

2024 ANNUAL COMMUNITY SURVEY SUMMARY REPORT

September 2024



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Executive summary

Metropolis Research was commissioned by the City of Darebin to conduct the *2023 Annual Community Satisfaction Survey*. The survey was first conducted in 1999.

The *Annual Community Survey* has traditionally been conducted as a door-to-door, interview style survey, and returned to that method in 2024.

The surveying was completed from June to July 2024 and includes a sample of 1,006 respondents.

The 95% confidence interval around these results is plus or minus 3.1% at the 50% level.

Summary of key results

The key finding from the survey in 2024 was that satisfaction with Darebin City Council fully recovered from the unusually low result recorded in 2023, with many areas of performance recording satisfaction at or above the long-term average.

This improvement in satisfaction was broad-based across many areas of Council performance, including planning and development outcomes (up 11%), governance and leadership (up 9%), overall satisfaction (up 7%), customer service (up 7%), and average satisfaction with services and facilities (up approximately 5%).

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


Satisfaction with the performance of the City of Darebin in 2024 was generally at or around the metropolitan Melbourne average this year.

Metropolis Research notes, however, that whilst satisfaction has fully recovered from the unusually low results recorded last year, the City of Darebin has not this year recorded satisfaction levels above the metropolitan Melbourne average.

From 2011 to 2020 (inclusive), the City of Darebin outperformed the metropolitan Melbourne average for satisfaction with Council's overall performance, by an average of three percent.

The 2024 survey included measures of the importance of and satisfaction with 35 Council services and facilities, up from the 2023 survey which included satisfaction with 11 services and facilities. This was done to bring the survey into line with the *Governing Melbourne* research, and in order to provide a more considered community view on the performance of Council providing the broad range of services and facilities.





The additional questions included in the survey this year have provided the ability to compare the performance of Darebin City Council against the metropolitan Melbourne average for more areas of performance, with the following noted:

- ***Darebin City Council outperforming the metropolitan Melbourne average*** – for customer service (5%), arts and culture (approx. 4%), community services (approx. 6%), kerbside collections (approx. 4%), library services (4%), recreation / aquatic centres (4%), and bike paths and shared pathways (4%).
- ***Darebin City Council underperforming the metropolitan Melbourne average*** – for the management of illegally dumped rubbish (5%), public toilets (5%), street sweeping (3%), footpaths (3%), and street trees (3%).

Issues to address

The most common issues to address for the City of Darebin this year included traffic management (9%), parking (7%), rubbish and waste issues (7%), footpaths, (7%), and street trees (7%).

Of most importance this year was the significant decline in issues around the Preston Market (1% down from 11%), planning and development (3% down from 13%), and Council management, governance, and financial management (1% down from 5%).

The decline for these three issues were significant factors underpinning the measurable increase in community satisfaction with the performance of Darebin City Council this year.

Council Vision and Plan

There was significant community support for the *Council Vision*, with respondents reporting an average agreement of 8.1 out of 10.

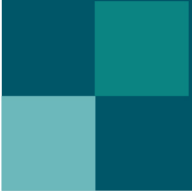
This included 69% who strongly agreed (i.e., rated agreement at eight or more), whilst two percent disagreed (i.e., rated agreement at less than five).

When asked what priorities should be for the *Council Plan* for the next four years, attention around the environment, conservation and climate change (6%) and attention around planning and development (6%) issues were the two most common priorities.

Overall performance

Satisfaction with the performance of the Darebin City Council across all areas of responsibility ([overall performance](#)) increased measurably and significantly this year, up seven percent from 6.3 to 7.0 out of 10, which was a “good”, down from a “solid” level.

This increase in satisfaction fully recovered all of the ground lost in the unusually low result of 6.3 recorded last year and returns satisfaction to marginally above the long-term average since 1999 of 6.9 out of 10, or “good”.



Metropolis Research notes that this increase in satisfaction reflects a significant diminishing in community concerns about the Preston Market, as well as associated planning and development related issues, as well as a decline in community concern around Council's management and governance related performance.

Satisfaction with Darebin City Council's overall performance was identical to the metropolitan Melbourne average of 7.0 as recorded in the 2024 *Governing Melbourne* research conducted independently by Metropolis Research in January 2024 using the door-to-door, in-person interview methodology, and was somewhat (2%) higher than the average for the six northern region councils (6.8).

Almost half (41% up from 28%) of respondents were "very satisfied" with Council's overall performance (i.e., rated satisfaction at eight or more out of 10), whilst eight percent (down from 16%) of respondents were dissatisfied (i.e., rated satisfaction zero to four).

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

- ***Notably / measurably more satisfied than average*** – included respondents from Kingsbury-Bundoora, young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), respondents who had contacted Council in the last 12 months, rental households, new and medium term residents (less than 10 years in Darebin), respondents from two-parent families with youngest child aged 0 to 4 years, and respondents from group households.
- ***Notably / measurably less satisfied than average*** – included respondents from Northcote and Preston East, middle-aged and older adults (aged 45 to 74 years), respondents from mortgagor households, long-term residents (10 years or more in Darebin), respondents from two-parent families with youngest child aged 13 to 18 years and two-parent families with adults only at home.

The most common reasons why respondents were dissatisfied with Council's overall performance related to issues with specific Council services and facilities (68 comments), Council governance, management, and performance (51 comments), concerns around the cleanliness and maintenance of the local area (35 comments), and Council's communication, consultation, and the provision of information (34 comments).

The issues that appear to exert the most negative influence on overall satisfaction (for the respondents who raise them) were drains, street trees, footpaths, street cleaning, roads, parking, parks and gardens, traffic management, planning and development, street lighting, and rubbish and waste issues.



Introduction

Metropolis Research was commissioned by the Darebin City Council to conduct this, its 25th *Annual Community Satisfaction Survey*.

The aim of the survey was to provide Council with a comprehensive picture of the community's satisfaction with Council's performance providing 35 services and facilities, aspects of governance and leadership, aspects of planning and housing development, aspects of customer service, as well as Council's overall performance.

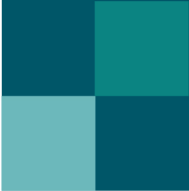
The *Darebin City Council - 2024 Annual Community Satisfaction Survey* comprised the following:

- Satisfaction with Council's overall performance.
- Satisfaction with aspects of Council's governance and leadership performance.
- Importance of and satisfaction with 35 Council services and facilities.
- Satisfaction with aspects of planning and development.
- Satisfaction with planning for population growth by all levels of government.
- Satisfaction with aspects of Council's customer service performance.
- Issues of importance for Council to address in the coming year and relationship with satisfaction with overall performance.
- Perception of safety in the public areas of the municipality.
- Agreement with statements about public art and the management of graffiti.
- Economic security, including cost of living pressures, housing related financial stress, and food security.
- Agreement with Darebin City Council's Vision statement, and preferred priorities for the Council plan for the next four years.
- Respondent profile.

The survey was expanded significantly in scope this year to provide additional insight into community views about the performance of Council.

Methodology, response rate and statistical strength

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



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

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

The surveying was all completed from 12th of June till the 7th of July 2024.

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

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

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

A total of 5,587 households were approached with a view to inviting them to participate in the research. Of these:

- No answer – 3,045
- Refused – 1,536
- Completed – 1,006

This provides a response rate of 40%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated.


This was a significant increase on the 27% response rate obtained in 2023 and the 26% response rate achieved in 2022.

This 40% response rate was also higher than the 34% recorded in 2019 which was the last survey conducted door-to-door. Metropolis Research notes that several municipalities have recorded higher response rates post-pandemic than was typically achieved prior.

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

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





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

This is based on a total sample size of 1,006 respondents, and an underlying population of the City of Darebin of 155,683.

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

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

Governing Melbourne

Governing Melbourne is a service provided by Metropolis Research since 2010. *Governing Melbourne* included a sample of 800 respondents in 2024.

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

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

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

This report provides some comparisons against the 2024 metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area. Additional comparisons to other groups of councils (e.g., middle-ring councils, northern region councils) are available on request.

Glossary of terms

Precinct

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

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



Measurable and statistically significant

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

Significant result

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

Marginal / somewhat / notable

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

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

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

95% confidence interval


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

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

Satisfaction categories

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





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

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

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

Summary of results

The following is a summary of the results from the *Darebin City Council – 2024 Annual Community Satisfaction Survey*.

Overall performance

- Satisfaction with Council’s overall performance increased seven percent this year from 6.3 out of 10 to 7.0, which was a “good”, up from a “solid” level of satisfaction.
- This result was identical to the 2024 metropolitan Melbourne average of 7.0.
- The proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more) with Council’s overall performance increased significantly this year, up 13% to 41% of respondents, whilst eight percent (down from 16%) were “dissatisfied”.
- Respondents from Kingsbury-Bundoora were notably more satisfied than the municipal average and at a “very good” level of satisfaction, whilst respondents from Northcote and Preston East were somewhat less satisfied.
- The most important thing Council could do to improve performance was more / better communication, consultation, and engagement, with six percent of respondents nominating this improvement.
- The following groups were notably or measurably more satisfied than average: young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), respondents who had contacted Council in the last 12 months, rental households, new and medium term residents (less than 10 years in Darebin), respondents from two-parent families with youngest child aged 0 to 4 years, and respondents from group households.

- The following groups were notably or measurably less satisfied than average: middle-aged and older adults (aged 45 to 74 years), respondents from mortgagor households, long-term residents (10 years or more in Darebin), respondents from two-parent families with youngest child aged 13 to 18 years and two-parent families with adults only at home.

Governance and leadership

- The average satisfaction with the five included aspects of governance and leadership increased measurably and significantly this year, up by an average of nine percent this year, up from 6.3 out of 10 or “solid” to 7.0 or “good”.
- Satisfaction with the five aspects of governance and leadership were as follows:
 - Support of diversity, inclusion, and fairness (7.7 up from 7.3) “very good”
 - Communicating its programs and services (7.2 up from 6.4) “good”
 - Lobbying and making representations on key issues (7.1 up from 6.0) “good”
 - Community consultation and engagement (7.0 up from 6.0) “good”
 - Making decisions in the interests of the community (7.0 up from 5.8) “good”.

Council services and facilities

- The average importance of the 35 included services and facilities was 9.1 out of 10, which was higher than the metropolitan average importance of 8.7 out of 10.
- The most important services were:
 - Regular recycling (9.6 out of 10)
 - Regular garbage collection (9.6)
 - Regular food and green waste collection (9.5)
 - Services for seniors (9.4)
 - Services for children from birth to 5 years (9.3)
 - Local library services (9.3)
- The average satisfaction with the 35 included Council services and facilities was 7.7 out of 10 this year, or a “very good” level of satisfaction, and marginally (1%) higher than the metropolitan Melbourne average satisfaction.
- The services and facilities with the highest average satisfaction were:
 - Regular garbage collection (8.7 up from 8.1) “excellent”
 - Regular recycling collection (8.7, new) “excellent”
 - Regular food and green waste collection (8.6, new) “excellent”
 - Local library services (8.6, up from 8.3) “excellent”
 - Services for seniors (8.3, new) “excellent”
 - Services for children from birth to 5 years of age (8.2, new) “excellent”
 - Provision of public and performing arts centres, programs, and activities (8.1, new) “excellent”
 - Community and cultural activities, festivals, and events (8.1, up from 7.8) “excellent”
- The services and facilities with the highest average satisfaction were:
 - Public toilets (6.5, new) “good”



- Footpath maintenance and repairs (6.9, up from 6.3) “good”
- Management of illegally dumped rubbish (7.0, new) “good”
- Maintenance and repair of sealed local roads (7.1 up from 6.7) “good”
- Provision and maintenance of street trees (7.2, new) “good”

Arts and graffiti

- Respondents were asked to rate their agreement with two statements about arts and graffiti, as follows:
 - The public spaces, art works, and cultural infrastructure makes Darebin a better place to live (7.9 up from 7.1) “very strong”
 - I / we are satisfied with Council’s efforts in managing the issue of graffiti (7.1 up from 6.3) “strong”.

Planning and housing development

- Satisfaction with the two included aspects of planning and housing development increased measurably this year to record levels, as follows:
 - The appearance and quality of new developments (7.2 up from 6.0) “good”
 - The number of new developments (6.9 up from 5.8) “good”.

Customer service

- Approximately one-quarter (26% down from 40%) of respondents had contact with Council in the last 12 months.
- The most common methods of contact were telephone (58%), email (21%), visits in person (10%), and via the website (10%).
- Satisfaction with the five aspects of customer service was recorded as follows:
 - Staff courtesy and professionalism (7.9, new) “very good”
 - Provision of accurate information (7.6, new) “very good”
 - Overall satisfaction with customer service experience (7.6, up from 6.9) “very good”
 - Speed and efficiency of service (7.0, new) “good”
 - Satisfaction with the “final outcome” (6.9, up from 6.0) “good”.

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

- The perception of safety during the day remains high at 8.6 (up from 8.3), with two percent feeling “unsafe”, and somewhat (2%) above the metropolitan average of 8.4.
- The perception of safety at night increased measurably this year, up five percent to 7.1 up from 6.6, with the proportion of respondents who felt “unsafe” down significantly from 15% to nine percent and was now identical to the metropolitan average of 7.1.
- The perception of safety in and around the local activity centre was 8.1 out of 10, measurably (4%) higher than the metropolitan average.

- The main reasons for feeling unsafe in the public areas of Darebin related to perception of safety at night and lighting issues (29%), concerns around drugs and alcohol (17%), and concerns around various types of people (16%), and incidents / experience of crime and safety (12%).

Issues for Council to address

- A total of 582 respondents (58% down from 70%) nominated 1,106 individual issues for the City of Darebin ‘at the moment’.
- The top six issues for the City of Darebin this year were as follows:
 - Traffic management (9% up from 7%)
 - Parking (7% up from 6%)
 - Rubbish and waste issues (7% down from 13%)
 - Footpaths maintenance and repairs (7% up from 5%)
 - Street trees (7% up from 2%)
 - Road maintenance and repairs (8% up from 5%)
 - Building, housing, planning and development (3% down from 13%)
 - Preston Market related issues (1% down from 11%).

Economic security

- The average experience of cost of living pressure was 6.9 out of 10, with 47% rating cost-of-living pressures as high (i.e., eight or more out of 10), and 13% rated it low (i.e., less than five).
- Three-quarters (76%) of mortgagor and rental household respondents reported that their housing costs placed stress on the households’ finances, including “heavy stress” (19%), moderate stress (39%), and low stress (18%).
- A total of 64 of the 963 respondents (6%) who provided a response to this question reported that their household had run out of food at least once in the past 12 months.

Council Vision and Plan

- The average agreement with Council’s Vision was 8.1 out of 10, or a very strong level of agreement, with 69% of those providing a score strongly agreeing (i.e., rated agreement at eight or more), whilst two percent disagreed (i.e., rated agreement less than five).
- A little less than half (43%) of respondents nominated a priority for the Council Plan for the next four years, with the most common priorities including:
 - More / better attention to environment, conservation, and climate change (6%)
 - Better building, housing, planning and development (6%)
 - More parks, gardens, and open spaces (4%)
 - Better traffic management (4%)
 - More / better road maintenance and repairs (4%)
 - More / improved attention to safety, policing, and crime related issues (4%)

Council’s overall performance

Respondents were asked:

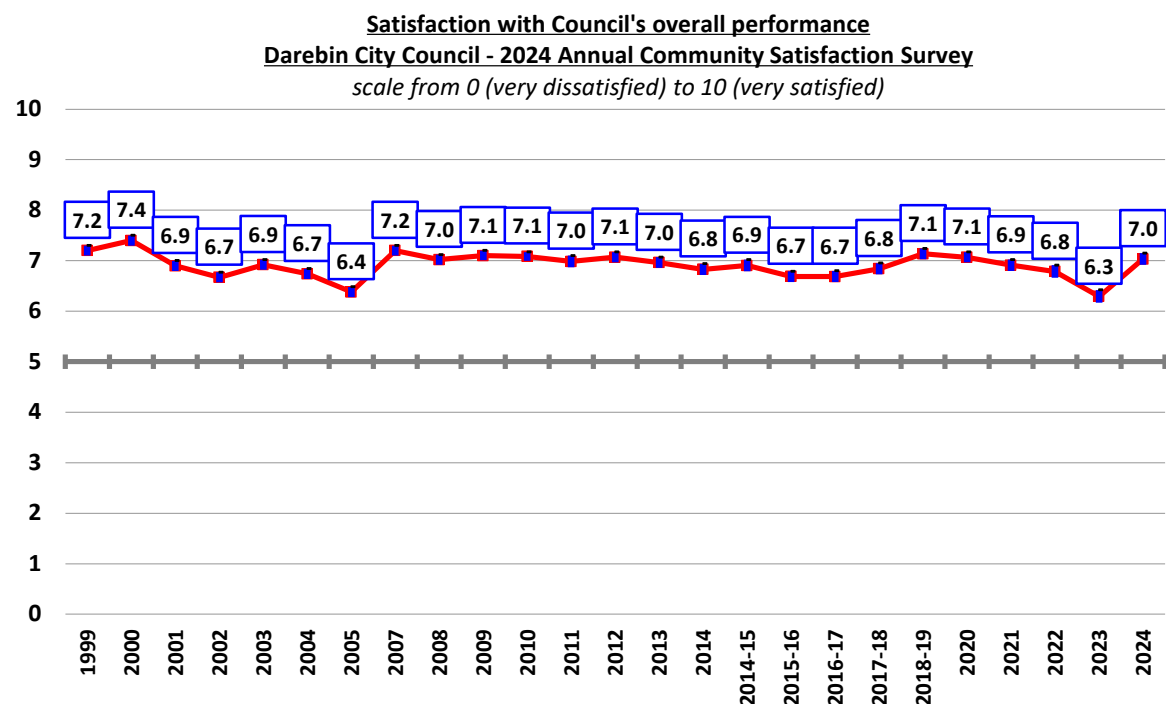
“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the performance of Council across all areas of responsibility.”

Satisfaction with the performance of Council ‘across all areas of responsibility’ increased measurably and significantly this year, up seven percent to 7.0 out of 10.

This was a “good”, up from a “solid” level of satisfaction.

This result recovers all of the ground lost in the unusually low result of 6.3 out of 10 recorded last year, with satisfaction with Darebin City Council now one percent above the long-term average satisfaction since 2001 of 6.9.

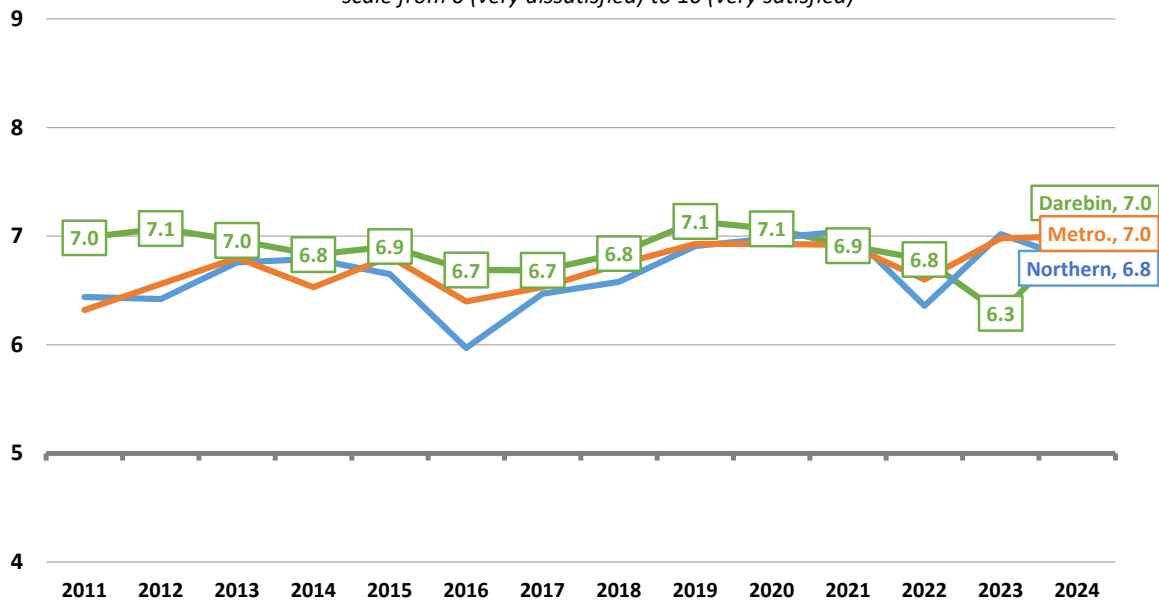
This result also reverses the trend of declining satisfaction observed from the most recent high point of 7.1 recorded back in 20219 (surveyed door-to-door) and in 2020 relatively early in the pandemic (conducted by telephone).



By way of comparison, this result was identical to the 2024 metropolitan Melbourne average (7.0) and somewhat (2%) higher than the norther region councils’ average (6.8), both as recorded in the 2024 *Governing Melbourne* research.

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

Satisfaction with Council's overall performance
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

It is likely that the return to the door-to-door methodology this year will have been a small factor influencing satisfaction, as the telephone methodology tends to achieve a lower response rate than the door-to-door method, which tends to have a small dampening effect on the overall satisfaction score. This variation is typically estimated to be approximately two to three percent.

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

As is discussed in 2023 report, there were a range of factors underpinning the decline in satisfaction recorded last year, including most notably:

- Community concerns about planning and development including specifically around the Preston Market development. This was reinforced in the [current Issues](#) results which found that the top two issues to address were planning and development in general (13%), and the Preston Market (11%) specifically.
- Community concerns about Council governance and management, including both the organisation as well as councilors. This was reinforced by the 10% average decline in satisfaction with the five aspects of [governance and leadership](#) recorded in 2023.

Metropolis Research suggests that these factors have diminished significantly in 2024, and that satisfaction with Council has returned to marginally above the long-term average and returned to a level of satisfaction consistent with the metropolitan average.

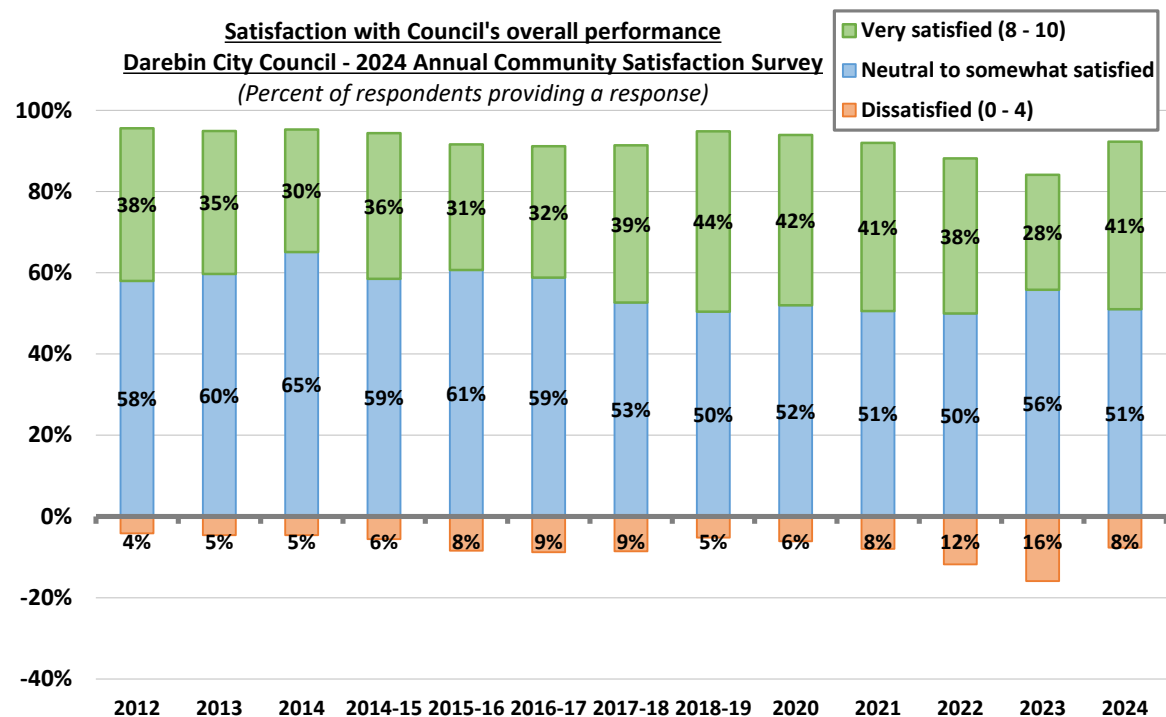


The following graph provides a breakdown of satisfaction with Council’s overall performance into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and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

Attention is drawn to the fact that the proportion of dissatisfied respondents halved from 16% last year to eight percent this year, although it remains somewhat higher than the metropolitan Melbourne average of six percent.

By contrast, the proportion “very satisfied” increased 13% to 41%. The 2024 metropolitan Melbourne average was 42%.

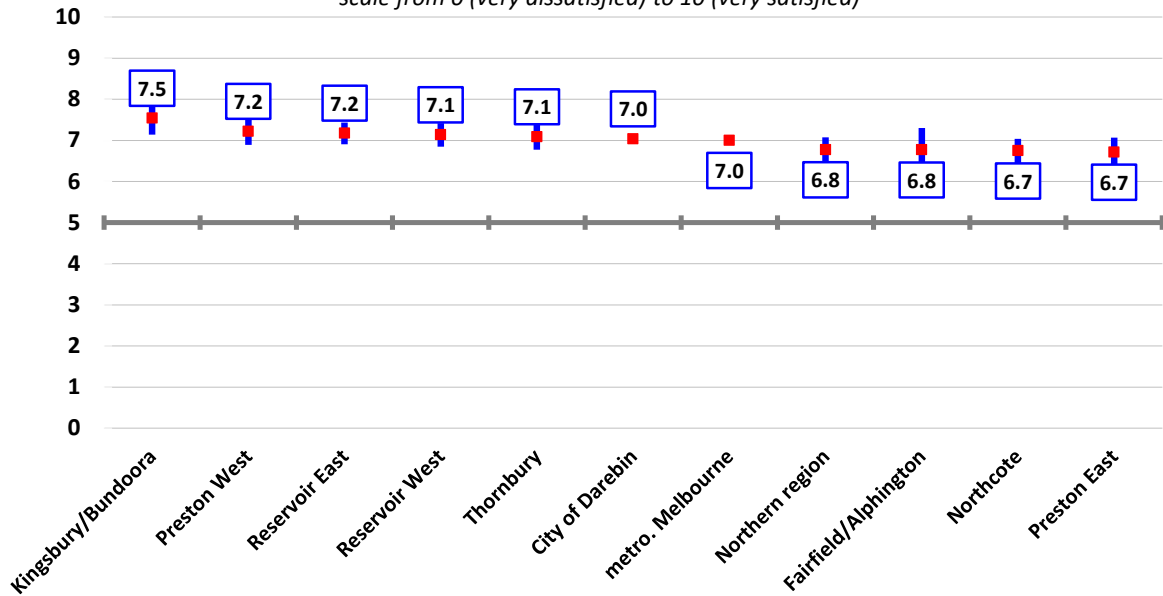
These results reinforce the recovery in satisfaction with Council’s overall performance from the unusually low result recorded last year and reverses the trend of declining satisfaction observed from the most recent high point of 7.1 out of 10 recorded in 2019 and then in 2020 (at the beginning of the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



Whilst there was no statistically significant variation in satisfaction with Council’s overall performance observed across the municipality, it is noted that respondents from Kingsbury-Bundoora were notably (5%) more satisfied than average, and at a “very good”, rather than a “good” level of satisfaction.

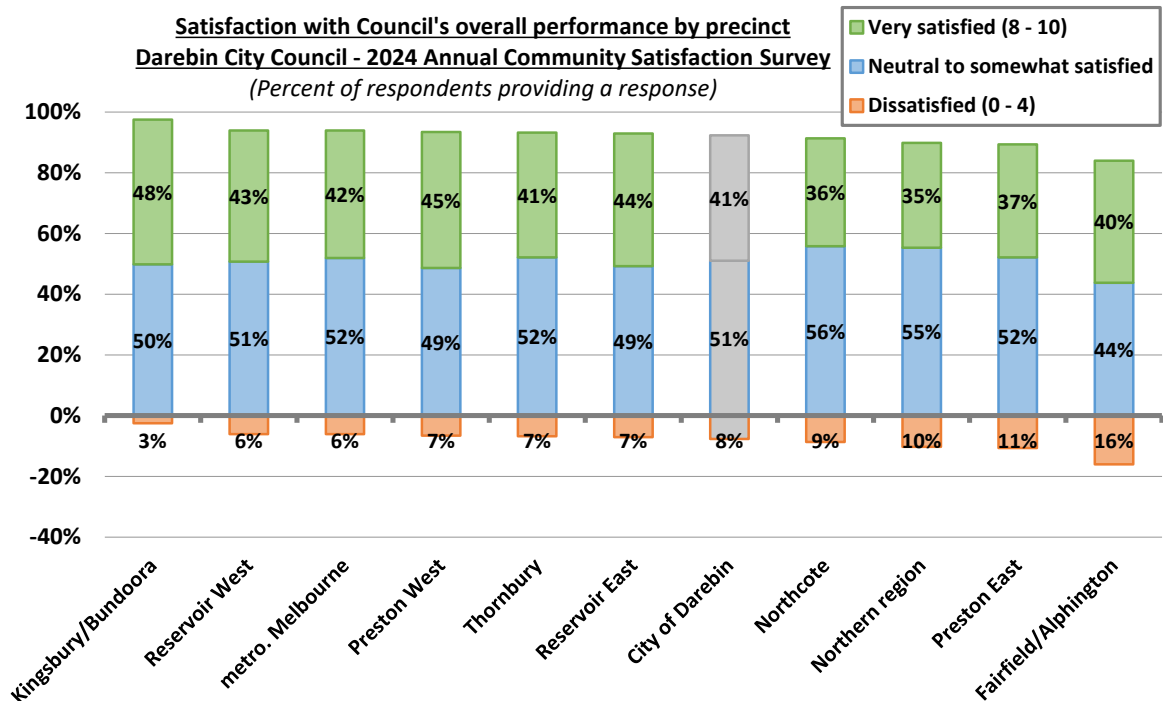
It is also noted that respondents from Preston East and Northcote were somewhat (3%) less satisfied than average, although still at “good” levels of satisfaction.

Satisfaction with Council's overall performance by precinct
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Whilst almost half (48%) of the respondents from Kingsbury-Bundoora (who provided a satisfaction score) were “very satisfied” with Council’s overall performance, it is noted that 16% of respondents from Fairfield-Alphington were “dissatisfied”.

Satisfaction with Council's overall performance by precinct
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Percent of respondents providing a response)





Overall satisfaction by respondent profile

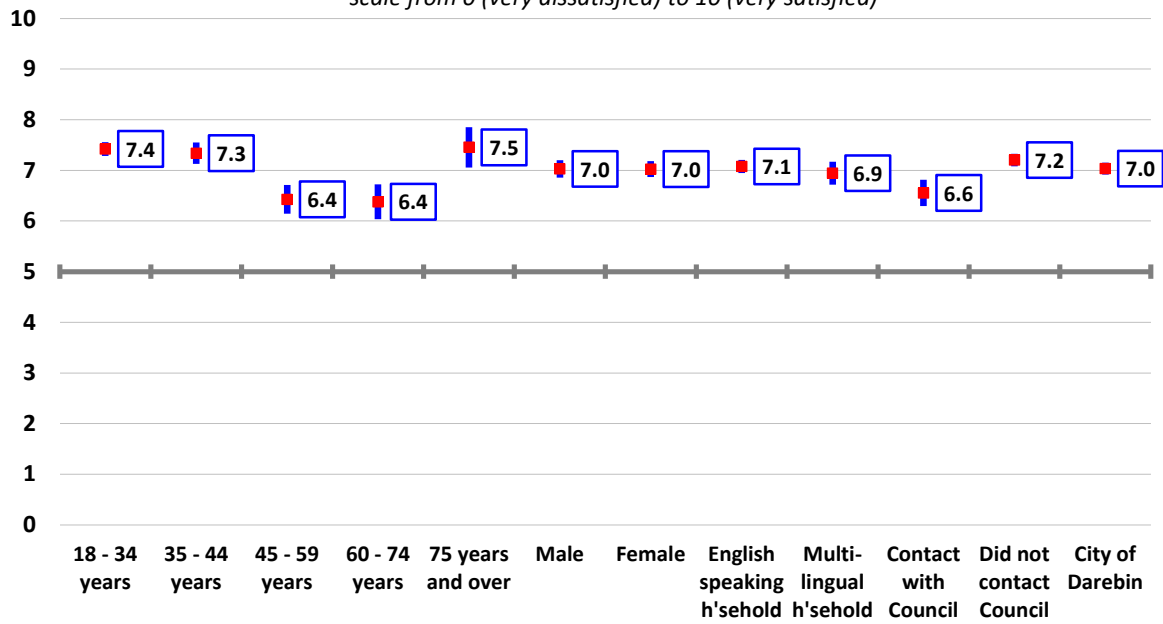
The following graphs provides a comparison of satisfaction with Council's overall performance by respondent profile, including age structure, gender, language spoken at home, whether respondents had contacted Council in the last 12 months, housing situation, period of residence in the City of Darebin,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

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

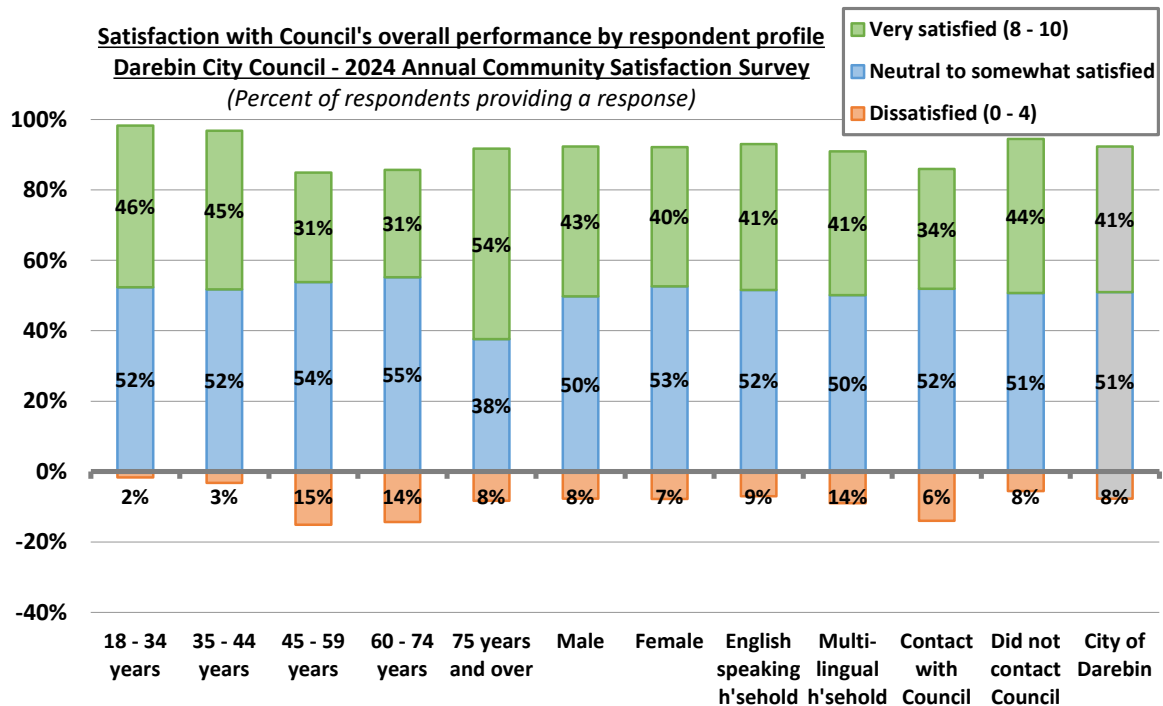
- ***Notably / measurably more satisfied than average*** – included young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), respondents who had contacted Council in the last 12 months, rental households, new and medium term residents (less than 10 years in Darebin), respondents from two-parent families with youngest child aged 0 to 4 years, and respondents from group households.
- ***Notably / measurably less satisfied than average*** – included middle-aged and older adults (aged 45 to 74 years), respondents from mortgagor households, long-term residents (10 years or more in Darebin), respondents from two-parent families with youngest child aged 13 to 18 years and two-parent families with adults only at home.



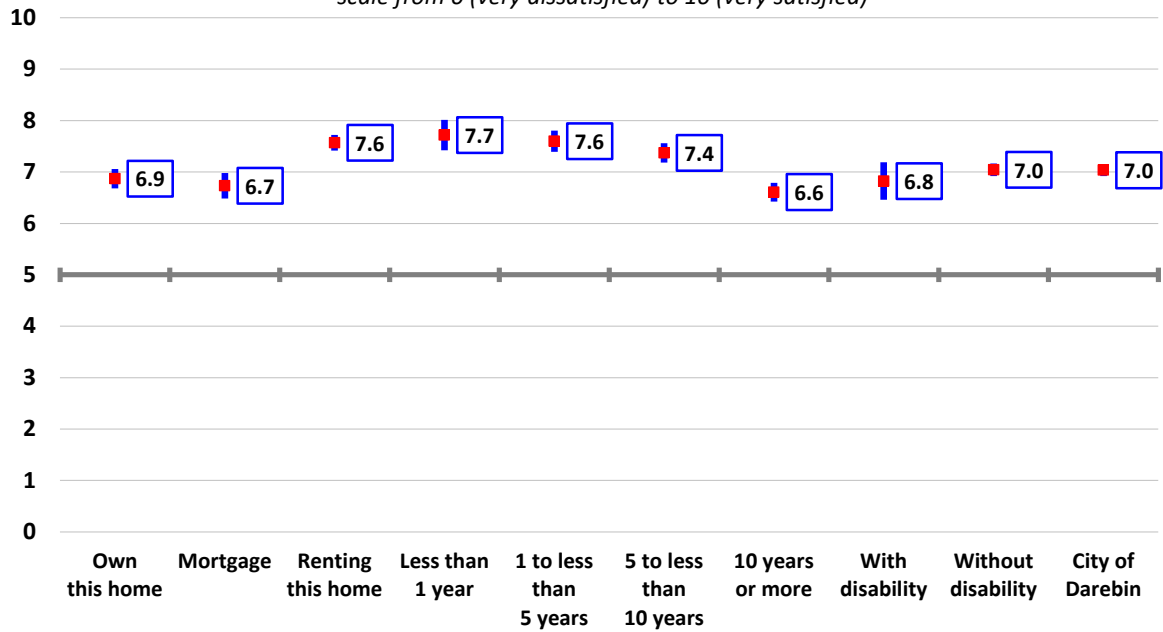
Satisfaction with Council's overall performance by respondent profile
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Whilst more than half of the senior citizens (aged 75 years and over) who provided a score were “very satisfied” with Council’s overall performance, it is noted that 15% of middle-aged adults (aged 45 to 59 years) and 14% of older adults (aged 60 to 74 years) were “dissatisfied”.

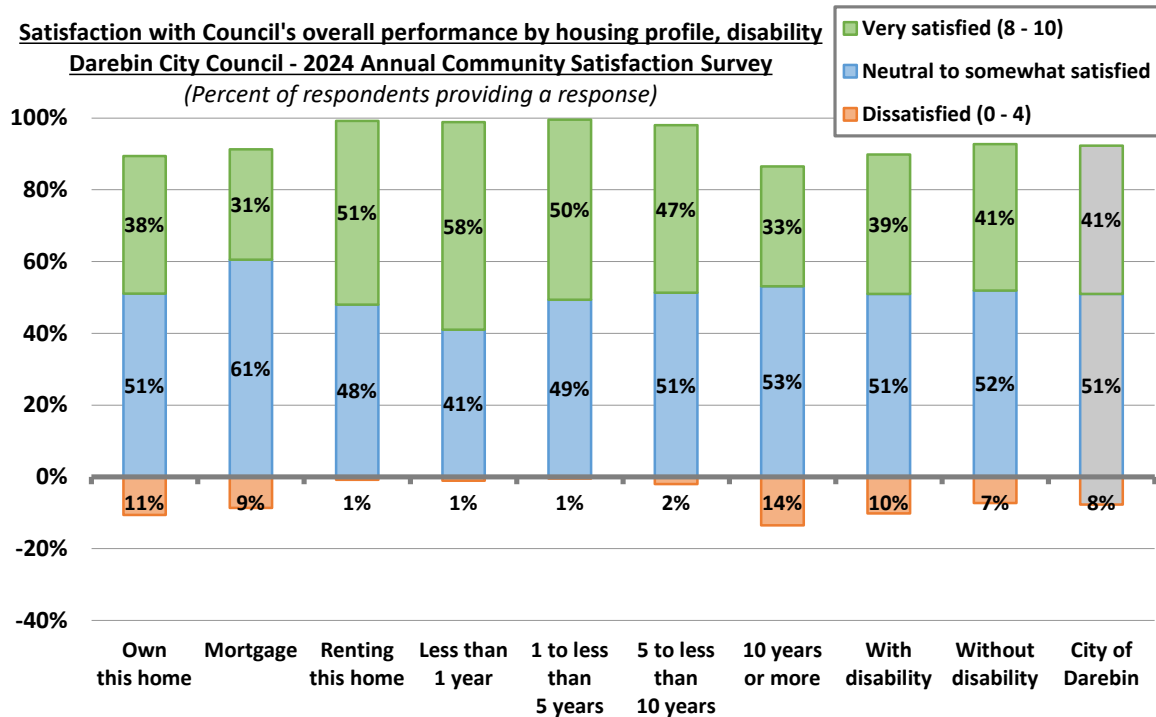


Satisfaction with Council's overall performance by housing profile and disability
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

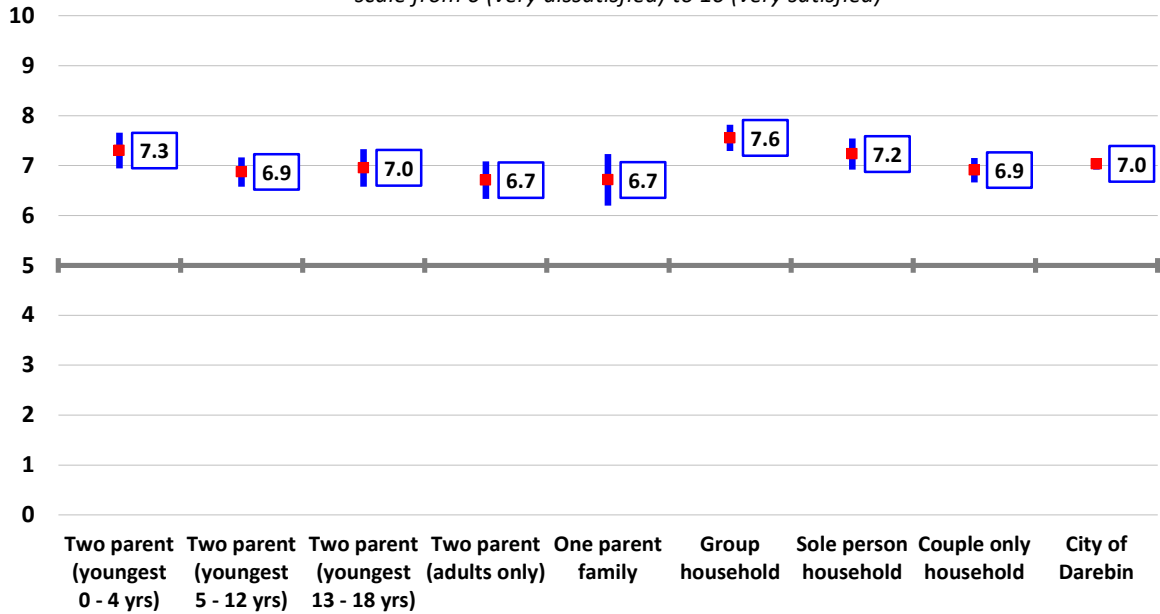


Whilst more than half of the rental household respondents, and respondents who had lived in the City of Darebin for less than five years were “very satisfied” with Council’s overall performance, it is noted that more than 10% of home owners, long-term residents (10 years or more in Darebin), and respondents from households with a member with disability were “dissatisfied”.

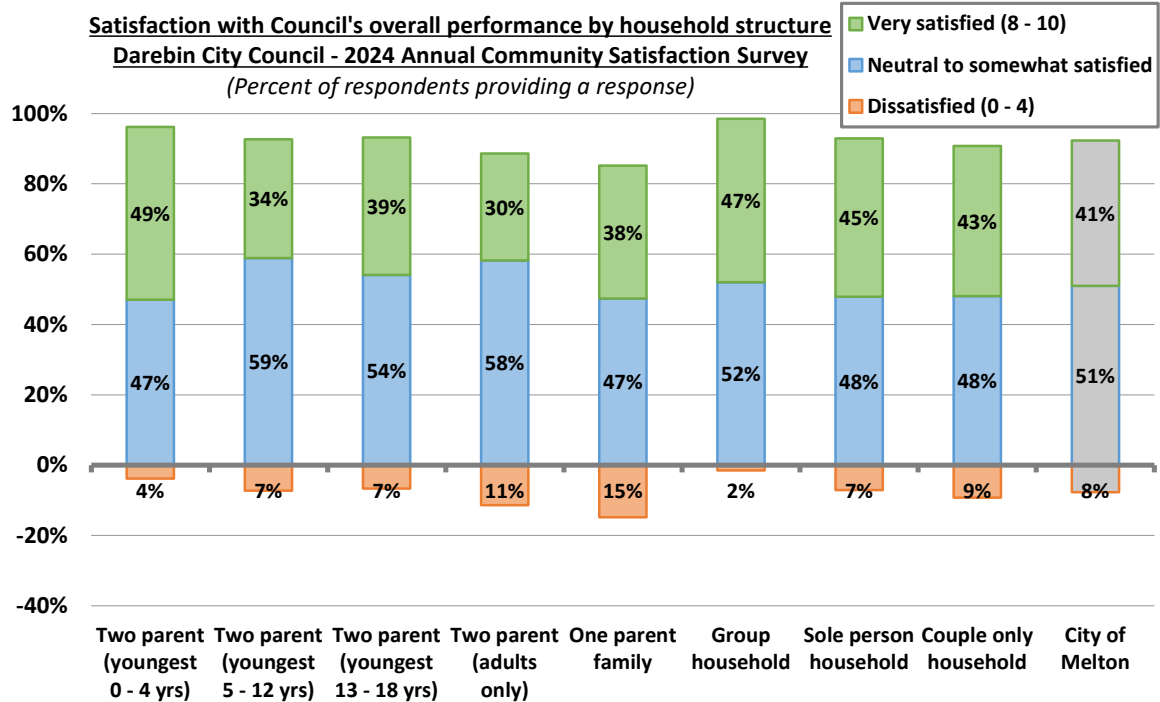
Satisfaction with Council's overall performance by housing profile, disability
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



Satisfaction with Council's overall performance by household structure
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Whilst almost half of the respondents (who provided a score) from two-parent families with youngest child aged 0 to 4 years and respondents from group households were “very satisfied” with Council’s overall performance, it is noted that 15% of respondents from one-parent families and 11% of respondents from two-parent families with adults only at home were “dissatisfied”.



Relationship between issues and satisfaction with overall performance

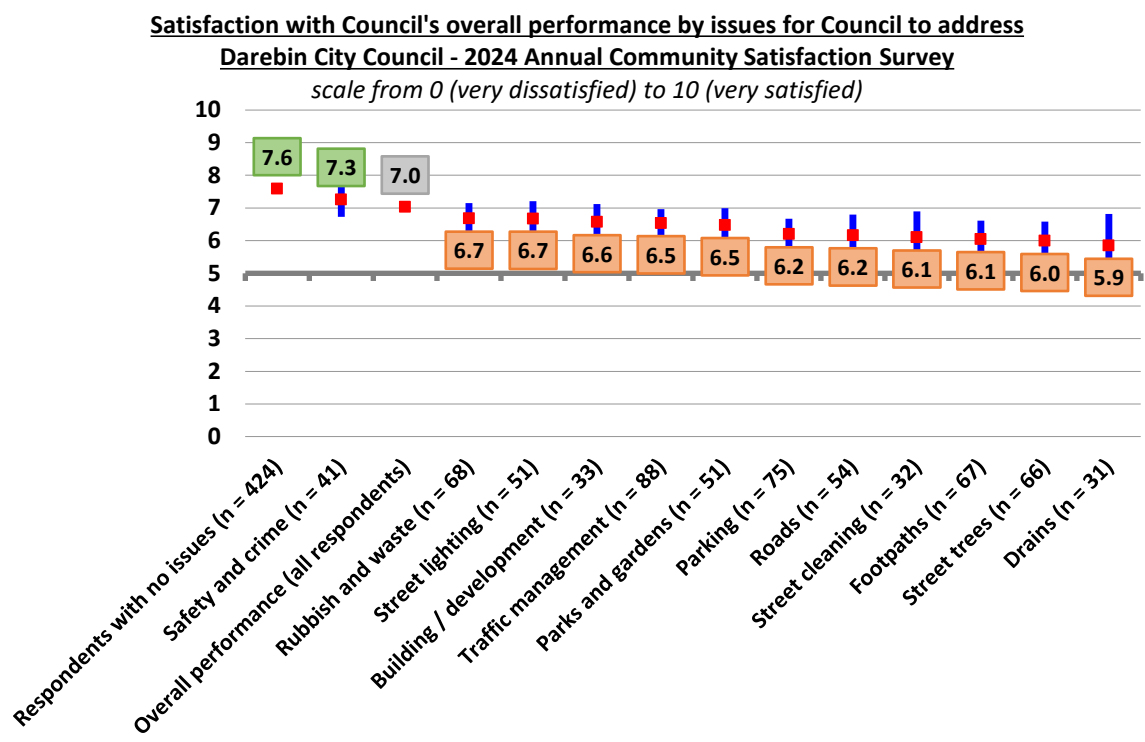
The following graph provides a comparison of the average satisfaction with Council’s overall performance of the respondents who nominated each of the top 12 issues, as discussed in the [Current Issues for the City of Darebin](#) section of this report.

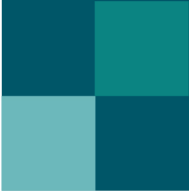
These results do not prove a causal link between the issues nominated by respondents and their overall satisfaction with Council, however, it does provide a meaningful insight into whether these issues were likely to be exerting a negative or a positive influence on satisfaction with Council’s overall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

The 424 (up from 304) respondents who did not nominate any issues to address for the City of Darebin were measurably (6%) more satisfied with Council’s overall performance than the average of all respondents at 7.6 out of 10, which was a “very good” level of satisfaction.

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

Metropolis Research notes that this ‘underlying’ level of satisfaction with the performance of Darebin City Council was at the upper end of results observed across metropolitan Melbourne in 2024, suggesting that the underlying satisfaction with Darebin City Council was very strong.





Metropolis Research notes that the 41 respondents who nominated issues around safety, policing, and crime were somewhat (3%) more satisfied with Council’s overall performance than the municipal average. This result strongly suggests that safety, policing, and crime issues were not a negative influence on community satisfaction with Darebin City Council this year.

Metropolis Research notes that this relationship between overall satisfaction and safety, policing, and crime issues was not universally found across metropolitan Melbourne. There were several municipalities which recorded a higher than average result for safety, policing, and crime issues, which also appeared to have a negative influence on their satisfaction with their local council’s overall performance.

The other 11 issues nominated by a meaningful sample of respondents all appeared to exert a negative influence on overall satisfaction with Council for the respondents’ who nominated the issues.

Of these, Metropolis Research draws particular attention to drains (31 respondents at 5.9 or “poor”), street trees (66 at 6.0), footpaths (67 at 6.1), street cleaning (32 at 6.1), roads (54 at 6.2), and parking (75 at 6.2). The respondents who nominated these issues were measurably less satisfied with Council’s overall performance than the municipal average (7.0).

It is also noted, however, that the respondents who nominated parks and gardens (51 at 6.5), traffic management (88 at 6.5), planning and development (33 at 6.6), street lighting (51 at 6.7), and rubbish and waste issues (68 at 6.7) were all notably (3% to 5%) less satisfied with Council’s overall performance.

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

Metropolis Research notes that these issues are commonly observed as issues in the local area across much of metropolitan Melbourne, and they typically exert a negative influence on satisfaction for those who raise them.

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

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

It is noted that respondents who were “dissatisfied” with Council’s overall performance were more likely than the average of all respondents to nominate footpaths, street trees, parking, roads, drains, Council rates, fees, and charges, Council customer service / responsiveness, and the issue of sticking to core Council business.



These results are consistent with the previous results that showed the relationship between overall satisfaction and the issues, and strongly suggest that these issues are exerting a negative influence on satisfaction with the overall performance of Council for the respondents who nominate them.

Top issues for Council of respondents' dissatisfied with overall performance
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of total respondents who dissatisfied with overall performance)

<i>Issue</i>	<i>Dissatisfied respondents</i>		<i>All respondents</i>
	<i>Number</i>	<i>Percent</i>	
Footpath maintenance and repairs	15	20%	7%
Street trees	15	20%	7%
Parking	14	19%	7%
Roads maintenance and repairs	11	15%	5%
Drains maintenance and repairs	10	13%	3%
Traffic management	8	11%	9%
Rubbish and waste including garbage collection	7	9%	7%
Parks, gardens, open spaces	6	8%	5%
Rates / fees	6	8%	2%
Street cleaning and maintenance	6	8%	3%
Street lighting	5	7%	5%
Council customer service / responsiveness	4	5%	1%
Stick to the core / basic services	4	5%	0%
Animal management	3	4%	2%
Building, housing, planning and development	3	4%	3%
All other issues <i>(31 separately identified issues)</i>	42	56%	44%
Total responses	159		1,106
<i>Respondents identifying at least one issue (percent of total respondents)</i>	<i>67 (88%)</i>		<i>582 (58%)</i>

Relationship between satisfaction with services and overall satisfaction

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

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

Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably and significantly less satisfied with Council's overall performance than the municipal average of all respondents (7.0).

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

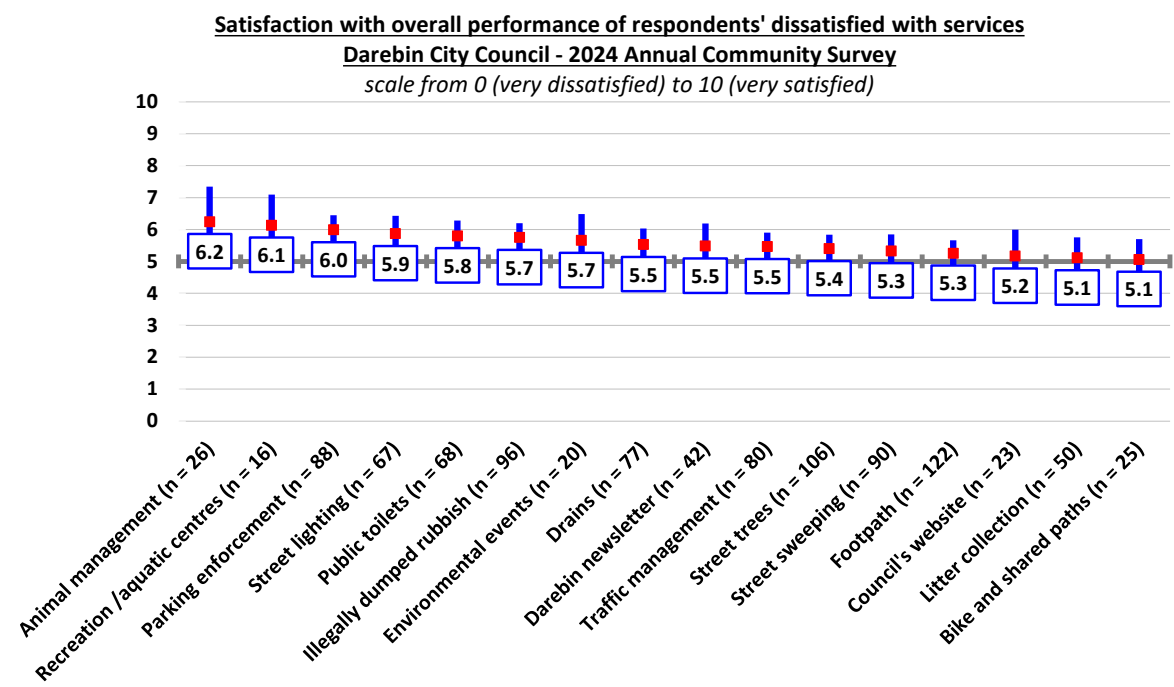
In other words, respondents who were dissatisfied with one Council service and facility were likely to be dissatisfied with a number of these services and facilities.

This reflects the fact that some (an average of 62 down from 77) respondents were dissatisfied with Council’s performance and this tended to influence their satisfaction ratings for many, if not all, services and facilities included in the survey.

The opposite is also true for some respondents who tended to provide the same higher satisfaction score for many, if not all, services, and facilities. This again reflects the fact that these respondents tended to see Council overall performance as being generally consistent across the range of services and facilities that Council provides.

Of most interest in these results this year is the 122 (down from 180) respondents “dissatisfied” with footpath maintenance and repairs, the 106 respondents “dissatisfied” with street trees, and the 96 respondents “dissatisfied” with the management of illegally dumped rubbish.

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



Reasons for satisfaction rating with Council’s overall performance

Respondents were asked:

“Why did you rate satisfaction at that level?”

There was a total of 544 comments received from respondents as to the reasons why they rated satisfaction with Council’s overall performance at the level they did.



There was a total of 104 generally positive statement and 72 generally negative statements.

Beyond these general comments, the most common issues raised by respondents related to a range of specific Council services and facilities (68 comments), comments on Council's governance, management, and performance including that of the elected Council (51 comments), comments about cleaning and maintenance of the area (35 comments), and comments around Council's communication, consultation, and engagement with the community (34 comments).

Reasons for rating of satisfaction with Council's overall performance
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of responses)

Reason for satisfaction rating	Total comments		Respondents		
	Number	Percent	Satisfied (6 to 10)	Neutral (5)	Dissatisfied (0 to 4)
Generally positive statements	104	19%	103	1	0
Generally negative statements	72	13%	52	5	15
Council services and facilities	68	13%	49	9	10
Council governance, management, performance	51	9%	20	4	27
Cleanliness and maintenance of the area	35	6%	26	0	9
Communication, consultation, engagement	34	6%	23	1	10
Council customer service and responsiveness	25	5%	23	0	2
Generally neutral statements	23	4%	20	3	0
Traffic / roads	21	4%	11	5	5
Parks, gardens and open spaces	20	4%	13	1	6
Rates and financial management	16	3%	2	3	11
Footpaths	14	3%	8	2	4
Waste management	14	3%	11	1	2
Parking	11	2%	9	0	2
Planning, housing, development	8	1%	7	1	0
Multicultural issues	5	1%	3	0	2
Bikes / bike paths	4	1%	4	0	0
Environment / climate change	4	1%	3	1	0
Safety / security	4	1%	4	0	0
Preston Market	3	1%	3	0	0
Infrastructure	1	0%	1	0	0
Public transport	1	0%	1	0	0
Other	6	1%	4	1	1
Total responses	544	100%	400	38	106

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

Most important thing Council should do to improve performance

Respondents were asked:

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

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

A total of 293 of the 1,006 respondents provided a response to the question, with these responses broadly categorised as outlined in the following table.

Metropolis Research notes the relatively small proportion of respondents who provided a response to this question. This was a much smaller proportion of respondents providing a response to this question than to the previous question asking the [reasons for rating of satisfaction with Council’s overall performance](#) (54%), the [issues to address](#) (58%), and [Council priorities for the next four years](#) (43%).

Metropolis Research advises that this is typically observed for this question, as many respondents find it difficult to articulate an improvement that would increase their satisfaction with Council.

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

There were 10 areas for improvement that more 10 respondents or more nominated, with the most common being improvements to Council communication and engagement (6%).

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

It is important to bear in mind, however, that these comments tend to be relatively broad in nature and tend not to reflect Council performance providing core communication and consultation services and facilities (e.g., the website, regular publication, consultation activities). These comments tend to be more general in nature and reflect an underlying view that Council is not effectively listening to or responding to the needs of the community, which flows through into a perception that there are limitations in Councils communication and consultation activities.

Other improvements included to Council management and governance (2%), cleanliness and maintenance (1%), planning and development (1%), customer service / responsiveness (1%), footpaths (1%), parks and gardens, (1%), managing graffiti (1%), traffic management (1%), and a greater focus on core Council services and facilities (1%).

Metropolis Research notes that these results reflect the reasons for rating overall satisfaction with Council, as well as the issues to address results.



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

Darebin City Council - 2024 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Response	2024	
	Number	Percent
Better / more communication, consultation and engagement	61	6%
Better financial management /politics, and governance	19	2%
Better / more cleanliness and maintenance of area	13	1%
Better building, housing, planning and development issues	12	1%
Better customer service / responsiveness	11	1%
Better footpath maintenance and repairs	11	1%
More parks, gardens and open spaces	11	1%
Better / more management of graffiti / vandalism	10	1%
Better traffic management	10	1%
More focus on the core/ basic services	10	1%
Better / more roads maintenance and repairs	9	1%
Cheaper rates / fees	9	1%
Better / more / cheaper / free parking	8	1%
Better / more environment, conservation and climate change	8	1%
Better / more safety, policing, crime	7	1%
Better / more community services	5	0%
Better / more maintenance of street trees	5	0%
Better provision/maintenance of bikes/cycling/walking tracks	5	0%
Better / more hard rubbish collection	4	0%
Better / more provision and quality of local facilities	4	0%
Better / more street cleaning and maintenance	4	0%
Better social policy / political issues	4	0%
Removal / management of illegally dumped rubbish	4	0%
Better / more community activities / events	3	0%
Better / more provision/maintenance of sports and recreation	3	0%
Better / more recycling collection	3	0%
Increase diversity / multicultural services	3	0%
Better / more activities and facilities for children	2	0%
Better / more infrastructure and amenities	2	0%
Better / more public toilets	2	0%
Better / more services/facilities for people with disability	2	0%
Better animal management	2	0%
Better drains maintenance and repairs	2	0%
Better housing availability / affordability	2	0%
Better management of public housing / homelessness	2	0%
Better quality and provision of local shops	2	0%
Better upkeep and maintenance of private property	2	0%
Preston Market	2	0%
Promote or improve community atmosphere / feel	2	0%
All other issues <i>(13 separately identified issues)</i>	13	1%
No improvement	713	71%
Total	1,006	100%

Most important thing to improve performance by precinct and respondent profile

The following tables provide a comparison of these results by precinct and by respondent profile. There was relatively little meaningful variation in these results observed by precinct or by profile, although it is noted that respondents from Thornbury were notably more likely to nominate improvements to communication and consultation than the municipal average.

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

Darebin City Council - 2024 Annual Community Satisfaction Survey

(Percent of total respondents)

Male		Female	
Better / more communication, consultation	5%	Better / more communication, consultation	7%
Better financial management / politics	3%	Better / more cleanliness / maint. of area	2%
Better / more / cheaper / free parking	2%	Better footpath maintenance and repairs	1%
More parks, gardens and open spaces	1%	Better building, planning, development	1%
Better customer service / responsiveness	1%	Better / more safety, policing, crime	1%
More focus on the core / basic services	1%	Better traffic management	1%
Better building, planning, development	1%	Better management of graffiti / vandalism	1%
Cheaper rates / fees	1%	Better financial management / politics	1%
Better / more roads maintenance and repairs	1%	Better / more environment, conservation	1%
All other issues	14%	All other issues	11%

English speaking		Multi-lingual	
Better / more communication, consultation	5%	Better / more communication, consultation	8%
Better financial management / politics	2%	Better / more cleanliness / maint. of area	2%
Better building, planning, development	2%	Better financial management / politics	2%
More parks, gardens and open spaces	1%	Better traffic management	1%
Better management of graffiti / vandalism	1%	More focus on the core/ basic services	1%
Better footpath maintenance and repairs	1%	Better customer service / responsiveness	1%
Better / more environment, conservation	1%	Better footpath maintenance and repairs	1%
Better / more roads maintenance and repairs	1%	Cheaper rates / fees	1%
Better customer service / responsiveness	1%	Removal / mgt of illegally dumped rubbish	1%
All other issues	15%	All other issues	8%

Household members with disability		Household members without disability	
Better / more communication, consultation	7%	Better / more communication, consultation	6%
Better financial management / politics	3%	Better financial management / politics	2%
Better footpath maintenance and repairs	2%	Better / more cleanliness / maint. of area	1%
Cheaper rates / fees	2%	More parks, gardens and open spaces	1%
Better maint. of cycling / walking tracks	2%	Better building, planning, development	1%
Better / more cleanliness / maint. of area	1%	Better customer service / responsiveness	1%
Better services for people with disability	1%	Better management of graffiti / vandalism	1%
Preston Market	1%	More focus on the core/ basic services	1%
Better building, planning, development	1%	Better footpath maintenance and repairs	1%
All other issues	11%	All other issues	13%

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

Darebin City Council - 2024 Annual Community Satisfaction Survey

(Percent of total respondents)

18 - 34 years		35 - 44 years	
Better / more communication, consultation	8%	Better / more communication, consultation	5%
Better customer service / responsiveness	2%	Better building, planning, development	3%
More parks, gardens and open spaces	2%	Better traffic management	3%
Better / more cleanliness / maint. of area	2%	More parks, gardens and open spaces	2%
Better / more environment, conservation	1%	Better maint. of cycling / walking tracks	2%
Better / more roads maintenance and repairs	1%	Better footpath maintenance and repairs	2%
Better management of graffiti / vandalism	1%	Better financial management / politics	1%
Better financial management / politics	1%	Better / more recycling collection	1%
Removal / mgt of illegally dumped rubbish	1%	Better / more hard rubbish collection	1%
All other issues	8%	All other issues	13%

45 - 59 years		60 - 74 years	
Better / more communication, consultation	7%	Better / more communication, consultation	5%
More focus on the core/ basic services	3%	Better financial management / politics	4%
Better financial management / politics	2%	Better customer service / responsiveness	2%
Better building, planning, development	2%	Better / more maintenance of street trees	1%
Better / more safety, policing, crime	2%	Better / more street cleaning / maintenance	1%
Better management of graffiti / vandalism	2%	Better / more cleanliness / maint. of area	1%
Better / more / cheaper / free parking	1%	Better footpath maintenance and repairs	1%
Cheaper rates / fees	1%	Better management of graffiti / vandalism	1%
Better / more prov. / quality of local facilities	1%	Better / more / cheaper / free parking	1%
All other issues	14%	All other issues	10%

75 years and over		City of Darebin	
Better / more cleanliness / maint. of area	3%	Better / more communication, consultation	6%
Cheaper rates / fees	2%	Better financial management / politics	2%
Better financial management / politics	2%	Better / more cleanliness / maint. of area	1%
Better footpath maintenance and repairs	1%	Better building, planning, development	1%
Better prov. / maint. of sports / recreation	1%	Better customer service / responsiveness	1%
More focus on the core / basic services	1%	Better footpath maintenance and repairs	1%
More parks, gardens and open spaces	1%	More parks, gardens and open spaces	1%
Better / more / cheaper / free parking	1%	Better management of graffiti / vandalism	1%
Better drains maintenance and repairs	1%	Better traffic management	1%
All other issues	3%	All other issues	13%

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

Darebin City Council - 2024 Annual Community Satisfaction Survey

(Number and percent of total respondents)

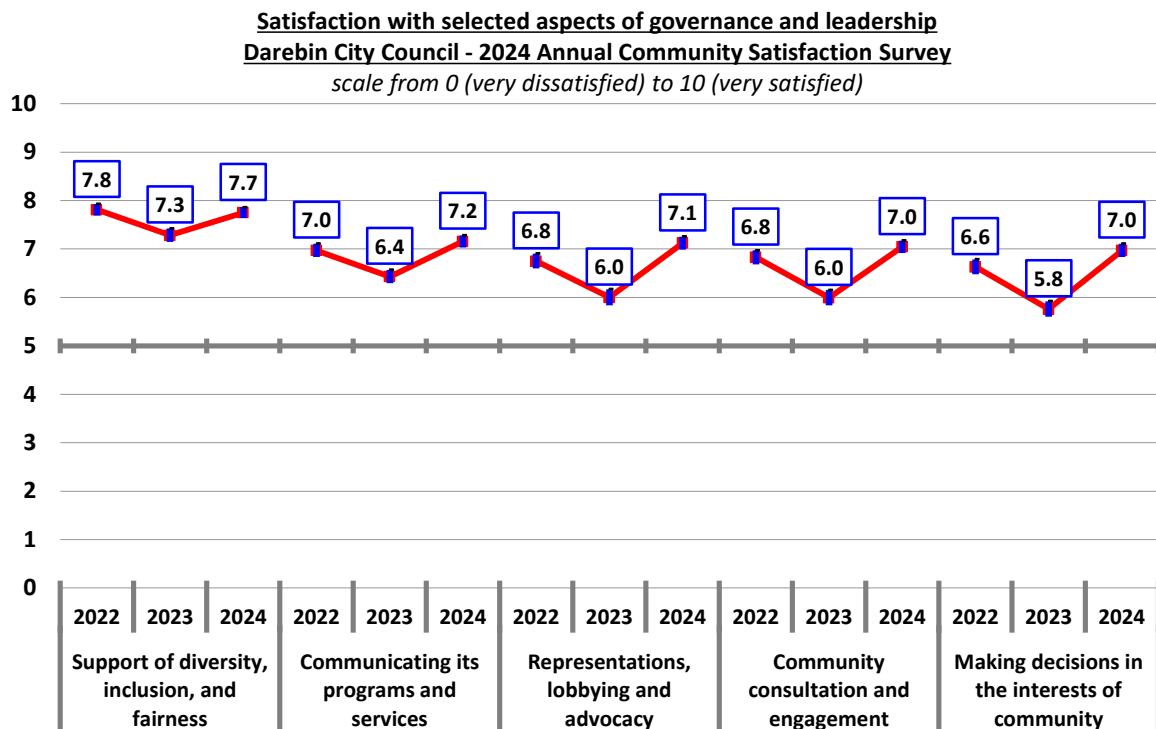
Reservoir East		Reservoir West	
Better / more communication, consultation	2%	Better / more communication, consultation	5%
Cheaper rates / fees	1%	Better financial management / politics	3%
Better / more safety, policing, crime	1%	Better building, planning, development	2%
Better / more community services	1%	Better customer service / responsiveness	2%
Better traffic management	1%	Better / more cleanliness / maint. of area	1%
Better financial management / politics	1%	Better traffic management	1%
Better building, planning, development	1%	Better housing availability / affordability	1%
Better footpath maintenance and repairs	1%	More parks, gardens and open spaces	1%
Better / more / cheaper / free parking	1%	More focus on the core / basic services	1%
All other improvements	4%	All other improvements	3%
Preston East		Preston West	
Better / more communication, consultation	12%	Better / more communication, consultation	6%
More focus on the core/ basic services	3%	More parks, gardens and open spaces	4%
Better upkeep / maint. of private property	2%	Better financial management / politics	3%
Better building, planning, development	2%	Better / more cleanliness / maint. of area	3%
Better / more hard rubbish collection	2%	Better management of graffiti / vandalism	3%
Better social policy / political issues	1%	Better traffic management	2%
Better footpath maintenance and repairs	1%	Better / more public toilets	2%
Cheaper rates / fees	1%	Better / more environment, conservation	1%
Better / more environment, conservation	1%	Better customer service / responsiveness	1%
All other improvements	7%	All other improvements	11%
Northcote		Thornbury	
Better / more communication, consultation	5%	Better / more communication, consultation	14%
More parks, gardens and open spaces	3%	Better management of graffiti / vandalism	3%
Better / more environment, conservation	3%	Better / more / cheaper / free parking	2%
Better / more safety, policing, crime	2%	Better / more cleanliness / maint. of area	2%
Better footpath maintenance and repairs	2%	Better traffic management	2%
Better customer service / responsiveness	2%	Better maint. of cycling / walking tracks	2%
Better prov. / maint. of sports / recreation	2%	More focus on the core/ basic services	2%
Better / more maintenance of street trees	2%	Increase diversity / multicultural services	2%
Removal / mgt of illegally dumped rubbish	2%	Better footpath maintenance and repairs	2%
All other improvements	16%	All other improvements	10%
Kingsbury-Bundoora		Fairfield/Alphington	
Better customer service / responsiveness	3%	Better / more roads maintenance / repairs	9%
No improvement	97%	Better financial management / politics	9%
		Better / more street cleaning / maintenance	6%
		Better building, planning, development	4%
		Better / more communication, consultation	3%
		Better / more community activities / events	2%
		Better customer service / responsiveness	2%
		Better / more / cheaper / free parking	2%
		Better / more cleanliness / maint. of area	2%
		All other improvements	18%

Governance and leadership

Respondents were asked:

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


Satisfaction with the five included aspects of governance and leadership increased measurably and significantly this year, up by an average of nine percent this year, from 6.3 out of 10 or “solid” to 7.2 or “good”.



The increase in satisfaction with governance and leadership was largest in relation to making decisions in the interests of the community (up 12%), representation, lobbying, and advocacy (up 11%), and community consultation and engagement (up 10%).

This increase reverses the unusually large average decline of seven percent recorded last year and returns satisfaction with these aspects of governance and leadership to above the long-term average.

Metropolis Research notes that the 2023 results were the lowest satisfaction scores for aspects of governance and leadership recorded for the City of Darebin in more than a decade. These results clearly reflected a significant decline in community satisfaction with the performance of Council, which was evident for many aspects of performance including governance and leadership.



The improvements to satisfaction with governance and leadership this year, coupled with the decline in governance and accountability related issues as top [issues to address](#) this year (down from 5% to 1%), which was lower than metropolitan average of two percent, are positive results for Darebin City Council.

The other issue that was clearly a significant negative influence on satisfaction with the performance of Darebin City Council in 2023, including specifically in relation to these aspects of governance and leadership, included the Preston Market issue. This declined as a top issue to address this year (from 11% in 2023 and 5% in 2022) to one percent this year.

This significant decline in this controversial issue has clearly been a factor underpinning the significant increase in satisfaction with Darebin City Council this year, including its performance making decisions in the interests of the community, and representing and advocating on behalf of the community.

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

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

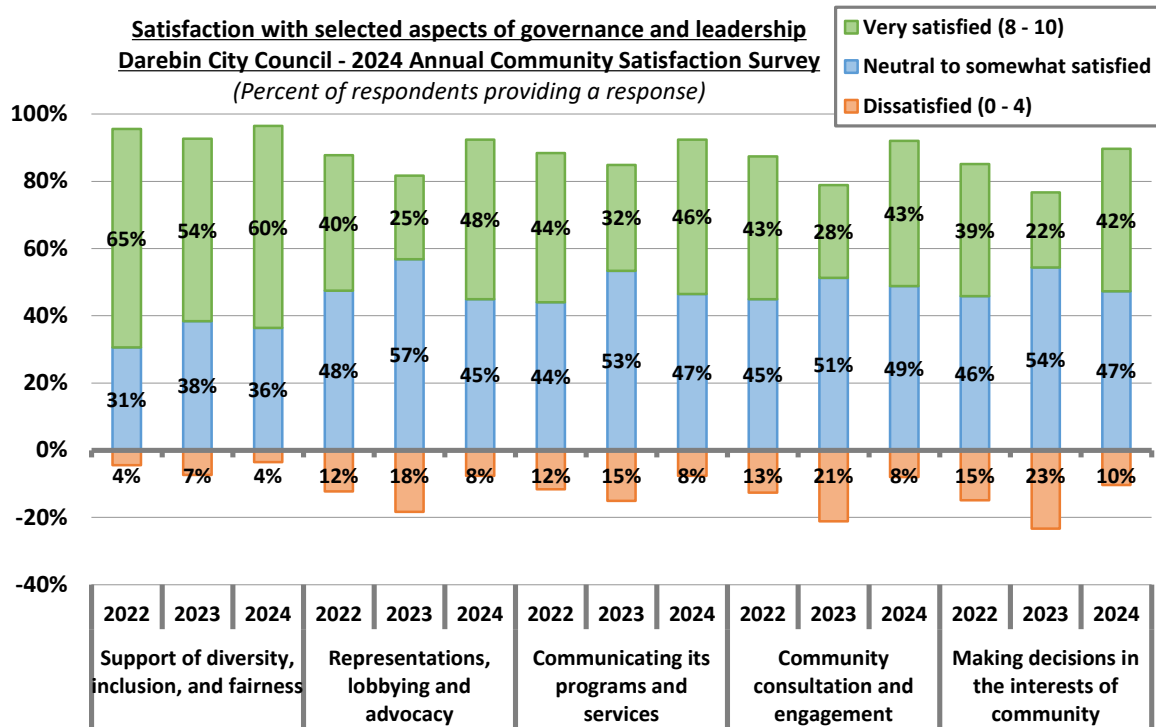
The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied”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

Consistent with the increase in average satisfaction with each aspect of governance and leadership this year, there were significant decline in the proportion of respondents “dissatisfied” with each aspect, and a significant increase in the proportion who were “very satisfied”.

Metropolis Research draws particular attention to the 23% increase in the proportion of respondents “very satisfied” with Council’s representation, lobbying, and advocacy and the 20% increase in the proportion of respondents “very satisfied” with Council’s performance making decisions in the interests of the community.

Metropolis Research suggests that the decline in the Preston Market and associated planning and development related issues this year were likely to be a significant factor positively impacting on community satisfaction with Council’s performance in these important areas of performance.





