



2026 Customer Satisfaction Survey

Final Report

Yarra City Council

5 May 2026

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Executive Summary

Background

Yarra City Council commissioned Arcadia Social Research to undertake its 2026 Annual Customer Satisfaction Survey (ACSS) to understand residents' views on Council services, facilities and overall performance. The survey helps Council track performance over time, identify areas of strength and concern, and inform service planning and improvement priorities. A total of 807 residents participated in the 2026 survey using a mix of telephone, online and face-to-face methods.

About the metrics used

Results for questions that asked respondents to rate performance on a five-point scale ranging from *very poor* to *very good* scale are presented in two ways. First, % satisfied represents the proportion of respondents who selected *good* or *very good*. Second, a Performance Index summarises the average response on a 0–100 scale, where responses are scored as follows: very poor = 0, poor = 25, average = 50, good = 75, and very good = 100. Higher scores indicate more positive perceptions. Results for questions asking respondents to rate perceived safety are also presented in two ways. Results presented as % feeling unsafe, represent the % feeling *very unsafe* plus the % feeling *unsafe*, and results for an index summarise the average response on a 0 to 100 scale with very unsafe scored as 0, unsafe=25, average =50, safe=75 and very safe = 100.

Overall Performance

Residents' views of Council's overall performance remained stable in 2026. Of the residents surveyed, 40% were satisfied with Council's performance across all areas, 37% rated it as *average* and 23% rated it as *poor* or *very poor*. These results are very similar to the 2025 results in which 39% of residents were satisfied and 24% dissatisfied. Overall performance across all areas of responsibility recorded an index score of 53.4, which was comparable to the 53.3 reported in 2025.

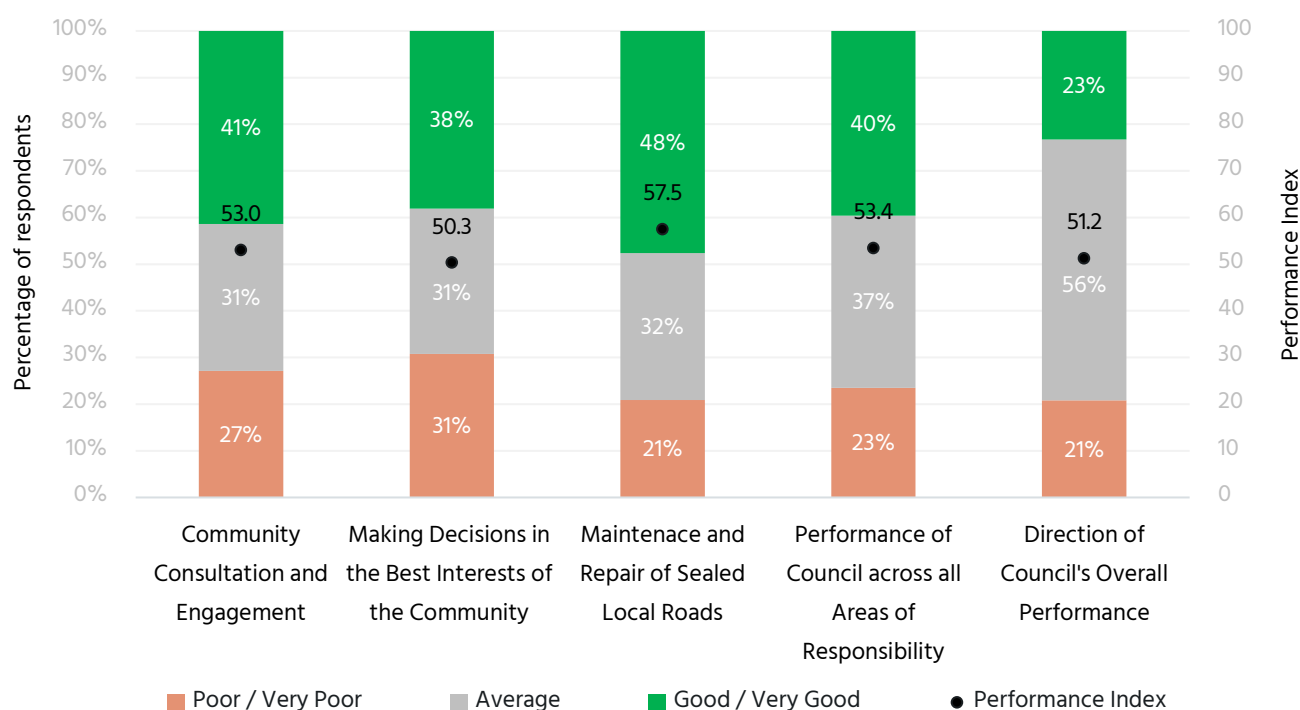
Results were also stable for perceptions about the direction of Council's performance, with 23% perceiving an improvement in the last two years, 21% perceiving a deterioration and the remaining 56% perceiving no significant change. The respective 2025 results were 20% perceiving an improvement, 15% perceiving a deterioration and 62% perceiving no change in 2025. None of the respective 2025 to 2026 changes were significantly different.

Results also remained stable for three other measures in the satisfaction survey that the Victorian Government requires all councils to report on. These are community consultation and engagement (41% satisfied, index 53.0), council decisions (38% satisfied, index 50.3) and sealed local roads (48% satisfied, index 57.5). None of these headline measures changed significantly compared with 2025.

The finding that Council’s overall performance has remained stable over the last year is consistent with the broader trends evident across all other services evaluated by respondents in the survey. Satisfaction with the vast majority of these services remained stable between 2025 and 2026. With respect to Council services, the notable exception was a significant improvement in satisfaction with green waste services in 2026 compared with 2025. Residents’ perception of daytime safety also increased significantly, driven by increases in specific groups – age, gender, home ownership and length of residence.

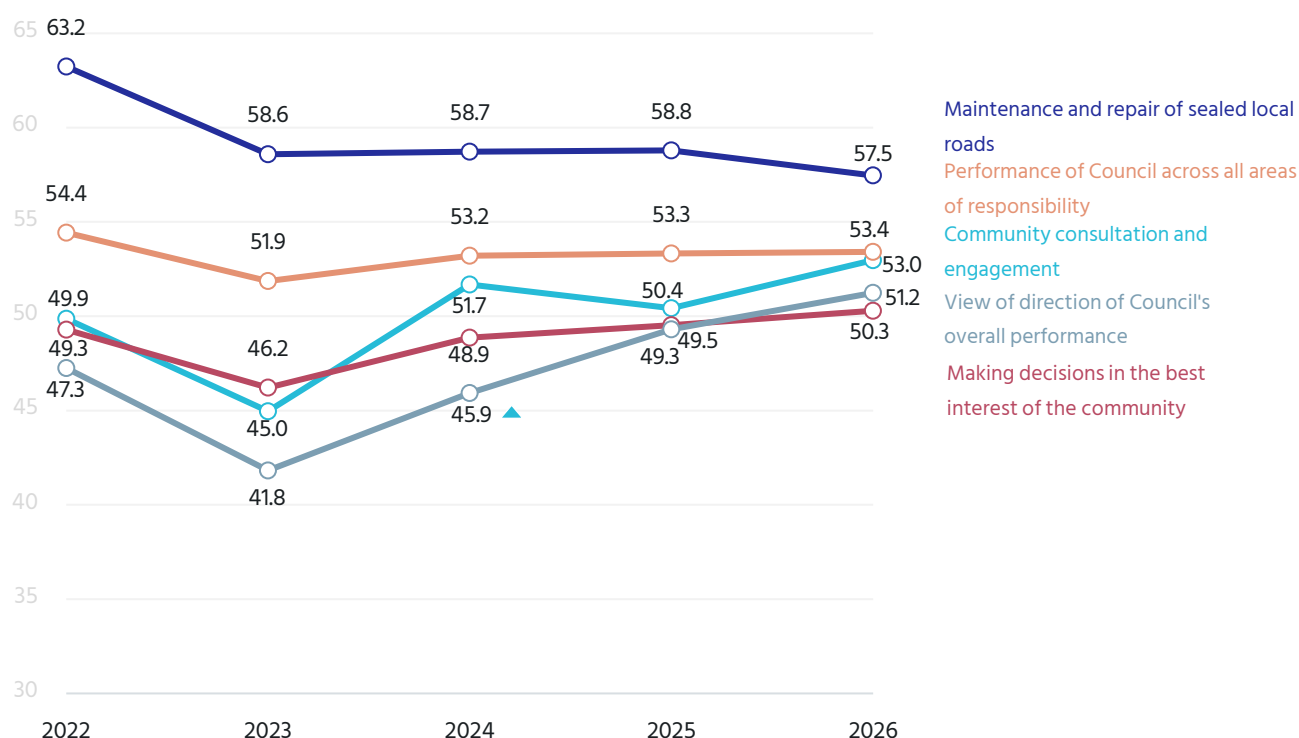
No services experienced a statistically significant decrease in performance over this period.

Figure 1: Performance of Key Measures (2026)



(For Direction of Council's Overall Performance, the colours represent 'Deteriorated' (orange), 'Stayed the Same' (grey) & 'Improved' (green))

Figure 2: Performance of Key Measures Over Time (2022 to 2026)



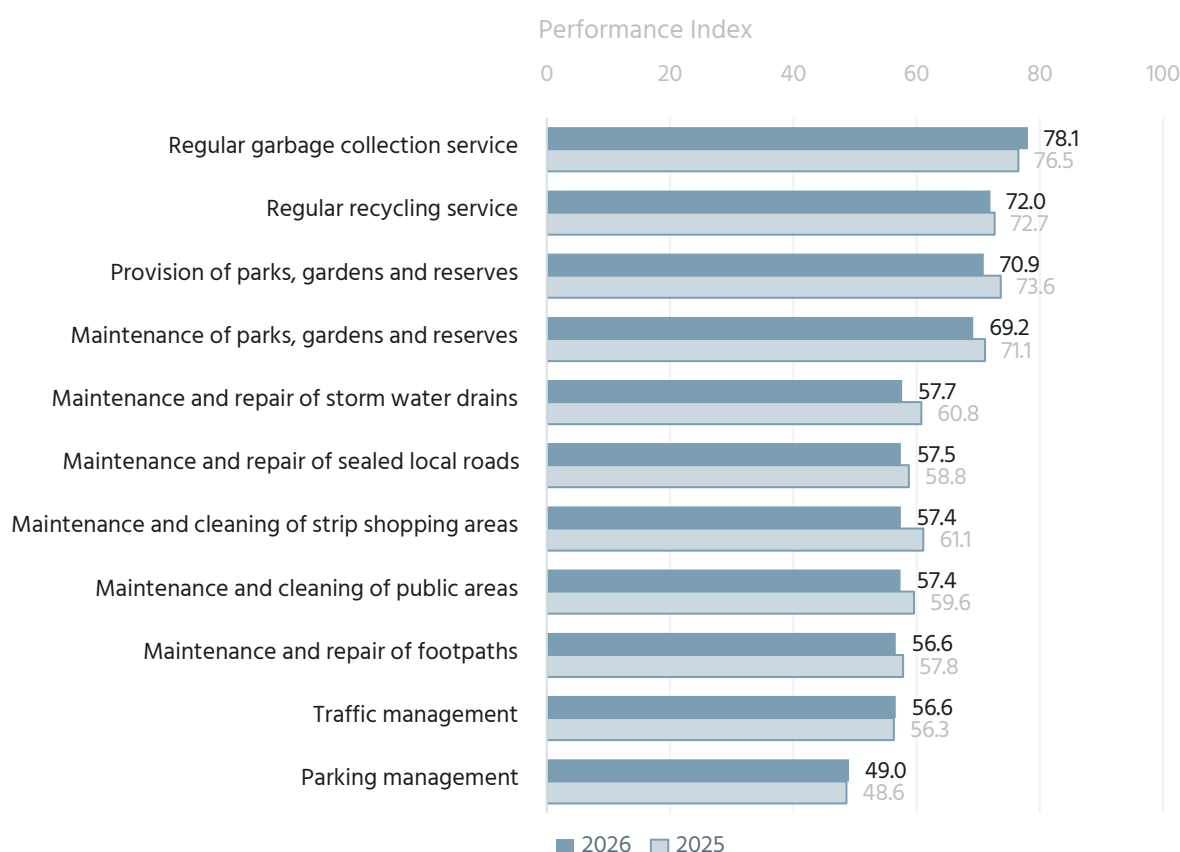
Services and Facilities

Residents continued to rate a number of Council services strongly in 2026. Among universal services, *regular garbage collection* (index 78.1) and *regular recycling* (index 72.0) recorded the highest satisfaction levels, with 80% and 69% of residents respectively satisfied with these services. The increase in the index score for *regular garbage collection* from 76.5 in 2025 to 78.1 in 2026 was not significantly different. Nor was the slight decrease in the index score for *regular recycling*. Other highly rated services include *provision of parks, gardens and reserves* (70% satisfied, index 70.9) and *maintenance of parks, gardens and reserves* (69% satisfied, index 69.2).

By contrast, *parking management* (38% satisfied, index 49.0), *sealed local roads* (48% satisfied, index 57.5), *traffic management* (46% satisfied, index 56.6) and *footpath maintenance* (47% satisfied, index 56.6) were among the lower-rated universal service areas. In the case of *parking management*, only 38% were satisfied, providing a rating of 'very good' or 'good', while 35% were dissatisfied and provided a rating of 'poor' or 'very poor'.

No statistically significant changes were recorded across universal services compared with 2025.

Figure 3: Performance of Universal Services and Facilities (2026 vs 2025)

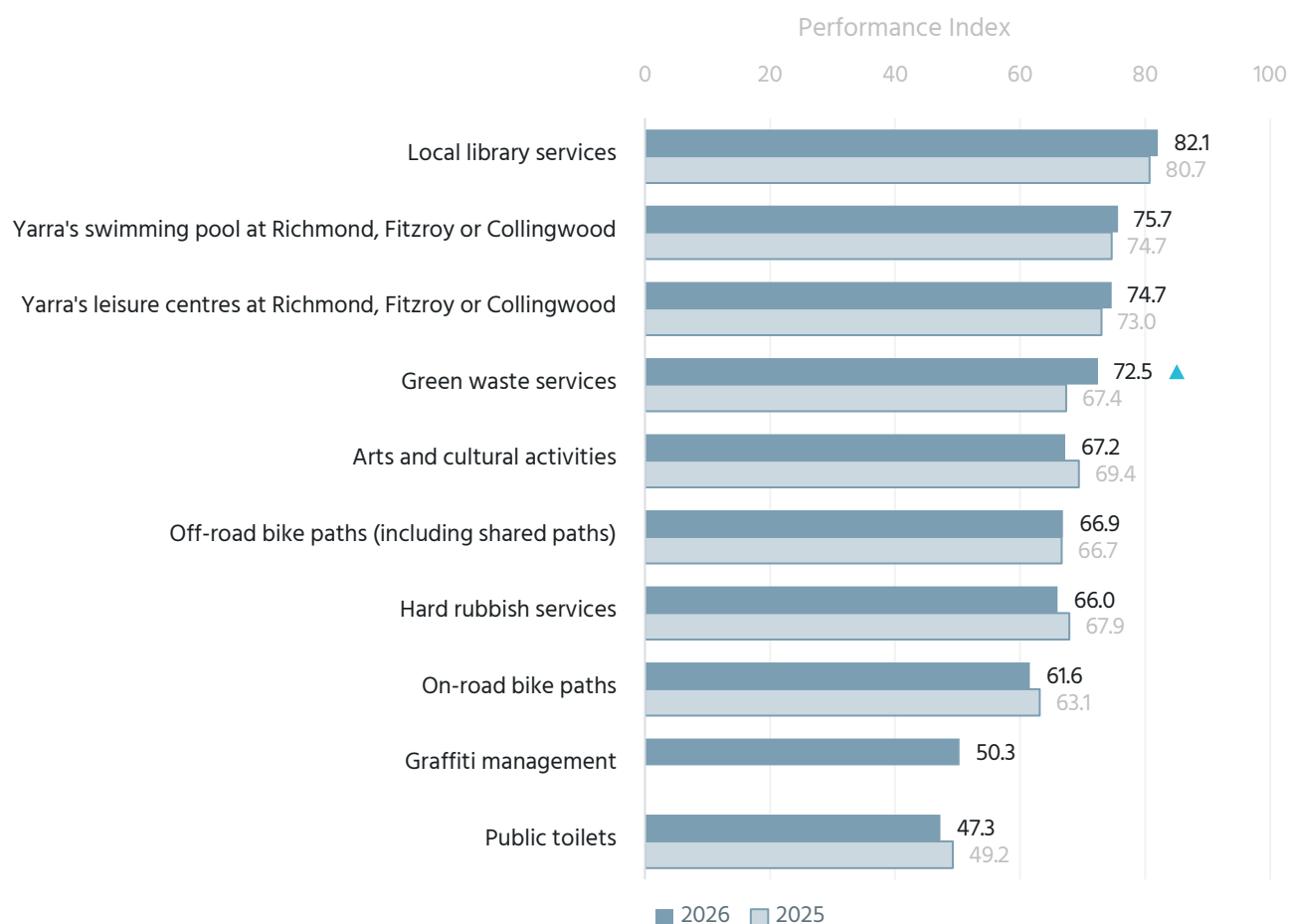


No significant change from the preceding year.

