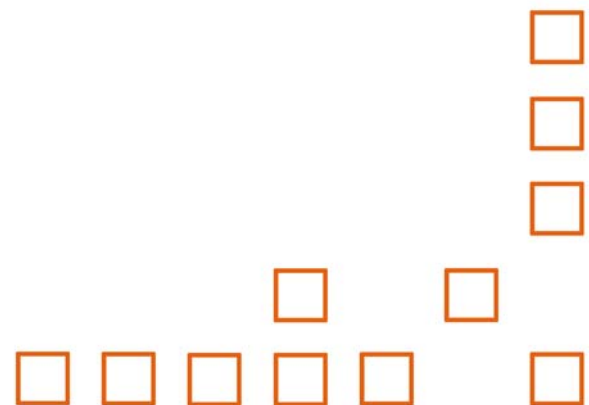
There was some minor variation in this result across the eight precincts comprising the City of Darebin, with respondents from Preston West (6.48) rating satisfaction notably lower than the municipal average at a level best categorised as “solid”.





Given the relatively small precinct sample size there is no measurable change in satisfaction in any of the eight precincts. It is observed that satisfaction increased in two precincts and decreased in six precincts:

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

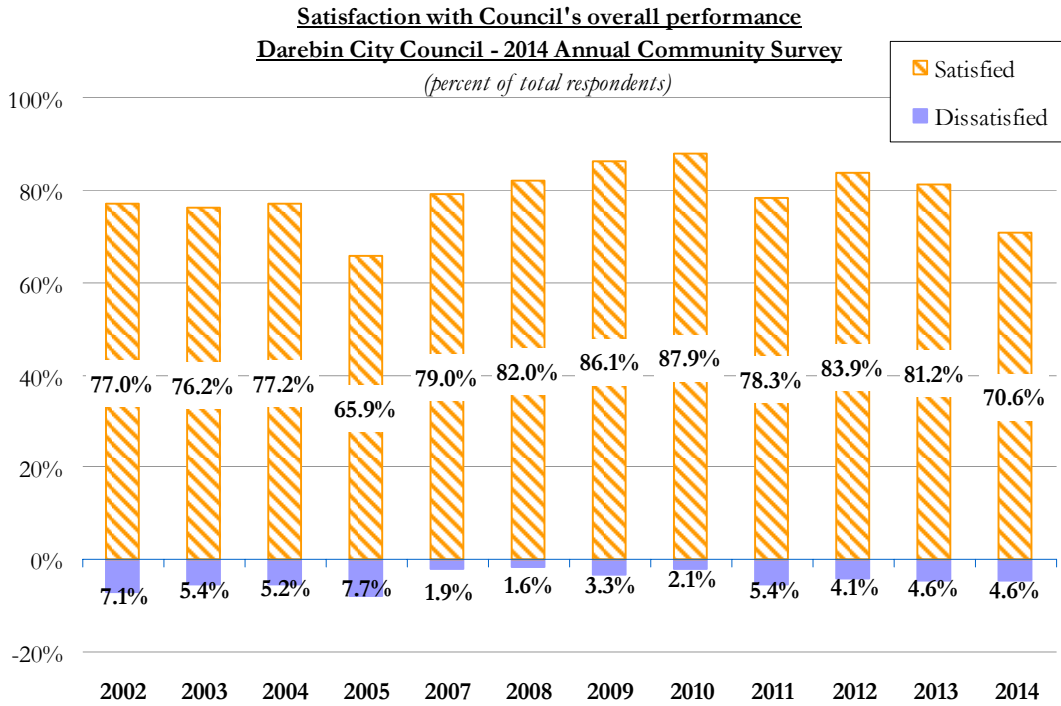


**Satisfaction with Council's overall performance**  
**Darebin City Council - 2014 Annual Community Survey**  
*(Number and index score 0 - 10)*

Precinct	Year	Number	Range		
			Lower	Mean	Upper
Reservoir West	2009	92	6.84	<b>7.10</b>	7.35
	2010	97	6.91	<b>7.13</b>	7.34
	2011	132	6.99	<b>7.25</b>	7.51
	2012	98	6.90	<b>7.13</b>	7.36
	2013	91	6.89	<b>7.18</b>	7.46
Preston East	2009	98	6.91	<b>7.14</b>	7.37
	2010	94	6.68	<b>6.94</b>	7.19
	2011	83	6.07	<b>6.48</b>	6.88
	2012	82	7.06	<b>7.38</b>	7.69
	2013	77	6.84	<b>7.08</b>	7.32
Kingsbury-Bundoora	2009	93	7.24	<b>7.43</b>	7.63
	2010	92	6.84	<b>7.05</b>	7.27
	2011	39	6.48	<b>6.96</b>	7.43
	2012	91	6.62	<b>6.91</b>	7.21
	2013	89	6.81	<b>7.16</b>	7.51
Reservoir East	2009	94	6.82	<b>7.07</b>	7.32
	2010	95	6.91	<b>7.13</b>	7.34
	2011	136	6.73	<b>7.00</b>	7.27
	2012	91	6.69	<b>7.01</b>	7.33
	2013	98	6.85	<b>7.16</b>	7.47
Northcote	2009	87	6.70	<b>6.96</b>	7.23
	2010	95	7.11	<b>7.30</b>	7.48
	2011	113	6.45	<b>6.78</b>	7.11
	2012	100	6.82	<b>7.09</b>	7.36
	2013	93	6.37	<b>6.67</b>	6.96
Fairfield-Alphington	2009	88	7.02	<b>7.29</b>	7.56
	2010	87	6.55	<b>6.86</b>	7.18
	2011	42	6.67	<b>7.18</b>	7.70
	2012	90	6.47	<b>6.77</b>	7.07
	2013	95	6.01	<b>6.40</b>	6.79
Thornbury	2009	95	6.94	<b>7.24</b>	7.54
	2010	89	6.90	<b>7.23</b>	7.55
	2011	98	6.85	<b>7.17</b>	7.48
	2012	93	6.72	<b>6.98</b>	7.24
	2013	99	6.56	<b>6.87</b>	7.17
Preston West	2009	91	6.49	<b>6.86</b>	7.23
	2010	92	6.43	<b>6.63</b>	6.84
	2011	77	6.72	<b>7.02</b>	7.33
	2012	93	6.68	<b>7.05</b>	7.42
	2013	92	6.63	<b>6.91</b>	7.20
2014	73	6.08	<b>6.48</b>	6.88	

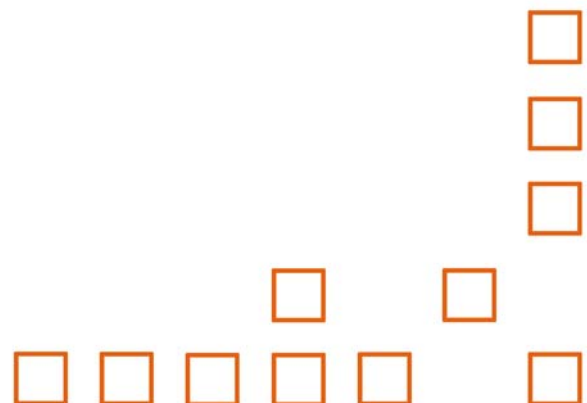
In 2014 just 4.6% of respondents were dissatisfied with Council’s overall performance, similar to the results recorded in previous years. More than two-thirds (70.6%) of respondents were satisfied with Council’s overall performance, down sharply on the 81.2% recorded in 2013.

These results highlight the consistency in community attitudes towards Council’s overall performance.



There was little measurable variation in satisfaction with Council’s overall performance across any of the demographic groups within the municipality.

- ⊗ Respondents who have lived in the municipality for less than one year were measurably more satisfied than the municipal average.
- ⊗ Respondents who were renting their housing were measurably more satisfied than the municipal average.



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

Variable	Number	Lower	2014	
			Mean	Upper
<i>Age</i>				
15 - 19 yrs	20	6.30	<b>6.83</b>	7.35
20 - 35 yrs	184	6.91	<b>7.11</b>	7.30
36 - 45 yrs	159	6.48	<b>6.69</b>	6.90
46 - 60 yrs	180	6.23	<b>6.46</b>	6.69
61 - 75 yrs	86	6.80	<b>7.11</b>	7.41
76 yrs and over	24	6.91	<b>7.49</b>	8.07
<i>Household structure</i>				
Two parent family (0 to 4 yrs)	86	6.47	<b>6.78</b>	7.09
Two parent family (5 to 12 yrs)	96	6.13	<b>6.47</b>	6.82
Two parent family (13 to 18 yrs)	51	6.26	<b>6.70</b>	7.15
Two parent family (adult children only)	64	6.48	<b>6.80</b>	7.13
One parent family (0 to 4 yrs)	6	6.48	<b>7.25</b>	8.03
One parent family (5 to 12 yrs)	5	6.78	<b>7.99</b>	9.20
One parent family (13 to 18 yrs)	8	5.40	<b>6.76</b>	8.10
One parent family (adult children only)	18	5.64	<b>6.45</b>	7.26
Group household	72	6.52	<b>6.87</b>	7.21
Sole person household	76	6.58	<b>6.87</b>	7.16
Couple only household	163	6.89	<b>7.09</b>	7.29
<i>Housing situation</i>				
Own this home	269	6.66	<b>6.83</b>	7.00
Mortgage	157	6.25	<b>6.50</b>	6.76
Renting this home	183	7.01	<b>7.18</b>	7.36
Renting from Office of Housing	26	6.32	<b>6.84</b>	7.35
<i>Period of residence</i>				
Less than one year	67	7.05	<b>7.28</b>	7.52
One to less than five years	151	6.75	<b>6.96</b>	7.18
Five to less than ten years	102	6.57	<b>6.83</b>	7.10
Ten years or more	334	6.51	<b>6.68</b>	6.85
<i>Non-English speaking background</i>				
English speaking	400	6.59	<b>6.73</b>	6.86
Non-English speaking	240	6.80	<b>7.00</b>	7.21
<i>Disability</i>				
Yes	58	6.21	<b>6.59</b>	6.97
No	581	6.74	<b>6.86</b>	6.98
<i>Gender</i>				
Male	327	6.58	<b>6.75</b>	6.92
Female	323	6.77	<b>6.92</b>	7.06
<b>City of Darebin</b>	<b>656</b>	<b>6.72</b>	<b>6.83</b>	<b>6.94</b>

## Issues for Council

Respondents were asked:

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

A total of 535 respondents representing 66.9% of the total sample provided at least one issue for Council to address in the coming year. This is a slight decline on the 76.1% recorded in 2013.

