

***Merri-bek City Council***

# ***2024 Annual Community Satisfaction Survey***

***July 2024***



*Metropolis*  
RESEARCH

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## Executive summary

This Executive Summary provides an overview of the results from the *2024 Annual Community Satisfaction Survey*.

### ***Survey aims and methodology:***

Metropolis Research conducted this, Council's first independent *Annual Community Satisfaction Survey* as a door-to-door, 15-minute interview survey of 601 respondents conducted from the 8<sup>th</sup> of May till the 16<sup>th</sup> of June 2024.

The survey was conducted as a random sample, door-to-door, in-person interview style survey, after having been previously conducted as a telephone interview survey by a different provider contracted by the Victorian Government.

This in-person method provides a richer interaction with the community, includes a more representative sample of the community, and importantly, recorded a response rate of 36% which was significantly larger than that obtained from the telephone methodology.

The survey also includes a broader range of issues and gathers feedback on the performance of Council providing a broad range of services and facilities. This depth of coverage was an important improvement over the previous survey, that focused on a small number of key services.

The aim of the research was to measure community satisfaction with the broad range of Council provided services and facilities, aspects of governance and leadership, planning and development, customer service, and the performance of Council across all areas of responsibility.

The survey also measured the importance to the community of 38 individual services and facilities and explored the top issues the community feel needs to be addressed in the municipality 'at the moment'.

### ***Key findings:***

The key finding from the survey this year was that satisfaction with the overall performance of Merri-bek City Council increased measurably this year, up 17% from the unusually low 5.1 recorded last to 6.8 this year.

Overall satisfaction has recovered from the lower-than-average result in 2023 to be somewhat above the long-term average from 2014 to 2023 of 6.0 out of 10.

This was a positive result, although satisfaction remains two percent below the metropolitan Melbourne average (7.0), but identical to the northern region councils' average.



Metropolis Research notes that this improvement clearly reflects, at least in part, a significant diminishing of community concerns around kerbside collection services, from the unusually poor results recorded last year. It is noted, however, that many results across Melbourne recorded lower-than-average satisfaction with the state-run survey last year.

The telephone methodology (with its significantly lower response rate) tends to under-report satisfaction with Council by approximately two to three percent, which doesn't account for the extremely low score recorded by the different provider across Melbourne last year.

Merri-bek Council appears to be performing at or around the metropolitan Melbourne average in terms of governance and leadership performance, as well as providing quality customer service.

A standout positive result for the City of Merri-bek this year was the local library services, which recorded satisfaction four percent above the metropolitan Melbourne average at 8.6.

Merri-bek also performed extremely well providing kerbside collection services, with all four recording "excellent" satisfaction scores of more than eight out of 10, with the food and garden waste collection service out-performing the metropolitan average by three percent.

Merri-bek Council was, however, underperforming the metropolitan Melbourne average for satisfaction with public toilets (12% lower), the management of illegally dumped rubbish (7% lower), street sweeping (5% lower), litter collection in public areas (4% lower), the maintenance and cleaning of strip shopping areas (4% lower), footpath maintenance and repairs (4% lower), bike and shared paths (4% lower), parking enforcement (4% lower), environmental events, programs, and activities (4% lower but with different question wording), local traffic management (4% lower), and street trees (4% lower).

These results do suggest higher levels of community concern in Merri-bek around cleaning and maintenance related issues including public toilets, as well as graffiti and footpaths.

There were also some concerns around planning and development related issues, with concerns around the extent, density, and nature of new housing development clearly evident in these results. This was consistent with results observed in similar middle-ring municipalities experiencing significant urban redevelopment and increasing density.

The following table outlines the key satisfaction results, including the LGPRF scores.

<i><b>Satisfaction with:</b></i>	<i><b>Metro. Melbourne 2024</b></i>	<i><b>City of Merri-bek 2023</b></i>	<i><b>City of Merri-bek 2024</b></i>
Council's Overall performance	7.0	5.1	<b>6.8</b>
Making decisions in the interests of community	6.9	4.8	<b>6.8</b>
Community consultation and engagement	7.2	5.1	<b>6.9</b>
Maintaining trust and confidence of the community	7.0	n.a.	<b>6.9</b>
Representation, lobbying and advocacy	6.9	4.7	<b>6.9</b>
Responsiveness of Council to local community needs	7.0	n.a.	<b>6.8</b>
Overall satisfaction with customer service experience	7.1	6.5	<b>7.2</b>
Maintenance and repair of sealed local roads	7.0	5.1	<b>6.8</b>



## ***Satisfaction with the performance of Council:***

### **Overall performance:**

Satisfaction with the [overall performance](#) of Merri-bek City Council increased measurably and significantly this year, up 17% to 6.8 out of a potential 10.

This was a statistically significant increase on the unusually low 5.1 recorded last year and was eight percent above the long-term average satisfaction since 2014 of 6.0 out of 10.

This result was somewhat (2%) lower than the metropolitan Melbourne average of 7.0 but was identical to the northern region councils' (6.8), both as recorded in the 2024 *Governing Melbourne* research.

Overall satisfaction with the City of Merri-bek in 2024 was at a “good”, up from a “very poor” level.

A little more than one-third (38%) of respondents were “very satisfied” with Council’s overall performance (rating satisfaction at eight or more out of 10), whilst nine percent were dissatisfied (rating zero to four).

There was some variation in satisfaction with Council’s overall performance observed this year, although most of this variation was not statistically significant, as follows:

- ***Notably more satisfied than average*** – included young adults (aged 18 to 34 years), respondents from rental households, respondents from two-parent families (with youngest child aged 0 to 4 years), respondents from group households, and respondents who had lived in the municipality for less than 10 years.
- ***Notably less satisfied than average*** – included middle-aged and older adults (aged 45 to 74 years), respondents who had contacted Council in the last 12 months, respondents from households with a member with disability, and respondents from two-parent families with youngest child aged 5 to 18 years).

It is noted that respondents from all four precincts comprising the City of Merri-bek rated satisfaction at “good” levels, with Glenroy et al highest at 6.9, and Brunswick lowest at 6.7.

The issues that appear most negatively related to overall satisfaction for the respondents who raised these issues included Council rates, bike / walking paths, roads, street trees, parks and gardens, footpaths, and parking. It is important to note that kerbside collection services were not identified as a significant negative influence on overall satisfaction with Council this year.

The most common reasons for dissatisfaction with Council’s overall performance were focused on communication and consultation, various Council services, roads and traffic, rates and financial management, the cleanliness and maintenance of the local area, and the (either over or under) focus on social justice and multicultural issues, including international issues.





When asked to nominate the most important thing that Council should do to improve its performance, the most common responses were more / better communication, consultation; lower Council rates, fees, and charges; improvements to roads and traffic; improvements to customer service and responsiveness; improvements to Council governance, management, and accountability; and more / better safety, policing, and crime prevention activities.

### **Governance and leadership:**

Satisfaction with nine of the 10 included aspects of [governance and leadership](#) were all rated at “good” levels of satisfaction.

Satisfaction with Council’s support of diversity, inclusion, and human rights was rated at a “very good” level of 7.5 out of 10.

The other governance and leadership aspects included Council meeting its responsibilities towards the environment (7.0), performance communicating its programs and services (6.9), maintaining community trust and confidence (6.9), representation, lobbying and advocacy (6.9), that Council has a sound direction for the future (6.9), consultation and engagement (6.9), responsiveness of Council to local community needs (6.8), making decisions in the interests of the community (6.8), and performance providing value for rates (6.6).

The average satisfaction with the seven core aspects of governance and leadership (excluding environmental responsibilities, support for diversity etc, and communicating its programs and services) was 6.8 out of 10, or a “good” level, although it was marginally lower than metropolitan Melbourne average (7.0), but somewhat (2%) above the northern region councils’ average, as recorded in *Governing Melbourne*.

Governance and leadership issues did not appear as substantive issues to address in the municipality, nor were there significant issues raised by more than a handful of respondents who were dissatisfied with Council’s overall performance relating to governance and leadership performance.

There were, however, several comments received from respondents dissatisfied with overall performance that reflected a perception from these respondents that Council was not adequately listening to or communicating effectively with the community.

### **Customer service:**

More than one-third (37%) of respondents reported that they had contacted Merri-bek City Council in the last 12 months, with telephone (45%), website (25%), email (19%), and visits in person (9%) the most common methods.

Overall satisfaction with the [customer service experience](#) increased measurably this year, up seven percent to 7.2 out of 10, which was a “very good” up from a “good” 6.5 last year.



Overall satisfaction with the customer service experience was marginally (1%) higher than the metropolitan Melbourne (7.1) average and notably (6%) higher than the northern region councils' average of 6.6.

Satisfaction with the courtesy and professionalism of staff (7.6), the provision of accurate information (7.1), and speed and efficiency of service (7.0) were all at similar levels to the metropolitan Melbourne average, with courtesy and professionalism at a “very good” level.

These results suggest that Merri-bek City Council was providing quality customer service, regardless of the method by which residents contact Council, although those contacting Council by email and to some extent visiting in person were a little less satisfied than those visiting the website or telephoning Council.

### **Planning and development:**

Satisfaction with the protection of local heritage (6.9), the size, height, and set-back distance of buildings being developed (6.8), the opportunities to participate in consultations on planning (6.8), the appearance and quality of new developments (6.6), and the number of new developments (6.5) were all rated at “good” levels.

Satisfaction with the protection of local heritage and the appearance and quality of new developments were both measurably lower than the metropolitan Melbourne average, which highlights that planning and development related issues were more evident in the Merri-bek community than the average across metropolitan Melbourne.

This is reinforced by the finding that planning and development related issues were raised as a top three issue for the City of Merri-bek by five percent of respondents, which was more than double the metropolitan Melbourne average of two percent.

Satisfaction with [planning for population growth by all levels of government](#) was rated as “good” with a score of 6.7 out of 10, up measurably on the extremely unusual and low result of 4.4 out of 10 recorded in 2023 by a different survey provider.

This result was somewhat lower than both the metropolitan Melbourne (7.0) and northern region councils (6.9) results.

### **Services and facilities:**

The [average importance of the 38 included Council services and facilities](#) was 8.8 out of 10, or “extremely important”.



Whilst all 38 services and facilities were important to respondents (with scores from 9.3 out of 10 for the fortnightly garbage collection to a low of 8.4 for Council events and activities for people identifying as LGBTIQ+), there was some measurable variation in the average importance of services and facilities, as follows:

- **Measurably more important than the average of all 38** – included the garbage collection, recycling collection, food and green waste collection, services for seniors, bookable hard rubbish collection, footpath maintenance and repairs, and services for children from birth to 5 years of age.
- **Measurably less important than the average of all 38** – included Council events and activities for people identifying as LGBTIQ+, online community Conversations at Merri-bek, parking enforcement, the provision of public and performing arts centres, programs, and activities, Council efforts managing the issue of graffiti, Council activities promoting local economic development, and environmental events, programs, and activities.

Metropolis Research notes that this pattern of importance of services and facilities was consistent with that typically observed across metropolitan Melbourne.

The [average satisfaction with the 38 Council provided services and facilities](#) included in the survey was 7.4 out of 10 this year, which was a “very good” level of satisfaction.

The average satisfaction with these services and facilities in the City of Merri-bek (7.4) was somewhat (2%) lower than the metropolitan Melbourne average of 7.6.

There was some measurable variation in the average satisfaction with these services and facilities against the average satisfaction with all 38 services and facilities, as follows:

- **Measurably higher than average satisfaction** – included the local library services, the regular weekly food and green waste collection, the regular fortnightly recycling, the regular fortnightly garbage collection, and the bookable hard rubbish.
- **Measurably lower than average satisfaction** – included public toilets, Council efforts managing the issue of graffiti, the management of illegally dumped rubbish, the maintenance and repair of sealed local roads, parking enforcement, footpath maintenance and repairs, and local traffic management.

Metropolis Research draws attention to the 35% increase in satisfaction with waste management. Whilst noting the different method of calculating this result compared to previous years, this result clearly reflects a significant increase in community satisfaction with kerbside collection services following the issues experienced last year.

It is noted that satisfaction with food and green waste collection was three percent higher than the metropolitan Melbourne average, satisfaction with the hard rubbish was one percent higher, and satisfaction with the regular garbage and regular recycling services were identical to the metropolitan average.



Many of these services and facilities with the highest levels of satisfaction were also those with higher-than-average importance. This shows that many of the services and facilities of most importance to the community were those with which the community was most satisfied.

Satisfaction with all but two services and facilities recorded satisfaction scores equal to or higher than the overall satisfaction with Council this year, suggesting most services and facilities were a positive influence on satisfaction with Council's overall performance.

The two services and facilities to record satisfaction scores lower than overall satisfaction included public toilets (5.7 or "poor" compared to 6.8), and Council's efforts managing the issue of graffiti (6.3 or "solid" compared to 6.8). There were no services and facilities included in the survey this year that received "very poor", or "extremely poor" categorised scores.

### Issues to address for the City of Merri-bek:

The main [issues to address for people living in the City of Merri-bek 'at the moment'](#) were traffic management (12%), safety, policing, and crime issues (9%), rubbish and waste issues including kerbside collections (8%), parking both enforcement and availability (8%), road maintenance and repairs including roadworks (7%), the provision and maintenance of street trees (6%), parks, gardens, and open spaces (6%), building, housing, planning and development (5%), environment, conservation and climate change (4%), Council rates, fees, and charges (4%), bicycle and walking paths and tracks (4%), footpaths (4%), and lighting related issues (4%).



Most of these issues appear to exert a negative influence on satisfaction with Council's overall performance for the respondents who raised each issue.



It is noted that many of these issues were recorded at broadly similar levels to the metropolitan Melbourne average.

Metropolis Research draws particular attention, however, to the nine percent of respondents who nominated safety, policing, and crime related issues. This was significantly higher than the metropolitan Melbourne average (2%) and reflected the lower perception of safety (particularly in public areas at night) recorded for the City of Merri-bek.

Other issues that were more commonly nominated in the City of Merri-bek included planning and development (5% compared to 2%), environment, conservation and climate change issues (4% compared to less than 1%), bicycles, cycling, and walking tracks and paths (4% compared to 1%), lighting issues (4% compared to 2%), graffiti / vandalism (3% compared to 1%), public toilets (2% compared to 1%), and issues with Sydney Road (2% compared to 0%).

### **Perception of safety:**

Respondents were asked to rate their [perception of safety in the public areas of the municipality](#) during the day (8.3), in and around the local shopping district / centre (7.7), and at night (6.8).

It is noted that the perception of safety in the public areas of the City of Merri-bek at night was three percent lower than the metropolitan Melbourne average, but identical to the northern region councils' average.

This includes 40% of respondents who felt “very safe” in the public areas of the municipality at night and 13% who felt “unsafe” (i.e., rated perception of safety at less than five out of 10).

Women / female respondents felt on average, six percent less safe in the public areas of the City of Merri-bek at night than man / male respondents.

The main reasons why some respondents felt unsafe in public areas of the City of Merri-bek at night included concerns around safety at night and lighting (33% of comments), concerns around various types of people (17%), concerns around fear of or experience of crime and policing issues (13%), safety for women (8%), violence and anti-social behaviour (8%), and concerns around drugs and alcohol (6%).

### **Economic security:**

The average extent to which respondent households experience [cost-of-living pressures](#) over the last 12 months was 7.1 out of 10, or a relatively high level, with 53% experiencing high cost-of-living pressures, and 13% experiencing low levels.



Respondents from group households (7.7) and two-parent families with youngest child aged 0 to 5 years (7.7) reported the highest cost-of-living pressures, as did respondent households earning between \$40,000 and less than \$80,000 per annum.

In 2024, 64% of respondents from mortgagor (56%) and rental households (67%) reported that their [housing costs](#) placed moderate to heavy stress on their households' finances over the last 12 months.

In 2024, seven percent of respondents reported that their household had [run out of food at least once in the last 12 months](#), with respondents from Glenroy et al (16%), group households (12%), two-parent families with youngest child aged 13 to 18 years (10%), and households earning less than \$40,000 per annum (10%) the most likely to have run out of food.



## Introduction

Metropolis Research Pty Ltd was commissioned by Merri-bek City Council to undertake this, its first independent *Annual Community Satisfaction Survey*.

The survey has been designed to measure community satisfaction with a range of Council services and facilities as well as to measure community sentiment on a range of additional issues of concern in the municipality.

The *Merri-bek City Council - 2024 Annual Community Satisfaction Survey* comprises the following:

- Satisfaction with Council's **overall performance**.
- Satisfaction with aspects of **governance and leadership**.
- Importance of and satisfaction with 38 **Council services and facilities**.
- Satisfaction with aspects of **planning and housing development**.
- Satisfaction with **planning for population growth by all levels of government**.
- Satisfaction with aspects of Council's **customer service**.
- **Issues of importance** for Council to address in the coming year and relationship with satisfaction with overall performance.
- Most **important thing Merri-bek City should do to improve its performance**.
- **Perception of safety** in the public areas of the municipality.
- **Cost of living pressure** over the last 12 months.
- **Housing related financial stress**.
- **Food security**.
- Respondent profile.

## Rationale

The *Annual Community Satisfaction Survey* has been designed to provide Council with a wide range of information covering community satisfaction, community sentiment and involvement.

The survey meets the requirements of the Local Government Victoria (LGV) annual satisfaction survey by providing importance and satisfaction ratings for the major Council services and facilities as well as scores for satisfaction with Council overall.



The *Annual Community Satisfaction Survey* provides in-depth coverage of community satisfaction with Council services and facilities and other aspects of performance, as well as additional community issues and expectations. This information is critical to informing Council of the attitudes, levels of satisfaction and issues facing the community in the City of Merri-bek.

A particular strength of this survey program is identifying the issues of importance to the community and how these issues may be impacting on community satisfaction with the performance of Council.

In addition, the *Annual Community Satisfaction Survey* includes a range of demographic and socio-economic variables against which the results can be analysed.

For example, the survey includes data on age structure, gender, language spoken at home, disability, period of residence, and household structure.

By including these variables, satisfaction scores can be analysed against these variables and issues that sub-groups in the community have with Council's performance or services can be identified.

### ***Methodology, response rate and statistical significance***

The *Annual Community Survey* was conducted as a door-to-door, in-person, interview style survey of approximately 15 minutes duration.

The survey was conducted of a randomly approached sample of households (of all dwelling types) drawn proportionally from across each of the suburbs and localities comprising the City of Merri-bek.

The door-to-door, face-to-face interview style survey methodology was employed for this project, as it provides the richest interaction with residents, encourages their thoughtful participation in the research, records a substantially higher response rate, and provides a sample that is more representative of the underlying Knox community than can be obtained via other methods.

The surveying was completed from the 8<sup>th</sup> of May till the 16<sup>th</sup> of June 2024.

Most surveys were completed on Saturdays and Sundays from 11am till 5pm, as this is the best time to ensure that the sample is most randomly selected and therefore representative of the underlying population, with no more than 15% completed daylight hours weekdays.

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 3,487 households were approached with a view to inviting them to participate in the research. Of these:

- No answer - 1,807
- Refused – 1,079
- Completed - 601

This provides a response rate of 36%, which represents the proportion of households personally invited to participate in the research who participated.

This strong response rate reflects well on the door-to-door methodology, although it is noted that this response rate was somewhat lower than was obtained in several other municipalities across metropolitan Melbourne this year.

The 95% confidence interval (margin of error) of these results is plus or minus 4.0% at the 50% level. In other words, if a yes / no question obtains a result of 50% yes, it is 95% certain that the true value of this result is within the range of 46% and 54%.

This is based on a total sample size of 500 respondents, and an underlying population of the City of Merri-bek of approximately 182,000.

The 95% confidence level around the precinct level results is approximately plus or minus 8.0%, based on an average sample size of approximately 125 respondents.

The 95% confidence level around the gender-based results is approximately plus or minus 5.6%, and for the age groups averages around plus or minus 10%.

## ***Governing Melbourne***

The sample is drawn in equal numbers from every municipality in metropolitan Melbourne, and then weighted by age and gender to reflect the profile of the metropolitan Melbourne community.

*Governing Melbourne* provides an objective, consistent and reliable basis on which to compare the results of the *Merri-bek City Council – 2024 Annual Community Satisfaction Survey*.

It is not intended to provide a “league table” for local councils, rather to provide a context within which to understand the results.

This report provides comparisons against the 2024 metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area as well as the Northern region, which includes the municipalities of Banyule, Darebin, Hume, Merri-bek, Nillumbik, and Whittlesea.



## **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. These precinct boundaries were based on groups of suburbs / localities as presented in 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.

### *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 4.0%. In other words, if a yes / no question was to obtain a 50% yes result, it is 95% certain that the true value is between 46% and 54%.

### *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 7.75 and above are categorised as excellent.
- **Very good** - scores of 7.25 to less than 7.75 are categorised as very good.
- **Good** - scores of 6.5 to less than 7.25 are categorised as good.
- **Solid** - scores of 6 to less than 6.5 are categorised as solid.
- **Poor** - scores 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.

### **Precincts**

This report provides results at both the municipal and precinct level.

The precincts are consistent with those used for the *Merri-bek Community Profile*. The precincts used in this report are as follows:

- **Brunswick** – includes the precincts of Brunswick (94 respondents), Brunswick East (46), and Brunswick West (50).
- **Coburg** – includes the precincts of Coburg (87), and Coburg North (31).
- **Pascoe Vale** – includes the precincts of Pascoe Vale (72), and Pascoe Vale South (38).
- **Glenroy et al** - includes the precincts of Fawkner (46), Glenroy (84), Gowanbrae (12), Hadfield (21), and Oak Park (19).



## 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 Merri-bek City Council across all areas of responsibility?”*

Satisfaction with the performance of Council ‘across all areas of responsibility’ or “overall performance” was rated at 6.8 out of 10, or a “good”, up from a “very poor” level.

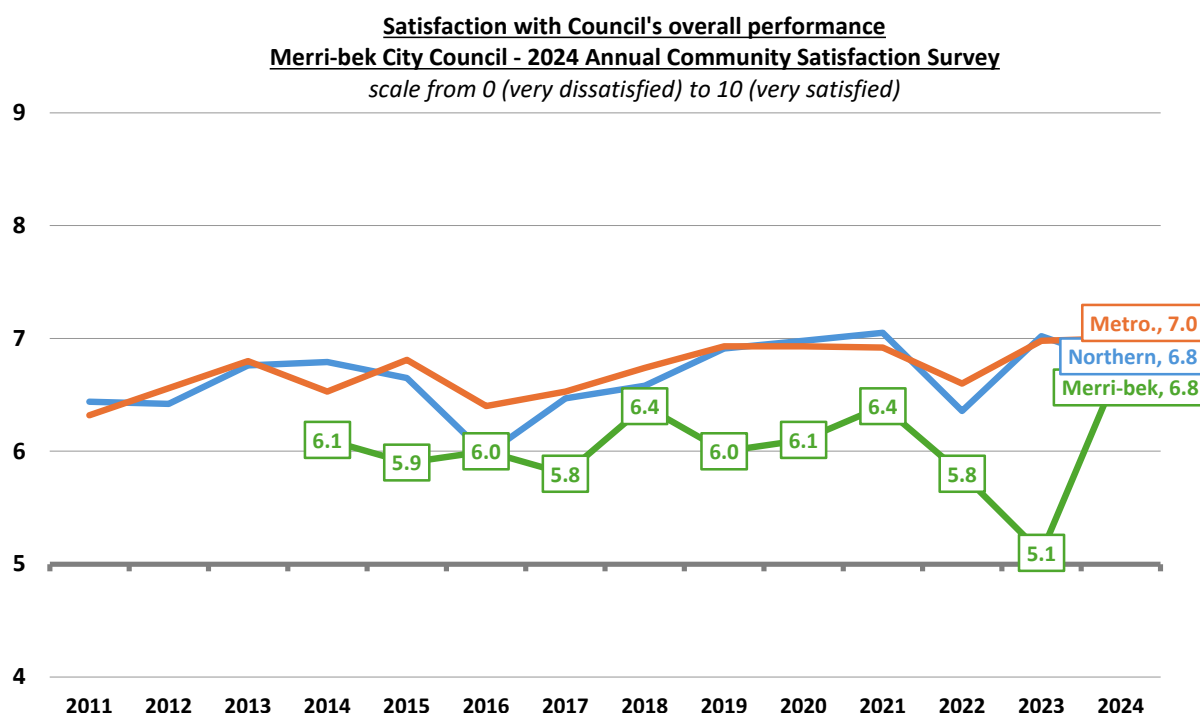
Satisfaction with Merri-bek City Council’s overall performance increased 17% this year, a statistically significant improvement over the extremely unusual and low 2023 result of 5.1 out of 10 or “very poor”.

This 2024 result was also measurably higher than the long-term average satisfaction over the eight available results from 2013 to 2024 of 6.0 out of 10, or “good”.

Metropolis Research notes that this was the highest overall satisfaction score recorded for the City of Merri-bek, four percent higher than the previous record of 6.4 recorded in 2021.

This result was somewhat (2%) lower than the metropolitan Melbourne average of 7.0, but identical to the northern region council’s average of 6.8, both as recorded in the 2024 *Governing Melbourne* research.

*Governing Melbourne* was conducted independently by Metropolis Research in January 2024, using the same in-person, door-to-door methodology.





The past surveys were conducted by a different survey provider, using the telephone interview methodology, which does tend to report a slightly lower score than is typically obtained with the in-person methodology.

There are a range of reasons for this variation, including most notably, the significantly larger response rate obtained door-to-door than on the telephone. This larger response rate means that more residents, who would otherwise not provide feedback to Council are included in the sample. This means that more residents, who are generally satisfied with Council's performance will have participated in this research.

Metropolis Research also notes that the survey design for the 2024 survey was substantially more comprehensive in taking residents through the broad range of services and facilities provided by Council. This more comprehensive approach tends to result in a more considered view of the overall performance of Council, rather than a more limited survey which tends to encourage respondents to focus on specific issues of concern.

Metropolis Research notes the unusually low results recorded in 2022 and particularly in 2023.

Whilst the average difference between the City of Merri-bek and the metropolitan Melbourne average (from *Governing Melbourne*) from 2014 to 2022 was seven percent, in 2023, this variation had increased to a substantial 19%.

Metropolis Research notes that the 2023 result was clearly impacted by issues with the kerbside collection services, reflected in the 20% decline in satisfaction with waste services recorded last year.

These kerbside collection issues have significantly diminished this year, as they were not evident in the results to the survey, including in the top [issues to address](#) results. If kerbside collection services were of continuing concern to residents in Merri-bek, then they would have been clearly evident in the issues to address results.

The research conducted across metropolitan Melbourne in 2023 reported generally increasing satisfaction with local government following the unusually poor results recorded for many municipalities in 2022. The 2022 results appeared to reflect a generalised fatigue with government coming out of the last of the pandemic lockdowns, followed by the federal and state election campaigns. Many councils recorded a notable increase in 2023, returning towards the long-term average satisfaction levels.

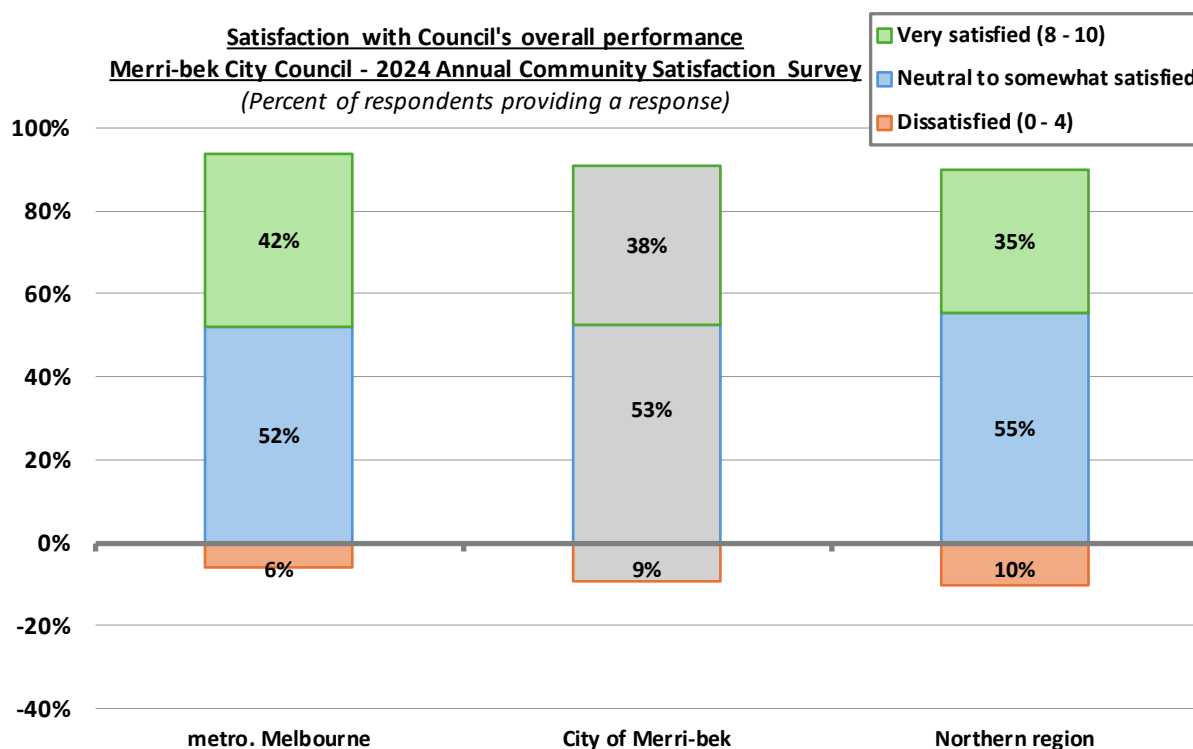
It is noted, however, that the state government managed survey reported substantially lower than average satisfaction scores for many municipalities across metropolitan Melbourne, including Merri-bek.

This does make it somewhat more difficult to determine the degree to which the 17% increase in satisfaction this year reflected improvements in underlying satisfaction with Merri-bek Council's performance, and how much was a return to trend following a lower-than-average year of reporting by the other survey provider.



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).

It is noted that 38% of respondents were “very satisfied” with Council’s overall performance, whilst nine percent were “dissatisfied”. There were slightly more dissatisfied respondents in the City of Merri-bek than the metropolitan Melbourne average.



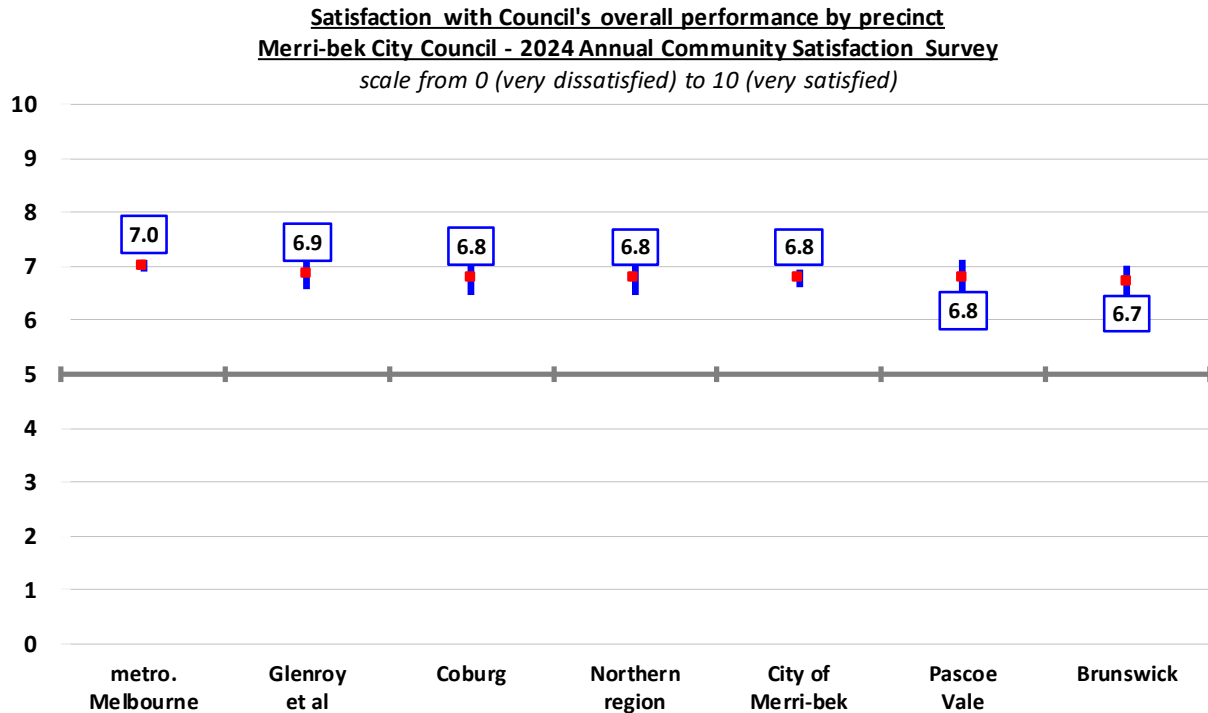
### ***Satisfaction by precinct***

There was no statistically significant variation in satisfaction with Council’s overall performance observed across the four precincts comprising the City of Merri-bek, with respondents from all four precincts rating satisfaction at “good” levels.

It is noted, however, that respondents from Brunswick were marginally (1%) less satisfied than average, although this variation was not significant.

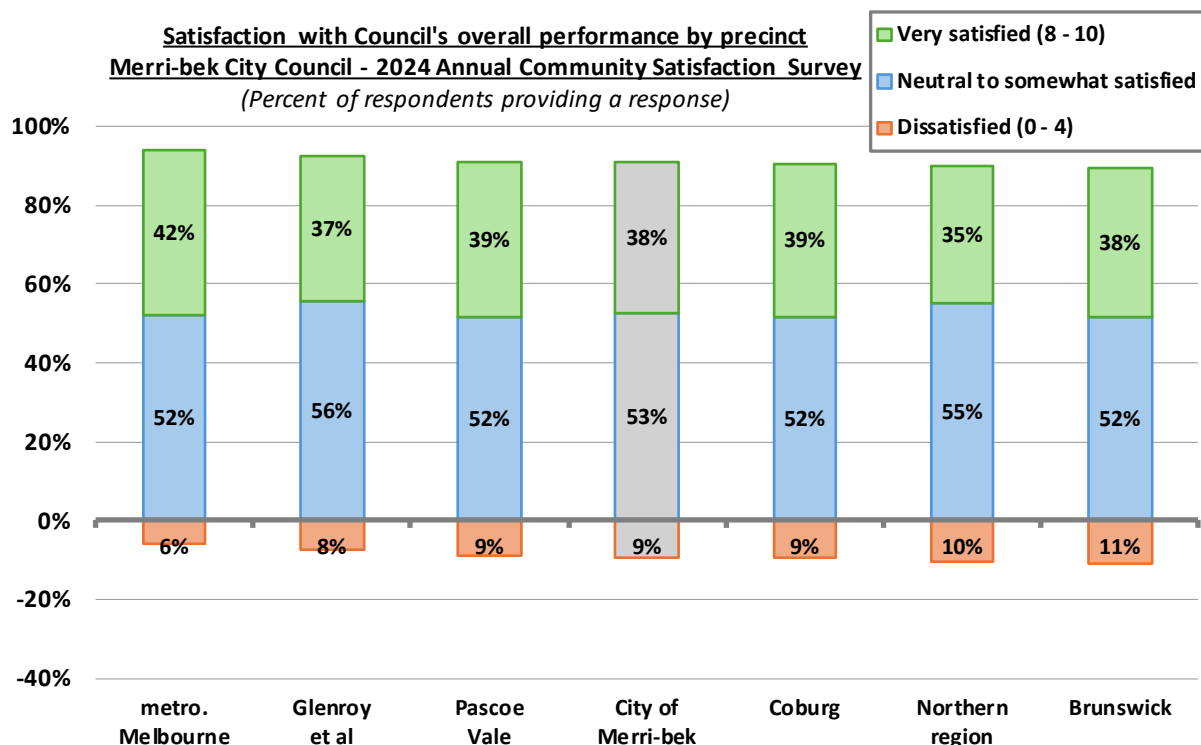
These results show a consistent level of satisfaction with Council across the municipality, which is a positive result that reflects well on Council’s performance meeting the needs of the community from all areas of the municipality.





Consistent with the stable average satisfaction with Council's overall performance observed across the municipality, it is noted that a little more than one-third of respondents from each precinct were "very satisfied" with Council's overall performance.

It is noted, however, that 11% of respondents from Brunswick were "dissatisfied" with Council's overall performance, which was marginally (2%) higher than the Merri-bek average of nine percent.



## ***Satisfaction by respondent profile***

The following section provides a comparison of satisfaction with Council's overall performance by respondent profile, including age structure, gender, language spoken at home, contact with Council, household structure, housing situation, period of residence in the municipality, and household disability status.

There was some variation in satisfaction observed, as follows:

- ***Notably more satisfied than average*** – included young adults (aged 18 to 34 years), respondents from rental households, respondents from two-parent families (with youngest child aged 0 to 4 years), respondents from group households, and respondents who had lived in the municipality for less than 10 years.
- ***Notably less satisfied than average*** – included middle-aged and older adults (aged 45 to 74 years), respondents who had contacted Council in the last 12 months, respondents from households with a member with disability, and respondents from two-parent families with youngest child aged 5 to 18 years).

Metropolis Research notes that satisfaction with Council's overall performance was relatively consistent across the community by respondent profile. This was a positive result, similar to the consistency observed across the precincts, reflects well on Council's performance.

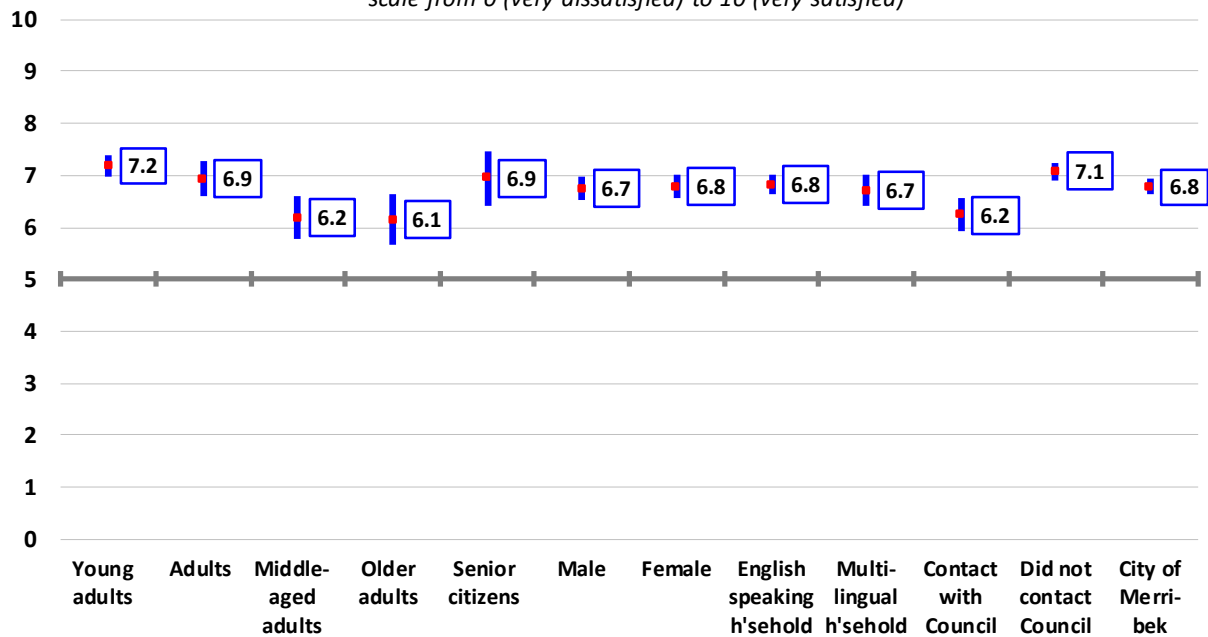
It was also a very positive result that there was no meaningful variation in satisfaction with Council's overall performance observed between respondents from English speaking households and respondents from multilingual households.

Metropolis Research notes, however, that it is unusual for senior citizens (aged 75 years and over) not to be notably more satisfied with Council's overall performance than average.

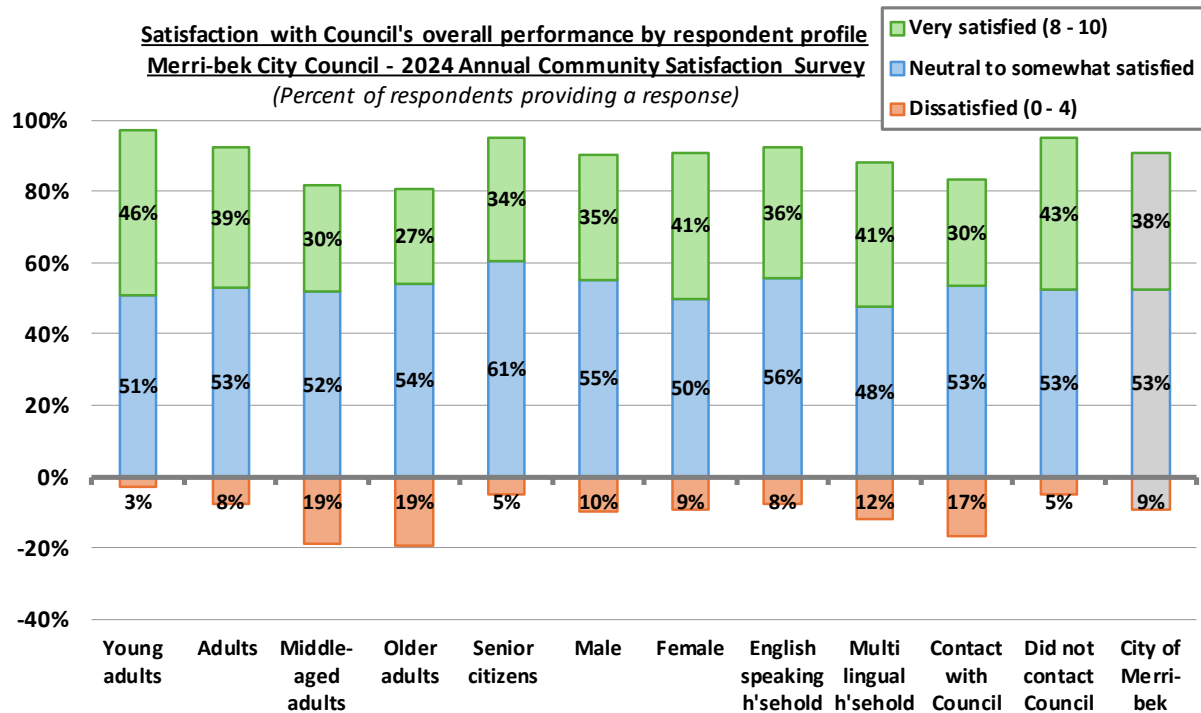


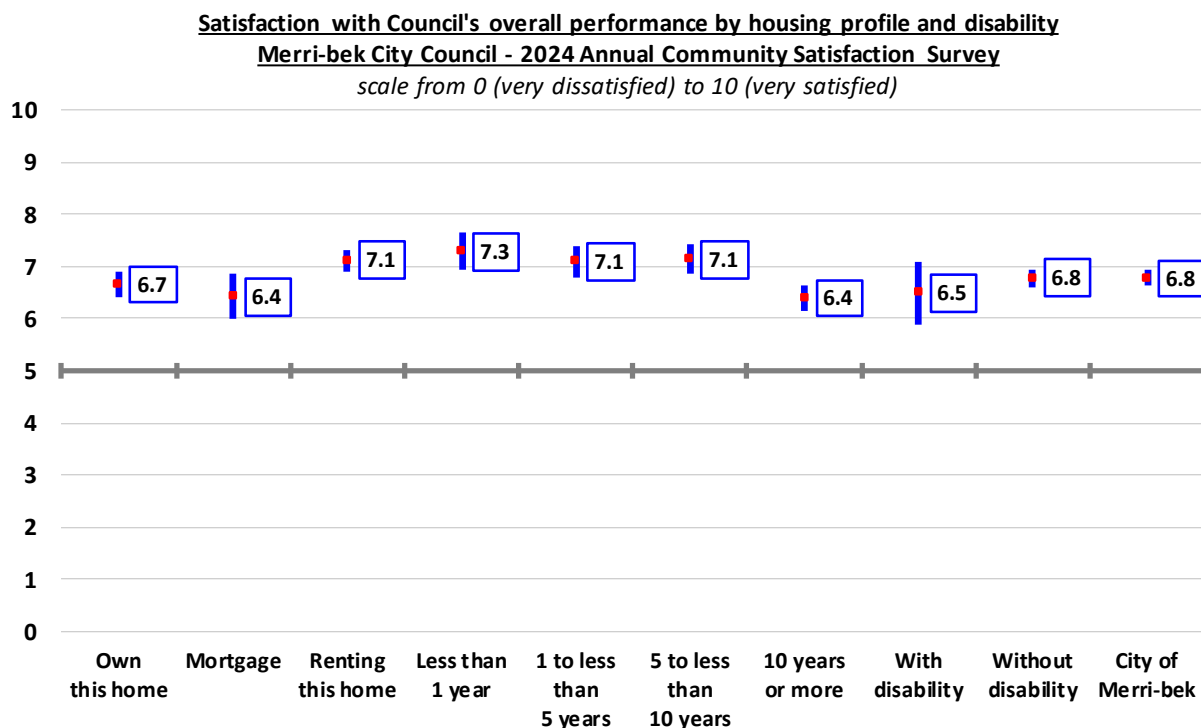


**Satisfaction with Council's overall performance by respondent profile**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*

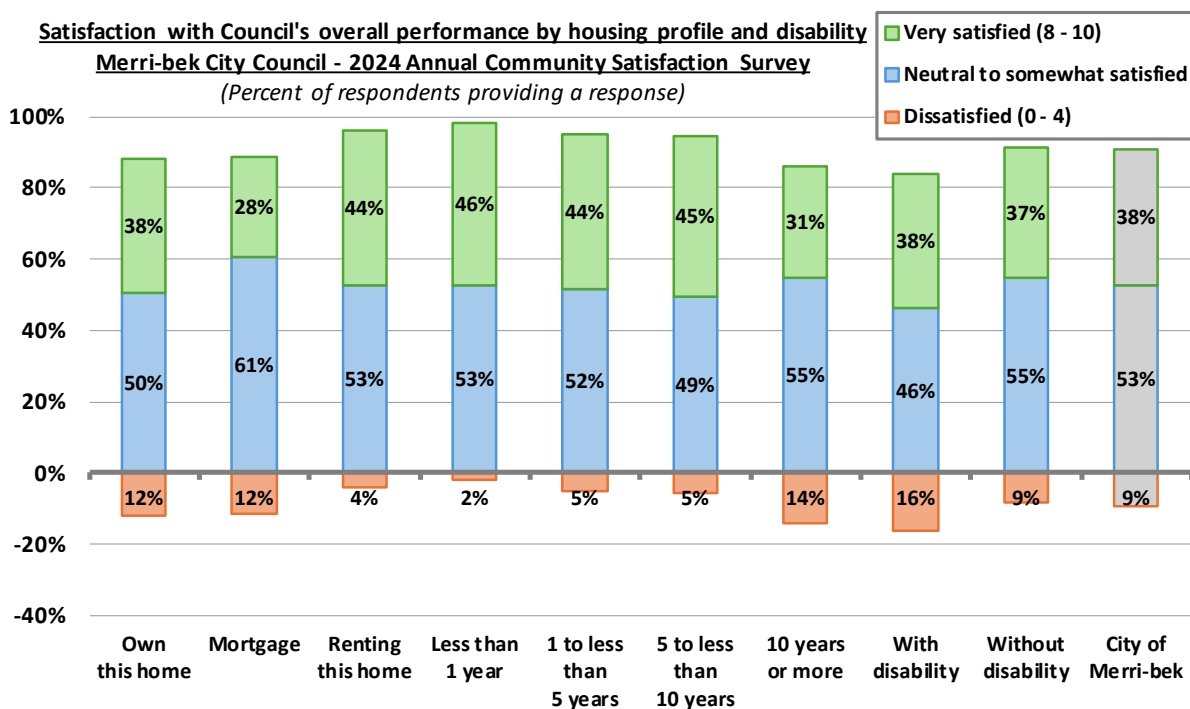


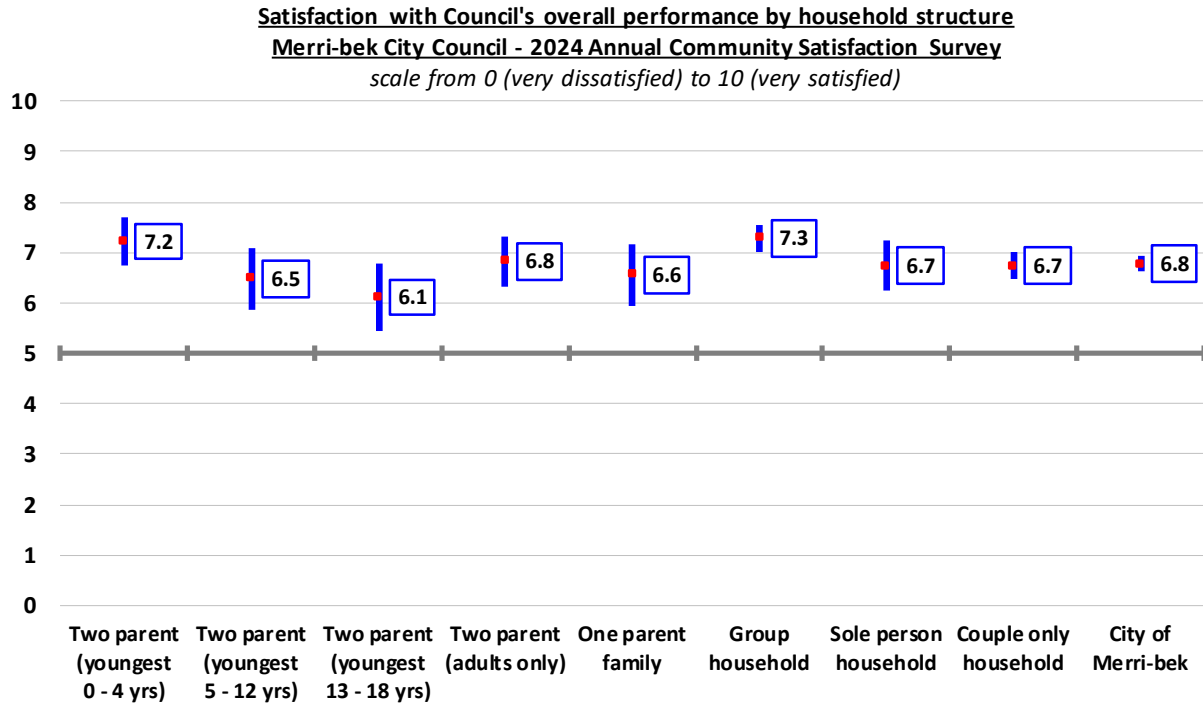
It is noted that almost half of the young adults (aged 18 to 34 years) were “very satisfied” with Council’s overall performance. Attention is drawn, however, to the 19% of middle-aged and older adults (aged 45 to 74 years) who were “dissatisfied” with Council’s overall performance.



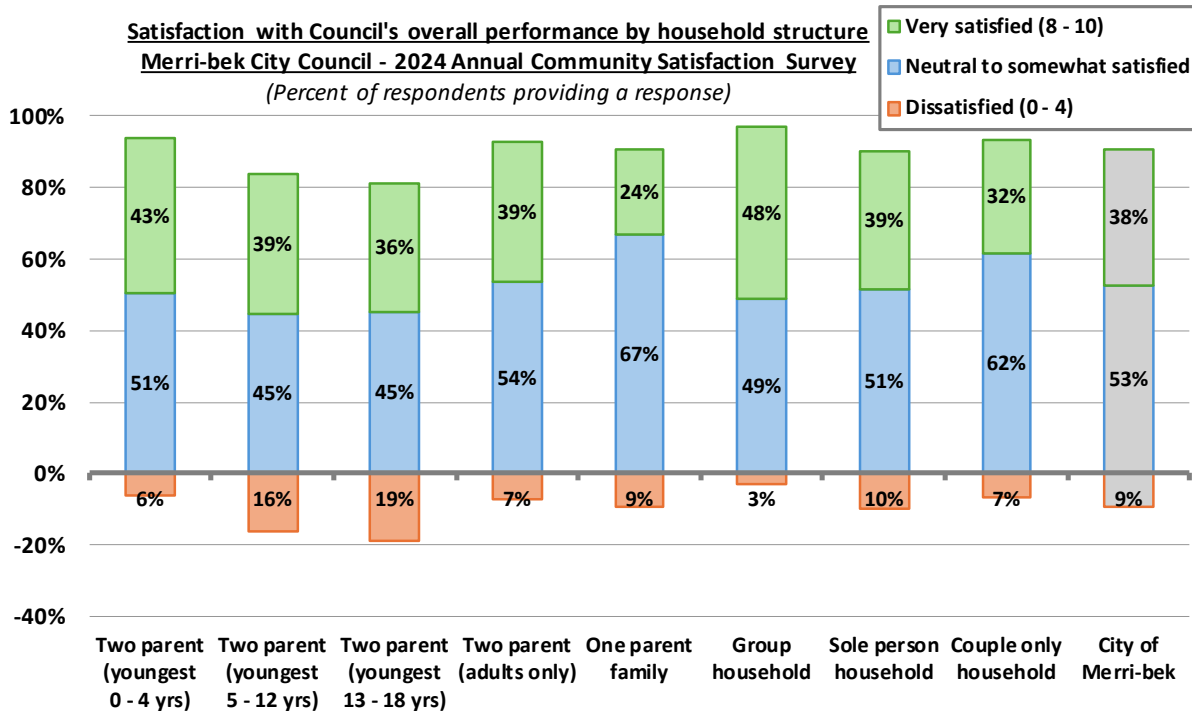


It is noted that almost half of the rental household respondents, as well as respondents who had lived in the municipality for less than 10 years were “very satisfied” with Council’s overall performance, whilst 14% of long-term residents (10 years or more in Merri-bek) and 16% of respondents from households with a member with disability were “dissatisfied”.





It is noted that almost half of the respondents from group households, and 43% of respondents from two-parent families with youngest child aged 0 to 4 years were “very satisfied” with Council’s overall performance, whilst 16% of respondents from two-parent families with youngest child aged 5 to 12 years and 19% of those from two-parent families with youngest child aged 13 to 18 years were “dissatisfied” with Council’s overall performance.



## Satisfaction by top issues for the City of Merri-bek

The following graph displays the average overall satisfaction score for respondents nominating each of the top 12 issues to address for the City of Merri-bek ‘at the moment’, with a comparison to the overall satisfaction score of all respondents (6.8), as well as a comparison to the 189 respondents who did not nominate any issues to address (7.3)

The detailed analysis of the top issues to address in the City of Merri-bek “at the moment” is discussed in the [Current Issues for the City of Merri-bek](#) section of this report.

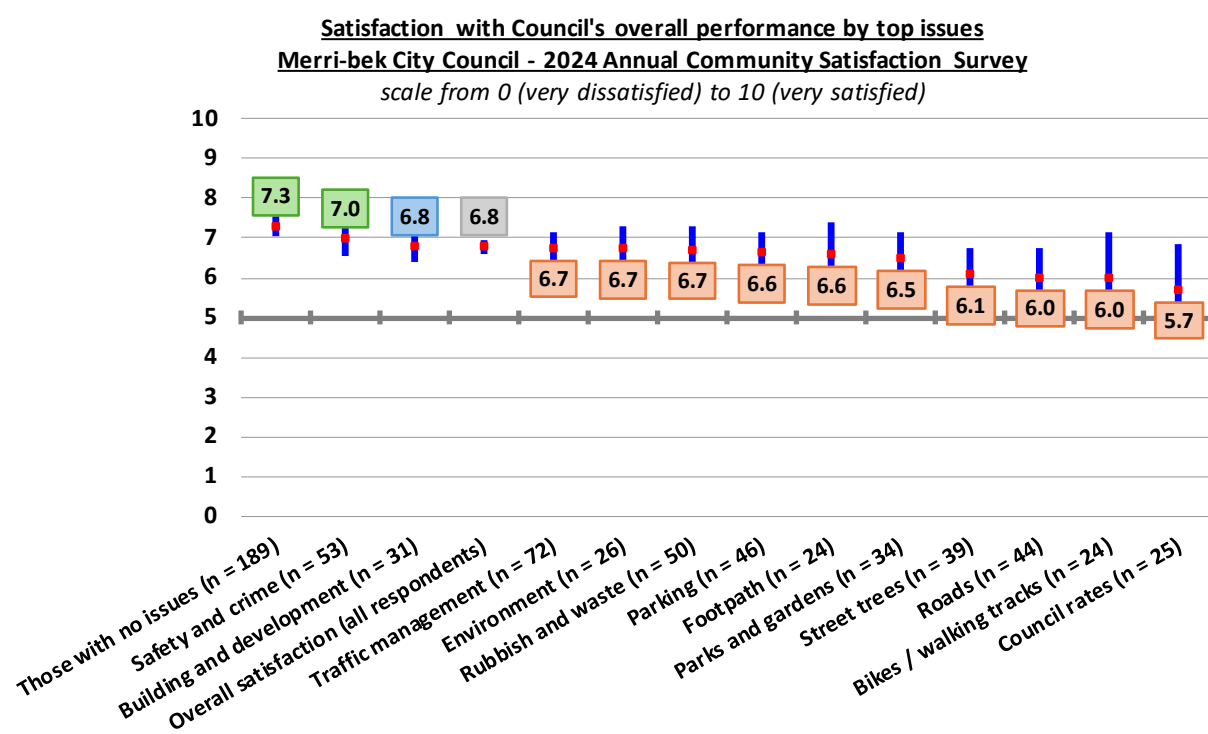
The aim of this data is to explore the relationship between the issues nominated by respondents and their satisfaction with the Council’s overall performance.

The data does not prove a causal relationship between the issue and satisfaction with Council’s overall performance but does provide meaningful insight into whether these issues are likely to be exerting a positive or negative influence on these respondents’ satisfaction with Council’s overall performance.

Clearly the number of respondents nominating each of these 12 issues varied substantially, which is reflected in the size of the blue vertical bars (the 95% confidence interval).

Metropolis Research notes that 189 respondents (32% of the total sample) did not have any issues they felt needed to be addressed ‘at the moment’ for the City of Merri-bek.

Naturally, these respondents were significantly more satisfied than respondents who did nominate issues to address, and they rated satisfaction with Council’s overall performance five percent higher than the municipal average at 7.3 out of 10 or “very good”.



The five most nominated issues this year were traffic management (72 respondents), safety, policing, and crime issues (53 respondents), rubbish and waste issues (50 respondents), parking (46 respondents), and roads (44 respondents).

Of these issues, it does appear that safety, policing, and crime issues, whilst prominent in the issues results this year, were not negatively correlated to satisfaction with Council's overall performance. This does imply that respondents did not appear to be significantly holding Council to account for these issues, as they did not rate satisfaction lower than the municipal average.

Metropolis Research notes that this was not the case in all municipalities across metropolitan Melbourne that reported higher-than-average levels of concern around safety, policing, and crime issues this year.

The issue that appeared most negatively related to satisfaction with Council's overall performance this year was Council rates (25 respondents @ 5.7 or "poor").

Metropolis Research notes that this result is often observed, as almost by definition, if respondents consider Council rates, fees, and charges to be a top three issue, then they are overwhelmingly likely to be less satisfied with Council's overall performance than other respondents, as they often feel they are paying too much for the services provided.

The three other issues that appear most negatively related to satisfaction with Council's overall performance this year were bike / walking tracks and paths (24 respondents @ 6.0 or "solid"), road maintenance and repairs (44 respondents @ 6.0 or "solid"), and street trees (39 respondents @ 6.1 or "solid").

Metropolis Research notes that these issues have commonly been observed as negatively related to overall satisfaction for the respondents who raise the issues across metropolitan Melbourne, although it is noted that bike and walking paths appear more prominent in these City of Merri-bek results than is typically observed across metropolitan Melbourne.

The following table provides an alternative method of exploring the relationship between the issues to address for the City of Merri-bek and satisfaction with Council's overall performance.

The table displays the proportion of respondents who were "dissatisfied" with Council's overall performance who nominated each of the top 13 issues, compared to the proportion of all respondents who nominated each issue.

This table shows that respondents who were dissatisfied with Council's overall performance were notably more likely to nominate road related issues (17% compared to 7%), street trees (15% compared to 6%), and Council rates, fees, and charges (11% compared to 4%).

It is important, however, to bear in mind the small sample of just 47 respondents who were "dissatisfied" with Council's overall performance and who nominated at least one issue to address.





Despite the small sample sizes, these results reinforce the preceding analysis highlighting the issues that appear to be negatively related to respondents' satisfaction with Council's overall performance.

**Top issues for the City of Merri-bek of respondents' dissatisfied with overall performance**

**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**

*(Number and percent of total respondents who dissatisfied with overall performance)*

Issue	Dissatisfied respondents		All respondents
	Number	Percent	
Road maintenance and repairs (including roadworks)	9	17%	7%
Provision and maintenance of street trees	8	15%	6%
Council rates and charges	6	11%	4%
Rubbish and waste issues incl. garbage	6	11%	8%
Bikes, cycling / walking tracks	5	9%	4%
Parks, gardens and open spaces	5	9%	6%
Traffic management	5	9%	12%
Cleanliness and maintenance of area	4	8%	3%
Financial issues and priorities for Council	4	8%	1%
Council governance, performance and accountability	4	8%	1%
Graffiti / vandalism	4	8%	3%
Services, and facilities for people with disability	3	6%	1%
Environment, conservation and climate change	3	6%	4%
All other issues (12 separately identified issues)	40	75%	71%
<b>Total responses</b>	<b>106</b>		<b>795</b>
<i>Respondents identifying at least one issue (percent of total respondents)</i>	<i>47 (89%)</i>		<i>411 (68%)</i>

***Satisfaction of respondents dissatisfied with services and facilities***

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

Services and facilities with fewer than 10 dissatisfied respondents have been excluded.

It is important to bear in mind that for many of these services, there were relatively few dissatisfied respondents (an average of approximately 43 dissatisfied respondents), hence the relatively large 95% confidence interval around these results.

Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably and significantly less satisfied with Council's overall performance than the municipal average of all respondents (6.8).



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

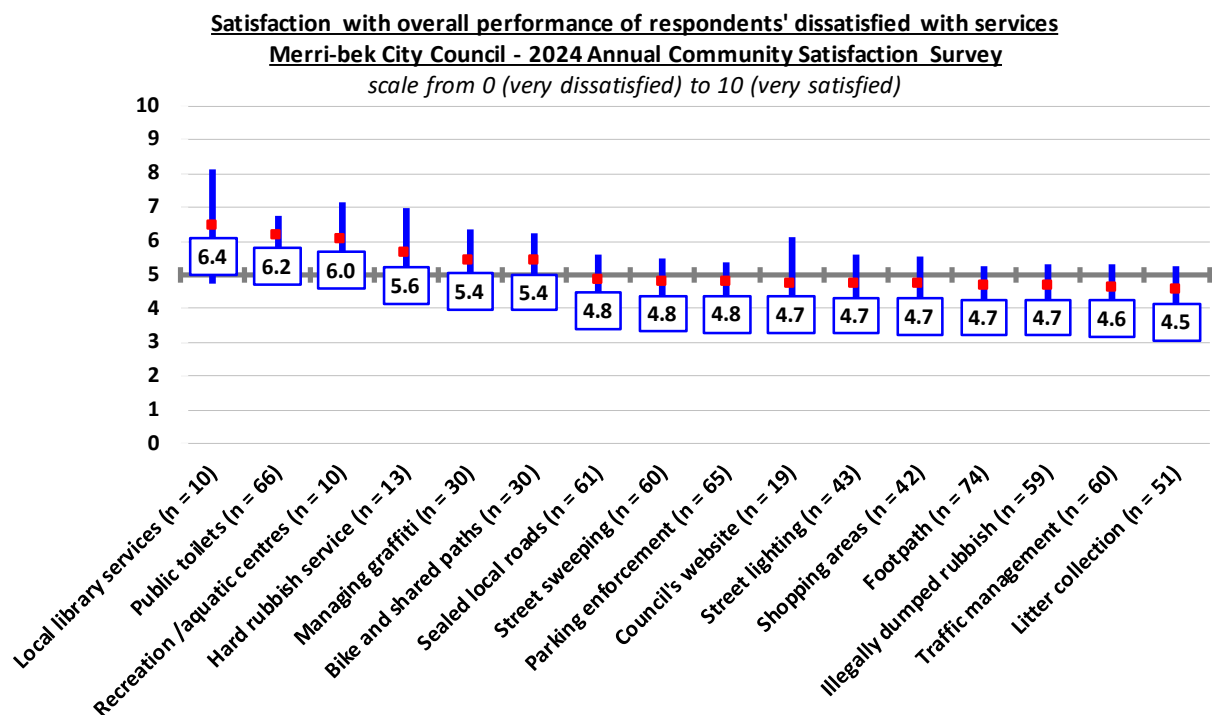
In other words, respondents who were dissatisfied with one service were likely to be dissatisfied with several, and they were also measurably less satisfied with Council’s overall performance.

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

The services and facilities that appear to be most strongly associated with lower overall satisfaction this year were traffic management, litter collection in public areas, management of illegally dumped rubbish, footpath maintenance and repairs, maintenance and cleaning of shopping strips, street lighting, the website, parking enforcement, street sweeping, and the maintenance and repair of sealed local roads.

Respondents who were dissatisfied with any of these, on average, rated satisfaction with Council’s overall performance at “extremely poor” levels.

This reflects the fact that some (a small number) of 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.



## ***Reasons for level of satisfaction with Council's overall performance***

Respondents were asked:

*“Why did you rate Council's overall performance at the level you did?”*

Respondents were asked why they rated satisfaction with Council's overall performance at the level that they did.

These comments have been broadly categorised, as outlined in the following table.

The table includes the total number of comments in each category, as well as the number from respondents who were “satisfied” (i.e., rated satisfaction at six or more), those who were “neutral” (i.e., rated satisfaction at five), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Approximately one-quarter (107 comments or 26%) of the comments were generally positive, reflecting the good overall satisfaction score, compared to 51 generally negative comments (12%).

Consistent with results observed elsewhere, 11% of comments related to Council's communication and engagement with the community. Many of these are general in nature and reflect a perception that Council was not effectively engaging with the community.

It is important to bear in mind that whilst satisfaction with Council's customer service was marginally higher than the metropolitan Melbourne average, satisfaction with Council's community consultation and engagement was somewhat (3%) lower than the metropolitan Melbourne average.

This does suggest that there remains some work for Council in terms of consultation and engagement.

Metropolis Research notes that many of the other comments received from respondents outlining the reasons for their satisfaction rating reflected the [issues to address](#) results discussed elsewhere in this report.

Particular attention is drawn to the issues around roads, traffic management, rates, cleanliness and maintenance of the area including litter collection, strip shopping areas, and the management of illegally dumped rubbish.

Metropolis Research also notes that there were more comments (and issues responses) that were focused on social justice, international, and multicultural issues than has commonly been observed in other municipalities across metropolitan Melbourne.

Whilst the absolute numbers of respondents raising these issues (mostly but not exclusively in favour of Council action in these areas) was relatively small, they were clearly evident in these results.



**Reasons for rating of satisfaction with Council's overall performance**  
**Merri-bek 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	107	26%	104	1	2
Generally negative statements	51	12%	34	10	7
Communication, consultation, engagement and responsiveness	47	11%	26	7	14
Council services and facilities	34	8%	26	3	5
Traffic / roads	28	7%	15	3	10
Rates and financial management	21	5%	4	3	14
Cleanliness and maintenance of the area	17	4%	8	2	7
Focus on social / multicultural / international issues	17	4%	10	1	6
Generally neutral statements	16	4%	10	6	0
Council governance, management, performance	12	3%	6	1	5
Parks, gardens, open spaces and trees	12	3%	6	0	6
Parking	10	2%	6	1	3
Waste management	10	2%	6	1	3
Planning, housing, development	8	2%	5	0	3
Footpaths	5	1%	3	1	1
Name change	4	1%	1	0	3
Safety, policing and crime	4	1%	3	0	1
Environment, sustainability and climate change	3	1%	1	0	2
Focus on local issues	2	0%	2	0	0
Infrastructure	1	0%	1	0	0
Support for local businesses	1	0%	1	0	0
Other	7	2%	3	3	1
<b>Total responses</b>	<b>417</b>	<b>100%</b>	<b>281</b>	<b>43</b>	<b>93</b>

The verbatim comments underpinning these summary results are presented as an appendix to this report. Readers are encouraged to examine the verbatim comments, as they provide significant insight into the detailed views of the Merri-bek community across a range of issues.

## Most important thing Merri-bek City should do to improve its performance

Respondents were asked:

*“What is the most important thing Merri-bek City should do to improve its performance?”*

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



Half (303 of 601) of the respondents provided a response to the question, with these responses broadly categorised as outlined in the following table.

**Most important thing Merri-bek City Council should do to improve its performance**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

Response	2024	
	Number	Percent
More / better communication, consultation, prov of information	39	6%
Lower Council rates and charges	15	2%
More / better road maintenance and repairs	14	2%
Better traffic management	13	2%
Better Council customer service / responsiveness	12	2%
Better Council governance, management, performance	12	2%
Better safety, policing and crime	12	2%
Better rubbish and waste issues incl. garbage	11	2%
Better environment, conservation, climate change management	10	2%
Better planning, building, housing and development	10	2%
More / better parking	10	2%
More / better parks, gardens and open spaces	10	2%
Better provision and maintenance of street trees	8	1%
More / better housing availability and affordability	8	1%
More / better provision of bikes, cycling / walking tracks	8	1%
More focus on core / basic services	8	1%
Improvement in looking after the community / needs	7	1%
More / better management of graffiti and vandalism	7	1%
More / better public toilets	7	1%
Better financial issues and priorities for Council	6	1%
General positive comments	6	1%
Better cleanliness and maintenance of area	5	1%
Equal funding / attention to all suburbs	5	1%
More / better footpath maintenance and repairs	5	1%
More / better lighting	5	1%
Better management of social justice issues	4	1%
More / better street cleaning and maintenance	4	1%
Better management of multicultural / cultural diversity issues	3	0%
Better management of shops, restaurants and entertainment	3	0%
Better management of Sydney Road issues	3	0%
Better quality and provision of community services	3	0%
Improvement in community atmosphere / feel	3	0%
More / better community support	3	0%
All other issues <i>(19 separately identified issues)</i>	24	4%
No improvement	298	50%
<b>Total</b>	<b>601</b>	<b>100%</b>

The most common thing that respondents feel Council should do to improve its performance was more / better communication and consultation, with six percent nominating these improvements.





Metropolis Research notes that it is commonly the case that many respondents feel that Council is not effectively communicating or consulting with the community, with many of those dissatisfied with Council's performance raising these concerns.

This is commonly observed across local government and is by no means unique to Merri-bek.

It is important to bear in mind, however, that whilst this was the most common improvement respondents nominated, this does not mean that satisfaction with Council's communication tools such as Council's website (7.4), the *Conversations at Merri-bek* (7.2), as well as Council's communication and consultation performance (6.9) were poor, with all these receiving "good" to "very good" levels of satisfaction.

Other improvements nominated by respondents confirm the findings from other results in the survey, including some concerns around Council rates, fees, and charges; road maintenance and repairs; traffic management; Council's customer service and responsiveness; and Council's governance and accountability; safety, policing, and crime issues; as well as a range of other areas.

### ***Most important thing to improve performance by precinct and respondent profile***

The following tables outline the top 10 improvements nominated by respondents by precinct and by respondent profile (including age structure, gender, and language spoken at home).

There was no statistically significant variation in these results observed, with no single category of improvement being nominated by more than 10% of respondents from each precinct, age group, gender, or between English speaking and multilingual households.