Among other major services and facilities, *local library services* (84% satisfied, index of 82.1), *Yarra's swimming pools* (78% satisfied, index 75.7), *leisure centres* (71% satisfied, index 74.7) and *green waste services* (63% satisfied, index 72.5) were the highest-rated areas. Lower ratings were recorded for *public toilets* (33% satisfied, index 47.3), with more mixed views also evident for *hard rubbish services* (62% satisfied, index 66.0) and *graffiti management*, the latter of which was measured in the survey for the first time in 2026. A total of 38% of respondents were satisfied with *graffiti management* and 33% were dissatisfied. *Graffiti management* received the second lowest average rating (index 50.3) of the ten non-universal services included in the survey.

The only statistically significant year-on-year change in performance among the non-universal services was for *green waste services*, where satisfaction increased compared with 2025. Results for other major services remained stable.

Figure 4: Performance of Other Major Services and Facilities (2026 vs 2025)

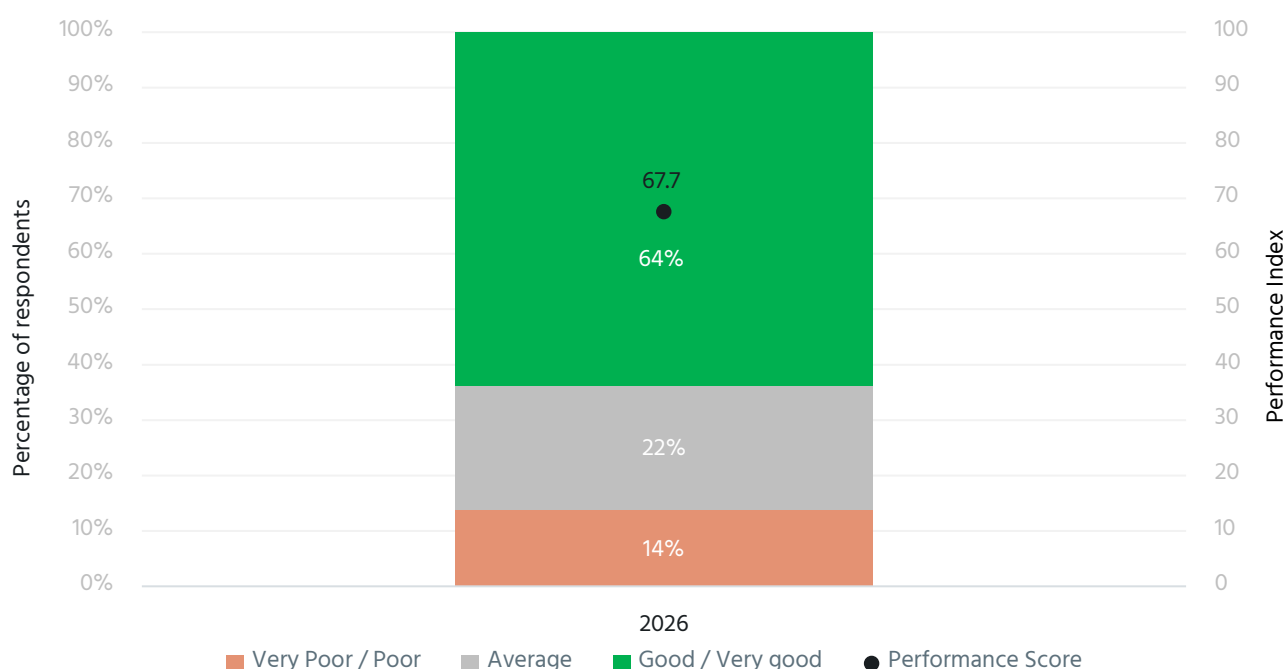


Arrows indicate results significantly higher ▲ or lower ▼ than the preceding year.

Customer Service

Just over half of residents (56%) reported having contacted Council in the previous 12 months, which was very similar to 2025 (58%). Among those who had contact with Council, *customer service* ratings remained positive: 64% rated the service they received as good or very good, 22% gave an average rating, and 14% rated their experience as poor or very poor. The *Customer Service* Performance Index was 67.7 in 2026, up slightly from 65.7 in 2025, but this change was not statistically significant. Overall, *customer service* perceptions remained stable and favourable in 2026.

Figure 5: Performance on Customer Service (2026)



No statistically significant changes since 2025

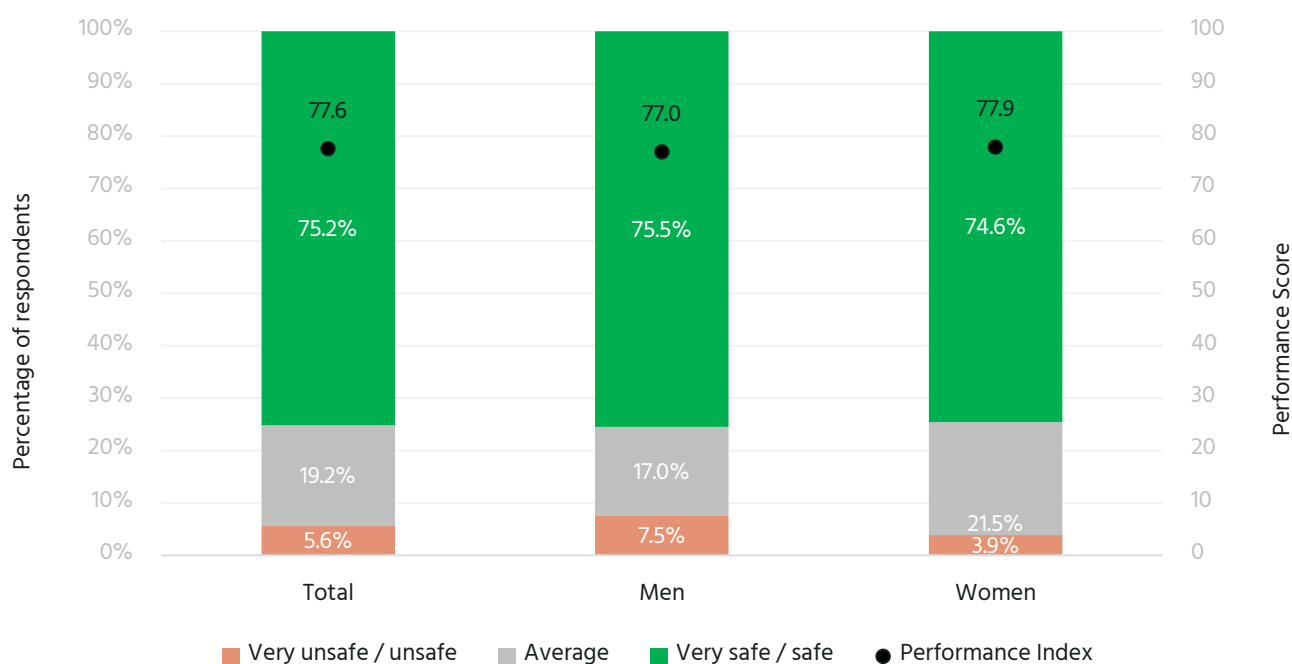
Safety

Three in four residents (75%) reported feeling safe or very safe in public areas during the day in 2026, while 19% rated safety as average and 6% felt unsafe or very unsafe. The daytime Safety Performance Index increased significantly from 74.1 in 2025 to 77.6 in 2026, indicating improved *perceptions of daytime safety* over the past year. No statistically significant gender differences were identified for daytime safety ratings.

Perceptions of safety were lower at night, with 41% feeling safe or very safe after dark, 30% rating safety as average, and 29% feeling unsafe or very unsafe. Night-time *safety perceptions* were broadly unchanged from 2025 with night-time Safety Performance Index of 53.6 in 2026 not significantly different from the 54.8 reported in 2025. Women were significantly more likely to feel unsafe at night, making gender the key statistically significant demographic difference for night-time safety.

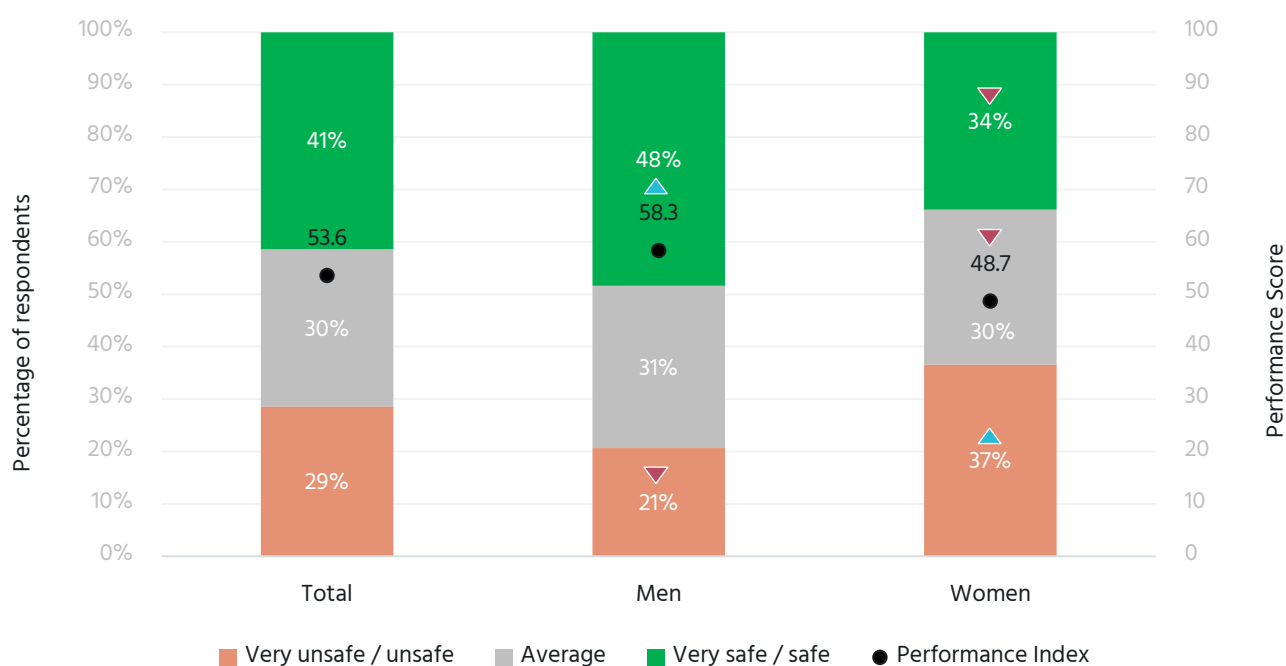
The most commonly reported specific streets where people feel unsafe were Victoria Street, followed by Smith Street, Bridge Road and Lennox Street—with a number of other less frequently mentioned streets indicating more dispersed concerns across the municipality. The same four streets were also the four most commonly mentioned streets in 2025, suggesting that the hot spots for safety concern have not changed significantly over the last 12 months.

Figure 6: How Safe Residents Feel during the Day - Total and by Gender (2026)



No statistically significant changes since 2025

Figure 7: How Safe Residents Feel at Night – Total and by Gender (2026)



Arrows indicate results significantly higher ▲ or lower ▼ than the 2026 overall result.

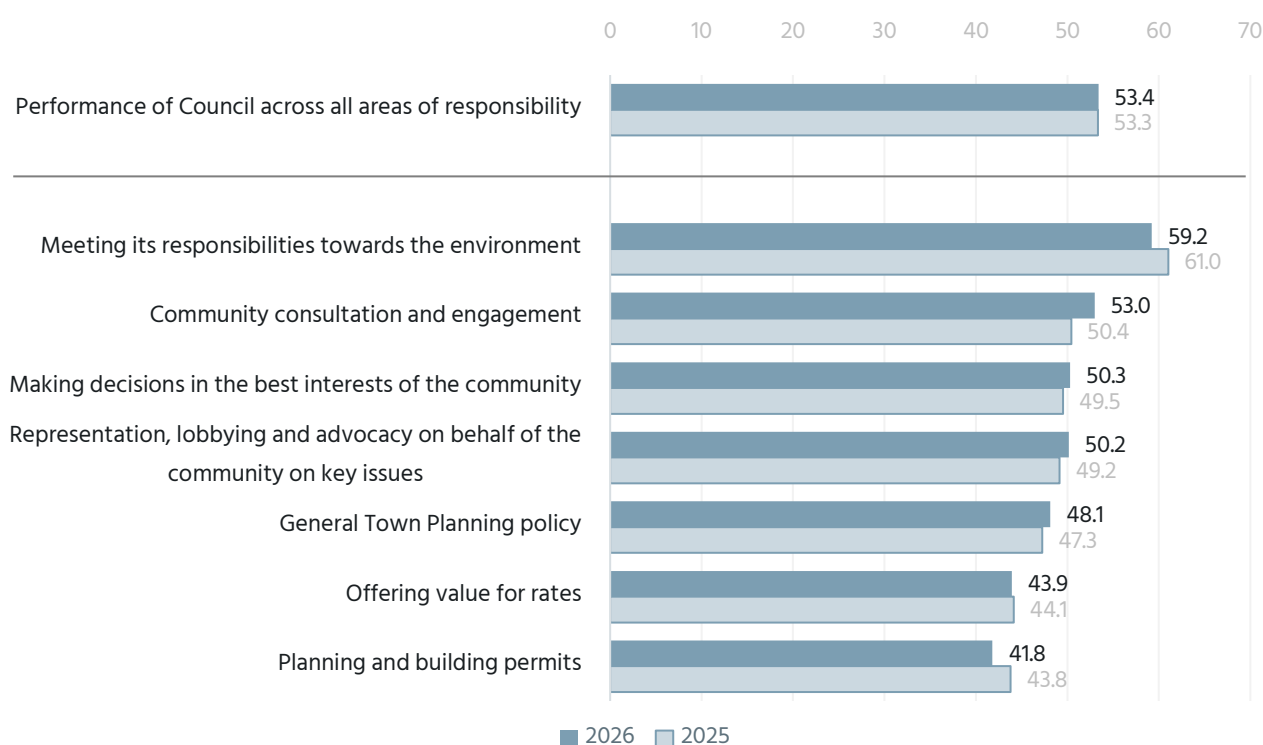
Leadership and accountability

Residents' views of Council's leadership and accountability functions remained stable in 2026, with no statistically significant changes recorded compared with 2025 across any of the 8 measures.

