
2025 ANNUAL CUSTOMER SATISFACTION SURVEY

FINAL REPORT

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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 16th ACSS, was administered using a hybrid approach of telephone and online survey methodologies from January to February, 2025. A total of n=815 Yarra City residents participated in the survey yielding a margin of error of ± 3.42 .

This report summarises the survey results received from the community and compares the 2025 results against last year's (2024) results and historical findings from 2022 onwards.

HOW TO READ THIS REPORT

Likert Scale Use

Residents' perceptions of various services and facilities provided by the Council were measured on a Likert 5-point scale of 'very good' to 'very poor', aligning it to the Local Government Victoria annual community satisfaction survey. 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 2024 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 2024 results is significantly higher or lower.

At times, when comparing the 2025 findings with 2024, 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 2024 to 35% in 2025 is said to be an increase of 5 percentage points.

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 2025 average results, compared to the 2024 average results, have been identified and are included in this report. The purpose of the average score is to compare the 2025 results to the Local Government Victoria annual community satisfaction survey for 2025 when they become available.

KEY FINDINGS

Satisfaction with Council's Overall Performance

2025 Findings

In 2025, 39% of respondents were satisfied (a rating of 'very good' or 'good') with the [overall performance of Yarra City Council](#), 37% of respondents provided a rating of 'average' and 24% of respondents rated the overall performance of the Council across all areas of responsibility is 'poor' or 'very poor'.

Comparison to 2024

Satisfaction with the overall performance of Yarra City Council remained relatively unchanged from (rating of 'very good' or 'good') 40% in 2024 to 39% in 2025. This indicates that attitudes in the community remain comparable to 2024.

The proportion of respondents providing an 'average' rating remained relatively unchanged from 35% in 2024 to 37% in 2025. Respondents indicating the overall performance of the Council across all areas of responsibility is 'poor' or 'very poor' also remains comparable to 2024 (24% in 2025 compared to 25% in 2024).

Key Differences by Segment

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

- Residents of Fitzroy North are **most** 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 between 18 and 34 years of age and those living in a rental housing type.
- Significantly **less** satisfied are respondents 35 to 44 years of age, 55 to 64 years of age, long-term residents having lived in Yarra for ten (10) years or more and those who have a mortgage on their home.

Direction of Council's Overall Performance

2025 Findings

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

- 'Improved': 20%
- 'Stayed the same': 62%
- 'Deteriorated': 18%

Comparison to 2024

The percentage of respondents indicating Council's overall performance has 'improved' remains relatively unchanged from 15% in 2024 to 18% in 2024.

Importantly, the proportion of respondents indicating that direction of Council's overall performance has 'deteriorated', shifted marginally from 24% noted in 2024 to 20% in 2025, a decrease of 4 percentage points. Whilst not significant, the proportion of respondents indicating that direction of Council's overall performance has 'deteriorated' may be on a improving over time; showing a trend of declining from 29% in 2023 to 24% in 2024 to 20% in 2025.

Satisfaction with Aspects of Governance, Leadership, Environment & Planning

2025 Findings

Of the seven (7) aspects measured on Council [governance, leadership, environment and planning](#), the highest satisfaction is noted for *meeting its responsibilities towards the environment* (rating of 'very good' or 'good' by 49% of respondents). The lowest satisfaction is with *planning and building permits* (rating of 'very good' or 'good' by

27% of respondents) followed very closely by *offering value for rates* (rating of 'very good' or 'good' by 29% of respondents).

Comparison to 2024

Compared to 2024, ratings of 'very good' or 'good' remained relatively unchanged for the majority (six of the seven) of the aspects related to governance, leadership, environment and planning. These are:

- Meeting responsibilities towards the environment: from 48% in 2024 to 49% in 2025.
- Offering value for rates: from 28% in 2024 to 29% in 2025.
- Representation, lobbying and advocacy on behalf of the community on key issues: from 33% in 2024 to 32% in 2025.
- Planning and building permits: from 29% in 2024 to 27% in 2025.
- General Town Planning policy: from 33% in 2024 to 31% in 2025.
- Making decisions in the best interest of the community: from 38% in 2024 to 36% in 2025.

Compared to 2024, ratings of 'very good' or 'good' declined marginally for:

- Community consultation and engagement: from 40% in 2024 to 36% in 2024, a decrease of 4 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. Additionally, overall satisfaction (a rating of 'very good' or 'good') with Council is significantly lower amongst respondents who identified *community consultation and engagement* as a key issue as well as those who would like to see improvements to this aspect.

Satisfaction with Universal Council Services & Facilities

2025 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%. These are:

- Regular garbage collection service: 76%
- Provision of parks, gardens and reserves: 72%
- Regular recycling service: 70%
- Maintenance of parks, gardens and reserves: 69%

Overall, the highest satisfaction (a rating of 'very good' or 'good') across all universal service and facility aspects is recorded for *regular garbage collection service* (76%). The lowest satisfaction is with *parking management* with 33% percent of respondents identifying the aspect as 'very good' or 'good'.

Comparison to 2024

Compared to 2024, ratings of 'very good' or 'good' either remained the same or remained relatively unchanged for the following nine (out of 11) aspects related to universal services and facilities:

- Traffic management: from 41% in 2024 to 43% in 2025.
- Maintenance and repair of storm water drains: from 52% in 2024 to 54% in 2025.
- Regular recycling service: from 69% in 2024 to 70% in 2025.
- Regular garbage collection service: from 75% in 2024 to 76% in 2025.
- Maintenance and cleaning of public areas (including litter collection): from 52% in 2024 to 53% in 2025.
- Maintenance and repair of footpaths: from 47% in 2024 to 48% in 2025.

- Parking management: from 34% in 2024 to 33% in 2025.
- Maintenance and repair of sealed local roads (this excludes highways and main roads): remained the same as 2024 at 50%.
- Maintenance and cleaning of strip shopping areas: from 55% in 2024 to 53% in 2025.

Compared to 2024, ratings of 'very good' or 'good' declined significantly for the following two (out of 11) aspects related to universal services and facilities:

Satisfaction with Other Major Services & Facilities

2025 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 four (out of 9) aspects are greater than the average of 64%. These are:

- Local library services: 84%
- Yarra's swimming pools at Richmond, Fitzroy or Collingwood: 76%
- Yarra's leisure centres at Richmond, Fitzroy or Collingwood (e.g. Gym, etc): 71%
- Arts and cultural activities: 66%

Overall, the highest satisfaction across all other major service and facility aspects is recorded for *local library services* (with 84% of respondents rating this aspect as 'very good' or 'good') and the lowest satisfaction is with *public toilets* (with 33% of respondents rating this aspect as 'very good' or 'good').

Comparison to 2024

Compared to 2024, ratings of 'very good' or 'good' increased significantly for one aspect (of the nine), which is *green waste services*. These increased significantly from 54% in 2024 to 63% in 2025, an increase of 9 percentage points.

Compared to 2024, ratings of 'very good' or 'good' remained relatively unchanged for the following eight (of the nine) aspects related to other major services and facilities:

- Yarra's leisure centres at Richmond, Fitzroy or Collingwood (e.g. Gym, etc): from 70% in 2024 to 71% in 2025.
- Arts and cultural activities: remained the same as 2024 at 66%.
- Yarra's swimming pools at Richmond, Fitzroy or Collingwood: remained the same as 2024 at 76%.
- Local library services: from 85% in 2024 to 84% in 2025.
- Public toilets: from 35% in 2024 to 33% in 2025.
- Hard rubbish services: from 65% in 2024 to 62% in 2025.
- Off-road bike paths (including shared paths): from 64% in 2024 to 61% in 2025.
- On-road bike paths: from 60% in 2024 to 57% in 2025.

Top Issues & Key Improvements

Top Issues for the City of Yarra

2025 Findings

In 2025, the top three (3) [issues for the City of Yarra](#) are:

1. Building, planning, housing and development: 13%
2. Safety, policing and crime: 7%
3. Car Parking: 7%

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

Those identifying *building, planning, housing and development* as a key issue are significantly less satisfied with Council's overall performance (a rating of 'very good' or 'good'). Additionally, respondents identifying *building, planning, housing and development* as a top issue for the region exhibit lower (not significant) sentiment towards direction of Council's overall performance.

Importantly, satisfaction for *planning and building permits* is the lowest across all governance, leadership, environment and planning aspects measured (rating of 'very good' or 'good': 27%) whilst satisfaction with *parking management* was the lowest across all universal service and facility aspects measured (rating of 'very good' or 'good': 33%).

Comparison to 2024

Building, planning, housing and development ranked in first place as an issue in 2022, 2023, 2024 and in 2025. A strong shift in ranking is noted for *safety, policing and crime* which ranked 2nd in 2025 compared to ranking 5th in 2024. *Car parking* ranked 3rd in the most commonly nominated issues in 2025, whereas this aspect ranked in 2nd place in 2024. However, the percentage nominating *car parking* as an issue remained the same as 2024 at 7%.

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

2025 Findings

More than 2 in 5 (45%) respondents identified [improvements delivered by the Council](#) over the last two (2) years, whilst 42% said they were unsure regarding improvements delivered by the Council. A further 14% did not provide any response to improvements delivered by the Council in the last two (2) years.

In 2025, the top three (3) improvements identified were:

1. Green waste collection: 10%
2. Parks, gardens, open space: 10%
3. Bike, walking tracks and facilities: 7%

Across all universal service and facility aspects measured, the second highest satisfaction (a rating of 'very good' or 'good') is recorded for *provision of parks, gardens and reserves* (72%). This aspect is identified as an improvement across nearly all precincts. Despite being listed amongst the top three (3) improvement delivered by the Council over the last two (2) years, it ranks 5th on the list of suggested areas for improvement over the next two (2) years.

Despite *bike, walking tracks and facilities* ranking 3rd in improvements delivered by the Council over the last two (2) years, it ranks 2nd on the list of suggested areas for improvement over the next two (2) years. *On-road bike paths* ranks 4th and *off-road bike paths* ranks 2nd (out of 9 other major services and facilities) in terms of importance to the community.

Comparison to 2024

Compared to 2024, respondents rating *green waste services* 'very good' or 'good' increased significantly from 54% in 2024 to 63% in 2025 and the increase of 9 percentage points for *green waste services* was the highest across all other major service and facility aspects measured.

Parks, gardens, open space ranked in 2nd place in 2025 but ranked in 1st place in 2024, 2023 and in 2022. Compared to 2024, satisfaction with the *provision of parks, gardens and reserves* decreased significantly from 78% in 2024 to 72% in 2025, a decrease of 6 percentage points. Across all universal service and facility aspects measured, this was the highest decrease in satisfaction when compared to 2024.

Bike, walking tracks and facilities ranked in 3rd place in 2025 but ranked in 2nd place in 2024, 2023 and in 2022.

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

2025 Findings

80% of respondents suggested approximately two (2) [improvements to be delivered by the Council](#) over the next two (2) years, whilst 20% 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: 10%
3. Traffic Management: 10%

As noted earlier:

- *Car parking* ranked 3rd 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. Additionally, satisfaction with *parking management* was the lowest across all universal service and facility aspects measured (rating of 'very good' or 'good': 33%).
- *Bike, walking tracks and facilities* ranked 3rd in the list of improvements made by the Council. *On-road bike paths* ranks 4th and *off-road bike paths* ranks 2nd (out of 9 other major services and facilities) in terms of importance to the community.

Traffic management ranks 3rd (out of 11 universal services and facilities) in terms of importance to the community. Across all universal service and facility aspects measured, the lowest satisfaction (a rating of 'very good' or 'good') is noted for *traffic management* (43%) after *parking management* (33%).

Comparison to 2024

The top two suggestions for improvements identified in 2025 remain consistent with 2024. *Car parking* ranked in 1st place in 2025 and in 2024 and *bike tracks, facilities and infrastructure* ranked in 2nd place in 2025 and in 2024. *Traffic management* shifted from 4th place in 2024 to 3rd place in 2025.

Satisfaction with Customer Service

Results for respondents having [contacted the Yarra City Council](#) remained the same as 2024 results (58%). Making contact with the Council has been steady over time (from 2022 to 2025). Respondents rating the Council 'very good' or 'good' with regard to *customer service received* remained largely unchanged from 62% in 2024 to 59% in 2025.

Perceptions of Public Safety in City of Yarra

2025 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, 7 in 10 (71%) said they felt 'very safe' or 'safe', 22% of respondents provided a rating of 'average' and 7% of respondents felt 'unsafe' or 'very unsafe' in public areas of the City of Yarra.

During the night, 39% said they felt 'very safe' or 'safe', 37% of respondents provided a rating of 'average' and 24% of respondents felt 'unsafe' or 'very unsafe' in public areas of the City of Yarra. Residents feel most unsafe in and around:

- Victoria Street: 37%
- Side streets/streets (non-specific): 15%
- All areas (non-specific): 15%

- Parks: 14%
- Richmond: 13%
- Fitzroy: 11%

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:

1. Drug and alcohol related mentions: 58%
2. Issues with people: 38%
3. Crime and policing issues: 27%
4. Perception of safety at night/lighting: 24%
5. General perception of safety/other: 23%

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 are significantly less satisfied with Council's overall performance (a rating of 'very good' or 'good') than all respondents.

Comparison to 2024

Perception of safety *during the day* in the City of Yarra declined significantly from 80% in 2024 to 71% in 2025, a decline of 9 percentage points. Percentage of residents who rated feeling 'very unsafe' or 'unsafe' *during the day* remained relatively unchanged from 5% in 2024 to 7% in 2025.

Perception of safety *during the night* in the City of Yarra declined significantly from 46% in 2024 to 39% in 2025, a decline of 7 percentage points. Respondents indicating they feel 'very unsafe' or 'unsafe' in Yarra *during the night* remained relatively unchanged from 21% in 2024 to 24% in 2025.

Key Differences by Segment

Perceptions of safety *during the day* are significantly lower (rating of 'very safe' or 'safe') amongst those from Abbotsford, 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 amongst those who speak multiple languages, those living in a flat, unit or apartment dwelling and those 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 2024, overall satisfaction with the Council and 'improvement' in Council's overall performance remained relatively unchanged.

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%:

- Regular garbage collection service: 76%
- Provision of parks, gardens and reserves: 72%
- Regular recycling service: 70%
- Maintenance of parks, gardens and reserves: 69%

The following four (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: 84%
- Yarra's swimming pool at Richmond, Fitzroy or Collingwood: 76%
- Yarra's leisure centres at Richmond, Fitzroy or Collingwood (e.g. Gym, etc): 71%
- Arts and cultural activities: 66%

Key concerns for residents are *building, planning, housing and development* along with *safety, policing and crime* and *car parking*. The top suggested improvements are to *parking, bike tracks, facilities and infrastructure* and *traffic management*. The key improvements delivered by the Council were to *green waste collection, parks/gardens*, and *bike, walking tracks and facilities*.

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 ± 3.42 at a 95% confidence level. This means that if the survey was replicated with a new sample of n=815 Yarra City residents, that 19 times out of 20 we would expect to see the same results, i.e. $\pm 3.42\%$. This means, for example, that an answer of 'yes' (50%) to a question could vary from 46.58% to 53.42%.
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 2025 and 2024 results. For example, a change in results from 31% in 2024 to 38% in 2025 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 16th 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 2025 survey results against last year's (2024) results and historical findings or trend results from 2022 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, 2023 and 2024 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, 2025, using a mix of telephone and online survey methodologies yielding a total sample size of n=815. Based on City of Yarra's most recent population counts of approximately N=91,543¹, a sample size of n=815 provides statistically valid results with a confidence interval of ± 3.42 at a 95% confidence level. This means that if the survey was replicated with a new sample of n=815 City of Yarra residents, that 19 times out of 20 we would expect to see the same results, i.e. $\pm 3.42\%$. This means, for example, that an answer of 'yes' (50%) to a question could vary from 46.58% to 53.42%.

¹ Source: ABS (2022). Population by Age and Sex, Regions of Australia, 2021. Australian Bureau of Statistics, Canberra

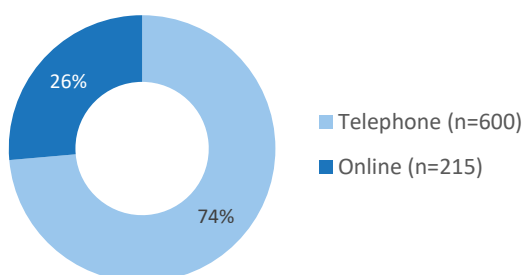
- The following sample sizes were achieved via each of the survey methodologies:
 - Telephone survey: n=600. Up to four (4) attempts were made to contact each randomly selected telephone number to give each multiple opportunities to participate in the research. Telephone numbers were sourced and were 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	601
Refused	1,785
No Answer	1,764
Call Back	651
Response Rate	25.2%

- Online survey: 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=88² 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

² 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 2025 ACSS. All aspects remain in line with the 2022, 2023 and 2024 ACSS.

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?"

2025 Findings

In 2025, 39% of respondents were satisfied (a rating of 'very good' or 'good') with the Council across all areas of responsibility, 37% of respondents provided a rating of 'average' and 24% of respondents indicated the overall performance of the Council across all areas of responsibility as 'poor' or 'very poor'.

Comparison to Previous Results

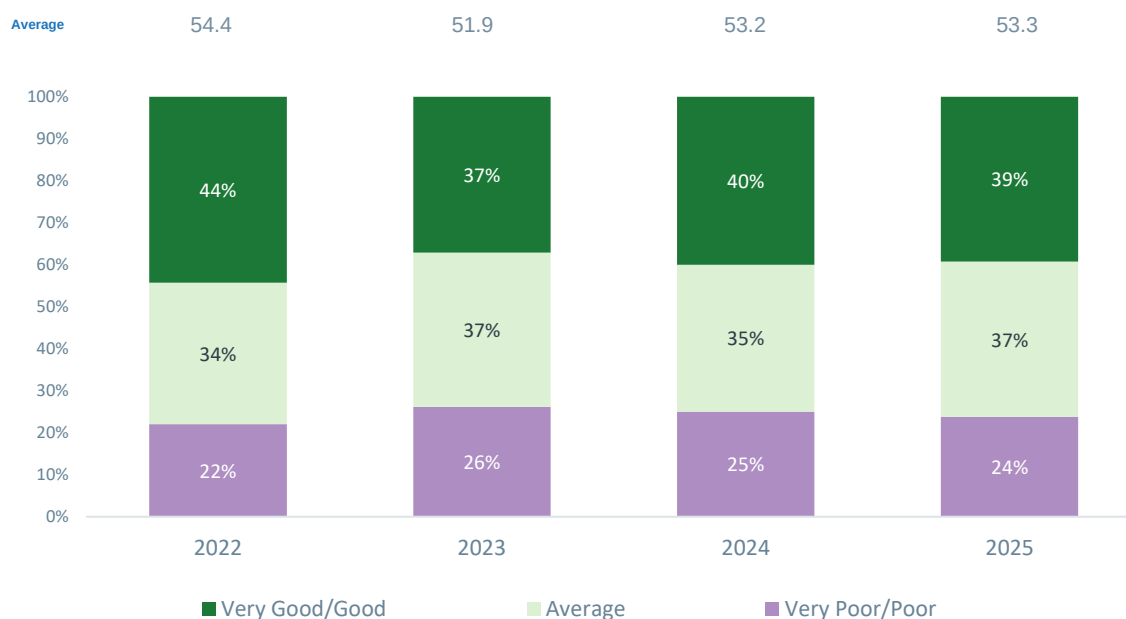
Satisfaction with the Council across all areas of responsibility (overall satisfaction) over the last 12 months remained relatively unchanged. The proportion of respondents satisfied (a rating of 'very good' or 'good') with the Council across all areas of responsibility remained relatively unchanged from 40% in 2024 to 39% in 2025. The proportion of respondents providing an 'average' rating remained relatively unchanged from 35% in 2024 to 37% in 2025. Respondents indicating the overall performance of the Council across all areas of responsibility is 'poor' or 'very poor' also remains comparable to 2024 (24% in 2025 compared to 25% in 2024).

Comparison to Local Government Victoria Community Satisfaction Survey (LGVCSS)

The 2025 ACSS average has been compared against the average overall satisfaction reported in the 2024 LGVCSS. The overall satisfaction reported in LGVCSS in 2024 is 54.0 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 54.0 index points in 2024.

The 2025 ACSS average index is at 53.3; approximately 0.7 index points lower than the LGVCSS 2024. This is an improvement compared to the 2024 ACSS results which were approximately 2.8 index points lower than the LGVCSS 2023. Yarra City Council results will be compared to the LGVCSS 2025 when they become available.

The figure below is inclusive of average index, or summary score, and a breakdown of results by the 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 2025 ACSS results to the LGVCSS 2025 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'

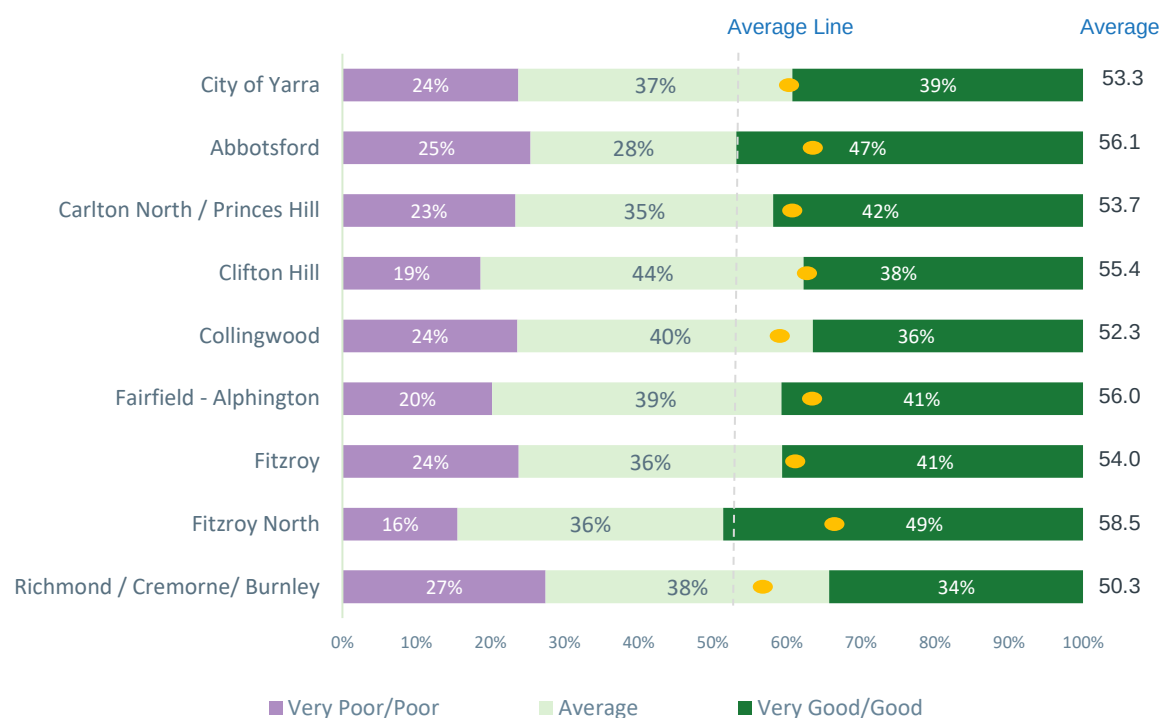
Source: AEC

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 most satisfied (rating of 'very good' or 'good') with the Council (49%). On the other hand, significantly lower satisfaction is reported amongst those in the precinct of Richmond / Cremorne/ Burnley (34%).

More than 2 in 5 (over 40%) respondents from the precincts of Abbotsford (47%), Carlton North/Princes Hill (42%), Fairfield – Alphington (41%), and Fitzroy (41%) are satisfied with the Council's overall performance.

Figure 2.2: Satisfaction with Council's Overall Performance – by Precinct 2025

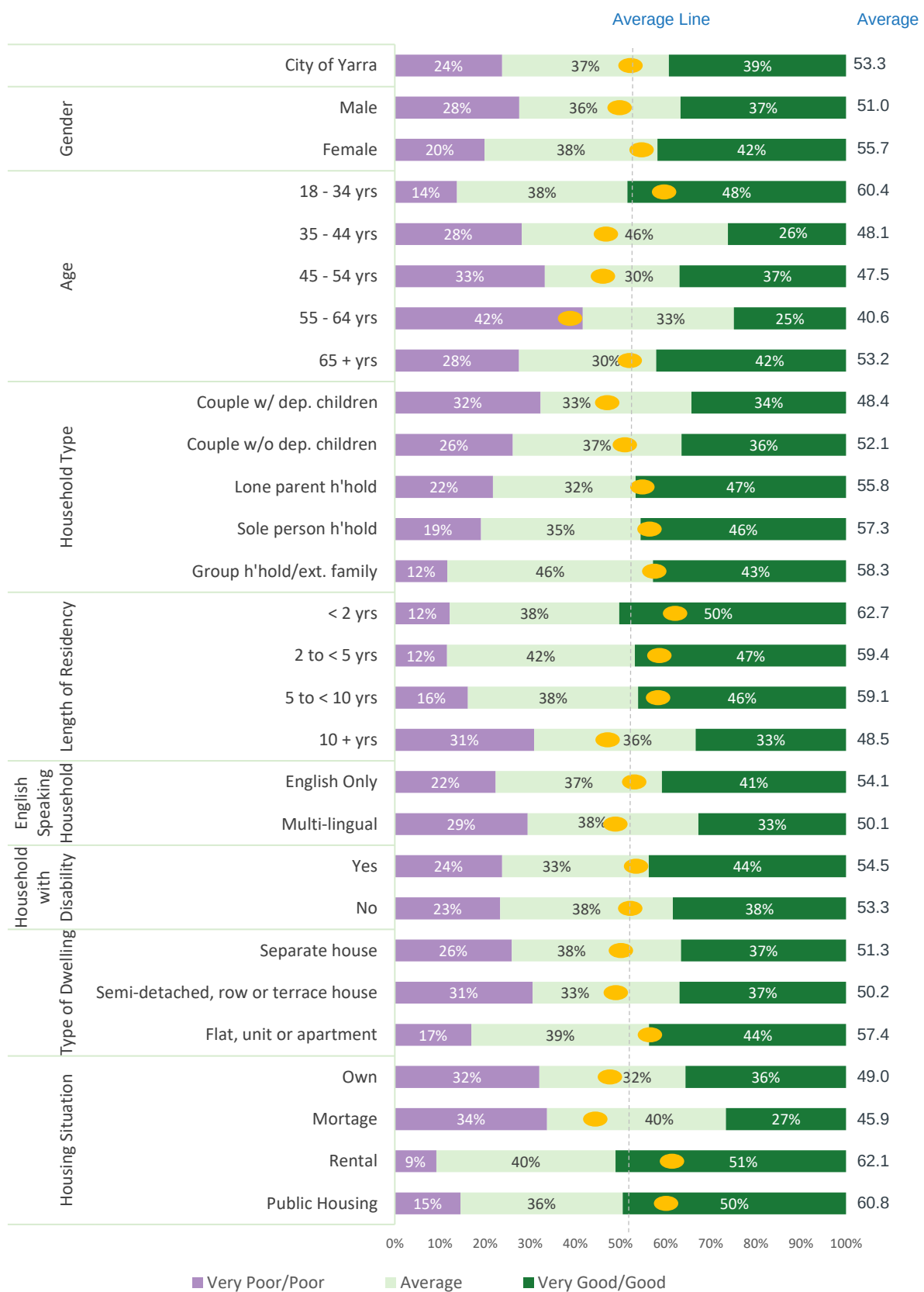
Single Response
 Base: All Respondents. Rebased after removing 'Don't Know'
 Source: AEC

2.1.2 Satisfaction with Council's Overall Performance by Respondent Profile

Overall satisfaction with the Council in 2025 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 and those living in a rental housing type.
- Significantly **less** satisfied are respondents 35 to 64 years of age, long-term residents having lived in Yarra for ten (10) years or more and those who have a mortgage on their home.

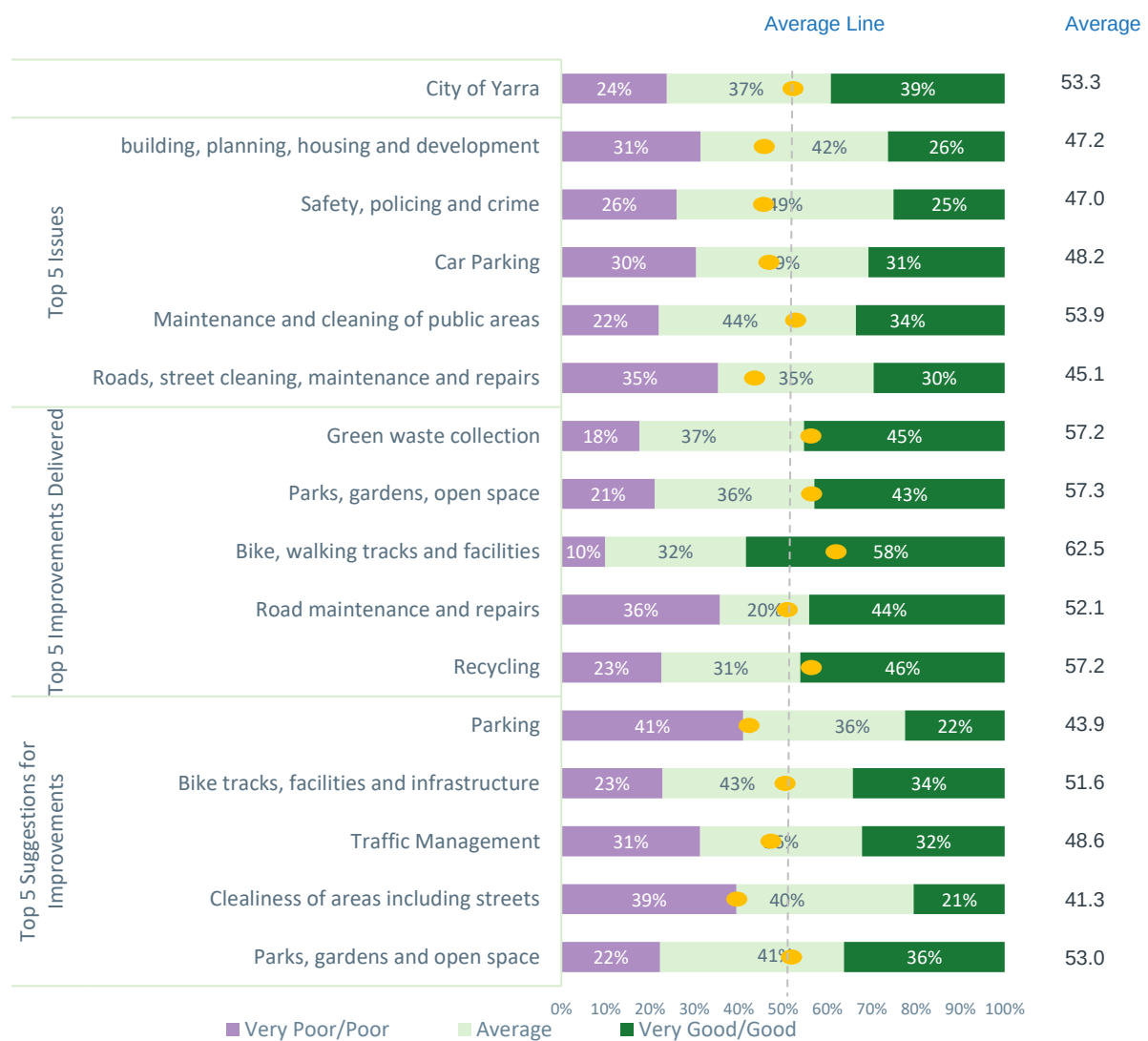
Figure 2.3: Satisfaction with Council's Overall Performance – by Respondent Profile 2025

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 2025 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** – n=662 respondents (or 79%) highlighted a total of 1,058 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 the Council is noted amongst respondents identifying *maintenance and cleaning of public areas* (34%) as a key issue for the city. Overall satisfaction with Council's overall performance (rating of 'very good' or 'good') is significantly lower amongst respondents identifying *building, planning, housing and development* (26%) and *safety, policing and crime* (25%).
- **Key Improvements Delivered** – n=365 (or 45%) of respondents highlighted a total of 607 improvements delivered by the Council in the last two (2) years. Significantly higher satisfaction with Council's overall performance is noted by respondents identifying *bike, walking tracks and facilities* (58%) as a 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* (43%).
- **Key Suggested Improvements** – n=645 respondents (or 80%) suggested a total of 1,367 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 (36%). Generally, respondents who would like to see improvements to *parking* (22%) and *cleanliness of areas including streets* (21%) are significantly less satisfied with the Council overall.

Figure 2.4: Satisfaction with Council's Overall Performance – by Issues and Improvements 2025

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?"

2025 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 (62%) said it has 'stayed the same'. Nearly in 5 (18%) respondents feel the Council's performance has 'improved' whilst 20% feel the direction of Council's overall performance has 'deteriorated' over the last 12 months.

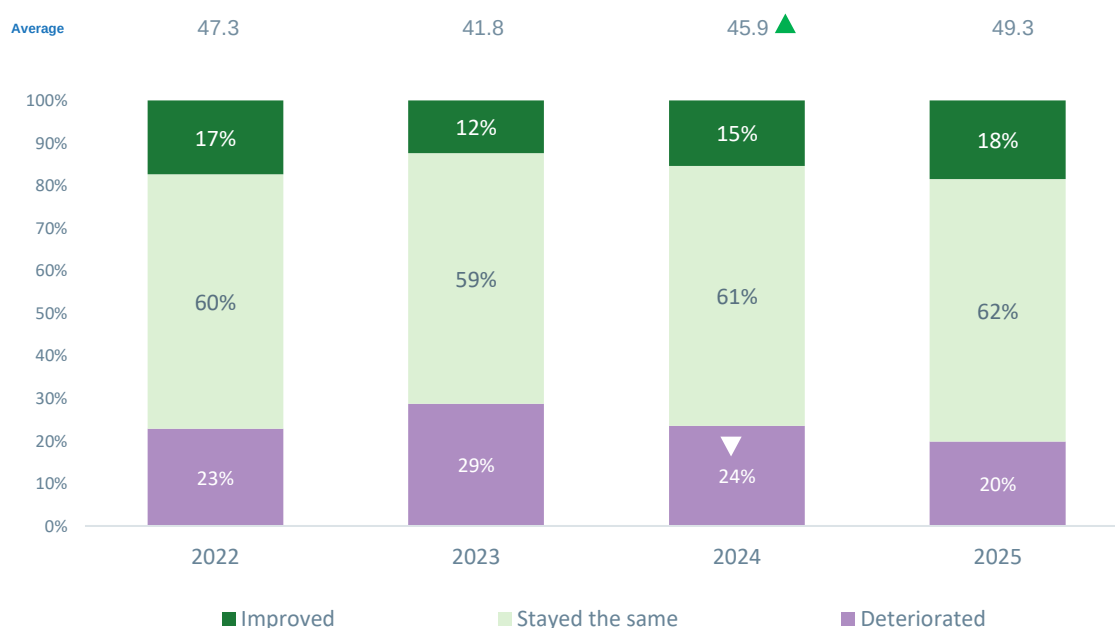
Comparison to Previous Results

Compared to 2024, the proportion of respondents indicating the Council's overall performance has 'improved' remains relatively unchanged from 15% in 2024 to 18% in 2025.

The proportion of respondents indicating that direction of the Council's overall performance is 'deteriorating' shifted marginally from 24% noted in 2024 to 20% in 2025, a decrease of 4 percentage points. Whilst not significant, proportion of respondents indicating that direction of the Council's overall performance has 'deteriorated' may be on a declining trend over time; declining from 29% in 2023 to 24% in 2024 to 20% in 2025.

Respondents indicating Council's overall performance has 'stayed the same' remained unchanged from 61% in 2024 to 62% in 2025.

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



Single Response

Base: All Respondents.

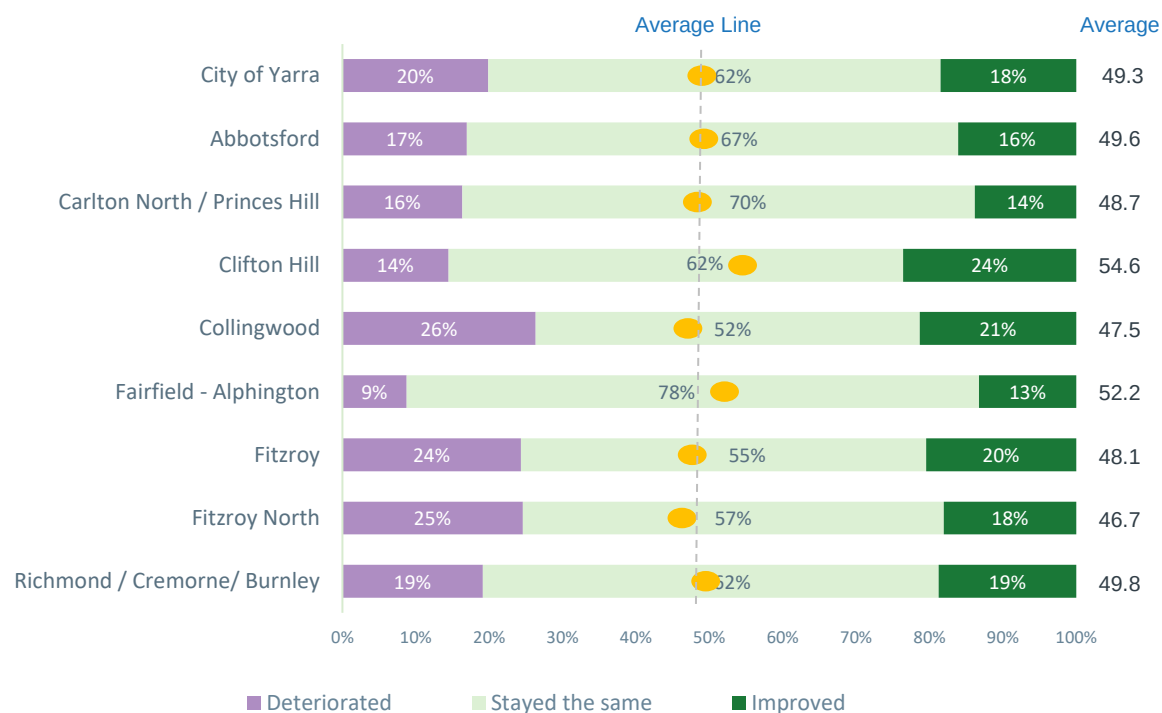
"Q19. Over the last 12 months, what is your view of the direction of Council's overall performance?"

Source: AEC

3.1.1 Direction of Council's Overall Performance by Precinct

Respondents from Clifton Hill (24%) have the highest sentiment regarding the direction of Council's overall performance having 'improved'. Whilst not significant, lowest sentiment in terms of improvement in Council direction, is seen amongst respondents from Fairfield – Alphington (13%) followed very closely by Carlton North/Princes Hill (14%).

Figure 3.2: Direction of Council's Overall Performance – by Precinct 2025



Single Response

Base: All Respondents.

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

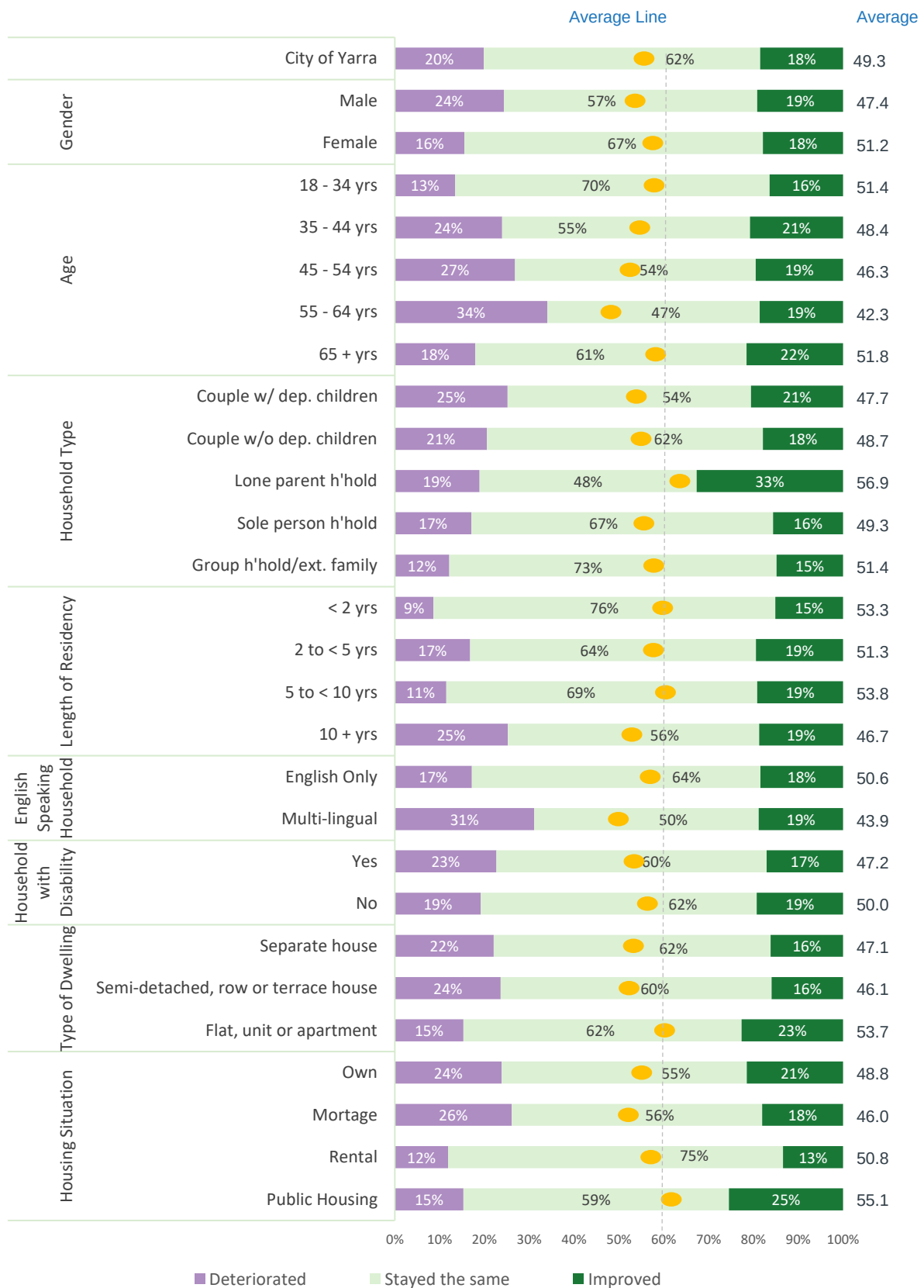
Source: AEC

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:

- Respondents in lone parent households and those living in a flat, unit or apartment expressed a significantly **higher** positive sentiment
- Respondents who are living in a rental dwelling expressed a significantly **lower** sentiment.