**Most important thing Merri-bek City Council should do to improve its performance by precinct**

**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

<b>Brunswick</b>		<b>Coburg</b>	
More / better communication, consultation	8%	Lower Council rates and charges	7%
Better envir., conservation management	4%	More / better communication, consultation	7%
More / better housing availability / afford.	3%	Better Council governance / performance	5%
Better prov. / maintenance of street trees	3%	More / better parks, gardens / open spaces	4%
Better Council customer service	3%	Better Council customer service	4%
More / better management of graffiti	3%	Better rubbish and waste issues	2%
More / better prov. of bikes, walking tracks	3%	General positive comments	2%
More / better parking	3%	More / better road maintenance / repairs	2%
More / better parks, gardens / open spaces	2%	Better management of multicultural issues	2%
Better planning, building and development	2%	Better traffic management	2%
All other improvements	27%	All other improvements	14%
No improvement	39%	No improvement	49%
<b>Total</b>	<b>190</b>	<b>Total</b>	<b>118</b>

<b>Pascoe Vale</b>		<b>Glenroy et al</b>	
Improvement in looking after community	7%	More / better communication, consultation	6%
Better traffic management	4%	Better safety, policing and crime	4%
More / better communication, consultation	4%	More / better road maintenance / repairs	4%
Better rubbish and waste issues	4%	Equal funding / attention to all suburbs	3%
Better safety, policing and crime	3%	Better traffic management	3%
More / better road maintenance / repairs	3%	More / better public toilets	2%
General positive comments	2%	Better financial issues and priorities	1%
Better planning, building and development	2%	More / better community support	1%
Lower Council rates and charges	2%	More / better parking	1%
More focus on core / basic services	2%	Lower Council rates and charges	1%
All other improvements	20%	All other improvements	13%
No improvement	47%	No improvement	61%
<b>Total</b>	<b>111</b>	<b>Total</b>	<b>182</b>



**Most important thing Merri-bek City Council should do to improve its performance by respondent profile**

**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

<b>Male</b>		<b>Female</b>	
More / better communication, consultation	6%	More / better communication, consultation	7%
Lower Council rates and charges	3%	More / better road maintenance / repairs	3%
Better planning, building and development	3%	Better envir., conservation management	2%
Better Council governance / performance	3%	Better safety, policing and crime	2%
Better prov. / maintenance of street trees	2%	Better traffic management	2%
Better traffic management	2%	Better Council customer service	2%
More / better road maintenance / repairs	2%	Lower Council rates and charges	2%
More / better parking	2%	More focus on core / basic services	2%
More / better parks, gardens / open spaces	2%	Better rubbish and waste issues	2%
Better rubbish and waste issues incl. garba	2%	Better Council governance / performance	2%
All other improvements	23%	All other improvements	25%
No improvement	50%	No improvement	49%
<b>Total</b>	<b>286</b>	<b>Total</b>	<b>307</b>

<b>English speaking</b>		<b>Multi-lingual</b>	
More / better communication, consultation	7%	More / better communication, consultation	4%
Better Council governance / performance	3%	More / better road maintenance / repairs	3%
Lower Council rates and charges	3%	Better safety, policing and crime	3%
Better traffic management	3%	Lower Council rates and charges	2%
Better envir., conservation management	3%	Improvement in looking after community	2%
Better Council customer service	2%	Better management of social justice issues	2%
Better rubbish and waste issues	2%	More / better parking	2%
More focus on core / basic services	2%	Better rubbish and waste issues	2%
More / better road maintenance / repairs	2%	Better traffic management	2%
More / better management of graffiti	2%	More / better parks, gardens / open spaces	2%
All other improvements	25%	All other improvements	21%
No improvement	46%	No improvement	56%
<b>Total</b>	<b>369</b>	<b>Total</b>	<b>226</b>



**Most important thing Merri-bek City Council should do to improve its performance by respondent profile**

**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

<b>Young adults (18 to 34 years)</b>		<b>Adults (35 to 44 years)</b>	
More / better communication, consultation	5%	More / better communication, consultation	6%
Better safety, policing and crime	4%	Better envir., conservation management	3%
More / better road maintenance / repairs	3%	More / better parks, gardens / open spaces	3%
More / better prov. of bikes, walking tracks	3%	Better rubbish and waste issues	2%
Better rubbish and waste issues	3%	More / better management of graffiti	2%
Lower Council rates and charges	2%	Better cleanliness and maintenance of area	2%
Better planning, building and development	2%	Better planning, building and development	2%
Better Council customer service	2%	More / better road maintenance / repairs	2%
Better financial issues and priorities	2%	Better safety, policing and crime	2%
Better traffic management	2%	More / better public toilets	2%
All other improvements	27%	All other improvements	29%
No improvement	45%	No improvement	45%
<b>Total</b>	<b>229</b>	<b>Total</b>	<b>122</b>

<b>Middle aged adults (45 to 59 years)</b>		<b>Older adults (60 to 74 years)</b>	
More / better communication, consultation	8%	More / better communication, consultation	7%
Better Council customer service	5%	Lower Council rates and charges	6%
Better Council governance / performance	5%	More focus on core / basic services	5%
Better traffic management	4%	Better traffic management	3%
More / better housing availability / afford.	3%	Better rubbish and waste issues	2%
More focus on core / basic services	3%	Better Council governance / performance	2%
Better envir., conservation management	2%	Better animal management	2%
More / better road maintenance / repairs	2%	Improvement in looking after community	2%
Lower Council rates and charges	2%	More / better parks, gardens / open spaces	1%
More / better parks, gardens / open spaces	2%	Better planning, building and development	1%
All other improvements	17%	All other improvements	10%
No improvement	47%	No improvement	59%
<b>Total</b>	<b>124</b>	<b>Total</b>	<b>75</b>

<b>Senior citizens (75 years and over)</b>		<b>City of Merri-bek</b>	
More / better communication, consultation	6%	More / better communication, consultation	6%
More / better parking	5%	Lower Council rates and charges	2%
Lower Council rates and charges	4%	More / better road maintenance / repairs	2%
Better prov. / maintenance of street trees	3%	Better traffic management	2%
Better management of multicultural issues	3%	Better Council customer service	2%
More / better support for local business	3%	Better Council governance / performance	2%
More/better footpath maintenance/repairs	2%	Better safety, policing and crime	2%
More / better street cleaning / maintenance	2%	Better rubbish and waste issues	2%
Improvement in looking after community	2%	Better envir., conservation management	2%
More focus on core / basic services	2%	Better planning, building and development	2%
All other improvements	2%	All other improvements	26%
No improvement	66%	No improvement	50%
<b>Total</b>	<b>52</b>	<b>Total</b>	<b>601</b>

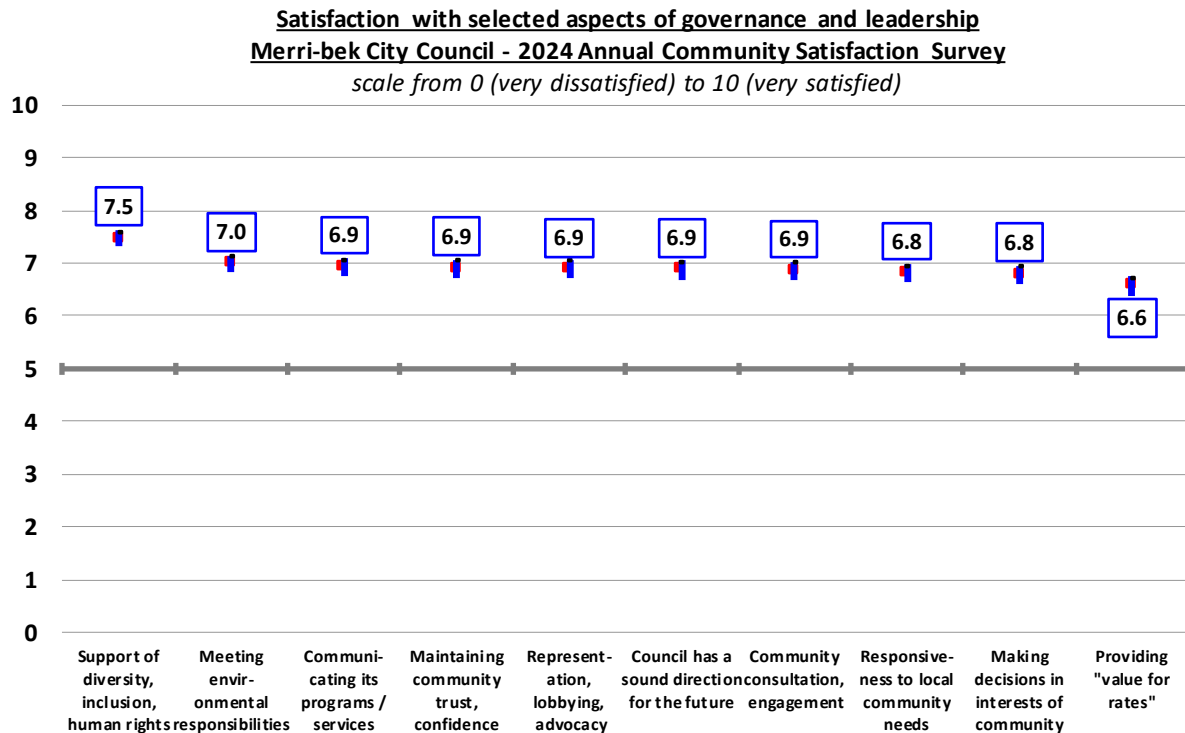


## Governance and leadership

Respondents were asked:

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

Respondents were asked to rate their satisfaction with each of 10 aspects of Council’s governance and leadership performance.



Satisfaction with nine of these 10 aspects was rated at “good” levels of between 6.6 and 7.0 out of 10, with the average satisfaction with the 10 aspects being 6.9 out of 10.

It is noted that satisfaction with Council’s support of diversity, inclusion, and human rights was measurably (statistically significantly) higher than the average satisfaction with the other nine aspects, at a “very good” level of 7.5 out of 10.

Metropolis Research notes that, in the absence of a significant local issue, it is generally observed that satisfaction with Council’s governance and leadership performance will be similar to or marginally lower than satisfaction with Council’s overall performance.

This was the case this year for the City of Merri-bek, however, although many of these aspects were scored at levels marginally above, rather than marginally below the average overall satisfaction score (of 6.8 out of 10).





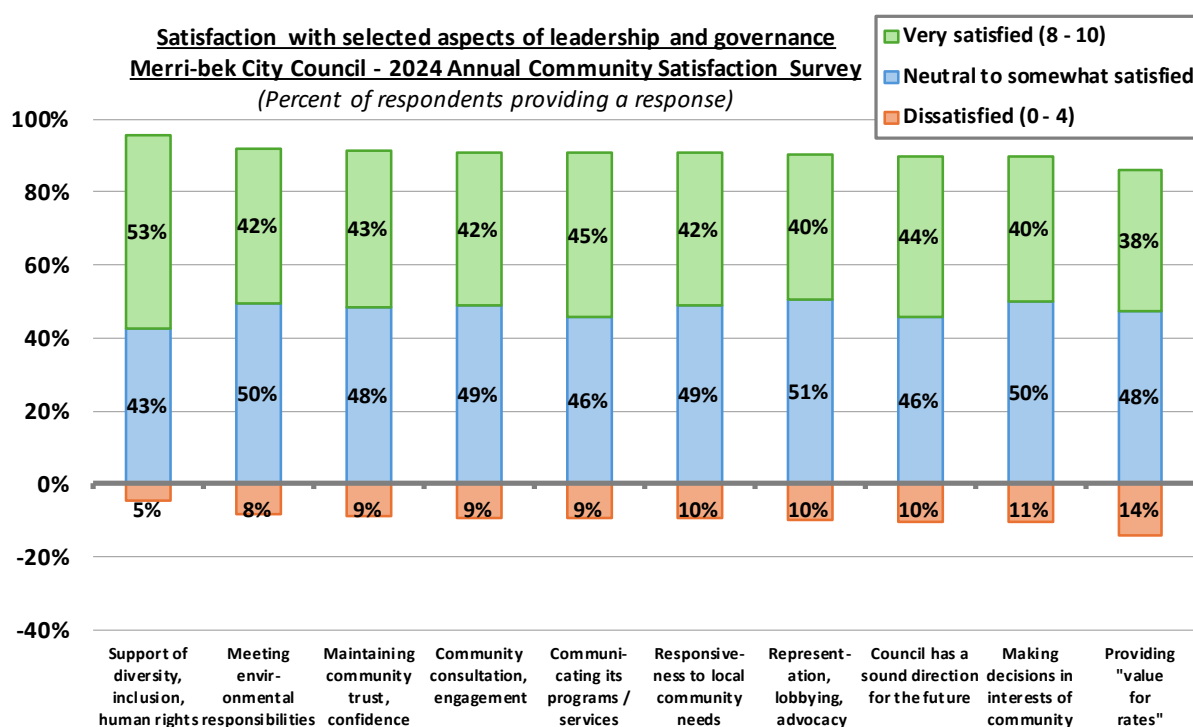
These results imply that community satisfaction with Council’s governance and leadership performance was overall good, with relatively few respondents dissatisfied with any specific aspect.

It is noted that satisfaction with Council’s performance providing value for rates was somewhat (2%) lower than satisfaction with the other aspects, although it was still at a “good” level of satisfaction. This result was consistent with the fact that four percent of respondents nominated Council rates, fees, and charges as one of the top three [issues to address](#).

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).

It is noted that a little more than one-third of the respondents who provided a satisfaction score were “very satisfied” with each aspect of the 10 aspects of governance and leadership, with 53% “very satisfied” with Council’s support of diversity, inclusion, and human rights.

It is noted, however, that 14% of respondents were dissatisfied with Council’s performance providing value for rates.

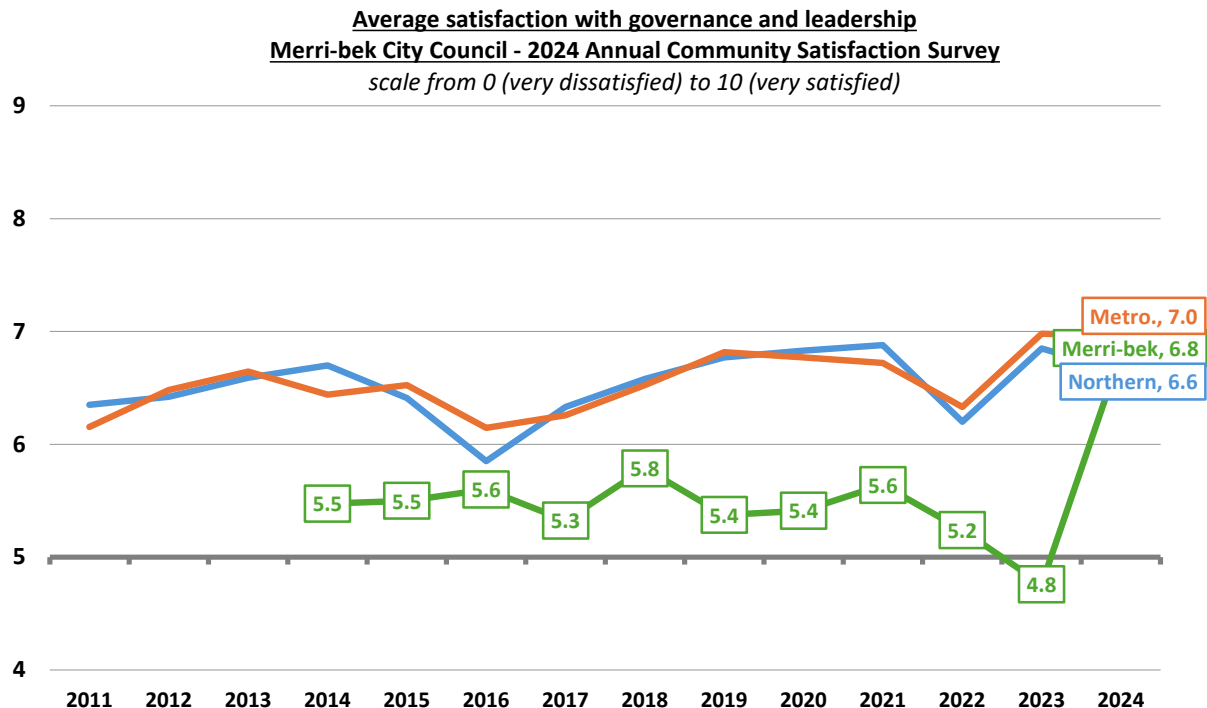


The following graph provides a comparison of the average satisfaction with the seven core aspects of governance and leadership against the historical results for the City of Merri-bek as well as the northern region councils’ and metropolitan Melbourne results, as recorded in the 2024 *Governing Melbourne* research.

These include maintaining trust, consultation and engagement, responsiveness, representation, sound direction, making decisions in interests of community, and value for rates.



*Governing Melbourne* was conducted independently by Metropolis Research in January 2024 using the same door-to-door, in-person methodology.



In relation to the time series results for the City of Merri-bek, it is noted that these results were sourced from a previous provider, with the survey conducted as a random sample telephone survey and using a different survey form including significantly fewer questions.

It is typically observed that the telephone methodology will under-represent satisfaction compared to the more robust, door-to-door methodology, with the variation estimated at approximately two to three percent.

Metropolis Research also notes that the set of governance and leadership aspects included in this time series graph were not entirely consistent over time, which should be borne in mind when interpreting change over time.

These results do, however, show that satisfaction with governance and leadership was higher this year than the long-term average satisfaction from 2014 to 2023 of 5.4 out of 10 or “very poor”.

It is noted that despite the 14% higher than long-term average satisfaction with governance and leadership (6.8 compared to long-term average of 5.4), and the significant (20%) increase in average satisfaction, satisfaction with governance and leadership in the City of Merri-bek remains marginally (1%) below the metropolitan average.

The [historical overall satisfaction](#) scores recorded for the City of Merri-bek over the period 2014 to 2023 were an average of eight percent lower than the metropolitan Melbourne average (as recorded in *Governing Melbourne*).



However, the average difference in satisfaction with governance and leadership between the historical (2014 to 2023) results for the City of Merri-bek and the metropolitan Melbourne average (as recorded in *Governing Melbourne*) was 12%.

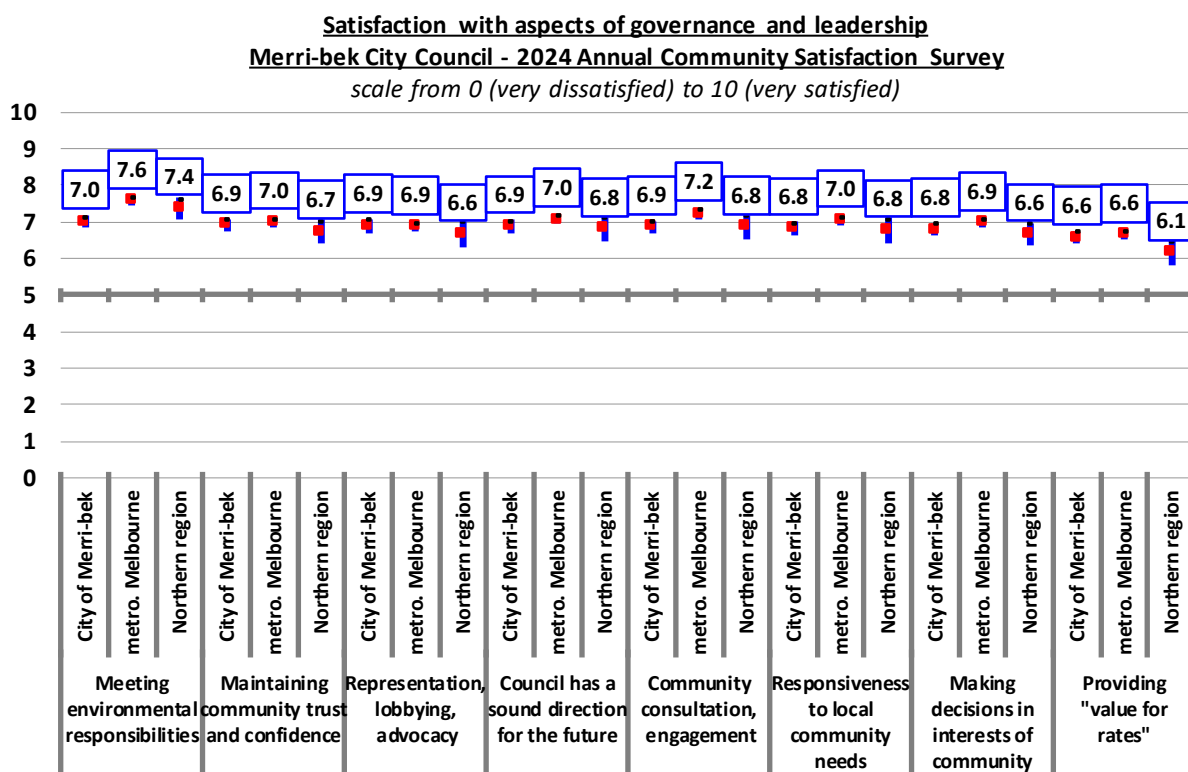
These results reinforce the view that the historical governance and leadership scores were, in the view of Metropolis Research, likely to be an underreporting of the underlying level of community satisfaction with the governance and leadership performance of Council.

The following graph provides a comparison against the metropolitan Melbourne and northern region councils of the average satisfaction with the eight of 10 aspects of governance and leadership that were included in both this survey and *Governing Melbourne*.

It is noted that satisfaction with representation, lobbying, and advocacy, and council performance providing value for rates were identical to the metropolitan Melbourne average.

Attention is drawn, however, to the six percent lower than metropolitan average satisfaction for Council's performance meeting its responsibilities towards the environment, and the four percent lower satisfaction with community consultation and engagement.

Metropolis Research suggests that the measurably lower satisfaction with meeting environmental responsibilities may reflect greater levels of engagement with environment and sustainability related issues by the Merri-bek community compared to the metropolitan average, which can often result in higher expectations around Council performance.

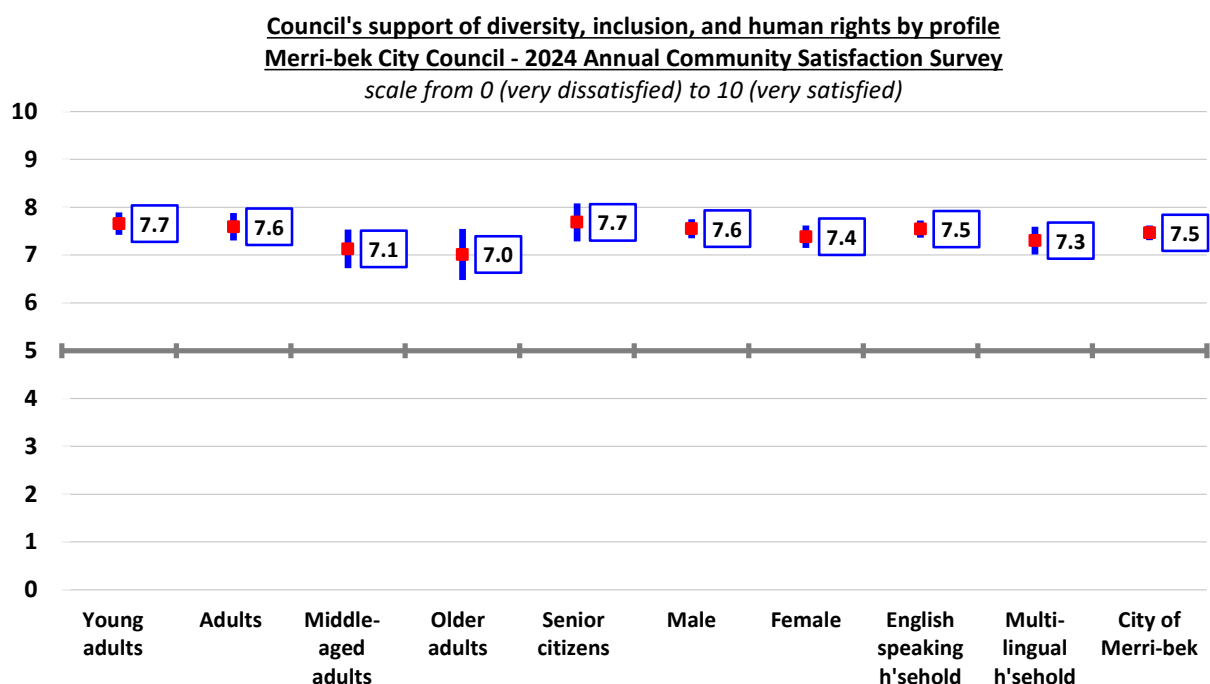


## Support of diversity, inclusion, and human rights

The average satisfaction with Council’s support of diversity, inclusion, and human rights was 7.5 out of 10, or a “very good” level of satisfaction. There was no meaningful variation in this result observed across the municipality, with respondents from all precincts rating satisfaction at “very good” levels.



Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that middle-aged and older adults (aged 45 to 74 years) were notably less satisfied than average, and at “good” rather than “very good” levels.



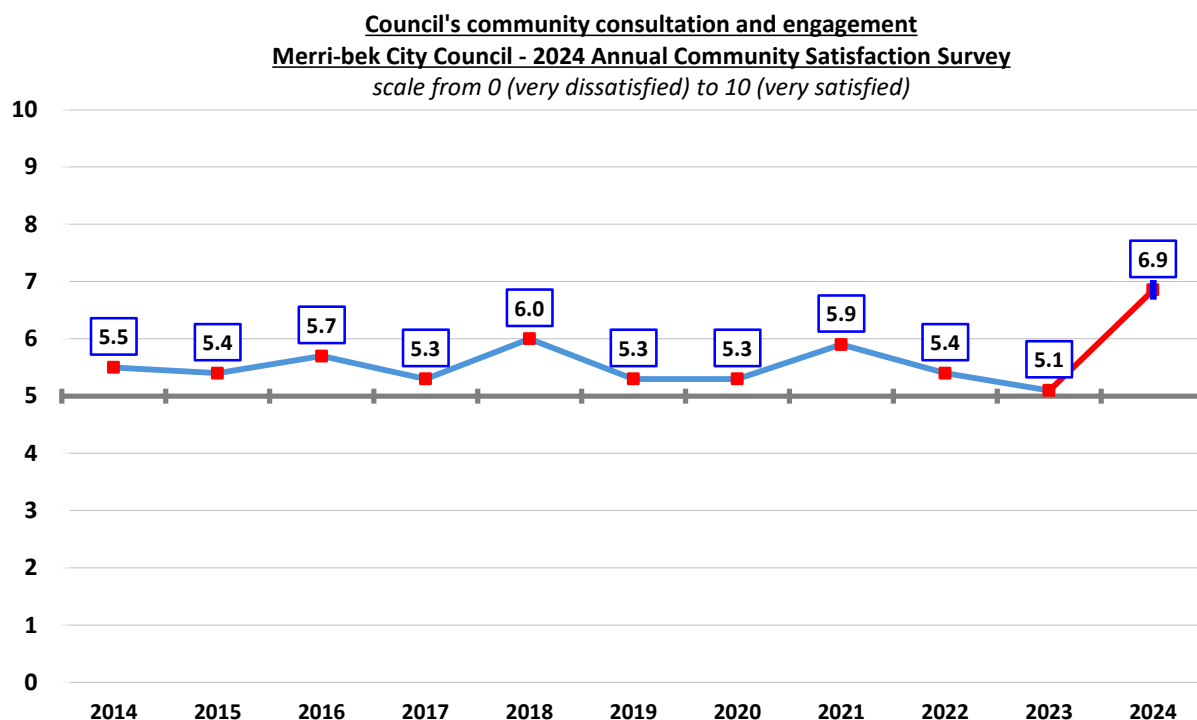
## Community consultation and engagement

Satisfaction with Council’s community consultation and engagement performance increased measurably and significantly this year, up 18% from the 5.1 out of 10 or “very poor” recorded in 2023, to 6.9 or “good” this year.

This was the highest satisfaction with community consultation and engagement recorded for the City of Merri-bek and was measurably (13%) above the long-term average satisfaction since 2014 of 5.6 out of 10, or “poor”.

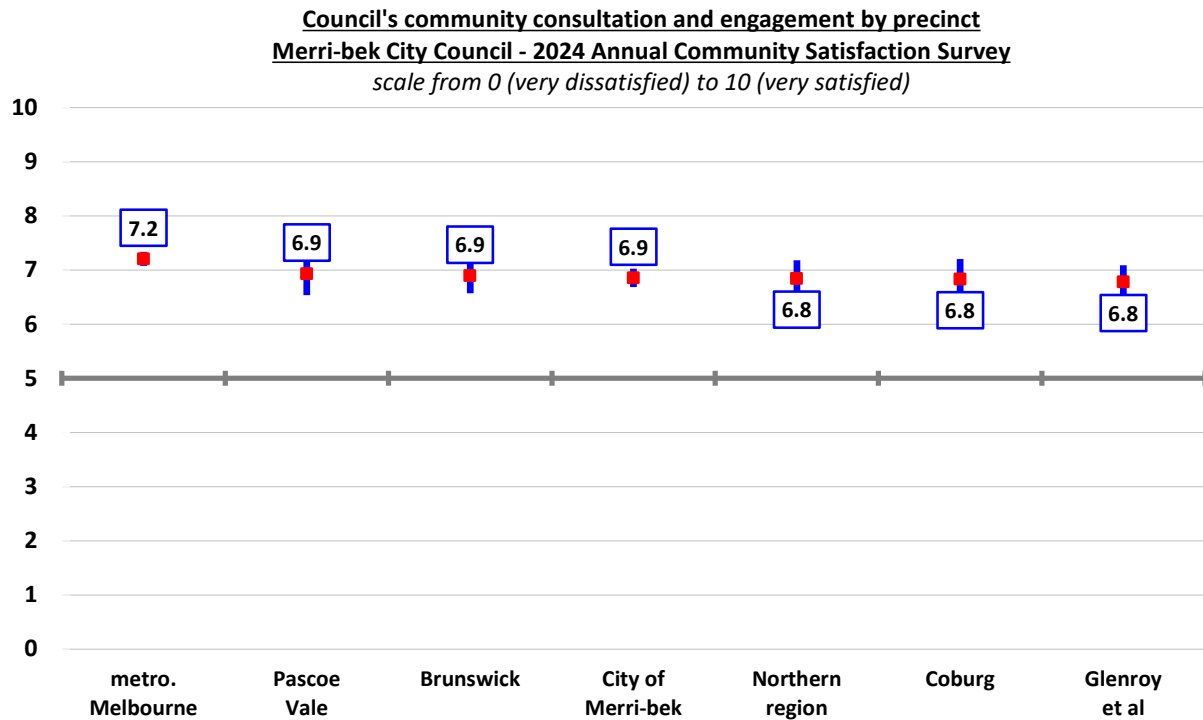
Metropolis Research reiterates that the historical results were sourced from a different survey provider, using a different methodology, and asking significantly fewer questions.

This result was somewhat (3%) lower than the metropolitan Melbourne average of 7.2, but marginally (1%) higher than the northern region councils’ average, both as recorded in *Governing Melbourne*.



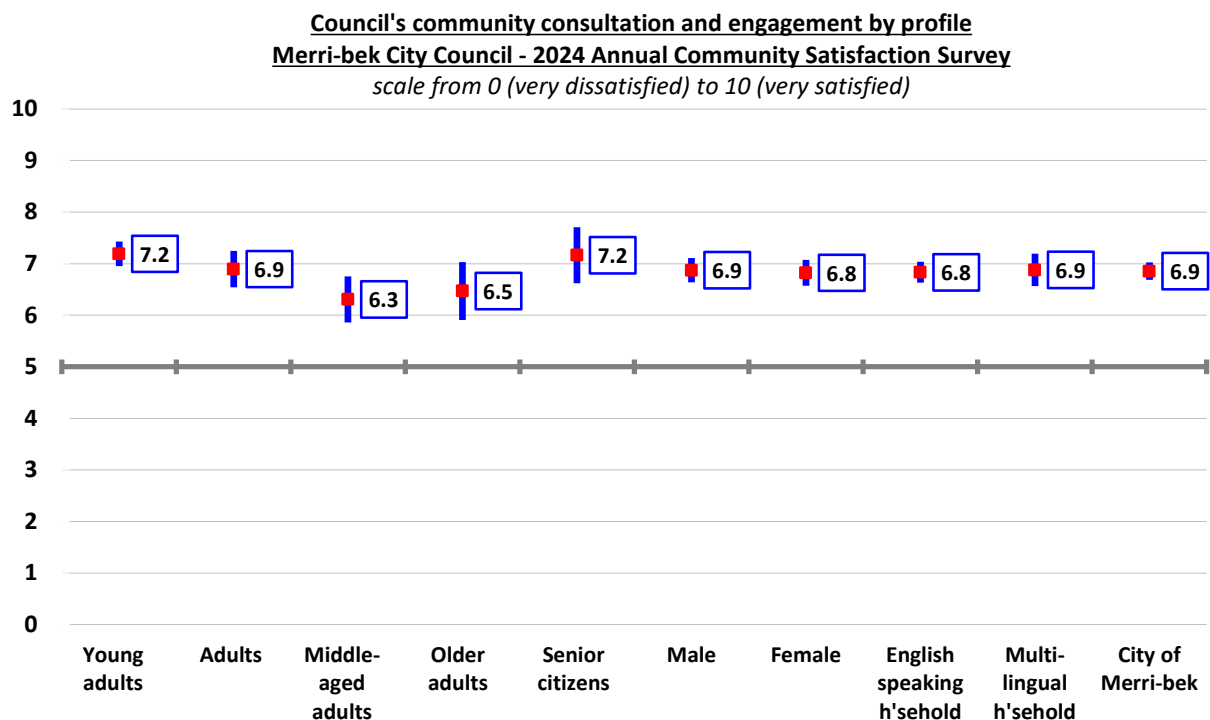
There was no statistically significant variation in this result observed across the City of Merri-bek, with respondents from all five precincts rating satisfaction at “good” levels of 6.8 or 6.9 out of 10.





Whilst there was no statistically significant variation in satisfaction with Council’s community consultation and engagement observed by respondent profile, it is noted that young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) were somewhat (3%) more satisfied than average, although still at “good” levels.

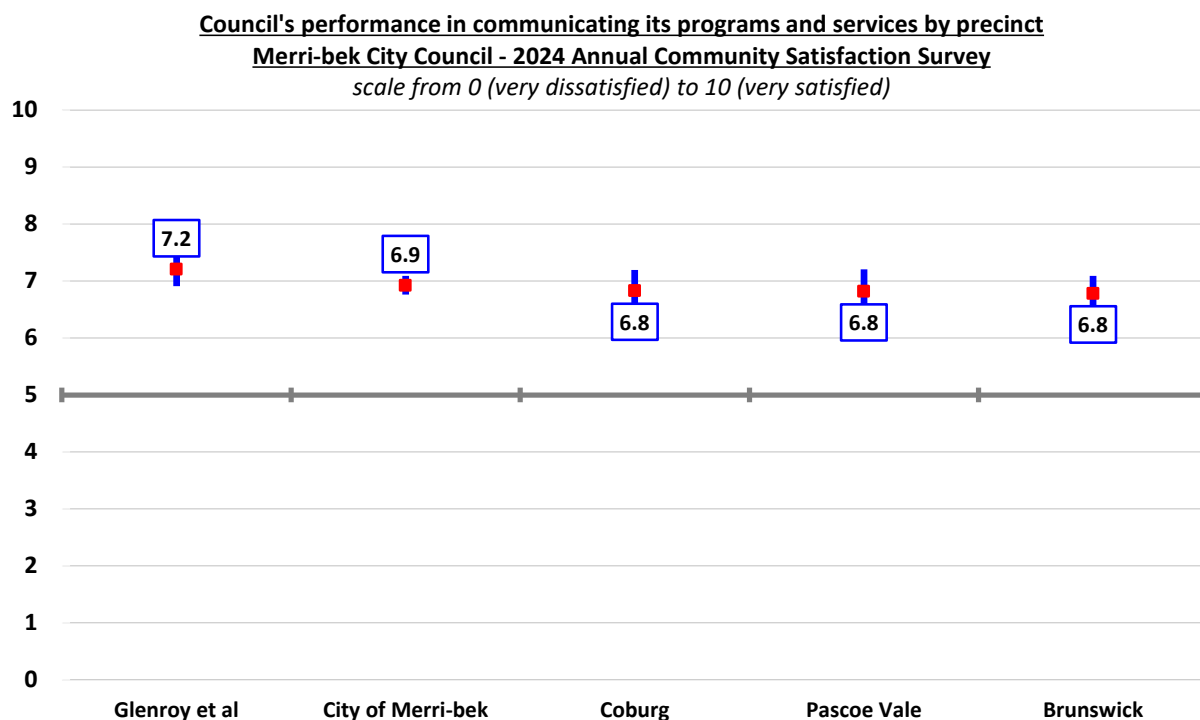
By contrast, middle-aged and older adults (aged 45 to 74 years) were notably less satisfied than average, and at “solid” and “good” levels respectively.



## Communicating its programs and services

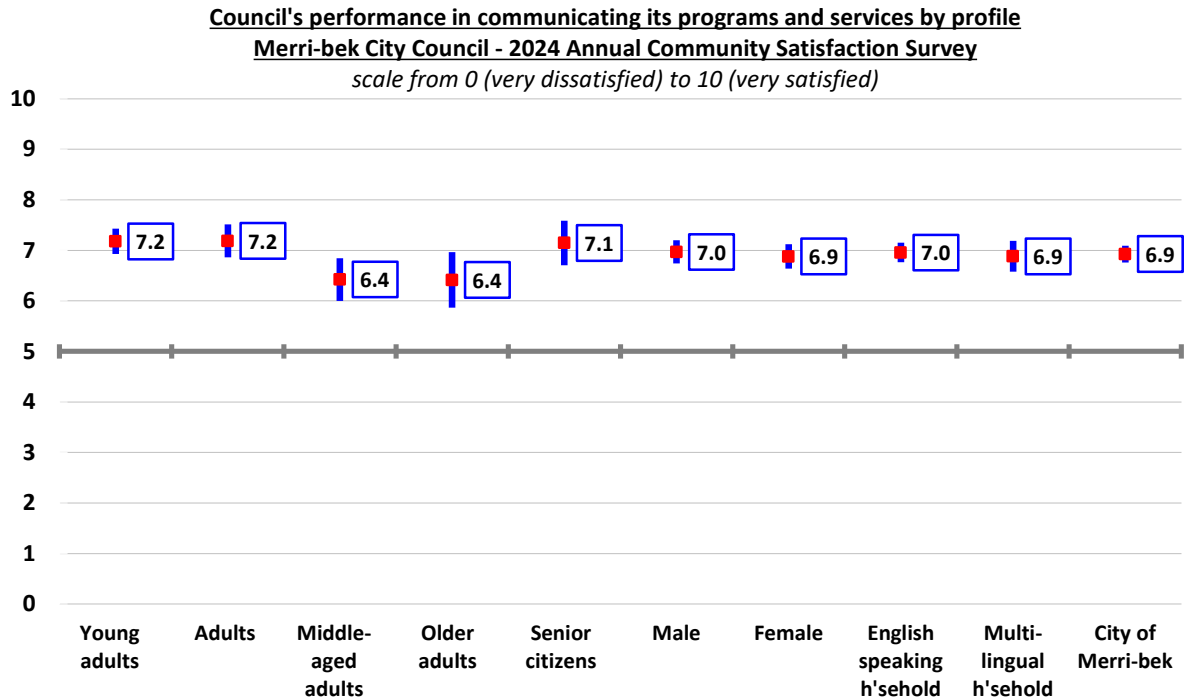
Satisfaction with Council’s performance communicating its programs and services was 6.8 out of 10, or a “good” level of satisfaction.

Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Glenroy et al were somewhat (3%) more satisfied than average, although still at a “good” level.



There was measurable variation in this result observed by respondent profile, with middle-aged adults (aged 45 to 59 years) measurably (5%) less satisfied than average, whilst young adults and adults (aged 18 to 44 years) and senior citizens (aged 75 years and over) were somewhat (3%) more satisfied than average.

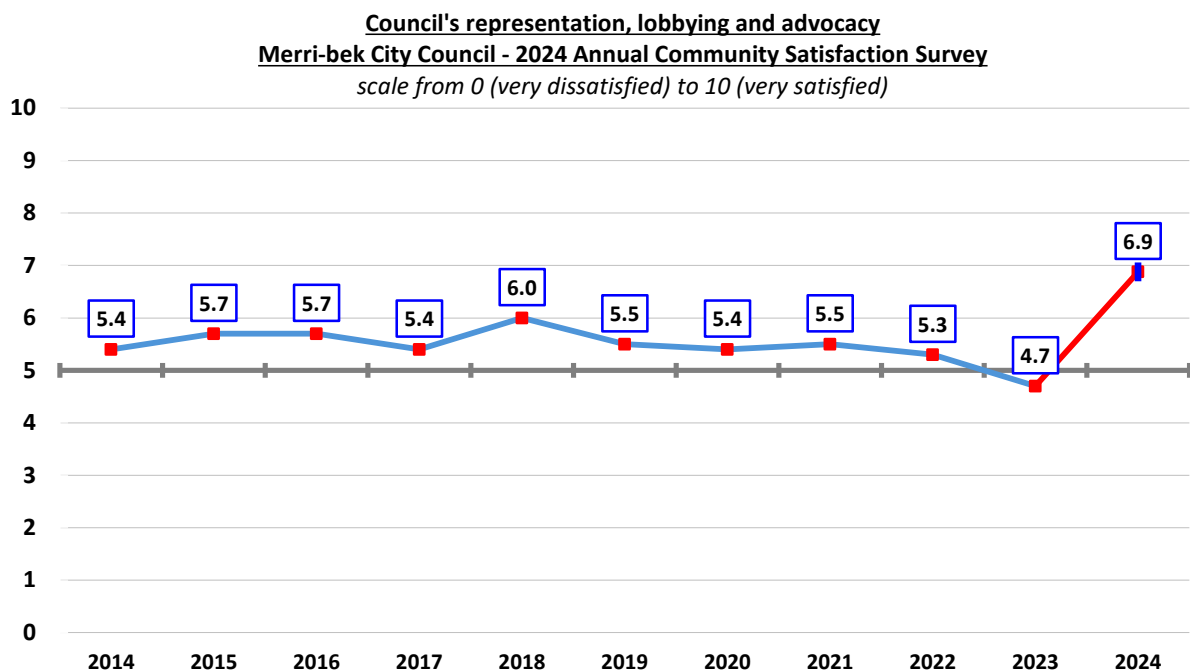




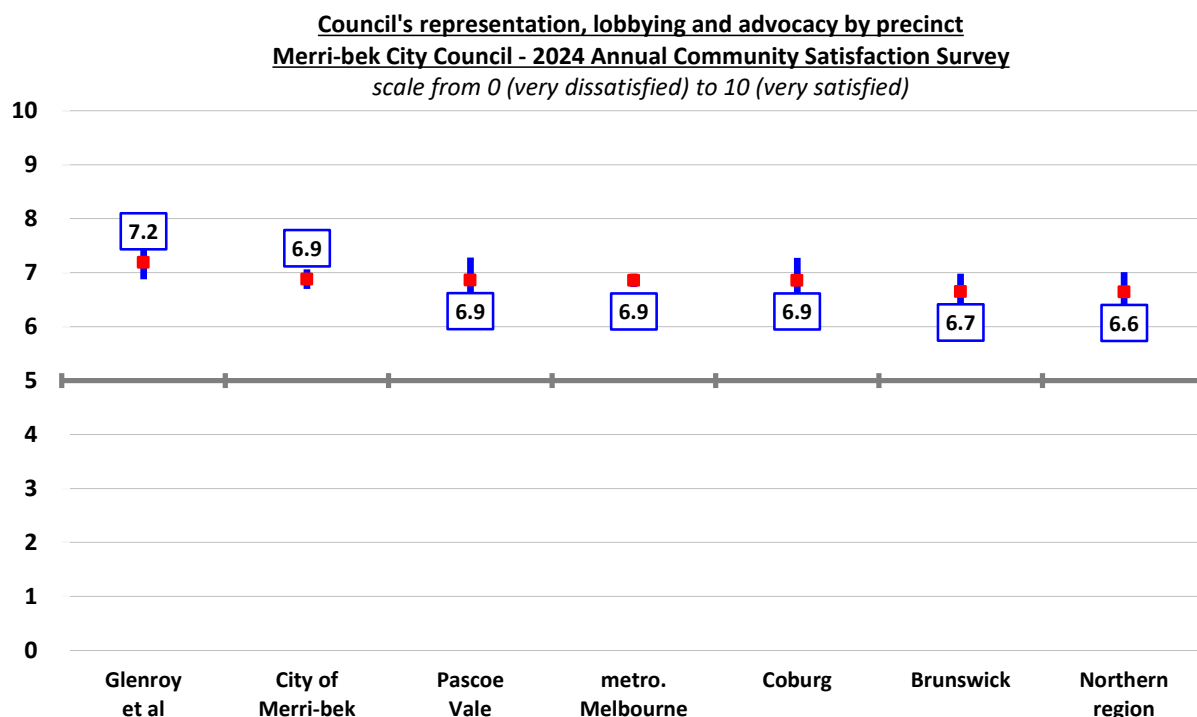
### Representation, lobbying and advocacy

Satisfaction with Council's representation, lobbying, and advocacy performance increased measurably and significantly this year, up 12% from the 4.7 or "extremely poor" recorded in 2023, and the long-term average 2014 to 2023 of 5.4, to 6.9 or "good" this year.

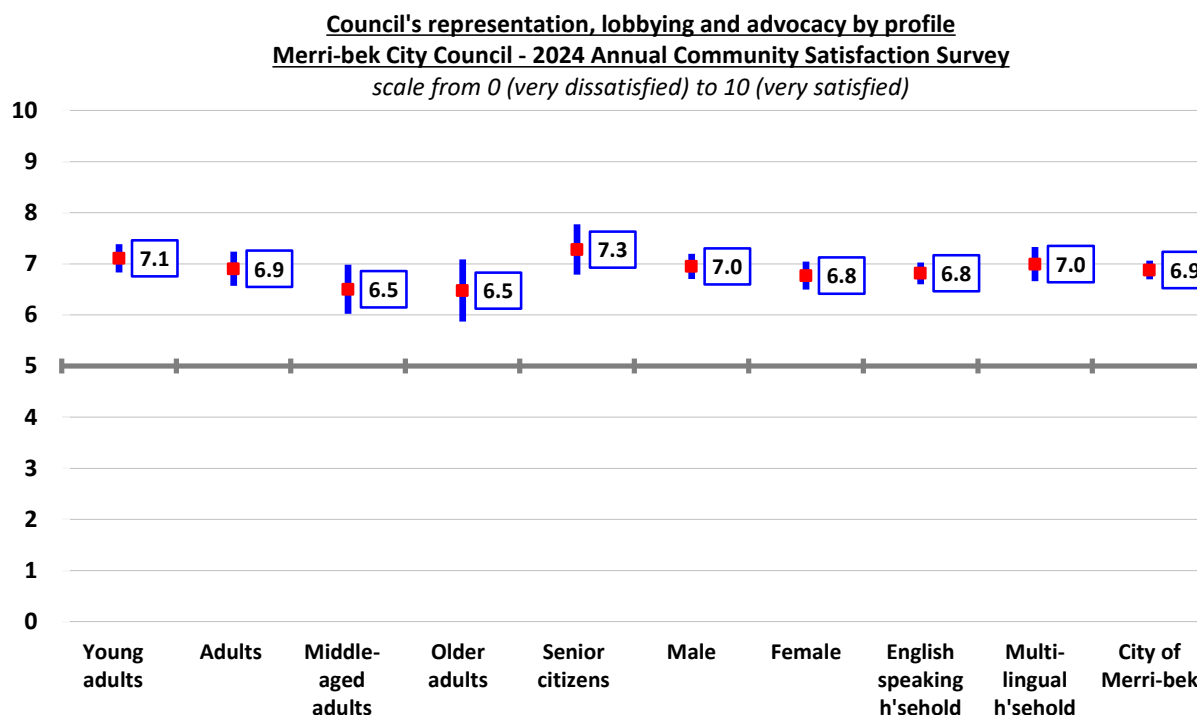
This was the highest satisfaction recorded for the City of Merri-bek and was measurably (13%) above the long-term average satisfaction since 2014 of 5.6 out of 10, or "poor". Metropolis Research reiterates that the historical results were sourced from a different survey provider, using a different methodology, and asking significantly fewer questions.



This result was identical to the metropolitan Melbourne average but was somewhat (3%) above the northern region councils' average of 6.6 out of 10. There was no statistically significant variation in this result observed across the municipality, with respondents from all precincts rating satisfaction at "good" levels.



Whilst there was no statistically significant variation observed by respondent profile, it is noted that senior citizens (aged 75 years and over) were notably (4%) more satisfied than average, although still at "good" levels, whilst middle-aged and older adults (aged 45 to 74 years) were notably (4%) less satisfied than average, although still at "good" levels.

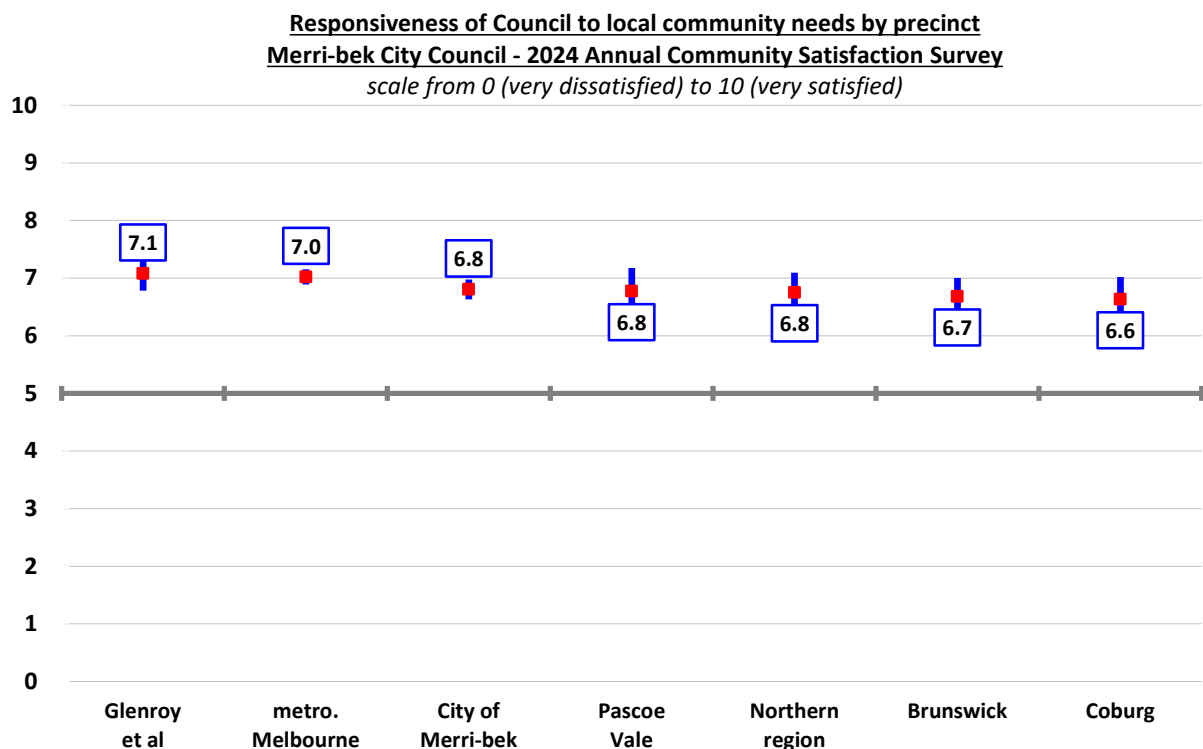


## Responsiveness to local community needs

Satisfaction with the responsiveness of Council to local community needs was 6.8 out of 10 this year, or a “good” level of satisfaction.

This result was marginally (2%) lower than the metropolitan Melbourne average, but identical to the northern region councils’ average of 6.8, both as recorded in *Governing Melbourne*.

There was no statistically significant variation in this result observed across the municipality, with respondents in all precincts rating satisfaction at “good” levels, although respondents in Glenroy et al were somewhat (3%) more satisfied than average.



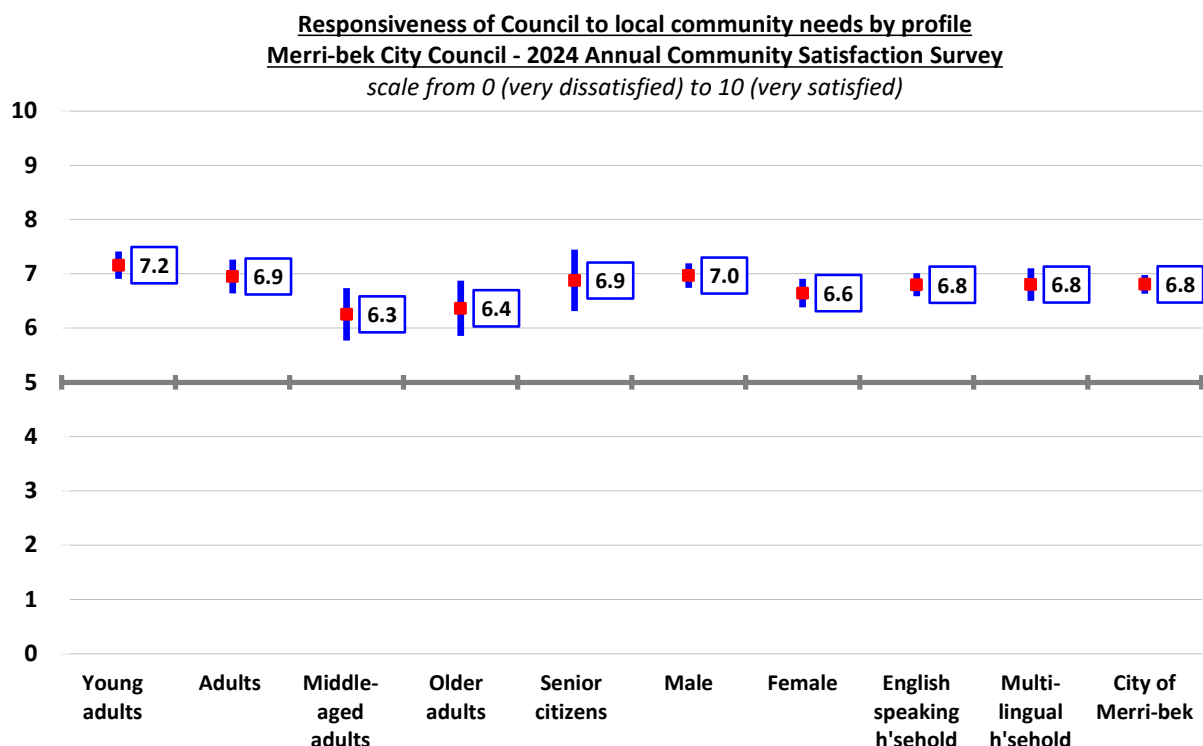
Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that young adults (aged 18 to 34 years) were notably (4%) more satisfied than average, although still at a “good” level.

It is noted that middle-aged and older adults (aged 45 to 74 years) were notably (4% to 5%) less satisfied than average, and at “solid” rather than “good” levels.

Metropolis Research notes that male respondents were notably (4%) more satisfied than female respondents, although both recorded “good” levels of satisfaction.







### ***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 20% from the unusually low 4.8 out of 10 or “extremely poor” recorded in 2023 to 6.8 or “good” this year.

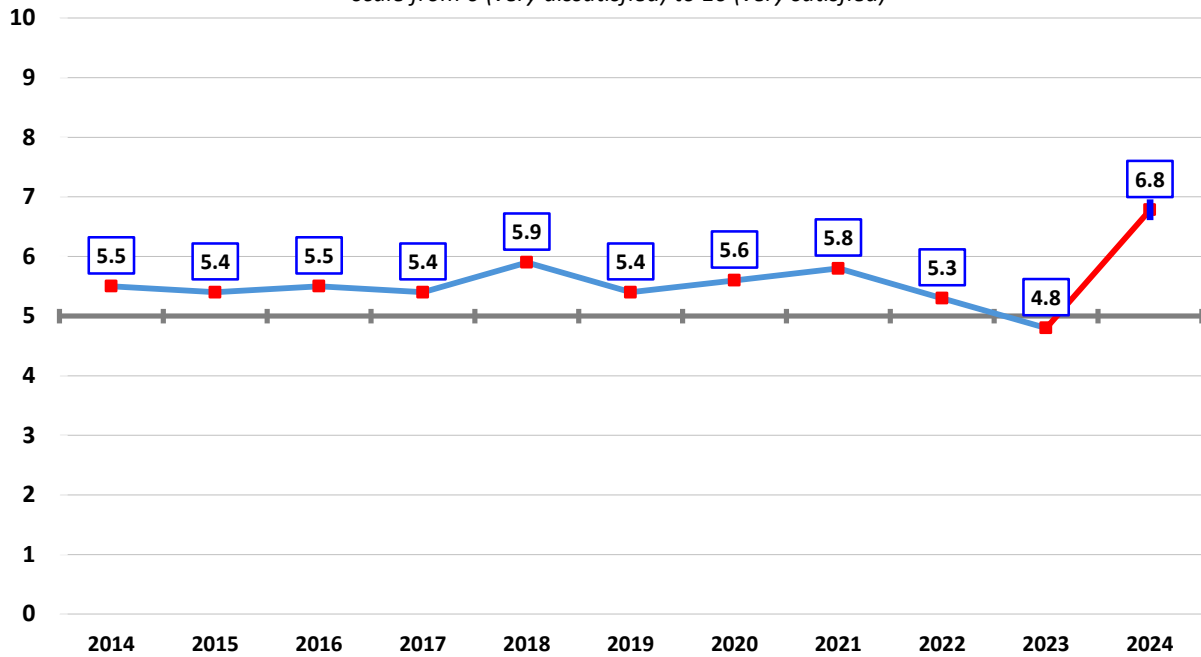
This result was measurably above the long-term average satisfaction from 2014 of 5.6 or “poor”.

Metropolis Research reiterates that the historical results were sourced from a different survey provider, using a different methodology, and asking significantly fewer questions.

This result was marginally (1%) below the metropolitan Melbourne average, but somewhat (2%) above the northern region councils’ average of 6.6, both as recorded in *Governing Melbourne*.

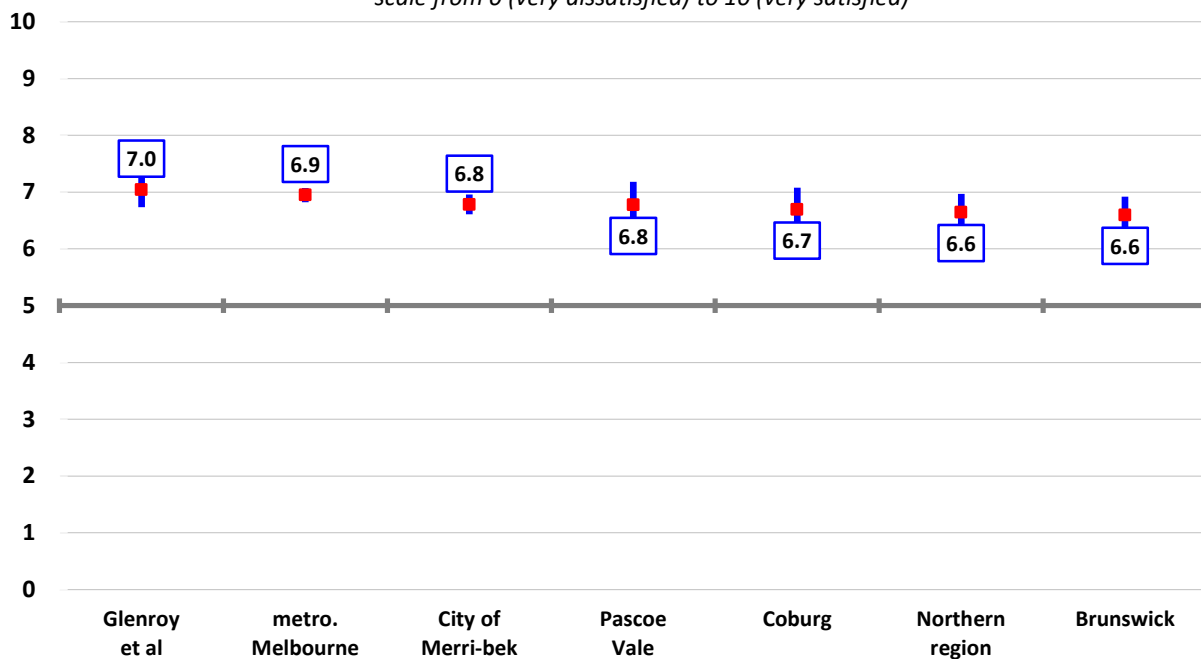


**Council making decisions in the interests of the community**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



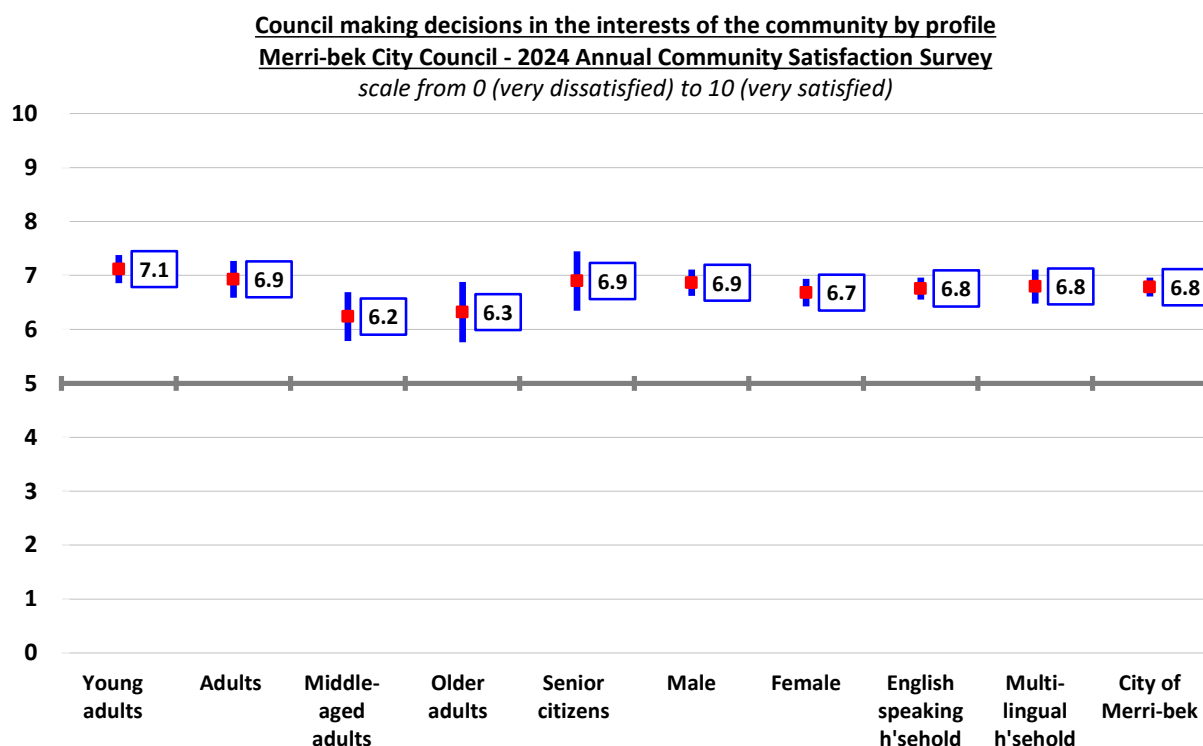
There was no statistically significant variation in this result observed across the municipality, with respondents in all precincts rating satisfaction at “good” levels, although respondents in Glenroy et al were somewhat (2%) more satisfied than average, and respondents from Brunswick somewhat (2%) less satisfied.

**Council making decisions in the interests of the community by precinct**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that young adults (aged 18 to 34 years) were somewhat (3%) more satisfied than average, although still at a “good” level.

It is noted that middle-aged and older adults (aged 45 to 74 years) were notably (5% to 6%) less satisfied than average, and at “solid” rather than “good” levels.



## Maintaining community trust and confidence

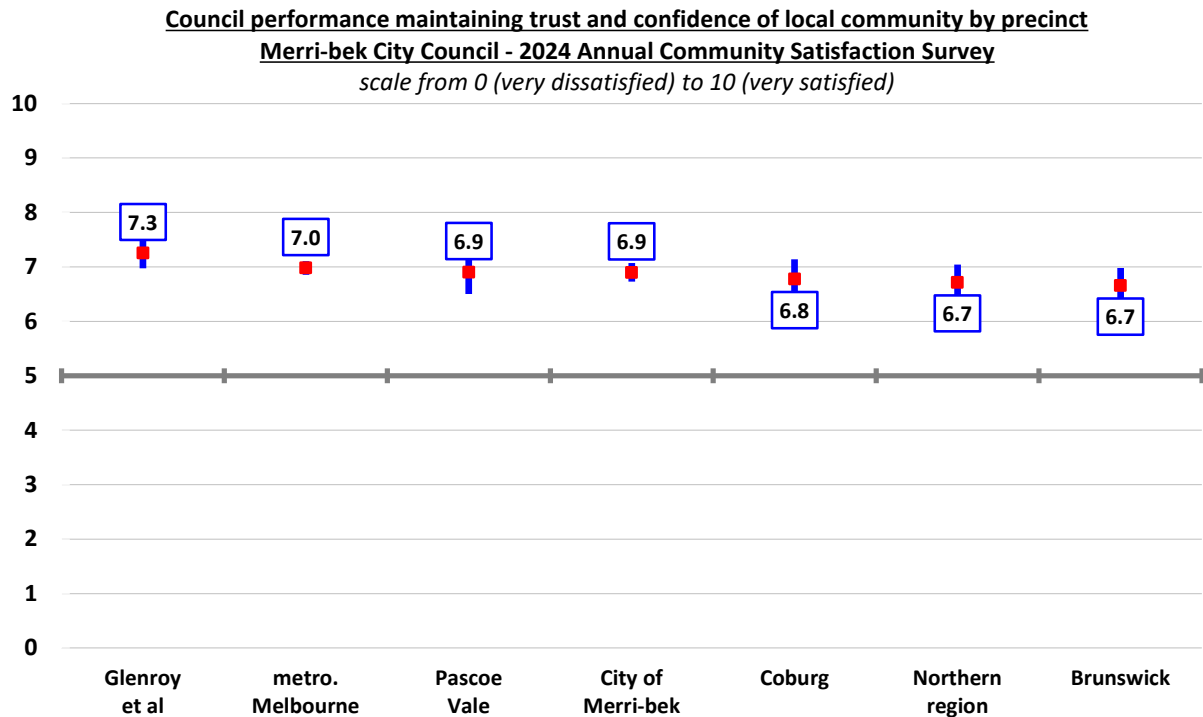
Satisfaction with the performance of Council maintaining the trust and confidence of the local community was 6.9 out of 10 this year, or a “good” level of satisfaction.

This result was marginally (1%) below the metropolitan Melbourne average, but notably (3%) above the northern region councils’ average, both as recorded in *Governing Melbourne*.

Whilst there was no statistically significant variation in this result observed across the municipality, respondents from Glenroy et al were notably (4%) more satisfied than average, and at a “very good” rather than a “good” level of satisfaction.

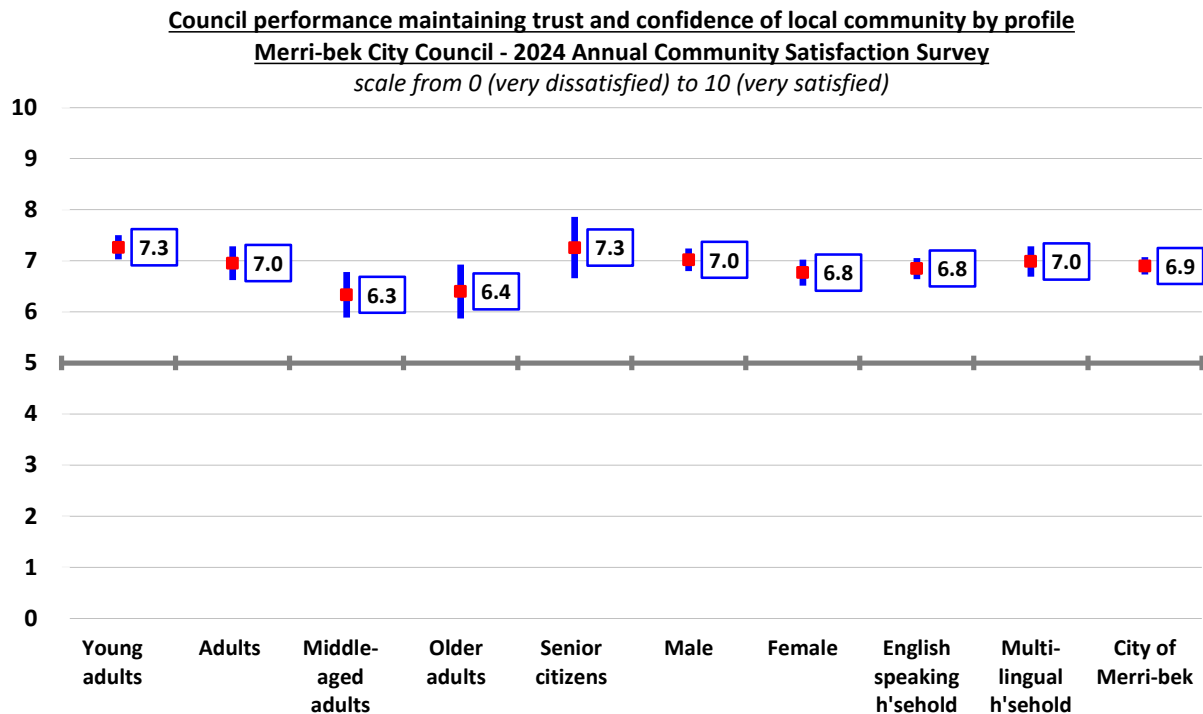
Respondents from Brunswick were somewhat (2%) less satisfied, although still at a “good” level.





Whilst there was no statistically significant variation in this result observed by respondent profile, it is noted that young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) were notably (4%) more satisfied than average, and at “very good” levels.

By contrast, it is noted that middle-aged and older adults (aged 45 to 74 years) were notably (5% to 6%) less satisfied than average, and at “solid” rather than “good” levels.



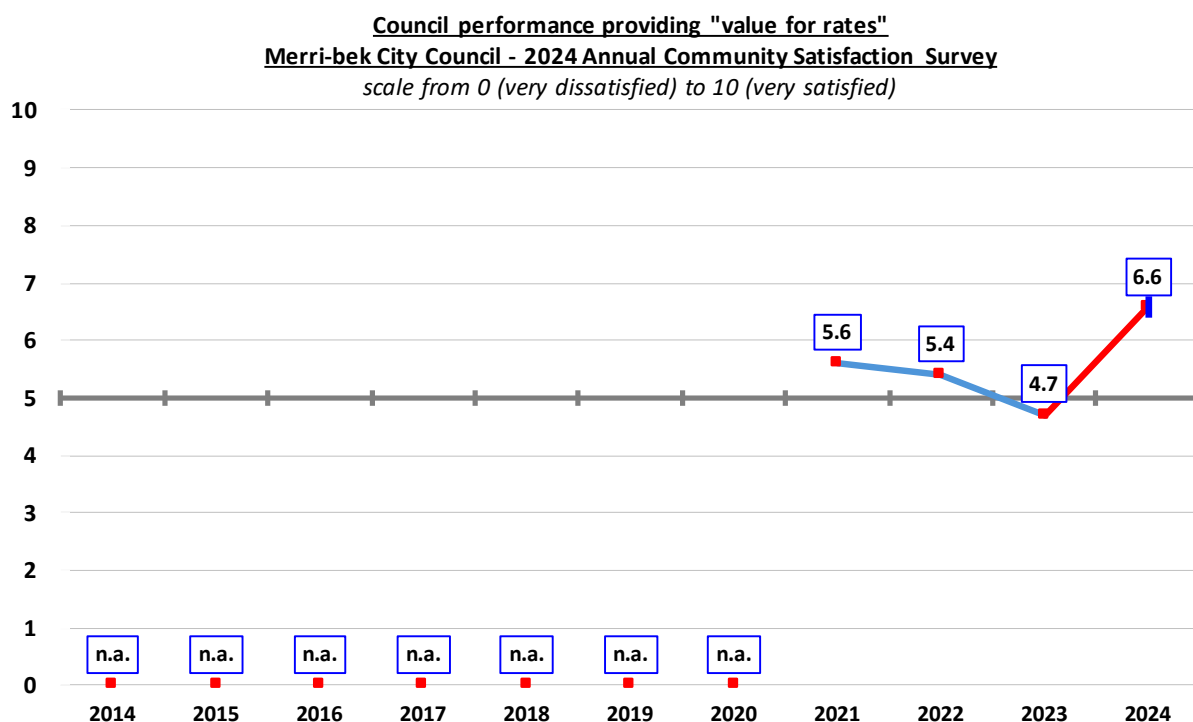
## Providing “value for rates”

Satisfaction with Council’s performance providing value for rates increased measurably and significantly this year, up 19% from the unusually low 4.7 out of 10 or “extremely poor” recorded in 2023 to 6.6 or “good” this year.

This result was measurably above the long-term average satisfaction from 2021 to 2023 of 5.2 or “very poor”.

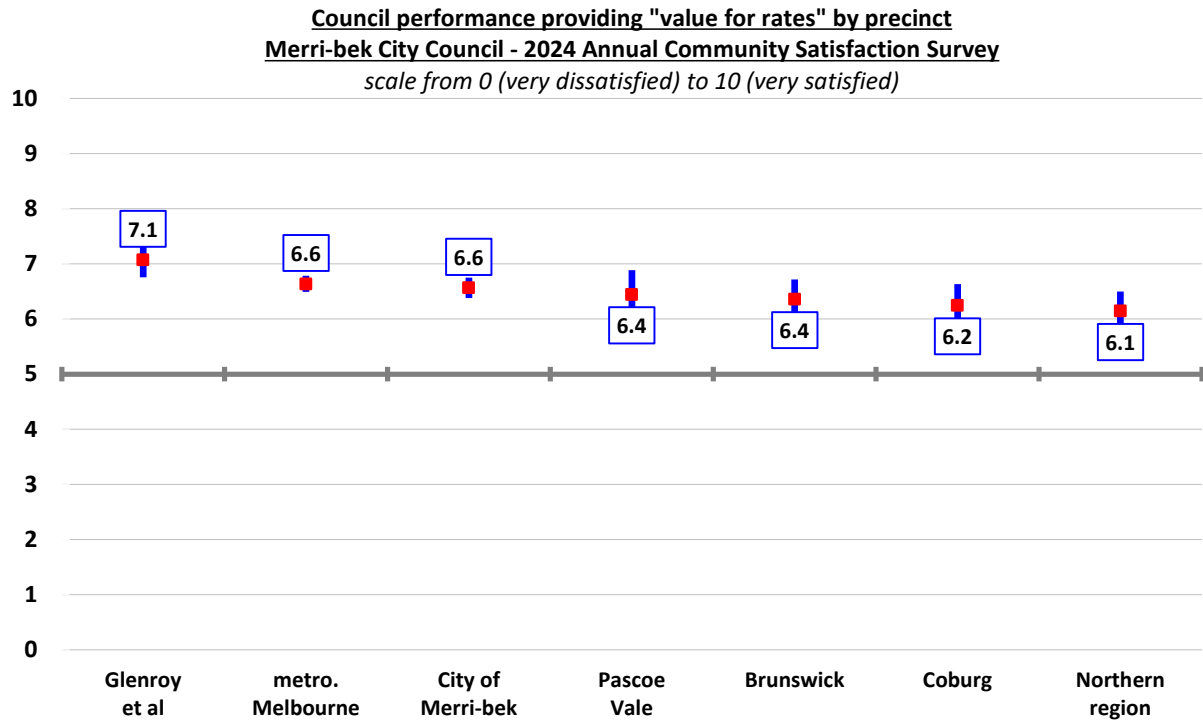
Metropolis Research reiterates that the historical results were sourced from a different survey provider, using a different methodology, and asking significantly fewer questions.

This result was identical to the metropolitan Melbourne average, but notably (5%) above the northern region councils’ average of 6.1 or “solid”, both as recorded in *Governing Melbourne*.

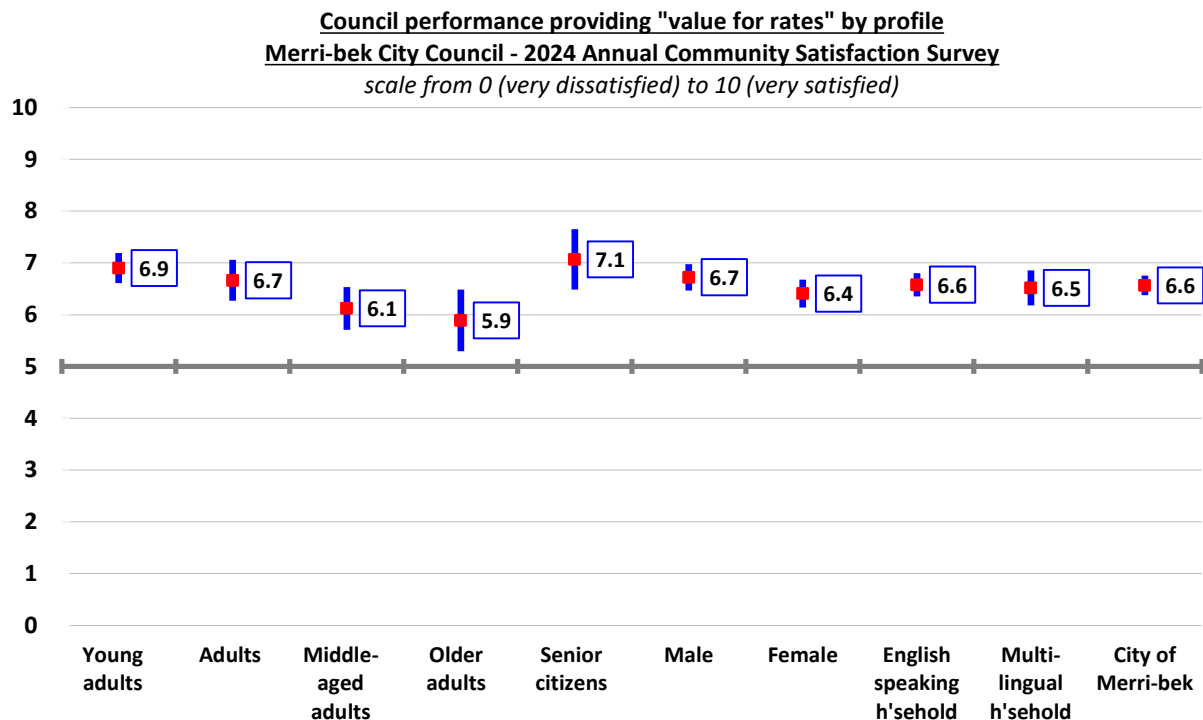


There was statistically significant variation in this result observed across the municipality, with respondents from Glenroy et al measurably (5%) more satisfied than average, although still at a “good” level of satisfaction.

