

Merri-bek City Council

2025 Annual Community Satisfaction Survey

July 2025



Metropolis
RESEARCH

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Executive summary

This Executive Summary provides an overview of the results from the *2025 Annual Community Satisfaction Survey*.

Survey aims and methodology:

Metropolis Research conducted this, Council's second independent *Annual Community Satisfaction Survey* as a door-to-door, 15-minute interview survey of 600 respondents conducted from the 14th of May till the 17th of June 2025.

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 42% 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 remained stable this year at 6.8 out of 10.

Despite a "good" overall satisfaction score, Merri-bek City Council was underperforming the metropolitan average for most broad service areas, as follows:

- | | | |
|---|-----|-------------|
| • Average satisfaction with 7 aspects governance and leadership | 6.7 | (5% lower) |
| • Average satisfaction with 2 planning outcomes | 7.0 | (4% lower) |
| • Overall satisfaction with customer service experience | 7.4 | (3% lower) |
| • Average satisfaction with 34 services and facilities | 7.5 | (3% lower) |
| • Satisfaction with Council's overall performance | 6.8 | (3% lower). |



Despite being three percent below the metropolitan average (which may be a somewhat outlier overly positive result this year), satisfaction with most aspects of customer service increased somewhat this year, reflecting a strong customer service result for Merri-bek.

Satisfaction with Council’s support of diversity, inclusion, and human rights remained at a “very good” level of 7.5 out of 10. By contrast, satisfaction with Council’s performance providing value for rates declined measurably (4%) this year to a “solid” 6.2 out of 10.

Standout positive results for services and facilities in the City of Merri-bek that outperformed the metropolitan average this year include services for children from birth to five years of age (5% higher), services for seniors (3% higher), bookable hard rubbish (1% higher), the website (1% higher), and the local library services (1% higher).

Merri-bek also performed extremely well providing kerbside collection services, with all four recording “excellent” satisfaction scores of more than eight out of 10.

Merri-bek Council was, however, underperforming the metropolitan average for parking enforcement (6% lower in Merri-bek), services for youth (5%), footpath maintenance and repairs (5%), local traffic management (5%), maintenance and repair of sealed local roads (5%), Council’s activities promoting local economic development (5%), bike and shared paths (5%), environmental events, programs, and activities (4%), enforcement of local laws (4%), the provision and maintenance of street trees (4%), maintenance, cleaning of strip shopping areas (4%), management of illegally dumped rubbish (4%), and street sweeping (4%).

These results do suggest higher levels of community concern in Merri-bek around cleaning and maintenance related issues, as well as graffiti and footpaths, although the 10% increase in satisfaction with public toilets was a standout positive result for Merri-bek this year.

The most significant issues to respondents in the City of Merri-bek this year related primarily to issues with roads, traffic, and parking (particularly but not exclusively VicRoads managed).

The other significant issue of note was community concern around safety, policing, and crime issues, with the measurable (3%) decline in the perception of safety in public areas of Merri-bek a key result this year.

There were also some concerns around planning and development related issues, with concerns around the extent, density, and nature of new housing development clear.

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

<i>Satisfaction with:</i>	<i>Metro. Melbourne 2025</i>	<i>City of Merri-bek 2024</i>	<i>City of Merri-bek 2025</i>
Council’s Overall performance	7.1	6.8	6.8
Making decisions in the interests of community	7.5	6.8	6.6
Community consultation and engagement	7.5	6.9	6.8
Maintaining trust and confidence of the community	7.3	6.9	6.7
Representation, lobbying and advocacy	6.9	6.9	6.7
Responsiveness of Council to local community needs	7.2	6.8	6.8
Overall satisfaction with customer service experience	7.7	7.2	7.4
Maintenance and repair of sealed local roads	7.3	6.8	6.8



Satisfaction with the performance of Council:

Overall performance:

Satisfaction with the [overall performance](#) of Merri-bek City Council remained stable this year at a “good” 6.8 out of a potential 10.

This result reflects a stable overall performance, maintaining the significant improvement recorded in 2024 over the historically low results recorded in 2022 and 2023.

This result was measurably lower than the metropolitan (3%) and northern region councils’ (4%), both as recorded in the 2025 *Governing Melbourne* research.

A little more than one-third (35%) of respondents were “very satisfied” with Council’s overall performance (rating satisfaction at eight or more out of 10), while 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 English speaking households, respondents from rental households, new and new residents (less than five years in the municipality), respondents from two-parent families (with youngest child aged 0 to 4 years), and respondents from group households.
- **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, respondents from two-parent families with youngest child aged 5 to 12 years), and sole person household respondents.

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 7.0, and Pascoe Vale lowest at 6.6.

The issues that appear most negatively related to overall satisfaction for the respondents who raised these issues included street trees, planning and development, footpaths, roads, parks and gardens, rubbish and waste, parking, safety, policing, and crime issues, and traffic management.

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, and the cleanliness and maintenance of the local area.

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 (12% up from 6%); lower Council rates, fees, and charges (4% up from 2%); improvements to roads and traffic (4% up from 2%); and more / better general infrastructure (3% up from 0%).



Governance and leadership:

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

Satisfaction with Council’s support of diversity, inclusion, and human rights remained at a “very good” level of 7.5 out of 10. By contrast, satisfaction with Council’s performance providing value for rates declined measurably (4%) this year to a “solid” 6.2 out of 10.

The other governance and leadership aspects included Council meeting its responsibilities towards the environment (6.9), performance communicating its programs and services (6.9), consultation and engagement (6.8), responsiveness of Council to local community needs (6.8), maintaining community trust and confidence (6.7), representation, lobbying and advocacy (6.7), that Council has a sound direction for the future (6.6 down 3%), making decisions in the interests of the community (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) declined marginally to 6.7 out of 10, or a “good” level.

This result was measurably lower than metropolitan (5%) and northern region (7%) averages, as recorded in *Governing Melbourne*.

Despite losing more ground to the metropolitan average this year, governance and leadership issues did not appear as substantive issues to address in the municipality, nor were there significant issues raised by more a small proportion 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:

Less than one-third (30% down from 37%) of respondents reported that they had contacted Merri-bek City Council in the last 12 months, with telephone (43%), email (25%), website (23%), and visits in person (5% down from 9%) the most common methods.

Overall satisfaction with the [customer service experience](#) increased marginally this year, up two percent to 7.4 out of 10, which was a “very good” up from a “good” 7.2 last year.

Overall satisfaction with the customer service experience was marginally (3%) lower than the metropolitan average this year, although the metropolitan average did increase by an unexpectedly large six percent this year. This metropolitan result may be an outlier result overestimating satisfaction with customer service across metropolitan Melbourne.



Satisfaction with the courtesy and professionalism of staff (7.9 up from 7.6), the provision of accurate information (7.5 up from 7.1), the speed and efficiency of service (7.2 up from 7.0) and satisfaction with the final outcome (7.2 up from 6.7) all increased this year.

The improvement in satisfaction with customer service was a standout positive result for the City of Merri-bek this year, despite being marginally lower than the metropolitan average.

Planning and development:

Satisfaction with the protection of local heritage (7.0 up from 6.9), the size, height, and set-back distance of buildings being developed (7.1 up from 6.8), the opportunities to participate in consultations on planning (7.0 up from 6.8), the appearance and quality of new developments (6.9 up from 6.6), and the number of new developments (6.6 up from 6.5) all improved this year.

Despite these improvements, satisfaction with the protection of local heritage (5%) and the appearance and quality of new developments (4%) 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 higher than the metropolitan average this year of four percent.

Satisfaction with [planning for population growth by all levels of government](#) remained at a “good” 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 measurably (4%) lower than both the metropolitan and northern region councils’ averages.

These results clearly reflect somewhat greater levels of community concern around population growth and planning more generally in the middle-ring municipalities such as the City of Merri-bek.

Services and facilities:

The [average importance of the 38 included Council services and facilities](#) was 9.0 out of 10, or “extremely important”.

Whilst all 38 services and facilities were important to respondents (with scores from 9.5 out of 10 for the weekly garbage collection to a low of 8.3 for parking enforcement there was some measurable variation in the average importance of services and facilities, as follows:



- **Measurably MORE important than the average** – included the regular weekly garbage collection (5% more important than the average), the regular fortnightly recycling (4% more important), the regular weekly food and green waste collection (3% more important), and the bookable hard rubbish service (3% more important).
- **Measurably LESS important than the average** – included parking enforcement (7% less important than average), Council efforts managing the issue of graffiti (6% less important), online community *Conversations at Merri-bek* (6% less important), Council events and activities for people identifying as LGBTQIA+ (5% less important), the provision of public and performing arts centres, programs, and activities (4% less important), Council’s activities promoting local economic development (3% less important), and Council events and activities for First Nations Peoples (3% less important).

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 (7.5 up from 7.4), which was measurably (3%) lower than the metropolitan Melbourne average of 7.8.

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 bookable hard rubbish services, local library services, regular weekly garbage collection, regular weekly food and green waste collection, services for children from birth to 5 years of age, regular fortnightly recycling, and sports ovals and other outdoor sporting facilities.
- **Measurably LOWER than average satisfaction** – included Council events and activities for people identifying as LGBTQIA+, public toilets, the maintenance and repair of sealed local roads, the maintenance and repair of major arterial roads managed by VicRoads, Council efforts managing the issue of graffiti, parking enforcement, and local traffic management.

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 (6.7, up from 5.7), and Council’s events and activities for people identifying as LGBTQIA+ (20 respondents at 5.7 or “poor” 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.



The average satisfaction with 21 of the 39 Council services and facilities increased at least marginally this year, while satisfaction with 11 remained stable, and satisfaction with seven declined at least marginally, with attention drawn to the following:

- **Notable to measurable INCREASE in satisfaction in 2025** – included public toilets (10% higher), Council's efforts managing the issue of graffiti (6% higher), services for children from birth to 5 years of age (5% higher), Council's website (4% higher), the bookable hard rubbish service (4% higher), and sports ovals and other outdoor sporting facilities (4% higher).
- **Notable DECREASE in satisfaction in 2025** – included Council events and activities for people identifying as LGBTQIA+ (20% lower).

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%), road maintenance and repairs including roadworks (10% up from 7%), parking both enforcement and availability (9% up from 8%), lighting issues (8% up from 4%), and safety, policing, and crime issues (8% down from 9%), rubbish and waste issues (7% down from 8%), and street trees (7% up from 6%).



These results do reflect the importance of issues around roads, traffic, and parking in the municipality.

This is reflected in several results throughout the report, including the measurably lower than metropolitan average satisfaction with parking enforcement (6% lower in Merri-bek), local traffic management (5% lower), sealed local roads managed by Council (5% lower), and major arterial roads and highways managed by VicRoads (2% lower).



The other significant set of issues in the City of Merri-bek this year related to the perception of safety, policing, and crime, along with lighting issues.

This is also reflected in several sections of this report, including the perception of safety discussed below.

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 (7.6 down from 7.7), and at night (6.6 down from 6.8).

It is noted that the perception of safety in the public areas of the City of Merri-bek at night was measurably and significantly (7% up from 3%) lower than the metropolitan average, and measurably (6%) lower than the northern region councils' average.

The perception of safety in the public areas of the City of Merri-bek was somewhat (3%) higher than in the neighbouring City of Darebin, but measurably (6%) lower than in the neighbouring City of Moonee Valley.

This result included 37% (down from 40%) of respondents who felt “very safe” in the public areas of the municipality at night and 17% (up from 13%) who felt “unsafe” (i.e., rated perception of safety at less than five out of 10).

Women / female respondents felt on average, two percent (down from 6%) less safe in the public areas of the City of Merri-bek at night than man / male respondents, which is a positive result.

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 (21% of comments), concerns around various types of people (18%), concerns around fear of or experience of crime and policing issues (18%), concerns around drugs and alcohol (13% up from 6%), incidents of crime and fear of break-ins (12% up from 4%), violence and anti-social behaviour (7%), and feeling vulnerable in public areas including age and gender-based (5%).

Economic security:

Cost of living pressure

The average extent to which respondent households experience [cost-of-living pressures](#) over the last 12 months declined measurably this year, down four percent to 6.7 out of 10, with 43% (down from 53%) experiencing high cost-of-living pressures, and 13% (down from 15%) experiencing low levels.



Metropolis Research suggests that cost of living pressures appear to have diminished somewhat this year from their recent high levels, although clearly, a substantial proportion of the Merri-bek community continues to report cost of living pressures.

Respondents from younger couples (7.4), one-parent families (7.2), and two-parent families with youngest child aged 5 to 12 years (7.0) reported the highest cost-of-living pressures, as did respondent households earning between \$40,000 and less than \$80,000 per annum (7.9).

The most common way that respondents feel that Council could assist in reducing cost of living pressures was by reducing Council rates, fees, and charges (130 comments or 22% of all respondents).

Housing related financial stress

In 2025, 48% (down from 64%) of respondents from mortgagor (54% down from 56%) and rental households (42% down from 67%) reported that their [housing costs](#) placed moderate to heavy stress on their households' finances over the last 12 months.

The significant decline in housing related financial stress reported by rental household respondents was a significant result this year.

Food security

In 2025, five percent (down from 8%) of respondents reported that their household had [run out of food at least once in the last 12 months](#).

Respondents from Pascoe Vale (5%) and Coburg (5%) were the most likely to report having run out of food at least once.



Introduction

Metropolis Research Pty Ltd was commissioned by Merri-bek City Council to undertake this, its second 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 - 2025 Annual Community Satisfaction Survey* comprises the following:

- Satisfaction with Council's **overall performance**.
- Satisfaction with aspects of **governance and leadership performance**.
- Importance of and satisfaction with 39 **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 14th of May till the 17th of June 2025.

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 2,847 households were approached with a view to inviting them to participate in the research. Of these:

- No answer - 1,423
- Refused – 824
- Completed - 600

This provides a response rate of 42% (up from 36% in 2024), 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 600 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 community.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the *Merri-bek City Council – 2025 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 2025 metropolitan 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 (85 respondents), Brunswick East (50), and Brunswick West (55).
- **Coburg** – includes the precincts of Coburg (94), and Coburg North (29).
- **Pascoe Vale** – includes the precincts of Pascoe Vale (58), and Pascoe Vale South (43).
- **Glenroy et al** - includes the precincts of Fawkner (55), Glenroy (82), Gowanbrae (9), Hadfield (18), and Oak Park (21).



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” remained stable this year at a “good”, 6.8 out of 10.

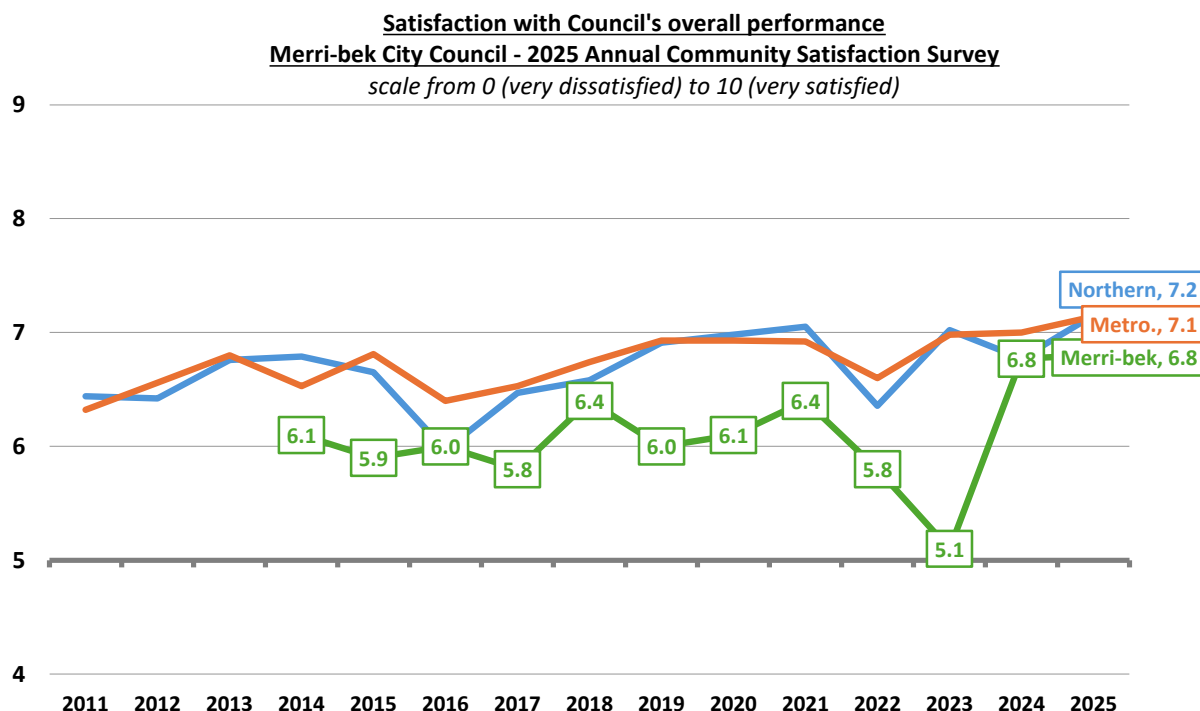
This result reflects a stable performance, maintaining the significant improvement recorded last year over the unusually low 5.1 recorded back in 2023.

This 2025 result was also measurably higher than the long-term average satisfaction over the eight available results from 2013 to 2025 of 6.1 out of 10, or “solid”.

Metropolis Research notes that this remained 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 measurably lower than the metropolitan (3%) and northern region (4%) averages, both as recorded in the 2025 *Governing Melbourne* research.

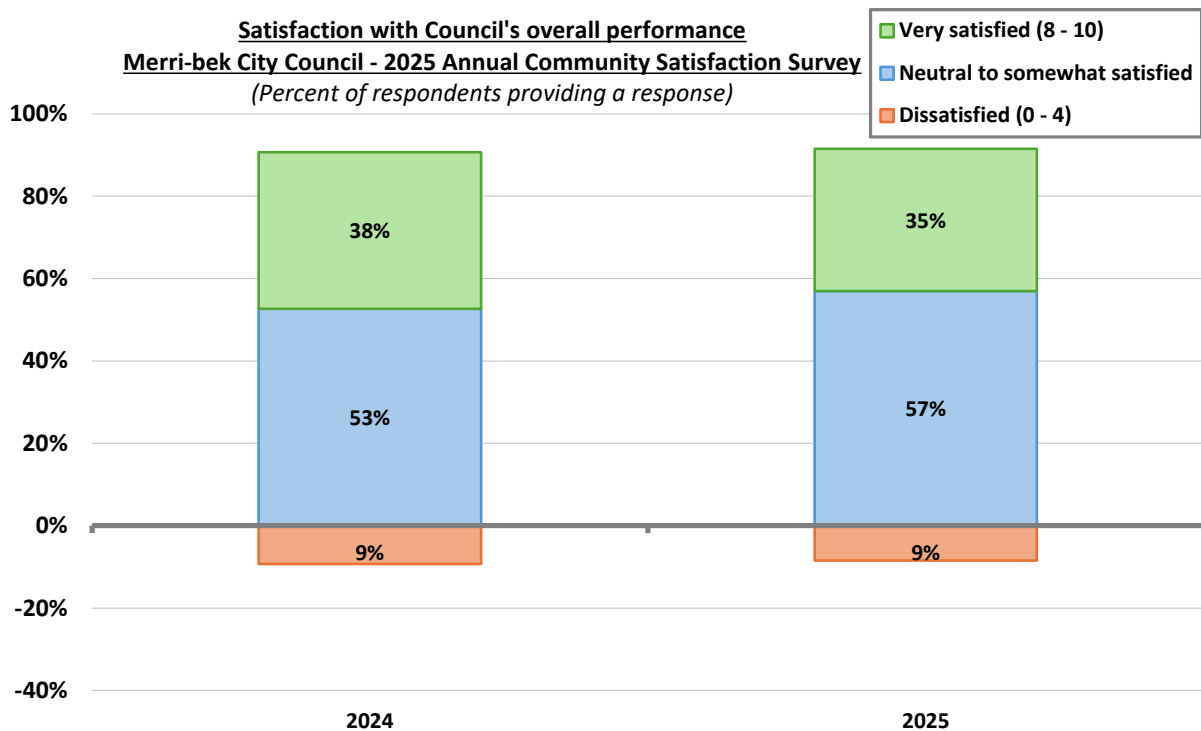
Governing Melbourne was conducted independently by Metropolis Research in January 2025, using the same in-person, door-to-door methodology.



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

Consistent with the stable average satisfaction, there was little variation in these raw percentage results observed, with 35% (down from 38%) of respondents “very satisfied” with Council’s overall performance, and a stable nine percent “dissatisfied”.

Again, consistent with the results last year, there were somewhat more dissatisfied respondents in the City of Merri-bek than the metropolitan average (9% compared to 6%).



Commentary on change in methodology

It is important to bear in mind that the pre-2024 results were conducted by a different service provider, using a different methodology (telephone compared to door-to-door), and using a different survey form and approach to the scaling of results.

Metropolis Research notes that the telephone methodology will tend to under-report satisfaction scores in the order of two to three percent compared to door-to-door, in-person surveys. This variation reflects a range of factors, including most importantly, the substantially lower response rate typically obtained by telephone surveys.

Telephone surveys will typically record response rates of 15% to 25%, While the in-person, door-to-door methodology employed by Metropolis Research typically records a response rate between 35% and 50%.



This higher response rate ensures participation from a greater cross-section of the community, and therefore more residents who are more positively disposed to Council than the lower response recorded by telephone.

It is also noted that the indexing of a five-point scale question will accentuate variation in satisfaction. This is because respondents only have five points against which to rate satisfaction (from very poor to very good).

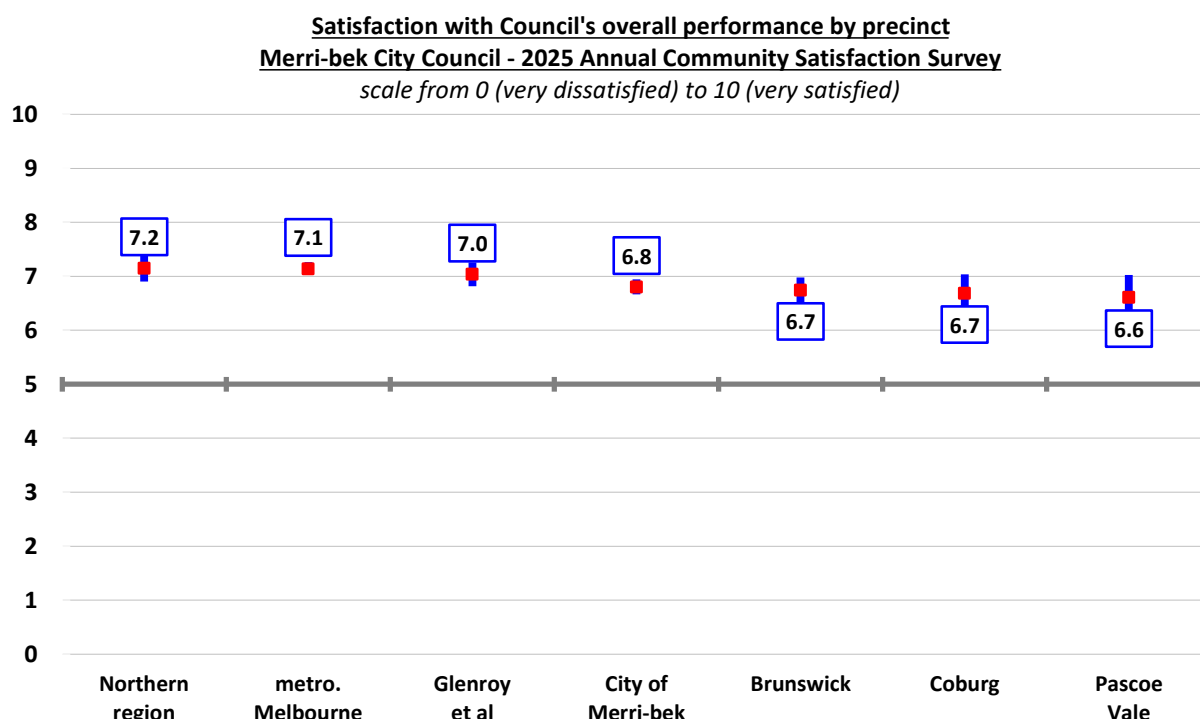
When this result is then indexed onto a 100-point scale (as reported in the state government reporting) or on the 10-point scale (used in this report), the difference between each of the five points on the scale is 25%.

In other words, a score of three out of five is an index score of five out of 10, or 50 out of 100. A score of four out of five is an index score of 7.5 out of 10, or 75 out of 100, which is a difference of 25%.

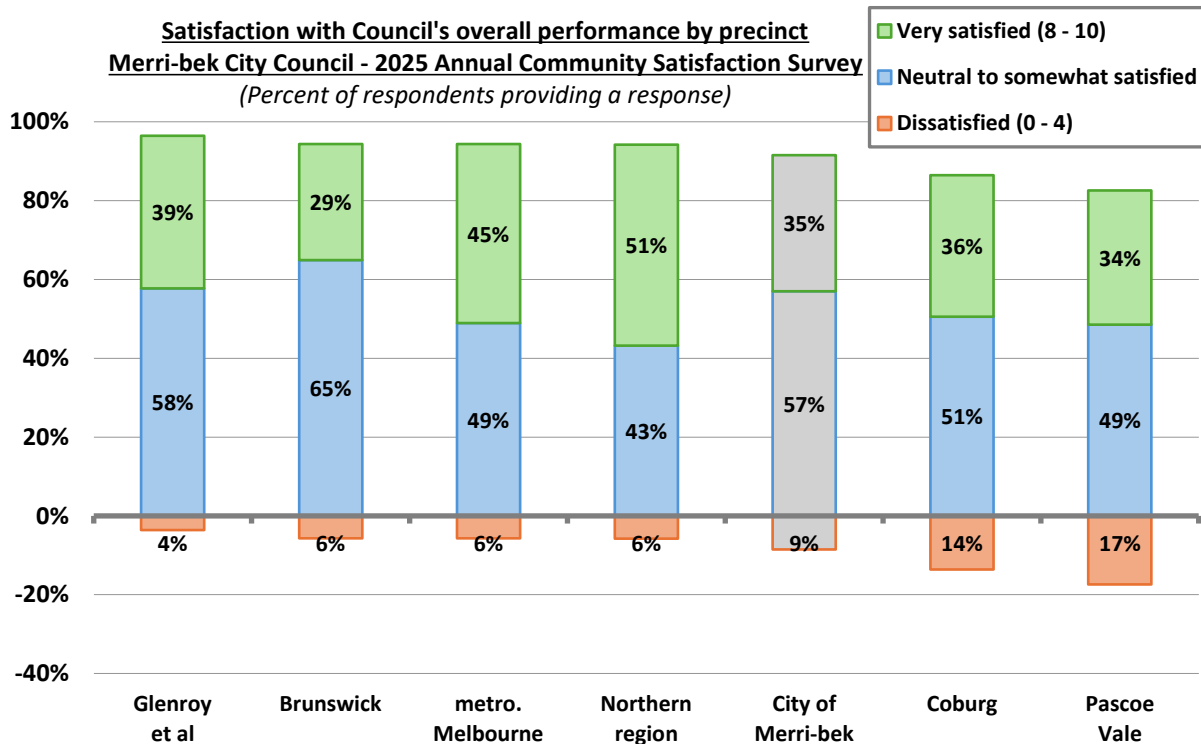
The 11-point decimal scale used by Metropolis Research has a 10% difference between each of the 11 points on the scale. This provides for a more nuanced satisfaction score by respondents, whereas the indexing of a five-point scale can over-emphasise variation in satisfaction.

Satisfaction by precinct

There was no measurable (statistically significant) variation in satisfaction with Council's overall performance observed across the municipality, with respondents from all four precincts rating satisfaction at "good" levels.



It is noted that respondents from Glenroy et al were somewhat (4%) more likely than average to be “very satisfied” with Council’s overall performance. By contrast, respondents from Coburg (5%) and Pascoe Vale (8%) were notably more likely than average to be “dissatisfied”.



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.

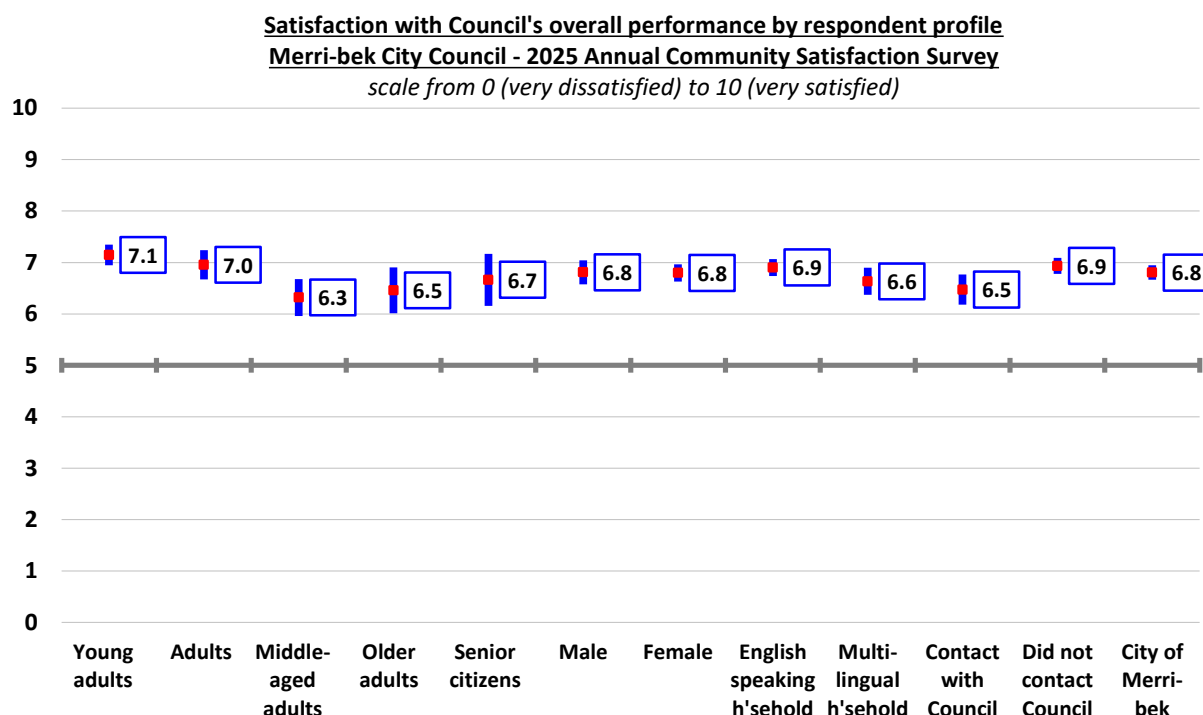
There was some variation in satisfaction observed, as follows:

- **Notably MORE satisfied than average** – included young adults (aged 18 to 34 years), respondents from English speaking households, respondents from rental households, new and new residents (less than five years in the municipality), respondents from two-parent families (with youngest child aged 0 to 4 years), and respondents from group households.
- **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, respondents from two-parent families with youngest child aged 5 to 12 years), and sole person household respondents.

This variation by respondent profile was consistent with that recorded last year.

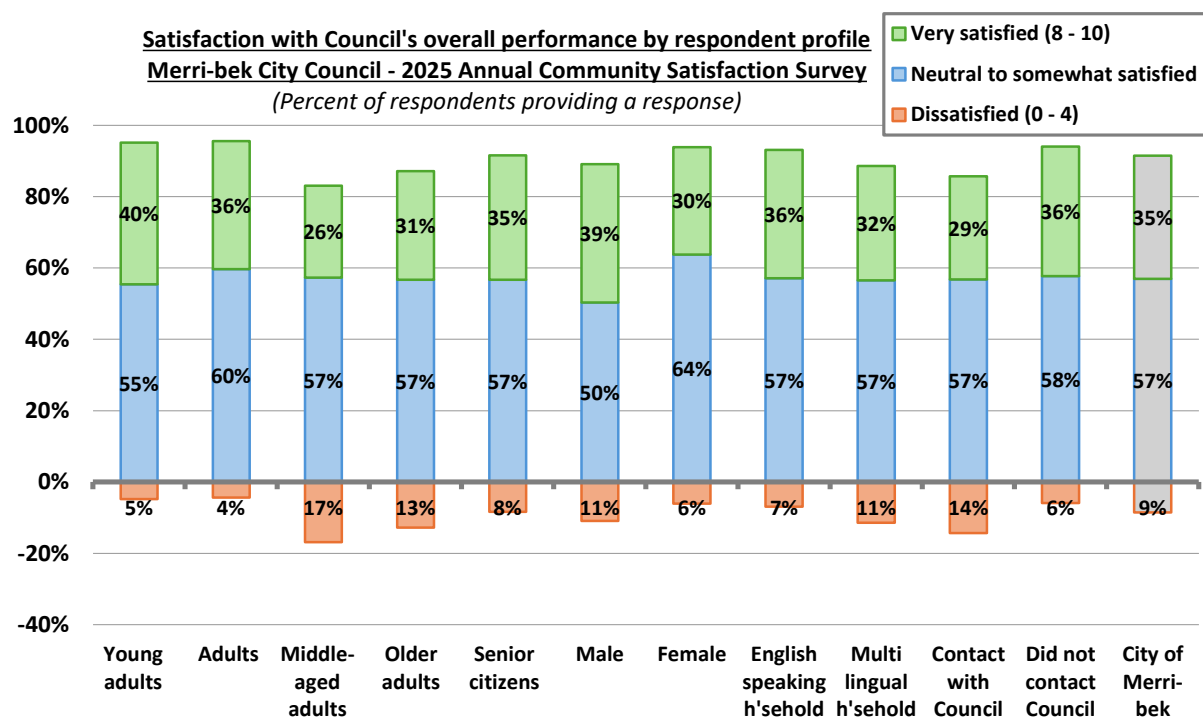
Metropolis Research notes, however, that it is unusual for senior citizens (aged 75 years and over) not to be notably more satisfied with Council’s overall performance than average.

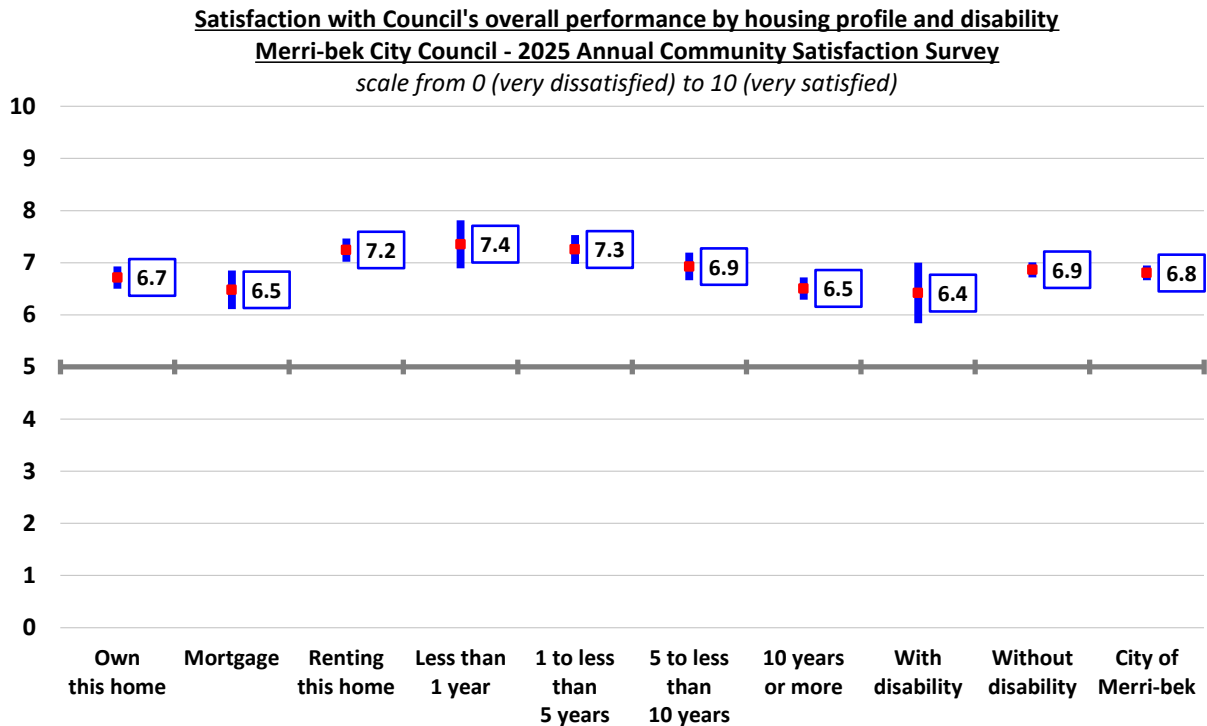




It is noted that 40% of the young adults (aged 18 to 34 years) and 39% of male respondents were “very satisfied” with Council’s overall performance. Attention is drawn, however, to the 17% (down from 19%) of middle-aged and 13% (down from 19%) of the older adults (aged 45 to 74 years) who were “dissatisfied” with Council’s overall performance.

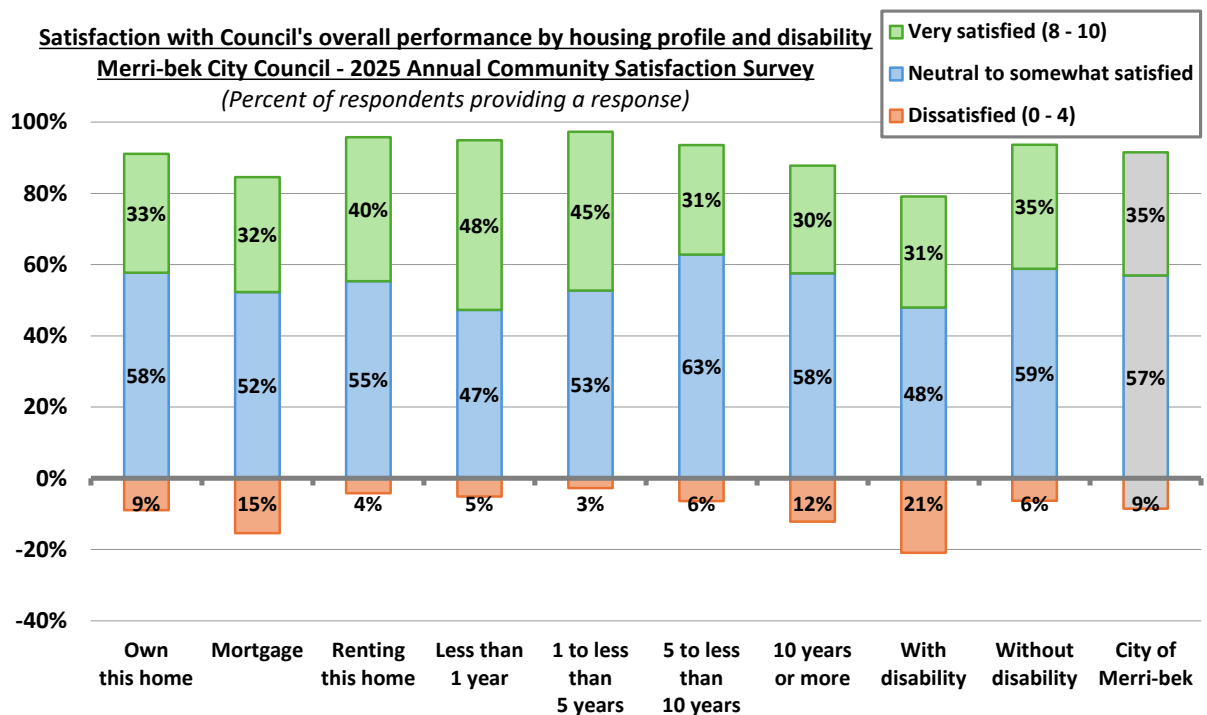
More than 10% of respondents from multilingual households and 14% of respondents who had contacted Council in the last 12 months were “dissatisfied” with overall performance.

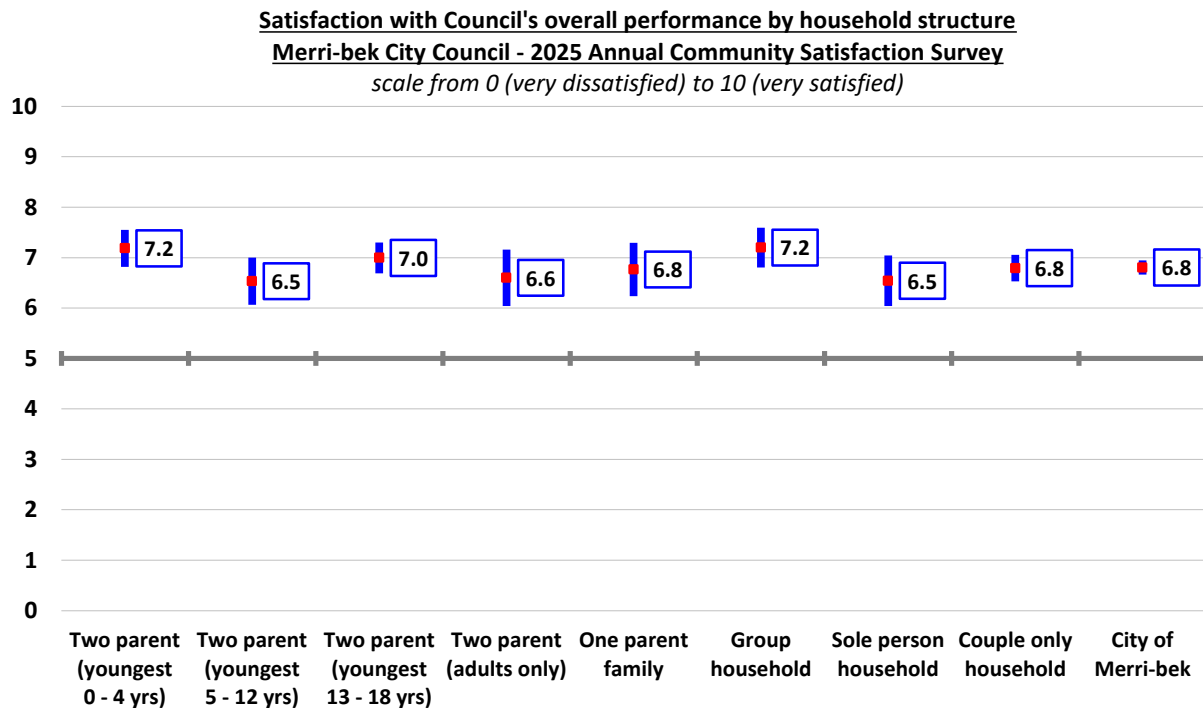




It is noted that 40% of the rental household respondents, 48% of new residents (less than one year in Merri-bek) and 45% of newer residents (one to less than five years in Merri-bek) were “very satisfied” with Council’s overall performance.

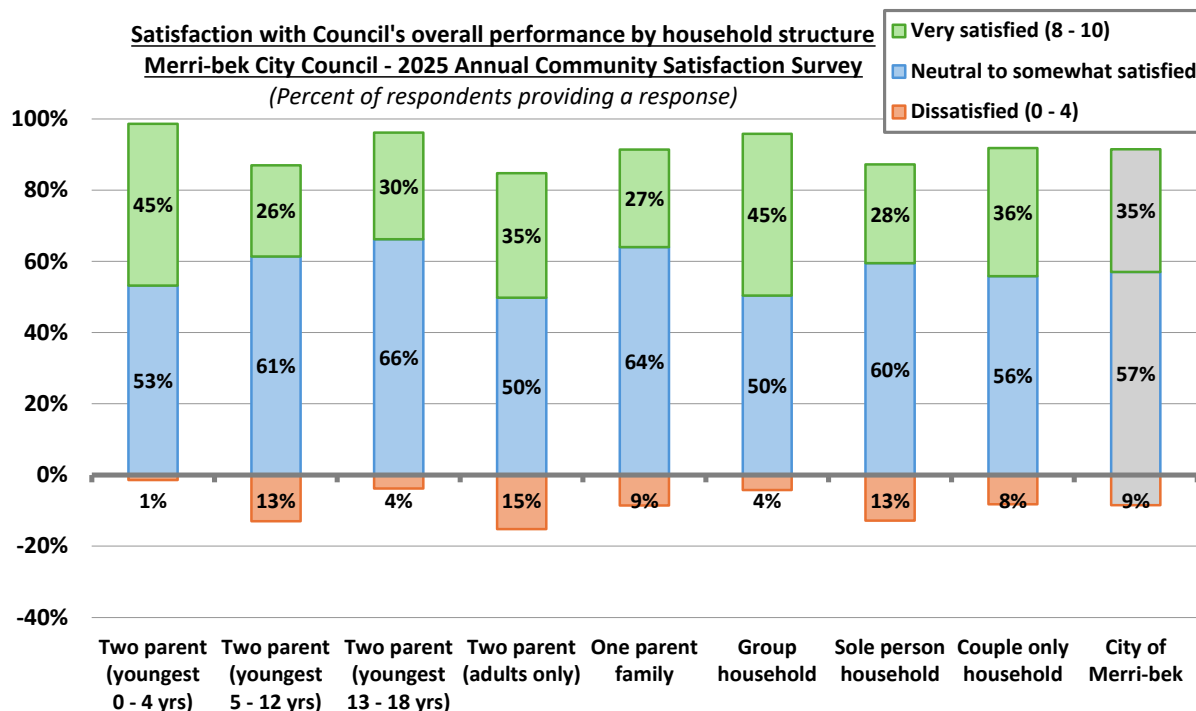
By contrast, 15% of mortgagor household respondents, 12% of long-term residents (10 years or more in Merri-bek), and 21% (up from 16%) of respondents from households with a member with disability were “dissatisfied”.





It is noted that 45% of the respondents from group households and respondents from two-parent families with youngest child aged 0 to 4 years were “very satisfied” with Council’s overall performance.

By contrast, 13% (down from 16%) of respondents from two-parent families with youngest child aged 5 to 12 years. 19% of those from two-parent families with adult children only, and 13% of respondents from sole person households were “dissatisfied” with Council’s overall performance.



Satisfaction by top issues for the City of Merri-bek

The following graph shows the average overall satisfaction score for respondents raising 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 179 respondents who did not nominate any issues to address (7.2).

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 raised 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 192 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, and 179 of these respondents provided an overall satisfaction score.

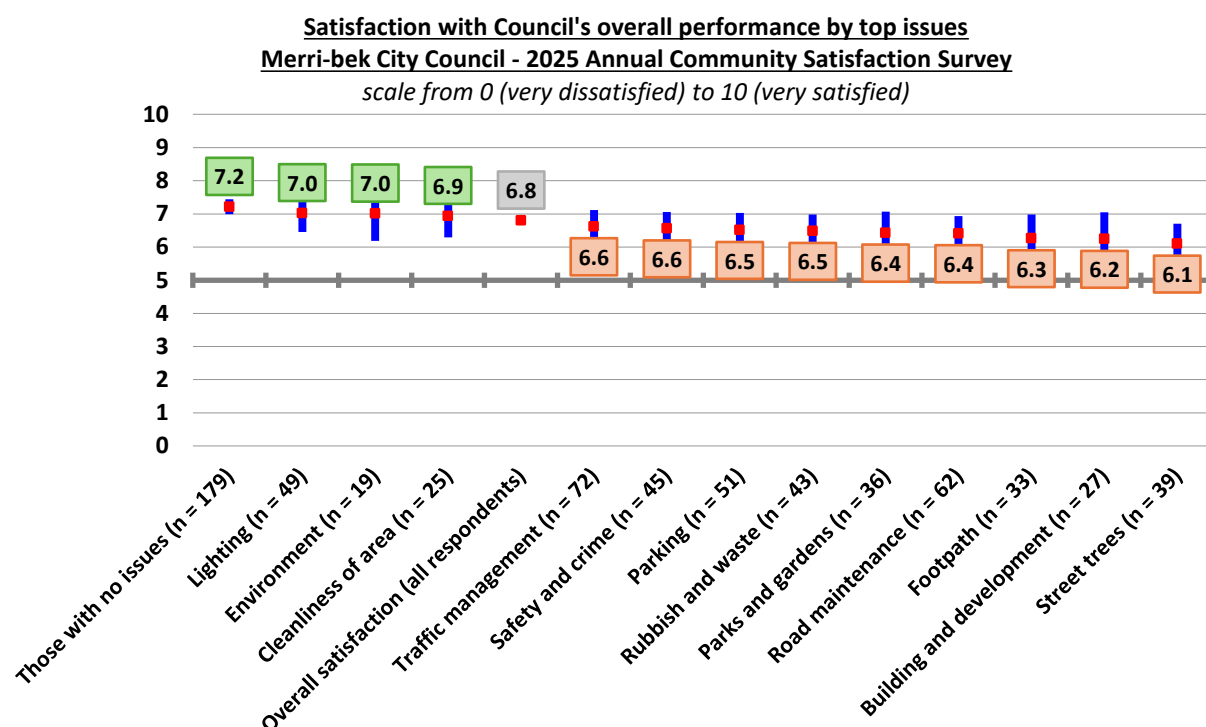
Naturally, these respondents were significantly more satisfied than respondents who did nominate issues to address, and they rated satisfaction with Council’s overall performance five percent higher than the municipal average at 7.2 (down from 7.3) or “good”.

The five most nominated issues this year were traffic management (72 respondents), road maintenance and repairs (62 respondents), parking (51 respondents), lighting (49 respondents), and safety, policing, and crime issues (43 respondents).

Of these issues, it does appear that lighting issues, while prominent in the results this year, were not negatively correlated to satisfaction with Council’s overall performance.

The other four issues all appeared to exert a negative influence on overall satisfaction, with road related issues appearing to have the largest negative influence on overall satisfaction (4% lower than the municipal average)

The other issues that appear most negatively related to satisfaction with Council’s overall performance this year were street trees (39 respondents, 7% less satisfied), planning and development (27 respondents, 6% less), footpaths (33 respondents, 5% less), parks and gardens (36 respondents, 4% less), rubbish and waste issues (43 respondents, 3% less), parking (51 respondents, 3% less), and safety, policing, and crime issues (45 respondents, 2% less).



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 (23% compared to 10%) and Council governance, performance and accountability (13% compared to 2%).

It is important, however, to bear in mind the small sample of just 48 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 - 2025 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)	11	23%	10%
Traffic management	8	17%	12%
Parking	6	13%	9%
Council governance, performance and accountability	6	13%	2%
Parks, gardens and open spaces	5	10%	6%
Footpath maintenance and repairs	5	10%	6%
Lighting	5	10%	8%
Building, housing, planning and development	4	8%	5%
Rubbish and waste issues incl. garbage	4	8%	7%
Provision and maintenance of street trees	4	8%	7%
Drains maintenance and repairs	3	6%	2%
Council rates and charges	3	6%	3%
Cost of living	3	6%	2%
All other issues (12 separately identified issues)	30	63%	65%
Total responses	97		851
<i>Respondents identifying at least one issue (percent of total respondents)</i>	<i>42 (87%)</i>		<i>408 (68%)</i>

Satisfaction of respondents dissatisfied with services and facilities

The following graph provides the average level of 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 41 dissatisfied respondents), hence the relatively large 95% confidence interval around these results.

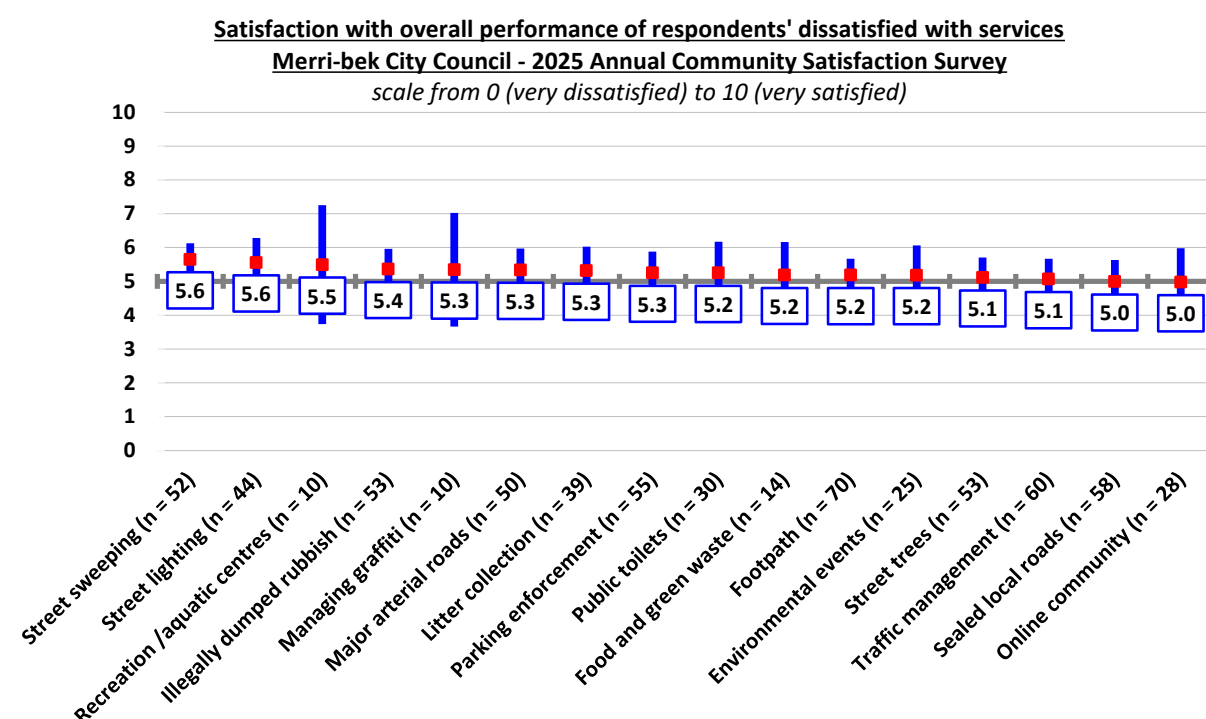
Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably and significantly less satisfied with Council's overall performance than the municipal average of all respondents (6.8).

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.

Respondents who were dissatisfied with any of these services, on average, rated satisfaction with Council's overall performance at "poor" to "very poor" levels. It is noted that this was an improvement on last year, when many of these respondents reported "extremely poor" levels of satisfaction.

These results reflect 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).

A total of 80 comments (17% down from 26%) of the comments were generally positive, reflecting the good overall satisfaction score, compared to 43 generally negative comments (9% down from 12%).

Consistent with results observed elsewhere, 11% (stable with 2024) of the comments related to Council's communication and engagement with the community. Many of these were general in nature and reflected a perception that Council was not effectively engaging with the community.

It is important to bear in mind that while satisfaction with Council's customer service was somewhat (3%) lower than the metropolitan average, satisfaction with Council's community consultation and engagement was measurably (7% up from 3%) lower than the metropolitan 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.

This includes 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, along with some comments on parks, gardens, and open spaces.

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.



While 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 - 2025 Annual Community Satisfaction Survey
(Number and percent of responses)

Reason for satisfaction rating	Total comments		Respondents		
	Number	Percent	Satisfied (6 to 10)	Neutral (5)	Dissatisfied (0 to 4)
Generally positive comments	80	17%	78	2	0
Council services and facilities	51	11%	41	4	6
Communication, consultation, engagement, responsiveness	49	11%	28	13	8
Generally negative comments	43	9%	27	3	13
Rates and financial management	39	8%	16	8	15
Generally neutral comments	28	6%	24	4	0
Cleanliness and maintenance of area	27	6%	21	2	4
Council governance, management, performance	26	6%	17	3	6
Parks, gardens, open spaces and trees	22	5%	14	4	4
Traffic / roads	20	4%	11	5	4
Focus on social / multicultural / international issues	18	4%	12	2	4
Waste management	11	2%	9	1	1
Planning, housing and development	10	2%	6	2	2
Parking	8	2%	6	0	2
Environment, sustainability and climate change	8	2%	5	1	2
Footpaths	7	2%	5	0	2
Safety, policing and crime	4	1%	3	1	0
Focus on local issues	4	1%	3	1	0
Name change	1	0%	0	0	1
Other	5	1%	3	0	2
Total responses	461	100%	329	56	76

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.

A little more than half (340 of 602) 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 - 2025 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Response	2025		2024
	Number	Percent	
More / better communication and consultation	74	12%	6%
Lower Council rates and charges	26	4%	2%
More / better road maintenance and repairs	22	4%	2%
More / better general infrastructure (e.g. internet)	16	3%	0%
Better traffic management	15	2%	2%
Better Council governance, management, performance	11	2%	2%
Better rubbish and waste issues incl. garbage	11	2%	2%
Better planning, building, housing and development	10	2%	2%
More / better street cleaning and maintenance	10	2%	1%
Better financial issues and priorities for Council	9	1%	1%
Better Council customer service / responsiveness	8	1%	2%
More / better parks, gardens and open spaces	8	1%	2%
More focus on core / basic services	8	1%	1%
Better provision and maintenance of street trees	7	1%	1%
More / better parking	7	1%	2%
Better environment, conservation, climate change management	6	1%	2%
More / better community activities, arts and culture	6	1%	0%
More / better lighting	6	1%	1%
General positive comments	5	1%	1%
Improvement in looking after the community / needs	5	1%	1%
More / better footpath maintenance and repairs	5	1%	1%
Better safety, policing and crime	4	1%	2%
Less social justice / woke issues	4	1%	0%
More / better activities and facilities for children	4	1%	0%
Better cleanliness and maintenance of area	3	0%	1%
Better management of multicultural / cultural diversity issues	3	0%	0%
Better quality and provision of community services	3	0%	0%
Equal funding / attention to all suburbs	3	0%	1%
Lower cost of living	3	0%	0%
More / better housing availability and affordability	3	0%	1%
More / better provision of bikes, cycling / walking tracks	3	0%	1%
All other issues (26 separately identified issues)	33	5%	4%
No improvement	262	43%	50%
Total	602	100%	601

The most common thing that respondents feel Council should do to improve its performance was more / better communication and consultation, with 12% (up from 6%) 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 (7.8 up from 7.4), the *Conversations at Merri-bek* (7.3 up from 7.2), as well as Council's communication and consultation performance (6.8 down from 6.9) were poor, with all these receiving "good" to "excellent" levels of satisfaction.

There was an increase this year, in the proportion of respondents nominating more or better general infrastructure such as internet and similar infrastructure, up from less than one percent last year to three percent this year.

Other improvements nominated by respondents confirm the findings from other results in the survey, including some concerns around Council rates, fees, and charges (4% up from 2%), road maintenance and repairs (4% up from 2%), traffic management (2%), Council's governance and accountability (2%), planning and development (2%), rubbish and waste (2%), and street cleaning and maintenance (2%).

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 relatively little significant variation in these results observed by precinct or by respondent profile, although attention is drawn to the following:

- **Brunswick** – respondents were somewhat more likely than average to nominate better street cleaning and maintenance.
- **Coburg** – respondents were somewhat more likely than average to nominate more or better general infrastructure.
- **Pascoe Vale** – respondents were somewhat more likely than average to nominate better Council customer service.
- **Male** – respondents were somewhat more likely than female respondents to nominate more or better road maintenance and repairs.
- **Female** – respondents were somewhat more likely than male respondents to nominate more or better communication and consultation.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were somewhat more likely than average to nominate more or better communication and consultation.



- **Older adults (aged 60 to 74 years)** – respondents were somewhat more likely than average to nominate more or better communication and consultation, lower Council rates, fees, and charges, more or better road maintenance and repairs, better Council governance and performance, and more or better footpath maintenance.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely than average to nominate lower Council rates, fees, and charges, more or better street cleaning and maintenance, and better financial management and Council priorities.

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

Merri-bek City Council - 2025 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Brunswick		Coburg	
More / better communication, consultation	14%	More / better communication, consultation	14%
More / better street cleaning, maintenance	5%	More / better general infrastructure	5%
Better traffic management	3%	More / better road maintenance, repairs	5%
Lower Council rates and charges	2%	Lower Council rates and charges	4%
Better planning, building, housing, develop.	2%	Better Council governance, performance	3%
More / better road maintenance, repairs	2%	Better financial issues, Council priorities	3%
Better rubbish and waste issues	2%	More focus on core / basic services	1%
Better Council governance, performance	2%	More / better parking	1%
More / better parking	2%	Less social justice / woke issues	1%
Better provision, mainten. of street trees	2%	More / better children's activities, facilities	1%
All other improvements	22%	All other improvements	12%
No improvement	44%	No improvement	49%
Total	191	Total	123

Pascoe Vale		Glenroy et al	
More / better communication, consultation	13%	More / better communication, consultation	10%
More / better road maintenance, repairs	6%	Lower Council rates and charges	6%
Lower Council rates and charges	6%	Better rubbish and waste issues	4%
Better Council customer service	5%	More / better road maintenance, repairs	4%
Better traffic management	4%	More / better lighting	3%
More / better general infrastructure	4%	Better traffic management	2%
Improvement in looking after community	3%	More / better footpath maintenance	2%
More / better parks, gardens, open spaces	3%	More / better general infrastructure	2%
Better provision, mainten. of street trees	2%	Better planning, building, housing, develop.	2%
Better Council governance, performance	2%	Equal funding / attention to all suburbs	2%
All other improvements	16%	All other improvements	21%
No improvement	38%	No improvement	43%
Total	101	Total	186

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

Merri-bek City Council - 2025 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Male		Female	
More / better communication, consultation	10%	More / better communication, consultation	14%
More / better road maintenance, repairs	5%	Lower Council rates and charges	4%
Lower Council rates and charges	5%	More / better general infrastructure	3%
More / better general infrastructure	3%	Better traffic management	3%
Better traffic management	2%	More / better street cleaning, maintenance	3%
More focus on core / basic services	2%	More / better road maintenance, repairs	2%
Better Council governance, performance	2%	Better provision, mainten. of street trees	2%
Better rubbish and waste issues	2%	Better rubbish and waste issues	2%
Better planning, building, housing, develop.	2%	More / better parks, gardens, open spaces	2%
More / better parking	2%	Better financial issues, Council priorities	2%
All other improvements	21%	All other improvements	21%
No improvement	44%	No improvement	43%
Total	285	Total	307

English speaking		Multi-lingual	
More / better communication, consultation	13%	More / better communication, consultation	12%
More / better general infrastructure	4%	Lower Council rates and charges	6%
More / better road maintenance, repairs	3%	More / better road maintenance, repairs	5%
Lower Council rates and charges	3%	Better rubbish and waste issues	3%
Better planning, building, housing, develop.	3%	Better traffic management	3%
Better traffic management	2%	Better Council governance, performance	2%
Better financial issues, Council priorities	2%	More / better community activities, arts	2%
More / better street cleaning, maintenance	2%	More / better lighting	2%
Better provision, mainten. of street trees	2%	More / better parks, gardens, open spaces	2%
Better envir., conservation, climate change	2%	Better Council customer service	2%
All other improvements	19%	All other improvements	21%
No improvement	46%	No improvement	40%
Total	377	Total	220



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

Merri-bek City Council - 2025 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Young adults (18 to 34 years)		Adults (35 to 44 years)	
More / better communication, consultation	7%	More / better communication, consultation	15%
More / better road maintenance, repairs	3%	Lower Council rates and charges	6%
Better rubbish and waste issues	3%	More / better general infrastructure	5%
Lower Council rates and charges	3%	Better traffic management	3%
Better envir., conservation, climate change	2%	More / better parks, gardens, open spaces	2%
More / better parks, gardens, open spaces	2%	Lower cost of living	2%
Better traffic management	2%	More / better road maintenance, repairs	2%
More / better lighting	2%	Better provision, mainten. of street trees	2%
Better management of multicultural issues	1%	Better Council customer service	2%
More / better community activities, arts	1%	More / better community activities, arts	2%
All other improvements	14%	All other improvements	21%
No improvement	61%	No improvement	39%
Total	225	Total	124

Middle aged adults (45 to 59 years)		Older adults (60 to 74 years)	
More / better communication, consultation	17%	More / better communication, consultation	18%
More / better road maintenance, repairs	6%	Lower Council rates and charges	8%
More / better general infrastructure	5%	More / better road maintenance, repairs	8%
Better planning, building, housing, develop.	4%	Better Council governance, performance	6%
Better traffic management	4%	More / better footpath maintenance	4%
More focus on core / basic services	3%	Better provision, mainten. of street trees	3%
Better rubbish and waste issues	3%	Better financial issues, Council priorities	3%
Better financial issues, Council priorities	3%	Better traffic management	3%
Better Council governance, performance	3%	More / better general infrastructure	3%
More / better street cleaning, maintenance	3%	Better planning, building, housing, develop.	2%
All other improvements	25%	All other improvements	18%
No improvement	25%	No improvement	26%
Total	123	Total	75

Senior citizens (75 years and over)		City of Merri-bek	
More / better communication, consultation	10%	More / better communication, consultation	12%
Lower Council rates and charges	8%	Lower Council rates and charges	4%
More / better street cleaning, maintenance	6%	More / better road maintenance, repairs	4%
Better financial issues, Council priorities	4%	More / better general infrastructure	3%
More / better noise management	2%	Better traffic management	2%
Better rubbish and waste issues	2%	Better Council governance, performance	2%
More / better general infrastructure	2%	Better rubbish and waste issues	2%
Better Council governance, performance	2%	Better planning, building, housing, develop.	2%
Better manage't of illegal dumped rubbish	2%	More / better street cleaning, maintenance	2%
More / better parking	2%	Better financial issues, Council priorities	1%
All other improvements	8%	All other improvements	23%
No improvement	50%	No improvement	43%
Total	52	Total	600

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?”

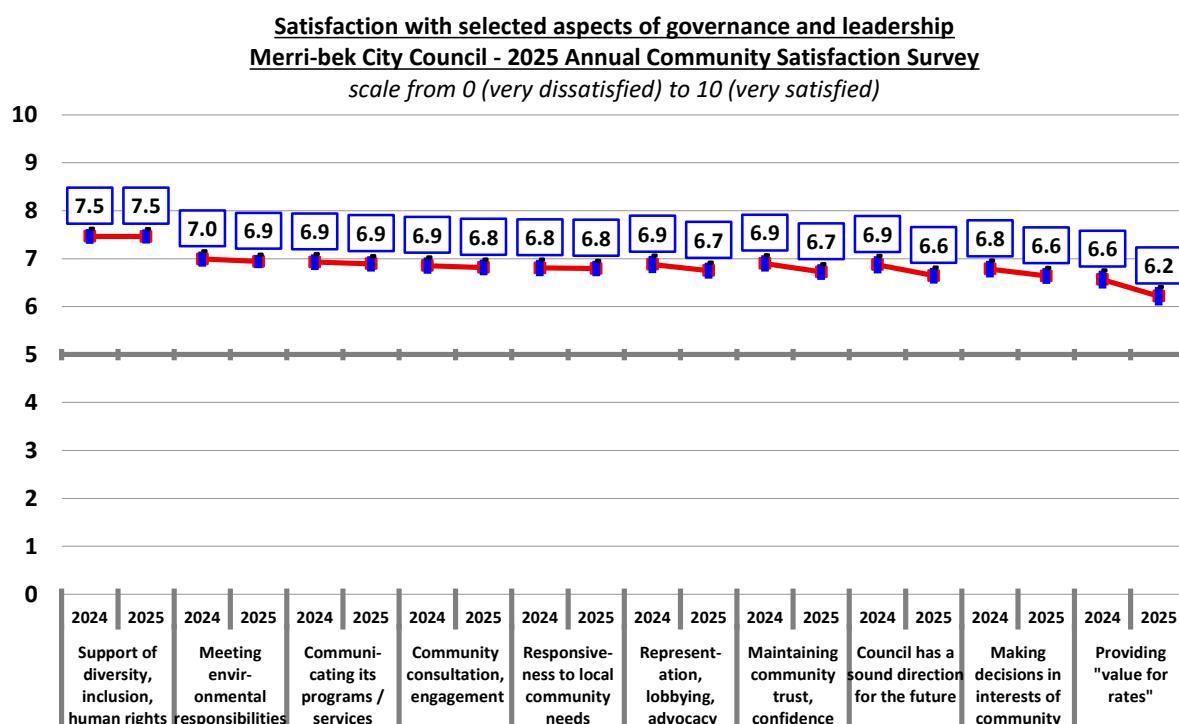
Respondents were again in 2025, asked to rate their satisfaction with each of 10 aspects of Council’s governance and leadership performance.

The average satisfaction with these 10 aspects declined marginally this year, down one percent to 6.8 out of 10, although it remained at a “good” level.

Satisfaction with eight of these 10 aspects was rated at “good” levels of between 6.6 and 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 stable and “very good” level of 7.5 out of 10.

By contrast, satisfaction with Council’s performance providing value for rates declined measurably this year, down four percent to 6.2 out of 10, or a “solid”, down from a “good” level.



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.



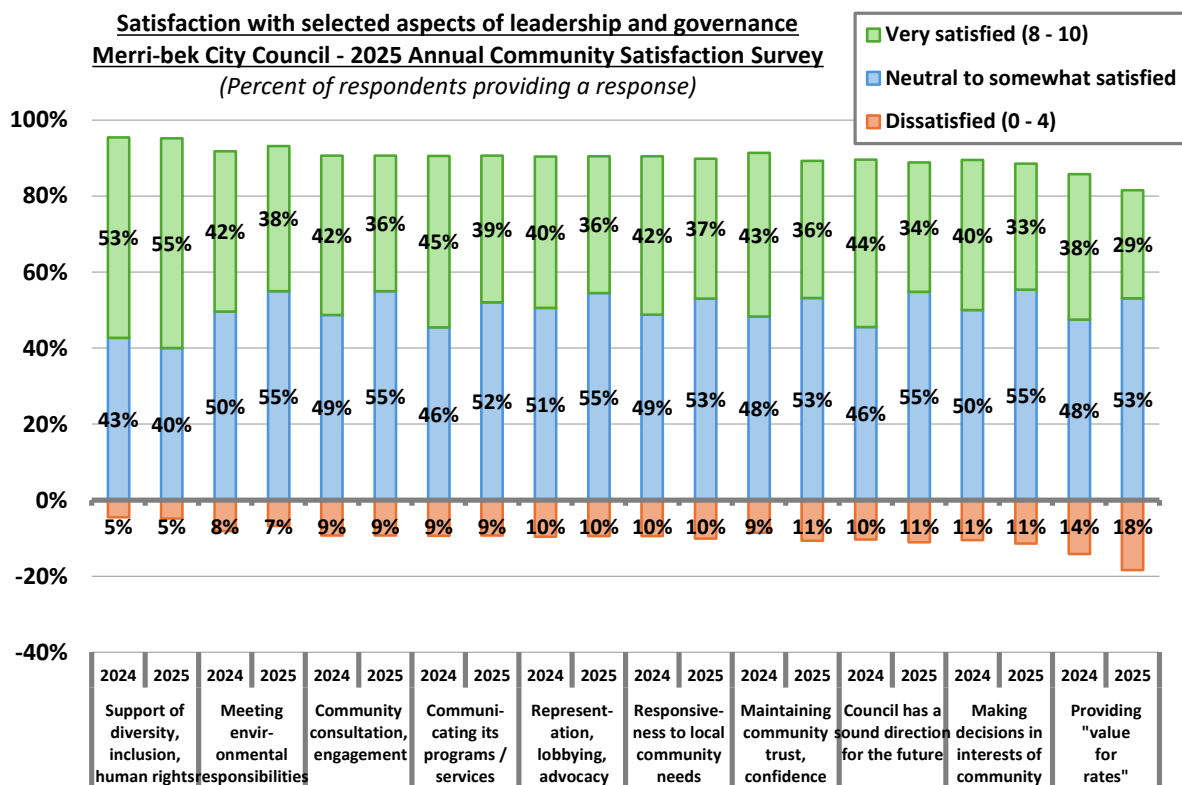
This was the case this year for the City of Merri-bek.

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.

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 eight of the 10 aspects of governance and leadership, with 55% (up from 53%) “very satisfied” with Council’s support of diversity, inclusion, and human rights.

It is noted, however, that 18% (up from 14%) of respondents were dissatisfied with Council’s performance providing value for rates.



Seven of these 10 aspects of governance and leadership were considered the core aspects.

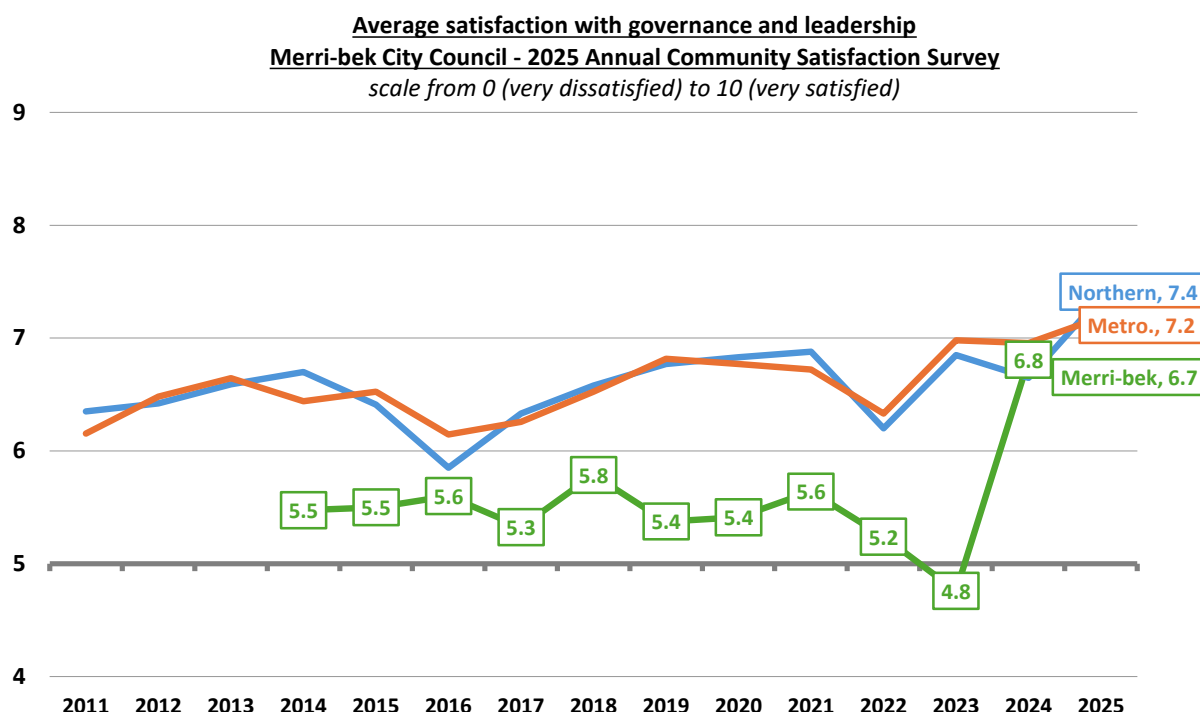
These include maintaining trust, consultation and engagement, responsiveness, representation, sound direction, making decisions in interests of community, and value for rates.

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 results, as recorded in the 2025 *Governing Melbourne* research.

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

The average satisfaction with these seven core aspects of governance and leadership declined marginally this year, down one percent to 6.7 out of 10, although it remained at a “good” level.

This result was measurably lower than the metropolitan (5%) and northern region councils' (7%) average.



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 13% higher than long-term average satisfaction with governance and leadership (6.7 compared to long-term average of 5.6), and the significant (20%) increase in average satisfaction recorded last year, satisfaction with governance and leadership in the City of Merri-bek remains measurably (5%) 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 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 average (as recorded in *Governing Melbourne*) was 12%.

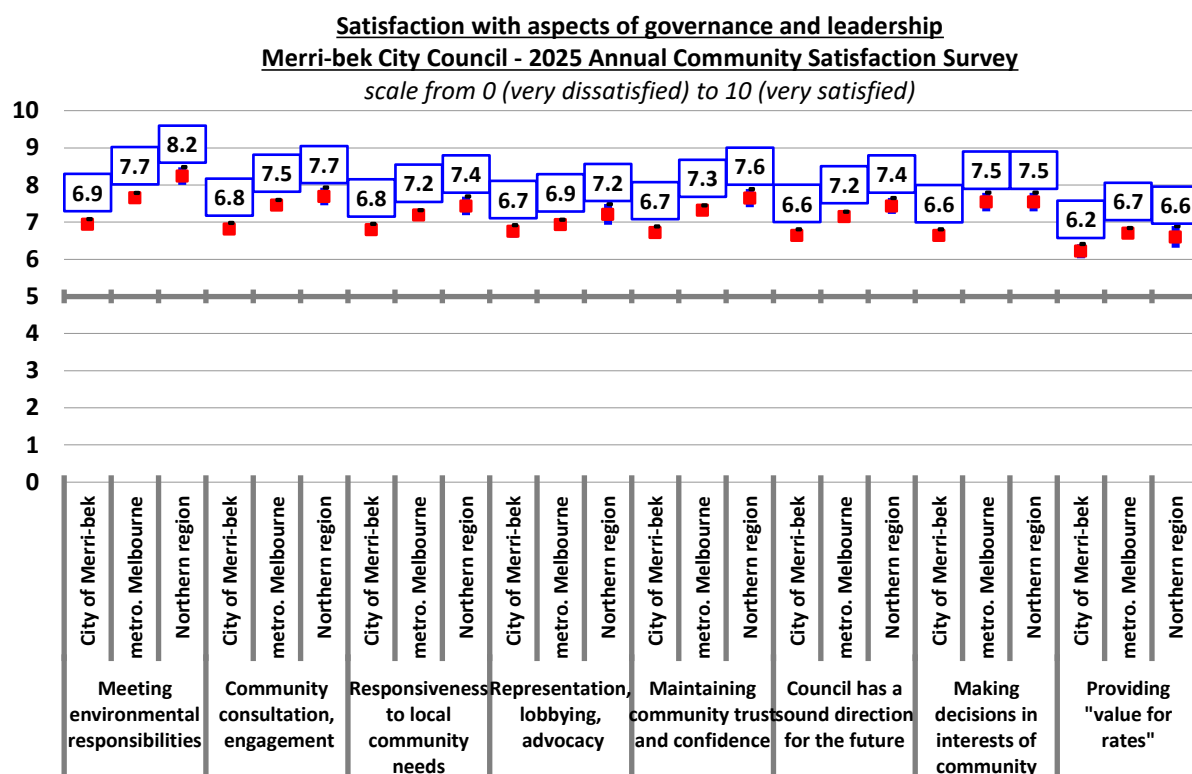
These results reinforce the view that the historical governance and leadership scores were, in the view of Metropolis Research, likely to be an underreporting of the underlying level of community satisfaction with the governance and leadership performance of Council.

The following graph provides a comparison against the metropolitan 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*.

Satisfaction with each of these eight aspects of governance and leadership was measurably lower in the City of Merri-bek than the metropolitan average, with the largest underperformance recorded for performance making decisions in the interests of the community (9% lower in Merri-bek), meeting environmental responsibilities (8% lower), and community consultation and engagement (7% lower).

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.





The following sections provide a more detailed examination of satisfaction with each aspect of governance and leadership, including full time series, satisfaction by precinct, and satisfaction by respondent profile (including age structure, gender, and language spoken at home).

While there was some variation in the results for individual aspects of governance and leadership, in general terms, the following variations were observed:

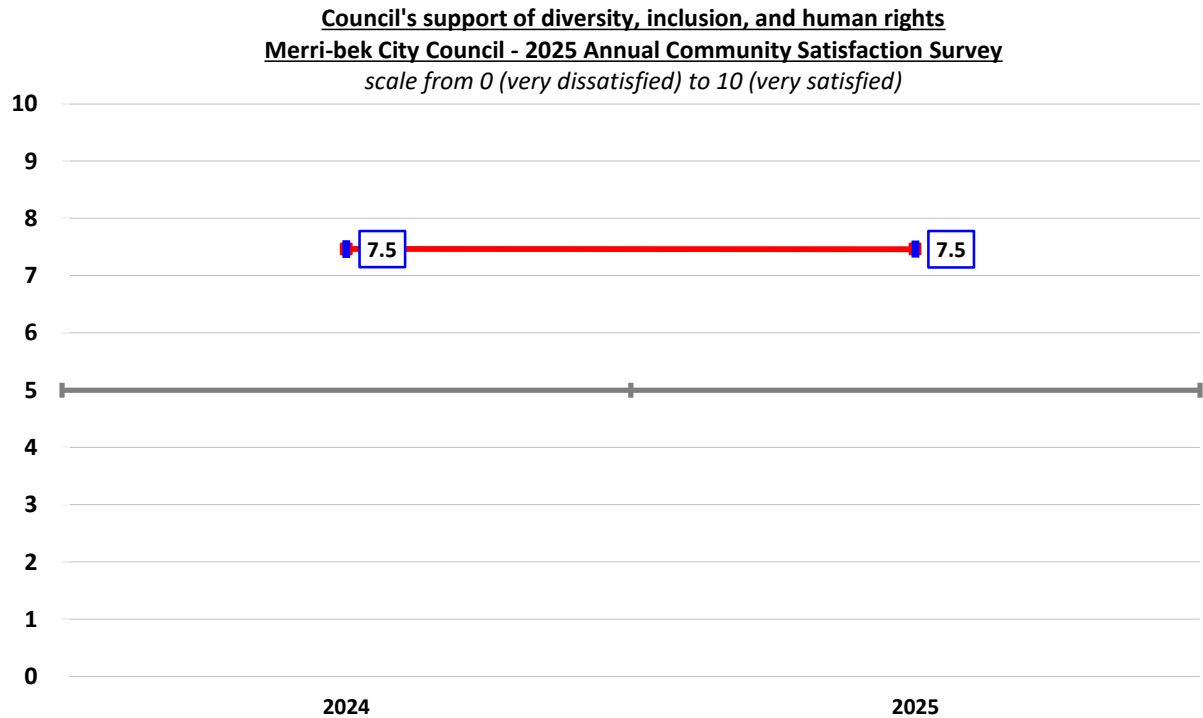
- **Generally, MORE satisfied than average** – included respondents from Glenroy et al, young adults (aged 18 to 34 years), female respondents, and respondents from English speaking households.
- **Generally, LESS satisfied than average** – included middle-aged adults (aged 45 to 59 years) and to a lesser extent older adults and senior citizens (aged 60 years and over), male respondents, and respondents from multilingual households.



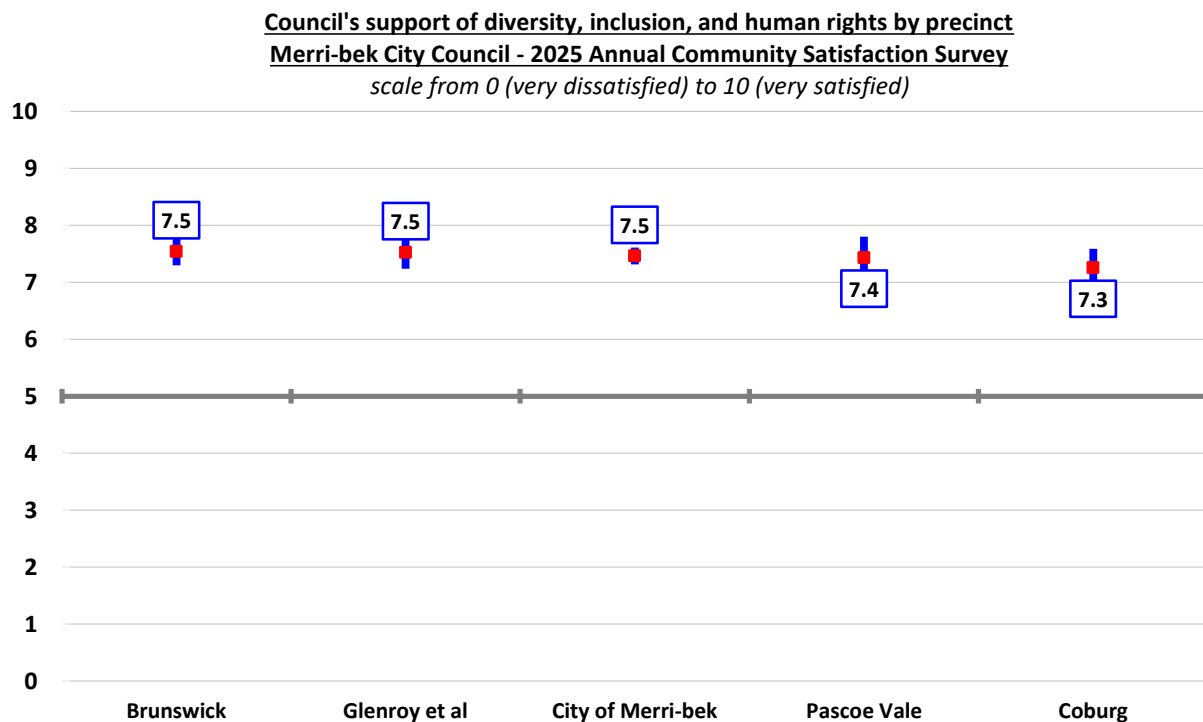
Support of diversity, inclusion, and human rights

Satisfaction with Council’s support for diversity, inclusion, and human rights remained stable this year at a “very good” 7.5 out of 10.

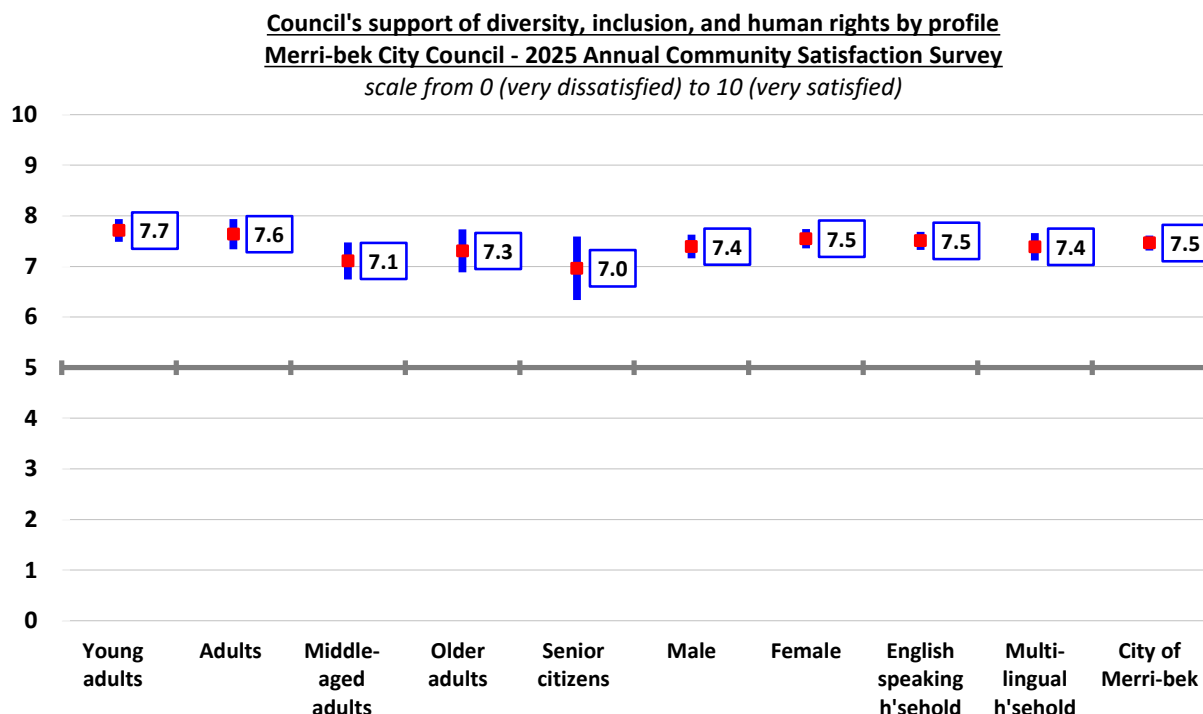
This result comprised 55% “very satisfied” and five percent “dissatisfied” respondents.



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



There was no measurable variation in this result observed across the municipality. It is noted, however, that middle-aged adults (aged 45 to 59 years) and senior citizens (aged 75 years and over) were somewhat (4% and 5% respectively) 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 remained essentially stable this year, down one percent to 6.8 out of 10, although it remained at a “good” level.

This was the second highest satisfaction with community consultation and engagement recorded for the City of Merri-bek and was measurably (11%) above the long-term average satisfaction since 2014 of 5.7 out of 10, or “poor”.

