
2024 ANNUAL CUSTOMER SATISFACTION SURVEY

DRAFT REPORT

APRIL 2024

YARRA CITY COUNCIL

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EXECUTIVE SUMMARY

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 15th ACSS, was administered using a hybrid approach of telephone and online survey methodologies from January to February, 2024. A total of n=800 Yarra City residents participated in the survey yielding a margin of error of ± 3.45 .

This report summarises the survey results received from the community and compares the 2024 results against last year's (2023) results and historical findings from 2013 onwards. Direct comparisons and assessments to results prior to 2022 should be considered in context of the improvements introduced in 2022¹.

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 survey². 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 2023 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 2023 results is significantly higher or lower.

At times, when comparing the 2024 findings with the 2023, 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 2023 to 35% in 2024 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](#).

¹ 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.

² 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 2024 average results, compared to the 2023 average results, have been identified and are included in this report. The purpose of the average score is to compare the 2024 results to the Local Government Victoria annual community satisfaction survey for 2024 when they become available.

KEY FINDINGS

Satisfaction with Council's Overall Performance

2024 Findings

In 2024, 40% of respondents were satisfied (a rating of 'very good' or 'good') with the [overall performance of Yarra City Council](#), 35% of respondents provided a rating of 'average' and 25% of respondents rated the overall performance of the Council across all areas of responsibility as 'poor' or 'very poor'.

Comparison to 2023

Satisfaction with the overall performance of Yarra City Council improved marginally with the proportion of respondents providing a rating of 'very good' or 'good' increasing from 37% in 2023 to 40% in 2024, an increase of 3 percentage points. This increase is not statistically significant indicating that attitudes in the community remain comparable to 2023.

The proportion of respondents providing an 'average' rating remained relatively unchanged from 37% in 2023 to 35% in 2024. Respondents rating the overall performance of the Council across all areas of responsibility as 'poor' or 'very poor' remains comparable to 2023 (25% in 2024 compared to 26% in 2023).

Key Differences by Segment

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

- Residents of Fitzroy North are significantly **more** satisfied (rating of 'very good' or 'good') with the Council whilst significantly **lower** satisfaction is reported amongst those in the precinct of Richmond / Cremorne/ Burnley.
- 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 45 years of age and over, couples with dependent children, long-term residents having lived in Yarra for ten (10) years or more, those living in a separate house or semi-detached dwelling type and those who either own or have a mortgage on their home.

Direction of Council's Overall Performance

2024 Findings

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

- 'Improved': 15%
- 'Stayed the same': 61%
- 'Deteriorated': 24%

Comparison to 2023

The percentage of respondents indicating Council's overall performance has 'improved', increased marginally compared to 2023; from 12% in 2023 to 15% in 2024, an increase of 3 percentage points.

Importantly, the proportion of respondents indicating that direction of Council's overall performance 'deteriorated', shifted significantly from 29% in 2023 to 24% in 2024, a decrease of 5 percentage points.

Satisfaction with Aspects of Governance, Leadership, Environment & Planning

2024 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 48% of respondents). The lowest satisfaction is with *offering value for rates* (rating of 'very good' or 'good' by 28% of respondents) followed very closely by *planning and building permits* (rating of 'very good' or 'good' by 29% of respondents).

Comparison to 2023

The largest increase in satisfaction amongst governance, leadership, environment and planning from 2023 to 2024 was recorded for *community consultation and engagement*.

- Ratings of 'very good' or 'good' increased significantly from 31% in 2023 to 40% in 2024, an increase of 9 percentage points.
- Ratings of 'very poor' or 'poor' for declined significantly from 37% in 2023 to 31% in 2024, a decline of 6 percentage points.

It should also be noted that *community consultation and engagement* is amongst the top three (3) most important of all governance, leadership, environment and planning aspects to the community.

Compared to 2023, ratings of 'very good' or 'good' improved marginally for the following two (of the seven) aspects related to governance, leadership, environment and planning:

- Making decisions in the best interests of the community: increased marginally from 33% in 2023 to 38% in 2024, an increase of 5 percentage points.
- Meeting its responsibilities towards the environment: increased marginally from 44% in 2023 to 48% in 2024, an increase of 4 percentage points.

Compared to 2023, ratings of 'very good' or 'good' remained relatively unchanged for the following four (of the seven) aspects related to governance, leadership, environment and planning:

- Offering value for rates: relatively unchanged from 25% in 2023 to 28% in 2024.
- Planning and building permits: relatively unchanged from 26% in 2023 to 29% in 2024.
- General Town Planning policy: relatively unchanged from 31% in 2023 to 33% in 2024.
- Representation, lobbying and advocacy on behalf of the community on key issues: relatively unchanged from 32% in 2023 to 33% in 2024.

Satisfaction with Universal Council Services & Facilities

2024 Findings

The overall average rating of 'very good' or 'good' across all 11 [universal services and facilities aspects](#) measured is 57%. There are four (out of 11) aspects that are either greater than or equal to the average of 57% including:

- Provision of parks, gardens and reserves: 78%.
- Regular garbage collection service: 75%.
- Maintenance of parks, gardens and reserves: 74%.
- Regular recycling service: 69%.

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* (78%) followed by *regular garbage collection service* (75%) and *maintenance of parks, gardens and reserves* (74%). The lowest satisfaction is with *parking management* with 34% percent of respondents rating this aspect as 'very good' or 'good'.

Comparison to 2023

Compared to 2023, ratings of 'very good' or 'good' improved significantly for the following four (out of 11) aspects related to universal services and facilities:

- Provision of parks, gardens and reserves: from 69% in 2023 to 78% in 2024, an increase of 9 percentage points.
- Regular recycling service: from 60% in 2023 to 69% in 2024, an increase of 9 percentage points.
- Regular garbage collection service: from 68% in 2023 to 75% in 2024, an increase of 7 percentage points.
- Maintenance of parks, gardens and reserves: from 68% in 2023 to 74% in 2024, an increase of 6 percentage points.

Ratings of 'very good' or 'good' either remained the same or remained relatively unchanged for the following seven (out of 11) aspects related to universal services and facilities:

- Maintenance and repair of storm water drains: remained the same as 2023 at 52%.
- Traffic management: remained the same as 2023 at 41%.
- Maintenance and cleaning of strip shopping areas: from 54% in 2023 to 55% in 2024.
- Maintenance and cleaning of public areas (including litter collection): from 51% in 2023 to 52% in 2024.
- Maintenance and repair of sealed local roads (this excludes highways and main roads): from 48% in 2023 to 50% in 2024.
- Maintenance and repair of footpaths: from 46% in 2023 to 47% in 2024.
- Parking management: from 37% in 2023 to 34% in 2024.

Satisfaction with Other Major Services & Facilities

2024 Findings

The overall average rating of 'very good' or 'good' across all nine (9) [other major services and facilities aspects](#) measured is 64% and satisfaction for six (out of 9) aspects are greater than the average of 64% including:

- Local library services: 85%.
- Yarra's swimming pool at Richmond, Fitzroy or Collingwood: 76%.
- Yarra's leisure centres at Richmond, Fitzroy or Collingwood: 70%.
- Arts and cultural activities: 66%.
- Hard rubbish services: 65%.
- Off-road bike paths (including shared paths): 64%.

Overall, the highest satisfaction across all other major service and facility aspects is recorded for *local library services* (with 85% of respondents rating this aspect as 'very good' or 'good') and the lowest satisfaction is with *public toilets* (with 35% of respondents rating this aspect as 'very good' or 'good').

Comparison to 2023

Compared to 2023, ratings of 'very good' or 'good' increased either significantly or marginally for the following four (of the nine) aspects:

- Hard rubbish services: increased significantly from 57% in 2023 to 65% in 2024, an increase of 8 percentage points.
- Green waste services: increased marginally from 49% in 2023 to 54% in 2024, an increase of 5 percentage points.
- Yarra's swimming pools at Richmond, Fitzroy or Collingwood: increased marginally from 72% in 2023 to 76% in 2024, an increase of 4 percentage points.
- Off-road bike paths (including shared paths): increased marginally from 60% in 2023 to 64% in 2024, an increase of 4 percentage points.

Compared to 2023, ratings of 'very good' or 'good' remained relatively unchanged for the following five (of the nine) aspects related to other major services and facilities:

- Arts and cultural activities: from 63% in 2023 to 66% in 2024.
- Local library services: from 82% in 2023 to 85% in 2024.
- Public toilets: from 37% in 2023 to 35% in 2024.
- Yarra's leisure centres at Richmond, Fitzroy or Collingwood (e.g. Gym, etc): from 71% in 2023 to 70% in 2024.
- On-road bike paths: from 61% in 2023 to 60% in 2024.

Top Issues & Key Improvements

Top Issues for the City of Yarra

2024 Findings

In 2024, the top three (3) [issues for the City of Yarra](#) are:

1. Building, planning, housing and development: 12%
2. Car Parking: 7%
3. Traffic management: 7%

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

Average overall satisfaction with the council amongst those identifying *building, planning, housing and development* issues is slightly below the average overall satisfaction for all respondents. Additionally, respondents identifying *building, planning, housing and development* as a top issue for the region exhibit significantly lower sentiment towards direction of Council's overall performance.

Comparison to 2023

Building, planning, housing and development ranked in first place in 2022, in 2023 and in 2024. Similarly, *car parking* as the second largest issue (ranking 2nd) for the City of Yarra was consistent with the 2023 and 2022 findings. Whilst *traffic management* ranked 3rd in the third most commonly nominated issues in 2024, the aspect ranked in 4th place in 2023.

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

2024 Findings

More than 2 in 5 (43%) respondents identified [improvements delivered by the Council](#) over the last two (2) years, whilst 47% said they were unsure regarding improvements delivered by the Council and a further 9% did not provide any response to improvements delivered by the Council in the last two (2) years.

In 2024, the top three (3) improvements identified were:

1. Parks, gardens, open space: 13%

2. Bike, walking tracks and facilities: 9%
3. Community activities and events: 4%

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* and the third highest satisfaction is recorded for *maintenance of parks, gardens and reserves*. This aspect is identified as an improvement across all precincts. Despite being listed as the top improvement delivered by the council over the last two (2) years and it ranks 3rd on the list of suggested areas for improvement over the next two (2) years.

Despite *bike, walking tracks and facilities* ranking 2nd in improvements delivered by the Council, the aspect ranks 2nd in suggested improvements to be delivered by the Council over the next two (2) years.

Comparison to 2023

Parks, gardens, open space ranked in 1st place in 2024, 2023 and in 2022. Similarly, *bike, walking tracks and facilities* ranked in 2nd place in 2024, 2023 and in 2022.

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

2024 Findings

Approximately 82% of respondents suggested approximately two (2) [improvements to be delivered by the Council](#) over the next two (2) years whilst 18% 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. Parking: 13%
2. Bike tracks, facilities and infrastructure: 11%
3. Parks, gardens and open space: 10%

As noted earlier:

- *Car parking* ranked 2nd in the list of issues for the Council and is amongst the top issues identified across all precincts and highest (first out of 11 universal services and facilities) in terms of importance to the community.
- *Bike, walking tracks and facilities* ranked 2nd in the list of improvements made by the Council. Respondents who would like to see improvements to *bike tracks, facilities and infrastructure* are significantly less likely to report the direction of Council's overall performance has 'improved' over the last 12 months.
- *Maintenance of parks, gardens and reserves* was listed as the top improvement delivered by the council over the last two (2) years and 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* and the third highest satisfaction is recorded for *maintenance of parks, gardens and reserves*.

Comparison to 2023

The top two suggestions for improvements identified in 2024 remain consistent with 2023. *Car parking* ranked in first place in 2024 and in 2023 and *bike tracks, facilities and infrastructure* ranked in second place in 2024 and in 2023.

In addition, a strong shift in ranking for the following suggestions for improvement is noted:

- *Parks, gardens and open spaces* shifted from 5th place in 2023 to 3rd place in 2024.
- *Traffic management* shifted from 6th place in 2023 to 4th place in 2024.
- *Safety, crime and policing* shifted from 9th place in 2023 to 5th place in 2024.

Satisfaction with Customer Service

Results for respondents having [contacted the Yarra City Council](#) remain relatively unchanged compared to 2023 results. Respondents rating the Council 'very good' or 'good' with regard to *customer service received* was 58% in 2024 compared to 55% in 2023.

Perceptions of Public Safety in City of Yarra

2024 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, 8 in 10 (80%) said they felt 'very safe' or 'safe', 15% of respondents provided a rating of 'average' and 5% of respondents felt 'unsafe' or 'very unsafe' in public areas of the City of Yarra.

During the night, 46% said they felt 'very safe' or 'safe', 32% of respondents provided a rating of 'average' and 21% of respondents felt 'unsafe' or 'very unsafe' in public areas of the City of Yarra. Residents feel most unsafe in and around:

- Richmond: 20%
- All areas (non-specific): 11%
- Parks: 11%
- Collingwood: 10%
- Fitzroy: 10%

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: 51%
- Issues with people: 36%
- Perception of safety at night/lighting: 27%

Safety, policing and crime was identified amongst the top five (5) issues for the City of Yarra and ranked 5th amongst the top suggested areas for improvement over the next two (2) years. Furthermore, respondents identifying *safety, policing and crime* as a key issue for the city as well as those who would like to see improvements made to *safety, crime and policing* are significantly less satisfied (a rating of 'very good' or 'good') with Council's overall performance.

Comparison to 2023

Perception of safety *during the day* in the City of Yarra remained largely unchanged from 78% in 2023 to 80% in 2024. Percentage of residents who rated feeling 'very unsafe' or 'unsafe' *during the day* also remained unchanged from 6% in 2023 to 5% in 2024.

Perception of safety *during the night* in the City of Yarra remained largely unchanged from 43% in 2023 to 46% in 2024. Percentage of residents who rated feeling 'very unsafe' or 'unsafe' *during the night* declined from 26% in 2023 to 21% in 2024, a decline of 5 percentage points.

Key Differences by Segment

Perceptions of safety *during the day* are significantly lower (rating of 'very safe' or 'safe') amongst those from Collingwood and Richmond / Cremorne/ Burnley. Residents of Richmond / Cremorne/ Burnley are also significantly less likely to feel safe *during the night*.

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*, followed by *satisfaction with governance and leadership* and lastly *direction of Council's performance*.

Compared to 2023, overall satisfaction with the Council improved marginally by 3 percentage points (for 'very good' and 'good') and 'improvement' in Council's overall performance also improved marginally by 3 percentage points.

The following four (out of 11) universal service and facility aspects is either the same or greater than the overall 'very good' or 'good' score of 57%:

- Provision of parks, gardens and reserves: 78%
- Regular garbage collection service: 75%
- Maintenance of parks, gardens and reserves: 74%
- Regular recycling service: 69%

The following six (out of 9) all other major service and facility aspects is greater than the overall 'very good' or 'good' score of 64%:

- Local library services: 85%
- Yarra's swimming pool at Richmond, Fitzroy or Collingwood: 76%
- Yarra's leisure centres at Richmond, Fitzroy or Collingwood: 70%
- Arts and cultural activities: 66%
- Hard rubbish services: 65%
- Off-road bike paths (including shared paths): 64%

Key concerns for residents are *building, planning, housing and development* along with *parking and traffic management* and the top suggested improvements are to *parking, bike tracks, facilities and infrastructure* and *parks, gardens and open space*. The key improvements delivered by the Council were to *parks/gardens, bike paths* and *community activities and events*.







GLOSSARY

Average score	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 Appendix B .
Confidence interval	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=800 provides statistically valid results with a confidence interval of ± 3.45 at a 95% confidence level. This means that if the survey was replicated with a new sample of n=800 Yarra City residents, that 19 times out of 20 we would expect to see the same results, i.e. $\pm 3.45\%$. This means, for example, that an answer of 'yes' (50%) to a question could vary from 46.55% to 53.45%.
Derived importance	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).
Intercept surveys	Surveys undertaken using face-to-face intercept approach.
LGPRF	Victorian Local Government Performance Reporting Framework (LGPRF). A mandatory system of performance reporting for all Victorian councils.
Margin of error	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%.
Online surveys	Surveys undertaken using Computer Aided Web Interviewing (CAWI).
Percentage points	The difference in percentage results between the 2024 and 2023 results. For example, a change in results from 31% in 2023 to 38% in 2024 is said to be an increase of 7 percentage points.
Precinct	Results reported by categorising 11 council suburbs into nine (9) precincts.
Population	The total population of the City of Yarra.
Respondents or participants	Those participating in the survey either via telephone, online or intercept survey methodologies.
Sample	The number of surveys obtained from a sample of the community.
Segmented or segmentation analysis	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.
Sampling frame	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.
Marginal or marginally	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.
Significantly higher/lower	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.
Telephone surveys	Surveys undertaken using Computer Aided Telephone Interviewing (CATI).



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

Key

Average score presentation in charts		The 'Average Score' or 'Index Score' calculated for each aspect measured has been represented with a  in the charts.
Significance arrows in charts	 	Statistically significantly higher/lower proportion comparative to the previous year's results and/or total population or the relevant subgroups have been marked with a  (representing significantly lower result) or a  (representing significantly higher result) in the charts.

1. INTRODUCTION

1.1 BACKGROUND

This is the 15th 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 2024 survey results against last year's (2023) results and historical findings or trend results from 2013 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 and 2023 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 January to February, 2024, using a mix of telephone and online survey methodologies yielding a total sample size of n=800. Based on City of Yarra's most recent population counts of approximately N=91,543³, a sample size of n=804 provides statistically valid results with a confidence interval of ± 3.45 at a 95% confidence level. This means that if the survey was replicated with a new sample of n=800 City of Yarra residents, that 19 times out of 20 we would expect to see the same results, i.e. $\pm 3.45\%$. This means, for example, that an answer of 'yes' (50%) to a question could vary from 46.55% to 53.45%.

³ Source: ABS (2022). Population by Age and Sex, Regions of Australia, 2021. Australian Bureau of Statistics, Canberra

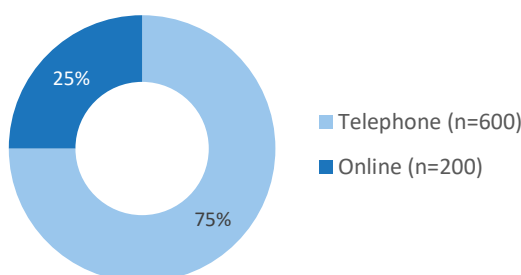
- The following sample sizes were achieved via each of the survey methodologies:
 - Telephone survey: n=600. Up to four (4) attempts were made to contact each randomly selected telephone number to give each multiple opportunities to participate in the research. Telephone numbers were sourced and were also randomly generated and included mobile as well as landlines. The below table provides a breakdown of the attempts and the response rate from 24,667 numbers.

Table 1-1. Response Rate

Outcome	N
Completed	600
Refused	2,002
No Answer	2,326
Call Back	879
Response Rate	23.1%

- Online surveys: n=200. 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.

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.
- A pre-defined quota of n=80 (minimum of 10% of audience) was allocated to residents from the 'public housing' estates in the City of Yarra. The final sample achieved from this target audience was n=87⁴ or 11% of the sample population.
- 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.
- 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

⁴ Based on unweighted results and sample size.

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 2024 ACSS. All aspects remain in line with the 2023 and 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 2023 and 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

"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?"

2024 Findings

In 2024, 40% of respondents were satisfied (a rating of 'very good' or 'good') with the Council across all areas of responsibility, 35% of respondents provided a rating of 'average' and 25% of respondents indicated the overall performance of the Council across all areas of responsibility as 'poor' or 'very poor'.

Comparison to Previous Results

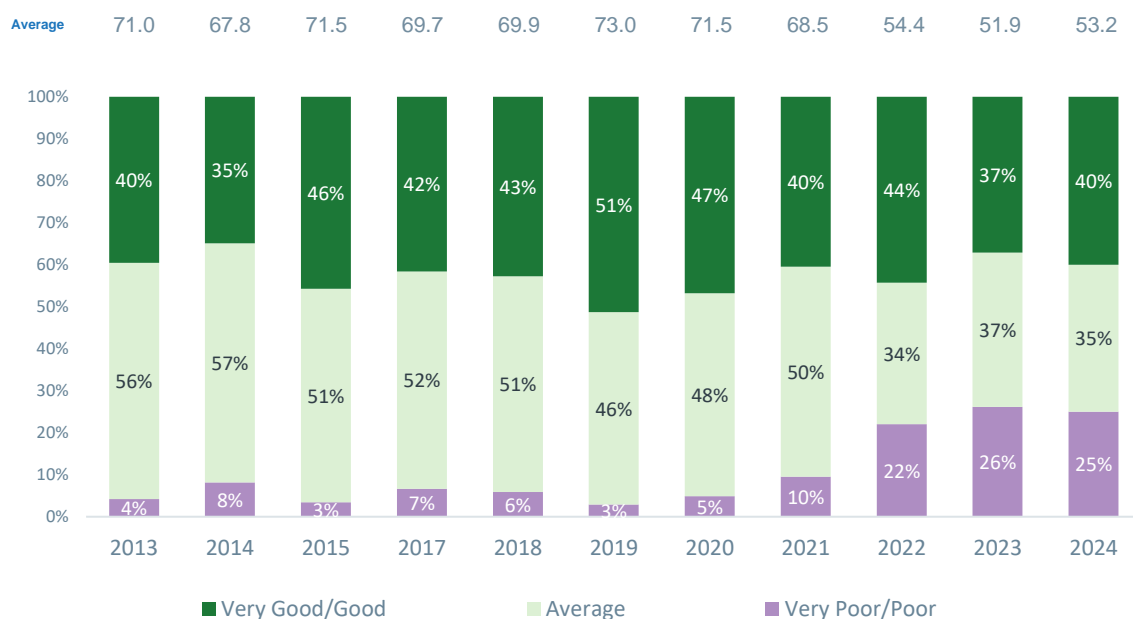
Satisfaction with the Council across all areas of responsibility (overall satisfaction) over the last 12 months improved marginally. The proportion of respondents satisfied (a rating of 'very good' or 'good') with the Council across all areas of responsibility increased marginally from 37% in 2023 to 40% in 2024, an increase of 3 percentage points. The proportion of respondents providing an 'average' rating remained relatively unchanged from 37% in 2023 to 35% in 2024, a decline of 2 percentage points. Respondents indicating the overall performance of the Council across all areas of responsibility is 'poor' or 'very poor' also remains comparable to 2023 (25% in 2024 compared to 26% in 2023).

Comparison to Local Government Victoria Community Satisfaction Survey (LGVCSS)

The 2024 ACSS average has been compared against the average overall satisfaction reported in the 2023 LGVCSS. The overall satisfaction reported in LGVCSS in 2023 is 56.0 index points. More importantly, overall satisfaction reported in LGVCSS shows evidence of a declining trend over time; declining significantly from 61.0 index points in 2021 to 59.0 index points in 2022 to 56.0 index points in 2023.

The 2024 ACSS average index is at 53.2; approximately 2.8 index points lower than the LGVCSS 2023. This is an improvement compared to the 2023 ACSS results which were approximately 7.1 index points lower than the LGVCSS 2022. Yarra City Council results will be compared to the LGVCSS 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 2024 ACSS results to the LGVCSS 2024 when they become available.

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

Single Response

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

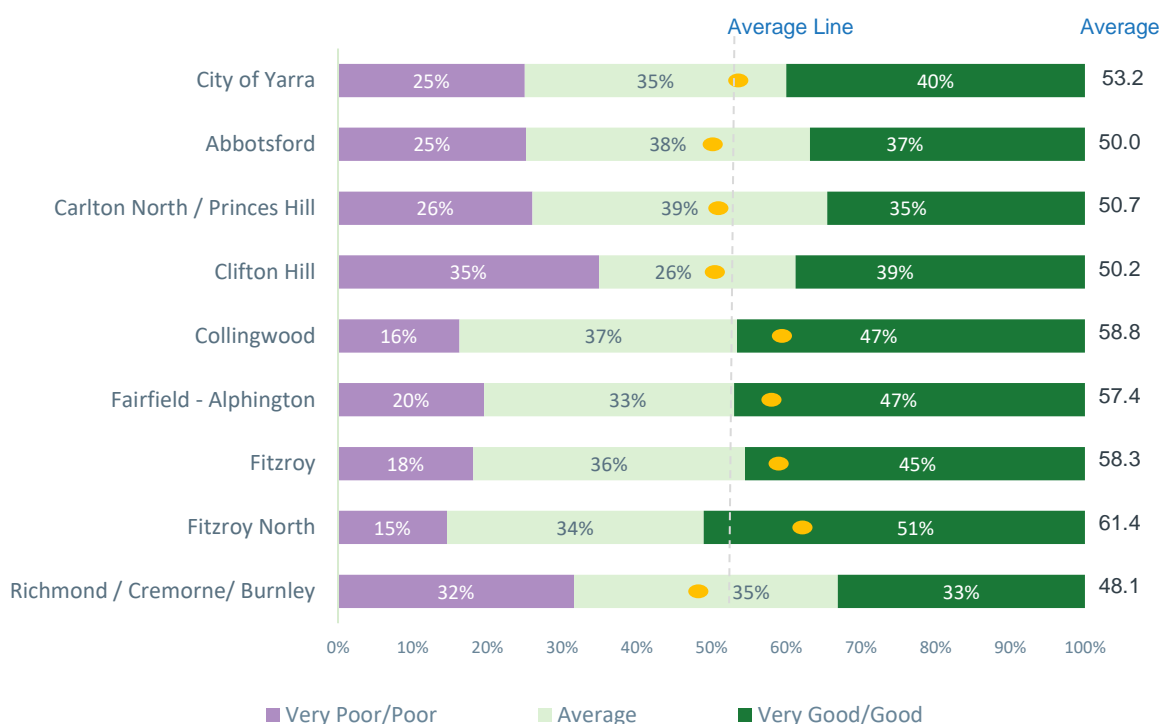
Source: AEC

2.1 SATISFACTION WITH COUNCIL'S OVERALL PERFORMANCE

2.1.1 Satisfaction with Council's Overall Performance by Precinct

The figure below displays respondent sentiment with the Council across all areas of responsibility by each Council precinct. Overall, residents of Fitzroy North are significantly more satisfied (rating of 'very good' or 'good') with the Council (51%). On the other hand, significantly lower satisfaction is reported amongst those in the precinct of Richmond / Cremorne/ Burnley (33%).

More than 2 in 5 (over 40%) respondents from the precincts of Collingwood (47%), Fairfield – Alphington (47%), and Fitzroy (45%) are satisfied with the Council's overall performance.

Figure 2.2: Satisfaction with Council's Overall Performance – by Precinct 2024

Single Response

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

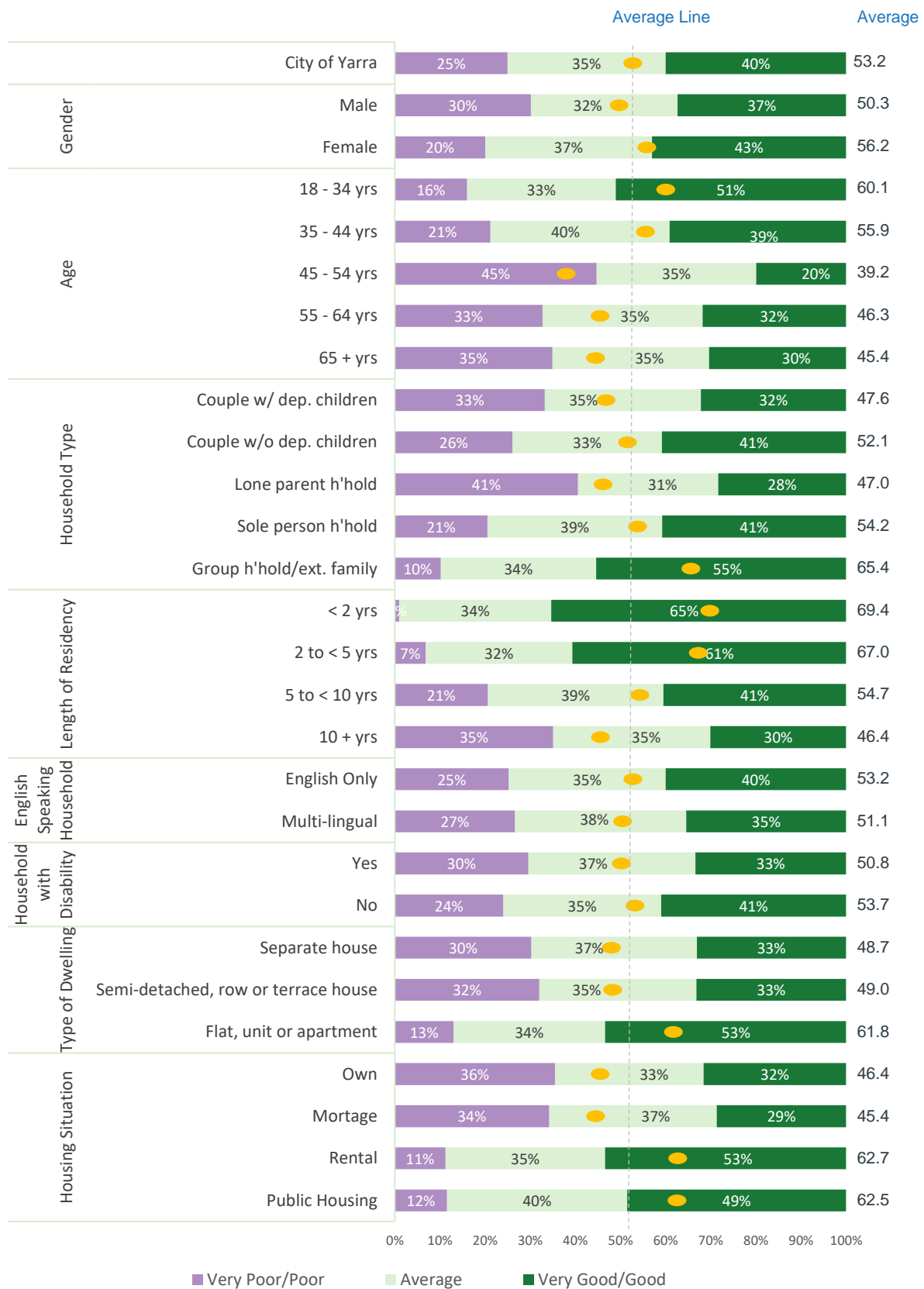
Source: AEC

2.1.2 Satisfaction with Council's Overall Performance by Respondent Profile

Overall satisfaction with the Council in 2024 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.

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 45 years of age and over, couples with dependent children, long-term residents having lived in Yarra for ten (10) years or more, those living in a separate house or semi-detached dwelling type and those who either own or have a mortgage on their home.

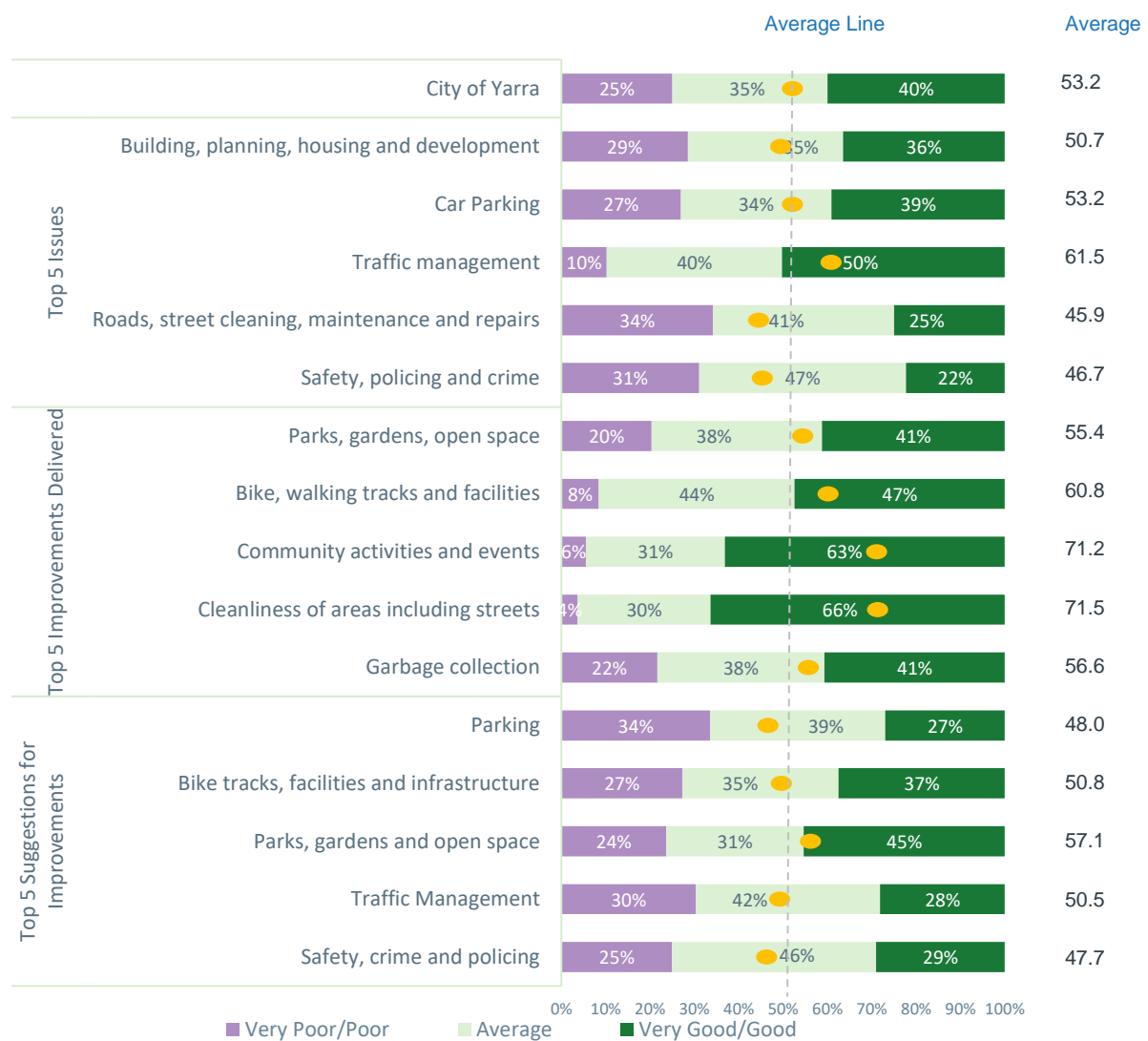
Figure 2.3: Satisfaction with Council's Overall Performance – by Respondent Profile 2024

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 2024 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=644 respondents (or 81%) highlighted a total of 907 issues for the City of Yarra. Amongst the top five (5) issues identified, and though not statistically significant, highest overall satisfaction (a rating of 'very good' or 'good') with Council is noted amongst respondents identifying *traffic management* (50%) as a key issue for the city. Respondents identifying *safety, policing and crime* as a key issue for the city are significantly less satisfied with Council's overall performance (22%).
- **Key Improvements Delivered** – Approximately, n=314 (or 43%) of respondents highlighted a total of 547 improvements delivered by the Council in the last two (2) years. Significantly higher satisfaction with Council's overall performance is noted by respondents identifying *community activities and events* (63%) and *cleanliness of areas including streets* (66%) as key improvement delivered by the Council over the last two (2) years. Whilst not significant, lowest satisfaction with Council's overall performance is noted amongst respondents identifying improvements to *parks, gardens and open spaces* and *garbage collection* (41%, respectively).
- **Key Suggested Improvements** – Approximately, n=599 respondents (or 82%) suggested a total of 1,304 improvements they would like to see in their local area over the next two (2) years. Whilst not significant, respondents identifying improvements are needed to *parks, gardens and open spaces* are most satisfied with Council's overall performance (45%). Generally, respondents who would like to see improvements to *parking* (27%), *traffic management* (28%) and *safety, crime and policing* (29%) are least satisfied with the Council overall.

Figure 2.4: Satisfaction with Council's Overall Performance – by Issues and Improvements 2024

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?"

2024 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 (61%) said it has 'stayed the same'. About 1 in 10 (15%) respondents feel Council's performance has 'improved' whilst 24% feel the direction of Council's overall performance has 'deteriorated' over the last 12 months.

Comparison to Previous Results

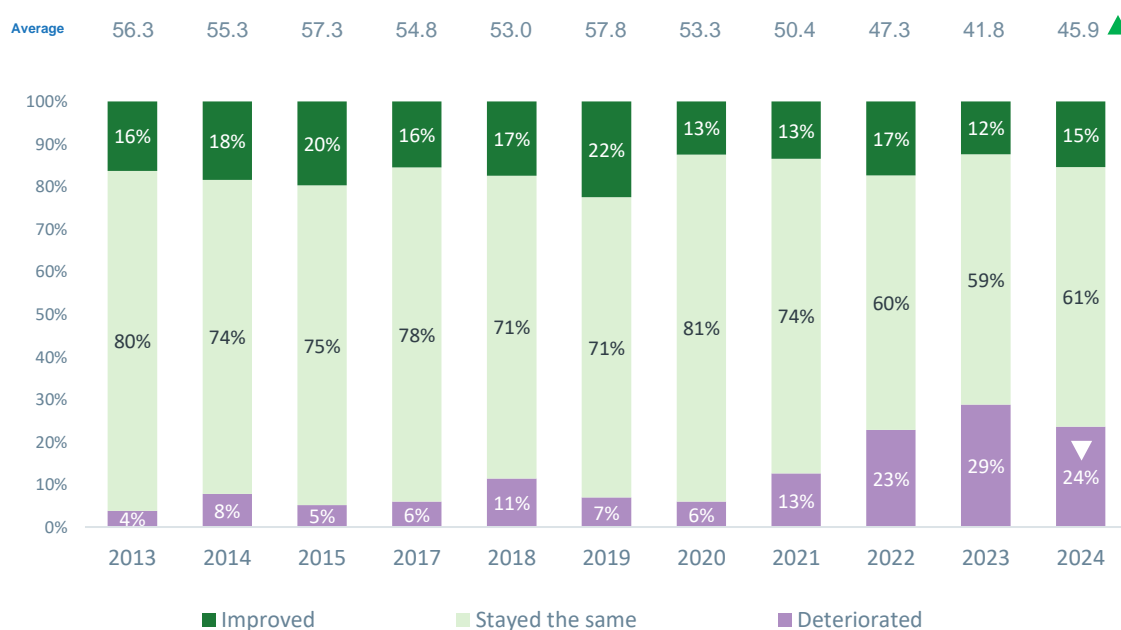
Compared to 2023, there was a marginal increase in the proportion of respondents indicating Council's overall performance has 'improved'; from 12% in 2023 to 15% in 2024, an increase of 3 percentage points.

Importantly, the proportion of respondents indicating that direction of Council's overall performance is 'deteriorating' shifted significantly from 29% noted in 2023 to 24% in 2024, a decrease of 5 percentage points. Respondents indicating Council's overall performance has 'stayed the same' shifted from 59% in 2023 to 61% in 2024.

In 2023, there was a significant decline in sentiments that Council's overall performance had 'improved'; from 17% in 2022 to 12% in 2023. Sentiments regarding the direction of Council's overall performance were the highest in 2019 when 22% of respondents identified Council's performance has 'improved'.

It is important to note that, no changes were made to the scale for this key performance indicator and 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.

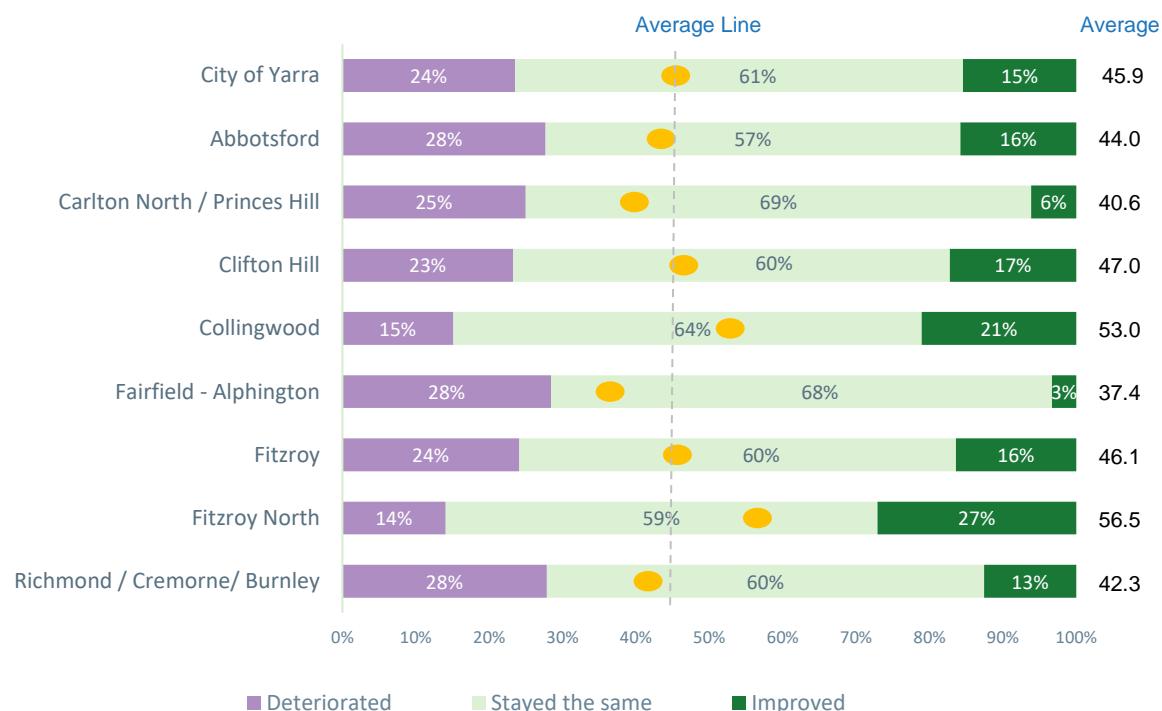
"Q19. Over the last 12 months, what is your view of the direction of Council's overall performance?"

Source: AEC

3.1.1 Direction of Council's Overall Performance by Precinct

Respondents from Fitzroy North (27%) are significantly more likely to have indicated that the direction of Council's overall performance has 'improved' in comparison to the total City of Yarra. Significantly lower sentiment in terms of improvement in Council direction, is seen amongst respondents from Fairfield - Alphington (3%) and Carlton North/Princes Hill (6%).

Figure 3.2: Direction of Council's Overall Performance – by Precinct 2024



Single Response

Base: All Respondents.

"Q19. Over the last 12 months, what is your view of the direction of Council's overall performance?"