Respondents from Coburg were notably (4%) less satisfied than average, and at a “solid” rather than a “good” level.



Whilst not statistically significant, there was notable variation in satisfaction with Council performance providing value for rates observed by respondent profile. Young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) were notably (3% and 5% respectively) more satisfied than average, whilst middle-aged and older adults (aged 45 to 74 years) were notably (5% and 7% respectively) less satisfied, and at “solid” and “poor” levels of satisfaction respectively.





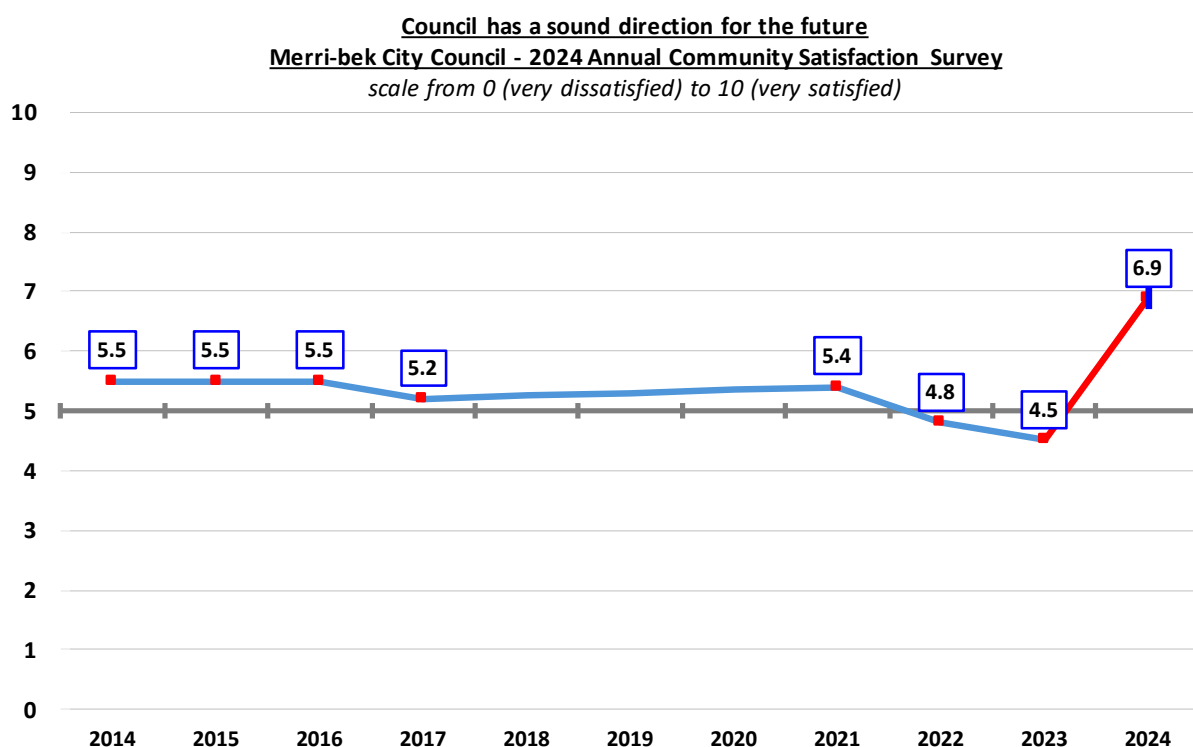
## ***Council has a sound direction for future***

Satisfaction that Council has a sound direction for the future increased measurably and significantly this year, up 25% from the unusually low 4.5 out of 10 or “extremely poor” recorded in 2023 to 6.9 or “good” this year.

This result was measurably above the long-term average satisfaction from 2014 to 2023 of 5.2 or “very poor”.

Metropolis Research reiterates that the historical results were sourced from a different survey provider, using a different methodology, and asking significantly fewer questions.

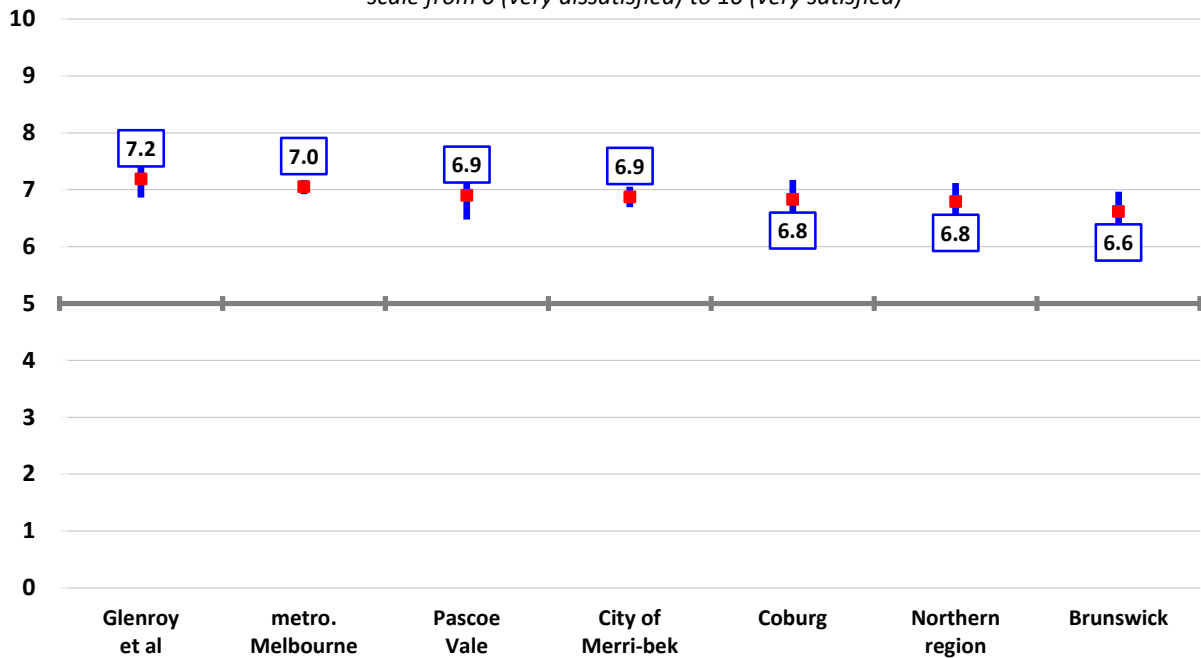
This result was marginally (1%) lower than the metropolitan Melbourne average, but marginally (1%) above the northern region councils’ average of 6.8, both as recorded in *Governing Melbourne*.



Whilst there was no statistically significant variation in this result observed across the municipality, respondents from Glenroy et al were somewhat (3%) more satisfied than average, although still at a “good” level of satisfaction.

Respondents from Brunswick were somewhat (3%) less satisfied than average, although still at a “good” level.

**Council has a sound direction for the future by precinct**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



Whilst there was no measurable variation in satisfaction observed by respondent profile, it is noted that young adults (aged 18 to 34 years) were somewhat (3%) more satisfied than average, whilst middle-aged and older adults (aged 45 to 74 years) were notably (5% and 4% respectively) less satisfied than average, and at “solid” and “good” levels of satisfaction respectively.

**Council has a sound direction for the future by profile**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



## Meeting environmental responsibilities

Satisfaction with Council’s performance meeting its responsibilities towards the environment increased measurably and significantly this year, up 12% from the unusually low 5.8 out of 10 or “poor” recorded in 2023 to 7.0 or “good” this year.

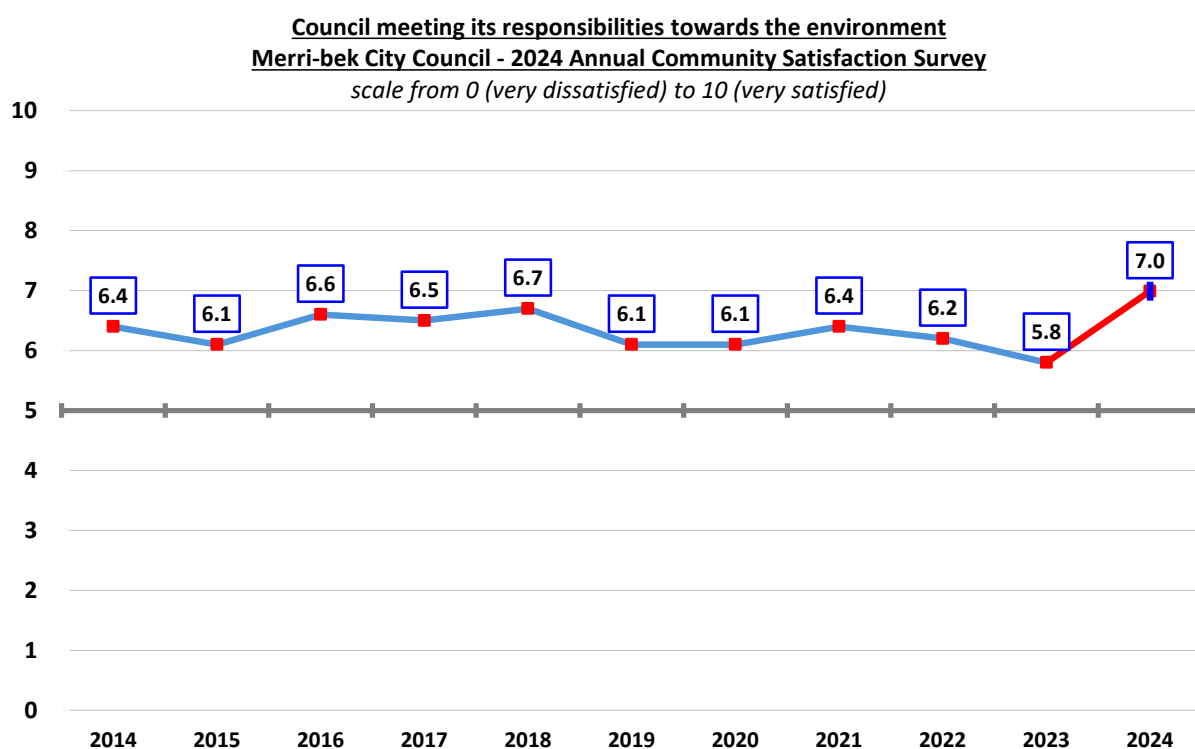
This result was measurably above the long-term average satisfaction from 2014 of 6.3 out of 10 or “solid”.

Metropolis Research reiterates that the historical results were sourced from a different survey provider, using a different methodology, and asking significantly fewer questions.

This result was measurably (6%) lower than the metropolitan Melbourne and northern region councils’ averages, both as recorded in *Governing Melbourne*.

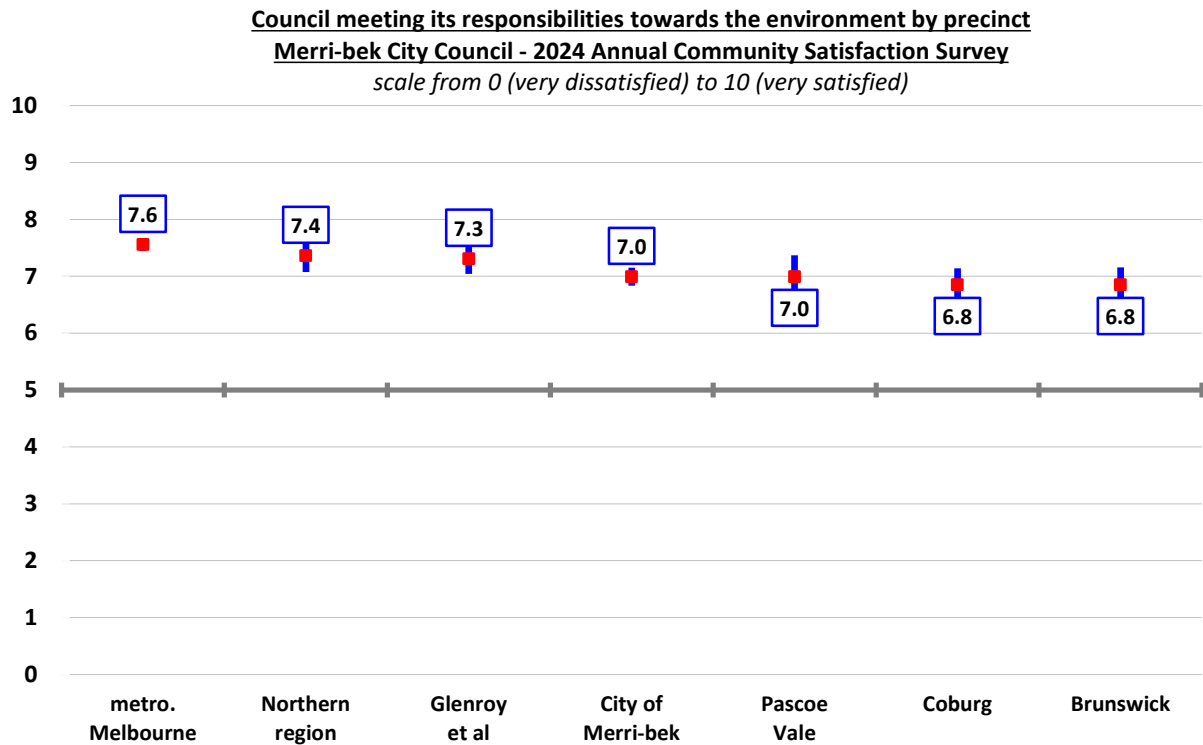
Metropolis Research notes that this was a significantly lower satisfaction than the comparison results, possibly suggesting that the Merri-bek community may have higher expectations of the performance of their local council in this area than the average observed across metropolitan Melbourne.

Metropolis Research has observed this lower-than-average satisfaction for council performance meeting environmental responsibilities in several other municipalities across metropolitan Melbourne. These municipalities were also in areas with apparently greater levels of community engagement with environmental issues (including some focused on the natural environment and some more focused on sustainability and climate change related issues) than the metropolitan average.



Whilst there was no statistically significant variation in this result observed across the municipality, respondents from Glenroy et al were somewhat (3%) more satisfied than average, and at a “very good” rather than a “good” level of satisfaction.

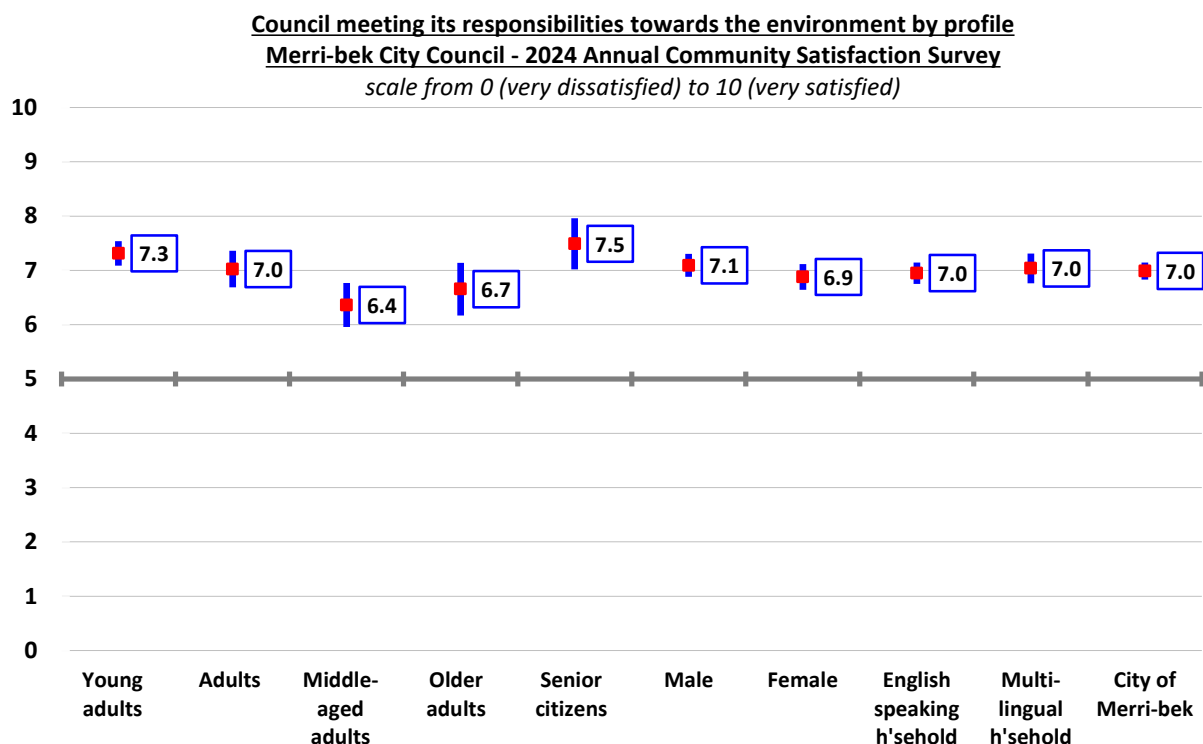
Respondents from Coburg and Brunswick were somewhat (3%) less satisfied than average, although still at a “good” level.



There was measurable variation in this result observed by respondent profile, with young adults and adults (aged 18 to 44 years) measurably (3%) and senior citizens (aged 75 years and over) notably (5%) more satisfied than average, and at “very good” rather than “good” levels.

By contrast, middle-aged adults (aged 45 to 59 years) were measurably (6%) less satisfied than average and at a “solid” rather than a “good” level of satisfaction.





## Contact with Council

### Contact with Council in the last 12 months

Respondents were asked:

*“Have you contacted Merri-bek City Council in the last 12 months?”*

In 2024, a total of 220 of the 601 respondents (37%) reported that they had contacted Council in the last 12 months.

This result was at the higher end of results typically observed across metropolitan Melbourne this year, and greater than the metropolitan Melbourne average this year of 19%.

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

Response	2024	
	Number	Percent
Yes	220	37%
No	379	63%
Not stated	2	
<b>Total</b>	<b>601</b>	<b>100%</b>



## Reasons for contacting Council

Respondents who had contacted Council were asked:

*“About what did you contact Council?”*

The 220 respondents who reported that they had contacted Council in the last 12 months were asked to outline the reasons for the contact.

These verbatim responses have been broadly categorised, as outlined in the following table.

The most common reasons why respondents contacted Council were in relation to rubbish and waste related issues, including around kerbside collection services.

There were also contacts with Council in relation to the hard rubbish collection (10%), parking issues (8%), issues around parks, gardens, and open spaces (7%), and planning and development related issues (7%).

This question was not included in the survey to provide meaningful insight into the range of issues about which residents contact Council, as this data is available from internal sources. The question was included in the survey to allow for comparison of satisfaction with aspects of customer service against the reasons for contacting Council, as this provides some insight into the performance of various areas of Council providing customer service.

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

Reason	2024	
	Number	Percent
Rubbish and waste issues incl. garbage	59	31%
Hard rubbish collection	18	10%
Parking	16	8%
Parks, gardens and open spaces	14	7%
Building, planning, housing and development issues	13	7%
Animal management	12	6%
Illegal rubbish dumping	10	5%
Council rates, charges and fines	8	4%
Road and traffic management	6	3%
Services and facilities for the elderly	3	2%
Footpath maintenance and repairs	2	1%
Graffiti / vandalism	2	1%
Nature strip issues	2	1%
Noise	2	1%
Street cleaning and maintenance	2	1%
Other reasons	20	11%
Reason not stated	31	
<b>Total</b>	<b>220</b>	<b>100%</b>



## Forms of contact

Respondents who had contacted Council were asked:

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

The most common method by which respondents contacted Council was via telephone during office hours, with almost half contacting via this method. This was somewhat lower than has been observed recently by Metropolis Research in several other municipalities across metropolitan Melbourne.

One-quarter of respondents reported that they last contacted Council via the website, with a further 19% contacting Council via email.

Metropolis Research notes that just nine percent of respondents reported that they last contacted Council by visiting in person. This result was among the lowest proportion of in-person visits recorded by Metropolis Research in the post-pandemic era.

Metropolis Research notes the large proportion of respondents contacting Council by email. This form of contact increased significantly across metropolitan Melbourne during and to some extent remained high post-pandemic for many municipalities.

This has created a challenge for local government in ensuring high-quality customer service via this method of contact. This is discussed further in the following [satisfaction with customer service](#) section.

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

Response	2024	
	Number	Percent
Telephone (during office hours)	98	45%
Website	55	25%
Email	42	19%
Visit in person	19	9%
Mail	2	1%
Telephone (after hours service)	1	0%
Social media (e.g. Facebook)	1	0%
Directly with a Councilor	1	0%
Live chat	1	0%
Multilingual phone service	0	0%
Not stated	0	
<b>Total</b>	<b>220</b>	<b>100%</b>



## Preferred method of contacting Council

Respondents who had contacted Council were asked:

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

All but seven of the 220 respondents who had contacted Council in the last 12 months reported that the method by which they contacted Council was their preferred method.

Of the seven respondents who did not contact Council by their preferred method, five preferred to be able to telephone Council, and two preferred to be able to visit in person.

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

Response	2023/24	
	Number	Percent
Yes	194	97%
No	7	3%
Telephone	5	2%
In person	2	1%
Not stated	19	
<b>Total</b>	<b>220</b>	<b>100%</b>

## Satisfaction with Council's customer service

Respondents who had 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 Merri-bek City Council?”*

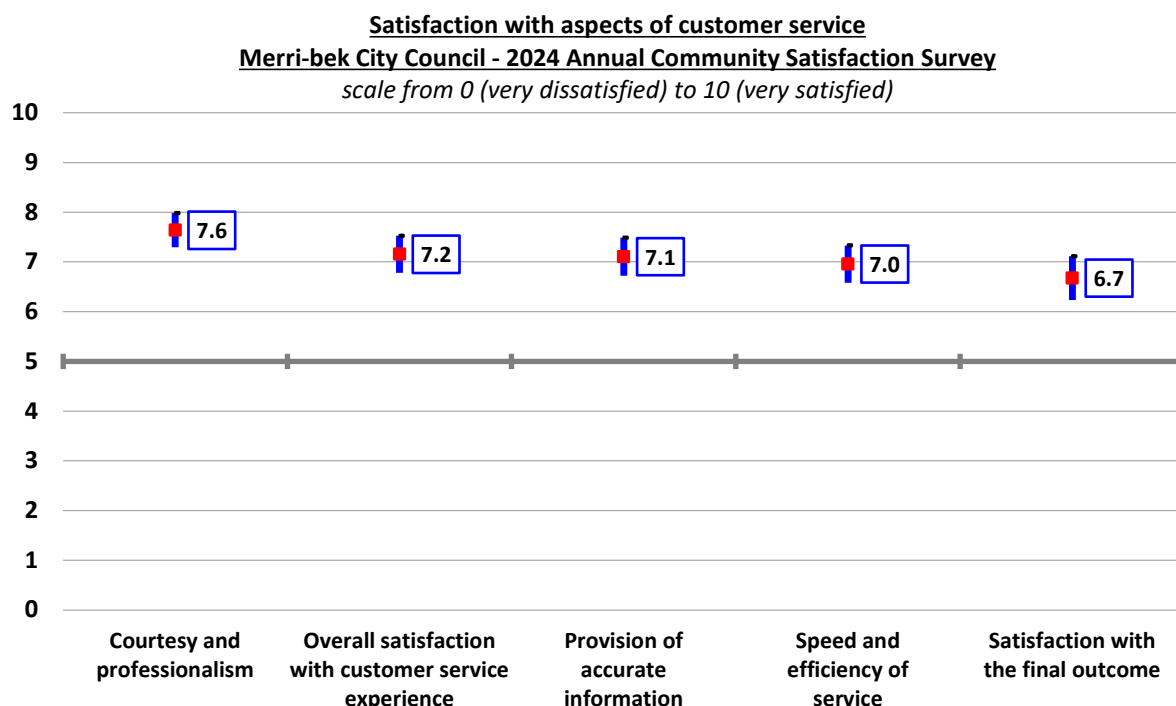
The 220 respondents who had contacted Council in the last 12 months were asked to rate their satisfaction with five aspects of customer service, including “overall satisfaction with the customer service experience”, and satisfaction with the final outcome.

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

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

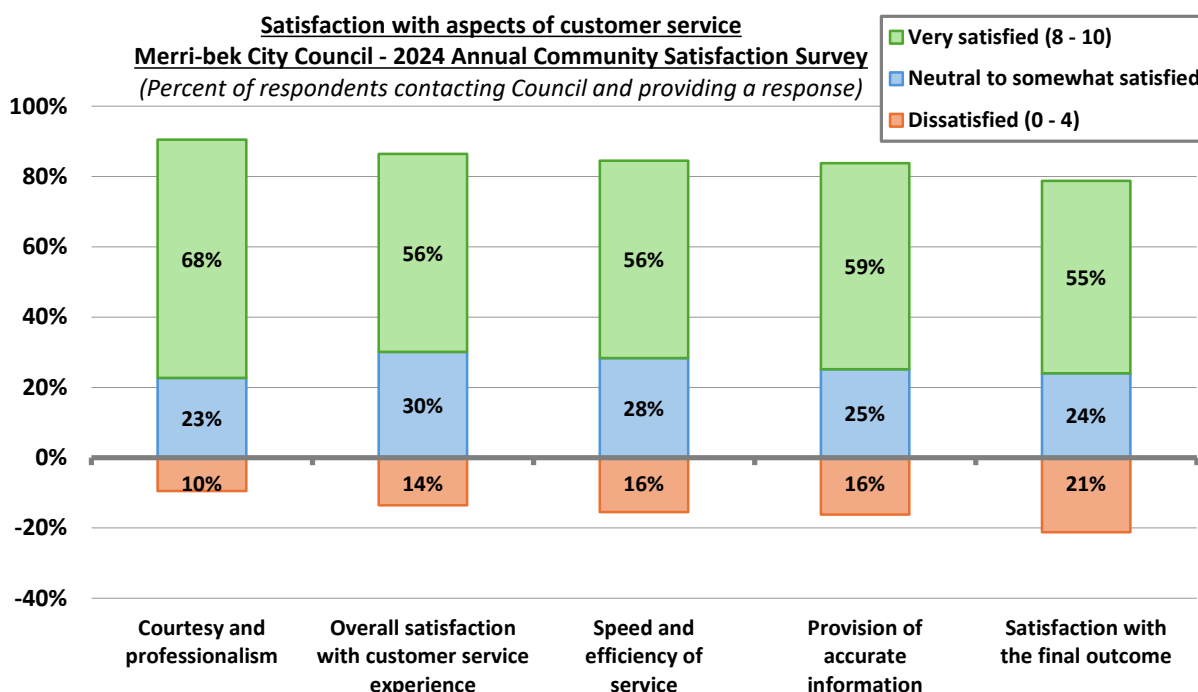
It is noted that satisfaction with the aspects of customer service (excluding satisfaction with final outcome) were higher than the overall satisfaction with Council of 6.8 out of 10.





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).

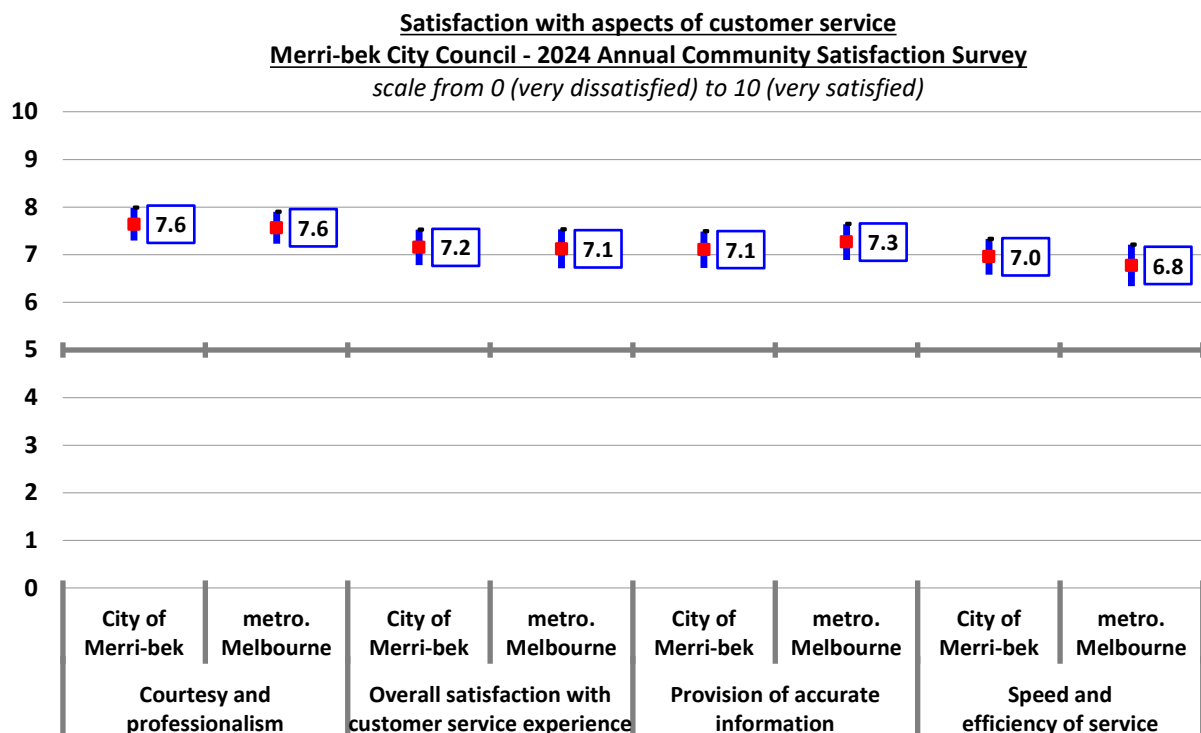
Whilst more than half of the respondents were “very satisfied” with each aspect of customer service, it is noted that 21% were “dissatisfied” with the final outcome. Clearly, this aspect influences respondents’ satisfaction with the customer service experience, even though Council does not have the ability to guarantee that respondents will always be satisfied with the outcome of their enquiry.



The following graph provides a comparison of satisfaction with four of these five aspects of customer service against the metropolitan Melbourne average, as recorded in *Governing Melbourne*.

*Governing Melbourne* was conducted independently by Metropolis Research in January 2024 using the same door-to-door, in-person methodology.

Satisfaction with each aspect of customer service was similar to the metropolitan Melbourne average, although satisfaction with the speed and efficiency of service (2% higher) and overall satisfaction with the customer service experience (1% higher) were higher in Merri-bek, and satisfaction with the provision of accurate information was marginally (2%) lower.



The following graph provides a comparison of satisfaction with the five aspects of customer service by method of contacting Council.

Readers are advised to note the small sample size for these results including 99 telephone contacts, 55 website contacts, 42 email contacts, and just 19 visits in person.

These results do, however, show that respondents who last contacted Council via the website reported higher average satisfaction with all aspects of customer service than those contacting Council via other methods.

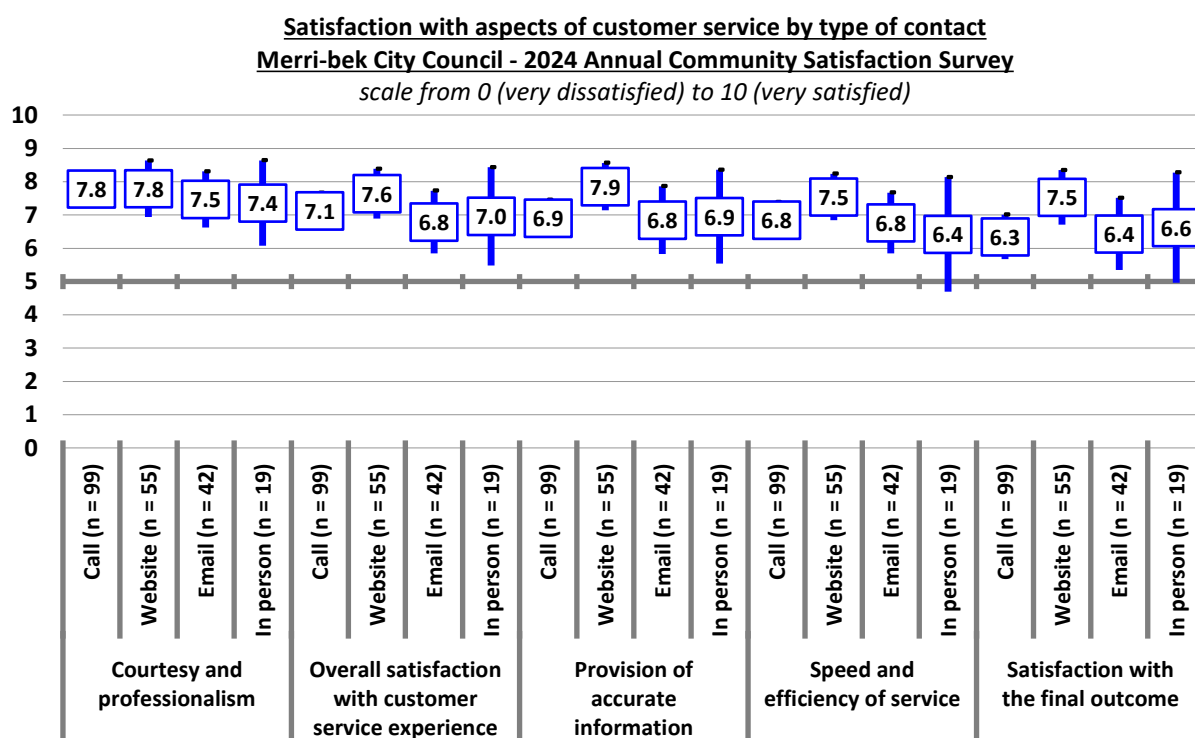
This result does speak well to the efficiency of the website in aiding residents who engage with Council via the website. It is also important to bear in mind, however, that many contacts via the website are likely to be seeking information rather than more complex enquiries. This can result in higher satisfaction with customer service, if those visiting the website can easily find the information they require.

This certainly appears to be the case, with satisfaction with the provision of accurate information (via the website) rated at 7.9 out of 10, which was an “excellent” level of satisfaction.

Metropolis Research notes that respondents contacting Council via email and visiting in person reported lower satisfaction than those visiting the website or telephoning Council.

It is somewhat unusual for visits in person to report lower levels of satisfaction with customer service, although Metropolis Research notes the very small sample of just 19 respondents. It may well be the case that respondents who visited in person were contacting in relation to more complex issues, which may be a factor underpinning the lower satisfaction scores.

Lower customer service satisfaction scores for respondents contacting Council via email have been commonly observed across metropolitan Melbourne this year.



## Overall satisfaction with customer service experience

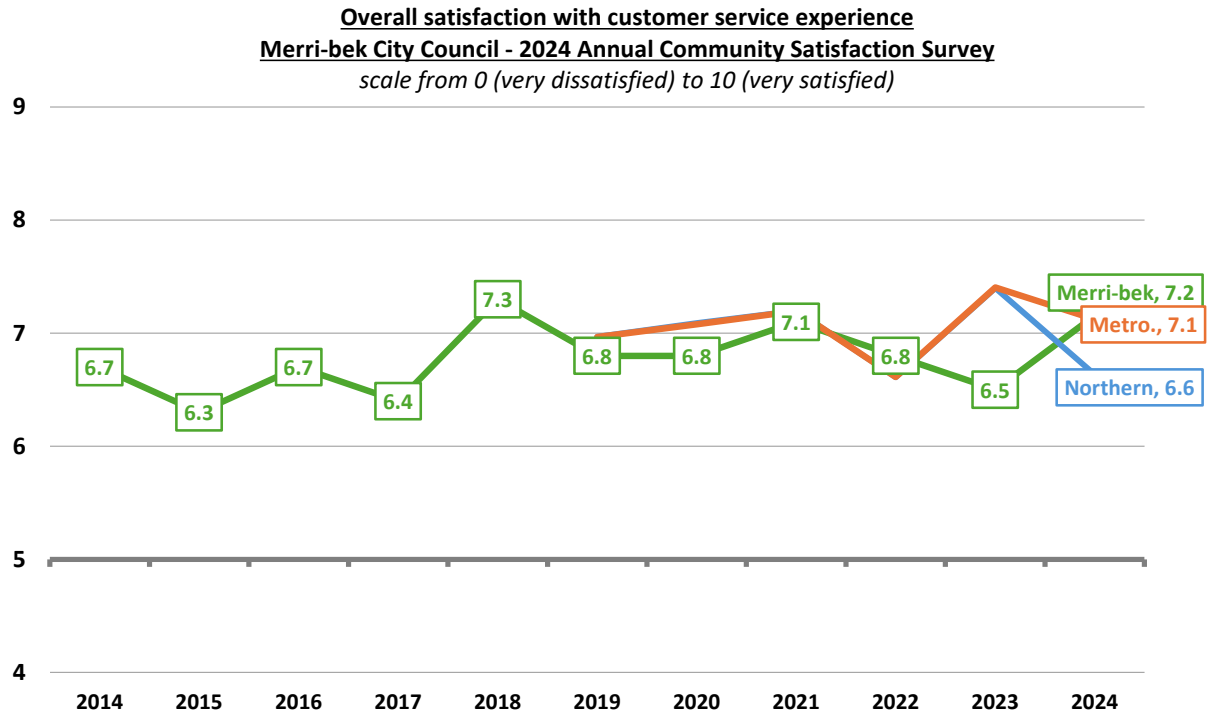
The overall satisfaction with the customer service experience was 7.2 out of 10 this year, or a “good” level of satisfaction.

This result was marginally (1%) above the metropolitan Melbourne average, and notably (6%) above the northern region councils’ average, both as recorded in Governing Melbourne.

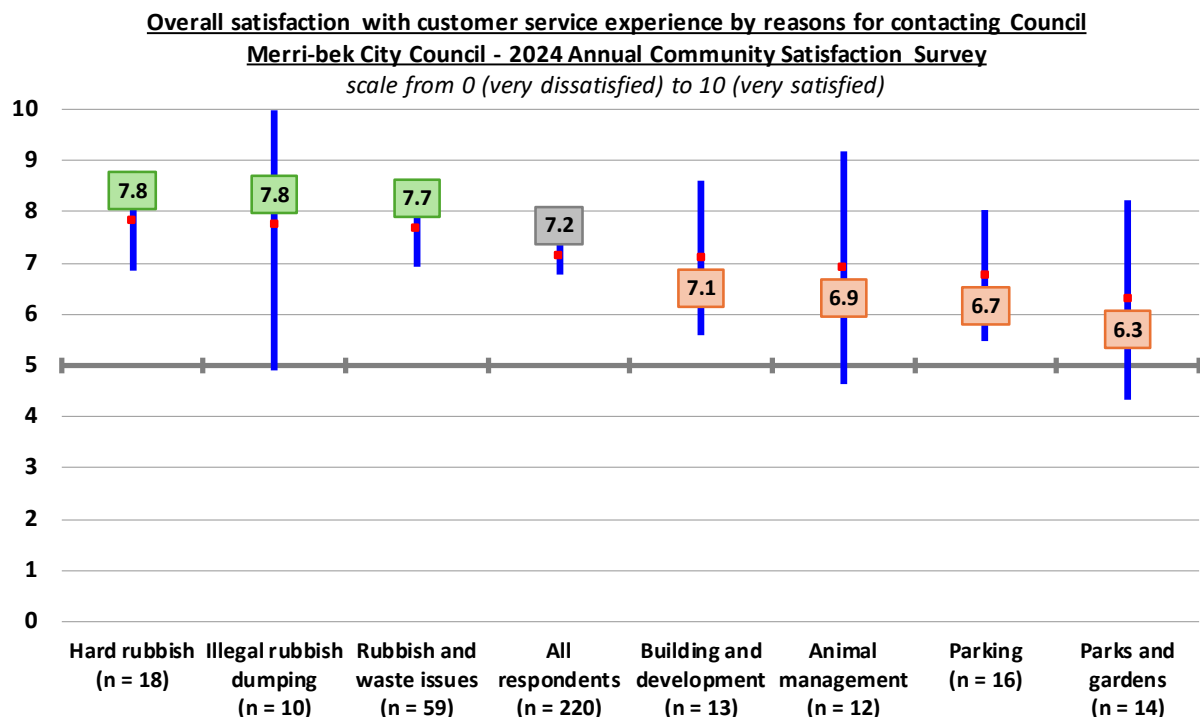
These results clearly indicate that Merri-bek Council continues to provide customer service at or above the metropolitan average.



This result was notably (5%) above the long-term average satisfaction since 2014 of 6.7 out of 10 but was measurably (7%) above the most recent low point of 6.5 recorded last year.



The following graph displays a comparison of overall satisfaction with the customer service experience by reason for contacting Council. Readers are advised to exercise caution given the small sample size; however, it does appear that the 14 respondents contacting Council in relation to issues with parks and gardens, and the 16 contacting Council in relation to parking issues appear to have been less satisfied with the customer service experience than others.





## Planning and housing development

### ***Satisfaction with the appearance and quality of new developments***

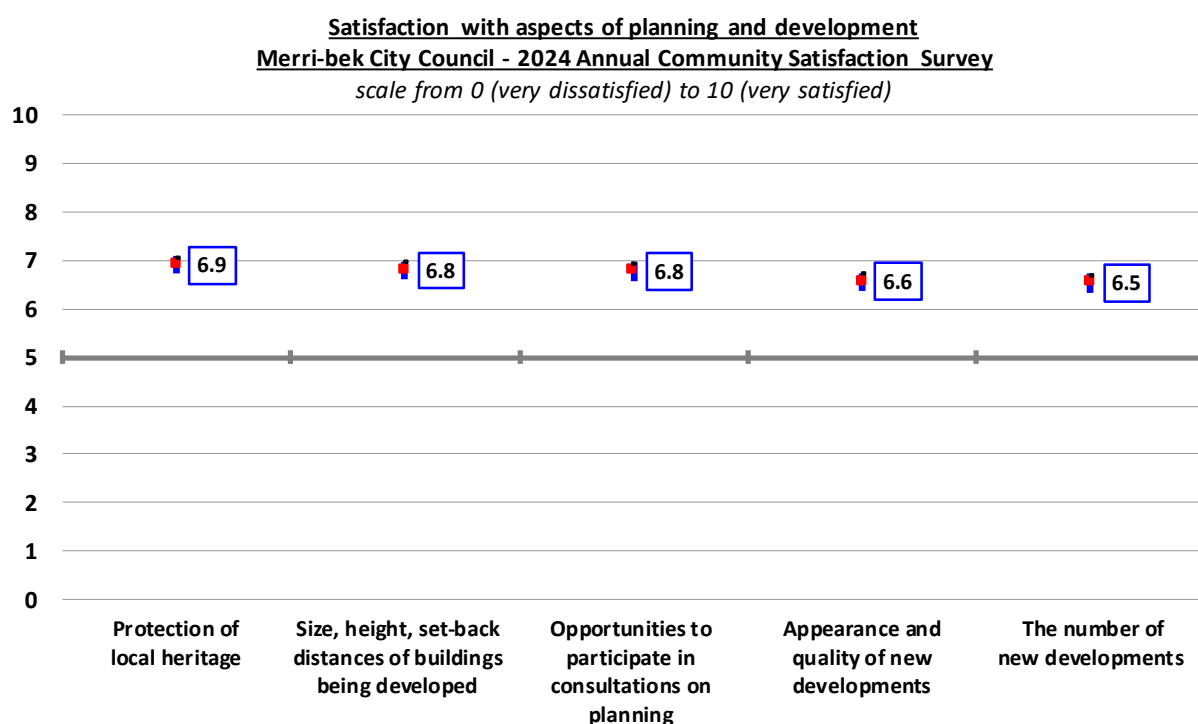
Respondents were asked:

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

Respondents were asked to rate their satisfaction with four planning and development outcomes as well as the opportunities to participate in consultations on planning.

Satisfaction with each of these five aspects was categorised as “good” with scores of between 6.5 and 6.9 out of 10.

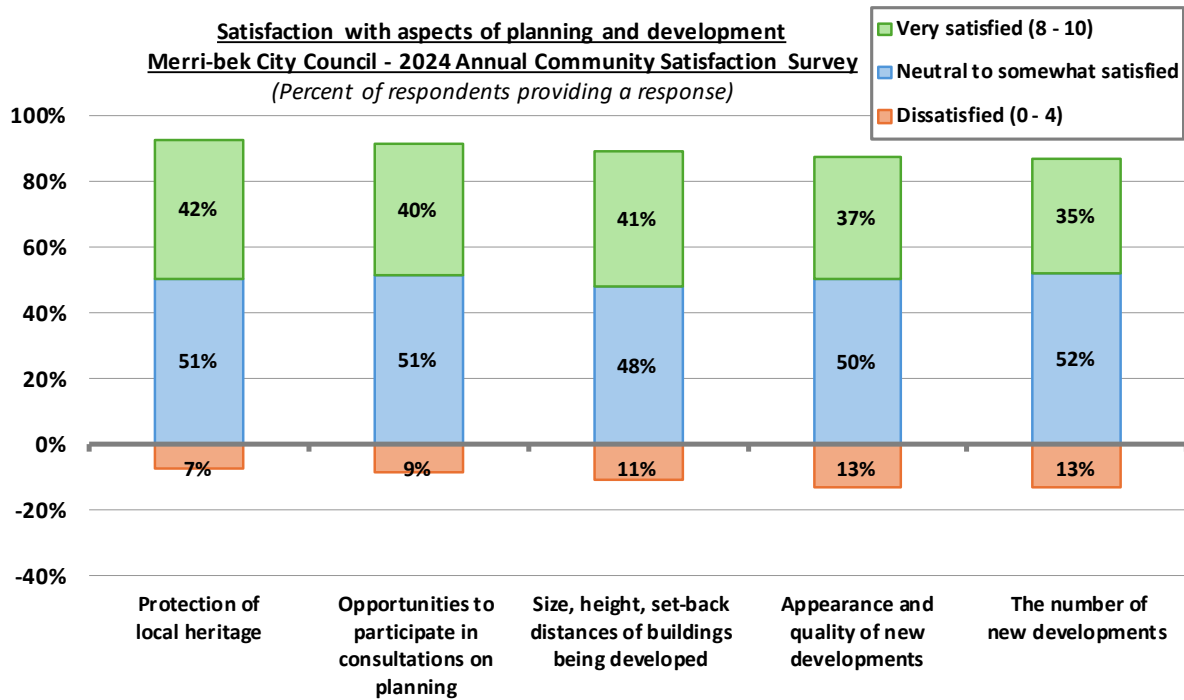
These results do suggest moderate levels of satisfaction with planning and development outcomes in the City of Merri-bek, with the most concern focused on the number of developments occurring.



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).

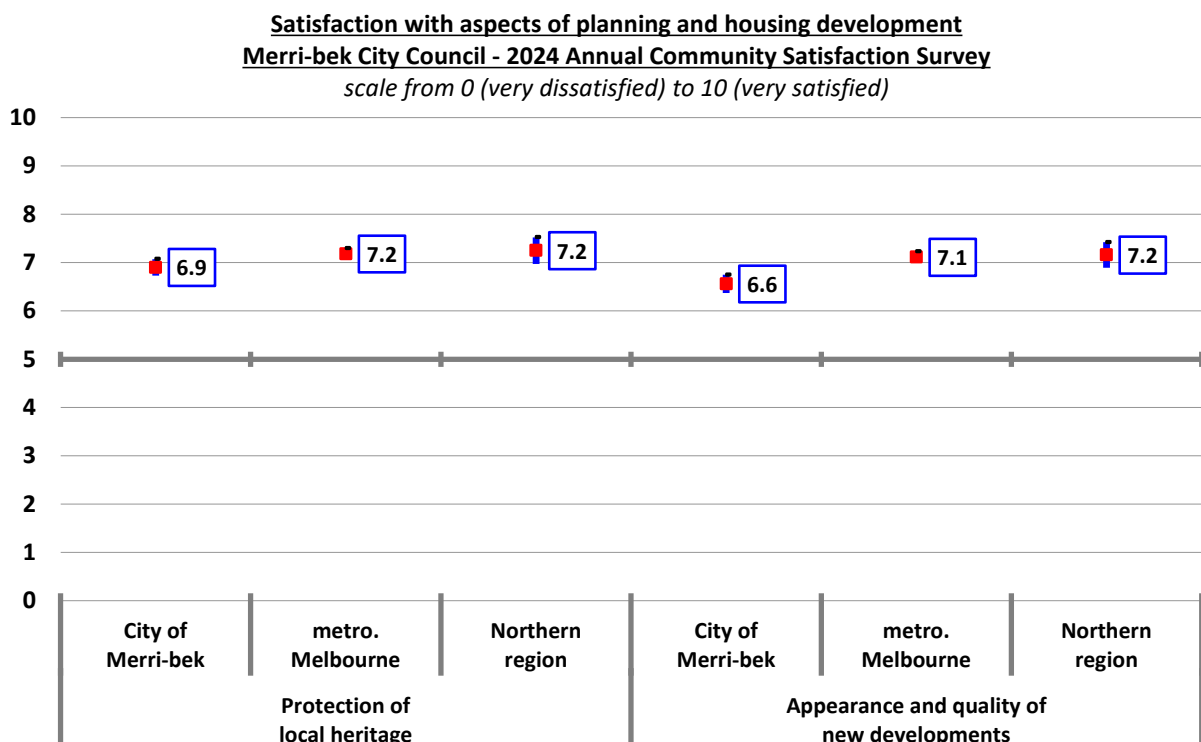
Attention is drawn to the fact that a majority of respondents were “neutral to somewhat satisfied” with these planning and development outcomes, and more than 10% were “dissatisfied” with the number of new developments, the size, height, and set-back distances of buildings being developed, and the appearance and quality of new developments.





The following graph provides a comparison of satisfaction with the protection of local heritage as well as the appearance and quality of new developments against the metropolitan Melbourne and northern region councils' averages, as recorded in the 2024 *Governing Melbourne* research, conducted independently by Metropolis Research using the same door-to-door, in-person methodology.

It is noted that satisfaction with the protection of local heritage was notably (3%) and satisfaction with the appearance and quality of new developments was measurably (5%) below the metropolitan Melbourne average, reflecting greater levels of concern in Merri-bek.



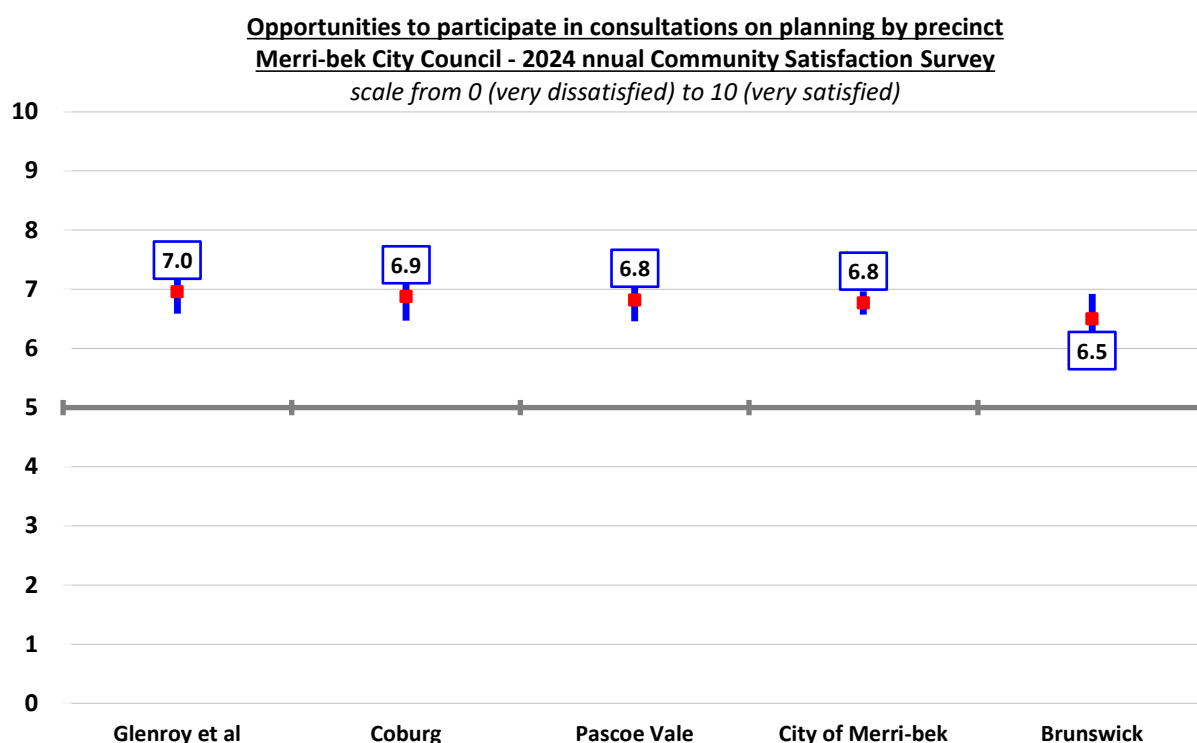
The following section provides a comparison of satisfaction with these aspects of planning and development across the municipality.

It is noted that in general terms, respondents from Pascoe Vale and Glenroy et al tended to be somewhat more satisfied than average.

By contrast, respondents from Brunswick tended to be somewhat to notably less satisfied with these planning and development outcomes (and consultations), often at “solid” rather than “good” levels of satisfaction.

### ***Opportunities to participate in consultations on planning***

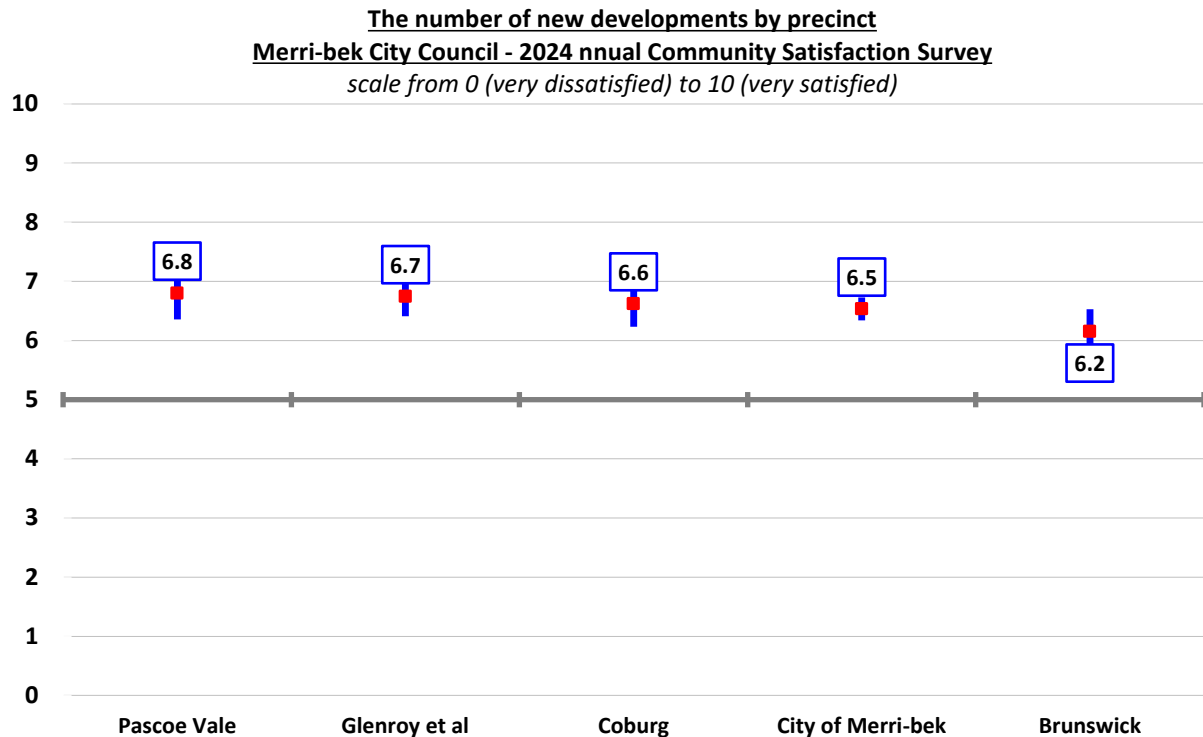
There was no measurable variation in satisfaction with the opportunities to participate in consultations on planning observed across the municipality, with respondents from all precincts rating satisfaction at “good” levels, although respondents from Brunswick were somewhat (3%) less satisfied than average.



### ***The number of new developments***

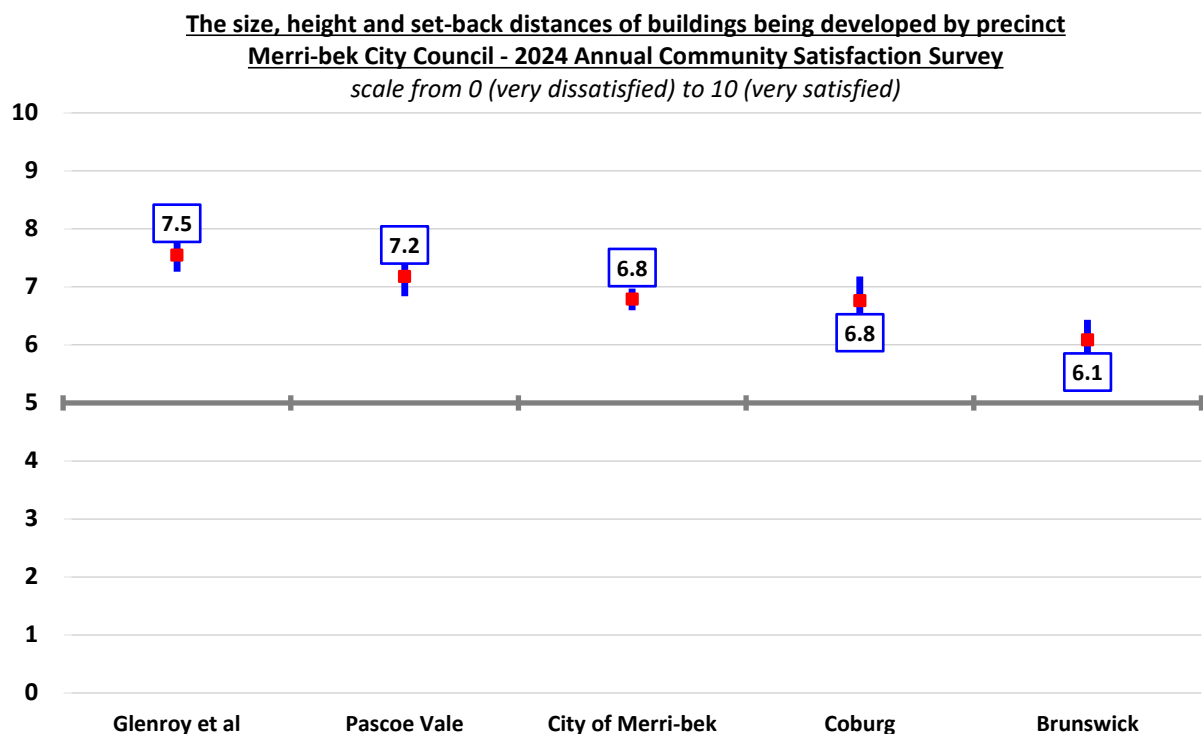
Whilst there was no statistically significant variation in satisfaction with the number of new developments observed across the municipality, it is noted that respondents from Pascoe Vale were somewhat (3%) more satisfied than average. By contrast, respondents from Brunswick were somewhat (3%) less satisfied than average, and at a “solid” rather than a “good” level of satisfaction.





### ***The size, height and set-back distances of buildings being developed***

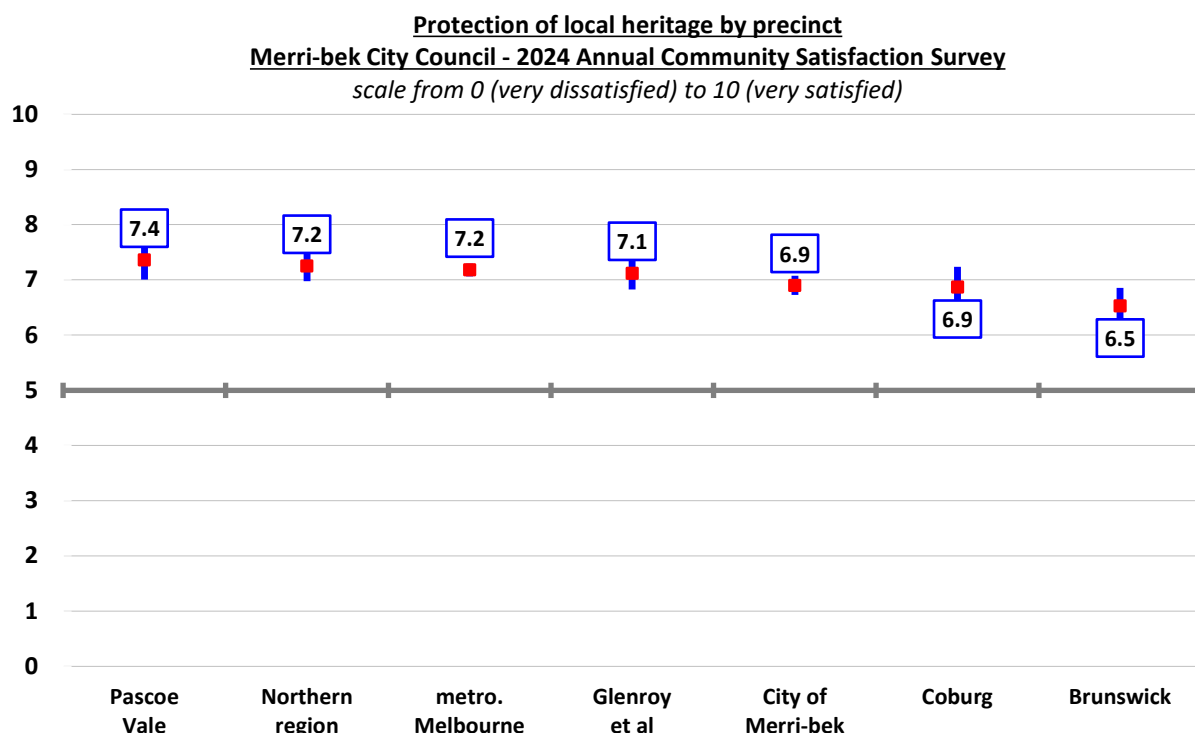
There was measurable variation in satisfaction with the size, height and set-back distances of buildings being developed observed across the municipality. Respondents from Glenroy et al were measurably more satisfied and at a “very good” level, whilst respondents from Brunswick were measurably less satisfied than average, and at a “solid” level.



## The protection of local heritage

Whilst there was no statistically significant variation in satisfaction with the protection of local heritage observed across the municipality, it is noted that respondents from Pascoe Vale were somewhat (3%) more satisfied than average.

By contrast, respondents from Brunswick were notably (4%) less satisfied than average, although still at a “good” level of satisfaction.



## The appearance and quality of new developments

Satisfaction with the appearance and quality of new developments is the key measure of community satisfaction with development outcomes on the ground.

Satisfaction with the appearance and quality of new developments was 6.6 out of 10, or a “good” level of satisfaction.

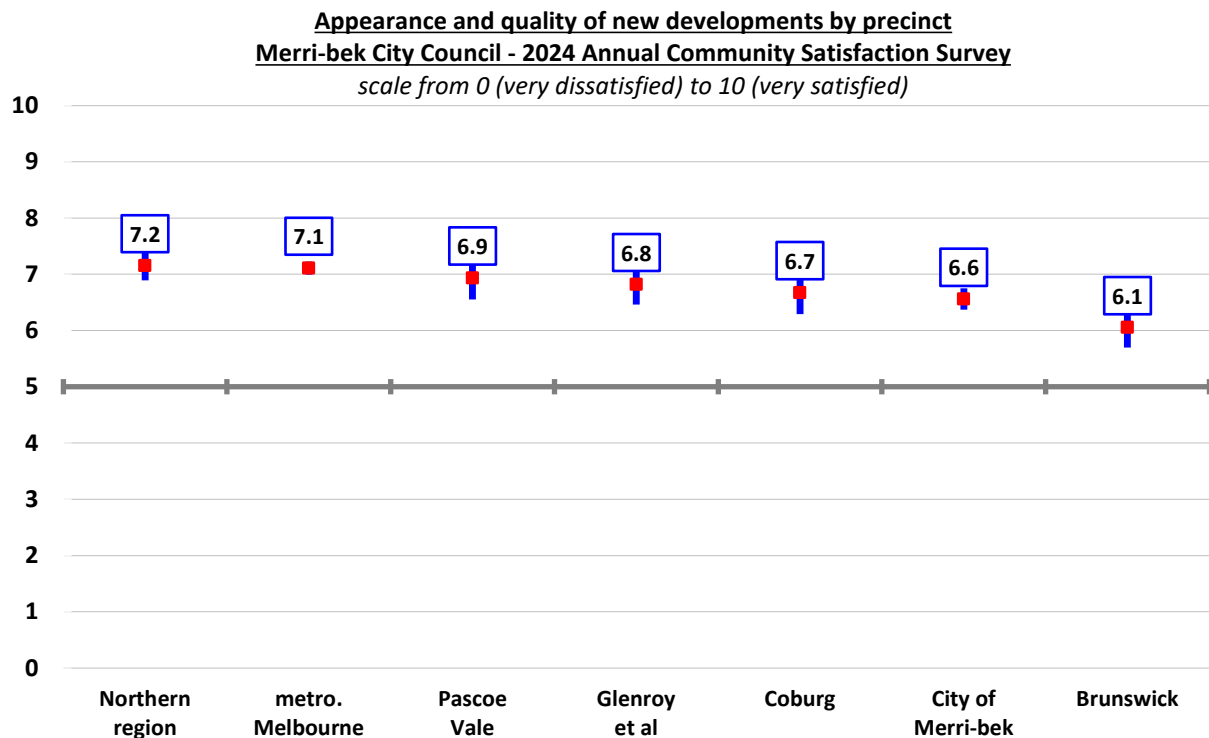
This result was measurably (5%) lower than the metropolitan Melbourne average of 7.1 or “good”, and measurably (6%) lower than the northern region councils’ average of 7.2, both as recorded in the 2024 *Governing Melbourne* research.

This result strongly suggests more community concern around housing development in the City of Merri-bek than the average across metropolitan Melbourne.



There was notable variation in this result observed across the municipality, with respondents from Pascoe Vale somewhat (3%) more satisfied than average, and respondents from Brunswick measurably (5%) less satisfied than average, and at a “solid” rather than a “good” level.

This is an important result, as it highlights the variation in satisfaction around the extent of housing development across the City of Merri-bek, with a particular focus by respondents from Brunswick.



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

Young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) were notably (3% and 4% respectively) more satisfied than average.

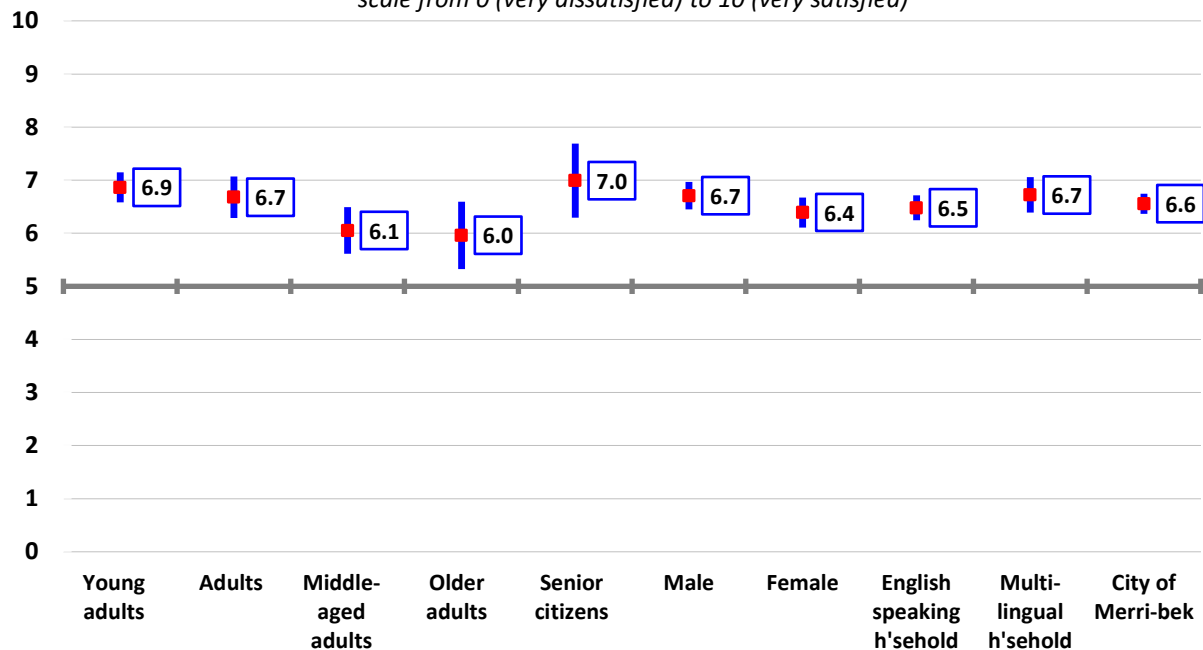
By contrast, middle-aged adults (aged 45 to 59 years) were measurably (5%), and older adults (aged 60 to 74 years) were notably (6%) less satisfied than average, and at “solid” rather than “good” levels of satisfaction.

Metropolis Research also notes that male respondents were notably (3%) more satisfied with the appearance and quality of new developments than female respondents.



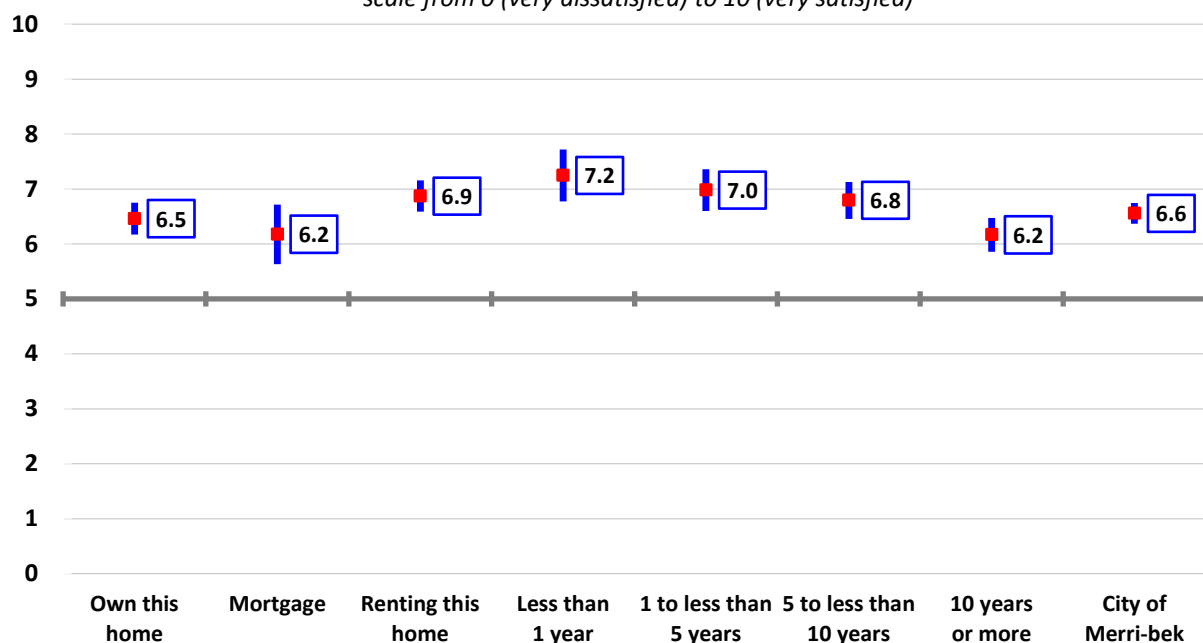


**Appearance and quality of new developments by respondent profile**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



There was significant variation in satisfaction observed by housing situation and period of residence in the City of Meri-Bek. Respondents from mortgagor households and long-term residents of Merri-bek were notably (4%) less satisfied with the appearance and quality of new developments than average. By contrast, rental household respondents and new residents (less than one year in Merri-bek) were somewhat (3%) and measurably (6%) more satisfied than average respectively.

**Appearance and quality of new developments by housing profile**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



## Reasons for dissatisfaction with new developments

The following table outlines the 37 comments and 21 sites of concern in relation to the appearance and quality of new developments.

A range of issues were outlined by respondents in relation to the appearance and quality of new developments, with concerns around appearance, perceived low quality, and perceived overdevelopment being the most common issues raised.

### Reason for dissatisfaction with the appearance and quality of new development

#### Merri-bek City Council - 2024 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
They are horrible / ugly / unappealing / they have no aesthetic value	6
Poor quality	2
Too many	2
Architecturally uninspiring	1
Badly designed and phone reception's not possible	1
Build fewer high-rise buildings	1
Development to be more community focused and environmentally friendly	1
High density with poor quality (tiny little housing blocks), not suitable for the long term	1
I don't think they spend enough on enhancing the appearance and green space around the building	1
Incredibly ugly chosen footpaths	1
It's changing the neighbourhood with high rates	1
Lack of enforcement	1
New developments are condensed	1
No say at all for residents, city Council and state Government do on their own	1
No support for developments to continue	1
Overdevelopment is a mess	1
Planning is not good	1
The houses are not looking great and need looking after	1
The new houses seem to be boxes. They are not appealing	1
The number of twin houses in Pascoe Vale	1
There are blocks of houses condensed and no vegetation surrounding the houses in Fawkner	1
There are lots of new housing units being constructed than the area's capacity in Oak Park.	1
The new housing units are not aesthetic at all	1
There are not enough car parking spaces	1
There are not enough parking areas at residential streets	1
They are full of tall buildings, the roads are constantly blocked, and units don't have sunshine	1
They are not enforcing liveable spaces and it's too small, it's just about profit	1
They don't blend in	1
They have so many people, but it is too expensive	1
They just don't match the old Brunswick	1
Too much of planning	1

**Total**

**37**



<i>Specific locations identified by respondents</i>	
All along Irvine Cres. Huge developments and there are already nowhere to park on this street. Why were those Californian bungalows not heritage listed?	1
Any of the high-rise developments like in Stewart St and Ceres	1
Anywhere that has got more than three units in one area, for example the corner in Derby St and Merbein St	1
Coburg library should be bigger and needs more resources	1
Housing development on Chapman Ave, they are all tiny looking boxes with tiny windows and architecturally not well done	1
I don't like the new flat developments in Breese St as they are not well built	1
I live in Albert St, and I am very unsatisfied with new developments	1
Multi high rise developments that don't take into account local residents' concerns, e.g.: development should be walk-ups such as in Paris	1
New ones being built on Pentridge Blvd	1
New plantings are introduced and not taken care of properly. For example, under the new elevated Coburg Station and in the park on Pallett St	1
The construction happening in north Cumberland Rd	1
The new developments at Pentridge, too big and badly made	1
The one at Albert St, opposite to Gilpin Park. The building is too tall which will make the playground completely in shade	1
The one near Gilpin Park is too big	1
There are new apartments close to the Brunswick Baths that are too expensive	1
There are new flats which are tiny right around the corner of Rennie St and they look very pretty but I wouldn't like to live there, since it is a terrible development	1
There is a big building in Albion St, opposite of Anstey Station	1
There is a housing development two blocks away from my house at Portland St, the architecture is of relatively low quality, and it is not so visually appealing	1
There is an old building around Nicholson St called The Nicholson and I think it is way too big	1
Too many houses in one block, Beatty Ave	1
Too many multi-dwelling buildings at Gordon St built in a way that blocks the vision of the street	1
<b>Total</b>	<b>21</b>
<b>Total responses</b>	<b>58</b>

### ***Reasons for dissatisfaction with aspects of planning and housing development***

The following table outlines the 68 comments received from respondents dissatisfied with aspects of planning and development.

