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# 2023 ANNUAL CUSTOMER SATISFACTION SURVEY

FINAL

JULY 2023

YARRA CITY COUNCIL

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# EXECUTIVE SUMMARY

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## BACKGROUND

The Annual Customer Satisfaction Survey (ACSS) has been delivered by the Yarra City Council (the Council) since 2009. The purpose of the ACSS is to understand community's perception of Council's performance and explore resident satisfaction or dissatisfaction with council service areas and facilities. The findings will provide an evidence-base to enable the Council to substantiate and make strategically sound decisions in improving service delivery areas.

## PURPOSE & APPROACH

This, the 14<sup>th</sup> ACSS, was administered using a hybrid approach of telephone, online and intercept survey methodologies from February to March 2023. A total of n=804 Yarra City residents participated in the survey yielding a margin of error of  $\pm 3.44$ .

This report summarises the survey results received from the community and compares the 2023 results against last year's (2022) results and historical findings from 2012 onwards. However, direct comparisons and assessments to results prior to 2022 should be considered in context of the improvements introduced in 2022<sup>1</sup>.

## HOW TO READ THIS REPORT

### Likert Scale Use

Residents' perceptions of various services and facilities provided by the Council were measured on a Likert 5-point scale of 'very good' to 'very poor', aligning it to the Local Government Victoria annual community satisfaction survey<sup>2</sup>. Throughout the report, results have been presented across three (3) categories as follows:

1. Rating of 'very good' and 'good' (a rating of a '5' or a '4' on the Likert scale).
2. Rating of 'average' (a rating of a '3' on the Likert scale).
3. Rating of 'poor' and 'very poor' (a rating of a '2' or a '1' on the Likert scale).

### Reporting

The results have been mainly analysed and reported based on the percentage proportion of respondents who provided a rating of 'very good' and 'good'. This is the top two (2) box summary and all comparative analysis against 2022 results has also been based on the sum of rating of 'very good' and 'good'.

In some instances, the results highlight a percentage of respondents who provided a rating of 'very poor' or 'poor'. This is the bottom two (2) box summary and is especially highlighted when comparative analysis against 2022 results is significantly higher or lower.

At times, when comparing the 2023 findings with the 2022, the change in the results (i.e. rating of 'very good' and 'good') has been referred to as a percentage point increase or decrease. For example, a change in results from 30% in 2022 to 35% in 2023 is said to be an increase of 5 percentage points.

Whilst comparisons to historical data should be retained, direct comparisons to previous years' results should be considered in context of the changes to the survey and answer scale outlined [here](#).

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<sup>1</sup> In 2022, significant improvements were made to the approach in executing the ACSS, the survey instrument, as well as the analysis and reporting of the results. Please refer to the Appendix D for detailed changes.

<sup>2</sup> Prior to 2022, the satisfaction of all services and facilities aspects as well as all other aspects were measured on a 0 (lowest) to 10 (highest) point scale.

## Average Results

To interpret results, an 'Average Score' has been calculated for each measured aspect and is presented on a 0 – 100 point scale with 'can't say' responses excluded from the analysis. Average results are used in the assessment of survey responses as a tool to rank issues and items in an easy to interpret manner. More information about this can be found in [Appendix B](#).

Significant changes to the 2023 average results, compared to the 2022 average results, have been identified and are included in this report. The purpose of the average score is to compare the 2023 results to the Local Government Victoria annual community satisfaction survey for 2023 when they become available.

## KEY FINDINGS

### Satisfaction with Council's Overall Performance

#### 2023 Findings

In 2023, 37% of respondents were satisfied (a rating of 'very good' or 'good') with the [overall performance of Yarra City Council](#), 37% of respondents provided a rating of 'average' and 26% of respondents rated the overall performance of the Council across all areas of responsibility as 'poor' or 'very poor'.

#### Comparison to 2022

Satisfaction with the overall performance of Yarra City Council decreased with the proportion of respondents providing a rating of 'very good' or 'good' declining from 44% in 2022 to 37% in 2023, a decline of 7 percentage points. This decline is not statistically significant indicating that attitudes in the community remain comparable to 2022. There was a higher proportion of respondents providing an 'average' rating which increased from 34% in 2022 to 37% in 2023.<sup>3</sup> Respondents rating the overall performance of the Council across all areas of responsibility as 'poor' or 'very poor' remains comparable to 2022 (26% in 2023 compared to 22% in 2022, an increase of 4 percentage points).

#### Key Differences by Segment

Some key differences in overall satisfaction with the Council are noted as follows:

- Though not significant, residents of Collingwood and Fitzroy North were most satisfied with the Council overall whilst residents of Fitzroy were the least satisfied with the Council.
- Significantly **more** respondents satisfied with the Council overall are those between 18 and 34 years of age, people living in a group household, newer residents having lived in Yarra for less than five (5) years, those living in a flat, unit or apartment and those living in a rental housing type.
- Significantly **less** respondents satisfied with the Council overall are those between 45 years of age and over, couples with dependent children, long-term residents having lived in Yarra for ten (10) years or more, and those who either own or have a mortgage on their home.

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<sup>3</sup> NOTE: Statistically significant differences between the two years is impacted by the number of respondents (sample) providing a response to an individual question. The larger the sample size, the higher the level of confidence in the results and therefore, a small difference in percentage may or may not be statistically significant across the different questions.



## Direction of Council's Overall Performance

### 2023 Findings

Sentiments regarding the [direction of Council's performance](#) were as follows. The percentage of respondents indicating direction of Council's performance has:

- 'Improved': 12%
- 'Stayed the same': 59%
- 'Deteriorated': 29%.

### Comparison to 2022

The percentage of respondents indicating Council's overall performance has 'improved' declined significantly compared to 2022, from 17% in 2022 to 12% in 2023 (a decline of 5 percentage points). Importantly, community perceptions that direction of Council's overall performance is 'deteriorating' increased significantly compared to 2022; from 23% in 2022 to 29% in 2023 (an increase of 6 percentage points).

## Satisfaction with Aspects of Governance, Leadership, Environment & Planning

### 2023 Findings

Of the seven (7) aspects measured on Council [governance, leadership, environment and planning](#), the highest satisfaction is noted for *meeting responsibilities towards the environment* (rating of 'very good' or 'good' by 44% of respondents) and the lowest satisfaction is with *offering value for rates* (rating of 'very good' or 'good' by 25% of respondents).

### Comparison to 2022

The largest decline in satisfaction amongst governance, leadership, environment and planning from 2022 to 2023 was recorded for *community consultation and engagement*.

- Ratings of 'very good or good' declining significantly from 39% to 31% in 2023 – a decline of 8 percentage points.
- Ratings of 'very poor' or 'poor' increased significantly from 31% in 2022 to 37% in 2023 – an increase of 6 percentage points.

It should also be noted that this aspect is amongst the top three (3) most important of all governance, leadership, environment and planning aspects to the community and is identified amongst the top five (5) issues for the City of Yarra.

Compared to 2022, ratings of 'very good' or 'good' either remained the same or relatively unchanged for the following four (of the seven) aspects related to governance, leadership, environment and planning:

- General Town Planning policy: remained the same as 2022 at 31%.
- Planning and building permits: relatively unchanged from 25% in 2022 to 26% in 2023.
- Making decisions in the best interests of the community: relatively unchanged from 36% in 2022 to 33% in 2023.
- Offering value for rates: relatively unchanged from 28% in 2022 to 25% in 2023.

## Satisfaction with Universal Council Services & Facilities

### 2023 Findings

The overall average rating of 'very good' or 'good' across all 11 [universal services and facilities aspects](#) measured is 54%. There are five (out of 11) aspects that are either greater than or equal to the average of 54% including:

- Provision of parks, gardens and reserves: 69%.
- Maintenance of parks, gardens and reserves: 68%.
- Regular garbage collection service: 68%.
- Regular recycling service: 60%.
- Maintenance and cleaning of strip shopping areas: 54%.

Overall, the highest satisfaction (a rating of 'very good' or 'good') across all universal service and facility aspects is recorded for *provision of parks, gardens and reserves* (69%) followed nearly equally by *maintenance of parks, gardens and reserves* (68%) and *regular garbage collection service* (68%). The lowest satisfaction is with *parking management* with 37% percent of respondents identifying the aspect as 'very good' or 'good'.

### Comparison to 2022

Compared to 2022, ratings of 'very good' or 'good' either remained the same or remained relatively unchanged for the following five (out of 11) aspects related to universal services and facilities:

- Regular recycling service: remained the same as 2022 at 60%.
- Parking management: relatively unchanged from 39% in 2022 to 37% in 2023.
- Traffic management: relatively unchanged from 43% in 2022 to 41% in 2023.
- Maintenance and cleaning of strip shopping areas: relatively unchanged from 57% in 2022 to 54% in 2023.
- Maintenance of parks, gardens and reserves: relatively unchanged from 71% in 2022 to 68% in 2023.

Ratings of 'very good' or 'good' declined significantly for three (of the 11) aspects related to universal services and facilities including:

- Maintenance and repair of footpaths, from 53% in 2022 to 46% in 2023, a decline of 7 percentage points.
- Maintenance and repair of sealed local roads (this excludes highways and main roads): from 57% in 2022 to 48% in 2023, a decline of 9 percentage points.
- Regular garbage collection service, from 77% in 2022 to 68% in 2023, a decline of 9 percentage points.

## Satisfaction with Other Major Services & Facilities

### 2023 Findings

The overall average rating of 'very good' or 'good' across all nine (9) [other major services and facilities aspects](#) measured is 61% and satisfaction for five (out of 9) aspects are greater than the average of 61% including:

- Local library services: 82%.
- Yarra's swimming pool at Richmond, Fitzroy or Collingwood: 72%.
- Yarra's leisure centres at Richmond, Fitzroy or Collingwood (eg. Gym, etc): 71%.
- Arts and cultural activities: 63%.
- On-road bike paths: 61%.

Overall, the highest satisfaction across all other major service and facility aspects is recorded for *local library services* (with 82% of respondents rating this aspect as 'very good' or 'good') and the lowest satisfaction is with *public toilets* (with 37% of respondents rating this aspect as 'very good' or 'good').

## Comparison to 2022

Compared to 2022, ratings of 'very good' or 'good' increased marginally for the following two (of the nine) aspects:

- Public toilets: from 33% in 2022 to 37% in 2023, an increase of 4 percentage points.
- On-road bike paths: from 55% in 2022 to 61% in 2023, an increase of 6 percentage points.

Compared to 2022, ratings of 'very good' or 'good' either remained the same or relatively unchanged for the following two (of the nine) aspects related to other major services and facilities:

- Local library services: remained the same as 2022 at 82%.
- Arts and cultural activities: relatively unchanged from 64% in 2022 to 63% in 2023.

The largest and significant decline in rating of 'very good' or 'good' from 2022 to 2023 was reported for:

- Yarra's swimming pool at Richmond, Fitzroy or Collingwood: from 80% in 2022 to 72% in 2023, a decline of 8 percentage points.
- Off-road bike paths (including shared paths): from 69% in 2022 to 60% in 2023, a decline of 9 percentage points.
- Green waste services: from 60% in 2022 to 49% in 2023, a decline of 11 percentage points.

## Top Issues & Key Improvements

### Top Issues for the City of Yarra

#### 2023 Findings

In 2023, the top three (3) [issues for the City of Yarra](#) are:

- 1 Building, planning, housing and development: 11%
- 2 Car Parking: 8%
- 3 Rubbish and waste issues (incl garbage): 7%

Issues with *building, planning, housing and development* and *car parking* was highlighted by nearly all precincts and respondent profiles.

Average overall satisfaction with the Council amongst those identifying *building, planning, housing and development* and *rubbish and waste issues (incl garbage)* issues was below the average overall satisfaction for all respondents.

#### Comparison to 2022

Consistent with 2022, *building, planning, housing and development* ranked in first place in 2022 and in 2023. Similarly, *car parking* as the second largest issue for the City of Yarra was consistent with the 2022 findings. Whilst *rubbish and waste issues (incl garbage)* was the third most commonly nominated issue in 2023, the aspect ranked in 5<sup>th</sup> place in 2022.

### Key Improvements Delivered by the Council Over the Last Two (2) Years

#### 2023 Findings

Nearly 2 in 5 (39%) respondents identified [improvements delivered by the Council](#) over the last two (2) years whilst 49% said they were unsure regarding improvements delivered by the Council and a further 12% did not provide any response to improvements delivered by the Council in the last two (2) years.

In 2023, the top three (3) improvements identified were:

- 1 Parks, gardens, open space: 11%
- 2 Bike, walking tracks and facilities: 8%

### 3 Road maintenance and repairs: 5%

Across all universal service and facility aspects measured, the highest satisfaction (a rating of 'very good' or 'good') is recorded for *provision of parks, gardens and reserves* followed nearly equally by *maintenance of parks, gardens and reserves*.

Despite *bike, walking tracks and facilities* ranking 2<sup>nd</sup> in the list of identified improvements made by the Council, the aspect ranks 1<sup>st</sup> in suggested improvements to be delivered by the Council over the next two (2) years.

#### Comparison to 2022

*Parks, gardens, open space* ranked in first place in 2022 and in 2023. Similarly, *bike, walking tracks and facilities* ranked in second place and *road maintenance and repairs* ranked in third place in 2022 and in 2023.

### Suggested Improvements for the Local Area Over the Next Two (2) Years

#### 2023 Findings

Approximately 76% of respondents suggested at least one [improvement to be delivered by the Council](#) over the next two (2) years whilst 24% were unable to identify any improvements or did not provide any response to suggestions for improvements.

Overall, the top three (3) suggestions for improvements over the next two (2) years are to:

- 1 Bike tracks, facilities and infrastructure: 13%
- 2 Parking: 12%
- 3 Garbage collection: 11%

As noted earlier, *car parking* ranked 2<sup>nd</sup> in the list of issues for the Council and is amongst the top issues identified across all precincts and ranks seventh (out of 11) in terms of importance to the community.

#### Comparison to 2022

The top three suggestions for improvements identified in 2023 remain consistent with 2022. *Bike tracks, facilities and infrastructure* ranked in first place in 2023 compared to ranking 5<sup>th</sup> in 2022. *Car parking* ranked in second place in 2023 compared to ranking 3<sup>rd</sup> in 2022. *Garbage collection* ranked in third place in 2023 compared to ranking 2<sup>nd</sup> in 2022.

In addition, a strong increase in suggestions for improvement is noted for *roads maintenance and repairs* and *safety, crime and policing*. Ranking of suggestions to improve:

- *Roads maintenance and repairs* shifted from 11<sup>th</sup> place in 2022 to 4<sup>th</sup> place in 2023.
- *Safety, crime and policing* shifted from 10<sup>th</sup> place in 2022 to 5<sup>th</sup> place in 2023.

### Satisfaction with Customer Service

Results for respondents having [contacted the Yarra City Council](#) are in line with the 2022 results at 55%. Respondents rating the Council 'very good' or 'good' with regard to *customer service received* declined from 59% in 2022 to 55% in 2023, a decline of 4 percentage points.

### Perceptions of Public Safety in City of Yarra

#### 2023 Findings

[Perceptions of safety](#) were measured by asking respondents how safe they feel in public areas of the City of Yarra *during the day* and *during the night*.

*During the day*, nearly 8 in 10 (78%) said they felt 'very safe' or 'safe', 16% of respondents provided a rating of 'average' and 6% of respondents felt 'unsafe' or 'very unsafe' in public areas of the City of Yarra.

*During the night*, 43% said they felt 'very safe' or 'safe', 31% of respondents provided a rating of 'average' and 26% of respondents felt 'unsafe' or 'very unsafe' in public areas of the City of Yarra. Residents feel most unsafe in and around:

- Victoria Street: 28%.
- Parks (non-specific mentions): 18%.
- Side streets/streets (non-specific): 18%.

The most commonly mentioned reasons for feeling unsafe in public areas in the City of Yarra either during the *day* or *at night* relate to:

- Drug and alcohol use: 57%
- Perception of safety at night/lighting: 31%
- Issues with people: 29%

When asked to identify improvements residents would like to see in the local area over the next two (2) years, improvements to *safety, crime and policing* ranked 5<sup>th</sup> amongst the top suggested areas for improvement.

### Comparison to 2022

Perception of safety *during the day* in the City of Yarra remained largely unchanged from 80% in 2022 to 78% in 2023. Percentage of residents who rated feeling 'very unsafe' or 'unsafe' *during the day* also remained unchanged compared to 2022 at 6%.

Perception of safety *during the night* in the City of Yarra remained largely unchanged from 46% in 2022 to 43% in 2023. Percentage of residents who rated feeling 'very unsafe' or 'unsafe' *during the night* also remained unchanged compared to 2022, from 27% in 2022 to 26% in 2023.

### Key Differences by Segment

Perceptions of *safety during the day* and *during the night* are lower among respondents from Abbotsford and Collingwood.

Perceptions of safety *during the day* were highest amongst those from Carlton North/Princes Hill and Fairfield – Alphington whilst perceptions of safety *during the night* is highest amongst those from Fitzroy North.

Perceptions of *safety during the day* and *during the night* are lower among respondents living in public housing.

## CONCLUSIONS

Overall, satisfaction is highest for *other major services and facilities* followed by *universal services and facilities, overall satisfaction*, and then *satisfaction with governance and leadership* and finally *direction of Council's performance*.

Compared to 2022, overall satisfaction with the Council declined 7 percentage points (for 'very good' and 'good') and 'improvement' in Council's overall performance declined significantly by 5 percentage points.

The following five (out of 11) universal service and facility aspects is either the same or greater than the overall 'very good' or 'good' score of 54%:

- Provision of parks, gardens and reserves: 69%.
- Maintenance of parks, gardens and reserves: 68%.
- Regular garbage collection service: 68%.
- Regular recycling service: 60%.
- Maintenance and cleaning of strip shopping areas: 54%.

The following five (out of 9) all other major service and facility aspects is greater than the overall 'very good' or 'good' score of 61%:

- Local library services: 82%.
- Yarra's swimming pools at Richmond, Fitzroy or Collingwood: 72%.
- Yarra's leisure centres at Richmond, Fitzroy or Collingwood (eg. Gym, etc): 71%.
- Arts and cultural activities: 63%.
- On-road bike paths: 61%.

Key concerns for residents are *building, planning, housing and development* along with *parking and rubbish and waste issues* and the top suggested improvements are to *bike tracks, facilities and infrastructure, parking and garbage collection*. The key improvements delivered by the Council were to *parks/gardens, bike paths and road maintenance*.

## GLOSSARY

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<b>Average score</b>	Average results are used in the assessment of survey responses as a tool to rank issues and items in an easy to interpret manner. Index scores are applied to each variable to obtain an overall average. The highest or most favorable answer is assigned the largest index score and lowest or least favorable answer is assigned the lowest index score. Residents' perceptions of various aspects are measured on a Likert 5-point scale. An 'Average Score' or 'Index Score' has been calculated for each aspect measured and is presented on a 0 – 100 point scale with 'can't say' responses excluded from the analysis. In addition, average score has been calculated for when the performance of Council's overall direction was measured using a 3-point scale. More information can be found in <a href="#">Appendix B</a> .
<b>Confidence interval</b>	The results presented in this report are measured at a 95% confidence interval. This means that 95% of the time, the results will be within the margin of error prescribed in this report. Based on City of Yarra's estimated resident population of approximately 91,543, a sample size of n=804 provides statistically valid results with a confidence interval of $\pm 3.44$ at a 95% confidence level. This means that if the survey was replicated with a new sample of n=804 Yarra City residents, that 19 times out of 20 we would expect to see the same results, i.e. $\pm 3.44\%$ . This means, for example, that an answer of 'yes' (50%) to a question could vary from 46.56% to 53.44%.
<b>Derived importance</b>	Use of statistical analysis, usually correlation analysis, to estimate the importance of aspects to customers. This is different to 'stated importance' where customers are explicitly asked the importance of each aspect and then rate their satisfaction with that aspect (an approach used previously).
<b>Intercept surveys</b>	Surveys undertaken using face-to-face intercept approach.
<b>LGPRF</b>	Victorian Local Government Performance Reporting Framework (LGPRF). A mandatory system of performance reporting for all Victorian councils.
<b>Margin of error</b>	Refers to the sampling error in this report. It means that if the study is replicated, the results will fall within the same error margin at a confidence interval of 95%.
<b>Online surveys</b>	Surveys undertaken using Computer Aided Web Interviewing (CAWI).
<b>Percentage points</b>	The difference in percentage results between the 2023 and 2022. For example, a change in results from 31% in 2022 to 38% in 2023 is said to be an increase of 7 percentage points.
<b>Precinct</b>	Results reported by categorising 11 council suburbs into nine (9) precincts.
<b>Population</b>	The total population of the City of Yarra.
<b>Respondents or participants</b>	Those participating in the survey either via telephone, online or intercept survey methodologies.
<b>Sample</b>	The number of surveys obtained from a sample of the community.
<b>Segmented or segmentation analysis</b>	A process of interrogating the data by various audience types participating in the study to identify key differences amongst various segments of the audiences. Throughout the report, results have been segmented by (and not limited to) precinct, age, gender, household structure, languages spoken at home, household type, housing situation, residency tenure in the City of Yarra, and household disability status.
<b>Sampling frame</b>	A framework developed to guide the execution of the study and the sample sizes to be attained from each segment based on age, gender and precinct.
<b>Somewhat/notable/marginal</b>	These terms are used when results are not statistically significant due to sample size or other factors but are important to note as they may be of interest or of relevance in some aspects and/or to some areas.
<b>Significantly or measurably higher/lower</b>	Where a measurable difference is noted between two or more segments and the change or difference is not due to chance. The difference is statistically significant and is likely to be present if the study was repeated with a new sample population.
<b>Telephone surveys</b>	Surveys undertaken using Computer Aided Telephone Interviewing (CATI).



<b>Trend</b>	Presenting or comparing results across two or more years is referred to as a trend or trend analysis.
<b>Weighting</b>	The process of eliminating sampling bias by proportionately reflecting the sample population to the universal population. More information can be found in <a href="#">Appendix C</a> .



# 1. INTRODUCTION

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## 1.1 BACKGROUND

This is the 14<sup>th</sup> Annual Customer Satisfaction Survey (ACSS) delivered by the Yarra City Council (the Council) since its start in 2009. The ACSS measures the community's perception of Council's performance and measures satisfaction across a number of council service areas including:

- Satisfaction with Council's overall performance.
- Direction of Council's overall performance over the last 12 months.
- Satisfaction with seven (7) areas of Council's governance, leadership, environment and planning.
- Satisfaction with eleven (11) universal Council services and facilities.
- Satisfaction with nine (9) other major Council services and facilities.
- Top issues for the City of Yarra, key improvements delivered by the Council and suggestion for improvements.
- Satisfaction with Council's customer service.
- Perceptions of public safety in City of Yarra during the day and at night.

## 1.2 PURPOSE OF THIS REPORT

This report summarises the feedback received from the community and compares the 2023 survey results against last year's (2022) results and historical findings or trend results from 2012 onwards. The findings from this study will provide an evidence base to enable the Council to substantiate and make strategically sound decisions in improving service delivery areas.

## 1.3 APPROACH

The approach adopted to undertake this Project has been designed over three (3) stages, namely:

- Stage 1 - Planning
  - The design of a detailed methodology, approach, sampling framework, survey instrument and sample size expectations. The study approach was developed in line with the Victorian Local Government Performance Reporting Framework (LGPRF) and the survey was designed in consultation with the Council to ensure it aligned, for comparison purposes, with:
    - 2022 Annual Customer Satisfaction Survey (ACSS).
    - The Local Government Victoria Annual Community Satisfaction Survey (LGVACSS). This research compiles community feedback on councils in five (5) key performance areas.

A copy of the survey is included in [Appendix A](#).

- Stage 2 – Execution
  - The survey was administered with City of Yarra residents from February to March, 2023, using a mix of telephone, online and intercept survey methodologies yielding a total sample size of n=804. Based on City of Yarra's most recent population counts of approximately N=91,543<sup>4</sup>, a sample size of n=804 provides statistically valid results with a confidence interval of  $\pm 3.44$  at a 95% confidence level. This means that if the survey was replicated with a new sample of n=804 City of Yarra residents, that 19 times out of 20 we would expect to see the same results, i.e.  $\pm 3.44\%$ . This means, for example, that an answer of 'yes' (50%) to a question could vary from 46.56% to 53.44%.

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<sup>4</sup> Source: ABS (2022). Population by Age and Sex, Regions of Australia, 2021. Australian Bureau of Statistics, Canberra

- The following sample sizes were achieved via each of the survey methodologies:
  - Telephone survey: n=603. Up to four (4) attempts were made to contact each randomly selected telephone number to give each multiple opportunities to participate in the research. Telephone numbers were sourced and were also randomly generated and included mobile as well as landlines. The below table provides a breakdown of the attempts and the response rate from 25,565 numbers.

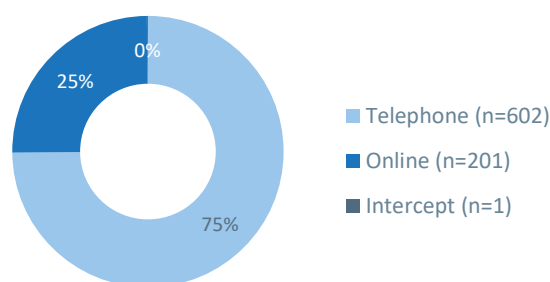
**Table 1-1. Response Rate**

Outcome	N
Completed	602
Refused	1,420
No Answer	1,689
Call Back	864
<b>Response Rate</b>	<b>29.8%</b>

- Online surveys: n=201. Online surveys were executed by AEC's online panel partners. Panel partners are external research consultants who randomly invite Yarra residents from their existing database to participate in the survey.
- Intercept surveys: n=1. Intercept surveys were executed by AEC's fieldwork partners at Collingwood Housing Estate on March 18, 2023.

The intercept surveys were to executed as a contingency plan to ensure inclusion of residents from the 'public housing' estates in the City of Yarra. A pre-defined quota of n=80 (minimum of 10% of audience) was allocated to this group. The final sample achieved from this target audience was n=84<sup>5</sup> or 10% of the sample population. Of the n=84, n=1 was achieved via intercept survey methodology at the Collingwood Housing Estate.

The figure below presents the proportion of surveys obtained from each survey method.

**Figure 1.1: Proportion of Surveys Obtained from Each Method**

- Those who were not residents of the City of Yarra and under the age of 18 were disqualified from participating in the survey.
- The average length of the survey was 15 minutes.
- Interviewing was conducted in accordance with the Australian Market and Social Research Society (AMSRS) Code of Professional Behaviour.

<sup>5</sup> Based on unweighted results and sample size.

- Stage 3 – Reporting and Analysis
  - Survey data was weighted according to age and gender to reflect the population of the City of Yarra according to the Australian Bureau of Statistics (ABS). The details of weights applied to each category or segment has been outlined in [Appendix C](#).
  - The analysis has been undertaken using SPSS and Q Professional. Results from the analysis have been presented using graphs and tables. To identify the statistically significant differences between the groups of means, ‘One-Way Anova tests’ and ‘Independent Samples T-tests’ were used. ‘Z Tests’ were also used to determine statistically significant differences between column percentages.
  - Statistically significantly higher/lower proportion comparative to the total population or the relevant subgroups have been marked with a ▲ or a ▼. In some cases, the results are not statistically significant but are important to distinguish the difference. In this case, the results are marked with a .

## 1.4 KEY ITEMS OF NOTE

There were no changes to the survey instrument, methodology or reporting approach to the 2023 ACSS. All aspects remain in line with the 2022 ACSS. Significant improvements were made to the approach in executing the 2022 ACSS, in terms of the survey instrument as well as the analysis and reporting of the results. Whilst direct comparisons to the 2022 results can be made, direct comparisons and assessments to years prior to 2022 should be considered in context of the changes to the survey. The improvements introduced in 2022 and their associated impacts have been outlined in [Appendix D](#).

## 2. SATISFACTION WITH COUNCIL'S OVERALL PERFORMANCE

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*“On a scale of 1 being very poor to 5 being very good, how would you rate the performance of Council across all areas of responsibility over the last 12 months?”*

### 2023 Findings

In 2023, 37% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with the Council across all areas of responsibility, 37% of respondents provided a rating of ‘average’ and 26% of respondents indicating the overall performance of the Council across all areas of responsibility is ‘poor’ or ‘very poor’.

### Comparison to Previous Results

Satisfaction with the Council across all areas of responsibility (overall satisfaction) over the last 12 months declined. The proportion of respondents satisfied (a rating of ‘very good’ or ‘good’) with the Council across all areas of responsibility declined from 44% in 2022 to 37% in 2023, a decline of 7 percentage points. This decline may be influenced by a higher proportion of respondents providing an ‘average’ rating which increased from 34% in 2022 to 37% in 2023. In addition, the number of respondents<sup>6</sup> providing a response to this question may also be influencing the significance of change from 34% in 2022 to 37% in 2023. Despite the decline in the rating of ‘very good’ or ‘good’, respondents indicating the overall performance of the Council across all areas of responsibility is ‘poor’ or ‘very poor’ remains comparable to 2022 (26% in 2023 compared to 22% in 2022).

### Comparison to LGVACSS

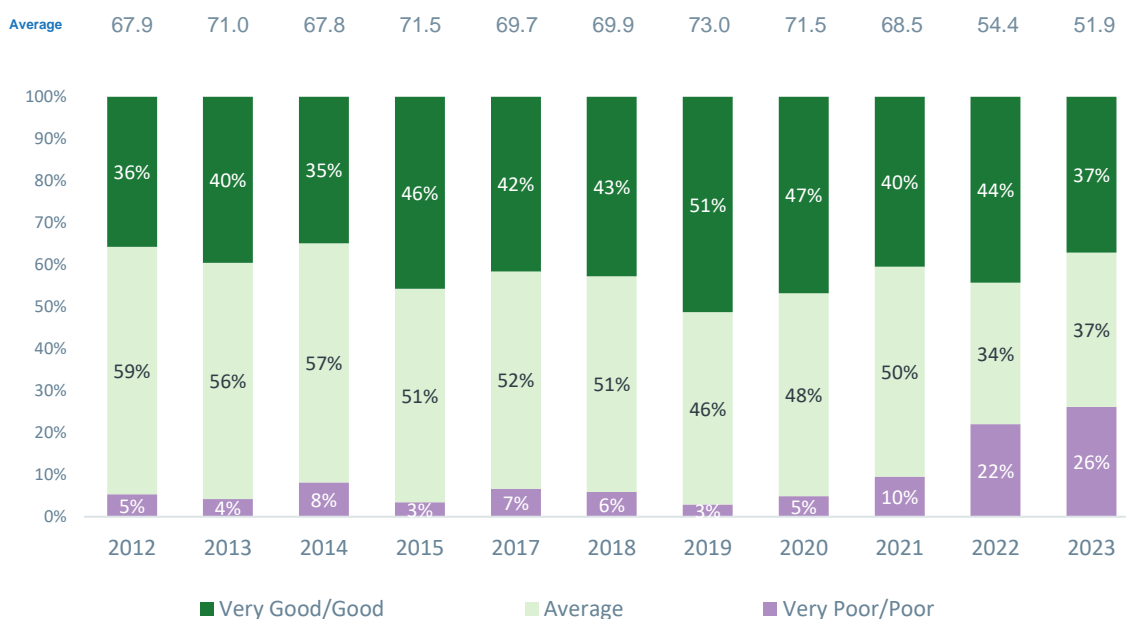
The 2023 ACSS average has been compared against the average overall satisfaction reported in the 2022 LGVACSS. It is important to highlight the overall satisfaction reported in LGVACSS also declined in 2022 when compared with the 2021 findings; declining significantly from 61.0 index points in 2021 to 59.0 index points in 2022. The 2023 ACSS average index is at 51.9; approximately 7.1 lower than the LGVACSS 2022. Yarra City Council results will be compared to the LGVACSS 2023 when they become available.

The figure below is inclusive of average index or summary score and a breakdown of results by proportion of respondents who were ‘satisfied’, ‘neutral’ or ‘dissatisfied’. The average index or summary score has been calculated using the approach described in [Appendix B](#). The purpose of the average score is to compare the 2023 ACSS results to the LGVACSS 2023 when they become available.

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<sup>6</sup> NOTE: Statistical difference between two the two years is impacted by the number of respondents (sample) providing a response to an individual question. The larger the sample size the smaller the p-value and therefore, a small difference in percentage may be statistically significant.

**Figure 2.1: Satisfaction with Council’s Overall Performance – Time Series**



Single Response  
 Base: All Respondents. Rebased after removing 'Don't Know'  
 Source: AEC

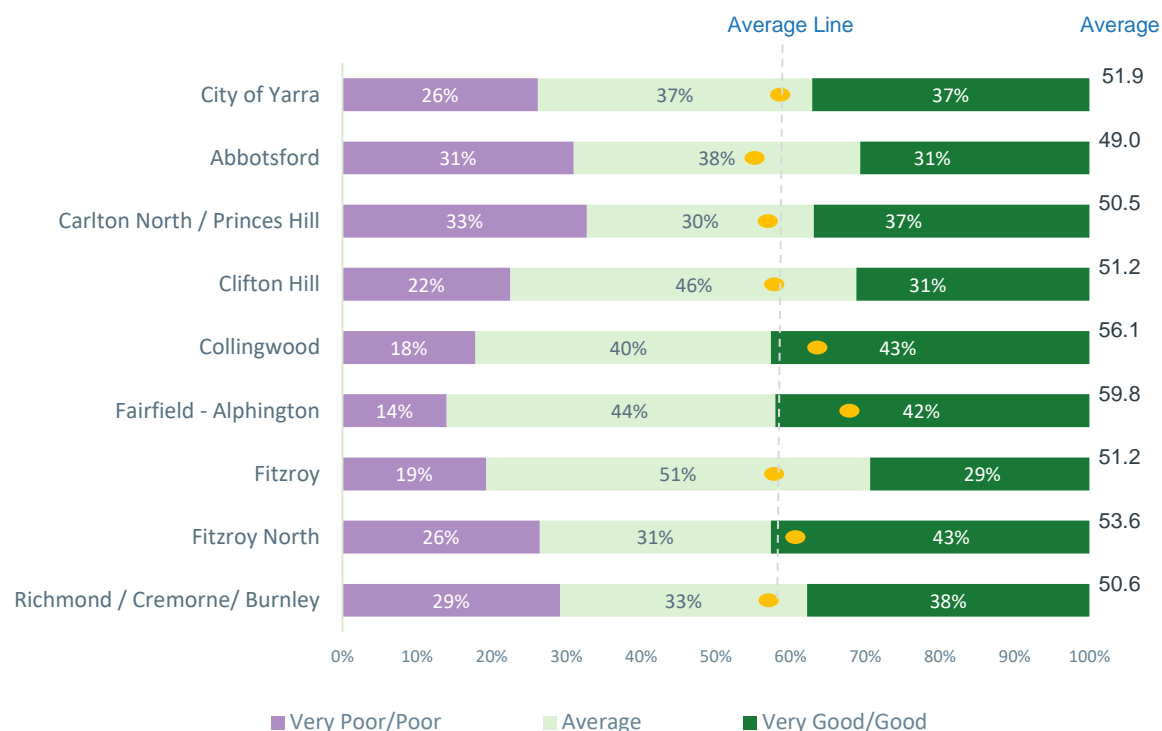
## 2.1 SATISFACTION WITH COUNCIL’S OVERALL PERFORMANCE

### 2.1.1 Satisfaction with Council’s Overall Performance by Precinct

Overall, residents of Collingwood and Fitzroy North were most satisfied with the Council (43%, respectively - 'very good' or 'good'). On the other hand, residents of Fitzroy were the least satisfied with the Council with 29% reporting the Council’s performance across all areas of responsibility was 'very good' or 'good'.

More than 2 in 5 (over 40%) respondents from the precincts of Collingwood (43%), Fitzroy North (43%), and Fairfield – Alphington (42%) are satisfied with the Council’s overall performance.

**Figure 2.2: Satisfaction with Council’s Overall Performance – by Precinct 2023**



Single Response  
 Base: All Respondents. Rebased after removing 'Don't Know'  
 Source: AEC

### 2.1.2 Satisfaction with Council’s Overall Performance by Respondent Profile

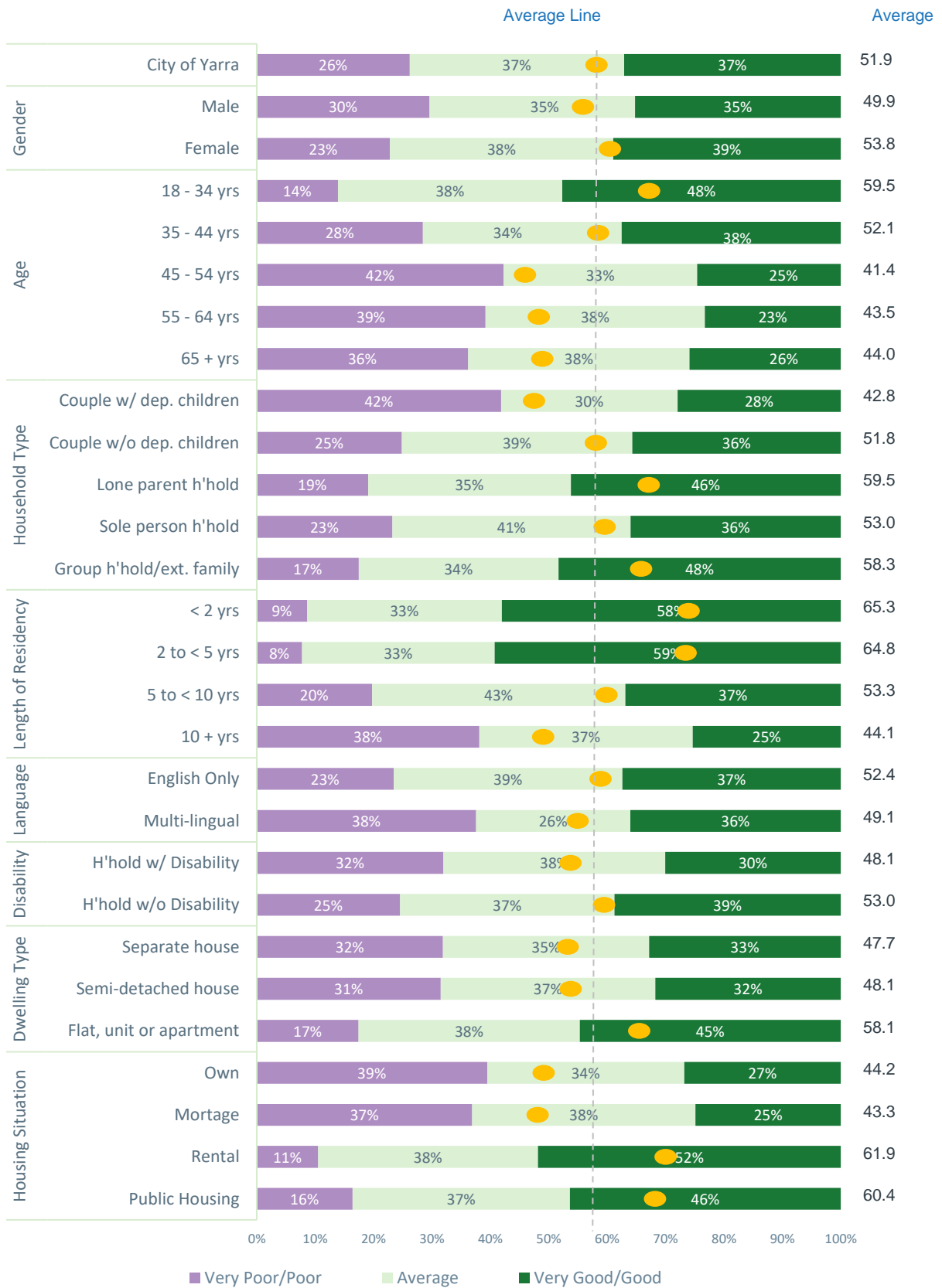
Overall satisfaction with the Council in 2023 has been analysed to identify key differences amongst various segments of the population including by age, gender, household structure, languages spoken at home, household type, housing situation, residency tenure in the City of Yarra, and household disability status.

Across all respondent profiles, the highest level of overall satisfaction is recorded amongst respondents living in group households or extended families and new residents who have lived in the area for less than five (5) years and those in rental housing type, while the lowest satisfaction is recorded among those 45 years of age and over and residents having lived in Yarra for 10 years or more, those who own or have a mortgage on their home.

Compared to all respondents, results from the below groups were statistically significant to overall findings. More specifically, compared to the total of City of Yarra, those who are:

- Significantly **more** satisfied include respondents between 18 and 34 years of age, people living in a group household, newer residents having lived in Yarra for less than five (5) years, those living in a flat, unit or apartment and those living in a rental housing type.
- Significantly **less** satisfied are respondents between 45 years of age and over, couples with dependent children, long-term residents having lived in Yarra for ten (10) years or more, and those who either own or have a mortgage on their home.

Figure 2.3: Satisfaction with Council’s Overall Performance – by Respondent Profile 2023



Single Response  
 Base: All Respondents.  
 Source: AEC

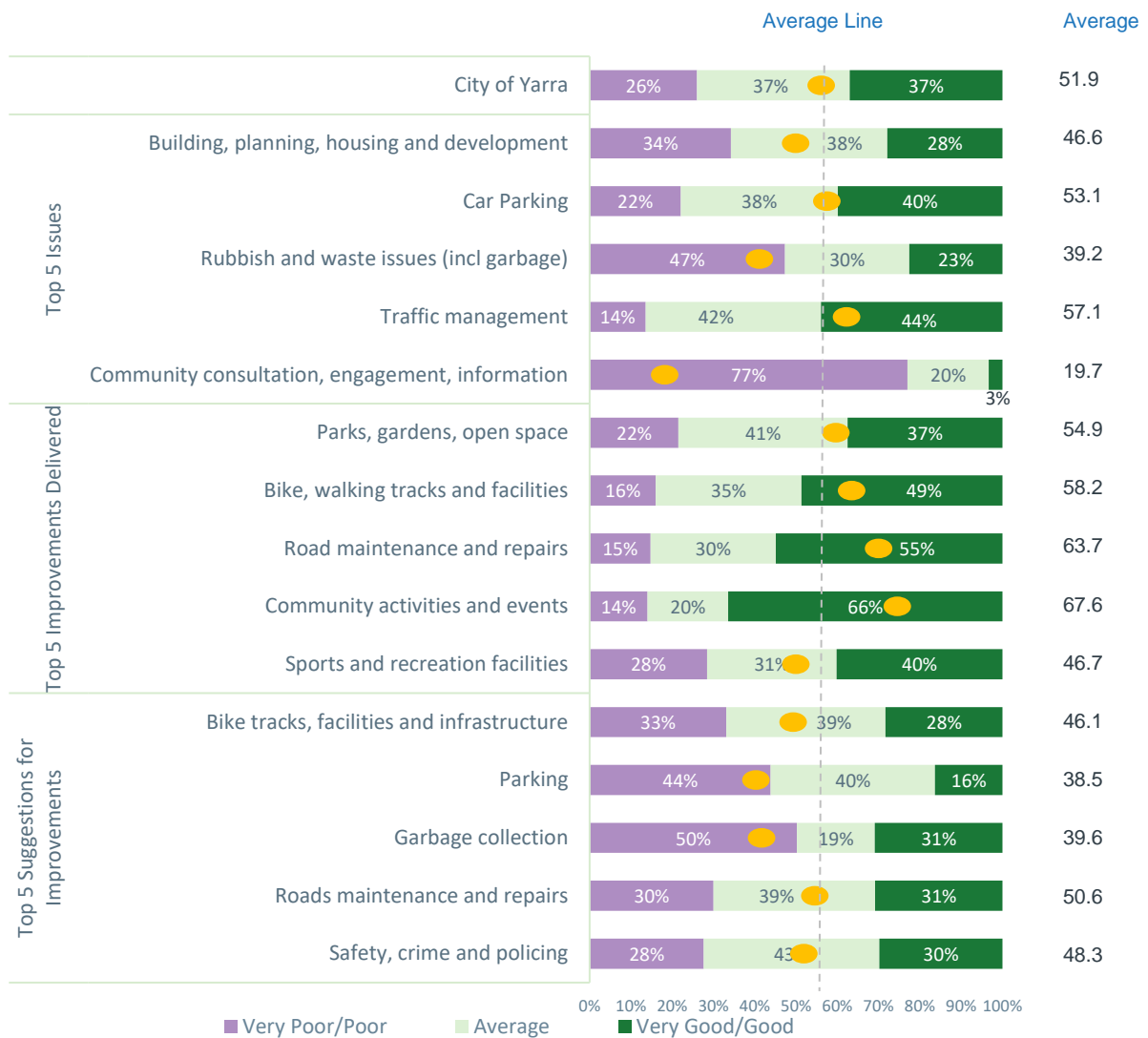
### 2.1.3 Satisfaction with Council's Overall Performance by Top Issues & Improvements

Overall satisfaction with the Council in 2023 has been analysed to identify key differences by top issues for the City of Yarra, key improvements delivered by the Council over the last two (2) years and the top suggested improvements over the next two (2) years.

- **Top Issues** – Approximately, n=637 respondents (or 80%) highlighted a total of 977 top issues for the City of Yarra. Of respondents indicating *community consultation, engagement, information* is a key issue for the City of Yarra, 3% provided a rating of 'very good'/'good' with Council's overall performance and were significantly less satisfied with Council's overall performance. On the other hand, respondents identifying *traffic management* as a key issue for the city, 44% provided a rating of 'very good'/'good' with Council's overall performance and reported higher satisfaction with Council's overall performance.
- **Key Improvements Delivered** – Approximately, n=311 (or 39%) of respondents highlighted a total of 493 improvements delivered by the Council in the last two (2) years. Whilst no significant differences with Council's overall performance are noted by respondents identifying key improvement delivered by the Council over the last two (2) years, respondents identifying improvements to *community activities and events* reported higher satisfaction with Council's overall performance.
- **Key Suggested Improvements** – Approximately, n=605 respondents (or 76%) suggested a total of 1,620 improvements they would like to see in their local area over the next two (2) years. Generally, respondents who would like to see improvements to *garbage collection* (31%), *roads maintenance and repairs* (31%) and *safety, crime and policing* (30%) are nearly equally satisfied with the Council overall. Respondents identifying improvements are needed to *parking* reported significantly lower with Council's overall performance (16%).



**Figure 2.4: Satisfaction with Council’s Overall Performance – by Issues and Improvements 2023**



Single Response; Base: All Respondents.  
 Base: Overall satisfaction by respondents identifying top issues, key improvements delivered and/or suggested improvements (n=307)  
 Source: AEC

### 3. DIRECTION OF COUNCIL’S OVERALL PERFORMANCE

#### 3.1 DIRECTION OF COUNCIL’S OVERALL PERFORMANCE

“Over the last 12 months, what is your view of the direction of Council’s overall performance?”

**2023 Findings**

When asked if the direction of Council’s overall performance has ‘improved’, ‘deteriorated’ or ‘stayed the same’ over the last 12 months, majority of respondents (59%) said it has ‘stayed the same’. About 1 in 10 (12%) respondents feel Council’s performance has ‘improved’ whilst 29% feel the direction of Council’s overall performance has ‘deteriorated’ over the last 12 months.

**Comparison to Previous Results**

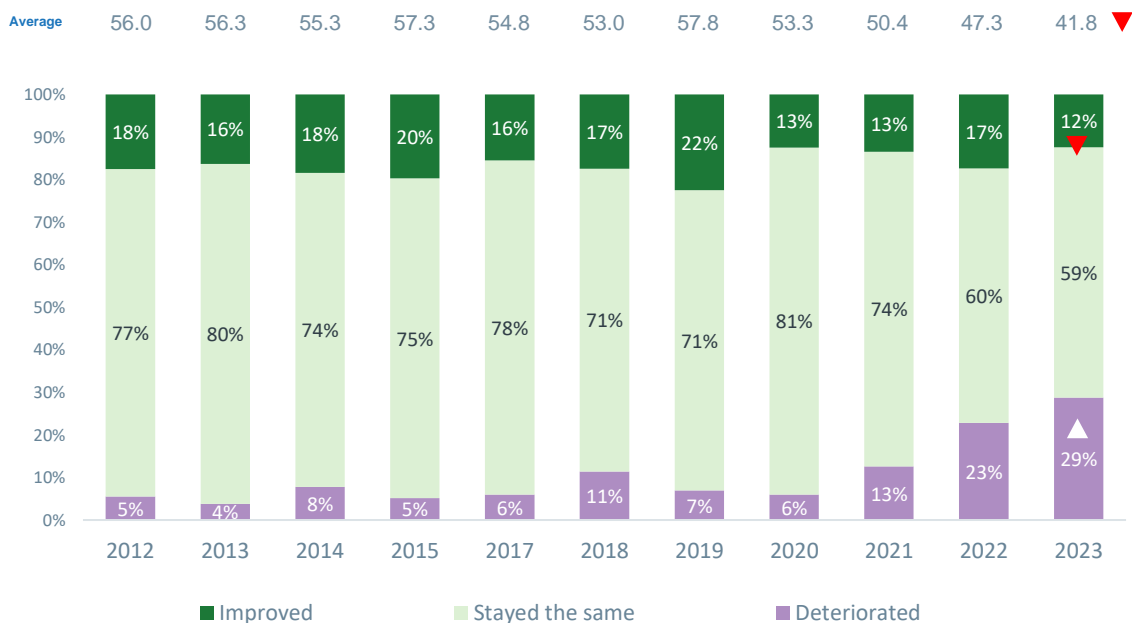
Though the proportion of respondents indicating Council’s overall performance has ‘improved’ declined significantly compared to 2022; from 17% in 2022 to 12% in 2023, the 2023 results are comparable to the 2020 and 2021 findings (13%, respectively). Sentiments regarding Council’s overall performance were the highest in 2019 when 22% of respondents identified Council’s performance has ‘improved’.

Importantly, since 2020, community perceptions that direction of Council’s overall performance is ‘deteriorating’ has been on the rise from 6% noted in 2020 to 13% in 2022 to 23% in 2022 and up to 29% in 2023.

This corresponds to a decline in respondents indicating Council’s overall performance has ‘stayed the same’ from 81% in 2020 to 74% in 2022 to 60% in 2022 to 59% in 2023.

It is important to note that, no changes were made to the scale utilised for this key performance indicator in 2022. Therefore, the results remain comparable over time and are comparable against the LGVACSS.

**Figure 3.1: Direction of Council’s Overall Performance – Time Series**

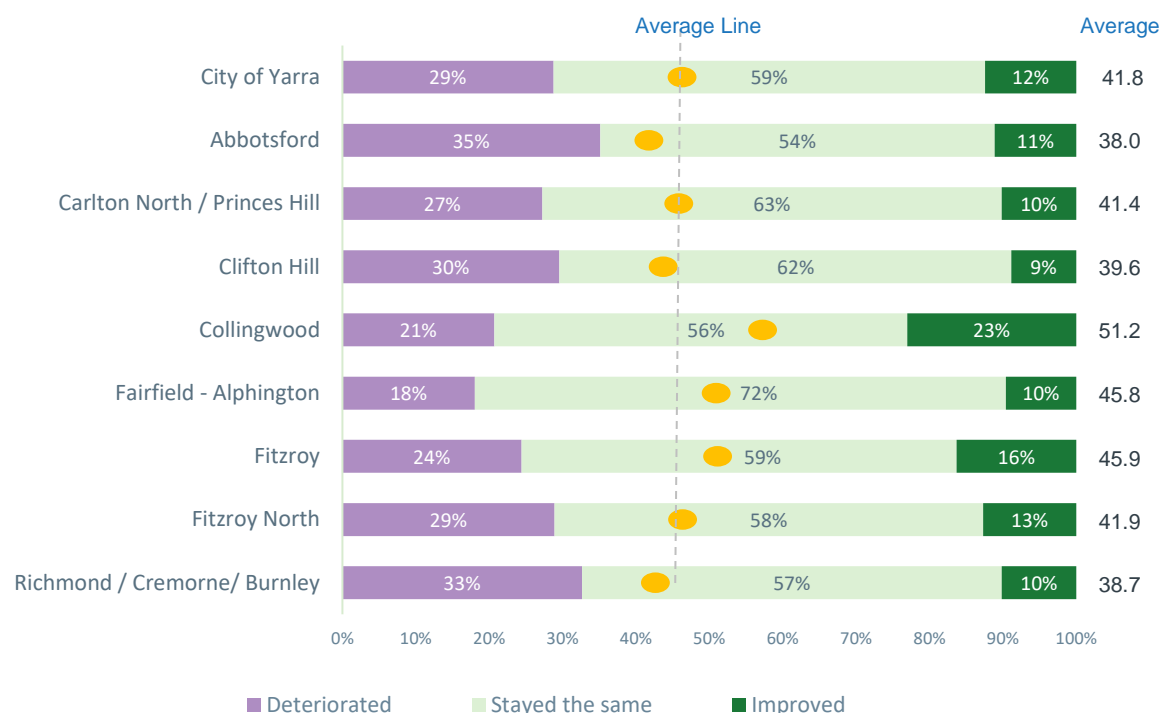


Single Response  
 Base: All Respondents.  
 “Q19. Over the last 12 months, what is your view of the direction of Council’s overall performance?”  
 Source: AEC

### 3.1.1 Direction of Council's Overall Performance by Precinct

Respondents from Collingwood (23%) are most likely to have indicated that the direction of Council's overall performance has 'improved' in comparison to the total City of Yarra. The lowest sentiment in terms of improvement in Council direction, is seen amongst respondents from Clifton Hill (9%).