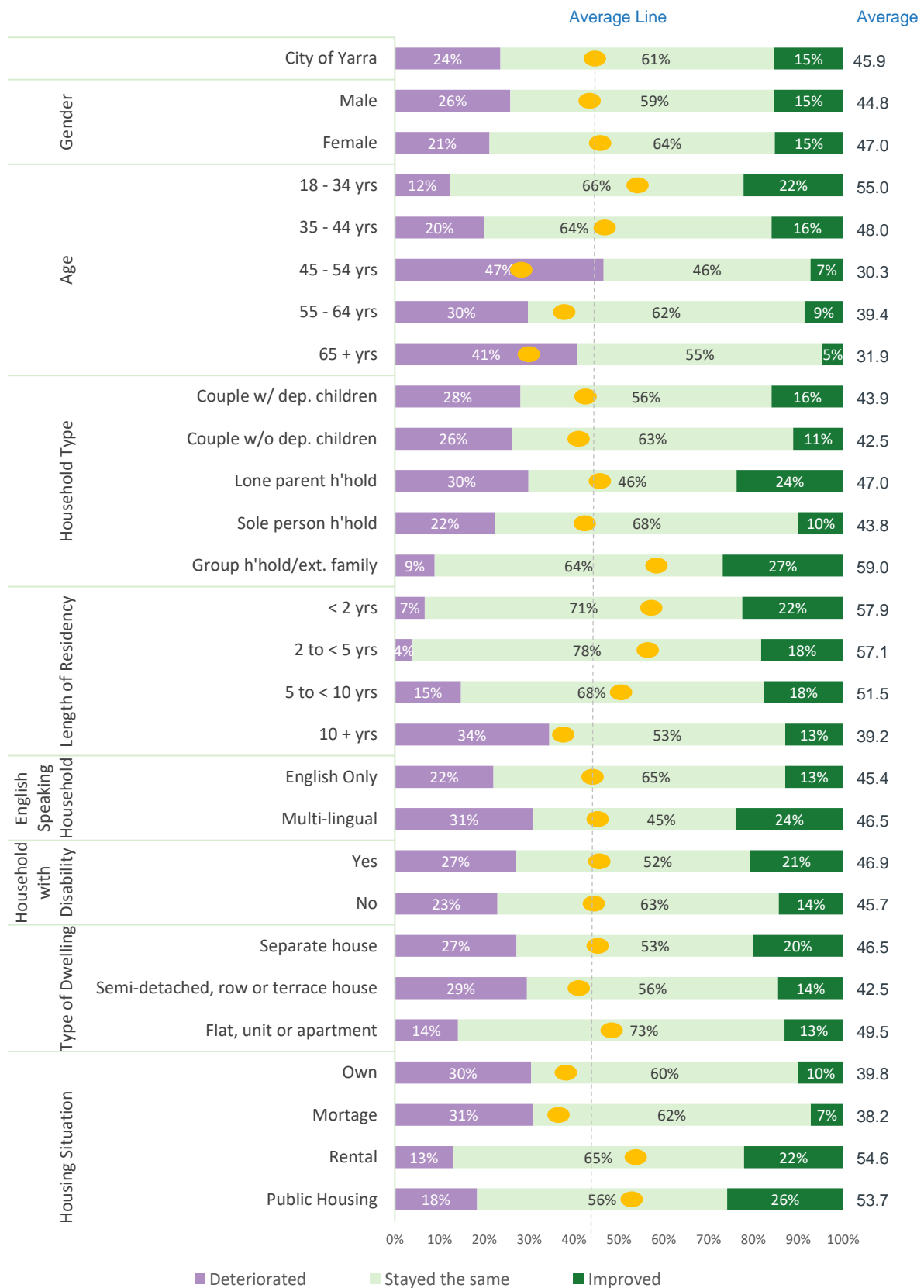
Source: AEC

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.

There were significant differences in sentiment relating to the direction of Council's overall performance by respondent profile. More specifically, compared to all respondents participating in the study:

- Significantly **higher** positive sentiment is seen amongst respondents between 18 and 34 years of age, people living in a group household, those living in a rental housing type and those living in a public housing estate.
- Significantly **lower** sentiment is recorded amongst respondents 45 years of age and older, are in a lone person household, speak English-only at home, and those who own or have a mortgage their home.

Figure 3.3: Direction of Council's Overall Performance – by Respondent Profile 2024

Single Response

Base: All Respondents.

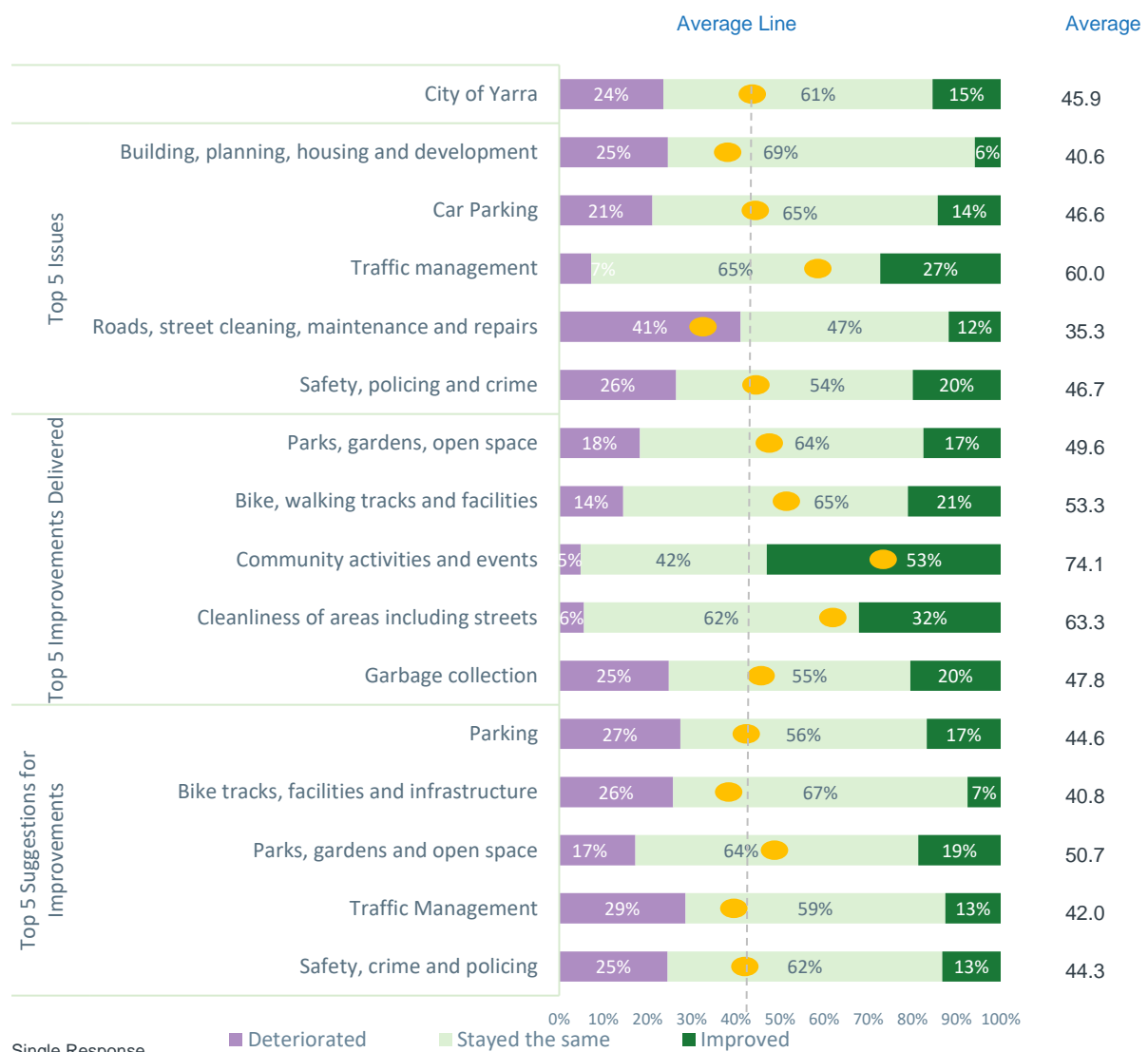
"Q19. Over the last 12 months, what is your view of the direction of Council's overall performance?"

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=644 respondents (or 81%) highlighted a total of 907 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. Respondents identifying *building, planning, housing and development* as a top issue for the region exhibit significantly lower sentiment towards direction of Council's overall performance.
- **Key Improvements Delivered** – Approximately, n=314 (or 43%) of respondents highlighted a total of 547 improvements delivered by the Council in the last two (2) years. Individuals identifying improvements to *community activities and events* were significantly more likely to report the direction of Council's overall performance has 'improved'. On the other hand, those identifying improvements to *parks, gardens and open spaces* were least likely to report the direction of Council's overall performance has 'improved'.
- **Key Suggested Improvements** – Approximately, n=599 respondents (or 82%) suggested a total of 1,304 improvements they would like to see in their local area over the next two (2) years. Respondents who would like to see improvements to *bike tracks, facilities and infrastructure* 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 (2024)

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

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 from 2022 onwards.

The historical table (2018 – 2024) 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 2024.

2024 Findings

The highest satisfaction across all governance, leadership, environment and planning aspects is recorded for *meeting responsibilities towards the environment* (with 48% of respondents rating Council 'very good' or 'good') and the lowest satisfaction is with *offering value for rates* (with 28% of respondents rating Council 'very good' or 'good') followed very closely by *planning and building permits* (with 29% of respondents rating Council 'very good' or 'good').

Comparison to Previous Results

Compared to 2023, ratings of 'very good' or 'good' either improved significantly or marginally for the following three (of the seven) aspects related to governance, leadership, environment and planning:

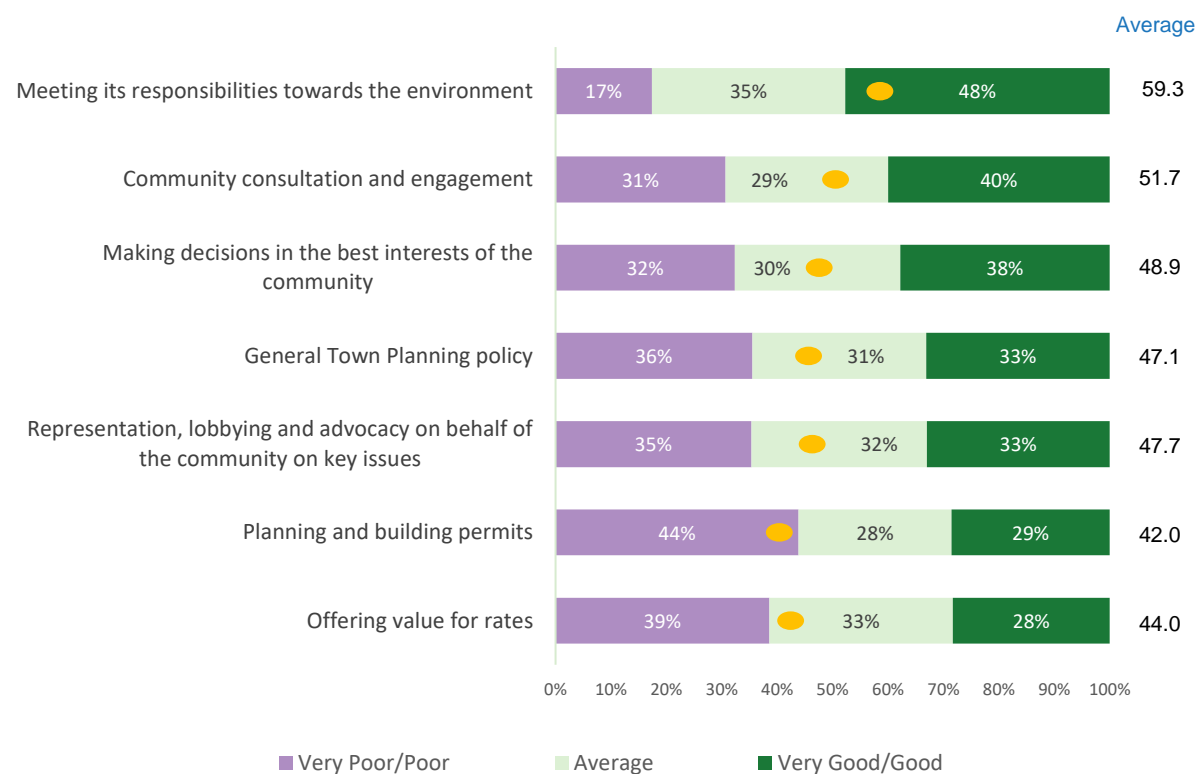
- Community consultation and engagement: improved significantly from 31% in 2023 to 40% in 2024, an increase of 9 percentage points.
- Making decisions in the best interests of the community: increased marginally from 33% in 2023 to 38% in 2024, an increase of 5 percentage points.
- Meeting its responsibilities towards the environment: increased marginally from 44% in 2023 to 48% in 2024, an increase of 4 percentage points.

Compared to 2023, ratings of 'very good' or 'good' remained relatively unchanged for the following four (of the seven) aspects related to governance, leadership, environment and planning:

- Offering value for rates: relatively unchanged from 25% in 2023 to 28% in 2024.

- Planning and building permits: relatively unchanged from 26% in 2023 to 29% in 2024.
- General Town Planning policy: relatively unchanged from 31% in 2023 to 33% in 2024.
- Representation, lobbying and advocacy on behalf of the community on key issues: relatively unchanged from 32% in 2023 to 33% in 2024.

Figure 4.1: Satisfaction with Aspects of Governance, Leadership, Environment and Planning – 2024



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

2024 Findings

In 2024, 48% of respondents were satisfied (a rating of 'very good' or 'good') with the Council *meeting responsibilities towards the environment*, 35% of respondents provided a rating of 'average' and 17% of respondents provided a rating of 'poor' or 'very poor' to the Council *meeting responsibilities towards the environment*.

The highest satisfaction across all governance, leadership, environment and planning aspects is recorded for *meeting responsibilities towards the environment* (48%).

Comparison to Previous Results

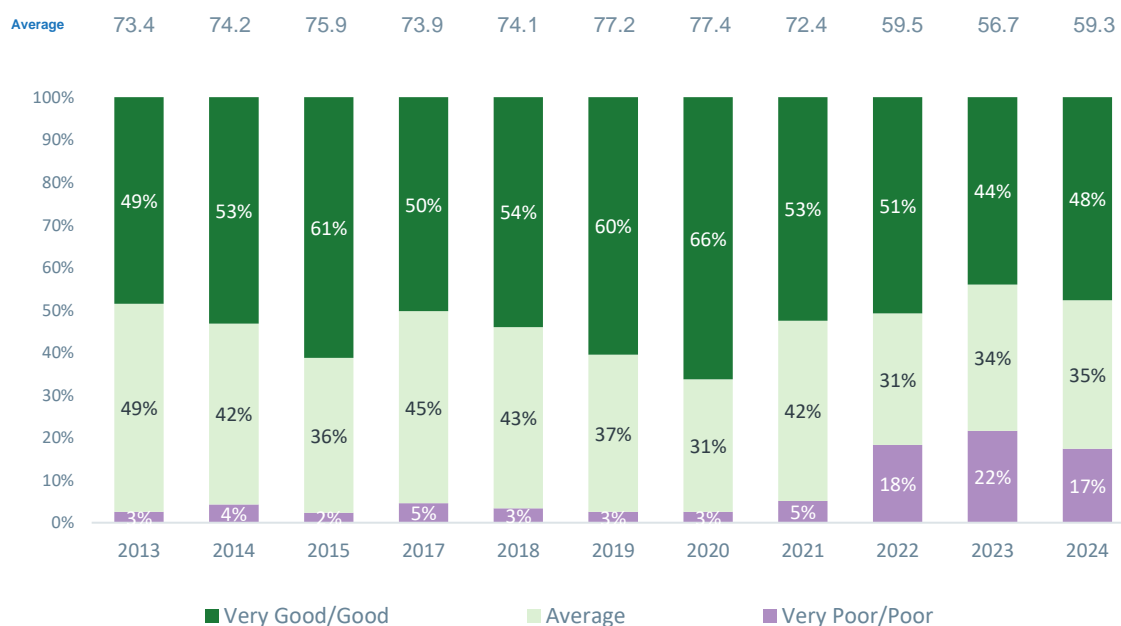
Compared to 2023, ratings of 'very good' or 'good' with the Council *meeting responsibilities towards the environment* improved marginally from 44% in 2023 to 48% in 2024, an increase of 4 percentage points.

Respondents indicating the Council *meeting responsibilities towards the environment* as 'poor' or 'very poor' declined marginally from 22% in 2023 to 17% in 2024, a decline of 5 percentage points.

Ranking

Council *meeting responsibilities towards the environment* ranks 7th (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?"

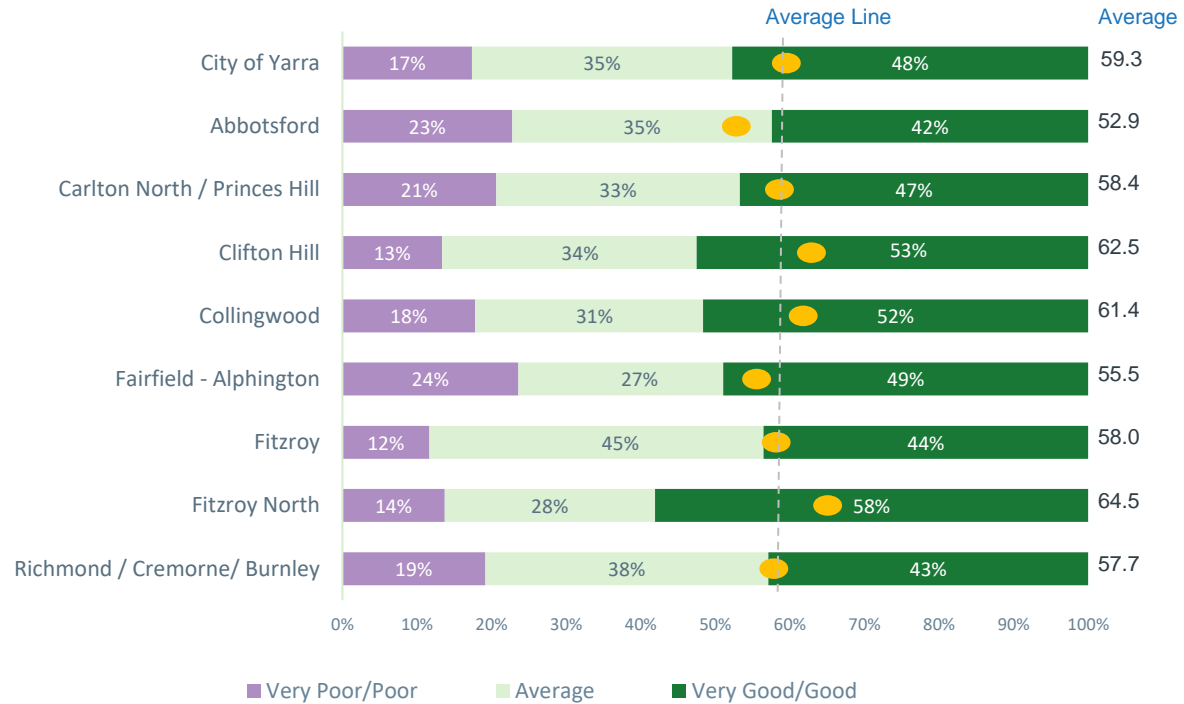
^Change in question wording and answer scale in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each of the following aspects of Council's performance?

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. Respondents from the precinct of Fitzroy North (rating of 'very good' or 'good': 58%) are significantly more satisfied with Council *meeting responsibilities towards the environment*, whilst respondents from the precincts of Abbotsford (42%) and Richmond / Cremorne/ Burnley (43%) are least satisfied (rating of 'very good' or 'good').

Figure 4.3: Satisfaction with Meeting Responsibilities Towards the Environment – By Precinct 2024



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

2024 Findings

In 2024, 40% of respondents were satisfied (a rating of 'very good' or 'good') with the Council on *community consultation and engagement*, 29% of respondents provided a rating of 'average' and 31% of respondents provided a rating of 'poor' or 'very poor' on *community consultation and engagement*.

Following *meeting responsibilities towards the environment* (48%), across all governance, leadership, environment and planning aspects the highest satisfaction is noted for *community consultation and engagement* (40%).

Comparison to Previous Results

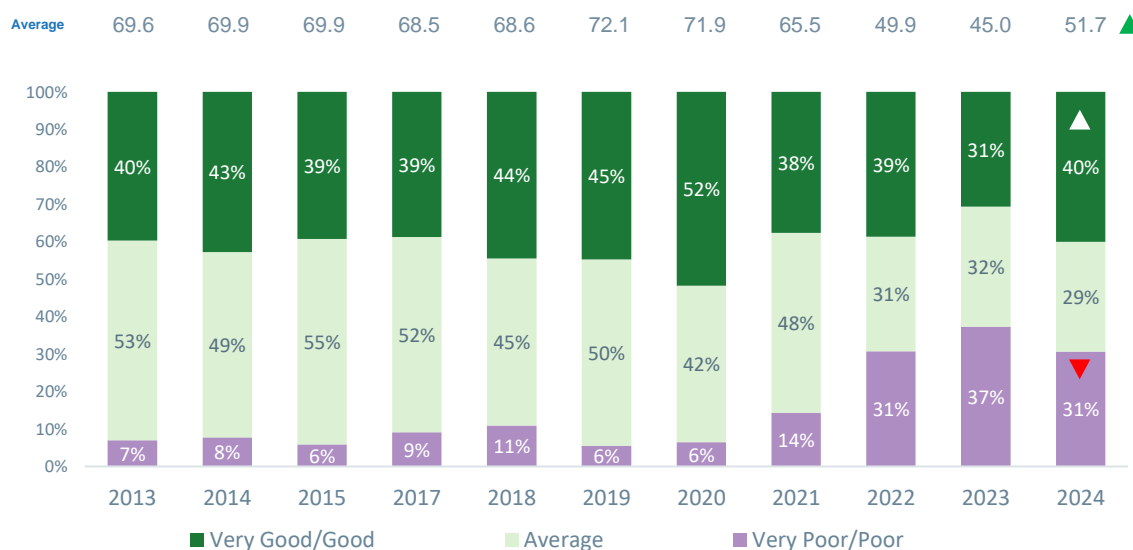
Compared to 2023, respondents rating Council 'very good' or 'good' on *community consultation and engagement* improved significantly from 31% in 2023 to 40% in 2024, an increase of 9 percentage points. In addition, the percentage of residents who rated this aspect as 'very poor' or 'poor' also declined significantly from 37% in 2023 to 31% in 2024, a decline of 6 percentage points.

Across all seven (7) aspects of Council governance, leadership, environment and planning aspects measured, compared to the 2023 findings, the highest increase in satisfaction was noted for *community consultation and engagement*.

Ranking

Community consultation and engagement ranks 2nd (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?"

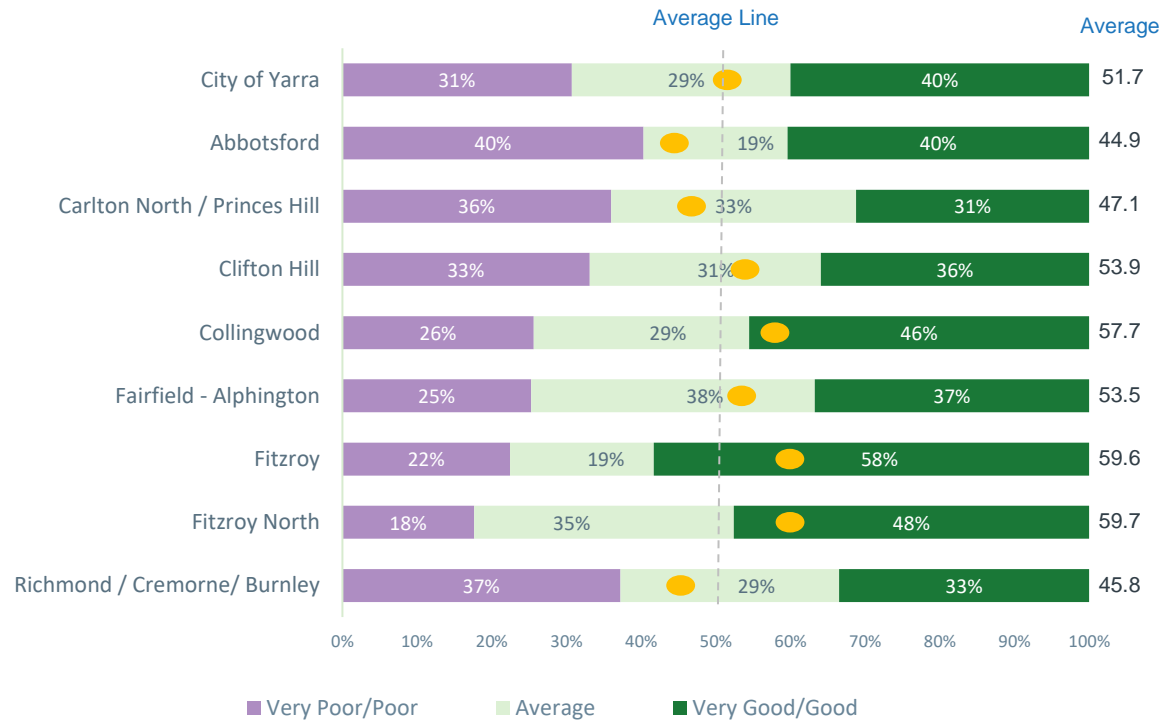
^Change in question wording and answer scale in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each of the following aspects of Council's performance?

Source: AEC

4.2.2.1 Satisfaction with Community Consultation and Engagement – By Precinct

Significantly higher satisfaction with Council's *community consultation and engagement* is noted amongst respondents from Fitzroy (rating of 'very good' or 'good': 58%) whilst those in the precincts Carlton North/Princes Hill are significantly less satisfied with this aspect (rating of 'very good' or 'good': 31%), followed very closely by respondents from Richmond / Cremorne/ Burnley (33%).

Figure 4.5: Satisfaction with Community Consultation and Engagement – By Precinct 2024



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

2024 Findings

In 2024, 33% 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*, 32% of respondents provided a rating of 'average' and 35% 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

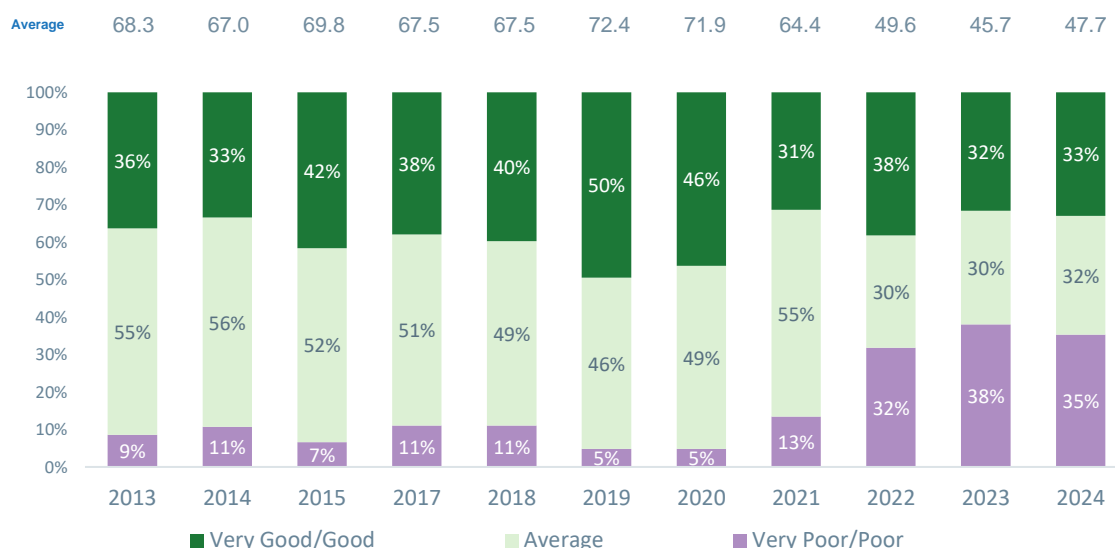
Compared to 2023, ratings of 'very good' or 'good' in regard to Council *representation, lobbying and advocacy on behalf of the community on key issues* remained relatively unchanged from 32% in 2023 to 33% in 2024.

The proportion of respondents rating Council 'poor' or 'very poor' on *representation, lobbying and advocacy on behalf of the community on key issues* also remained relatively unchanged from 38% in 2023 to 35% in 2024.

Ranking

Council *representation, lobbying and advocacy on behalf of the community* ranks 4th (out of 7 aspects of Council governance, leadership, environment and planning) in importance to the community. This ranking remains consistent with the 2023 ranking.

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?"

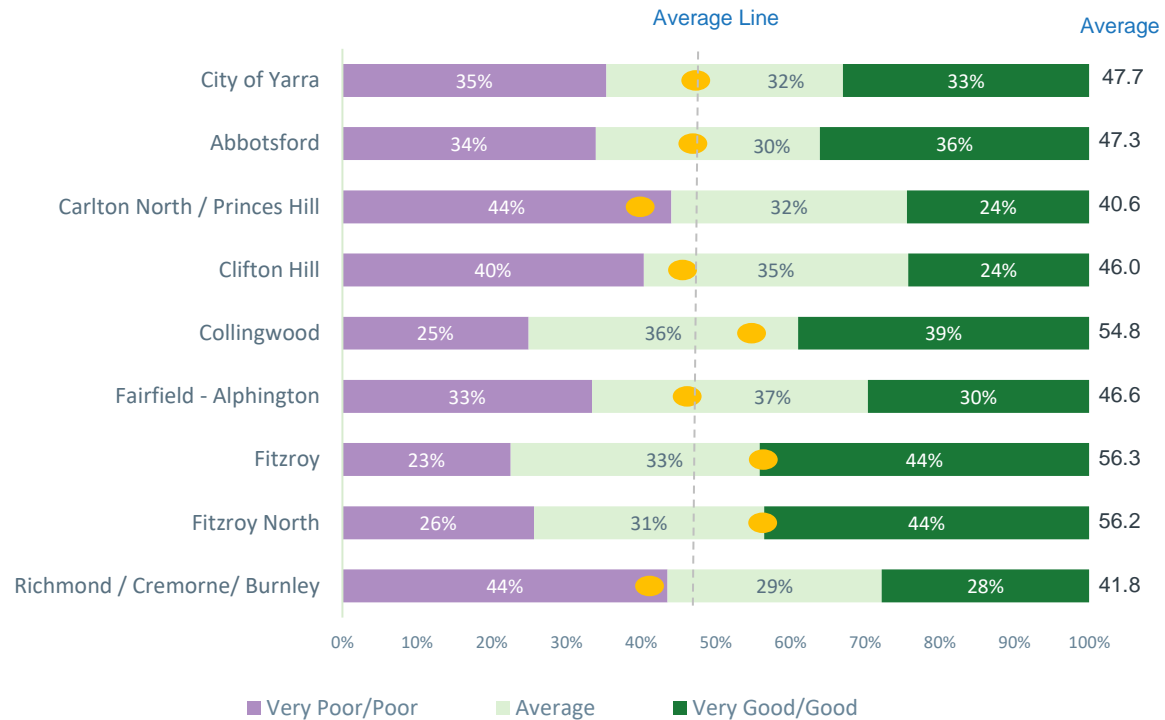
^Change in question wording, answer scale and attribute wording in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each of the following aspects of Council's performance? – Council's representation, lobbying and advocacy on behalf 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 and Fitzroy (44%, respectively) providing a rating of 'very good' or 'good' whilst those in the precincts of Carlton North/Princes Hill and Clifton Hill are least satisfied with this aspect (rating of 'very good' or 'good': 24%, respectively). These findings are not statistically significant.

Figure 4.7: Satisfaction with Representation, Lobbying and Advocacy – By Precinct 2024



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

2024 Findings

In 2024, 38% of respondents were satisfied (a rating of 'very good' or 'good') with the Council *making decisions in the best interests of the community*, 30% of respondents provided a rating of 'average' and 32% 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

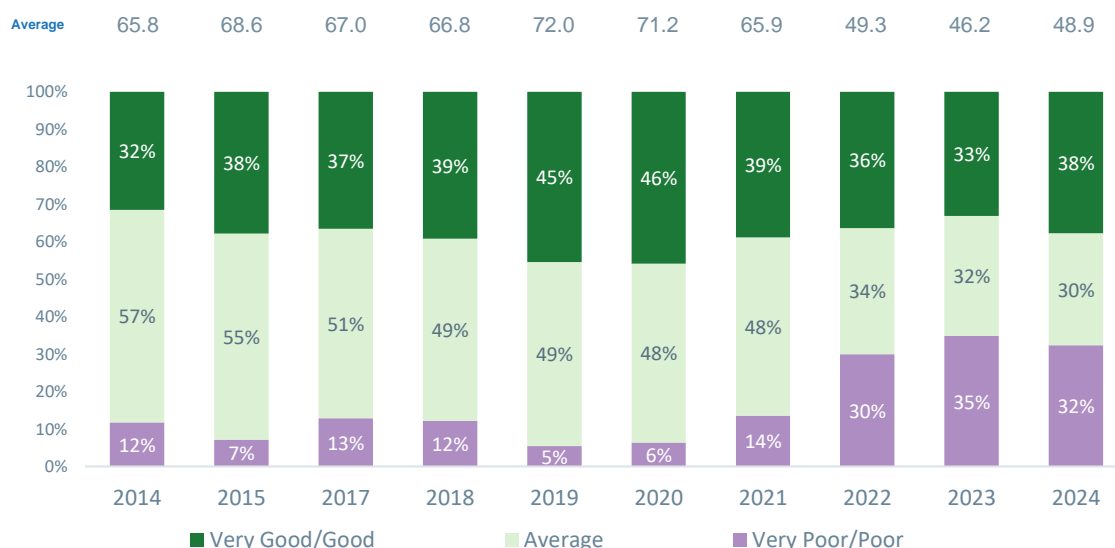
Compared to 2023, ratings of 'very good' or 'good' in regard to Council *making decisions in the best interests of the community* increased marginally from 33% in 2023 to 38% in 2024, an increase of 5 percentage points.

Respondents indicating the Council *making decisions in the best interests of the community* is 'poor' or 'very poor' remained relatively unchanged from 35% in 2023 to 32% in 2024.

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. This ranking remains consistent with the 2023 ranking.

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?"

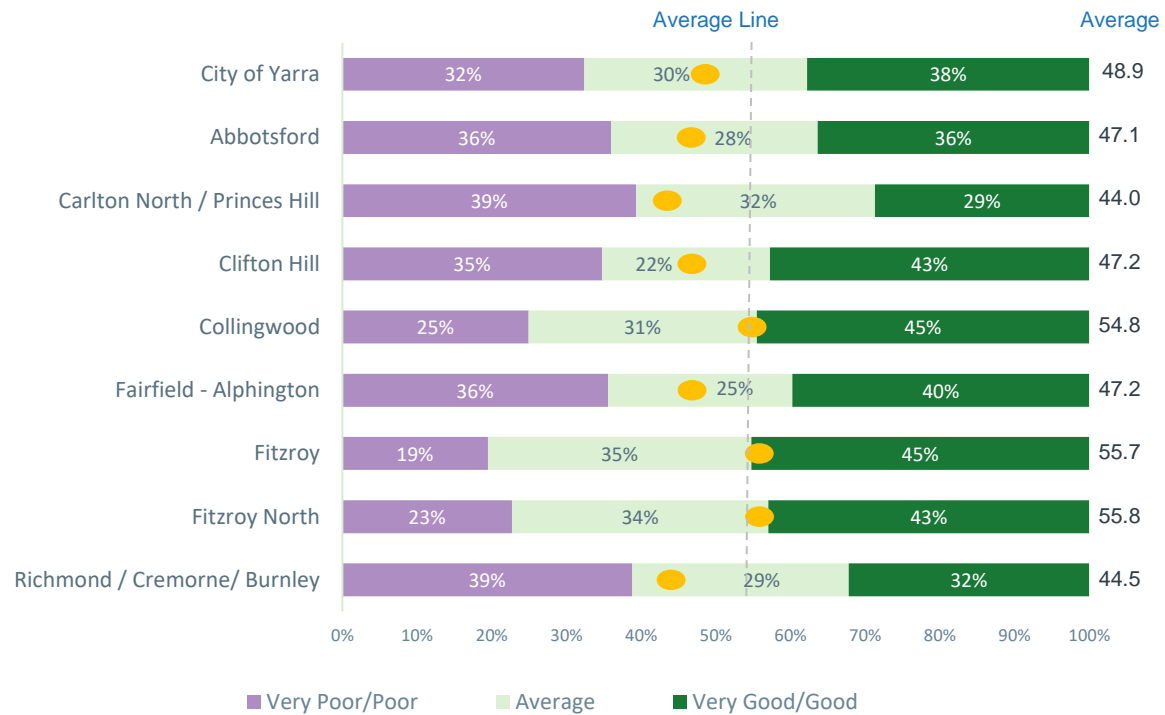
^Change in question wording and answer scale in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of satisfaction with each of the following aspects of Council's performance?

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 Collingwood and Fitzroy (rating of 'very good' or 'good': 45%, respectively). Though the lowest satisfaction with this aspect is noted amongst those from the precinct of Carlton North/Princes Hill (29%), residents of the precinct of Richmond / Cremorne/ Burnley are significantly less satisfied with this aspect (rating of 'very good' or 'good': 32%).

Figure 4.9: Satisfaction with Making Decisions in Community's Best Interests – By Precinct 2024



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

2024 Findings

In 2024, 28% 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 39% 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* (28%).

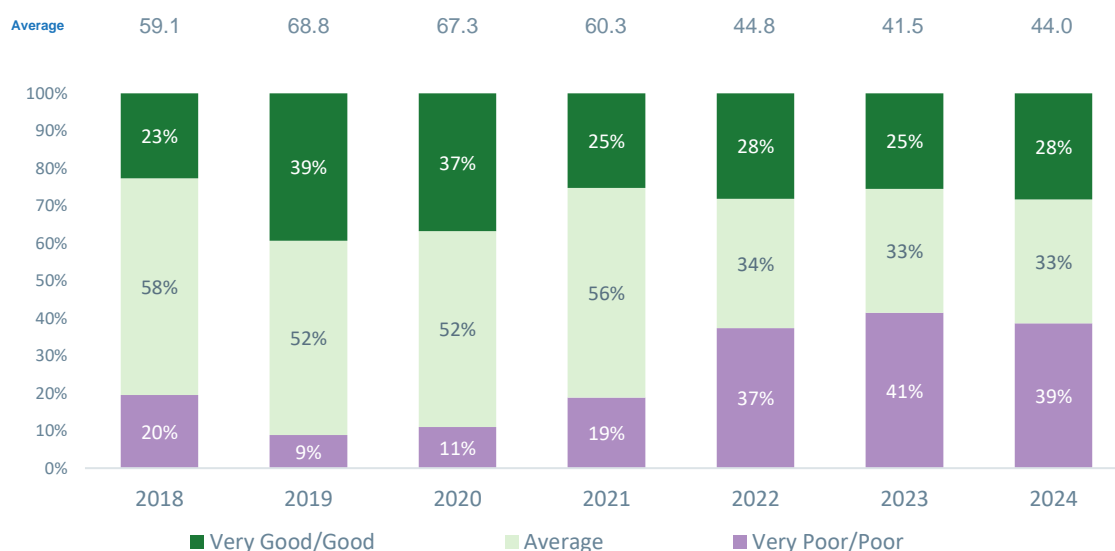
Comparison to Previous Results

Compared to 2023, ratings of 'very good' or 'good' in regard to the Council *offering value for rates* remained relatively unchanged from 25% in 2023 to 28% in 2024. The proportion of respondents indicating Council *offering value for rates* is 'poor' or 'very poor' also remained relatively unchanged from 41% in 2023 to 39% in 2024.

Ranking

Offering value for rates ranks 3rd (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.

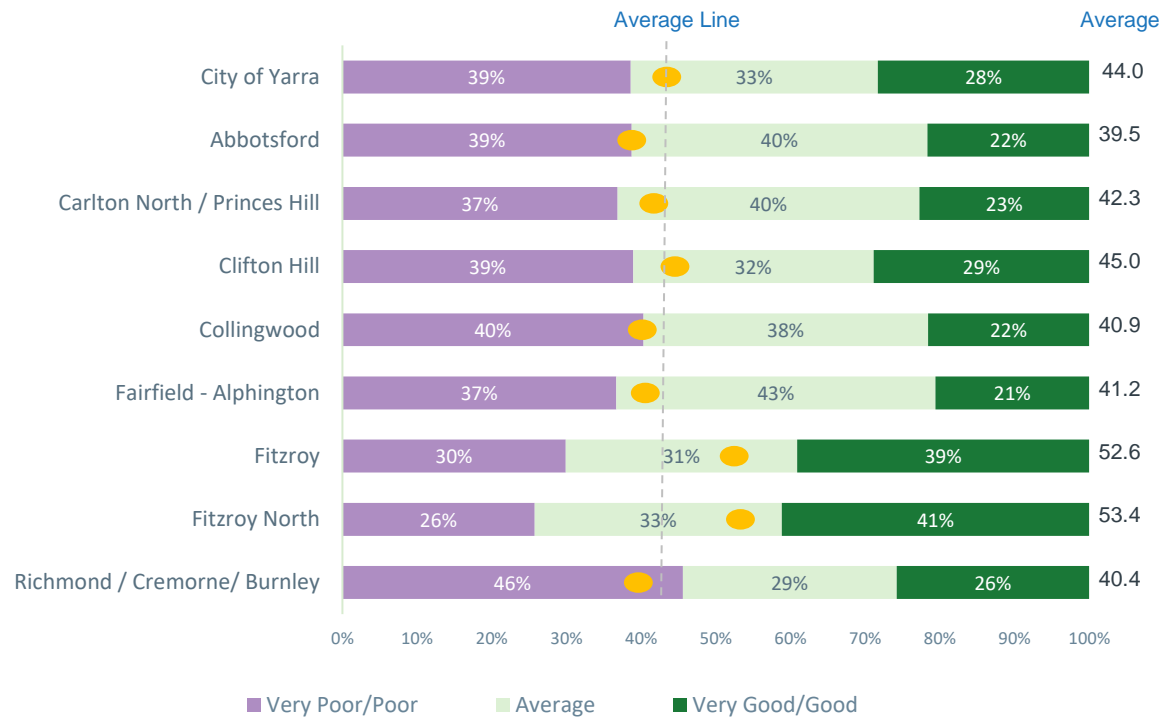
"Q15/17. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on Offering value for rates over the last 12 months?" ^Change in question wording and answer scale in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate your personal level of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

Respondents from Fitzroy North (rating of 'very good' or 'good': 41%) are significantly more satisfied (rating of 'very good' or 'good') with Council *offering value for rates* whilst those in the precinct of Fairfield – Alphington are least satisfied with this aspect (rating of 'very good' or 'good': 21%), followed very closely by respondents from the precincts of Abbotsford (22%), Collingwood (22%), and Carlton North/Princes Hill (23%).