A range of issues were raised by respondents, with a focus on perceived overdevelopment, density concerns, some concerns around quality and appearance, as well as some concerns around the protection of local heritage and neighbourhood character.



**Reason for dissatisfaction with aspects of planning and housing development**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
Too big / tall / out of place	6
Because the Council doesn't care about local heritage / there isn't much protection of heritage	3
New housing developments / apartments are very closely built to one another	3
Ugly / horrible / not aesthetic or appealing buildings	3
I am not aware of any opportunities to participate in consultation on planning and development of the local area	2
No consultation is conducted from residents before new developments / haven't called for consultation or feedback on projects	2
No heritage overlays in this area	2
Bigger developments or new developments that make it harder to protect local heritage	1
Blocked by construction	1
Buildings at Albert St are increasing and Sydney Rd too, some planning problems	1
Consultation period is too short, and the number of new developments is too restrictive. Too much focus on height and set-back rather than the development itself	1
Demolition of my neighbour's house	1
Don't see any local heritage activities	1
Excessive number of apartment blocks	1
I don't really know of any areas that have been renovated or moved in Brunswick	1
I think that there is no adequate parking and too much congestion	1
I think there are too many aspects of recent heritage that are not valued highly enough	1
I want more developments	1
It doesn't look like any planning for road widening and for the future	1
It is because I have lived in Coburg, and I have seen issues of local heritage being lost to the Council agreeing to new developments	1
It is because just the fact that older houses are getting replaced by town houses in Coburg	1
Just bulldozed and renamed everything	1
Let people destroy old houses and build new ones	1
Lots of green spaces are ripped apart and big houses being built	1
No attempt to address parking issues	1
No concept of future development	1
No green spaces moved; trees being cut down	1
Quite a lot of apartments going up without adequate transportation and parking	1
Set-back distances of buildings being developed	1
The destruction of the old houses is appalling and Merri-bek should be ashamed. Examples along Moreland Rd recently demolished and plenty of other areas	1
The housing units are developed in a condensed manner and there are not enough parking spaces	1
The new buildings are built cheaply	1
The new buildings are too high	1
The new developments overlap the local heritage at Pascoe Vale	1
The previous place I was living in proved no set-back in northern side, it doesn't fit the building permit, but it didn't seem to affect them	1
The size, height of buildings being developed: I am concerned about the size and height of another building being developed in parkland in between Victoria and Albert St	1
The units are placed too close together, leading to more traffic	1
There are more things to do	1



There are no parking spots equivalent to developments taking place in Hadfield	1
There are still some characteristics of the prison	1
There is a lot of overdevelopments taking place and local heritage is being demolished in Oak Park	1
There should be flexibility on heritage issues, especially on house renovation	1
They are building big houses at Stockade Ave. Getting crowded	1
They are not set-back, right on footpath, no room for trees	1
They are poorly designed and profit over quality	1
They need to do more homework for local heritage	1
Tiny blocks of apartments and high density	1
To be more environmentally friendly and greenery	1
Too many high-rise buildings which are cramped up on the streets	1
Urban density is important, but you don't want to lose the character of an area, we don't need skyscrapers in Coburg	1
Very dissatisfied with large development because the quality and design are changing aspects of local development	1
Very unsafe	1
When bin trucks come, they don't find place to stop and skip bins collection numerous times	1
Zero footpaths	1
<b>Total</b>	<b>68</b>

### ***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 Merri-bek to increase by approximately 54,000 more people by 2036, reaching approximately 235,000. 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 asked to rate their satisfaction with planning for population growth by all levels of government.

The question specifically states that planning for population growth is a shared responsibility between largely local and state government, as it is not always possible for respondents to have a clear understanding of the precise roles of different levels of government.

This is because the community thinks in terms of outcomes on the ground, rather than specific areas of local and state responsibility.

Evidence for this view is found in the commentary around reasons for dissatisfaction with planning for population growth, which often outline issues that are clearly the responsibility of the state government rather than the local council.



The average satisfaction with planning for population growth by all levels of government increased measurably and significantly (33%) from the extremely low 2023 result of just 4.4 out of 10, an “extremely poor” level of satisfaction.

This result was also measurably and significantly (15%) higher than the long-term average satisfaction from 2014 of 5.0 or “very poor”.

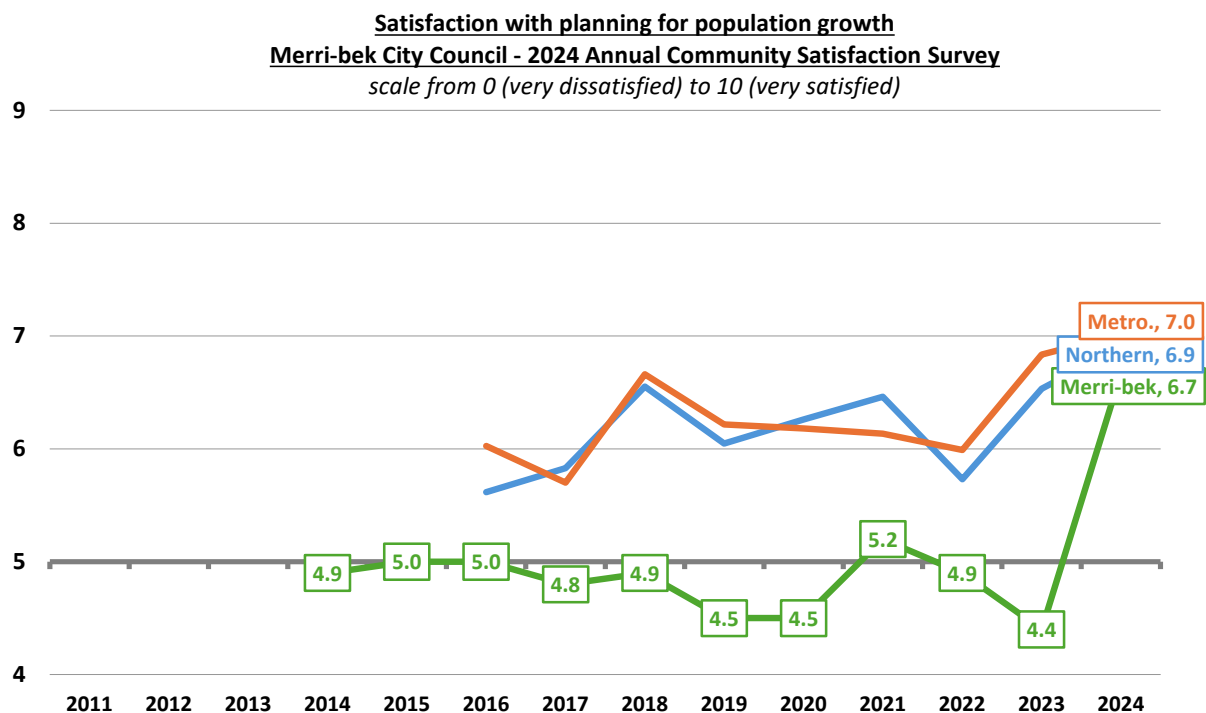
Metropolis Research notes that the historical results were sourced from a different survey provider, using a different methodology, and including different questions.

Specifically in relation to this question, the previous question did not include reference to ‘all levels of government’.

Metropolis Research is not implying that the inclusion to reference to other levels of government was a significant contributing factor in the 33% increase in satisfaction this year.

This result was notably (3%) lower than the metropolitan Melbourne average and somewhat (2%) lower than the northern region councils’ average, 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.



Of the 497 respondents who provided a score to this question, a little less than half (43%) were “very satisfied” with planning for population growth, whilst 15% were “dissatisfied”.

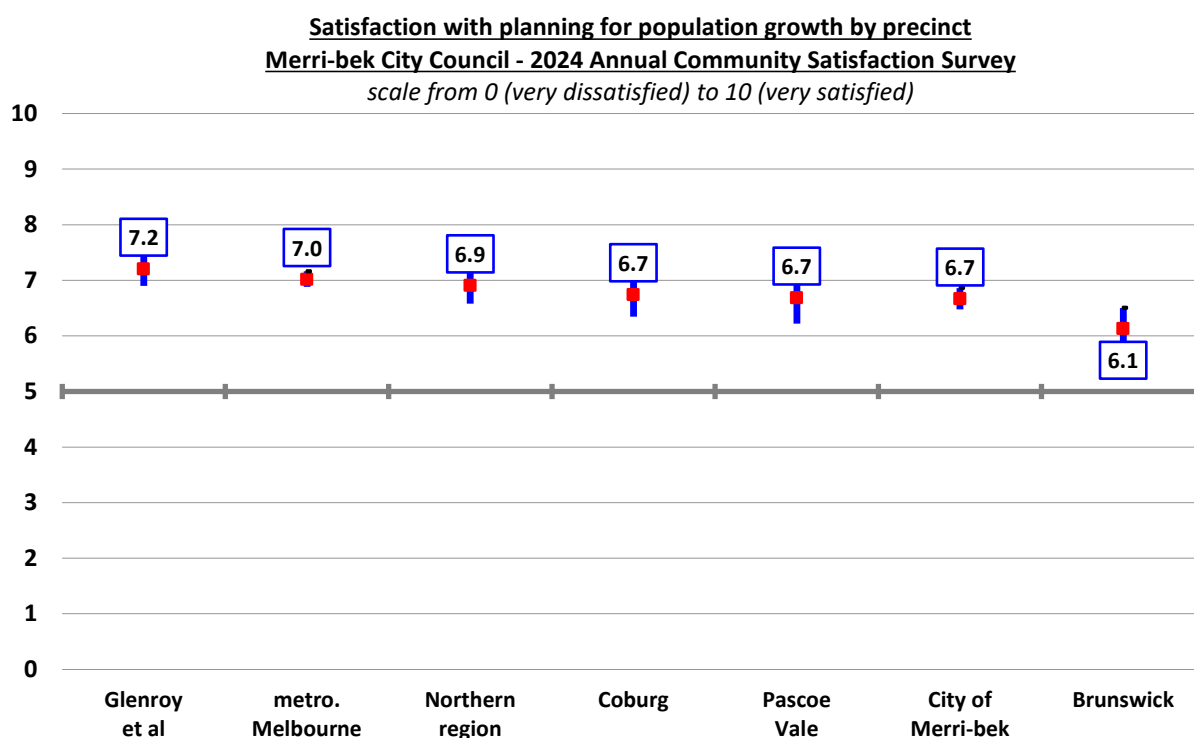


**Satisfaction with planning for population growth**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*(Number, index score 0 - 10 and percent of respondents providing a response)*

Response	Number	Average satisfaction	Dissatisfied (0 - 4)	Neutral to somewhat satisfied	Very satisfied (8 - 10)
Planning for population growth	497	6.7	15%	42%	43%

There was measurable variation in satisfaction with planning for population growth observed across the municipality, with respondents from Glenroy et al measurably (5%) more satisfied than average.

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



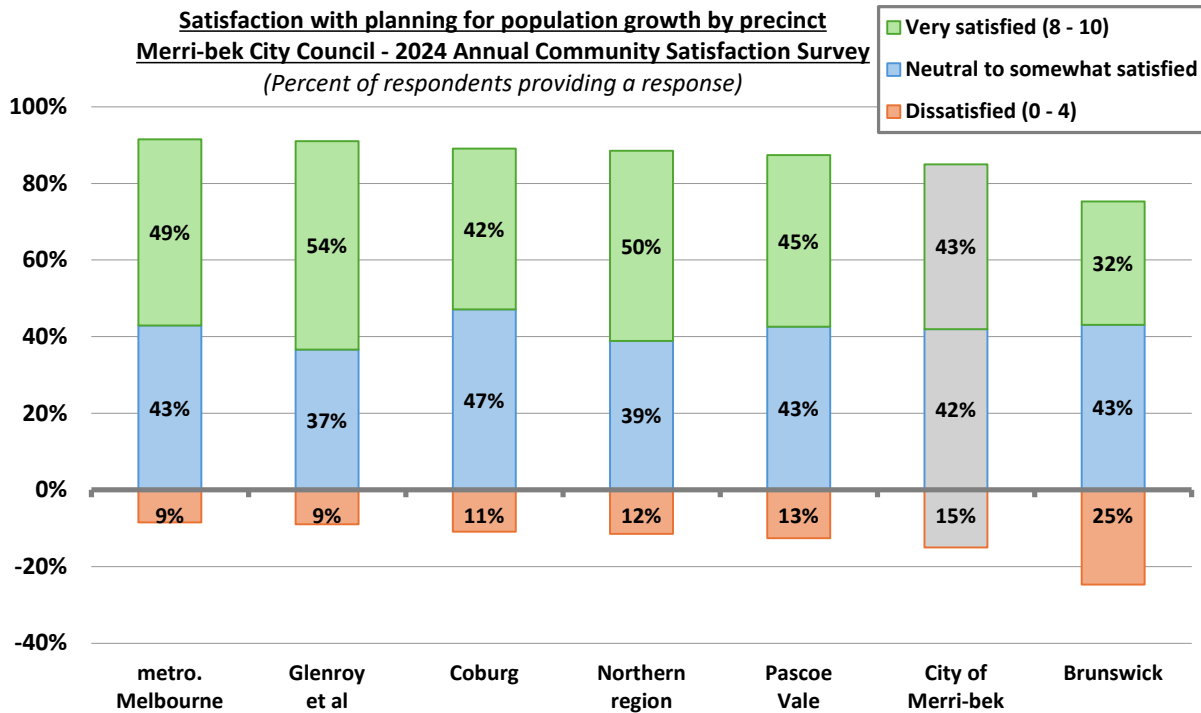
The following graph provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied”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

It is noted that more than half of the respondents from Glenroy et al (54%) were “very satisfied” with planning for population growth by all levels of government.

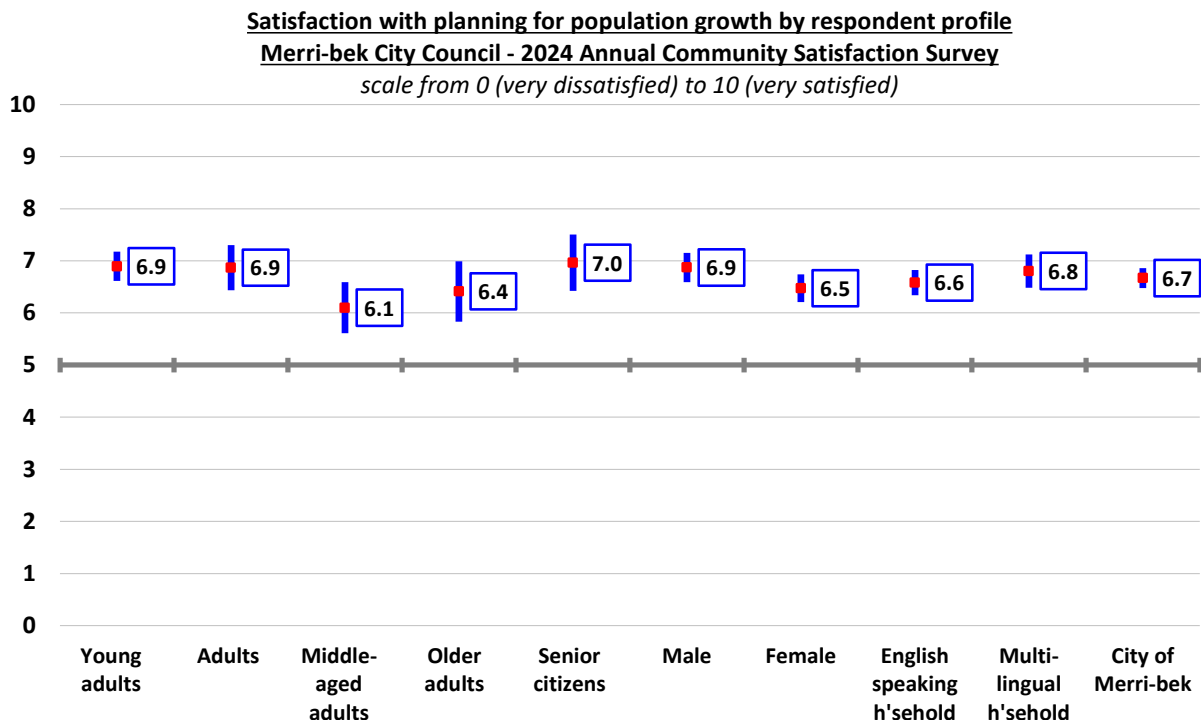
Of particular interest was the fact that one-quarter (25%) of the respondents from Brunswick were “dissatisfied” with planning for population growth by all levels of government.



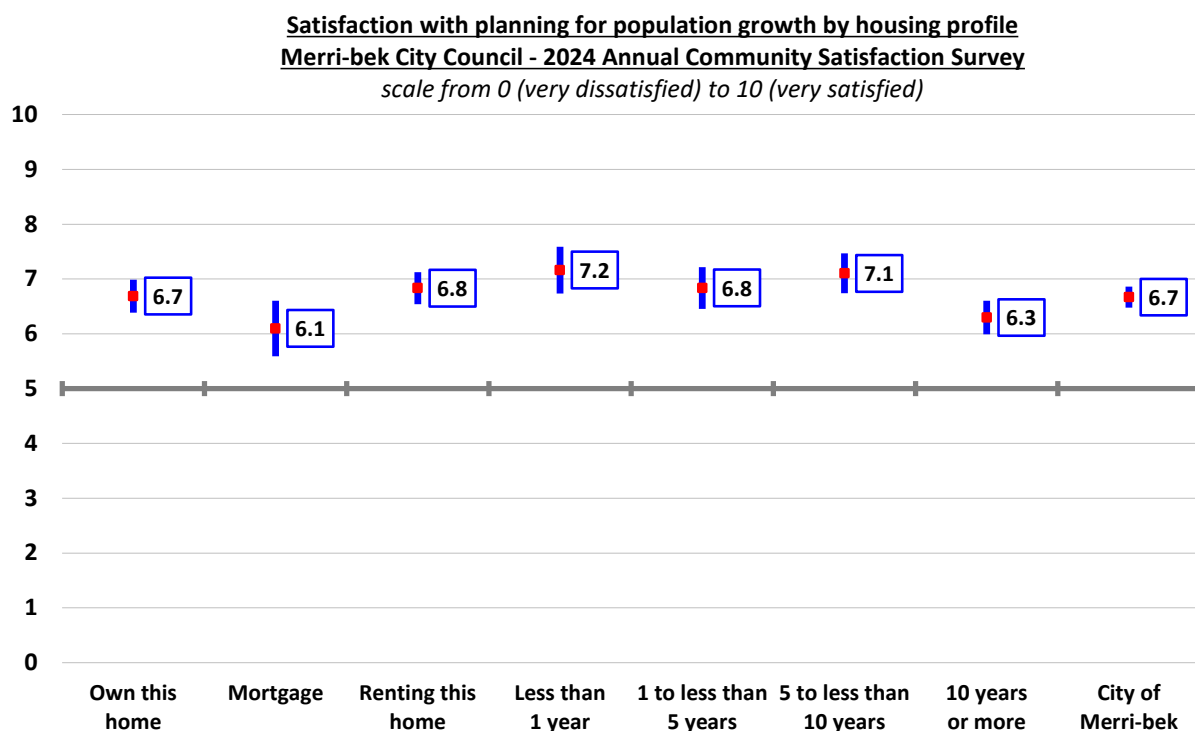
This measurably lower result for respondents from Brunswick was consistent with the lower Brunswick respondents' [satisfaction with the planning and development outcomes](#) (e.g. size, height, and set-back distances and appearance and quality of new developments), as well as the somewhat higher than average proportion of respondents from Brunswick nominating building, housing, planning, and development issues as one of the top [issues to address](#).



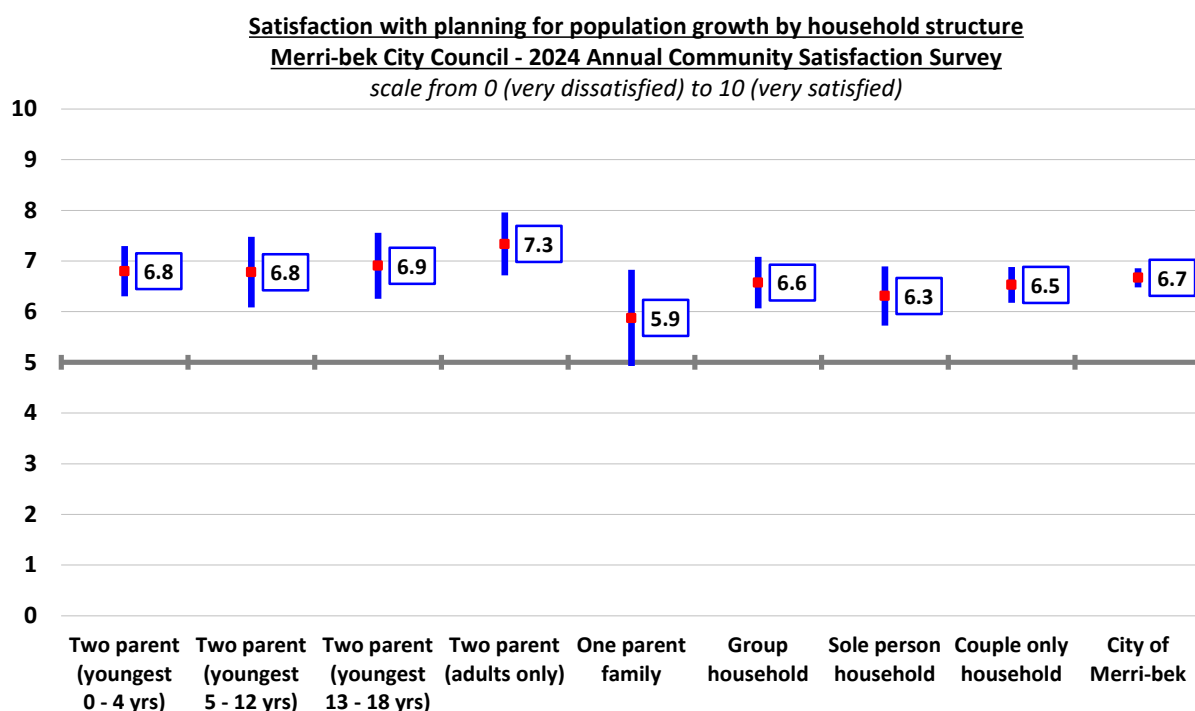
There was notable variation in this result observed by respondent profile, with middle-aged and older adults (aged 45 to 74 years) notably less satisfied than average and at a “solid” level. It is also noted that female respondents were notably (3%) more satisfied than males.



There was also variation in this result by housing situation and period of residence in the City of Merri-bek. Mortgagor household respondents were notably (6%), and long-term residents (10 years or more in Merri-bek) were notably (4%) less satisfied than average.



There was also variation observed by household structure, with respondents from two-parent families with adults only at home were notably (6%) more satisfied than average, whilst respondents from one-parent families (8% lower) and sole person households (4% lower) were notably less satisfied than average, although these were not statistically significant.



## Reason for dissatisfaction with planning for population growth

The following table outlines the 95 comments received from respondents who were “dissatisfied” with planning for population growth by all levels of government.

These comments have been broadly categorised, as follows:

- Transport related issues (parking, traffic, roads, public transport) – 27 comments
- Planning and development related – 26 comments
- Infrastructure related – 11 comments
- Population related – 9 comments
- Services and facilities related – 6 comments
- Social issues – 3 comments
- Environment and sustainability related – 2 comments
- Employment related – 2 comments
- Safety, policing, and crime related – 2 comments
- Other comments – 10 comments.

Metropolis Research notes a focus of concerns around population growth on the transport related issues, as well as planning related concerns.

In our experience, outer urban areas and growth tends to be more focused on concerns around the impact of population growth on infrastructure as well as access to services and facilities. Whilst these issues are also apparent in these results, they were less prominent.

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

<i>Reason</i>	<i>Number</i>
<i>Parking, traffic, roads and public transport</i>	
Congested streets / too many cars	3
Poor transport / we should have more transport	3
Not enough parking / parking issues	3
Public transport / can do more public transport	2
Traffic	2
Because of the parking area which is not planned	1
General conditions of local roads	1
How many more cars can fit here	1
I think the transport facilities should be incurred firstly rather than after	1
If serious about cycling, not safe for children to come and go from school, more bike lanes, better traffic regulation should be there	1
Limitation of roads	1
The roads are not big enough for everyone to park in Pascoe Vale	1
There is no planning and improvement in traffic	1
There isn't safe traffic management	1



Too much traffic due to population growth	1
Traffic is a lot	1
Traffic management	1
Traffic management in Brunswick	1
Width of footpaths	1
<b>Total</b>	<b>27</b>

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*Planning and housing development*

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Build more houses / lack of housing	5
High density in this area	4
High density living where people don't have enough space concerns me the most	2
Can't support the number of housing and access to important services like housing	1
Heat island effect, removal of trees for large development. Environmental impact	1
I don't think they are planning Brunswick well for it, like the zoning restrictions impacting housing availability	1
It's the number of buildings around	1
More responsibility on the Council for good housing development	1
Mostly affordability and quantity of housing in Brunswick	1
Not enough space	1
Overcrowding and overdevelopment driven by Council greed	1
Poor development, housing is poorly designed	1
The affordability of houses near economic opportunities	1
The Council approving multiplex units in Pascoe Vale	1
They make concessions for developments to not allow for off-street car spaces	1
This should be the major improvement to be made, number of buildings should be increased, height should be maintained	1
Too many apartment buildings	1
Too many houses	1
<b>Total</b>	<b>26</b>

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*Infrastructure*

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No proper planning of infrastructure to meet the population requirements / not enough infrastructure for population density	2
Affordable infrastructure	1
I think the infrastructure should be incurred firstly rather than after	1
I think there are a lot of apartment buildings going up in Coburg and the infrastructure is not enough for the apartment buildings	1
Infrastructure is not being looked after regarding population rights	1
Infrastructure is not fit for the purpose	1
No infrastructure for long term	1
Not enough space and infrastructure	1
Poor infrastructure	1
The infrastructure is so stretched and not enough housing	1
<b>Total</b>	<b>11</b>

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*Population*

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Overpopulated / too crowded	3
I don't think the Council is well equipped to deal with such population growth	1
Just don't need more	1
More community hubs and resources for large populations	1



No proper facilities for the insurgency of population	1
<b>Total</b>	<b>7</b>
<i>Services and facilities</i>	
Don't want more people because of limited resources	2
I don't think they have projected the services they have provided, like childcare services, it's very hard to get it and same with kindergarten	1
Lack of services for it	1
Overburden on resources	1
Too many people but not enough services	1
<b>Total</b>	<b>6</b>
<i>Social issues</i>	
Lots of homelessness	2
Lots of social issues	1
<b>Total</b>	<b>3</b>
<i>Environment, sustainability and climate change</i>	
Local government should focus on environmental concerns	1
Supplying demand, too many people and environmental issues	1
<b>Total</b>	<b>2</b>
<i>Employment</i>	
No job opportunities for students	1
Not enough jobs	1
<b>Total</b>	<b>2</b>
<i>Safety, policing and crime</i>	
City is unsafe and rape and murder is happening all the time	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
Accessibility for kids	1
All talk no action	1
City is dirty	1
I don't believe the Council is any good, now everyone wants to climb the political ladder.	1
They are not fair to people	1
It should be spread more evenly across Melbourne	1
Lack of communication	1
More rates here	1
Not enough opportunities created according to the need, but they should do more in that	1
The fact that it is going to be too expensive to live where you work	1
They don't do what they need to do	1
<b>Total</b>	<b>10</b>
<b>Total responses</b>	<b>95</b>





## 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 38 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 17 other services and facilities that they or members of their household had used in the last 12 months.

### ***Importance of Council services and facilities***

The average importance of the 38 included services and facilities was 8.8 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” 8.4 for the Council events and activities for people identifying as LGBTIQ+, to an “extremely high” 9.3 for the regular fortnightly garbage 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.



## Relative importance:

As outlined at the left-hand side of the main table, of the 38 included services and facilities, seven were measurably more important than the average of all 38 (8.8), whilst seven were measurably less important, as follows:

- **Measurably more important than the average of all 38** – included the garbage collection, recycling collection, food and green waste collection, services for seniors, bookable hard rubbish collection, footpath maintenance and repairs, and services for children from birth to 5 years of age.
- **Measurably less important than the average of all 38** – included Council events and activities for people identifying as LGBTIQ+, online community Conversations at Merri-bek, parking enforcement, the provision of public and performing arts centres, programs, and activities, Council efforts managing the issue of graffiti, Council activities promoting local economic development, and environmental events, programs, and activities.

Metropolis Research notes that this basic pattern of relative importance, with kerbside collection services and community services tending to be more important than average, whilst communication, parking, and arts and cultural activities tend to be less important than average.

It is noted, however, that footpath maintenance and repairs was notably more important in the City of Merri-bek than the metropolitan Melbourne average.

## Comparison to the metropolitan Melbourne average:

Of the 38 included services and facilities, 32 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 Merri-bek was somewhat (2%) higher than the metropolitan Melbourne average of 8.7 out of 10.

Of the 32 services and facilities 27 were at least marginally more important in the City of Merri-bek, four reported identical importance (less than 1% difference), and just one was less important in the City of Merri-bek, as follows:

- **Notably more important in the City of Merri-bek than metro. average** – included the weekly food and green waste collection (4% more important in Merri-bek), services for seniors (3%), Council's website (3%), public toilets (3%), and footpath maintenance and repairs (3%).
- **Marginally less important in the City of Merri-bek than metro. average** – included parking enforcement (1% less important in Merri-bek).



**Importance of selected Council services and facilities**  
**Merri-bek 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 fortnightly garbage collection	585	9.2	<b>9.3</b>	9.4	9.1
	Regular fortnightly recycling	584	9.2	<b>9.3</b>	9.3	9.1
	Regular weekly food and green waste collection	581	9.1	<b>9.2</b>	9.3	8.9
	Services for seniors	528	9.1	<b>9.2</b>	9.3	8.9
	Bookable hard rubbish service	590	9.1	<b>9.1</b>	9.2	8.9
	Footpath maintenance and repairs	593	9.0	<b>9.1</b>	9.2	8.8
	Services for children from birth to 5 years of age	530	9.0	<b>9.1</b>	9.2	8.9
Average importance	Maintenance and repair of sealed local roads	591	8.9	<b>9.0</b>	9.1	9.0
	Drains maintenance and repairs	594	8.9	<b>9.0</b>	9.1	8.8
	Services for youth	509	8.9	<b>9.0</b>	9.1	8.8
	Local library services	588	8.9	<b>9.0</b>	9.1	8.8
	Provision and maintenance of parks, gardens	587	8.9	<b>9.0</b>	9.1	8.9
	Public toilets	572	8.9	<b>9.0</b>	9.1	8.7
	Maintenance and appearance of public areas	595	8.8	<b>8.9</b>	9.0	8.8
	Council events and activities for people with disability	555	8.8	<b>8.9</b>	9.0	n.a.
	Litter collection in public areas	593	8.8	<b>8.9</b>	9.0	8.8
	Street lighting	593	8.8	<b>8.9</b>	9.0	8.8
	Local traffic management	581	8.8	<b>8.9</b>	9.0	8.8
	Council's website	555	8.8	<b>8.9</b>	9.0	8.6
	Sports ovals / other outdoor sporting facilities	580	8.8	<b>8.9</b>	9.0	8.7
	Management of illegally dumped rubbish	593	8.8	<b>8.9</b>	9.0	8.7
	Provision and maintenance of street trees	593	8.8	<b>8.9</b>	9.0	8.7
	Provision and maintenance of playgrounds	578	8.8	<b>8.8</b>	8.9	8.7
	Recreation centres and / or aquatic centres	579	8.7	<b>8.8</b>	8.9	8.6
	Maintenance / cleaning of strip shopping areas	587	8.7	<b>8.8</b>	8.9	8.6
	Street sweeping	588	8.6	<b>8.7</b>	8.8	8.6
	Bike and shared paths	544	8.6	<b>8.7</b>	8.8	8.6
	Animal management	545	8.5	<b>8.6</b>	8.8	8.7
	Enforcement of local laws	552	8.5	<b>8.6</b>	8.7	8.7
	Community / cultural activities, festivals, events	567	8.4	<b>8.6</b>	8.7	8.4
	Council events and activities for First Nations' Peoples	479	8.4	<b>8.6</b>	8.7	n.a.
Lower than average	Environmental events, programs, and activities	564	8.4	<b>8.5</b>	8.6	8.5
	Council's activities promoting local eco. develop.	519	8.4	<b>8.5</b>	8.6	8.4
	Council efforts managing the issue of graffiti	506	8.3	<b>8.5</b>	8.6	n.a.
	Provision of public and performing arts centres, programs, and activities	553	8.3	<b>8.4</b>	8.6	8.3
	Parking enforcement	579	8.3	<b>8.4</b>	8.6	8.5
	Online community <i>Conversations at Merri-bek</i>	482	8.2	<b>8.4</b>	8.5	n.a.
	Council events and activities for people identifying as LGBTIQ+	476	8.2	<b>8.4</b>	8.5	n.a.
Average importance of Council services			8.7	<b>8.8</b>	8.9	8.7

(\*) 2024 metropolitan Melbourne average from Governing Melbourne

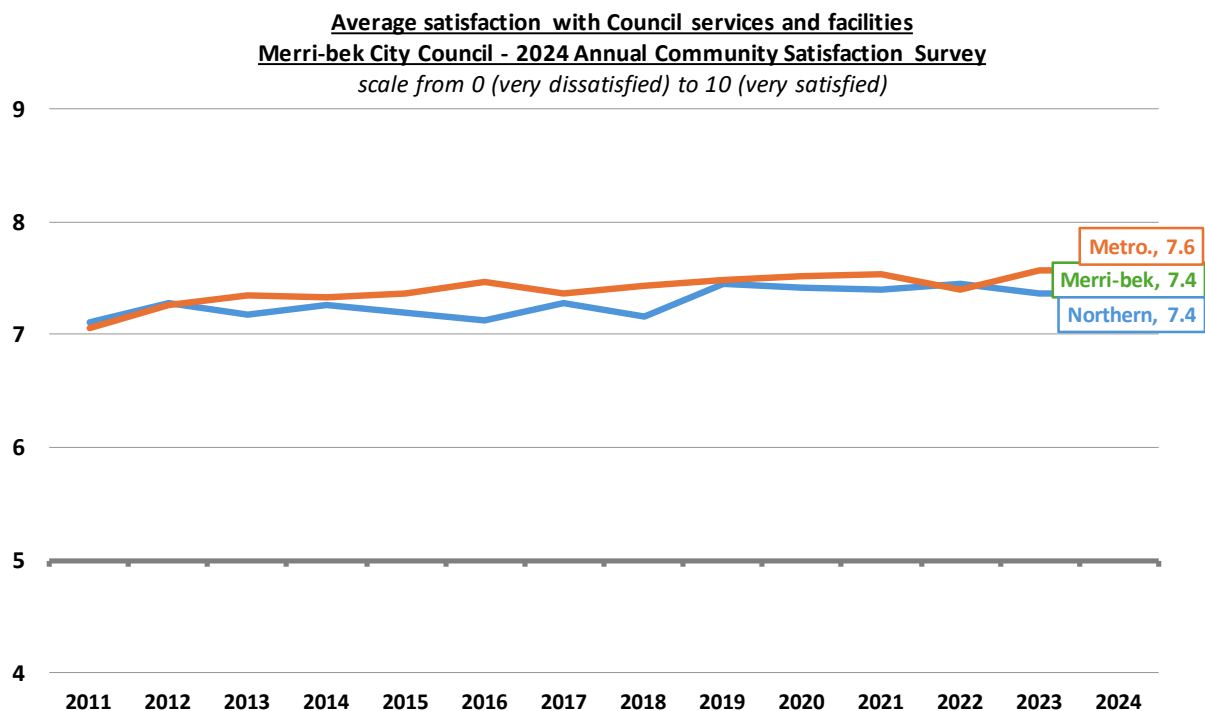
## Satisfaction with Council services and facilities

The average satisfaction with the 38 included services and facilities was 7.4 out of 10, or a “very good” level of satisfaction.

This average satisfaction of 7.4 out of 10 was somewhat lower than the metropolitan Melbourne average of 7.6 out of 10, but identical to the northern region councils’ average, both as recorded in the 2024 *Governing Melbourne* research.

Given that the previous survey did not include a broad enough range of services and facilities to calculate a meaningful average satisfaction with services and facilities, no time series comparison was available for this result.

Metropolis Research notes, however, that several of the services and facilities included in the survey this year were included in previous years, and time series results for these individual services and facilities were included in this report in the services and facilities section.



This result of 7.4 out of 10 was a positive result for Merri-bek City Council, which shows that satisfaction with the performance of Council providing services and facilities to the community was significantly (6%) higher than overall satisfaction with Council (7.4 compared to 6.8).

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

The following table outlines the average satisfaction with each service and facility, with the 95% confidence interval (the upper and lower), as well as a comparison to the metropolitan Melbourne average (where available).

**Satisfaction with selected Council services and facilities**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*(Number and index score scale 0 - 10)*

	Service/facility	Number	Lower	2024 Mean	Upper	2024 Metro.*
<b>Higher than average</b>	Local library services	298	8.4	<b>8.6</b>	8.8	8.2
	Regular weekly food and green waste collection	577	8.3	<b>8.4</b>	8.5	8.1
	Regular fortnightly recycling	569	8.1	<b>8.2</b>	8.4	8.2
	Regular fortnightly garbage collection	585	8.1	<b>8.2</b>	8.4	8.2
	Bookable hard rubbish service	315	7.9	<b>8.1</b>	8.3	8.0
<b>Average satisfaction</b>	Services for seniors	53	7.5	<b>8.0</b>	8.5	7.7
	Recreation centres and / or aquatic centres	259	7.7	<b>7.9</b>	8.1	7.7
	Council events and activities for people with disability	60	7.4	<b>7.8</b>	8.2	n.a.
	Community / cultural activities, festivals, events	239	7.6	<b>7.8</b>	8.0	7.9
	Services for children from birth to 5 years of age	110	7.5	<b>7.8</b>	8.1	7.6
	Provision of public and performing arts centres, programs, and activities	160	7.6	<b>7.8</b>	8.0	7.5
	Council events and activities for First Nations' Peoples	79	7.3	<b>7.7</b>	8.2	n.a.
	Sports ovals / other outdoor sporting facilities	295	7.5	<b>7.7</b>	7.9	7.9
	Council events and activities for people identifying as LGBTIQ+	35	6.9	<b>7.6</b>	8.3	n.a.
	Provision and maintenance of parks and gardens	575	7.5	<b>7.6</b>	7.8	7.9
	Provision and maintenance of playgrounds	259	7.4	<b>7.6</b>	7.8	7.8
	Animal management	459	7.4	<b>7.6</b>	7.8	7.7
	Services for youth	64	7.2	<b>7.6</b>	8.0	7.5
	Council's website	326	7.2	<b>7.4</b>	7.7	7.6
	Drains maintenance and repairs	573	7.2	<b>7.4</b>	7.5	7.4
	Street lighting	586	7.2	<b>7.4</b>	7.5	7.5
	Enforcement of local laws	515	7.2	<b>7.4</b>	7.5	7.7
	Online community <i>Conversations at Merri-bek</i>	377	7.0	<b>7.2</b>	7.4	n.a.
	Maintenance and appearance of public areas	591	7.0	<b>7.2</b>	7.4	7.4
	Environmental events, programs, and activities	464	7.0	<b>7.2</b>	7.3	7.6
	Council's activities promoting local eco. develop	446	6.9	<b>7.1</b>	7.3	7.4
	Maintenance / cleaning of strip shopping areas	577	6.9	<b>7.1</b>	7.2	7.5
	Provision and maintenance of street trees	584	6.9	<b>7.1</b>	7.3	7.4
	Litter collection in public areas	586	6.9	<b>7.1</b>	7.2	7.5
	Street sweeping	569	6.9	<b>7.1</b>	7.2	7.6
	Bike and shared paths	318	6.8	<b>7.0</b>	7.2	7.4
<b>Lower</b>	Local traffic management	571	6.7	<b>6.9</b>	7.0	7.2
	Footpath maintenance and repairs	594	6.7	<b>6.9</b>	7.0	7.3
	Parking enforcement	548	6.6	<b>6.8</b>	7.0	7.2
	Maintenance and repairs of sealed local roads	590	6.6	<b>6.8</b>	7.0	7.0
	Management of illegally dumped rubbish	556	6.6	<b>6.8</b>	7.0	7.5
	Council efforts managing the issue of graffiti	156	5.9	<b>6.3</b>	6.7	n.a.
	Public toilets	246	5.5	<b>5.7</b>	6.0	6.9
<i>Average satisfaction of Council services</i>			7.2	<b>7.4</b>	7.6	7.6

(\*) 2024 metropolitan Melbourne average from Governing Melbourne

## Categorisation of satisfaction:

To provide additional insight into the performance of Council providing services and facilities, Metropolis Research has developed a categorisation of satisfaction scores. This includes satisfaction from excellent (7.75 or more), very good (7.25 to 7.75), good (6.5 to 7.25), solid (6.0 to 6.5), poor (5.5 to 6.0), very poor (5.0 to 5.5), and extremely poor (less than 5).

- **Excellent** – included local library services, regular weekly food and green waste collection, regular fortnightly recycling, regular fortnightly garbage collection, bookable hard rubbish collection, services for seniors, recreation centres and / or aquatic centres, Council events and activities for people with disability, community / cultural activities, festivals and events, services for children from birth to 5 years of age, and the provision of public and performing arts centres, programs, and activities.
- **Very Good** – for Council events and activities for First Nations’ peoples, sports ovals / other outdoor sporting facilities, Council events and activities for people identifying as LGBTIQ+, the provision and maintenance of parks and gardens, the provision and maintenance of playgrounds, animal management, services for youth, Council’s website, drains maintenance and repairs, street lighting, and the enforcement of local laws.
- **Good** – for online community *Conversations at Merri-bek*, the maintenance and appearance of public areas, environmental events, programs, and activities, Council activities promoting local economic development, the maintenance and cleaning of strip shopping areas, the provision and maintenance of street trees, litter collection in public areas, street sweeping, bike and shared paths, local traffic management, footpath maintenance and repairs, parking enforcement, the maintenance and repair of sealed local roads, and the management of illegally dumped rubbish.
- **Solid** – for Council efforts in managing the issue of graffiti.
- **Poor** – for public toilets.

Particular attention is drawn to the fact that satisfaction with none of the 38 included services and facilities only public toilets was categorised as “poor”, and none of the services and facilities were categorised as “very poor”, or “extremely poor”.

## Comparative satisfaction:

As outlined at the left-hand side of the main table, there were five services and facilities that recorded a satisfaction score measurably higher than the average of all 38 (7.4), and seven that recorded a satisfaction score measurably lower than the average, as follows:

- **Measurably higher than average satisfaction** – included the local library services, the regular weekly food and green waste collection, the regular fortnightly recycling, the regular fortnightly garbage collection, and the bookable hard rubbish.
- **Measurably lower than average satisfaction** – included public toilets, Council efforts managing the issue of graffiti, the management of illegally dumped rubbish, the maintenance and repair of sealed local roads, parking enforcement, footpath maintenance and repairs, and local traffic management.



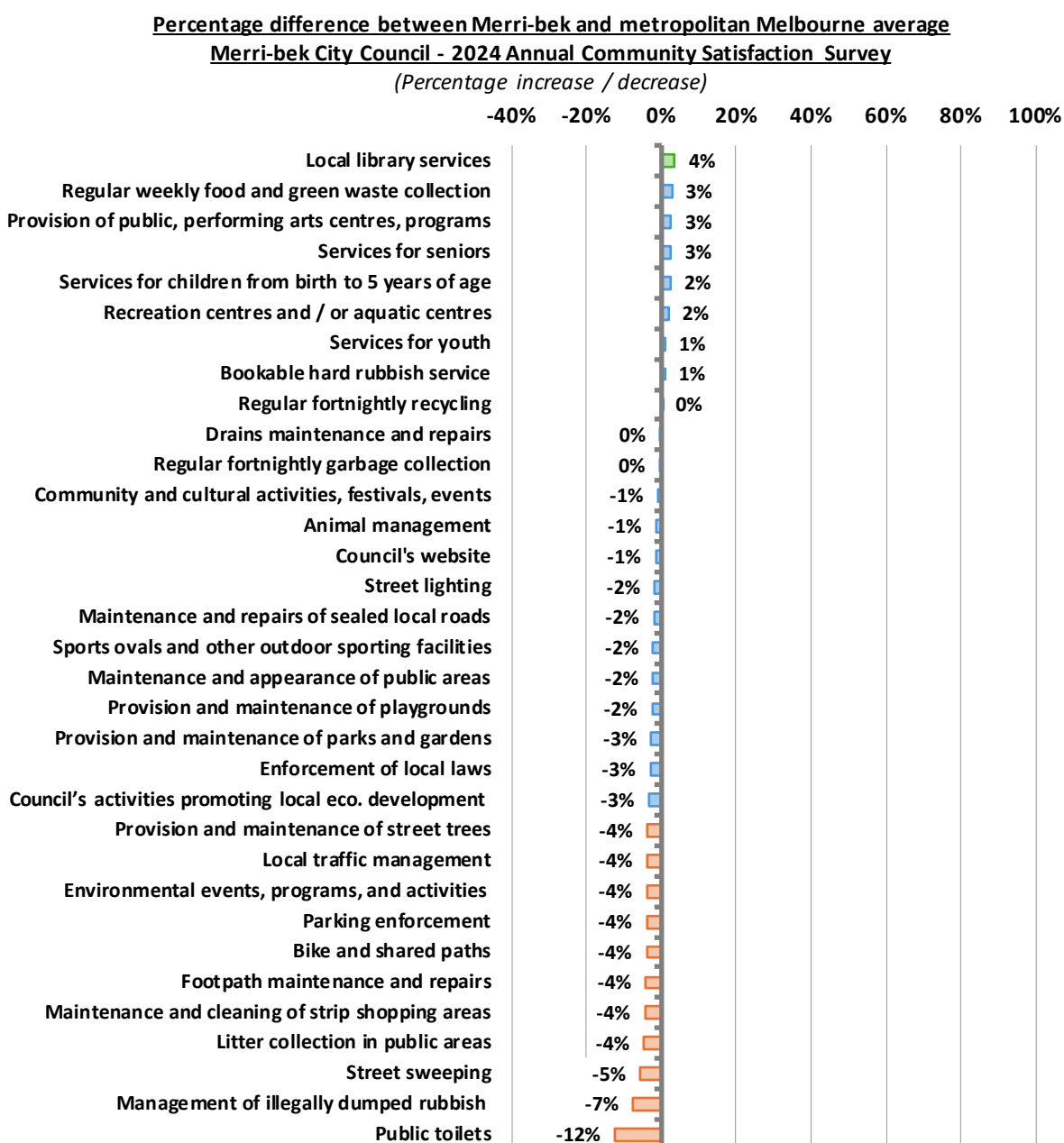


## Comparison to the metropolitan Melbourne average

The following graph provides a comparison of the difference in satisfaction with the 33 of the 38 services and facilities against the metropolitan Melbourne average, with eight recorded at least marginally higher satisfaction than the metropolitan average, three recorded identical satisfaction, and 22 recorded at least marginally lower than the metropolitan average.

It is noted that local libraries received a notably (4%) higher than metropolitan average satisfaction.

The services that under-performed the metropolitan average included, most notably, public toilets (12% lower), the management of illegally dumped rubbish (7% lower), and street sweeping (5% lower).



## Percentage satisfied / dissatisfied with services and facilities:

The following table 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).

Of the 38 services and facilities, more than half of the respondents (who provided a score) were “very satisfied” with 24 of the services, with more than three-quarters of respondents “very satisfied” with the local library services (81% very satisfied) and the regular weekly food and green waste collection (78% very satisfied).

There were 11 services and facilities with which 10% or more of respondents who provided a score were “dissatisfied”.

These included public toilets (28% dissatisfied), Council efforts managing the issue of graffiti (20%), footpath maintenance and repairs (14%), Council events and activities for people identifying as LGBTIQ+ (13% of 35 respondents), parking enforcement (13%), local traffic management (12%), the management of illegally dumped rubbish (12%), the maintenance and repair of sealed local roads (11%), street sweeping (11%), the provision and maintenance of street trees (11%), and bike and shared paths (10%).



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

Service/facility	Dissatisfied	Neutral to somewhat satisfied	Very satisfied	Can't say	Total
Local library services	3%	15%	81%	2	<b>300</b>
Regular weekly food and green waste collection	3%	20%	78%	24	<b>601</b>
Regular fortnightly recycling	3%	24%	73%	32	<b>601</b>
Regular fortnightly garbage collection	4%	23%	73%	16	<b>601</b>
Bookable hard rubbish service	4%	24%	72%	5	<b>320</b>
Recreation centres and / or aquatic centres	4%	24%	72%	6	<b>264</b>
Council events and activities for First Nations' People:	7%	23%	70%	3	<b>82</b>
Services for seniors	2%	31%	67%	4	<b>57</b>
Council events and activities for people with disability	4%	29%	67%	4	<b>65</b>
Community and cultural activities, festivals, events	2%	34%	64%	0	<b>239</b>
Council events and activities for people identifying as	13%	25%	63%	1	<b>36</b>
Services for children from birth to 5 years of age	2%	36%	62%	2	<b>113</b>
Sports ovals and other outdoor sporting facilities	4%	34%	62%	3	<b>298</b>
Provision of public and performing arts centres, progr	1%	38%	62%	2	<b>162</b>
Animal management	4%	36%	60%	142	<b>601</b>
Provision and maintenance of parks and gardens	3%	38%	59%	26	<b>601</b>
Provision and maintenance of playgrounds	4%	38%	58%	6	<b>265</b>
Council's website	6%	38%	56%	4	<b>329</b>
Enforcement of local laws	6%	40%	54%	86	<b>601</b>
Services for youth	4%	42%	54%	0	<b>64</b>
Drains maintenance and repairs	6%	40%	54%	28	<b>601</b>
Street lighting	7%	39%	54%	15	<b>601</b>
Online community Conversations at Merri-bek	6%	43%	51%	224	<b>601</b>
Maintenance and appearance of public areas	7%	43%	50%	10	<b>601</b>
Provision and maintenance of street trees	11%	40%	49%	17	<b>601</b>
Street sweeping	11%	41%	48%	32	<b>601</b>
Litter collection in public areas	9%	44%	47%	15	<b>601</b>
Council's activities promoting local economic develop	6%	48%	46%	155	<b>601</b>
Environmental events, programs, and activities	5%	49%	46%	137	<b>601</b>
Footpath maintenance and repairs	14%	41%	46%	7	<b>601</b>
Maintenance and cleaning of strip shopping areas	8%	47%	45%	24	<b>601</b>
Parking enforcement	13%	42%	45%	53	<b>601</b>
Bike and shared paths	10%	47%	43%	4	<b>322</b>
Local traffic management	12%	46%	42%	30	<b>601</b>
Maintenance and repairs of sealed local roads	11%	47%	42%	11	<b>601</b>
Management of illegally dumped rubbish	12%	48%	40%	45	<b>601</b>
Council efforts managing the issue of graffiti	20%	46%	34%	1	<b>157</b>
Public toilets	28%	52%	21%	4	<b>250</b>



## Satisfaction by respondent profile:

The following table provides a comparison of satisfaction with the 38 services and facilities by respondent profile, including age structure, gender, and language spoken at home.

Whilst there was variation in satisfaction with individual services and facilities observed by respondent profile, in general terms, it was found that:

- **Age structure** – middle-aged adults (aged 45 to 59 years) tended to be less satisfied than average, whilst senior citizens (aged 75 years and over) tended to be more satisfied.
- **Gender** – there was no meaningful variation observed, on average, between male and female respondents.
- **Language spoken at home** – respondents from multilingual households were, on average, marginally more satisfied than respondents from English speaking households.



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

Service/facility	Young adults	Adults	Middle-aged adults	Older adults	Senior citizens	Male	Female	English speaking	Multi-lingual
Maintenance and repairs of sealed local roads	7.2	6.8	6.3	6.6	6.8	6.9	6.7	6.8	6.8
Drains maintenance and repairs	7.6	7.3	7.2	7.4	7.1	7.4	7.3	7.3	7.4
Footpath maintenance and repairs	7.2	6.9	6.6	6.5	6.6	6.9	6.8	6.8	7.0
Maintenance and appearance of public areas	7.5	6.9	6.7	7.1	7.8	7.2	7.2	7.2	7.2
Litter collection in public areas	7.1	7.1	6.7	7.1	7.9	7.1	7.1	7.0	7.2
Maintenance and cleaning of strip shopping areas	7.3	7.0	6.6	7.2	7.6	7.2	7.0	7.0	7.3
Management of illegally dumped rubbish	7.0	6.8	6.1	7.1	6.9	6.8	6.8	6.7	7.0
Provision and maintenance of street trees	7.4	7.2	6.4	6.8	7.2	7.1	7.0	7.1	7.0
Street lighting	7.4	7.2	7.2	7.8	7.6	7.4	7.3	7.5	7.1
Street sweeping	7.6	7.1	6.3	6.9	6.8	7.1	7.0	7.0	7.1
Regular fortnightly garbage collection	8.2	8.1	8.1	8.6	8.3	8.2	8.2	8.1	8.3
Regular fortnightly recycling	8.2	8.1	8.1	8.6	8.4	8.3	8.2	8.2	8.2
Weekly food and green waste collection	8.4	8.4	8.2	8.7	8.4	8.4	8.4	8.4	8.4
Provision and maintenance of parks and gardens	7.9	7.4	7.4	7.4	7.9	7.7	7.6	7.6	7.7
Animal management	7.8	7.4	7.5	7.8	7.5	7.7	7.6	7.5	7.8
Local traffic management	7.2	6.7	6.6	6.6	7.1	6.7	7.0	6.8	6.9
Parking enforcement	6.9	7.0	6.5	6.9	6.8	6.9	6.8	6.8	7.0
Enforcement of local laws	7.5	7.4	7.0	7.3	7.4	7.5	7.3	7.3	7.5
Online community <i>Conversations at Merri-bek</i>	7.3	7.1	6.8	7.6	7.5	7.4	7.0	7.1	7.4
Council's activities promoting local eco. develop.	7.1	7.1	6.8	7.2	7.8	7.3	6.9	7.0	7.3
Environmental events, programs, and activities	7.1	7.4	6.9	7.2	7.6	7.3	7.1	7.1	7.2
Bookable hard rubbish service	8.3	8.3	7.5	8.3	8.0	8.2	8.0	8.1	8.1
Local library services	8.5	8.4	8.5	8.8	9.2	8.5	8.6	8.6	8.6
Council's website	7.6	7.4	7.1	7.2	8.3	7.3	7.6	7.5	7.4
Public toilets	5.7	5.7	5.3	5.9	6.9	5.8	5.6	5.8	5.6
Sports ovals and other outdoor sporting facilities	7.8	7.4	7.6	7.8	8.2	7.6	7.8	7.7	7.7
Recreation centres and / or aquatic Centres	8.0	7.6	8.0	8.0	8.3	7.9	7.8	7.9	7.8
Bike and shared paths	7.1	6.7	7.0	6.8	7.6	7.1	6.9	7.0	6.8
Provision and maintenance of playgrounds	7.8	7.5	7.4	7.2	8.6	7.6	7.6	7.5	7.7
Services for children from birth to 5 years of age	7.4	8.1	7.9	8.1	8.0	7.8	7.9	7.6	8.2
Services for youth	7.6	7.6	7.3	8.0	10.0	7.3	7.9	7.6	7.6
Services for seniors	7.8	7.7	7.4	8.4	8.3	7.6	8.3	7.9	8.3
Council efforts managing the issue of graffiti	6.7	6.2	5.5	5.9	7.5	6.5	6.0	6.3	6.3
Provision of public and performing arts centres, programs, and activities	7.9	7.6	7.4	8.0	8.3	7.9	7.6	7.7	7.9
Community, cultural activities, festivals, events	8.0	8.0	7.4	7.6	8.5	7.9	7.8	7.7	8.0
Council events, activities for First Nations' Peoples	7.8	7.6	7.3	7.9	8.5	7.7	7.7	7.7	7.7
Council events and activities for people with disability	7.4	7.8	7.9	7.8	9.6	7.4	8.2	7.8	7.8
Council events and activities for people identifying as LGBTIQ+	8.1	7.9	6.1	7.0	7.7	7.3	7.9	7.9	7.0
<i>Average satisfaction</i>	7.5	7.4	7.1	7.5	7.8	7.4	7.4	7.4	7.5
<b>Total respondents</b>	<b>229</b>	<b>122</b>	<b>124</b>	<b>75</b>	<b>52</b>	<b>286</b>	<b>307</b>	<b>369</b>	<b>226</b>

## ***Importance and satisfaction cross tabulation***

The following graph provides a cross-tabulation of the average importance of each of the 38 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 most 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 Merri-bek.

It is noted that the average satisfaction with services and facilities was somewhat lower in the City of Merri-bek than the metropolitan Melbourne average (7.4 to 7.6).

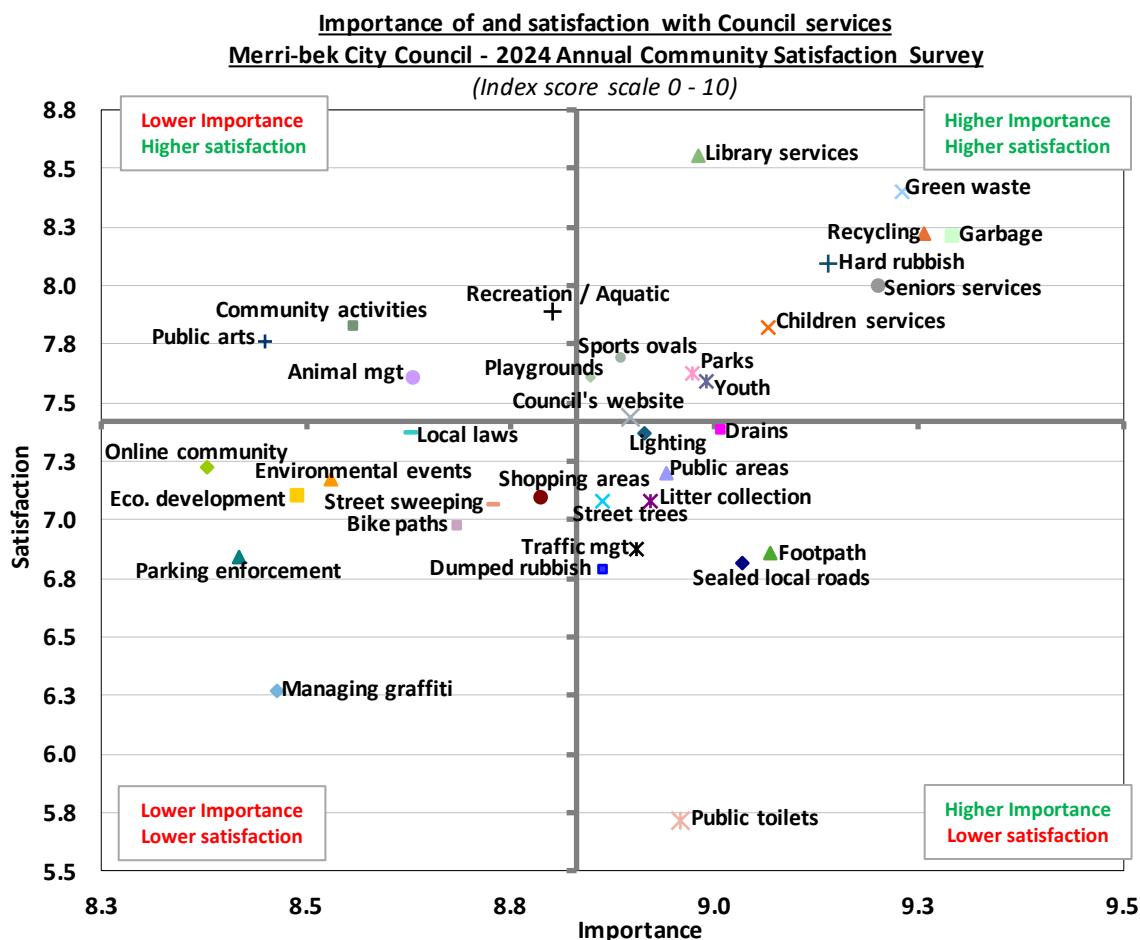
The services and facilities in the lower right-hand quadrant were those that were more important than average, but with which respondents were less satisfied than average. This quadrant represents the services and facilities of most concern.

Some points to note from these results:

- ***Kerbside collection services*** – the four kerbside collection services were all higher-than-average importance and recorded higher than average satisfaction scores.
- ***Community services*** – these were higher-than-average importance, and all three recorded higher than average satisfaction scores.
- ***Sports and recreation, arts and culture*** – the sports and recreation services were of approximately average importance, whilst the arts and cultural activities were of lower-than-average importance, and all received somewhat 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 than average importance.
- ***Communication and consultation*** – consultation was of lower-than-average importance, but the website was of higher-than-average importance, and both received approximately average satisfaction scores.
- ***Services and facilities of most concern*** – included most notably public toilets, but also managing graffiti, sealed local roads, managing dumped rubbish, traffic management, footpaths, and parking enforcement.







### Satisfaction by broad service areas

The 38 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:

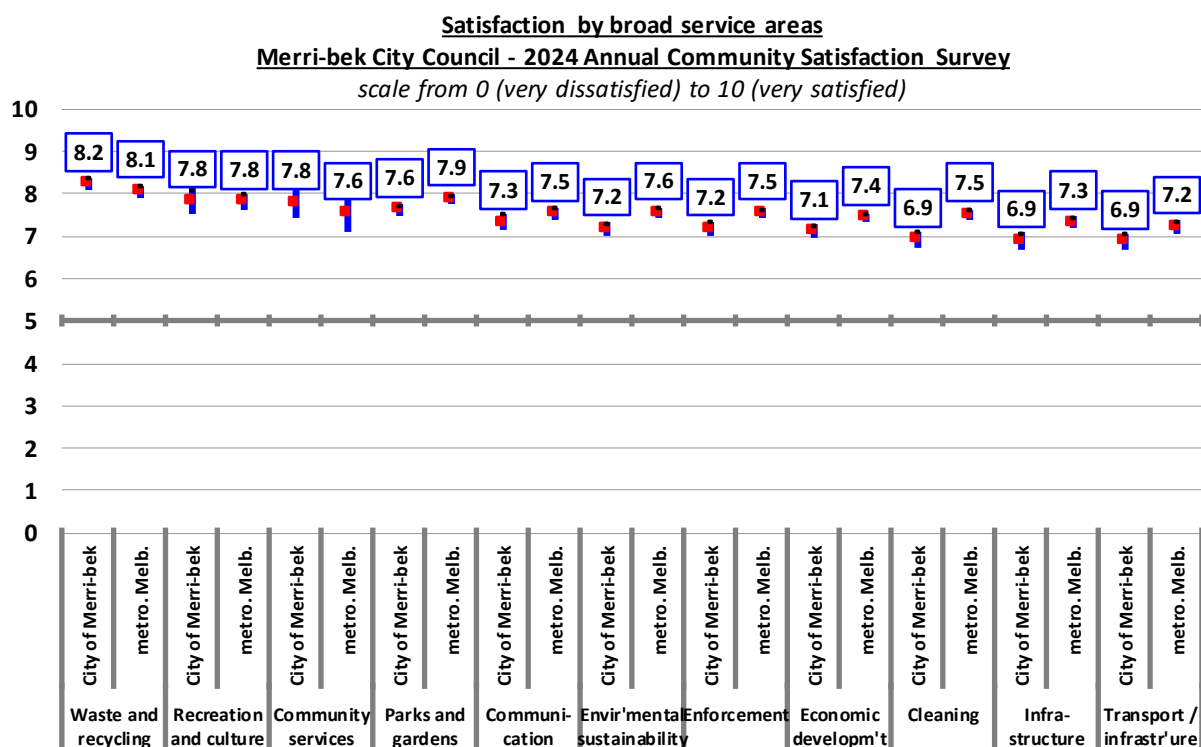
- **Infrastructure** – includes drains maintenance and repairs, provision and maintenance of street trees, street lighting, and public toilets.
- **Waste and recycling services** – include regular fortnightly garbage collection, regular fortnightly recycling, regular weekly food and green waste collection, and bookable hard rubbish.
- **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, Council events and activities for First Nations' Peoples, Council events and activities for people with disability, and Council events and activities for people identifying as LGBTQA+.
- **Community services** – includes services for children from birth to 5 years of age, services for youth, and services for seniors.

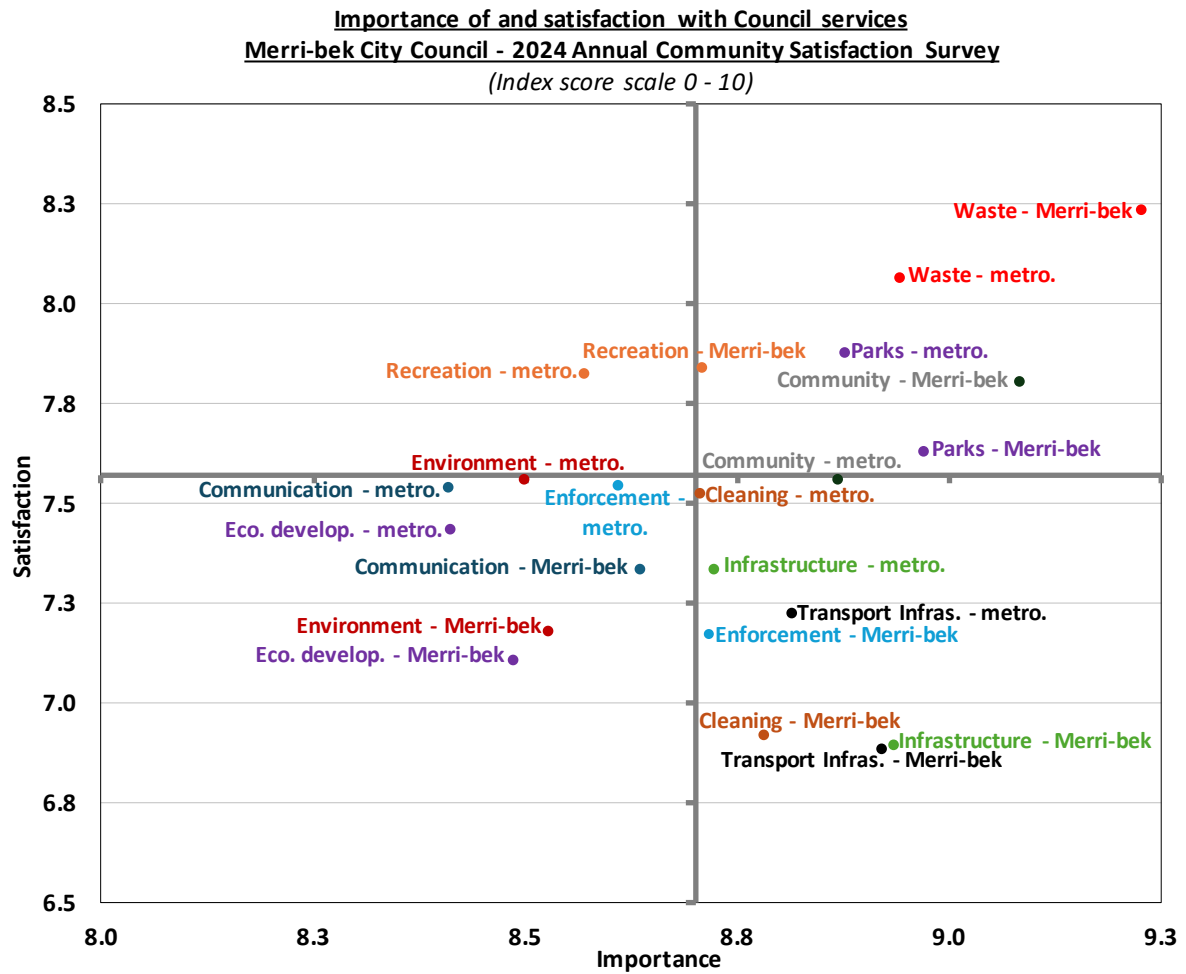
- **Enforcement** – includes animal management, parking enforcement, and enforcement of local laws.
- **Communication** – includes Online community *Conversations at Merri-bek*, and Council's website.
- **Cleaning** – includes maintenance and appearance of public areas, litter collection in public areas, maintenance and cleaning of strip shopping areas, management of illegally dumped rubbish, street sweeping, and Council efforts managing the issue of graffiti.
- **Transport infrastructure** – includes the maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, and bike and shared paths.
- **Parks and gardens** – include the 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.

Of the 11 broad service areas, satisfaction with waste and recycling (2% higher in Merri-bek) and community services (2% higher) was higher than the metropolitan average.

Satisfaction with eight broad service areas was lower than the metropolitan Melbourne average, including notably lower for cleaning (6% lower in Merri-bek), infrastructure (4% lower), enforcement (4% lower), and environmental sustainability (4% lower).





## ***Satisfaction by Council division***

The following section of the report provides detailed results for each of the 38 included services and facilities, grouped by Council division.

- ***Roads and footpaths*** – include the maintenance and repair of sealed local roads, drains maintenance and repairs, and footpath maintenance and repairs.
- ***Public amenities*** – includes maintenance and appearance of public areas, maintenance and cleaning of strip shopping areas, provision and maintenance of street trees, street sweeping, the provision and maintenance of parks and gardens, public toilets, and Council efforts managing the issue of graffiti.
- ***Waste*** – includes litter collection in public areas, management of illegally dumped rubbish, regular fortnightly garbage collection, regular fortnightly recycling, regular weekly food and green waste collection, and bookable hard rubbish.
- ***Community Safety*** – includes street lighting, animal management, local traffic management, parking enforcement, and enforcement of local laws.
- ***Recreation and Leisure*** – include sports ovals and other outdoor sporting facilities, recreation centres and / or aquatic centres, bike and shared paths, and provision and maintenance of playgrounds.
- ***Community services*** – includes Council’s activities promoting local economic development, environmental events, programs, and activities, local library services, services for children from birth to 5 years of age, services for youth, services for seniors, provision of public and performing arts centres, programs and activities, community and cultural activities, festivals, events, Council events and activities for First Nations’ Peoples, Council events and activities for people with disability, and Council events and activities for people identifying as LGBTIQ+.
- ***Communication Services*** – includes Online community *Conversations at Merri-bek*, and Council’s website.



## Roads and footpaths

There were three services and facilities from the Roads and Footpaths division of Council included in the survey this year.

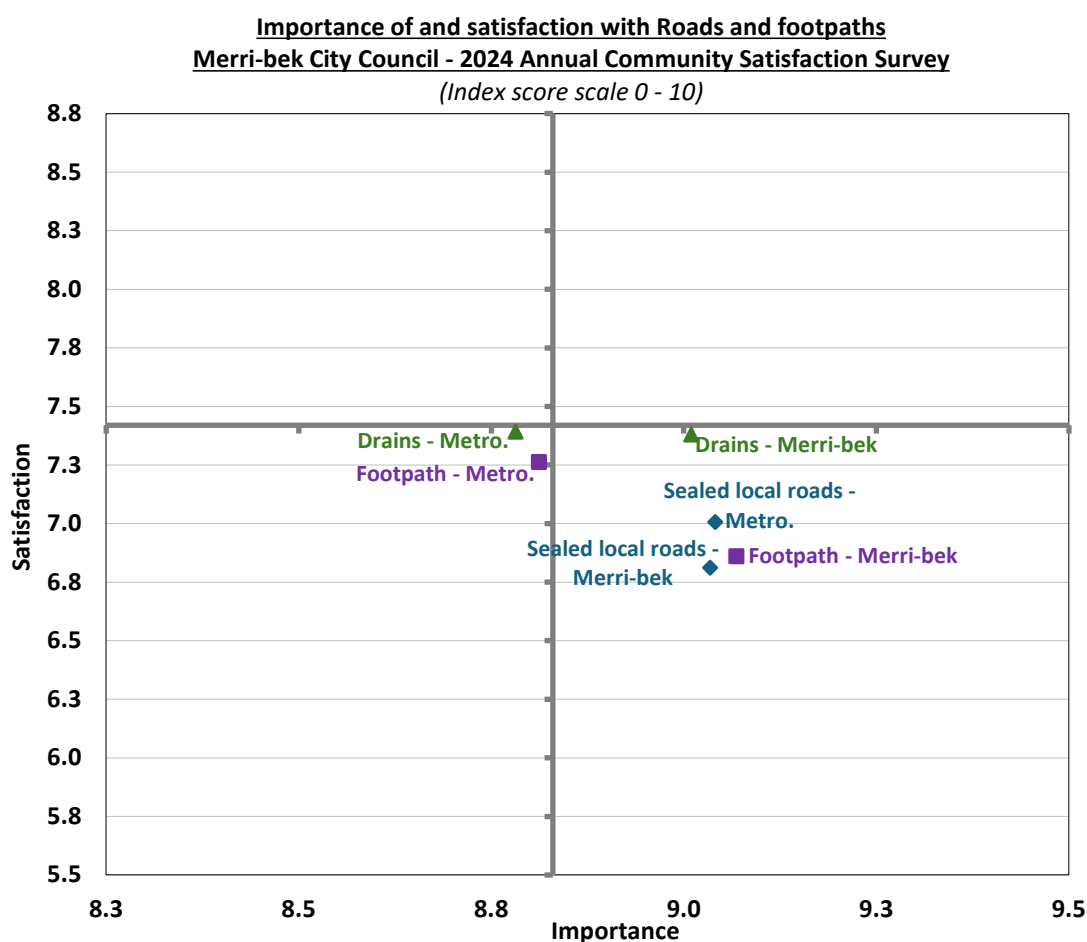
The graph displays the average importance of each of these services and facilities as well as the average satisfaction.

The grey cross hairs represent the Merri-bek average importance (8.8) and average satisfaction (7.6).

All of these services and facilities were of somewhat higher than average importance, with drains and footpaths notably more important than the metropolitan Melbourne average.

Satisfaction with sealed local roads and footpaths was notably lower than average, whilst drains reported an average satisfaction score.

Metropolis Research notes that satisfaction with footpath maintenance and repairs was notably lower in the City of Merri-bek than the metropolitan Melbourne average.