Figure 3.3: Direction of Council's Overall Performance – by Respondent Profile 2025

Single Response

Base: All Respondents.

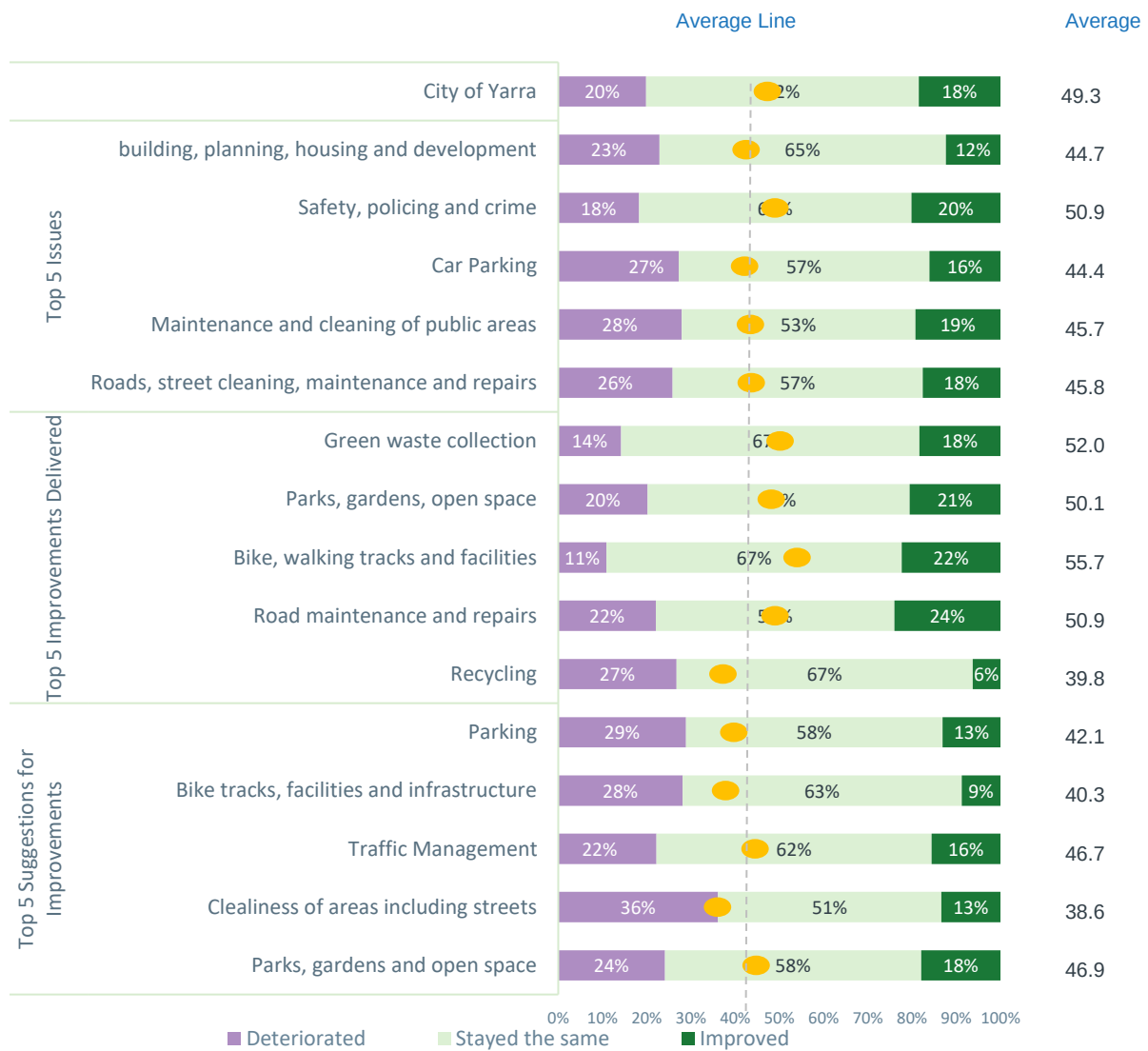
"Q19. Over the last 12 months, what is your view of the direction of Council's overall performance?"

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=662 respondents (or 79%) highlighted a total of 1058 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. Whilst not significant, lowest sentiment towards direction of Council's overall performance is evident amongst respondents identifying *building, planning, housing and development* as a top issue for the region.
- **Key Improvements Delivered** – Approximately, n=365 (or 45%) of respondents highlighted a total of 607 improvements delivered by the Council in the last two (2) years. Ratings of direction of Council's overall performance has 'improved' was highest amongst individuals identifying improvements to *road maintenance and repairs*. On the other hand, those identifying improvements to *recycling* were significantly less likely to report the direction of Council's overall performance has 'improved'.
- **Key Suggested Improvements** – Approximately, n=645 respondents (or 80%) suggested a total of 1,367 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 (2025)

Single Response

Base: All Respondents.

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

Source: AEC

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

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.

2025 Findings

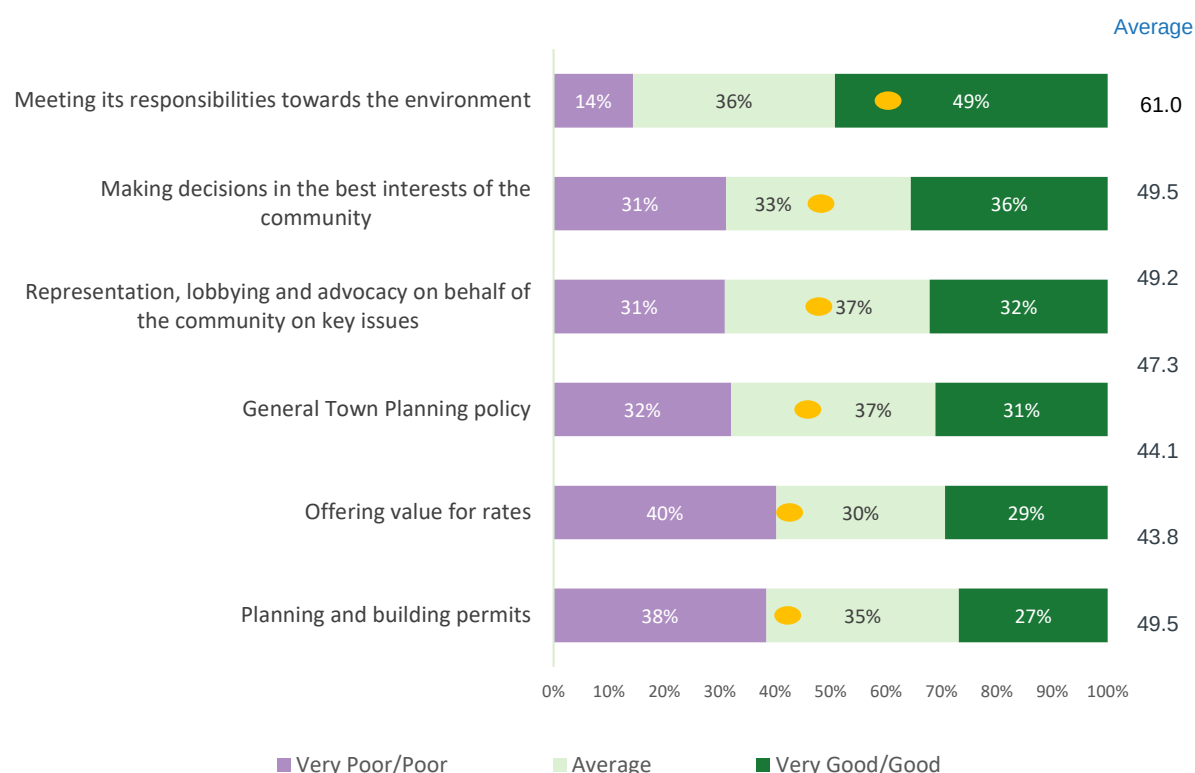
The highest satisfaction across all governance, leadership, environment and planning aspects is recorded for *meeting its responsibilities towards the environment* (with 49% of respondents rating the Council 'very good' or 'good') and the lowest satisfaction is with *planning and building permits* (with 27% of respondents rating the Council 'very good' or 'good') followed very closely by *offering value for rates* (with 29% of respondents rating the Council 'very good' or 'good').

Comparison to Previous Results

Compared to 2024, ratings of 'very good' or 'good' remained relatively unchanged for the following six (of the seven) aspects related to governance, leadership, environment and planning:

- Meeting its responsibilities towards the environment: from 48% in 2024 to 49% in 2025.
- Offering value for rates: from 28% in 2024 to 29% in 2025.
- Representation, lobbying and advocacy on behalf of the community on key issues: from 33% in 2024 to 32% in 2025.
- Planning and building permits: from 29% in 2024 to 27% in 2025.
- General Town Planning policy: from 33% in 2024 to 31% in 2025.
- Making decisions in the best interest of the community: from 38% in 2024 to 36% in 2025.

Compared to 2024, ratings of 'very good' or 'good' declined marginally for *community consultation and engagement* from 40% in 2024 to 36% in 2024, an decrease of 4 percentage points.

Figure 4.1: Satisfaction with Aspects of Governance, Leadership, Environment and Planning – 2025

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?"

Source: AEC

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

4.2.1 Satisfaction with Meeting Responsibilities Towards the Environment

2025 Findings

In 2025, 49% of respondents were satisfied (a rating of 'very good' or 'good') with the Council *meeting responsibilities towards the environment*, 36% of respondents provided a rating of 'average' and 14% 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* (49%).

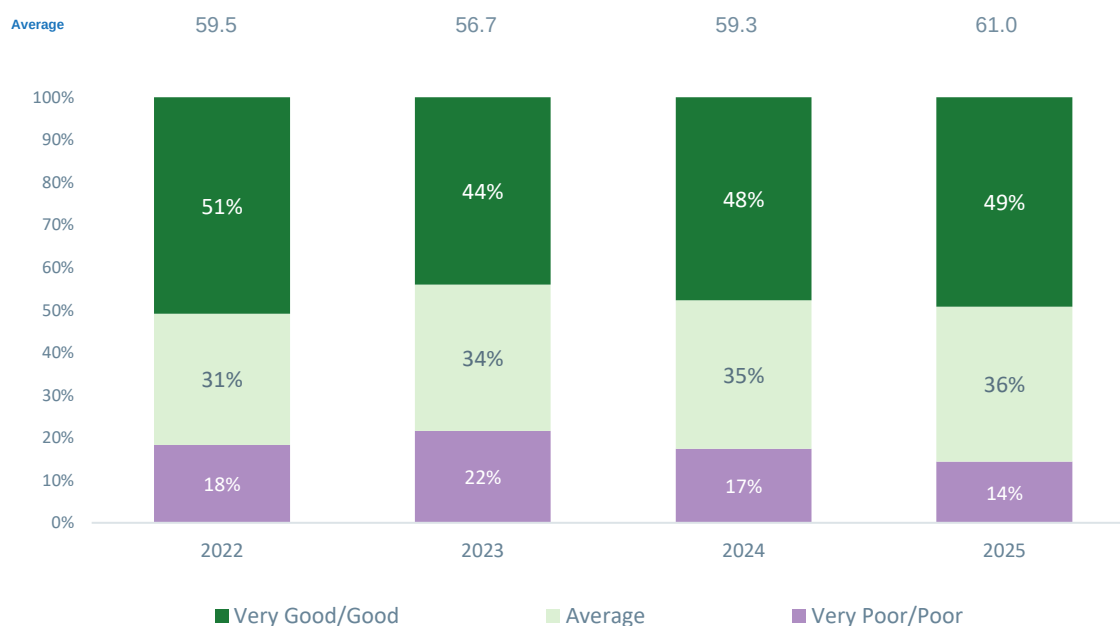
Comparison to Previous Results

Compared to 2024, ratings of 'very good' or 'good' with the Council *meeting responsibilities towards the environment* remained relatively unchanged from 48% in 2024 to 49% in 2025.

Respondents indicating the Council *meeting responsibilities towards the environment* as 'poor' or 'very poor' also remained relatively unchanged from 17% in 2024 to 14% in 2025.

Ranking

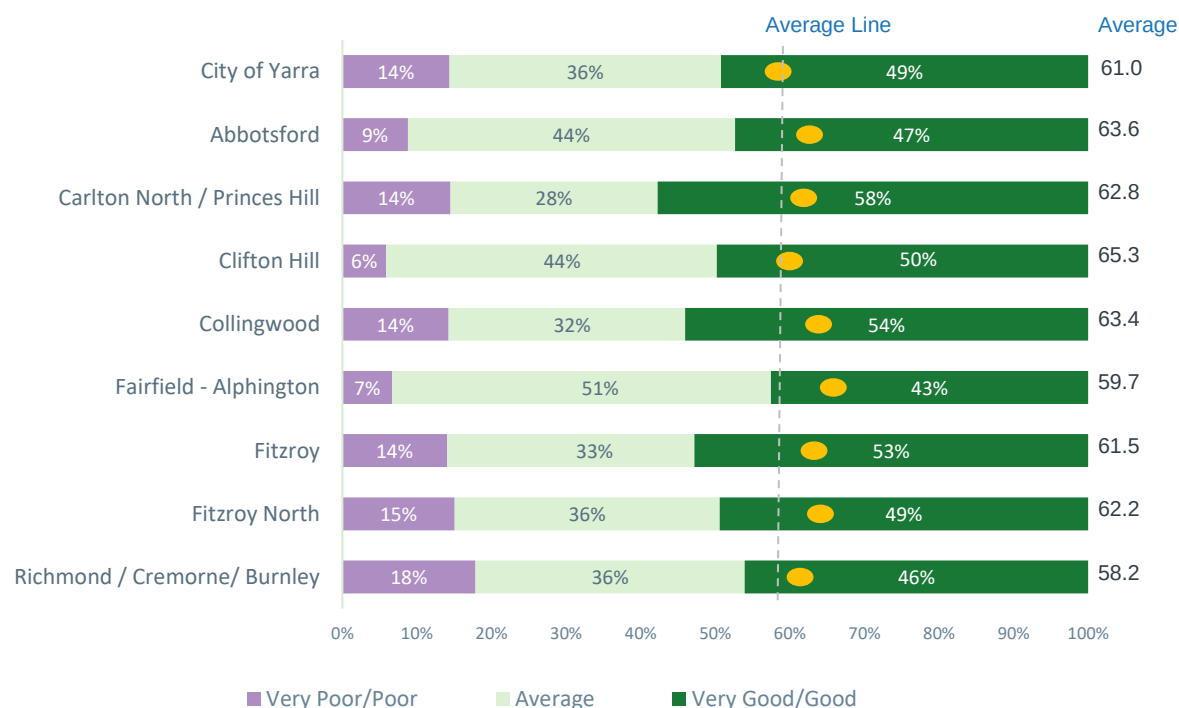
The Council *meeting responsibilities towards the environment* ranks 7th (out of 7 aspects of Council governance, leadership, environment and planning) in importance to the community. This ranking remains consistent with the 2024 ranking.

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?" Source: AEC

4.2.1.1 Satisfaction with Meeting Responsibilities Towards the Environment – by Precinct

The figure below displays respondent sentiment with the Council *meeting responsibilities towards the environment* by each Council precinct. The highest satisfaction with the Council *meeting responsibilities towards the environment* is recorded amongst respondents from Carlton North/Princes Hill (rating of 'very good' or 'good': 58%) whilst those in the precinct of Fairfield – Alphington are least satisfied with this aspect (rating of 'very good' or 'good': 43%).

Figure 4.3: Satisfaction with Meeting Responsibilities Towards the Environment – By Precinct 2025

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

2025 Findings

In 2025, 36% of respondents were satisfied (a rating of 'very good' or 'good') with the Council on *community consultation and engagement*, 34% of respondents provided a rating of 'average' and 30% of respondents provided a rating of 'poor' or 'very poor' on *community consultation and engagement*.

Following *meeting responsibilities towards the environment* (49%), across all governance, leadership, environment and planning aspects the highest satisfaction is noted for *community consultation and engagement* (36%).

Comparison to Previous Results

Compared to 2024, respondents rating the Council 'very good' or 'good' on *community consultation and engagement* declined from 40% in 2024 to 36% in 2025, a decline of 4 percentage points. The decline is not significant.

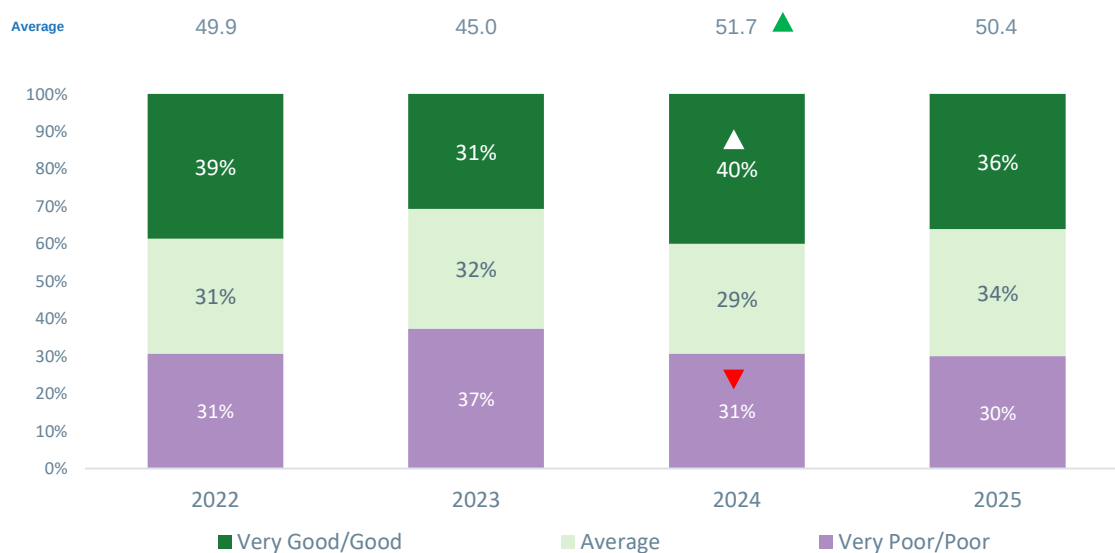
The proportion of respondents indicating the Council's *community consultation and engagement* is 'poor' or 'very poor' remained relatively unchanged from 31% in 2024 to 30% in 2025.

Across all seven (7) aspects of Council governance, leadership, environment and planning aspects measured, compared to the 2024 findings, the largest decline 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. This ranking remains consistent with the 2024 ranking. Additionally, overall satisfaction (a rating of 'very good' or 'good') with Council is significantly lower amongst respondents who identified *community consultation and engagement* as a key issue as well as those who would like to see improvements to this aspect.

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



Single Response; Base: All Respondents.

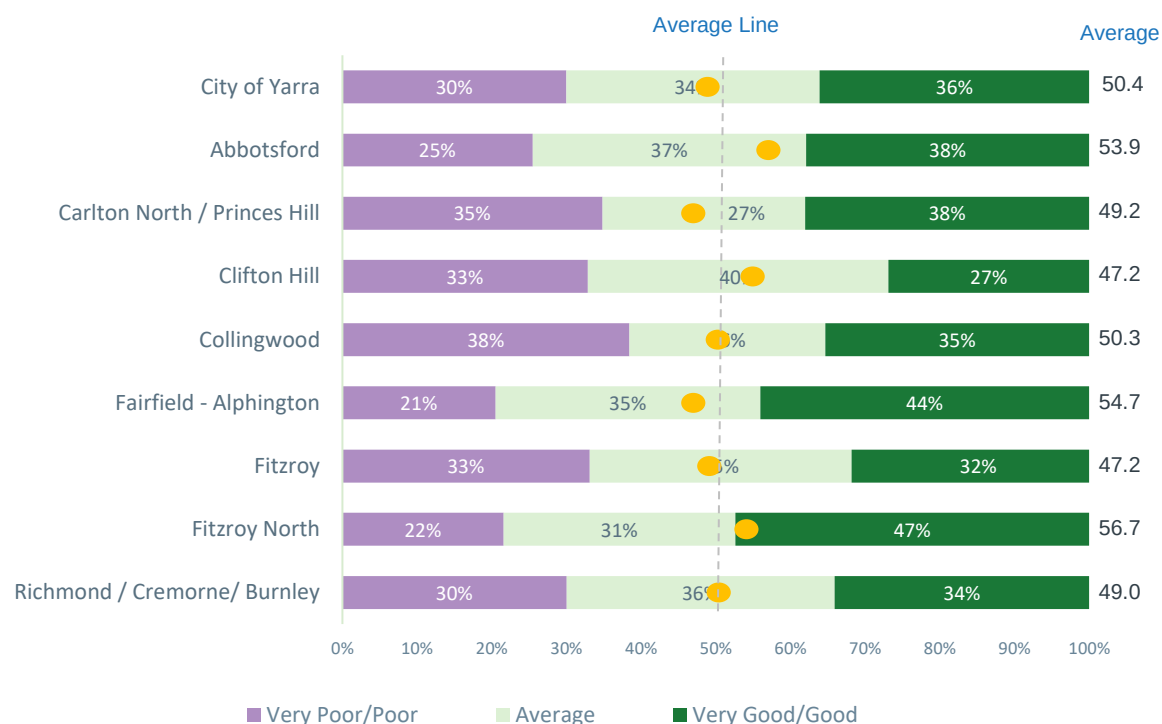
"Q15/17. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on community consultation and engagement over the last 12 months?"

Source: AEC

4.2.2.1 Satisfaction with Community Consultation and Engagement – By Precinct

Significantly higher satisfaction with the Council's *community consultation and engagement* is noted amongst respondents from Fitzroy North (rating of 'very good' or 'good': 47%) whilst respondents from Clifton Hill (27%) and Fitzroy (32%) report being least satisfied (rating of 'very good' or 'good') with the Council's *community consultation and engagement*.

Figure 4.5: Satisfaction with Community Consultation and Engagement – By Precinct 2025



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

2025 Findings

In 2025, 32% of respondents were satisfied (a rating of 'very good' or 'good') with the Council on *representation, lobbying and advocacy on behalf of the community on key issues*, 37% of respondents provided a rating of 'average' and 31% of respondents provided a rating of 'poor' or 'very poor' on *representation, lobbying and advocacy on behalf of the community on key issues*.

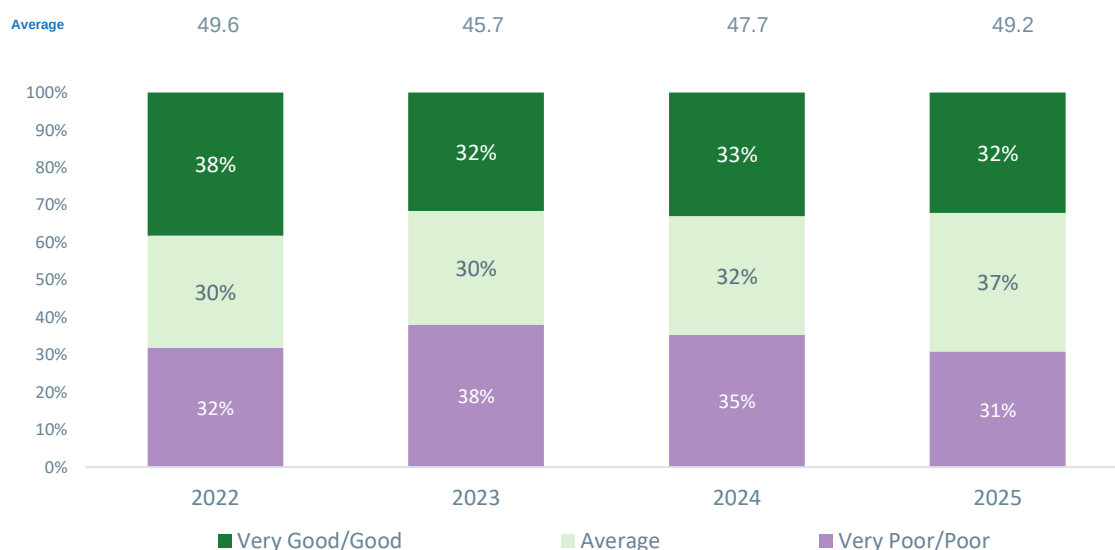
Comparison to Previous Results

Compared to 2024, 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 33% in 2024 to 32% in 2025.

The proportion of respondents rating the Council 'poor' or 'very poor' on *representation, lobbying and advocacy on behalf of the community on key issues* also declined from 35% in 2024 to 31% in 2025, a decline of 4 percentage points. The decline is not significant.

Ranking

The Council's *representation, lobbying and advocacy on behalf of the community* ranks 3rd (out of 7 aspects of Council governance, leadership, environment and planning) in importance to the community. This aspect ranked 4th in 2024.

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

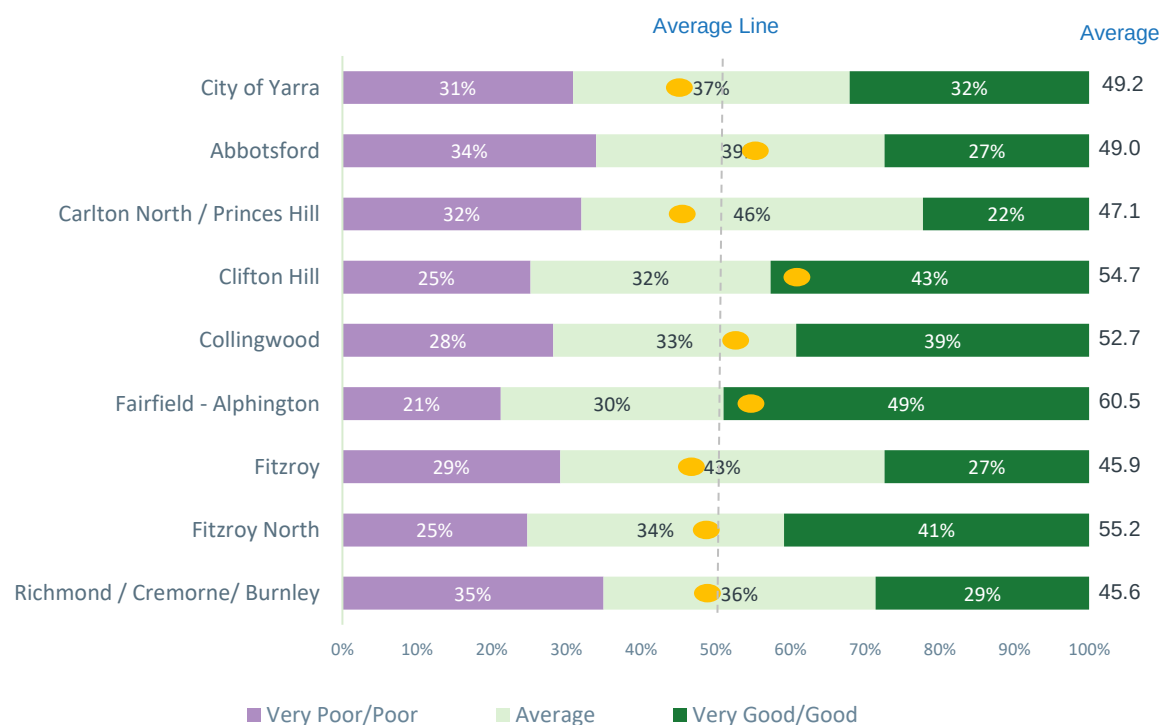
Single Response; Base: All Respondents.

"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?"

Source: AEC

4.2.3.1 Satisfaction with Representation, Lobbying and Advocacy – By Precinct

The highest satisfaction with the Council's *representation, lobbying and advocacy on behalf of the community on key issues* is recorded amongst respondents from Fairfield – Alphington (49%) providing a rating of 'very good' or 'good' whilst those in the precincts of Carlton North/Princes Hill are least satisfied with this aspect (rating of 'very good' or 'good': 22%). These findings are not statistically significant.

Figure 4.7: Satisfaction with Representation, Lobbying and Advocacy – By Precinct 2025

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

2025 Findings

In 2025, 36% of respondents were satisfied (a rating of 'very good' or 'good') with the Council *making decisions in the best interests of the community*, 33% of respondents provided a rating of 'average' and 31% 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

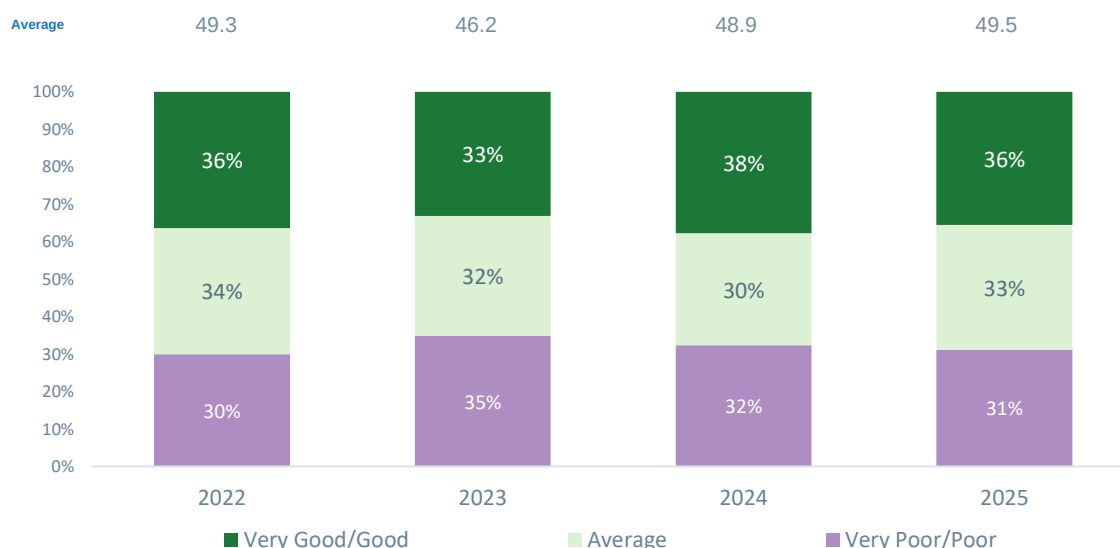
Compared to 2024, ratings of 'very good' or 'good' in regard to the Council *making decisions in the best interests of the community* remained relatively unchanged from 38% in 2024 to 36% in 2025.

Respondents indicating the Council *making decisions in the best interests of the community* is 'poor' or 'very poor' also remained relatively unchanged from 32% in 2024 to 31% in 2025.

Ranking

The 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 2024 ranking.

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



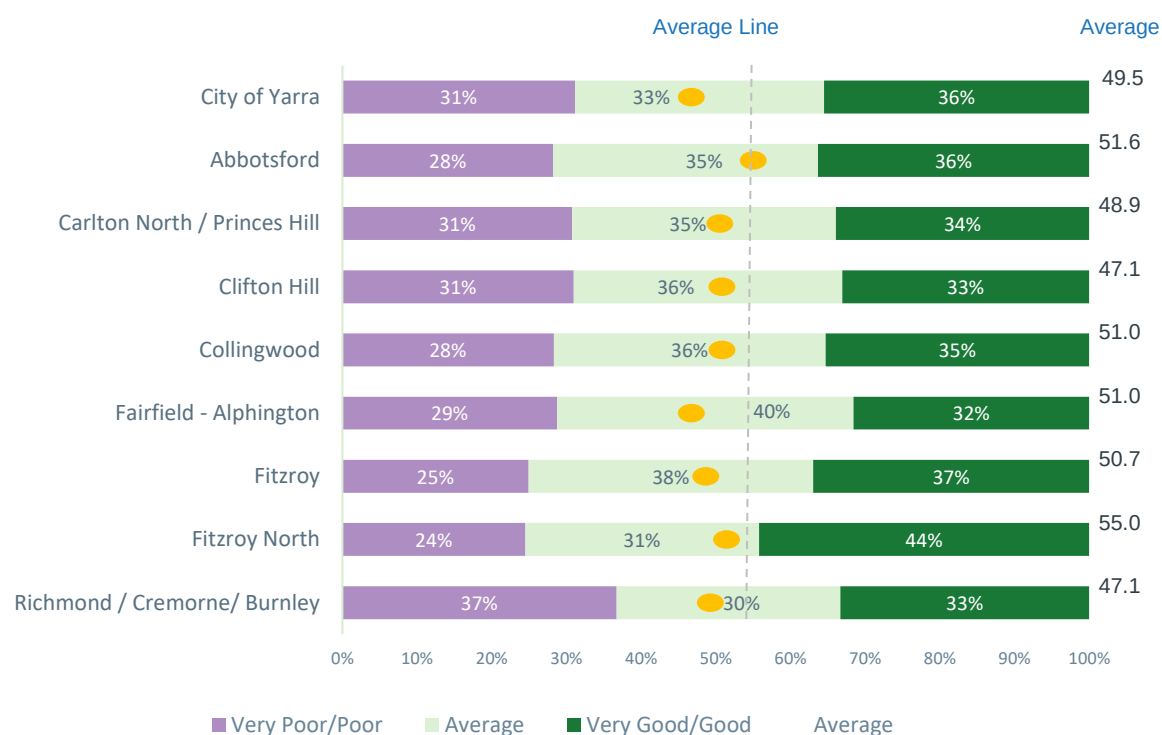
Single Response Base: All Respondents.

"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?"

Source: AEC

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

The highest satisfaction regarding the Council *making decisions in the best interests of the community* is recorded amongst respondents from Fitzroy North (rating of 'very good' or 'good': 44%). Though the lowest satisfaction with this aspect is noted amongst those from the precinct of Fairfield – Alphington (32%) followed by residents of Clifton Hill and Richmond / Cremorne/ Burnley (33%, respectively), these findings are not statistically significant.

Figure 4.9: Satisfaction with Making Decisions in Community's Best Interests – By Precinct 2025

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

2025 Findings

In 2025, 29% of respondents were satisfied (a rating of 'very good' or 'good') with the Council *offering value for rates*, 30% of respondents provided a rating of 'average' and 40% of respondents provided a rating of 'poor' or 'very poor' to the Council *offering value for rates*.

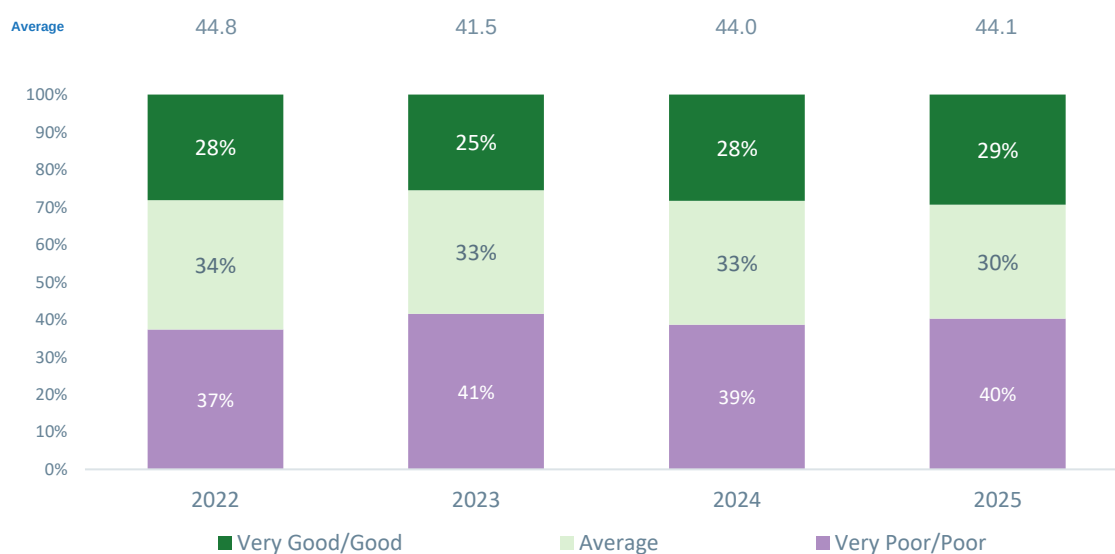
Across all governance, leadership, environment and planning aspects, satisfaction with *offering value for rates* is amongst the lowest (with 29% of respondents rating the Council 'very good' or 'good') along with *planning and building permits* (with 27% of respondents rating the Council 'very good' or 'good').

Comparison to Previous Results

Compared to 2024, ratings of 'very good' or 'good' in regard to the Council *offering value for rates* remained relatively unchanged from 28% in 2024 to 29% in 2025. The proportion of respondents indicating the Council *offering value for rates* is 'poor' or 'very poor' also remained relatively unchanged from 39% in 2024 to 40% in 2025.

Ranking

Offering value for rates ranks 4th (out of 7 aspects of Council governance, leadership, environment and planning) in importance to the community. This aspect ranked 3rd in 2024.

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

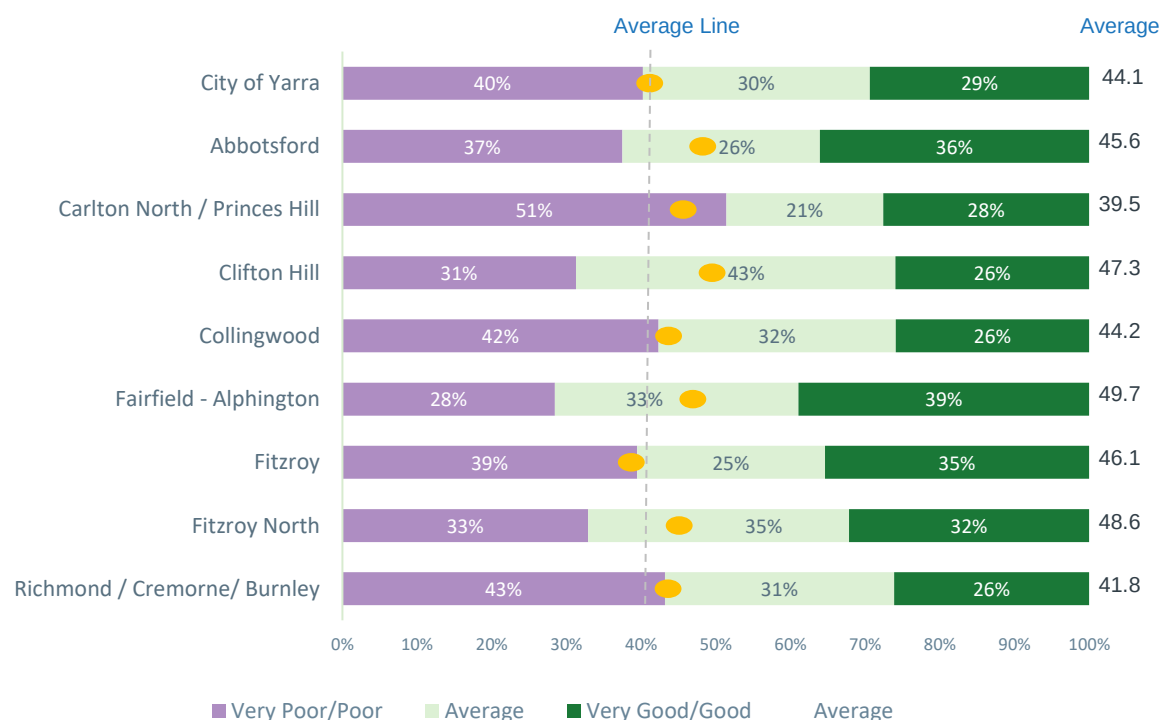
Single Response; Base: All Respondents.

"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?"

Source: AEC

4.2.5.1 Satisfaction with Offering Value for Rates – By Precinct

Respondents from Fairfield – Alphington (rating of 'very good' or 'good': 39%) are most satisfied (rating of 'very good' or 'good') with the Council *offering value for rates* whilst those in the precinct of Clifton Hill, Collingwood, and Richmond / Cremorne/ Burnley are least satisfied with this aspect (rating of 'very good' or 'good': 26%, respectively).

Figure 4.11: Satisfaction with Offering Value for Rates – By Precinct 2025

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[#]

2025 Findings

In 2025, 31% of respondents were satisfied (a rating of 'very good' or 'good') with *general town planning policy*, 37% of respondents provided a rating of 'average' and 32% of respondents provided a rating of 'poor' or 'very poor' to *general town planning policy*.

Comparison to Previous Results

Compared to 2024, sentiments with this aspect remain largely unchanged. Approximately one-third of respondents (31%) rated the Council 'very good' or 'good' on this aspect in 2025, remaining relatively unchanged with 33% providing the same rating in 2024.

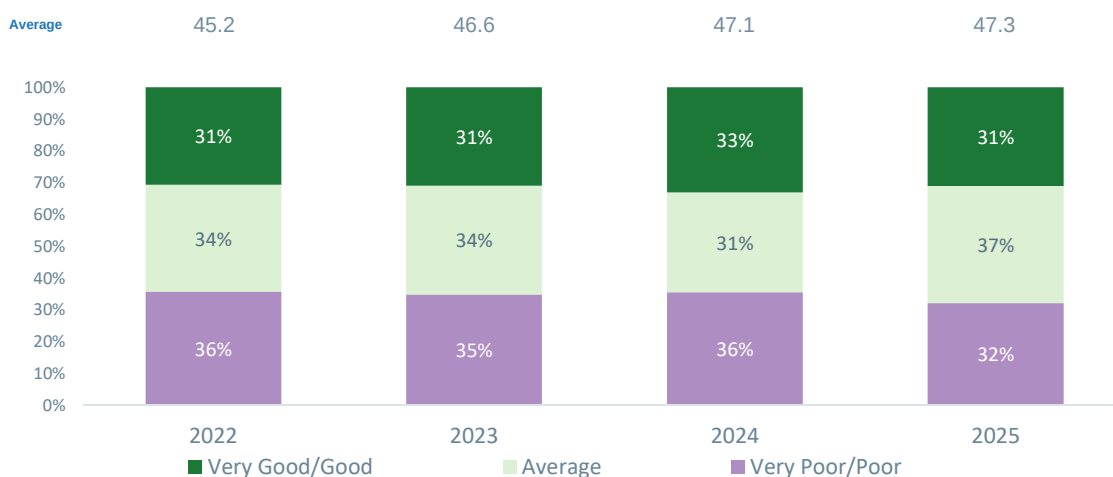
A marginal increase in respondents indicating the Council's performance on this aspect was 'average', increasing from 31% in 2024 to 37% in 2025, an increase of 6 percentage points. The increase is not significant.

The proportion of respondents indicating the Council *general town planning policy* is 'poor' or 'very poor' declined marginally from 36% in 2024 to 32% in 2025, a decline of 4 percentage points.

Ranking

General town planning policy ranks 5th (out of 7 aspects of Council governance, leadership, environment and planning) in importance to the community. This aspect ranked 6th in 2024.

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



Single Response; Base: All Respondents.