Council was rated most positively for meeting its *responsibilities towards the environment* (49% satisfied, index 59.2). This was followed by *overall performance across all areas of responsibility* (40% satisfied, index 53.4) and *community consultation and engagement* (41% satisfied, index 53.0). Mid-range ratings were recorded for making decisions in the best interests of the community (38% satisfied, index 50.3) and *representation, lobbying and advocacy on key issues* (40% satisfied, index 50.2).

Lower ratings were recorded for *general town planning policy* (32% satisfied, index 48.1), *offering value for rates and charges* (27% satisfied, index 43.9), and *planning and building permits* (23% satisfied, index 41.8). Overall, the results suggest stronger confidence in Council's environmental leadership and community engagement than in planning and value-for-money related functions.

Figure 8: Performance on Leadership and Accountability (2026 vs 2025)

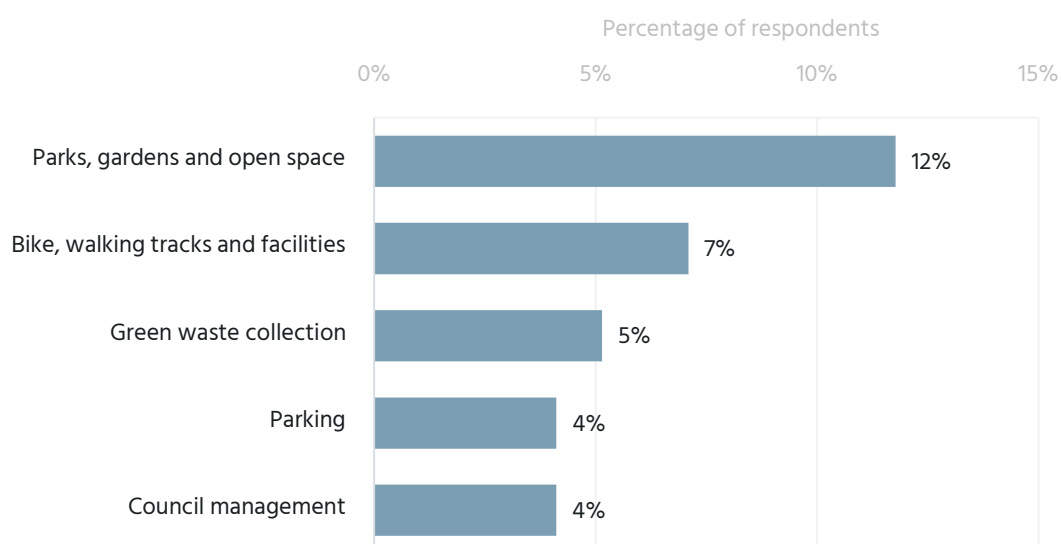


No statistically significant changes since 2025

Improvements noticed by residents

When residents were asked what improvements they perceive that Council has delivered in the last 2 years, the most commonly recognised improvements were in relation to *parks, gardens and open space* (12% respondents), *bike, walking tracks and facilities* (7%), *green waste collection* (5%), *parking* (4%), and Council management (4%). No statistically significant changes were identified compared with 2025, indicating that perceptions of improvements delivered have remained broadly consistent over the past year.

Figure 9: Top Five Improvements Delivered by Council (2026)



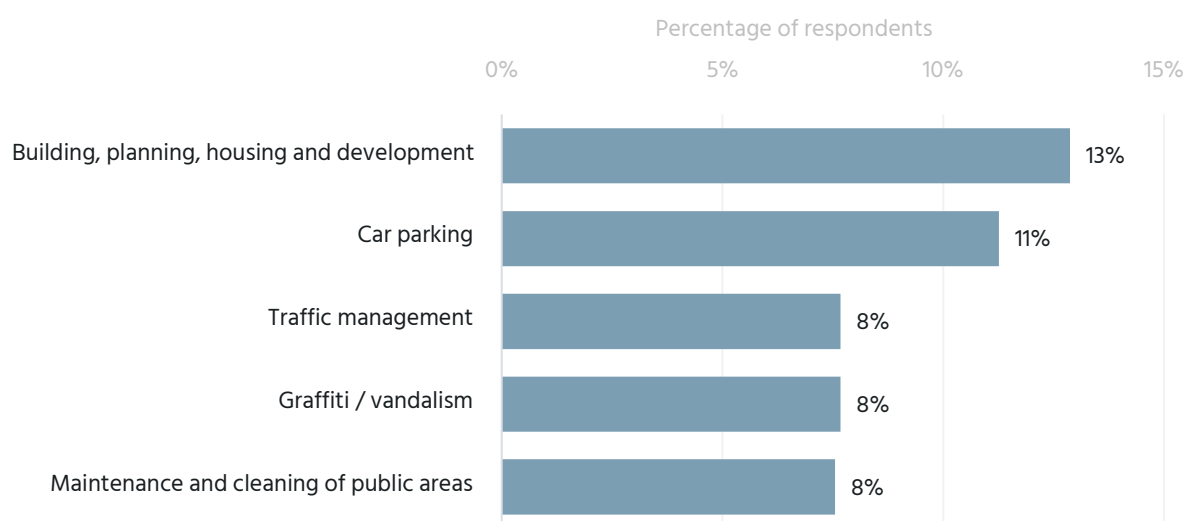
No statistically significant changes since 2025

Residents' views on issues to address

When residents were asked what they consider to be the *top issue for the City of Yarra*, issues relating to building, planning, housing and development were most commonly mentioned, with 13% respondents nominating issues in this area in 2026. This was followed by car parking (11% respondents), traffic management (8%), graffiti and vandalism (8%), and maintenance and cleaning of public areas (8%). Safety, policing and crime was also a prominent issue, nominated by 7% of residents.

No statistically significant changes were identified in the ranking of the top issues compared with 2025, suggesting that residents’ priorities have remained broadly consistent over the past year. Overall, the findings indicate continued community focus on growth pressures, movement and parking, neighbourhood amenity, and local safety concerns.

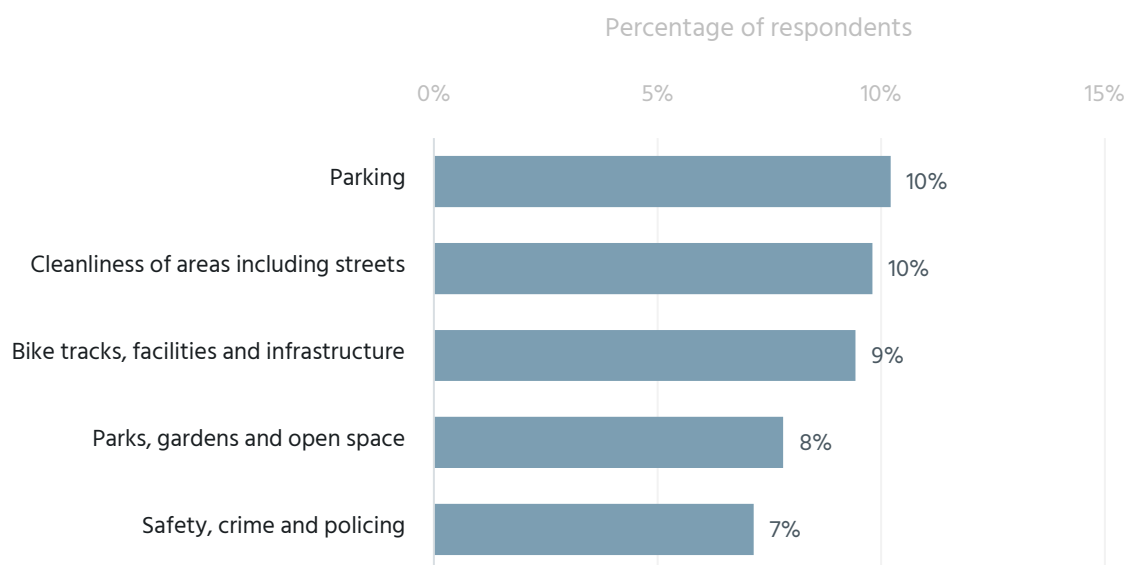
Figure 10: Top Five Issues for Council to Address (2026)



No statistically significant changes since 2025

Residents were also asked what improvements they would like to see in their local area over the next 2 years. The improvements most commonly sought relating to parking (10% residents), cleanliness of areas including streets (10%), bike tracks, facilities and infrastructure (9%), parks, gardens and open space (8%), and safety, crime and policing (7%). These findings suggest continued demand for practical improvements affecting neighbourhood amenity, movement and local safety. Priorities varied across precincts, potentially reflecting differing local conditions and needs. There were no statistically significant differences between precincts, however, indicating that apparent variations identified in the report should be interpreted with caution.

Figure 11: Top Five Improvements Residents Would Like to See (2026)



No statistically significant changes since 2025

Introduction

Background and objectives

Yarra City Council commissioned Arcadia Social Research to undertake its Annual Customer Satisfaction Survey (ACSS) for 2026. The information collected in the survey helps the Council to improve the services and facilities it provides to residents living within the City of Yarra. The 2026 ACSS is the 17th implemented by Council since this survey program began in 2009.

The ACSS measures the level of satisfaction that residents have with a wide range of services and facilities, including:

- A total of 11 services and facilities that are universal in the sense that they are utilised by most residents (e.g. *waste collection, maintenance of roads, footpaths and bike paths*),
- A total of 10 other services that can be accessed by all residents, but are targeted towards specific needs or interests (e.g. *leisure centres, public toilets, local library services*).
- A total of 7 internal services that Council performs to help enable the above services to be provided and/or to serve broader strategic functions (e.g. *community engagement, town planning policy, meeting responsibilities towards the environment, offering value for rates*).

The survey also asks residents about their perceptions of *safety* within the City of Yarra during the day, and at night. It also asks residents what they believe to be the *top issues for the City of Yarra*, what suggestions they have for improvements and what improvements they have noticed in recent times.

Methodology

The survey was administered to residents of the City of Yarra using a mix of telephone and online surveying methodologies, complemented by a small number of face-to-face interviews. The telephone sample was purchased through a sample list supplier and online respondents were recruited from a combination of an online panel, advertisements placed in social media, and a letterbox drop of flyers in medium and high-rise social housing across Collingwood, Fitzroy and Richmond. A small number of face-to-face interviews were conducted with residents of social housing as part of the letterbox drop process.

The final cleaned data set consisted of 807 completed surveys, 299 of which were completed online, 503 via Computer-Assisted Telephone Interviewing (CATI) and 5 via face-to-face intercept surveys.

The average completion time for telephone interviews was 13mins 45secs, and for online it was 9mins 11secs.

How to read the report

How satisfaction is reported

The primary means by which residents' satisfaction with the City of Yarra was measured in the survey was by asking respondents to rate Council's performance on each of a number of service delivery responsibilities. For each service type, respondents were asked to rate Council on a scale ranging from Very poor to Very good. The six response options available to them were Very poor, Poor, Average, Good, Very good, Unsure/Don't know.

Results for each of these questions are reported in two main ways:

- The percentages providing:
 - A rating of Very Poor or Poor
 - A rating of Average
 - A rating of Very Good or Good
- The average rating, indexed to be on 0 to 100 scale. This average was in most cases calculated by assigning a value of 0 to each rating of 'Very poor', 25 to 'Poor', 50 to 'Average', 75 to 'Good' and 100 to 'Very good', and then taking the average across respondents. Consistent with Local Government Victoria terminology for the conduct of community satisfaction surveys by councils, we refer to this average as an **Index** in this report. A similar scoring approach was followed for reporting the average ratings of safety in the form of the safety version of the index, with a value of 0 to each rating of 'Very unsafe', 25 to 'Unsafe', 50 to 'Average', 75 to 'Safe' and 100 to 'Very safe'. An index was also created for the question asking respondents whether they perceive Council's performance to have improved, stayed the same or declined. In this case, the respective values assigned in calculating the index were 100, 50 and 0.
- It is important to note that responses of 'Unsure / Don't know' were excluded when calculating both the percentages and the average.

Statistical significance

Statistical significance testing checks whether differences in survey results (over time, between groups, or across suburbs or precincts) are likely to reflect real underlying differences in the views of residents of the City of Yarra rather than random variation due to the act of taking a random sample rather than interviewing every single resident of the City of Yarra.

In this report, statistical significance testing is undertaken at the 95% level of confidence. For proportions expressed as percentages that are calculated on the total sample of $n=807$ respondents, random sampling error is approximately $\pm 3.4\%$ at the 95% confidence level. This means that if the survey was replicated on additional random samples, we would expect the corresponding estimates to fall within this range 19 out of 20 times. The sampling error on the Performance Index estimated on the total sample is approximately ± 6.9 .

A statistically significantly higher proportion, or higher Performance Index, is indicated on charts by an upward pointing blue arrow, ▲, while a statistically significantly lower proportion or Performance Index is indicated by a downward pointing red arrow, ▼.

When examining trends over time, an arrow next to a result for a given year indicates that the result for that year is statistically significantly different to that of the previous year. For example, an upward blue arrow next to the Performance Index for 2026 would indicate that the average rating of performance for the service in question is significantly higher in 2026 than in the previous year, 2025.

When comparing a result across different demographic subgroups, or across residents living in different precincts, an arrow next to a result for a given sub-group indicates that the result for that sub-group is statistically significantly different to that of the total sample. For example, an upward blue arrow next to the Performance Index for Abbotsford would indicate that the average rating of performance for the service in question by residents living in Abbotsford is significantly higher than for the total sample living across all precincts. Because the sample size within any one sub-group will be smaller than for results based on the total sample, the sampling error for an estimated proportion, or the Performance Index, will be larger. For example, for a sub-group consisting of 100 respondents the sampling error on a proportion expressed as a percentage is approximately $\pm 9.8\%$ at the 95% confidence level, and for the Performance Index it is ± 19.6 . It is important to note that some of the sub-groups referred to in this report have quite small sample sizes. Some precincts, for example, have a sample of less than 50 respondents. As a result, an estimates of satisfaction can appear to be quite different across different precincts but the differences may not be statistically significantly different.