Figure 4.11: Satisfaction with Offering Value for Rates – By Precinct 2024



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[#]

2024 Findings

In 2024, 33% of respondents were satisfied (a rating of 'very good' or 'good') with *general town planning policy*, 31% of respondents provided a rating of 'average' and 36% of respondents provided a rating of 'poor' or 'very poor' to *general town planning policy*.

Comparison to Previous Results

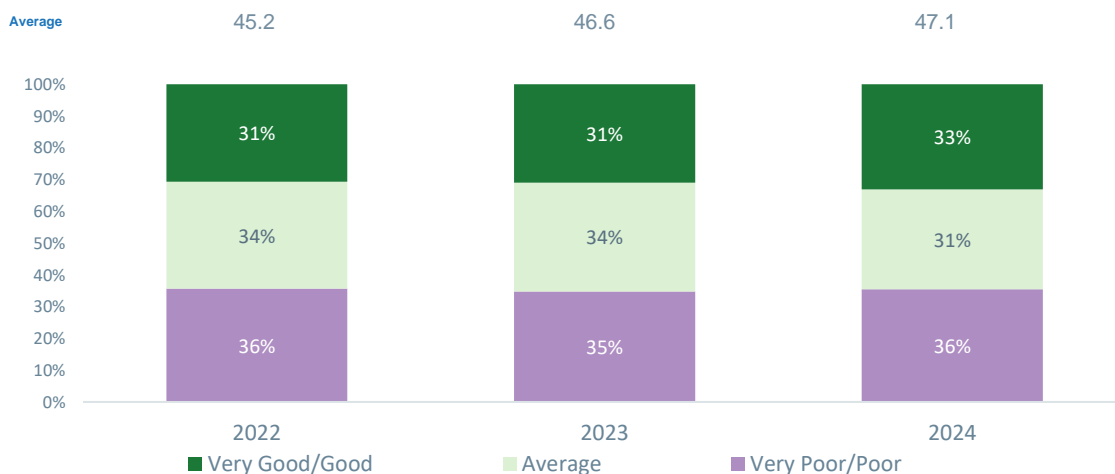
Satisfaction with *general town planning policy* was measured for the first time in 2022. Compared to 2023, sentiments with this aspect remain largely unchanged. Approximately one-third of respondents (33%) rated the Council 'very good' or 'good' on this aspect in 2024, remaining relatively unchanged with 31% providing the same rating in 2023.

A further one-third of respondents indicated the Council's performance on this aspect was 'average' (31% compared to 34% in 2023) and 36% (compared with 35% in 2023) noted the Council's performance on *general town planning policy* was 'very poor' or 'poor'.

Ranking

General town planning policy ranks 6th (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.

"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?"

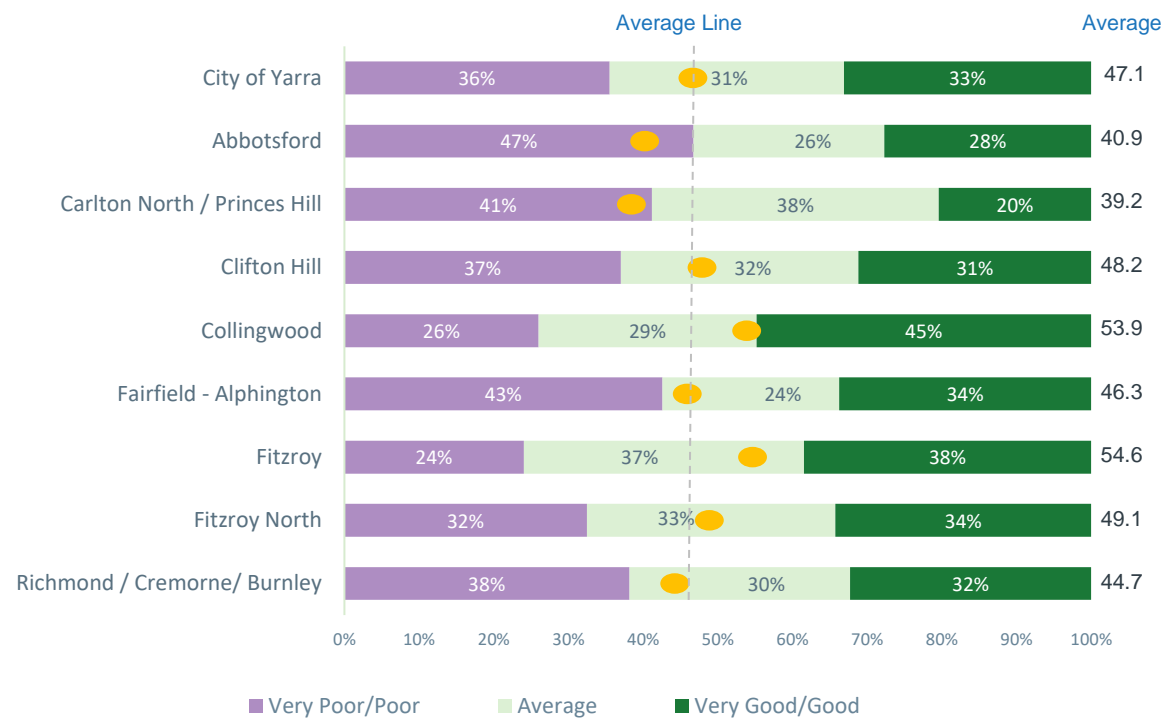
[#]New attribute added to the matrix in 2022

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 Collingwood (rating of 'very good' or 'good': 45%) whilst those in the precinct of Carlton North/Princes Hill are significantly less satisfied with this aspect (rating of 'very good' or 'good': 20%).

Figure 4.13: Satisfaction with General Town Planning Policy – By Precinct 2024



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

2024 Findings

In 2024, 29% of respondents were satisfied (a rating of 'very good' or 'good') with the Council on *planning and building permits*, 28% of respondents provided a rating of 'average' and 44% 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 29% of respondents rating Council 'very good' or 'good').

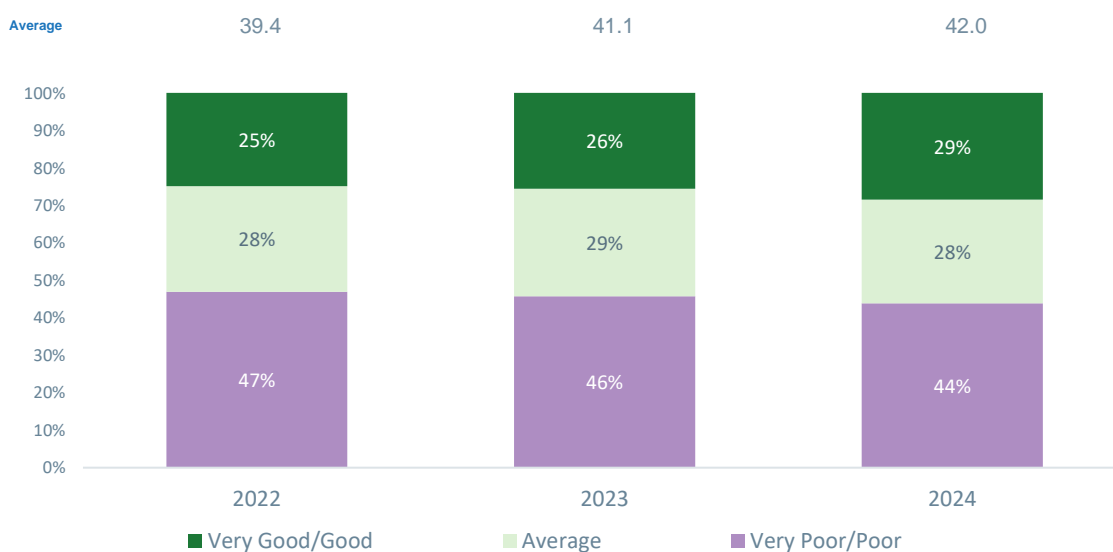
Comparison to Previous Results

Satisfaction with *planning and building permits* was measured for the first time in 2022. Sentiments with this aspect remained relatively changed with the 2023 findings. More than 2 in 5 (44%) of respondents rated the Council 'very poor' or 'poor' on this aspect. This compares with 46% of respondents providing the same rating in 2023.

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 1st amongst the top five (5) issues for the City of Yarra. Furthermore, respondents identifying *building, planning, housing and development* as a top issue for the region exhibit significantly lower sentiment towards direction of Council's overall performance. That said, *building, planning, housing and development* ranks 5th (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.

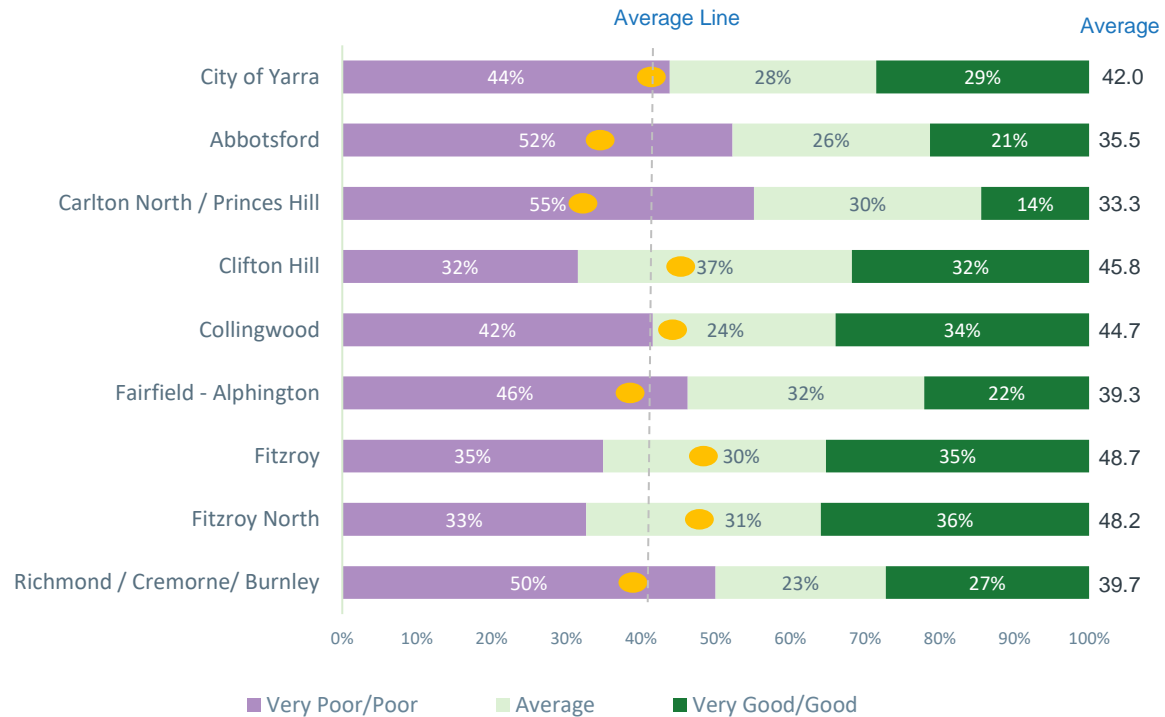
"15/17. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on planning and building permits over 12 months?"

*New attribute added to the matrix in 2022 ; 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 Fitzroy North (rating of 'very good' or 'good': 36%) followed very closely by respondents from Fitzroy (35%). Meanwhile, respondents from the precinct of Carlton North/Princes Hill are significantly less satisfied (rating of 'very good' or 'good': 14%) with Council on this aspect.

Figure 4.15: Satisfaction with Planning and Building Permits – By Precinct 2024



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

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, therefore, comparative data is only available from 2022 onwards.

The historical table (2018 – 2024) in the [appendix](#) presents results across 11 universal services and facilities and the figures which follow here display the 2024 results across each of the 11 universal services and facilities measured.

2024 Findings

The overall rating of ‘very good’ or ‘good’ across all universal service and facility aspects is 57%. Satisfaction results for four (out of 11) aspects is either the same or greater than the overall ‘very good’ or ‘good’ score of 57% including satisfaction with:

- Provision of parks, gardens and reserves: 78%
- Regular garbage collection service: 75%
- Maintenance of parks, gardens and reserves: 74%
- Regular recycling service: 69%

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* (78%) followed by *regular garbage collection service* (75%) and *maintenance of parks, gardens and reserves* (74%). The lowest satisfaction is with *parking management* with 34% percent of respondents identifying the aspect as ‘very good’ or ‘good’.

Comparison to Previous Results

Compared to 2023, ratings of ‘very good’ or ‘good’ improved significantly for the following four (out of 11) aspects related to universal services and facilities:

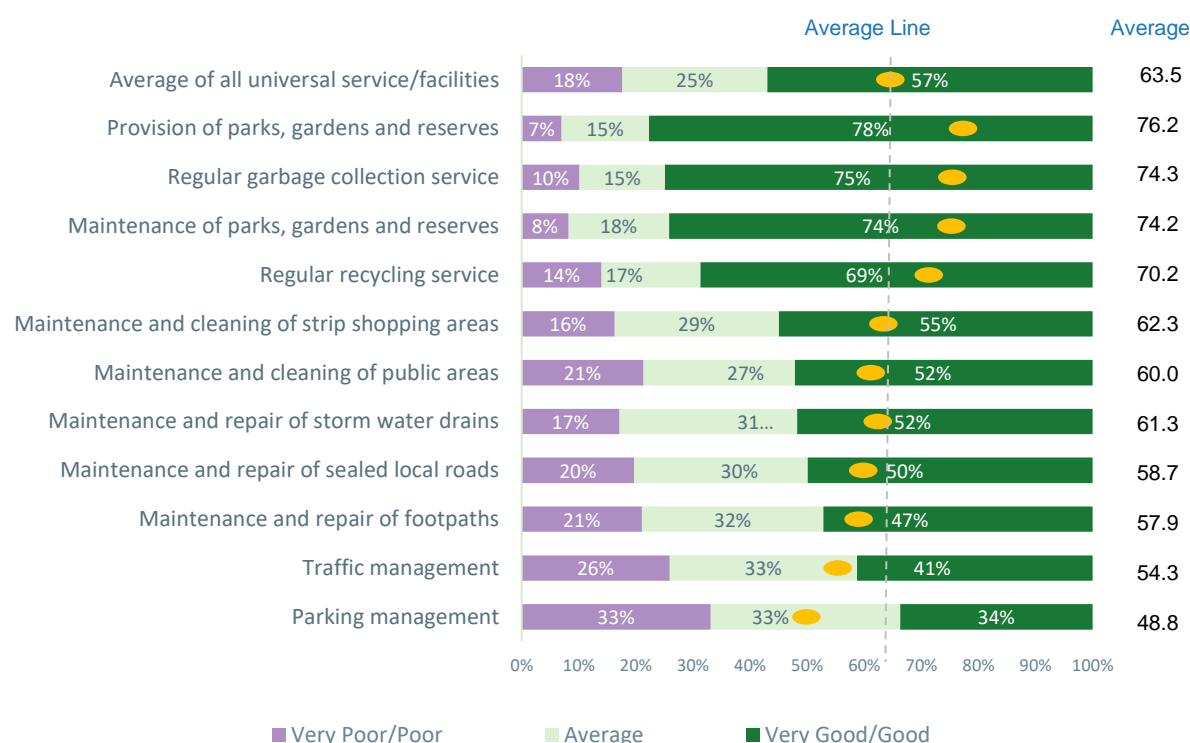
- Provision of parks, gardens and reserves: from 69% in 2023 to 78% in 2024, an increase of 9 percentage points.
- Regular recycling service: from 60% in 2023 to 69% in 2024, an increase of 9 percentage points.
- Regular garbage collection service: from 68% in 2023 to 75% in 2024, an increase of 7 percentage points.
- Maintenance of parks, gardens and reserves: from 68% in 2023 to 74% in 2024, an increase of 6 percentage points.

Compared to 2023, ratings of 'very good' or 'good' either remained the same or remained relatively unchanged for the following seven (out of 11) aspects related to universal services and facilities:

- Maintenance and repair of storm water drains: remained the same as 2023 at 52%.
- Traffic management: remained the same as 2023 at 41%.
- Maintenance and cleaning of strip shopping areas: from 54% in 2023 to 55% in 2024.
- Maintenance and cleaning of public areas (including litter collection): from 51% in 2023 to 52% in 2024.
- Maintenance and repair of sealed local roads (this excludes highways and main roads): from 48% in 2023 to 50% in 2024.
- Maintenance and repair of footpaths: from 46% in 2023 to 47% in 2024.
- Parking management: from 37% in 2023 to 34% in 2024.

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 here](#).

Figure 5.1: Satisfaction with Universal Services and Facilities – 2024



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

2024 Findings

In 2024, 50% of respondents were satisfied (a rating of 'very good' or 'good') with the *maintenance and repair of sealed local roads*, 30% 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*.

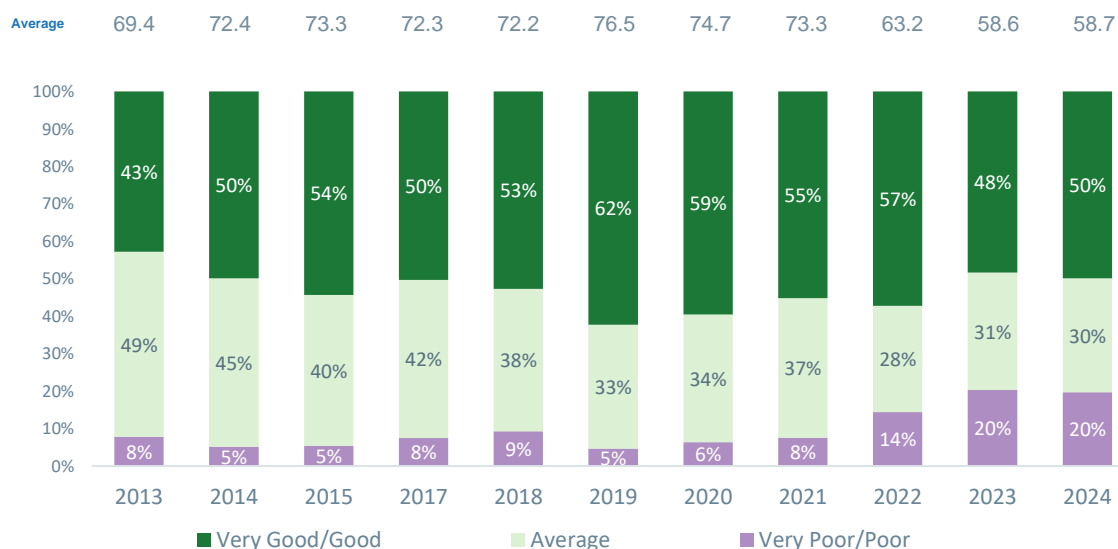
Comparison to Previous Results

Compared to 2023, ratings of 'very good' or 'good' for *maintenance and repair of sealed local roads* remained relatively unchanged from 48% in 2023 to 50% in 2024. Respondents rating this aspect as 'poor' or 'very poor' remained consistent with 2023 with 20% rating *maintenance and repair of sealed local roads* as 'poor' or 'very poor'.

Ranking

Roads, street cleaning, maintenance and repairs is seen as one of the top five (5) current issues for the City of Yarra. Additionally, *maintenance and repair of sealed local roads* ranks 4th (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?"

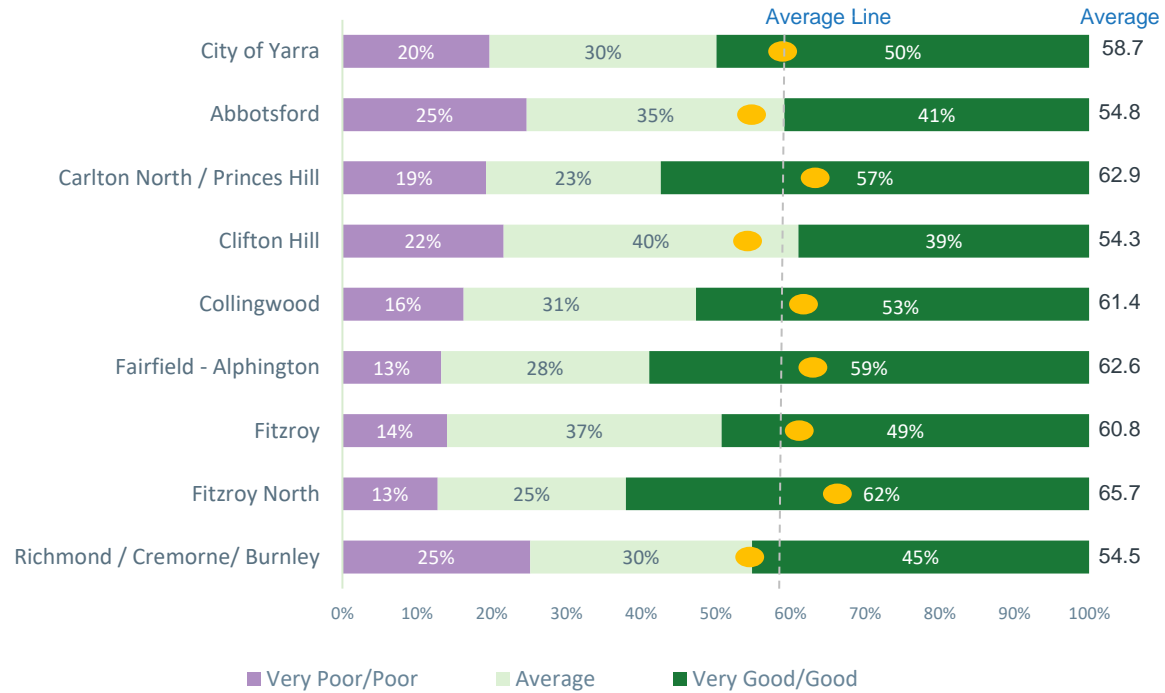
Attribute: "The maintenance and repair of sealed local roads (this includes local streets and roads managed by Yarra but excludes highways and main roads that are managed by VicRoads)"

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': 62%) whilst respondents from Clifton Hill (rating of 'very good' or 'good': 39%) are least satisfied.

Figure 5.3: Satisfaction with Maintenance and Repair of Sealed Local Roads – By Precinct 2024



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

2024 Findings

In 2024, 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

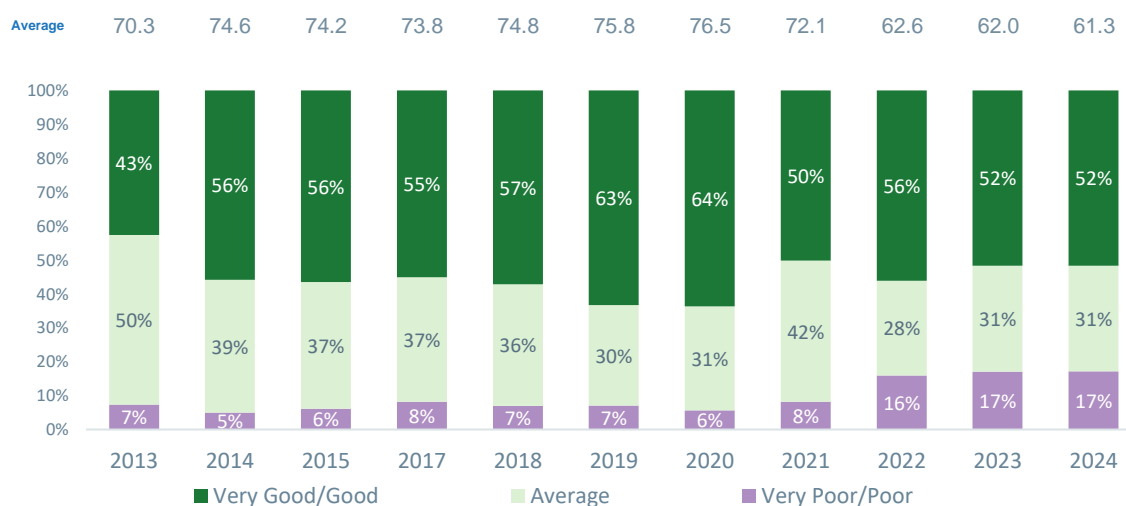
Compared to 2023, sentiments with *maintenance and repair of storm water drains* remain unchanged. More than half (52%) of respondents rated the Council 'very good' or 'good' on this aspect, remaining consistent with 52% providing the same rating in 2023.

The percentage of residents who rated the *maintenance and repair of storm water drains* as 'very poor' or 'poor' also remained unchanged at 17%.

Ranking

Maintenance and repair of storm water drains ranks 8th (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?"

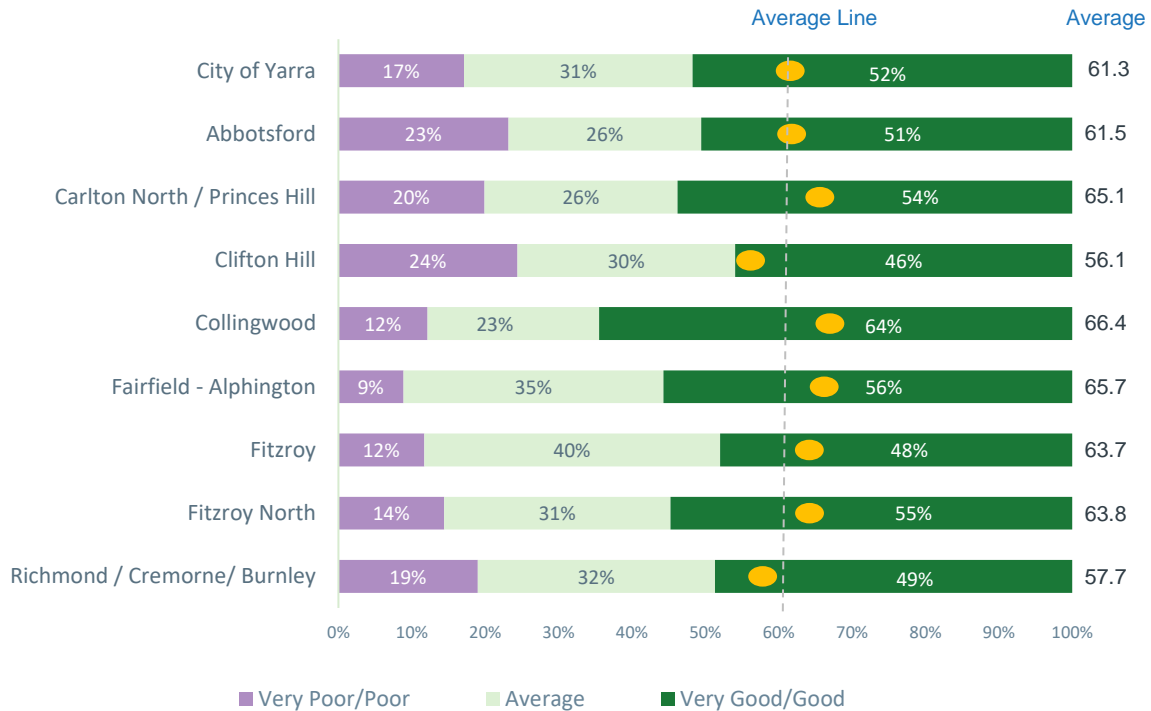
^Change in question wording and answer scale in 2022. Prior to 2022, "On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community and your personal level of satisfaction with each of the following Council provided services?"

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 Collingwood (rating of 'very good' or 'good': 64%) whilst those in the precincts of Clifton Hill (46%) followed by Fitzroy (48%) are least satisfied (rating of 'very good' or 'good') with this aspect.

Figure 5.5: Satisfaction with Maintenance and Repair of Storm Water Drains – By Precinct 2024



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

2024 Findings

In 2024, 47% of respondents were satisfied (a rating of 'very good' or 'good') with *maintenance and repair of footpaths*, 32% of respondents provided a rating of 'average' and 21% of respondents provided a rating of 'poor' or 'very poor' to *maintenance and repair of footpaths*.

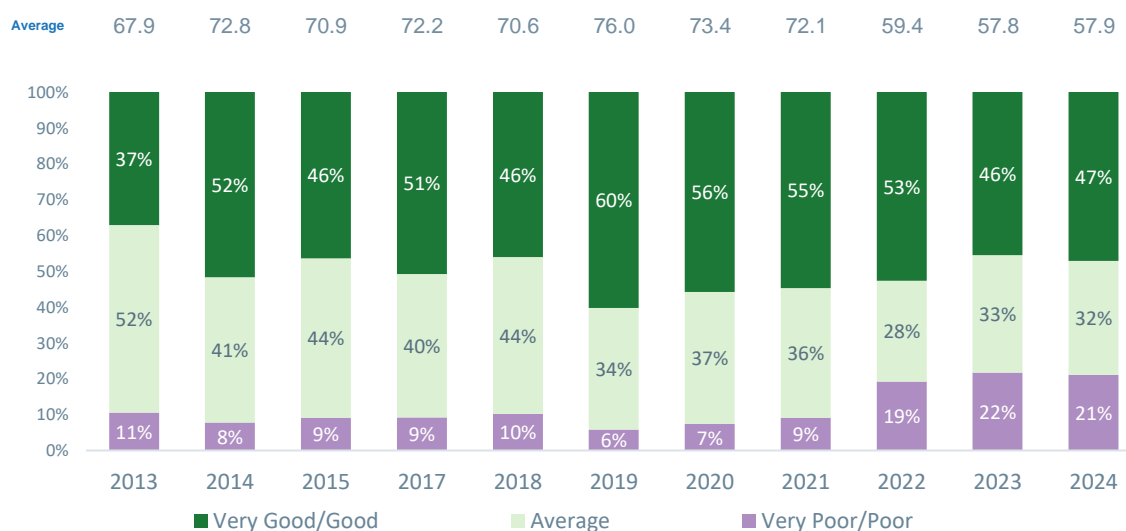
Comparison to Previous Results

Compared to 2023, respondents rating the *maintenance and repair of footpaths* as 'very good' or 'good' remained relatively unchanged from 46% in 2023 to 47% in 2024. The percentage of residents who rated the *maintenance and repair of footpaths* as 'very poor' or 'poor' also remained relatively unchanged from 22% in 2023 to 21% in 2024.

Ranking

Maintenance and repair of footpaths ranks 6th (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.

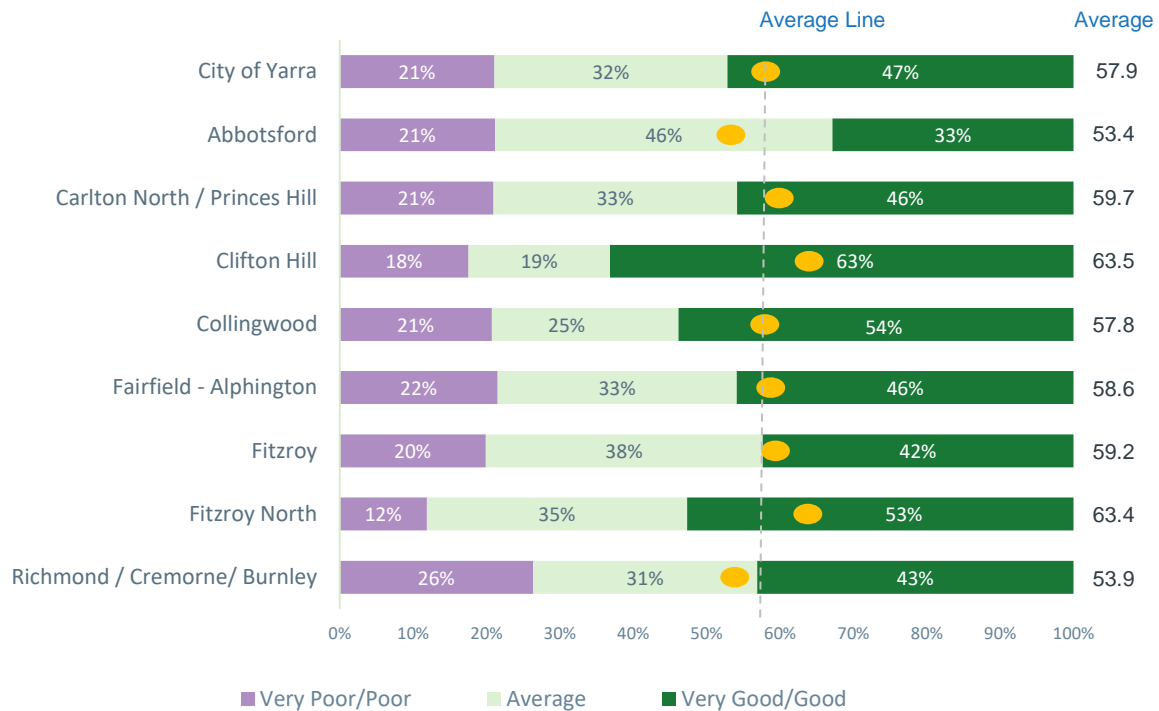
"Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on maintenance and repair of footpaths over the last 12 months?" ^Change in question wording and answer scale in 2022. Prior to 2022, "On a scale of 0 (lowest) to 10 (highest), can you please rate the importance 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 Clifton Hill (63%) are significantly more satisfied with the *maintenance and repair of footpaths* (rating of 'very good' or 'good') whilst respondents from Abbotsford (rating of 'very good' or 'good': 33%) report being least satisfied with this aspect.

Figure 5.7: Satisfaction with Maintenance and Repair of Footpaths – By Precinct 2024



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

2024 Findings

In 2024, 52% of respondents were satisfied (a rating of 'very good' or 'good') with *maintenance and cleaning of public areas*, 27% of respondents provided a rating of 'average' and 21% of respondents provided a rating of 'poor' or 'very poor' to *maintenance and cleaning of public areas*.

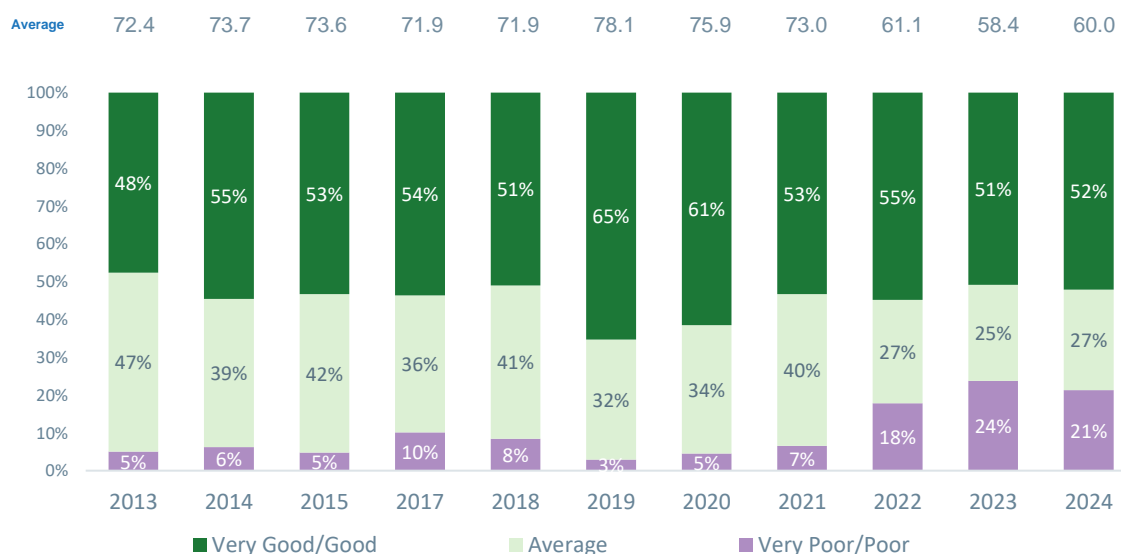
Comparison to Previous Results

Compared to 2023, ratings of the Council as 'very good' or 'good' on *maintenance and cleaning of public areas* remained relatively unchanged from 51% in 2023 to 52% in 2024. The percentage of residents who rated the *maintenance and cleaning of public areas* as 'very poor' or 'poor' also remained relatively unchanged from 24% in 2023 to 21% in 2024.

Ranking

Maintenance and cleaning of public areas ranks 7th (out of 11 universal services and facilities aspects) in terms of importance to the community. Closely related to *maintenance and cleaning of public areas* is *cleanliness of areas including streets* which is seen as one of the top five (5) key improvements delivered by the council over the last two (2) years. Furthermore, satisfaction with Council's overall performance is significantly higher amongst those identifying *cleanliness of areas including streets* as key improvement delivered by the Council over the last two (2) years.

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?"

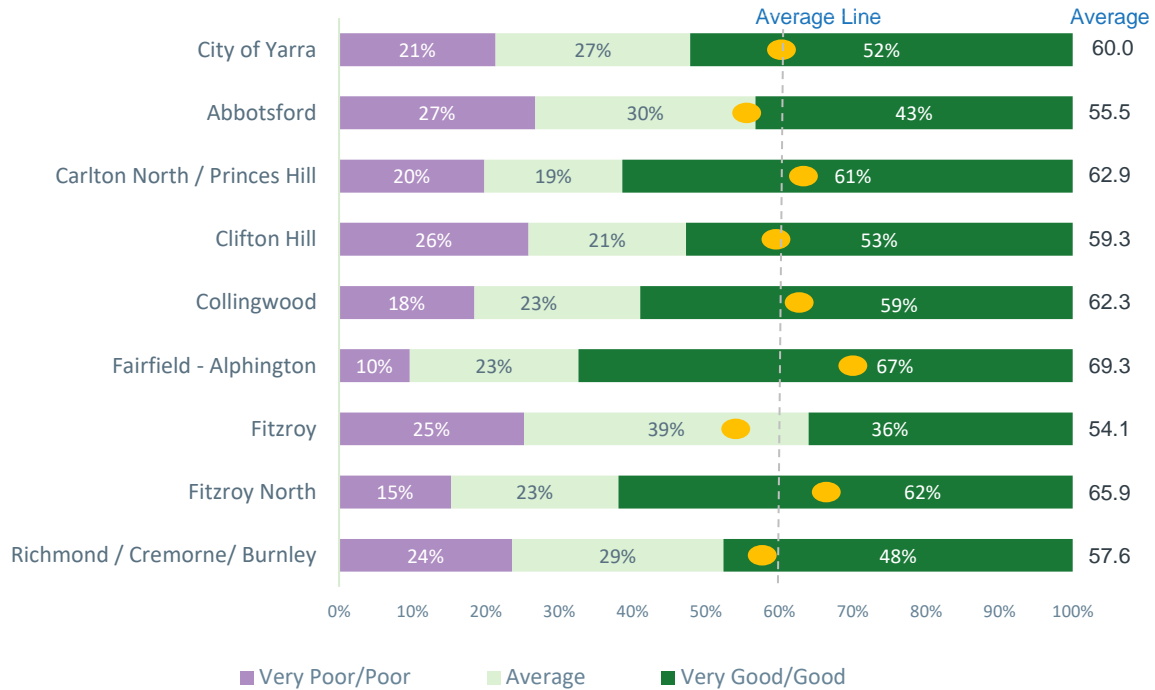
^Change in question wording and answer scale in 2022. Prior to 2022, "On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community and your personal level of satisfaction with each of the following Council provided services?"

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 Fairfield – Alphington (rating of ‘very good’ or ‘good’: 67%) whilst respondents from Fitzroy (rating of ‘very good’ or ‘good’: 36%) are significantly less satisfied with this aspect.

Figure 5.9: Satisfaction with Maintenance and Cleaning of Public Areas – By Precinct 2024



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

2024 Findings

In 2024, 55% 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*.

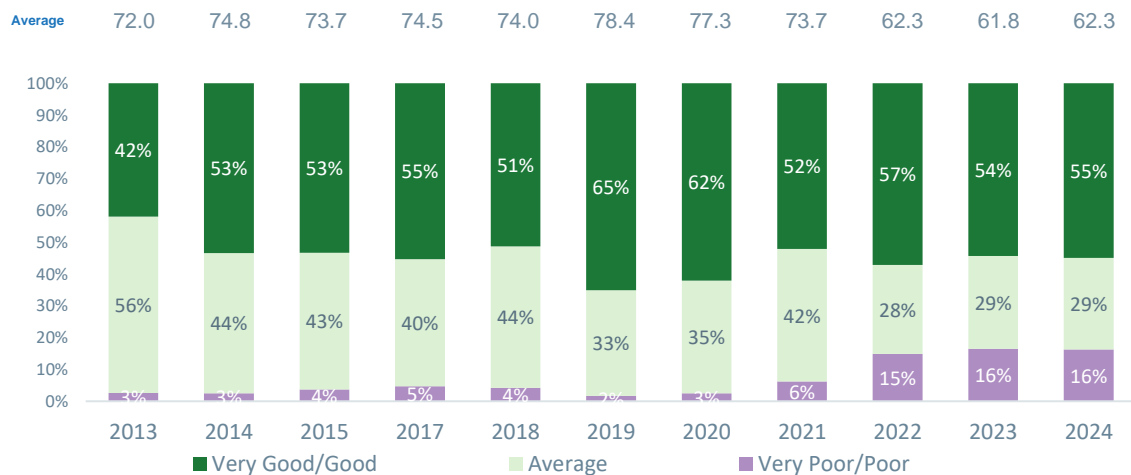
Comparison to Previous Results

Compared to 2023, ratings of 'very good' or 'good' for the *maintenance and cleaning of strip shopping areas* remained relatively unchanged from 54% in 2023 to 55% in 2024. The percentage of residents who rated the *maintenance and cleaning of strip shopping areas* as 'very poor' or 'poor' remains consistent with 2023 at 16%.

Ranking

Maintenance and cleaning of strip shopping areas ranks 3rd (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.

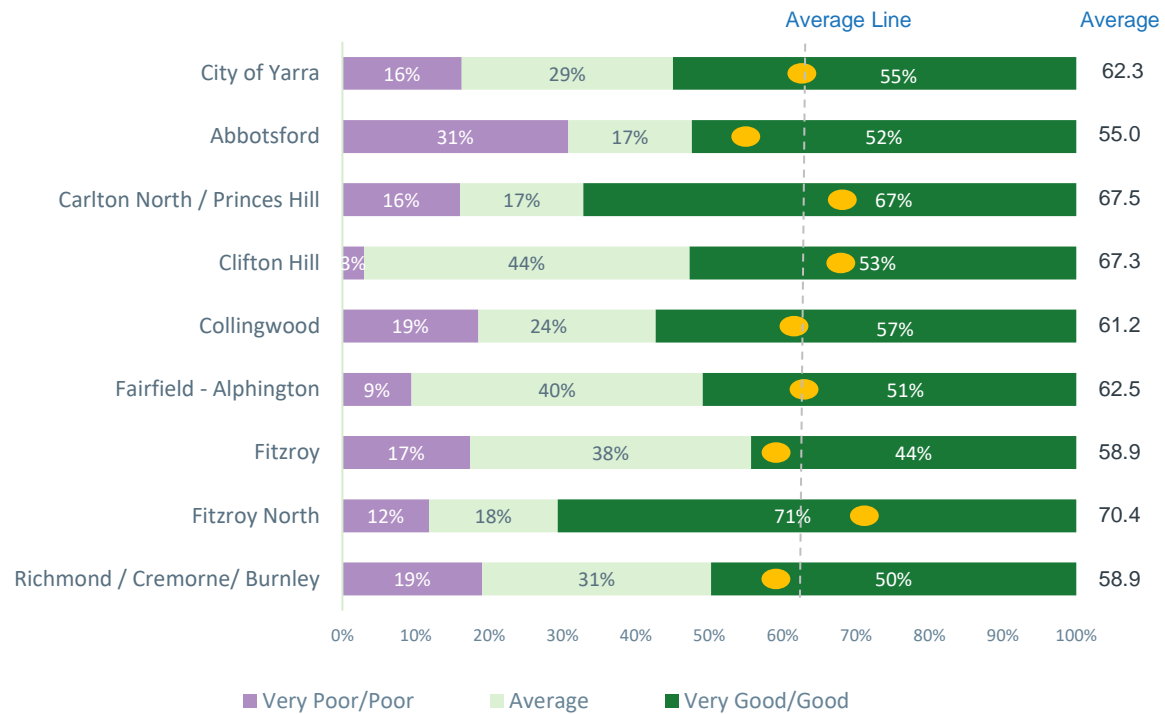
"Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on maintenance and cleaning of strip shopping areas over the last 12 months?" ^Change in question wording and answer scale in 2022. Prior to 2022, "On a scale of 0 (lowest) to 10 (highest), can you please rate the 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. Significantly higher satisfaction (rating of 'very good' or 'good') with *maintenance and cleaning of strip shopping areas* is recorded amongst those from Fitzroy North (71%) and Carlton North/Princes Hill (67%) whilst respondents from Fitzroy (rating of 'very good' or 'good': 44%) are least satisfied.