It is important to point out that these results reflect issues identified by the community as priorities for the City of Darebin. They are not to be read as a list of complaints with Council, nor do they reflect only issues within the remit of local government.

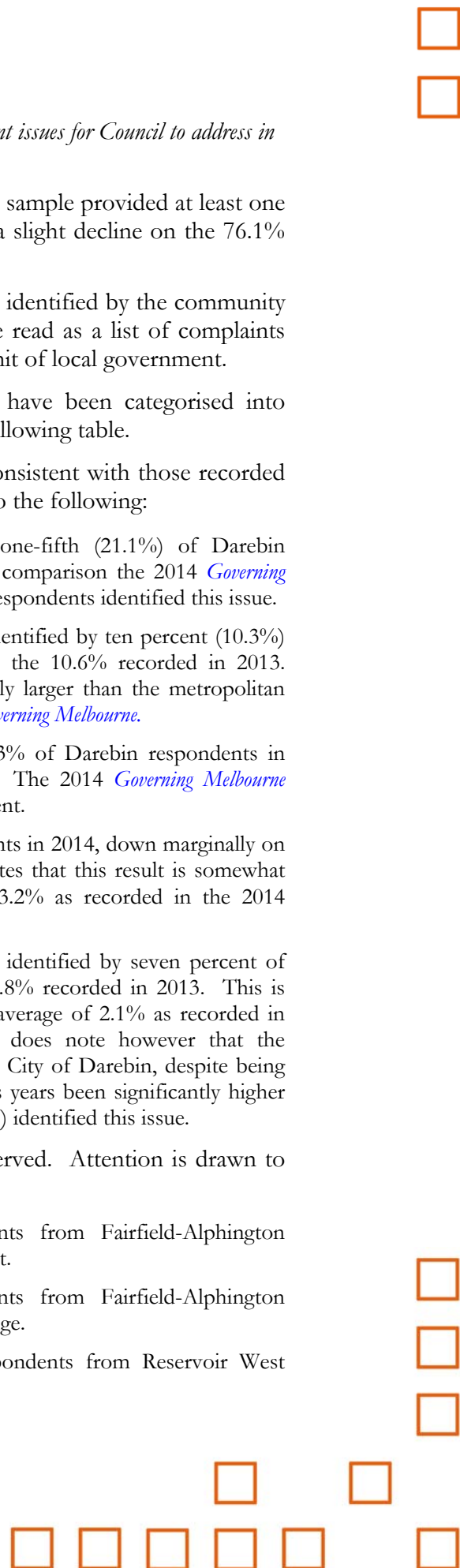
The open-ended comments received from respondents have been categorised into broad groups for ease of analysis and are outlined in the following table.

The issues identified by respondents in 2014 were very consistent with those recorded in 2013 and previous years. Particular attention is drawn to the following:

- ⊗ **Traffic management** – identified by more than one-fifth (21.1%) of Darebin respondents in 2014, down from 23.0%. By way of comparison the 2014 *Governing Melbourne* reported 21.7% of metropolitan Melbourne respondents identified this issue.
- ⊗ **Building, housing, planning and development** – identified by ten percent (10.3%) of Darebin respondents in 2014, almost identical to the 10.6% recorded in 2013. Metropolis Research notes that this result is marginally larger than the metropolitan Melbourne average of 6.1% as recorded in the 2014 *Governing Melbourne*.
- ⊗ **Parks, gardens and open space** – identified by 8.3% of Darebin respondents in 2014, up marginally on the 7.8% recorded in 2013. The 2014 *Governing Melbourne* reported a metropolitan Melbourne average of six percent.
- ⊗ **Street trees** – identified by 7.8% of Darebin respondents in 2014, down marginally on the 11.8% recorded in 2013. Metropolis Research notes that this result is somewhat larger than the metropolitan Melbourne average of 3.2% as recorded in the 2014 *Governing Melbourne*.
- ⊗ **Environment, conservation and climate change** – identified by seven percent of Darebin respondents in 2014, up marginally on the 4.8% recorded in 2013. This is substantially larger than the metropolitan Melbourne average of 2.1% as recorded in the 2014 *Governing Melbourne*. Metropolis Research does note however that the proportion of respondents identifying this issue in the City of Darebin, despite being consistent since 2011, has at various times in previous years been significantly higher than this. For example in 2009 almost one-fifth (19.0%) identified this issue.

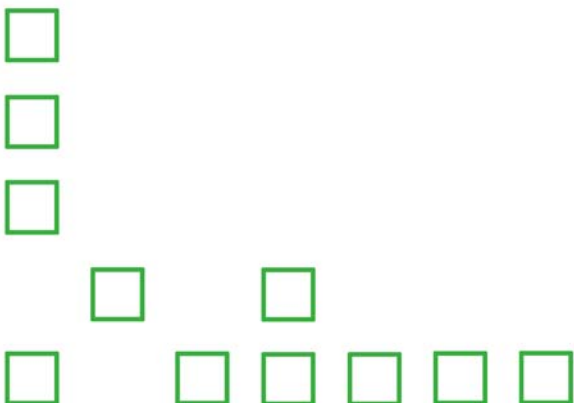
When examined by precinct, a degree of variation is observed. Attention is drawn to the following:

- ⊗ The higher than average proportion of respondents from Fairfield-Alphington identifying building, housing, planning and development.
- ⊗ The higher than average proportion of respondents from Fairfield-Alphington identifying environment, conservation and climate change.
- ⊗ The slightly higher than average proportion of respondents from Reservoir West identifying public transport.





- ⊗ The slightly higher than average proportion of respondents from Preston West identifying cleanliness of the area.
- ⊗ The slightly higher than average proportion of respondents from Thornbury identifying rates.



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

Issue	2014		2013	2012	2011	metro. Melb.
	Number	Percent				
Traffic management	169	21.1%	23.0%	18.0%	18.3%	21.7%
Building, housing, planning & development issues	82	10.3%	10.6%	9.5%	6.8%	5.0%
Parks, gardens, open space maintenance issues	66	8.3%	7.8%	10.8%	6.6%	6.0%
Street trees	62	7.8%	11.8%	8.1%	8.4%	7.2%
Environment, conservation and climate change	56	7.0%	4.8%	6.6%	7.0%	2.1%
Footpath maintenance and repairs	55	6.9%	5.3%	6.5%	4.0%	6.1%
Roads maintenance and repairs	48	6.0%	5.5%	7.9%	9.1%	6.1%
Rates	45	5.6%	5.6%	4.1%	3.6%	5.2%
Parking	44	5.5%	7.4%	5.5%	8.9%	13.1%
Consultation, comm. & prov. of information	38	4.8%	3.6%	4.5%	3.1%	1.3%
Public transport	37	4.6%	2.8%	3.0%	4.4%	3.2%
Street cleaning	31	3.9%	7.1%	5.1%	3.4%	3.0%
Hard rubbish collection	31	3.9%	2.6%	7.5%	7.4%	3.4%
Cleanliness of area	30	3.8%	2.3%	7.3%	3.3%	3.0%
Rubbish and waste including garbage collection	29	3.6%	6.6%	5.8%	7.1%	3.2%
Safety, policing and crime	28	3.5%	3.5%	4.8%	12.3%	5.0%
Street lighting	23	2.9%	4.4%	3.9%	6.0%	3.4%
Bicycles and bike tracks	19	2.4%	3.3%	4.6%	2.6%	2.3%
Community activities and events	16	2.0%	0.6%	0.6%	0.8%	0.5%
Sports and recreation facilities	13	1.6%	1.4%	1.4%	1.9%	1.6%
Services and facilities for the elderly	12	1.5%	2.6%	3.5%	3.8%	0.5%
Drains maintenance and repairs	11	1.4%	4.1%	2.6%	2.9%	2.1%
Graffiti	9	1.1%	0.8%	1.1%	1.8%	1.3%
Provision & maintenance of general infrastructure	8	1.0%	2.8%	2.8%	2.3%	2.1%
Multicultural issues	7	0.9%	1.0%	1.6%	2.5%	na
Recycling	6	0.8%	1.3%	1.5%	0.3%	0.4%
Green waste collection	6	0.8%	0.5%	0.8%	0.9%	1.9%
Council management	6	0.8%	2.1%	1.9%	2.3%	0.3%
Childcare	6	0.8%	0.8%	2.6%	4.9%	na
Public housing / homeless issues	6	0.8%	na	na	na	na
Drug and alcohol issues	5	0.6%	1.3%	1.8%	1.1%	1.6%
Cleaning and maintenance of shopping areas	5	0.6%	na	na	1.3%	na
Aesthetics of area	5	0.6%	1.8%	0.9%	0.5%	na
Public health / medical facilities	5	0.6%	0.3%	1.1%	2.1%	0.4%
Education and schools	4	0.5%	2.0%	1.4%	1.3%	0.3%
Facilities and activities for children	4	0.5%	0.6%	0.5%	0.9%	0.6%
Libraries	4	0.5%	0.5%	0.6%	2.0%	1.0%
Quality of and access to local facilities	4	0.5%	0.6%	0.9%	0.0%	na
Quality and provision of Council services	3	0.4%	1.8%	2.3%	1.5%	0.9%
Noise	3	0.4%	1.3%	1.0%	1.4%	0.9%
Services and facilities for the disabled	3	0.4%	0.4%	1.1%	0.6%	0.3%
Quality and provision of local shops	3	0.4%	2.1%	0.4%	0.6%	0.9%
Community support	3	0.4%	1.3%	0.3%	0.3%	na
Activities and facilities for youth	3	0.4%	na	1.1%	0.8%	na
Promoting community atmosphere, arts & culture	3	0.4%	1.1%	1.8%	1.8%	0.5%
All other issues	33	4.1%	8.3%	7.5%	10.1%	7.0%
<b>Total responses</b>	<b>1,089</b>		<b>1,277</b>	<b>1,332</b>	<b>1,391</b>	<b>969</b>
<i>Total respondents providing a response</i>	<i>535 (66.9%)</i>		<i>609</i>	<i>606</i>	<i>611</i>	<i>501</i>