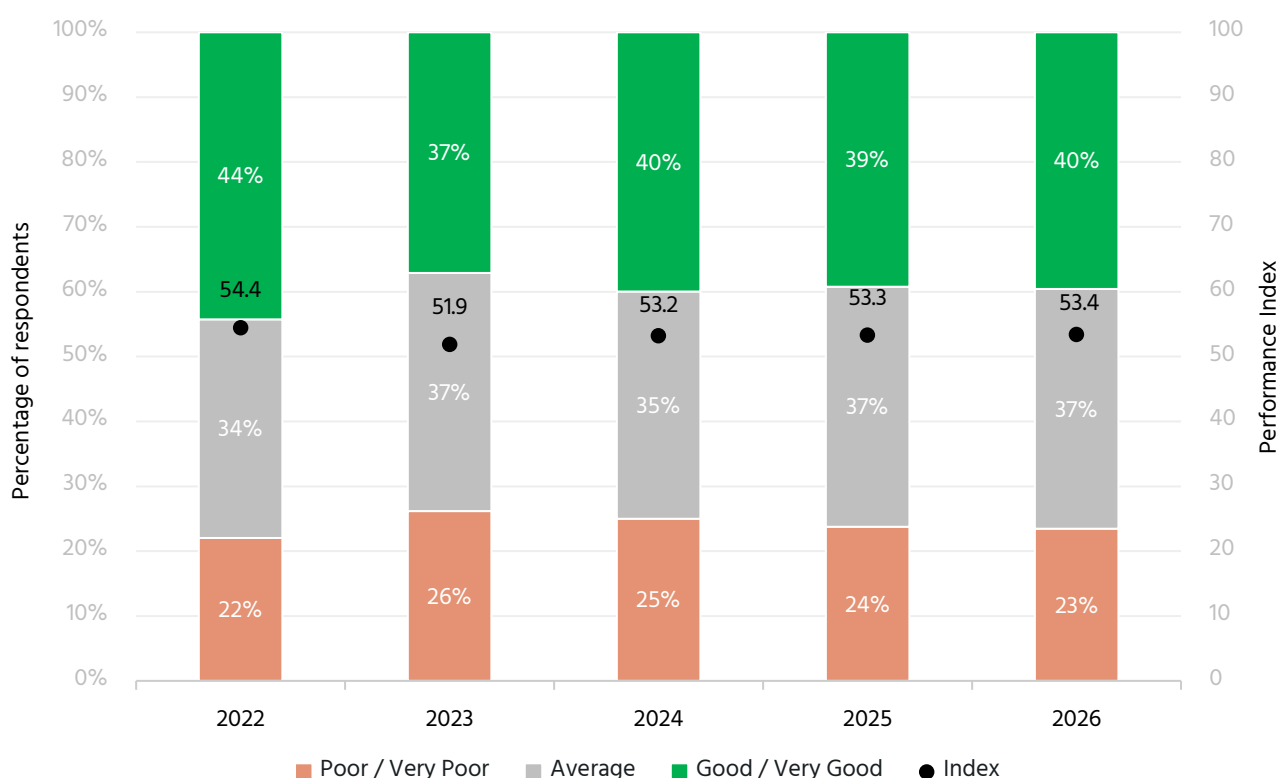
Performance of Council across all areas of responsibility

In 2026, overall satisfaction with *Council's performance across all areas of responsibility* remained stable. The level of satisfaction, with 40% of respondents rating of 'very good' or 'good', is consistent with 2025 (39%), indicating that community perceptions have largely been maintained over the past 12 months.

Similarly, there are no statistically significant differences in the overall performance index, representing the average rating of overall Council performance, in recent years (53.4 in 2026 compared to 53.3 in 2025).

The distribution of responses continues to reflect mixed sentiment, with a substantial percentage of respondents (37%) providing an 'average' rating and a smaller, but notable, percentage (23%) rating Council's performance as 'poor' or 'very poor'.

Figure 12: Performance of Council Across all Areas of Responsibility (2022 to 2026)



Base: All respondents 2022–2026

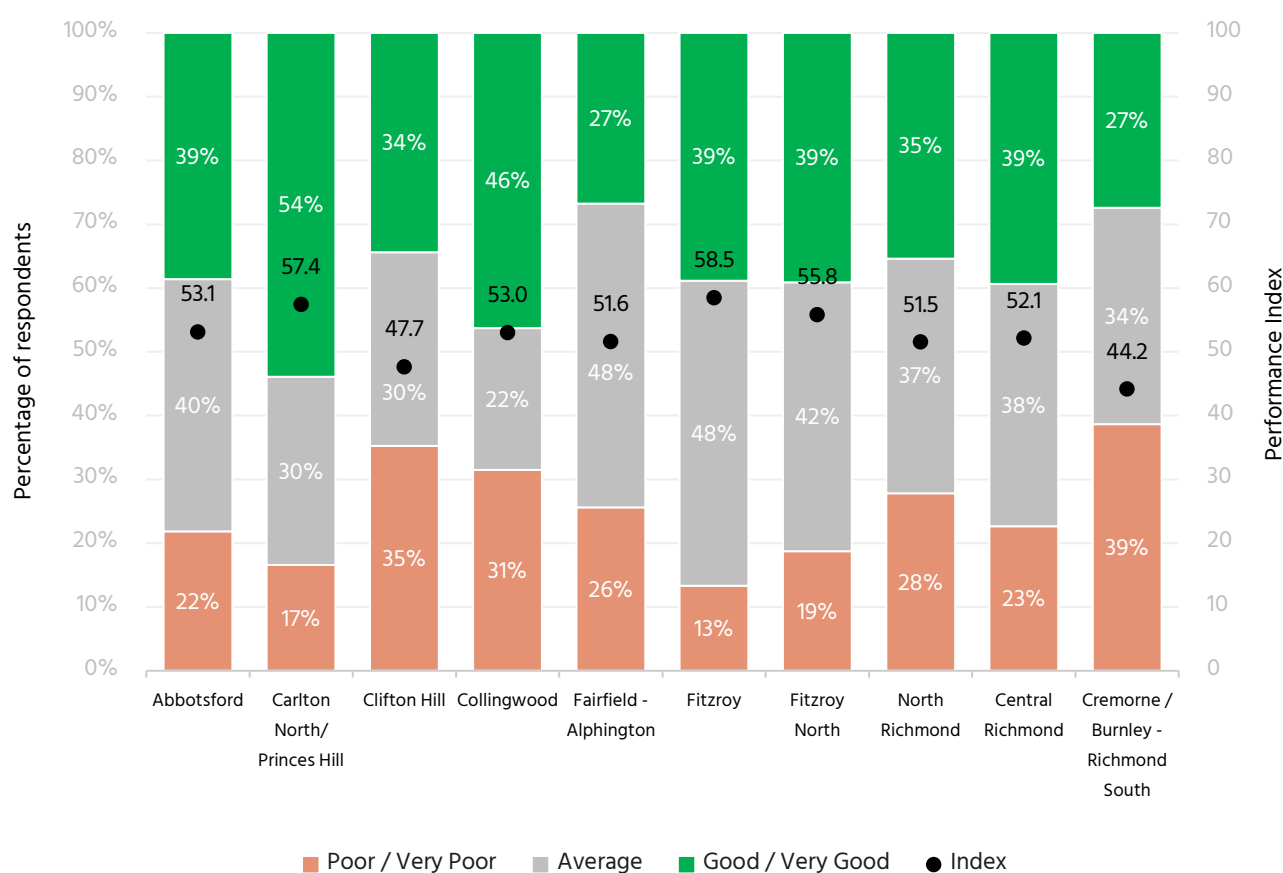
"Q6. How would you rate the Council on each of the following over the last 12 months? Performance of Council across all areas of responsibility" Excludes 'unsure/don't know'.

No significant change from the preceding year.

Satisfaction by precinct

Satisfaction with Council’s performance varies across precincts, with some areas (e.g. Carlton North/ Princes Hill and Collingwood) reporting relatively higher levels of satisfaction (rating of ‘very good’ or ‘good’) and others (e.g. Cremorne / Burnley – Richmond South and Clifton Hill) reporting lower than average levels (rating of ‘poor’ or very poor). However, differences between precincts are not statistically significant when compared to the overall average, indicating that perceptions of *Council performance* are broadly consistent across the municipality.

Figure 13: Performance of Council Across all Areas of Responsibility – by Suburb (2026)



Base: All respondents 2026

“Q6. How would you rate the Council on each of the following over the last 12 months? Performance of Council across all areas of responsibility” Excludes ‘unsure/don’t know’.

No significant differences between subgroups in 2026.

Satisfaction by respondent profile

For overall Council performance, there were no statistically significant demographic differences in 2026. While some groups appeared more positive (for example, newer residents have a higher index than other residents), or less positive (for example, residents aged 55-64), these differences were not statistically significant and should be treated as indicative only.

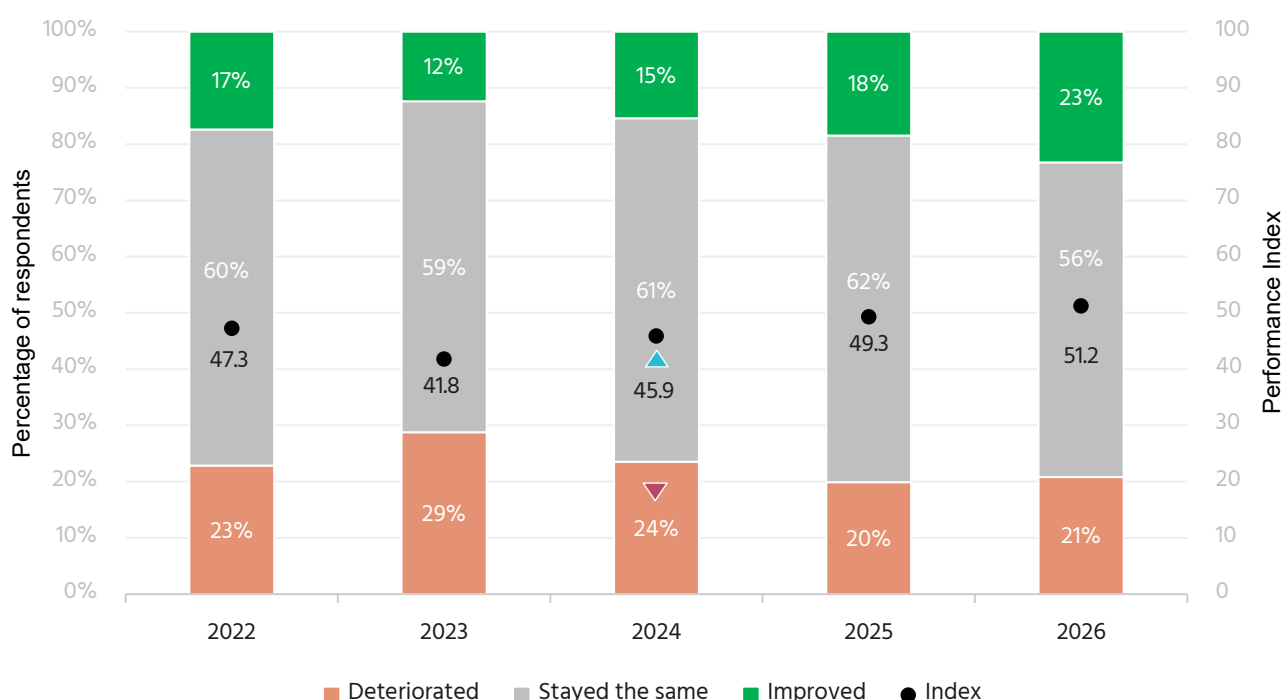
Direction of Council's overall performance

In 2026, 23% of respondents perceived that Council's performance had improved over the prior 12 months, 21% thought it had declined, and 56% thought it had stayed the same. These results are similar to those reported in 2025, with no significant differences in proportions identified across the periods.

The performance index was also similar across periods, with the 51.2 score in 2026 not being significantly different to the score of 49.3 in 2025.

The finding that 56% of residents perceive Council's performance to have stayed the same over the prior 12 months, and approximately equal numbers perceive performance to have improved and deteriorated, is consistent with the finding that overall satisfaction has not changed significantly between periods.

Figure 14: Direction of Council's Overall Performance (2022 to 2026)



Base: All respondents 2022–2026

"Q7. Over the last 12 months, what is your view of the direction of Council's overall performance?" Excludes 'don't know/can't say'.

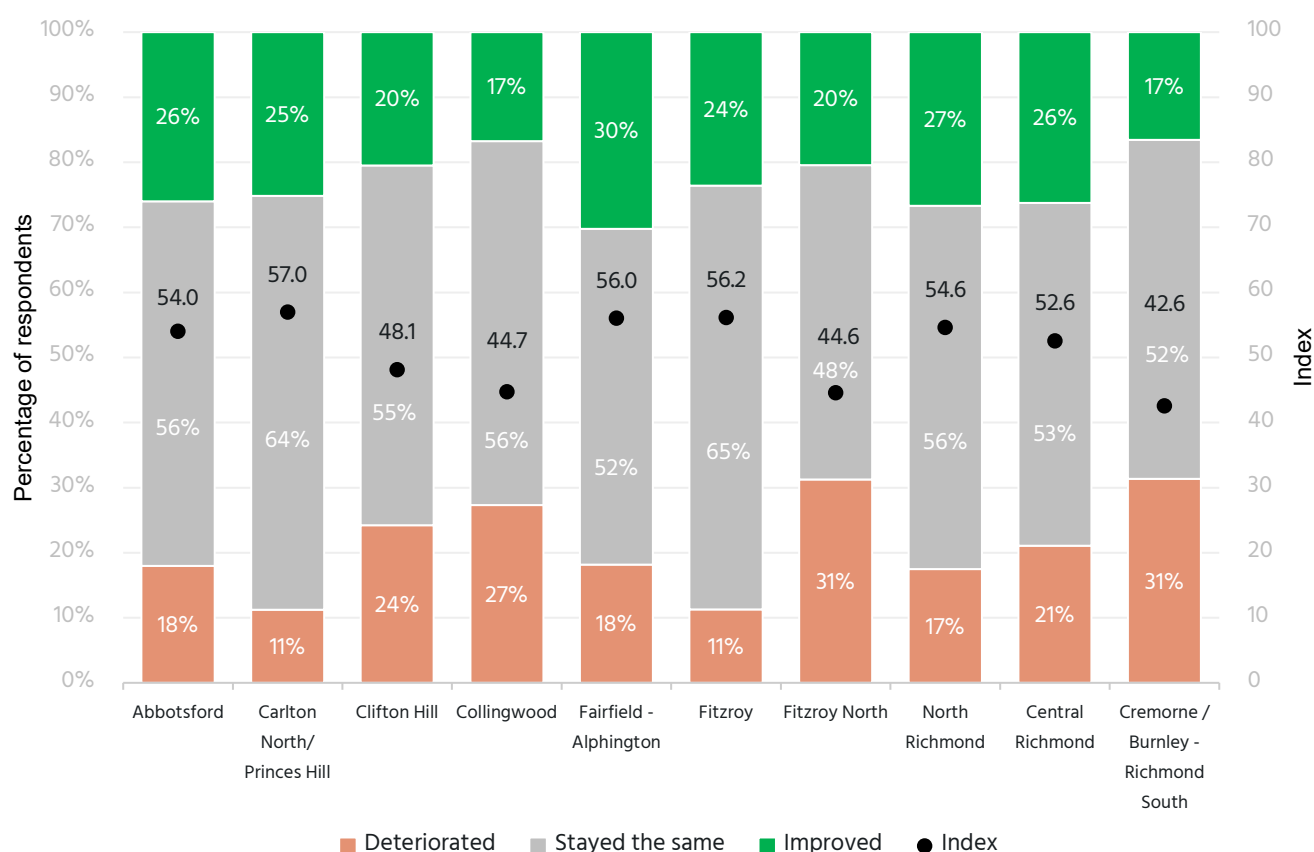
Arrows indicate results significantly higher ▲ or lower ▼ than the preceding year.

Direction of performance by precinct

Residents' perceptions of whether Council's performance has improved, deteriorated or stayed the same over the preceding 12 months appears to vary across precincts, based on the proportions giving each response, with some areas (e.g. Carlton North/ Princes Hill) reporting relatively more positive perceptions of change in performance than others (e.g. Cremorne/Burnley-Richmond South). Indeed, a higher proportion of respondents perceived improvements rather than deteriorations in performance in Carlton North/ Princes Hill, while the reverse was the case in Cremorne/Burnley-Richmond South.

However, differences between precincts are not statistically significant when compared to the overall average, indicating that such differences can be explained by the relatively low sample sizes in most precincts and may not reflect true differences in how residents of the City of Yarra have perceived Council's performance.