Figure 5.11: Satisfaction with Maintenance and Cleaning of Strip Shopping Areas – By Precinct 2024



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

2024 Findings

In 2024, 75% of respondents were satisfied (a rating of 'very good' or 'good') with *regular garbage collection service*, 15% of respondents provided a rating of 'average' and 10% of respondents provided a rating of 'poor' or 'very poor' to *regular garbage collection service*.

Of all universal service and facility aspects measured, the second highest satisfaction (a rating of 'very good' or 'good') is recorded for *regular garbage collection service* (75%) after satisfaction with *provision of parks, gardens and reserves* (78%).

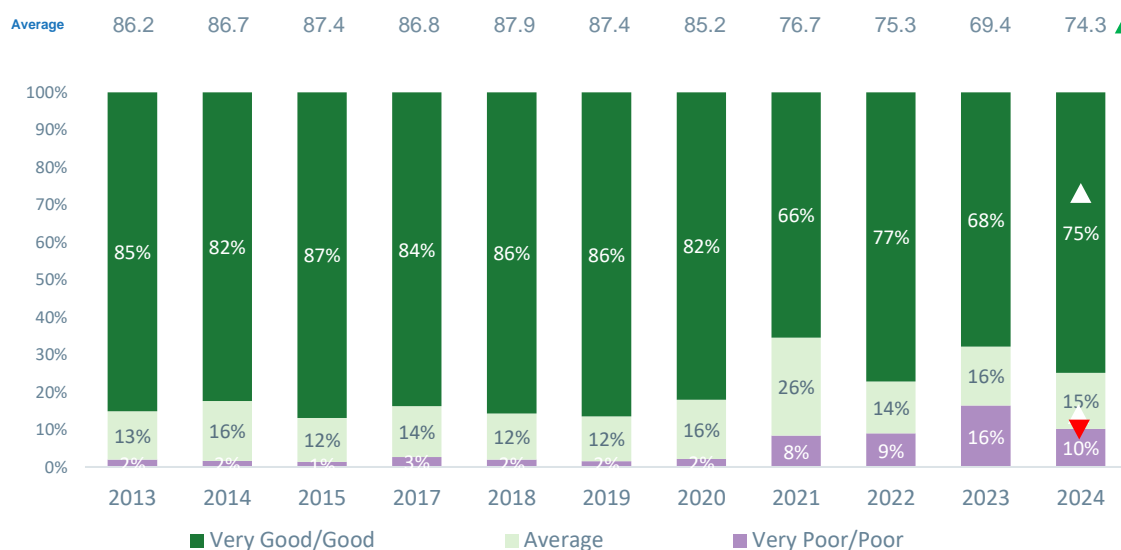
Comparison to Previous Results

Compared to 2023, ratings of 'very good' or 'good' with *regular garbage collection service* increased significantly from 68% in 2023 to 75% in 2024, an increase of 7 percentage points. The percentage of residents who rated the *regular garbage collection service* as 'very poor' or 'poor' declined significantly compared to 2023 (from 16% in 2023 to 10% in 2024).

Ranking

Garbage collection ranks 5th on the list of top five (5) key improvements delivered by the council over the last two (2) years. *Regular garbage collection service* ranks 10th (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?"

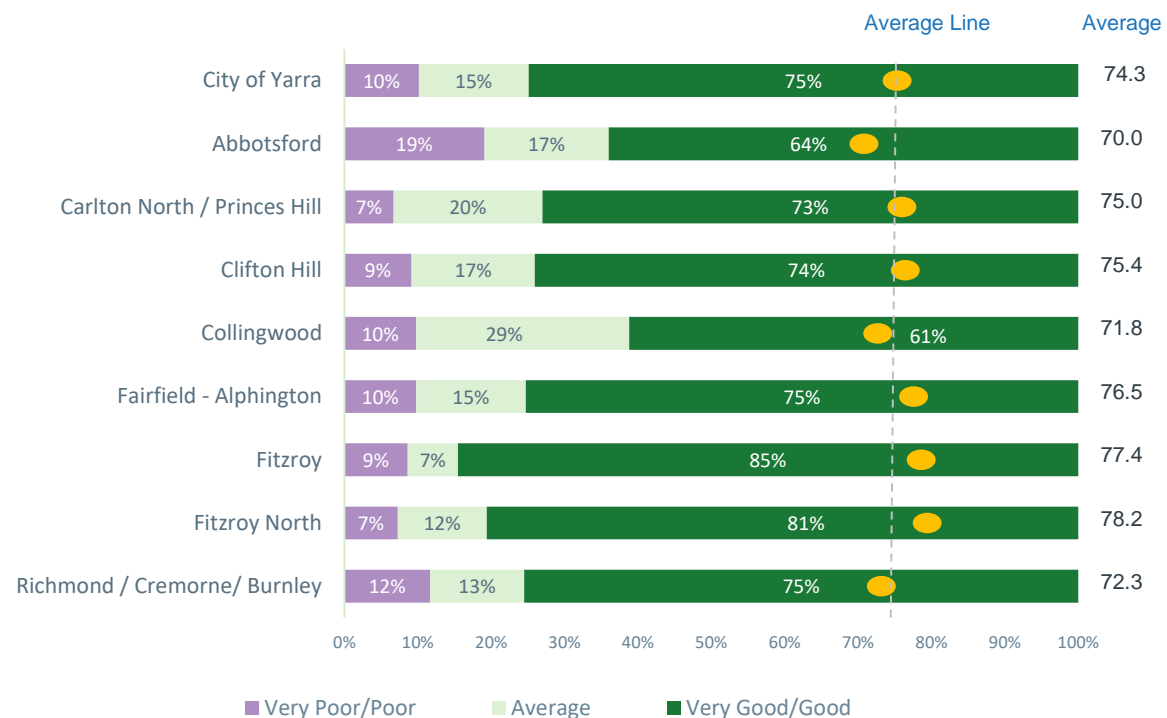
^Change in question wording and answer scale in 2022. Prior to 2022, "On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community and your personal level of satisfaction with each of the following Council provided services?"

Source: AEC

5.2.6.1 Satisfaction with Regular Garbage Collection Service – By Precinct

Respondents from Fitzroy are significantly more satisfied with the *regular garbage collection service* (rating of 'very good' or 'good': 85%) whilst those in the precinct of Collingwood are significantly less satisfied with this aspect (rating of 'very good' or 'good': 61%).

Figure 5.13: Satisfaction with Regular Garbage Collection Service – By Precinct 2024



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

2024 Findings

In 2024, 69% of respondents were satisfied (a rating of 'very good' or 'good') with *regular recycling service*, 17% of respondents provided a rating of 'average' and 14% of respondents provided a rating of 'poor' or 'very poor' to *regular recycling service*.

Comparison to Previous Results

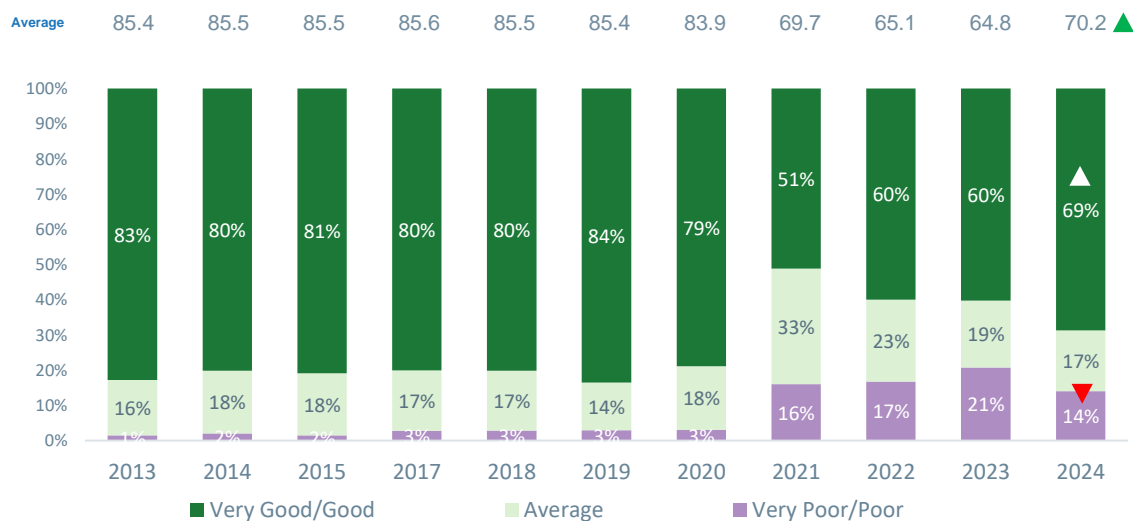
Compared to 2023, ratings of 'very good' or 'good' with *regular recycling service* increased significantly from 60% in 2023 to 69% in 2024, an increase of 9 percentage points. The percentage of residents who rated *regular recycling service* as 'very poor' or 'poor' decreased significantly compared to 2023 (from 21% in 2023 to 14% in 2024).

Across all universal service and facility aspects measured, the increase in satisfaction (by 9 percentage points) for *regular recycling service* was the highest (along with increase in satisfaction for *provision of parks, gardens and reserves*) when compared to 2023.

Ranking

Regular recycling service ranks 9th (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?"

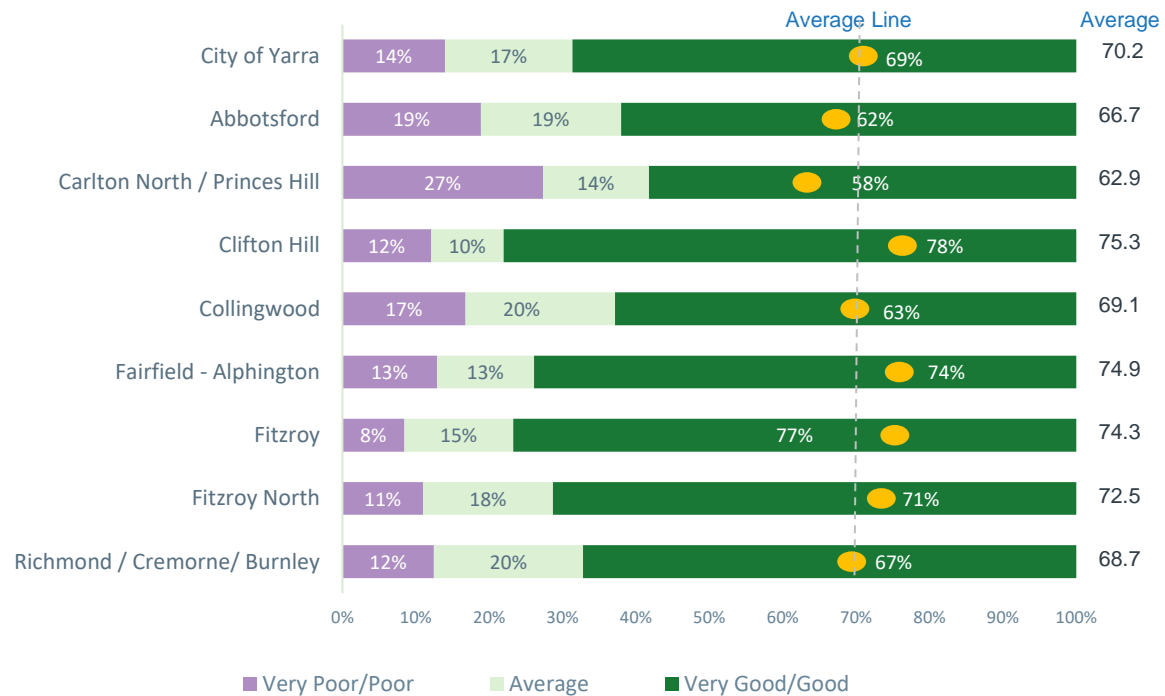
^Change in question wording and answer scale in 2022. Prior to 2022, "On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community and your personal level of satisfaction with each of the following Council provided services?"

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. Respondents from Clifton Hill (78%) followed by Fitzroy (77%) are most satisfied with the *regular recycling service* (rating of 'very good' or 'good') whilst respondents from Carlton North/Princes Hill (rating of 'very good' or 'good': 58%) report being least satisfied with this aspect. These findings are not statistically significant.

Figure 5.15: Satisfaction with Regular Recycling Service – By Precinct 2024



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

2024 Findings

In 2024, 78% of respondents were satisfied (a rating of 'very good' or 'good') with the *provision of parks, gardens and reserves*, 15% of respondents provided a rating of 'average' and 7% 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* (78%).

Comparison to Previous Results

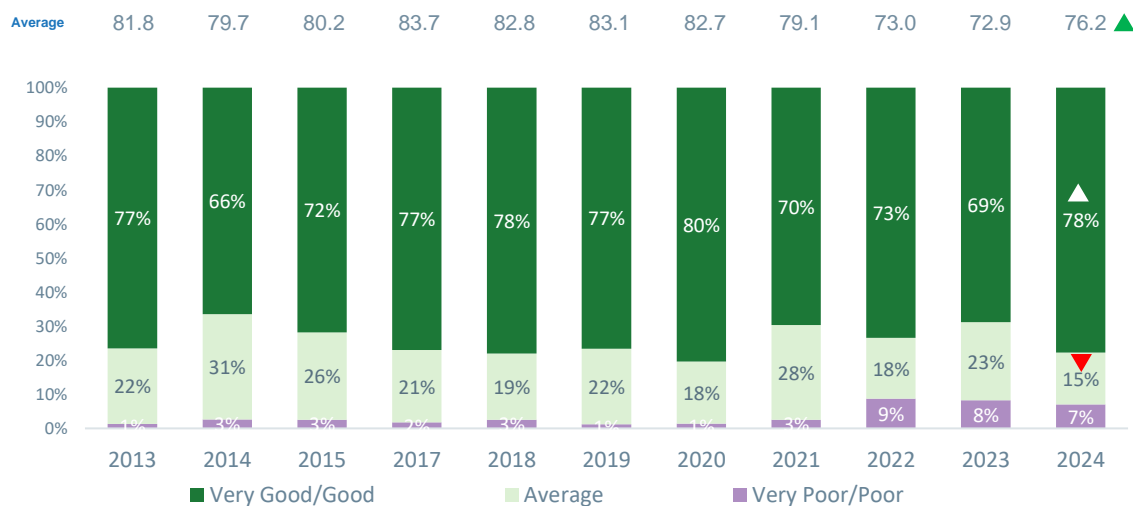
Compared to 2023, sentiments in regard to the *provision of parks, gardens and reserves* increased significantly from 69% in 2023 to 78% in 2024, an increase of 9 percentage points. The percentage of residents who rated this aspect as 'very poor' or 'poor' has remained largely unchanged from 8% in 2023 to 7% in 2024. The percentage of residents who rated *provision of parks, gardens and reserves* 'average' declined significantly from 23% in 2023 to 15% in 2024, a decline of 8 percentage points.

Across all universal service and facility aspects measured, the increase in satisfaction (by 9 percentage points) for *provision of parks, gardens and reserves* was the highest (along with increase in satisfaction for *regular recycling service*) when compared to 2023.

Ranking

Despite *provision of parks, gardens and reserves* ranking last (11 out of 11 universal services and facilities aspects) in terms of importance to the community, it is important to note that *parks, gardens and open spaces* ranks 1st on the list of top five (5) key improvements delivered by the council over the last two (2) years and ranks 3rd on the list of suggested areas for improvement over the next two (2) years.

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



Single Response; Base: All Respondents.

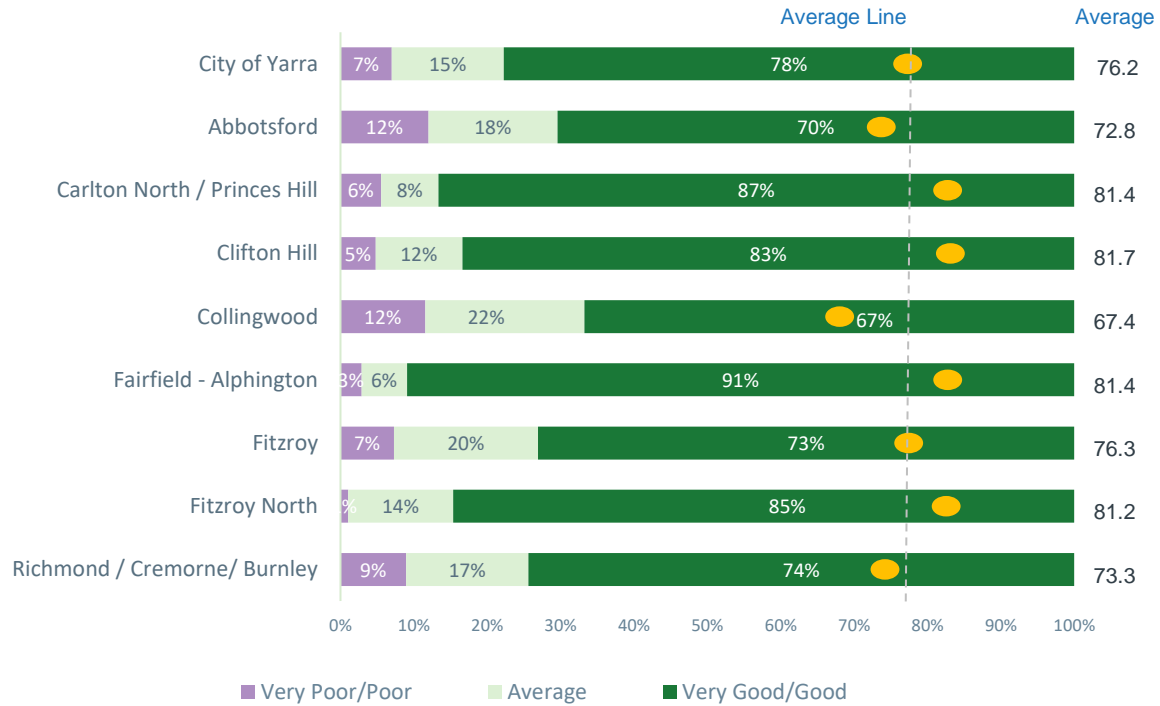
"Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on provision of parks, gardens and reserves over the last 12 months?" Change in question wording and answer scale in 2022. Prior to 2022, "On a scale of 0 (lowest) to 10 (highest), can you please rate the importance 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 Fairfield – Alphington (91%) and Carlton North/Princes Hill (87%) are significantly more satisfied with the *provision of parks, gardens and reserves*. Whilst respondents from Collingwood (rating of ‘very good’ or ‘good’: 67%) report being significantly less satisfied with this aspect.

Figure 5.17: Satisfaction with Provision of Parks, Gardens and Reserves – By Precinct 2024



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

2024 Findings

In 2024, 74% of respondents were satisfied (a rating of 'very good' or 'good') with the *maintenance of parks, gardens and reserves*, 18% of respondents provided a rating of 'average' and 8% 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 third highest satisfaction (a rating of 'very good' or 'good') is recorded for *maintenance of parks, gardens and reserves* (74%) after satisfaction with *regular garbage collection service* (75%) and the *provision of parks, gardens and reserves* (78%).

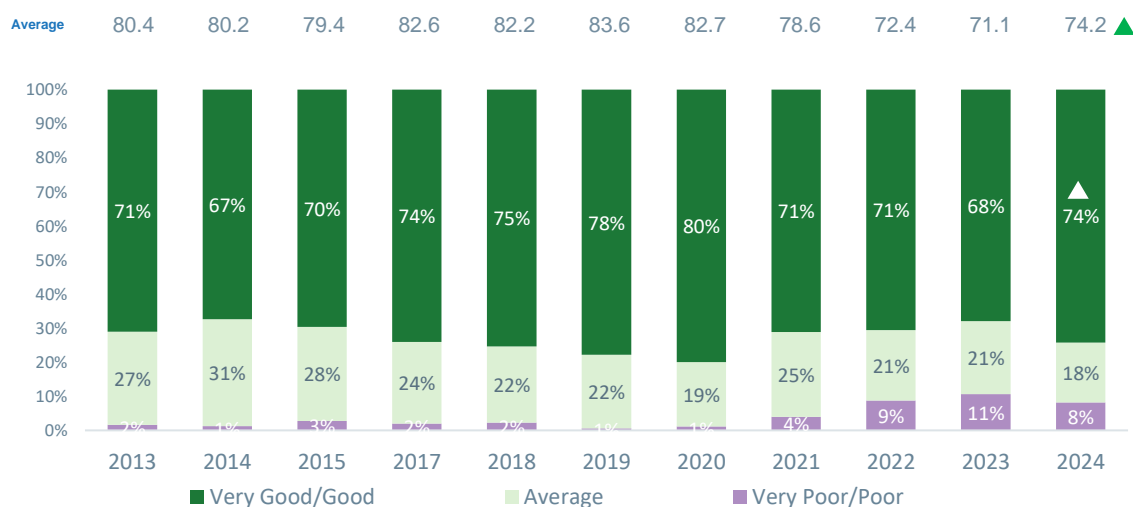
Comparison to Previous Results

Compared to 2023, the proportion of respondents rating the Council 'very good' or 'good' on *maintenance of parks, gardens and reserves* increased significantly from 68% in 2023 to 74% in 2024, an increase of 6 percentage points. The percentage of residents who rated this aspect as 'very poor' or 'poor' remained relatively unchanged from 11% in 2023 to 8% in 2024.

Ranking

As noted earlier, *parks, gardens and open spaces* ranks 1st on the list of top five (5) key improvements delivered by the council over the last two (2) years and ranks 3rd on the list of suggested areas for improvement over the next two (2) years. Additionally, *maintenance of parks, gardens and reserves* ranks 5th (out of 11 universal services and facilities aspects) in terms of importance to the community. This ranking remains consistent with the 2023 ranking.

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



Single Response; Base: All Respondents.

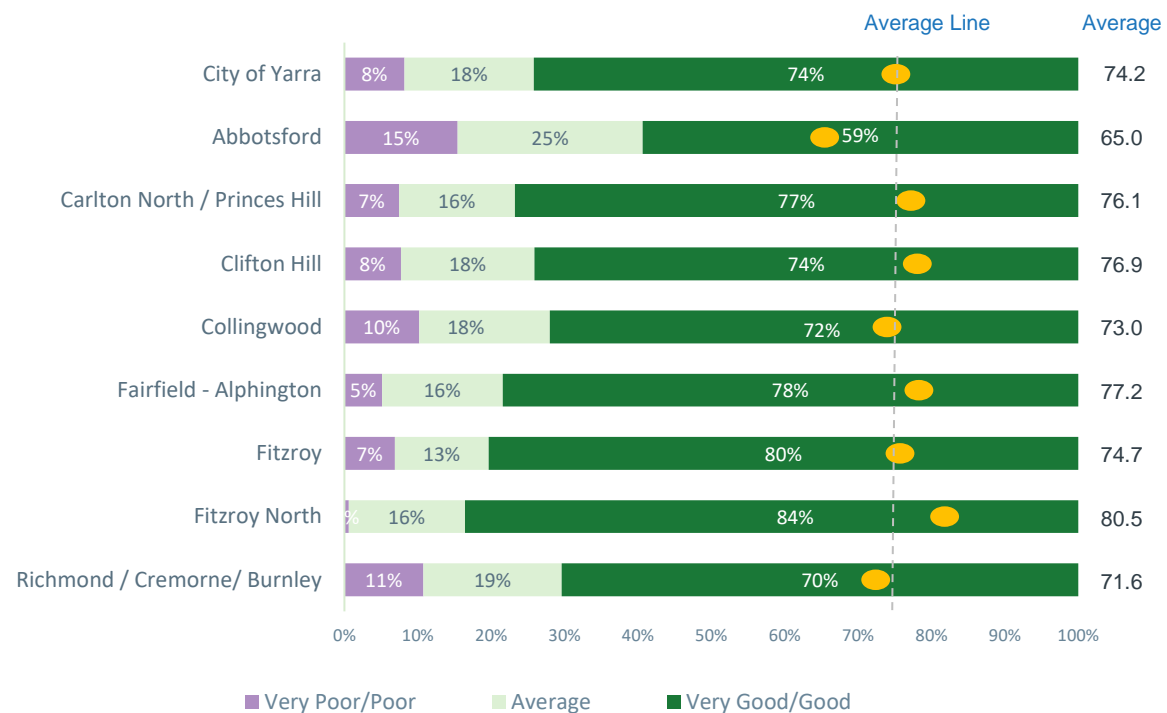
"Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on maintenance of parks, gardens and reserves over the last 12 months?" ^Change in question wording and answer scale in 2022. Prior to 2022, "On a scale of 0 (lowest) to 10 (highest), can you please rate the importance 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

Significantly higher satisfaction with *maintenance of parks, gardens and reserves* is recorded amongst respondents from Fitzroy North (rating of 'very good' or 'good': 84%) whilst those in the precinct of Abbotsford are least satisfied with this aspect (rating of 'very good' or 'good': 59%).

Figure 5.19: Satisfaction with Maintenance of Parks, Gardens and Reserves – By Precinct 2024



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

2024 Findings

In 2024, 34% of respondents were satisfied (a rating of 'very good' or 'good') with *parking management*, 33% of respondents provided a rating of 'average' and 33% 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* (34%).

Comparison to Previous Results

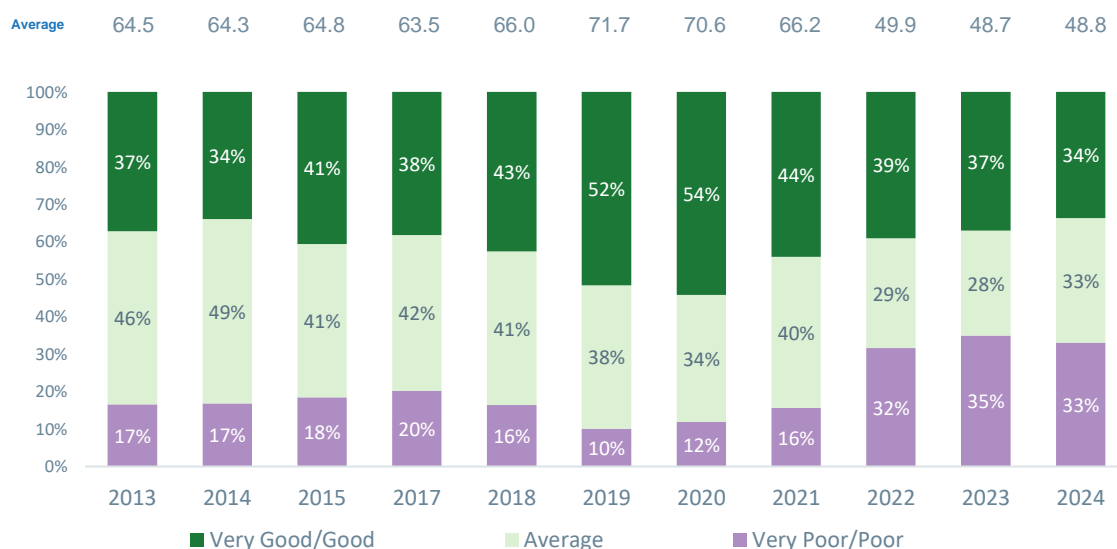
Across all universal service and facility aspects measured, satisfaction (a rating of 'very good' or 'good') with *parking management* is the only aspect which declined compared to 2023. Compared to 2023, satisfaction (rating of 'very good' or 'good') with *parking management* declined from 37% in 2023 to 34% in 2024, a decline of 3 percentage points. The percentage of residents who rated this aspect 'very poor' or 'poor' remained largely unchanged compared to 2023 (from 35% in 2023 to 33% in 2024).

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 also 1st on the list of suggested improvements to be delivered by the Council over the next two (2) years. Overall satisfaction (a rating of 'very good' or 'good') with Council is also significantly lower amongst respondents who would like to see improvements to *parking* (along with improvements to *traffic management* and *safety, crime and policing*). If improved further, *parking management* is likely to be of value to the community.

Parking management ranks the highest (first out of 11 universal services and facilities) and is the most important to the community.

Figure 5.20: Satisfaction with Parking Management – Time Series



Single Response; Base: All Respondents.

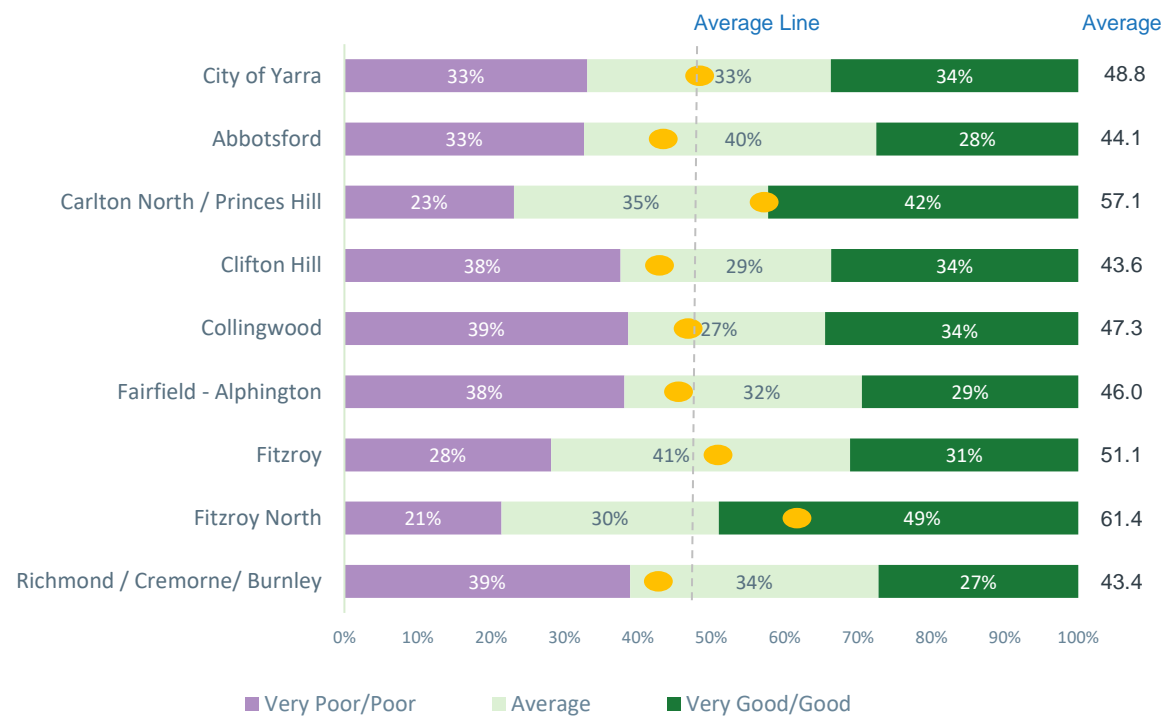
"Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on parking management over the last 12 months?"

Source: AEC

5.2.10.1 Satisfaction with Parking Management – By Precinct

The figure below displays respondent sentiment with *parking management* by each Council precinct. Respondents from Fitzroy North (49%) are significantly more satisfied with *parking management* (rating of 'very good' or 'good'), whilst respondents from Richmond / Cremorne/ Burnley (27%) are significantly less satisfied with this aspect.

Figure 5.21: Satisfaction with Parking Management – By Precinct 2024



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[#]

2024 Findings

In 2024, 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*.

After *parking management* (34%), across all universal service and facility aspects measured, the lowest satisfaction (a rating of 'very good' or 'good') is noted for *traffic management* (41%).

Comparison to Previous Results

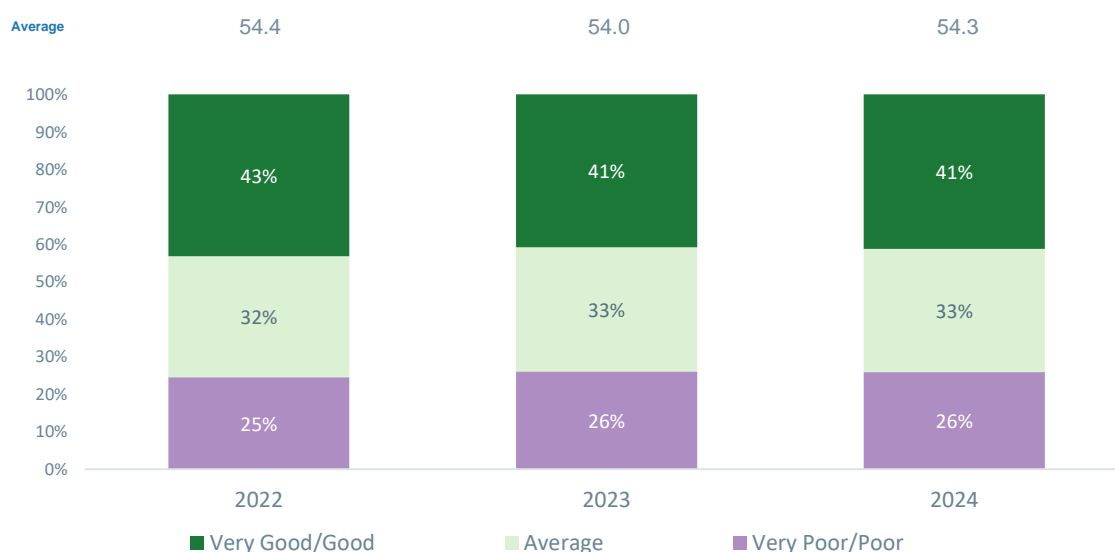
Traffic management was included in the list of universal services and facilities measures for the first time in 2022. Therefore, comparisons are available 2022 and onwards. The 2024 results are consistent with 2023 results with 41% of respondents are satisfied (a rating of 'very good' or 'good') with this aspect.

Consistent with 2023, approximately one-quarter of respondents rates this aspect as 'very poor' or 'poor' (26%).

Ranking

Traffic management ranks 2nd (out of 11 universal services and facilities) in terms of importance to the community. Additionally, *traffic management* has been identified as the 3rd biggest issue currently facing the City of Yarra and is amongst the top five (5) areas suggested for improvement over the next two (2) years. Furthermore, overall satisfaction (a rating of 'very good' or 'good') with Council is significantly lower amongst respondents who would like to see improvements to *traffic management* (along with improvements to *parking* and *safety, crime and policing*). 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.

"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?"

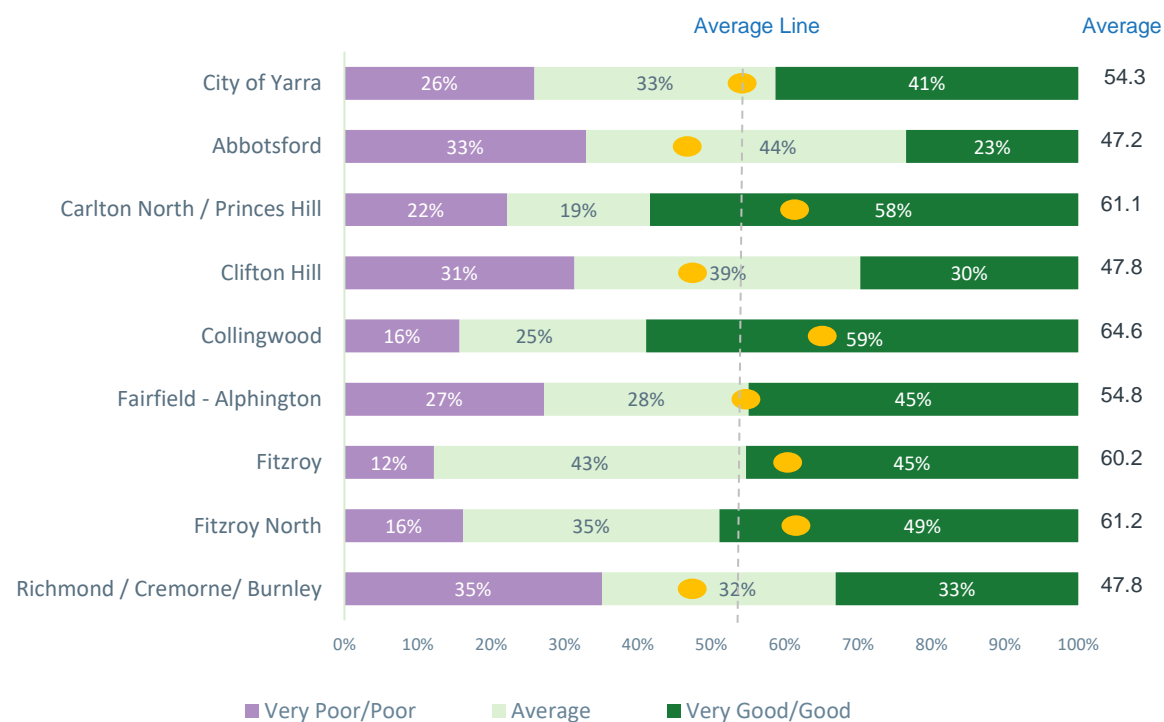
[#]New attribute added to the matrix in 2022

Source: AEC

5.2.11.1 Satisfaction with Traffic Management# – By Precinct

Significantly higher satisfaction (rating of 'very good' or 'good') with *traffic management* is noted amongst respondents from Collingwood (59%) and Carlton North/Princes Hill (58%), whilst those in the precinct of Abbotsford (23%) and Richmond / Cremorne/ Burnley (33%) report significantly lower satisfaction with this aspect (rating of 'very good' or 'good').

Figure 5.23: Satisfaction with Traffic Management – By Precinct 2024



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 2022

Source: AEC

6. SATISFACTION WITH OTHER MAJOR SERVICES & FACILITIES

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 (e.g. Gym, etc)
7. On-road bike paths
8. Off-road bike paths (including shared paths)
9. Arts and cultural activities

The historical table (2018 – 2024) 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 2024.

2024 Findings

The overall rating of ‘very good’ or ‘good’ across all other major service and facility aspects is 64% and satisfaction results for six (out of 9) aspects is either equal to or greater than the overall ‘very good’ or ‘good’ score of 64%, including satisfaction with:

- Local library services: 85%
- Yarra's swimming pool at Richmond, Fitzroy or Collingwood: 76%
- Yarra's leisure centres at Richmond, Fitzroy or Collingwood: 70%
- Arts and cultural activities: 66%
- Hard rubbish services: 65%
- Off-road bike paths (including shared paths): 64%

Overall, the highest satisfaction across all other major service and facility aspects is recorded for *local library services* (with 85% of respondents rating this aspect as ‘very good’ or ‘good’) and the lowest satisfaction is with *public toilets* (with 35% of respondents rating this aspect as ‘very good’ or ‘good’).

Comparison to Previous Results

Compared to 2023, ratings of ‘very good’ or ‘good’ increased either significantly or marginally for the following four (of the nine) aspects:

- Hard rubbish services: increased significantly from 57% in 2023 to 65% in 2024, an increase of 8 percentage points.
- Green waste services: increased marginally from 49% in 2023 to 54% in 2024, an increase of 5 percentage points.

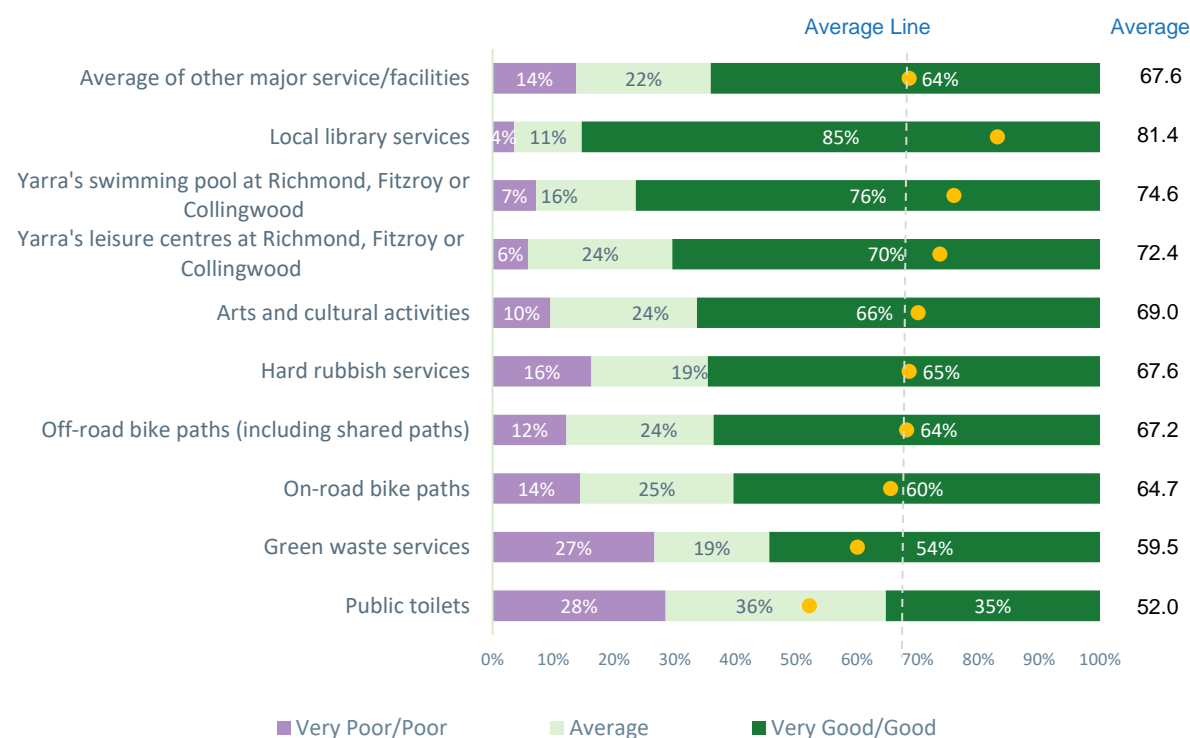
- Yarra's swimming pools at Richmond, Fitzroy or Collingwood: increased marginally from 72% in 2023 to 76% in 2024, an increase of 4 percentage points.
- Off-road bike paths (including shared paths): increased marginally from 60% in 2023 to 64% in 2024, an increase of 4 percentage points.