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

Reservoir East		Reservoir West	
Traffic management	15.0%	Traffic management	24.0%
Street trees	11.0%	Parks, gardens, open space	11.0%
Footpath maintenance and repairs	10.0%	Public transport	11.0%
Street cleaning	8.0%	Street trees	10.0%
Cleanliness of the area	7.0%	Consultation, commun. and provision of info.	9.0%
Roads maintenance and repairs	6.0%	Building, housing, planning and development	9.0%
Parks, gardens, open space	5.0%	Roads maintenance and repairs	8.0%
Consultation, commun. and provision of info.	5.0%	Footpath maintenance and repairs	8.0%
Building, housing, planning and development	5.0%	Rates	5.0%
Hard rubbish collection	5.0%	Parking	3.0%

Preston East		Preston West	
Building, housing, planning and development	14.0%	Traffic management	24.0%
Traffic management	14.0%	Building, housing, planning and development	12.0%
Parks, gardens, open space	11.0%	Cleanliness of the area	11.0%
Parking	10.0%	Parking	9.0%
Street trees	8.0%	Environment, conservation and climate change	9.0%
Environment, conservation and climate change	7.0%	Parks, gardens, open space	8.0%
Roads maintenance and repairs	6.0%	Public transport	8.0%
Rates	5.0%	Footpath maintenance and repairs	8.0%
Footpath maintenance and repairs	5.0%	Consultation, commun. and provision of info.	5.0%
Safety, policing and crime	5.0%	Safety, policing and crime	5.0%

Northcote		Thornbury	
Traffic management	26.0%	Traffic management	24.0%
Environment, conservation and climate change	11.0%	Building, housing, planning and development	11.0%
Building, housing, planning and development	9.0%	Rates	10.0%
Rates	8.0%	Parks, gardens, open space	8.0%
Street trees	7.0%	Environment, conservation and climate change	7.0%
Parks, gardens, open space	6.0%	Hard rubbish collection	6.0%
Parking	5.0%	Bicycles and bike tracks	6.0%
Hard rubbish collection	5.0%	Roads maintenance and repairs	5.0%
Roads maintenance and repairs	5.0%	Footpath maintenance and repairs	5.0%
Rubbish and waste including garbage collection	5.0%	Street trees	5.0%

Kingsbury-Bundoora		Fairfield/Alphington	
Traffic management	16.0%	Traffic management	26.0%
Building, housing, planning and development	11.0%	Building, housing, planning and development	22.0%
Cleanliness of the area	9.0%	Environment, conservation and climate change	17.0%
Parking	8.0%	Parks, gardens, open space	14.0%
Environment, conservation and climate change	8.0%	Bicycles and bike tracks	7.0%
Roads maintenance and repairs	8.0%	Parking	6.0%
Footpath maintenance and repairs	8.0%	Roads maintenance and repairs	6.0%
Street lighting	7.0%	Footpath maintenance and repairs	6.0%
Safety, policing and crime	7.0%	Street cleaning	6.0%
Street trees	7.0%	Street trees	6.0%

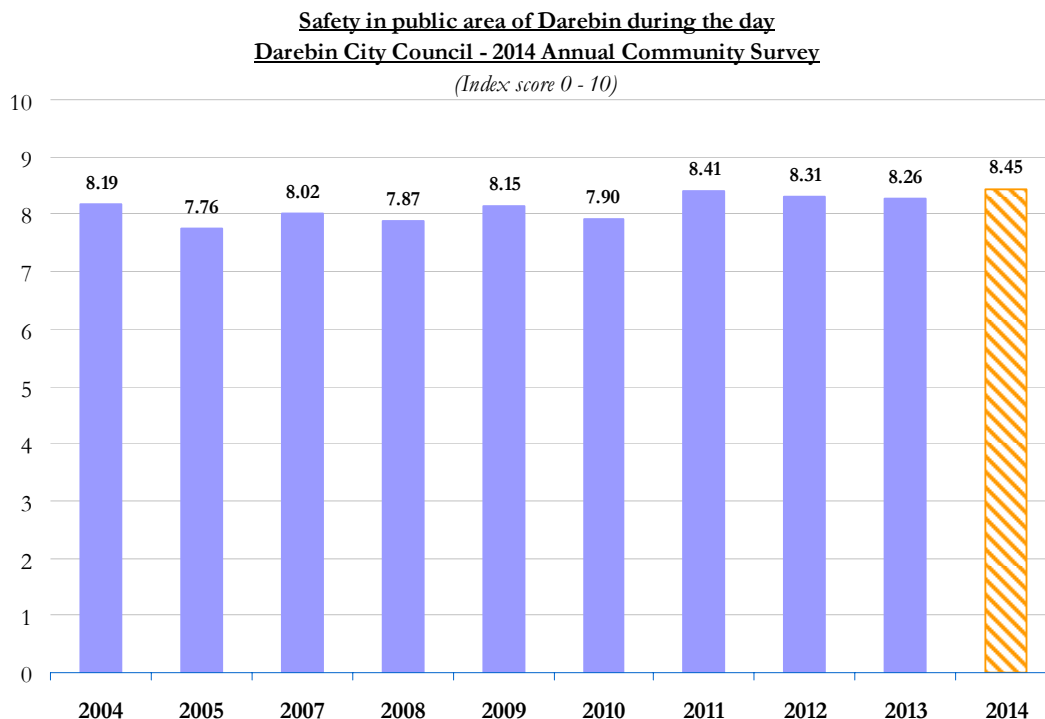
## Safety in public areas

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 you rated either of these less than 6, why do you say that?”*

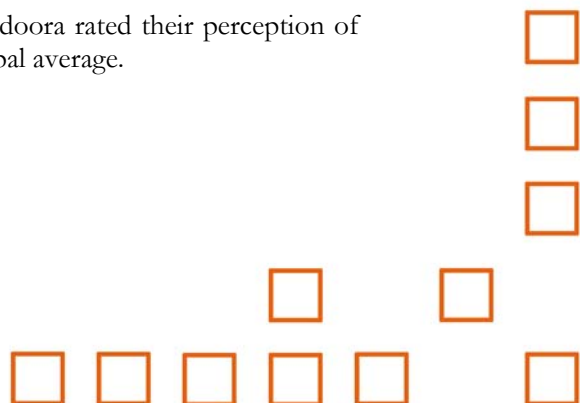
### Safety during the day

Safety in public areas in the City of Darebin during the day increased marginally in 2014, up 2.3% from 8.26 to 8.45. This result is almost identical to the metropolitan Melbourne average of 8.47 as recorded in *Governing Melbourne*.



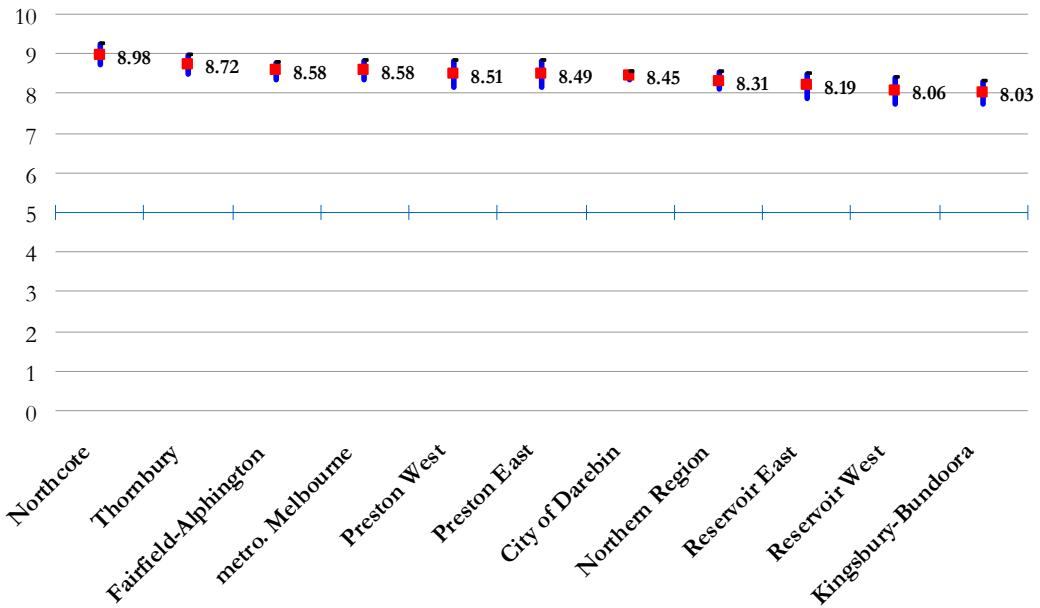
There was some measurable variation in this result across the municipality, with attention drawn to the following:

- ⊗ Respondents from Northcote and Thornbury rated their perception of safety during the day measurably higher than the municipal average.
- ⊗ Respondents from Reservoir West and Kingsbury-Bundoora rated their perception of safety during the day measurably lower than the municipal average.