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

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

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

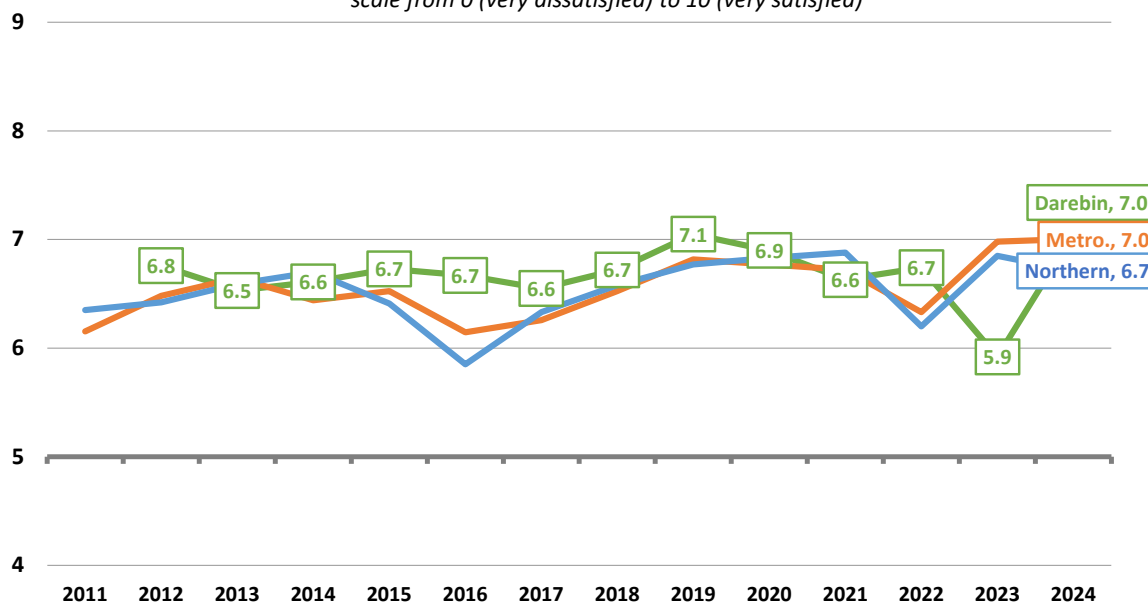
These are important aspects of Council performance and Metropolis Research strongly recommends that these measures be included in future years, particularly given the significant decline in satisfaction with governance and leadership this year.

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

It is noted that satisfaction with these three aspects of governance and leadership was now identical to the metropolitan Melbourne average satisfaction with core aspects of governance and leadership and was three percent higher than the northern region councils’ average.

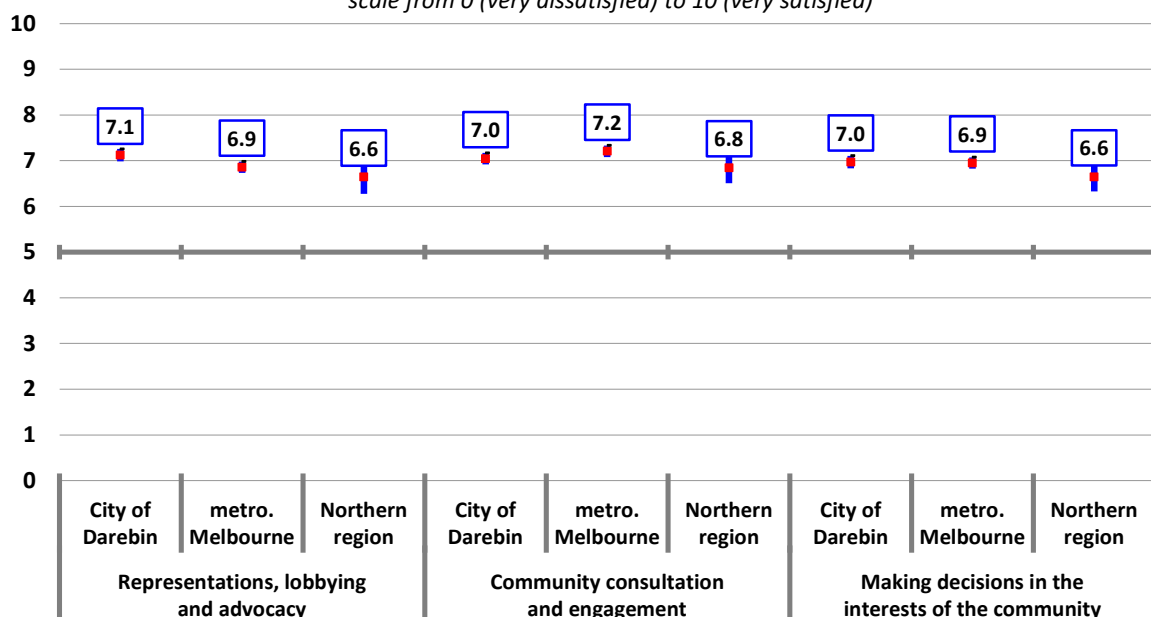
These results reflect the significant improvement in satisfaction this year, from an unusually poor result in 2023, to a result consistent with the metropolitan Melbourne average, and at or above the long-term average satisfaction with these aspects.

Average satisfaction with governance and leadership
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



It is noted that satisfaction with representation, lobbying and advocacy and making decisions in the interests of the community were now marginally higher than the metropolitan Melbourne average, whilst community consultation and engagement remained two percent below the metropolitan average.

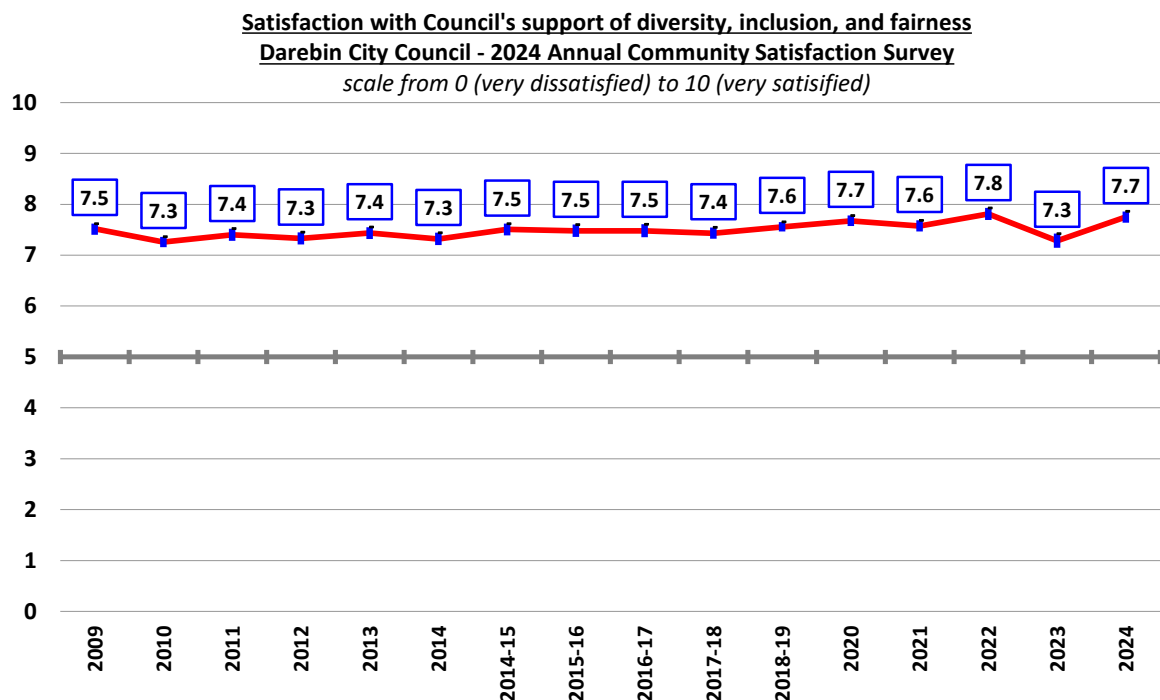
Satisfaction with aspects of governance and leadership
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Support of diversity, inclusion, and fairness

Satisfaction with Council’s support of diversity, inclusion, and fairness increased measurably and significantly this year, up four percent to 7.7 out of 10, which was a “very good”, up from a “good” level of satisfaction.

Metropolis Research notes that, with the exception of the unusual decline recorded last year (in sympathy with the general decline in 2023), satisfaction with this aspect of Council’s performance has remained remarkably stable around the long-term average satisfaction since 2009 of 7.5 out of 10, or “very good”.



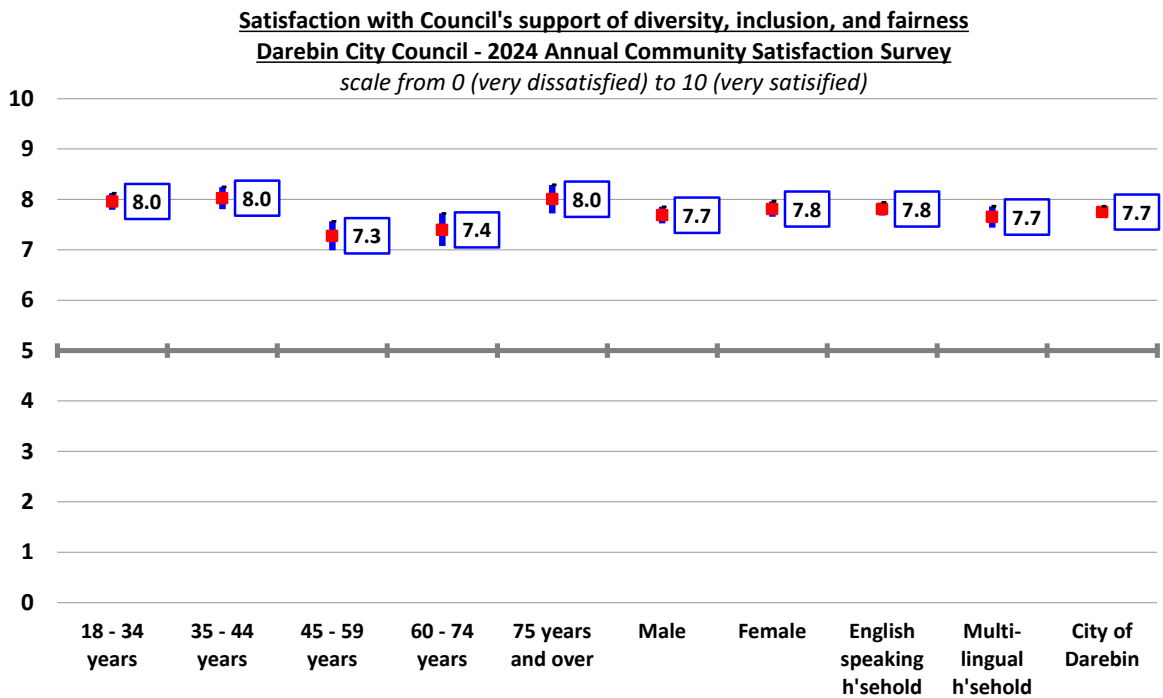
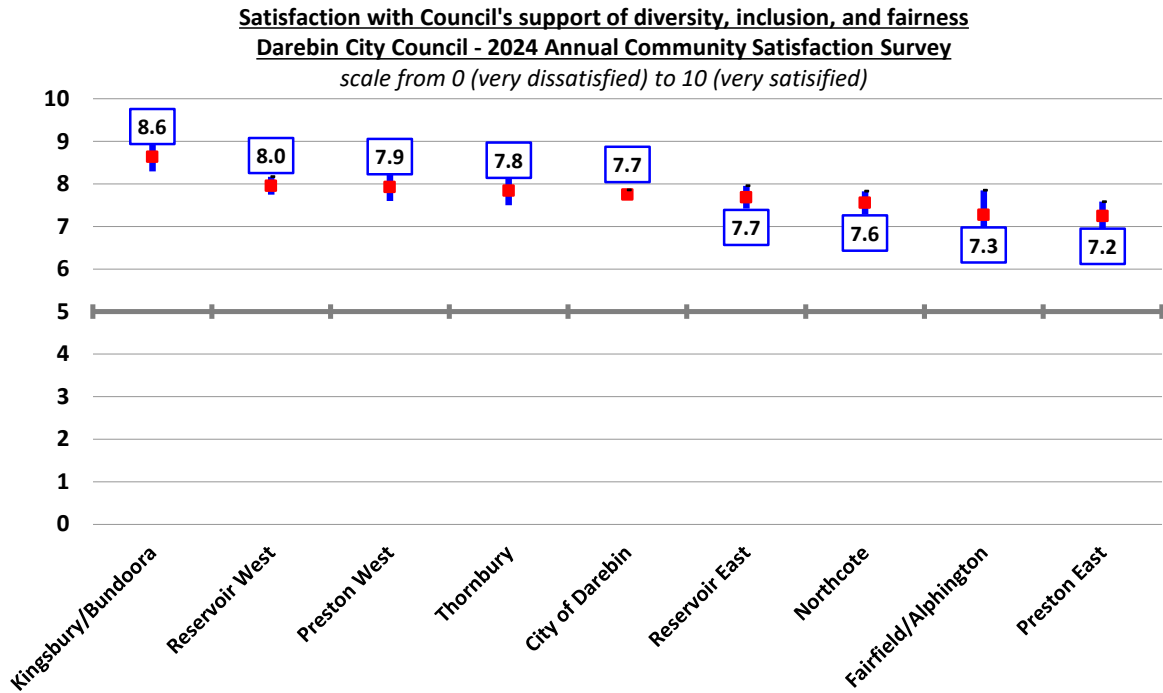
There was measurable and notable variation in satisfaction with this aspect of performance observed across the municipality.

Respondents from Kingsbury-Bundoora were measurably (9%) more satisfied than average, and at an “excellent” level, whilst respondents from Fairfield-Alphington were notably (4%) and respondents from Preston East were measurably (5%) less satisfied, and at a “good” rather than a “very good” level.

There was notable variation in satisfaction with Council’s support of diversity, inclusion, and fairness observed by respondent profile, as follows:

- **Age structure** – younger respondents (aged 18 to 44 years) and senior citizens (aged 75 years and over) were somewhat more satisfied than average, whilst middle-aged and older adults (aged 45 to 74 years) were measurably and notably less satisfied.
- **Gender** – there was no meaningful variation observed by gender.

- **Language spoken at home** – there was no meaningful variation observed between respondents from English speaking households and multilingual households.

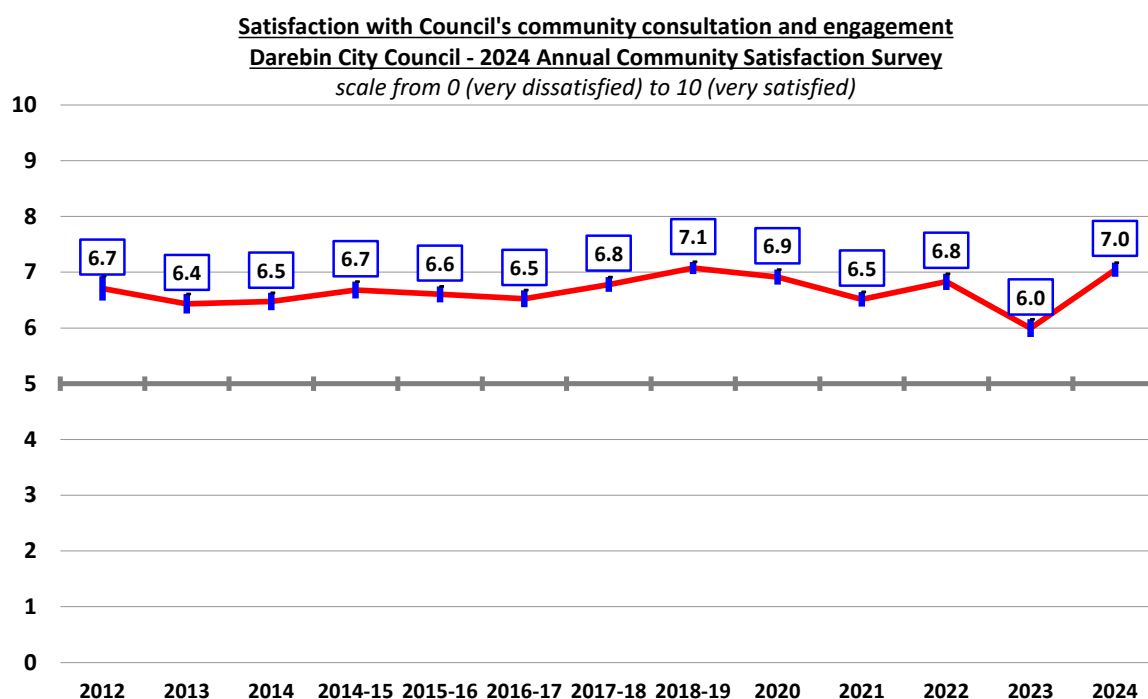


Community consultation and engagement

Satisfaction with Council's community consultation and engagement increased measurably and significantly this year, up 10% to 7.0 out of 10, which was a "good", up from a "solid" level of satisfaction.

This was the second highest score recorded for the City of Darebin for community consultation and engagement since the question was first included in the survey program in this format in 2012. The highest score was recorded in 2018/19 (7.1).

This result returns satisfaction to above the long-term average satisfaction since 2012 of 6.7 out of 10, or "good".



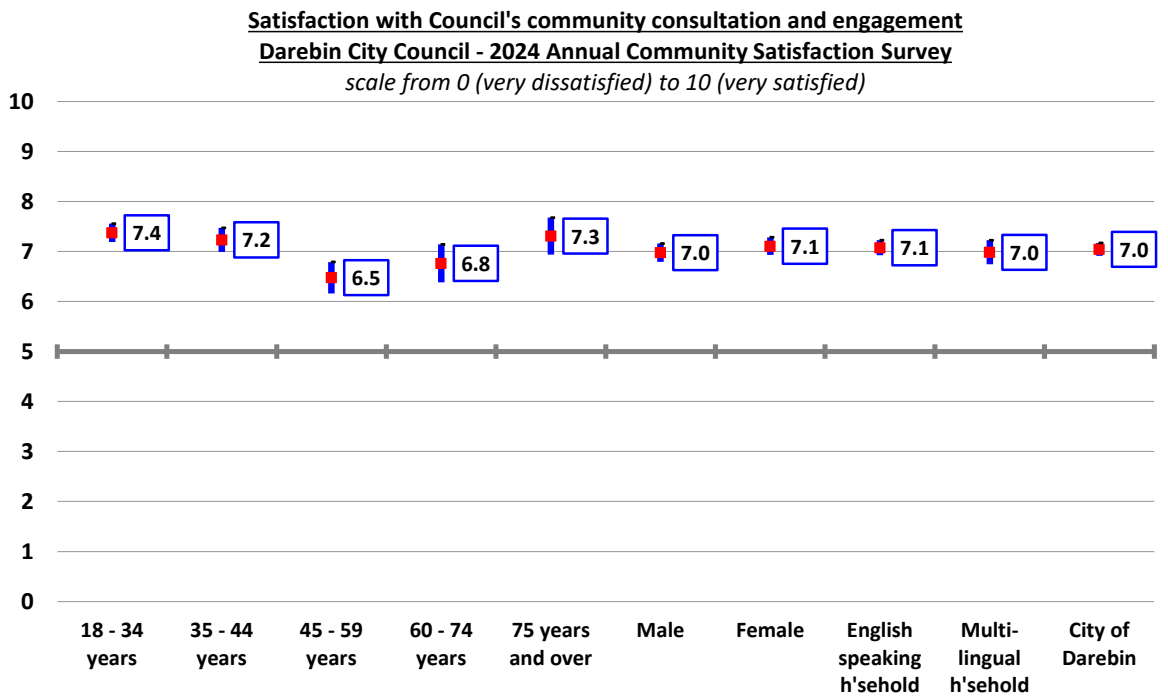
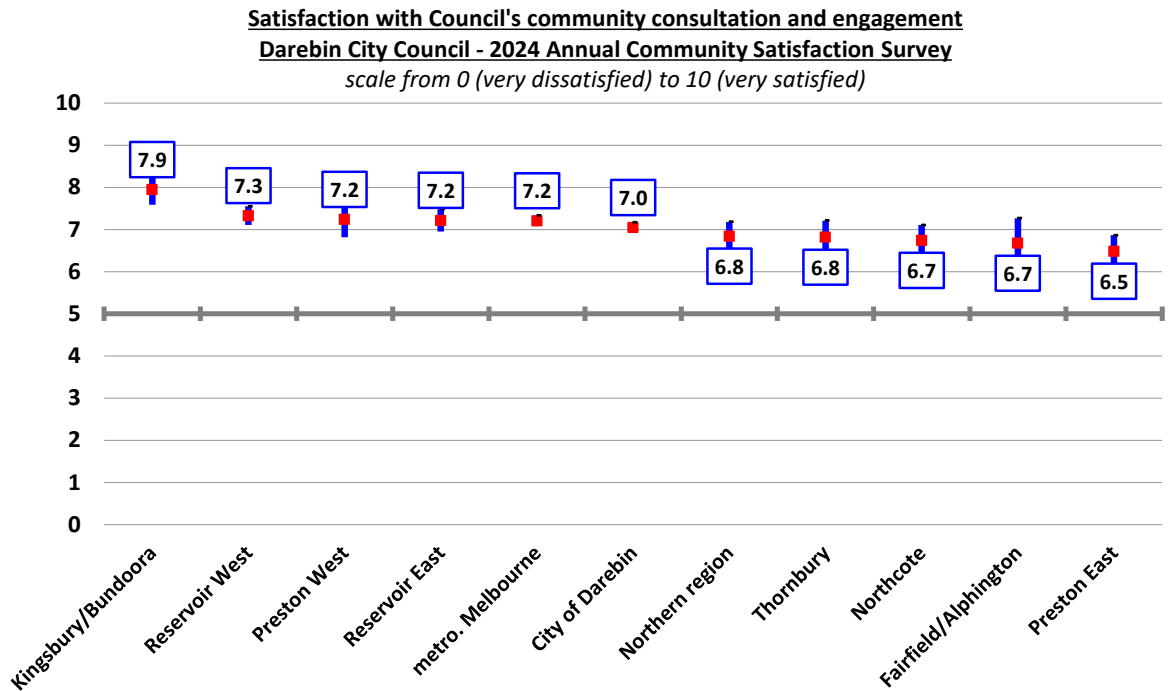
There was both measurable and notable variation in satisfaction with this aspect of performance observed across the municipality.

Respondents from Kingsbury-Bundoora were measurably (9%) and respondents from Reservoir West were notably (3%) more satisfied than average, and at "excellent" and "very good" levels respectively.

By contrast, respondents from Preston East were measurably (5%), and respondents from Northcote and Fairfield-Alphington were notably (3%) less satisfied than average, although still at "good" levels of satisfaction.

There was notable variation in satisfaction with Council's community consultation and engagement observed by respondent profile, as follows:

- **Age structure** – young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) were measurably and notably more satisfied than average, whilst middle-aged (aged 45 to 59 years) were measurably less satisfied.
- **Gender** – there was no meaningful variation observed by gender.
- **Language spoken at home** – there was no meaningful variation observed between respondents from English speaking households and multilingual households.

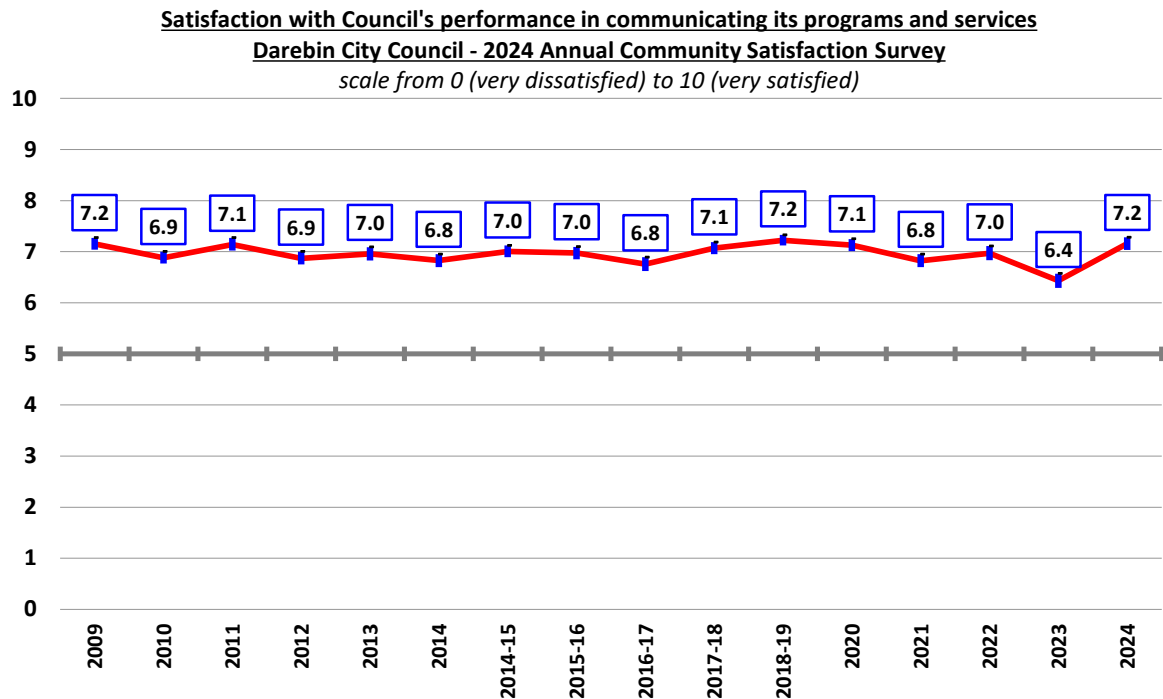


Communicating programs and services

Satisfaction with Council's performance communicating its programs and services increased measurably and significantly this year, up eight percent to 7.2 out of 10, which was a "good", up from a "solid" level of satisfaction.

This was the equal highest score recorded for the City of Darebin for communicating its programs and services since the question was first included in the survey program in this format in 2009.

This result returns satisfaction to above the long-term average satisfaction since 2009 of 7.0 out of 10, or "good".



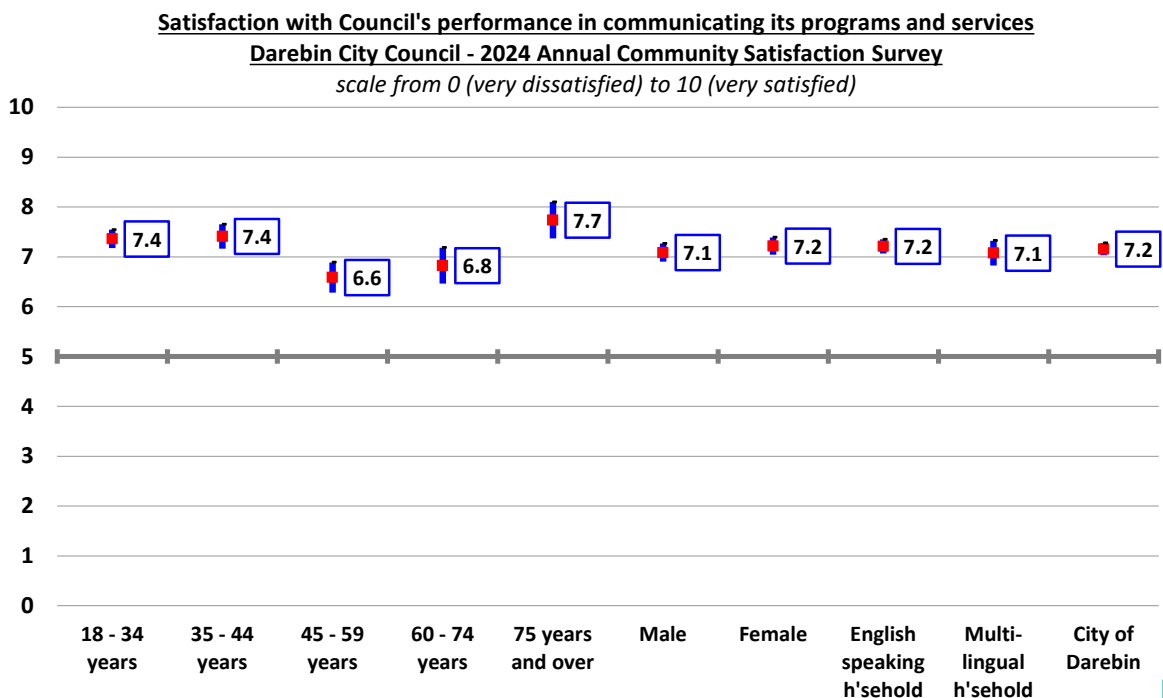
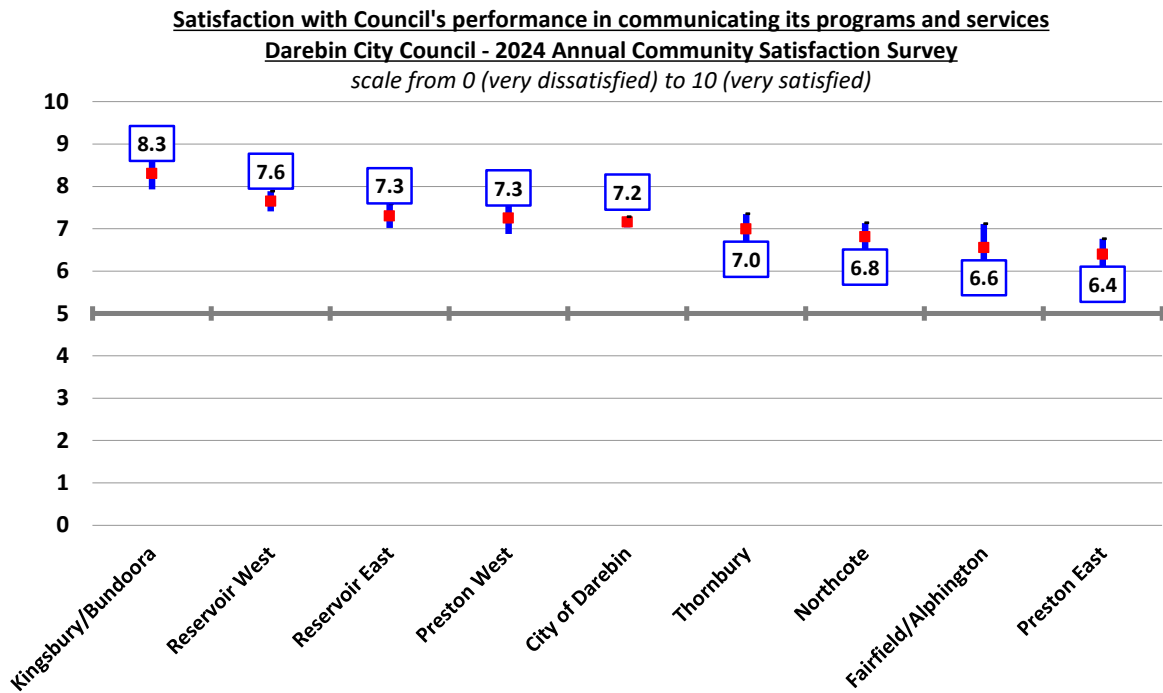
There was both measurable and notable variation in satisfaction with this aspect of performance observed across the municipality.

Respondents from Kingsbury-Bundoora (11%) and Reservoir West (4%) were measurably more satisfied than average, and at "excellent" and "very good" levels respectively.

By contrast, respondents from Preston East were measurably (8%), and respondents from Northcote (4%) and Fairfield-Alphington (6%) were notably less satisfied than average, although still at "good" levels of satisfaction.

There was notable variation in satisfaction with Council's performance communicating its programs and services observed by respondent profile, as follows:

- **Age structure** – younger respondents (aged 18 to 44 years) were notably and senior citizens (aged 75 years and over) were measurably more satisfied than average, whilst middle-aged (aged 45 to 59 years) were measurably and older adults (aged 60 to 74 years) were notably less satisfied.
- **Gender** – there was no meaningful variation observed by gender.
- **Language spoken at home** – there was no meaningful variation observed between respondents from English speaking households and multilingual households.



Representation, lobbying and advocacy

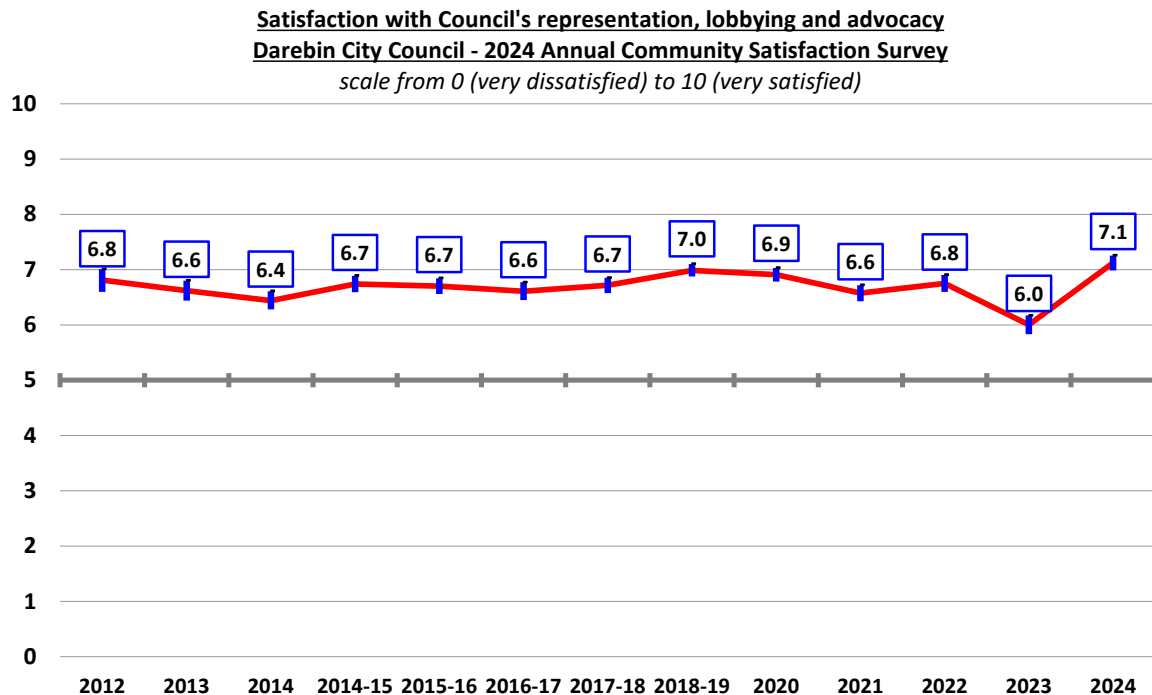
Satisfaction with Council’s representation, lobbying, and advocacy performance increased measurably and significantly this year, up 11% to 7.1 out of 10, which was a “good”, up from a “solid” level of satisfaction.

This was the highest score recorded for the City of Darebin for this aspect of performance since the question was first included in the survey program in this format in 2012.

This result returns satisfaction to above the long-term average satisfaction since 12 of 6.7 out of 10, or “good”.

Metropolis Research notes the very significant increase in satisfaction with this aspect of performance and suggests that the lower than average result recorded in 2022 was likely to reflect significant community concerns around the Preston Market redevelopment and associated planning and development related issues.

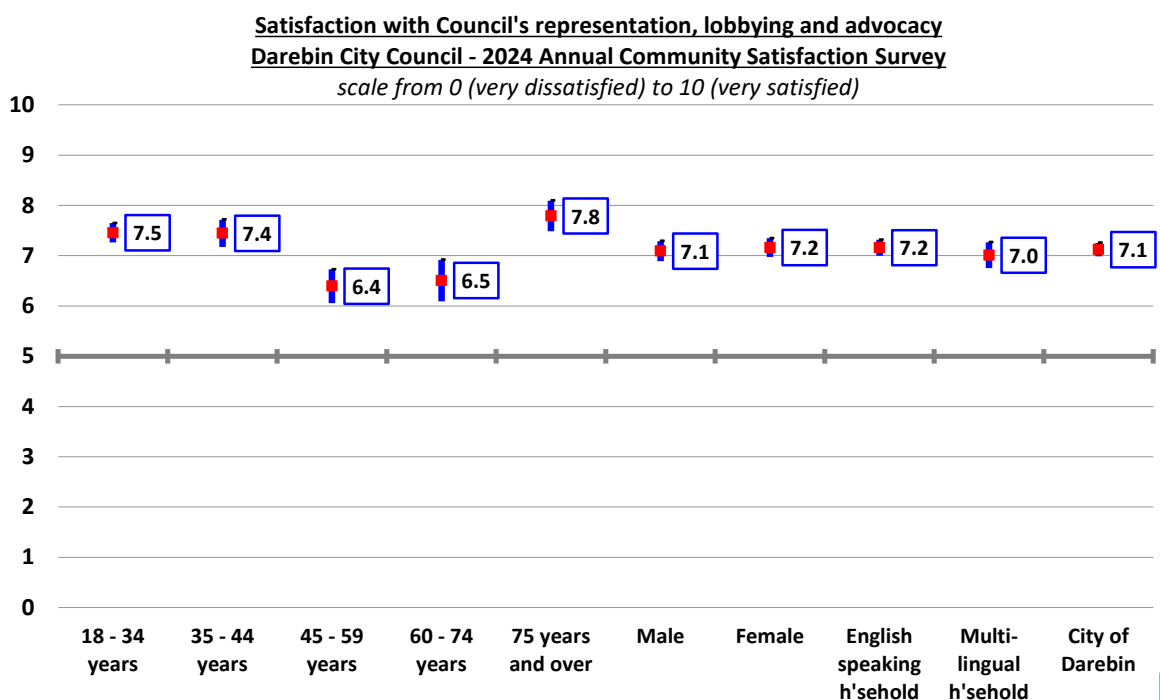
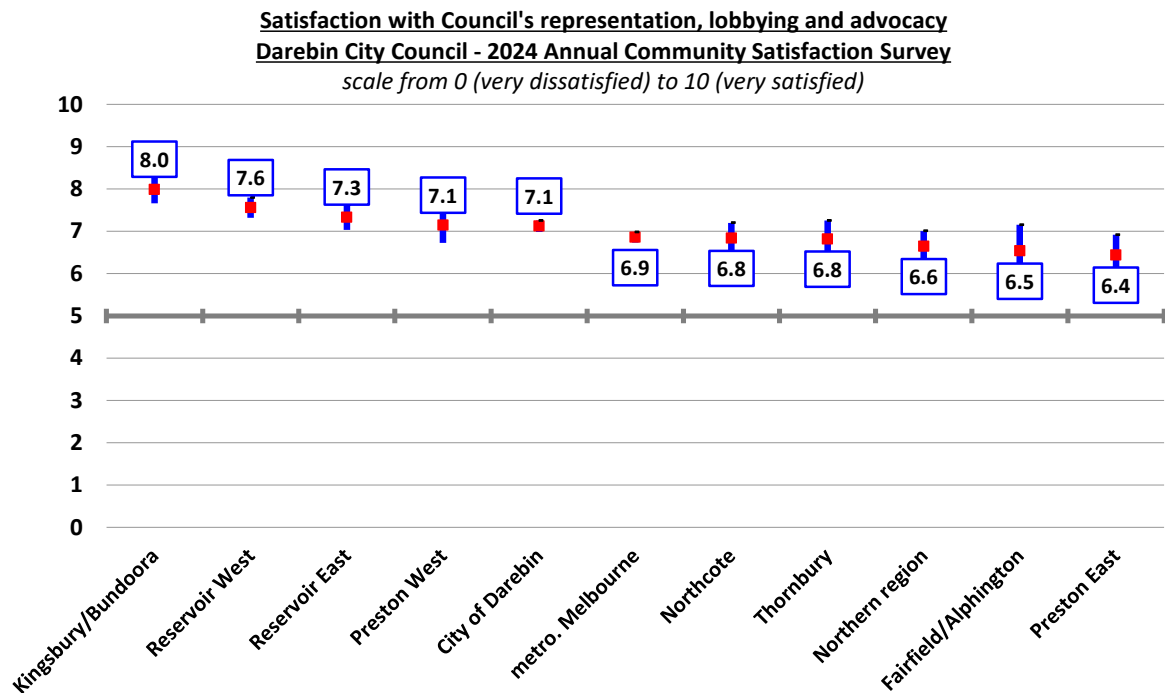
Community concerns around this development was likely to have resulted in lower satisfaction with Council’s performance representing and advocating on behalf of the community with other levels of government. With the decline in the Preston Market issue this year, satisfaction with this aspect of performance has recovered to record high levels.



There was both measurable and notable variation in satisfaction with this aspect of performance observed across the municipality. Respondents from Kingsbury-Bundoora (9%) and Reservoir West (5%) were measurably more satisfied than average, and at “excellent” and “very good” levels respectively. By contrast, respondents from Preston East were measurably (7%), and respondents from Fairfield-Alphington (6%), Thornbury (3%) and Northcote (3%) were notably less satisfied than average, although still at “good” levels of satisfaction.

There was notable variation in satisfaction with Council’s performance communicating its programs and services observed by respondent profile, as follows:

- **Age structure** – young (aged 18 to 34 years) and senior citizens (aged 75 years and over) were measurably more satisfied than average, whilst middle-aged and older adults (aged 45 to 74 years) were measurably less satisfied.
- **Gender** – there was no meaningful variation observed by gender.
- **Language spoken at home** – there was no meaningful variation observed between respondents from English speaking households and multilingual households.



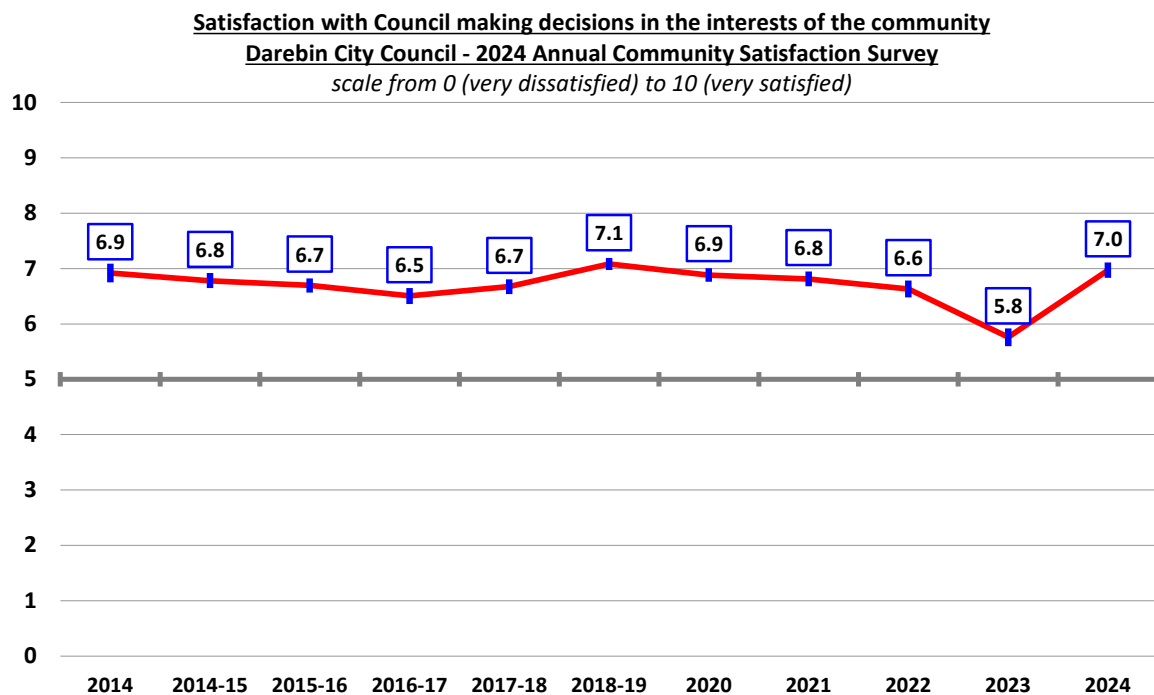
Making decisions in the interests of the community

Satisfaction with Council’s performance making decisions in the interests of the community increased measurably and significantly this year, up 12% to 7.0 out of 10, which was a “good”, up from a “poor” level of satisfaction.

This was the second highest score recorded for the City of Darebin for this aspect of performance since the question was first included in the survey program in this format in 2014.

This result returns satisfaction to above the long-term average satisfaction since 2009 of 6.7 out of 10, or “good”.

Metropolis Research notes the very significant increase in satisfaction with this aspect of performance and suggests that the lower than average result recorded in 2022 was likely to reflect significant community concerns around the Preston Market redevelopment and associated planning and development related issues. This may reflect relatively poor levels of knowledge in the community about the role of Council in the Preston Market redevelopment decision making process.

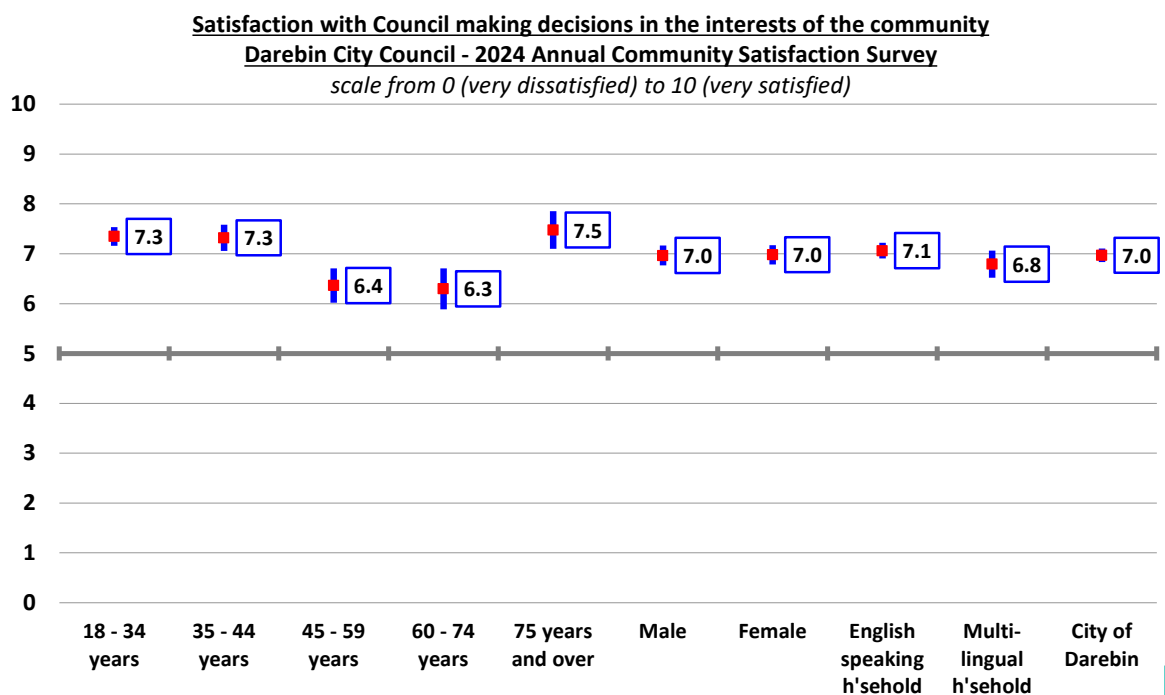
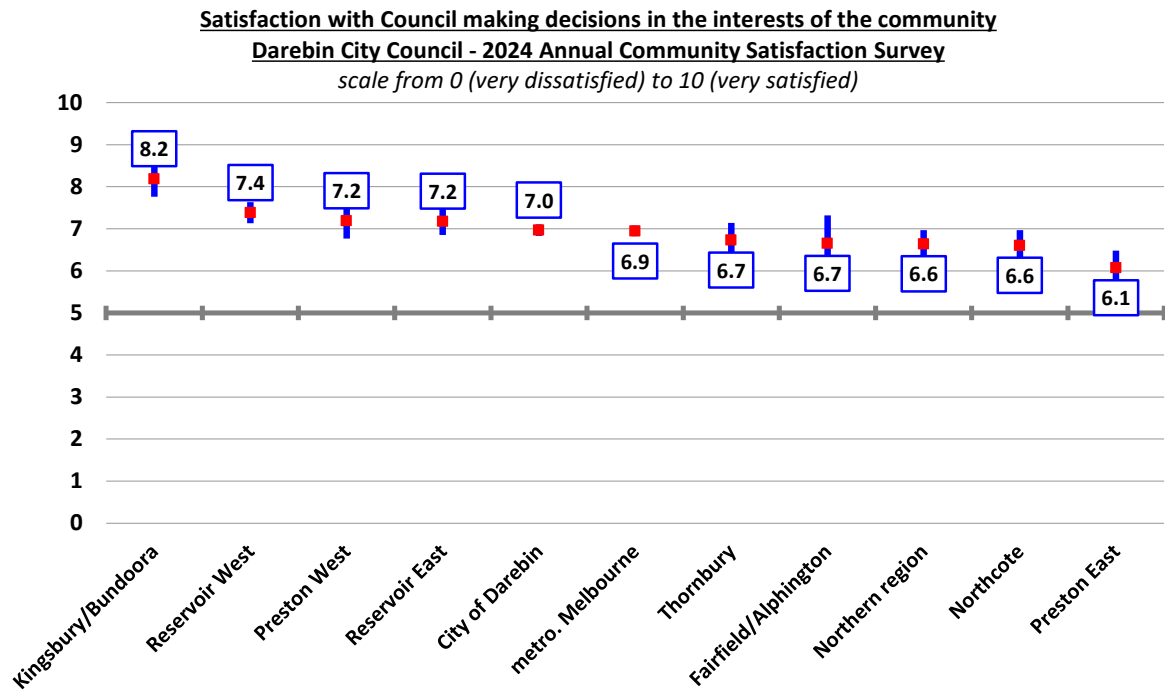


There was both measurable and notable variation in satisfaction with this aspect of performance observed across the municipality.

Respondents from Kingsbury-Bundoora (12%) and Reservoir West (4%) were measurably more satisfied than average, and at “excellent” and “very good” levels respectively. By contrast, respondents from Preston East were measurably (9%) less satisfied and at a “solid” level. Respondents from Northcote (4%), Fairfield-Alphington (3%), and Thornbury (3%) were notably less satisfied than average, although still at “good” levels of satisfaction.

There was notable variation in satisfaction with Council’s performance communicating its programs and services observed by respondent profile, as follows:

- **Age structure** – younger respondents (aged 18 to 44 years) and senior citizens (aged 75 years and over) were measurably more satisfied than average, whilst middle-aged and older adults (aged 45 to 74 years) were measurably less satisfied.
- **Gender** – there was no meaningful variation observed by gender.
- **Language spoken at home** – respondents from English speaking households were notably (3%) more satisfied than respondents from multilingual households.



Contact with Council

Contact with Council in last 12 months

Respondents were asked:

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

There was a significant decline this year, in the proportion of respondents who reported that they had contacted Council in the last 12 months, down from 40% last year to 26% this year.

Metropolis Research notes that the metropolitan Melbourne average was 19% this year (as recorded in *Governing Melbourne*).

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

Contacted Council in the last 12 months
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

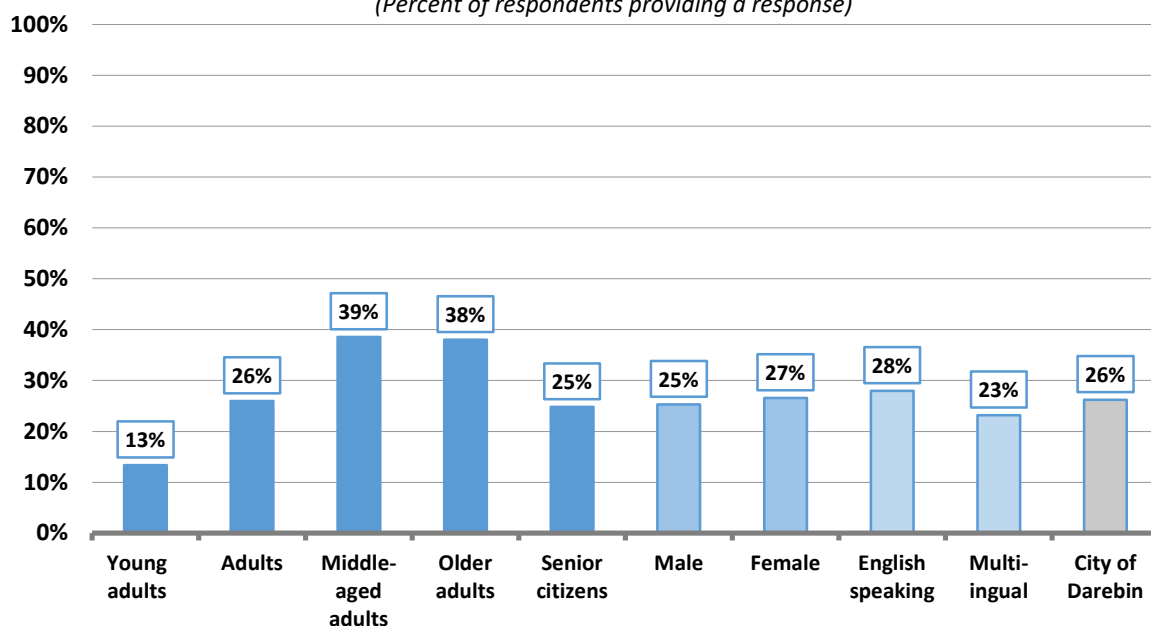
Response	2024		2023	2022	2021	2020	2018-19
	Number	Percent					
Yes	263	26%	40%	44%	31%	40%	32%
No	740	74%	60%	56%	69%	60%	68%
Not stated	3		4	5	1	3	3
Total	1,006	100%	1,001	1,000	1,000	1,003	1,002

It is noted that middle-aged and older adults (aged 45 to 74 years) were measurably more likely to have contacted Council in the last 12 months than other respondents.

Young adults (aged 18 to 34 years) were the least likely to have contacted Council in the last 12 months.

It is also noted that respondents from English speaking households were notably (5%) more likely to have contacted Council in the last 12 months than respondents from multilingual households.

Contacted Council in the last 12 months by respondent profile
Darebin City Council - 2024 Annual Community Survey
(Percent of respondents providing a response)



Reason for contacting Council

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

Of the 263 respondents who reported that they had contacted Council in the last 12 months, a total of 237 provided details as to why they contacted Council.

The most common reasons for contacting Council in 2024 were related to rubbish and waste issues (62 respondents), planning and development related issues (27 respondents), and issues with trees (21 respondents).

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

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

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



Reasons for contacting Council in the last 12 months
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents contacting Council providing a response)

Reason	2024	
	Number	Percent
Waste incl. garbage and recycling	62	26%
Planning and development	27	11%
Trees maintenance	21	9%
Parking	15	6%
Roads / traffic	14	6%
Services and facilities for the elderly / disabled	10	4%
Drains/ flooding	8	3%
Green / food waste collection	8	3%
Animal / pest management	7	3%
Footpath maintenance and repairs	7	3%
Hard rubbish collection	7	3%
Parks, gardens, vegetation	7	3%
Cleanliness and maintenance of area	6	3%
Dumped / illegal rubbish	6	3%
Rates / fees / charges	5	2%
Dog off leash and park issues	4	2%
Health and medical issues	4	2%
Neighbour issues	4	2%
Library	2	1%
Political issues	2	1%
Council services	1	0%
Education and schools	1	0%
Safety, security and policing	1	0%
Street lights	1	0%
Other	7	3%
Reason not stated	26	
Total	263	100%

Forms of contact

Respondents who contacted Council were asked:

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

Consistent with the results recorded in previous years, the most common method of contacting Council remained telephone during office hours, with 58% (down from 61% in 2018/19) reporting that this was the last method of contact with Council.

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

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

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

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

Consistent with the increase in email contact, visits in person were significantly less common as a method of contacting Council than pre-pandemic, down from a 2014/15 to 2018/19 average of 18% to 10% this year.

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

Form of contact with Council
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents who contacted Council providing a response)

Response	2024		2018-19	2017-18	2016-17	2015-16	2014-15
	Number	Percent					
Telephone <i>(during office hours)</i>	150	58%	61%	63%	59%	63%	60%
Email	55	21%	13%	11%	8%	11%	7%
Visit in person	25	10%	19%	13%	19%	15%	23%
Website	22	8%	4%	4%	6%	3%	2%
Mail	5	2%	1%	1%	3%	3%	1%
Telephone <i>(after hours service)</i>	1	0%	n.a.	n.a.	n.a.	n.a.	n.a.
Multilingual phone service	1	0%	n.a.	n.a.	n.a.	n.a.	n.a.
Social media <i>(e.g. Facebook)</i>	1	0%	n.a.	n.a.	n.a.	n.a.	n.a.
Directly with a Councillor	0	0%	n.a.	n.a.	n.a.	n.a.	n.a.
Live chat	0	0%	n.a.	n.a.	n.a.	n.a.	n.a.
Multiple methods	0	0%	3%	7%	5%	4%	6%
Not stated	3		4	3	1	2	3
Total	263	100%	321	406	417	403	324



Preferred method of contacting Council

Respondents who contacted Council were asked:

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

This question relating to whether the last method of contact was the respondents’ preferred method of contact was included in the survey program for the first time this year.

This question was included to provide additional insight into whether the community was able to engage with Council via their preferred method.

Of the 263 respondents who reported that they had contacted Council in the last 12 months, 236 or 96% reported that the method by which the contacted Council was their preferred method.

Of the nine who reported that it was not their preferred method, none reported that they would have preferred to visit Council in person.

Preferred method of contacting Council
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents who contacted Council providing a response)

<i>Response</i>	<i>2024</i>	
	<i>Number</i>	<i>Percent</i>
Yes	236	96%
No	9	4%
<i>Email</i>	3	1%
<i>Telephone</i>	3	1%
<i>Website</i>	3	1%
Not stated	18	
Total	263	100%

Satisfaction with Council’s customer service

Respondents who contacted Council were asked:

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



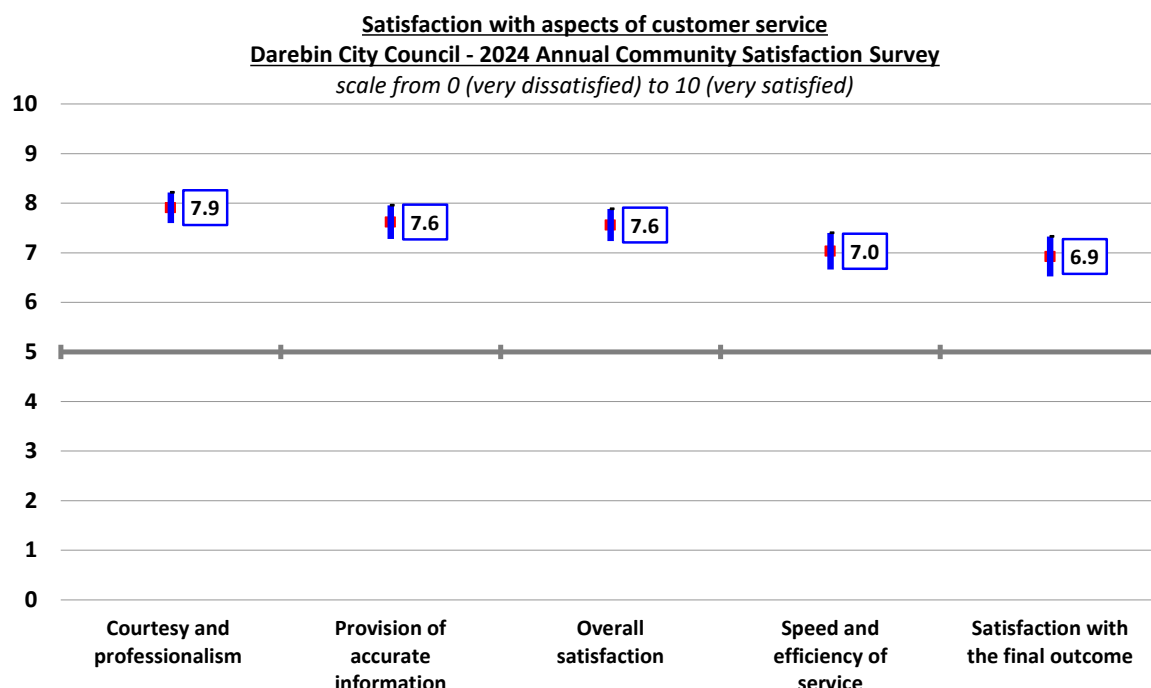
Respondents were in 2024, asked to rate their satisfaction with three aspects of customer service, along with satisfaction with the final outcome and overall satisfaction with the customer service experience.

The three aspects of customer service (courtesy and professionalism, provision of accurate information, and speed and efficiency of service) were reincluded in the survey program for the first time since 2018/19 in order to provide additional insight into areas of customer service of concern to the community.

This was in response to the significantly lower than average overall satisfaction with the customer service experience recorded last year.

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

- **Excellent** – for staff courtesy and professionalism.
- **Very Good** – for the provision of accurate information and overall satisfaction with the customer service experience.
- **Good** – for the speed and efficiency of service, and satisfaction with the final outcome.



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



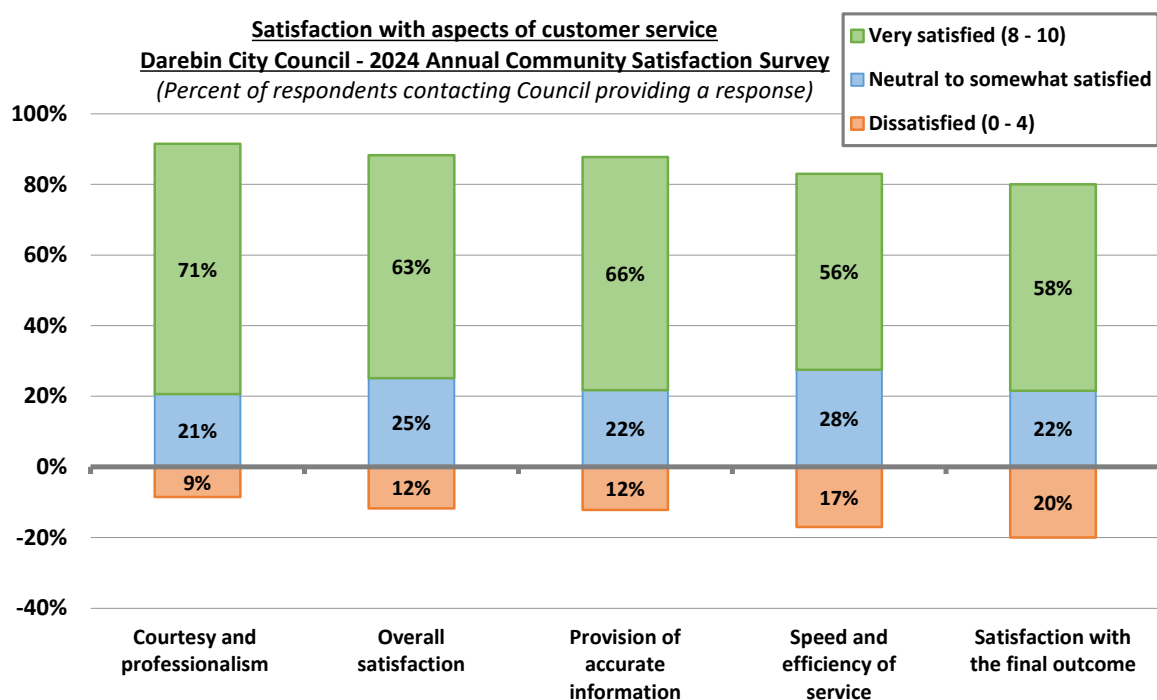
This breakdown into three groups of respondents provides a more meaningful insight into the variation in satisfaction with aspects of customer service than a simple satisfied / dissatisfied binary view.

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

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

Metropolis Research notes that the metropolitan Melbourne average was 16% of respondents “dissatisfied” with the speed and efficiency of service.

It is noted that 20% of respondents reported that they were “dissatisfied” with the final outcome of their contact with Council. It is important to bear in mind that Council has limited control over the final outcome of a residents’ enquiry.



The following graph provides a comparison of average satisfaction with the three aspects of customer service as well as overall satisfaction with the customer service experience between the City of Darebin and the metropolitan Melbourne average, as recorded in the 2024 *Governing Melbourne* research conducted independently by Metropolis Research using the same door-to-door, in-person methodology.

Metropolis Research notes that the City of Darebin outperformed the metropolitan Melbourne average for all four of these aspects of customer service, with overall satisfaction with the customer service experience five percent higher in the City of Darebin.

Given the smaller sample size for the customer service questions, these variations from the metropolitan Melbourne average were not statistically significant, although they clearly indicate substantially higher satisfaction in the City of Darebin.



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

Attention is drawn to the relatively small sample size for these results, particularly for visits in person (25 respondents), website (22 respondents), and email (55 respondents).

It is noted that the small sample of respondents who last contacted Council via the website were notably more satisfied than average with each aspect of customer service.

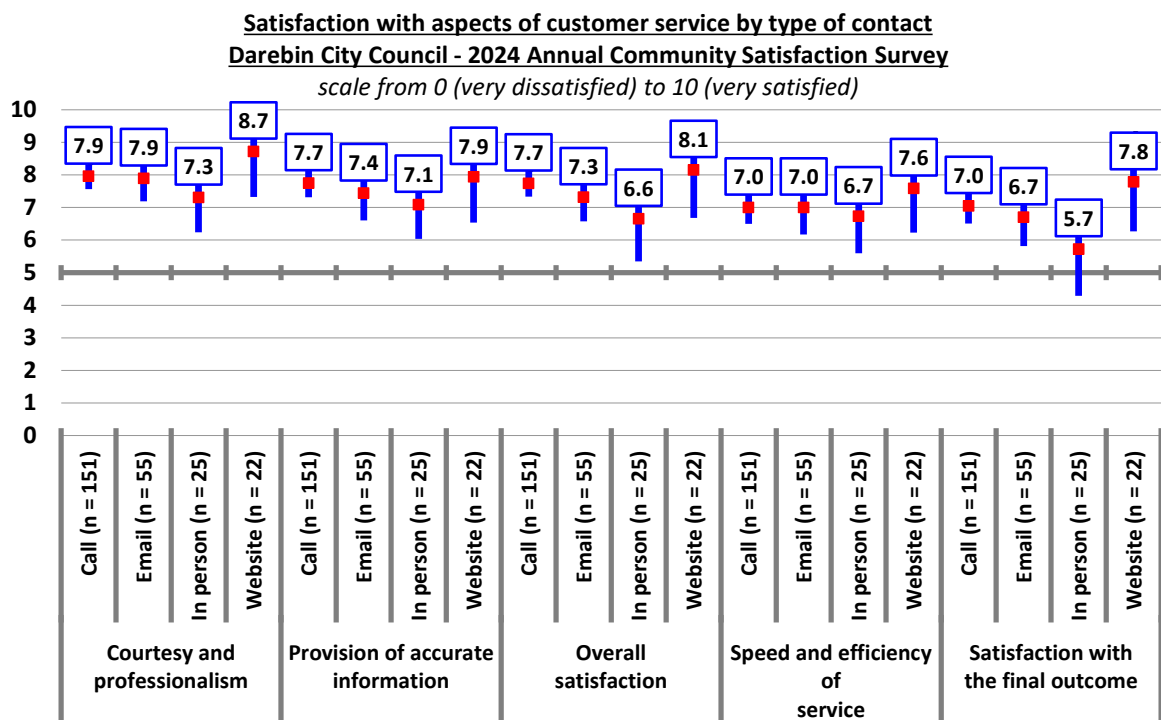
It is important to bear in mind, however, that these results do not provide significant insight into whether the contacts via the website were to transact, or whether they were primarily to seek information. Those only seeking information will often tend to be more satisfied than those attempting more complex transactions (depending on the nature of the transactions).



Metropolis Research also notes that the small sample of respondents who visited Council in person reported notably lower than average satisfaction with these aspects of customer service.

This was most evident in relation to satisfaction with the final outcome, with the 25 respondents who visited Council in person recording a “poor” satisfaction of 5.7 out of 10 for satisfaction with the final outcome.

This result may well reflect that these respondents were engaged in more complex transactions, or that they were in relation to issues about which Council was unable to provide the desired outcome. It does not always follow that the lower satisfaction with customer service reflected only satisfaction with the performance of the customer service team.



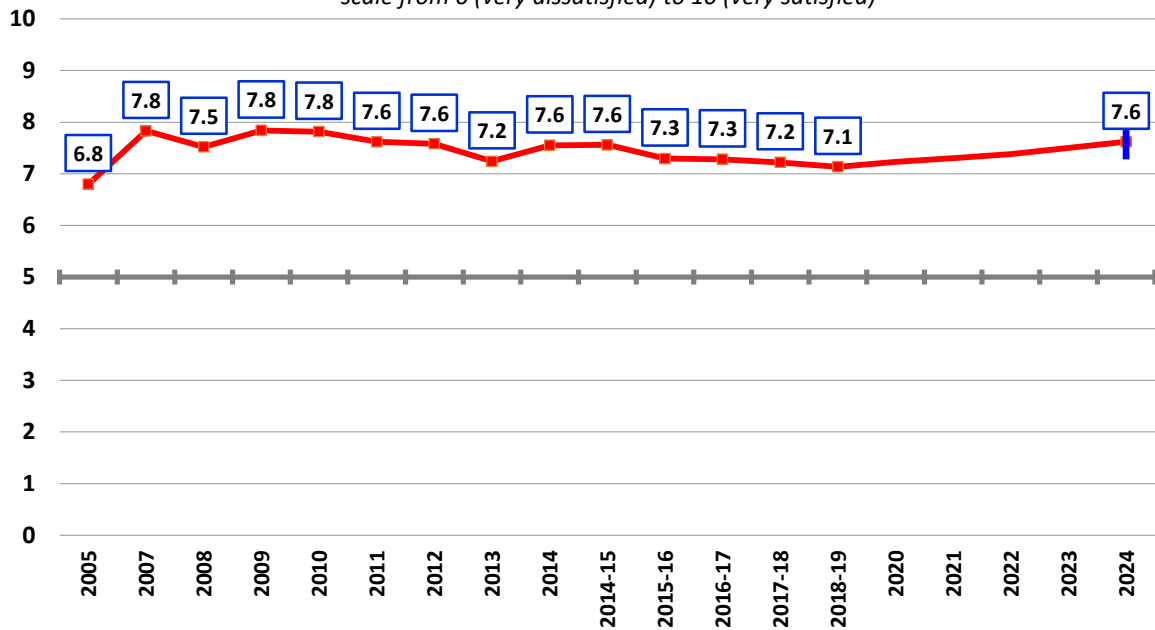
Satisfaction with the provision of accurate information or referral to a relevant officer was 7.6 out of 10 this year, or a “very good” level of satisfaction, with 66% “very satisfied” and 12% “dissatisfied”.

This was the highest satisfaction with this aspect recorded since 2014-15 (noting that the question was not included from 2020 to 2023).

This result was marginally (1%) higher than the long-term average satisfaction since 2005 of 7.5 out of 10, or “very good”.

This result was somewhat (3%) higher than the metropolitan Melbourne average of 7.3 out of 10, also “very good”.

Provision of accurate information or referral to a relevant officer
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

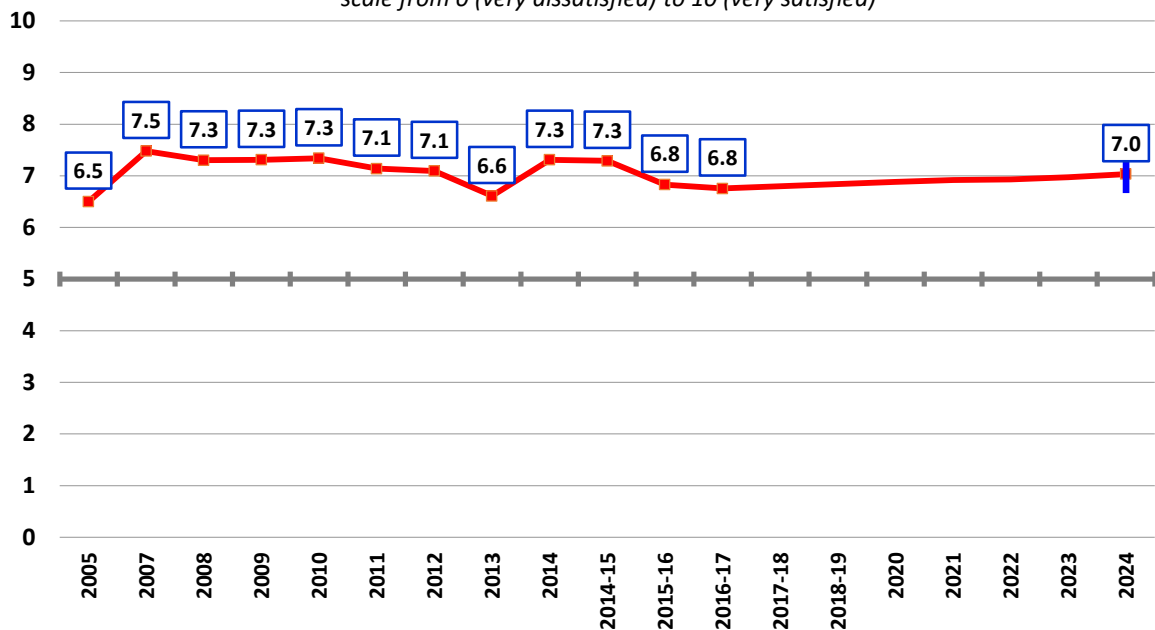


Satisfaction with the speed and efficiency of service was 7.0 out of 10 this year, or a “good” level of satisfaction, with 56% “very satisfied” and 17% “dissatisfied”.

This result was marginally (1%) lower than the long-term average satisfaction since 2005 of 7.1 out of 10, or “good”.

This result was somewhat (2%) higher than the metropolitan Melbourne average of 6.8 out of 10, also “good”.

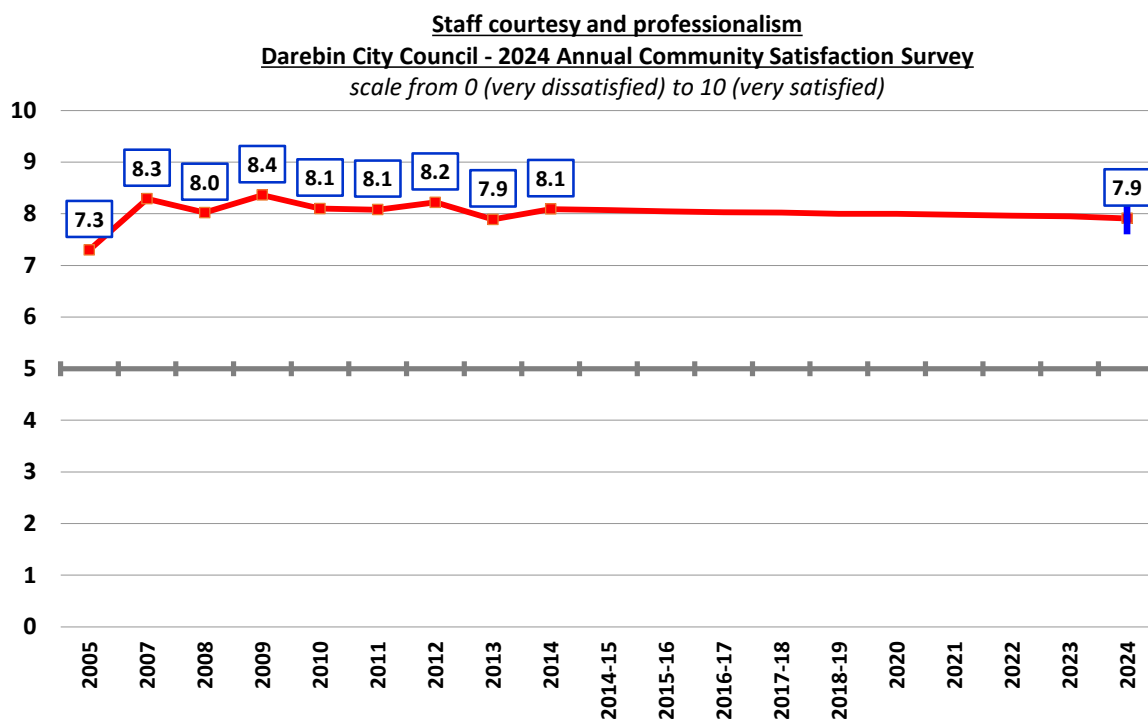
Speed and efficiency of service
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Satisfaction with the courtesy and professionalism of staff was 7.9 out of 10 this year, or an “excellent” level of satisfaction, with 71% “very satisfied” and nine percent “dissatisfied”.

This result was marginally (1%) lower than the long-term average satisfaction since 2005 of 8.0 out of 10, or “excellent”.

This result was somewhat (3%) higher than the metropolitan Melbourne average of 6.8 out of 10, or “very good”.



Overall satisfaction with the customer service experience

Overall satisfaction with the customer service experience increased measurably and significantly this year, up seven percent to 7.6 out of 10, or a “very good”, up from a “good” level of satisfaction.

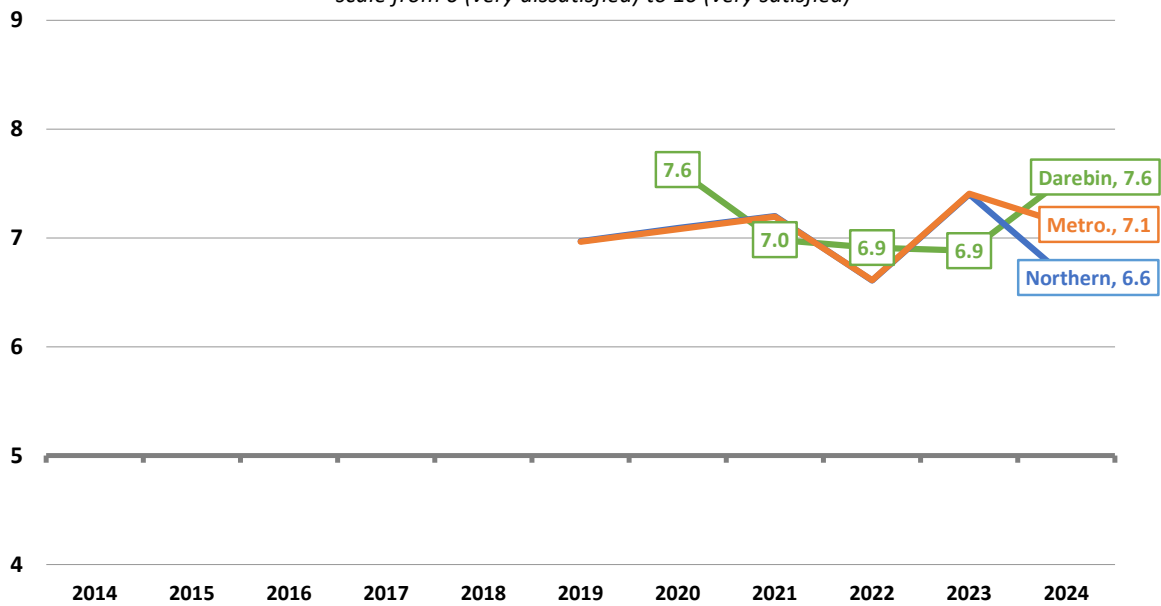
This was the equal highest score for overall satisfaction with the customer service experience since it was first included in the survey program back in 2020.