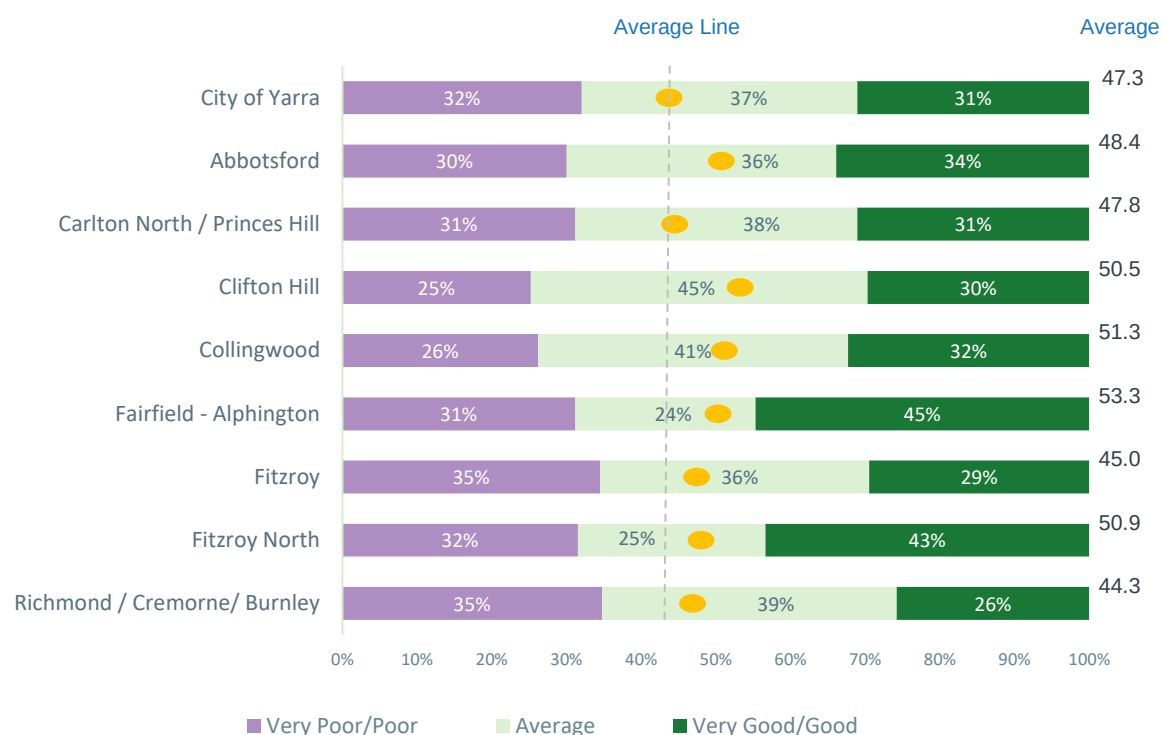
"15/17. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on general town planning policy over 12 months?"

Source: AEC

4.2.6.1 Satisfaction with General Town Planning Policy[#] – By Precinct

Though the highest satisfaction with the Council in terms of *general town planning policy* is noted amongst those from the precinct of Fairfield – Alphington (45%), residents of the precinct of Fitzroy North are significantly more satisfied with this aspect (rating of 'very good' or 'good': 43%).

Those in the precinct of Richmond / Cremorne/ Burnley are significantly less satisfied with this aspect (rating of 'very good' or 'good': 26%).

Figure 4.13: Satisfaction with General Town Planning Policy – By Precinct 2025

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

2025 Findings

In 2025, 27% of respondents were satisfied (a rating of 'very good' or 'good') with the Council on *planning and building permits*, 35% of respondents provided a rating of 'average' and 38% 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 the lowest (with 27% of respondents rating the Council 'very good' or 'good').

Comparison to Previous Results

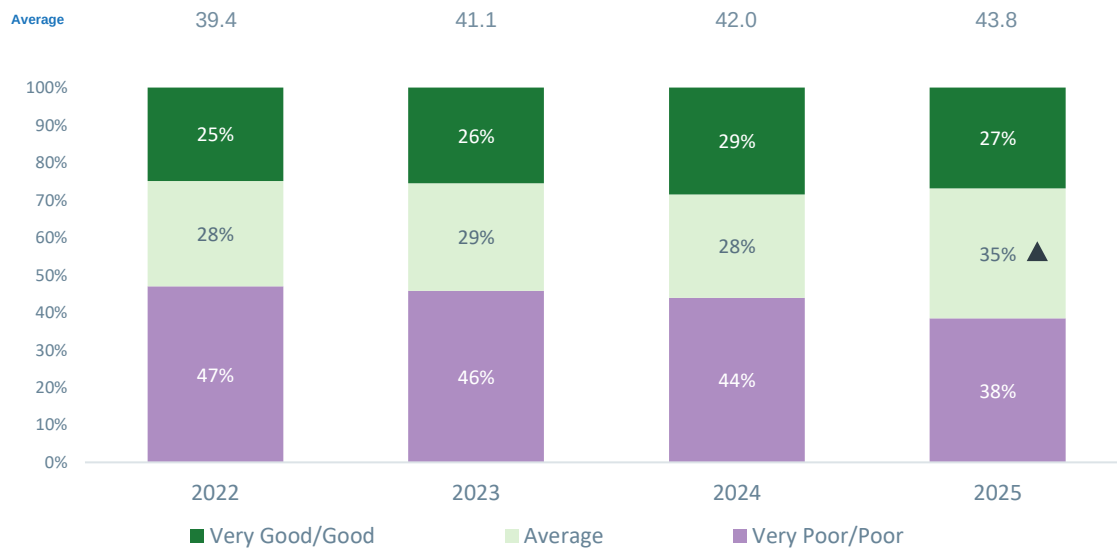
Satisfaction with *planning and building permits* was measured for the first time in 2022. Sentiments with this aspect remained relatively changed with the 2024 findings. Compared to 2024, ratings of 'very good' or 'good' in regard to Council *planning and building permits* remained relatively unchanged from 29% in 2024 to 27% in 2025.

The proportion of respondents indicating the Council's *planning and building permits* is 'poor' or 'very poor' declined from 44% in 2024 to 38% in 2025, a decline of 6 percentage points. The decline is not significant.

The proportion of respondents indicating the Council's *planning and building permits* is 'average' increased significantly from 28% in 2024 to 35% in 2025, an increase of 7 percentage points.

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. In addition, those identifying *building, planning, housing and development* as a key issue are significantly less satisfied with the Council's overall performance (a rating of 'very good' or 'good'). Whilst not significant, respondents identifying *building, planning, housing and development* as a top issue for the region exhibit the lowest sentiment towards direction of the Council's overall performance. That said, *building, planning, housing and development* ranks 6th (out of 7 aspects of Council governance, leadership, environment and planning) in importance to the community. This aspect ranked 5th in 2024.

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

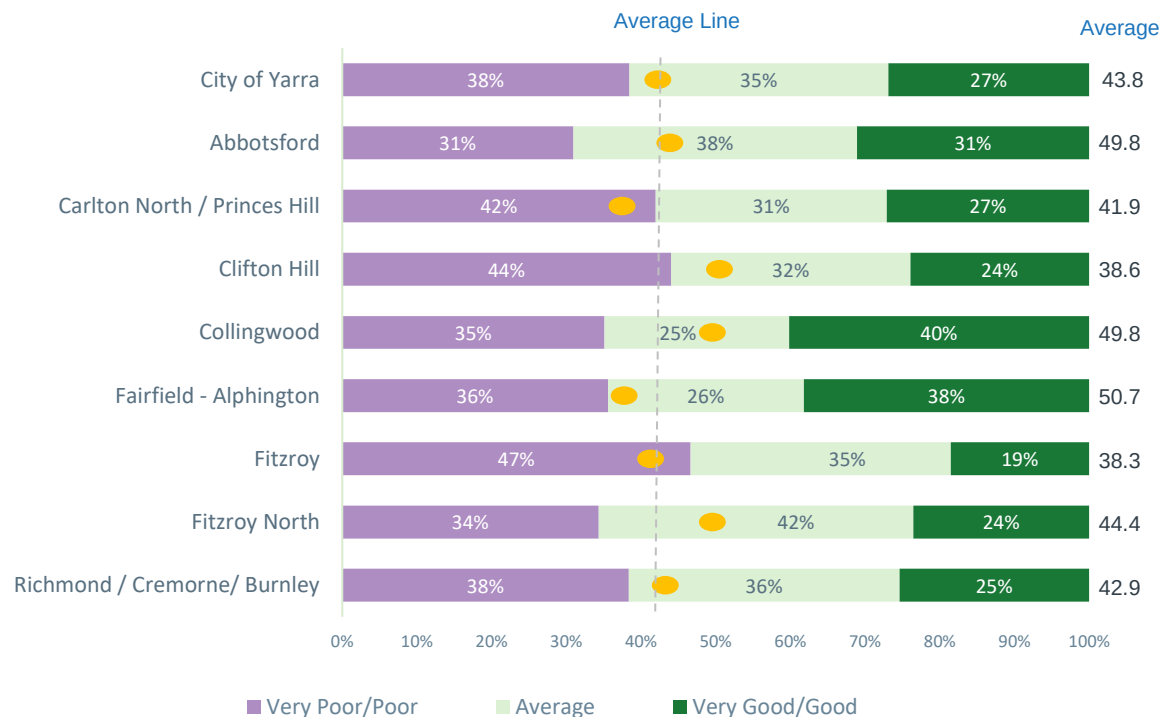
Single Response; Base: All Respondents.

"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?"

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 Collingwood (rating of 'very good' or 'good': 40%) followed very closely by respondents from Fairfield – Alphington (38%). Meanwhile, respondents from the precinct of Fitzroy are least satisfied (rating of 'very good' or 'good': 19%) with the Council on this aspect.

Figure 4.15: Satisfaction with Planning and Building Permits – By Precinct 2025

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.

2025 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:

- Regular garbage collection service: 76%
- Provision of parks, gardens and reserves: 72%
- Regular recycling service: 70%
- Maintenance of parks, gardens and reserves: 69%

Overall, the highest satisfaction (a rating of ‘very good’ or ‘good’) across all universal service and facility aspects is recorded for *regular garbage collection service* (76%) followed by *provision of parks, gardens and reserves* (72%) and *regular recycling service* (70%). The lowest satisfaction is with *parking management* with 33% percent of respondents identifying the aspect as ‘very good’ or ‘good’.

Comparison to Previous Results

Compared to 2024, ratings of ‘very good’ or ‘good’ either remained the same or remained relatively unchanged for the following nine (out of 11) aspects related to universal services and facilities:

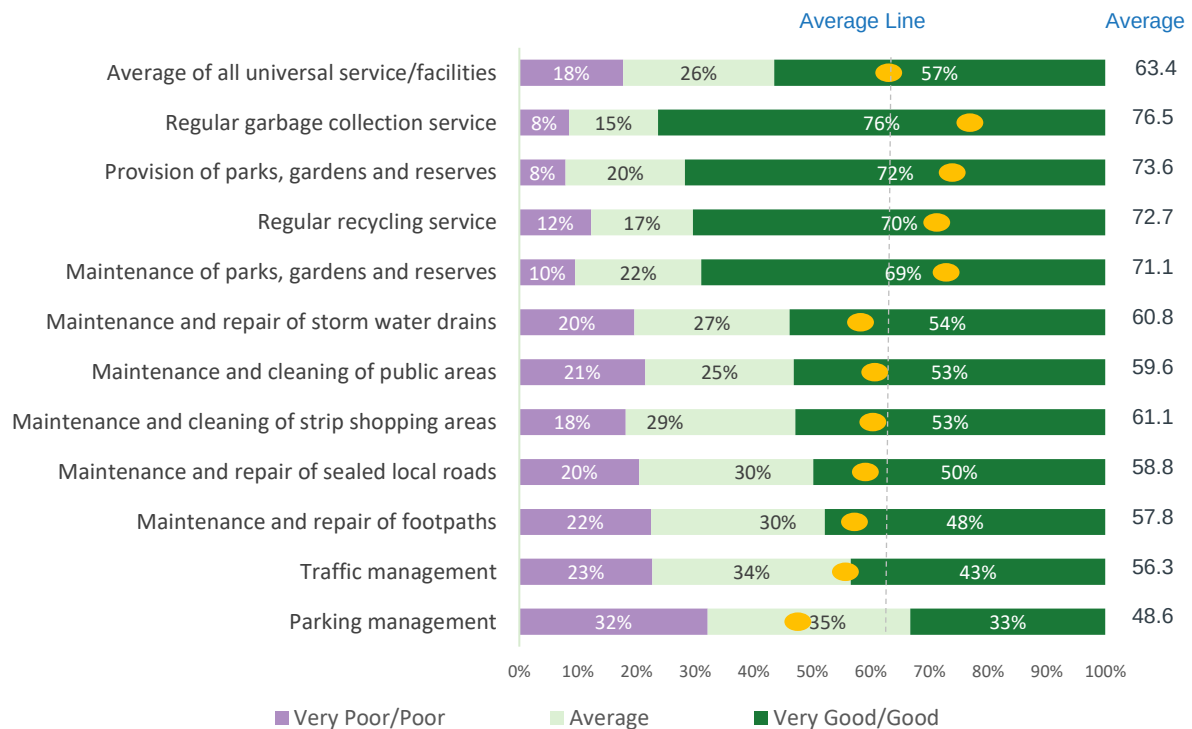
- Traffic management: from 41% in 2024 to 43% in 2025.
- Maintenance and repair of storm water drains: from 52% in 2024 to 54% in 2025.

- Regular recycling service: from 69% in 2024 to 70% in 2025.
- Regular garbage collection service: from 75% in 2024 to 76% in 2025.
- Maintenance and cleaning of public areas (including litter collection): from 52% in 2024 to 53% in 2025.
- Maintenance and repair of footpaths: from 47% in 2024 to 48% in 2025.
- Parking management: from 34% in 2024 to 33% in 2025.
- Maintenance and repair of sealed local roads (this excludes highways and main roads): remained the same as 2024 at 50%.
- Maintenance and cleaning of strip shopping areas: from 55% in 2024 to 53% in 2025.

Compared to 2024, ratings of 'very good' or 'good' declined significantly for the following two (out of 11) aspects related to universal services and facilities:

- Maintenance of parks, gardens and reserves: from 74% in 2024 to 69% in 2025, a decline of 5 percentage points.
- Provision of parks, gardens and reserves: from 78% in 2024 to 72% in 2025, a decline of 6 percentage points.

Figure 5.1: Satisfaction with Universal Services and Facilities – 2025



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?"

Source: AEC

5.2 SATISFACTION WITH INDIVIDUAL ASPECTS OF UNIVERSAL SERVICES & FACILITIES

5.2.1 Satisfaction with Maintenance & Repair of Sealed Local Roads

2025 Findings

In 2025, 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*.

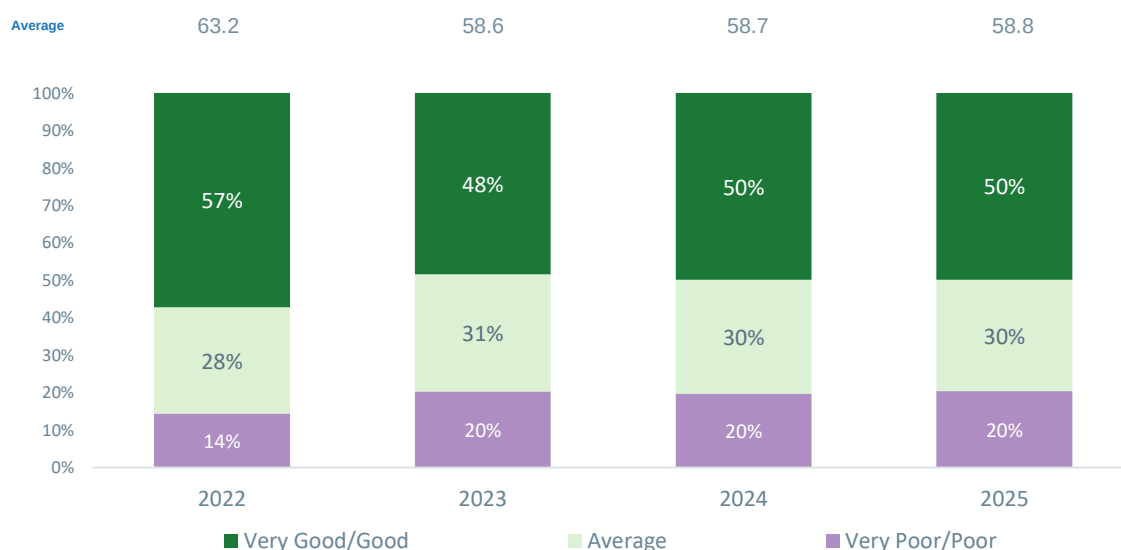
Comparison to Previous Results

Compared to 2024, ratings of 'very good' or 'good' for *maintenance and repair of sealed local roads* remained the same as in 2024 at 50%. Respondents rating this aspect as 'poor' or 'very poor' also remained the same as 2024 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 5th (out of 11 universal services and facilities) and is the most important to the community. This aspect ranked 4th in 2024.

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



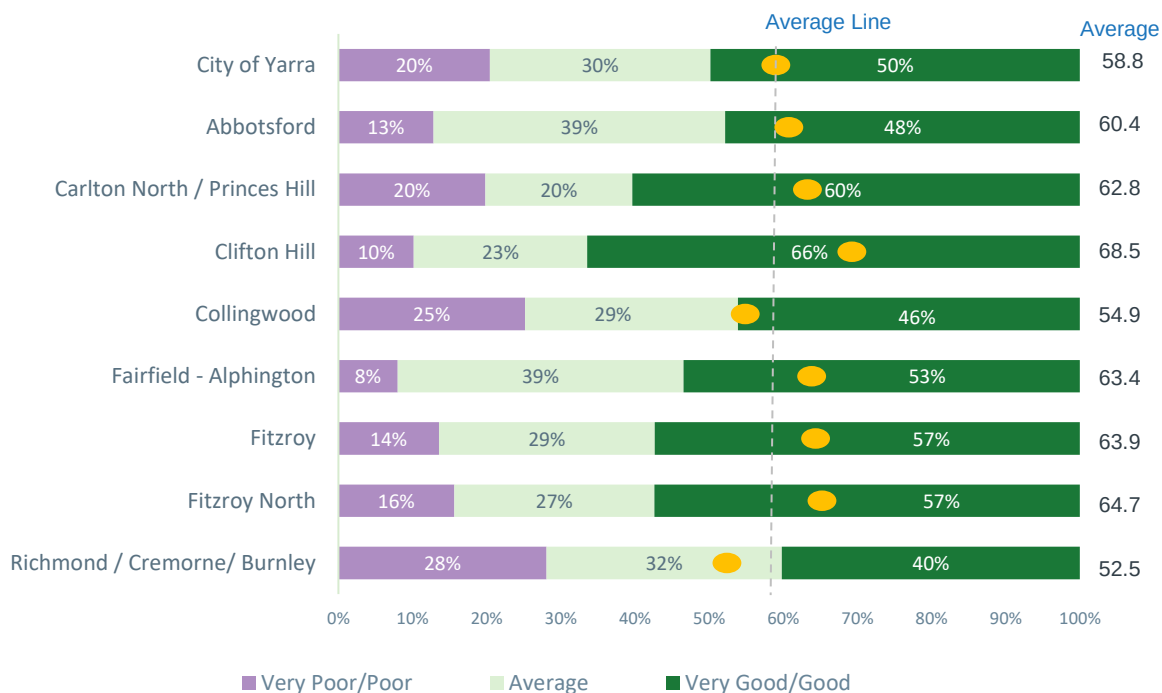
Single Response; Base: All Respondents.

"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?"

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 Clifton Hill are significantly more satisfied with the *maintenance and repair of sealed local roads* (rating of 'very good' or 'good': 66%) whilst respondents from Richmond / Cremorne/ Burnley (rating of 'very good' or 'good': 40%) are significantly less satisfied.

Figure 5.3: Satisfaction with Maintenance and Repair of Sealed Local Roads – By Precinct 2025

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

2025 Findings

In 2025, 54% of respondents were satisfied (a rating of 'very good' or 'good') with *maintenance and repair of storm water drains*, 27% of respondents provided a rating of 'average' and 20% of respondents provided a rating of 'poor' or 'very poor' to *maintenance and repair of storm water drains*.

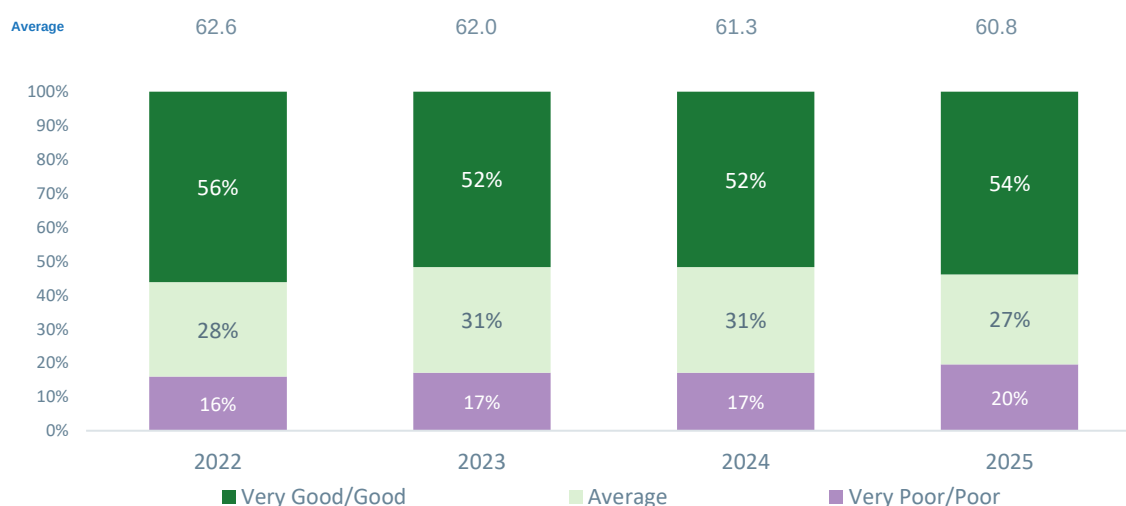
Comparison to Previous Results

Compared to 2024, sentiments with *maintenance and repair of storm water drains* remain relatively unchanged. More than half (54%) of respondents rated the Council 'very good' or 'good' on this aspect, remaining relatively unchanged from 52% providing the same rating in 2024.

The percentage of residents who rated the *maintenance and repair of storm water drains* as 'very poor' or 'poor' also remained relatively unchanged from 17% in 2024 to 20% in 2025.

Ranking

Maintenance and repair of storm water drains ranks 6th (out of 11) in terms of importance to the community. This aspect ranked 8th in 2024.

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

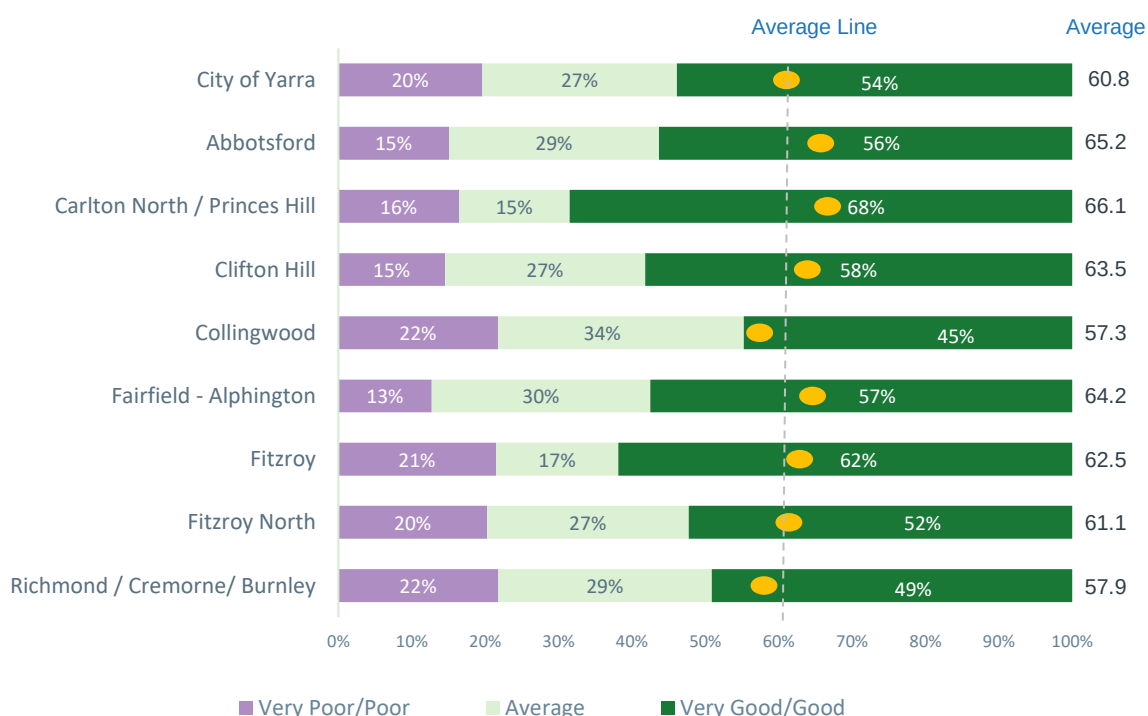
Single Response Base: All Respondents.

"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?"

Source: AEC

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

Respondents from Carlton North/Princes Hill (rating of 'very good' or 'good': 68%) are significantly more satisfied with *maintenance and repair of storm water drains* whilst those in the precincts of Collingwood (45%) followed by Richmond / Cremorne/ Burnley (49%) 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 2025

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

2025 Findings

In 2025, 48% of respondents were satisfied (a rating of 'very good' or 'good') with *maintenance and repair of footpaths*, 30% of respondents provided a rating of 'average' and 22% of respondents provided a rating of 'poor' or 'very poor' to *maintenance and repair of footpaths*.

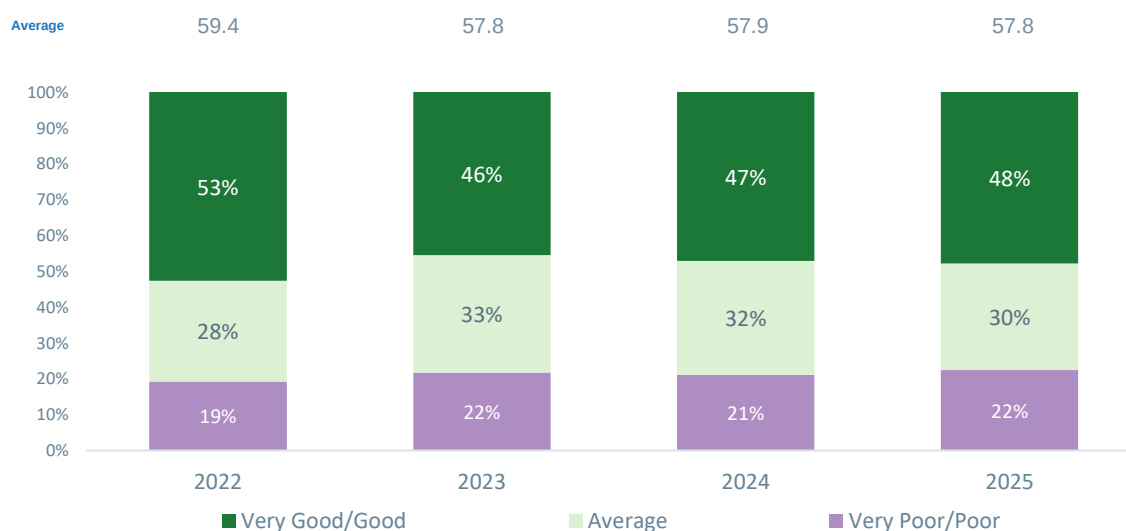
Comparison to Previous Results

Compared to 2024, respondents rating the *maintenance and repair of footpaths* as 'very good' or 'good' remained relatively unchanged from 47% in 2024 to 48% in 2025. The percentage of residents who rated the *maintenance and repair of footpaths* as 'very poor' or 'poor' also remained relatively unchanged from 21% in 2024 to 22% in 2025.

Ranking

Maintenance and repair of footpaths ranks 2nd (out of 11 universal services and facilities aspects) in terms of importance to the community. This aspect ranked 6th in 2024.

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



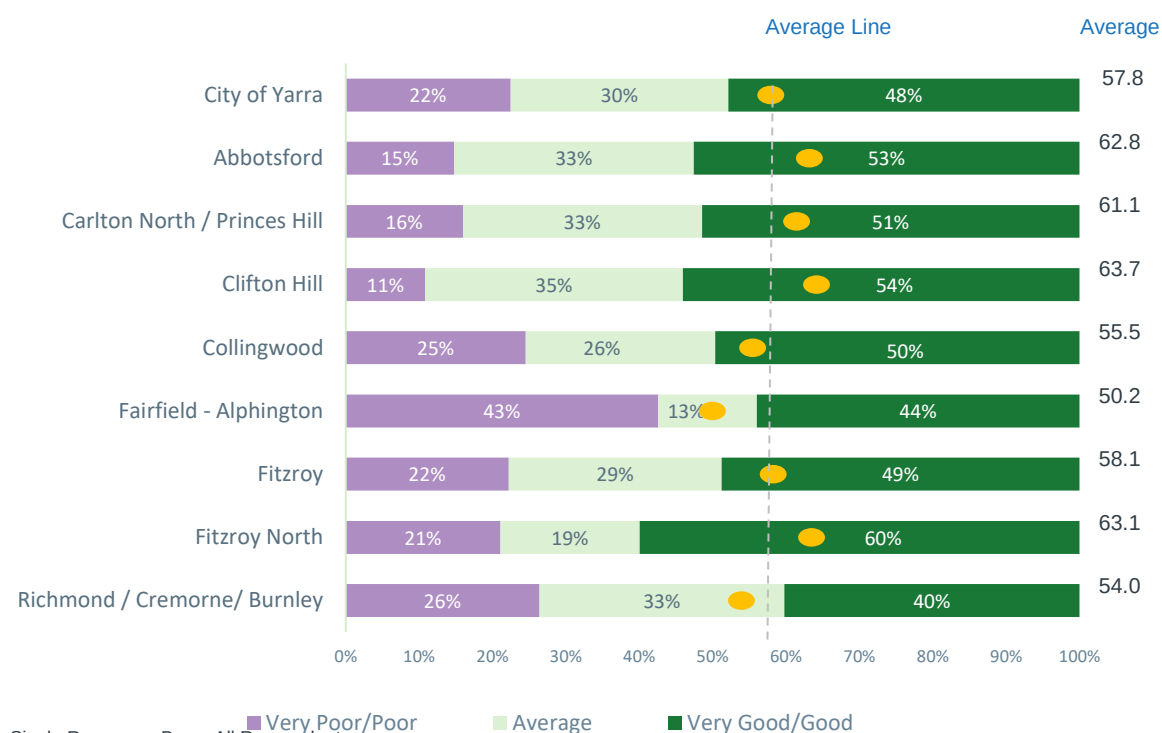
Single Response; Base: All Respondents.

"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?"

Source: AEC

5.2.3.1 Satisfaction with Maintenance and Repair of Footpaths – By Precinct

The figure below displays respondent sentiment with *maintenance and repair of footpaths* by each Council precinct. Respondents from Fitzroy North (60%) are significantly more satisfied with the *maintenance and repair of footpaths* (rating of 'very good' or 'good') whilst respondents from Richmond / Cremorne/ Burnley (rating of 'very good' or 'good': 40%) report being significantly less satisfied with this aspect.

Figure 5.7: Satisfaction with Maintenance and Repair of Footpaths – By Precinct 2025

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

2025 Findings

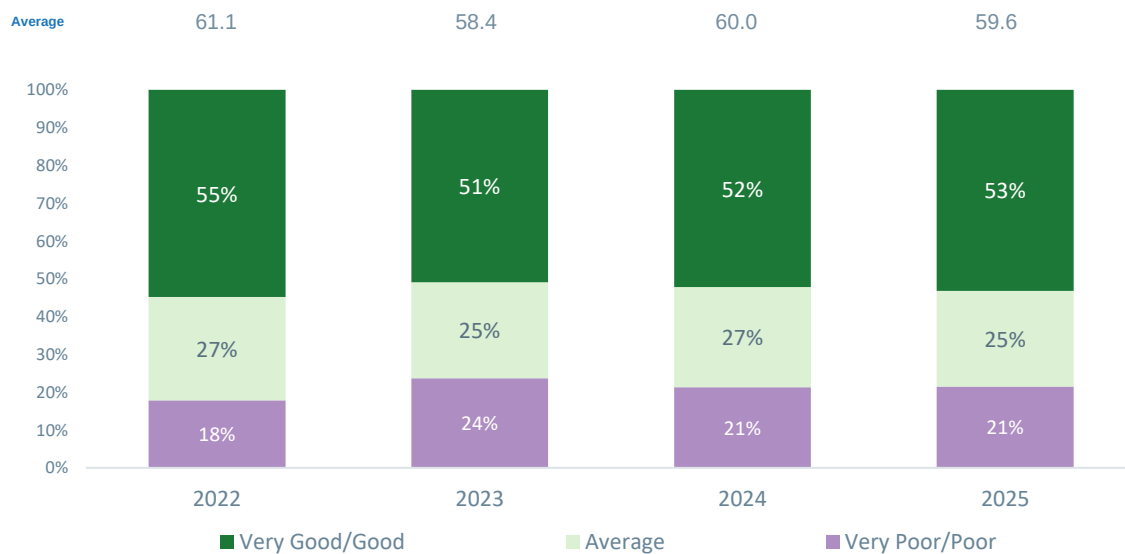
In 2025, 53% of respondents were satisfied (a rating of 'very good' or 'good') with *maintenance and cleaning of public areas*, 25% of respondents provided a rating of 'average' and 21% of respondents provided a rating of 'poor' or 'very poor' to *maintenance and cleaning of public areas*.

Comparison to Previous Results

Compared to 2024, ratings of the Council as 'very good' or 'good' on *maintenance and cleaning of public areas* remained relatively unchanged from 52% in 2024 to 53% in 2025. The percentage of residents who rated the *maintenance and cleaning of public areas* as 'very poor' or 'poor' remained the same as 2024 at 21%.

Ranking

Maintenance and cleaning of public areas ranks 4th (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 ranks 4th amongst the top five (5) issues for the City of Yarra and is amongst the top five (5) suggestions for improvement to be delivered by the Council over the next two (2) years. Furthermore, overall satisfaction (a rating of 'very good' or 'good') with the Council is significantly lower amongst respondents who would like to see improvements to *cleanliness of areas including streets* (along with improvements to *parking*). This aspect ranked 7th in 2024.

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

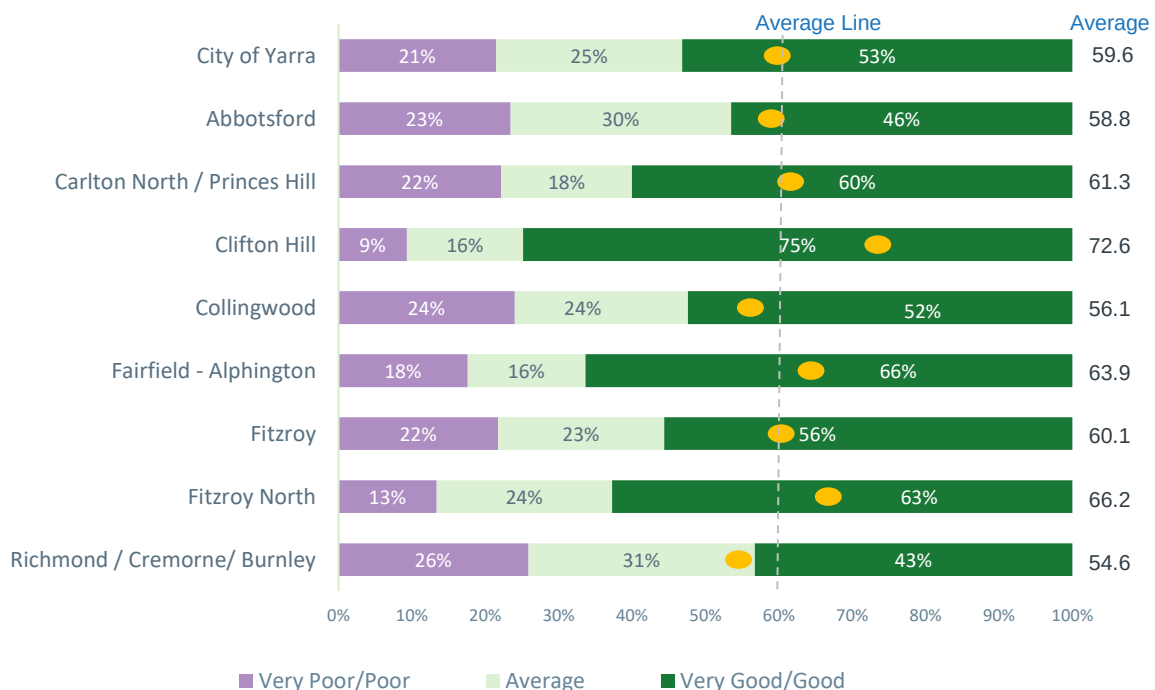
Single Response; Base: All Respondents.

"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?"

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 Clifton Hill (rating of 'very good' or 'good': 75%) and Fitzroy North (rating of 'very good' or 'good': 63%) whilst respondents from Richmond / Cremorne/ Burnley (rating of 'very good' or 'good': 43%) are significantly less satisfied with this aspect.

Figure 5.9: Satisfaction with Maintenance and Cleaning of Public Areas – By Precinct 2025

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

2025 Findings

In 2025, 53% 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 18% of respondents provided a rating of 'poor' or 'very poor' to *maintenance and cleaning of strip shopping areas*.

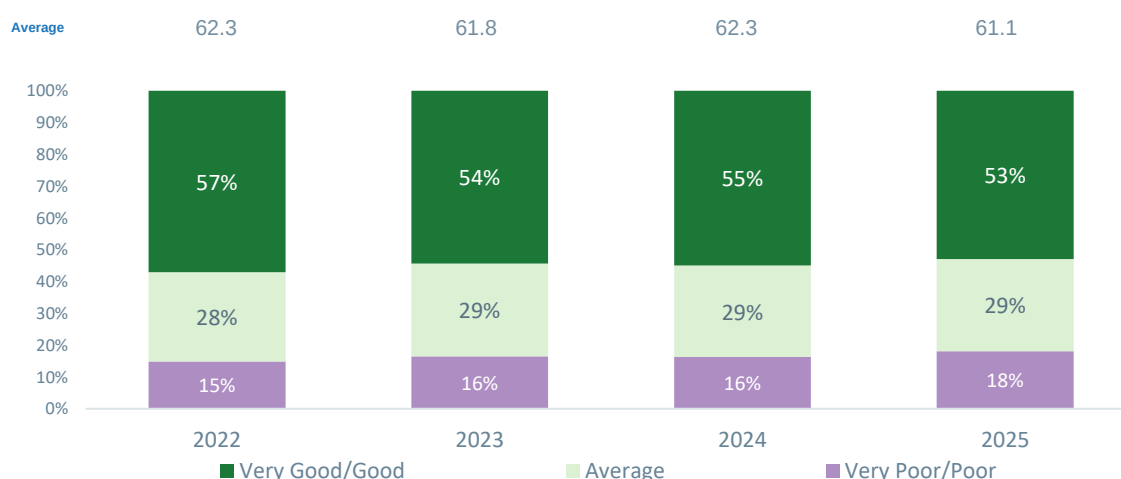
Comparison to Previous Results

Compared to 2024, ratings of 'very good' or 'good' for the *maintenance and cleaning of strip shopping areas* remained relatively unchanged from 55% in 2024 to 53% in 2025. The percentage of residents who rated the *maintenance and cleaning of strip shopping areas* as 'very poor' or 'poor' also remained relatively unchanged from 16% in 2024 to 18% in 2025.

Ranking

Maintenance and cleaning of strip shopping areas ranks 7th (out of 11 universal services and facilities aspects) in terms of importance to the community. This aspect ranked 3rd in 2024.

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



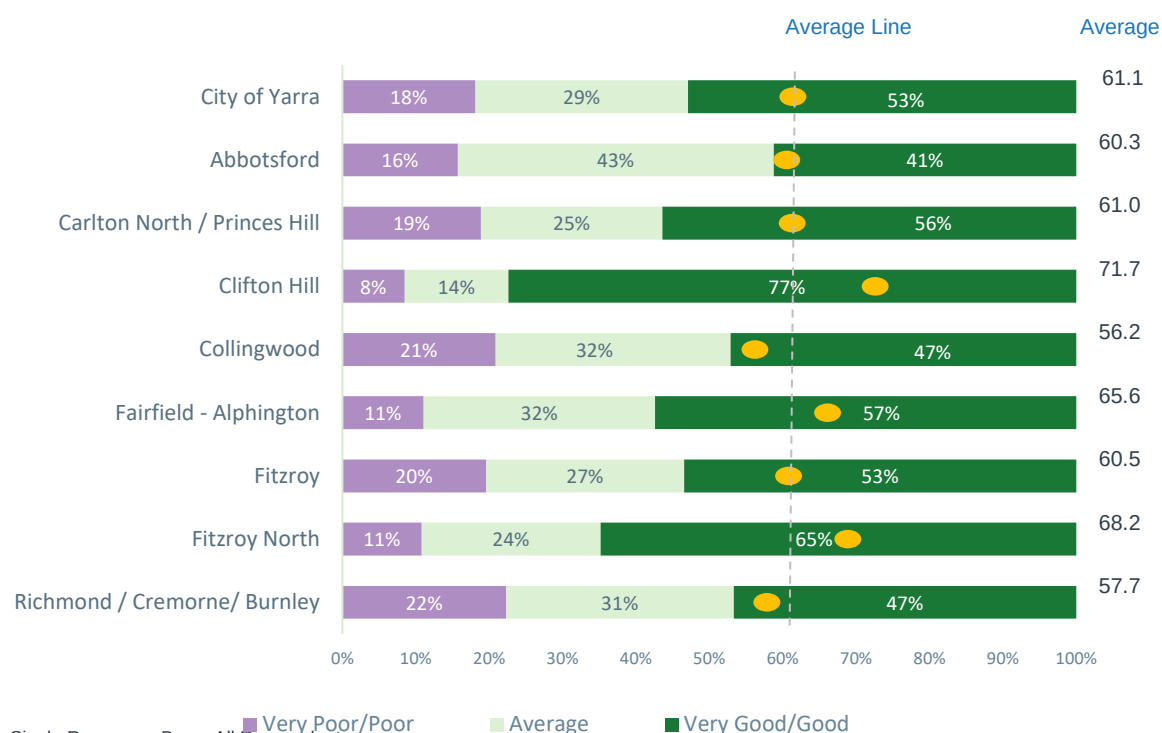
Single Response; Base: All Respondents.

"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?"

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 Clifton Hill (77%) and Fitzroy North (65%) whilst respondents from Richmond / Cremorne/ Burnley (rating of 'very good' or 'good': 47%) are significantly less satisfied with this aspect.

Figure 5.11: Satisfaction with Maintenance and Cleaning of Strip Shopping Areas – By Precinct 2025

5.2.6 Satisfaction with Regular Garbage Collection Service

2025 Findings

In 2025, 76% 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 8% of respondents provided a rating of 'poor' or 'very poor' to *regular garbage collection service*.