Figure 15: Direction of Council's Overall Performance – by Suburb (2026)



Base: All respondents 2026

"Q7. Over the last 12 months, what is your view of the direction of Council's overall performance?" Excludes 'don't know/can't say'.

No significant differences between subgroups in 2026.

Direction of performance by respondent profile

Statistically significant differences were observed in perceptions of the *direction of Council's performance* by length of residence.

Long-term residents (those who had lived in Yarra for at least 10 years) were **significantly**:

- **more likely** to say performance had improved over the past 12 months (32%, compared with 23% overall)
- **less likely** (than residents overall) to say performance had stayed the same (49% compared with 56%), indicating that long-term residents are expressing positive sentiment about change over time.

In contrast, residents who had lived in Yarra for between two and five years were **significantly less likely** to say performance had improved (10%, compared with 23% overall).

A similar pattern was evident by age, with older residents, who were **significantly**:

- **more likely** to report that Council's performance had improved over the past 12 months (44% age 65-75, 56% age 75 plus).
- **less likely** to say Council's performance had stayed the same (35% age 65-75).

In contrast, residents aged 18–34 were **significantly**:

- **less likely** to report improvement (14%)
- **more likely** to say Council's performance had stayed the same (67%).

Statistically significant differences were also observed by housing situation. Residents who owned their home outright were **significantly** :

- **more likely** than average to say Council's performance had improved over the past 12 months (34%, compared with 23% overall). This is consistent with the broader pattern of more established residents being more likely to report positive change over time.

Statistically significant differences were also observed by household structure. Residents who are lone parents with dependent children were **significantly**:

- **less likely** than average to say Council's performance had stayed the same over the past 12 months (28%, compared with 56% overall).

Whilst residents who were classified as living with friend/housemates were **significantly**:

- **less likely** than average to say Council's performance had improved over the past 12 months (8% compared with 23%).

Finally, women were **significantly**:

- **more likely** to say Council's performance had stayed the same over the past 12 months (65%, compared with 56% overall)
- **less likely** to report that Council's performance had deteriorated (14%, compared with 21% overall)

In contrast, men were **significantly**:

- **more likely** than average to say Council's performance had deteriorated (27%)
- **less likely** than average to say Council's performance had stayed the same (47%).

Performance on Services and Facilities

Universal Council services and facilities

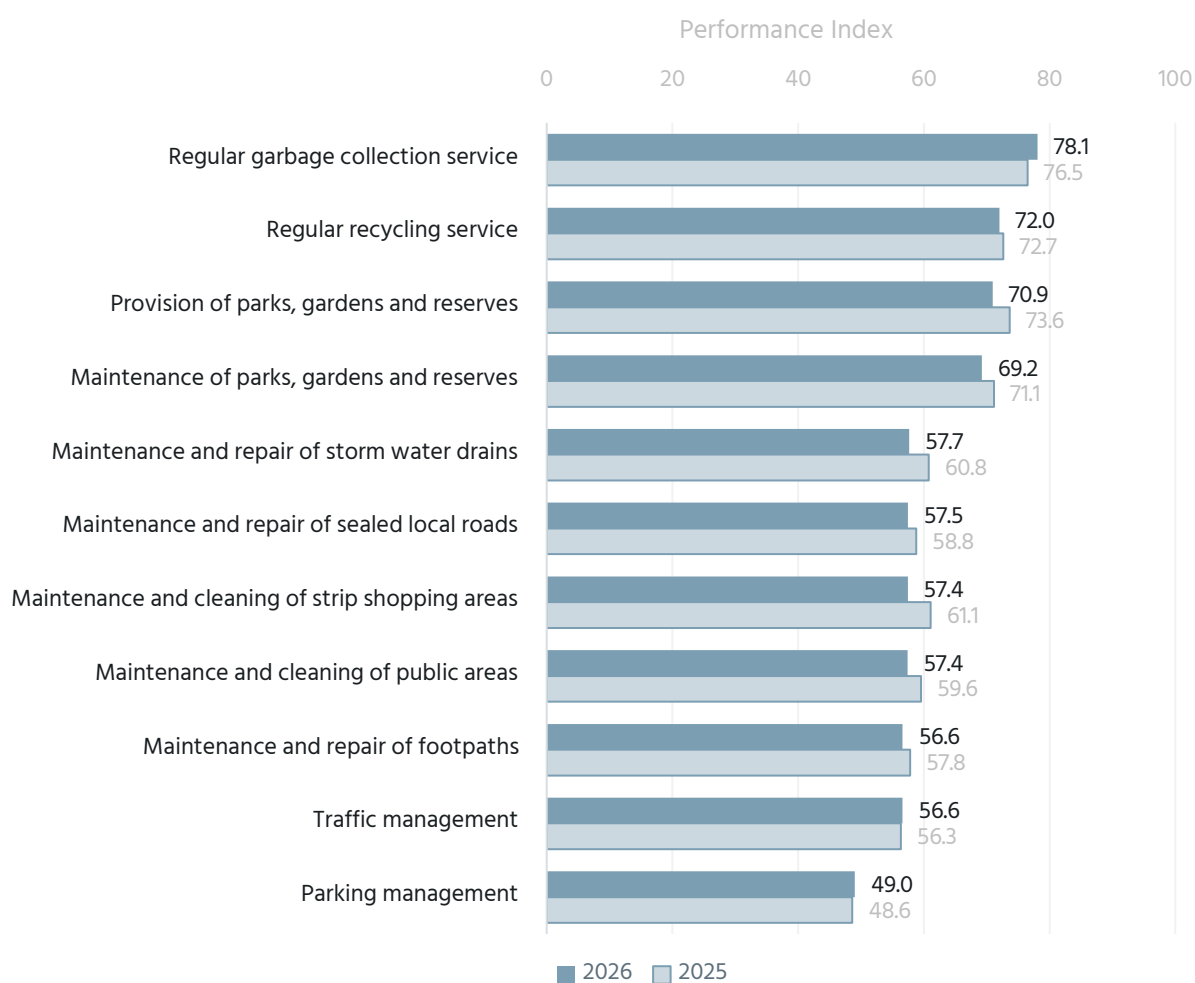
Overview

Overall satisfaction with universal services and facilities remained broadly stable in 2026, with residents continuing to give the strongest ratings to essential waste services and parks. *Regular garbage collection* remained the highest rated core service (78.1), followed by *regular recycling* (72.0), while both the *provision of parks, gardens and reserves*, and their *maintenance*, also continued to perform strongly (70.9 and 69.2 respectively). These results point to consistently positive views of the day-to-day services that most residents rely on.

At the other end of the scale, satisfaction was lower for *parking management* (49.0), *traffic management* (56.6), and the *maintenance and repair of footpaths* (56.6), although ratings for these measures were generally in line with recent years.

While some services recorded modest movements compared with 2025, none of the year-on-year changes in universal service performance indices were statistically significant. Overall, the findings suggest that residents' views of universal service delivery have remained steady over the past 12 months, with clear strengths in waste and open space services and more mixed views in areas linked to transport and movement around the municipality.

Figure 16: Performance on Universal Services and Facilities (2026 vs 2025)



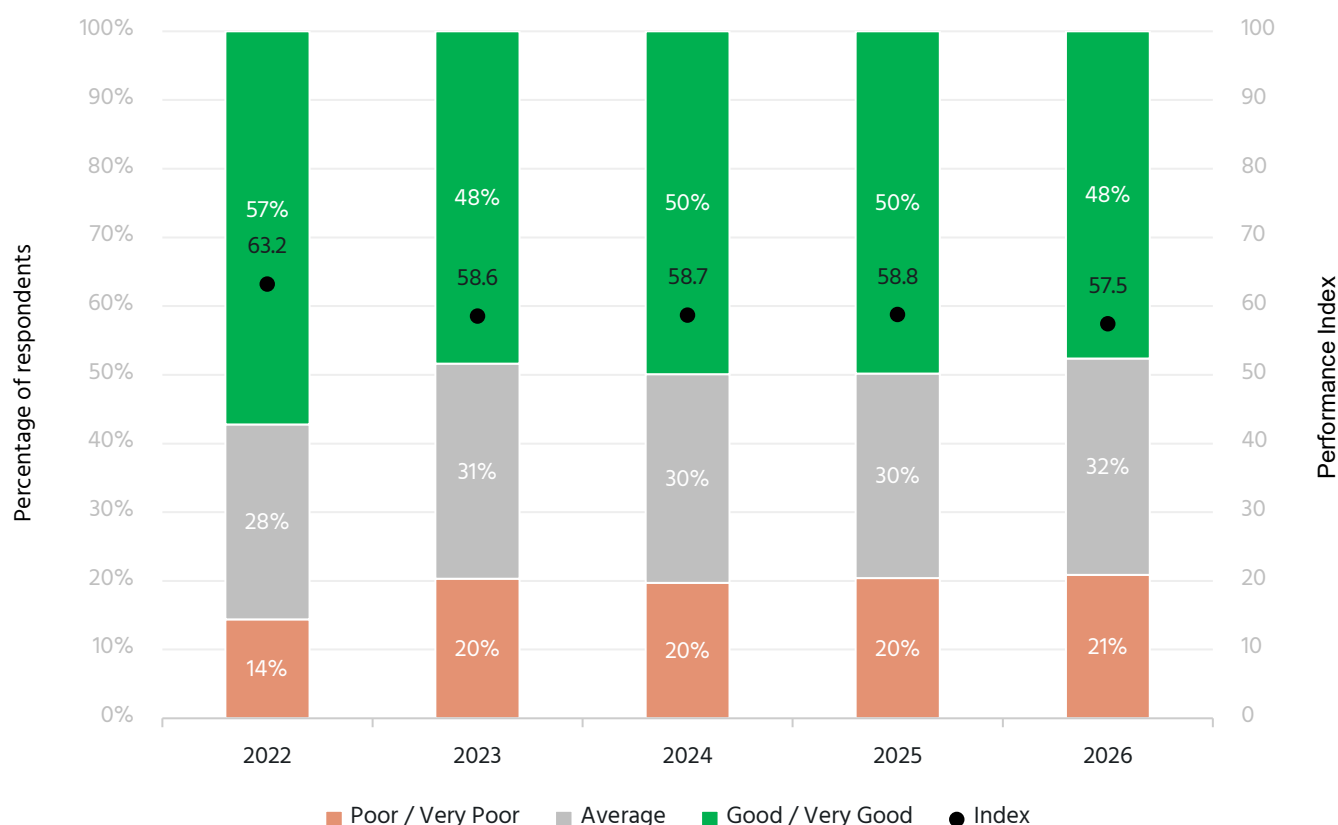
Base: All respondents 2025-2026

Q4. "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? Figures exclude 'Unsure / Don't know'.

No significant change from the preceding year.

Maintenance & repair of sealed local roads

Figure 17: Maintenance and Repair of Sealed Local Roads (2022 to 2026)



Base: All respondents 2022–2026

Q4. "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? Maintenance and repair of sealed local roads (this excludes highways and main roads)" Figures exclude 'Unsure / Don't know'.

No significant change from the preceding year.

Satisfaction by precinct

Fitzroy North recorded the highest average index score (65.3), followed by Carlton North / Princes Hill (61.6). Relatively higher results are also observed in Fitzroy (58.7), Collingwood (58.5) and Clifton Hill (58.4), all of which sit above or around the overall average of 57.5.

Lower average index scores are recorded in Fairfield – Alphington (51.6) and Central Richmond (50.2), indicating comparatively lower satisfaction with this aspect in these precincts. North Richmond (57.0), Abbotsford (56.2) and Cremorne / Burnley – Richmond South (55.9) sit closer to the overall average.

Overall, while some variation is evident across precincts, differences are not statistically significant and should be interpreted with caution.

Figure 18: Maintenance and Repair of Sealed Local Roads – by Suburb (2026)



Base: All respondents 2026

Q4. "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? Maintenance and repair of sealed local roads (this excludes highways and main roads)" Excludes 'Unsure / Don't know'.

No significant differences between subgroups in 2026.

Satisfaction by respondent group

Satisfaction with the *maintenance and repair of sealed local roads* was **significantly higher** among:

- Residents aged 18–34, who gave an average rating represented by an index score of 61.7 compared with 57.5 overall.

No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

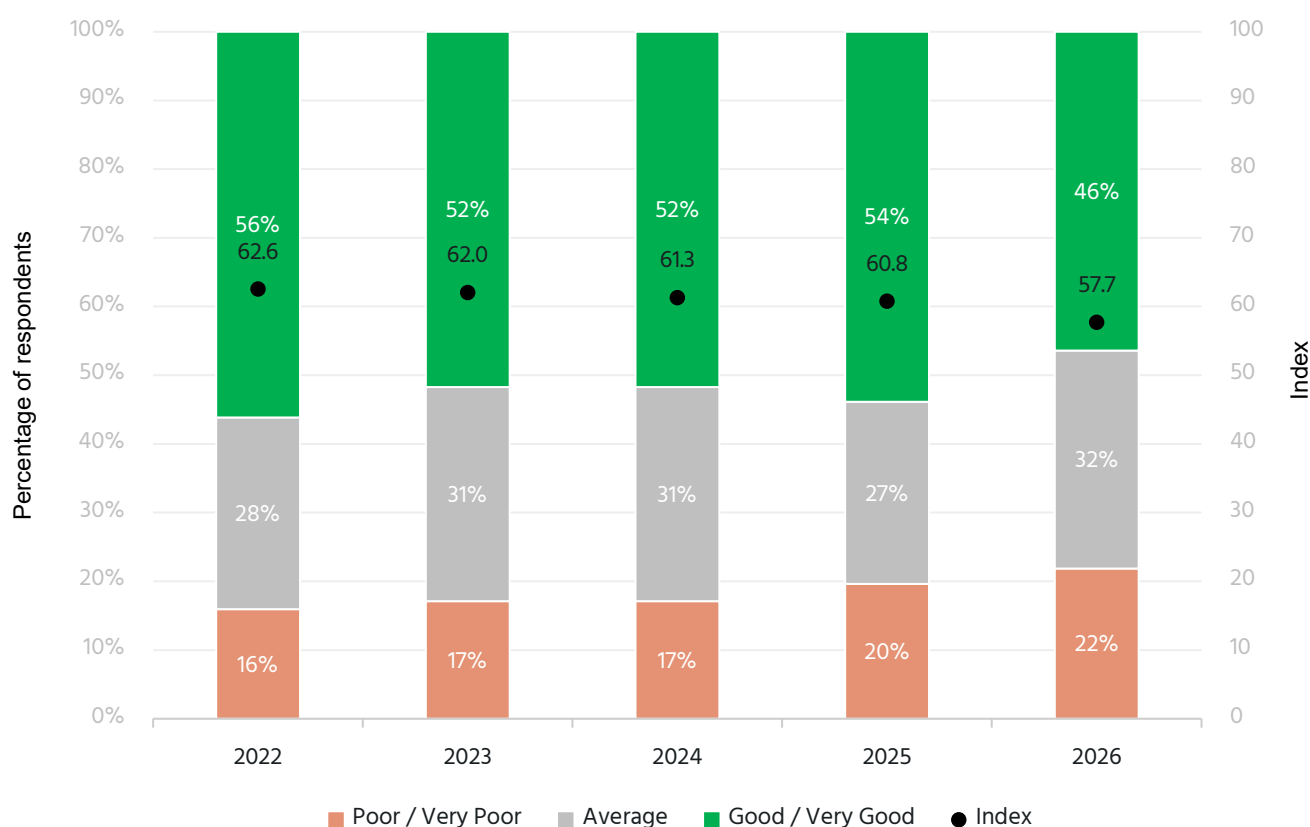
Maintenance & repair of storm water drains

In 2026, 46% of respondents were satisfied with the *maintenance and repair of storm water drains* (rating of 'very good' or 'good') and the index score was 57.7. Nearly a third (32%) provided an 'average' rating and 22% rated this aspect as 'poor' or 'very poor'.