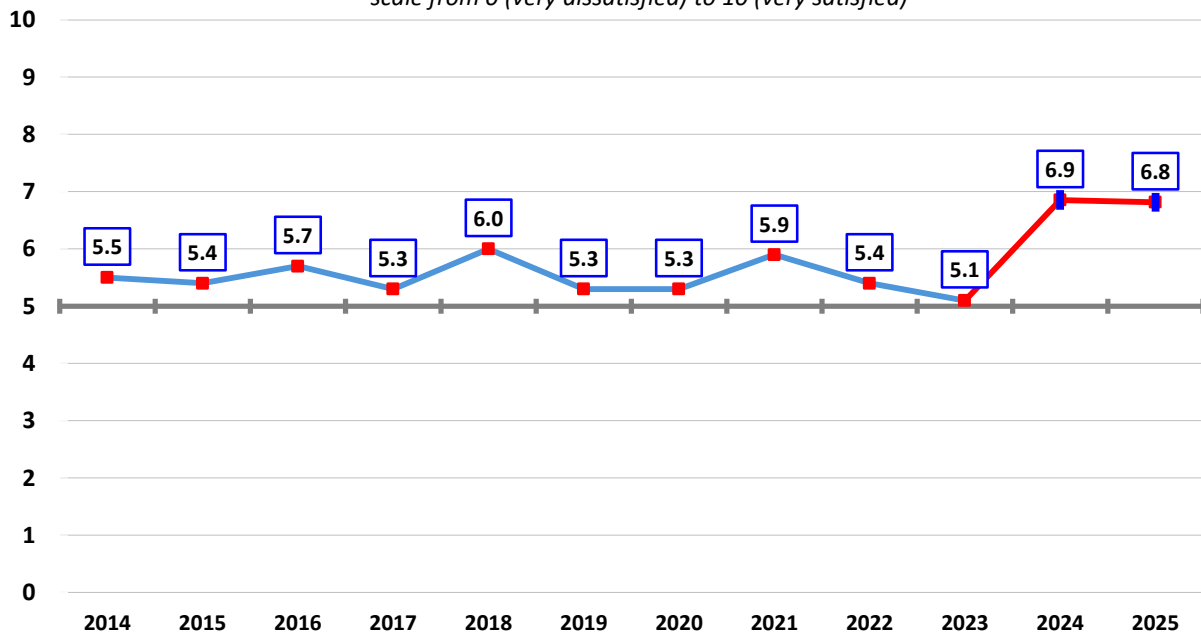
Metropolis Research reiterates that the historical results were sourced from a different survey provider, using a different methodology, and asking significantly fewer questions.

This result was measurably (7% up from 3%) lower than the metropolitan average of 7.2, and measurably (9% lower) than the northern region councils’ average, both as recorded in *Governing Melbourne*.

This result comprised 36% (down from 42%) “very satisfied” respondents and nine percent “dissatisfied” respondents.



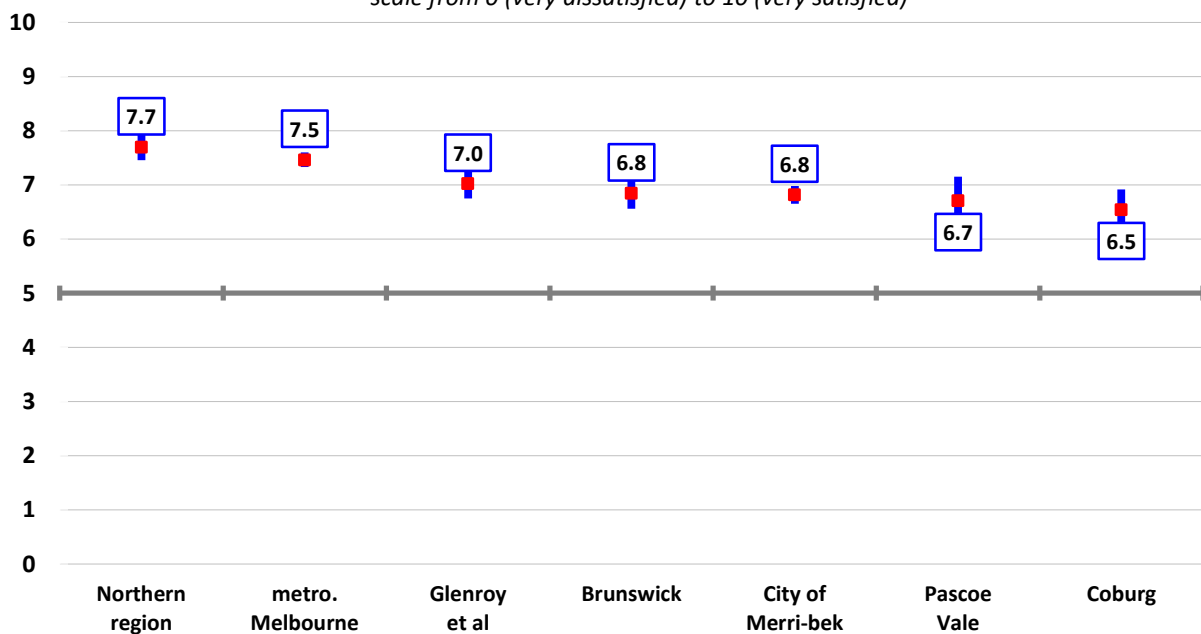
Council's community consultation and engagement
Merri-bek City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



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

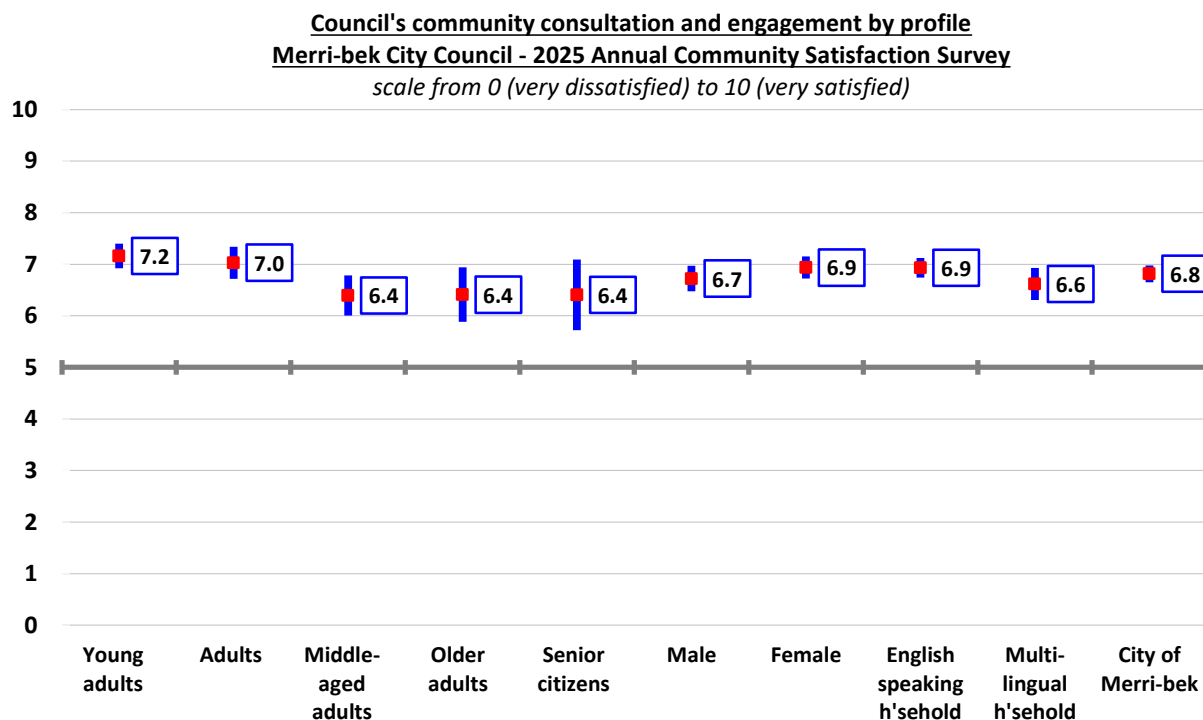
It is noted, however, that respondents from Coburg were somewhat (3%) less satisfied than average.

Council's community consultation and engagement by precinct
Merri-bek City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no measurable variation in satisfaction with community consultation and engagement observed by respondent profile, although young adults and adults (aged 18 to 44 years) were notably to measurably more satisfied than older respondents (aged 45 years and over).

Respondents from English speaking households were somewhat (3%) more satisfied than respondents from multilingual households.

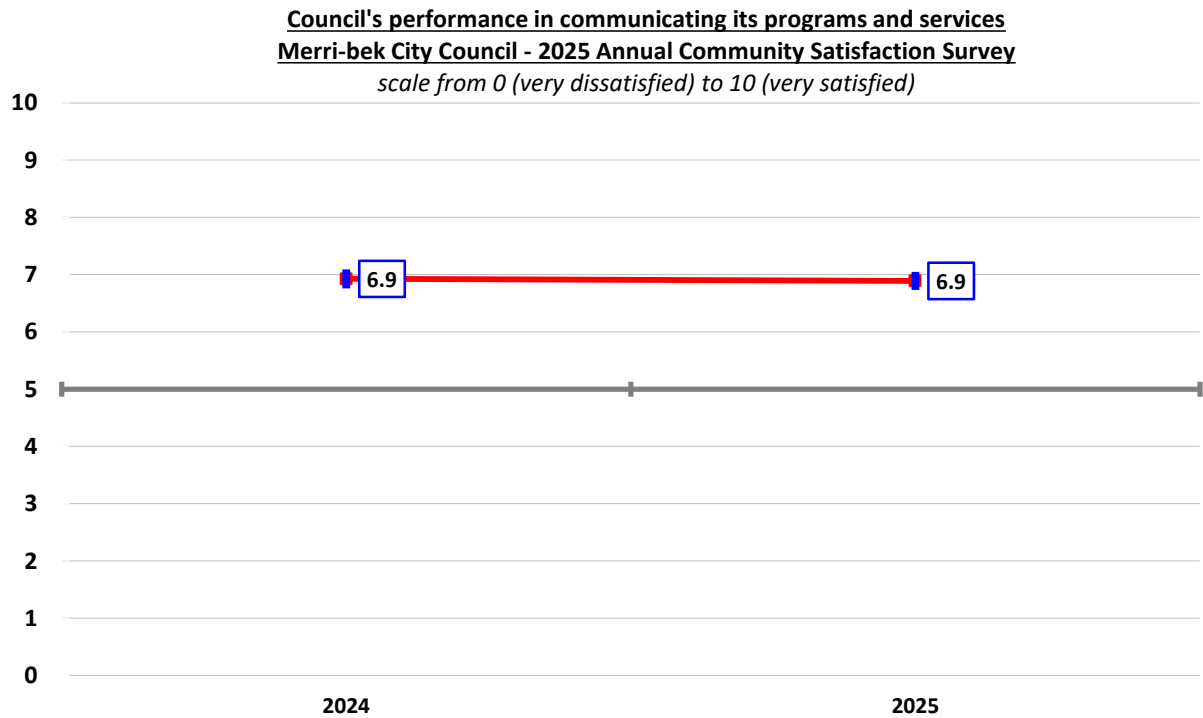


Communicating its programs and services

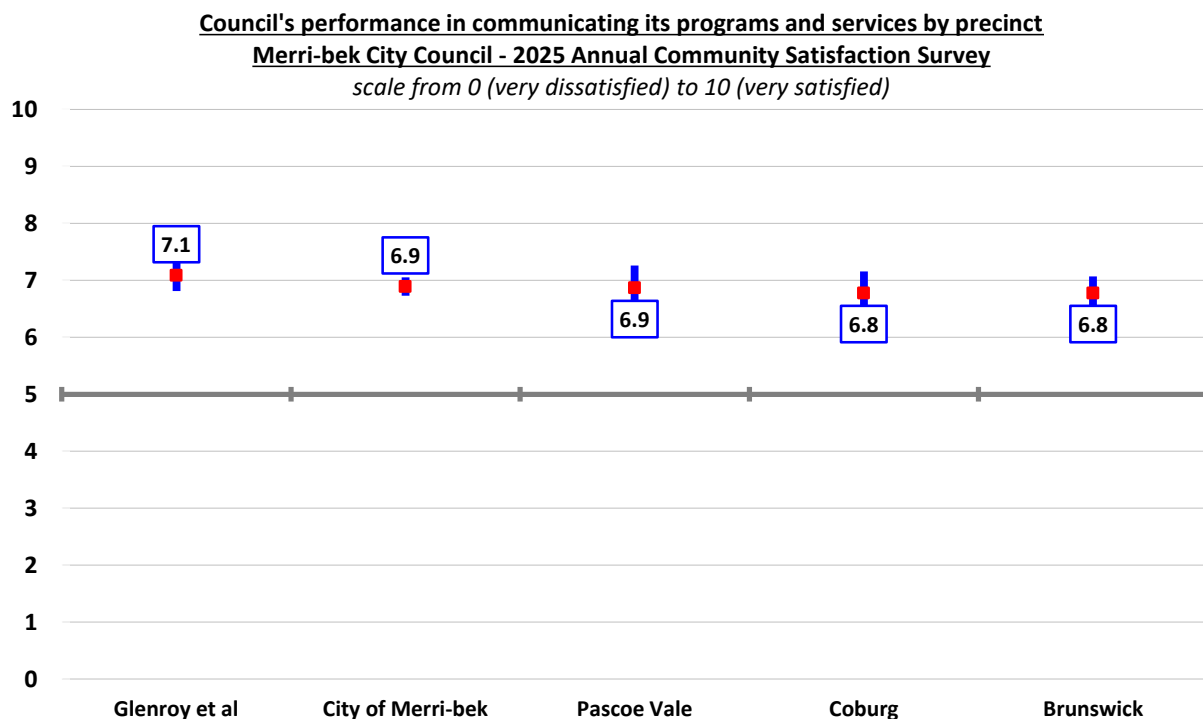
Satisfaction with Council’s performance communicating its programs and services remained stable this year at a “good” 6.9 out of 10.

This result comprised 39% (down from 45%) “very satisfied” and nine percent “dissatisfied” respondents.





There was no measurable variation in this result observed across the municipality, with respondents from all precincts rating satisfaction at “good” levels of more than 6.5 out of 10.

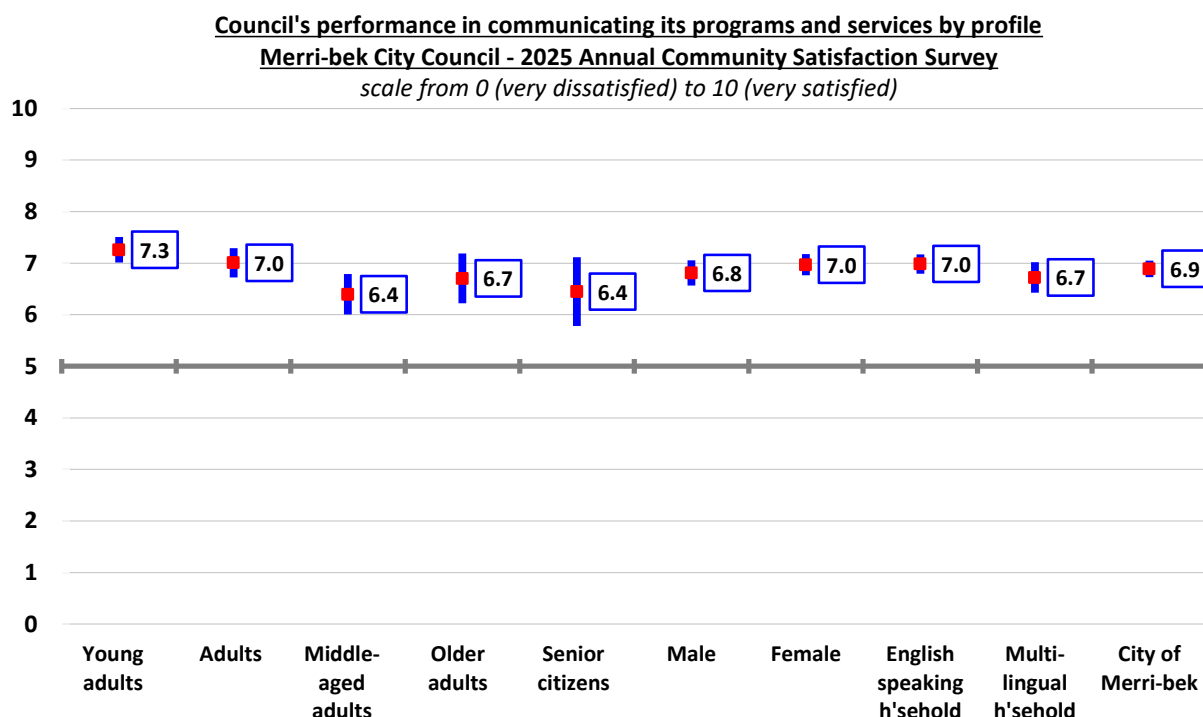


There was no measurable variation in this result observed across the municipality, although young adults (aged 18 to 34 years) were notably (4%) more satisfied than average, and at a “very good” level.



By contrast, middle-aged adults (aged 45 to 59 years) and senior citizens (aged 75 years and over) were notably (5%) less satisfied than average, and at “good” rather than “very good” levels.

Respondents from English speaking households were somewhat (3%) more satisfied than respondents from multilingual households.



Representation, lobbying and advocacy

Satisfaction with Council’s representation, lobbying, and advocacy performance declined somewhat this year, down two percent to 6.7 out of 10, although it remained at a “good” level.

This was the second highest satisfaction with this aspect of performance recorded for the City of Merri-bek and was measurably (10%) above the long-term average satisfaction since 2014 of 5.7 out of 10, or “poor”.

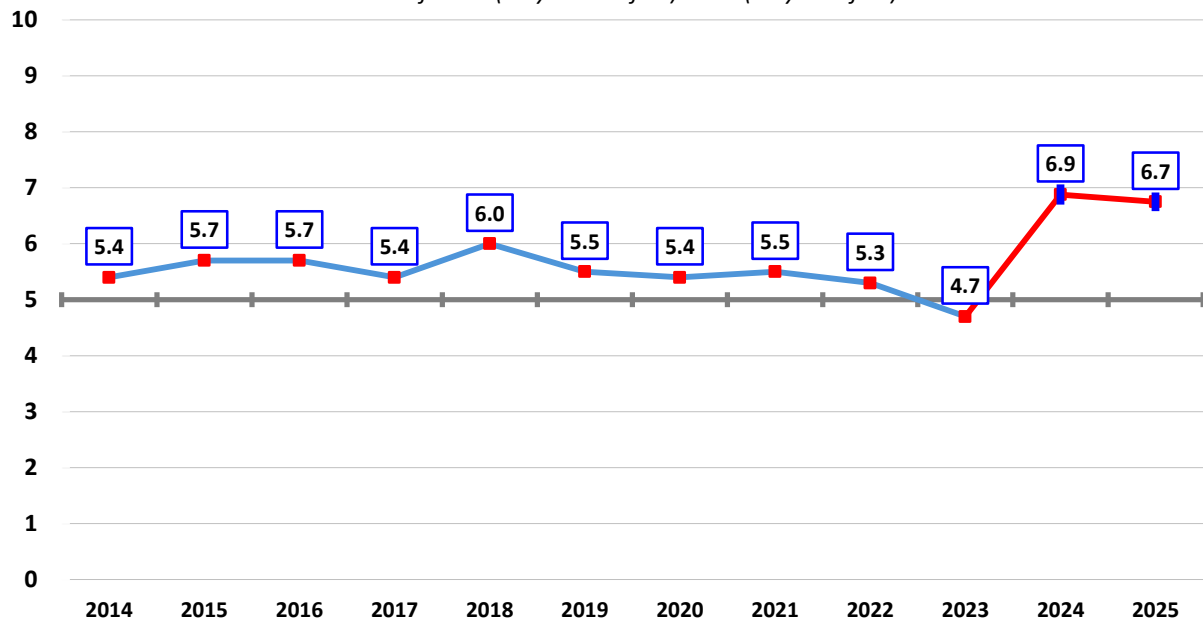
Metropolis Research reiterates that the historical results were sourced from a different survey provider, using a different methodology, and asking significantly fewer questions.

This result was marginally (2%) lower than the metropolitan average, and measurably (5% lower) than the northern region councils’ average, both as recorded in *Governing Melbourne*.

This result comprised 36% (down from 40%) “very satisfied” respondents and 10% “dissatisfied” respondents.

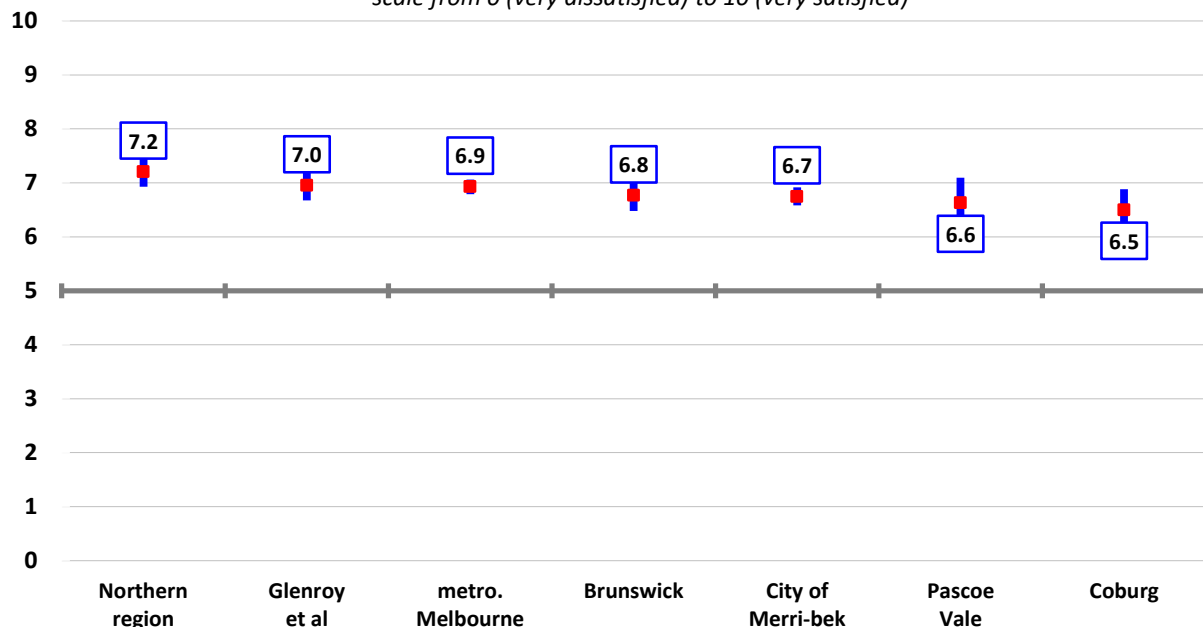


Council's representation, lobbying and advocacy
Merri-bek City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no measurable variation in satisfaction with this aspect of performance observed across the municipality, with respondents from all precincts rating satisfaction at “good” levels of 6.5 or more out of 10.

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

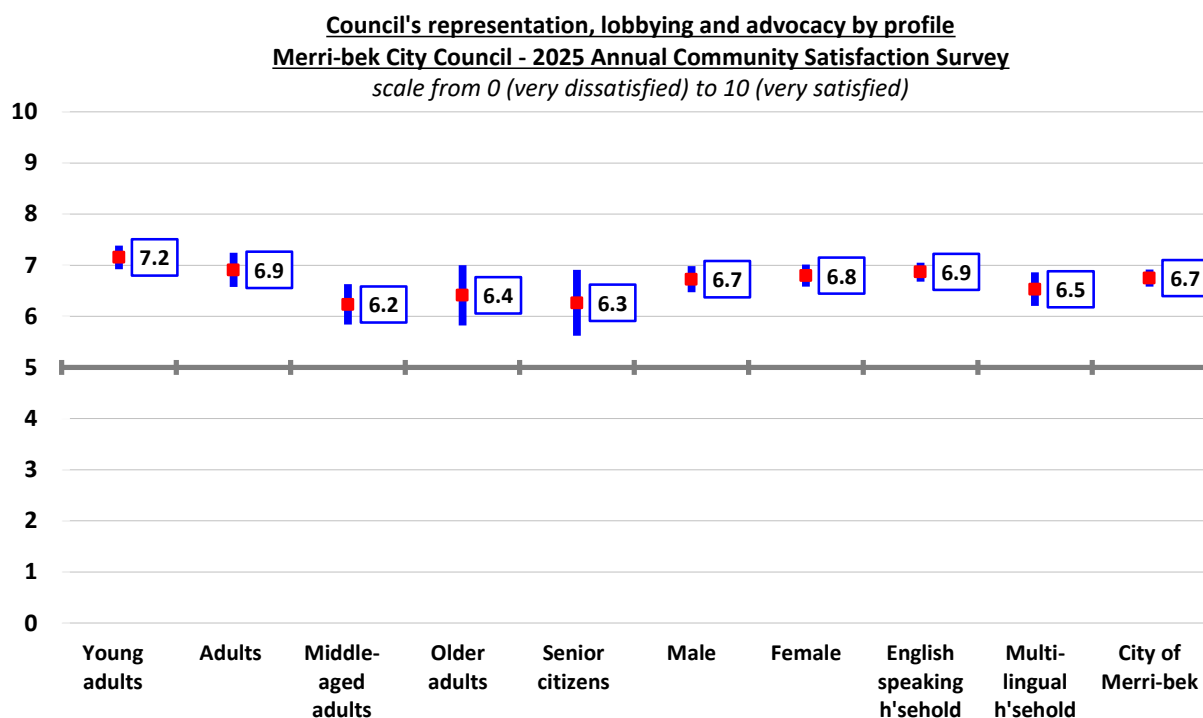


There was measurable variation in satisfaction with Council’s representation, lobbying, and advocacy observed by respondent profile, with young adults (aged 18 to 34 years) measurably (5%) more satisfied than average and at a “very good” level.



By contrast, middle-aged adults (aged 45 to 59 years) were measurably (5%) and older adults and senior citizens (aged 60 years and over) were somewhat (3% and 4% respectively) less satisfied than average, and at “solid” rather than “good” levels of satisfaction.

Respondents from English speaking households were notably (4%) more satisfied than respondents from multilingual households.



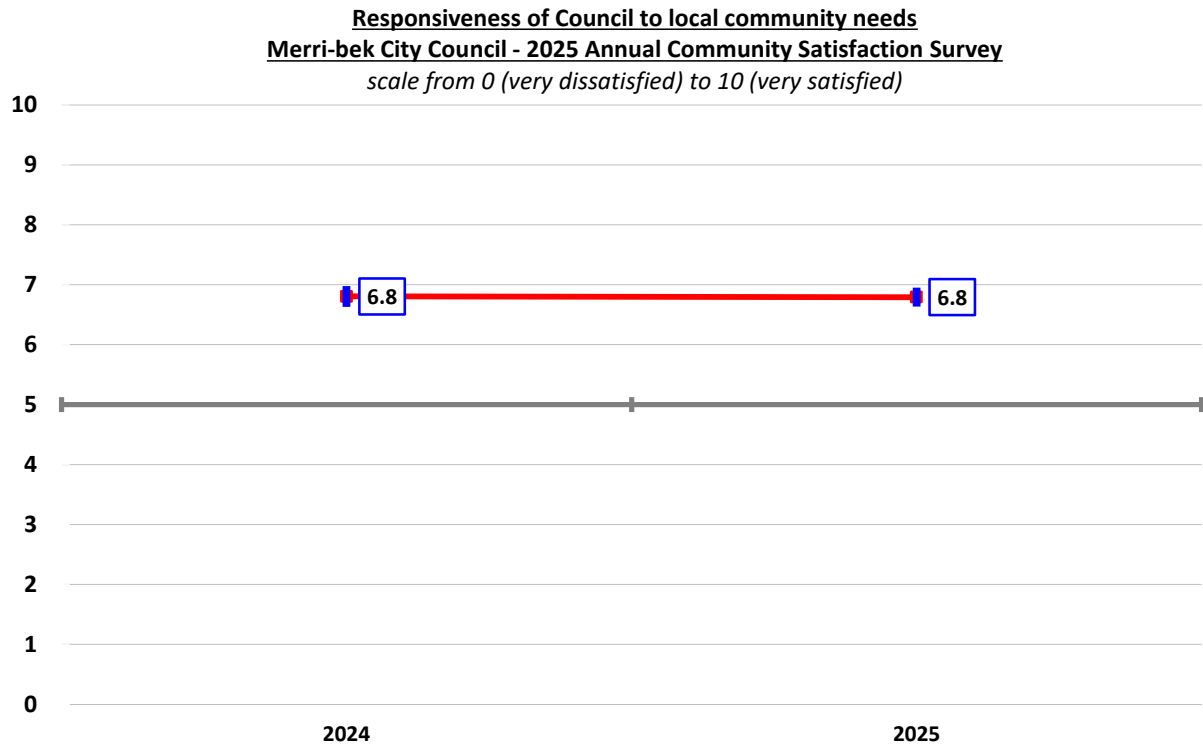
Responsiveness to local community needs

Satisfaction with Council’s responsiveness to local community needs remained stable this year at a “good” 6.8 out of 10.

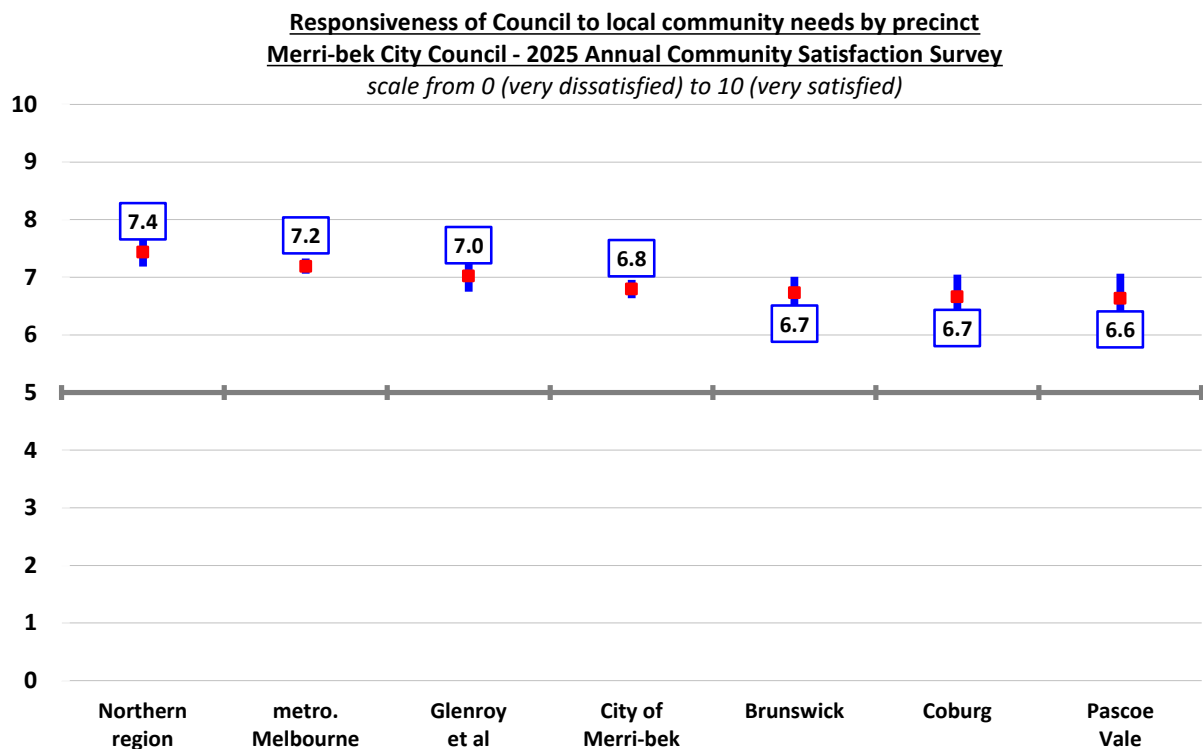
This result was measurably lower than both the metropolitan (4%) and northern region councils’ (6%) average, as recorded in *Governing Melbourne*.

This result comprised 37% (down from 42%) “very satisfied” and 10% “dissatisfied” respondents.



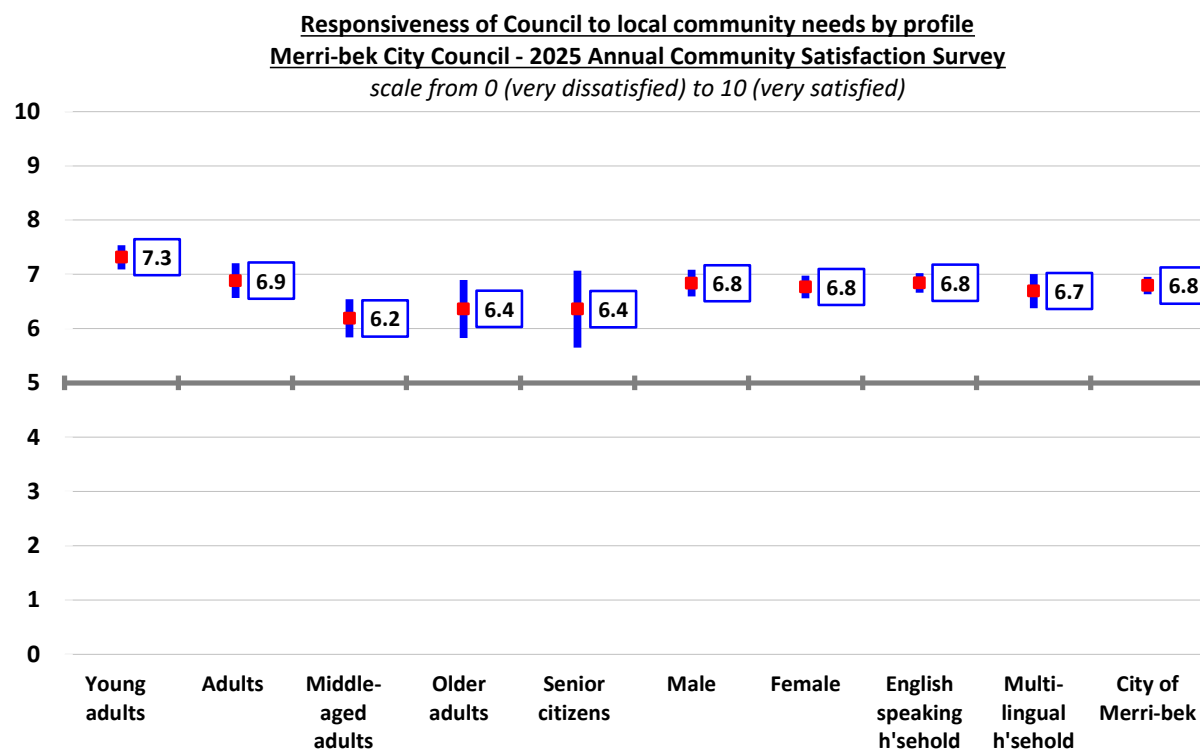


There was no measurable variation in satisfaction with the responsiveness of Council observed across the municipality, with respondents from all precincts rating satisfaction at “good” levels of at least 6.5 out of 10.



There was measurable variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) measurably (5%) more satisfied than average and at a “very good” level.

By contrast, middle-aged adults (aged 45 to 59 years) were measurably (6%) and older adults and senior citizens (aged 60 years and over) were somewhat (4%) less satisfied than average, and at “solid” rather than “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 declined somewhat this year, down two percent to 6.6 out of 10, although it remained at a “good” level.

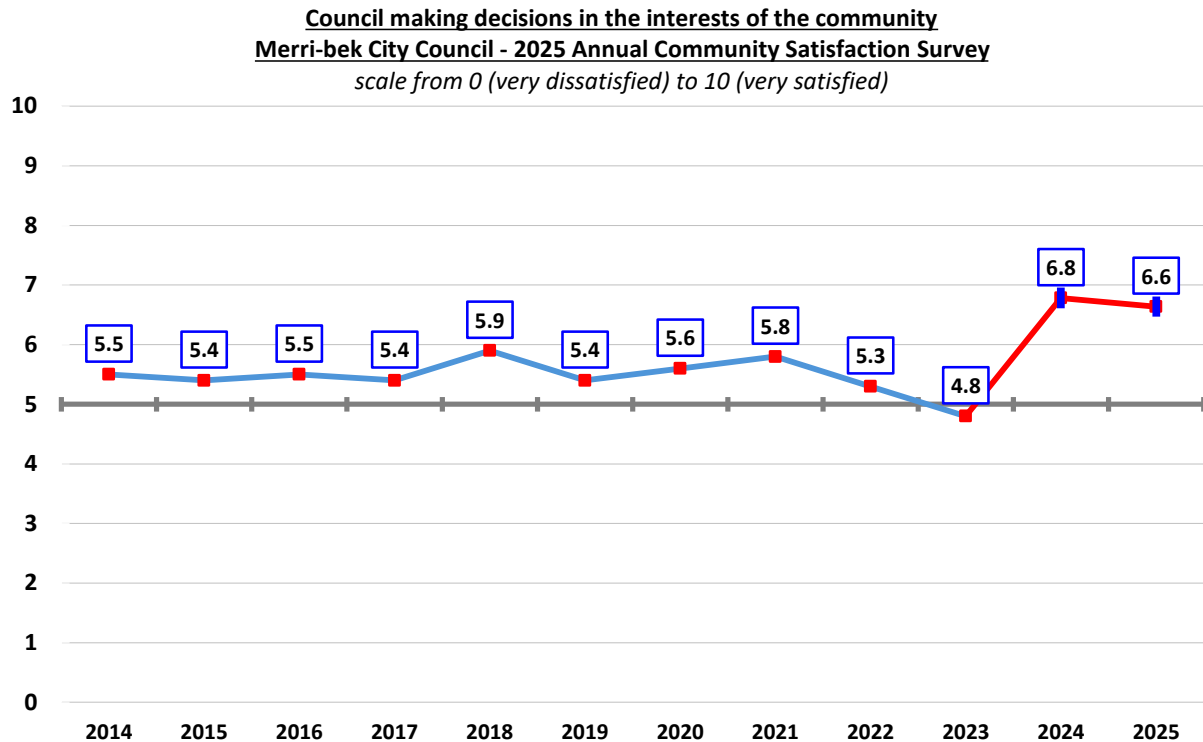
This was the second highest satisfaction with this aspect of performance recorded for the City of Merri-bek and was measurably (9%) above the long-term average satisfaction since 2014 of 5.7 out of 10, or “poor”.

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

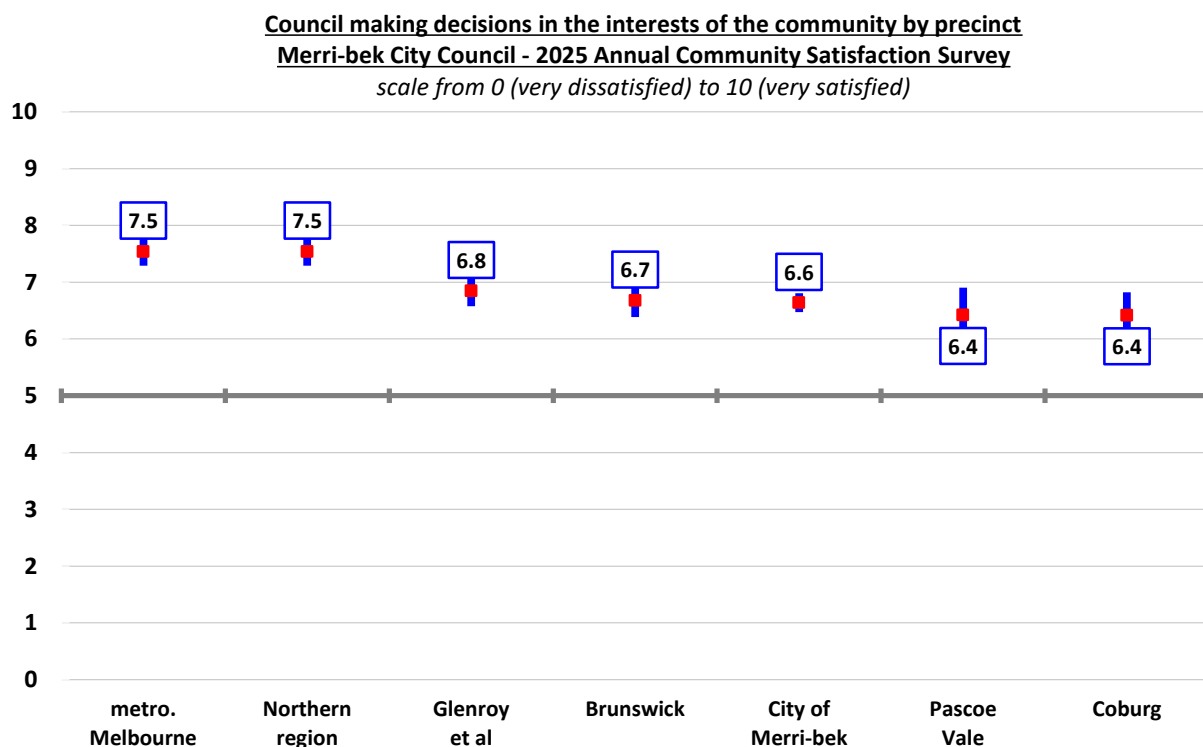
This result was measurably (9%) lower than the metropolitan and northern region councils’ averages, both as recorded in *Governing Melbourne*.



This result comprised 33% (down from 40%) “very satisfied” respondents and 11% “dissatisfied” respondents.



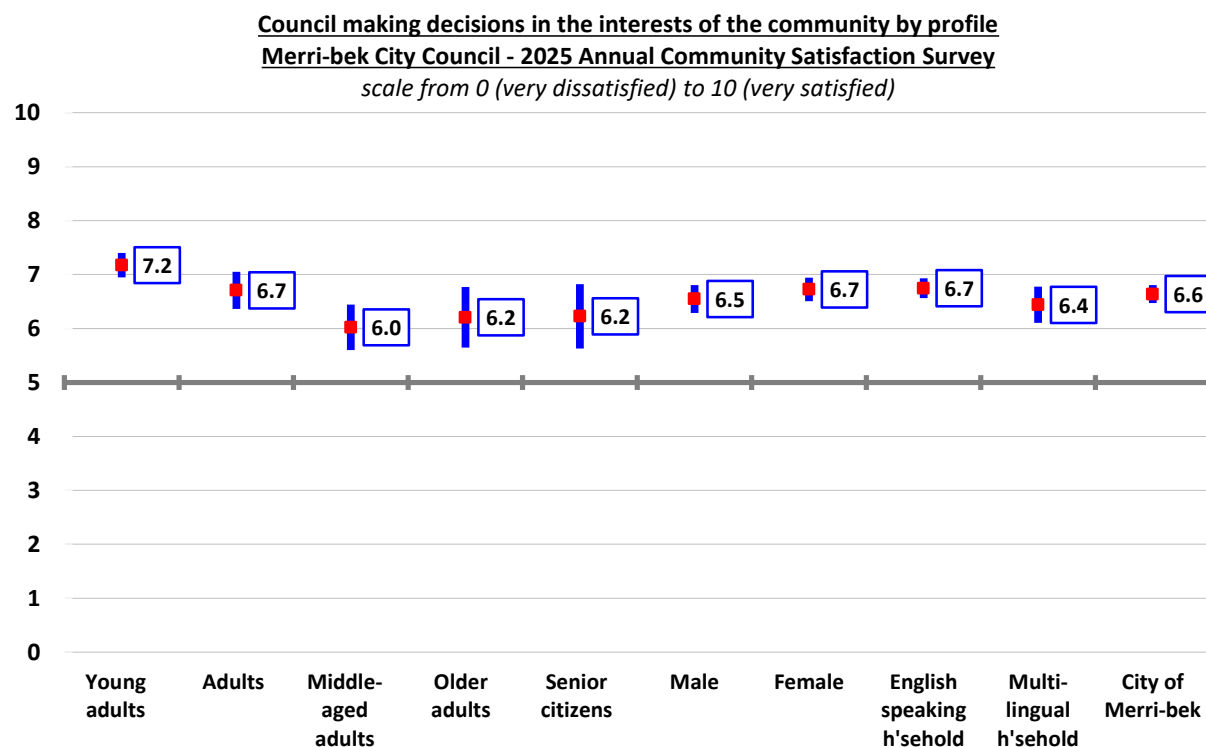
There was no measurable variation in this result observed across the municipality, although respondents from Pascoe Vale and Coburg rated satisfaction at “solid” rather than “good” levels of satisfaction.



There was measurable variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) measurably (6%) more satisfied than average.

By contrast, middle-aged adults (aged 45 to 59 years) were measurably (6%) and older adults and senior citizens (aged 60 years and over) were somewhat (4%) less satisfied than average, and at “solid” rather than “good” levels of satisfaction.

Respondents from English speaking households were somewhat (3%) more satisfied than respondents from multilingual households.



Maintaining community trust and confidence

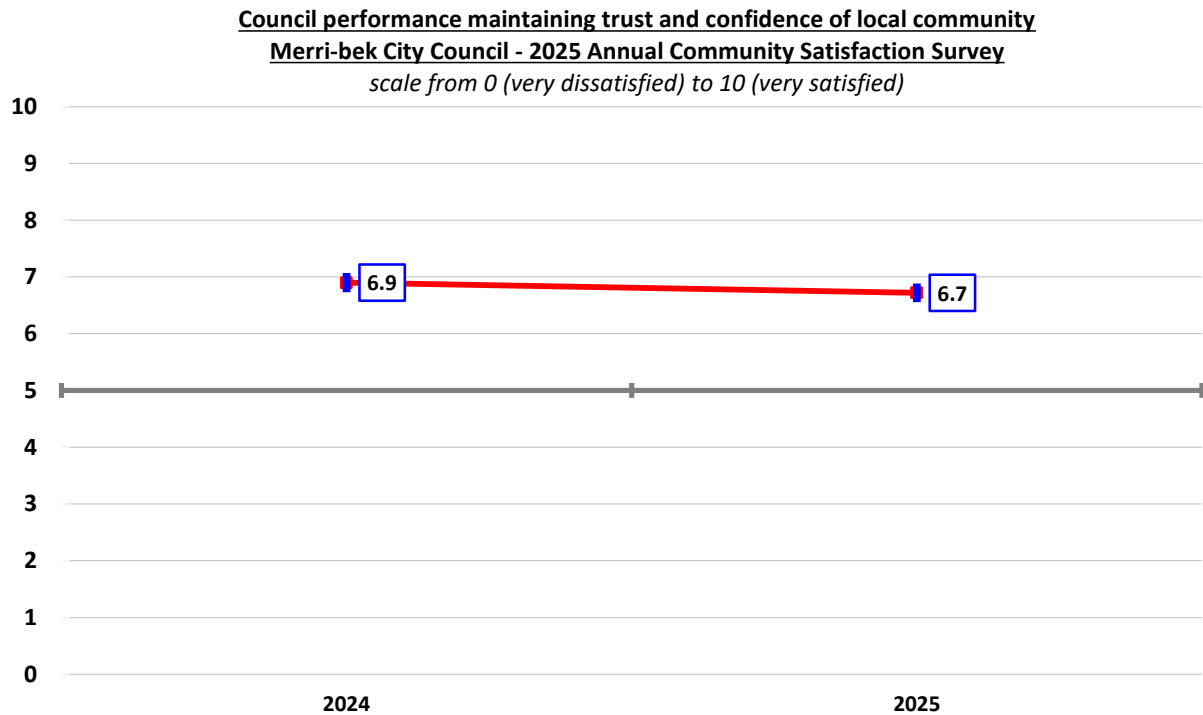
Satisfaction with Council’s performance maintaining the trust and confidence of the local community declined somewhat this year, down two percent to 6.7 out of 10.

This remained a “good” level of satisfaction.

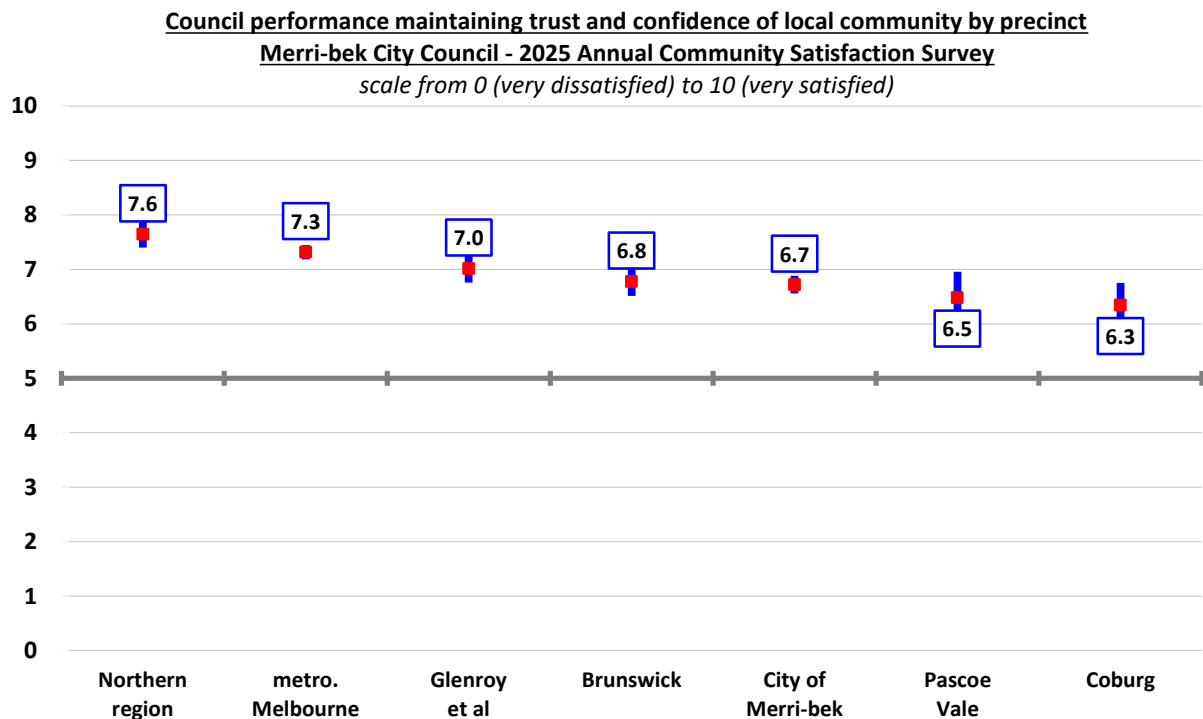
This result was measurably lower than both the metropolitan (6%) and northern region councils’ (9%) average, as recorded in *Governing Melbourne*.

This result comprised 36% (down from 43%) “very satisfied” and 11% (up from 9%) “dissatisfied” respondents.





There was no measurable variation in this result observed across the municipality, although respondents from Glenroy et al were somewhat (3%) more satisfied than average. By contrast, respondents from Coburg were notably (4%) less satisfied than average, and at a “solid” rather than a “good” level.

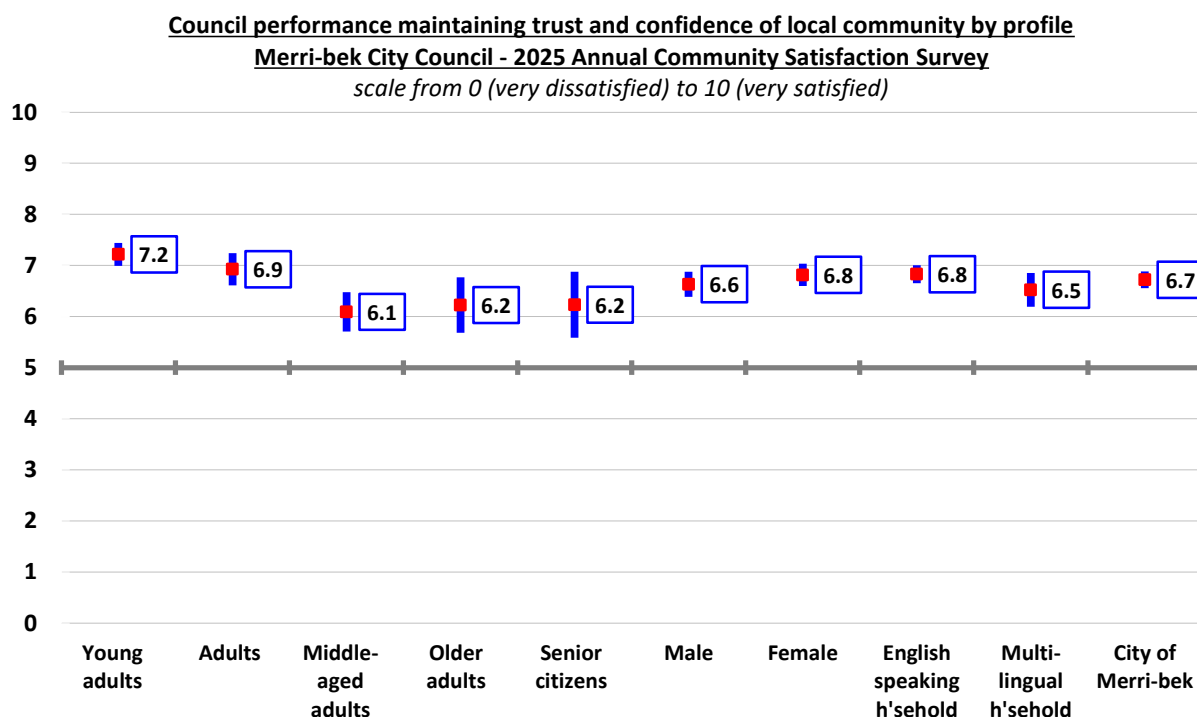


There was measurable variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) measurably (5%) more satisfied than average.



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

Respondents from English speaking households were somewhat (3%) more satisfied than respondents from multilingual households.



Providing “value for rates”

Satisfaction with Council’s performance providing value for rates declined measurably this year, down four percent to 6.2 out of 10, which was a “solid”, down from a “good” level.

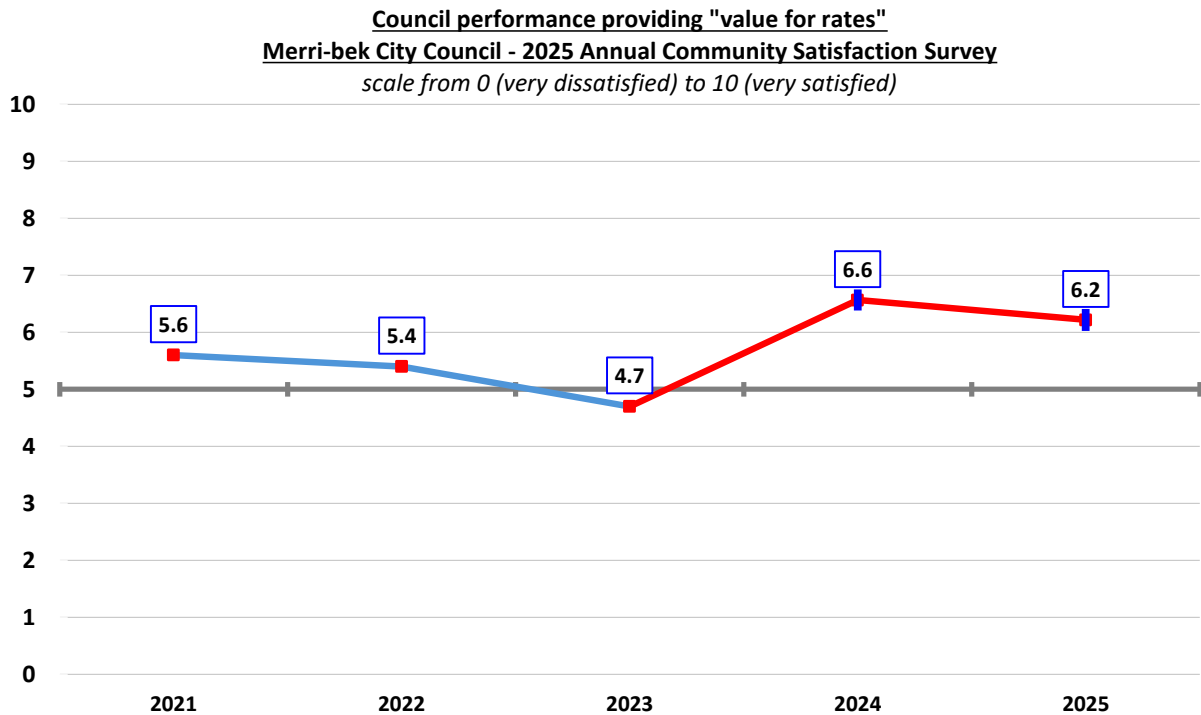
This was the second highest satisfaction with this aspect of performance recorded for the City of Merri-bek and, despite the measurable decline this year, was measurably (5%) above the long-term average satisfaction since 2014 of 5.7 out of 10, or “poor”.

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

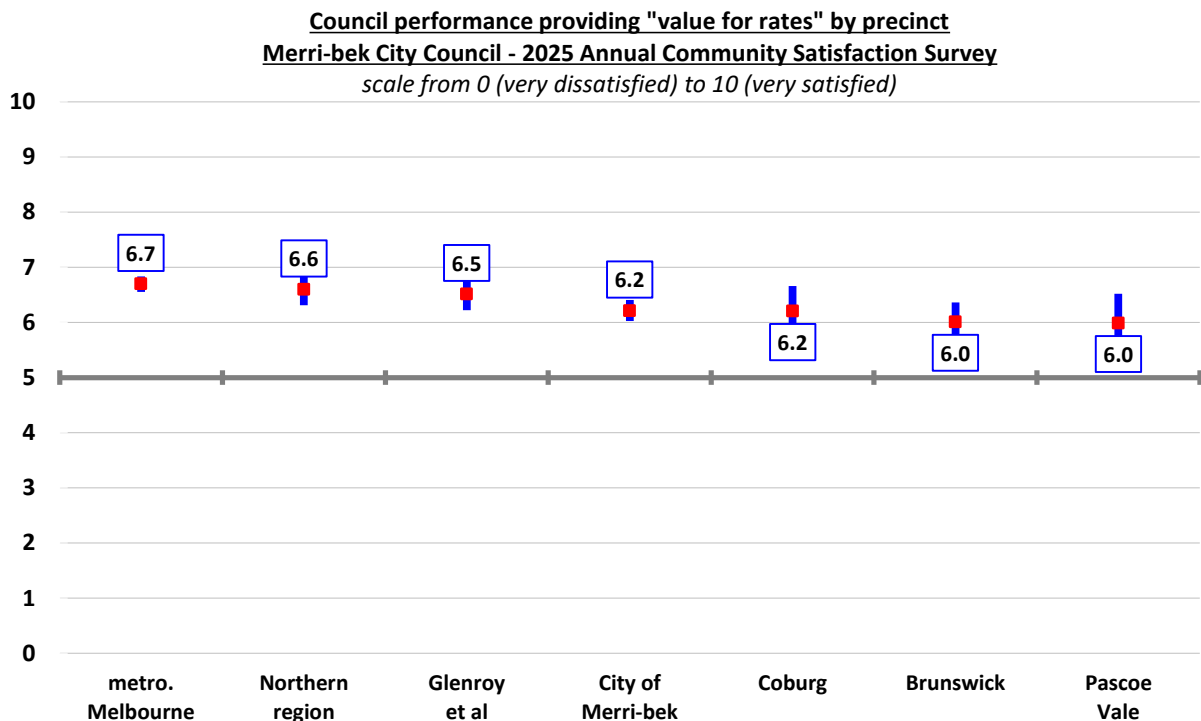
This result was measurably (5%) lower than the metropolitan average, and notably (4%) lower than the northern region councils’ average, both recorded in *Governing Melbourne*.

This result comprised 29% (down from 38%) “very satisfied” respondents and 18% (up from 14%) “dissatisfied” respondents.





There was no measurable variation in this result observed by respondent profile, although it is noted that respondents from Glenroy et al were somewhat (3%) more satisfied than average, and at a “good” rather than a “solid” level of satisfaction.

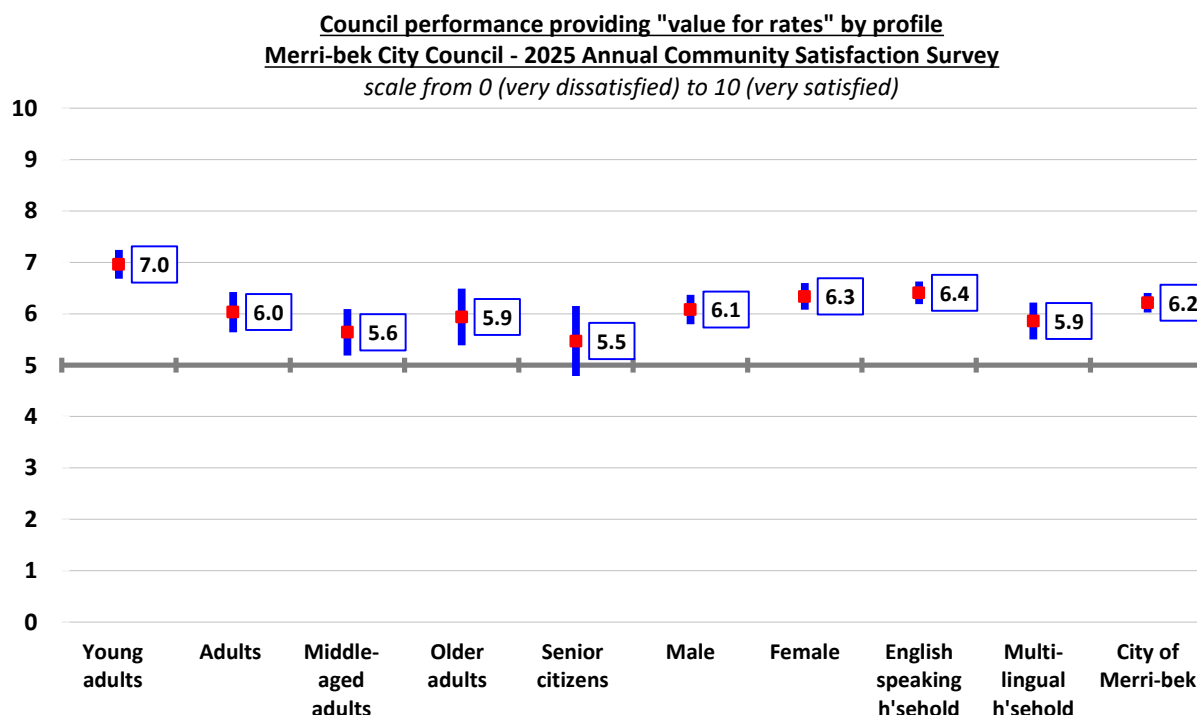


There was measurable variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) measurably (8%) more satisfied than average, and at a “good” level.



By contrast, older respondents (aged 45 years and over) were somewhat to notably (between 3% and 7%) less satisfied than average, and at “poor” rather than “solid” levels of satisfaction.

Respondents from English speaking households were measurably (5%) more satisfied than respondents from multilingual households.



Council has a sound direction for future

Satisfaction that Council has a sound direction for the future declined somewhat this year, down three percent to 6.6 out of 10, although it remained at a “good” level.

This was the second highest satisfaction with this aspect of performance recorded for the City of Merri-bek and, despite the decline this year, was measurably (11%) above the long-term average satisfaction since 2014 of 5.5 out of 10, or “poor”.

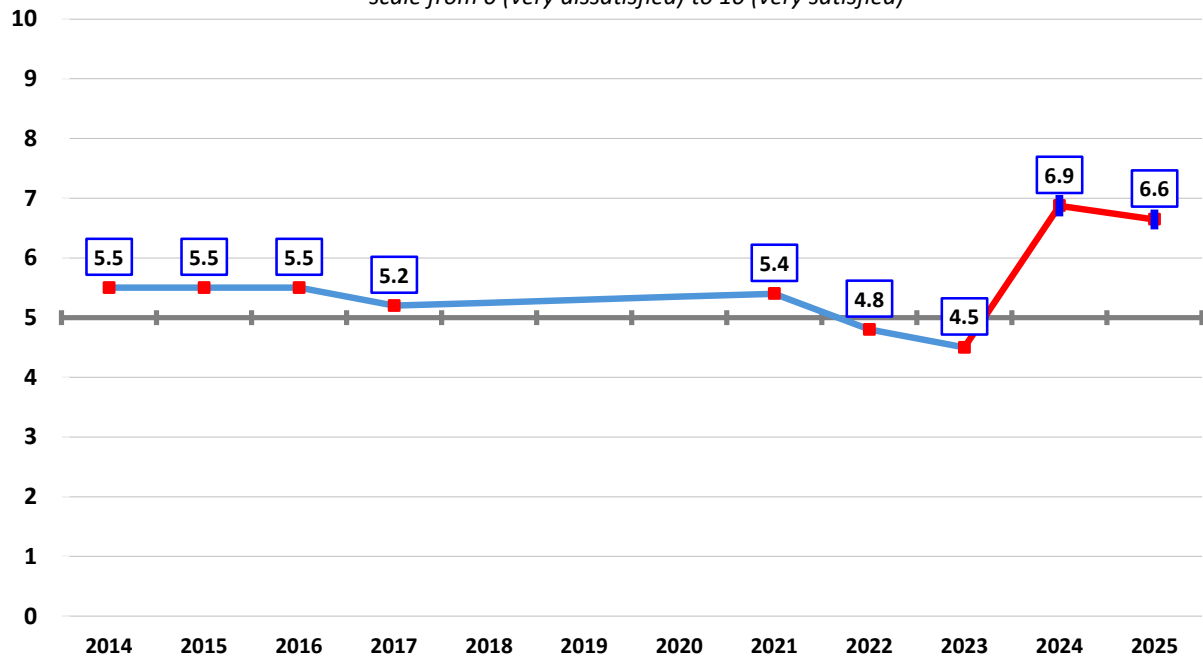
Metropolis Research reiterates that the historical results were sourced from a different survey provider, using a different methodology, and asking significantly fewer questions.

This result was measurably (6%) lower than the metropolitan average, and measurably (8%) lower than the northern region councils’ average, both recorded in *Governing Melbourne*.

This result comprised 34% (down from 44%) “very satisfied” respondents and 11% (up from 10%) “dissatisfied” respondents.

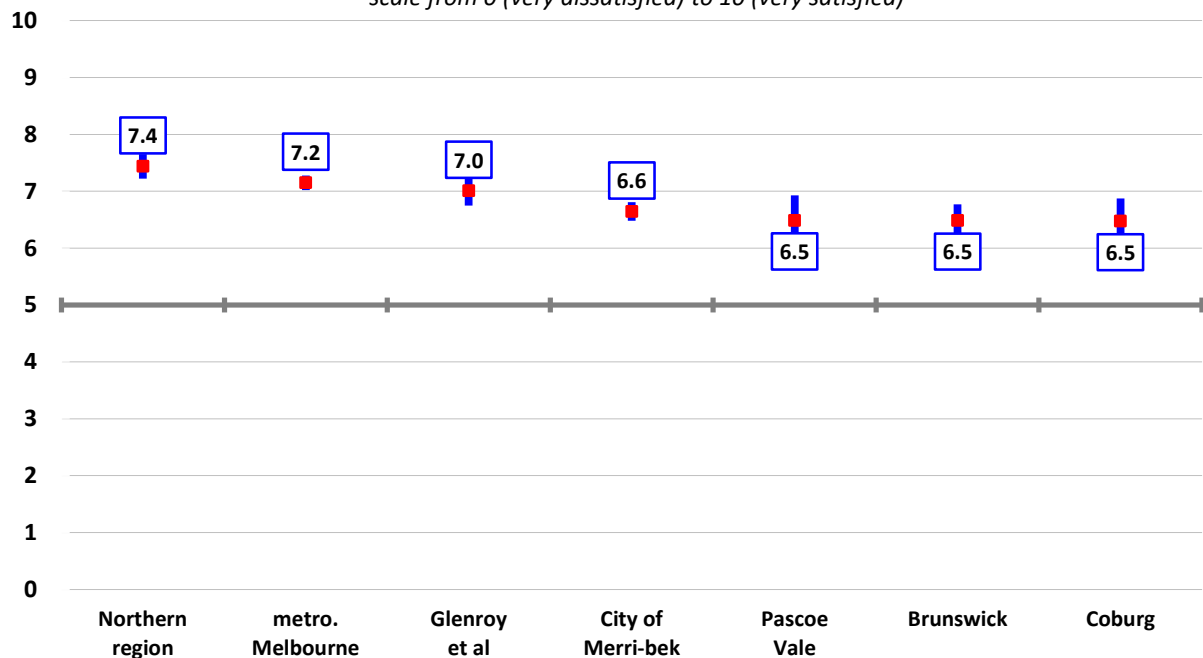


Council has a sound direction for the future
Merri-bek City Council - 2025 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



There was no measurable variation in this result observed across the municipality, although it is noted that respondents from Glenroy et al were notably (4%) more satisfied than average.

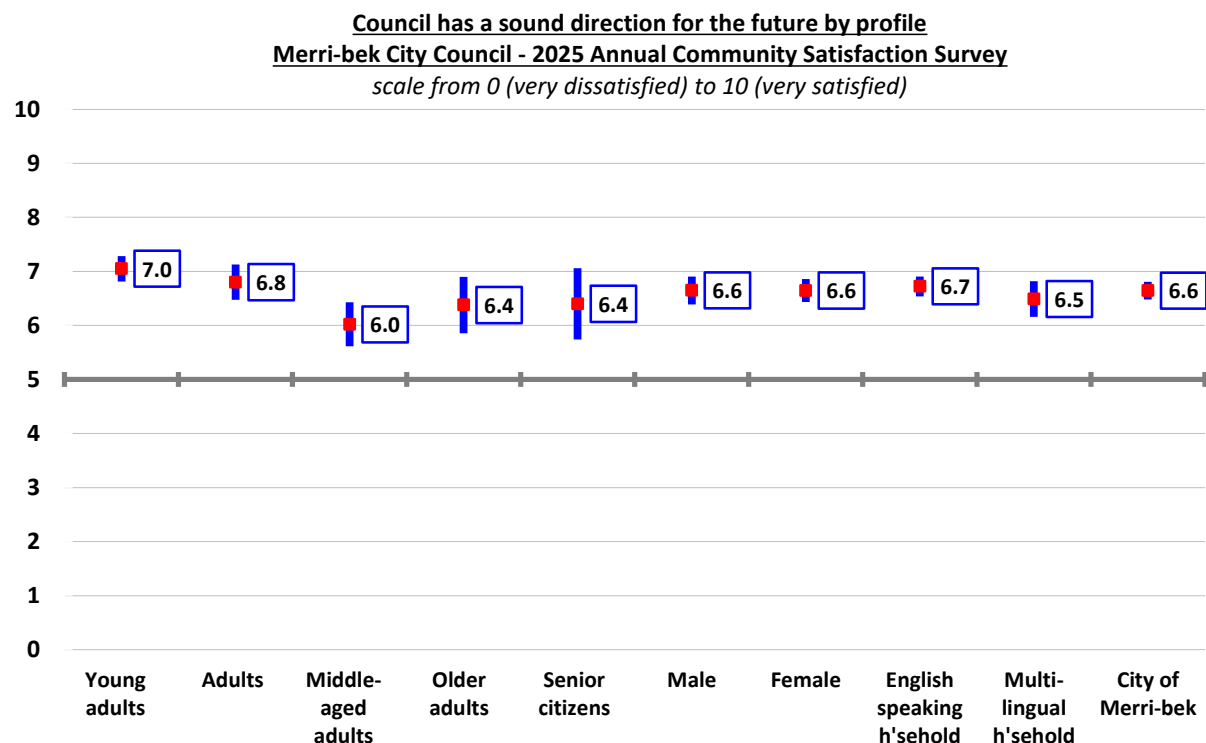
Council has a sound direction for the future by precinct
Merri-bek City Council - 2025 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) measurably (4%) more satisfied than average.



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



Meeting environmental responsibilities

Satisfaction that Council’s performance meeting its responsibilities towards the environment remained essentially stable this year, down one percent to 6.9 out of 10, although it remained at a “good” level.

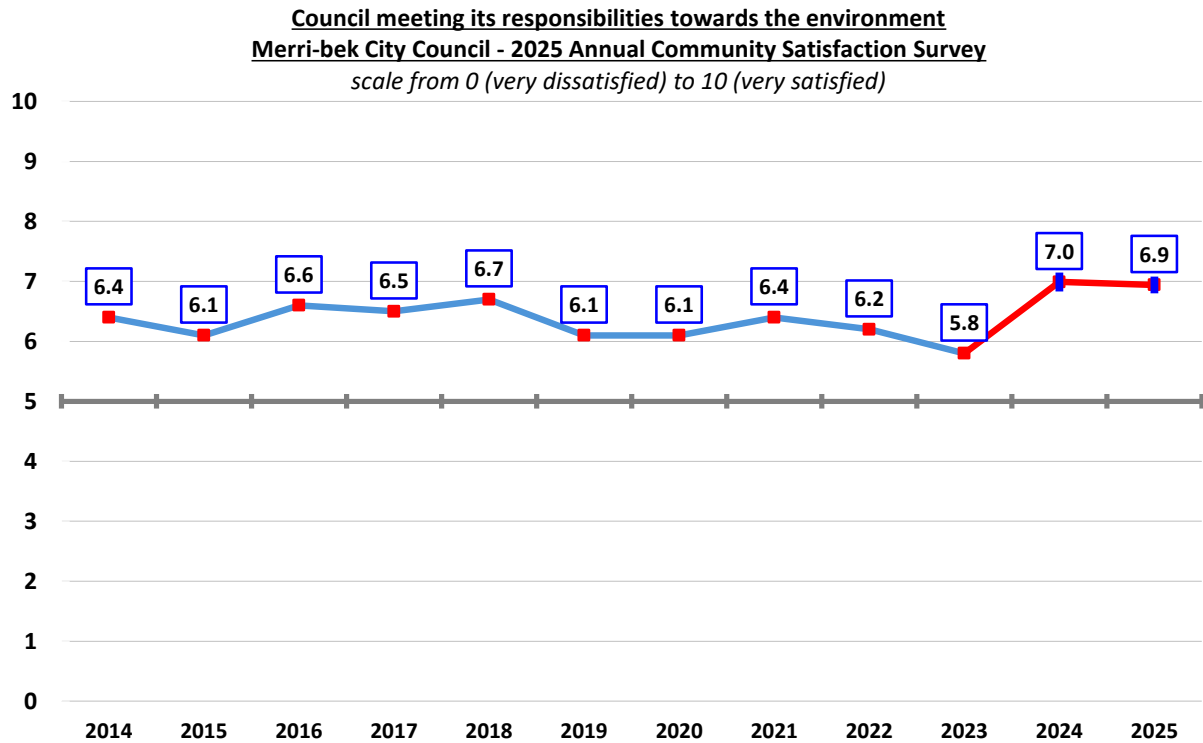
This was the second highest satisfaction with this aspect of performance recorded for the City of Merri-bek and, despite the decline this year, was measurably (5%) above the long-term average satisfaction since 2014 of 6.4 out of 10, or “solid”.

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

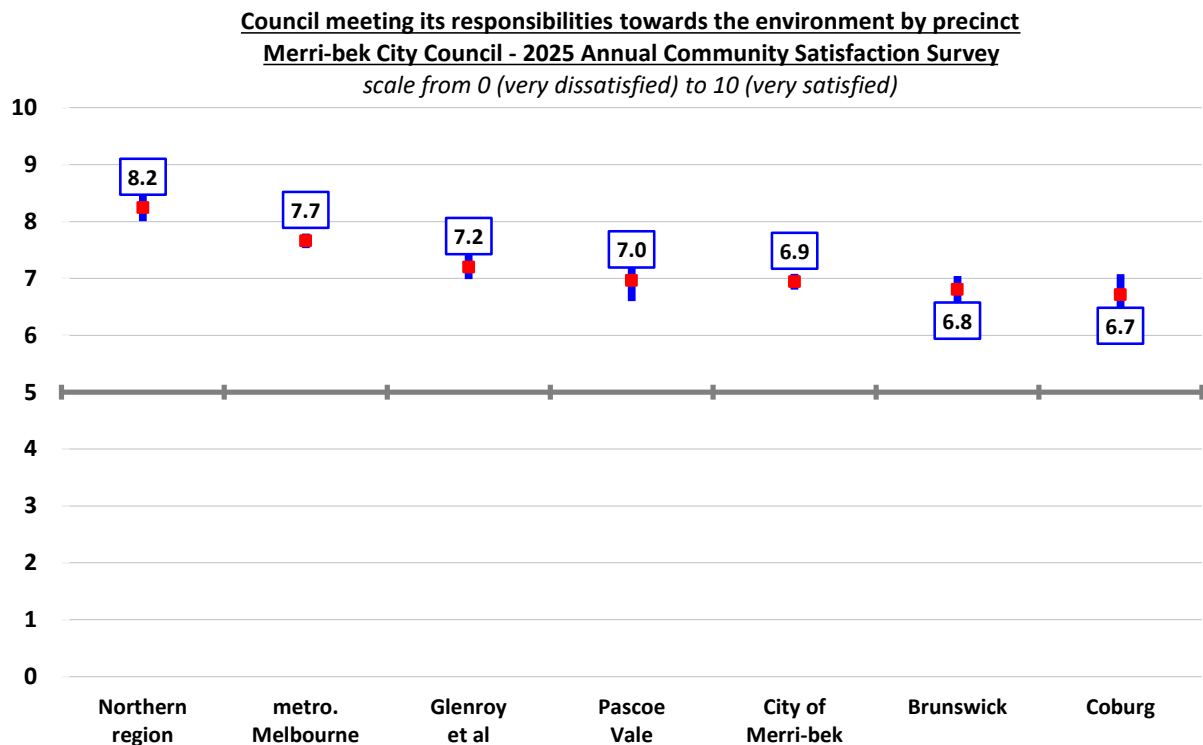
This result was measurably (8%) lower than the metropolitan average, and measurably (13%) lower than the northern region councils’ average, both recorded in *Governing Melbourne*.

This result comprised 38% (down from 42%) “very satisfied” respondents and seven percent (down from 8%) “dissatisfied” respondents.



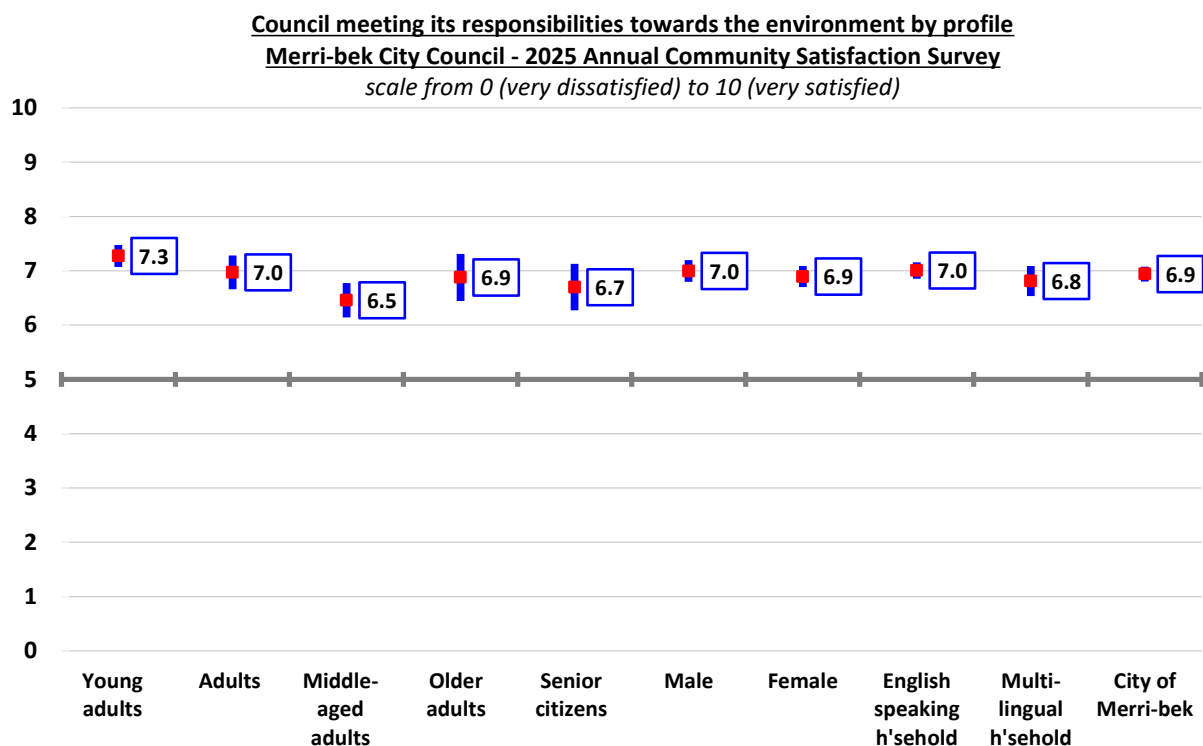


There was no measurable variation in this result observed across the municipality, although it is noted that respondents from Glenroy et al were somewhat (3%) more satisfied than average. By contrast, respondents from Coburg were notably (4%) less satisfied than average, although still at a “good” level.



There was measurable variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) measurably (4%) more satisfied than average.

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



Contact with Council

Contact with Council in the past 12 months

Respondents were asked:

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

In 2025, a total of 176 of the 600 respondents (30% down from 37%) reported that they had contacted Council in the last 12 months.

This result was greater than the metropolitan average this year of 22%.

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

Response	2025		2024
	Number	Percent	
Yes	176	30%	37%
No	412	70%	63%
Not stated	12		2
Total	600	100%	601

Reasons for contacting Council

Respondents who had contacted Council were asked:

“About what did you contact Council?”

The 176 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 with 27% contacting Council in relation to these issues this year.

There were also contacts with Council in relation to the hard rubbish collection (13%), issues around parks, gardens, and open spaces (11%), and parking 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 past 12 months
Merri-bek City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents contacting Council providing a response)

Reason	2025		2024
	Number	Percent	
Rubbish and waste issues incl. garbage	44	27%	31%
Hard rubbish collection	21	13%	10%
Parks, gardens and open spaces	17	11%	7%
Parking	12	7%	8%
Animal management	8	5%	6%
Illegal rubbish dumping	7	4%	5%
Road and traffic management	7	4%	3%
Planning, building, housing and development issues	5	3%	0%
Cleanliness and maintenance of area	3	2%	0%
Community activities, arts and culture	3	2%	1%
Noise	3	2%	1%
Services and facilities for the elderly	3	2%	2%
Bike infrastructure / paths / cyclists	2	1%	1%
Drains maintenance and repairs	2	1%	1%
Graffiti / vandalism	2	1%	1%
Street cleaning and maintenance	2	1%	1%
Activities and facilities for children	1	1%	0%
Communication, consultation, prov of info	1	0%	0%
Community facilities	1	1%	1%
Council rates, charges and fines	1	1%	4%
Dogs and dog off-leash issues	1	0%	0%
Employment and job creation	1	1%	0%
Floodwall / flooding	1	0%	0%
Green waste collection / compost bins / food waste	1	1%	1%
Health and medical issues / services	1	1%	1%
Nature strip issues	1	1%	1%
Neighbour issues	1	1%	0%
Pollution	1	1%	0%
Recycling collection including glass	1	1%	1%
Relocation / address	1	1%	1%
Survey	1	0%	0%
Upkeep and care of private property, gardens, homes	1	1%	0%
Water management	1	0%	0%
Other reasons	5	3%	3%
Reason not stated	15		31
Total	176	100%	220



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 (43% down from 45%) contacting via this method.

This was somewhat lower than has been observed recently by Metropolis Research in several other municipalities across metropolitan Melbourne.

Approximately one-quarter of respondents reported that they last contacted Council via email (25% up from 19%) and via the website (23% down from 25%).

Metropolis Research notes that just five percent (down from 9%) 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 - 2025 Annual Community Satisfaction Survey

(Number and percent of respondents who contacted Council providing a response)

Response	2025		2024
	Number	Percent	
Telephone (during office hours)	75	43%	45%
Email	44	25%	19%
Website	41	23%	25%
Visit in person	8	5%	9%
Mail	3	2%	1%
Telephone (after hours service)	2	1%	0%
Live chat	2	1%	0%
Multilingual phone service	0	0%	0%
Social media (e.g. Facebook)	0	0%	0%
Directly with a Councilor	0	0%	0%
Not stated	1		0
Total	176	100%	220

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 one of the 176 respondents who had contacted Council in the last 12 months (and provided a response to this question) reported that the method by which they contacted Council was their preferred method.

This result was consistent with the 2024 result, which reinforces the view that residents of the City of Merri-bek overwhelmingly feel that they can contact Council via their preferred method.

Preferred method of contacting Council
Merri-bek City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents who contacted Council providing a response)

Response	2025		2024
	Number	Percent	
Yes	167	99%	97%
No	1	1%	3%
In person	1	1%	1%
Telephone	0	0%	2%
Not stated	8		19
Total	176	100%	220

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

The survey this year included four new aspects, relating to method of contact, Council’s communication on closure of the request, Council’s communication throughout the request, and the time taken to resolve the query.



The average satisfaction with these nine aspects of customer service was 7.4 out of 10, or a “very good” level of satisfaction, up three percent on the 7.1 or “good” recorded for the five aspects included last year.

This included a five percent increase in satisfaction with the final outcome, over which Council has limited control.

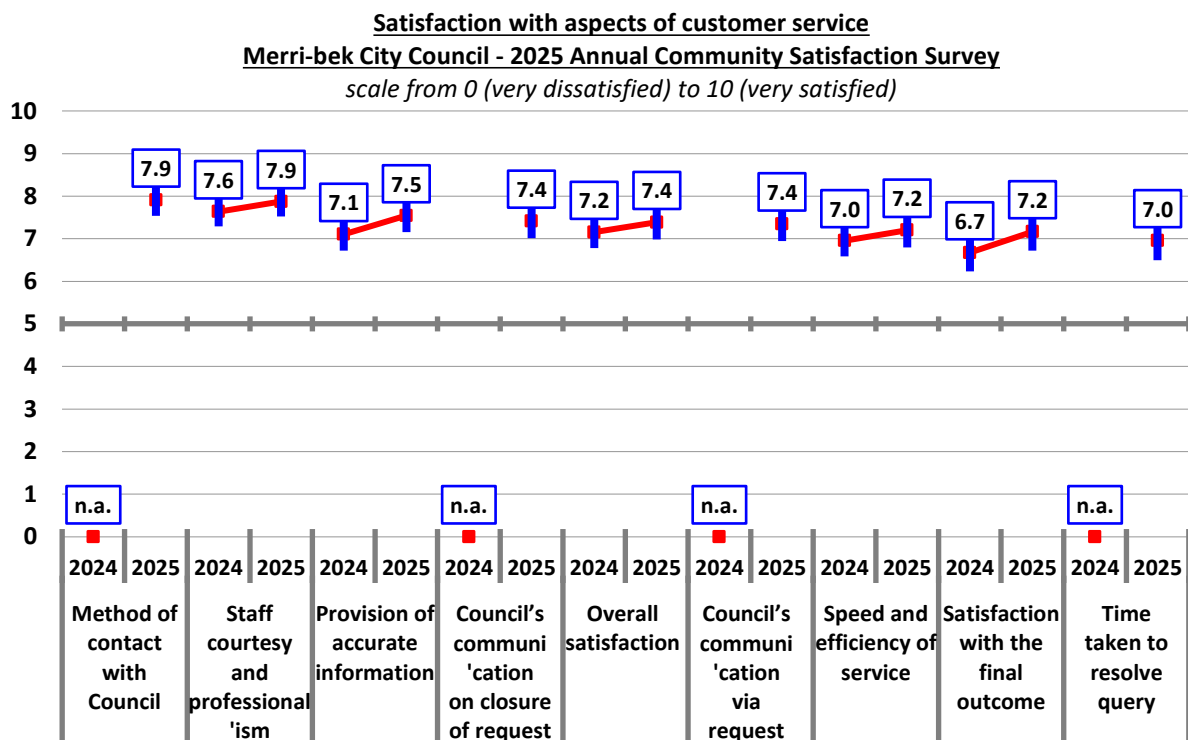
There were also notable increases in satisfaction with the provision of accurate information or referred to a relevant officer (up 4%), staff courtesy and professionalism (up 3%).

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

- **Excellent** – for the method of contact with Council, and staff courtesy and professionalism.
- **Very Good** – for the provision of accurate information, Council’s communication on closure of the request, Council’s communication throughout the request, and overall satisfaction with the customer service experience.
- **Good** – for the speed and efficiency of service, satisfaction with the final outcome, and the time taken to resolve the query.

It is noted that satisfaction with all nine aspects of customer service were higher than the overall satisfaction with Council of 6.8 out of 10.

These improvements reflect well on the performance of Merri-bek City Council providing customer service to the community, although, as discussed below, satisfaction with customer service remained somewhat below the metropolitan average.

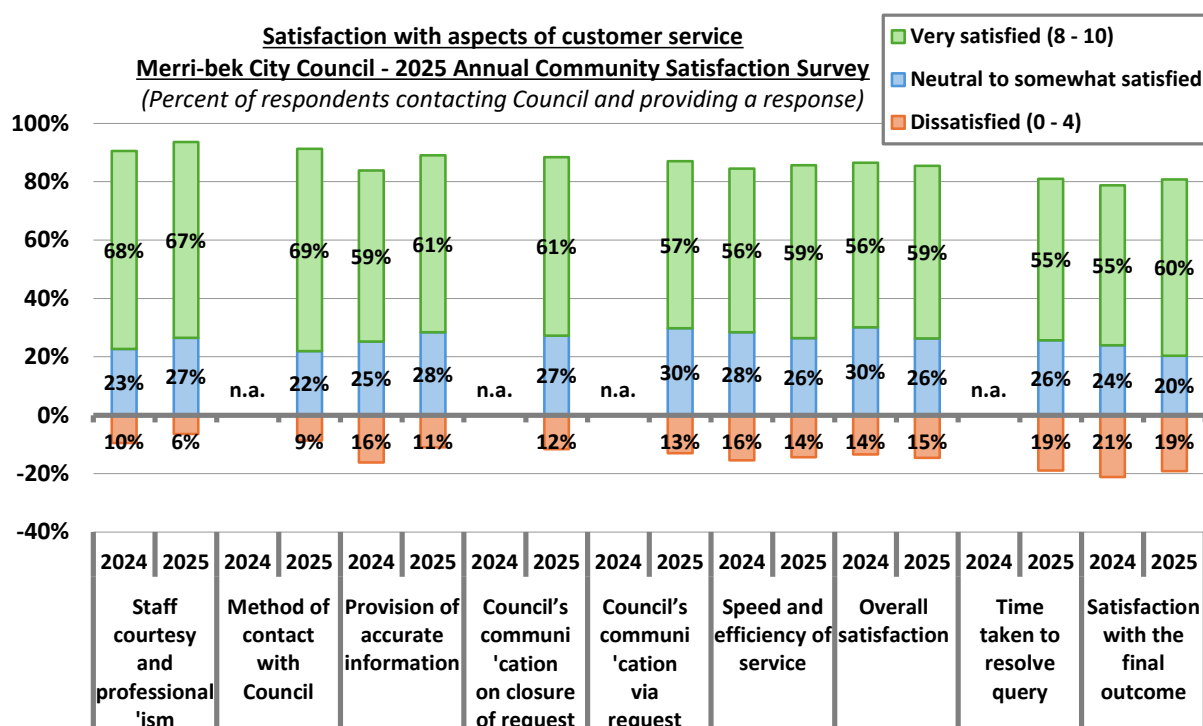


The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied”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

More than half of the respondents were “very satisfied” with each of the nine aspects of customer service.