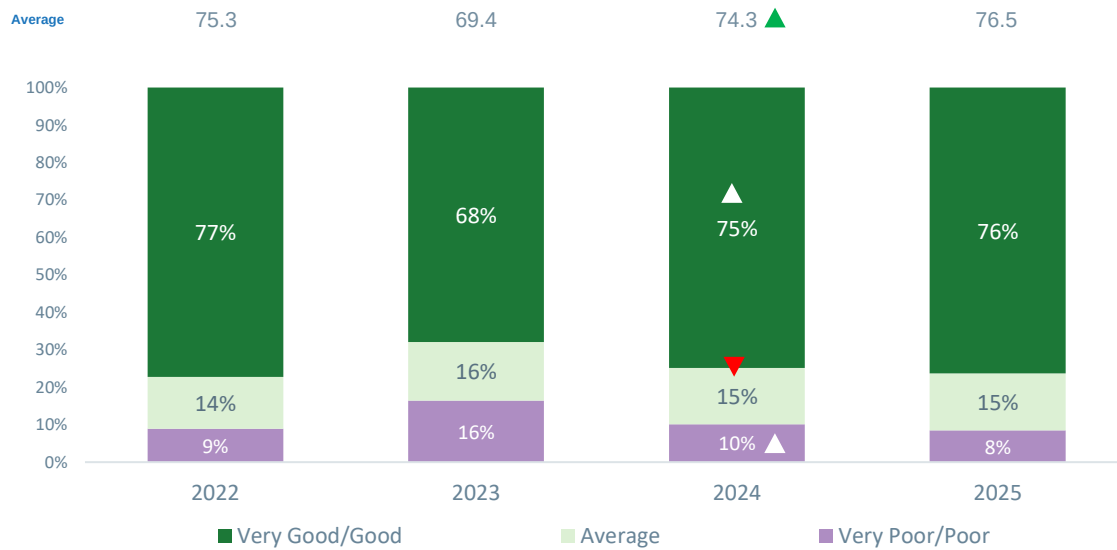
Across all universal service and facility aspects measured, the highest satisfaction (a rating of 'very good' or 'good') is recorded for *regular garbage collection service* (76%).

Comparison to Previous Results

Compared to 2024, ratings of 'very good' or 'good' with *regular garbage collection service* remained relatively unchanged from 75% in 2024 to 76% in 2025. The percentage of residents who rated *regular garbage collection service* as 'very poor' or 'poor' also remained relatively unchanged from 10% in 2024 to 8% in 2025.

Ranking

Consistent with 2024, *regular garbage collection service* ranks 8th (out of 11 universal services and facilities aspects) in terms of importance to the community. This aspect ranked 10th in 2024.

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

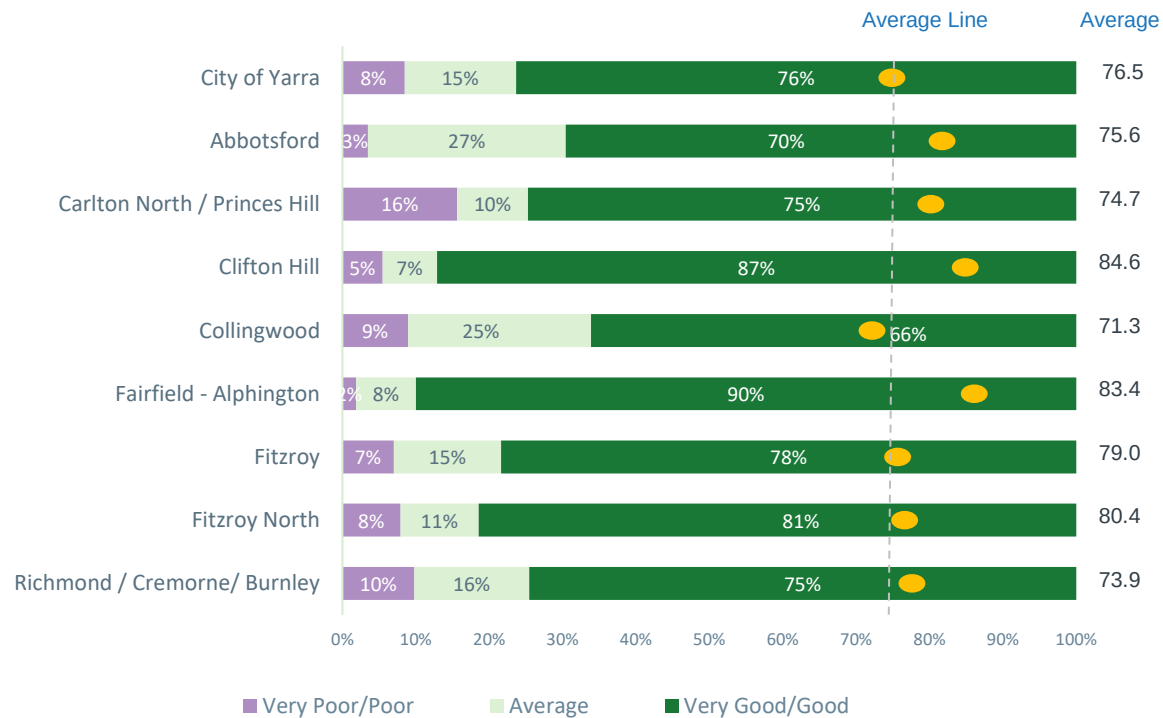
Single Response; Base: All Respondents.

"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?"

Source: AEC

5.2.6.1 Satisfaction with Regular Garbage Collection Service – By Precinct

Respondents from Fairfield – Alphington (90%) and Clifton Hill (87%) are significantly more satisfied with the *regular garbage collection service* (rating of 'very good' or 'good') whilst those in the precinct of Collingwood are least satisfied with this aspect (rating of 'very good' or 'good': 66%).

Figure 5.13: Satisfaction with Regular Garbage Collection Service – By Precinct 2025

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

2025 Findings

In 2025, 70% of respondents were satisfied (a rating of 'very good' or 'good') with *regular recycling service*, 17% of respondents provided a rating of 'average' and 12% of respondents provided a rating of 'poor' or 'very poor' to *regular recycling service*.

Across all universal service and facility aspects measured, the third highest satisfaction (a rating of 'very good' or 'good') is recorded for *regular recycling service* (70%) after satisfaction with *provision of parks, gardens and reserves* (72%) and *regular garbage collection service* (76%).

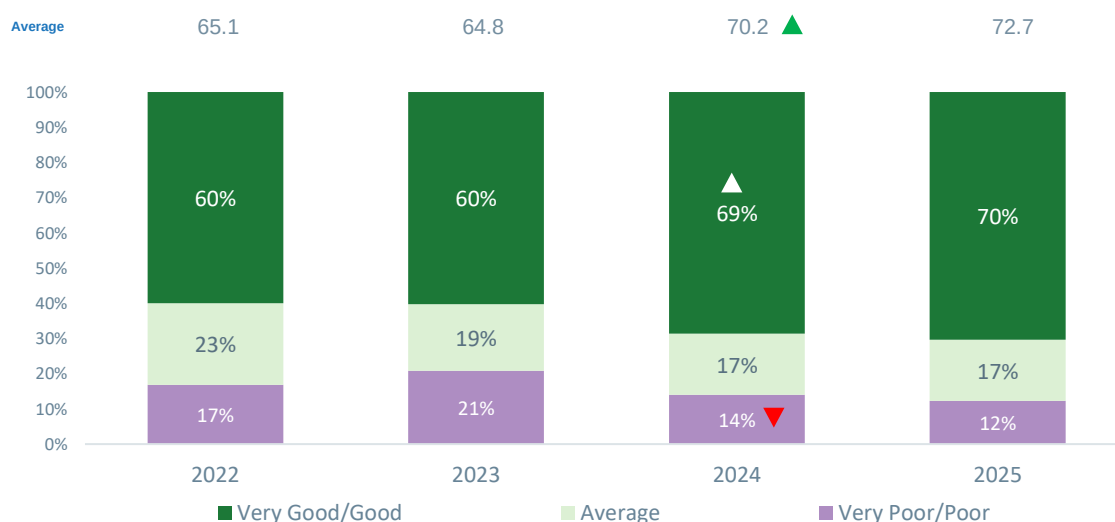
Comparison to Previous Results

Compared to 2024, ratings of 'very good' or 'good' with *regular recycling service* remained relatively unchanged from 69% in 2024 to 70% in 2025. The percentage of residents who rated *regular recycling service* as 'very poor' or 'poor' also remained relatively unchanged from 14% in 2024 to 12% in 2025.

Ranking

Consistent with 2024, *regular recycling service* ranks 9th (out of 11 universal services and facilities aspects) in terms of importance to the community. *Recycling* was nominated amongst the top five (5) improvements delivered by the Council over the last two years.

Figure 5.14: Satisfaction with Regular Recycling Service – Time Series



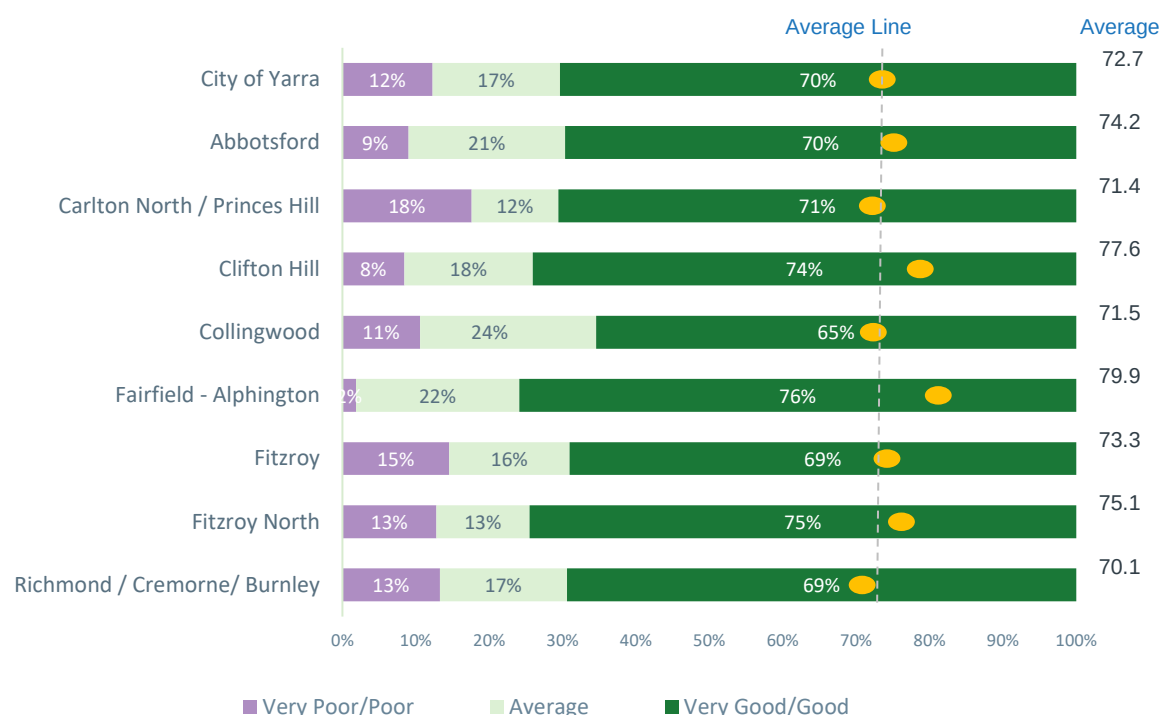
Single Response; Base: All Respondents.

"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?"

Source: AEC

5.2.7.1 Satisfaction with Regular Recycling Service – By Precinct

The figure below displays respondent sentiment regarding the *regular recycling service* by each Council precinct. Respondents from Fairfield – Alphington (76%) followed by Fitzroy North (75%) are most satisfied with the *regular recycling service* (rating of 'very good' or 'good') whilst respondents from Collingwood (rating of 'very good' or 'good': 65%) report being least satisfied with this aspect. These findings are not statistically significant.

Figure 5.15: Satisfaction with Regular Recycling Service – By Precinct 2025

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

2025 Findings

In 2025, 72% of respondents were satisfied (a rating of 'very good' or 'good') with the *provision of parks, gardens and reserves*, 20% of respondents provided a rating of 'average' and 8% of respondents provided a rating of 'poor' or 'very poor' to the *provision of parks, gardens and reserves*.

Of all universal service and facility aspects measured, the second highest satisfaction (a rating of 'very good' or 'good') is recorded for *provision of parks, gardens and reserves* (72%) after satisfaction with *regular garbage collection service* (76%).

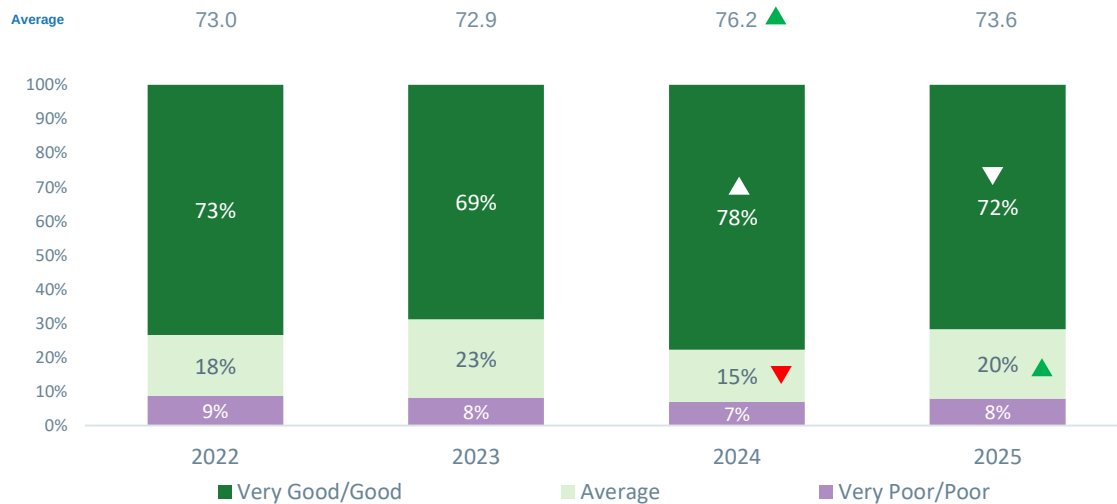
Comparison to Previous Results

Compared to 2024, sentiments in regard to the *provision of parks, gardens and reserves* decreased significantly from 78% in 2024 to 72% in 2025, a decrease of 6 percentage points. The percentage of residents who rated this aspect as 'very poor' or 'poor' has remained largely unchanged from 7% in 2024 to 8% in 2025. The percentage of residents who rated *provision of parks, gardens and reserves* 'average' increased significantly from 15% in 2024 to 20% in 2025, an increase of 5 percentage points.

Across all universal service and facility aspects measured, the decrease in satisfaction (by 6 percentage points) for the *provision of parks, gardens and reserves* was the highest when compared to 2024.

Ranking

Despite *provision of parks, gardens and reserves* ranking 10th (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 2nd on the list of top five (5) key improvements delivered by the Council over the last two (2) years and ranks 5th on the list of suggested areas for improvement over the next two (2) years. This aspect ranked last and 11th in 2024.

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

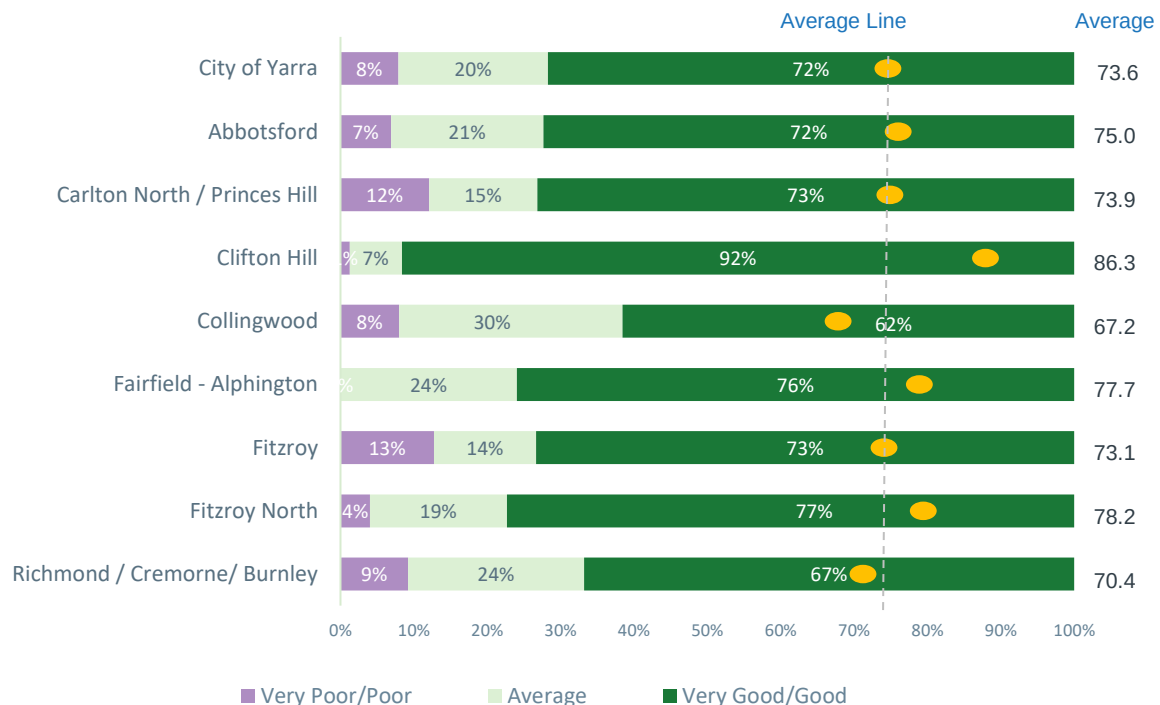
Single Response; Base: All Respondents.

"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?"

Source: AEC

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

The figure below displays respondent sentiment with *provision of parks, gardens and reserves* by each Council precinct. Compared to others, respondents from Clifton Hill (92%) are significantly more satisfied with the *provision of parks, gardens and reserves*. Whilst respondents from Richmond / Cremorne/ Burnley (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 2025

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

2025 Findings

In 2025, 69% of respondents were satisfied (a rating of 'very good' or 'good') with the *maintenance of parks, gardens and reserves*, 22% of respondents provided a rating of 'average' and 10% of respondents provided a rating of 'poor' or 'very poor' to the *maintenance of parks, gardens and reserves*.

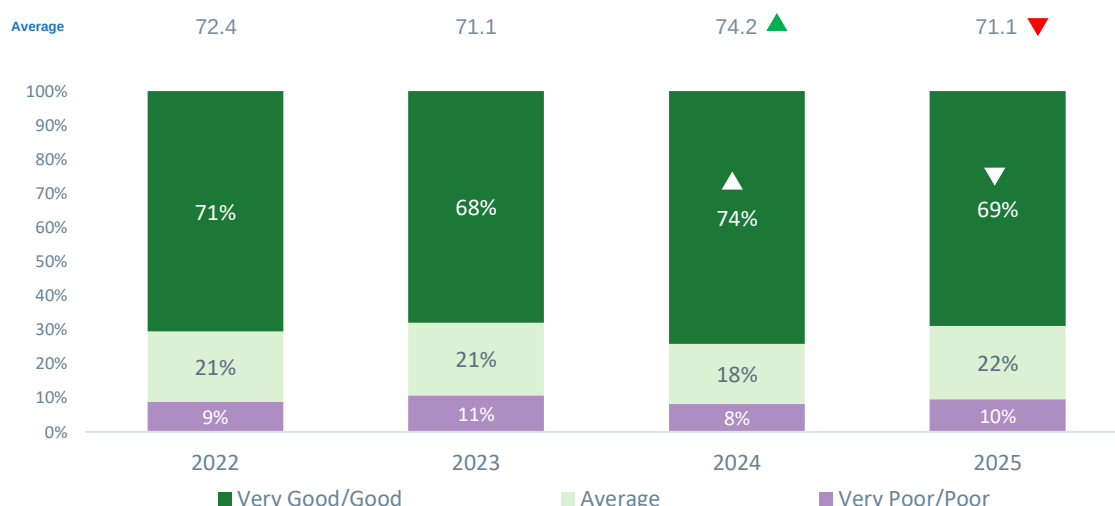
Comparison to Previous Results

Compared to 2024, the proportion of respondents rating the Council 'very good' or 'good' on *maintenance of parks, gardens and reserves* declined significantly from 74% in 2024 to 69% in 2025, a decrease of 5 percentage points. The percentage of residents who rated this aspect as 'very poor' or 'poor' remained relatively unchanged from 8% in 2024 to 10% in 2025.

Ranking

As noted earlier, *parks, gardens and open spaces* ranks 2nd on the list of top five (5) key improvements delivered by the Council over the last two (2) years and ranks 5th on the list of suggested areas for improvement over the next two (2) years. However, *maintenance of parks, gardens and reserves* ranks last (11 out of 11 universal services and facilities aspects) in terms of importance to the community. This aspect ranked 5th (out of 11 universal services and facilities aspects) in 2024.

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



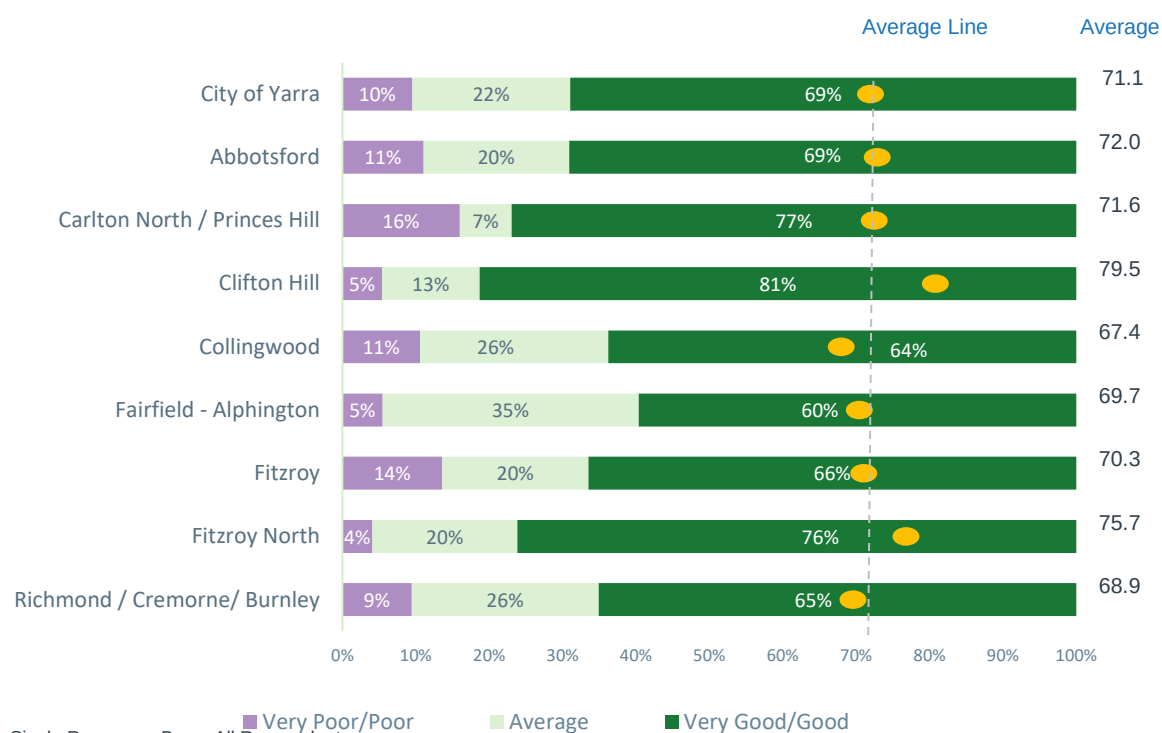
Single Response; Base: All Respondents.

"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?"

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 Clifton Hill (rating of 'very good' or 'good': 81%) whilst those in the precinct of Fairfield – Alphington are least satisfied with this aspect (rating of 'very good' or 'good': 60%).

Figure 5.19: Satisfaction with Maintenance of Parks, Gardens and Reserves – By Precinct 2025

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

2025 Findings

In 2025, 33% of respondents were satisfied (a rating of 'very good' or 'good') with *parking management*, 35% of respondents provided a rating of 'average' and 32% 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* (33%).

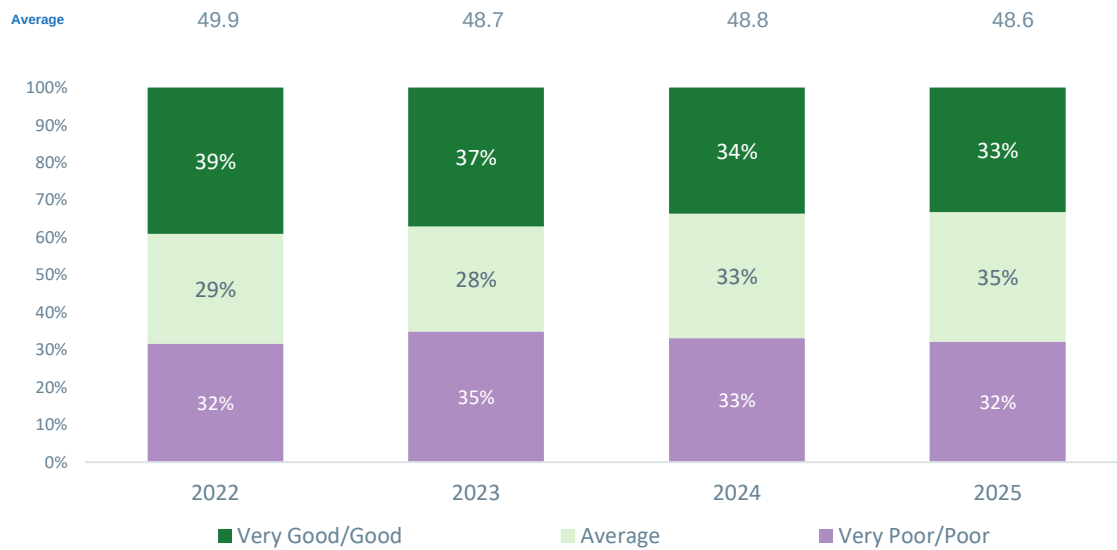
Comparison to Previous Results

Compared to 2024, satisfaction (rating of 'very good' or 'good') with *parking management* remained relatively unchanged from 34% in 2024 to 33% in 2025. The percentage of residents who rated this aspect 'very poor' or 'poor' also remained largely unchanged compared to 2024 (from 33% in 2024 to 32% in 2025).

Ranking

According to the residents of the City of Yarra, *car parking* is the third biggest issue for the City of Yarra at present (after *building, planning, housing and development* and *safety, policing and crime*), and is also 1st on the list of suggested improvements to be delivered by the Council over the next two (2) years. Furthermore, overall satisfaction (a rating of 'very good' or 'good') with the Council is significantly lower amongst respondents who would like to see improvements to *parking management*.

Consistent with 2024, *parking management* ranks the highest (first out of 11 universal services and facilities) and is the most important to the community. If improved, *parking management* is likely to be of value to the community.

Figure 5.20: Satisfaction with Parking Management – Time Series

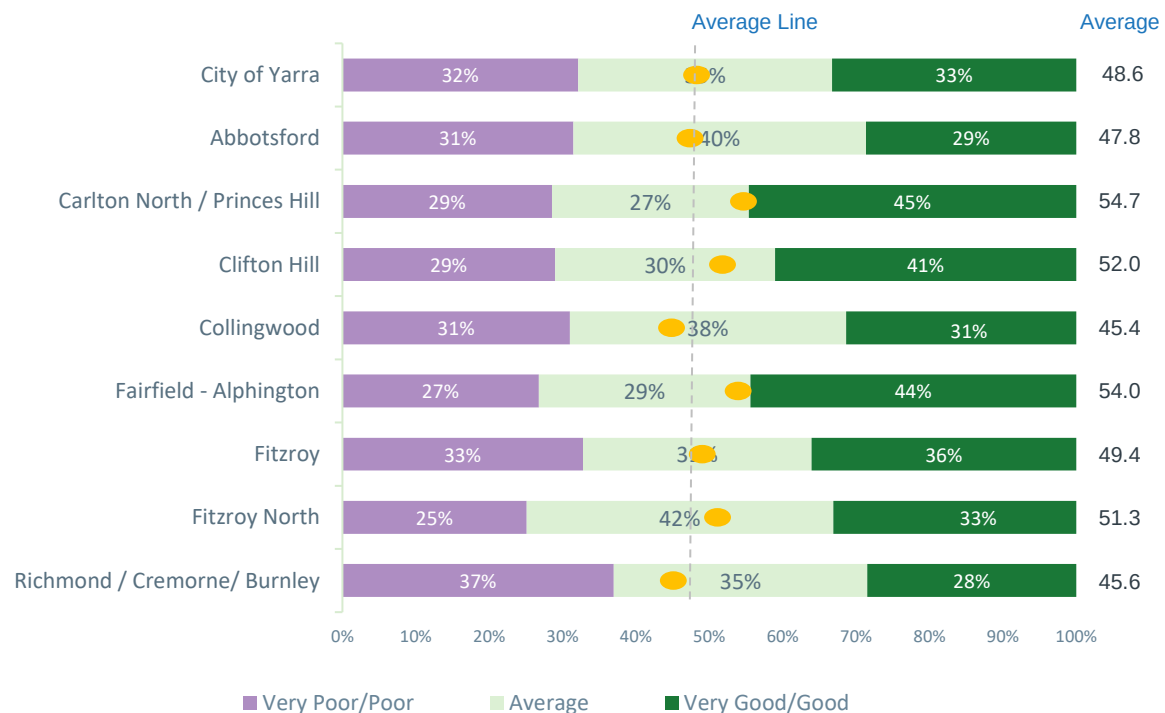
Single Response; Base: All Respondents.

"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 Carlton North/Princes Hill (45%) followed closely by Fairfield – Alphington (44%) are most satisfied with *parking management* (rating of 'very good' or 'good'), whilst respondents from Richmond / Cremorne/ Burnley (28%) are significantly less satisfied with this aspect.

Figure 5.21: Satisfaction with Parking Management – By Precinct 2025

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[#]

2025 Findings

In 2025, 43% of respondents were satisfied (a rating of 'very good' or 'good') with *traffic management*, 34% of respondents provided a rating of 'average' and 23% of respondents provided a rating of 'poor' or 'very poor' to *traffic management*.

After *parking management* (33%), across all universal service and facility aspects measured, the lowest satisfaction (a rating of 'very good' or 'good') is noted for *traffic management* (43%).

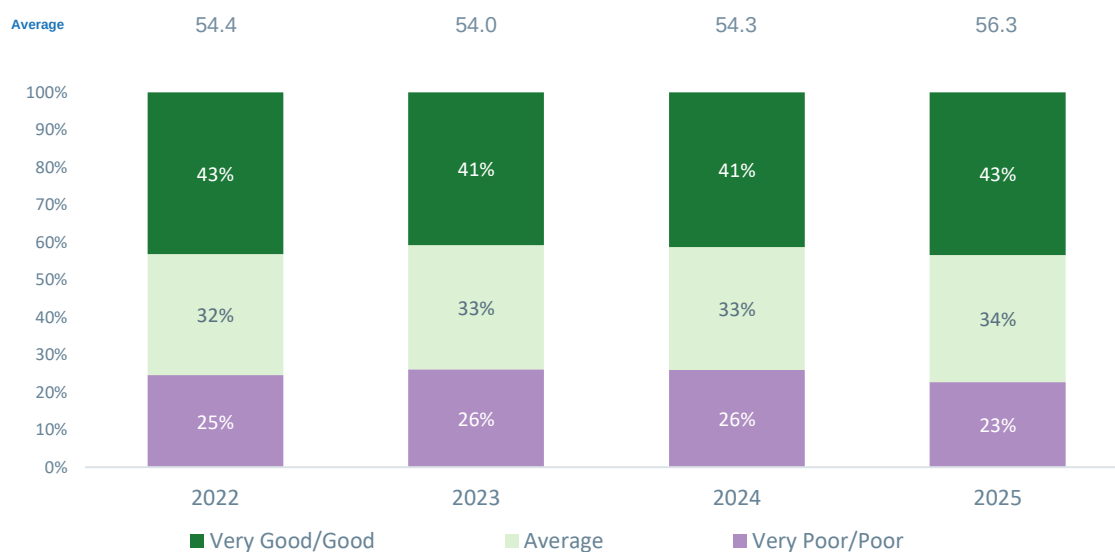
Comparison to Previous Results

Traffic management was included in the list of universal services and facilities measures for the first time in 2022. Compared to 2024, satisfaction (rating of 'very good' or 'good') with *traffic management* remained relatively unchanged from 41% in 2024 to 43% in 2025. The percentage of residents who rated this aspect 'very poor' or 'poor' also remained largely unchanged compared to 2024 (from 26% in 2024 to 23% in 2025).

Ranking

Traffic management ranks 3rd (out of 11 universal services and facilities) in terms of importance to the community. Additionally, *traffic management* ranks 3rd amongst the top five (5) areas suggested for improvement over the next two (2) years. If improved further, *traffic management* is likely to be of value to the community. This aspect ranked 2nd in 2024.

Figure 5.22: Satisfaction with Traffic Management – Time Series



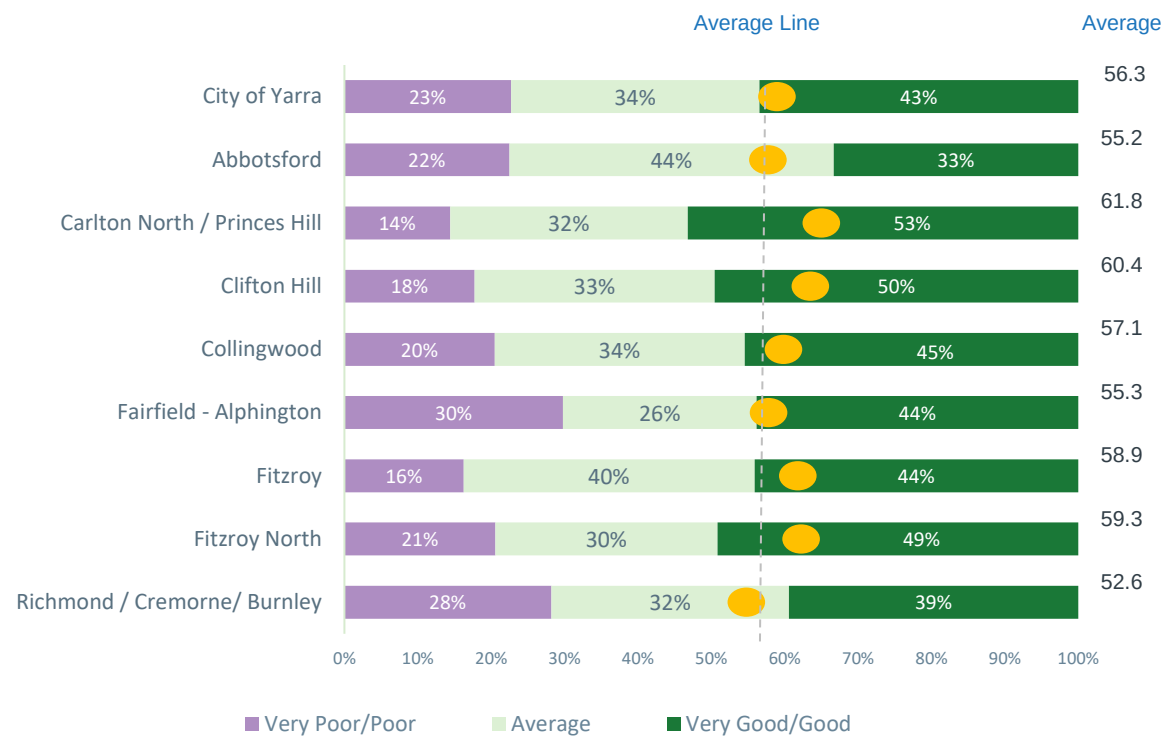
Single Response; Base: All Respondents.

"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?"

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 Carlton North/Princes Hill (53%) and Clifton Hill (50%), whilst those in the precinct of Abbotsford (33%) and Richmond / Cremorne/ Burnley (39%) are least satisfied with this aspect (rating of 'very good' or 'good').

Figure 5.23: Satisfaction with Traffic Management – By Precinct 2025

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?"

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.

2025 Findings

The overall rating of 'very good' or 'good' across all other major service and facility aspects is 64% and satisfaction results for four (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: 84%
- Yarra's swimming pool at Richmond, Fitzroy or Collingwood: 76%
- Yarra's leisure centres at Richmond, Fitzroy or Collingwood (e.g. Gym, etc): 71%
- Arts and cultural activities: 66%

Overall, the highest satisfaction across all other major service and facility aspects is recorded for *local library services* (with 84% of respondents rating this aspect as 'very good' or 'good') and the lowest satisfaction is with *public toilets* (with 33% of respondents rating this aspect as 'very good' or 'good').

Comparison to Previous Results

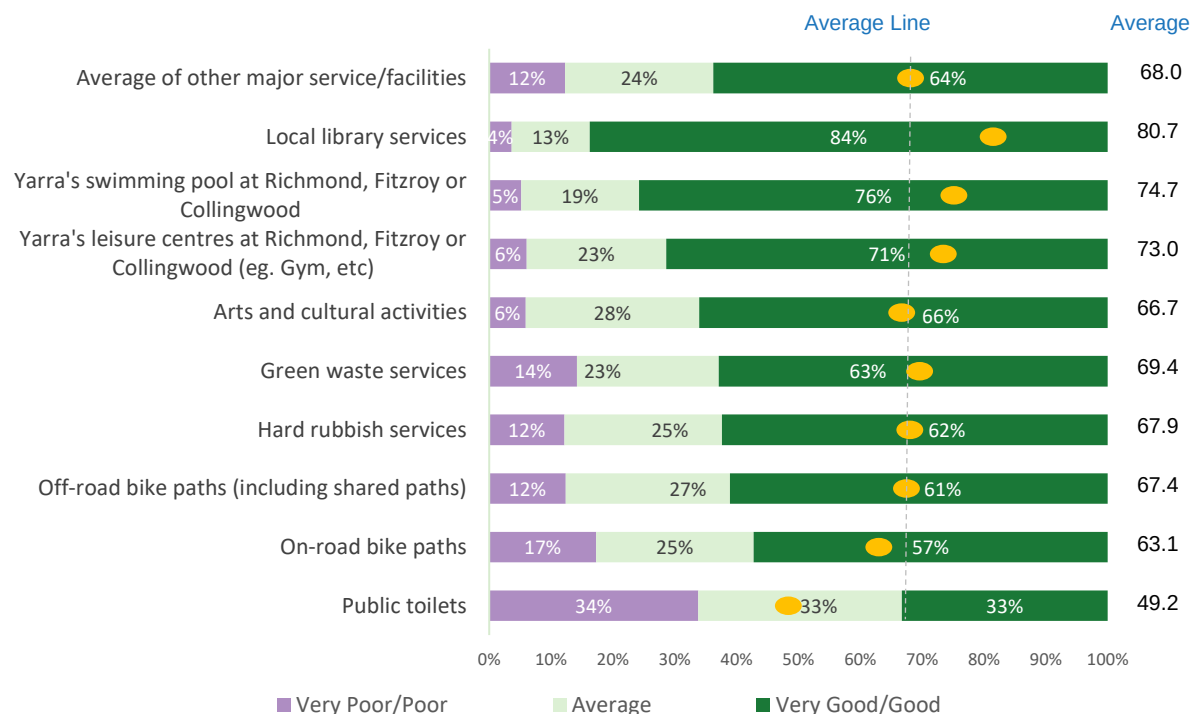
Compared to 2024, ratings of 'very good' or 'good' increased significantly for one (of the nine) aspect which is *green waste services*. This aspect increased significantly from 54% in 2024 to 63% in 2025, an increase of 9 percentage points.

Compared to 2024, ratings of 'very good' or 'good' remained relatively unchanged for the following eight (of the nine) aspects related to other major services and facilities:

- Yarra's leisure centres at Richmond, Fitzroy or Collingwood (e.g. Gym, etc): from 70% in 2024 to 71% in 2025.
- Arts and cultural activities: remained the same as 2024 at 66%.
- Yarra's swimming pools at Richmond, Fitzroy or Collingwood: remained the same as 2024 at 76%.
- Local library services: from 85% in 2024 to 84% in 2025.
- Public toilets: from 35% in 2024 to 33% in 2025.

- Hard rubbish services: from 65% in 2024 to 62% in 2025.
- Off-road bike paths (including shared paths): from 64% in 2024 to 61% in 2025.
- On-road bike paths: from 60% in 2024 to 57% in 2025.

Figure 6.1: Satisfaction with Other Major Services and Facilities – 2025



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'."

Source: AEC

6.2 SATISFACTION WITH INDIVIDUAL ASPECTS OF OTHER MAJOR SERVICES & FACILITIES

6.2.1 Satisfaction with Green Waste Services

2025 Findings

In 2025, 63% of respondents were satisfied (a rating of 'very good' or 'good') with *green waste services*, 23% of respondents provided a rating of 'average' and 14% of respondents provided a rating of 'poor' or 'very poor' to *green waste services*.

Comparison to Previous Results

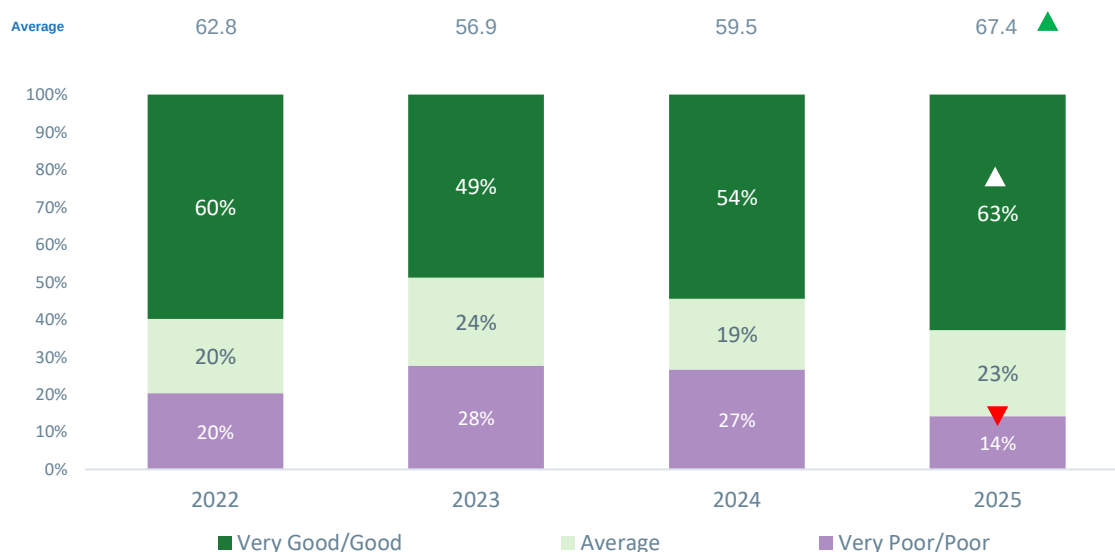
Compared to 2024, respondents rating *green waste services* 'very good' or 'good' increased significantly from 54% in 2024 to 63% in 2025 (an increase of 9 percentage points).