Compared to 2023, ratings of 'very good' or 'good' remained relatively unchanged for the following five (of the nine) aspects related to other major services and facilities:

- Arts and cultural activities: from 63% in 2023 to 66% in 2024.
- Local library services: from 82% in 2023 to 85% in 2024.
- Public toilets: from 37% in 2023 to 35% in 2024.
- Yarra's leisure centres at Richmond, Fitzroy or Collingwood (e.g. Gym, etc): from 71% in 2023 to 70% in 2024.
- On-road bike paths: from 61% in 2023 to 60% in 2024.

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 here](#).

Figure 6.1: Satisfaction with Other Major Services and Facilities – 2024



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

2024 Findings

In 2024, 54% of respondents were satisfied (a rating of 'very good' or 'good') with *green waste services*, 19% of respondents provided a rating of 'average' and 27% of respondents provided a rating of 'poor' or 'very poor' to *green waste services*.

Comparison to Previous Results

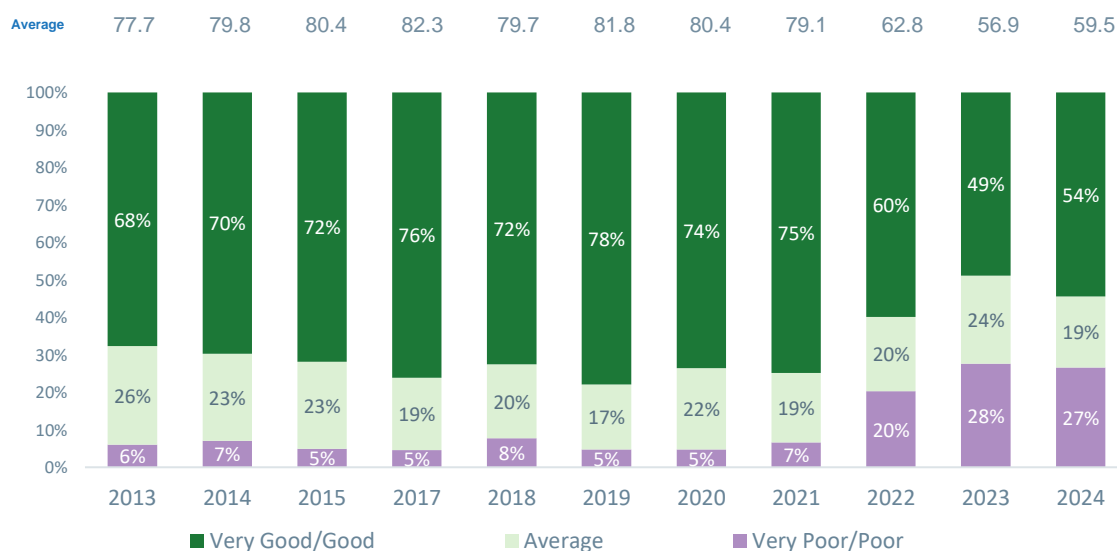
Compared to 2023, respondents rating *green waste services* 'very good' or 'good' increased marginally from 49% in 2023 to 54% in 2024 (an increase of 5 percentage points).

The percentage of residents who rated *green waste services* 'very poor' or 'poor' remained relatively unchanged from 28% in 2023 to 27% in 2024.

Ranking

Green waste services ranks 4th (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'."

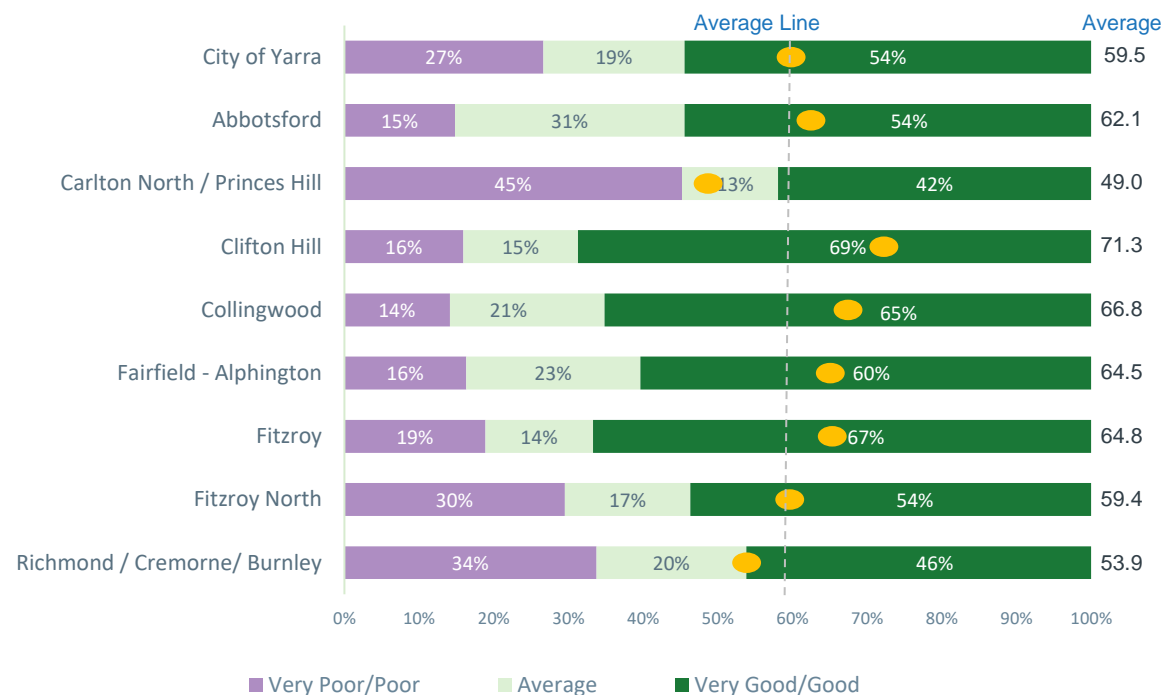
^Change in question wording, answer scale and some attribute wording in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community followed by your personal level of satisfaction with only those services you or a member of your household has used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

Significantly higher satisfaction (rating of 'very good' or 'good') with *green waste services* is recorded amongst respondents from Clifton Hill (69%), whilst those in the precinct of Richmond / Cremorne/ Burnley (46%) are significantly less satisfied (rating of 'very good' or 'good') with this aspect.

Figure 6.3: Satisfaction with Green Waste Services – By Precinct 2024



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

2024 Findings

In 2024, 65% of respondents were satisfied (a rating of 'very good' or 'good') with *hard rubbish services*, 19% of respondents provided a rating of 'average' and 16% of respondents provided a rating of 'poor' or 'very poor' to *hard rubbish services*.

Comparison to Previous Results

Across all other major service and facility aspects measured, the increase in satisfaction (compared to 2023) for *hard rubbish services* was the highest.

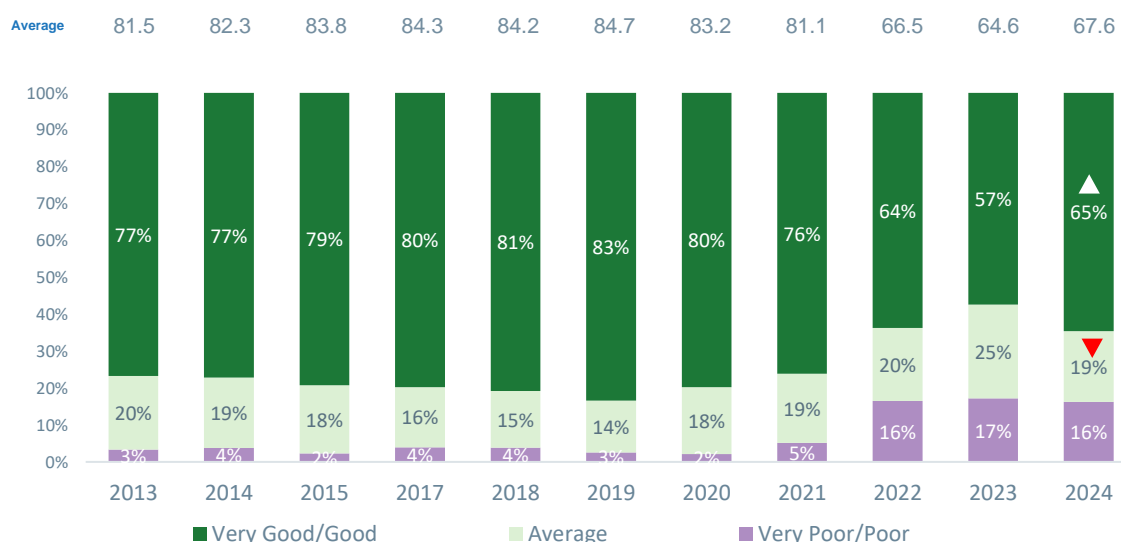
Compared to 2023, respondents rating Council 'very good' or 'good' on *hard rubbish services* increased significantly from 57% in 2023 to 65% in 2024, an increase of 8 percentage points.

The percentage of residents who rated *hard rubbish services* 'very poor' or 'poor' remained largely unchanged from 17% in 2023 to 16% in 2024. In addition, a significant decline, compared to 2023, is noted amongst respondents who provided an 'average' rating on this aspect, from 25% in 2023 to 19% in 2024, a decline of 6 percentage points.

Ranking

Hard rubbish services ranks 8th (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



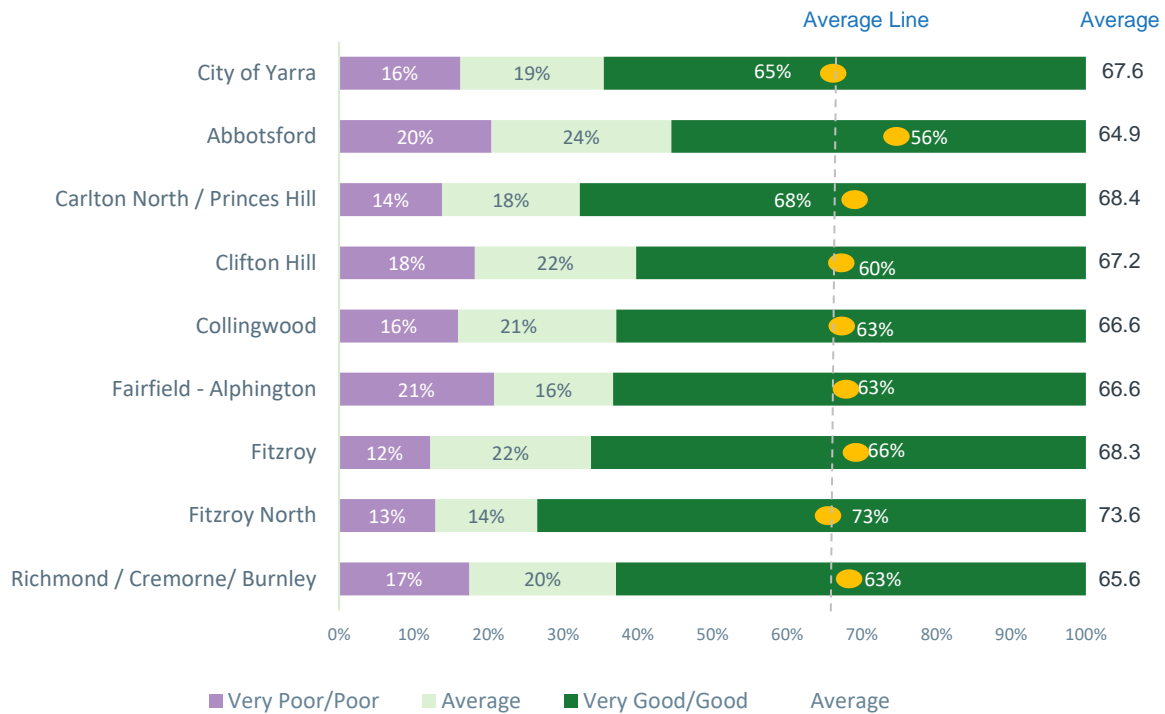
Single Response; Base: All Respondents.

"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 Fitzroy North (73%), respondents from Abbotsford are least satisfied with this aspect (rating of ‘very good’ or ‘good’: 56%). These findings are not statistically significant.

Figure 6.5: Satisfaction with Hard Rubbish Services – By Precinct 2024



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

2024 Findings

In 2024, 85% of respondents were satisfied (a rating of 'very good' or 'good') with *local library services*, 11% of respondents provided a rating of 'average' and 4% 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* (85%).

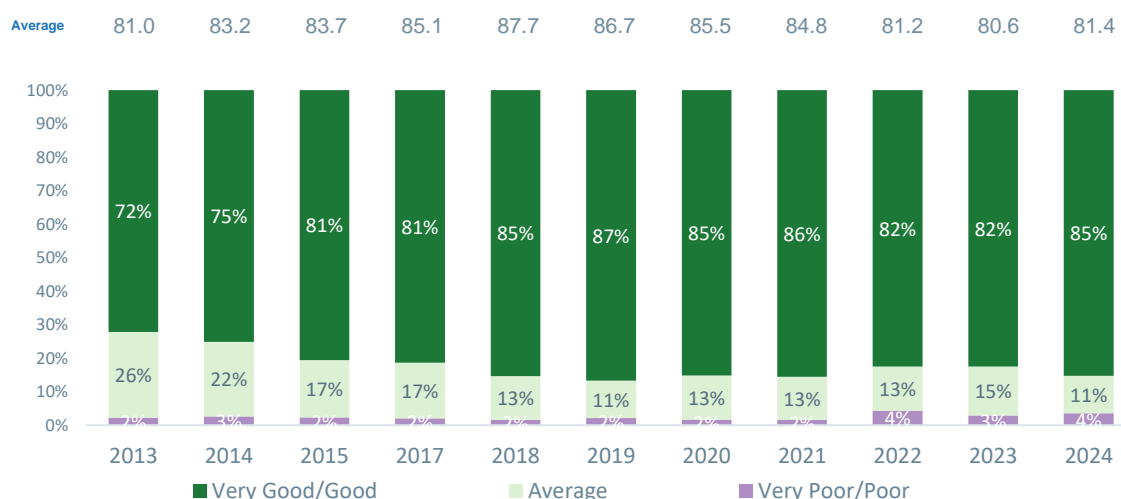
Comparison to Previous Results

Compared to 2023, ratings of 'very good' or 'good' in regard to *local library* remained relatively unchanged from 82% in 2023 to 85% in 2024. The percentage of residents who rated *local library services* 'very poor' or 'poor' also remained relatively unchanged (from 3% in 2023 to 4% in 2024).

Ranking

Local library services ranks 6th (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.

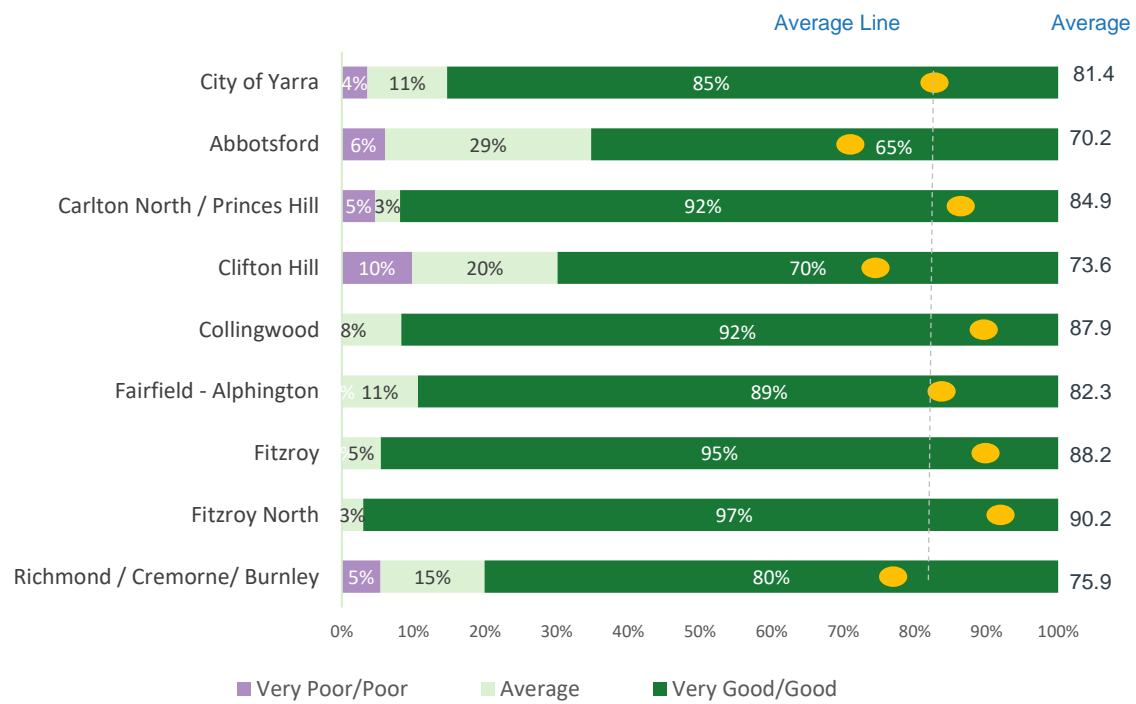
"Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on local library services over the last 12 months? If you have not used the services in the past 12 months, say 'not applicable -99'." ^Change in question wording, and answer scale in 2022. Prior to 2022. On a scale 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 (95%) and Fitzroy North (97%) 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 (65%) and Richmond / Cremorne/ Burnley (80%).

Figure 6.7: Satisfaction with Local Library Services – By Precinct 2024



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

2024 Findings

In 2024, 35% of respondents were satisfied (a rating of 'very good' or 'good') with *public toilets*, 36% 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%).

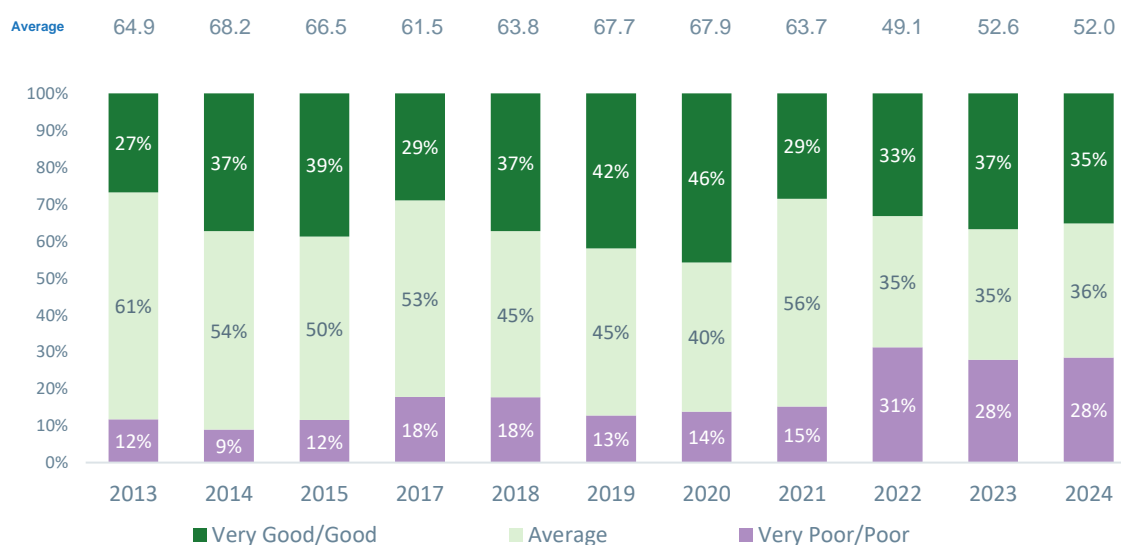
Comparison to Previous Results

Compared to 2023, ratings of 'very good' or 'good' for *public toilets* relatively unchanged from 37% in 2023 to 35% in 2024. The percentage of residents who rated this aspect 'very poor' or 'poor' remained the same as 2023 (28%).

Ranking

Public toilets ranks 2nd (out of 9 other major services and facilities) in terms of importance 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'."

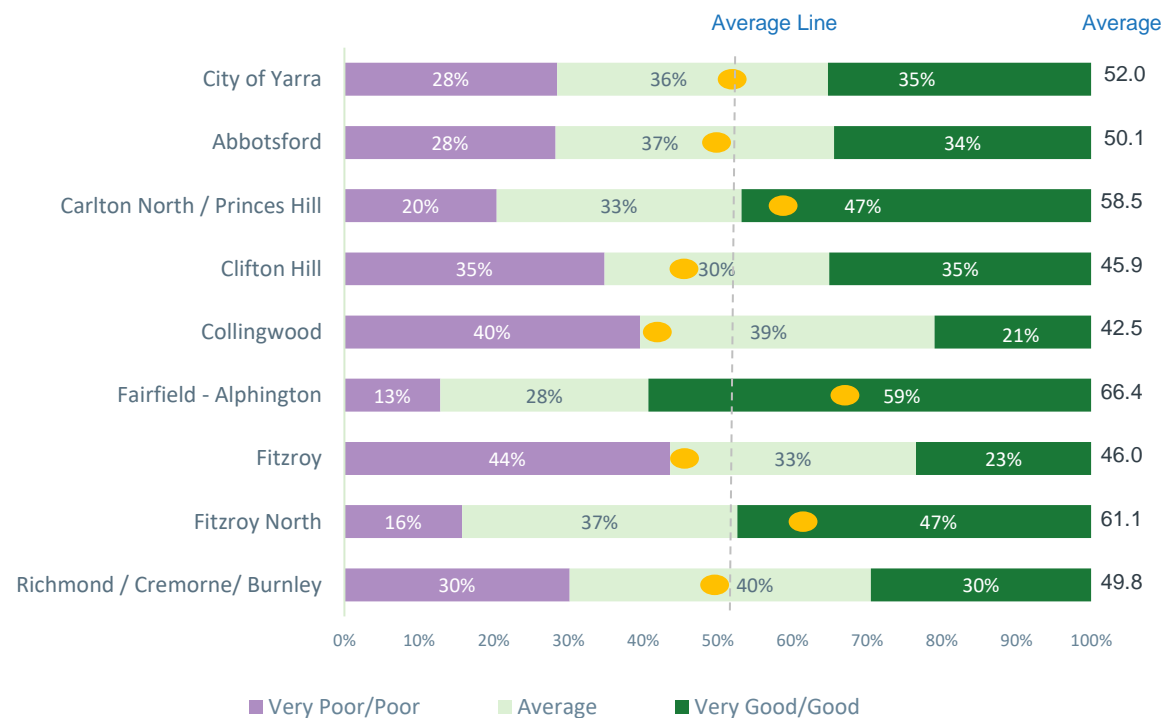
^Change in question wording, and answer scale in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community followed by your personal level of satisfaction with only those services you or a member of your household has used in the past 12 months?

Source: AEC

6.2.4.1 Satisfaction with Public Toilets – By Precinct

Respondents from Fairfield – Alphington (59%) and Fitzroy North (47%) are significantly more satisfied with *public toilets* (rating of ‘very good’ or ‘good’) whilst those in the precinct of Collingwood (21%) are significantly less satisfied with this aspect (rating of ‘very good’ or ‘good’).

Figure 6.9: Satisfaction with Public Toilets – By Precinct 2024



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

2024 Findings

In 2024, 76% of respondents were satisfied (a rating of 'very good' or 'good') with *Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood*, 16% of respondents provided a rating of 'average' and 7% of respondents provided a rating of 'poor' or 'very poor' to *Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood*.

Of all other major service and facility aspects measured, the second highest satisfaction (a rating of 'very good' or 'good') is recorded for *Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood* (76%) after satisfaction with *local library services* (85%).

Comparison to Previous Results

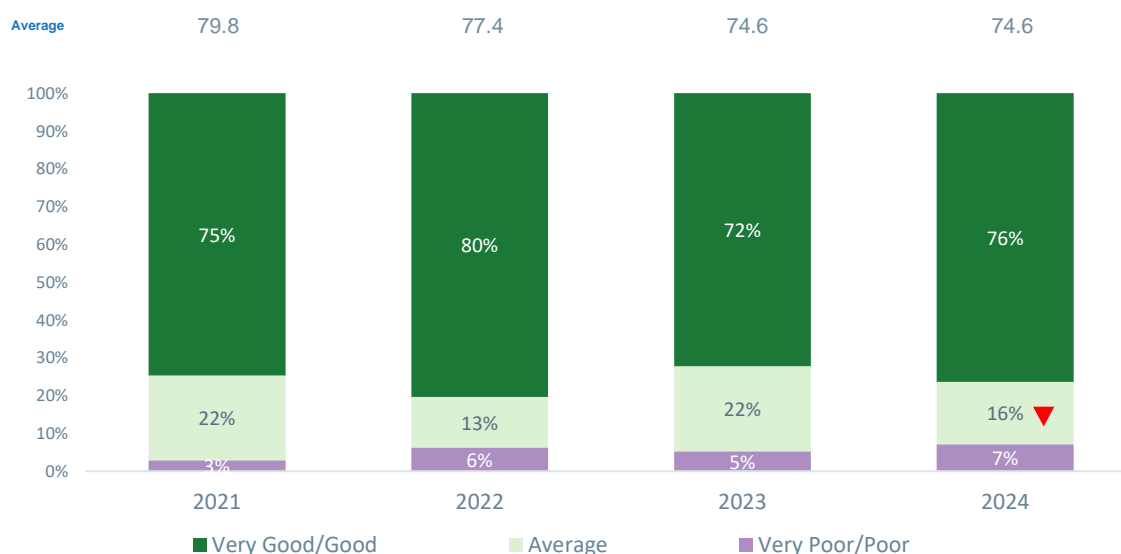
Satisfaction with *Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood* has been measured for the last three (3) years starting in 2021. Compared to 2023, satisfaction with this aspect increased marginally from 72% in 2023 to 76% in 2024, an increase of 4 percentage points. The 2024 results are 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 (5% in 2023 to 7% in 2024). In addition, a significant decline, compared to 2023, is noted amongst respondents who provided an 'average' rating on this aspect, from 22% in 2023 to 16% in 2024, a decline of 7 percentage points.

Ranking

Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood ranks 7th (out of 9) in terms of importance 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'."

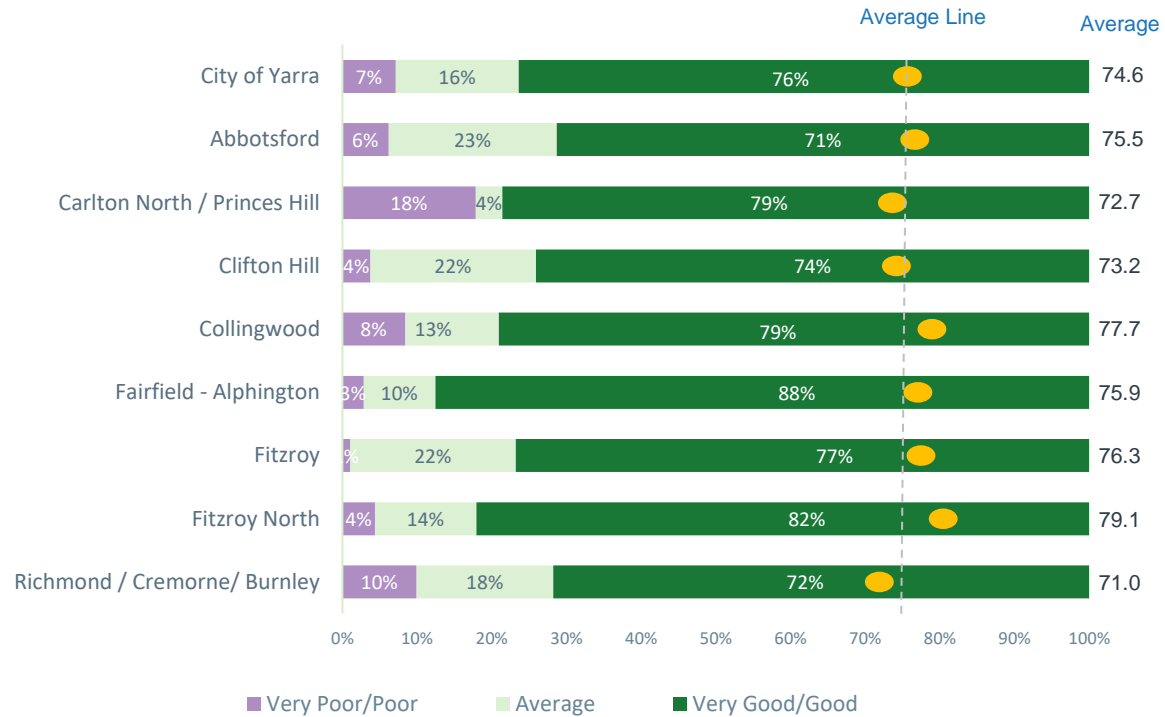
^Change in question wording, answer scale and wording change in 2022. Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community followed by your personal level of satisfaction with only those services you or a member of your household has used in the 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 Fairfield – Alphington (rating of 'very good' or 'good': 88%) are most satisfied whilst respondents from Abbotsford (71%) and Richmond / Cremorne/ Burnley (72%) are least satisfied with this aspect.

Figure 6.11: Satisfaction with Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood – By Precinct 2024



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

2024 Findings

In 2024, 70% 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 6% of respondents provided a rating of 'poor' or 'very poor' to *Yarra's Leisure Centres at Richmond, Fitzroy or Collingwood*.

Of all other major service and facility aspects measured, the third highest satisfaction (a rating of 'very good' or 'good') is recorded for *Yarra's Leisure Centres at Richmond, Fitzroy or Collingwood* (70%) after satisfaction with *Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood* (76%) and *local library services* (85%).

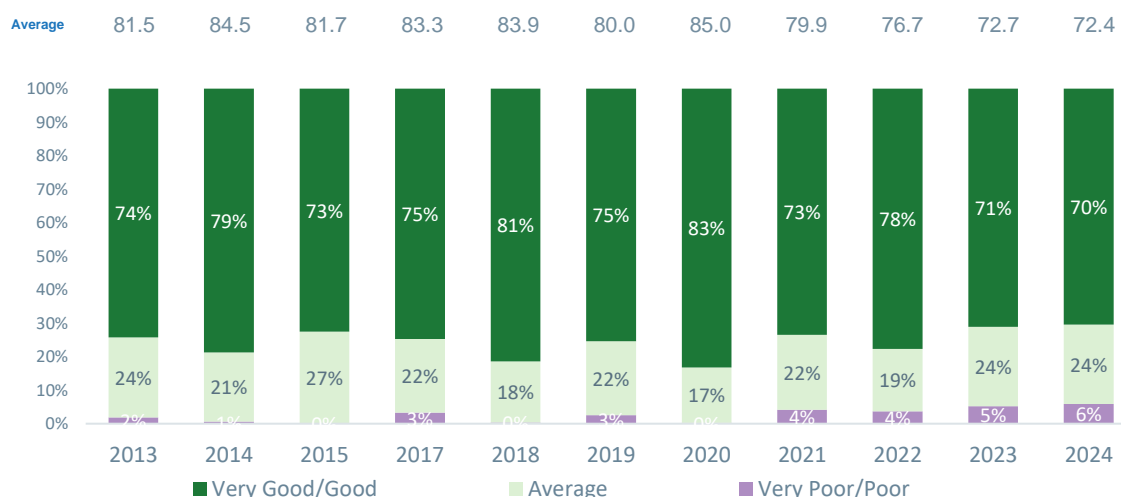
Comparison to Previous Results

Compared to 2023, respondents rating *Yarra's Leisure Centres at Richmond, Fitzroy or Collingwood* as 'very good' or 'good' remained relatively unchanged with the 2023 findings (71% in 2023 and 70% 2024). The percentage of residents who rated the *Yarra's Leisure Centres at Richmond, Fitzroy or Collingwood* as 'very poor' or 'poor' also remained relatively unchanged from 5% in 2023 to 6% 2024.

Ranking

Yarra's Leisure Centres at Richmond, Fitzroy or Collingwood ranks last (9 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.

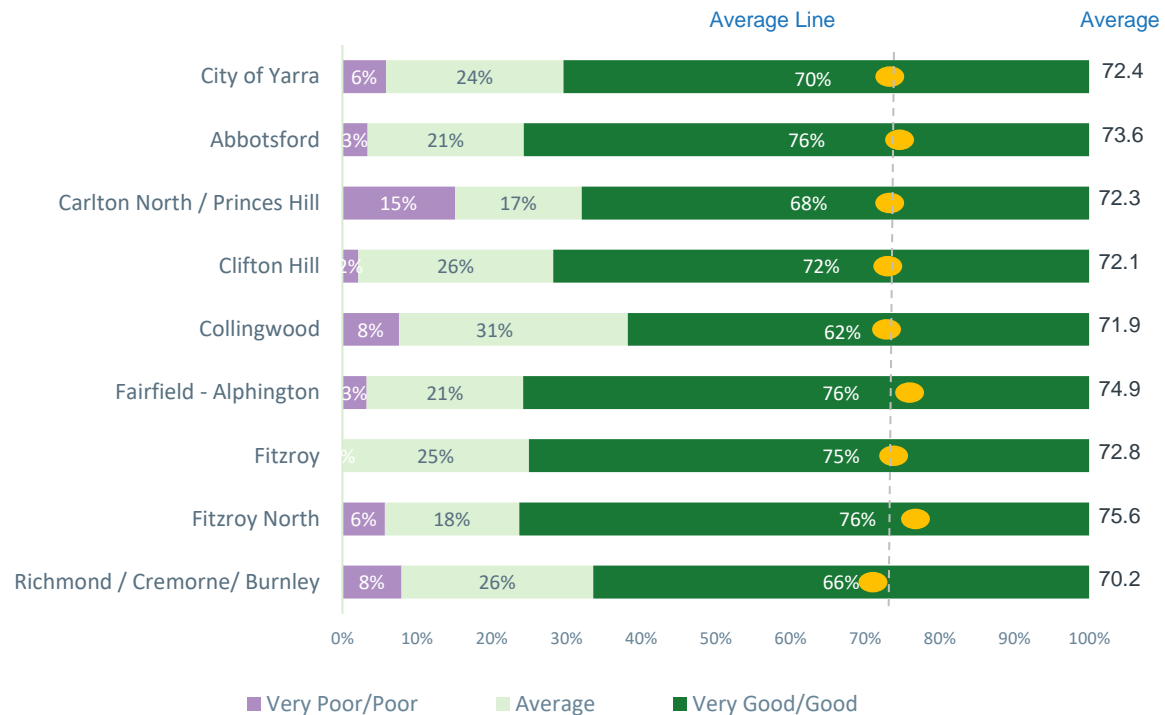
"Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on Yarra's leisure centres at Richmond, Fitzroy or Collingwood (eg. Gym, etc) over the last 12 months? If you have not used the services in the past 12 months, say 'not applicable -99'."

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 Fairfield – Alphington and Fitzroy North (rating of 'very good' or 'good': 76%, respectively) whilst those in the precinct of Collingwood (rating of 'very good' or 'good': 62%) are least satisfied with this aspect. These differences however are not statistically significant.

Figure 6.13: Satisfaction with Yarra's Leisure Centres at Richmond, Fitzroy or Collingwood – By Precinct 2024



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

2024 Findings

In 2024, 60% of respondents were satisfied (a rating of 'very good' or 'good') with *on-road bike paths*, 25% of respondents provided a rating of 'average' and 14% of respondents provided a rating of 'poor' or 'very poor' to *on-road bike paths*.

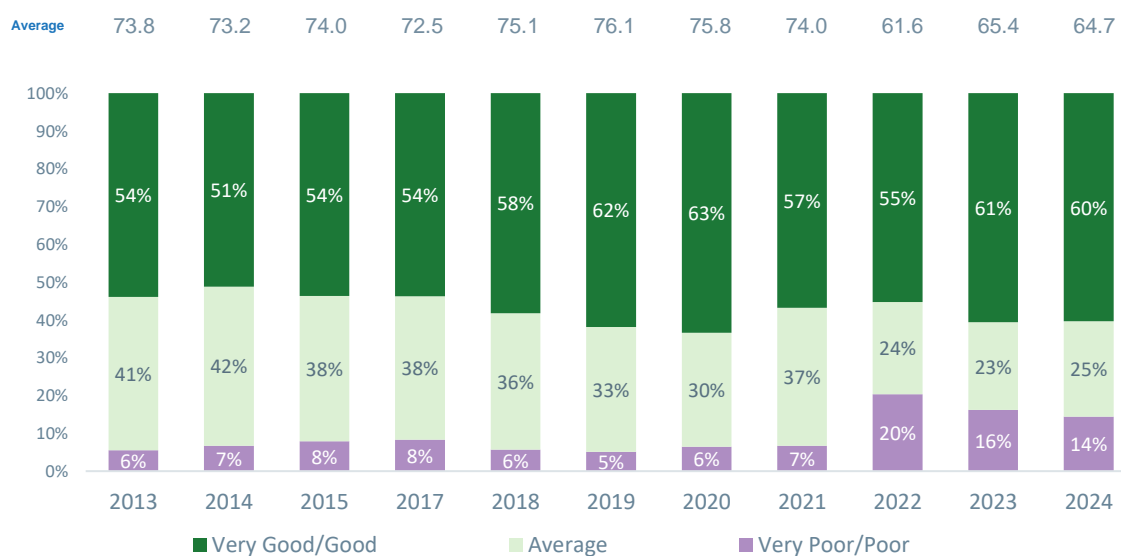
Comparison to Previous Results

Compared to 2023, respondents rating *on-road bike paths* as 'very good' or 'good' remained relatively unchanged with the 2023 findings (61% in 2023 and 60% in 2024). The percentage of residents who rated this aspect as 'very poor' or 'poor' also remained relatively unchanged from 16% in 2023 to 14% in 2024.

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 2nd in suggested improvements to be delivered by the Council over the next two (2) years suggesting further improvements may be required. Respondents who would like to see improvements to *bike tracks, facilities and infrastructure* were also significantly less likely to report the direction of Council's overall performance has 'improved' over the last 12 months. *On-road bike paths* ranks 3rd (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.

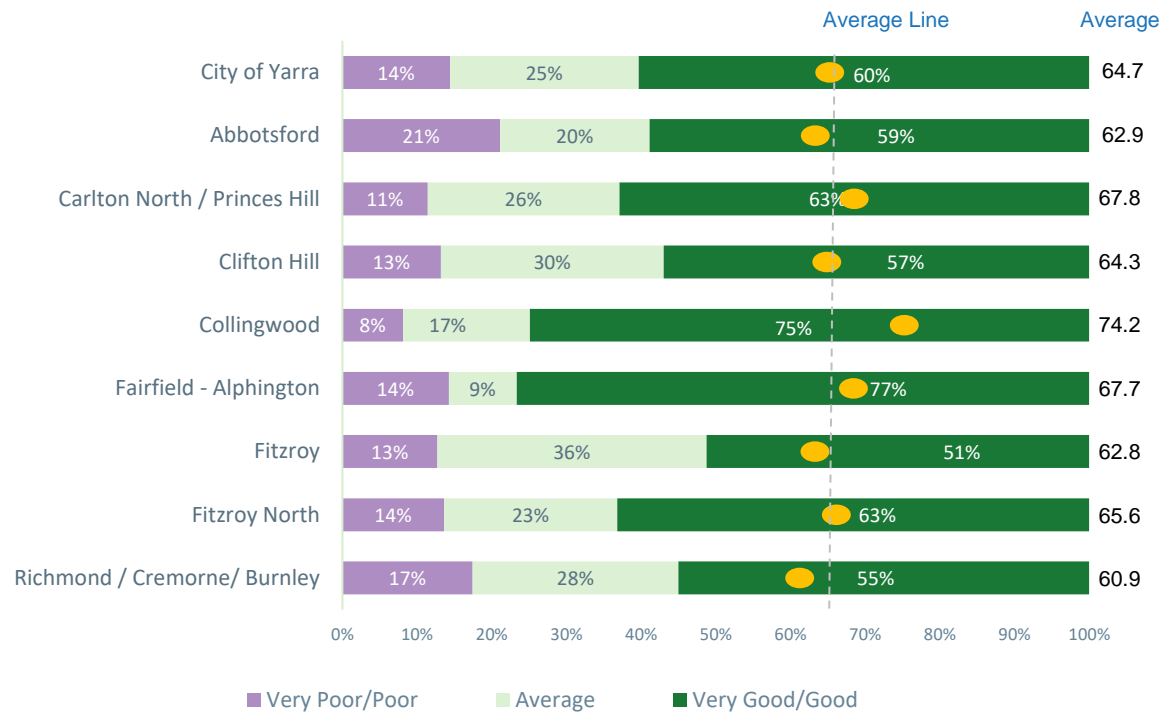
"Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on on-road bike paths over the last 12 months? If you have not used the services in the past 12 months, say 'not applicable -99'."

^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. Significantly higher satisfaction (rating of 'very good' or 'good') with *on-road bike paths* is noted amongst respondents from Fairfield – Alphington (77%) and Collingwood (75%) and although not significant respondents from Fitzroy (51%) and Richmond / Cremorne/ Burnley (55%) report being least satisfied (rating of 'very good' or 'good') with *on-road bike paths*.

Figure 6.15: Satisfaction with On-Road Bike Paths – By Precinct 2024



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

2024 Findings

In 2024, 64% of respondents were satisfied (a rating of 'very good' or 'good') with *off-road bike paths*, 24% 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

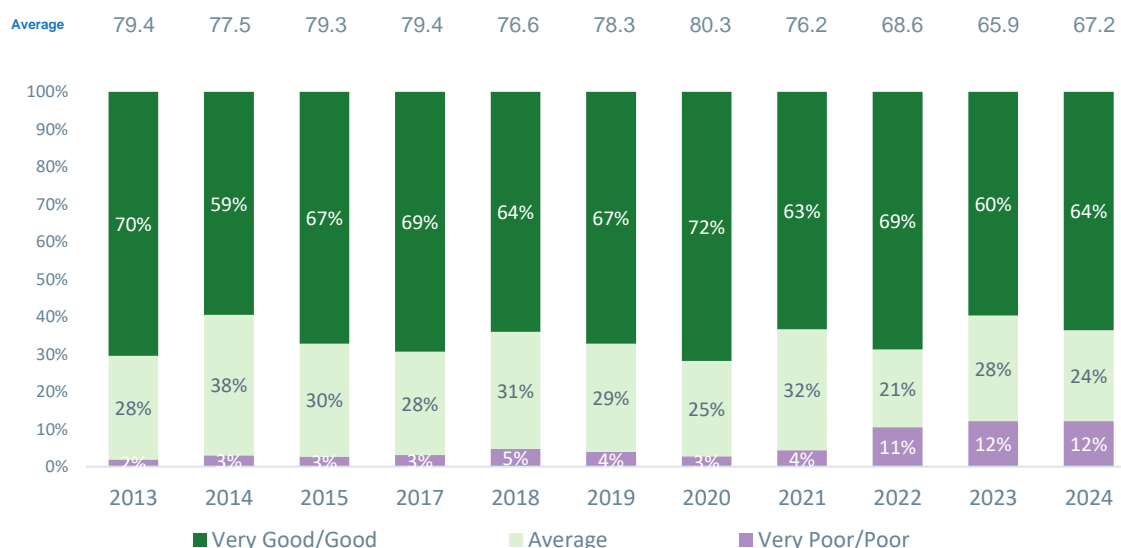
Compared to 2023, perceptions of *off-road bike paths* (rating of 'very good' or 'good') increased marginally from 60% in 2023 to 64% in 2024, an increase of 4 percentage points.