It is noted, however, that 19% (down from 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.



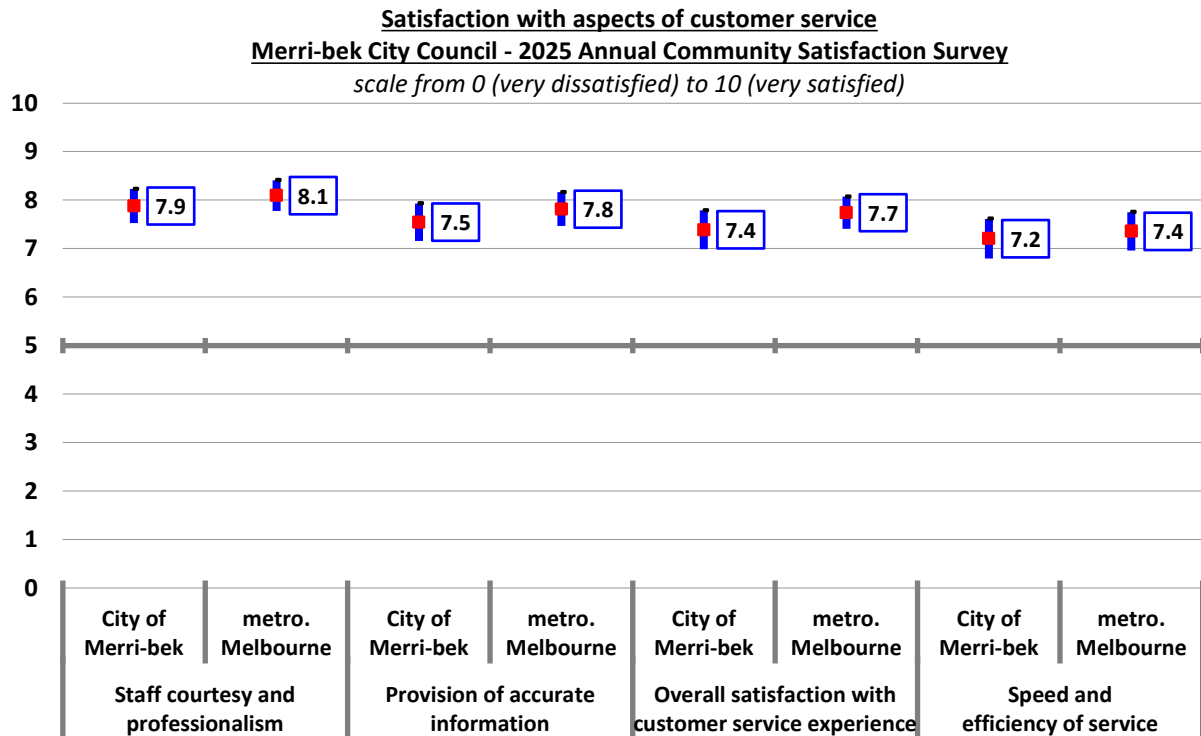
The following graph provides a comparison of satisfaction with four of these five aspects of customer service against the metropolitan average, as recorded in *Governing Melbourne*. *Governing Melbourne* was conducted independently by Metropolis Research in January 2025 using the same door-to-door, in-person methodology.

Satisfaction with each of these four aspects of customer service was marginally (2% to 3%) lower for the City of Merri-bek than the metropolitan average.

Metropolis Research notes, however, that the metropolitan average satisfaction with customer service increased unusually this year, up an average of six percent.

Metropolis Research is of the view that this may well be an outlier result this year, overstating the underlying satisfaction with customer service with local government across metropolitan Melbourne.

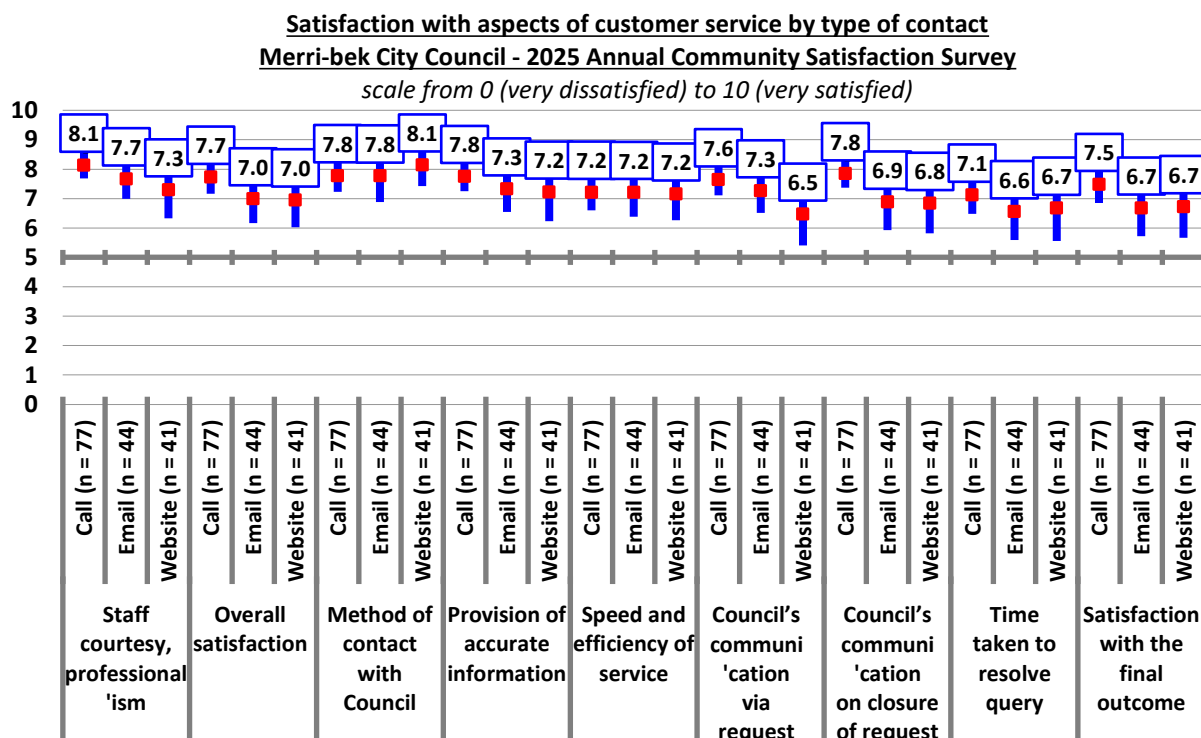




The following graph provides a comparison of satisfaction with the nine aspects of customer service by method of contacting Council.

Readers are advised to note the small sample size for these results including 75 telephone contacts, 44 email contacts, and 41 website contacts.

These results do, however, show that respondents who last contacted Council by telephone tended to report higher levels of satisfaction than those who emailed Council.



Overall satisfaction with customer service experience

The overall satisfaction with the customer service experience increased marginally this year, up two percent to 7.4 out of 10, which was a “very good”, up from a “good” level of satisfaction.

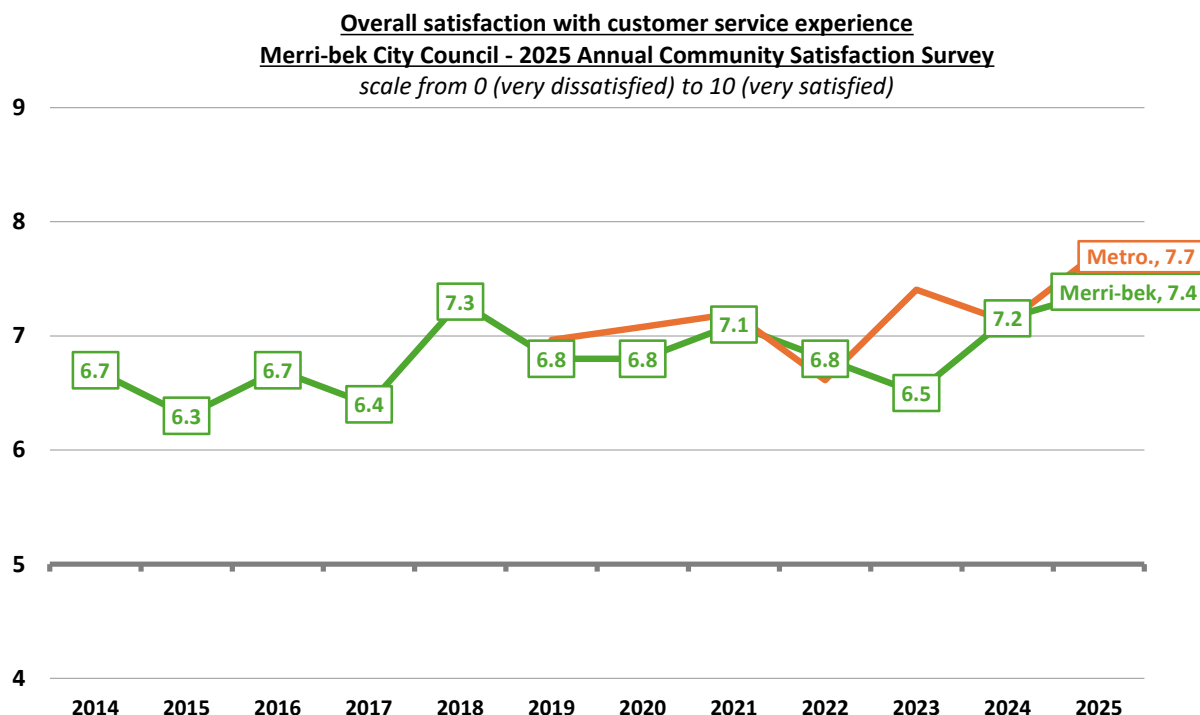
This was a record-high level of overall satisfaction with the customer service experience recorded for Merri-bek City Council.

This result was notably (6%) above the long-term average satisfaction since 2014 of 6.8 out of 10 and was measurably (9%) above the most recent low point of 6.5 recorded in 2023.

This result was, however, somewhat (3%) below the metropolitan average, as recorded in *Governing Melbourne*.

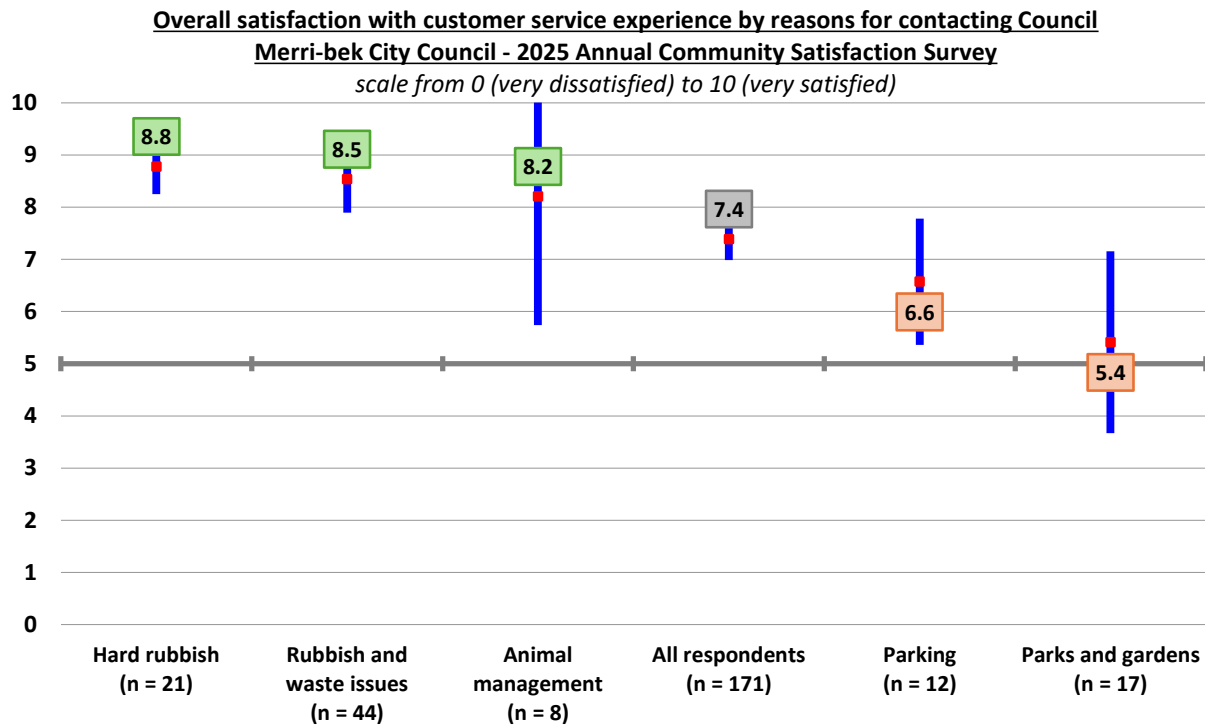
Metropolis Research notes, however, that the metropolitan average satisfaction with customer service increased unusually this year, up an average of six percent.

Metropolis Research is of the view that this metropolitan result may well be an outlier this year, overstating the underlying satisfaction with customer service with local government across metropolitan Melbourne.



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 17 respondents contacting Council in relation to issues with parks and gardens, and the 12 contacting Council in relation to parking issues appear to have been less satisfied with the customer service experience than others.

Metropolis Research notes that respondents who contacted Council about these two issues last year also recorded lower-than-average overall satisfaction with the customer service experience.

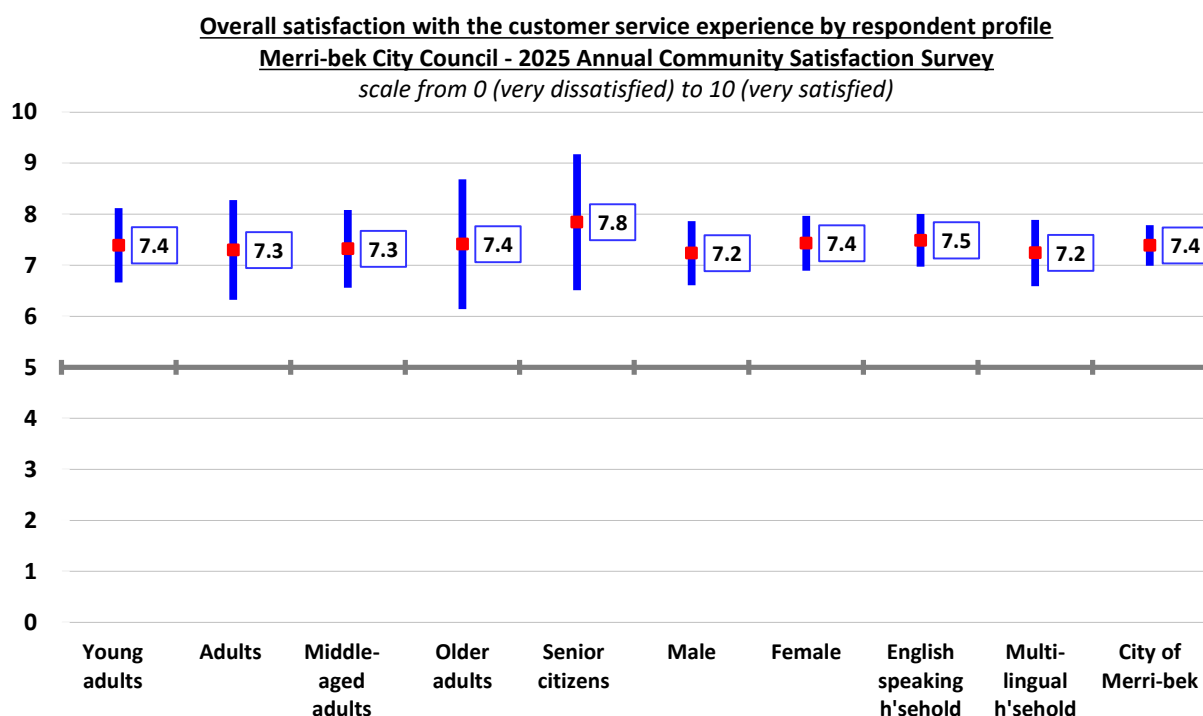


While there was no measurable variation in this result observed across the four precincts, it is noted that 28 respondents from Pascoe Vale were notably (13%) less satisfied than average.



There was no measurable variation in overall satisfaction with the customer service experience observed by respondent profile.





Planning and housing development

Satisfaction with the appearance and quality of new developments

Respondents were asked:

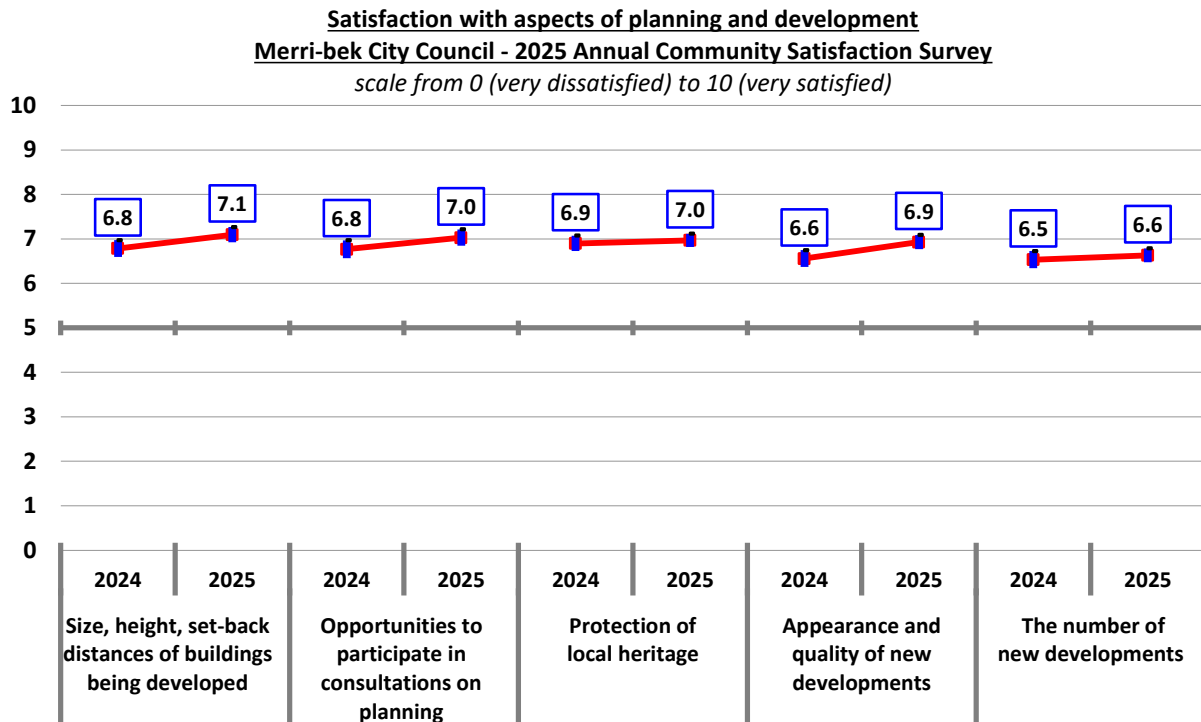
“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of the planning and housing development in your local area?”

Respondents were again in 2025, 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 increased this year, up between one and three percent, although each remained at a “good” level of satisfaction, with scores ranging from 6.6 to 7.1 out of 10.

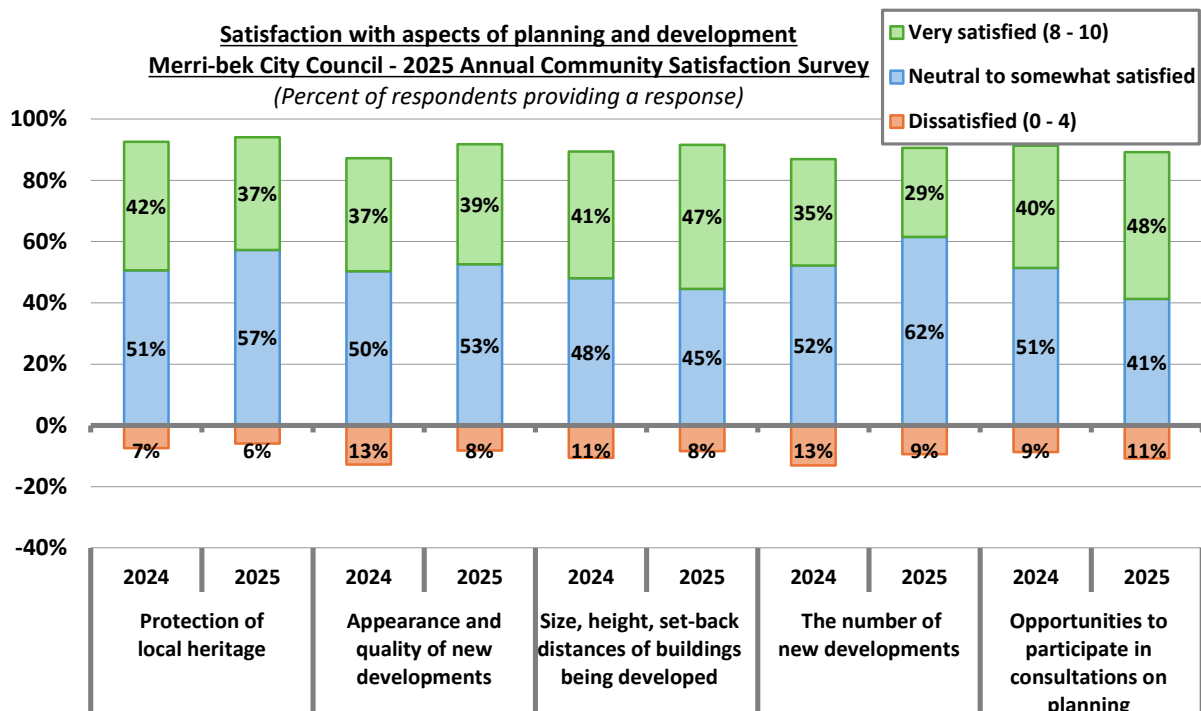
Despite the improvement this year, these results continue to suggest moderate levels of satisfaction with planning and development outcomes in the City of Merri-bek, with the most concern focused on the number of developments occurring.





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).

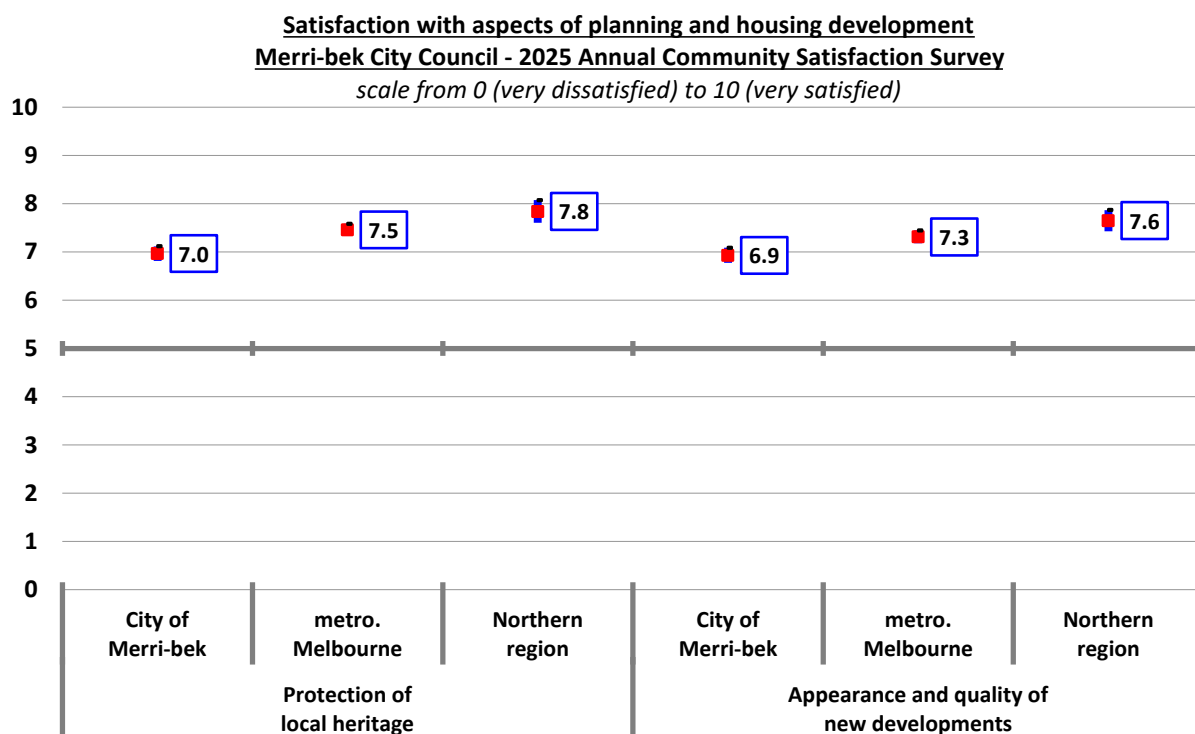
There was a decline in the proportion of respondents dissatisfied with each of the planning and development outcomes, including a five percent decline in dissatisfaction with the appearance and quality of new developments. However, 11% (up from 9%) were dissatisfied with the opportunities to participate in consultations on planning.



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 and northern region councils' averages, as recorded in the 2025 *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 (5% lower) and the appearance and quality of new developments (4% lower) were both measurably lower than the metropolitan average, reflecting greater levels of concern about development in the City of Merri-bek.

It is also noted that satisfaction with these two outcomes was measurably and significantly (8% and 7% respectively) lower than the northern region councils' average. This reflects the fact that the northern region includes several municipalities in which planning and development issues were less notable than in the middle-ring municipalities such as Merri-bek and Darebin.

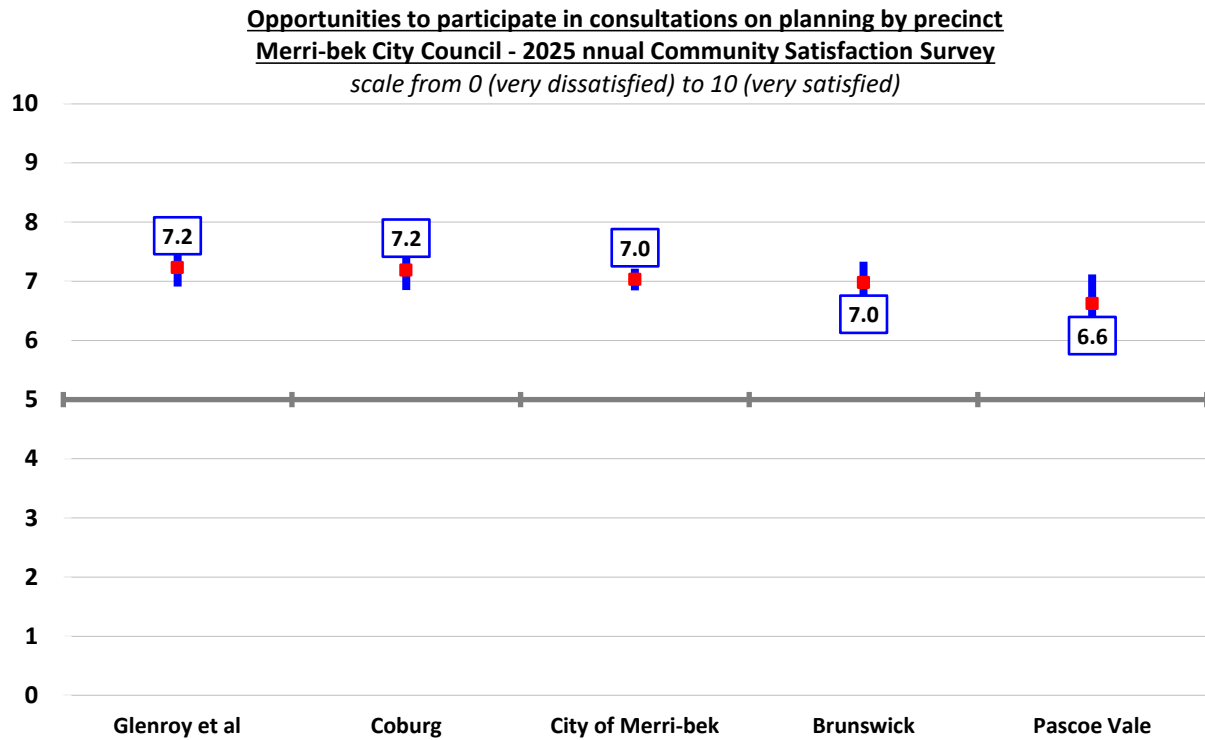


Opportunities to participate in consultations on planning

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.

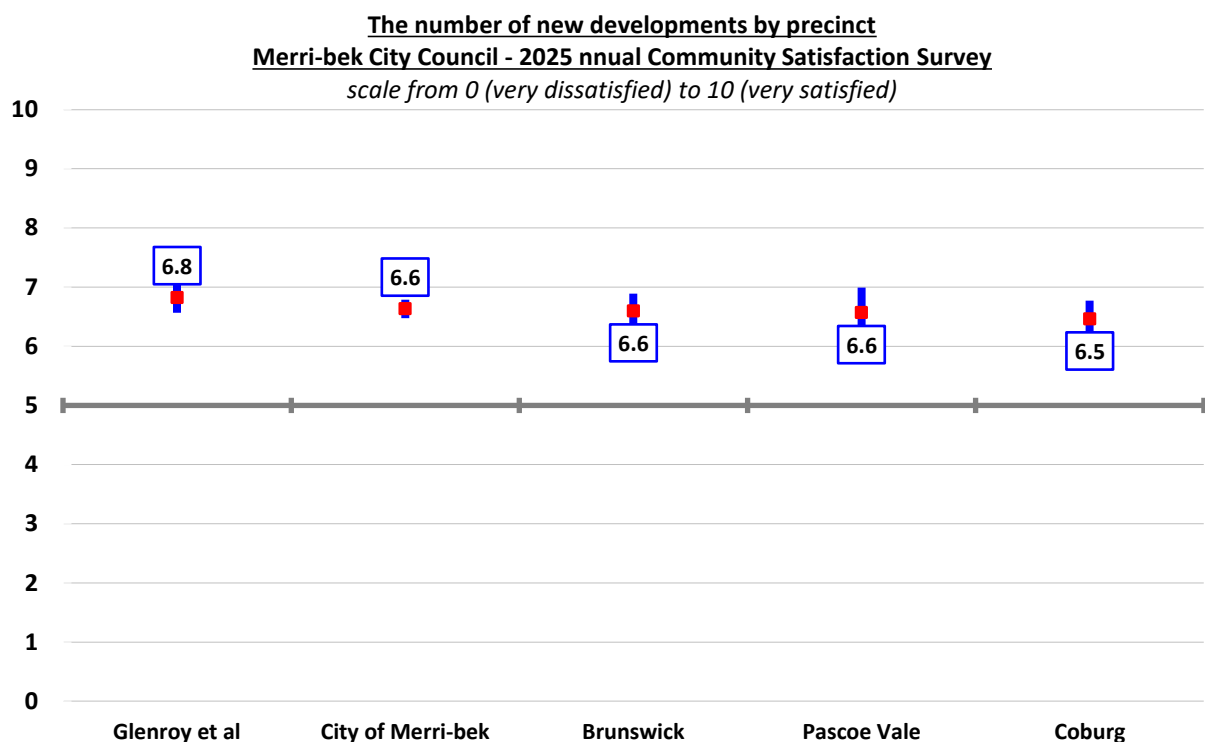
It is noted, however, that respondents from Pascoe Vale were notably (4%) less satisfied than average.





The number of new developments

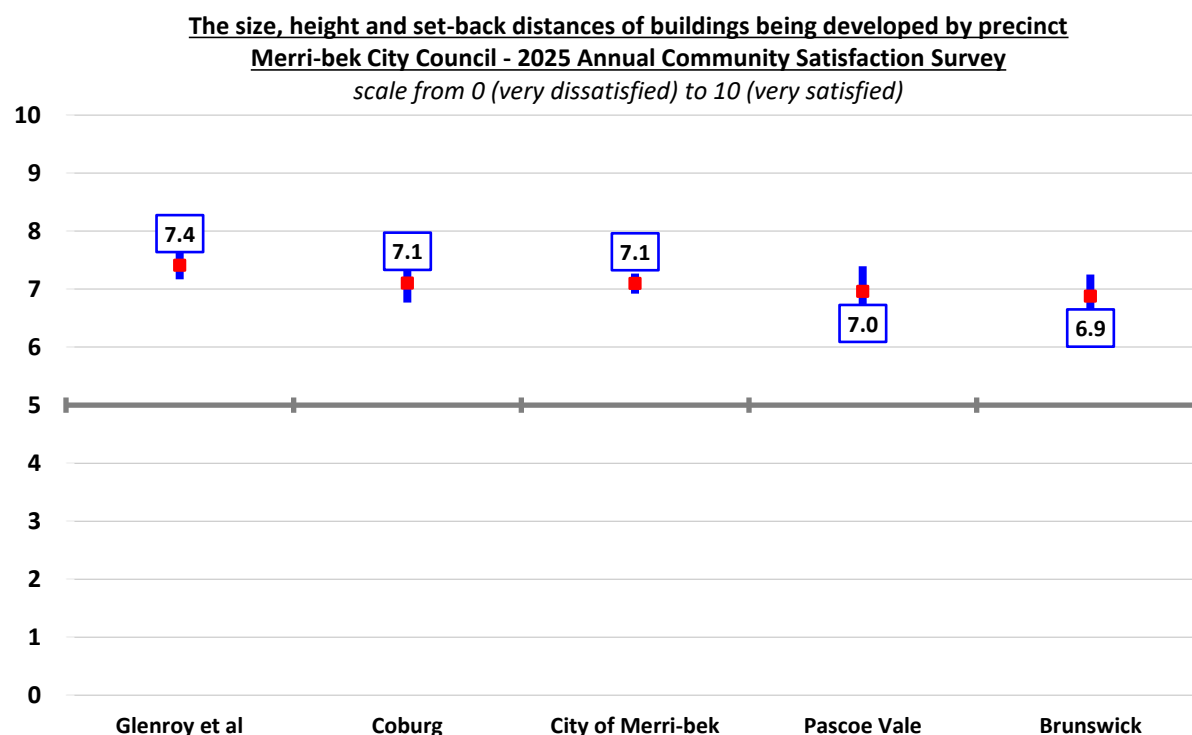
There was no measurable variation in satisfaction with the number of new developments observed across the municipality, with respondents from all precincts rating satisfaction at “good” levels.



The size, height and setback distances of buildings being developed

There was no measurable variation in satisfaction with the size, height, and setback distances of buildings being developed observed across the municipality.

Respondents from Glenroy et al, however, were somewhat (3%) more satisfied than average, and at a “very good” rather than a “good” level.



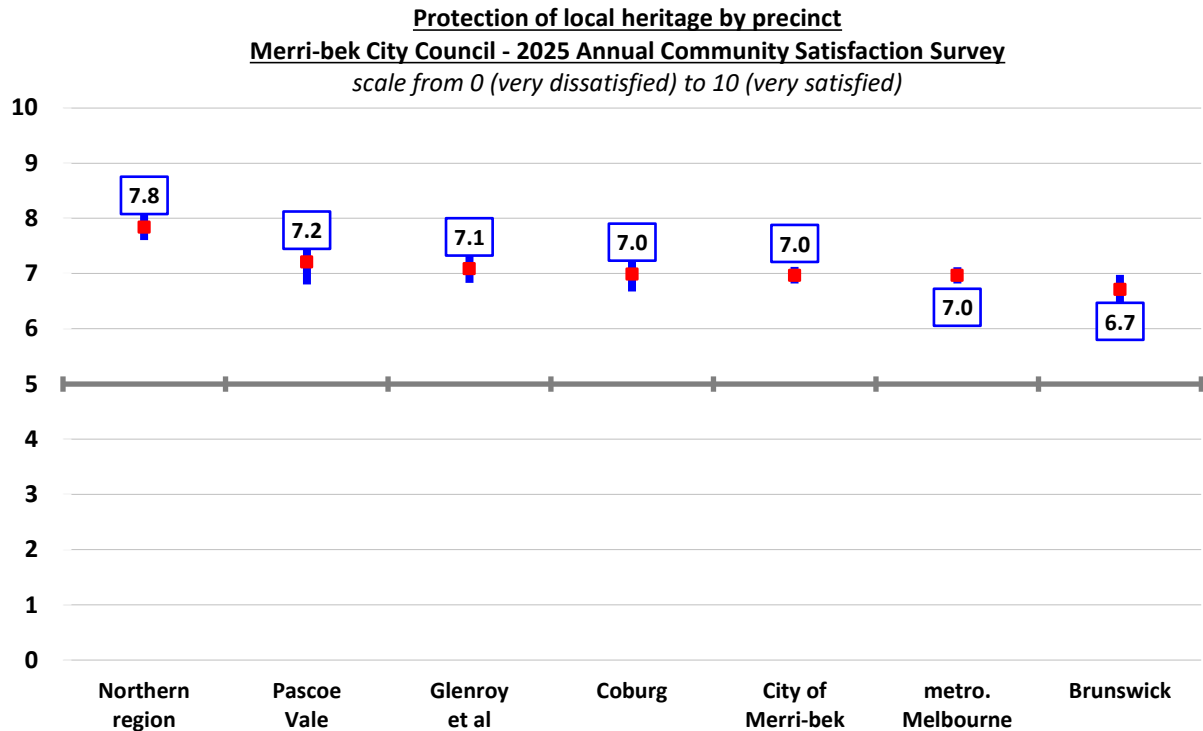
The protection of local heritage

Satisfaction with the protection of local heritage was 7.5 out of 10, or a “very good” level of satisfaction.

This result was measurably (8%) lower than the northern region councils’ average of 7.8 or “excellent”, but identical to the metropolitan average.

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





The appearance and quality of new developments

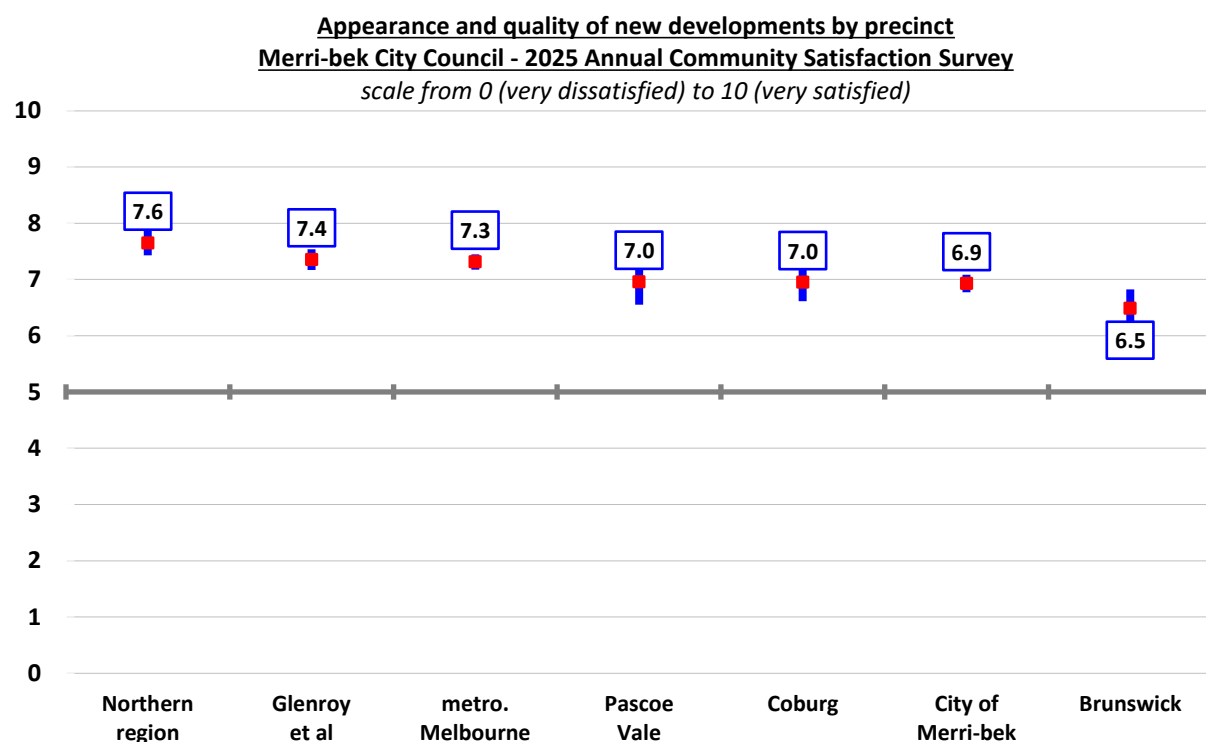
Satisfaction with the appearance and quality of new developments increased measurably this year, up three percent to 6.9 out of 10, although it remained at a “good” level.

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

There was measurable variation in this result observed across the municipality, with respondents from Glenroy measurably (5%) more satisfied than average, and at a “very good” level.

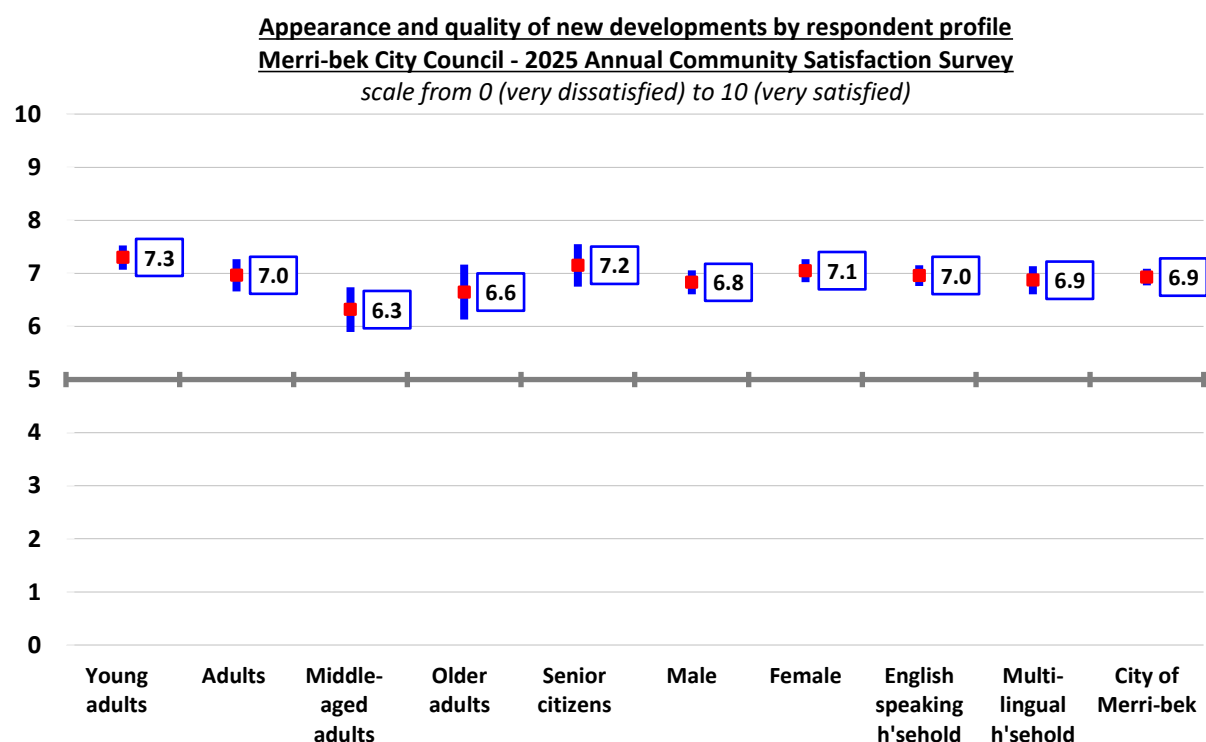
By contrast, respondents from Brunswick were measurably (4%) less satisfied than average, although still at a “good” level.





There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (4%) more satisfied than average and at a “very good” level. By contrast, middle-aged adults (aged 45 to 59 years) were measurably (6%) and at a “solid”, rather than a “good” level.

Female respondent were notably (3%) more satisfied than male respondents.



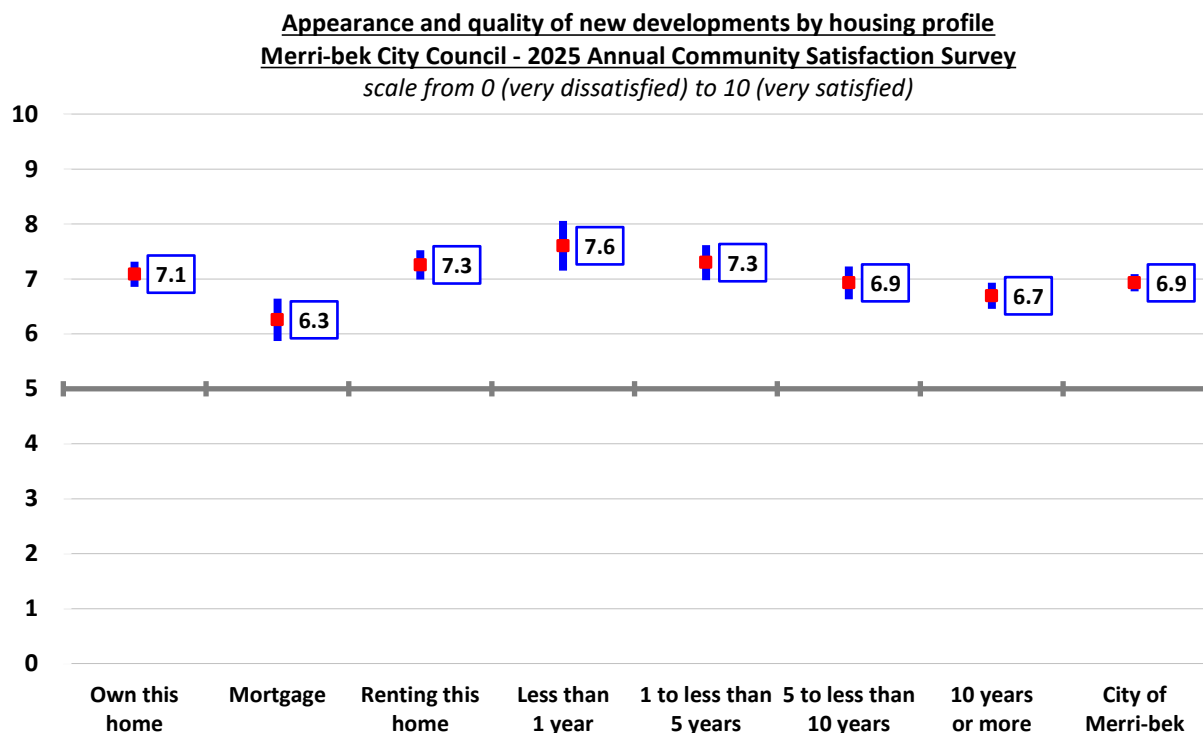
There was also measurable variation in satisfaction with the appearance and quality of new developments observed by housing situation and period of residence in the City of Merri-bek.

Respondents from mortgagor households were measurably (6%) less satisfied than average, and at a “solid” rather than a “good” level, while rental household respondents were notably (4%) more satisfied than average and at a “very good” level.

Satisfaction with the appearance and quality of new developments declined measurably with the period of residence in the City of Merri-bek.

New residents (less than one year in the municipality) were measurably (7%) and new residents (one to less than five years) were notably (4%) more satisfied than average, and at “very good” levels.

Long-term residents (10 years or more in the municipality), were somewhat (2%) less satisfied than average, although still at a “good” level.



Reasons for dissatisfaction with new developments

There were 59 comments and five locations of concern raised by respondents who were not satisfied with the appearance and quality of new developments, as outlined in the following table.

The most common issues raised included the perception that some new developments were unattractive or unappealing, including in terms of design and quality of construction.



There were also comments about the size of new apartments being inappropriate, other poor design comments, as well as comments on the impact of new development on neighbourhood character.

Reason for dissatisfaction with the appearance and quality of new development

Merri-bek City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Because new developments are ugly / disgusting / don't look good	10
Quality is poor and liveability for people is not great	2
The height is too much	2
There is too much of overdevelopment that is happening	2
Bending the rules	1
Congested streets	1
Current new developments are the same and unimaginative	1
Development is happening too fast, not sure if Merri-bek can handle	1
Do not build more to make this place like ghettos	1
Don't do much consultation	1
High density	1
I do not want any more developments	1
I just don't like how developers have too much say, they build cheapest buildings and then walk away, and people need to live inside of them	1
I would like Brunswick to remain the way it was. More nature etc	1
Inadequate facilities for the number of people	1
Issues of parking	1
Low quality	1
More public housing	1
New apartments don't fit in with bungalow homes	1
New developments do not have parking planned	1
New developments seem to have no architecture	1
No consideration of environmental impact of tall structures	1
No consultations	1
Not preserving the local heritage. Not fitting into the Brunswick ethos. Shouldn't be only for wealthy people to live in	1
Offer a proper accommodation	1
Really high buildings	1
So many things that are bad quality like Coburg 2018 -2020 buildings	1
Some of these developments are just unattractive to eyes. They should at least make it look appealing to eyes	1
Some them don't suit the area	1
Taking away greenery	1
The apartment costs are not realistic, and too expensive	1
The apartment design is disgusting	1
The construction is unliveable and too constricted	1
The excessive size of property development	1
The houses are like shoe boxes	1
The new developments are just boxes	1



The new developments are ugly and made for profit	1
The roads are too narrow too for all population	1
They are not good, trash buildings	1
They are too cloned exactly the same	1
They are trying to squeeze in so many developments	1
They don't worry about streetscape	1
They provide opportunities but do not listen and are more interested in getting more rates	1
Too big	1
Too many	1
Too many cars because of new developments, especially on weekends. They do not look good	1
Townhouses are monstrous which causes car congestions	1
Total	59
<i>Specific locations identified by respondents</i>	
Around Pascoe St. The apartments there down Gaffney St from the station to Northumberland Rd	1
Gilpin development park is overwhelming for the area	1
One on Albert St	1
There are too many developments with poor quality not like the ones in Nightingale Village	1
They are ugly, removal of parking on Victoria St will overcrowd the parking next to sport ovals and kids sporting facilities	1
Total	5
Total responses	64

Reasons for dissatisfaction with aspects of planning and housing development

There were 120 comments received from respondents who were not satisfied with aspects of planning and housing development.

These comments have been broadly categorised, as outlined in the following table, with the most common issues raised relating to the size and height of new developments (21 comments), perceived impact on roads, traffic, parking, and transport (20 comments), perceived overdevelopment and density related concerns (20 comments), perceived lack of consultation and / or communication (15 comments), and perceived impacts on local heritage and neighbourhood character (12 comments).



Reason for dissatisfaction with aspects of planning and housing development

Merri-bek City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Height / size</i>	
New developments are too big	9
Some are too tall / high	6
Occlusion caused by high rise buildings	1
Some of them are too big and inappropriate	1
The buildings are too big and uncreative	1
The size and height and set back distances can be improved for developments	1
Too high, block the sun	1
Too many big houses and apartments	1
Total	21
<i>Parking / roads / traffic / public transport</i>	
Parking is an issue	4
Traffic is getting very bad, congested	3
New developments do not have parking planned	2
Issues with parking access and access to lane street	1
Not enough traffic management etc	1
Road is too narrow	1
Should have more space than just park one car	1
The fence of some properties has high fences up to the boundary/ footpaths. The cars when backing out can't see the pedestrian on the paths	1
The roads are too narrow too for all population	1
There are going to be zero parking for residents	1
There seems to be a lot of high-density buildings with no parking	1
There's no more parking, people who visit family on weekend, there's just no parking	1
Too much traffic, the trucks that come through destroy roads	1
Townhouses are monstrous which causes car congestions and issues of parking	1
Total	20
<i>Density / quantity</i>	
Too many new developments	8
There is too much of houses in a land so small	3
Too much subdivision of plots	3
Overdevelopment	2
Because spacing is very less, the units that are new are too close you're in the face of other neighbour should be more spaces out, too practical should give more space	1
Focussing onto much of high-density buildings	1
Too close	1
Too small space for buildings	1
Total	20



<i>Communication / consultation</i>	
I have not had any opportunities to participate in consultations	5
I never seen any consultation	2
No opportunity to participate in planning consultation	2
The Council consults after taking decisions	2
I have not heard any consultation related development	1
They are not doing their job. No consultation	1
They tell only the outcomes; we are not considered in decision making	1
We don't get communicated about the planning	1
Total	15

<i>Local heritage and character</i>	
The heritage is not protected / preserved enough	4
All the old houses from the 1950s are gone	1
Have no idea about any heritage spots	1
Heritage houses like California bungalows should be listed instead of putting townhouses	1
Some of the character is getting sucked out in Brunswick by redevelopment - boring housing etc	1
The heritage buildings are knocked down. The residential buildings have gone mad, and they are too big and no garden spaces.	1
There is no character in developments	1
They keep on knocking down old houses	1
They knock down heritage buildings / old houses	1
Total	12

<i>Quality and appearance</i>	
New developments are too ugly	3
All look the same	1
New developments look poor	1
Poor quality	1
Very shabby	1
Total	7

<i>Amenities / infrastructure</i>	
Not enough infrastructures to support	2
I don't think Council pays enough attention to the amenity of the areas	1
No planning about infrastructure development	1
They are contributing to living with no water cause of broken pipes, can't even shower	1
We need more infrastructure to support the population	1
Total	6



<i>Parks, open spaces, greenery</i>	
Lack of green space	2
I think we are losing garden space in developing	1
New developments overshadow parks	1
Total	4
<i>Enforcement of regulations</i>	
Because there are no regulations	1
The rules regarding sizes and height varies and some get away with not follow regulations and rules	1
Total	2
<i>Sustainability</i>	
No accounts for sustainability	1
Total	1
<i>Other</i>	
Developers have too much power	1
Knock down a lot of things	1
No plans just a Council determining how to get the rates	1
Not enough apartments	1
The developers get their way	1
There are no opportunities	1
They are approving tear down	1
They want people to downsize, makes no sense. Especially people with people who have disabilities	1
There is no room for bins on bin day	1
New houses block the view	1
Total	10
<i>Specific locations</i>	
Missed opportunity for a green corridor Garnet St	1
Too high, one kilometre from Sydney Rd	1
Total	2
Total responses	120



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 again in 2025, 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.

Satisfaction with planning for population growth by all levels of government remained stable this year at 6.7 out of 10, or a “good” level of satisfaction.

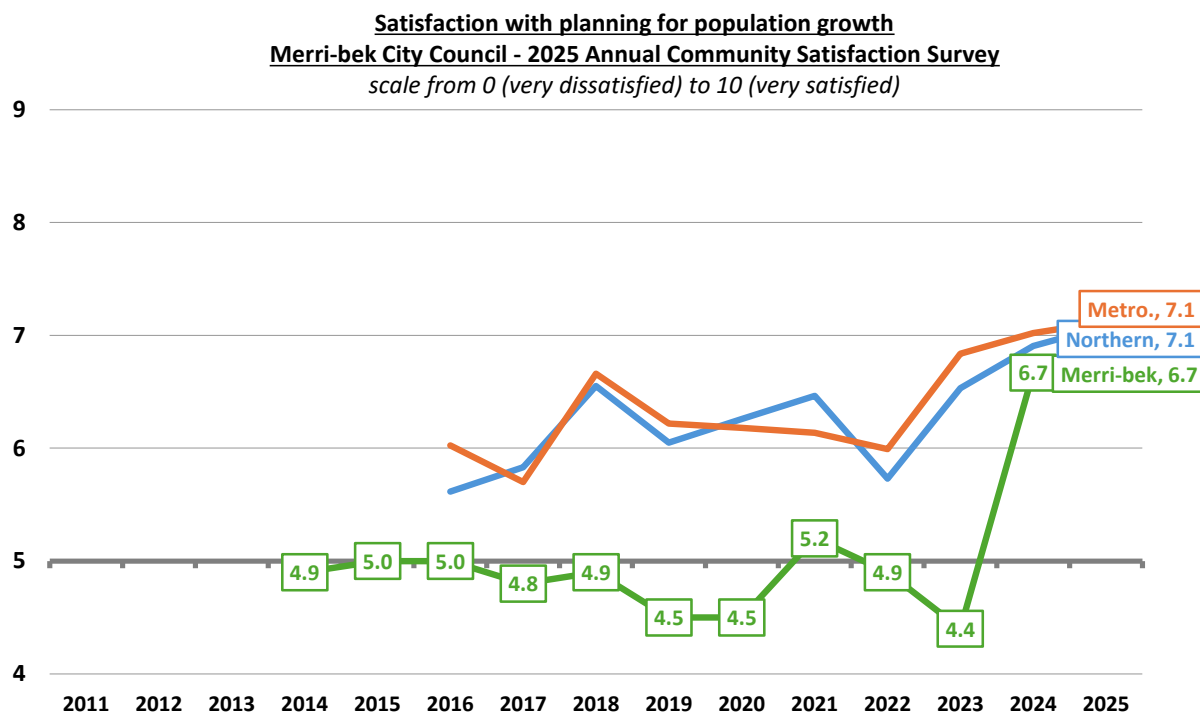
Satisfaction remained measurably and significantly (16%) higher than the long-term average satisfaction from 2014 of 5.1 or “very poor”.

Metropolis Research notes that the historical results (pre-2024) were sourced from a different survey provider, using a different methodology, and including different questions.

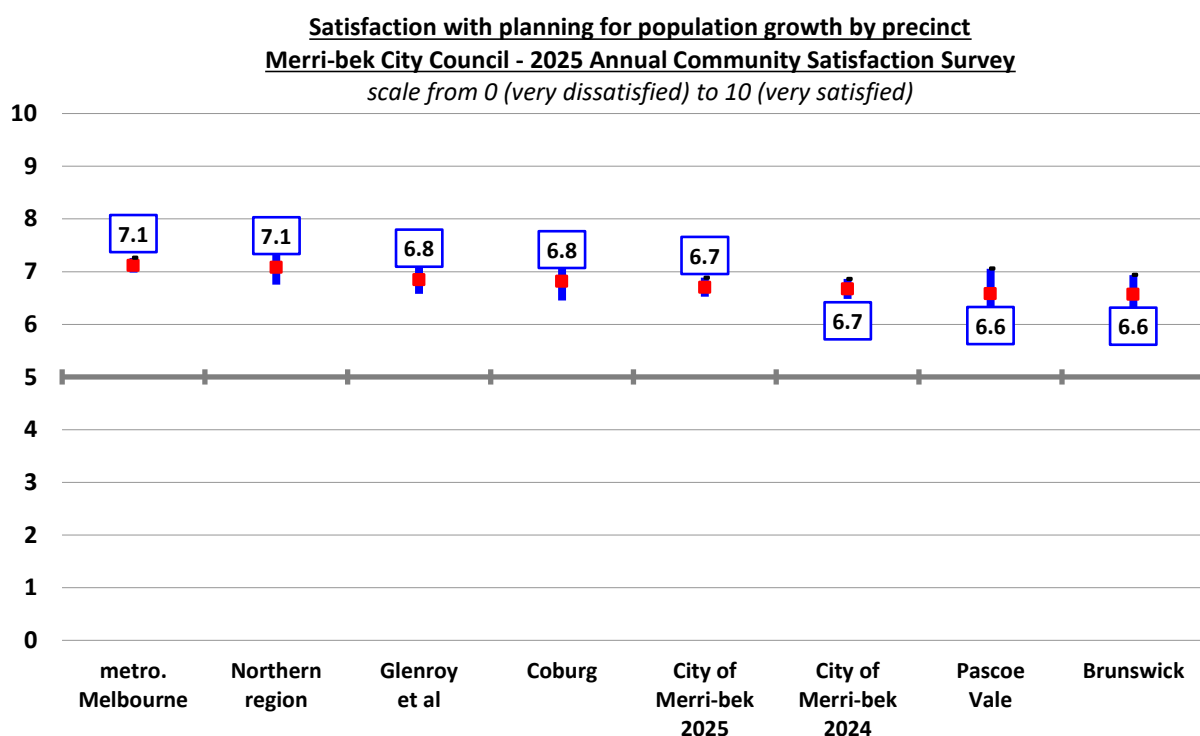
This result was measurably (4%) lower than the metropolitan and notably (4%) lower than the northern region councils’ averages, as recorded in the 2025 *Governing Melbourne* research.

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





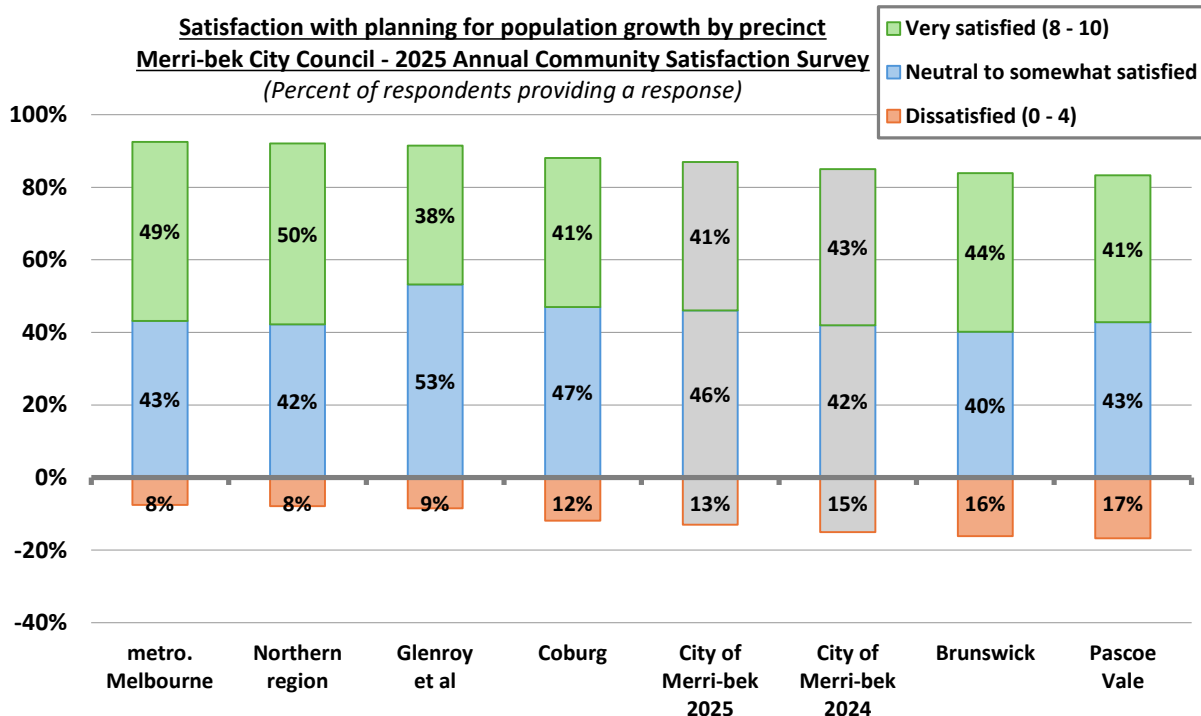
There was no substantial variation in satisfaction with planning for population growth observed across the municipality, with respondents from all precincts rating satisfaction at “good” levels.



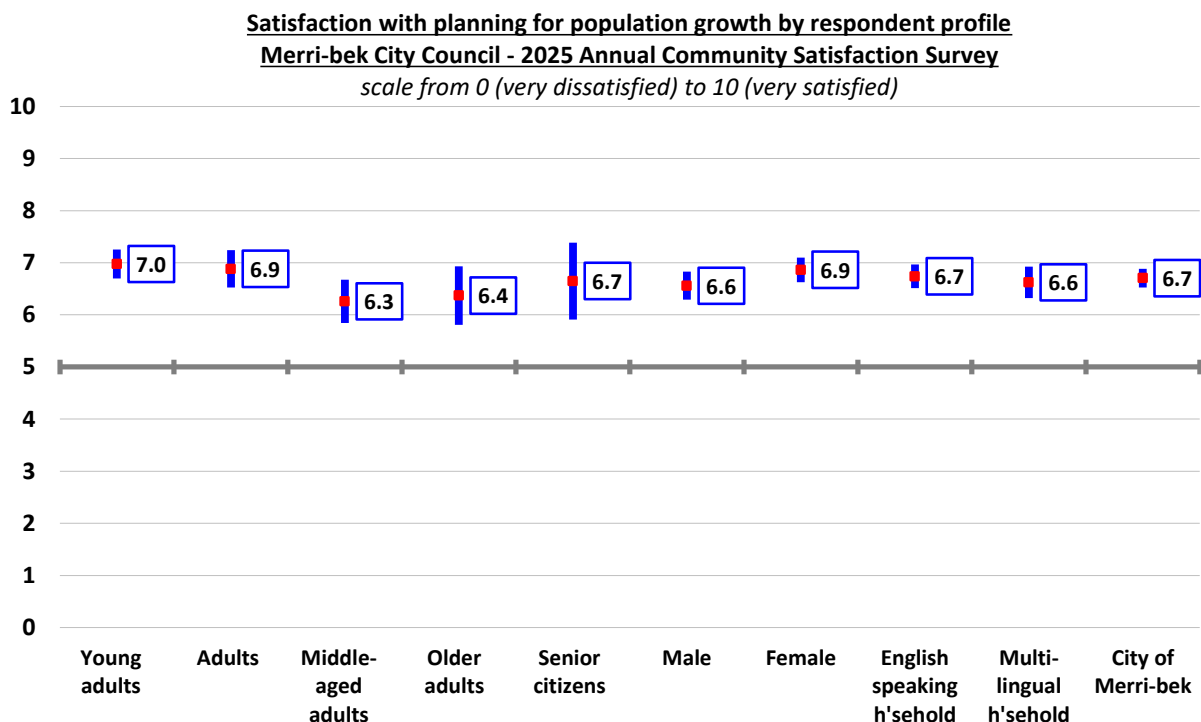
The following graph provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied”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



It is noted that respondents from Brunswick (16%) and Pascoe Vale (17%) were the most likely to be “dissatisfied” with planning for population growth this year. By contrast, consistent with 2024, respondents from Glenroy et al were the least likely to be “dissatisfied” with planning for population growth.

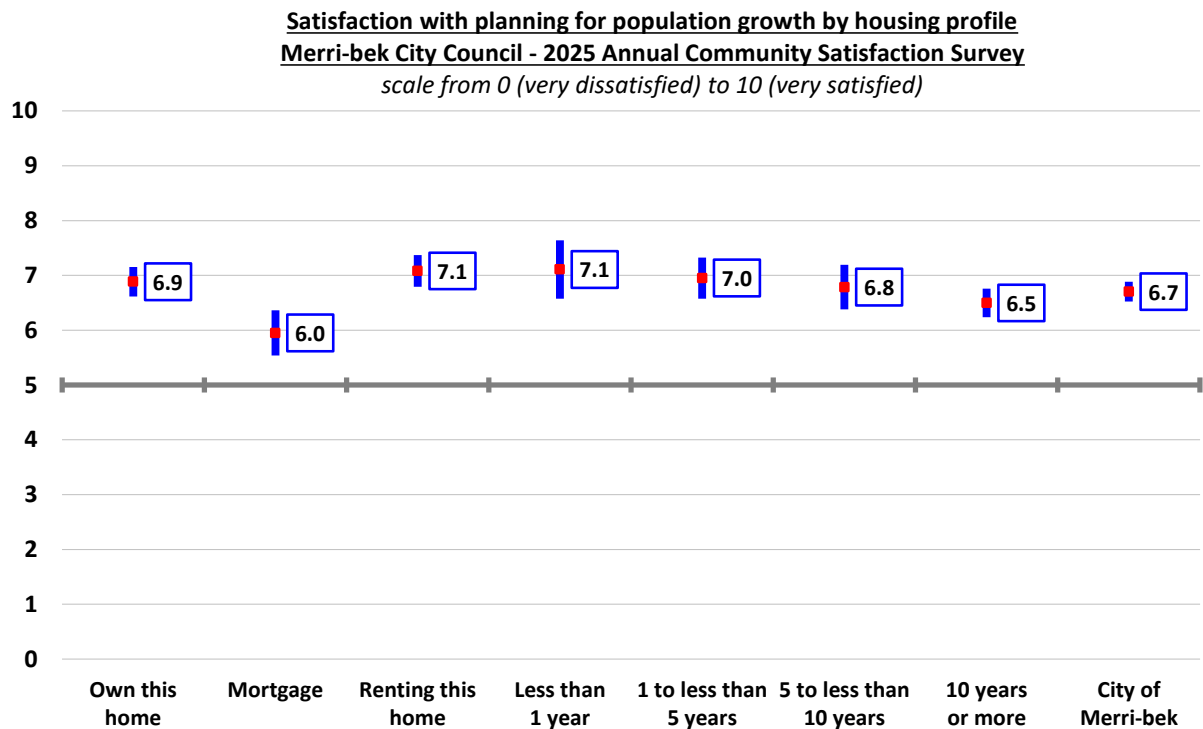


There was no measurable variation in this result observed by respondent profile, although it is noted that young adults (aged 18 to 34 years) were somewhat (3%) more satisfied than average. By contrast, middle-aged and older adults (aged 45 to 74 years) were notably (4% and 3%) less satisfied than average and at “solid” levels.



There was measurable variation in this result observed by housing situation, with mortgagor household respondents measurably (7%) less satisfied than average, and at a “solid” rather than a “good” level. By contrast, rental household respondents were notably (4%) more satisfied than average, and at a “good” level.

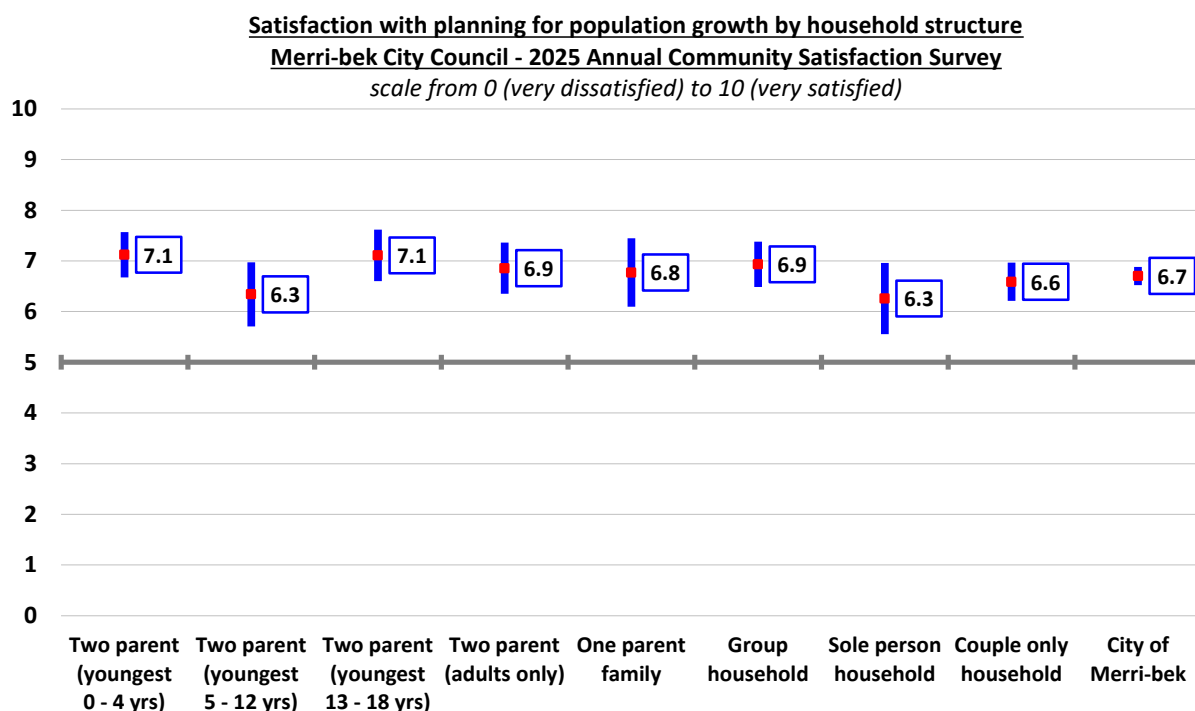
Satisfaction with planning for population growth declined measurably with the period of residence in the City of Merri-bek, with new residents (less than one year in Merri-bek) notably (4%) more satisfied than average, and long-term residents (10 years or more in Merri-bek) somewhat (2%) less satisfied.



Respondents from two-parent families (youngest child aged 0 to 4 years) and (youngest child aged 13 to 18 years) were notably (4%) more satisfied than average, although still at “good” levels.

By contrast, respondents from two-parent families (youngest child 5 to 12 years) and sole person households were notably (4%) less satisfied with planning for population growth than average, and at “solid” rather than “good” levels.





Reason for dissatisfaction with planning for population growth

There were a total of 78 comments received from respondents who were not satisfied with planning for population growth by all levels of government.

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

The most common issues raised by respondents included perceived impact of population growth on roads, traffic, parking, and transport (33 comments), perceived impacts on other infrastructure (13 comments), planning and development related concerns (7 comments), and comments on population (7 comments).

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

Reason	Number
<i>Parking, traffic, roads and public transport</i>	
Lack of parking	7
More public transport	3
Congestion and chaos	2
Roads are not wide enough to support more growth	2
Traffic congestion	2
Council approving high density housing creating a problem for parking on streets there will be a one point during the time that will have no parking left on streets and it will be hard to drive around the streets	1

Duplicating the train line need	1
Ensure that builders provide in plot parking	1
I do not know if the planning is realistic and practical in terms of parking	1
I just think building more townhouses, bus routes and bike lanes need to match the new buildings, especially for parking	1
Low quality transport	1
Not enough car parks which causes congestion	1
Not enough planning for roads and transport through these areas	1
Not enough public transport, I get on at the second stop and still can't find a seat	1
Not too much consideration for foot traffic	1
Removal of carparks it's not aligned, they are not balanced with old and new Brunswick	1
Streets are already overcrowded	1
The car parking is inefficient	1
The transportation infrastructure is lacking	1
Too many parked cars at the street	1
Trains are already overcrowded	1
Widen roads before taking people in	1
Total	33

Infrastructure

Inadequate infrastructure	5
Development in the infrastructure is not enough streets not wide enough	1
No plans for infrastructure by them like car parking for so many houses	1
No proper infrastructure for supporting any more population growth	1
Right now, the Council doesn't have the infrastructure to support any more population growth in area	1
There are too many people coming in we do not have the infrastructure	1
There is a lot of overdevelopment and lack of infrastructure to support	1
They do not future proof it, inadequate infrastructure with future proof	1
They seem to be lacking the basic understanding that infrastructure is also important as houses	1
Total	13

Planning and housing development

Because they don't plan for the future, and then realize that they are not compatible with plans	1
Houses shortage	1
Lack of shared vision of where big cities should go	1
More people coming there's not enough of anything, not enough housing	1
No plan at all, only fake promises by them	1
No planning at all	1
Overdevelopment	1
Total	7



<i>Population</i>	
Overcrowding	3
Too many people already in the area	3
Building apartments are too crowded and congested	1
Total	7
<i>Parks, open spaces and greenery</i>	
Not enough green spaces in the community	2
Inadequate open space	1
No focus on public open spaces	1
What have they done? They should do sweeping, cleaning and looking after parks. I do not see it,	1
Total	5
<i>Services and facilities</i>	
Buildings load of apartments with no amenities for growing population like bigger schools	1
Houses are being built faster than services etc.	1
Inadequate facilities	1
No amenities for growing population like basketball court funding	1
Total	4
<i>Social issues</i>	
Housing affordability	2
A lot of places struggling and not prepared for the growth	1
Homelessness	1
Total	4
<i>Other</i>	
Inadequate	1
Need to live far away because of the prices of housing	1
Not against it. We are already very high density. The Council cannot solve the housing crisis	1
Should focus on major issues not trivial issues	1
Too much	1
Total	5
Total responses	78



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 39 Council provided services and facilities

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

They were then asked their personal level of satisfaction with each of 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

Respondents were asked to rate how important they considered each of the 39 Council provided services and facilities included in the survey were to the community, rather than to them or their household as individuals.

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

The average importance of these 39 services and facilities increased somewhat this year, increasing two percent to 9.0 out of 10.

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

The table below displays the average importance of each of the 39 services and facilities, with a 95% confidence interval around each importance score.



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

	Service/facility	Number	2025			2024	2025 Metro.*
			Lower	Mean	Upper		
Higher than average	Regular weekly garbage collection	586	9.4	9.5	9.5	9.3	9.5
	Regular fortnightly recycling	582	9.3	9.4	9.5	9.3	9.5
	Regular weekly food and green waste collection	579	9.2	9.3	9.4	9.2	9.2
	Bookable hard rubbish service	588	9.2	9.3	9.3	9.1	9.2
Average importance	Street lighting	594	9.1	9.2	9.3	8.9	9.3
	Local traffic management	585	9.1	9.2	9.3	8.9	9.2
	Provision and maintenance of parks & gardens	591	9.1	9.2	9.3	9.0	9.3
	Services for children from birth to 5 years of age	587	9.1	9.2	9.3	9.1	9.1
	Provision and maintenance of street trees	594	9.1	9.2	9.3	8.9	9.2
	Drains maintenance and repairs	597	9.1	9.2	9.3	9.0	9.3
	Services for seniors	582	9.1	9.1	9.2	9.2	9.2
	Footpath maintenance and repairs	594	9.1	9.1	9.2	9.1	9.2
	Maintenance and appearance of public areas	597	9.0	9.1	9.2	8.9	9.2
	Maintenance and repair of sealed local roads	591	9.0	9.1	9.2	9.0	9.3
	Litter collection in public areas	589	9.0	9.1	9.2	8.9	9.2
	Maintenance and repair of major arterial roads	596	9.0	9.1	9.2	n.a.	9.3
	Management of illegally dumped rubbish	593	9.0	9.1	9.2	8.9	9.2
	Services for youth	581	9.0	9.1	9.2	9.0	9.1
	Sports ovals / other outdoor sporting facilities	585	9.0	9.0	9.1	8.9	9.0
	Council events and activities for people with disability	578	8.9	9.0	9.1	8.9	n.a.
	Public toilets	591	8.9	9.0	9.1	9.0	9.1
	Provision and maintenance of playgrounds	593	8.9	9.0	9.1	8.8	9.0
	Recreation centres and / or aquatic centres	579	8.9	9.0	9.1	8.8	9.0
	Local library services	592	8.9	9.0	9.1	9.0	9.1
	Maintenance / cleaning of strip shopping areas	591	8.8	8.9	9.0	8.8	9.1
	Bike and shared paths	588	8.8	8.9	9.0	8.7	8.9
	Enforcement of local laws	580	8.7	8.9	9.0	8.6	9.1
	Council's website	586	8.7	8.8	9.0	8.9	9.0
	Street sweeping	589	8.7	8.8	9.0	8.7	9.2
	Animal management	574	8.7	8.8	8.9	8.6	9.2
	Community / cultural activities, festivals, events	569	8.6	8.7	8.8	8.6	8.7
	Environmental events, programs, and activities	564	8.6	8.7	8.9	8.5	9.0
Lower than average	Council events and activities for First Nations' Peoples	558	8.6	8.7	8.8	8.6	n.a.
	Council's activities promoting local eco. develop.	554	8.6	8.7	8.8	8.5	8.9
	Provision of public and performing arts centres, programs, and activities	570	8.5	8.6	8.7	8.4	8.6
	Council events and activities for people	562	8.3	8.5	8.6	8.4	n.a.
	Online community <i>Conversations at Merri-bek</i>	546	8.2	8.4	8.5	8.4	n.a.
	Council efforts managing the issue of graffiti	574	8.2	8.4	8.5	8.5	n.a.
	Parking enforcement	592	8.1	8.3	8.5	8.4	9.0
Average importance of Council services			8.9	9.0	9.1	8.8	9.1

(*) 2025 metropolitan Melbourne average from Governing Melbourne

Relative importance:

While all 39 included services and facilities were important, with the lowest importance being a “very high” 8.3 out of 10 for parking enforcement, there was some measurable variation in the average importance of services and facilities observed.

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

- **Measurably more important than the average** – included the regular weekly garbage collection (5% more important than the average), the regular fortnightly recycling (4% more important), the regular weekly food and green waste collection (3% more important), and the bookable hard rubbish service (3% more important).
- **Measurably less important than the average** – included parking enforcement (7% less important than average), Council efforts managing the issue of graffiti (6% less important), online community *Conversations at Merri-bek* (6% less important), Council events and activities for people identifying as LGBTQIA+ (5% less important), the provision of public and performing arts centres, programs, and activities (4% less important), Council’s activities promoting local economic development (3% less important), and Council events and activities for First Nations Peoples (3% less important).

Comparison to the metropolitan average:

Of the 39 services and facilities included in the survey this year, 34 were also included in the *Governing Melbourne* research in a format that allows for metropolitan comparisons to be published.

Of these 34 services and facilities, three were more important in the City of Merri-bek than the metropolitan average, 10 were of identical importance, and 21 were less important in the City of Merri-bek.

The following variations of note were noted:

- **Notably LESS important in the City of Merri-bek** – included parking enforcement (7% less important in Merri-bek), street sweeping (4% less important), animal management (4% less important), and environmental events, programs, and activities (3% less important).

Satisfaction with Council services and facilities

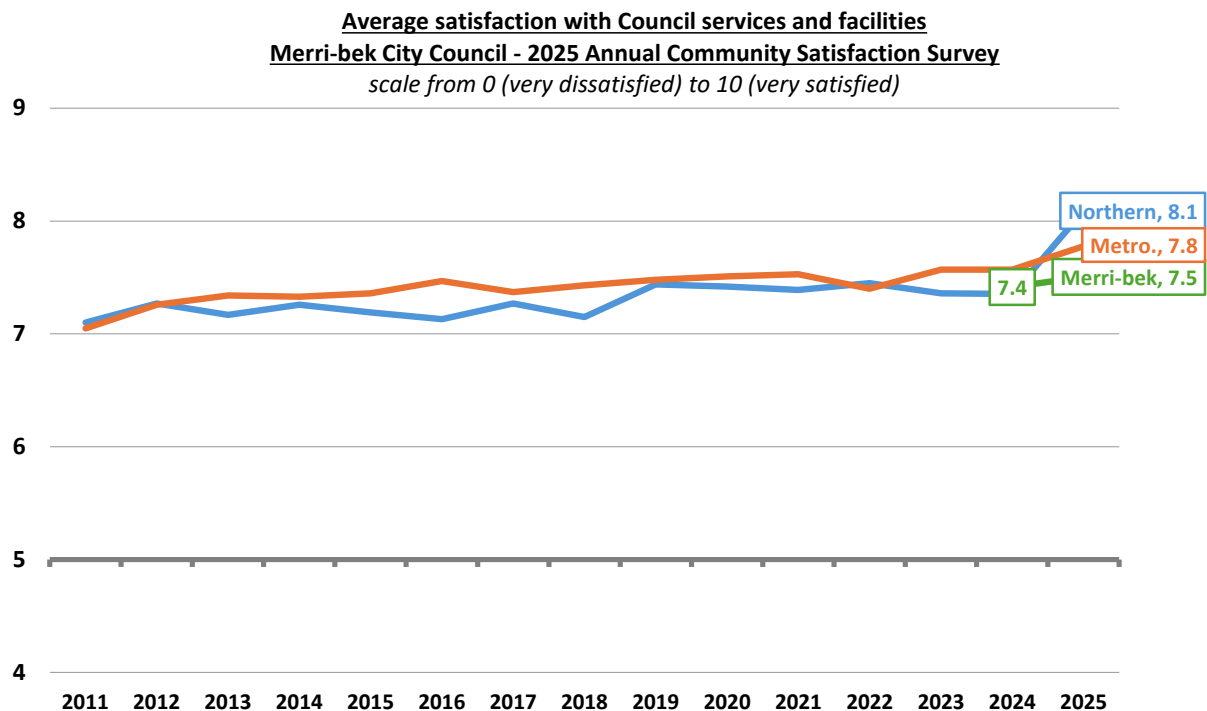
Respondents were asked to rate their personal level of satisfaction with each of the 15 core services and facilities about which everyone in the community is likely to have a view. They were then asked their satisfaction with each of the non-core services and facilities that they or a member of their household had used in the last 12 months.



The average satisfaction with the 39 included services and facilities remained essentially stable this year, up one percent to 7.5 out of 10, which was a “very good” level of satisfaction.

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

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



This stable and “excellent” average satisfaction with services and facilities included services and facilities that received variable levels of satisfaction.

Satisfaction with services and facilities varied 28% from a high of 8.5 out of 10 or “excellent” for the bookable hard rubbish service and local library services, to a low of 5.7 or “poor” for Council events and activities for people identifying as LGBTQIA+.

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

- **Measurably HIGHER than average satisfaction** - included the bookable hard rubbish services, local library services, regular weekly garbage collection, regular weekly food and green waste collection, services for children from birth to 5 years of age, regular fortnightly recycling, and sports ovals and other outdoor sporting facilities.
- **Measurably LOWER than average satisfaction** – included Council events and activities for people identifying as LGBTQIA+, public toilets, the maintenance and repair of sealed local roads, the maintenance and repair of major arterial roads managed by VicRoads, Council efforts managing the issue of graffiti, parking enforcement, and local traffic management.



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

	Service/facility	Number	Lower	2025 Mean	Upper	2024	2025 Metro.*
Higher than average	Bookable hard rubbish service	295	8.3	8.5	8.7	8.1	8.4
	Local library services	268	8.3	8.5	8.7	8.6	8.4
	Regular weekly garbage collection	558	8.3	8.4	8.5	8.2	8.5
	Regular weekly food and green waste collection	553	8.2	8.4	8.5	8.4	8.5
	Services for children from birth to 5 years of age	83	8.1	8.3	8.6	7.8	7.8
	Regular fortnightly recycling	557	8.1	8.3	8.4	8.2	8.5
	Sports ovals / other outdoor sporting facilities	284	7.9	8.1	8.2	7.7	8.2
Average satisfaction	Services for seniors	46	7.7	8.0	8.4	8.0	7.8
	Provision and maintenance of playgrounds	216	7.7	7.9	8.1	7.6	8.2
	Community / cultural activities, festivals, events	147	7.7	7.9	8.1	7.8	7.9
	Recreation centres and / or aquatic centres	251	7.6	7.9	8.1	7.9	7.9
	Council's website	322	7.7	7.8	8.0	7.4	7.7
	Provision and maintenance of parks and gardens	578	7.7	7.8	8.0	7.6	8.1
	Animal management	518	7.6	7.7	7.9	7.6	7.8
	Provision of public and performing arts centres, programs, and activities	70	7.3	7.7	8.1	7.8	7.8
	Council events and activities for people with	18	6.9	7.6	8.3	7.8	n.a.
	Council events and activities for First Nations'	41	6.8	7.5	8.2	7.7	n.a.
	Services for youth	42	7.0	7.5	8.0	7.6	8.0
	Enforcement of local laws	531	7.3	7.4	7.6	7.4	7.9
	Drains maintenance and repairs	570	7.2	7.4	7.6	7.4	7.6
	Maintenance and appearance of public areas	587	7.2	7.4	7.5	7.2	7.6
	Litter collection in public areas	582	7.2	7.3	7.5	7.1	7.6
	Maintenance / cleaning of strip shopping areas	589	7.2	7.3	7.5	7.1	7.7
	Bike and shared paths	233	7.1	7.3	7.6	7.0	7.8
	Online community <i>Conversations at Merri-bek</i>	449	7.1	7.3	7.5	7.2	n.a.
	Street sweeping	562	7.1	7.2	7.4	7.1	7.6
	Environmental events, programs, and activities	489	7.1	7.2	7.4	7.2	7.7
	Street lighting	579	7.0	7.2	7.4	7.4	7.5
	Provision and maintenance of street trees	583	7.0	7.2	7.3	7.1	7.6
	Council's activities promoting local eco. develop.	493	7.0	7.2	7.3	7.1	7.6
	Management of illegally dumped rubbish	563	6.9	7.1	7.3	6.8	7.5
	Footpath maintenance and repairs	596	6.8	7.0	7.2	6.9	7.5
Lower than average	Local traffic management	577	6.8	7.0	7.1	6.9	7.4
	Parking enforcement	548	6.7	6.9	7.1	6.8	7.5
	Council efforts managing the issue of graffiti	71	6.3	6.9	7.5	6.3	n.a.
	Maintenance and repair of major arterial roads	591	6.7	6.8	7.0	n.a.	7.0
	Maintenance and repair of sealed local roads	589	6.6	6.8	7.0	6.8	7.3
	Public toilets	228	6.4	6.7	7.0	5.7	6.8
	Council events and activities for people	20	4.2	5.7	7.1	7.6	n.a.
Average satisfaction of Council services			7.2	7.5	7.8	7.4	7.8

(*) 2025 metropolitan Melbourne average from Governing Melbourne

Categorisation of satisfaction

The average satisfaction with the 39 included services and facilities can best be categorised as follows:

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

Metropolis Research notes that, consistent with the results recorded last year, none of the 39 included services and facilities obtained a satisfaction score categorised as “poor”, “very poor”, or “extremely poor”.