The percentage of residents who rated *green waste services* 'very poor' or 'poor' decreased significantly from 27% in 2024 to 14% in 2025 (a decrease of 13 percentage points).

Across all other major service and facility aspects measured, the increase in satisfaction (compared to 2024) for *green waste services* was the highest (an increase of 9 percentage points).

Ranking

Green waste services ranks 3rd (out of 9 other major services and facilities) in terms of importance to the community. This aspect ranked 4th in 2024.

Figure 6.2: Satisfaction with Green Waste Services – Time Series

Single Response

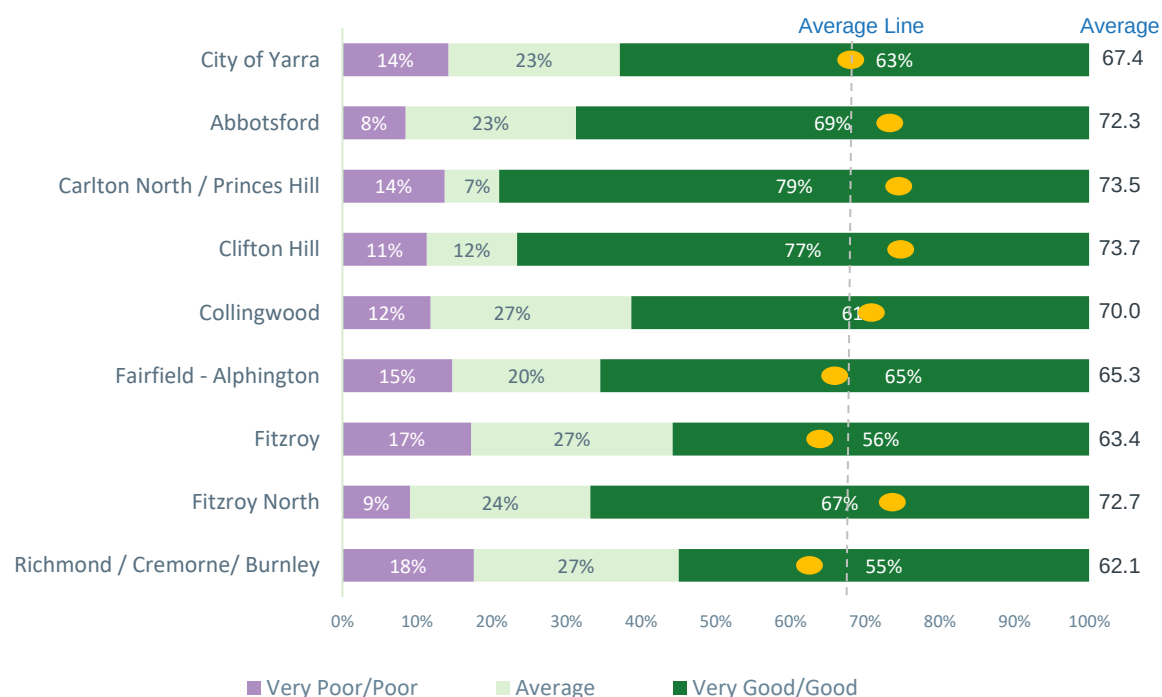
Base: All Respondents.

"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'."

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 Carlton North/Princes Hill (79%) and Clifton Hill (77%), whilst those in the precinct of Richmond/Cremorne/Burnley (55%) are significantly less satisfied (rating of 'very good' or 'good') with this aspect.

Figure 6.3: Satisfaction with Green Waste Services – By Precinct 2025

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

2025 Findings

In 2025, 62% of respondents were satisfied (a rating of 'very good' or 'good') with *hard rubbish services*, 25% of respondents provided a rating of 'average' and 12% of respondents provided a rating of 'poor' or 'very poor' to *hard rubbish services*.

Comparison to Previous Results

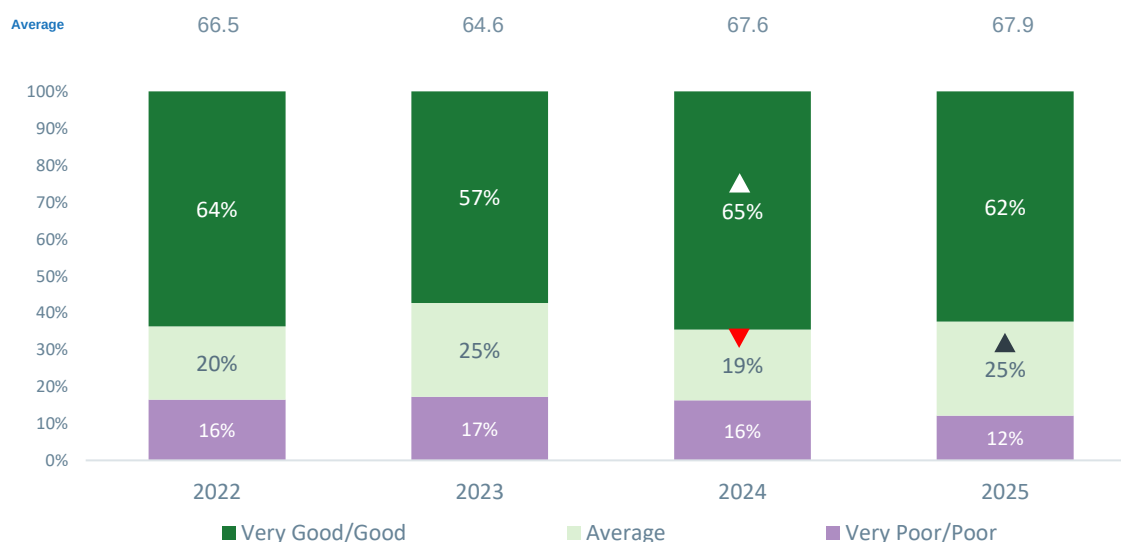
Compared to 2024, respondents rating the Council 'very good' or 'good' on *hard rubbish services* remained relatively unchanged from 65% in 2024 to 62% in 2025.

The percentage of residents who rated *hard rubbish services* 'very poor' or 'poor' declined marginally from 16% in 2024 to 12% in 2025, a decline of 4 percentage points. Compared to 2024, respondents who provided an 'average' rating on this aspect increased significantly from 19% in 2024 to 25% in 2025, an increase of 6 percentage points.

Ranking

Hard rubbish services ranks 5th (out of 9 other major services and facilities) in terms of importance to the community. This aspect ranked 8th in 2024.

Figure 6.4: Satisfaction with Hard Rubbish Services – Time Series



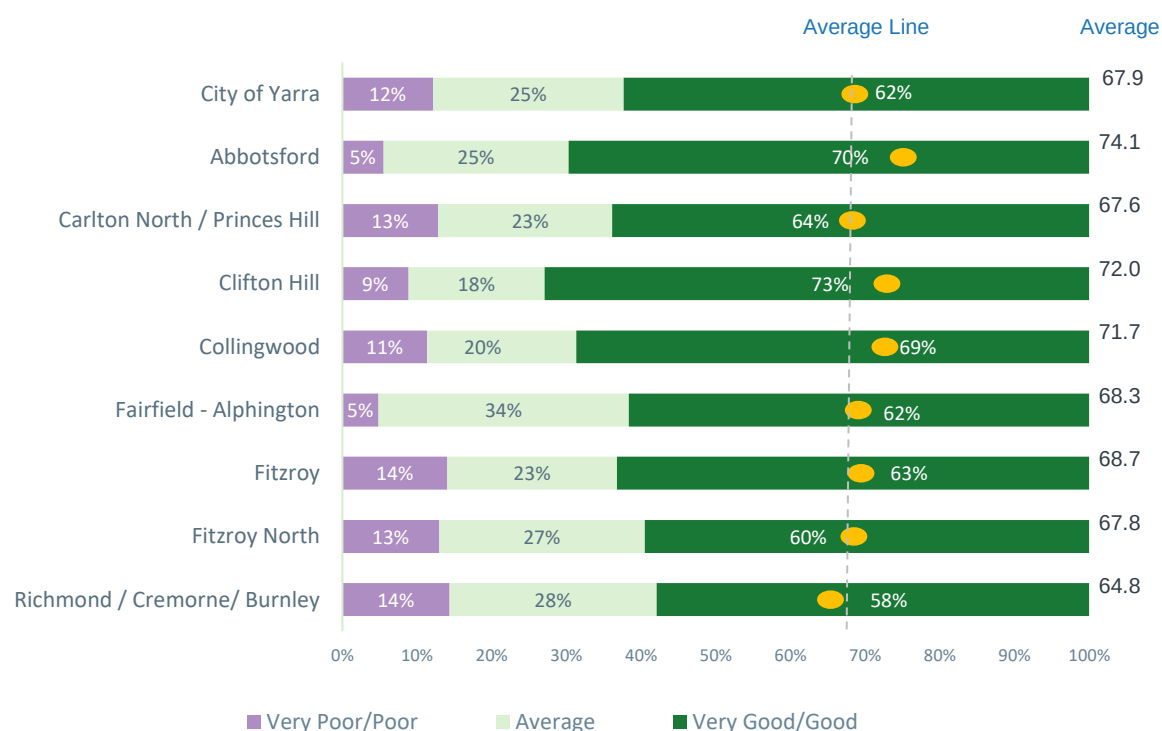
Single Response; Base: All Respondents.

"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'."

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 Clifton Hill (73%), respondents from Richmond / Cremorne/ Burnley are least satisfied with this aspect (rating of 'very good' or 'good': 58%). These findings are not statistically significant.

Figure 6.5: Satisfaction with Hard Rubbish Services – By Precinct 2025

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

2025 Findings

In 2025, 84% of respondents were satisfied (a rating of 'very good' or 'good') with *local library services*, 13% of respondents provided a rating of 'average' and 4% of respondents provided a rating of 'poor' or 'very poor' to *local library services*.

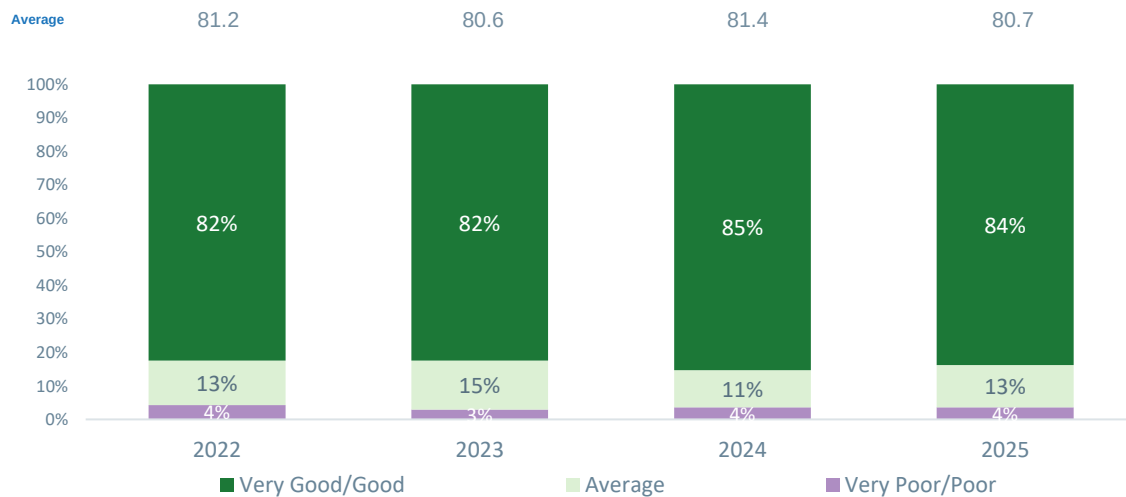
Overall, the highest satisfaction across all other major service and facility aspects is recorded for *local library services* (84%).

Comparison to Previous Results

Compared to 2024, ratings of 'very good' or 'good' in regard to *local library* remained relatively unchanged from 85% in 2024 to 84% in 2025. The percentage of residents who rated *local library services* 'very poor' or 'poor' also remained the same as 2024 at 4%.

Ranking

Consistent with 2024, *local library services* ranks 6th (out of 9 other major services and facilities) in terms of importance to the community. This aspect ranked 6th in 2024.

Figure 6.6: Satisfaction with Local Library Services – Time Series

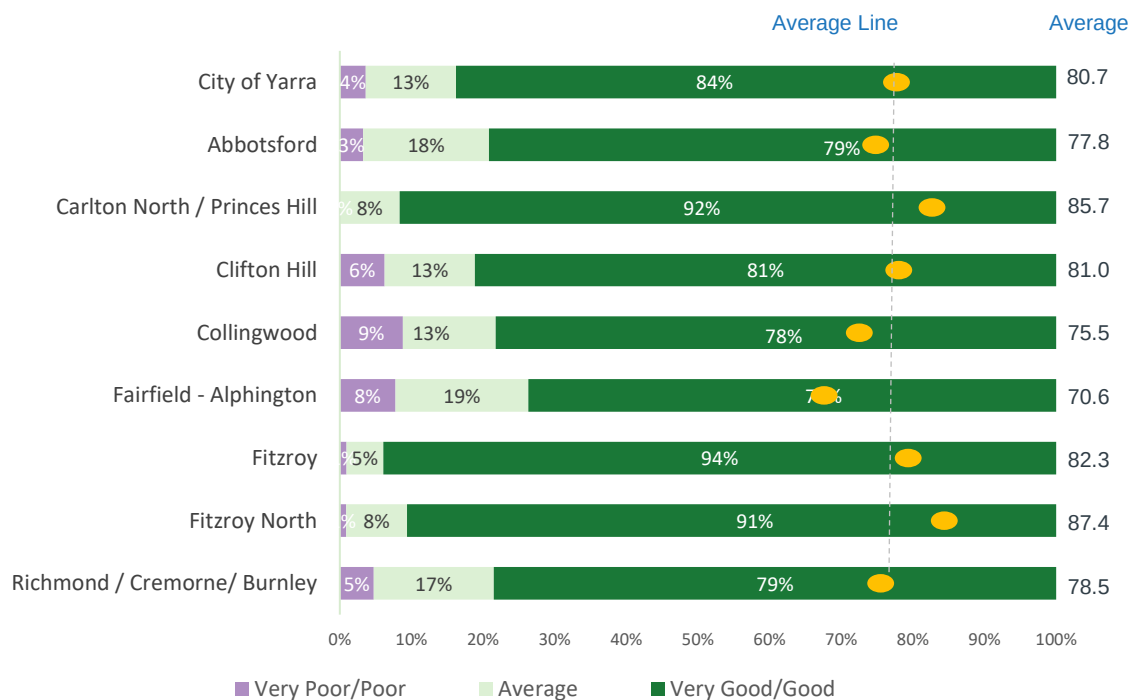
Single Response; Base: All Respondents.

"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'."

Source: AEC

6.2.3.1 Satisfaction with Local Library Services – By Precinct

Respondents from Fitzroy (94%) and Fitzroy North (91%) are significantly more satisfied (rating of 'very good' or 'good') with *local library services* whilst significantly lower satisfaction is reported amongst those in the precinct of Richmond / Cremorne/ Burnley (79%).

Figure 6.7: Satisfaction with Local Library Services – By Precinct 2025

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

2025 Findings

In 2025, 33% of respondents were satisfied (a rating of 'very good' or 'good') with *public toilets*, 33% of respondents provided a rating of 'average' and 34% 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* (33%).

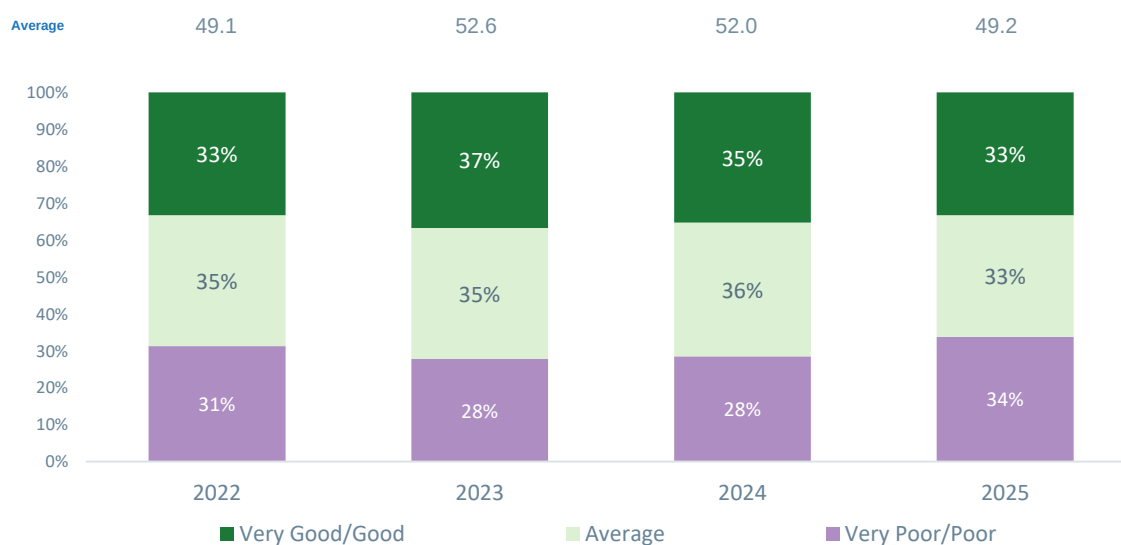
Comparison to Previous Results

Compared to 2024, ratings of 'very good' or 'good' for *public toilets* relatively unchanged from 35% in 2024 to 33% in 2025. The percentage of residents who rated this aspect 'very poor' or 'poor' increased marginally from 28% in 2024 to 34% in 2025, an increase of 6 percentage points.

Ranking

Public toilets ranks 7th (out of 9 other major services and facilities) in terms of importance to the community. This aspect ranked 2nd in 2024.

Figure 6.8: Satisfaction with Public Toilets – Time Series



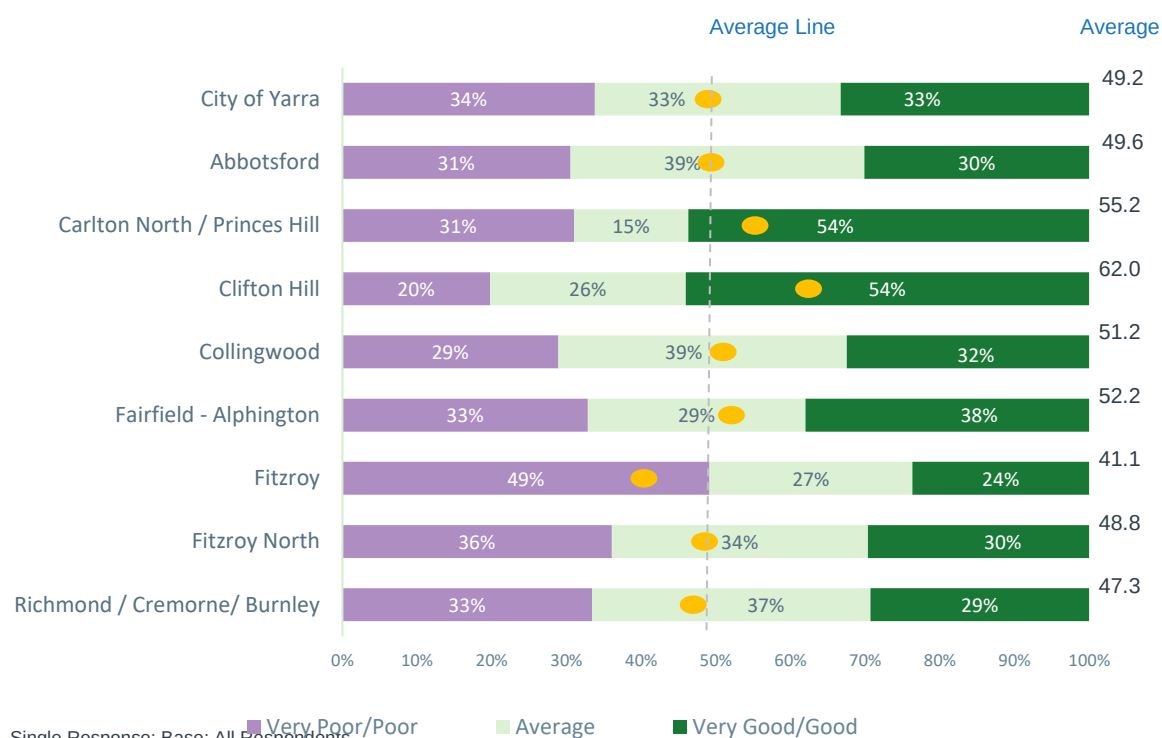
Single Response; Base: All Respondents.

"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'."

Source: AEC

6.2.4.1 Satisfaction with Public Toilets – By Precinct

Respondents from Carlton North/Princes Hill (54%) and Clifton Hill (54%) are significantly more satisfied with *public toilets* (rating of 'very good' or 'good') whilst those in the precinct of Fitzroy (24%) are least satisfied with this aspect (rating of 'very good' or 'good').

Figure 6.9: Satisfaction with Public Toilets – By Precinct 2025

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

2025 Findings

In 2025, 76% of respondents were satisfied (a rating of 'very good' or 'good') with Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood, 19% of respondents provided a rating of 'average' and 5% of respondents provided a rating of 'poor' or 'very poor' to Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood.

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 (84%).

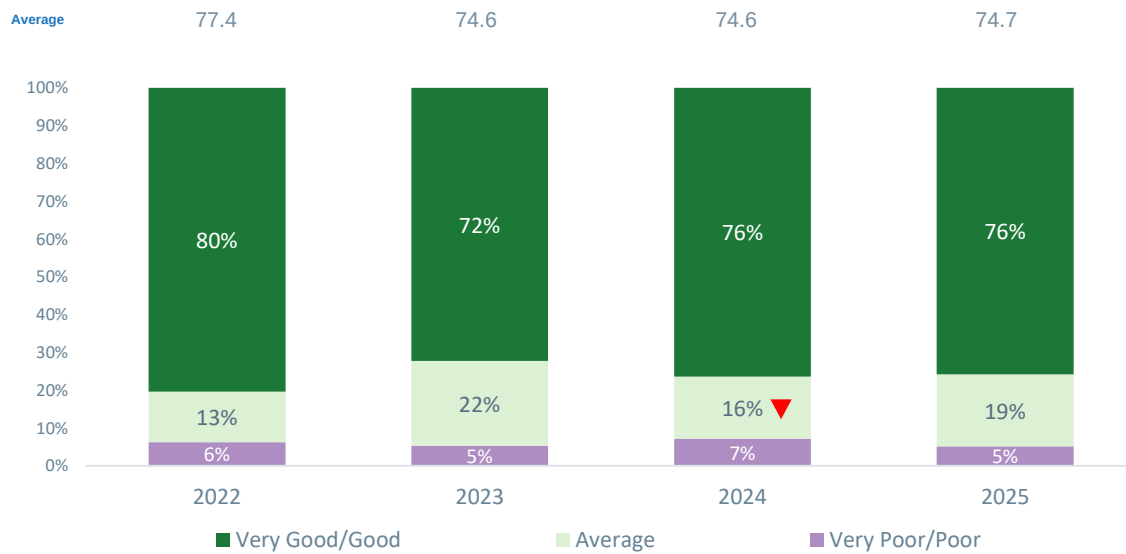
Comparison to Previous Results

Satisfaction with Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood has been measured for the last five (5) years starting in 2021. Satisfaction with this aspect remains the same as 2024 at 76%.

The percentage of residents who rated Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood 'very poor' or 'poor' was relatively unchanged (from 7% in 2024 to 5% in 2025).

Ranking

Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood ranks 9th (out of 9) in terms of importance to the community. This aspect ranked 7th in 2024.

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

Single Response; Base: All Respondents.

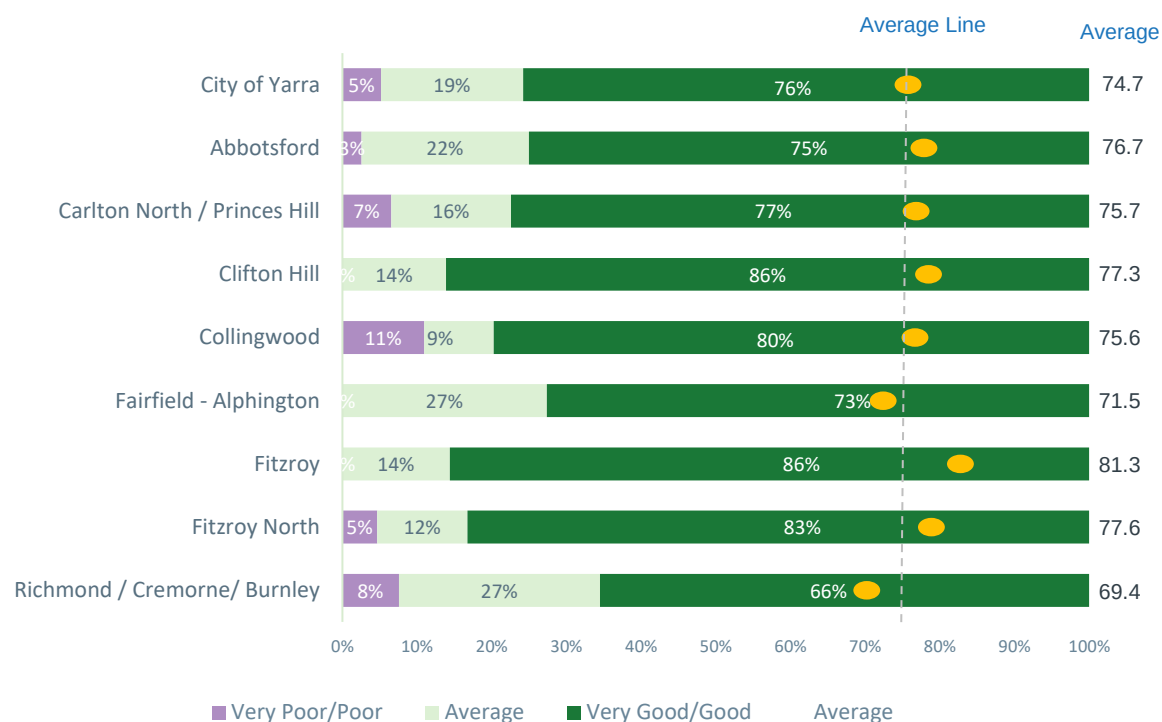
"Q8. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on Yarra's swimming pool at Richmond, Fitzroy or Collingwood over the last 12 months? If you have not used the services in the past 12 months, say 'not applicable -99'."

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. Respondents from Fitzroy (rating of 'very good' or 'good': 86%) are significantly more satisfied whilst respondents from Richmond / Cremorne/ Burnley (66%) are significantly less satisfied with this aspect.

Figure 6.11: Satisfaction with Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood – By Precinct 2025



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

2025 Findings

In 2025, 71% of respondents were satisfied (a rating of 'very good' or 'good') with Yarra's Leisure Centres at Richmond, Fitzroy or Collingwood, 23% 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.

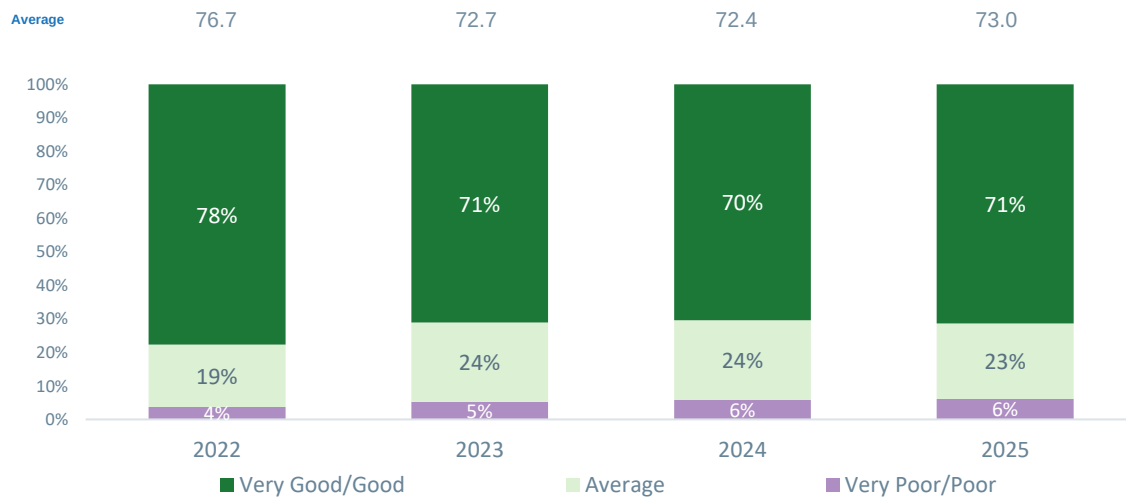
Of all other major service and facility aspects measured, the third highest satisfaction (a rating of 'very good' or 'good') is recorded for Yarra's Leisure Centres at Richmond, Fitzroy or Collingwood (71%) after satisfaction with Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood (76%) and local library services (84%).

Comparison to Previous Results

Compared to 2024, respondents rating Yarra's Leisure Centres at Richmond, Fitzroy or Collingwood as 'very good' or 'good' remained relatively unchanged with the 2024 findings (70% in 2024 and 71% in 2025). The percentage of residents who rated the Yarra's Leisure Centres at Richmond, Fitzroy or Collingwood as 'very poor' or 'poor' remained the same as 2024 at 6%.

Ranking

Yarra's Leisure Centres at Richmond, Fitzroy or Collingwood ranks 8th (out of 9 other major services and facilities) in terms of importance to the community. This aspect ranked last (9th) in 2024.

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

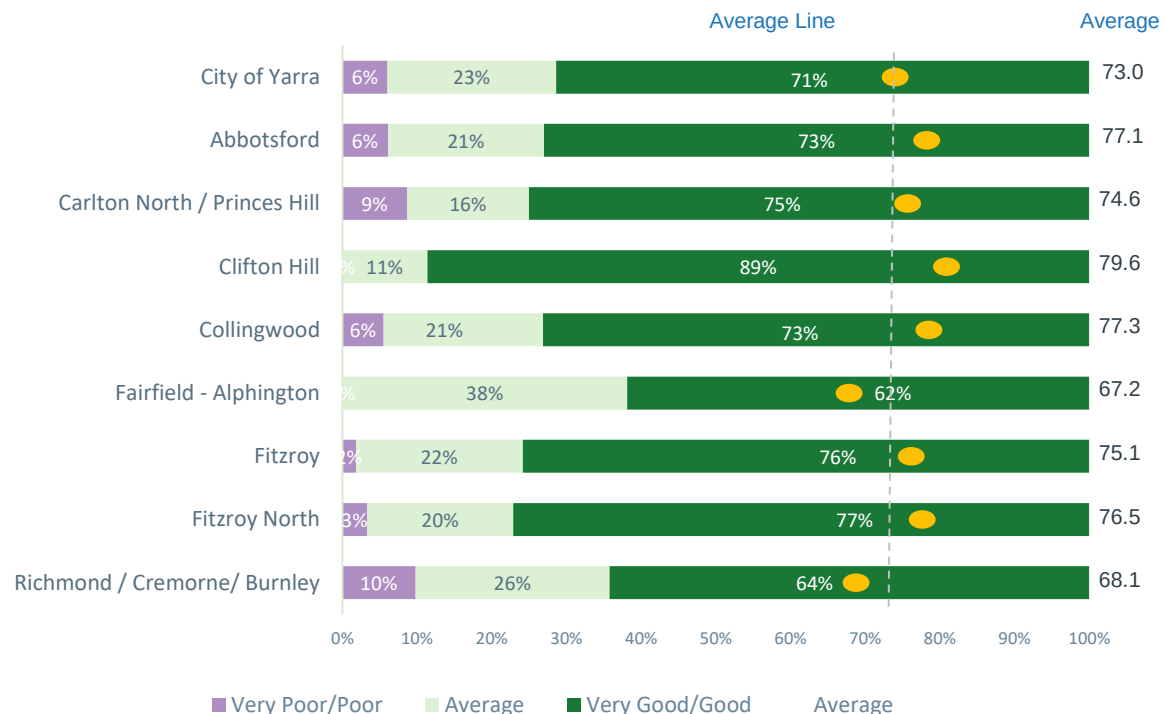
Single Response; Base: All Respondents.

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

Source: AEC

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

Satisfaction with Yarra's leisure centres at Richmond, Fitzroy or Collingwood is highest amongst respondents from Clifton Hill (rating of 'very good' or 'good': 89%) whilst those in the precinct of Richmond / Cremorne/ Burnley (rating of 'very good' or 'good': 64%) are significantly less satisfied with this aspect.

Figure 6.13: Satisfaction with Yarra's Leisure Centres at Richmond, Fitzroy or Collingwood – By Precinct 2025

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

2025 Findings

In 2025, 57% 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 17% of respondents provided a rating of 'poor' or 'very poor' to *on-road bike paths*.

Comparison to Previous Results

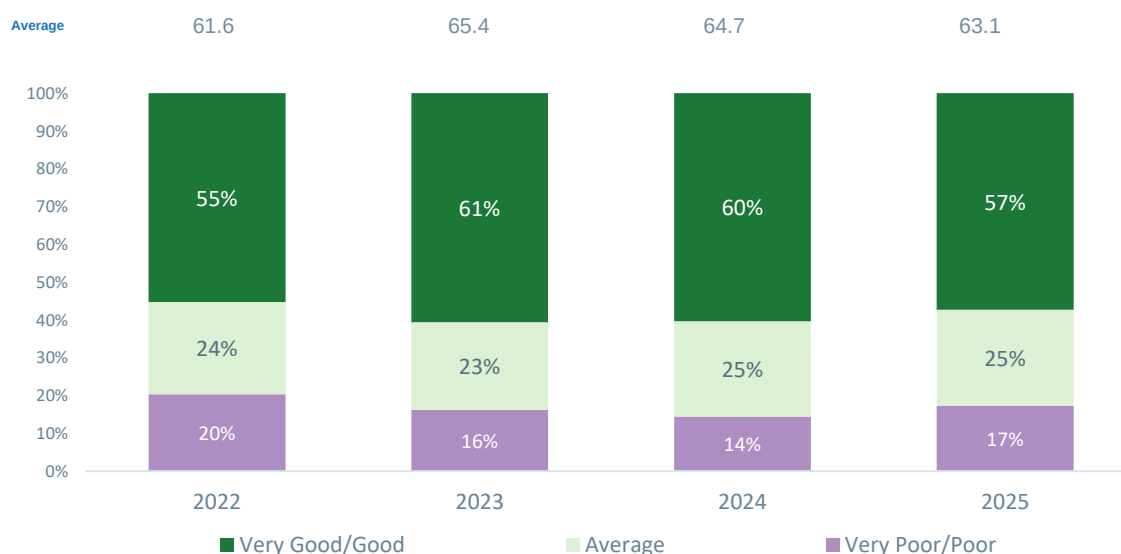
Compared to 2024, respondents rating *on-road bike paths* as 'very good' or 'good' remained relatively unchanged with the 2024 findings (60% in 2024 and 57% in 2025). The percentage of residents who rated this aspect as 'very poor' or 'poor' also remained relatively unchanged from 14% in 2024 to 17% in 2025.

Ranking

Bike, walking tracks and facilities ranked 3rd 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.

Furthermore, respondents who identified improvements to *bike tracks, facilities and infrastructure* were significantly more satisfied with the Council overall (a rating of 'very good' or 'good'). *On-road bike paths* ranks 4th (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. This aspect ranked last (3rd) in 2024.

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



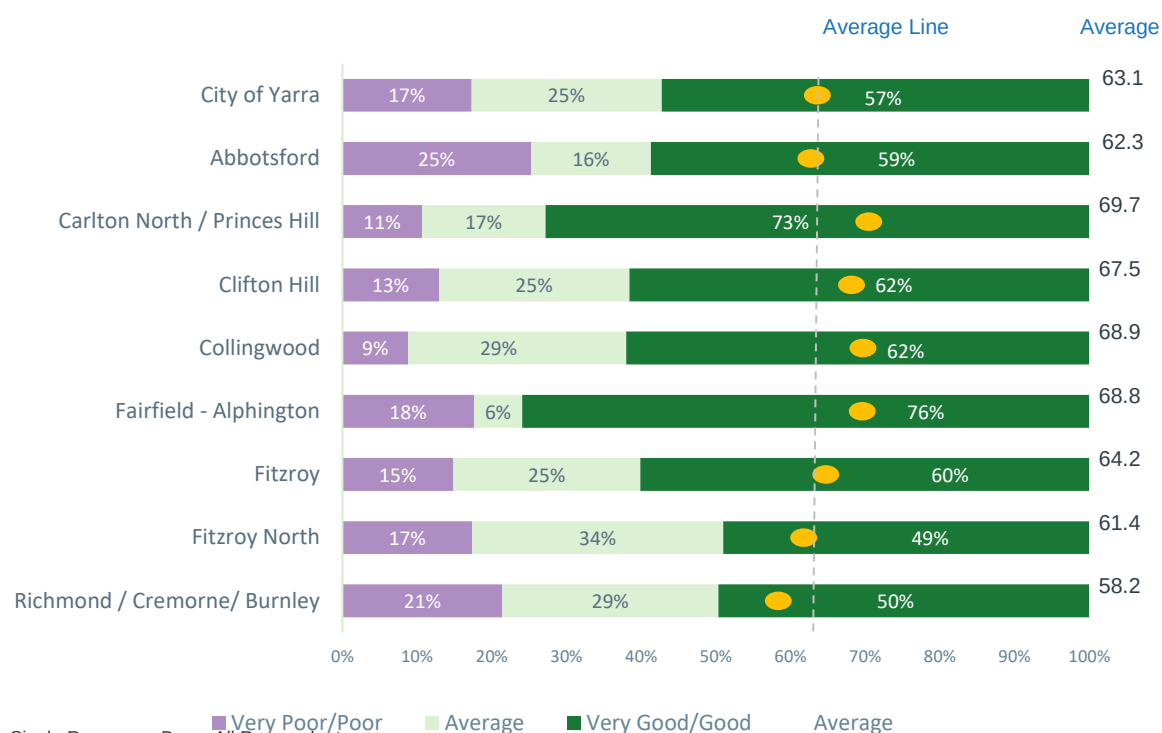
Single Response; Base: All Respondents.

"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'."

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 (76%) and Carlton North/Princes Hill (73%) and respondents from Richmond / Cremorne/ Burnley (50%) report being significantly less satisfied (rating of 'very good' or 'good') with *on-road bike paths*.

Figure 6.15: Satisfaction with On-Road Bike Paths – By Precinct 2025

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

2025 Findings

In 2025, 61% of respondents were satisfied (a rating of 'very good' or 'good') with *off-road bike paths*, 27% of respondents provided a rating of 'average' and 12% of respondents provided a rating of 'poor' or 'very poor' to *off-road bike paths*.

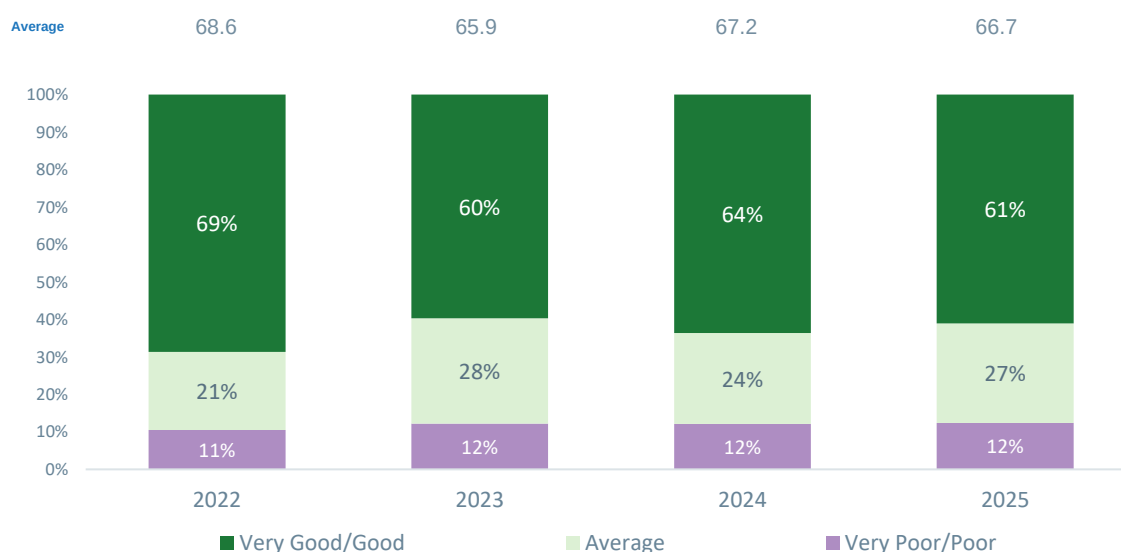
Comparison to Previous Results

Compared to 2024, perceptions of *off-road bike paths* (rating of 'very good' or 'good') remained largely unchanged from 64% in 2024 to 61% in 2025.

The percentage of residents who rated *off-road bike paths* 'very poor' or 'poor' remained the same as 2024 (12%).

Ranking

Off-road bike paths ranks 2nd (out of 9 other major services and facilities) in terms of importance to the community. As mentioned earlier, respondents who identified improvements to *bike tracks, facilities and infrastructure* were significantly more satisfied with the Council overall (a rating of 'very good' or 'good'). This aspect ranked 5th in 2024.