This result was notably (5%) higher than the metropolitan Melbourne average of 7.1 out of 10, and measurably and significantly higher than the northern region councils’ average of 6.6 or “good”.

This result clearly reflects a return to pre-pandemic levels of satisfaction with customer service, after reporting “good” levels in 2021, 2022, and 2023.

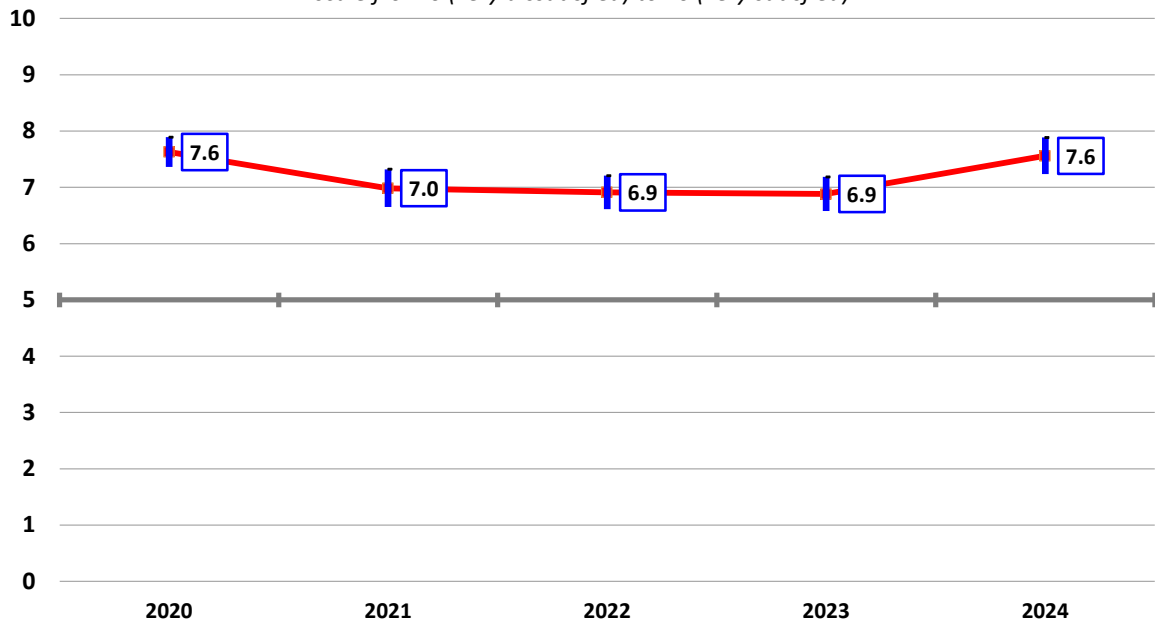


Overall satisfaction with customer service experience
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



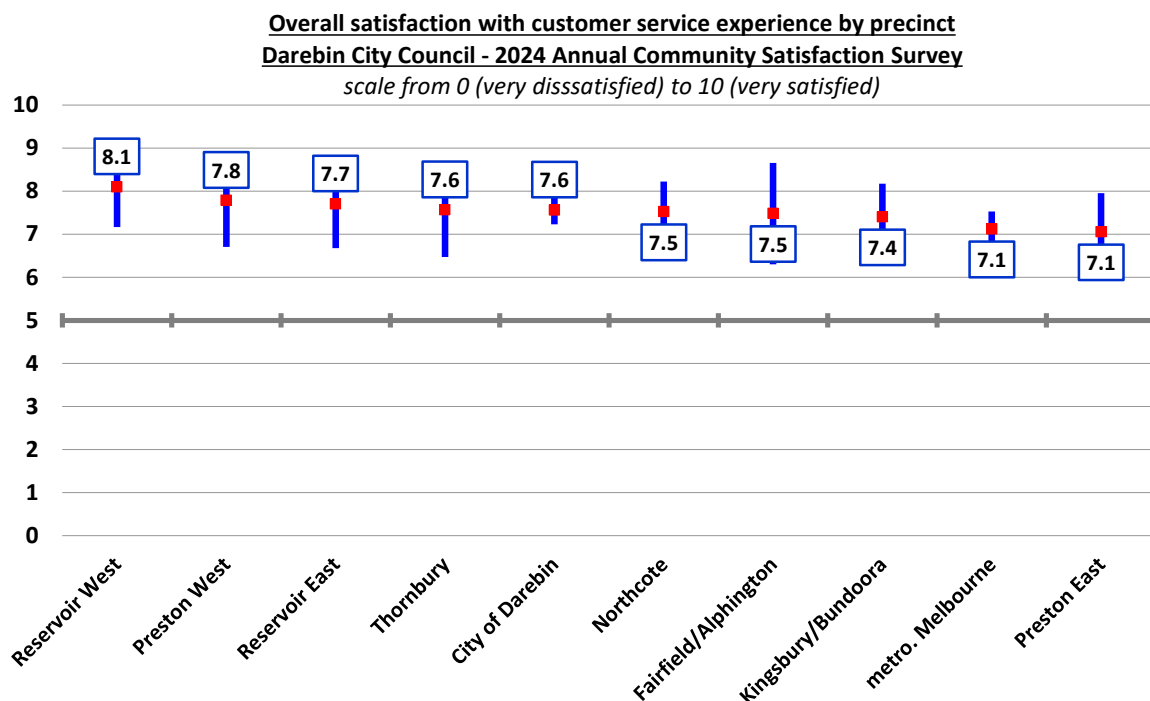
As outlined in the following graph, the decline in overall satisfaction with the customer service experience was statistically significant in 2021 (from 2020), and the increase in satisfaction this year was also statistically significant.

Overall satisfaction with the customer service experience
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

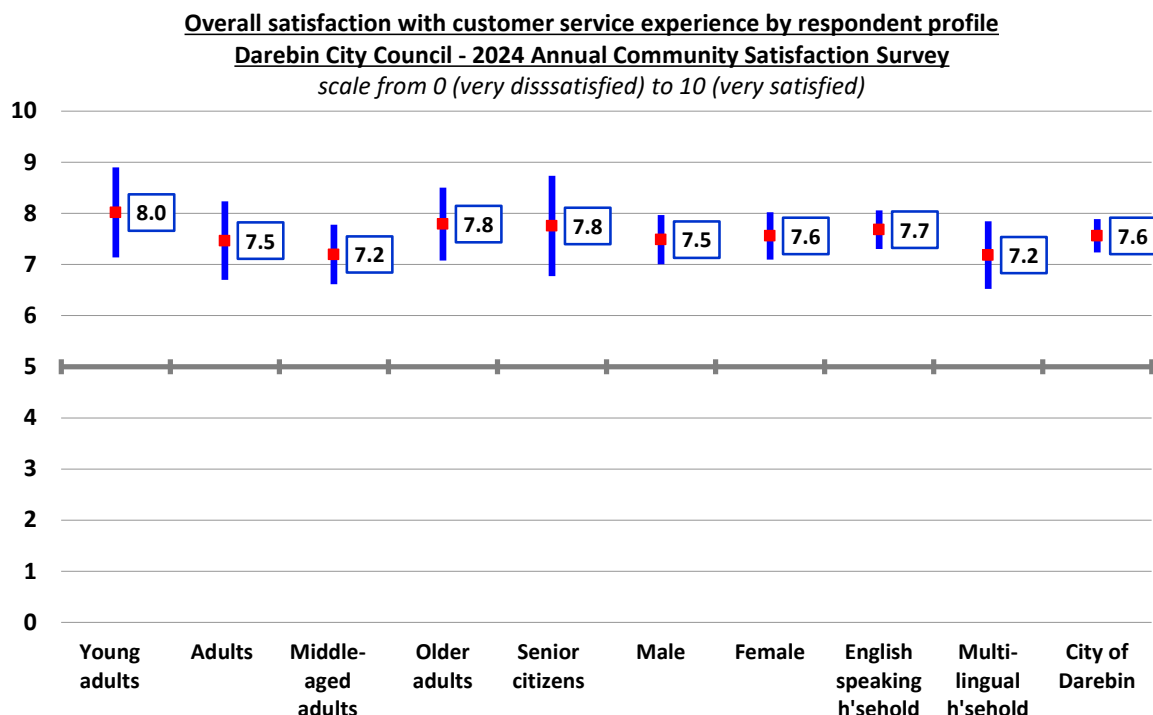


Noting the smaller sample size of 247 respondents who provided a response to this question, there was no statistically significant variation in overall satisfaction with the customer service experience observed across the municipality.

It is noted, however, that 26 respondents from Reservoir West and 27 from Preston West rated satisfaction at “excellent” levels, whilst 36 respondents from Preston East rated overall satisfaction with the customer service experience at a “good” rather than “very good” level.



Whilst there was no statistically significant variation observed by respondent profile, it is noted that middle-aged adults (aged 45 to 59 years) and respondents from multilingual households were the least satisfied with the customer service experience.

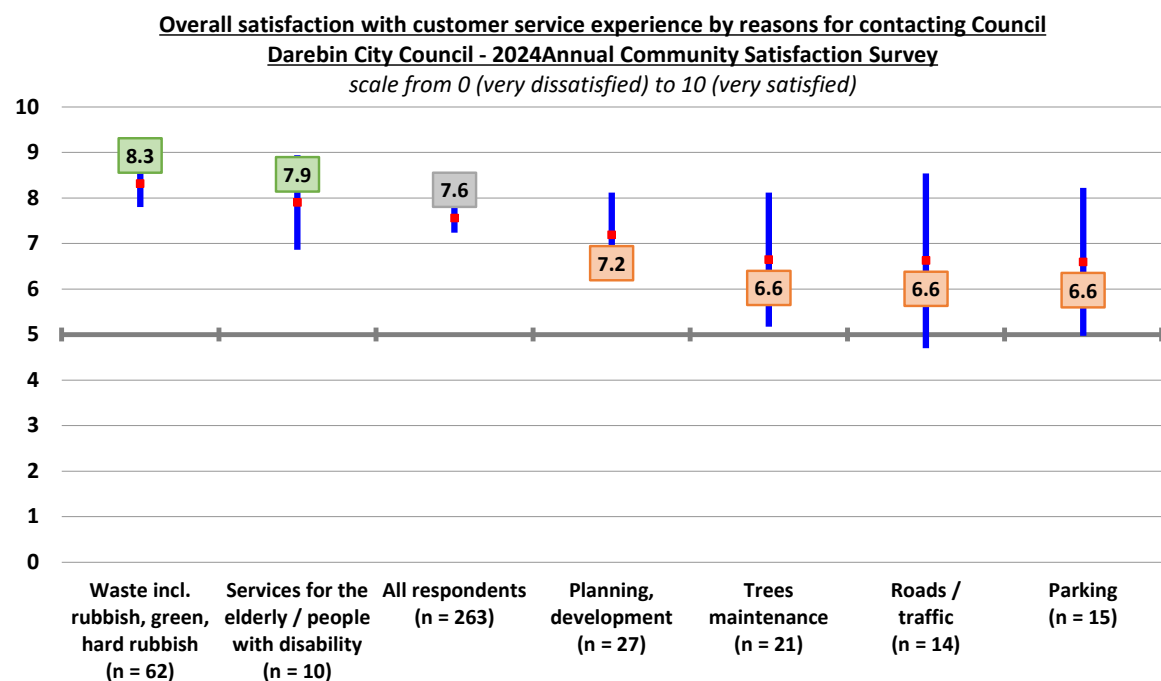


The following graph provides a comparison of overall satisfaction with the customer service experience by the reasons for contacting Council.

It is noted that the sample size for these groups of respondents was quite small, resulting in no statistically significant variation being observed.

It is noted, however, that respondents who contacted Council in relation to rubbish and waste issues and in relation to services and facilities for the elderly were more satisfied than average, and at “excellent” levels.

By contrast, the small sample of respondents who contacted Council in relation to parking, roads and traffic, trees, and planning and development were less satisfied than average, and at “good” rather than “very good” levels.



Satisfaction with the final outcome

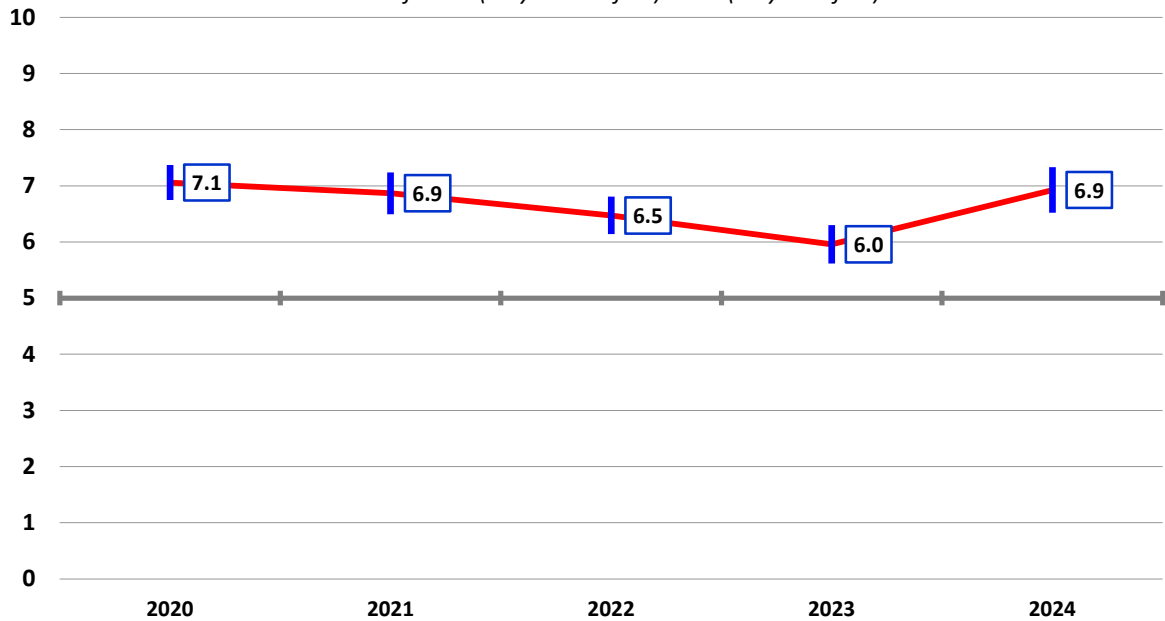
Satisfaction with the final outcome increased measurably this year, up nine percent to 6.9 out of 10, or a “good”, up from a “solid” level of satisfaction.

This aspect remains the lowest rated aspect of customer service, as would typically be expected, given that was the aspect over which Council has least control.

The increase in satisfaction with the final outcome reversed the decline recorded over the last two years and returns satisfaction to above the long-term average satisfaction since 2020 of 6.7 out of 10, or “good”.



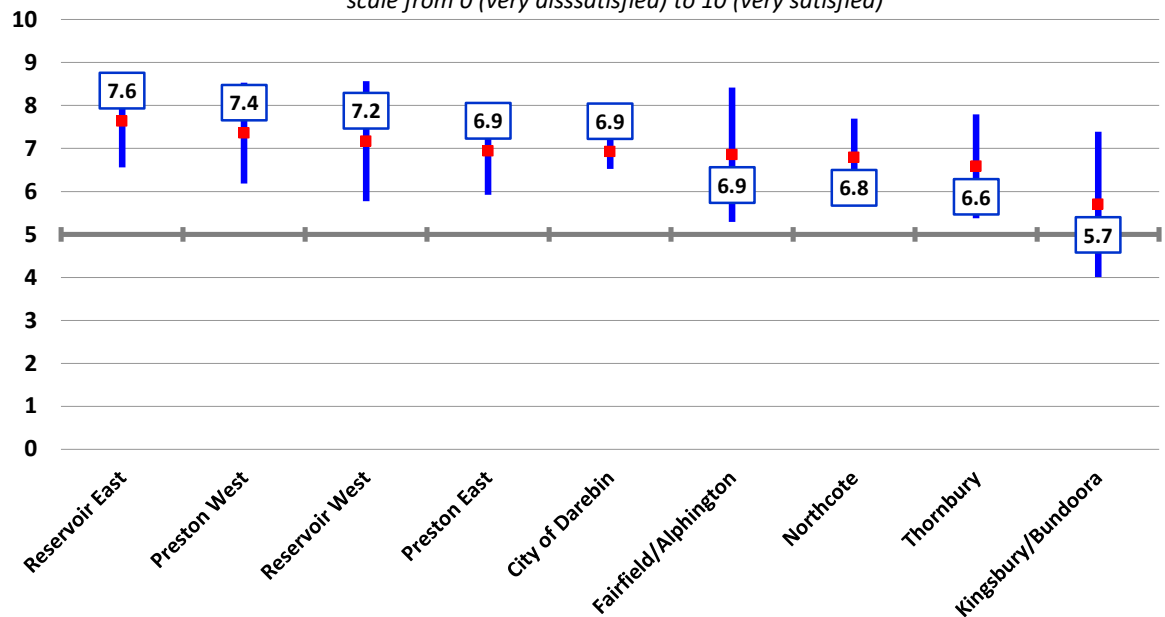
Satisfaction with the final outcome
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



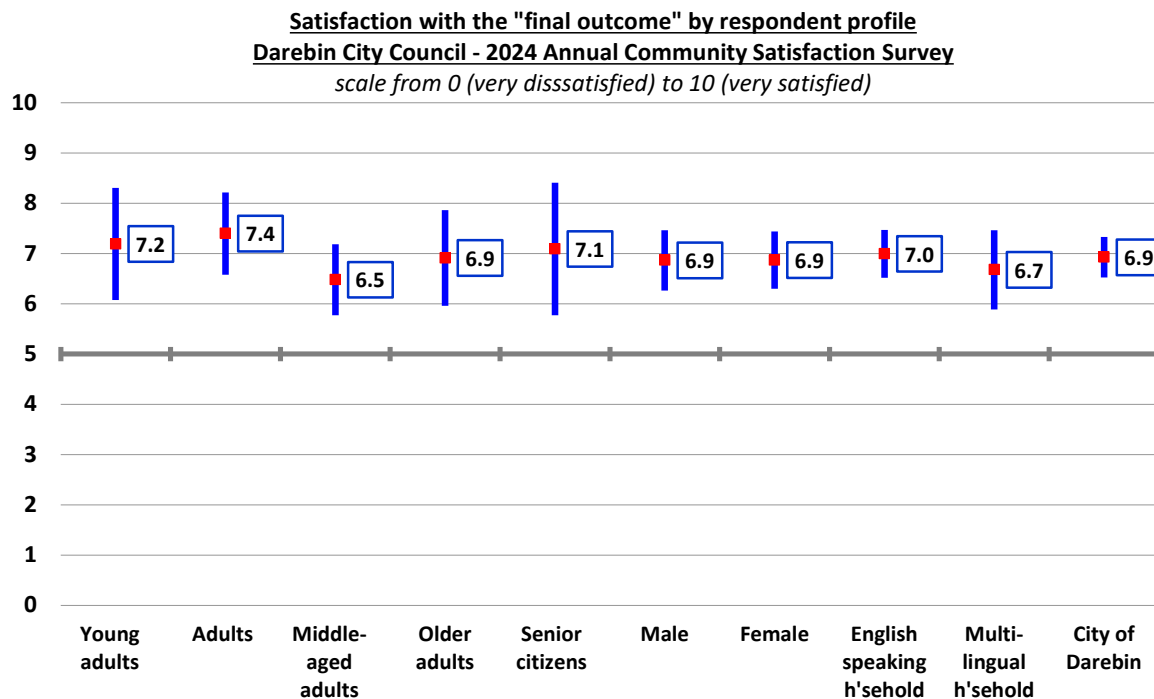
Noting the smaller sample size of 250 respondents who provided a satisfaction score for this aspect, there was no statistically significant variation in satisfaction with the final outcome observed across the municipality.

It is noted, however, that 33 respondents from Reservoir East and 29 from Preston West rated satisfaction with the final outcome at “very good” levels, whilst 18 respondents from Kingsbury-Bundoora rated satisfaction at a “poor” level of 5.7 out of 10.

Satisfaction with the "final outcome" by precinct
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was also no statistically significant variation in satisfaction with the final outcome of the respondents' contact with Council observed by respondent profile, although it is noted that middle-aged adults (aged 45 to 59 years) were somewhat less satisfied than average.



The following graph provides a comparison of satisfaction with the final outcome by the reasons for contacting Council.

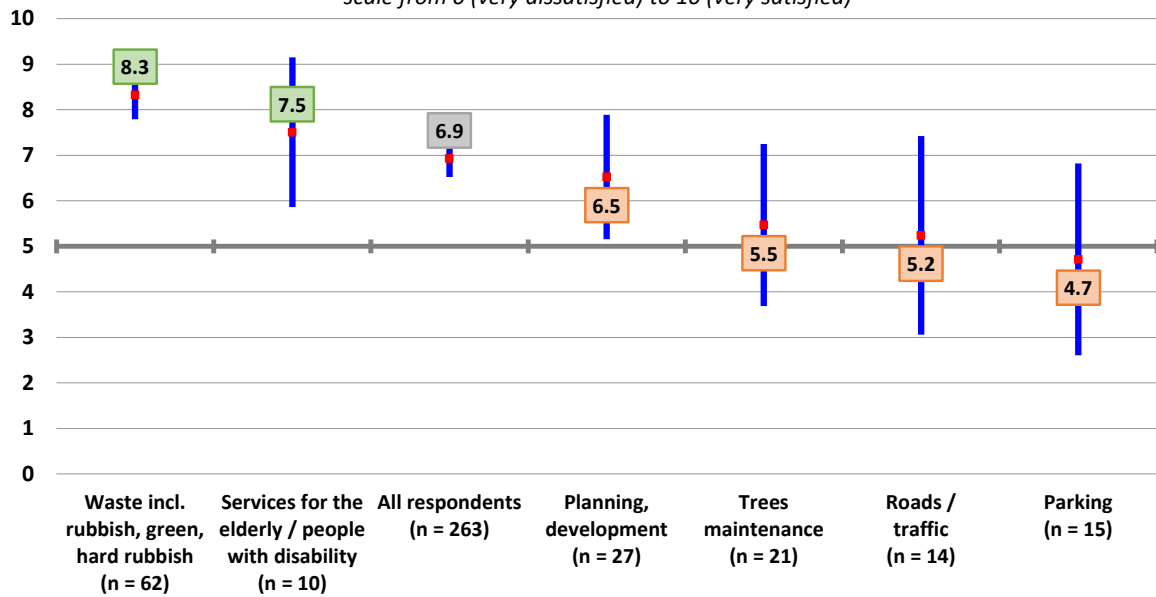
It is noted that the sample size for these groups of respondents was quite small, resulting in no statistically significant variation being observed.

It is noted, however, that respondents who contacted Council in relation to rubbish and waste issues and in relation to services and facilities for the elderly were more satisfied than average, and at "excellent" and "very good" levels respectively.

By contrast, the small sample of respondents who contacted Council in relation to parking, roads and traffic, and street trees were notably less satisfied than average, and at "poor" to "extremely poor" levels.



Satisfaction with the final outcome by reasons for contacting Council
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Planning and development

Respondents were asked:

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

Respondents were again in 2024, asked to rate their satisfaction with two planning and development outcomes. These included the appearance and quality of newly constructed developments, and the number of new developments.

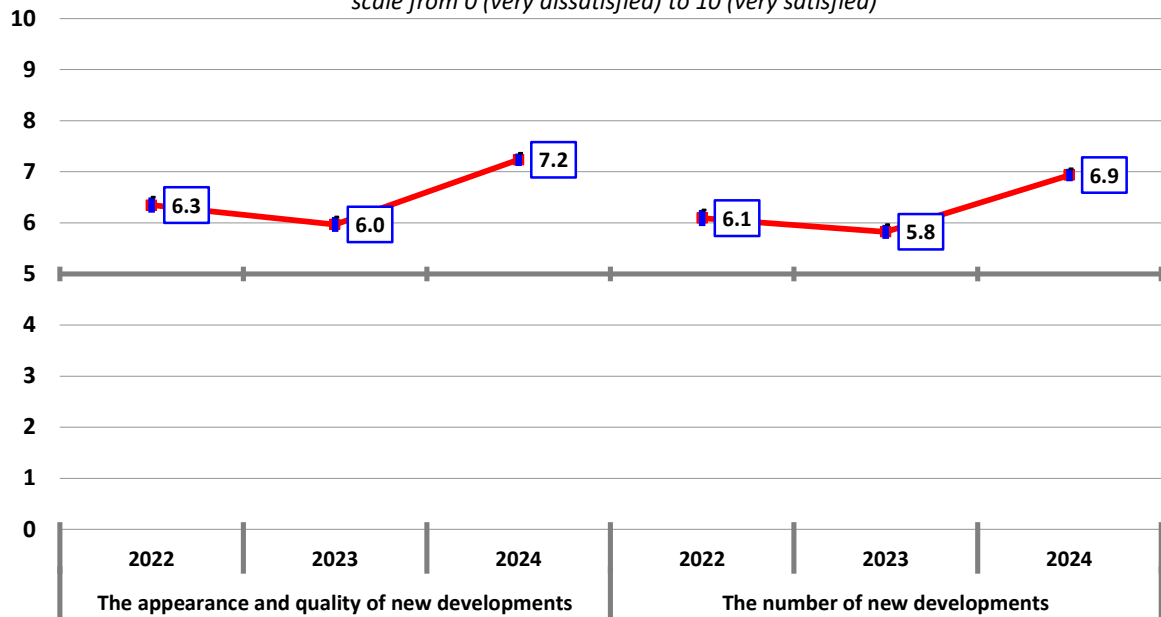
Satisfaction with both planning and development outcomes increased measurably and significantly this year.

These increases of 12% and 11% respectively were statistically significant and reflect a significant reduction in community concern in 2024 around new housing development in the municipality.

Satisfaction with the appearance and quality of new developments was in 2024 marginally (1%) higher than both the metropolitan Melbourne and northern region councils' averages, as recorded in the 2024 *Governing Melbourne* research.

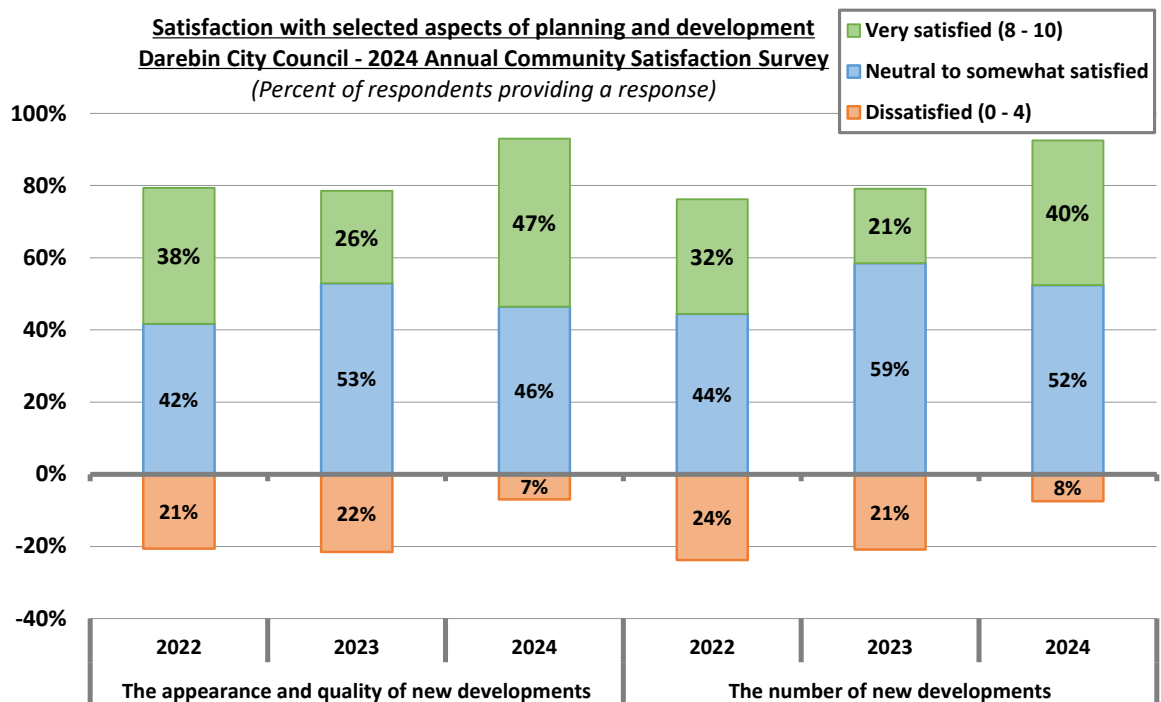
This increase was consistent with the significant decline in the proportion of respondents nominating building, housing, planning, and development related issues as one of the top three [issues to address for the City of Darebin at the moment](#), which declined from an average of 12% over the previous three years to three percent this year.

Satisfaction with aspects of planning and development
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

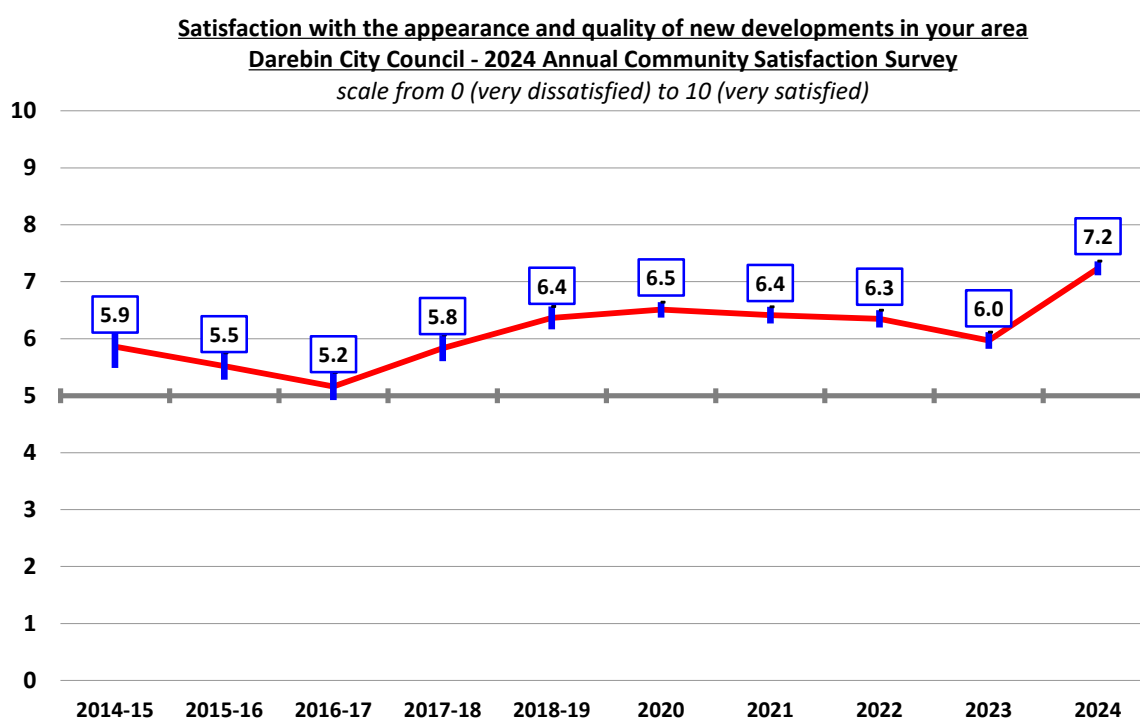
It is noted that there was a significant increase in the proportion of “very satisfied” respondents this year, and commensurate decrease in the proportion “dissatisfied” with both planning and development outcomes.



The appearance and quality of new developments

Satisfaction with the appearance and quality of new developments increased measurably and significantly this year, up 12% to 7.2 out of 10, which was a “good”, up from a “solid” level of satisfaction.

This was the highest satisfaction score for this variable recorded since the question was first included in the survey program in this format and was measurably above the long-term average satisfaction since 2014-15 of 6.1 out of 10, or “solid”.



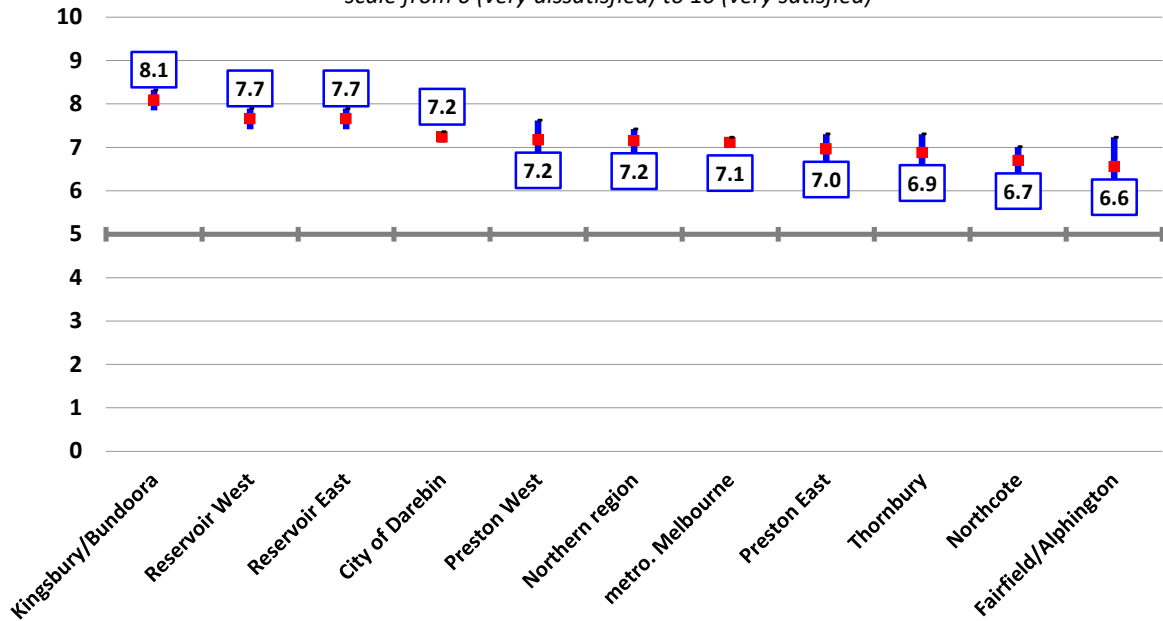
There was both notable and measurable variation in satisfaction with the appearance and quality of new developments observed across the municipality.

Metropolis Research notes the significant geographical variation in satisfaction with this variable across the municipality.

- **Northern precincts** - respondents from the northern precincts were all measurably more satisfied with the appearance and quality of new developments than the municipal average, including respondents from Kingsbury-Bundoora (9%), Reservoir West (5%) and Reservoir East (5%).
- **Southern precincts** - respondents from Northcote were measurably (5%), and respondents from Fairfield-Alphington (6%) and Thornbury (3%) were notably less satisfied, although all still at “good” levels of satisfaction.

Metropolis Research notes that this has been a long-standing geographical variation across the City of Darebin in relation to community concerns around the nature and extent of new housing development in the municipality.

The appearance and quality of new developments by precinct
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



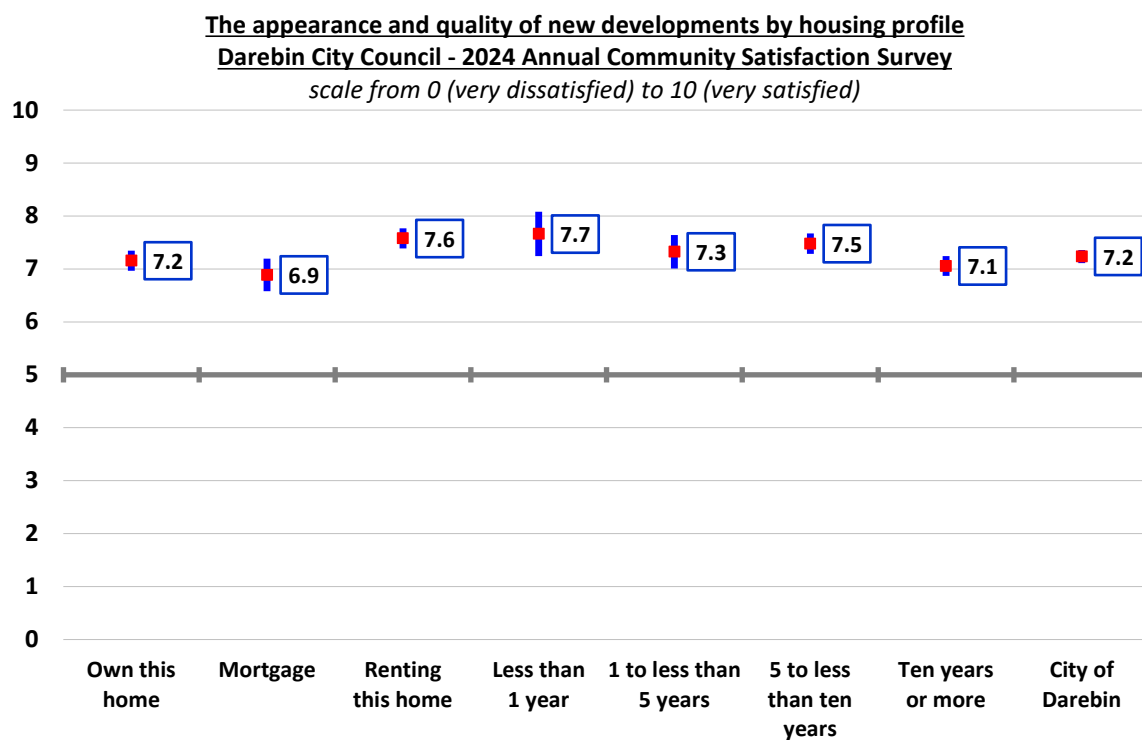
There was measurable variation in satisfaction with the appearance and quality of new developments observed by respondent profile.

Younger respondents (aged under 45 years) and senior citizens (aged 75 years and over) were somewhat more satisfied, whilst middle-aged adults (aged 45 to 59 years) were measurably less satisfied. Respondents from multilingual households were marginally more satisfied than respondents from English speaking households.

The appearance and quality of new developments by respondent profile
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was also notable variation observed by housing situation and period of residence in the City of Darebin, with respondents from mortgagor households and long-term residents the least satisfied with the appearance and quality of new developments, and new residents (less than one year in Darebin) and rental households notably more satisfied.



Reasons for dissatisfaction with new developments

The following table outlines the 79 responses received from respondents dissatisfied with the appearance and quality of new developments.

Whilst a range of issues were canvassed by a handful of respondents, the most common issues related to perceived over and inappropriate development, as well as the perceived poor quality of developments.

Reason for dissatisfaction with the appearance and quality of new development
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Too many high-rise buildings / apartments	6
Not appealing / ugly	4
Poor quality	4
Cheaply built	3

Closely built and too dense	3
Too many	3
Poorly designed	2
The new housing development is not appealing / outdated	2
They don't have a character	2
They look cheap and put up very quickly	2
Blocks of apartments with poor quality build	1
Building standards are low. More greenery and more lively	1
Cheaply built and won't last for very long	1
Density concerns	1
Everything that goes up looks sh*t	1
It seems like low quality developments	1
Lots of big houses getting built	1
Lots of developments are small	1
Lots of heritage homes which are getting demolished, high rates in suburbs	1
Many compromises made to meet planning conditions	1
Minimal storage and parking	1
Need to suit the purpose they are built for	1
Not building the right buildings	1
Not enough parking at the new apartment block nearby	1
Overdevelopment of small sites	1
Poor built quality	1
Poor quality in the design of townhouses	1
Putting things up and taking them down costs people money. They don't think before doing anything	1
Seems like there's too much construction	1
Squeezing in a lot of non-sustainable buildings in small spaces	1
The design quality could be improved	1
The houses don't look good	1
The new developments are not suitable for the area	1
The number of dark roofs going up are insane and they're environmentally challenging	1
There are lots of apartments on different streets in Darebin and it does not look fascinating at all	1
There are no regulations as to how the developments are carried out	1
There haven't been any	1
There is no control of what people build	1
They are letting people build a lot of houses on a property	1
They can build ugly buildings	1
They don't match the vibe of our suburb	1
They look like they are created without proper planning for character of the suburb	1
Too congested	1
Too dense. We will become a slum, and they are dangerous places to be near	1
Too much mix of housing	1
Ugly, going to look terrible in 10 years' time, just square boxes nothing green	1
Total	67

Specific locations identified by respondents

Townhouses in Thornbury are absolutely rubbish and they won't last	1
Along High St too there are too many flats near the streetscape of the location	1

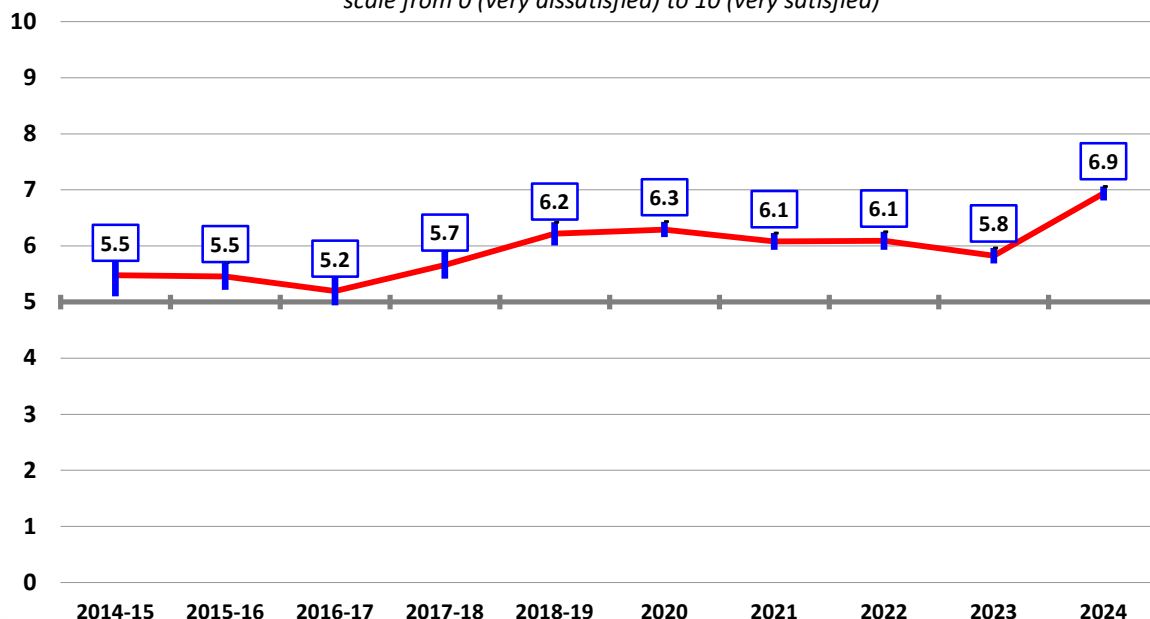
There is a childcare centre on the corner of Victoria Rd. A childcare centre on a busy street is not a good plan	1
Council handles them very poorly. On the corner of Victoria and Darebin St there is a 3 storey building on a small block of land. If they plan something there should be proper space available	1
High St should not have high-rise buildings. They should let suburbs be suburbs and not make them city-like	1
Houses are too big or small blocks, and no gardens put in the new houses in Gooch St	1
In general, the big buildings should not have been built on High St	1
Near Merri Creek has a huge development which should not have been allowed	1
Northgate Plaza is concerning	1
The new developments, Rosebury St. The housing is of poor quality	1
Unimaginable and poor construction. There is a construction site that was left abandoned for several years (Ross St)	1
High St area	1
Total	12
Total responses	79

The number of new developments

The average satisfaction with the number of new developments increased measurably and significantly this year, up 11% to 6.9 out of 10.

This was a “good”, up from a “poor” level of satisfaction and was the highest score recorded for satisfaction with the number of new developments observed since the question was first included in the survey program in 2014-15, and measurably above the long-term average satisfaction since 2014-15 of 5.9 or “poor”.

Satisfaction with the number of new developments
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

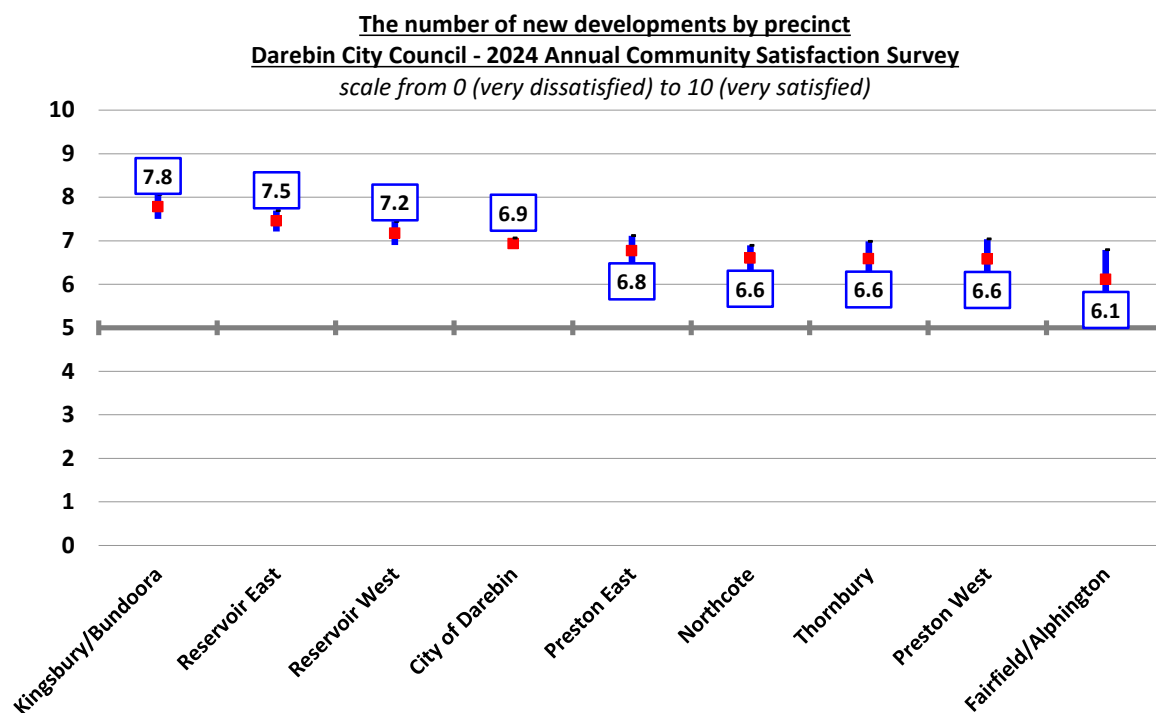


There was both notable and measurable variation in satisfaction with the number of new developments observed across the municipality.

Metropolis Research notes the significant geographical variation in satisfaction with this variable across the municipality.

- **Northern precincts** - respondents from the northern precincts were all measurably or notably more satisfied with the appearance and quality of new developments than the municipal average, including respondents from Kingsbury-Bundoora (9%), Reservoir East (6%) and Reservoir West (3%).
- **Southern precincts** - respondents from Fairfield-Alphington were measurably (8%), and respondents from Northcote (3%) and Thornbury (3%) were notably less satisfied, with respondents from Fairfield-Alphington reporting a “solid” rather than “good” level.

It is also noted that respondents from Preston West were notably (3%) less satisfied with the number of new developments than the municipal average.



There was measurable variation in satisfaction with the number of new developments observed by respondent profile.

Younger respondents (aged under 45 years) and senior citizens (aged 75 years and over) were somewhat more satisfied than average, whilst middle-aged adults (aged 45 to 59 years) were measurably, and older adults (aged 60 to 74 years) were notably less satisfied.

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

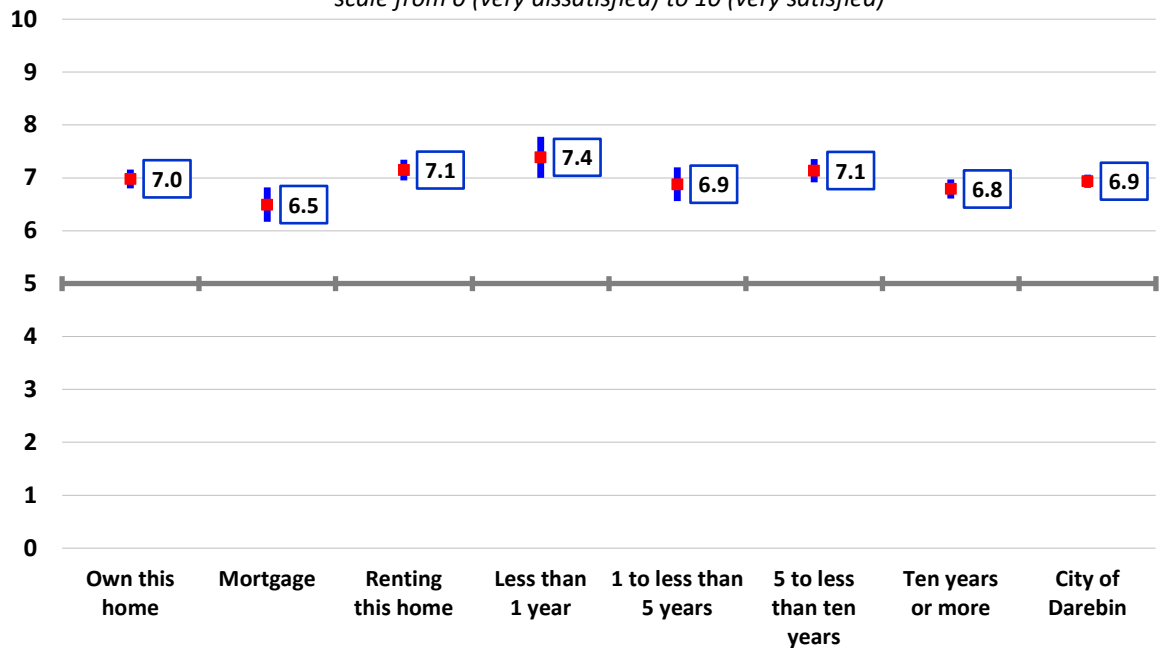


The number of new developments by respondent profile
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was also notable variation observed by housing situation and period of residence in the City of Darebin, with respondents from mortgagor households and long-term residents were the least satisfied with the number of new developments, and new residents (less than one year in Darebin) were notably more satisfied.

The number of new developments by respondent profile
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Planning for population growth by all levels of government

Respondents were read the following preamble:

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

Respondents were then asked:

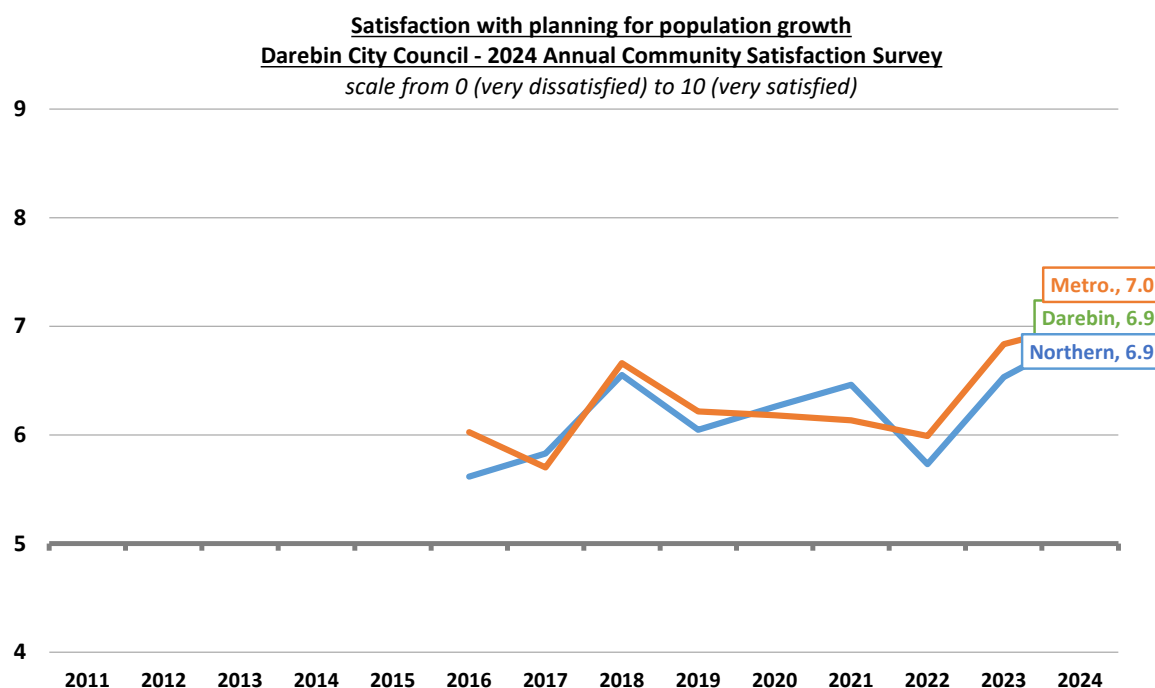
“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with planning for population growth. If rated less than 5, what concerns you most about population growth?”

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

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

Satisfaction with planning for population growth was 6.9 out of 10, or a “good” level of satisfaction, including 49% “very satisfied” respondents and 13% “dissatisfied”.

This result was consistent with the northern region councils’ average but marginally (1%) below the metropolitan Melbourne average, both as recorded in the 2024 *Governing Melbourne* research.

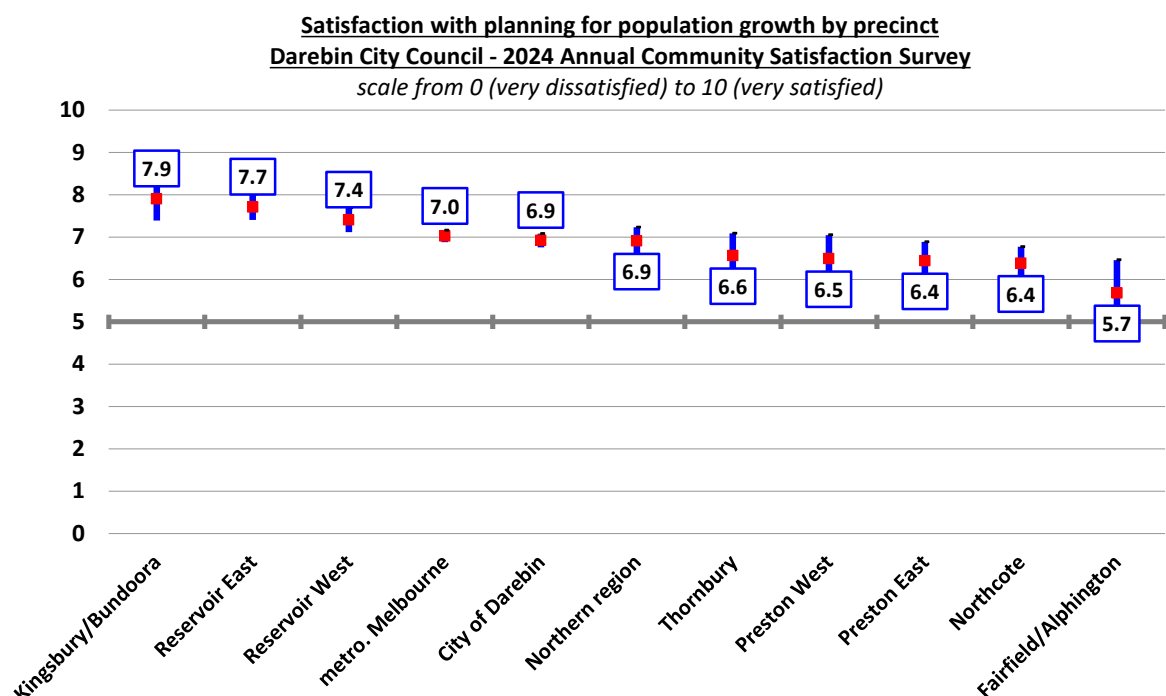


There was notable and measurable variation in satisfaction with planning for population growth observed across the municipality.

There was a clear geographical divide in these results, with respondents from the northern precincts of Kingsbury-Bundoora (10%), Reservoir East (8%), and Reservoir West (5%) all measurably more satisfied than average with planning for population growth.

By contrast, respondents from the southern precincts of Fairfield-Alphington (12%) and Northcote (5%) were measurably less satisfied than average, and at a “poor” level in Fairfield-Alphington.

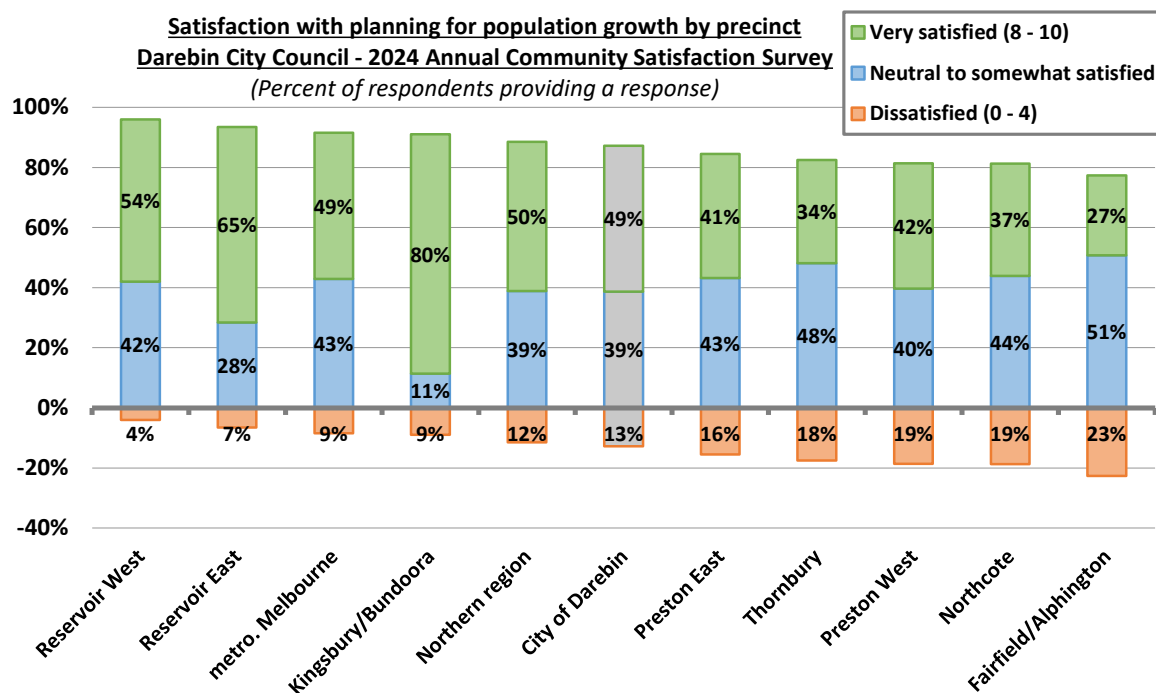
The precincts of Preston West, Preston East, and Thornbury also recorded somewhat lower than average satisfaction scores.



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

Consistent with the average satisfaction scores discussed above, more than half of the respondents from Kingsbury-Bundoora (80%), Reservoir East (65%), and Reservoir West (54%) were “very satisfied” with planning for population growth.

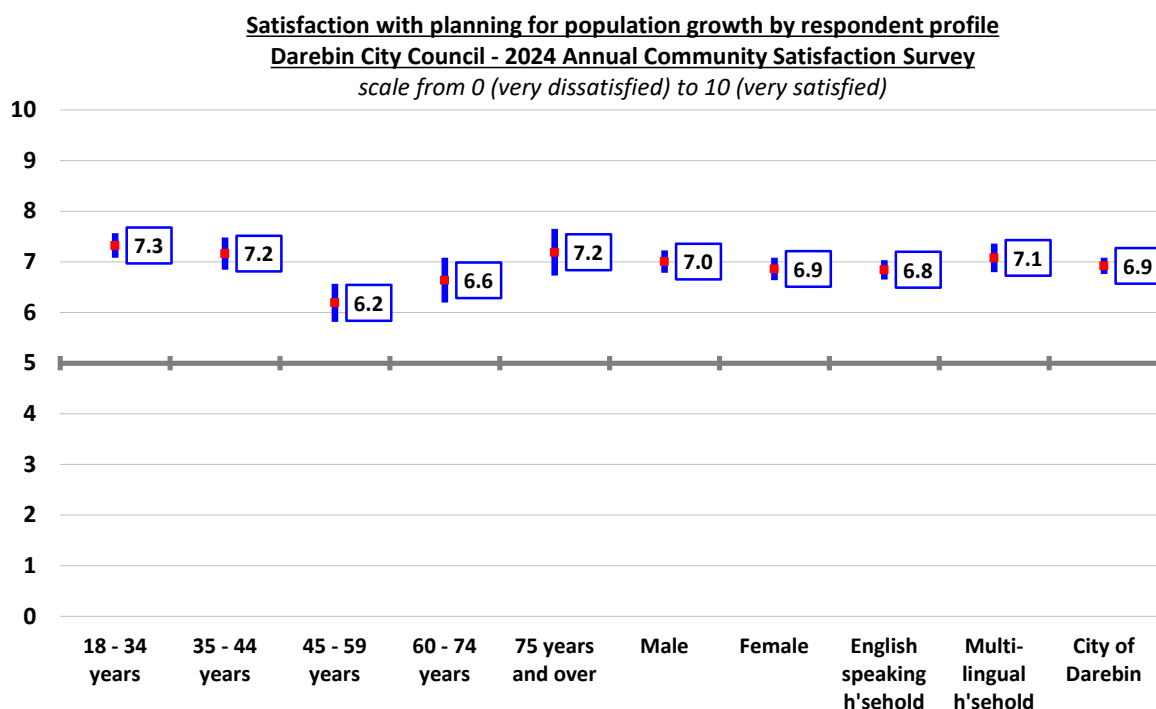
By contrast, a significant proportion of respondents from Fairfield-Alphington (23%), Northcote (19%), Preston West (19%), Thornbury (18%), and Preston East (16%) were “dissatisfied” with planning for population growth.

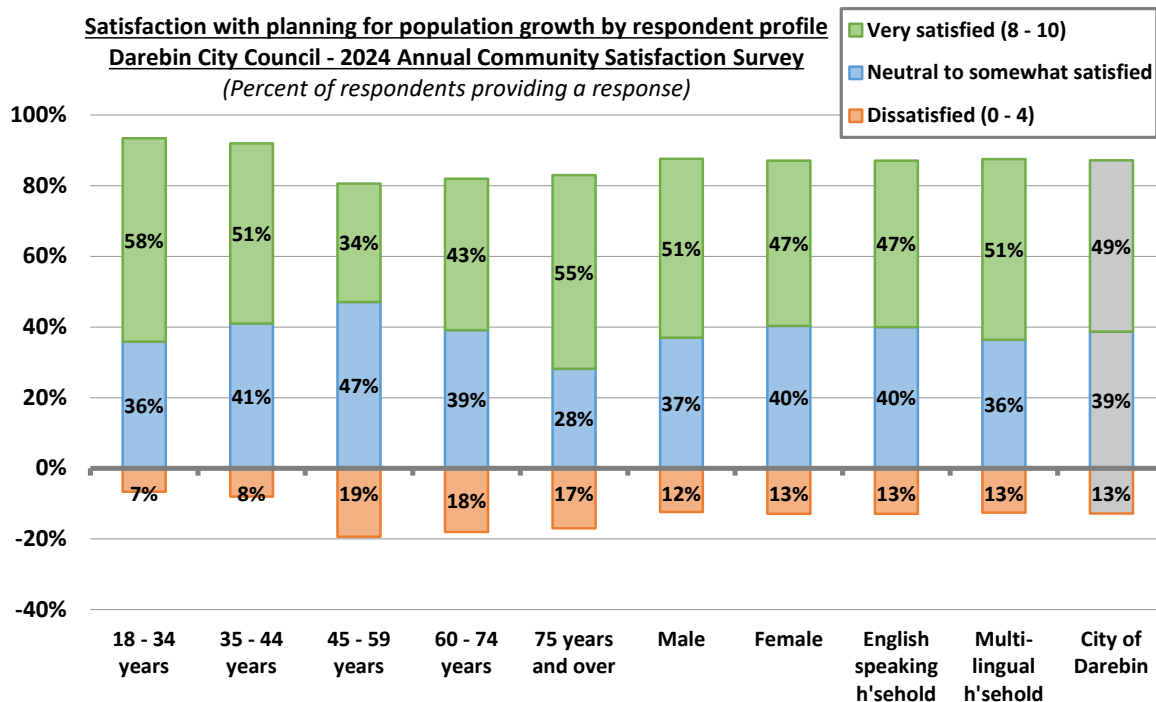


There was measurable and significant variation in satisfaction with planning for population growth observed by respondent profile.

- **Age structure** - younger adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) were notably more satisfied than average, whilst middle-aged adults (aged 45 to 59 years) were measurably, and older adults (aged 60 to 74 years) were somewhat less satisfied than average.

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



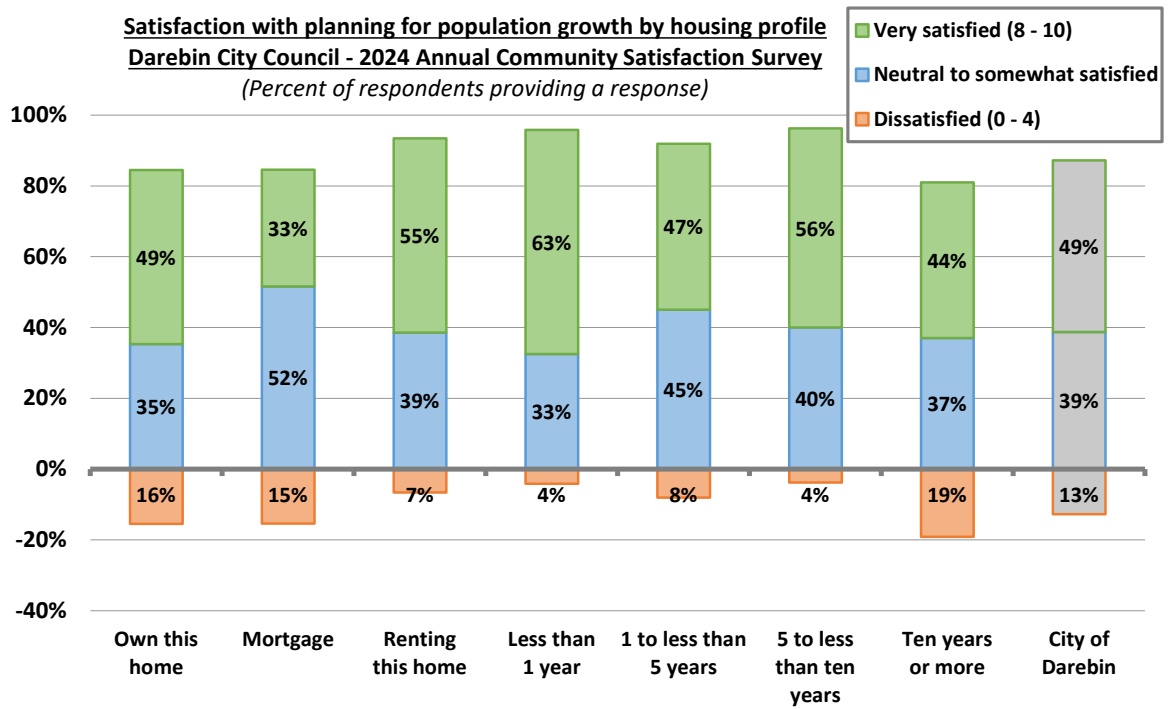


There was also significant variation in satisfaction with planning for population growth observed by housing situation and period of residence in the City of Darebin.

Respondents from rental households and new residents (less than one year in Darebin) were the most satisfied, whilst mortgagor household respondents and long-term residents (10 years or more in Darebin) were measurably less satisfied.

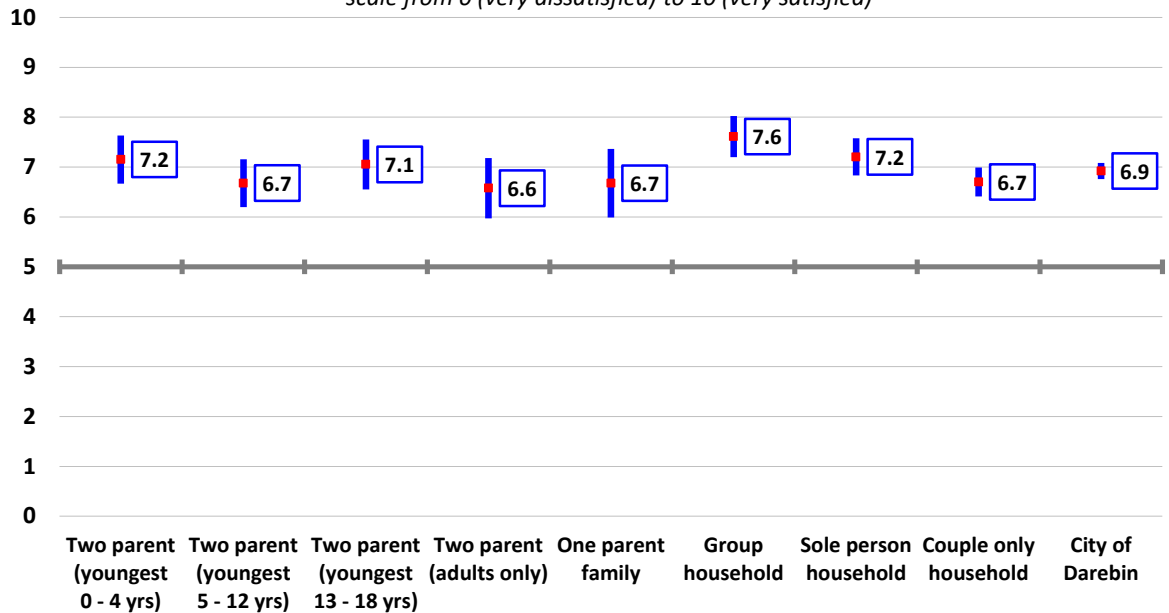


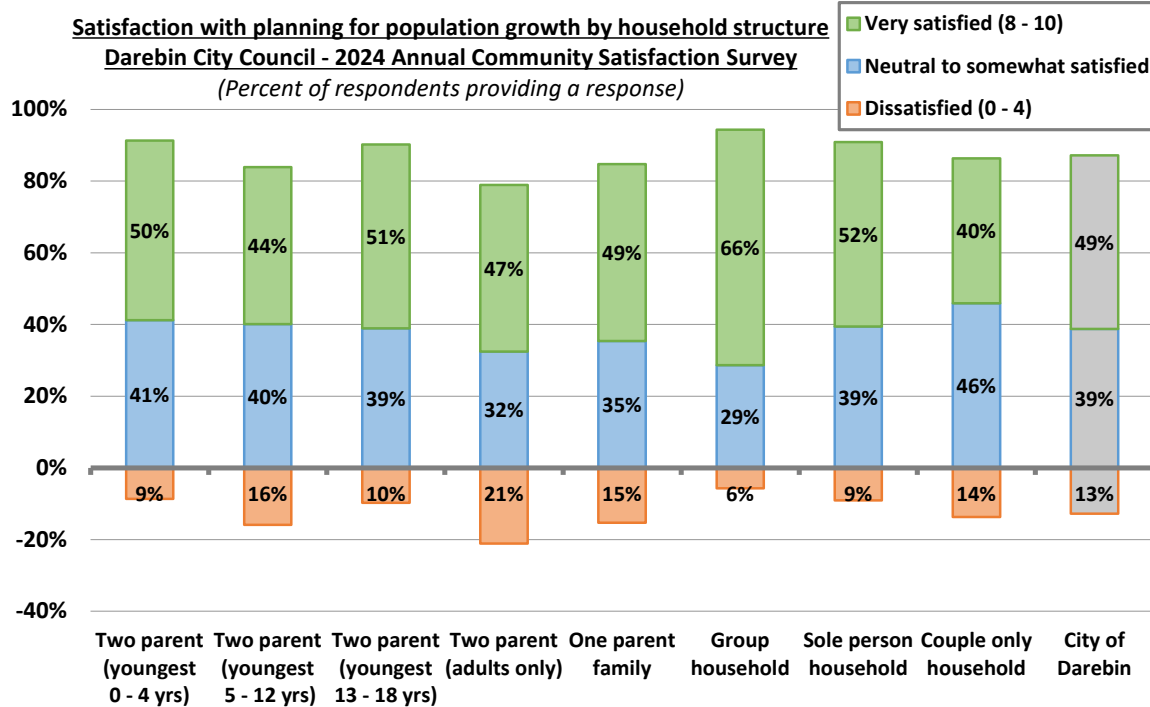
Satisfaction with planning for population growth by housing profile
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



There was some measurable variation in satisfaction with planning for population growth observed by household structure, with respondents from group households measurably more satisfied than average, and at a “very good” level.

Satisfaction with planning for population growth by household structure
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)





Reason for dissatisfaction with planning for population growth

The following table outlines the verbatim comments received from respondents dissatisfied with planning for population growth by all levels of government.

There were 133 comments in total, broadly categorised as follows:

- | | |
|--|-------------|
| • Planning and housing development (e.g., nature of development) | 33 comments |
| • Infrastructure related | 22 comments |
| • Traffic and roads traffic | 17 comments |
| • Population (e.g., too much growth, etc.) | 16 comments |
| • Parking related | 12 comments |
| • Impact on services and facilities | 10 comments |
| • Social issues | 6 comments |
| • Public transport related | 4 comments |
| • Rates / financial management related | 4 comments |
| • Employment related | 1 comment |
| • Other comments | 8 comments |

Metropolis Research draws particular attention to the fact that the most common issues of concern around planning for population growth related to planning and housing development related issues.

This includes issues around the extent of and appropriateness of new development, changes to neighbourhood character, the quality of new developments and other planning related issues.

There were also concerns around the impact of population growth on infrastructure, roads, traffic, and parking.

It is noted that in outer urban and growth areas, concern tends to be somewhat more focused on the impact on infrastructure and access to services and facilities (including for example childcare, health and medical services, and schools).

By comparison, middle-ring municipalities, whilst exhibiting some concerns around the impact of population growth on infrastructure and similar issues, also exhibit greater levels of concern about the impact of population growth on the build-form and neighbourhood character.

This clearly appears to be the case for the City of Darebin.

Reasons for dissatisfaction with planning for population growth
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Planning and housing development</i>	
Not enough housing	6
I don't see a plan	2
There aren't enough housing services to support the growing population	2
Because they are just leaving it up to builders, no direction from government	1
Better housing needed for the population	1
Building density	1
Conflict between heritage laws and planning laws	1
Council is slow on permits	1
Far too many developments, putting pressures on shopping centre (particularly the developments of pulp mill)	1
Home building problems arise	1
How could you fit so much in a small place	1
I don't like the idea of people forced to live in flats without a yard	1
It's what they are doing in terms of planning perspective, the parking facilities on streets	1
Minimal housing development	1
Need more open space. Not sport ovals or any other	1
Need redevelopment of Preston Market	1
No houses for people now	1
No room for any houses. Existing houses that rent would increase their rents	1
Only if it is done with appropriate planning	1
Our postcode 3078 which is getting changed due to population growth, there isn't good cooperation with planning. A new development between government owned land can be used for housing, could be a pedestrian walk to link that, It would be much easier for 5,000 people	1
Overdevelopment of land	1
The streets are under heritage, where are they going to put them, they must redevelop the new places	1
There is no housing and those available are not in good condition, not good for people's health	1
Too many apartments and buildings	1
Too many housing developments and dense. No community anymore	1

Uncontrolled development	1
Total	33

Infrastructure

Need more infrastructure / infrastructure can't cope	7
No infrastructure	6
Infrastructure is already stretched and lots of high-rise buildings	1
Not enough infrastructure, takes away the purpose of community living	1
State should help Council to help build infrastructure	1
The government don't need to interfere in this because there is not enough infrastructure	1
The lack of infrastructure to support these additional people	1
The lands is occupied, and no infrastructure and capacity can be built. Things will deteriorate	1
The planning needs to have proper infrastructure	1
The streets are narrow and no infrastructure	1
They don't seem to put in additional infrastructure apart from housing developments	1
Total	22

Traffic and roads

Traffic / congestion	10
Not enough roads / road facilities / road infrastructure	3
More people, more cars on road, roads can't accommodate	1
The congestion that it creates in Thornbury, it spoils it for everybody	1
They need to do something about the roads first	1
Urban development is not planned with appropriate resources like roads	1
Total	17

Population

High density living	4
Overpopulation	4
The density of population	1
I think population is growing but we are putting a lot of high-density apartment buildings, and it isn't the reason that people want to live in Darebin. It will cut open spaces. Can't make it like the city doesn't match with the character	1
No more open space, can't put more people in	1
Over-crowding in conjunction and decrease in quality of life in the area	1
There should be some planning with the population increase and I doubt Council has any	1
They are not doing much; we have a relatively dense population already with increased traffic and demand in infrastructure	1
Too many people	1
You can't fit any more people without changing the whole suburb completely into a suburb you don't want to live in anymore	1
Total	16

Parking

No / not enough car parking	6
Parking issues / difficulties	4

No parking in railway station	1
Parking facilities on streets	1
Total	12

Services and facilities

Not enough green spaces	2
Not enough schools	2
Hardly any facilities for all people	1
Inadequate resources to share	1
The drainage, healthcare system	1
The lack of sport grounds to support these additional people	1
There are not enough facilities like buses, hospitals	1
We don't have the capacity. Not enough schools, spaces, houses, more cars on road will cause more accidents	1
Total	10

Social issues

A rental crisis already exists	2
Housing prices and I don't think upping people can afford accommodation	1
The cost of living	1
The cost of living is not allowing people to afford safe housing	1
There is a lot of mental health people as well, do something about welfare	1
Total	6

Public transport

We need more frequent public transportation	2
They need to do something with public transport	1
Urban development is not planned with appropriate resources like public transport	1
Total	4

Rates / financial management

Can't service current people living here. How can you treat other people without increasing taxes and hurting people	1
Fix things with what they have, we are just going to have high rates in suburbs which will be visually ugly	1
Have no evidence or strategic plan for choosing numbers, no way shown how they fund this	1
The Council is not an efficient spender, and I do not think they are ready for the future population	1
Total	4

Employment

No work for people	1
Total	1

Other



Council is incompetent. It should be run by the State	1
Doesn't matter but they are going to do it anyway	1
I haven't been told enough and am annoyed that Council has been excluded by the government, they should consult	1
Lack of space	1
No resources for it	1
Not aware of proposals being made	1
Poor	1
Sounds like a very high number	1
Total	8
Total responses	133

Importance of and satisfaction with Council services and facilities

Respondents were asked:

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

Respondents were asked to rate the importance to the community of 35 Council provided services and facilities, and then their personal level of satisfaction with each of 21 services and facilities that all in the community will have used or reasonably be expected to be able to rate satisfaction, and then their personal level of satisfaction with each of 14 other services and facilities that they or members of their household had used in the last 12 months.