Change in satisfaction between 2024 and 2025

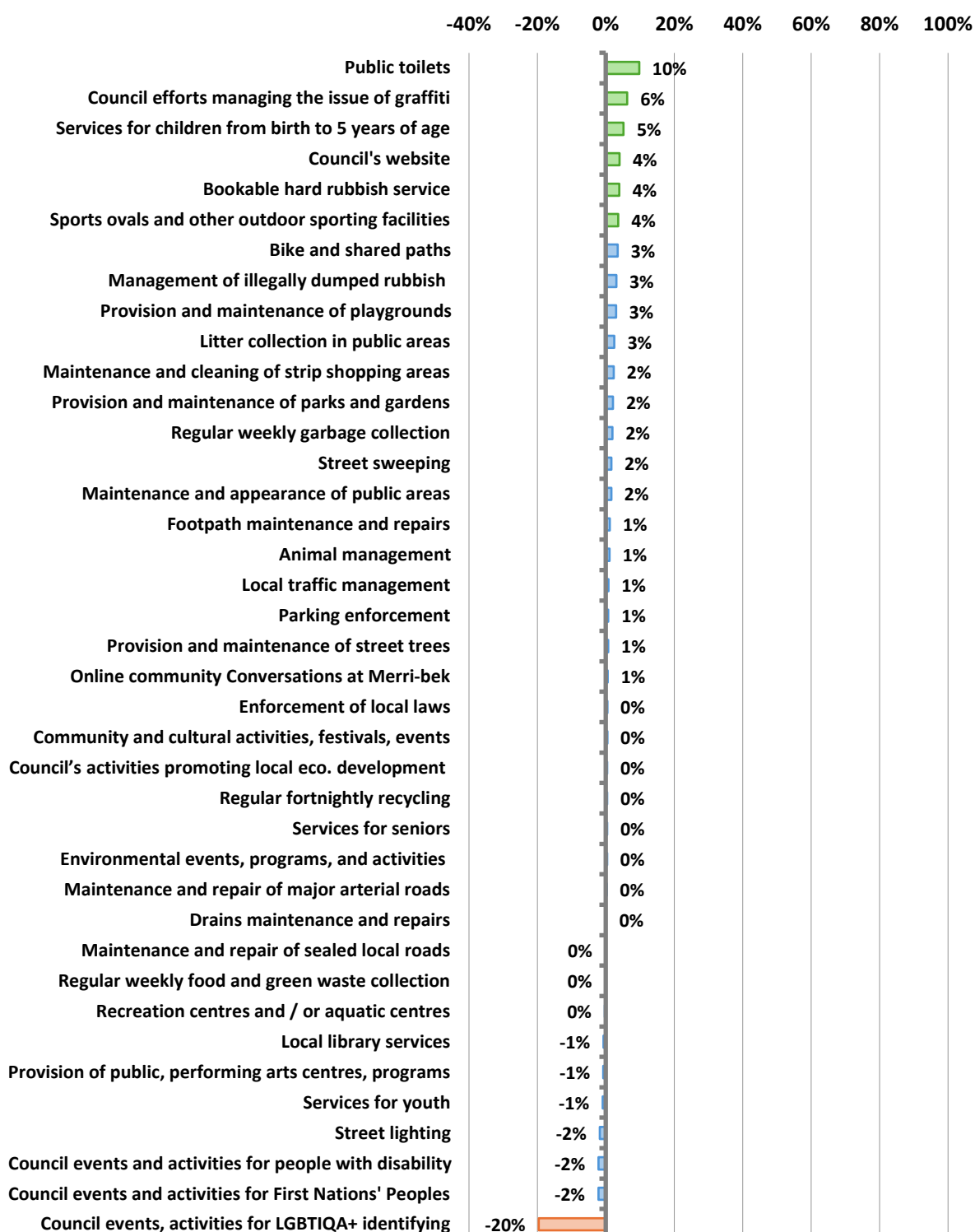
The average satisfaction with 21 of the 39 Council services and facilities increased at least marginally this year, while satisfaction with 11 remained stable, and satisfaction with seven declined at least marginally, with attention drawn to the following:

- **Notable to measurable INCREASE in satisfaction in 2025** – included public toilets (10% higher), Council’s efforts managing the issue of graffiti (6% higher), services for children from birth to 5 years of age (5% higher), Council’s website (4% higher), the bookable hard rubbish service (4% higher), and sports ovals and other outdoor sporting facilities (4% higher).
- **Notable DECREASE in satisfaction in 2025** – included Council events and activities for people identifying as LGBTQIA+ (20% lower).

The most notable variation in satisfaction was recorded for Council events and activities for people identifying as LGBTQIA+ (down 20%), although based on a small sample of just 20 respondents.



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



Comparison to the metropolitan average

Of the 39 included Council services and facilities, 34 were included in a format that facilitated comparison to the metropolitan average, as recorded in *Governing Melbourne*.

Of these, five recorded at least a marginally higher satisfaction than the metropolitan average, two recorded identical satisfaction, and 27 recorded at least marginally lower satisfaction:

- **Notably HIGHER satisfaction in Merri-bek** – included services for children from birth to five years of age (5% higher in Merri-bek).
- **Notably LOWER satisfaction in Merri-bek** – included parking enforcement (6% lower in Merri-bek), services for youth (5%), footpath maintenance and repairs (5%), local traffic management (5%), maintenance and repair of sealed local roads (5%), Council's activities promoting local economic development (5%), bike and shared paths (5%), environmental events, programs, and activities (4%), enforcement of local laws (4%), the provision and maintenance of street trees (4%), maintenance and cleaning of strip shopping areas (4%), the management of illegally dumped rubbish (4%), and street sweeping (4%).

Metropolis Research notes that satisfaction with sealed local roads managed by Council was measurably (5%) lower than the metropolitan average, however, satisfaction with the maintenance and repair of major arterial roads and highways managed by VicRoads was only two percent lower than the metropolitan average.

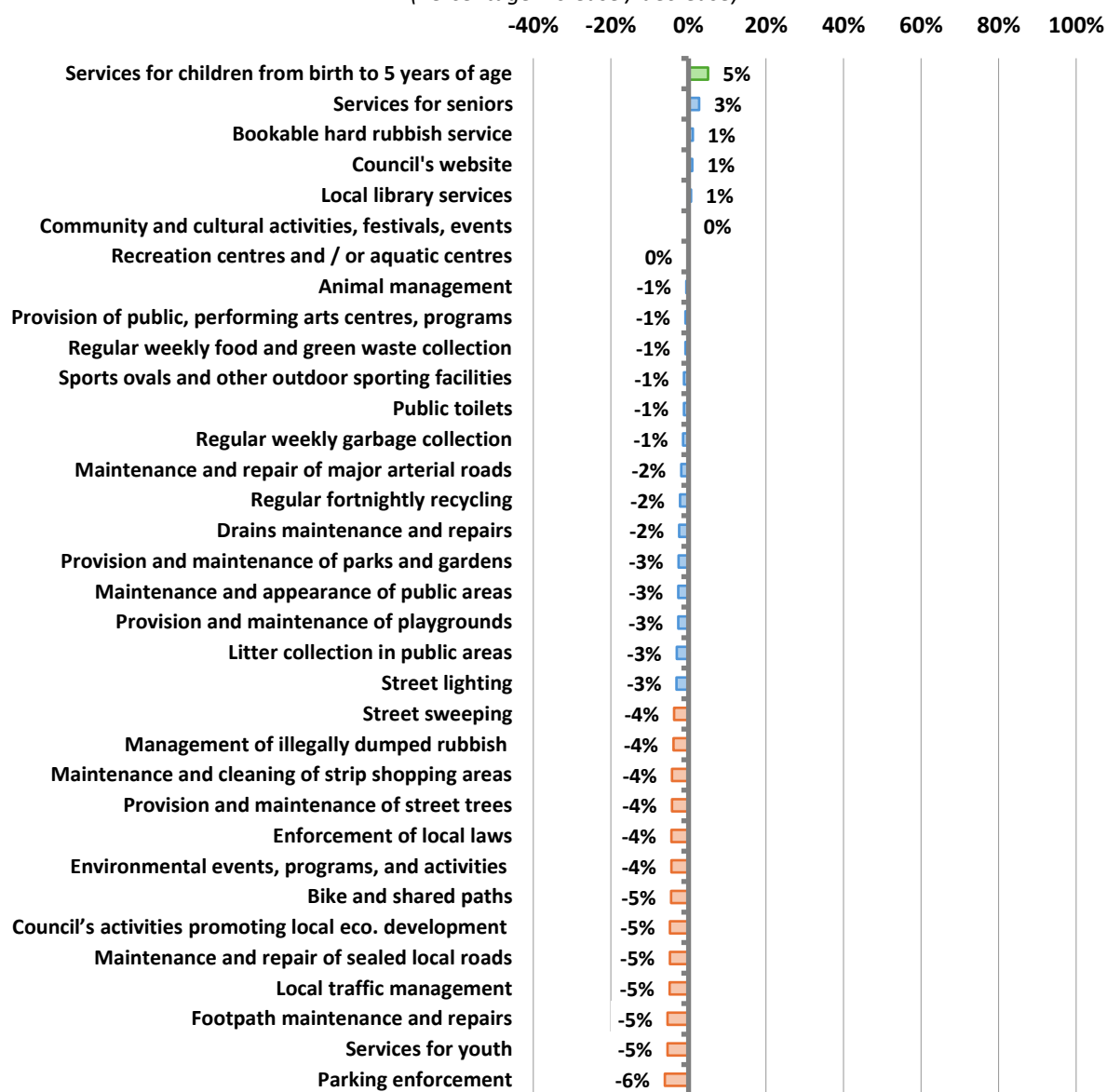
The average satisfaction with both Council and VicRoads managed roads was 6.8 out of 10.



Percentage difference between Merri-bek and metropolitan Melbourne average

Merri-bek City Council - 2025 Annual Community Satisfaction Survey

(Percentage increase / decrease)



Percentage satisfied / dissatisfied with services and facilities:

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

Consistent with the stable “very good” average satisfaction with services and facilities this year, more than half of the respondents providing a score were “very satisfied” with 25 of the 39 services and facilities.

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

These included Council events and activities for people identifying as LGBTQIA+ (26% of 20 respondents), Council efforts managing the issue of graffiti (16%), public toilets (14%), footpath maintenance and repairs (12%), local traffic management (11%), bike and shared paths (10%), street sweeping (10%), the provision and maintenance of street trees (10%), parking enforcement (10%), and the maintenance of sealed local roads (10%).



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

<i>Service/facility</i>	<i>Dissatisfied</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied</i>	<i>Can't say</i>	<i>Total</i>
Bookable hard rubbish service	3%	14%	83%	2	297
Services for children from birth to 5 years of age	1%	21%	78%	3	86
Local library services	3%	19%	78%	5	273
Regular weekly garbage collection	2%	20%	78%	42	600
Regular weekly food and green waste collection	3%	21%	77%	47	600
Regular fortnightly recycling	3%	23%	74%	43	600
Services for seniors	1%	28%	71%	1	47
Sports ovals and other outdoor sporting facilities	2%	29%	69%	2	286
Recreation centres and / or aquatic centres	4%	27%	69%	4	255
Provision of public and performing arts centres, progr	4%	28%	69%	1	71
Provision and maintenance of playgrounds	3%	30%	67%	1	217
Community and cultural activities, festivals, events	1%	32%	67%	2	149
Council's website	3%	32%	65%	5	327
Council events and activities for people with disability	0%	38%	62%	3	21
Provision and maintenance of parks and gardens	2%	36%	62%	22	600
Animal management	3%	38%	59%	82	600
Bike and shared paths	10%	33%	57%	4	236
Council events and activities for First Nations' Peoples	6%	38%	57%	1	42
Services for youth	3%	42%	56%	6	48
Litter collection in public areas	7%	41%	53%	18	600
Enforcement of local laws	5%	44%	51%	69	600
Drains maintenance and repairs	7%	42%	51%	30	600
Street sweeping	10%	39%	51%	38	600
Council efforts managing the issue of graffiti	16%	33%	51%	1	72
Maintenance and cleaning of strip shopping areas	6%	43%	51%	11	600
Maintenance and appearance of public areas	5%	45%	49%	13	600
Online community Conversations at Merri-bek	6%	45%	49%	151	600
Provision and maintenance of street trees	10%	42%	49%	17	600
Street lighting	8%	45%	47%	21	600
Footpath maintenance and repairs	12%	41%	47%	4	600
Management of illegally dumped rubbish	9%	45%	46%	37	600
Environmental events, programs, and activities	5%	49%	46%	111	600
Council's activities promoting local economic develop	6%	50%	44%	107	600
Local traffic management	11%	46%	43%	23	600
Parking enforcement	10%	47%	43%	52	600
Public toilets	14%	47%	39%	3	231
Council events and activities for people identifying as	26%	36%	39%	2	22
Maintenance and repair of sealed local roads	10%	52%	38%	11	600
Maintenance and repair of major arterial roads	9%	55%	37%	9	600



Satisfaction by respondent profile:

The following table provides a comparison of satisfaction with all 39 services and facilities by respondent profile, including age structure, gender, and language spoken at home.

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

- **Generally, MORE satisfied than average** – included young adults (aged 18 to 34 years), older adults (aged 60 to 74 years), senior citizens (aged 75 years and over), and respondents from English speaking households.
- **Generally, LESS satisfied than average** – included adults (aged 35 to 44 years), middle-aged adults (aged 45 to 59 years), female respondents, male respondents, and respondents from multilingual households.



Average satisfaction with selected Council services and facilities
Merri-bek City Council - 2025 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 repair of major arterial roads	7.2	6.9	6.4	6.5	6.5	6.8	6.9	6.9	6.8
Maintenance and repair of sealed local roads	7.2	7.0	6.3	6.6	6.3	6.8	6.8	6.9	6.7
Drains maintenance and repairs	7.8	7.7	6.8	7.0	7.2	7.3	7.5	7.4	7.4
Footpath maintenance and repairs	7.5	7.0	6.4	6.4	6.9	7.1	6.9	7.0	6.9
Maintenance and appearance of public areas	7.7	7.2	6.9	7.3	7.3	7.4	7.4	7.4	7.3
Litter collection in public areas	7.6	7.1	6.9	7.5	7.4	7.3	7.4	7.3	7.4
Maintenance and cleaning of strip shopping areas	7.6	7.3	6.8	7.3	7.1	7.3	7.3	7.3	7.3
Management of illegally dumped rubbish	7.5	7.0	6.6	6.9	7.1	7.1	7.1	7.1	7.0
Provision and maintenance of street trees	7.7	7.2	6.6	6.8	6.7	7.2	7.2	7.2	7.0
Street lighting	7.0	7.1	7.2	7.4	7.8	7.2	7.1	7.4	6.9
Street sweeping	7.7	7.2	6.8	6.9	6.8	7.3	7.2	7.3	7.0
Regular weekly garbage collection	8.4	8.4	8.1	8.7	9.0	8.4	8.4	8.4	8.4
Regular fortnightly recycling	8.3	8.0	8.0	8.6	8.9	8.3	8.2	8.3	8.1
Weekly food and green waste collection	8.4	8.2	8.2	8.5	9.0	8.4	8.3	8.4	8.3
Provision and maintenance of parks and gardens	8.0	7.7	7.8	7.9	7.8	7.8	7.9	7.9	7.8
Animal management	8.0	7.5	7.4	7.7	7.6	7.5	7.9	7.7	7.7
Local traffic management	7.0	7.0	6.7	6.9	7.3	6.8	7.1	6.9	7.0
Parking enforcement	7.0	7.1	6.5	6.8	7.1	6.8	7.1	7.0	6.8
Enforcement of local laws	7.6	7.6	7.0	7.3	7.6	7.3	7.5	7.5	7.3
Online community Conversations at Merri-bek	7.4	7.1	7.1	7.4	7.3	7.1	7.5	7.3	7.2
Council's activities promoting local eco. develop.	7.2	7.1	7.0	7.2	7.4	7.1	7.2	7.3	6.9
Environmental events, programs, and activities	7.4	7.2	6.8	7.4	7.5	7.2	7.3	7.3	7.0
Bookable hard rubbish service	8.7	8.2	8.4	8.7	8.6	8.4	8.7	8.6	8.3
Local library services	8.5	8.5	8.3	8.7	8.9	8.4	8.5	8.6	8.3
Council's website	8.0	7.8	7.6	7.9	8.3	7.7	8.0	7.9	7.7
Public toilets	6.9	7.1	6.2	6.4	6.2	6.8	6.6	6.9	6.4
Sports ovals and other outdoor sporting facilities	8.1	8.1	7.8	8.1	8.8	8.1	8.1	8.1	8.0
Recreation centres and / or aquatic Centres	7.8	8.1	7.5	8.4	8.5	8.0	7.7	8.0	7.7
Bike and shared paths	7.4	7.2	7.3	8.0	3.1	7.4	7.3	7.5	7.1
Provision and maintenance of playgrounds	7.8	8.0	7.9	8.0	8.0	8.0	7.8	8.1	7.7
Services for children from birth to 5 years of age	8.5	8.3	7.9	8.3	10.0	8.4	8.2	8.4	8.3
Services for youth	7.2	8.3	7.0	8.6	n.a.	8.0	6.9	7.9	6.9
Services for seniors	7.8	8.6	7.8	7.8	8.5	7.8	8.2	8.3	7.6
Council efforts managing the issue of graffiti	7.5	7.0	5.9	8.3	6.6	6.9	6.9	7.0	6.7
Provision of public and performing arts centres, programs, and activities	8.0	7.2	7.6	7.4	8.0	7.8	8.0	7.9	7.3
Community, cultural activities, festivals, events	7.9	7.9	7.7	8.2	7.5	7.8	7.9	7.9	7.8
Council events, activities for First Nations' Peoples	7.8	7.6	7.5	10.0	n.a.	7.1	7.7	7.9	7.0
Council events and activities for people with disability	6.4	8.0	7.3	8.5	n.a.	7.3	8.0	7.4	7.8
Council events and activities for people identifying as LGBTIQ+	6.2	6.1	4.5	7.4	n.a.	5.7	5.4	6.8	4.4
Average satisfaction	7.6	7.5	7.1	7.7	7.6	7.5	7.5	7.6	7.3
Total respondents	225	124	123	75	52	285	307	377	220

Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the 39 included Council services and facilities against the average satisfaction with each service.

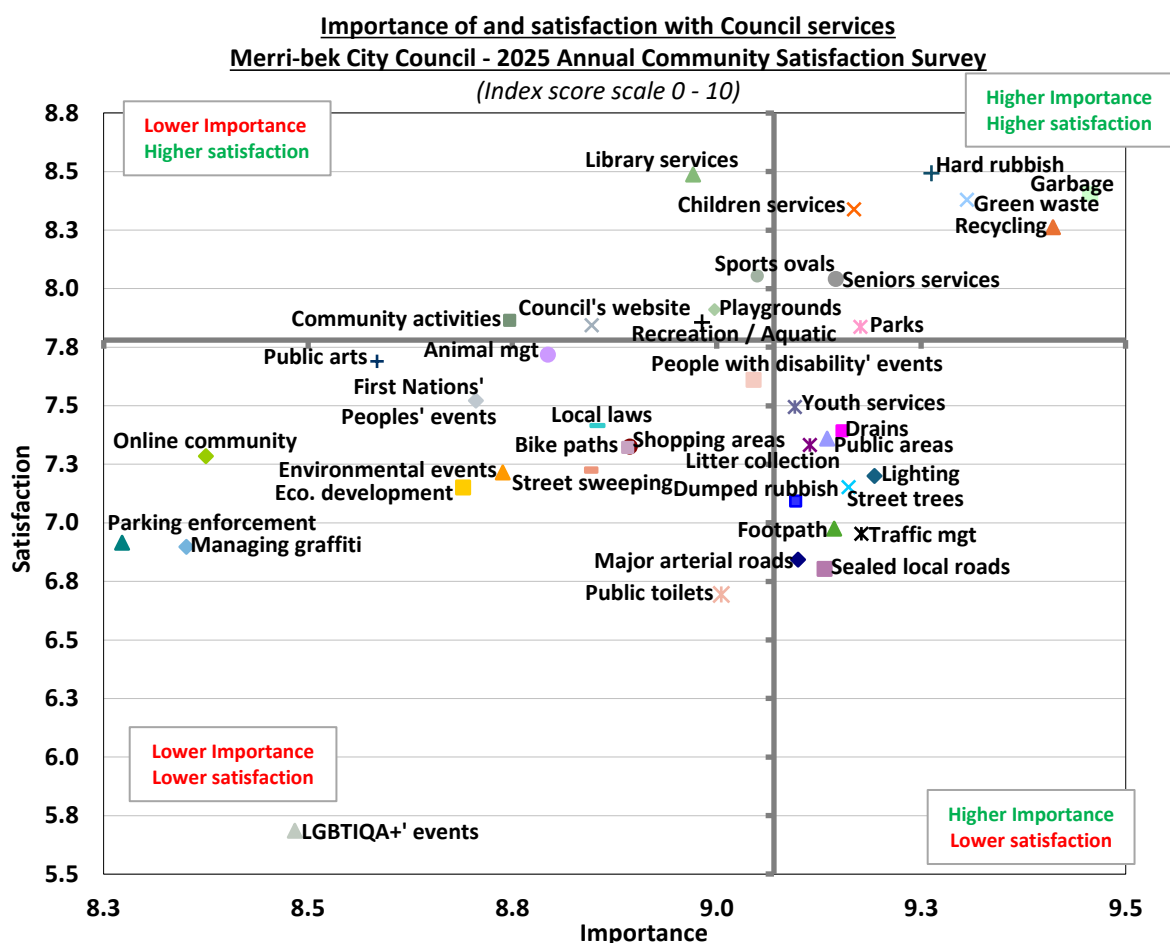
The grey crosshairs represent the metropolitan average importance (9.1) and satisfaction (7.8) with Council services and facilities as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research.

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

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

- **Kerbside collection services** – all four kerbside collection services continued to record measurably higher-than-average satisfaction scores, and all were of above average importance. This is a result that has been consistent in the City of Merri-bek and also other metropolitan municipalities over many years.
- **Community services** – the three core community services (services for children, youth, and seniors) continued to be of higher-than-average importance, with two recording higher-than-average satisfaction scores (services for children and seniors). Services for youth fell into the quadrant of most concern, recording somewhat lower-than-average satisfaction.
- **Library services** – satisfaction with library services recorded measurably higher than average satisfaction but was of lower-than-average importance.
- **Arts, culture, and community events** – these services, including events for First Nations' People, people with disability, public arts and cultural events, and events for people identifying as LGBTQIA+, were all of lower-than-average importance. Only community activities and events received a higher-than-average satisfaction score, with the others being of lower-than-average satisfaction.
- **Communication services** – both the website and online community *Conversations at Merri-bek* were of lower-than-average importance. Satisfaction with the Council website was of higher-than-average satisfaction, while online community *Conversations at Merri-bek* recorded lower-than-average satisfaction.
- **Transport and infrastructure related services** – transport related services and facilities (including major and local sealed roads, traffic management, footpaths, drains, and lighting) were of higher than average importance, but received lower than average satisfaction scores, placing them in the quadrant of most concern.
- **Services and facilities of most concern** – the services and facilities of most concern in 2025 included public toilets, the maintenance and repair of sealed local roads and major arterial roads and highways, traffic management, and the maintenance and repair of footpaths.





Satisfaction by broad service areas

The 39 included services and facilities have been broken down into 11 broad service areas, as follows:

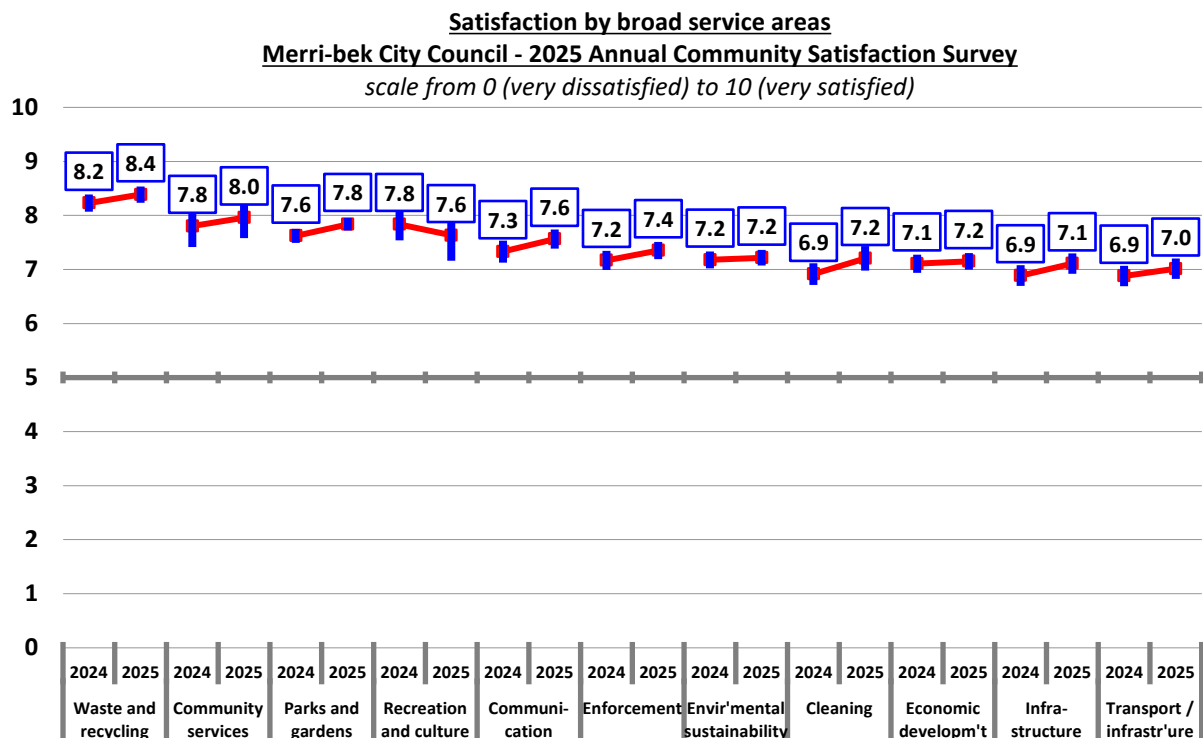
- **Infrastructure** – includes drains maintenance and repairs, provision and maintenance of street trees, street lighting, and public toilets.
- **Waste and recycling services** – include regular weekly garbage collection, regular fortnightly recycling, regular weekly food and green waste collection, 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 LGBTIQA+.
- **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.

Of the 11 broad service areas, satisfaction with nine increased somewhat, satisfaction with one remained the same, and satisfaction with recreation and culture declined somewhat (2%). The largest increases in satisfaction were for communications and cleaning (both up 3%). Satisfaction with the broad service areas can best be summarised as follows:

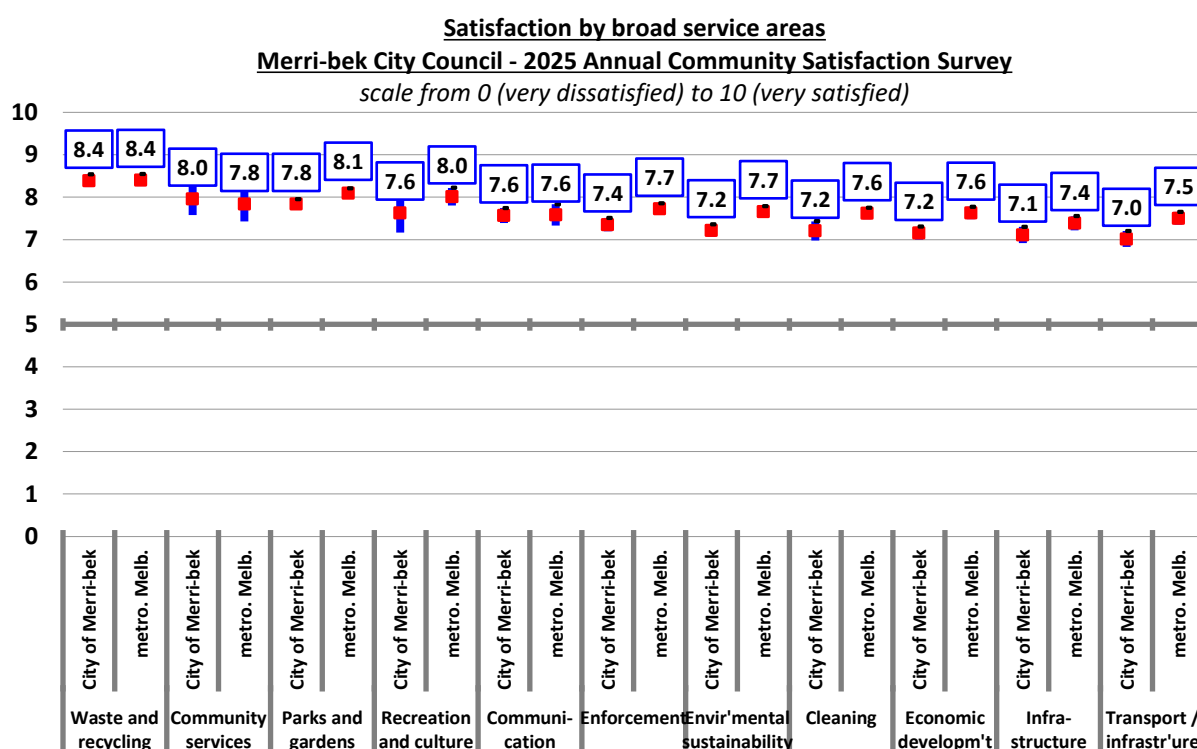
- **Excellent** – for waste and recycling, community services, and parks and gardens.
- **Very Good** – for recreation and culture (down from “excellent”), communication (up from “good”), and enforcement (up from “good”).
- **Good** – for environmental sustainability, cleaning, economic development,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

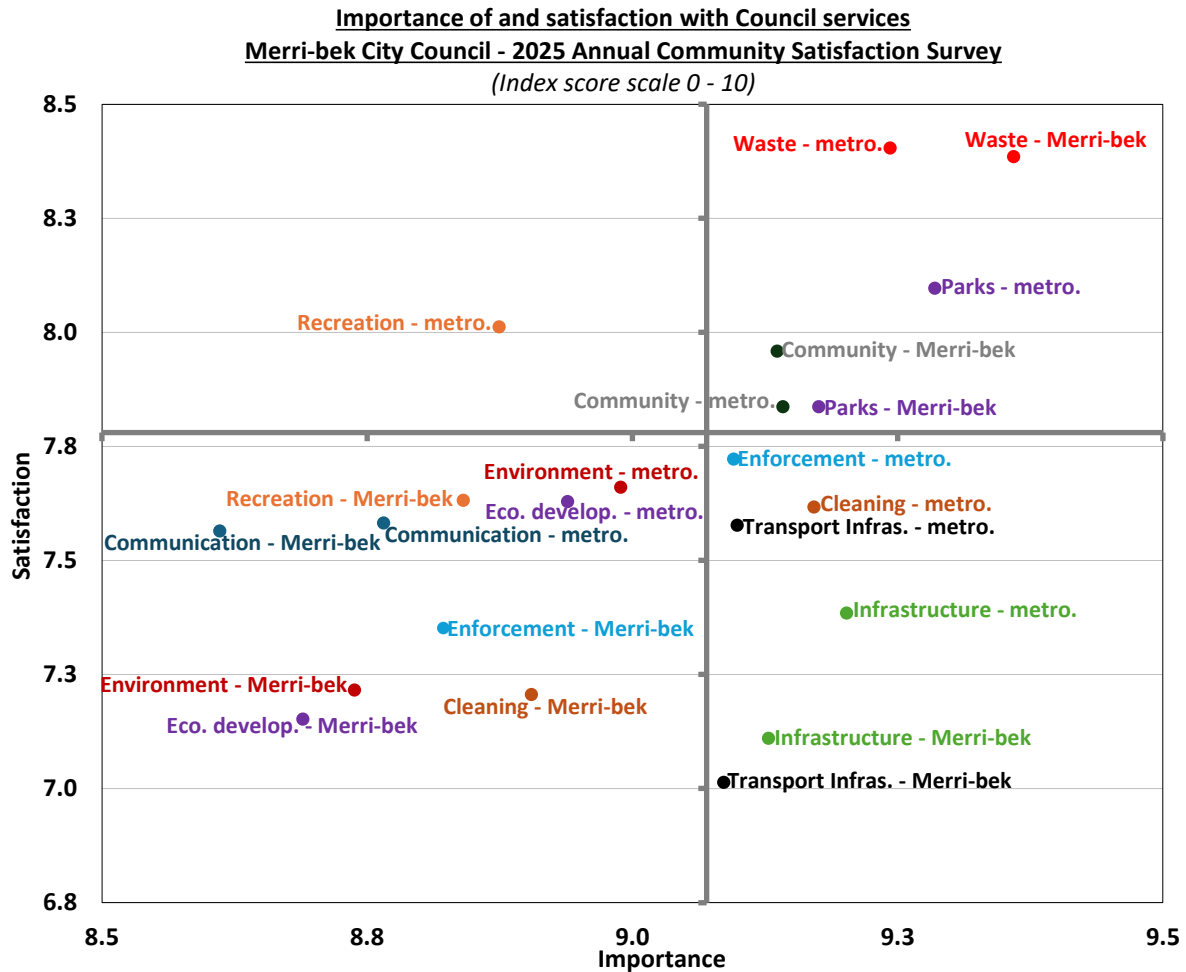


The following graph provides a comparison of the average satisfaction with these broad service areas against the metropolitan average.

It is noted that only one of the broad service areas recorded higher satisfaction in the City of Merri-bek than the metropolitan average, namely community services (2% higher). Two service areas; waste and recycling and communication, recorded identical satisfaction.

Satisfaction with transport (5% lower), environmental sustainability (5% lower), economic development (4% lower), cleaning (4% lower), recreation and culture (4% lower), parks and gardens (3% lower), enforcement (3% lower), and infrastructure (3% lower) recorded lower satisfaction than the metropolitan average. Of these, parks and gardens, enforcement, cleaning, environmental sustainability, economic development, and transport were measurably lower.





Satisfaction by Council division

The following section of the report provides detailed results for each of the 398 included services and facilities, grouped by Council division.

- **Roads and footpaths** – include the maintenance and repair of major arterial roads and highways, 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 weekly 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.

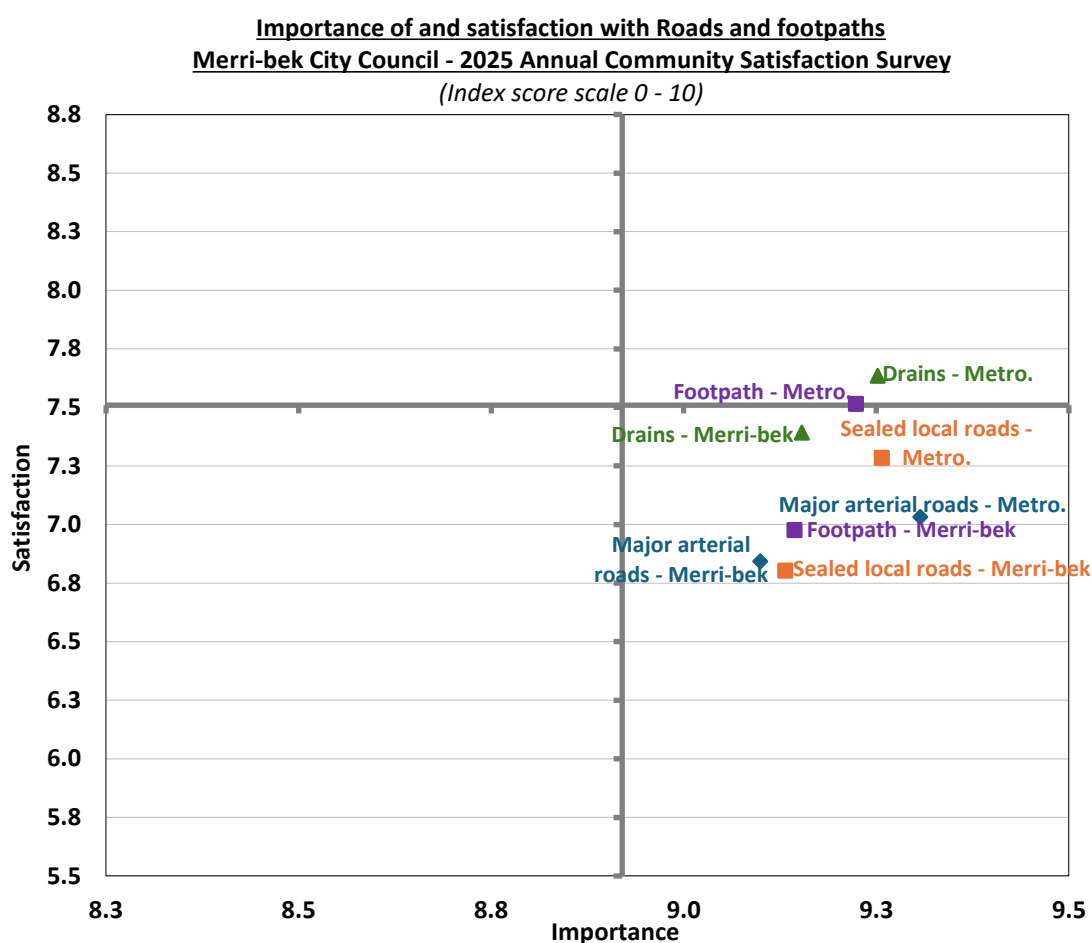


- **Recreation and Leisure** – include sports ovals and other outdoor sporting facilities, recreation centres and / or aquatic centres, bike and shared paths, and provision and maintenance of playgrounds.
- **Community services** – includes Council’s activities promoting local economic development, environmental 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 four 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.



Crosshairs represent the average importance and satisfaction of all 39 services and facilities.

All four of these services and facilities fell into the quadrant of most concern, being of higher-than-average importance, but recording lower-than-average satisfaction scores.

In addition, satisfaction with these services and facilities was below the metropolitan average.

The 2025 survey included a new question asking respondents to rate their satisfaction with major arterial roads and highways managed by VicRoads.

This was included prior to the question around satisfaction with sealed local roads managed by Council and was included to help respondents separate their thinking between local council roads and major arterial roads managed by VicRoads.

Respondents in the City of Merri-bek rated satisfaction with both Council and VicRoads managed roads at 6.8 out of 10, or a “good” level of satisfaction.

The metropolitan average was Council managed roads recording somewhat (2%) higher satisfaction than VicRoads managed roads.

Maintenance and repair of major arterial roads and highways

The maintenance and repair of major arterial roads and highways managed by VicRoads was the 16th most important of the 31 included services and facilities, with an average importance of 9.1 out of 10.

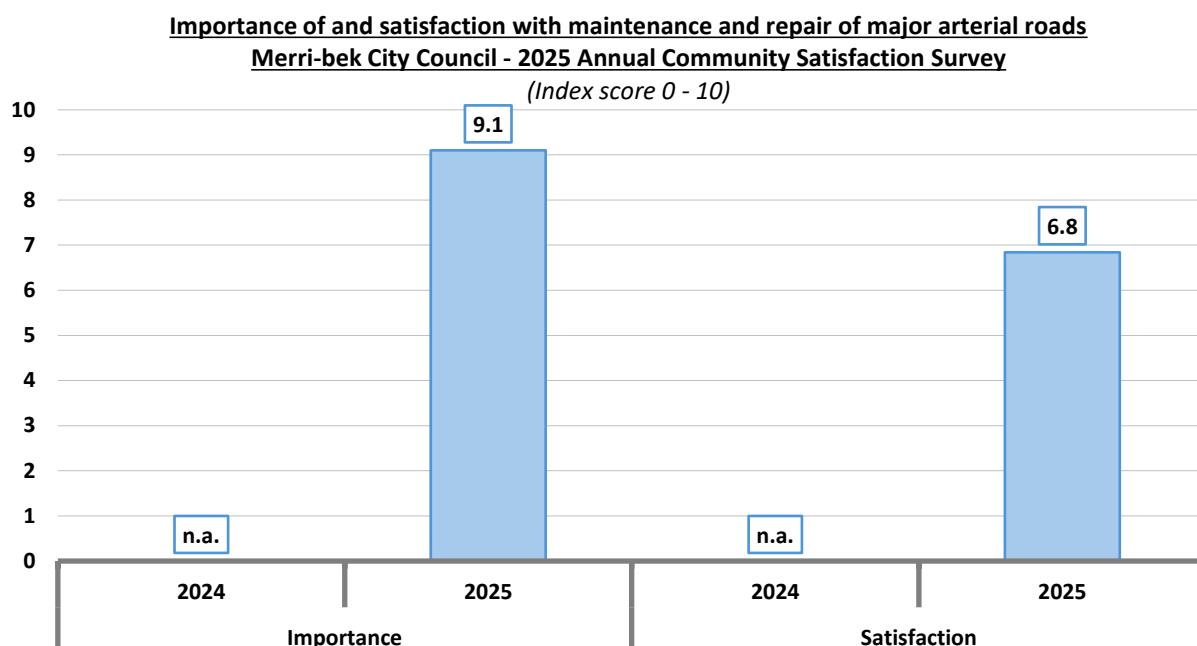
Satisfaction with the maintenance and repair of major arterial roads managed by VicRoads was 6.8 out of 10 this year, which was a “good” level of satisfaction.

This ranks the maintenance and repair of major arterial roads managed by VicRoads 36th in terms of satisfaction this year, and one of seven services and facilities to record a satisfaction score which was measurably lower than the average of all 39 (7.5).

This result comprised 37% “very satisfied” and nine percent “dissatisfied” respondents, based on a total sample of 594 of the 600 respondents who provided a satisfaction score this year.

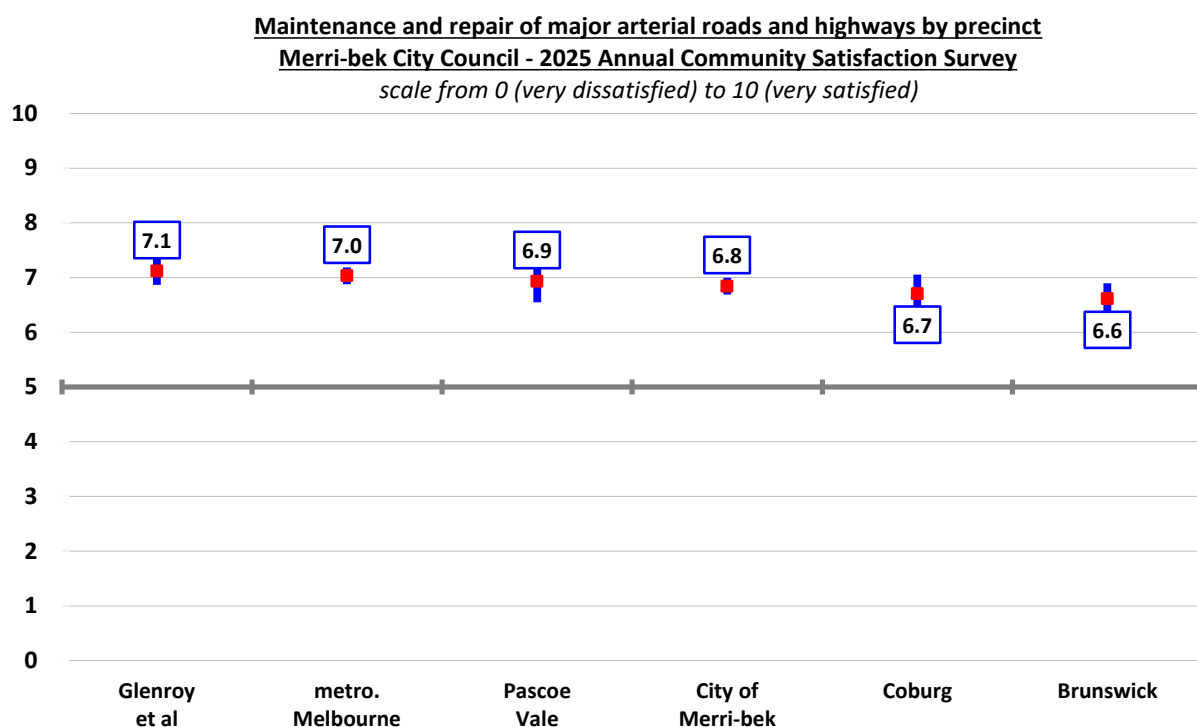
There was some variation in satisfaction with local roads observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and middle-aged adults (aged 45 to 60 years) notably less satisfied.





By way of comparison, this result was somewhat (2%) lower than the metropolitan average satisfaction with the “maintenance and repairs of major arterial roads and highways (managed by VicRoads)” of 7.0 out of 10, as recorded in the 2025 *Governing Melbourne* research.

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



The following table outlines the 64 comments and 24 roads of concern provided by respondents who were not satisfied with the maintenance and repair of major arterial roads and highways managed by VicRoads.

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

Merri-bek City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Full of potholes	13
Leaves on the street	3
No / poor maintenance	3
All / majority of them are bad	2
All of them are dirty / not clean	2
Bumpy roads	2
The potholes are horrible / can't drive	2
Too much traffic / cars	2
A lot of roads have construction	1
Already falling apart after 5 years of repair	1
Broken roads everywhere	1
Could be cleaner and tidier	1
Dangerous for the cars with potholes in the area	1
Don't fix what needs to be fixed	1
Gutters	1
It's taking too long and making narrow	1
Long grasses along the sides	1
Many potholes on major roads	1
Needs fixing as a whole	1
No consultation from people who live here	1
Not safe for kids no pedestrian crossing, the cars go so fast ore stop signs	1
Not very well kept	1
Old roads	1
Outsourced road maintenance company who repairs them is rubbish	1
Poor maintenance around jurisdiction	1
Potholes and cracks - just overall freeways	1
Really dangerous at the intersection, conversations haven't been helpful	1
Road surfaces are bad	1
Slow to react and not always resolved the problem	1
Takes too long and a lot of work is unnoticeable	1
The bridge is disrepair. A car sitting on the bridge	1
The rain hasn't helped	1
The rates are not equal for all the bumpy roads that we pay for	1
The roads are not fixed, people speed up	1
The roads are stuffed and small	1
There are potholes they only fix small section	1
They all are pretty average	1
They are full of tree litter	1
They closed the road for 8 months	1
Too many cars for the size of the street	1

Too many speed bumps	1
Trees are hazardous as it meets the electric cable lines	1
Uneven	1
Total	64
<i>Specific locations</i>	
Pascoe Vale Rd - potholes	3
Gaffney St - potholes	2
Sydney Rd is bad / disgraceful	2
Bell St	1
Brunswick Rd is bad and has a lot of potholes	1
Harding St is a problem, Rennie St and Sydney Rd in general	1
Hume Hwy, Princes Hwy and Hamilton St full of potholes	1
I don't like the speed restrictions for the Brunswick Rd, it's unsafe because of the school zone and too many speeding cars, the tram stop on Lygon St is also extremely dangerous	1
Kent Rd	1
Lygon St is pretty bad	1
Moreland Rd	1
Park St	1
Pascoe Vale Rd, the lack of street parking clogs traffic	1
Potholes and roads are rough need to be resurfaced, West St	1
Reynard St	1
Sydney Rd has a lot of potholes, or it is not good for cars	1
Sydney Rd, Citylink, they all clog up during peak hours, something should be done about that	1
The roads are shocking especially Westgate St from Cumberland Rd. Loads of potholes	1
Union St	1
Western Ring Rd - potholes, very bad	1
Total	24
Total responses	88

Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 14th most important of the 31 included services and facilities, with an average importance of 9.1 out of 10.

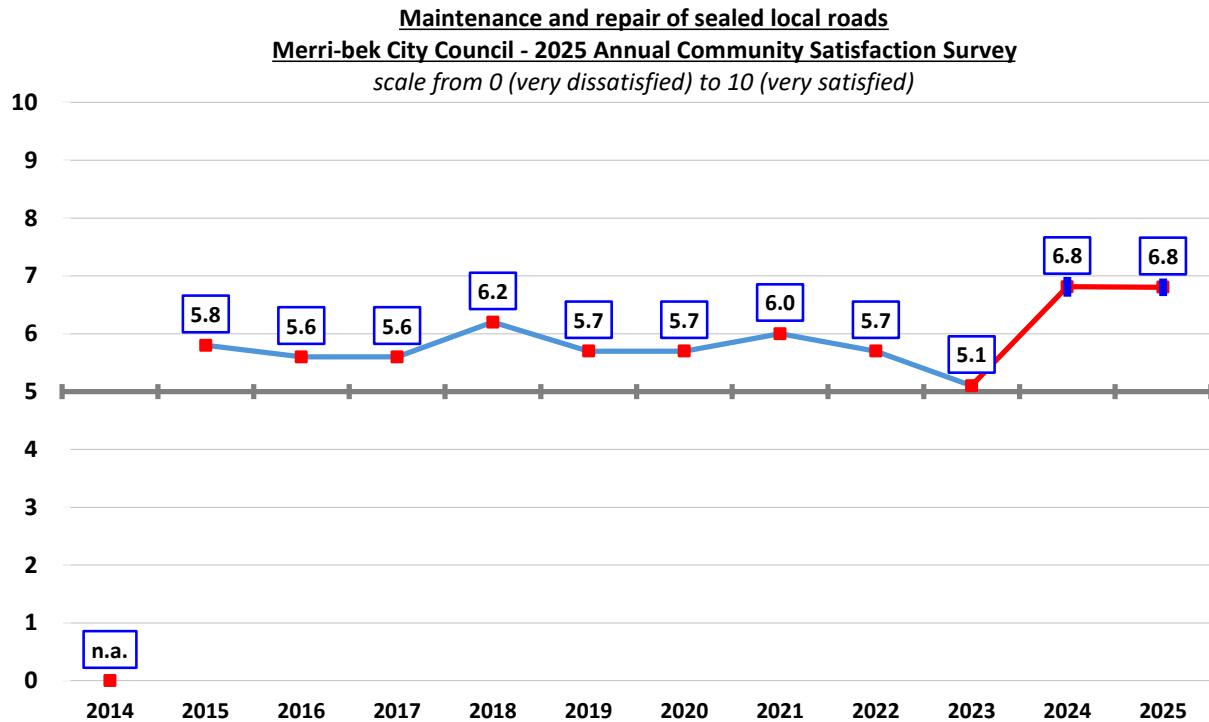
Satisfaction with sealed local roads remained stable this year at 6.8 out of 10, which remains a “good” level of satisfaction.

This ranks the maintenance and repair of sealed local roads 37th in terms of satisfaction this year, and one of seven services and facilities to record a satisfaction score which was measurably lower than the average of all 39 (7.5).

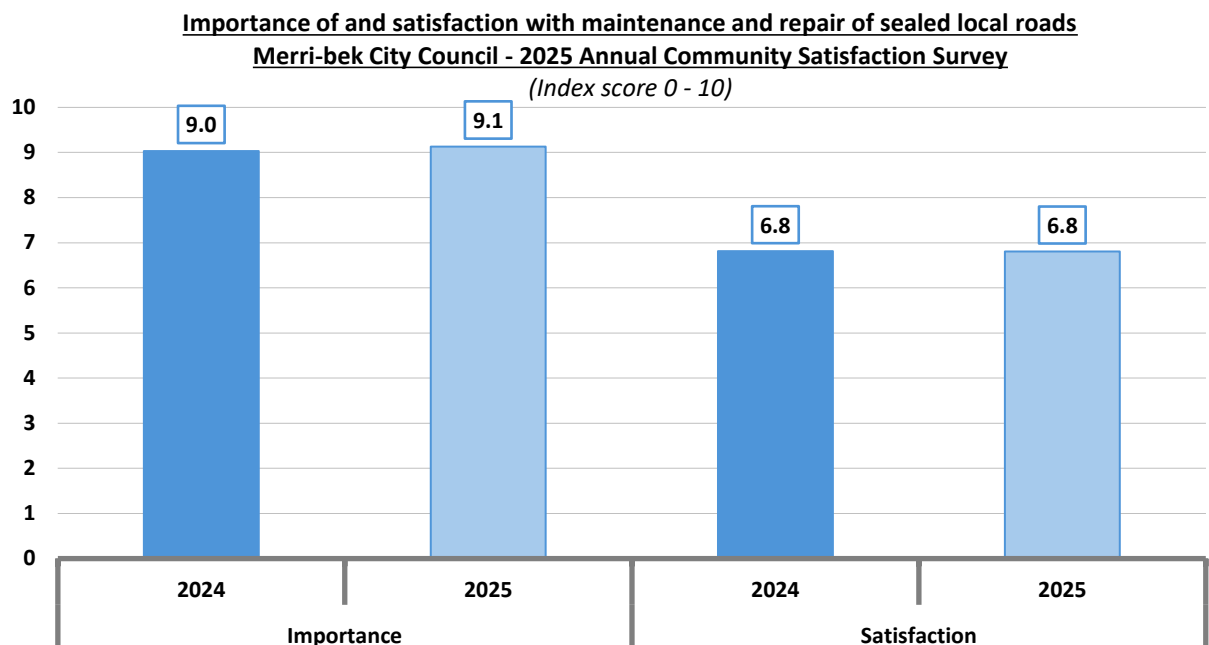
This remains measurably higher than the long-term average since 2015 of 5.9 out of 10, or “poor”.



It is important to note that the results from 2015 to 2023 were from a different survey provider, using a different methodology.



This result comprised 38% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 589 of the 600 respondents who provided a satisfaction score this year.

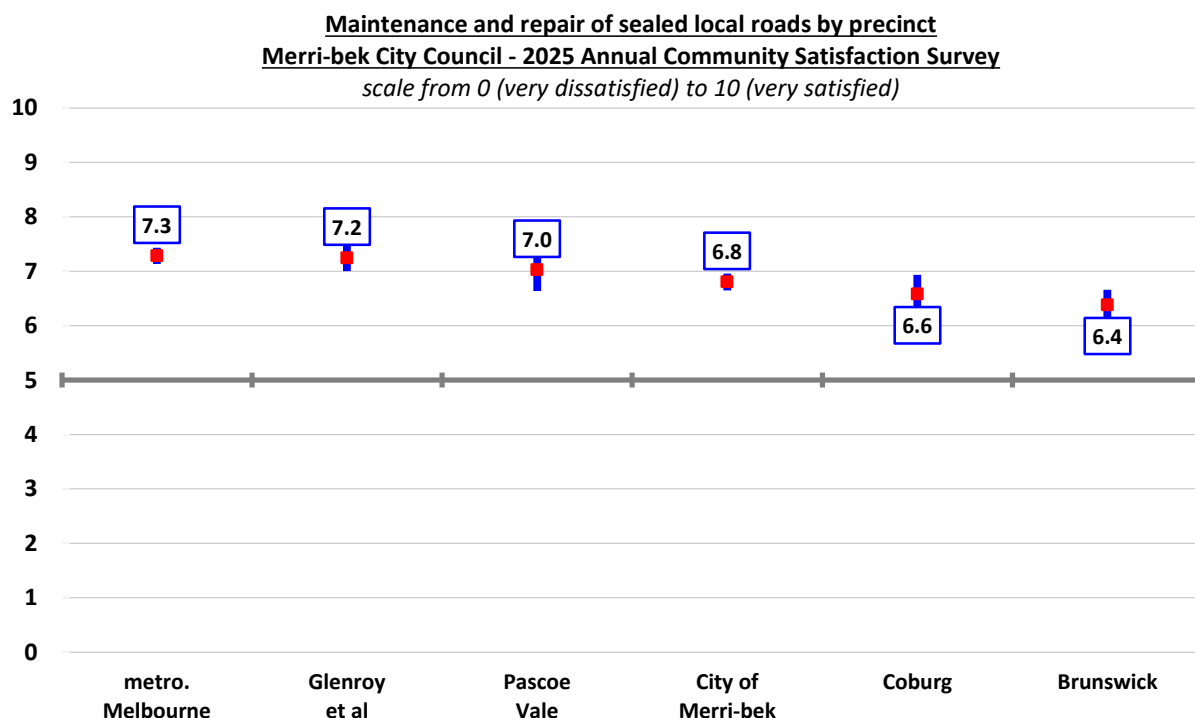


There was some variation in satisfaction with sealed local roads observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and middle-aged adults and senior citizens (aged 45 to 59 years and 75 years or older) notably less satisfied.



By way of comparison, this result was measurably (5%) lower than the metropolitan average satisfaction with the “maintenance and repairs of sealed local roads” of 7.3 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was some measurable variation in satisfaction with local roads observed across the municipality, with respondents from Glenroy et al measurably (4%) more satisfied than the municipal average. By contrast, respondents from Brunswick were notably (4%) less satisfied.



The following table outlines the 61 comments and 32 roads of concern provided by respondents who were not satisfied with the maintenance and repair of sealed local roads.

It is noted that some of the roads of concern listed in this section were, in fact, major arterial roads managed by Council.

Reasons for dissatisfaction with maintenance and repairs of sealed local roads

Merri-bek City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Potholes	16
No / poor maintenance	8
Roads are bumpy	4
They are all broken	2
Bad road	1
Could be better	1
Debris in them	1
Delays in fixing the roads	1

Drains are blocked	1
It is too dangerous plant tree or bush around corner or turning point	1
It takes too long to construct	1
Need to be resurfaced	1
Need to have speed restrictions	1
No consultation from people who live here	1
Not upgraded	1
Poor maintenance around jurisdiction	1
Potholes, fixed only a short section	1
Redone on top which wastes a lot of resources	1
Road surfaces are bad, too many cars for the small size of the street	1
See a lot of damage and potholes in the local area	1
Spending so much money not meeting the quality	1
The alley ways are in repair and overgrown	1
The loop	1
The rates we pay are not equal for the service we get on the roads. They are not well maintained	1
The road has been repaired but now is falling apart	1
The roads are terrible	1
The roads are very small	1
The streets are littered	1
The tyre of my car was cut because of how bad the potholes were	1
They are damaged and can be improved	1
They just don't seem to pay enough attention to it	1
Too many leaves, need street sweeping	1
Tram line is too narrow	1
Uneven	1
Untidy	1
Total	61

Specific locations

Hope St - incredibly uneven, has bumps and potholes	3
Union St - very bumpy, drains are just sticking out	3
Augustine Tce has very bad speed humps which should be removed or replaced with better speedbumps	2
Park St - potholes	2
Albert St is a mess	1
Albert St, there are potholes, and they are unsafe	1
Barrow St is a mess	1
Beccles St was dug up, they broke footpaths, and they are now not level	1
Cocoa Jackson Ln has no maintenance, and footpaths are to worry about	1
Edward St potholes	1
Garnet St is bumpy; Albion St is full of traffic	1
Gray St - trees are not cut, water just sits in the gutters	1
Kent Rd	1
MacKenzie St - gets flooded	1
MacKenzie St - potholes	1
Millward St - not maintained	1
Not enough space for the tram stops on Lygon St, I saw so many near accidents, right hand turn on Brunswick Rd is not safe	1
O'Hea St	1



Road at Marigold Cres, many cracks. When they do repair, just not good	1
Stewart St potholes	1
Sussex St is bad. Near Batman station streets are bad	1
The roads are shocking especially Westgate St from Cumberland Rd. Loads of potholes	1
Union St potholes	1
View St is bumpy	1
Westfield Dr is uneven, many potholes	1
York St	1
Total	32
Total responses	93

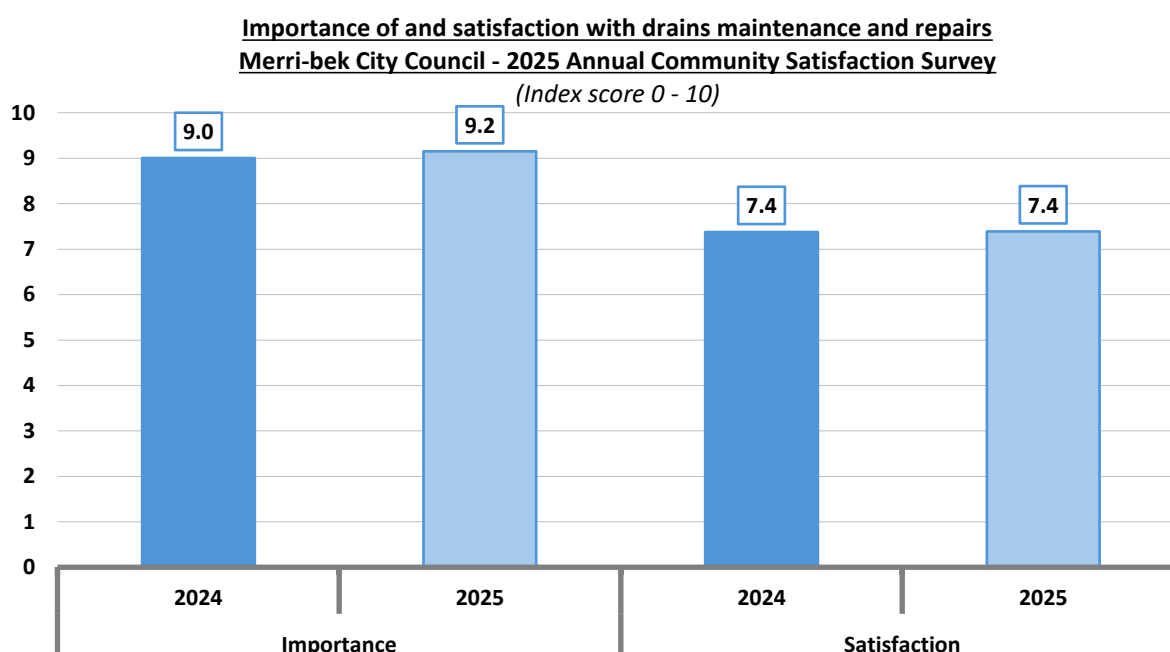
Drains maintenance and repairs

Drains maintenance and repairs was the 10th most important of the 39 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with drains remained stable this year at 7.4 out of 10, which remains a “very good” level of satisfaction.

This result ranks drains maintenance and repairs 20th in terms of satisfaction this year.

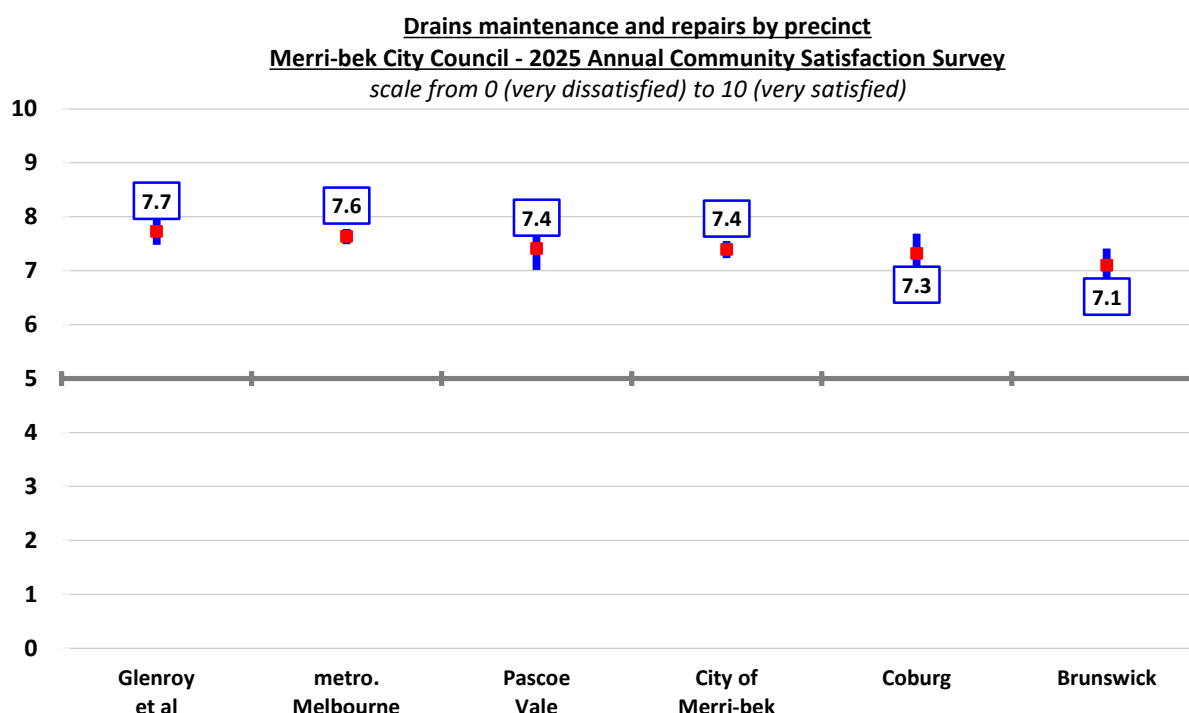
This result comprised 51% “very satisfied” and seven percent “dissatisfied” respondents, based on a total sample of 570 of the 600 respondents who provided a satisfaction score this year.



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

By way of comparison, this result was somewhat (2%) lower than the metropolitan average satisfaction with drains maintenance and repairs of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with drains maintenance observed across the municipality, although respondents from Brunswick were somewhat (3%) less satisfied than average, and at a “good” rather than a “very good” level.



Footpath maintenance and repairs

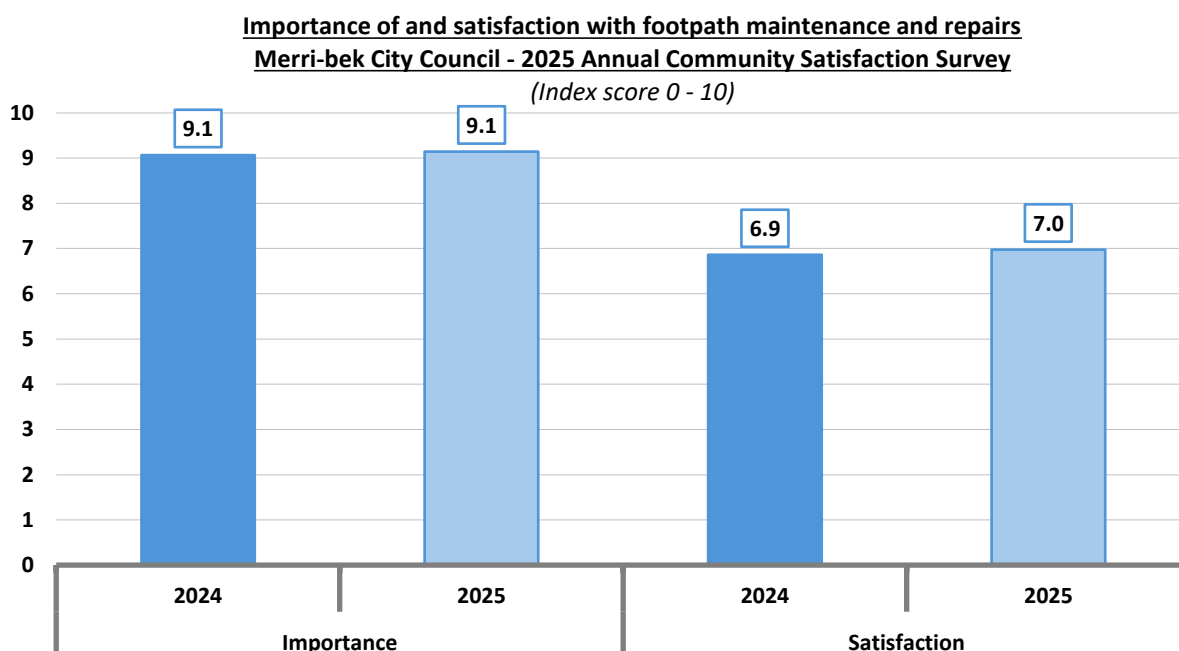
Footpath maintenance and repairs was the 12th most important of the 39 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with footpaths remained essentially stable this year, up one percent to 7.0 out of 10, which remains a “good” level of satisfaction.

This ranks footpath maintenance and repairs 32nd in terms of satisfaction this year.

This result comprised 47% “very satisfied” and 12% “dissatisfied” respondents, based on a total sample of 596 of the 600 respondents who provided a satisfaction score this year.

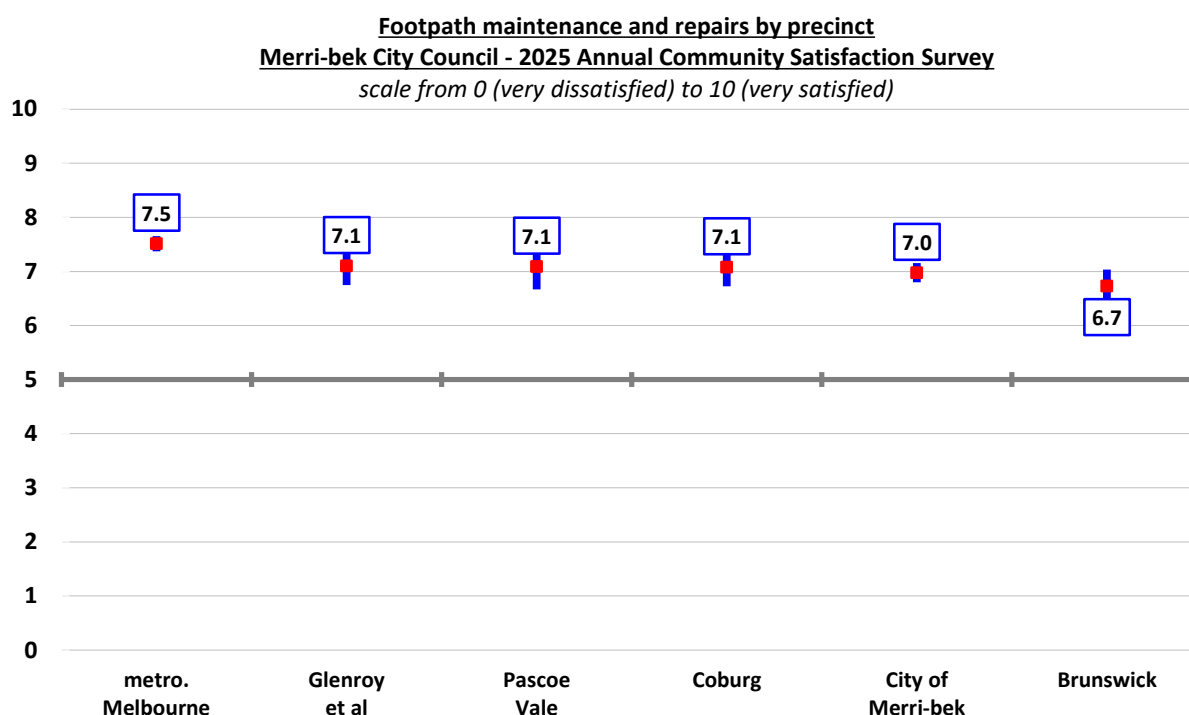




There was some variation in satisfaction with footpaths observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and middle-aged and older adults (aged 45 to 74 years) notably less satisfied.

By way of comparison, this result was measurably (5%) lower than the metropolitan average satisfaction with “footpath maintenance and repairs” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with footpaths observed across the municipality, although respondents from Brunswick were somewhat (3%) less satisfied than average, although still at a “good” level.

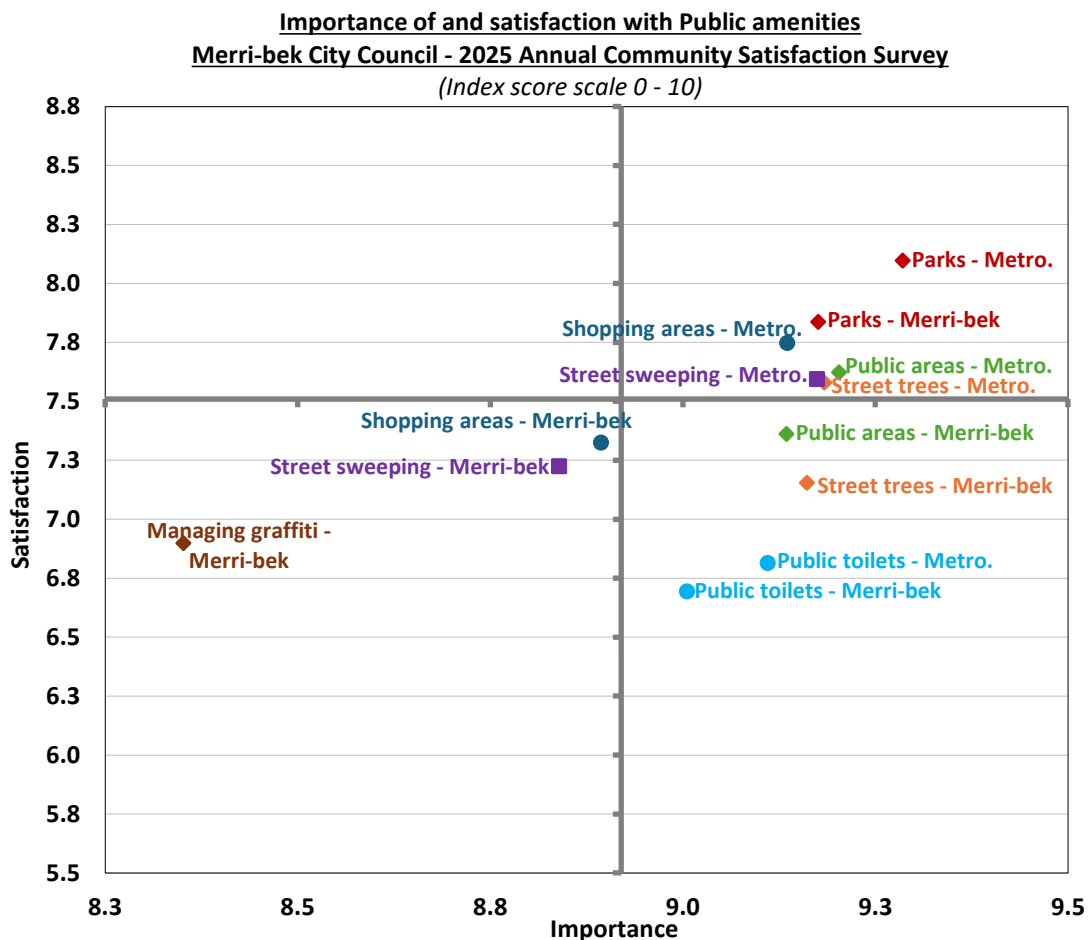


Public Amenities

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.

Crosshairs represent the average importance and satisfaction of all 39 services and facilities.



Of these seven services and facilities, only parks recorded a satisfaction score which was higher than the average of all 39 services and facilities.

Parks were also of higher-than-average importance.

The maintenance and appearance of public areas, street trees, and public toilets all fell into the quadrant of most concern, being of higher-than-average importance but recording lower-than-average satisfaction scores.

Although the maintenance and cleaning of strip shopping areas, street sweeping, and Council’s efforts managing the issue of graffiti were of lower-than-average importance, they also recorded lower-than-average satisfaction scores.

All seven services recorded satisfaction scores which were lower than the metropolitan averages.

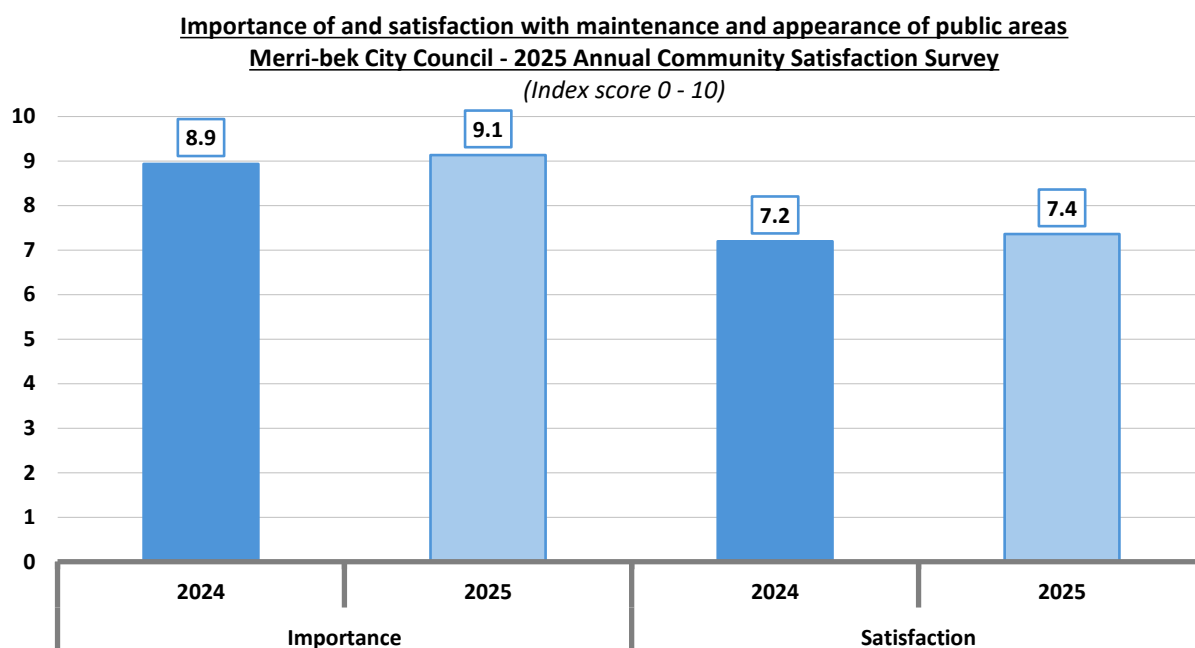
Maintenance and appearance of public areas

The maintenance and appearance of public areas was the 13th most important of the 39 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with the maintenance and appearance of public areas increased somewhat this year, up two percent to 7.4 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This ranks the maintenance and appearance of public areas 21st in terms of satisfaction this year.

This result comprised 49% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 587 of the 600 respondents who provided a satisfaction score this year.

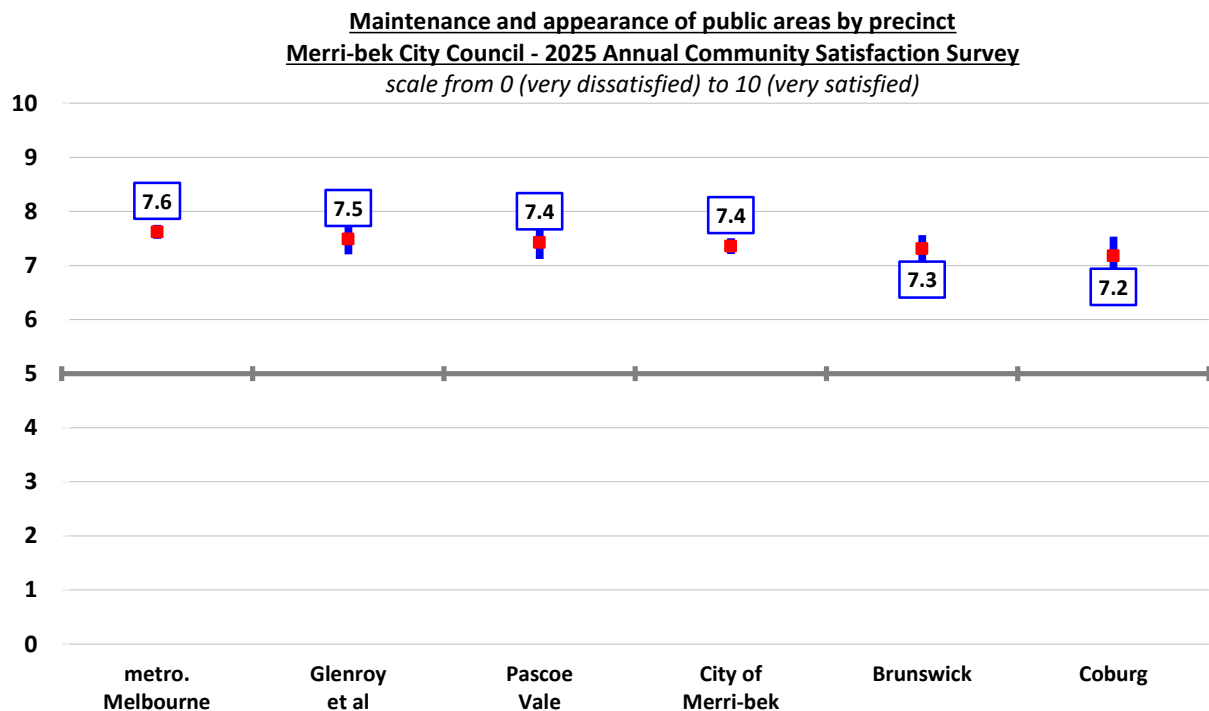


There was some substantial variation in satisfaction with public areas observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and middle-aged adults (aged 45 to 59 years) notably less satisfied.



By way of comparison, this result was measurably (2%) lower than the metropolitan average satisfaction with the “maintenance and appearance of public areas” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.

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



Maintenance and cleaning of strip shopping areas

The maintenance and cleaning of strip shopping areas was the 25th most important of the 39 included services and facilities, with an average importance of 8.9 out of 10.

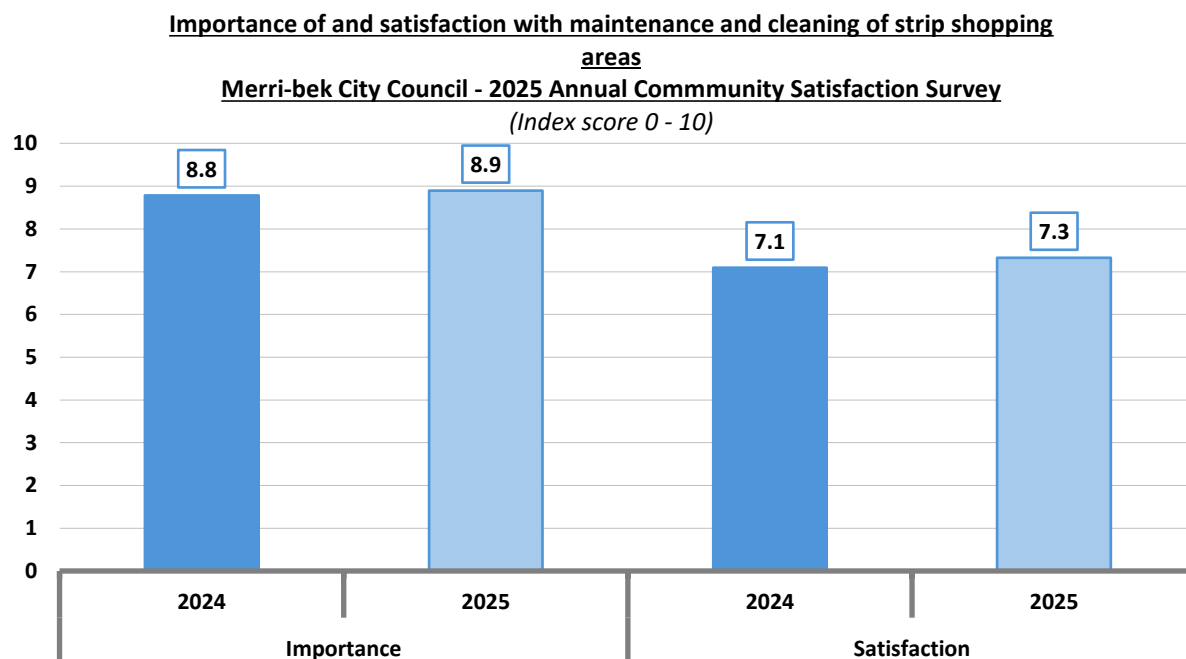
Satisfaction with the maintenance and cleaning of strip shopping areas rose somewhat this year, up two percent to 7.3 out of 10, which remains a “good” level of satisfaction.

This ranks the maintenance and cleaning of strip shopping areas 23rd in terms of satisfaction this year.

This result comprised 51% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 589 of the 600 respondents who provided a satisfaction score this year.

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





By way of comparison, this result was measurably (4%) lower than the metropolitan average satisfaction with the “maintenance and cleaning of strip shopping areas” of 7.7 out of 10, as recorded in the 2025 *Governing Melbourne* research.

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



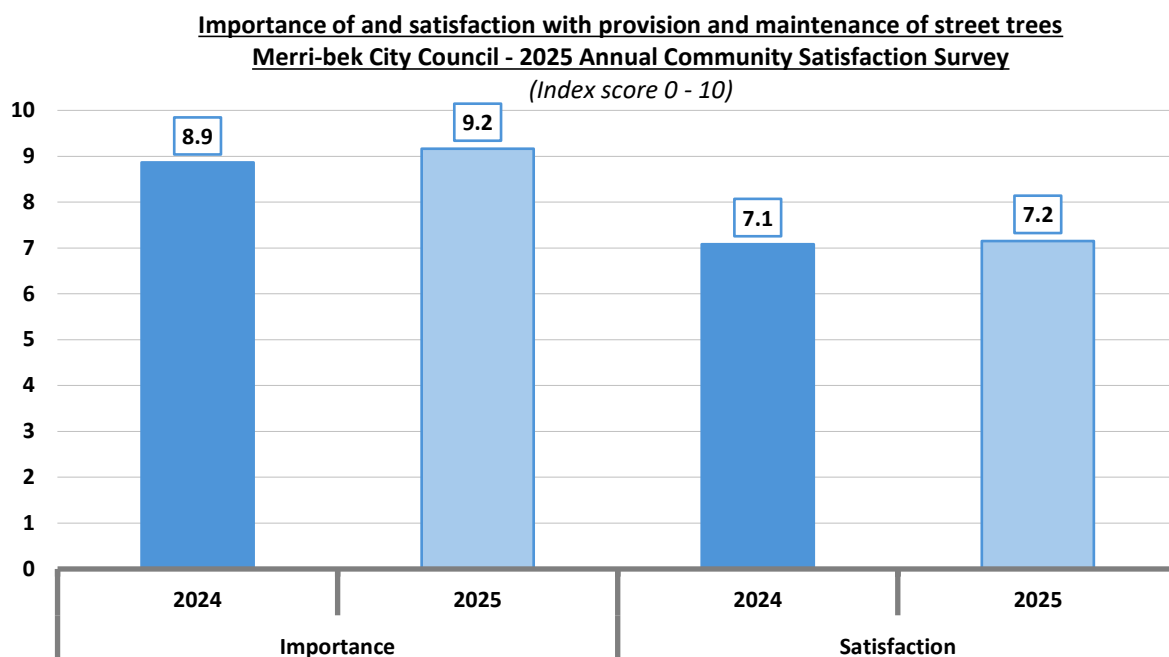
The provision and maintenance of street trees

The provision and maintenance of street trees was the 9th most important of the 39 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with the provision and maintenance of street trees rose somewhat this year, up two percent to 7.2 out of 10, which remains at a “good” level.

This ranks the provision and maintenance of street trees 29th in terms of satisfaction this year.

This result comprised 49% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 583 of the 600 respondents who provided a satisfaction score this year.

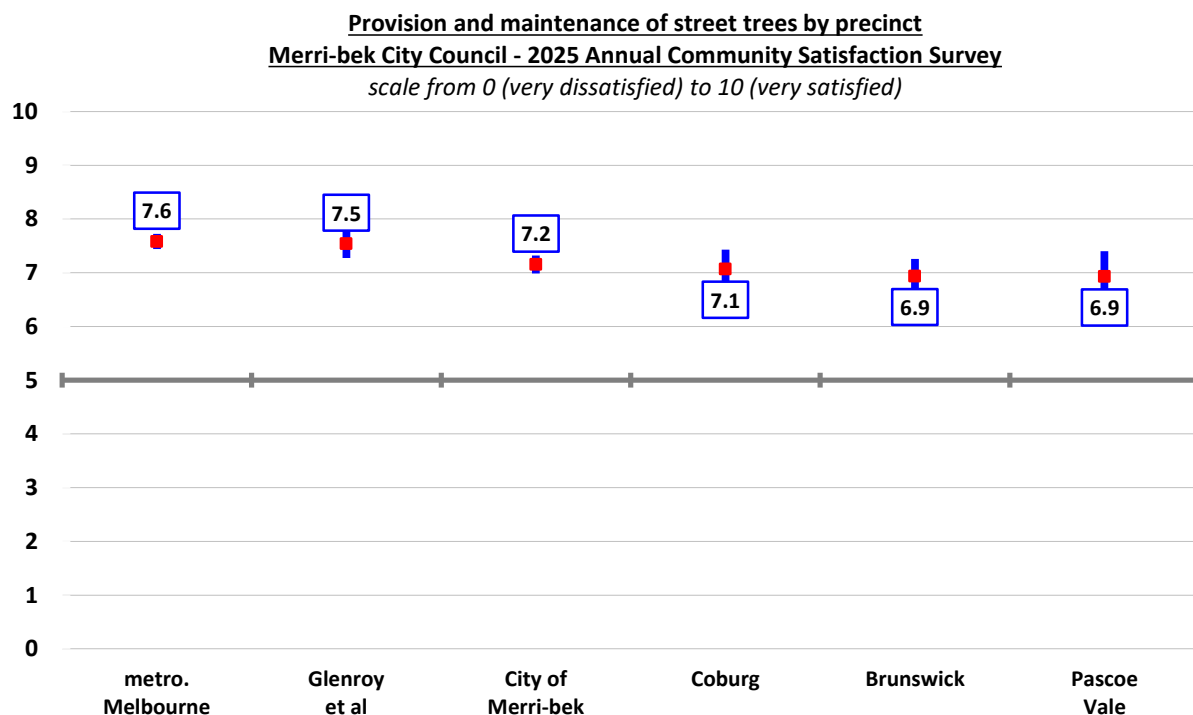


There was some variation in satisfaction with street trees observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and middle-aged adults, older adults, and senior citizens (aged 45 years or older) notably less satisfied.