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

Single Response

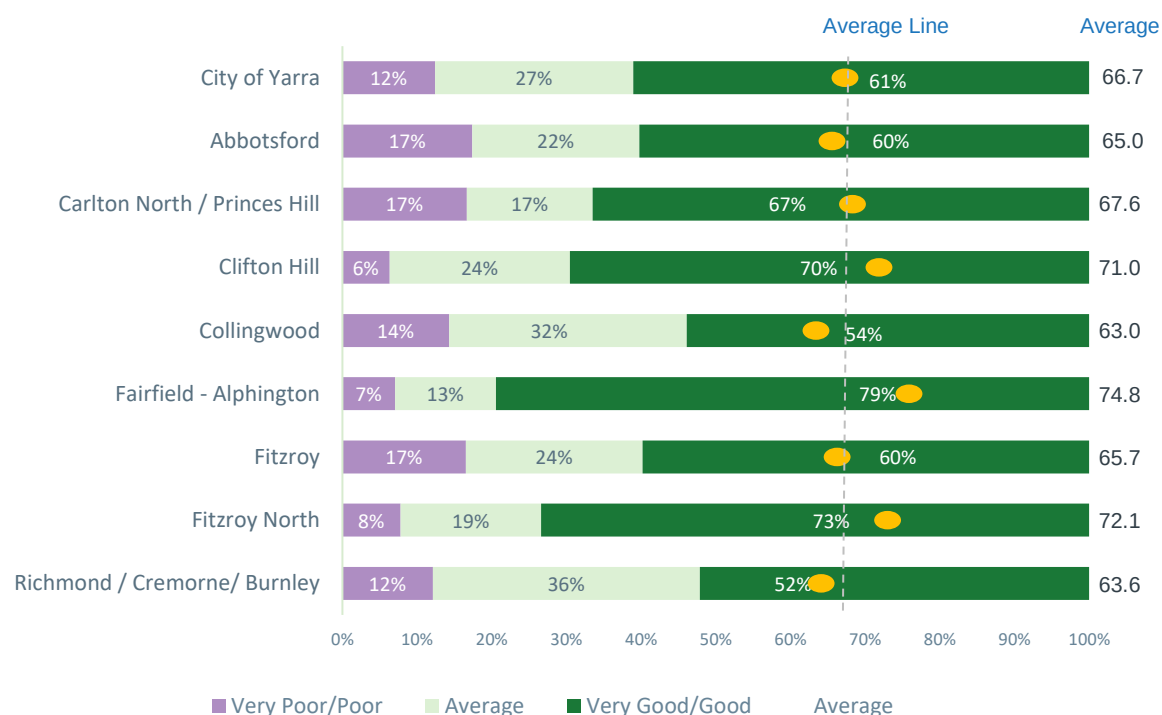
Base: All Respondents.

"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'."

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 Fairfield – Alphington (rating of 'very good' or 'good': 79%) and Fitzroy North (73%) whilst those in the precinct of Richmond / Cremorne/ Burnley (rating of 'very good' or 'good': 52%) are significantly less satisfied with this aspect.

Figure 6.17: Satisfaction with Off-Road Bike Paths – By Precinct 2025

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

2025 Findings

In 2025, 66% of respondents were satisfied (a rating of 'very good' or 'good') with *arts and cultural activities*, 28% of respondents provided a rating of 'average' and 6% of respondents provided a rating of 'poor' or 'very poor' to *arts and cultural activities*.

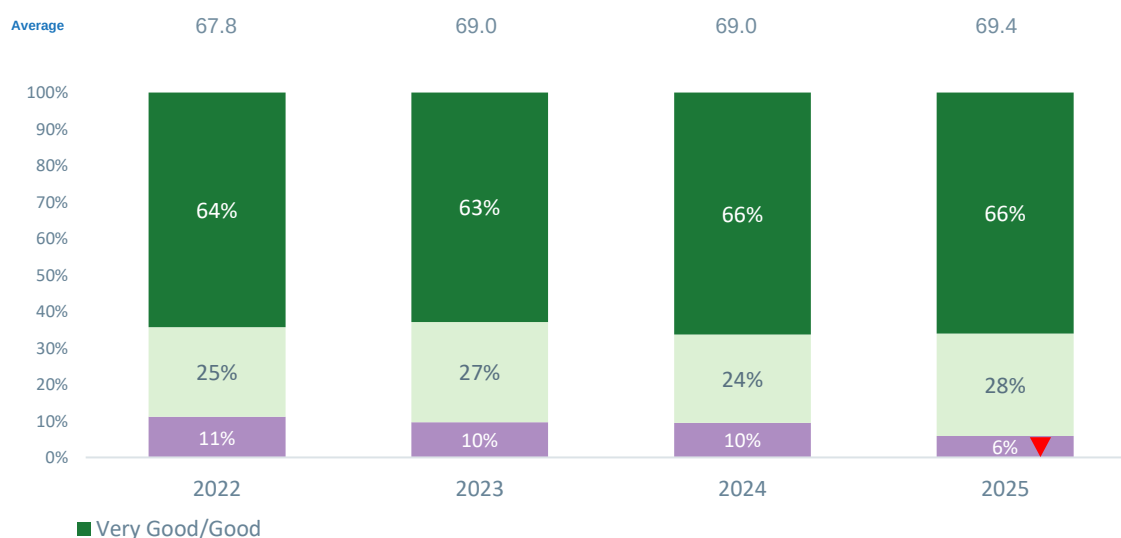
Comparison to Previous Results

Compared to 2024, respondents rating *arts and cultural activities* as 'very good' or 'good' remained the same as 2024 at 66%. The percentage of residents who rated *arts and cultural activities* as 'very poor' or 'poor' declined significantly from 10% in 2024 to 6% in 2025, a decline of 4 percentage points.

Ranking

Arts and cultural activities ranks highest (first out of 9 other major services and facilities) in terms of importance to the community. These results are consistent with 2024 results. 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



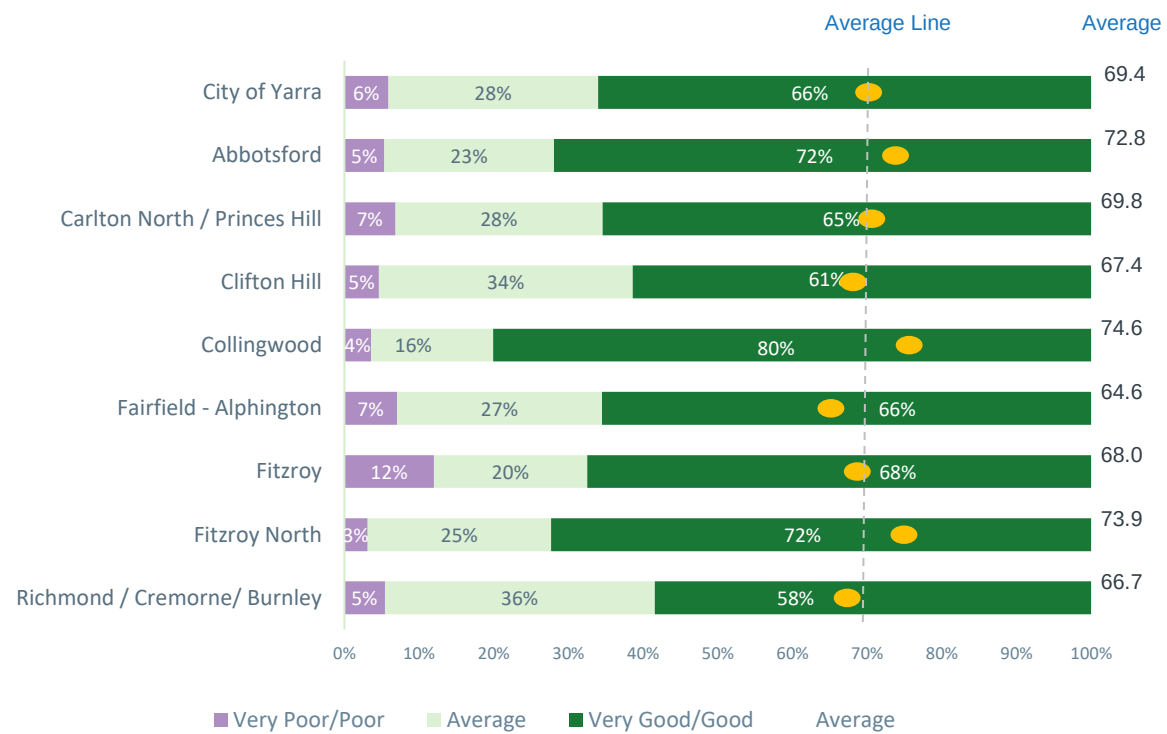
Single Response; Base: All Respondents.

"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'."

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 Collingwood (80%) whilst those in the precinct of Richmond / Cremorne/ Burnley (58%) are significantly less satisfied (rating of 'very good' or 'good') with this aspect.

Figure 6.19: Satisfaction with Arts and Cultural Activities – By Precinct 2025

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.

The question asks for the respondents' top issues. Therefore, an individual could possibly have nominated one or more issues, thus not restricting the number of nominations.

2025 Findings

In 2025, n=635 respondents (or 79%) highlighted a total of 1,058 issues averaging more than one (1) issue nominated by each individual. The top five (5) issues for the City of Yarra in 2025 were:

1. Building, planning, housing and development: 13%
2. Safety, policing and crime: 7%
3. Car Parking: 7%
4. Maintenance and cleaning of public areas: 6%
5. Roads, street cleaning, maintenance and repairs: 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:** Those identifying *building, planning, housing and development* as a key issue are significantly less satisfied with the Council's overall performance (a rating of 'very good' or 'good'). Additionally, whilst not significant, respondents identifying *building, planning, housing and development* as a top issue for the region exhibit the low sentiment towards direction of the Council's overall performance. Furthermore, satisfaction for *planning and building permits* is the lowest across all governance, leadership, environment and planning aspects with 27% of respondents rating the Council 'very good' or 'good' on this aspect. *Building, planning, housing and development* is amongst the top issues identified by all precincts.
- **Safety, policing and crime:** *Safety, crime and policing* is also amongst the top five (5) areas suggested for improvement over the next two (2) years. Perceptions of safety in public areas in the City of Yarra *during the day* and *during the night* declined significantly compared to 2024.
- **Car Parking:** Is amongst the top issues identified by majority of precincts and is also 1st on the list of suggested improvements (consistent with 2024) to be delivered by the Council over the next two (2) years. Overall satisfaction (a rating of 'very good' or 'good') with the Council is significantly lower amongst respondents who would like to see improvements to *parking*. Across all universal service and facility aspects measured, the lowest satisfaction (a rating of 'very good' or 'good') is with *parking management* (33%). Consistent with 2024, this aspect ranks the highest (first out of 11 universal services and facilities) and is most important to the community.
- **Maintenance and cleaning of public areas:** Is amongst the top five (5) areas suggested for improvement over the next two (2) years. Overall satisfaction (a rating of 'very good' or 'good') with the Council is significantly lower amongst respondents who would like to see improvements to *cleanliness of areas including streets* (along with improvements to *parking*).
- **Roads, street cleaning, maintenance and repairs:** Despite *road maintenance and repairs* being nominated as a key improvement delivered by the Council over the last two (2) years, this aspect remains a key issue for the region. Furthermore, the average overall satisfaction with the council amongst those identifying *roads, street cleaning, maintenance and repair* issues is significantly below the average overall satisfaction for all respondents.

Comparison to Previous Results

The number of issues nominated in 2025 were higher when compared with 2024. In 2025, a total of 1,058 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 2025, the percentage of nominations in 2025, how each aspect ranked in 2024 and the percentage nominations in 2024.

Table 7-1. Top Issues for City of Yarra – 2025 vs. 2024

Top Five Issues	Top Five (5) Issues			
	Rank in 2025	% Mentions in 2025	Rank in 2024	% Mentions in 2024
Building, planning, housing and development	1	13%	1	12%
Safety, policing and crime	2	7%	5	5%
Car Parking	3	7%	2	7%
Maintenance and cleaning of public areas	4	6%	22	2%
Roads, street cleaning, maintenance and repairs	5	5%	4	5%

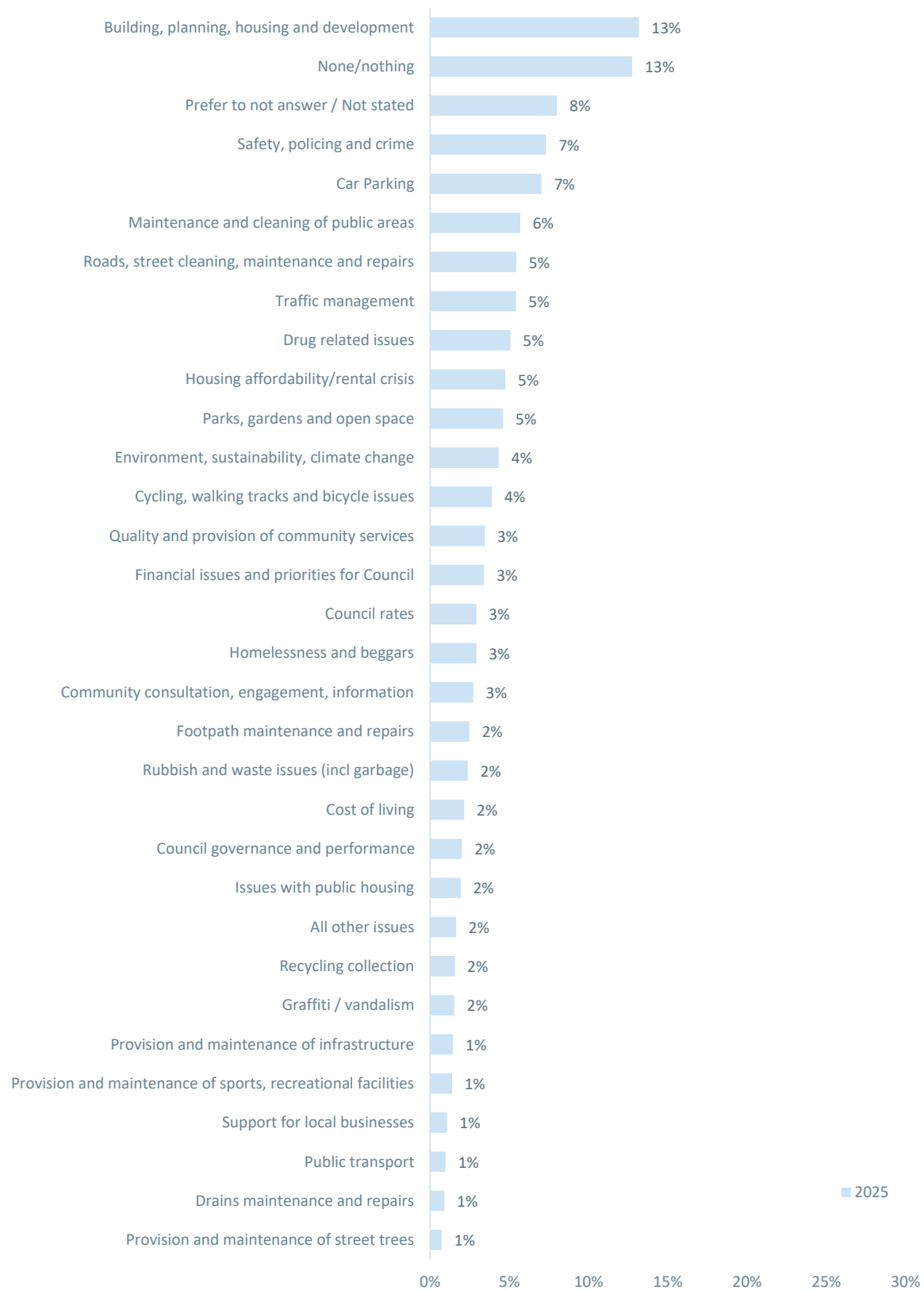
Source: AEC

The top issue for the City of Yarra remains consistent since 2024 with:

1. **Building, planning, housing and development:** was the top issue identified for the City of Yarra and has ranked first (1st) in 2025, 2024, 2023 and in 2022. The percentage nominating this as an issue remained relatively unchanged with in 2025 (12% in 2024 and 13% in 2025). 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').

Of the top five issues in 2025, four (4) have changed rank since 2024:

2. **Safety, policing and crime:** A strong shift in ranking is also noted for *safety, policing and crime* which ranked 2nd in 2025 compared to ranking 5th in 2024. In 2023, the aspect was ranked 16th. *Safety, policing and crime* was the top identified issue for the City of Yarra by 7% in 2025 compared to 5% in 2024. As mentioned earlier, perceptions of safety in public areas in the City of Yarra *during the day* and *during the night* declined significantly compared to 2024.
3. **Car parking:** This aspect ranked third (3rd) in 2025 compared to ranking 2nd in 2024. The percentage nominating *car parking* as an issue remained the same as 2024 at 7%.
4. **Maintenance and cleaning of public areas:** ranked 4th on the list of issues and was identified as an issue for the City of Yarra by 6%. Meanwhile a strong shift in ranking has been identified for this aspect with a ranking of 22nd on the list of issues in 2024. It was also mentioned significantly fewer respondents (2%) in 2024.
5. **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 the same as 2024 at 5%. The aspect ranked 5th as an issue for the City of Yarra in 2025 compared to ranking in 4th place in 2024.

Figure 7.1: Top Issues for City of Yarra – 2025

Open-End Response Question; Base: All Respondents.
 "Q21. What do you consider to be the top issues for the City of Yarra?"
 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.
- Safety, policing and crime.

Table 7-2. Top Issues for City of Yarra – by Precinct 2025 (%)

Abbotsford		Carlton North/Princes Hill	
Safety, policing and crime	14%	Building, planning, housing and development	14%
Drug related issues	13%	None/nothing	13%
Building, planning, housing and development	13%	Maintenance and cleaning of public areas	9%
Traffic management	10%	Roads, street cleaning, maintenance and repairs	8%
None/nothing	10%	Financial issues and priorities for Council	8%
Clifton Hill		Collingwood	
Building, planning, housing and development	20%	Safety, policing and crime	17%
None/nothing	12%	Building, planning, housing and development	11%
Car Parking	7%	Prefer to not answer / Not stated	10%
Quality and provision of community services	6%	Car Parking	8%
Community consultation, engagement, information	6%	Parks, gardens and open space	7%
Fairfield - Alphington		Fitzroy	
None/nothing	31%	Building, planning, housing and development	17%
Prefer to not answer / Not stated	22%	None/nothing	12%
Building, planning, housing and development	21%	Safety, policing and crime	10%
Car Parking	8%	Car Parking	10%
Community consultation, engagement, information	5%	Roads, street cleaning, maintenance and repairs	9%
Fitzroy North		Richmond / Cremorne/ Burnley	
None/nothing	12%	None/nothing	14%
Building, planning, housing and development	11%	Building, planning, housing and development	11%
Environment, sustainability, climate change	10%	Prefer to not answer / Not stated	11%
Parks, gardens and open space	9%	Car Parking	9%
Cycling, walking tracks and bicycle issues	8%	Drug related issues	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:

- Safety, policing and crime.
- Car parking.

Table 7-3. Top Issues For The City of Yarra – by Respondent Profile 2025

Male		Female	
Building, planning, housing and development	15%	None/nothing	12%
None/nothing	14%	Building, planning, housing and development	11%
Roads, street cleaning, maintenance and repairs	7%	Safety, policing and crime	9%
Maintenance and cleaning of public areas	6%	Car Parking	8%
Traffic management	6%	Drug related issues	7%
18 - 34 year old		35 - 44 year old	
None/nothing	21%	Building, planning, housing and development	15%
Building, planning, housing and development	9%	Safety, policing and crime	10%
Car Parking	8%	None/nothing	9%
Safety, policing and crime	6%	Parks, gardens and open space	8%
Drug related issues	6%	Housing affordability/rental crisis	7%
45 - 54 year old		55 + year old	
Building, planning, housing and development	17%	Building, planning, housing and development	19%
Roads, street cleaning, maintenance and repairs	9%	Traffic management	8%
Safety, policing and crime	9%	Roads, street cleaning, maintenance and repairs	8%
Drug related issues	9%	Car Parking	7%
Maintenance and cleaning of public areas	7%	None/nothing	6%
Resident for less than 2 years		Resident for 2 to less than 5 years	
None/nothing	32%	None/nothing	22%
Car Parking	11%	Drug related issues	7%
Safety, policing and crime	7%	Safety, policing and crime	6%
Environment, sustainability, climate change	7%	Maintenance and cleaning of public areas	6%
Building, planning, housing and development	5%	Housing affordability/rental crisis	5%
Resident for 5 to less than 10 years		Resident for 10 + years	
Building, planning, housing and development	16%	Building, planning, housing and development	16%
None/nothing	9%	Safety, policing and crime	9%
Car Parking	8%	None/nothing	8%
Housing affordability/rental crisis	8%	Car Parking	7%
Traffic management	7%	Traffic management	6%
English Only		Multi-lingual	
Building, planning, housing and development	14%	None/nothing	13%
None/nothing	13%	Building, planning, housing and development	11%
Safety, policing and crime	7%	Drug related issues	9%
Car Parking	7%	Safety, policing and crime	7%
Maintenance and cleaning of public areas	6%	Car Parking	7%

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

7.2 IMPROVEMENTS DELIVERED BY THE COUNCIL

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

Respondents were asked to identify improvements delivered by the Council in the last two (2) years. Responses collected from the open-end question were then grouped into key themes to facilitate analysis. For comparative analysis, responses were categorised into existing themes. New categories have been created to accommodate any new messages or themes highlighted in 2025³.

³ In 2025, one new theme (*Council response time*) was added to the existing themes.

2025 Findings

In 2025, n=365 respondents (or 45%) highlighted a total of 607 improvements they had noticed. About 2 in 5 (42%) were unsure regarding the improvements delivered by the Council. A further 14% 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. Green waste collection: 10%
2. Parks, gardens, open space: 10%
3. Bike, walking tracks and facilities: 7%
4. Road maintenance and repairs: 3%
5. Recycling: 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:

- **Green waste collection:** *Green waste services* ranks 3rd (out of 9 other major services and facilities) in terms of importance to the community. Compared to 2024, respondents rating *green waste services* 'very good' or 'good' increased significantly from 54% in 2024 to 63% in 2025 and the increase of 9 percentage points for *green waste services* was the highest across all other major service and facility aspects measured.
- **Parks, gardens, open space:** Of all universal service and facility aspects measured, the second highest satisfaction (a rating of 'very good' or 'good') is recorded for *provision of parks, gardens and reserves* (72%) after satisfaction with *regular garbage collection service* (76%). Despite being listed amongst the top five (5) improvement delivered by the Council over the last two (2) years, it ranks 5th on the list of suggested areas for improvement over the next two (2) years. This aspect is identified as an improvement across nearly all precincts. Compared to 2024, sentiments regarding the *provision of parks, gardens and reserves* and *maintenance of parks, gardens and reserves* decreased.
- **Bike, walking tracks and facilities:** Despite ranking 3rd in improvements delivered by the Council, the aspect ranks 3rd in suggested improvements to be delivered by the Council over the next two (2) years. Respondents who identified improvements to *bike tracks, facilities and infrastructure* were significantly more satisfied with the Council overall (a rating of 'very good' or 'good'). *On-road bike paths* ranks 4th and *off-road bike paths* ranks 2nd (out of 9 other major services and facilities) in terms of importance to the community.
- **Road maintenance and repairs:** Despite *road maintenance and repairs* being nominated as a key improvement delivered by the Council over the last two (2) years, this aspect remains a key issue for the region. Furthermore, the average overall satisfaction with the Council amongst those identifying *roads, street cleaning, maintenance and repair* issues is significantly below the average overall satisfaction for all respondents.
- **Recycling:** Across all universal service and facility aspects measured, the third highest satisfaction (a rating of 'very good' or 'good') is recorded for *regular recycling service* (70%) after satisfaction with *provision of parks, gardens and reserves* (72%) and *regular garbage collection service* (76%).

Comparison to Previous Results

Compared to 2024, the proportion of respondents mentioning improvements remained relatively unchanged from 43% in 2024 to 45% in 2025. The number of mentions per individual were also consistent with 2024.

The below table highlights the top 5 key improvements identified in 2025, the percentage of nominations in 2025, how each aspect ranked in 2024 and the percentage nominations in 2024.

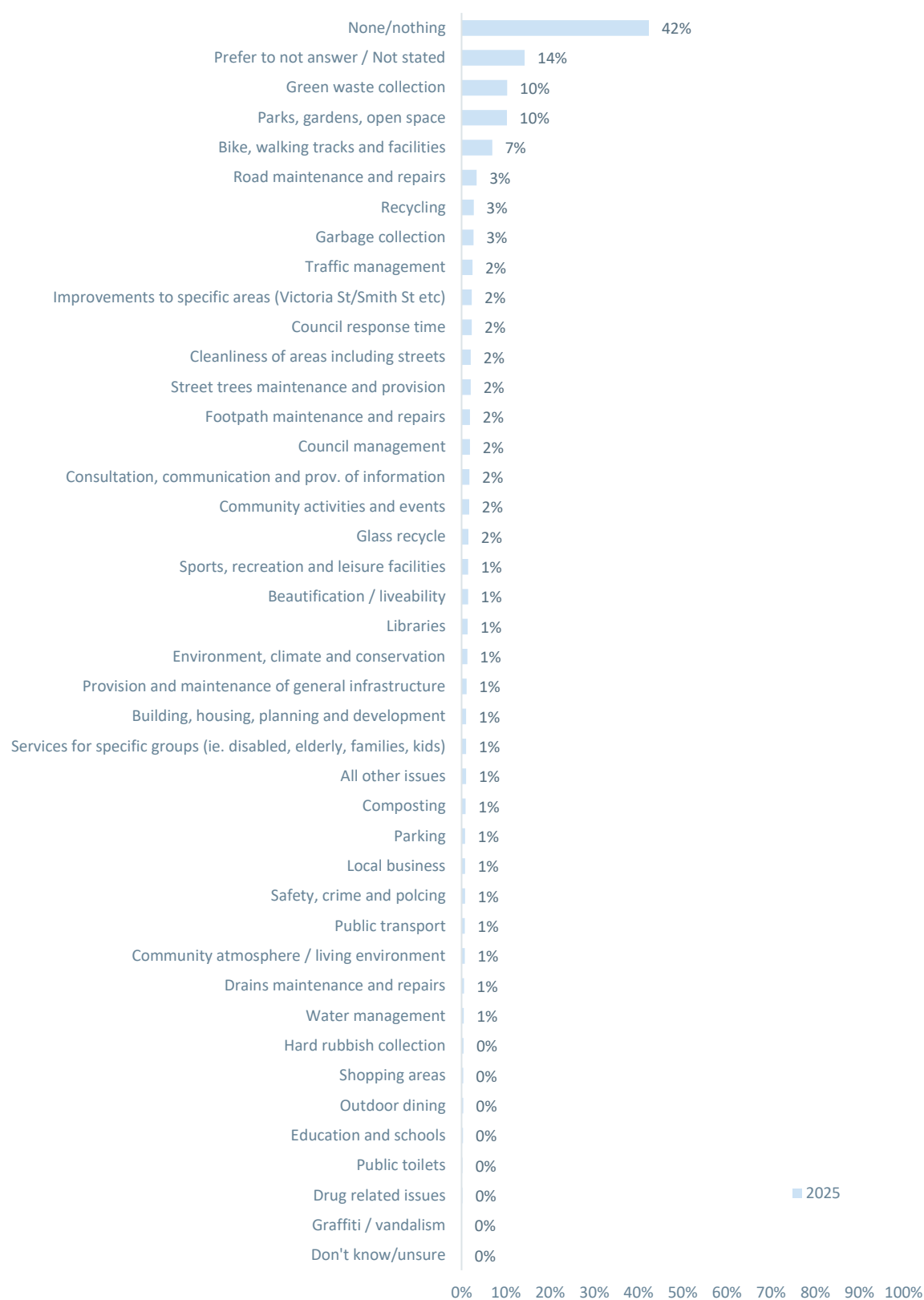
Table 7-4. Top Improvements Delivered by the Council – 2025 vs. 2024

Top Five (5) Improvements Delivered by the Council				
Improvements Delivered	Rank in 2025	% Mentions in 2025	Rank in 2024	% Mentions in 2024
Green waste collection	1	10%	18	1%
Parks, gardens, open space	2	10%	1	13%
Bike, walking tracks and facilities	3	7%	2	9%
Road maintenance and repairs	4	3%	8	3%
Recycling	5	3%	6	3%

Source: AEC

All improvements mentioned in the top five have changed rank since 2024:

1. **Green waste collection:** A strong shift in ranking is noted for *green waste collection* which ranked 1st in 2025 compared to ranking 18th in 2024 and identified by 10% in 2025 compared to 1% in 2024.
2. **Parks, gardens, open space:** This aspect ranked 2nd in 2025 but 1st in 2024, 2023 and in 2022. The percentage nominating improvements to *parks, gardens, open space* remained relatively unchanged from 13% in 2024 to 10% in 2025.
3. **Bike, walking tracks and facilities:** This aspect ranked 3rd in 2025 but 2nd 2024, 2023 and in 2022. The percentage nominating improvements to *bike, walking tracks and facilities* nearly the same from 7% in 2024 to 9% in 2025.
4. **Road maintenance and repairs:** Though the percentage proportion of respondents identifying *road maintenance and repairs* as an improvement delivered by the Council remained the same as 2024 at 3%, a strong shift in ranking has been identified. The aspect ranked 4th on the list of improvements in 2025 compared to a ranking in 8th place in 2024.
5. **Recycling:** This aspect ranked 5th in the list of improvements delivered by the Council and was nominated by 3% of respondents. This aspect ranked 6th on the list of improvements identified in 2024 and was also mentioned by 3% of respondents.

Figure 7.2: Improvements Delivered by the Council – 2025

Open-End Response Question; Base: All Respondents.
"What, if any, improvements have the council delivered in the last 2 years?"
 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 *green waste collection* was identified across nearly all precincts.
- Improvements to *parks, gardens, open spaces* was identified across nearly all precincts.
- Improvements to *bike, walking tracks and facilities* was identified by majority of the precincts.

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

Abbotsford		Carlton North/Princes Hill	
None/nothing	45%	None/nothing	46%
Prefer to not answer / Not stated	12%	Green waste collection	15%
Bike, walking tracks and facilities	10%	Parks, gardens, open space	9%
Green waste collection	8%	Bike, walking tracks and facilities	7%
Traffic management	6%	Prefer to not answer / Not stated	6%
Clifton Hill		Collingwood	
None/nothing	29%	None/nothing	35%
Prefer to not answer / Not stated	12%	Parks, gardens, open space	24%
Green waste collection	10%	Bike, walking tracks and facilities	12%
Bike, walking tracks and facilities	10%	Prefer to not answer / Not stated	11%
Parks, gardens, open space	10%	Green waste collection	9%
Fairfield - Alphington		Fitzroy	
None/nothing	41%	None/nothing	37%
Prefer to not answer / Not stated	31%	Parks, gardens, open space	14%
Bike, walking tracks and facilities	12%	Prefer to not answer / Not stated	13%
Parks, gardens, open space	9%	Green waste collection	10%
Glass recycling	5%	Bike, walking tracks and facilities	8%
Fitzroy North		Richmond / Cremorne/ Burnley	
None/nothing	44%	None/nothing	47%
Green waste collection	17%	Prefer to not answer / Not stated	18%
Parks, gardens, open space	9%	Green waste collection	8%
Prefer to not answer / Not stated	9%	Parks, gardens, open space	8%
Libraries	5%	Council response time	5%

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 *green waste collection* was identified across majority of respondent profiles.
- Improvements to *parks, gardens, open spaces* was identified across nearly all respondent profiles.
- Improvements to *bike, walking tracks and facilities* was identified across nearly all respondent profiles.

Table 7-6. Improvements Delivered by the Council – by Respondent Profile 2025 (%)

Male		Female	
None/nothing	44%	None/nothing	41%
Prefer to not answer / Not stated	17%	Prefer to not answer / Not stated	24%
Green waste collection	10%	Parks, gardens, open space	11%
Parks, gardens, open space	10%	Green waste collection	10%
Bike, walking tracks and facilities	8%	Bike, walking tracks and facilities	6%
18 - 34 year old		35 - 44 year old	
None/nothing	44%	None/nothing	37%
Prefer to not answer / Not stated	9%	Parks, gardens, open space	16%
Parks, gardens, open space	8%	Green waste collection	13%
Bike, walking tracks and facilities	7%	Bike, walking tracks and facilities	9%
Green waste collection	6%	Garbage collection	5%
45 - 54 year old		55 + year old	
None/nothing	43%	None/nothing	44%
Green waste collection	19%	Green waste collection	13%
Parks, gardens, open space	11%	Parks, gardens, open space	9%
Bike, walking tracks and facilities	9%	Prefer to not answer / Not stated	6%
Traffic management	4%	Road maintenance and repairs	5%
Resident for less than 2 years		Resident for 2 to less than 5 years	
None/nothing	53%	None/nothing	49%
Prefer to not answer / Not stated	30%	Prefer to not answer / Not stated	9%
Council response time	20%	Parks, gardens, open space	8%
Bike, walking tracks and facilities	2%	Parking	4%
Drug related issues	1%	Bike, walking tracks and facilities	3%
Resident for 5 to less than 10 years		Resident for 10 + years	
None/nothing	36%	None/nothing	41%
Parks, gardens, open space	15%	Prefer to not answer / Not stated	15%
Bike, walking tracks and facilities	12%	Green waste collection	14%
Green waste collection	12%	Parks, gardens, open space	11%
Prefer to not answer / Not stated	7%	Bike, walking tracks and facilities	7%
English Only		Multi-lingual	
None/nothing	42%	None/nothing	44%
Green waste collection	12%	Prefer to not answer / Not stated	14%
Prefer to not answer / Not stated	10%	Parks, gardens, open space	14%
Parks, gardens, open space	9%	Bike, walking tracks and facilities	10%
Bike, walking tracks and facilities	6%	Green waste collection	5%

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. There were no new categories created for improvements delivered in 2025.

2025 Findings

In 2025, n=645 respondents (or 80%) highlighted a total of 1,367 suggestions for improvement over the next two (2) years averaging more than two (2) issues nominated by each individual. 1 in 5 (20%) respondents 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: 10%
3. Traffic Management: 10%
4. Cleanliness of areas including streets: 10%
5. Parks, gardens and open space: 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 3rd in the list of issues for the City of Yarra and *parking management* recorded the lowest satisfaction (a rating of 'very good' or 'good') across all universal service and facility aspects measured. This aspect ranks the highest (first out of 11 universal services and facilities) and is the most important to the community.
- **Bike tracks, facilities and infrastructure:** As highlighted earlier, *bike, walking tracks and facilities* ranked 3rd in the list of improvements made by the Council. *On-road bike paths* ranks 4th and *off-road bike paths* ranks 2nd (out of 9 other major services and facilities) in terms of importance to the community.
- **Traffic management:** Ranks 3rd (out of 11 universal services and facilities) in terms of importance to the community. Across all universal service and facility aspects measured, the lowest satisfaction (a rating of 'very good' or 'good') is noted for *traffic management* (43%) after *parking management* (33%).
- **Cleanliness of areas including streets:** As mentioned earlier, overall satisfaction (a rating of 'very good' or 'good') with the Council is significantly lower amongst respondents who would like to see improvements to *cleanliness of areas including streets* (along with improvements to *parking*).
- **Parks, gardens and open space:** As mentioned earlier, across all universal service and facility aspects measured, the second highest satisfaction (a rating of 'very good' or 'good') is recorded for *provision of parks, gardens and reserves* (after satisfaction with *regular garbage collection service*). Despite being listed as the top improvement delivered by the Council over the last two (2) years and it ranks 5th on the list of suggested areas for improvement over the next two (2) years.

Comparison to Previous Results

Compared to 2024, there was an increase in respondents making suggestions for improvement from 82% in 2024 to 80% in 2025. 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 2025, the percentage of nominations in 2025, how each aspect ranked in 2024 and the percentage nominations in 2024.

Table 7-7. Top Suggested Areas for Improvement – 2025 vs. 2024

Suggestions for Improvement	Top Five (5) Suggestions for Improvements			
	Rank in 2025	% Mentions in 2025	Rank in 2024	% Mentions in 2024
Parking	1	13%	1	13%
Bike tracks, facilities and infrastructure	2	10%	2	11%
Traffic Management	3	10%	4	9%
Cleanliness of areas including streets	4	10%	6	8%
Parks, gardens and open space	5	9%	3	10%

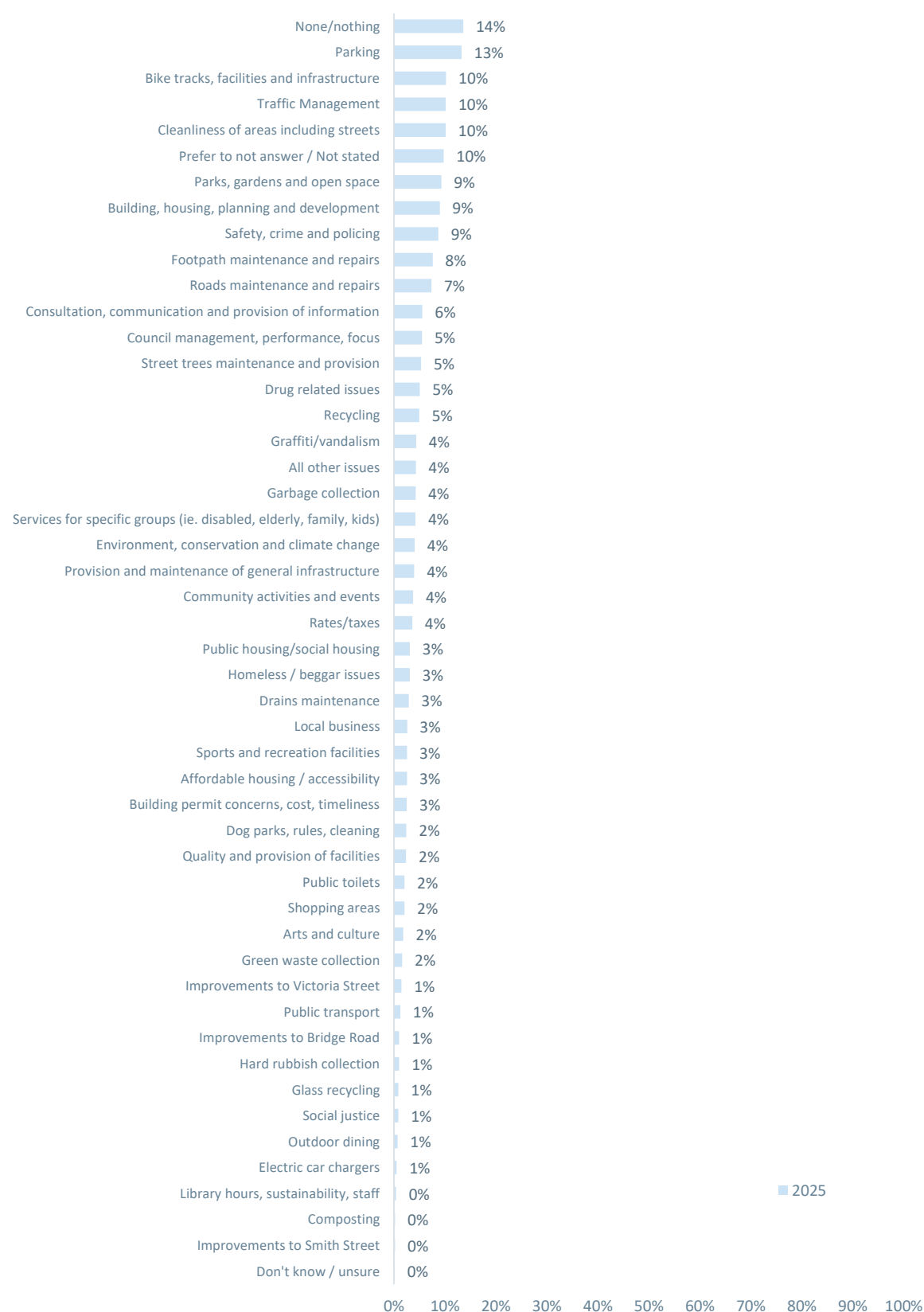
Source: AEC

The top two (2) suggestions for improvement over the next two (2) years remains consistent since 2024 with:

1. **Parking:** Was the top suggestion for improvement over the next two (2) years for the City of Yarra and has ranked first (1st) in 2025 and in 2024. The percentage proportion of respondents nominating *parking* as the top suggested area for improvement remained same as 2024 at 13%.
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 10% of respondents. In 2024, this aspect ranked 2nd on the list of suggestions for improvement and was mentioned by 11% of respondents.

The remaining suggestions for improvement from the top five (suggestions for improvement 3 to 5) have changed rank since 2024:

1. **Traffic management:** This aspect ranked 3rd on the list of suggested improvements moving from 4th place in 2024. The percentage proportion of respondents nominating the aspect remained relatively unchanged from 10% in 2024 to 9% in 2025.
2. **Cleanliness of areas including streets:** Suggestions for improvement to *cleanliness of areas including streets* remained relatively unchanged from 10% in 2024 to 8% in 2025 whilst the ranking for this aspect shifted from 6th position in 2024 to 4th position in 2025.
3. **Parks, gardens and open spaces:** Suggestions for improvement to *parks, gardens and open spaces* remained relatively unchanged from 9% in 2024 to 10% in 2025 whilst the ranking for this aspect shifted from 3rd position in 2024 to 5th position in 2025.

Figure 7.3: Suggested Improvements for the Local Area – 2025

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?"

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 2025 (%)

Abbotsford		Carlton North/Princes Hill	
Drug related issues	17%	None/nothing	19%
Safety, crime and policing	15%	Roads maintenance and repairs	12%
None/nothing	14%	Parking	11%
Cleanliness of areas including streets	13%	Graffiti/vandalism	10%
Bike tracks, facilities and infrastructure	11%	Building, housing, planning and development	10%
Clifton Hill		Collingwood	
Parking	17%	Parking	21%
Bike tracks, facilities and infrastructure	15%	Building, housing, planning and development	17%
Traffic Management	14%	Bike tracks, facilities and infrastructure	15%
Footpath maintenance and repairs	10%	Parks, gardens and open space	14%
Building, housing, planning and development	9%	Prefer to not answer / Not stated	12%
Fairfield - Alphington		Fitzroy	
None/nothing	30%	None/nothing	14%
Prefer to not answer / Not stated	18%	Parking	13%
Consultation, communication and provision of information	11%	Parks, gardens and open space	13%
Building, housing, planning and development	9%	Cleanliness of areas including streets	12%
Parking	6%	Building, housing, planning and development	12%
Fitzroy North		Richmond / Cremorne/ Burnley	
Bike tracks, facilities and infrastructure	15%	Parking	14%
None/nothing	14%	Prefer to not answer / Not stated	13%
Cleanliness of areas including streets	13%	None/nothing	13%
Traffic Management	12%	Cleanliness of areas including streets	10%
Parks, gardens and open space	10%	Roads maintenance and repairs	10%

Open-End Response Question; Base: All Respondents.
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:

- Improvements to *parking* was identified across nearly all respondent profiles.
- Improvements to *bike, walking tracks and facilities* was identified across majority respondent profiles.
- Improvements to *parks, gardens, open spaces* was identified across majority respondent profiles.