In 2024, there were significantly more services and facilities included in the survey than in recent years.

These additional services and facilities were included in the survey program to help provide more context to the results.

For example, by encouraging respondents to think about the broad range of services and facilities provided by Council ensures a more considered view of overall satisfaction.

This additional level of detail in terms of services and facilities also allows for the calculation of an average satisfaction with Council services and facilities, which is a critical measure of how well the Council organisation is performing providing services and facilities to the community.



Importance of Council services and facilities

The average importance of the 35 included services and facilities was 9.1 out of 10.

This was somewhat higher than the metropolitan Melbourne average importance with 33 of the 35 services and facilities of 8.7 out of 10.

This result confirms that the community considers the wide range of Council services and facilities to be important to the community, with importance varying from a “very high” 8.3 for the *Darebin Community News* to an “extremely high” 9.6 for the regular recycling collection.

Metropolis Research notes that it is typically found that the majority of the community consider the broad range of services and facilities provided by their local council to be important to them and their household.

This includes services and facilities that individual households may not require for their needs, but they recognise the importance of these services and facilities to others within their community.

A good example of these were the three community services (services for children, for youth, and for seniors). Whilst only approximately 10% of households used these services in the last 12 months, they were rated as “extremely important” by the community, with importance scores of more than nine out of 10.

Comparison to the metropolitan Melbourne average:

A total of 33 of the 35 services and facilities were included in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2024, using the same door-to-door methodology. The average importance of services and facilities in the City of Knox was identical to the metropolitan Melbourne average (8.7).

Of the 33 services and facilities all 33 recorded a higher average importance in the City of Darebin than the metropolitan Melbourne average, with attention drawn to the following significant variations:

- ***Measurably more important in the City of Darebin than metro. average*** – included the food and green waste collection (7% more important), local library services (6%), public toilets (5%), services for seniors (5%), regular recycling (5%), and drains maintenance and repairs (5%).
- ***Less important in the City of Darebin than metro. average*** – there were no services or facilities that recorded a lower importance in the City of Darebin than the metro. average.



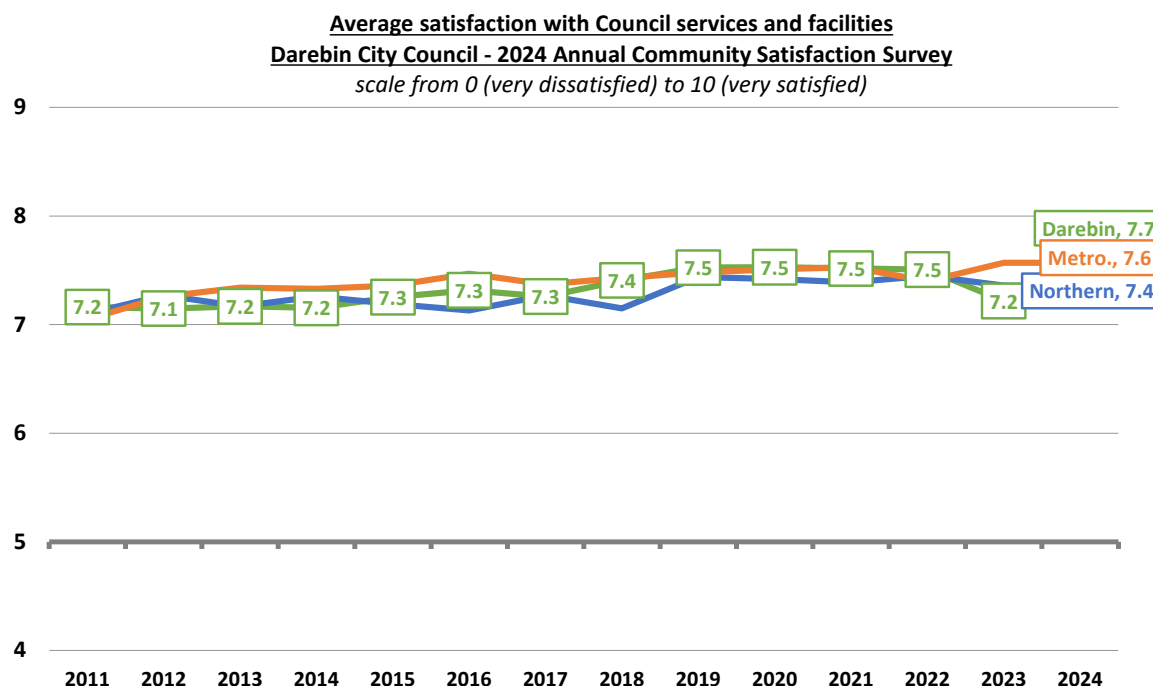
Importance of selected Council services and facilities
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

	Service/facility	Number	Lower	2024 Mean	Upper	2024 Metro.*
Higher than average	Regular recycling	992	9.5	9.6	9.6	9.1
	Regular garbage collection	993	9.5	9.6	9.6	9.1
	Regular food and green waste collection	989	9.5	9.5	9.6	8.9
	Services for seniors	928	9.3	9.4	9.4	8.9
	Services for children from birth to 5 years of age	923	9.3	9.3	9.4	8.9
	Local library services	973	9.3	9.3	9.4	8.8
Average importance	Drains maintenance and repairs	1001	9.2	9.3	9.3	8.8
	Services for youth	917	9.2	9.3	9.3	8.8
	Provision and maintenance of parks / gardens	986	9.2	9.3	9.3	8.9
	Maintenance and repair of sealed local roads	960	9.2	9.3	9.3	9.0
	Public toilets	952	9.2	9.2	9.3	8.7
	Street lighting	995	9.1	9.2	9.3	8.8
	Footpath maintenance and repairs	999	9.1	9.2	9.3	8.8
	Maintenance and appearance of public areas	987	9.1	9.2	9.3	8.8
	Litter collection in public areas	994	9.1	9.2	9.3	8.8
	Local traffic management	981	9.1	9.2	9.3	8.8
	Management of illegally dumped rubbish	982	9.0	9.1	9.2	8.7
	Provision and maintenance of street trees	992	9.0	9.1	9.2	8.7
	Maintenance / cleaning of strip shopping areas	972	9.0	9.1	9.2	8.6
	Recreation centres and / or aquatic centres	969	9.0	9.1	9.1	8.6
	Sports ovals / other outdoor sporting facilities	970	9.0	9.1	9.1	8.7
	Street sweeping	992	9.0	9.0	9.1	8.6
	Provision and maintenance of playgrounds	957	9.0	9.0	9.1	8.7
	Enforcement of local laws	919	8.9	9.0	9.1	8.7
	Council's website	958	8.9	9.0	9.1	8.6
	Bike and shared paths	932	8.9	9.0	9.0	8.6
Animal management	911	8.8	8.9	9.0	8.7	
Lower than average	Council's activities promoting local eco. develop.	879	8.7	8.8	8.9	8.4
	Environmental events, programs, and activities	917	8.7	8.8	8.9	8.5
	Parking enforcement	967	8.7	8.8	8.9	8.5
	Provision of public and performing arts centres, programs, and activities	936	8.7	8.8	8.8	8.3
	Community / cultural activities, festivals, events	944	8.6	8.7	8.8	8.4
	Council's performance providing information about and promoting cycling and walking in Darebin	873	8.6	8.7	8.8	n.a.
	Council events and activities supporting LGBTIQ inclusivity	843	8.4	8.6	8.7	n.a.
	Darebin newsletter <i>Darebin Community News</i>	944	8.1	8.3	8.4	8.1
<i>Average importance of Council services</i>			9.0	9.1	9.2	8.7

(*) 2024 metropolitan Melbourne average from *Governing Melbourne*

Satisfaction with Council services and facilities

The average satisfaction with the 35 included services and facilities was 7.7 out of 10, or a “very good” level of satisfaction. This result was marginally (1%) above the metropolitan Melbourne average, and notably (3%) above the northern region councils’ average (7.4).



This result of 7.7 out of 10 was a positive result for Darebin City Council, which shows that satisfaction with the performance of Council providing services and facilities to the community was significantly (7%) higher than overall satisfaction with Council (7.7 compared to 7.0).

Metropolis Research notes that average satisfaction with services and facilities is typically recorded at a higher level than satisfaction with Council’s overall performance.

Of the 35 services and facilities, satisfaction with 15 was categorised as “excellent”, 15 were categorised as “very good”, and five were categorised as “good”.

Particular attention is drawn to the fact that satisfaction with none of the 35 included services and facilities was categorised as “solid”, “poor”, “very poor”, or “extremely poor”.

This was a positive result, as it reinforces the fact that the Darebin community were, on average, well satisfied with the performance of Council providing the broad range of services and facilities.

As outlined at the left-hand side of the following table, eight services and facilities received measurably higher satisfaction than the average of all, including the kerbside collection services, services for children and services for seniors, library services, and the arts and cultural services.



Satisfaction with selected Council services and facilities
Darebin City Council - 2024 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

	Service/facility	Number	2024 Lower	2024 Mean	2024 Upper	2023	2022	2024 Metro.*
Higher than average	Regular garbage collection	991	8.6	8.7	8.7	8.1	8.6	8.2
	Regular recycling	985	8.6	8.7	8.7	n.a.	n.a.	8.2
	Regular food and green waste collection	980	8.5	8.6	8.7	n.a.	n.a.	8.1
	Local library services	438	8.4	8.6	8.7	8.3	8.5	8.2
	Services for seniors	113	8.0	8.3	8.6	n.a.	n.a.	7.7
	Services for children from birth to 5 years of age	158	8.0	8.2	8.4	n.a.	n.a.	7.6
	Provision of public and performing arts centres, programs, and activities	249	8.0	8.1	8.3	n.a.	n.a.	7.5
	Community and cultural activities, festivals, events	269	8.0	8.1	8.3	7.8	7.9	7.9
Average satisfaction	Council events and activities supporting LGBTIQ inclusivity	88	7.7	8.1	8.5	7.8	n.a.	n.a.
	Recreation centres and / or aquatic centres	473	7.9	8.1	8.2	n.a.	n.a.	7.7
	Services for youth	101	7.6	7.9	8.3	n.a.	n.a.	7.5
	Sports ovals / other outdoor sporting facilities	477	7.8	7.9	8.1	n.a.	n.a.	7.9
	Provision and maintenance of parks / gardens	974	7.8	7.9	8.0	6.8	7.4	7.9
	Animal management	793	7.8	7.9	8.0	n.a.	n.a.	7.7
	Provision and maintenance of playgrounds	389	7.7	7.8	8.0	n.a.	n.a.	7.8
	Enforcement of local laws	835	7.6	7.7	7.9	n.a.	n.a.	7.7
	Bike and shared paths	513	7.6	7.7	7.9	n.a.	n.a.	7.4
	Council's performance providing information about and promoting cycling and walking in Darebin	278	7.5	7.6	7.8	n.a.	n.a.	n.a.
	Street lighting	992	7.5	7.6	7.7	7.1	7.4	7.5
	Darebin newsletter <i>Darebin Community News</i>	803	7.4	7.6	7.7	n.a.	n.a.	7.5
	Council's activities promoting local eco. develop	778	7.4	7.5	7.6	n.a.	n.a.	7.4
	Environmental events, programs, and activities	786	7.4	7.5	7.6	n.a.	n.a.	7.6
	Litter collection in public areas	973	7.4	7.5	7.6	6.8	7.2	7.5
	Council's website	504	7.3	7.5	7.6	6.7	n.a.	7.6
Lower than average	Maintenance / cleaning of strip shopping areas	953	7.3	7.4	7.5	7.0	7.6	7.5
	Maintenance and appearance of public areas	975	7.3	7.4	7.5	n.a.	n.a.	7.4
	Local traffic management	962	7.2	7.4	7.5	n.a.	n.a.	7.2
	Drains maintenance and repairs	946	7.2	7.3	7.4	n.a.	n.a.	7.4
	Parking enforcement	922	7.1	7.3	7.4	n.a.	n.a.	7.2
	Street sweeping	951	7.1	7.3	7.4	n.a.	n.a.	7.6
	Provision and maintenance of street trees	987	7.0	7.2	7.3	n.a.	n.a.	7.4
	Maintenance and repairs of sealed local roads	944	7.0	7.1	7.2	6.7	7.0	7.0
	Management of illegally dumped rubbish	939	6.9	7.0	7.1	n.a.	n.a.	7.5
	Footpath maintenance and repairs	996	6.8	6.9	7.1	6.3	6.6	7.3
Public toilets	385	6.2	6.5	6.7	n.a.	n.a.	6.9	
<i>Average satisfaction of Council services</i>			7.6	7.7	7.9	7.2	7.5	7.6

() 2024 metropolitan Melbourne average from Governing Melbourne*

Comparison to the metropolitan Melbourne average

The following graph provides a comparison of the average satisfaction with 33 services and facilities against the metropolitan Melbourne average.

Of these, 18 recorded higher satisfaction in the City of Darebin, six recorded identical satisfaction, and nine recorded lower satisfaction.

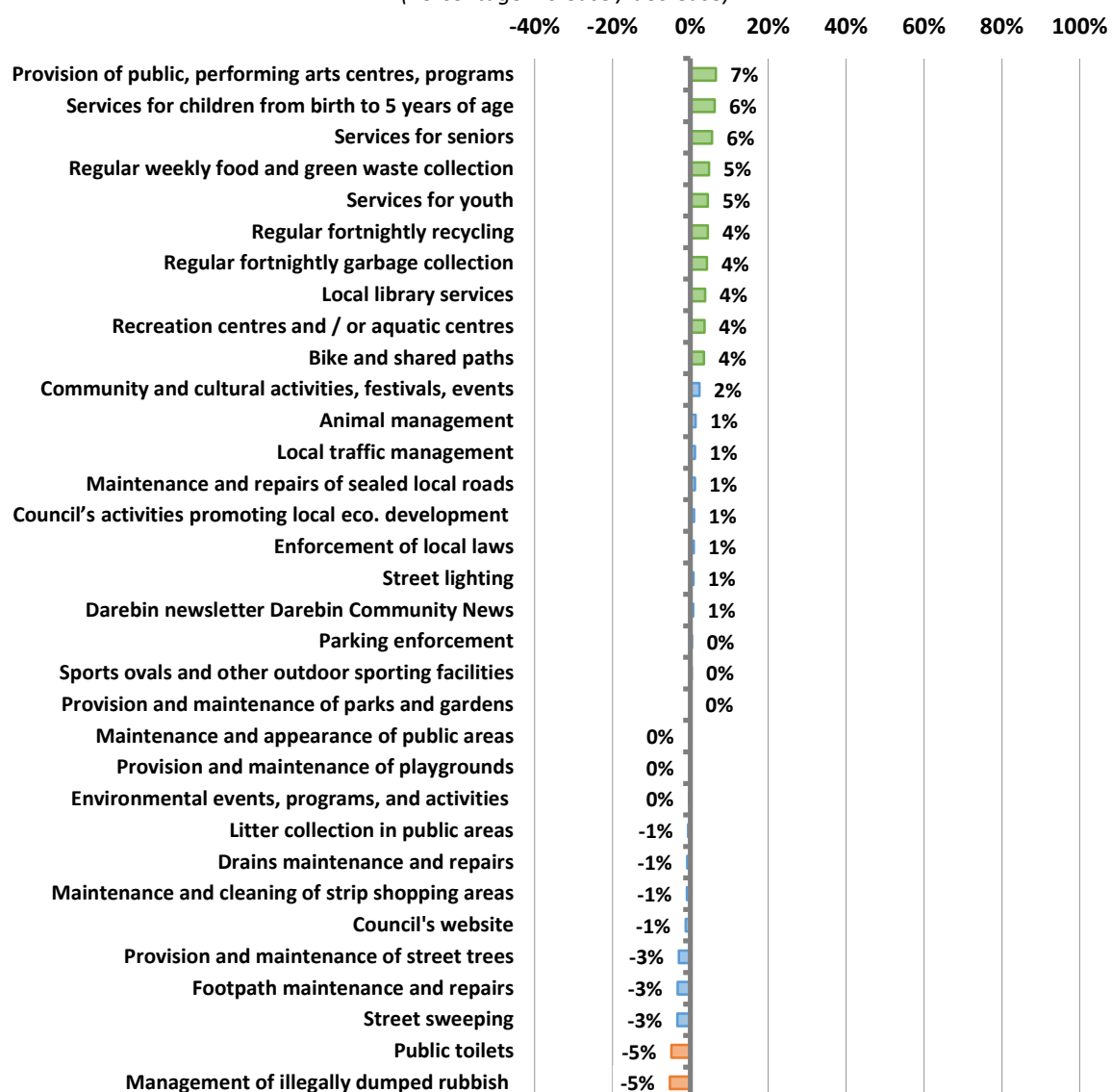
It is noted that the City of Darebin outperforms the metropolitan average for the kerbside collection services, the community services, libraries, recreation / aquatic centres, and bike and shared paths.

Attention is, however, drawn to the measurable underperforming in relation to the management of illegally dumped rubbish and public toilets.

Percentage difference between Darebin and metropolitan Melbourne average

Darebin City Council - 2024 Annual Community Satisfaction Survey

(Percentage increase / decrease)





Percentage satisfied / dissatisfied with services and facilities

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

Of the 35 services and facilities, approximately two-thirds or more were “very satisfied” with 15 services and facilities, with more than four-fifths “very satisfied” with local library services (82%), the regular garbage collection (82%), regular recycling (81%), and the regular food and green waste collection (81%).

These results reflect significant levels of community satisfaction with Council’s provision of the kerbside collection services.

It is also observed that approximately three-quarters of the respondents who had used two of the three community services (services for children and services for seniors).

By contrast, Metropolis Research notes that more than 10% of the respondent who provided a satisfaction score were “dissatisfied” with public toilets (19%), footpath maintenance and repairs (13%), the provision and maintenance of street trees (11%), the management of illegally dumped rubbish (10%), street sweeping (10%), and parking enforcement (10%).



Satisfaction with selected Council services and facilities
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

<i>Service/facility</i>	<i>Dissatisfied</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied</i>	<i>Can't say</i>	<i>Total</i>
Local library services	1%	17%	82%	9	447
Regular garbage collection	1%	17%	82%	15	1,006
Regular recycling	1%	18%	81%	21	1,006
Regular food and green waste collection	1%	18%	81%	26	1,006
Services for children from birth to 5 years of age	2%	24%	74%	7	165
Services for seniors	3%	23%	73%	11	124
Community and cultural activities, festivals, events	1%	27%	72%	15	284
Provision of public and performing arts centres, progr	0%	29%	71%	7	256
Council events and activities supporting LGBTIQ inclu:	4%	27%	70%	10	97
Services for youth	5%	26%	69%	8	109
Recreation centres and / or aquatic centres	4%	28%	69%	14	487
Sports ovals / other outdoor sporting facilities	3%	32%	65%	7	484
Provision and maintenance of parks and gardens	3%	33%	64%	32	1,006
Animal management	3%	33%	64%	213	100
Provision and maintenance of playgrounds	4%	32%	64%	9	398
Bike and shared paths	5%	34%	61%	11	524
Street lighting	7%	33%	60%	14	1,006
Enforcement of local laws	3%	38%	59%	171	1,006
Council's performance providing information about a	4%	39%	58%	6	283
Darebin newsletter Darebin Community News	6%	37%	57%	203	1,006
Drains maintenance and repairs	8%	37%	54%	60	1,006
Council's activities promoting local eco. develop.	3%	43%	54%	228	1,006
Maintenance and appearance of public areas	6%	40%	54%	31	1,006
Council's website	5%	42%	54%	14	518
Litter collection in public areas	5%	42%	53%	33	1,006
Parking enforcement	10%	37%	53%	84	1,006
Environmental events, programs, and activities	3%	45%	53%	220	1,006
Street sweeping	10%	38%	53%	55	1,006
Provision and maintenance of street trees	11%	38%	51%	19	1,006
Local traffic management	8%	40%	51%	44	1,006
Maintenance and cleaning of strip shopping areas	5%	44%	51%	53	1,006
Footpath maintenance and repairs	13%	41%	47%	10	1,006
Maintenance and repairs of sealed local roads	8%	46%	46%	62	1,006
Management of illegally dumped rubbish	10%	44%	46%	67	1,006
Public toilets	19%	49%	33%	11	396



Satisfaction by respondent profile:

The following table displays the average satisfaction with each of these 35 services and facilities by respondent profile, including age structure, gender, and language spoken at home.

Whilst the total number of respondents in each of these profile groups was included at the bottom of the table, it is important to bear in mind that not all respondents will have been asked to or provided a satisfaction score with each service and facility.

Some services and facilities were used by only a sub-set of the community, and therefore the number of respondents varies for each service and facility.

Looking at the average satisfaction with all 35 services and facilities by respondent profile, it was noted that young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) were marginally more satisfied, whilst middle-aged and older adults (aged 45 to 74 years) were marginally less satisfied with Council services and facilities than the average.

There was no substantial variation in the average satisfaction with services and facilities observed by gender or language spoken at home.

A more detailed discussion of satisfaction with Council services and facilities is provided in the following section outlining the results for each individual service and facility.

Average satisfaction with selected Council services and facilities
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

<i>Service/facility</i>	<i>Young adults</i>	<i>Adults</i>	<i>Middle-aged adults</i>	<i>Older adults</i>	<i>Senior citizens</i>	<i>Male</i>	<i>Female</i>	<i>English speaking</i>	<i>Multi-lingual</i>
Maintenance and repairs of sealed local roads	7.5	7.3	6.6	6.7	7.2	7.1	7.2	7.1	7.1
Drains maintenance and repairs	7.6	7.4	6.9	7.0	7.4	7.3	7.3	7.4	7.2
Footpath maintenance and repairs	7.6	7.2	6.3	6.2	6.7	7.0	6.9	7.0	6.9
Maintenance and appearance of public areas	7.7	7.4	7.0	7.3	7.4	7.4	7.4	7.3	7.5
Litter collection in public areas	7.6	7.3	7.3	7.4	7.8	7.5	7.4	7.3	7.8
Maintenance and cleaning of strip shopping areas	7.5	7.5	7.2	7.3	7.7	7.5	7.4	7.3	7.6
Management of illegally dumped rubbish	7.1	7.1	6.6	6.9	7.4	7.0	6.9	7.0	7.0
Provision and maintenance of street trees	7.9	7.4	6.6	6.3	6.9	7.2	7.1	7.2	7.0
Street lighting	7.7	7.6	7.4	7.5	8.0	7.6	7.6	7.6	7.7
Street sweeping	7.7	7.5	6.9	6.6	7.2	7.2	7.3	7.3	7.2
Regular garbage collection	8.7	8.5	8.7	8.6	8.9	8.6	8.7	8.6	8.8
Regular recycling	8.6	8.5	8.7	8.6	9.0	8.6	8.7	8.6	8.8
Regular food and green waste collection	8.5	8.5	8.6	8.6	8.9	8.6	8.6	8.5	8.7
Provision and maintenance of parks and gardens	8.0	7.7	7.6	7.8	8.4	7.9	7.9	7.9	7.9
Animal management	8.1	7.7	7.7	7.7	8.0	7.9	7.9	7.8	8.0
Local traffic management	7.8	7.3	6.9	7.1	7.5	7.4	7.3	7.3	7.5
Parking enforcement	7.5	7.5	6.8	6.9	7.6	7.3	7.2	7.2	7.4
Enforcement of local laws	7.9	7.8	7.3	7.4	8.4	7.7	7.7	7.7	7.8
Darebin newsletter Darebin Community News	7.6	7.7	7.2	7.6	8.0	7.4	7.7	7.5	7.6
Council's activities promoting local eco. develop.	7.7	7.7	7.1	7.5	7.8	7.5	7.6	7.5	7.6
Environmental events, programs, and activities	7.6	7.7	7.2	7.4	7.8	7.5	7.5	7.5	7.6
Local library services	8.5	8.7	8.5	8.5	8.6	8.5	8.6	8.5	8.7
Council's website	7.7	7.1	7.4	7.6	7.4	7.3	7.5	7.5	7.4
Public toilets	6.6	6.4	6.3	6.3	6.9	6.5	6.4	6.5	6.3
Sports ovals / other outdoor sporting facilities	8.2	7.8	7.6	8.1	8.1	7.9	7.9	7.9	7.9
Recreation centres and /or aquatic centres	8.2	7.8	7.9	8.2	8.7	8.2	7.9	8.0	8.2
Bike and shared paths	8.0	7.6	7.7	7.6	7.2	7.8	7.6	7.7	7.6
Provision and maintenance of playgrounds	8.0	7.6	7.6	8.1	7.9	7.8	7.8	7.7	8.0
Services for children from birth to 5 years of age	8.3	8.1	8.2	7.9	9.5	7.8	8.6	8.1	8.3
Services for youth	8.0	7.9	7.7	8.1	7.7	7.8	8.1	7.6	8.5
Services for seniors	7.3	7.9	8.1	7.9	9.0	8.1	8.5	8.2	8.3
Provision of public and performing arts centres, programs, and activities	8.0	8.1	8.1	7.8	9.0	8.2	8.1	8.1	8.3
Community and cultural activities, festivals, events	8.2	8.1	7.8	8.2	9.0	7.9	8.3	8.0	8.3
Council events and activities supporting LGBTIQ inclusivity	8.1	8.2	7.5	8.9	9.5	8.4	8.0	8.0	8.3
Council's performance providing information about and promoting cycling and walking in Darebin	7.7	7.7	7.7	7.4	7.7	7.9	7.5	7.6	7.8
Average satisfaction	7.8	7.7	7.5	7.6	8.0	7.7	7.7	7.7	7.8
Total respondents	323	191	224	140	120	473	517	672	317

Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the 35 included Council services and facilities against the average satisfaction with each service.

The grey crosshairs represent the metropolitan Melbourne average importance (8.7) and satisfaction (7.6) with Council services and facilities as recorded in the 2024 *Governing Melbourne* research conducted independently by Metropolis Research.

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

Metropolis Research notes that many of the services of higher-than-average importance also obtained higher than average satisfaction scores.

This suggests that Council was overall effectively meeting community expectations of quality service delivery in relation to the most important services. This general pattern was commonly observed by Metropolis Research and was not unique to the City of Darebin.

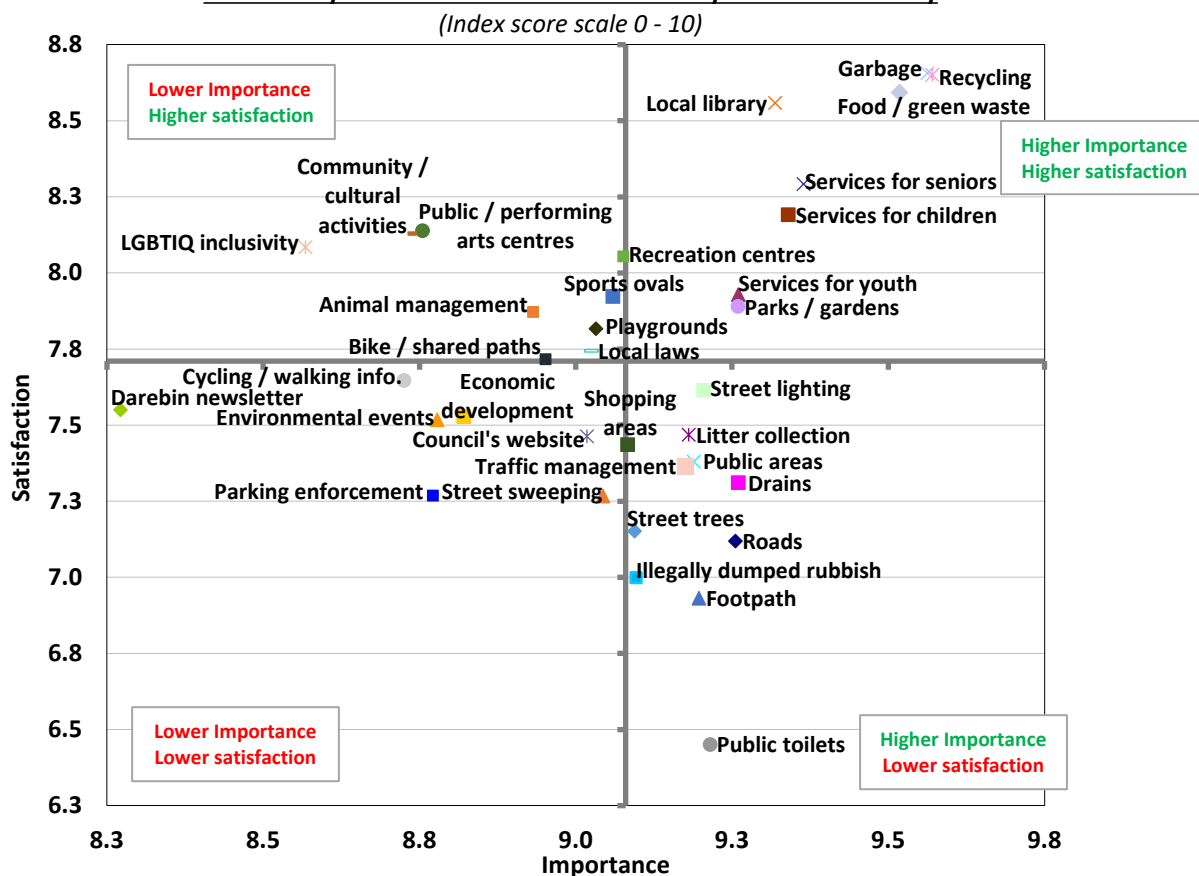
It is noted that the average satisfaction with services and facilities was somewhat higher in the City of Knox than the metropolitan Melbourne average (7.7 to 7.6).

The services and facilities in the lower right-hand quadrant were those that were more important than average, but with which respondents were less satisfied than average. This quadrant represents the services and facilities of most concern.

Some points to note from these results:

- ***Kerbside collection services*** – the three kerbside collection services were all higher-than-average importance and recorded higher than average satisfaction scores.
- ***Community services*** – these were all of higher-than-average importance, and all three recorded higher than average satisfaction scores. This is a very positive result that has not been replicated in all municipalities surveyed by Metropolis Research in recent years.
- ***Sports and recreation, arts and culture*** – these were mostly of average or lower-than-average importance, but all received notably higher than average satisfaction scores. It is typical, but not universally found, that sports and recreation as well as arts and cultural services and facilities tend to be of a lower importance than average.
- ***Communication*** – both services were of somewhat lower-than-average importance but received approximately average satisfaction scores.
- ***Services and facilities of most concern*** – included most notably public toilets, but also footpaths, roads, management of illegally dumped rubbish, and street trees. All these services and facilities, however, recorded “good” satisfaction scores of 6.5 or more.

Importance of and satisfaction with Council services
Darebin City Council - 2024 Annual Community Satisfaction Survey



Satisfaction by broad service areas

The 35 included services and facilities have been broken down into 11 broad service areas. The breakdown of services and facilities into these 11 broad service areas is as follows:

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

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

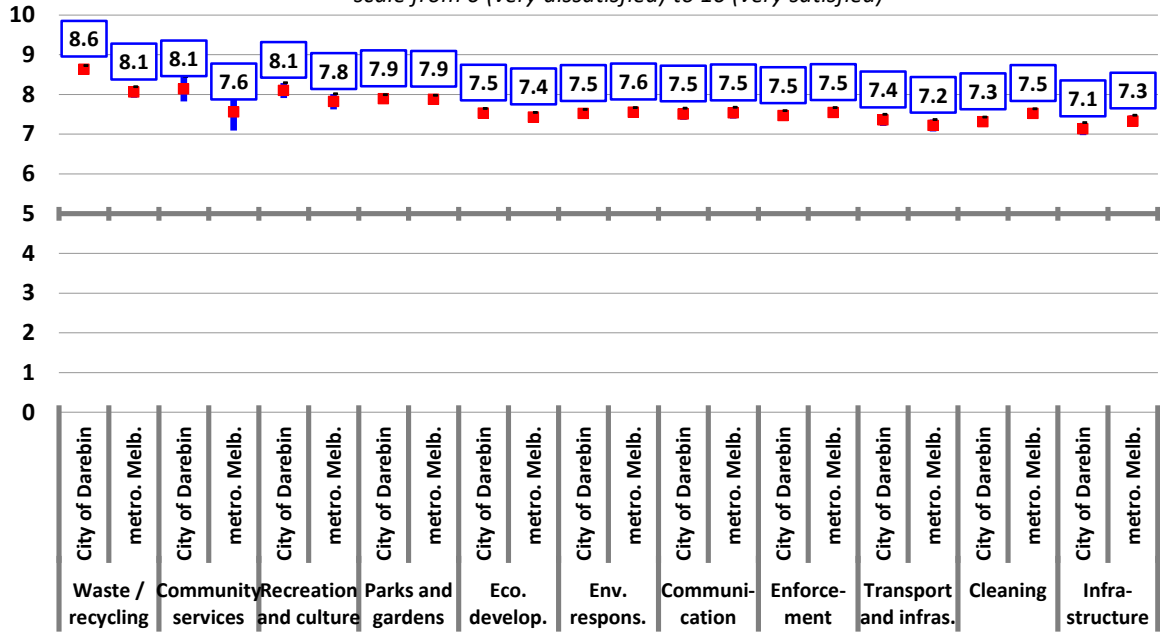
The following graph provides a comparison of the average satisfaction with these broad service areas against the metropolitan Melbourne average, as recorded in the 2024 *Governing Melbourne* research.

Metropolis Research notes the following:

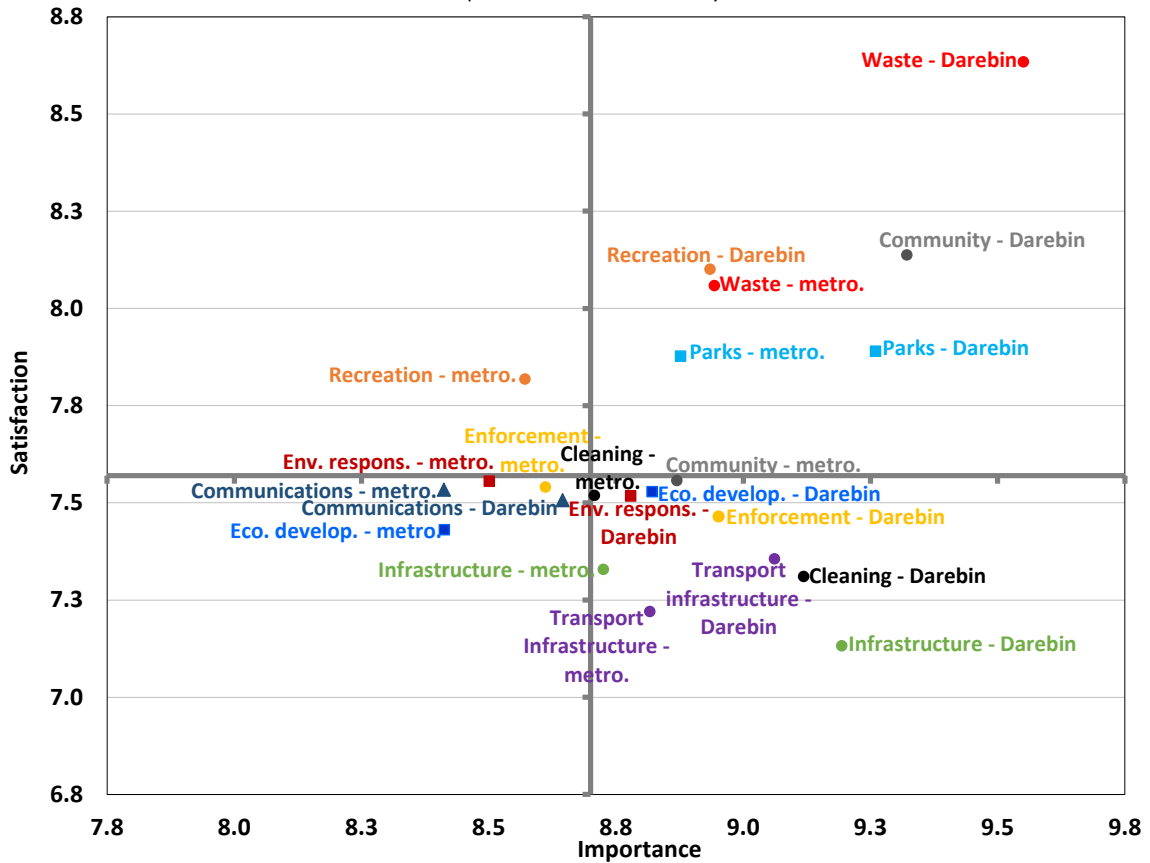
- **Higher satisfaction in the City of Darebin** – included waste and recycling (5% higher in Darebin), community services (5%), recreation and culture (3%), transport infrastructure (2%), and economic development (1%).
- **Lower satisfaction in the City of Darebin** – included cleaning (2% lower in Darebin), infrastructure (2%), and meeting environmental responsibilities (1%).

These broad service area results are discussed in more detail in the following section, which provides a more detailed examination of the importance of, and satisfaction with each of the 35 included services and facilities.

Satisfaction by broad service areas
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Importance of and satisfaction with Council services
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Index score scale 0 - 10)



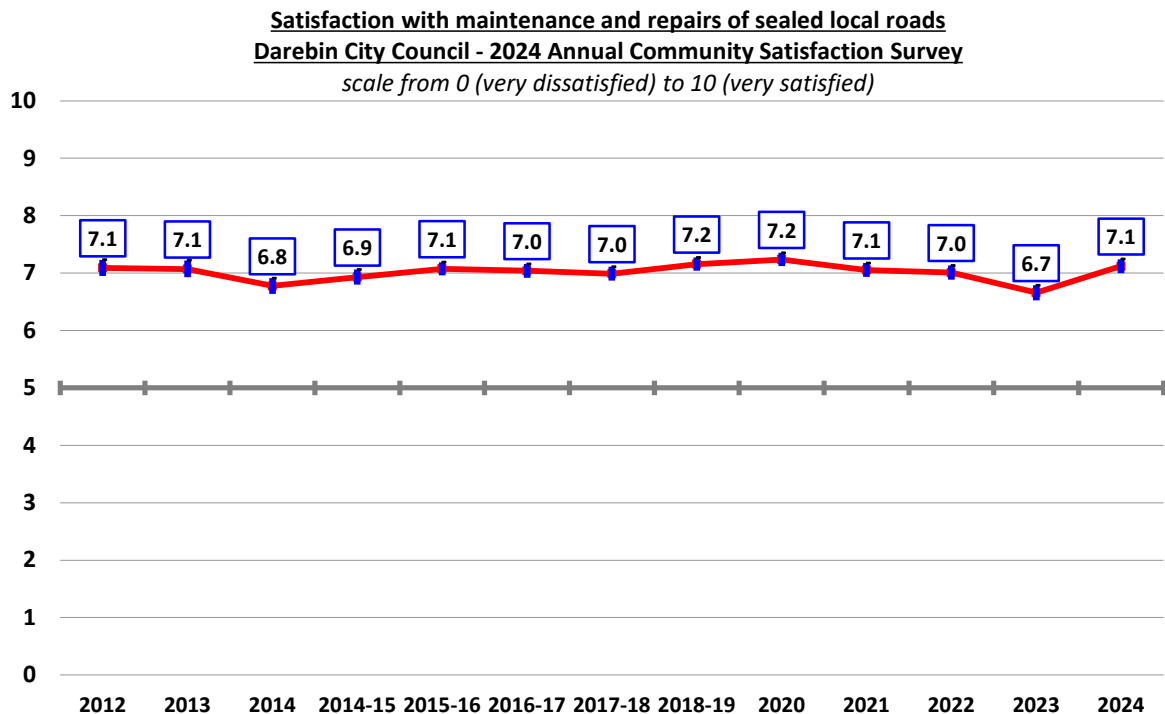
Facilities, Infrastructure, and Maintenance

Maintenance and repairs of sealed local roads

The maintenance and repairs of sealed local roads was the 10th most important of the 35 included services and facilities, with an average importance of 9.3 out of 10.

Satisfaction with the maintenance and repairs of sealed local roads increased measurably this year, up four percent to 7.1 out of 10, which remains a “good” level of satisfaction.

This result was consistent with the long-term average satisfaction since 2009 of seven out of 10.



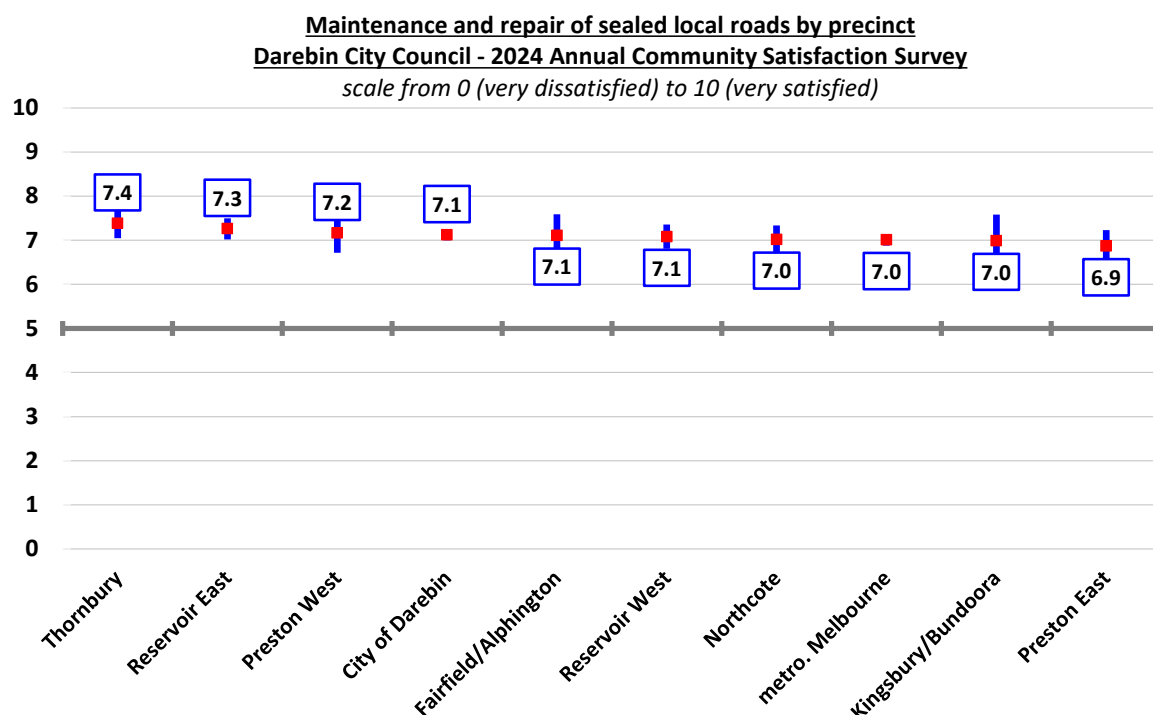
This ranks the maintenance and repairs of sealed local roads 32nd in terms of satisfaction this year and one of 11 that received a satisfaction score measurably lower than the average of all 35 (7.6).

This result comprised 46% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 944 of the 1,006 respondents who provided a satisfaction score this year.

There was variation in satisfaction observed by respondent profile with young adults (aged 18 to 34 years) notably more satisfied than average, and middle-aged and older adults (aged 45 to 74 years) notably less satisfied than average.

By way of comparison, this result was marginally (1%) higher than the metropolitan Melbourne average satisfaction with maintenance and repairs of sealed local roads of seven out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Thornbury were somewhat (3%) more satisfied than average, and at a “very good” rather than “good” level of satisfaction.



The following table outlines the 53 reasons for dissatisfaction and the 54 roads and streets of concern.

It is noted that the majority of the comments were related to issues around the condition of local roads, including most notably potholes and similar issues.

In relation to the streets and roads of concern, Metropolis Research notes that these include a mix of council-managed and state-managed roads.

This is despite the fact that the survey included details as to the management of local roads, but it is noted that respondents often form their view about satisfaction with local roads based on the roads of concern to them, regardless of the agency of government responsible for management of the roads.



Reasons for dissatisfaction with maintenance and repairs of sealed local roads

Darebin City Council - 2024 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Potholes everywhere	15
Roads in Darebin City Council are in a bad / terrible state	8
Needs work / maintenance / upkeep	4
The roads are not wide / too narrow	2
The streets need cleaning up	2
There is no parking	2
Uneven surface	2
A lot of them have trees overgrown	1
Better systems needed in general	1
Congestion in the Lower Plenty	1
Have lots of ditches in roads	1
In the front, they never sweep. All the roads have leaves and dust on them	1
Incoming traffic needs to be addressed in this pocket of roads. They really ruin the roads	1
Infrastructure of some roads is bad	1
Lot of bumps	1
Lots of traffic	1
Many heavy vehicles cause road damage	1
Most of the roads have cracks and potholes and rubbish	1
Often got issues with holes, blockages	1
Parking too close to corners in general	1
Potholes, can't drive in the left lanes without bumps	1
Safety of roads	1
Spent money on closing off roads and bike lanes and pulled it down, bad decision making	1
Too long to repair the road	1
Too many rough areas and potholes in nearby roads	1
Total	53

Specific locations identified by respondents

No improvement in Wallace St / needs improvement	2
Road in Spring St is very bad	2
Albert St	1
Albert St has a big speed bump	1
Bell St	1
Bridge St	1
Byfield St	1
Construction in Dundas Rd	1
Damage at the end of the road on Barton St	1
Ditches, patches and even the footpath is cracked at Oakden Dr	1
Draining system on Harper St needs to be improved as it clogs a lot of the time and surrounding streets have that issue	1
Edwardes St	1

Harper St is not maintained	1
High St towards Westgarth	1
In Hammond St they resurfaced the road twice now, the gutters have metal plates because the road is higher. Need to fix the gutters	1
Intersection on High St is a problem	1
Leamington St	1
Lots of potholes and big bumps Albert St	1
Lumps in trees in Emerald Walk	1
Main roads have even surfaced on St Georges Rd and between Northcote High and Separation St	1
Merri Pde road speed limit should be lowered	1
Need maintenance in Wilmoth St	1
Newcastle St has an overgrown tree which is hanging	1
No maintenance of roads and footpaths which block the drain in Wallace St. They should clean footpaths more in Wallace St	1
Pender St, Preston	1
Poor maintenance around Andrew St	1
Potholes and some repairs are not done properly (Gooch St)	1
Potholes in Carlisle St	1
Potholes in Cheddar Rd	1
Potholes in Darebin Blvd	1
Potholes in High St near Coburg	1
Potholes on Gaffney St	1
Potholes on Victoria Rd	1
Road in Dundas St is a concern	1
Roads need to be fixed in front of the house in Golf Ave	1
Separation St has a high-speed limit which is dangerous for residences	1
Slater St is full of cracks; they never repair it	1
Slow response to potholes likes on Cheddar Rd	1
Speeding in the roundabouts - Hotham St	1
Station St has congestion in peak hours, spoils the road	1
Storm water from Charles St goes to the back alley	1
The car at the end of Bell St and Ruby St uses all the parking	1
The road in Lovelace St is damaged	1
The road widens and narrows on Chapham St. It is hard to turn and out when it gets narrow	1
There are potholes in Murray Rd	1
There are potholes on Okeefe St	1
There are potholes on Union St	1
Too crowded in Murray Rd	1
Traffic in Murray Rd during school hours	1
Victoria Rd	1
Westgarth St speed limit should be lowered. Merri Pde road also	1
Woolhouse St	1
Total	54
Total responses	107

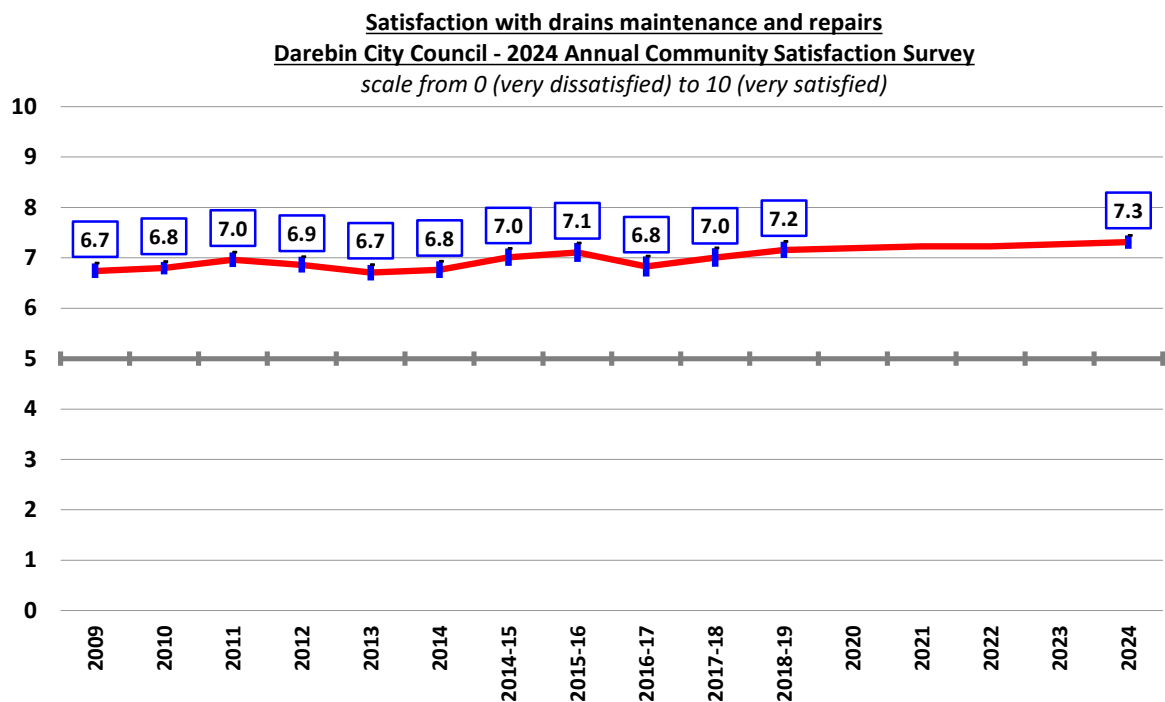


Drains maintenance and repairs

Drains maintenance and repairs was the 7th most important of the 35 included services and facilities, with an average importance of 9.3 out of 10.

Satisfaction with drains maintenance and repairs increased marginally since the last recorded average in 2019, up one percent to 7.3 out of 10 this year, which was a “very good” level of satisfaction.

This was the highest satisfaction recorded for drains in the City of Darebin and was above the long-term average satisfaction since 2009 of 6.9 out of 10, or “good”.



This result ranks drains maintenance and repairs 28th in terms of satisfaction this year and one of 11 that received a satisfaction score measurably lower than the average of all 35 (7.7).

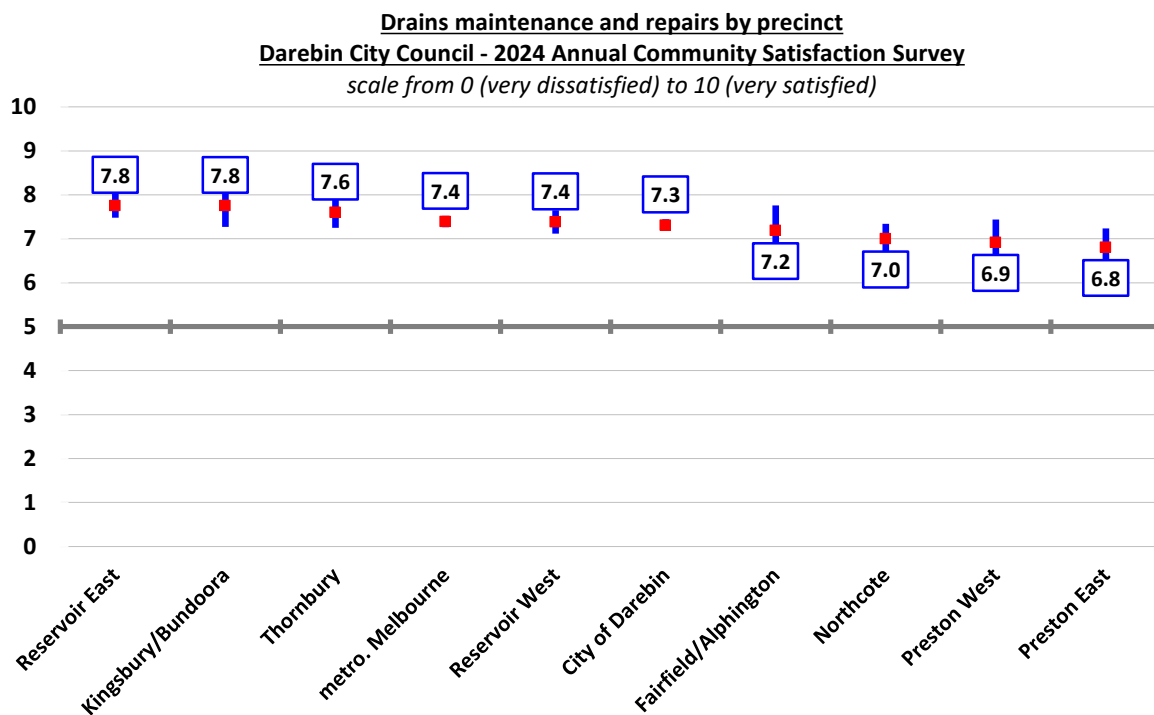
This result comprised 54% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 946 of the 1,006 respondents who provided a satisfaction score this year.

There was variation in satisfaction observed by respondent profile with middle-aged adults (aged 45 to 54 years) notably less satisfied than average.

By way of comparison, this result was marginally (1%) lower than the metropolitan Melbourne average satisfaction with drains maintenance and repairs of 7.4 out of 10, as recorded in the 2024 *Governing Melbourne* research.

There was measurable variation observed across the municipality, with respondents from Reservoir East measurably (5%) and respondents from Kingsbury-Bundoora notably (5%) more satisfied than average, and at “excellent” levels of satisfaction.

By contrast, respondents from Preston East were measurably (5%) less satisfied than average, and at a “good” rather than a “very good” level of satisfaction.



Footpath maintenance and repairs

Footpath maintenance and repairs was the 13th most important of the 35 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with footpath maintenance and repairs increased measurably this year, up six percent to 6.9 out of 10, which was a “good”, up from a “solid” level of satisfaction.

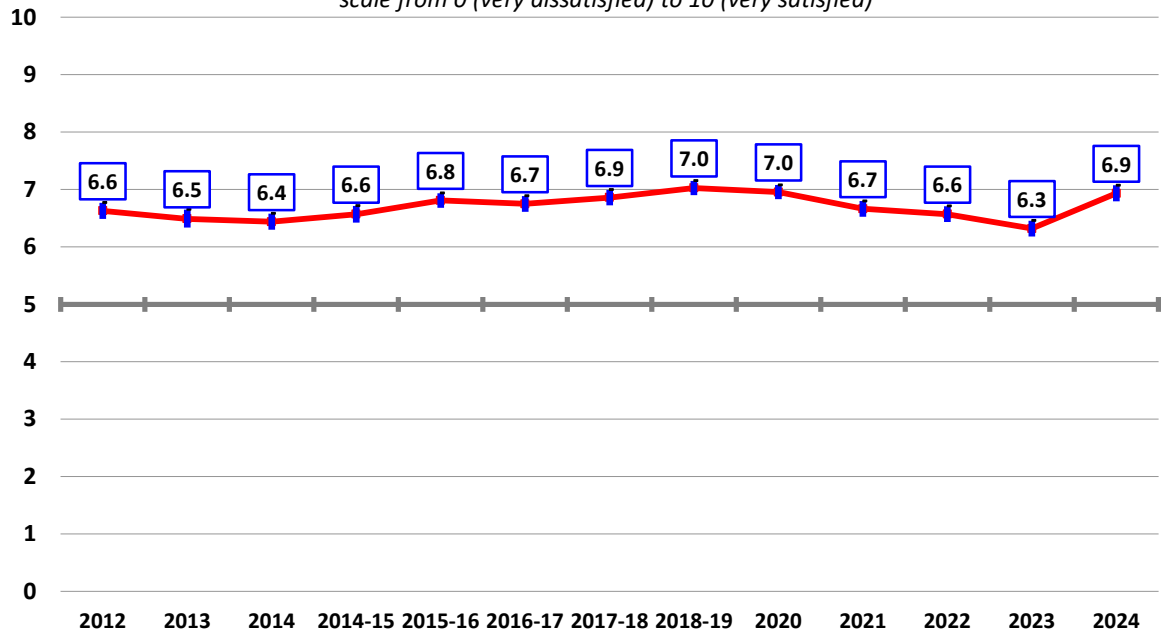
This result was somewhat (2%) above the long-term average satisfaction since 2009 of 6.7 out of 10, or “good”.

This ranks footpath maintenance and repairs 34th in terms of satisfaction this year and one of 11 that received a satisfaction score measurably lower than the average of all 35 (7.7).

This result comprised 47% “very satisfied” and 13% “dissatisfied” respondents, based on a total sample of 996 of the 1,006 respondents who provided a satisfaction score this year.

There was variation in satisfaction observed by respondent profile with young adults (aged 18 to 34 years) notably more satisfied than average, whilst middle-aged and older adults (aged 45 to 74 years) were notably less satisfied than average.

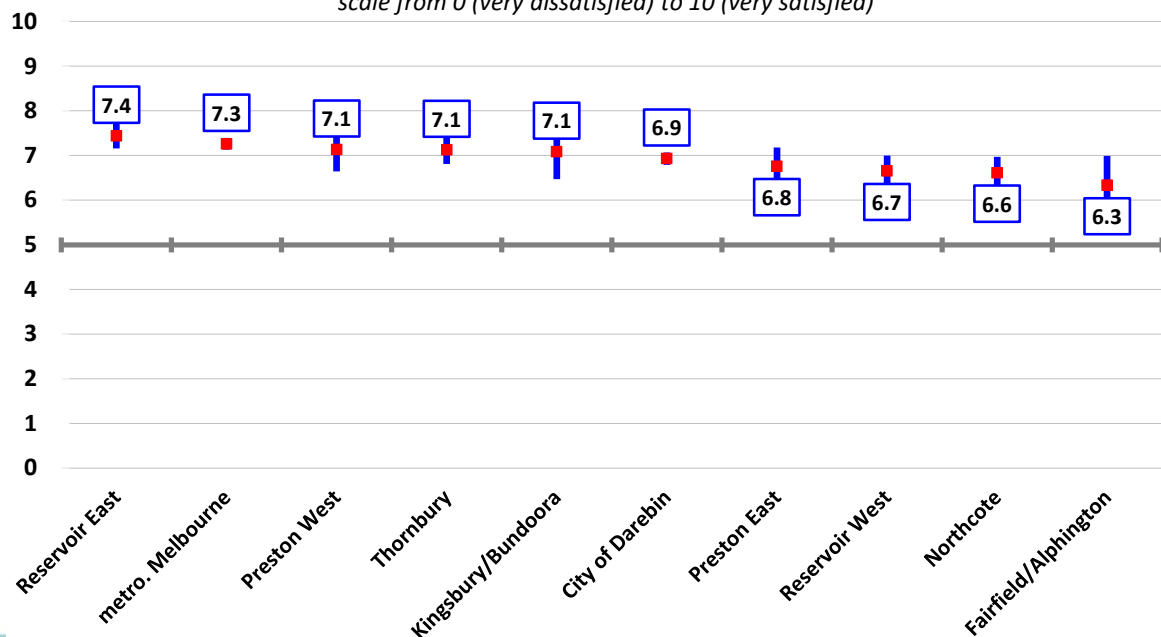
Satisfaction with footpath maintenance and repairs
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



By way of comparison, this result was notably (3%) lower than the metropolitan Melbourne average satisfaction with footpath maintenance and repairs of 7.3 out of 10, as recorded in the 2024 *Governing Melbourne* research.

There was measurable variation observed across the municipality, with respondents from Reservoir East measurably (5%) more satisfied than average, and at a “very good” rather than “good” level of satisfaction. By contrast, respondents from Fairfield / Alphington were measurably (6%) less satisfied than the average, and at a “solid” level of satisfaction.

Footpath maintenance and repairs by precinct
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Maintenance and appearance of public areas

The maintenance and appearance of public areas was the 14th most important of the 35 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with the maintenance and appearance of public areas was 7.4 out of 10 this year, which was a “very good” level of satisfaction.

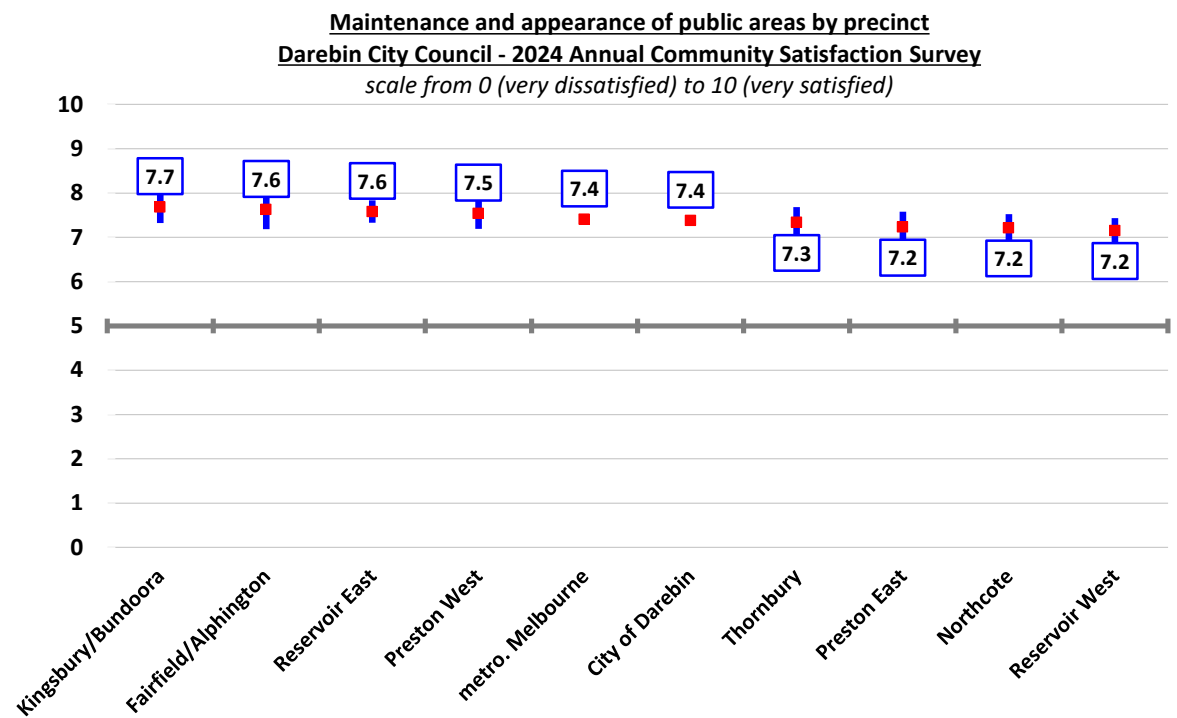
This ranks the maintenance and appearance of public areas 26th in terms of satisfaction this year and one of 11 that received a satisfaction score measurably lower than the average of all 35 (7.7).

This result comprised 54% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 975 of the 1,006 respondents who provided a satisfaction score this year.

There was variation in satisfaction observed by respondent profile with middle-aged adults (aged 45 to 54 years) notably less satisfied than average.

By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with maintenance and cleaning of public areas of 7.4 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Kingsbury-Bundoora were somewhat (3%) more satisfied than average.



Maintenance and cleaning of strip shopping areas

The maintenance and cleaning of strip shopping areas was the 19th most important of the 35 included services and facilities, with an average importance of 9.1 out of 10.

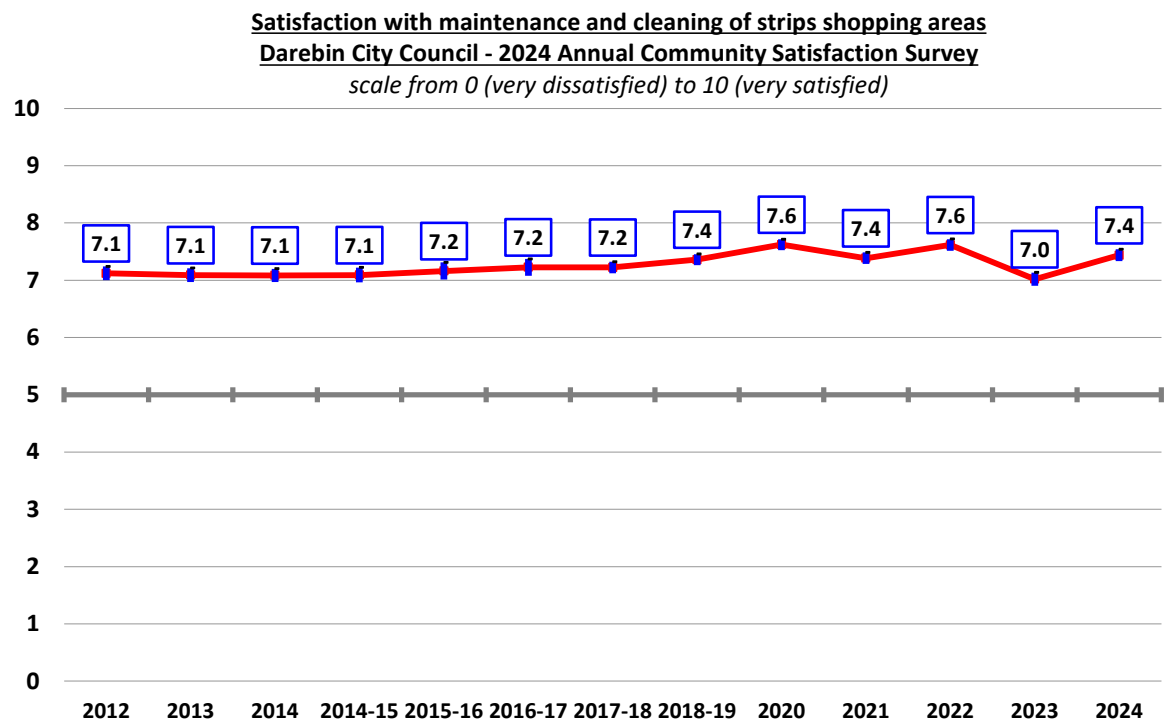
Satisfaction with the maintenance and cleaning of strip shopping areas increased measurably this year, up four percent to 7.4 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This result was somewhat (2%) above the long-term average satisfaction since 2012 of 7.2.

This ranks maintenance and cleaning of strip shopping areas 25th in terms of satisfaction this year and one of 11 that received a satisfaction score measurably lower than the average of all 35 (7.7).

This result was comprised of 51% “very satisfied” and five percent “dissatisfied” respondents based on a total sample of 953 of the 1,006 respondents who provided a satisfaction score this year.

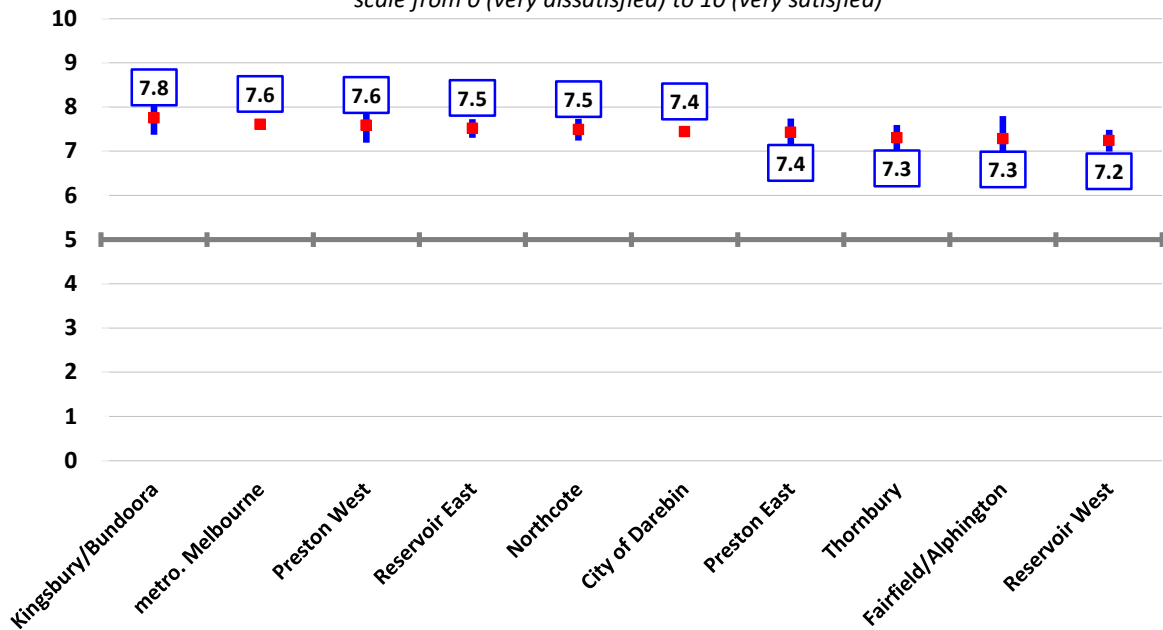
There was not any variation in satisfaction observed by respondent profile.



By way of comparison, this result was marginally (1%) lower than the metropolitan Melbourne average satisfaction with maintenance and cleaning of strip shopping areas of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Kingsbury-Bundoora were notably (4%) more satisfied than average, and at an “excellent” rather than “very good” level of satisfaction.

Maintenance and cleaning of strip shopping areas by precinct
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Provision and maintenance of street trees

The provision and maintenance of street trees was the 18th most important of the 35 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with provision and maintenance of street trees increased measurably from 2022, up four percent to 7.2 out of 10 this year, although it remains at a “good” level of satisfaction.

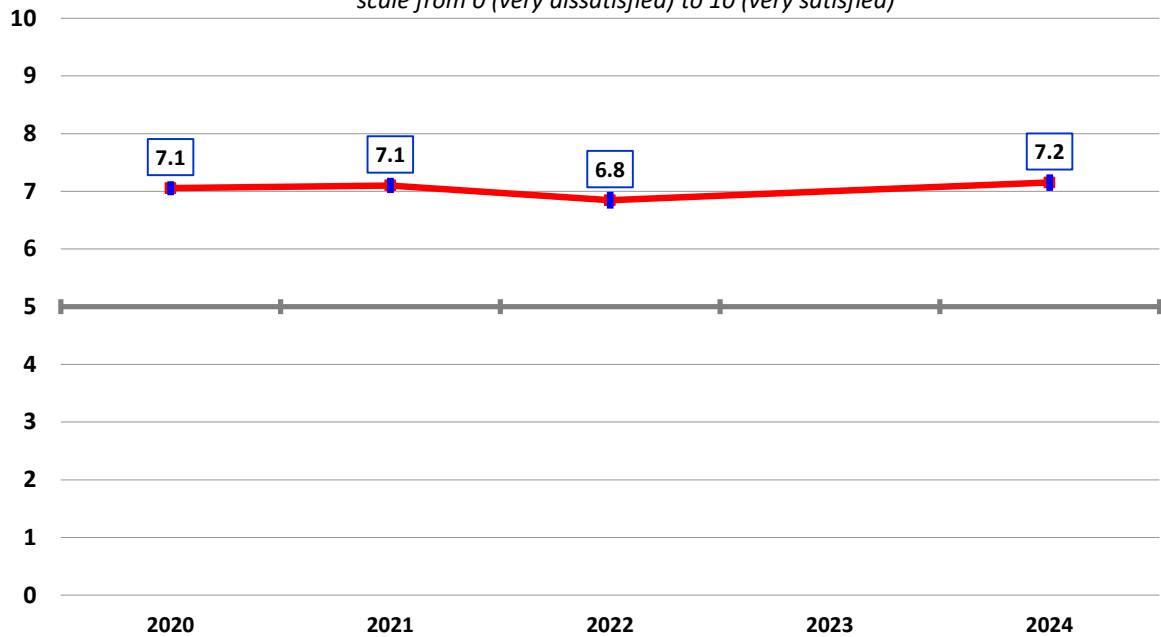
This ranks the provision and maintenance of street trees 31st in terms of satisfaction this year and one of 11 that received a satisfaction score measurably lower than the average of all 35 (7.7).

This result comprised 51% “very satisfied” and 11% “dissatisfied” respondents based on a total sample of 987 of the 1,006 respondents who provided a satisfaction score this year.

There was variation in satisfaction observed by respondent profile with young adults (aged 18 to 34 years) notably more satisfied than average and middle-aged and older adults (aged 45 to 74 years) notably less satisfied than average.

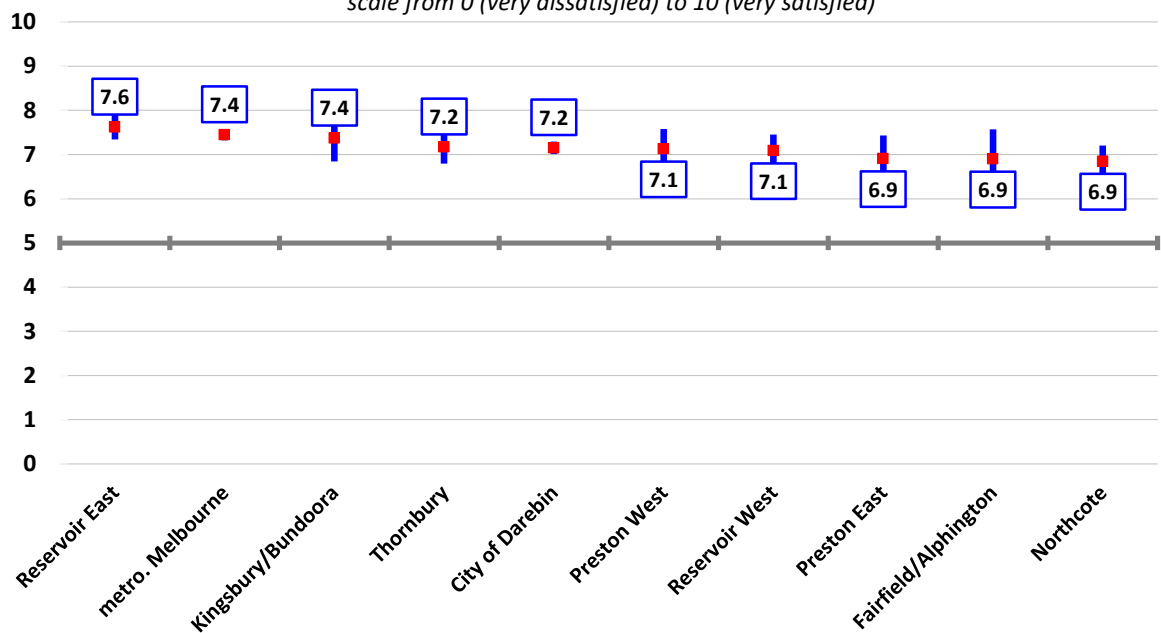
By way of comparison, this result was somewhat (2%) lower than the metropolitan Melbourne average satisfaction with provision and maintenance of street trees of 7.4 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Satisfaction with provision and maintenance of street trees
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation observed across the municipality, with respondents from Reservoir East measurably (4%) more satisfied than average, and at a “very good” level of satisfaction. By contrast, respondents from Preston East, Fairfield-Alphington, and Northcote were somewhat (3%) less satisfied than average, and at “good” levels.