By way of comparison, this result was somewhat (2%) lower than the metropolitan average satisfaction with the “provision and maintenance of street trees” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.

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





Street sweeping

Street sweeping was the 29th most important of the 39 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with street sweeping remained essentially stable this year, up one percent to 7.2 out of 10, which remains a “good” level of satisfaction.

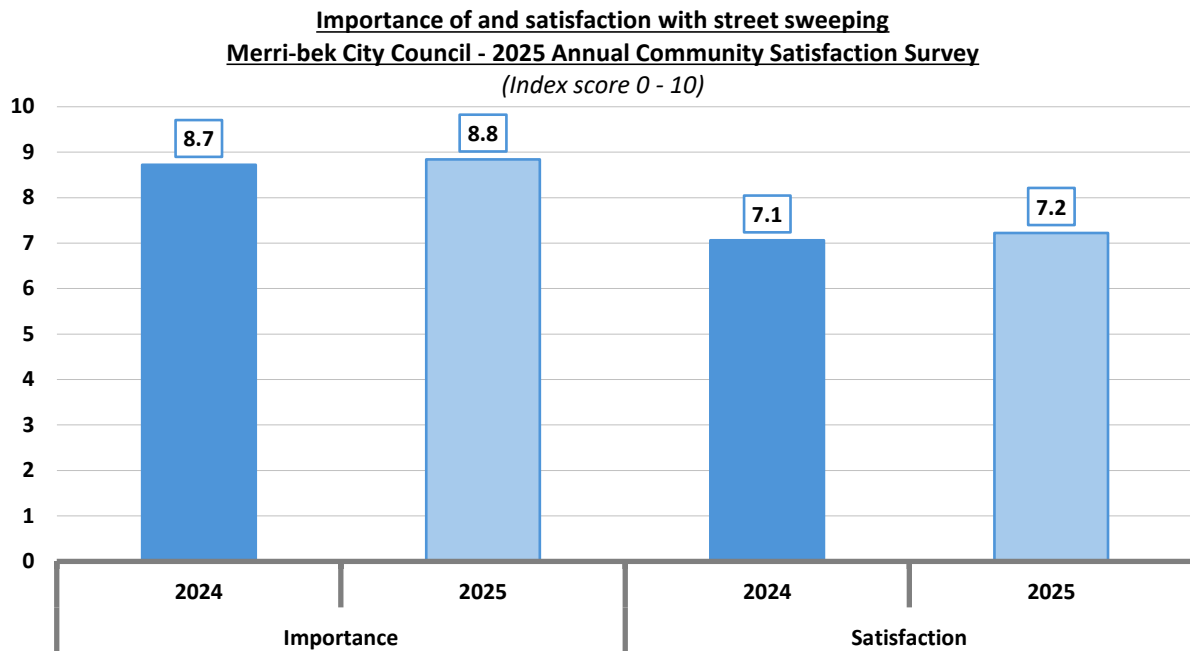
This ranks street sweeping 26th in terms of satisfaction this year.

This result comprised 51% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 562 of the 600 respondents who provided a satisfaction score this year.

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

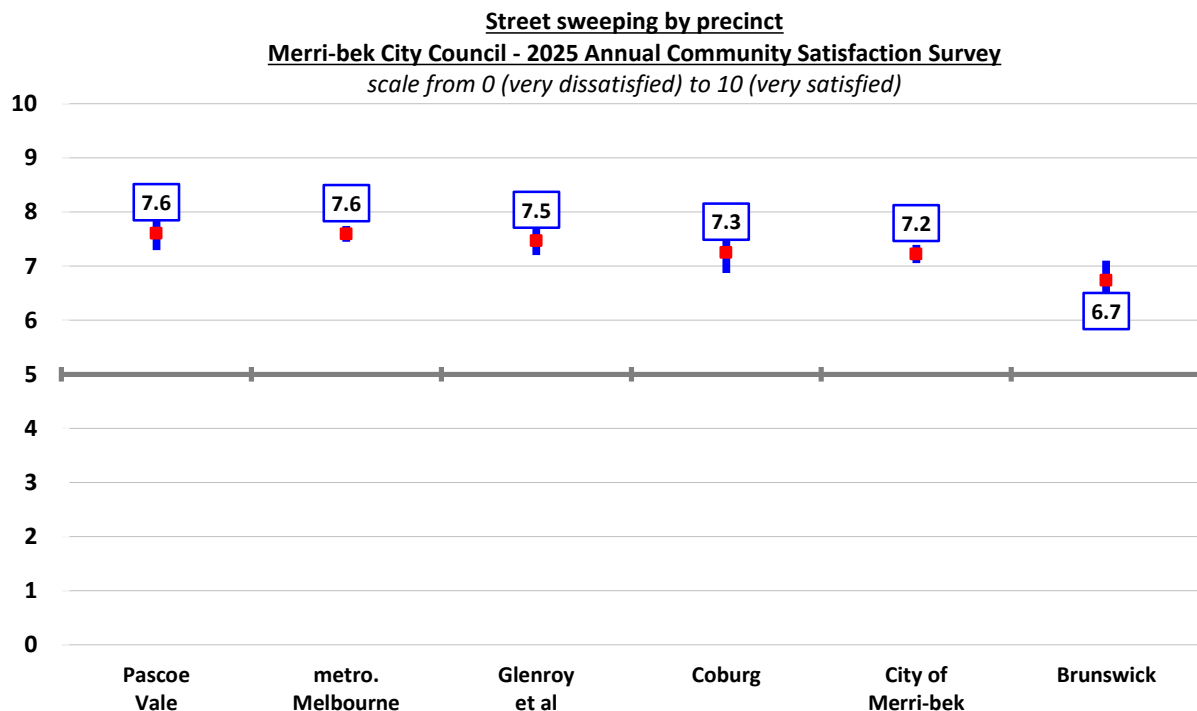
Respondents from English speaking households were notably more satisfied than respondents from multilingual households.





By way of comparison, this result was measurably (4%) lower than the metropolitan average satisfaction with “street sweeping” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with street sweeping observed across the municipality, it is noted that respondents from Pascoe Vale were notably (4%) more satisfied than the municipal average. By contrast, it is noted that respondents from Brunswick were notably (4%) less satisfied than average.



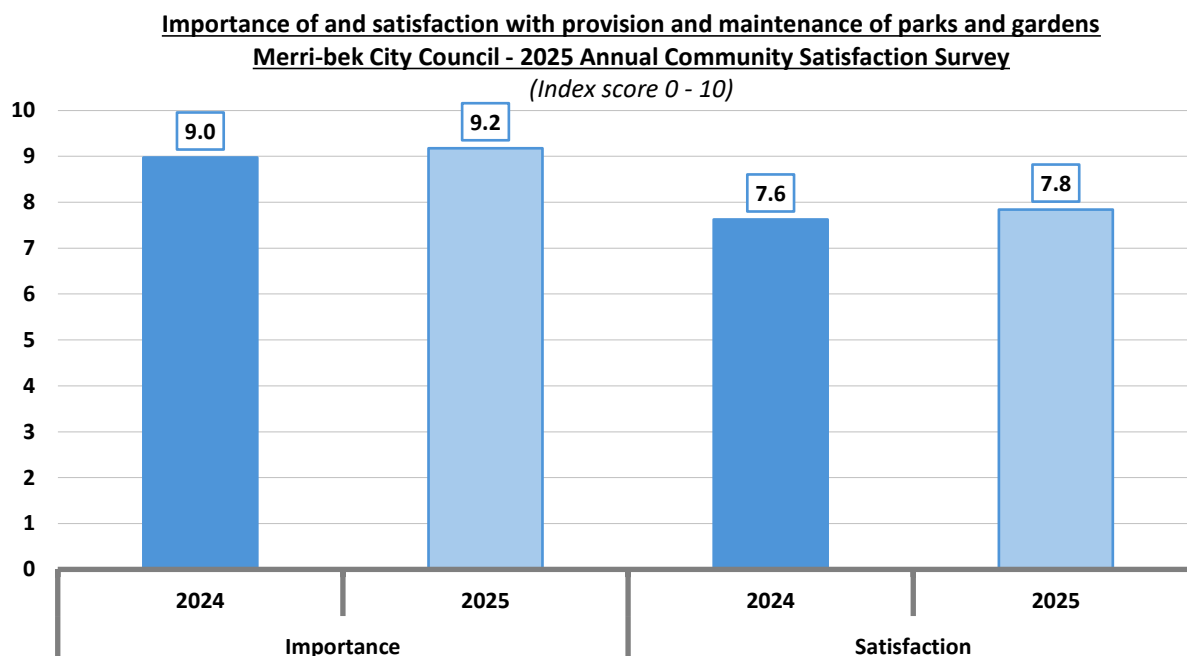
Provision and maintenance of parks and gardens

The provision and maintenance of parks and gardens was the 7th most important of the 39 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with the provision and maintenance of parks and gardens rose somewhat this year, up two percent to 7.8 out of 10 this year, which was an “excellent”, up from a “very good” level of satisfaction.

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

This result comprised 62% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 578 of the 600 respondents who provided a satisfaction score this year.

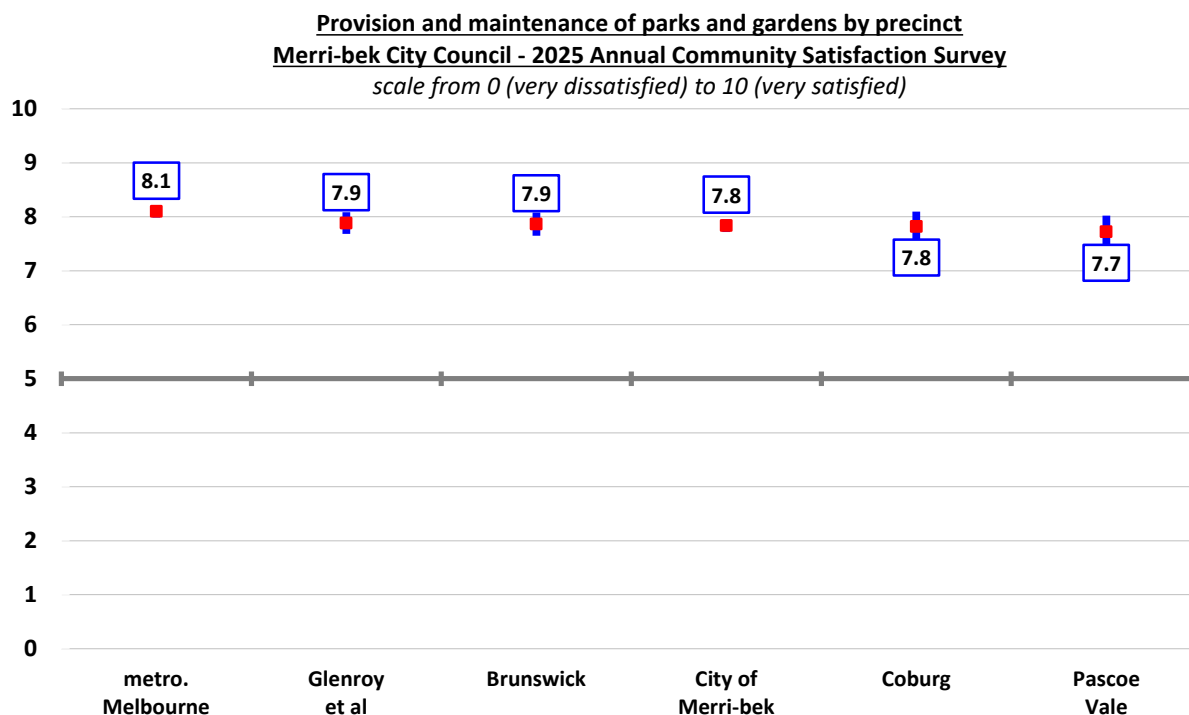


There was no substantive variation in satisfaction with parks and gardens observed by respondent profile.

By way of comparison, this result was measurably (3%) lower than the metropolitan average satisfaction with the “provision and maintenance of parks, gardens, and reserves” of 8.1 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with parks and gardens observed across the municipality.





Public toilets

Public toilets were the 21st most important of the 39 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with public toilets increased measurably this year, up 10% percent to 6.7 out of 10, which was a “good”, up from a “poor” level of satisfaction.

This was a significant improvement in community satisfaction with these facilities this year, even accounting for the relatively small sample size of 228 respondents.

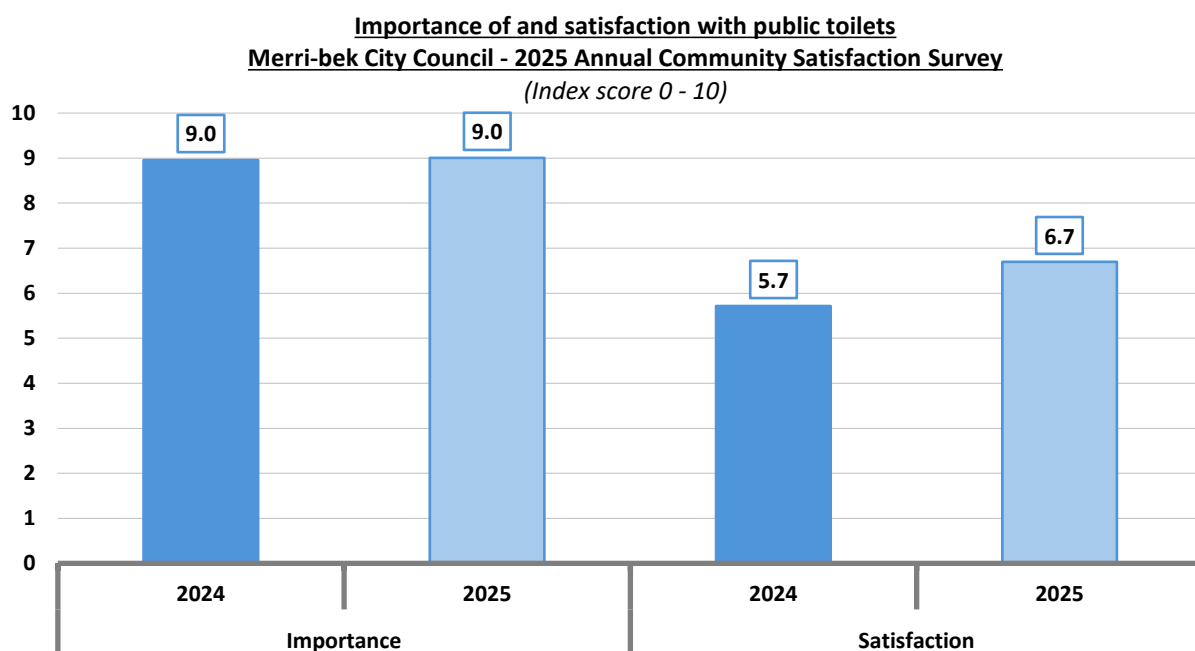
This ranks public toilets 38th in terms of satisfaction this year, and one of seven services and facilities to record a satisfaction score which was measurably lower than the average of all 39 (7.5).

This result comprised 39% “very satisfied” and 14% “dissatisfied” respondents, based on a total sample of 228 of the 231 (39%) respondents from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with public toilets observed by respondent profile, with adults (aged 35 to 44 years) notably more satisfied than average, and middle-aged adults (aged 45 to 59 years) and senior citizens (aged 75 years or older) notably less satisfied.

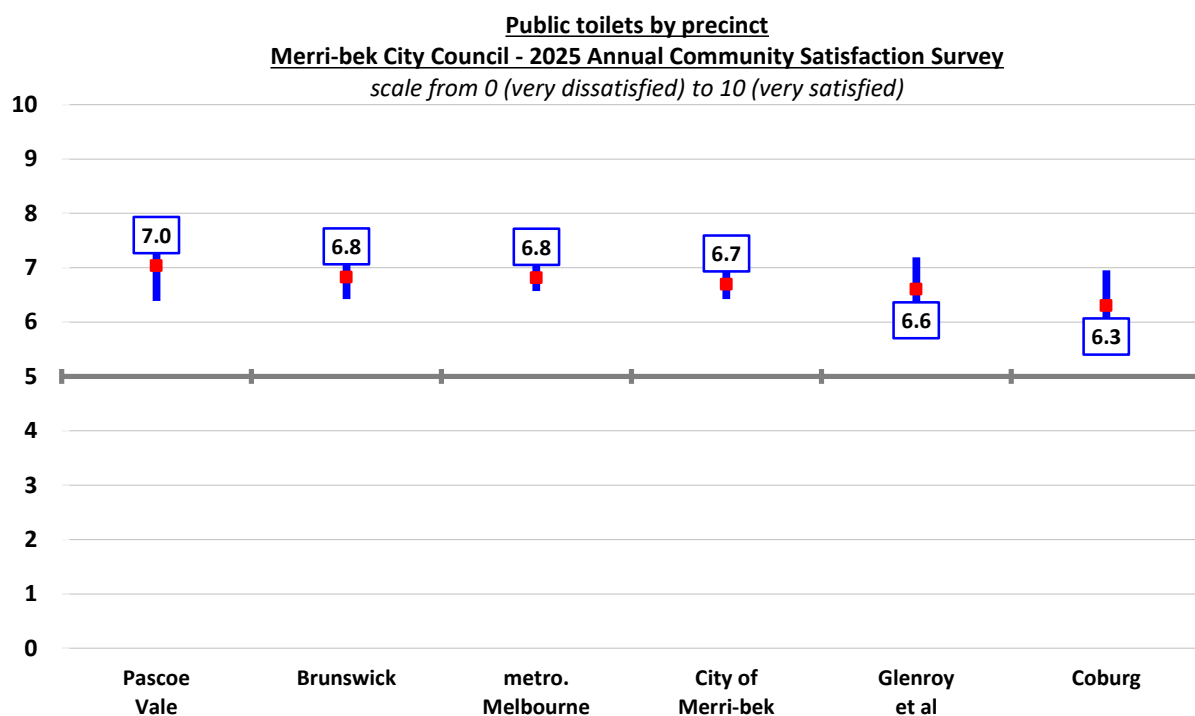
Respondents from English speaking households were notably more satisfied than respondents from multilingual households.





By way of comparison, this result was marginally (1%) lower than the metropolitan average satisfaction with “public toilets” of 6.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

While there was no measurable variation in satisfaction with public toilets observed across the municipality, respondents from Coburg were notably (4%) less satisfied than the municipal average, and at a “solid” rather than a “good” level.



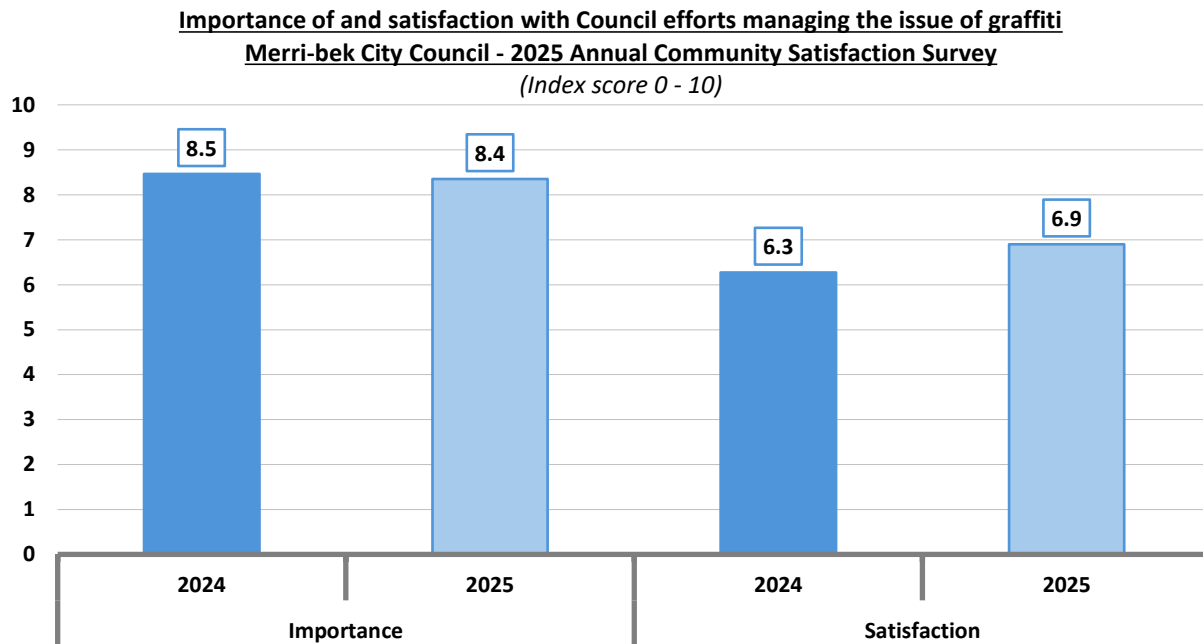
Council efforts managing the issue of graffiti

Council efforts managing the issue of graffiti were the 38th most important of the 39 included services and facilities, with an average importance of 8.4 out of 10, and one of seven services and facilities to be measurably less important than the average of all 39 (9.0).

Satisfaction with graffiti management increased notably this year, up six percent to 6.9 out of 10, which was a “good”, up from a “solid” level of satisfaction.

This ranks graffiti management 35th in terms of satisfaction this year, and one of seven services and facilities to record a satisfaction score which was measurably lower than the average of all 39 (7.5).

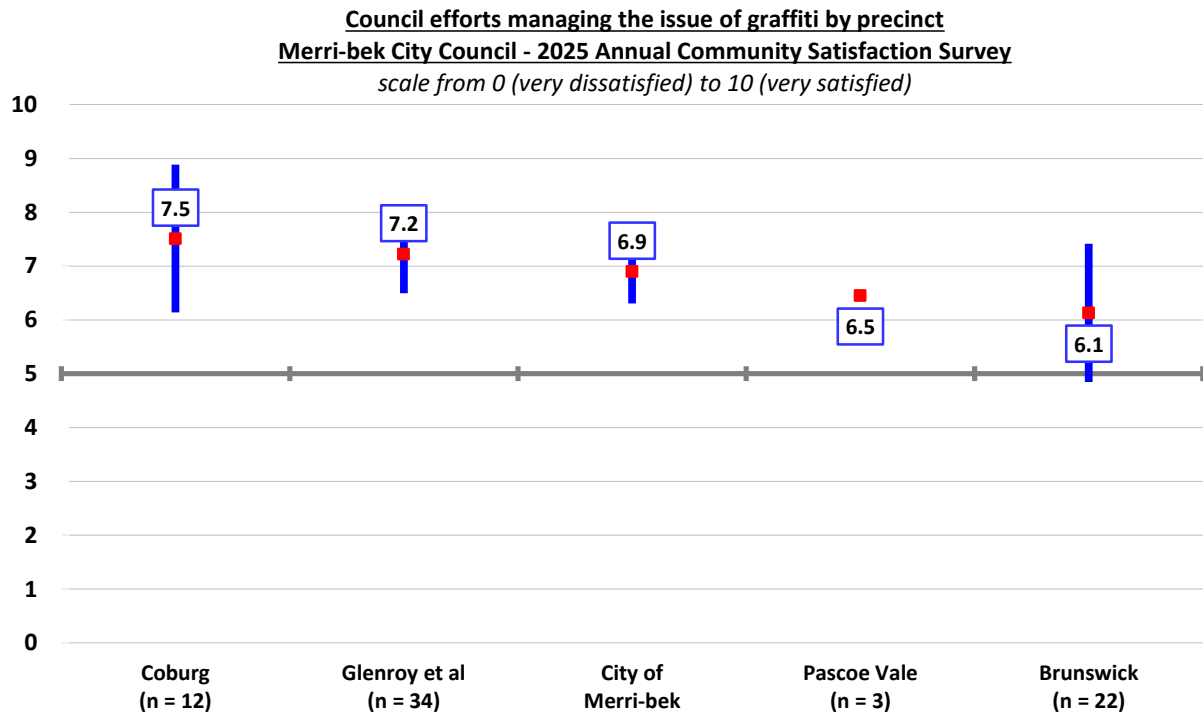
This result comprised 51% “very satisfied” and 16% “dissatisfied” respondents, based on a total sample of 71 of the 72 (12%) respondents from households who had used these facilities in the last 12 months.



Given the relatively small sample size of 71 respondents, there was no substantive variation in satisfaction with graffiti management observed by respondent profile.

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

Given the relatively small sample size of 71 respondents, there was no measurable variation in satisfaction with graffiti management observed across the municipality.

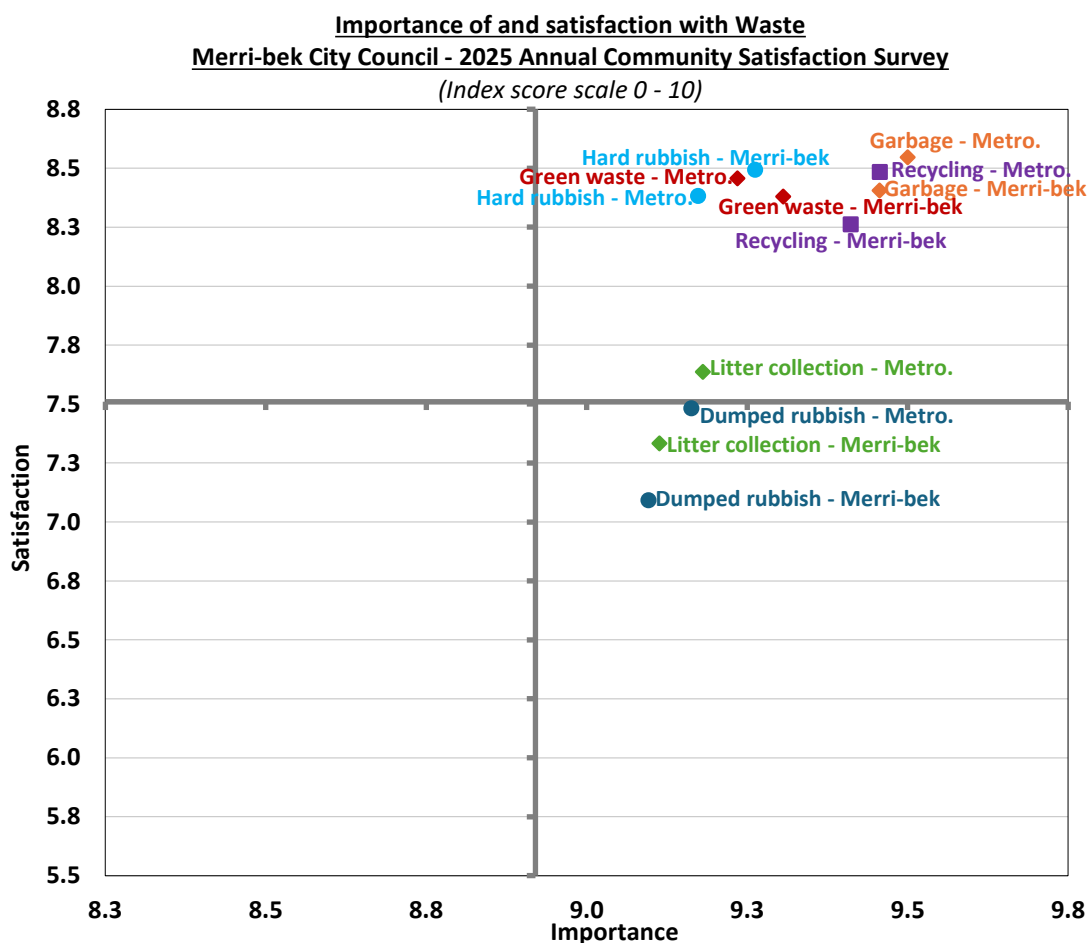


Waste

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

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

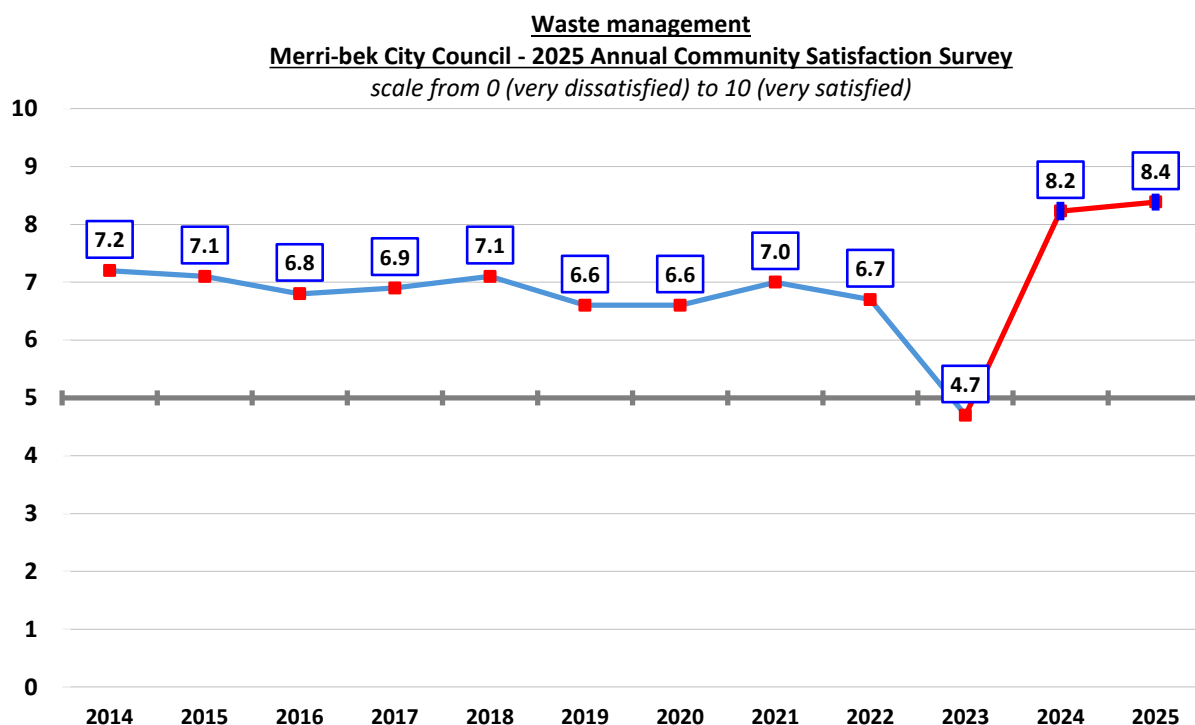
While the kerbside collection services were among the services and facilities with which respondents were most satisfied, the cleaning services fell into the quadrant of most concern, being of higher-than-average importance, but recording lower than average satisfaction scores.



Waste management

The average satisfaction with waste management services rose marginally this year, up 2% to 8.4 out of 10, which remains an “excellent” level of satisfaction.

This result remains measurably higher than the average from 2014 of 6.9 out of 10, or “good”.



Regular weekly garbage collection

The regular weekly garbage collection was the most (1st) important of the 39 included services and facilities, with an average importance of 9.5 out of 10, and one of four to be measurably more important than the average of all 39 (9.0).

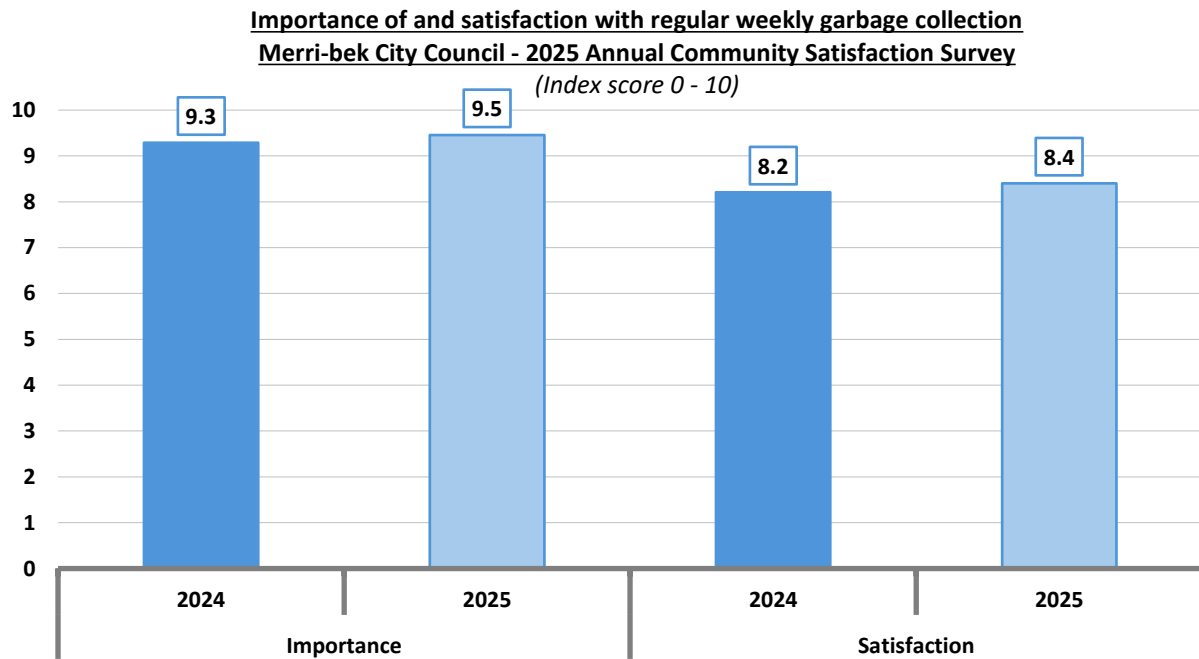
Satisfaction with the weekly garbage collection rose somewhat this year, up two percent to 8.4 out of 10, which remains an “excellent” level of satisfaction.

This ranks the weekly garbage collection 3rd in terms of satisfaction this year, and one of seven services and facilities that recorded a satisfaction score which was measurably higher than the average of all 39 (7.5).

This result comprised 78% “very satisfied” and two percent “dissatisfied” respondents based on a total sample of 558 of the 600 respondents who provided a satisfaction score this year.

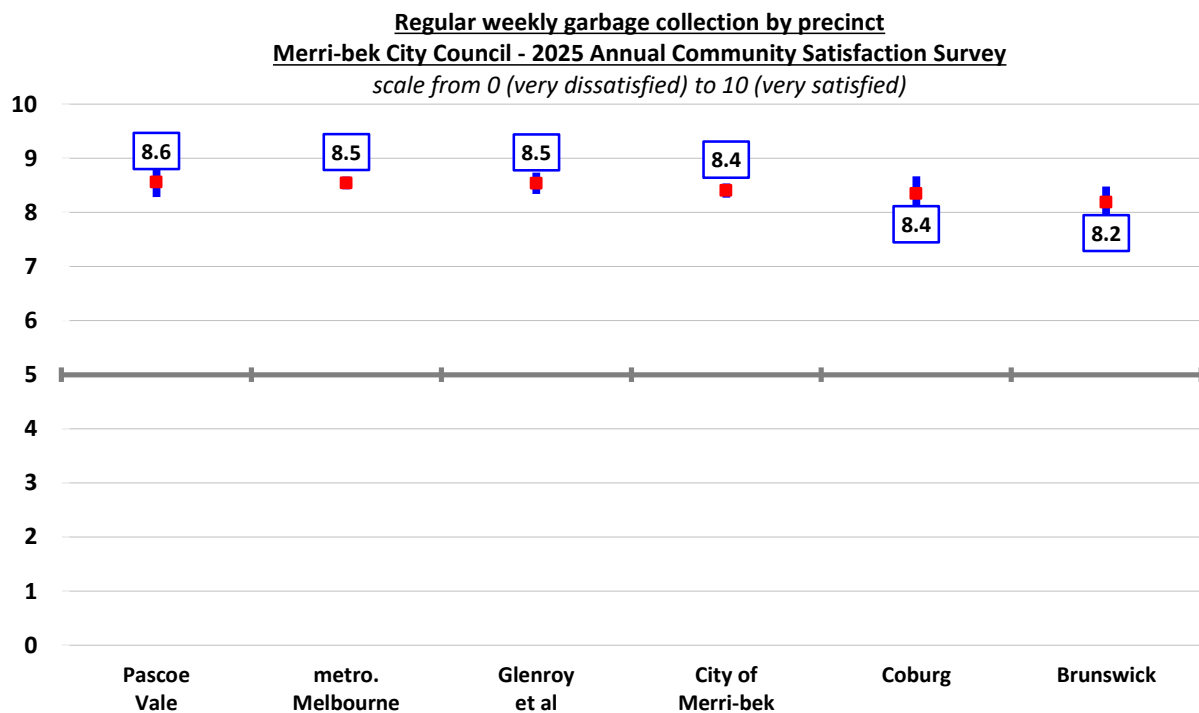
There was some substantial variation in satisfaction with the weekly garbage collection observed by respondent profile, with older adults and senior citizens (aged 60 years or older) notably more satisfied than average, and middle-aged adults (aged 45 to 59 years) notably less satisfied.





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

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



Regular fortnightly recycling

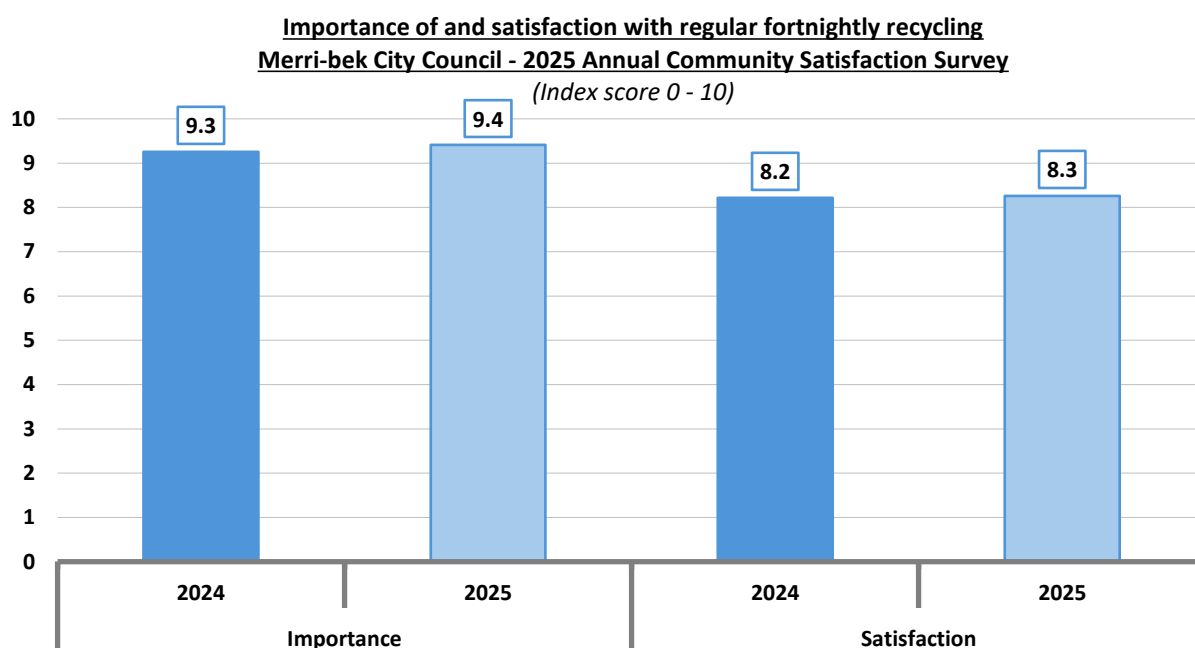
The regular fortnightly recycling was the 2nd most important of the 39 included services and facilities, with an average importance of 9.4 out of 10, and one of four services and facilities to be measurably more important than the average of all 39 (9.0).

Satisfaction with the regular fortnightly recycling remained essentially stable this year, up one percent to 8.3 out of 10, which remains an “excellent” level of satisfaction.

This ranks regular fortnightly recycling 6th in terms of satisfaction this year, and one of seven services and facilities to record a satisfaction score which was measurably higher than the average of all 39 (7.5).

This result comprised 74% “very satisfied” and three percent “dissatisfied” respondents based on a total sample of 557 of the 600 respondents who provided a satisfaction score this year.

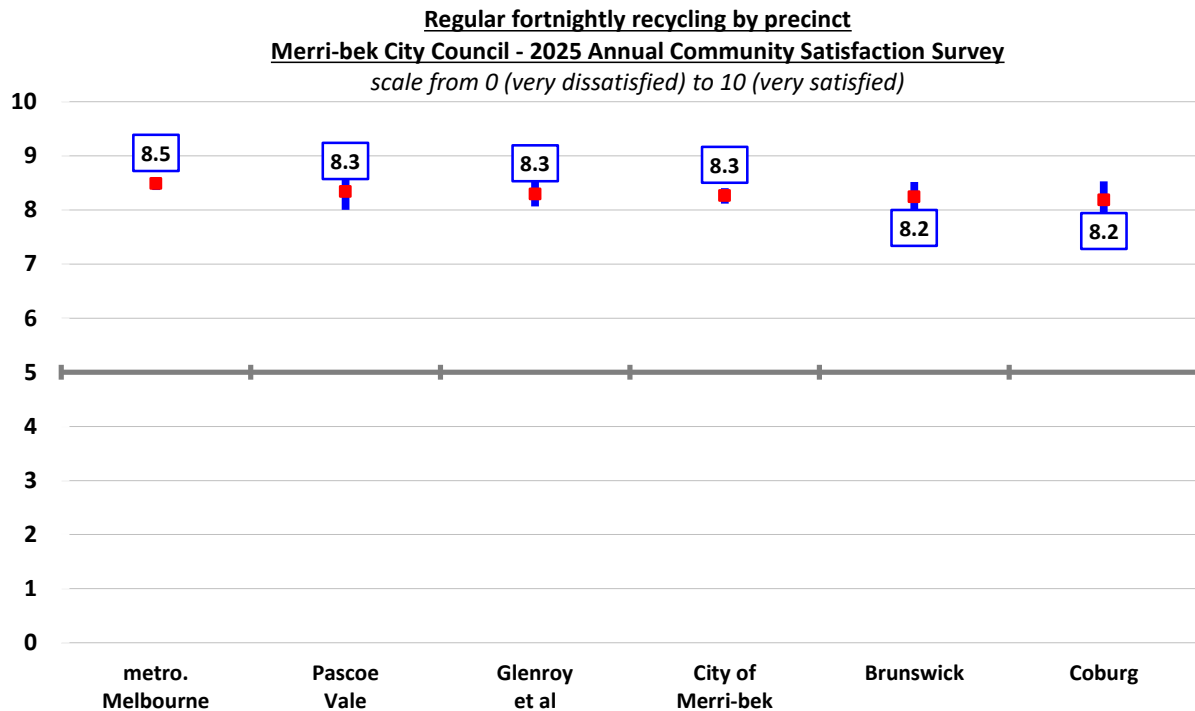
While respondents from all groups rated satisfaction at “excellent” levels, there was some variation in satisfaction with recycling collection observed by respondent profile, with older adults and senior citizens (aged 60 years or older) notably more, and adults and middle-aged adults (aged 35 to 59 years) notably less satisfied than average.



By way of comparison, this result was measurably (2%) lower than the metropolitan average satisfaction with regular recycling of 8.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.

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





Regular weekly food and green waste collection

The regular weekly food and green waste collection was the 3rd most important of the 39 included services and facilities, with an average importance of 9.3 out of 10, and one of four services and facilities to be measurably more important than the average of all 39 (9.0).

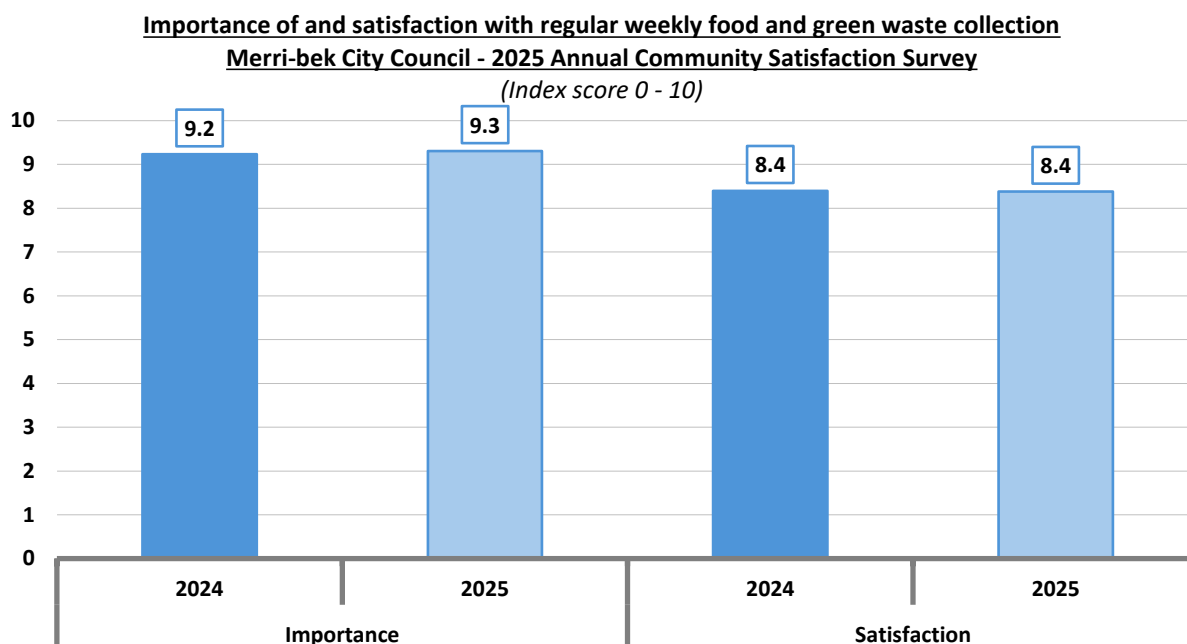
Satisfaction with weekly food and green waste collection remained stable this year at 8.4 out of 10, which remains an “excellent” level of satisfaction.

This ranks food and green waste collection 4th in terms of satisfaction this year, and one of seven services and facilities to record a satisfaction score which was measurably higher than the average of all 39 (7.5).

This result comprised 77% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 553 of the 600 respondents who provided a satisfaction score this year.

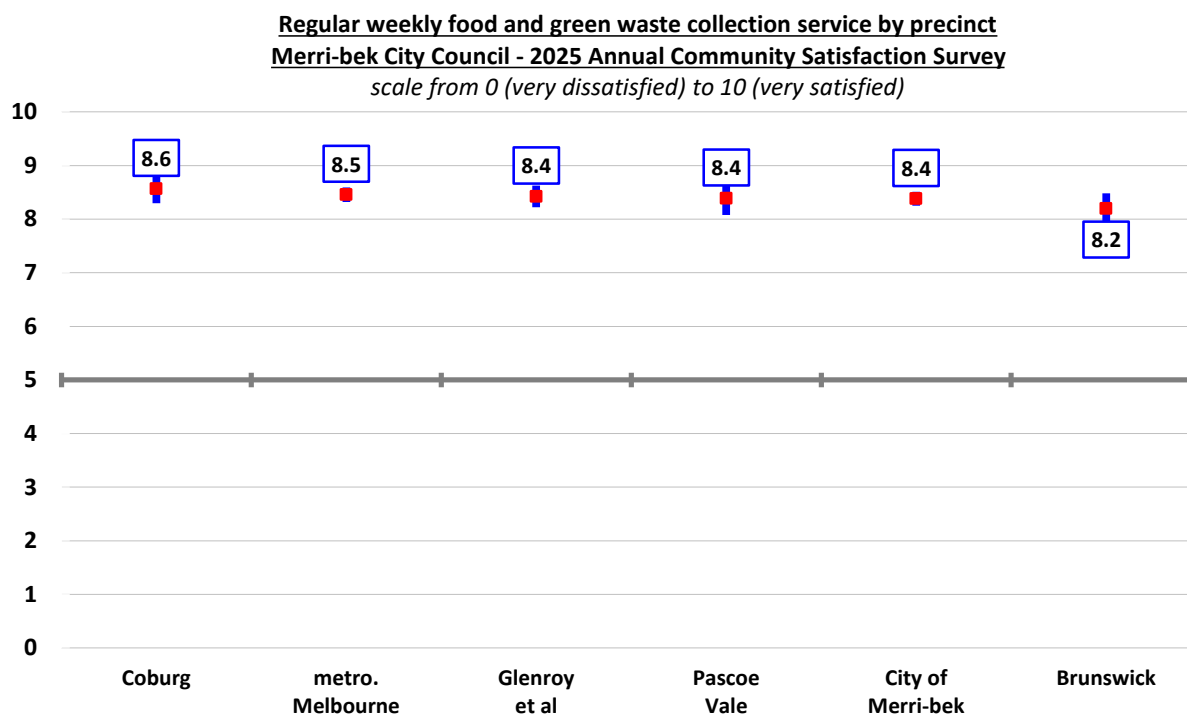
There was some variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average.





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

There was no measurable variation in satisfaction with food and green waste 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 4th most important of the 39 included services and facilities, with an average importance of 9.3 out of 10, and one of four services and facilities to be measurably more important than the average of all 39 (9.0).

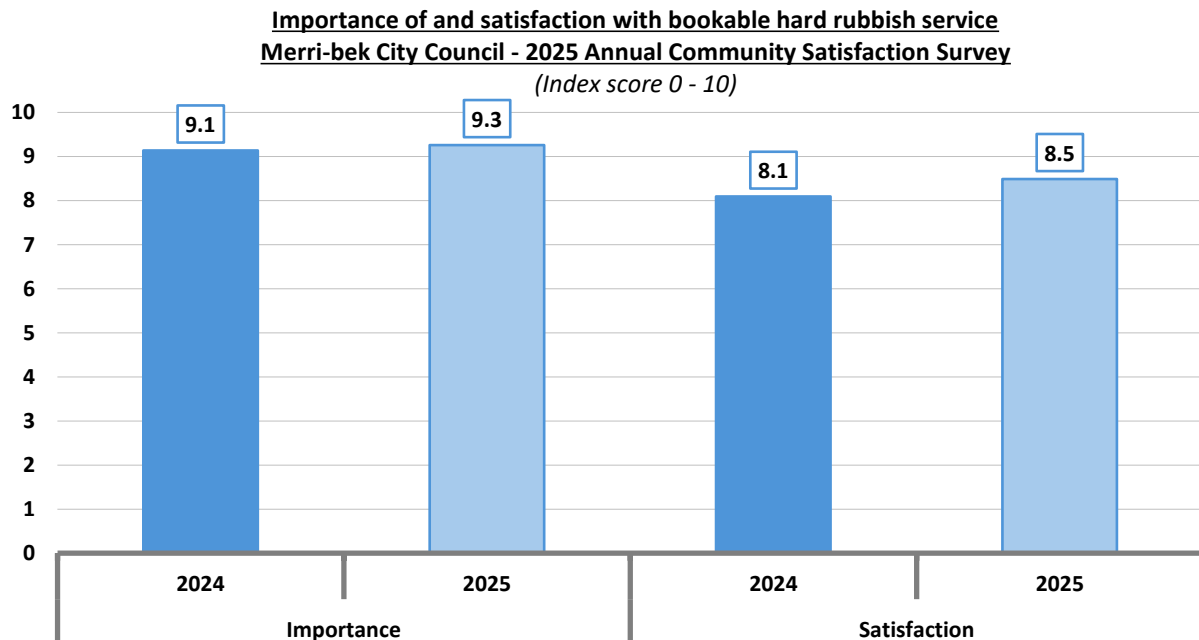
Satisfaction with hard rubbish collection rose notably this year, up four percent to 8.5 out of 10, which remains an “excellent” level of satisfaction.

This ranks hard rubbish collection 1st in terms of satisfaction this year, and one of seven services and facilities to record a satisfaction score which was measurably higher than the average of all 39 (7.5).

This result comprised 83% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 295 of the 297 (50%) respondents from households who had used this service in the last 12 months.

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

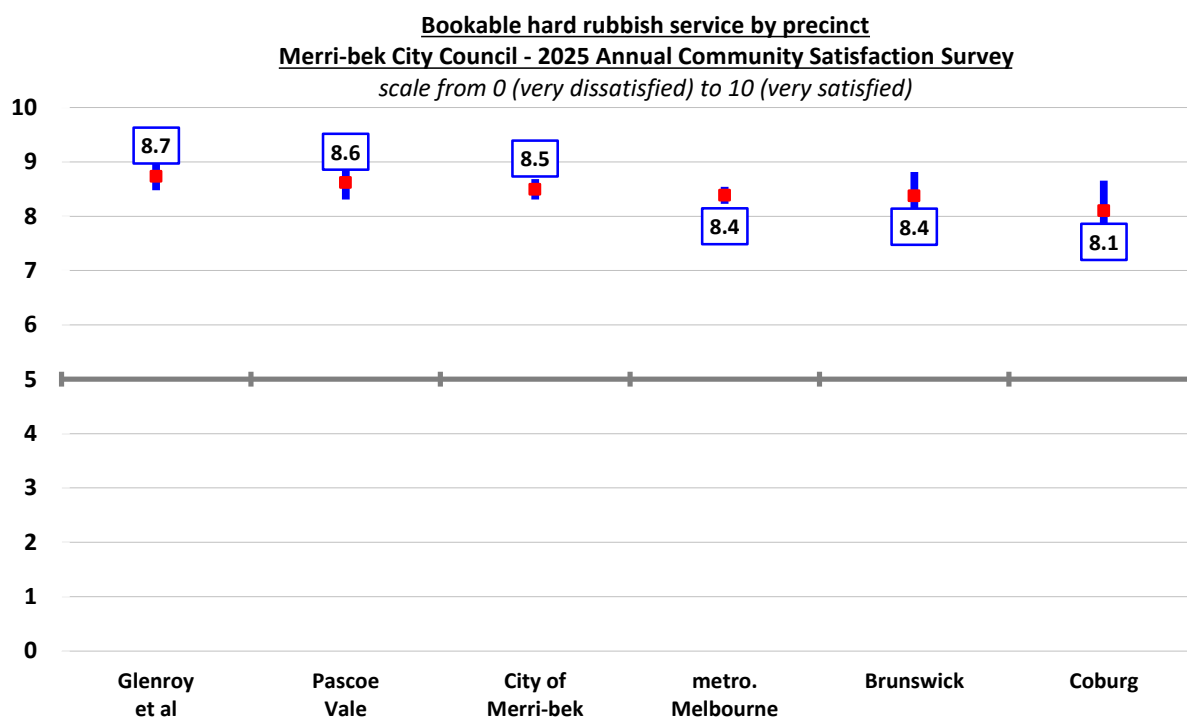
Female respondents were notably more satisfied than male respondents, and respondents from English speaking households were notably more satisfied than respondents from multilingual households.



By way of comparison, this result was essentially the same as the metropolitan average satisfaction with the “hard rubbish collection” of 8.4 out of 10, as recorded in the 2025 *Governing Melbourne* research.



While there was no measurable variation in satisfaction with hard rubbish collection observed across the municipality, it is noted that respondents from Coburg were notably (4%) less satisfied than the municipal average, although still at an “excellent” level.



Litter collection in public areas

Litter collection in public areas was the 15th most important of the 39 included services and facilities, with an average importance of 9.1 out of 10.

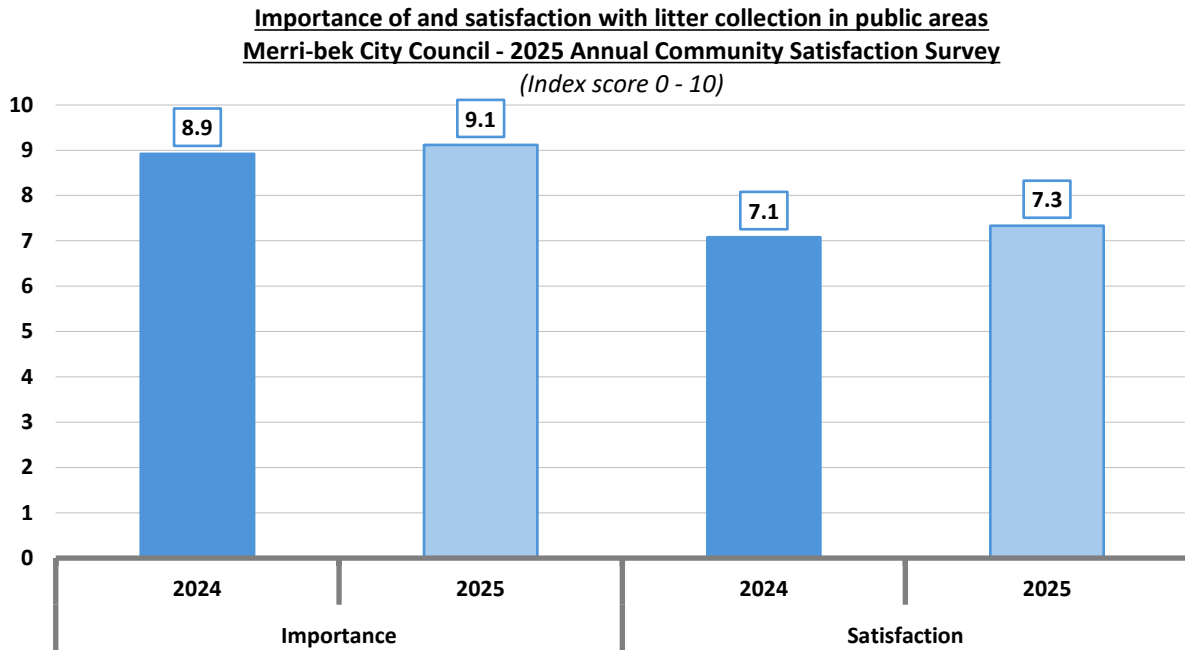
Satisfaction with litter collection in public areas rose somewhat this year, up two percent to 7.3 out of 10, although it remained a “very good” level of satisfaction.

This ranks litter collection in public areas 22nd in terms of satisfaction this year.

This result comprised 53% “very satisfied” and seven percent “dissatisfied” respondents based on a total sample of 582 of the 600 respondents who provided a satisfaction score this year.

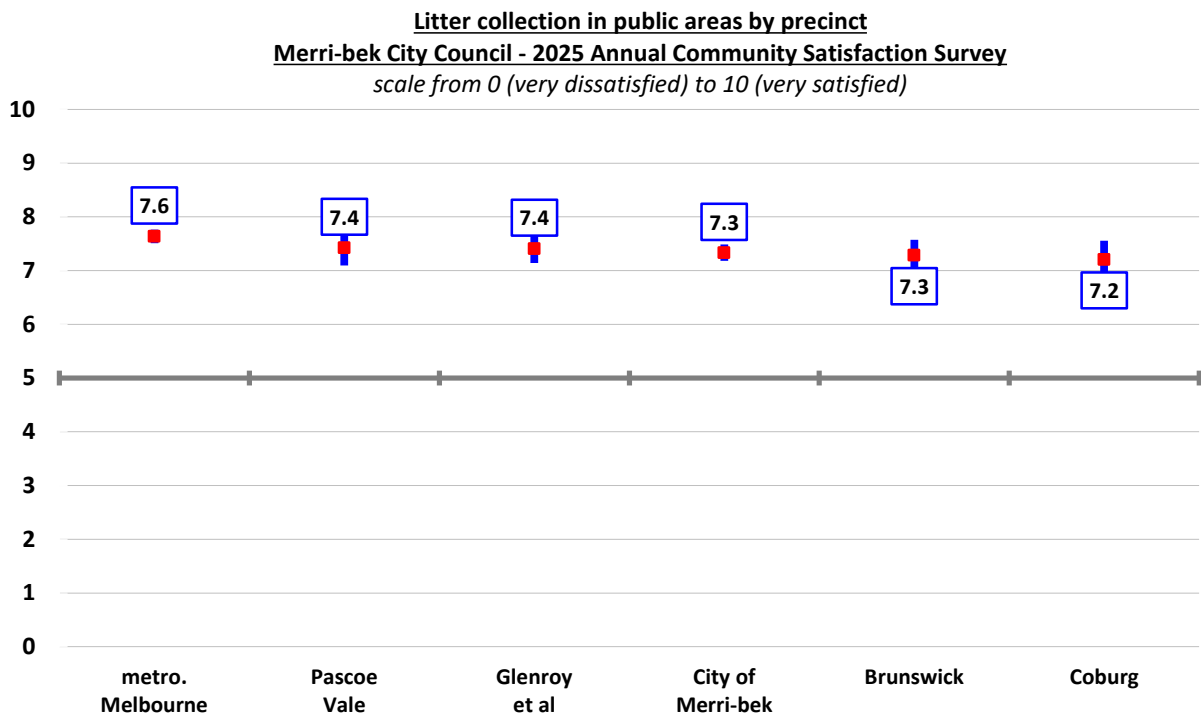
There was some substantial variation in satisfaction with litter collection observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and adults and middle-aged adults (aged 35 to 59 years) notably less satisfied.





By way of comparison, this result was measurably (3%) lower than the metropolitan average satisfaction with “litter collection in public areas” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.

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



Management of illegally dumped rubbish

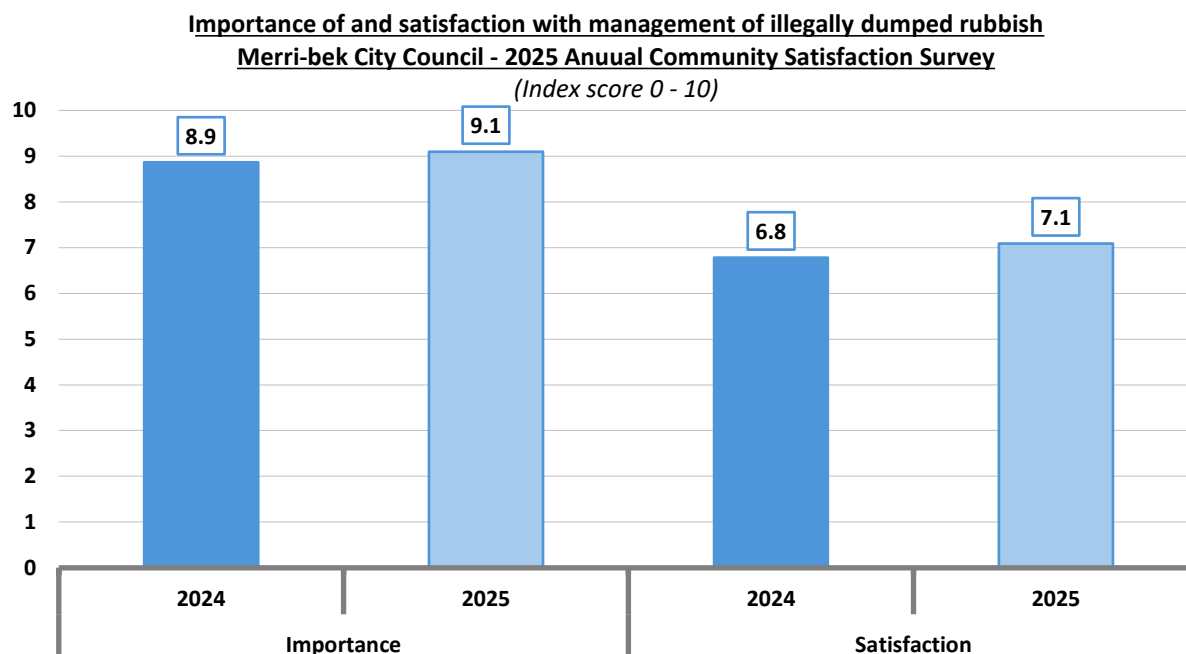
The management of illegally dumped rubbish was the 17th most important of the 39 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with the management of illegally dumped rubbish rose notably this year, up three percent to 7.1 out of 10, which remains a “good” level of satisfaction.

This ranks the management illegally dumped rubbish 31st in terms of satisfaction this year.

This result comprised 46% “very satisfied” and nine percent “dissatisfied” respondents, based on a total sample of 563 of the 600 respondents who provided a satisfaction score this year.

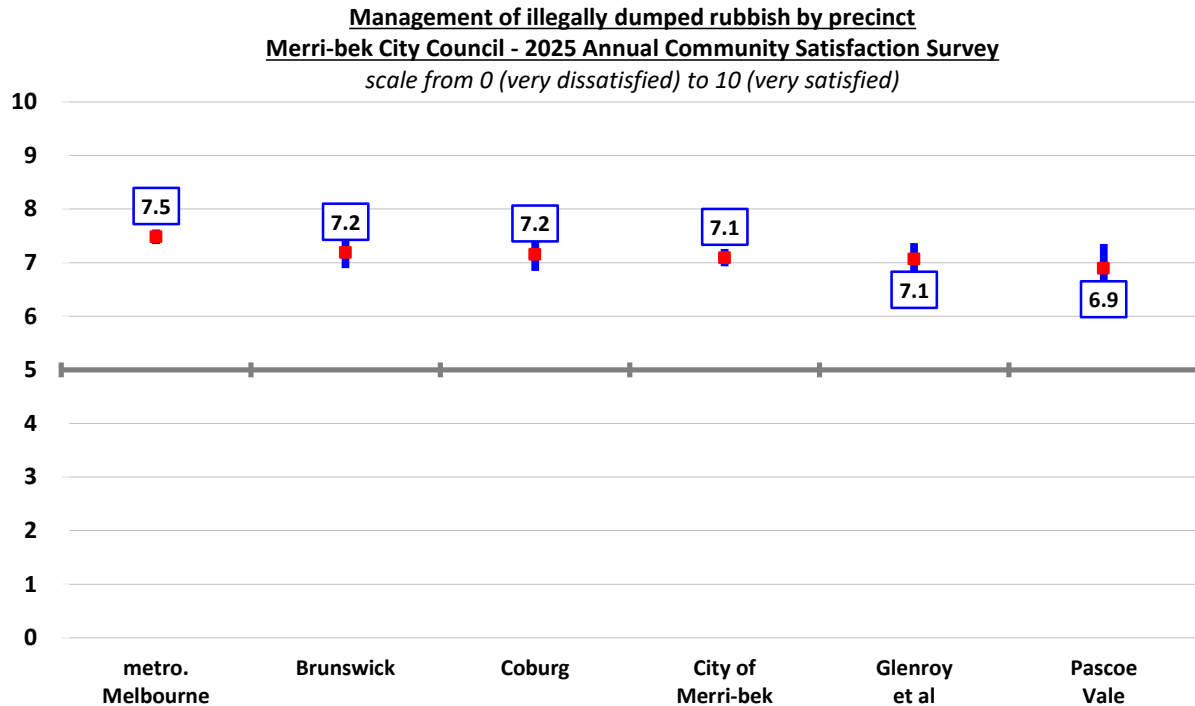
There was some substantial variation in satisfaction with the management of illegally dumped rubbish observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied, and middle-aged adults (aged 45 to 59 years) notably less satisfied than average.



By way of comparison, this result was measurably (4%) lower than the metropolitan average satisfaction with the “management of illegally dumped rubbish” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with the management of illegally dumped rubbish observed across the municipality.





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.

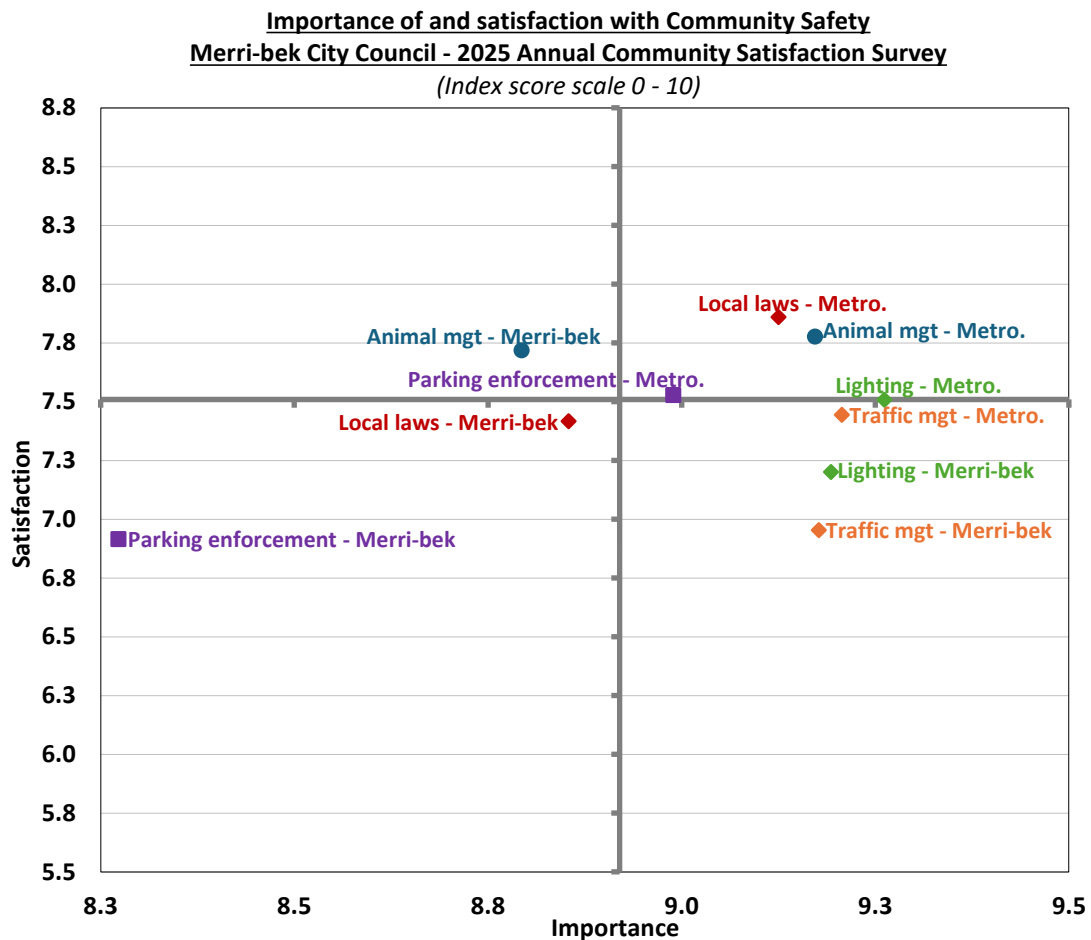
Of these five services and facilities, only animal management recorded a satisfaction score which was higher than the average of all 39 services and facilities, although it was of lower-than-average importance.

Traffic management and street lighting fell into the quadrant of most concern, being of higher-than-average importance, but recording lower-than-average satisfaction scores.

While parking enforcement and local laws were of lower-than-average importance, they also recorded satisfaction scores which were lower than the average of all 39 services and facilities.

All five of these services recorded satisfaction scores, which were lower than the metropolitan averages, as recorded in *Governing Melbourne*.





Street lighting

Street lighting was the 5th most important of the 39 included services and facilities, with an average importance of 9.2 out of 10.

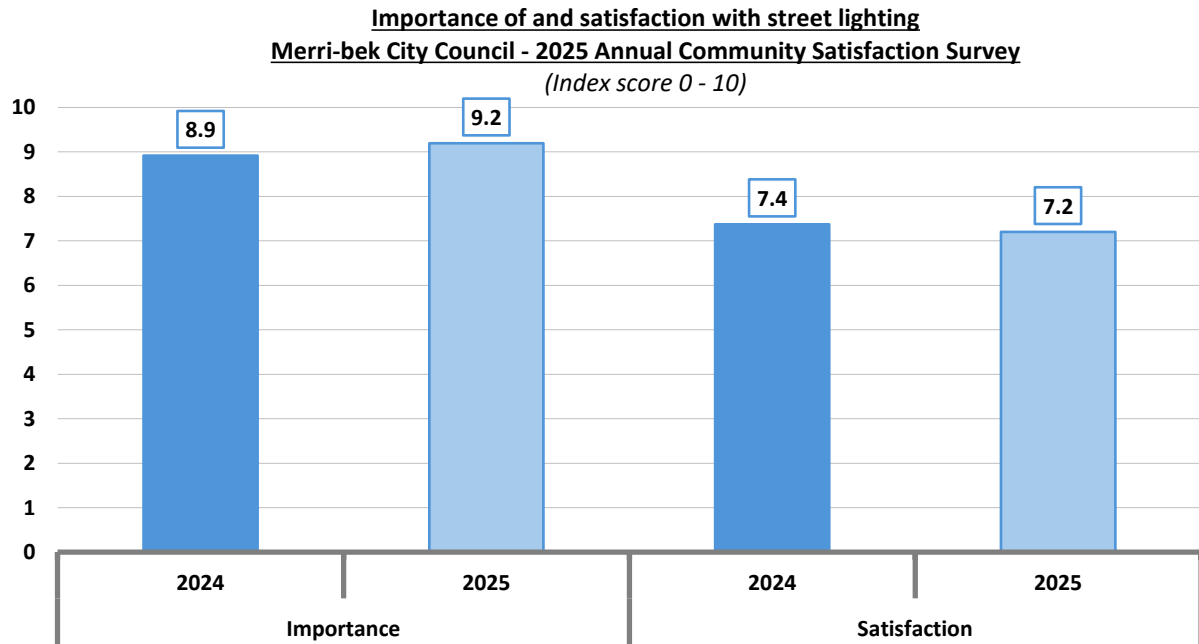
Satisfaction with street lighting decreased somewhat this year, down two percent to 7.2 out of 10, which was a “good”, down from a “very good” level of satisfaction.

This ranks street lighting 28th in terms of satisfaction this year.

This result comprised 47% “very satisfied” and eight percent “dissatisfied” respondents, based on a total sample of 579 of the 600 respondents who provided a satisfaction score this year.

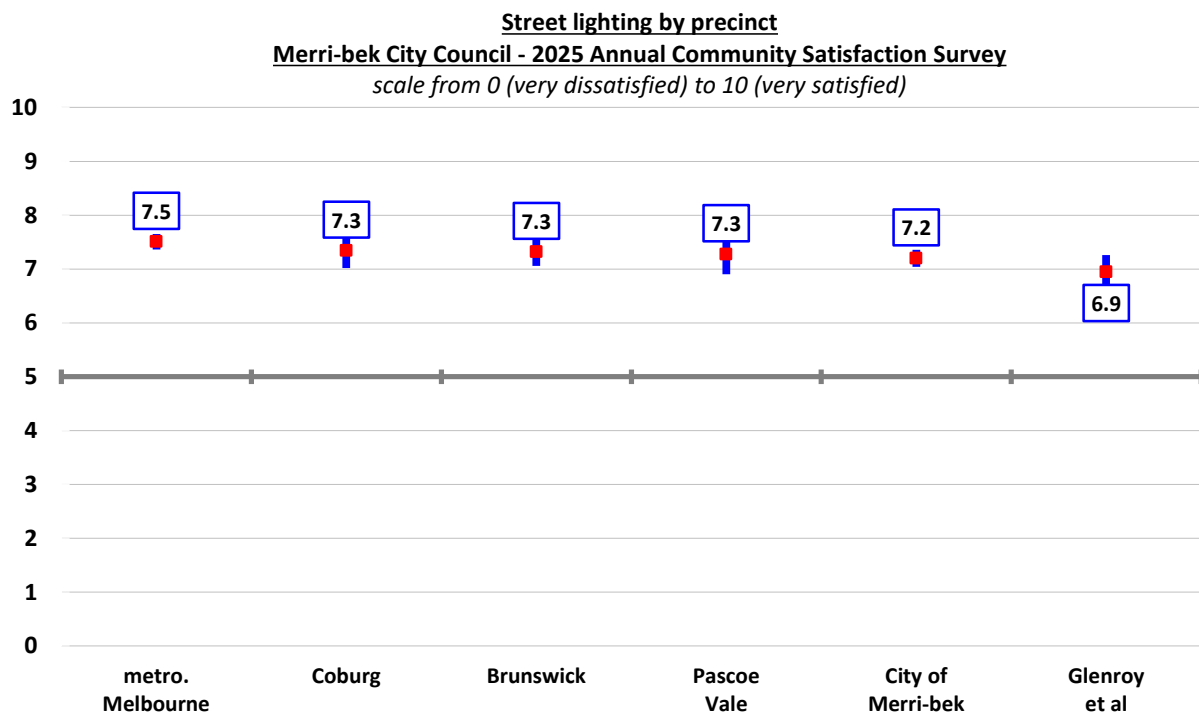
There was some substantive variation in satisfaction with street lighting observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average, and respondents from English speaking households notably more satisfied than respondents from multilingual households.





By way of comparison, this result was measurably (3%) lower than the metropolitan average satisfaction with “street lighting” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with street lighting observed across the municipality, although respondents from Glenroy et al were somewhat (3%) less satisfied than average.



Animal management

Animal management was the 30th most important of the 39 included services and facilities, with an average importance of 8.8 out of 10.

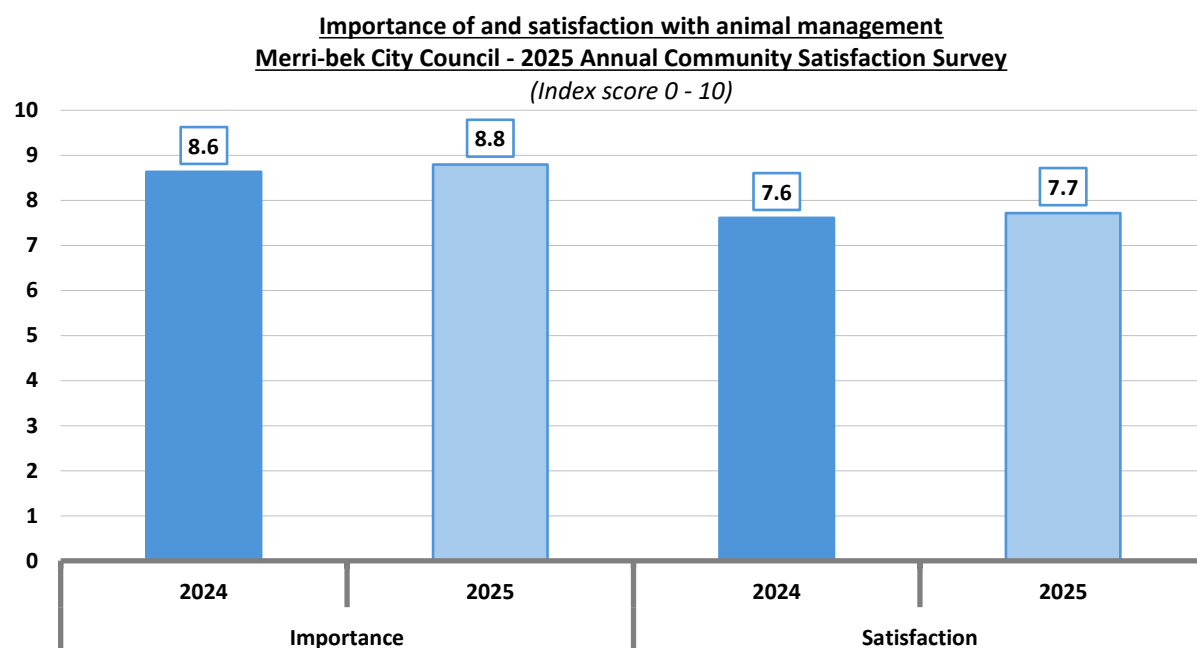
Satisfaction with animal management remained essentially stable this year, up one percent to 7.7 out of 10, which remains a “very good” level of satisfaction.

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

This result comprised 59% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 518 of the 600 respondents who provided a satisfaction score this year.

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

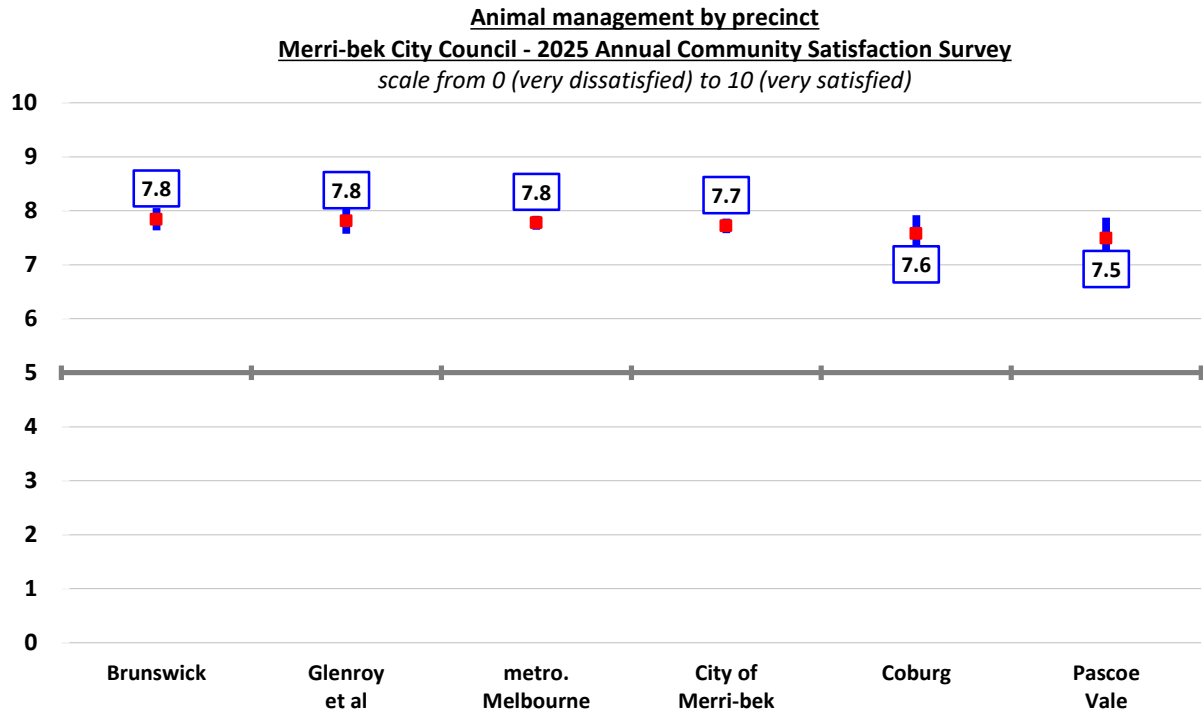
Female respondents were notably more satisfied than male respondents.



By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with “animal management” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

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

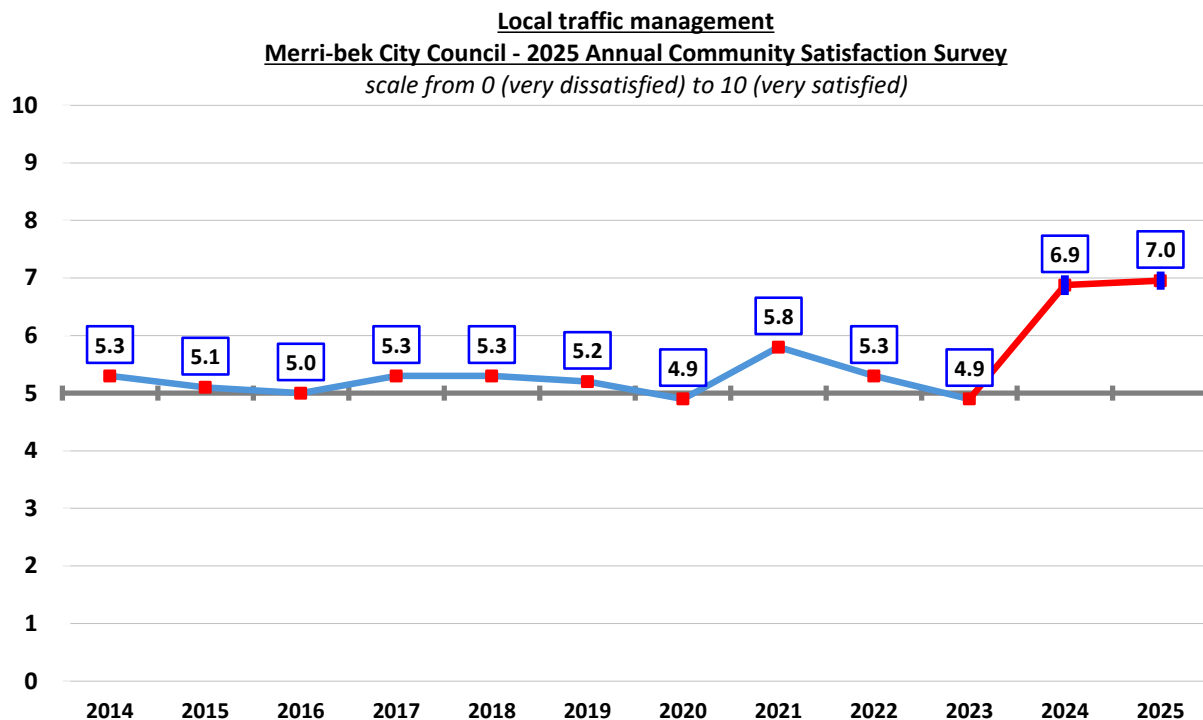




Local traffic management

Local traffic management was the 6th most important of the 39 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with local traffic management remained essentially stable this year, up one percent to 7.0 out of 10, which remains a “good” level of satisfaction.



This result remains measurably higher than the average from 2015 of 5.9 out of 10, or “poor”.

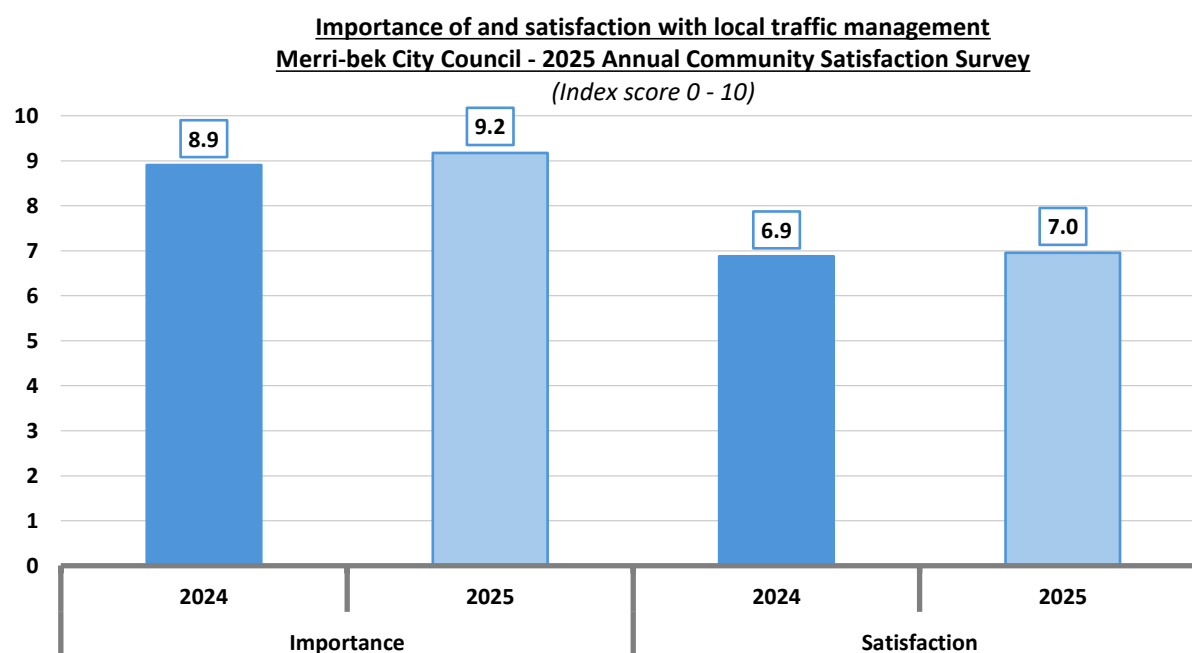
It should be noted that the results from 2015 to 2023 were from a different survey provider, using a different methodology.

This ranks local traffic management 33rd in terms of satisfaction this year, and one of seven services and facilities to record a satisfaction score which was measurably lower than the average of all 39 services and facilities (7.5).

This result comprised 43% “very satisfied” and 11% “dissatisfied” respondents, based on a total sample of 577 of the 600 respondents who provided a satisfaction score this year.