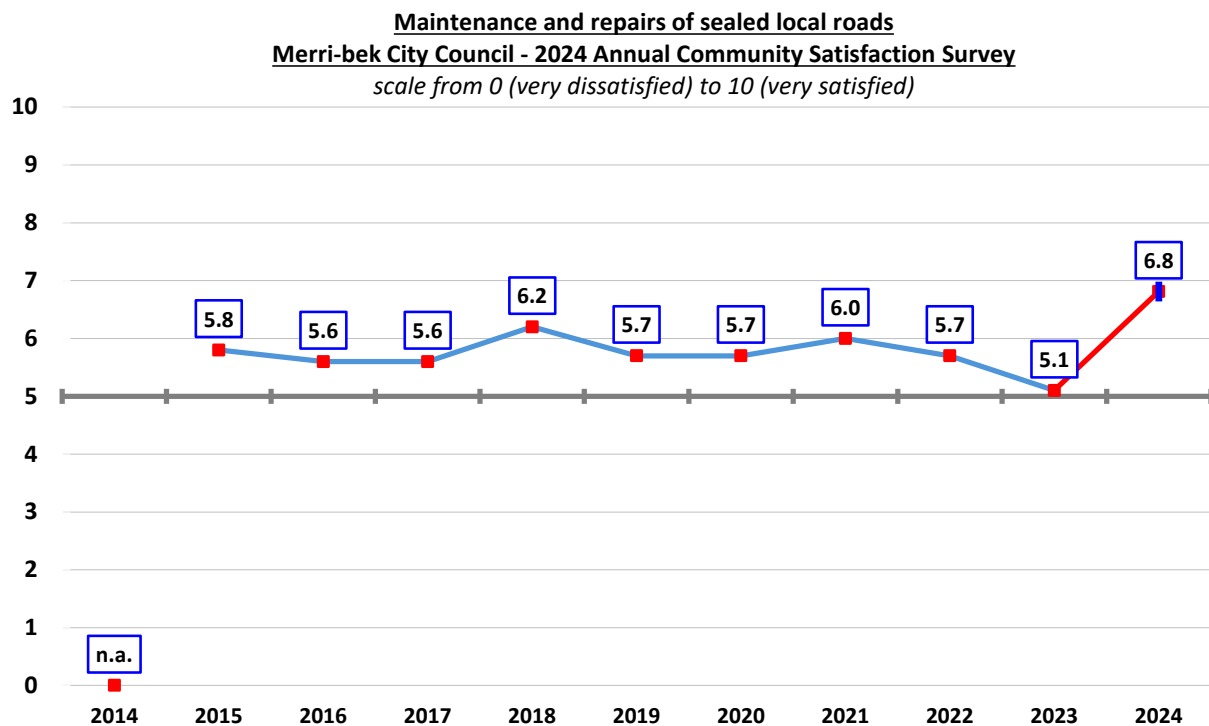
## Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 8<sup>th</sup> most important of the 38 included services and facilities, with an average importance of nine out of 10.

Satisfaction with sealed local roads increased measurably and significantly this year, up 17% from the unusually low 5.1 out of 10 or “very poor” recorded last year.

This result was measurably and significantly (10%) above the long-term average satisfaction since 2015 of 5.8 out of 10, or “poor”.

Metropolis Research notes that the previous results were conducted by a different survey provider, using a different methodology, and including significantly fewer questions.



This ranks maintenance and repairs of sealed local roads 35<sup>th</sup> in terms of satisfaction this year and one of seven services and facilities that received a satisfaction score measurably lower than the average of all 38 (7.4).

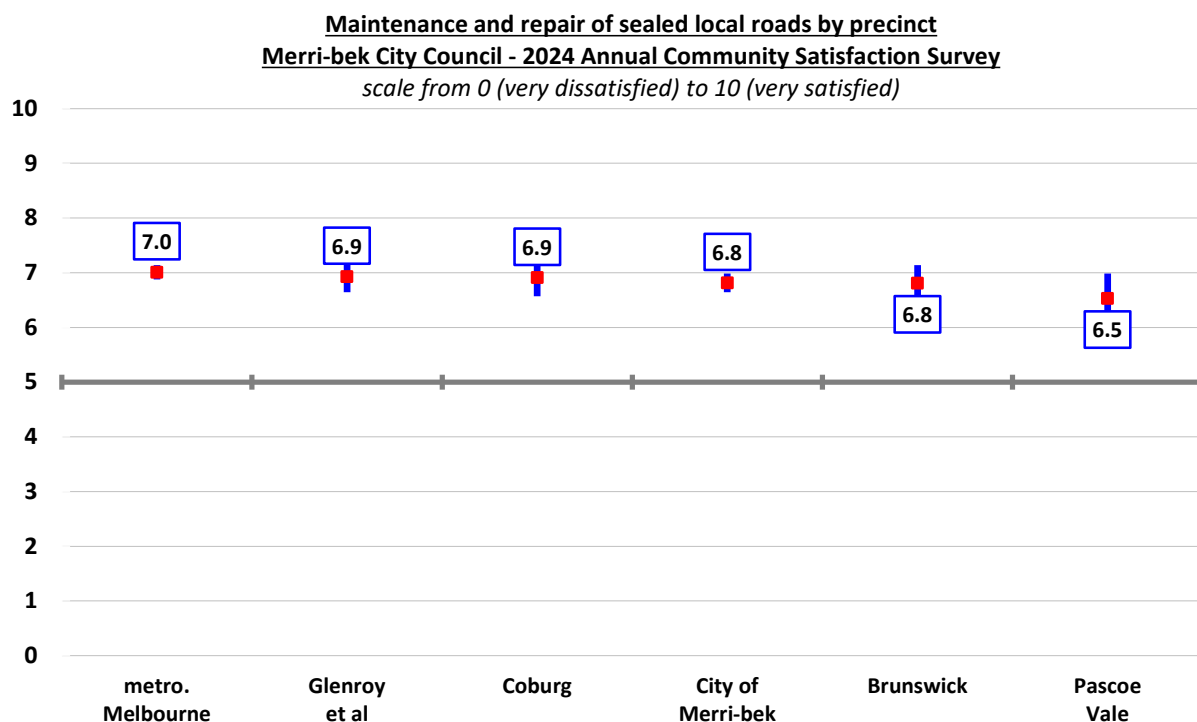
This result comprised 42% “very satisfied” and 11% “dissatisfied” respondents, based on a total sample of 590 of the 601 respondents who provided a satisfaction score this year.

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 (2%) lower 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.

There was no measurable variation in this result observed across the municipality, with respondents from all districts rating satisfaction at “good” levels, although respondents from Pascoe Vale were somewhat (3%) less satisfied than average.



The following table outlines the 56 comments and 55 locations / roads of concern provided by respondents dissatisfied with the maintenance and repair of sealed local roads.

In relation to the streets and roads of concern, it is noted that roads and streets of concern include a mix of state and local government managed roads.

**Reasons for dissatisfaction with maintenance and repairs of sealed local roads**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*(Number of responses)*

Reason	Number
Few / lots of potholes	8
Because they are terrible / not so good / bad / damaged	7
Bumps on the road / unlevelled roads	3
Footpath leveling / uneven footpath	3
Roads not maintained	3
All the roads	2



Heavy traffic	2
Parking is a problem	2
The speed is not under regulation	2
Too busy	2
Holes around the town for 20 years	1
I called them several times for street issues, they don't do anything	1
In relation to the Israel Palestine conflict	1
In terms of nature strips, maintenance of it is not done properly along main roads	1
More streetlight, too dark	1
Never see the Council	1
Noisy roads, emits pollution	1
Not quick enough	1
Poor display in general	1
Put street sweepers more often	1
Rubbish dump hidden	1
Some of the traffic lights in Melville Rd are not long enough for pedestrians and cars drive too fast	1
Somebody's house was broken, because they did an illegal construction, the children couldn't go to school	1
State of the roads	1
Taking too much time on residential streets	1
The gutter always clogs, and water fills the road during rains	1
The people parking on the road are workers at the local shops, not us who are living here	1
The roads are too narrow for the school bus	1
There are potholes on various streets in Hadfield	1
They don't fix the problems	1
Very bad no cleaning	1
Very busy and noisy roads with huge trucks	1
<b>Total</b>	<b>56</b>

*Specific locations identified by respondents*

Ohea St is really degraded / many potholes	2
Potholes in Union St	2
Queens Parade has bumps / potholes / cracks	2
Augustine Terrace speed bumps are a major issue	1
Big trucks on Sussex St	1
Brunswick Rd is bad	1
Coburg, Donne St	1
Damage to roads and concrete spill in Pardy St	1
Fences and parking in Cumberland Rd	1
Frith St is bad	1
Harold St sink hole	1
Holes in Spry St	1
Hutchinson St	1
Internal roads are not resurfaced, Gaffney St, not easy to drive	1
It's incredibly difficult to get out of this street as it is too narrow (Merri St)	1
Lake Ave needs work	1
Long Ave	1
Lot of rough roads mainly in Moreland Rd	1



Lygon St and Hickford St is terrible and poor condition	1
Lyon St has potholes	1
Maintenance takes a very long time; Mutton Rd is not maintained	1
Mantell St	1
Marlborough Rd, no speed bumps and people speed down it a lot	1
Not enough parking on Summit Ave	1
On West St, people park their cars on both sides of the street closer to Woolworths. This causes difficulty in smooth traffic flow. The Council should put up a sign saying 'Keep Clear'	1
Potholes in Elizabeth Rd	1
Potholes on the road near the water park	1
Potholes on Williams St and too narrow for congestion	1
Queens Parade needs bumps	1
Rainer St is bad; gutters and road are uneven	1
Richard St is dirty and needs improvement	1
Road edge is not levelled in Nicholson St	1
Roads are bumpy in Northgate St	1
Roads have many potholes, Nicholson St	1
So many potholes in Hanover St	1
Sussex St is narrow and can't handle the huge trucks. They make bumpy noises every time and it is so scary to drive here as I am always in danger of an accident	1
The road is ripping apart, worst road is Downs St	1
The roads at Lygon St in Brunswick have a lot of potholes	1
The roads like Union St are damaged by gumtrees	1
There are lots of potholes at roads in Oak Park and Coburg	1
There are potholes at John St and nearby streets	1
There are potholes on Hilton St	1
Things not fixed correctly - Bakers Rd	1
Traffic signal Nicholson St. When we have to turn right, we have to wait so long	1
Trees not chopped off - Treloar St	1
Trinity St is fine	1
Union St is bad	1
We have a lot of patches at Belfast St not fixed until now. Lane near here is not fixed and cleaned yet	1
We need a sign for the speed limit in Wilson St	1
Wilson is fine	1
Yes, the road at Wendel St	1
Yes, the roads at Sussex St	1
<b>Total</b>	<b>55</b>
<b>Total responses</b>	<b>111</b>



## Drains maintenance and repairs

Drains maintenance and repairs was the 9<sup>th</sup> most important of the 38 included services and facilities, with an average importance of nine out of 10.

Satisfaction with drains maintenance and repairs was 7.4 out of 10, or a “very good” level of satisfaction.

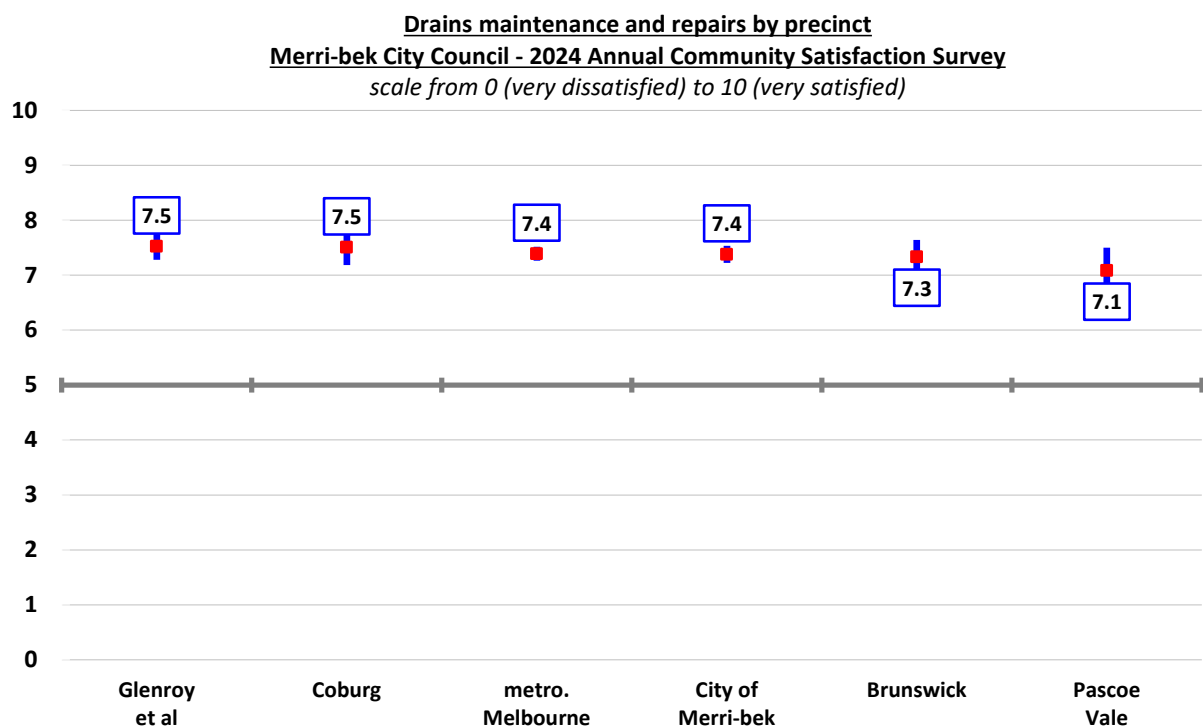
This result rank drains maintenance and repairs 20<sup>th</sup> in terms of satisfaction this year.

This result comprised 54% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 573 of the 601 respondents who provided a satisfaction score this year.

There was no substantial any variation in satisfaction observed by respondent profile.

By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with drains maintenance and repairs 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 Pascoe Vale were somewhat (3%) 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 6<sup>th</sup> most important of the 38 included services and facilities, with an average importance of 9.1 out of 10, and one of seven that was measurably more important than the average of all 38 (8.8).

Satisfaction with footpath maintenance and repairs was 6.9 out of 10, which was a “good” level of satisfaction.

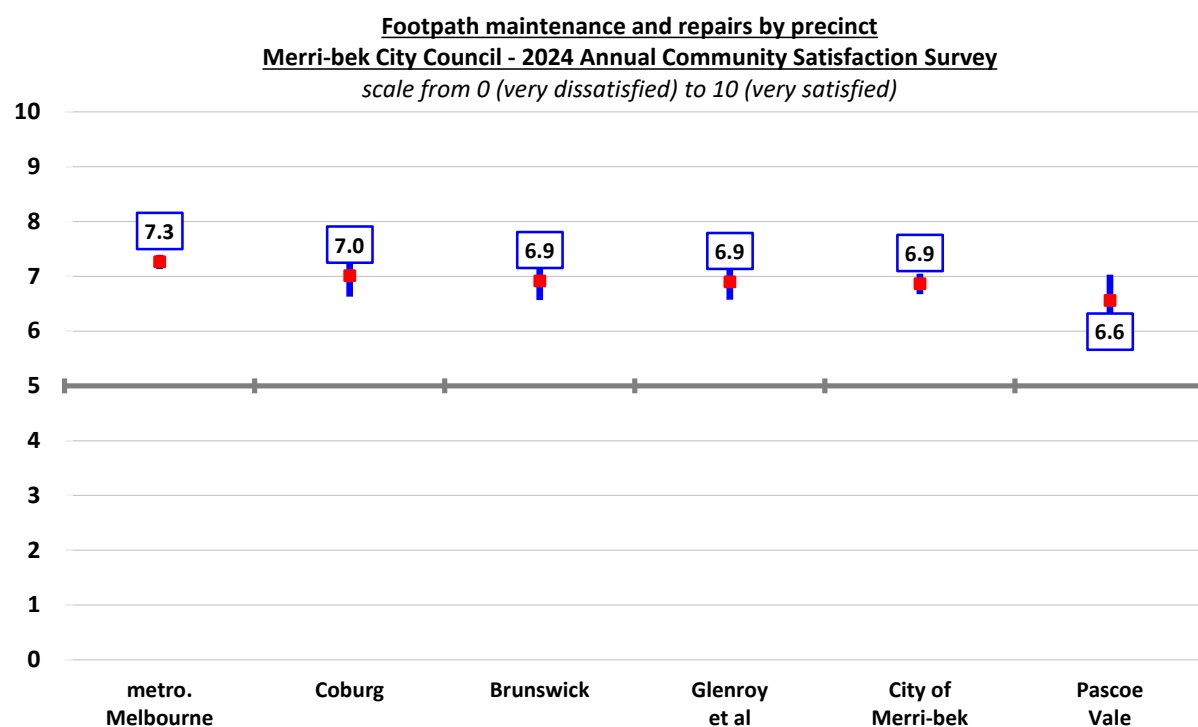
This ranks footpath maintenance and repairs 33<sup>rd</sup> in terms of satisfaction this year and one of seven that received a satisfaction score measurably lower than the average of all 38 (7.4).

This result comprised 46% “very satisfied” and 14% “dissatisfied” respondents based on a total sample of 594 of the 601 respondents who provided a satisfaction score this year.

There was variation in satisfaction observed by respondent profile with older adults (aged 55 to 74 years) notably less satisfied than average.

By way of comparison, this result was measurably (4%) 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 no measurable variation in this result observed across the municipality, with respondents from all precincts rating satisfaction at “good” levels.



## Public Amenities

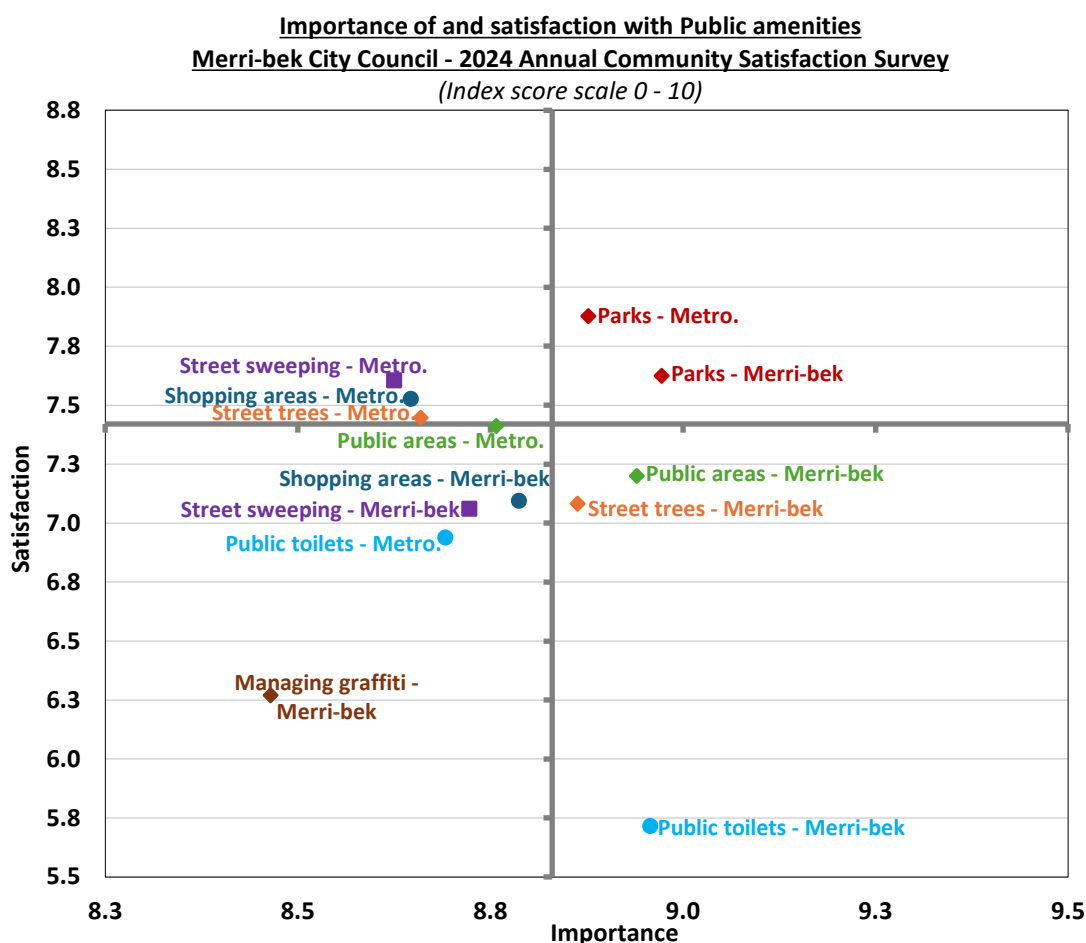
There were seven services and facilities from the Public Amenities division of Council included in the survey this year, as outlined in the following graph.

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

The grey cross hairs represent the Merri-bek average importance (8.8) and average satisfaction (7.6).

It is noted that most of these services recorded marginally to somewhat lower than average satisfaction scores, with particular attention drawn to public toilets (which was ranked last in terms of satisfaction) and Council performance managing the issue of graffiti.

Metropolis Research also notes that many of these services and facilities were somewhat more important in the City of Merri-bek than the metropolitan Melbourne average, and many recorded somewhat lower than metropolitan average satisfaction scores.





## Maintenance and appearance of public areas

The maintenance and appearance of public areas was the 14<sup>th</sup> most important of the 38 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with the maintenance and appearance of public areas was 7.2 out of 10, which was a “good” level of satisfaction.

This ranks these services 24<sup>th</sup> in terms of satisfaction this year.

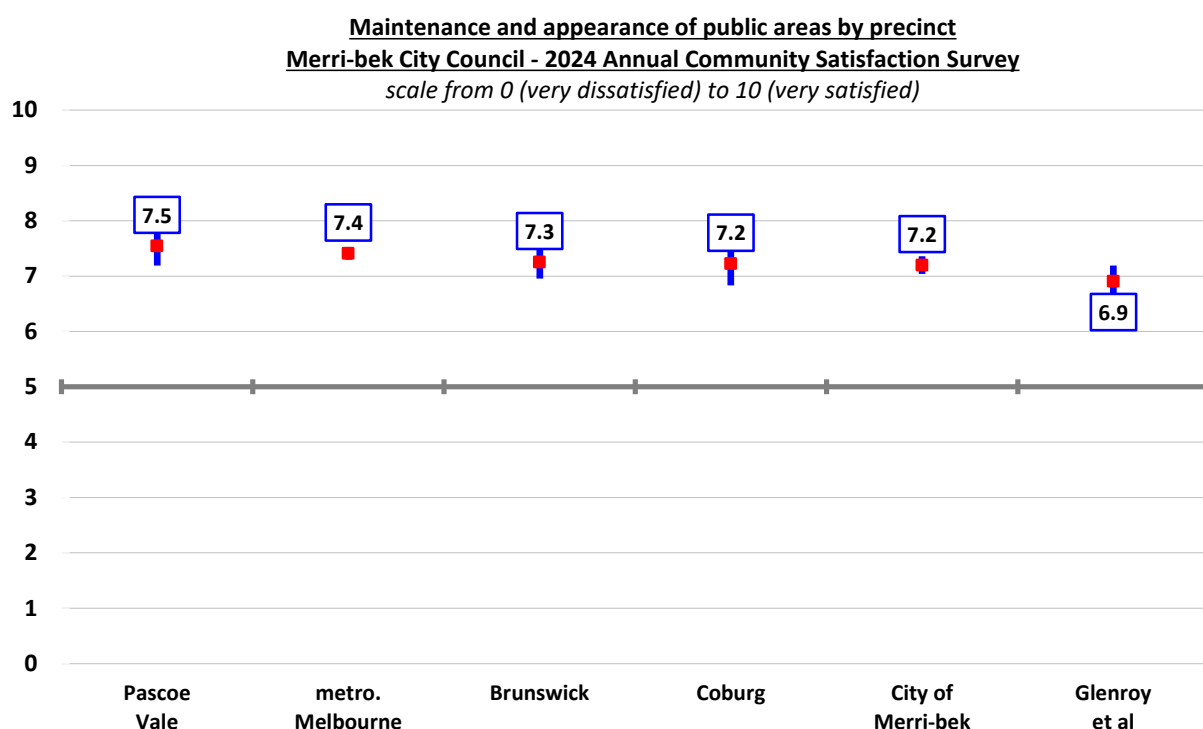
This result comprised 50% “very satisfied” and seven percent “dissatisfied” respondents based on a total sample of 591 of the 601 respondents who provided a satisfaction score this year.

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.

By way of comparison, this result was marginally lower than 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 Pascoe Vale were somewhat (3%) more satisfied than average, and at a “very good” rather than “good” level of satisfaction.

By contrast, respondents from Glenroy et al were somewhat (3%) less satisfied than average.



## Maintenance and cleaning of strip shopping areas

The maintenance and cleaning of strip shopping areas was the 25<sup>th</sup> most important of the 38 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with the maintenance and cleaning of strip shopping areas was 7.1 out of 10 this year, which was a “good” level of satisfaction.

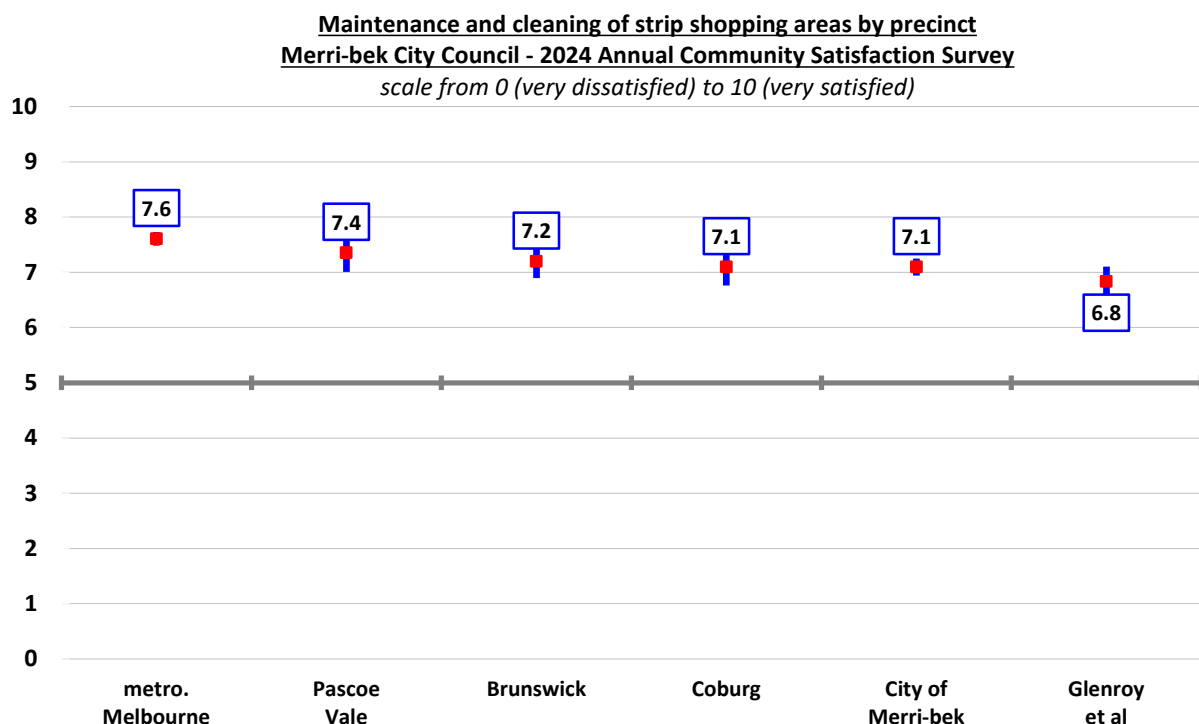
This ranks the maintenance and cleaning of strip shopping areas 27<sup>th</sup> in terms of satisfaction this year.

This result comprised 45% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 577 of the 601 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.

By way of comparison, this result was measurably (5%) 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.

There was no measurable variation observed across the municipality. It is noted, however, that respondents from Pascoe Vale were somewhat (3%) more satisfied than average, and at a “very good” rather than “good” level of satisfaction, whilst respondents from Glenroy et al were somewhat (3%) less satisfied, although still at a “good” level.



## The provision and maintenance of street trees

The provision and maintenance of street trees was the 22<sup>nd</sup> most important of the 38 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with the provision and maintenance of street trees was 7.1 out of 10, which was a “good” level of satisfaction.

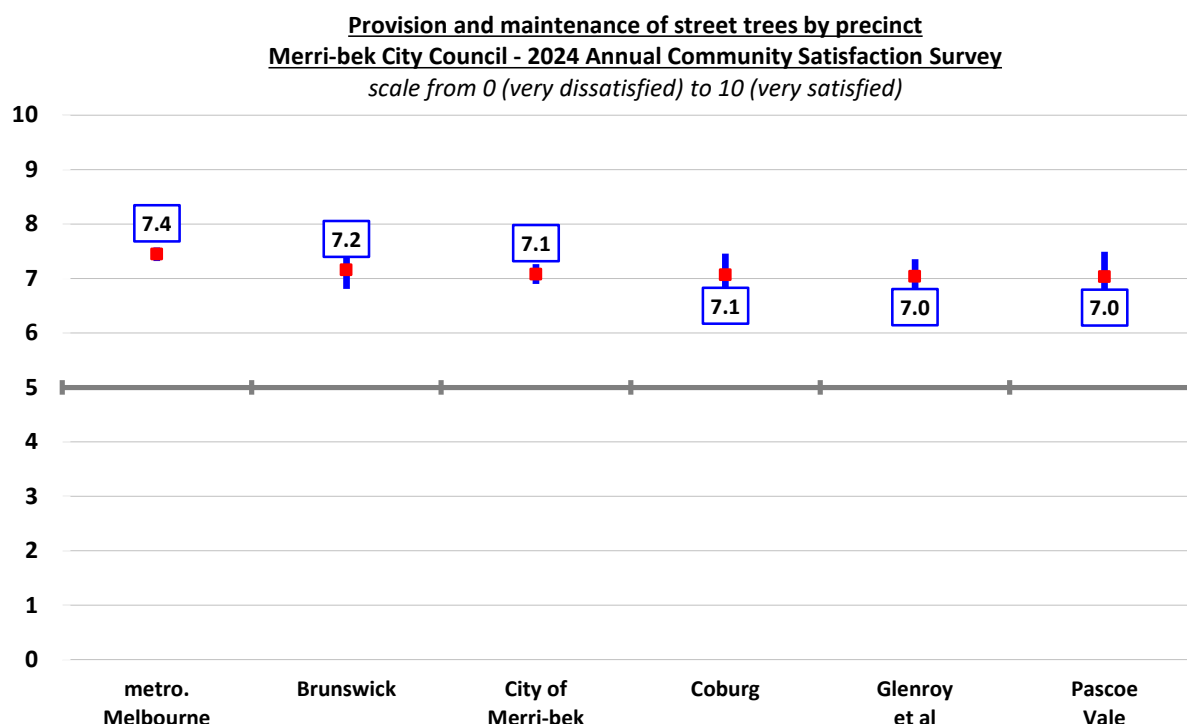
This ranks the provision and maintenance of street trees 28<sup>th</sup> in terms of satisfaction this year.

This result comprised 49% “very satisfied” and 11% “dissatisfied” respondents, based on a total sample of 584 of the 601 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 measurably (3%) lower than the metropolitan Melbourne average satisfaction with the provision and maintenance of street trees of 7.4 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 precincts rating satisfaction at “good” levels.



## Street sweeping

Street sweeping was the 26<sup>th</sup> most important of the 38 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with street sweeping was 7.1 out of 10, which was a “good” level of satisfaction.

This ranks street sweeping 30<sup>th</sup> in terms of satisfaction this year.

This result comprised 48% “very satisfied” and 11% “dissatisfied” respondents, based on a total sample of 569 of the 601 respondents who provided a satisfaction score this year.

There was variation in satisfaction observed by respondent profile with young adults (aged 15 to 34 years) notably more, and middle-aged adults (aged 45 to 54 years) notably less, satisfied than average.

By way of comparison, this result was measurably (5%) lower than the metropolitan Melbourne average satisfaction with street sweeping of 7.6 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 Pascoe Vale were notably (4%) more satisfied than average, and at a “very good” rather than “good” level of satisfaction.



## Provision and maintenance of parks and gardens

The provision and maintenance of parks and gardens was the 12<sup>th</sup> most important of the 38 included services and facilities, with an average importance of nine out of 10.

Satisfaction with the provision and maintenance of parks and gardens was 7.6 out of 10, which was a “very good” level of satisfaction.

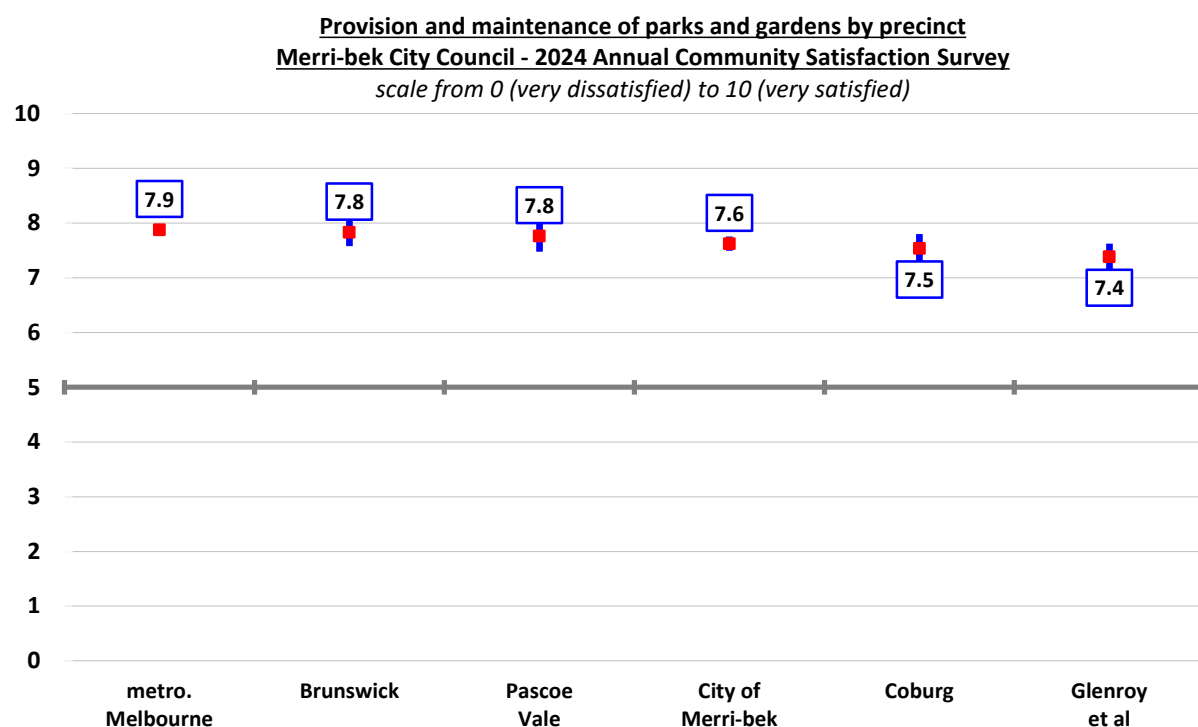
This ranks the provision and maintenance of parks and gardens 15<sup>th</sup> in terms of satisfaction this year.

This result comprised 59% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 575 of the 601 respondents who provided a satisfaction score this year.

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

By way of comparison, this result was measurably (3%) lower than 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.

Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Brunswick and Pascoe Vale were marginally (2%) more satisfied than average, and at “excellent” rather than “very good” levels of satisfaction.



## Public toilets

Public toilets were the 13<sup>th</sup> most important of the 38 included services and facilities, with an average importance of nine out of 10.

Satisfaction with public toilets was 5.7 out of 10, which was a “poor” level of satisfaction.

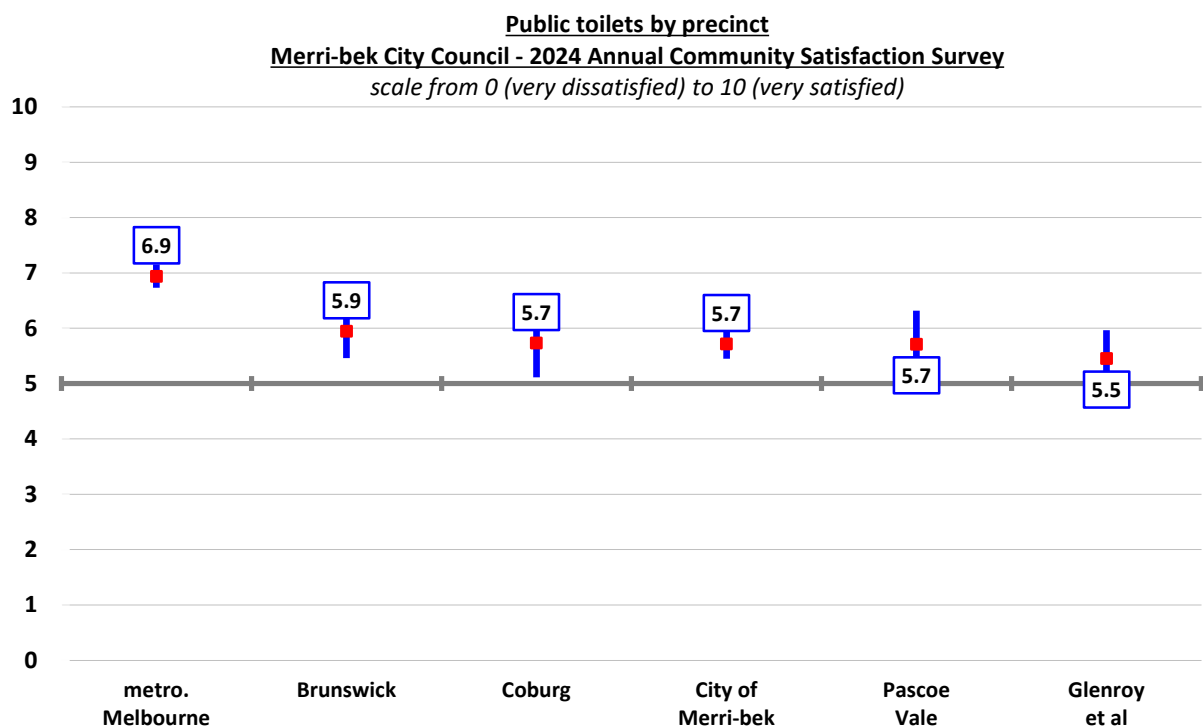
This ranks public toilets last (38<sup>th</sup>) in terms of satisfaction this year and one of seven that received a satisfaction score measurably lower than the average of all 38 (7.4).

This result comprised 21% “very satisfied” and 28% “dissatisfied” respondents, based on a total sample of 246 of the 250 respondents (42%) from households who had used these facilities in the last 12 months.

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.

By way of comparison, this result was measurably (12%) lower than the metropolitan Melbourne average satisfaction with public toilets of 6.9 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 precincts rating satisfaction at “poor” levels.





## Council efforts managing the issue of graffiti

Council efforts managing the issue of graffiti were the 34<sup>th</sup> most important of the 38 included services and facilities, with an average importance of 8.5 out of 10 and one of seven that was measurably less important than the average of all 38 (8.8).

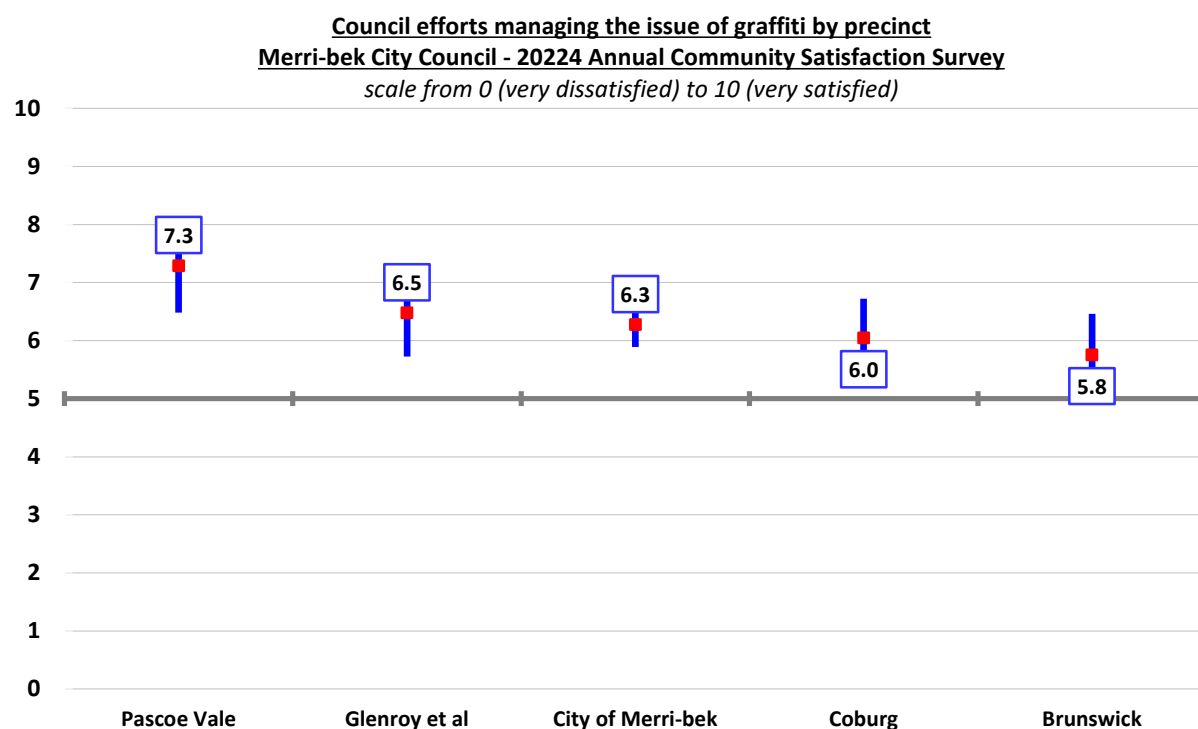
Satisfaction with Council efforts managing the issue of graffiti was 6.3 out of 10 this year, which was a “solid” level of satisfaction.

This ranks Council efforts managing the issue of graffiti 37<sup>th</sup> in terms of satisfaction this year, and one of seven that received a satisfaction score measurably lower than the average of all 38 (7.4).

This result comprised 34% “very satisfied” and 20% “dissatisfied” respondents, based on a total sample of 156 of the 157 respondents (26%) from households who had used these services in the last 12 months.

Given the small sample size of just 156 respondents, there was no significant variation in satisfaction observed by age structure. It was noted, however, that female respondents were notably less satisfied than male respondents.

Whilst there was no measurable variation observed across the municipality, it is noted that 30 respondents from Pascoe Vale rated satisfaction at a “very good” level, whilst 61 respondents from Brunswick rated satisfaction at a “poor” level.



## Waste

There were six services from the Waste Division of Council included in the survey this year.

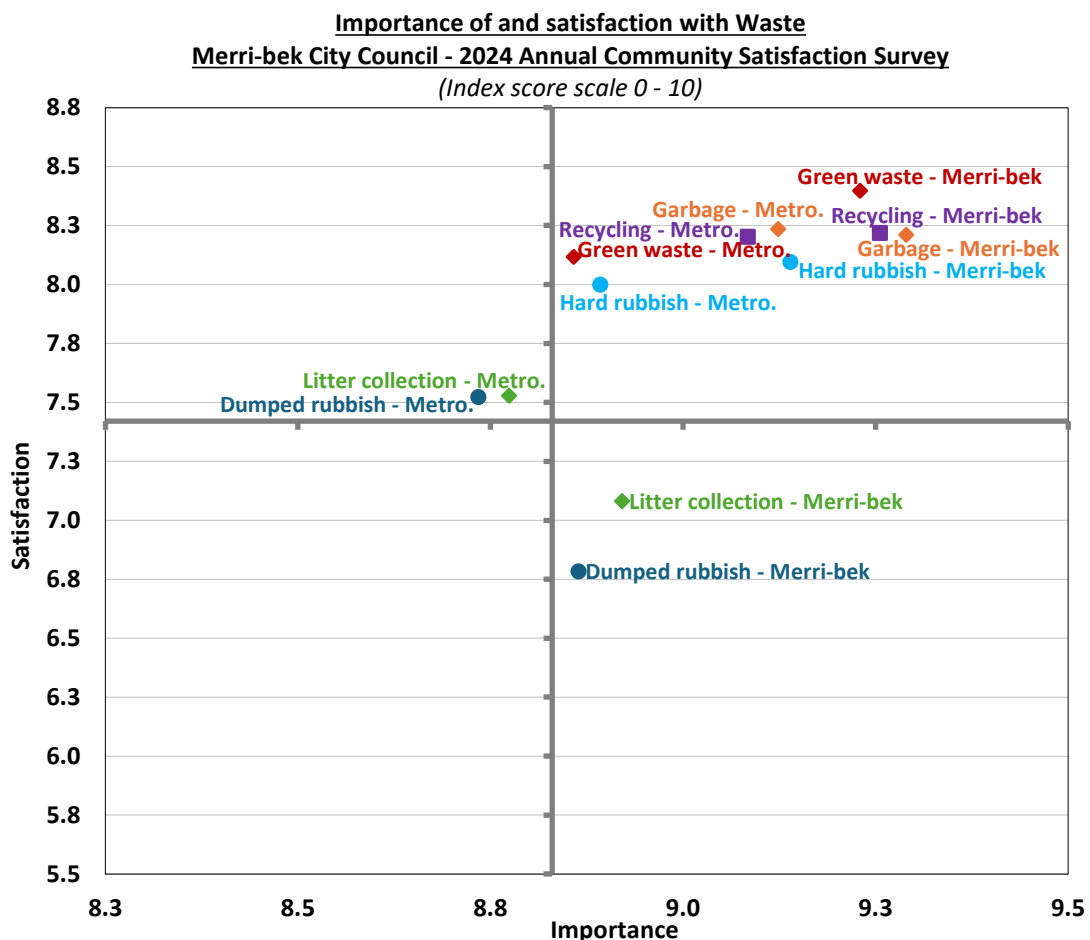
The graph displays the average importance of each of these services and facilities as well as the average satisfaction. The grey cross hairs represent the Merri-bek average importance (8.8) and average satisfaction (7.6).

This included the four kerbside collection services (garbage, recycling, fogo, and hard rubbish), as well the two cleaning services (litter collection in public areas and the management of dumped rubbish).

Metropolis Research notes that the four kerbside collection services were all of higher-than-average importance, and all received significantly higher than average satisfaction scores. This is an important finding, as it highlights how well Council is performing providing high quality service for the services that the community consider the most important.

Both the cleaning services, however, were of higher-than-average importance, but both received lower than average satisfaction scores.

This is one of the themes observed in the results this year, with concerns around footpaths, litter collection, managing graffiti, managing dumped rubbish, and other cleaning and maintenance related services and facilities of greater than average concern in in Merri-bek.



## Waste management

The following graph provides time series for satisfaction with waste management.

Metropolis Research notes that the previous survey provider included a more general question around “how well Council manages waste”, whilst the 2024 result is the average satisfaction with the four kerbside collection services.

It is our experience that the generalised question will under-report satisfaction with individual kerbside collection services.

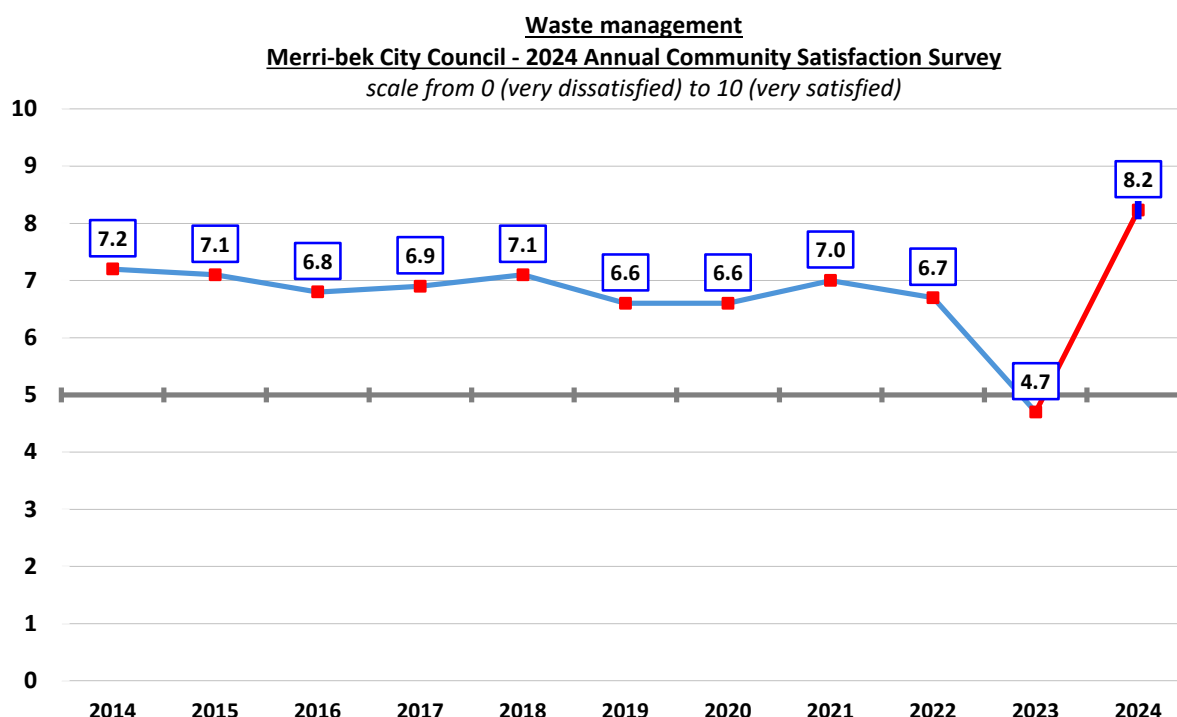
Metropolis Research also notes the satisfaction increased from the extremely poor 4.7 recorded last year, up 35% from 4.7 or “extremely poor” to 8.2 or “excellent”.

This result was measurably above the long-term average satisfaction since 2014 of 6.8 or “good”.

Metropolis Research notes that satisfaction with Council’s management of waste declined 20% in 2023, apparently due to concerns around kerbside collection issues in the municipality.

Whilst conscious of the change in methodology, including the significant change to how this number was calculated in the new survey program, it is clearly the case that community satisfaction with Council’s kerbside collection services has recovered significantly from this unusually poor result in 2023.

Metropolis Research notes that if kerbside collection remained of significant concern to the Merri-bek community, this would have been apparent in the [issues to address](#) section. Rubbish and waste issues were nominated by eight percent of respondents in 2024, just two percent higher than the metropolitan Melbourne average of six percent.



## Regular garbage collection

The regular garbage collection was the most (1<sup>st</sup>) important of the 38 included services and facilities, with an average importance of 9.3 out of 10, and one of seven that was measurably more important than the average of all 38 (8.8).

Metropolis research notes that there was an error on the 2024 survey form that referred to the regularly fortnightly (rather than weekly) garbage collection. This error may potentially have exerted a mildly negative impact on satisfaction.

Satisfaction with the regular garbage collection was 8.2 out of 10 this year, which was an “excellent” level of satisfaction.

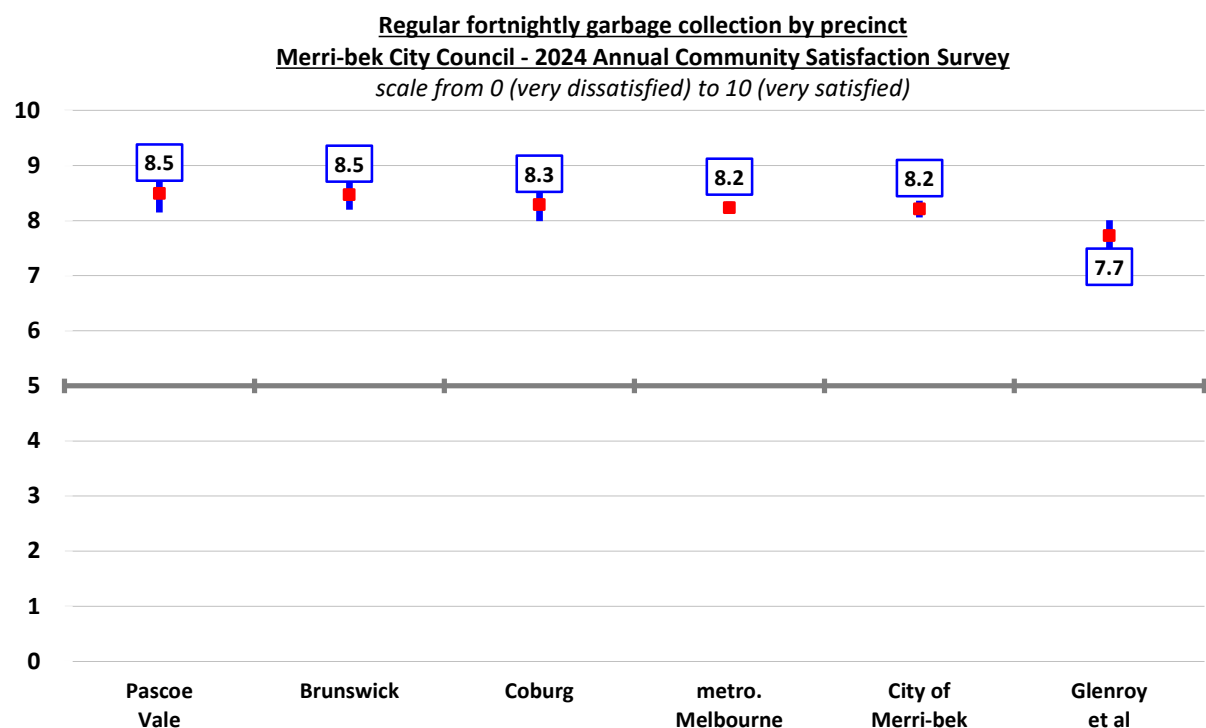
This ranks regular the garbage collection 4<sup>th</sup> in terms of satisfaction this year and one of five that received a satisfaction score measurably higher than the average of all 38 (7.4).

This result comprised 73% “very satisfied” and four percent “dissatisfied” respondents based on a total sample of 585 of the 601 respondents who provided a satisfaction score this year.

There was variation in satisfaction observed by respondent profile with older adults (aged 55 to 74 years) notably more satisfied than average.

By way of comparison, this result was identical to 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 observed across the municipality, respondents from Glenroy et al were notably (5%) less satisfied than average, and at a “very good” rather than an “excellent” level of satisfaction.



## Regular fortnightly recycling

The regular fortnightly recycling was the 2<sup>nd</sup> most important of the 38 included services and facilities, with an average importance of 9.3 out of 10, and one of seven that was measurably more important than the average of all 38 (8.8).

Satisfaction with the regular fortnightly recycling was 8.2 out of 10 this year, which was an “excellent” level of satisfaction.

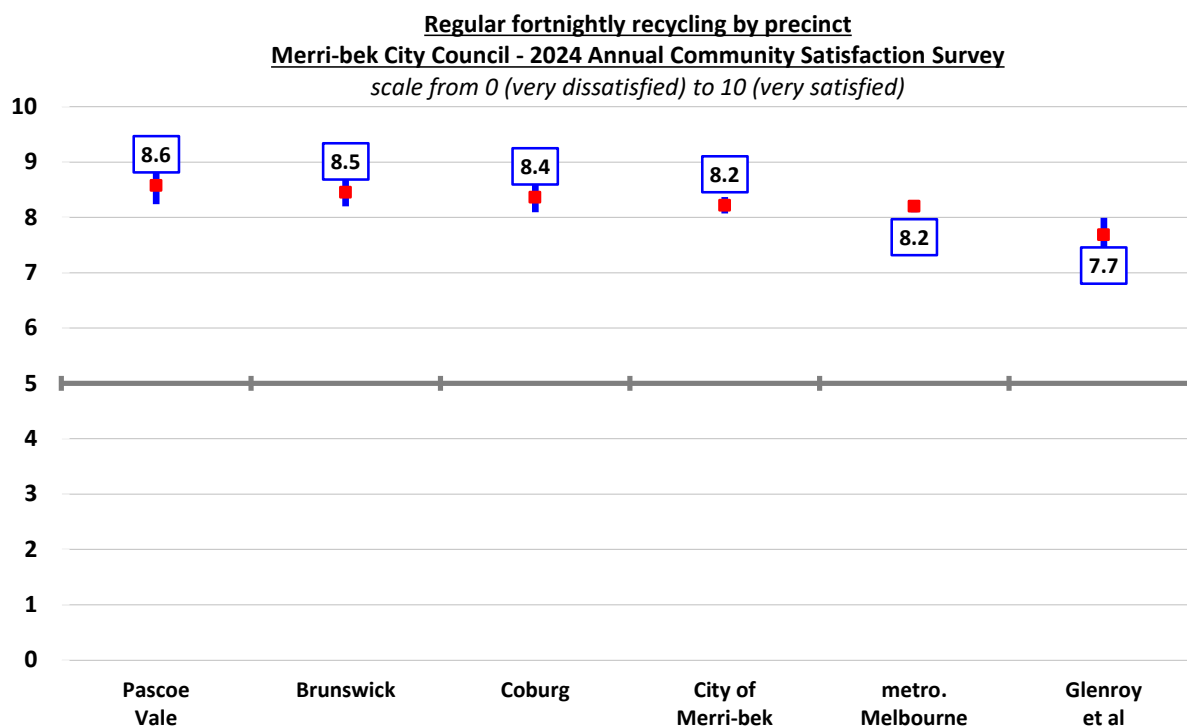
This ranks the regular fortnightly recycling 3<sup>rd</sup> in terms of satisfaction this year and one of five that received a satisfaction score measurably higher than the average of all 38 (7.4).

This result comprised 73% “very satisfied” and three percent “dissatisfied” respondents based on a total sample of 569 of the 601 respondents who provided a satisfaction score this year.

There was variation in satisfaction observed by respondent profile with older adults (aged 55 to 74 years) notably more satisfied than average.

By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with regular recycling of 8.2 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 Glenroy et al were notably (5%) less satisfied than average, and at a “very good” rather than an “excellent” level of satisfaction.



## Regular weekly food and green waste collection

The regular weekly food and green waste collection was the 3<sup>rd</sup> most important of the 38 included services and facilities, with an average importance of 9.2 out of 10, and one of seven that was measurably more important than the average of all 38 (8.8).

Satisfaction with the regular weekly food and green waste collection was 8.4 out of 10, which was an “excellent” level of satisfaction.

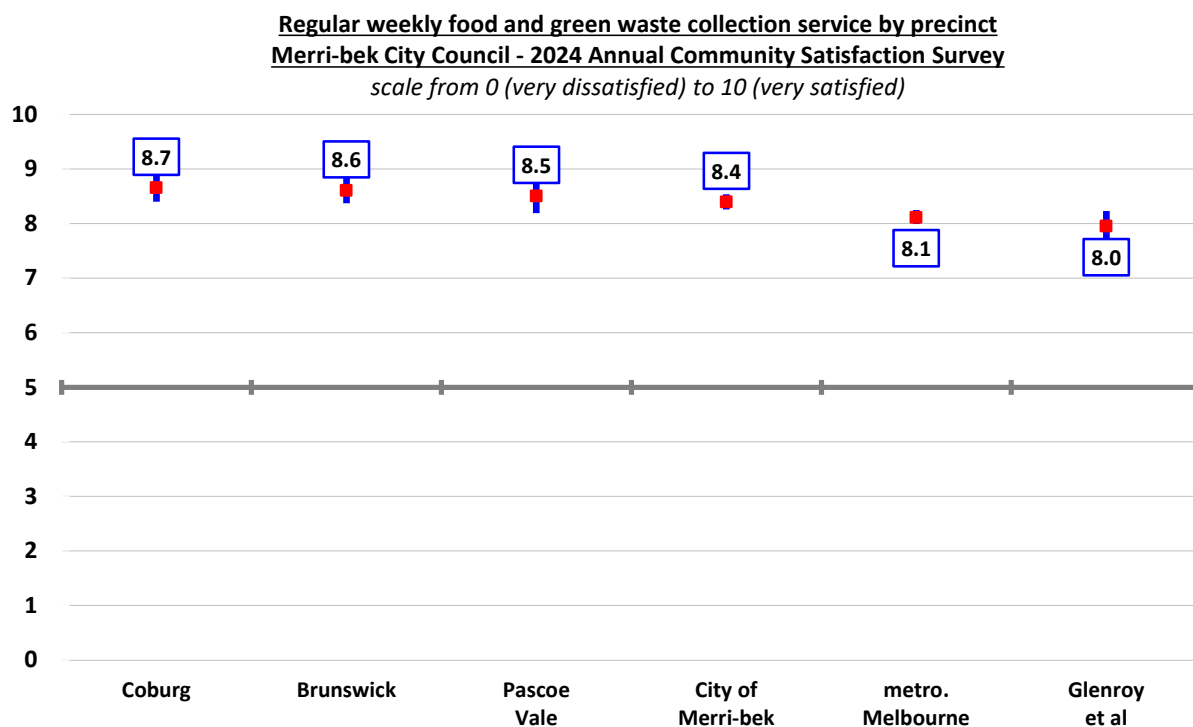
This ranks the regular weekly food and green waste collection 2<sup>nd</sup> in terms of satisfaction this year, and one of five that received a satisfaction score measurably higher than the average of all 38 (7.4).

This result comprised 78% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 577 of the 601 respondents who provided a satisfaction score this year.

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

By way of comparison, this result was measurably (3%) 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 no measurable variation in this result observed across the municipality, with respondents from all precincts rating satisfaction at “excellent” levels.





## Bookable hard rubbish service

The bookable hard rubbish service was the 5<sup>th</sup> most important of the 38 included services and facilities, with an average importance of 9.1 out of 10, and one of seven that was measurably more important than the average of all 38 (8.8).

Satisfaction with the bookable hard rubbish service 8.1 out of 10, which was an “excellent” level of satisfaction.

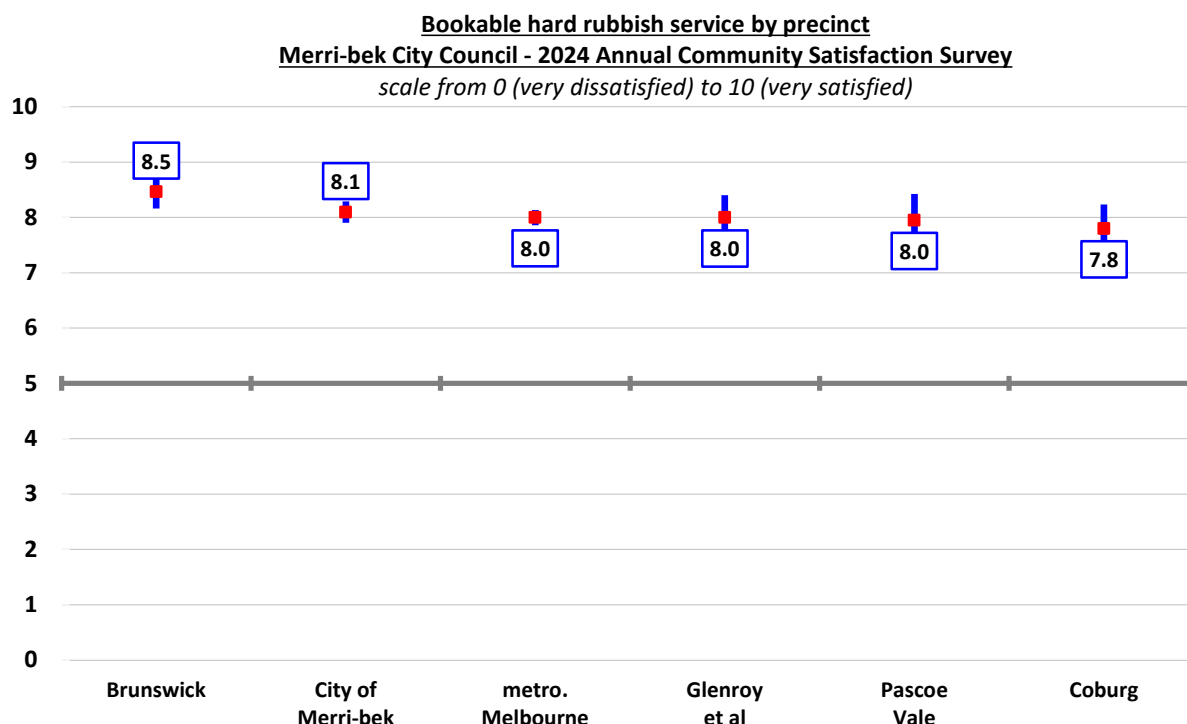
This ranks the bookable hard rubbish service 5<sup>th</sup> in terms of satisfaction this year and one of five that received a satisfaction score measurably higher than the average of all 38 (7.4).

This result comprised 72% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 315 of the 320 respondents (53%) from households who had used these services in the last 12 months.

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 hard rubbish service of eight 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 precincts rating satisfaction at “excellent” levels.



## Litter collection in public areas

Litter collection in public areas was the 16<sup>th</sup> most important of the 38 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with litter collection in public areas was 7.1 out of 10, which was a “good” level of satisfaction.

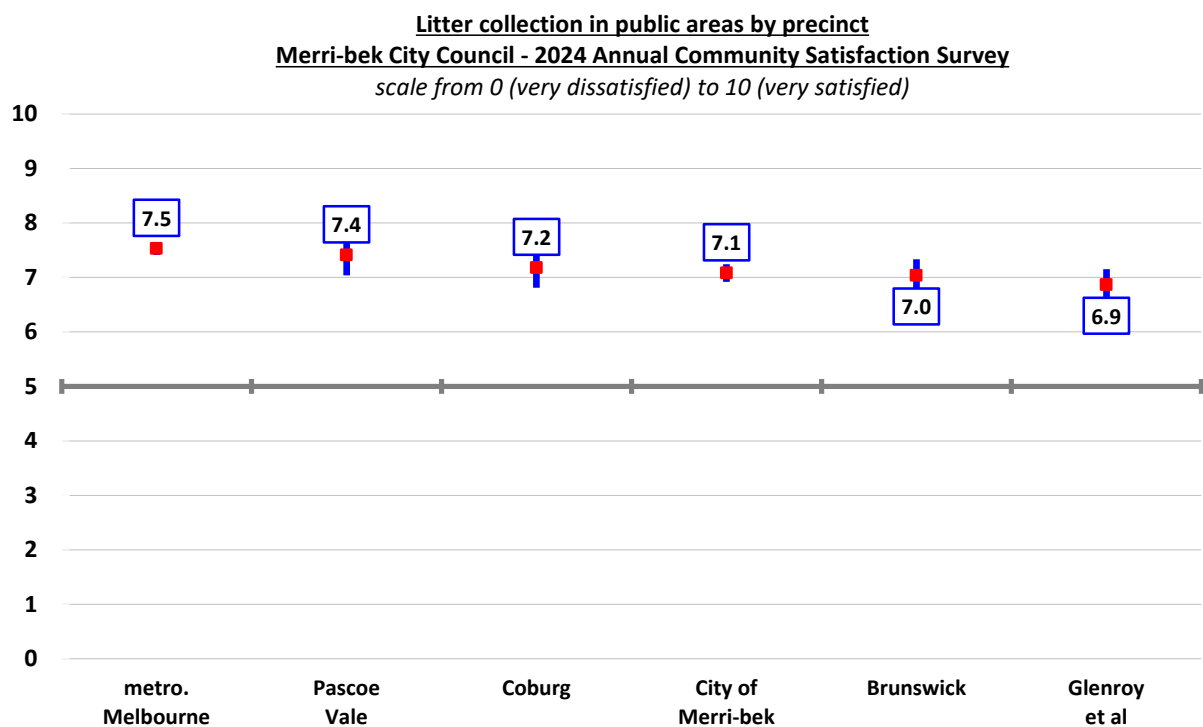
This ranks litter collection in public areas 29<sup>th</sup> in terms of satisfaction this year.

This result comprised 47% “very satisfied” and nine percent “dissatisfied” respondents based on a total sample of 586 of the 601 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.

By way of comparison, this result was measurably (4%) lower than 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.

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



## Management of illegally dumped rubbish

The management of illegally dumped rubbish was the 21<sup>st</sup> most important of the 38 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with the management of illegally dumped rubbish was 6.8 out of 10, which was a “good” level of satisfaction.

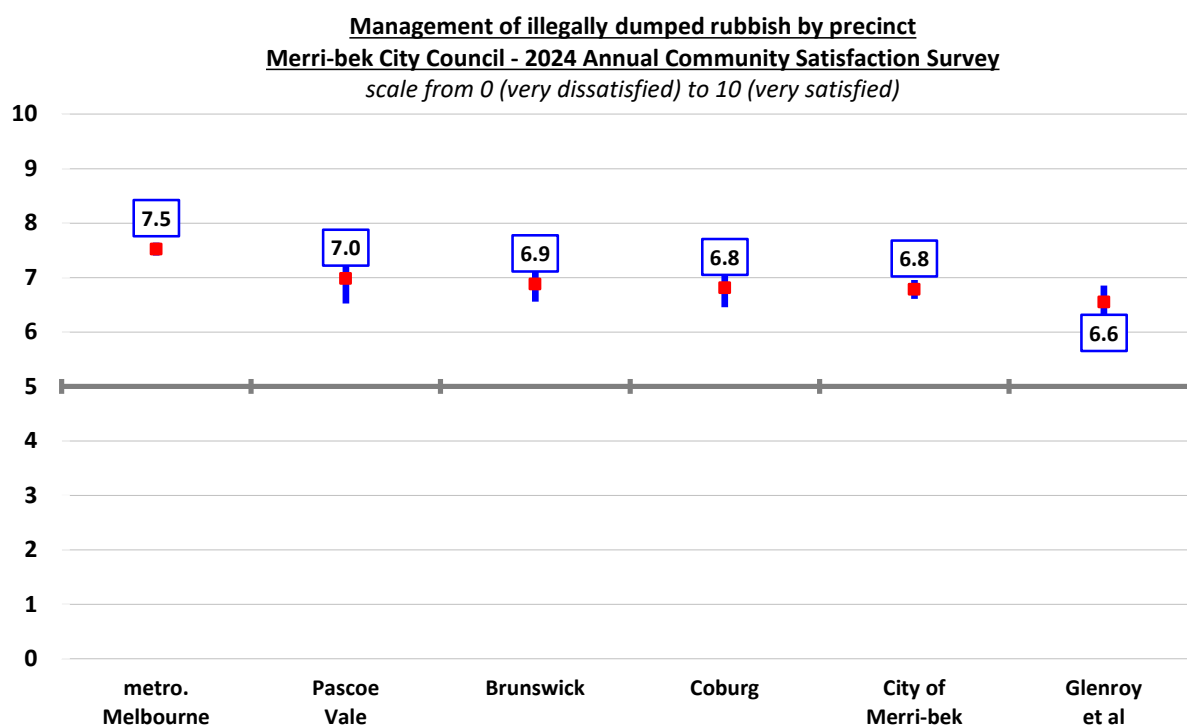
This ranks the management of illegally dumped rubbish 36<sup>th</sup> in terms of satisfaction this year and one of seven that received a satisfaction score measurably lower than the average of all 38 (7.4).

This result comprised 40% “very satisfied” and 12% “dissatisfied” respondents, based on a total sample of 556 of the 601 respondents who provided a satisfaction score this year.

There was variation in satisfaction observed by respondent profile with middle-aged adults (aged 45 to 59 years) notably less satisfied than average.

By way of comparison, this result was measurably (7%) 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.

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



## Community Safety

There were five services and facilities from the Community Safety Division of Council included in the survey this year.

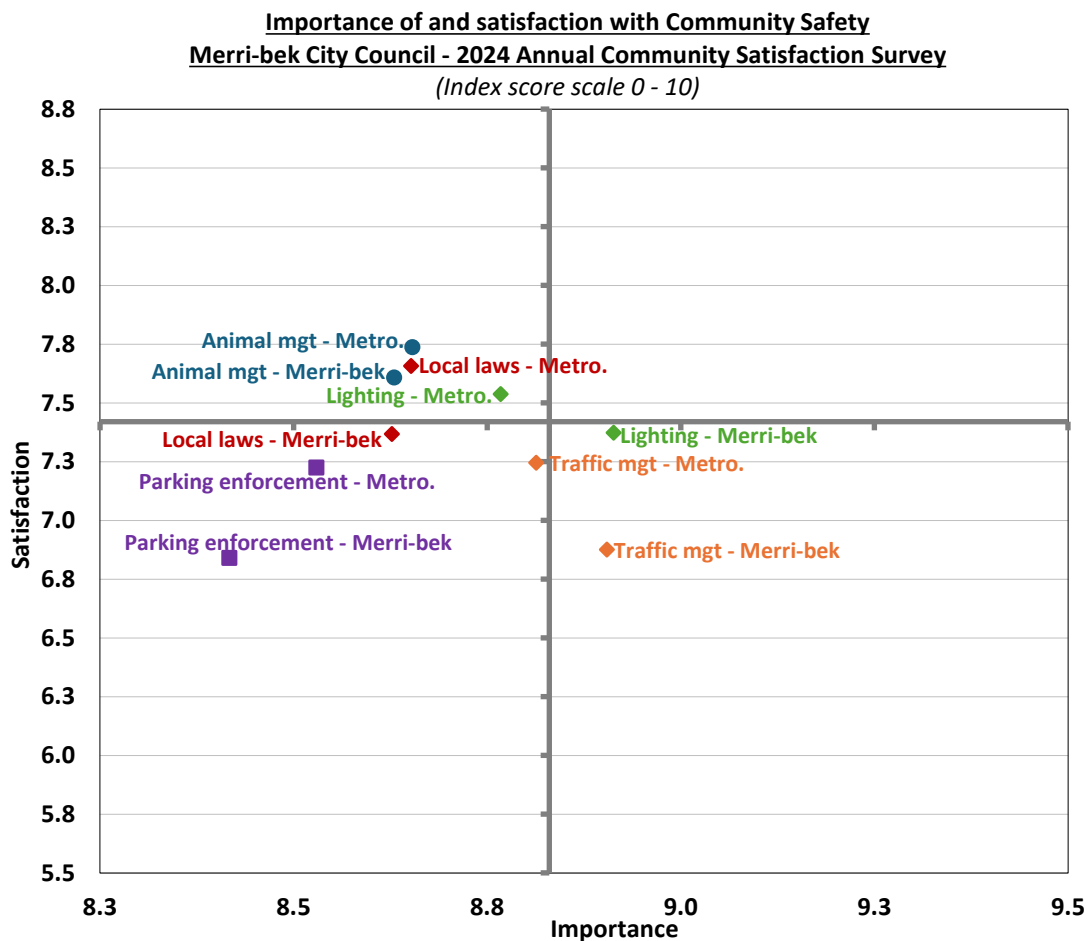
The graph displays the average importance of each of these services and facilities as well as the average satisfaction.

The grey cross hairs represent the Merri-bek average importance (8.8) and average satisfaction (7.6).

Five of these seven services and facilities were of lower-than-average importance, with local traffic management and lighting recording higher-than-average importance.

Satisfaction with most of these services and facilities received approximately average satisfaction scores, although it is noted that parking enforcement and local traffic management recorded notably lower than average satisfaction scores, and both at levels lower than the metropolitan average.

Metropolis Research notes that this basic pattern of importance and satisfaction was broadly consistent with results observed elsewhere.



## Street lighting

Street lighting was the 17<sup>th</sup> most important of the 38 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with street lighting was 7.4 out of 10, which was a “very good” level of satisfaction.