Provision and maintenance of street trees by precinct
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

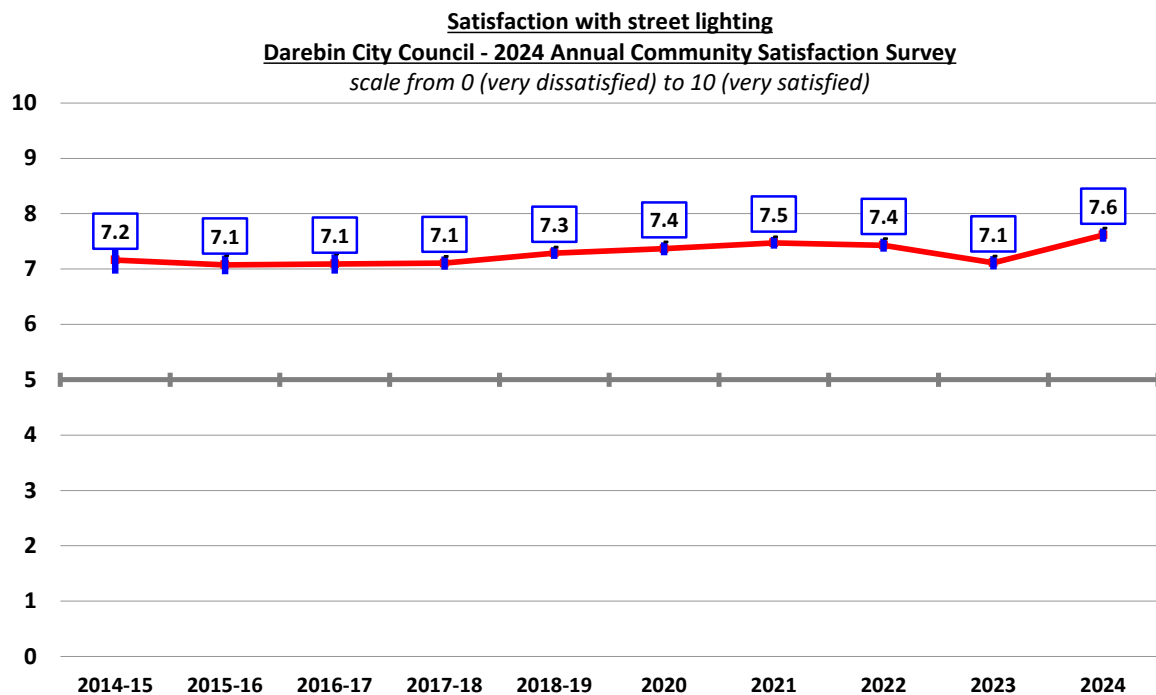


Street lighting

Street lighting was the 12th most important of the 35 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with street lighting increased measurably this year, up five percent to 7.6 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This result was the highest satisfaction score recorded for street lighting for the City of Darebin, and was notably (3%) above the long-term average since 2014-15 of 7.3 out of 10, or “very good”



This ranks street lighting 19th in terms of satisfaction this year.

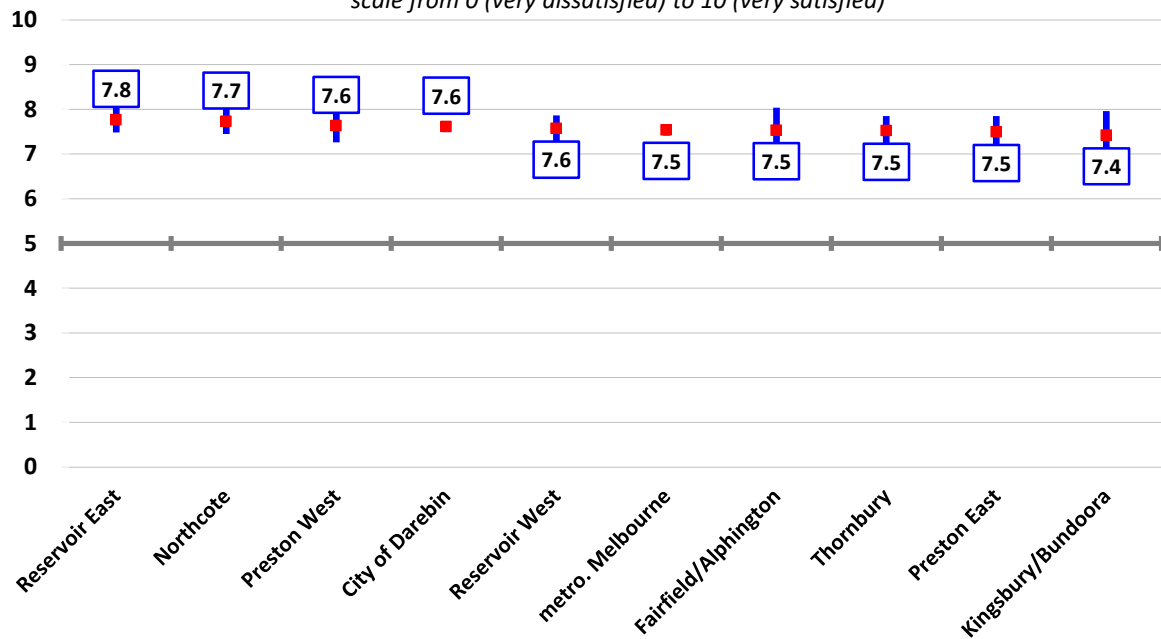
This result comprised 60% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 992 of the 1,006 respondents who provided a satisfaction score.

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

By way of comparison, this result was marginally (1%) higher than the metropolitan Melbourne average satisfaction with street lighting of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation in satisfaction with street lighting observed across the municipality, although respondents from Reservoir East were marginally (2%) more satisfied than average, and at an “excellent” rather than a “very good” level of satisfaction.

Street lighting by precinct
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Public toilets

Public toilets were the 11th most important of the 35 included services and facilities, with an average importance of 9.2 out of 10.

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

This ranks public toilets 35th in terms of satisfaction this year and one of 11 that received a satisfaction score measurably lower than the average of all 35 (7.7).

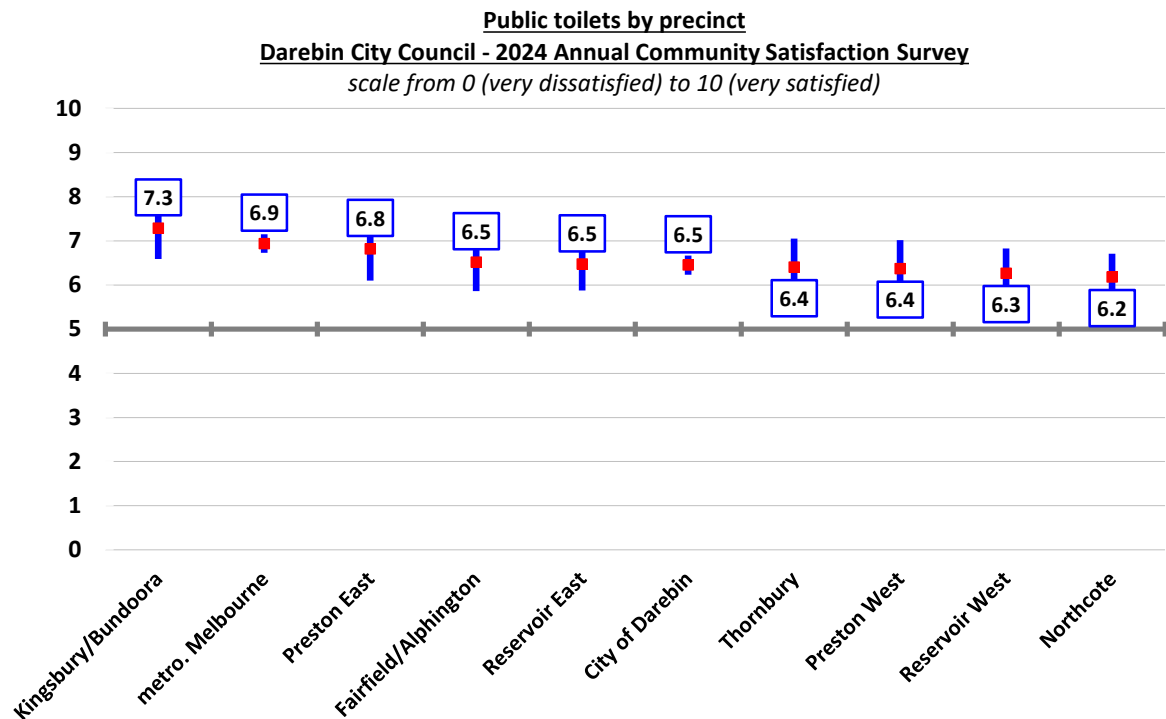
This result comprised 33% “very satisfied” and 19% “dissatisfied” respondents, based on a total sample of 385 of the 396 respondents (39%) from households who had used these facilities in the last 12 months.

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

By way of comparison, this result was notably (4%) lower than the metropolitan Melbourne average satisfaction with public toilets of 6.9 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Kingsbury-Bundoora were notably (8%) more satisfied than average, and at a “very good” rather than a “good” level of satisfaction.

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



Street sweeping

Street sweeping was the 22nd most important of the 35 included services and facilities, with an average importance of nine out of 10.

Satisfaction with street sweeping increased notably since 2022, up three percent to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

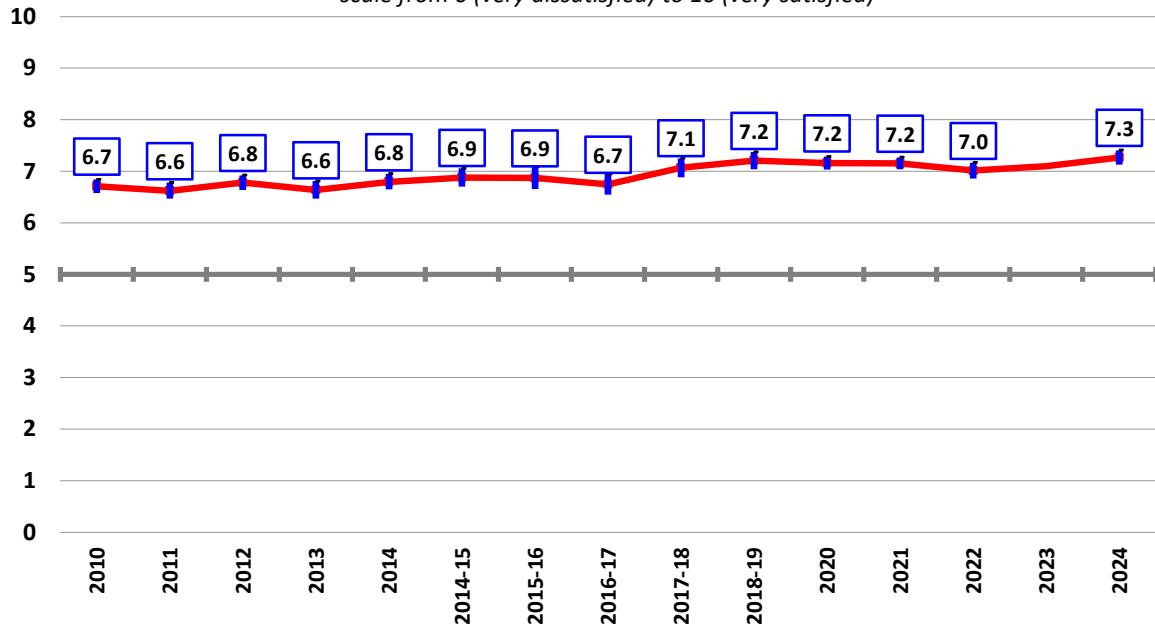
This was the highest satisfaction score for street sweeping recorded for the City of Darebin and was measurably (4%) above the long-term average satisfaction since 2009 of 6.9 out of 10, or “good”.

Despite the increase in satisfaction this year, this ranks street sweeping 30th in terms of satisfaction this year and one of 11 that received a satisfaction score measurably lower than the average of all 35 (7.7).

This result comprised 53% “very satisfied” and 10% “dissatisfied” respondents based on a total sample of 951 of the 1,006 respondents who provided a satisfaction score this year.

There was variation in satisfaction observed by respondent profile with young adults (aged 18 to 34 years) notably more satisfied than average and middle-aged and older adults (aged 45 to 74 years) notably less satisfied than average.

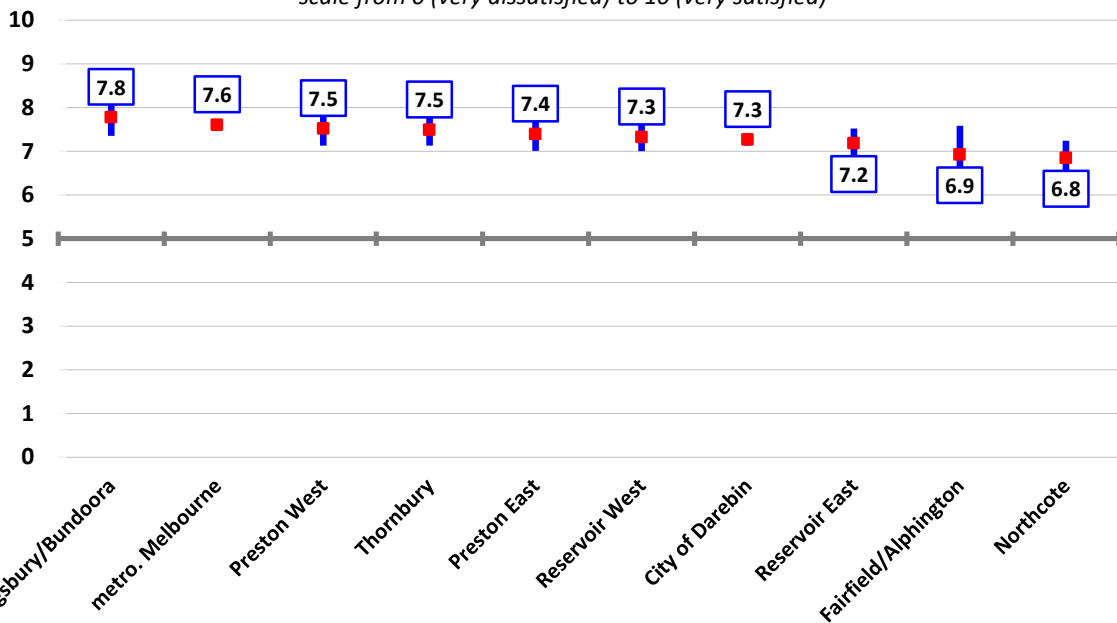
Satisfaction with street sweeping
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



By way of comparison, this result was measurably (3%) lower than the metropolitan Melbourne average satisfaction with street sweeping of 7.6 out of 10, as recorded in the 2024 *Governing Melbourne* research.

There was measurable variation observed across the municipality, with respondents from Kingsbury-Bundoora measurably (5%) more satisfied than average, and at an “excellent” level of satisfaction, while respondents from Northcote (5%) and Fairfield / Alphington (4%) were notably less satisfied than average, and at “good” levels of satisfaction.

Street sweeping by precinct
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



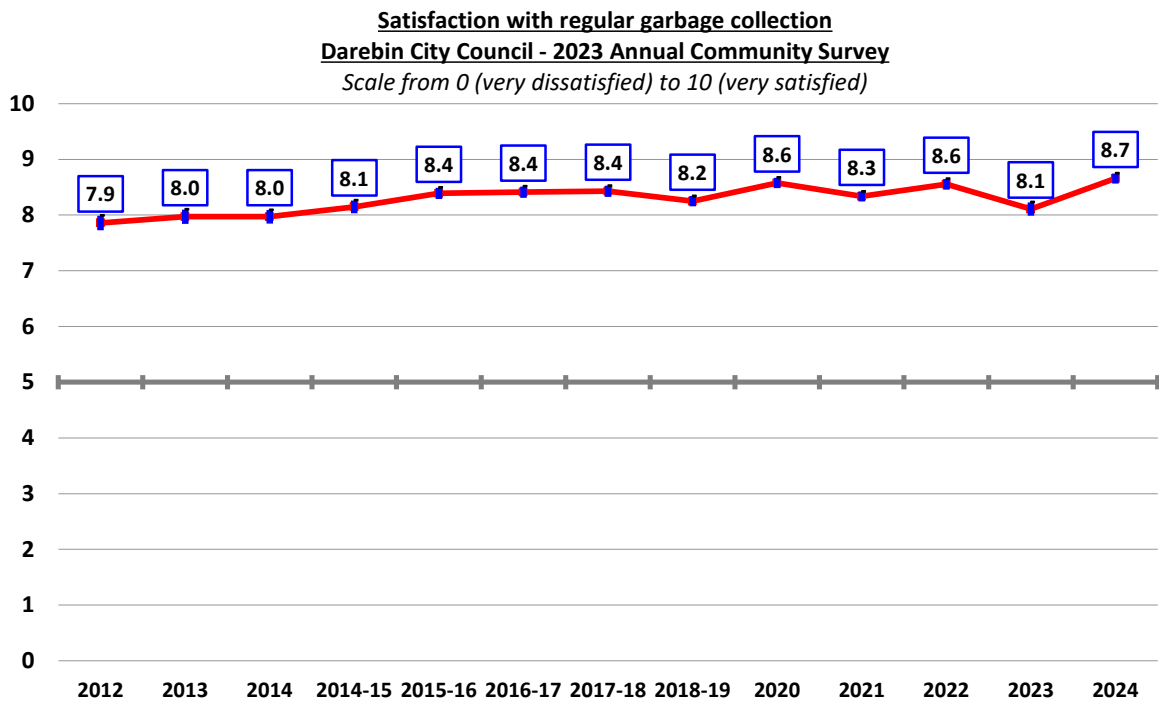
Waste Management

Regular garbage collection

The regular garbage collection was the 2nd most important of the 35 included services and facilities, with an average importance of 9.6 out of 10, and one of six that was measurably more important than the average of all 35 (9.1).

Satisfaction with regular garbage collection increased measurably this year, up six percent to 8.7 out of 10, which remains an “excellent” level of satisfaction.

This result was the highest satisfaction score for the regular garbage collection recorded and was measurably (4%) above the long-term average satisfaction since 2009 of 8.2.



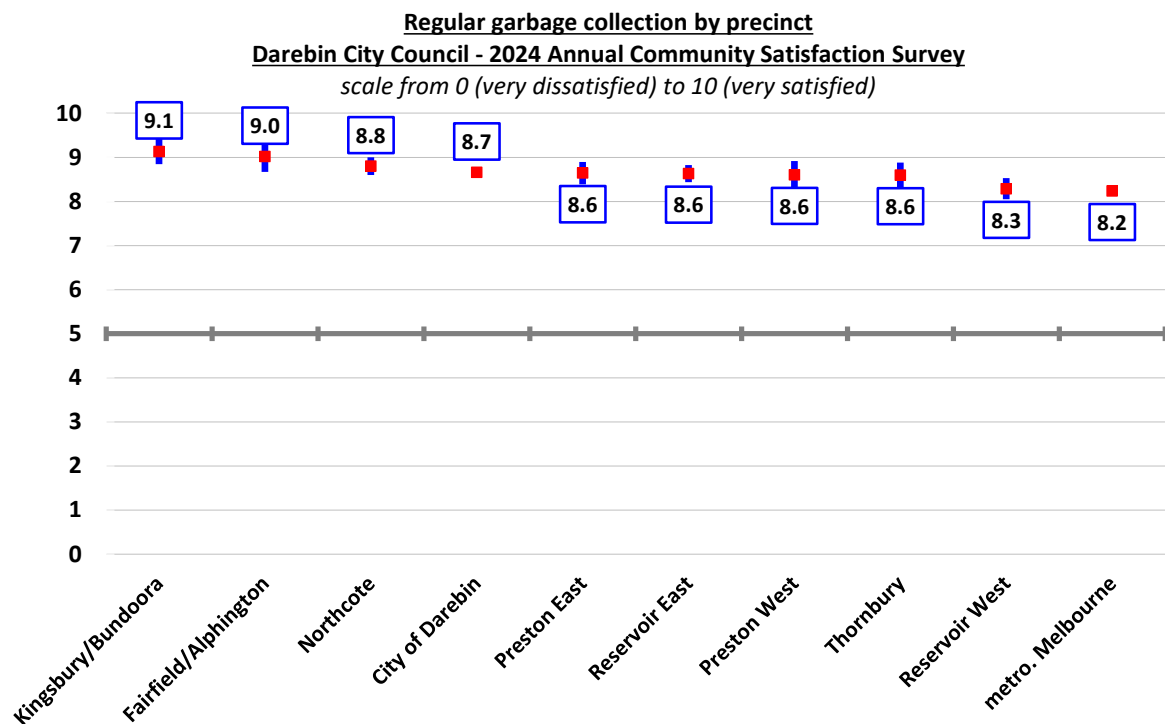
This ranks regular garbage collection 1st in terms of satisfaction this year and one of eight that received a satisfaction score measurably higher than the average of all 35 (7.7).

This result comprised 82% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 991 of the 1,006 respondents who provided a satisfaction score this year.

There was not any variation in satisfaction observed by respondent profile.

By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with regular garbage collection of 8.2 out of 10, as recorded in the 2024 *Governing Melbourne* research.

There was measurable variation in this result observed across the municipality, although it is important to note that respondents from all precincts rated satisfaction at “excellent” levels. Respondents from Kingsbury-Bundoora were measurably (4%) more satisfied than average, whilst respondents from Reservoir West were measurably (3%) less satisfied.



Regular recycling

The regular recycling was the most important (1st) of the 35 included services and facilities, with an average importance of 9.6 out of 10 and one of six that was measurably more important than the average of all 35 (9.1).

Satisfaction with regular recycling increased notably this year, up three percent to 8.7 out of 10, which remains an “excellent” level of satisfaction, and measurably above the long-term average satisfaction since 2014-15 of 8.2 out of 10, or “excellent”.

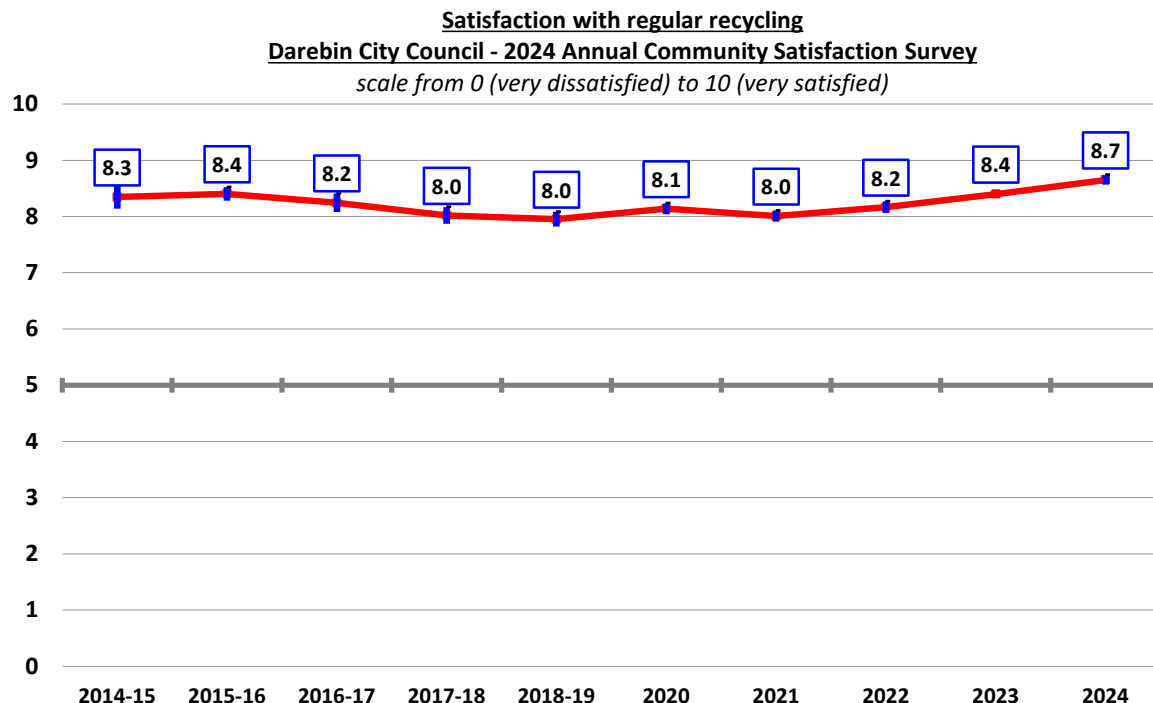
This ranks regular recycling 2nd in terms of satisfaction this year and one of eight that received a satisfaction score measurably higher than the average of all 35 (7.7).

This was the highest satisfaction with the regular recycling recorded for the City of Darebin.

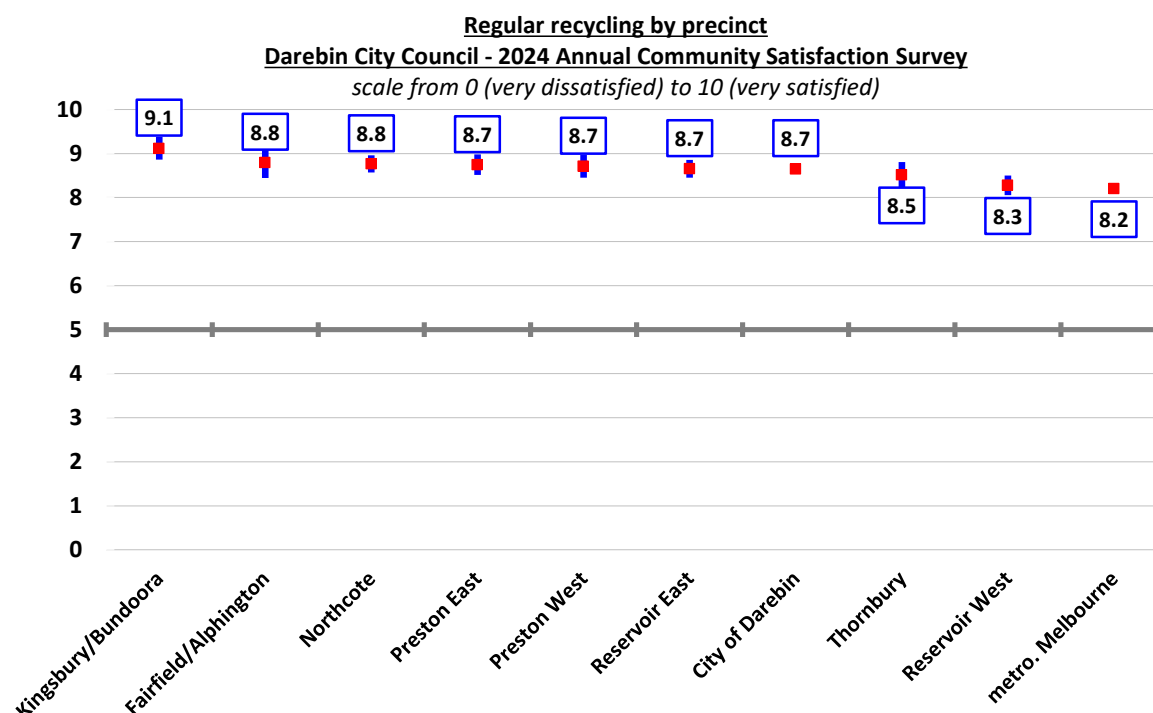
This result comprised 81% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 985 of the 1,006 respondents who provided a satisfaction score.

There was not any variation in satisfaction observed by respondent profile.

By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with regular recycling of 8.2 out of 10, as recorded in the 2024 *Governing Melbourne* research.



There was measurable variation in this result observed across the municipality, although it is important to note that respondents from all precincts rated satisfaction at “excellent” levels. Respondents from Kingsbury-Bundoora were measurably (4%) more satisfied than average, whilst respondents from Reservoir West were measurably (4%) less satisfied.

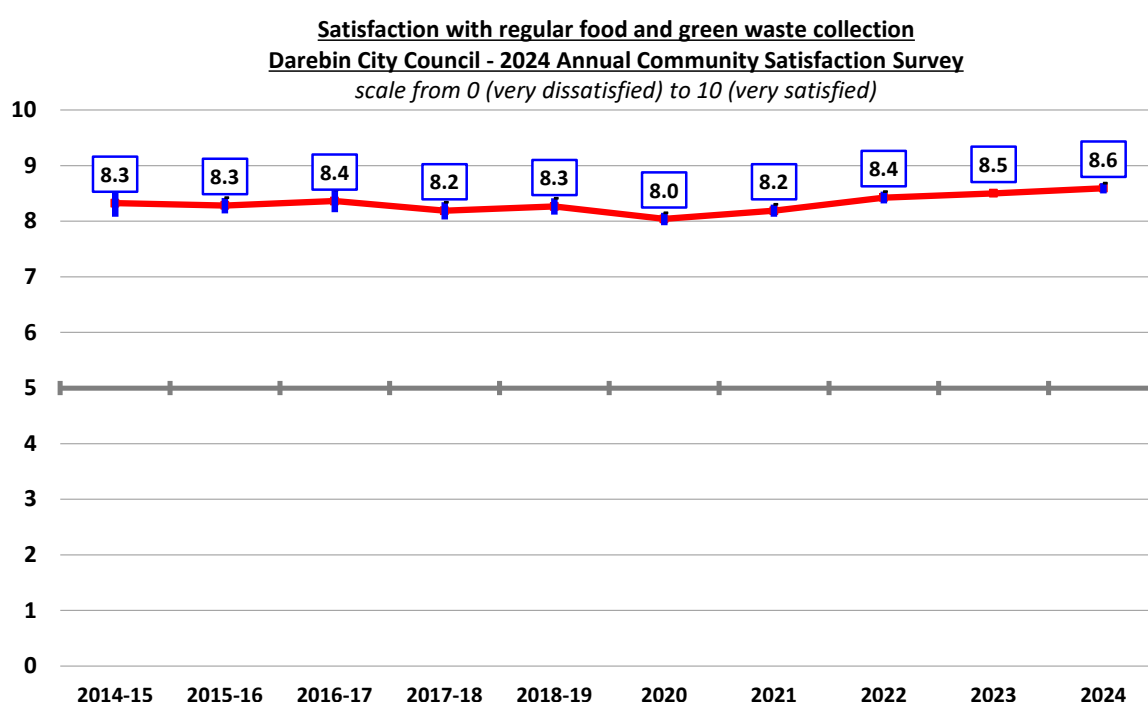


Regular food and green waste collection

The regular food and green waste collection was the 3rd most important of the 35 included services and facilities, with an average importance of 9.5 out of 10 and one of six that was measurably more important than the average of all 35 (9.1).

Satisfaction with regular food and green waste collection remained essentially stable this year, up one percent to 8.6 out of 10, which remains at an “excellent” level of satisfaction.

This was the highest satisfaction for the food and green waste collection recorded for the City of Darebin and was notably (3%) above the long-term average since 2014-15 of 8.3.



This ranks regular food and green waste collection 3rd in terms of satisfaction this year and one of eight that received a satisfaction score measurably higher than the average of all 35 (7.7).

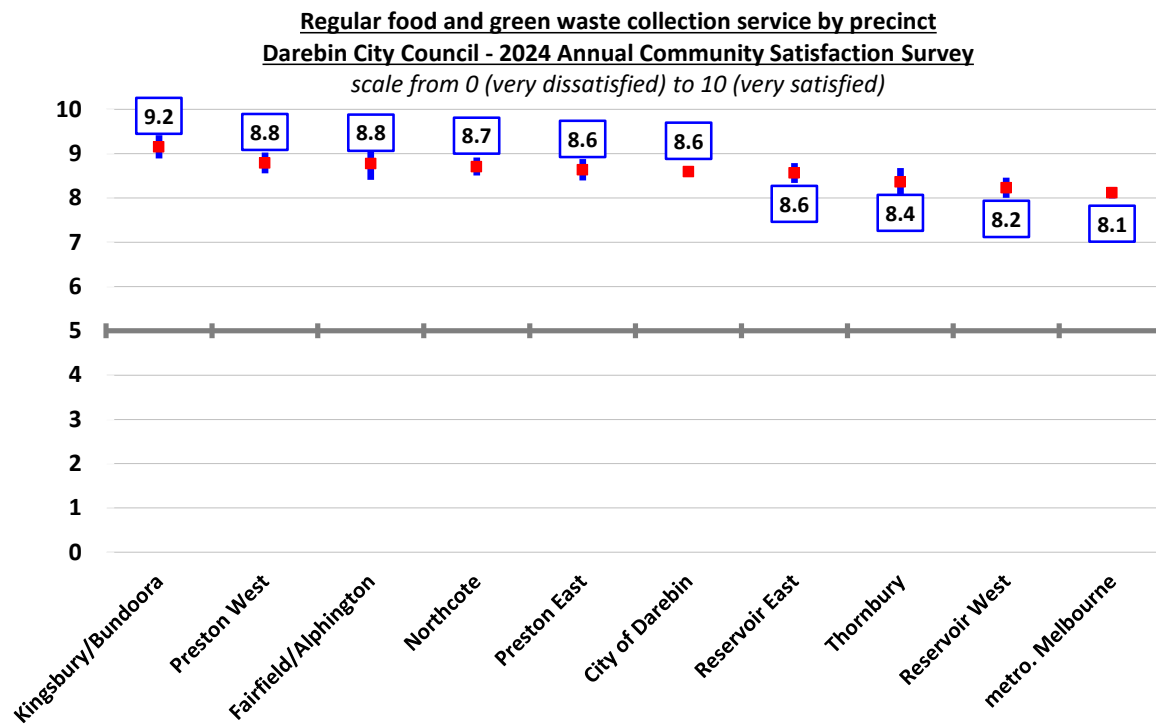
This result comprised 81% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 980 of the 1,006 respondents who provided a satisfaction score this year.

There was not any variation in satisfaction observed by respondent profile.

By way of comparison, this result was measurably (5%) higher than the metropolitan Melbourne average satisfaction with green waste service of 8.1 out of 10, as recorded in the 2024 *Governing Melbourne* research.

There was measurable variation in this result observed across the municipality, although it is important to note that respondents from all precincts rated satisfaction “excellent”.

It is noted, however, that respondents from Kingsbury-Bundoora were measurably (6%) more satisfied than average and respondents from Reservoir West were notably (4%) less satisfied than average.



Management of illegally dumped rubbish

The management of illegally dumped rubbish was the 17th most important of the 35 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with the management of illegally dumped rubbish increased marginally since 2022, up two percent to seven out of 10 this year, which remains a “good” level.

This result was marginally (1%) above the long-term average satisfaction since 2014-15 of 6.9 out of 10, or “good”.

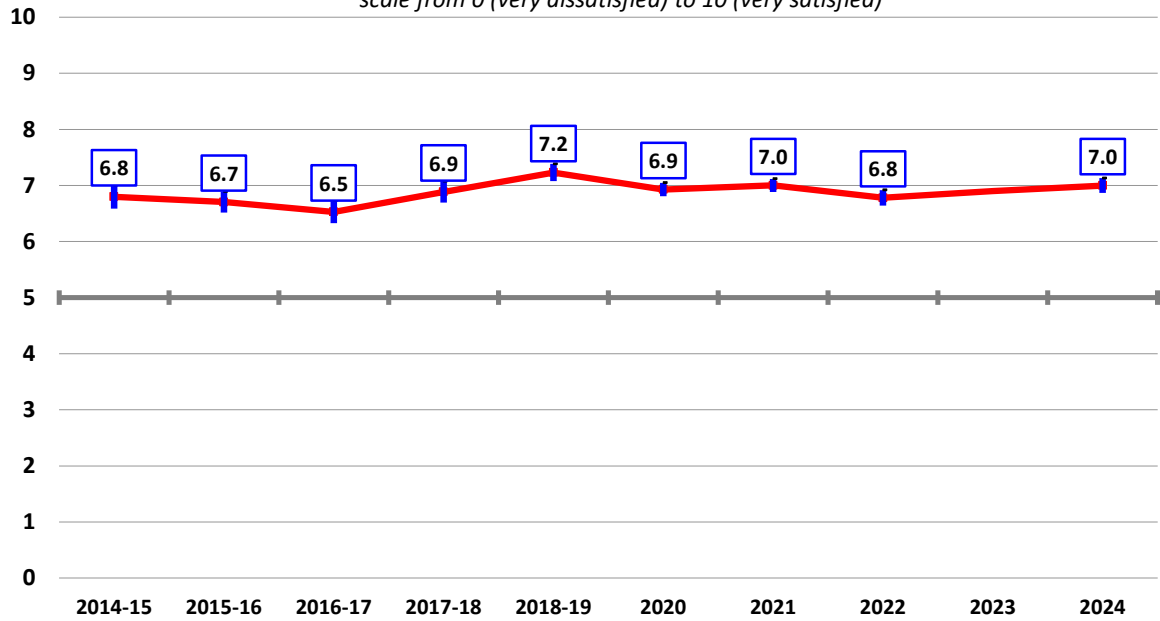
This ranks management of illegally dumped rubbish 33rd in terms of satisfaction this year and one of 11 that received a satisfaction score measurably lower than the average of all 35 (7.7).

This result comprised 46% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 939 of the 1,006 respondents who provided a satisfaction score this year.

There was variation in satisfaction observed by respondent profile with middle-aged adults (aged 45 to 54 years) notably less satisfied than average, and senior citizens (aged 75 years and over) notably more satisfied than average.



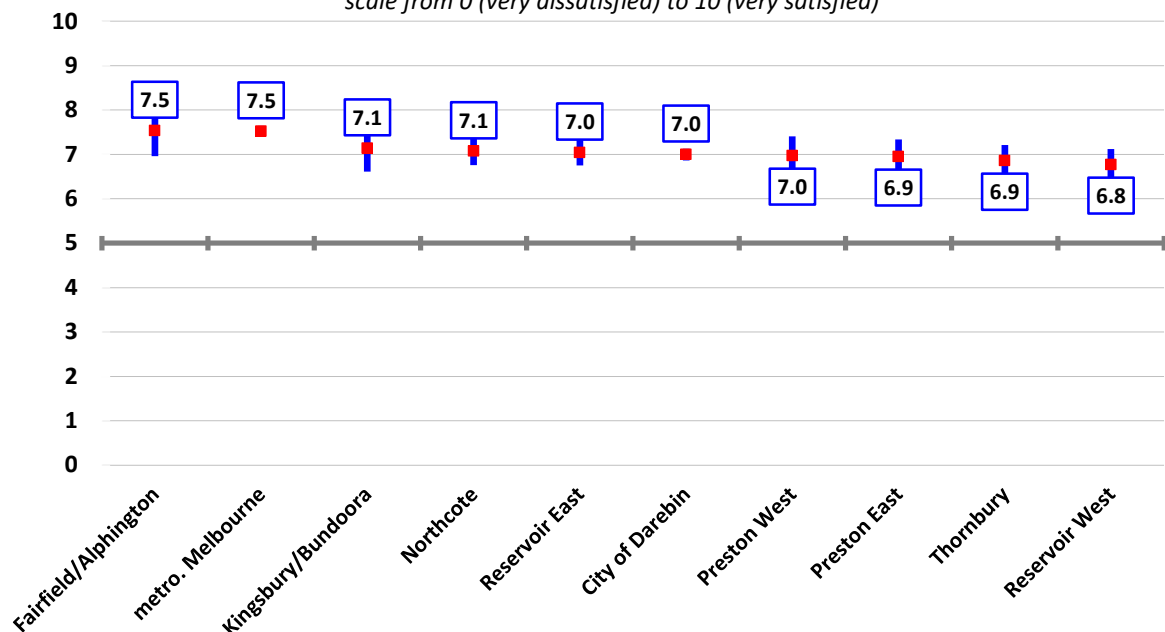
Satisfaction with management of illegally dumped rubbish
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



By way of comparison, this result was measurably (5%) lower than the metropolitan Melbourne average satisfaction with illegally dumped rubbish of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Fairfield-Alphington were notably (5%) more satisfied than average, and at a “very good” rather than a “good” level of satisfaction.

Management of illegally dumped rubbish by precinct
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

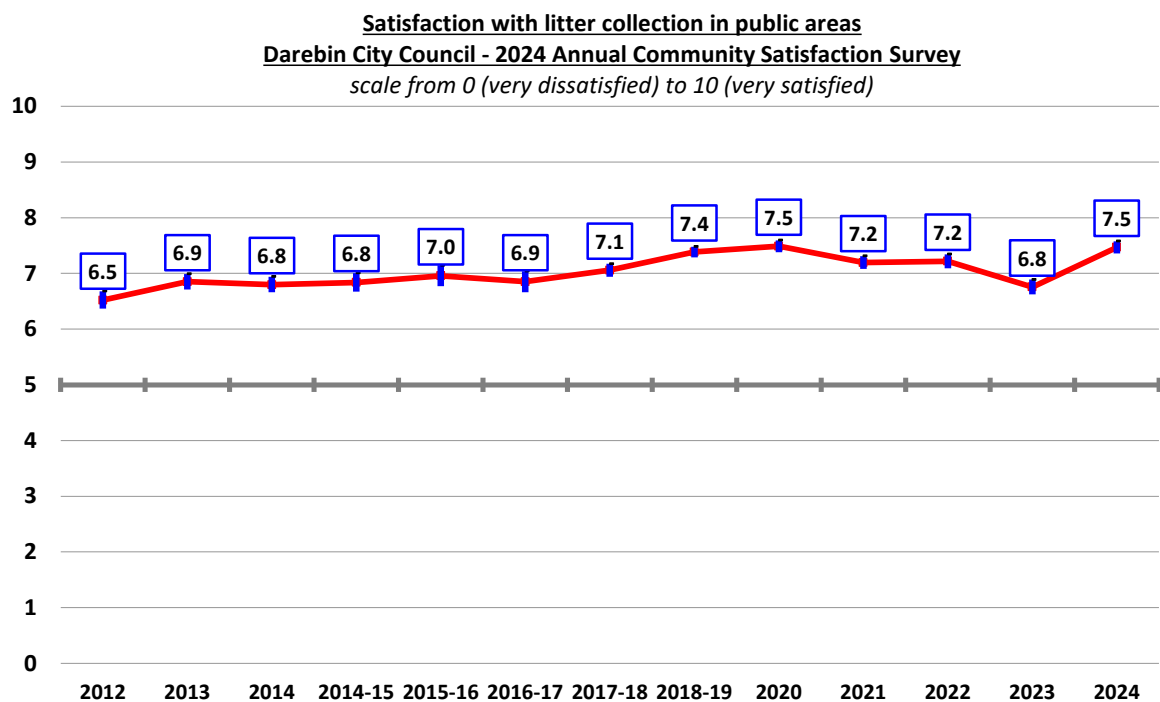


Litter collection in public areas

Litter collection in public areas was the 15th most important of the 35 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with litter collection in public areas increased measurably this year, up seven percent to 7.5 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This was the equal highest satisfaction with litter collection recorded for the City of Darebin and was measurably above the long-term average satisfaction since 2009 of 6.9 or “good”.



This ranks litter collection in public areas 23rd in terms of satisfaction this year.

This result comprised 53% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 973 of the 1,006 respondents who provided a satisfaction score this year.

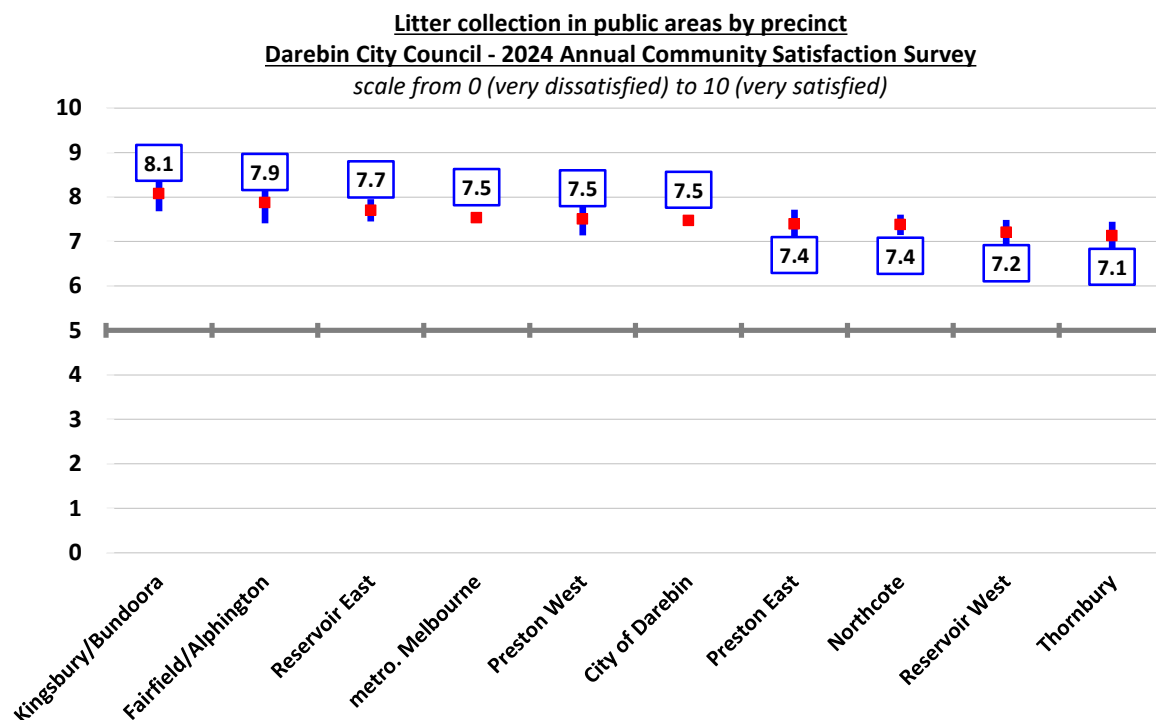
There was variation in satisfaction observed by respondent profile with respondents from multilingual households notably more satisfied than respondents from English-speaking households.

By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with litter collection in public areas of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne* research.



There was measurable variation observed across the municipality, with respondents from Kingsbury-Bundoora measurably (6%) and respondents from Fairfield-Alphington notably (4%) more satisfied than average, and at “excellent” rather than “very good” levels.

By contrast, respondents from Thornbury were measurably (4%) and respondents from Reservoir West were notably (3%) less satisfied than average, and at “good” rather than “very good” levels of satisfaction.



Parks and Open Spaces

Provision and maintenance of parks and gardens

The provision and maintenance of parks and gardens was the 9th most important of the 35 included services and facilities, with an average importance of 9.3 out of 10.

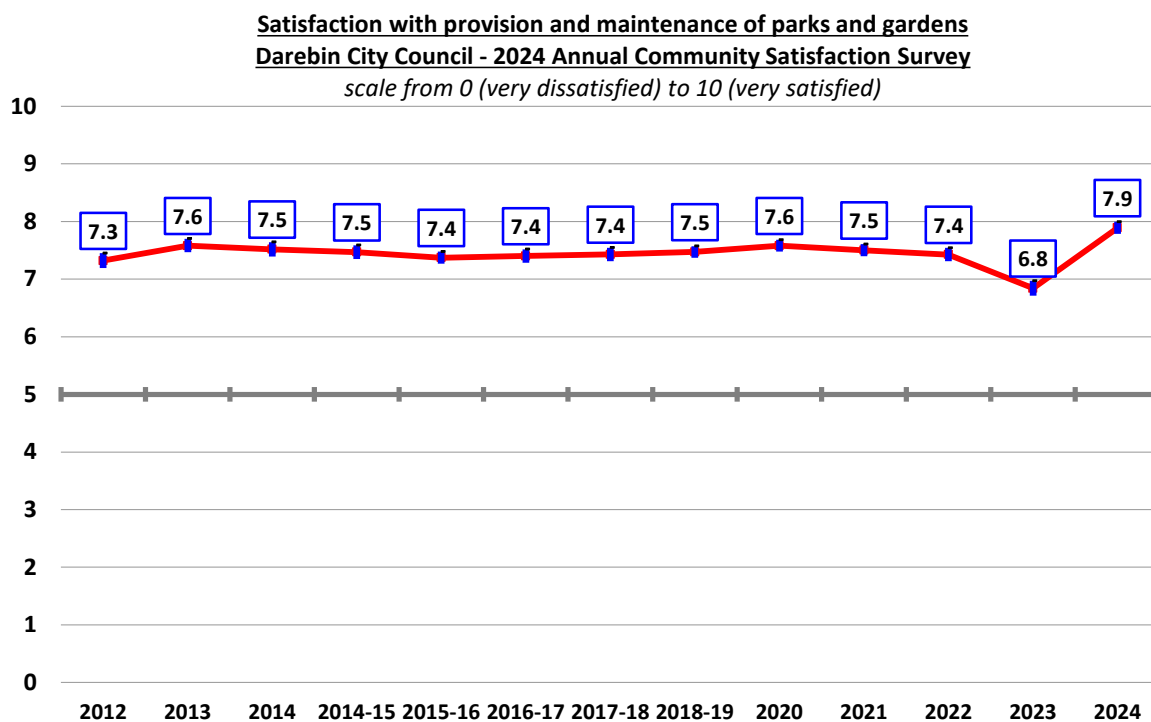
Satisfaction with the provision and maintenance of parks and gardens increased measurably this year, up 11% to 7.9 out of 10, which was an “excellent”, up from a “good” level of satisfaction.

This was the highest satisfaction score for parks and gardens recorded for the City of Darebin and was measurably (5%) above the long-term average satisfaction since 2009 of 7.5 out of 10, or “very good”.

This ranks the provision and maintenance of parks and gardens 13th in terms of satisfaction this year.

This result comprised 64% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 974 of the 1,006 respondents who provided a satisfaction score this year.

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



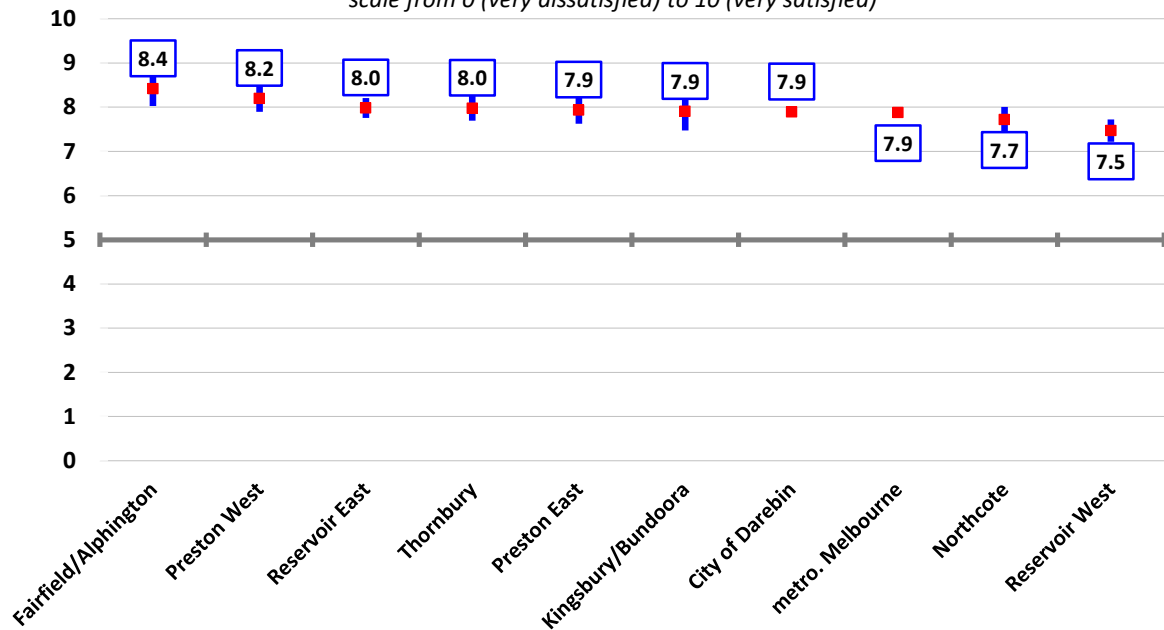
By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with provision and maintenance of parks and gardens of 7.9 out of 10, as recorded in the 2024 *Governing Melbourne* research.

There was measurable variation observed across the municipality, with respondents from Fairfield-Alphington measurably (5%) and respondents from Preston West somewhat (3%) more satisfied than average.

By contrast, respondents from Reservoir West were measurably (4%) less satisfied than average, and at a “very good” rather than an “excellent” level of satisfaction.



Provision and maintenance of parks and gardens by precinct
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Provision and maintenance of playgrounds

The provision and maintenance of playgrounds was the 23rd most important of the 35 included services and facilities, with an average importance of nine out of 10.

Satisfaction with the provision and maintenance of playgrounds was 7.8 out of 10, which was an “excellent” level of satisfaction.

This ranks the provision and maintenance of playgrounds 15th in terms of satisfaction this year.

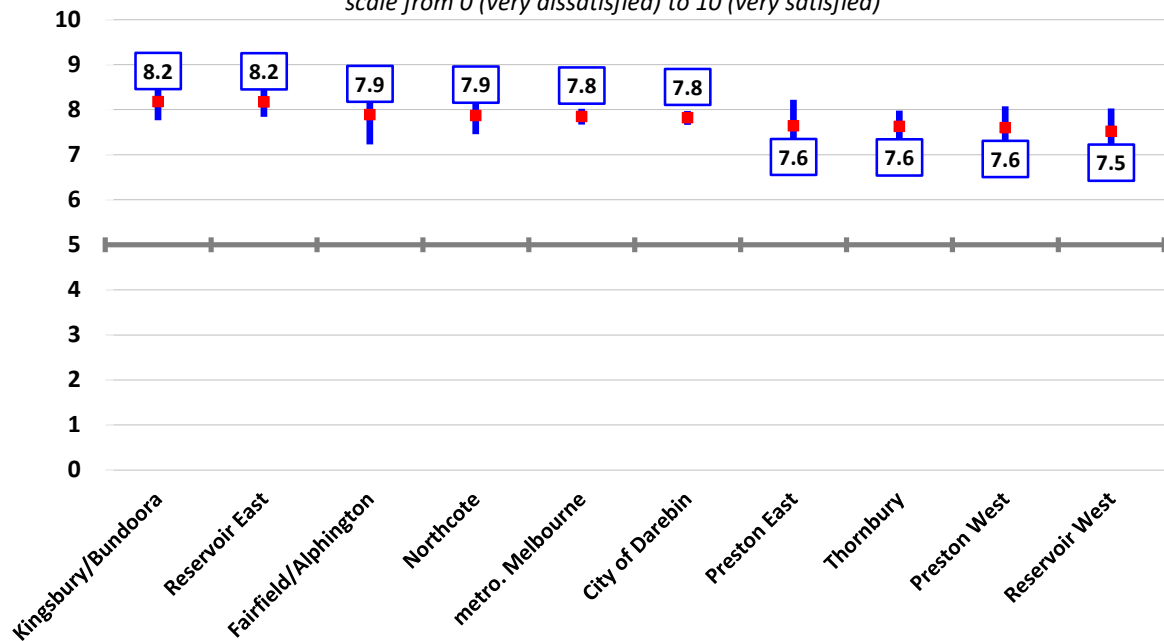
This result comprised 64% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 389 of the 398 respondents (40%) from households who had used these in the last 12 months.

There was not any variation in satisfaction observed by respondent profile.

By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with provision and maintenance of playgrounds of 7.8 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Reservoir West were somewhat (3%) less satisfied than average, and at a “very good” rather than an “excellent” level of satisfaction.

Provision and maintenance of playgrounds by precinct
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Our Council

Animal management

Animal management was the 27th most important of the 35 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with animal management was 7.9 out of 10 this year, which was an “excellent” level of satisfaction.

This ranks animal management 14th in terms of satisfaction this year.

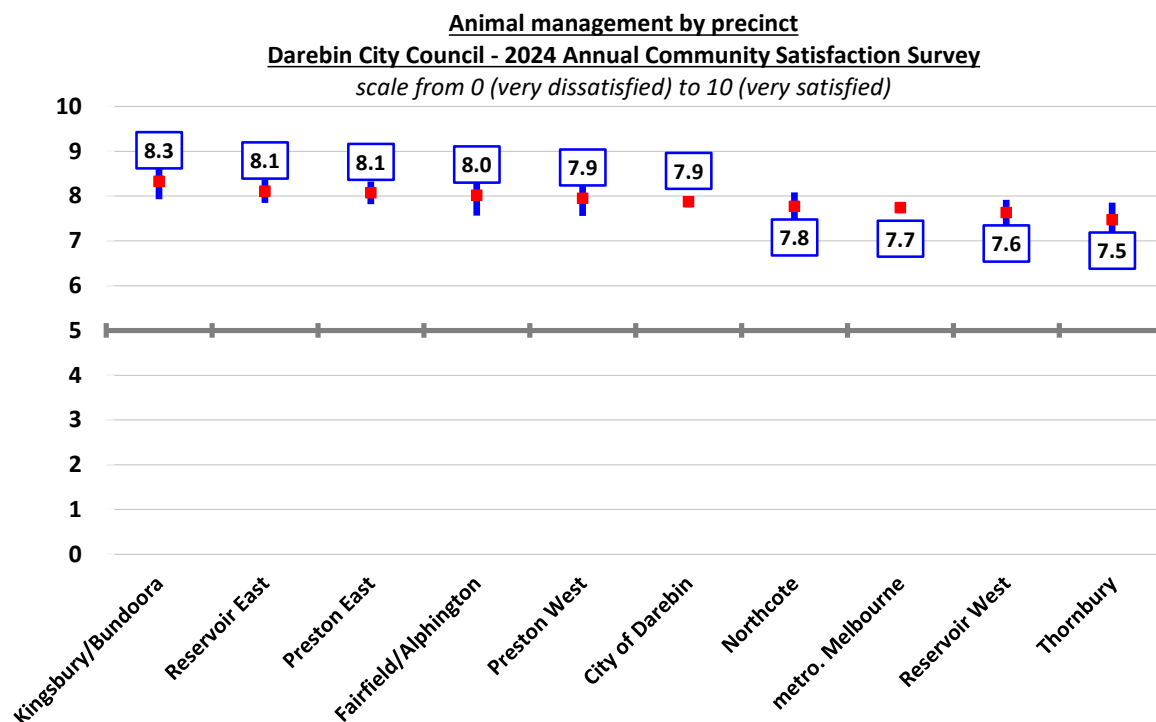
This result comprised 64% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 793 of the 1,006 respondents who provided a satisfaction score this year.

There was not any variation in satisfaction observed by respondent profile.

By way of comparison, this result was somewhat (2%) higher than the metropolitan Melbourne average satisfaction with animal management of 7.7 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Kingsbury-Bundoora were notably (4%) more satisfied than average.

By contrast, respondents from Reservoir West (3%) and Thornbury (4%) were notably less satisfied than average, and at “very good” rather than “excellent” levels of satisfaction.



Enforcement of local laws

The enforcement of local laws was the 24th most important of the 35 included services and facilities, with an average importance of nine out of 10.

Satisfaction with the enforcement of local laws was 7.7 out of 10 this year, which was a “very good” level of satisfaction.

This ranks the enforcement of local laws 16th in terms of satisfaction this year.

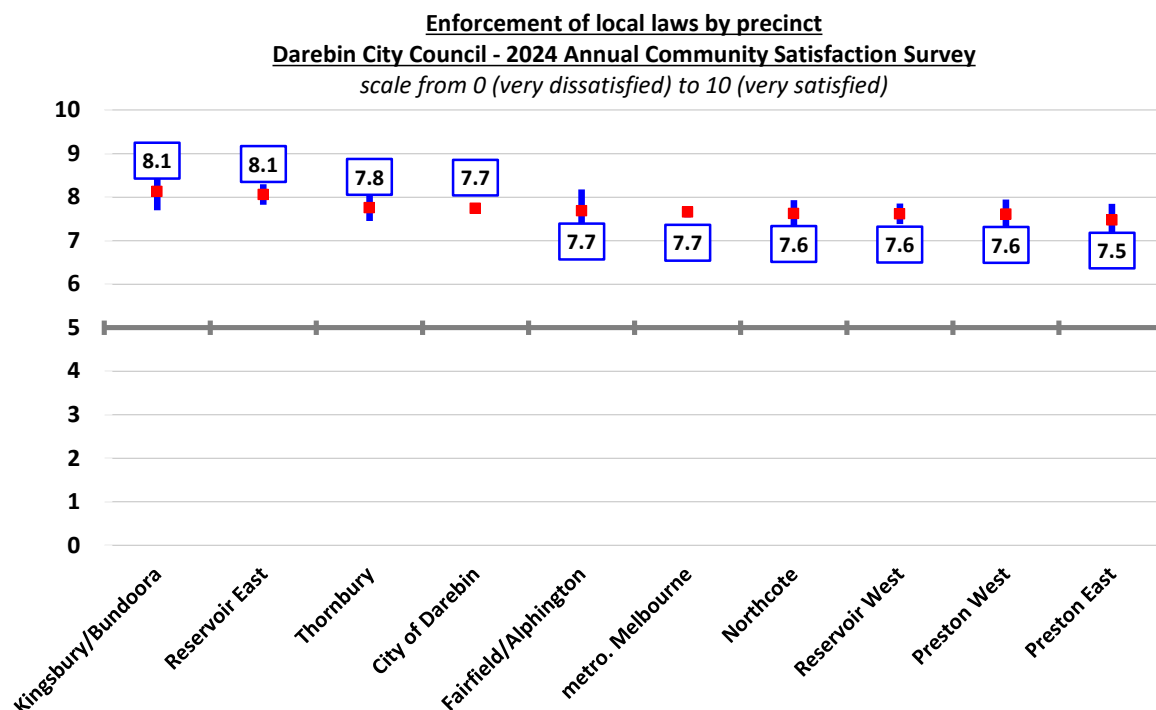
This result comprised 59% “very satisfied” and three percent “dissatisfied” respondents based on a total sample of 835 of the 1,006 respondents who provided a satisfaction score this year.

There was variation in satisfaction observed by respondent profile with senior citizens (aged 75 years and over) notably more satisfied than average and middle-aged adults (aged 45 to 54 years) notably less satisfied than average.

By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with enforcement of local laws of 7.7 out of 10, as recorded in the 2024 *Governing Melbourne* research.



Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Kingsbury-Bundoora and Reservoir East were notably (4%) more satisfied than average, and at “excellent”, rather than “very good” levels of satisfaction.



Darebin newsletter *Darebin Community News*

The Darebin newsletter *Darebin Community News* was the least important (35th) of the 35 included services and facilities, with an average importance of 8.3 out of 10 and one of eight that was measurably less important than the average of all 35 (9.1).

Satisfaction with the *Darebin Community News* was 7.6 out of 10 this year, which was a “very good” level of satisfaction.

This ranks the *Darebin Community News* 20th in terms of satisfaction this year.

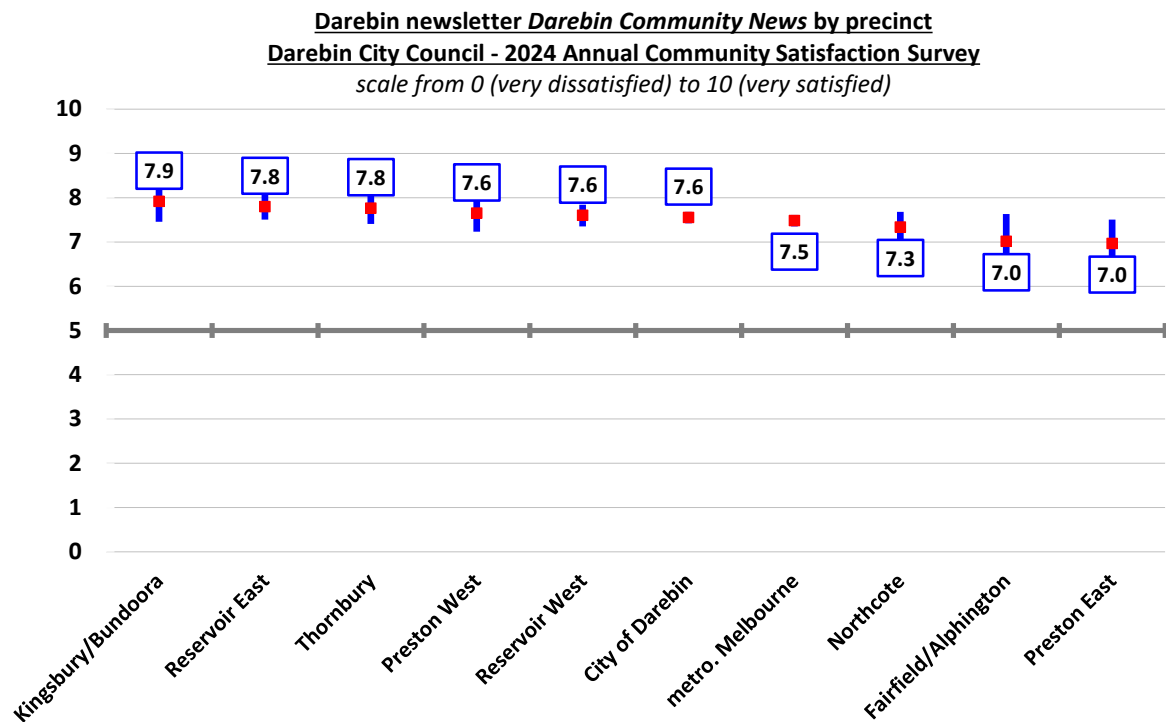
This result comprised 57% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 803 of the 1,006 respondents who provided a satisfaction score this year. The fact that 803 of the 1,006 respondents were able to provide a satisfaction score for the publication reflects well on the readership of the *Darebin Community News*.

There was variation in satisfaction observed by respondent profile with senior citizens (aged 75 years and over) notably more satisfied than average and middle-aged adults (aged 45 to 54 years) notably less satisfied than average.



By way of comparison, this result was marginally higher than the metropolitan Melbourne average satisfaction with Council’s regular printed newsletter of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Kingsbury-Bundoora were notably (3%) more satisfied than average. By contrast, respondents from Fairfield-Alphington and Preston East were notably (6%) less satisfied than average, and at “good” rather than “very good” levels.



Council’s website

Council’s website was the 25th most important of the 35 included services and facilities, with an average importance of nine out of 10.

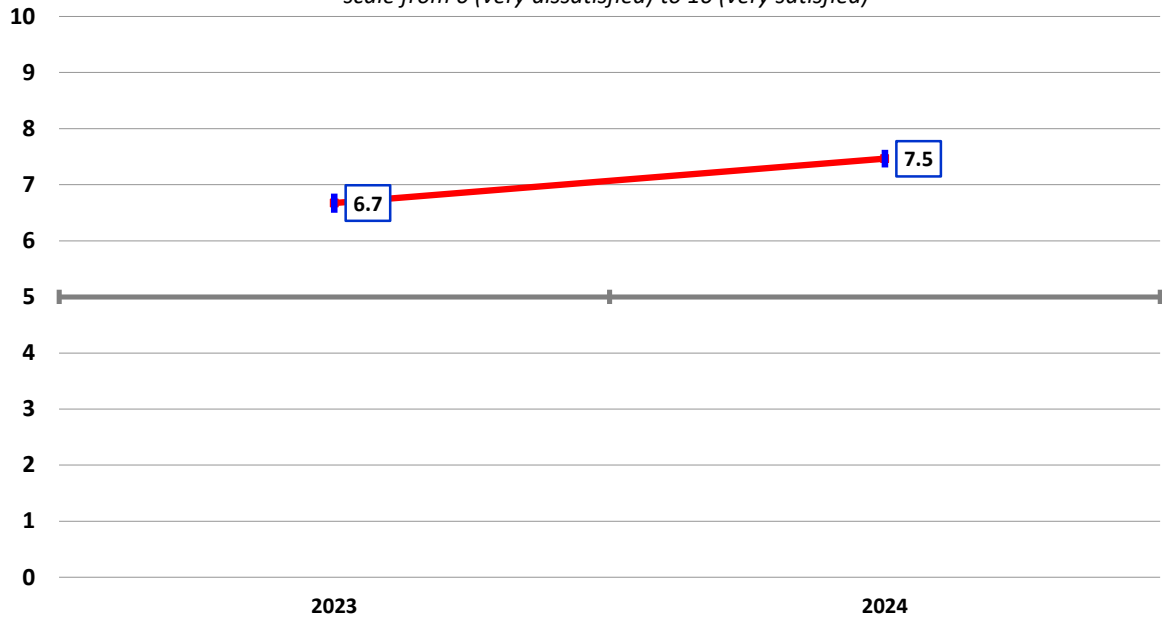
Satisfaction with Council’s website increased measurably this year, up eight percent to 7.5 out of 10, which was a “very good” level of satisfaction.

This ranks Council’s website 24th in terms of satisfaction this year.

This result comprised 54% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 504 of the 518 respondents (51%) from households who had used this service in the last 12 months.

There was variation in satisfaction observed by respondent profile with adults (aged 35 to 44 years) notably less satisfied than average.

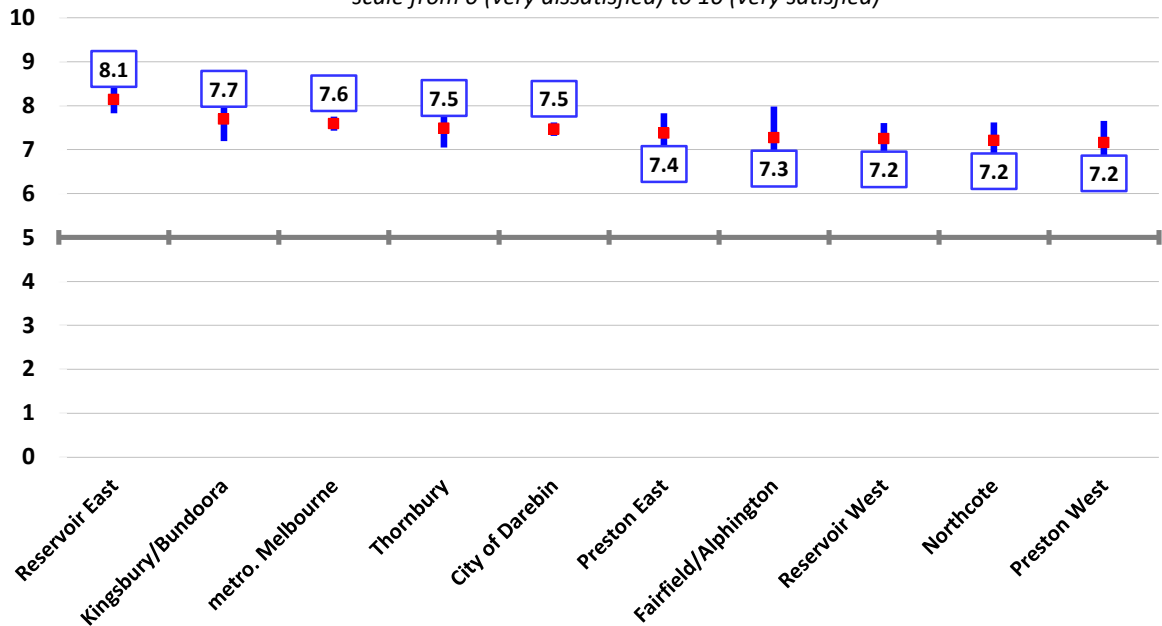
Satisfaction with Council's website
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



By way of comparison, this result was marginally lower than the metropolitan Melbourne average satisfaction with Council’s website of 7.6 out of 10, as recorded in the 2024 *Governing Melbourne* research.

There was measurable variation observed across the municipality, with respondents from Reservoir East measurably (6%) more satisfied than average, and at an “excellent” rather than “very good” level of satisfaction, whilst respondents from Reservoir West, Northcote and Preston were somewhat (3%) less satisfied than average, and at “good” levels.

Council's website by precinct
Merri-bek City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



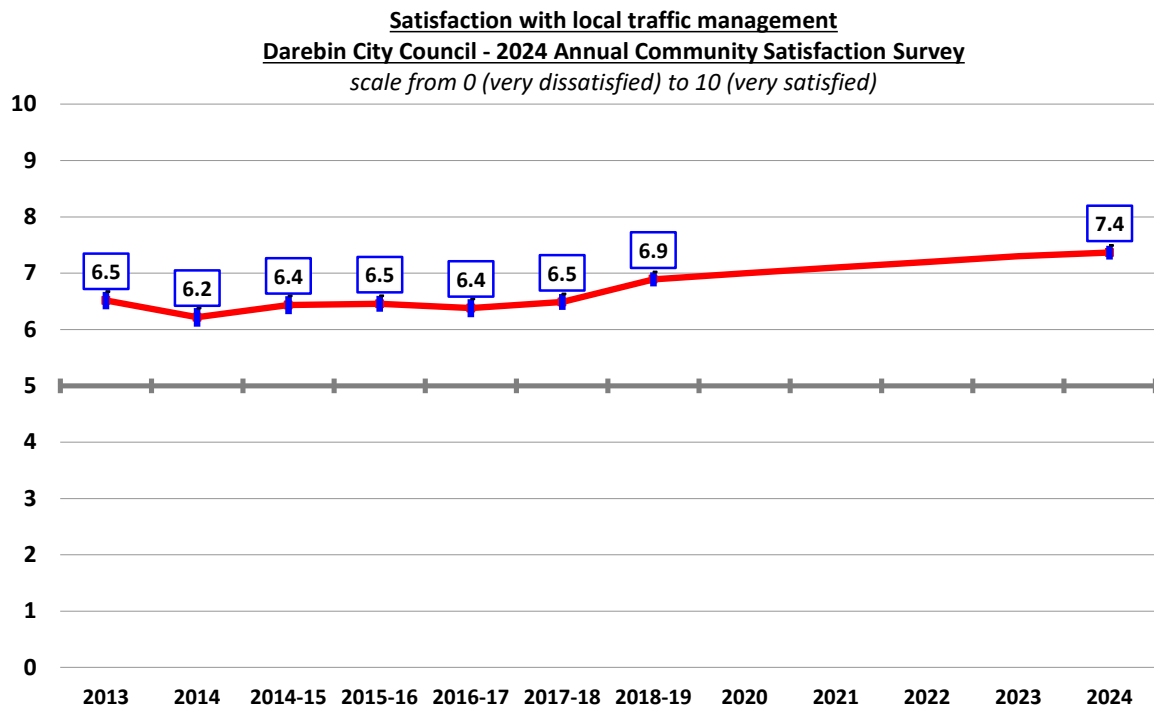
Transport and Parking

Local traffic management

Local traffic management was the 16th most important of the 35 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with local traffic management increased measurably since 2019, up five percent to 7.4 out of 10, which was a “very good” level of satisfaction.

This was the highest satisfaction for local traffic management recorded for the City of Darebin since the question was first included in the survey program in this format in 2013 and was measurably above the long-term average since 2013 of 6.6 out of 10, or “good”.



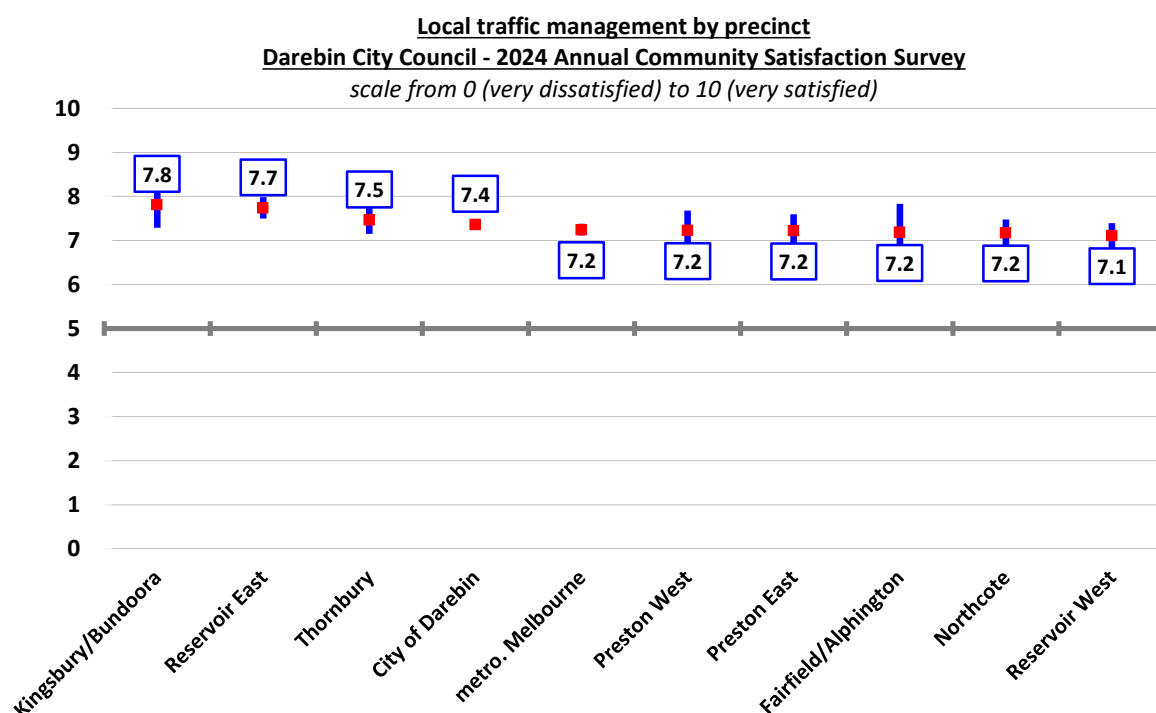
This ranks local traffic management 27th in terms of satisfaction this year and one of 11 that received a satisfaction score measurably lower than the average of all 35 (7.7).

This result comprised 51% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 962 of the 1,006 respondents who provided a satisfaction score this year.

There was variation in satisfaction observed by respondent profile with young adults (aged 18 to 34 years) notably more satisfied than average and middle-aged adults (aged 45 to 54 years) notably less satisfied than average.

By way of comparison, this result was marginally higher than the metropolitan Melbourne average satisfaction with local traffic management of 7.4 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Kingsbury-Bundoora were notably (4%) more satisfied than average, and at an “excellent” rather than a “very good” level of satisfaction, whilst respondents from Reservoir West were notably (3%) less satisfied and at a “good” level.



Parking enforcement

Parking enforcement was the 30th most important of the 35 included services and facilities, with an average importance of 8.8 out of 10 and one of eight that was measurably less important than the average of all 35 (9.1).

Satisfaction with parking enforcement was 7.3 out of 10 this year, which was a “very good” level of satisfaction.

This ranks parking enforcement 29th in terms of satisfaction this year and one of 11 that received a satisfaction score measurably lower than the average of all 35 (7.7).