**Figure 3.2: Direction of Council's Overall Performance – by Precinct 2023**



Single Response  
 Base: All Respondents.  
 "Q19. Over the last 12 months, what is your view of the direction of Council's overall performance?"  
 Source: AEC

### 3.1.2 Direction of Council's Overall Performance by Respondent Profile

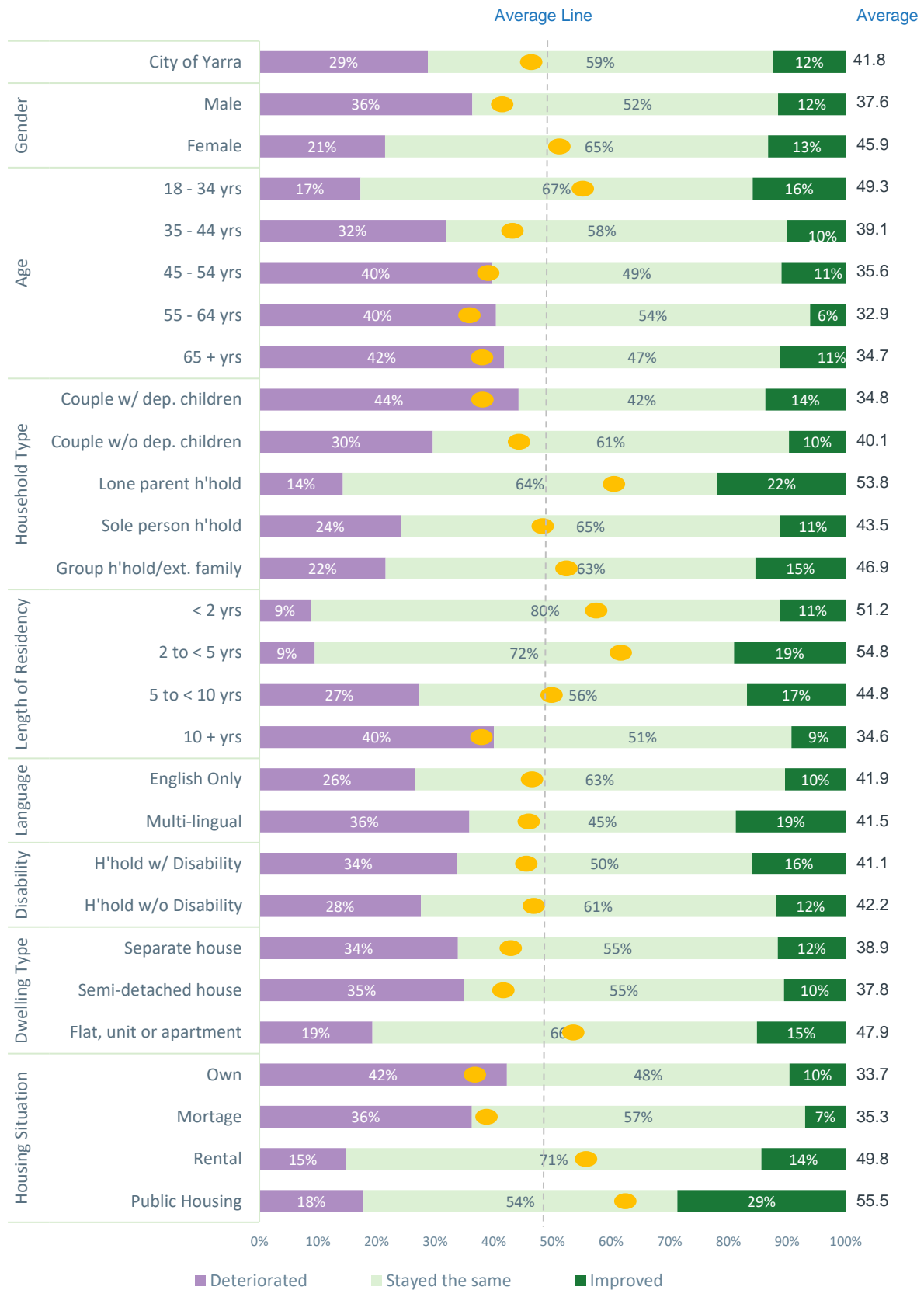
Perceptions of the direction of Council's overall performance has been analysed to identify key differences amongst various segments of the population including by age, gender, household structure, languages spoken at home, household type, housing situation, residency tenure in the City of Yarra, and household disability status. Across all respondent profiles:

- The **highest** sentiment of the direction of Council's performance are recorded amongst lone parent households and residents living in public housing.
- The **lowest** sentiment of the direction of Council's performance are recorded amongst older residents who are 55 years of age and over, long-term residents having lived in Yarra for ten (10) years or more and have a mortgage on their residence.

In addition, there were significant differences in sentiment relating to the direction of Council's overall performance by respondent profile. More specifically, compared to the total of City of Yarra:

- Significantly **higher** positive sentiment is seen amongst respondents between 18 and 34 years of age, are multi-lingual, and those living in a public housing estate.
- Significantly **lower** sentiment is recorded amongst respondents 55 years of age and older, long-term residents having lived in City of Yarra for ten (10) years or more, speak English-only at home, and those who have a mortgage their home.

Figure 3.3: Direction of Council’s Overall Performance – by Respondent Profile 2023



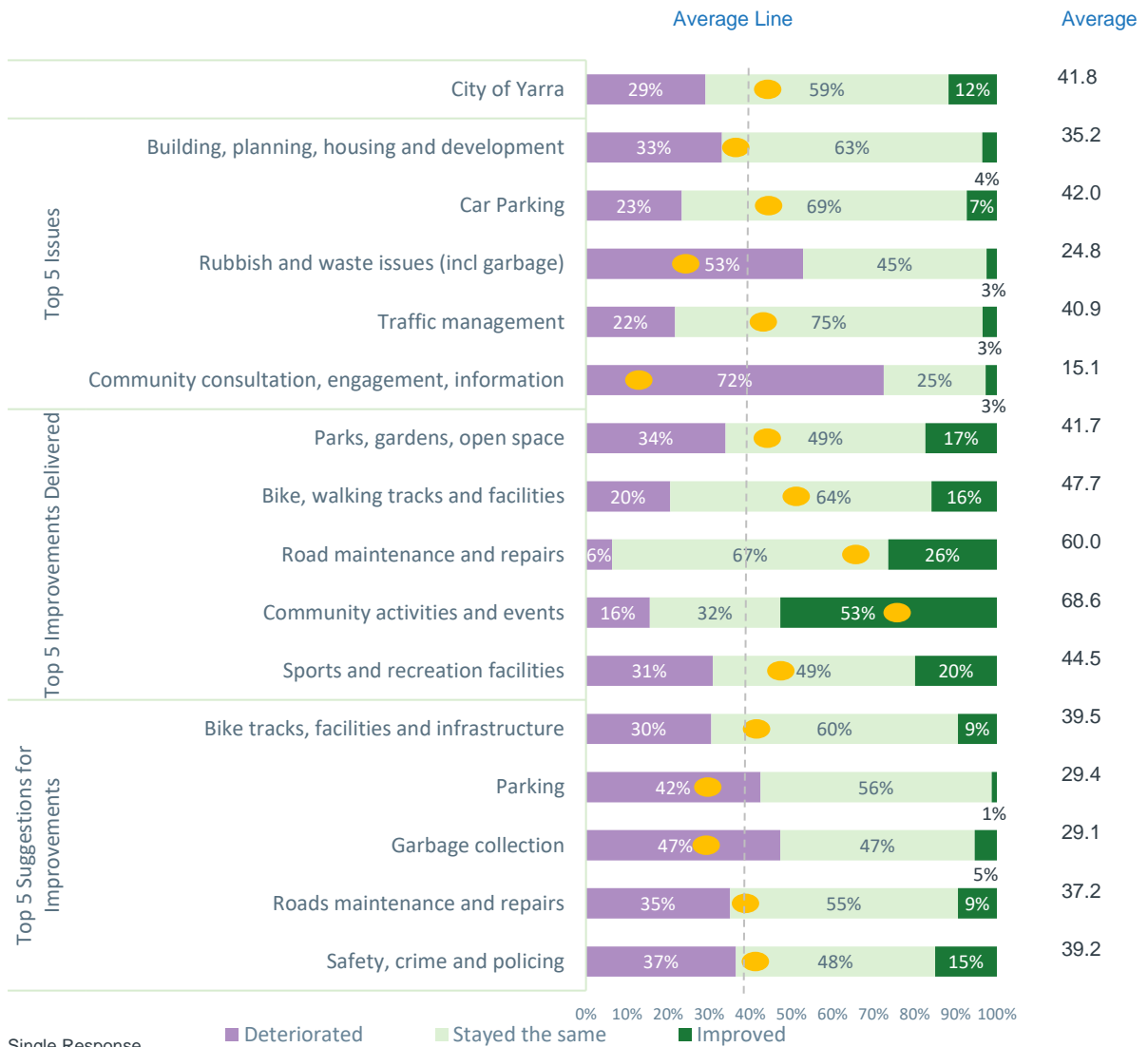
Single Response  
 Base: All Respondents.  
 "Q19. Over the last 12 months, what is your view of the direction of Council's overall performance?"  
 Source: AEC

### 3.1.3 Direction of Council's Overall Performance by Top Issues & Improvements

The following key findings are highlighted when investigating perceptions of the direction of Council's overall performance by top issues for the City of Yarra, key improvements delivered by the Council over the last two (2) years and the top suggested improvements over the next two (2) years.

- **Top Issues** – Approximately, n=637 respondents (or 80%) highlighted a total of 977 top issues for the City of Yarra. Overall, low sentiments are noted towards the direction of Council's overall performance amongst those identifying top issues for the City of Yarra. That said, respondents identifying *car parking* as a top issue for the region exhibit slightly higher sentiment towards direction of Council's overall performance.
- **Key Improvements Delivered** – Approximately, n=311 (or 39%) of respondents highlighted a total of 493 improvements delivered by the Council in the last two (2) years. Whilst no significant differences are noted by respondents identifying key improvement delivered by the Council over the last two (2) years, individuals identifying improvements to *community activities and events* were more likely to report the direction of Council's overall performance has 'improved'. On the other hand, those identifying improvements to *bike, walking tracks and facilities* were less likely to report the direction of Council's overall performance has 'improved'.
- **Key Suggested Improvements** – Approximately, n=605 respondents (or 76%) suggested a total of 1,620 improvements they would like to see in their local area over the next two (2) years. Respondents who would like to see improvements to *parking management* and *garbage collection* were significantly less likely to report the direction of Council's overall performance has 'improved'.

**Figure 3.4: Direction of Council’s Overall Performance – by Top Issues and Improvements (2023)**



Single Response  
 Base: All Respondents.  
 "Q19. Over the last 12 months, what is your view of the direction of Council's overall performance?"  
 Source: AEC

## 4. SATISFACTION WITH COUNCIL'S GOVERNANCE, LEADERSHIP, ENVIRONMENT & PLANNING

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### 4.1 SATISFACTION WITH ASPECTS OF GOVERNANCE, LEADERSHIP, ENVIRONMENT & PLANNING

*“On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months?”*

Respondents were asked their perceptions across seven (7) aspects of Council governance, leadership, environment and planning. These governance, leadership, environment and planning aspects included:

1. Meeting its responsibilities towards the environment.
2. Community consultation and engagement.
3. Representation, lobbying and advocacy on behalf of the community on key issues.
4. Making decisions in the best interests of the community.
5. Offering value for rates.
6. General town planning policy.
7. Planning and building permits.

In 2022, two new aspects were added to the governance, leadership, environment and planning aspects. These two new aspects were *general town planning policy* and *planning and building permits*. Therefore, comparative data is only available for 2022.

The historical table (2018 – 2023) in the [appendix](#) presents results across five (5) governance, leadership, environment and planning aspects as well as the two (2) new aspects measured in 2022 and the figures which follow here displays results across each of the seven (7) aspects measured in 2023.

#### 2023 Findings

The highest satisfaction across all governance, leadership, environment and planning aspects is recorded for *meeting responsibilities towards the environment* (with 44% of respondents rating Council ‘very good’ or ‘good’) and the lowest satisfaction is with *offering value for rates* (with 25% of respondents rating Council ‘very good’ or ‘good’) followed very closely by *planning and building permits* (with 26% of respondents rating Council ‘very good’ or ‘good’).

#### Comparison to Previous Results

Compared to 2022, ratings of ‘very good’ or ‘good’ either remained the same or remained relatively unchanged for the following four (of the seven) aspects related to governance, leadership, environment and planning:

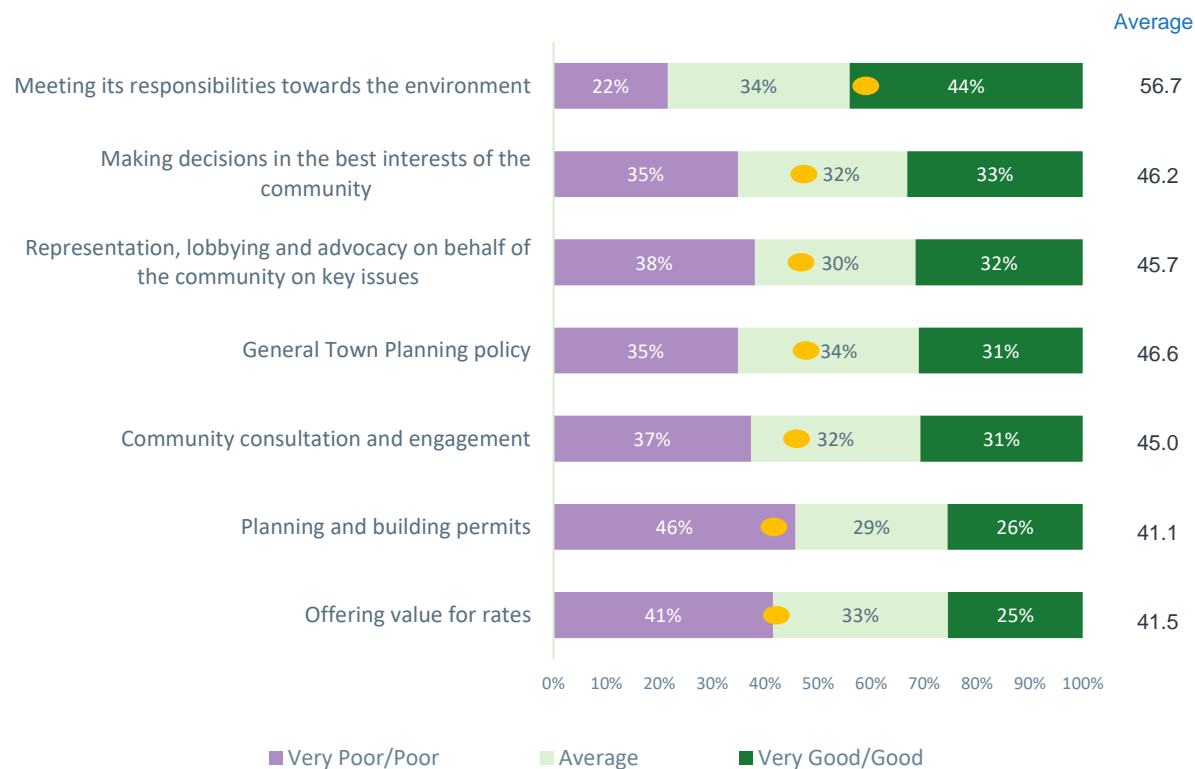
- General Town Planning policy: remained the same as 2022 at 31%.
- Planning and building permits: relatively unchanged from 25% in 2022 to 26% in 2023.
- Making decisions in the best interests of the community: relatively unchanged from 36% in 2022 to 33% in 2023.
- Offering value for rates: relatively unchanged from 28% in 2022 to 25% in 2023.

Compared to 2022, three (of the seven) aspects related to governance, leadership, environment and planning declined significantly. More specifically, the percentage of respondents providing a ‘very good’ or ‘good’ rating for the following three (3) aspects declined:

- Community consultation and engagement, from 39% in 2022 to 31% in 2023, a decline of 8 percentage points.

- Meeting its responsibilities towards the environment: from 51% in 2022 to 44% in 2023, a decline of 7 percentage points.
- Representation, lobbying and advocacy on behalf of the community on key issues, from 38% in 2022 to 32% in 2023, a decline of 6 percentage points.

**Figure 4.1: Satisfaction with Aspects of Governance, Leadership, Environment and Planning – 2023**



Single Response; Base: All Respondents.  
 "Q15/17. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months?"  
 ^Change in question wording, answer scale and some attribute wording in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each of the following aspects of Council's performance?  
 Source: AEC



## 4.2 SATISFACTION WITH INDIVIDUAL ASPECTS OF GOVERNANCE, LEADERSHIP, ENVIRONMENT & PLANNING

### 4.2.1 Satisfaction with Meeting Responsibilities Towards the Environment

#### 2023 Findings

In 2023, 44% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with the Council *meeting responsibilities towards the environment*, 34% of respondents provided a rating of ‘average’ and 22% of respondents provided a rating of ‘poor’ or ‘very poor’ to the Council *meeting responsibilities towards the environment*.

#### Comparison to Previous Results

Compared to 2022, ratings of ‘very good’ or ‘good’ with the Council *meeting responsibilities towards the environment* declined significantly from 51% in 2022 to 44% in 2023; a decline of 7 percentage points.

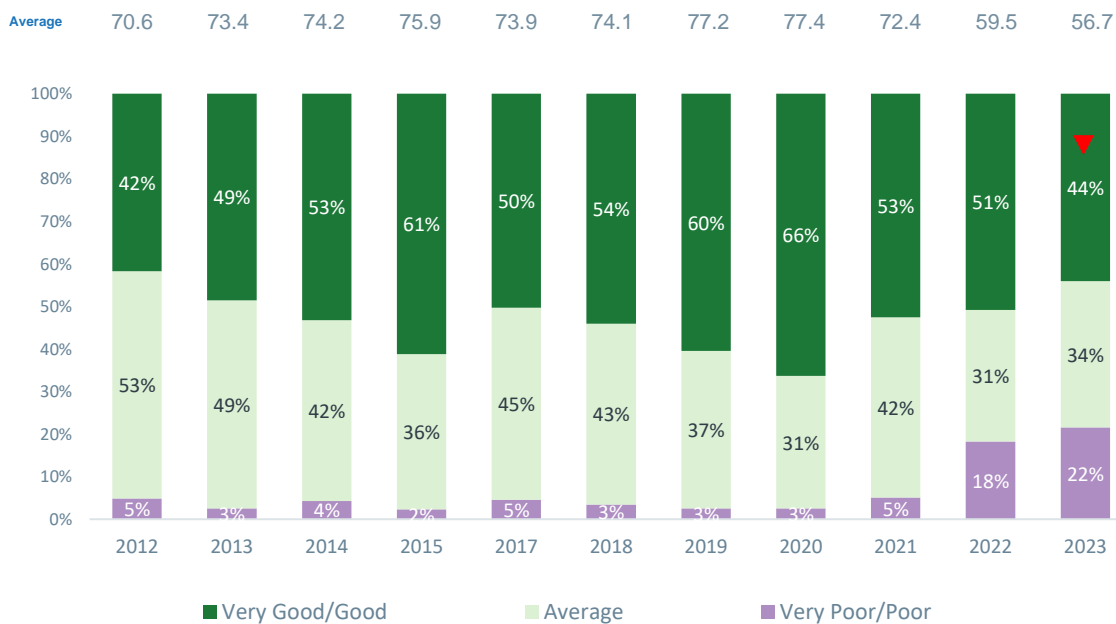
Whilst there is an increase recorded in respondents indicating Council *meeting responsibilities towards the environment* is ‘poor’ or ‘very poor’ (from 18% in 2022 to 22% in 2023), the increase is not significant.

Though the highest satisfaction across all governance, leadership, environment and planning aspects is recorded for *meeting responsibilities towards the environment* (44%), the aspect also experienced the largest decline in satisfaction, compared to 2022.

#### Ranking

Council *meeting responsibilities towards the environment* ranks 6<sup>th</sup> (out of 7 aspects of Council governance, leadership, environment and planning) in importance to the community.

**Figure 4.2: Satisfaction with Meeting Responsibilities Towards the Environment – Time Series**



Single Response; Base: All Respondents.

“Q15/17. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on meeting its responsibilities towards the environment over the last 12 months?”

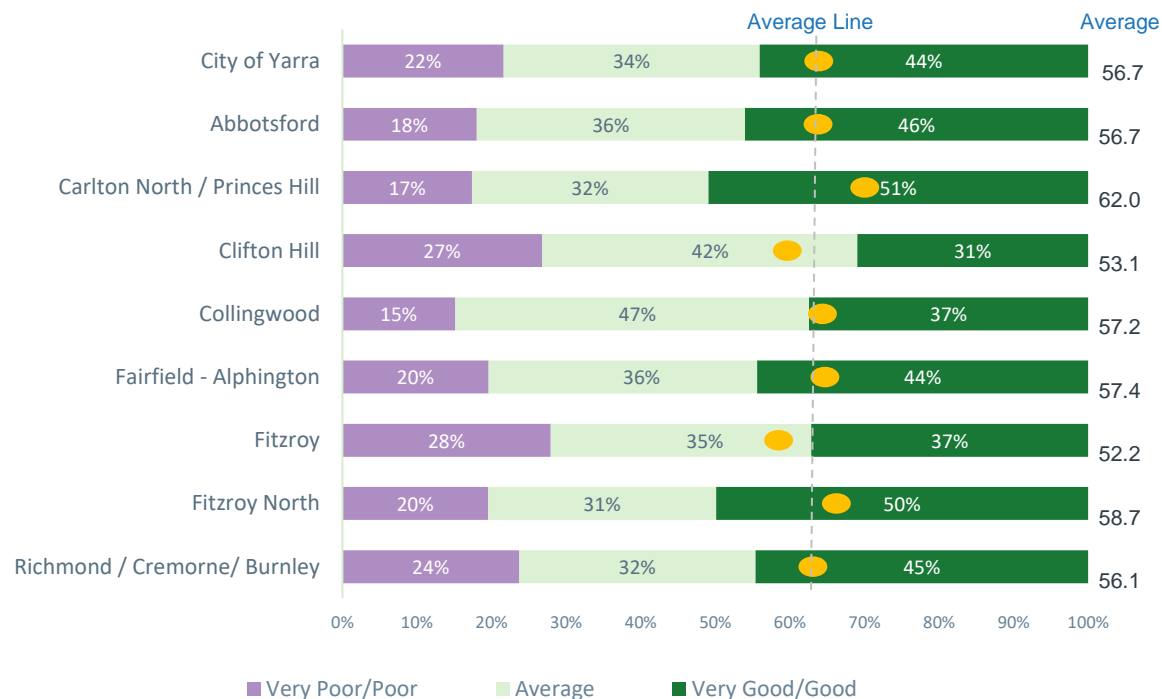
^Change in question wording and answer scale in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each of the following aspects of Council’s performance?

Source: AEC

#### 4.2.1.1 Satisfaction with Meeting Responsibilities Towards the Environment – by Precinct

The figure below displays respondent sentiment with Council *meeting responsibilities towards the environment* by each Council precinct. Though no significant differences by precinct are noted, respondents from the precinct of Carlton North/Princes Hill (rating of ‘very good’ or ‘good’: 51%) and Fitzroy North (rating of ‘very good’ or ‘good’: 50%) are most satisfied with Council *meeting responsibilities towards the environment* whilst respondents from Clifton Hill (rating of ‘very good’ or ‘good’: 31%) are least satisfied.

**Figure 4.3: Satisfaction with Meeting Responsibilities Towards the Environment – By Precinct 2023**



Single Response; Base: All Respondents.  
 “15/17. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on meeting its responsibilities towards the environment over the last 12 months?”  
 Source: AEC

### 4.2.2 Satisfaction with Community Consultation & Engagement

#### 2023 Findings

In 2023, 31% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with the Council on *community consultation and engagement*, 32% of respondents provided a rating of ‘average’ and 37% of respondents provided a rating of ‘poor’ or ‘very poor’ on *community consultation and engagement*.

#### Comparison to Previous Results

Compared to 2022, respondents rating Council ‘very good’ or ‘good’ on *community consultation and engagement* declined significantly from 39% in 2022 to 31% in 2023, a decline of 8 percentage points. In addition, the percentage of residents who rated this aspect as ‘very poor’ or ‘poor’ also increased significantly from 31% in 2022 to 37% in 2023, an increase of 6 percentage points.

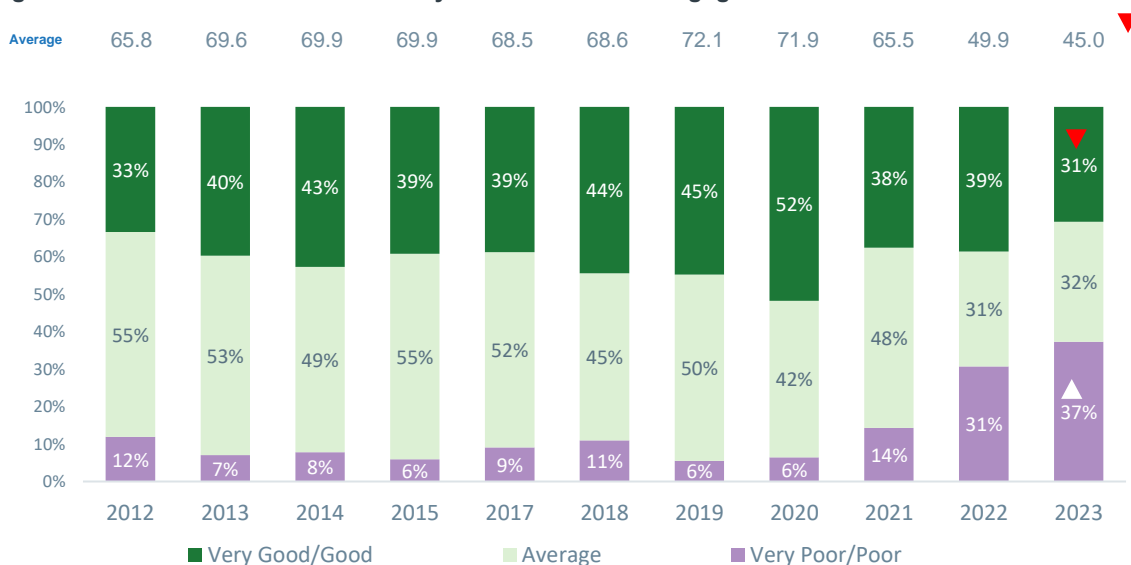
Across all seven (7) aspects of Council governance, leadership, environment and planning aspects measured, the decline in satisfaction for *community consultation and engagement*, compared to the 2022 findings, was the highest. Furthermore, overall satisfaction with the Council is significantly lower amongst respondents who identified *community consultation, engagement, information* to be key issue for the City of Yarra.

An upward trend is noted with respondents indicating Council’s *community consultation and engagement* is ‘poor’ or ‘very poor’ from 6% in 2020 to 37% in 2023.

#### Ranking

Importantly, *community consultation and engagement* ranks 5<sup>th</sup> amongst the top five (5) issues for the City of Yarra. Furthermore, *community consultation and engagement* ranks 3<sup>rd</sup> (out of 7 aspects of Council governance, leadership, environment and planning) in importance to the community.

**Figure 4.4: Satisfaction with Community Consultation and Engagement – Time Series**



Single Response; Base: All Respondents.

“Q15/17. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on community consultation and engagement over the last 12 months?”

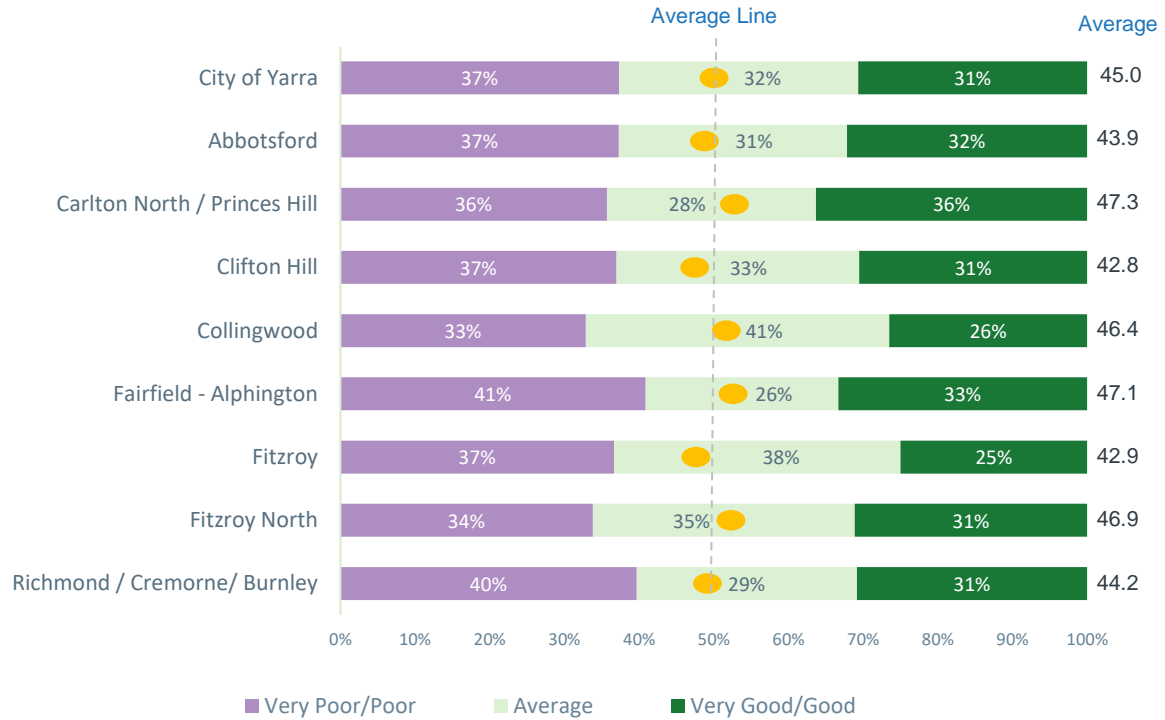
^Change in question wording and answer scale in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each of the following aspects of Council’s performance?

Source: AEC

4.2.2.1 Satisfaction with Community Consultation and Engagement – By Precinct

Highest satisfaction with Council’s *community consultation and engagement* is noted amongst respondents from Carlton North/Princes Hill (rating of ‘very good’ or ‘good’: 36%) whilst those in the precinct of Fitzroy are least satisfied with this aspect (rating of ‘very good’ or ‘good’: 25%) followed very closely by respondents from Collingwood (rating of ‘very good’ or ‘good’: 26%).

Figure 4.5: Satisfaction with Community Consultation and Engagement – By Precinct 2023



Single Response; Base: All Respondents.  
 "Q15/17. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on community consultation and engagement over the last 12 months?" Source: AEC

### 4.2.3 Satisfaction with Representation, Lobbying & Advocacy

#### 2023 Findings

In 2023, 32% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with the Council on *representation, lobbying and advocacy on behalf of the community on key issues*, 30% of respondents provided a rating of ‘average’ and 38% of respondents provided a rating of ‘poor’ or ‘very poor’ on *representation, lobbying and advocacy on behalf of the community on key issues*.

#### Comparison to Previous Results

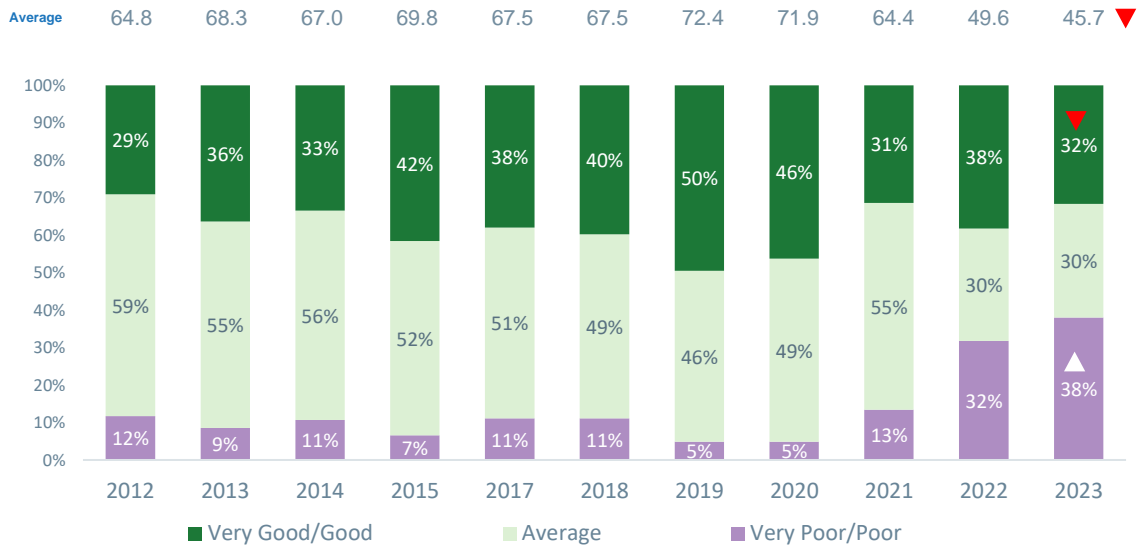
Compared to 2022, a significant decline is noted in *representation, lobbying and advocacy on behalf of the community on key issues*. The proportion of respondents who rated the Council ‘very good’ or ‘good’ on this aspect declined by 6 percentage points from 38% in 2022 to 32% in 2023.

The proportion of respondents rating the Council ‘poor’ or ‘very poor’ on *representation, lobbying and advocacy on behalf of the community on key issues* increased significantly compared to 2022, an increase of 6 percentage points from 32% in 2022 to 38% in 2023. In addition, an upward trend is noted in ratings of ‘poor’ or ‘very poor’ on this aspect since 2020, with ratings of ‘poor’ or ‘very poor’ increasing from 5% in 2020 to 38% in 2023.

#### Ranking

Council *representation, lobbying and advocacy on behalf of the community* ranks 4<sup>th</sup> (out of 7 aspects of Council governance, leadership, environment and planning) in importance to the community.

**Figure 4.6: Satisfaction with Representation, Lobbying and Advocacy – Time Series**

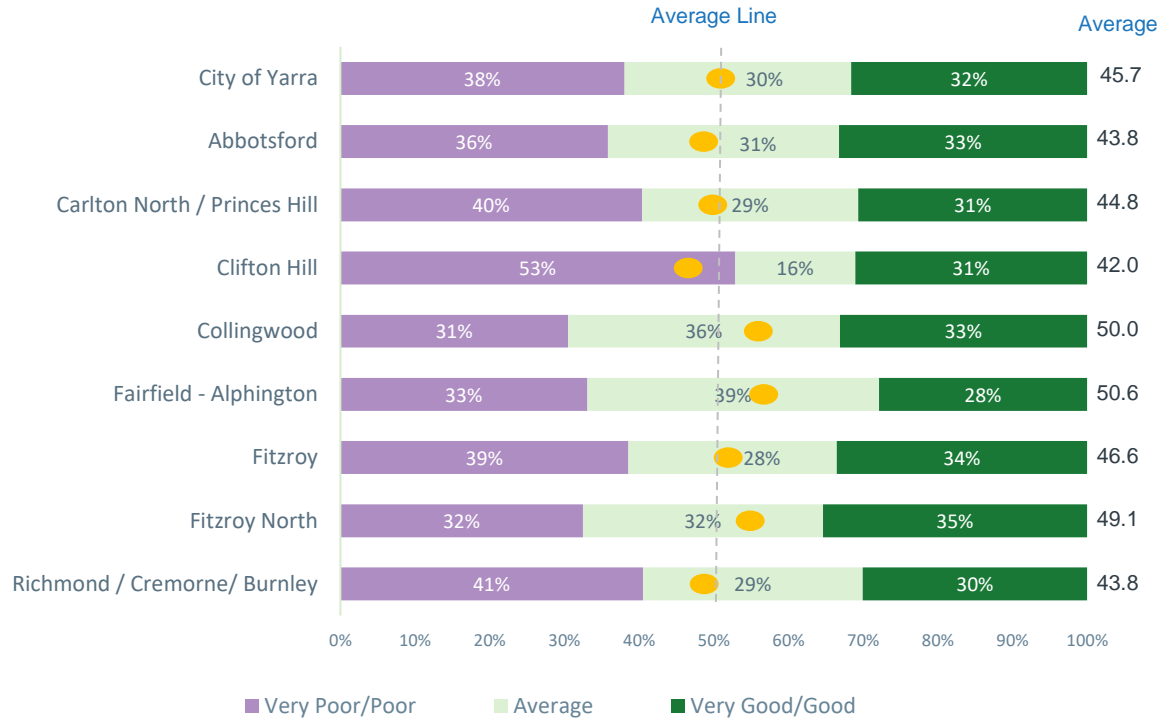


Single Response; Base: All Respondents.  
 “Q15/17. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on *representation, lobbying and advocacy on behalf of the community on key issues over the last 12 months?*”  
 ^Change in question wording, answer scale and attribute wording in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each of the following aspects of Council’s performance? – Council’s representation, lobbying and advocacy on behalf of the community with other levels of government and private organisations on key issues  
 Source: AEC

4.2.3.1 Satisfaction with Representation, Lobbying and Advocacy – By Precinct

The highest satisfaction with Council’s *representation, lobbying and advocacy on behalf of the community on key issues* is recorded amongst respondents from Fitzroy North (35%) and Fitzroy (34%) providing a rating of ‘very good’ or ‘good’ whilst those in the precinct of Fairfield - Alphington are least satisfied with this aspect (rating of ‘very good’ or ‘good’: 28%).

Figure 4.7: Satisfaction with Representation, Lobbying and Advocacy – By Precinct 2023



Single Response; Base: All Respondents.  
 “Q15/17. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on representation, lobbying and advocacy on behalf of the community on key issues over the last 12 months?”  
 Source: AEC

#### 4.2.4 Satisfaction with Making Decisions in Community’s Best Interests

##### 2023 Findings

In 2023, 33% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with the Council *making decisions in the best interests of the community*, 32% of respondents provided a rating of ‘average’ and 35% of respondents provided a rating of ‘poor’ or ‘very poor’ to the Council *making decisions in the best interests of the community*.

##### Comparison to Previous Results

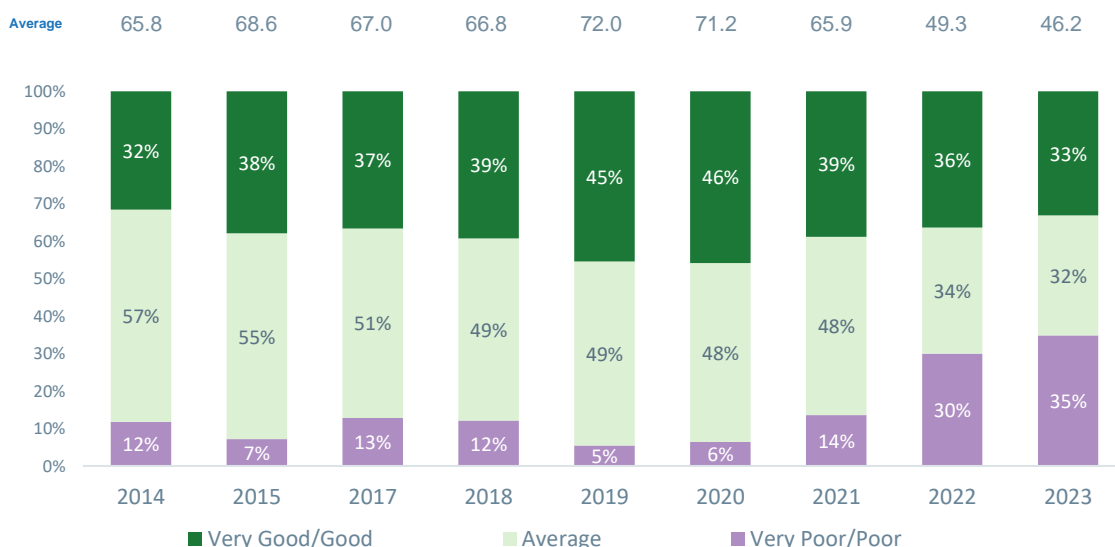
Compared to 2022, ratings of ‘very good’ or ‘good’ in regard to Council *making decisions in the best interests of the community* remained relatively unchanged from 36% in 2022 to 33% in 2023.

Respondents indicating the Council *making decisions in the best interests of the community* is ‘poor’ or ‘very poor’ increased marginally from 30% in 2022 to 35% in 2023, an increase of 5 percentage points.

##### Ranking

Council *making decisions in the best interests of the community* ranks highest and is first (out of 7 aspects of Council governance, leadership, environment and planning) and is the most important to the community.

**Figure 4.8: Satisfaction with Making Decisions in Community’s Best Interests – Time Series**



Single Response Base: All Respondents.

“Q15/17. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on making decisions in the best interests of the community over the last 12 months?”

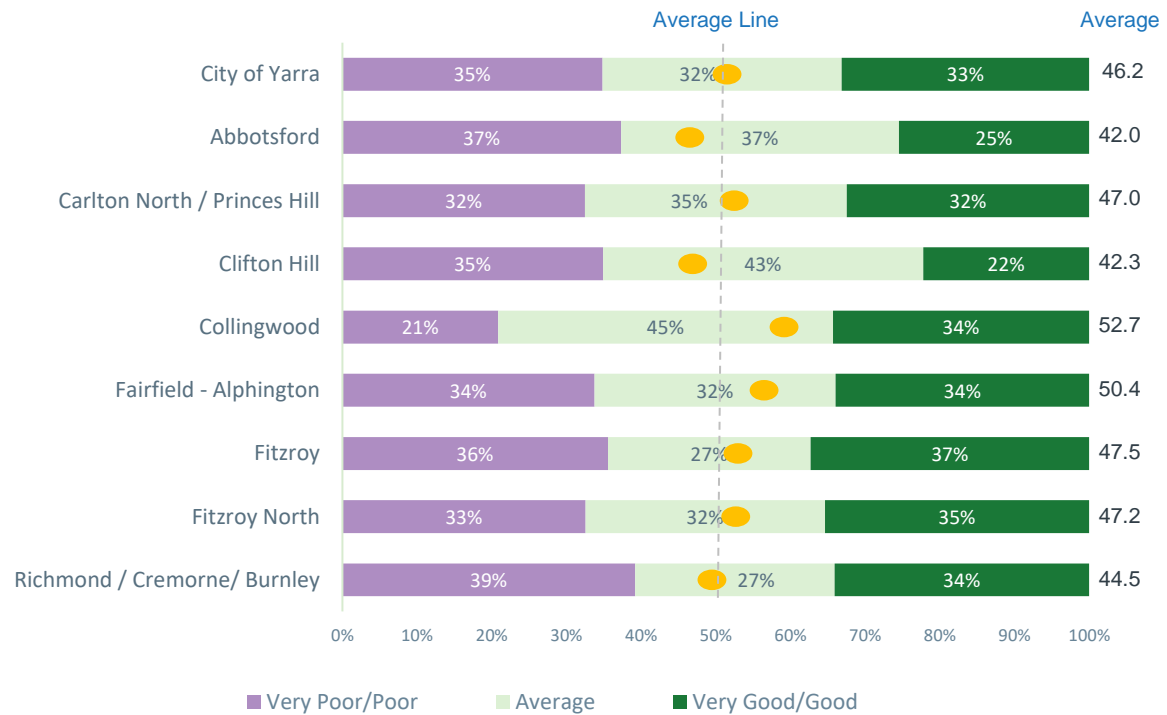
^Change in question wording and answer scale in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each of the following aspects of Council’s performance?

Source: AEC

4.2.4.1 Satisfaction with Making Decisions in Community's Best Interests – By Precinct

The highest satisfaction in regard to the Council *making decisions in the best interests of the community* is recorded amongst respondents from Fitzroy precinct (rating of 'very good' or 'good': 37%) whilst those in the precinct of Clifton Hill are least satisfied with this aspect (rating of 'very good' or 'good': 22%).

**Figure 4.9: Satisfaction with Making Decisions in Community's Best Interests – By Precinct 2023**



Single Response; Base: All Respondents.  
 "Q15/17. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on making decisions in the best interests of the community over the last 12 months?"  
 Source: AEC



#### 4.2.5 Satisfaction with Offering Value for Rates

##### 2023 Findings

In 2023, 25% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with the Council *offering value for rates*, 33% of respondents provided a rating of ‘average’ and 41% of respondents provided a rating of ‘poor’ or ‘very poor’ to the Council *offering value for rates*. Across all governance, leadership, environment and planning aspects measured, the lowest satisfaction is with *offering value for rates* (25%).

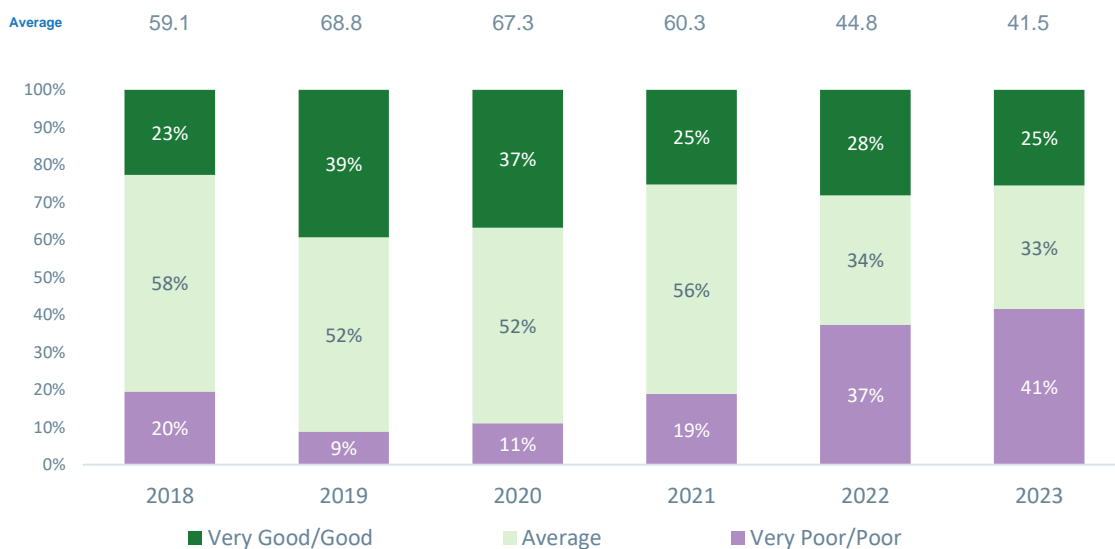
##### Comparison to Previous Results

Compared to 2022, ratings of ‘very good’ or ‘good’ in regard to the Council *offering value for rates* remained relatively unchanged from 28% in 2022 to 25% in 2023. The proportion of respondents indicating Council *offering value for rates* is ‘poor’ or ‘very poor’ is on an upward trend from 2019 and increased from 19% in 2021 to 37% in 2022 to 41% in 2023.

##### Ranking

*Offering value for rates* ranks 2<sup>nd</sup> (out of 7 aspects of Council governance, leadership, environment and planning) in importance to the community.

**Figure 4.10: Satisfaction with Offering Value for Rates – Time Series**



Single Response; Base: All Respondents.

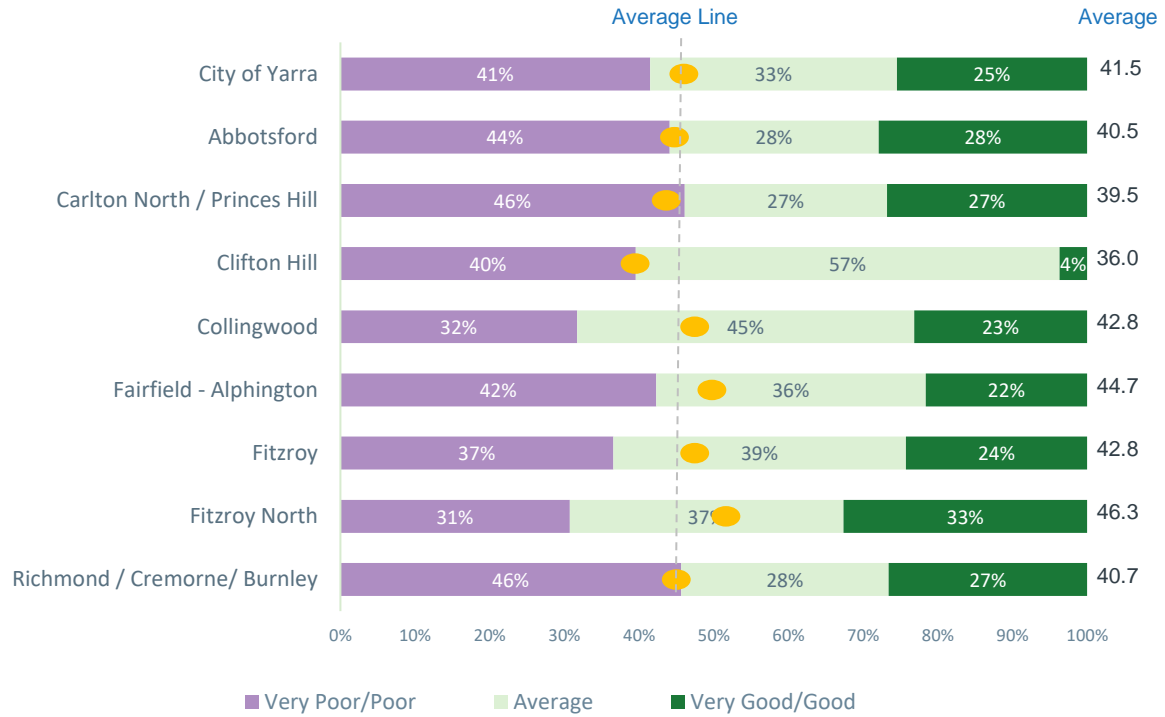
“Q15/17. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on Offering value for rates over the last 12 months?” ^Change in question wording and answer scale in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each of the following aspects of Council’s performance?

Source: AEC

4.2.5.1 Satisfaction with Offering Value for Rates – By Precinct

The highest satisfaction with Council *offering value for rates* is recorded amongst respondents from Fitzroy North (rating of ‘very good’ or ‘good’: 33%) whilst those in the precinct of Clifton Hill are significantly less satisfied with this aspect (rating of ‘very good’ or ‘good’: 4%). Respondents from the precinct of Clifton Hill are significantly more likely to have provided an ‘average’ rating (57%).

Figure 4.11: Satisfaction with Offering Value for Rates – By Precinct 2023



Single Response; Base: All Respondents.  
 “Q15/17. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on Offering value for rates over the last 12 months?”  
 Source: AEC



#### 4.2.6 Satisfaction with General Town Planning Policy<sup>#</sup>

##### 2023 Findings

In 2023, 31% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with *general town planning policy*, 34% of respondents provided a rating of ‘average’ and 35% of respondents provided a rating of ‘poor’ or ‘very poor’ to *general town planning policy*.

##### Comparison to Previous Results

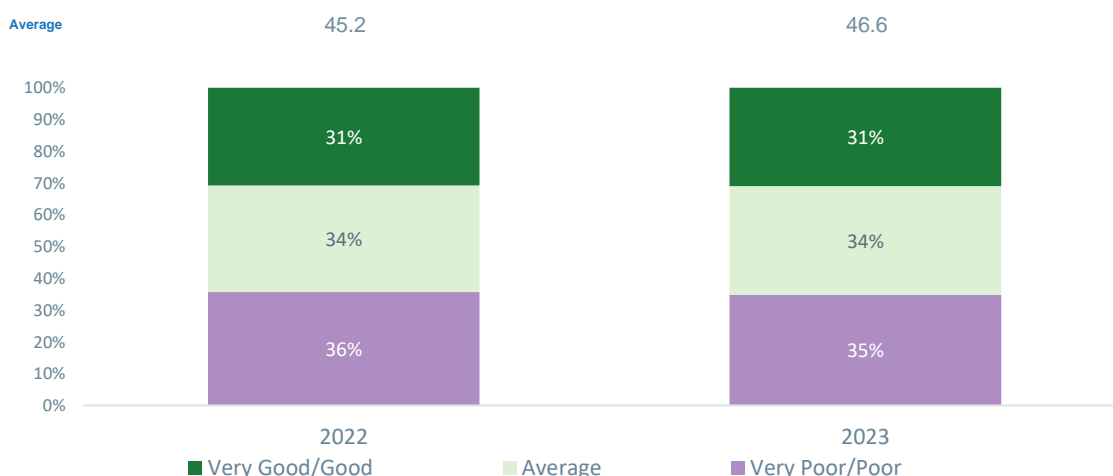
Satisfaction with *general town planning policy* was measured for the first time in 2022. Compared to 2022, sentiments with this aspect remain largely unchanged. Approximately one-third of respondents (31%) rated the Council ‘very good’ or ‘good’ on this aspect remaining consistent with 31% providing the same rating in 2022.