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

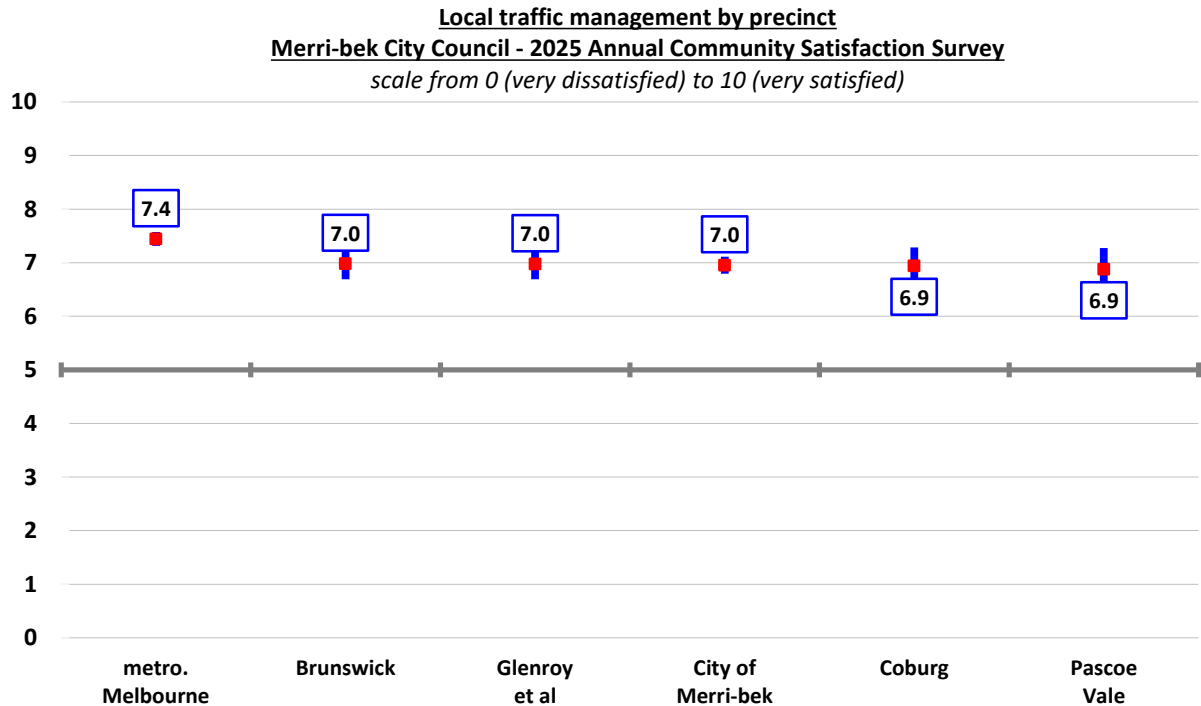
Female respondents were notably more satisfied than male respondents.



By way of comparison, this result was measurably (4%) lower than the metropolitan average satisfaction with “local traffic management” of 7.4 out of 10, as recorded in the 2025 *Governing Melbourne* research.

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





Parking enforcement

Parking enforcement was the 39th most important of the 39 included services and facilities, with an average importance of 8.3 out of 10, and one of seven services and facilities to be measurably less important than the average of all 39 (9.0).

Satisfaction with parking enforcement remained essentially stable this year, up one percent to 6.9 out of 10, which remains at a “good” level of satisfaction.

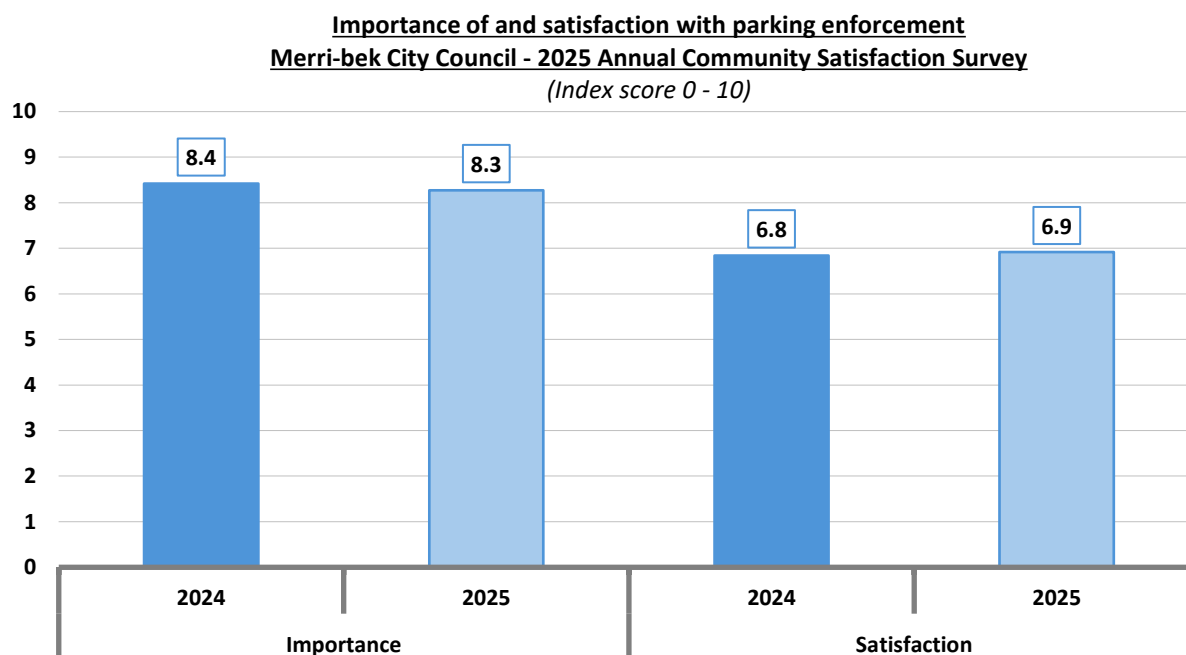
This ranks parking enforcement 34th in terms of satisfaction this year, and one of seven services and facilities to record a satisfaction score which was measurably lower than the average of all 39 (7.5).

This result comprised 43% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 548 of the 600 respondents who provided a satisfaction score this year.

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

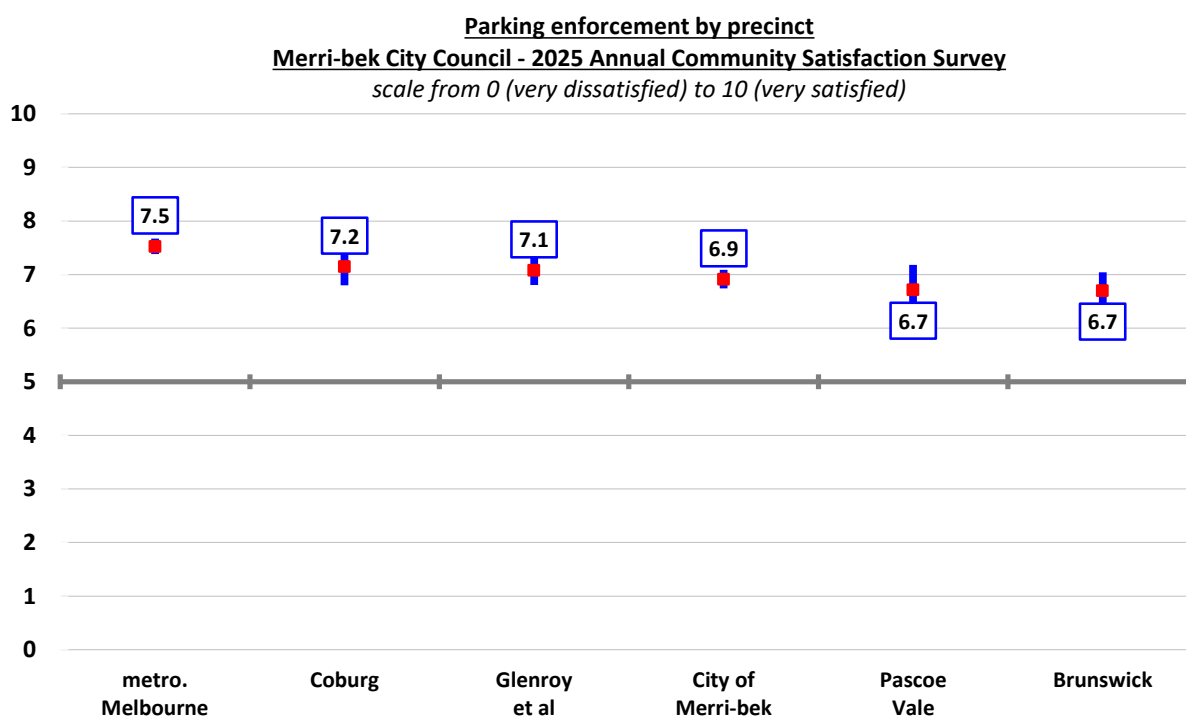
Female respondents were notably more satisfied than male respondents.





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

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



Enforcement of local laws

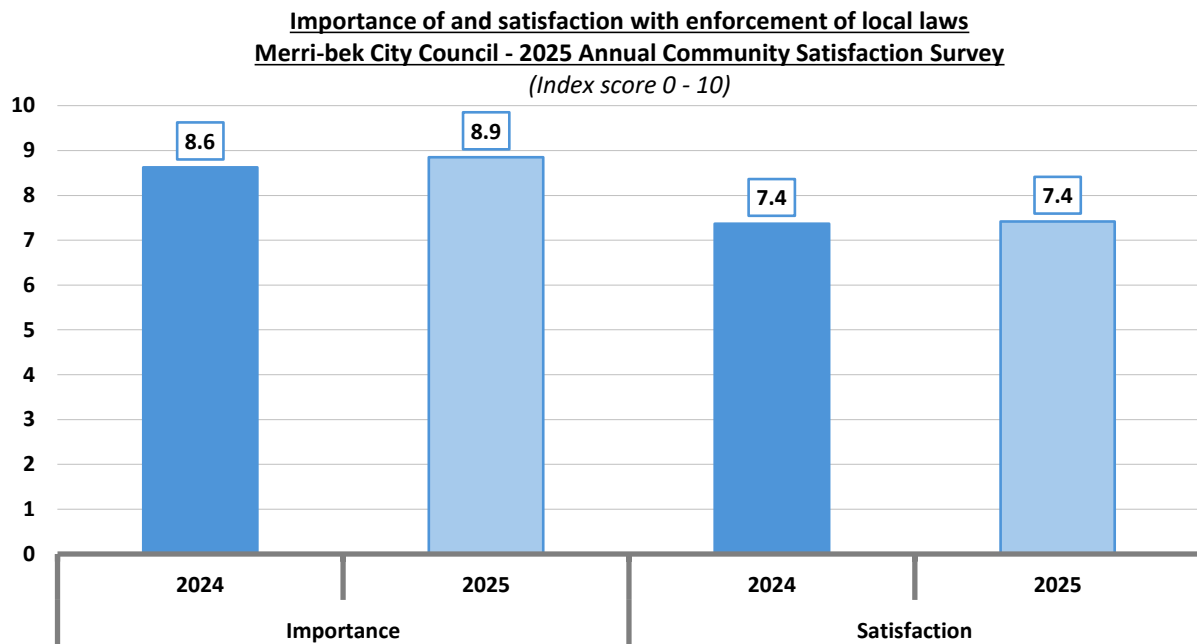
The enforcement of local laws was the 27th most important of the 39 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with the enforcement of local laws remained stable this year at 7.4 out of 10, which remains a “very good” level of satisfaction.

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

This result comprised 51% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 531 of the 600 respondents who provided a satisfaction score this year.

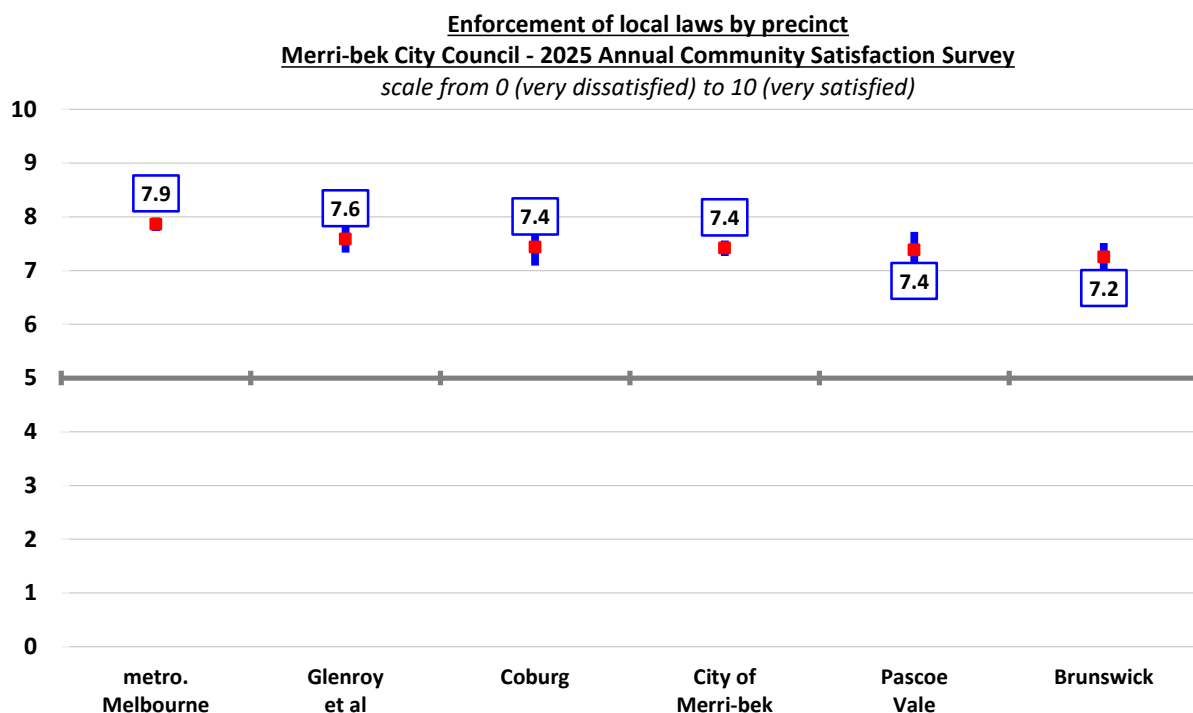
There was some variation in satisfaction with the enforcement of local laws observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied than average.



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

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





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 following graph provides a crosstabulation of the average importance of and satisfaction with these services and facilities.

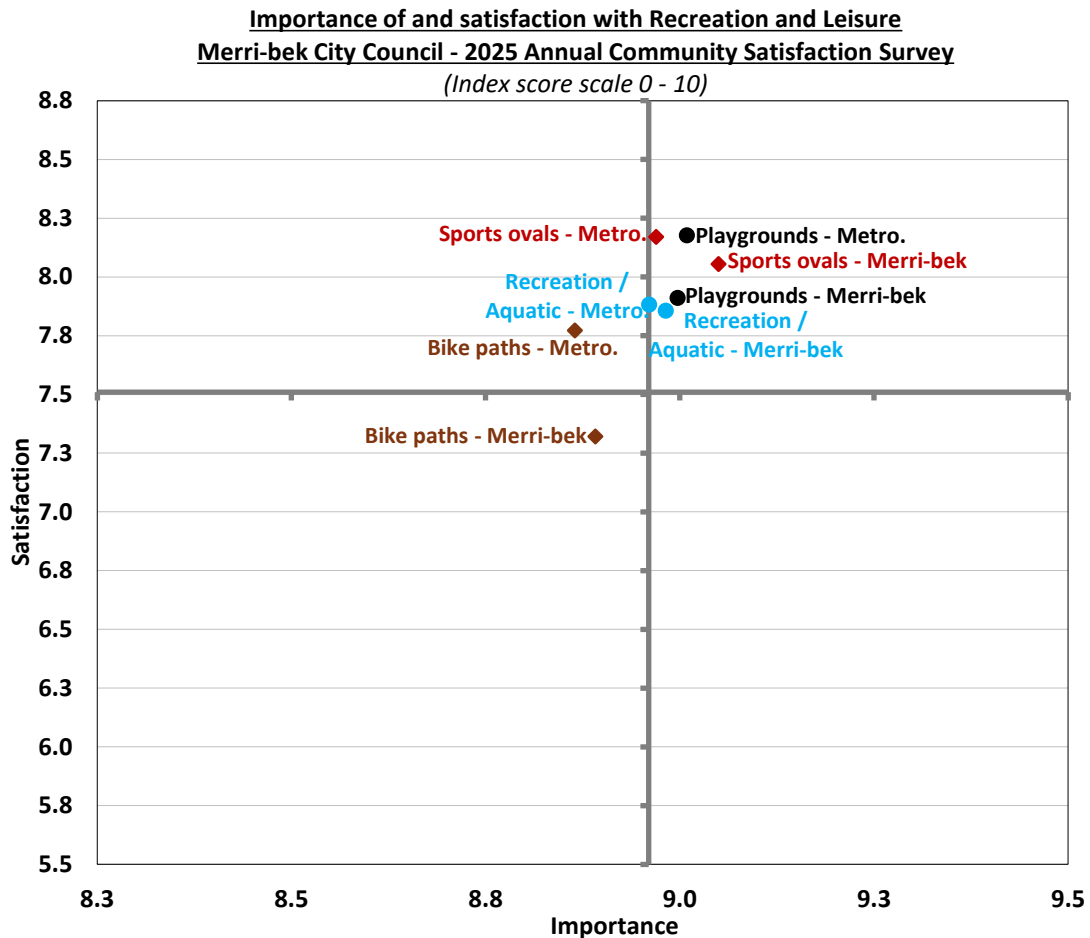
Crosshairs represent the average importance and satisfaction of all 39 services and facilities.

Three of these four services and facilities were of above average importance, and these three recorded satisfaction scores which were higher than the average of all 39 services and facilities.

Bike paths were an exception, being less important than average, and recording a lower-than-average satisfaction score.

Satisfaction with all four of these services and facilities was marginally to somewhat lower than the metropolitan average.





Sports ovals and other outdoor sporting facilities

Sports ovals and other outdoor sporting facilities were the 19th most important of the 39 included services and facilities, with an average importance of 9.0 out of 10.

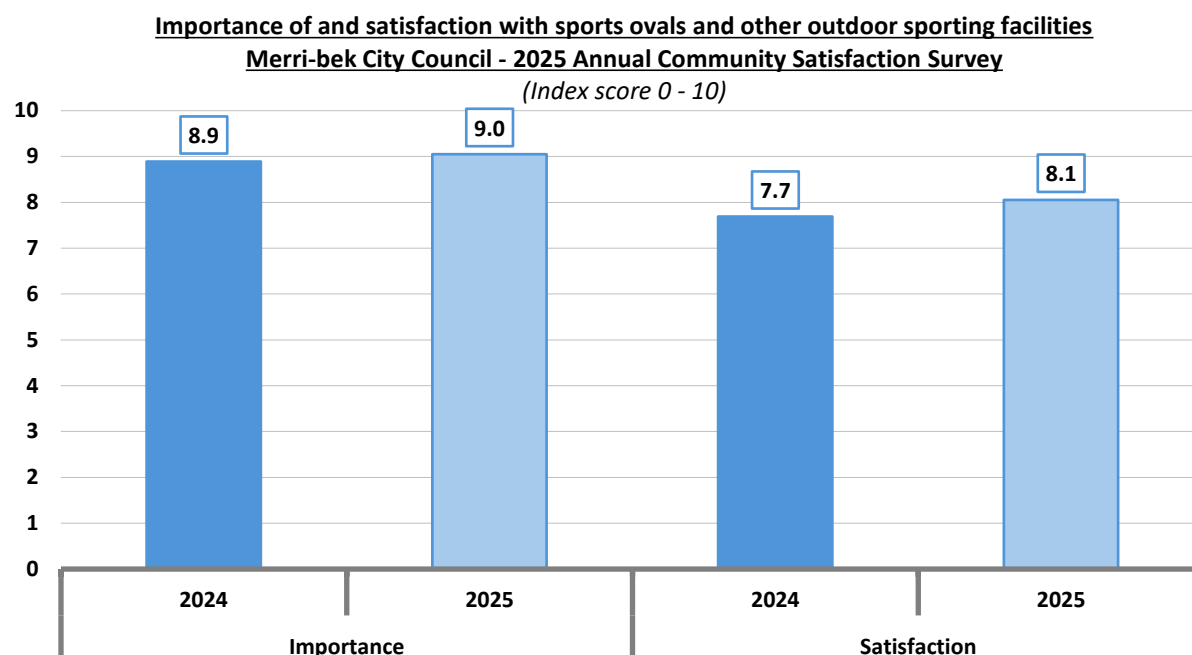
Satisfaction with sports ovals increased notably this year, up four percent to 8.1 out of 10, which remains an “excellent” level of satisfaction.

This ranks sports ovals 7th in terms of satisfaction this year, and one of seven services and facilities to record a satisfaction score which was measurably higher than the average of all 39 (7.5).

This result comprised 69% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 284 of the 286 (48%) respondents from households who had used these facilities in the last 12 months.

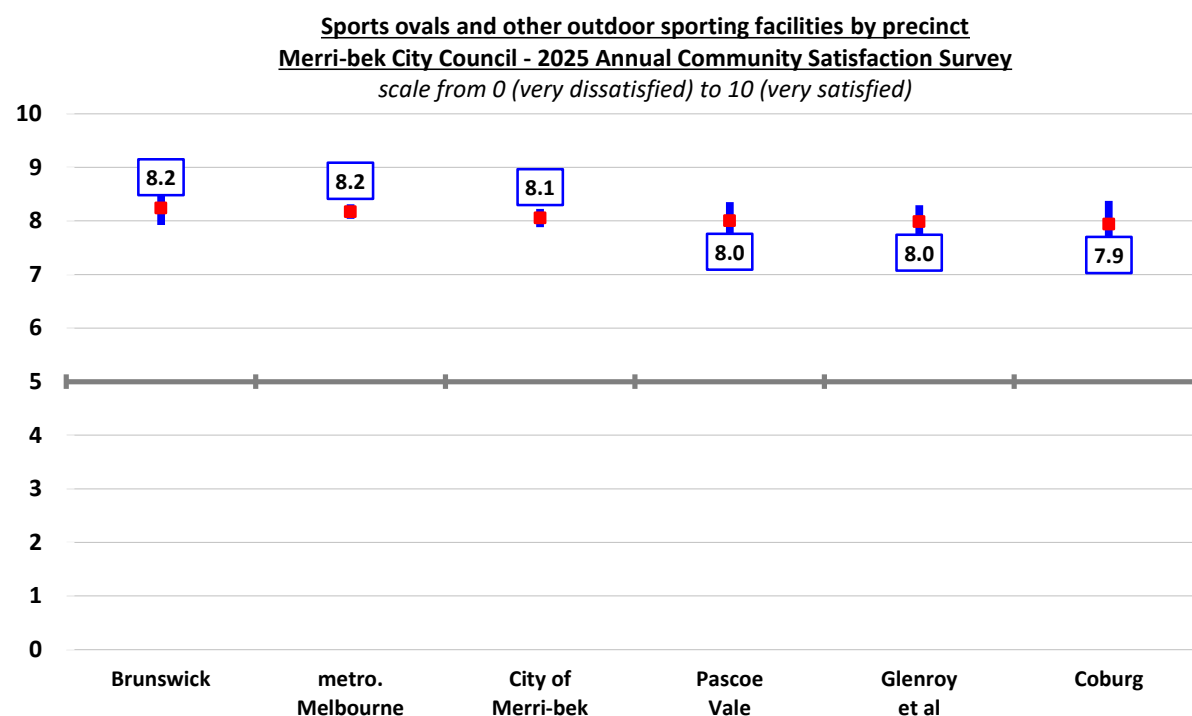
There was some variation in satisfaction observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied, and senior citizens (aged 75 years and over) notably more satisfied than average.





By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with “sports ovals and other local sporting facilities” of 8.2 out of 10, as recorded in the 2025 *Governing Melbourne* research.

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



Recreation centres and / or aquatic centres

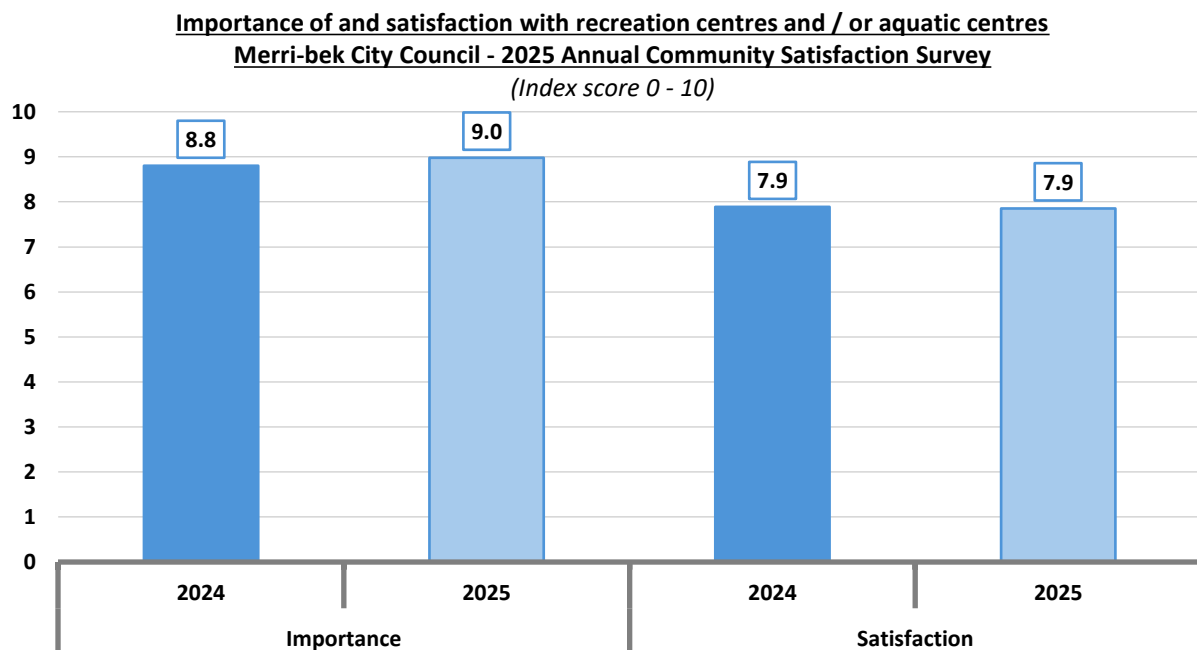
Recreation centres and / aquatic centres were the 23rd most important of the 39 included services and facilities, with an average importance of 9.0 out of 10.

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

This ranks recreation and / or aquatic centres 11th in terms of satisfaction this year.

This result comprised 69% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 251 of the 255 (43%) respondents from households who had used these facilities in the last 12 months.

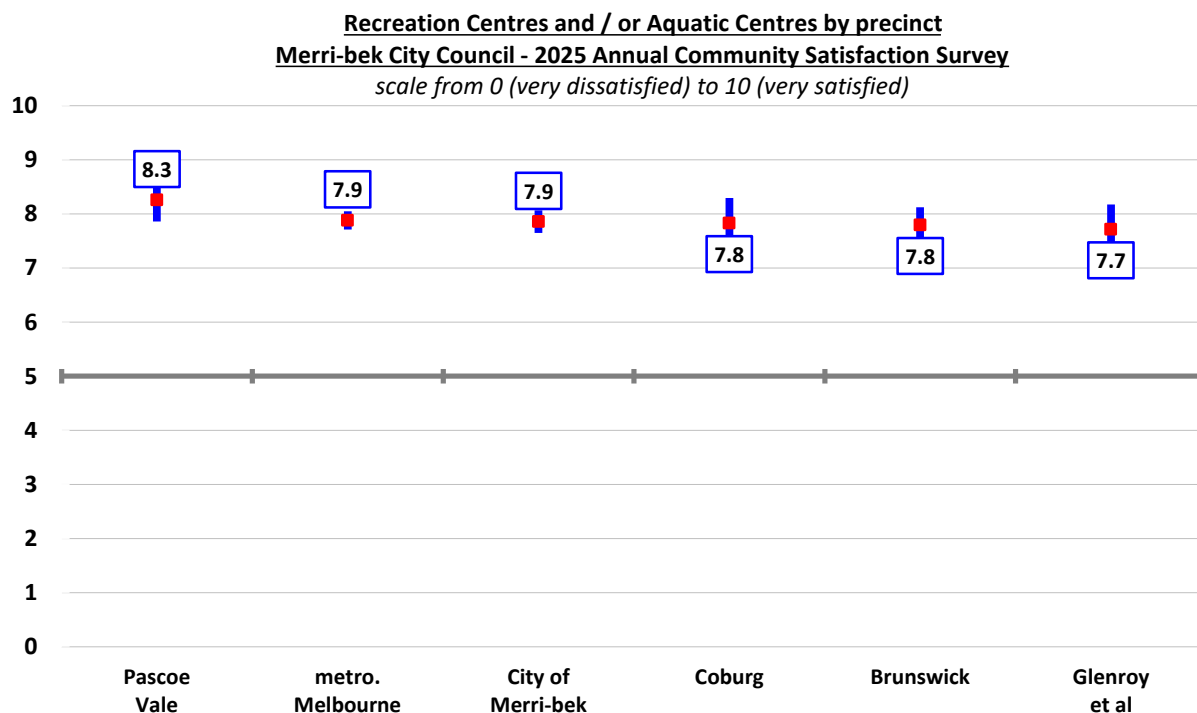
There was some variation in satisfaction with these facilities observed by respondent profile, with older adults (aged 60 to 74 years) and senior citizens (aged 75 years or older) notably more satisfied than average, and middle-aged adults (aged 45 to 59 years) notably less satisfied.



By way of comparison, this result was identical to the metropolitan average satisfaction with “recreation and/or aquatic centres” of 7.9 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with aquatic and leisure centres observed across the municipality.





Bike paths and shared paths

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

Satisfaction with bike and shared paths rose notably this year, up three percent to 7.3 out of 10 this year, which was a “very good”, up from a “good” level of satisfaction.

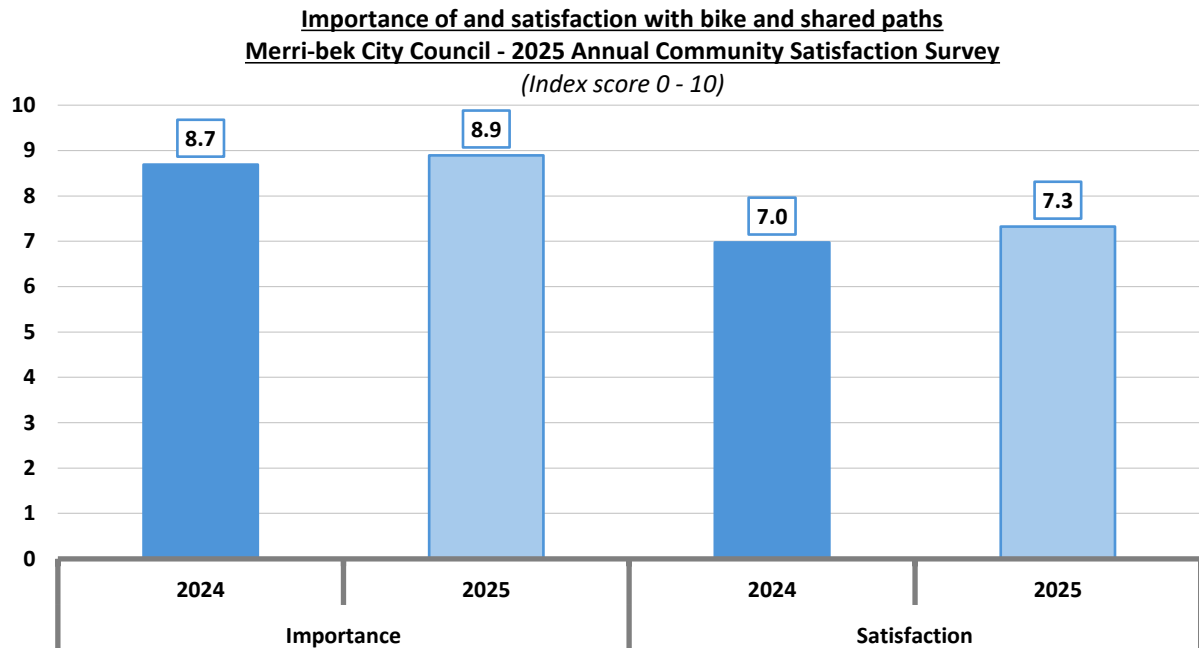
This ranks bike paths 24th in terms of satisfaction this year.

This result comprised 57% “very satisfied” and 10% “dissatisfied” respondents, based on a total sample of 232 of the 236 (39%) respondents from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with bike paths observed by respondent profile, with older adults (aged 60 to 74 years) notably more satisfied than average, and senior citizens (aged 75 years or older) notably less satisfied.

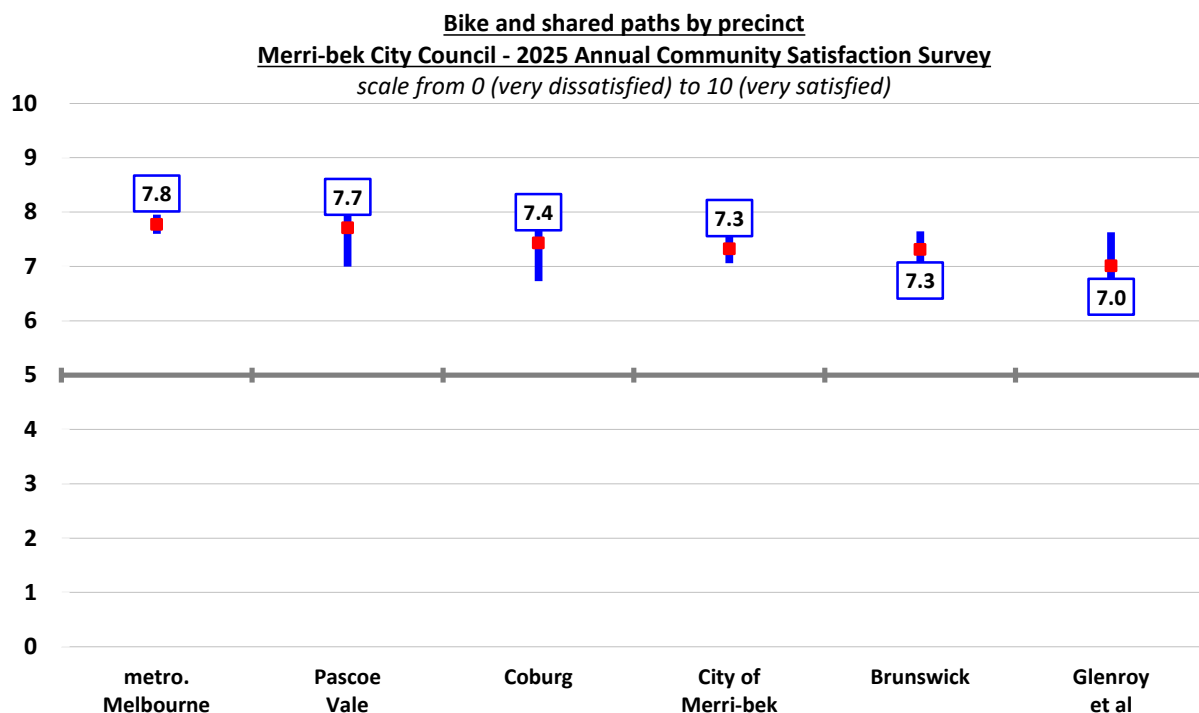
Respondents from English speaking households were notably more satisfied than respondents from multilingual households.





By way of comparison, this result was measurably (5%) lower than the metropolitan average satisfaction with “bike and shared paths” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

While there was no measurable variation in satisfaction with bike paths observed across the municipality, it is noted that 39 respondents from Pascoe Vale were notably (4%) more satisfied than the municipal average.



Provision and maintenance of playgrounds

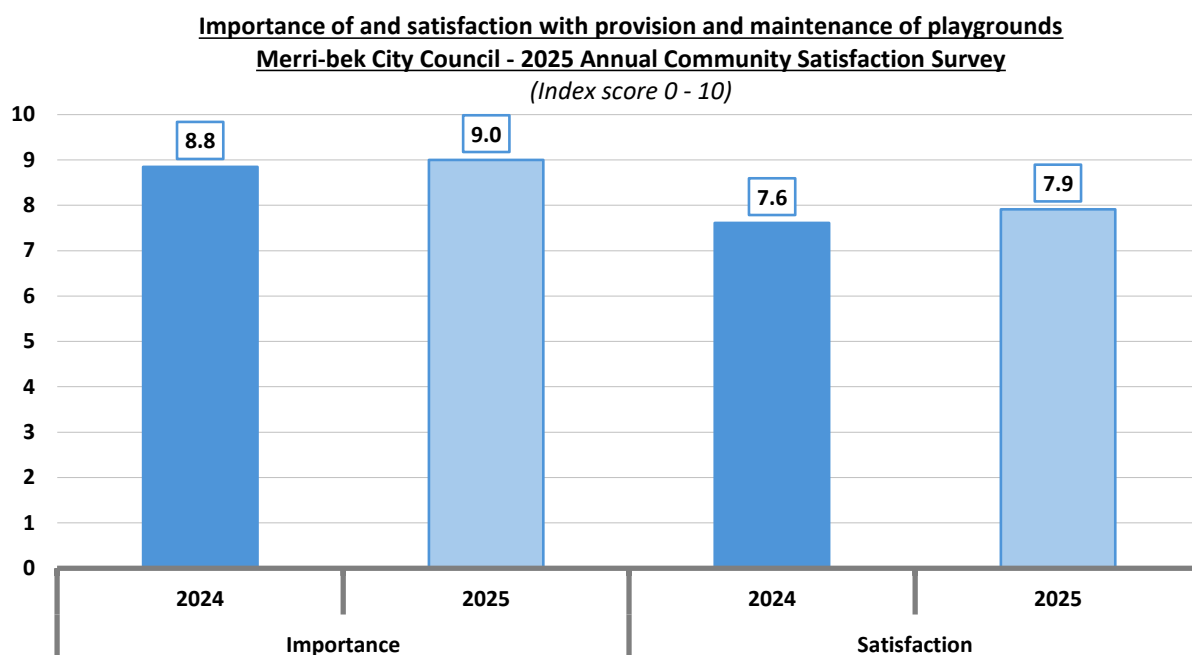
The provision and maintenance of playgrounds was the 22nd most important of the 39 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with playgrounds rose notably this year, up three percent to 7.9 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

This ranks the provision and maintenance of playgrounds 9th in terms of satisfaction this year.

This result comprised 67% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 216 of the 217 (36%) respondents from households who had used these facilities in the last 12 months.

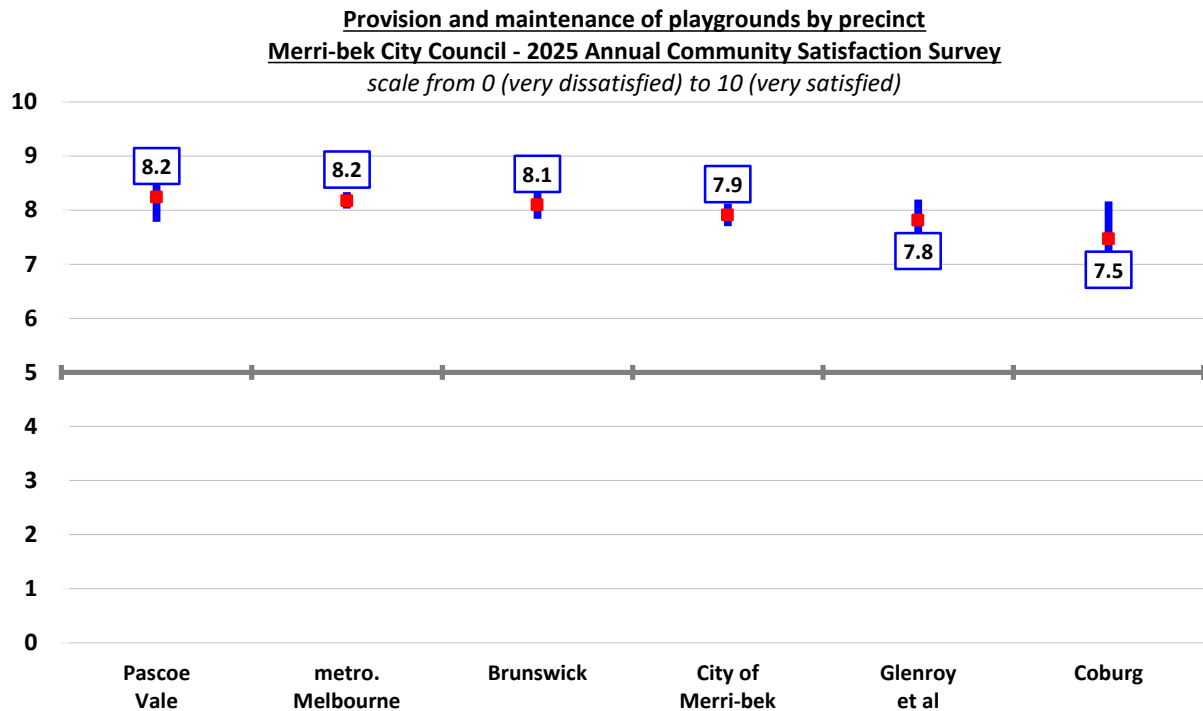
There was some variation in satisfaction with playgrounds observed by respondent profile, with respondents from English speaking households notably more satisfied than respondents from multilingual households.



By way of comparison, this result was notably (3%) lower than the metropolitan average satisfaction with the “provision and maintenance of playgrounds” of 8.2 out of 10, as recorded in the 2025 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with playgrounds observed across the municipality, it is noted that the 43 respondents from Coburg were notably (4%) less satisfied than average, and at a “very good” rather than an “excellent” level of satisfaction.





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.

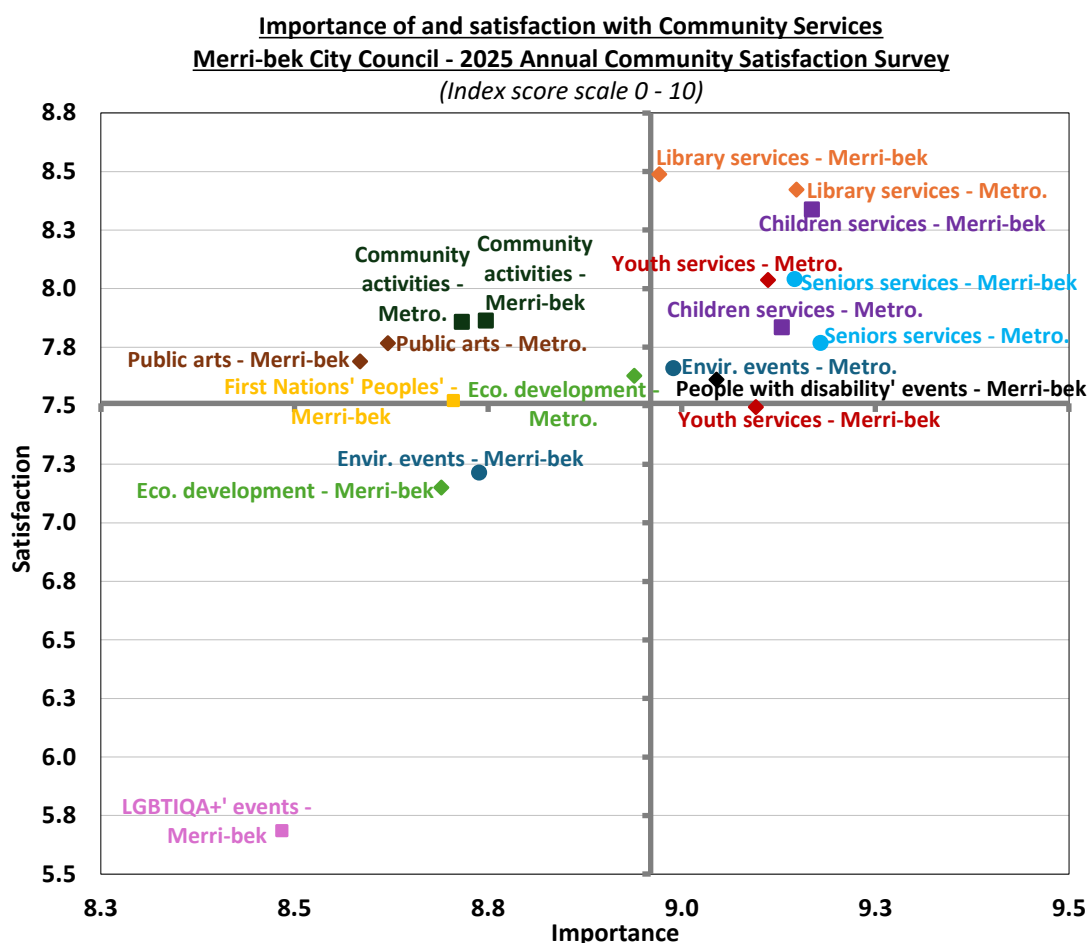
Library services and community services (including children, youth, and seniors) were among the services and facilities with which respondents were most satisfied and considered most important, being of both higher-than-average importance and higher-than-average satisfaction.

This was also the case for events for people with disability.

Although community activities, the provision of public and performing arts centres and activities, and events for First Nations People were of lower-than-average importance, they recorded satisfaction scores which were higher than the average of all 39 services and facilities.

Conversely, Council activities promoting local economic development, environmental events, programs and activities, and events for people identifying as LGBTQIA+ recorded satisfaction scores which were lower than the average of all 39 services and facilities.





Council's activities promoting local economic development

Council's activities promoting local economic development were the 34th most important of the 39 included services and facilities, with an average importance of 8.7 out of 10, and one of seven services and facilities to be measurably less important than the average of all 39 (9.0).

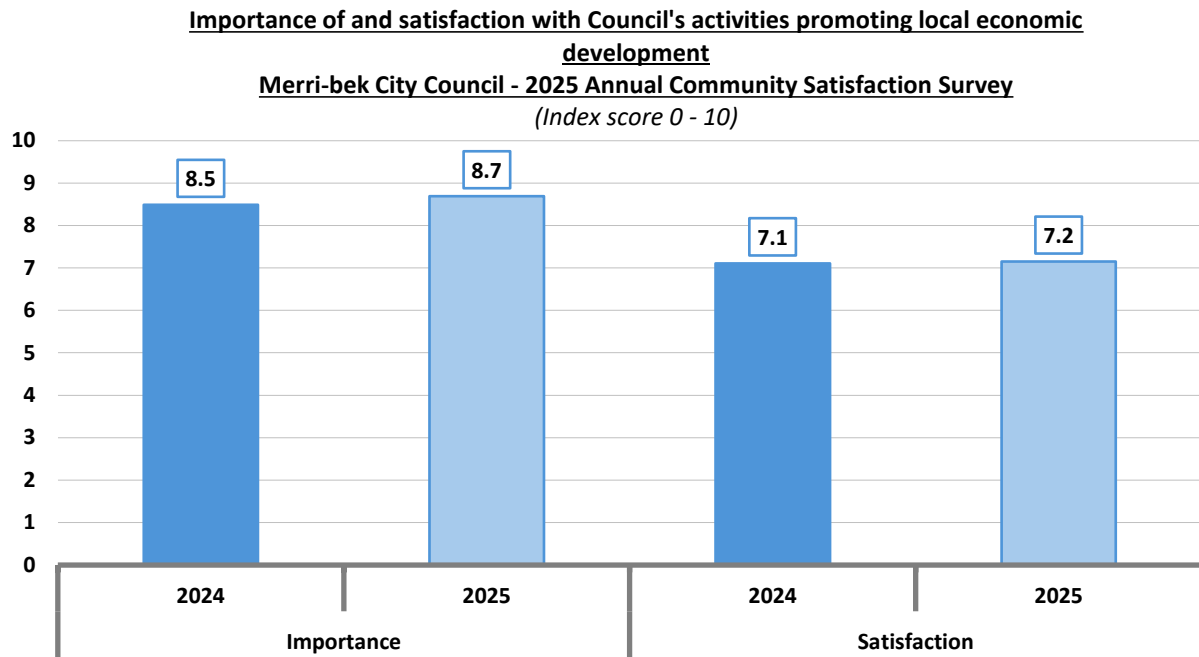
Satisfaction with Council's activities promoting local economic development remained essentially stable this year, up one percent to 7.2 out of 10, which remains a "good" level of satisfaction.

This ranks Council's activities promoting local economic development 30th in terms of satisfaction this year.

This result comprised 44% "very satisfied" and six percent "dissatisfied" respondents, based on a total sample of 493 of the 600 respondents who provided a score.

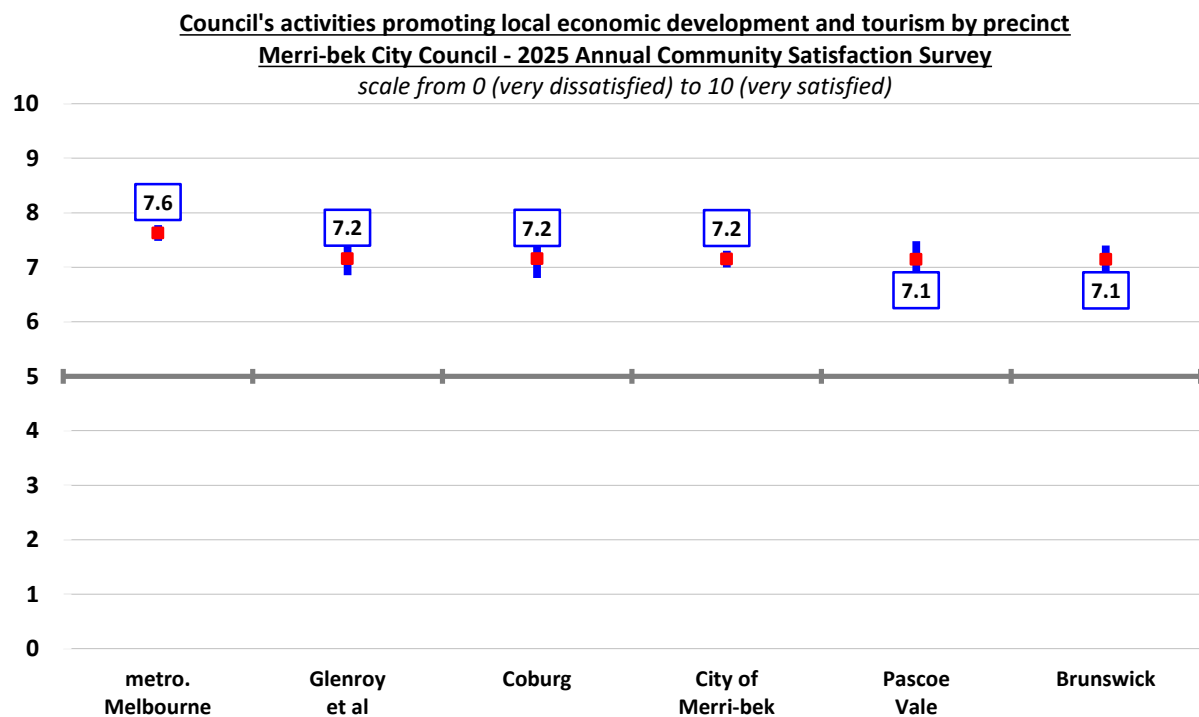
There was some substantive variation in satisfaction with these services observed by respondent profile, with respondents from English speaking households notably more satisfied than respondents from multilingual households.





By way of comparison, this result was measurably (4%) lower than the metropolitan average satisfaction with “Council’s activities promoting local economic development”, as recorded in the 2025 *Governing Melbourne* research.

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



Environmental events, programs, and activities

Environmental events, programs, and activities were the 32nd most important of the 39 included services and facilities, with an average importance of 8.7 out of 10.

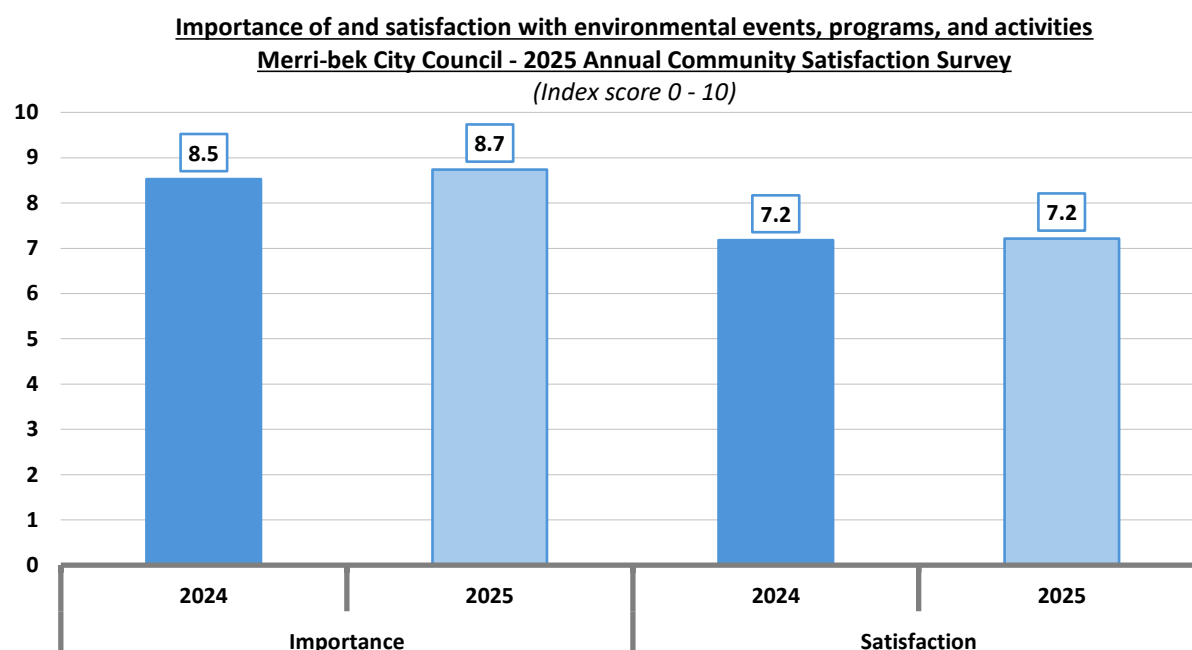
Satisfaction with environmental events, programs and activities remained stable this year at 7.2 out of 10, which remains a “good” level of satisfaction.

This ranks these services 27th in terms of satisfaction this year.

This result comprised 46% “very satisfied” and five percent “dissatisfied” respondents, based on a total sample of 489 of the 600 respondents who provided a satisfaction score.

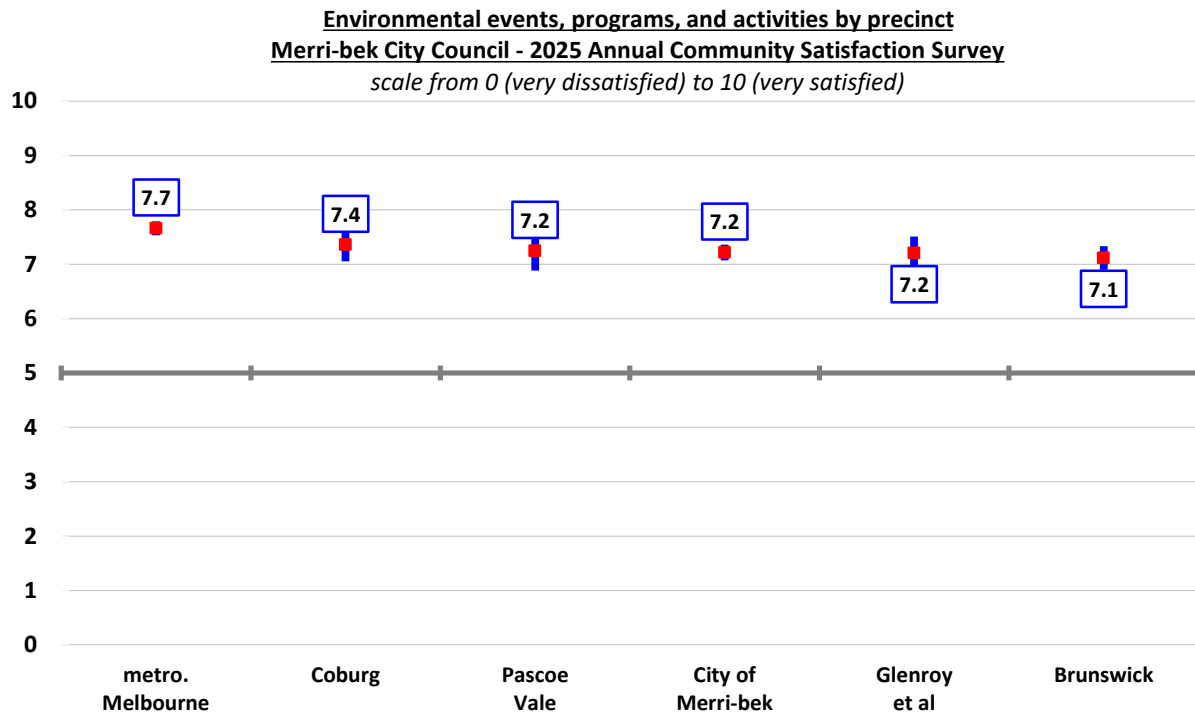
There was variation in satisfaction observed by respondent profile with senior citizens (aged 75 years or older) notably more satisfied, and middle-aged adults (aged 45 to 59 years) notably less satisfied than average.

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



By way of comparison, this result was measurably (5%) lower than the metropolitan average satisfaction with “Council meeting its responsibilities towards the environment” of 7.7 out of 10, as recorded in the 2025 *Governing Melbourne* research.

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



Local library services

Local library services were the 24th most important of the 39 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with local library services remained essentially stable this year, down one percent to 8.5 out of 10, which remains an “excellent” level of satisfaction.

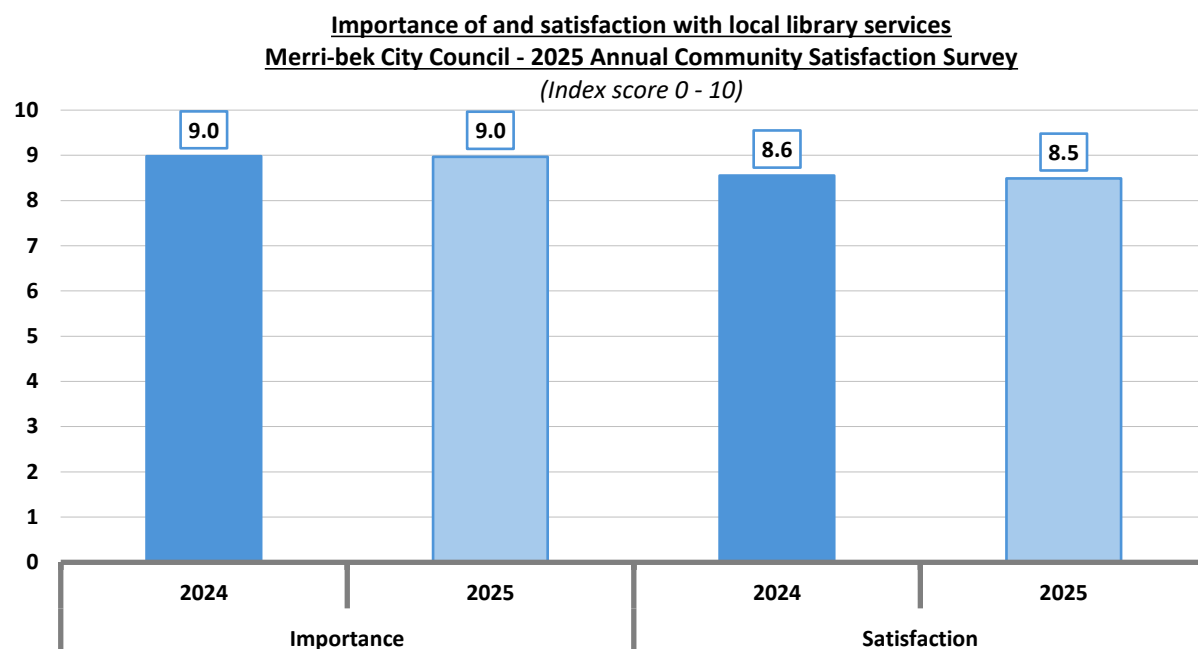
This ranks local library services 2nd in terms of satisfaction this year, and one of seven services and facilities to record a satisfaction score which was measurably higher than the average of all 39 (7.5).

This result comprised 78% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 268 of the 273 (46%) respondents from households who had used these services in the last 12 months.

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

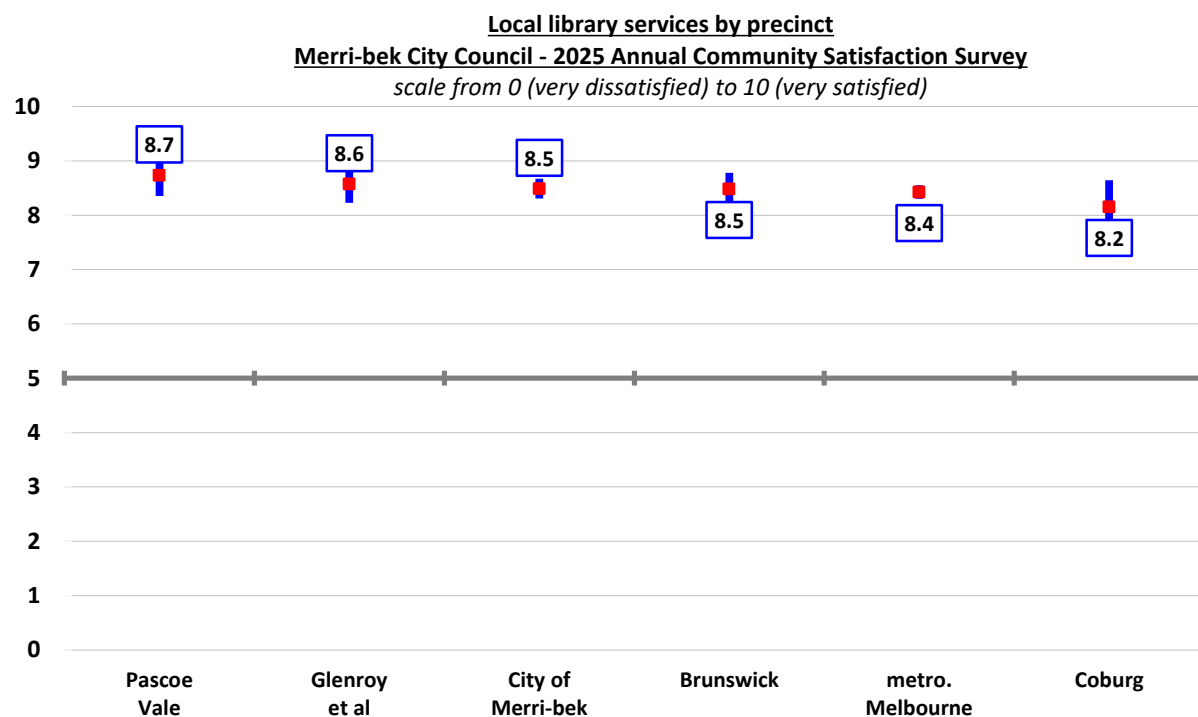
Respondents from English speaking households notably more satisfied than respondents from multilingual households.





By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with “local libraries” of 8.4 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no measurable variation in satisfaction with library services observed across the municipality, 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 8th most important of the 39 included services and facilities, with an average importance of 9.2 out of 10.

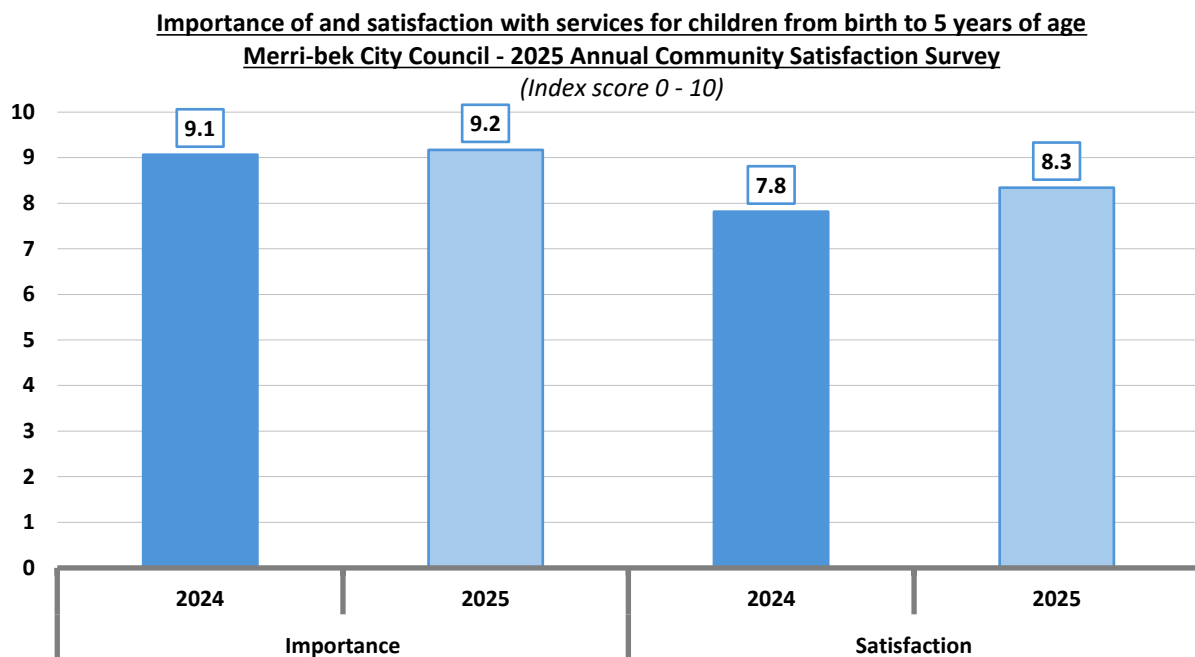
Satisfaction with services for children from birth to 5 years of age increased notably this year, up five percent to 8.3 out of 10, which remains an “excellent” level of satisfaction.

This ranks services for children from birth to 5 years of age 5th in terms of satisfaction this year, and one of seven services and facilities to record a satisfaction score which was measurably higher than the average of all 39 (7.5).

This result comprised 78% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 83 of the 86 (14%) respondents from households who had used these services in the last 12 months.

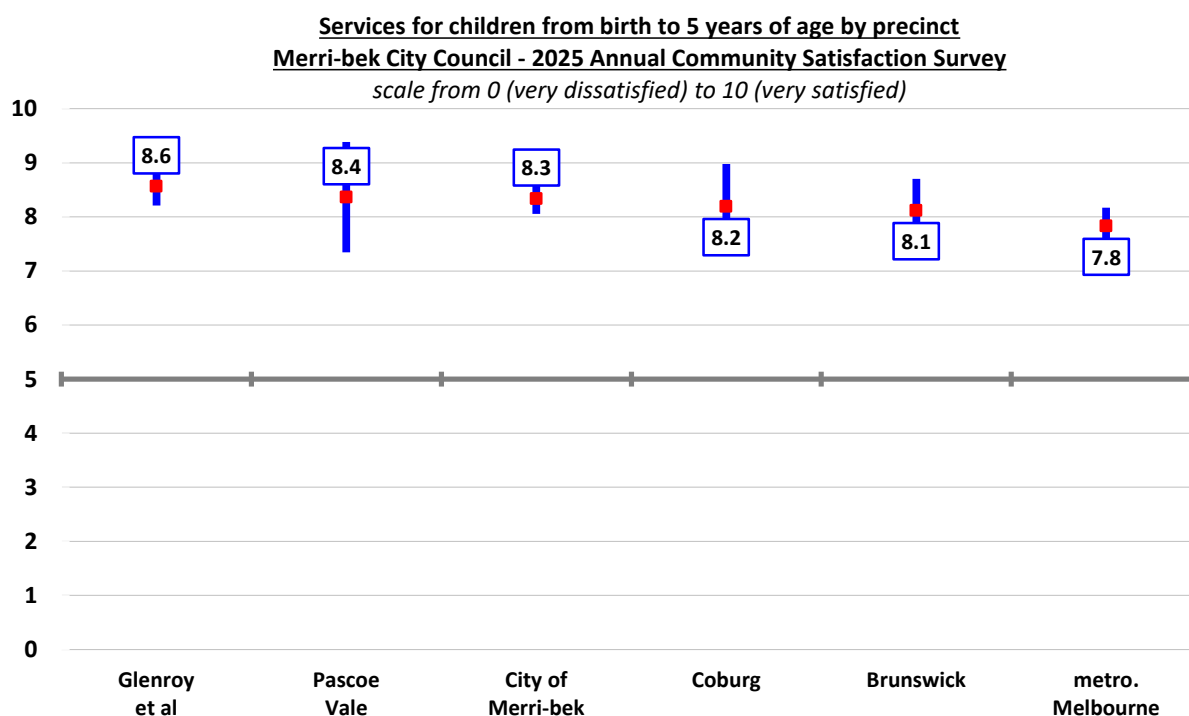
Given the small sample size, there was no meaningful variation in satisfaction observed by respondent profile, with all respondent groups satisfied at “excellent” levels.

The 42 respondents from two parent families with children aged 0 to 4 years rated satisfaction at 8.5 out of 10.



By way of comparison, this result was measurably (5%) higher than the metropolitan average satisfaction with “services for children aged 0-4 years” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

Given the small sample size, there was no measurable variation observed across the municipality, with respondents from all precincts satisfied at “excellent” levels.



Services for youth

Services for youth were the 18th most important of the 39 included services and facilities, with an average importance of 9.1 out of 10.

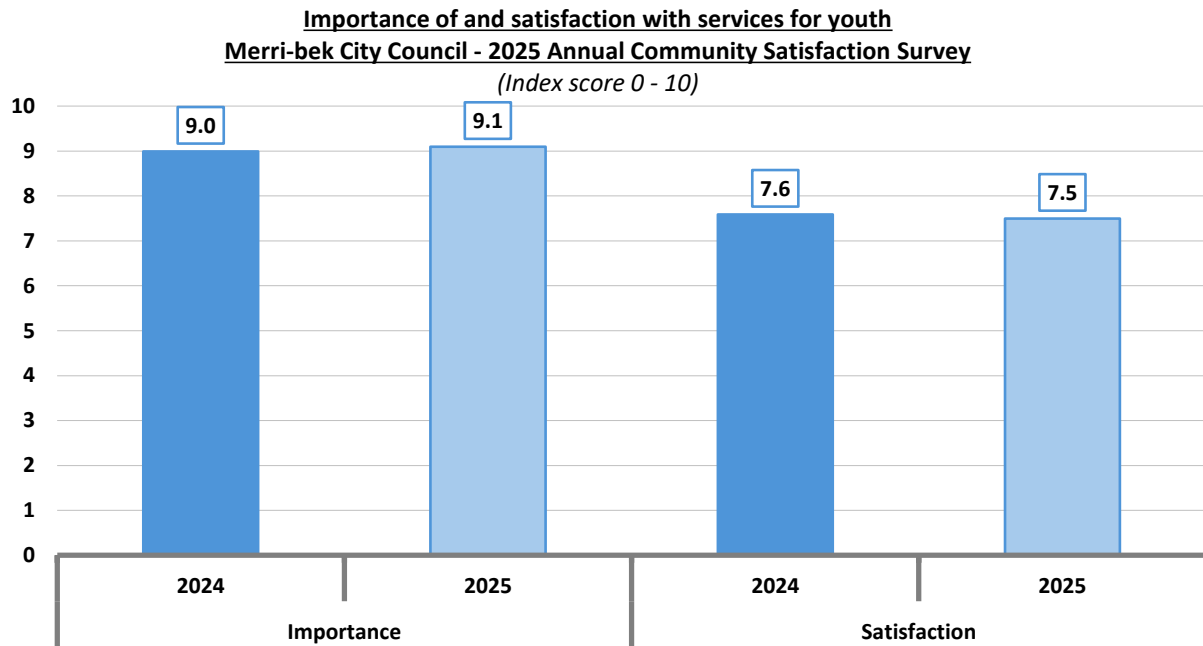
Satisfaction with services for youth remained essentially stable this year, up one percent to 7.5 out of 10, which remains a “very good” level of satisfaction.

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

This result comprised 56% “very satisfied” and three percent “dissatisfied” respondents, based on a total sample of 42 of the 48 (8%) respondents from households who had used these services in the last 12 months.

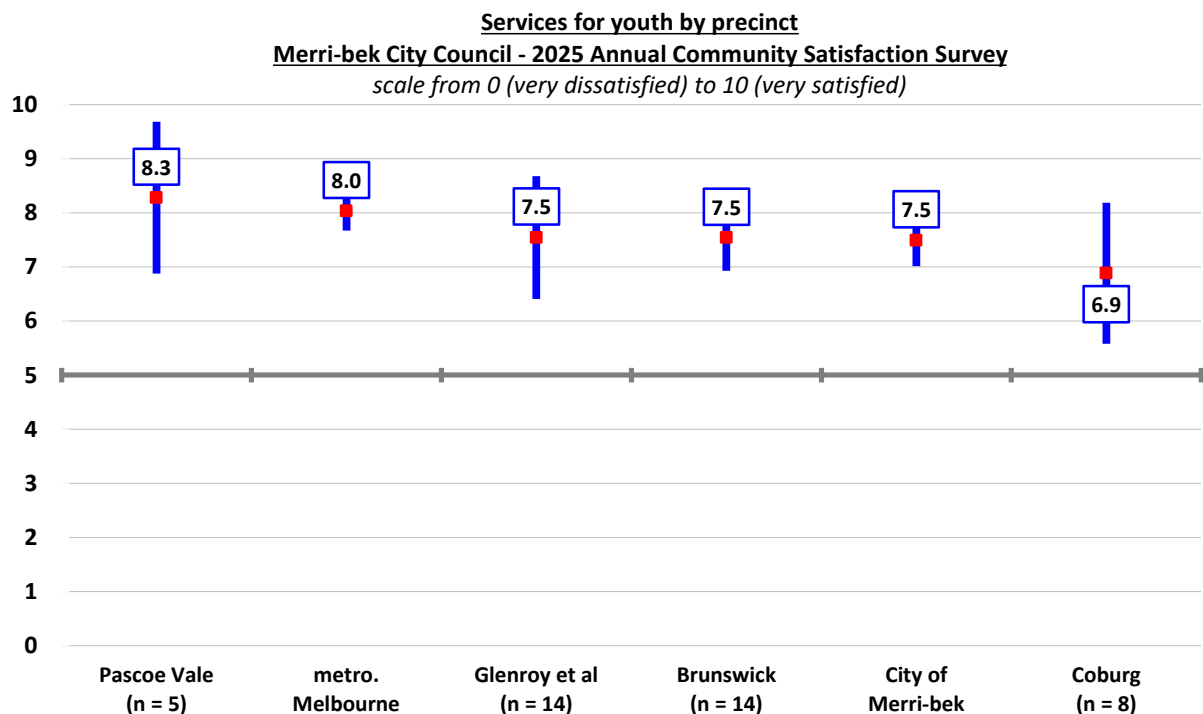
Given the small sample size, there was no substantial variation in satisfaction observed by respondent profile.





By way of comparison, this result was notably (5%) lower than the metropolitan average satisfaction with “services for youth” of 8.0 out of 10, as recorded in the 2025 *Governing Melbourne* research.

Given the small sample size, there was no measurable variation in satisfaction with youth services observed across the municipality, although it is noted that the five respondents from Pascoe Vale were notably (8%) more satisfied than the municipal average, while the eight respondents in Coburg were notably (6%) less satisfied.



Services for seniors

Services for seniors were the 11th most important of the 39 included services and facilities, with an average importance of 9.1 out of 10.

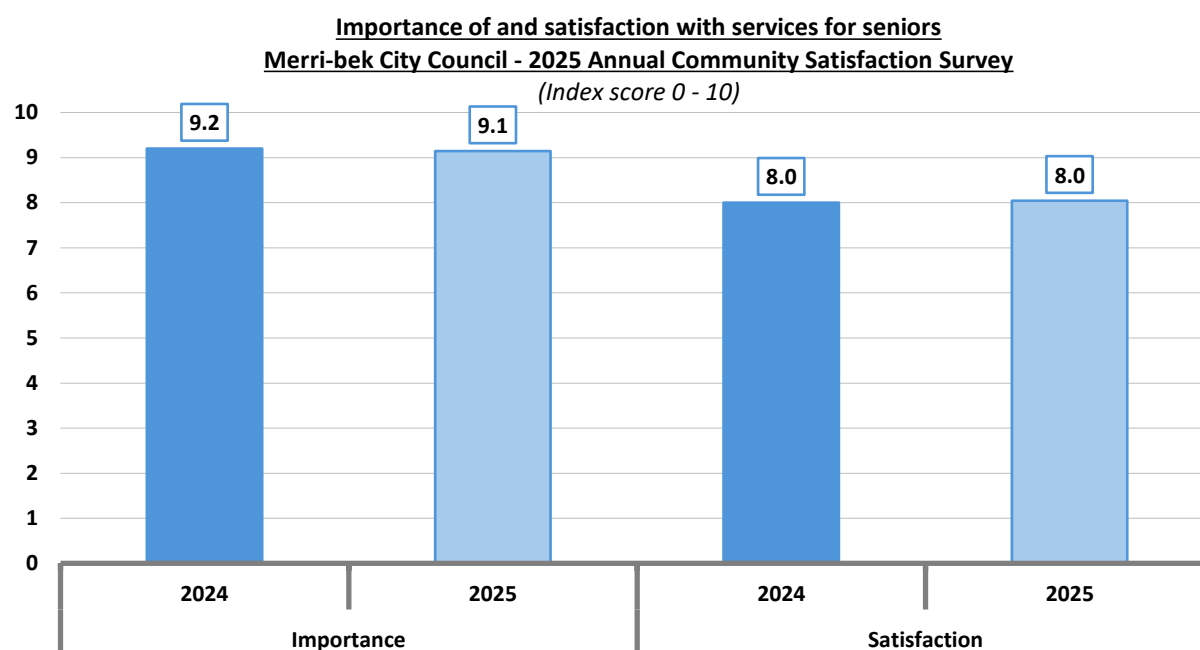
Satisfaction with services for seniors remained stable this year at 8.0 out of 10, which remains an “excellent” level of satisfaction.

This ranks services for seniors 8th in terms of satisfaction this year.

This result comprised 71% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 46 of the 47 (8%) respondents from households who had used these services in the last 12 months.

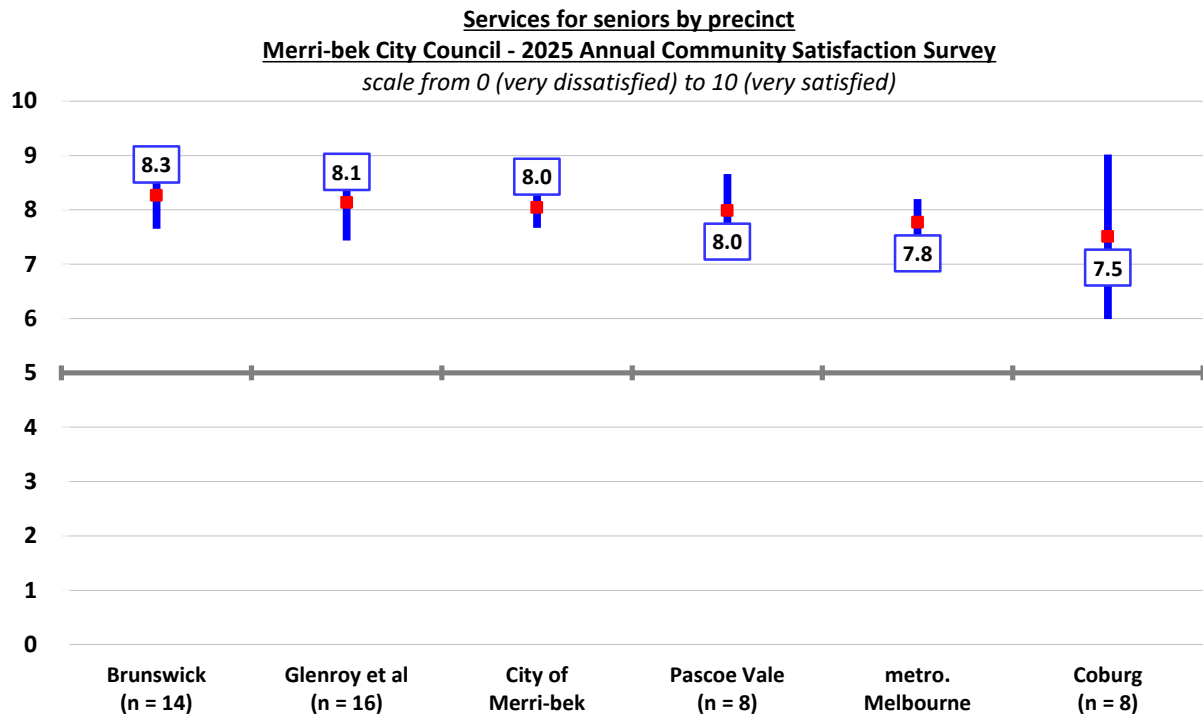
Given the small sample size, there was no substantial variation in satisfaction observed by respondent profile.

The six older couple households rated satisfaction at 7.7 out of 10, while the nine older sole person households rated satisfaction at 8.5.



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

While there was no measurable variation in satisfaction with services for seniors observed across the municipality, it is noted that the eight respondents from Coburg were notably (5%) less satisfied than average, and at a “very good” rather than an “excellent” level of satisfaction.



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

The provision of public and performing arts centres, programs, and activities was the 35th most important of the 39 included services and facilities, with an average importance of 8.6 out of 10, and one of seven services and facilities to be measurably less important than the average of all 39 (9.0).

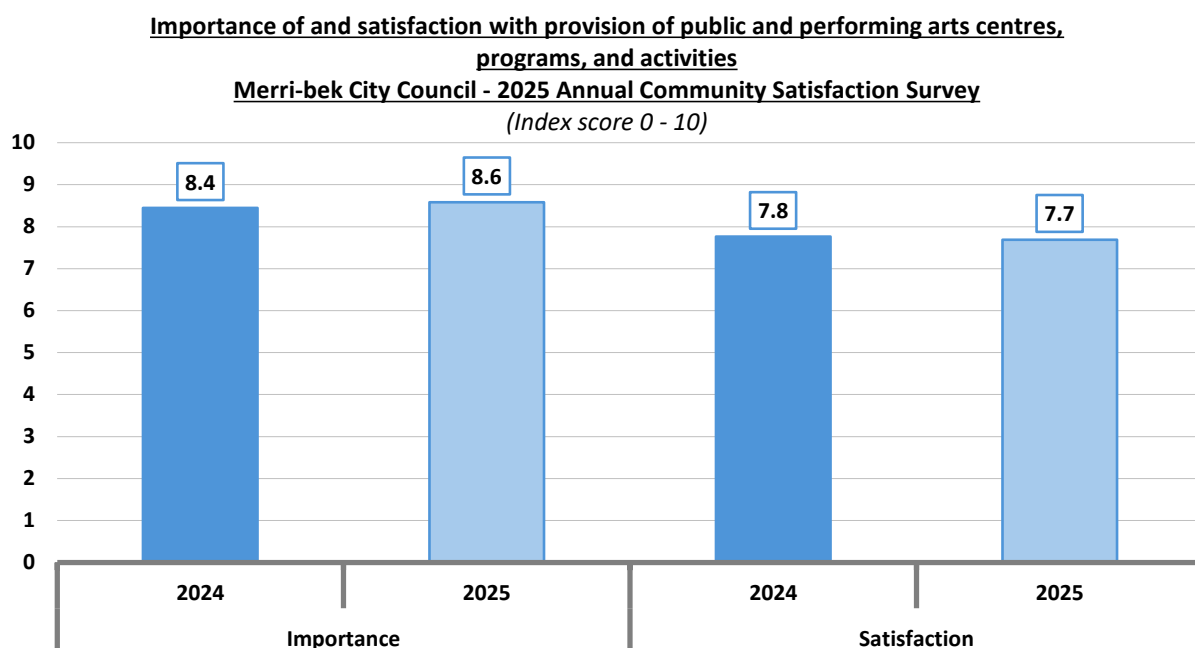
Satisfaction with these services remained essentially stable this year, down one percent to 7.7 out of 10, which was a “very good”, down from an “excellent” level of satisfaction.

This ranks these services 15th in terms of satisfaction this year.

This result comprised 69% “very satisfied” and four percent “dissatisfied” respondents, based on a total sample of 70 of the 71 (12%) respondents from households who had used these services in the last 12 months.

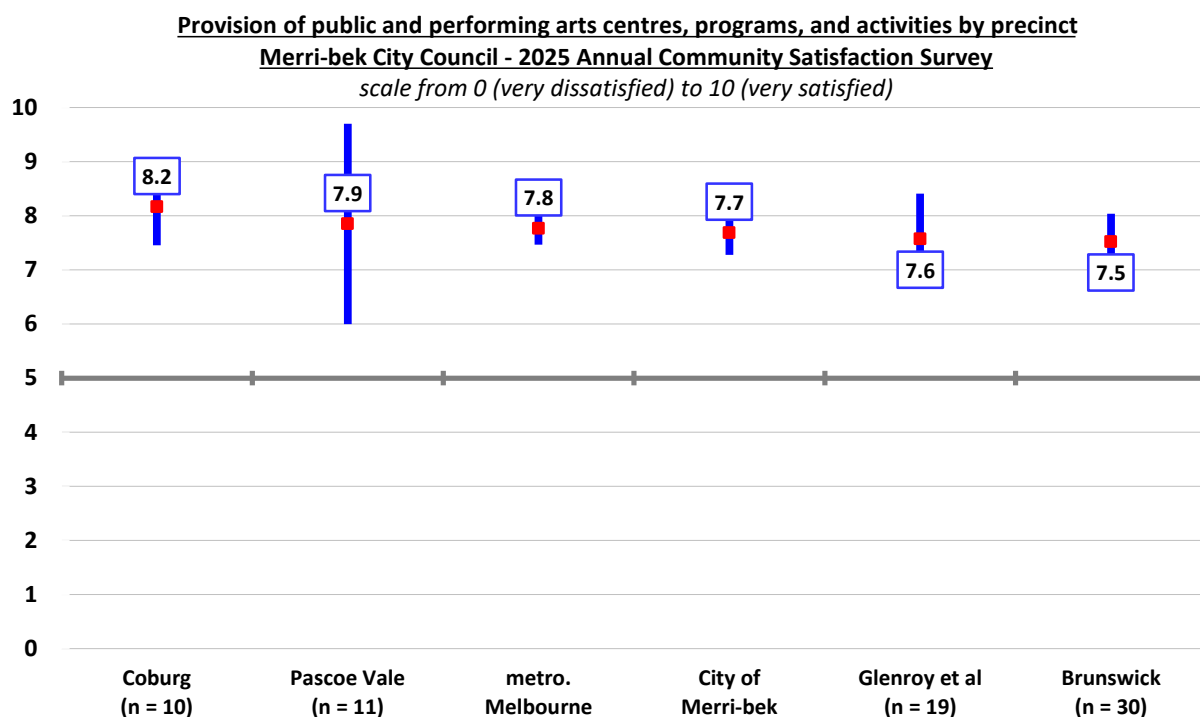
Given the relatively small sample size, there was no significant variation in satisfaction with these services observed by respondent profile.





By way of comparison, this result was broadly consistent with the metropolitan combined average satisfaction with the “provision of public art” and “Council’s festivals and events” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

While there was no measurable variation in satisfaction with these services observed across the municipality, it is noted that the 10 respondents from Coburg were notably (5%) more satisfied than average, and at an “excellent” rather than a “very good” level.



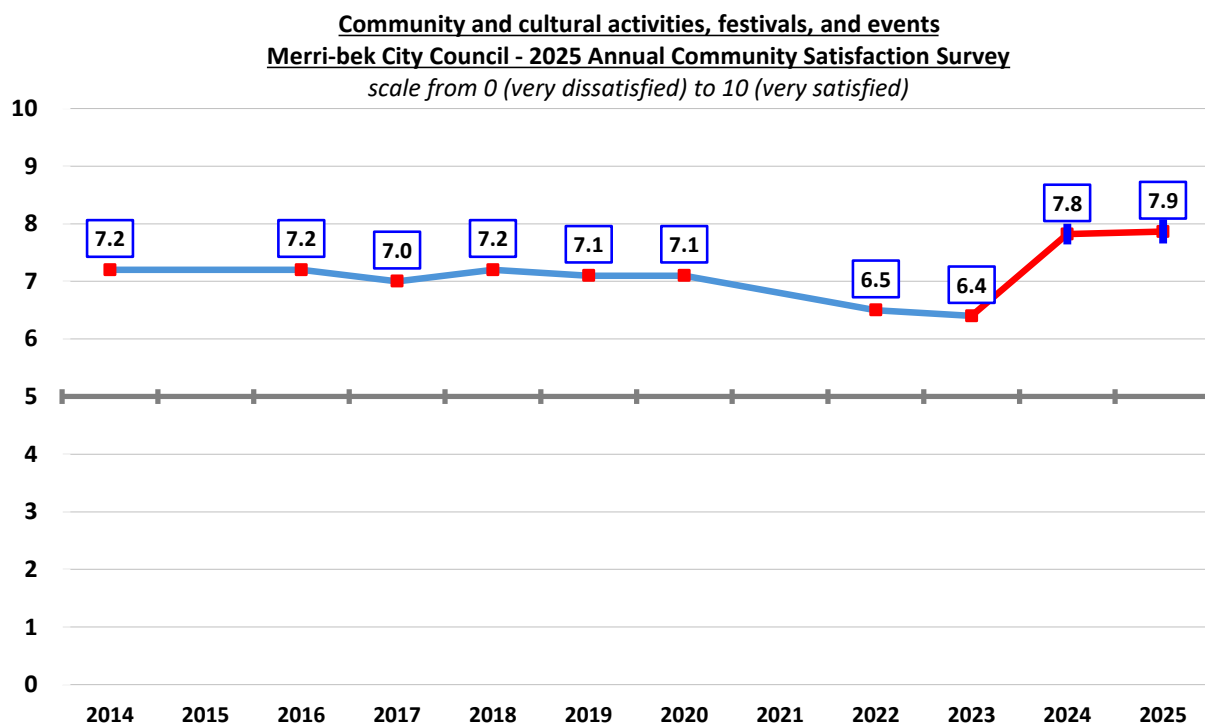
Community and cultural activities, festivals, and events

Community and cultural activities, festivals, and events were the 31st most important of the 39 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with community and cultural activities, festivals and events remained essentially stable this year, up one percent to 7.9 out of 10 this year, which remains an “excellent” level of satisfaction.