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

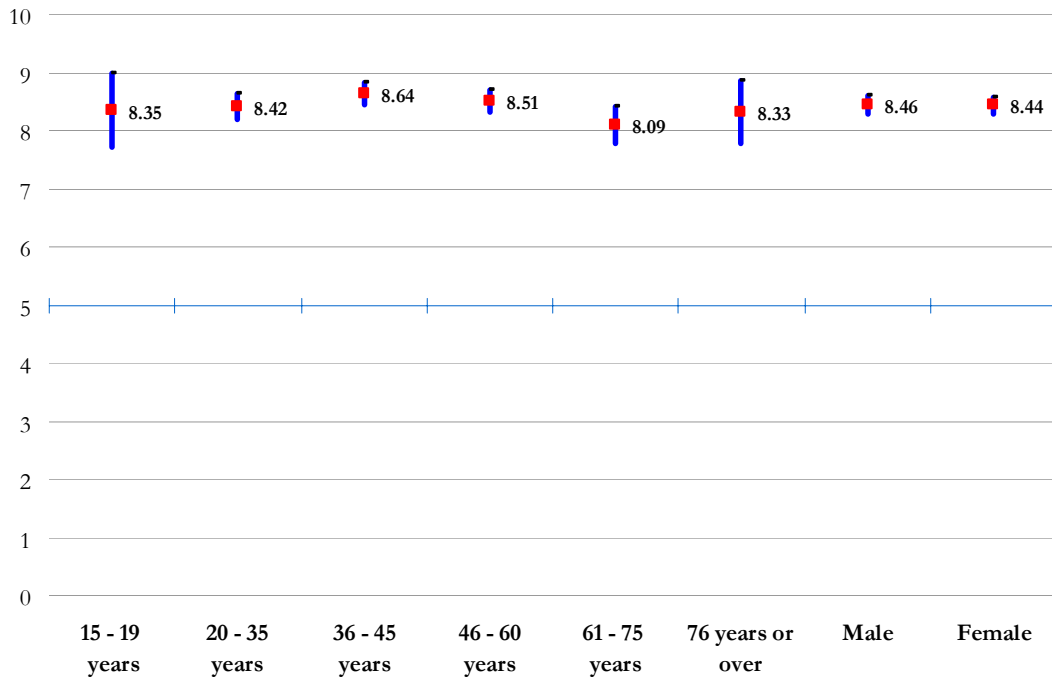
(Index score scale 0 - 10)



There was no measurable variation in the perception of safety in the public areas of the City of Darebin during the day by respondent age or respondent gender.

**Perception of safety in public areas of Darebin during the day by age and gender**  
**Darebin City Council - 2014 Annual Community Survey**

(Index score scale 0 - 10)

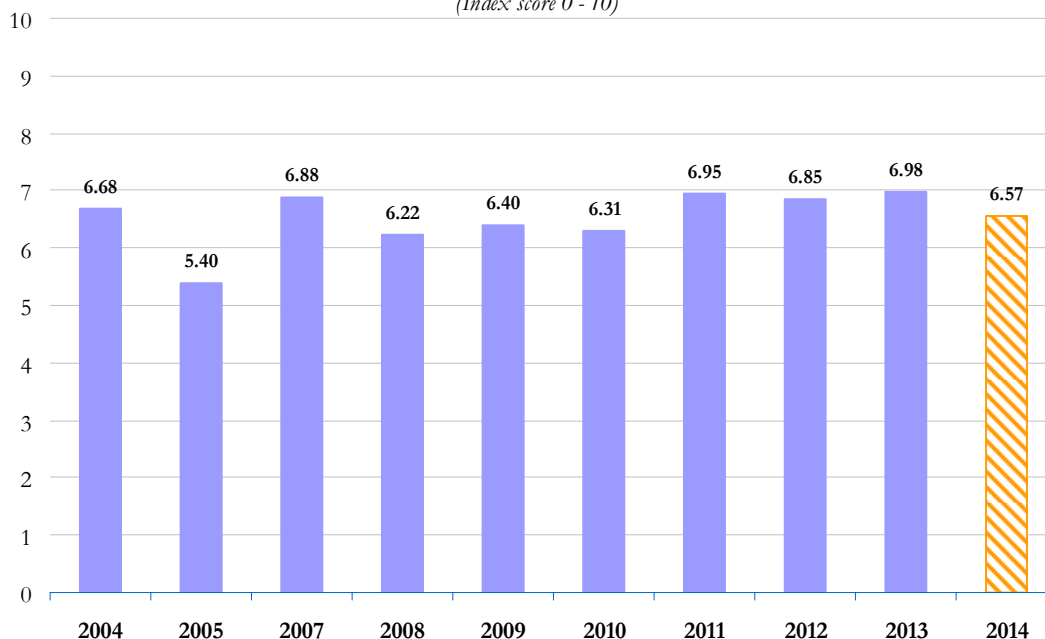


## Safety at night

The perception of safety in the public areas in the City of Darebin at night decreased 5.9% in 2014, down from 6.98 to 6.57.

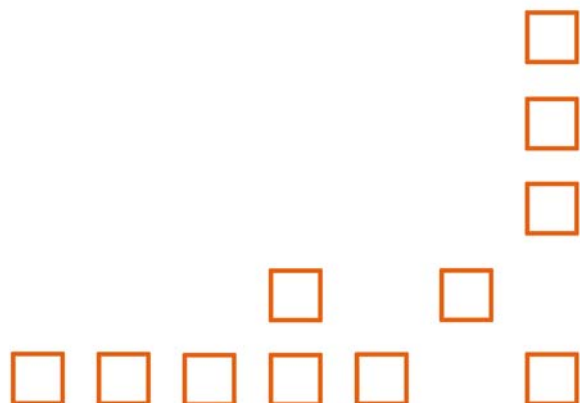
This compares to the metropolitan Melbourne average of 6.46 as recorded in *Governing Melbourne*.

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



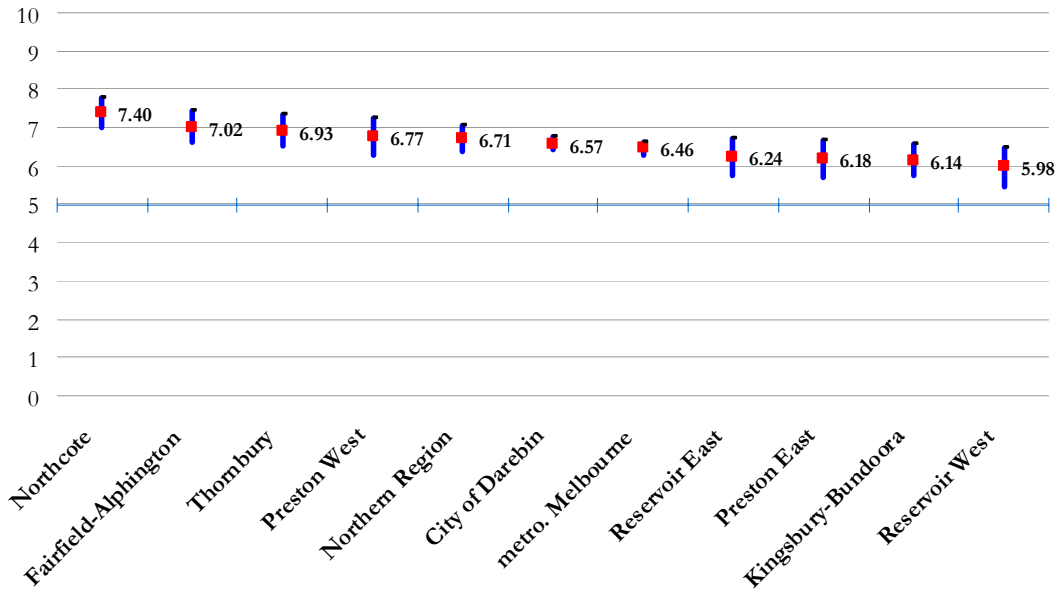
There was some measurable variation in this result across the municipality, with attention drawn to the following:

- ⊗ Respondents from Northcote rated their perception of safety at night measurably higher than the municipal average.
- ⊗ Respondents from Reservoir West rated their perception of safety at night measurably lower than the municipal average.



**Perception of safety in public areas of Darebin at night**  
**Darebin City Council - 2014 Annual Community Survey**

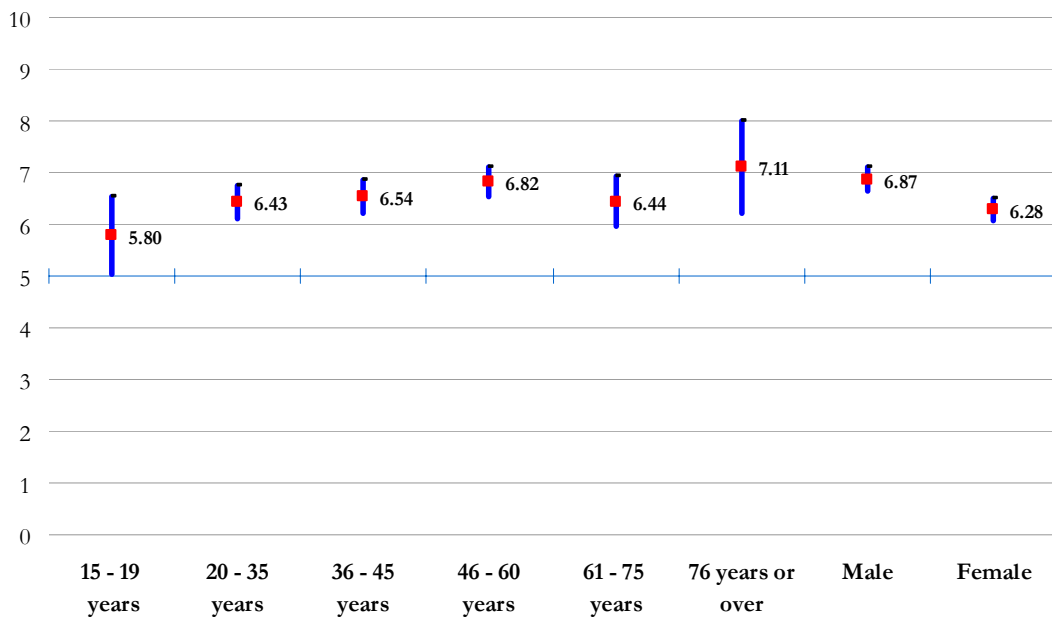
(Index score scale 0 - 10)



Interestingly there was some variation in the perception of safety by lifecycle (age) structure, with adolescents rating their perception lower than senior citizens. Measurable variation was also observed by gender, with male respondents rating their perception measurably higher than female respondents.