A further one-third of respondents indicated the Council’s performance on this aspect was ‘average’ (34% compared to 34% in 2022) and 35% (compared with 36% in 2022) noted the Council’s performance on *general town planning policy* was ‘very poor’ or ‘poor’.

##### Ranking

*General town planning policy* ranks 5<sup>th</sup> (out of 7 aspects of Council governance, leadership, environment and planning) in importance to the community.

**Figure 4.12: Satisfaction with General Town Planning Policy – Time Series**

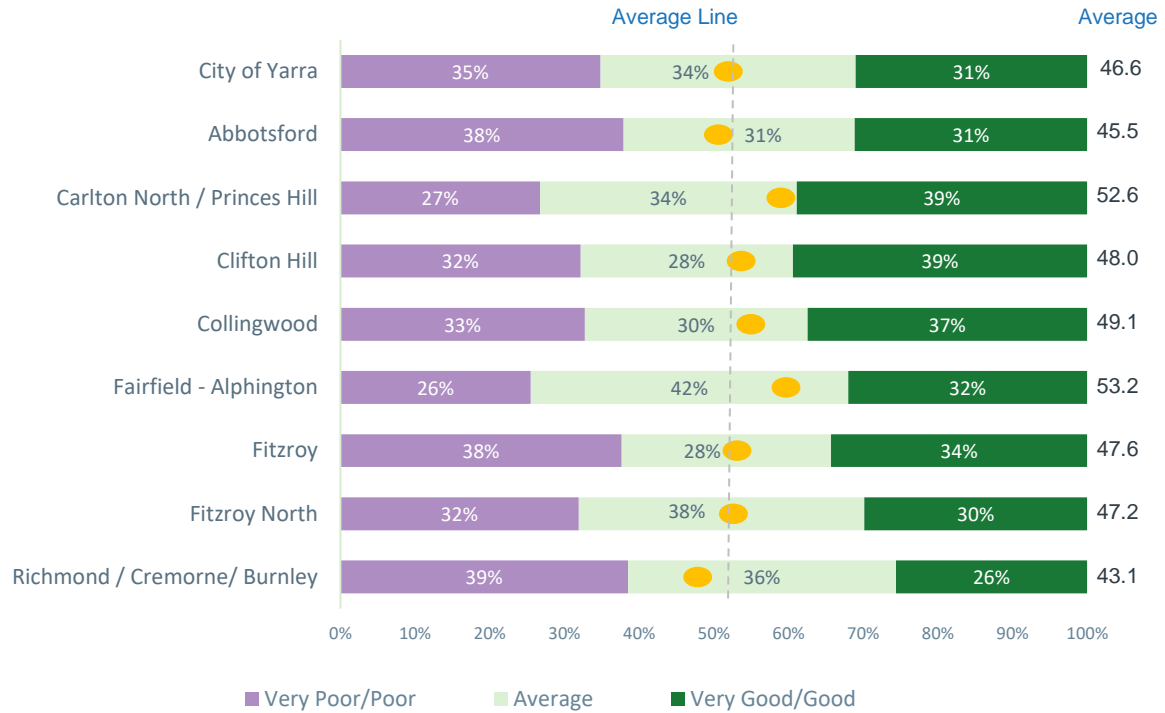


Single Response; Base: All Respondents.  
<sup>#</sup>15/17. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on general town planning policy over 12 months?  
<sup>#</sup>New attribute added to the matrix in 2022  
 Source: AEC

4.2.6.1 Satisfaction with General Town Planning Policy# – By Precinct

The highest satisfaction with Council in terms of *general town planning policy* is recorded amongst respondents from Carlton North/Princes Hill and Clifton Hill (rating of ‘very good’ or ‘good’: 39%, respectively) whilst those in the precinct of Richmond/Cremorne/Burnley are significantly less satisfied with this aspect (rating of ‘very good’ or ‘good’: 26%).

Figure 4.13: Satisfaction with General Town Planning Policy – By Precinct 2023



Single Response; Base: All Respondents.  
 "15/17. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on general town planning policy over the last 12 months?"  
 Source: AEC

#### 4.2.7 Satisfaction with Planning & Building Permits

##### 2023 Findings

In 2023, 26% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with the Council on *planning and building permits*, 29% of respondents provided a rating of ‘average’ and 46% of respondents provided a rating of ‘poor’ or ‘very poor’ to the Council on *planning and building permits*. Across all governance, leadership, environment and planning aspects, satisfaction for *planning and building permits* is amongst the lowest (with 26% of respondents rating Council ‘very good’ or ‘good’).

##### Comparison to Previous Results

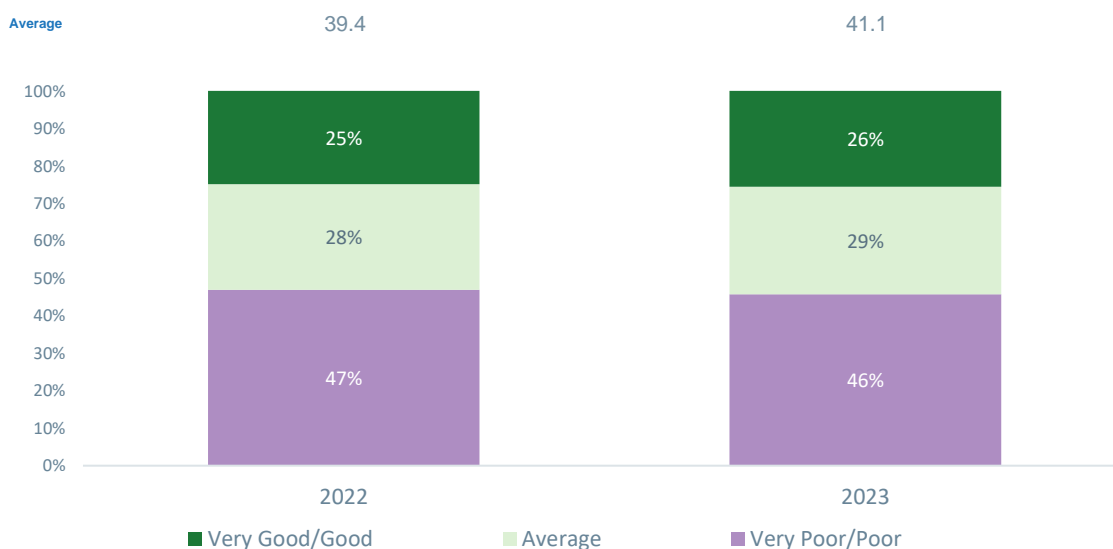
Satisfaction with *planning and building permits* was measured for the first time in 2022. Sentiments with this aspect remained consistent with the 2022 findings. More than 2 in 5 (46%) of respondents rated the Council ‘very poor’ or ‘poor’ on this aspect. This compares with 47% of respondents providing the same rating in 2022.

More than one-quarter of respondents indicated the Council’s performance on this aspect was ‘average’ (29%) and 26% indicated the Council’s performance on *planning and building permits* was ‘very good’ or ‘good’.

##### Ranking

According to the residents of the City of Yarra, *building, planning, housing and development* is the biggest issue for the City of Yarra at the moment and ranks 1<sup>st</sup> amongst the top five (5) issues for the City of Yarra. That said, *building, planning, housing and development* is last and ranks 7<sup>th</sup> (out of 7 aspects of Council governance, leadership, environment and planning) in importance to the community.

**Figure 4.14: Satisfaction with Planning and Building Permits – Time Series**



Single Response; Base: All Respondents.

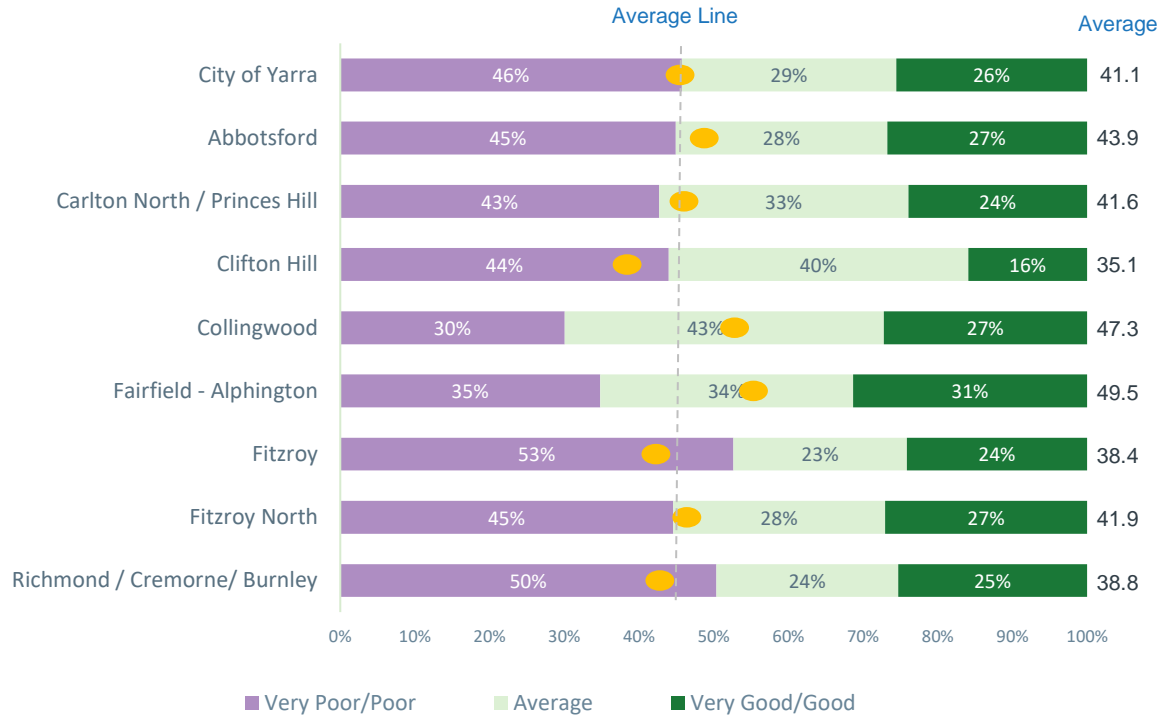
\*15/17. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on planning and building permits over 12 months?

\*New attribute added to the matrix in 2023 ; Source: AEC

4.2.7.1 Satisfaction with Planning & Building Permits – By Precinct

The highest satisfaction with *planning and building permits* is noted amongst respondents from Fairfield-Alphington (rating of ‘very good’ or ‘good’: 31%) whilst respondents from the precinct of Clifton Hill are least satisfied (rating of ‘very good’ or ‘good’: 16%). It is important to note that in 2022 respondents from Fairfield-Alphington were most satisfied and Clifton Hill respondents were least satisfied.

Figure 4.15: Satisfaction with Planning and Building Permits – By Precinct 2023



Single Response; Base: All Respondents.  
 \*15/17. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on planning and building permits over 12 months?  
 Source: AEC

## 5. SATISFACTION WITH UNIVERSAL COUNCIL SERVICES & FACILITIES

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### 5.1 SATISFACTION WITH UNIVERSAL COUNCIL SERVICES & FACILITIES

“On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months?”

Respondents were asked their perceptions across 11 universal services and facilities provided by the Council. These services and facilities included:

1. Maintenance and repair of sealed local roads (this excludes highways and main roads).
2. Maintenance and repair of storm water drains.
3. Maintenance and repair of footpaths.
4. Maintenance and cleaning of public areas (including litter collection).
5. Maintenance and cleaning of strip shopping areas.
6. Regular garbage collection service.
7. Regular recycling service.
8. Provision of parks, gardens and reserves.
9. Maintenance of parks, gardens and reserves.
10. Parking management.
11. Traffic management.

Satisfaction with *traffic management* was measured for the first time in 2022 and as such, there is historical data comparison is only available against 2022.

The historical table (2018 – 2023) in the [appendix](#) presents results across 11 universal services and facilities and the figures which follow here displays the 2023 results across each of the 11 universal services and facilities measured.

#### 2023 Findings

The overall rating of ‘very good’ or ‘good’ across all universal service and facility aspects is 54% and satisfaction results for five (out of 11) aspects is either the same or greater than the overall ‘very good’ or ‘good’ score of 54% including satisfaction with:

- Provision of parks, gardens and reserves: 69%.
- Maintenance of parks, gardens and reserves: 68%.
- Regular garbage collection service: 68%.
- Regular recycling service: 60%.
- Maintenance and cleaning of strip shopping areas: 54%.

Overall, the highest satisfaction (a rating of ‘very good’ or ‘good’) across all universal service and facility aspects is recorded for *provision of parks, gardens and reserves* (69%) followed nearly equally by *maintenance of parks, gardens and reserves* (68%) and *regular garbage collection service* (68%). The lowest satisfaction is with *parking management* with 37% percent of respondents identifying the aspect as ‘very good’ or ‘good’.

#### Comparison to Previous Results

Compared to 2022, ratings of ‘very good’ or ‘good’ either remained the same or remained relatively unchanged for the following five (out of 11) aspects related to universal services and facilities:

- Regular recycling service: remained the same as 2022 at 60%.
- Maintenance and cleaning of strip shopping areas: relatively unchanged from 57% in 2022 to 54% in 2023.
- Maintenance of parks, gardens and reserves: relatively unchanged from 71% in 2022 to 68% in 2023.
- Traffic management: relatively unchanged from 43% in 2022 to 41% in 2023.
- Parking management: relatively unchanged from 39% in 2022 to 37% in 2023.

Whilst ratings of ‘very good’ or ‘good’ declined for the following three (3) universal services and facilities aspects, the decline was marginal:

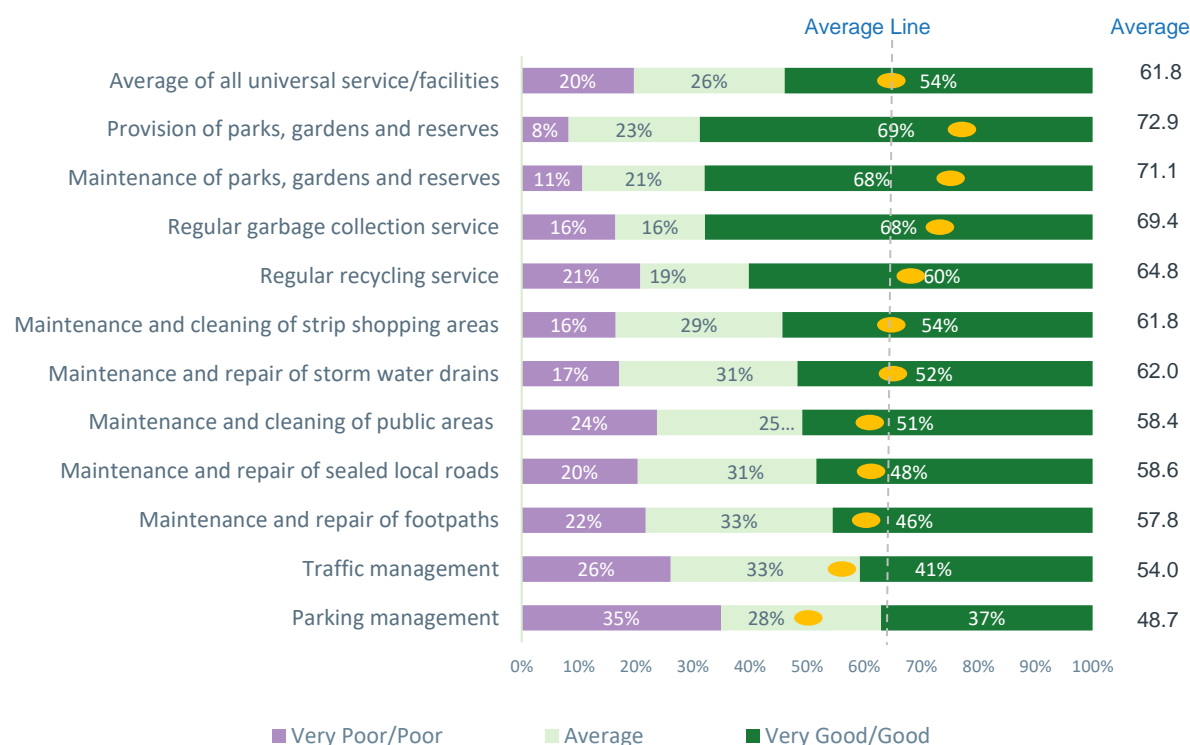
- Maintenance and repair of storm water drains, from 56% in 2022 to 52% in 2023, a decline of 4 percentage points.
- Maintenance and cleaning of public areas (including litter collection), from 55% in 2022 to 51% in 2023, a decline of 4 percentage points.
- Provision of parks, gardens and reserves, from 73% in 2022 to 69% in 2023, a decline of 4 percentage points.

Ratings of ‘very good’ or ‘good’ declined significantly for three (of the 11) aspects related to universal services and facilities including:

- Maintenance and repair of sealed local roads (this excludes highways and main roads): from 57% in 2022 to 48% in 2023, a decline of 9 percentage points.
- Regular garbage collection service, from 77% in 2022 to 68% in 2023, a decline of 9 percentage points.
- Maintenance and repair of footpaths, from 53% in 2022 to 46% in 2023, a decline of 7 percentage points.

Whilst comparisons to historical data should be retained, direct comparisons and assessments to previous years’ results should be considered in context of the survey changes [outlined earlier](#).

**Figure 5.1: Satisfaction with Universal Services and Facilities – 2023**



Single Response; Base: All Respondents.

“Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months?”

^Change in question wording, answer scale and some attribute wording in 2022. Prior to 2022. “On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community and your personal level of satisfaction with each of the following Council provided services?”

Source: AEC



## 5.2 SATISFACTION WITH INDIVIDUAL ASPECTS OF UNIVERSAL SERVICES & FACILITIES

### 5.2.1 Satisfaction with Maintenance & Repair of Sealed Local Roads

#### 2023 Findings

In 2023, 48% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with the *maintenance and repair of sealed local roads*, 31% of respondents provided a rating of ‘average’ and 20% of respondents provided a rating of ‘poor’ or ‘very poor’ to *maintenance and repair of sealed local roads*.

#### Comparison to Previous Results

Compared to 2022, ratings of ‘very good’ or ‘good’ for *maintenance and repair of sealed local roads* declined significantly from 57% in 2022 to 48% in 2023, a decline of 9 percentage points. Respondents rating this aspect as ‘poor’ or ‘very poor’ increased significantly, from 14% in 2022 to 20% in 2023, an increase of 6 percentage points.

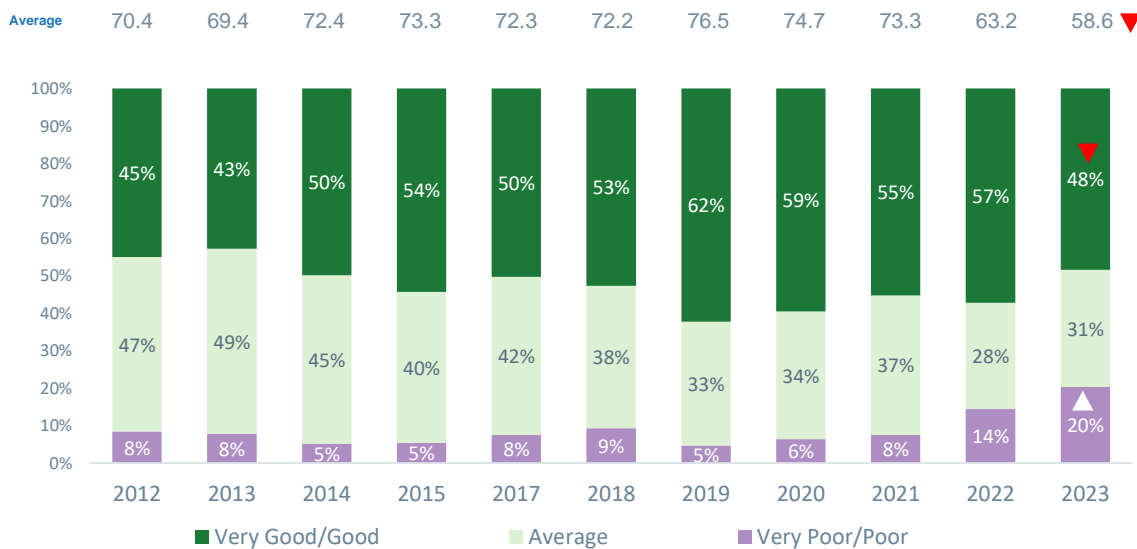
In addition, an upward trend is noted with respondents indicating *maintenance and repair of sealed local roads* is ‘poor’ or ‘very poor’, growing from 8% in 2021 to 14% in 2022 to 20% in 2023.

Across all universal service and facility aspects measured, the decline in satisfaction for *maintenance and repair of sealed local roads* was the highest (on a par with decline in satisfaction for *regular garbage collection service*).

#### Ranking

*Road maintenance and repairs* is seen as one of the top three (3) key improvements delivered by the Council over the last two (2) years and ranks 4<sup>th</sup> on the list of suggested areas for improvement over the next two (2) years. Additionally, *maintenance and repair of sealed local roads* ranks 2<sup>nd</sup> (out of 11 universal services and facilities) and is the most important to the community.

**Figure 5.2: Satisfaction with Maintenance and Repair of Sealed Local Roads – Time Series**



Single Response; Base: All Respondents.

“Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on maintenance and repair of sealed local roads (this excludes highways and main roads) over the last 12 months?”

^Change in question wording, answer scale and some attribute wording in 2022. Prior to 2022, “On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community and your personal level of satisfaction with each of the following Council provided services?”

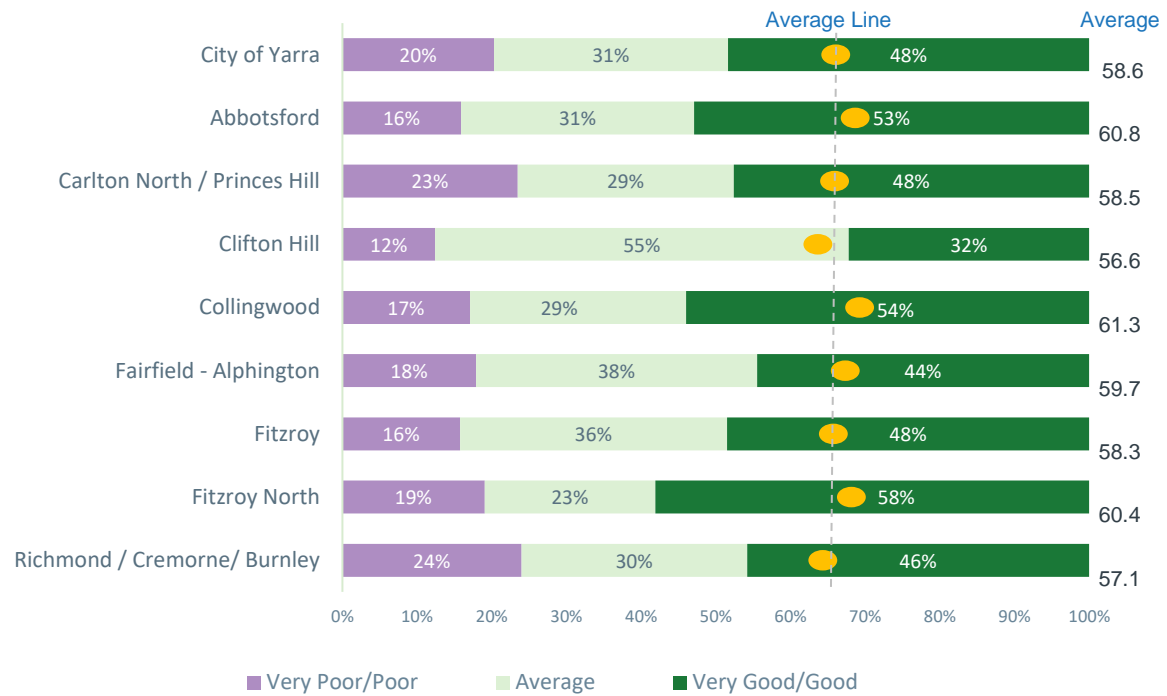
Attribute: “The maintenance and repair of sealed local roads (this includes local streets and roads managed by Yarra but excludes highways and main roads that are managed by VicRoads)”

Source: AEC

5.2.1.1 Satisfaction with Maintenance & Repair of Sealed Local Roads – By Precinct

The figure below displays respondent sentiment with *maintenance and repair of sealed local roads* by each Council precinct. Overall, respondents from Fitzroy North are most satisfied with the *maintenance and repair of sealed local roads* (rating of ‘very good’ or ‘good’: 58%) whilst respondents from Clifton Hill (rating of ‘very good’ or ‘good’: 32%) are least satisfied.

**Figure 5.3: Satisfaction with Maintenance and Repair of Sealed Local Roads – By Precinct 2023**



Single Response; Base: All Respondents.

“Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on maintenance and repair of sealed local roads (this excludes highways and main roads) over the last 12 months?”

Source: AEC



### 5.2.2 Satisfaction with Maintenance & Repair of Storm Water Drains

#### 2023 Findings

In 2023, 52% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with *maintenance and repair of storm water drains*, 31% of respondents provided a rating of ‘average’ and 17% of respondents provided a rating of ‘poor’ or ‘very poor’ to *maintenance and repair of storm water drains*.

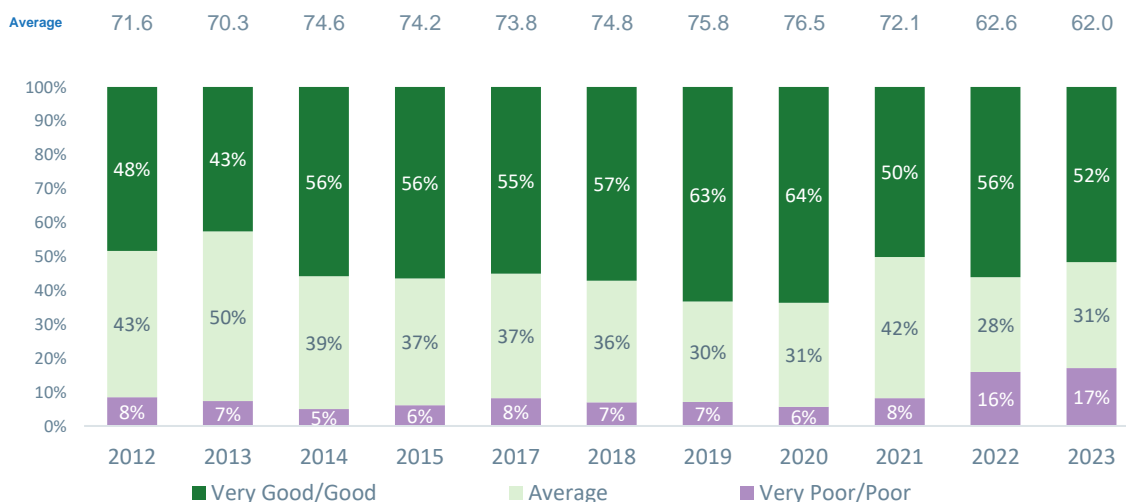
#### Comparison to Previous Results

Compared to 2022, ratings of ‘very good’ or ‘good’ with *maintenance and repair of storm water drains* decreased marginally by 4 percentage points from 56% in 2022 to 52% in 2023. The percentage of residents who rated the *maintenance and repair of storm water drains* as ‘very poor’ or ‘poor’ remained largely unchanged from 16% in 2022 to 17% in 2023.

#### Ranking

*Maintenance and repair of storm water drains* ranks last (11 out of 11) in terms of importance to the community.

**Figure 5.4: Satisfaction with Maintenance and Repair of Storm Water Drains – Time Series**



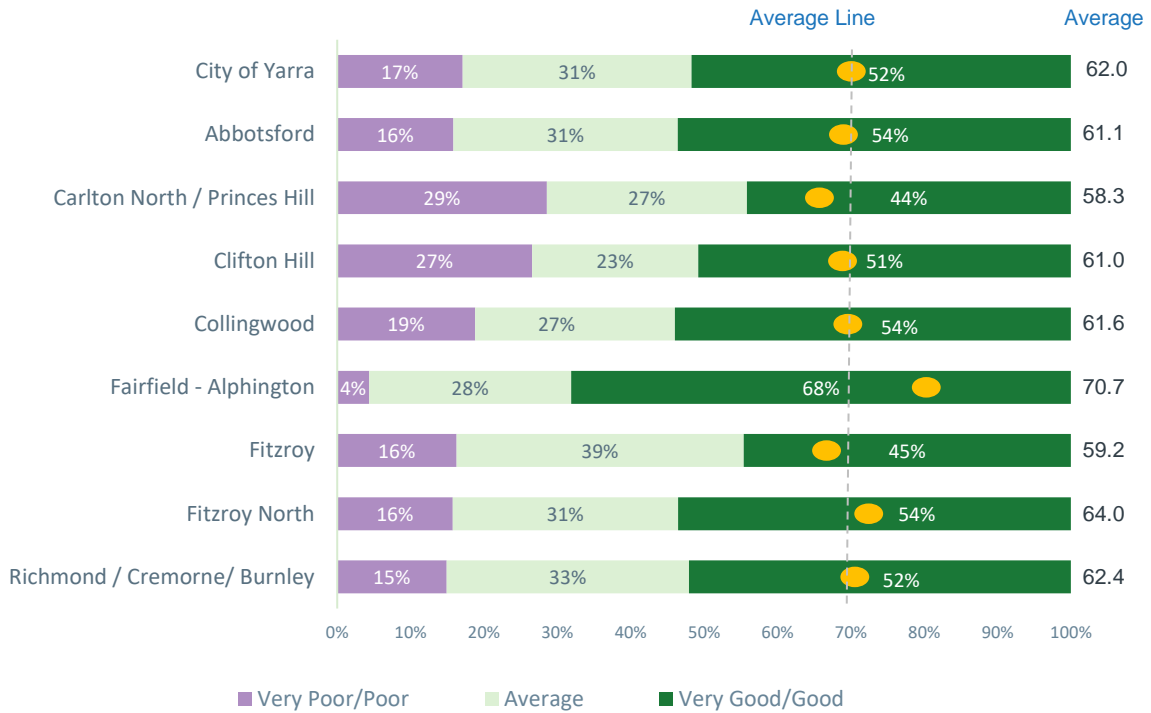
Single Response Base: All Respondents.  
 “Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on maintenance and repair of storm water drains over the last 12 months?”  
 ^Change in question wording and answer scale in 2022. Prior to 2022, “On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community and your personal level of satisfaction with each of the following Council provided services?”  
 Source: AEC

5.2.2.1 Satisfaction with Maintenance & Repair of Storm Water Drains – By Precinct

The highest satisfaction in terms of *maintenance and repair of storm water drains* is recorded amongst respondents from Fairfield - Alphington (rating of 'very good' or 'good': 68%) whilst those in the precinct of Fitzroy (45%) and Carlton North/Princes Hill (44%) are least satisfied (rating of 'very good' or 'good') with this aspect.

It is important to note that residents of Fairfield - Alphington are significantly more likely to rate *maintenance and repair of storm water drains* 'very poor' or 'poor' (29%).

**Figure 5.5: Satisfaction with Maintenance and Repair of Storm Water Drains – By Precinct 2023**



Single Response; Base: All Respondents.

"Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on maintenance and repair of storm water drains over the last 12 months?"

Source: AEC

### 5.2.3 Satisfaction with Maintenance & Repair of Footpaths

#### 2023 Findings

In 2023, 46% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with *maintenance and repair of footpaths*, 33% of respondents provided a rating of ‘average’ and 22% of respondents provided a rating of ‘poor’ or ‘very poor’ to *maintenance and repair of footpaths*.

#### Comparison to Previous Results

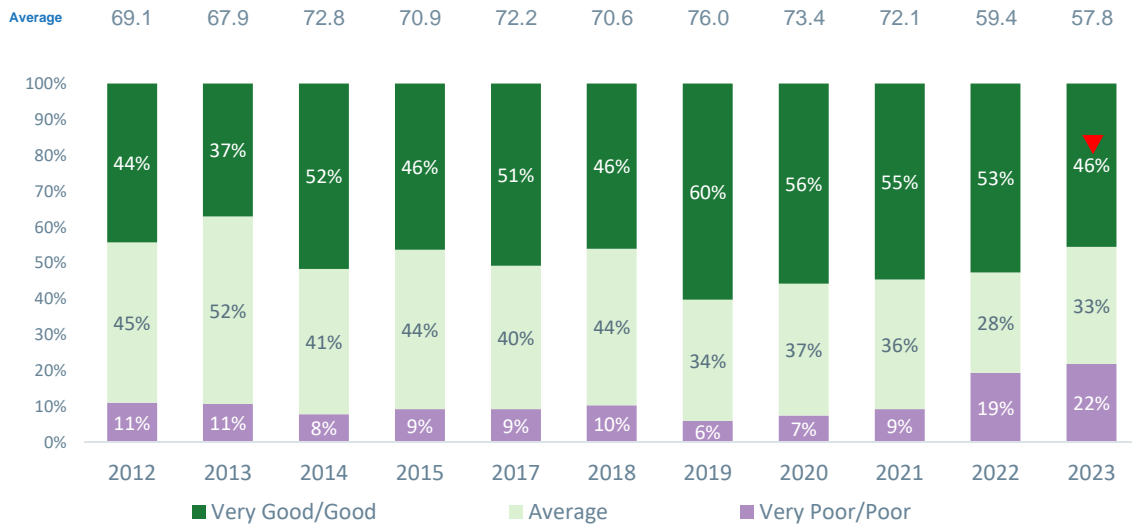
Compared to 2022, respondents rating the *maintenance and repair of footpaths* as ‘very good’ or ‘good’ declined significantly from 53% in 2022 to 46% in 2023 (a decline of 7 percentage points). The percentage of residents who rated the *maintenance and repair of footpaths* as ‘very poor’ or ‘poor’ remained relatively unchanged from 19% in 2022 to 22% in 2023.

Across all universal service and facility aspects measured, compared to 2022, the decline in satisfaction for *maintenance and repair of footpaths* was the third highest (after a decline in satisfaction for *maintenance and repair of sealed local roads* and *regular garbage collection service*).

#### Ranking

*Maintenance and repair of footpaths* ranks 7<sup>th</sup> (out of 11 universal services and facilities aspects) in terms of importance to the community.

**Figure 5.6: Satisfaction with Maintenance and Repair of Footpaths – Time Series**



Single Response; Base: All Respondents.

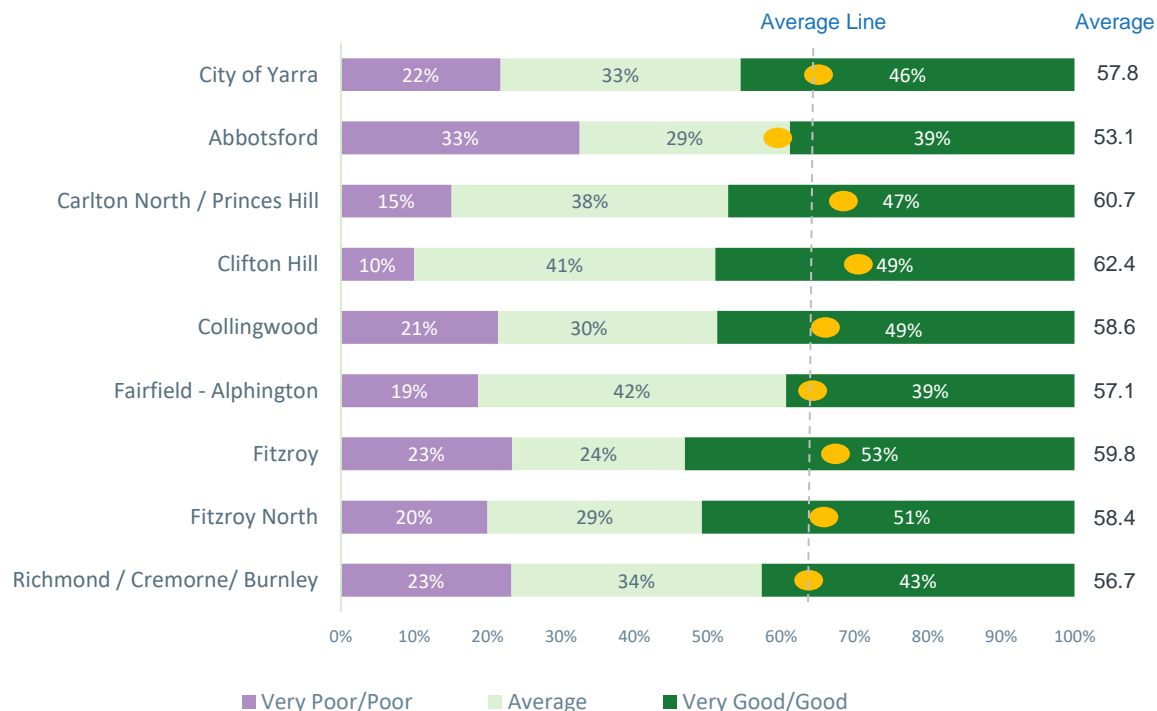
“Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on maintenance and repair of footpaths over the last 12 months?” ^Change in question wording and answer scale in 2022. Prior to 2022, “On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community and your personal level of satisfaction with each of the following Council provided services?”

Source: AEC

### 5.2.3.1 Satisfaction with Maintenance and Repair of Footpaths – By Precinct

The figure below displays respondent sentiment with *maintenance and repair of footpaths* by each Council precinct. Respondents from Fitzroy (53%) followed very closely by respondents from Fitzroy North (51%) are most satisfied with the *maintenance and repair of footpaths* (rating of ‘very good’ or ‘good’) whilst respondents from Abbotsford and Fairfield - Alphington (rating of ‘very good’ or ‘good’: 39%, respectively) report being least satisfied with this aspect. These differences however are not statistically significant.

**Figure 5.7: Satisfaction with Maintenance and Repair of Footpaths – By Precinct 2023**



Single Response; Base: All Respondents.  
 "Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on maintenance and repair of footpaths over the last 12 months?"  
 Source: AEC

### 5.2.4 Satisfaction with Maintenance & Cleaning of Public Areas

#### 2023 Findings

In 2023, 51% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with *maintenance and cleaning of public areas*, 25% of respondents provided a rating of ‘average’ and 24% of respondents provided a rating of ‘poor’ or ‘very poor’ to *maintenance and cleaning of public areas*.

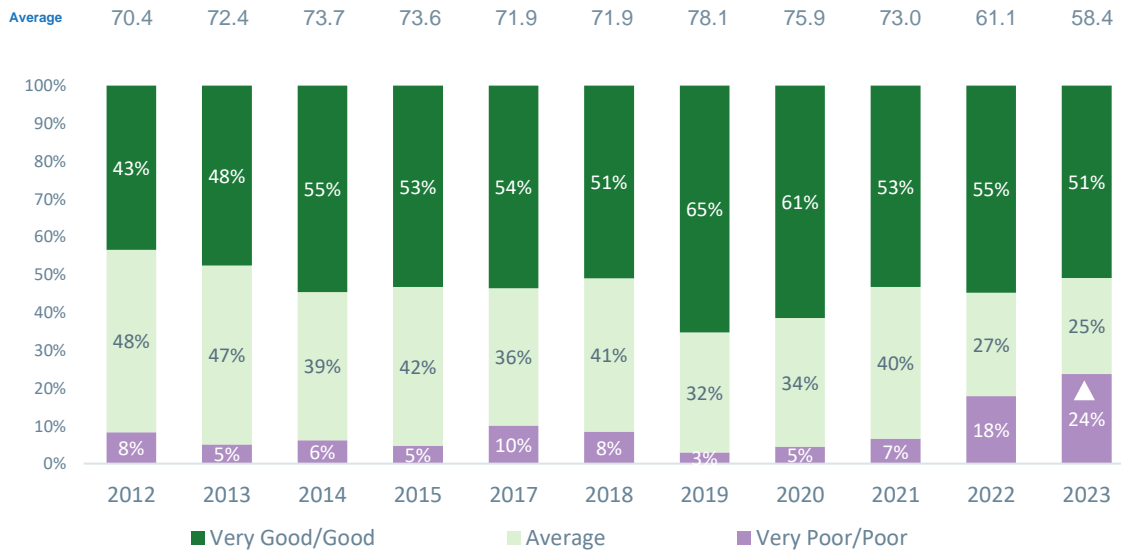
#### Comparison to Previous Results

Compared to 2022, ratings of the Council as ‘very good’ or ‘good’ on *maintenance and cleaning of public areas* decreased marginally by 4 percentage points from 55% in 2022 to 51% in 2023. The percentage of residents who rated the *maintenance and cleaning of public areas* as ‘very poor’ or ‘poor’ increased significantly from 18% in 2022 to 24% in 2023 – an increase of 6 percentage points. Furthermore, an upward trend is noted with respondents indicating *maintenance and cleaning of public areas* is ‘poor’ or ‘very poor’, increasing from 7% in 2021 to 18% in 2022 to 24% in 2023.

#### Ranking

*Maintenance and cleaning of public areas* ranks the highest (first out of 11 universal services and facilities) and is the most important to the community.

**Figure 5.8: Satisfaction with Maintenance and Cleaning of Public Areas – Time Series**

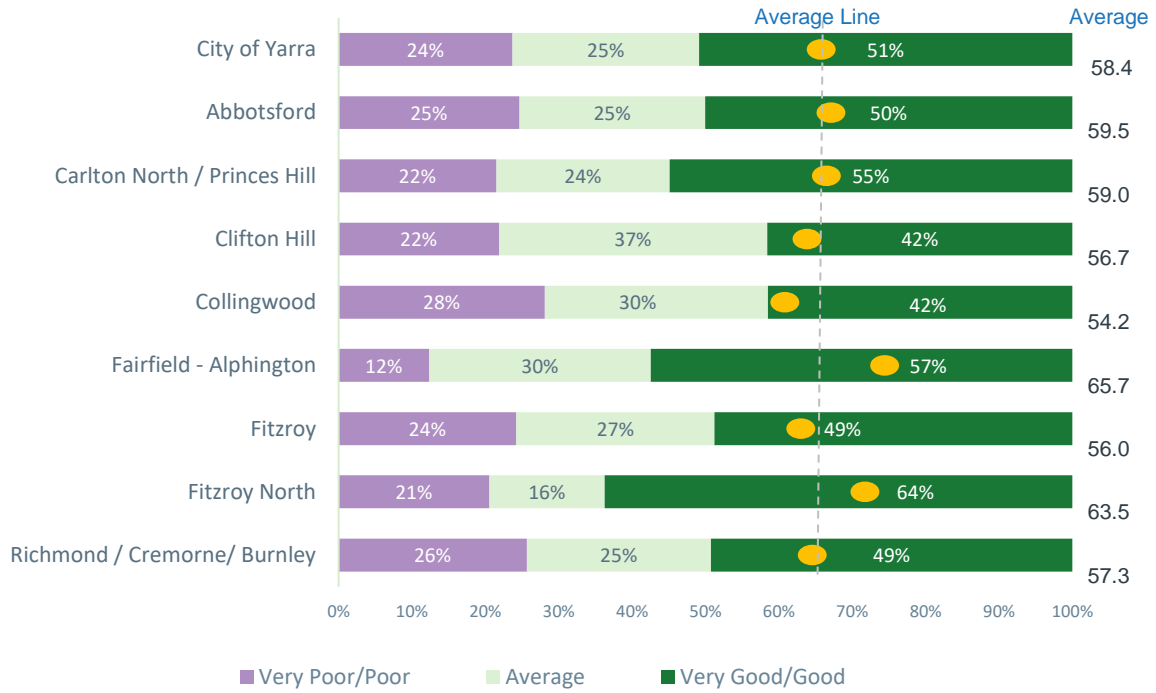


Single Response; Base: All Respondents.  
 "Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on maintenance and cleaning of public areas (including litter collection) over the last 12 months?"  
 ^Change in question wording and answer scale in 2022. Prior to 2022, "On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community and your personal level of satisfaction with each of the following Council provided services?"  
 Source: AEC

5.2.4.1 Satisfaction with Maintenance & Cleaning of Public Areas – By Precinct

The figure below displays respondent sentiment with *maintenance and cleaning of public areas* by each Council precinct. Significantly higher satisfaction with *maintenance and cleaning of public areas* is recorded amongst those from Fitzroy North (rating of ‘very good’ or ‘good’: 64%) whilst respondents from Clifton Hill and Collingwood (rating of ‘very good’ or ‘good’: 42%, respectively) are least satisfied.

**Figure 5.9: Satisfaction with Maintenance and Cleaning of Public Areas – By Precinct 2023**



Single Response; Base: All Respondents.  
 "Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the on maintenance and cleaning of public areas (including litter collection) over the last 12 months?"  
 Source: AEC



### 5.2.5 Satisfaction with Maintenance & Cleaning of Strip Shopping Areas

#### 2023 Findings

In 2023, 54% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with *maintenance and cleaning of strip shopping areas*, 29% of respondents provided a rating of ‘average’ and 16% of respondents provided a rating of ‘poor’ or ‘very poor’ to *maintenance and cleaning of strip shopping areas*.

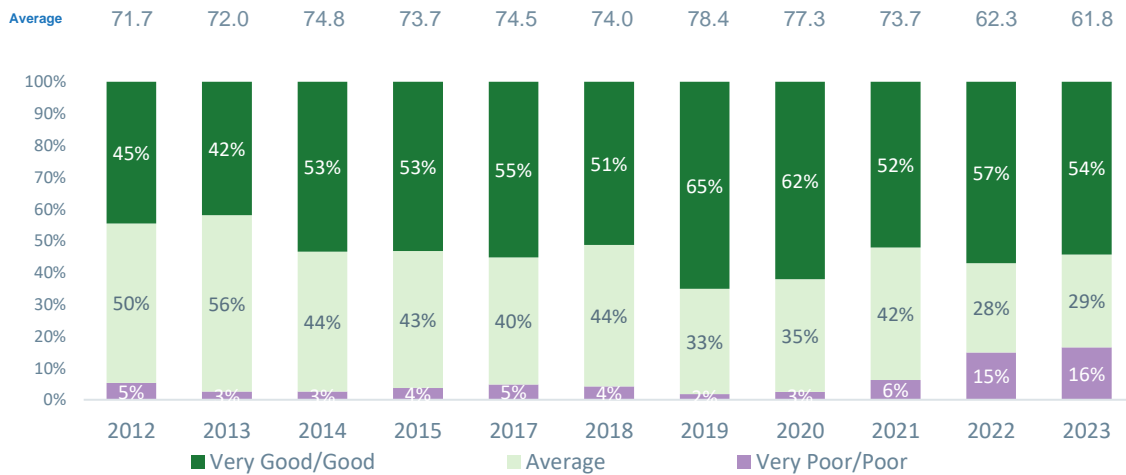
#### Comparison to Previous Results

Compared to 2022, ratings of ‘very good’ or ‘good’ for the *maintenance and cleaning of strip shopping areas* remained relatively unchanged from 57% in 2022 to 54% in 2023. The percentage of residents who rated the *maintenance and cleaning of strip shopping areas* as ‘very poor’ or ‘poor’ also remained largely unchanged compared to 2022, from 15% in 2022 to 16% in 2023.

#### Ranking

*Maintenance and cleaning of strip shopping areas* ranks 10<sup>th</sup> (out of 11 universal services and facilities aspects) in terms of importance to the community.

**Figure 5.10: Satisfaction with Maintenance and Cleaning of Strip Shopping Areas – Time Series**

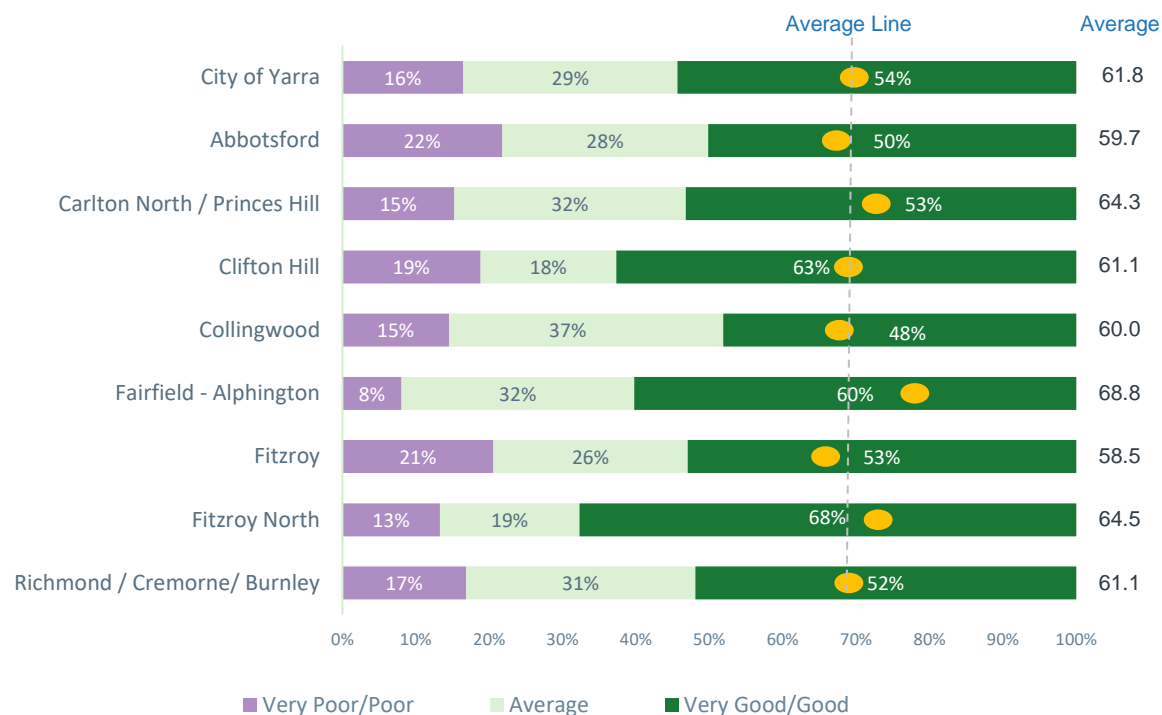


Single Response; Base: All Respondents.  
 "Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on maintenance and cleaning of strip shopping areas over the last 12 months?" ^Change in question wording and answer scale in 2022. Prior to 2022, "On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community and your personal level of satisfaction with each of the following Council provided services?"  
 Source: AEC

### 5.2.5.1 Satisfaction with Maintenance & Cleaning of Strip Shopping Areas – By Precinct

The figure below displays respondent sentiment with *maintenance and cleaning of strip shopping areas* by each Council precinct. Compared to others, respondents from Fitzroy North are significantly more satisfied with the *maintenance and cleaning of strip shopping areas* (rating of ‘very good’ or ‘good’: 68%) whilst respondents from Collingwood (rating of ‘very good’ or ‘good’: 48%) are least satisfied with this aspect.

**Figure 5.11: Satisfaction with Maintenance and Cleaning of Strip Shopping Areas – By Precinct 2023**



Single Response; Base: All Respondents.  
 "Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on maintenance and cleaning of strip shopping areas over the last 12 months?"  
 Source: AEC

### 5.2.6 Satisfaction with Regular Garbage Collection Service

#### 2023 Findings

In 2023, 68% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with *regular garbage collection service*, 16% of respondents provided a rating of ‘average’ and 16% of respondents provided a rating of ‘poor’ or ‘very poor’ to *regular garbage collection service*. Additionally, perceptions of the direction of Council’s overall performance are significantly lower amongst respondents identifying improvements are needed to *garbage collection*.