Table 7-9. Suggested Improvements for the Local Area – by Respondent Profile 2025 (%)

Male		Female	
None/nothing	14%	Parking	14%
Parking	13%	None/nothing	13%
Traffic Management	11%	Cleanliness of areas including streets	11%
Bike tracks, facilities and infrastructure	10%	Prefer to not answer / Not stated	11%
Building, housing, planning and development	10%	Safety, crime and policing	11%
18 - 34 year old		35 - 44 year old	
None/nothing	22%	Parks, gardens and open space	14%
Prefer to not answer / Not stated	18%	Parking	14%
Parking	11%	Safety, crime and policing	13%
Cleanliness of areas including streets	8%	Bike tracks, facilities and infrastructure	12%
Parks, gardens and open space	8%	Traffic Management	10%
45 - 54 year old		55 + year old	
Parking	18%	Building, housing, planning and development	12%
Bike tracks, facilities and infrastructure	15%	Traffic Management	16%
Cleanliness of areas including streets	15%	Parking	14%
Traffic Management	13%	Footpath maintenance and repairs	14%
Building, housing, planning and development	12%	Cleanliness of areas including streets	13%
Resident for less than 2 years		Resident for 2 to less than 5 years	
None/nothing	34%	Prefer to not answer / Not stated	25%
Prefer to not answer / Not stated	26%	None/nothing	24%
Parking	13%	Safety, crime and policing	9%
Cleanliness of areas including streets	7%	Drug related issues	7%
Parks, gardens and open space	6%	Community activities and events	7%
Resident for 5 to less than 10 years		Resident for 10 + years	
Bike tracks, facilities and infrastructure	14%	Parking	15%
Prefer to not answer / Not stated	14%	Traffic Management	14%
Parks, gardens and open space	13%	Building, housing, planning and development	14%
Parking	13%	Cleanliness of areas including streets	13%
None/nothing	11%	Bike tracks, facilities and infrastructure	11%
English Only		Multi-lingual	
None/nothing	15%	Parking	19%
Parking	12%	Cleanliness of areas including streets	16%
Prefer to not answer / Not stated	11%	Safety, crime and policing	15%
Bike tracks, facilities and infrastructure	10%	Traffic Management	11%
Traffic Management	10%	Roads maintenance and repairs	10%

Open-End Response Question ; Base: All Respondents.
Source: AEC

8. SATISFACTION WITH CUSTOMER SERVICE

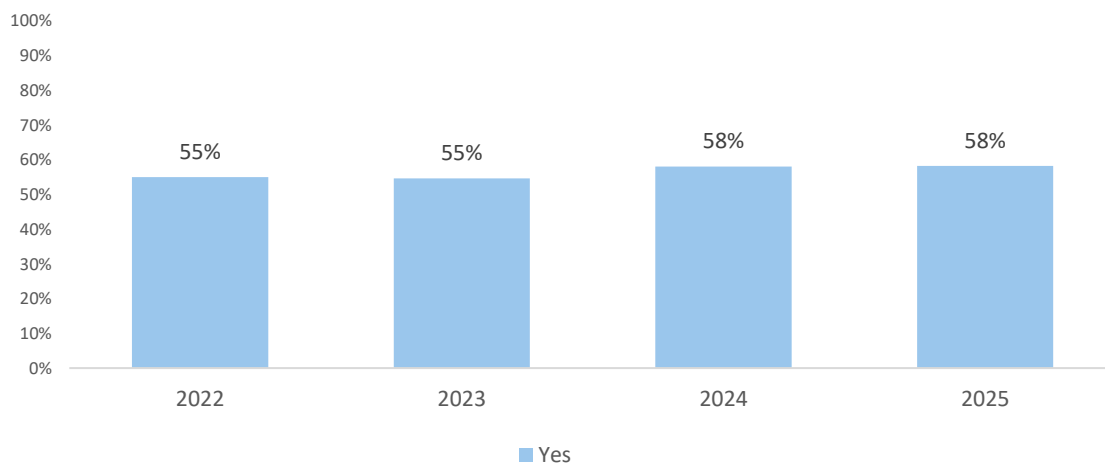
8.1 HAVE CONTACTED THE COUNCIL[^]

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

In 2025, 58% of respondents mentioned they had contacted the Council in the last 12 months. The results are in line with the 2024 results when 58% mentioned making contact with the Council.

Contacting the Council is considered to be steady after experiencing an upward trend from 2020 to 2025 increasing from 35% in 2020 to 58% in 2024.

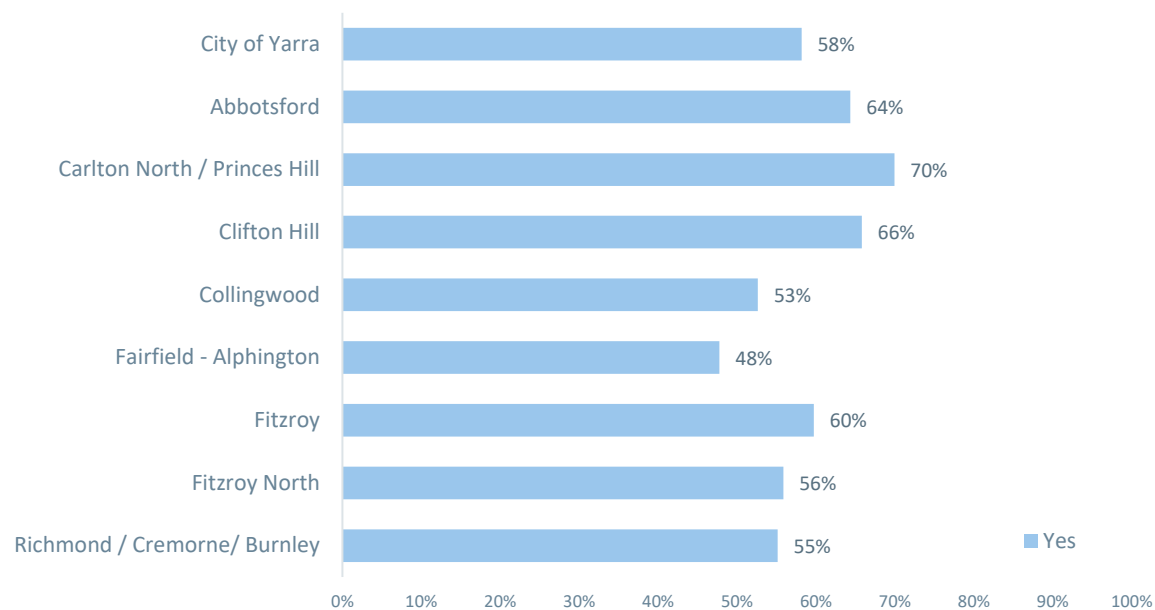
Figure 8.1: Have Contacted the Council – % Proportion Over Time



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?"
 Source: AEC

8.1.1 Have Contacted the Council – By Precinct

The figure below displays respondents contacting the Council by each Council precinct. Respondents from Carlton North/Princes Hill (70%) are significantly more likely to have contacted the Council whilst respondents from Fairfield – Alphington (48%) are least likely to have done so.

Figure 8.2: Have Contacted the Council – by Precinct 2025 (%)

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[^]

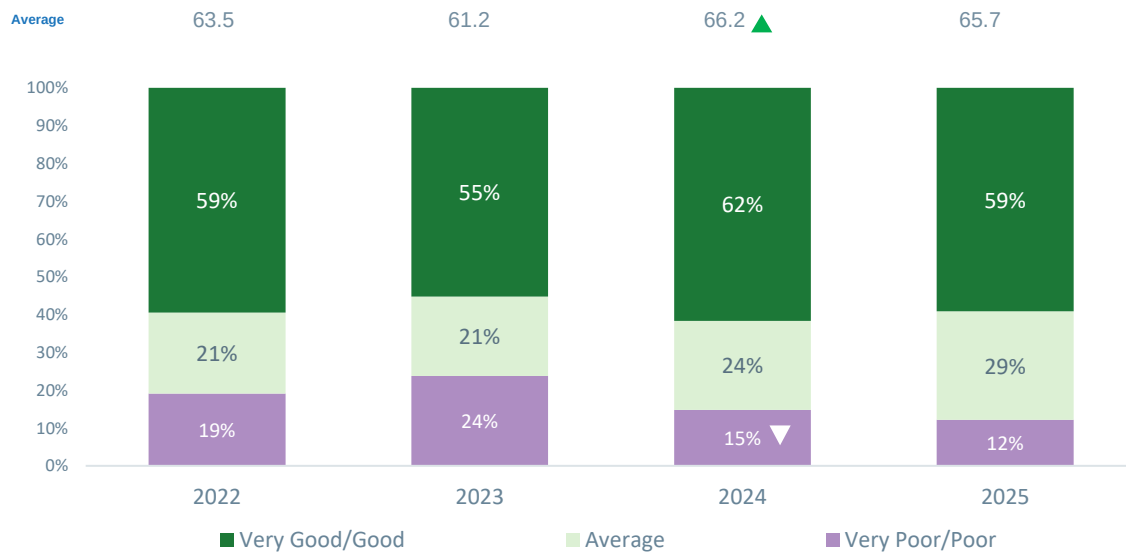
"On a scale of 1 (very poor) to 5 (very good), how would you rate the Council on customer service received?"

2025 Findings

In 2025, 59% of respondents were satisfied (a rating of 'very good' or 'good') with *customer service received* when contacting the Council, 29% of respondents provided a rating of 'average' and 12% of respondents provided a rating of 'poor' or 'very poor' to *customer service received*.

Comparison to Previous Results

Compared to 2024, the proportion of respondents rating the Council 'very good' or 'good' with regard to *customer service received* remained largely unchanged from 62% in 2024 to 59% in 2025. The percentage of residents who rated this aspect as 'very poor' or 'poor' also remained largely unchanged from 15% in 2024 to 12% in 2025.

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

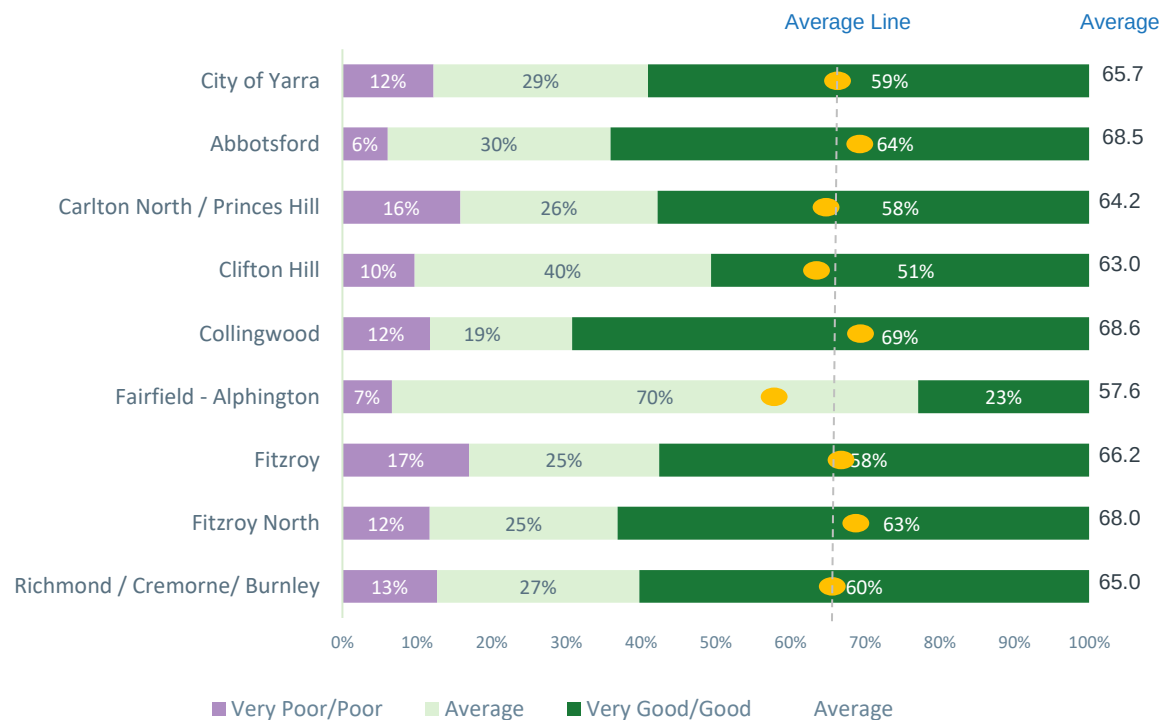
Single Response; Base: All Respondents.

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

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 Collingwood (rating of 'very good' or 'good': 69%) are most satisfied with *Council's customer service* whilst those in the precinct of Fairfield – Alphington (rating of 'very good' or 'good': 23%) are significantly less satisfied with this aspect.

Figure 8.4: Satisfaction with Council's Customer Service – by Precinct 2025

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?”

2025 Findings

When asked how safe respondents feel in public areas of the City of Yarra *during the day*, 7 in 10 (71%) said they felt ‘very safe’ or ‘safe’, 22% of respondents provided a rating of ‘average’ and 7% of respondents felt ‘unsafe’ or ‘very unsafe’ in public areas of the City of Yarra *during the day*.

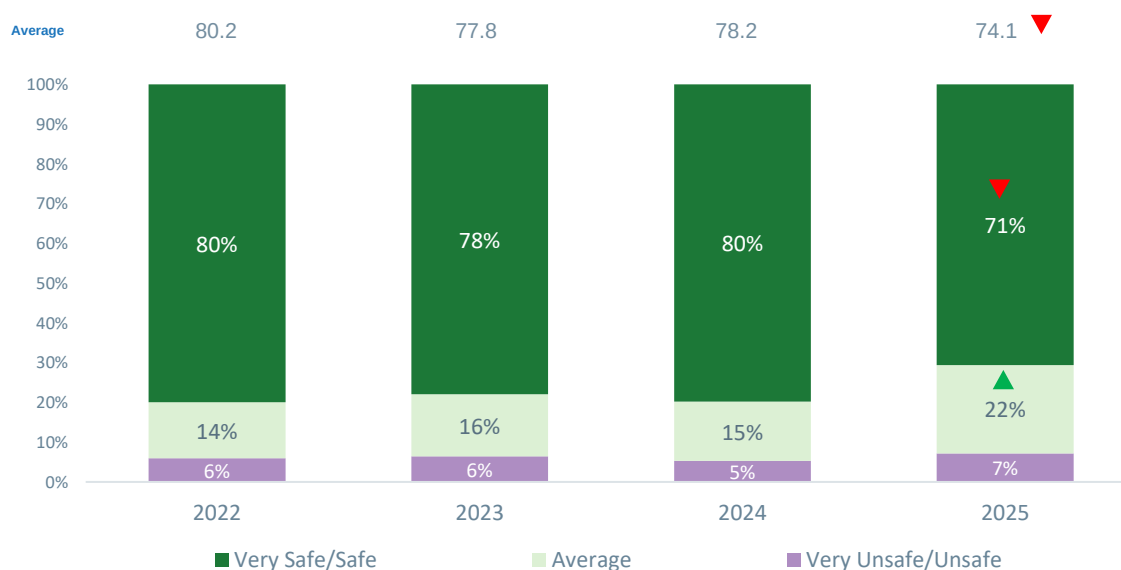
Comparison to Previous Results

Perceptions of safety in public areas in the City of Yarra *during the day* declined significantly from 80% in 2024 to 71% in 2025, a decline of 9 percentage points. Percentage of residents who rated feeling ‘very unsafe’ or ‘unsafe’ *during the day* remained unchanged from 5% in 2024 to 7% in 2025. The proportion of respondents providing an ‘average’ rating increased significantly from 15% in 2024 to 22% in 2025, an increase of 7 percentage points.

Ranking

Safety, policing and crime was identified amongst the top five (5) issues for the City of Yarra. Furthermore, respondents identifying *safety, policing and crime* as a key issue for the city are significantly less satisfied (a rating of ‘very good’ or ‘good’) with the Council’s overall performance.

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



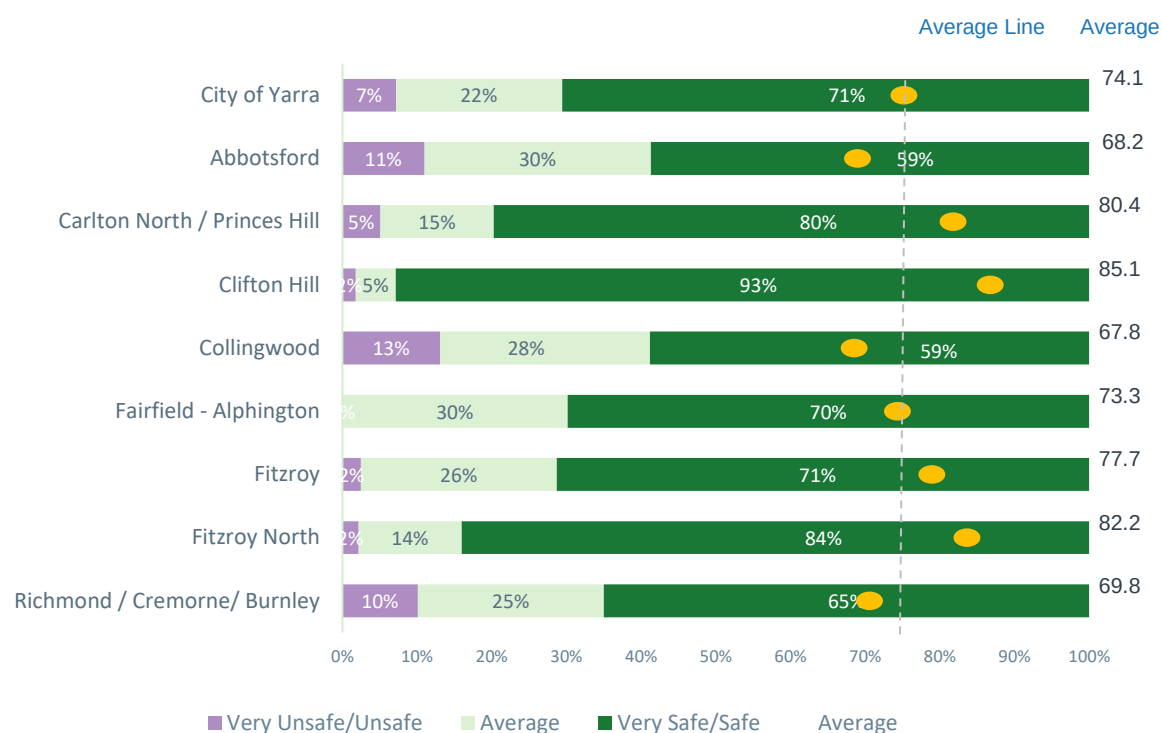
Single Response; Base: All Respondents.

“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?”

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 (93%) and Fitzroy North (84%) 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 Abbotsford (59%), Collingwood (59%) and Richmond / Cremorne/ Burnley (65%).

Figure 9.2: Perceptions of Public Safety in Yarra by Day – by Precinct 2025

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?"

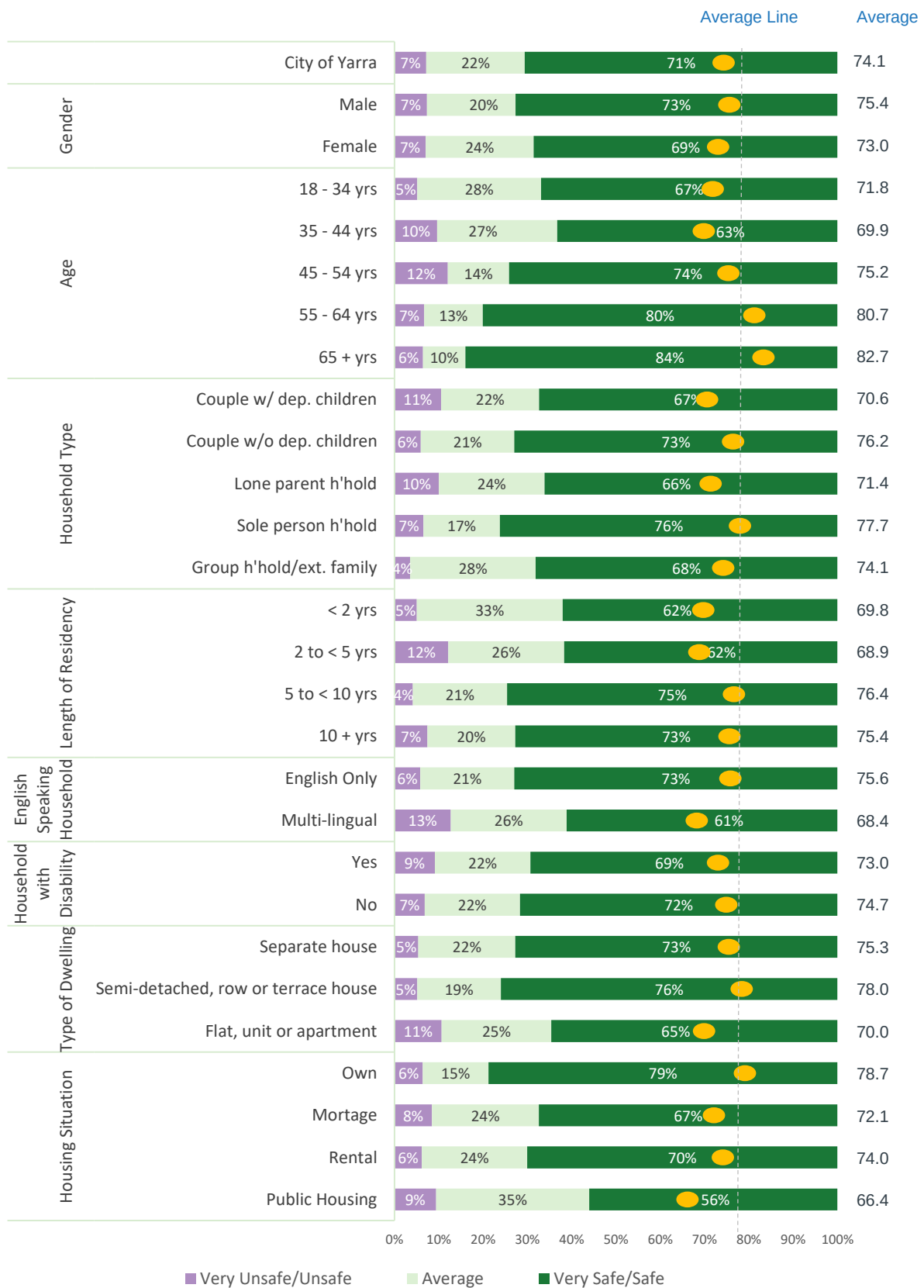
Source: AEC

9.1.2 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 those 55 years of age and older, those who speak English only, those living in semi-detached dwelling and those who own their home.
- Significantly **lower** perceptions of safety *during the day* is noted amongst those between the ages of 35 and 44, those who are multi-lingual, living in a flat, unit or apartment or those living in public housing.

Figure 9.3: Perceptions of Public Safety in Yarra During the Day – by Respondent Profile 2025

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?”

2025 Findings

When asked how safe respondents feel in public areas of the City of Yarra *during the night*, 39% said they felt ‘very safe’ or ‘safe’, 37% of respondents provided a rating of ‘average’ and 24% of respondents felt ‘unsafe’ or ‘very unsafe’ in public areas of the City of Yarra *during the night*.

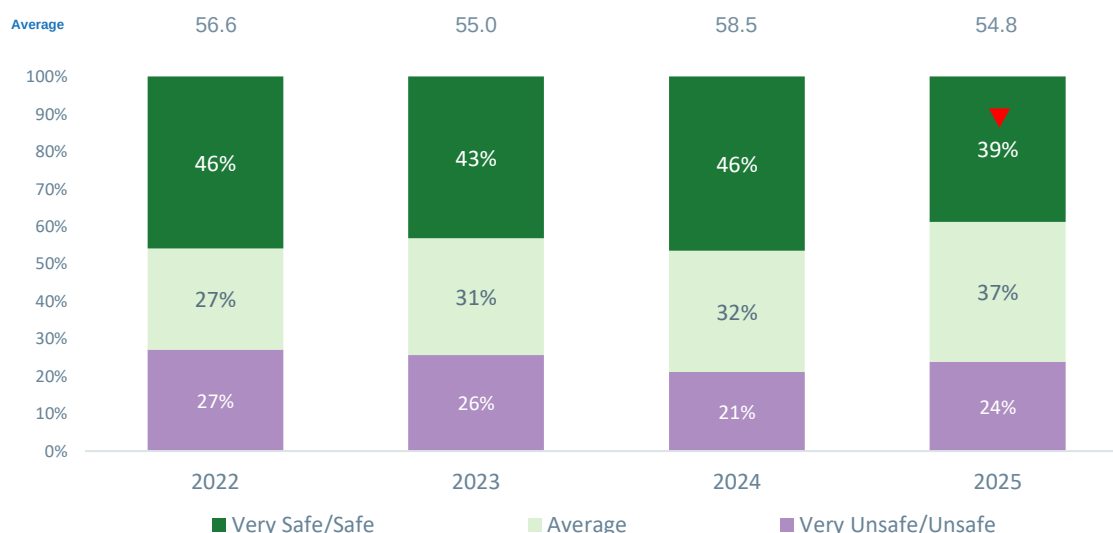
Comparison to Previous Results

Compared to 2024, the proportion of respondents indicating they feel ‘very safe’ or ‘safe’ *during the night* declined significantly from 46% in 2024 to 39% in 2025, a decline of 7 percentage points. Respondents indicating they feel ‘very unsafe’ or ‘unsafe’ in Yarra *during the night* remained relatively unchanged from 21% in 2024 to 24% in 2025.

Ranking

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

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



Single Response

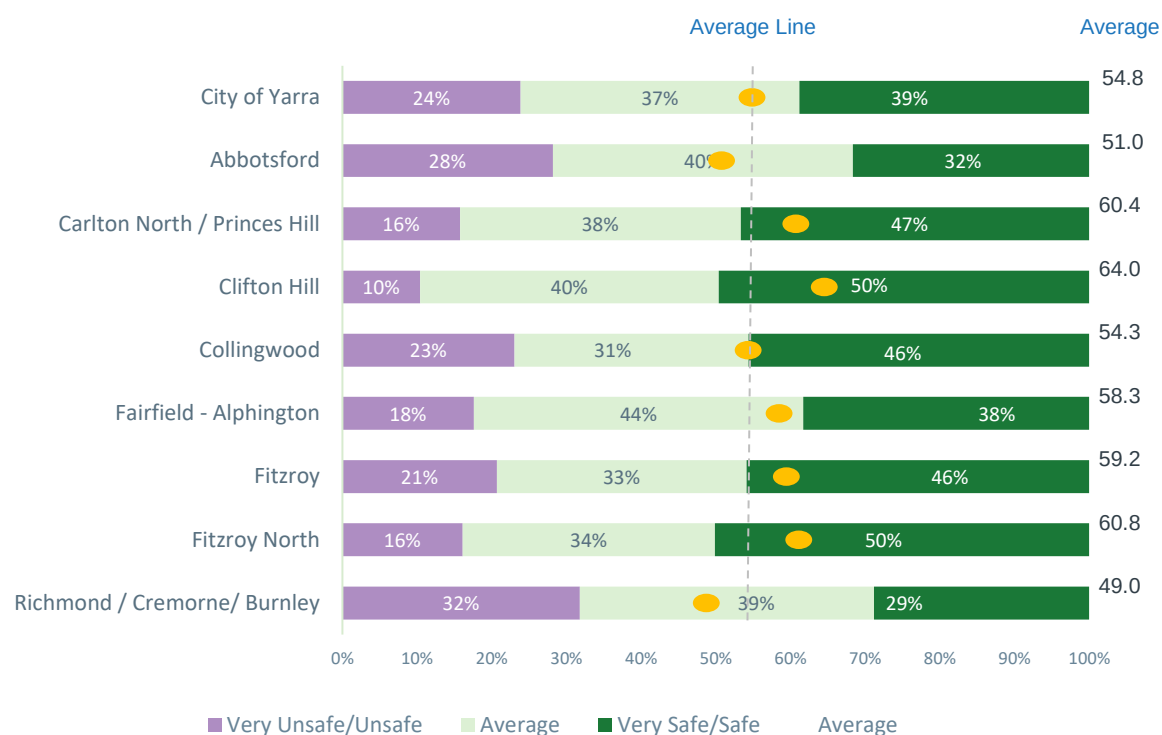
Base: All Respondents.

“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?”

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’: 50%). Perceptions of safety *during the night* were significantly lower (rating of ‘very safe’ or ‘safe’) amongst those from Richmond / Cremorne/ Burnley (29%).

Figure 9.5: Perceptions of Public Safety in Yarra by Night – by Precinct 2025

Single Response; Base: All Respondents.

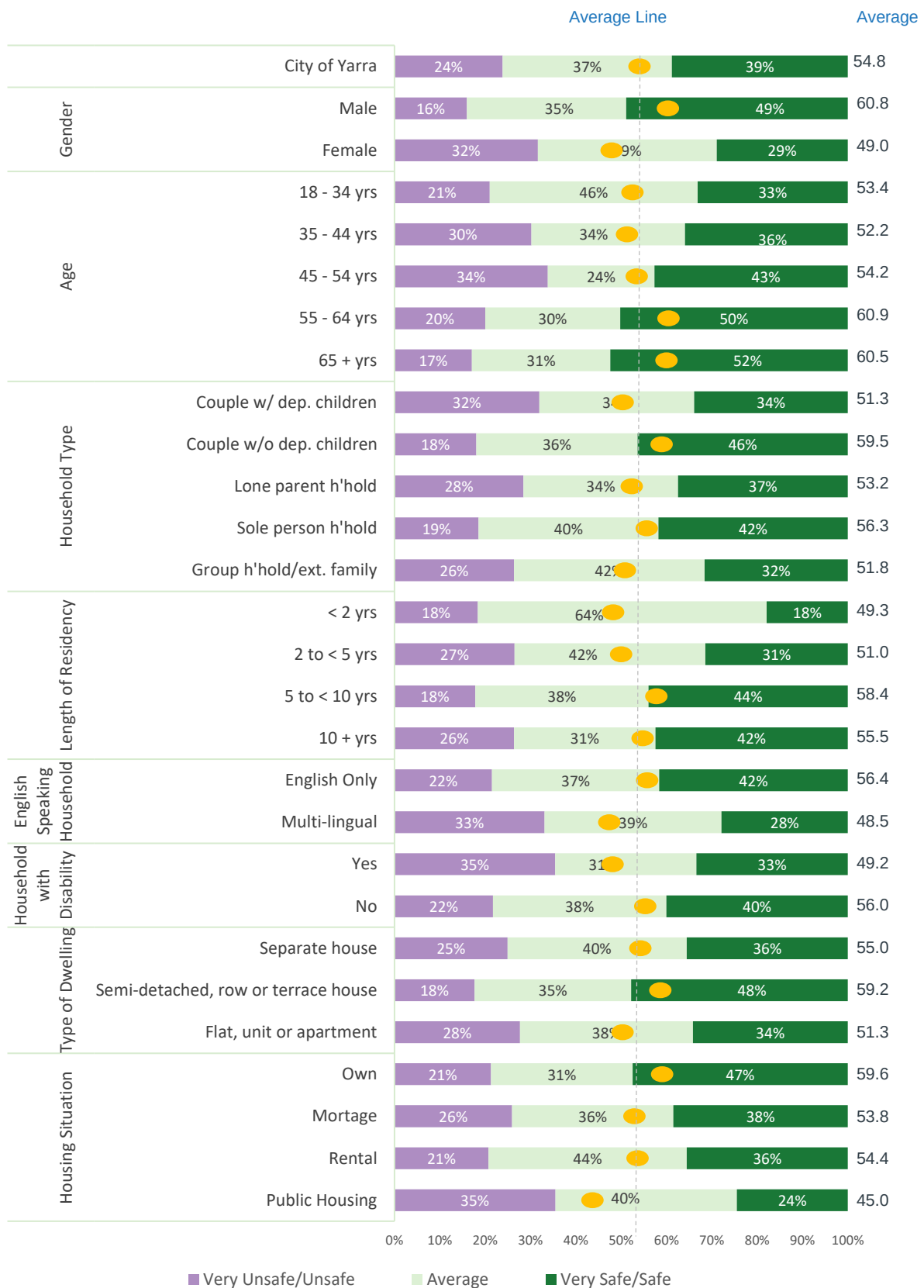
"Q24. On a scale of 1 being very unsafe to 5 being very safe, how safe do you feel in public areas in the City of Yarra?"

Source: AEC

9.2.2 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 55 years of age and older, couple without dependent children, those living in the region for ten (10) or more years, those who speak English only, those living in a semi-detached, row or terrace house and those who own their home.
- Perceptions of safety *during the night* is significantly **lower** amongst females, those between the ages of 18 and 34 years, those living in the region for less than two (2) years, those who speak multiple languages, 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 2025

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

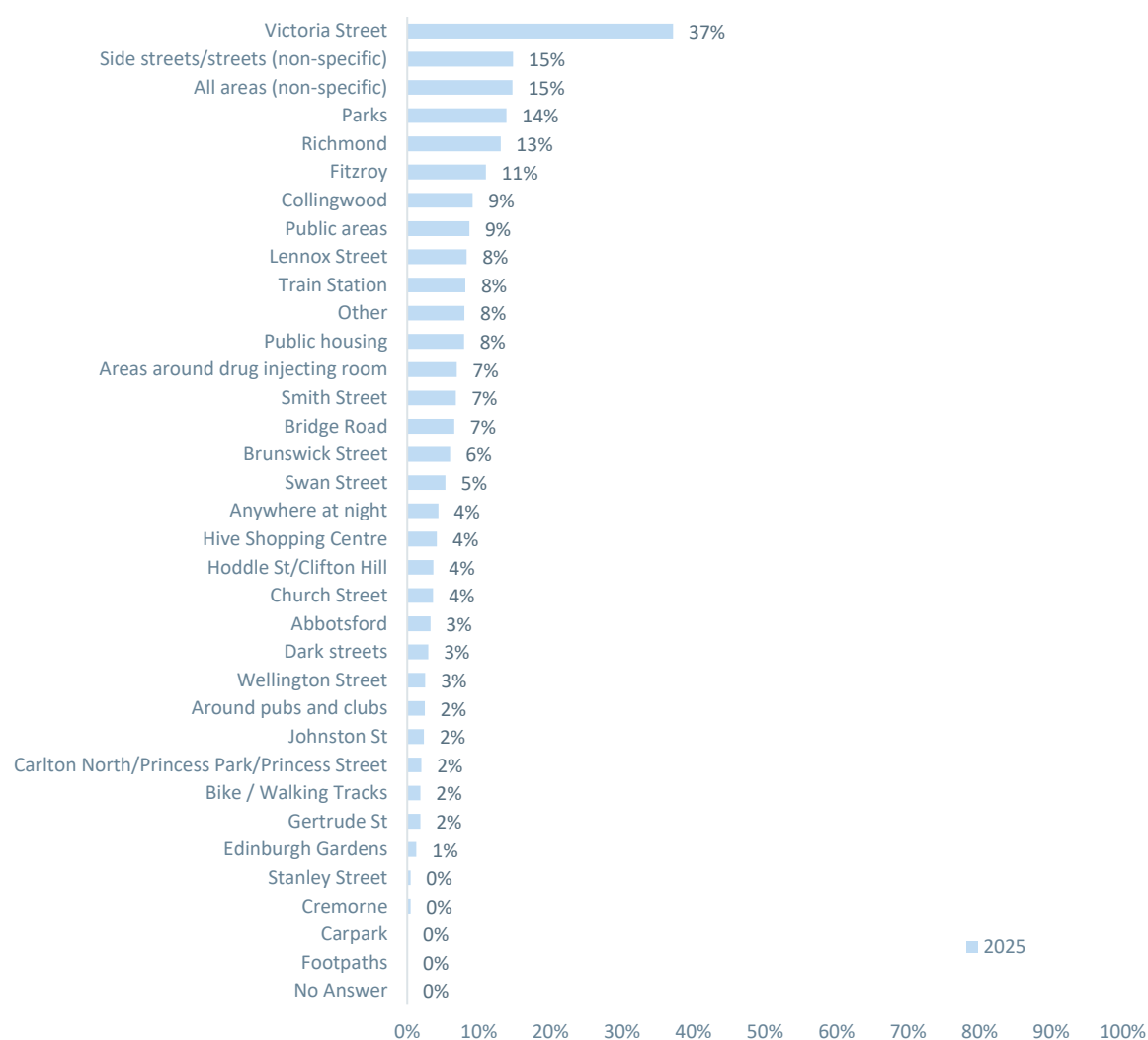
"Where do you feel unsafe? Why do you feel unsafe?"

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=815 respondents, n=211 or (25%) 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: 37%
- Side streets/streets (non-specific): 15%
- All areas (non-specific): 15%
- Parks: 14%
- Richmond: 13%
- Fitzroy: 11%

Figure 9.7: Locations Where Residents Feel Unsafe



Single Response; Base: Respondents who feel 'very unsafe' or 'unsafe' in public areas in the City of Yarra either during the day and/or at night: n=211.

"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 2025

Abbotsford		Carlton North/Princes Hill	
Victoria Street	67%	Parks	44%
Hive Shopping Centre	27%	Side streets/streets (non-specific)	31%
All areas (non-specific)	17%	Public areas	23%
Abbotsford	14%	Carlton North/Princess Park/Princess Street	21%
Other	12%	Public housing	14%
Clifton Hill		Collingwood	
Train Station	25%	Collingwood	53%
Collingwood	25%	Smith Street	45%
Hoddle St/Clifton Hill	25%	Public housing	28%
Parks	21%	Wellington Street	21%
Areas around drug injecting room	15%	Parks	20%
Fairfield - Alphington		Fitzroy	
All areas (non-specific)	67%	Fitzroy	47%
Victoria Street	33%	Brunswick Street	32%
Richmond	33%	Public areas	22%
Public areas	26%	Side streets/streets (non-specific)	21%
Side streets/streets (non-specific)	20%	Johnston St	19%
Fitzroy North		Richmond / Cremorne/ Burnley	
Side streets/streets (non-specific)	30%	Victoria Street	56%
Fitzroy	28%	Richmond	22%
All areas (non-specific)	27%	Lennox Street	15%
Parks	14%	Bridge Road	14%
Train Station	12%	Parks	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=211.

"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.

2025 Findings

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

- Drug and alcohol related mentions: 58%
- Issues with people: 38%
- Crime and policing issues: 27%
- Perception of safety at night/lighting: 24%
- General perception of safety/other: 23%

Comparison to Previous Results

The following three reasons (reasons 1, 2 and 5 among the top five reasons) for feeling unsafe in public areas in the City of Yarra either during the *day* or *at night* remains consistent since 2024:

1. **Drug and alcohol use:** Whilst still ranking in first place, the percentage of respondents feeling unsafe due to *drug and alcohol use* increased marginally in 2025 compared to 2024 from 51% in 2024 to 58% in 2025, an increase of 7 percentage points. The aspect consistently ranks in first place including in 2022, 2023 and in 2024.
2. **Issues with people:** Perceptions of safety due to *issues with people* was mentioned by 38% and remained relatively unchanged from 36% in 2024. The aspect ranked 2nd on the list of reasons for feeling unsafe in 2024.
3. **General perception of safety/other:** *General perception of safety* ranked in 5th place (in line with 2024) and the percentage mentioning feeling unsafe due to *general perception of safety* remained relatively unchanged from 23% in 2024 to 20% in 2025.

The following two (2) reasons (reasons 3 and 4 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 2024:

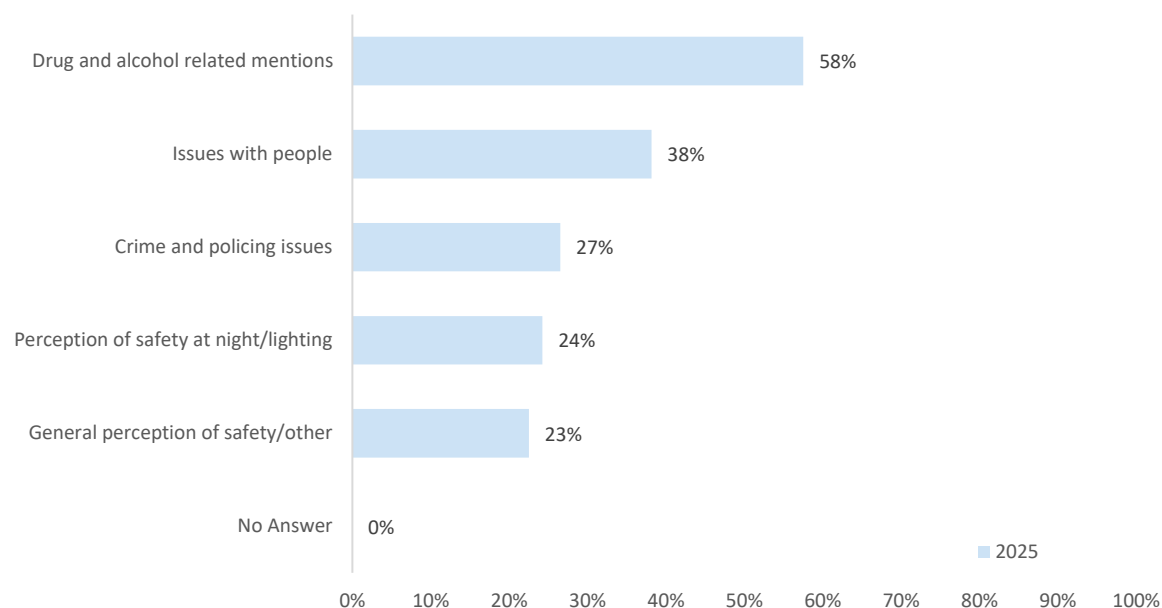
4. **Crime and policing issues:** This aspect ranked 4th in 2024 and in 2023 but ranks 3rd in 2025. The percentage mentioning feeling unsafe due to *crime and policing issues* increased marginally from 22% in 2024 to 27% in 2025, a decline of 5 percentage points.
5. **Perceptions of safety at night/lighting:** The proportion of respondents highlighting this aspect as a reason for feeling unsafe remained relatively unchanged from 27% in 2024 to 24% in 2025. The aspect ranked 4th on the list of reasons for feeling unsafe in 2025 compared to a ranking in 3rd place 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 2025, the percentage of nominations in 2025, how each aspect ranked in 2024 and the percentage nominations in 2024.

Table 9-2. Reasons for Feeling Unsafe – 2025 vs. 2024

Reasons for Feeling Unsafe	Rank in 2025	% Mentions in 2025	Rank in 2024	% Mentions in 2024
Drug and alcohol related mentions	1	58%	1	51%
Issues with people	2	38%	2	36%
Crime and policing issues	3	27%	4	22%
Perception of safety at night/lighting	4	24%	3	27%
General perception of safety/other	5	23%	5	20%

Source: AEC

Figure 9.8: Reasons for Feeling Unsafe 2025

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=211.