The percentage of residents who rated *off-road bike paths* 'very poor' or 'poor' remained the same as 2023 (12%).

Ranking

Off-road bike paths ranks 5th (out of 9 other major services and facilities) in terms of importance to the community. As mentioned earlier, respondents who would like to see improvements to *bike tracks, facilities and infrastructure* were also significantly less likely to report the direction of Council's overall performance has 'improved' over the last 12 months.

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.

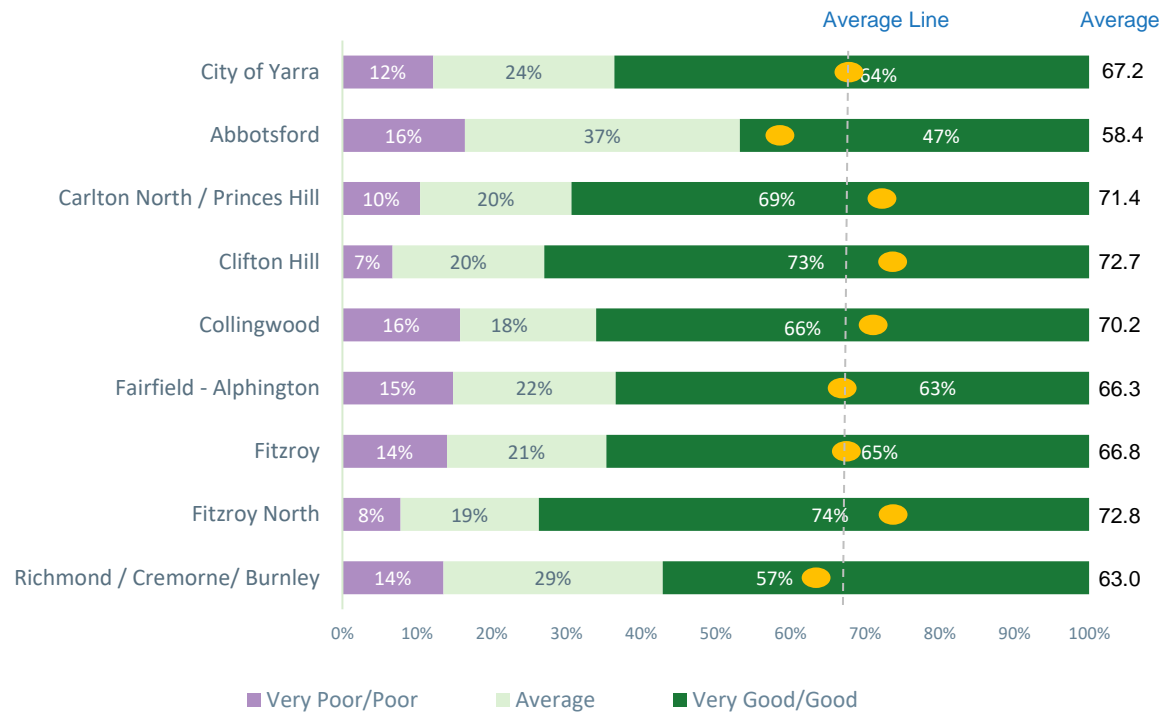
Prior to 2022. On a scale of 0 (lowest) to 10 (highest), can you please rate the importance to the community followed by your personal level of satisfaction with only those services you or a member of your household has used in the past 12 months?

Source: AEC

6.2.8.1 Satisfaction with Off-Road Bike Paths – By Precinct

Significantly higher satisfaction with *off-road bike paths* is recorded amongst respondents from Fitzroy North (rating of 'very good' or 'good': 74%) whilst those in the precinct of Richmond / Cremorne/ Burnley (rating of 'very good' or 'good': 57%) are significantly less satisfied with this aspect.

Figure 6.17: Satisfaction with Off-Road Bike Paths – By Precinct 2024



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

2024 Findings

In 2024, 66% of respondents were satisfied (a rating of 'very good' or 'good') with *arts and cultural activities*, 24% of respondents provided a rating of 'average' and 10% of respondents provided a rating of 'poor' or 'very poor' to *arts and cultural activities*.

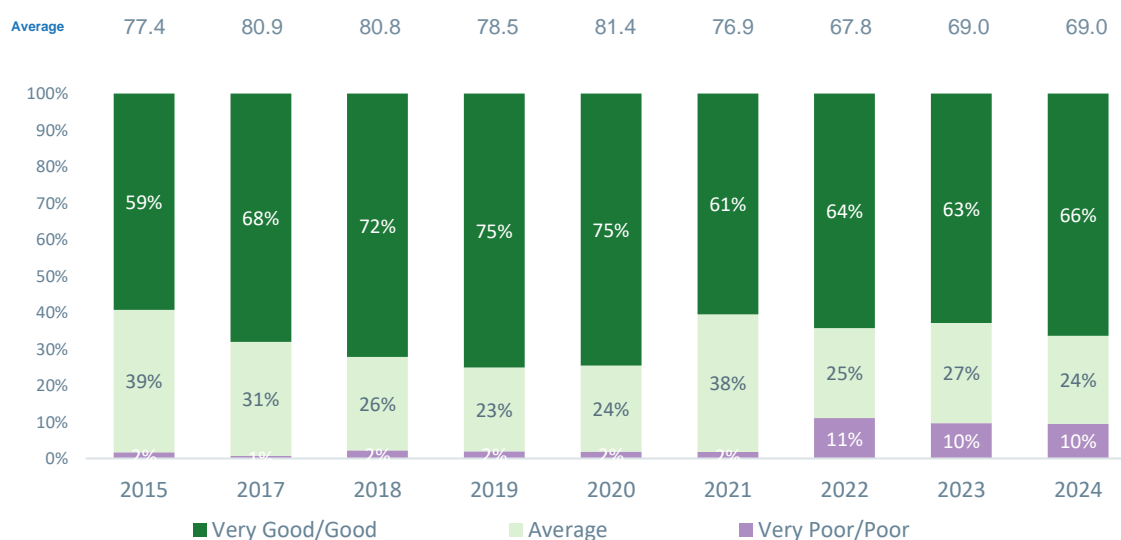
Comparison to Previous Results

Compared to 2023, respondents rating *arts and cultural activities* as 'very good' or 'good' remained relatively unchanged from 63% in 2023 to 66% in 2024. The percentage of residents who rated *arts and cultural activities* as 'very poor' or 'poor' also remained the same as 2023 (10%).

Ranking

Community activities and events ranked 3rd in improvements delivered by the Council over the last two (2) years and *arts and cultural activities* ranks highest (first out of 9 other major services and facilities) in terms of importance to the community. Important to note that overall satisfaction with the Council as well as those reporting that the direction of Council's overall performance has 'improved' is significantly higher amongst respondents identifying *community activities and events* as key improvement delivered by the Council over the last two (2) years. Further improvements to *community activities and events* as well as *arts and cultural activities* are likely to be of value to the community.

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



Single Response; Base: All Respondents.

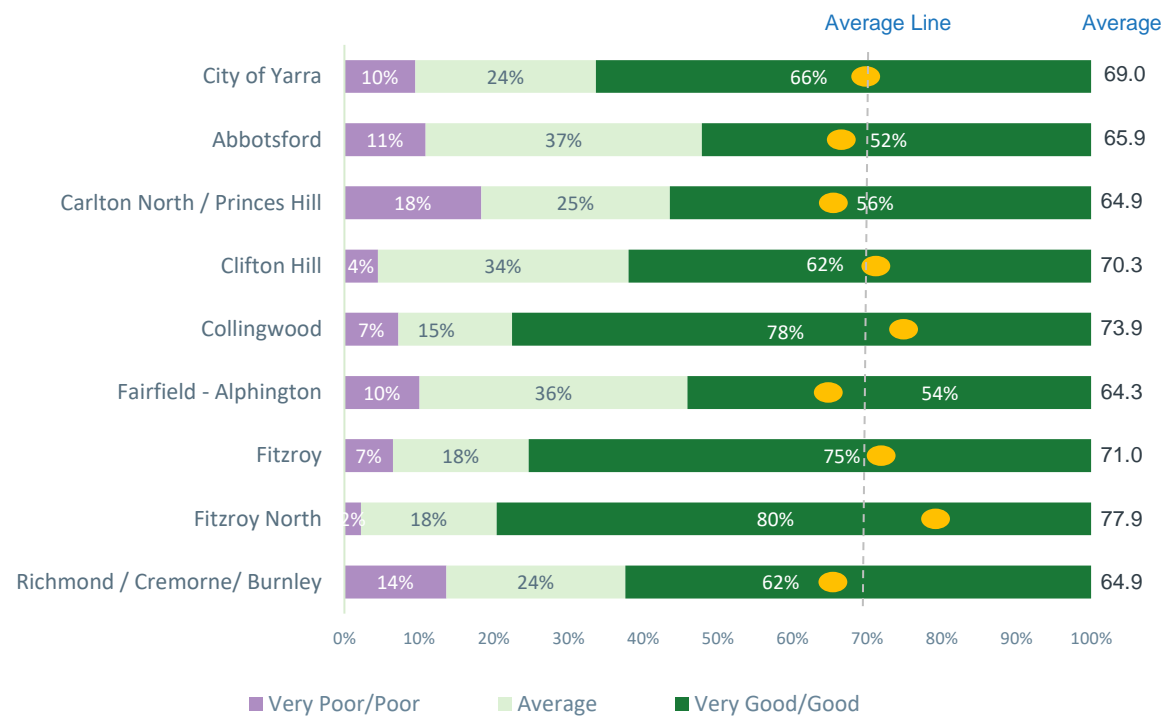
"Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on arts and cultural activities over the last 12 months? If you have not used the services in the past 12 months, say 'not applicable -99'." Change in question wording and answer scale in 2022. Prior to 2022. On 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

Significantly higher satisfaction (rating of 'very good' or 'good') with *arts and cultural activities* is recorded amongst respondents from Fitzroy North (80%) and Collingwood (78%) whilst those in the precinct of Abbotsford (52%) followed by Fairfield – Alphington (54%) are least satisfied (rating of 'very good' or 'good') with this aspect.

Figure 6.19: Satisfaction with Arts and Cultural Activities – By Precinct 2024



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 2024⁵.

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 here](#).

2024 Findings

In 2024, approximately n=644 respondents (or 81%) highlighted a total of 907 issues averaging more than one (1) issue nominated by each individual. The top five (5) issues for the City of Yarra in 2024 were:

1. Building, planning, housing and development: 12%
2. Car Parking: 7%
3. Traffic management: 7%
4. Roads, street cleaning, maintenance and repairs: 5%
5. Safety, policing and crime: 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:** Average overall satisfaction with the council amongst those identifying *building, planning, housing and development* issues is slightly below the average overall satisfaction for all respondents. Additionally, respondents identifying *building, planning, housing and development* as a top issue for the region exhibit significantly lower sentiment towards direction of Council's overall performance.
- **Car Parking:** Is amongst the top issues identified by majority of precincts and is also 1st on the list of suggested improvements to be delivered by the Council over the next two (2) years. This aspect ranks the highest (first out of 11 universal services and facilities) and is the most important to the community.
- **Traffic management:** Is amongst the top five (5) areas suggested for improvement over the next two (2) years and ranks 2nd (out of 11 universal services and facilities) in terms of importance to the community.
- **Roads, street cleaning, maintenance and repairs:** The average overall satisfaction with the council amongst those identifying *roads, street cleaning, maintenance and repair* issues is below the average overall satisfaction for all respondents. Additionally, respondents identifying *roads, street cleaning, maintenance and repair* issues are significantly more likely to indicate the direction of Council's overall performance has 'deteriorated' over the last 12 months.
- **Safety, policing and crime:** Respondents identifying *safety, policing and crime* as a key issue are significantly less satisfied with Council's overall performance (a rating of 'very good' or 'good') than across all respondents. This aspect has also been identified amongst the top five (5) suggested areas for improvement over the next two (2) years.

⁵ In 2024, two new themes (*Cost of living* and *Liveability/quality of life*) were added to the existing themes.

Comparison to Previous Results

The number of issues nominated in 2024 were lower when compared with 2023. In 2023, a total of 977 issues were identified by residents, averaging more than one (1) issue nominated by each individual.

The below table highlights the top five (5) issues for the City of Yarra identified in 2024, the percentage of nominations in 2024, how each aspect ranked in 2023 and the percentage nominations in 2023.

Table 7-1. Top Issues for City of Yarra – 2024 vs. 2023

Top Five Issues	Top Five (5) Issues			
	Rank in 2024	% Mentions in 2024	Rank in 2023	% Mentions in 2023
Building, planning, housing and development	1	12%	1	11%
Car Parking	2	7%	2	8%
Traffic management	3	7%	4	5%
Roads, street cleaning, maintenance and repairs	4	5%	10	4%
Safety, policing and crime	5	5%	16	2%

Source: AEC

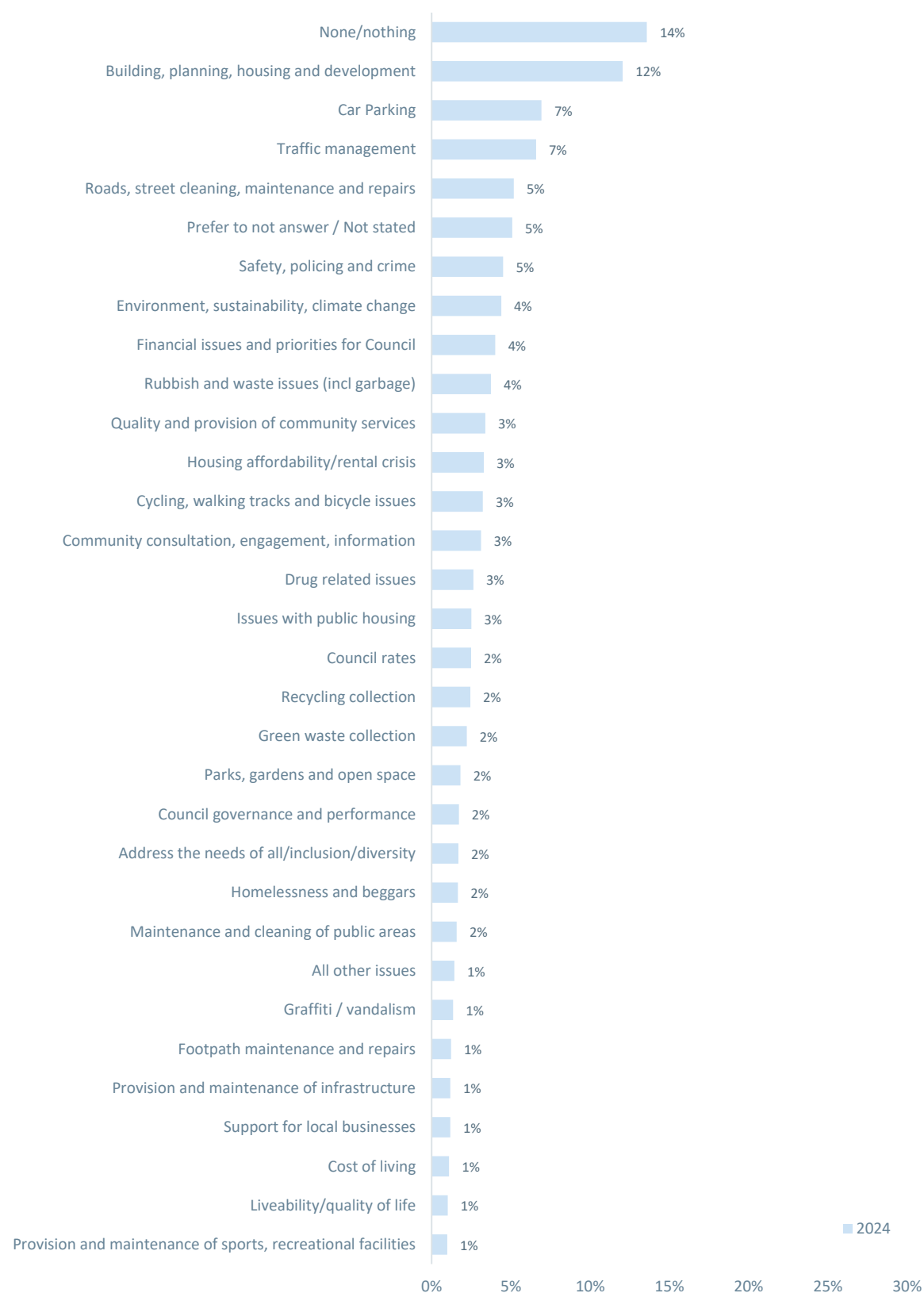
The top two (2) issues for the City of Yarra remains consistent since 2023 with:

1. **Building, planning, housing and development:** was the top issue identified for the City of Yarra and has ranked first (1st) in 2024, 2023 and in 2022. The percentage nominating this as an issue remained relatively unchanged with in 2023 (11% in 2023 and 12% in 2024). Across all governance, leadership, environment and planning aspects, satisfaction for *planning and building permits* was amongst the lowest (with 29% of respondents rating Council 'very good' or 'good').
2. **Car parking:** This aspect ranked second (2nd) in 2024, 2023 and in 2022 in the list of issues identified. The percentage nominating *car parking* as an issue remained consistent from 8% in 2023 to 7% in 2024. Across all universal service and facility aspects measured, the lowest satisfaction (a rating of 'very good' or 'good') was with *parking management*.

The remaining issues from the top five issues (issues 3 to 5), have changed rank since 2023:

3. **Traffic management:** ranked 3rd on the list of issues and was identified as an issue for the City of Yarra by 7%. Meanwhile, this aspect ranked 4th on the list of issues identified in 2023 and was mentioned by 5% of respondents. After *parking management*, across all universal service and facility aspects measured, the lowest satisfaction (a rating of 'very good' or 'good') was noted for *traffic management*.
4. **Roads, street cleaning, maintenance:** Though the percentage proportion of respondents identifying *roads, street cleaning, maintenance and repairs* as an issue for the City of Yarra remained relatively unchanged (from 4% in 2023 to 5% in 2024), a strong shift in ranking has been identified. The aspect ranked 4th as an issue for the City of Yarra in 2024 compared to ranking in 10th place in 2023.
5. **Safety, policing and crime:** A strong shift in ranking is also noted for *safety, policing and crime* which ranked 5th in 2024 compared to ranking 16th in 2023. *Safety, policing and crime* was the top identified issue for the City of Yarra by 5% in 2024 compared to 2% in 2023. Despite this shift in ranking, perceptions of safety *during the day* and *during the night* in the City of Yarra, remain relatively unchanged compared to 2023.

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

Figure 7.1: Top Issues for City of Yarra – 2024

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* was amongst the top issue identified by all precincts.

The following were most commonly identified top issues amongst precincts:

- Car parking
- Traffic management
- Safety, policing and crime

Table 7-2. Top Issues for City of Yarra – by Precinct 2024 (%)

Abbotsford		Carlton North/Princes Hill	
None/nothing	26%	Building, planning, housing and development	14%
Financial issues and priorities for Council	12%	None/nothing	13%
Building, planning, housing and development	8%	Recycling collection	9%
Safety, policing and crime	8%	Roads, street cleaning, maintenance and repairs	9%
Housing affordability/rental crisis	7%	Quality and provision of community services	7%
Clifton Hill		Collingwood	
Building, planning, housing and development	15%	None/nothing	20%
None/nothing	14%	Car parking	18%
Traffic management	9%	Building, planning, housing and development	13%
Cost of living	8%	Safety, policing and crime	8%
Prefer to not answer / Not stated	5%	Prefer to not answer / Not stated	6%
Fairfield - Alphington		Fitzroy	
Building, planning, housing and development	24%	None/nothing	17%
None/nothing	10%	Building, planning, housing and development	12%
Environment, sustainability, climate change	9%	Quality and provision of community services	11%
Prefer to not answer / Not stated	9%	Car parking	7%
Car parking	7%	Traffic management	6%
Fitzroy North		Richmond / Cremorne/ Burnley	
Building, planning, housing and development	14%	None/nothing	12%
Cycling, walking tracks and bicycle issues	13%	Traffic management	9%
Environment, sustainability, climate change	10%	Car parking	9%
None/nothing	8%	Building, planning, housing and development	8%
Roads, street cleaning, maintenance and repairs	6%	Safety, policing and crime	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* and *car parking* 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.
- Roads, street cleaning, maintenance and repairs.

Table 7-3. Top Issues For The City of Yarra – by Respondent Profile 2024

Male		Female	
None/nothing	14%	None/nothing	13%
Building, planning, housing and development	12%	Building, planning, housing and development	12%
Car Parking	7%	Car Parking	7%
Traffic management	7%	Traffic management	7%
Financial issues and priorities for Council	5%	Roads, street cleaning, maintenance and repairs	7%
18 - 34 year old		35 - 44 year old	
None/nothing	18%	None/nothing	16%
Building, planning, housing and development	10%	Building, planning, housing and development	10%
Traffic management	9%	Car Parking	10%
Prefer to not answer / Not stated	7%	Prefer to not answer / Not stated	7%
Car Parking	6%	Roads, street cleaning, maintenance and repairs	6%
45 - 54 year old		55 + year old	
Building, planning, housing and development	14%	Building, planning, housing and development	17%
Financial issues and priorities for Council	9%	Financial issues and priorities for Council	7%
Environment, sustainability, climate change	8%	Car Parking	7%
Rubbish and waste issues (incl garbage)	8%	None/nothing	6%
None/nothing	8%	Rubbish and waste issues (incl garbage)	6%
Resident for less than 2 years		Resident for 2 to less than 5 years	
None/nothing	20%	None/nothing	26%
Prefer to not answer / Not stated	17%	Car Parking	8%
Traffic management	10%	Safety, policing and crime	6%
Quality and provision of community services	9%	Traffic management	6%
Roads, street cleaning, maintenance and repairs	7%	Cycling, walking tracks and bicycle issues	5%
Resident for 5 to less than 10 years		Resident for 10 + years	
Building, planning, housing and development	13%	Building, planning, housing and development	15%
None/nothing	12%	None/nothing	9%
Car Parking	9%	Traffic management	7%
Housing affordability/rental crisis	6%	Car Parking	7%
Roads, street cleaning, maintenance and repairs	6%	Financial issues and priorities for Council	6%
English Only		Multi-lingual	
None/nothing	15%	Building, planning, housing and development	12%
Building, planning, housing and development	13%	Car Parking	12%
Car Parking	6%	None/nothing	9%
Traffic management	6%	Traffic management	9%
Prefer to not answer / Not stated	5%	Roads, street cleaning, maintenance and repairs	8%

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. There were no new categories created for improvements delivered in 2024.

2024 Findings

In 2024, approximately n=341 respondents (or 43%) highlighted a total of 547 improvements they had noticed. Nearly half (47%) were unsure regarding the improvements delivered by the Council. A further 9% 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: 13%
2. Bike, walking tracks and facilities: 9%
3. Community activities and events: 4%
4. Cleanliness of areas including streets: 4%
5. Garbage collection: 3%

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* and the third highest satisfaction is recorded for *maintenance of parks, gardens and reserves*. Despite being listed as the top improvement delivered by the council over the last two (2) years, it ranks 3rd on the list of suggested areas for improvement over the next two (2) years. This aspect is identified as an improvement across all precincts.
- **Bike, walking tracks and facilities:** Despite ranking 2nd in improvements delivered by the Council, the aspect ranks 2nd in suggested improvements to be delivered by the Council over the next two (2) years. *On-road bike paths* ranks 3rd and *off-road bike paths* ranks 5th (out of 9 other major services and facilities) in terms of importance to the community.
- **Community activities and events:** Overall satisfaction (a rating of ‘very good’ or ‘good’) with the Council as well as those reporting that the direction of Council’s overall performance has ‘improved’ is significantly higher amongst respondents identifying *community activities and events* as key improvement delivered by the Council over the last two (2) years.
- **Cleanliness of areas including streets:** Respondents identifying community *cleanliness of areas including streets* as key improvement delivered by the Council over the last two (2) years are significantly more satisfied (a rating of ‘very good’ or ‘good’) with Council’s overall performance.
- **Garbage collection:** Of all universal service and facility aspects measured, the second highest satisfaction (a rating of ‘very good’ or ‘good’) is recorded for *regular garbage collection service*. Those identifying *garbage collection* amongst the top improvements delivered by the Council report higher overall satisfaction with the council as well as higher perceptions of the direction of Council’s overall performance.

Comparison to Previous Results

Compared to 2023, the number of improvements mentioned increased from 39% in 2023 to 43% in 2024, an increase of 4 percentage points. The number of mentions per individual were also higher in 2024 compared to 2023.

The below table highlights the top 5 key improvements identified in 2024, the percentage of nominations in 2024, how each aspect ranked in 2023 and the percentage nominations in 2023.

Table 7-4. Top Improvements Delivered by the Council – 2024 vs. 2023

Top Five (5) Improvements Delivered by the Council				
Improvements Delivered	Rank in 2024	% Mentions in 2024	Rank in 2023	% Mentions in 2023
Parks, gardens, open space	1	13%	1	11%
Bike, walking tracks and facilities	2	9%	2	8%
Community activities and events	3	4%	4	3%
Cleanliness of areas including streets	4	4%	10	2%
Garbage collection	5	3%	14	2%

Source: AEC

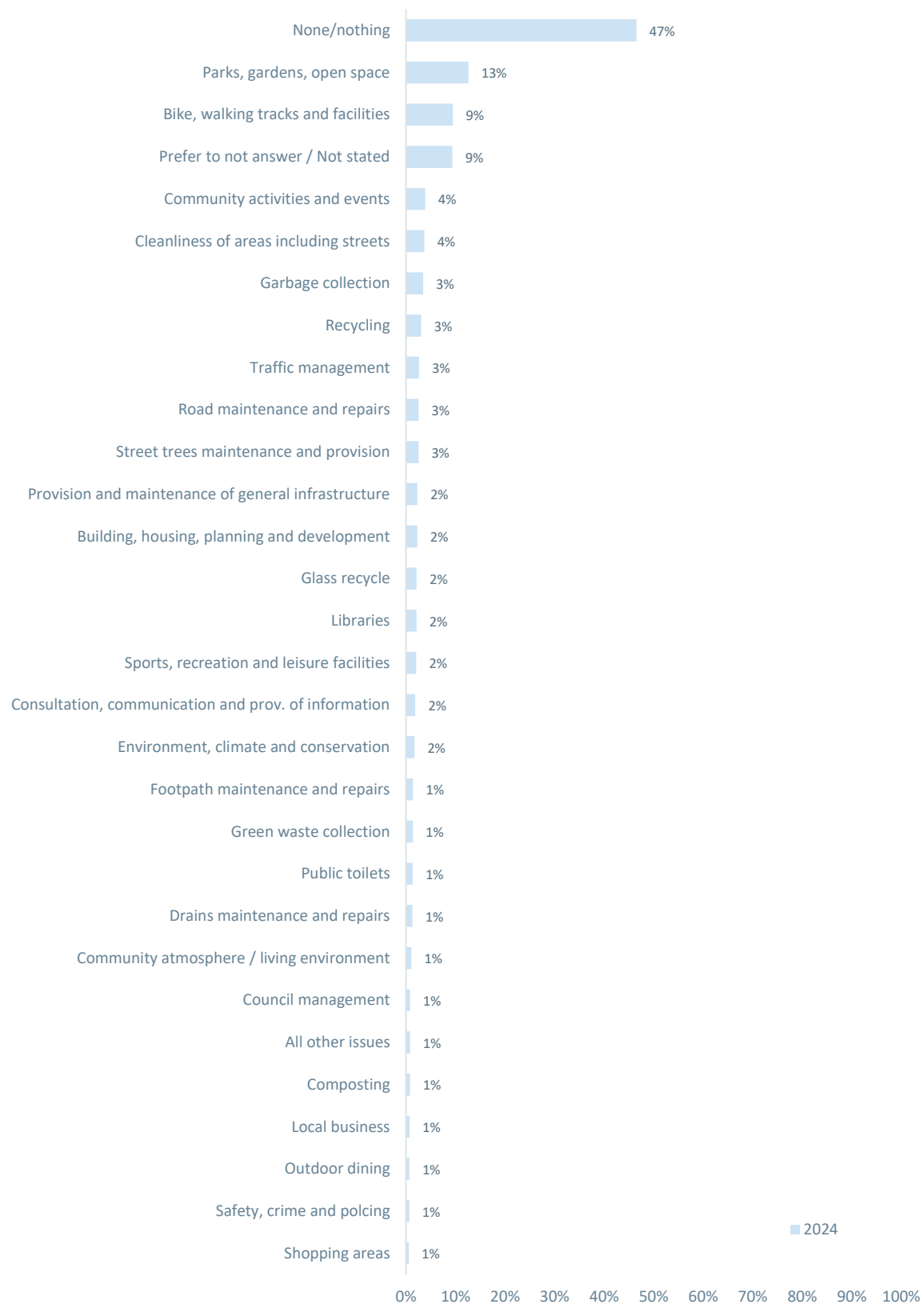
The top two (2) improvements delivered by the Council remains consistent since 2023 with:

1. **Parks, gardens, open space:** This aspect ranked 1st in 2024, 2023 and in 2022. The percentage nominating improvements to *parks, gardens, open space* remained relatively unchanged from 11% in 2023 to 13% in 2024.
2. **Bike, walking tracks and facilities:** This aspect ranked 2nd in 2024, 2023 and in 2022. The percentage nominating improvements to *bike, walking tracks and facilities* nearly the same from 8% in 2023 to 9% in 2024.

The remaining improvements from the top five improvements delivered by the Council (improvements 3 to 5), have changed rank since 2023:

3. **Community activities and events:** This aspect ranked 3rd in the list of improvements delivered by the Council and was nominated by 4% of respondents. This aspect ranked 4th on the list of improvements identified in 2023 and was mentioned by 3% of respondents.
4. **Cleanliness of areas including streets:** Though the percentage proportion of respondents identifying *cleanliness of areas including streets* as an improvement delivered by the Council remained relatively unchanged (from 2% in 2023 to 4% in 2024), a strong shift in ranking has been identified. The aspect ranked 4th on the list of improvements in 2024 compared to a ranking in 10th place in 2023.
5. **Garbage collection:** A strong shift in ranking is also noted for *garbage collection* which ranked 5th in 2024 compared to ranking 14th in 2023 and identified by 3% in 2024 compared to 2% in 2023.

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

Figure 7.2: Improvements Delivered by the Council – 2024

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* was identified across all precincts.
- Improvements to *bike, walking tracks and facilities* was identified by majority of the precincts.
- Improvements to *road maintenance and repairs* was identified by approximately half 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 spaces* was identified across all respondent profiles.
- Improvements to *bike, walking tracks and facilities* was identified by nearly all respondent profiles.
- Improvements to *road maintenance and repairs* was identified by more than half of respondent profiles.

Table 7-6. Improvements Delivered by the Council – by Respondent Profile 2024 (%)

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.

2024 Findings

In 2024, approximately n=599 respondents (or 82%) highlighted a total of 1,304 suggestions for improvement over the next two (2) years averaging more than two (2) issues nominated by each individual. Nearly 1 in 5 (18%) 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. Parking: 13%
2. Bike tracks, facilities and infrastructure: 11%
3. Parks, gardens and open space: 10%
4. Traffic Management: 9%
5. Safety, crime and policing: 9%

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

- **Parking:** As noted earlier, *car parking* ranked 2nd in the list of issues for the City of Yarra is amongst the top issues identified across all precincts and ranks highest (first out of 11 universal services and facilities) in terms of importance to the community. Furthermore, overall satisfaction (a rating of ‘very good’ or ‘good’) with Council is significantly lower amongst respondents who would like to see improvements to *parking*.
- **Bike tracks, facilities and infrastructure:** As highlighted earlier, *bike, walking tracks and facilities* ranked 2nd in the list of improvements made by the Council. Respondents who would like to see improvements to *bike tracks, facilities and infrastructure* are significantly less likely to report the direction of Council’s overall performance has ‘improved’ over the last 12 months.
- **Parks, gardens, open space:** As mentioned earlier, 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* and the third highest satisfaction is recorded for *maintenance of parks, gardens and reserves*. Despite being listed as the top improvement delivered by the council over the last two (2) years and it ranks 3rd on the list of suggested areas for improvement over the next two (2) years.
- **Traffic management:** Ranks 3rd in the biggest issue currently facing the City of Yarra and ranks 2nd (out of 11 universal services and facilities) in terms of importance to the community. Overall satisfaction (a rating of ‘very good’ or ‘good’) with Council is significantly lower amongst respondents who would like to see improvements to *traffic management*.
- **Safety, policing and crime:** Ranks 5th in the biggest issue currently facing the City of Yarra and respondents identifying *safety, policing and crime* as a key issue for the city are significantly less satisfied with Council’s overall performance.

Comparison to Previous Results

Compared to 2023, there was an increase in respondents making suggestions for improvement from 76% in 2023 to 82% in 2024. The average number of mentions per individual remained relatively unchanged to more than two (2) mentions per person.

The below table highlights the top five (5) suggested areas for improvement identified in 2024, the percentage of nominations in 2024, how each aspect ranked in 2023 and the percentage nominations in 2023.

Table 7-7. Top Suggested Areas for Improvement – 2024 vs. 2023

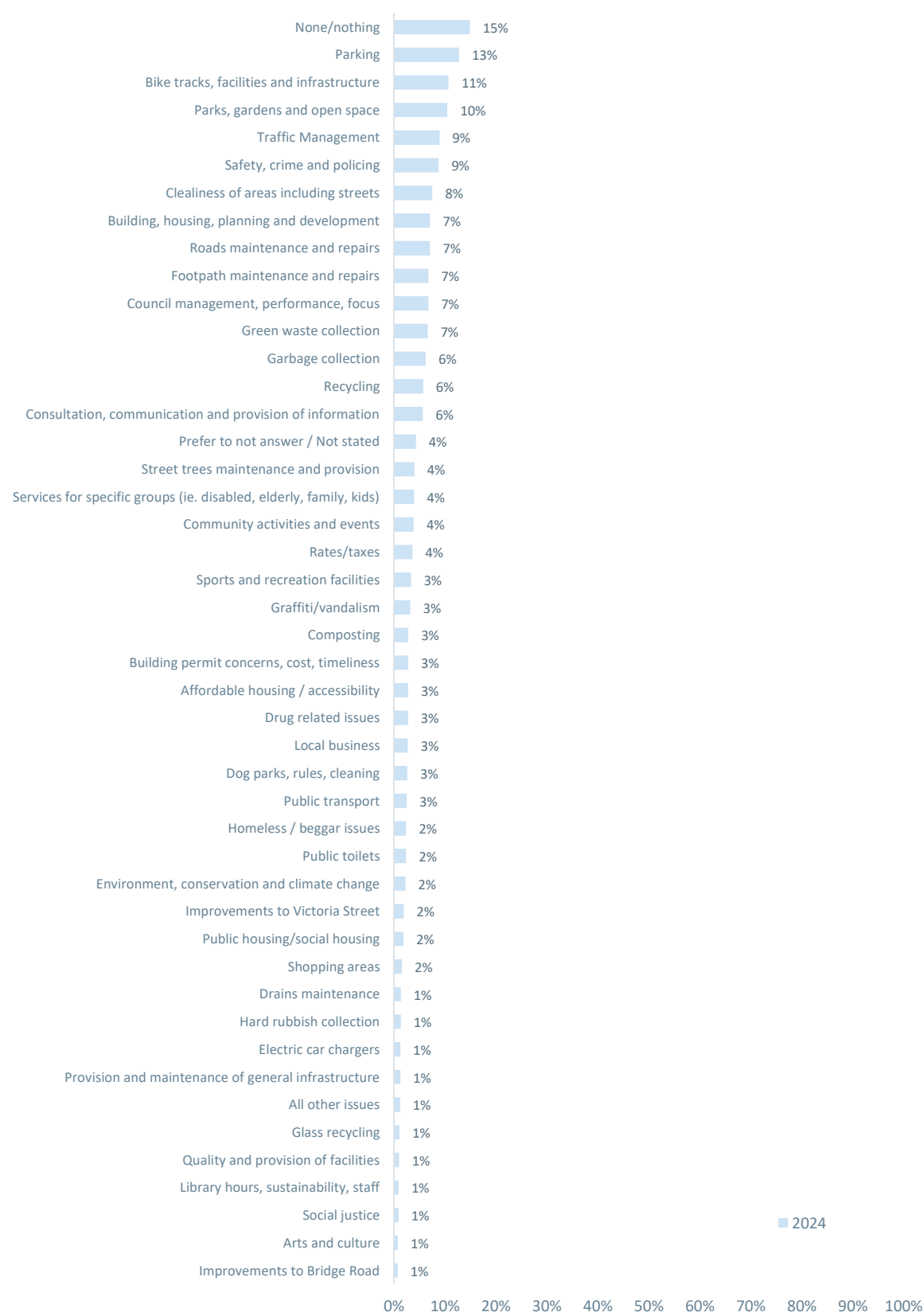
Top Five (5) Suggestions for Improvements				
Suggestions for Improvement	Rank in 2024	% Mentions in 2024	Rank in 2023	% Mentions in 2023
Parking	1	13%	2	12%
Bike tracks, facilities and infrastructure	2	11%	1	13%
Parks, gardens and open space	3	10%	9	7%
Traffic Management	4	9%	6	8%
Safety, crime and policing	5	9%	5	8%

Source: AEC

The top five (5) suggestions for improvement over the next two (2) years have changed rank since 2023:

1. **Parking:** Though the percentage proportion of respondents nominating *parking* as the top suggested area for improvement remained relatively unchanged (from 12% in 2023 to 13% in 2024), the aspect shifted in ranking. The aspect ranked 1st in areas for improvement over the next two (2) years in 2024 compared to ranking in 2nd place in 2023.
2. **Bike, walking tracks and facilities:** This aspect ranked 2nd in the list of suggestions for improvement to be delivered by the Council over the next two (2) years and was nominated by 11% of respondents. In 2023, this aspect ranked 1st on the list of suggestions for improvement and was mentioned by 13% of respondents.
3. **Parks, gardens and open spaces:** A strong shift in ranking has been identified for *parks, gardens and open spaces*. This aspect ranked 3rd on the list of suggestions for improvement in 2024 and was nominated by 10% of respondents. In 2023, the aspect ranked 9th on the list of suggestions for improvement and was mentioned by 7% of respondents.
4. **Traffic management:** This aspect ranked 4th on the list of suggested improvements moving from 6^h place in 2023 but percentage proportion of respondents nominating the aspect remained relatively unchanged from 8% in 2023 to 9% in 2024.
5. **Safety, crime and policing:** Suggestions for improvement to *safety, crime and policing* remained relatively unchanged from 8% in 2023 to 9% in 2024 whilst the ranking for this aspect remains consistent since 2023 in 5th position.

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

Figure 7.3: Suggested Improvements for the Local Area – 2024

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:

- Suggestions to improve the following aspects were highlighted by majority of the precincts:
 - Parking
 - Bike tracks, facilities and infrastructure

Table 7-8. Suggested Improvements for the Local Area – by Precinct 2024 (%)

Abbotsford		Carlton North/Princes Hill	
Safety, crime and policing	19%	Recycling	18%
None/nothing	17%	Traffic Management	13%
Council management, performance, focus	12%	Green waste collection	13%
Bike tracks, facilities and infrastructure	12%	Consultation, communication and provision of information	11%
Parking	10%	Bike tracks, facilities and infrastructure	10%
Clifton Hill		Collingwood	
Parking	21%	Parking	22%
None/nothing	17%	None/nothing	21%
Parks, gardens and open space	16%	Parks, gardens and open space	17%
Footpath maintenance and repairs	12%	Cleanliness of areas including streets	13%
Cleanliness of areas including streets	10%	Bike tracks, facilities and infrastructure	9%
Fairfield - Alphington		Fitzroy	
None/nothing	18%	None/nothing	25%
Parking	12%	Building, housing, planning and development	11%
Bike tracks, facilities and infrastructure	12%	Safety, crime and policing	10%
Traffic Management	12%	Consultation, communication and provision of information	9%
Building, housing, planning and development	11%	Parking	9%
Fitzroy North		Richmond / Cremorne/ Burnley	
Bike tracks, facilities and infrastructure	19%	Parking	14%
Parks, gardens and open space	14%	None/nothing	13%
Traffic Management	13%	Roads maintenance and repairs	12%
Services for specific groups (ie. disabled, elderly, family, kids)	11%	Safety, crime and policing	11%
Green waste collection	10%	Bike tracks, facilities and infrastructure	9%

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

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:

- Suggestions to improve the following aspects were highlighted by majority of respondent profiles:
 - Bike tracks, facilities and infrastructure
 - Parking
 - Parks, gardens and open space

Table 7-9. Suggested Improvements for the Local Area – by Respondent Profile 2024 (%)

Male		Female	
None/nothing	17%	Parking	14%
Bike tracks, facilities and infrastructure	15%	None/nothing	13%
Parking	11%	Parks, gardens and open space	11%
Parks, gardens and open space	11%	Cleanliness of areas including streets	10%
Traffic Management	10%	Safety, crime and policing	9%
18 - 34 year old		35 - 44 year old	
None/nothing	20%	Parking	16%
Parking	12%	Parks, gardens and open space	15%
Bike tracks, facilities and infrastructure	11%	None/nothing	15%
Parks, gardens and open space	10%	Safety, crime and policing	13%
Safety, crime and policing	9%	Cleanliness of areas including streets	11%
45 - 54 year old		55 + year old	
Building, housing, planning and development	17%	Traffic Management	12%
Parking	16%	Council management, performance, focus	13%
Garbage collection	14%	Building, housing, planning and development	11%
Council management, performance, focus	13%	Footpath maintenance and repairs	11%
Bike tracks, facilities and infrastructure	13%	Consultation, communication and provision of information	10%
Resident for less than 2 years		Resident for 2 to less than 5 years	
None/nothing	37%	None/nothing	21%
Cleanliness of areas including streets	11%	Bike tracks, facilities and infrastructure	14%
Green waste collection	9%	Prefer to not answer / Not stated	10%
Parking	9%	Parks, gardens and open space	9%
Prefer to not answer / Not stated	8%	Safety, crime and policing	8%
Resident for 5 to less than 10 years		Resident for 10 + years	
Parks, gardens and open space	18%	Parking	14%
None/nothing	17%	Traffic Management	12%
Parking	16%	Bike tracks, facilities and infrastructure	11%
Bike tracks, facilities and infrastructure	10%	Council management, performance, focus	10%
Cleanliness of areas including streets	9%	Building, housing, planning and development	10%
English Only		Multi-lingual	
None/nothing	17%	Bike tracks, facilities and infrastructure	12%
Parking	13%	Parking	12%
Parks, gardens and open space	11%	Cleanliness of areas including streets	11%
Bike tracks, facilities and infrastructure	11%	Safety, crime and policing	11%
Traffic Management	10%	Parks, gardens and open space	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

8. SATISFACTION WITH CUSTOMER SERVICE

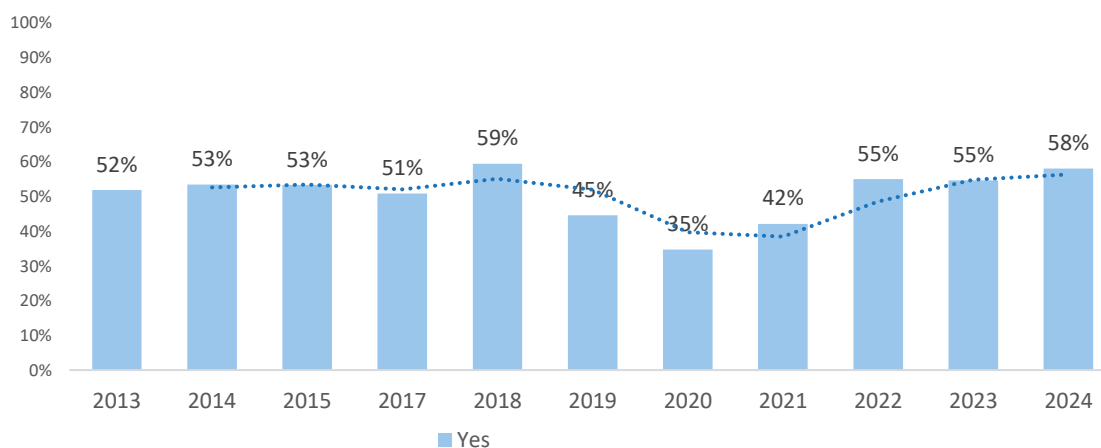
8.1 HAVE CONTACTED THE COUNCIL[^]

"Have you had contact with Yarra City Council in the last 12 months?"[^]

In 2024, 58% of respondents mentioned they had contacted the Council in the last 12 months. The results are in line with the 2023 results when 55% mentioned making contact with the Council.