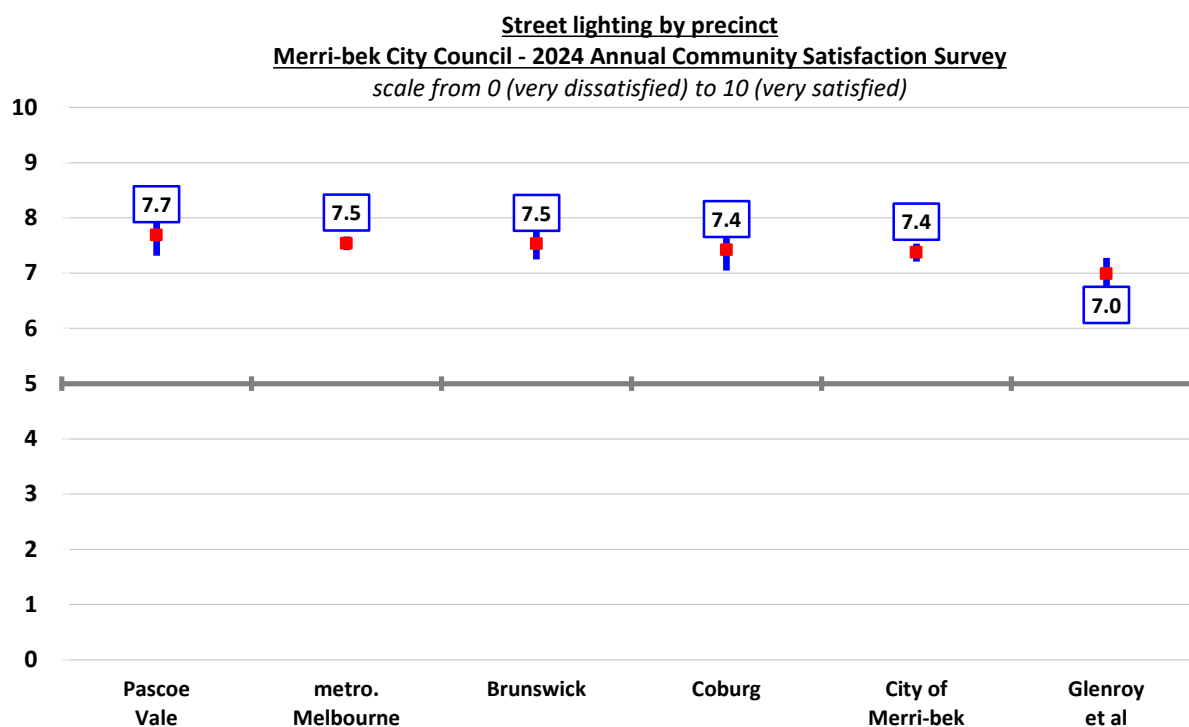
This ranks street lighting 21<sup>st</sup> in terms of satisfaction this year.

This result comprised 54% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 586 of the 601 respondents who provided a satisfaction score this year.

There was variation in satisfaction observed by respondent profile with older adults (aged 55 to 74 years) notably more satisfied than average, and respondents from multilingual households notably less satisfied than respondents from English-speaking households.

By way of comparison, this result was marginally (1%) lower 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 observed across the municipality, it is noted that respondents from Glenroy et al were notably (4%) less satisfied than average, and at a “good” rather than a “very good” level of satisfaction.



## Animal management

Animal management was the 28<sup>th</sup> most important of the 38 included services and facilities, with an average importance of 8.6 out of 10.

Satisfaction with animal management was 7.6 out of 10, which was a “very good” level of satisfaction.

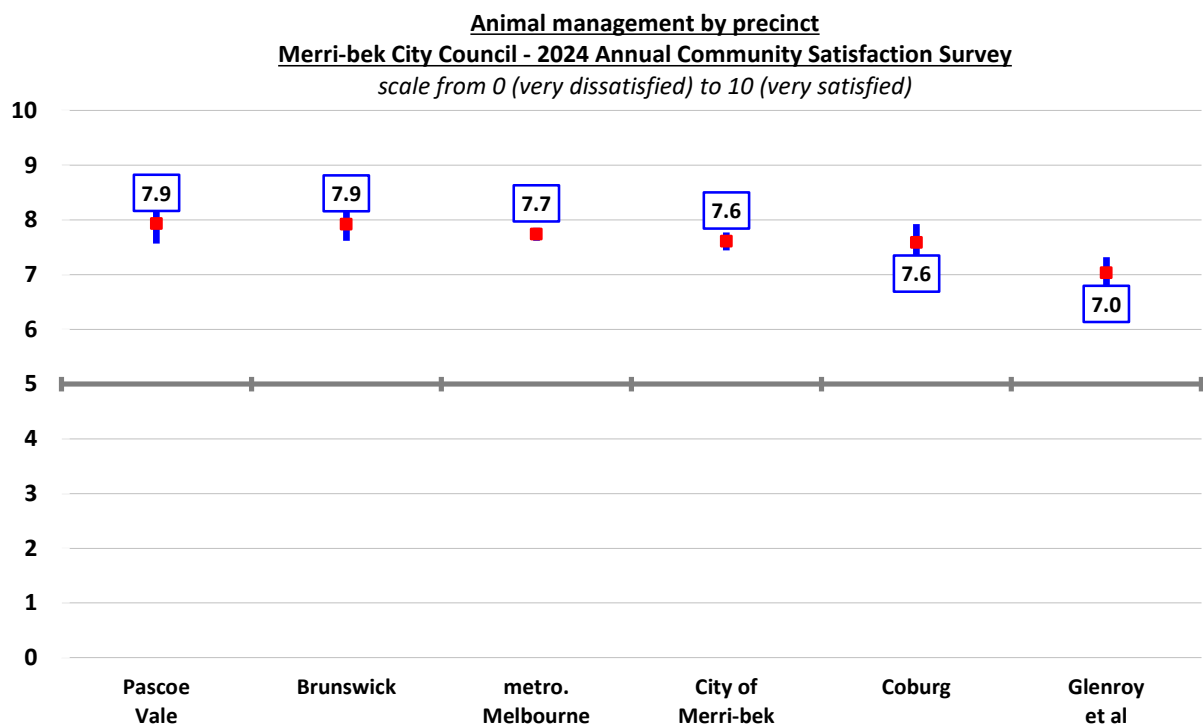
This ranks animal management 17<sup>th</sup> in terms of satisfaction this year.

This result comprised 60% “very satisfied” and four percent “dissatisfied” respondents based on a total sample of 459 of the 601 respondents who provided a satisfaction score this year.

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

By way of comparison, this result was marginally (1%) lower than the metropolitan Melbourne average satisfaction with animal management of 7.7 out of 10, as recorded in the 2024 *Governing Melbourne* research.

There was measurable variation observed across the municipality, with respondents from Glenroy et al measurably (6%) less satisfied than average, and at a “good” rather than “very good” level of satisfaction.





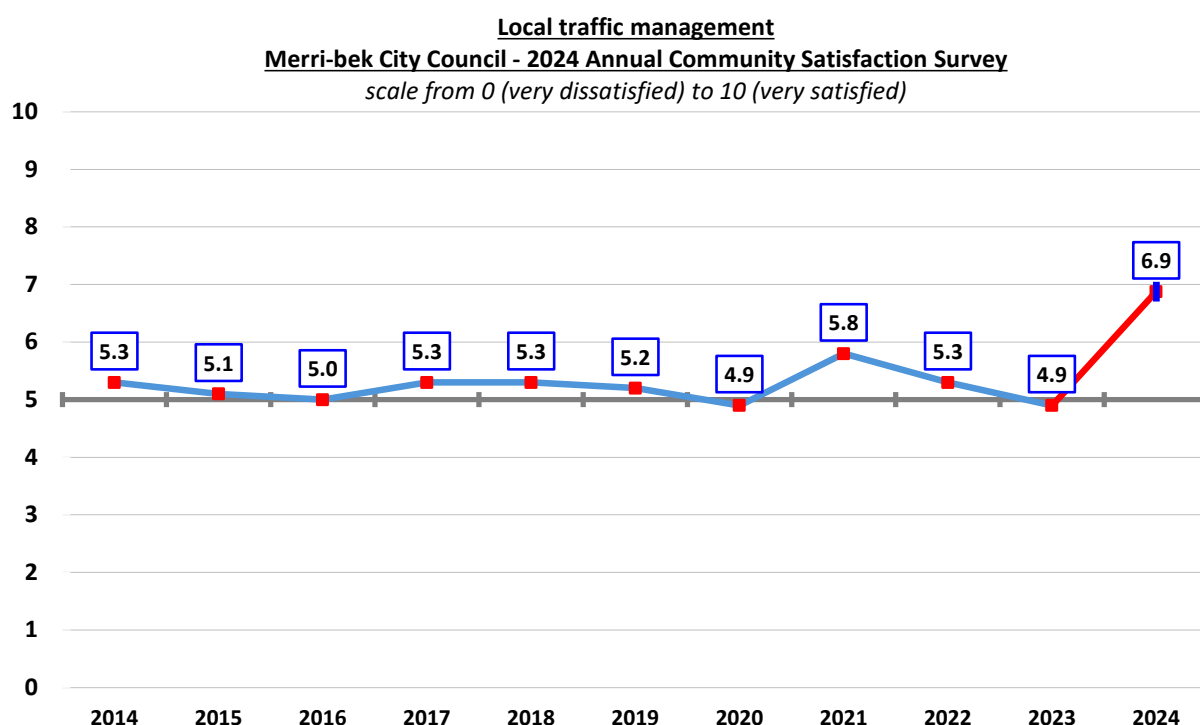
## Local traffic management

Local traffic management was the 18<sup>th</sup> most important of the 38 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with local traffic management increased measurably and significantly this year, up 20% from the unusually low 4.9 out of 10 recorded last year to 6.9 or “good” this year.

This result was also measurably and significantly (17%) above the long-term average from 2014 of 5.4 or “very poor”.

Metropolis Research notes that the previous survey was conducted by a different survey provider, using a different methodology, and asking significantly fewer questions.



This ranks local traffic management 32<sup>nd</sup> in terms of satisfaction this year and one of seven that received a satisfaction score measurably lower than the average of all 38 (7.4).

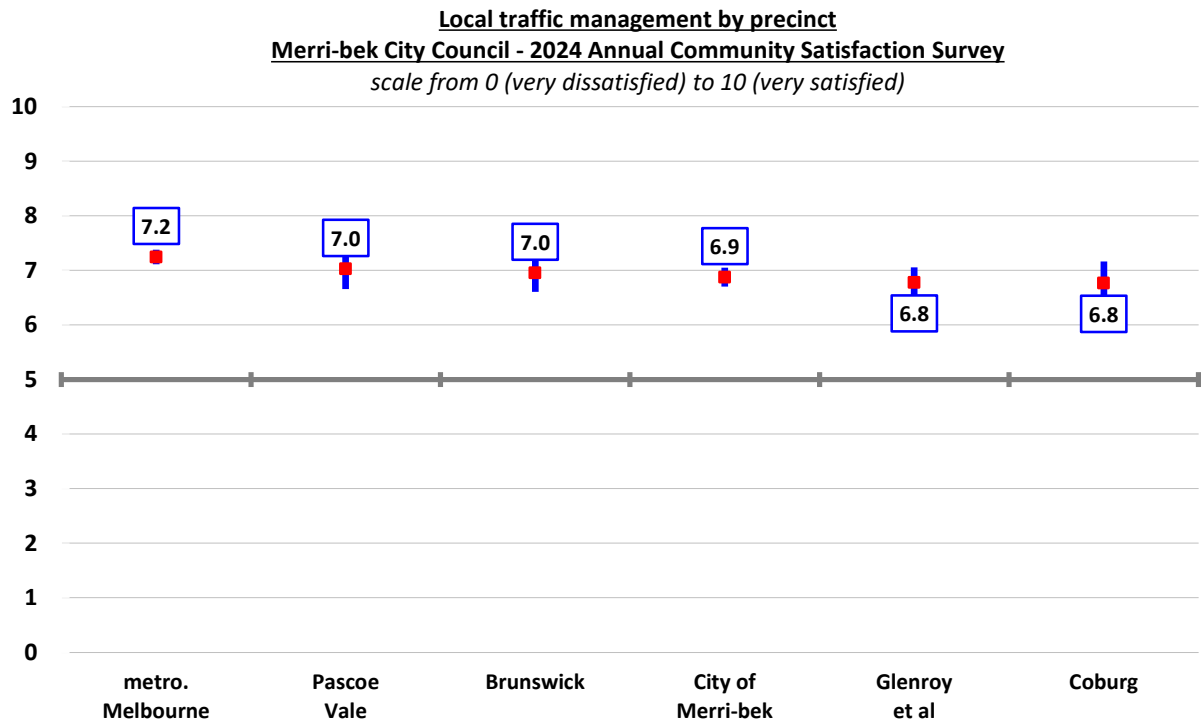
This result comprised 42% “very satisfied” and 12% “dissatisfied” respondents, based on a total sample of 571 of the 601 respondents who provided a satisfaction score this year.

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

By way of comparison, this result was notably (3%) lower than the metropolitan Melbourne average satisfaction with local traffic management of 6.9 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 “good” levels.



## Parking enforcement

Parking enforcement was the 36<sup>th</sup> most important of the 38 included services and facilities, with an average importance of 8.4 out of 10 and one of seven that was measurably less important than the average of all 38 (8.8).

Satisfaction with parking enforcement was 6.8 out of 10, which was a “good” level of satisfaction.

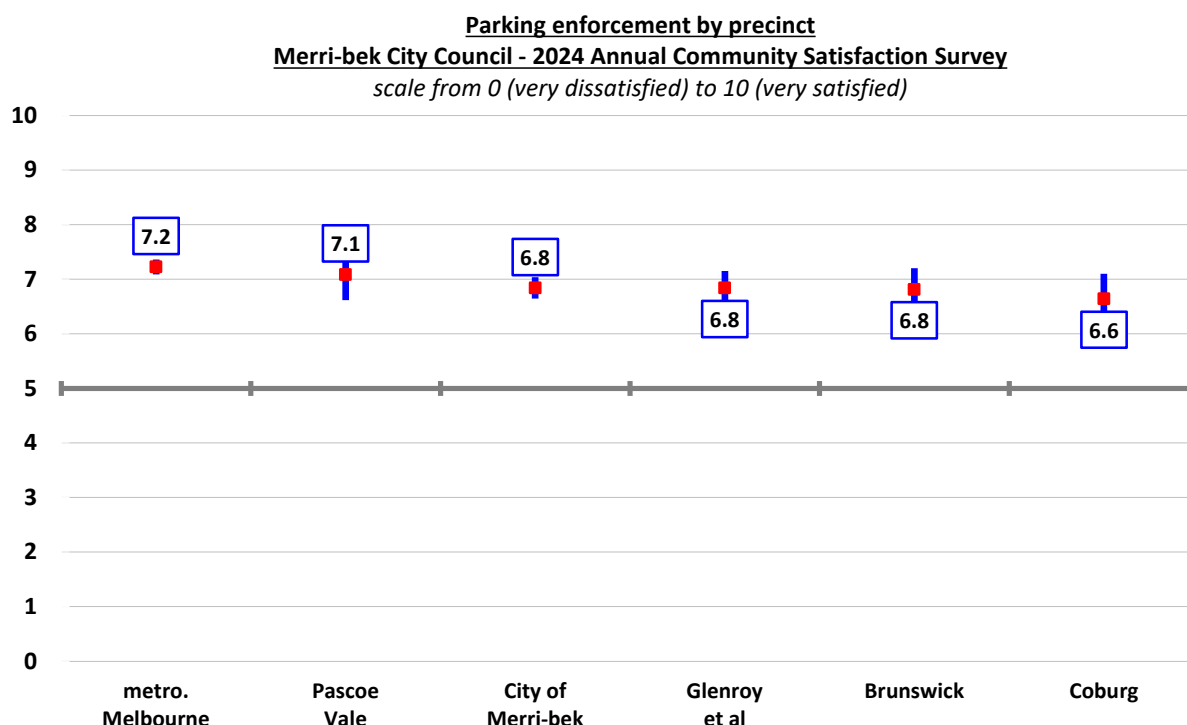
This ranks parking enforcement 34<sup>th</sup> in terms of satisfaction this year and one of seven that received a satisfaction score measurably lower than the average of all 38 (7.4).

This result comprised 45% “very satisfied” and 13% “dissatisfied” respondents based on a total sample of 548 of the 601 respondents who provided a satisfaction score this year.

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

By way of comparison, this result was measurably (4%) lower 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 no measurable variation in this result observed across the municipality, with respondents from all precincts rating satisfaction at “good” levels.



## Enforcement of local laws

The enforcement of local laws was the 29<sup>th</sup> most important of the 38 included services and facilities, with an average importance of 8.6 out of 10.

Satisfaction with the enforcement of local laws was 7.4 out of 10, which was a “very good” level of satisfaction.

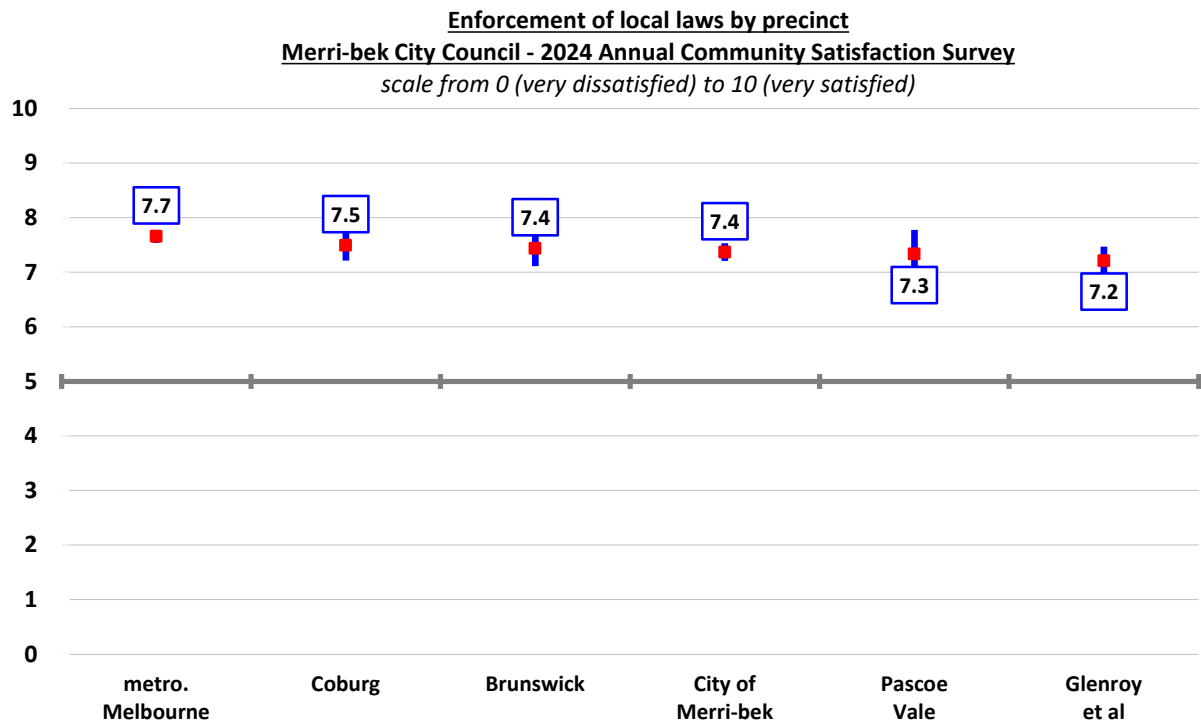
This ranks the enforcement of local laws 22<sup>nd</sup> in terms of satisfaction this year.

This result comprised 54% “very satisfied” and six percent “dissatisfied” respondents based on a total sample of 515 of the 601 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 measurably (3%) lower than 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 Glenroy et al were marginally (2%) less satisfied than average, and at a “good” rather than “very good” level of satisfaction.



## Recreation and Leisure

There were four services and facilities from the Recreation and Leisure Division of Council included in the survey this year.

This included sports ovals, playgrounds, bike paths, and recreation and / or aquatic centres.

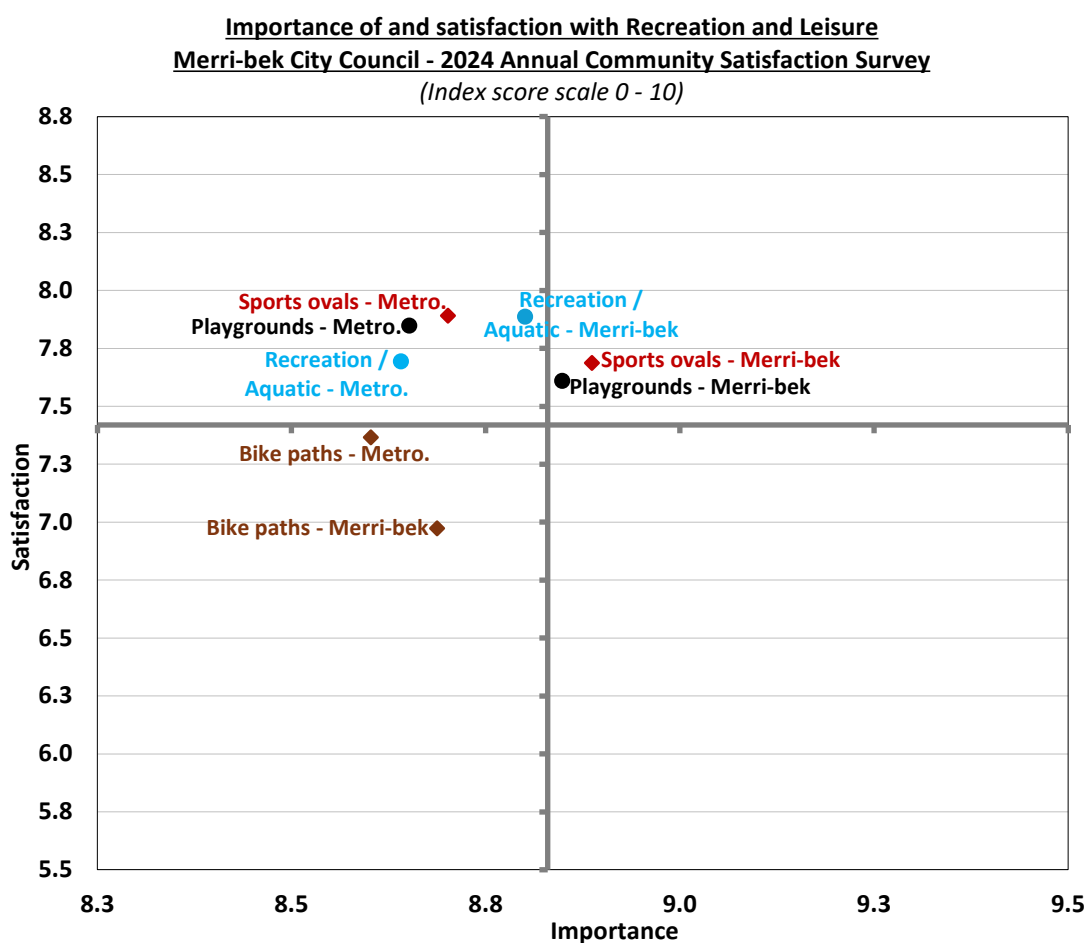
The graph displays the average importance of each of these services and facilities as well as the average satisfaction.

The grey cross hairs represent the Merri-bek average importance (8.8) and average satisfaction (7.6).

All of these services were of approximately average, or below-average importance.

With the exception of bike paths, the other three facilities all received higher-than-average satisfaction scores, although playgrounds and sports ovals both recorded a lower satisfaction than the metropolitan Melbourne average.

Satisfaction with bike paths was lower than average, and also somewhat lower than the metropolitan average.



## Sports ovals and other outdoor sporting facilities

Sports ovals and other outdoor sporting facilities were the 20<sup>th</sup> most important of the 38 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with sports ovals and other outdoor sporting facilities was 7.7 out of 10, which was a “very good” level of satisfaction.

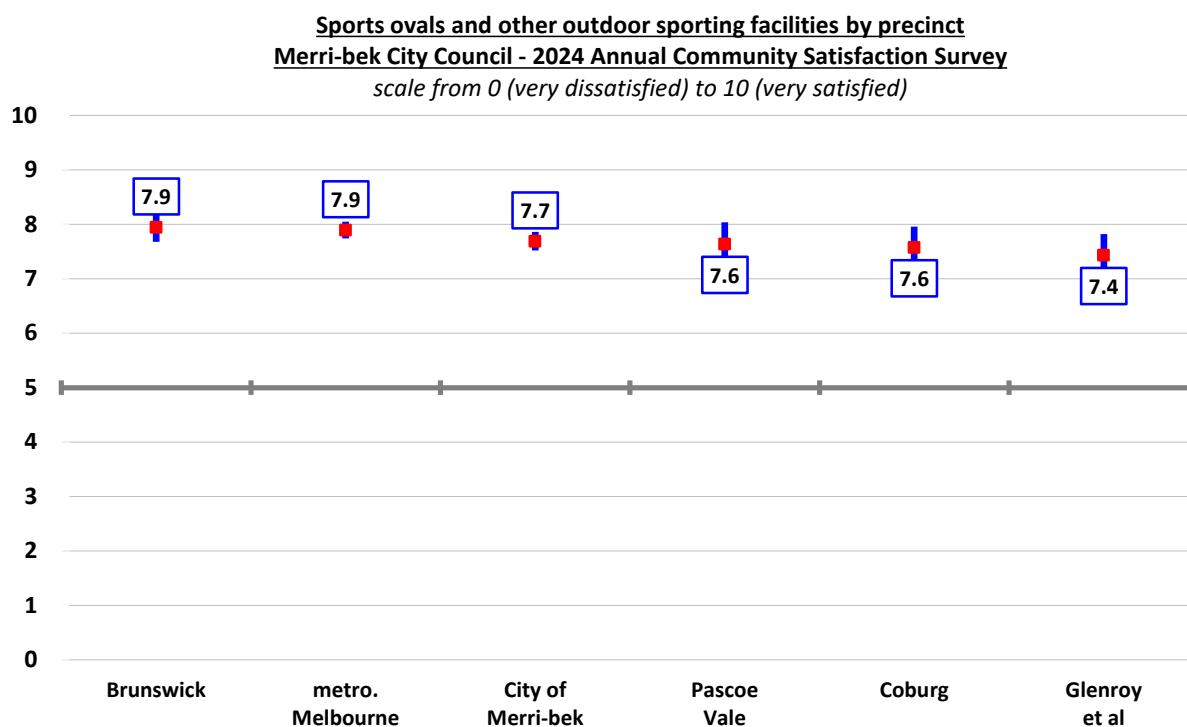
This ranks sports ovals and other outdoor sporting facilities 13<sup>th</sup> in terms of satisfaction this year.

This result comprised 62% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 295 of the 298 respondents (50%) 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 marginally (2%) lower than 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 Brunswick were marginally (2%) more satisfied than average, and at an “excellent” rather than a “very good” level of satisfaction.





## Recreation centres and / or aquatic centres

Recreation centres and / or aquatic centres were the 24<sup>th</sup> most important of the 38 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with recreation centres and / or aquatic centres was 7.9 out of 10 this year, which was an “excellent” level of satisfaction.

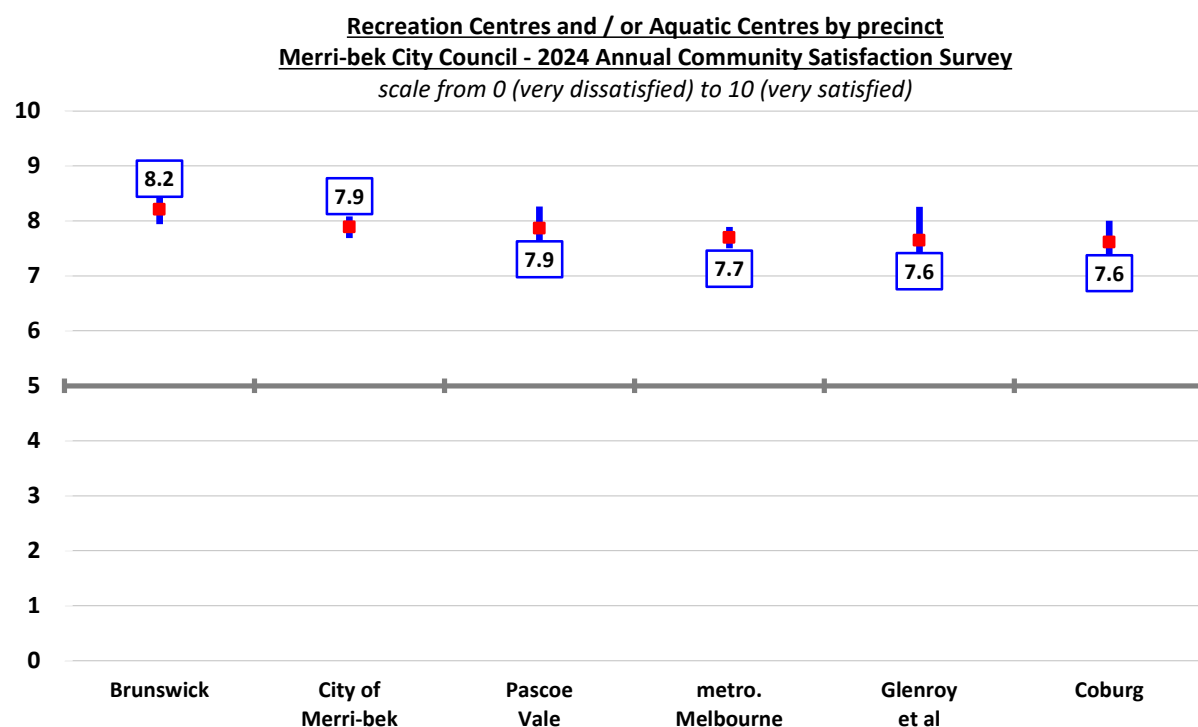
This ranks recreation centres and / or aquatic centres 7<sup>th</sup> in terms of satisfaction this year.

This result comprised 72% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 258 of the 264 respondents (44%) 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 marginally (2%) 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.

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



## Bike paths and shared paths

Bike and shared paths were the 27<sup>th</sup> most important of the 38 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with bike and shared paths was seven out of 10, which was a “good” level of satisfaction.

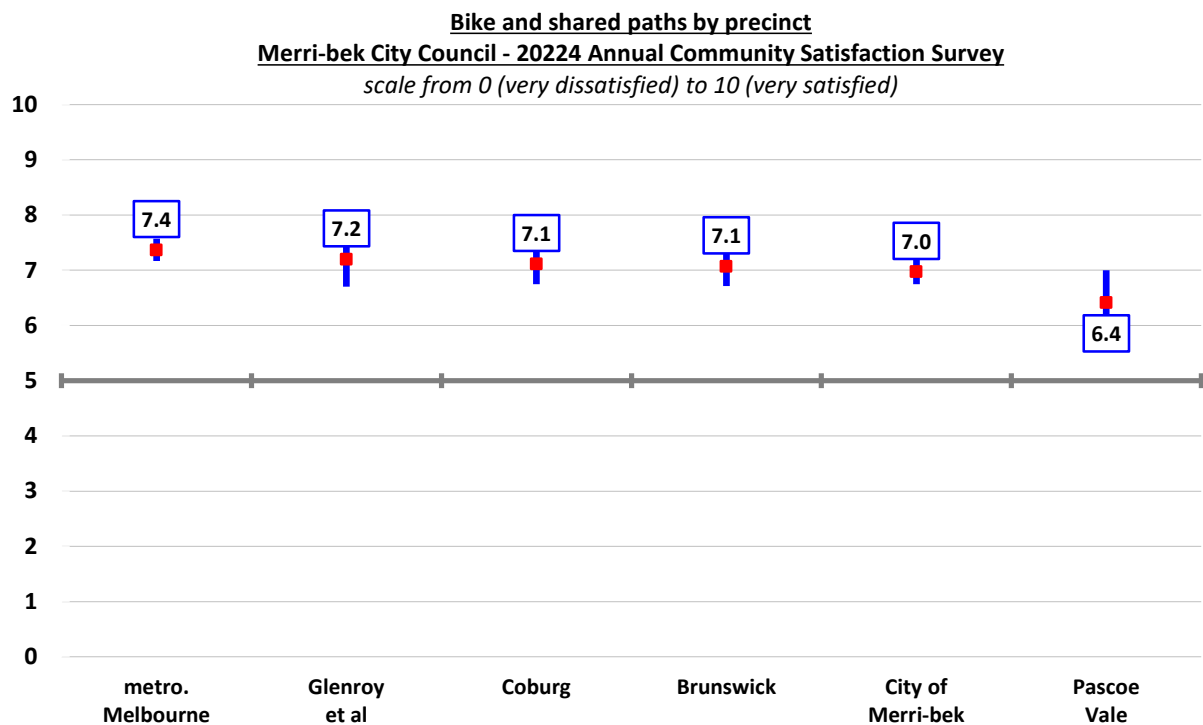
This ranks bike and shared paths 31<sup>st</sup> in terms of satisfaction this year.

This result comprised 43% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 318 of the 322 respondents (54%) 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%) lower 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 Pascoe Vale were notably (6%) less satisfied than average, and at a “solid” rather than “good” level of satisfaction.



## Provision and maintenance of playgrounds

The provision and maintenance of playgrounds was the 23<sup>rd</sup> most important of the 38 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with provision and maintenance of playgrounds was 7.6 out of 10, which was a “very good” level of satisfaction.

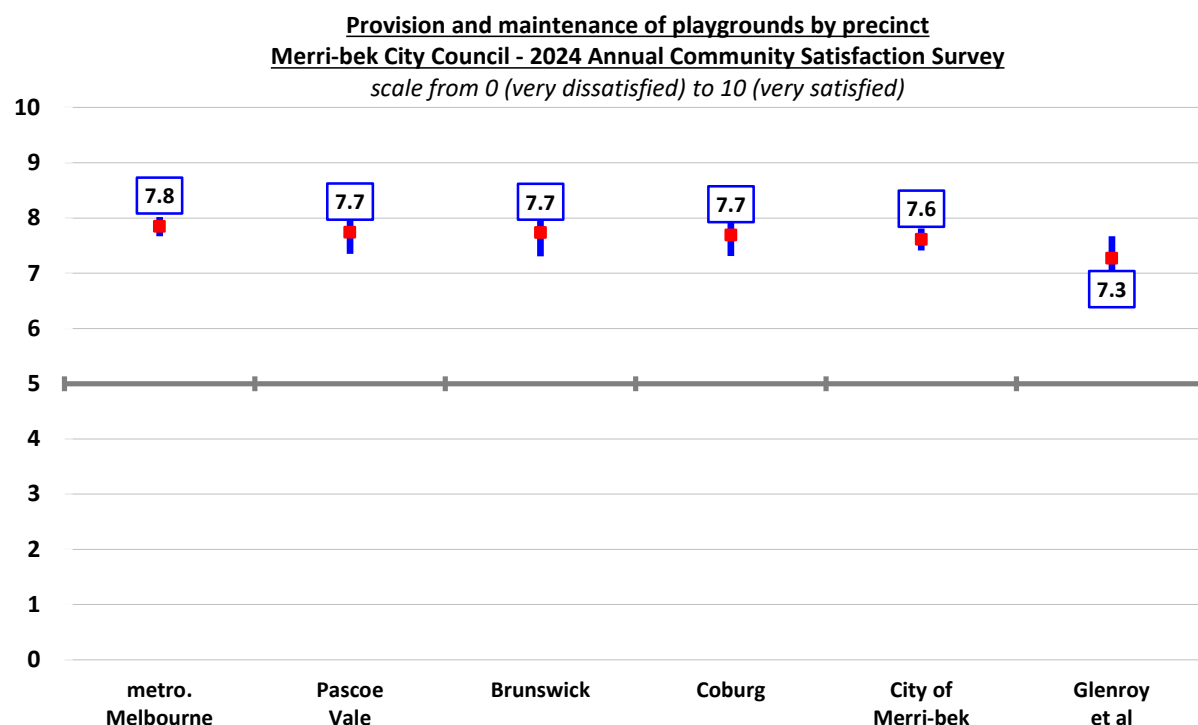
This ranks the provision and maintenance of playgrounds 16<sup>th</sup> in terms of satisfaction this year.

This result comprised 58% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 259 of the 265 respondents (44%) from households who had used these facilities in the last 12 months.

There was variation in satisfaction observed by respondent profile with older adults (aged 55 to 74 years) notably less satisfied than average and senior citizens (aged 75 years and over) notably more satisfied than average.

By way of comparison, this result was somewhat (2%) lower than 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.

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



## Community Services

There were 11 services and facilities from the Community Services Division of Council included in the survey this year.

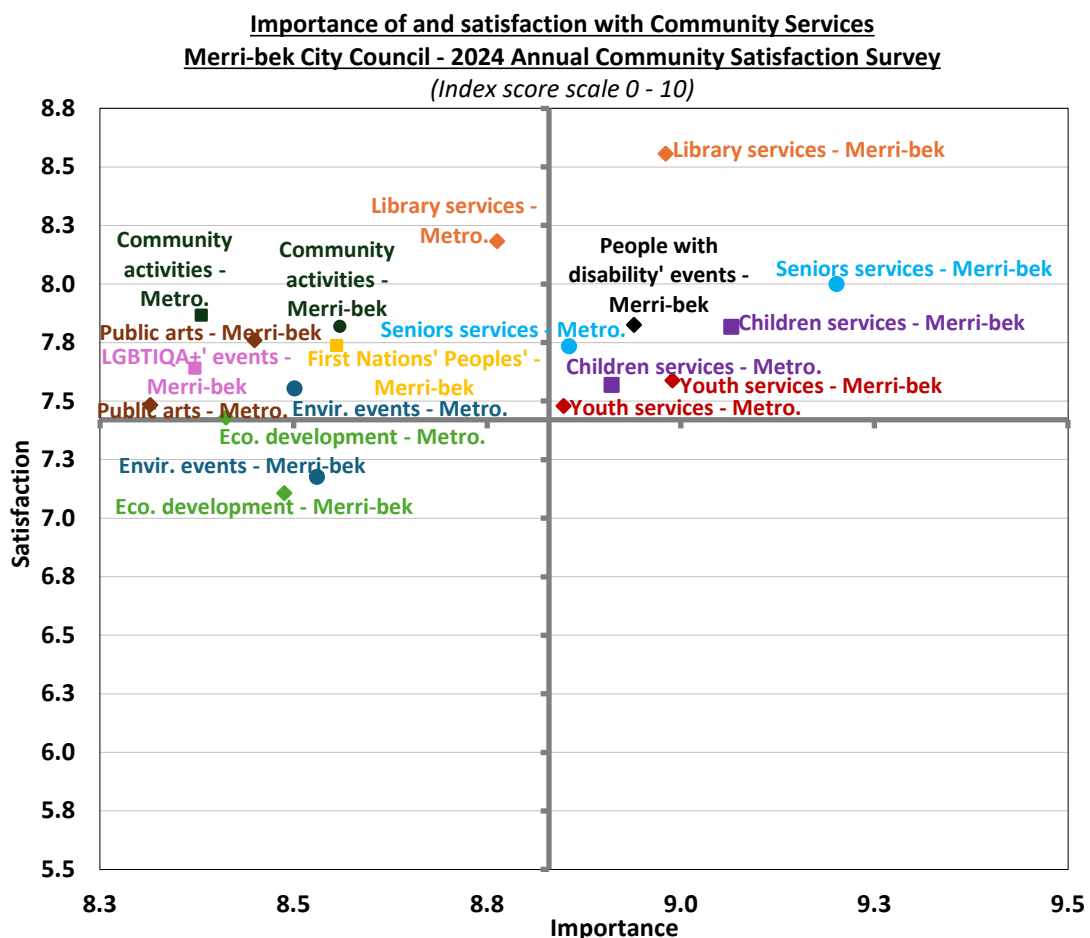
The graph displays the average importance of each of these services and facilities as well as the average satisfaction.

The grey cross hairs represent the Merri-bek average importance (8.8) and average satisfaction (7.6).

These services fall naturally into two groups, the community services (for children, youth, seniors, and people with disability) along with the library services, and secondly the arts and cultural, as well as social issue services (including economic development, environmental, LGBTIQA+, First Nations' Peoples, and community activities).

The community services and libraries were all of higher-than-average importance and all received higher-than-average satisfaction scores. Many of these were more important than the metropolitan average and received a higher satisfaction than the metropolitan average.

The social, environmental, economic, arts and cultural services and facilities were all of lower-than-average importance, although most received a higher-than-average satisfaction score.



## Council's activities promoting local economic development

Council's activities promoting local economic development were the 33<sup>rd</sup> most important of the 38 included services and facilities, with an average importance of 8.5 out of 10, and one of seven that was measurably less important than the average of all 38 (8.8).

Satisfaction with Council's activities promoting local economic development was 7.1 out of 10, which was a "good" level of satisfaction.

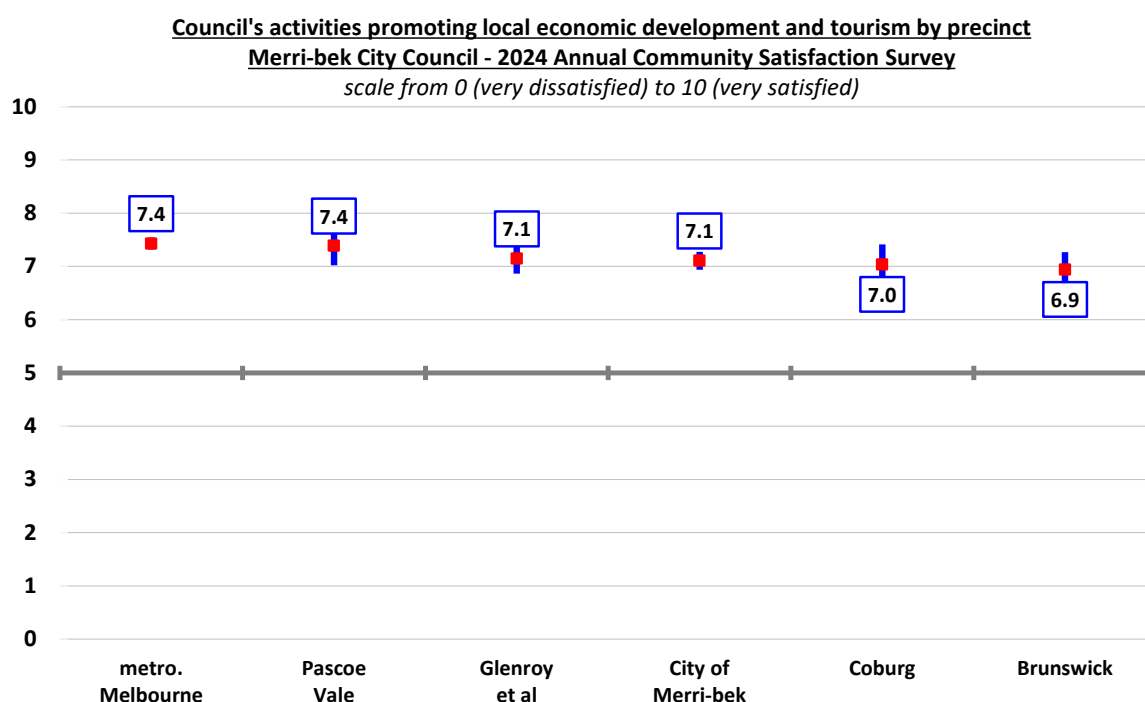
This ranks Council's activities promoting local economic development 26<sup>th</sup> in terms of satisfaction this year.

This result comprised 46% "very satisfied" and six percent "dissatisfied" respondents based on a total sample of 446 of the 601 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. Male respondents were also notably more satisfied than female respondents.

By way of comparison, this result was measurably (3%) lower 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.

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



## Environmental events, programs, and activities

Environmental events, programs and activities was the 32<sup>nd</sup> most important of the 38 included services and facilities, with an average importance of 8.5 out of 10 and one of seven that was measurably less important than the average of all 38 (8.8).

Satisfaction with environmental events, programs and activities was 7.2 out of 10, which was a “good” level of satisfaction.

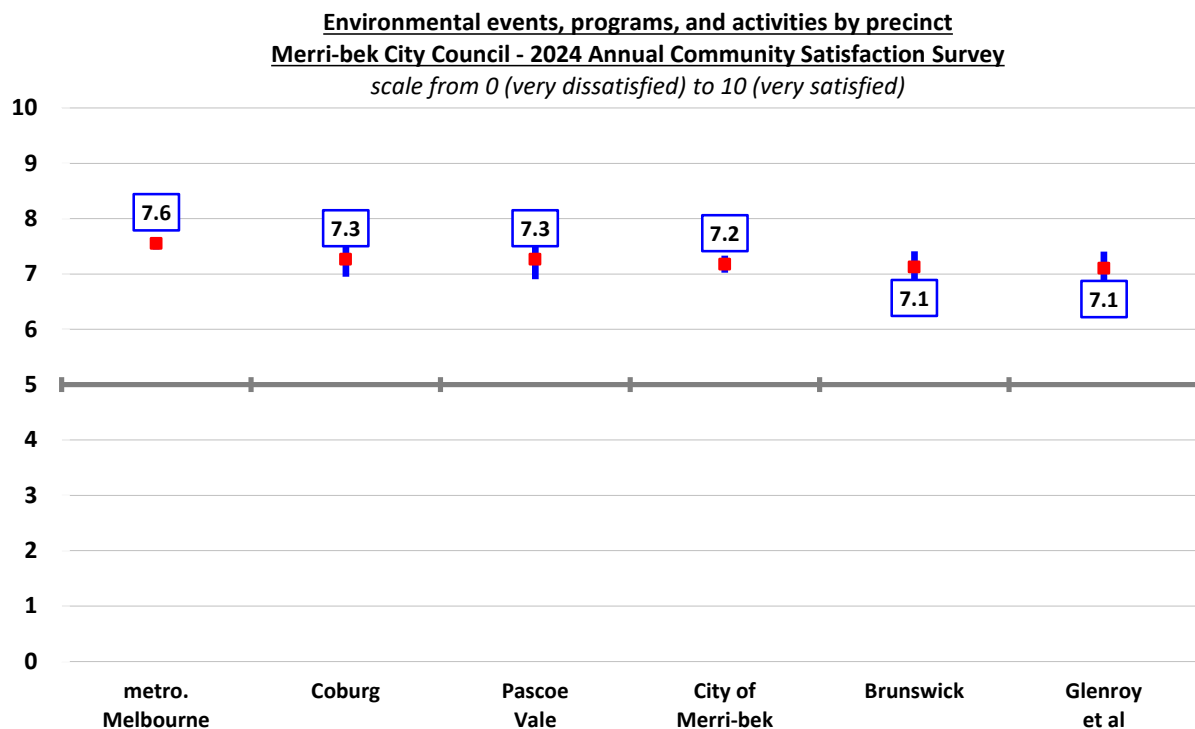
This ranks environmental events, programs and activities 25<sup>th</sup> in terms of satisfaction this year.

This result comprised 46% “very satisfied” and five percent “dissatisfied” respondents based on a total sample of 464 of the 601 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 measurably (4%) 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.

Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Coburg and Pascoe Vale were marginally (1%) more satisfied than average, and at a “very good” rather than “good” level of satisfaction.



## Local library services

The local library service was the 11<sup>th</sup> most important of the 38 included services and facilities, with an average importance of nine out of 10.

Satisfaction with local library services was 8.6 out of 10, which was an “excellent” level of satisfaction.

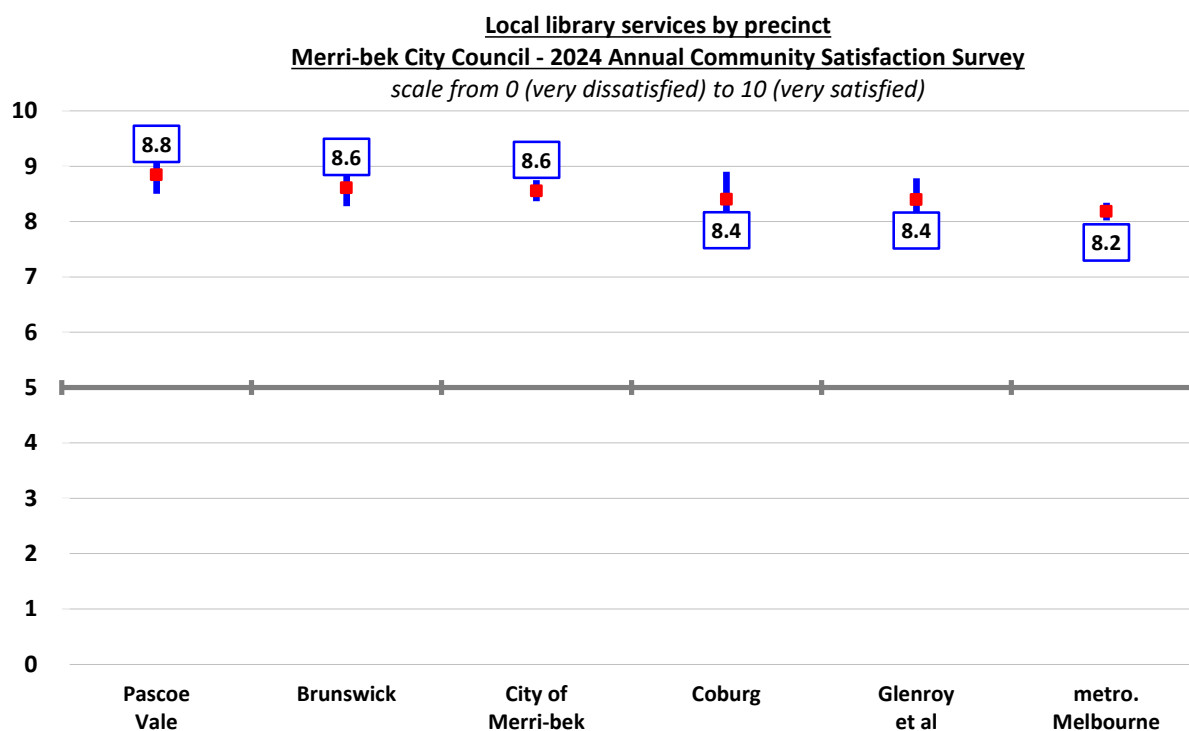
This ranks local library services 1<sup>st</sup> in terms of satisfaction this year and one of five that received a satisfaction score measurably higher than the average of all 38 (7.4).

This result comprised 81% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 298 of the 300 respondents (50%) 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 (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 precincts rating satisfaction at “excellent” levels.





## Services for children from birth to 5 years of age

Services for children from birth to 5 years of age were the 7<sup>th</sup> most important of the 38 included services and facilities, with an average importance of 9.1 out of 10, and one of seven that was measurably more important than the average of all 38 (8.8).

Satisfaction with services for children from birth to 5 years of age was 7.8 out of 10, which was an “excellent” level of satisfaction.

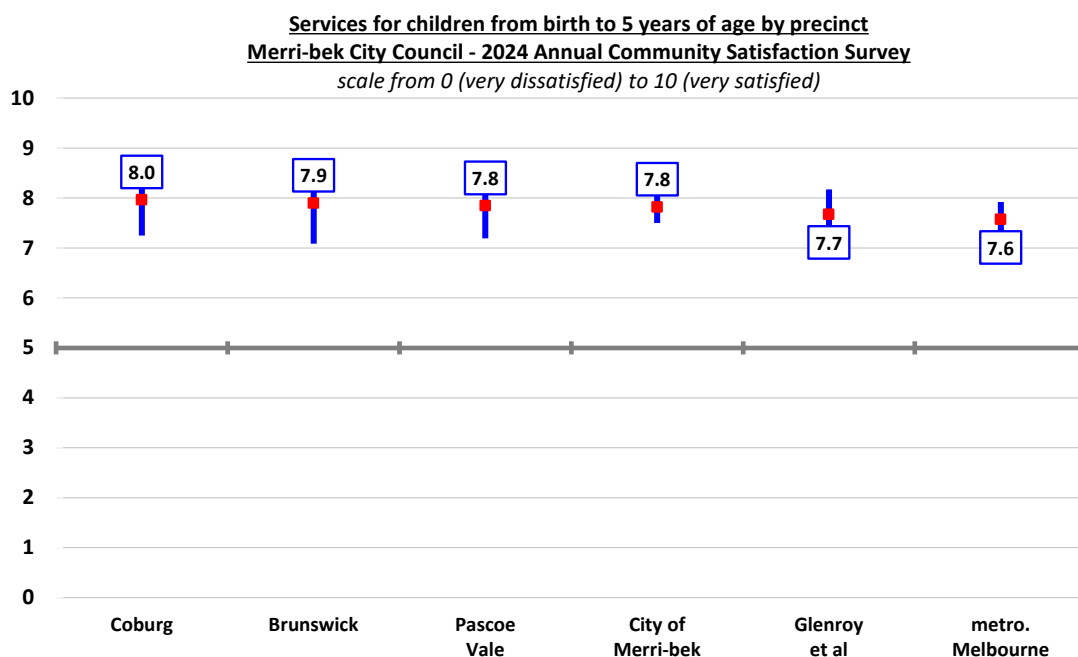
This ranks services for children from birth to 5 years of age 10<sup>th</sup> in terms of satisfaction this year.

This result comprised 62% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 111 of the 113 respondents (19%) 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, however respondents from English-speaking households were notably less satisfied than respondents from multilingual households. It is also noted that the 45 respondents from two-parent families with youngest child aged 0 to 5 years of age recorded satisfaction with services for children at 8.0 out of 10, or “excellent”.

By way of comparison, this result was marginally (2%) 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.

Given the small sample size, there was no measurable variation in satisfaction observed across the municipality, although 39 respondents from Glenroy et al rated satisfaction at a “very good” rather than an “excellent” level.



## Services for youth

Services for youth were the 10<sup>th</sup> most important of the 38 included services and facilities, with an average importance of nine out of 10.

Satisfaction with services for youth was 7.6 out of 10, which was a “very good” level of satisfaction.

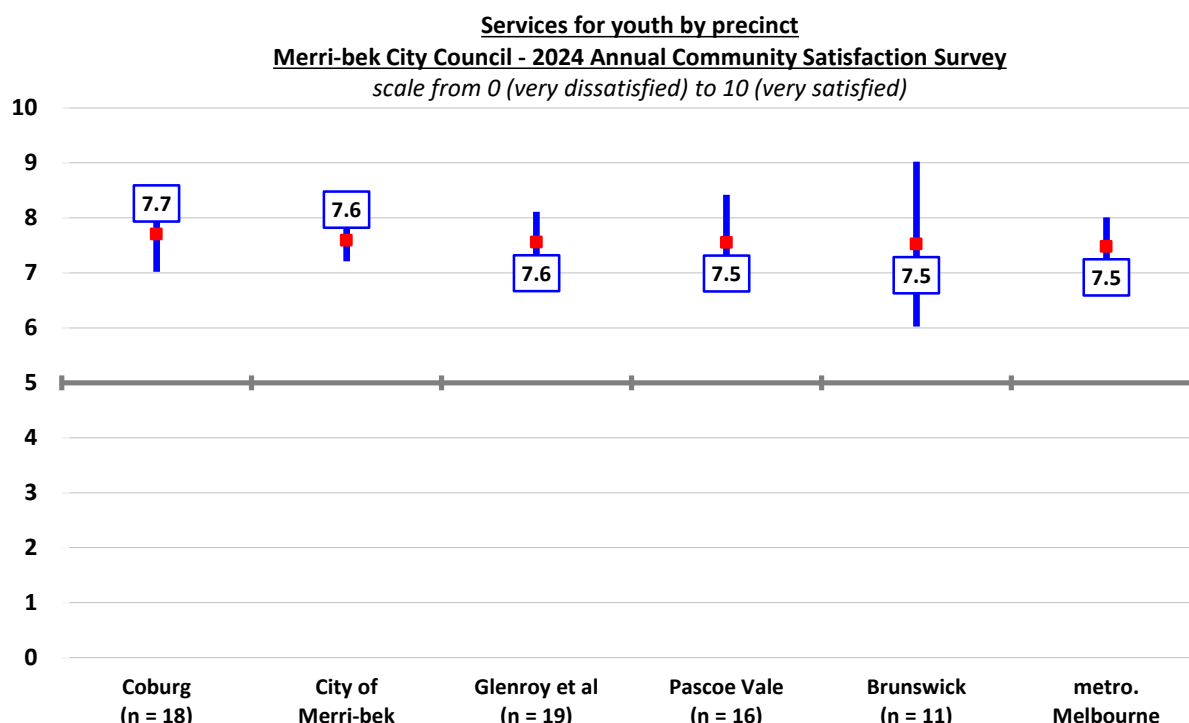
This ranks services for youth 18<sup>th</sup> in terms of satisfaction this year.

This result comprised 54% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 64 respondents (10%) from households who had used these services in the last 12 months.

Given the small sample size, there was no meaningful variation in satisfaction observed by respondent profile.

By way of comparison, this result was marginally (1%) 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.

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



## Services for seniors

Services for seniors were the 4<sup>th</sup> most important of the 38 included services and facilities, with an average importance of 9.2 out of 10 and one of seven that was measurably more important than the average of all 38 (8.8).

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

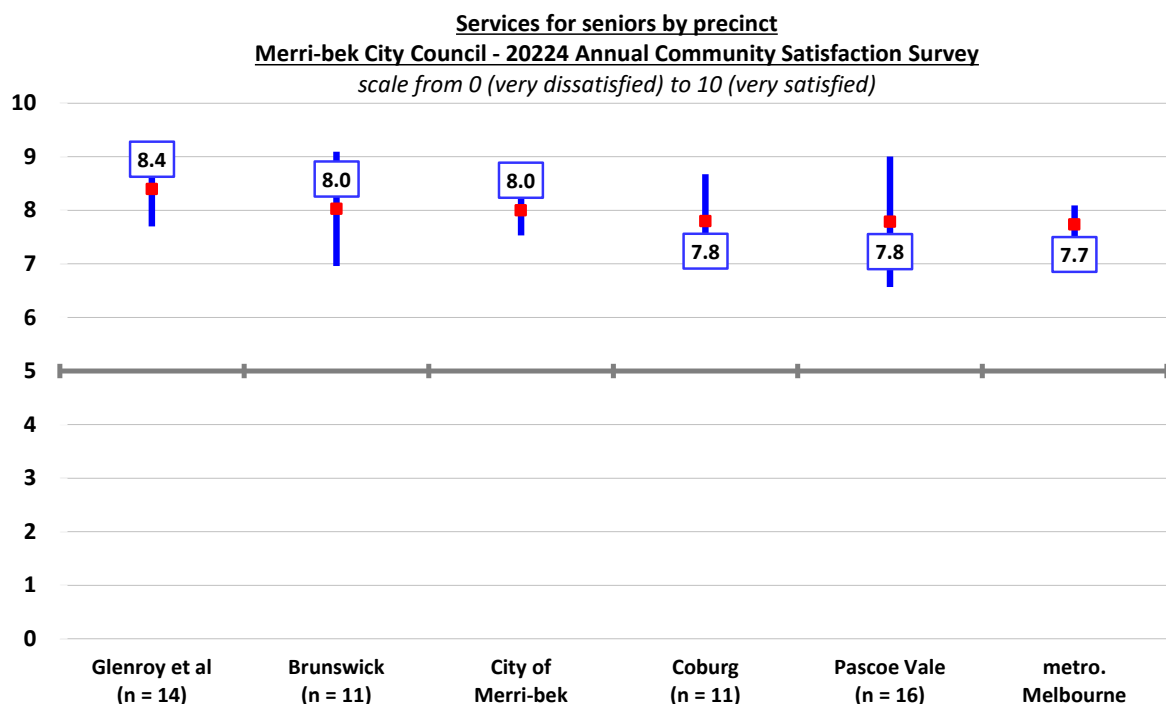
This ranks these services 6<sup>th</sup> in terms of satisfaction this year.

This result comprised 67% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 53 of the 57 respondents (9%) from households who had used these services in the last 12 months.

Given the small sample size, there was no meaningful variation in satisfaction observed by respondent profile.

By way of comparison, this result was somewhat (3%) 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.

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



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

The provision of public and performing arts centres, programs, and activities was the 35<sup>th</sup> most important of the 38 included services and facilities, with an average importance of 8.4 out of 10 and one of seven that was measurably less important than the average of all 38 (8.8).

Satisfaction with these services and facilities was 7.8 out of 10 this year, which was an “excellent” level of satisfaction.

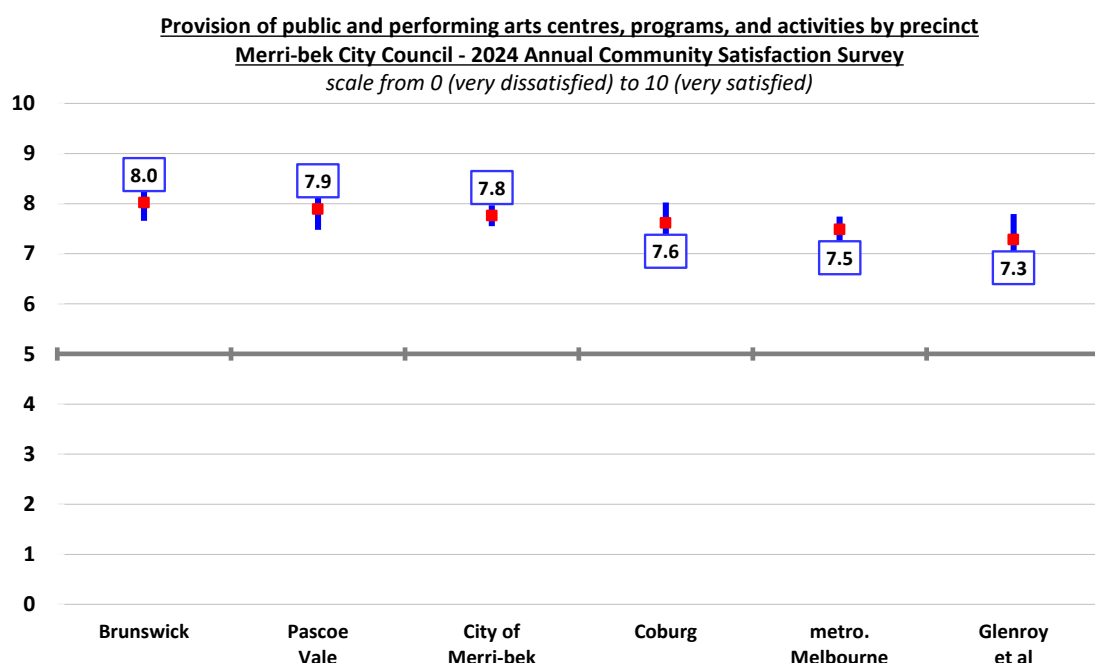
This ranks provision of public and performing arts centres, programs and activities 11<sup>th</sup> in terms of satisfaction this year.

This result comprised 62% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 160 of the 162 respondents (27%) from households who had used these facilities in the last 12 months.

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.

By way of comparison, this result was notably (3%) higher than the metropolitan Melbourne average satisfaction with the provision of public art of 7.5 out of 10, as recorded in the 2024 *Governing Melbourne* research.

There was no measurable variation observed across the municipality, however, it is noted that respondents from Coburg and Glenroy et al were marginally (2%) and notably (5%) less satisfied than average respectively, and at “very good” rather than “excellent” levels of satisfaction.



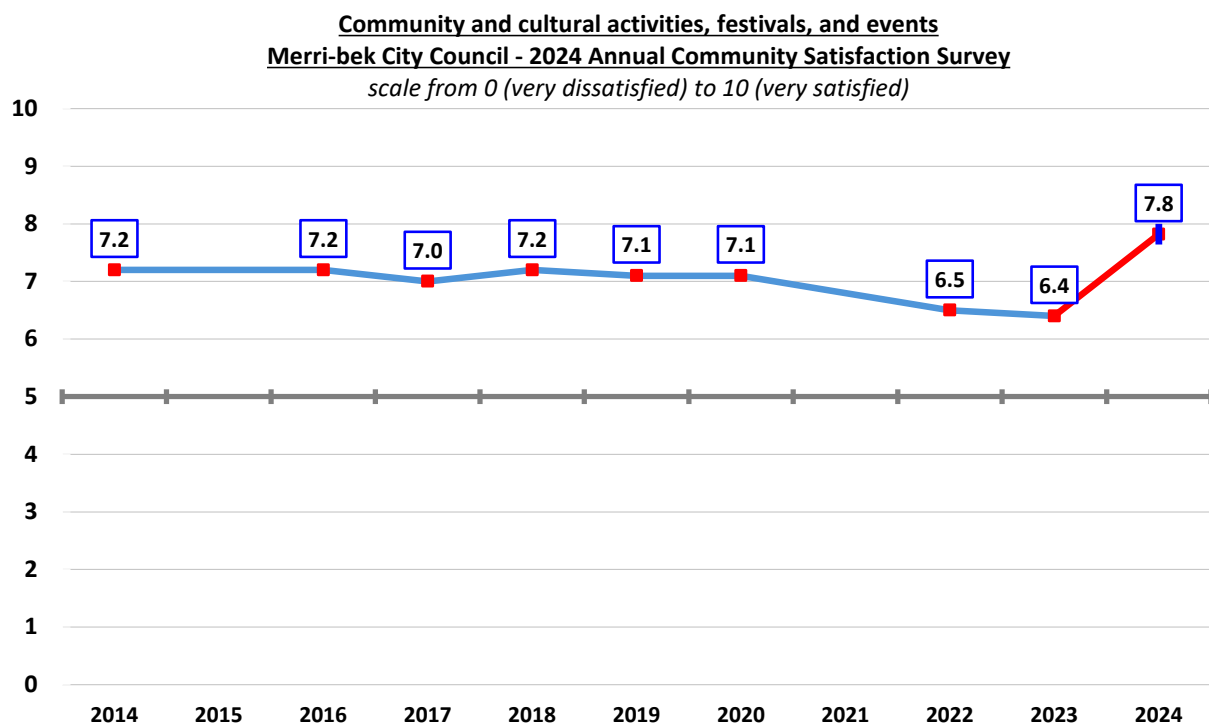
## Community and cultural activities, festivals, and events

Community and cultural activities, festivals and events were the 30<sup>th</sup> most important of the 38 included services and facilities, with an average importance of 8.6 out of 10.

Satisfaction with community and cultural activities, festivals and events increased measurably and significantly this year, up 14% from the unusually low 6.4 out of 10 or “solid” recorded last year to 7.8 out of 10, which was an “excellent” level of satisfaction.

This result was also measurably (7%) above the long-term average satisfaction since 2014 of 7.1 out of 10, or “good”.

Metropolis Research notes that these historical results were recorded by a different survey provider, using a different methodology, and asking significantly fewer questions.



This ranks community and cultural activities, festivals and events 9<sup>th</sup> in terms of satisfaction this year.

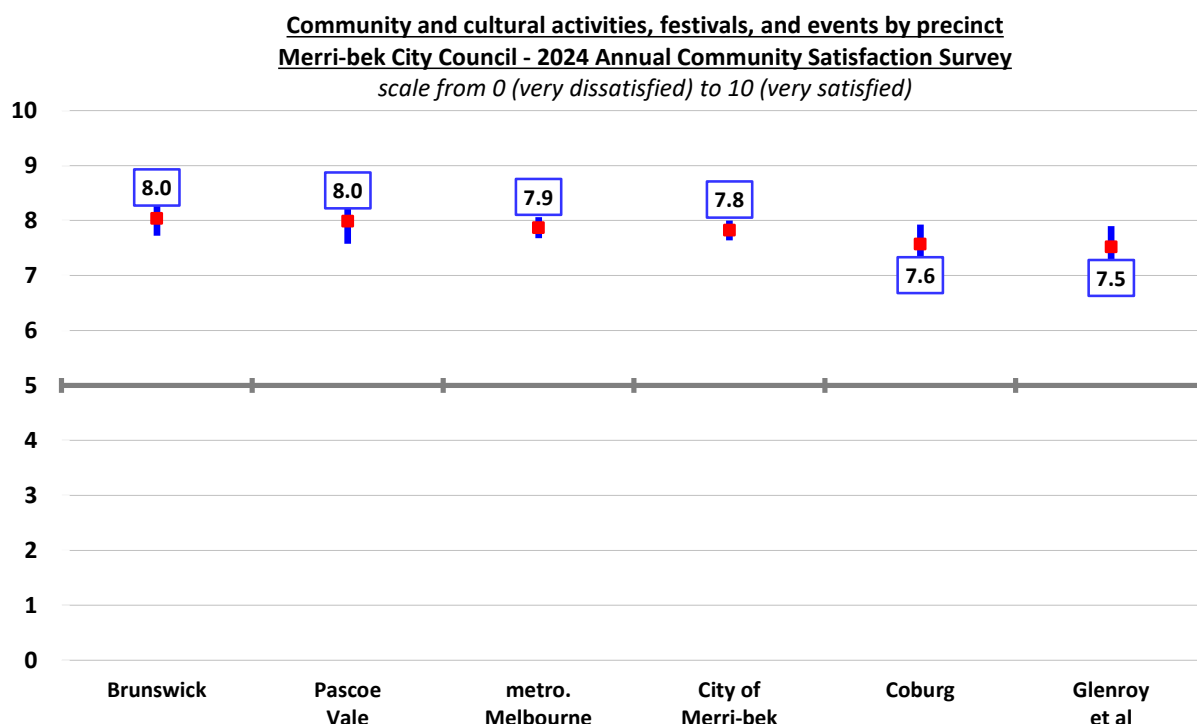
This result comprised 64% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 239 respondents (40%) from households who had used these services in the last 12 months.

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



By way of comparison, this result was marginally (1%) lower 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 Coburg and Glenroy et al were marginally (2%) and somewhat (3%) less satisfied than average respectively, and at “very good” rather than “excellent” levels of satisfaction.



## Council events and activities for First Nations' Peoples

Council events and activities for First Nations' Peoples were the 31<sup>st</sup> most important of the 38 included services and facilities, with an average importance of 8.6 out of 10.

Satisfaction with Council events and activities for First Nations' Peoples was 7.7 out of 10 this year, which was a "very good" level of satisfaction.

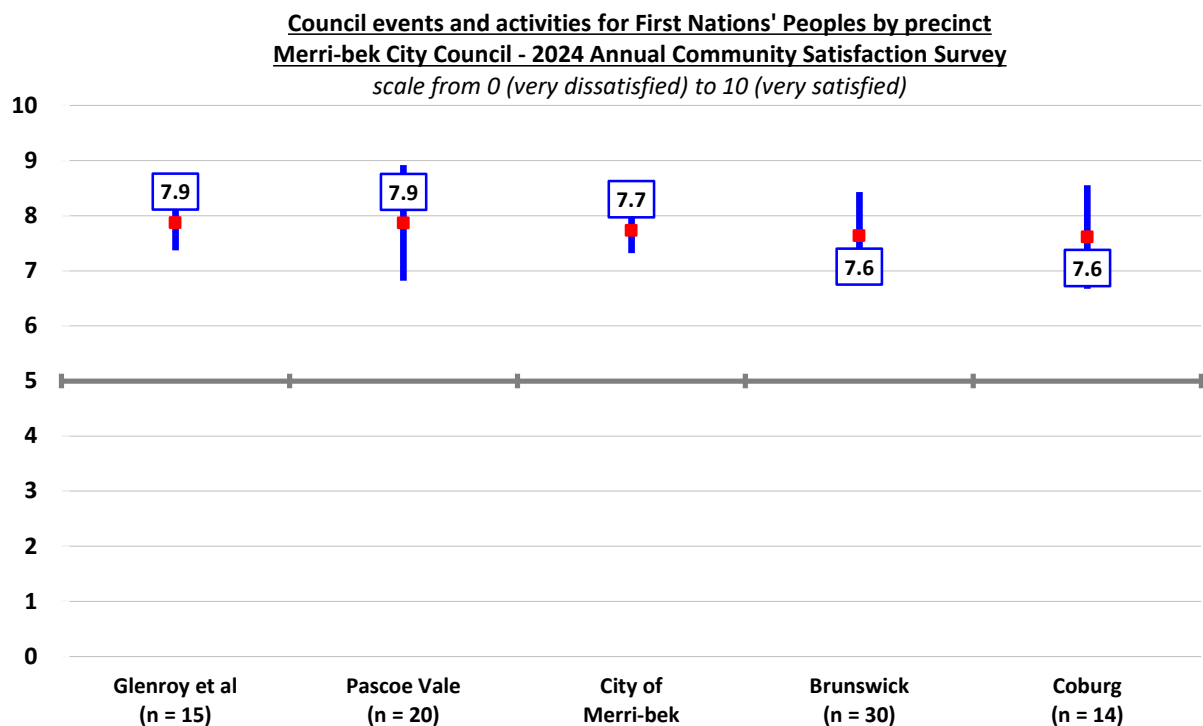
This ranks Council events and activities for First Nations' Peoples 12<sup>th</sup> in terms of satisfaction this year.

This result comprised 70% "very satisfied" and seven percent "dissatisfied" respondents, based on a total sample of 79 of the 82 respondents (14%) from households who had used these services in the last 12 months.

Given the small sample size, there was no meaningful variation in satisfaction observed by respondent profile.

There were no respondents identifying as First Nations' Peoples who provided a satisfaction score this year.

There was no measurable variation observed across the municipality, although it is noted that 15 respondents from Glenroy et al and 20 respondents from Pascoe Vale were marginally (2%) more satisfied than average, and at "excellent" rather than "very good" levels of satisfaction.





## Council events and activities for people with disability

Council events and activities for people with disability were the 15<sup>th</sup> most important of the 38 included services and facilities, with an average importance of 8.9 out of 10.

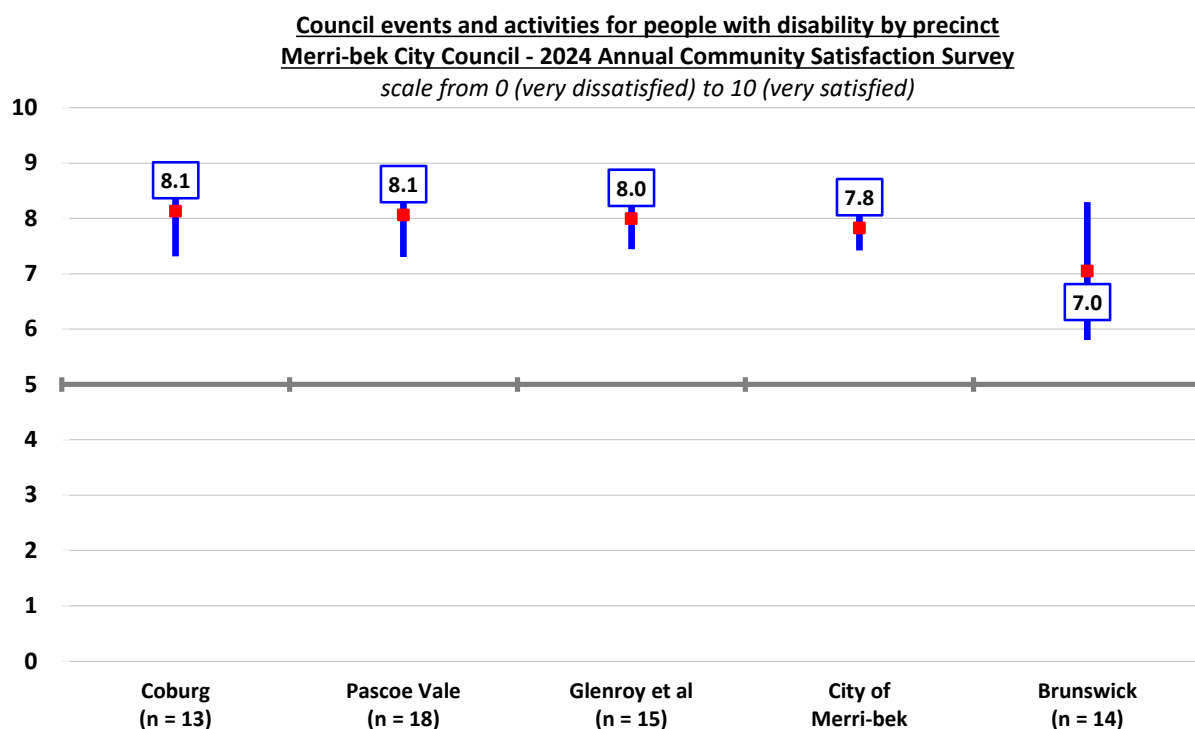
Satisfaction with Council events and activities for people with disability was 7.8 out of 10 this year, which was an “excellent” level of satisfaction.

This ranks Council events and activities for people with disability 8<sup>th</sup> in terms of satisfaction this year.

This result comprised 67% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 61 of the 65 respondents (11%) from households who had used these services in the last 12 months.