This result remains measurably higher than the long-term average satisfaction since 2014 of 7.1 out of 10, or a “good” level of satisfaction.

It should be noted that the results from the 2014 to 2023 period were from a different survey provider, using a different methodology, and that no data exists for 2015 or 2021.

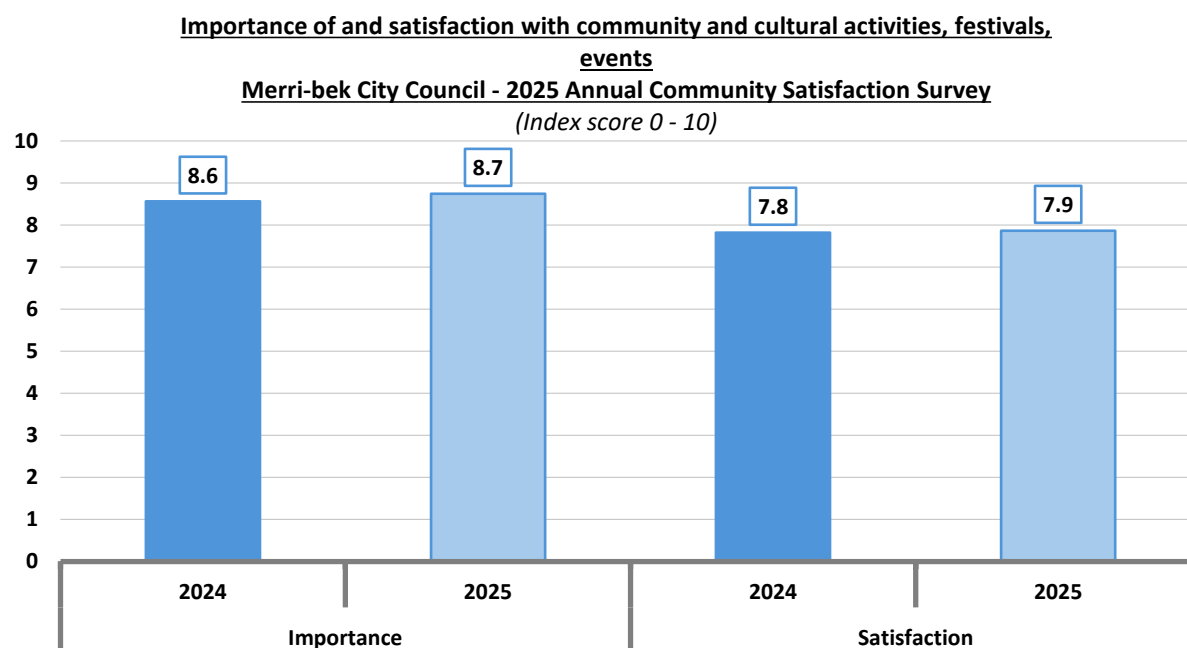


This ranks community and cultural activities 10th in terms of satisfaction this year.

This result comprised 67% “very satisfied” and one percent “dissatisfied” respondents, based on a total sample of 147 of the 149 (25%) respondents from households who reported having used these services in the past 12 months.

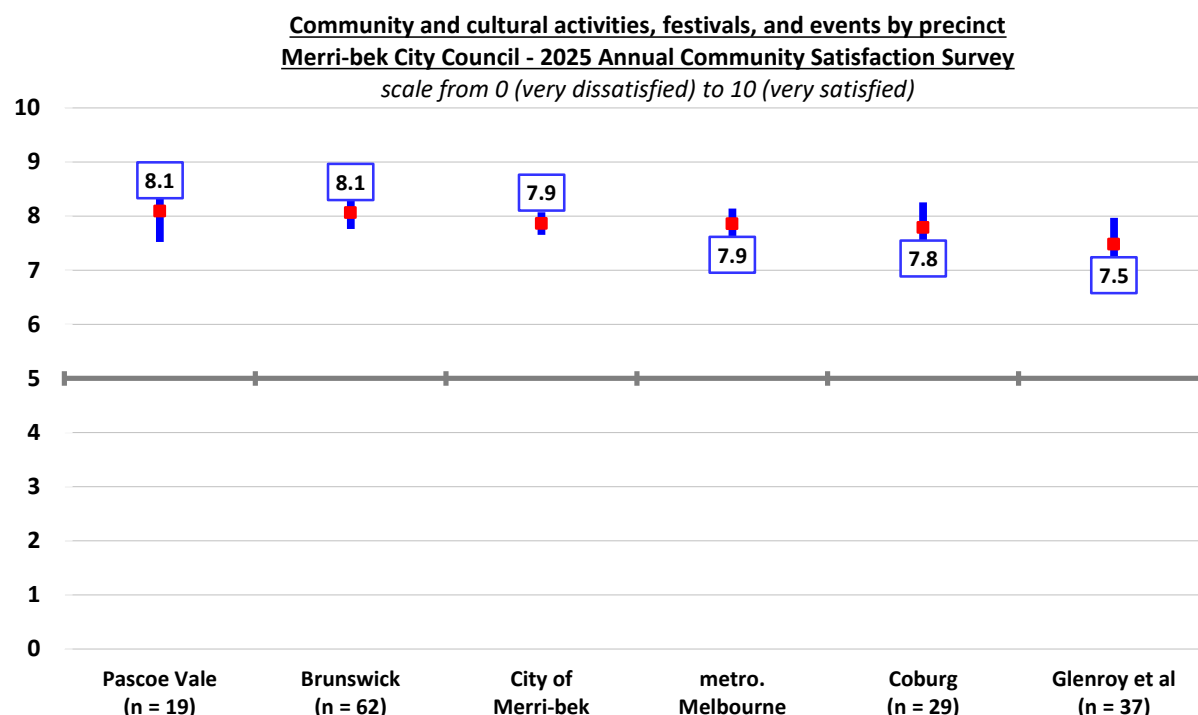
There was some variation in satisfaction observed by respondent profile with older adults (aged 60 to 74 years) notably more satisfied, and senior citizens (aged 75 years and over) notably less satisfied than the average.





By way of comparison, this result was identical to the metropolitan average satisfaction with “Council’s festivals and events” of 7.9 out of 10, as recorded in the 2025 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with community and cultural activities observed across the municipality, it is noted that respondents from Glenroy et al were notably (4%) less satisfied than the municipal average, and at a “very good” rather than an “excellent” level.



Council events and activities for First Nations' Peoples

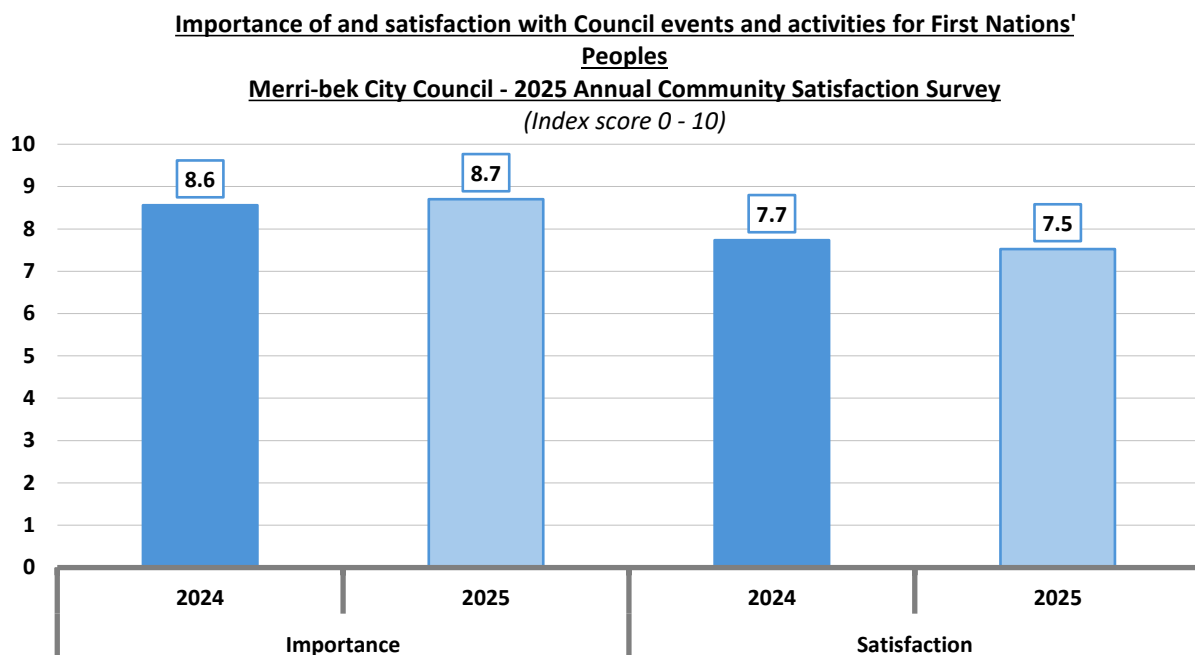
Council events and activities for First Nations' Peoples were the 33rd most important of the 39 included services and facilities, with an average importance of 8.7 out of 10, and one of seven services and facilities to be measurably less important than the average of all 39 (9.0).

Satisfaction with these services decreased somewhat this year, down two percent to 7.5 out of 10 this year, which remains a “very good” level of satisfaction.

This ranks these services 17th in terms of satisfaction this year.

This result comprised 57% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 41 of the 42 (7%) respondents from households who reported having used these services in the past 12 months.

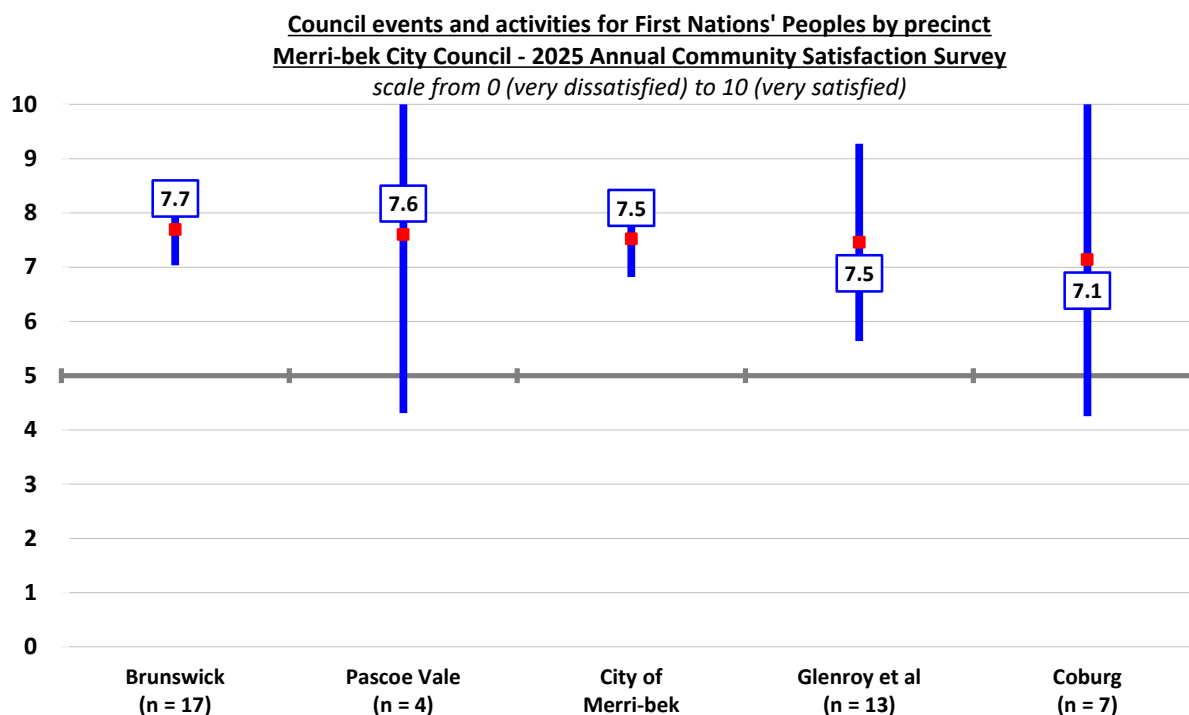
Given the small sample size of 42 respondents, there was no substantive variation in satisfaction with these services observed by respondent profile.



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

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





Council events and activities for people with disability

Council events and activities for people with disability were the 20th most important of the 39 included services and facilities, with an average importance of 9.0 out of 10.

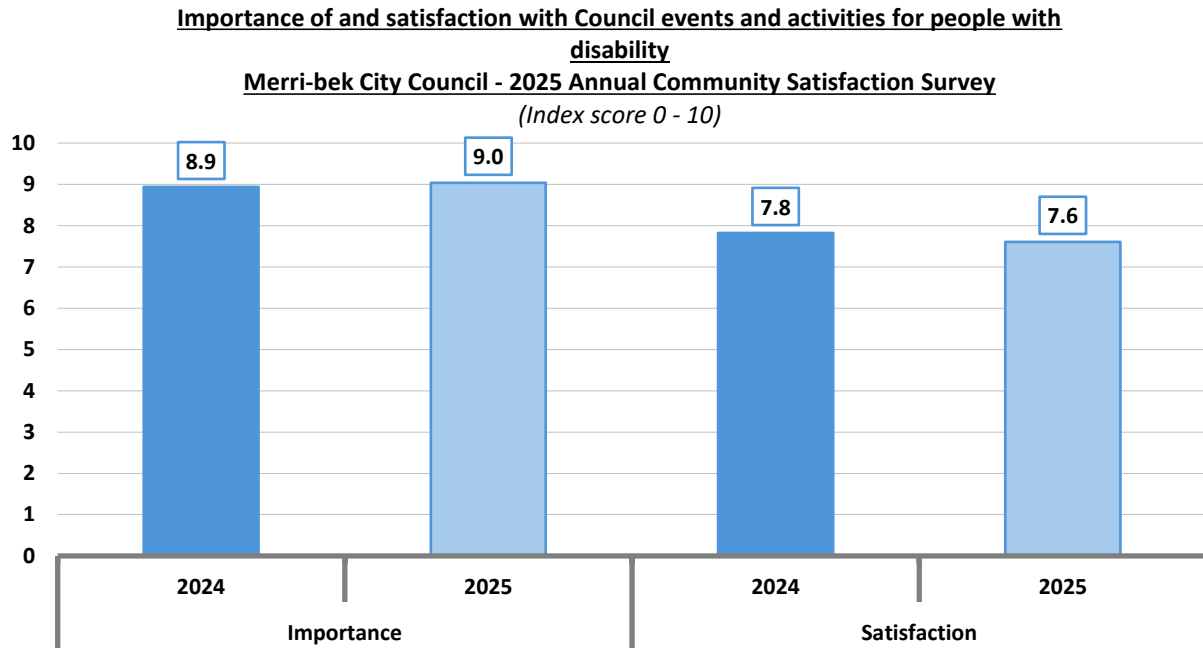
Satisfaction with these services decreased somewhat this year, down two percent to 7.6 out of 10 this year, which was a “very good”, down from an “excellent” level of satisfaction.

This ranks these services 16th in terms of satisfaction this year.

This result comprised 62% “very satisfied” and no “dissatisfied” respondents, based on a total sample of 18 of the 21 (4%) respondents from households who reported having used these services in the past 12 months.

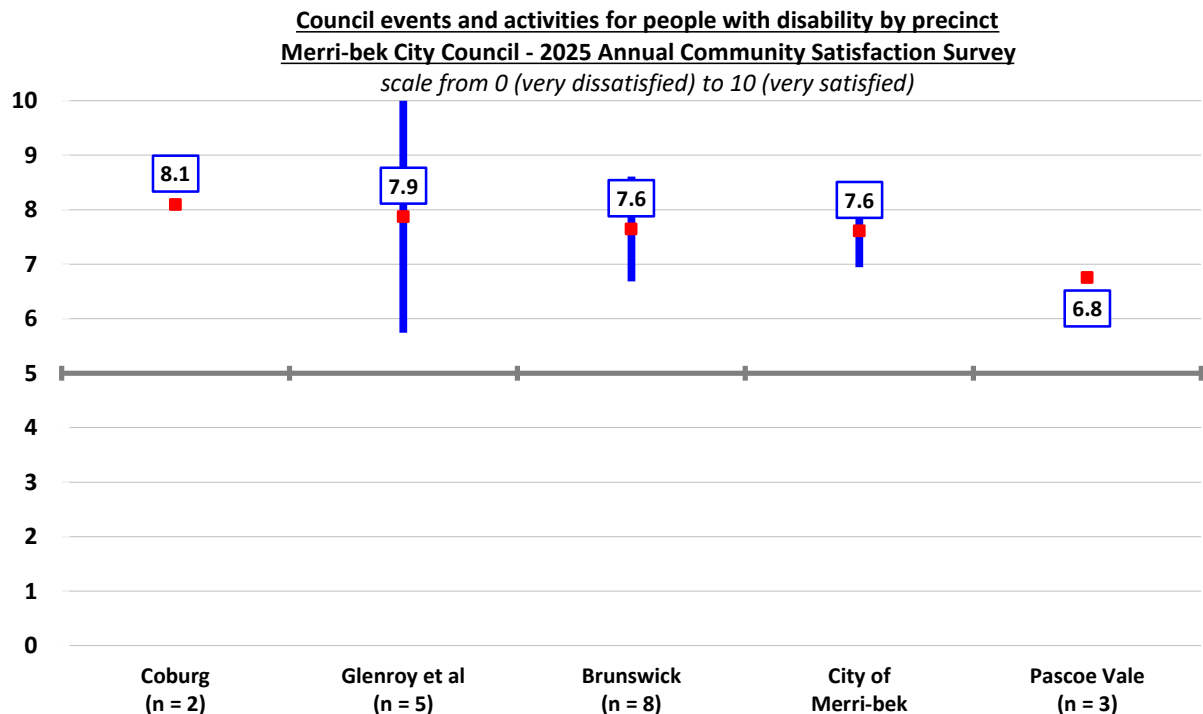
Given the small sample size of 18 respondents, there was no substantive variation in satisfaction with these services observed by respondent profile.





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

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



Council events and activities for people identifying as LGBTIQ+

Council events and activities for people identifying as LGBTIQ+ were the 36th most important of the 39 included services and facilities, with an average importance of 8.5 out of 10, and one of seven services and facilities to be measurably less important than the average of all 39 (9.0).

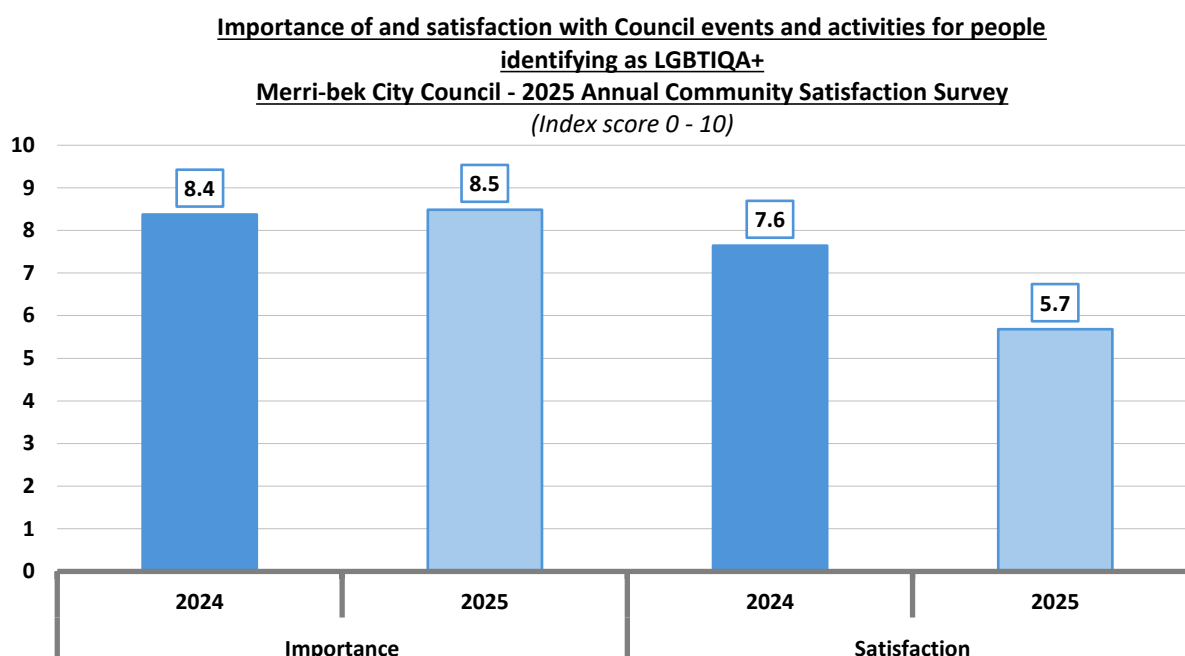
Satisfaction with these services decreased measurably this year, down 19% to 5.7 out of 10 this year, which was a “poor”, down from a “very good” level of satisfaction, although based on an extremely small sample size of just 22 respondents.

This was the largest variation in satisfaction recorded for any of the 39 included services and facilities this year.

This ranks these services last (39th) in terms of satisfaction this year, and one of seven services and facilities to record a satisfaction score which was measurably lower than the average of all 39 (7.5).

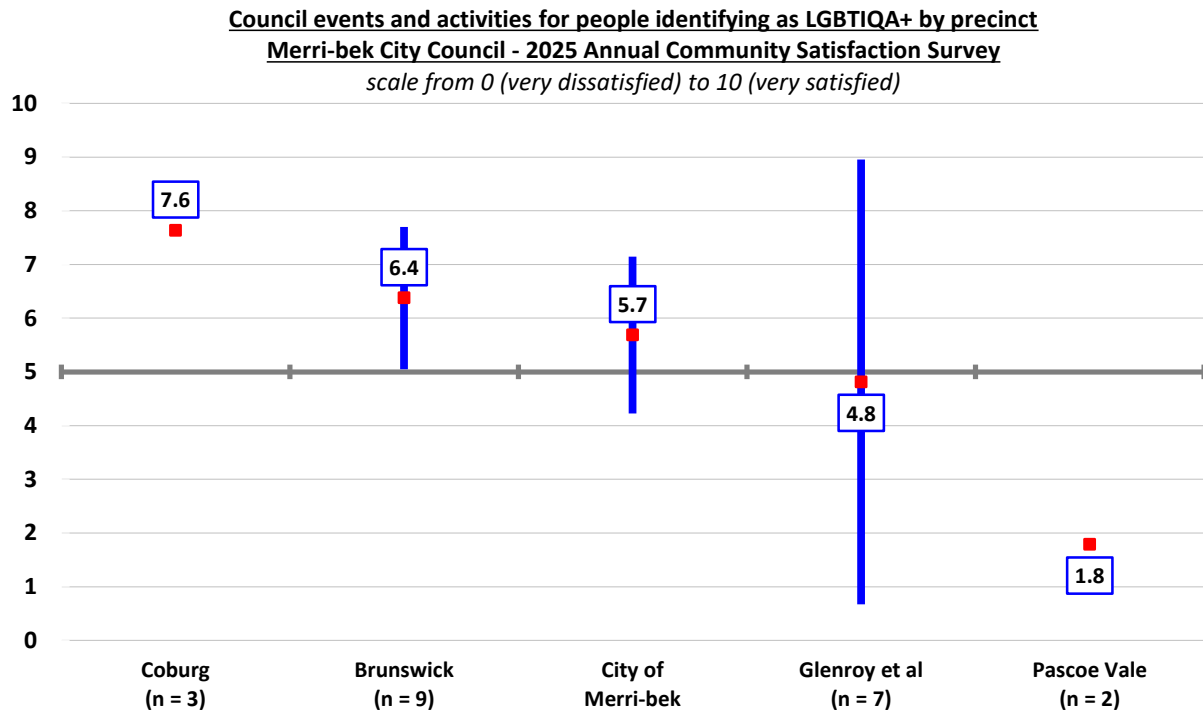
This result comprised 39% “very satisfied” and 26% “dissatisfied” respondents, based on a total sample of 20 of the 22 (4%) respondents from households who reported having used these services in the past 12 months.

Given the small sample size of 20 respondents, there was no substantive variation in satisfaction with these services observed by respondent profile.



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

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



Communication Services

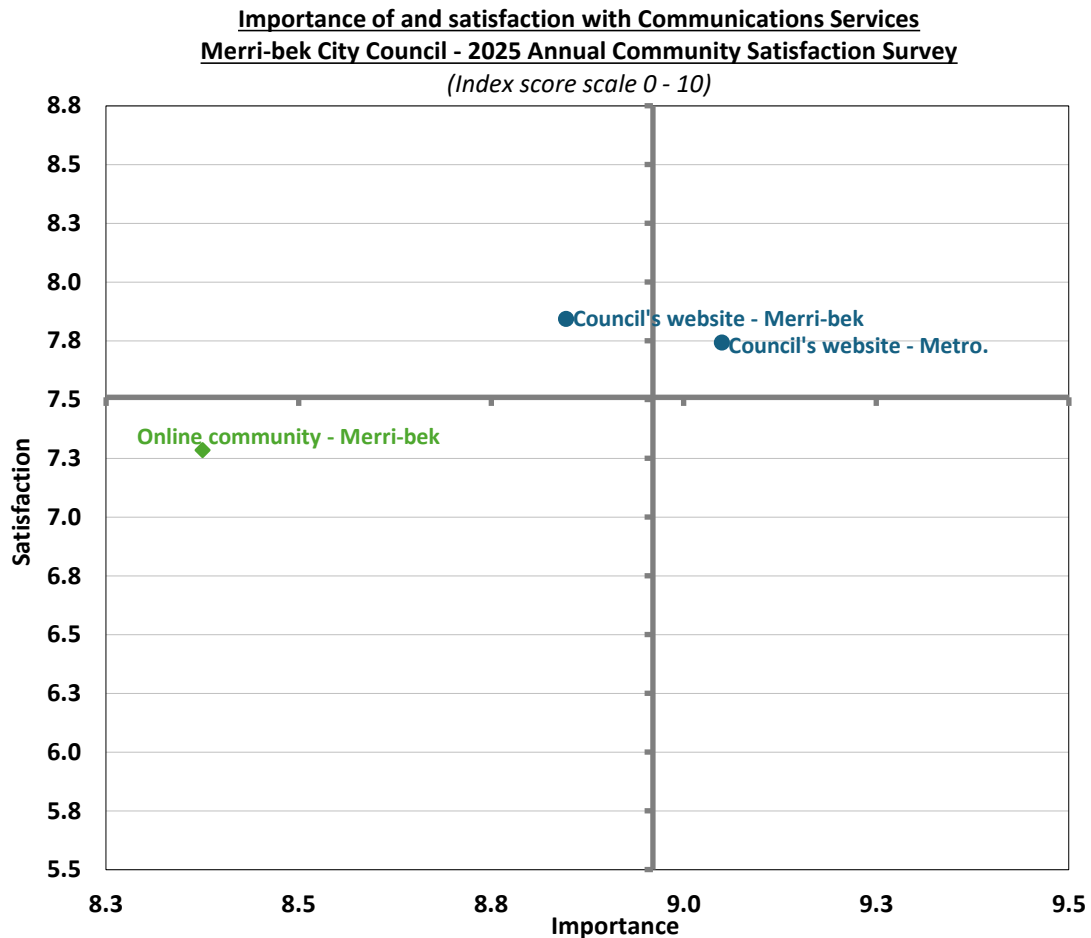
There were two services and facilities from the Communication Services Division of Council included in the survey this year, including the website and the online community *Conversations at Merri-bek*.

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

Both of these services were of lower-than-average importance.

Whereas satisfaction with Council's website was higher than the average of all 39 services and facilities, and also higher than the metropolitan average, online community *Conversations at Merri-bek* recorded a lower-than-average satisfaction score.





Online community *Conversations at Merri-bek*

Online community *Conversations at Merri-bek* were the 37th most important of the 39 included services and facilities, with an average importance of 8.4 out of 10, and one of seven services and facilities to be measurably less important than the average of all 39 (9.0).

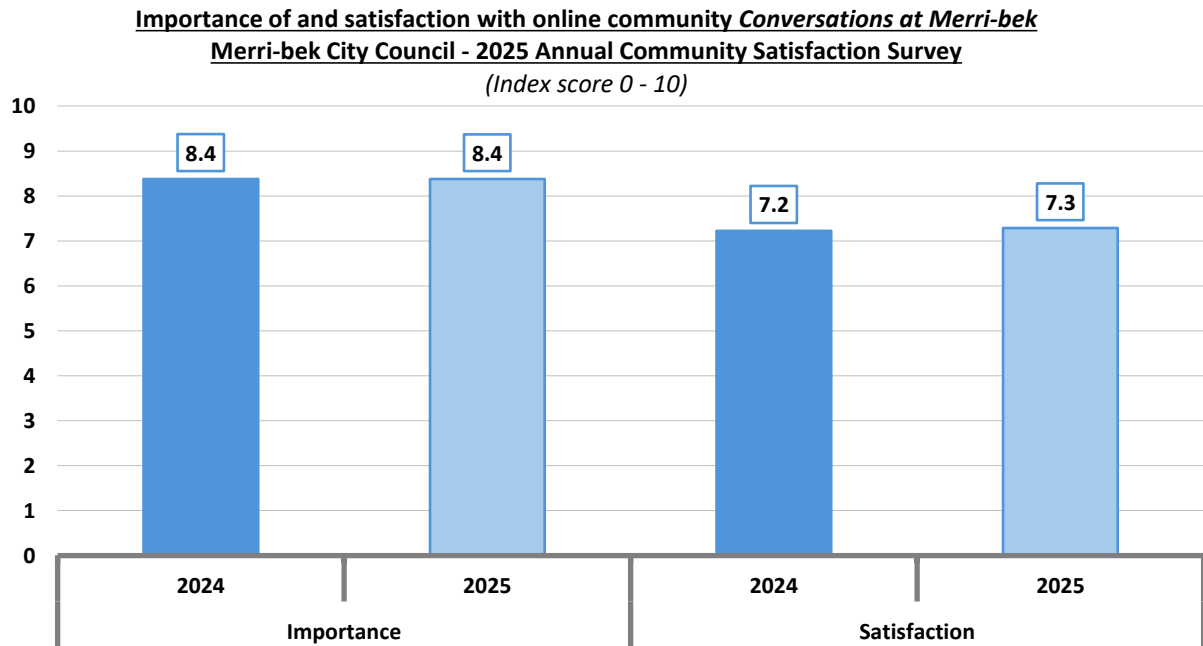
Satisfaction with these services remained essentially stable this year, up one percent to 7.3 out of 10, which remains a “good” level of satisfaction.

This ranks these services 25th in terms of satisfaction this year.

This result comprised 49% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 449 of the 600 respondents who provided a satisfaction score this year.

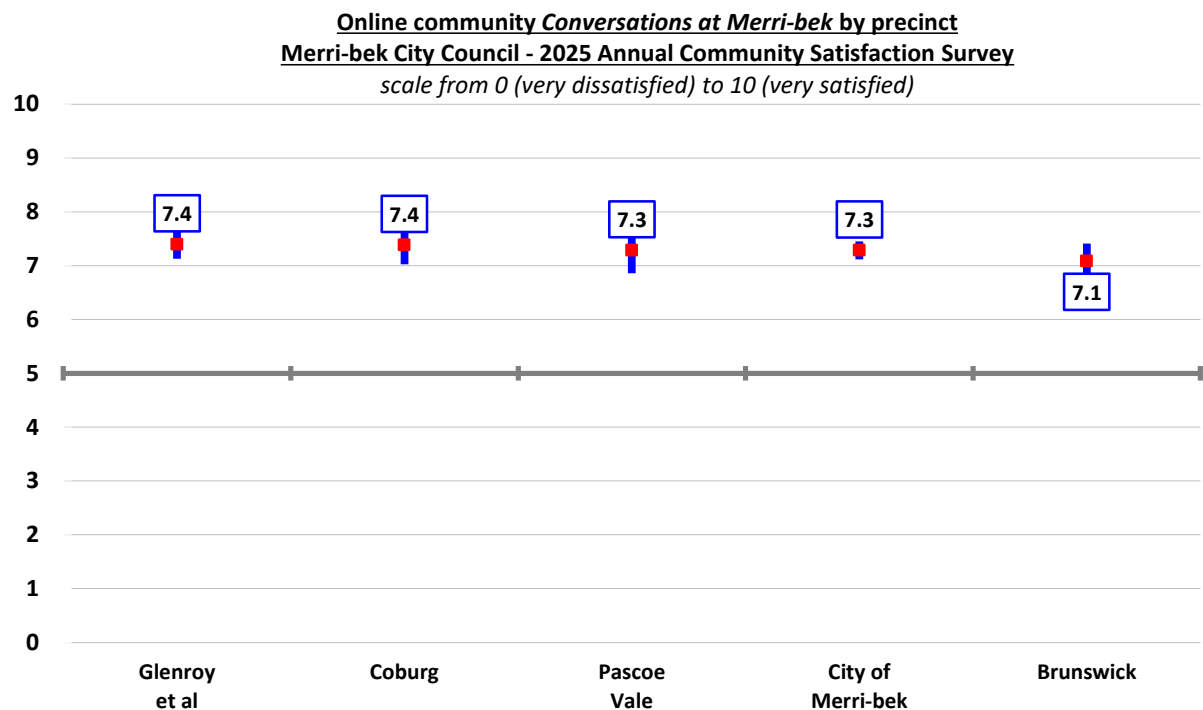
There was some variation in satisfaction with these services observed by respondent profile, with female respondents notably more satisfied than male respondents.





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

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



Council's website

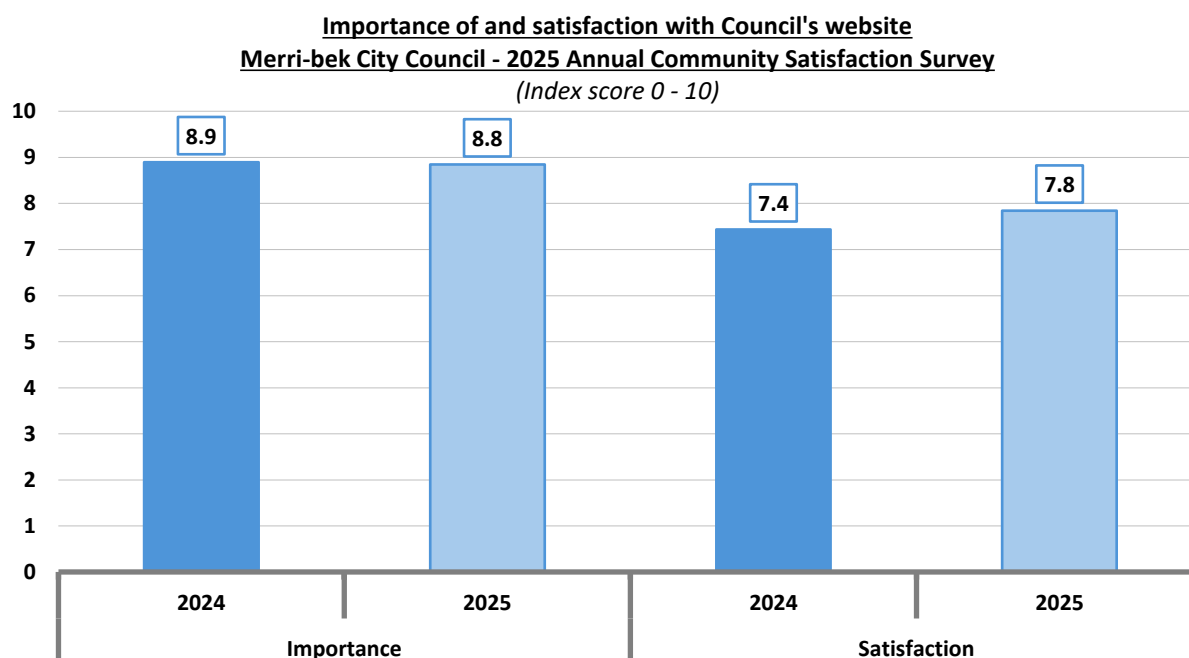
Council's website was the 28th most important of the 39 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with Council's website increased notably this year, up four percent to 7.8 out of 10, which was an "excellent", up from a "very good" level of satisfaction.

This ranks Council's website 12th in terms of satisfaction this year.

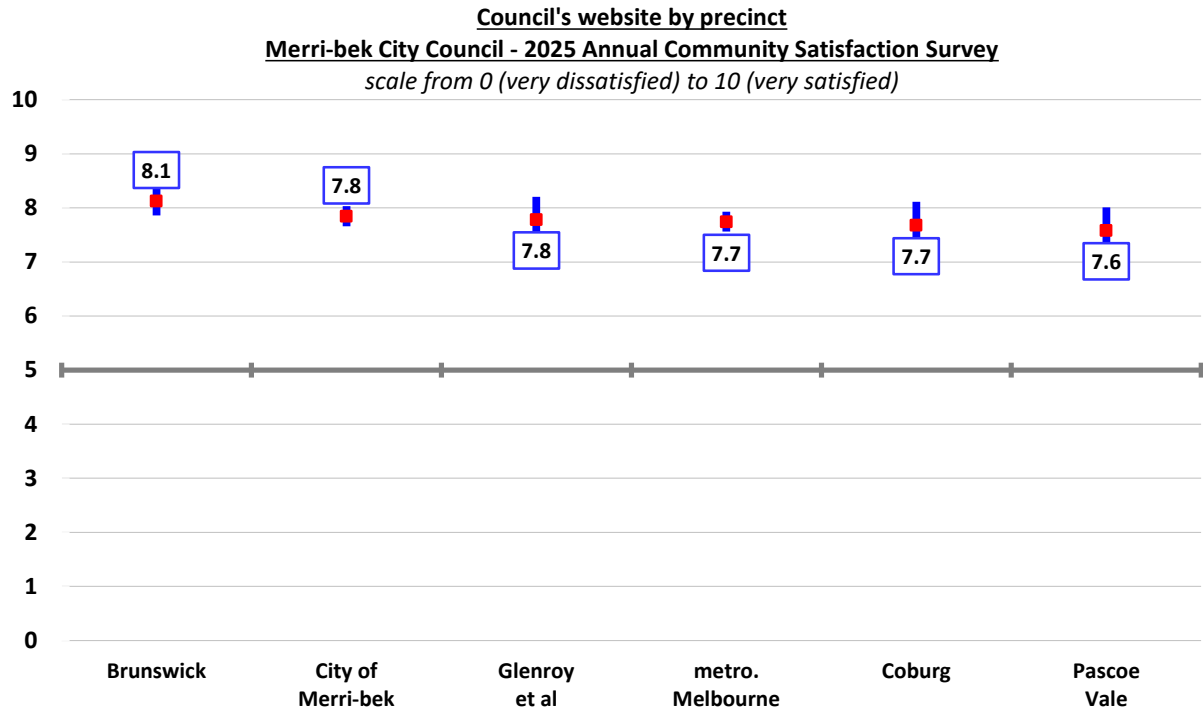
This result comprised 65% "very satisfied" and three percent "dissatisfied" respondents, based on a total sample of 322 of the 327 (55%) respondents from households who had used these facilities in the last 12 months.

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



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

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



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 again in 2025, 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 851 issues, at an average for these respondents of a little more 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 most commonly raised issues to address for the City of Merri-bek were traffic management (12%), road maintenance and repairs (10% up from 7%), parking, including both enforcement and availability (9%), lighting (8% up from 4%), safety, policing, and crime related issues (9%), rubbish and waste issues (7%), and street trees (7%).

There were increases recorded this year for roads (10% up from 7%), lighting (8% up from 4%), and general infrastructure including NBN, electricity, and similar infrastructure (3% up from less than 1%).

There were no issues that declined significantly this year in the City of Merri-bek.

Variations from the metropolitan average

When compared to the metropolitan average results as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025 using the same door-to-door, in-person methodology, the following variations were noted:

- ***MORE commonly raised in Merri-bek*** – included traffic management (12% compared to 9%), parking (9% compared to 6%), and footpath maintenance and repairs (6% compared to 3%).
- ***LESS commonly raised in Merri-bek*** – there were no issues that were notably less commonly nominated in Merri-bek than the metropolitan 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 raised the issues were notably or measurably less satisfied with Council’s overall performance than the average of all respondents.

The issues that appear most negatively related to satisfaction with Council’s overall performance this year were street trees (39 respondents, 7% less satisfied), planning and development (27 respondents, 6% less), footpaths (33 respondents, 5% less), roads (62 respondents, 4% less), parks and gardens (36 respondents, 4% less), rubbish and waste issues (43 respondents, 3% less), parking (51 respondents, 3% less), safety, policing, and crime issues (45 respondents, 2% less), and traffic management (72 respondents, 2% less).

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

Metropolis Research notes that roads and traffic were substantial negative influences on overall satisfaction with Merri-bek City Council, along with safety, policing, and crime issues.



Top issues for the City of Merri-bek at the moment
Merri-bek City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2025		2024	2025 Metro.*
	Number	Percent		
Traffic management	72	12%	12%	9%
Road maintenance and repairs (including roadworks)	62	10%	7%	9%
Parking	51	9%	8%	6%
Lighting	49	8%	4%	7%
Safety, policing and crime	45	8%	9%	7%
Rubbish and waste issues inc. garbage	43	7%	8%	7%
Provision and maintenance of street trees	39	7%	6%	7%
Parks, gardens and open spaces	36	6%	6%	5%
Footpath maintenance and repairs	33	6%	4%	3%
Building, housing, planning and development	27	5%	5%	4%
Cleanliness and maintenance of area	25	4%	3%	2%
Environment, conservation and climate change	19	3%	4%	1%
General infrastructure (e.g. internet, electricity)	19	3%	0%	1%
Communication and consultation	18	3%	2%	1%
Council rates and charges	16	3%	4%	4%
Sports, leisure and recreation facilities	16	3%	1%	2%
Bikes, cycling / walking tracks	15	3%	4%	1%
Graffiti / vandalism	15	3%	3%	1%
Street cleaning and maintenance	14	2%	3%	3%
Cost of living	13	2%	1%	0%
Illegal rubbish dumping	13	2%	1%	1%
Drains maintenance and repairs	12	2%	1%	3%
Public transport	12	2%	2%	3%
Council governance, performance and accountability	11	2%	1%	1%
Children activities and facilities	10	2%	1%	0%
Hard rubbish collection	10	2%	1%	2%
Retail and hospitality	8	1%	1%	0%
Dogs and dog off-leash issues	7	1%	1%	2%
Drugs and alcohol issues	7	1%	0%	1%
Elderly services and facilities	7	1%	0%	1%
Housing availability and affordability	7	1%	2%	0%
Public toilets	7	1%	2%	2%
Recycling collection including glass	7	1%	1%	1%
Social justice issues	7	1%	1%	0%
All other issues (37 separately identified issues)	99	17%	15%	11%
Total responses	851		795	833
<i>Respondents identifying at least one issue</i>	<i>408</i> <i>(68%)</i>		<i>411</i> <i>(68%)</i>	<i>468</i> <i>(59%)</i>

(*) 2025 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 not notably more likely than average to raise any specific issues this year.
- **Coburg** – respondents were not notably more likely than average to raise any specific issues this year.
- **Pascoe Vale** – respondents were somewhat more likely than average to raise traffic management, parking, and lighting related issues.
- **Glenroy et al** – respondents were somewhat more likely than average to raise lighting related issues.



Top issues for the City of Merri-bek at the moment by precinct
Merri-bek City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Brunswick		Coburg	
Road maintenance and repairs	11%	Road maintenance and repairs	11%
Parking	9%	Traffic management	10%
Rubbish and waste issues incl. garbage	8%	Parks, gardens and open spaces	7%
Traffic management	8%	Safety, policing and crime	7%
Safety, policing and crime	8%	Cleanliness and maintenance of area	7%
Building, housing, planning, development	6%	Lighting	6%
Provision and maintenance of street trees	6%	Environment, conservation, climate change	5%
Street cleaning and maintenance	5%	Rubbish and waste issues incl. garbage	5%
Bikes, cycling / walking tracks	5%	Provision and maintenance of street trees	5%
Graffiti & vandalism	5%	Parking	4%
All other issues	72%	All other issues	67%
Respondents identifying an issue	133 (70%)	Respondents identifying an issue	78 (64%)

Pascoe Vale		Glenroy et al	
Traffic management	18%	Traffic management	14%
Parking	15%	Lighting	13%
Lighting	13%	Footpath maintenance and repairs	11%
Road maintenance and repairs	11%	Road maintenance and repairs	9%
Parks, gardens and open spaces	7%	Safety, policing and crime	9%
Provision and maintenance of street trees	6%	Rubbish and waste issues incl. garbage	9%
Building, housing, planning, development	5%	Provision and maintenance of street trees	8%
Drains maintenance and repairs	4%	Parking	6%
Cleanliness and maintenance of area	4%	Parks, gardens and open spaces	6%
Communication and consultation	4%	Illegal rubbish dumping	4%
All other issues	59%	All other issues	56%
Respondents identifying an issue	72 (71%)	Respondents identifying an issue	125 (67%)

City of Merri-bek		Northern region	
Traffic management	12%	Roads maintenance and repairs	10%
Road maintenance and repairs	10%	Provision and maintenance of street trees	9%
Parking	9%	Traffic management	8%
Lighting	8%	Lighting	7%
Safety, policing and crime	8%	Safety, policing and crime	7%
Rubbish and waste issues incl. garbage	7%	Rubbish and waste issues incl. garbage	5%
Provision and maintenance of street trees	7%	Parks, gardens and open spaces	5%
Parks, gardens and open spaces	6%	Council rates	5%
Footpath maintenance and repairs	6%	Sports, leisure and recreation facilities	5%
Building, housing, planning, development	5%	Parking	4%
All other issues	66%	All other issues	35%
Respondents identifying an issue	408 (68%)	Respondents identifying an issue	84 (55%)



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 raise road maintenance and repair related issues.
- **Female** – respondents were somewhat more likely than males to raise traffic management, lighting, and safety, policing, and crime related issues.
- **English speaking household** – respondents were somewhat more likely than respondents from multilingual households to raise street tree related issues.
- **Multilingual household** – respondents were somewhat more likely than respondents from English speaking households to raise traffic management, road maintenance and repairs, parking, safety, policing, and crime issues, and footpath maintenance and repairs.
- **Young adults (aged 18 to 34 years)** – respondents were not more likely than average to nominate any specific issues.
- **Adults (aged 35 to 44 years)** – respondents were somewhat more likely than average to raise traffic management and lighting related issues.
- **Middle-aged adults (aged 45 to 59 years)** – respondents were somewhat more likely than average to raise roads maintenance and repairs, planning and development, and rubbish and waste related issues.
- **Older adults (aged 60 to 74 years)** – respondents were somewhat more likely than average to raise traffic management, parking, footpaths, street trees, and communication and consultation related issues.
- **Senior citizens (aged 75 years and over)** – respondents were somewhat more likely to raise street trees, drains maintenance and repairs, and services and facilities for the elderly.



Top issues for the City of Merri-bek at the moment by respondent profile

Merri-bek City Council - 2025 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Male	
Road maintenance and repairs	14%
Traffic management	10%
Parking	7%
Rubbish and waste issues incl. garbage	7%
Lighting	7%
Provision and maintenance of street trees	7%
Building, housing, planning, development	6%
Parks, gardens and open spaces	6%
Footpath maintenance and repairs	5%
Cleanliness and maintenance of area	5%
All other issues	66%
Respondents identifying an issue	196 (69%)

Female	
Traffic management	14%
Lighting	10%
Safety, policing and crime	10%
Parking	9%
Road maintenance and repairs	7%
Rubbish and waste issues incl. garbage	7%
Provision and maintenance of street trees	7%
Parks, gardens and open spaces	6%
Footpath maintenance and repairs	6%
Communication and consultation	4%
All other issues	64%
Respondents identifying an issue	205 (67%)

English speaking	
Traffic management	11%
Road maintenance and repairs	9%
Provision and maintenance of street trees	8%
Lighting	8%
Rubbish and waste issues incl. garbage	7%
Parking	7%
Safety, policing and crime	6%
Parks, gardens and open spaces	6%
Building, housing, planning, development	6%
Footpath maintenance and repairs	4%
All other issues	64%
Respondents identifying an issue	245 (65%)

Multi-lingual	
Traffic management	14%
Road maintenance and repairs	13%
Parking	11%
Safety, policing and crime	10%
Lighting	9%
Footpath maintenance and repairs	8%
Parks, gardens and open spaces	7%
Rubbish and waste issues incl. garbage	7%
Cleanliness and maintenance of area	5%
Provision and maintenance of street trees	4%
All other issues	67%
Respondents identifying an issue	161 (73%)



Top issues for the City of Merri-bek at the moment by respondent profile

Merri-bek City Council - 2025 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Young adults (18 to 34 years)		Adults (35 to 44 years)	
Traffic management	10%	Traffic management	16%
Parking	8%	Road maintenance and repairs	11%
Road maintenance and repairs	8%	Lighting	11%
Safety, policing and crime	8%	Parking	9%
Lighting	8%	Rubbish and waste issues incl. garbage	9%
Cleanliness and maintenance of area	5%	Safety, policing and crime	7%
Rubbish and waste issues incl. garbage	5%	Parks, gardens and open spaces	6%
Parks, gardens and open spaces	4%	Cleanliness and maintenance of area	6%
Sports, leisure and recreation facilities	4%	General infrastructure	6%
Footpath maintenance and repairs	4%	Footpath maintenance and repairs	5%
All other issues	51%	All other issues	62%
Respondents identifying an issue	129 (57%)	Respondents identifying an issue	89 (72%)
Middle aged adults (45 to 59 years)		Older adults (60 to 74 years)	
Road maintenance and repairs	15%	Traffic management	17%
Building, housing, planning, development	11%	Parking	15%
Rubbish and waste issues incl. garbage	11%	Footpath maintenance and repairs	13%
Traffic management	11%	Provision and maintenance of street trees	13%
Lighting	9%	Road maintenance and repairs	11%
Parks, gardens and open spaces	8%	Parks, gardens and open spaces	9%
Safety, policing and crime	7%	Communication and consultation	8%
Provision and maintenance of street trees	7%	Lighting	8%
Communication and consultation	6%	Safety, policing and crime	8%
Parking	6%	Street cleaning and maintenance	7%
All other issues	86%	All other issues	79%
Respondents identifying an issue	97 (78%)	Respondents identifying an issue	61 (81%)
Senior citizens (75 years and over)		City of Merri-bek	
Provision and maintenance of street trees	23%	Traffic management	12%
Parking	8%	Road maintenance and repairs	10%
Drains maintenance and repairs	6%	Parking	9%
Services and facilities for the elderly	6%	Lighting	8%
Road maintenance and repairs	6%	Safety, policing and crime	8%
Safety, policing and crime	6%	Rubbish and waste issues incl. garbage	7%
Rubbish and waste issues incl. garbage	6%	Provision and maintenance of street trees	7%
Council rates and charges	4%	Parks, gardens and open spaces	6%
Footpath maintenance and repairs	4%	Footpath maintenance and repairs	6%
Public toilets	4%	Building, housing, planning, development	5%
All other issues	38%	All other issues	66%
Respondents identifying an issue	31 (60%)	Respondents identifying an issue	408 (68%)

Municipal comparison of top issues

The following section provides comparison results for other municipalities surveyed by Metropolis Research in 2024 and 2025.

These results provide a more comprehensive picture of the prominence of these key issues, both in the City of Merri-bek, and how it compares to elsewhere around metropolitan Melbourne and regional Victoria.

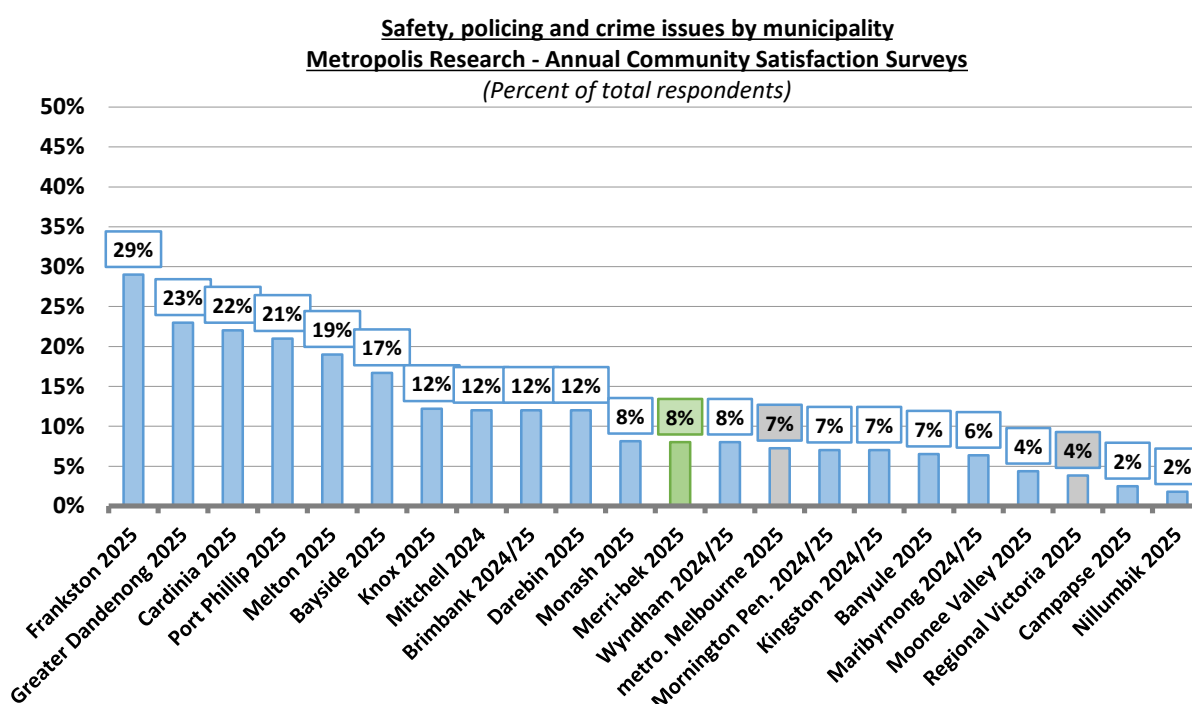
Safety, policing, and crime issues

The following graph provides a comparison of safety, policing, and crime related issues across metropolitan, based on research conducted by Metropolis Research in 2024 and 2025.

The verbatim responses categorised as safety, policing, and crime are included in the following section.

Whilst safety, policing, and crime issues were prominent in the City of Merri-bek this year, it remains at a similar level to the metropolitan average, and significantly lower than has been recorded by Metropolis Research in several other municipalities across the metropolitan area this year.

Safety, policing, and crime issues increased significantly in the City of Frankston (29% up from 11%), Cardinia Shire (22% up from 10%), the City of Bayside (17% up from 10%), and the City of Darebin (12% up from 4%).



Traffic management issues

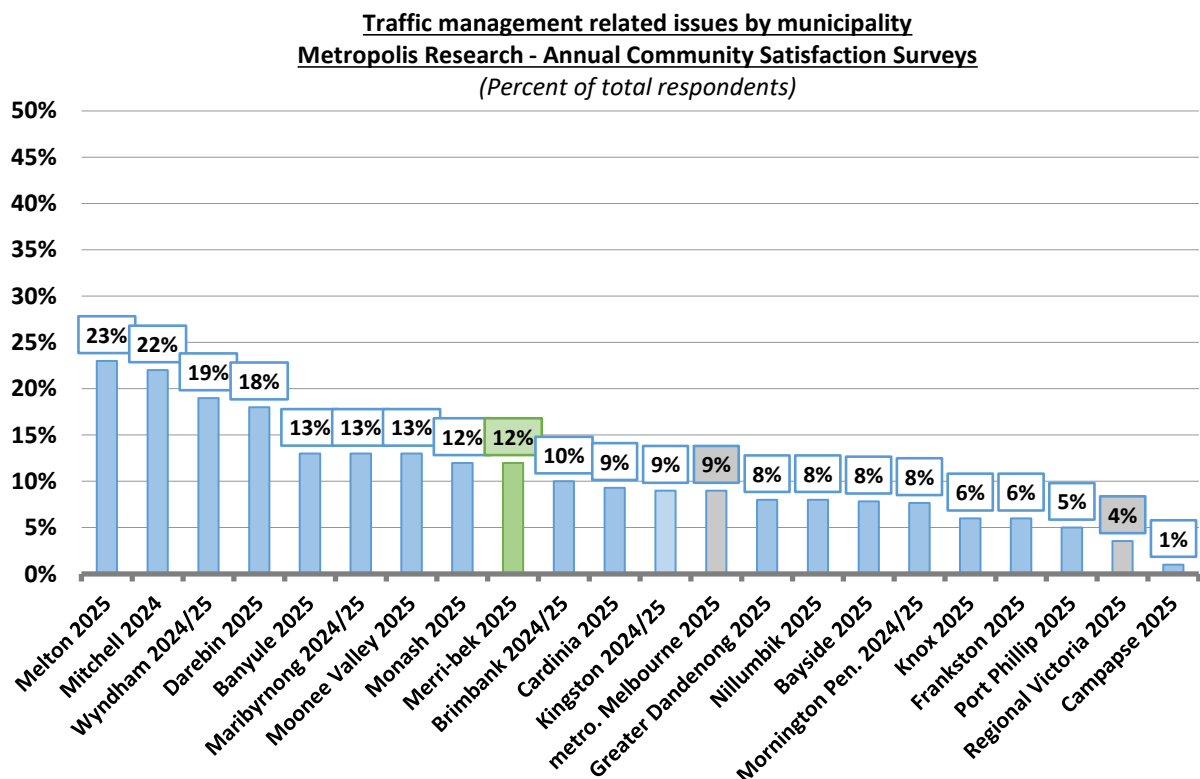
The following graph provides a comparison of traffic management related issues across metropolitan, based on research conducted by Metropolis Research in 2024 and 2025.

The category traffic management includes issues such as traffic congestion, commuting times, and similar issues.

Concerns around the condition of roads are categorised as road maintenance and repairs (including roadworks), as discussed in the following section.

The verbatim responses categorised as traffic management are included in the following section.

Traffic management, while the most commonly raised issue in the City of Merri-bek, was lower than in many of the interface councils, but also some neighbouring middle-ring municipalities such as the City of Darebin (18%) and City of Moonee Valley (13%).



Road maintenance and repairs

The following graph provides a comparison of road maintenance and repair related issues across metropolitan, based on research conducted by Metropolis Research in 2024 and 2025.

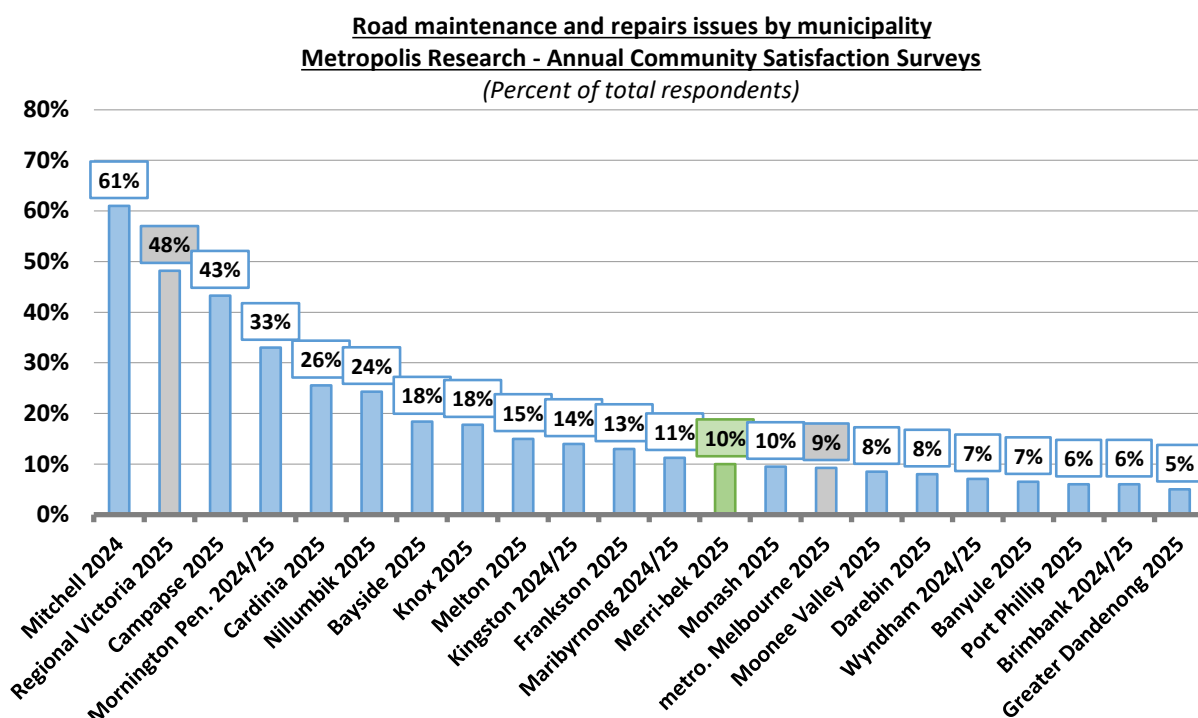
Community concerns around road related issues increased notably in the City of Melton this year (15% up from 8%), and this is reflected in the City of Melton result being notably (6%) higher than the metropolitan average.

Road related concerns, mostly around the condition of roads including potholes, was a significant issue in the regional and some of the interface councils.

This includes many of the non-growth area interface councils such as Nillumbik and Mornington Peninsula.

Road related issues increased somewhat in the City of Merri-bek this year, up from seven percent to 10%.

This was higher than the metropolitan average (9%), along with some of the neighbouring municipalities including the cities of Darebin (8%), Moonee Valley (8%), and the City of Brimbank (6%).



Verbatim responses for key issues

The following section provides the verbatim responses received from respondents that were categorised as road maintenance and repairs, safety, policing, and crime, and traffic management.

Road maintenance and repair issues

Many of the 70 responses related to the maintenance of roads, particularly potholes. It is noted that many of the specific roads listed by respondents were VicRoads managed roads.

"Road maintenance and repairs" related issues
Merri-bek City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Response	Number
Maintenance of road	34
Roads	5
Potholes	3
Improve roads in general	2
Roads are bad / terrible everywhere in Merri-bek Council	2
Roadworks	2
Closure of Barrow St	1
Council should look after Ray St I feel it's too bumpy	1
De Chene Pde needs better maintenance by the Council	1
Devon Rd needs road marking to be redone	1
Drainage on Morris St is not satisfactory even after the repairs	1
Drains, keep them clean	1
Fix up the roads and footpaths	1
Fixing road potholes in local area as it restricts people pushing trams or trolleys. Fix things that people pay the rates for	1
High rates	1
I am not happy that Barrow St blocked off, that means more traffic, loud bangs at speed humps	1
I cannot remove the car out because of the roadworks	1
Maintaining alley ways	1
Poor situation of roads	1
Road conditions improvement in local area	1
Roads can be bit better, fixing those potholes	1
Roads can be improved in general like Victoria St needs to be maintained properly	1
Roadwork is delayed too much	1
Roadworks are bringing water problems	1
Rough surface and potholes on Melville Rd towards Coburg North Primary School	1
Some of the roads are pretty well maintained but some need work for smooth driving	1
The roads are damaged pretty easily	1
Walkable roads	1
Total	70

Traffic management issues

The 84 responses categorised as traffic management included a range of issues, including traffic congestion, speed limits, impact of parking on traffic, and signage, among other issues.

"Traffic management" related issues

Merri-bek City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

Response	Number
Better traffic management	10
Traffic congestion / conditions	7
40 km/h is not solving any problem it's creating more problems. People tend to overspeed on inner suburban roads to avoid the speed camera on 40 km per hour routes	3
Enforcement of laws, especially speeding	2
People tend to overspeed on Ray St we might be needing some speed humps	2
40 km/h on Derby St is not good idea it's not solving any problems rather creating more problems	1
Bayview Rd needs some speed humps as I have seen a lot of people over speeding on the street	1
Bell St traffic yet to be improved	1
Better management of parking	1
Better traffic management in peak hours can be tried	1
Blocking the left lane in Russell St was not necessary	1
Cars flying down Marion St	1
Constant traffic and congestion on the Stewart St, it happens every day. People are using this street as a cut through	1
Council needs to reconsider signage on Bayview Rd merging Plumpton Ave	1
Don't maintain the lane ways, they just want to concrete over them	1
Driving has become a real issued due to the cars being parked on both sides. My appeal is Council should be considerate about number units being approved on given street	1
Driving is becoming really hard in Oak Park area due to the people parking on both sides of the roads and only 1 car can pass through maybe Council needs to reconsider about the number of units build in a particular area	1
Improved traffic management for cars	1
Lack of coordination among authority when they have construction on roads and when they block it, they don't even inform us when they blocked Augustine Tce	1
Local traffic management, they try to use the street and keep knocking my fence	1
Management of traffic on Cumberland Rd	1
More frequent policing needed on that street	1
My car has been hit by another one a few months back. It's dangerous to park even in front of my own house	1
Over speeding on Ray St	1
Overflowing traffic on Bell St makes it difficult for others as people use shortcut from Springhall Pde	1
Parking is bad, people park with no permits and when we come back, we have no parking and we pay for it, and others park for free	1
Parking on Albion St	1
Pentridge Blvd traffic changes has created problems in the traffic for smaller streets near to it and it clogs up the traffic more	1
People don't follow the speed limit on the road especially (40 km/h)	1
Road crossings need to be safer	1



Road safety	1
Road safety limits are on the wrong street	1
Road signs needed on Carrington St	1
Road traffic should be taken care of in Augustine Tce	1
Roads are not in good quality	1
Some people drive clueless on the road	1
Sometimes people drive through Carrington St at high speed as a shortcut to Woodlands Ave	1
Speed hump needed on Carrington St	1
Speed humps needed on Anderson Rd	1
Speed limits need to look into	1
Sussex St need speed humps	1
Terrible traffic in supermarkets	1
The roundabouts in Ewing St	1
The speed limits are ridiculous	1
The street signs	1
The traffic issues on the street, there is too much noise	1
The traffic on streets here is too fast	1
The Waverley Pde road doesn't allow you to turn right or left its equally dangerous	1
There are few people that I know do a lot of over speeding on Morris St which is very dangerous as we have a lot of kids on these streets	1
There is so many dangerous alley ways, you need mirrors because there are many blind spots, you can't see when you are coming out and lot of traffic and needs to be traffic management	1
Too many cars are parked at the curb	1
Too many speed limit reductions	1
Too narrow car road (Marigold Cres)	1
Traffic during construction	1
Traffic in general around the area. Bad stop/start traffic	1
Traffic is bad on main roads	1
Traffic is really bad on Gaffney St a lot of noise coming to my house	1
Traffic management at Volga St - residents park their cars wherever they want at the street. It is hard to drive	1
Traffic near train line is congested	1
Traffic on Albion St	1
Traffic on Plumpton Ave is really getting bad day by day	1
Tram stop is very dangerous, to kids and elderly	1
Try to manage speeding cars	1
We need more humps to prevent reckless speeding	1
We need more speed humps around the inner suburban streets as people tend to overspeed	1
Total	84

Safety, policing, and crime issues

The following table outlines the 50 responses categorised as safety, policing, and crime related issues.

These include a range of issues, including perception of increasing crime, concerns around various types of people, drug and alcohol related issues, and need for increased security.



"Safety, policing and crime" related issues
Merri-bek City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Response	Number
Safety	7
Crime	4
Safety of residents / community	4
Crime rate has increased	3
Safety issue in this area can be improved / addressed	3
Security and safety are biggest concern for the area	2
Also, I have seen a strange people around the Oak Park train station	1
Check parks for illegal activity, we have found syringes	1
Council not putting enough pressure to police to lower crime rate	1
Drug addicts	1
Drug use	1
General maintenance like foot paths, cleanliness	1
I hear some shootings and gun fire	1
Lighting. Don't feel completely safe walking in the dark	1
Main concern is safety as we don't feel safe as females, elderly people and children	1
More neighbourhood watch needed around the area	1
More security on streets mainly for females	1
More transparency on how they spent our money	1
Need more patrolling in Jacana station. There is some in Glenroy but not Jacana station	1
Need police patrolling	1
People have crashed into the cars in front of my house. Driving of people is very poor	1
Safety - footpaths are uneven	1
Safety for people riding bikes	1
Safety issue is a concern mainly on the Stewart St	1
Safety issues especially in Brunswick needs to be resolved	1
Safety is a big issue in Brunswick shopping strip	1
Speed and safety at Brunswick in school section of road. Needs to be completely reviewed, slow the traffic	1
Speed humps should be improved in Glenroy	1
Speeding on the streets, these should be enforced more. Specifically on Delhi St	1
The safety of kids	1
The violence increases in local area	1
There has been a lot of robberies	1
Youth crime, I want a community bases approach	1
Total	50



Perception of safety in public areas

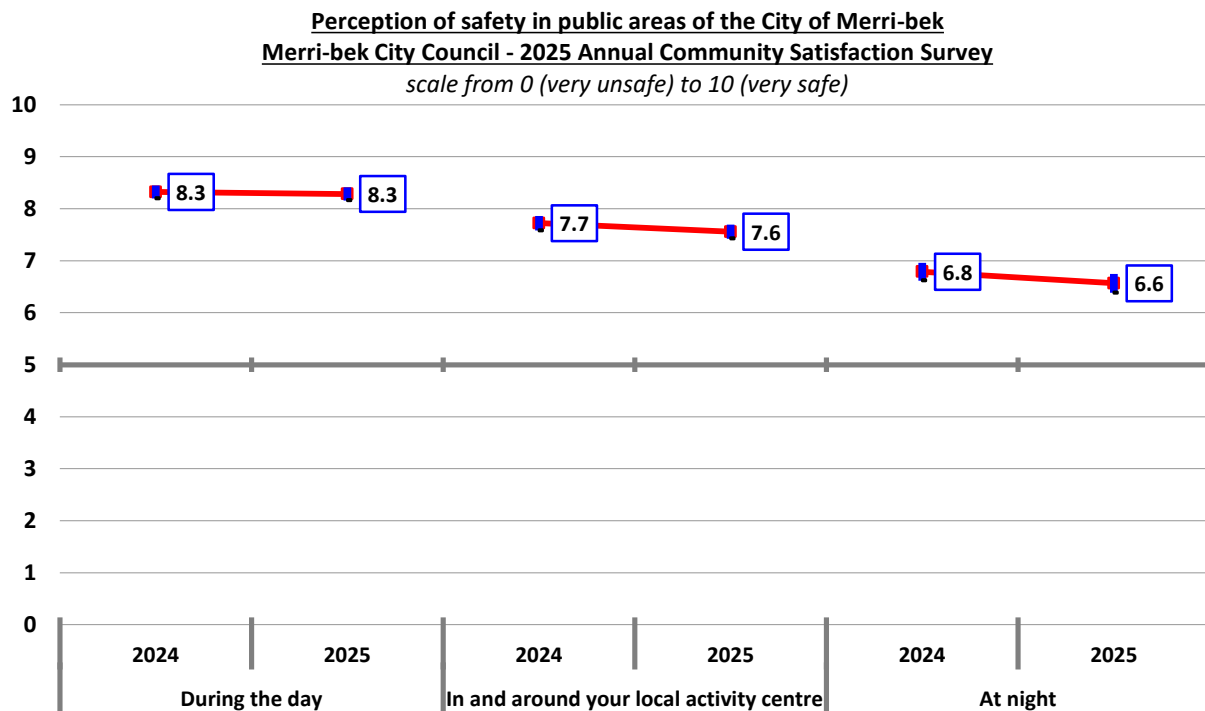
Respondents were asked:

“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 again in 2025, 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 perception of safety in public areas during the day remained stable this year, and the perception of safety in and around the local activity centre declined only marginally (down 1%).

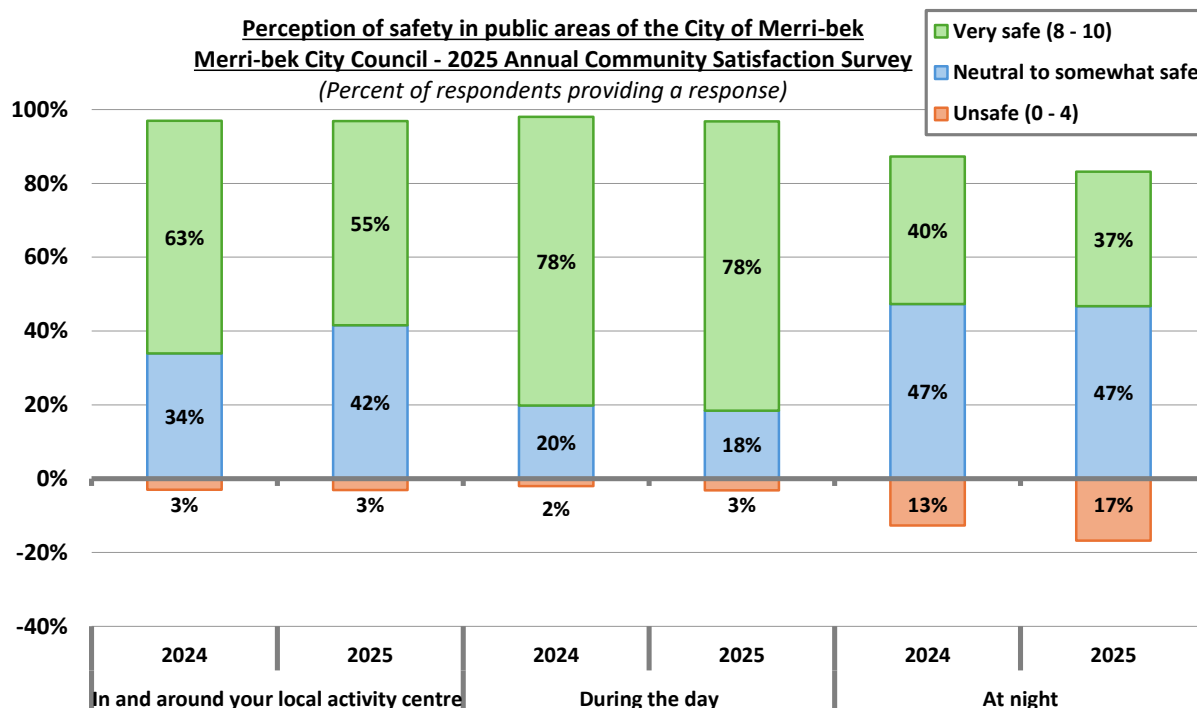
The perception of safety in the public areas of the City of Merri-bek at night, however, declined notably (down 2%) to 6.6 out of 10.



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 (55% down from 63%).

Attention is drawn to the 17% (up from 13%) of respondents who felt unsafe in the public areas of the City of Merri-bek at night.



The following graph provides a comparison of the average perception of safety against the metropolitan and northern region councils, as sourced from the 2025 *Governing Melbourne* research.

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

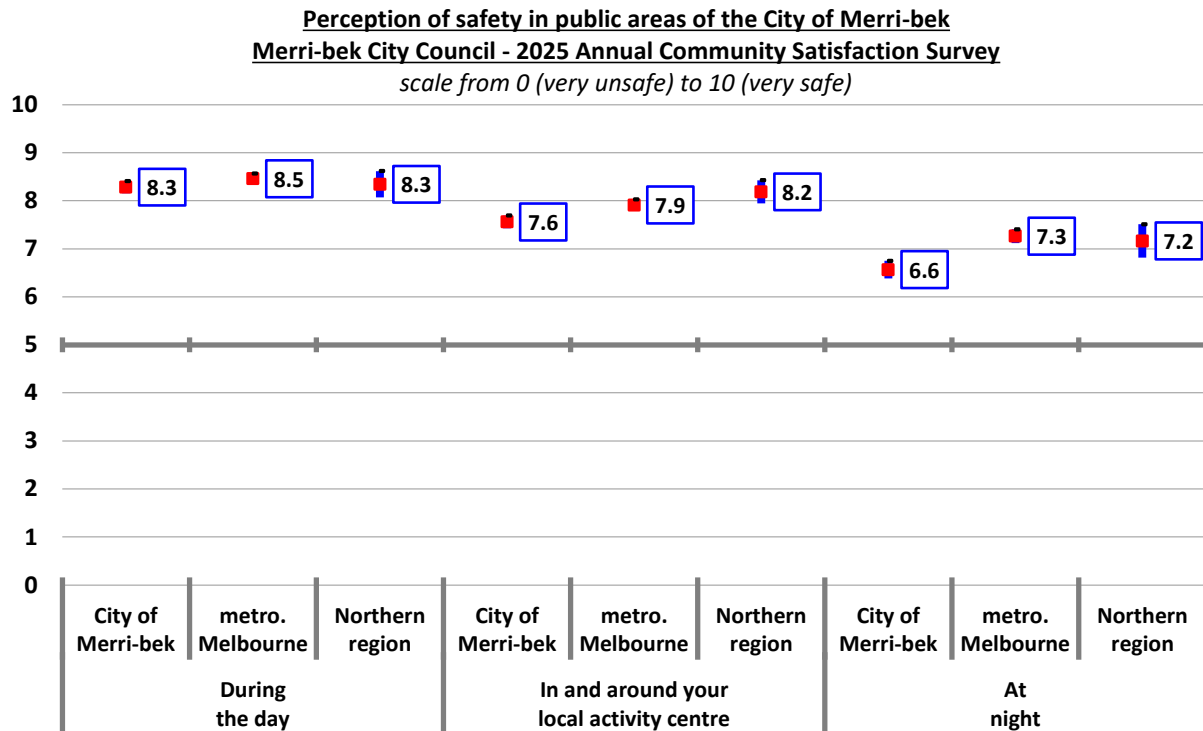
The perception of safety during the day (2% lower), in and around the local activity centre (3% lower) and in public areas at night (7% lower) were all measurably lower than the metropolitan average.

It is also noted that the perception of safety in and around the local activity centre (6%) and in public areas at night (6%) were measurably lower than the northern region councils' average.

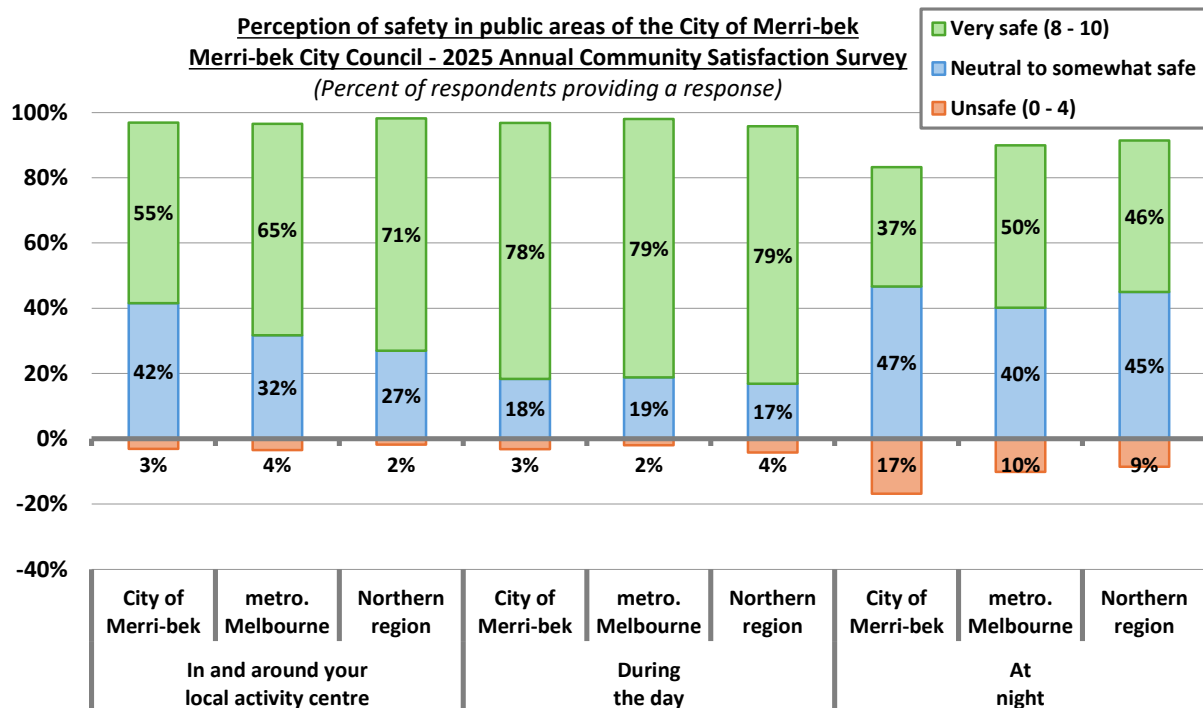
Metropolis Research advises that the perception of safety in the public areas across metropolitan may well have declined somewhat since *Governing Melbourne* was completed in January 2025.

As outlined in the following section, there were several municipalities that recorded significant declines in the perception of safety in public areas this year.





Respondents in the City of Merri-bek were measurably (7%) more likely than the metropolitan average to feel unsafe in the public areas of the municipality at night, and they were also measurably and significantly (13%) less likely than the metropolitan average to report that they felt “very safe”.



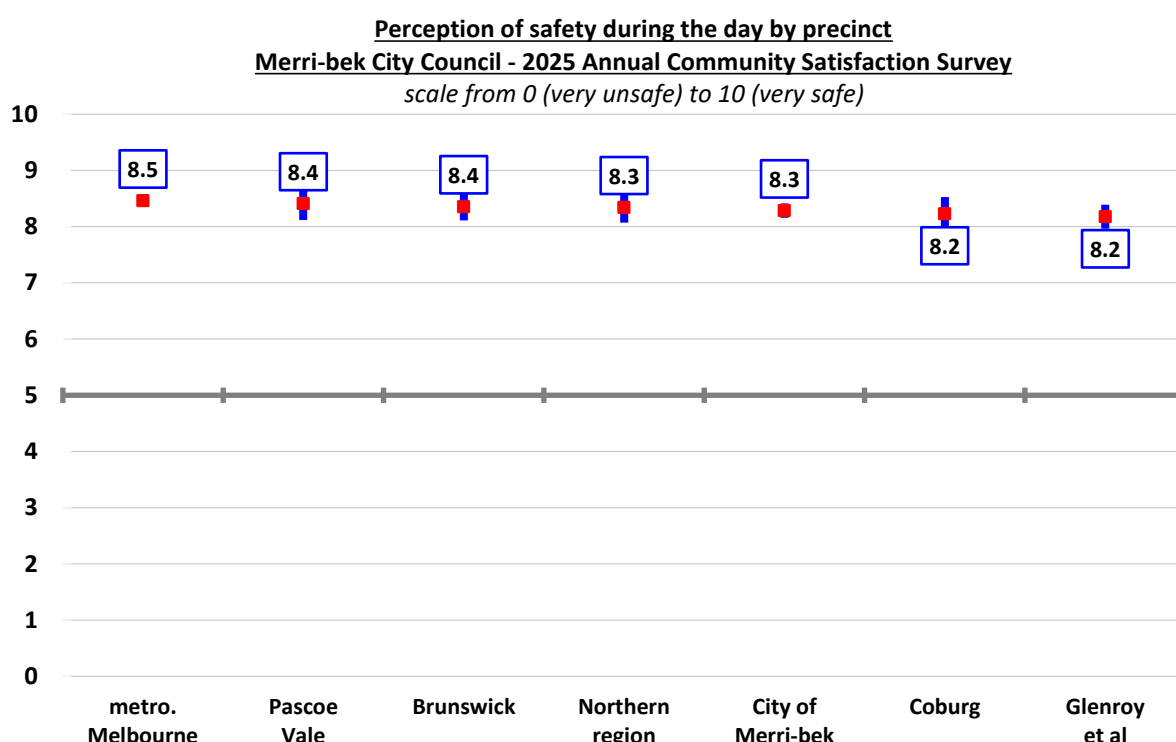
Perception of safety in public areas during the day

The perception of safety in the public areas of Merri-bek during the day remained stable this year at 8.3 out of 10.

This result was measurably (2%) lower than the metropolitan average of 8.5 out of 10.

This result comprised 78% who felt “very safe”, and three percent (up from 2%) who felt “unsafe”.

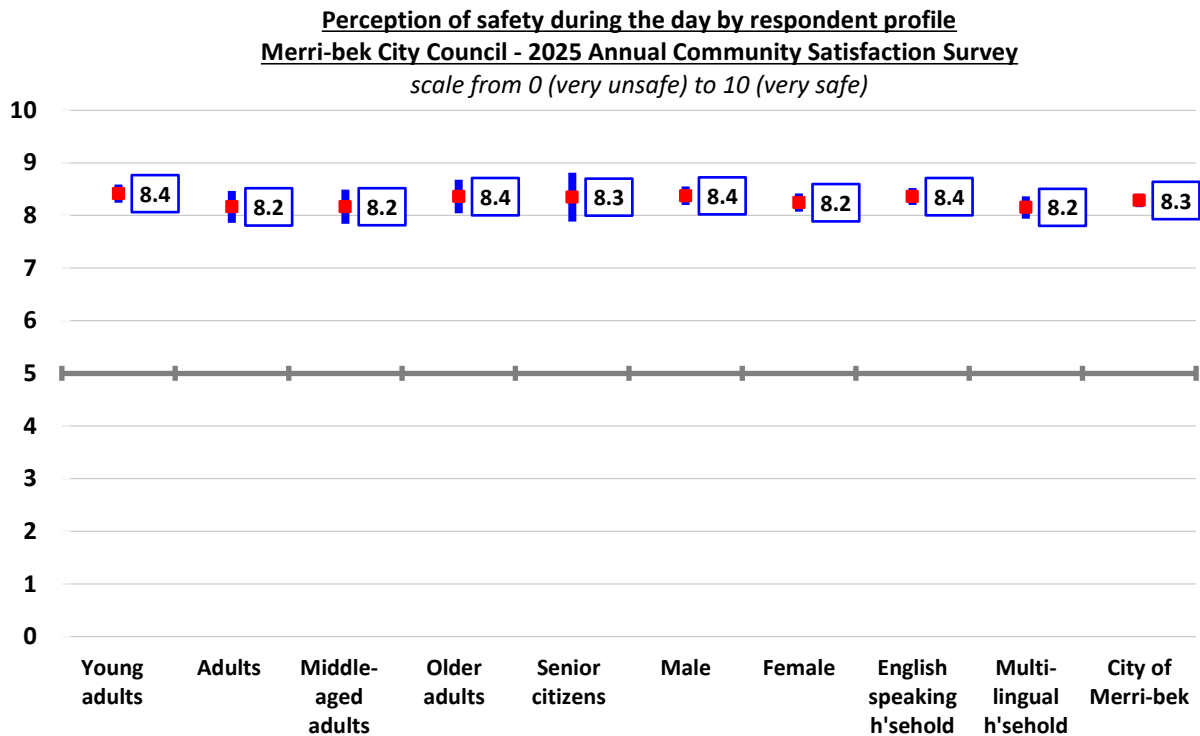
There was no measurable or notable variation in the perception of safety in public areas of the City of Merri-bek during the day observed across the municipality.



There was also no measurable or notable variation in this result observed by respondent profile, although male respondents felt somewhat (2%) safer than female respondents.

Respondents from English speaking households felt somewhat (2%) safer than respondents from multilingual households.