"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 2025

Abbotsford		Carlton North/Princes Hill	
Drug and alcohol related mentions	81%	Perception of safety at night/lighting	56%
Issues with people	40%	Drug and alcohol related mentions	44%
General perception of safety/other	29%	Issues with people	39%
Crime and policing issues	23%	Crime and policing issues	17%
Perception of safety at night/lighting	14%	General perception of safety/other	7%
Clifton Hill		Collingwood	
Perception of safety at night/lighting	51%	Crime and policing issues	73%
Issues with people	28%	Drug and alcohol related mentions	67%
Crime and policing issues	25%	Issues with people	56%
General perception of safety/other	21%	General perception of safety/other	39%
Drug and alcohol related mentions	10%	Perception of safety at night/lighting	22%
Fairfield - Alphington		Fitzroy	
General perception of safety/other	59%	Crime and policing issues	43%
Drug and alcohol related mentions	41%	Perception of safety at night/lighting	37%
Perception of safety at night/lighting	26%	General perception of safety/other	36%
No Answer	0%	Issues with people	33%
Crime and policing issues	0%	Drug and alcohol related mentions	26%
Fitzroy North		Richmond/Cremorne/ Burnley	
Perception of safety at night/lighting	43%	Drug and alcohol related mentions	67%
Issues with people	37%	Issues with people	38%
Drug and alcohol related mentions	32%	Crime and policing issues	20%
Crime and policing issues	17%	General perception of safety/other	17%
General perception of safety/other	16%	Perception of safety at night/lighting	14%

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=211.

"Q25. Where do you feel unsafe? Why do you feel unsafe?" Source: AEC

10. RESPONDENT PROFILE

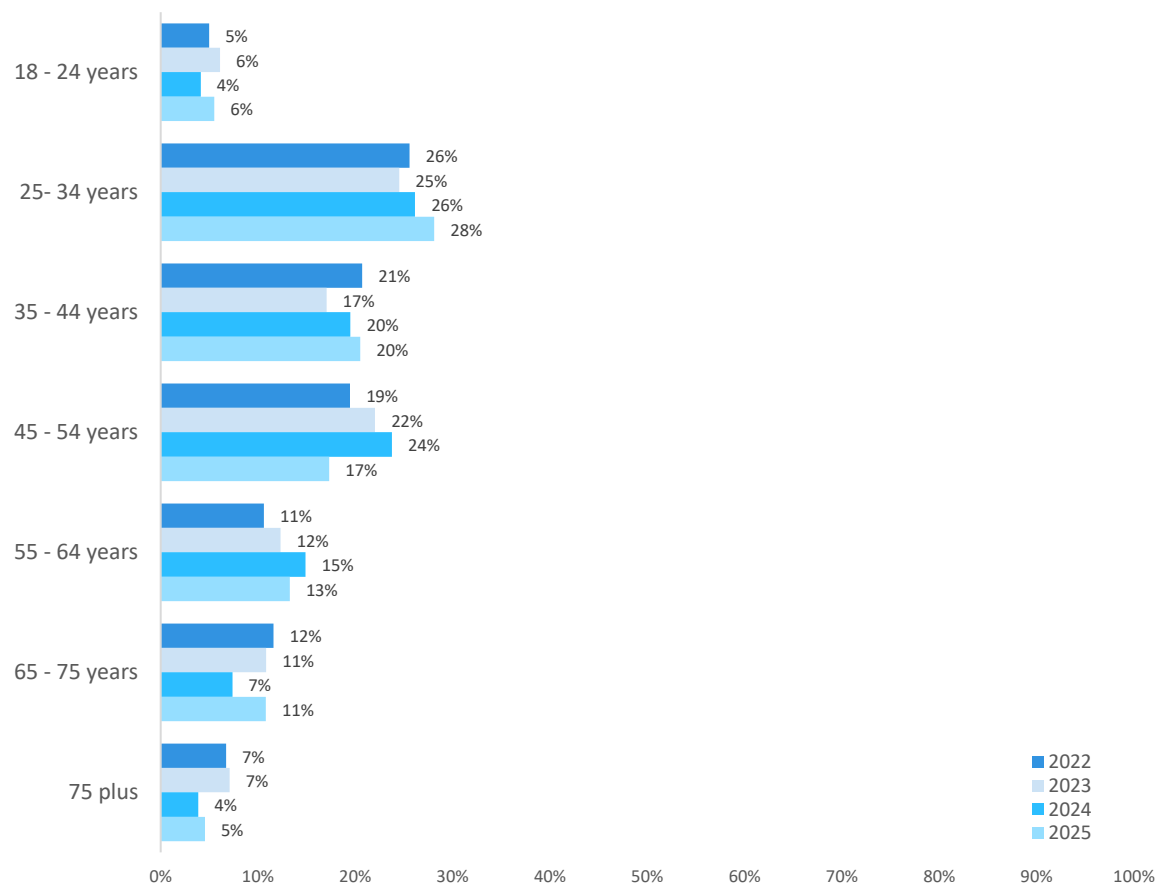
This section of the report presents the demographic profile of respondents. Throughout the report, detailed information has been presented on findings segmented by various audience types participating in the study to identify key differences amongst these segments. The information utilised for this detailed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

. A concerted effort is made to capture a reasonable sample population of young adults (under the age of 35 years). In 2025, a sample of n=274 (or 30% of the sample) was captured from young adults in line with 2024 (n=242 or 31% of the sample).

Figure 10.1: Age



Single Response; Base: All Respondents.

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

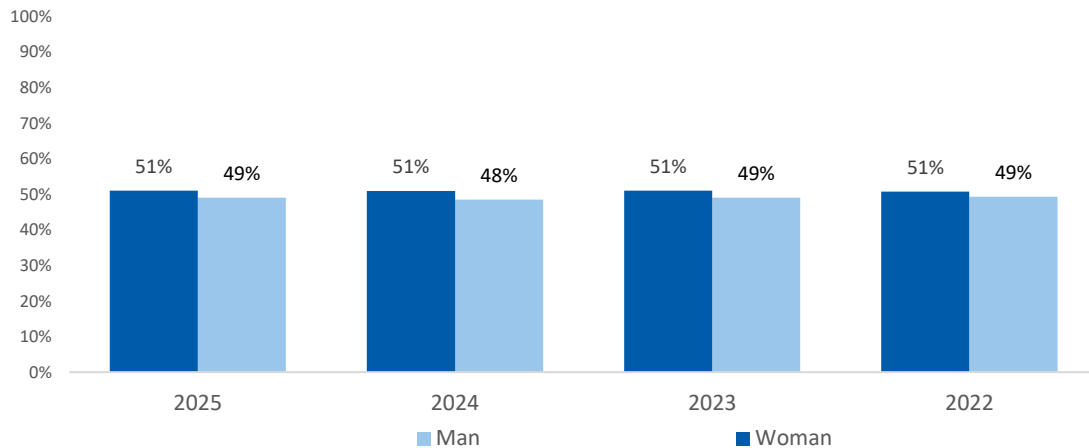
*Note: Percentage proportions are based on unweighted results.

Source: AEC

10.2 GENDER

The post-weighted gender of respondents, proportionate to the population, was 49% males and 51% females.

Figure 10.2: Respondent Gender



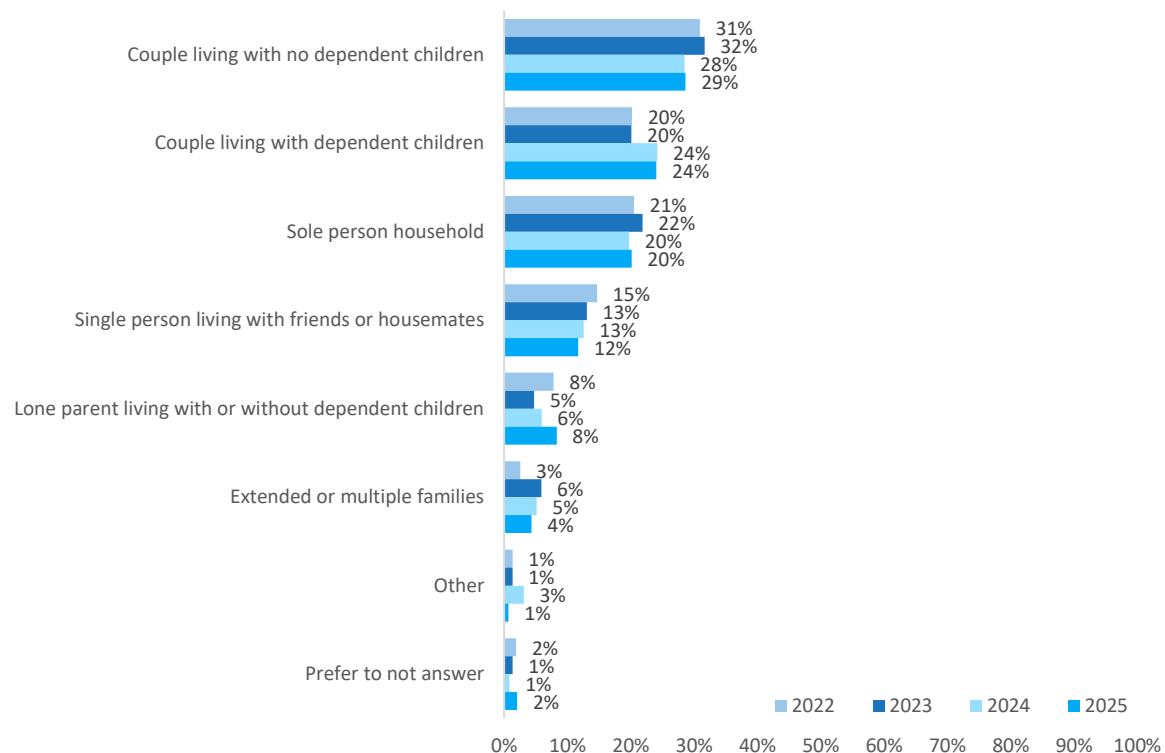
Single Response; Base: All Respondents.
 "Q35. With which gender do you identify?"
 Source: AEC

10.3 HOUSEHOLD STRUCTURE

More than half of the participants (53%) were in a nuclear family household either with dependent children (24%) or with no dependent children (29%). An additional one in five (20%) were a sole person household.

Household types remained relatively unchanged compared to 2024.

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 2025 results are in line with the 2024 results. Approximately one-third of respondents are in 'private rentals' (31%) which remains relatively unchanged compared to 33% noted in 2024. Consistent with 2024, 31% indicated they 'own' their home. Approximately one-quarter (27%) indicated they have a 'mortgage' on their home compared to 22%, an increase of 5 percentage points.

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=88[^], nearly the same as the sample achieved in 2024 (n=87 or 11%).

Table 10-1. Housing Situation

Response	'22	'23	'24	'25
Own this home	27%	28%	31%	31%
Mortgage (paying-off this home)	22%	24%	22%	27%
Private rental (e.g. Real Estate Agent)	38%	36%	33%	31%
Renting from Office of Housing or Housing Association	12%	10%	11%	11%
Not Stated	1%	2%	0%	0%
Total	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 2025 findings with more than one-third living in a 'flat, unit or apartment' (38%) or 'semi-detached, row or terrace house' (31%). Just over one-quarter are living in a 'separate house' dwelling type (29%). Dwelling type remained relatively unchanged compared to 2024.

Table 10-2. Dwelling Type

Response	'22	'23	'24	'25
Separate house	26%	26%	29%	29%
Semi-detached, row or terrace house	31%	32%	34%	31%
Flat, unit or apartment	41%	40%	35%	38%
Other	2%	2%	2%	1%
Not Stated	1%	1%	0%	1%
Total	100%	100%	100%	100%

Single Response; Base: All Respondents.

"Q40. What type of dwelling is this?"

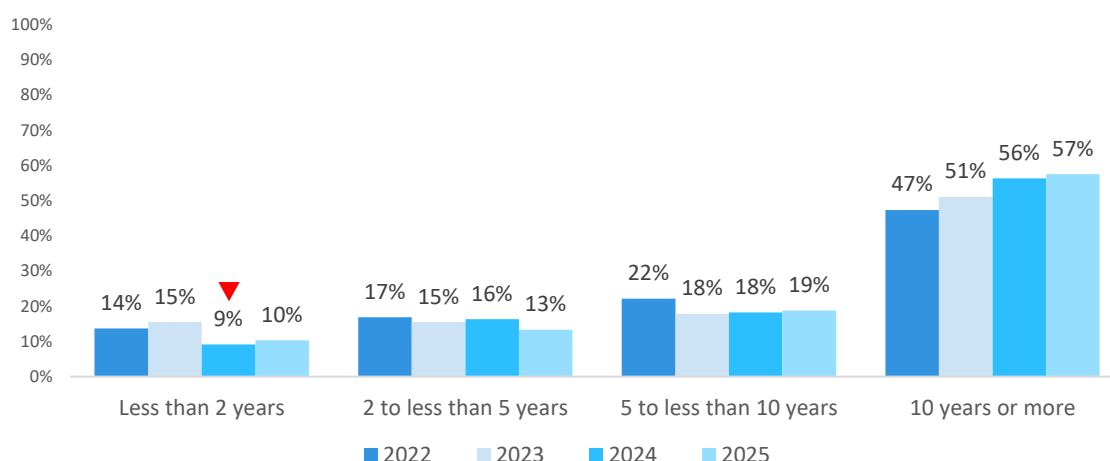
Source: AEC

10.6 RESIDENCY TENURE WITH CITY OF YARRA

Overall, approximately 24% of respondents are newer residents having lived in City of Yarra for less than five (5) years. A further 19% 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 (57%).

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 57% in 2025.

Residency tenure remained relatively unchanged compared to 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

8 in 10 (80%) speak English-only with 20% of respondents indicating they speak a language other than English at home. The results are in line with the 2024 findings with 79% indicated they speak English-only and 26% speaking a language other than English at home.

Table 10-3. Languages Spoken At Home

Response	'22	'23	'24	'25
No - English only	74%	75%	79%	80%
Vietnamese	2%	1%	2%	2%
Italian	2%	3%	2%	1%
Greek	2%	3%	1%	2%
Multiple languages	2%	2%	2%	3%
French	2%	2%	2%	2%
Arabic	2%	2%	2%	1%
African	3%	1%	2%	1%
East Asian Languages	4%	3%	3%	3%
South East Asian Languages	1%	1%	1%	1%
Western Europe Languages	1%	2%	1%	2%
Eastern European Languages	1%	1%	0%	0%
South Asian Languages	1%	2%	1%	0%
South European Languages	1%	1%	0%	0%
Other	1%	0%	1%	1%
Total	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

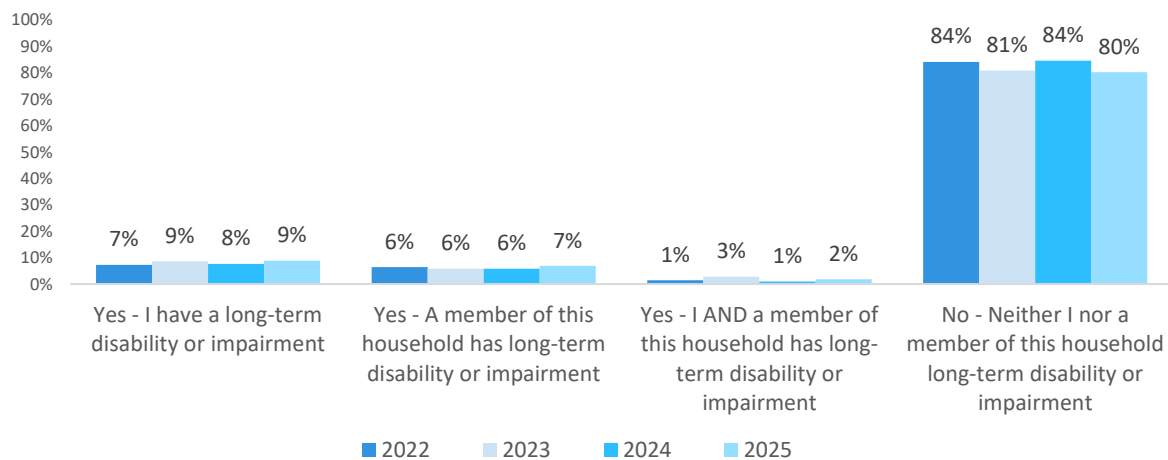
10.8 CONDITION RESTRICTING EVERYDAY ACTIVITIES

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.

Most participants did not report any long-term health conditions, disabilities or impairments that restrict everyday activities (80%) with 18% indicating either themselves and/or a member of the household (9%); a member of the household (7%); or the participants themselves (2%) had a long-term condition restricting everyday activities.

Results are in line with the 2024 where 84% of participants mentioned not having any disability restricting everyday activities.

Figure 10.5: Condition Restricting Everyday Activities



Single Response; Base: All Respondents.

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

Source: AEC

APPENDIX A: SURVEY FORM

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



NOTE:

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

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

Question type is in **UPPERCASE RED**.

INTRODUCTION (TELEPHONE SURVEYS)

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

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

INTRODUCTION (ONLINE SURVEYS)

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

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

About the survey (if asked)

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

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

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

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

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

QUALIFIER

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

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

CORE SERVICES AND FACILITIES

<i>Ask All</i> Q7. On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months? SINGLE RESPONSE ROTATE LIST						
	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 ☐	4 ☐	3 ☐	2 ☐	1 ☐	99 ☐
2 Maintenance and repair of storm water drains	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	99 ☐
3 Maintenance and repair of footpaths	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	99 ☐
4 Maintenance and cleaning of public areas (including litter collection)	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	99 ☐
5 Maintenance and cleaning of strip shopping areas	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	99 ☐
7 Regular garbage collection service	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	99 ☐
8 Regular recycling service	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	99 ☐
9 Provision of parks, gardens and reserves	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	99 ☐
10 Maintenance of parks, gardens and reserves	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	99 ☐
11 Traffic management	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	99 ☐
12 Parking management	5 ☐	4 ☐	3 ☐	2 ☐	1 ☐	99 ☐

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

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

ISSUES TO ADDRESS

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

PERCEPTION OF SAFETY

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

DEMOGRAPHICS

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

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 ☐ English only 2 ☐ 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 ☐ Yes - I have a long-term disability or impairment 4 ☐ Yes - A member of this household has long-term disability or impairment 3 ☐ Yes - I AND a member of this household has long-term disability or impairment 2 ☐ No - Neither I nor a member of this household long-term disability or impairment 0 ☐ 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 ☐ Own this home 2 ☐ Mortgage (paying-off this home) 3 ☐ Private rental (e.g. Real Estate Agent) 4 ☐ Renting from Office of Housing or Housing Association 0 ☐ Prefer to not answer
<i>Ask all</i> Q39. What is the structure of this household? SINGLE RESPONSE	1 ☐ Couple with dependent children 4 ☐ Couple with no dependent children 5 ☐ Lone parent with dependent children 8 ☐ Lone parent with no dependent children 9 ☐ Sole person household 10 ☐ Single person living with friends or housemates 11 ☐ Sole person household 12 ☐ Extended or multiple families 95 ☐ Other (Please specify _____) 0 ☐ Prefer to not answer
<i>Ask all</i> Q40. What type of dwelling is this? SINGLE RESPONSE	1 ☐ Separate house 2 ☐ Semi-detached, row or terrace house 3 ☐ Flat, unit or apartment 4 ☐ Other (Please specify _____) 0 ☐ Prefer to not answer
<i>Ask all</i> Q41. How long have you lived in the City of Yarra? SINGLE RESPONSE	1 ☐ Less than 2 years 2 ☐ 2 to less than 5 years 3 ☐ 5 to less than 10 years 4 ☐ 10 years or more 0 ☐ 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 ☐ Yes → Record name _____
	2 ☐ No → Record phone number _____

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 CALCULATIONS

APPLYING INDEX SCORE TO ACSS 2025 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.1: 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 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. 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.2: 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 2025 Post-Weighting

Response	Sample		Population		Weight
	%	n	%	n	
Males 18 - 24	18	2%	3,386	3.99%	0.81
Males 25 - 34	83	10%	15,061	17.77%	0.74
Males 35 - 44	87	11%	8,729	10.30%	-0.04
Males 45 - 54	76	9%	5,216	6.15%	-0.34
Males 55 - 64	53	7%	4,366	5.15%	-0.21
Males 65 - 74	45	6%	2,845	3.36%	-0.39
Males 75+	19	2%	2,117	2.50%	0.07
Females 18 - 24	27	3%	3,933	4.64%	0.40
Females 25 - 34	143	18%	16,007	18.88%	0.08
Females 35 - 44	79	10%	7,740	9.13%	-0.06
Females 45 - 54	64	8%	5,034	5.94%	-0.24
Females 55 - 64	54	7%	4,287	5.06%	-0.24
Females 65 - 74	42	5%	3,203	3.78%	-0.27
Females 75+	18	2%	2,840	3.35%	0.52
Refused	7	1%	0	0.00%	-1.00
Total	815	100%	84,764	100.00%	

NOTE: The Estimated Resident Population estimates for 2017 to 2021 have been revised by the ABS based on 2021 Census results. Source: ABS (2022). Population by Age and Sex, Regions of Australia, 2021. Australian Bureau of Statistics, Canberra

APPENDIX D: HISTORICAL DATA

SATISFACTION WITH ASPECTS OF GOVERNANCE, LEADERSHIP, ENVIRONMENT & PLANNING

Table D.1: 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	2022	18%	31%	51%	59.5
	2023	22%	34%	44% ▼	56.7
	2024	17%	35%	48%	59.3
	2025	14%	36%	49%	61.0
Community consultation and engagement	2022	31%	31%	39%	49.9
	2023	37%	32%	31% ▼	45.0 ▼
	2024	31% ▼	29%	40%	51.7 ▲
	2025	30%	34%	36%	50.4
Representation, lobbying and advocacy on behalf of the community on key issues	2022	32%	30%	38%	49.6
	2023	38%	30%	32% ▼	45.7 ▼
	2024	35%	32%	33%	47.7
	2025	31%	37%	32%	49.2
Making decisions in the best interests of the community	2022	30%	34%	36%	49.3
	2023	35%	32%	33%	46.2
	2024	32%	30%	38%	48.9
	2025	31%	33%	36%	49.5
Offering value for rates	2022	37%	34%	28%	44.8
	2023	41%	33%	25%	41.5
	2024	39%	33%	28%	44.0
	2025	40%	30%	29%	44.1
General Town Planning policy	2022	36%	34%	31%	45.2
	2023	35%	34%	31%	46.6
	2024	36%	31%	33%	47.1
	2025	32%	37%	31%	47.3
Planning and building permits	2022	47%	28%	25%	39.4
	2023	46%	29%	26%	41.1
	2024	44%	28%	29%	42.0
	2025	38%	35% ▲	27%	43.8

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?"

SATISFACTION WITH ASPECTS OF GOVERNANCE, LEADERSHIP, ENVIRONMENT & PLANNING - CHANGE 2024 VS. 2025

Table D.2: Satisfaction with Aspects of Governance, Leadership, Environment and Planning – Change in Percentage of ‘Very Good’/‘Good’ 2024 vs. 2025

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average	Change in % by rank order
Meeting its responsibilities towards the environment	2024	17%	35%	48%	59.3	
	2025	14%	36%	49%	61.0	1%
Offering value for rates	2024	39%	33%	28%	44.0	
	2025	40%	30%	29%	44.1	1%
Representation, lobbying and advocacy on behalf of the community on key issues	2024	35%	32%	33%	47.7	
	2025	31%	37%	32%	49.2	-1%
Planning and building permits	2024	44%	28%	29%	42.0	
	2025	38%	35% ▲	27%	43.8	-2%
General Town Planning policy	2024	36%	31%	33%	47.1	
	2025	32%	37%	31%	47.3	-2%
Making decisions in the best interests of the community	2024	32%	30%	38%	48.9	
	2025	31%	33%	36%	49.5	-2%
Community consultation and engagement	2024	31%	29%	40%	51.7	
	2025	30%	34%	36%	50.4	-4%

Table D.3: Satisfaction with Aspects of Governance, Leadership, Environment and Planning – Change in Average 2024 vs. 2025

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average	Change in Average by rank order
Planning and building permits	2024	44%	28%	29%	42.0	
	2025	38%	35% ▲	27%	43.8	1.8
Meeting its responsibilities towards the environment	2024	17%	35%	48%	59.3	
	2025	14%	36%	49%	61.0	1.8
Representation, lobbying and advocacy on behalf of the community on key issues	2024	35%	32%	33%	47.7	
	2025	31%	37%	32%	49.2	1.5
Making decisions in the best interests of the community	2024	32%	30%	38%	48.9	
	2025	31%	33%	36%	49.5	0.7
General Town Planning policy	2024	36%	31%	33%	47.1	
	2025	32%	37%	31%	47.3	0.2
Offering value for rates	2024	39%	33%	28%	44.0	
	2025	40%	30%	29%	44.1	0.2
Community consultation and engagement	2024	31%	29%	40%	51.7	
	2025	30%	34%	36%	50.4	-1.3

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?"

Source: AEC

SATISFACTION WITH UNIVERSAL COUNCIL SERVICES & FACILITIES

Table D.4: 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)	2022	14%	28%	57%	63.2
	2023	20%	31%	48% ▼	58.6 ▼
	2024	20%	30%	50%	58.7
	2025	20%	30%	50%	58.8
Maintenance and repair of storm water drains	2022	16%	28%	56%	62.6
	2023	17%	31%	52%	62.0
	2024	17%	31%	52%	61.3
	2025	20%	27%	54%	60.8
Maintenance and repair of footpaths	2022	19%	28%	53%	59.4
	2023	22%	33%	46% ▼	57.8
	2024	21%	32%	47%	57.9
	2025	22%	30%	48%	57.8
Maintenance and cleaning of public areas (including litter collection)	2022	18%	27%	55%	61.1
	2023	24%	25%	51%	58.4
	2024	21%	27%	52%	60.0
	2025	21%	25%	53%	59.6
Maintenance and cleaning of strip shopping areas	2022	15%	28%	57%	62.3
	2023	16%	29%	54%	61.8
	2024	16%	29%	55%	62.3
	2025	18%	29%	53%	61.1
Regular garbage collection service	2022	9%	14%	77%	75.3
	2023	16%	16%	68% ▼	69.4 ▼
	2024	10% ▼	15%	75% ▲	74.3 ▲
	2025	8%	15%	76%	76.5
Regular recycling service	2022	17%	23%	60%	65.1
	2023	21%	19%	60%	64.8
	2024	14% ▼	17%	69% ▲	70.2 ▲
	2025	12%	17%	70%	72.7
Provision of parks, gardens and reserves	2022	9%	18%	73%	73.0
	2023	8%	23%	69%	72.9
	2024	7%	15% ▼	78% ▲	76.2 ▲
	2025	8%	20% ▲	72% ▼	73.6
Maintenance of parks, gardens and reserves	2022	9%	21%	71%	72.4
	2023	11%	21%	68%	71.1
	2024	8%	18%	74% ▲	74.2 ▲
	2025	10%	22%	69% ▼	71.1 ▼
Parking management	2022	32%	29%	39%	49.9
	2023	35%	28%	37%	48.7
	2024	33%	33%	34%	48.8
	2025	32%	35%	33%	48.6
Traffic management	2022	25%	32%	43%	54.4
	2023	26%	33%	41%	54.0
	2024	26%	33%	41%	54.3
	2025	23%	34%	43%	56.3

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?"

Source: AEC

SATISFACTION WITH UNIVERSAL COUNCIL SERVICES & FACILITIES - CHANGE 2024 VS. 2025

Table D.5: Satisfaction with Universal Council Services and Facilities – Change is Percentage of ‘Very Good’/‘Good’ 2024 vs. 2025

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average	Change in % by rank order
Traffic management	2024	26%	33%	41%	54.3	
	2025	23%	34%	43%	56.3	2%
Maintenance and repair of storm water drains	2024	17%	31%	52%	61.3	
	2025	20%	27%	54%	60.8	2%
Regular recycling service	2024	14%	17%	69%	70.2	
	2025	12%	17%	70%	72.7	1%
Regular garbage collection service	2024	10%	15%	75%	74.3	
	2025	8%	15%	76%	76.5	1%
Maintenance and cleaning of public areas (including litter collection)	2024	21%	27%	52%	60.0	
	2025	21%	25%	53%	59.6	1%
Maintenance and repair of footpaths	2024	21%	32%	47%	57.9	
	2025	22%	30%	48%	57.8	1%
Maintenance and repair of sealed local roads (this excludes highways and main roads)	2024	20%	30%	50%	58.7	
	2025	20%	30%	50%	58.8	0%
Parking management	2024	33%	33%	34%	48.8	
	2025	32%	35%	33%	48.6	-1%
Maintenance and cleaning of strip shopping areas	2024	16%	29%	55%	62.3	
	2025	18%	29%	53%	61.1	-2%
Maintenance of parks, gardens and reserves	2024	8%	18%	74%	74.2	
	2025	10%	22%	69% ▼	71.1 ▼	-5%
Provision of parks, gardens and reserves	2024	7%	15%	78%	76.2	
	2025	8%	20% ▲	72% ▼	73.6	-6%

Table D.6: Satisfaction with Universal Council Services and Facilities – Change in Average 2024 vs. 2025

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average	Change in Average by rank order
Regular recycling service	2024	14%	17%	69%	70.2	
	2025	12%	17%	70%	72.7	2.5
Regular garbage collection service	2024	10%	15%	75%	74.3	
	2025	8%	15%	76%	76.5	2.2
Traffic management	2024	26%	33%	41%	54.3	
	2025	23%	34%	43%	56.3	2.1
Maintenance and repair of sealed local roads (this excludes highways and main roads)	2024	20%	30%	50%	58.7	
	2025	20%	30%	50%	58.8	0.1
Maintenance and repair of footpaths	2024	21%	32%	47%	57.9	
	2025	22%	30%	48%	57.8	-0.1
Parking management	2024	33%	33%	34%	48.8	
	2025	32%	35%	33%	48.6	-0.1
Maintenance and cleaning of public areas (including litter collection)	2024	21%	27%	52%	60.0	
	2025	21%	25%	53%	59.6	-0.5
Maintenance and repair of storm water drains	2024	17%	31%	52%	61.3	
	2025	20%	27%	54%	60.8	-0.5
Maintenance and cleaning of strip shopping areas	2024	16%	29%	55%	62.3	
	2025	18%	29%	53%	61.1	-1.2

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average	Change in Average by rank order
Provision of parks, gardens and reserves	2024	7%	15%	78%	76.2	
	2025	8%	20% ▲	72% ▼	73.6	-2.6
Maintenance of parks, gardens and reserves	2024	8%	18%	74%	74.2	
	2025	10%	22%	69% ▼	71.1 ▼	-3.0

Single Response; Base: All Respondents.

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

Source: AEC

SATISFACTION WITH OTHER MAJOR SERVICES & FACILITIES

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

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average
Green waste services	2022	20%	20%	60%	62.8
	2023	28%	24%	49% ▼	56.9 ▼
	2024	27%	19%	54%	59.5
	2025	14% ▼	23%	63% ▲	67.4 ▲
Hard rubbish services	2022	16%	20%	64%	66.5
	2023	17%	25%	57%	64.6
	2024	16%	19% ▼	65% ▲	67.6
	2025	12%	25% ▲	62%	67.9
Local library services	2022	4%	13%	82%	81.2
	2023	3%	15%	82%	80.6
	2024	4%	11%	85%	81.4
	2025	4%	13%	84%	80.7
Public toilets	2022	31%	35%	33%	49.1
	2023	28%	35%	37%	52.6
	2024	28%	36%	35%	52.0
	2025	34%	33%	33%	49.2
Yarra's swimming pool at Richmond, Fitzroy or Collingwood	2022	6%	13%	80%	77.4
	2023	5%	22%	72% ▼	74.6
	2024	7%	16% ▼	76%	74.6
	2025	5%	19%	76%	74.7
Yarra's leisure centres at Richmond, Fitzroy or Collingwood (eg. Gym, etc)	2022	4%	19%	78%	76.7
	2023	5%	24%	71%	72.7
	2024	6%	24%	70%	72.4
	2025	6%	23%	71%	73.0
On-road bike paths	2022	20%	24%	55%	61.6
	2023	16%	23%	61%	65.4 ▲
	2024	14%	25%	60%	64.7
	2025	17%	25%	57%	63.1
Off-road bike paths (including shared paths)	2022	11%	21%	69%	68.6
	2023	12%	28%	60% ▼	65.9
	2024	12%	24%	64%	67.2
	2025	12%	27%	61%	66.7
Arts and cultural activities	2022	11%	25%	64%	67.8
	2023	10%	27%	63%	69.0
	2024	10%	24%	66%	69.0
	2025	6% ▼	28%	66%	69.4

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'."

Source: AEC

SATISFACTION WITH OTHER MAJOR SERVICES & FACILITIES - CHANGE 2024 VS. 2025

Table D.8: Satisfaction with Other Major Services and Facilities – Change is Percentage of ‘Very Good’/‘Good’ 2024 vs. 2025

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average	Change in % by rank order
Green waste services	2024	27%	19%	54%	59.5	
	2025	14% ▼	23%	63% ▲	67.4 ▲	9%
Yarra's leisure centres at Richmond, Fitzroy or Collingwood (eg. Gym, etc)	2024	6%	24%	70%	72.4	
	2025	6%	23%	71%	73.0	1%
Arts and cultural activities	2024	10%	24%	66%	69.0	
	2025	6% ▼	28%	66%	69.4	0%
Yarra's swimming pool at Richmond, Fitzroy or Collingwood	2024	7%	16%	76%	74.6	
	2025	5%	19%	76%	74.7	0%
Local library services	2024	4%	11%	85%	81.4	
	2025	4%	13%	84%	80.7	-1%
Public toilets	2024	28%	36%	35%	52.0	
	2025	34%	33%	33%	49.2	-2%
Hard rubbish services	2024	16%	19%	65%	67.6	
	2025	12%	25% ▲	62%	67.9	-3%
Off-road bike paths (including shared paths)	2024	12%	24%	64%	67.2	
	2025	12%	27%	61%	66.7	-3%
On-road bike paths	2024	14%	25%	60%	64.7	
	2025	17%	25%	57%	63.1	-3%

Table D.9: Satisfaction with Other Major Services and Facilities – Change in Average 2024 vs. 2025

Key Aspects	Year	Very Poor/Poor	Average	Very Good/Good	Average	Change in Average by rank order
Green waste services	2024	27%	19%	54%	59.5	
	2025	14% ▼	23%	63% ▲	67.4 ▲	7.8
Yarra's leisure centres at Richmond, Fitzroy or Collingwood (eg. Gym, etc)	2024	6%	24%	70%	72.4	
	2025	6%	23%	71%	73.0	0.7
Arts and cultural activities	2024	10%	24%	66%	69.0	
	2025	6% ▼	28%	66%	69.4	0.4
Hard rubbish services	2024	16%	19%	65%	67.6	
	2025	12%	25%	62%	67.9	0.3
Yarra's swimming pool at Richmond, Fitzroy or Collingwood	2024	7%	16%	76%	74.6	
	2025	5%	19%	76%	74.7	0.1
Off-road bike paths (including shared paths)	2024	12%	24%	64%	67.2	
	2025	12%	27%	61%	66.7	-0.5
Local library services	2024	4%	11%	85%	81.4	
	2025	4%	13%	84%	80.7	-0.7
On-road bike paths	2024	14%	25% ▲	60%	64.7	
	2025	17%	25%	57%	63.1	-1.6
Public toilets	2024	28%	36%	35%	52.0	
	2025	34%	33%	33%	49.2	-2.8

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'."

Source: AEC

TOP ISSUES FOR CITY OF YARRA

Table D.10: Top Issues for City of Yarra – Time Series

Issue	2022	2023	2024	2025
Building, planning, housing and development	20%	11%	12%	13%
None/nothing	13%	15%	14%	13%
Prefer to not answer / Not stated	5%	6%	5%	8%
Safety, policing and crime	6%	2%	5%	7%
Car Parking	10%	8%	7%	7%
Maintenance and cleaning of public areas	8%	3%	2%	6%
Roads, street cleaning, maintenance and repairs	6%	4%	5%	5%
Traffic management	8%	5%	7%	5%
Drug related issues	5%	5%	3%	5%
Housing affordability/rental crisis	0%	2%	3%	5%
Parks, gardens and open space	6%	4%	2%	5%
Environment, sustainability, climate change	9%	5%	4%	4%
Cycling, walking tracks and bicycle issues	5%	3%	3%	4%
Quality and provision of community services	3%	3%	3%	3%
Financial issues and priorities for Council	2%	2%	4%	3%
Council rates	5%	4%	2%	3%
Homelessness and beggars	2%	2%	2%	3%
Community consultation, engagement, information	4%	5%	3%	3%
Footpath maintenance and repairs	1%	2%	1%	2%
Rubbish and waste issues (incl garbage)	8%	7%	4%	2%
Cost of living	1%	0%	1%	2%
Council governance and performance	3%	4%	2%	2%
Issues with public housing	2%	0%	3%	2%
All other issues	1%	2%	1%	2%
Recycling collection	4%	4%	2%	2%
Graffiti / vandalism	2%	1%	1%	2%
Provision and maintenance of infrastructure	1%	1%	1%	1%
Provision and maintenance of sports, recreational facilities	0%	1%	1%	1%
Support for local businesses	2%	1%	1%	1%
Public transport	1%	0%	1%	1%
Drains maintenance and repairs	0%	0%	0%	1%
Provision and maintenance of street trees	2%	1%	0%	1%
Liveability/quality of life	0%	0%	1%	1%
Green waste collection	1%	2%	2%	1%
Enforcement / update of local laws	0%	0%	1%	1%
Health and medical issues/services	1%	1%	0%	0%
Address the needs of all/inclusion/diversity	2%	1%	2%	0%
Public toilets	0%	0%	0%	0%
Activities, services and facilities for the youth	0%	0%	0%	0%
Community activities'	2%	0%	0%	0%
Council customer service responsiveness	0%	1%	0%	0%
Hard rubbish collection	0%	0%	0%	0%
COVID - 19 related issues	1%	0%	0%	0%
Noise	0%	0%	0%	0%
Shops, restaurants, bars, and entertainment	1%	0%	0%	0%

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

Source: AEC

IMPROVEMENTS DELIVERED BY THE COUNCIL

Table D.11: Improvements Delivered by the Council – Time Series

Improvements Delivered	2022	2023	2024	2025
None/nothing	46%	49%	47%	42%
Prefer to not answer / Not stated	8%	12%	9%	14%
Green waste collection	1%	1%	1%	10%
Parks, gardens, open space	8%	11%	13%	10%
Bike, walking tracks and facilities	8%	8%	9%	7%
Road maintenance and repairs	5%	5%	3%	3%
Recycling	5%	2%	3%	3%
Garbage collection	3%	2%	3%	3%
Traffic management	2%	1%	3%	2%
Improvements to specific areas (Victoria St/Smith St etc)	0%	0%	0%	2%
Council response time	N/A	N/A	N/A	2%
Cleanliness of areas including streets	2%	2%	4%	2%
Street trees maintenance and provision	2%	2%	3%	2%
Footpath maintenance and repairs	1%	2%	1%	2%
Council management	0%	0%	1%	2%
Consultation, communication and prov. of information	1%	2%	2%	2%
Community activities and events	3%	3%	4%	2%
Glass recycle	4%	2%	2%	2%
Sports, recreation and leisure facilities	2%	2%	2%	1%
Beautification / livability	3%	1%	0%	1%
Libraries	1%	2%	2%	1%
Environment, climate and conservation	2%	1%	2%	1%
Provision and maintenance of general infrastructure	1%	1%	2%	1%
Building, housing, planning and development	1%	2%	2%	1%
Services for specific groups (ie. disabled, elderly, families, kids)	0%	0%	0%	1%
All other issues	2%	1%	1%	1%
Composting	0%	0%	1%	1%
Parking	1%	1%	0%	1%
Local business	2%	1%	1%	1%
Safety, crime and policing	1%	0%	1%	1%
Public transport	0%	1%	0%	1%
Community atmosphere / living environment	0%	0%	1%	1%
Drains maintenance and repairs	0%	1%	1%	1%
Water management	0%	0%	0%	1%
Hard rubbish collection	0%	0%	0%	0%
Shopping areas	0%	1%	1%	0%
Outdoor dining	2%	1%	1%	0%
Education and schools	0%	1%	0%	0%
Public toilets	1%	1%	1%	0%
Drug related issues	0%	1%	0%	0%
Graffiti / vandalism	1%	0%	0%	0%
Don't know/unsure	3%	0%	0%	0%
COVID-19 pandemic management	3%	1%	0%	0%

Open-End Response Question; Base: All Respondents.

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

Source: AEC

SUGGESTED IMPROVEMENTS TO THE LOCAL AREA

Table D.12: Suggested Improvements for the Local Area – Time Series

Suggested Improvements	2022	2023	2024	2025
None/nothing	17%	16%	15%	14%
Parking	9%	12%	13%	13%
Bike tracks, facilities and infrastructure	7%	12%	11%	10%
Traffic Management	4%	8%	9%	10%
Cleanliness of areas including streets	4%	7%	8%	10%
Prefer to not answer / Not stated	6%	8%	4%	10%
Parks, gardens and open space	10%	8%	10%	9%
Building, housing, planning and development	8%	6%	7%	9%
Safety, crime and policing	4%	7%	9%	9%
Footpath maintenance and repairs	5%	5%	7%	8%
Roads maintenance and repairs	4%	7%	7%	7%
Consultation, communication and provision of information	6%	8%	6%	6%
Council management, performance, focus	4%	5%	7%	5%
Street trees maintenance and provision	5%	4%	4%	5%
Drug related issues	4%	3%	3%	5%
Recycling	6%	6%	6%	5%
Graffiti/vandalism	1%	3%	3%	4%
All other issues	2%	2%	1%	4%
Garbage collection	9%	11%	6%	4%
Services for specific groups (ie. disabled, elderly, family, kids)	1%	2%	4%	4%
Environment, conservation and climate change	3%	2%	2%	4%
Provision and maintenance of general infrastructure	0%	2%	1%	4%
Community activities and events	3%	2%	4%	4%
Rates/taxes	4%	4%	4%	4%
Public housing/social housing	1%	3%	2%	3%
Homeless / beggar issues	1%	1%	2%	3%
Drains maintenance	1%	1%	1%	3%
Local business	3%	2%	3%	3%
Sports and recreation facilities	2%	2%	3%	3%
Affordable housing / accessibility	0%	0%	3%	3%
Building permit concerns, cost, timeliness	1%	3%	3%	3%
Dog parks, rules, cleaning	2%	3%	3%	2%
Quality and provision of facilities	2%	1%	1%	2%
Public toilets	1%	1%	2%	2%
Shopping areas	1%	1%	2%	2%
Arts and culture	2%	1%	1%	2%
Green waste collection	4%	5%	7%	2%
Improvements to Victoria Street	1%	1%	2%	1%
Public transport	1%	3%	3%	1%
Improvements to Bridge Road	2%	1%	1%	1%
Hard rubbish collection	1%	0%	1%	1%
Glass recycling	0%	0%	1%	1%
Social justice	0%	1%	1%	1%
Outdoor dining	0%	0%	0%	1%
Electric car chargers	0%	1%	1%	1%
Library hours, sustainability, staff	1%	1%	1%	0%
Composting	2%	2%	3%	0%
Don't know / unsure	1%	0%	0%	0%

Open-End Response Question; Base: All Respondents. "Q23. What, if any, improvements would you like to see in your local area over the next two years?"

Source: AEC

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OUTCOME DRIVEN