#### Comparison to Previous Results

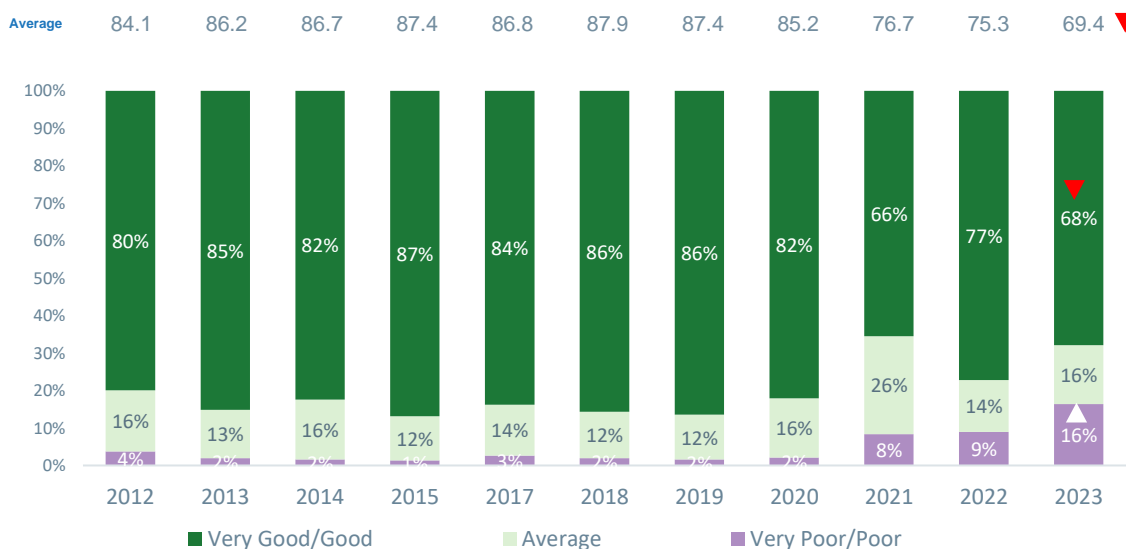
Compared to 2022, ratings of ‘very good’ or ‘good’ with *regular garbage collection service* declined significantly from 77% in 2022 to 68% in 2023, a decline of 9 percentage points. The percentage of residents who rated the *regular garbage collection service* as ‘very poor’ or ‘poor’ increased significantly compared to 2022 (from 9% in 2022 to 16% in 2023).

Of all universal service and facility aspects measured, satisfaction with *regular garbage collection service* along with satisfaction with *maintenance and repair of sealed local roads* decreased by the highest percentage points (9 percentage points respectively) when compared to 2022.

#### Ranking

*Rubbish and waste issues* is amongst the top three (3) current issues for the City of Yarra and ranks 3<sup>rd</sup> on the list of suggested improvements to be delivered by the Council over the next two (2) years. *Rubbish and waste issues* ranks 8<sup>th</sup> (out of 11 universal services and facilities aspects) in terms of importance to the community.

**Figure 5.12: Satisfaction with Regular Garbage Collection Service – Time Series**



Single Response; Base: All Respondents.

“Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on regular garbage collection service over the last 12 months?”

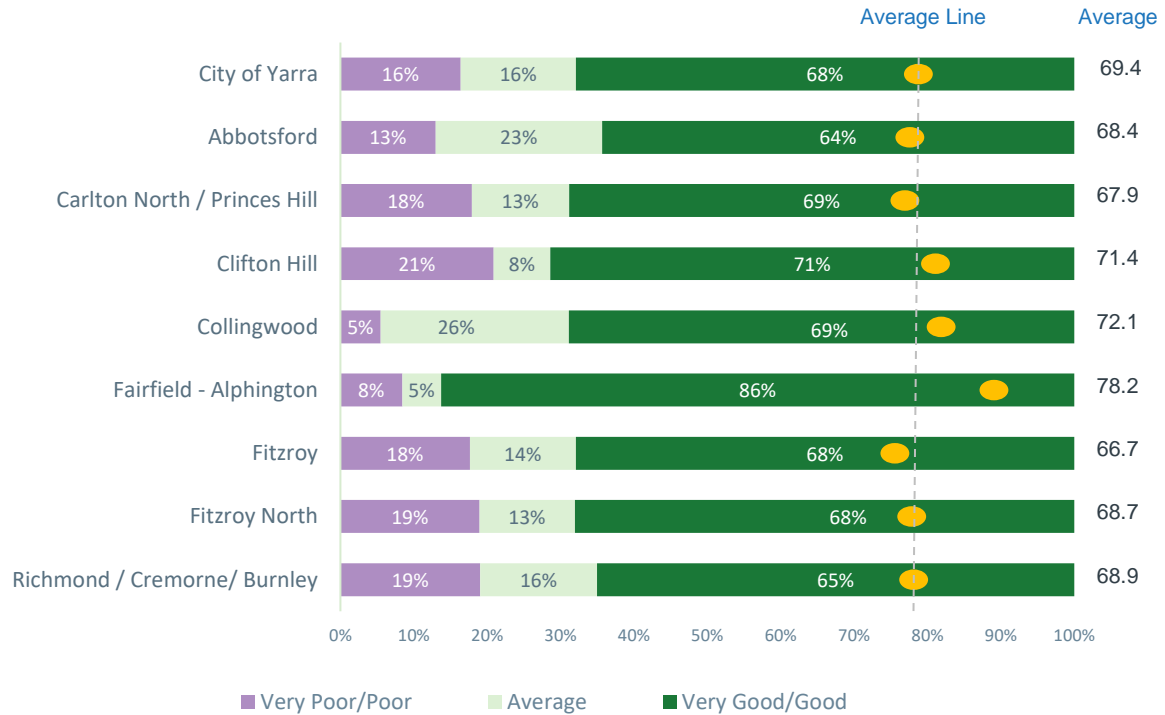
^Change in question wording and answer scale in 2022. Prior to 2022, “On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community and your personal level of satisfaction with each of the following Council provided services?”

Source: AEC

5.2.6.1 Satisfaction with Regular Garbage Collection Service – By Precinct

Respondents from Fairfield – Alphington are significantly more satisfied with the *regular garbage collection service* (rating of ‘very good’ or ‘good’: 86%) whilst those in the precinct of Abbotsford (64%) followed nearly equally by those in the precinct of Richmond/Cremorne/Burnley (65%) are least satisfied with this aspect (rating of ‘very good’ or ‘good’).

Figure 5.13: Satisfaction with Regular Garbage Collection Service – By Precinct 2023



Single Response; Base: All Respondents.  
 "Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on regular garbage collection service over the last 12 months?"  
 Source: AEC



### 5.2.7 Satisfaction with Regular Recycling Service

#### 2023 Findings

In 2023, 60% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with *regular recycling service*, 19% of respondents provided a rating of ‘average’ and 21% of respondents provided a rating of ‘poor’ or ‘very poor’ to *regular recycling service*.

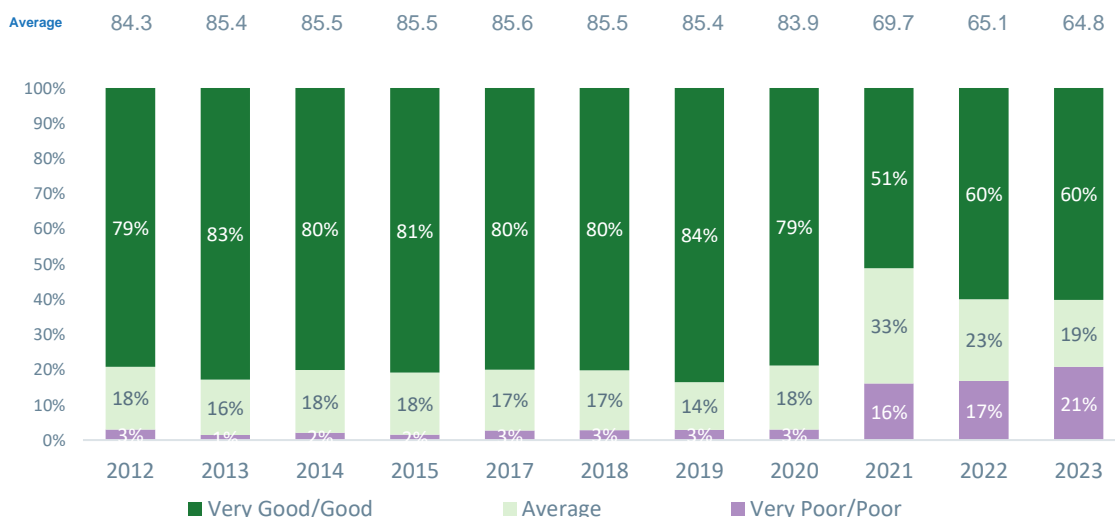
#### Comparison to Previous Results

Compared to 2022, ratings of ‘very good’ or ‘good’ with *regular recycling service* remained unchanged compared to 2022 (60%). The percentage of residents who rated *regular recycling service* as ‘very poor’ or ‘poor’ increased marginally compared to 2022 (from 17% in 2022 to 21% in 2023).

#### Ranking

*Regular recycling service* ranks 6<sup>th</sup> (out of 11 universal services and facilities aspects) in terms of importance to the community.

**Figure 5.14: Satisfaction with Regular Recycling Service – Time Series**

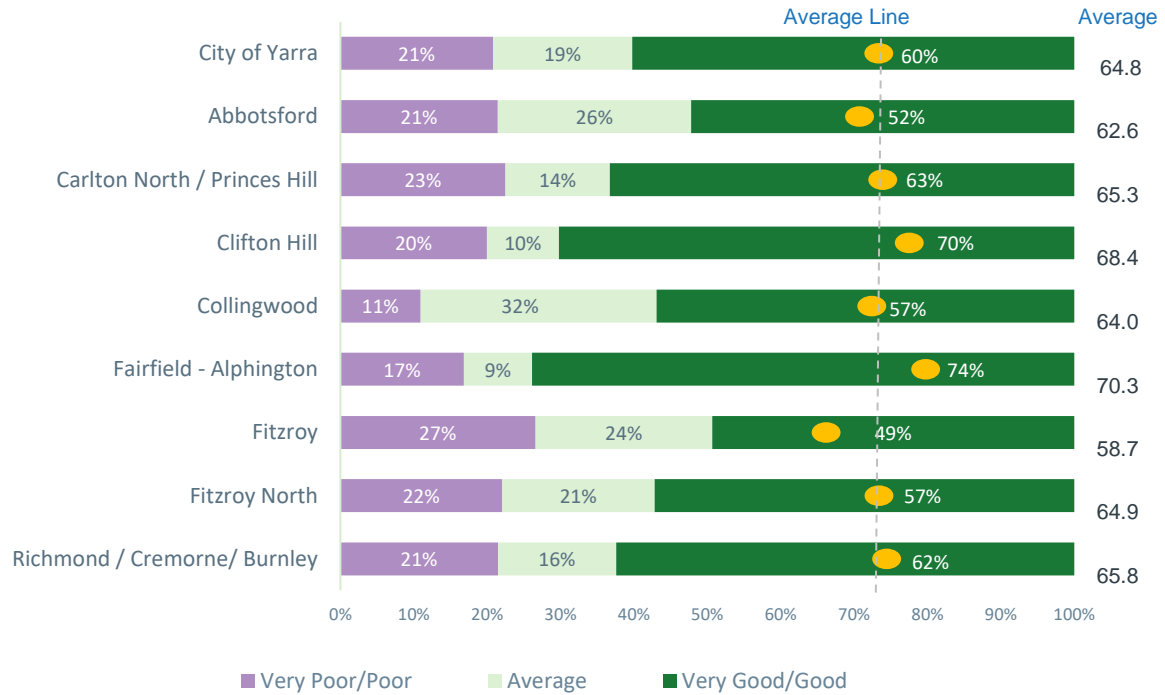


Single Response; Base: All Respondents.  
 “Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on regular recycling service over the last 12 months?”  
 ^Change in question wording and answer scale in 2022. Prior to 2022, “On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community and your personal level of satisfaction with each of the following Council provided services?”  
 Source: AEC

5.2.7.1 Satisfaction with Regular Recycling Service – By Precinct

The figure below displays respondent sentiment with regard to the *regular recycling service* by each Council precinct. Compared to others, respondents from Fairfield – Alphington are most satisfied with the *regular recycling service* (rating of ‘very good’ or ‘good’: 74%) whilst respondents from Fitzroy (rating of ‘very good’ or ‘good’: 49%) report being least satisfied with this aspect.

Figure 5.15: Satisfaction with Regular Recycling Service – By Precinct 2023



Single Response; Base: All Respondents.  
 "Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on regular recycling service over the last 12 months?"  
 Source: AEC

### 5.2.8 Satisfaction with Provision of Parks, Gardens & Reserves

#### 2023 Findings

In 2023, 69% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with the *provision of parks, gardens and reserves*, 23% of respondents provided a rating of ‘average’ and 8% of respondents provided a rating of ‘poor’ or ‘very poor’ to the *provision of parks, gardens and reserves*.

Across all universal service and facility aspects measured, the highest satisfaction (a rating of ‘very good’ or ‘good’) is recorded for *provision of parks, gardens and reserves* (69%).

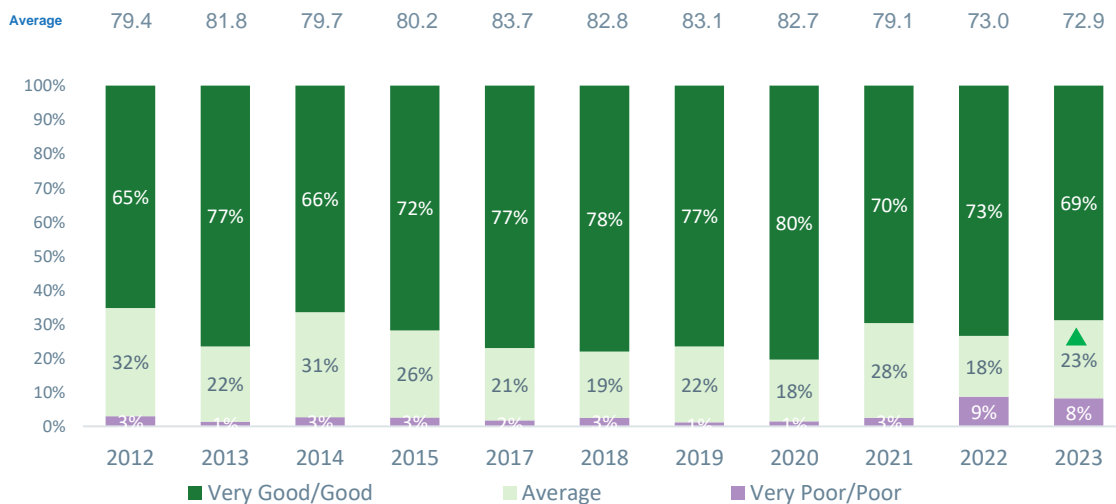
#### Comparison to Previous Results

Compared to 2022, sentiments in regard to the *provision of parks, gardens and reserves* declined slightly from 73% in 2022 to 69% in 2023, a decrease of 4 percentage points. The percentage of residents who rated this aspect as ‘very poor’ or ‘poor’ has remained largely unchanged from 9% in 2022 to 8% in 2023. The percentage of residents who rated *parks, gardens and reserves* ‘average’ increased significantly from 18% in 2022 to 23% in 2023, an increase of 5 percentage points.

#### Ranking

*Provision of parks, gardens and reserves* ranks 1<sup>st</sup> being highlighted as the top improvement delivered by the Council over the last two (2) years and ranks 9<sup>th</sup> (out of 11 universal services and facilities aspects) in terms of importance to the community.

**Figure 5.16: Satisfaction with Provision of Parks, Gardens and Reserves – Time Series**



Single Response; Base: All Respondents.

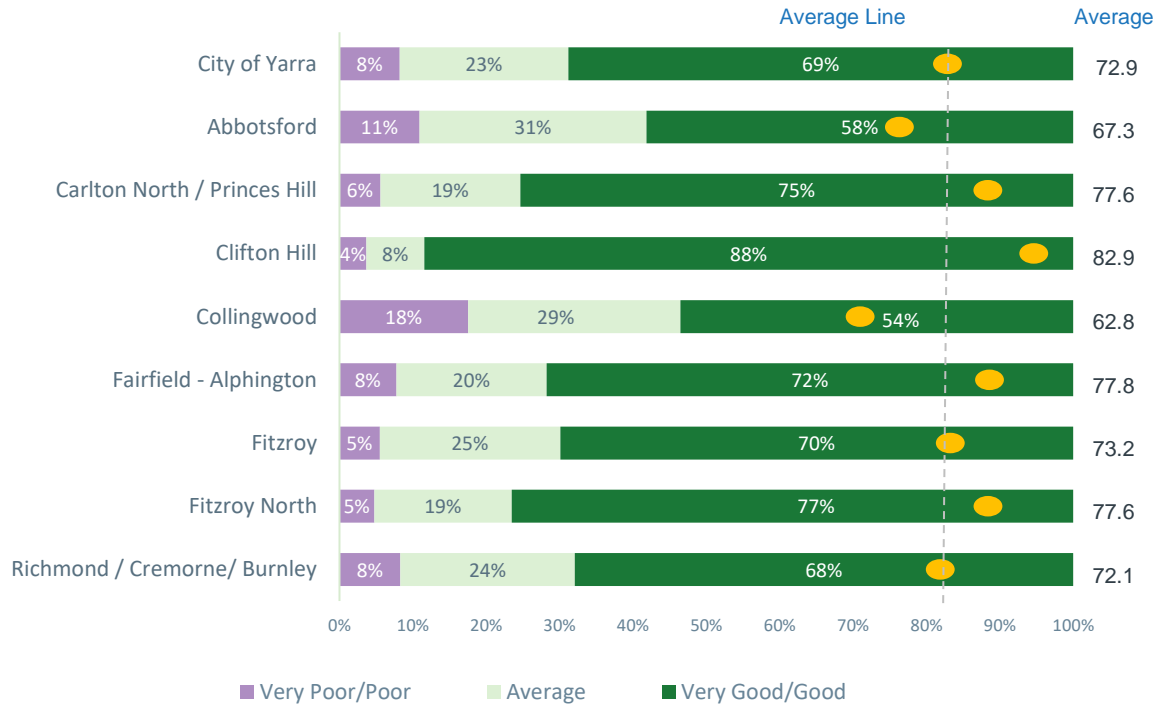
“Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on provision of parks, gardens and reserves over the last 12 months?” Change in question wording and answer scale in 2022. Prior to 2022, “On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community and your personal level of satisfaction with each of the following Council provided services?”

Source: AEC

5.2.8.1 Satisfaction with Provision of Parks, Gardens & Reserves – By Precinct

The figure below displays respondent sentiment with *provision of parks, gardens and reserves* by each Council precinct. Compared to others, respondents from Clifton Hill (rating of ‘very good’ or ‘good’: 88%) are significantly more satisfied with the *provision of parks, gardens and reserves* whilst respondents from Collingwood (rating of ‘very good’ or ‘good’: 54%) report being significantly less satisfied with this aspect.

Figure 5.17: Satisfaction with Provision of Parks, Gardens and Reserves – By Precinct 2023



Single Response; Base: All Respondents.  
 "Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on provision of parks, gardens and reserves over the last 12 months?"  
 Source: AEC



### 5.2.9 Satisfaction with Maintenance of Parks, Gardens & Reserves

#### 2023 Findings

In 2023, 68% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with the *maintenance of parks, gardens and reserves*, 21% of respondents provided a rating of ‘average’ and 11% of respondents provided a rating of ‘poor’ or ‘very poor’ to the *maintenance of parks, gardens and reserves*.

Across all universal service and facility aspects measured, the second highest satisfaction (a rating of ‘very good’ or ‘good’) is recorded for *maintenance of parks, gardens and reserves* (68%) after satisfaction with the *provision of parks, gardens and reserves* (69%).

#### Comparison to Previous Results

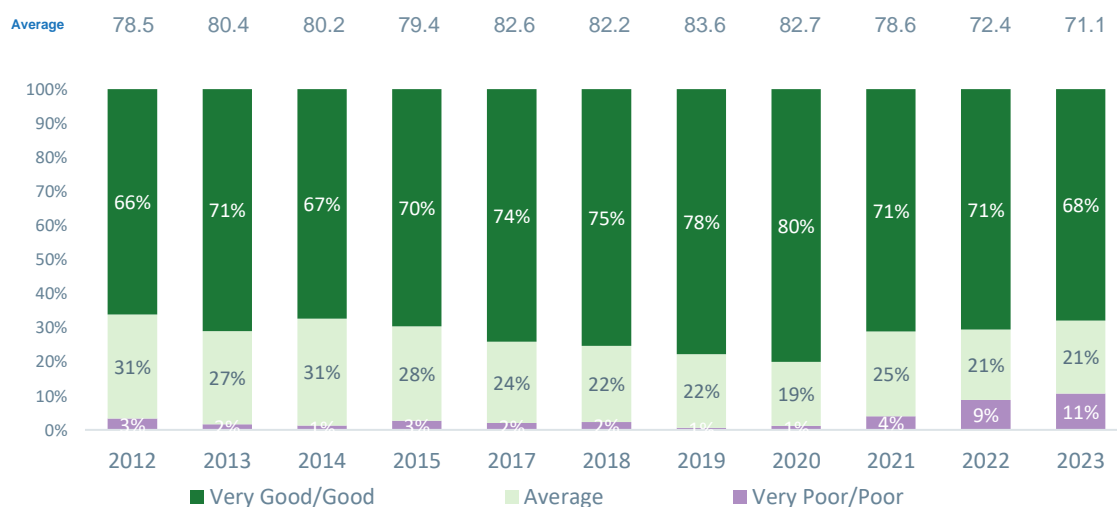
Compared to 2022, the proportion of respondents rating the Council ‘very good’ or ‘good’ on *maintenance of parks, gardens and reserves* remained relatively unchanged from 71% in 2022 to 68% in 2023. The percentage of residents who rated this aspect as ‘very poor’ or ‘poor’ also remained relatively unchanged from 9% in 2022 to 11% in 2023.

#### Ranking

As noted earlier, *parks, gardens, open space* has been highlighted as the top (ranks 1<sup>st</sup>) improvement delivered by the Council over the last two (2) years.

*Maintenance of parks, gardens and reserves* ranks 5<sup>th</sup> (out of 11 universal services and facilities aspects) in terms of importance to the community.

**Figure 5.18: Satisfaction with Maintenance of Parks, Gardens and Reserves – Time Series**

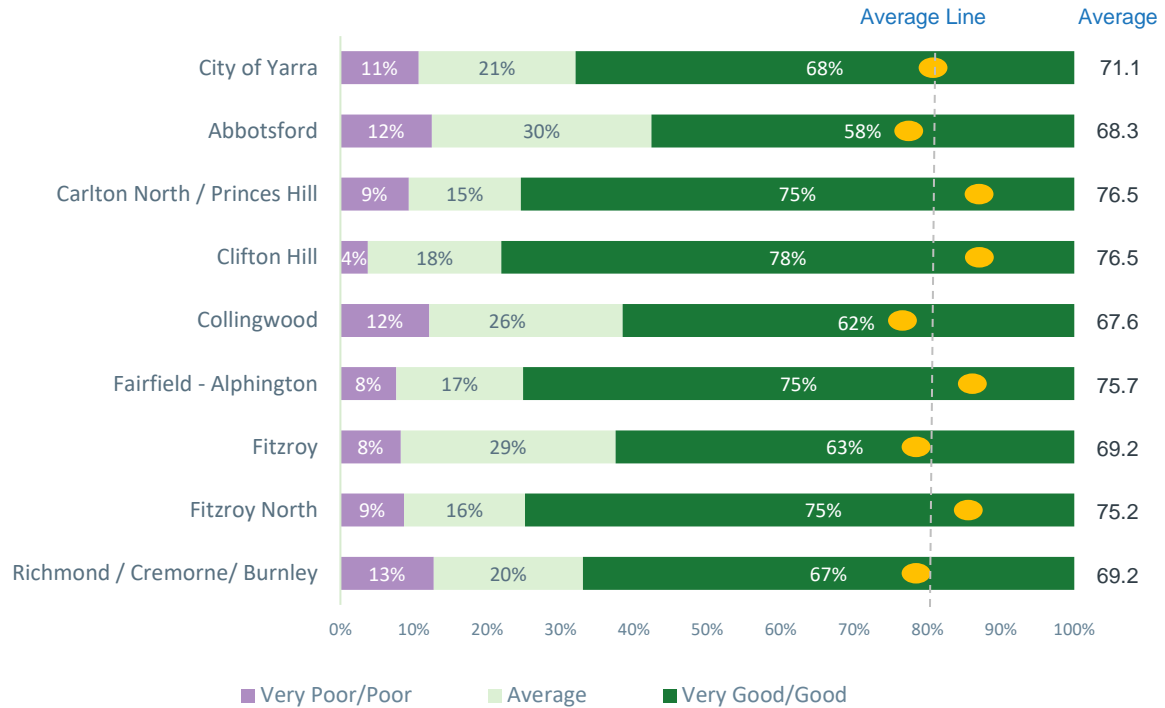


Single Response; Base: All Respondents.  
 “Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on maintenance of parks, gardens and reserves over the last 12 months?” ^Change in question wording and answer scale in 2022. Prior to 2022, “On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community and your personal level of satisfaction with each of the following Council provided services?”  
 Source: AEC

5.2.9.1 Satisfaction with Maintenance of Parks, Gardens & Reserves – By Precinct

There are no significant differences to report by precinct. That said, the highest satisfaction with *maintenance of parks, gardens and reserves* is recorded amongst respondents from Clifton Hill (rating of ‘very good’ or ‘good’: 78%) whilst those in the precinct of Abbotsford are least satisfied with this aspect (rating of ‘very good’ or ‘good’: 58%).

Figure 5.19: Satisfaction with Maintenance of Parks, Gardens and Reserves – By Precinct 2023



Single Response; Base: All Respondents.  
 "Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on maintenance of parks, gardens and reserves over the last 12 months?"  
 Source: AEC

### 5.2.10 Satisfaction with Parking Management

#### 2023 Findings

In 2023, 37% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with *parking management*, 28% of respondents provided a rating of ‘average’ and 35% of respondents provided a rating of ‘poor’ or ‘very poor’ to *parking management*.

Across all universal service and facility aspects measured, the lowest satisfaction (a rating of ‘very good’ or ‘good’) is with *parking management* (37%). Furthermore, overall satisfaction with the Council as well as perceptions of the direction of Council’s overall performance is significantly lower amongst respondents identifying improvements are needed to *parking*.

#### Comparison to Previous Results

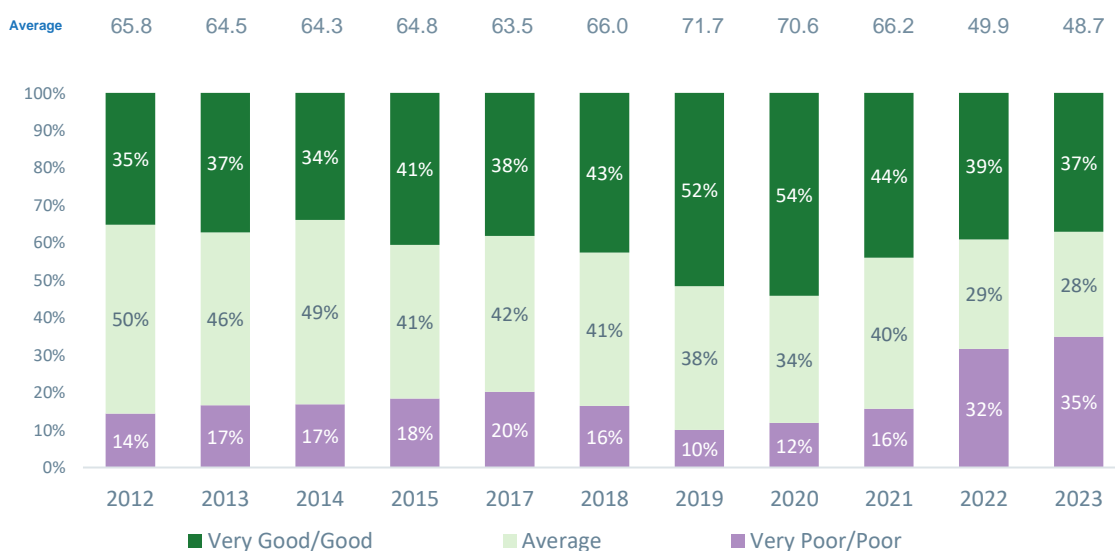
Compared to 2022, satisfaction (rating of ‘very good’ or ‘good’) with *parking management* remained largely unchanged compared to 2022 (from 39% in 2022 to 37% in 2023). The percentage of residents who rated this aspect ‘very poor’ or ‘poor’ also remained largely unchanged compared to 2022 (from 32% in 2022 to 35% in 2023).

#### Ranking

According to the residents of the City of Yarra, *parking management* is the second biggest issue for the City of Yarra at the moment (after *building, planning, housing and development*) and is second on the list of suggested improvements to be delivered by the Council over the next two (2) years.

In terms of importance to the community, *parking management* ranks 4<sup>th</sup> (out of 11). Though *parking management* may be a lower priority and is of average importance to the community, it is an area to closely monitor along with other aspects which may be of higher priority to the community.

**Figure 5.20: Satisfaction with Parking Management – Time Series**

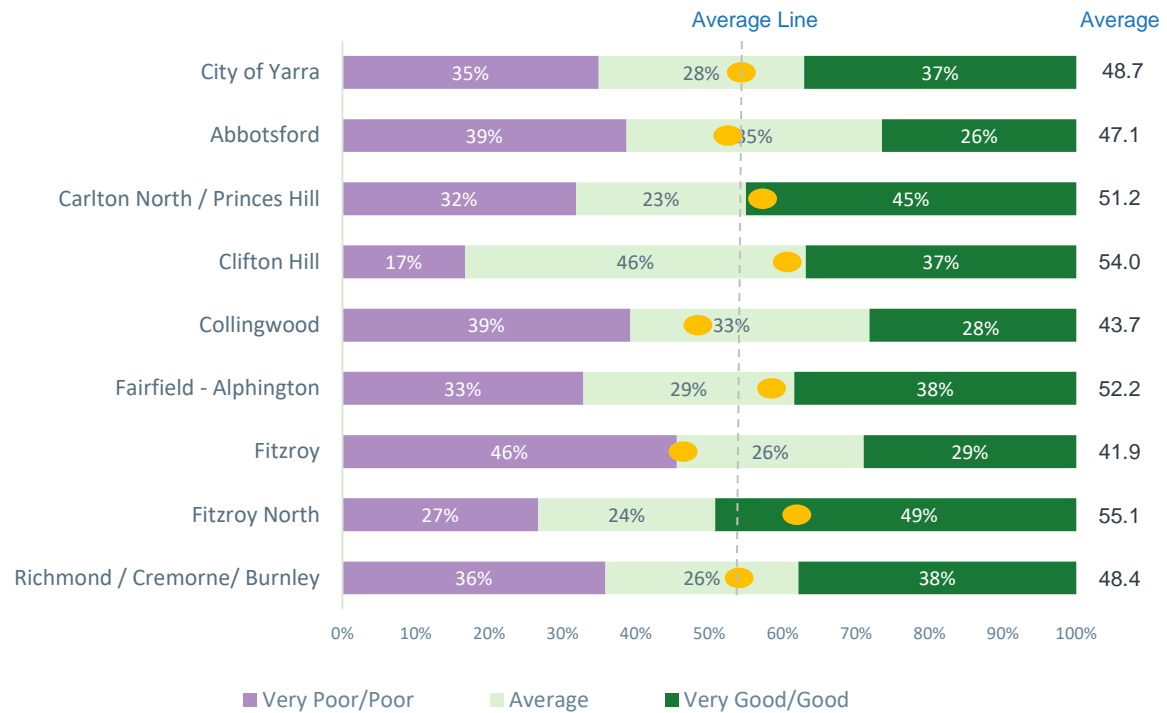


Single Response; Base: All Respondents.  
 "Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on parking management over the last 12 months?"  
 Source: AEC

5.2.10.1 Satisfaction with Parking Management – By Precinct

Residents of Fitzroy North are significantly more satisfied with *parking management* (rating of ‘very good’ or ‘good’: 49%) whilst those in the precinct of Abbotsford are least satisfied with this aspect (rating of ‘very good’ or ‘good’: 26%).

Figure 5.21: Satisfaction with Parking Management – By Precinct 2023



Single Response  
 Base: All Respondents.  
 "Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on parking management over the last 12 months?"  
 Source: AEC

### 5.2.11 Satisfaction with Traffic Management<sup>#</sup>

#### 2023 Findings

In 2023, 41% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with *traffic management*, 33% of respondents provided a rating of ‘average’ and 26% of respondents provided a rating of ‘poor’ or ‘very poor’ to *traffic management*.

#### Comparison to Previous Results

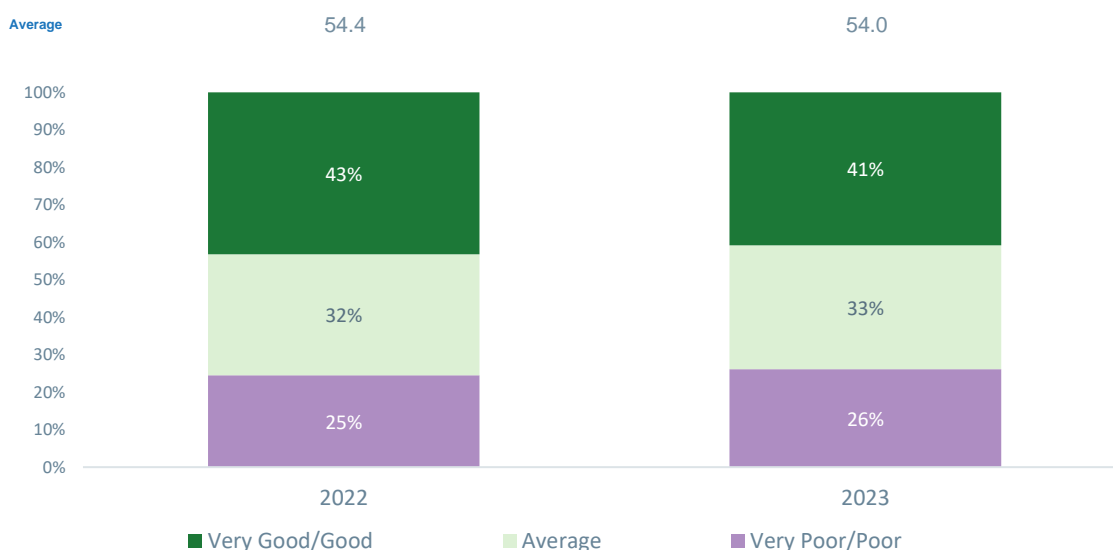
*Traffic management* was included in the list of universal services and facilities measures for the first time in 2022. Therefore, comparisons are available for comparison against 2022. Overall, the 2023 results are on a par with 2022 results with 41% of respondents are satisfied with this aspect. This compares with 43% of respondents rating this aspect ‘very good’ or ‘good’ in 2022.

Approximately one-quarter of respondents rating this aspect as ‘very poor’ or ‘poor’ (25% in 2022 vs. 26% in 2023).

#### Ranking

*Traffic management* ranks 3<sup>rd</sup> (out of 11 universal services and facilities) in terms of importance to the community. Additionally, *traffic management* has been identified amongst the top five (5) issues currently facing the City of Yarra and if improved further, *traffic management* is likely to be of value to the community.

**Figure 5.22: Satisfaction with Traffic Management – Time Series**



Single Response; Base: All Respondents.

<sup>#</sup>Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on traffic management over the last 12 months?

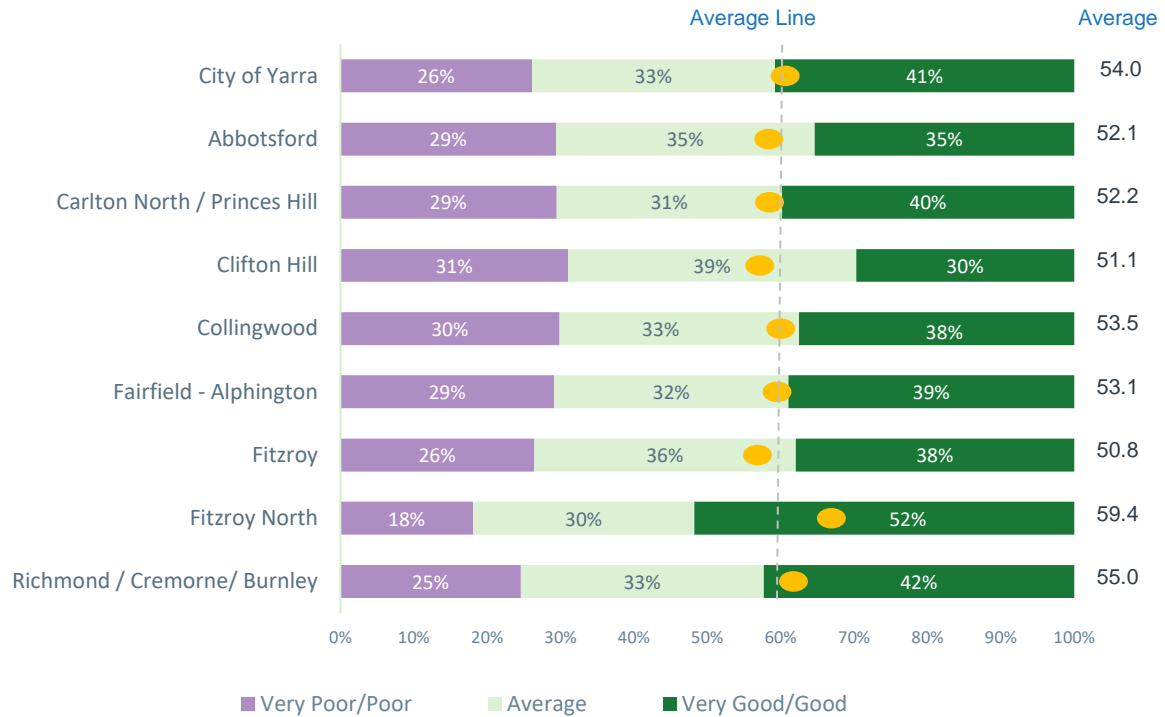
<sup>#</sup>New attribute added to the matrix in 2023

Source: AEC

5.2.11.1 Satisfaction with Traffic Management# – By Precinct

Highest satisfaction with *traffic management* is noted amongst respondents from Fitzroy North (rating of ‘very good’ or ‘good’: 52%) whilst those in the precinct of Clifton Hill are least satisfied with this aspect (rating of ‘very good’ or ‘good’: 30%).

**Figure 5.23: Satisfaction with Traffic Management – By Precinct 2023**



Single Response; Base: All Respondents.  
 \*Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on traffic management over the last 12 months?  
 #New attribute added to the matrix in 2023  
 Source: AEC

## 6. SATISFACTION WITH OTHER MAJOR SERVICES & FACILITIES

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### 6.1 SATISFACTION WITH OTHER MAJOR SERVICES & FACILITIES

“On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months?”

Respondents were asked their perceptions across nine (9) other major services and facilities provided by the Council. These services and facilities included:

1. Green waste services
2. Hard rubbish services
3. Local library services
4. Public toilets
5. Yarra's swimming pool at Richmond, Fitzroy or Collingwood
6. Yarra's leisure centres at Richmond, Fitzroy or Collingwood (eg. Gym, etc)
7. On-road bike paths
8. Off-road bike paths (including shared paths)
9. Arts and cultural activities

The historical table (2018 – 2023) in the [appendix](#) presents results across the nine (9) other major services and facilities and the figures which follow here displays the results across each of the nine (9) other major services and facilities measured in 2023.

#### 2023 Findings

The overall rating of ‘very good’ or ‘good’ across all other major service and facility aspects is 61% and satisfaction results for five (out of 9) aspects is greater than the overall ‘very good’ or ‘good’ score of 61%, including satisfaction with:

- Local library services: 82%.
- Yarra's swimming pools at Richmond, Fitzroy or Collingwood: 72%.
- Yarra's leisure centres at Richmond, Fitzroy or Collingwood (eg. Gym, etc): 71%.
- Arts and cultural activities: 63%.
- On-road bike paths: 61%.

Overall, the highest satisfaction across all other major service and facility aspects is recorded for *local library services* (with 82% of respondents rating this aspect as ‘very good’ or ‘good’) and the lowest satisfaction is with *public toilets* (with 37% of respondents rating this aspect as ‘very good’ or ‘good’).

#### Comparison to Previous Results

Compared to 2022, ratings of ‘very good’ or ‘good’ increased marginally for the following two (of the nine) aspects:

- Public toilets: from 33% in 2022 to 37% in 2023, an increase of 4 percentage points.
- On-road bike paths: from 55% in 2022 to 61% in 2023, an increase of 6 percentage points.

Compared to 2022, ratings of ‘very good’ or ‘good’ either remained the same or relatively unchanged for the following two (of the nine) aspects related to other major services and facilities:

- Local library services: remained the same as 2022 at 82%.

- Arts and cultural activities: relatively unchanged from 64% in 2022 to 63% in 2023.

Though ratings of ‘very good’ or ‘good’ declined for the following two (of the nine) other major services and facilities aspects, the decline was marginal:

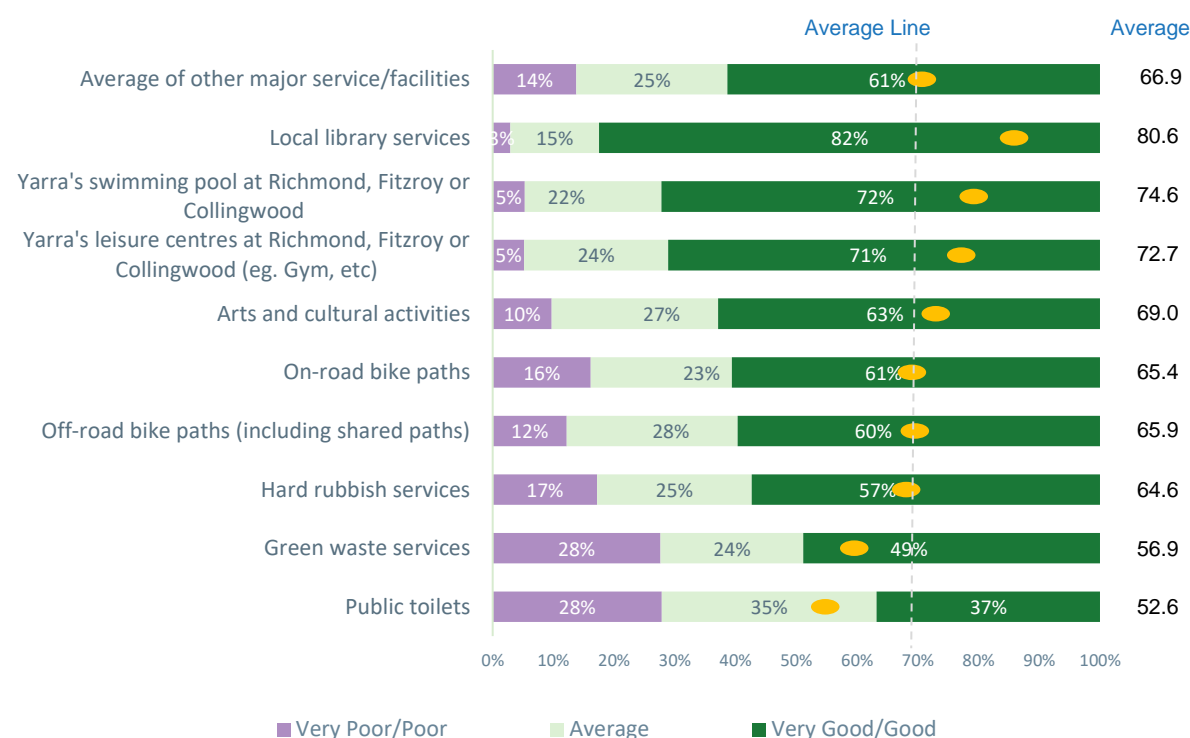
- Hard rubbish services: from 64% in 2022 to 57% in 2023, a decline of 7 percentage points.
- Yarra’s leisure centres at Richmond, Fitzroy or Collingwood (e.g. Gym, etc): from 78% in 2022 to 71% in 2023, a decline of 7 percentage points.

Compared to 2022, three (of the nine) aspects related to other major services and facilities declined significantly. More specifically, the percentage of respondents providing a ‘very good’ or ‘good’ rating for the following three (3) aspects declined:

- Green waste services: from 60% in 2022 to 49% in 2023, a decline of 11 percentage points.
- Off-road bike paths (including shared paths): from 69% in 2022 to 60% in 2023, a decline of 9 percentage points.
- Yarra’s swimming pools at Richmond, Fitzroy or Collingwood: from 80% in 2022 to 72% in 2023, a decline of 8 percentage points.

Whilst comparisons to historical data should be retained, direct comparisons and assessments to previous years’ results should be considered in context of the survey changes [outlined earlier](#).

**Figure 6.1: Satisfaction with Other Major Services and Facilities – 2023**



Single Response

Base: All Respondents. Rebased after removing 'Don't Know'

"Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months? If you have not used the services in the past 12 months, say 'not applicable -99'."

^Change in question wording, answer scale and some attribute wording in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community followed by your personal level of satisfaction with only those services you or a member of your household has used in the past 12 months?

Source: AEC



## 6.2 SATISFACTION WITH INDIVIDUAL ASPECTS OF OTHER MAJOR SERVICES & FACILITIES

### 6.2.1 Satisfaction with Green Waste Services

#### 2023 Findings

In 2023, 49% of respondents were satisfied (a rating of 'very good' or 'good') with *green waste services*, 24% of respondents provided a rating of 'average' and 28% of respondents provided a rating of 'poor' or 'very poor' to *green waste services*.

#### Comparison to Previous Results

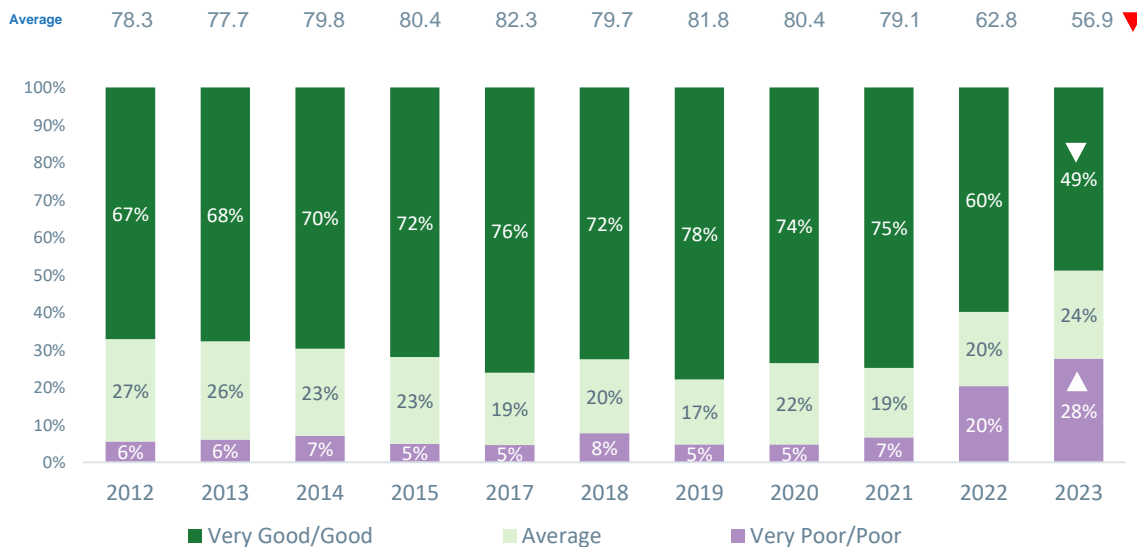
Compared to 2022, respondents rating *green waste services* 'very good' or 'good' declined significantly from 60% in 2022 to 49% in 2023 (a decline of 11 percentage points). Across all other major service and facility aspects measured, the decline in satisfaction for *green waste services* was the highest.

The percentage of residents who rated *green waste services* 'very poor' or 'poor' increased significantly from 20% in 2022 to 28% in 2023, an increase of 8 percentage points. Furthermore, an upward trend is noted with respondents indicating *green waste services* is 'poor' or 'very poor', increasing from 7% in 2021 to 20% in 2022 to 28% in 2023.

#### Ranking

*Green waste services* ranks third (out of 9 other major services and facilities) in terms of importance to the community.

**Figure 6.2: Satisfaction with Green Waste Services – Time Series**



Single Response

Base: All Respondents.

"Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on green waste services over the last 12 months? If you have not used the services in the past 12 months, say 'not applicable -99'."

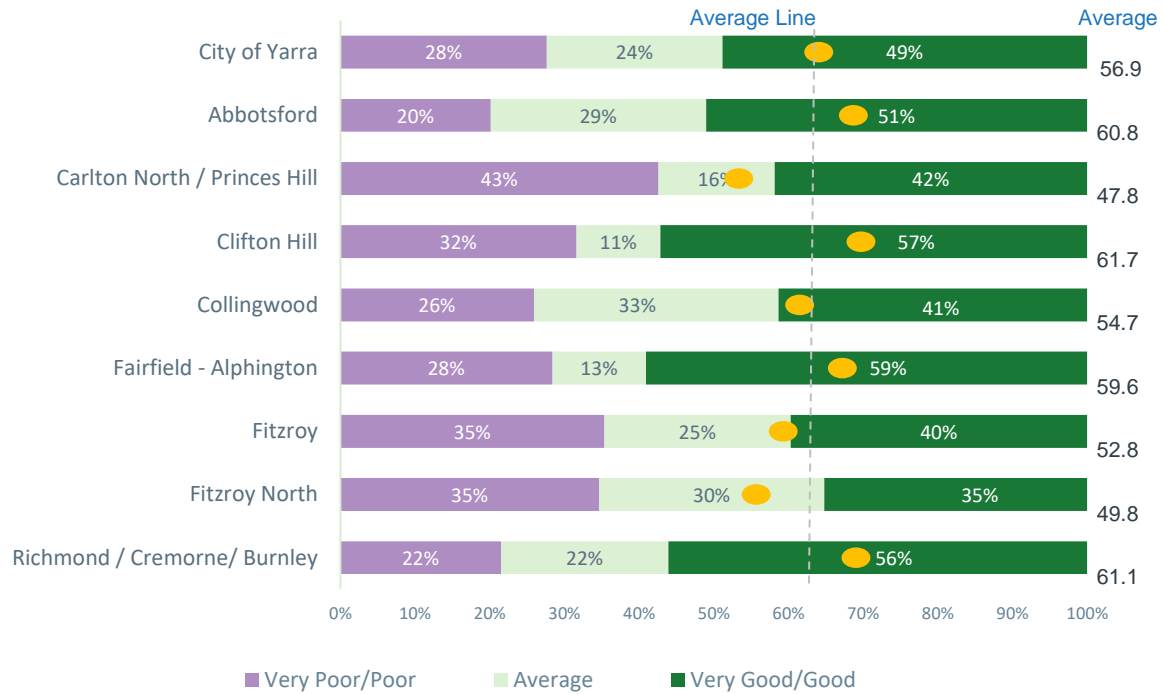
^Change in question wording, answer scale and some attribute wording in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community followed by your personal level of satisfaction with only those services you or a member of your household has used in the past 12 months? – The green waste booking and pick up service

Source: AEC

6.2.1.1 Satisfaction with Green Waste Services – By Precinct

The highest satisfaction (rating of ‘very good’ or ‘good’) with *green waste services* is recorded amongst respondents from Fairfield - Alphington (59%) whilst those in the precinct of Fitzroy North (35%) are significantly less satisfied (rating of ‘very good’ or ‘good’) with this aspect.

**Figure 6.3: Satisfaction with Green Waste Services – By Precinct 2023**



Single Response; Base: All Respondents.  
 "Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on green waste services over the last 12 months? If you have not used the services in the past 12 months, say 'not applicable -99'."  
 Source: AEC

### 6.2.2 Satisfaction with Hard Rubbish Services

#### 2023 Findings

In 2023, 57% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with *hard rubbish services*, 25% of respondents provided a rating of ‘average’ and 17% of respondents provided a rating of ‘poor’ or ‘very poor’ to *hard rubbish services*.

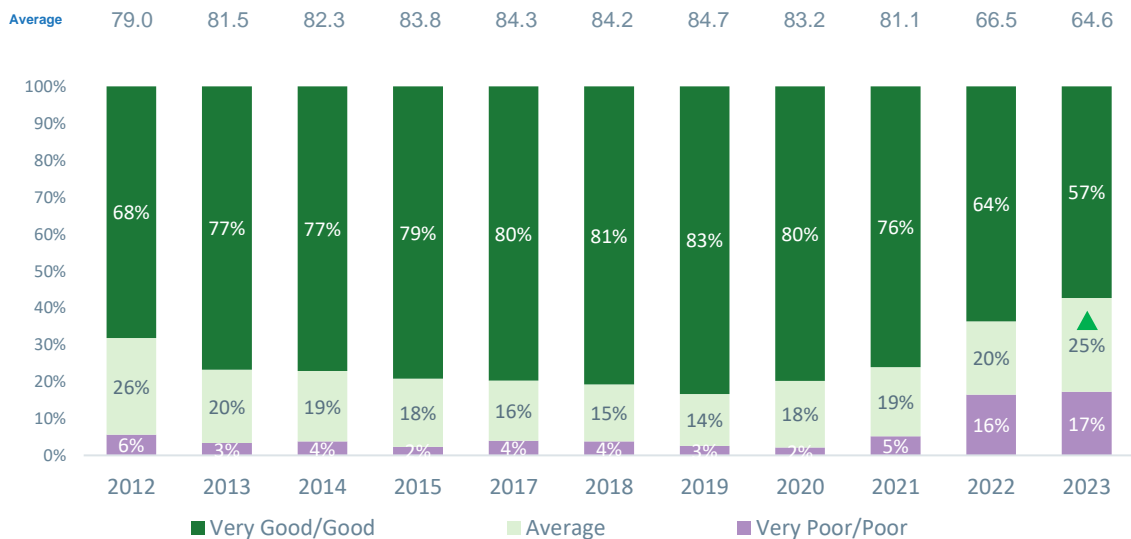
#### Comparison to Previous Results

Satisfaction (a rating of ‘very good’ or ‘good’) with *hard rubbish services* recorded a decline of 7 percentage points from 64% in 2022 to 57% in 2023. The percentage of residents who rated *hard rubbish services* ‘very poor’ or ‘poor’ remained largely unchanged from 16% in 2022 to 17% in 2023. In addition, a significant increase, compared to 2022, is noted amongst respondents who provided an ‘average’ rating on this aspect, from 20% in 2022 to 25% in 2023.