**Perception of safety in public areas of Darebin at night by age and gender**  
**Darebin City Council - 2014 Annual Community Survey**

(Index score scale 0 - 10)



## Darebin City Council

### *Agreement with aspects of Council*

Respondents were asked:

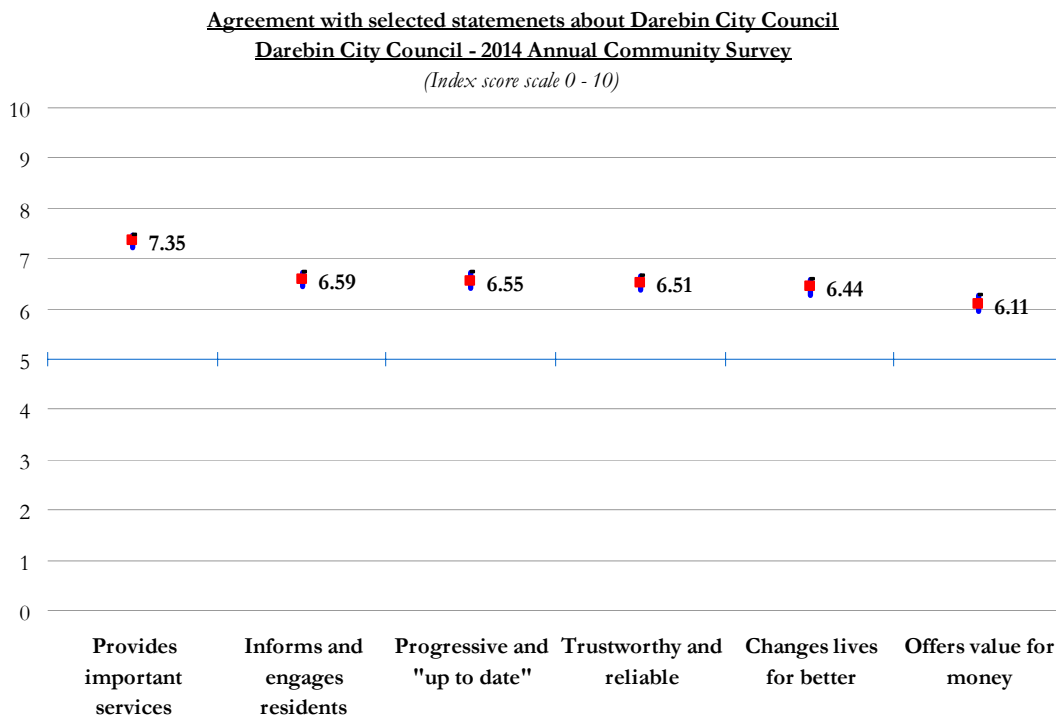
*“On a scale of 0 (totally disagree) to 10 (totally agree), please rate your agreement with the following statements regarding the Darebin City Council.”*

A new set of questions were included for the first time in the 2014 survey relating to the perception of Darebin City Council.

Respondents rated their agreement with all six aspects of Council, as outlined in the following graph. These results can best be summarised as follows:

- ⊗ **Strong agreement** – that Council provides important services.
- ⊗ **Solid agreement** – that Council informs and engages residents, is progressive and up-to-date, is trustworthy and reliable, changes lives for the better, and offers value for money.

It is noted that respondents rated their agreement that Council offers value for money measurably lower than agreement with the other statements, and that agreement that Council provides important services was rated measurably higher than the other statements.



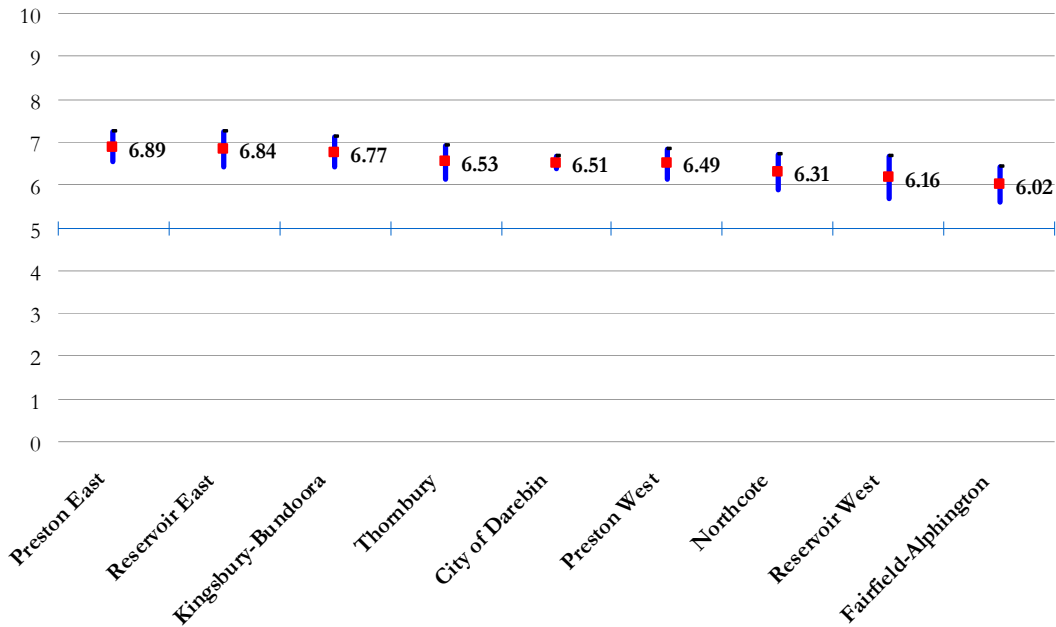




There was some variation in agreement that Darebin City is trustworthy and reliable across the municipality, with respondents from Preston East measurably more in agreement and respondents Fairfield-Alphington measurably less in agreement.

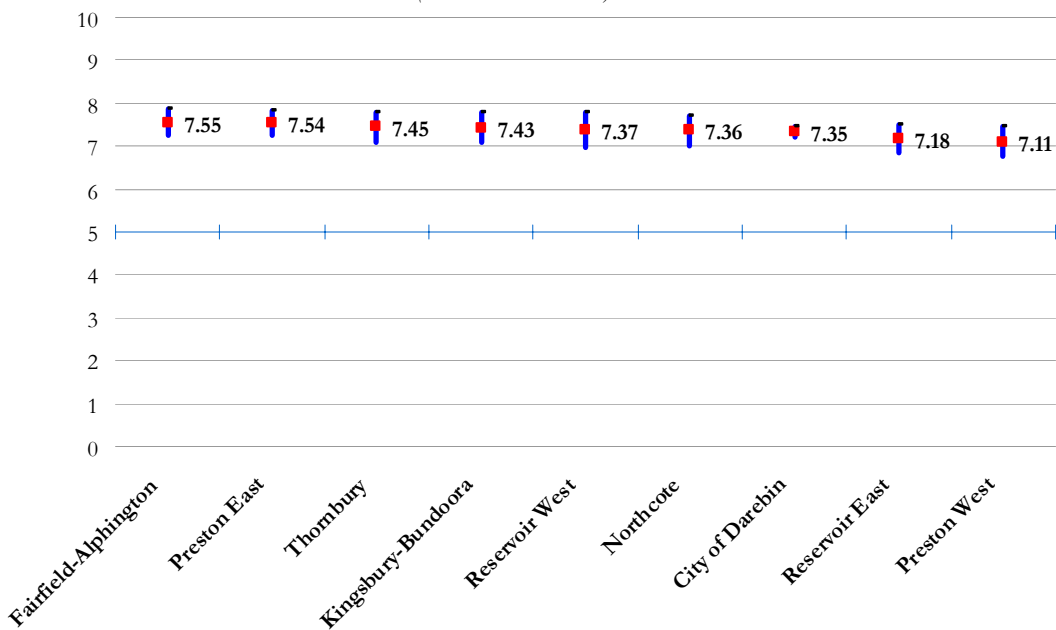


**"Darebin City Council is trustworthy and reliable"**  
**Darebin City Council - 2014 Annual Community Survey**  
 (Index score scale 0 - 10)



There was no measurable variation in agreement that Darebin City provides important services across the municipality.

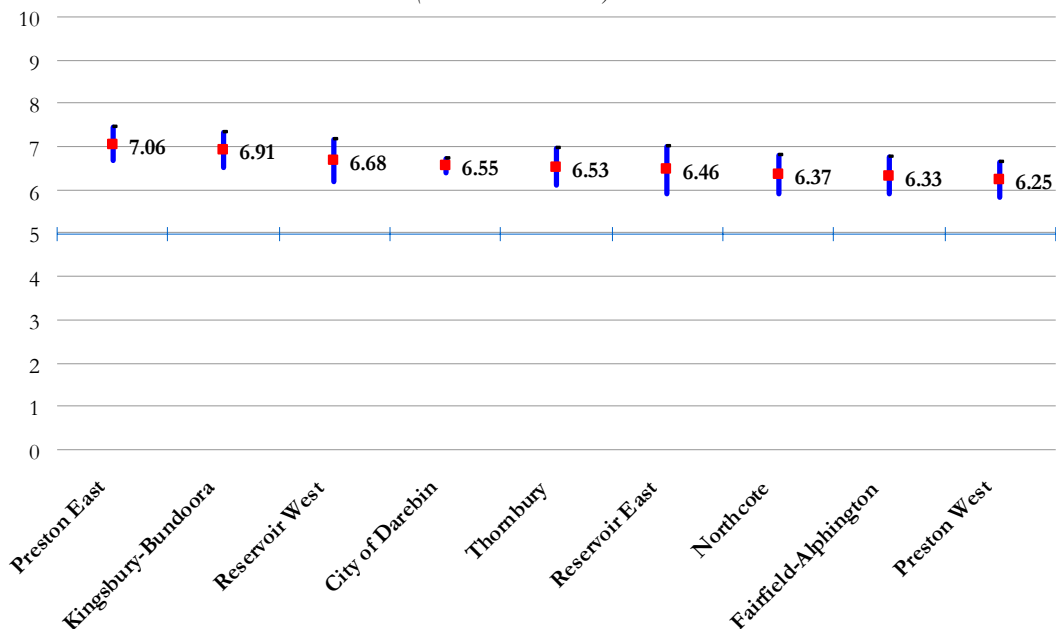
**"Darebin City Council provides important services"**  
**Darebin City Council - 2014 Annual Community Survey**  
 (Index score scale 0 - 10)





There was some measurable variation in agreement that Darebin Council is progressive and up-to-date, with respondents from Preston East rating agreement measurably higher than the municipal average.