Making contact with the Council is considered to be on an upward trend from 2020 to 2024 increasing from 35% in 2020 to 58% in 2024.

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?"

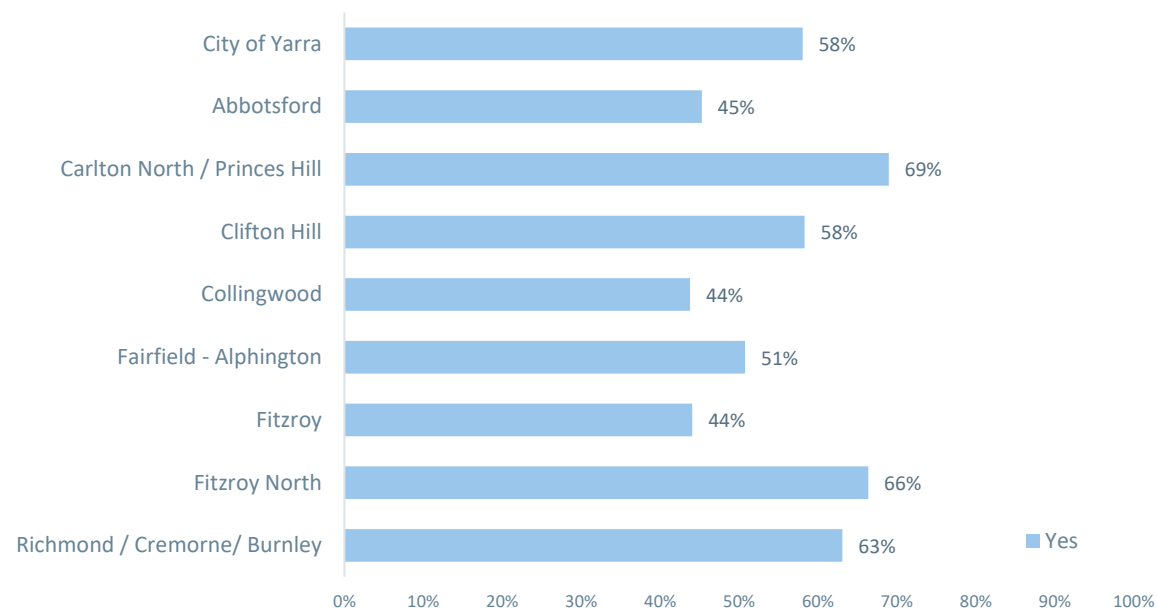
[^]Change in question wording in 2022. Prior to 2022, *"Have you had contact with Yarra City Council in the last two years?"*

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 amongst precincts with significantly higher contacts with the Council, respondents from Carlton North/Princes Hill (69%) are most likely to have contacted the Council whilst respondents from Collingwood and Fitzroy (44%, respectively) are significantly less likely to have done so.

Figure 8.2: Have Contacted the Council – by Precinct 2024 (%)



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[^]

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

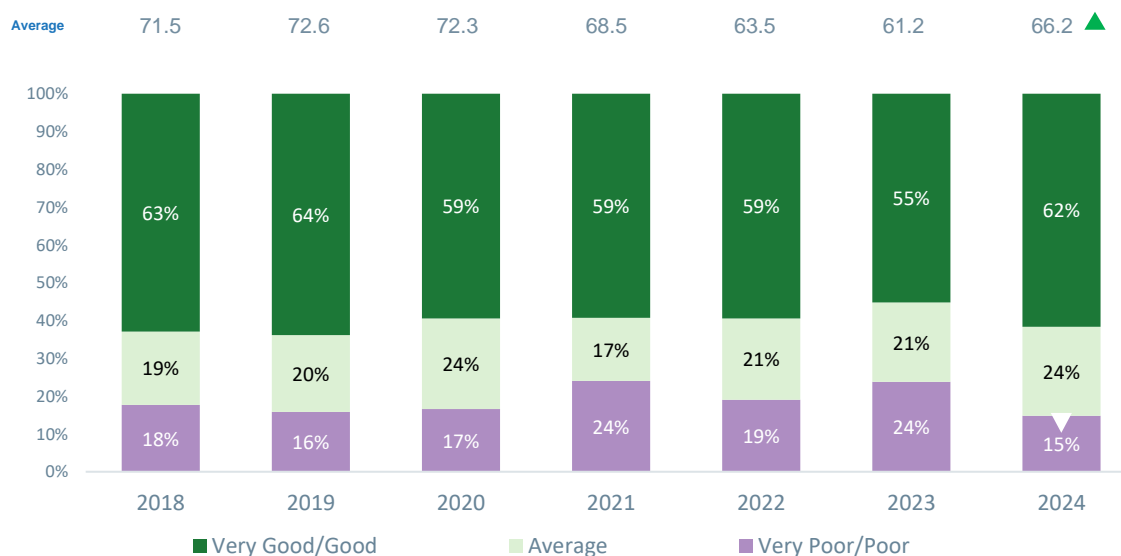
2024 Findings

In 2024, 62% of respondents were satisfied (a rating of 'very good' or 'good') with *customer service received* when contacting the Council, 24% of respondents provided a rating of 'average' and 15% of respondents provided a rating of 'poor' or 'very poor' to *customer service received*.

Comparison to Previous Results

Compared to 2023, the proportion of respondents rating the Council 'very good' or 'good' with regard to *customer service received* increased marginally from 55% in 2023 to 62% in 2024, an increase of 7 percentage points. The percentage of residents who rated this aspect as 'very poor' or 'poor' decreased significantly from 24% in 2023 to 15% in 2024, a decline of 9 percentage points.

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?"

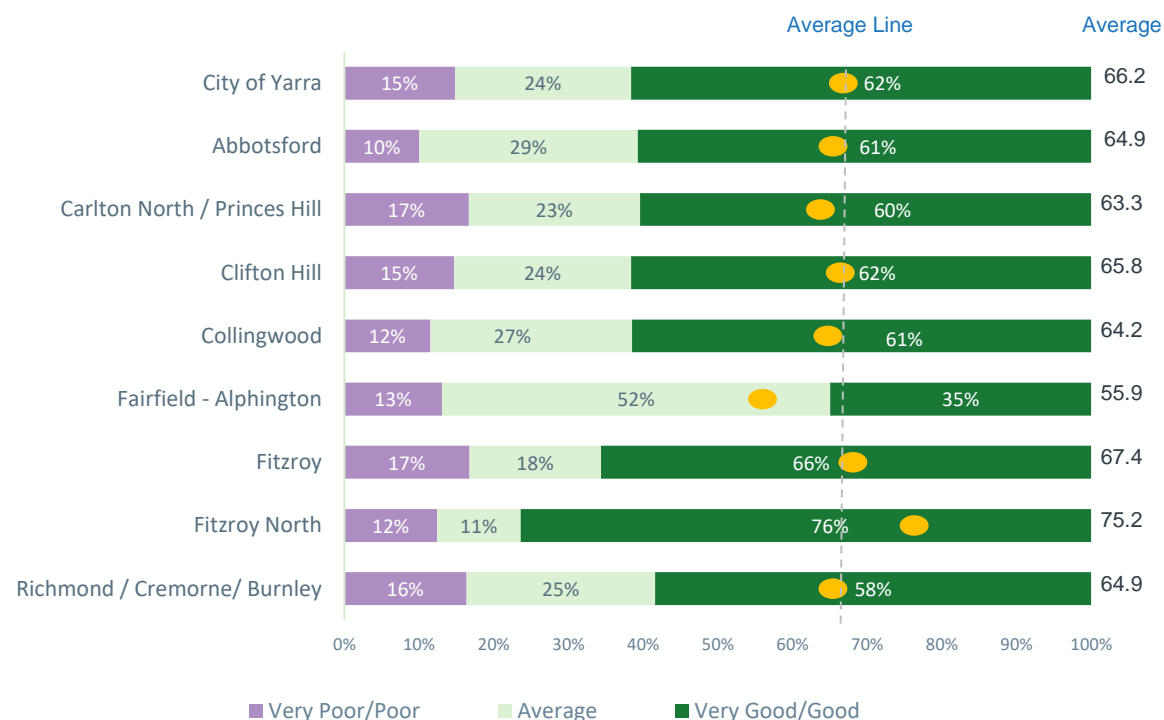
[^]Change in question wording, answer scale and attribute wording in 2022. Prior to 2022: "On a scale of 0 (lowest) to 10 (highest), please rate your satisfaction with the following aspects of service when you contacted the Yarra City Council?" Attribute wording: Satisfaction with final outcome

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': 76%) are significantly more satisfied with *Council's customer service* whilst those in the precinct of Fairfield – Alphington (rating of 'very good' or 'good': 35%) are significantly less satisfied with this aspect.

Figure 8.4: Satisfaction with Council's Customer Service – by Precinct 2024



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?”

2024 Findings

When asked how safe respondents feel in public areas of the City of Yarra *during the day*, 8 in 10 (80%) said they felt ‘very safe’ or ‘safe’, 15% of respondents provided a rating of ‘average’ and 5% of respondents felt ‘unsafe’ or ‘very unsafe’ in public areas of the City of Yarra *during the day*.

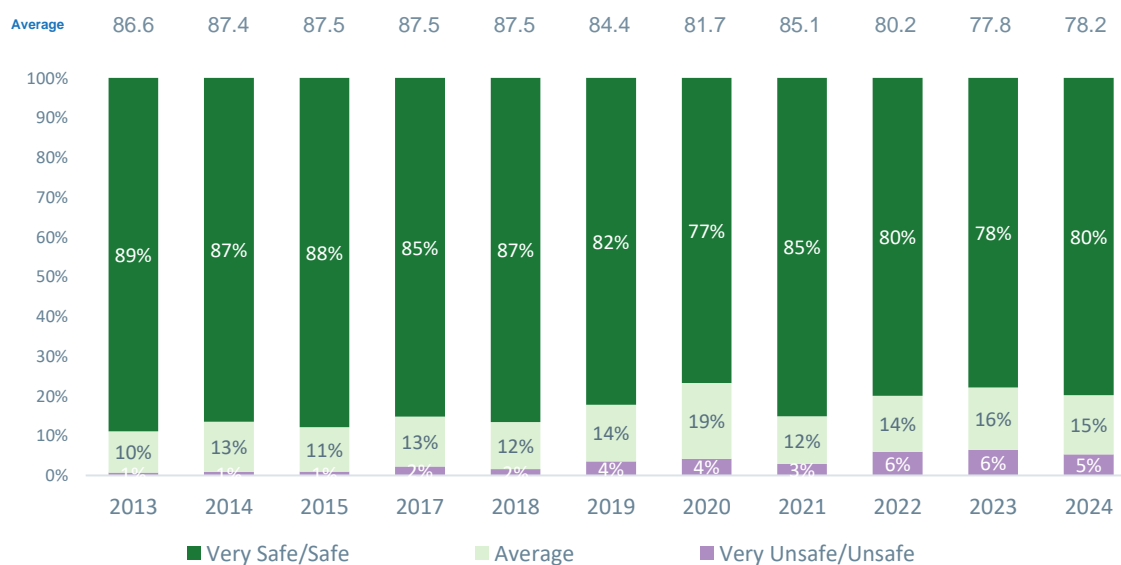
Comparison to Previous Results

Perceptions of safety in public areas in the City of Yarra *during the day* remained relatively unchanged from 78% in 2023 to 80% in 2024. Percentage of residents who rated feeling ‘very unsafe’ or ‘unsafe’ *during the day* also remained unchanged from 6% in 2023 to 5% in 2024.

Ranking

Safety, policing and crime was identified amongst the top five (5) issues for the City of Yarra and ranked 5th amongst the top suggested areas for improvement over the next two (2) years. Furthermore, respondents identifying *safety, policing and crime* as a key issue for the city as well as those who would like to see improvements made to *safety, crime and policing* are significantly less satisfied (a rating of ‘very good’ or ‘good’) with Council’s overall performance.

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?”

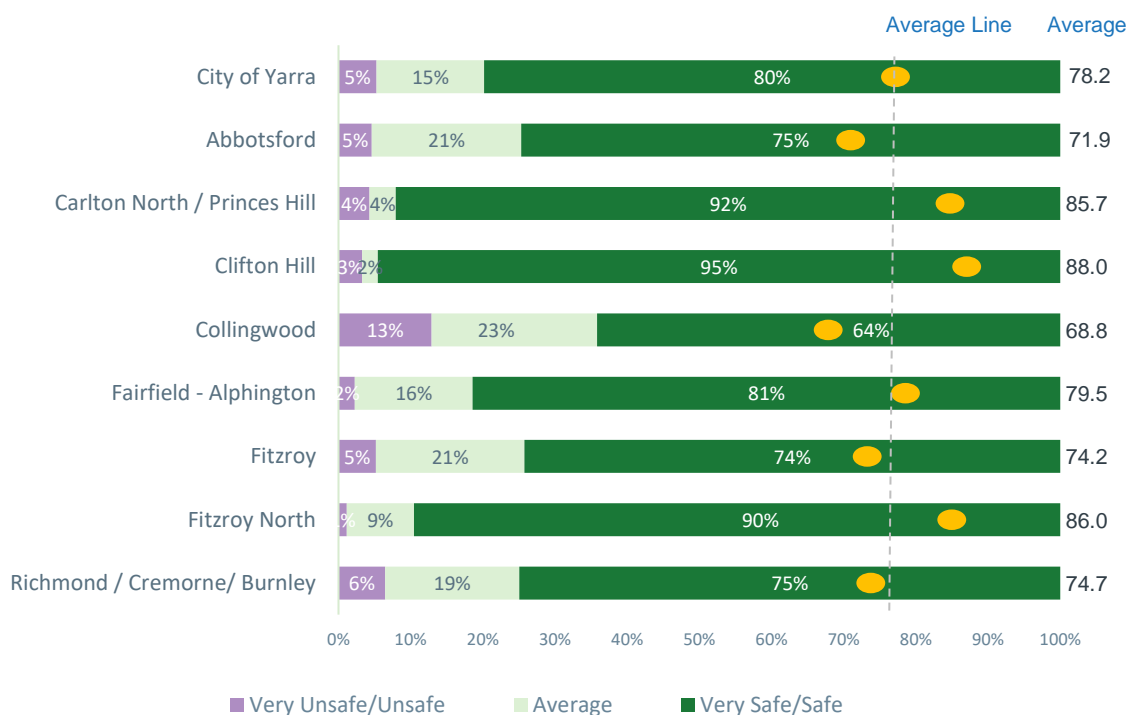
^Change in question wording and answer scale in 2022. Prior to 2022. “On a scale of 0 (very unsafe) to 10 (very safe), how safe do you feel in public areas in the City of Yarra?”

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 Clifton Hill (95%), Carlton North/Princes Hill (92%) and Fitzroy North (90%) are significantly more likely to feel safe in public areas *during the day* (rating of 'very safe' or 'safe'). Perceptions of safety *during the day* are significantly lower (rating of 'very safe' or 'safe') amongst those from Collingwood (64%) and Richmond / Cremorne/ Burnley (75%).

Figure 9.2: Perceptions of Public Safety in Yarra by Day – by Precinct 2024



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?"

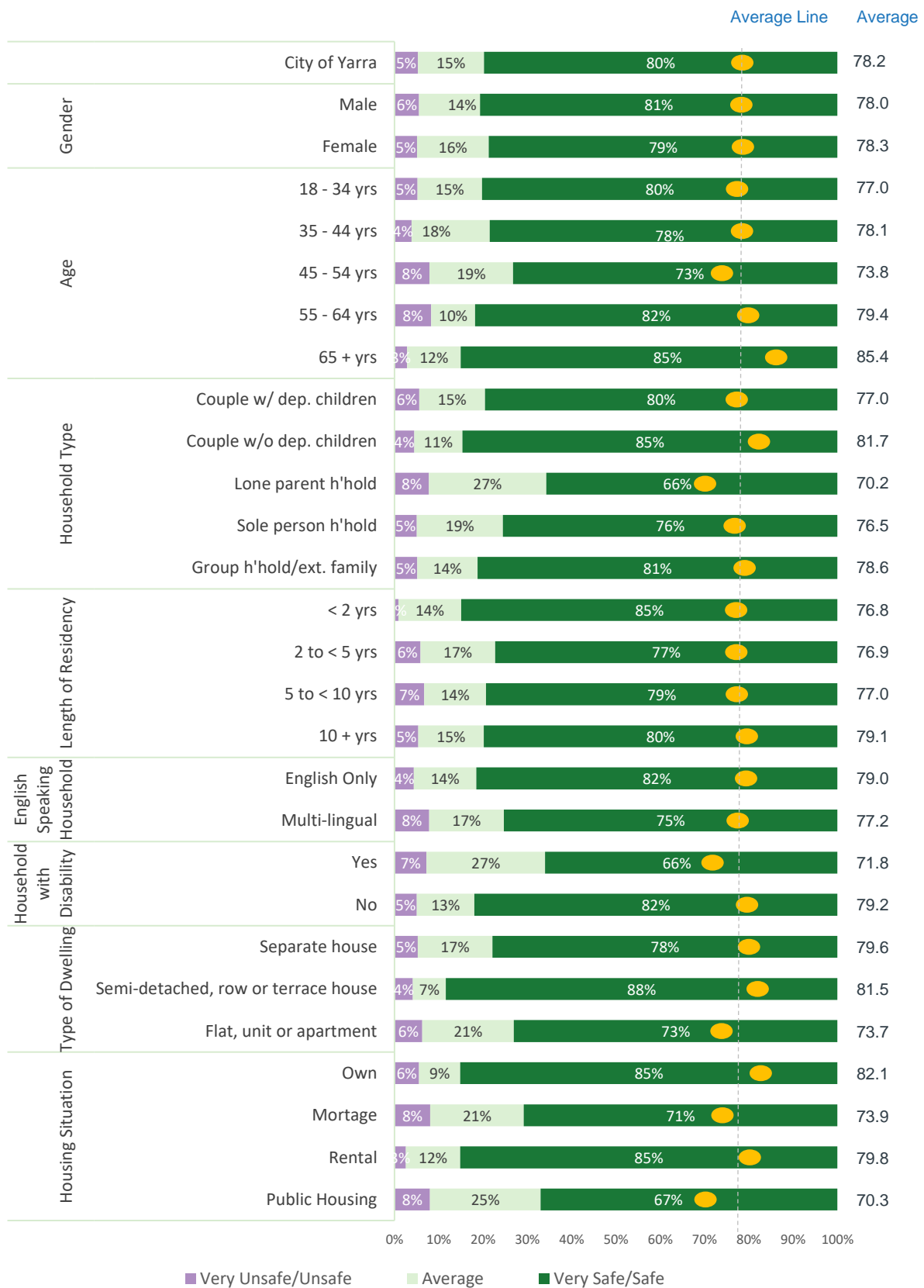
Source: AEC

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.

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 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, those who own their dwelling or are in a rental dwelling.
- Significantly **lower** perceptions of safety *during the day* is noted amongst those between the ages of 45 and 54, those in households with a disability, living in a flat, unit or apartment, or those who have a mortgage or those living in public housing.

Figure 9.3: Perceptions of Public Safety in Yarra During the Day – by Respondent Profile 2024

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?”

2024 Findings

When asked how safe respondents feel in public areas of the City of Yarra *during the night*, 46% said they felt ‘very safe’ or ‘safe’, 32% of respondents provided a rating of ‘average’ and 21% of respondents felt ‘unsafe’ or ‘very unsafe’ in public areas of the City of Yarra *during the night*.

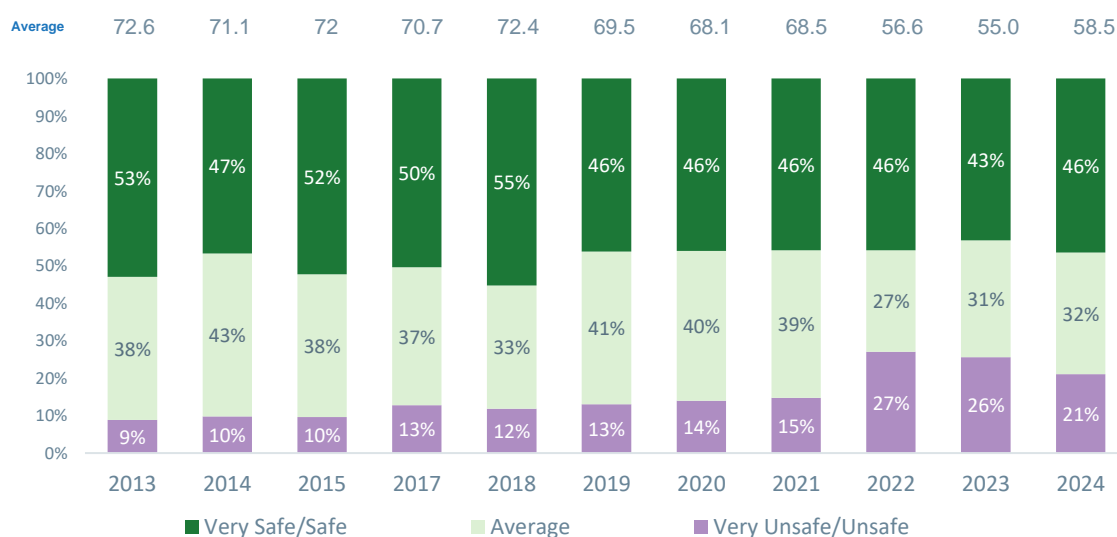
Comparison to Previous Results

Compared to 2023, the proportion of respondents indicating they feel ‘very safe’ or ‘safe’ *during the night* remained relatively unchanged from 43% in 2023 to 46% in 2024. Respondents indicating they feel ‘very unsafe’ or ‘unsafe’ in Yarra *during the night* declined marginally from 26% in 2023 to 21% in 2024, a decline of 5 percentage points.

Ranking

As noted earlier, *safety, policing and crime* was identified amongst the top five (5) issues for the City of Yarra and 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 5th 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?”

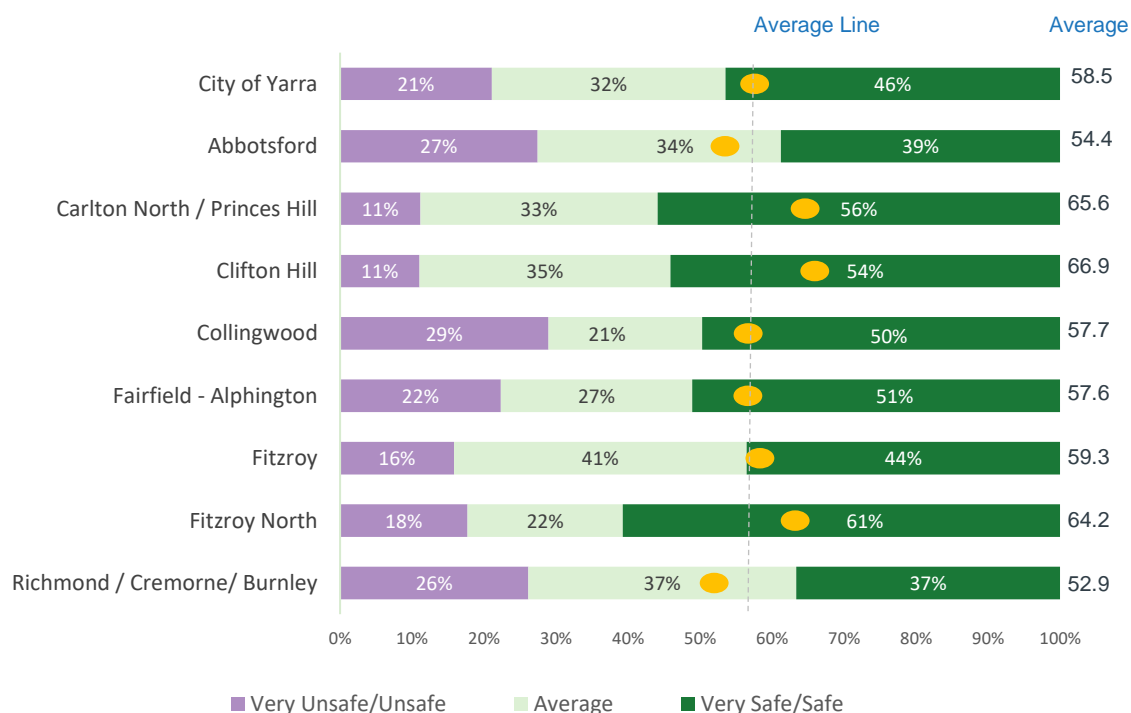
^Change in question wording and answer scale in 2022. Prior to 2022. “On a scale of 0 (very unsafe) to 10 (very safe), how safe do you feel in public areas in the City of Yarra?”

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': 61%). Perceptions of safety *during the night* were significantly lower (rating of 'very safe' or 'safe') amongst those from Richmond / Cremorne/ Burnley (37%).

Figure 9.5: Perceptions of Public Safety in Yarra by Night – by Precinct 2024



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?"

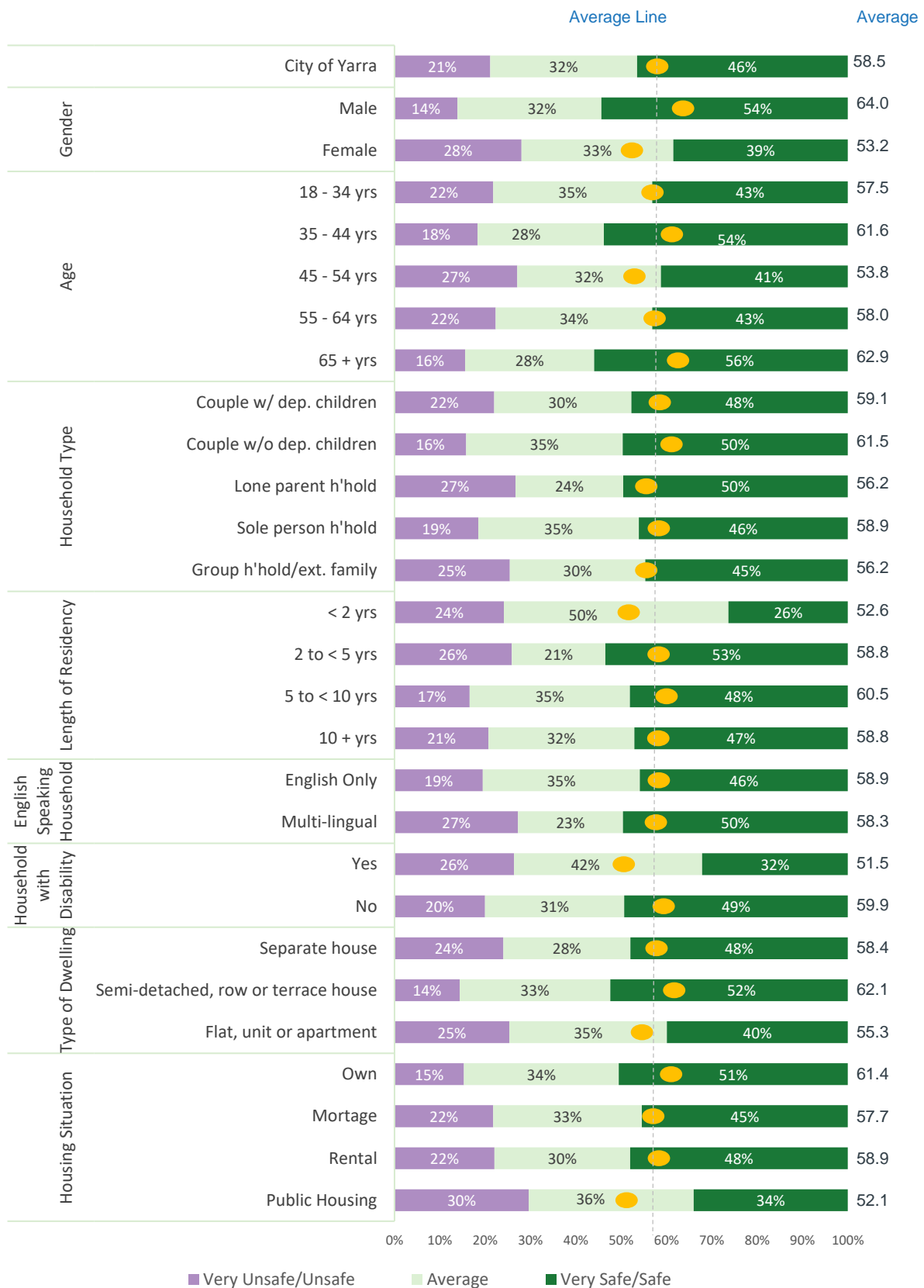
^Change in question wording and answer scale in 2022. Prior to 2022. "On a scale of 0 (very unsafe) to 10 (very safe), how safe do you feel in public areas in the City of Yarra?"

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 significantly **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 significantly **lower** amongst females, those living in the region for less than two (2) years, couple with dependent children, those in a flat, unit or apartment dwelling and those living in public housing.

Figure 9.6: Perceptions of Public Safety in Yarra During the Night – by Respondent Profile 2024

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

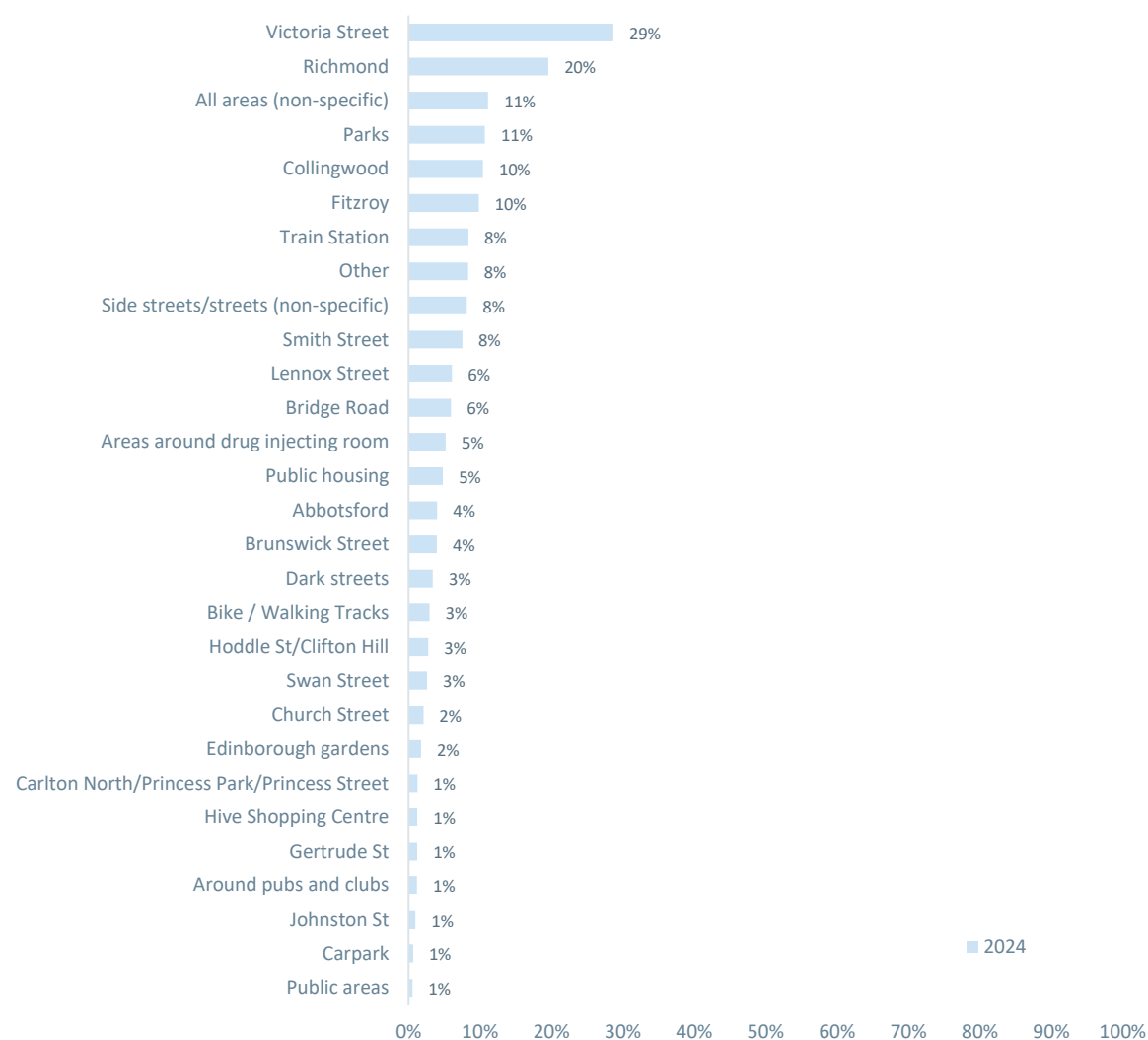
"Where do you feel unsafe? Why do you feel unsafe?"

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=800 respondents, n=184 (23%) feel unsafe in public areas in the City of Yarra either during the *day* or *at night*.

The following were most the commonly mentioned location(s) where respondents feel unsafe:

- Victoria Street: 29%
- Richmond: 20%
- All areas (non-specific): 11%
- Parks: 11%
- Collingwood: 10%
- Fitzroy: 10%

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 2024

Abbotsford		Carlton North/Princes Hill	
Victoria Street	70%	Bike / Walking Tracks	28%
Richmond	27%	Carlton North/Princess Park/Princess Street	23%
Lennox Street	12%	All areas (non-specific)	22%
All areas (non-specific)	10%	Train Station	16%
Abbotsford	8%	Areas around drug injecting room	11%
Clifton Hill		Collingwood	
Train Station	54%	Collingwood	43%
Side streets/streets (non-specific)	20%	Fitzroy	19%
Other	19%	Side streets/streets (non-specific)	18%
Parks	18%	Smith Street	13%
Hoddle St/Clifton Hill	18%	Victoria Street	13%
Fairfield - Alphington		Fitzroy	
Dark streets	31%	Fitzroy	51%
Train Station	21%	Smith Street	31%
All areas (non-specific)	20%	Brunswick Street	18%
Parks	13%	Parks	17%
Richmond	10%	Dark streets	13%
Fitzroy North		Richmond / Cremorne/ Burnley	
Fitzroy	28%	Victoria Street	50%
Parks	22%	Richmond	33%
Brunswick Street	15%	Bridge Road	14%
All areas (non-specific)	14%	Other	13%
Collingwood	13%	Lennox Street	12%

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

"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.

2024 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:

1. Drug and alcohol use: 51%
2. Issues with people: 36%
3. Perceptions of safety at night/lighting: 27%
4. Crime and policing issues: 22%
5. General perception of safety/other: 20%

Comparison to Previous Results

The top reason for feeling unsafe in public areas in the City of Yarra either during the *day* or *at night* remains consistent since 2023:

1. **Drug and alcohol use:** Whilst still ranking in first place, the percentage of respondents feeling unsafe due to *drug and alcohol use* decreased marginally in 2024 compared to 2023 from 57% in 2023 to 51% in 2024. The aspect consistently ranks in first place including in 2022, 2023 and in 2024.

The following two (2) reasons (reasons 2 and 3 among the top five reasons) for feeling unsafe in public areas in the City of Yarra either during the *day* or *at night* have changed rank since 2023:

2. **Issues with people:** Perceptions of safety due to *issues with people* was mentioned by 36% and increased marginally from 29% in 2023, an increase of 7 percentage points. The aspect ranked 2nd on the list of reasons for feeling unsafe in 2024 compared to a ranking in 3rd place in 2023.
3. **Perceptions of safety at night/lighting:** This aspect was highlighted as a reason for feeling unsafe by fewer proportion of respondents compared 2023, from 31% in 2023 to 27% in 2024, a decline of 4 percentage points. The aspect ranked 3rd on the list of reasons for feeling unsafe in 2024 compared to a ranking in 2nd place in 2023.

Whilst ranking for feeling unsafe in public areas in the City of Yarra either during the *day* or *at night* for the below two (2) reasons (reasons 4 and 5 among the top five reasons) remains unchanged, there is a significant increase in proportion of respondents mentioning the reasons.

4. **Crime and policing issues:** This aspect ranked 4th in 2024 and in 2023. However, the percentage mentioning feeling unsafe due to *crime and policing issues* increased significantly from 11% in 2023 to 22% in 2024.
5. **General perception of safety/other:** Whilst *general perception of safety* ranked in 5th place (in line with 2023), the percentage mentioning feeling unsafe due to *general perception of safety* increased significantly from 9% in 2023 to 20% in 2024.

The below table highlights reasons identified for feeling unsafe in public areas in the City of Yarra either during the *day* or *at night* in 2024, the percentage of nominations in 2024, how each aspect ranked in 2023 and the percentage nominations in 2023.

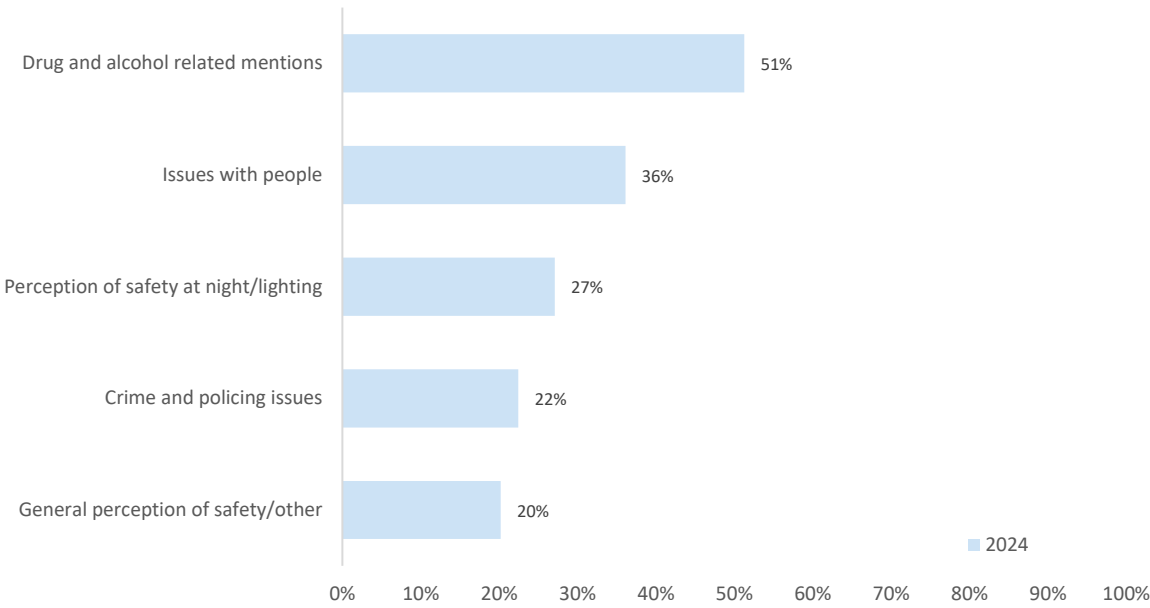
Table 9-2. Reasons for Feeling Unsafe – 2024 vs. 2023

Reasons for Feeling Unsafe	Rank in 2024	% Mentions in 2024	Rank in 2023	% Mentions in 2023
Drug and alcohol related mentions	1	51%	1	57%
Issues with people	2	36%	3	29%
Perception of safety at night/lighting	3	27%	2	31%
Crime and policing issues	4	22%	4	11%
General perception of safety/other	5	20%	5	9%

Source: AEC



Figure 9.8: Reasons for Feeling Unsafe 2024



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

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 2024

Abbotsford		Carlton North/Princes Hill	
Drug and alcohol related mentions	67%	Perception of safety at night/lighting	33%
Perception of safety at night/lighting	44%	Drug and alcohol related mentions	27%
Issues with people	30%	Crime and policing issues	24%
General perception of safety/other	24%	General perception of safety/other	23%
Crime and policing issues	5%	Issues with people	20%
Clifton Hill		Collingwood	
Perception of safety at night/lighting	44%	Drug and alcohol related mentions	53%
Issues with people	42%	Issues with people	27%
Crime and policing issues	27%	Crime and policing issues	26%
General perception of safety/other	24%	Perception of safety at night/lighting	22%
Drug and alcohol related mentions	17%	General perception of safety/other	14%
Fairfield - Alphington		Fitzroy	
Issues with people	49%	Drug and alcohol related mentions	66%
Drug and alcohol related mentions	40%	Issues with people	33%
General perception of safety/other	13%	Perception of safety at night/lighting	32%
Crime and policing issues	6%	Crime and policing issues	21%
Perception of safety at night/lighting	6%	General perception of safety/other	13%
Fitzroy North		Richmond / Cremorne/ Burnley	
Issues with people	39%	Drug and alcohol related mentions	61%
Perception of safety at night/lighting	31%	Issues with people	40%
Crime and policing issues	29%	Crime and policing issues	24%
Drug and alcohol related mentions	26%	General perception of safety/other	23%
General perception of safety/other	17%	Perception of safety at night/lighting	23%

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

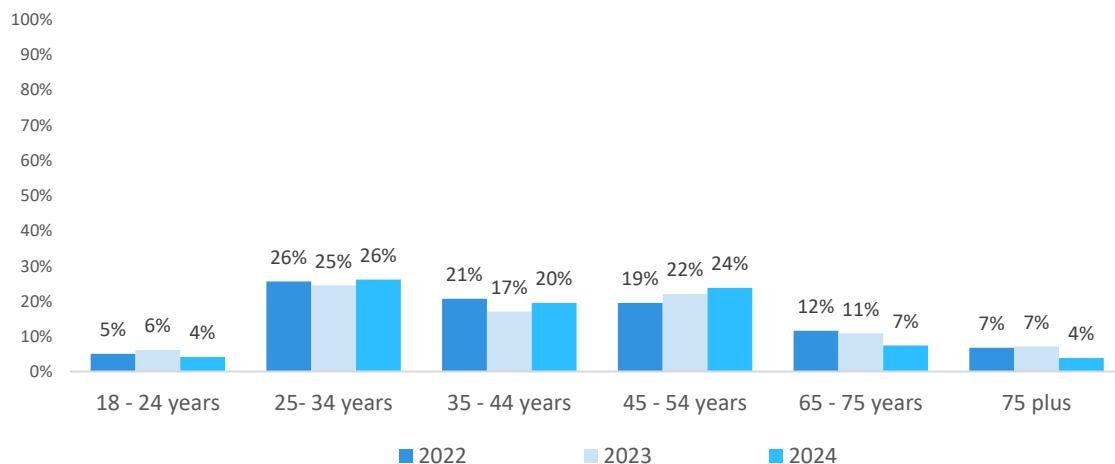
This section of the report presents the demographic profile of respondents. Throughout the report, detailed information has been presented on findings segmented by various audience types participating in the study to identify key differences amongst these segments. The information utilised for this detailed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

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 2024, a sample of n=242 (or 30% of the sample) was captured from young adults in line with 2023 (n=246 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.