#### Ranking

*Hard rubbish services* ranks second (out of 9 other major services and facilities) in terms of importance to the community.

**Figure 6.4: Satisfaction with Hard Rubbish Services – Time Series**



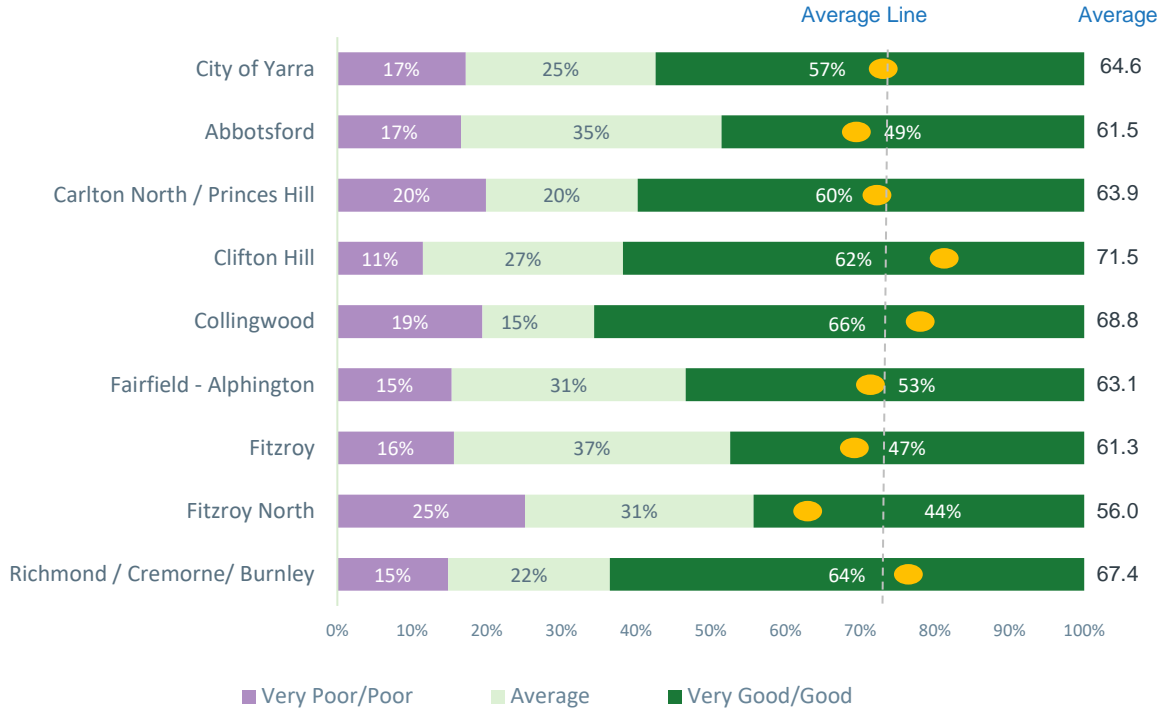
Single Response; Base: All Respondents.

“Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on hard rubbish services over the last 12 months? If you have not used the services in the past 12 months, say ‘not applicable -99.’ ^Change in question wording, answer scale and some attribute wording in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community followed by your personal level of satisfaction with only those services you or a member of your household has used in the past 12 months? – The hard rubbish booking/pick up service Source: AEC

6.2.2.1 Satisfaction with Hard Rubbish Services – By Precinct

The figure below displays respondent sentiment with *hard rubbish services* by each Council precinct. Whilst the highest satisfaction with *hard rubbish services* is recorded amongst respondents from Collingwood (66%), compared to others, respondents from Richmond/Cremorne/Burnley (rating of ‘very good’ or ‘good’: 64%) are significantly more satisfied with *hard rubbish services* whilst significantly lower satisfaction with this aspect is noted amongst respondents from Fitzroy North (rating of ‘very good’ or ‘good’: 44%).

Figure 6.5: Satisfaction with Hard Rubbish Services – By Precinct 2023



Single Response; Base: All Respondents.

“Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on hard rubbish services over the last 12 months? If you have not used the services in the past 12 months, say ‘not applicable -99.’ Source: AEC



### 6.2.3 Satisfaction with Local Library Services

#### 2023 Findings

In 2023, 82% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with *local library services*, 15% of respondents provided a rating of ‘average’ and 3% of respondents provided a rating of ‘poor’ or ‘very poor’ to *local library services*. Overall, the highest satisfaction across all other major service and facility aspects is recorded for *local library services* (82%).

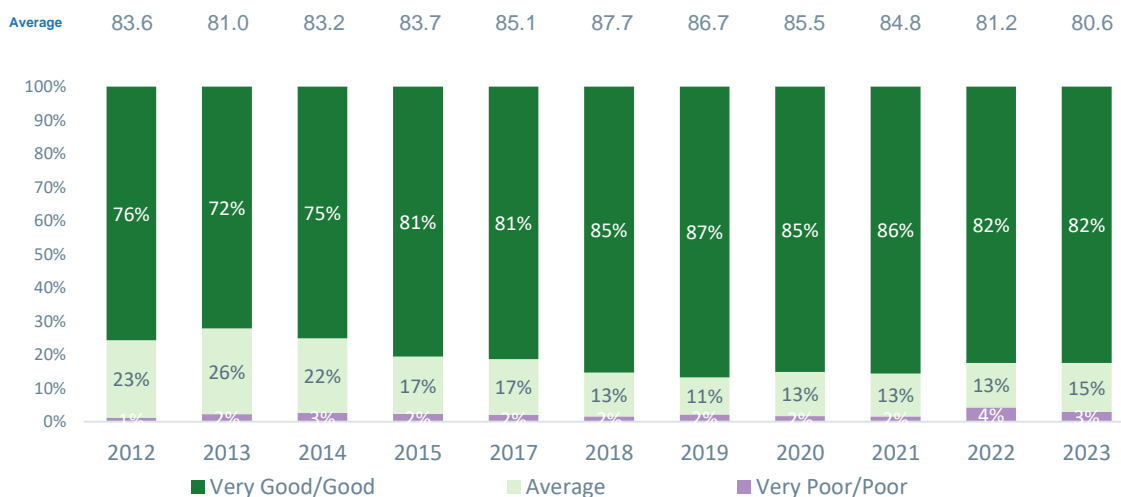
#### Comparison to Previous Results

Compared to 2022, ratings of ‘very good’ or ‘good’ in regard to *local library services* remained unchanged between 2022 and 2023 with 82% of residents being satisfied with the aspect. The percentage of residents who rated *local library services* ‘very poor’ or ‘poor’ declined marginally (from 4% in 2022 to 3% in 2023).

#### Ranking

*Local library services* ranks 8<sup>th</sup> (out of 9 other major services and facilities) in terms of importance to the community.

**Figure 6.6: Satisfaction with Local Library Services – Time Series**



Single Response; Base: All Respondents.

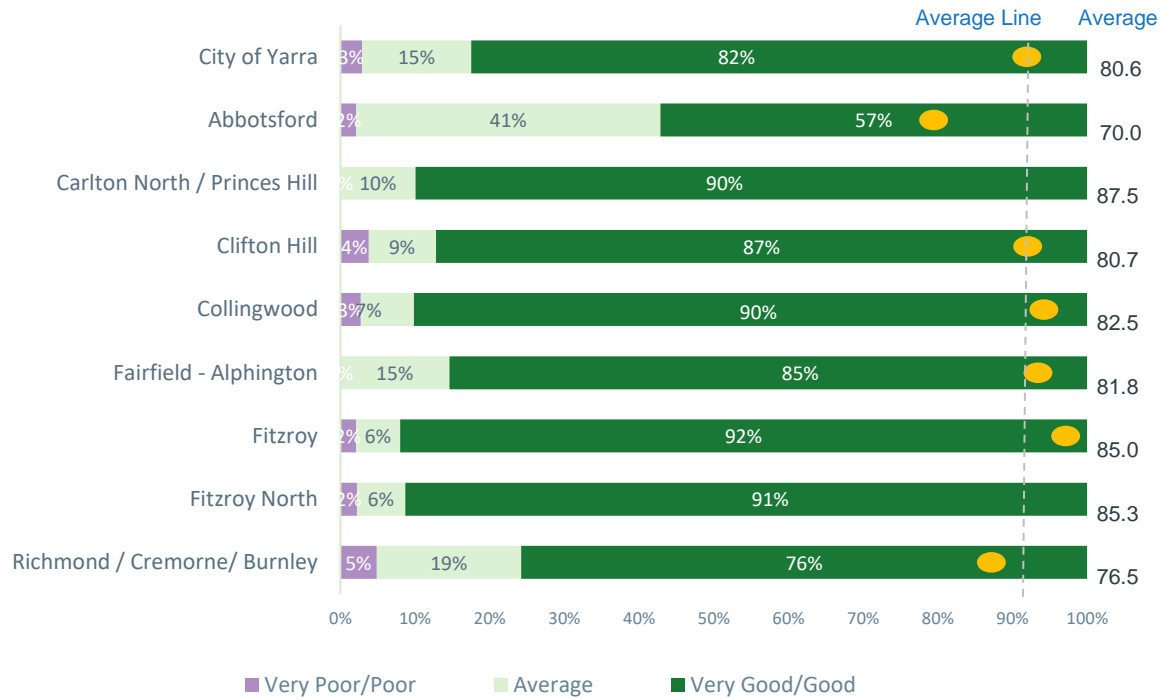
“Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on local library services over the last 12 months? If you have not used the services in the past 12 months, say ‘not applicable -99’.” ^Change in question wording, and answer scale in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community followed by your personal level of satisfaction with only those services you or a member of your household has used in the past 12 months?

Source: AEC

6.2.3.1 Satisfaction with Local Library Services – By Precinct

Respondents from Fitzroy (92%) and Fitzroy North (91%) are significantly more satisfied (rating of ‘very good’ or ‘good’) with *local library services* whilst significantly lower satisfaction is reported amongst those in the precinct of Abbotsford (57%) and Richmond/Cremorne/Burnley (76%).

Figure 6.7: Satisfaction with Local Library Services – By Precinct 2023



Single Response; Base: All Respondents.  
 "Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on local library services over the last 12 months? If you have not used the services in the past 12 months, say 'not applicable -99'."  
 Source: AEC

### 6.2.4 Satisfaction with Public Toilets

#### 2023 Findings

In 2023, 37% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with *public toilets*, 35% of respondents provided a rating of ‘average’ and 28% of respondents provided a rating of ‘poor’ or ‘very poor’ to *public toilets*.

Overall, the lowest satisfaction across all other major service and facility aspects is with *public toilets* (37%).

#### Comparison to Previous Results

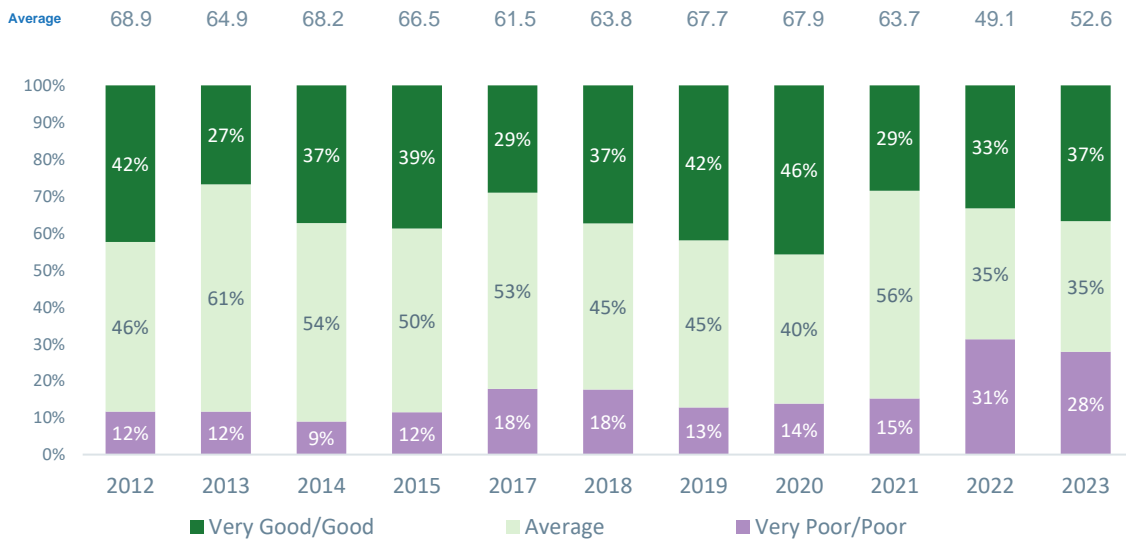
Compared to 2022, ratings of ‘very good’ or ‘good’ for *public toilets* improved by 4 percentage points from 33% in 2022 to 37% in 2023. The percentage of residents who rated this aspect ‘very poor’ or ‘poor’ remained relatively unchanged from 31% in 2022 to 28% in 2023.

An upward trend is noted with respondents indicating *public toilets* are ‘very good’ or ‘good’, increasing from 29% in 2021 to 33% in 2022 to 37% in 2023.

#### Ranking

*Public toilets* is amongst the top five (5) and ranks fourth (out of 11) in importance to the community. If improved further, *public toilets* are likely to be of value to the community.

**Figure 6.8: Satisfaction with Public Toilets – Time Series**



Single Response; Base: All Respondents.

“Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on public toilets over the last 12 months? If you have not used the services in the past 12 months, say ‘not applicable -99’.”

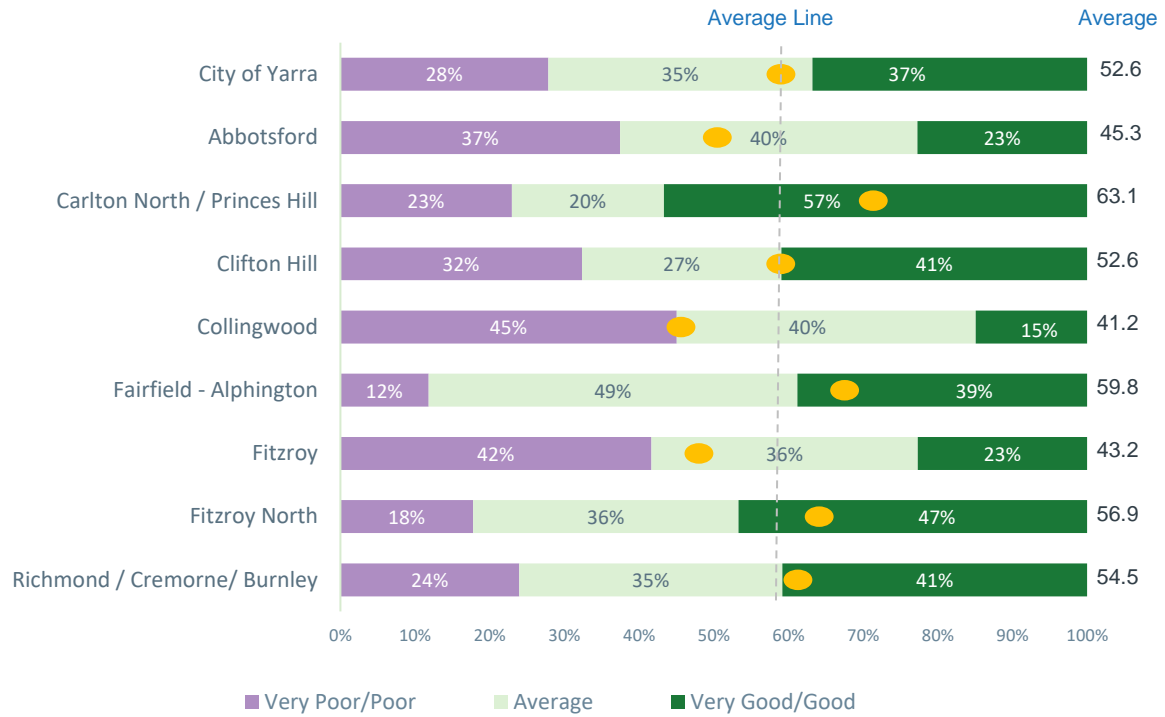
^Change in question wording, and answer scale in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community followed by your personal level of satisfaction with only those services you or a member of your household has used in the past 12 months?

Source: AEC

6.2.4.1 Satisfaction with Public Toilets – By Precinct

Respondents from Carlton North/Princes Hill (57%) are significantly more satisfied with *public toilets* (rating of ‘very good’ or ‘good’) whilst those in the precinct of Collingwood (15%) and Fitzroy (23%) are significantly less satisfied with this aspect (rating of ‘very good’ or ‘good’).

Figure 6.9: Satisfaction with Public Toilets – By Precinct 2023



Single Response; Base: All Respondents.

“Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on public toilets over the last 12 months? If you have not used the services in the past 12 months, say ‘not applicable -99’.”

Source: AEC



### 6.2.5 Satisfaction with Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood

#### 2023 Findings

In 2023, 72% of respondents were satisfied (a rating of 'very good' or 'good') with *Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood*, 22% of respondents provided a rating of 'average' and 5% of respondents provided a rating of 'poor' or 'very poor' to *Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood*.

#### Comparison to Previous Results

Satisfaction with *Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood* has been measured for the last three (3) years starting in 2021. Compared to 2022, satisfaction with this aspect declined significantly from 80% in 2022 to 72% in 2023, a decline of 8 percentage points. The 2023 results are in line with the 2021 results when satisfaction with this aspect was reported at 75%.

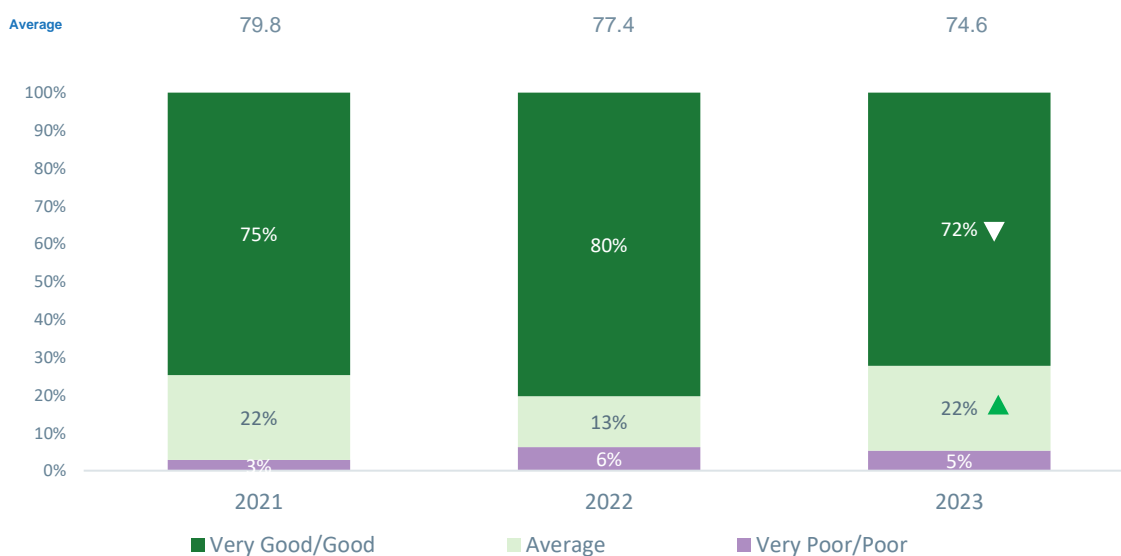
The percentage of residents who rated *Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood* 'very poor' or 'poor' was relatively unchanged (6% in 2022 to 5% in 2023).

#### Ranking

*Sports and recreation facilities* was identified amongst the top five (5) improvements delivered by the Council over the last two (2) years.

Furthermore, *Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood* ranks last (9 out of 9) in terms of importance to the community and there here may be other aspects which may be of higher priority to the community.

**Figure 6.10: Satisfaction with Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood – Time Series**



Single Response; Base: All Respondents.

"Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on Yarra's swimming pool at Richmond, Fitzroy or Collingwood over the last 12 months? If you have not used the services in the past 12 months, say 'not applicable -99'."

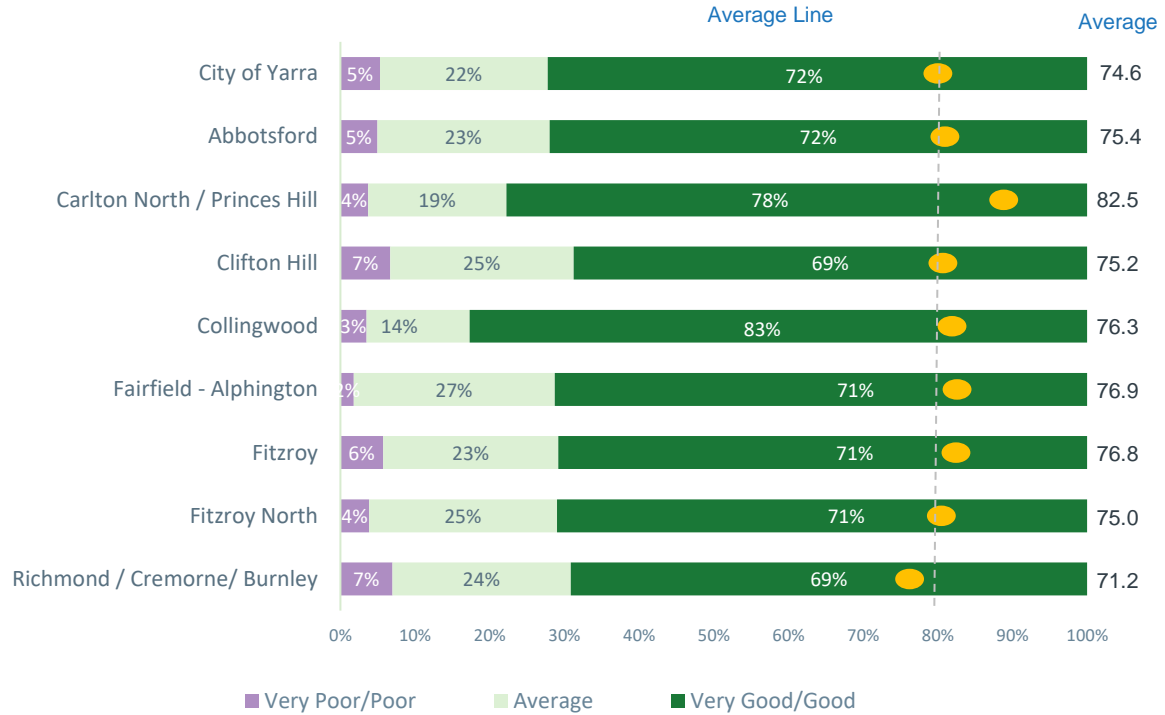
^Change in question wording, answer scale and wording change in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community followed by your personal level of satisfaction with only those services you or a member of your household has used in the past 12 months? – Yarra's swimming pool facilities at Richmond, Fitzroy or Collingwood

Source: AEC

6.2.5.1 Satisfaction with Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood – By Precinct

The figure below displays respondent sentiment with *Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood* by each Council precinct. Whilst there are no significant differences to report by precinct, respondents from Collingwood (rating of 'very good' or 'good': 83%) are most satisfied whilst respondents from Clifton Hill and Richmond/Cremorne/Burnley (rating of 'very good' or 'good': 69%, respectively) are least satisfied with this aspect.

**Figure 6.11: Satisfaction with Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood – By Precinct 2023**



Single Response; Base: All Respondents.  
 "Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on Yarra's swimming pool at Richmond, Fitzroy or Collingwood over the last 12 months? If you have not used the services in the past 12 months, say 'not applicable -99'."  
 Source: AEC

### 6.2.6 Satisfaction with Yarra's Leisure Centres at Richmond, Fitzroy or Collingwood

#### 2023 Findings

In 2023, 71% of respondents were satisfied (a rating of 'very good' or 'good') with *Yarra's Leisure Centres at Richmond, Fitzroy or Collingwood*, 24% of respondents provided a rating of 'average' and 5% of respondents provided a rating of 'poor' or 'very poor' to *Yarra's Leisure Centres at Richmond, Fitzroy or Collingwood*.

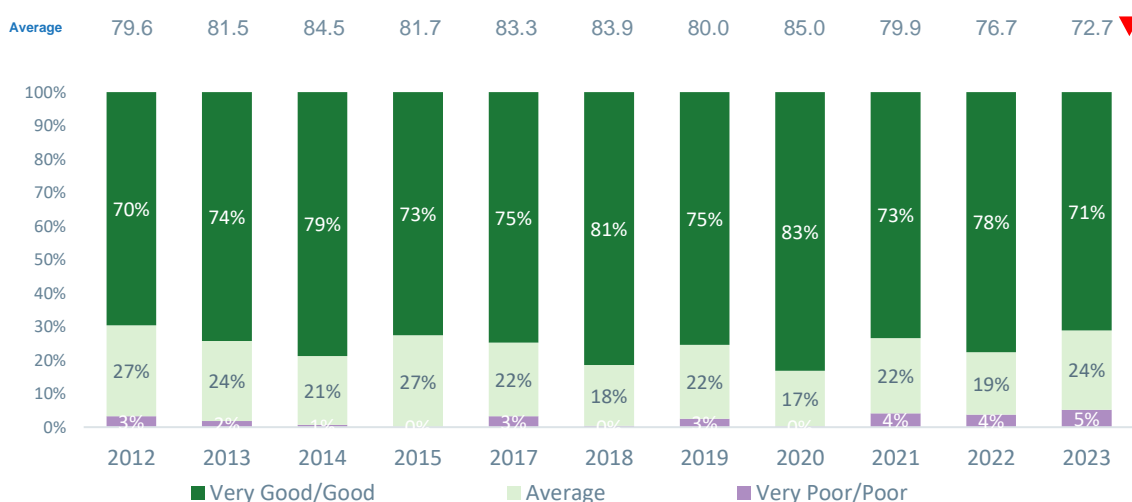
#### Comparison to Previous Results

Compared to 2022, respondents rating *Yarra's Leisure Centres at Richmond, Fitzroy or Collingwood* as 'very good' or 'good' declined by 7 percentage points from 78% in 2022 to 71% 2023. The percentage of residents who rated the *Yarra's Leisure Centres at Richmond, Fitzroy or Collingwood* as 'very poor' or 'poor' remained relatively unchanged from 4% in 2022 to 5% 2023.

#### Ranking

*Yarra's Leisure Centres at Richmond, Fitzroy or Collingwood* ranks 6<sup>th</sup> (out of 9 other major services and facilities) in terms of importance to the community.

**Figure 6.12: Satisfaction with Yarra's Leisure Centres at Richmond, Fitzroy or Collingwood – Time Series**

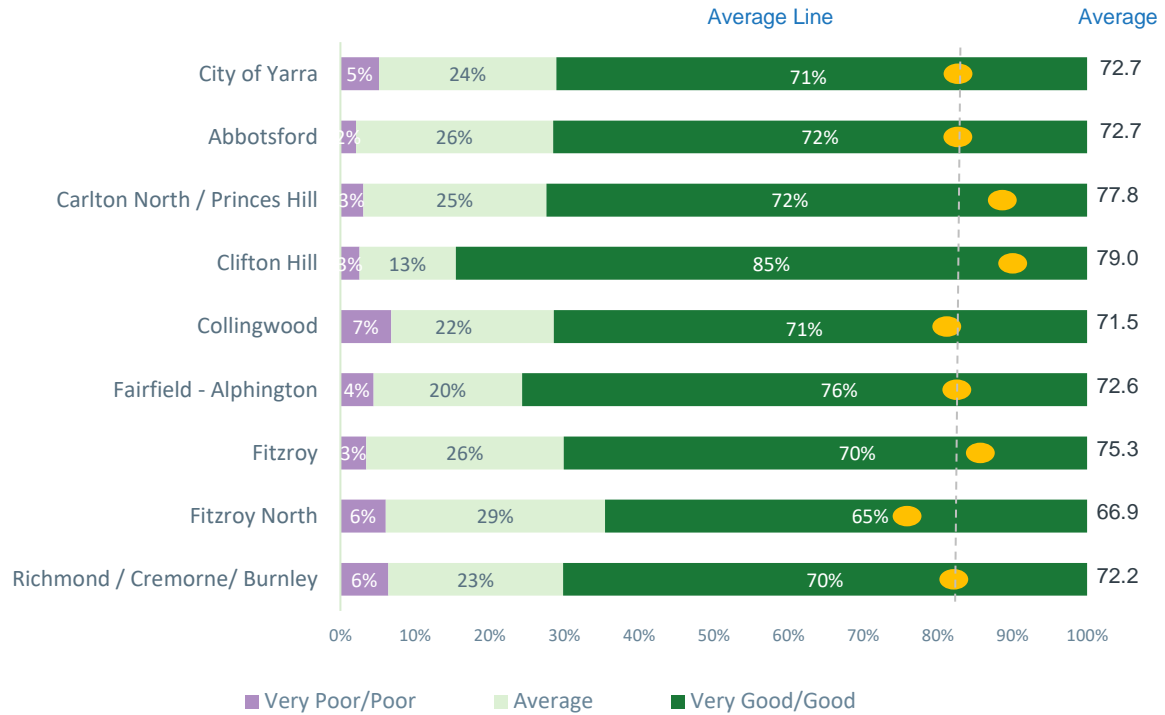


Single Response; Base: All Respondents.  
 "Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on Yarra's leisure centres at Richmond, Fitzroy or Collingwood (eg. Gym, etc) over the last 12 months? If you have not used the services in the past 12 months, say 'not applicable -99'."  
 Source: AEC

6.2.6.1 Satisfaction with Yarra's Leisure Centres at Richmond, Fitzroy or Collingwood – By Precinct

Satisfaction with Yarra's leisure centres at Richmond, Fitzroy or Collingwood is highest amongst respondents from Clifton Hill (rating of 'very good' or 'good': 85%) whilst those in the precinct of Fitzroy North (rating of 'very good' or 'good': 65%) are least satisfied with this aspect.

**Figure 6.13: Satisfaction with Yarra's Leisure Centres at Richmond, Fitzroy or Collingwood – By Precinct 2023**



Single Response; Base: All Respondents.  
 "Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on Yarra's leisure centres at Richmond, Fitzroy or Collingwood (eg. Gym, etc) over the last 12 months? If you have not used the services in the past 12 months, say 'not applicable -99'."  
 Source: AEC

### 6.2.7 Satisfaction with On-Road Bike Paths

#### 2023 Findings

In 2023, 61% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with *on-road bike paths*, 23% of respondents provided a rating of ‘average’ and 16% of respondents provided a rating of ‘poor’ or ‘very poor’ to *on-road bike paths*.

#### Comparison to Previous Results

Compared to 2022, respondents rating *on-road bike paths* as ‘very good’ or ‘good’ improved from 55% in 2022 to 61% in 2023 (an increase of 6 percentage points). The percentage of residents who rated *on-road bike paths* as ‘very poor’ or ‘poor’ declined from 20% in 2022 to 16% in 2023 – a decline of 4 percentage points.

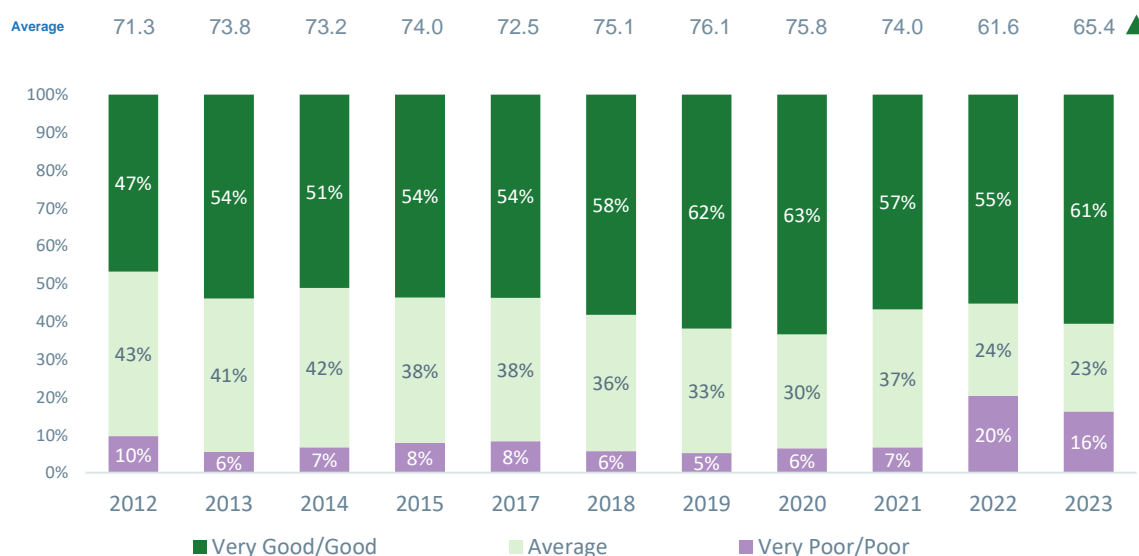
Across all universal service and facility aspects measured, compared to 2022, the increase in satisfaction for *on-road bike paths* was the highest.

#### Ranking

*Bike, walking tracks and facilities* ranked second on the list of key improvements delivered by the Council over the last two (2) years. Despite having been identified as an area of key improvement delivered by the Council, the aspect ranks 1<sup>st</sup> in suggested improvements to be delivered by the Council over the next two (2) years suggesting further improvements may be required.

Furthermore, *on-road bike paths* ranks highest (first out of 9 other major services and facilities) in terms of importance to the community. Further improvements to *on-road bike paths* are likely to be of value to the community.

**Figure 6.14: Satisfaction with On-Road Bike Paths – Time Series**



Single Response; Base: All Respondents.

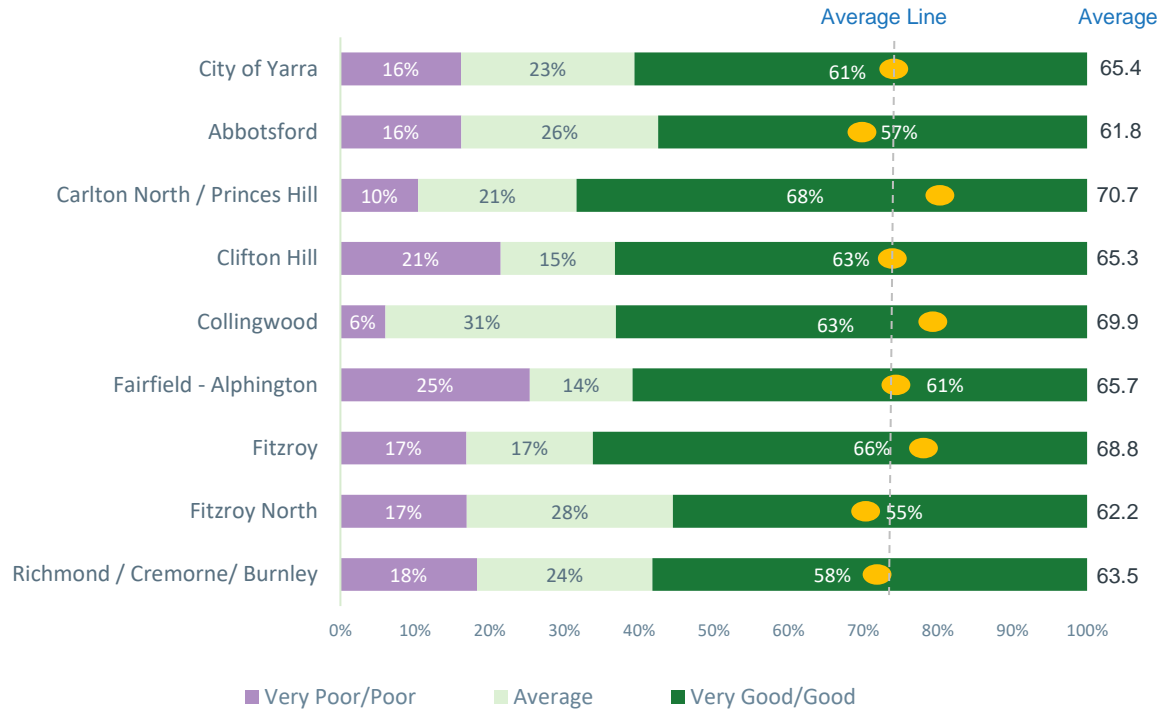
“Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on on-road bike paths over the last 12 months? If you have not used the services in the past 12 months, say ‘not applicable -99’.”

^Change in question wording and answer scale in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community followed by your personal level of satisfaction with only those services you or a member of your household has used in the past 12 months? Source: AEC

6.2.7.1 Satisfaction with On-Road Bike Paths – By Precinct

The figure below displays respondent sentiment with *on-road bike paths* by each Council precinct. Though not significantly, respondents from Carlton North/Princes Hill are more satisfied with this *on-road bike paths* (rating of ‘very good’ or ‘good’: 68%) whilst respondents from Abbotsford (57%) and Fitzroy North (55%) report being least satisfied (rating of ‘very good’ or ‘good’) with this *on-road bike paths*.

Figure 6.15: Satisfaction with On-Road Bike Paths – By Precinct 2023



Single Response; Base: All Respondents.

“Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on on-road bike paths over the last 12 months? If you have not used the services in the past 12 months, say ‘not applicable -99’.”

Source: AEC

### 6.2.8 Satisfaction with Off-Road Bike Paths

#### 2023 Findings

In 2023, 60% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with *off-road bike paths*, 28% of respondents provided a rating of ‘average’ and 12% of respondents provided a rating of ‘poor’ or ‘very poor’ to *off-road bike paths*.

#### Comparison to Previous Results

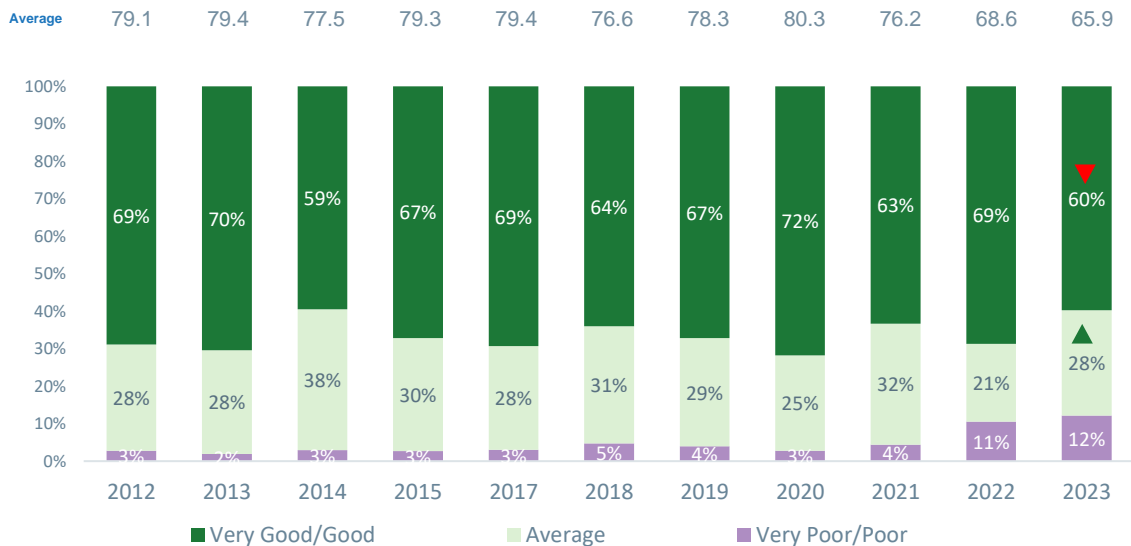
Compared to 2022, perceptions of *off-road bike paths* (rating of ‘very good’ or ‘good’) declined significantly from 69% in 2022 to 60% in 2023 – a decline of 9 percentage points. The decline in satisfaction, compared to 2022, for *off-road bike paths* was the second highest across all other major service and facility aspects measured.

The percentage of residents who rated *off-road bike paths* ‘very poor’ or ‘poor’ remained relatively unchanged from 11% in 2022 to 12% in 2023.

#### Ranking

*Off-road bike paths* ranks 7<sup>th</sup> (out of 9 other major services and facilities) in terms of importance to the community.

**Figure 6.16: Satisfaction with Off-Road Bike Paths – Time Series**



Single Response

Base: All Respondents.

“Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on off-road bike paths (including shared paths) over the last 12 months? If you have not used the services in the past 12 months, say ‘not applicable -99’.”

^Change in question wording and answer scale in 2022.

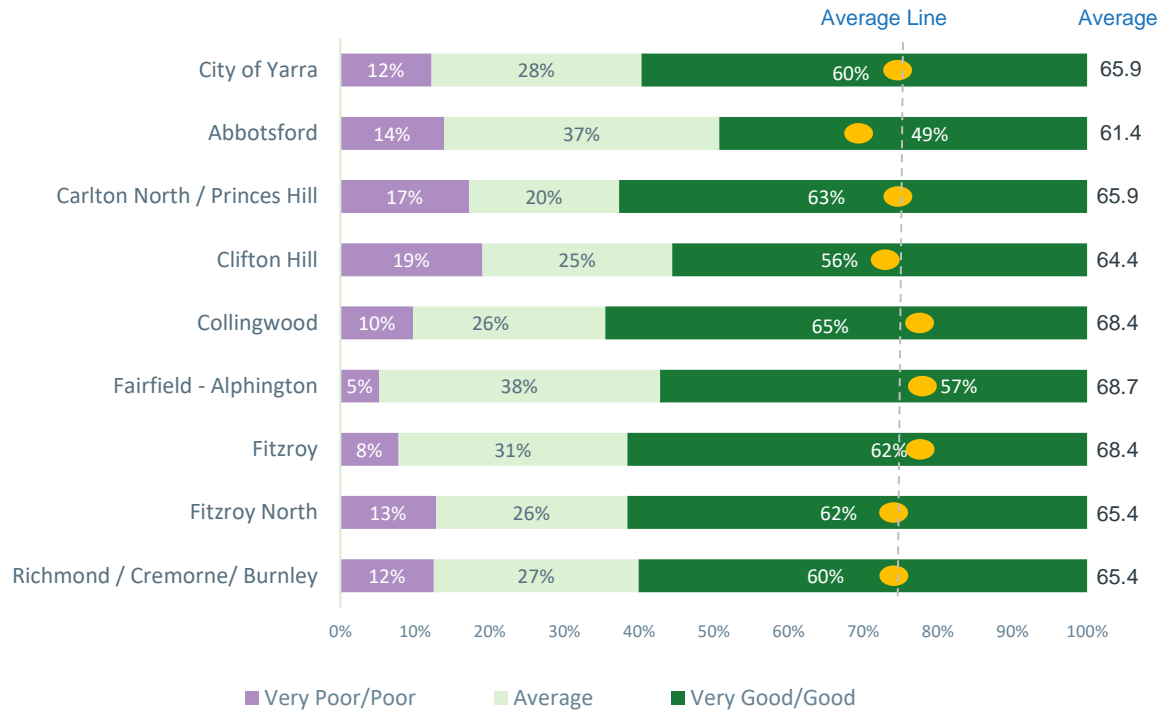
Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community followed by your personal level of satisfaction with only those services you or a member of your household has used in the past 12 months?

Source: AEC

6.2.8.1 Satisfaction with Off-Road Bike Paths – By Precinct

Whilst there are no significant differences noted by precinct, the highest satisfaction with *off-road bike paths* is recorded amongst respondents from Collingwood (rating of ‘very good’ or ‘good’: 65%) whilst those in the precinct of Abbotsford (rating of ‘very good’ or ‘good’: 49%) are least satisfied with this aspect.

Figure 6.17: Satisfaction with Off-Road Bike Paths – By Precinct 2023



Single Response; Base: All Respondents.

“Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on off-road bike paths (including shared paths) over the last 12 months? If you have not used the services in the past 12 months, say ‘not applicable -99’.”  
 Source: AEC



### 6.2.9 Satisfaction with Arts & Cultural Activities

#### 2023 Findings

In 2023, 63% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with *arts and cultural activities*, 27% of respondents provided a rating of ‘average’ and 10% of respondents provided a rating of ‘poor’ or ‘very poor’ to *arts and cultural activities*.

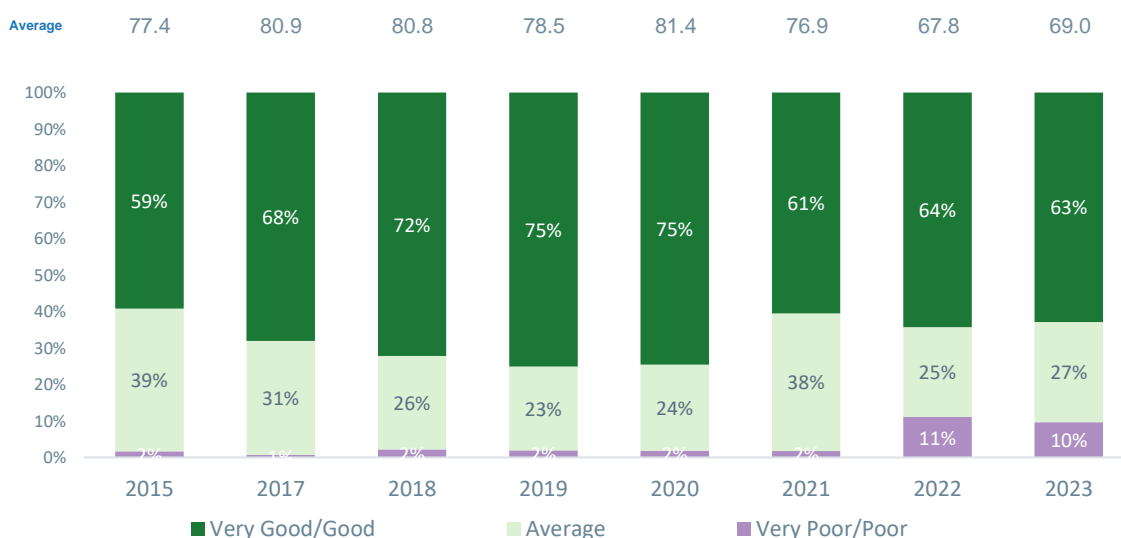
#### Comparison to Previous Results

Compared to 2022, respondents rating *arts and cultural activities* as ‘very good’ or ‘good’ remained relatively unchanged from 64% in 2022 to 63% 2023. The percentage of residents who rated *arts and cultural activities* as ‘very poor’ or ‘poor’ also remained nearly the same from 11% in 2022 to 10% in 2023.

#### Ranking

*Community activities and events* was identified amongst the top five (5) improvements delivered by the Council over the last two (2) years and is amongst the top five (5) ranking fifth (out of 9) in terms of importance to the community. If enhanced further, this aspect is likely to be of value to the community.

**Figure 6.18: Satisfaction with Arts and Cultural Activities – Time Series**



Single Response; Base: All Respondents.

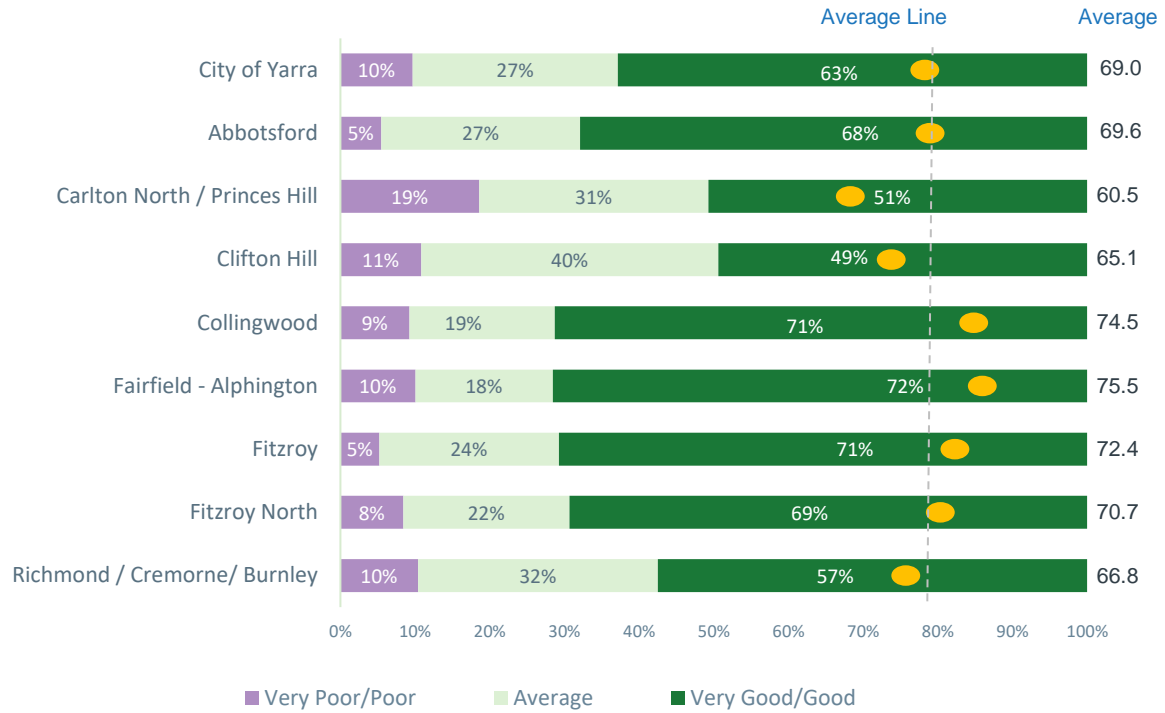
“Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on arts and cultural activities over the last 12 months? If you have not used the services in the past 12 months, say ‘not applicable -99’.” Change in question wording and answer scale in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community followed by your personal level of satisfaction with only those services you or a member of your household has used in the past 12 months?

Source: AEC

6.2.9.1 Satisfaction with Arts and Cultural Activities – By Precinct

There are no significant differences to report by precinct. However, the highest satisfaction (rating of ‘very good’ or ‘good’) with *arts and cultural activities* is recorded amongst respondents from Collingwood (71%) and Fairfield – Alphington (72%) whilst those in the precinct of Clifton Hill are least satisfied with this aspect (rating of ‘very good’ or ‘good’: 49%).

Figure 6.19: Satisfaction with Arts and Cultural Activities – By Precinct 2023



Single Response; Base: All Respondents.  
 "Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on arts and cultural activities over the last 12 months?  
 If you have not used the services in the past 12 months, say 'not applicable -99'."  
 Source: AEC

## 7. TOP ISSUES & KEY IMPROVEMENTS

### 7.1 TOP ISSUES FOR CITY OF YARRA

“What do you consider to be the top issues for the City of Yarra?”

Respondents were asked to nominate what they considered to be the top issue for the City of Yarra. Responses collected from the open-end question were then grouped into key themes to facilitate analysis. For comparative analysis, responses were categorised into existing themes. New categories have been created to accommodate any new messages or themes highlighted in 2023<sup>7</sup>.

The question was amended in 2022 to ask the top issue as opposed to restricting respondents to nominate the top three (3) issues as done previously. Therefore, an individual could possibly have nominated one or more issues. Comparative analysis against historical data has been retained, direct comparisons and assessments to previous years' results should be considered in context of the survey changes [outlined earlier](#).

#### 2023 Findings

In 2023, approximately n=637 respondents (or 80%) highlighted a total of 977 issues averaging more than one (1) issue nominated by each individual. The top five (5) issues for the City of Yarra in 2023 were:

- 1 Building, planning, housing and development: 11%
- 2 Car Parking: 8%
- 3 Rubbish and waste issues (incl garbage): 5%
- 4 Traffic management: 5%
- 5 Community consultation, engagement, information: 5%

Some key items to note in relation to the top five (5) issues for the City of Yarra identified above include:

- Building, planning, housing and development: the average overall satisfaction with the council amongst those identifying *building, planning, housing and development* issues is below the average overall satisfaction for all respondents.
- Car Parking: is amongst the top issues identified across all precincts and is also second on the list of suggested improvements to be delivered by the Council over the next two (2) years and ranks fourth (out of 11 universal services and facilities) in terms of importance to the community.
- Rubbish and waste issues (incl garbage): also ranks 3rd on the list of suggested improvements to be delivered by the Council over the next two (2) years.
- Traffic management: this aspect ranks third (out of 11 universal services and facilities) in terms of importance to the community.
- Community consultation, engagement, information: overall satisfaction with the Council is significantly lower amongst respondents who identified *community consultation, engagement, information* as a key issue for the City of Yarra.