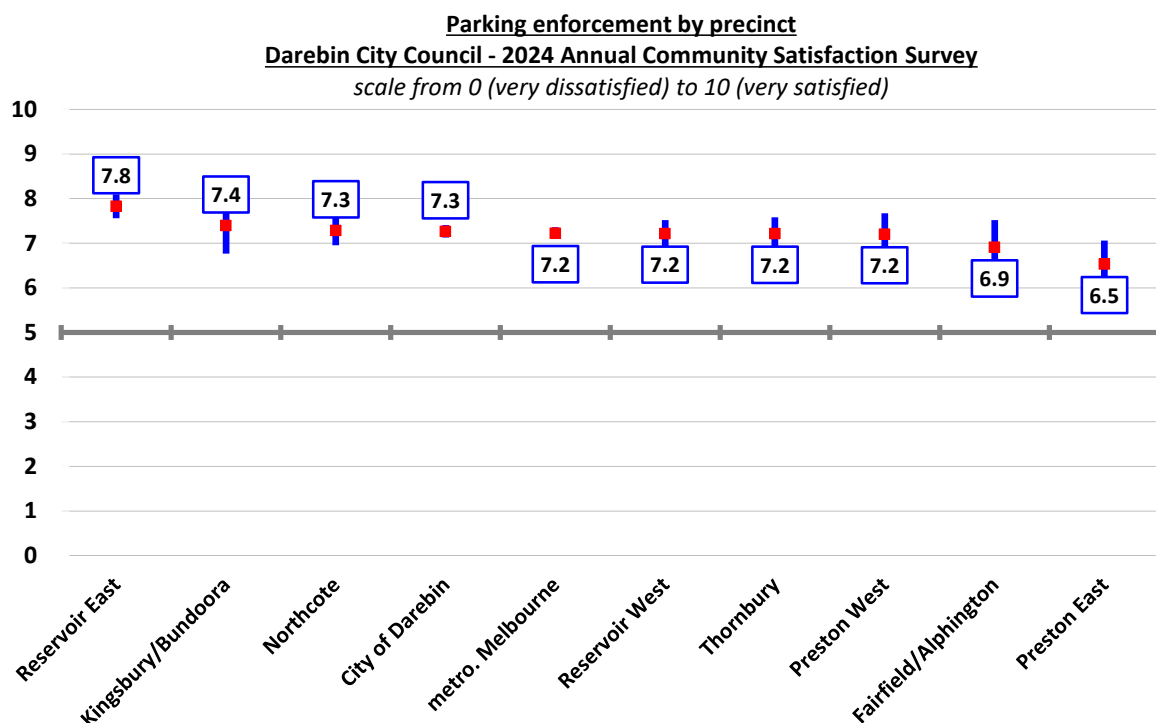
This result comprised 53% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 922 of the 1,006 respondents who provided a satisfaction score this year.



There was variation in satisfaction observed by respondent profile with middle-aged and older adults (aged 45 to 74 years) notably less satisfied than average.

By way of comparison, this result was marginally higher than the metropolitan Melbourne average satisfaction with parking enforcement of 7.2 out of 10, as recorded in the 2024 *Governing Melbourne* research.

There was measurable variation observed across the municipality, with respondents from Reservoir East measurably (5%) more satisfied than average, and at an “excellent” rather than “very good” level of satisfaction. By contrast, respondents from Preston East were measurably (8%) and respondents from Fairfield-Alphington were notably (4%) less satisfied than the average, and at “good” levels of satisfaction.



Bike and shared paths

Bike and shared paths were the 26th most important of the 35 included services and facilities, with an average importance of nine out of 10.

Satisfaction with bike and shared paths was 7.7 out of 10 this year, which was a “very good” level of satisfaction.

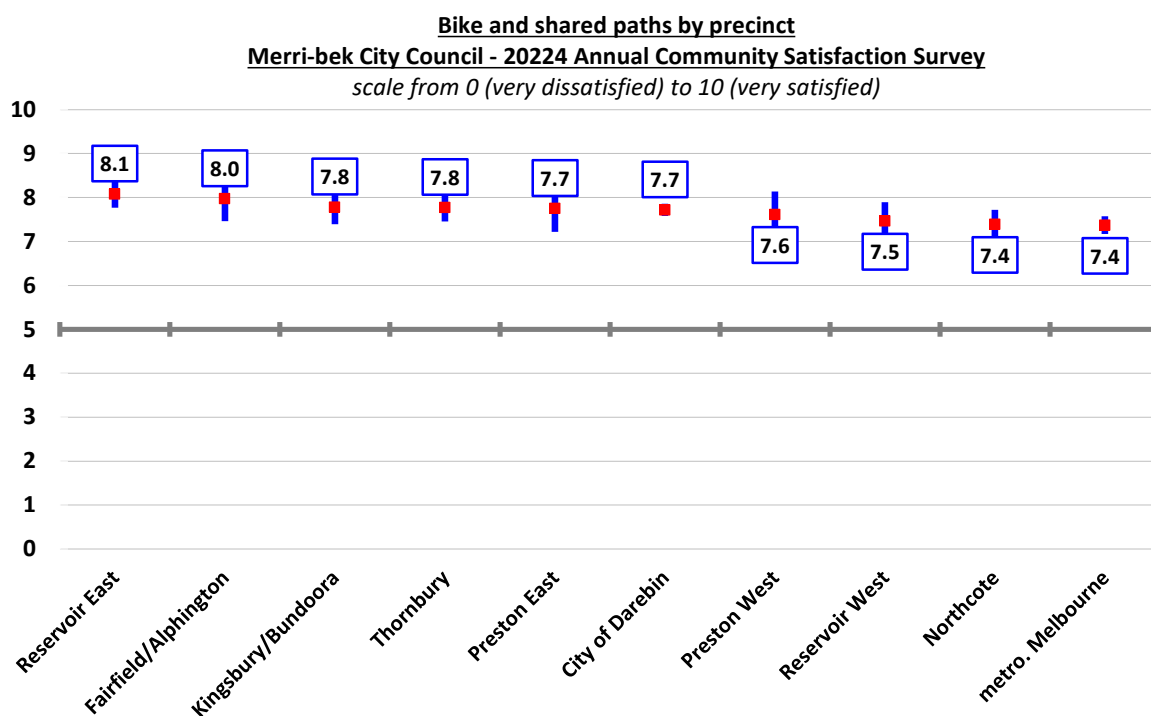
This ranks bike and shared paths 17th in terms of satisfaction this year.

This result comprised 61% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 513 of the 524 respondents (52%) from households who had used these facilities in the last 12 months.

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

By way of comparison, this result was measurably (3%) higher than the metropolitan Melbourne average satisfaction with bike and shared paths of 7.4 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Reservoir East (4%) and Fairfield-Alphington (3%) were notably more satisfied than average, and at “excellent”, rather than “very good” levels of satisfaction.

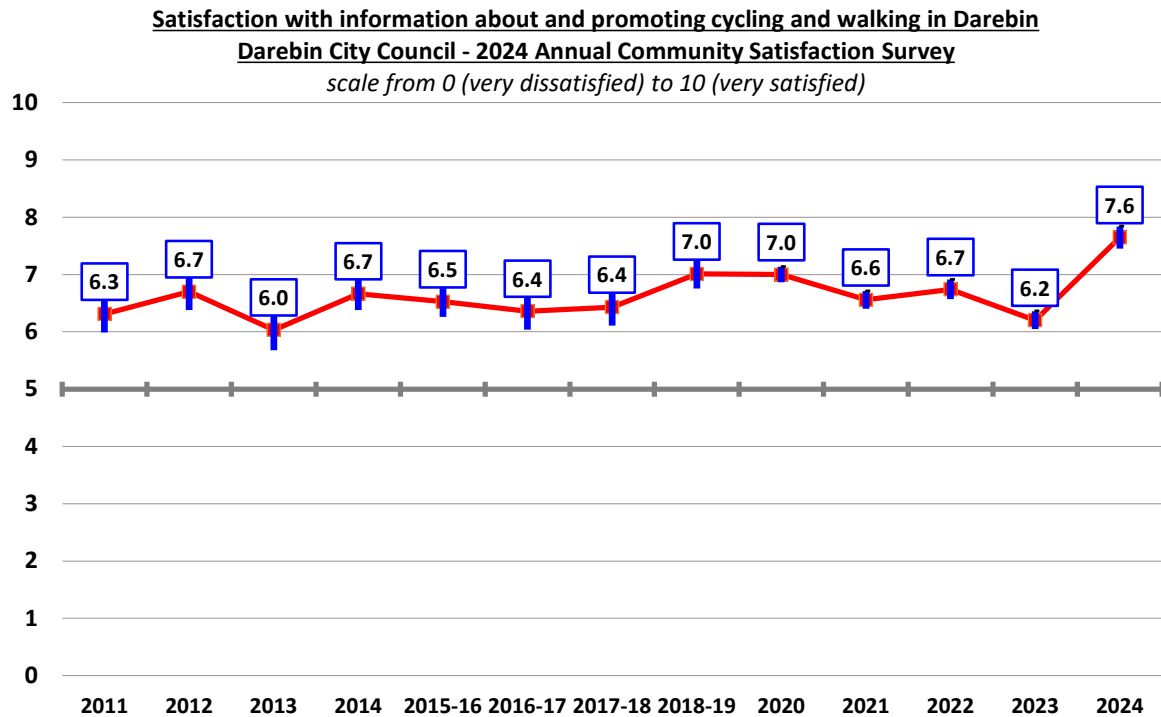


Providing information about and promoting cycling and walking in Darebin

Providing information about and promoting cycling and walking in Darebin was the 33rd most important of the 35 included services and facilities, with an average importance of 8.7 out of 10 and one of eight that was measurably less important than the average of all 35 (9.1).



Satisfaction with providing information about and promoting cycling and walking in Darebin increased measurably this year, up six percent to 7.6 out of 10, which was a “very good” level of satisfaction.



This result ranks providing information about and promoting cycling and walking in Darebin 18th in terms of satisfaction this year.

This result comprised 58% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 277 of the 283 respondents (28%) from households who had used these services in the last 12 months.

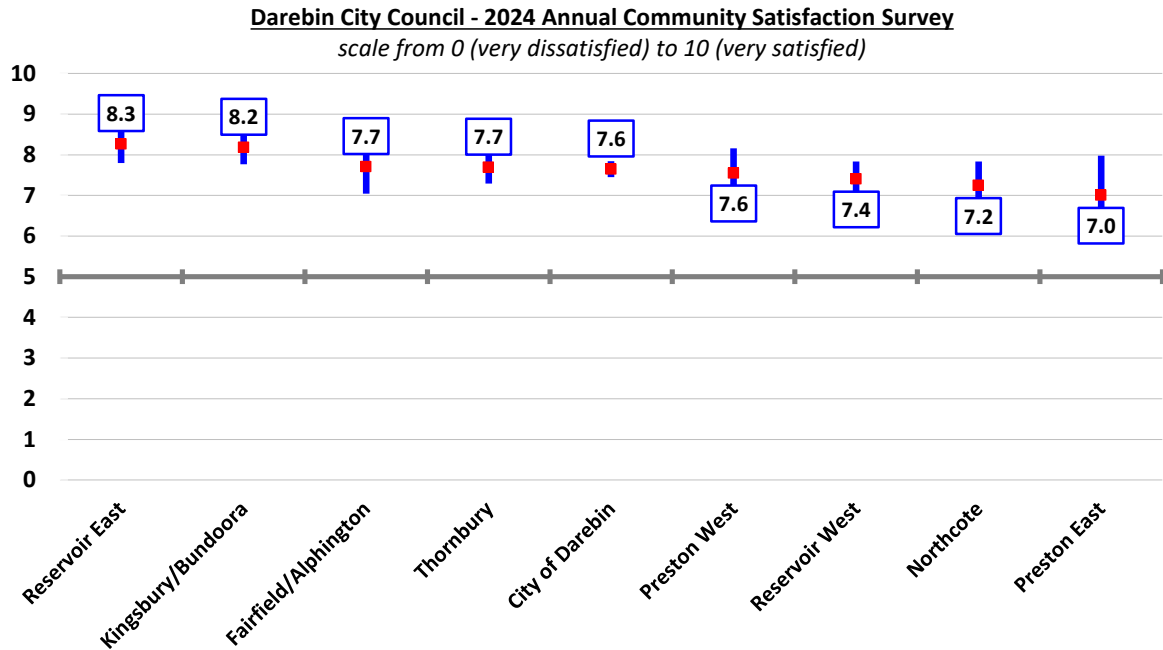
There was variation in satisfaction observed by respondent profile with male respondents notably more satisfied than female respondents.

Despite the relatively small sample size of 277 respondents, there was measurable variation observed across the municipality.

Respondents from Kingsbury-Bundoora (6%) and Reservoir East (7%) were measurably more satisfied than average, and at “excellent” rather than “very good” level of satisfaction.

By contrast, respondents from Northcote (4%) and Preston East (6%) were notably less satisfied than average, and at a “good” level of satisfaction.

Council's performing providing information about and promoting cycling and walking in Darebin by precinct



Economic Development and Business

Council’s activities promoting local economic development and tourism

Council’s activities promoting local economic development and tourism was the 28th most important of the 35 included services and facilities, with an average importance of 8.8 out of 10 and one of eight that was measurably less important than the average of all 35 (9.1).

Satisfaction with Council’s activities promoting local economic development and tourism was 7.5 out of 10 this year, which was a “very good” level of satisfaction.

This ranks Council’s activities promoting local economic development and tourism 21st in terms of satisfaction this year.

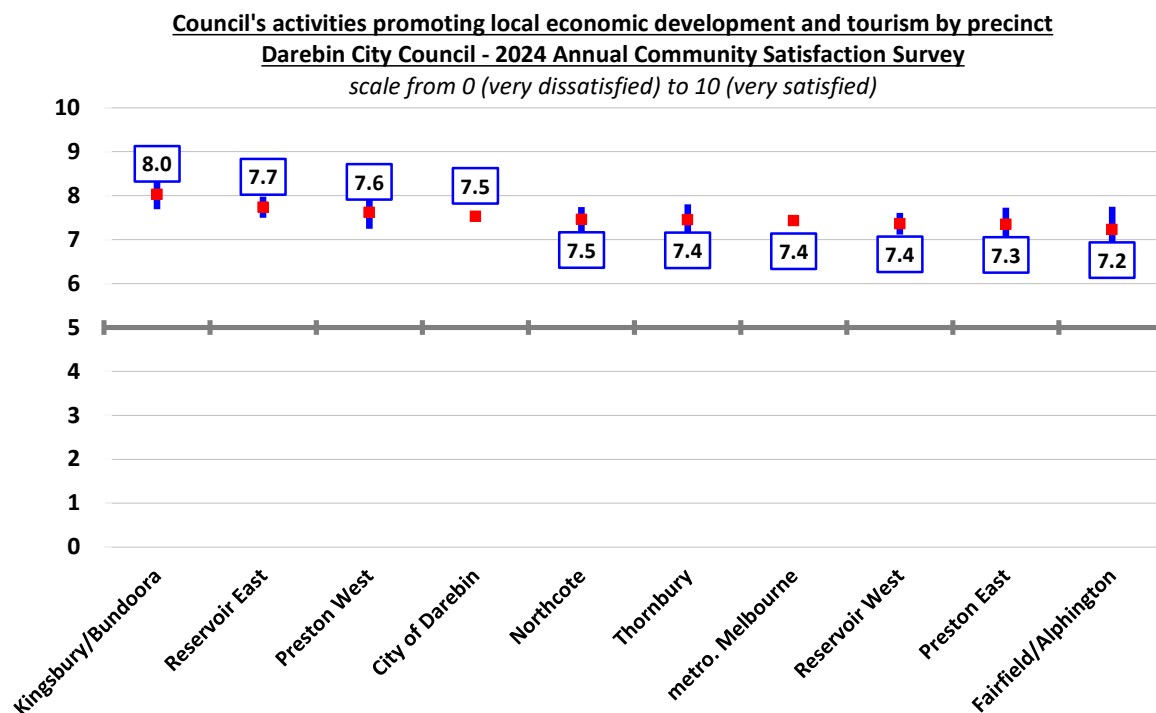
This result comprised 54% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 778 of the 1,006 respondents who provided a satisfaction score this year.

There was variation in satisfaction observed by respondent profile with middle-aged adults (aged 45 to 54 years) notably less satisfied than average.

By way of comparison, this result was marginally (1%) higher than the metropolitan Melbourne average satisfaction with Council activities promoting local economic development of 7.4 out of 10, as recorded in the 2024 *Governing Melbourne* research.



There was measurable variation observed across the municipality, with respondents from Kingsbury-Bundoora measurably (5%) more satisfied than average, and at an “excellent” rather than “very good” level of satisfaction, while respondents from Fairfield-Alphington were somewhat (3%) less satisfied than average and at a “good” level.



Environment and Climate Emergency

Environmental events, programs, and activities

Environmental events, programs and activities were the 29th most important of the 35 included services and facilities, with an average importance of 8.8 out of 10 and one of eight that was measurably less important than the average of all 35 (9.1).

Satisfaction with environmental events, programs and activities was 7.5 out of 10 this year, which was a “very good” level of satisfaction.

This ranks environmental events, programs and activities 22nd in terms of satisfaction this year.

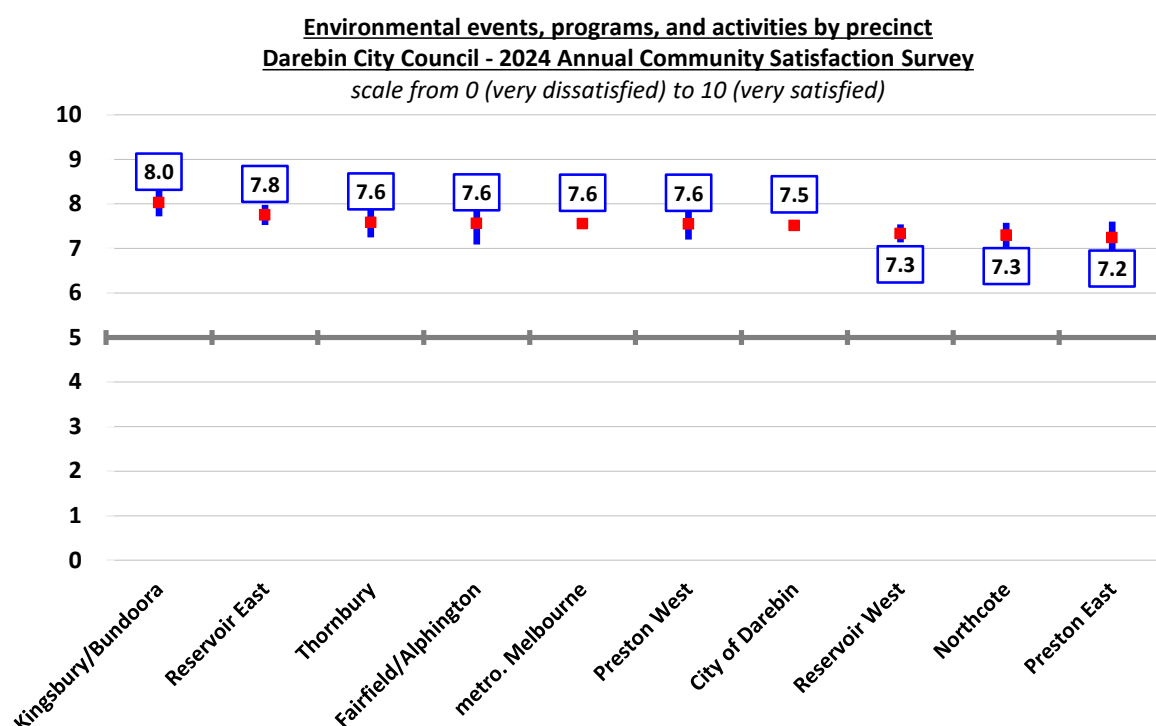
This result comprised 53% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 786 of the 1,006 respondents who provided a satisfaction score this year.

There was not any variation in satisfaction observed by respondent profile.



By way of comparison, this result was marginally (1%) lower than the metropolitan Melbourne average satisfaction with Council meeting its responsibilities towards the environment of 7.6 out of 10, as recorded in the 2024 *Governing Melbourne* research.

There was measurable variation observed across the municipality, with respondents from Kingsbury-Bundoora measurably (5%) and respondents from Reservoir East notably (3%) more satisfied than average, and at “excellent” rather than “very good” levels of satisfaction. By contrast, respondents from Preston East were notably (3%) less satisfied than the average, and at a “good” level of satisfaction.



Learning and Libraries

Local library services

The local library services were the 6th most important of the 35 included services and facilities, with an average importance of 9.3 out of 10 and one of six that was measurably more important than the average of all 35 (9.1).

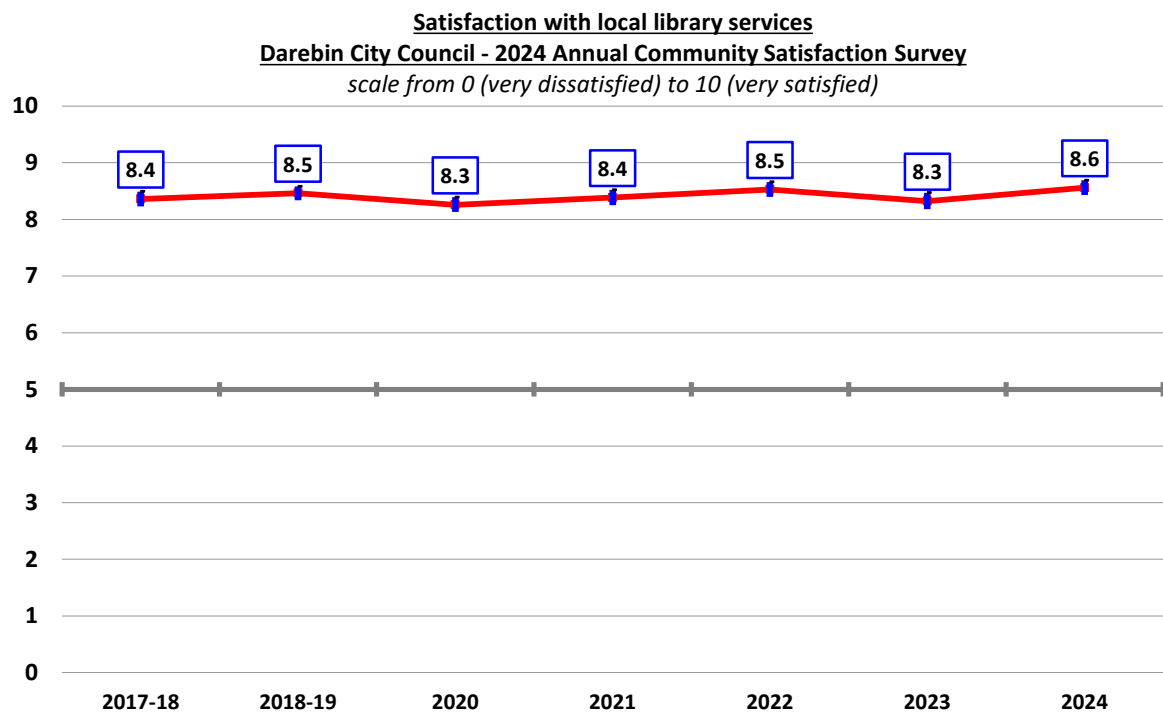
Satisfaction with local library services increased somewhat this year, up three percent to 8.6 out of 10, which remains at an “excellent” level of satisfaction.

This was the highest satisfaction with local library services recorded for the City of Darebin since 2017-18 and was above the long-term average satisfaction since 2017-18 of 8.4 out of 10.



This ranks local library services 4th in terms of satisfaction this year and one of eight that received a satisfaction score measurably higher than the average of all 35 (7.7).

This result comprised 82% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 438 of the 447 respondents (44%) from households who had used these facilities in the last 12 months.



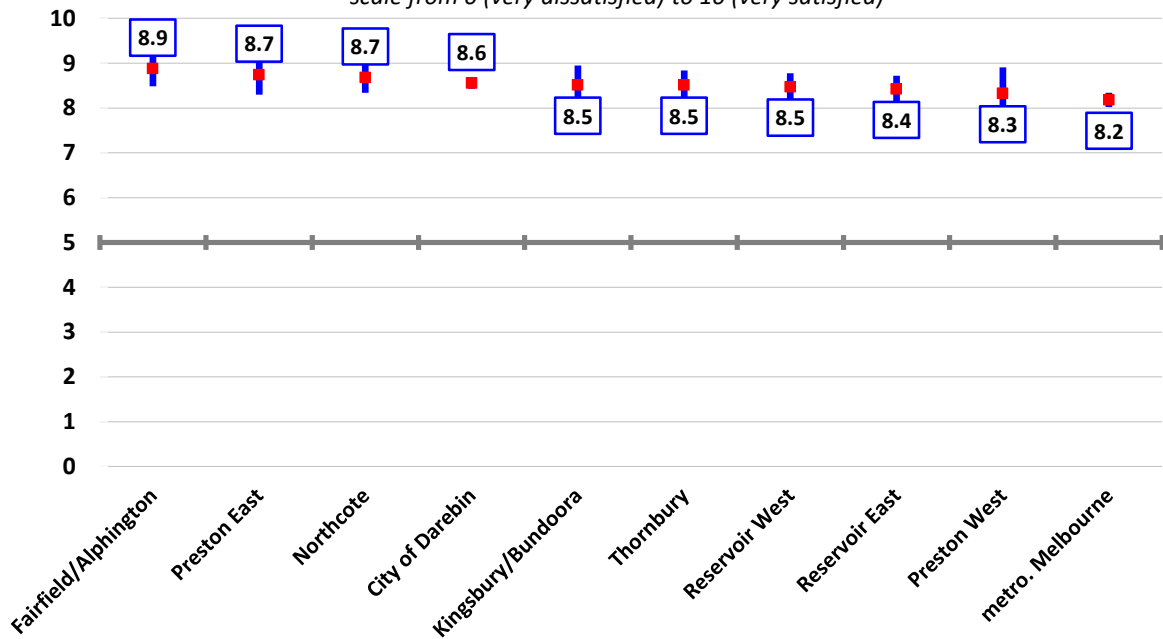
There was not any variation in satisfaction observed by respondent profile.

By way of comparison, this result was measurably (4%) higher than the metropolitan Melbourne average satisfaction with local library of 8.2 out of 10, as recorded in the 2024 *Governing Melbourne* research.

There was no measurable variation in this result observed across the municipality, with respondents from all districts rating satisfaction at “excellent” levels.

It is noted, however, that respondents from Fairfield-Alphington were notably (3%) more satisfied than average, and respondents from Preston West were notably (3%) less satisfied, although still at “excellent” levels.

Local library services by precinct
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Leisure and Recreation

Sports ovals and other outdoor sporting facilities

Sports ovals and other outdoor sporting facilities were the 21st most important of the 35 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with these facilities was 7.9 out of 10 this year, which was an “excellent” level of satisfaction.

This ranks sports ovals and other outdoor sporting facilities 12th in terms of satisfaction this year.

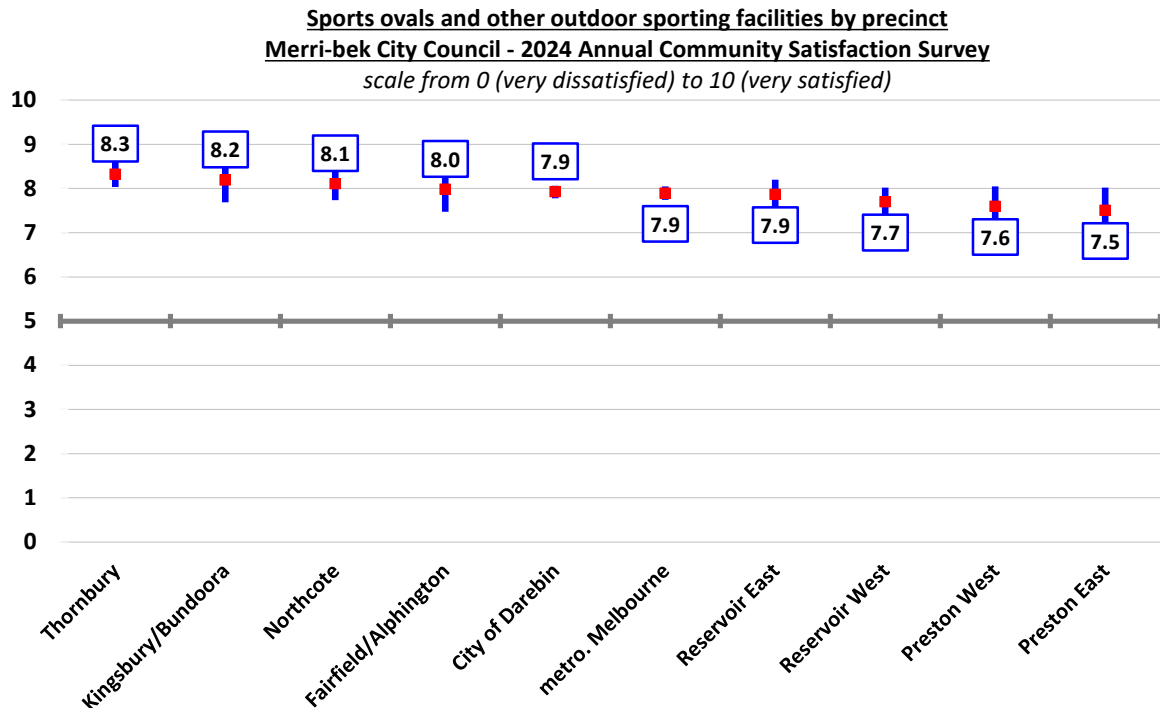
This result comprised 65% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 477 of the 484 respondents (48%) from households who had used these facilities in the last 12 months.

There was not any variation in satisfaction observed by respondent profile.

By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with sports ovals and other local sporting facilities of 7.9 out of 10, as recorded in the 2024 *Governing Melbourne* research.



Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Preston East (4%) and Preston West (3%) were notably less satisfied than average, and at “very good” rather than “excellent” levels of satisfaction.



Recreation Centres and / or Aquatic Centres

Recreation centres and / or aquatic centres were the 20th most important of the 35 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with recreation centres and / or aquatic centres was 8.1 out of 10 this year, which was an “excellent” level of satisfaction.

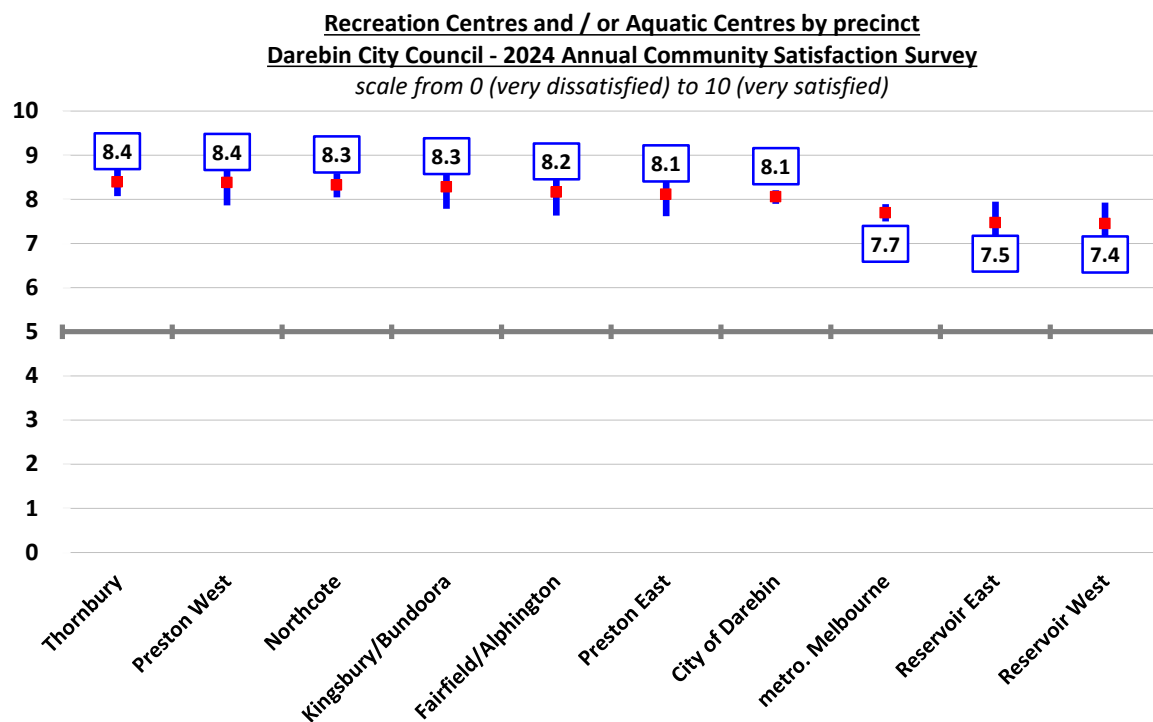
This ranks recreation centres and / or aquatic centres 10th in terms of satisfaction this year.

This result comprised of 69% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 473 of the 487 respondents (48%) from households who had used these facilities in the last 12 months.

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

By way of comparison, this result was measurably (4%) higher than the metropolitan Melbourne average satisfaction with recreation and / or aquatic centres of 7.7 out of 10, as recorded in the 2024 *Governing Melbourne* research.

There was no measurable variation observed across the municipality, with respondents from Reservoir East (6%) and Reservoir West (7%) measurably less satisfied than average, and at “very good” rather than “excellent” levels of satisfaction.



Families, Youth, and Children

Services for children from birth to 5 years of age

Services for children from birth to 5 years of age were the 5th most important of the 35 included services and facilities, with an average importance of 9.3 out of 10 and one of six that was measurably more important than the average of all 35 (9.1).

Satisfaction with services for children from birth to 5 years of age was 8.2 out of 10 this year, which was an “excellent” level of satisfaction.

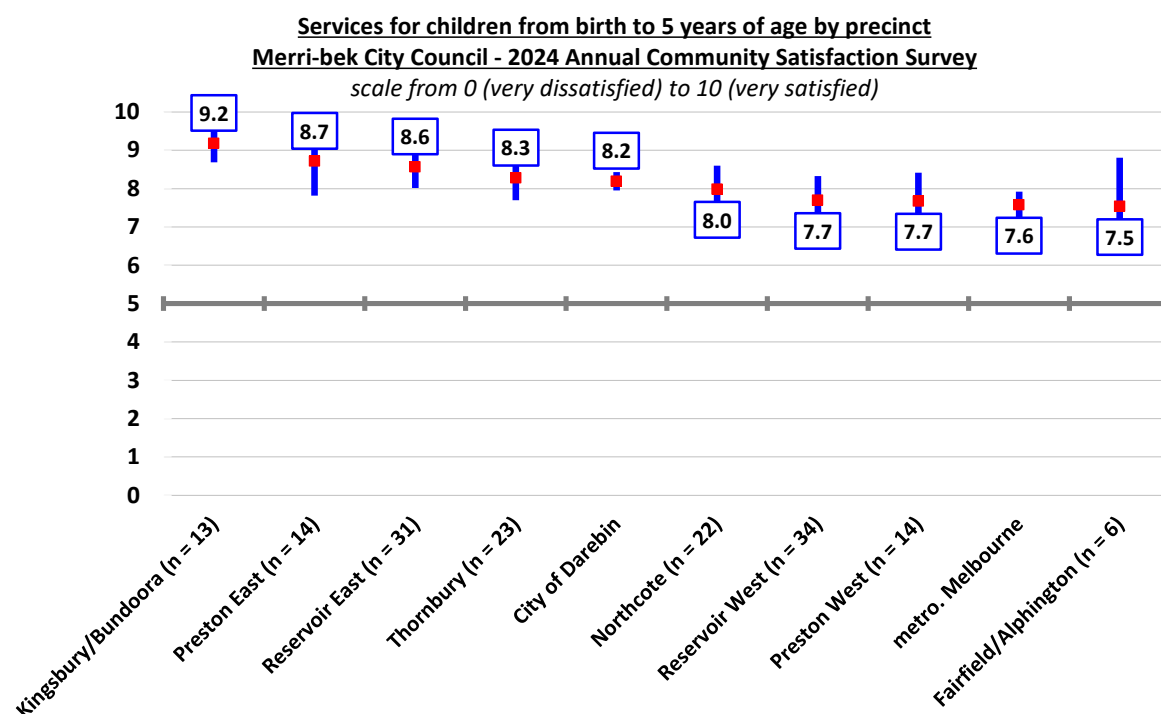
This ranks services for children from birth to 5 years of age 6th in terms of satisfaction this year and one of eight that received a satisfaction score measurably higher than the average of all 35 (7.7).

This result comprised 74% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 158 of the 165 respondents (16%) from households who had used these services in the last 12 months.

Given the smaller sample size, there was relatively little meaningful variation in satisfaction observed by respondent profile, although female respondents were notably more satisfied than male respondents.

By way of comparison, this result was measurably (6%) higher than the metropolitan Melbourne average satisfaction with services for children aged 0-4 years of 7.6 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Despite the small sample size, there was measurable variation observed across the municipality, with 13 respondents from Kingsbury-Bundoora measurably (10%) more satisfied than average, and six respondents from Fairfield / Alphington notably (7%) less satisfied than average, and at a “very good” level of satisfaction.



Services for youth

Services for youth were the 8th most important of the 35 included services and facilities, with an average importance of 9.3 out of 10.

Satisfaction with services for youth was 7.9 out of 10 this year, which was an “excellent” level of satisfaction.

This ranks services for youth 11th in terms of satisfaction this year.

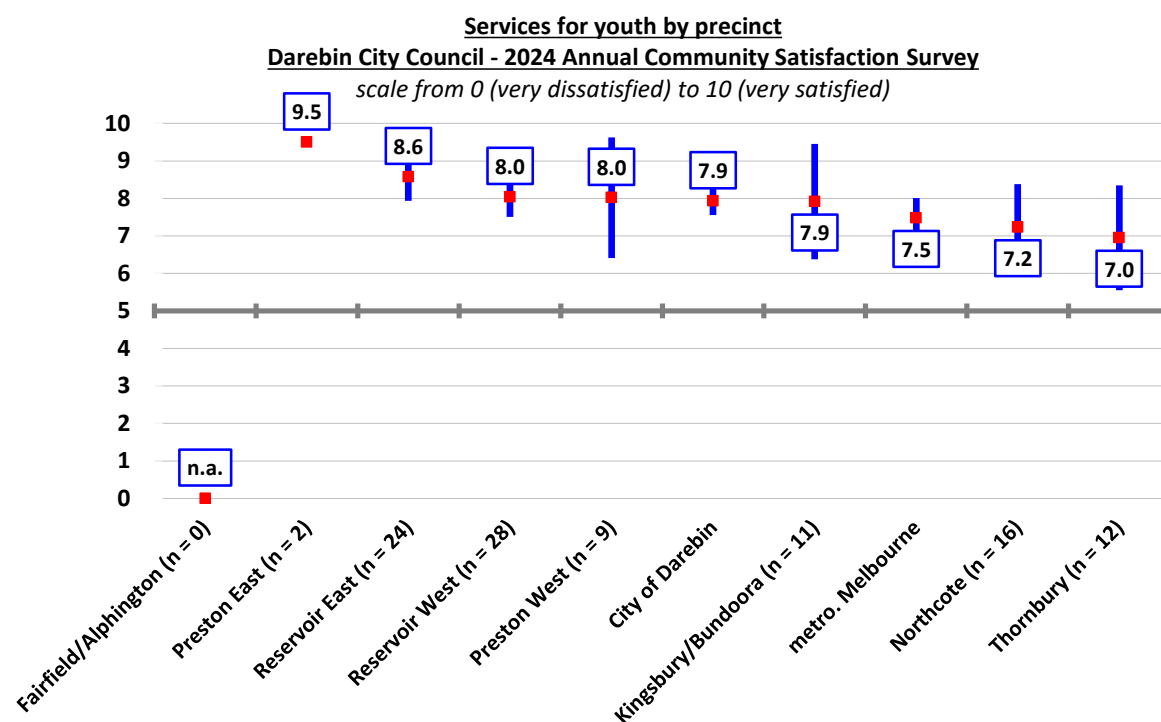


This result comprised 69% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 101 of the 109 respondents (11%) from households who had used these services in the last 12 months.

Given the smaller sample size, there was relatively little meaningful variation in satisfaction observed by respondent profile, although respondents from multilingual households were notably more satisfied than respondents from English-speaking households.

By way of comparison, this result was somewhat (4%) higher than the metropolitan Melbourne average satisfaction with services for youth of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Given the small sample size, there was no measurable variation in this result observed across the municipality, although it is noted that 16 respondents from Northcote and 12 from Thornbury rated satisfaction at “good” rather than “excellent” levels of satisfaction.



Ageing and Accessibility

Services for seniors

Services for seniors were the 4th most important of the 35 included services and facilities, with an average importance of 9.4 out of 10 and one of six that was measurably more important than the average of all 35 (9.1).



Satisfaction with services for seniors was 8.3 out of 10 this year, which was an “excellent” level of satisfaction.

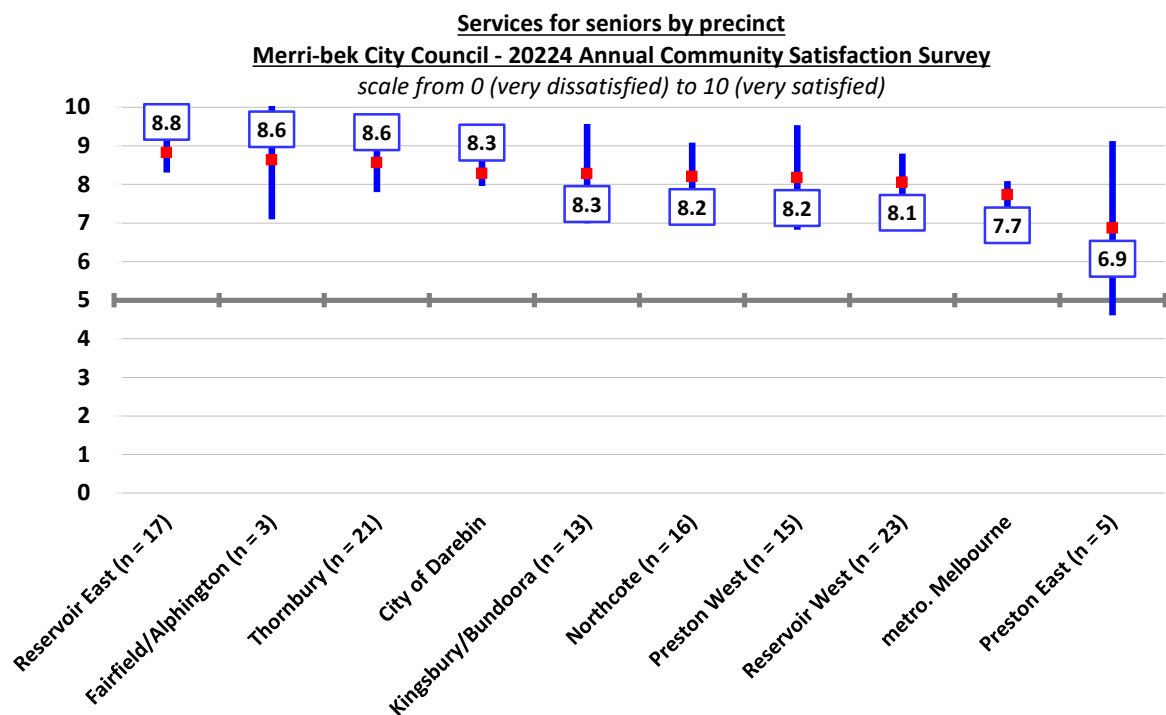
This ranks services for senior 5th in terms of satisfaction this year and one of eight that received a satisfaction score measurably higher than the average of all 35 (7.7).

This result comprised 73% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 113 of the 124 respondents (12%) from households who had used these services in the last 12 months.

Given the smaller sample size, there was relatively little meaningful variation in satisfaction observed by respondent profile, although female respondents were notably more satisfied than male respondents.

By way of comparison, this result was notably (6%) higher than the metropolitan Melbourne average satisfaction with services for seniors of 7.7 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that five respondents from Preston East were notably (14%) less satisfied than average, and at a “good” rather than “excellent” level of satisfaction.



Arts and Culture

Provision of public and performing arts centres, programs, and activities

The provision of public and performing arts centres, programs and activities were the 31st most important of the 35 included services and facilities, with an average importance of 8.8 and one of eight that was measurably less important than the average of all 35 (9.1).

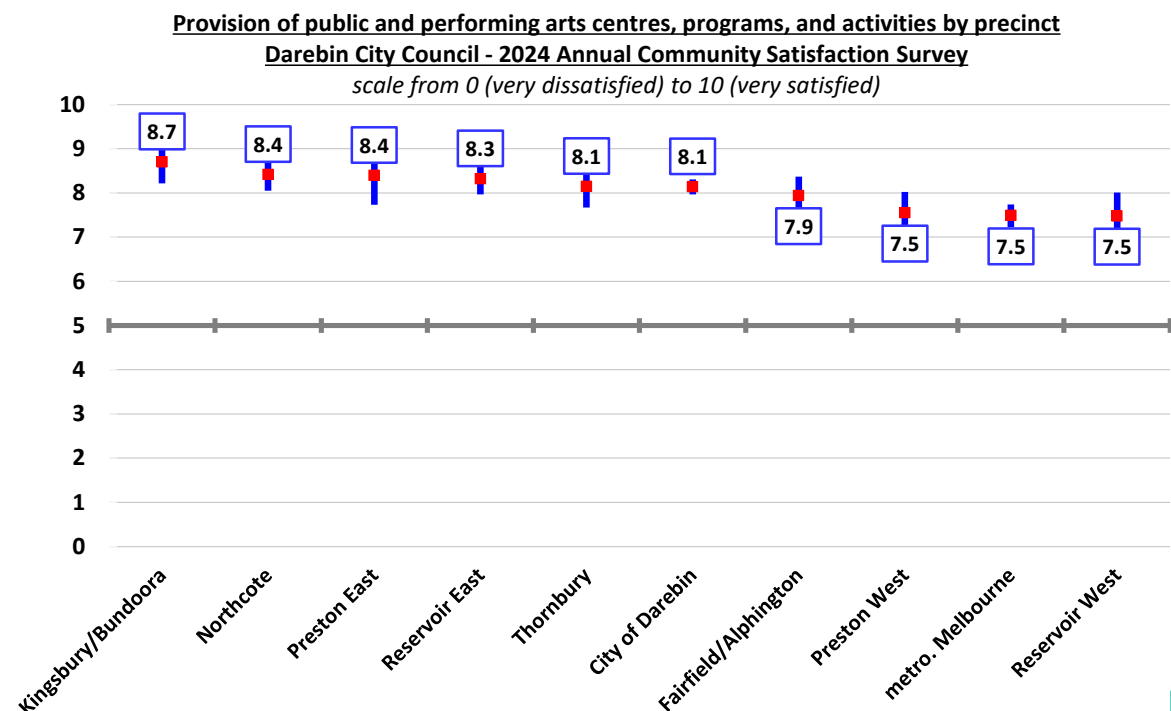
Satisfaction with the provision of public and performing arts centres, programs and activities was 8.1 out of 10 this year, which was an “excellent” level of satisfaction. This ranks these services and facilities 7th in terms of satisfaction this year and one of eight that received a satisfaction score measurably higher than the average of all 35 (7.7).

This result comprised 71% “very satisfied” and no “dissatisfied” respondents, based on a total sample of 249 of the 256 respondents (25%) from households who had used these services in the last 12 months.

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

By way of comparison, this result was measurably higher than the metropolitan Melbourne average satisfaction with provision of public art of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne* research.

There was measurable variation observed across the municipality, with respondents from Kingsbury-Bundoora notably (6%) more satisfied, whilst respondents from Preston West and Reservoir West were measurably (6%) less satisfied than average, and at “very good” rather than “excellent” levels of satisfaction.

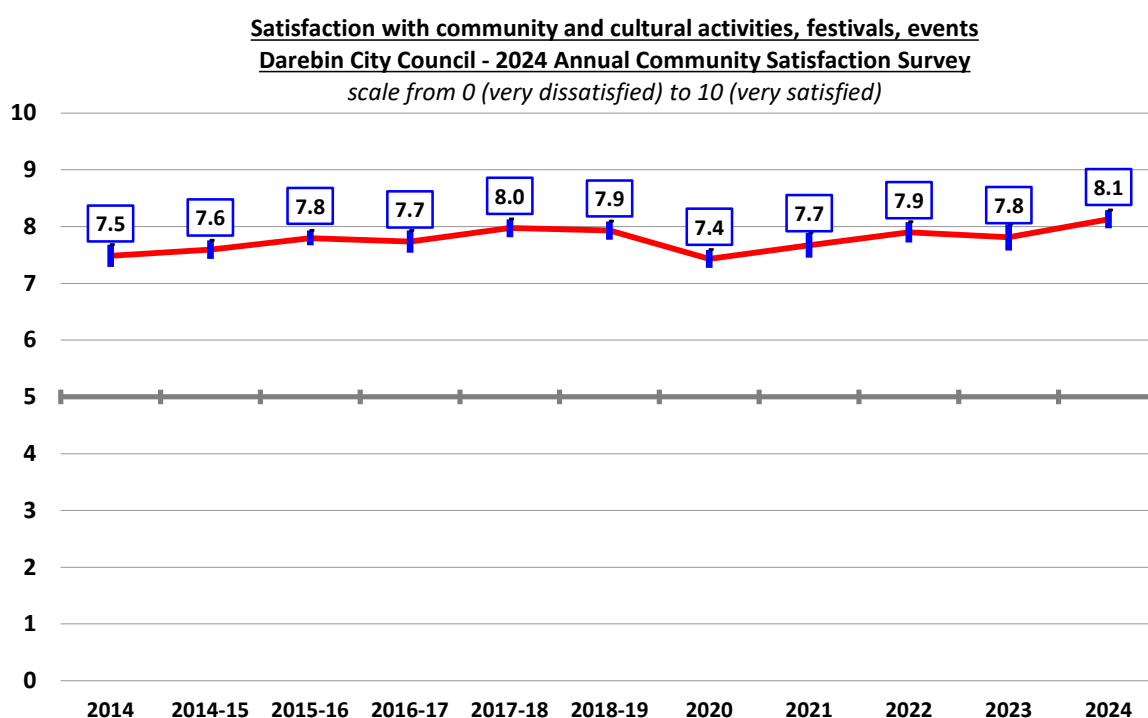


Community and cultural activities, festivals, and events

Community and cultural activities, festivals and events were the 32nd most important of the 35 included services and facilities, with an average importance of 8.7 out of 10 and one of eight that was measurably less important than the average of all 35 (9.1).

Satisfaction with community and cultural activities, festivals and events increased somewhat this year, up three percent to 8.1 out of 10, which remains at an “excellent” level of satisfaction.

This was the highest satisfaction for these services recorded for the City of Darebin since 2014 and was notably above the long-term average since 2014 of 7.7 or “very good”.



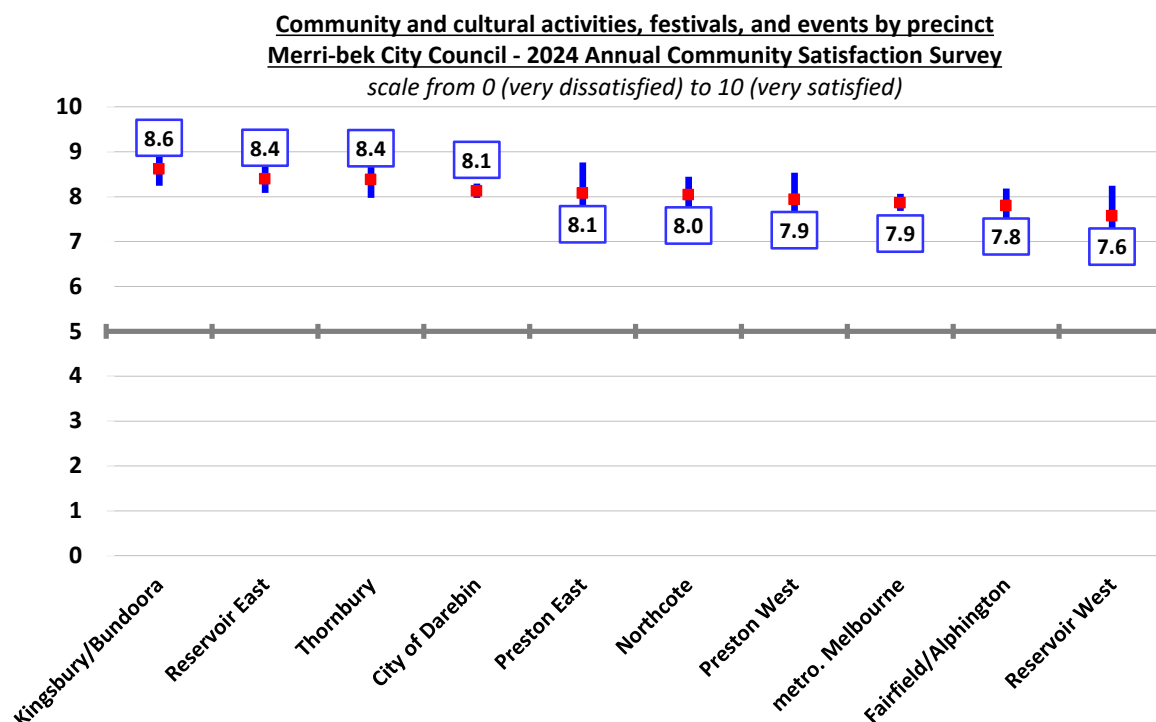
This ranks community and cultural activities, festivals and events 8th in terms of satisfaction this year and one of eight that received a satisfaction score measurably higher than the average of all 35 (7.7).

This result comprised 72% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 269 of the 284 respondents (28%) from households who had used these services in the last 12 months.

There was variation in satisfaction observed by respondent profile with senior citizens (aged 75 years and over) notably more satisfied than average, and female respondents notably more satisfied than male respondents.

By way of comparison, this result was somewhat (2%) higher than the metropolitan Melbourne average satisfaction with Council’s festivals and events of 7.9 out of 10, as recorded in the 2024 *Governing Melbourne* research.

Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Fairfield-Alphington (3%) and Reservoir West (5%) were notably (5%) less satisfied than average, and at “very good” rather than “excellent” levels.



Diversity and Inclusion

Council events and activities supporting LGBTIQ inclusivity

Council events and activities supporting LGBTIQ inclusivity was the 34th most important of the 35 included services and facilities, with an average importance of 8.6 out of 10 and one of eight that was measurably less important than the average of all 35 (9.1).

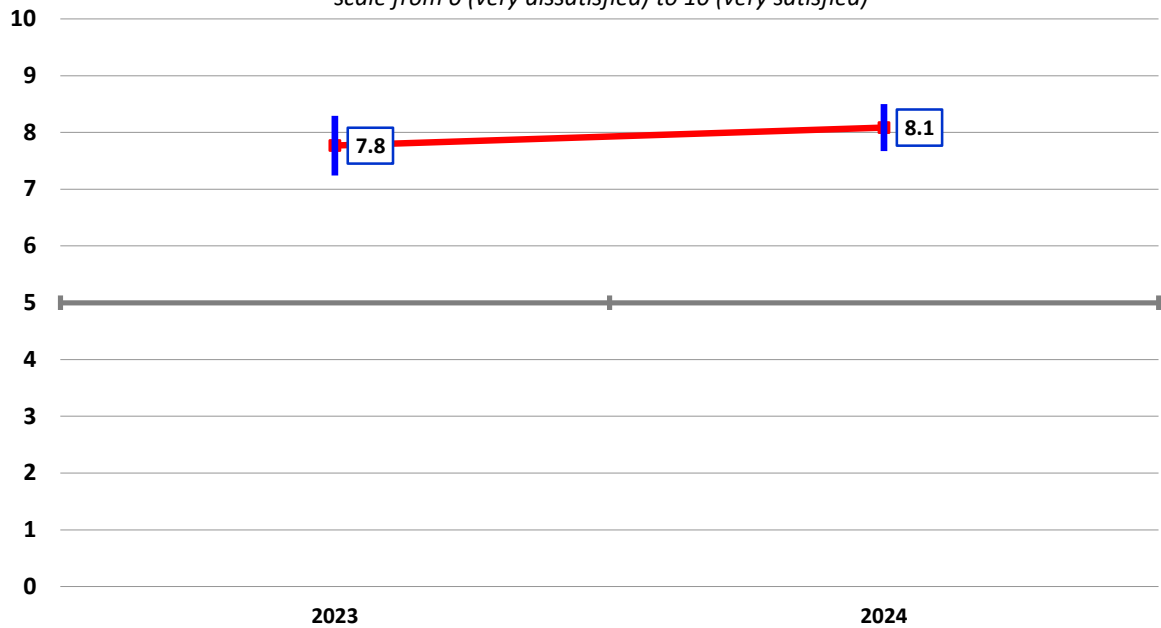
Satisfaction with Council events and activities supporting LGBTIQ inclusivity increased somewhat this year, up three percent to 8.1 out of 10, which remains an “excellent” level of satisfaction.

This ranks Council events and activities supporting LGBTIQ inclusivity 9th in terms of satisfaction this year.

This result comprised 70% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 87 of the 97 respondents (10%) from households who had used these services in the last 12 months.



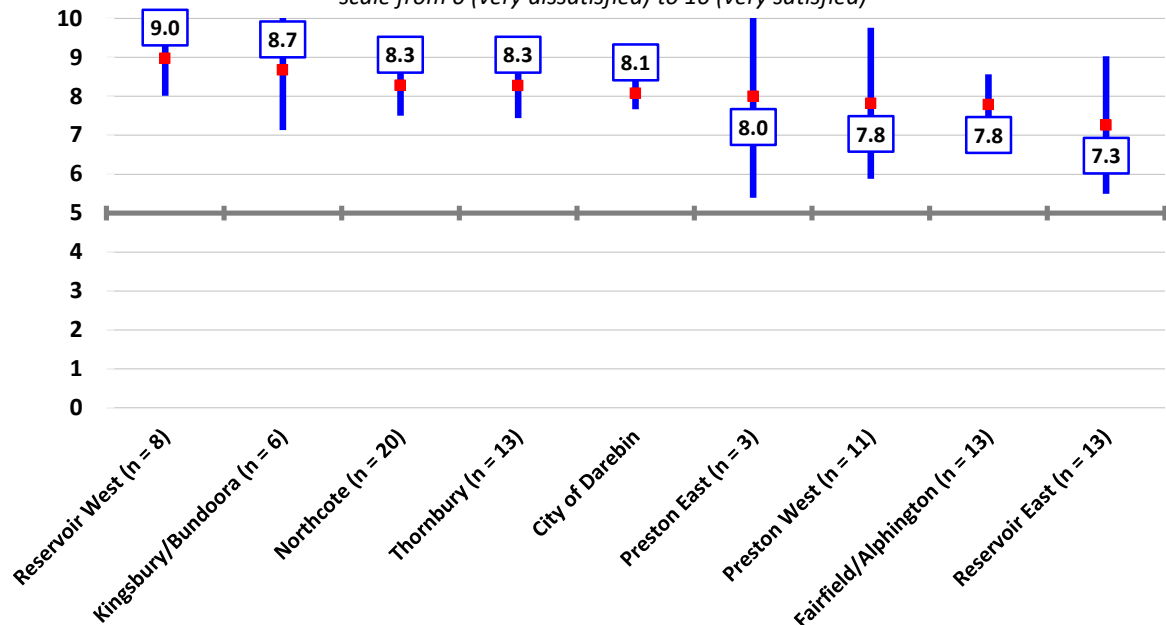
Satisfaction with Council events and activities supporting LGBTIQ inclusivity
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Given the smaller sample size, there was relatively little meaningful variation in satisfaction observed by respondent profile, although male respondents were notably more satisfied than female respondents.

Whilst there was no measurable variation observed across the municipality, it is noted that 13 respondents from Reservoir East were notably (8%) less satisfied than average, and at a “very good” rather than an “excellent” level of satisfaction.

Council events and activities supporting LGBTIQ inclusivity by precinct
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Arts and graffiti

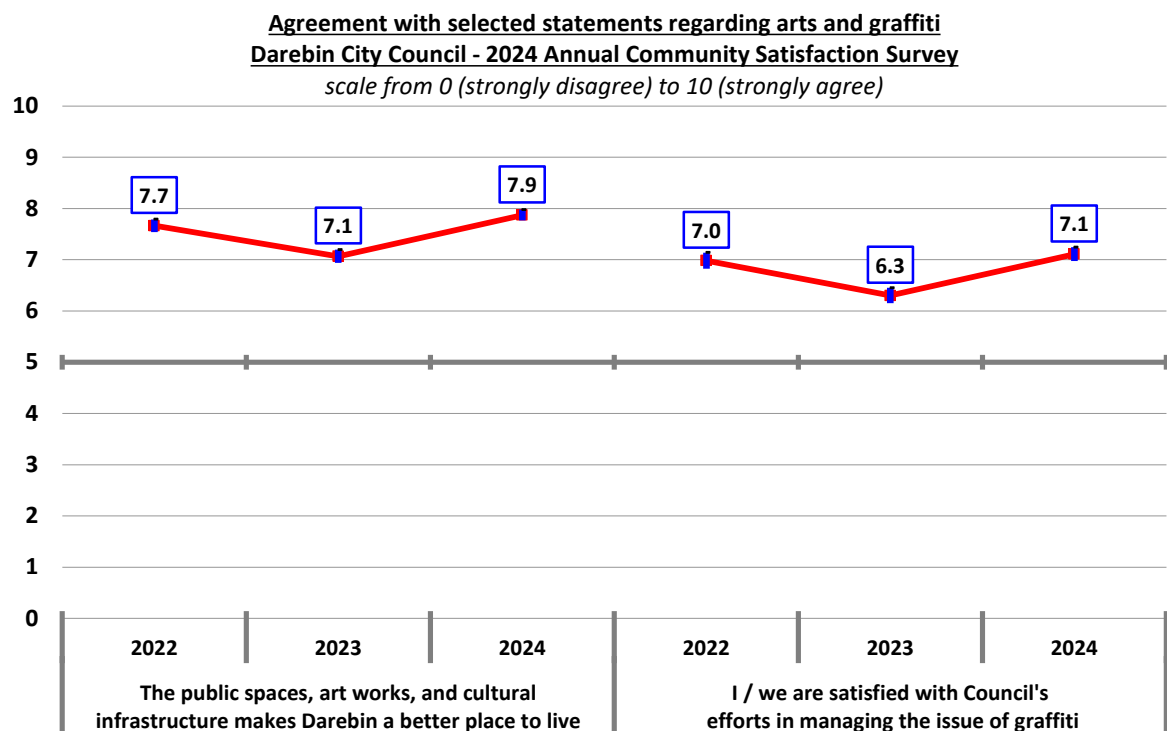
Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest) can you please rate your level of agreement with the following statements?”

Respondents were again in 2024, asked to rate their agreement with two statements about arts and graffiti.

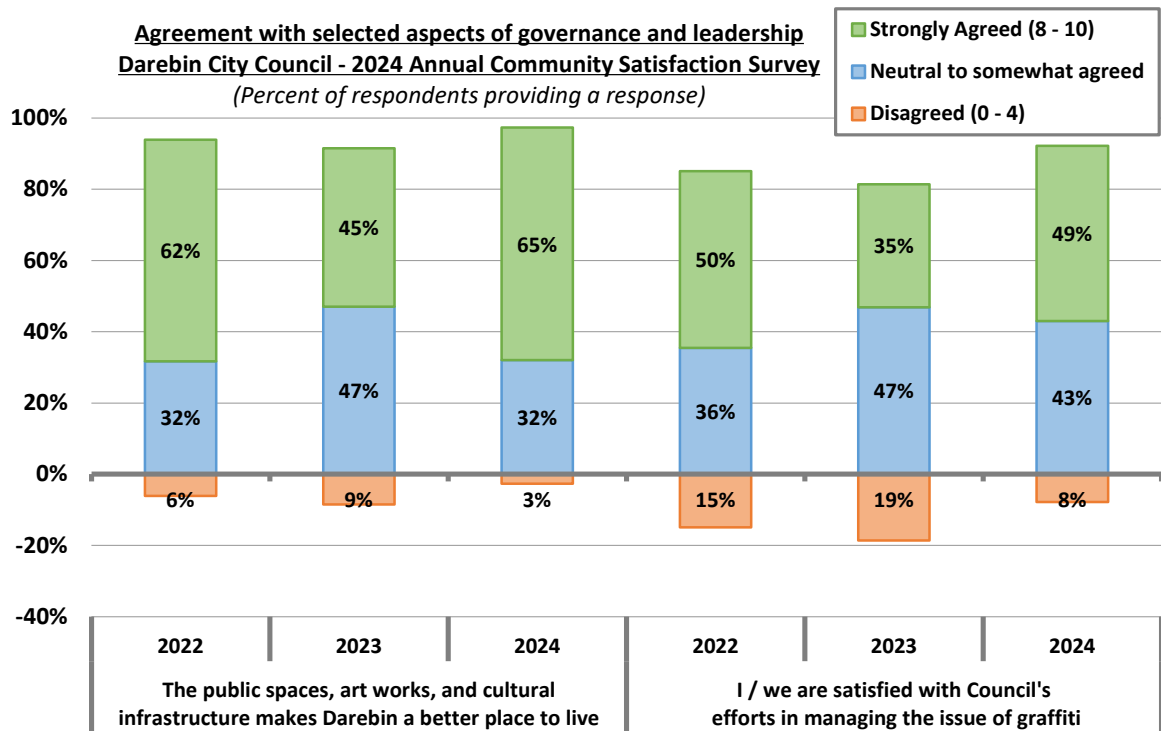
The average agreement with both statements increased measurably and significantly this year, both up by eight percent.

These increases in average agreement with these statements recovers all of the ground lost in the unusually low results recorded last year, and returns agreement to above the long-term average



Consistent with the measurable increase in average agreement, the proportion of respondents who “strongly agreed” with these two statements increased significantly this year, whilst the proportion who “disagreed” declined measurably.

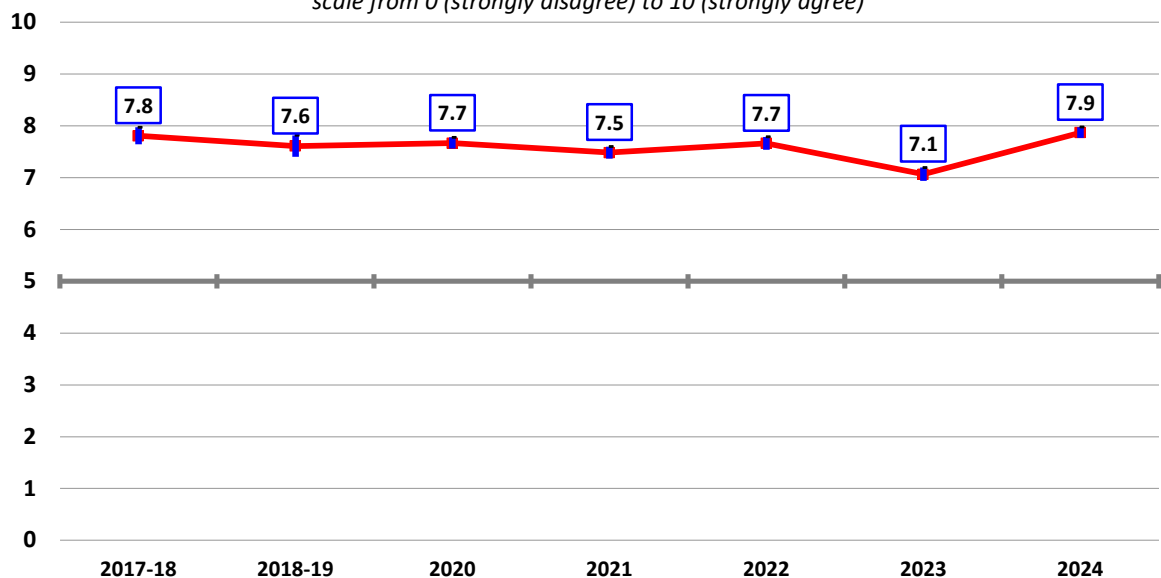
Agreement with selected aspects of governance and leadership
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



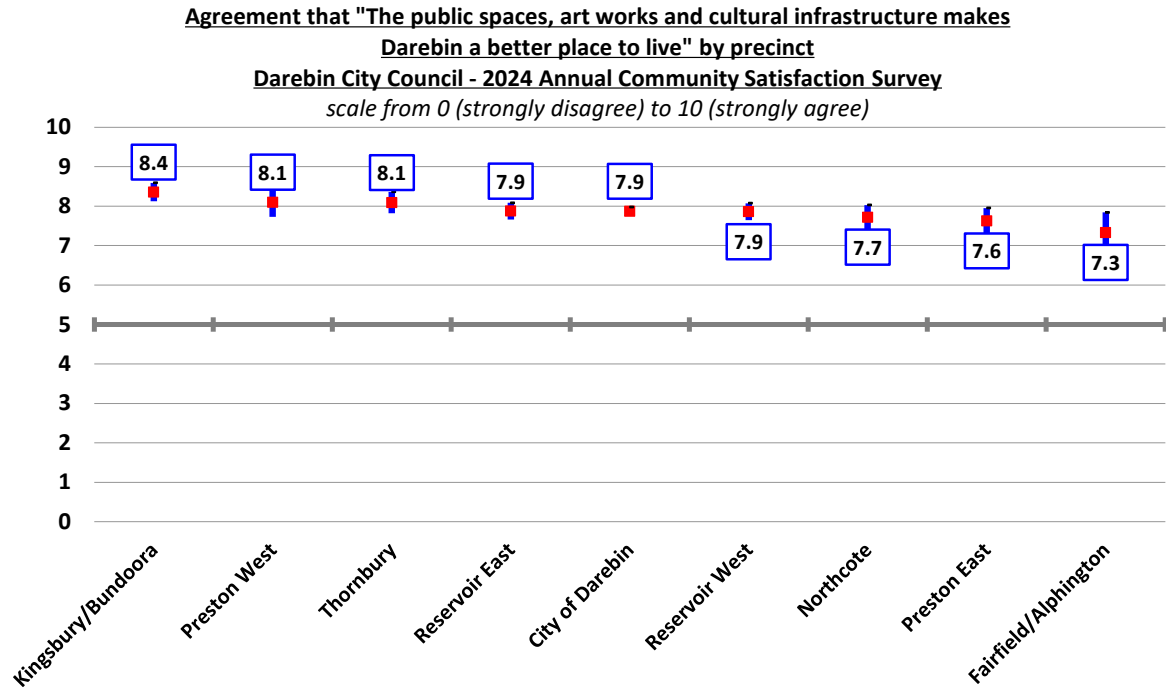
The public spaces, art works, and cultural infrastructure makes Darebin a better place to live

The average agreement that the public spaces, art works, and cultural infrastructure makes Darebin a better place to live increased measurably this year, up eight percent to 7.9 out of 10. This was the highest agreement recorded since 2017-18 when first asked.

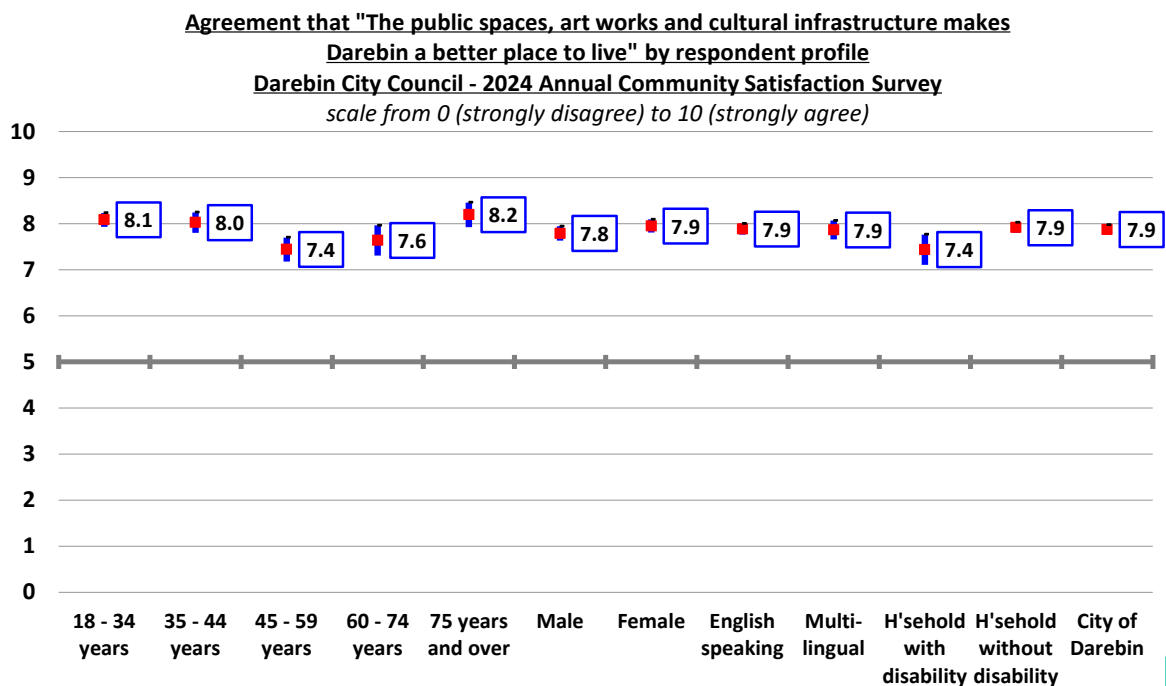
Agreement that "The public spaces, art works, and cultural infrastructure makes Darebin a better place to live"
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



There was measurable variation in the average agreement with this statement observed across the municipality. Respondents from Kingsbury-Bundoora were measurably (5%) more in agreement than average, whilst respondents from Fairfield-Alphington were measurably (6%) less in agreement.



There was measurable variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) measurably (5%) less in agreement than average, and respondents from households with a member with disability measurably (5%) less in agreement than other respondents.



The following table outlines the 42 comments received from respondents who did not agree with this statement.

Whilst a range of issues were canvassed by a handful of respondents, many of the comments were generally supportive of public art and cultural infrastructure.

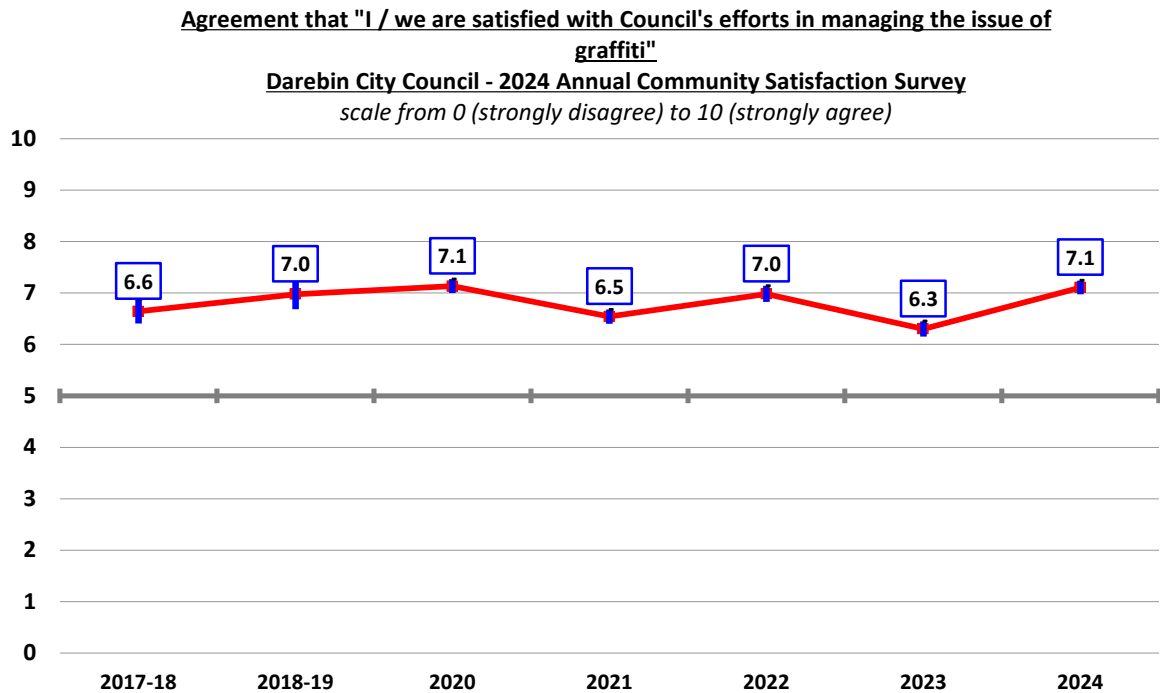
Comments about public spaces, arts work, arts, cultural infrastructure makes Darebin a better place to live
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Not enough / not much of public arts	5
Public art is great / good / nice	4
Need more public artworks	3
Public arts are waste of money	3
Art is important to community life	1
Bad look for the community	1
Because mostly the things are done for the minority of the community not majority	1
Graffiti is out of control	1
Happy with the general state	1
I don't think there is a real celebration of arts and music	1
I like good art	1
I want to see more murals in the community	1
In train way, there are some graffiti	1
It exists. I am afraid I have a grandson who contributes to it and I am alright with it.	1
It looks like a disaster all the time	1
It would be very nice if there is an increase in the showcase of public arts, I have not seen a lot of them	1
It's getting a bit congested	1
Lesser the better	1
Need to be removed. Somebody consider as art may not be art for others	1
Not much graffiti around Kennedys St	1
Other places they can use money	1
Ruining the suburb	1
Some of the graffiti in Thornbury is really good and some of it is sh*t, the proper graffiti are alright, but the tagging ones are not	1
There could be more of public art in Thornbury	1
There is a lot of it	1
There is graffiti in behind my garage in Shakespeare Grove. I would love that to be removed	1
There is no adequate information about it	1
There is too much graffiti, and the Council should impose harsh penalties on people who encourage graffiti	1
They are not enough in Darebin. I go to the city for public arts	1
They have done well on Station Street	1
They shouldn't remove graffiti	1
Total	42

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

The average agreement that respondents were satisfied with Council's efforts in managing the issue of graffiti increased measurably this year, up eight percent to 7.1 out of 10, or a "strong" level of agreement.