**"Darebin City Council is progressive and 'up to date'"**  
**Darebin City Council - 2014 Annual Community Survey**  
 (Index score scale 0 - 10)



### Council as an organisation

Respondents were asked:

*“Which, if any, of the following words do you associate with the Darebin City Council as an organisation?”*

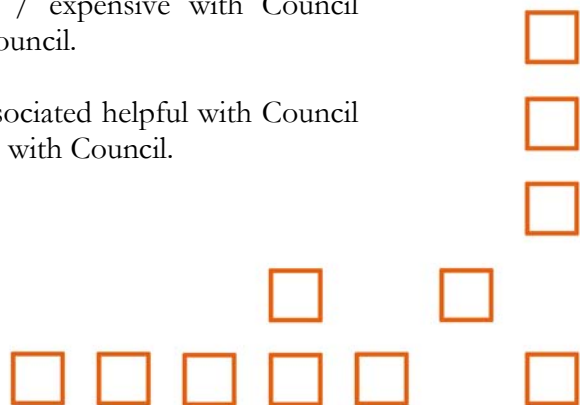
A new question was included for the first time in the 2014 survey, asking respondents to select from a pre-coded list all the words that associated with Darebin City Council.

In 2014 727 respondents (90.9%) associated at least one of the listed words with Darebin City Council, and associated a total of 2,037 words (an average of 2.8 words).

The words have been aligned as opposing words, as outlined in the following graph. It is noted that six of the seven grouping, the positive word was more commonly associated with Council than the negative word.

By contrast 10.3% of respondents associated wasteful / expensive with Council compared to 9.6% who associated value for money with Council.

It is noted that almost half of the respondents (43.1%) associated helpful with Council compared to 12.3% who associated bureaucratic / red tape with Council.



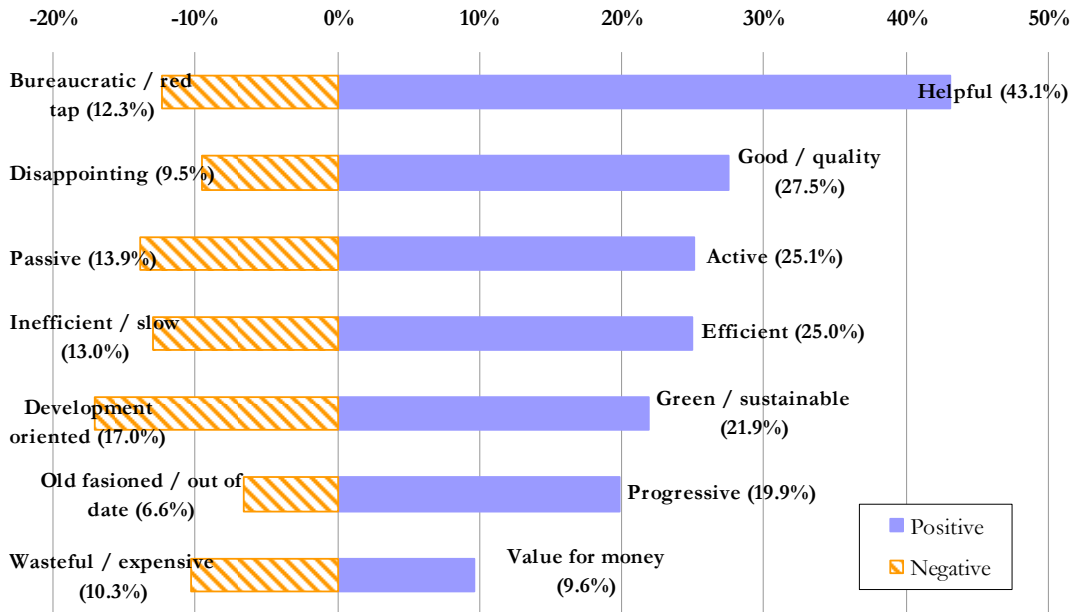
**Words associated with Darebin City Council as an organisation**  
**Darebin City Council - 2014 Annual Community Survey**  
*(Number and percent of total respondents)*

Response	2014	
	Number	Percent
Helpful	345	43.1%
Good / quality	220	27.5%
Active	201	25.1%
Efficient	200	25.0%
Green / sustainable	175	21.9%
Progressive	159	19.9%
Development oriented	136	17.0%
Passive	111	13.9%
Inefficient / slow	104	13.0%
Bureaucratic / red tape	98	12.3%
Wasteful / expensive	82	10.3%
Value for money	77	9.6%
Disappointing	76	9.5%
Old fashioned / out of date	53	6.6%

**Total responses** **2,037**

*Total respondents providing response* *727 (90.9%)*

**Words associated with Darebin City Council as an organisation**  
**Darebin City Council - 2014 Annual Community Survey**  
*(Percent of total respondents)*



There was some measurable variation in these results across the municipality, with attention drawn to the following:

- ⊗ The slightly lower than average proportion of respondents from Preston West identifying helpful.
- ⊗ The slightly lower than average proportion of respondents from Reservoir West identifying passive.

- ⊗ The higher than average proportion of respondents from Fairfield-Alphington identifying development orientated, bureaucratic / red tape, and disappointing.
- ⊗ The lower than average proportion of respondents from Fairfield-Alphington identifying value for money.
- ⊗ The higher than average proportion of respondents from Reservoir West identifying wasteful / expensive and value for money.

**Words associated with Darebin City Council as an organisation by precinct**  
**Darebin City Council - 2014 Annual Community Survey**  
*(Number and percent of total respondents)*

<i>Response</i>	<i>Reservoir East</i>	<i>Reservoir West</i>	<i>Preston East</i>	<i>Preston West</i>
Helpful	50.0%	49.0%	37.0%	34.0%
Good / quality	26.0%	30.0%	27.0%	26.0%
Active	19.0%	32.0%	22.0%	17.0%
Efficient	23.0%	27.0%	28.0%	27.0%
Green / sustainable	17.0%	24.0%	18.0%	26.0%
Progressive	15.0%	23.0%	26.0%	26.0%
Development oriented	12.0%	19.0%	18.0%	16.0%
Passive	12.0%	6.0%	14.0%	15.0%
Inefficient / slow	9.0%	16.0%	13.0%	11.0%
Bureaucratic / red tape	8.0%	13.0%	5.0%	19.0%
Wasteful / expensive	8.0%	20.0%	8.0%	12.0%
Value for money	8.0%	17.0%	9.0%	12.0%
Disappointing	6.0%	14.0%	7.0%	9.0%
Old fashioned / out of date	11.0%	4.0%	4.0%	5.0%
<b>Total responses</b>	<b>224</b>	<b>294</b>	<b>236</b>	<b>255</b>
<i>Total respondents providing response</i>	<i>88 (88.0%)</i>	<i>90 (90.0%)</i>	<i>95 (95.0%)</i>	<i>93 (93.0%)</i>

<i>Response</i>	<i>Northcote</i>	<i>Thornbury</i>	<i>Kingsbury-Bundoora</i>	<i>Fairfield/Alphington</i>
Helpful	44.0%	38.0%	42.0%	41.0%
Good / quality	31.0%	24.0%	33.0%	21.0%
Active	31.0%	26.0%	27.0%	25.0%
Efficient	27.0%	20.0%	30.0%	17.0%
Green / sustainable	22.0%	24.0%	23.0%	26.0%
Progressive	15.0%	18.0%	17.0%	25.0%
Development oriented	16.0%	19.0%	14.0%	29.0%
Passive	19.0%	18.0%	16.0%	15.0%
Inefficient / slow	15.0%	11.0%	15.0%	19.0%
Bureaucratic / red tape	14.0%	12.0%	17.0%	20.0%
Wasteful / expensive	4.0%	9.0%	9.0%	13.0%
Value for money	8.0%	6.0%	9.0%	3.0%
Disappointing	9.0%	9.0%	8.0%	18.0%
Old fashioned / out of date	7.0%	7.0%	2.0%	10.0%
<b>Total responses</b>	<b>262</b>	<b>241</b>	<b>262</b>	<b>282</b>
<i>Total respondents providing response</i>	<i>94 (94.0%)</i>	<i>85 (85.0%)</i>	<i>92 (92.0%)</i>	<i>95 (95.0%)</i>

**Customer service**

***Contact with Council in last twelve months***

Respondents were asked:

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

A total of 42.0% of respondents in 2014 reported that they had contacted Darebin City Council in the last twelve months. This is a very marginal decrease on the 2013 result of 44.2% of respondents.

***Forms of contact***

Respondents were asked:

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

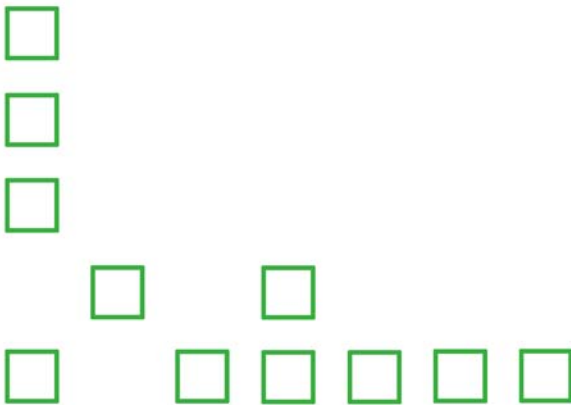
The most popular method of contacting Council was the telephone, which was employed by a little less than two-thirds (63.0% down from 65.6%) of respondents in 2014.

The second most popular method was a visit in person (19.4% up from 13.8%).

These have been the two main methods respondents have used to contact Council since the *Annual Community Survey* began in 2002.