Results for 'very good' and 'good' ratings are lower than in 2025 (54%), although this difference is not statistically significant. The percentage providing an 'average' rating increased from 27% to 32%, while those rating this aspect as 'poor' or 'very poor' increased slightly from 20% to 22%. The index score also moved from 60.8 in 2025 to 57.7 in 2026.

Looking over the longer term, satisfaction has varied between 46% and 56% across the period from 2022 to 2026. 'Average' ratings have remained relatively stable, while ratings of 'poor' or 'very poor' have increased modestly over time.

Figure 19: Maintenance and Repair of Storm Water Drains (2022 to 2026)



Base: All respondents 2022–2026

Q4. "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? Maintenance and repair of storm water drains" Figures exclude 'Unsure / Don't know'.

No significant change from the preceding year.

Satisfaction by precinct

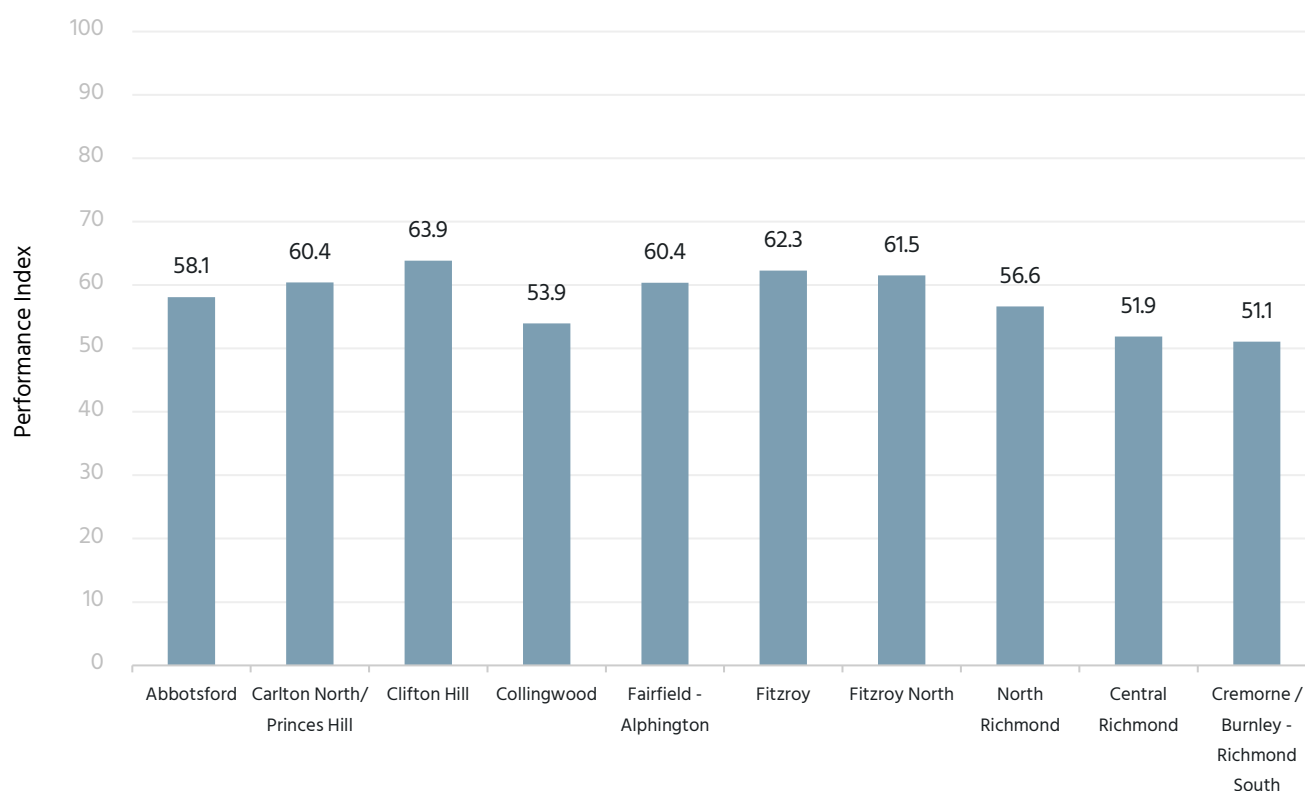
Satisfaction with the *maintenance and repair of storm water drains* varies across precincts.

Clifton Hill recorded the highest average index score (63.9), followed by Fitzroy (62.3) and Fitzroy North (61.5). Relatively higher results are also observed in Carlton North / Princes Hill and Fairfield – Alphington (both 60.4), as well as Abbotsford (58.1), all sitting at or above the overall average.

Lower average index scores are recorded in Central Richmond (51.9) and Cremorne / Burnley – Richmond South (51.1), indicating comparatively lower satisfaction in these precincts. Collingwood (53.9) and North Richmond (56.6) also sit below the overall average.

Overall, while variation is evident across precincts, differences are not statistically significant and hence the possibility that they are the result of random sampling error cannot be ruled out.

Figure 20: Maintenance and Repair of Storm Water Drains – by Suburb (2026)



Base: All respondents 2026

Q4. "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? Maintenance and repair of storm water drains" Figures exclude 'Unsure / Don't know'.

No significant differences between subgroups in 2026.

Satisfaction by respondent group

Satisfaction with the *maintenance and repair of storm water drains* was **significantly higher** among:

- Residents aged 18–34, who gave an average index score of 63.7 compared with 57.7 overall.
- Residents who had lived in Yarra for less than two years (73.3).

By contrast satisfaction with the maintenance and repair of storm water drains was **significantly lower** among residents:

- Residents aged 35–44 (49.4)
- Residents who held a mortgages for their home (51.8)

No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

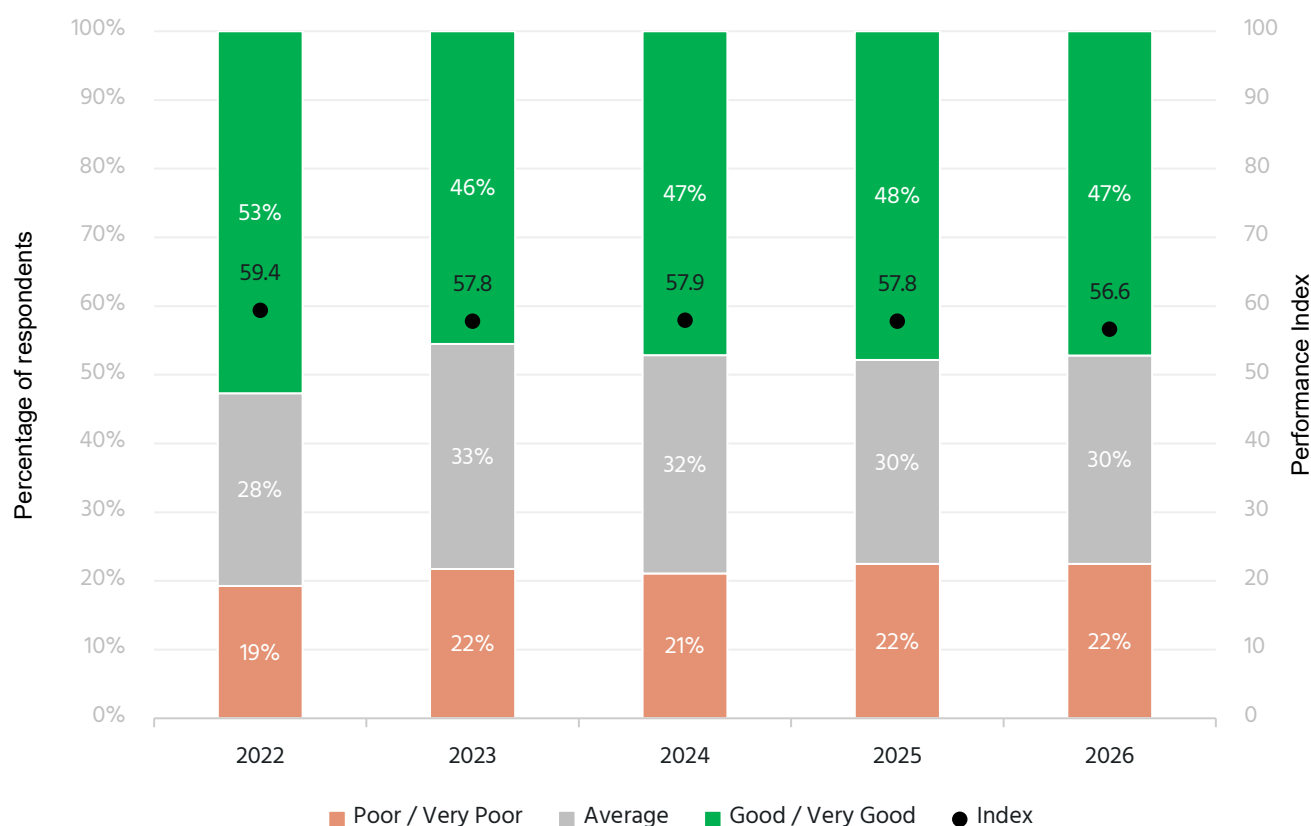
Maintenance & repair of footpaths

In 2026, 47% of respondents were satisfied with the *maintenance and repair of footpaths* (rating of ‘very good’ or ‘good’), 30% provided an ‘average’ rating and 22% rated this aspect as ‘poor’ or ‘very poor’. The index score was 56.6.

Satisfaction remained relatively unchanged from 48% in 2025 to 47% in 2026. The percentage providing an ‘average’ rating also remained unchanged at 30%, while those rating this aspect as ‘poor’ or ‘very poor’ remained stable at 22%.

Over time, satisfaction has remained broadly consistent, with results fluctuating within a relatively narrow range between 46% and 53% across the period from 2022 to 2026. ‘Average’ ratings have remained stable, while ratings of ‘poor’ or ‘very poor’ have shown only minor variation.

Figure 21: Maintenance and Repair of Footpaths (2022 to 2026)



Base: All respondents 2022–2026

Q4. “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? Maintenance and repair of footpaths” Figures exclude ‘Unsure / Don’t know’.

No significant change from the preceding year.

Satisfaction by precinct

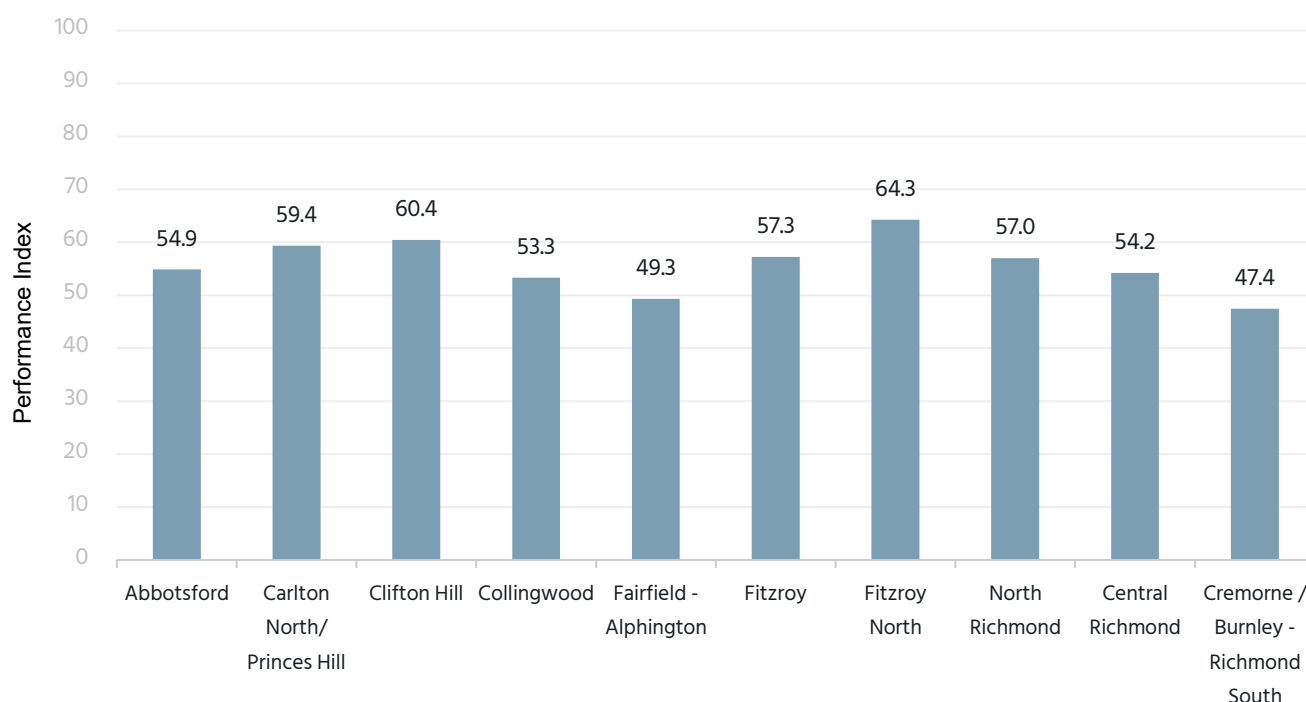
Satisfaction with the *maintenance and repair of footpaths* varies across precincts.

Fitzroy North recorded the highest average index score (64.3), followed by Clifton Hill (60.4) and Carlton North / Princes Hill (59.4). Relatively higher results are also observed in Fitzroy (57.3) and North Richmond (57.0), which sit at or above the overall average.

Lower average index scores are recorded in Cremorne / Burnley – Richmond South (47.4) and Fairfield – Alphington (49.3), indicating comparatively lower satisfaction in these precincts. Collingwood (53.3), Central Richmond (54.2) and Abbotsford (54.9) also sit below or around the overall average.

Overall, while variation is evident across precincts, differences are moderate and should be interpreted with caution.

Figure 22: Maintenance and Repair of Footpaths – by Suburb (2026)



Base: All respondents 2026

Q4. "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? Maintenance and repair of footpaths" Figures exclude 'Unsure / Don't know'.

No significant differences between subgroups in 2026.

Satisfaction by respondent group

Satisfaction with the *maintenance and repair of footpaths* was **significantly higher** among:

- Residents aged 18–34, who gave an average index score of 62.8 compared with 56.6 overall
- Residents who spoke a language other than English at home (66.6)
- Private renters (60.6)
- Residents who had lived in Yarra for less than two years (71.0).