This result reverses the unusually low result recorded last year and returns the average agreement to slightly above the long-term average agreement since 2017-18 of 6.8.



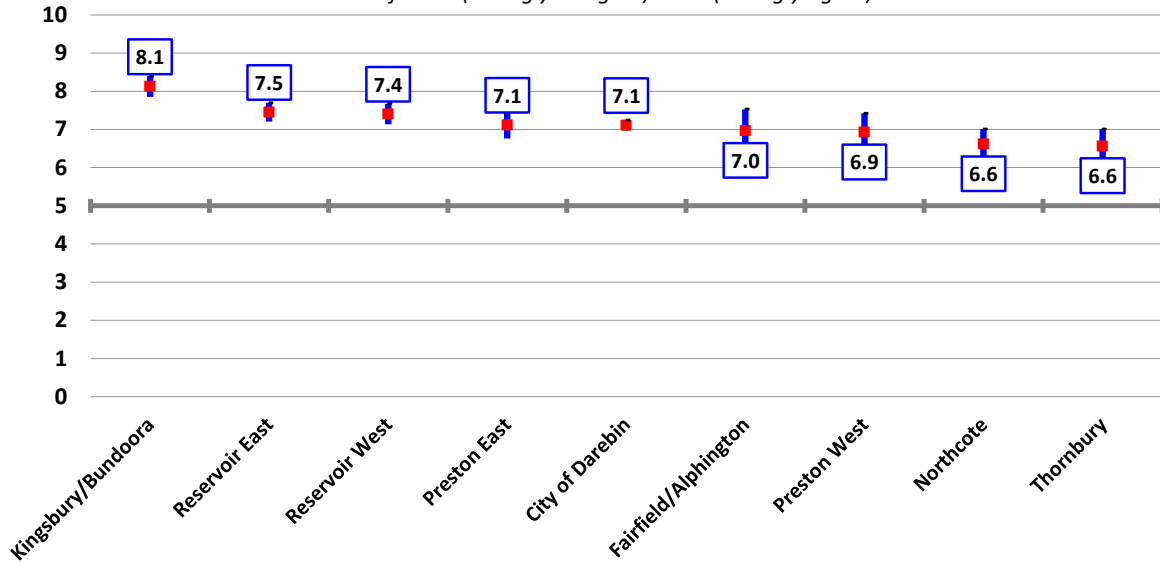
There was measurable variation in the average agreement with this statement observed across the municipality.

Respondents from Kingsbury-Bundoora were measurably (10%) and respondents from Reservoir East were notably (4%) more in agreement than average.

By contrast, respondents from Northcote and Thornbury were measurably (5%) less in agreement than the municipal average.

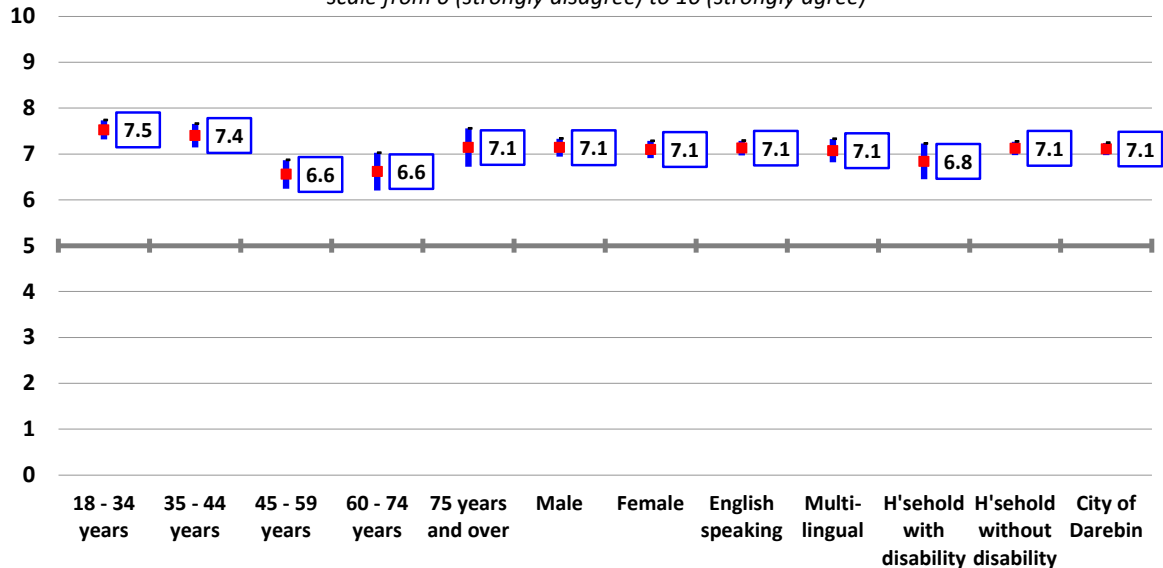


Agreement that "I / we are satisfied with Council's efforts in managing the issue of graffiti" by precinct
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



There was measurable variation in this result observed by respondent profile, with middle-aged and older adults (aged 45 to 74 years) measurably (5%) less in agreement than average, and respondents from households with a member with disability somewhat (3%) less in agreement than other respondents.

Agreement that "I / we are satisfied with Council's efforts in managing the issue of graffiti" by respondent profile
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



The following table outlines the 74 issues of concern in relation to graffiti, as well as the 21 locations of concern.

Comments about satisfaction with Council's efforts in managing the issue of graffiti

Darebin City Council - 2024 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
Graffiti not dealt with / removed / managed / no effort	7
It is everywhere	6
Horrible / terrible / filthy	5
Graffiti is a lot / out of control	4
Graffiti is everywhere on houses and buildings	3
Graffiti needs to be cleaned up a lot quicker than it is	3
The Council is doing good / trying hard so far	3
Don't like tagging in train stations / other places	2
Graffiti everywhere needs more management / control	2
Graffiti is everywhere and Council won't do anything about it	2
I don't think graffiti is an issue	2
I would like them gone / cleaned more	2
All bricks have graffiti	1
Don't know what they are doing	1
Don't see around	1
Even safety signs have graffiti	1
Graffiti removal work is inconsistent around the local area	1
Graffiti should be considered more deeply as a lack of social support in society	1
Hasn't got much worse	1
I don't mind colourful ones	1
I like graffiti	1
I removed graffiti on the open area's fence myself	1
I would like more public artistic murals	1
Identify them more	1
If remove graffiti when they are drawn, then it will become less drawing. Some areas look unsafe	1
I'm aware there is graffiti resistant paint that can be used but it's not being used anywhere	1
It's a gigantic problem on private lands, on which the Council can't do anything	1
Laneway, neighbours' fences are not cleaned up enough	1
Looking around the building zero	1
No sign of people being fined, I see no strategy of people dealing with it	1
Not doing enough. Mental health support needed for the problem causes	1
Not happy at all	1
On train tracks, there is some graffiti	1
Other Councils are good compared to this Council	1
The graffiti is not cleaned	1
The punishments for people doing graffiti should do a community service for 6 months and harsher punishment	1
There are still some graffiti in the community so the Council might need to intensify its efforts	1
There is also no visibility of offenders being punished	1
There is so much tagging and they have stopped cleaning it	1
There is too much graffiti, and the Council should impose harsh penalties on people who encourage graffiti	1

They are not putting any fines to the children	1
They should get the young kids who do graffiti and make them paint it over, so that there isn't too much graffiti	1
They shouldn't remove graffiti	1
Too much of it, still not seeing any improvement	1
Waste of money for community	1
Total	74

Specific locations identified by respondents

Above the awning on High St	1
Around Preston Market	1
Crevelli St has bad graffiti	1
Especially near the golf course	1
Graffiti at Croxton railway station therefore I feel unsafe	1
Graffiti at tram stop 32	1
It is everywhere on High St and many more places	1
Northlands streets are pretty terrible	1
Not much graffiti around Kennedy St	1
Some of the graffiti in Thornbury is really good and some of it is sh*t, the proper graffiti is alright, but the tagging is not	1
Some tagging on Normanby Ave	1
South of Bell St	1
Strip malls around High St shops	1
There is graffiti in behind my garage in Shakespeare Gr. I would love that to be removed	1
There is some graffiti around the Reservoir train station	1
There is some graffiti down along Gooch St and it is not proper graffiti, it is just rubbish	1
There is too much graffiti on buildings especially on High St	1
They are doing great on Station St	1
They are not noticeable in some areas at all especially in Edwardes Lake, I have not noticed any graffiti	1
Too much in Darebin	1
Union St has bad graffiti	1
Total	21
Total responses	95

Current issues for the City of Darebin

Respondents were asked:

“Can you please list what you consider to be the top three issues to address for the City of Darebin at the moment?”

Respondents were again in 2024, asked to nominate what they considered to be the top three issues for the City of Darebin ‘at the moment’.

It is important to bear in mind that these responses are not to be read only as a list of complaints about the performance of Council, nor do they reflect only services, facilities, and issues within the remit of Darebin City Council. Many of the issues raised by respondents are suggestions for future actions rather than complaints about prior actions, and many are issues that are principally the responsibility of the state government.

This is one of the most important questions in the survey, as it provides detailed insight into the range of issues of importance to the Darebin community, which allows for an examination of the potential impact of these issues on community satisfaction with the performance of Council.

It also helps identify issues of importance to the community that are the responsibility of other levels of government or the private sector, which can assist Council in setting advocacy priorities.


A little less than two-thirds (58% down from 70%) of respondents nominated an average of approximately two issues each. The decline in the proportion of respondents who nominated an issue this year compared to last year may well reflect, at least in part, the significant increase in satisfaction with Council observed throughout this report. As respondents are more satisfied with Council’s performance, they will likely be less likely to nominate issues that they feel need to be addressed in the community.

Metropolis Research notes that the most nominated issues to address for the City of Darebin this year remain broadly consistent with those from previous years, including traffic management, parking, footpaths, and parks and gardens.

Of most interest, however, was that building, housing, planning and development issues (3% down from 13%), along with the Preston Market issue in particular (1% down from 11%), declined notably this year.

This significant decline in these issues will likely be a factor underpinning the significant increase in [satisfaction with Council’s overall performance](#) this year.

This influence of the Preston Market and planning and development more broadly on satisfaction with Council’s overall performance was highlighted last year by the 132 respondents who nominated building, housing, planning, and development issues rating



satisfaction with Council measurably lower than the average, at 5.9 out of 10 or “poor”, whilst the 114 respondents who nominated Preston Market issues rated overall satisfaction at 6.3 out of 10.

This year, the 33 respondents who nominated building, housing, planning, and development rated satisfaction at 6.3 out of 10 (up 4% on last year), and only 11 respondents nominated Preston Market related issues.

The other important finding from these results this year, was the decline in the proportion of respondents who nominated Council financial management and governance related issues, which declined from five percent of all respondents to just one percent this year. This result was now below the metropolitan average of two percent.

This is an important finding, as last year, the 44 respondents who nominated these issues were extremely dissatisfied with Council’s overall performance, rating satisfaction at just 4.1 out of 10, or “extremely poor”.

As discussed in more detail in the [Issues and overall satisfaction](#) section of this report, the issues that appear to be negatively associated with satisfaction with Council’s overall performance included drains (31 at 5.9), street trees (66 at 6.0), footpaths (67 at 6.1), street cleaning (32 at 6.1), roads (54 at 6.2), parking (75 at 6.2), parks and gardens (51 at 6.5), traffic management (88 at 6.5), planning and development (33 at 6.6), street lighting (51 at 6.7), and rubbish and waste issues (68 at 6.7).

In summary, the following variations of note were observed in the results between 2023 and 2024:

- **Notable increase in 2024** – included rubbish and waste issues (7% up from 2%) and street trees (7% up from 2%).
- **Notable decrease in 2024** – included road maintenance and repairs (5% down from 8%), parks, gardens, and open spaces (5% down from 9%), planning and development (3% down from 13%), Preston Market (1% down from 11%), and Council financial management / governance (1% down from 5%).

When compared to the metropolitan Melbourne results from the 2024 *Governing Melbourne* research, conducted independently by Metropolis Research in January 2024, the following variations of note were observed:

- **Notably more prominent in Darebin** – included footpaths (7% compared to 4%), street lighting (5% compared to 2%), and safety, policing, and crime issues (4% compared to 2%).
- **Notably less prominent in Darebin** – included traffic management (9% compared to 14%), and Council rates, fees, and charges (2% compared to 6%).



Top issues for Council to address at the moment
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Issue	2024		2023	2022	2021	2024 Metro.*
	Number	Percent				
Traffic management	88	9%	7%	6%	6%	14%
Parking	75	7%	6%	8%	4%	7%
Rubbish and waste including garbage collection	68	7%	2%	4%	1%	6%
Footpath maintenance and repairs	67	7%	5%	5%	4%	4%
Street trees	66	7%	2%	5%	4%	6%
Roads maintenance and repairs	54	5%	8%	5%	3%	7%
Parks, gardens, open spaces	51	5%	9%	7%	6%	6%
Street lighting	51	5%	3%	3%	4%	2%
Safety, policing and crime	41	4%	4%	3%	3%	2%
Building, housing, planning and development	33	3%	13%	13%	10%	2%
Street cleaning and maintenance	32	3%	2%	2%	2%	3%
Drains maintenance and repairs	31	3%	1%	1%	0%	1%
Bicycles and bike tracks	30	3%	3%	6%	2%	1%
Graffiti / vandalism	24	2%	4%	3%	2%	1%
Rates / fees	22	2%	2%	3%	2%	6%
Animal management	18	2%	0%	1%	1%	2%
Public transport	18	2%	2%	2%	1%	1%
Cleanliness and maintenance of area	17	2%	3%	4%	2%	3%
Public toilets	16	2%	0%	0%	0%	0%
Dumped / illegal rubbish	14	1%	1%	2%	1%	1%
Hard rubbish collection	14	1%	0%	2%	2%	1%
Promoting comm. atmosphere, arts and culture	14	1%	1%	1%	0%	0%
Environment, conservation and climate change	13	1%	2%	3%	2%	0%
Sports, recreation and entertainment facilities	13	1%	2%	3%	1%	1%
Consultation, communication, provision of info.	12	1%	3%	5%	4%	2%
Preston market	11	1%	11%	5%	1%	n.a.
Libraries	10	1%	1%	0%	0%	1%
Recycling collection	10	1%	1%	2%	1%	1%
Green and food waste collection	9	1%	0%	0%	0%	1%
Council financial management / governance	8	1%	5%	3%	2%	2%
Facilities and activities for children	8	1%	1%	0%	0%	1%
Multicultural issues / cultural diversity	8	1%	2%	2%	1%	0%
Pedestrian crossing	8	1%	0%	0%	0%	0%
Provision and maint. of general infrastructure	8	1%	1%	1%	1%	1%
Public health / medical facilities	8	1%	1%	1%	0%	1%
Public, social housing / homelessness	8	1%	3%	1%	1%	1%
Support for local business	8	1%	1%	1%	0%	0%
All other issues (32 separately identified)	120	12%	13%	13%	9%	12%
Total responses	1,106		1,332	1,304	840	765
<i>Respondents providing at least one issue</i>	<i>582</i> <i>(58%)</i>		<i>697</i> <i>(70%)</i>	<i>647</i> <i>(65%)</i>	<i>472</i> <i>(47%)</i>	<i>391</i> <i>(50%)</i>

(*) 2024 metropolitan Melbourne average from Governing Melbourne



Issues by precinct

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

- **Reservoir East** – respondents were somewhat more likely than average to nominate road maintenance and repair related issues
- **Reservoir West** – respondents were somewhat more likely than average to nominate footpaths, rubbish and waste issues, street lighting, parks, gardens, and open spaces, and safety, policing, and crime related issues.
- **Preston East** – respondents were notably more likely than average to nominate parking and Preston Market issues, and somewhat more likely to nominate planning and development, and Council rates, fees, and charges.
- **Preston West** – respondents were somewhat more likely than average to nominate traffic management, and environment, conservation, and climate change related issues.
- **Northcote** – respondents were somewhat more likely to nominate bicycle related issues including bike paths.
- **Kingsbury-Bundoora** – respondents were notably more likely than average to nominate parking, street lighting, and rubbish and waste related issues.
- **Fairfield-Alphington** – respondents were notably more likely than average to nominate traffic management, parking, planning and development, and footpath issues, and somewhat more likely to nominate parks, gardens, and open spaces, and road maintenance and repair related issues.

Top issues for Council to address at the moment by precinct
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Percent of total respondents)

Reservoir East		Reservoir West	
Roads maintenance and repairs	8%	Footpath maintenance and repairs	11%
Rubbish and waste issues	7%	Rubbish and waste issues	11%
Safety, policing and crime	5%	Traffic management	10%
Traffic management	5%	Parking	9%
Street cleaning and maintenance	5%	Street lighting	9%
Parking	4%	Street trees	8%
Footpath maintenance and repairs	4%	Parks, gardens, open space	8%
Street trees	4%	Safety, policing and crime	8%
Street lighting	4%	Drains maintenance and repairs	5%
All other issues	47%	All other issues	47%
Preston East		Preston West	
Parking	13%	Traffic management	12%
Traffic management	10%	Footpath maintenance and repairs	8%
Preston market	9%	Street trees	8%
Building, housing, planning, development	6%	Parking	7%
Footpath maintenance and repairs	6%	Roads maintenance and repairs	7%
Street lighting	6%	Parks, gardens, open space	5%
Rates / fees	5%	Rubbish and waste issues	5%
Street trees	5%	Bicycles and bike tracks	5%
Parks, gardens, open space	4%	Environment, conservation, climate change	5%
All other issues	53%	All other issues	41%
Northcote		Thornbury	
Street trees	9%	Parks, gardens, open space	8%
Rubbish and waste issues	8%	Traffic management	7%
Parking	7%	Street trees	6%
Traffic management	7%	Footpath maintenance and repairs	5%
Bicycles and bike tracks	6%	Rubbish and waste issues	5%
Drains maintenance and repairs	5%	Cleanliness and maintenance of areas	4%
Parks, gardens, open space	4%	Roads maintenance and repairs	4%
Roads maintenance and repairs	4%	Graffiti / vandalism	4%
Safety, policing and crime	4%	Street lighting	4%
All other issues	65%	All other issues	55%
Kingsbury-Bundoora		Fairfield/Alphington	
Parking	13%	Traffic management	16%
Street lighting	13%	Parking	13%
Rubbish and waste issues	12%	Building, housing, planning, development	13%
Traffic management	10%	Footpath maintenance and repairs	11%
Footpath maintenance and repairs	7%	Parks, gardens, open space	9%
Street trees	6%	Roads maintenance and repairs	9%
Roads maintenance and repairs	4%	Street lighting	5%
Street cleaning and maintenance	4%	Safety, policing and crime	5%
Parks, gardens, open space	3%	Rubbish and waste issues	5%
All other issues	17%	All other issues	80%

Issues by respondent profile

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

- ***Young adults (aged 18 to 34 years)*** – respondents were somewhat more likely than average to nominate rubbish and waste related issues.
- ***Adults (aged 35 to 44 years)*** – there were no issues that adults were more likely than average to nominate.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were notably more likely than average to nominate traffic management, street trees, and parks, gardens, and open space related issues, and somewhat more likely to nominate planning and development related issues.
- ***Older adults (aged 60 to 74 years)*** – respondents were notably more likely than average to nominate parking and footpath related issues, and somewhat more likely to nominate street tree related issues.
- ***Senior citizens (aged 75 years and over)*** – respondents were somewhat more likely than average to nominate footpath and street tree related issues.
- ***Gender*** – there was no substantial variation in the issues to address results observed between male and female respondents.
- ***Multilingual household*** – respondents were somewhat more likely than respondents from English speaking households to nominate street trees, road maintenance and repairs, and safety, policing, and crime related issues.
- ***Households with a member with disability*** – respondents were somewhat more likely than other respondents to nominate parking and services and facilities for the elderly related issues.

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

Darebin City Council - 2024 Annual Community Satisfaction Survey

(Percent of total respondents)

18 - 34 years		35 - 44 years	
Rubbish and waste including garbage coll	10%	Traffic management	9%
Street lighting	7%	Rubbish and waste including garbage coll	9%
Roads maintenance and repairs	6%	Street lighting	7%
Parking	6%	Parks, gardens, open space maintenance a	6%
Safety, policing and crime	5%	Street trees	5%
Traffic management	4%	Roads maintenance and repairs	5%
Footpath maintenance and repairs	4%	Footpath maintenance and repairs	5%
Bicycles and bike tracks	4%	Parking	5%
Public transport	3%	Building, housing, planning and developm	4%
All other issues	39%	All other issues	61%

45 - 59 years		60 - 74 years	
Traffic management	14%	Parking	12%
Street trees	12%	Footpath maintenance and repairs	11%
Parks, gardens, open space maintenance a	10%	Traffic management	10%
Parking	9%	Street trees	10%
Roads maintenance and repairs	8%	Street lighting	5%
Footpath maintenance and repairs	7%	Rubbish and waste including garbage coll	5%
Building, housing, planning and developm	6%	Building, housing, planning and developm	4%
Safety, policing and crime	6%	Roads maintenance and repairs	4%
Drains maintenance and repairs	4%	Street cleaning and maintenance	4%
All other issues	63%	All other issues	52%

75 years and over		City of Darebin	
Footpath maintenance and repairs	10%	Traffic management	9%
Street trees	10%	Parking	7%
Parking	8%	Rubbish and waste including garbage collecti	7%
Traffic management	8%	Footpath maintenance and repairs	7%
Drains maintenance and repairs	5%	Street trees	7%
Rates / fees	4%	Roads maintenance and repairs	5%
Street cleaning and maintenance	4%	Parks, gardens, open spaces	5%
Graffiti / vandalism	3%	Street lighting	5%
Building, housing, planning and developm	3%	Safety, policing and crime	4%
All other issues	39%	All other issues	54%



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

Darebin City Council - 2024 Annual Community Satisfaction Survey

(Percent of total respondents)

Male		Female	
Traffic management	9%	Traffic management	8%
Parking	8%	Parking	7%
Rubbish and waste including garbage coll	7%	Street trees	7%
Footpath maintenance and repairs	7%	Footpath maintenance and repairs	7%
Street lighting	6%	Rubbish and waste including garbage coll	7%
Roads maintenance and repairs	6%	Parks, gardens, open space maintenance a	6%
Street trees	6%	Roads maintenance and repairs	5%
Parks, gardens, open space maintenance a	4%	Safety, policing and crime	4%
Safety, policing and crime	4%	Street lighting	4%
All other issues	47%	All other issues	60%

English speaking		Multi-lingual	
Traffic management	9%	Street trees	9%
Parking	8%	Traffic management	8%
Rubbish and waste including garbage coll	7%	Footpath maintenance and repairs	8%
Footpath maintenance and repairs	6%	Roads maintenance and repairs	8%
Parks, gardens, open space maintenance a	6%	Parking	7%
Street trees	6%	Rubbish and waste including garbage coll	7%
Street lighting	5%	Street lighting	6%
Roads maintenance and repairs	5%	Safety, policing and crime	6%
Drains maintenance and repairs	4%	Parks, gardens, open space maintenance a	4%
All other issues	58%	All other issues	44%

Household members with disability		Household members without disability	
Parking	10%	Traffic management	9%
Footpath maintenance and repairs	8%	Parking	7%
Traffic management	8%	Street trees	7%
Rubbish and waste including garbage coll	7%	Rubbish and waste including garbage coll	7%
Street trees	6%	Footpath maintenance and repairs	6%
Roads maintenance and repairs	5%	Parks, gardens, open space maintenance a	6%
Street lighting	5%	Roads maintenance and repairs	5%
Safety, policing and crime	5%	Street lighting	5%
Services and facilities for the elderly	3%	Safety, policing and crime	4%
All other issues	51%	All other issues	55%

Perception of safety in public areas of the City of Darebin

Respondents were asked:

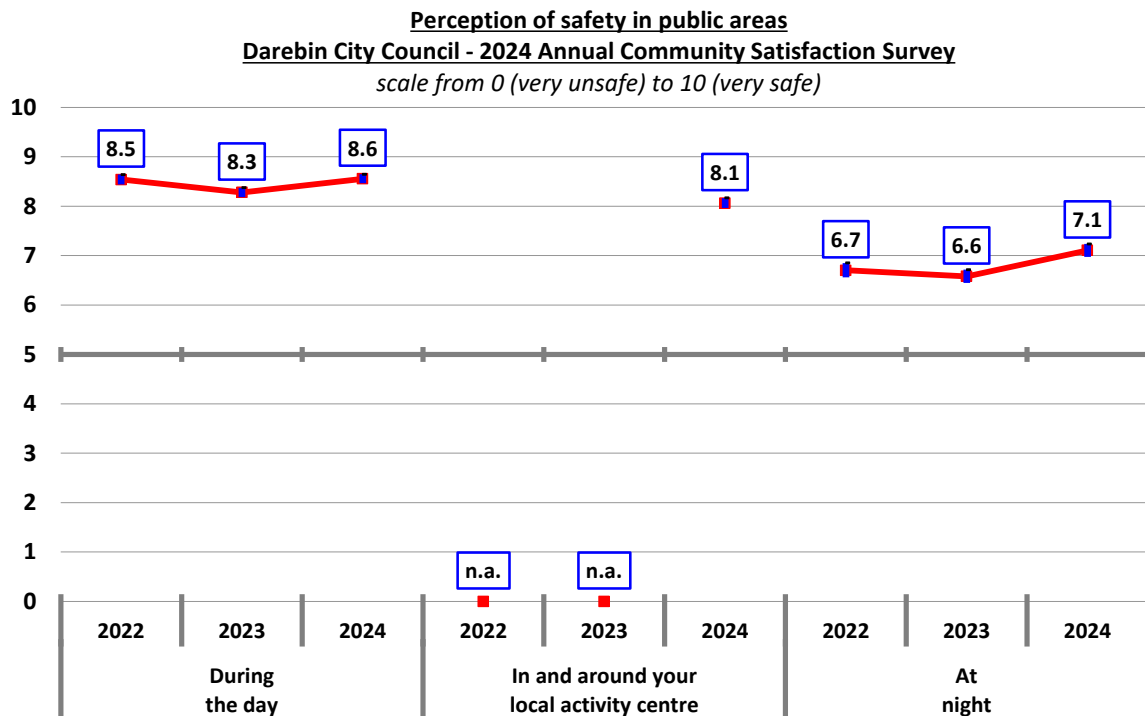
“On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas in the City of Darebin?”

Respondents were, again in 2024, asked to rate their perception of safety in the public areas of the City of Darebin during the day and at night.

There was an extra safety related variable included in the survey program this year, relating to the perception of safety in and around the local activity centre.

The perception of safety in the public areas of the City of Darebin both during the day (up 3%) and at night (up 5%) increased measurably this year.

The perception of safety in and around the local activity centre was also very high at 8.1 out of 10.

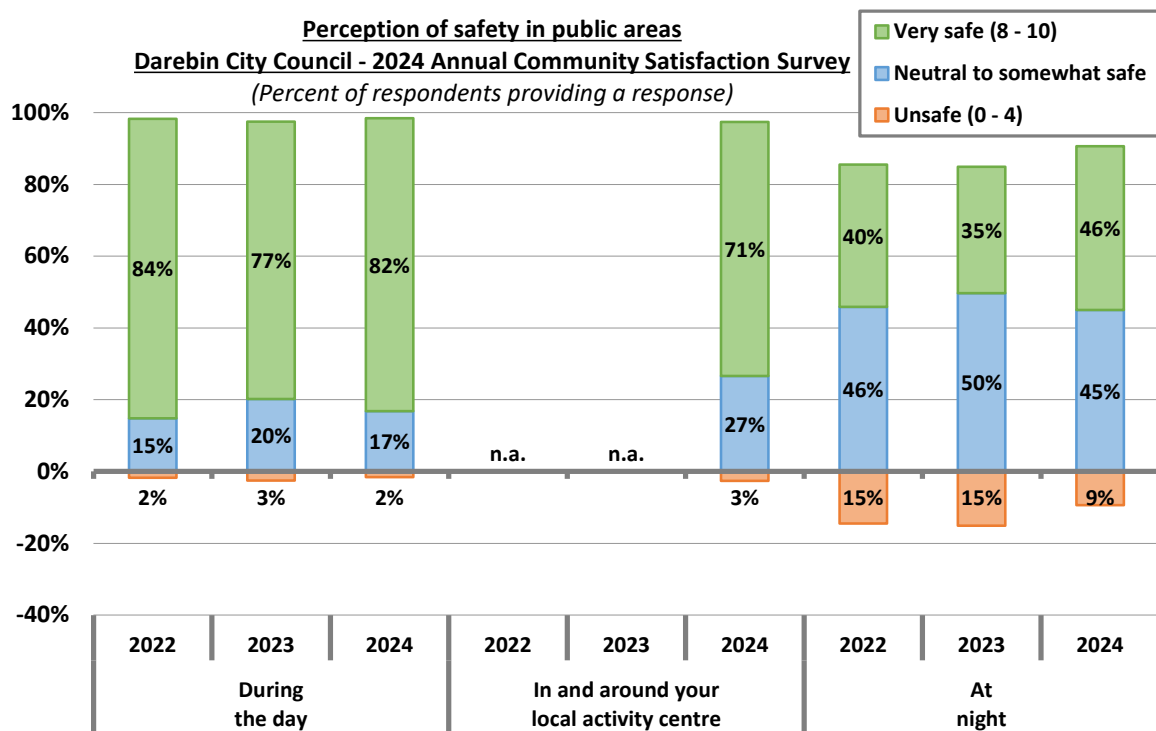


The following graph provides a breakdown of the perception of safety results into the proportion of respondents who felt “very safe” (i.e., rated safety at eight or more out of 10), those who felt “neutral to somewhat safe” (i.e., rated safety at five to seven), and those who felt “unsafe” (i.e., rated safety at less than five).

It is noted that 82% of respondents felt “very safe” in the public areas of the City of Darebin during the day, 71% felt “very safe” in and around their local activity centre, and 46% felt “very safe” in the public areas of the City of Darebin at night.

It is noted that nine percent (down from 15%) of respondents felt “unsafe” in the public areas of the City of Darebin at night.

This was somewhat (2%) fewer respondents who felt “unsafe” in the public areas of the municipality at night than the metropolitan Melbourne average of 11%, as recorded in the 2024 *Governing Melbourne* research.



The following graph provides a comparison of the average perception of safety in the City of Darebin against the metropolitan Melbourne and northern region councils’ averages, as recorded in the 2024 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2024 using the same door-to-door, in-person methodology.

The average perception of safety in the public areas of the City of Darebin during the day was somewhat (2%) higher than the metropolitan Melbourne average, and the perception of safety in and around the local activity centre was measurably (4%) higher.

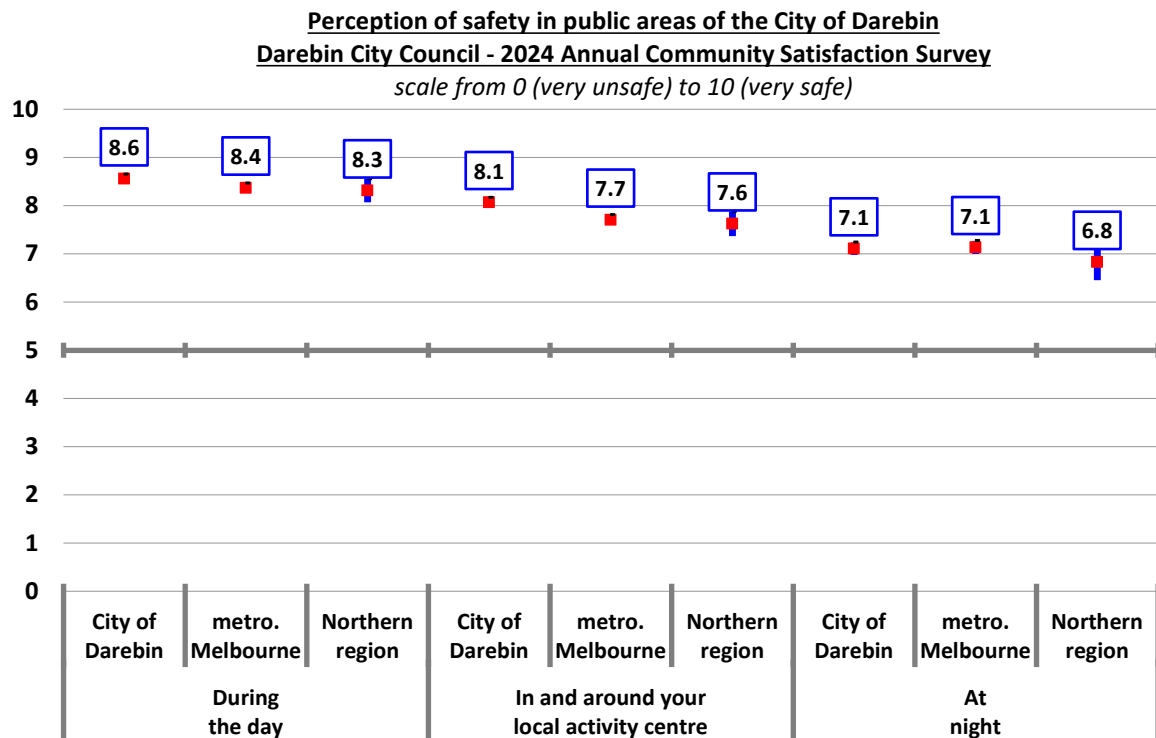
The perception of safety in the public areas of the City of Darebin at night was identical to the metropolitan Melbourne average, and somewhat (3%) higher than the northern region councils’ average.

These are very positive results for the City of Darebin, reflecting the significant increase in community sentiment across a wide range of variables included in the survey this year.



Metropolis Research notes, however, that whilst the perception of safety in the public areas of the City of Darebin were very high, at or above the metropolitan average, it is still noted that four percent of respondent nominated safety, policing, and crime related issues as one of the top three [issues to address](#) for the City of Darebin.

This result was somewhat higher than the metropolitan Melbourne average of two percent.



Perception of safety during the day

The perception of safety in the public areas of the City of Darebin during the day increased measurably this year, up three percent to 8.6 out of 10.

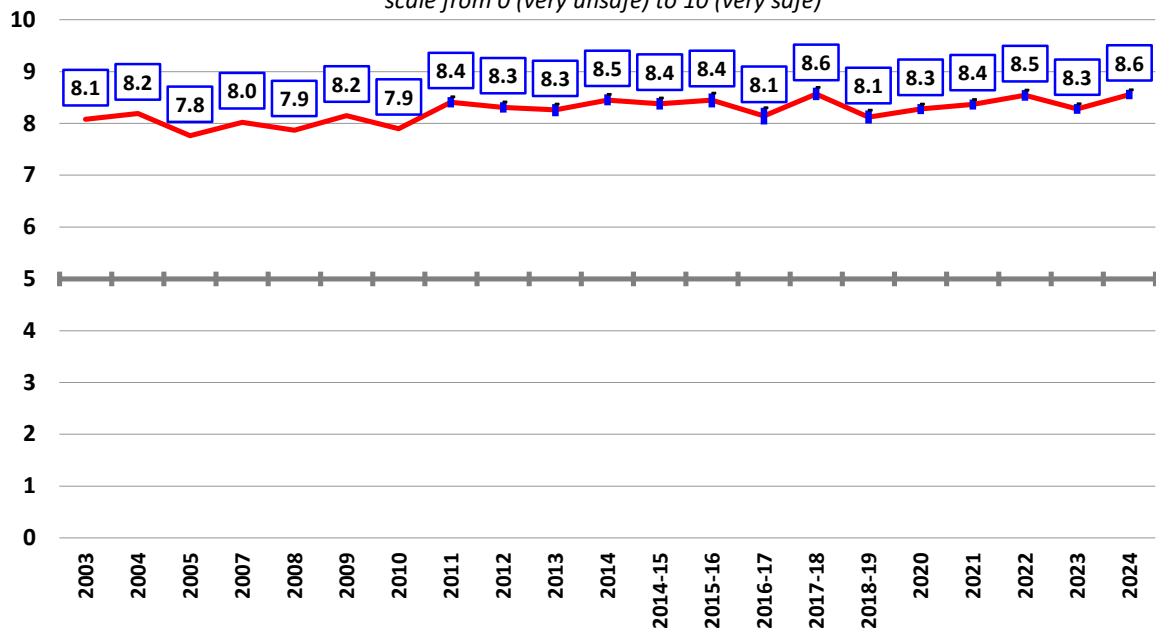
This was the equal highest perception of safety in the public areas of the City of Darebin score recorded since 2003 and was above the long-term average perception of safety since 2003 of 8.2 out of 10.

These results reflect a stable perception of safety in the public areas of the municipality during the day.

This result is reinforced by the fact that 82% of respondents who provided a score felt “very safe” in the public areas of the City of Darebin during the day, whilst just two percent felt “unsafe”.



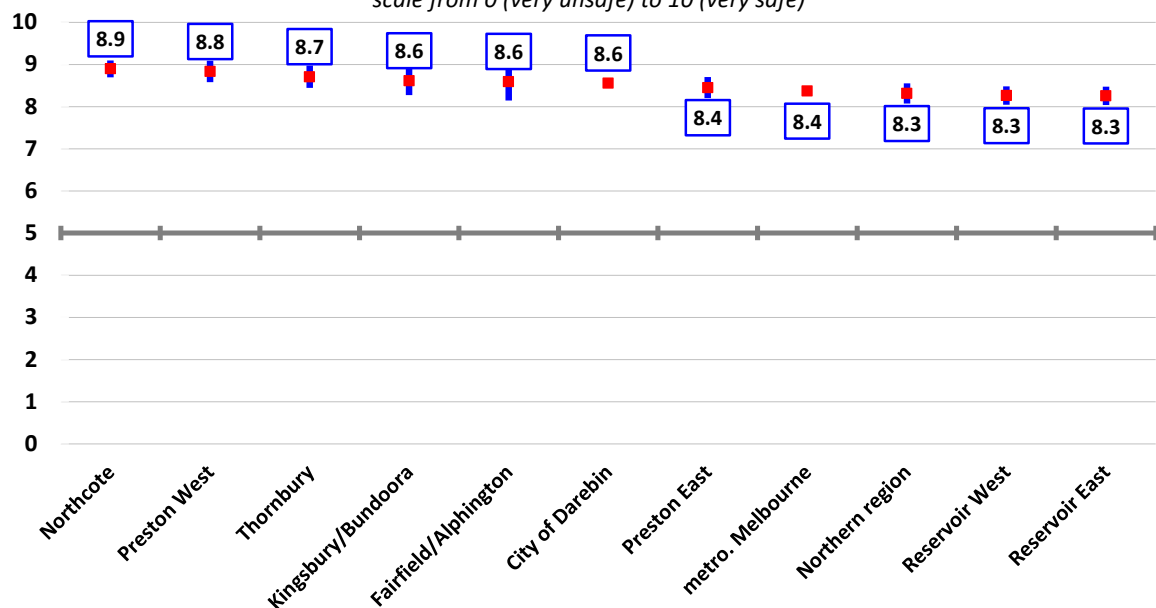
Perception of safety during the day
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



There was measurable variation in the perception of safety in the public areas of the City of Darebin during the day observed across the municipality. Respondents from Northcote and Preston West felt measurably safer than the municipal average, whilst respondents from Reservoir West and Reservoir East felt measurably less safe.

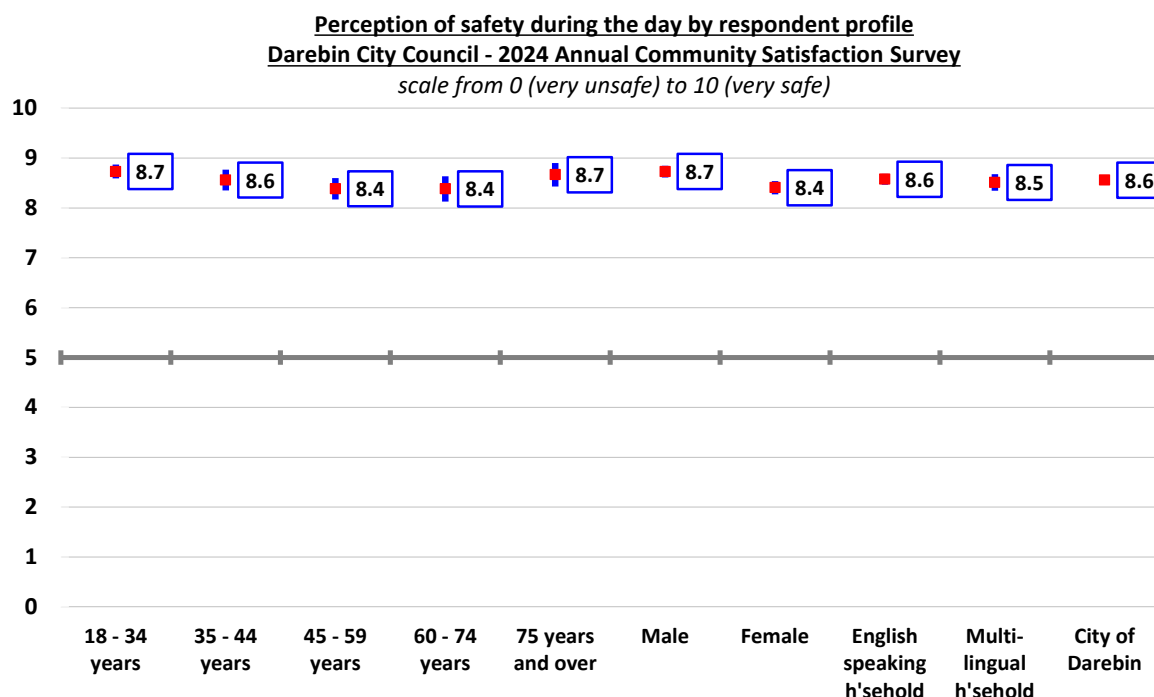
It is important to bear in mind, however, that respondents from all precincts across the City of Darebin felt very safe in the public areas during the day, with scores of more than eight out of 10.

Perception of safety during the day by precinct
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



Whilst respondents from all age groups, gender, and language spoken at home reported very high perception of safety in public areas during the day scores, there was some measurable variation observed.

- **Age structure** – young adults (aged 18 to 34 years) felt measurably safer than average.
- **Gender** – male respondents felt measurably (3%) safer than female respondents.
- **Language spoken at home** – there was no meaningful variation in this result observed by language spoken at home.



Perception of safety at night

The perception of safety in the public areas of the City of Darebin at night increased measurably this year, up five percent to 7.1 out of 10.

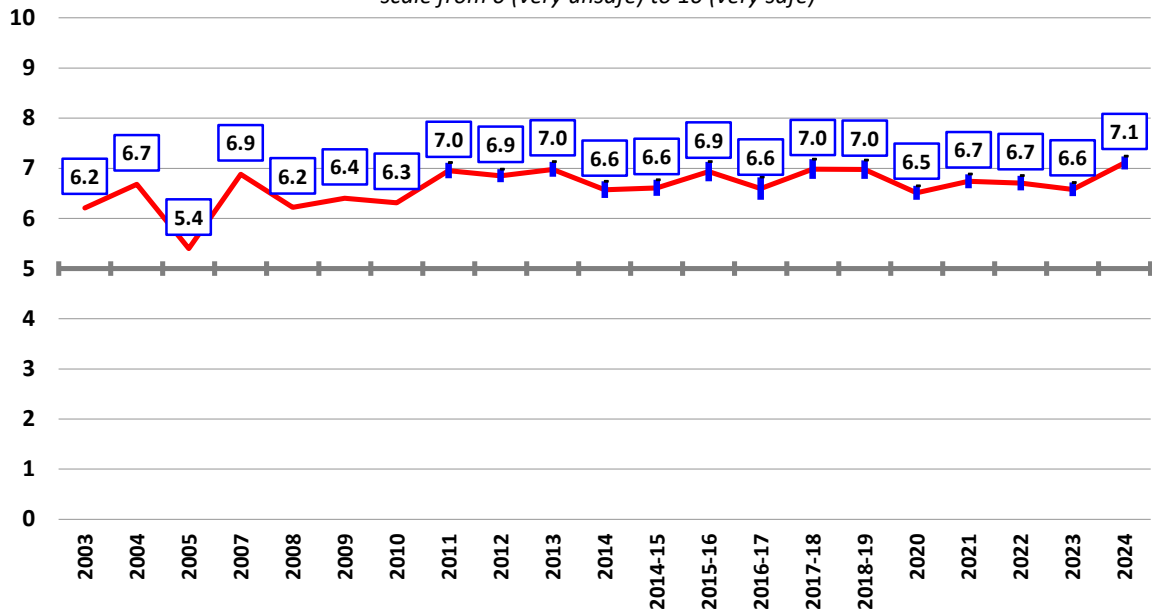
This was the highest perception of safety in the public areas of the City of Darebin at night score recorded since 2003 and was above the long-term average perception of safety since 2003 of 6.6 out of 10, or “moderately safe”.

These results reflect an improvement in the perception of safety at night, following lower-than-average results from 2020 to 2023, during and immediately after the pandemic.

This result was comprised of 46% of respondents, who provided a score, who felt “very safe”, whilst nine percent (down from 15%) felt “unsafe”.



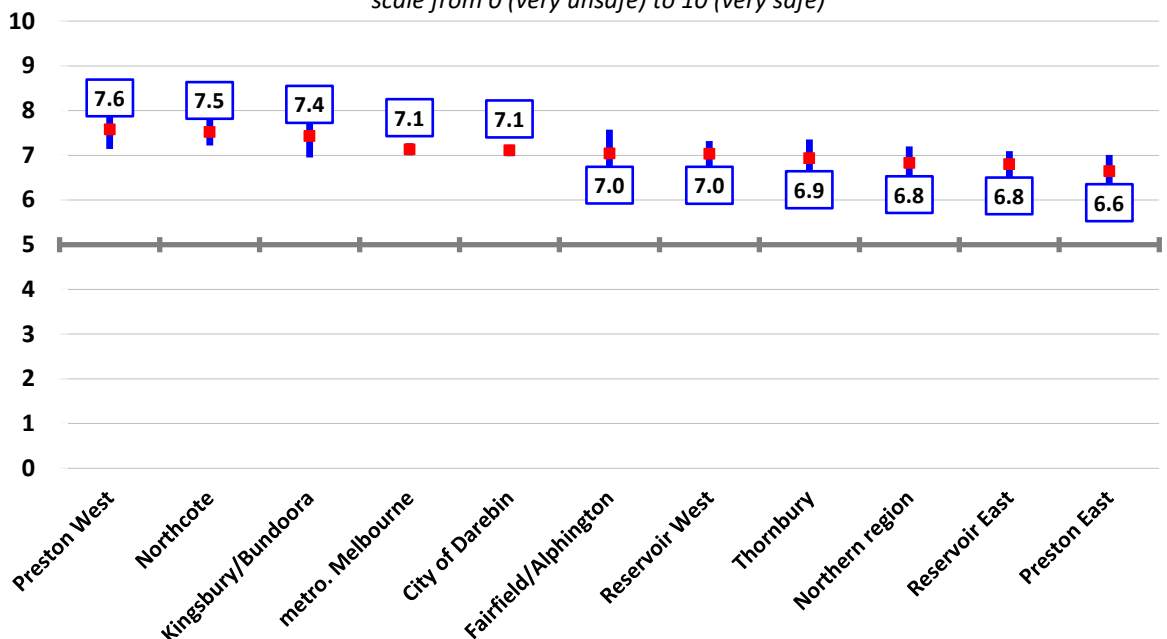
Perception of safety at night
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



There was notable and measurable variation in the perception of safety in the public areas of the City of Darebin at night observed across the municipality.

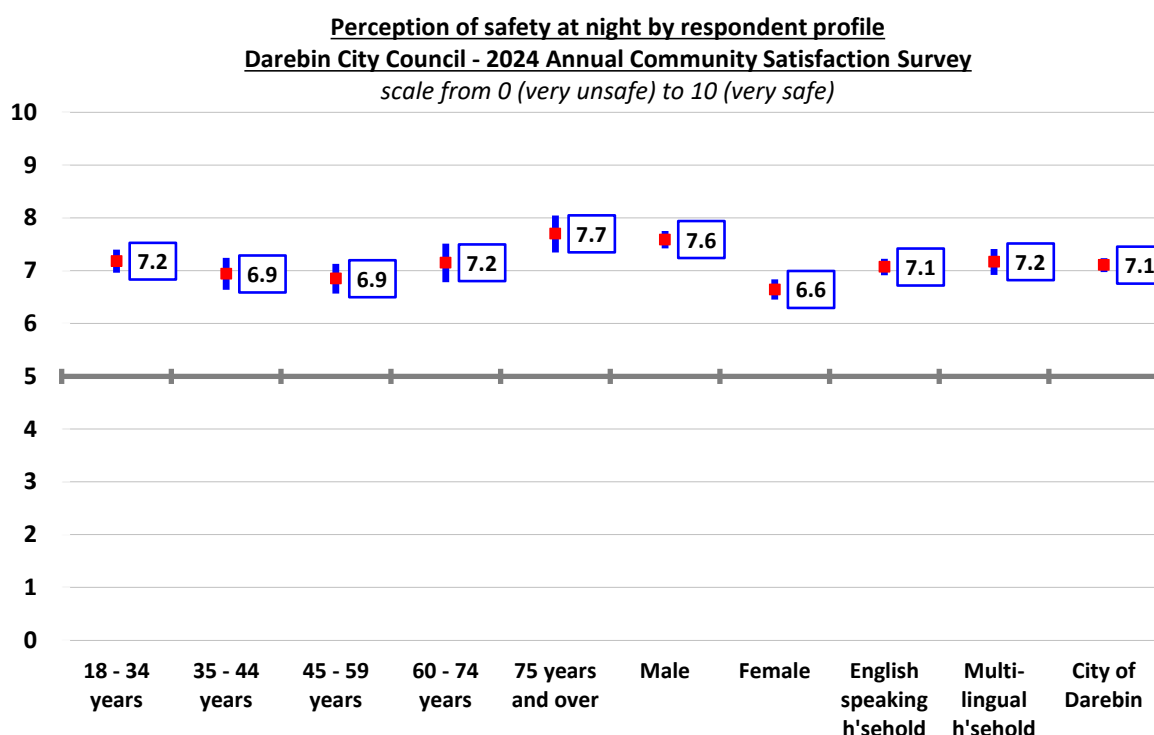
Respondents from Preston West felt notably (5%) and respondents Northcote felt measurably (4%) safer than the municipal average, whilst respondents from Reservoir East felt notably (3%) and respondents from Preston East felt measurably (5%) less safe than average.

Perception of safety at night by precinct
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



There was some measurable variation in the perception of safety in the public areas of the City of Darebin at night observed by respondent profile, as follows:

- **Age structure** – senior citizens (aged 75 years and over) felt measurably safer than average, whilst middle-aged adults (aged 45 to 59 years) felt the least safe (2% lower than average).
- **Gender** – male respondents felt measurably and significantly (10%) safer than female respondents.
- **Language spoken at home** – there was no meaningful variation in this result observed by language spoken at home.



Perception of safety in and around your local activity centre

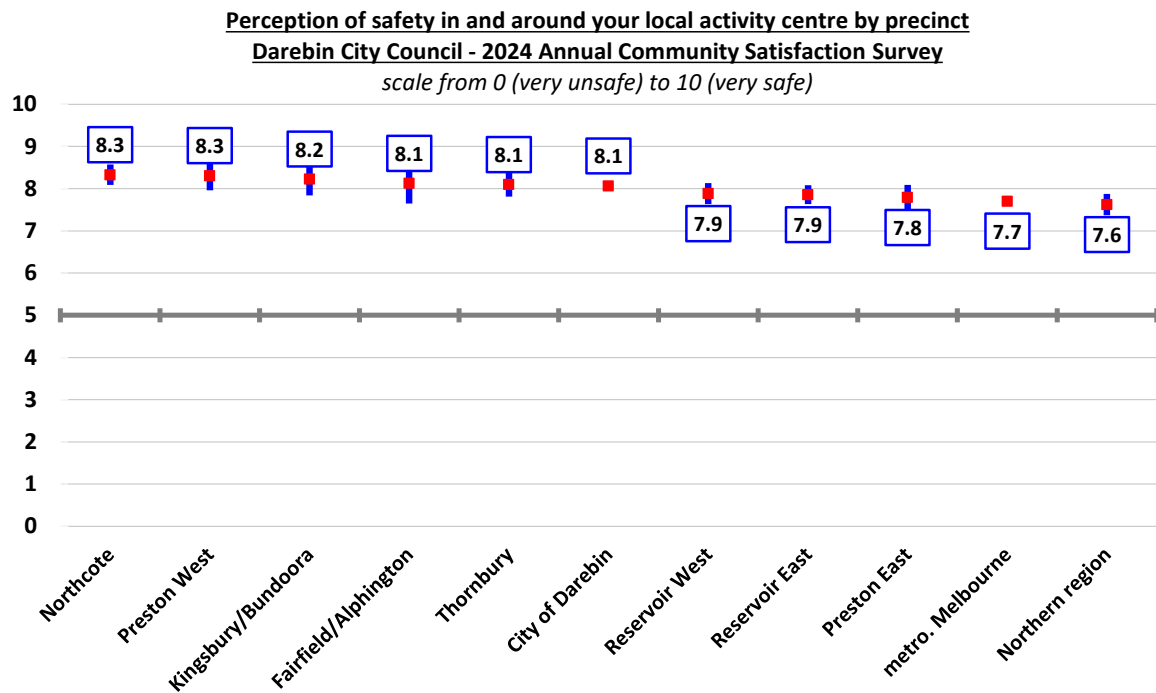
This question relating to the perception of safety in and around the respondents' local activity centre was included in the survey program for the first time this year.

The perception of safety in and around the local activity centre was 8.1 out of 10, or an "extremely safe" level.

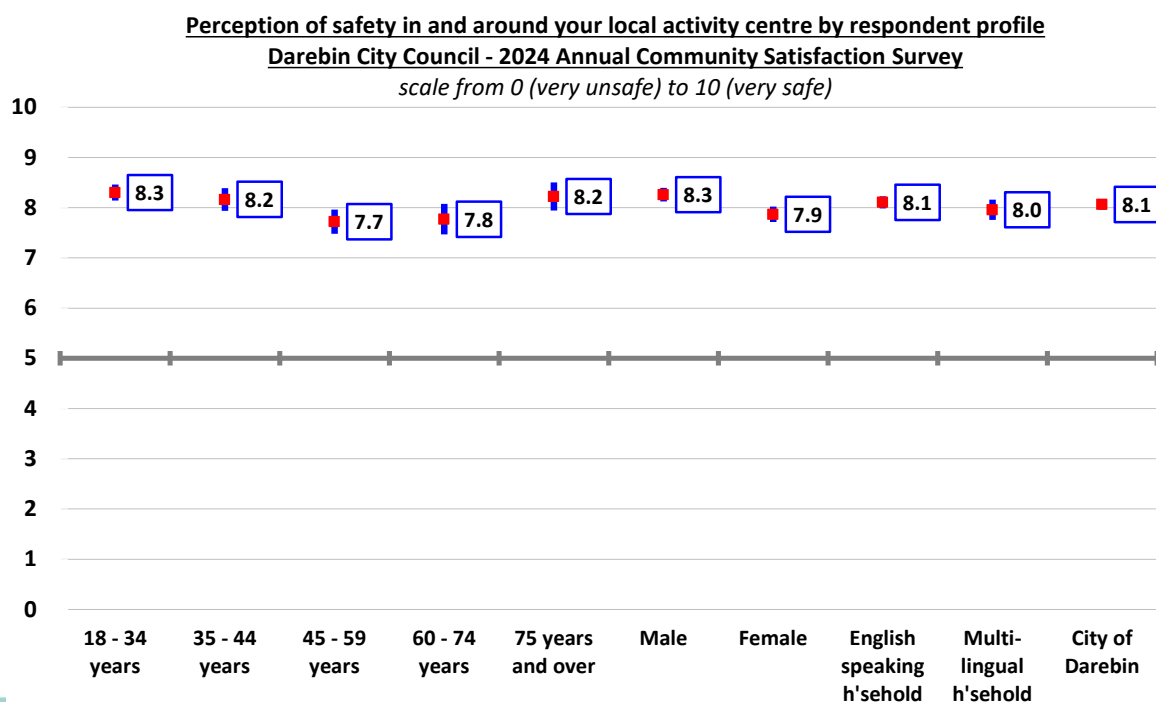
This result was measurably higher than both the metropolitan Melbourne (7.7) and northern region councils' (7.6) results, as sourced from *Governing Melbourne*.

This result was comprised of 71% of respondents, who provided a score, who felt "very safe", whilst three percent felt "unsafe".

Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Northcote and Preston West felt somewhat (2%) safer in and around their local activity centre than the municipal average. By contrast, respondents from Preston East felt somewhat (3%) less safe.



There was also measurable and notable variation observed by respondent profile. Middle-aged adults (aged 45 to 59 years) felt measurably (4%) and older adults (aged 60 to 74 years) felt somewhat (3%) less safe than average, and male respondents felt measurably (4%) safer than female respondents.



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

A total of 107 (up from 73) comments were received from respondents who felt unsafe in the public areas of the City of Darebin.

These comments have been broadly categorised, as outlined in the following table, with the most common issues again this year relating to the perception of safety at night and lighting related issues, accounting for 29% of comments this year.

It is noted that there were also safety related concerns raised by respondents in relation to drugs and alcohol (18 comments), issues with various types of people (17 comments), incidents / experience of crime and or safety related situations (13 comments), and comments around safety for women (11 comments).

Reasons for feeling unsafe in the public areas of the City of Darebin
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of total responses)

Comment	2024		2023	2022	2021	2020
	Number	Percent				
Perception of safety at night	31	29%	26%	35%	35%	24%
Drugs and alcohol	18	17%	14%	10%	14%	11%
Issues with people - gangs, youths, "louts" etc	17	16%	7%	18%	13%	25%
Incidents / experiences	13	12%	14%	8%	11%	5%
Being female	11	10%	5%	8%	5%	7%
General perception of safety	5	5%	4%	7%	3%	7%
Crime and policing	4	4%	4%	3%	17%	19%
Image / feel of place and news reports	1	1%	22%	8%	0%	2%
Other	7	7%	4%	2%	1%	1%
Total	107	100%	73	60	98	85

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

Reasons for feeling unsafe in the public areas of the City of Darebin
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number of total responses)

Reason	Number
<i>Perception of safety at night</i>	
At night does not have heap of light / dark / no lighting	9
Generally unsafe at night / after dark	3
Streetlights / lighting	3
Streetlights are not good	2

Streetlights at Arundel Ave and surrounding streets are not bright and makes me feel scared	2
At night, a lot of cars get broken into in Reservoir	1
Dark places after Ruthven Station	1
I have a natural fear of walking in the dark	1
It just gets unsafe at night with strange people hanging around	1
It's too dark so I am not able to see footpaths and I might fall over	1
Less visibility if especially alone at night	1
Lighting and footpath	1
Lot of strangers are wandering around at night at Lloyd Ave and nearby streets	1
More lighting needs in the public like parks and gardens	1
Poor lighting in certain areas of the street	1
Street lighting, it's difficult finding the balance feeling safe	1
Streetlights don't work or are hidden behind trees	1
Total	31

Drugs and alcohol

Drug addicts	4
Very dirty, too many druggie people	2
A lot of drugs affected people	1
Alcohol addicts	1
Certain people with drug issues	1
Drug addicts are terrible	1
Drug addicts during night and sometimes in day	1
Drug use and abuse	1
It has a lot of drug addicts	1
Lots of drunks and crazy people	1
Lots of people affected by drugs are here	1
Lots of people who take drugs	1
Smoking, drinking, making loud noises	1
There's lots of homeless druggies	1
Total	18

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

A lot of homeless people / beggars	4
A lot of anti-social people	1
A lot of people wandering in the middle of the night	1
Bullies	1
Dodgy people around	1
Get frightened by homeless people	1
Homeless people and beggars are terrible	1
Many people were wandering around the home	1
People	1
People having some social problem and using drugs and running in the street	1

People that steal	1
Shady and scary people hanging around especially at night	1
The youth kids run wild	1
There are shady characters in areas	1
Total	17

Incidents / experiences

A woman got shot recently by police because she was high on drugs	1
Being followed	1
Car theft happened earlier	1
Home break-ins and theft	1
I have experienced car break-ins at Gower St	1
I've been burgled and nothing's been done about it after informing the police	1
Lots of break-ins in cars	1
Lots of house break-ins in the street	1
People stealing from property at night	1
Someone tried to rob me at 11:30am	1
Stabbing down there	1
There has been car theft, bike was stolen	1
There was a knife thrown into our garden	1
Total	13

Being female

Being female	5
Attacks on women going on in Australia	1
Because I'm an old woman	1
General misogyny in society	1
That I'm a female and walking around is scary	1
The park areas because women have been raped	1
Women get harassed a lot	1
Total	11

General perception of safety

Cars parked outside and movements inside them	1
Just in general	1
The disturbance with the park bushes	1
Walking	1
Wouldn't walk through the garden	1
Total	5



Crime and policing

Crime rates are going up here, everyday	1
Lack of security officer	1
No safety cameras	1
Vandalism as well	1
Total	4

Image / feel of place and news reports

Lot of news hearing about killing and all, and robbery	1
Total	1

Other

Dangerous traffic	1
Mercil St	1
Old	1
Society is nasty	1
Speeding and traffic	1
Station St	1
There are no speed bumps at roundabout of Gower St, Nicole St and Diamond St and people drive fast leading to some accidents	1
Total	7

Total responses **107**

The following table outlines the 65 locations of safety related concern to respondents this year.

A range of locations and circumstances were raised by respondents, including in activity centres, around public transport hubs, in parks and reserves, and general safety at night.

Location where respondents feel unsafe
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Location</i>	<i>Number</i>
Everywhere	7
Shopping centres / supermarkets / shops	5
Activity centres at night	3
Northcote Plaza	3
Reservoir train station	3
Every street when dark	2
In parks	2
Near house / neighbourhood at night	2
Near the stations	2
Reservoir all over	2
Ross St	2
All over Melbourne - mainly in western side	1
Around Croxton station	1
Barton St	1
Boldrewood roundabout	1
Car parks	1
Council houses in Strathmerton St	1
Creek	1
Down the street in Hotham St	1
Dundas St	1
Edwardes St	1
Ethel St	1
Fairfield shopping centre	1
Gillies St	1
Gregory Gr	1
High St	1
Hurlstone Ave	1
In general	1
Kilmore Ave	1
Merchant Ave	1
Mostly around Murray and Gilbert Rd	1
Newcastle St	1
Newcastle St and Mihil St	1
Parks near the Preston Oval	1
Penders Park	1
People have broken in to steal cars	1
Plenty Rd	1
Robinson Reserve	1
Shaftesbury Pde	1
Shops at Redwood St	1
Shops at Spring St	1
Spring St	1
Woolworths at South Preston	1
Total	65



Economic security

Cost of living pressure

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), to what extent has the household experienced cost of living pressures over the last 12 months? What ways do you feel that Council could assist in reducing cost of living pressure?”

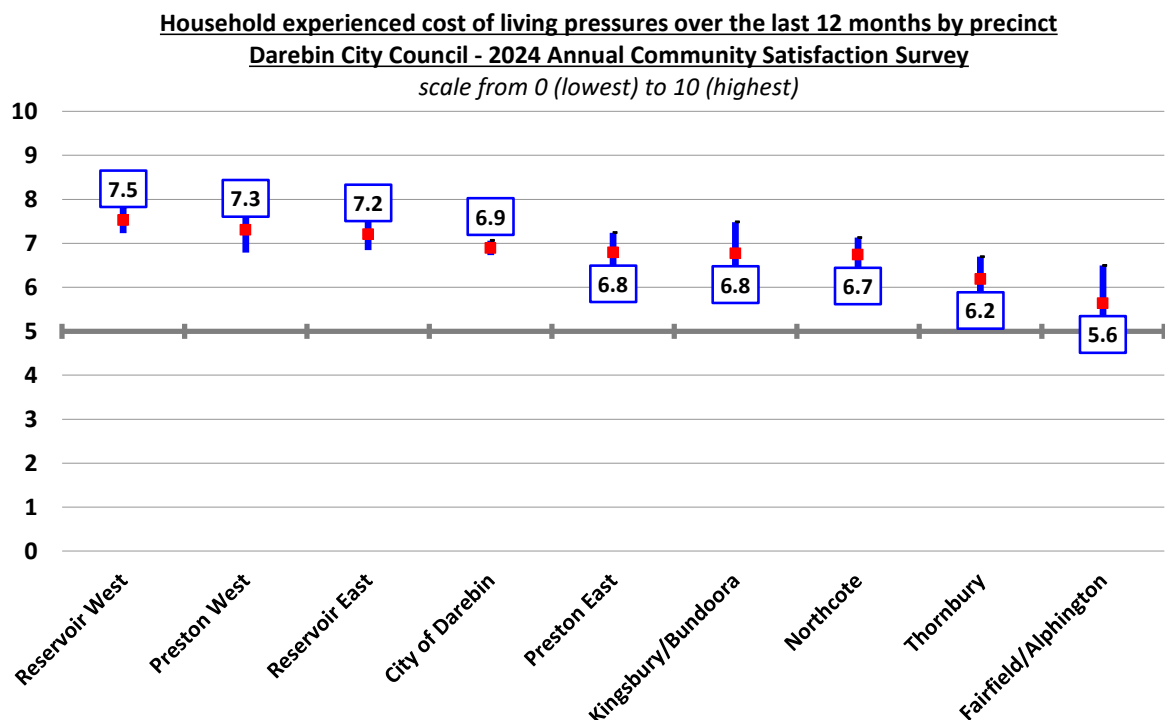
This question relating to the respondents’ perception of cost-of-living pressures was included in the survey program for the first time this year.

The average cost of living pressure reported by respondents was 6.9 out of 10, or a moderately high level of pressure.

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

Respondents from Reservoir West reported measurably (6%) and respondents from Preston West reported notably (4%) higher cost-of-living pressures than the municipal average.

By contrast, respondents from Fairfield-Alphington reported measurably (13%) and respondents from Thornbury reported notably (6%) lower cost-of-living pressures than the municipal average.

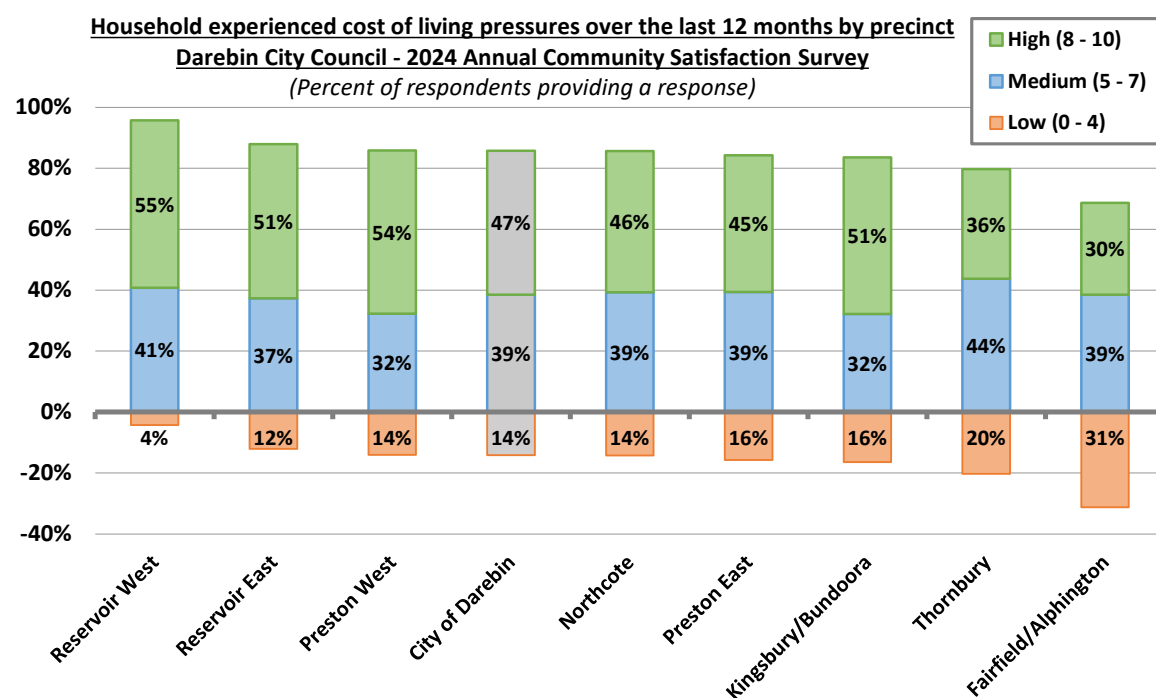


The following graph provides a breakdown of these cost-of-living pressures into the proportion of respondents (who provided an answer) who rated the cost-of-living pressures as high (i.e., rated eight or more out of 10), those who rated it medium (i.e., rated five to seven), and those who rated it low (i.e., rated it less than five out of 10).

Metropolis Research notes that 47% of the 962 respondents who provided a score considered the cost-of-living pressures faced by their household as high (i.e., eight or more), whilst 14% rated it low (i.e., less than five).

There was notable variation in this result observed across the municipality, with more than half of the respondents from Reservoir West, Reservoir East, and Preston West rating the cost-of-living pressures as high.

By contrast, 20% of respondents from Thornbury and 31% from Fairfield-Alphington rated it as low (i.e., less than five out of 10).



The following graphs provide a comparison of the average cost-of-living pressures reported by respondents by household structure.

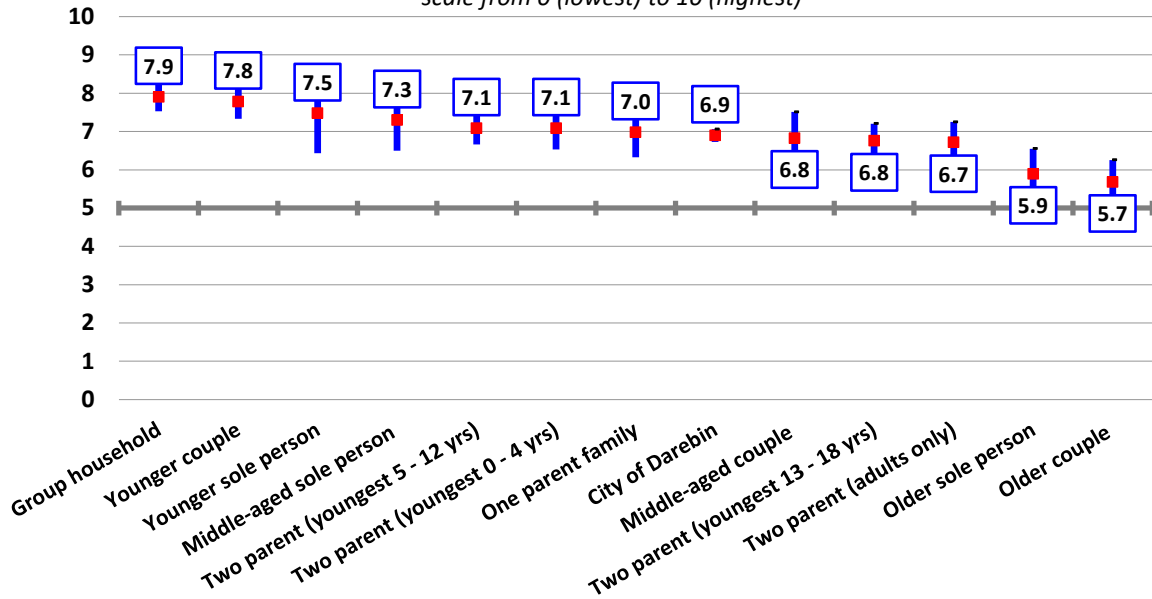
Whilst bearing in mind the relatively small sample size for some of these household structures groups, there was some variation in the average cost-of-living pressures observed, as follows:

- **Measurably / notably higher than average cost-of-living pressures** – included 124 respondents from group households (10% higher), 63 younger couples (9%), 21 younger sole persons (6%), and 39 middle-aged sole persons (4%).
- **Measurably lower than average cost-of-living pressures** – included 111 older couples (12% lower), and 82 older sole persons (10%).

**Household experienced cost of living pressures over the last 12 months
by household structure**

Darebin City Council - 2024 Annual Community Satisfaction Survey

scale from 0 (lowest) to 10 (highest)



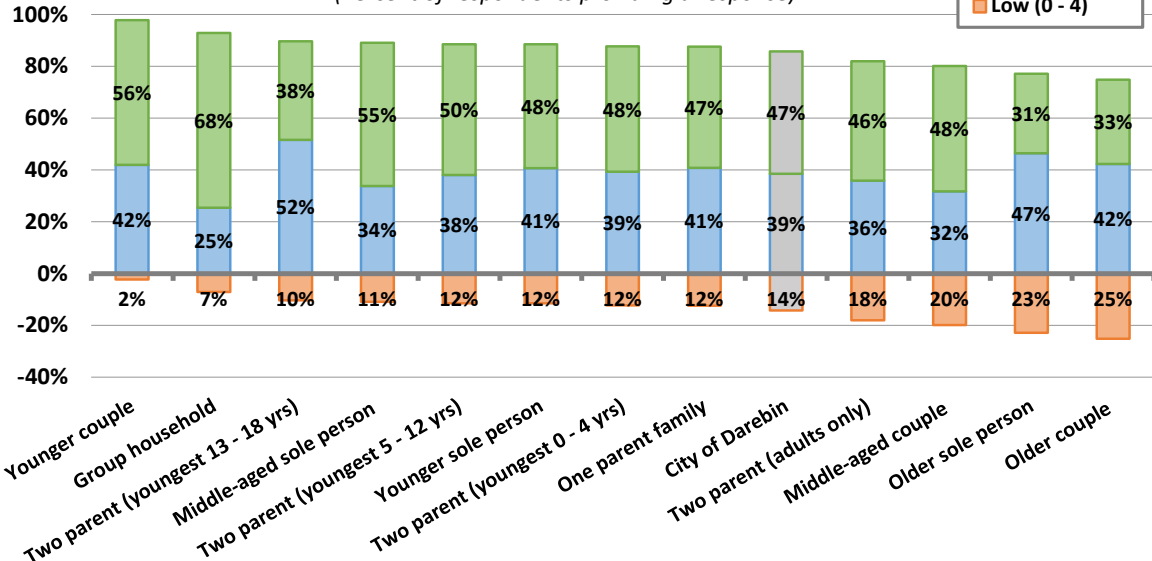
Consistent with the average cost-of-living pressure results discussed above, it is noted that more than half of the respondents from group households (68%), younger couples (56%), middle-aged sole persons (55%), and two-parent families with youngest child aged 0 to 4 years (50%) rated the cost-of-living pressures as high (i.e., eight or more out of 10).

By contrast, more than one-fifth of the respondents from middle-aged couples, older sole persons, and older couple households rated the cost-of-living pressures as low (i.e., less than five out of 10).

**Household experienced cost of living pressures over the last 12 months
by household structure**

Darebin City Council - 2024 Annual Community Satisfaction Survey

(Percent of respondents providing a response)



Ways Council could assist in reducing cost of living pressure

Respondents were asked:

“What ways do you feel that Council could assist in reducing cost of living pressure?”

A total of 430 responses were received from respondents as to ways that Council could assist in reducing cost-of-living pressures.

These comments have been broadly categorised, with the most common responses relating to:

- Reducing / reviewing / subsidizing rates (203 comments)
- Reduce / subsidise utility bills (37 comments)
- Reduce / subsidise bills, charges, taxes, fines (35 comments)
- Reduce / review / subsidise rent and mortgage (27 comments)
- Better Council services and facilities (20 comments)
- Food bank / programs (19 comments)
- Free / cheaper Council services and facilities (15 comments)
- Reduce / subsidise cost of grocery, shopping (13 comments)
- Support / subsidies / for low socio-economic groups (13 comments)
- Support to business and community groups (8 comments)
- Better management of Council finance (7 comments)
- Better / cheaper waste management (5 comments)
- Free / cheaper parking (5 comments)
- Support local economic development and employment (5 comments)
- Better communication and information (3 comments)
- Planning, housing and development (3 comments)
- Other (3 comments)

In addition, there were nine respondents who responded that they did not consider this a role for Council.