Given the small sample size, there was no meaningful variation in satisfaction observed by respondent profile, although it is noted that 46 respondents from households with a member with disability rated satisfaction at 7.7 out of 10, or a “very good” level of satisfaction.

There was no measurable variation observed across the municipality, it is noted that 14 respondents from Brunswick district were notably (8%) less satisfied than average, and at a “good” rather than “excellent” level of satisfaction.



## Council events and activities for people identifying as LGBTIQ+

Council events and activities for people identifying as LGBTIQ+ were the 38<sup>th</sup> most important of the 38 included services and facilities, with an average importance of 8.4 out of 10 and one of seven that was measurably less important than the average of all 38 (8.8).

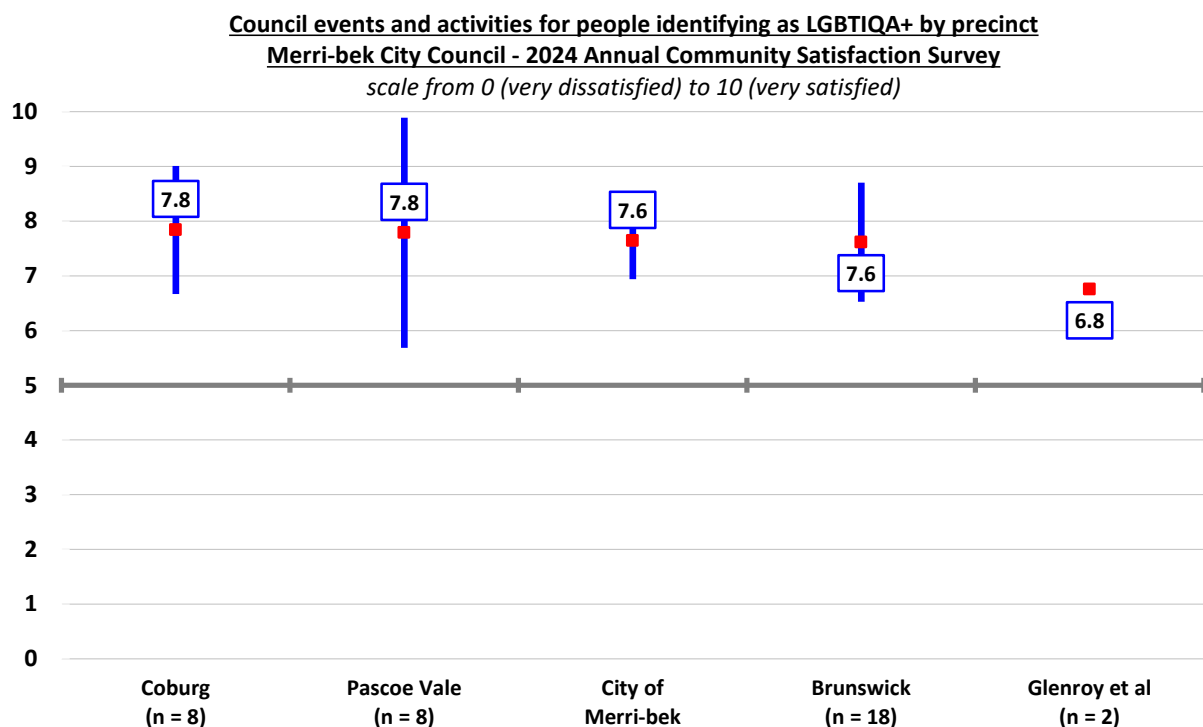
Satisfaction with Council events and activities for people identifying as LGBTIQ+ was 7.6 out of 10 this year, which was a “very good” level of satisfaction.

This ranks Council events and activities for people identifying as LGBTIQ+ 14<sup>th</sup> in terms of satisfaction this year.

This result comprised 63% “very satisfied” and 13% “dissatisfied” respondents, based on a total sample of 35 of the 36 respondents (6%) from households who had used these services in the last 12 months.

Given the small sample size, there was no meaningful variation in satisfaction observed by respondent profile. It is noted, however, that 11 respondents identifying as LGBTIQ+ rated satisfaction at 7.9 out of 10, or an “excellent” level of satisfaction.

Given the small sample size, there was no meaningful variation in satisfaction observed across the municipality.



## Communication Services

There were two services and facilities from the Communication Services Division of Council included in the survey this year, including the website and the online community *Conversations at Merri-bek*.

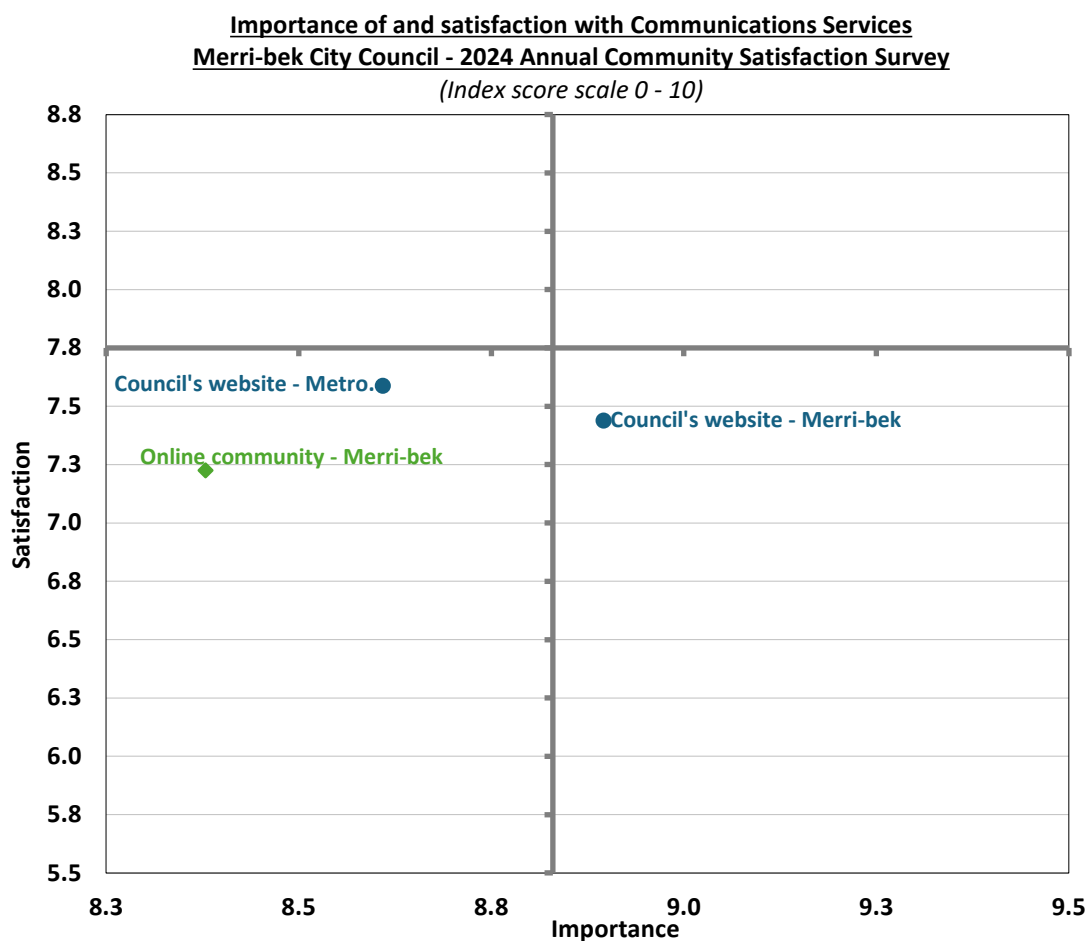
The graph displays the average importance of each of these services and facilities as well as the average satisfaction.

The grey cross hairs represent the Merri-bek average importance (8.8) and average satisfaction (7.6).

It is noted that the website was of significantly higher average importance to respondents from Merri-bek than the metropolitan Melbourne average, which is an unusual result.

The online community was of lower-than-average importance (which is typical for consultation related services and facilities).

Satisfaction with both the website and the online community portal was somewhat lower than the average of all services and facilities (also often a commonly observed result).



## Online community *Conversations at Merri-bek*

The online community *Conversations at Merri-bek* was the 37<sup>th</sup> most important of the 38 included services and facilities, with an average importance of 8.4 out of 10, and one of seven that was measurably less important than the average of all 38 (8.8).

Satisfaction with the online community *Conversations at Merri-bek* was 7.2 out of 10 this year, which was a “good” level of satisfaction.

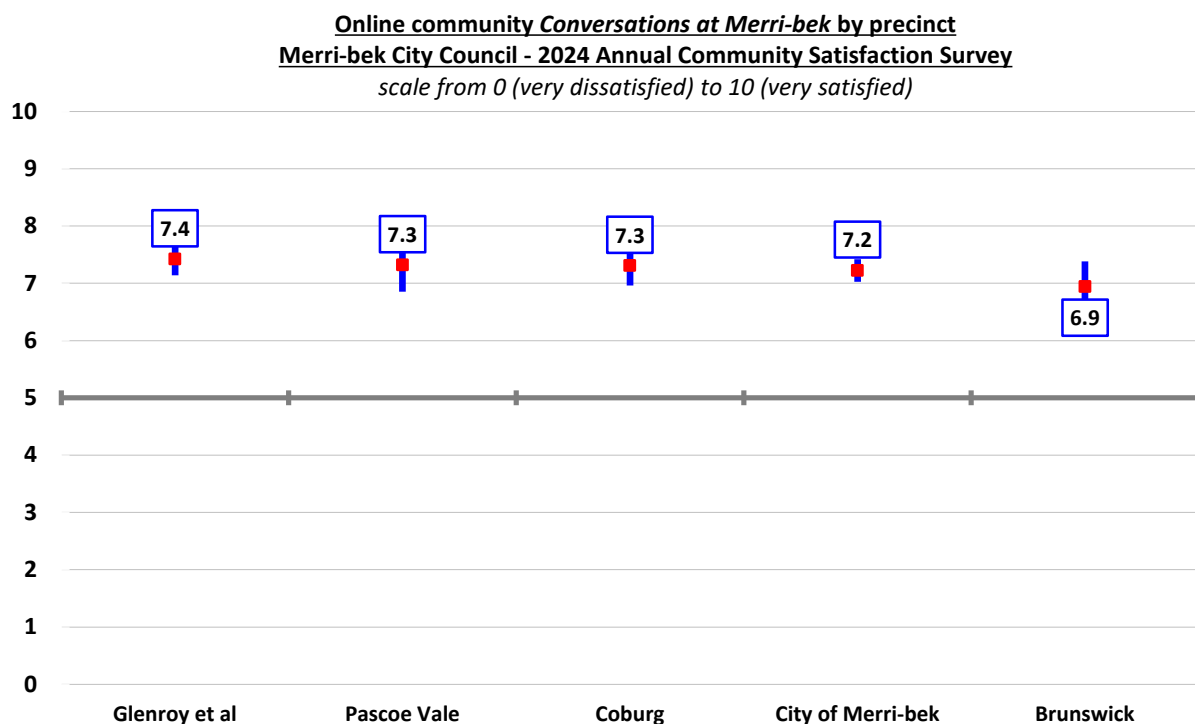
This ranks *Conversations at Merri-bek* 23<sup>rd</sup> in terms of satisfaction this year.

This result comprised 51% “very satisfied” and six percent “dissatisfied” respondents based on a total sample of 377 of the 601 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, and older adults (aged 55 to 74 years) notably more satisfied than average. Female respondents were also notably less satisfied than male respondents.

Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Glenroy et al were marginally (2%) more satisfied than average, and at a “very good” rather than “good” level of satisfaction. By contrast, respondents from Brunswick were somewhat (3%) less satisfied than average, although still at a “good” level.

This service was not included in the *Governing Melbourne* survey and therefore no comparison results were available for publication this year.



## Council's website

Council's website was the 19<sup>th</sup> most important of the 38 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with Council's website was 7.4 out of 10, which was a "very good" level of satisfaction.

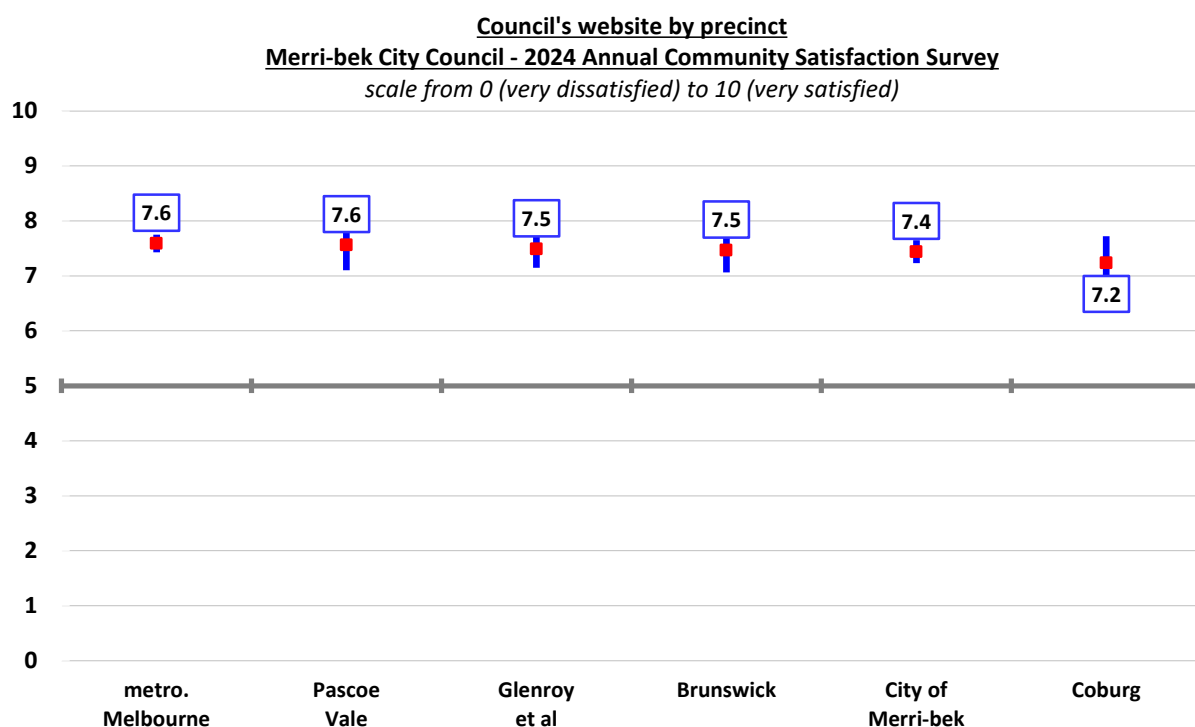
This ranks Council's website 19<sup>th</sup> in terms of satisfaction this year.

This result comprised 56% "very satisfied" and six percent "dissatisfied" respondents, based on a total sample of 325 of the 329 respondents (55%) from households who had used these services/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 marginally (2%) 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.

Whilst there was no measurable variation observed across the municipality, it is noted that respondents from Coburg were marginally (2%) less satisfied than average, and at a "good" rather than "very good" level of satisfaction.



## Current issues for people living in the City of Merri-bek

Respondents were asked:

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

Respondents were asked to nominate what they considered to be the top three issues for the City of Merri-bek ‘at the moment’.

Approximately two-thirds (68%) of respondents nominated a total of 795 issues, at an average for these respondents of a little less than two issues each.

The open-ended responses from respondents have been broadly categorised into a set of approximately 70 categories, to facilitate analysis and comparisons to results from elsewhere.

It is important to bear in mind that these responses are not to be read only as complaints about the performance of Council, nor do they all reflect services, facilities, and issues within the specific remit of local government. Many of the issues that respondents raise as issues to address for Merri-bek are within the general remit of other levels of government, most often the state government.





The four most nominated issues to address for Merri-bek were traffic management (12%), safety, policing, and crime related issues (9%), rubbish and waste issues (8%), parking issues (8%), road maintenance and repairs (7%), street trees (6%), parks, gardens, and open space issues (6%), and building, housing, planning and development related issues (5%).

### ***Variations from the metropolitan Melbourne average***

When compared to the metropolitan Melbourne average results as recorded in the 2024 *Governing Melbourne* research conducted independently by Metropolis Research in January 2024 using the same door-to-door, in-person methodology, the following variations were noted:

- ***More commonly nominated in Merri-bek*** – included safety, policing, and crime issues (9% in compared to 2%), planning and development (5% compared to 2%), environment, conservation and climate change issues (4% compared to less than 1%), bicycles, cycling, and walking tracks and paths (4% compared to 1%), lighting issues (4% compared to 2%), graffiti / vandalism (3% compared to 1%), public toilets (2% compared to 1%), and issues with Sydney Road (2% compared to 0%).
- ***Less commonly nominated in Merri-bek*** – there were no issues that were notably less commonly nominated in Merri-bek than the metropolitan Melbourne average.

### ***Relationship between issues and overall satisfaction with Council***

As discussed in the [relationship between issues and overall satisfaction](#) section of this report, of these issues to address for Merri-bek ‘at the moment’, there were a range of issues that the respondents who nominated the issues were notably or measurably less satisfied with Council’s overall performance than the average of all respondents.

These issues include most notably, Council rates (25 respondents @ 5.7 out of 10), bicycle / walking tracks (24 respondents @ 6.0), road maintenance and repairs (44 respondents @ 6.0), street trees (39 respondents @ 6.1), parks and gardens (34 respondents @ 6.5), footpaths (24 respondents @ 6.6), and parking related issues (46 respondents @ 6.6).

These results strongly imply that these issues exert a somewhat negative influence on satisfaction with Council’s overall performance for the respondents who nominate them.

Metropolis Research draws attention to the fact that the 53 respondents who nominated safety, policing, and crime related issues were not less satisfied with Council’s overall performance than the municipal average.

This result is important, as it strongly suggests that community concerns around safety, policing, and crime related issues were not directed negatively at Council performance. This was not the case in all municipalities for which Metropolis Research has recorded higher-than-average concern around safety, policing, and crime issues this year.





**Top issues for the City of Merri-bek at the moment**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

Response	2024		2024
	Number	Percent	Metro.*
Traffic management	72	12%	14%
Safety, policing and crime	53	9%	2%
Rubbish and waste issues inc. garbage	50	8%	6%
Parking	46	8%	7%
Road maintenance and repairs (including roadworks)	44	7%	7%
Provision and maintenance of street trees	39	6%	6%
Parks, gardens and open spaces	34	6%	6%
Building, housing, planning and development	31	5%	2%
Environment, conservation and climate change	26	4%	0%
Council rates and charges	25	4%	6%
Bikes, cycling / walking tracks	24	4%	1%
Footpath maintenance and repairs	24	4%	4%
Lighting	22	4%	2%
Cleanliness and maintenance of area	19	3%	3%
Street cleaning and maintenance	17	3%	3%
Graffiti / vandalism	16	3%	1%
Communication, consultation, provision of information	13	2%	2%
Housing availability and affordability	13	2%	1%
Public transport	13	2%	1%
Sydney Road issues	13	2%	n.a.
Public toilets	10	2%	0%
Cost of living	9	1%	0%
Council governance, performance and accountability	9	1%	2%
Hard rubbish collection	9	1%	1%
Multicultural issues / cultural diversity	9	1%	0%
Illegal rubbish dumping	8	1%	1%
Recycling collection including glass	8	1%	1%
Shops, restaurants, bars and entertainment venues	8	1%	1%
Animal management	7	1%	2%
School / pedestrian crossing and safety	7	1%	0%
Services and facilities for people with disability	7	1%	0%
Social justice issues	7	1%	0%
Council customer service / responsiveness	6	1%	0%
Financial issues and priorities for Council	6	1%	1%
All other issues (31 separately identified issues)	91	15%	17%
<b>Total responses</b>	<b>795</b>		<b>765</b>
<i>Respondents identifying at least one issue</i>	<i>411</i> <i>(68%)</i>		<i>391</i> <i>(50%)</i>

(\*) 2024 metropolitan Melbourne average from Governing Melbourne



## ***Issues by precinct***

There was some variation in the top issues to address for the City of Merri-bek at the moment observed across the nine precincts comprising the City of Merri-bek, as follows:

- **Brunswick** – respondents were somewhat more likely than average to nominate parking; road maintenance and repairs; street trees; parks, gardens, and open spaces; bicycle and walking tracks; environment, conservation and climate change; building, housing, planning, and development; and public transport related issues.
- **Coburg** – respondents were somewhat more likely than average to nominate parks, gardens, and open spaces; street trees; environment, conservation, and climate change; and Sydney Road related issues.
- **Pascoe Vale** – respondents were notably more likely than average to nominate safety, policing, and crime related issues, and somewhat more likely to nominate rubbish and waste issues.
- **Glenroy et al** – respondents were notably more likely than average to nominate safety, policing, and crime issues, and somewhat more likely to nominate lighting related issues.



**Top issues for the City of Merri-bek at the moment by precinct**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

<b>Brunswick</b>	
Traffic management	11%
Parking	10%
Road maintenance and repairs	9%
Provision and maintenance of street trees	9%
Parks, gardens and open spaces	8%
Bikes, cycling / walking tracks	8%
Environment, conservation, climate change	7%
Building, housing, planning, development	7%
Rubbish and waste issues incl. garbage	7%
Public transport	6%
All other issues	75%
Respondents identifying an issue	136 (72%)

<b>Coburg</b>	
Traffic management	13%
Parks, gardens and open spaces	11%
Provision and maintenance of street trees	9%
Parking	8%
Environment, conservation, climate change	8%
Rubbish and waste issues incl. garbage	8%
Council rates and charges	6%
Building, housing, planning, development	6%
Road maintenance and repairs	6%
Sydney Road issues	6%
All other issues	69%
Respondents identifying an issue	88 (74%)

<b>Pascoe Vale</b>	
Safety, policing and crime	14%
Traffic management	14%
Rubbish and waste issues incl. garbage	11%
Road maintenance and repairs	8%
Footpath maintenance and repairs	6%
Provision and maintenance of street trees	5%
Building, housing, planning, development	4%
Bikes, cycling / walking tracks	4%
Parking	3%
Council rates and charges	3%
All other issues	41%
Respondents identifying an issue	67 (61%)

<b>Glenroy et al</b>	
Safety, policing and crime	12%
Traffic management	12%
Rubbish and waste issues incl. garbage	9%
Parking	8%
Road maintenance and repairs	6%
Lighting	6%
Council rates and charges	4%
Cleanliness and maintenance of area	4%
Communication, consultation, prov of info.	4%
Building, housing, planning, development	4%
All other issues	41%
Respondents identifying an issue	120 (66%)

<b>City of Merri-bek</b>	
Traffic management	12%
Safety, policing and crime	9%
Rubbish and waste issues incl. garbage	8%
Parking	8%
Road maintenance and repairs	7%
Provision and maintenance of street trees	6%
Parks, gardens and open spaces	6%
Building, housing, planning, development	5%
Environment, conservation, climate change	4%
Council rates and charges	4%
All other issues	62%
Respondents identifying an issue	411 (68%)

<b>Northern region</b>	
Parks, gardens and open spaces	18%
Traffic management	18%
Council rates	11%
Footpath maintenance and repairs	11%
Roads maintenance and repairs	7%
Rubbish and waste issues incl. garbage	7%
Street cleaning and maintenance	7%
Provision and maintenance of street trees	7%
Parking	6%
Animal management	6%
All other issues	58%
Respondents identifying an issue	101 (71%)



## ***Issues by respondent profile***

There was some variation in the top issues to address for the City of Merri-bek at the moment observed by respondent profile, as follows:

- **Male** – respondents were somewhat more likely than females to nominate rubbish and waste issues; street trees; and Council rates, fees, and charges related issues.
- **Female** – respondents were somewhat more likely than males to nominate parking; building, housing, planning, and development issues; environment, conservation, and climate change issues; and footpath maintenance and repairs.
- **English speaking household** – respondents were somewhat more likely than respondents from multilingual households to nominate parking and issues around parks, gardens, and open spaces.
- **Multilingual household** – respondents were somewhat more likely than respondents from English speaking households to nominate safety, policing, and crime issues; road maintenance and repairs; rubbish and waste issues; street trees; lighting; and housing affordability and availability related issues.
- **Young adults (aged 18 to 34 years)** – respondents were somewhat more likely than average to nominate safety, policing, and crime related issues.
- **Adults (aged 35 to 44 years)** – respondents were notably more likely than average to nominate traffic management related issues; and somewhat more likely to nominate safety, policing, and crime issues; building, housing, planning, and development issues; public toilets; and bicycle / walking paths and tracks.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were notably more likely than average to nominate rubbish and waste issues; and somewhat more likely to nominate street trees; building, housing, planning, and development issues; environment, conservation, and climate change issues; bicycle / walking paths and tracks; and graffiti / vandalism related issues.
- **Older adults (aged 60 to 74 years)** – respondents were notably more likely than average to nominate traffic management and parking issues; and somewhat more likely to nominate street trees; Council rates, fees, and charges; and footpath maintenance and repairs.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely to nominate parking; street trees; and footpath maintenance and repair related issues.



**Top issues for the City of Merri-bek at the moment by respondent profile**

**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

<b>Male</b>	
Traffic management	12%
Rubbish and waste issues incl. garbage	9%
Safety, policing and crime	8%
Provision and maintenance of street trees	8%
Road maintenance and repairs	8%
Parks, gardens and open spaces	6%
Parking	6%
Council rates and charges	6%
Building, housing, planning, development	4%
Cleanliness and maintenance of area	3%
All other issues	57%
Respondents identifying an issue	190 (66%)

<b>Female</b>	
Traffic management	12%
Parking	9%
Safety, policing and crime	9%
Road maintenance and repairs	7%
Rubbish and waste issues incl. garbage	7%
Building, housing, planning, development	6%
Parks, gardens and open spaces	6%
Environment, conservation, climate change	6%
Footpath maintenance and repairs	6%
Provision and maintenance of street trees	5%
All other issues	64%
Respondents identifying an issue	217 (71%)

<b>English speaking</b>	
Traffic management	12%
Parking	9%
Rubbish and waste issues incl. garbage	8%
Safety, policing and crime	7%
Parks, gardens and open spaces	7%
Provision and maintenance of street trees	6%
Road maintenance and repairs	6%
Building, housing, planning, development	5%
Environment, conservation, climate change	5%
Footpath maintenance and repairs	5%
All other issues	62%
Respondents identifying an issue	250 (68%)

<b>Multi-lingual</b>	
Safety, policing and crime	12%
Traffic management	11%
Road maintenance and repairs	10%
Rubbish and waste issues incl. garbage	10%
Provision and maintenance of street trees	8%
Lighting	6%
Council rates and charges	5%
Parking	5%
Housing availability and affordability	4%
Parks, gardens and open spaces	4%
All other issues	59%
Respondents identifying an issue	156 (69%)



**Top issues for the City of Merri-bek at the moment by respondent profile**

**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**

(Number and percent of total respondents)

<b>Young adults (18 to 34 years)</b>	
Safety, policing and crime	11%
Traffic management	10%
Rubbish and waste issues incl. garbage	8%
Road maintenance and repairs	7%
Parking	6%
Parks, gardens and open spaces	4%
Building, housing, planning, development	4%
Lighting	4%
Bikes, cycling / walking tracks	4%
Cleanliness and maintenance of area	3%
All other issues	59%
Respondents identifying an issue	151 (66%)

<b>Adults (35 to 44 years)</b>	
Traffic management	16%
Safety, policing and crime	11%
Rubbish and waste issues incl. garbage	8%
Building, housing, planning, development	7%
Parks, gardens and open spaces	7%
Road maintenance and repairs	6%
Lighting	6%
Provision and maintenance of street trees	6%
Public toilets	5%
Bikes, cycling / walking tracks	5%
All other issues	57%
Respondents identifying an issue	83 (68%)

<b>Middle aged adults (45 to 59 years)</b>	
Rubbish and waste issues incl. garbage	12%
Traffic management	10%
Parking	9%
Provision and maintenance of street trees	9%
Safety, policing and crime	8%
Building, housing, planning, development	7%
Environment, conservation, climate change	7%
Road maintenance and repairs	7%
Bikes, cycling / walking tracks	7%
Graffiti / vandalism	7%
All other issues	77%
Respondents identifying an issue	93 (75%)

<b>Older adults (60 to 74 years)</b>	
Traffic management	17%
Parking	16%
Provision and maintenance of street trees	11%
Council rates and charges	8%
Road maintenance and repairs	8%
Footpath maintenance and repairs	7%
Parks, gardens and open spaces	5%
Building, housing, planning, development	5%
Environment, conservation, climate change	5%
Rubbish and waste issues incl. garbage	5%
All other issues	56%
Respondents identifying an issue	55 (73%)

<b>Senior citizens (75 years and over)</b>	
Parking	10%
Provision and maintenance of street trees	10%
Traffic management	10%
Road maintenance and repairs	8%
Footpath maintenance and repairs	8%
Parks, gardens and open spaces	6%
Lighting	6%
Rubbish and waste issues incl. garbage	6%
Cleanliness and maintenance of area	4%
Graffiti / vandalism	4%
All other issues	27%
Respondents identifying an issue	29 (57%)

<b>City of Merri-bek</b>	
Traffic management	12%
Safety, policing and crime	9%
Rubbish and waste issues incl. garbage	8%
Parking	8%
Road maintenance and repairs	7%
Provision and maintenance of street trees	6%
Parks, gardens and open spaces	6%
Building, housing, planning, development	5%
Environment, conservation, climate change	4%
Council rates and charges	4%
All other issues	62%
Respondents identifying an issue	411 (68%)





## Verbatim responses for key issues

### Road maintenance and repair issues

The table outlines the verbatim comments categorised as “road maintenance and repairs”.

<b>Issues regarding "road maintenance and repairs"</b> <b>Merri-bek City Council - 2024 Annual Community Satisfaction Survey</b> <i>(Number of responses)</i>	
<i>Response</i>	<i>Number</i>
Road maintenance	6
Roads	4
There are potholes at various streets in Oak Park	2
Albert St shared zone should be maintained more	1
Appleby Cres	1
Fix roads Nicholson St	1
Fix the roads and footpaths all around the city	1
Fixing potholes	1
Harold St needs maintenance	1
In front of house, road edge is not levelled, Nicholson St	1
Maintenance of roads and footpaths in Coburg	1
Make roads better in general, nature strip as well	1
Moreland Rd	1
No notification about roadworks on Sussex St	1
Plans to make the roads	1
Potholes all over like in Union St	1
Potholes around Nicholson St	1
Road maintenance in Brunswick	1
Road maintenance is pathetic	1
Road maintenance is terrible in various places	1
Road maintenance needed in Fawkner	1
Road management in Derby St	1
Road management in Lygon St	1
Road management in Pascoe Vale	1
Road stretches fixing should be done	1
Roads are not maintained adequately	1
Roads are not so good all over Pascoe Vale	1
Roads are not well maintained, Gaffney St	1
Roads in Coburg	1
Roads that could be improved like around the corner in Hope St	1
Roadworks	1
Roadworks and other activities without prior notice	1
Roadworks need to be improved in general	1
Roadworks should be done more responsibly	1
Street potholes on Harrison St	1
The potholes on road need fixing on Reynolds Pde	1
There are potholes on different streets in Coburg	1
There are potholes on different streets in Glenroy	1
Traffic management in Coburg	1
<b>Total</b>	<b>48</b>





## Safety, policing, and crime issues

The following table outlines the verbatim comments categorised as “safety, policing, and crime” related issues.

**Issues regarding "safety, policing and crime"**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
Safety	11
Crime / crime rates	4
Ensure the security	2
Need more cop to patrol around to reduce crimes	2
Safety at night	2
Cameras	1
Crime management around Coburg	1
Crimes such as car break-ins are taking place in Glenroy	1
Crimes such as drug peddlers are moving around Glenroy Station	1
Crimes such as robbery are taking place in Fawkner	1
Crimes such as robbery have taken place in the recent past at Lorne Street and the nearby streets	1
Crimes such as smashing of cars have taken place in the recent past at Lorne St and the nearby streets	1
Crimes such as stabbing have taken place in the recent past at Lorne Street and the nearby streets	1
Crimes such as thefts closer to school zones are taking place in Fawkner	1
Crimewatch such as house break-ins have taken place in recent in past in Fawkner	1
Crimewatch such as robbery have taken place in recent in past in Fawkner	1
Crimewatch such as stabbing have taken place in recent in past in Fawkner	1
During the night, there are a lot of people around the 7-11	1
Heard house break-ins every now and then	1
I have heard about crimes such as car break-ins from Facebook community group	1
I have heard about crimes such as house break-ins from Facebook community group	1
I have heard about crimes such as youth theft from Facebook community group	1
I would like to see more police, because people order take away and throw it out, and a lot of parking enforcement issues	1
Last week someone stole things from the car on Augustine Terrace	1
More accountability on safety due to break-ins	1
More accountability on safety due to vandalism on cars	1
More accountability on safety due to vandalism on houses	1
Near Glenroy station CBD area, I don't feel safe I think we need more Protective Services	1
Once I open a door and a guy tried to break in	1
Police response is slow, and they are not strict in reducing the crimes in Fawkner	1
Robbers are more in Coburg North	1
Safety at night in Merri-bek	1
Safety at night with streetlights at major streets like Lygon St	1
Safety at night with streetlights at major streets like Nicolson St	1
Safety at night with streetlights at major streets like Sydney Rd	1
Safety at street at nighttime	1

Safety at Sussex St	1
Safety for people around Pascoe Vale	1
Safety I don't feel safe here	1
Safety - there is one stalker on the streets of Ohea St	1
Security near Pascoe Vale station should be increased	1
Some crazy peoples are wandering around the streets and reserves	1
Strangers check mailboxes at Wymlet St	1
Street safety	1
Teenage crime happens every now and then	1
There are some dangerous people walking around the street	1
There is a lot of theft, my bike got stolen	1
Thief around residential areas	1
<b>Total</b>	<b>64</b>

## Traffic management issues

The following table outlines the verbatim comments categorised as traffic management related issues.

### Issues regarding "traffic management"

#### Merri-bek City Council - 2024 Annual Community Satisfaction Survey

(Number of responses)

<i>Response</i>	<i>Number</i>
Traffic / less traffic	11
Traffic management / better traffic management	9
Car speeding	5
Misleading speed signs on roads	3
Increase speed limit	2
Traffic, roads are narrow	2
Cameras in Merri St (hit and runs, crashes and vandalism of cars and houses, experienced so far	1
Congestion of roads and traffic management in Brunswick	1
Decrease the speed of the road	1
Disruptive traffic due to construction works	1
Ensure the speed limits in traffic	1
Get rid of the speed bumps no one goes that fast here	1
I think they should reduce the amount of speed bumps on the road	1
In the end of Nicholson St, Glenroy intersection is too tight	1
Local traffic on Stockade Ave should be addressed as cars are parked on roads	1
Making speed limits really low which creates more traffic	1
Management of traffic in the streets. Beatty Ave and surrounding streets	1
Misleading road signs	1
Need more signs in Soudan St, people use it to run along roads	1
Need speed bumps at the ends of Kitchener Rd	1
On roundabout, don't plant big grasses as it is hazardous	1
Over speeding by bikes is taking place in Fawkner	1



Over speeding is the main thing, people literally think the streets are a racetrack	1
People driving around Bellevue St should slow down since there are people who aren't conscious of traffic in that area	1
Prospect St, Grandview St need speed bumps	1
Safe roads to school	1
Signs	1
Some people are driving 100 km in a 60 km zone on Gaffney St	1
Speed bump on Marlborough St needed	1
Speed bumps damage the car	1
Speed limit is 40, but no one follows that. And the Council does nothing to enforce it	1
Speed limit on King St must be reduced	1
Speed limit reduction in some areas is not logical	1
Speeding at Gaffney St, crossing should be there	1
Stockade Ave should have lower speed limit because of residential area	1
Street traffic is not managed	1
The intersection at Portland St due to many accidents at that intersection	1
Traffic and management is very poor	1
Traffic congestion on Sydney Rd	1
Traffic flow and safety	1
Traffic flow is worst at intersection between Glenroy Rd and West St	1
Traffic is not the greatest, slow traffic	1
Traffic is not the best	1
Traffic jam, road is badly planned	1
Traffic lights in the corner of Bell St cause traffic congestion	1
Traffic management is not good at intersections	1
Traffic management, Lygon St, Nicholson St	1
Traffic, roads in Glenroy are too bad	1
When turning from Downs St to Moreland Rd, it's a very dangerous intersection	1
<b>Total</b>	<b>75</b>
<hr/> <i>Other</i> <hr/>	
Car parking management is very poor	1
Encourage people to go with bicycle	1
There should be a limit on issuing a specific number of permits for new houses	1
Too many crowded streets	1
<b>Total</b>	<b>4</b>
<b>Total responses</b>	<b>79</b>



## Perception of safety in public areas

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas of the City of Merri-bek?”*

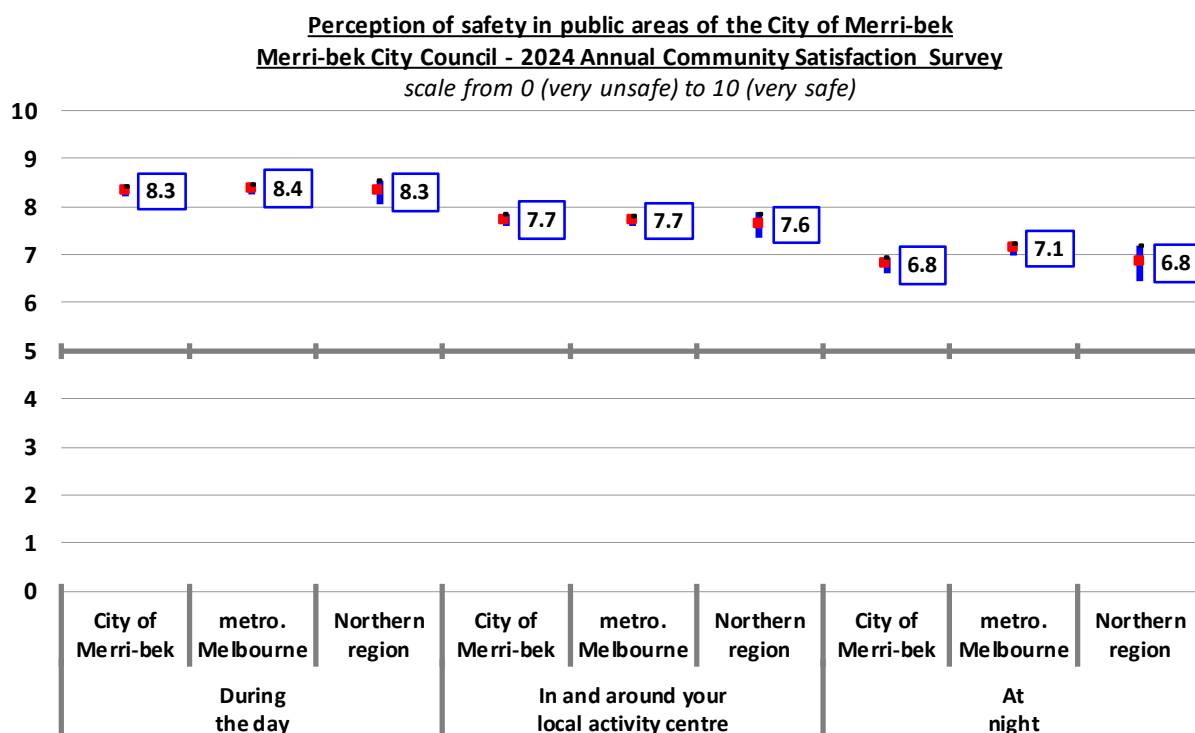
Respondents were asked to rate their perception of safety in the public areas of the City of Merri-bek during the day, at night, and in and around their local activity centre.

The following graph provides a comparison of the average perception of safety against the metropolitan Melbourne and northern region councils, as sourced from 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 perception of safety during the day and in and around the local activity centre was similar to the metropolitan Melbourne and northern region councils’ averages.

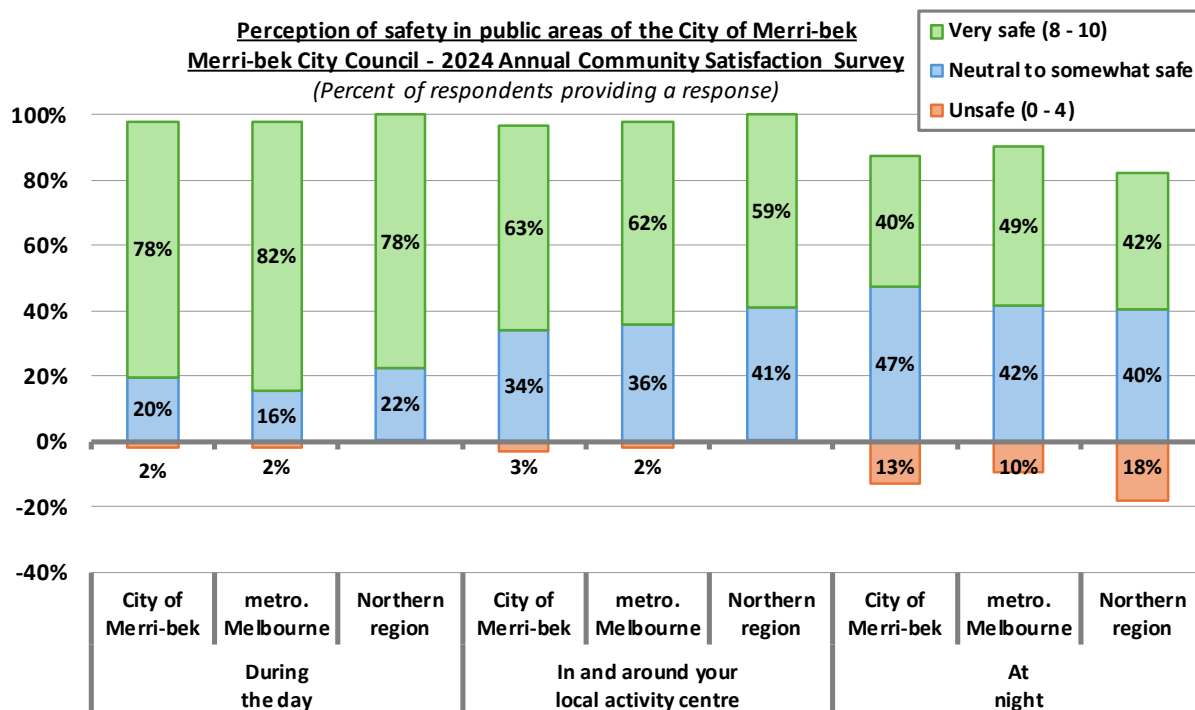
The perception of safety at night, however, was measurably (3%) lower than the metropolitan Melbourne average, but identical to the northern region councils’ average.



The following graph outlines the proportion of respondents (providing a score) who felt “very safe” (i.e., rated safety at eight or more), those who felt neutral to somewhat safe (i.e., rated safety at between five and seven), and those who felt “unsafe” (i.e., rated safety at less than five).

The majority of respondents who provided a satisfaction score felt “very safe” in the public areas of the municipality during the day (78%) and in and around the local activity centre (63%).

Attention is drawn to the 13% of respondents who felt unsafe in the public areas of the City of Merri-bek at night, which was somewhat higher than the metropolitan average of 10% but lower than the northern region councils’ average (18%).



### ***Perception of safety in public areas during the day***

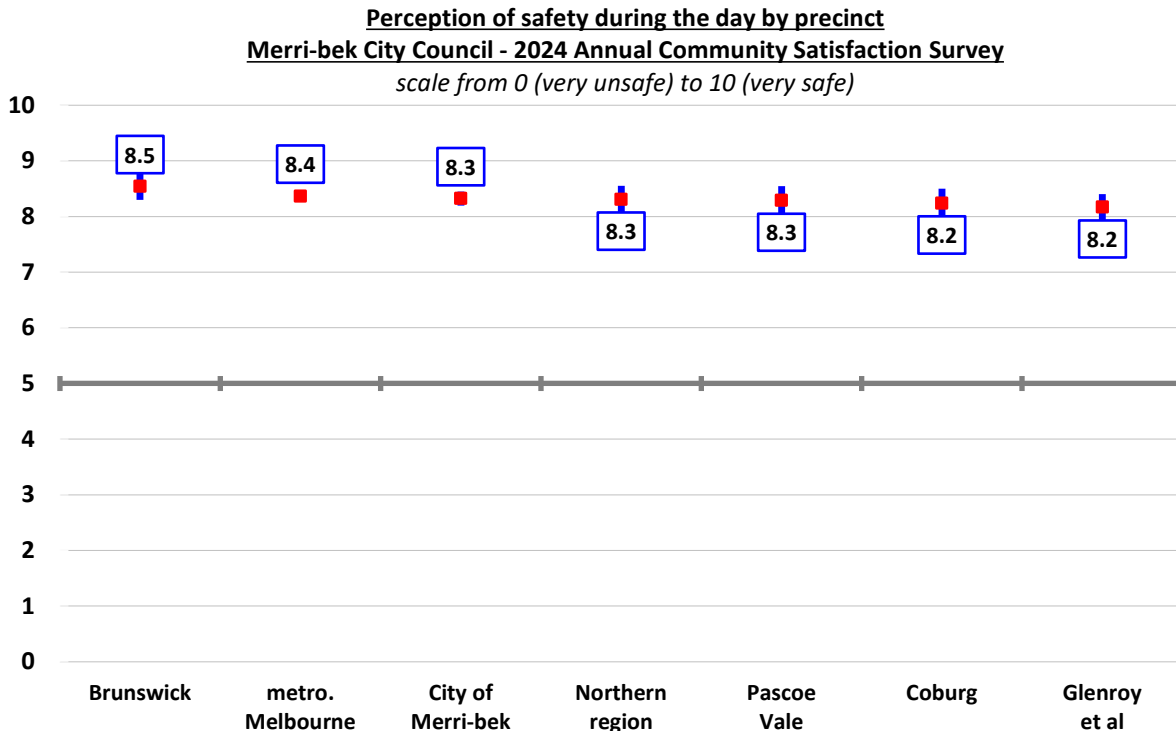
The perception of safety in the public areas of Merri-bek during the day was 8.3 out of 10, or a very high perception.

This result was marginally (1%) lower than the metropolitan Melbourne average, but identical to the northern region councils’ average, both as recorded in *Governing Melbourne*.

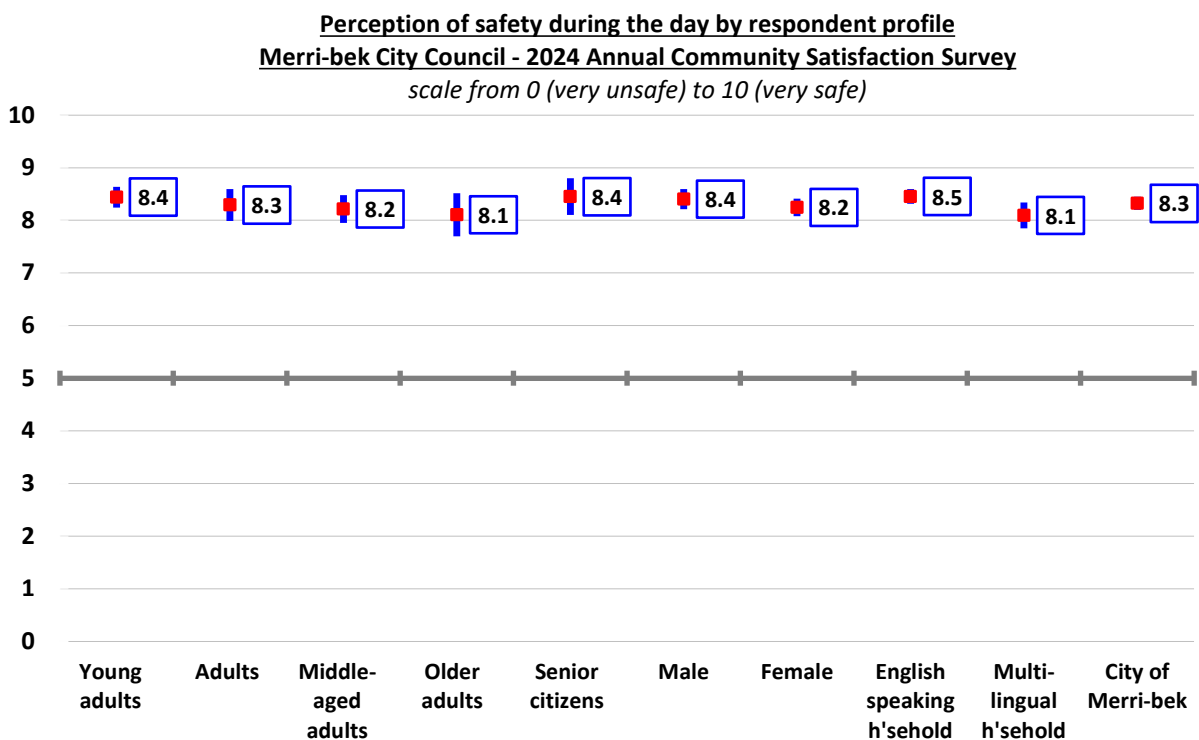
This was comprised of 78% of respondents who felt “very safe” and two percent who felt “unsafe”.

Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Brunswick felt somewhat (3%) safer on average than the municipal average.





There was some measurable variation in this result observed by respondent profile, with male respondents feeling somewhat (2%) safer than female respondents, and respondents from English speaking households feeling measurably (4%) less satisfied than respondents from multilingual households.



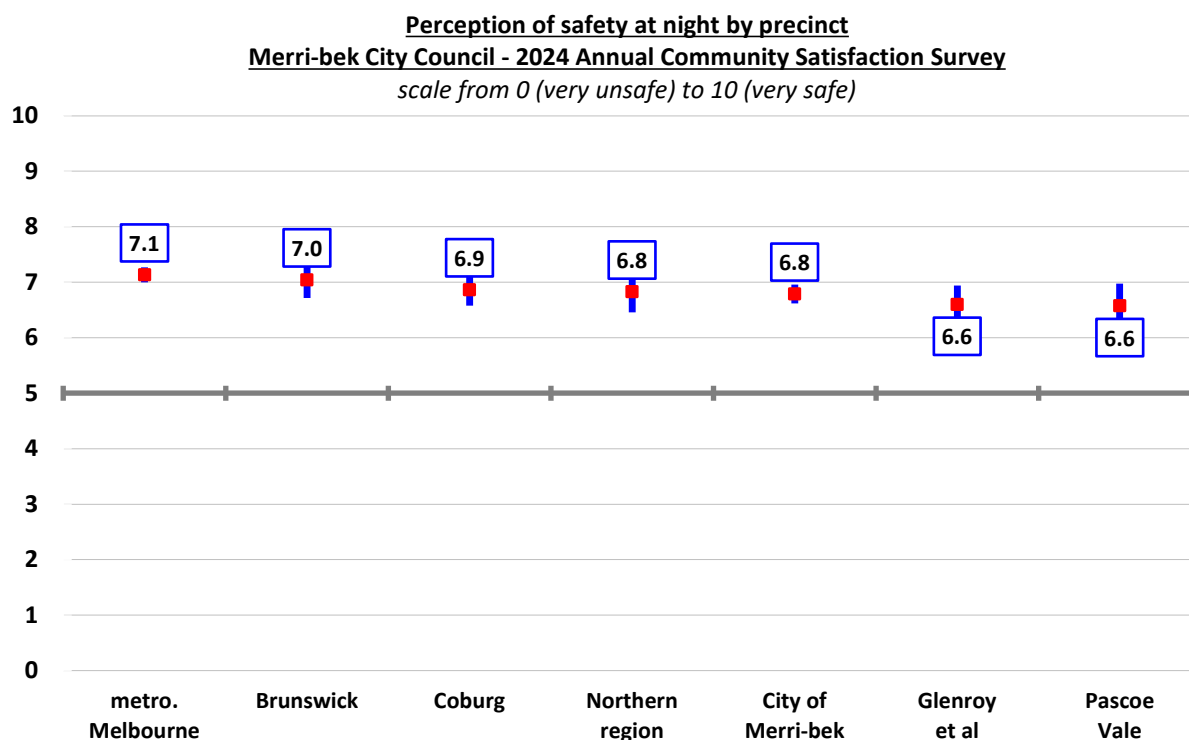
## Perception of safety in public areas at night

The perception of safety in the public areas of the City of Merri-bek at night was 6.8 out of 10, or a moderate perception of safety.

This result was measurably (3%) lower than the metropolitan Melbourne average, but identical to the northern region councils' average, both as recorded in *Governing Melbourne*.

This result comprised 40% of respondents who felt "very safe" and 13% who felt "unsafe". This was a somewhat higher proportion of respondents who felt "unsafe" than the metropolitan average, although lower than the northern region councils' average of 18%.

Whilst there was no statistically significant variation in this result observed across the municipality, it is noted that respondents from Glenroy et al and Pascoe Vale felt marginally (2%) less safe on average than the municipal average, whilst respondents from Brunswick felt marginally (2%) safer than average.

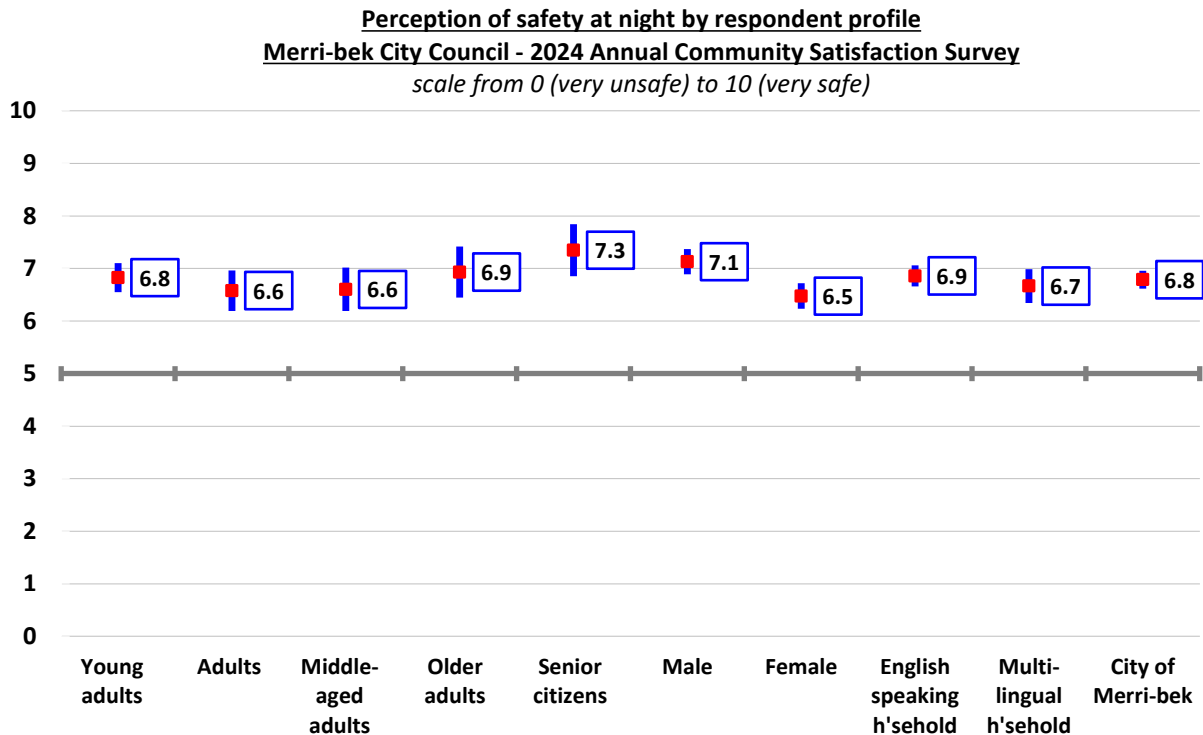


There was measurable variation in this result observed by respondent profile, as follows:

- **Age structure** – senior citizens (aged 75 years and over) felt notably (5%) safer in public areas at night than average.
- **Gender** – female respondents felt measurably (6%) less safe in public areas at night than male respondents.
- **Language spoken at home** – respondents from multilingual households felt marginally (2%) less safe in public areas at night than respondents from English speaking households.







### ***Perception of safety in and around local activity centre***

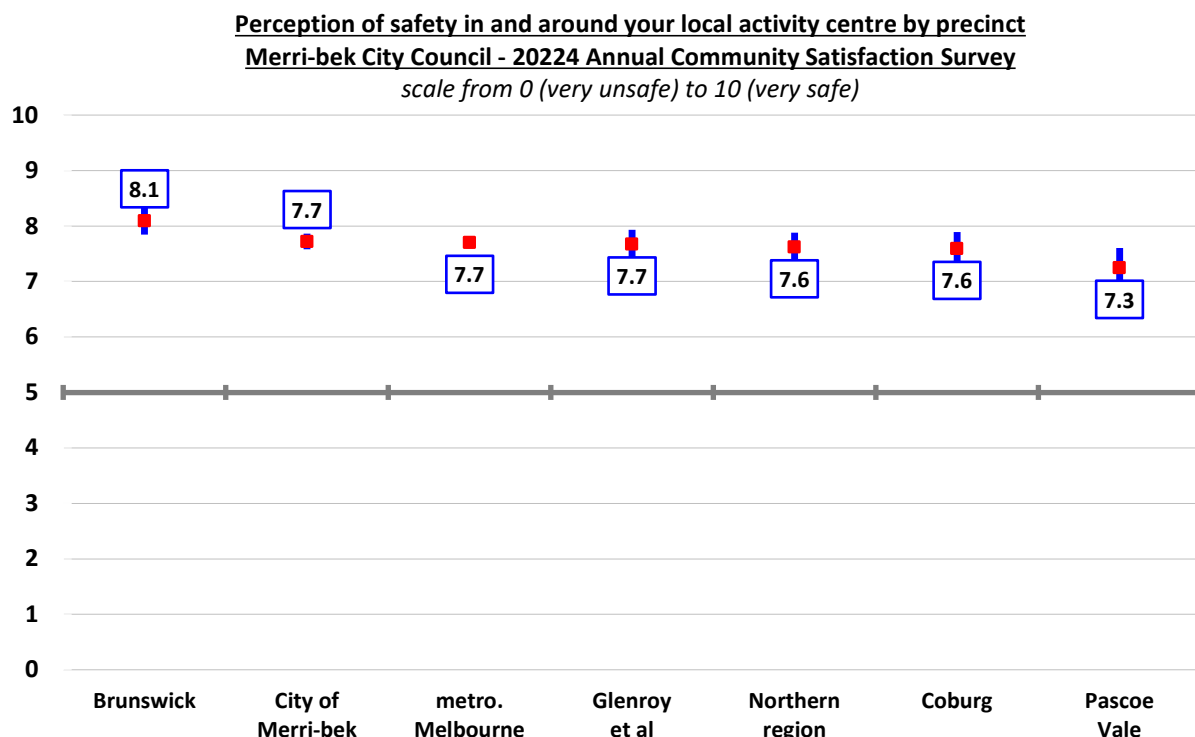
The perception of safety in and around the respondents' local activity centre was 7.7 out of 10, or a high perception of safety.

This result was identical to the metropolitan Melbourne average, and marginally (1%) higher than the northern region councils' average, both as recorded in *Governing Melbourne*.

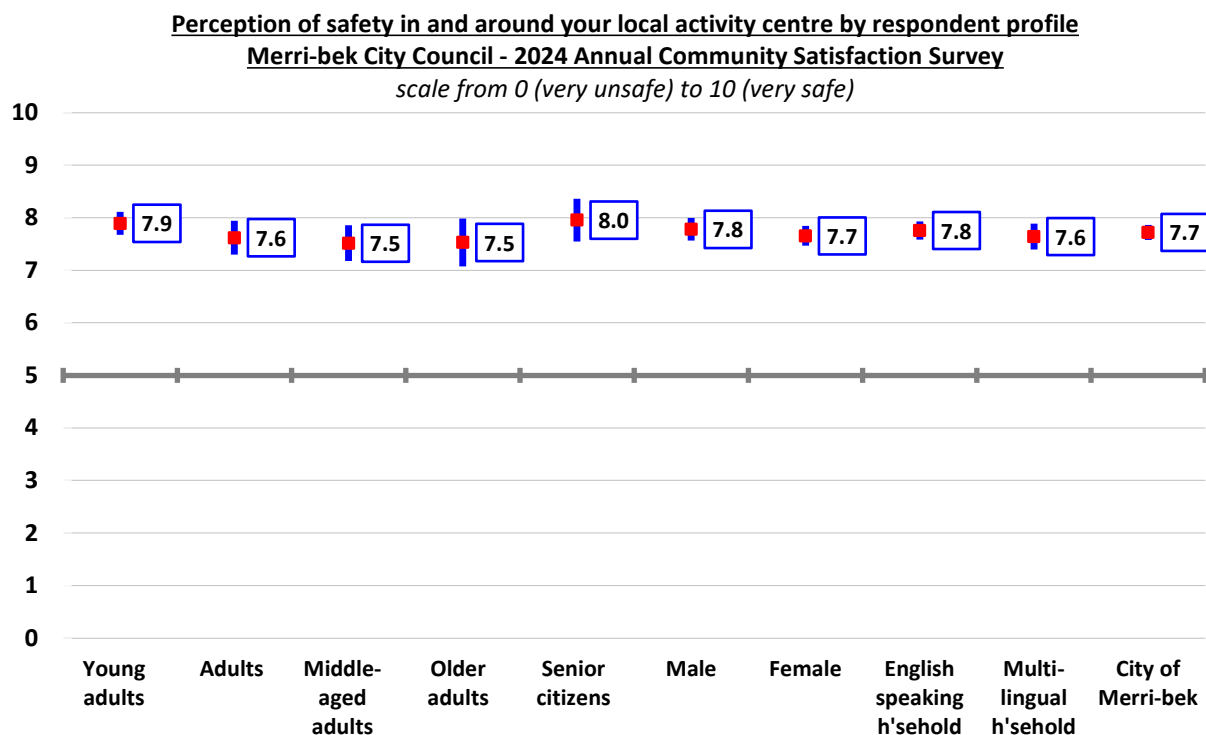
This result comprised 63% of respondents who felt "very safe" and three percent who felt "unsafe".

There was measurable and notable variation in this result observed across the municipality, with respondents from Brunswick feeling notably (4%) safer than the municipal average, whilst respondents from Pascoe Vale felt measurably (4%) less safe in and around their local activity centre than the municipal average.





There was no measurable variation in the perception of safety in and around the local activity centre observed by respondent profile, although it is noted that senior citizens (aged 75 years and over) felt somewhat (3%) safer than average.



## Reasons for feeling unsafe in public areas

There was a total of 52 comments received from respondents who felt unsafe in the public areas of the City of Merri-bek.

These comments have been broadly categorised in the following table, with the most common issues being concerns around the perception of safety at night and lighting related issues (17 comments), concerns around various types of people (9 comments), and concerns around the perception and experience of crime and policing (7 comments).

Metropolis Research notes that these results were more focused on safety at night and concerns around various antisocial behaviour and / or groups of people than has been observed in several other municipalities this year.

In several municipalities across metropolitan Melbourne, there has been a small increase in concern around property crime, reflecting increasing cost of living pressures. This does not appear to have been a significant factor underpinning the perception of safety in the City of Merri-bek this year.

**Reasons for not feeling safe in the public areas of the City of Merri-bek**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
 (Number and percent of total responses)

Response	2024	
	Number	Percent
Perception of safety at night and lighting	17	33%
People	9	17%
Crime and policing	7	13%
Female safety	4	8%
Violence and anti-social behaviour	4	8%
Drugs and alcohol	3	6%
General perception of safety	2	4%
Incidents / break-ins	2	4%
Other	4	8%
<b>Total</b>	<b>52</b>	<b>100%</b>

The following table outlines the verbatim comments received.



**Reasons for not feeling safe in the public areas of the City of Merri-bek**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>Perception of safety at night and lighting</i>	
Lack of lights / not well lit	4
Very dark	3
At nighttime, it's not risky to go outside	1
Dark in street and station	1
I feel unsafe because of the low street lighting	1
I feel unsafe because there are less people in the dark	1
I wouldn't think of travelling alone at night in this area because there are not enough streetlights here	1
Lighting is bad in Edward St	1
Lighting is bad in Garden St	1
Need more lighting	1
There are no lights and always dodgy people around the park and pathways	1
When coming back from train station or walking at night the whole area is so dark	1
<b>Total</b>	<b>17</b>
<i>People</i>	
A lot of people around there	1
Had an experience with some strange people	1
Man walking with knife	1
People are crazy	1
People hanging out there at night	1
Protesters	1
So many homeless people loitering around makes me feel intimidated	1
There are a lot of drug addicts and homeless	1
There are homeless people, people who harass for money, they get aggressive	1
<b>Total</b>	<b>9</b>
<i>Crime and policing</i>	
Youth crimes	2
A lot of crimes happened	1
Lack of enforcement of Council compliance issues	1
Lots of criminals, down the park we met a guy with 2 rifles with him	1
More policing needed in Glenroy	1
There are a lot of gang wars	1
<b>Total</b>	<b>7</b>



<i>Female safety</i>	
Because of violence to women	1
Homelessness has made it unsafe for women	1
Just being a woman in the dark	1
Recently there were reports of men harassing women	1
<b>Total</b>	<b>4</b>
<i>Drugs and alcohol</i>	
Lots of druggies	1
New rehabilitation centre has ruined the street. No consultation with the community for it	1
So many druggies and unwanted people	1
<b>Total</b>	<b>3</b>
<i>Violence and anti-social behaviour</i>	
Aggressive people and no respect for others	3
Intimidating	1
<b>Total</b>	<b>4</b>
<i>General perception of safety</i>	
Because it is not safe, so I am not always going out	1
I just get worried about my personal safety	1
<b>Total</b>	<b>2</b>
<i>Incidents / break-ins</i>	
They jumped through the fence and were in the backyard	1
You have to save yourself from thieves and police	1
<b>Total</b>	<b>2</b>
<i>Other</i>	
From the Coburg train stations and around Tanderum Dr	1
Hit the car	1
It's just how they distribute the homes for homeless	1
The cars driving really fast and don't feel safe	1
<b>Total</b>	<b>4</b>
<b>Total responses</b>	<b>52</b>



## Locations where respondents felt unsafe

The following table outlines the 89 comments received from respondents who felt unsafe in the public areas of the City of Merri-bek outlining the locations where they felt unsafe.

**Location where respondents feel unsafe**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Location</i>	<i>Number</i>
All the streets around here because of lighting / dark streets / poor lighting	4
Glenroy	4
Sydney Rd	4
Broadmeadows	3
Campbellfield	3
Everywhere	3
Hadfield	3
Jacana	3
Melbourne Ave	2
Shops / shopping centres	2
Stations	2
Across Barkly Square	1
All railway stations near Pascoe Vale	1
Along bike paths near train lines	1
Along the Merri Creek path	1
Area with homeless people sleeping outside	1
Around Elizabeth St	1
Around Lake Ave	1
Around the shopping centre	1
At night	1
Car break-ins in Glenroy	1
Car break-ins in Merri-bek are high	1
Cars have been damaged in Brunswick, no one is removing them	1
Coles	1
Community members post about instances of thefts on Glenroy Community Facebook page	1
Corner of Glenlyon and Sydney Rd, bunch of homeless	1
Crimes such as robbery are taking place at Wymlet St	1
Crimes such as robbery, car smashing and stabbing have taken place at Lorne St and the surrounding streets	1
Everywhere there are dangerous people	1
Grandview St	1
I have experienced car break-ins at Gowrie St	1
In all streets	1
In the streets of Boundary Rd and at the Pascoe Vale station	1
Laneways	1
Local activity centre	1
Lots of disturbances at nighttime	1



Melbourne Ave and also the whole area	1
Merri Creek	1
Merri Creek path needs more lighting in the evening	1
My house	1
Near 7-11 store	1
Near Glenroy station	1
Near Pascoe Vale market	1
Need more streetlights	1
Nicholson St	1
No police and patrol anywhere and it's happening everywhere	1
Not specifically, seeing homeless people at the shopping centres, Sydney Rd, Coburg	1
On the footpaths	1
On tram 19	1
Outside	1
Police inaction on the streets	1
Residential area at Garden St, lighting is bad	1
Shooting incidents at Fawkner graveyard by gangs	1
Streetlight is not bright at night and people are riding bikes at high speed at Lorne St and nearby streets	1
Street lighting at Jarvie St	1
Streets are dark at night (Merri St)	1
Sydney Rd has many junkies and there have been reports of sex offenders	1
Taking precautions for keeping the areas safer at night	1
The Dunstan Reserve	1
There are crimes such as robbery at North St	1
There is a known sex offender living on Brunswick Rd that police have not done anything about	1
There is some crime	1
Tobacco store near Coles	1
Too many homeless and drug-affected people	1
Unknown people ring my bell at Bouchier St, and it makes me feel scared	1
Various items outside my house at Wymlet St have been stolen	1
Young people annoy us outside shopping centres in Broadmeadows and Glenroy	1
<b>Total</b>	<b>89</b>





**Location where respondents feel unsafe by precinct**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*(Number of responses)*

Precinct	Location	Number
Brunswick (Total = 23)	Everywhere	2
	Sydney Road	2
	Across Barkley Square	1
	Area with homeless people sleeping outside	1
	Cars have been damaged at Brunswick no one is removing them	1
	Corner of Glenlyon and Sydney Rd, bunch of homeless	1
	Laneways	1
	Lot of disturbances at nighttime	1
	Merri Creek path needs more lighting in the evening	1
	On the footpaths	1
	Police inaction on the streets	1
	Residential area at Garden St lighting is bad	1
	Streetlight at night in all places	1
	Street lighting at Jarvie St	1
	Streets are dark in night (Merri Street)	1
	Sydney Rd has many junkies and there have been reports of sex offenders	1
	Taking precautions for keeping the areas safer at night	1
	The Dunstan Park	1
	The shopping centres	1
	There is a known sex offender living on Brunswick Rd that police have not done anything about	1
	Too many homeless and drug effected people. No police and petrol anywhere and it's happening everywhere	1
Coburg (Total = 9)	Around Elizabeth St	1
	Around the shopping centre	1
	Local activity centre	1
	Need more streetlights	1
	Nicholson St	1
	Not specifically, seeing homeless people at the shopping centres, Sydney Rd, Coburg	1
	On a Tram 19	1
	Sydney Rd	1
	There are some crime and poor lighting	1
Pascoe Vale (Total = 7)	All railway station near Pascoe Vale	1
	Around Lake Ave	1
	In all streets	1
	In the streets of Boundary Rd and at the Pascoe Vale station	1
	My house	1
	Near 7-11 store	1
	Sydney Rd precinct	1



Glenroy et al (Total = 32)	Glen Roy, Hadfield and Jacana and Camberfield, Broadmeadows	3
	Along the Merri Creek path	2
	Crimes such as robbery are taking place at Wymlet St	2
	Everywhere	2
	All the streets around here because of lighting	1
	Along bike paths near train lines	1
	At night	1
	Car break-ins in Glenroy	1
	Car break-ins in Merri-bek are high	1
	Community members post about instances of thefts at Glenroy Community Facebook page	1
	Crimes such as robbery, car smashing and stabbing have taken place at Lorne St and the surrounding streets	1
	Dark streets	1
	Everywhere there are dangerous people	1
	Glen Roy	1
	Grandview St	1
	I have experienced car break-ins at Gowrie St	1
	Melbourne Ave	1
	Near Glenroy Station	1
	Near Pasco vale Market	1
	Shooting incidents at Fawkner graveyard by gangs	1
	Station, Coles	1
	Stations and shops	1
	Streetlight is not bright at night and people are riding bikes at high speed at Lorne St and nearby streets	1
	There are crimes such as robbery at North St	1
	Tobacco store near Coles	1
	Unknown people ring bell at Bouchier St and it make me feel scared	1
	Young people annoy us outside shopping centres in Broadmeadows and Glenroy	1



## Economic security

### Cost of living pressure

Respondents were asked:

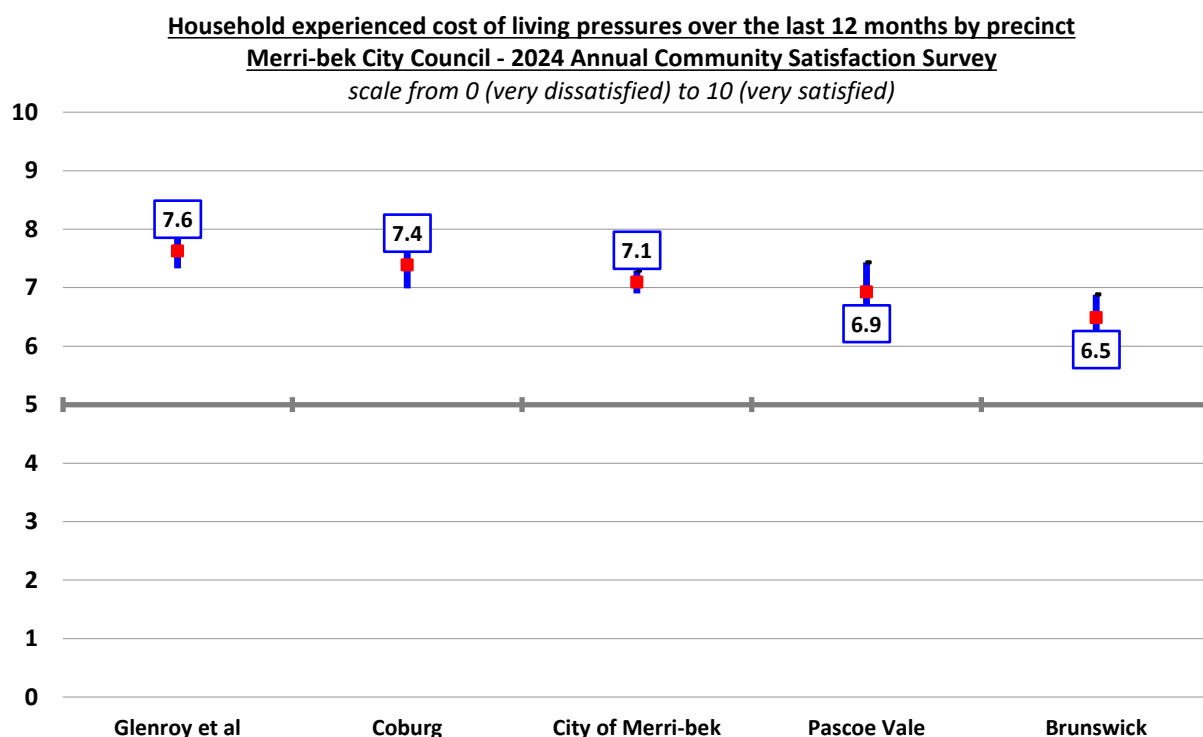
*“On a scale of 0 (lowest) to 10 (highest), to what extent has the household experienced cost of living pressures over the last 12 months? What ways do you feel that Council could assist in reducing cost of living pressure?”*

Respondents were asked to rate to what extent their household had experienced cost of living pressures over the last 12 months.

On average, respondents rated the cost-of-living pressures experienced over the last 12 months at a relatively high average of 7.1 out of 10.

There was measurable variation in this result observed across the municipality, with respondents from Glenroy et al reporting measurably (5%) higher average cost of living pressure than the municipal average, at a high average of 7.6 out of 10.

By contrast, respondents from Brunswick rated the cost-of-living pressures measurably (6%) lower than average, at a moderate 6.5 out of 10.