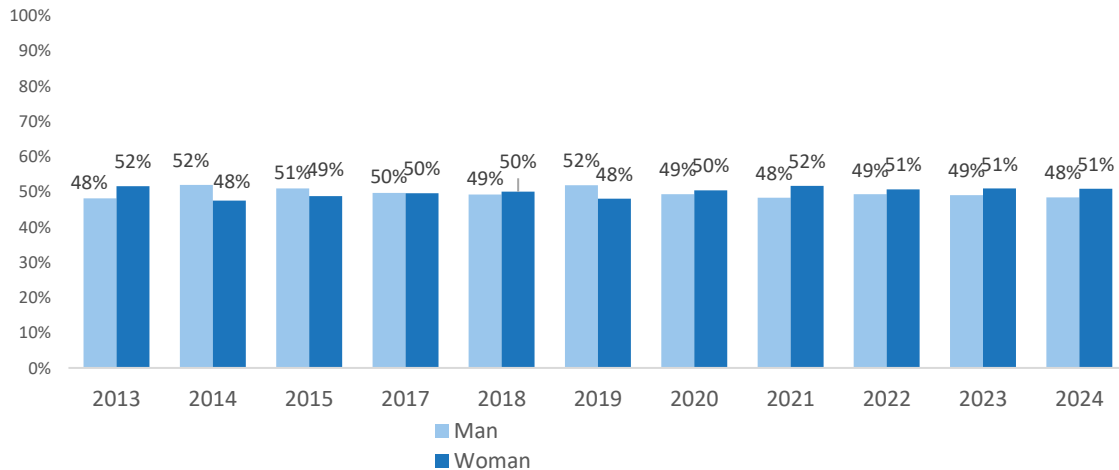
[^]Change in answer categories in 2022

Source: AEC

10.2 GENDER

The post-weighted gender of respondents, proportionate to the population, was 48% males and 51% females. The unweighted results indicate there was a slightly higher representation of females (n=438 or 55%) compared to males (n=350 or 44%).

Figure 10.2: Respondent Gender



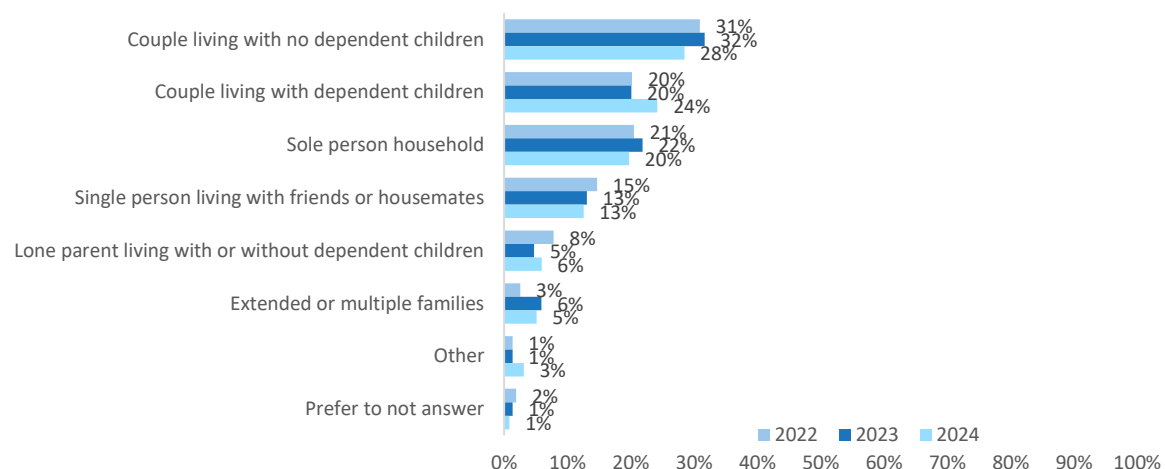
Single Response; Base: All Respondents.
 "Q35. With which gender do you identify?"
 Source: AEC

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 (53%) were in a nuclear family household either with dependent children (24%) or with no dependent children (28%). An additional one in five (20%) were a sole person household.

Compared to 2023, a marginal increase is noted amongst nuclear family household with dependent children (from 20% in 2023 to 24% in 2024, an increase of 4 percentage points). Other household types remained relatively unchanged compared to 2023.

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 2024 results are in line with the 2023 results. Approximately one-third of respondents are in 'private rentals' (33%) which remains relatively unchanged compared to 36% noted in 2023. A further 31% 'own' their home, compared to 28% reported in 2023. Nearly one-quarter (22%) indicated they have a 'mortgage' on their home compared to 24% indicating the same in 2023.

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=87[^], nearly the same as the sample achieved in 2023 (n=84 or 10%).

Table 10-1. Housing Situation

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

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 2024 findings with more than one-third living in a 'flat, unit or apartment' (35%) or 'semi-detached, row or terrace house' (34%). Just over one-quarter are living in a 'separate house' dwelling type (29%). Compared to 2023, a marginal decline is noted amongst those living in a 'flat, unit or apartment' from 40% in 2023 to 35% in 2024, a decline of 5 percentage points.

Table 10-2. Dwelling Type

Response	'17	'18	'19	'20	'21	'22	'23	'24
Separate house	30%	39%	39%	44%	37%	26%	26%	29%
Semi-detached, row or terrace house	44%	42%	32%	27%	27%	31%	32%	34%
Flat, unit or apartment	24%	16%	27%	28%	33%	41%	40%	35%
Other	0%	0%	0%	0%	0%	2%	2%	2%
Not Stated	2%	3%	1%	0%	2%	1%	1%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%

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

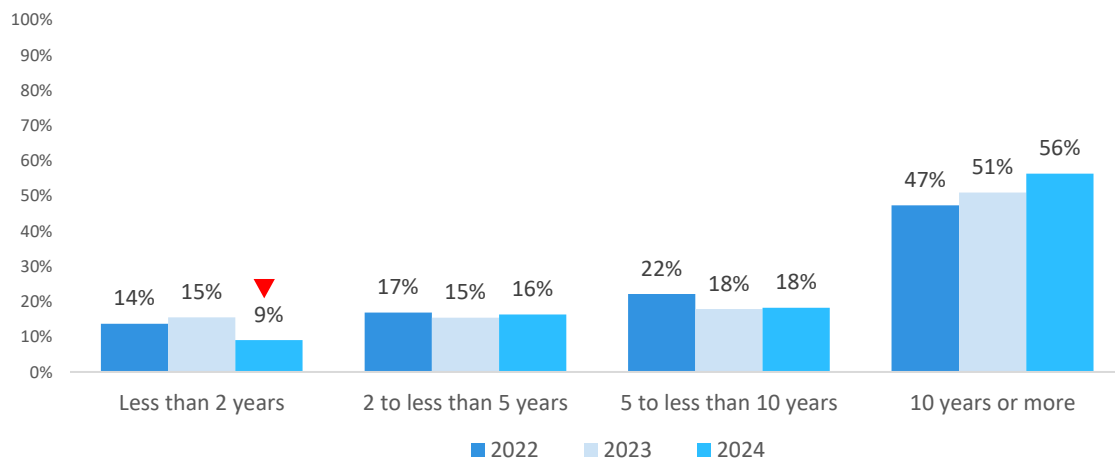
10.6 RESIDENCY TENURE WITH CITY OF YARRA

Some changes to this measure were implemented in 2022, the historical results can be found in [Appendix E](#). Overall, approximately 25% 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 (56%).

Compared to 2023, a significant decline is noted amongst newer residents or those who have lived in the City of Yarra for less than 5 years. Those indicating they have lived in the region for less than 5 years respondents declined significantly from 31% in 2023 to 25% in 2024, a decline of 6 percentage points.

Whilst not significant, an upward trend is noted amongst long-term residents who have lived in the area for 10 years or more, increasing from 47% in 2022 to 51% in 2023 to 56% in 2024.

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

Nearly 8 in 10 (79%) speak English-only with 21% of respondents indicating they speak a language other than English at home. The results are in line with the 2023 findings with 75% indicated they speak English-only and 25% speaking a language other than English at home.

Table 10-3. Languages Spoken At Home

Response	'17	'18	'19	'20	'21	'22	'23	'23
No - English only	70%	73%	72%	71%	75%	74%	75%	79%
Vietnamese	4%	3%	3%	3%	3%	2%	1%	2%
Italian	2%	2%	2%	3%	3%	2%	3%	2%
Greek	2%	3%	2%	2%	2%	2%	3%	1%
Multiple languages	2%	3%	4%	3%	0%	2%	2%	2%
French	2%	1%	2%	2%	2%	2%	2%	2%
Arabic	3%	1%	2%	1%	1%	2%	2%	2%
African	1%	0%	0%	1%	0%	3%	1%	2%
East Asian Languages	4%	3%	5%	4%	4%	4%	3%	3%
South East Asian Languages	0%	0%	0%	0%	0%	1%	1%	1%
Western Europe Languages	2%	3%	4%	2%	2%	1%	2%	1%
Eastern European Languages	0%	0%	0%	0%	1%	1%	1%	0%
South Asian Languages	1%	1%	0%	1%	4%	1%	2%	1%
South European Languages	0%	0%	1%	0%	1%	1%	1%	0%
Other	6%	4%	3%	4%	2%	1%	0%	1%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Single Response; Base: All Respondents.

"Q36. Do any members of this household speak a language other than English at home?"

Source: AEC

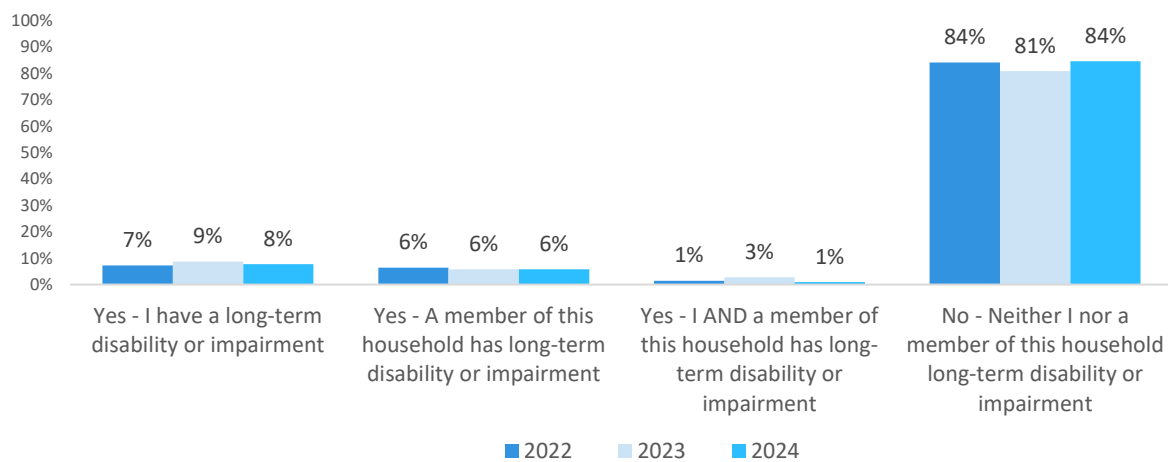
10.8 CONDITION RESTRICTING EVERYDAY ACTIVITIES

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 (84%) with 15% indicating either themselves and/or a member of the household (1%); a member of the household (6%); or the participants themselves (8%) had a long-term condition restricting everyday activities.

Results are in line with the 2023 where 81% 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></p> <p>Q2. Which suburb in Yarra do you live in?</p> <p>SINGLE RESPONSE</p>	<p>1 <input type="radio"/> Abbotsford</p> <p>2 <input type="radio"/> Carlton North / Princess Hill</p> <p>4 <input type="radio"/> Clifton Hill</p> <p>5 <input type="radio"/> Collingwood</p> <p>7 <input type="radio"/> Fairfield - Alphington</p> <p>8 <input type="radio"/> Fitzroy</p> <p>9 <input type="radio"/> Fitzroy North</p> <p>11 <input type="radio"/> Richmond / Cremorne</p> <p>13 <input type="radio"/> Do not live in Yarra City → Terminate</p> <p>95 <input type="radio"/> Prefer to not answer → Terminate</p>
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CUSTOMER SERVICE

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

CORE SERVICES AND FACILITIES

<p><i>Ask All</i></p> <p>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?</p> <p>SINGLE RESPONSE</p> <p>ROTATE LIST</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	5○	4○	3○	2○	1○	99○
2 Hard rubbish services	5○	4○	3○	2○	1○	99○
3 Local library services	5○	4○	3○	2○	1○	99○
4 Public toilets	5○	4○	3○	2○	1○	99○
5 Yarra's swimming pool at Richmond, Fitzroy or Collingwood	5○	4○	3○	2○	1○	99○
6 Yarra's leisure centres at Richmond, Fitzroy or Collingwood (eg. Gym, etc)	5○	4○	3○	2○	1○	99○
8 On-road bike paths	5○	4○	3○	2○	1○	99○
9 Off-road bike paths (including shared paths)	5○	4○	3○	2○	1○	99○
11 Arts and cultural activities	5○	4○	3○	2○	1○	99○

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	5○	4○	3○	2○	1○	99○
2 Community consultation and engagement	5○	4○	3○	2○	1○	99○
3 Representation, lobbying and advocacy on behalf of the community on key issues	5○	4○	3○	2○	1○	99○
6 Making decisions in the best interests of the community	5○	4○	3○	2○	1○	99○
8 Offering value for rates	5○	4○	3○	2○	1○	99○
10 General Town Planning policy	5○	4○	3○	2○	1○	99○
11 Planning and building permits	5○	4○	3○	2○	1○	99○
<i>Keep this aspect last on the list</i>	5○	4○	3○	2○	1○	99○
9 Performance of Council across all areas of responsibility	5○	4○	3○	2○	1○	99○

CHANGE IN OVERALL PERFORMANCE

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

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

PERCEPTION OF SAFETY

<p><i>Ask All</i></p> <p>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?</p> <p>SINGLE RESPONSE</p>						
	Very safe (5)	Safe (4)	Average (3)	Unsafe (2)	Very unsafe (1)	Unsure/ Don't Know (99)
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></p> <p>Q25. Where do you feel unsafe? Why do you feel unsafe?</p>	<p>1 <input type="radio"/> Where: _____</p> <p>2 <input type="radio"/> Why: _____</p>					

DEMOGRAPHICS

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

AEC

OUTCOME DRIVEN

<i>Ask all</i> Q36. Do any members of this household speak a language other than English at home? SINGLE RESPONSE	1 <input type="radio"/> English only 2 <input type="radio"/> Other (specify _____)
<i>Ask all</i> Q37. Do you or any household member have a long-term health condition, disability or impairment that restricts everyday activities? SINGLE RESPONSE	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
<i>Ask all</i> Q38. Which of the following best describes the current housing situation of this household? SINGLE RESPONSE	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
<i>Ask all</i> Q39. What is the structure of this household? SINGLE RESPONSE	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 95 <input type="radio"/> Other (Please specify _____) 0 <input type="radio"/> Prefer to not answer
<i>Ask all</i> Q40. What type of dwelling is this? SINGLE RESPONSE	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
<i>Ask all</i> Q41. How long have you lived in the City of Yarra? SINGLE RESPONSE	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

QUALITY CHECK

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

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?	1 <input type="radio"/> Yes → Record name _____ → Record phone number _____
	2 <input type="radio"/> No

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

		Historical Scale and Average Result Presentation			Revised Scale and Average Result Presentation			
	Rating	#	%	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
		758	100%	6.839		758	100%	68.391

APPLYING INDEX SCORE TO ACSS 2024 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

		Historical Scale and Average Result Presentation			
	Rating	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
				100%	62.8



APPLYING INDEX SCORE TO 2009 TO 2024 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
Average Rating				56.0

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 2024 Post-Weighting

Response	Sample		Population		Weight
	%	n	%	n	
Males 18 - 24	8	1%	4,323	5.29%	4.29
Males 25 - 34	70	9%	13,511	16.52%	0.89
Males 35 - 44	83	10%	8,014	9.80%	-0.06
Males 45 - 54	79	10%	5,180	6.33%	-0.36
Males 55 - 64	63	8%	4,292	5.25%	-0.33
Males 65 - 74	35	4%	2,863	3.50%	-0.20
Males 75+	15	2%	1,905	2.33%	0.24
Females 18 - 24	25	3%	5,241	6.41%	1.05
Females 25 - 34	135	17%	14,104	17.25%	0.02
Females 35 - 44	72	9%	7,310	8.94%	-0.01
Females 45 - 54	111	14%	5,081	6.21%	-0.55
Females 55 - 64	56	7%	4,195	5.13%	-0.27
Females 65 - 74	24	3%	3,257	3.98%	0.33
Females 75+	16	2%	2,493	3.05%	0.52
Refused	8	1%	0	0.00%	-1.00
Total	800	100%	81,769	100.00%	

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

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 2024 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, 'derived importance' 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.
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 Appendix B .

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%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

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%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

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%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

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%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

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
	2024	17%	35%	48%	59.3
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 ▼
	2024	31% ▼	29%	40% ▲	51.7 ▲
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 ▼
	2024	35%	32%	33%	47.7
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
	2024	32%	30%	38%	48.9
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
	2024	39%	33%	28%	44.0
General Town Planning policy	2022	36%	34%	31%	45.2
	2023	35%	34%	31%	46.6
	2024	36%	31%	33%	47.1
Planning and building permits	2022	47%	28%	25%	39.4
	2023	46%	29%	26%	41.1
	2024	44%	28%	29%	42.0

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 2023 VS. 2024

Table E.6: Satisfaction with Aspects of Governance, Leadership, Environment and Planning – Change is Percentage of ‘Very Good’/‘Good’ 2023 vs. 2024

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average	Change in % by rank order
Community consultation and engagement	2023	37%	32%	31%	45.0	
	2024	31% ▼	29%	40% ▲	51.7 ▲	9%
Making decisions in the best interests of the community	2023	35%	32%	33%	46.2	
	2024	32%	30%	38%	48.9	5%
Meeting its responsibilities towards the environment	2023	22%	34%	44%	56.7	
	2024	17%	35%	48%	59.3	4%
Planning and building permits	2023	46%	29%	26%	41.1	
	2024	44%	28%	29%	42.0	3%
Offering value for rates	2023	41%	33%	25%	41.5	
	2024	39%	33%	28%	44.0	3%
General Town Planning policy	2023	35%	34%	31%	46.6	
	2024	36%	31%	33%	47.1	2%
Representation, lobbying and advocacy on behalf of the community on key issues	2023	38%	30%	32%	45.7	
	2024	35%	32%	33%	47.7	1%

Table E.7: Satisfaction with Aspects of Governance, Leadership, Environment and Planning – Change in Average 2023 vs. 2024

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average	Change in Average by rank order
Community consultation and engagement	2023	37%	32%	31%	45.0	
	2024	31% ▼	29%	40% ▲	51.7 ▲	6.7
Making decisions in the best interests of the community	2023	35%	32%	33%	46.2	
	2024	32%	30%	38%	48.9	2.7
Meeting its responsibilities towards the environment	2023	22%	34%	44%	56.7	
	2024	17%	35%	48%	59.3	2.5
Offering value for rates	2023	41%	33%	25%	41.5	
	2024	39%	33%	28%	44.0	2.5
Representation, lobbying and advocacy on behalf of the community on key issues	2023	38%	30%	32%	45.7	
	2024	35%	32%	33%	47.7	1.9
Planning and building permits	2023	46%	29%	26%	41.1	
	2024	44%	28%	29%	42.0	0.9
General Town Planning policy	2023	35%	34%	31%	46.6	
	2024	36%	31%	33%	47.1	0.5

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	Year	Very Poor/Poor	Average	Very Good/Good	Average
Maintenance and repair of sealed local roads (this excludes highways and main roads)	2018	9%	38%	53%	72.2
	2019	5%	33%	62%	76.5
	2020	6%	34%	59%	74.7
	2021	8%	37%	55%	73.3
	2022	14%	28%	57%	63.2
	2023	20%	31%	48% ▼	58.6 ▼
	2024	20%	30%	50%	58.7
Maintenance and repair of storm water drains	2018	7%	36%	57%	74.8
	2019	7%	30%	63%	75.8
	2020	6%	31%	64%	76.5
	2021	8%	42%	50%	72.1
	2022	16%	28%	56%	62.6
	2023	17%	31%	52%	62.0
	2024	17%	31%	52%	61.3
Maintenance and repair of footpaths	2018	10%	44%	46%	70.6
	2019	6%	34%	60%	76.0
	2020	7%	37%	56%	73.4
	2021	9%	36%	55%	72.1
	2022	19%	28%	53%	59.4
	2023	22%	33%	46% ▼	57.8
	2024	21%	32%	47%	57.9
Maintenance and cleaning of public areas (including litter collection)	2018	8%	41%	51%	71.9
	2019	3%	32%	65%	78.1
	2020	5%	34%	61%	75.9
	2021	7%	40%	53%	73.0
	2022	18%	27%	55%	61.1
	2023	24%	25%	51%	58.4
	2024	21%	27%	52%	60.0
Maintenance and cleaning of strip shopping areas	2018	4%	44%	51%	74.0
	2019	2%	33%	65%	78.4
	2020	3%	35%	62%	77.3
	2021	6%	42%	52%	73.7
	2022	15%	28%	57%	62.3
	2023	16%	29%	54%	61.8
	2024	16%	29%	55%	62.3
Regular garbage collection service	2018	2%	12%	86%	87.9
	2019	2%	12%	86%	87.4
	2020	2%	16%	82%	85.2
	2021	8%	26%	66%	76.7
	2022	9%	14%	77%	75.3
	2023	16%	16%	68% ▼	69.4 ▼
	2024	10% ▼	15%	75% ▲	74.3 ▲

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average
Regular recycling service	2018	3%	17%	80%	85.5
	2019	3%	14%	84%	85.4
	2020	3%	18%	79%	83.9
	2021	16%	33%	51%	69.7
	2022	17%	23%	60%	65.1
	2023	21%	19%	60%	64.8
	2024	14% ▼	17%	69% ▲	70.2 ▲
Provision of parks, gardens and reserves	2018	3%	19%	78%	82.8
	2019	1%	22%	77%	83.1
	2020	1%	18%	80%	82.7
	2021	3%	28%	70%	79.1
	2022	9%	18%	73%	73.0
	2023	8%	23%	69%	72.9
	2024	7%	15% ▼	78% ▲	76.2 ▲
Maintenance of parks, gardens and reserves	2018	2%	22%	75%	82.2
	2019	1%	22%	78%	83.6
	2020	1%	19%	80%	82.7
	2021	4%	25%	71%	78.6
	2022	9%	21%	71%	72.4
	2023	11%	21%	68%	71.1
	2024	8%	18%	74% ▲	74.2 ▲
Parking management	2018	16%	41%	43%	66.0
	2019	10%	38%	52%	71.7
	2020	12%	34%	54%	70.6
	2021	16%	40%	44%	66.2
	2022	32%	29%	39%	49.9
	2023	35%	28%	37%	48.7
	2024	33%	33%	34%	48.8
Traffic management	2022	25%	32%	43%	54.4
	2023	26%	33%	41%	54.0
	2024	26%	33%	41%	54.3

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 2023 VS. 2024

Table E.9: Satisfaction with Universal Council Services and Facilities – Change is Percentage of ‘Very Good’/‘Good’ 2023 vs. 2024

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average	Change in % by rank order
Provision of parks, gardens and reserves	2023	8%	23%	69%	72.9	
	2024	7%	15% ▼	78% ▲	76.2 ▲	9%
Regular recycling service	2023	21%	19%	60%	64.8	
	2024	14% ▼	17%	69% ▲	70.2 ▲	9%
Regular garbage collection service	2023	16%	16%	68%	69.4	
	2024	10% ▼	15%	75% ▲	74.3 ▲	7%
Maintenance of parks, gardens and reserves	2023	11%	21%	68%	71.1	
	2024	8%	18%	74% ▲	74.2 ▲	6%
Maintenance and repair of sealed local roads (this excludes highways and main roads)	2023	20%	31%	48%	58.6	
	2024	20%	30%	50%	58.7	2%
Maintenance and repair of footpaths	2023	22%	33%	46%	57.8	
	2024	21%	32%	47%	57.9	1%
Maintenance and cleaning of public areas (including litter collection)	2023	24%	25%	51%	58.4	
	2024	21%	27%	52%	60.0	1%
Maintenance and cleaning of strip shopping areas	2023	16%	29%	54%	61.8	
	2024	16%	29%	55%	62.3	1%
Traffic management	2023	26%	33%	41%	54.0	
	2024	26%	33%	41%	54.3	0%
Maintenance and repair of storm water drains	2023	17%	31%	52%	62.0	
	2024	17%	31%	52%	61.3	0%
Parking management	2023	35%	28%	37%	48.7	
	2024	33%	33%	34%	48.8	-3%

Table E.10: Satisfaction with Universal Council Services and Facilities – Change in Average 2023 vs. 2024

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average	Change in Average by rank order
Regular recycling service	2023	21%	19%	60%	64.8	
	2024	14% ▼	17%	69% ▲	70.2 ▲	5.4
Regular garbage collection service	2023	16%	16%	68%	69.4	
	2024	10% ▼	15%	75% ▲	74.3 ▲	4.9
Provision of parks, gardens and reserves	2023	8%	23%	69%	72.9	
	2024	7%	15% ▼	78% ▲	76.2 ▲	3.3
Maintenance of parks, gardens and reserves	2023	11%	21%	68%	71.1	
	2024	8%	18%	74% ▲	74.2 ▲	3.0
Maintenance and cleaning of public areas (including litter collection)	2023	24%	25%	51%	58.4	
	2024	21%	27%	52%	60.0	1.7
Maintenance and cleaning of strip shopping areas	2023	16%	29%	54%	61.8	
	2024	16%	29%	55%	62.3	0.5
Traffic management	2023	26%	33%	41%	54.0	
	2024	26%	33%	41%	54.3	0.3
Maintenance and repair of sealed local roads (this excludes highways and main roads)	2023	20%	31%	48%	58.6	
	2024	20%	30%	50%	58.7	0.1
Maintenance and repair of footpaths	2023	22%	33%	46%	57.8	
	2024	21%	32%	47%	57.9	0.1

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average	Change in Average by rank order
Parking management	2023	35%	28%	37%	48.7	
	2024	33% ▼	33%	34% ▲	48.8 ▲	0.1
Maintenance and repair of storm water drains	2023	17%	31%	52%	62.0	
	2024	17%	31%	52%	61.3	-0.8

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 ▼
	2024	27%	19%	54%	59.5
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
	2024	16%	19% ▼	65% ▲	67.6
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
	2024	4%	11%	85%	81.4
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
	2024	28%	36%	35%	52.0

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average
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
	2024	7%	16% ▼	76%	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	4%	19%	78%	76.7
	2023	5%	24%	71%	72.7
	2024	6%	24%	70%	72.4
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 ▲
	2024	14%	25%	60%	64.7
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
	2024	12%	24%	64%	67.2
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
	2024	10%	24%	66%	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 2023 VS. 2024

Table E.9: Satisfaction with Other Major Services and Facilities – Change is Percentage of ‘Very Good’/‘Good’ 2023 vs. 2024

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average	Change in % by rank order
Hard rubbish services	2023	17%	25%	57%	64.6	
	2024	16%	19% ▼	65% ▲	67.6	7%
Green waste services	2023	28%	24%	49%	56.9	
	2024	27%	19%	54%	59.5	6%
Yarra's swimming pool at Richmond, Fitzroy or Collingwood	2023	5%	22%	72%	74.6	
	2024	7%	16% ▼	76%	74.6	4%
Off-road bike paths (including shared paths)	2023	12%	28%	60%	65.9	
	2024	12%	24%	64%	67.2	4%
Arts and cultural activities	2023	10%	27%	63%	69.0	
	2024	10%	24%	66%	69.0	3%
Local library services	2023	3%	15%	82%	80.6	
	2024	4%	11%	85%	81.4	3%
On-road bike paths	2023	16%	23%	61%	65.4	
	2024	14%	25%	60%	64.7	0%
Yarra's leisure centres at Richmond, Fitzroy or Collingwood (eg. Gym, etc)	2023	5%	24%	71%	72.7	
	2024	6%	24%	70%	72.4	-1%
Public toilets	2023	28%	35%	37%	52.6	
	2024	28%	36%	35%	52.0	-2%

Table E.10: Satisfaction with Other Major Services and Facilities – Change in Average 2023 vs. 2024

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average	Change in Average by rank order
Hard rubbish services	2023	17%	25%	57%	64.6	
	2024	16%	19% ▼	65% ▲	67.6	3.0
Green waste services	2023	28%	24%	49%	56.9	
	2024	27%	19%	54%	59.5	2.7
Off-road bike paths (including shared paths)	2023	12%	28%	60%	65.9	
	2024	12%	24%	64%	67.2	1.3
Local library services	2023	3%	15%	82%	80.6	
	2024	4%	11%	85%	81.4	0.8
Arts and cultural activities	2023	10%	27%	63%	69.0	
	2024	10%	24%	66%	69.0	0.1
Yarra's swimming pool at Richmond, Fitzroy or Collingwood	2023	5%	22%	72%	74.6	
	2024	7%	16% ▼	76%	74.6	0.0
Yarra's leisure centres at Richmond, Fitzroy or Collingwood (eg. Gym, etc)	2023	5%	24%	71%	72.7	
	2024	6%	24%	70%	72.4	-0.4
Public toilets	2023	28%	35%	37%	52.6	
	2024	28%	36%	35%	52.0	-0.5
On-road bike paths	2023	16%	23%	61%	65.4	
	2024	14%	25%	60%	64.7	-0.7

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	2024
None/nothing	N/A	N/A	N/A	N/A	N/A	13%	15%	14%
Building, planning, housing and development	23%	24%	12%	12%	10%	20%	11%	12%
Car Parking	19%	17%	20%	18%	9%	10%	8%	7%
Traffic management	13%	18%	17%	9%	6%	8%	5%	7%
Prefer to not answer / Not stated	N/A	N/A	N/A	N/A	N/A	5%	6%	5%
Roads, street cleaning, maintenance and repairs	5%	7%	3%	4%	3%	6%	4%	5%
Safety, policing and crime	8%	7%	10%	7%	4%	6%	2%	5%
Rubbish and waste issues (incl garbage)	3%	4%	2%	7%	6%	8%	7%	4%
Environment, sustainability, climate change	8%	6%	3%	4%	5%	9%	5%	4%
Financial issues and priorities for Council	0%	1%	1%	1%	1%	2%	2%	4%
Community consultation, engagement, information	2%	2%	2%	2%	3%	4%	5%	3%
Drug related issues	13%	14%	10%	8%	7%	5%	5%	3%
Cycling, walking tracks and bicycle issues	8%	7%	5%	3%	6%	5%	3%	3%
Quality and provision of community services	3%	3%	1%	1%	1%	3%	3%	3%
Housing affordability/rental crisis	#N/A	#N/A	#N/A	#N/A	#N/A	0%	2%	3%
Issues with public housing	2%	1%	1%	1%	1%	2%	0%	3%
Recycling collection	1%	4%	2%	6%	13%	4%	4%	2%
Council governance and performance	1%	3%	40%	0%	2%	3%	4%	2%
Council rates	2%	3%	2%	1%	3%	5%	4%	2%
Parks, gardens and open space	10%	9%	6%	5%	7%	6%	4%	2%
Maintenance and cleaning of public areas	6%	6%	5%	2%	2%	8%	3%	2%
Green waste collection	2%	3%	2%	3%	2%	1%	2%	2%
Homelessness and beggars	2%	3%	2%	1%	1%	2%	2%	2%
Address the needs of all/inclusion/diversity	N/A	N/A	N/A	N/A	N/A	2%	1%	2%
All other issues	15%	15%	13%	11%	6%	1%	2%	1%
Footpath maintenance and repairs	3%	2%	4%	3%	1%	1%	2%	1%
Provision and maintenance of infrastructure	#N/A	#N/A	#N/A	#N/A	#N/A	1%	1%	1%
Graffiti / vandalism	3%	4%	2%	2%	1%	2%	1%	1%
Support for local businesses	0%	0%	0%	0%	2%	2%	1%	1%
Provision and maintenance of sports, recreational facilities	#N/A	#N/A	#N/A	#N/A	#N/A	0%	1%	1%
Public transport	2%	3%	2%	1%	1%	1%	0%	1%
Enforcement / update of local laws	#N/A	#N/A	#N/A	#N/A	#N/A	0%	0%	1%
Cost of living	#N/A	#N/A	#N/A	#N/A	#N/A	1%	0%	1%
Livability/quality of life	#N/A	#N/A	#N/A	#N/A	#N/A	0%	0%	1%
Health and medical issues/services	2%	1%	0%	0%	1%	1%	1%	0%
Council customer service responsiveness	#N/A	#N/A	#N/A	#N/A	#N/A	0%	1%	0%
Provision and maintenance of street trees	5%	4%	4%	4%	2%	2%	1%	0%
Shops, restaurants, bars, and entertainment	2%	1%	1%	1%	2%	1%	0%	0%
Community activities'	#N/A	#N/A	#N/A	#N/A	#N/A	2%	0%	0%
COVID - 19 related issues	N/A	N/A	N/A	N/A	1%	1%	0%	0%

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	2024
None/nothing	N/A	N/A	N/A	N/A	N/A	46%	49%	47%
Parks, gardens, open space	14%	15%	12%	6%	8%	8%	11%	13%
Prefer to not answer / Not stated	N/A	N/A	N/A	N/A	N/A	8%	12%	9%
Bike, walking tracks and facilities	4%	4%	3%	3%	7%	8%	8%	9%
Community activities and events	1%	1%	1%	0%	0%	3%	3%	4%
Cleanliness of areas including streets	4%	4%	3%	2%	2%	2%	2%	4%
Road maintenance and repairs	7%	8%	6%	5%	4%	5%	5%	3%
Recycling	0%	0%	1%	1%	2%	5%	2%	3%
Street trees maintenance and provision	6%	5%	3%	4%	2%	2%	2%	3%
Garbage collection	1%	1%	1%	2%	1%	3%	2%	3%
Traffic management	3%	1%	3%	2%	2%	2%	1%	3%
Sports, recreation and leisure facilities	1%	1%	1%	1%	1%	2%	2%	2%
Glass recycle	N/A	N/A	N/A	N/A	1%	4%	2%	2%
Libraries	4%	5%	3%	1%	2%	1%	2%	2%
Building, housing, planning and development	1%	1%	2%	1%	0%	1%	2%	2%
Consultation, communication and prov. of information	1%	1%	1%	0%	0%	1%	2%	2%
Environment, climate and conservation	1%	1%	0%	0%	0%	2%	1%	2%
Provision and maintenance of general infrastructure	1%	1%	1%	1%	1%	1%	1%	2%
Footpath maintenance and repairs	2%	4%	2%	2%	1%	1%	2%	1%
All other issues	7%	5%	4%	1%	1%	2%	1%	1%
Shopping areas	0%	0%	0%	0%	0%	0%	1%	1%
Public toilets	1%	1%	1%	2%	0%	1%	1%	1%
Outdoor dining	N/A	N/A	N/A	N/A	0%	2%	1%	1%
Drains maintenance and repairs	1%	2%	1%	1%	0%	0%	1%	1%
Green waste collection	1%	1%	0%	1%	0%	1%	1%	1%
Local business	N/A	N/A	N/A	N/A	0%	2%	1%	1%
Community atmosphere / living environment	0%	0%	0%	1%	0%	0%	0%	1%
Safety, crime and policing	2%	1%	1%	1%	0%	1%	0%	1%
Council management	1%	0%	0%	0%	0%	0%	0%	1%
Composting	0%	0%	0%	0%	0%	0%	0%	1%
Public transport	1%	1%	1%	2%	0%	0%	1%	0%
Parking	1%	2%	2%	1%	0%	1%	1%	0%
Beautification / livability	1%	1%	0%	0%	1%	3%	1%	0%
Drug related issues	0%	0%	0%	0%	0%	0%	1%	0%
COVID-19 pandemic management	N/A	N/A	N/A	N/A	0%	3%	1%	0%
Education and schools	0%	0%	1%	0%	0%	0%	1%	0%
Graffiti / vandalism	1%	1%	1%	0%	0%	1%	0%	0%
Don't know/unsure	N/A	N/A	N/A	N/A	N/A	3%	0%	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	2024
None/nothing	N/A	N/A	N/A	N/A	N/A	17%	16%	15%
Parking	12%	10%	11%	8%	4%	9%	12%	13%
Bike tracks, facilities and infrastructure	8%	9%	6%	3%	6%	7%	12%	11%
Parks, gardens and open space	8%	7%	5%	4%	6%	10%	8%	10%
Safety, crime and policing	5%	5%	6%	3%	1%	4%	7%	9%
Traffic Management	8%	8%	9%	4%	2%	4%	8%	9%
Cleanliness of areas including streets	4%	6%	3%	2%	2%	4%	7%	8%
Roads maintenance and repairs	3%	5%	4%	1%	2%	4%	7%	7%
Building, housing, planning and development	8%	12%	5%	4%	4%	8%	6%	7%
Footpath maintenance and repairs	2%	3%	3%	1%	1%	5%	5%	7%
Green waste collection	1%	1%	2%	4%	1%	4%	5%	7%
Council management, performance, focus	0%	1%	0%	0%	1%	4%	5%	7%
Garbage collection	8%	7%	5%	4%	6%	9%	11%	6%
Consultation, communication and provision of information	2%	1%	1%	2%	2%	6%	8%	6%
Recycling	1%	2%	1%	1%	4%	6%	6%	6%
Prefer to not answer / Not stated	N/A	N/A	N/A	N/A	N/A	6%	8%	4%
Street trees maintenance and provision	5%	6%	2%	5%	2%	5%	4%	4%
Rates/taxes	1%	2%	2%	1%	1%	4%	4%	4%
Community activities and events	1%	1%	1%	0%	1%	3%	2%	4%
Services for specific groups (ie. disabled, elderly, family, kids)	0%	0%	1%	1%	1%	1%	2%	4%
Public transport	1%	2%	2%	0%	1%	1%	3%	3%
Drug related issues	4%	7%	3%	3%	2%	4%	3%	3%
Building permit concerns, cost, timeliness	N/A	N/A	N/A	N/A	N/A	1%	3%	3%
Graffiti/vandalism	3%	3%	2%	1%	0%	1%	3%	3%
Dog parks, rules, cleaning	N/A	N/A	N/A	N/A	N/A	2%	3%	3%
Sports and recreation facilities	2%	1%	0%	1%	1%	2%	2%	3%
Local business	N/A	N/A	N/A	N/A	1%	3%	2%	3%
Composting	N/A	N/A	N/A	N/A	1%	2%	2%	3%
Affordable housing / accessibility	#N/A	#N/A	#N/A	#N/A	#N/A	0%	0%	3%
Dog parks, rules, cleaning	N/A	N/A	N/A	N/A	N/A	2%	3%	3%
Environment, conservation and climate change	2%	1%	1%	1%	2%	3%	2%	2%
Public housing/social housing	N/A	N/A	N/A	N/A	N/A	1%	3%	2%
Homeless / beggar issues	1%	0%	1%	0%	1%	1%	1%	2%
Shopping areas	2%	0%	1%	1%	1%	1%	1%	2%
Improvements to Victoria Street	0%	0%	0%	0%	1%	1%	1%	2%
Public toilets	1%	1%	1%	1%	1%	1%	1%	2%
All other issues	9%	11%	10%	4%	2%	2%	2%	1%
Provision and maintenance of general infrastructure	#N/A	#N/A	#N/A	#N/A	#N/A	0%	2%	1%
Drains maintenance	1%	1%	1%	1%	1%	1%	1%	1%
Quality and provision of facilities	0%	0%	1%	0%	0%	2%	1%	1%
Improvements to Bridge Road	N/A	N/A	N/A	N/A	N/A	2%	1%	1%
Electric car chargers	#N/A	#N/A	#N/A	#N/A	#N/A	0%	1%	1%
Arts and culture	0%	0%	0%	0%	1%	2%	1%	1%
Library hours, sustainability, staff	N/A	N/A	N/A	N/A	N/A	1%	1%	1%
Hard rubbish collection	N/A	N/A	N/A	N/A	N/A	1%	0%	1%
Social justice	N/A	N/A	N/A	N/A	0%	0%	1%	1%
Glass recycling	#N/A	#N/A	#N/A	#N/A	#N/A	0%	0%	1%

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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