Perception of safety in public areas at night

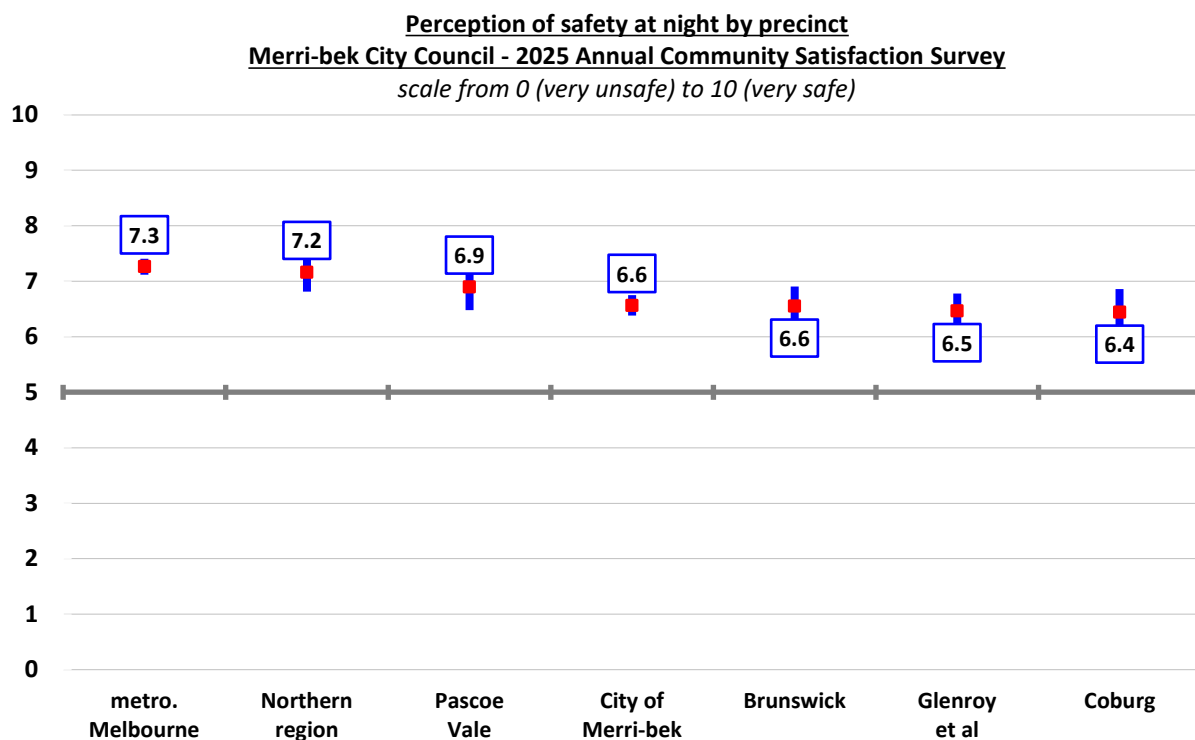
The perception of safety in the public areas of Merri-bek at night declined measurably this year, down three percent to 6.6 out of 10.

This result was measurably lower than the metropolitan (7%) and northern region council's (6%) averages, as recorded in *Governing Melbourne*, although Metropolis Research suggests that this result may have declined since it was surveyed back in January this year.

This result comprised 37% (down from 40%) who felt "very safe", and 17% (up from 13%) who felt "unsafe". The metropolitan average was 10% respondents who felt "unsafe".

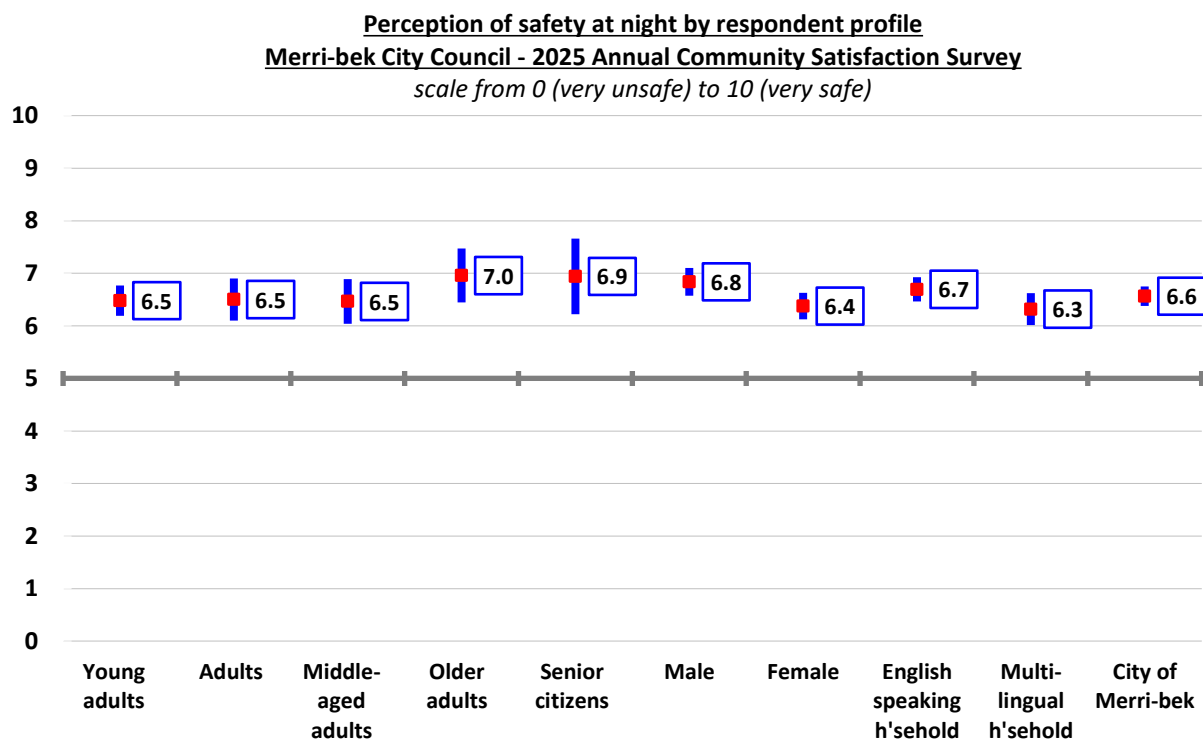
There was no measurable variation in this result observed across the municipality, although respondents from Pascoe Vale felt somewhat (3%) safer in public areas at night than the municipal average.





There was, however, measurable variation in the perception of safety in public areas at night observed by respondent profile. Older adults and senior citizens (aged 60 years and over) felt somewhat (4% and 3% respectively) safer than average.

Male respondents felt measurably (4%) safer than female respondents, and respondents from English speaking households felt notably (4%) safer than respondents from multilingual households.



Metropolis Research notes that in many other municipalities across metropolitan, typically it is observed that respondents from multilingual households tend to report higher perception of safety scores than respondents from English speaking households.

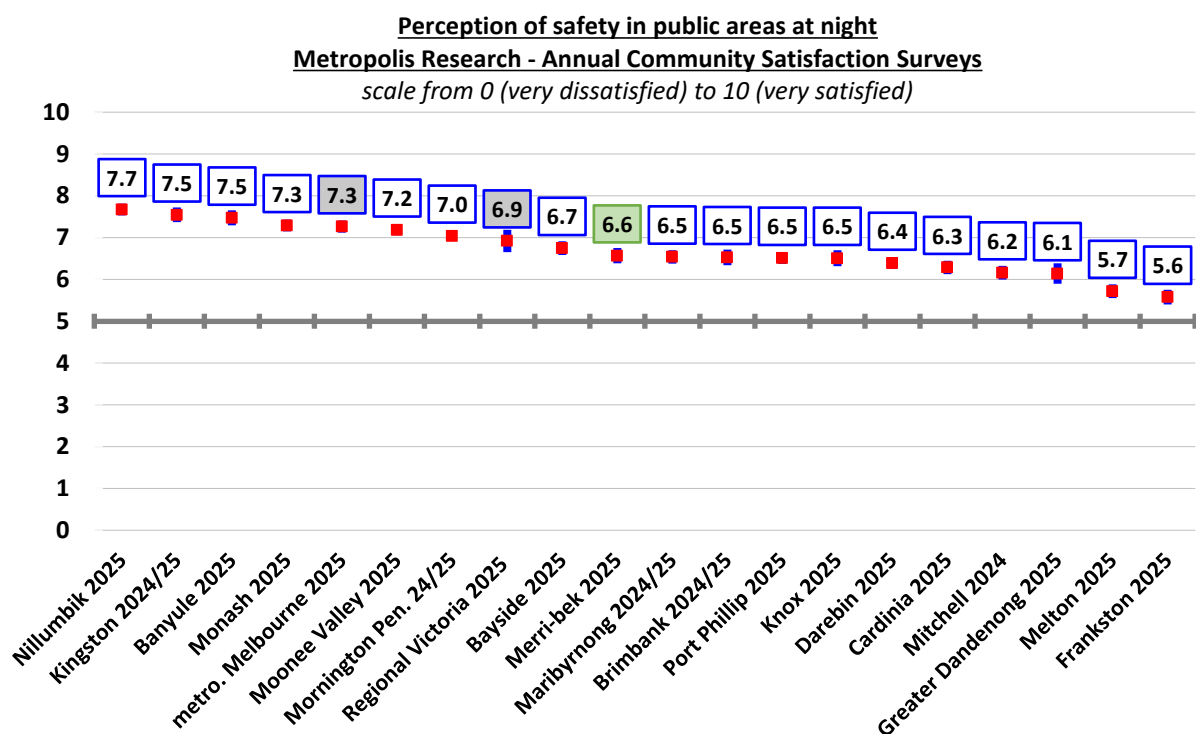
The fact that this was not the case for the City of Merri-bek both in 2024 and in 2025 was an important finding, which may reflect some specific safety related concerns in the Merri-bek multicultural community.

Municipal comparison perception of safety in public areas at night

The following graph provides a comparison of the perception of safety in public areas of the municipality for all municipalities surveyed by Metropolis Research in 2024 and 2025.

Despite the decline in the perception of safety in public areas at night recorded for the City of Merri-bek this year, the result was notably to measurably higher than in several other municipalities.

Metropolis Research notes that the perception of safety in the public areas of the City of Merri-bek at night was measurably (6%) lower than in the neighbouring City of Moonee Valley, but higher than in both the City of Brimbank (1% higher) and the City of Darebin (2% higher).



Perception of safety in and around local activity centre

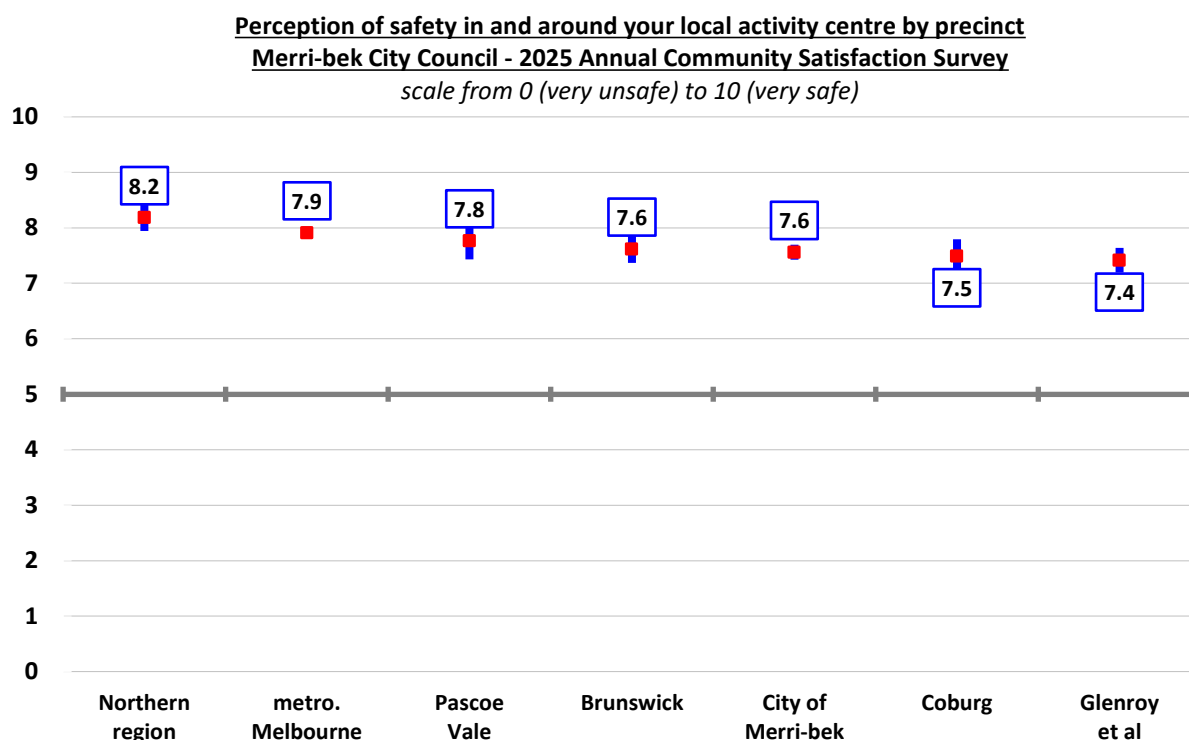
The perception of safety in and around the local activity centre declined only marginally this year, down one percent to 7.6 out of 10.

It is important to note that this question did not specify perception of safety in the activity centre during the day or at night, and the results appear to reflect more daytime than nighttime visits.

This result was measurably lower than the metropolitan (3%) and northern region council's (8%) averages, as recorded in *Governing Melbourne*, although Metropolis Research suggests that this result may have declined since it was surveyed back in January this year.

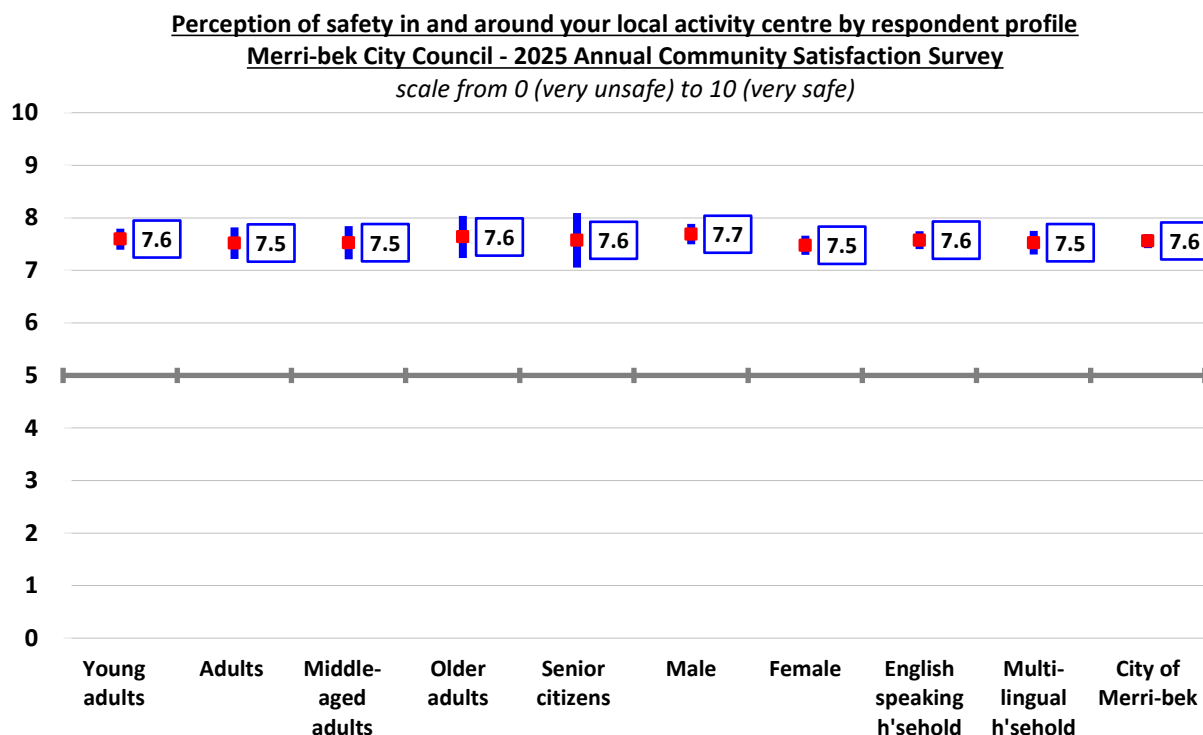
This result comprised 55% (down from 63%) who felt "very safe", and three percent (stable) who felt "unsafe".

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



There was also no measurable or notable variation in this result observed by respondent profile, although male respondents felt somewhat (2%) safer than female respondents.





Reasons for feeling unsafe in public areas

A total of 123 (up from 52) comments were received from respondents who felt unsafe in the public areas of the City of Merri-bek this year. These comments have been broadly categorised as outlined in the following table.

The most common reasons why respondents felt unsafe remain concerns around lighting and safety at night (26 comments), concerns around crime and perceived level of policing (22 comments), and concerns around various types of people (22 comments).

Reasons for not feeling safe in the public areas of the City of Merri-bek
Merri-bek City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of total responses)

Response	2025		2024
	Number	Percent	
Perception of safety at night and lighting	26	21%	33%
Crime and policing	22	18%	13%
People	22	18%	17%
Drugs and alcohol	16	13%	6%
Incidents / break-ins	15	12%	4%
Violence and anti-social behaviour	8	7%	8%
Feeling vulnerable (being female, elderly)	6	5%	8%
General perception of safety	6	5%	4%
Other	2	2%	8%
Total	123	100%	52

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 - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Perception of safety at night and lighting</i>	
Lack of / not enough streetlights	7
No place is safe at night now	4
Poorly lit areas	4
Very dark	4
Isolated and the lighting is not good enough	1
It has a pathway for cyclists, they have done a good job for landscaping, but I don't think there is enough lightings at night	1
Lighting in parks is not good	1
McCracken Ave has minimal street lighting	1
Need more lighting	1
Park outside the train station (Pascoe Vale) also has minimal lighting	1
Stewart St has minimal street lighting	1
Total	26
<i>Crime and policing</i>	
Crime	9
High crime rates	4
Increase in crime rates	3
Lack of policing and security	2
I have seen crime there. They firebombed the local tobacconist	1
Poor video surveillance	1
There are security cameras but there is a reason isn't it	1
Youth crime	1
Total	22
<i>People</i>	
It has a lot of weird / dodgy / shady people	5
Homeless people	2
Type of people that go there	2
Unwell people	2
A lot of homeless people and there is lack of social service for them	1
A lot of homeless roam at night	1
A lot of weird people there with their stuff out	1
Always people hanging around and it's dangerous with the youth stuff	1
Dangerous people roam on that area at night	1
Far too many people	1
Only because sometimes there's shady kids hanging around	1
The beggars are bad, and they just harass you for no reason	1



There are always people asking for money or they chase your car	1
Tons of people, and people who are the type you don't want to run onto	1
Too many people hanging about loitering	1
Total	22

Drugs and alcohol

Drug affected people	11
Drug affected people with mental illness and misogyny	3
Alcohol affected people	1
Drugs	1
Total	16

Incidents / break-ins

House break-ins	4
Robbery / thefts	3
Stealing of cars	2
A lot of people stealing and my car was broken into	1
A woman was raped down there	1
I was being followed a few times	1
Lot of kids stealing cars	1
My house was broken into	1
People are breaking-in. Has happened 3 times	1
Total	15

Violence and anti-social behaviour

A lot of weird people roam in the streets, cussing and threatening out people without any consequences	1
People just ring the doorbell at night and sit at the end of the street	1
People knock on windows	1
People with machete	1
Recently stabbing which happened in Southland related to machete	1
Thugs waking around with machetes	1
Vandalism	1
You can get stabbed in these areas	1
Total	8

Feeling vulnerable (being female, elderly)

At night it feels unsafe to walk in dark at night as a woman	2
It is a bit dodgy / unsafe for women at night	2
As a woman you can't stay not anxious everywhere	1
Heard of pensioners being pushed and grabbed	1
Total	6



<i>General perception of safety</i>	
Because I have heard from social media and groups of people who are breaching the privacy of people	1
I don't like my kids to go to public areas in Glenroy as it is very unsafe every time	1
I hear a lot of news	1
Not so safe for people	1
Not spectacular	1
People are ok but the vibe and don't feel safe	1
Total	6
<i>Other</i>	
A lot of street racing	1
People are over speeding, no one is following the speed limit	1
Total	2
Total responses	123

Locations where respondents felt unsafe

The following table outlines the verbatim responses as to the locations where respondents felt unsafe in the City of Merri-bek. These comments have been broken down by precinct.

Location where respondents feel unsafe by precinct
Merri-bek City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Precinct</i>	<i>Location</i>	<i>Number</i>
Brunswick (Total = 23)	In general, everywhere	5
	Local area	3
	Brunswick	2
	Union Square Shopping Centre	2
	Brunswick shopping strip on Sydney Rd	1
	Brunswick station and surrounding	1
	Local parks in Brunswick	1
	MacFarland St	1
	Millward St	1
	Next to the parks. Parallel street to parks	1
	Parkland in Victoria St	1
	Stewart St	1
	Sydney Rd	1
	Sydney Rd and Victoria St and in local area on Haptic Emporium	1
	Urban Park	1



Coburg (Total = 18)	Everywhere in general	4
	Along Merri Creek	1
	Around leisure centre at night	1
	Brunswick shopping centre	1
	Brunswick shopping strip	1
	Dark areas, main roads	1
	McCoy St	1
	Merri-bek park and river	1
	Northland Shopping Centre	1
	Pentridge Shopping Centre	1
	Sydney Rd area especially the back streets	1
	The local area	1
	Train station	1
	Trams	1
	Walking the streets	1
Pascoe Vale (Total = 15)	General	2
	Barkley Square	1
	Bell St	1
	Bike paths	1
	Brunswick West	1
	Local area at Bell St	1
	Open spaces	1
	Park near the reserve	1
	Public areas, train stations	1
	Sydney Rd and Albert St	1
	Sydney Rd and library	1
	Train station Pascoe Vale	1
	Walking down the creek path	1
	Walking towards Pascoe Vale station - Pascoe Vale Rd	1
Glenroy et al (Total = 27)	Everywhere in general	7
	Coles Glenroy	2
	Streets	2
	Train station	2
	Activity centre	1
	Brunswick St, Anderson Rd	1
	Coles supermarket Glenroy and carpark of Glenroy CBD	1
	Dark streets	1
	Fawkner	1
	Glenroy car park and Coles Glenroy	1
	Glenroy SC and surrounding area	1
	Glenroy shops	1
	Hilton St	1
	Jacana station	1
	Local area	1
	Merri Creek	1
	Morgan Ct	1
	Shopping centre	1
Total		83



Economic security

Cost of living pressure

Respondents were asked:

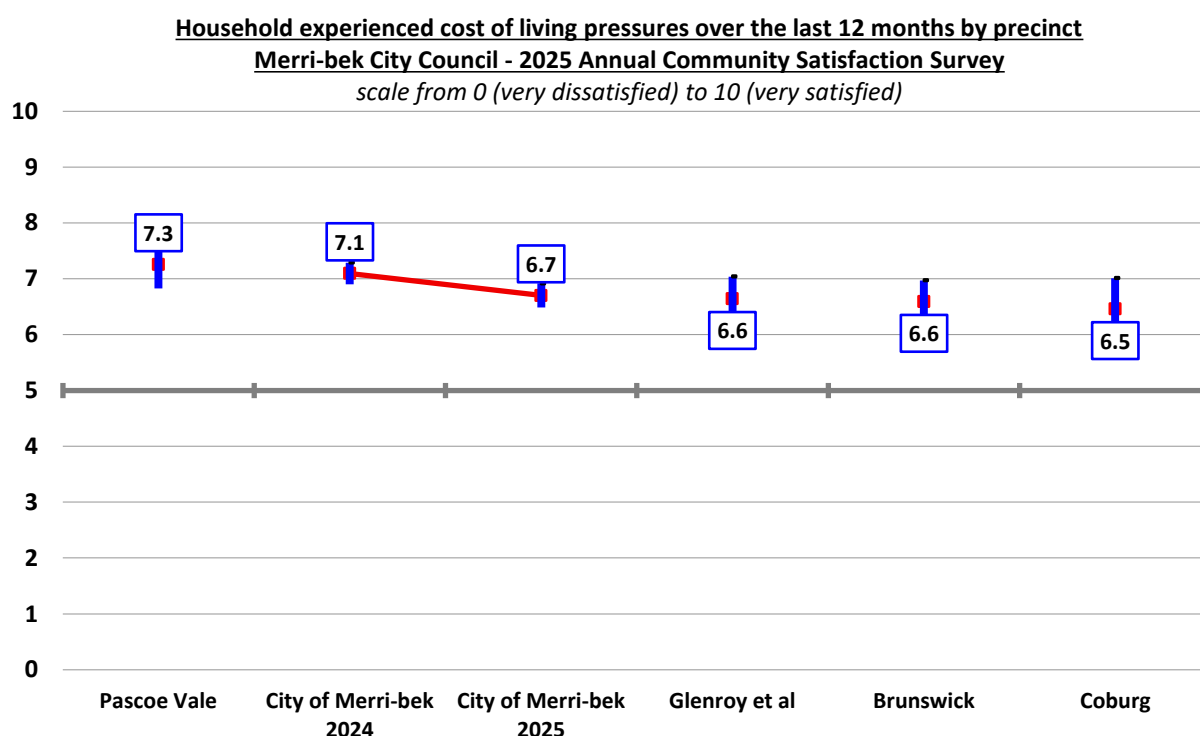
“On a scale of 0 (lowest) to 10 (highest), to what extent has the household experienced cost of living pressures over the last 12 months? What ways do you feel that Council could assist in reducing cost of living pressure?”

Respondents were again in 2025, asked to rate to what extent their household had experienced cost of living pressures over the last 12 months.

On average, cost of living pressures declined measurably this year, down three percent to 6.7 out of 10.

Metropolis Research advises that this decline was consistent with similar research conducted elsewhere.

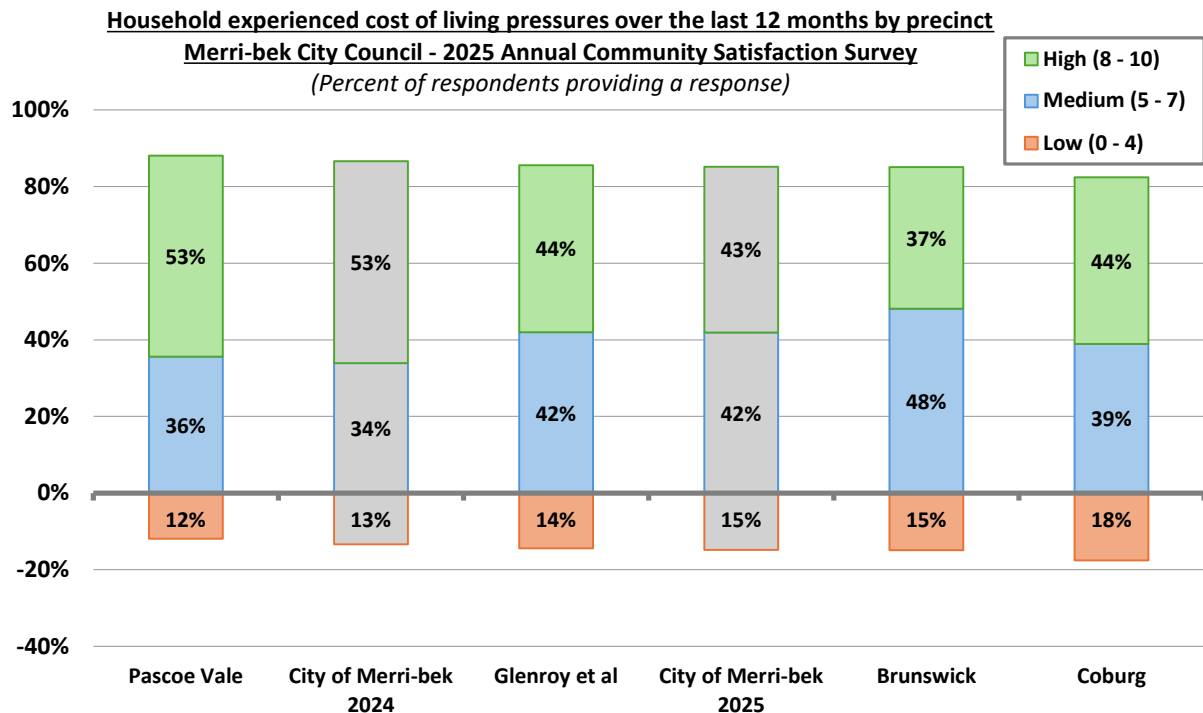
There was no measurable variation in this result observed across the municipality, although respondents from Pascoe Vale recorded notably (6%) higher cost of living pressures than the municipal average.



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).

Consistent with the measurable decline in the average cost of living pressure, there was a significant (10%) decline in the proportion of respondents who reported high cost of living pressures (i.e., rated at eight or more out of 10), and a small increase in the proportion who rated cost of living pressures as low (i.e., less than five).

It is noted that more than half (53%) of respondents reported high cost of living pressures.

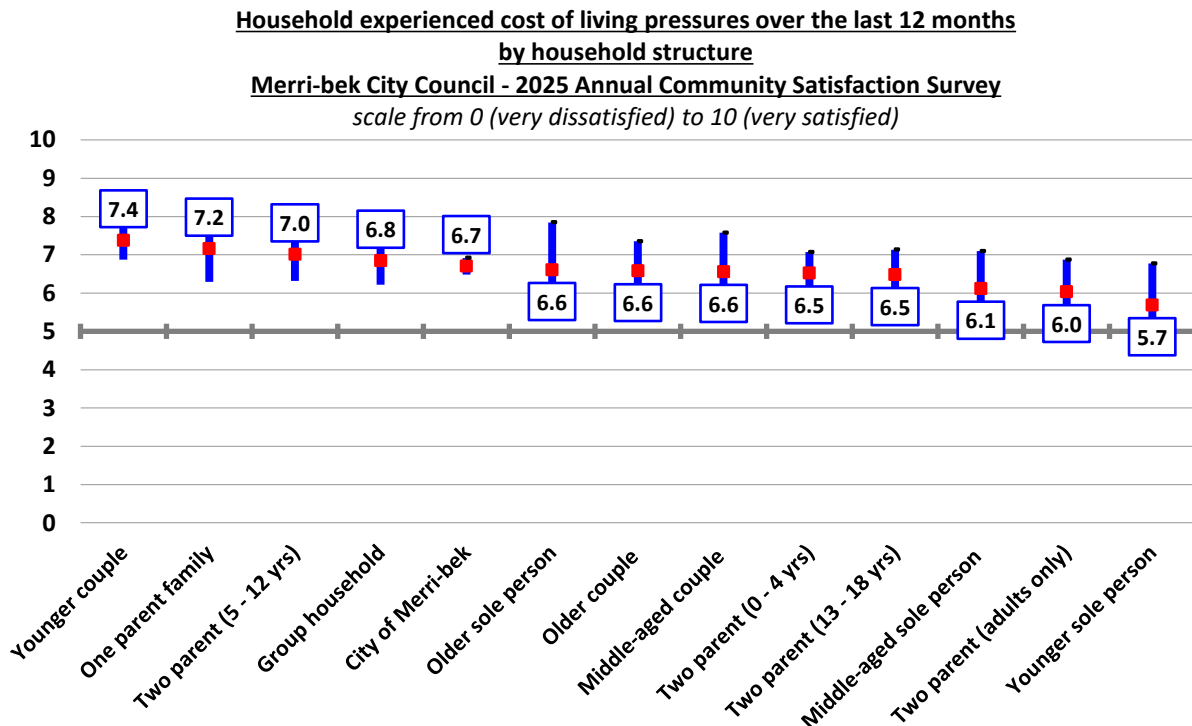


The following graph provides a comparison of the average cost of living pressures over the last 12 months by the respondents' household structure.

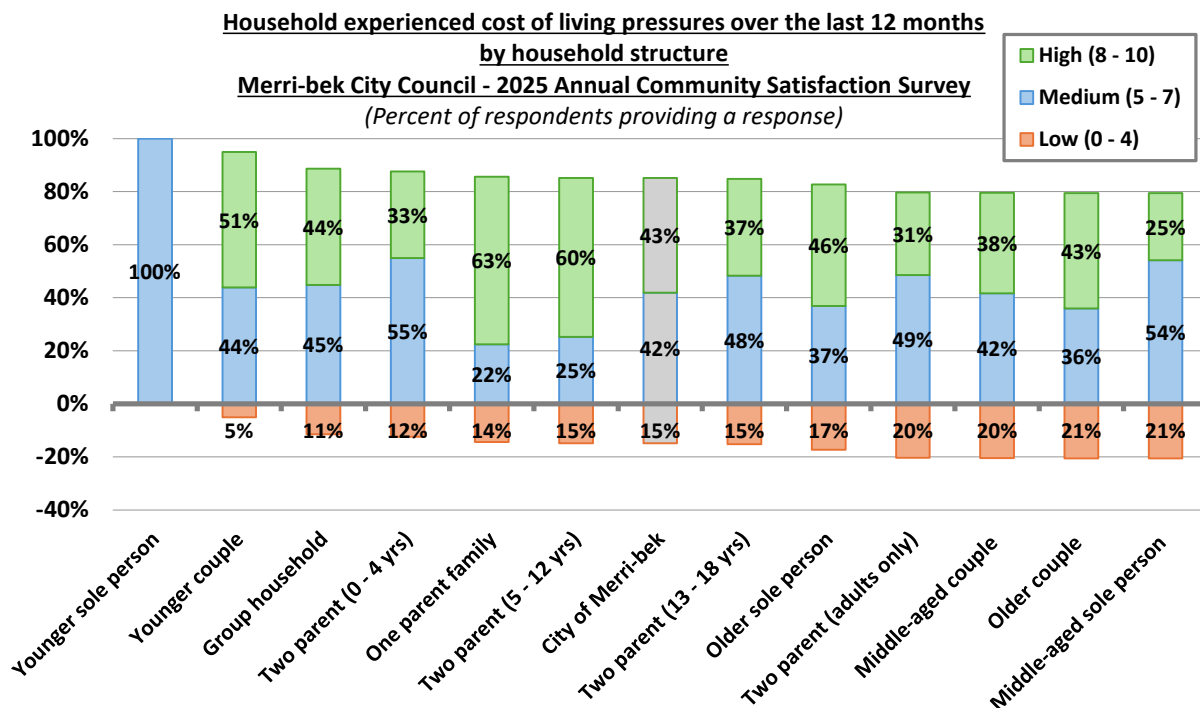
Whilst the sample size was quite small for some of these household structures, there was, nonetheless, some meaningful variation in the experience of cost-of-living pressures observed by household structure, as follows:

- **Measurably (7%) HIGHER than average cost of living pressure** – 55 respondents from younger couple households reported measurably higher than average cost of living pressures over the last 12 months.
- **Notably (5%) HIGHER than average cost of living pressure** – respondents from one parent families reported somewhat higher than average cost of living pressures over the last 12 months.
- **Notably (6% to 10%) LOWER than average cost of living pressure** – respondents from middle-aged sole persons, two-parent with adult children only, and 5 younger sole person households reported notably lower than average cost of living pressures over the last 12 months.



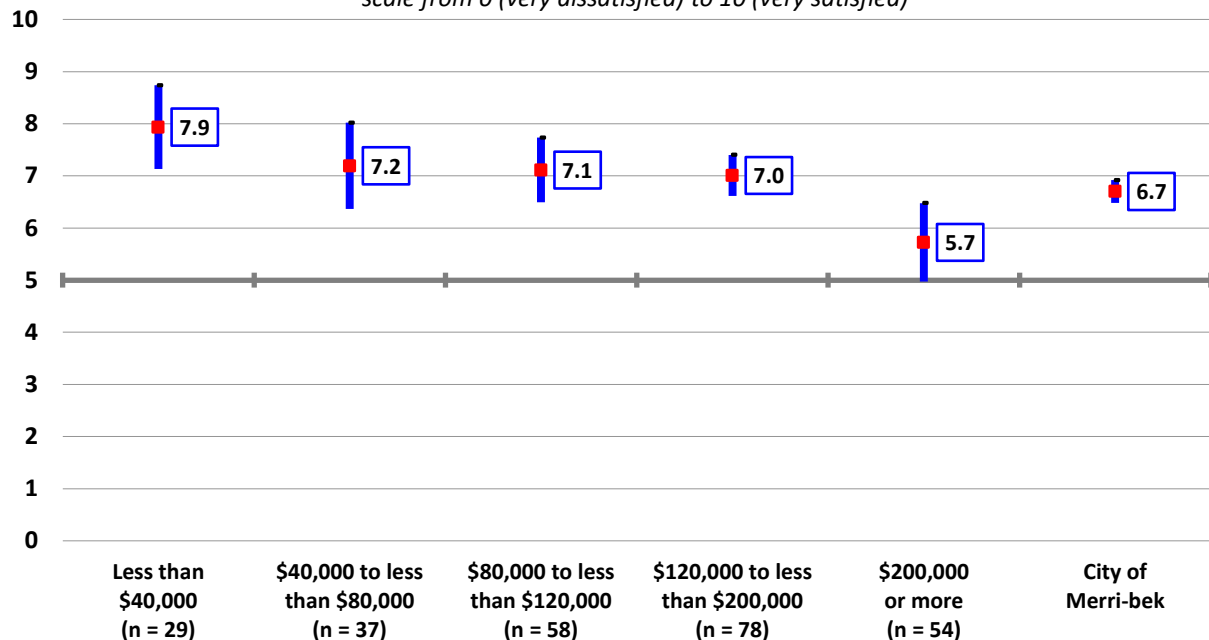


Metropolis Research draws attention to the 63% of the 35 respondents from one-parent families and 60% of the 56 respondents from two-parent families (youngest child 5 to 12 years) who reported experiencing high cost of living pressures over the last 12 months.



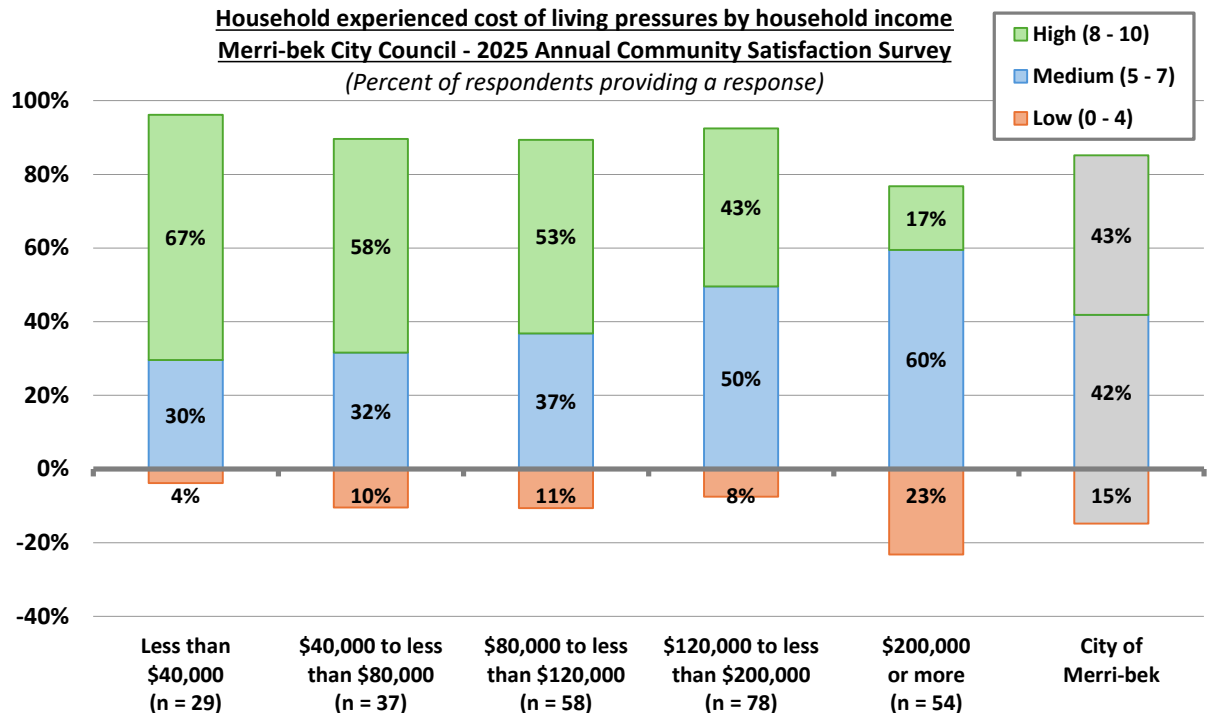
Whilst noting the relatively small sample size for the annual household income data, it is noted that respondents from lower income households reported the highest cost-of-living pressures, at 7.9 out of 10. By contrast, respondents from high-income households reported measurably and significantly (10%) lower cost of living pressures than the municipal average.

Household experienced cost of living pressures by household income
Merri-bek City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Metropolis Research draws attention to the 67% of the 29 respondents from lower income households who reported high cost of living pressures. By contrast, 23% of the 54 higher income households reported low cost of living pressures.

Household experienced cost of living pressures by household income
Merri-bek City Council - 2025 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



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 274 (down from 318) responses were received, which have been broadly categorised as follows:

- Rates / fees / taxes / fines (130 comments, down from 157)
- Housing affordability / rent reduction (20 comments, down from 28)
- Cost of living (17 comments, up from five)
- Financial assistance / subsidies / price reduction (17 comments, down from 21)
- Cheaper / more Council services and facilities (16 comments, down from 29)
- Assistance / lower power, energy, water bills (12 comments, down from 21)
- Food bank / pantry / community kitchens (11 comments, down from 14)
- Financial management / priorities of Council (9 comments, up from five)
- Support for local business / economy (7 comments, up from zero)
- Investment / promotion of renewables (6 comments, up from three)
- Social assistance (6 comments, up from zero)
- Federal level jurisdiction / beyond Council control (5 comments, down from 13)
- Lobbying State / Federal Government (4 comments, up from two)
- Lower cost of public transport (3 comments, down from five)
- Waste collection fees / charges (3 comments, down from five)
- Communication / responsiveness (1 comment, down from four)
- Other responses (7 comments, down from six)

The following table outlines the verbatim comments broadly categorised.

Ways that Council could assist in reducing cost of living pressure
Merri-bek City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Rates / fees / taxes / fines</i>	
Reduce rates	101
Don't increase the rates and any other costs	4
Not putting rates up, keeping them steady	3
Some of the fees involving cats / pets can be cut	2
The rates are really high	2
Council increasing rates every year	1
Council Rates should be increased	1
Decrease of fines for parking	1
Do not increase the rates for upcoming years	1
Don't increase the rates, while not taking away services	1
Help with Council rates	1
Interest rates and taxes could be reduced	1



Less taxes	1
Lower fees for sporting services	1
Lower the rates or give better value for money at least as much as neighbouring Councils	1
Recently received a fine from Council for not cutting our grasses, we were overseas, and we didn't get any reminder for that I want Council to reconsider their decision and be generous with the outcome as we have already cut the grass	1
Reduce rates, solar panel rebates, insulation costs and lower the price of swimming club in Brunswick	1
Reduce the rates. Services don't increase with rates anyway	1
Reducing rates may reduce rent, I am a renter, so don't know much	1
Reduction in rates for aged people without any pension	1
Review rates	1
The taxes are high when properties go on sale	1
Working on lower tax in fuel bills	1
Total	130

Housing affordability / rent reduction

Make housing affordable	6
Enforce rent increase limits / caps	4
Decrease the rents as it is getting too high	3
Reduce rents	2
As a renter I don't know how Council can help with this, but I am about to move out because paying rent is too expensive and I can't afford this place anymore	1
Get rebates on rents	1
High rent	1
Not an expert but we should check the balances with the rent, some places with unreasonable rent should go down, too much pressure towards real estate	1
Policy about rental prices	1
Total	20

Cost of living

Cheaper / more affordable groceries	3
Bring prices down	2
Help with cost of food	2
Bills are too high, don't earn enough	1
Everything is going up, very happily it gives 4 dollars and but taking 14 dollars	1
Grocery prices increasing like crazy	1
Its gas and electricity that's expensive	1
Lower the cost of living	1
Makes good and services cheaper	1
Stop raising cost of basic living things	1
The cost of living is very high, tradesman ridiculous, petrol high	1
There should be more price control, inflation is so bad	1
They should keep doing things for reducing cost of living for low-income people	1
Total	17



<i>Financial assistance / subsidies / grants</i>	
Easier grants / subsidies / rebates	3
Help seniors and young families with financial support / discounts	3
Increase pension	2
Subsidies for housing	2
Subsidies for utilities / bills	2
Assistance with bike repair	1
Give free money	1
Inflation rebate	1
Price regulation	1
Provide some relief and low-cost discounts	1
Total	17
<i>Cheaper / more Council services and facilities</i>	
More free / cheaper services for residents	2
Subsidised amenities	2
Access to common facilities for recreation	1
Better services	1
Create more free public spaces	1
Decrease the cost of childcare	1
Do something about healthcare costs	1
Free community services for families and old people	1
Free facilities for residents	1
More free initiatives	1
Offering some activities for families to spend the weekend on a low-cost way	1
Provide more services for children	1
Vouchers for services	1
Work with the community to offer some low-cost activities and festival	1
Total	16
<i>Assistance / lower power, energy, water bills</i>	
Subsidise electricity	4
Help with / reduce gas payments	3
Subsidise utility bills	3
Assistance with water bills	2
Total	12
<i>Food bank / pantry / community kitchens</i>	
Free programs for meals	3
Community gardens / markets for fresh food	2
Local initiatives like food banks are good	2
Help with food and safety programs	1
If they have their own markets, have affordable food not like supermarket prices	1
Provide free grocery for the needy	1



Support more community-based approaches, like the Fawkner food bowls	1
Total	11

Financial management / priorities

Reduce spending on unnecessary / stupid projects	2
Find savings	1
Managing the funds that they collect from residents	1
More arts funding	1
Plan better spend money on necessary things within jurisdiction	1
Spend money wisely	1
Stop spending on money on consultations and useless projects	1
Why waste money on trees, put it into other facilities	1
Total	9

Support for local business / economy

Economy is killing, Council isn't doing anything	1
Farmers market in the area for fruits and vegetables. Maybe give some for free	1
Helping community by helping local business	1
More job and more work maybe	1
Reduce the rates on businesses that would reduce the service cost of businesses that they could provide	1
Support local businesses	1
Supporting local markets	1
Total	7

Investment / promotion of renewables

Environmental solar panels could be cheaper for energy	2
Investing in environmental sustainability measures, helping people obtain batteries and help people lower their overall fixed costs	1
More renewable energy	1
Subsidize solar power but I know technology is not quite there	1
Support local power battery storage	1
Total	6

Support for local business / economy

Social assistance programs	2
More support for families	1
Help with safety programs	1
Support the community-based services	1
Help the poor	1
Total	6



<i>Federal level jurisdiction / beyond Council control</i>	
Cannot see how they can assist	2
I do not know / they cannot do it; only federal government can	1
It's bigger than Council	1
This is government job	1
Total	5
<i>Lobbying State / Federal Government</i>	
They should talk with state government to reduce the household groceries, utilities and housing rents	2
Pot the pair on the government to help	1
Should get with the government to tell them to back off	1
Total	4
<i>Lower cost of public transport</i>	
Free public transport or make it cheaper	1
Metro prices are increasing like crazy	1
More public transport	1
Total	3
<i>Waste collection fees / charges</i>	
Don't do so many bins	1
The bins are more expensive now	1
Way too much for rubbish	1
Total	3
<i>Communication / responsiveness</i>	
Give more awareness to energy consumption	1
Total	1
<i>Other</i>	
High interest rate can be reduced	1
Inflation rates are increasing	1
More opportunities	1
Offer incentives to residents	1
Promote more seasonal eating	1
Provide aids	1
Providing more car charging facilities	1
Total	7
Total responses	274



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 again in 2025, asked the degree to which the households’ monthly rental or mortgage payments placed stress on the households’ finances over the last 12 months.

There was a significant (16%) decline in the proportion of respondents who reported moderate to heavy housing related financial stress, and a significant (17%) increase in the proportion who reported no housing related financial stress.

It is noted that respondents from mortgagor households (52%) were significantly more likely than respondents from rental households (42%) to report experiencing moderate or heavy housing related financial stress.

This was a reversal of the results recorded last year.

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 - 2025 Annual Community Satisfaction Survey
 (Number and percent of mortgagee and rental respondents)

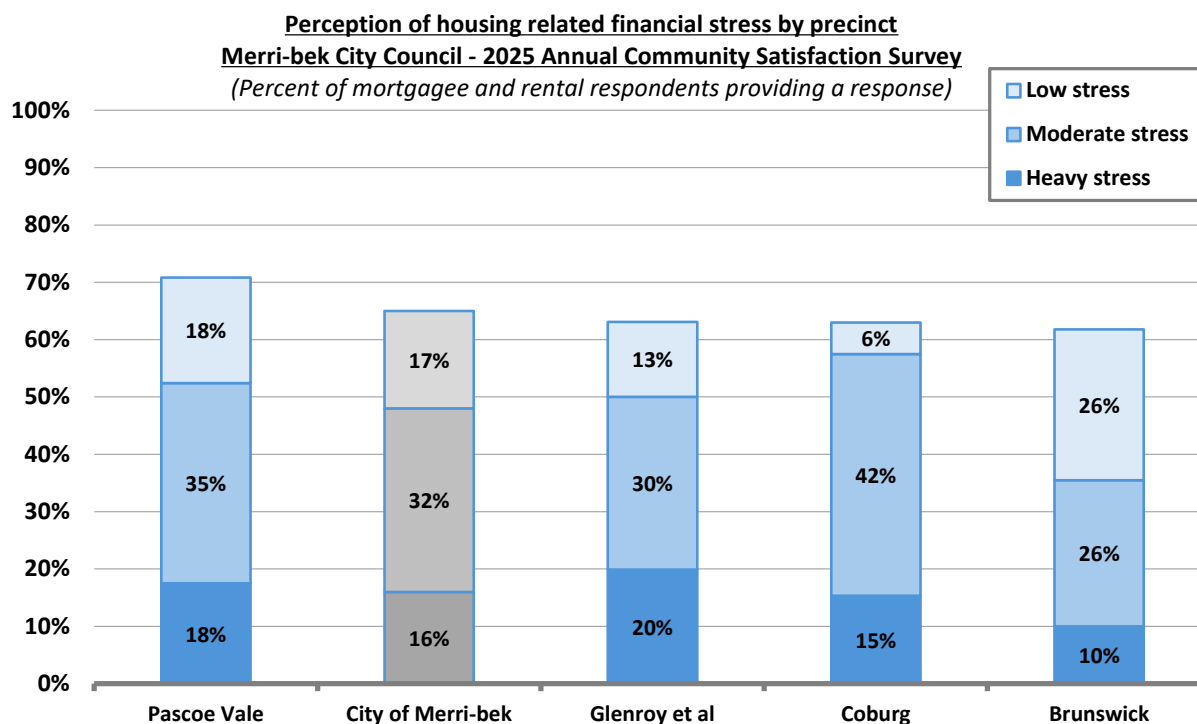
Stress	2025		2024	Mortgagor	Renter
	Number	Percent			
No stress	96	36%	19%	29%	41%
Low stress	46	17%	18%	17%	17%
Moderate stress	85	32%	42%	36%	28%
Heavy stress	42	16%	22%	18%	14%
Can't say / not applicable	15		18	4	11
Total	284	100%	311	116	168

While cognisant of the smaller sample size (284 of 600 respondents), there was some variation in housing related financial stress observed across the municipality.

Respondents from Pascoe Vale were somewhat (6%) more likely than average to report experiencing at least low levels of housing related financial stress.

By contrast, respondents from Brunswick were marginally (3%) 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?”

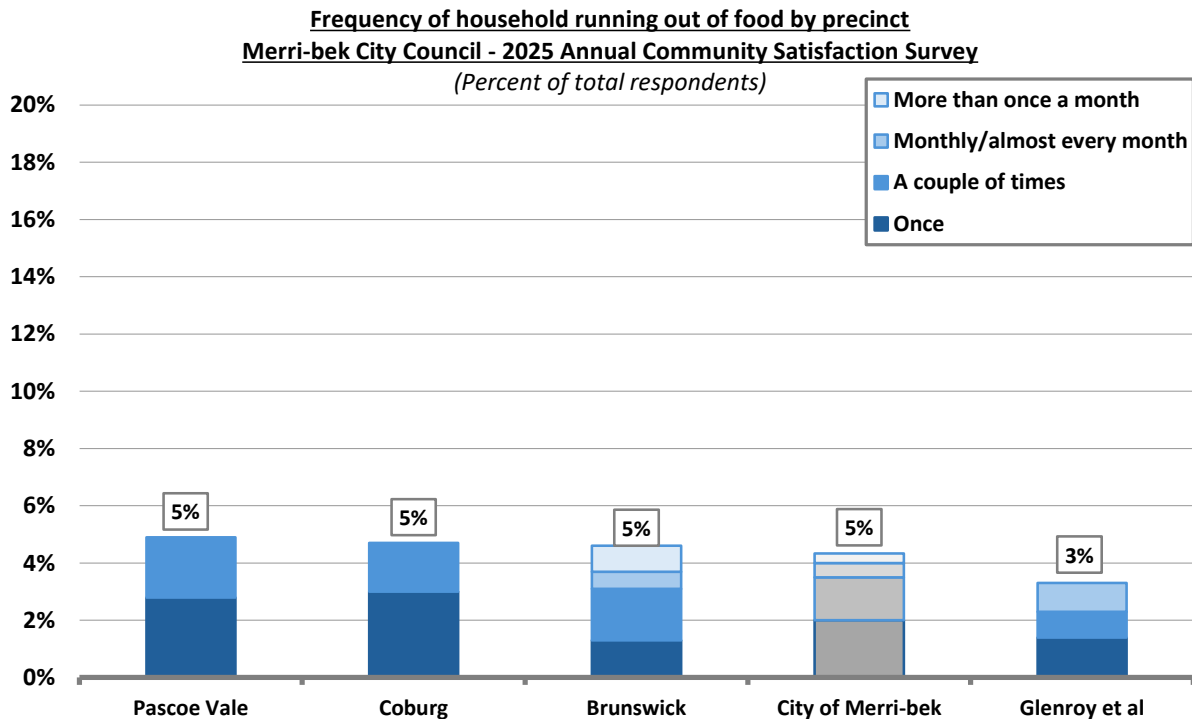
Respondents were again in 2025, asked how many times their household had run out of food and couldn’t afford to buy more over the last 12 months. A total of five percent (down from 8%) of respondents reported that their household had run out of food at least once in the last 12 months.

Frequency of household running out of food
Merri-bek City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of total respondents)

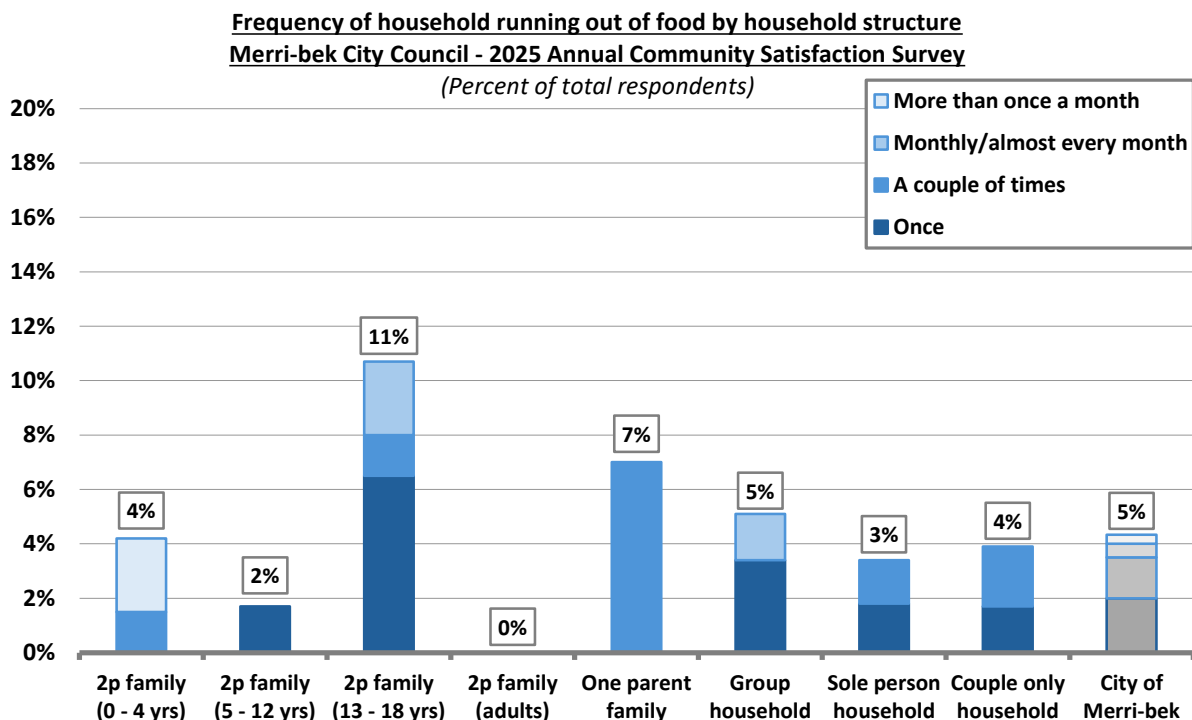
Response	2025		2024
	Number	Percent	
Never	501	84%	89%
Once	12	2%	3%
A couple of times	9	2%	3%
Monthly or almost every month	3	1%	1%
More than once a month	2	0%	1%
Can't say	73	12%	4%
Total	600	100%	601



There was no measurable variation in this result observed across the municipality, although respondents from Glenroy et al were the least likely to report having run out of food.

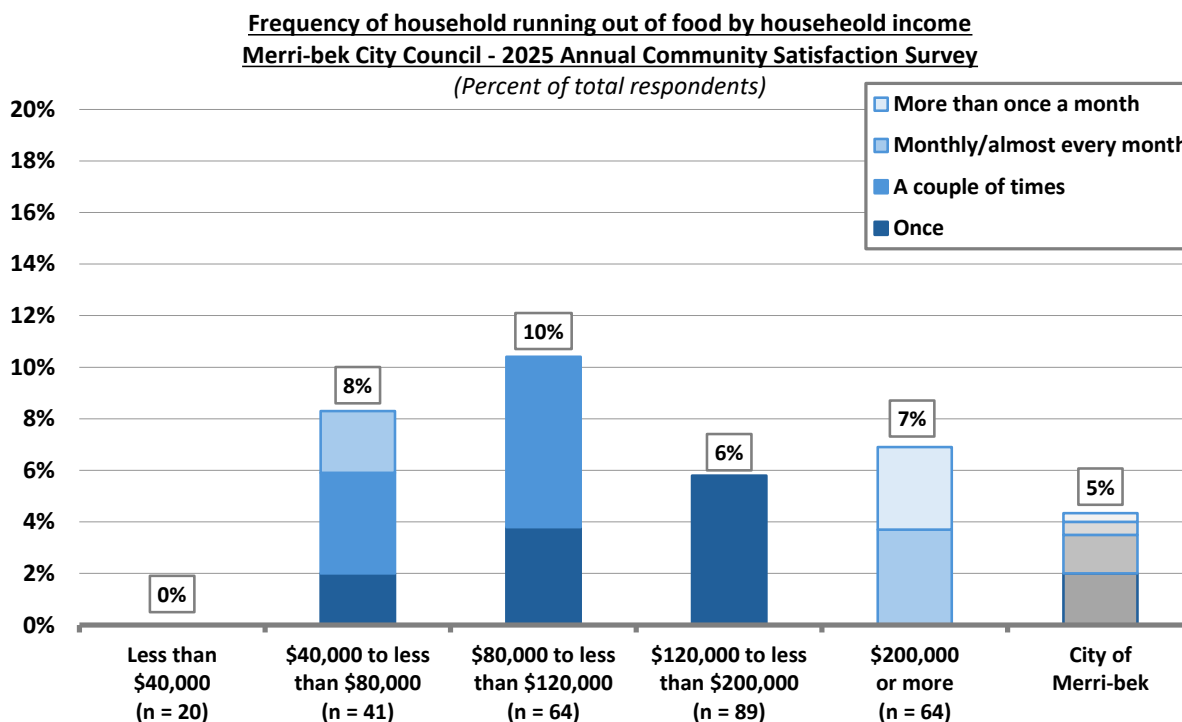


There was, however, significant variation in this result observed by household structure, with 11% of respondents from two-parent families (youngest child aged 13 to 18 years) reporting that they had run out of food at least once in the last 12 months.



Noting the smaller sample size for annual household income (given the larger non-response to the question), these results for food security by household income do not appear to provide a reliable set of results.

The 2024 results showed a clear inverse linear relationship between household income and food security. This was not apparent in the results this year, with middle-income households the most likely to report having run out of food at least once in the last 12 months.



Respondent profile

The following section provides the demographic profile of respondents to the *Merri-bek City Council – 2025 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 a solid representation of the underlying age structure, which reflects well on the methodology, although it did underrepresent young adults and overrepresent senior citizens.



Age structure**Merri-bek City Council - 2025 Annual Community Satisfaction Survey***(Number and percent of respondents providing a response)*

Age	2025 (unweighted)		2025	2024
	Number	Percent	(weighted)	
Young adults (18 - 34 years)	156	26%	38%	38%
Adults (35 - 44 years)	133	22%	21%	20%
Middle-aged adults (45 - 59 yrs)	148	25%	21%	21%
Older adults (60 - 74 years)	114	19%	13%	13%
Senior citizens (75 yrs and over)	48	8%	9%	9%
Not stated	1		1	0
Total	600	100%	600	601

Gender

The sample of respondents was weighted by age and gender to reflect the 2021 *Census*.

Gender**Merri-bek City Council - 2025 Annual Community Satisfaction Survey***(Number and percent of respondents providing a response)*

Gender	2025 (unweighted)		2025	2024
	Number	Percent	(weighted)	
Man / Male	325	54%	48%	48%
Women / Female	267	45%	51%	51%
Non-binary	6	1%	1%	1%
Prefer to self-identify	1	0%	0%	0%
Prefer not to say / not stated	1		1	1
Total	600	99%	600	601

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 similar proportions as the *Census*.



Language spoken at home
Merri-bek City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Language	2025		2024
	Number	Percent	
English	377	63%	62%
Italian	26	4%	6%
Greek	24	4%	3%
Arabic	18	3%	4%
Urdu	17	3%	3%
Turkish	15	3%	1%
Nepali	13	2%	2%
Bengali	11	2%	0%
Hindi	8	1%	2%
Spanish	8	1%	2%
Chinese, n.f.d	6	1%	0%
French	6	1%	1%
Mandarin	6	1%	2%
Thai	5	1%	0%
Vietnamese	5	1%	1%
Malayalam	4	1%	1%
Sinhalese	4	1%	1%
Tagalog and Filipino	4	1%	1%
Tamil	4	1%	0%
Dutch	3	1%	0%
German	3	1%	1%
Cantonese	2	0%	1%
Croatian	2	0%	0%
Indonesian	2	0%	0%
Japanese	2	0%	1%
Maltese	2	0%	0%
Polish	2	0%	0%
Serbian	2	0%	0%
Teluga	2	0%	1%
Korean	1	0%	0%
Oromo	1	0%	0%
Russian	1	0%	0%
Slovene	1	0%	0%
Swedish	1	0%	0%
Tongan	1	0%	0%
Ukranian	1	0%	0%
All languages (7 separately identified)	7	1%	3%
Not stated	4		8
Total	600	100%	601



Diverse population groups

The sample of respondents included 31 recent arrivals (less than five years in Australia), 18 who identified as LGBTIQ+ or Queer community, 18 who identified as experiencing financial hardship, and 10 who identified as migrant, refugee, or faith community.

Diverse population groups
Merri-bek City Council - 2025 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Response	2025		2024
	Number	Percent	
Recent Arrival (less than 5 years in Australia)	31	5%	4%
LGBTIQ+ or Queer community	18	3%	6%
Experiencing financial hardship	18	3%	4%
Migrant Refugee or Faith community	10	2%	2%
Aboriginal and / or Torres Strait Islander	0	0%	1%
Total responses	77		101
<i>Respondents identifying at least one response</i>	71 (12%)		88 (15%)

Household member with disability

In 2025, nine percent (down from 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 - 2025 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Response	2025		2024
	Number	Percent	
Yes	49	9%	11%
No	507	91%	89%
Not stated	44		31
Total	600	100%	601



Household structure

The household structure of the 600 respondents to the survey this year were similar to the 2021 *Census* profile of Merri-bek, including 43% from two-parent families and 26% couple households.

The survey somewhat under-represented one-parent families (6%) and sole person households (11%), and over-represented group households (12% compared to 2%).

Household structure
Merri-bek City Council - 2025 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Structure	2025		2024	2021 Census
	Number	Percent		
Two parent family total	252	43%	40%	38%
youngest child 0 - 4 years	67	11%	11%	0%
youngest child 5 - 12 years	58	10%	11%	0%
youngest child 13 - 18 years	69	12%	10%	0%
adult children only	58	10%	9%	0%
One parent family	38	6%	7%	12%
youngest child 0 - 4 years	2	0%	1%	0%
youngest child 5 - 12 years	8	1%	1%	0%
youngest child 13 - 18 years	11	2%	2%	0%
adult children only	17	3%	3%	0%
Group household	71	12%	16%	2%
Sole person household	67	11%	11%	21%
Couple only household	154	26%	25%	26%
Extended or multiple families	6	1%	1%	1%
Not stated	12		13	
Total	600	100%	601	57,421

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 - 2025 Annual Community Satisfaction Survey***(Number and percent of respondents providing a response)*

Situation	2025		2024	2021 Census
	Number	Percent		
Own this home	268	45%	45%	35%
Mortgage (<i>paying-off this home</i>)	116	20%	17%	42%
Renting this home	168	28%	36%	22%
Other arrangement	38	6%	3%	2%
Not stated	10		9	693
Total	600	100%	601	57,422

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 - 2025 Annual Community Satisfaction Survey***(Number and percent of respondents providing a response)*

Period	2025		2024
	Number	Percent	
Less than one year	54	9%	8%
One to less than five years	117	20%	20%
Five to less than ten years	120	20%	24%
Ten years or more	303	51%	48%
Not stated	6		8
Total	600	100%	601

The 171 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 (10%) or interstate (11%). 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 cities of Yarra (18%), Melbourne (14%), Darebin (10%), and Moonee Valley (7%).

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 - 2025 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	2025	
	Number	Percent
Yarra	19	18%
Melbourne	15	14%
Interstate	12	11%
International	11	10%
Darebin	10	10%
Moonee Valley	7	7%
Hume	5	5%
Monash	4	4%
Port Phillip	3	3%
Wyndham	3	3%
Boorondara	2	2%
Boroondara	2	2%
Glen Eira	2	2%
Knox	2	2%
Maribyrnong	2	2%
Wittlesea	2	2%
Casey	1	1%
Greater Dandenong	1	1%
Nillumbik	1	1%
Whitehorse	1	1%
Not stated	66	
Total	171	100%

Annual household income

Respondents were asked to nominate their annual household income within a set of broad income levels.

Metropolis Research notes that 323 of the 600 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, 12% (up from 7%) reported a household income of less than \$40,000 per annum, with the remaining relatively evenly distributed across the income brackets.

The most common (30%) income range was \$120,000 to less than \$160,000 per annum.



Annual household income**Merri-bek City Council - 2025 Annual Community Satisfaction Survey***(Number and percent of respondents providing a response)*

Response	2025		2024
	Number	Percent	
Less than \$40,000	33	12%	7%
\$40,000 to less than \$80,000	42	15%	15%
\$80,000 to less than \$120,000	63	23%	23%
\$120,000 to less than \$200,000	83	30%	32%
\$200,000 or more	56	20%	23%
Prefer not to say	323		324
Total	600	100%	602

General comments

A total of 96 (up from 66) general comments were received from respondents this year, with the most common issues being around Council services and facilities (18% up from 15%), parks, gardens, open spaces, and trees (13% down from 17%), and roads and traffic related (10% down from 11%).

General comments**Merri-bek City Council - 2025 Annual Community Satisfaction Survey***(Number and percent of total responses)*

Comment	2025		2024
	Number	Percent	
Council facilities / services / activities	17	18%	15%
Parks, gardens, open spaces and tree maintenance	12	13%	17%
Roads and traffic management	10	10%	11%
Planning and development	9	9%	6%
Council governance and management	8	8%	2%
Safety, policing and crime	8	8%	5%
Cleanliness and aesthetics of area	7	7%	8%
Waste management	6	6%	8%
Rates / financial management	5	5%	3%
Parking	4	4%	5%
Communication, consultation and responsiveness	2	2%	5%
Comments relating to this survey	1	1%	2%
Drugs and alcohol issues	1	1%	2%
Environment, climate change and bio-diversity	1	1%	0%
Footpaths	1	1%	6%
Other	4	4%	6%
Total	96	100%	66



The following table outlines the verbatim comments discussed above.

General comments
Merri-bek City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Comment</i>	<i>Number</i>
<i>Council facilities / services / activities</i>	
Arrange some programs to involve local community and solve the issues	1
Better service from Council needed	1
Focus on infrastructure	1
Free kindergartens for children	1
Help the people	1
I don't have a job, help me and my family as my son is autistic and ends up breaking things	1
More / better / longer bike lanes need to be there instead of just cars. It's always safer, better and active to use bike and PTV	1
More basketball courts	1
More health services	1
Need for health help from Council, very disappointing to NDIS, it's taking too much time and need to get a spine surgery, contacting for a month	1
Planning for animal management like removing cats and dogs please tell in advance	1
Poor services, putting bandages on a problem won't full solve it	1
The Council has been really supportive, the support from the aged care has been really great	1
There is a lighting issue in the local area around Shamrock St	1
They can give more free services for pensioners	1
Washroom and dogs	1
We get great services where people come and help with cleaning every fortnight. The handy man with ladder also helps a lot. I'm really happy with the services	1
Total	17
<i>Parks, gardens, open spaces and tree maintenance</i>	
Be better in maintaining and trees	1
Cut off or shed down the trees that is too high	1
Difficult to travel to parks	1
Fix the trees in front of 95 Whitby St. I am unhappy	1
Happy about new parks	1
Maintenance of the little park on Parker Reserve. Mowing and weed management needed	1
More green spaces introduce needed in general would be nice	1
More shade at the player equipment at the playgrounds	1
No parks on Surrey St	1
Parks need to maintained well	1
The roots of the trees in front of my house are grown very bad and has caused damage to the footpath	1
When parking slots are made, the trees are obstructing the place that might lead to accidents	1
Total	12



<i>Roads and traffic management</i>	
Roads should be maintained / fixed	3
Carnarvon St and Blyth St, the signs need to go on Carnarvon St, accidents have taken place in the past due to car being parked at the end of the street	1
Driving here is a concern. It's really strange	1
Fix the road. There is a lot of big trucks in the narrow roads. There is no space for other cars	1
Fix the roads, they had to do the water works and fix the roads, but are not fixing the roads	1
Maintenance of the laneway should be done regularly	1
Shared path people are having videos of car crashes, and the Council are still not aware or willing to listen because they don't want to spend funds	1
We require lights on Moreland Rd, at the IGA express	1
Total	10

<i>Planning and development</i>	
Don't give out permits for two units or more	1
High density living	1
I do not like big developments and high rises in small blocks with no trees	1
I think Council has to match increasing population with something for existing residents for e.g. greenspace and rate reduction, we are losing everything for no return, or nothing back to us for what we are giving up	1
Open spaces - I object to the building and houses as it reduces open spaces. Overshadowed the parks and open spaces because of buildings	1
Planning permit took too longer to process for just a simple application	1
Some housework has been going on since 21st December in the house behind or I would say next door to us, I'm worried what's exactly is going on. Why is that taking so long	1
Stop the unattractive and anaesthetic developments	1
Town planning people are either corrupt, or they do not know what the rules are. No proper planning, not listening to the community. This costs the people a lot of money	1
Total	9

<i>Safety, policing and crime</i>	
A lot of homeless people around	1
Far too many people in Glenroy looks like they are of working age, but they don't work and they just roam in group and make you feel intimidated	1
For the safety I feel 5 out of 10 because I am a woman	1
Keep more safety and provide cameras to residents, get better	1
Number plates have been stolen in the last 2 months	1
Overall increase in the crime does not make me feel safe at night	1
Really hope they do more for safety	1
Tobacco store nearby a person is killed. We are not safe	1
Total	8

<i>Council governance and management</i>	
Business owners getting more preferences	1
Concentrate on key issues	1



Council needs to refocus and wake up	1
Don't get into politics	1
Focus on equity and keep doing it	1
Stop focusing on Coburg and Brunswick	1
The Council has a sound culture	1
Work for all the community	1
Total	8

Cleanliness and aesthetics of area

Get the road sweeper to come once a fortnight	1
Glenroy area 5 years ago was very nice, and the suburb was coming up but now it looks like a 3rd world country	1
Graffiti needs to be worked on	1
No one takes responsibility for the rubbish left on the streets, like mattress. It's left there and last summer I saw rats in that mattress	1
Some of the shops leave a lot of rubbish lying around and the place just look 3rd world country	1
Street sweeping needed more in Glenroy	1
Untidy streets needs of drop on property	1
Total	7

Waste management

Bins are so small to dump anything	1
Get the bins collected more than once, upsize the bins, rubbish containers 700 dollars not easy to spend	1
Hard rubbish collection is only once a year	1
Please help me to replace rubbish bin and green bin as they are broken and me and wife can't speak or listen. Just need to replace the bin	1
So many bins need to decrease the number	1
Yellow bin for recycling needs new one	1
Total	6

Rates / financial management

Focus on direct use of rates	1
For pensioners having to pay the high rates is unfair	1
Stop wasting money	1
The only thing do efficiently is increase the rates every year	1
They should tell us where the money is going of the Council	1
Total	5

Parking

I would love if the Council can do something about the parking	1
Need more parking everywhere	1
Parking has become worse in small streets	1
The parking fines and laws are ridiculous on Sydney Rd	1
Total	4



<i>Communication, consultation and responsiveness</i>	
Their representative should come out like this survey and talk to the public, not hide in the office too often	1
They are not willing to understand what's the problem	1
Total	2
<i>Comments relating to this survey</i>	
The surveys should be done online	1
Total	1
<i>Drugs and alcohol issues</i>	
Can the price of alcohol be reduced. Going out with friends etc has become very expensive	1
Total	1
<i>Environment, climate change and biodiversity</i>	
Glyphosate, it's a cancer-causing toxin, it should not be used to kill the weeds, you are poisoning the people	1
Total	1
<i>Footpaths</i>	
Be better in maintaining footpaths	1
Total	1
<i>Other</i>	
Better insulation in houses needed	1
Networking opportunities	1
Require disability signs in front of homes	1
We desperately need more social housing not just houses for rich people	1
Total	4
Total responses	96



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 - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>Rates and financial management</i>	
Don't see any activities or facilities for the high rates we pay	2
Rates are too high	2
Been here 25 years and all I have seen Council do is garbage pickup and put rates up	1
Council is influenced by financial incentives	1
Feel like we have been going backwards since the new Council has come in. Issues with what they are doing, what they are doing with their rates etc	1
I think they get a lot of money and see no impact of them	1
I'm a builder and I get fined for doing bad stuff, the Council doesn't	1
Rates are a mess, and they should not send money overseas	1
Spent so much money to build a tennis court. What for?	1
They are wasting money in stuffs that has nothing to do with rate payers	1
They only think about earning extra bucks to take it home with them	1
Too much focus on LGBT we are all Australians. They spend money on rainbow crossings	1
We pay one of the highest rates and get worst services for the value of rates	1
Total	15
<i>Generally negative comments</i>	
They don't do anything / not enough	3
There is a lot of room for improvement / can do better	2
A bunch of self-interested people, they are only working for their agenda	1
Because Council is useless	1
I feel Council is focused on the wrong things	1
Recent experiences haven't been good	1
There is a lot to do	1
They are not really good	1
They don't care about everything	1
They don't do what they say	1
Total	13



<i>Communication, consultation, engagement and responsiveness</i>	
The Council does not listen	3
A lot of angry people in the community, the Council is not listening	1
Council is hard to get hold of and they don't seem to care about us	1
Council just does whatever they want to do and don't listen to people	1
The communication is poor and have to be on their neck to know things	1
When it comes to community consultation, they're poor. They've already got an agenda, and it seems they don't care about our feedback	1
Total	8
<i>Council governance, management and performance</i>	
Incompetent	1
Just not happy with how they are performing, they can do better	1
They are not transparent not within the interests of the rate payers	1
They do not do their work	1
They play politics in decision making	1
What have they done? They think about themselves first	1
Total	6
<i>Council services and facilities</i>	
Because we do not have art centres and there is low funding for them	1
Do not like the bike lanes designs	1
Homeless issue	1
Lighting is terrible	1
The drains are not good enough	1
They rip out bike lanes after 2 years	1
Total	6
<i>Cleanliness and maintenance of area</i>	
It is not even clean	1
Lot of rubbish on the roads	1
Not maintained according to what we are paying for	1
The Council area looks like a dump	1
Total	4
<i>Focus on social / multicultural / international issues</i>	
They are not worried about the right issues	1
They concentrate on the wrong things	1
They focus too much on non-Council related things	1
Too focussed on issues outside their scope. Like the Gaza issues. We don't have a tip	1
Total	4



<i>Parks, gardens, open spaces and trees</i>	
I have never seen them maintain trees	2
Parks are not maintained	1
The trees. They don't chop them down	1
Total	4
<i>Traffic / roads</i>	
Do not like the constant change of speed limits	1
I do not like the road works in Barrow St, blocking the roads and road changes	1
Local traffic management	1
The roads are not good enough	1
Total	4
<i>Environment, sustainability and climate change</i>	
The only thing of interest for people currently is environment. They do not have a creative capacity of maintaining the environment	1
They talk about housing, but they are not accountable towards the environment	1
Total	2
<i>Footpaths</i>	
Footpaths are not good enough	1
They don't maintain footpaths	1
Total	2
<i>Parking</i>	
Do not like the changes in restrictions on street parking	1
Do not like the removal of parking spots	1
Total	2
<i>Planning, housing and development</i>	
Overdevelopment	1
The only thing of interest for people currently is housing and they can't control it	1
Total	2
<i>Name change</i>	
They waste money on a name change	1
Total	1



<i>Waste management</i>	
They don't maintain waste	1
Total	1
<i>Other</i>	
They have responded to my complaint but haven't yet paid me. The tree falling on my car caused thousands of dollars of damage, even though it was not windy	1
Coburg should not be the way it is. Coburg will be bombed because of the number of jewellers there are in the shopping area	1
Total	2
Total dissatisfied comments	76

Reasons for rating satisfaction with Council's overall performance at "neutral" levels
Merri-bek City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Communication, consultation, engagement and responsiveness</i>	
Because there is good advertising of plans	1
Communication is poor	1
Don't know anything about what the Council actually does. Have not been informed about it	1
Footpaths are not maintained	1
I do not engage much with the Councils	1
I don't feel any connection with the Council and what they do. Feels like we are living in different world when it comes to Council as there is a lack of communication between apartment residents and Council	1
Less engagement with the residents	1
Need more consultation	1
There is not much communication for general things	1
They are not responsive to communication	1
They don't listen to the community	1
Very slow in responding to issues, usually says no	1
We never seen anyone from Council, Mayor	1
Total	13
<i>Rates and financial management</i>	
Rates are too high	5
They Council provided services are bad compared to rates	2
Too high rates and all you get is clean bins	1
Total	8



<i>Traffic / roads</i>	
Poor / no road maintenance	2
I just feel like there should be more done to update roads flow	1
More road maintenance	1
The services like road and street maintenance are good	1
Total	5

<i>Council services and facilities</i>	
Because first of all there are different programs and different communities, so like different opportunities even if they are not paid or like volunteer opportunities with the Council. So there could be more networking, we are paying taxes, and the Council should engage with more people. I should have the opportunity to work, I want the Council to let me enter the market and learn more from them	1
Because we need more services for children 10-15 age	1
Because we need more sport facilities	1
They should improve their services	1
Total	4

<i>Generally neutral comments</i>	
They are average / ordinary / okay	3
Sometimes good, sometimes bad it's both that's why the rating	1
Total	4

<i>Parks, gardens, open spaces and trees</i>	
Because we need more street trees / green tunnels	1
I feel more improvement on the maintenance of roots of trees as it effects plumbing	1
Park maintenance is done only at elections	1
They plant trees and there is no mess	1
Total	4

<i>Council governance, performance and management</i>	
Council is not working for the people they are creating more problems and unnecessary stuff for the residents rather solving their problems	1
Council needs do more job	1
Their priorities are wrong	1
Total	3

<i>Generally negative comments</i>	
I predominantly feel negative towards the Council	1
They could do a better job	1



They need to do much more than just picking up bins	1
Total	3
<i>Cleanliness and maintenance of area</i>	
Because there is good general upkeep	1
Could improve street cleaning	1
Total	2
<i>Focus on social / multicultural / international issues</i>	
Different events should be more inclusive and more events for different communities	1
I think they get involved in issues that do not involve them	1
Total	2
<i>Generally positive comments</i>	
All other things are pretty inclusive	1
They are fine	1
Total	2
<i>Planning, housing and development</i>	
Could improve building permit	1
I do not think that they have a clear plan	1
Total	2
<i>Environment, sustainability and climate change</i>	
Nothing in response to the air pollution request	1
Total	1
<i>Focus on local issues</i>	
Community issues need more attention	1
Total	1
<i>Safety, policing and crime</i>	
I just feel like there should be more done for safety	1
Total	1



<i>Waste management</i>	
More needs to be done about waste collection	1
Total	1
Total neutral comments	56

Reasons for rating satisfaction with Council's overall performance at "satisfied" levels

Merri-bek City Council - 2025 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	48
Council is trying their best	6
I am happy with my area / nice place to live	3
The Council is getting the big stuff right	2
Because I think they do a good job behind the scenes	1
Because I work with Council and they support all initiatives and it's really good and they establish a lot of programs	1
Community is good	1
Council is good despite having many responsibilities	1
I guess in a perfect world everything would be 10 but I just say 9 so they keep up doing what they're doing and listen	1
I moved here because of its vibrant community	1
I think that if you can get through day to day, with essential services working means that they do fantastic job	1
I think the Council is generally quite well managed. Not perfect, but attuned to what the community requires	1
It seems like a really nice community driven area	1
It's a lot better than it used to be	1
It's functioning no major drama	1
Quite well respected Council	1
There are things to be worked on as I have seen on the notice board for community	1
They are proactive	1
They did work alright, can see they are working few projects round, I have no complaints	1
They have been supportive	1
They have made some changes. You can see them doing stuff	1
They try and get out there	1
Value alignment is fine	1
Total	78

<i>Council services and facilities</i>	
Good services overall	10
Generally happy with the services	4



I like the events / activities	3
Services are not good / need improvement	3
I'm happy with the aged care / home help services	2
All the facilities are well maintained	1
Always available resources	1
Animal rules are well maintained	1
I do see some new equipment like dog parks and dog areas which is important	1
Love going to library it's well maintained	1
Made friendly for bike riders	1
More playgrounds and things for kids needed	1
Need better skate parks	1
Not enough facilities	1
Reduction in services	1
Responsiveness to water leakage was really good	1
Some services are good some are lacking. We don't get what we pay for	1
The Council needs to work on the drains	1
There are facilities	1
There are good community programs	1
There are initiatives	1
They are generally good in whatever services my family and I need	1
We have only been living here for 12 months, really loved the street festival, mum loves the choir	1
We need more soccer grounds	1
Total	41

Communication, consultation, engagement and responsiveness

I was impressed they are responsive and attentive	2
If you contact them, they reply with full details / very helpful	2
Not a high level of interactions / contact	2
The Council needs to listen to the community	2
They are unresponsive, not all issues are addressed	2
A lot of communication happening with community	1
Feel like there are a lot of initiatives but I am unsure how to give input into decisions made	1
I don't think I hear enough to warrant a score. Only hear through a newsletter - have to search myself	1
I have had good interactions with them	1
I just think that they are making too many decisions made in office environment without seeing or speaking to residents	1
I think they are reasonably engaged with community	1
Just be because it's accessible, speaks to people in different language, feels like you'll get help with problem you come to them with	1
No proper information given regarding garbage bin collection and other services to new residents	1
Not many consultation options from the Council that I have seen personally	1
Responsiveness of the Council should be improved	1
Simply because I needed to contact was approachable, service was good, no shortfalls	1
The Council used to have close connection with the community, but less responsive since COVID	1
They are always giving updates on Facebook, always know what is going on	1
They are being selectively responsive	1
They do ask the community about their suggestions which is the good part	1



They don't communicate that well with Glenroy people	1
They were hard to deal with once upon a time	1
What they say on the newsletter should be done. They say more active Merri-bek but use more on roads parking and cars instead of bikes	1

Total **28**

Generally negative comments

Room for improvement / can do better	17
Just not happy / satisfied with some of the things they do	3
They are not perfect	2
Need to get the basic things right	1
Some things don't get done	1
The task is big so they can improve	1
There are gaps	1
There are little things that need to be fixed	1

Total **27**

Generally neutral comments

Council is average / alright / ok	10
No issues / problems / complaints	7
Most of the services I don't use so I can't say much	2
Been living here and it is okay, not fancy could be worse	1
Bit of an average. Haven't felt that anything too bad has happened	1
Cause there are some negatives and positives	1
I just think overall its mediocre but comparing to other Councils is progressive	1
Some things good some things bad 50/50	1

Total **24**

Cleanliness and maintenance of area

The local area is well kept / neat / clean	6
Maintenance is good / reasonable	5
Poor road sweeping / maintenance	3
More cleanliness / maintenance is required	2
Cleanliness of streets can be improved	1
Litter on the streets	1
Poor maintenance of graffiti	1
Rubbish in gutters should be regularly cleaned	1
Street maintenance is needed, so much of leaves and rubbish on the street	1

Total **21**

Council governance, management and performance

I think the Council is politically engaged	2
Not too happy with their efficiency / performance	2



I agree with their decisions	1
I think Merri-bek Council don't think much about Fawkner, that's the sense I get	1
I think they represent the voice of the community well enough	1
Just think they can be more productive	1
Need more management	1
Sometimes no action happens. They are probably busy with other things	1
The Council is going in the right direction	1
The key things run pretty well and mostly everything else runs well too	1
There are some things that are limited due to constraints from government	1
They act on things that they believe in, not what the residents believe	1
They are doing performative and irrelevant stuffs	1
They have a great opportunity to utilise the diversity of the Council, the speeches of the Councillors in the events were pretty self-centred. Be a Council that leads other Councils in economic and social aspects	1
Things do get done; they are functioning. At least Council is running effectively	1
Total	17

Rates and financial management

Rates are too high	8
The rates are really high considering the services given	2
All they try to do is make money	1
Number of rates aid in comparison to other Councils, not getting proportional services	1
Reduce rates. Prevent rate hikes	1
The rates are higher for me; I know others in the street pay less than me	1
The rates are super high, not necessarily know where it is going	1
They can improve a lot in wherever they spend their available money	1
Total	16

Parks, gardens, open spaces and trees

Maintenance and cleanliness of parks and gardens	3
The maintenance of trees is important but is not being looked after	3
Because they keep the area clean	1
I just like some things they do like green spaces	1
I tried to get the Council to trim my tree it's not done still	1
I would like to see more public spaces, spaces that are not to do with spending money	1
New parks program is actually good	1
Some things like public places etc. can be better	1
The trees are well maintained	1
Too much nature strips causing roads to be narrowed	1
Total	14

Focus on social / multicultural / international issues

I agree with many things, but the Council responds to loud minority rather than majority	2
Too often being involved in things outside of their control	2
I like that the Council is progressive	1
I am personally very happy to see that the Council promotes diversity and queer allyship, and acts on domestic violence etc. doing a good job as far as I am concerned	1



I felt being involved in Gaza was not in the scope of local government, this took away the focus from our local community	1
I think Council is good at human rights, sustainability and stance on Gaza	1
I think they do not focus enough on the majority and the focus is more on narrow number of ideologies	1
I'm very pleased with their stance with human rights	1
It's inclusive	1
Trying to find the right balance between managing services and other issues that are not directly Council related	1
Total	12

Traffic / roads

Some roads have potholes	2
I want the roads to be wider	1
Narrow streets	1
Now there are too many cars on the road, it makes traffic worse	1
People complain about things like; there was no standing in Hilton St	1
The main issue of the safety surrounding us especially with cars	1
The roads can be improved	1
There are minor issues with the roads	1
They are road works	1
Traffic management issues	1
Total	11

Waste management

General services like garbage collection are good	4
Basic rubbish collection is sporadic, leaving it dirtier	1
I think I had a positive experience with the Council and bin collection	1
I want the trash bin to be bigger	1
It wasn't in last 12 months, but we had problems with our rubbish bin, it got broken and I filled a form online to get it but they sent me a small one while I had a big one earlier	1
Sometimes garbage isn't collected on time. They leave garbage in a bad condition	1
Total	9

Parking

They can improve the parking issues	2
Illegal parking	1
No off-street parking	1
People parking right on a corner at a roundabout, it's dangerous	1
Unwanted construction on the street taking up the parking spaces	1
Total	6

Planning, housing and development

Because I detest the development	1
I am not happy with the density of the population and new developments	1



Need more development	1
Not too happy with their future population plan, does not look like the Council is handling the population	1
Poor development policies	1
There are too many buildings being developed	1
Total	6
<i>Environment, sustainability and climate change</i>	
Could always be doing for more environmental and carbon footprint	1
Environmental stuff needs to be improved	1
EV charging for cars	1
I think the Council is committed to environment	1
They are very sensitive and environmentally forward	1
Total	5
<i>Footpaths</i>	
Not enough / lack of footpaths	2
The Council needs to work on the footpaths	1
There are minor issues with footpaths	1
There should be pedestrian paths and footpaths we are struggling and no talks about it	1
Total	5
<i>Focus on local issues</i>	
Council tends to lose focus on the local community at times	1
They focus less on real local issues	1
They think of the community more	1
Total	3
<i>Safety, policing and crime</i>	
More attention needed towards the increasing crime	1
More intelligent actions to make area safer	1
Safety	1
Total	3
<i>Other</i>	
I find what I need when I need it	1
Rent is going up constantly	1
They don't care about Glenroy that much as we are on the edge	1
Total	3
Total satisfied comments	329
Total comments	461



Appendix Two: survey form