By contrast, satisfaction was **significantly lower** among:

- Residents who had lived in Yarra for 10 years (53.2)

No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

Maintenance & cleaning of public areas

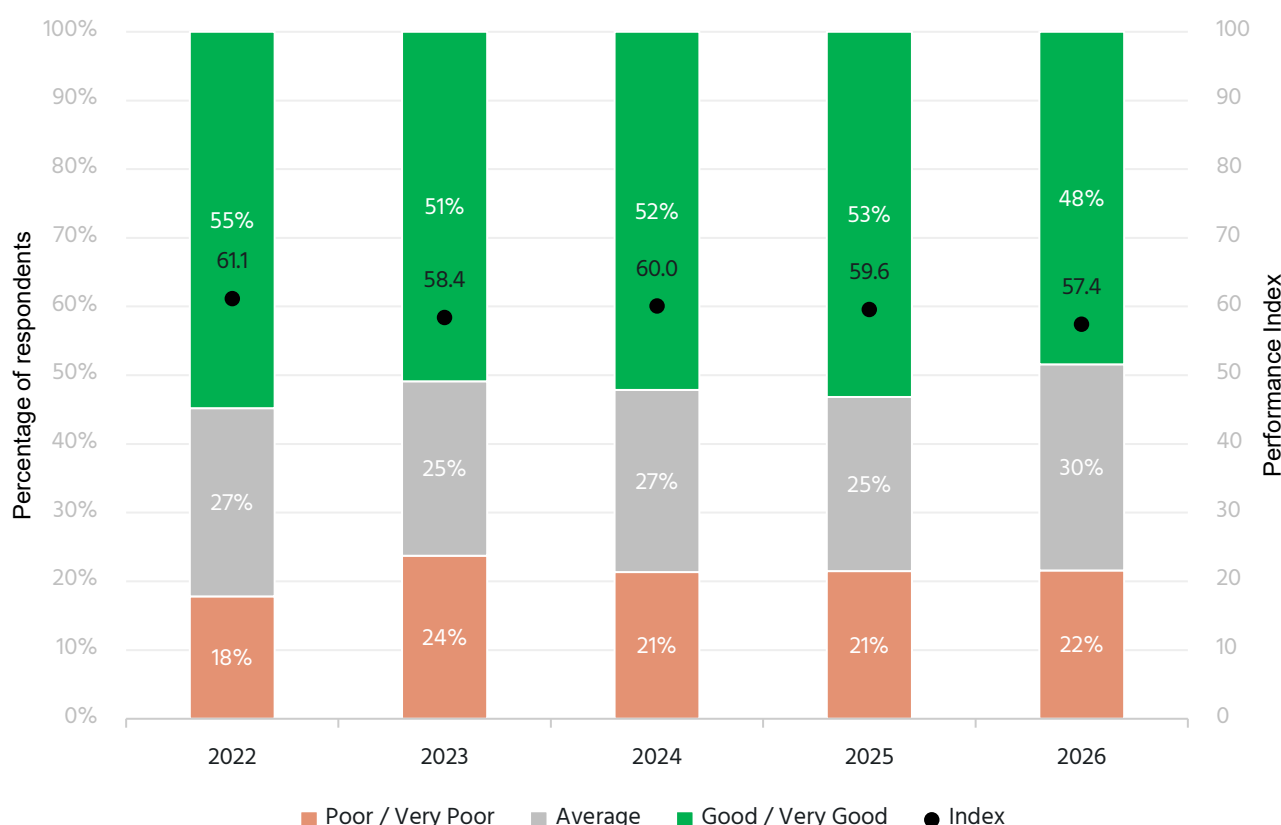
In 2026, 48% of respondents were satisfied (rating of 'very good' or 'good') with the *maintenance and cleaning of public areas (including litter collection)*, 30% provided an 'average' rating and 22% rated this aspect as 'poor' or 'very poor'. The index score was 57.4.

Compared with the 'very good' and 'good' ratings of 2025 (53%), results are slightly lower, although the difference was not statistically significant. 'Average' ratings increased from 25% to 30%, while ratings of 'poor' or 'very poor' edged up from 21% to 22%.

Across the longer timeframe, satisfaction has moved within a relatively narrow band, ranging from 48% to 55% between 2022 and 2026.

The index score follows a similar pattern, shifting from 61.1 in 2022 to 57.4 in 2026, with some year-to-year variation.

Figure 23: Maintenance and Cleaning of Public Areas (2022 to 2026)



Base: All respondents 2022–2026

Q4. "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? Maintenance and cleaning of public areas (including litter collection)" Figures exclude 'Unsure / Don't know'.

No significant change from the preceding year.

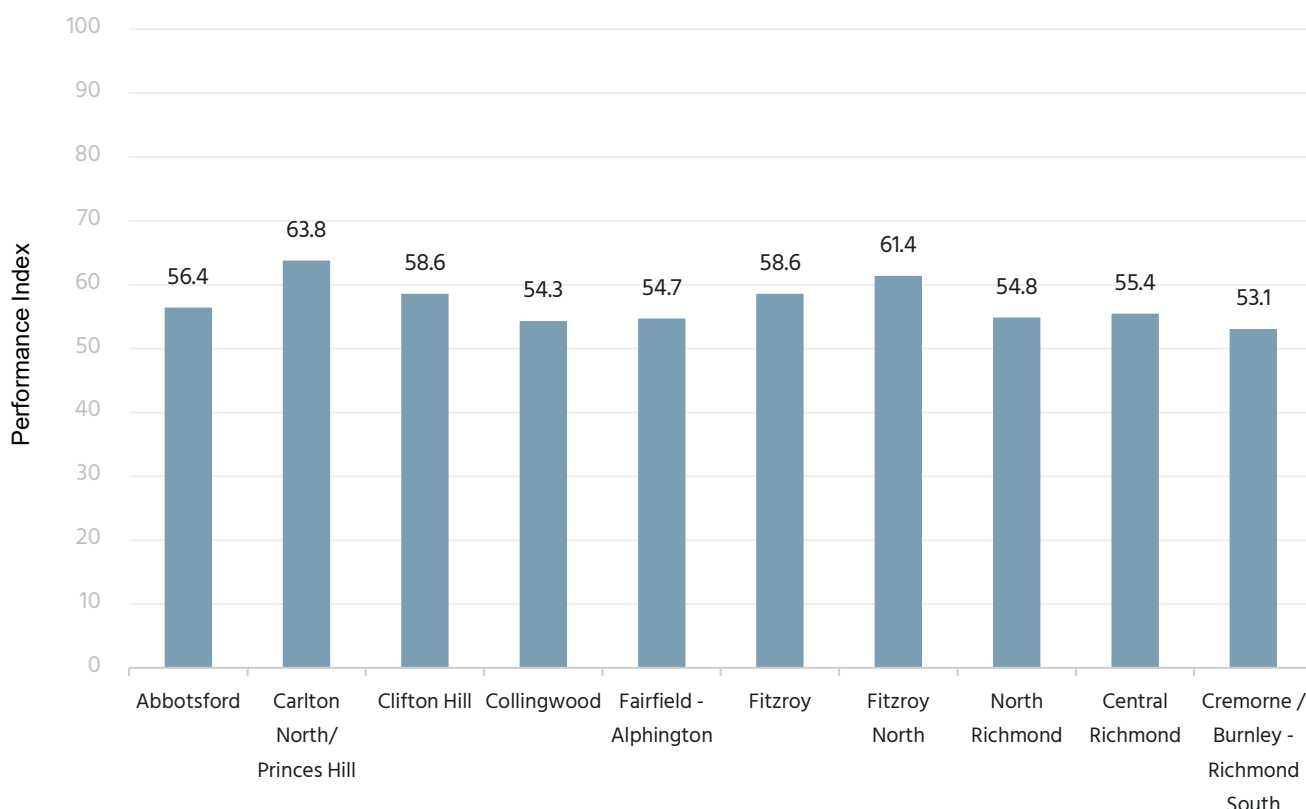
Satisfaction by precinct

Satisfaction with the *maintenance and cleaning of public areas (including litter collection)* varies across precincts.

Carlton North / Princes Hill recorded the highest average index score (63.8), followed by Fitzroy North (61.4). Relatively higher results are also observed in Clifton Hill and Fitzroy (both 58.6), which sit above the overall average.

Lower average index scores are recorded in Cremorne / Burnley – Richmond South (53.1) and Collingwood (54.3), indicating comparatively lower satisfaction in these precincts. North Richmond (54.8), Fairfield – Alphington (54.7), Central Richmond (55.4) and Abbotsford (56.4) sit around or slightly below the overall average. Overall, while variation was evident across precincts, differences are moderate and should be interpreted with caution.

Figure 24: Maintenance and Cleaning of Public Areas – by Suburb (2026) Base: All respondents 2026



Q4. "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? Maintenance and cleaning of public areas (including litter collection)" Figures exclude 'Unsure / Don't know'.

No significant differences between subgroups in 2026.

Satisfaction by respondent group

Satisfaction with the *maintenance and cleaning of public areas (including litter collection)* was **significantly higher** among:

- Residents aged 18–34,, giving an average index score of 62.6 compared with 57.4 overall

By comparison, satisfaction was **significantly lower** among:

- Residents aged 55–64 gave a significantly lower rating (47.0)

No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

Maintenance & cleaning of strip shopping areas

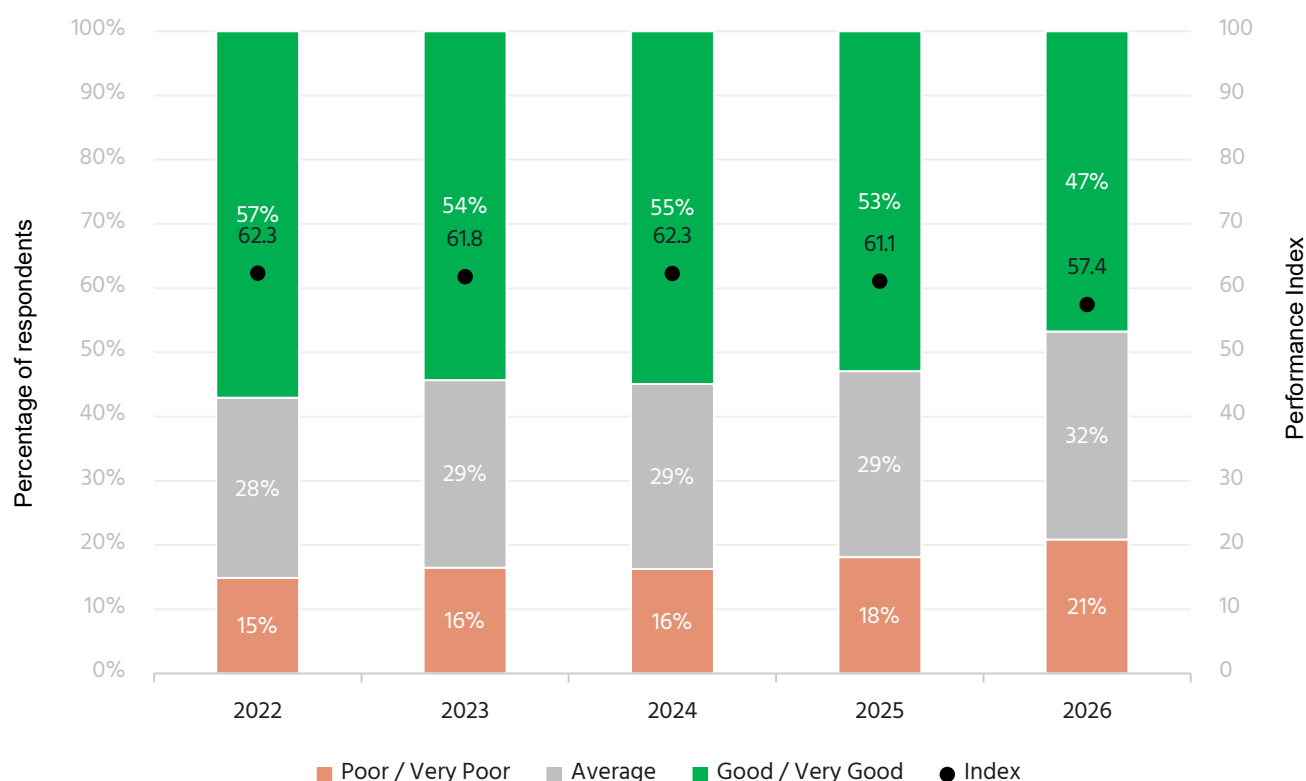
In 2026, 47% of respondents were satisfied with the *maintenance and cleaning of strip shopping areas* (rating of ‘very good’ or ‘good’), 32% provided an ‘average’ rating and 21% rated this aspect as ‘poor’ or ‘very poor’. The index score was 57.4.

Results for ‘very good’ and ‘good’ ratings are slightly below those recorded in 2025 (53%), although the difference was not statistically significant. The proportion providing an ‘average’ rating increased from 29% to 32%, while ratings of ‘poor’ or ‘very poor’ rose from 18% to 21%. The index score also shifted from 61.1 in 2025 to 57.4 in 2026.

Across the five-year period, satisfaction has moved within a relatively narrow range, from 47% to 57%. Over this time, ‘average’ ratings have edged up slightly, while ratings of ‘poor’ or ‘very poor’ have also increased modestly.

The index score follows a similar pattern, moving from 62.3 in 2022 to 57.4 in 2026, with some variation across the intervening years.

Figure 25: Maintenance and Cleaning of Strip Shopping Areas (2022 to 2026)



Base: All respondents 2022–2026

Q4. "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? Maintenance and cleaning of strip shopping areas" Figures exclude 'Unsure / Don't know'.

No significant change from the preceding year.

Satisfaction by precinct

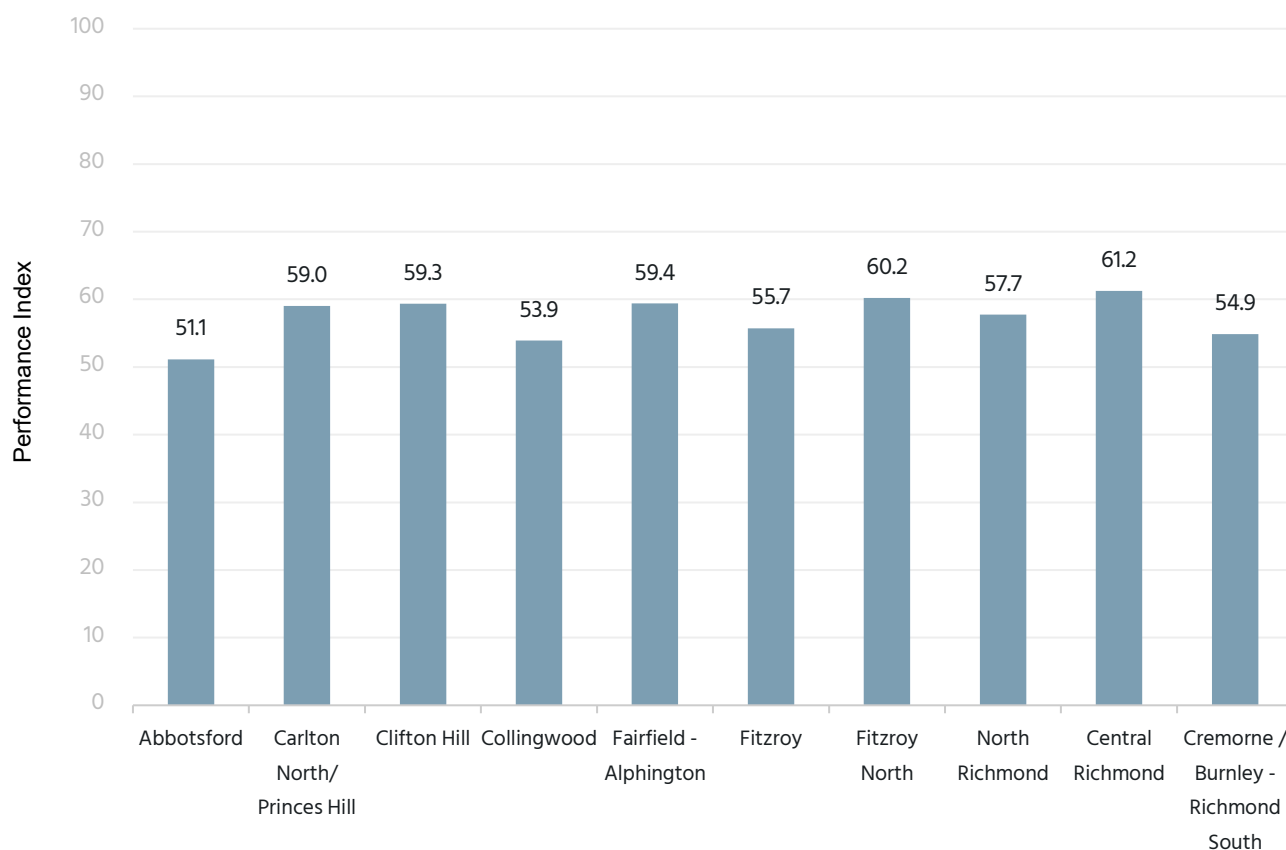
There is some variation in satisfaction with the *maintenance and cleaning of strip shopping areas* across precincts.