Ways that Council could assist in reducing cost of living pressure
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Reduce / review / subsidise rates</i>	
Reduce / review / subsidise rates	188
Reduce rates for lower income people	2
Reduce rates for pensioners	2
Cost of rates, rates are promotional to land value, keep rates the same	1
Except rates, Council can't do anything	1
Free rates for a couple of quarters	1
Maintaining rates at a level which doesn't impact us	1
Offering interest free rates to help for a longer period of time	1

Rates discount or pay on time discount, something like that	1
Reduce Council rates. For different groups, rates can pay annually or quarterly with a discount, but it has been taken away	1
Reduce rates for houses below standard	1
Reduce rates for people on healthcare card	1
Regulate the rates as quality of services are not seen	1
They should not raise their rates, not taking and sticking to their core requirements	1
Total	203

Reduce / subsidise utility bills

Reduce / subsidise energy bills	11
Reduce / subsidise electricity prices	4
Reduce / subsidise utilities / expenses	4
Reduce / subsidise water bills	3
Reduce / subsidise the rates for gas	3
By offering subsidies for basic utilities	1
Continue to use solar and battery to reduce power cost	1
Council-led solar rebates	1
Decrease the cost of water	1
I guess help with energy prices in Thornbury	1
I guess help with petrol prices in Thornbury	1
Lowering prices of utilities which we need in our day-to-day life in Thornbury	1
Manage the prices of electricity and gas in Thornbury, make sure they are clean as well	1
Reduce / subsidise prices like fuel	1
Reduce penalty rates of electricity and all	1
Subsidise single parent families' access to solar power	1
Teach people how to reduce heating and cooling bills	1
Total	37

Reduce / subsidise bills, charges, taxes, fines

Reduce bills / charges / costs	9
Go easier on taxes / tax reduction	4
Advocate on our behalf to the Federal government to reduce most things	3
Reduce / review the land tax	3
Reduce transport fare / cheaper public transport	3
Reducing the cost of living	3
Subsidies on things	3
Help with fines	1
Lower the Council registration fee	1
Lowering entry and possibly some transport fees	1
No fines	1
Reduce costs for services	1
Small rebate programs	1
Speed detecting fines are only in these areas	1
Total	35

Reduce / review / subsidise rent and mortgage

Reduce / subsidise / control rent	14
Have conversations with Federal or State government to lower rental prices / rent freeze	3
Consult with the agency and negotiate and come up with reasonable house rents	1
Council rates should be revised as it impacts the rents	1
Moderating the rental crisis	1
More housing that reduces the cost of renting	1
Pressure on mortgage rates	1
Putting in caps for how much a rental can be increased	1
Reconsider how much rates and rents should be in their area or expect landlords to maintain the house which renters live in	1
Reducing competition of all aspects like market and rentals	1
Rents are stupid	1
Zoning for people, housing to reduce house rentals	1
Total	27

Better Council services and facilities

Housing / affordable accommodation / community housing	10
By developing more bike paths, we can save on petrol expenses	1
Discounted vet clinic	1
Focus on the core services	1
Have community resources like the library	1
Improve the infrastructure	1
Maintaining and increasing and accessibility of public transport	1
More community vegetable gardens	1
Providing strong community services, such as education and leisure services provided by the Council	1
Slash more services for what we pay	1
We need more libraries. And more heating and lighting facilities in the library	1
Total	20

Food banks / programs

Food banks / programs / free food	15
Attempts to give free food, nappies	1
Make people more aware of the charities here like food charities	1
More assistance for struggling families with food banks	1
They could encourage and contribute to local churches that provide food for the local people	1
Total	19



Free / cheaper Council services and facilities

Make childcare cheaper	2
Community gardens	1
Community services	1
Free activities	1
Free public transport between certain hours	1
Free sport and exercise	1
Hold free events. It is expensive to entertain a family of six	1
Hold some free activities or events so people can join in rather than spending a fortune to get entertained	1
I think probably Council programs for dining vouchers	1
Low-cost activities	1
Make kinder cheaper	1
Make places where people can borrow things rather than buying things	1
More accessible services and facilities	1
More free services and programs	1
Total	15

Reduce / subsidise cost of grocery, shopping

More affordable food and veggies	2
Some other ways to cut down shopping bills	2
Standardisation / reduction of the prices of groceries in the shops	2
Drop the prices	1
Dropping prices like groceries	1
Find ways to subsidise families to lower stress	1
Help with food bills	1
Help with food prices in Thornbury	1
Reduce the price of foods	1
Necessary expenditures are overall more expensive so reducing the price would help a lot	1
Total	13

Support / subsidies / services for low socio-economic groups

More concessions / subsidies for poor people	2
Offer free activities to people in need	2
Aged care and I need help with cleaning gardens	1
More social programmes	1
More support for elderly	1
Need some allowances for helping the unemployed	1
Provision of some welfare services (meals, gardening)	1
Reduced rents for people living in houses without proper standards	1
Subsidies for pensioners and unemployed residents	1
Subsidies for people of disadvantage	1
Support low socio-economic people more	1
Total	13

Not Council role

Not much Council can do	4
I think it's more of a State and Federal government issue than Council related	2
Council can't do much regarding housing	1
I believe it is a national issue, not the Council's problem	1
Not getting us to pay for parking permits to park in front of our own house	1
Total	9

Support to business and community groups

Create more opportunities for markets to come	1
Incentivise the market and provide grants for local shops	1
Increase support to community helping agencies	1
Need a law to limit the number of same type business for examples like 2 cafes in front of each other will reduce customers for one which cause financial hardships	1
Need to support businesses	1
Promoting community support programmes	1
Subsidise businesses so that there is a benefit to the household	1
Supporting local businesses competing against Coles and Woolworths	1
Total	8

Better management of Council finance

Spend money wisely	2
Don't use our rates for personal use	1
Don't waste money on rubbish	1
Find more investors than buyers	1
Don't waste the money going on overseas trips or silly useless programs	1
Review the priority of expenditure that reflects in the rates	1
Total	7

Better / cheaper waste management

Distribution of good hard waste like heaters, blankets	1
Hard waste collection should be free	1
Reduce the cost of garbage collection because they are too expensive	1
Reduce Council tip fee	1
Responsible waste disposal	1
Total	5



Free / cheaper parking

Certainly, no parking permits	1
Parking	1
Parking fines are so high. All are expensive	1
Reduce cost of parking tickets	1
Providing free parking permits to residences	1
Total	5

Support local economic development and employment

Assure the existence of Preston Market	1
Cheaper Buy Miles	1
Increasing employment opportunities	1
Maybe organise more Preston Markets	1
Support local economic development	1
Total	5

Better communication and information

Give information about support services that exist	1
Implement communications with the land providers to lower the price	1
Make announcements for people who don't have work	1
Total	3

Planning, housing and development

Concentration of housing in Thornbury	1
Cost of housing management	1
Streamline planning applications	1
Total	3

Other

Less people driving to get people healthier	1
Put up solar panels and generate electricity	1
Transparency	1
Total	3
Total responses	430

Housing related financial stress

Respondents were asked:

“Have the household’s monthly rental or mortgage repayments placed stress on the household’s finances in the last 12 months?”

This question relating to the perception of housing related financial stress was included in the survey program in 2024, after last being included back in 2010.

In 2024, 76% of the 466 mortgagor and rental households that provided a response reported that their housing costs placed at least low stress on the households’ finances, with 19% reporting heavy housing related financial stress.

It is noted that rental household respondents were significantly more likely to report heavy housing related financial stress than mortgagor households.

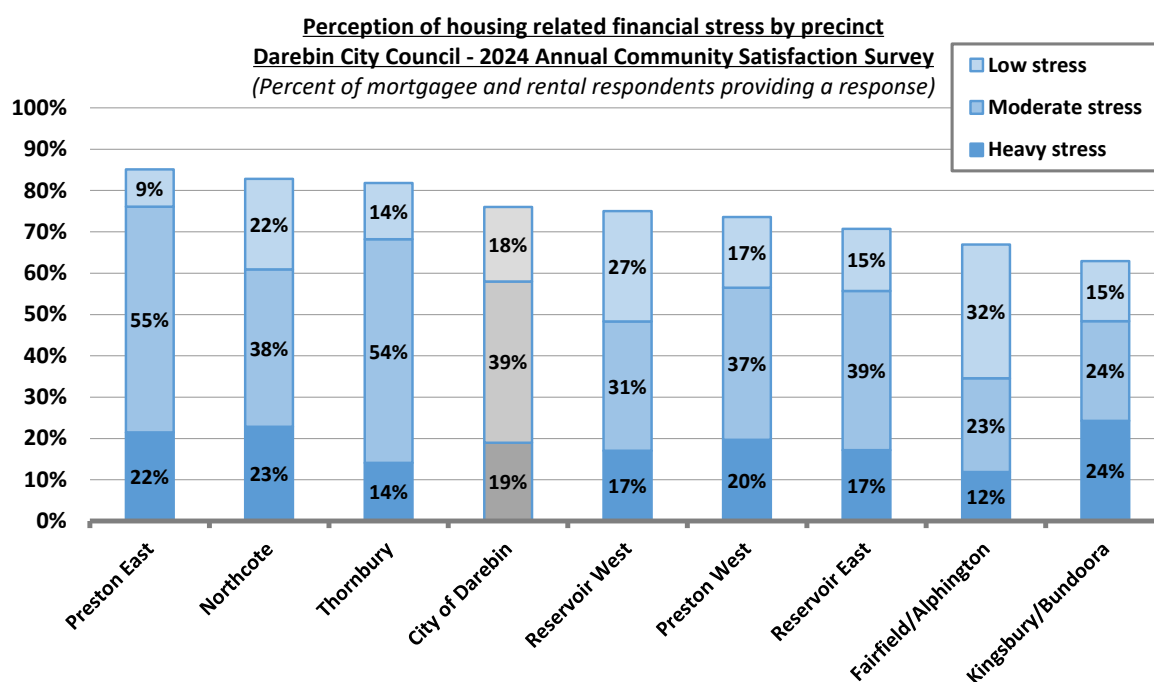
These results were higher than recorded back in 2008, 2009, and 2010, which reported an average of approximately 10% heavy housing related financial stress.

Perception of housing related financial stress
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of mortgagee and rental respondents)

Stress	2024		2024		2010	2009	2008
	Number	Percent	Mortgage	Rent			
No stress	110	24%	30%	20%	34%	55%	23%
Low stress	85	18%	21%	17%	27%	20%	31%
Moderate stress	184	39%	38%	40%	28%	17%	33%
Heavy stress	87	19%	10%	24%	10%	8%	13%
Can't say / not applicable	26		10	15	109	32	39
Total	492	100%	185	308	431	484	452

Whilst noting the smaller sample size at the precinct level for this question, as it included only mortgagor and rental household respondents, there was still some variation in housing related financial stress observed across the municipality, as follows:

- **Notably higher than average housing related financial stress** – included respondents from Preston East (55% moderate stress), Thornbury (54% moderate stress).
- **Notably lower than average housing related financial stress** – included respondents from Fairfield-Alphington and Kingsbury-Bundoora.



Food security

Respondents were asked:

“In the past 12 months, were there any times that your household ran out of food and couldn’t afford to buy more?”

This question relating to food security was included in the survey program for the first time in 2024.

In 2024, a total of 64 of the 963 respondents (6.6%) who provided a response to the question, reported that their household had run out of food at least once in the last 12 months.

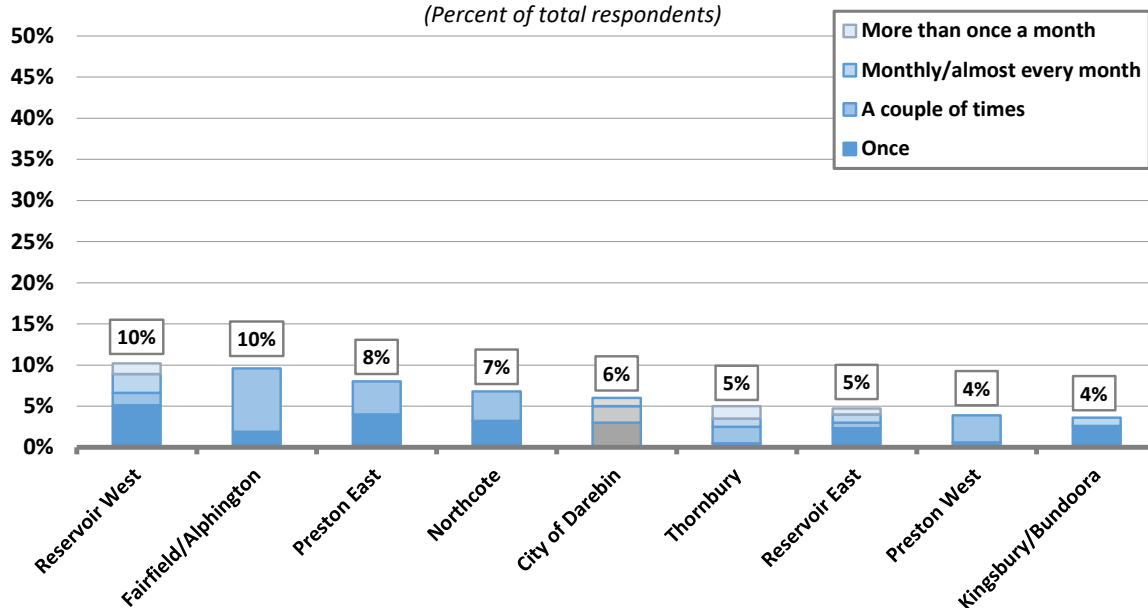
Frequency of household running out of food
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2024	
	Number	Percent
Never	899	89%
Once	27	3%
A couple of times	25	2%
Monthly or almost every month	7	1%
More than once a month	5	0%
Can't say	43	4%
Total	1,006	100%

There was some variation in the proportion of respondent households who had run out of food at least once in the last 12 months observed across the municipality.

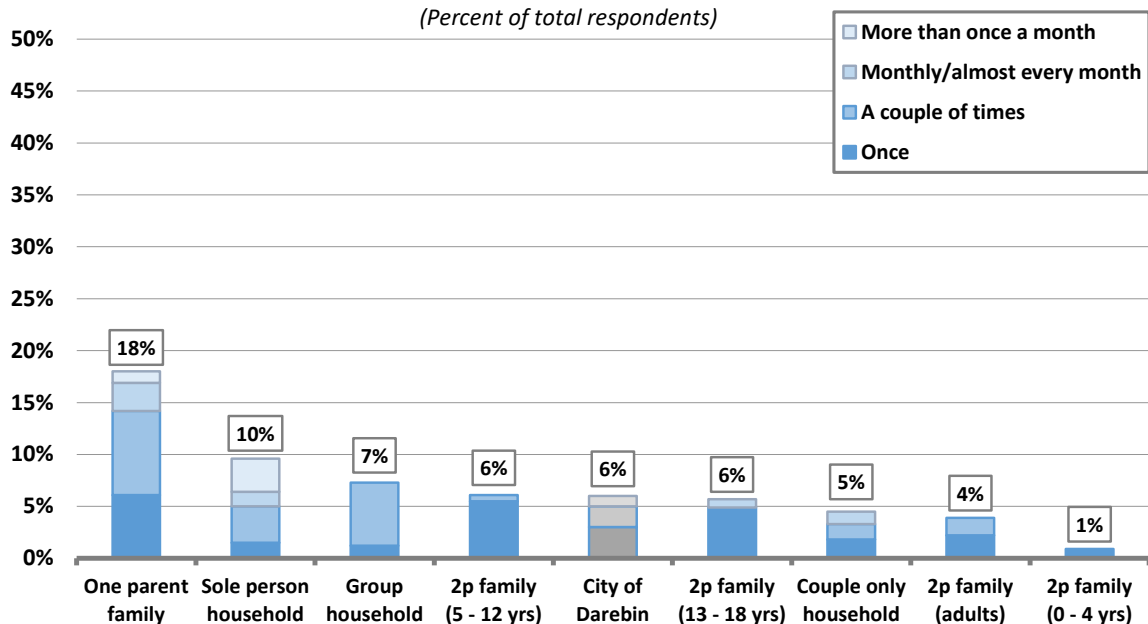
Respondents from Reservoir West and Fairfield-Alphington were the most likely, whilst respondents from Preston West and Kingsbury-Bundoora were the least likely. Metropolis Research does note it was somewhat unexpected that 10% of respondents from Fairfield-Alphington would report that they had run out of food at least once in the past year.

Frequency of household running out of food by precinct
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Percent of total respondents)



Respondents from one-parent families (18%) and sole person households (8%) were the most likely to report that they had run out of food at least once in the past 12 months.

Frequency of household running out of food by household structure
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Percent of total respondents)



Council's Vision

Respondents were read the following preamble:

In 2021 Darebin community members developed their vision for 2041. It reads: Darebin is an equitable, vibrant and connected community. Darebin respects and supports First Nations People, values country, our diverse communities and places. Darebin commits to mitigating the climate emergency, creating prosperity for current and future generations. This vision is supported by 3 pillars which form the key directions and focus of our Council Plan. Vibrant, Respectful and Connected. Prosperous, liveable and flourishing. Climate, green and sustainable.

Agreement with Council's Vision

Respondents were then asked:

"On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your level of agreement or disagreement with Council's Vision. If rated less than 5, why do you say that?"

This question relating to respondents' agreement with the Council Vision was included in the survey program for the first time this year.

A total of 923 of the 1,006 respondents were able to provide a response to this question.

The average agreement with the Council Vision statement was 8.1 out of 10, or an extremely strong level of agreement.

This included 69% who strongly agreed (i.e., rated agreement at eight or more out of 10), and two percent who disagreed (i.e., rated agreement at less than five out of 10).

Agreement with Council's Vision
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number, index score 0 - 10 and percent of respondents providing a response)

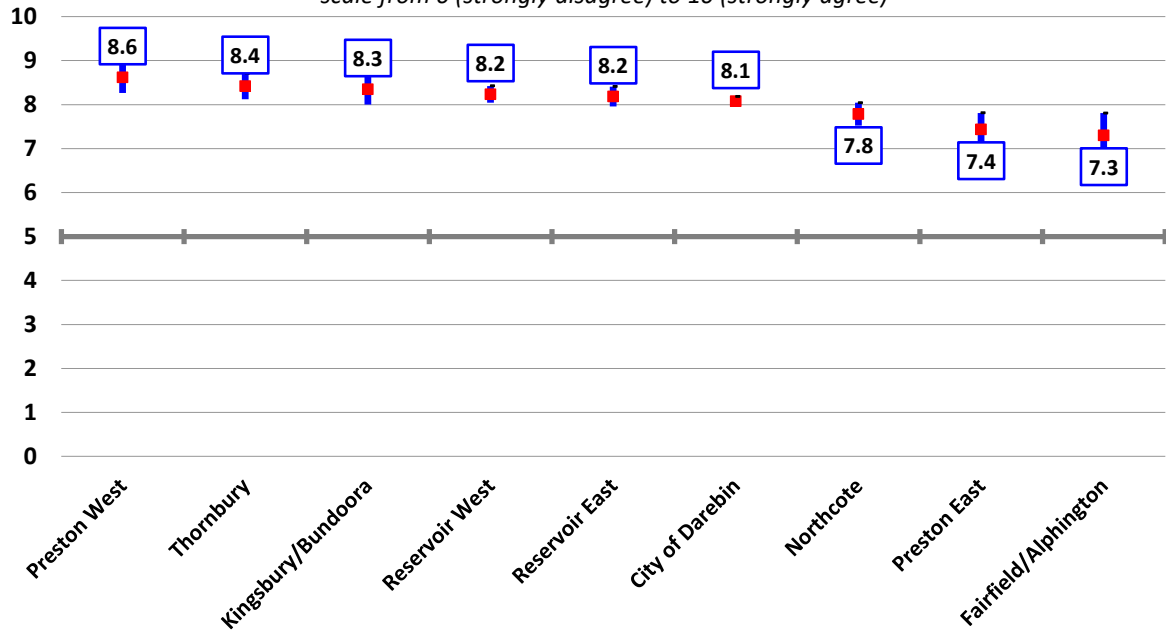
Response	Number	Average	Disagreed (0 to 4)	(5 - 7)	Strongly Agreed (8 to 10)
Agreement with the Vision	923	8.1	2%	29%	69%

There was notable and measurable variation in agreement with the Council Vision observed across the municipality.

Respondents from Preston West were measurably (5%) and respondents from Thornbury were somewhat (3%) more in agreement than average with the Council Vision.

By contrast, respondents from Fairfield-Alphington (8%), Preston East (7%), and Northcote (3%) were all measurably less in agreement with the Council Vision than average.

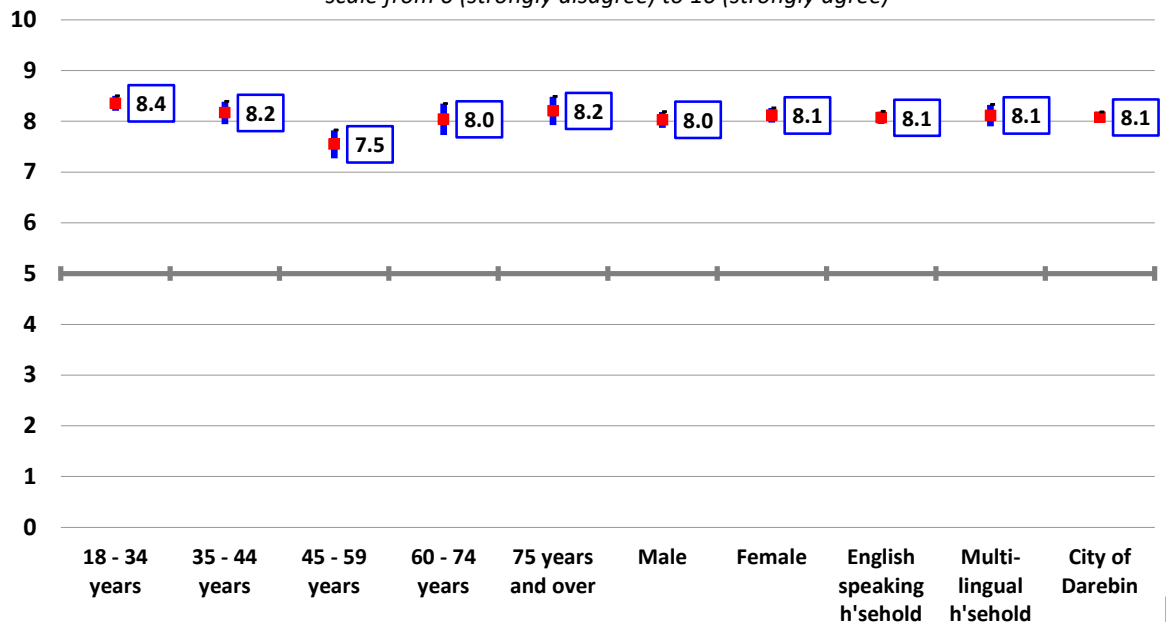
Agreement with the Vision by precinct
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



There was measurable variation in the average agreement with the Council Vision observed by respondent profile.

Young adults (aged 18 to 34 years) were measurably (3%) more in agreement than average, whilst middle-aged adults (aged 45 to 59 years) were measurably less in agreement, although still at a strong level of more than seven out of 10. There was no meaningful variation in agreement with the Council Vision observed by gender or language spoken at home.

Agreement with the Vision by respondent profile
Darebin City Council - 2024 Annual Community Satisfaction Survey
scale from 0 (strongly disagree) to 10 (strongly agree)



The following table outlines the 16 comments received from the 19 respondents who disagreed with the Council Vision (i.e., rated agreement at less than five out of 10).

Reason for disagreement with the Vision
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
Because it's not vibrant and no community spirit anymore	1
Climate change is not local government	1
Council should concentrate on footpaths, rubbish and gardens	1
I don't agree with the Green Party	1
I don't agree with the socialist policies of government and the Council should be dismissed, the administration put in place	1
I don't believe	1
I don't like politics	1
I don't think they will be able to keep their promises	1
It is because the Council is focusing more on minority groups and forgetting the majority of people. They pay attention to the radical left and forget about the hard working moms and dads who are battling high costs	1
Meaningless words that use rate payer money	1
New apartments in different suburbs such as Preston are being developed by demolishing Preston Market	1
There is no engagement with community in formulating the vision	1
They don't follow what they are saying	1
Too much talk	1
Too much wokeness	1
Too vague	1
Total	16

Council's priority in its plan for the next four years

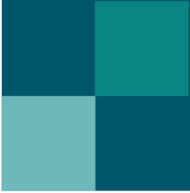
Respondents were asked:

"What do you think Council should prioritise in its plan for the next four years?"

This question relating to what respondents think Council should prioritise in its plan for the next four years was included in the survey program for the first time this year.

A total of 433 of the 1,006 respondents (43%) provided a response to this question.

Metropolis Research notes the relatively small proportion of respondents who provided a response to this question.



This was a smaller proportion of respondents providing a response to this question than to the question asking the [reasons for rating of satisfaction with Council's overall performance](#) (54%), and the [issues to address](#) (58%) results, but larger than for the question around the most important thing Council could do to improve its performance (23%).

These four questions all provide similar themes, although there were small differences between the Council priorities for the next four years and the [current issues to address](#) for the City of Darebin.

The most common priorities nominated by respondents included more / better attention to the environment, conservation, and climate change (6%), more / better planning and development related activities (6%), more parks, gardens, and open spaces (4%), better traffic management (4%), more / better road maintenance and repairs (4%), and more / better safety, policing, and crime outcomes (4%).

With the exception of environment, conservation, and climate change, these other priorities were all raised as current issues to address for the City of Darebin. A total of one percent of respondent nominated environment, conservation, and climate change as a top three current issue to address for the City of Darebin.



Council's priority in its plan for the next four years
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of total respondents)

<i>Issue</i>	<i>2024</i>	
	<i>Number</i>	<i>Percent</i>
Better / more environment, conservation and climate change	63	6%
Better building, housing, planning and development issues	56	6%
More parks, gardens and open spaces	45	4%
Better traffic management	40	4%
Better / more road maintenance and repairs	39	4%
Better / more safety, policing, crime	39	4%
Better quality of life / lower cost of living	30	3%
Increase diversity / multicultural services	24	2%
Better / more cleanliness and maintenance of area	20	2%
Better / more infrastructure and amenities	20	2%
Better / more public transport	20	2%
Cheaper rates / fees	20	2%
Better financial management / politics, and governance	18	2%
Better / more community activities / events	17	2%
Better management of public housing / homelessness	17	2%
Better / more services and facilities for the elderly	15	1%
Better / more solar / renewable energy	14	1%
Better housing availability / affordability	14	1%
Better provision / maintenance of cycling / walking tracks	14	1%
Better / more / cheaper / free parking	13	1%
Better aesthetics of local area	13	1%
Better / more community support	11	1%
Better / more communication, consultation and engagement	10	1%
Better / more rubbish and waste issues	10	1%
Better / more lighting	9	1%
Better / more maintenance of street trees	9	1%
Better / more community services	8	1%
Preston Market	8	1%
Better / more provision of sports and recreation facilities	7	1%
Better footpath maintenance and repairs	7	1%
Better schools / education	7	1%
Better / more activities and facilities	6	1%
Better / more health and medical issues	6	1%
Better / more recycling collection	6	1%
Better / more street cleaning and maintenance	6	1%
More economic development of area	6	1%
More focus on the core / basic services	6	1%
All other issues <i>(26 separately identified)</i>	59	6%
Total responses	732	
<i>Respondents providing at least one issue</i>	<i>433</i> <i>(43%)</i>	

Council's priority in its plan for the next four years by precinct and profile

The following tables provide a comparison of the top Council priorities for the City of Darebin for the next four years by respondent profile and by precinct.

There was relatively little significant variation in these results observed by respondent profile or by precinct.

Council's priority in its plan for the next four years by respondent profile
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Percent of total respondents)

18 - 34 years		35 - 44 years	
Better quality of life / lower cost of living	6%	Better / more environment, conservation	7%
Better / more environment, conservation	6%	More parks, gardens and open spaces	6%
Better building, planning, development	5%	Better / more roads maintenance and repairs	6%
Better / more safety, policing, crime	4%	Better traffic management	5%
More parks, gardens and open spaces	3%	Better building, planning, development	5%
Increase diversity / multicultural services	3%	Better / more safety, policing, crime	5%
Better housing availability / affordability	3%	Better / more cleanliness / maint. of area	4%
Better traffic management	2%	Better / more solar / renewable energy	3%
Better / more rubbish and waste issues	2%	Cheaper rates / fees	3%
All other issues	25%	All other issues	41%

45 - 59 years		60 - 74 years	
Better / more environment, conservation	9%	Better traffic management	7%
Better building, planning, development	8%	Better / more environment, conservation	6%
More parks, gardens and open spaces	7%	Better / more roads maintenance and repairs	5%
Better / more roads maintenance and repairs	5%	More parks, gardens and open spaces	4%
Better traffic management	5%	Better building, planning, development	4%
Better quality of life / lower cost of living	4%	Better / more safety, policing, crime	4%
Better / more safety, policing, crime	4%	Better financial management / politics	3%
Cheaper rates / fees	4%	Better management of public housing	3%
Better / more public transport	4%	Cheaper rates / fees	2%
All other issues	46%	All other issues	38%

75 years and over		City of Darebin	
Better building, housing, planning and d	4%	Better / more environment, conservation	6%
Better / more roads maintenance and repairs	4%	Better building, planning, development	6%
Better / more services / facilities for elderly	4%	More parks, gardens and open spaces	4%
More parks, gardens and open spaces	3%	Better traffic management	4%
Better aesthetics of local area	3%	Better / more road maintenance and repairs	4%
Increase diversity / multicultural servi	3%	Better / more safety, policing, crime	4%
Better / more childcare services / facilities	2%	Better quality of life / lower cost of living	3%
Better / more communication, consultation	2%	Increase diversity / multicultural services	2%
Better / more safety, policing, crime	2%	Better / more cleanliness / maint. of area	2%
All other issues	20%	All other issues	37%

Council's priority in its plan for the next four years by respondent profile

Darebin City Council - 2024 Annual Community Satisfaction Survey

(Percent of total respondents)

Male		Female	
More parks, gardens and open spaces	7%	Better / more environment, conservation	8%
Better building, planning, development	6%	Better building, planning, development	5%
Better / more roads maintenance and repairs	5%	Better / more safety, policing, crime	5%
Better traffic management	5%	Increase diversity / multicultural services	4%
Better / more environment, conservation	4%	Better traffic management	3%
Better quality of life / lower cost of living	3%	More parks, gardens and open spaces	3%
Better / more cleanliness / maint. of area	3%	Better quality of life / lower cost of living	3%
Better / more safety, policing, crime	3%	Better / more roads maintenance and repairs	3%
Better / more public transport	2%	Better management of public housing	2%
All other issues	35%	All other issues	37%

English speaking		Multi-lingual	
Better / more environment, conservation	7%	Better building, planning, development	6%
Better building, planning, development	6%	Better / more roads maintenance and repairs	6%
More parks, gardens and open spaces	5%	Better / more environment, conservation	4%
Better traffic management	4%	Better / more safety, policing, crime	4%
Better / more safety, policing, crime	4%	Better traffic management	3%
Better quality of life / lower cost of living	4%	More parks, gardens and open spaces	3%
Better / more roads maintenance and repairs	3%	Better financial management / politics	3%
Increase diversity / multicultural services	3%	Better / more services / facilities for elderly	2%
Better / more infrastructure and amenit	2%	Better / more cleanliness / maint. of area	2%
All other issues	41%	All other issues	29%

Household members with disability		Household members without disability	
Better / more environment, conservation	8%	Better / more environment, conservation	6%
Better / more safety, policing, crime	6%	Better building, planning, development	6%
Better building, planning, development	5%	More parks, gardens and open spaces	5%
Better / more services / facilities for elderly	4%	Better traffic management	4%
More parks, gardens and open spaces	4%	Better / more roads maintenance and repairs	4%
Better quality of life / lower cost of living	4%	Better / more safety, policing, crime	4%
Better financial management / politics	4%	Better quality of life / lower cost of living	3%
Better / more cleanliness / maint. of area	3%	Increase diversity / multicultural services	2%
Better / more roads maintenance and repairs	3%	Cheaper rates / fees	2%
All other issues	44%	All other issues	38%

Council's priority in its plan for the next four years by precinct
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Percent of total respondents)

Reservoir East		Reservoir West	
Better / more safety, policing, crime	5%	Better traffic management	8%
Better / more roads maintenance and repairs	4%	Better / more roads maintenance and repairs	6%
Better building, planning, development	3%	Better / more cleanliness / maint. of area	4%
Cheaper rates / fees	3%	Better / more safety, policing, crime	4%
Better quality of life / lower cost of living	3%	More parks, gardens and open spaces	4%
Better / more environment, conservation	3%	Cheaper rates / fees	4%
More parks, gardens and open spaces	2%	Better building, planning, development	3%
Better / more public transport	2%	Better / more lighting	3%
Better traffic management	2%	Better / more public transport	3%
All other issues	22%	All other issues	35%
Preston East		Preston West	
Better building, planning, development	8%	Better / more environment, conservation	10%
Better / more safety, policing, crime	4%	More parks, gardens and open spaces	9%
Better / more infrastructure and amenity	4%	Better / more safety, policing, crime	5%
More parks, gardens and open spaces	4%	Better building, planning, development	4%
Better quality of life / lower cost of living	4%	Increase diversity / multicultural services	4%
Better / more environment, conservation	4%	Better quality of life / lower cost of living	3%
Better / more roads maintenance and repairs	4%	Better / more roads maintenance and repairs	3%
Better / more cleanliness / maint. of area	3%	Better traffic management	3%
Cheaper rates / fees	3%	Better prov. / maint. cycling / walking tracks	3%
All other issues	38%	All other issues	34%
Northcote		Thornbury	
Better / more environment, conservation	9%	Better / more environment, conservation	11%
More parks, gardens and open spaces	7%	Better building, planning, development	6%
Better building, planning, development	6%	Better / more roads maintenance and repairs	4%
Better quality of life / lower cost of living	6%	Better traffic management	4%
Better aesthetics of local area	5%	Increase diversity / multicultural services	4%
Better / more safety, policing, crime	4%	More parks, gardens and open spaces	3%
Better / more community activities / events	4%	Better quality of life / lower cost of living	3%
Better traffic management	4%	Better / more public transport	3%
Increase diversity / multicultural services	4%	Better / more services / facilities for elderly	3%
All other issues	48%	All other issues	38%
Kingsbury-Bundoora		Fairfield/Alphington	
More parks, gardens and open spaces	7%	Better building, planning, development	14%
Better building, planning, development	6%	Better / more environment, conservation	13%
Better traffic management	4%	Increase diversity / multicultural services	9%
Better / more environment, conservation	3%	Better housing availability / affordability	7%
Better / more roads maintenance and repairs	3%	Better / more roads maintenance and repairs	5%
Better / more health and medical issues	3%	Better traffic management	5%
Better financial management / politics	3%	Better management of public housing	5%
Better prov. / maint. cycling / walking tracks	3%	More parks, gardens and open spaces	4%
Better / more community support	3%	Better / more / cheaper / free parking	4%
All other issues	25%	All other issues	32%

Respondent profile

The following section of this report provides details as to the demographic profile of the respondents to the survey.

These results do show that the survey methodology has obtained a sample of residents that is both highly consistent over time, as well as being reflective of the underlying population of the City of Darebin.

Age

The sample of respondents was weighted by age and gender to reflect the 2021 Census profile. Metropolis Research notes, however, that the underlying sample was a good reflection of the City of Darebin community, which reinforces the strength of the door-to-door methodology in engaging effectively with the diverse Darebin community.

Age structure
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Age group	2024 (unweighted)		2024	2023	2022	2021	2020
	Number	Percent	(weighted)				
18 - 34 years	239	24%	32%	32%	36%	36%	36%
35 - 44 years	231	23%	19%	19%	19%	19%	19%
45 - 59 years	220	22%	23%	23%	22%	22%	22%
60 - 74 years	226	23%	14%	14%	13%	13%	13%
75 years and over	82	8%	12%	12%	10%	10%	10%
Not stated	8		8	4	10	0	0
Total	1,006	100%	1,006	1,001	1,000	1,000	1,003

Gender

Gender
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Gender	2024 (unweighted)		2024	2023	2022	2021	2020
	Number	Percent	(weighted)				
Male	506	51%	47%	48%	48%	48%	48%
Female	484	48%	52%	52%	52%	52%	52%
Non-binary	10	1%	1%	0%	0%	0%	0%
I prefer not to say / not stated	6		6	2	2	0	0
Total	1,006	100%	1,006	1,001	1,000	1,000	1,003

Diverse population groups

A total of 20% of respondents identified with one of the five diverse population groups, with nine percent identifying as culturally or linguistically diverse.

Diverse population groups
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2024	
	Number	Percent
Culturally or linguistically diverse	90	9%
Person with chronic illness	62	6%
LGBTIQA+	57	6%
Financial hardship	36	4%
Other	1	0%
Total responses	246	
<i>Respondents identifying at least one response</i>	<i>200</i>	<i>(20%)</i>

Disability

Consistent with the results recorded in recent years, 12% of respondents were from households with a member identifying with disability.

Household members identified as having disability
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

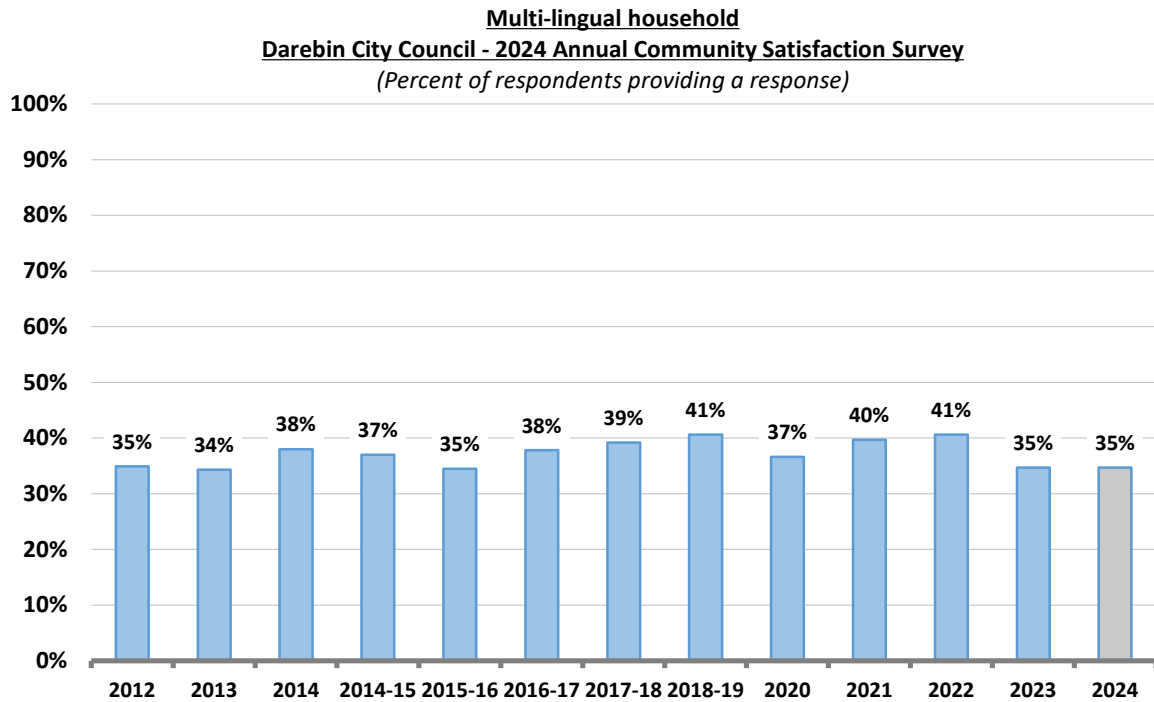
Disability	2024		2023	2022	2021	2020	2018-19
	Number	Percent					
Yes	112	12%	14%	15%	14%	15%	9%
No	854	88%	86%	85%	86%	85%	91%
Not stated	40		19	33	32	28	18
Total	1,006	100%	1,001	1,000	1,000	1,003	1,002



Language spoken at home

Consistent with the results recorded over many years, 35% of respondents were from households that spoke a language other than English at home.

This result was almost identical to the 2021 Census which reported that 34% of residents spoke a language other than English at home.



The most common languages other than English spoken in respondents' households were Italian (8%), Greek (5%), and Mandarin (2%).

Language spoken at home
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Language	2024		2023	2022	2021	2020	2018-19
	Number	Percent					
English	672	68%	65%	59%	60%	63%	59%
Italian	80	8%	7%	7%	9%	9%	8%
Greek	49	5%	7%	7%	5%	5%	5%
Mandarin	22	2%	1%	3%	2%	2%	3%
Arabic	16	2%	4%	3%	2%	3%	2%
Spanish	16	2%	1%	1%	1%	2%	1%
Nepali	13	1%	0%	1%	1%	1%	1%
Chinese n.f.d.	10	1%	0%	0%	1%	0%	1%
French	8	1%	1%	1%	0%	1%	1%
Hindi	8	1%	2%	2%	5%	3%	3%
Vietnamese	7	1%	1%	2%	1%	1%	1%
Cantonese	6	1%	0%	0%	1%	1%	1%
Macedonian	6	1%	1%	2%	1%	1%	1%
Bengali	5	1%	0%	0%	1%	1%	0%
Tagalog (Filipino)	5	1%	0%	1%	0%	1%	0%
Sinhalese	4	0%	0%	0%	0%	1%	0%
Turkish	4	0%	1%	1%	0%	0%	0%
German	3	0%	1%	1%	1%	1%	1%
Punjabi	3	0%	1%	0%	0%	1%	1%
Tamil	3	0%	0%	0%	1%	0%	0%
Thai	3	0%	0%	0%	1%	0%	0%
Indonesian	2	0%	0%	0%	0%	1%	0%
Japanese	2	0%	0%	1%	0%	1%	0%
Korean	2	0%	0%	0%	0%	0%	0%
Malay	2	0%	0%	0%	0%	0%	0%
Marathi	2	0%	0%	0%	0%	0%	0%
Portugese	2	0%	0%	0%	1%	0%	1%
Samoan	2	0%	0%	0%	0%	0%	0%
Serbian	2	0%	0%	0%	0%	0%	0%
Teluga	2	0%	0%	0%	0%	1%	0%
Multiple	0	0%	1%	1%	0%	0%	4%
All languages (27 separately identified)	27	3%	3%	6%	8%	5%	5%
Not stated	18		10	10	20	11	10
Total	1,006	100%	1,001	1,000	1,000	1,003	1,002



Household structure

Consistent with previous years, 40% of respondents were from two-parent families, 25% couple households, 15% sole person households, 13% group households, and six percent one-parent families.

Household structure
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Structure	2024		2014-15	2014	2013	2012	2011
	Number	Percent					
Two parent family total	396	40%	44%	46%	46%	47%	37%
<i>youngest child 0 - 4 years</i>	79	8%	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>
<i>youngest child 5 - 12 years</i>	119	12%	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>
<i>youngest child 13 - 18 years</i>	89	9%	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>
<i>adult children only</i>	109	11%	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>
One parent family total	61	6%	4%	5%	4%	6%	8%
<i>youngest child 0 - 4 years</i>	10	1%	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>
<i>youngest child 5 - 12 years</i>	11	1%	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>
<i>youngest child 13 - 18 years</i>	11	1%	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>
<i>adult children only</i>	29	3%	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>	<i>n.a.</i>
Group household	133	13%	10%	11%	12%	11%	12%
Sole person household	147	15%	12%	12%	11%	10%	13%
Couple only household	249	25%	29%	24%	25%	26%	26%
Other	6	1%	2%	1%	2%	1%	3%
Not stated	14		0	2	4	3	2
Total	1,006	100%	400	800	800	800	798

Current housing situation

Consistent with previous surveys, a little more than half of the respondents owned their home outright.

It is noted that there were more rental household respondents in the sample in 2024 than in recent years, although consistent with the longer-term results.

Housing situation
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Situation	2024		2023	2022	2021	2020	2018-19
	Number	Percent					
Own this home	458	47%	52%	47%	47%	48%	51%
Mortgage	185	19%	29%	27%	23%	19%	14%
Renting this home	308	31%	17%	21%	28%	30%	32%
Other arrangement	30	3%	2%	6%	3%	2%	3%
Not stated	25		56	44	73	61	33
Total	1,006	100%	1,001	1,000	1,000	1,003	1,002

Period of residence

In 2024, there were notably more newer residents (less than five years in the municipality) than had been recorded in recent years, most likely reflecting the impact of the pandemic on movement of households.

Period of residence in the City of Darebin
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Period	2024		2023	2022	2021	2020	2018-19
	Number	Percent					
Less than 1 year	91	9%	2%	1%	1%	1%	11%
1 to less than 5 years	161	16%	5%	7%	16%	15%	24%
5 to less than 10 years	223	23%	16%	19%	19%	16%	16%
10 years or more	508	52%	77%	74%	63%	68%	49%
Not stated	23		10	15	36	34	11
Total	1,006	100%	1,001	1,000	1,000	1,003	1,002

The most common previous municipalities of residence were Merri-bek (19%), Yarra (14%), and Melbourne (13%).

It is noted that four percent of respondents moved to the City of Darebin directly from overseas.



Previous Council

Darebin City Council - 2024 Annual Community Satisfaction Survey

(Number and percent of respondents who lived in the City of Darebin less than 5 years and providing a response)

Council	2024	
	Number	Percent
Merri-bek	35	19%
Yarra	27	14%
Melbourne	24	13%
Interstate	15	8%
Yara	13	7%
Whittlesea	11	6%
International	7	4%
Maribyrnong	7	4%
Boroondara	6	3%
Whitehorse	6	3%
Port Phillip	5	3%
Stonnington	5	3%
Manningham	4	2%
Nillumbik	3	2%
Ballarat	2	1%
Bayside	2	1%
Cardinia	2	1%
Glen Eira	2	1%
Moonee Valley	2	1%
Banyule	1	1%
Brimbank	1	1%
Greater Dandenong	1	1%
Hume	1	1%
Indigo	1	1%
Knox	1	1%
Kooyong	1	1%
Maroondah	1	1%
Monash	1	1%
Yarra Ranges	1	1%
Not stated	64	
Total	252	100%

General comments

Respondents were asked:

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

A total of 105 general comments were received from respondents this year, consistent with the result last year.

These verbatim comments have been broadly categorised as outlined in the following table, with the most common issues relating to various council services and facilities, as well as comments on park, gardens, trees, and open spaces.

General comments
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number and percent of total responses)

Comment	2024		2023	2022	2021	2020
	Number	Percent				
Council services and facilities	31	30%	23%	19%	15%	17%
Parks, gardens, trees and open spaces	9	9%	10%	4%	10%	8%
Rates / financial management	2	2%	10%	4%	4%	11%
Planning and development	2	2%	8%	9%	4%	4%
General positive	4	4%	7%	5%	7%	10%
Council governance, management, responsiveness	6	6%	6%	5%	9%	6%
Communication, consultation and engagement	7	7%	6%	4%	7%	6%
Preston Market	1	1%	6%	3%	0%	0%
Safety, crime and policing	2	2%	5%	6%	1%	2%
Waste management	7	7%	5%	4%	10%	7%
Social justice / multicultural issues	2	2%	5%	1%	5%	0%
Traffic, roads, parking	9	9%	4%	16%	12%	7%
Shops, restaurants and entertainment venues	2	2%	3%	2%	1%	6%
Survey	7	7%	2%	7%	4%	4%
Street lighting	4	4%	1%	3%	2%	4%
Footpaths	6	6%	1%	2%	1%	2%
Public transport	0	0%	1%	1%	1%	1%
General negative	2	2%	0%	3%	2%	0%
Other	2	2%	0%	2%	5%	5%
Total	105	100%	105	249	134	113

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

General comments
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

Comment	Number
<i>Council services and facilities</i>	
Need more street sweeping	3
Dog poo clearance has to be done as a lot of poo bags / make sure people pick up dog poo	2
Clean up tagging especially in High St	1
Do the core services well	1
Dog poo on the nature strip in Kendall St	1
Drainage issues around Bayliss St	1

Energy programs have been very handy	1
Extremely angry about the lack of action in graffiti, takes a little courage to catch the few young people doing it, it's hard for businesses	1
Graffiti and cleaning. Especially near the shopping centre	1
Houses around Union St had some pretty weird graffiti	1
I would like to see more facilities that support disabled people around the Northcote Plaza	1
Issues with animal management like cats are out at night, these should be controlled	1
Keep things neat and tidy	1
Love the library and NARC	1
Maternal healthcare was patchy, not of a high quality, communication was inconsistent	1
More sporting facilities without paying	1
Need to have a weekend lunch program at the library (no questions asked lunch program)	1
Possums and wild animal activities	1
Promote more business	1
Services are bad for the rates they charge	1
The aquatic centres should be less expensive	1
The library opening hours on the weekend are 1 to 5pm but I would like to study early	1
The management of domestic animals needs to be improved	1
The Mt Cooper estate is lovely but needs more upkeep	1
Think more about elderly for activities and support	1
Water logging should be addressed	1
We need more home support services from the Council	1
When it rains heavily it clogs the drains	1
Total	31

Parks, gardens, trees and open spaces

I would like to see improvement on tree maintenance	1
It would be nice if the Council could offer a service for the maintenance of trees. I'm very old and need help	1
Lane Cres has trees that need to be maintained	1
Nature strip on Albert St needs to be looked after	1
Nature strips not maintained well	1
No response from the Council about tree management around Kennedy St	1
No street trees	1
Norton St nature strips are not maintained properly	1
Street trees near Holy Spirit Church are not well maintained. It seems like there are no tree assessments	1
Total	9

Traffic, roads, parking

Driving in Christmas St is a bit difficult with the cars parked on both sides	1
It would also be nice to stop people with loud cars	1
Make roadside parking more practical around Jamieson St	1
Parking issues around Bayliss St	1
Parking issues in Foley Ave	1
Put more stop signs, give way signs for pedestrian and cyclist protection	1
Speed cameras around Preston Market	1
Traffic on Separation St, people are speeding	1

We need a safe crossing in the intersection of Clarendon St and Wales St	1
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Total	9
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Communication, consultation and engagement

Communication issues. Council is not doing what they said. Don't follow up with the issues. We have to spot the drain cleaning trucks when they are here. The Council didn't follow up on that	1
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Issues are not taken through written and verbal means	1
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Need updates from the monthly Council meetings as the newsletter only comes out once in 3 months	1
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Prioritise listening to the community	1
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Sometimes it is hard to find out information on building permits on the Council website. Do improve the usability of the Council website	1
--	---

They should have asked more people when deciding about Australia Day	1
--	---

When doing community consultations, publish a report. Close the loop. Otherwise, people don't know whether things got done or not. Say "this many percentages requested this, so we did this first"	1
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Total	7
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Waste management

A lot of bins on the roads	1
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I object to the Council taking annual hard rubbish collection	1
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It has been more than a week and the Council has not replaced my bins as I just moved in recently	1
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More bins in public spaces like tram stops	1
--	---

More frequent food and green waste collection	1
---	---

The waste transfer station in Reservoir has changed their management and it affects me as I dump my dirt, and they stopped accepting dirt after the change. The new management is not good or cooperative, they should start accepting dirt, you can't trust the new management. It has impacted me a lot. Now I just don't want to go to that centre as the new management is sad and make us feel like jail	1
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We need a compost bin	1
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Total	7
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Survey

Many questions are also too general to be able to give a considered response	1
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More questions should have been asked related to health issues like smoke pollution. Look after the houses which give out smoke pollution a lot	1
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Please don't include this type of demographic part in any surveys	1
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Survey is not done to unpack the main issues	1
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Survey is too long for oldies to stand	1
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The surveys should be shorter	1
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Work out a way to gather information from all people. Not from a minority	1
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Total	7
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Council governance, management and responsiveness

Democracy in the Darebin Council is a very big issue	1
Do the traditional role of consult before branching into political issues	1
I am looking forward to the Council's election	1
Just stop playing identity politics	1
This Council is not doing enough like other Councils in terms of cleanliness and safety of family	1
We prefer the Council stays out of middle eastern politics	1
Total	6

Footpaths

Uneven footpaths	3
Fix the footpaths	1
Footpaths in Palm St	1
Footpaths in Prospect Gr is in terrible condition, people trip all the time	1
Total	6

General positive

I thank them for their work and making a good place to live	1
Keep up the good work Council	1
Thanks to all the people in Darebin who are working hard to improve this area	1
They should be proud of their city	1
Total	4

Street lighting

More lighting over bike paths	1
More lighting over pedestrian crossings	1
Street lighting in footpaths in Fyffe St	1
We need more streetlights	1
Total	4

General negative

Northcote feels neglected	1
Stop politicising everything	1
Total	2

Planning and development

No policies	1
Regarding population growth, no excess high-rise buildings	1
Total	2

<i>Rates / financial management</i>	
Rates are too high / expensive	2
Total	2
<i>Safety, crime and policing</i>	
Anti-social behaviour at the petrol station on High St makes me feel unsafe	1
More police patrolling at night	1
Total	2
<i>Shops, restaurants and entertainment venues</i>	
Northcote Shopping Centre must be renovated	1
The shopping centre is so dirty, stinky, the people are stinky sleeping everywhere, the druggies	1
Total	2
<i>Social justice / multicultural issues</i>	
I respect the LGBTQ community, but please leave the children from this whole thing	1
Immigrant children aren't being treated right, been around for years	1
Total	2
<i>Preston Market</i>	
Protection of Preston Market	1
Total	1
<i>Other</i>	
Shifting ground	1
Stop suppressing community climate activities	1
Total	2
Total responses	105



Appendix One: Verbatim reasons for satisfaction rating

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

Reasons for rating satisfaction with Council's overall performance at "dissatisfied" levels
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Council governance, management and performance</i>	
More concerned about international / external problems like Palestine and LGBTQ than local issues / residents' wellbeing	2
Nothing happens, very unprofessional behaviour	2
The Council is involved in lot of activities that it should not be involved in	2
They don't focus on local issues / people's needs	2
Because of the fact it is put into administration mode shows incompetence	1
Because they only worry about themselves don't worry the rate payers	1
Council conduct is dysfunctional	1
Earlier Council used to do real work it's no good now people not working hard enough	1
I feel they should put more stand towards Palestine and have more voice towards the issue.	1
Put more pressure on the Labor MPs on the issue	1
I have read about the chaos that's happening in the Council chambers at the moment	1
Inconsistent	1
Just people, they lost the plot	1
Most of the things they don't make it clear, just focus on tiny things	1
Political agendas overtake the community needs	1
The Council is managing funds and focusing on things that are of no concern to them	1
The Council should focus on local issues and should not involve on political issues	1
Their priorities are not aligned with the residents in Council	1
There are a lot of fights among the Councillors	1
There is no need for Council government	1
They are not doing what I feel Council should be doing. They are worried about vegan / vegetarian meals in Council events or having meetings but what does this have to do with ratepayers	1
They don't comply with local government regulations in 2020	1
They fail to employ professionals, only amateur level employees	1
Too much time spent on issues that a local Council doesn't have control over, rather than spending time on local community	1
Total	27

Generally negative comments

A lot to improve	2
The Council is doing nothing for the people	2
Disappointed with Darebin Council	1
Do the proper work instead of giving people fine	1
I just feel the key issues in my area have not been addressed thoroughly by the Council	1
Many things	1
Poor	1
They are not good at anything	1
They are very bad	1
They don't deliver their promise	1
They don't solve my problems	1
They need to be involved in more things	1
They only look after themselves	1
Total	15

Rates and financial management

A lot of money was pulled out of community services such as children's programs	1
Concerned about the money they waste	1
Heard they waste a lot of money	1
Increases in rates and I don't feel we see equivalent outputs or improvements in the area	1
Rates are high	1
The Council doesn't take any action. They don't do anything for the rates I pay. I want to see what they have done for the 4000\$ I have paid. And I don't see anything.	1
The rates are going high without any reasons	1
They are there to only collect rates and not provide actual services	1
They should do more for the people rather than upping the rates	1
They were not worth being paid by the money	1
Waste money. Resources should go to where relevant	1
Total	11

Communication, consultation, engagement and responsiveness

Council communication is non existent	1
Doesn't listen enough to residents. No engagement	1
Engagement with the rate payers, community	1
Meetings are disgusting and not at all interesting	1
The Council is not engaging community members in making an inclusive development in Darebin. It is taking decisions on its own	1
There is no consultation	1
There is no consultation with community on various problems by the Council	1
They don't communicate	1
They don't listen to residents of Darebin	1
They don't listen whatever you say	1
Total	10

Council services and facilities

Needs more regular maintenance of the services	2
Fix the shopping strips	1
Focus on rubbish, roads and maintenance of services	1
I have not seen street sweeping at King William St	1
In Leonard St, gutters haven't been fixed for 5 years	1
It should focus on providing basic services efficiently	1
Need more regular activities	1
Public toilet upgrades	1
Streetlights but nothing happened	1
Total	10

Cleanliness and maintenance of area

Suburb does not look clean	2
Walking around will see graffiti on private fence and looks dirty	2
Fix the neighbourhood	1
Maintenance stuff is the main concern	1
Poor management of graffiti	1
There was illegally dumped rubbish at King William St for two months. I contacted the Council, and it took long to remove it	1
Too many leaves on St George Rd	1
Total	9

Parks, gardens, open spaces and trees

I have already complained about the trees, but no action taken	1
Less focus on green spaces	1
Making the current spaces more enjoyable for voters but not maintaining them	1
The plants of the households on Gillies St are overgrown which limit the space of the footpath	1
They need to cut the street trees regularly	1
Too many leaves on St Georges Rd	1
Total	6

Traffic / roads

The focus areas should be maintenance of roads	2
Fix roads	1
Not happy with roads and all the things are not that good	1
Poor management of roads	1
Total	5

Footpaths

Footpaths are uneven at Northernhay St	1
Poor management of footpath can cause injury on other people	1
The footpaths are ruined around South Cres	1
The focus areas should be footpath maintenance	1
Total	4

Council customer service and responsiveness

Council is very unprofessional they never respond to any of my problems	1
Still waiting to get a response	1
Total	2

Parking

I complained about parking	1
Parking issues	1
Total	2

Multicultural issues

They don't represent the minority. I never see Councillors at the programs that they are involved with	1
Too much of diversity, they are shocking	1
Total	2

Waste management

The bins	1
The focus areas should be illegal waste management	1
Total	2

Other

Council not aligned with my views	1
Total	1
Total dissatisfied comments	106



Reasons for rating satisfaction with Council's overall performance at "neutral" levels

Darebin City Council - 2024 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Council services and facilities</i>	
They need to do more for the people	4
The graffiti is too much	1
They need to concentrate on regular maintenance of the services	1
They need to do more regular activities	1
They need to do more regular services	1
We need more services from Council in all areas	1
Total	9
<i>Generally negative comments</i>	
Needs more improvement	2
Do what is below 5	1
It is like disaster everywhere. They are not doing enough	1
They are not doing anything for people	1
Total	5
<i>Traffic / roads</i>	
I have already complained about road but no action was taken	1
Major safety issue in the streets	1
Needs more improvement in roads	1
Not very happy, too many cars on the road	1
They need to fix the roads	1
Total	5
<i>Council governance, performance and management</i>	
I think there is a lot of division within the Council	1
There is a lot of banning to lobby groups	1
It is because they have got a fairly left-wing agenda, and they don't base their ideas on practical knowledge	1
They should stick to the Council business and not indulge in political business like Palestine	1
Total	4

Generally neutral comments

It's not good, nor bad	1
Not bad not perfect	1
They are doing their job with the rates I pay	1
Total	3

Rates and financial management

For the hefty rates I pay, they don't provide enough services	1
I suspect there is a lot of money wastage	1
Spending lot of money in Bell St	1
Total	3

Footpaths

I have already complained about footpath but no action where taken	1
They need to fix the footpaths regularly	1
Total	2

Communication, consultation, engagement and responsiveness

The development of the market didn't involve the community	1
Total	1

Environment / climate change

In the climate emergency space, they have been neglectful and deceptive	1
Total	1

Generally positive comments

A lot of things are great	1
Total	1

Parks, gardens and open spaces and trees

Disappointed with state of park like Johnson	1
Total	1



Planning, housing, development

Building department is useless	1
Total	1

Waste management

The Council is too strict on the hard rubbish collection. Once a year is too little	1
Total	1

Other

The over supporting the LGBTIQ+ and putting the flags of them even though other community is living	1
Total	1

Total neutral comments 38

Reasons for rating satisfaction with Council's overall performance at "satisfied" levels
Darebin City Council - 2024 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Generally positive comments</i>	
They are generally doing good / well / amazing / great	59
I like / love this area / nice area to live	7
Generally happy / satisfied	6
Council is doing it's job / doing ok / alright	5
They are doing good but not perfect	5
The Council is trying	4
Generally, it's a great place to live	2
Good / effective Council	2
I just moved in and everything seems okay to me so far	2
They are good compared to other Councils	2
Everyone is doing hard work	1
Generally it's a good place to live and friendly and I think Council has something to do with it	1
I am proud to be living in Darebin that we are a caring and informed community where everybody matters	1
I haven't made many encounters with the Council and the ones I did were positive	1
Nice and peaceful here	1
Pretty cooperative	1
The Council is meeting the normal expectations and responsibilities	1
The Council is trying with the level of families and infrastructure in the community	1

They put in effort to involve community in it	1
---	---

Total	103
--------------	------------

Generally negative comments

Room for improvement / can be better / could do more	37
--	----

Cannot fully trust and rely on Council if I really am in need	1
---	---

Council is responsible for so much; it is really hard to give a high mark because the Council will always fall down on some sector of the community	1
---	---

Feels like they could perform at higher standard	1
--	---

I think they are not clear on certain things	1
--	---

It is because I'm trying to think of all the areas of responsibilities, some I'm not happy with	1
---	---

Just some areas rated a little low	1
------------------------------------	---

Not good as past	1
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Not happy with some	1
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The Council is lacking in many ways	1
-------------------------------------	---

The Council system is not designed as well, it's not just here, it's everywhere	1
---	---

The duty of Council is to look after the residents but now Council went on off path	1
---	---

There are common issues that are not properly addressed	1
---	---

There are many complaints	1
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They are not the best	1
-----------------------	---

Walk in the street and see it yourself	1
--	---

Total	52
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Council services and facilities

I think Council does a good job in service provision	7
--	---

Overall good services	4
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Generally, the facilities are good	3
------------------------------------	---

They need to do more activities on a regular basis	2
--	---

Toilets are so dirty	2
----------------------	---

Actual delivery of services has less attention from the Council	1
---	---

Because the Council is intensive in terms of services	1
---	---

Boat shed at Edward's Lake should not be a cafe	1
---	---

Council activities are really good	1
------------------------------------	---

Council does pretty good job in being focused on the community	1
--	---

Drainage cleaning needs to be improved	1
--	---

Focus more on local services	1
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I think that Darebin Council is doing a lot for our community like redevelopment of leisure centre	1
--	---

I think that Darebin Council is doing a lot for our community like regular community events	1
---	---

I'm not familiar with all facilities	1
--------------------------------------	---

It floods through to my garden and my next-door neighbour's house	1
---	---

It is hard to find the services	1
---------------------------------	---

It's a good community feeling	1
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More festivals and cultural events. Since it is a family area, would love to see more events and activities	1
---	---

More kids' activities	1
-----------------------	---

Needs activities in the regular basis	1
---------------------------------------	---

Needs more regular checking of services	1
---	---

New swimming centre in Northcote is extremely popular but they need to build one at the northside. .	1
Nice safely friendly area and sports facilities are good	1
No street lighting	1
Sports facilities are not great	1
The age care services are stretched	1
There are other areas they could pick up. For example, teens that are struggling and need extra support	1
There are always dog poop bags in all parks	1
There needs to be improvement in terms of community stuff etc.	1
They do pretty good job like art	1
They look after their residents	1
They need to do the maintenance of the services in the regular basis	1
They should make it easier for old people, like services	1
Whenever I contact the Council they do good like age services, I am very satisfied	1
Would like better upkeep of outdoor basketball courts	1
Total	49

Cleanliness and maintenance of area

Good job in maintenance of area	8
Street cleaning needs to be improved	4
There is disgusting graffiti everywhere / needs to be better	3
Clean area	2
Area can be a little dirty	1
Everything seems clean and fine haven't noticed anything I suppose	1
Feels like they are slipping a bit in overall maintenance and appearance of the area especially along Merri-Creek	1
Garbage on the streets	1
Just minor things like litter collection in public areas	1
The appearance of the public area	1
There are some things around litter they do well	1
They are lacking in some major areas like street beautification	1
Very bad street sweeping	1
Total	26

Communication, consultation, engagement and responsiveness

Communicate well enough to public	3
Have not seen any consultation / is not effective	2
Need to publicise the activities	2
The website is good to search for whatever information that I need	2
Achieving better in different things and listening to the public	1
Because the Council is present online	1
Because we do have a lot of activities that other Councils don't have but it's hard to find and publicise the activities	1
Can be contacted when needed	1
Communication is poor	1
Council should visit community groups	1

Do more community consultation programs	1
Doing surveys	1
Don't take part in many of the services I have no awareness that they have done anything	1
General advertising is good	1
How they engage with the newsletter	1
I have no idea what sort of events or program that Council is running, and how can I join	1
It's good with Council's communication	1
No one engagement before till now	1
Total	23

Council customer service and responsiveness

Council responds well to complains / solves issues quickly	6
They don't respond to your concern quickly	4
Quite helpful and friendly	3
Complaints are not heard completely	1
Council officers are great	1
I complained about my broken gutter. The Council has not taken any action yet	1
I complained about my broken lid for the green bin. The Council has not taken any action yet	1
I think some things take too long and don't get done without repeated follow up	1
The people I'm familiar with in the Council are very friendly	1
There have been times that engaging with Council on some issues haven't been successful	1
They are reasonably engaging to what they needed to work on	1
They collect a lot of money in rates, but they are not always available when you want them to be	1
They do replies to problems, but action is not taken	1
Total	23

Council governance, management and performance

Council is too political and woke. Transgender women are MEN. Maintain single sex spaces for women and girls	1
Do according to the needs of the people	1
I am not happy with Councillors	1
I just know from the marketing and website it is vigilant in all matters	1
I think the Council staff is doing a great job, little political issues	1
I think the new Councillors have improved tremendously	1
I was aware of the library and the pay to the Council workers. The Council should give a fair wage and welfare with the workers	1
It seems to be running smoothly, we don't have any scandals and no corruption	1
I've watched the Council meetings, and they seem to be doing a reasonable job	1
Keep hold of values	1
Looks like they are still reliable	1
Mixed performance	1
More hands-on duties on residents	1
Needs to improve its governance	1
Regulations is not looked on appropriately	1
Some areas get more attention from the Council, such as social policy	1
There are Green Councillors who I trust to make good decisions about community and environment	1
They do all the simple things better, but complex issues are not handled properly by the Council	1

They should stay out of politics	1
Things seems fairly organised	1
Total	20

Generally neutral comments

No major concerns / issues / complaints / problems	9
Overall, they don't do that bad	3
Haven't had any bad experiences	2
Based on core and non-core services that's my average	1
I don't see changes happening	1
Some things are fine, and some are not	1
They are okay	1
They just don't annoy me so I'm happy with that	1
When compared with other Councils Darebin is average	1
Total	20

Parks, gardens, open spaces and trees

Need better management / maintenance of nature strips	2
Council do well on gardens and that's important to me	1
Council said they can't address the nature strip in front of my property damaging pipes and house foundation (Urquhart St)	1
I think that Darebin Council is doing a lot for our community like redevelopment of parks	1
Maintenance of parklands	1
More could be done on public facilities like maintenance of parks	1
More could be done on public facilities like rubbish in creek	1
Parks can be cleaned up a little bit better	1
Parks could be better	1
Some playgrounds need more maintenance	1
The local and smaller parks should also be looked after	1
Weed control and gardens in this area need urgent attention	1
Total	13

Traffic / roads

Improvement needed in road maintenance and upkeep	2
Potholes are everywhere	2
Because the Council is intensive in terms of roads	1
Need more maintenance of roundabouts	1
Roads are very bouncy in Reservoir	1
The corner at St George Rd and Normandy Ave, the red light is not working	1
The roads are breaking down now as well, can be better	1
There is a hedge at the end of Separation St and Gillies St, which blocks the view for me to take a left. I complained about it to the Council, but nothing has been done	1
They clean the roads and sweep all the leaves off	1
Total	11

Waste management

Because the Council is intensive in terms of rubbish	1
Council do well on rubbish and that's important to me	1
Dumped rubbish	1
It's expensive including bin collections	1
More could be done on recycling	1
Needed rubbish management and campaigning around for using bins	1
Recycling facilities not up to standard compared to Yarra	1
Sometimes garbage collection is not on time	1
There is not enough recycling	1
They could always be doing better for example hard rubbish	1
They seem pretty good and get stuffs done with hard rubbish collection	1
Total	11

Parking

Parking can be difficult	3
Had issues with parking	1
I got disabled parking	1
Needs better upkeep of their services especially parking management	1
Parking is not looked on appropriately	1
Parking management has to be more prompt in the street	1
The only thing I'm dissatisfied with is the parking	1
Total	9

Footpaths

Footpaths are bad / broken	3
Need better management / maintenance of footpaths	3
Footpath around Bayliss St is not maintained properly	1
They seem pretty good and get stuffs done with footpaths	1
Total	8

Planning, housing and development

Because the Council is intensive in terms of inappropriate development	1
I've seen the development been done since the last year itself	1
Just read through local newsletters and saw some people are not being supported in their decisions such as density, overdevelopment of the area	1
Long term growth is not looked on appropriately	1
Not happy about building decisions. Town planning decisions appear to be at ad hoc	1
Stop focusing on just building new developments	1
They are lacking in some major areas like planning permits	1
Total	7

Bikes / bike paths

I use the bike and don't see good bike paths	1
Speed limits should be there on bike paths as well, there should be requirement on bikers or indicators when they are passing	1
The bikes think they own the road	1
When it comes to bikes, they are not safe enough	1
Total	4

Safety / security

This area is safe	2
Concerned about things like child safety for walking to school specifically Clarendon and St David St intersection	1
Safety things they are not doing	1
Total	4

Environment / climate change

Good sustainability	1
Should consult more about climate change, we are very concerned about that	1
There needs to be improvement in terms of environment	1
Total	3

Multicultural issues

They could do better in some areas like diversity and inclusion	1
They didn't support The Voice	1
They suspended a Council member because she brought a first nations people	1
Total	3

Preston Market

Preston Market issue	2
They could do more for protection of Preston Market	1
Total	3

Rates and financial planning

It's expensive including rates	1
We haven't got bankrupt, and rates are going up	1
Total	2

<i>Infrastructure</i>	
Cables are on the trees	1
Total	1
<i>Public transport</i>	
Train line is a nightmare	1
Total	1
<i>Other</i>	
Do something with the pokies	1
Had a lot of issues with the poll registration but it was difficult to get it	1
I am comfortable with the Palestine issue	1
Lack of preventative works	1
Total	4
Total satisfied comments	400
Total comments	544

Appendix Two: survey form



Hi my name is _____ from Metropolis Research and I am here on behalf of Darebin City Council.

Council is currently doing its annual Community Satisfaction Survey. This is an important opportunity for you to provide feedback on council's programs and services, as well as issues that are important to you.

Council will use the survey results to help improve its services to the community.

We would like to invite someone in your household to participate in the survey.

The survey will take approximately 10 to 15 mins to complete, is completely confidential and voluntary.

1

Have you contacted Darebin City Council in the past 12 months?

Yes (*continue*) 1 No (*go to Q.4*) 2

If Yes, about what did you contact Council?

2

When you last contacted the Council, was it?

(Please circle one only)

- | | | | |
|--|---|---------------------------------------|----|
| Visit in person | 1 | Email | 6 |
| Telephone (<i>during office hours</i>) | 2 | Website | 7 |
| Telephone (<i>after hours service</i>) | 3 | Social media (<i>e.g. Facebook</i>) | 8 |
| Multilingual phone service | 4 | Directly with a Councillor | 9 |
| Mail | 5 | Live chat | 10 |

3

Was this your preferred method of contacting Council?

Yes 1 No 2

If No, how would you prefer to contact Council?

4

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

	0	1	2	3	4	5	6	7	8	9	10	99
1. The provision of accurate information or referral to a relevant officer	0	1	2	3	4	5	6	7	8	9	10	99
2. The speed and efficiency of service	0	1	2	3	4	5	6	7	8	9	10	99
3. Staff courtesy and professionalism	0	1	2	3	4	5	6	7	8	9	10	99
4. Overall satisfaction with the customer service experience	0	1	2	3	4	5	6	7	8	9	10	99
5. Satisfaction with the final outcome	0	1	2	3	4	5	6	7	8	9	10	99

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

1. Maintenance and repair of sealed local roads	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<i>If satisfaction rated less than 6, are there any roads of concern?</i>													
2. Drains maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Footpath maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Maintenance and appearance of public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Litter collection in public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Maintenance and cleaning of strip shopping areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Management of illegally dumped rubbish	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Street lighting	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Street sweeping	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Regular garbage collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Regular recycling	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Regular food and green waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Provision and maintenance of parks and gardens	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Animal management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

5

16. Local traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
17. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
18. Enforcement of local laws	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
19. Darebin newsletter <i>Darebin Community News</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
20. Council's activities promoting local economic development	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
21. Environmental events, programs, and activities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

6

On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction only if you or a family member has used that service in the past 12 months.

(Survey note: Ask importance, then use, then satisfaction only if service has been used in last 12 months)

1. Local library services	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. Council's website	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Sports ovals and other outdoor sporting facilities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Recreation centres and / or aquatic centres (including swimming pools)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Bike and shared paths (both on-road and off-road and including shared paths)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Provision and maintenance of playgrounds	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

6

8. Services for children from birth to 5 years of age <i>(e.g. Maternal & Child Health, playgroups)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
9. Services for youth <i>(e.g., School holiday programs, Council recreation events)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
10. Services for seniors <i>(e.g., home support, home delivered meals)</i>	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
11. Provision of public and performing arts centres, programs, and activities	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
12. Community and cultural activities, festivals, and events	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
13. Council events and activities supporting LGBTIQ inclusivity	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
14. Council's performance providing information about and promoting cycling and walking in Darebin	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	

7

On a scale of 0 (lowest) to 10 (highest) can you please rate your level of agreement with the following statements?

1. The public spaces, art works, arts and cultural infrastructure makes Darebin a better place to live	0	1	2	3	4	5	6	7	8	9	10	99
<i>Do you have any comments to make about public art in Darebin?</i>												
2. I / we are satisfied with Council's efforts in managing the issue of graffiti	0	1	2	3	4	5	6	7	8	9	10	99
<i>Do you have any comments to make about graffiti in Darebin?</i>												

8

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

1. Council's support of diversity, inclusion, and fairness	0	1	2	3	4	5	6	7	8	9	10	99
2. Council's community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
3. Council's performance in communicating its programs and services	0	1	2	3	4	5	6	7	8	9	10	99
4. Council's representation, lobbying, and advocacy on behalf of the community	0	1	2	3	4	5	6	7	8	9	10	99
5. Council making decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99

9

And on the same scale, please rate your satisfaction with the performance of Darebin City Council across all areas of responsibility.

1. Overall performance	0	1	2	3	4	5	6	7	8	9	10	99
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Why did you rate satisfaction at that level?

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10

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

Improvement:	
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11

Can you please list what you consider to be the top three issues to address for the City of Darebin at the moment?

Issue One:	
Issue Two:	
Issue Three:	

12

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

1. The appearance and quality of new developments in your area	0	1	2	3	4	5	6	7	8	9	10	99
<i>If rated less than 5, why do you say that, and are there any specific locations or developments of concern?</i>												
2. The number of new developments	0	1	2	3	4	5	6	7	8	9	10	99

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

13

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

1. Planning for population growth	0	1	2	3	4	5	6	7	8	9	10	99
If satisfaction less than 5, what concerns you most about population growth?												

14

On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas of the City of Darebin?

1. During the day	0	1	2	3	4	5	6	7	8	9	10	99
2. At night	0	1	2	3	4	5	6	7	8	9	10	99
3. In and around your local activity centre	0	1	2	3	4	5	6	7	8	9	10	99
<i>If any rated less than 5, where do you feel unsafe?</i>												
<i>Why do you feel unsafe?</i>												

15

On a scale of 0 (lowest) to 10 (highest), to what extent has the household experienced cost of living pressures over the last 12 months?

1. Cost of living pressure	0	1	2	3	4	5	6	7	8	9	10	99
What ways do you feel that Council could assist in reducing cost of living pressure?												

16

Have the household's monthly rental or mortgage repayments placed stress on the household's finances in the last 12 months?

No stress	1	Heavy stress	4
Low stress	2	Can't say	9
Moderate stress	3		

17

In the past 12 months, were there any times that your household ran out of food and couldn't afford to buy more?

Never	1	Monthly or almost every month	4
Once	2	More than once a month	5
A couple of times	3	Can't say	9

In 2021 Darebin community members developed their vision for 2041. It reads:

Darebin is an equitable, vibrant and connected community. Darebin respects and supports First Nations People, values country, our diverse communities and places. Darebin commits to mitigating the climate emergency, creating prosperity for current and future generations. This vision is supported by 3 pillars which form the key directions and focus of our Council Plan.

- **Vibrant, Respectful and Connected**
- **Propserous, liveable and flourishing**
- **Climate, green and sustainable**

18

On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your level of agreement or disagreement with Council's Vision?

1. Agreement with the Vision	0	1	2	3	4	5	6	7	8	9	10	99
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If rated less than 5, why do you say that?

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19

What do you think Council should prioritise in its plan for the next four years?

Priority One:	
Priority Two:	
Priority Three:	

20

Please indicate which of the following best describes you.

18 to 24 years	1	60 to 74 years	5
25 to 34 years	2	75 years and over	6
35 to 44 years	3	Prefer not to say	9
45 to 59 years	4		

21

With which gender do you identify?

Man / Male	1	Prefer to self-identify:	4
Women / Female	2	_____	
Non-binary	3	Prefer not to say	9

22**Do you identify with any of the following diverse population groups?***(select as many as appropriate)*

Person with chronic illness	1	Financial hardship	4
Culturally or linguistically diverse	2	Other <i>(please describe:)</i>	9
LGBTIQ+A+	3	_____	

23**Do any members of this household speak a language other than English at home?**

English only	1	Other _____	2
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24**Do any members of this household have a permanent or long-term disability?**

Yes	1	Prefer not to say	9
No	2		

25**What is the structure of this household?**

Two parent family <i>(youngest 0 - 4 yrs)</i>	1	One parent family <i>(youngest 13-18)</i>	7
Two parent family <i>(youngest 5 – 12 yrs)</i>	2	One parent family <i>(adult child only)</i>	8
Two parent family <i>(youngest 13 - 18 yrs)</i>	3	Group household	9
Two parent family <i>(adult child only)</i>	4	Sole person household	10
One parent family <i>(youngest 0 - 4 yrs)</i>	5	Couple only household	11
One parent family <i>(youngest 5 – 12 yrs)</i>	6	Other <i>(specify):</i> _____	12

26**Which of the following best describes the current housing situation of this household?**

Own this home	1	Renting this home	3
Mortgage <i>(paying-off this home)</i>	2	Other arrangement	4

27**How long have you lived in the City of Darebin?**

Less than 1 year	1	5 to less than 10 years	3
1 to less than 5 years	2	10 years or more	4

If less than 5 years, what was your previous Council

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

Thank you for your time**Your feedback is most appreciated**

Council will publish the full results of this survey on its website, following detailed analysis and discussion with Councillors and senior officers.



City of
DAREBIN

CITY OF DAREBIN

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