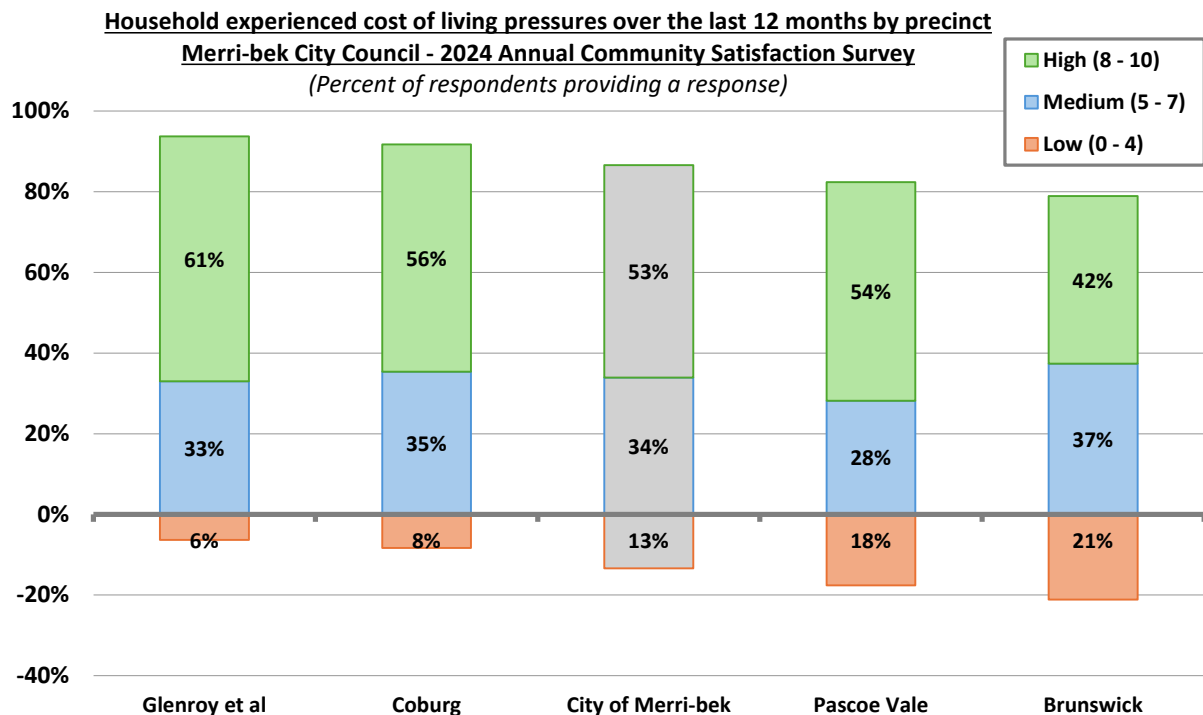


The following graph provides a breakdown of these results into the proportion of respondents providing a response who rated the cost-of-living pressures as “high” (i.e., rated eight or more out of 10), those who rated the pressure as “medium” (i.e., five to seven), and those who rated the pressure as “low” (i.e., rated zero to four).



More than half (53%) of the 578 respondents who provided a response to this question reported that they had experienced high cost of living pressures over the last year, whilst 13% reported that they had experienced low pressures.

It is noted that respondents from Glenroy et al were more likely than average to rate the cost-of-living pressure as high, whilst 21% of respondents from Brunswick rated the cost-of-living pressures over the last 12 months as low.



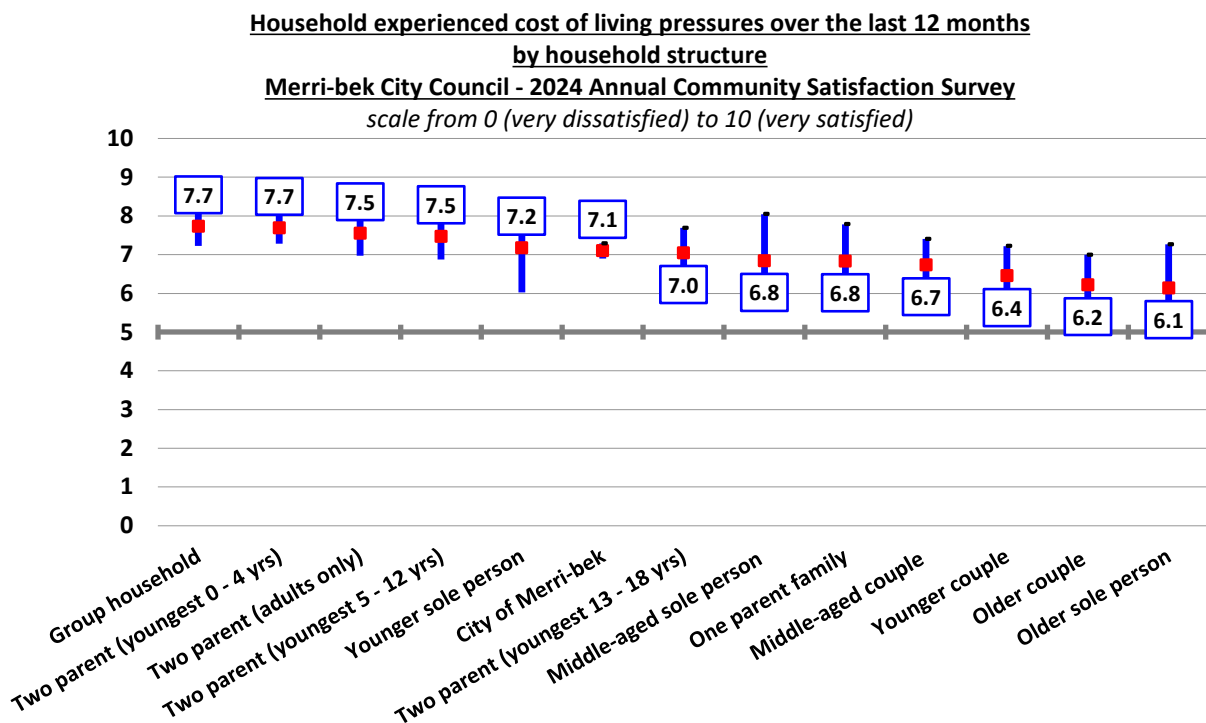
The following graph provides a comparison of the average cost of living pressures over the last 12 months by the respondents' household structure.

Whilst the sample size was quite small for some of these household structures, there was, nonetheless, some meaningful variation in the experience of cost-of-living pressures observed by household structure, as follows:

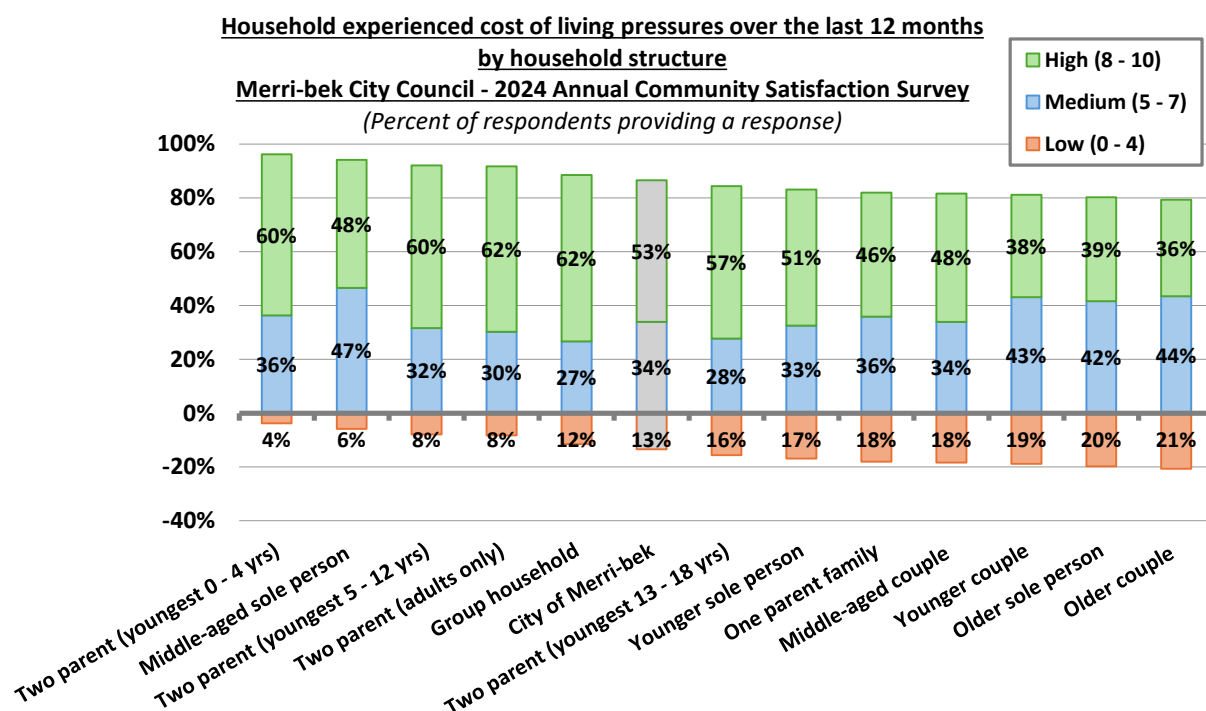
- **Notably (5%) higher than average cost of living pressure** – respondents from group households reported notably higher than average cost of living pressures over the last 12 months.
- **Somewhat (3%) higher than average cost of living pressure** – respondents from two-parent families with youngest child aged 0 to 4 years, two-parent families with youngest child aged 5 to 12 years, and two-parent families with adult children only at home reported somewhat higher than average cost of living pressures over the last 12 months.
- **Somewhat (3% to 4%) lower than average cost of living pressure** – respondents from middle-aged sole persons, one-parent families, and middle-aged couple households reported somewhat lower than average cost of living pressures over the last 12 months.



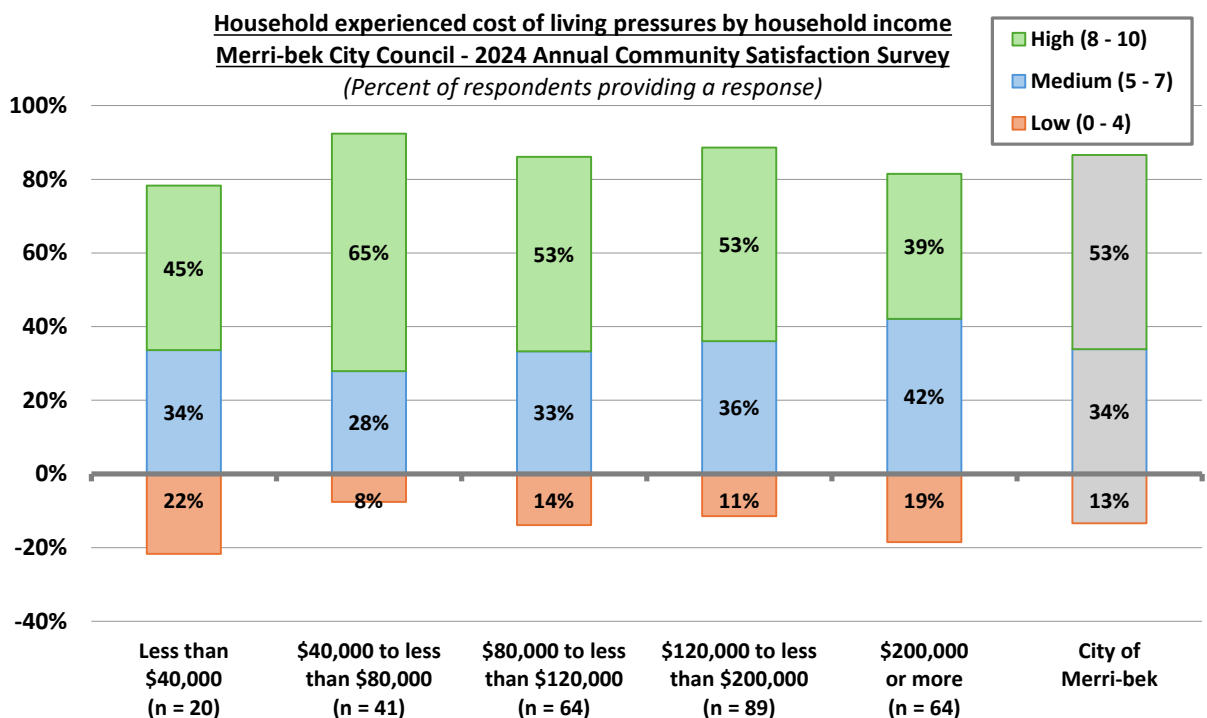
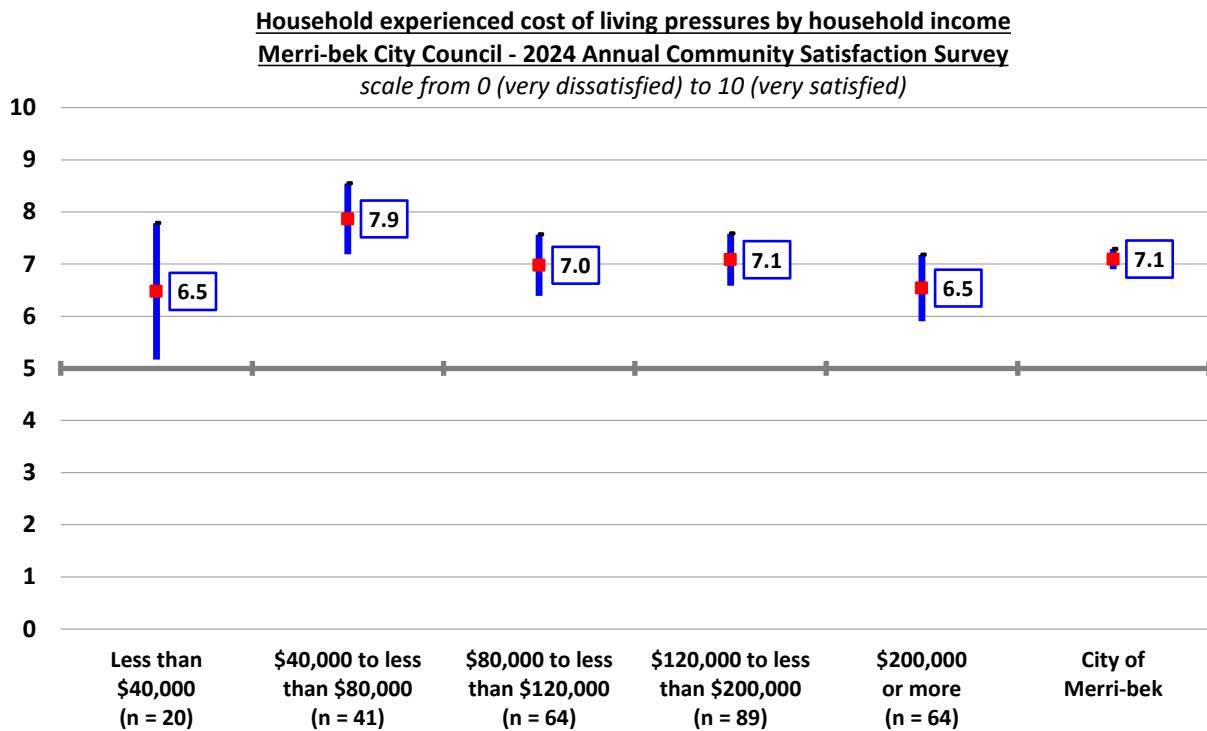
- **Notably (7% to 10%) lower than average cost of living pressure** – respondents from younger couples, older couples, and older sole person households reported notably lower than average cost of living pressures over the last 12 months.



Metropolis Research draws attention to the approximately 60% of respondents from two-parent families (with children of all ages) who reported experiencing high cost of living pressures over the last 12 months. It is also noted that almost two-thirds of group household respondents reported high cost of living pressures.



Whilst noting the relatively small sample size for the annual household income data, it is noted that it was respondents from lower income households who reported they highest cost-of-living pressures, with almost two-thirds of respondents from households earning between \$40,000 and less than \$80,000 reporting high cost of living pressures over the last year.



## Ways Council could assist in reducing cost of living pressure

Respondents were asked to nominate any ways that they felt that Council could assist in reducing cost of living pressure.

A total of 318 responses were received, which have been broadly categorised as follows:

- Reduction in rates, fees, taxes, fines (157 comments)
- Cheaper / more Council services (29 comments)
- Housing affordability / rent decreases (28 comments)
- Assistance with / reducing utility bills (21 comments)
- Financial assistance / subsidies / grants (21 comments)
- Food bank / pantry / community kitchen (14 comments)
- Cost of living (5 comments)
- Financial management / priorities of Council (5 comments)
- Lower cost of public transport (5 comments)
- Waste collection fees / charges (5 comments)
- Communication / responsiveness (4 comments)
- Investment / promotion of renewables (3 comments)
- Lobbying state / federal governments (2 comments)
- Other responses (6 comments)

In addition, there were 13 respondents who reported that they did not believe this was a Council responsibility or something over which Council had jurisdiction.

The following table outlines the verbatim comments broadly categorised.

**Ways that Council could assist in reducing cost of living pressure**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Response</i>	<i>Number</i>
<i>Rates / fees / taxes / fines</i>	
Reduce Council rates	107
Reduce Council fees	9
Reduce tax	6
Cap the increase on Council rates / keep at reasonable level	5
Rate discount / help with rates	3
Reduce the fines	3
High rates	2
I think they could reduce our rates in Pascoe Vale	2
Reduce the land tax	2
Reduce the rates of housing in Brunswick	2
And don't enact on the proposal of doubling the rental rates	1
Bills are over the top and everything is expensive they should lower the rates	1





Free rates for a quarter	1
Help with rates for pensioners	1
I don't know what they can do, restriction in costs	1
Lower the rates for commercial landlords so they can transfer the savings to customers	1
No interest payments	1
Rates are too high. It has to be reduced, making things more affordable	1
Reduce conveyance charges	1
Reduce fees in order to reduce cost of living pressure	1
Reduce rates, inflation is a big issue	1
Reduce the Council rates according to the housing situation	1
Reduce the Council rates by 50 percent	1
Reduction of housing rates in Coburg	1
The cost of fines like parking fines, they are very expensive, lowering the cost of fines	1
They could suspend rates increase or offer more flexible rate increases	1
<b>Total</b>	<b>157</b>

*Cheaper / more Council services and facilities*

Reducing cost on Council services	3
I think we need access to more local services	2
More free child services	2
Providing a better-quality service	2
By making the neighbourhood more developed	1
Community events	1
Discount permits on pets in Pascoe Vale	1
Discounts for animal care	1
Facility fees should reduce	1
Facility fees should reduce	1
Free use of Council facilities	1
Greater investment in bicycle paths	1
Improve the facilities in library	1
Lower the animal registration fee	1
Making infrastructure cheaper	1
Medical and dental care	1
Moonee Ponds creek lighting walking path	1
More activities for children	1
More community activities	1
More public housing	1
More services for disability	1
Reduce provisions of other services	1
Reducing cost on Council services	1
Some sorts of free services that people need	1
<b>Total</b>	<b>29</b>

*Housing affordability / rent reduction*

Provide more affordable housing	4
Reduce rent	4
More regulation for housing and rent	2
Rent assistance / subsidies	2
Accommodation and increasing the number of apartments	1
Affordability of houses. It is really hard to get a decent house here these days	1



Control rental crisis	1
Cost of housing	1
Discuss with federal and state government for housing crisis	1
Housing rental	1
Limiting Airbnb houses	1
Listening to renters	1
Lower valuation of houses, tax purposes are inflated	1
More advocacy around rent in Coburg	1
Needs to be rent assistance for everyone, landlords are getting greedy	1
Push for a rent freeze / rent control	1
Reducing housing prices in general	1
Rent prices and landlord prices reduced, not much burden on Council fees, house agents should consider both parties, consider and talk about this	1
Tackling privatisation on housing	1
The Council could put more restrictions on landlords and if landlords leave a house empty, the Council can increase the rates, so the houses won't be left empty	1
<b>Total</b>	<b>28</b>

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*Assistance / lower power, energy, water bills*

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Reduce power bills	5
Reduce all bills	4
Lower water rates	2
Assist in power bills in Brunswick	1
Community batteries to reduce power costs and solar for renters	1
Good advice about energy, facilities	1
Heating and cooling	1
It's very hard to live in the economy they should focus on everything, electricity and gas, etc	1
Maybe provide some compensation for electricity bills	1
More time to pay bills	1
Pressure on the electricity companies	1
Replace inefficient energy systems in Brunswick	1
Subsidize solar panels	1
<b>Total</b>	<b>21</b>

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*Financial assistance / subsidies / grants*

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Reduce grocery prices	7
Subsidy scheme	3
Council can subsidise some utilities	1
Council should provide money for things like cutting trees	1
More free stuff	1
Need grants for building	1
Offering people discount on food prices, donated goods to hand out	1
Provision of Council supported loans for work on property	1
Should help all the students	1
Some sort of financial assistance	1
Subsidies for low-income families	1
Subsidizing household needed in more ways	1
Offer money to help people in need	1
<b>Total</b>	<b>21</b>



<i>Food bank / pantry / community kitchens</i>	
Food bank / food pantry	5
Build more foodbanks, more integrated sessions	1
Council is really helping us, with the food and packages for my mom	1
I think community kitchens would reduce the cost-of-living pressure	1
I think maybe more like communicating with grocery stores and supermarkets in Brunswick and advocating low prices, instituting food banks and more free things for the people in the community	1
Local Council setting up food for people who are struggling to eat in the street at Coburg	1
More community food garden spaces and encouraging strip gardening	1
More food services and local groceries directly from farmers	1
Offering food banks around to help people who really need help	1
They could assist by operating a food bank for homeless	1
<b>Total</b>	<b>14</b>
<i>Federal level jurisdiction / beyond Council control</i>	
Beyond the Council / nothing Council can do	8
More federal or central government macro level related	4
Stop the Councillors from pursuing wrong issues	1
<b>Total</b>	<b>13</b>
<i>Cost of living</i>	
Cheaper buys	1
Control the rates of petrol	1
Things are more expensive	1
Wages should increase with the cost of living	1
We are saving less compared to last year	1
<b>Total</b>	<b>5</b>
<i>Financial management / priorities</i>	
Careful management of public money	1
Don't waste money on unnecessary programs	1
Don't waste our money, we pay taxes, and they spend it crazily	1
Get somebody to manage our money better	1
Not wasting rate payer money	1
<b>Total</b>	<b>5</b>
<i>Lower cost of public transport</i>	
Low public transport fares	1
Making public transport more accessible	1
Public transport subsidies in Coburg	1
Subsidize public transport fares	1
Greater investment in public transportation	1
<b>Total</b>	<b>5</b>



<i>Waste collection fees / charges</i>	
Automate things and more self-service. Maybe have a central point where rubbish can be dumped which is very nearby in streets where parking takes up the space for garbage bins	1
Lower the bin charges	1
Reduce rubbish	1
Reducing fees for hard rubbish collection	1
They could reduce the extra cost of rubbish removal	1
<b>Total</b>	<b>5</b>
<i>Communication / responsiveness</i>	
When people are experiencing hardships, Council should respond to that	1
Listen to the people	1
Faster response to people issues and complaints even acknowledgement will help. Provide us with track scale for our complaints	1
Helpful	1
<b>Total</b>	<b>4</b>
<i>Investment / promotion of renewables</i>	
By providing more renewable energy programs	1
Local Council investing in renewables	1
Publicize more use of electric cars	1
<b>Total</b>	<b>3</b>
<i>Lobbying State / Federal Government</i>	
Communicating with the government about peoples' actual living conditions	1
Talking to Labor government and local elected Council members to reduce cost of living	1
<b>Total</b>	<b>2</b>
<i>Other</i>	
Ban media from reporting bad things	1
I feel like they should concentrate energies on local concerns	1
More access to resources on people's incomes	1
Moving out	1
Parking	1
Pay check study	1
<b>Total</b>	<b>6</b>
<b>Total responses</b>	<b>318</b>



## 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?”*

Respondents were asked the degree to which the households’ monthly rental or mortgage payments placed stress on the households’ finances over the last 12 months.

Approximately two-thirds (64%) of the 293 mortgagor and rental household respondents reported that housing costs placed moderate or heavy stress on the households’ finances, whilst 19% reported that it placed no stress.

It is noted that respondents from rental households (67%) were notably more likely to experience moderate or heavy housing related financial stress than mortgagor households (56%), with just 15% of rental household respondents reporting that rental payments placed no stress on the household’s finances.

Given the smaller sample size of just 311 respondents from mortgagor and rental households, and the lower response rate for the annual household income question, it was not possible to publish perception of housing related financial stress results by annual household income.

**Perception of housing related financial stress**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
 (Number and percent of mortgagee and rental respondents)

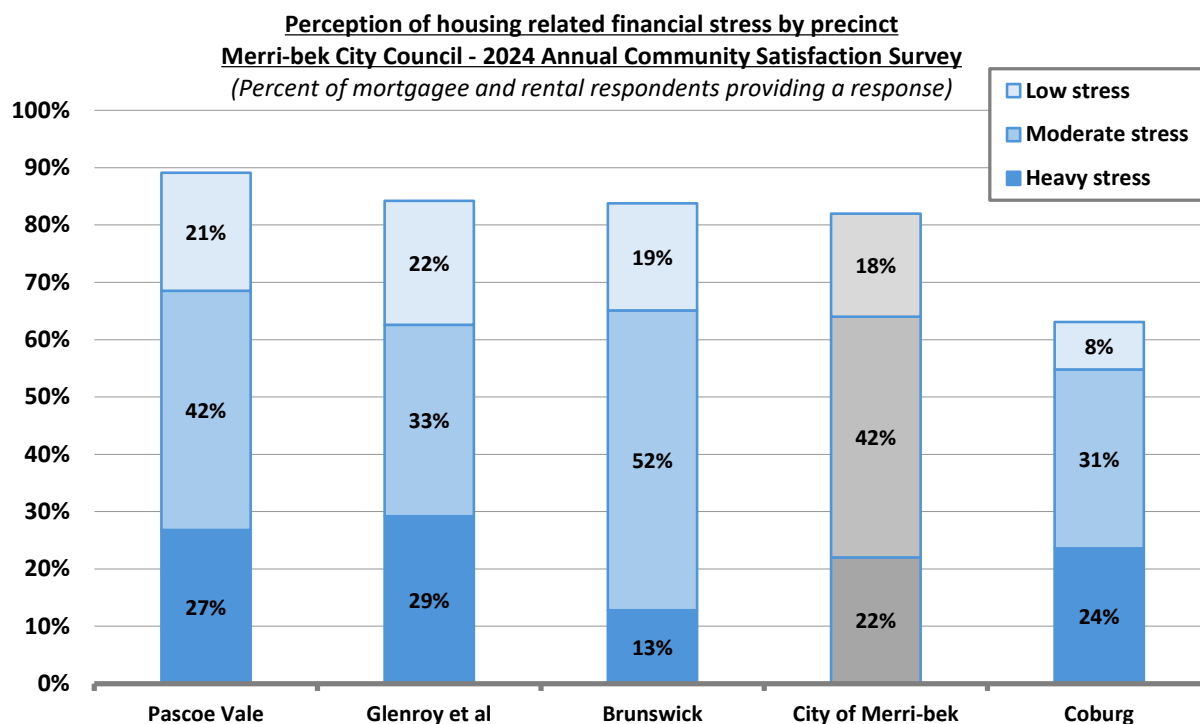
Stress	2024		Mortgagor	Renter
	Number	Percent		
No stress	55	19%	28%	15%
Low stress	53	18%	16%	19%
Moderate stress	122	42%	39%	43%
Heavy stress	63	22%	17%	24%
Can't say / not applicable	18		7	12
<b>Total</b>	<b>311</b>	<b>100%</b>	<b>99</b>	<b>212</b>

Whilst cognisant of the smaller sample size (293 of 601 respondents), there was some variation in housing related financial stress observed across the municipality.

It is noted, however, that respondents from Brunswick were somewhat more likely than average to report moderate housing related financial stress.

By contrast, respondents from Coburg were significantly (19%) less likely to report experiencing housing related financial stress than the municipal average.





## 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?”*

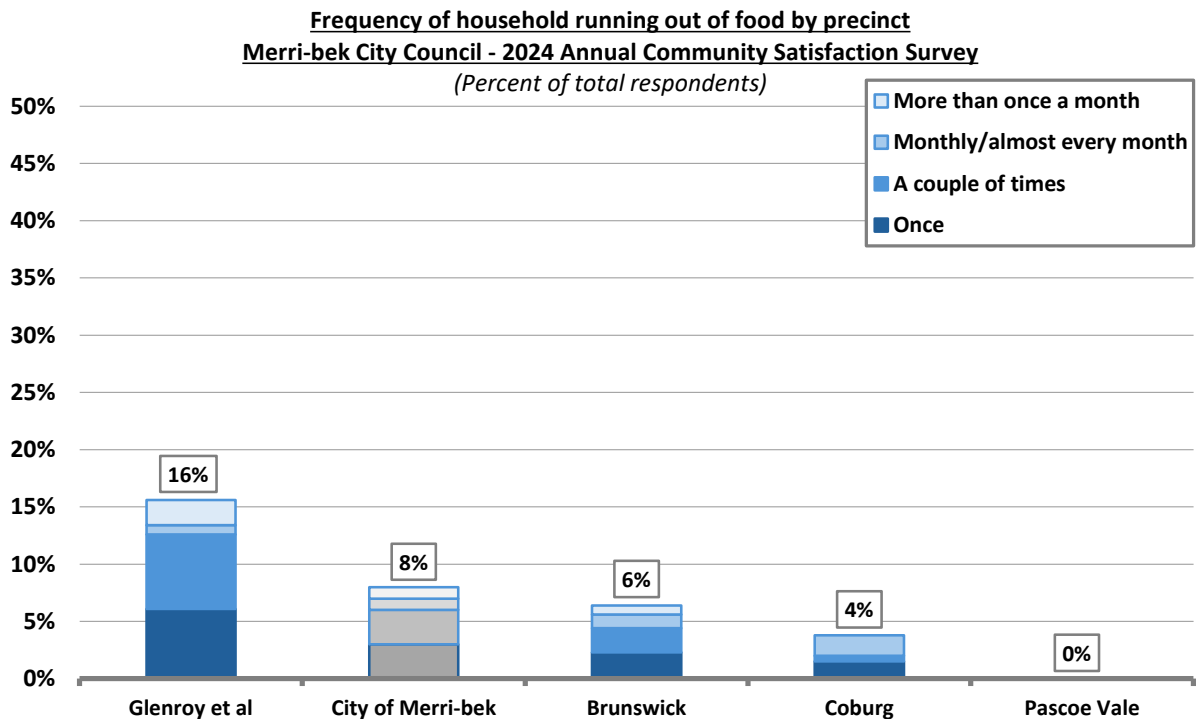
Respondents were asked how many times their household had run out of food and couldn’t afford to buy more over the last 12 months. A total of eight percent of respondents reported that their household had run out of food at least once in the last 12 months.

**Frequency of household running out of food**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

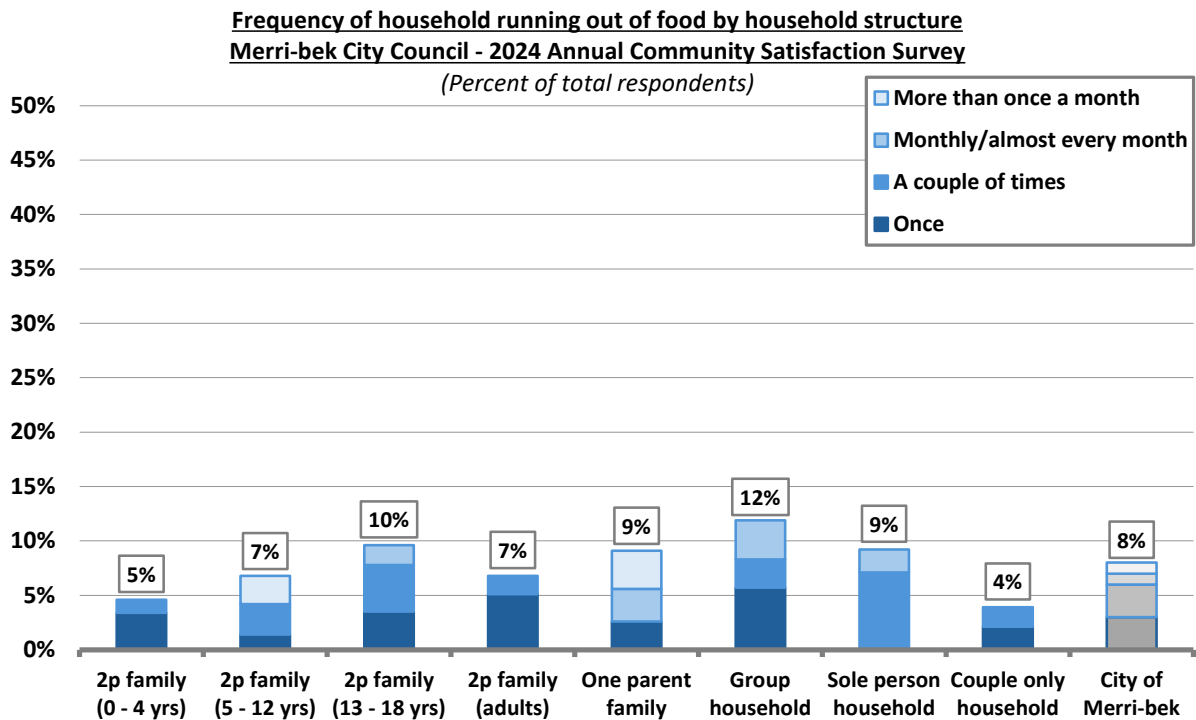
Response	2024	
	Number	Percent
Never	533	89%
Once	17	3%
A couple of times	16	3%
Monthly or almost every month	6	1%
More than once a month	5	1%
Can't say	24	4%
<b>Total</b>	<b>601</b>	<b>100%</b>



There was notable variation in this result observed across the municipality, with 16% of respondents from Glenroy et al reporting that their household had run out of food at least once, compared to none of the respondents from Pascoe Vale.

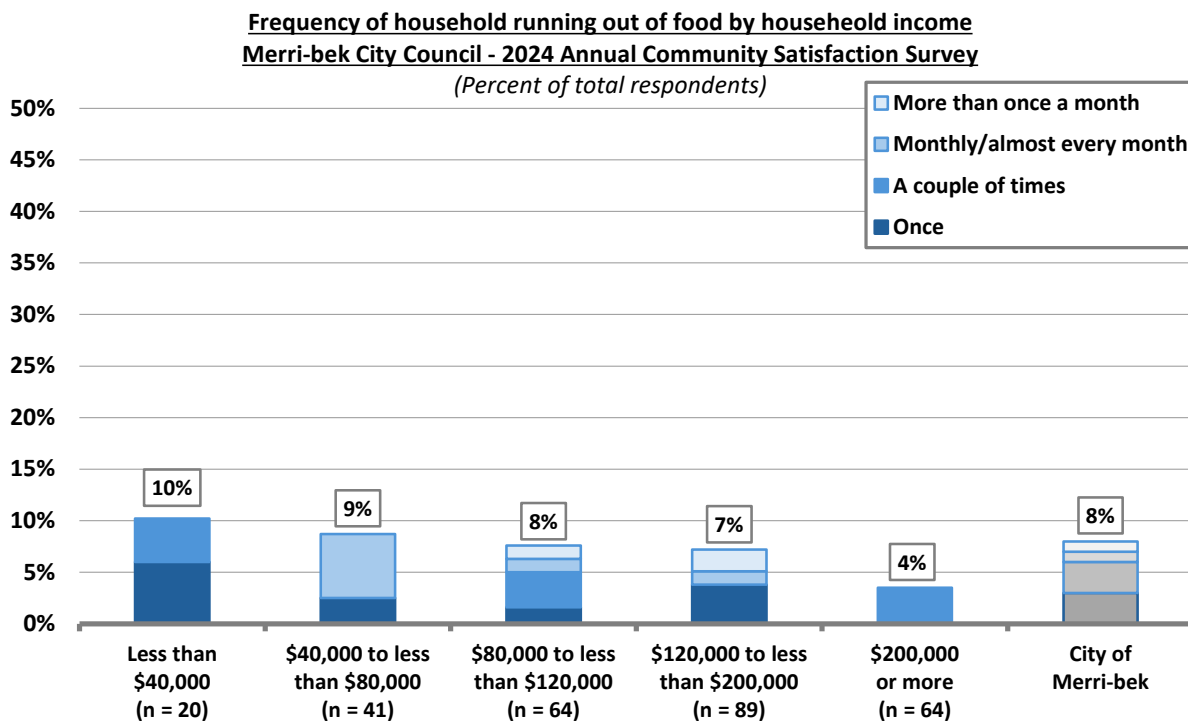


When examined by household structure, it was noted that 12% of group households reported having run out of food at least once in the past 12 months.





Whilst noting the smaller sample size for annual household income (given the larger non-response to the question), there was still a clear linear relationship between the respondent households' annual income and the likelihood of the household having run out of food at least once over the last 12 months.



## Respondent profile

The following section provides the demographic profile of respondents to the *Merri-bek City Council – 2024 Annual Community Satisfaction Survey*.

These questions have been included in the survey for two purposes; to show that the sample adequately reflects the underlying population of the municipality, and secondly, to explore variation in the results of the survey by respondent profile.

### Age structure

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* profile. Metropolis Research notes that the underlying sample was an extremely solid representation of the underlying age structure, which reflects well on the methodology.

#### Age structure

##### Merri-bek City Council - 2024 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Age	2024 (unweighted)		2024 (weighted)
	Number	Percent	
Young adults (18 - 34 years)	181	30%	38%
Adults (35 - 44 years)	134	22%	20%
Middle-aged adults (45 - 59 yrs)	126	21%	21%
Older adults (60 - 74 years)	110	18%	13%
Senior citizens (75 yrs and over)	50	8%	9%
Not stated	0		0
<b>Total</b>	<b>601</b>	<b>100%</b>	<b>601</b>

### Gender

The sample of respondents was weighted by age and gender to reflect the 2021 *Census*.

#### Gender

##### Merri-bek City Council - 2024 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

Gender	2024 (unweighted)		2024 (weighted)
	Number	Percent	
Man / Male	297	50%	48%
Women / Female	296	49%	51%
Non-binary	7	1%	1%
Prefer to self-identify	0	0%	0%
Prefer not to say / not stated	1		1
<b>Total</b>	<b>601</b>	<b>99%</b>	<b>601</b>

## Language spoken at home

The language spoken at home profile of respondents to the survey this year was almost identical to the 2021 Census language profile.

This result reflects extremely well on the robust nature of the door-to-door, in-person methodology, and its ability to engage effectively with the diverse Merri-bek community.

Metropolis Research particularly notes that not only was the overall proportion of respondents who spoke a language other than English identical to the *Census* profile, but also all the major languages were included in almost identical proportions as the *Census*.

**Language spoken at home**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

Language	2024		2021 Census	
	Number	Percent	Number	Percent
English	369	62%	104,555	65%
Italian	36	6%	9,974	6%
Arabic	23	4%	7,767	5%
Greek	18	3%	6,789	4%
Urdu	16	3%	3,813	2%
Nepali	13	2%	3,738	2%
Spanish	13	2%	2,003	1%
Mandarin	11	2%	2,857	2%
Hindi	10	2%	1,072	1%
German	7	1%	605	0%
French	6	1%	644	0%
Japanese	6	1%	492	0%
Malayalam	6	1%	478	0%
Vietnamese	5	1%	1,604	1%
Cantonese	4	1%	1,066	1%
Teluga	4	1%	n.a.	n.a.
Turkish	4	1%	3,065	2%
Portuguese	3	1%	485	0%
Sinhalese	3	1%	728	0%
Tagalog and Filipino	3	1%	971	1%
Hebrew	2	0%	n.a.	n.a.
Persian	2	0%	460	0%
Punjabi	2	0%	572	0%
Multiple	9	2%	n.a.	n.a.
All languages (7 separately identified)	18	3%	7,497	5%
Not stated	8		7,682	
<b>Total</b>	<b>601</b>	<b>100%</b>	<b>168,917</b>	<b>100%</b>

## Diverse population groups

The sample of respondents included six percent who identified as LGBTIQ+ or Queer community. Metropolis Research notes that this was a somewhat larger proportion than has been recorded by Metropolis Research in several other municipalities across metropolitan Melbourne in recent years.

There were also four percent of respondents who identified as experiencing financial hardship as well as recent arrivals (less than five years in Australia).

Two percent of respondents identified as migrant refugee or faith community, and six respondents identified as Aboriginal and / or Torres Strait Islander.

**Diverse population groups**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*(Number and percent of total respondents)*

Response	2024	
	Number	Percent
LGBTIQ+ or Queer community	36	6%
Experiencing financial hardship	25	4%
Recent Arrival (less than 5 years in Australia)	23	4%
Migrant Refugee or Faith community	11	2%
Aboriginal and / or Torres Strait Islander	6	1%
<b>Total responses</b>	<b>101</b>	
<i>Respondents identifying at least one response</i>	<b>88</b> <i>(15%)</i>	

## Household member with disability

In 2024, 11% of respondents reported that they were from households with at least one member identifying with disability. This result was relatively consistent with results observed elsewhere across metropolitan Melbourne in recent years.

**Household member with disability**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*(Number and percent of respondents providing a response)*

Response	2024	
	Number	Percent
Yes	63	11%
No	507	89%
Not stated	31	
<b>Total</b>	<b>601</b>	<b>100%</b>

## Household structure

The household structure of the 601 respondents to the survey this year were similar to the 2021 *Census* profile of Merri-bek, including 40% from two-parent families and 25% couple households.

The survey somewhat under-represented one-parent families and sole person households, and over-represented group households.

**Household structure**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
 (Number and percent of respondents providing a response)

Structure	2024		2021
	Number	Percent	Census
<b>Two parent family total</b>	<b>238</b>	<b>40%</b>	<b>38%</b>
youngest child 0 - 4 years	65	11%	0%
youngest child 5 - 12 years	63	11%	0%
youngest child 13 - 18 years	57	10%	0%
adult children only	53	9%	0%
<b>One parent family</b>	<b>39</b>	<b>7%</b>	<b>12%</b>
youngest child 0 - 4 years	3	1%	0%
youngest child 5 - 12 years	6	1%	0%
youngest child 13 - 18 years	12	2%	0%
adult children only	18	3%	0%
Group household	94	16%	2%
Sole person household	66	11%	21%
Couple only household	145	25%	26%
Extended or multiple families	6	1%	1%
Not stated	13		
<b>Total</b>	<b>601</b>	<b>100%</b>	<b>57,421</b>

## Household situation

The survey somewhat over-represented homeowners and notably under-represented mortgagor households.

Metropolis Research has observed over time, however, that some respondents tend to identify as homeowners rather than mortgagor households.

It is also noted that the sample over-represented rental households.



**Housing situation****Merri-bek City Council - 2024 Annual Community Satisfaction Survey***(Number and percent of respondents providing a response)*

Situation	2024		2021
	Number	Percent	Census
Own this home	266	45%	35%
Mortgage ( <i>paying-off this home</i> )	99	17%	42%
Renting this home	212	36%	22%
Other arrangement	15	3%	2%
Not stated	9		693
<b>Total</b>	<b>601</b>	<b>100%</b>	<b>57,422</b>

**Period of residence in the City of Merri-bek**

The survey included a good cross section of respondents who had lived in the City of Merri-bek for various periods of time, with approximately half having lived in the municipality for less than 10 years and half for more than 10 years.

**Period of residence in the City of Merri-bek****Merri-bek City Council - 2024 Annual Community Satisfaction Survey***(Number and percent of respondents providing a response)*

Period	2024	
	Number	Percent
Less than one year	49	8%
One to less than five years	119	20%
Five to less than ten years	141	24%
Ten years or more	284	48%
Not stated	8	
<b>Total</b>	<b>601</b>	<b>100%</b>

The 168 respondents who had lived in the municipality for less than five years were asked their previous municipality of residence.

Many of the newer-resident respondents reported that they had moved to the municipality from overseas (14%) or interstate (14%). These results were larger than typically observed elsewhere across metropolitan Melbourne in recent years.

The most common previous municipalities of residence include neighbouring municipalities such as the City of Melbourne (13%), Darebin (11%), and Moonee Valley (10%).

Metropolis Research notes that these results were consistent with well-established housing profile, whereby many in the community move within housing corridors.



**Previous Council**

**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**

(Number and percent of respondents who lived in the City of Merri-bek less than 5 years and providing a response)

Council	2024	
	Number	Percent
International	17	14%
Interstate	17	14%
Melbourne	16	13%
Darebin	13	11%
Moonee Valley	12	10%
Yarra	11	9%
Hume	7	6%
Boroondara	4	3%
Manningham	4	3%
Whitehorse	3	3%
Port Phillip	2	2%
Stonnington	2	2%
Banyule	1	1%
Brimbank	1	1%
Casey	1	1%
Greater Geelong	1	1%
Knox	1	1%
Maribyrnong	1	1%
Marybynong	1	1%
Melton	1	1%
Monash	1	1%
Warrnambool	1	1%
Whittlesea	1	1%
Not stated	49	
<b>Total</b>	<b>168</b>	<b>100%</b>

## Annual household income

Respondents were asked to nominate their annual household income within a set of broad income levels.

Metropolis Research notes that 324 of the 601 respondents preferred not to answer this question, with many reporting to the survey collector that they did not think it relevant to the aims of the survey.

Of those who did provide a response, seven percent reported a household income of less than \$40,000 per annum, with the remaining relatively evenly distributed across the income brackets.

The most common (32%) income range was \$120,000 to less than \$160,000 per annum.





**Annual household income****Merri-bek City Council - 2024 Annual Community Satisfaction Survey***(Number and percent of respondents providing a response)*

Response	2024	
	Number	Percent
Less than \$40,000	20	7%
\$40,000 to less than \$80,000	41	15%
\$80,000 to less than \$120,000	64	23%
\$120,000 to less than \$200,000	89	32%
\$200,000 or more	64	23%
Prefer not to say	324	
<b>Total</b>	<b>602</b>	<b>77%</b>

**General comments**

A total of 66 general comments were received from respondents this year, with the most common issues being around parks, gardens, open spaces, and trees (17%), Council facilities and services (15%), and roads and traffic related (11%).

**General comments****Merri-bek City Council - 2024 Annual Community Satisfaction Survey***(Number and percent of total responses)*

Comment	2024	
	Number	Percent
Parks, gardens, open spaces and tree maintenances	11	17%
Council facilities / services / activities	10	15%
Roads and traffic management	7	11%
Cleanliness and aesthetics of area	5	8%
Waste management	5	8%
Footpaths	4	6%
Planning and development	4	6%
Communication, consultation and responsiveness	3	5%
Parking	3	5%
Safety, policing and crime	3	5%
Rates / financial management	2	3%
Comments relating to this survey	1	2%
Council governance and management	1	2%
Drugs and alcohol issues	1	2%
General negative comments	1	2%
General positive comments	1	2%
Other	4	6%
<b>Total</b>	<b>66</b>	<b>100%</b>

The following table outlines the verbatim comments discussed above.



**General comments**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*(Number of responses)*

Comment	Number
<i>Parks, gardens, open spaces and tree maintenance</i>	
Because of Council trees, the gutters need to be cleaned more often	1
Fleming Park needs to be improved and maintained as it is very sad looking now	1
Remove the lawns at Golf Rd	1
Replacing the playground	1
Rubbish, broken glass and some terrible stuff in the park	1
Street trees are s***	1
The leaves from the park blow over to the gutter and block it	1
The trees really need to be cut out	1
There is a small plant growth around the street tree and the Council refuses to remove it	1
Trees are totally unsuitable and need to be removed	1
Trees need to be cut down since the leaves block the gutter when heavy rain comes	1
<b>Total</b>	<b>11</b>
<i>Council facilities / services / activities</i>	
Not enough public toilets	1
Better streetlights	1
Bike paths	1
Cat curfew should be enforced. Too many cats here	1
Make it better for bicycle friendly living	1
Public toilets in Fleming Park are shocking	1
The bike path on Kent Rd is against all the community, no one wanted that	1
The public infrastructure, like libraries, should be able to cope with the projected increase in population (need more resources)	1
Council should provide map of the area to elderly people	1
Do something about your lack of heritage protection of old buildings	1
<b>Total</b>	<b>10</b>
<i>Roads and traffic management</i>	
Fix the roads and potholes	1
Enforce the speed limits in the street	1
More bumps on Queens Pde	1
Overall, pretty good experience, just the road infrastructure could use some work	1
Road	1
The speed limit of 40 is ridiculous	1
Traffic issues should be addressed in terms of speeding	1
<b>Total</b>	<b>7</b>



<i>Cleanliness and aesthetics of area</i>	
Can the Council clean the gutters during the weekend when there are less cars parked on the street	1
Dog poo needs to be collected	1
Rubbish in the shopping centre should be cleaned	1
Street sweeping is not frequent enough	1
The mall area in Coburg needs to be cleaned up a lot and by that, I don't mean removing the homeless people but providing the homeless people with services like cleaning the toilets	1
<b>Total</b>	<b>5</b>
<i>Waste management</i>	
Communal purple bin is a good idea	1
I need to call the Council for the yearly hard rubbish collection. They haven't done that yet, which is very annoying	1
Not happy with the bin with bottles and glass bottles	1
Purple bin is not collected at Bourchier St	1
We need more rubbish collection service	1
<b>Total</b>	<b>5</b>
<i>Footpaths</i>	
Footpath	2
Footpath is bumpy and needs more maintenance	2
<b>Total</b>	<b>4</b>
<i>Planning and development</i>	
I wish the Council would speed up the approval of planning requests	1
Merri-bek needs to regulate housing developments	1
New buildings need to be more environmentally sustainable	1
The Council needs to come up with a credible development plan which improves the infrastructure but does not build 10,000 flats in Coburg	1
<b>Total</b>	<b>4</b>
<i>Communication, consultation and responsiveness</i>	
The Council needs to improve services and listen to community members' concerns	1
More communication about the level crossing	1
We contact them about things, and they don't listen to our complaints and don't do anything about it	1
<b>Total</b>	<b>3</b>
<i>Parking</i>	
Fix Coles carpark	1
Need more parking enforcement from the Council during school times	1
The permits for parking are not enough on Blair St	1
<b>Total</b>	<b>3</b>



<i>Safety, policing and crime</i>	
Night racing needs regulation	1
Safety concerns	1
There are pockets of places where there are safety issues	1
<b>Total</b>	<b>3</b>
<i>Rates / financial management</i>	
Council rates should not be increased on rental properties	1
I disagree with the Councillor who wants to double the rates for the rents	1
<b>Total</b>	<b>2</b>
<i>Comments relating to this survey</i>	
I want to know the survey data results	1
<b>Total</b>	<b>1</b>
<i>Council governance and management</i>	
Concentrate more on rate payers and keep away from politics	1
<b>Total</b>	<b>1</b>
<i>Drugs and alcohol issues</i>	
The illegal drug selling	1
<b>Total</b>	<b>1</b>
<i>General negative comments</i>	
I have lost faith in the Council	1
<b>Total</b>	<b>1</b>
<i>General positive comments</i>	
There have been lots of improvements over the years	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
I'm in a special situation where I am contributing to another house of my ex, so I'm paying more	1
Lower the stress for people trying to save for a house	1
Merri-bek needs to consider multi-generational households and families with elderly parents especially given the housing crisis in Brunswick	1
Two dogs bark a lot	1
<b>Total</b>	<b>4</b>
<b>Total responses</b>	<b>66</b>



## Appendix One: Reasons for level of satisfaction with Council

The following table outlines the verbatim comments received in relation to the reasons for rating satisfaction with Council's overall performance at that level.

These comments have been broadly categorised and split based on the level of satisfaction.

### Reasons for rating satisfaction with Council's overall performance at "dissatisfied" levels

#### Merri-bek City Council - 2024 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
<i>Communication, consultation, engagement and responsiveness</i>	
No response to our issues	3
They don't consult with community	3
Don't get back when contacted. No feedback on any issues raised	1
I ask them to fix the garden, but they don't come	1
More consultations	1
The Council decides it's actions then calls for consultation. When the consultation goes against their decision, they just brush it off and do what they have already decided. There is no use for community consultation	1
The Council is not listening to community members' issues and taking decisions without consulting community members	1
The Council is not responding to community member's issues positively and efficiently	1
They do not respond in a timely manner	1
They don't listen to residents	1
<b>Total</b>	<b>14</b>
<i>Rates and financial management</i>	
Rates too high	3
I'm not getting enough for what I pay	2
The rates are the most expensive / quite high and the Council is not providing the equivalent services	2
They waste money	2
I don't agree with the Council spending money	1
I think the rates are too high and they go up every year, but it feels the only thing they do is smaller bins	1
The estimation on rubbish rates is not fair	1
Very upset, they increased the rate for landlords	1
Way too expensive for the service they offer, water rates, electricity rates	1
<b>Total</b>	<b>14</b>

<i>Traffic / roads</i>	
It is because they do not pay attention to the practical things like maintenance of roads and footpaths in Brunswick which people are concerned about and instead only listen to councillors who do not even think of practical maintenance of this area	1
Never maintain roads	1
Not happy with the roads	1
Roads are not maintained, or Council concentrate on problems	1
The Council is not performing efficiently in addressing basic issues such as drain maintenance	1
The Council is not performing efficiently in addressing basic issues such as roads	1
The Council is not spending adequately on providing necessary services such as roads	1
They need to drop litter boxes and clean the roads more frequently in Brunswick	1
They took 12 months to unlock the roads to school	1
Too much traffic	1
<b>Total</b>	<b>10</b>

<i>Cleanliness and maintenance of area</i>	
Not maintaining graffiti	1
Because of maintenance	1
Council needs to improve litter collection from streets	1
Lack of regular checkups by the Council in streets and other areas	1
Rubbish on the street	1
They don't clean streets	1
This area is neglected	1
<b>Total</b>	<b>7</b>

<i>Generally negative comments</i>	
They are not doing anything in the interest of the community	2
I have a lot of problems that Council needs to solve	1
More letter box drops	1
Terrible Council. I'm not happy with them	1
They concentrate on useless things	1
They only focus in problem area they do not consider other areas	1
<b>Total</b>	<b>7</b>

<i>A focus on social / multicultural / international issues</i>	
Also pursuing Palestine issue and not focusing on local issues	1
In action conflict between Israel and Palestine	1
The council should be concerned with practical issues that include the whole community, not just particular groups of people	1
They focus too much on minority groups	1
They prioritised on elsewhere like war in Gaza	1
Too much drive on social agendas, we need to address practical issues	1
<b>Total</b>	<b>6</b>



<i>Parks, gardens, open spaces and trees</i>	
Not maintaining street trees / needs improvement	2
Requested for trees to be cut they don't come	1
Street trees are falling	1
The Council is not spending adequately on providing necessary services such as parks	1
Tree passing between Moreland Rd, Freeway	1
<b>Total</b>	<b>6</b>
<i>Council governance, management and performance</i>	
Because they are not responsible and too busy doing their own things	1
Council continually engages in affairs that are not in jurisdiction of local government.	1
Council is not doing any good job	1
It is because I think they are more focused on political issues, set themselves up as dictators of social norms	1
They focus on political issues	1
<b>Total</b>	<b>5</b>
<i>Council services and facilities</i>	
Lights over the roads not the pavements	1
The Council is not performing efficiently in addressing basic issues such as low street lighting in Oak Park and Ethel St in specific	1
The Council is not spending adequately on providing necessary services such as sports grounds	1
There are no lights in the area I have called them several times for issues they never do anything	1
There is no paths for running and cycling	1
<b>Total</b>	<b>5</b>
<i>Name change</i>	
The change of name without consultation	1
The name change was also a waste of rate payers' money. Overall, I feel disadvantaged to live in this Council and am extremely dissatisfied	1
Very upset, unnecessarily name change	1
<b>Total</b>	<b>3</b>
<i>Parking</i>	
Council needs to improve parking	1
Facing parking issues	1
Not happy with parking on Sussex St	1
<b>Total</b>	<b>3</b>





<i>Planning, housing and development</i>	
I am also disappointed by Merri-bek's total disregard for protecting buildings and houses that should have been heritage listed, instead allowing the demolition and construction of huge townhouse blocks driven by the Council's pure greed to increase rate revenue. How come in neighbouring Council Darebin, there are heritage overlays over whole streets?	1
Poor management of development and over development	1
There are lots of hassles in getting permits	1
<b>Total</b>	<b>3</b>
<i>Waste management</i>	
I am overall very dissatisfied with Merri-bek. Firstly, my bins were changed to large bins and now do not fit in the bin bay, so some stay permanently on the street. My disabled neighbour is unable to move the bins now and I sent in an email complaint and received no response. I live in a unit block on Irvine Cres	1
Lack of waste education	1
Litter collection	1
<b>Total</b>	<b>3</b>
<i>Environment, sustainability and climate change</i>	
Council needs to improve the environment	1
Zero energy efficient	1
<b>Total</b>	<b>2</b>
<i>Generally positive comments</i>	
Generally, core services are good	1
I am just not aware of Merri-bek, and I don't see them very often, but things seem to work which suggests that they are doing something	1
<b>Total</b>	<b>2</b>
<i>Footpaths</i>	
Never maintain other services like footpaths	1
<b>Total</b>	<b>1</b>
<i>Safety, policing and crime</i>	
Various crimes are taking place in Fawkner	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
Run away from Brunswick	1
<b>Total</b>	<b>1</b>
<b>Total dissatisfied comments</b>	<b>93</b>



**Reasons for rating satisfaction with Council's overall performance at "neutral" levels**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>Generally negative comments</i>	
Need more improvements	4
I do not think the Council proved much to the community and I didn't see much improvement	1
Not happy with the service	1
Not the best, it needs to be better	1
The Council usually don't do much of anything here	1
There aren't up to standard	1
They don't work for the people they work for themselves	1
<b>Total</b>	<b>10</b>
<i>Communication, consultation, engagement and responsiveness</i>	
Council doesn't call us for any consultation or does it ever communicate	1
Feels that not listening to the community	1
I don't think there is enough community engagement in what is going on in the community and in designing programs based around the community	1
No engagement with the community	1
The Council is not proactively addressing community members' concerns. I asked the Council to trim the street tree outside my house at Lockley St and the Council has not trimmed it yet	1
They are very difficult to contact	1
They have to do more and include us like meetings	1
<b>Total</b>	<b>7</b>
<i>Generally neutral comments</i>	
An average of the amount for other scores	1
Good things and bad things	1
I don't know much about them to form a good opinion	1
I not aware of anything good it's just ok	1
No complaints	1
Not bad but not perfect	1
<b>Total</b>	<b>6</b>
<i>Council services and facilities</i>	
Lot of improvements needed in quality of streetlights	1
The Council needs to improve maintenance of drain at Hilton St	1
The youth programs are not enough	1
<b>Total</b>	<b>3</b>



<i>Rates and financial management</i>	
Lack of provision of services in regard to rates	1
Rates are too high considering the services I receive	1
They tax us too much; land tax and bills are too heavy	1
<b>Total</b>	<b>3</b>
<i>Traffic / roads</i>	
Lack of provision of services in regard to roads	1
Lot of improvements needed in quality of roads	1
The Council needs to improve maintenance of road at Hilton St	1
<b>Total</b>	<b>3</b>
<i>Cleanliness and maintenance of area</i>	
Lot of improvements needed in quality of sad and dull neighbourhood	1
No cleanliness on main road	1
<b>Total</b>	<b>2</b>
<i>Council governance, performance and management</i>	
I think too much time is spent on discussion and not enough time is spent on taking action	1
<b>Total</b>	<b>1</b>
<i>Focus on social / multicultural / international issues</i>	
Focusing on things which are not related to the Council	1
<b>Total</b>	<b>1</b>
<i>Footpaths</i>	
City Council need to improve footpaths	1
<b>Total</b>	<b>1</b>
<i>Generally positive comments</i>	
Overall good	1
<b>Total</b>	<b>1</b>
<i>Parking</i>	
Lot of improvements needed in quality of parking	1
<b>Total</b>	<b>1</b>



<i>Waste management</i>	
Lack of provision of services in regard to rubbish	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
I gave it a low number because we haven't used services of the Council	1
Not too sure what sorts of services are in offer	1
There is a lot that I am not aware of and which I am aware of	1
<b>Total</b>	<b>3</b>
<b>Total neutral comments</b>	<b>43</b>

**Reasons for rating satisfaction with Council's overall performance at "satisfied" levels**  
**Merri-bek City Council - 2024 Annual Community Satisfaction Survey**  
*(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>Generally positive comments</i>	
Overall good / great / fine / alright / happy / satisfied	66
All my basic needs / expectations are met	2
Better than average	2
Everything I see they are normally good, and things are ticking along	2
Good place to live, no problems	2
Happy living here	2
I see some changes / improvement	2
It is because I am happy living here and I don't have any major issues with anything in my life	2
Nearly perfect Council	2
They are good compared to other Councils	2
Council also performs its functions well particularly during COVID time	1
Don't face many issues around here	1
Every time I used them directly, they are helpful	1
Good response	1
Had a good experience with the Council	1
Hasn't let me down	1
I hear other people have problem, but for me it's good	1
I think everything is fine and no serious concerns regarding the Council	1
I think they are very well-intentioned Council	1
It is liveable	1
It is mainly because I see many issues in our areas and I have seen action to fix them for example, recently there has been problems of hard rubbish and I have seen signs of no dumping around Pascoe Vale to prevent the problems of hard rubbish	1
The Council is very accommodating	1
The Council seems very effective, and the Council reflects the community	1
They are a good community	1
They are doing a great job with the resources they have	1
They are doing good they response on time take actions	1



They are efficient	1
They are improving and becoming better every year. But they have a long way to go	1
They make an effort to do things	1
We have a good Council; I'm following the Council and get a feeling they are looking in a sound way	1
<b>Total</b>	<b>104</b>

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*Generally negative comments*

---

Room for improvement	16
They could do better / can do more	9
Based on the ratings given so far, average of those. Need more improvements on certain areas	1
Not doing anything amazing	1
There are some gaps	1
There are things disappointed, but I can't think of moment	1
They can't be perfect	1
Too much nepotism	1
Inefficient	1
Sometimes things don't happen	1
I cannot fully rely on the Council when I am in need	1
<b>Total</b>	<b>34</b>

---

*Communication, consultation, engagement and responsiveness*

---

Council response to application or request not fast enough	1
Engagement	1
General reception and talk of the Council, glad I moved	1
Getting better at communicating	1
I don't love that they don't communicate much	1
I have never received a newsletter like what I had from other Council to know what they are working on	1
I have not seen much of the Council yet	1
I think because every time I communicated with the Council; I had a good response	1
I think just like any Council they are slow to respond	1
I think Merri-bek communicates well in terms to changes of policy	1
I think they are pretty responsive, and I think they do engage a lot with the community	1
I'm happy with everything so far especially the staff as they are always polite and professional	1
It is just a progressive Council, and they listen to the community's needs and act	1
It is just because I do not hear much about the Council, I pretty much have to get online to find out what is happening in the Council	1
Lack of communication to the community	1
Lack of effective communication	1
Need more response and communication from the Council	1
No response to emails or consultation	1
Not happy with the response of local Councillors	1
Not much information about why they make such decisions	1
The Council needs to respond fast and provide proper communication on the events that take place	1
There is still room for improvement particularly in consultation	1



They act too fast on complaints from people with nothing better to do in my street at Sutherland St	1
Very hard to communicate	1
We don't get much information from the Council to see what they are doing	1
Website is updated and easy to navigate	1
<b>Total</b>	<b>26</b>

---

*Council services and facilities*

---

Good job for providing services / satisfied	4
Need more regular maintenance of general services	3
Children activities provided by the Council is good and responsive	1
I am sick, I am getting packages from City Council	1
I believe Council can offer drive offer of help when I am really in need	1
I like some of the services like the library in Brunswick	1
I think some things are done not so well like how they were slow to respond to the broken pipe that was sinking for 5 years right in front of my house at Jamieson St	1
I volunteer with them and find that they had doing good service	1
I would say they are very good on aged care services	1
It's a nice place, lots of bike paths	1
Lack of sports facilities and swimming pools	1
Music festival didn't go	1
Nature strip in front of my house needs to be trimmed damaged my car multiple times	1
Not satisfied with drainage on Sale St	1
Poor graffiti maintenance and other issues making it question their presence	1
Services are marvellous as compared to other Councils	1
Some services need more maintenance	1
There are lot of public services and very inclusive	1
They could improve for example few more bike paths	1
They have areas they can improve like they should have cat curfew	1
We need more public toilets in the area	1
<b>Total</b>	<b>26</b>

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*Traffic / roads*

---

They need to look into traffic management issues	4
Poor roads maintenance	3
Just because of traffic it is bad, too much speed	1
Roads and other services are good	1
Roads are fixed	1
Some area should not be involved, such as the space limit of cars	1
Sumner St is blocked	1
There is room for improvement as they need to focus on streets	1
There seems to be little accommodation for motorist cause	1
They are not concerned with major issues in suburbs like traffic management	1
<b>Total</b>	<b>15</b>

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*Focus on social / multicultural / international issues*

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I was happy and proud of the Council being the only Council to fly the Palestine flag	2
I like the social justice around Brunswick	1



I think Merri-bek celebrates diversity as well	1
I think they care for minorities	1
I think they spend too much time on things that are not Council business like funding the police	1
Mainly because of the inclusiveness of the Council	1
Not handle international conflict like Palestine and Israel	1
Should concentrate more in Merri-bek, not the overseas matters	1
Some area should not be involved, such as the stance on Pro-Palestine	1
<b>Total</b>	<b>10</b>

---

*Generally neutral comments*

---

We don't face any issues / no reason for complaint	3
I don't know much about them to have an opinion, not my interest	1
It is a pass for me	1
Just feel like it	1
Not bad. They are doing good but not perfect	1
Nothing amazing nothing bad	1
Some good points some bad	1
Sometimes they do well sometimes crap	1
<b>Total</b>	<b>10</b>

---

*Cleanliness and maintenance of area*

---

I think overall maintenance is good	2
Just cleaning issues	1
Not happy with the garbage and cleanliness. Near the ACT Cook Reserve and there are empty liquor bottles and garbage dump near the car park	1
Requires regular maintenance	1
Streets pretty clean	1
There are so many things they need to do especially in our street for e.g. cleaning of lanes (Queen St)	1
They need to clean the street	1
<b>Total</b>	<b>8</b>

---

*Council governance, management and performance*

---

Council is working to plan for long term in a right direction I think	1
Innovation	1
It is because I think I can see some action but the action they take are not the best for everyone	1
Need proper communication within the Council itself	1
Responsibility	1
Satisfied with general direction of Council	1
<b>Total</b>	<b>6</b>

---

*Parking*

---

Council should check up on parking services (Queen St)	2
Parking and enforcement of law are bad, particularly on the Blair St	1





There are important things have not been taking care of, such as street parking	1
They are not concerned with major issues in suburbs like parking availability	1
They need to improve parking facilities	1

**Total** **6**

---

*Parks, gardens, open spaces and trees*

---

I have seen fresh planting in the area that's really good	1
I just want more rubbish bins in parks	1
Overall, they do a pretty good job like parks	1
Parks should be well maintained	1
Provision of parks	1
There are so many things they need to do especially in our street for e.g. nature strips (Queen St)	1

**Total** **6**

---

*Waste management*

---

Do not handle rubbish properly	1
Every once or two months, the rubbish isn't collected	1
Garbage collection is not regular	1
I complained about the rubbish is Rupert St it's still not removed	1
I hope they do the hard rubbish collection more	1
They never properly pick up my bin at Hope St	1

**Total** **6**

---

*Planning, housing and development*

---

Previous house we lived in had a building permit, and the Council didn't handle it properly, so I am not happy	1
Seems like bit of developments going around but can be more done on the services	1
Some areas need planning	1
They need to look into development issues	1
Too much developmental interests	1

**Total** **5**

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*Rates and financial planning*

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Rates too high given the limited services we receive	1
Rental rates were increased	1
Service rate is very high	1
Spending money simply not focusing on good things	1

**Total** **4**

---

*Footpaths*

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Footpaths are bad everywhere	1
Some improvements with footpath on Sydney Rd and accessibility in there too	1
The footpaths are not maintained	1

**Total** **3**



<i>Safety, policing and crime</i>	
Crimes happening	1
Safety needs improvement	1
They have to do something regarding the safety issue	1
<b>Total</b>	<b>3</b>
<i>Focus on local issues</i>	
I think compared to other Councils, Merri-bek is a lot better adjusting to community needs	1
Try focus on important issues of the people	1
<b>Total</b>	<b>2</b>
<i>Environment, sustainability and climate change</i>	
Overall, they do a pretty good job like emphasis on the environment	1
<b>Total</b>	<b>1</b>
<i>Infrastructure</i>	
There is still room for improvement particularly in infrastructure	1
<b>Total</b>	<b>1</b>
<i>Name change</i>	
I love they changed the name	1
<b>Total</b>	<b>1</b>
<i>Support for local businesses</i>	
More needs to be done to encourage community in doing business	1
<b>Total</b>	<b>1</b>
<i>Other</i>	
Housing affordability and availability in Brunswick	1
Not really that sure of what they are involved in	1
Past experiences	1
<b>Total</b>	<b>3</b>
<b>Total satisfied comments</b>	<b>281</b>
<b>Total comments</b>	<b>417</b>



## **Appendix Two: survey form**



# Merri-bek City Council 2024 Annual Community Satisfaction Survey

Hi my name is \_\_\_\_\_ from Metropolis Research and I am here on behalf of Merri-bek 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. No personal information will be collected or provided to Council which could influence your relationship with Council.

**1**

**Have you contacted Merri-bek City Council in the past 12 months?**

Yes (*continue*)

**1**

No (*go to Q.5*)

**2**

**If Yes, about what did you contact Council?**

**2**

**When you last contacted the Council, was it?**

(*Please circle one only*)

Visit in person

**1**

Email

**6**

Telephone (*during office hours*)

**2**

Website

**7**

Telephone (*after hours service*)

**3**

Social media (*e.g. Facebook*)

**8**

Multilingual phone service

**4**

Directly with a Councillor

**9**

Mail

**5**

Live chat

**10**

**3**

**Was this your preferred method of contacting Council?**

Yes

**1**

No

**3**

**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 Merri-bek City Council?**

1. The provision of accurate information or referral to a relevant officer	0	1	2	3	4	5	6	7	8	9	10	99
2. The speed and efficiency of service	0	1	2	3	4	5	6	7	8	9	10	99
3. Staff courtesy and professionalism	0	1	2	3	4	5	6	7	8	9	10	99
4. Overall satisfaction with the customer service experience	0	1	2	3	4	5	6	7	8	9	10	99
5. Satisfaction with the final outcome	0	1	2	3	4	5	6	7	8	9	10	99

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

1. Maintenance and repair of 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
<b><i>If satisfaction rated less than 6, are there any roads of concern?</i></b>													
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 fortnightly 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 fortnightly 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 weekly 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. Online community <i>Conversations at Merri-bek</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. Bookable hard rubbish collection	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. 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
3. 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
4. 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
5. 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
6. 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
7. 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

8. 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	
9. Services for children from birth to 5 years of age (e.g. Maternal & Child Health, playgroups)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
10. Services for youth (e.g., School holiday programs, Council recreation events)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
11. Services for seniors (e.g., home support, home delivered meals)	Importance	0	1	2	3	4	5	6	7	8	9	10	99	
	Used	Yes					No							
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99	
12. Council efforts managing the issue of graffiti	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. 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	
14. 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	
15. Council events and activities for First Nations' Peoples	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	
16. Council events and activities for people with disability	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	
17. Council events and activities for people identifying as LGBTIQ+	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 satisfaction with each of the following?

1. Council's support of diversity, inclusion, and human rights	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. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99
6. Council making decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
7. Council performance maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	99
8. Council performance providing 'value for rates'	0	1	2	3	4	5	6	7	8	9	10	99
9. That Council has a sound direction for the future	0	1	2	3	4	5	6	7	8	9	10	99
10. Council meeting its responsibilities towards the environment	0	1	2	3	4	5	6	7	8	9	10	99

8

And on the same scale, please rate your satisfaction with the performance of Merri-bek City Council across all areas of responsibility.

1. Overall performance	0	1	2	3	4	5	6	7	8	9	10	99
Why did you rate satisfaction at that level?												

9

What is the most important thing Merri-bek City Council should do to improve its performance?

Improvement:												

10

Can you please list what you consider to be the top three issues to address for the City of Merri-bek at the moment?

Issue One:												
Issue Two:												
Issue Three:												

11

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

1. Opportunities to participate in consultations on planning	0	1	2	3	4	5	6	7	8	9	10	99
2. The number of new developments	0	1	2	3	4	5	6	7	8	9	10	99
3. The appearance and quality of new developments in your area	0	1	2	3	4	5	6	7	8	9	10	99

*If rated less than 5, please identify any specific developments as examples of your concerns:*

--

4. The size, height and set-back distances of buildings being developed	0	1	2	3	4	5	6	7	8	9	10	99
5. Protection of local heritage	0	1	2	3	4	5	6	7	8	9	10	99

**If any aspect rated less than 5, why do you say that?**

--

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**The State Government has planned for the population of the City of Merri-bek to increase by approximately 54,000 more people by 2036, reaching approximately 235,000. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.**

12

**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?												

13

**On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas of the City of Merri-bek?**

1. During the day	0	1	2	3	4	5	6	7	8	9	10	99
2. At night	0	1	2	3	4	5	6	7	8	9	10	99
3. In and around your local activity centre	0	1	2	3	4	5	6	7	8	9	10	99

*If any rated less than 5, where do you feel unsafe?*

--

*Why do you feel unsafe?*

--

14

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?												

15

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		

16

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

17

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 to 84 years	6
35 to 44 years	3	85 years and over	7
45 to 59 years	4	Prefer not to say	9

18

With which gender do you identify?

Man / Male	1	Prefer to self-identify:	4
Women / Female	2	_____	
Non-binary	3	Prefer not to say	9

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Do you identify with any of the following diverse population groups?

(select as many as appropriate)

Aboriginal and / or Torres Strait Islander	1	LGBTIQA+ or Queer community	4
Recent Arrival (less than 5 years in Australia)	2	Experiencing financial hardship	5
Migrant Refugee or Faith community	3		

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Do any members of this household speak a language other than English at home?

English only	1	Other: _____	2
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**Do any members of this household have a permanent or long-term disability?**

Yes	1	Prefer not to say	9
No	2		

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**What is the structure of this household?**

Two parent family ( <i>youngest 0 - 4 yrs</i> )	1	One parent family ( <i>youngest 13-18</i> )	7
Two parent family ( <i>youngest 5 – 12 yrs</i> )	2	One parent family ( <i>adult child only</i> )	8
Two parent family ( <i>youngest 13 - 18 yrs</i> )	3	Group household	9
Two parent family ( <i>adult child only</i> )	4	Sole person household	10
One parent family ( <i>youngest 0 - 4 yrs</i> )	5	Couple only household	11
One parent family ( <i>youngest 5 – 12 yrs</i> )	6	Other ( <i>specify</i> ): _____	12

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**How long have you lived in the City of Merri-bek?**

Less than 1 year	1	5 to less than 10 years	3
1 to less than 5 years	2	10 years or more	4

If less than 5 years, what was your previous Council

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**Which of the following best describes the current housing situation of this household?**

Own this home	1	Renting this home	3
Mortgage (paying-off this home)	2	Other arrangement	4

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**What is the annual income of this household?**

Less than \$40,000	1	\$120,000 to less than \$200,000	4
\$40,000 to less than \$80,000	2	\$200,000 or more	5
\$80,000 to less than \$120,000	3	Prefer not to say	9

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**Do you have any further comments you would like to make?**
  

**Thank you for your time****Your feedback is most appreciated**

Council will publish the full results of this survey on its website, following detailed analysis and discussion with Councillors and senior officers.