#### Comparison to Previous Results

Compared to 2022, the number of issues nominated in 2023 were lower. In 2022, a total of 1,289 issues were identified by residents, averaging nearly two (2) issues nominated by each individual.

The below table highlights the top five (5) issues for the City of Yarra identified in 2023, the percentage of nominations in 2023, how each aspect ranked in 2022 and the percentage nominations in 2022.

<sup>7</sup> In 2023 a new theme (*Housing affordability/rental crisis*) was added to the existing themes.

Table 7-1. Top Issues for City of Yarra – 2023 vs. 2022

Top Five Issues	Top Five (5) Issues			
	Rank in 2023	% Mentions in 2023	Rank in 2022	% Mentions in 2022
Building, planning, housing and development	1	11%	1	20%
Car Parking	2	8%	2	10%
Rubbish and waste issues (incl garbage)	3	7%	5	8%
Traffic management	4	5%	4	8%
Community consultation, engagement, information	5	5%	14	4%

Source: AEC

Consistent with 2022 findings, *building, planning, housing and development* was the top identified issue for the City of Yarra and ranks first (1<sup>st</sup>) in 2023 and in 2022. However, the percentage nominating this as an issue declined significantly from 20% in 2022 to 11% in 2023, a decline of 9 percentage points.

Consistent with 2022, *car parking* ranked 2<sup>nd</sup> in the list of issues identified. The percentage nominating *car parking* as an issue remained relatively unchanged from 10% in 2022 to 8% in 2023.

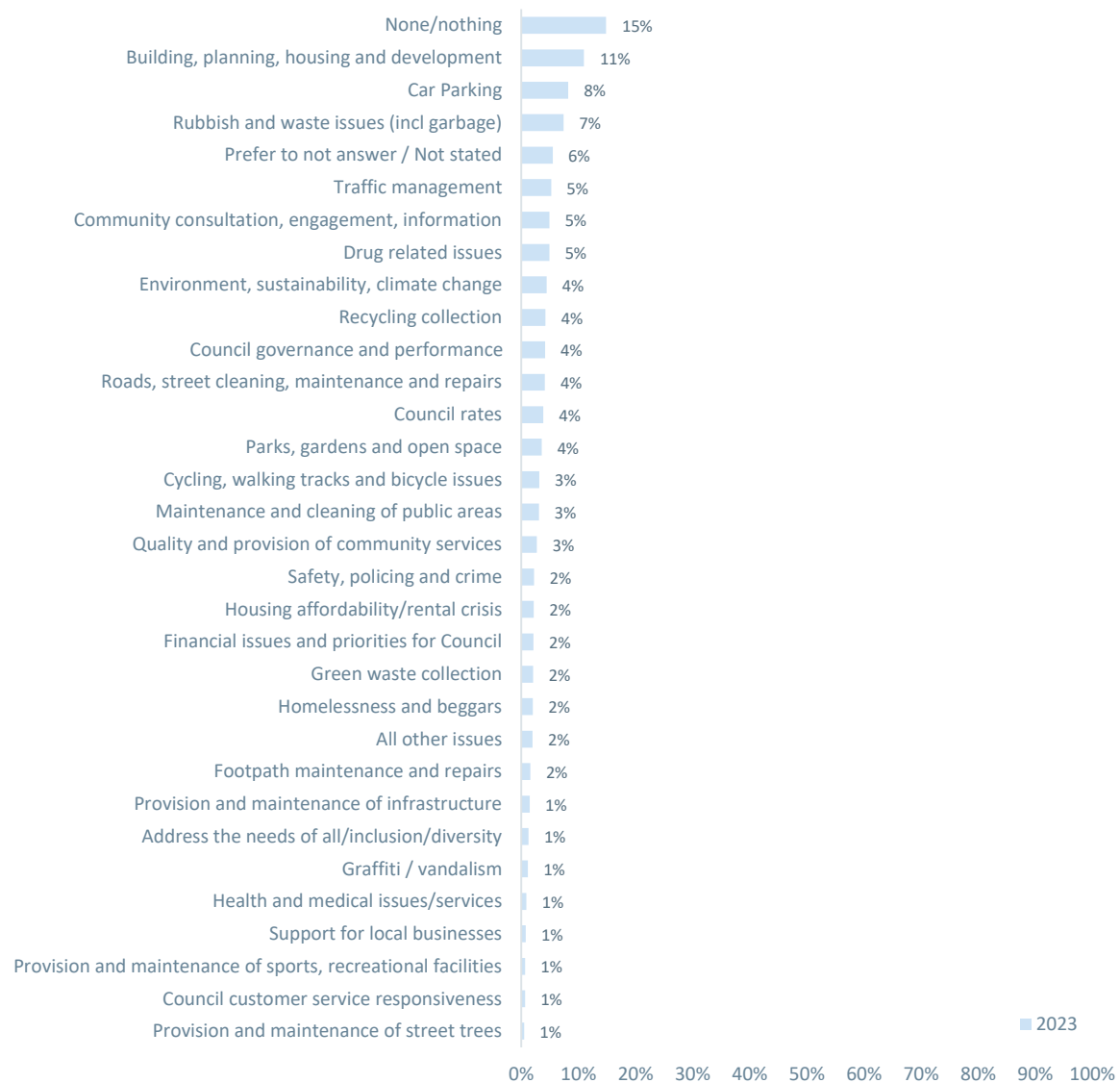
*Rubbish and waste issues (incl garbage)* ranked third and was identified as an issue for the City of Yarra by 7% compared to 8% in 2022; the aspect ranked 5<sup>th</sup> in 2022. It is also important to note, of all universal service and facility aspects measured, satisfaction with *regular garbage collection service* along with satisfaction with *maintenance and repair of sealed local roads* decreased by the highest percentage points (9 percentage points respectively) when compared to 2022.

Consistent with 2022, *traffic management* ranked 4<sup>th</sup> in the list of issues identified. The percentage nominating *traffic management* as an issue remained relatively unchanged from 8% in 2022 to 5% in 2023 and satisfaction with *traffic management* also remained relatively unchanged from 43% in 2022 to 41% in 2023.

Though the percentage proportion of respondents identifying *community consultation, engagement, information* as an issue for the City of Yarra remained relatively unchanged (from 4% in 2022 to 5% in 2023), a strong shift in ranking of has been identified. The aspect ranked 5<sup>th</sup> as an issue for the City of Yarra in 2023 compared to a ranking in 14<sup>th</sup> place in 2022. It is also important to note, across all seven (7) aspects of Council governance, leadership, environment and planning aspects measured, satisfaction with *community consultation and engagement* decreased by the highest percentage points (8 percentage points), declining significantly from 39% in 2022 to 31% in 2023.

Historical results can be found [here](#).

**Figure 7.1: Top Issues for City of Yarra – 2023**



Open-End Response Question; Base: All Respondents.  
 "Q21. What do you consider to be the top issue for the City of Yarra?"  
 ^Change in question wording in 2022. Prior to 2022. "Can you please list what you consider to be the top three issues for the city of Yarra at the moment?"  
 Source: AEC

### 7.1.1 Top Issues for City of Yarra – By Precinct

The below table outlines the top five (5) issues across each precinct of Yarra. When investigating the top issues by individual precincts:

- *Building, planning, housing and development* and *car parking* were amongst the top issues identified by nearly all precincts.
- The following were identified by a majority of the precincts:
  - Rubbish and waste issues (incl garbage).
  - Environment, sustainability, climate change.
  - Community consultation, engagement, information.

**Table 7-2. Top Issues for City of Yarra – by Precinct 2023 (%)**

Abbotsford		Carlton North/Princes Hill	
None/nothing	18%	None/nothing	21%
Drug related issues	17%	Rubbish and waste issues (incl garbage)	10%
Building, planning, housing and development	15%	Green waste collection	7%
Car Parking	10%	Cycling, walking tracks and bicycle issues	7%
Community consultation, engagement, information	8%	Traffic management	7%
Clifton Hill		Collingwood	
Environment, sustainability, climate change	20%	None/nothing	11%
Rubbish and waste issues (incl garbage)	14%	Car Parking	10%
Community consultation, engagement, information	9%	Building, planning, housing and development	9%
Recycling collection	9%	Parks, gardens and open space	9%
Quality and provision of community services	9%	Roads, street cleaning, maintenance and repairs	7%
Fairfield - Alphington		Fitzroy	
None/nothing	18%	building, planning, housing and development	20%
Building, planning, housing and development	15%	Car Parking	10%
Environment, sustainability, climate change	10%	Prefer to not answer / Not stated	8%
Cycling, walking tracks and bicycle issues	10%	None/nothing	6%
Roads, street cleaning, maintenance and repairs	8%	All other issues	5%
Fitzroy North		Richmond/Cremorne/Burnley	
Building, planning, housing and development	17%	None/nothing	17%
Rubbish and waste issues (incl garbage)	14%	Car Parking	10%
None/nothing	12%	Building, planning, housing and development	9%
Traffic management	8%	Rubbish and waste issues (incl garbage)	8%
Community consultation, engagement, information	8%	Traffic management	7%

Open-End Response Question; Base: All Respondents.  
 "Q21. What do you consider to be the top issue for the City of Yarra?"  
 Source: AEC

### 7.1.2 Top Issues for City of Yarra – By Respondent Profile

The below table outlines the top five (5) issues for the City of Yarra by specific audience segments. When investigating top issues by respondent profile:

- *Building, planning, housing and development, car parking and rubbish and waste issues (incl garbage)* were amongst the top issues identified across nearly all respondent profiles.
- The following issues were nominated amongst the top key issues across the majority of respondent segments:
  - Traffic management.
  - Community consultation, engagement, information.
  - Drug related issues.

**Table 7-3. Top Issues For The City of Yarra – by Respondent Profile 2023**

Male		Female	
None/nothing	12%	None/nothing	17%
Building, planning, housing and development	12%	Car Parking	11%
Rubbish and waste issues (incl garbage)	8%	Building, planning, housing and development	10%
Traffic management	7%	Rubbish and waste issues (incl garbage)	7%
Council rates	6%	Prefer to not answer / Not stated	7%
18 - 34 year old		35 - 44 year old	
None/nothing	20%	Building, planning, housing and development	15%
Car Parking	9%	None/nothing	14%
Prefer to not answer / Not stated	9%	Car Parking	11%
Building, planning, housing and development	8%	Traffic management	6%
Rubbish and waste issues (incl garbage)	6%	Rubbish and waste issues (incl garbage)	6%
45 - 54 year old		55 + year old	
Rubbish and waste issues (incl garbage)	14%	Building, planning, housing and development	12%
Building, planning, housing and development	12%	None/nothing	9%
Council governance and performance	9%	Rubbish and waste issues (incl garbage)	8%
Community consultation, engagement, information	8%	Community consultation, engagement, information	8%
Council rates	8%	Council governance and performance	8%
Resident for less than 2 years		Resident for 2 to less than 5 years	
None/nothing	30%	None/nothing	19%
Car Parking	11%	Prefer to not answer / Not stated	11%
Prefer to not answer / Not stated	10%	Car Parking	11%
Drug related issues	7%	Rubbish and waste issues (incl garbage)	11%
Building, planning, housing and development	7%	Parks, gardens and open space	8%
Resident for 5 to less than 10 years		Resident for 10 + years	
Building, planning, housing and development	11%	Building, planning, housing and development	14%
None/nothing	11%	None/nothing	11%
Rubbish and waste issues (incl garbage)	9%	Rubbish and waste issues (incl garbage)	8%
Traffic management	7%	Community consultation, engagement, information	8%
Car Parking	6%	Car Parking	7%
English Only		Multi-lingual	
None/nothing	16%	Building, planning, housing and development	13%
Building, planning, housing and development	11%	None/nothing	11%
Car Parking	8%	Car Parking	10%
Rubbish and waste issues (incl garbage)	8%	Drug related issues	8%
Prefer to not answer / Not stated	6%	Traffic management	7%

Open-End Response Question; Base: All Respondents.  
 "Q21. What do you consider to be the top issue for the City of Yarra?"  
 Source: AEC

## 7.2 IMPROVEMENTS DELIVERED BY THE COUNCIL

“What, if any, improvements have the council delivered in the last 2 years?”

Respondents were asked to identify improvements delivered by the Council in the last two (2) years. Responses collected from the open-end question were then grouped into key themes to facilitate analysis. For comparative analysis, responses were categorised into existing themes.

### 2023 Findings

In 2023, approximately n=311 respondents (or 39%) highlighted a total of 493 improvements they had noticed. Nearly half (49%) were unsure regarding the improvements delivered by the Council. A further 12% did not provide any response to improvements delivered by the Council in the last two (2) years. The top five (5) improvements delivered by the Council in the last two (2) years were to:

- 1 Parks, gardens, open space: 11%
- 2 Bike, walking tracks and facilities: 8%
- 3 Road maintenance and repairs: 5%
- 4 Community activities and events: 3%
- 5 Sports and recreation facilities: 2%

Some key items to note in relation to the top five (5) improvements delivered by the Council in the last two (2) years include:

- Parks, gardens, open space: Across all universal service and facility aspects measured, the highest satisfaction (a rating of ‘very good’ or ‘good’) is recorded for *provision of parks, gardens and reserves*.
- Bike, walking tracks and facilities: Despite ranking 2<sup>nd</sup> in improvements delivered by the Council, the aspect ranks 1<sup>st</sup> in suggested improvements to be delivered by the Council over the next two (2) years. Furthermore, *on-road bike paths* ranks highest (first out of 9 other major services and facilities) in terms of importance to the community.
- Road maintenance and repairs: Despite ranking 3<sup>rd</sup> in improvements delivered by the Council, the aspect ranks 4<sup>th</sup> on the list of suggested improvements to be delivered by the Council over the next two (2) years. Additionally, *maintenance and repair of sealed local roads* ranks 2<sup>nd</sup> (out of 11 universal services and facilities) in terms of importance to the community.

### Comparison to Previous Results

Compared to 2022, the number of improvements mentioned declined from 44% in 2022 to 39% in 2023, a decline of 5 percentage points. The number of mentions per individual were also slightly lower in 2023 compared to 2022.

The below table highlights the top 5 key improvements identified in 2023, the percentage of nominations in 2023, how each aspect ranked in 2022 and the percentage nominations in 2022.

**Table 7-4. Top Improvements Delivered by the Council – 2023 vs. 2022**

Improvements Delivered	Top Five (5) Improvements Delivered by the Council			
	Rank in 2023	% Mentions in 2023	Rank in 2022	% Mentions in 2022
Parks, gardens, open space	1	11%	1	8%
Bike, walking tracks and facilities	2	8%	2	7%
Road maintenance and repairs	3	5%	3	5%
Community activities and events	4	3%	9	3%
Sports and recreation facilities	5	2%	13	2%

Source: AEC

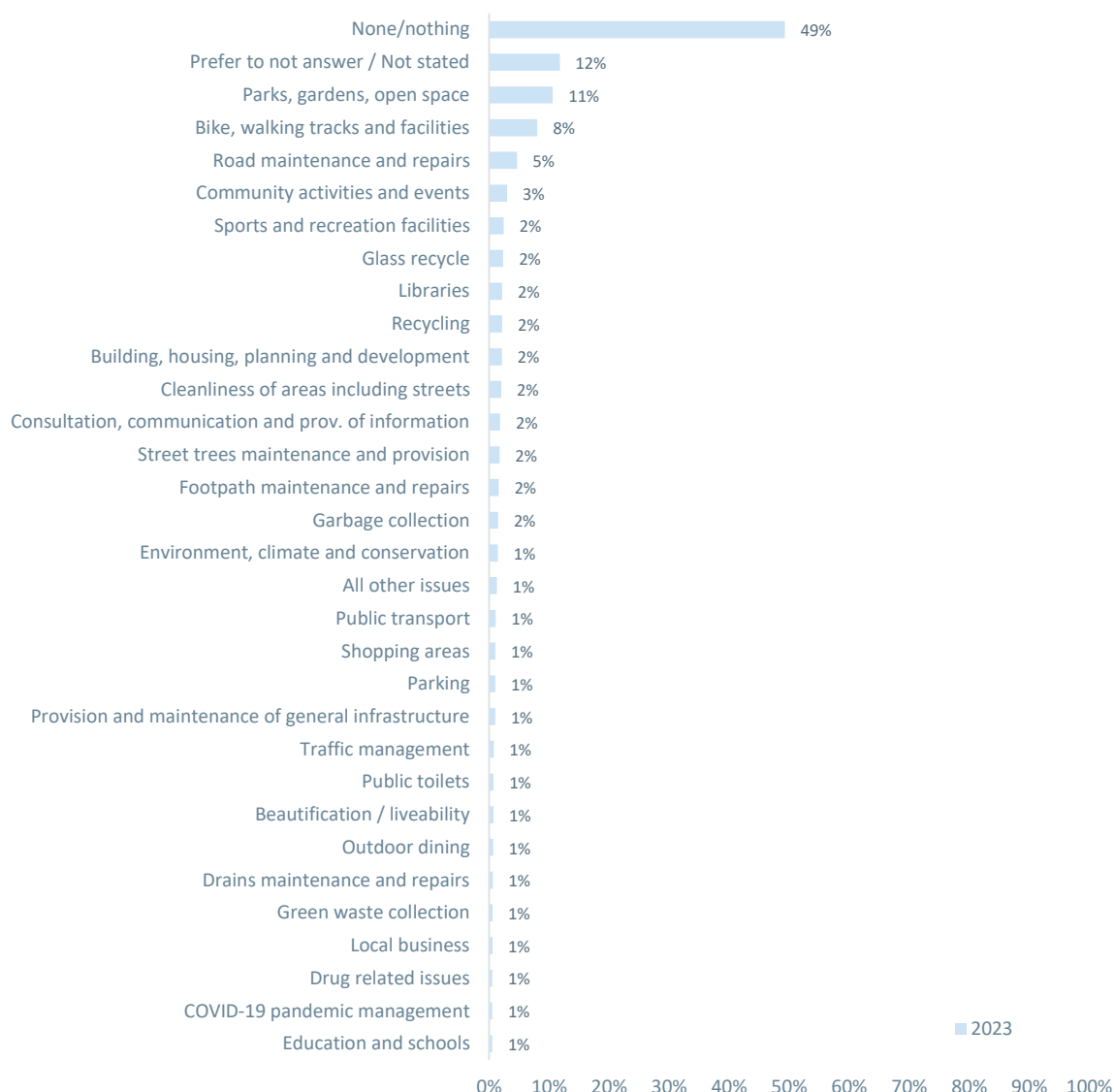


The top three (3) improvements delivered by the Council remains consistent since 2021 with:

- 1 Parks, gardens, open space: The percentage nominating improvements to *parks, gardens, open space* remained relatively unchanged from 8% in 2022 to 11% in 2023.
- 2 Bike, walking tracks and facilities: The percentage nominating improvements to *bike, walking tracks and facilities* nearly the same from 7% in 2022 to 8% in 2023.
- 3 Road maintenance and repairs: Consistent with 2022, 5% of respondents identified improvements to *road maintenance and repairs* and the aspect ranks 3<sup>rd</sup> in identified list of improvements in 2022 and in 2023.

Historical results can be found [here](#).

**Figure 7.2: Improvements Delivered by the Council – 2023**



Open-End Response Question; Base: All Respondents.  
 "What, if any, improvements have the council delivered in the last 2 years?"  
 ^Change in question wording in 2022. Prior to 2022. "In the last 2 years, what, if any, have been the top two improvements you have noticed in your local area?"  
 Source: AEC

### 7.2.1 Improvements Delivered by the Council – By Precinct

The below table outlines the top five (5) improvements delivered by the Council mentioned across each precinct. When investigating mentions of improvements by individual precincts:

- Improvements to *parks, gardens, open spaces* and *bike, walking tracks and facilities* were mentioned across all precincts.
- Improvements to *road maintenance and repairs* was identified by majority of the precincts.

**Table 7-5. Improvements Delivered by the Council – by Precinct**

Abbotsford		Carlton North/Princes Hill	
None/nothing	55%	None/nothing	45%
Prefer to not answer / Not stated	16%	Parks, gardens, open space	10%
Parks, gardens, open space	9%	Prefer to not answer / Not stated	8%
Parking	7%	Road maintenance and repairs	8%
Recycling	4%	Bike, walking tracks and facilities	7%
Clifton Hill		Collingwood	
None/nothing	49%	None/nothing	52%
Parks, gardens, open space	17%	Parks, gardens, open space	10%
Road maintenance and repairs	9%	Prefer to not answer / Not stated	7%
All other issues	9%	Road maintenance and repairs	6%
Libraries	7%	Bike, walking tracks and facilities	6%
Fairfield - Alphington		Fitzroy	
None/nothing	47%	None/nothing	49%
Prefer to not answer / Not stated	26%	Bike, walking tracks and facilities	15%
Parks, gardens, open space	12%	Parks, gardens, open space	10%
Sports and recreation facilities	7%	Prefer to not answer / Not stated	6%
Bike, walking tracks and facilities	6%	Community activities and events	6%
Fitzroy North		Richmond/Cremorne/Burnley	
None/nothing	36%	None/nothing	53%
Parks, gardens, open space	16%	Prefer to not answer / Not stated	13%
Prefer to not answer / Not stated	15%	Parks, gardens, open space	9%
Bike, walking tracks and facilities	12%	Bike, walking tracks and facilities	7%
Recycling	7%	Road maintenance and repairs	4%

Open-End Response Question Base: All Respondents.

"What, if any, improvements have the council delivered in the last 2 years?"

Source: AEC

## 7.2.2 Improvements Delivered by the Council – By Respondent Profile

Below table outlines top five (5) improvements delivered by the Council according to specific audience segments. When investigating improvements noted among different respondent profiles:

- Improvements to *parks, gardens, open space* and *bike, walking tracks and facilities* were identified across all respondent profiles.
- Additionally, nearly all segments identified improvements to *road maintenance and repairs*.

**Table 7-6. Improvements Delivered by the Council – by Respondent Profile 2023 (%)**

Male		Female	
None/nothing	51%	None/nothing	48%
Bike, walking tracks and facilities	11%	Prefer to not answer / Not stated	14%
Parks, gardens, open space	11%	Parks, gardens, open space	11%
Prefer to not answer / Not stated	9%	Road maintenance and repairs	6%
Road maintenance and repairs	4%	Bike, walking tracks and facilities	5%
18 - 34 year old		35 - 44 year old	
None/nothing	44%	None/nothing	52%
Prefer to not answer / Not stated	18%	Prefer to not answer / Not stated	12%
Parks, gardens, open space	12%	Parks, gardens, open space	11%
Bike, walking tracks and facilities	8%	Bike, walking tracks and facilities	10%
Road maintenance and repairs	5%	Community activities and events	4%
45 - 54 year old		55 + year old	
None/nothing	49%	None/nothing	57%
Bike, walking tracks and facilities	10%	Parks, gardens, open space	9%
Parks, gardens, open space	10%	Road maintenance and repairs	6%
Building, housing, planning and development	4%	Bike, walking tracks and facilities	5%
Street trees maintenance and provision	4%	Glass recycle	4%
Resident for less than 2 years		Resident for 2 to less than 5 years	
None/nothing	49%	None/nothing	49%
Prefer to not answer / Not stated	29%	Prefer to not answer / Not stated	19%
Parks, gardens, open space	7%	Parks, gardens, open space	7%
Bike, walking tracks and facilities	4%	Community activities and events	7%
Public transport	3%	Consultation, communication and prov. of information	5%
Resident for 5 to less than 10 years		Resident for 10 + years	
None/nothing	43%	None/nothing	52%
Bike, walking tracks and facilities	14%	Parks, gardens, open space	12%
Parks, gardens, open space	12%	Bike, walking tracks and facilities	8%
Prefer to not answer / Not stated	10%	Road maintenance and repairs	5%
Road maintenance and repairs	5%	Prefer to not answer / Not stated	5%
English Only		Multi-lingual	
None/nothing	51%	None/nothing	41%
Prefer to not answer / Not stated	12%	Parks, gardens, open space	15%
Parks, gardens, open space	10%	Road maintenance and repairs	11%
Bike, walking tracks and facilities	8%	Bike, walking tracks and facilities	10%
Community activities and events	3%	Libraries	7%

Open-End Response Question ; Base: All Respondents.  
 "What, if any, improvements have the council delivered in the last 2 years?"  
 Source: AEC

### 7.3 SUGGESTED IMPROVEMENTS FOR THE LOCAL AREA

“What, if any, improvements would you like to see in your local area over the next two years?”

Respondents were asked to nominate what, if any, improvements they would like to see in their local area over the next two (2) years. Responses collected from the open-end question were then grouped into key themes to facilitate analysis. For comparative analysis, responses were categorised into existing themes.

#### 2023 Findings

In 2023, approximately n=605 respondents (or 76%) highlighted a total of 1,620 suggestions for improvement over the next two (2) years averaging more than two (2) issues nominated by each individual. Nearly one-quarter (24%) were unable to identify any improvements or did not provide any response to suggestions for improvements. The top five (5) suggestions for improvement were:

- 1 Bike tracks, facilities and infrastructure: 13%
- 2 Parking: 12%
- 3 Garbage collection: 11%
- 4 Roads maintenance and repairs: 10%
- 5 Safety, crime and policing: 8%

Some key items to note in relation to the top five (5) suggestions for improvement over the next two (2) years include:

- Bike tracks, facilities and infrastructure: as highlighted earlier, *bike, walking tracks and facilities* ranked 2<sup>nd</sup> in the list of improvements made by the Council and *on-road bike paths* ranks highest (first out of 9 other major services and facilities) in terms of importance to the community.
- Parking: As noted earlier, *car parking* ranked 2<sup>nd</sup> in the list of issues for the City of Yarra, is amongst the top issues identified across all precincts and ranks seventh (out of 11) in terms of importance to the community.
- Garbage collection: This aspect ranked 3<sup>rd</sup> on the list of top issues for the City of Yarra.
- Roads maintenance and repairs: This aspect ranks 2<sup>nd</sup> (out of 11 universal services and facilities) in terms of importance to the community.

#### Comparison to Previous Results

Compared to 2022, slightly fewer respondents made suggestions for improvement from 80% in 2022 to 76% in 2023. The average number of mentions per individual were noticeably higher compared to 2022 increasing from an average of nearly two (2) in 2022 to more than two (2) in 2023.

A noticeable shift in rank order is noted when comparing the 2023 results to the 2022 results. The below table highlights the top five (5) suggested areas for improvement identified in 2023, the percentage of nominations in 2023, how each aspect ranked in 2022 and the percentage nominations in 2022.

**Table 7-7. Top Suggested Areas for Improvement – 2023 vs. 2022**

Top Five (5) Suggestions for Improvements				
Suggestions for Improvement	Rank in 2023	% Mentions in 2023	Rank in 2022	% Mentions in 2022
Bike tracks, facilities and infrastructure	1	13%	5	7%
Parking	2	12%	3	9%
Garbage collection	3	11%	2	9%
Roads maintenance and repairs	4	10%	11	4%
Safety, crime and policing	5	8%	10	4%

Source: AEC

*Bike tracks, facilities and infrastructure* ranked 1<sup>st</sup> in the list of suggested improvements moving from 5<sup>th</sup> place in 2022 and increasing by 6 percentage points from 7% in 2022 to 13% in 2023.

Suggestions for improvement to *parking* remained relatively unchanged from 9% in 2022 to 12% in 2023 whilst the ranking for this suggestion increased from 3<sup>rd</sup> position in 2022 to 2<sup>nd</sup> position in 2023.

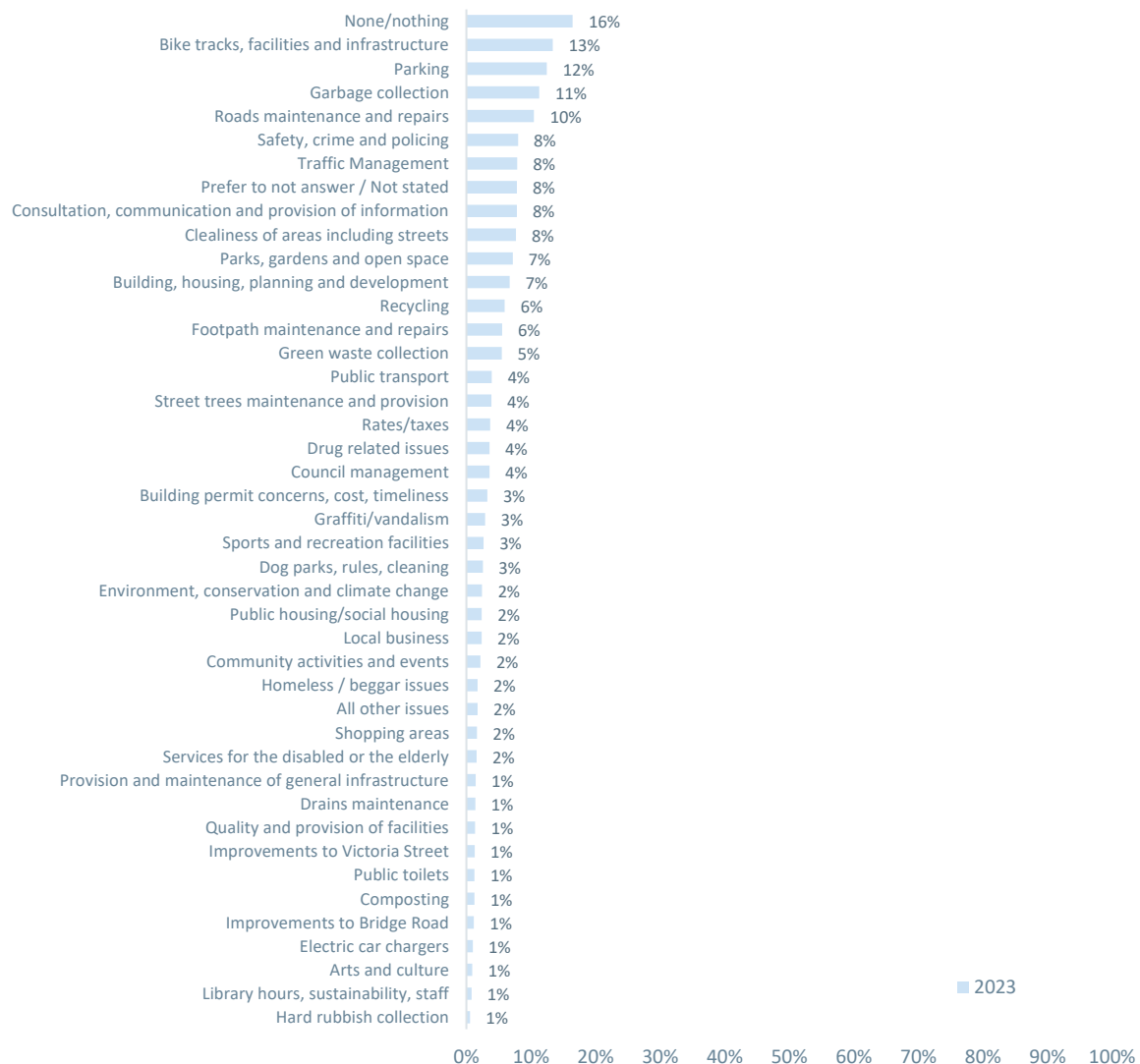
Though suggestions to improve *garbage collection* increased from 9% in 2022 to 11% in 2023, the aspect dropped in ranking from 2<sup>nd</sup> place in 2022 to 3<sup>rd</sup> place in 2023. Additionally, satisfaction with *regular garbage collection service* along with satisfaction with *maintenance and repair of sealed local roads* decreased by the highest percentage points (9 percentage points respectively) when compared to 2022.

A strong increase in suggestions for improvement is noted for *roads maintenance and repairs*. The percentage nominating *roads maintenance and repairs* increased from 4% in 2022 to 10% in 2023, an increase of 6 percentage points. The ranking also shifted considerably from 11<sup>th</sup> place in 2022 to 4<sup>th</sup> place in 2023.

Similarly, suggestions for improvement to *safety, crime and policing* increased from 4% and being in 10<sup>th</sup> place in 2022 to 8% and 5<sup>th</sup> place in 2023.

Historical results can be found [here](#).

**Figure 7.3: Suggested Improvements for the Local Area – 2023**



Open-End Response Question ; Base: All Respondents. "Q23. What, if any, improvements would you like to see in your local area over the next two years?" ^Change in question wording in 2022. Prior to 2022. "Over the next two years, what, if any, improvements would you like to see in your local area?" Source: AEC

### 7.3.1 Suggested Improvements for the Local Area – By Precinct

The below table outlines the top five (5) suggestions for improvements mentioned across each precinct. When investigating suggested improvements by individual precincts.

- Nearly all precincts identified the following suggestions for improvement:
  - Bike tracks, facilities and infrastructure.
  - Garbage collection.
  - Roads maintenance and repairs.
- Suggested to improve the following aspects were highlighted by majority of the precincts:
  - Parking.
  - Consultation, communication and provision of information.
  - Traffic Management.
  - Cleanliness of areas including streets.

**Table 7-8. Suggested Improvements for the Local Area – by Precinct 2023 (%)**

Abbotsford		Carlton North/Princes Hill	
None/nothing	23%	None/nothing	18%
Safety, crime and policing	13%	Garbage collection	18%
Bike tracks, facilities and infrastructure	11%	Safety, crime and policing	16%
Roads maintenance and repairs	11%	Green waste collection	13%
Parking	11%	Bike tracks, facilities and infrastructure	12%
Clifton Hill		Collingwood	
None/nothing	19%	Parks, gardens and open space	17%
Traffic Management	16%	Cleanliness of areas including streets	15%
Sports and recreation facilities	13%	Parking	13%
Garbage collection	13%	None/nothing	13%
Council management	13%	Garbage collection	13%
Fairfield - Alphington		Fitzroy	
Bike tracks, facilities and infrastructure	27%	Parking	18%
None/nothing	21%	Bike tracks, facilities and infrastructure	18%
Traffic Management	16%	Garbage collection	13%
Footpath maintenance and repairs	11%	Roads maintenance and repairs	11%
Recycling	10%	Cleanliness of areas including streets	10%
Fitzroy North		Richmond/Cremorne/Burnley	
Bike tracks, facilities and infrastructure	27%	None/nothing	19%
Green waste collection	12%	Parking	14%
Roads maintenance and repairs	11%	Prefer to not answer / Not stated	11%
Prefer to not answer / Not stated	11%	Roads maintenance and repairs	11%
Garbage collection	10%	Garbage collection	10%

Open-End Response Question; Base: All Respondents.

^Change in question wording in 2022. Prior to 2022. "Over the next two years, what, if any, improvements would you like to see in your local area?"

Source: AEC

### 7.3.2 Suggested Improvements for the Local Area – By Respondent Profile 2023

The below table outlines the top five (5) suggestions for improvement over the next two (2) years according to specific audience segments. When investigating suggestions for improvement noted by respondent profile:

- Improvements to the following were identified across all respondent profiles:
  - Bike tracks, facilities and infrastructure.
  - Parking.
  - Garbage collection.
  - Roads maintenance and repairs.

**Table 7-9. Suggested Improvements for the Local Area – by Respondent Profile 2023 (%)**

Male		Female	
None/nothing	17%	None/nothing	16%
Garbage collection	14%	Parking	14%
Bike tracks, facilities and infrastructure	14%	Bike tracks, facilities and infrastructure	13%
Roads maintenance and repairs	12%	Prefer to not answer / Not stated	11%
Parking	10%	Safety, crime and policing	9%
18 - 34 year old		35 - 44 year old	
None/nothing	22%	None/nothing	15%
Bike tracks, facilities and infrastructure	14%	Garbage collection	14%
Parking	12%	Bike tracks, facilities and infrastructure	13%
Roads maintenance and repairs	11%	Parking	12%
Prefer to not answer / Not stated	11%	Parks, gardens and open space	10%
45 - 54 year old		55 + year old	
Roads maintenance and repairs	16%	Parking	14%
Parking	14%	Bike tracks, facilities and infrastructure	14%
Building, housing, planning and development	13%	Traffic Management	12%
Consultation, communication and provision of information	12%	Garbage collection	11%
Bike tracks, facilities and infrastructure	12%	Consultation, communication and provision of information	11%
Resident for less than 2 years		Resident for 2 to less than 5 years	
None/nothing	27%	None/nothing	25%
Prefer to not answer / Not stated	15%	Prefer to not answer / Not stated	13%
Bike tracks, facilities and infrastructure	14%	Parking	13%
Safety, crime and policing	12%	Garbage collection	9%
Cleanliness of areas including streets	11%	Green waste collection	9%
Resident for 5 to less than 10 years		Resident for 10 + years	
None/nothing	16%	Bike tracks, facilities and infrastructure	14%
Bike tracks, facilities and infrastructure	15%	Parking	14%
Roads maintenance and repairs	11%	Garbage collection	13%
Parks, gardens and open space	10%	Roads maintenance and repairs	13%
Building, housing, planning and development	10%	None/nothing	11%
English Only		Multi-lingual	
None/nothing	17%	Parking	16%
Bike tracks, facilities and infrastructure	13%	Roads maintenance and repairs	14%
Parking	12%	Safety, crime and policing	14%
Garbage collection	11%	Bike tracks, facilities and infrastructure	14%
Roads maintenance and repairs	9%	Garbage collection	13%

Open-End Response Question ; Base: All Respondents.

^Change in question wording in 2022. Prior to 2022. "Over the next two years, what, if any, improvements would you like to see in your local area?"

Source: AEC

## 8. SATISFACTION WITH CUSTOMER SERVICE

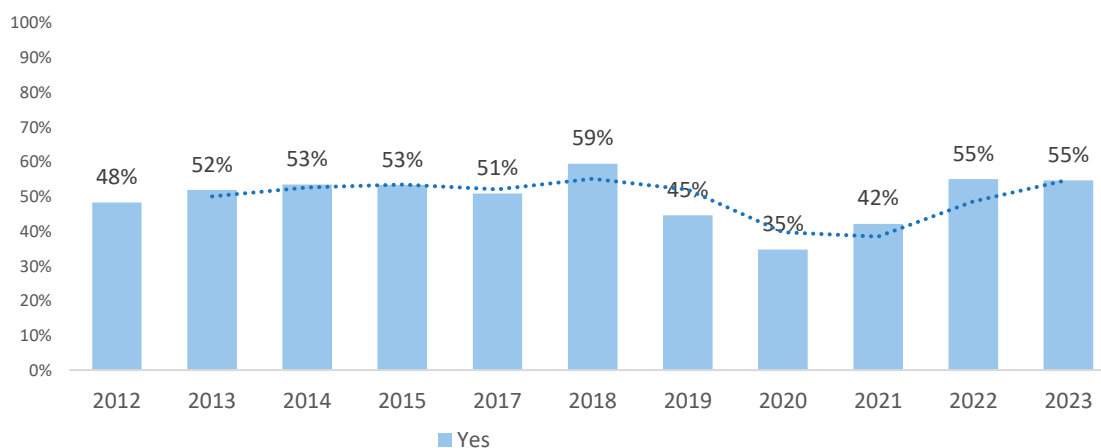
### 8.1 HAVE CONTACTED THE COUNCIL<sup>^</sup>

*“Have you had contact with Yarra City Council in the last 12 months?”<sup>^</sup>*

In 2023, 55% of respondents mentioned they had contacted the Council in the last 12 months. The results are in line with the 2022 results when 55% mentioned making contact with the Council.

Making contact with the Council was on an upward trend from 2020 to 2022 increasing from 35% in 2020 to 55% in 2022.

**Figure 8.1: Have Contacted the Council – % Proportion Over Time**



Single Response; Base: All Respondents. Rebased after removing 'Don't Know'

*“Q3. Have you had contact with Yarra City Council in the last 12 months?”*

<sup>^</sup>Change in question wording in 2022. Prior to 2022, *“Have you had contact with Yarra City Council in the last two years?”*

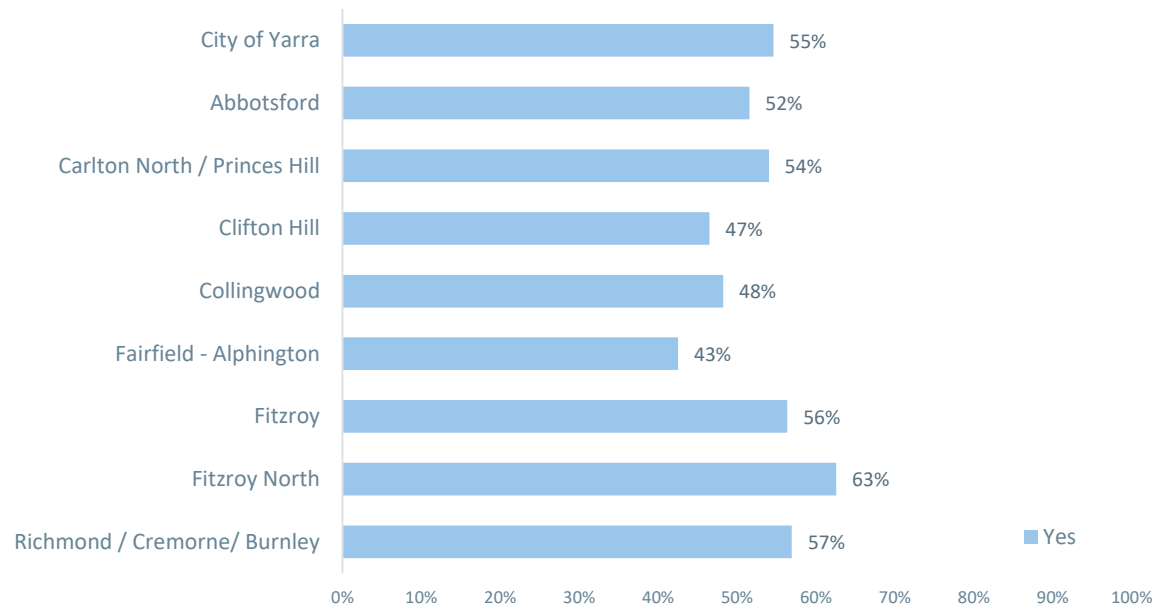
Source: AEC



### 8.1.1 Have Contacted the Council – By Precinct

The figure below displays respondents making contact with the Council by each Council precinct. Whilst there are no significant differences to note by precinct, respondents from Fitzroy North (63%) are most likely to have contacted the Council whilst respondents from Fairfield - Alphington (43%) are least likely to have done so.

**Figure 8.2: Have Contacted the Council – by Precinct 2023 (%)**



Single Response  
 Base: All Respondents. Rebased after removing 'Don't Know'  
 "Q3. Have you had contact with Yarra City Council in the last 12 months?"  
 Source: AEC

## 8.2 SATISFACTION WITH COUNCIL’S CUSTOMER SERVICE<sup>^</sup>

“On a scale of 1 (very poor) to 5 (very good), how would you rate the Council on customer service received?”

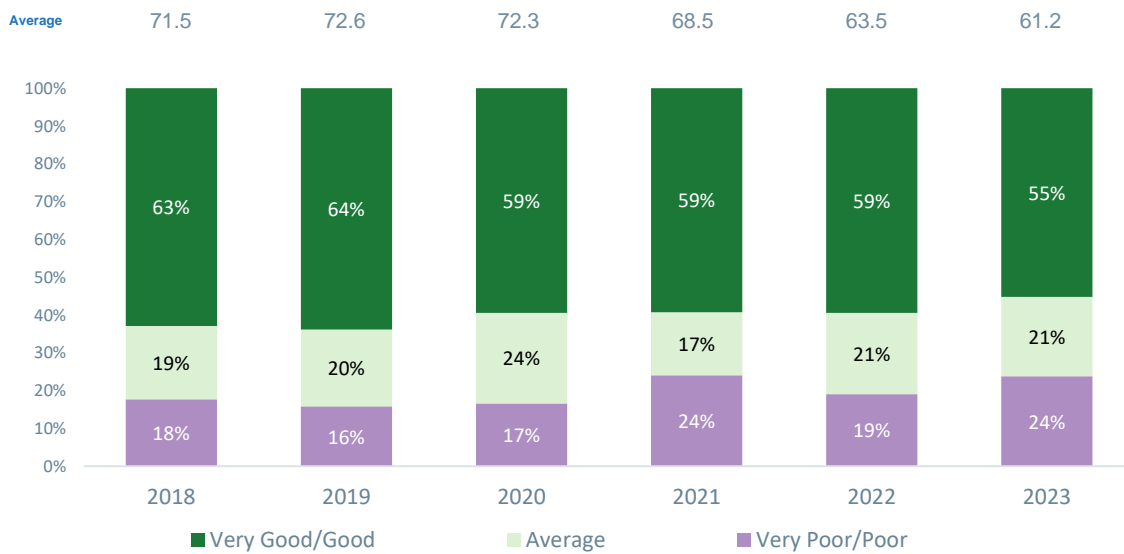
### 2023 Findings

In 2023, 55% of respondents were satisfied (a rating of ‘very good’ or ‘good’) with *customer service received* when contacting the Council, 21% of respondents provided a rating of ‘average’ and 24% of respondents provided a rating of ‘poor’ or ‘very poor’ to *customer service received*.

### Comparison to Previous Results

A slight decline in respondents rating the Council ‘very good’ or ‘good’ with regard to *customer service received* in 2023, declining from 59% in 2022 to 55% in 2023. The percentage of residents who rated the *customer service received* as ‘very poor’ or ‘poor’ increased by 5 percentage points from 19% in 2022 to 24% in 2023.

**Figure 8.3: Satisfaction with Council’s Customer Service – Time Series**



Single Response; Base: All Respondents.

“Q6. On a scale of 1 (very poor) to 5 (very good), how would you rate the Council on customer service received?”

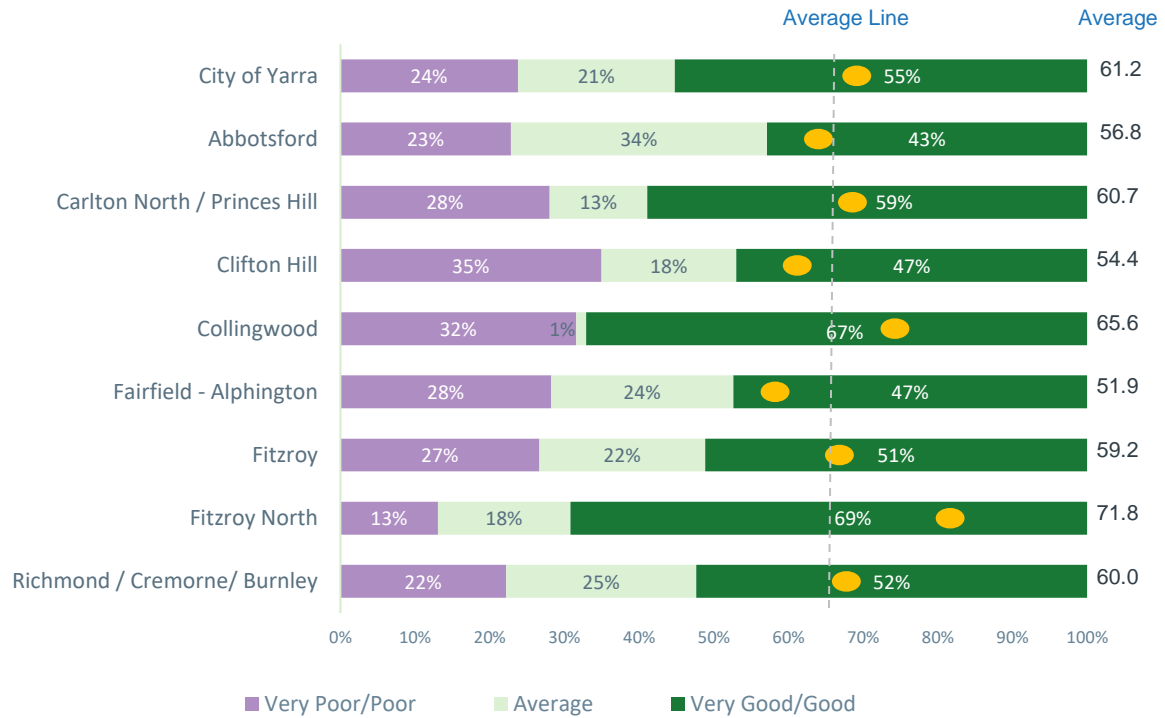
<sup>^</sup>Change in question wording, answer scale and attribute wording in 2022. Prior to 2022. “On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of service when you contacted the Yarra City Council?” Attribute wording: Satisfaction with final outcome

Source: AEC

### 8.2.1 Satisfaction with Council’s Customer Service - By Precinct

The figure below displays respondent sentiment with *Council’s customer service* by each Council precinct. Compared to others, respondents from Fitzroy North (rating of ‘very good’ or ‘good’: 69%) are significantly more satisfied with *Council’s customer service* whilst those in the precinct of Abbotsford (rating of ‘very good’ or ‘good’: 43%) are least satisfied with this aspect.

**Figure 8.4: Satisfaction with Council’s Customer Service – by Precinct 2023**



Single Response; Base: All Respondents.  
 “Q6. On a scale of 1 (very poor) to 5 (very good), how would you rate the Council on customer service received?”  
 Source: AEC

## 9. PERCEPTIONS OF PUBLIC SAFETY IN YARRA

### 9.1 PERCEPTIONS OF PUBLIC SAFETY IN YARRA BY DAY

“On a scale of 1 being very unsafe to 5 being very safe, how safe do you feel in public areas in the City of Yarra during the day?”

#### 2023 Findings

When asked how safe respondents feel in public areas of the City of Yarra *during the day*, nearly 8 in 10 (78%) said they felt ‘very safe’ or ‘safe’, 16% of respondents provided a rating of ‘average’ and 6% of respondents felt ‘unsafe’ or ‘very unsafe’ in public areas of the City of Yarra *during the day*.

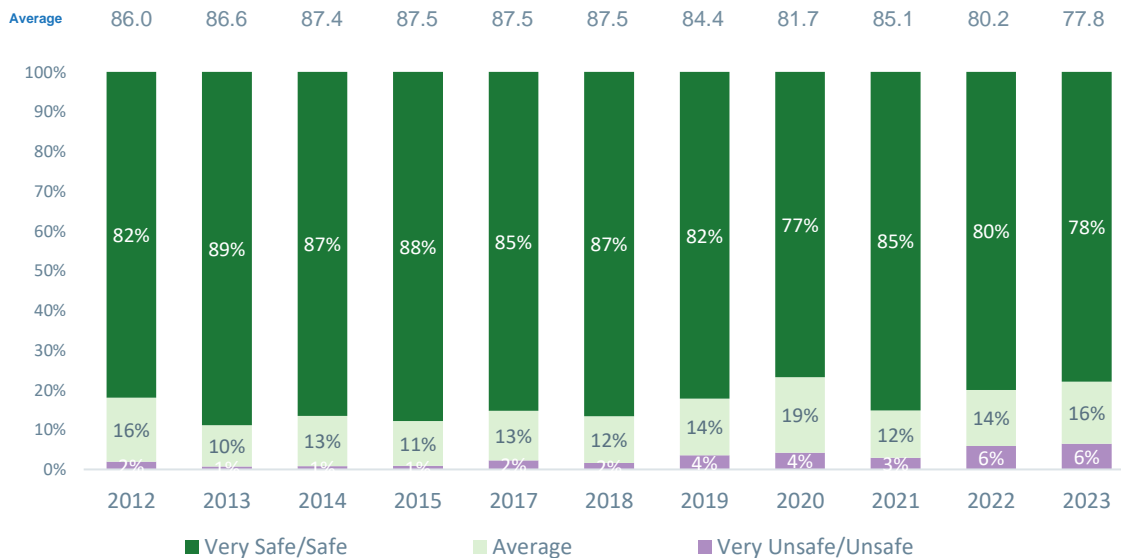
#### Comparison to Previous Results

Perceptions of safety in public areas in the City of Yarra *during the day* remained relatively unchanged from 80% in 2022 to 78% in 2023. Percentage of residents who rated feeling ‘very unsafe’ or ‘unsafe’ *during the day* also remained unchanged compared to 2022 at 6%. Whilst not significant, there is a decline in respondents providing a rating of ‘very safe’ or ‘safe’ since 2021, decreasing from 85% in 2021 to 80% in 2022 to 78% in 2023.

#### Ranking

When asked to identify improvements residents would you like to see in the local area over the next two (2) years, improvements to *safety, crime and policing* ranked 5<sup>th</sup> amongst the top suggested areas for improvement.

**Figure 9.1: Perceptions of Public Safety in Yarra by Day – Time Series**



Single Response; Base: All Respondents.

“Q24. On a scale of 1 being very unsafe to 5 being very safe, how safe do you feel in public areas in the City of Yarra?”