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

Form	2014		2013	2012	2011	2010	2009	2008	2007
	Number	Percent							
Telephone	208	63.0%	65.6%	65.5%	61.0%	62.4%	62.9%	53.3%	55.4%
Visit in person	64	19.4%	13.8%	19.7%	25.9%	31.1%	24.0%	27.1%	26.8%
E-mail	24	7.3%	7.2%	6.4%	3.1%	2.5%	5.4%	3.9%	3.0%
Mail	4	1.2%	2.7%	1.2%	2.6%	0.9%	2.6%	4.6%	3.7%
Site visit by officer	1	0.3%	0.0%	4.3%	3.7%	2.5%	3.4%	8.2%	9.4%
Multiple methods	23	7.0%	9.9%	2.6%	1.7%	0.0%	0.6%	2.3%	0.3%
Can't say	6	1.8%	0.9%	0.3%	2.0%	0.6%	1.1%	0.7%	1.3%
<b>Total</b>	<b>330</b>	<b>100%</b>	<b>334</b>	<b>345</b>	<b>351</b>	<b>322</b>	<b>350</b>	<b>306</b>	<b>298</b>



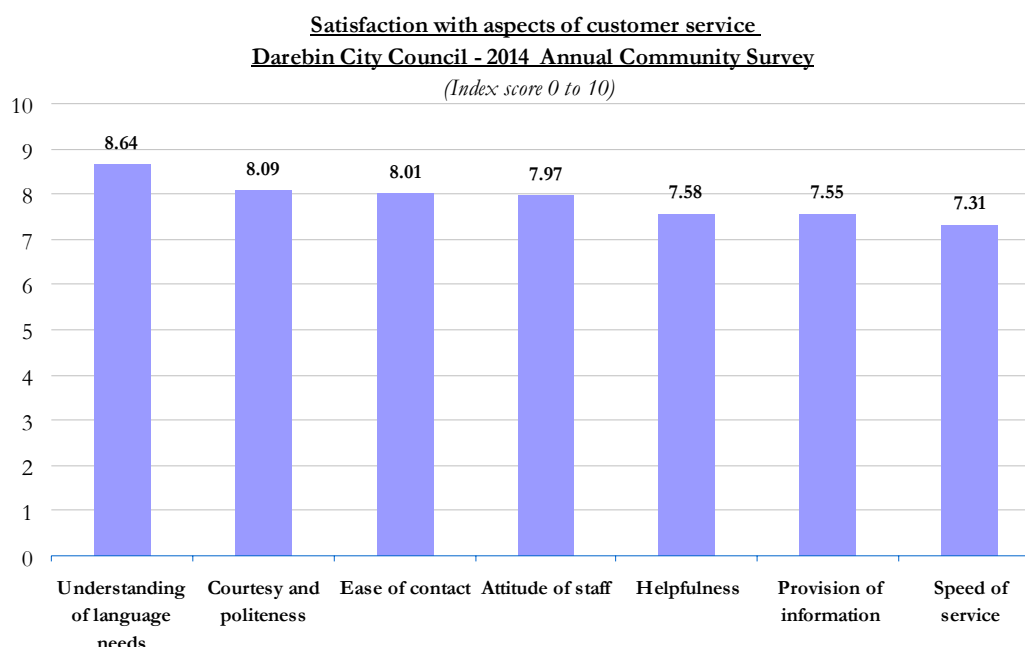
## Satisfaction with customer service

Respondents who had contacted Council were asked:

*“Please rate your satisfaction with the following aspects of services when you last contacted Darebin City Council.”*

Satisfaction with all seven aspects of Council's customer service increased in 2014, although these increases were not statistically significant. Satisfaction can be summarised as follows:

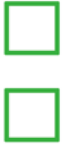
- ⊗ **Excellent** for “understanding language needs”, “courtesy and politeness”, “ease of contact” and “attitude of staff”.
- ⊗ **Very Good** for “helpfulness”, “provision of information” and “speed of service”.



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

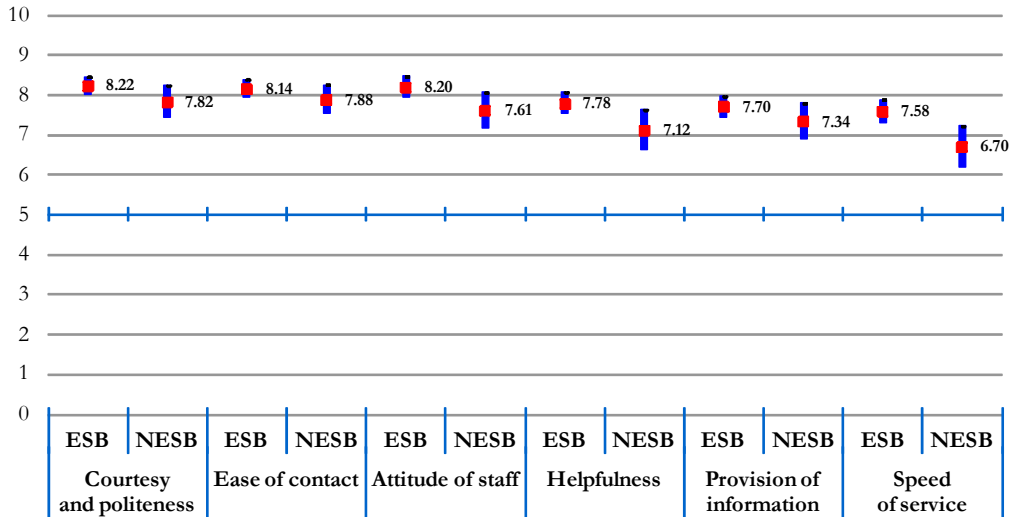
Aspect	2014		2013	2012	2011	2010	2009	2008
	Number	Mean						
Understanding of language needs	69	8.64	8.59	8.47	8.73	8.75	8.80	8.14
Courtesy and politeness	318	8.09	7.89	8.22	8.08	8.10	8.36	8.02
Ease of contact	313	8.01	7.67	8.01	na	na	na	na
Attitude of staff	306	7.97	7.54	7.91	na	na	na	na
Helpfulness	315	7.58	6.99	7.60	7.43	7.63	7.72	7.48
Provision of information	304	7.55	7.24	7.58	7.62	7.82	7.84	7.52
Speed of service	317	7.31	6.61	7.095	7.14	7.34	7.31	7.30





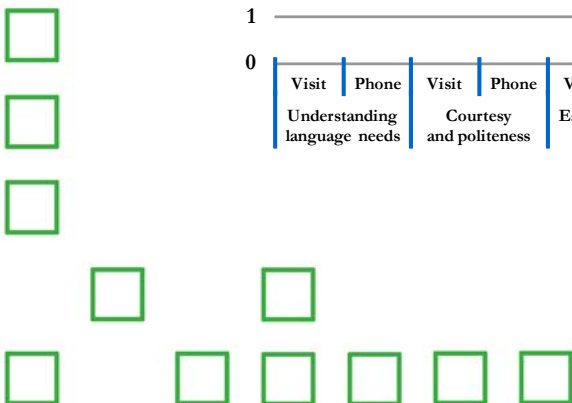
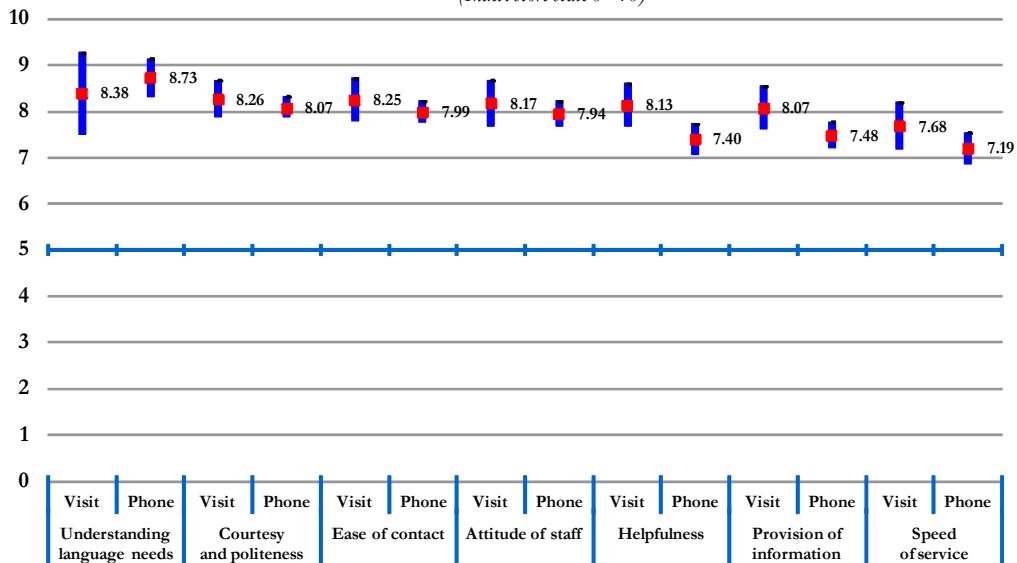
The following graph shows the level of satisfaction with aspects of customer service according to whether the respondent is from an English-speaking background. English speaking respondents rated their satisfaction with each of the listed aspects of customer service somewhat higher than non-English speaking respondents.

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



The following graph provides a breakdown of satisfaction with the aspects of customer service between respondents visiting in person and those contacting Council via the telephone. Respondents visiting Council in person were more satisfied with each aspect than those telephoning Council, with the exception of understanding language needs. This variation however was only statistically significant in relation to the helpfulness of staff and the provision of information.

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



## Respondent profile

### Age

The age structure of respondents to the *Annual Community Survey* has remained relatively stable since the survey began in 2002. Metropolis Research notes that the survey has obtained a very consistent sample over the course of many years, obtaining a good sample from all age groups.

**Lifecycle stage**  
**Darebin City Council - 2014 Annual Community Survey**  
 (Number and percent of total respondents)

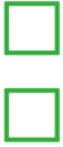
Lifecycle stage	2014		2013	2012	2011	2010	2009	2008
	Number	Percent						
15 - 19 years	22	2.8%	2.5%	1.3%	2.4%	2.4%	1.8%	1.5%
20 - 35 years	213	26.7%	24.1%	29.0%	27.4%	22.9%	26.6%	23.5%
36 - 45 years	207	25.9%	27.2%	30.7%	26.2%	29.8%	27.9%	30.7%
46 - 60 years	214	26.8%	27.4%	21.7%	23.4%	26.2%	22.5%	21.7%
61 - 75 years	110	13.8%	13.9%	11.0%	13.3%	11.2%	14.3%	14.3%
76 years and over	32	4.0%	4.9%	6.3%	7.4%	7.5%	7.0%	8.2%
Not stated	2		2	3	1	1	1	39
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>799</b>	<b>798</b>	<b>817</b>

### Gender

The survey included near to a fifty-fifty split between males and females, consistent with previous years.