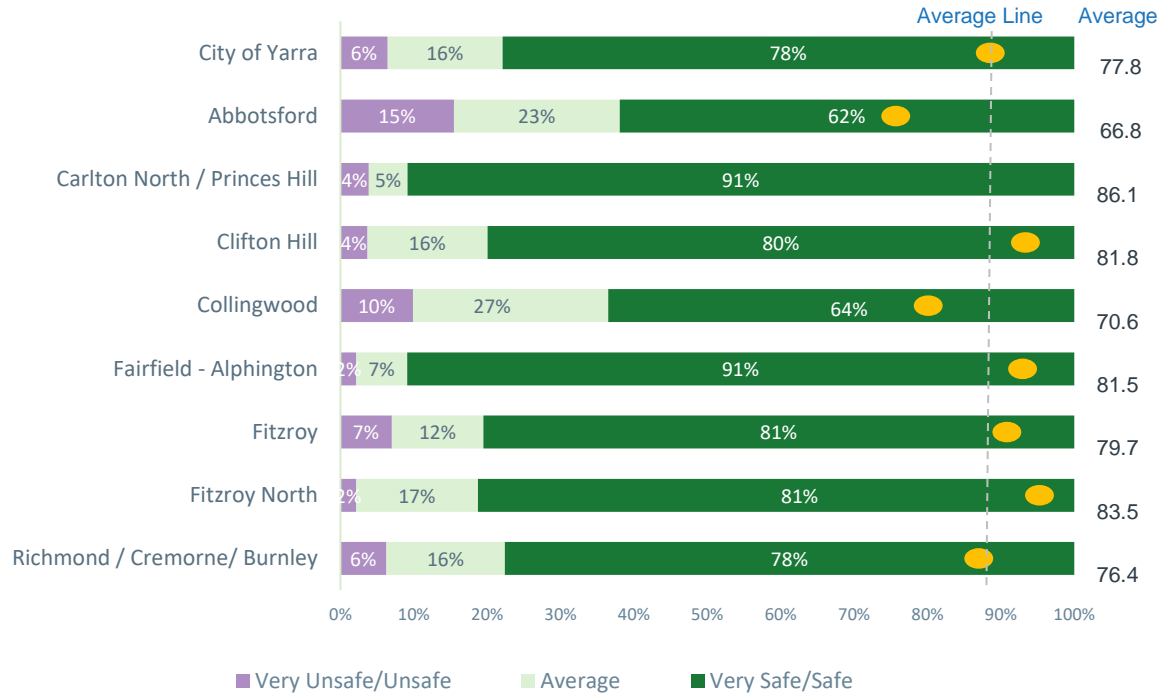
^Change in question wording and answer scale in 2022. Prior to 2022. “On a scale of 0 (very unsafe) to 10 (very safe), how safe do you feel in public areas in the City of Yarra?”

Source: AEC

### 9.1.1 Perceptions of Public Safety in Yarra By Day - By Precinct

The figure below displays respondent sentiment with public safety in the City of Yarra *during the day* by each Council precinct. Compared to others, respondents from Carlton North/Princes Hill and Fairfield – Alphington are significantly more likely to feel safe in public areas *during the day* (rating of ‘very safe’ or ‘safe’: 91%, respectively). Perceptions of safety *during the day* were significantly lower (rating of ‘very safe’ or ‘safe’) amongst those from Abbotsford (62%) and Collingwood (64%).

**Figure 9.2: Perceptions of Public Safety in Yarra by Day – by Precinct 2023**



Single Response; Base: All Respondents.

“Q24. On a scale of 1 being very unsafe to 5 being very safe, how safe do you feel in public areas in the City of Yarra?”

^Change in question wording and answer scale in 2022. Prior to 2022. “On a scale of 0 (very unsafe) to 10 (very safe), how safe do you feel in public areas in the City of Yarra?”

Source: AEC

### 9.1.2 Perceptions of Public Safety in Yarra During the Day - By Respondent Profile

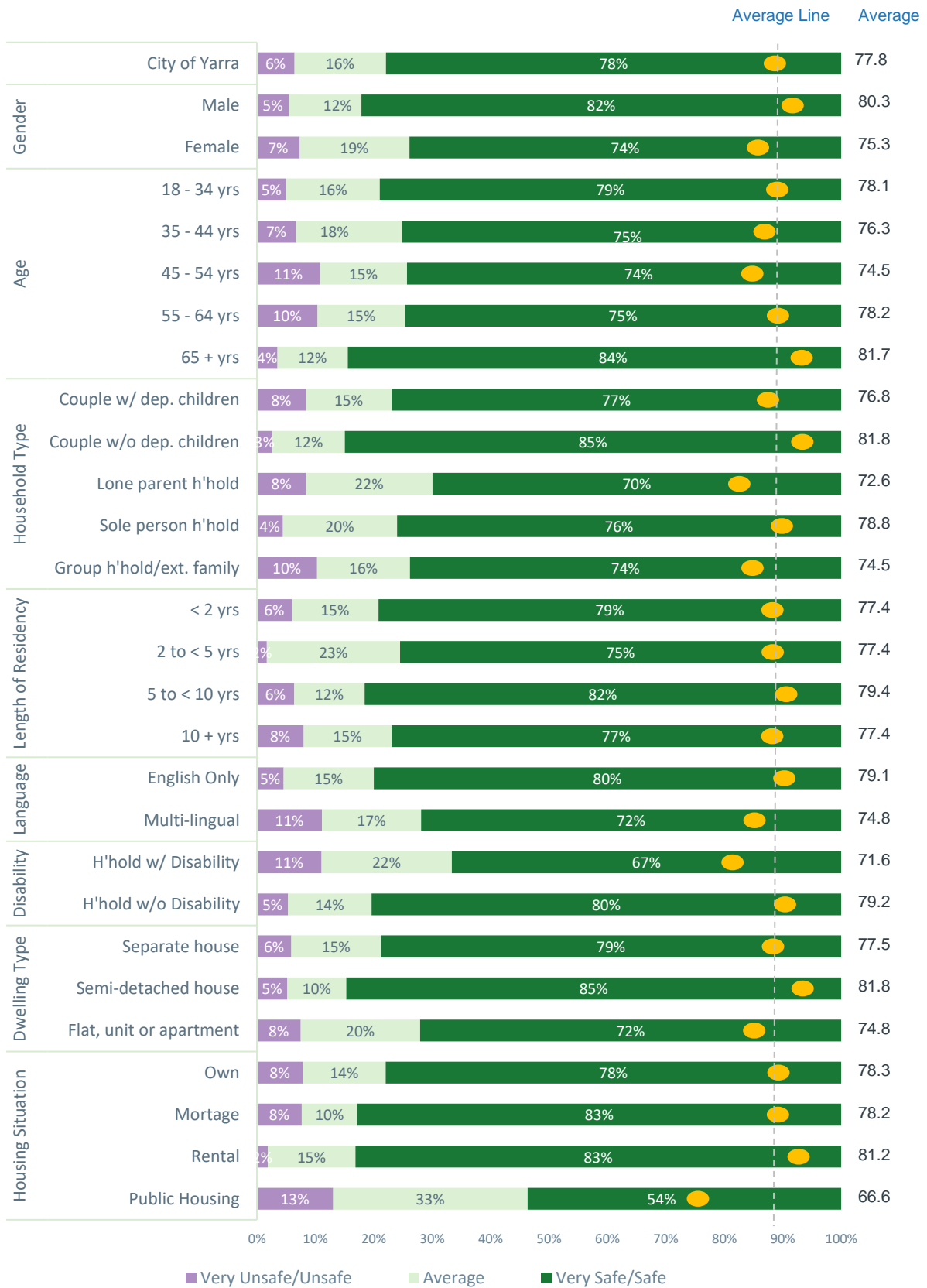
Perceptions of public safety in Yarra *during the day* has been analysed to identify key differences amongst various segments of the population including by age, gender, household structure, languages spoken at home, household type, housing situation, residency tenure in the City of Yarra, and household disability status.

Overall, perceptions of public safety in Yarra *during the day* are highest amongst couples with no dependent children and those living in semi-detached, row or terrace house (85%, respectively) whilst the same is lowest amongst those living in public housing (54%).

There were significant differences in perceptions of public safety in Yarra *during the day* by respondent profile. More specifically, compared to the total of City of Yarra:

- Significantly **higher** perceptions of safety during the day is noted amongst males, those over the age of 65, couples with no dependent children, those who speak English only, those in households with no disability, those living in semi-detached, row or terrace house or are in a rental dwelling.
- Significantly **lower** perceptions of safety during the day is noted amongst females, those in households with a disability, living in a flat, unit or apartment or in public housing.

Figure 9.3: Perceptions of Public Safety in Yarra During the Day – by Respondent Profile 2023



Single Response; Base: All Respondents.  
 "Q24. On a scale of 1 being very unsafe to 5 being very safe, how safe do you feel in public areas in the City of Yarra?"  
 Source: AEC

## 9.2 PERCEPTIONS OF PUBLIC SAFETY IN YARRA BY NIGHT

“On a scale of 1 being very unsafe to 5 being very safe, how safe do you feel in public areas in the City of Yarra during the night?”

### 2023 Findings

When asked how safe respondents feel in public areas of the City of Yarra *during the night*, 43% said they felt ‘very safe’ or ‘safe’, 31% of respondents provided a rating of ‘average’ and 26% of respondents felt ‘unsafe’ or ‘very unsafe’ in public areas of the City of Yarra *during the day*.

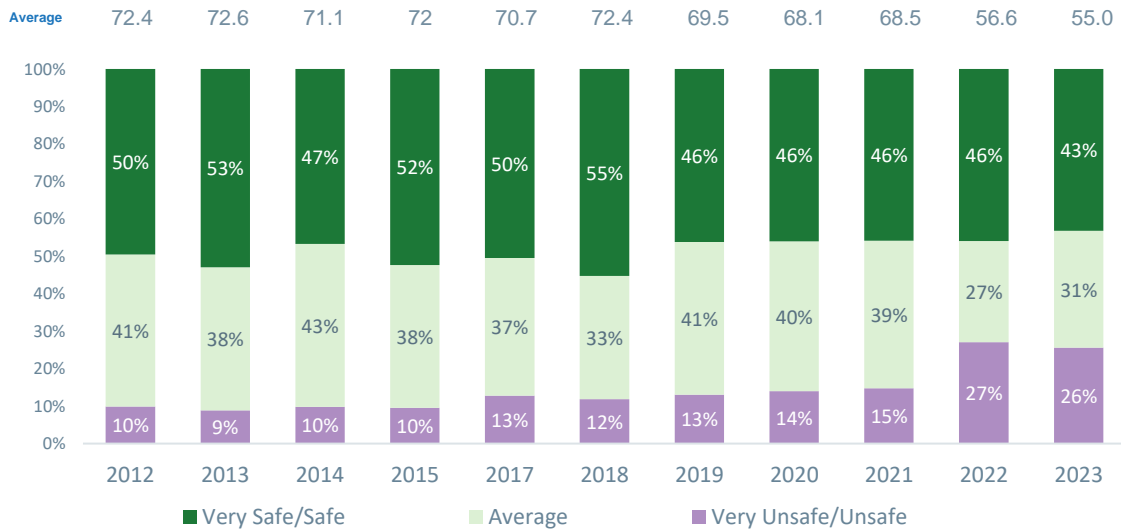
### Comparison to Previous Results

Compared to 2022, the proportion of respondents indicating they feel ‘very safe’ or ‘safe’ *during the night* remained relatively unchanged from 46% in 2022 to 43% in 2023. Respondents indicating they feel ‘very unsafe’ or ‘unsafe’ in Yarra *during the night* also remained relatively unchanged from 27% in 2022 to 26% in 2023.

### Ranking

When asked to identify improvements residents would you like to see in the local area over the next two (2) years, improvements to *safety, crime and policing* ranked 5<sup>th</sup> amongst the top suggested areas for improvement.

**Figure 9.4: Perceptions of Public Safety in Yarra by Night – Time Series**



Single Response

Base: All Respondents.

“Q24. On a scale of 1 being very unsafe to 5 being very safe, how safe do you feel in public areas in the City of Yarra?”

^Change in question wording and answer scale in 2022. Prior to 2022. “On a scale of 0 (very unsafe) to 10 (very safe), how safe do you feel in public areas in the City of Yarra?”

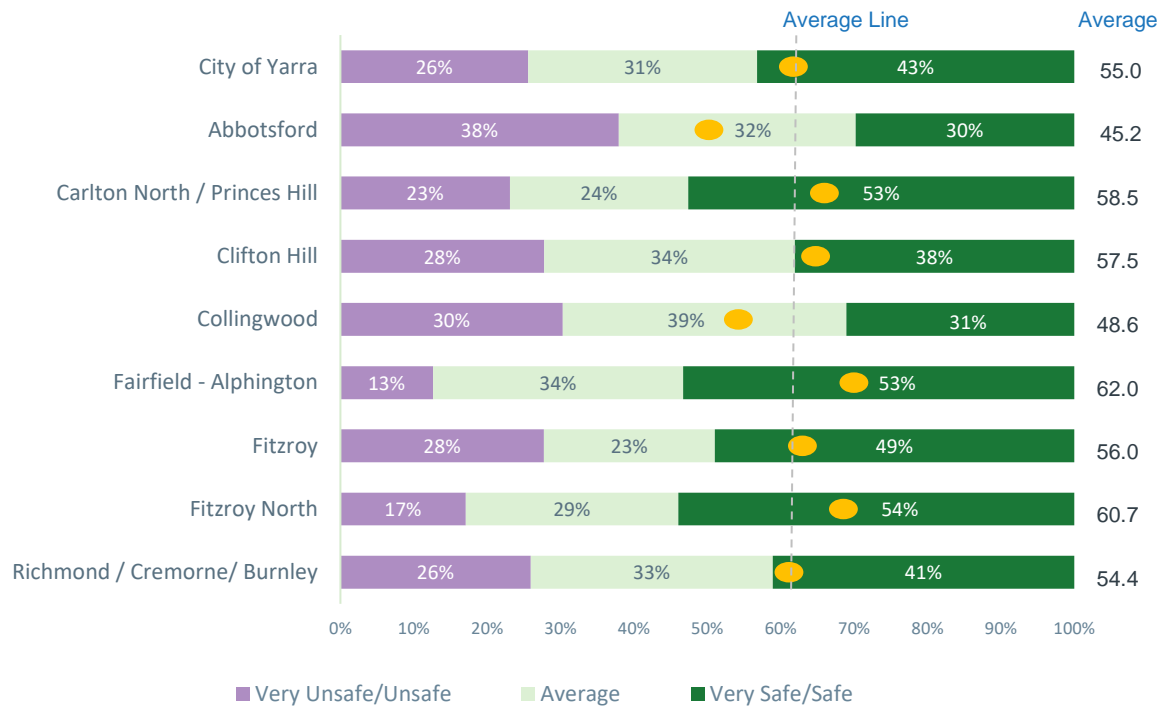
Source: AEC



### 9.2.1 Perceptions of Public Safety in Yarra By Night - By Precinct

The figure below displays respondent sentiment with public safety in the City of Yarra *during the night* by each Council precinct. Compared to others, respondents from Fitzroy North are significantly more likely to feel safe in public areas *during the night* (rating of 'very safe' or 'safe': 54%). Whilst not significant, respondents from Carlton North/Princes Hill and Fairfield-Alphington reported feeling safe in public areas *during the night* (rating of 'very safe' or 'safe': 53%, respectively). Perceptions of safety *during the night* were significantly lower (rating of 'very safe' or 'safe') amongst those from Collingwood (31%) and Abbotsford (30%).

**Figure 9.5: Perceptions of Public Safety in Yarra by Night – by Precinct 2023**



Single Response; Base: All Respondents.

"Q24. On a scale of 1 being very unsafe to 5 being very safe, how safe do you feel in public areas in the City of Yarra?"

^Change in question wording and answer scale in 2022. Prior to 2022. "On a scale of 0 (very unsafe) to 10 (very safe), how safe do you feel in public areas in the City of Yarra?"

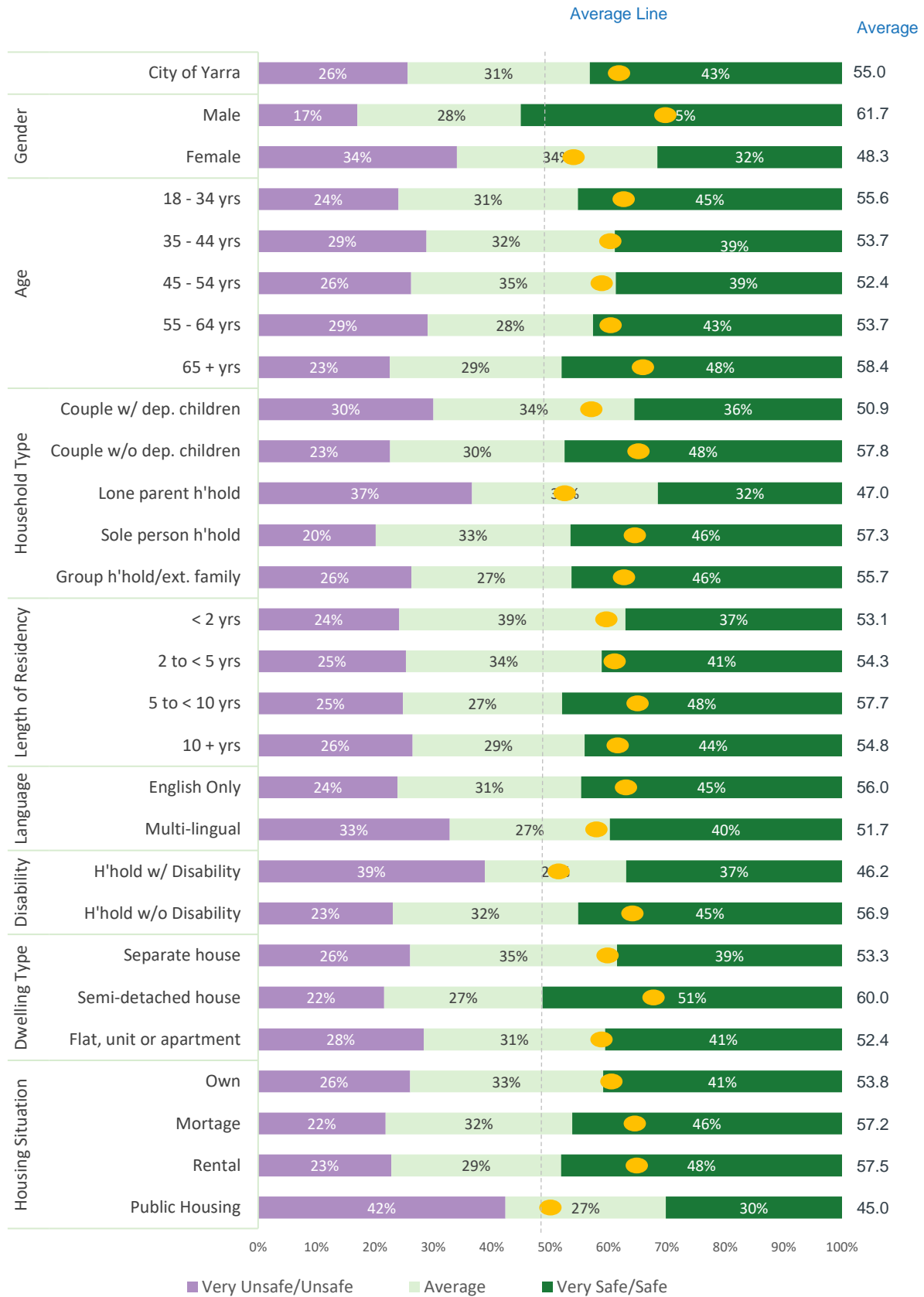
Source: AEC

### 9.2.2 Perceptions of Public Safety in Yarra During the Night - By Respondent Profile

When investigating perceptions of public safety in Yarra *during the night* across the various respondent segments, significant differences were noted by respondent profile.

- Perceptions of safety *during the night* is measurably **higher** amongst males, those without a disability or those living in a semi-detached, row or terrace house.
- Perceptions of safety *during the night* is measurably **lower** amongst females, couple with dependent children, and those living in public housing.

Figure 9.6: Perceptions of Public Safety in Yarra During the Night – by Respondent Profile 2023



Single Response; Base: All Respondents.  
 "Q24. On a scale of 1 being very unsafe to 5 being very safe, how safe do you feel in public areas in the City of Yarra?"  
 Source: AEC

### 9.3 LOCATIONS WHERE RESIDENTS FEEL UNSAFE

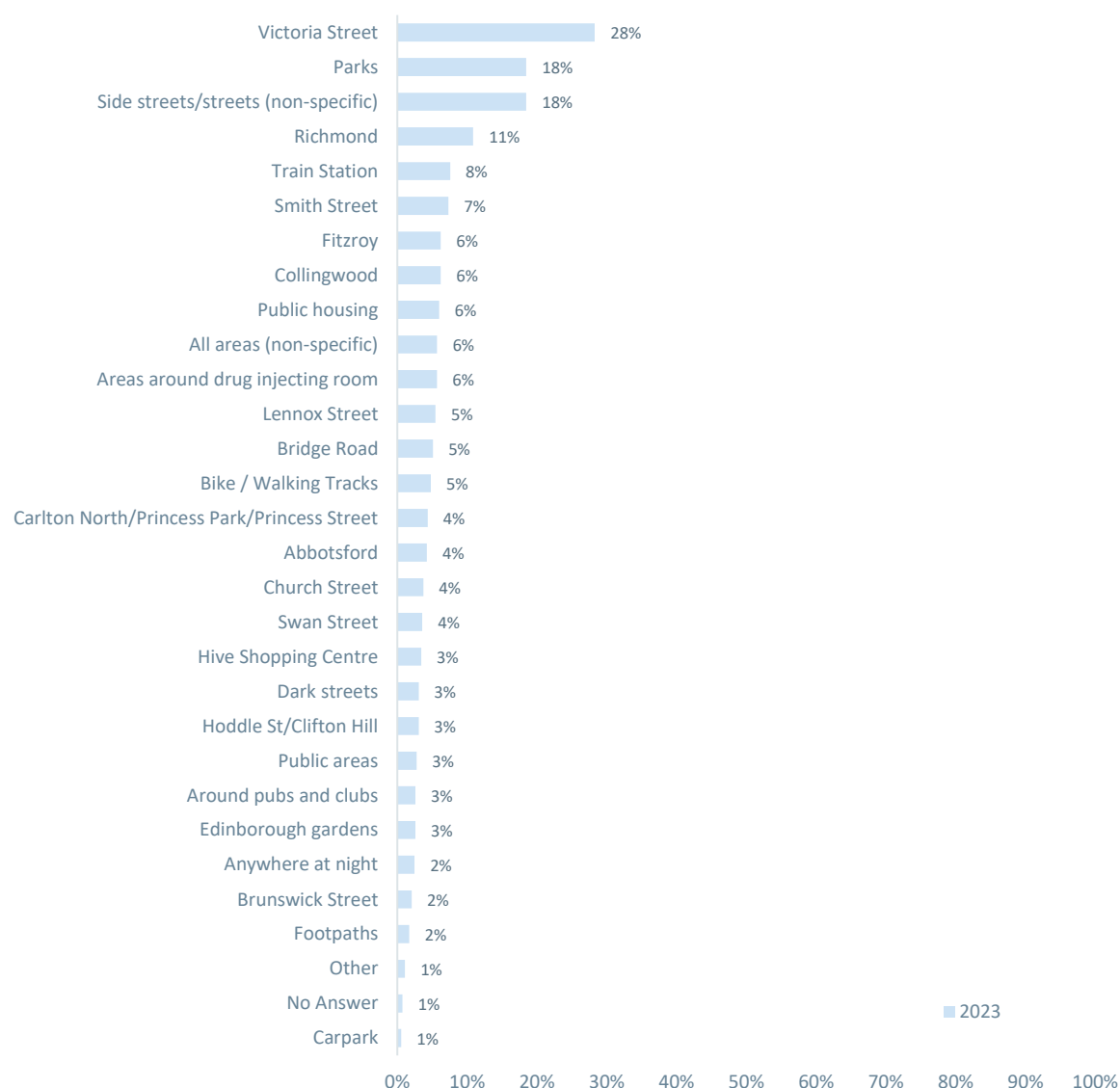
“Where do you feel unsafe? Why do you feel unsafe?”

Respondents who indicated feeling ‘very unsafe’ or ‘unsafe’ in public areas in City of Yarra either during the *day* and/or *at night* were asked to indicate where they feel unsafe. Overall, of the total of n=804 respondents, n=212 (26%) feel unsafe in public areas in the City of Yarra either during the *day* or *at night*.

More than 1 in 4 (28%) respondents mentioned feeling unsafe in or around Victoria Street. In addition to Victoria Street, the following were most the commonly mentioned location(s) where respondents feel unsafe:

- Parks (non-specific mentions): 18%.
- Side streets/streets (non-specific): 18%.
- Richmond: 11%.

**Figure 9.7: Locations Where Residents Feel Unsafe**



Single Response; Base: Respondents who feel ‘very unsafe’ or ‘unsafe’ in public areas in the City of Yarra either during the day and/or at night: n=212.  
 “Q25. Where do you feel unsafe? Why do you feel unsafe?”  
 Source: AEC

### 9.3.1 Locations Where Residents Feel Unsafe - By Precinct

The figure below outlines the top five (5) areas where respondents feel unsafe. The results are segmented by precinct.

**Table 9-1. Locations Where Residents Feel Unsafe – by Precinct 2023**

Abbotsford		Carlton North/Princes Hill	
Victoria Street	75%	All areas (non-specific)	35%
Parks	12%	Carlton North/Princess Park/Princess Street	34%
Side streets/streets (non-specific)	12%	Parks	31%
Abbotsford	12%	Fitzroy	11%
Richmond	11%	Public housing	9%
Clifton Hill		Collingwood	
Side streets/streets (non-specific)	36%	Collingwood	36%
Parks	29%	Smith Street	34%
Hoddle St/Clifton Hill	29%	Public housing	18%
Victoria Street	15%	Side streets/streets (non-specific)	15%
Footpaths	12%	Richmond	11%
Fairfield - Alphington		Fitzroy	
Train Station	47%	Side streets/streets (non-specific)	40%
Victoria Street	20%	Fitzroy	34%
Parks	20%	Parks	28%
Bike / Walking Tracks	20%	Dark streets	14%
Public areas	19%	Public housing	12%
Fitzroy North		Richmond/Cremorne/Burnley	
Parks	37%	Victoria Street	42%
Edinburgh gardens	31%	Richmond	20%
Side streets/streets (non-specific)	31%	Side streets/streets (non-specific)	16%
Bike / Walking Tracks	15%	Parks	13%
Train Station	14%	Lennox Street	11%

Single Response; Base: Respondents who feel 'very unsafe' or 'unsafe' in public areas in the City of Yarra either during the day and/or at night: n=212.

"Q25. Where do you feel unsafe? Why do you feel unsafe?"

Source: AEC

## 9.4 REASONS FOR FEELING UNSAFE 2023

"Where do you feel unsafe? Why do you feel unsafe?"

Respondents who indicated feeling 'very unsafe' or 'unsafe' in public areas in the City of Yarra either during the *day* or *at night* were asked to indicate the reason they feel unsafe.

### 2023 Findings

The most commonly mentioned reason for feeling unsafe in public areas in the City of Yarra either during the *day* or *at night* relate to *drug and alcohol use* (57%) followed by *perceptions of safety at night/lighting* (31%) and the third most commonly mentioned reason for feeling unsafe in public areas in the City of Yarra either during the *day* or *at night* relate to *issues with people* (29%).

*Crime and policing issues* (11%) and *general perception of safety/other* (9%) were identified by approximately 1 in 10 respondents.

### Comparison to Previous Results

The percentage of respondents feeling unsafe due to *drug and alcohol use* increased significantly in 2023 compared to 2022 from 40% in 2022 to 57% in 2023. The aspect ranked in first place in 2022 and in 2023.

*Perceptions of safety at night/lighting* was highlighted as a reason for feeling unsafe by significantly higher proportion of respondents compared 2022; from 16% in 2022 to 31% in 2023. Feeling unsafe due to *perceptions of safety at night/lighting* ranked in 2<sup>nd</sup> place in 2023 moving up from 3<sup>rd</sup> place 2022.

Perceptions of safety due to *issues with people* was mentioned by fewer respondents in 2023 compared to 2022; declining from 37% in 2022 to 29% in 2023. Additionally, feeling unsafe due to *issues with people* ranked in 3<sup>rd</sup> place in 2023 while in 2022 it was in 2<sup>nd</sup> place.

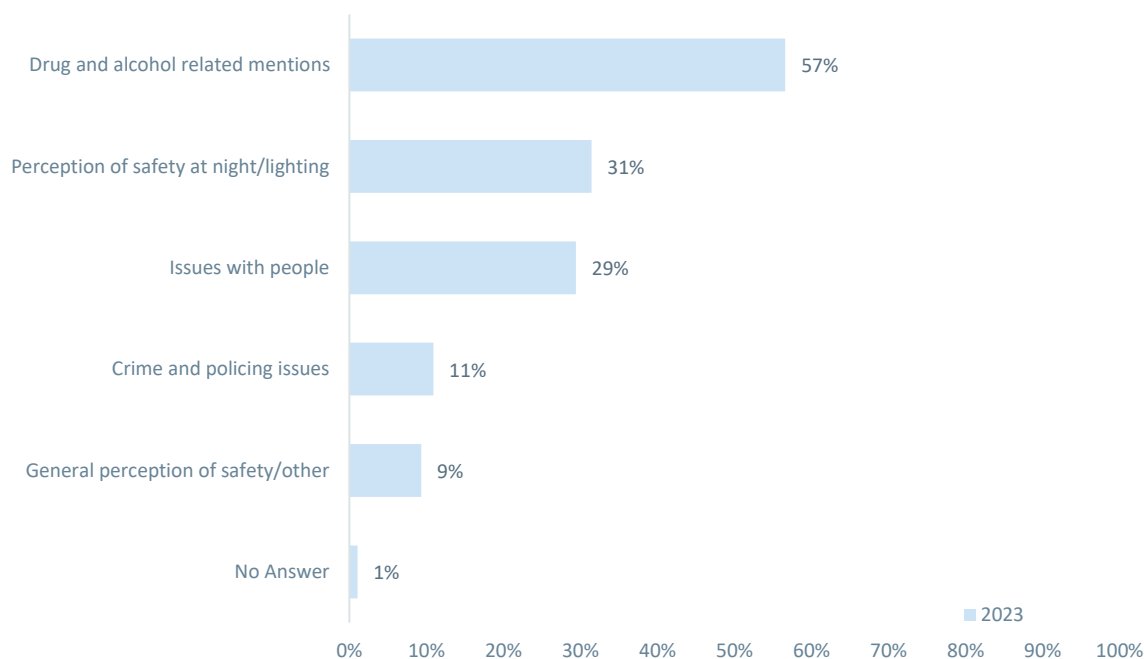
The below table highlights reasons for feeling unsafe in public areas in the City of Yarra either during the *day* or *at night*, the percentage of nominations in 2023, how each aspect ranked in 2022 and the percentage nominations in 2022.

**Table 9-2. Reasons for Feeling Unsafe – 2023 vs. 2022**

Reasons for Feeling Unsafe	Rank in 2023	% Mentions in 2023	Rank in 2022	% Mentions in 2022
Drug and alcohol related mentions	1	57%	1	40%
Perception of safety at night/lighting	2	31%	3	16%
Issues with people	3	29%	2	37%
Crime and policing issues	4	11%	4	15%
General perception of safety/other	5	9%	5	10%

Source: AEC

**Figure 9.8: Reasons for Feeling Unsafe 2023**



Single Response; Base: Respondents who feel 'very unsafe' or 'unsafe' in public areas in the City of Yarra either during the day and/or at night: n=212.  
 "Q25. Where do you feel unsafe? Why do you feel unsafe?"  
 Source: AEC

### 9.4.1 Reasons for Feeling Unsafe by Precinct 2023

The figure below outlines the top ten (5) reasons why respondents feel unsafe. The results are segmented by precinct.

**Table 9-3. Reasons for Feeling Unsafe – by Precinct 2023**

Abbotsford		Carlton North/Princes Hill	
Drug and alcohol related mentions	63%	Perception of safety at night/lighting	56%
Perception of safety at night/lighting	29%	Drug and alcohol related mentions	29%
Issues with people	26%	General perception of safety/other	16%
General perception of safety/other	13%	Crime and policing issues	14%
Crime and policing issues	7%	Issues with people	13%
Clifton Hill		Collingwood	
Perception of safety at night/lighting	51%	Drug and alcohol related mentions	64%
Issues with people	48%	Issues with people	34%
Drug and alcohol related mentions	15%	Perception of safety at night/lighting	17%
General perception of safety/other	14%	Crime and policing issues	9%
Crime and policing issues	10%	General perception of safety/other	4%
Fairfield - Alphington		Fitzroy	
Perception of safety at night/lighting	86%	Drug and alcohol related mentions	50%
Drug and alcohol related mentions	20%	Perception of safety at night/lighting	47%
General perception of safety/other	20%	Issues with people	41%
Issues with people	17%	General perception of safety/other	12%
Crime and policing issues	14%	Crime and policing issues	10%
Fitzroy North		Richmond/Cremorne/Burnley	
Drug and alcohol related mentions	47%	Drug and alcohol related mentions	72%
Crime and policing issues	40%	Issues with people	29%
Perception of safety at night/lighting	29%	Perception of safety at night/lighting	20%
Issues with people	24%	Crime and policing issues	7%
General perception of safety/other	9%	General perception of safety/other	6%

Single Response; Base: Respondents who feel 'very unsafe' or 'unsafe' in public areas in the City of Yarra either during the day and/or at night: n=212.

"Q25. Where do you feel unsafe? Why do you feel unsafe?"

Source: AEC

## 10. RESPONDENT PROFILE

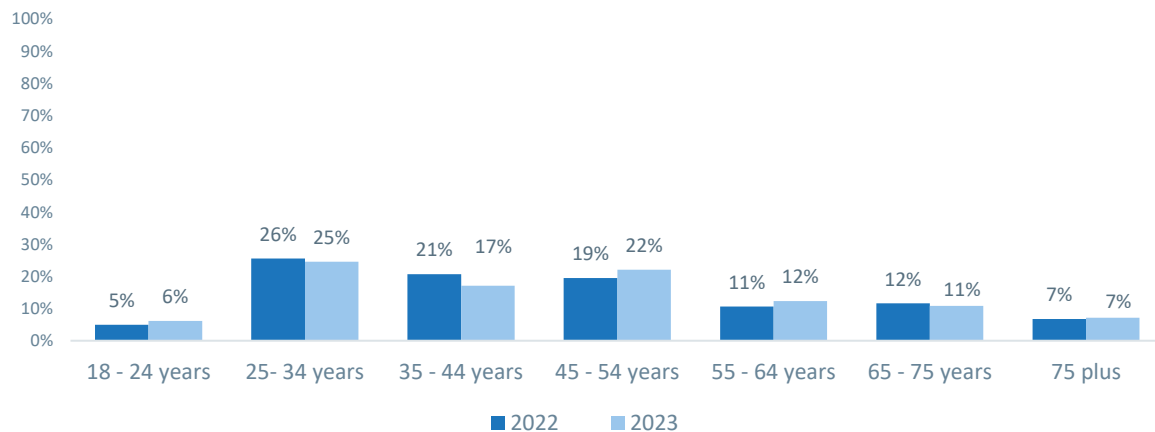
This section of the report presents the demographic profile of respondents. Throughout the report, detailed information has been presented on findings segmented by various audience types participating in the study to identify key differences amongst these segments. The information utilised for this detailed analysis has been derived from this section.

Additionally, the sample population has been post-weighted to accurately reflect the results proportionate to the population of City of Yarra. The weighting structure was based on age and gender and has been presented in [Appendix C](#). As a result, there is no bias presented in the findings based on the age and gender of the respondents.

### 10.1 AGE<sup>\*^</sup>

In 2022, the age answer categories were changed from the historic categories to align with the age categories prescribed by LGPRF. Historical results and answer options can be found [Appendix E](#). A concerted effort is made to capture a reasonable sample population of young adults (under the age of 35 years). In 2023, a sample of n=246 (or 31% of the sample) was captured from young adults in line with 2022 (n=245 or 31% of the sample).

**Figure 10.1: Age**



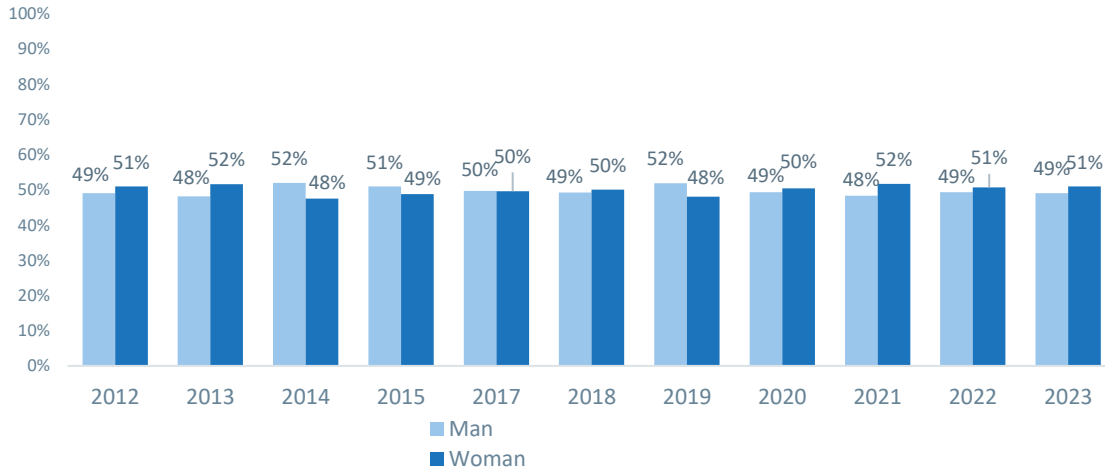
Single Response; Base: All Respondents.  
 \*Q34. Please indicate which of the following best describes you?  
 \*Note: Percentage proportions are based on unweighted results.  
 ^Change in answer categories in 2022  
 Source: AEC



## 10.2 GENDER

The post-weighted gender of respondents, proportionate to the population, was 49% males and 51% females. The unweighted results indicate there was a slightly higher representation of females (n=446 or 55%) compared to males (n=355 or 44%).

**Figure 10.2: Respondent Gender**



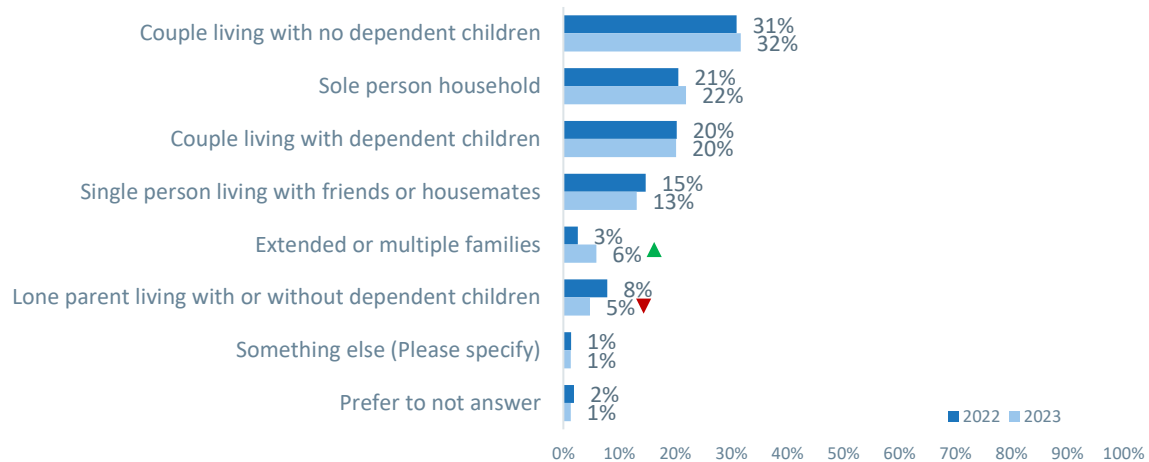
Single Response; Base: All Respondents.  
 "Q35. With which gender do you identify?"  
 Source: AEC

## 10.3 HOUSEHOLD STRUCTURE

The household structure question was revised in 2022 to include new answer categories. Historical results and categories can be found in [Appendix E](#). More than half of the participants (52%) were in a nuclear family household either with dependent children (20%) or with no dependent children (32%). An additional one in five (22%) were a sole person household.

Compared to 2022, an increase is noted amongst respondents living in extended or multiple families (from 3% in 2022 to 6% in 2023, an increase of 3 percentage points) and a decrease in lone parents living with or without dependent children (from 8% in 2022 to 5% in 2023, a decrease of 3 percentage points).

**Figure 10.3: Household Structure**



Single Response; Base: All Respondents.  
 "Q39. What is the structure of this household?"  
 Source: AEC

## 10.4 HOUSING SITUATION

Overall, the 2023 results are in line with the 2022 results. More than two-thirds of respondents are in 'private rentals' (36%) declining from 38% noted in 2022, a decline of 2 percentage points. A further 28% 'own' their home, compared to 27% reported in 2022. Nearly one-quarter (24%) indicated they have a 'mortgage' on their home compared to 22% indicating the same in 2022.

Deliberate efforts were made to ensure inclusion of residents renting from Office of Housing or Housing Association in the City of Yarra. A pre-defined quota of n=80 (minimum of 10% of audience) was allocated to this group. The final sample achieved from this target audience was n=84<sup>^</sup>, slightly lower than the sample achieved in 2022 (n=93 or 12%).

**Table 10-1. Housing Situation**

Response	'12	'13	'14	'15	'17	'18	'19	'20	'21	'22	'23
Own this home	36%	36%	38%	31%	32%	42%	39%	42%	41%	27%	28%
Mortgage (paying-off this home)	18%	18%	14%	18%	17%	16%	9%	7%	19%	22%	24%
Private rental (e.g. Real Estate Agent)	33%	32%	35%	34%	29%	31%	39%	39%	33%	38%	36%
Renting from Office of Housing or Housing Association	11%	12%	13%	17%	21%	10%	12%	12%	4%	12%	10%
Not Stated	1%	1%	1%	1%	1%	1%	0%	1%	3%	1%	2%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Single Response; Base: All Respondents.  
 "Q39. What is the structure of this household?"  
 ^Based on unweighted sample  
 Source: AEC

## 10.5 DWELLING TYPE

Results for dwelling type are in line with the 2022 findings with approximately 2 in 5 living in a 'flat, unit or apartment' (40%), nearly one-third living in 'semi-detached, row or terrace house' (32%) and just over one-quarter living in a 'separate house' dwelling type (26%).

**Table 10-2. Dwelling Type**

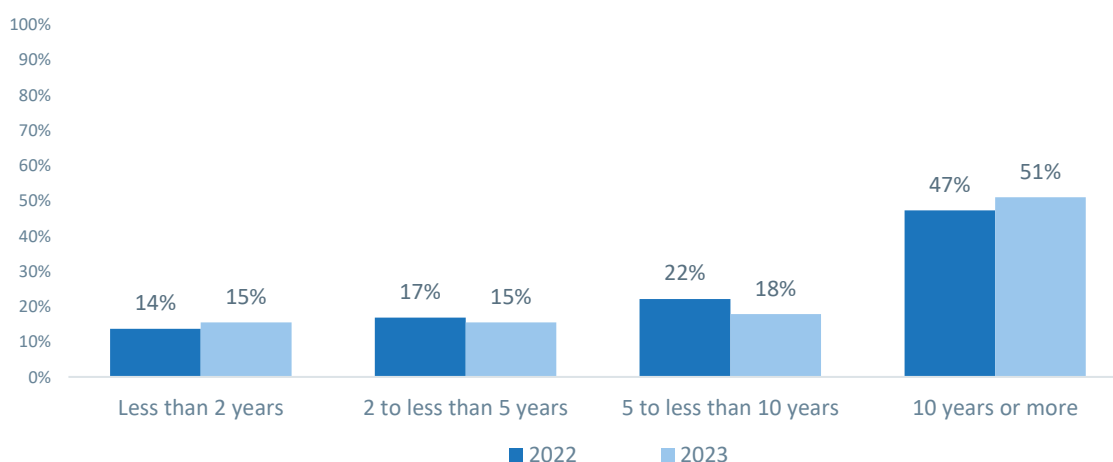
Response	'17	'18	'19	'20	'21	'22	'23
Separate house	30%	39%	39%	44%	37%	26%	26%
Semi-detached, row or terrace house	44%	42%	32%	27%	27%	31%	32%
Flat, unit or apartment	24%	16%	27%	28%	33%	41%	40%
Other	0%	0%	0%	0%	0%	2%	2%
Not Stated	2%	3%	1%	0%	2%	1%	1%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Single Response; Base: All Respondents.  
 "Q40. What type of dwelling is this?"  
 Source: AEC

## 10.6 RESIDENCY TENURE WITH CITY OF YARRA

Some changes to this measure were implemented in 2022, the historical results can be found in [Appendix E](#). The 2023 results are comparable to the 2022 findings. Overall, approximately 30% of respondents are newer residents having lived in City of Yarra for less than five (5) years. A further 18% have lived in the region for 5 years to less than 10 years. The majority are long-term residents having lived in the area for 10 years or more (51%). Generally, newer residents exhibit a more positive sentiment towards the Council, the facilities and/or services provided.

**Figure 10.4: Residency Tenure with the City of Yarra**



Single Response; Base: All Respondents.  
 "Q41. How long have you lived in the City of Yarra?"  
 Source: AEC

## 10.7 LANGUAGES SPOKEN AT HOME

Approximately three-quarters (75%) speak English-only with 25% of respondents indicating they speak a language other than English at home. The results are in line with the 2022 findings with 74% indicated they speak English-only and 26% speaking a language other than English at home.

**Table 10-3. Languages Spoken At Home**

Response	'17	'18	'19	'20	'21	'22	'23
No - English only	70%	73%	72%	71%	75%	74%	75%
Vietnamese	4%	3%	3%	3%	3%	2%	1%
Italian	2%	2%	2%	3%	3%	2%	3%
Greek	2%	3%	2%	2%	2%	2%	3%
Multiple languages	2%	3%	4%	3%	0%	2%	2%
French	2%	1%	2%	2%	2%	2%	2%
Arabic	3%	1%	2%	1%	1%	2%	2%
Oromo	1%	0%	0%	1%	0%	3%	1%
East Asian Languages	4%	3%	5%	4%	4%	4%	3%
South East Asian Languages	0%	0%	0%	0%	0%	1%	1%
Western Europe Languages	2%	3%	4%	2%	2%	1%	2%
Eastern European Languages	0%	0%	0%	0%	1%	1%	1%
South Asian Languages	1%	1%	0%	1%	4%	1%	2%
South European Languages	0%	0%	1%	0%	1%	1%	1%
Other	6%	4%	3%	4%	2%	1%	0%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Single Response; Base: All Respondents.  
 "Q36. Do any members of this household speak a language other than English at home?"  
 Source: AEC

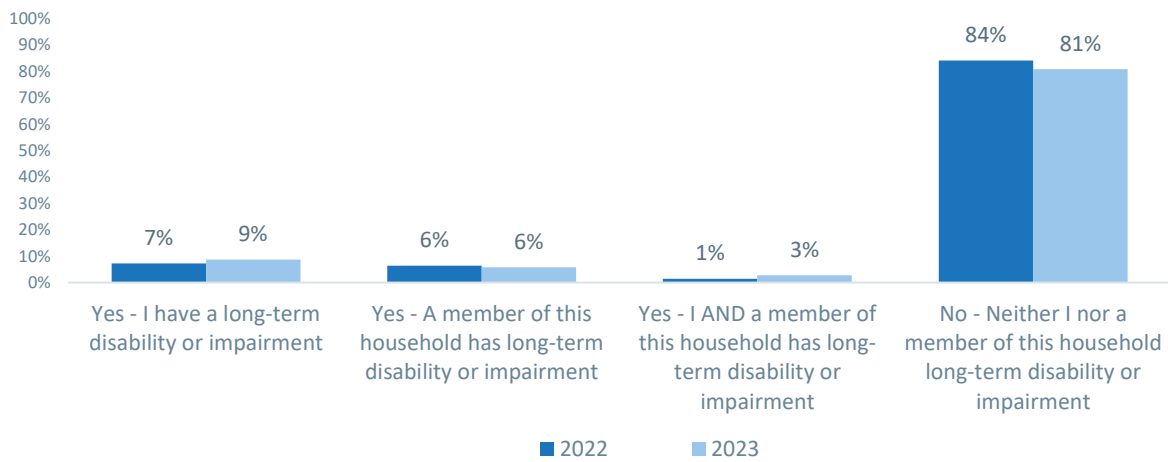
## 10.8 CONDITION RESTRICTING EVERYDAY ACTIVITIES

In 2022, the survey investigated if the participants themselves, participant and a member of the household, or a member of the household had a long-term health condition, disability or impairment that restricts everyday activities. This was different to the approach utilised historically where the question investigated if any member of the household had any disability. Historical results and categories can be found in [Appendix E](#).

The vast majority of participants did not report any long-term health conditions, disabilities or impairments that restrict everyday activities (81%) with the remaining 19% indicating either themselves and/or a member of the household (3%); a member of the household (6%); or the participants themselves (9%) had a long-term condition restricting everyday activities.

Results are in line with the 2022 where 84% of participants mentioned not having any disability restricting everyday activities.

**Figure 10.5: Condition Restricting Everyday Activities**



Single Response; Base: All Respondents.

"Q37. Do you or any household member have a long-term health condition, disability or impairment that restricts everyday activities?"

Source: AEC

## APPENDIX A: SURVEY FORM

City of Yarra  
Annual Customer Satisfaction Survey (ACSS)  
Final  
March 2022



**NOTE:**

Scripting notes for survey programming and for memos to survey designers are in **green font or brackets and are [FOR INTERNAL PURPOSES ONLY]**.

Section headings and information for the reader is in **BLUE**.

Question type is in **UPPERCASE RED**.

### INTRODUCTION (TELEPHONE SURVEYS)

Hi my name is \_\_\_\_\_ and I am calling on behalf of Yarra City Council. Every year the Council conducts community satisfaction surveys to assess satisfaction with the Council. We would ideally like to speak with someone between 15-34 years but would appreciate if anyone in your household can participate in the survey.

The survey will take approximately 12 mins to complete, is completely confidential and voluntary.

### INTRODUCTION (ONLINE SURVEYS)

On behalf of Yarra City Council, we invite you to participate in a short survey on the performance of the Council. This is an important survey for the Council and a requirement under government regulations.

Your comments will remain confidential and anonymous in line with the Privacy Act and any reporting or analysis will be conducted in aggregate form and will not be traceable back to individuals.