**Gender**  
**Darebin City Council - 2014 Annual Community Survey**  
 (Number and percent of total respondents)

Gender	2014		2013	2012	2011	2010	2008
	Number	Percent					
Male	394	49.6%	51.6%	49.1%	47.9%	45.3%	51.2%
Female	399	50.3%	48.4%	50.9%	52.1%	54.7%	48.8%
Other	1	0.1%	na	na	na	na	na
Not stated	6		4	3	2	22	7
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>799</b>	<b>799</b>	<b>799</b>	<b>817</b>



## Disability

The proportion of respondents that reported a household member has a disability increased very marginally in 2014 to 8.3%.

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

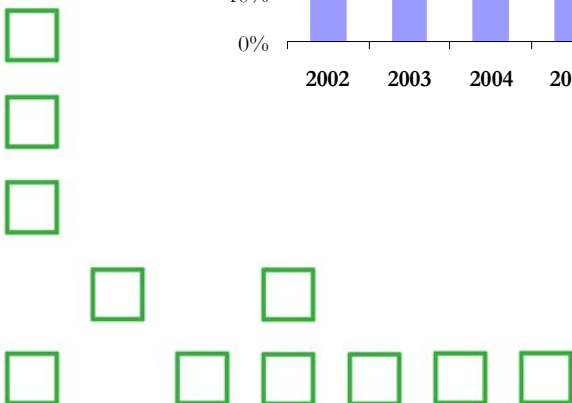
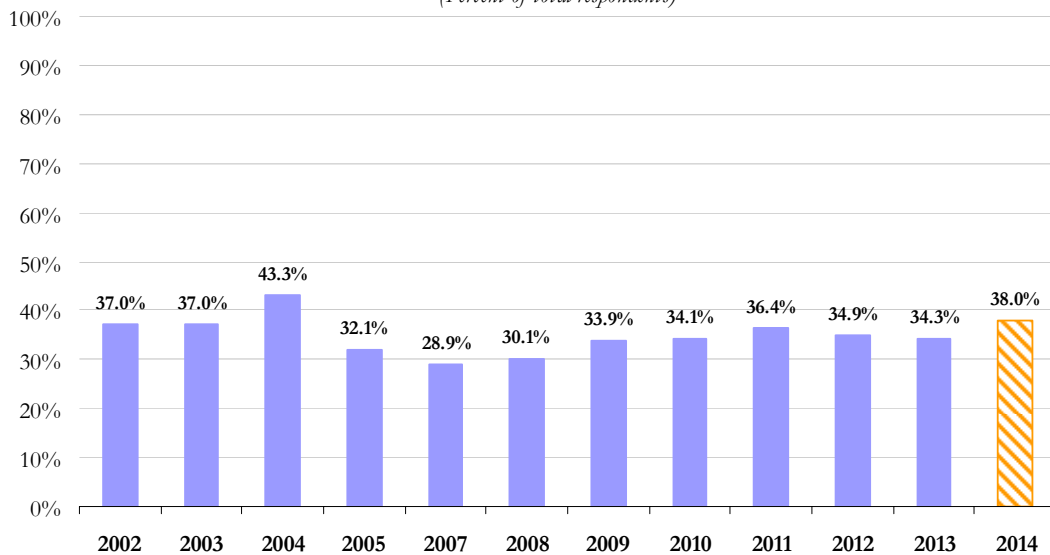
Disability	2014		2013	2012	2011	2010	2009	2008
	Number	Percent						
Yes	65	8.3%	8.1%	11.8%	12.0%	10.9%	12.8%	15.9%
No	716	91.7%	90.8%	87.6%	87.6%	89.1%	87.2%	84.1%
Not stated	19		9	5	3	13	4	19
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>799</b>	<b>799</b>	<b>799</b>	<b>798</b>	<b>817</b>

## Language

The proportion of respondents with a non-English speaking background was 38.0% in 2014, up from 34.3% in 2013.

Italian (9.3%) and Greek (5.7%) were the most common languages spoken by respondents other than English, consistent with results from previous years. Metropolis Research notes that small but consistent sample of respondents speaking various forms of Chinese and Indian languages (mainly Hindi).

**Non-English speaking background**  
**Darebin City Council - 2014 Annual Community Survey**  
*(Percent of total respondents)*



**Language spoken at home**  
**Darebin City Council - 2014 Annual Community Survey**  
 (Number and percent of total respondents)

Language	2014		2013	2012	2011	2010	2009	2008
	Number	Percent						
English	485	61.8%	65.7%	65.1%	63.6%	65.9%	65.4%	69.9%
Italian	73	9.3%	6.5%	7.4%	8.3%	11.8%	10.9%	11.7%
Greek	45	5.7%	6.0%	7.2%	6.4%	4.1%	6.8%	5.5%
Hindi	25	3.2%	1.3%	2.8%	2.2%	1.4%	2.2%	1.3%
Arabic	19	2.4%	1.7%	1.9%	1.5%	2.3%	2.0%	2.5%
Vietnamese	16	2.0%	3.0%	1.0%	1.9%	0.4%	0.8%	0.1%
Chinese n.f.d.	13	1.7%	4.7%	1.7%	2.6%	2.0%	1.3%	0.9%
Spanish	11	1.4%	0.5%	0.5%	1.4%	1.3%	0.3%	0.3%
Mandarin	10	1.3%	0.5%	1.5%	0.8%	1.3%	1.4%	2.1%
Macedonian	8	1.0%	1.2%	1.7%	0.6%	0.9%	0.9%	0.6%
French	6	0.8%	0.3%	na	0.4%	0.9%	0.9%	0.5%
Cantonese	5	0.6%	0.8%	0.9%	0.8%	1.3%	0.5%	0.1%
Punjabi	5	0.6%	0.0%	0.6%	0.0%	0.3%	0.6%	0.3%
German	4	0.5%	0.2%	0.9%	0.3%	0.6%	0.9%	0.1%
Polish	4	0.5%	0.0%	0.4%	0.6%	0.5%	0.1%	0.1%
Hungarian	3	0.4%	na	na	na	na	na	na
Indonesian	3	0.4%	na	0.3%	0.4%	na	na	na
Croatian	3	0.4%	na	na	na	na	na	na
Bengali	3	0.4%	na	na	na	na	na	na
Sinhalese	2	0.3%	0.3%	na	na	na	0.4%	0.5%
Japanese	1	0.1%	0.7%	0.4%	0.3%	0.1%	0.1%	0.4%
Portugese	1	0.1%	0.5%	na	0.1%	0.1%	40.0%	0.3%
Somali	1	0.1%	na	na	na	na	na	na
Tagalog (Filipino)	1	0.1%	0.3%	0.1%	0.3%	0.1%	0.5%	0.1%
Multiple	10	1.3%	1.0%	0.6%	0.9%	na	na	na
All other languages	28	3.6%	2.2%	3.0%	3.8%	1.6%	1.5%	0.0%
Not stated	15		2	20	13	11	17	24
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>799</b>	<b>799</b>	<b>799</b>	<b>798</b>	<b>817</b>

### Household structure

A little less than half of the respondents were from two parent families, one-quarter from couple only households and a little more than ten percent from group households and sole person households.

**Household structure**  
**Darebin City Council - 2014 Annual Community Survey**  
 (Number and percent of total respondents)

Structure	2014		2013	2012	2011	2010	2009	2008
	Number	Percent						
Two parent family	368	46.1%	46.0%	46.7%	37.4%	48.9%	46.0%	44.8%
One parent family	42	5.3%	4.0%	5.8%	7.8%	6.0%	5.9%	7.7%
Couple only household	192	24.1%	24.7%	25.6%	26.4%	26.3%	24.3%	26.4%
Group household	89	11.2%	12.2%	10.8%	12.1%	8.9%	10.7%	8.6%
Sole person household	96	12.0%	11.3%	10.2%	13.3%	8.6%	12.7%	10.9%
Other household	11	1.4%	1.8%	1.0%	3.0%	1.3%	0.4%	1.6%
Not stated	2		4	3	2	5	1	11
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>798</b>	<b>799</b>	<b>798</b>	<b>817</b>



## Current housing situation



The current housing situation of respondents has remained fairly stable over the life of the *Annual Community Survey*. A little less than half owned their home, one-quarter were mortgagees and almost one-third were renting either privately or publicly.

**Housing situation**  
**Darebin City Council - 2014 Annual Community Survey**  
*(Number and percent of total respondents)*

Situation	2014		2013	2012	2011	2010	2009	2008
	Number	Percent						
Own this home	322	41.2%	48.7%	43.9%	43.1%	44.5%	39.7%	41.7%
Mortgage	209	26.7%	25.5%	26.3%	24.8%	28.6%	29.8%	31.0%
Renting this home	216	27.6%	24.5%	28.1%	27.7%	24.7%	26.5%	22.6%
Renting ( <i>Office of Housing</i> )	30	3.8%	1.0%	0.9%	3.3%	0.5%	3.9%	1.8%
Other arrangement	5	0.6%	0.4%	0.8%	1.1%	1.7%	0.0%	1.6%
Not stated	18		15	17	12	3	9	4
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>799</b>	<b>799</b>	<b>799</b>	<b>798</b>	<b>817</b>

## Period of residence

In 2014, ten percent of respondents had lived in the municipality for less than one year, one-quarter for between one and five years, one-sixth between five and ten years and a little less than half had lived in the municipality for more than ten years.

**Period of residence**  
**Darebin City Council - 2014 Annual Community Survey**  
*(Number and percent of total respondents)*

Period	2014		2013	2012	2011	2010	2009	2008
	Number	Percent						
Less than 1 year	80	10.0%	7.5%	6.7%	8.8%	5.9%	7.2%	8.5%
1 to less than 5 years	188	23.5%	21.0%	24.7%	23.9%	23.2%	21.7%	22.3%
5 to less than 10 years	140	17.5%	14.8%	19.6%	16.6%	23.2%	18.1%	19.0%
10 years or more	391	48.9%	56.7%	49.0%	50.8%	47.7%	53.1%	49.3%
Not stated	1		1	3	2	2	1	2
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>799</b>	<b>798</b>	<b>799</b>	<b>798</b>	<b>817</b>