**About the survey (if asked)**

What will the results be used for: *“Council uses the results of the survey to monitor the community’s views on Council services and facilities and to assist Council in meeting the needs of the community”.*

Privacy/Confidentiality: *“All information provided in this survey is strictly confidential, in accordance with the Privacy Act. Names and addresses are not recorded on the survey form”.*

Survey Length: *“The survey should take around 10-12 minutes to complete and will be available until time and date.”*

Who is AEC: *“AEC is a research firm which works within the professional code of behaviour of the Australian Market and Social Research Society, its industry professional body. Once information processing has been completed, please be assured that your name and contact details will be removed from your responses to this survey. However, for the period that your name and contact details remain with your survey responses, which will be approximately six months, you will be able to contact us to request access to or correction of your information. Read AEC Group’s privacy policy here.”*

Contact: *“If you have any queries or difficulties in completing this survey please contact Priya Narsey of AEC on 07 3831 0577 or email priya.narsey@aecgrouppltd.com.”*

**QUALIFIER**

<p><i>Ask All</i> Q2. Which suburb in Yarra do you live in? <b>SINGLE RESPONSE</b></p>	<p>1 <input type="radio"/> Abbotsford 2 <input type="radio"/> Carlton North / Princess Hill 4 <input type="radio"/> Clifton Hill 5 <input type="radio"/> Collingwood 7 <input type="radio"/> Fairfield - Alphington 8 <input type="radio"/> Fitzroy 9 <input type="radio"/> Fitzroy North 11 <input type="radio"/> Richmond / Cremorne 13 <input type="radio"/> Do not live in Yarra City → <b>Terminate</b> 95 <input type="radio"/> Prefer to not answer → <b>Terminate</b></p>
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**CUSTOMER SERVICE**

<p><i>Ask All</i> Q3. Have you had contact with Yarra City Council in the last 12 months? <b>SINGLE RESPONSE</b></p>	<p>1 <input type="radio"/> Yes 2 <input type="radio"/> No → <b>Skip to Q7</b> 0 <input type="radio"/> Prefer to not answer / Not stated → <b>Skip to Q7</b></p>
<p><i>Ask only if answered '1-Yes' in Q3</i> Q6. On a scale of 1 (very poor) to 5 (very good), how would you rate the Council on customer service received? <b>SINGLE RESPONSE</b></p>	<p>5 <input type="radio"/> Very good 4 <input type="radio"/> Good 3 <input type="radio"/> Average 2 <input type="radio"/> Poor 1 <input type="radio"/> Very Poor 0 <input type="radio"/> Prefer to not answer / Not stated → <b>Skip to Q7</b></p>

**CORE SERVICES AND FACILITIES**

<p><i>Ask All</i> Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months? <b>SINGLE RESPONSE</b> <b>ROTATE LIST</b></p>						
	Very Good (5)	Good (4)	Average (3)	Poor (2)	Very Poor (1)	Unsure/ Don't Know (99)
1 Maintenance and repair of sealed local roads (this excludes highways and main roads)	5 <input type="radio"/>	4 <input type="radio"/>	3 <input type="radio"/>	2 <input type="radio"/>	1 <input type="radio"/>	99 <input type="radio"/>
2 Maintenance and repair of storm water drains	5 <input type="radio"/>	4 <input type="radio"/>	3 <input type="radio"/>	2 <input type="radio"/>	1 <input type="radio"/>	99 <input type="radio"/>
3 Maintenance and repair of footpaths	5 <input type="radio"/>	4 <input type="radio"/>	3 <input type="radio"/>	2 <input type="radio"/>	1 <input type="radio"/>	99 <input type="radio"/>
4 Maintenance and cleaning of public areas (including litter collection)	5 <input type="radio"/>	4 <input type="radio"/>	3 <input type="radio"/>	2 <input type="radio"/>	1 <input type="radio"/>	99 <input type="radio"/>
5 Maintenance and cleaning of strip shopping areas	5 <input type="radio"/>	4 <input type="radio"/>	3 <input type="radio"/>	2 <input type="radio"/>	1 <input type="radio"/>	99 <input type="radio"/>
7 Regular garbage collection service	5 <input type="radio"/>	4 <input type="radio"/>	3 <input type="radio"/>	2 <input type="radio"/>	1 <input type="radio"/>	99 <input type="radio"/>
8 Regular recycling service	5 <input type="radio"/>	4 <input type="radio"/>	3 <input type="radio"/>	2 <input type="radio"/>	1 <input type="radio"/>	99 <input type="radio"/>
9 Provision of parks, gardens and reserves	5 <input type="radio"/>	4 <input type="radio"/>	3 <input type="radio"/>	2 <input type="radio"/>	1 <input type="radio"/>	99 <input type="radio"/>
10 Maintenance of parks, gardens and reserves	5 <input type="radio"/>	4 <input type="radio"/>	3 <input type="radio"/>	2 <input type="radio"/>	1 <input type="radio"/>	99 <input type="radio"/>
11 Traffic management	5 <input type="radio"/>	4 <input type="radio"/>	3 <input type="radio"/>	2 <input type="radio"/>	1 <input type="radio"/>	99 <input type="radio"/>
12 Parking management	5 <input type="radio"/>	4 <input type="radio"/>	3 <input type="radio"/>	2 <input type="radio"/>	1 <input type="radio"/>	99 <input type="radio"/>

## NON-CORE SERVICES AND FACILITIES

*Ask All*

Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months? If you have not used the services in the past 12 months, say 'not applicable -99'.

SINGLE RESPONSE

ROTATE LIST

	Very Good (5)	Good (4)	Average (3)	Poor (2)	Very Poor (1)	Unsure/ Don't Know (99)
1 Green waste services	50	40	30	20	10	990
2 Hard rubbish services	50	40	30	20	10	990
3 Local library services	50	40	30	20	10	990
4 Public toilets	50	40	30	20	10	990
5 Yarra's swimming pool at Richmond, Fitzroy or Collingwood	50	40	30	20	10	990
6 Yarra's leisure centres at Richmond, Fitzroy or Collingwood (eg. Gym, etc)	50	40	30	20	10	990
8 On-road bike paths	50	40	30	20	10	990
9 Off-road bike paths (including shared paths)	50	40	30	20	10	990
11 Arts and cultural activities	50	40	30	20	10	990

## LEADERSHIP AND ACCOUNTABILITY

*Ask All*

15/17. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months?

SINGLE RESPONSE

ROTATE LIST

	Very Good (5)	Good (4)	Average (3)	Poor (2)	Very Poor (1)	Unsure/ Don't Know (99)
1 Meeting its responsibilities towards the environment	50	40	30	20	10	990
2 Community consultation and engagement	50	40	30	20	10	990
3 Representation, lobbying and advocacy on behalf of the community on key issues	50	40	30	20	10	990
6 Making decisions in the best interests of the community	50	40	30	20	10	990
8 Offering value for rates	50	40	30	20	10	990
10 General Town Planning policy	50	40	30	20	10	990
11 Planning and building permits	50	40	30	20	10	990
<i>Keep this aspect last on the list</i>	50	40	30	20	10	990
9 Performance of Council across all areas of responsibility	50	40	30	20	10	990

**CHANGE IN OVERALL PERFORMANCE**

<p><i>Ask All</i> Q19. Over the last 12 months, what is your view of the direction of Council's overall performance? <b>SINGLE RESPONSE</b></p>	<p>1 <input type="radio"/> Improved 2 <input type="radio"/> Stayed the same 3 <input type="radio"/> Deteriorated 9 <input type="radio"/> Don't know, can't say</p>
---	--

**ISSUES TO ADDRESS**

<p><i>Ask All</i> Q21. What do you consider to be the top issue for the City of Yarra? <b>Open ended question</b></p>	<p>1 <input type="radio"/> Issue: _____ 95 <input type="radio"/> None/nothing 0 <input type="radio"/> Prefer to not answer / Not stated</p>
<p><i>Ask All</i> Q22. What, if any, improvements have the council delivered in the last 2 years? <b>Open ended question</b></p>	<p>1 <input type="radio"/> Improvement: _____ 95 <input type="radio"/> None/nothing 0 <input type="radio"/> Prefer to not answer / Not stated</p>
<p><i>Ask All</i> Q23. What, if any, improvements would you like to see in your local area over the next two years? <b>Open ended question</b></p>	<p>1 <input type="radio"/> Improvement: _____ 95 <input type="radio"/> None/nothing 0 <input type="radio"/> Prefer to not answer / Not stated</p>

**PERCEPTION OF SAFETY**

<p><i>Ask All</i> Q24. On a scale of 1 being very unsafe to 5 being very safe, how safe do you feel in public areas in the City of Yarra? <b>SINGLE RESPONSE</b></p>						
	<b>Very safe (5)</b>	<b>Safe (4)</b>	<b>Average (3)</b>	<b>Unsafe (2)</b>	<b>Very unsafe (1)</b>	<b>Unsure/ Don't Know (99)</b>
1 During the day	5 <input type="radio"/>	4 <input type="radio"/>	3 <input type="radio"/>	2 <input type="radio"/>	1 <input type="radio"/>	99 <input type="radio"/>
2 At night	5 <input type="radio"/>	4 <input type="radio"/>	3 <input type="radio"/>	2 <input type="radio"/>	1 <input type="radio"/>	99 <input type="radio"/>
<p><i>Ask if rating is a 1 or 2 in Q24.1 and/or Q24.2</i> Q25. Where do you feel unsafe? Why do you feel unsafe?</p>	<p>1 <input type="radio"/> Where: _____ 2 <input type="radio"/> Why: _____</p>					

**DEMOGRAPHICS**

<p><i>Ask all</i> Q34. Please indicate which of the following best describes you. <b>SINGLE RESPONSE</b></p>	<p>1 <input type="radio"/> 18 - 24 years 2 <input type="radio"/> 25 - 34 years 3 <input type="radio"/> 35 - 44 years 4 <input type="radio"/> 45 - 54 years 5 <input type="radio"/> 55 - 64 years 6 <input type="radio"/> 65 - 75 years 7 <input type="radio"/> 75 plus 0 <input type="radio"/> Prefer to not answer</p>
<p><i>Ask all</i> Q35. With which gender do you identify? <b>SINGLE RESPONSE</b></p>	<p>1 <input type="radio"/> Man 2 <input type="radio"/> Woman 3 <input type="radio"/> Self-described (please state) 4 <input type="radio"/> Non-binary 9 <input type="radio"/> Prefer to not answer</p>



<p><i>Ask all</i> Q36. Do any members of this household speak a language other than English at home? <b>SINGLE RESPONSE</b></p>	<p>1 <input type="radio"/> English only 2 <input type="radio"/> Other (specify _____)</p>
<p><i>Ask all</i> Q37. Do you or any household member have a long-term health condition, disability or impairment that restricts everyday activities? <b>SINGLE RESPONSE</b></p>	<p>1 <input type="radio"/> Yes - I have a long-term disability or impairment 4 <input type="radio"/> Yes - A member of this household has long-term disability or impairment 3 <input type="radio"/> Yes - I AND a member of this household has long-term disability or impairment 2 <input type="radio"/> No - Neither I nor a member of this household long-term disability or impairment 0 <input type="radio"/> Prefer to not answer</p>
<p><i>Ask all</i> Q38. Which of the following best describes the current housing situation of this household? <b>SINGLE RESPONSE</b></p>	<p>1 <input type="radio"/> Own this home 2 <input type="radio"/> Mortgage (paying-off this home) 3 <input type="radio"/> Private rental (e.g. Real Estate Agent) 4 <input type="radio"/> Renting from Office of Housing or Housing Association 0 <input type="radio"/> Prefer to not answer</p>
<p><i>Ask all</i> Q39. What is the structure of this household? <b>SINGLE RESPONSE</b></p>	<p>1 <input type="radio"/> Couple with dependent children 4 <input type="radio"/> Couple with no dependent children 5 <input type="radio"/> Lone parent with dependent children 8 <input type="radio"/> Lone parent with no dependent children 9 <input type="radio"/> Sole person household 10 <input type="radio"/> Single person living with friends or housemates 11 <input type="radio"/> Sole person household 12 <input type="radio"/> Extended or multiple families 99 <input type="radio"/> Other (Please specify _____) 0 <input type="radio"/> Prefer to not answer</p>
<p><i>Ask all</i> Q40. What type of dwelling is this? <b>SINGLE RESPONSE</b></p>	<p>1 <input type="radio"/> Separate house 2 <input type="radio"/> Semi-detached, row or terrace house 3 <input type="radio"/> Flat, unit or apartment 4 <input type="radio"/> Other (Please specify _____) 0 <input type="radio"/> Prefer to not answer</p>
<p><i>Ask all</i> Q41. How long have you lived in the City of Yarra? <b>SINGLE RESPONSE</b></p>	<p>1 <input type="radio"/> Less than 2 years 2 <input type="radio"/> 2 to less than 5 years 3 <input type="radio"/> 5 to less than 10 years 4 <input type="radio"/> 10 years or more 0 <input type="radio"/> Prefer to not answer</p>

**QUALITY CHECK**

That concludes the survey. Just one more question and some information for you.

<p>As part of our quality assurance procedures 1 in 20 of survey respondents are contacted to confirm their responses. Would it be ok for AEC market research to contact you about the responses you have given today?</p>	<p>1 <input type="radio"/> Yes → Record name _____ → Record phone number _____ 2 <input type="radio"/> No</p>
--	---

We thank you for participating in this survey.  
Should you wish to confirm the authenticity of this survey please contact:  
AEC: Priya Narsey, 1300 799 343

## APPENDIX B: SCALE CONVERSION & CALCULATIONS

### APPLYING INDEX SCORE TO HISTORICAL SATISFACTION RESULTS

Historically, all satisfaction results were obtained using a 0 – 10 point scale and were reported on an average of 0 - 10. In 2022, the satisfaction scales were changed to a 5-point Likert scale to allow for comparison against external data source where results are reported on an average scale of 0 - 100.

To ensure the average satisfaction scores are comparable over time, a 0 – 100 index score was applied to all historical results so that the average can be reported on a 100-point factor as opposed to a 10-point factor as previously done with the ACSS.

The table below provides a sample of the results obtained in 2021, the index score applied to each rating and the conversion of the average score for the purposes of reporting using a 100-point scale. It also shows the presentation of categories.

**Table B.1: Applying the Index Score to Historical 0 – 10 Point Scale**

	Rating	Historical Scale and Average Result Presentation			Revised Scale and Average Result Presentation			
		#	%	Average Score	Index Score	#	%	Average Score
Bottom 2 Box (Very Poor/Poor)	Rating of '0'	11	1%	0.000	0	11	1%	0.000
	1	4	1%	0.005	10	4	1%	0.053
	2	23	3%	0.061	20	23	3%	0.607
	3	17	2%	0.067	30	17	2%	0.673
	4	22	3%	0.116	40	22	3%	1.161
Neutral	5	28	4%	0.185	50	28	4%	1.847
	6	102	13%	0.807	60	102	13%	8.074
	7	260	34%	2.401	70	260	34%	24.011
Top 2 Box (Very Good/Good)	8	220	29%	2.322	80	220	29%	23.219
	9	47	6%	0.558	90	47	6%	5.580
	Rating of '10'	24	3%	0.317	100	24	3%	3.166
		<b>758</b>	<b>100%</b>	<b>6.839</b>		<b>758</b>	<b>100%</b>	<b>68.391</b>

### APPLYING INDEX SCORE TO ACSS 2023 SATISFACTION RESULTS

The table below provides a sample of the results using the Likert 1 – 5 point scale, the index score applied to each rating and the conversion of the average score for the purposes of reporting using a 100-point scale.

**Table B.2: Applying the Index Score to the New Likert 1 – 5 Point Scale**

	Rating	Historical Scale and Average Result Presentation			
		Ranking	Index Score	%	Average Score
Bottom 2 Box (Very Poor/Poor)	Very Poor	1	0	4%	0.0
	Poor	2	25	12%	2.9
Neutral	Average	3	50	26%	12.9
Top 2 Box (Very Good/Good)	Good	4	75	47%	35.4
	Very Good	5	100	12%	11.5
				<b>100%</b>	<b>62.8</b>

## APPLYING INDEX SCORE TO 2009 TO 2023 COUNCIL DIRECTION MEASURE

One of the key performance indicators in the survey measured community sentiment with the direction of Council's overall performance.

*"Over the last 12 months, what is your view of the direction of Council's overall performance?"*

This was measured on a 3-point scale and remains consistent to historical rating scale with no changes in 2022. This measure also applied an index score to calculate an average score. The table below provides a sample of the index score applied to each rating and the conversion of the average score for the purposes of reporting using a 100-point scale.

**Table B.3: Applying the Index Score to Key Performance Indicator**

Rating	Ranking	Index Score	%	Average Score
Improved	1	100	36%	36.0
Stayed the same	2	50	40%	20.0
Deteriorated	3	0	23%	0.0
<b>Average Rating</b>				<b>56.0</b>

## APPENDIX C: POST-WEIGHTING

The following table presents the approach utilised to post-weight the data. Note, the population is different to total population of the City of Yarra because it is based on the population aged 18 years and older.

**Table C.1: ACSS 2023 Post-Weighting**

Response	Sample		Population		Weight
	%	n	%	n	
Males 18 - 24	14	2%	4,323	5.29%	2.04
Males 25 - 34	68	8%	13,511	16.52%	0.95
Males 35 - 44	67	8%	8,014	9.80%	0.18
Males 45 - 54	81	10%	5,180	6.33%	-0.37
Males 55 - 64	54	7%	4,292	5.25%	-0.22
Males 65 - 74	46	6%	2,863	3.50%	-0.39
Males 75+	24	3%	1,905	2.33%	-0.22
Females 18 - 24	34	4%	5,241	6.41%	0.52
Females 25 - 34	128	16%	14,104	17.25%	0.08
Females 35 - 44	70	9%	7,310	8.94%	0.03
Females 45 - 54	96	12%	5,081	6.21%	-0.48
Females 55 - 64	44	5%	4,195	5.13%	-0.06
Females 65 - 74	41	5%	3,257	3.98%	-0.22
Females 75+	33	4%	2,493	3.05%	-0.26
Refused	4	0%	0	0.00%	-1.00
<b>Total</b>	<b>804</b>	<b>100%</b>	<b>81,769</b>	<b>100.00%</b>	

NOTE: The Estimated Resident Population estimates for 2017 to 2021 have been revised by the ABS based on 2021 Census results. For many LGAs, this has resulted in a lower estimate for Estimate Resident Population for 2017 to 2021 compared to previous releases, which were reliant on 2016 Census results for indicative estimates for 2017 to 2021. As such, the current population counts may be lower compared to the estimated resident population counts reported previously.

Source: ABS (2022). Population by Age and Sex, Regions of Australia, 2021. Australian Bureau of Statistics, Canberra

## APPENDIX D: KEY IMPROVEMENTS & IMPACTS

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Significant improvements were made to the approach in executing the 2022 ACSS, in terms of the survey instrument as well as the analysis and reporting of the results. The 2023 ACSS retained all the changes introduced during the 2022 ACSS.

The key influencing factors in making these improvements to the 2022 ACSS was to ensure a broader reach and greater representation of target audiences, reduce respondent fatigue via telephone survey approach, increase response rate and ensure the results (where possible) can be compared against the Local Government Victoria's annual community satisfaction survey (when they become available). Changes to the ACSS, rationale for the changes and the impact is outlined on the next page.

**Table D.1: Applying the Index Score to Historical 0 – 10 Point Scale**

Aspect	Change	Rationale	Impact
Change in Methodology	Historically, the ACSS was administered via intercept survey methodology. In 2021, telephone survey methodology was utilised in response to COVID-19 restrictions. In 2022 and onwards, the survey was administered via a hybrid approach including telephone, online and intercept survey methodology.	Online surveys were recommended and adopted by the Council as a means to reach a broader set of audiences who would be missed with more traditional approaches such as telephone interviewing, particularly the younger groups of residents.	A much higher proportion of younger respondents participated in the online survey compared to telephone survey.
Reduced survey length	Previously, the survey length averaged 25 minutes to administer with respondents. This was reduced significantly to approximately 15 minutes in 2022 and onwards retaining only essential items based on the council's preferences, allowing comparative analysis against external sources and the LGPRF.	The key driver in reducing survey length was to ensure a higher likelihood of participation in the online and telephone surveys and reduce respondent fatigue. Additionally, lengthier surveys are more appropriate for intercept survey methodology.	Shorter surveys, due to reduced respondent fatigue, are likely to have had a positive outcome attributable to deeper engagement.
Exclusion of importance ratings	Historically, respondents were asked to indicate the importance of all facilities and service aspects being measured. In 2022 and onwards, only satisfaction was measured across all facilities and service aspects. Ratings of importance of the aspects was excluded.	This was the core contributing factor in substantially reducing the survey length.	Due to exclusion of importance measures across the various aspects, ' <a href="#">derived importance</a> ' was calculated for each aspect using correlation analysis. The 'derived importance' is much different to 'stated importance' where respondents explicitly express how important each aspect means to them. 'Stated importance' is easier and more direct but has the potential of exaggerating the importance of aspects. For example, everything is important when asked directly but how important is each aspect being measured when considered in tandem.
Change in answer scale	Prior to 2022, the satisfaction of all facilities and service aspects as well as all other aspects were measured on a 0 (lowest) to 10 (highest) point scale. In 2022 and onwards, all answer scales (with the exception of 'change in direction of Council's overall performance') throughout the survey were changed from the 0 – 10 point scale to a Likert 5-point scale.	The change allowed for quicker administration of the survey as well comparative analysis against the Local Government Victoria's annual community satisfaction survey. A 5-point scale is also more widely used and accepted method when undertaking community satisfaction surveys across Australia.	Scale change from the historical 0 – 10 point scale to the revised 1 – 5 point scale is the most notable change seen across the ACSS 2022 survey. In light of this, historical comparisons should be considered in the context of the scale change when interpreting the current results.



Aspect	Change	Rationale	Impact
Applying an Index Score	Historically, the average mean score was produced on a 0 – 10 point scale. In 2022 and onwards, the Likert 5-point scale was applied a 0 – 100 index score so that the average could be reported on a 100-point factor.	Applying the index score allows for comparative analysis against external sources. All historical data captured on a 0 – 10 point scale was also applied the 10-point factor and reported on a 100-point factor.	The previous ACSS results have been converted to the new 0 – 100 index score system and instead of being reported on a 0 – 10 average scale as done previously, the results are now reported on a 0 – 100 average scale. For example, if the average overall satisfaction with Council across all areas of responsibility was previously reported as 6.85, after applying the 0 – 100 index score, this same average is now reported as 68.5. The result has not been impacted, only the way the result is reported has changed and allows for comparative analysis. More details can be found in <a href="#">Appendix B</a> .

## APPENDIX E: HISTORICAL DATA

### HISTORICAL AGE RESULTS

**Table E.1: Historical Age Results**

Response	'12	'13	'14	'15	'17	'18	'19	'20	'21
15 - 19 years	2%	3%	3%	3%	5%	2%	2%	2%	2%
20 - 34 years	31%	32%	40%	37%	33%	31%	34%	36%	44%
35 - 44 years	26%	22%	19%	22%	20%	20%	22%	19%	19%
45 - 59 years	25%	27%	23%	21%	22%	23%	24%	19%	19%
60 - 74 years	12%	13%	12%	13%	17%	18%	14%	18%	12%
75 years or over	4%	3%	4%	4%	3%	5%	4%	5%	5%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Single Response; Base: All Respondents.

Q34. Please indicate which of the following best describes you?

Source: AEC

### HISTORICAL HOUSEHOLD STRUCTURE RESULTS

**Table E.2: Historical Household Structure Results**

Response	'12	'13	'14	'15	'17	'18	'19	'20	'21
Two parent family (youngest 0 - 4 years)	9%	11%	12%	9%	12%	12%	9%	7%	11%
Two parent family (youngest 5 - 12 years)	11%	9%	8%	8%	11%	11%	10%	9%	10%
Two parent family (youngest 13 - 18 years)	7%	5%	6%	6%	6%	6%	6%	5%	5%
Two parent family (adult child only)	6%	6%	9%	6%	8%	7%	7%	6%	6%
One parent family (youngest 0 - 4 years)	0%	1%	1%	2%	1%	1%	1%	2%	0%
One parent family (youngest 5 - 12 years)	1%	2%	1%	1%	2%	2%	2%	2%	1%
One parent family (youngest 13 - 18 years)	1%	2%	1%	1%	2%	1%	1%	1%	1%
One parent family (adult child only)	2%	3%	2%	4%	4%	3%	4%	3%	1%
Extended or multiple families	4%	1%	1%	2%	1%	3%	2%	2%	3%
Group household	19%	19%	22%	21%	20%	18%	20%	23%	10%
Sole person household	15%	14%	11%	14%	12%	13%	13%	15%	20%
Couple only household	25%	27%	26%	25%	23%	26%	26%	27%	30%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Single Response; Base: All Respondents.

Q39. What is the structure of this household?

Source: AEC



## HISTORICAL HOUSEHOLD DISABILITY RESULTS

**Table E.3: Historical Household Disability Results**

Response	'12	'13	'14	'15	'17	'18	'19	'20	'21
Yes	6%	5%	6%	7%	9%	9%	6%	7%	7%
No	94%	95%	94%	93%	91%	91%	94%	93%	93%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Single Response; Base: All Respondents.

Q37. Do any members of this household have a permanent or long-term disability?

Source: AEC

## HISTORICAL RESIDENCY TENURE RESULTS

**Table E.4: Historical Residency Tenure Results**

Response	'12	'13	'14	'15	'17	'18	'19	'20	'21
Less than 1 year	11%	14%	18%	13%	12%	11%	13%	16%	1%
1 to less than 5 years	27%	26%	28%	27%	27%	29%	30%	24%	14%
5 to less than 10 years	20%	18%	16%	16%	17%	14%	17%	20%	32%
10 years or more	43%	43%	39%	43%	44%	46%	40%	39%	52%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Single Response; Base: All Respondents.

Q41. How long have you lived in the City of Yarra?

Source: AEC

## SATISFACTION WITH ASPECTS OF GOVERNANCE, LEADERSHIP, ENVIRONMENT & PLANNING

**Table E.5: Satisfaction with Aspects of Governance, Leadership, Environment and Planning – Time Series**

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average
Meeting its responsibilities towards the environment	2018	3%	43%	54%	74.1
	2019	3%	37%	60%	77.2
	2020	3%	31%	66%	77.4
	2021	5%	42%	53%	72.4
	2022	18%	31%	51%	59.5
	2023	22%	34%	44%▼	56.7
Community consultation and engagement	2018	11%	45%	44%	68.6
	2019	6%	50%	45%	72.1
	2020	6%	42%	52%	71.9
	2021	14%	48%	38%	65.5
	2022	31%	31%	39%	49.9
	2023	37%	32%	31%▼	45.0 ▼
Representation, lobbying and advocacy on behalf of the community on key issues	2018	11%	49%	40%	67.5
	2019	5%	46%	50%	72.4
	2020	5%	49%	46%	71.9
	2021	13%	55%	31%	64.4
	2022	32%	30%	38%	49.6
	2023	38%	30%	32%▼	45.7 ▼
Making decisions in the best interests of the community	2018	12%	49%	39%	66.8
	2019	5%	49%	45%	72.0
	2020	6%	48%	46%	71.2
	2021	14%	48%	39%	65.9
	2022	30%	34%	36%	49.3
	2023	35%	32%	33%	46.2
Offering value for rates	2018	20%	58%	23%	59.1
	2019	9%	52%	39%	68.8
	2020	11%	52%	37%	67.3
	2021	19%	56%	25%	60.3
	2022	37%	34%	28%	44.8
	2023	41%	33%	25%	41.5
General Town Planning policy	2022	36%	34%	31%	45.2
	2023	35%	34%	31%	46.6
Planning and building permits	2022	47%	28%	25%	39.4
	2023	46%	29%	26%	41.1

Single Response; Base: All Respondents.

“Q15/17. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months?”

^Change in question wording, answer scale and some attribute wording in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each of the following aspects of Council's performance?

Source: AEC

## SATISFACTION WITH ASPECTS OF GOVERNANCE, LEADERSHIP, ENVIRONMENT & PLANNING - CHANGE 2022 VS. 2023

**Table E.6: Satisfaction with Aspects of Governance, Leadership, Environment and Planning – Change in Percentage of ‘Very Good’/‘Good’ 2022 vs. 2023**

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average	Change in % by rank order
Planning and building permits	2022	47%	28%	25%	39.4	
	2023	46%	29%	26%	41.1	1%
General Town Planning policy	2022	36%	34%	31%	45.2	
	2023	35%	34%	31%	46.6	0%
Offering value for rates	2022	37%	34%	28%	44.8	
	2023	41%	33%	25%	41.5	-3%
Making decisions in the best interests of the community	2022	30%	34%	36%	49.3	
	2023	35%	32%	33%	46.2	-3%
Representation, lobbying and advocacy on behalf of the community on key issues	2022	32%	30%	38%	49.6	
	2023	38%	30%	32% ▼	45.7 ▼	-7%
Meeting its responsibilities towards the environment	2022	18%	31%	51%	59.5	
	2023	22%	34%	44% ▼	56.7	-7%
Community consultation and engagement	2022	31%	31%	39%	49.9	
	2023	37%	32%	31% ▼	45.0 ▼	-8%

**Table E.7: Satisfaction with Aspects of Governance, Leadership, Environment and Planning – Change in Average 2022 vs. 2023**

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average	Change in Average by rank order
Planning and building permits	2022	47%	28%	25%	39.4	
	2023	46%	29%	26%	41.1	1.7
General Town Planning policy	2022	36%	34%	31%	45.2	
	2023	35%	34%	31%	46.6	1.4
Meeting its responsibilities towards the environment	2022	18%	31%	51%	59.5	
	2023	22%	34%	44% ▼	56.7	-2.7
Making decisions in the best interests of the community	2022	30%	34%	36%	49.3	
	2023	35%	32%	33%	46.2	-3.1
Offering value for rates	2022	37%	34%	28%	44.8	
	2023	41%	33%	25%	41.5	-3.2
Representation, lobbying and advocacy on behalf of the community on key issues	2022	32%	30%	38%	49.6	
	2023	38%	30%	32% ▼	45.7 ▼	-3.9
Community consultation and engagement	2022	31%	31%	39%	49.9	
	2023	37%	32%	31% ▼	45.0 ▼	-4.9

Single Response; Base: All Respondents.

“Q15/17. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months?”

^Change in question wording, answer scale and some attribute wording in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each of the following aspects of Council’s performance?

Source: AEC

## SATISFACTION WITH UNIVERSAL COUNCIL SERVICES & FACILITIES

**Table E.8: Satisfaction with Universal Council Services and Facilities – Time Series**

Key Aspects	Average	Year	Very Poor/Poor	Very Good/Good	Average
Maintenance and repair of sealed local roads (this excludes highways and main roads)	38%	2018	9%	53%	72.2
	33%	2019	5%	62%	76.5
	34%	2020	6%	59%	74.7
	37%	2021	8%	55%	73.3
	28%	2022	14%	57%	63.2
	31%	2023	20%	48% ▼	58.6 ▼
Maintenance and repair of storm water drains	36%	2018	7%	57%	74.8
	30%	2019	7%	63%	75.8
	31%	2020	6%	64%	76.5
	42%	2021	8%	50%	72.1
	28%	2022	16%	56%	62.6
	31%	2023	17%	52%	62.0
Maintenance and repair of footpaths	44%	2018	10%	46%	70.6
	34%	2019	6%	60%	76.0
	37%	2020	7%	56%	73.4
	36%	2021	9%	55%	72.1
	28%	2022	19%	53%	59.4
	33%	2023	22%	46% ▼	57.8
Maintenance and cleaning of public areas (including litter collection)	41%	2018	8%	51%	71.9
	32%	2019	3%	65%	78.1
	34%	2020	5%	61%	75.9
	40%	2021	7%	53%	73.0
	27%	2022	18%	55%	61.1
	25%	2023	24%	51%	58.4
Maintenance and cleaning of strip shopping areas	44%	2018	4%	51%	74.0
	33%	2019	2%	65%	78.4
	35%	2020	3%	62%	77.3
	42%	2021	6%	52%	73.7
	28%	2022	15%	57%	62.3
	29%	2023	16%	54%	61.8
Regular garbage collection service	12%	2018	2%	86%	87.9
	12%	2019	2%	86%	87.4
	16%	2020	2%	82%	85.2
	26%	2021	8%	66%	76.7
	14%	2022	9%	77%	75.3
	16%	2023	16%	68% ▼	69.4 ▼
Regular recycling service	17%	2018	3%	80%	85.5
	14%	2019	3%	84%	85.4
	18%	2020	3%	79%	83.9
	33%	2021	16%	51%	69.7
	23%	2022	17%	60%	65.1
	19%	2023	21%	60%	64.8

Key Aspects	Average	Year	Very Poor/Poor	Very Good/Good	Average
Provision of parks, gardens and reserves	19%	2018	3%	78%	82.8
	22%	2019	1%	77%	83.1
	18%	2020	1%	80%	82.7
	28%	2021	3%	70%	79.1
	18%	2022	9%	73%	73.0
	23%	2023	8%	69%	72.9
Maintenance of parks, gardens and reserves	22%	2018	2%	75%	82.2
	22%	2019	1%	78%	83.6
	19%	2020	1%	80%	82.7
	25%	2021	4%	71%	78.6
	21%	2022	9%	71%	72.4
	21%	2023	11%	68%	71.1
Parking management	41%	2018	16%	43%	66.0
	38%	2019	10%	52%	71.7
	34%	2020	12%	54%	70.6
	40%	2021	16%	44%	66.2
	29%	2022	32%	39%	49.9
	28%	2023	35%	37%	48.7
Traffic management	32%	2022	25%	43%	54.4
	33%	2023	26%	41%	54.0

Single Response; Base: All Respondents.

"Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months?"

^Change in question wording, answer scale and some attribute wording in 2022. Prior to 2022. "On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community and your personal level of satisfaction with each of the following Council provided services?"

Source: AEC

## SATISFACTION WITH UNIVERSAL COUNCIL SERVICES & FACILITIES - CHANGE 2022 VS. 2023

**Table E.9: Satisfaction with Universal Council Services and Facilities – Change is Percentage of ‘Very Good’/‘Good’ 2022 vs. 2023**

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average	Change in % by rank order
Regular recycling service	2022	17%	23%	60%	65.1	
	2023	21%	19%	60%	64.8	0%
Parking management	2022	32%	29%	39%	49.9	
	2023	35%	28%	37%	48.7	-2%
Traffic management	2022	25%	32%	43%	54.4	
	2023	26%	33%	41%	54.0	-2%
Maintenance of parks, gardens and reserves	2022	9%	21%	71%	72.4	
	2023	11%	21%	68%	71.1	-3%
Maintenance and cleaning of strip shopping areas	2022	15%	28%	57%	62.3	
	2023	16%	29%	54%	61.8	-3%
Maintenance and cleaning of public areas (including litter collection)	2022	18%	27%	55%	61.1	
	2023	24%	25%	51%	58.4	-4%
Maintenance and repair of storm water drains	2022	16%	28%	56%	62.6	
	2023	17%	31%	52%	62.0	-4%
Provision of parks, gardens and reserves	2022	9%	18%	73%	73.0	
	2023	8%	23%	69%	72.9	-5%
Maintenance and repair of footpaths	2022	19%	28%	53%	59.4	
	2023	22%	33%	46% ▼	57.8	-7%
Maintenance and repair of sealed local roads (this excludes highways and main roads)	2022	14%	28%	57%	63.2	
	2023	20%	31%	48% ▼	58.6 ▼	-9%
Regular garbage collection service	2022	9%	14%	77%	75.3	
	2023	16%	16%	68% ▼	69.4 ▼	-9%

**Table E.10: Satisfaction with Universal Council Services and Facilities – Change in Average 2022 vs. 2023**

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average	Change in Average by rank order
Provision of parks, gardens and reserves	2022	9%	18%	73%	73.0	
	2023	8%	23%	69%	72.9	0.0
Regular recycling service	2022	17%	23%	60%	65.1	
	2023	21%	19%	60%	64.8	-0.2
Traffic management	2022	25%	32%	43%	54.4	
	2023	26%	33%	41%	54.0	-0.4
Maintenance and repair of storm water drains	2022	16%	28%	56%	62.6	
	2023	17%	31%	52%	62.0	-0.5
Maintenance and cleaning of strip shopping areas	2022	15%	28%	57%	62.3	
	2023	16%	29%	54%	61.8	-0.5
Parking management	2022	32%	29%	39%	49.9	
	2023	35%	28%	37%	48.7	-1.2
Maintenance of parks, gardens and reserves	2022	9%	21%	71%	72.4	
	2023	11%	21%	68%	71.1	-1.2
Maintenance and repair of footpaths	2022	19%	28%	53%	59.4	
	2023	22%	33%	46% ▼	57.8	-1.6
Maintenance and cleaning of public areas (including litter collection)	2022	18%	27%	55%	61.1	
	2023	24%	25%	51%	58.4	-2.8

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average	Change in Average by rank order
Maintenance and repair of sealed local roads (this excludes highways and main roads)	2022	14%	28%	57%	63.2	
	2023	20%	31%	48% ▼	58.6 ▼	-4.6
Regular garbage collection service	2022	9%	14%	77%	75.3	
	2023	16%	16%	68% ▼	69.4 ▼	-5.8

Single Response; Base: All Respondents.

“Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months?”

^Change in question wording, answer scale and some attribute wording in 2022. Prior to 2022. “On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community and your personal level of satisfaction with each of the following Council provided services?”

Source: AEC

## SATISFACTION WITH OTHER MAJOR SERVICES & FACILITIES

Table E.7: Satisfaction with Other Major Services and Facilities – Time Series

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average
Green waste services	2018	8%	20%	72%	79.7
	2019	5%	17%	78%	81.8
	2020	5%	22%	74%	80.4
	2021	7%	19%	75%	79.1
	2022	20%	20%	60%	62.8
	2023	28%	24%	49% ▼	56.9 ▼
Hard rubbish services	2018	4%	15%	81%	84.2
	2019	3%	14%	83%	84.7
	2020	2%	18%	80%	83.2
	2021	5%	19%	76%	81.1
	2022	16%	20%	64%	66.5
	2023	17%	25%	57%	64.6
Local library services	2018	2%	13%	85%	87.7
	2019	2%	11%	87%	86.7
	2020	2%	13%	85%	85.5
	2021	2%	13%	86%	84.8
	2022	4%	13%	82%	81.2
	2023	3%	15%	82%	80.6
Public toilets	2018	18%	45%	37%	63.8
	2019	13%	45%	42%	67.7
	2020	14%	40%	46%	67.9
	2021	15%	56%	29%	63.7
	2022	31%	35%	33%	49.1
	2023	28%	35%	37%	52.6
Yarra's swimming pool at Richmond, Fitzroy or Collingwood	2018	0%	0%	0%	0.0
	2019	0%	0%	0%	0.0
	2020	0%	0%	0%	0.0
	2021	3%	22%	75%	79.8
	2022	6%	13%	80%	77.4
	2023	5%	22%	72% ▼	74.6
Yarra's leisure centres at Richmond, Fitzroy or Collingwood (eg. Gym, etc)	2018	0%	18%	81%	83.9
	2019	3%	22%	75%	80.0
	2020	0%	17%	83%	85.0
	2021	4%	22%	73%	79.9
	2022	0%	17%	83%	85.0

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average
	2022	4%	19%	78%	76.7
	2023	5%	24%	71%	72.7 ▼
On-road bike paths	2018	6%	36%	58%	75.1
	2019	5%	33%	62%	76.1
	2020	6%	30%	63%	75.8
	2021	7%	37%	57%	74.0
	2022	20%	24%	55%	61.6
	2023	16%	23%	61%	65.4 ▲
Off-road bike paths (including shared paths)	2018	5%	31%	64%	76.6
	2019	4%	29%	67%	78.3
	2020	3%	25%	72%	80.3
	2021	4%	32%	63%	76.2
	2022	11%	21%	69%	68.6
	2023	12%	28%	60%	65.9 ▼
Arts and cultural activities	2018	2%	26%	72%	80.8
	2019	2%	23%	75%	78.5
	2020	2%	24%	75%	81.4
	2021	2%	38%	61%	76.9
	2022	11%	25%	64%	67.8
	2023	10%	27%	63%	69.0

Single Response; Base: All Respondents.

“Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months? If you have not used the services in the past 12 months, say ‘not applicable -99’.”

^Change in question wording, answer scale and some attribute wording in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community followed by your personal level of satisfaction with only those services you or a member of your household has used in the past 12 months?

Source: AEC



## SATISFACTION WITH OTHER MAJOR SERVICES & FACILITIES - CHANGE 2022 VS. 2023

**Table E.9: Satisfaction with Other Major Services and Facilities – Change is Percentage of ‘Very Good’/‘Good’ 2022 vs. 2023**

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average	Change in % by rank order
On-road bike paths	2022	20%	24%	55%	61.6	
	2023	16%	23%	61%	65.4 ▲	5%
Public toilets	2022	31%	35%	33%	49.1	
	2023	28%	35%	37%	52.6	3%
Local library services	2022	4%	13%	82%	81.2	
	2023	3%	15%	82%	80.6	0%
Arts and cultural activities	2022	11%	25%	64%	67.8	
	2023	10%	27%	63%	69.0	-1%
Hard rubbish services	2022	16%	20%	64%	66.5	
	2023	17%	25%	57%	64.6	-6%
Yarra's leisure centres at Richmond, Fitzroy or Collingwood (eg. Gym, etc)	2022	4%	19%	78%	76.7	
	2023	5%	24%	71%	72.7 ▼	-7%
Yarra's swimming pool at Richmond, Fitzroy or Collingwood	2022	6%	13%	80%	77.4	
	2023	5%	22%	72% ▼	74.6	-8%
Off-road bike paths (including shared paths)	2022	11%	21%	69%	68.6	
	2023	12%	28%	60% ▼	65.9	-9%
Green waste services	2022	20%	20%	60%	62.8	
	2023	28%	24%	49% ▼	56.9 ▼	-11%

**Table E.10: Satisfaction with Other Major Services and Facilities – Change in Average 2022 vs. 2023**

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average	Change in Average by rank order
On-road bike paths	2022	20%	24%	55%	61.6	
	2023	16%	23%	61%	65.4 ▲	3.8
Public toilets	2022	31%	35%	33%	49.1	
	2023	28%	35%	37%	52.6	3.5
Arts and cultural activities	2022	11%	25%	64%	67.8	
	2023	10%	27%	63%	69.0	1.1
Local library services	2022	4%	13%	82%	81.2	
	2023	3%	15%	82%	80.6	-0.6
Hard rubbish services	2022	16%	20%	64%	66.5	
	2023	17%	25%	57%	64.6	-2.0
Off-road bike paths (including shared paths)	2022	11%	21%	69%	68.6	
	2023	12%	28%	60% ▼	65.9	-2.7
Yarra's swimming pool at Richmond, Fitzroy or Collingwood	2022	6%	13%	80%	77.4	
	2023	5%	22%	72% ▼	74.6	-2.9
Yarra's leisure centres at Richmond, Fitzroy or Collingwood (eg. Gym, etc)	2022	4%	19%	78%	76.7	
	2023	5%	24%	71%	72.7 ▼	-4.0
Green waste services	2022	20%	20%	60%	62.8	
	2023	28%	24%	49% ▼	56.9 ▼	-5.9

Single Response; Base: All Respondents.

"Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months? If you have not used the services in the past 12 months, say 'not applicable -99'."

^Change in question wording, answer scale and some attribute wording in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community followed by your personal level of satisfaction with only those services you or a member of your household has used in the past 12 months? Source: AEC

## TOP ISSUES FOR CITY OF YARRA

**Table E.11: Top Issues for City of Yarra – Time Series**

Issue	2017	2018	2019	2020	2021	2022	2023
None/nothing	N/A	N/A	N/A	N/A	N/A	13%	15%
Building, planning, housing and development	23%	24%	12%	12%	10%	20%	11%
Car Parking	19%	17%	20%	18%	9%	10%	8%
Rubbish and waste issues (incl garbage)	3%	4%	2%	7%	6%	8%	7%
Prefer to not answer / Not stated	N/A	N/A	N/A	N/A	N/A	5%	6%
Traffic management	13%	18%	17%	9%	6%	8%	5%
Community consultation, engagement, information	2%	2%	2%	2%	3%	4%	5%
Drug related issues	13%	14%	10%	8%	7%	5%	5%
Environment, sustainability, climate change	8%	6%	3%	4%	5%	9%	4%
Recycling collection	1%	4%	2%	6%	13%	4%	4%
Council governance and performance	1%	3%	40%	0%	2%	3%	4%
Roads, street cleaning, maintenance and repairs	5%	7%	3%	4%	3%	6%	4%
Council rates	2%	3%	2%	1%	3%	5%	4%
Parks, gardens and open space	10%	9%	6%	5%	7%	6%	4%
Cycling, walking tracks and bicycle issues	8%	7%	5%	3%	6%	5%	3%
Maintenance and cleaning of public areas	6%	6%	5%	2%	2%	8%	3%
Quality and provision of community services	3%	3%	1%	1%	1%	3%	3%
Safety, policing and crime	8%	7%	10%	7%	4%	6%	2%
Housing affordability/rental crisis	N/A	N/A	N/A	N/A	N/A	0%	2%
Financial issues and priorities for Council	0%	1%	1%	1%	1%	2%	2%
Green waste collection	2%	3%	2%	3%	2%	1%	2%
Homelessness and beggars	2%	3%	2%	1%	1%	2%	2%
All other issues	15%	15%	13%	11%	6%	1%	2%
Footpath maintenance and repairs	3%	2%	4%	3%	1%	1%	2%
Provision and maintenance of infrastructure	N/A	N/A	N/A	N/A	N/A	1%	1%
Address the needs of all/inclusion/diversity	N/A	N/A	N/A	N/A	N/A	2%	1%
Graffiti / vandalism	3%	4%	2%	2%	1%	2%	1%
Health and medical issues/services	2%	1%	0%	0%	1%	1%	1%
Support for local businesses	0%	0%	0%	0%	2%	2%	1%
Provision and maintenance of sports, recreational facilities	N/A	N/A	N/A	N/A	N/A	1%	1%
Council customer service responsiveness	N/A	N/A	N/A	N/A	N/A	0%	1%
Provision and maintenance of street trees	5%	4%	4%	4%	2%	2%	1%
Shops, restaurants, bars, and entertainment	2%	1%	1%	1%	2%	1%	0%
Issues with public housing	2%	1%	1%	1%	1%	2%	0%
None/nothing	N/A	N/A	N/A	N/A	N/A	13%	15%
Building, planning, housing and development	23%	24%	12%	12%	10%	20%	11%
Car Parking	19%	17%	20%	18%	9%	10%	8%
Rubbish and waste issues (incl garbage)	3%	4%	2%	7%	6%	8%	7%
Prefer to not answer / Not stated	N/A	N/A	N/A	N/A	N/A	5%	6%
Traffic management	13%	18%	17%	9%	6%	8%	5%
Community consultation, engagement, information	2%	2%	2%	2%	3%	4%	5%
Drug related issues	13%	14%	10%	8%	7%	5%	5%
Environment, sustainability, climate change	8%	6%	3%	4%	5%	9%	4%
Recycling collection	1%	4%	2%	6%	13%	4%	4%

Open-End Response Question; Base: All Respondents. "Q21. What do you consider to be the top issue for the City of Yarra?"

^Change in question wording in 2022. Prior to 2022. "Can you please list what you consider to be the top three issues for the city of Yarra at the moment?" Source: AEC

## IMPROVEMENTS DELIVERED BY THE COUNCIL

**Table E.12: Improvements Delivered by the Council – Time Series**

Improvements Delivered	2017	2018	2019	2020	2021	2022	2023
None/nothing	N/A	N/A	N/A	N/A	N/A	46%	49%
Prefer to not answer / Not stated	N/A	N/A	N/A	N/A	N/A	8%	12%
Parks, gardens, open space	14%	15%	12%	6%	8%	8%	11%
Bike, walking tracks and facilities	4%	4%	3%	3%	7%	7%	8%
Road maintenance and repairs	7%	8%	6%	5%	4%	5%	5%
Community activities and events	1%	1%	1%	0%	0%	3%	3%
Sports and recreation facilities	1%	1%	1%	1%	1%	2%	2%
Glass recycle	N/A	N/A	N/A	N/A	1%	4%	2%
Libraries	4%	5%	3%	1%	2%	1%	2%
Recycling	0%	0%	1%	1%	2%	5%	2%
Building, housing, planning and development	1%	1%	2%	1%	0%	1%	2%
Cleanliness of areas including streets	4%	4%	3%	2%	2%	2%	2%
Consultation, communication and prov. of information	1%	1%	1%	0%	0%	1%	2%
Street trees maintenance and provision	6%	5%	3%	4%	2%	2%	2%
Footpath maintenance and repairs	2%	4%	2%	2%	1%	1%	2%
Garbage collection	1%	1%	1%	2%	1%	4%	2%
Environment, climate and conservation	1%	1%	0%	0%	0%	2%	1%
All other issues	7%	5%	4%	1%	1%	2%	1%
Public transport	1%	1%	1%	2%	0%	0%	1%
Shopping areas	0%	0%	0%	0%	0%	0%	1%
Parking	1%	2%	2%	1%	0%	1%	1%
Provision and maintenance of general infrastructure	1%	1%	1%	1%	1%	1%	1%
Traffic management	3%	1%	3%	2%	2%	2%	1%
Public toilets	1%	1%	1%	2%	0%	1%	1%
Beautification / liveability	1%	1%	0%	0%	1%	3%	1%
Outdoor dining	N/A	N/A	N/A	N/A	0%	2%	1%
Drains maintenance and repairs	1%	2%	1%	1%	0%	0%	1%
Green waste collection	1%	1%	0%	1%	0%	1%	1%
Local business	N/A	N/A	N/A	N/A	0%	2%	1%
Drug related issues	0%	0%	0%	0%	0%	0%	1%
COVID-19 pandemic management	N/A	N/A	N/A	N/A	0%	3%	1%
Education and schools	0%	0%	1%	0%	0%	0%	1%
Community atmosphere / living environment	0%	0%	0%	1%	0%	0%	0%
Hard rubbish collection	0%	0%	0%	0%	0%	0%	0%
Safety, crime and policing	2%	1%	1%	1%	0%	1%	0%
Council management	1%	0%	0%	0%	0%	0%	0%
Water management	0%	0%	0%	0%	0%	0%	0%
Graffiti / vandalism	1%	1%	1%	0%	0%	1%	0%
Improvements to Victoria Street	0%	0%	0%	0%	0%	0%	0%
Composting	0%	0%	0%	0%	0%	0%	0%
Services for the disabled and elderly	0%	0%	0%	0%	0%	0%	0%
Don't know/unsure	N/A	N/A	N/A	N/A	N/A	3%	0%

Open-End Response Question; Base: All Respondents.

"What, if any, improvements have the council delivered in the last 2 years?"

^Change in question wording in 2022. Prior to 2022. "In the last 2 years, what, if any, have been the top two improvements you have noticed in your local area?"

Source: AEC

## SUGGESTED IMPROVEMENTS TO THE LOCAL AREA

**Table E.13: Suggested Improvements for the Local Area – Time Series**

Suggested Improvements	2017	2018	2019	2020	2021	2022	2023
None/nothing	N/A	N/A	N/A	N/A	N/A	17%	16%
Bike tracks, facilities and infrastructure	8%	9%	6%	3%	6%	7%	13%
Parking	12%	10%	11%	8%	4%	9%	12%
Garbage collection	8%	7%	5%	4%	6%	9%	11%
Roads maintenance and repairs	3%	5%	4%	1%	2%	4%	10%
Safety, crime and policing	5%	5%	6%	3%	1%	4%	8%
Traffic Management	8%	8%	9%	4%	2%	3%	8%
Prefer to not answer / Not stated	N/A	N/A	N/A	N/A	N/A	6%	8%
Consultation, communication and provision of information	2%	1%	1%	2%	2%	6%	8%
Cleanliness of areas including streets	4%	6%	3%	2%	2%	4%	8%
Parks, gardens and open space	8%	7%	5%	4%	6%	10%	7%
Building, housing, planning and development	8%	12%	5%	4%	4%	7%	7%
Recycling	1%	2%	1%	1%	4%	6%	6%
Footpath maintenance and repairs	2%	3%	3%	1%	1%	5%	6%
Green waste collection	1%	1%	2%	4%	1%	3%	5%
Public transport	1%	2%	2%	0%	1%	1%	4%
Street trees maintenance and provision	5%	6%	2%	5%	2%	5%	4%
Rates/taxes	1%	2%	2%	1%	1%	4%	4%
Drug related issues	4%	7%	3%	3%	2%	3%	4%
Council management	0%	1%	0%	0%	1%	3%	4%
Building permit concerns, cost, timeliness	N/A	N/A	N/A	N/A	N/A	1%	3%
Graffiti/vandalism	3%	3%	2%	1%	0%	1%	3%
Sports and recreation facilities	2%	1%	0%	1%	1%	2%	3%
Dog parks, rules, cleaning	N/A	N/A	N/A	N/A	N/A	2%	3%
Environment, conservation and climate change	2%	1%	1%	1%	2%	3%	2%
Public housing/social housing	N/A	N/A	N/A	N/A	N/A	1%	2%
Local business	N/A	N/A	N/A	N/A	1%	3%	2%
Community activities and events	1%	1%	1%	0%	1%	3%	2%
Homeless / beggar issues	1%	0%	1%	0%	1%	1%	2%
All other issues	9%	11%	10%	4%	2%	2%	2%
Shopping areas	2%	0%	1%	1%	1%	1%	2%
Services for the disabled or the elderly	0%	0%	1%	1%	1%	1%	2%
Provision and maintenance of general infrastructure	N/A	N/A	N/A	N/A	N/A	0%	1%
Drains maintenance	1%	1%	1%	1%	1%	1%	1%
Quality and provision of facilities	0%	0%	1%	0%	0%	2%	1%
Improvements to Victoria Street	0%	0%	0%	0%	1%	1%	1%
Public toilets	1%	1%	1%	1%	1%	1%	1%
Composting	N/A	N/A	N/A	N/A	1%	2%	1%
Improvements to Bridge Road	N/A	N/A	N/A	N/A	N/A	2%	1%
Electric car chargers	N/A	N/A	N/A	N/A	N/A	0%	1%
Arts and culture	0%	0%	0%	0%	1%	2%	1%
Library hours, sustainability, staff	N/A	N/A	N/A	N/A	N/A	1%	1%
Hard rubbish collection	N/A	N/A	N/A	N/A	N/A	1%	1%
Improvements to Smith Street	N/A	N/A	N/A	N/A	N/A	0%	0%
Outdoor dining	N/A	N/A	N/A	N/A	N/A	0%	0%
Social justice	N/A	N/A	N/A	N/A	0%	0%	0%
Don't know / unsure	N/A	N/A	N/A	N/A	N/A	1%	0%

Open-End Response Question; Base: All Respondents.

"Q23. What, if any, improvements would you like to see in your local area over the next two years?"

^Change in question wording in 2022. Prior to 2022. "Over the next two years, what, if any, improvements would you like to see in your local area?"

Source: AEC

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OUTCOME DRIVEN