Central Richmond recorded the highest average index score (61.2), followed by Fitzroy North (60.2). Stronger results are also seen in Fairfield – Alphington (59.4), Clifton Hill (59.3) and Carlton North / Princes Hill (59.0), all of which sit above the overall average.

Lower scores are observed in Abbotsford (51.1), Collingwood (53.9) and Cremorne / Burnley – Richmond South (54.9), indicating comparatively lower satisfaction in these areas. Fitzroy (55.7) and North Richmond (57.7) sit closer to the overall result.

Overall, while differences across precincts are evident, the spread in results is not substantial.

Figure 26: Maintenance and Cleaning of Strip Shopping Areas – by Suburb (2026)



Base: All respondents 2026

Q4. "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? Maintenance and cleaning of strip shopping areas" Figures exclude 'Unsure / Don't know'.

No significant differences between subgroups in 2026.

Satisfaction by respondent group

Satisfaction with the *maintenance and cleaning of strip shopping areas* was **significantly higher** among:

- Residents aged 18–34, who gave an average index score of 62.9 compared with 57.4 overall
- Residents who had lived in Yarra for less than two years (68.7)

In comparison, **significantly lower** ratings were recorded among:

- Residents aged 35–44 (50.5)
- Residents who held a mortgage for their home (51.9).

No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

Regular garbage collection service

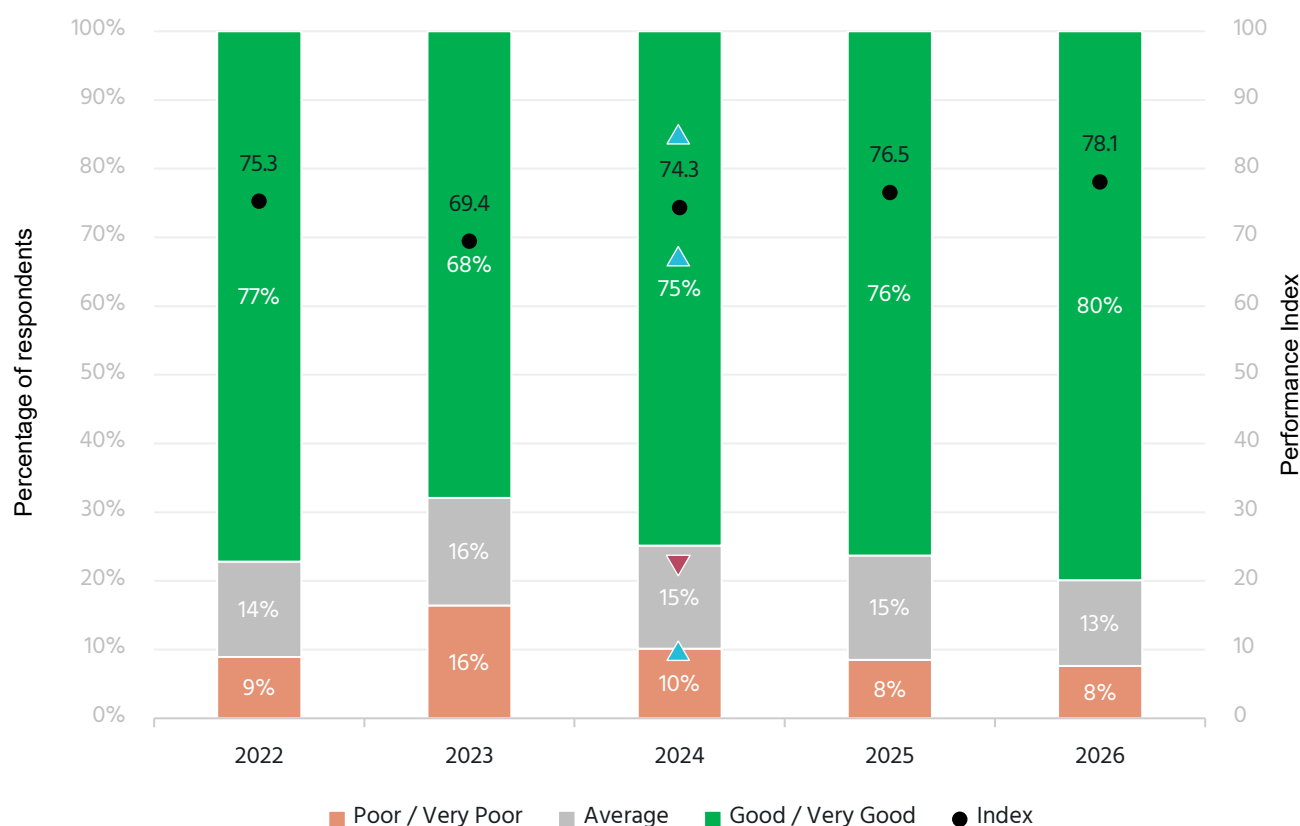
In 2026, 80% of respondents were satisfied with the *regular garbage collection service* (rating of 'very good' or 'good'), 13% provided an 'average' rating and 8% rated this aspect as 'poor' or 'very poor'.

Results for 'very good' and 'good' ratings are higher than in 2025 (76%). The proportion providing an 'average' rating decreased slightly from 15% to 13%, while those rating this aspect as 'poor' or 'very poor' remained steady at 8%. The index score also increased from 76.5 in 2025 to 78.1 in 2026.

Across the period from 2022 to 2026, satisfaction has remained consistently high, ranging from 68% to 80%. Over this time, 'average' ratings have remained relatively stable, while ratings of 'poor' or 'very poor' have generally declined.

The index score reflects this pattern, moving from 75.3 in 2022 to 78.1 in 2026, with some variation across the intervening years.

Figure 27: Regular Garbage Collection Service (2022 to 2026)



Base: All respondents 2022–2026

Q4. “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? Regular garbage collection service” Figures exclude ‘Unsure / Don’t know’.

Arrows indicate results significantly higher ▲ or lower ▼ than the preceding year.

Satisfaction by precinct

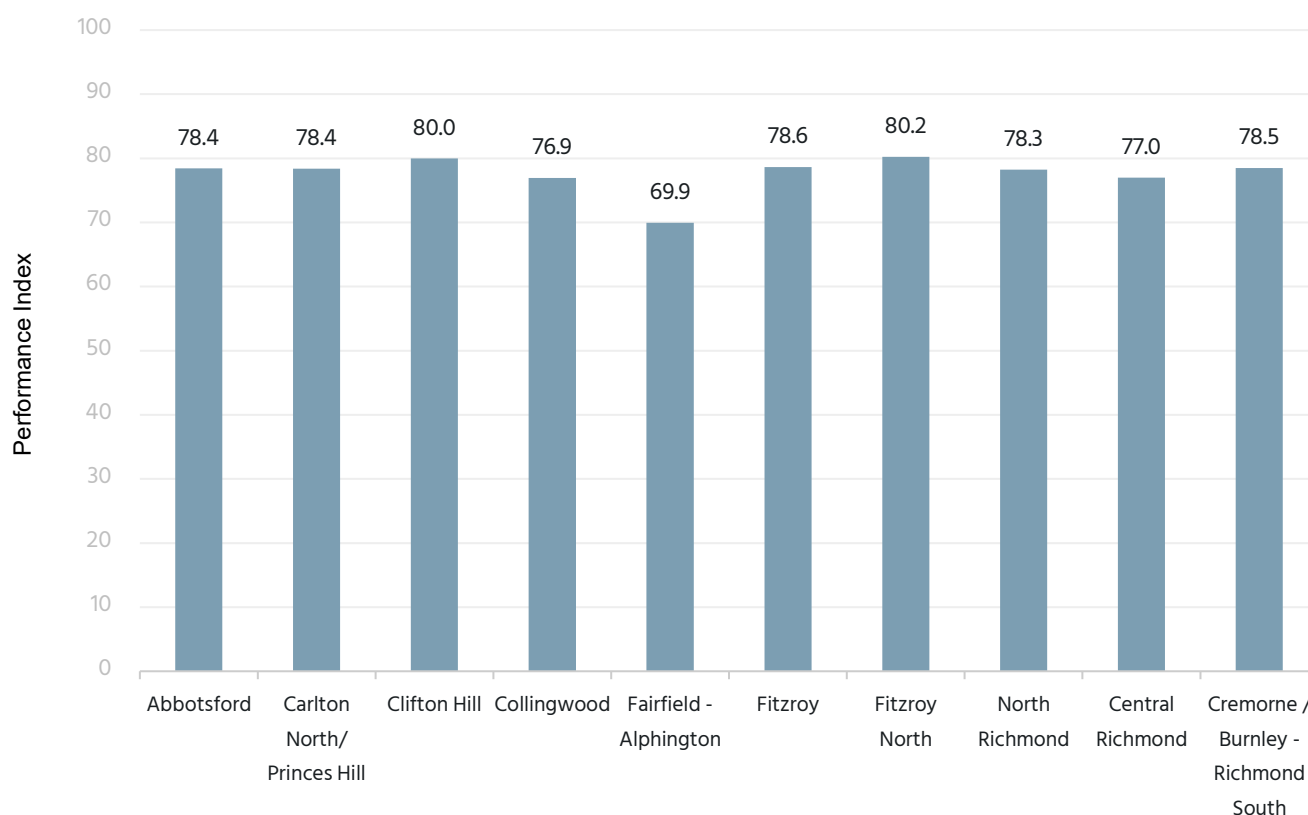
Satisfaction with the *regular garbage collection service* is consistently high across all precincts.

Fitzroy North recorded the highest average index score (80.2), closely followed by Clifton Hill (80.0). Strong results are also evident in Fitzroy (78.6), Abbotsford and Carlton North / Princes Hill (both 78.4), as well as Cremorne / Burnley – Richmond South (78.5), all of which sit above the overall average.

Slightly lower scores are observed in Fairfield – Alphington (69.9) and Collingwood (76.9), although these results remain comparatively strong. North Richmond (78.3) and Central Richmond (77.0) sit close to the overall result.

Overall, variation across precincts is small, with consistently high levels of satisfaction observed throughout the municipality.

Figure 28: Regular Garbage Collection Service – by Suburb (2026)



Base: All respondents 2026

Q4. "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? Regular garbage collection service" Figures exclude 'Unsure / Don't know'.

No significant differences between subgroups in 2026.

Satisfaction by respondent group

Satisfaction with the *regular garbage collection service* was **significantly higher** among:

- Residents aged 65–75, who gave an average index score of 83.9 compared with 78.1 overall
- Residents living with friends or housemates (86.5).

No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

Regular recycling service

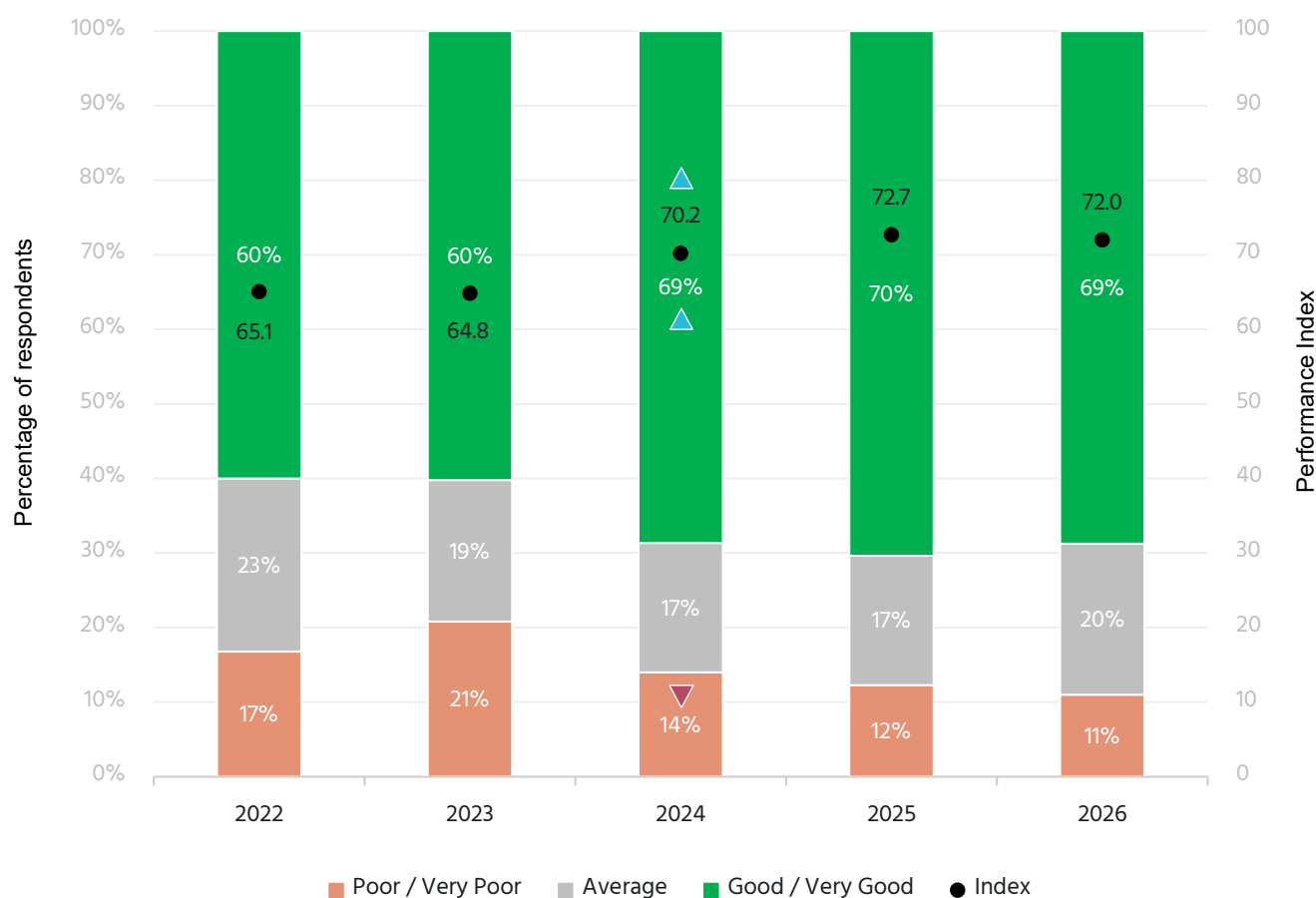
In 2026, 69% of respondents were satisfied with the *regular recycling service* (rating of 'very good' or 'good'), 20% provided an 'average' rating and 11% rated this aspect as 'poor' or 'very poor'. The index score was 72.0.

Results for 'very good' and 'good' ratings are broadly in line with 2025 (70%). 'Average' ratings increased slightly from 17% to 20%, while ratings of 'poor' or 'very poor' decreased marginally from 12% to 11%. The index score shifted from 72.7 in 2025 to 72.0 in 2026.

Over the longer term, satisfaction has strengthened compared with earlier years, rising from 60% in 2022 to 69% in 2026. During this period, ratings of 'poor' or 'very poor' have generally trended downward, while 'average' ratings have shown some variability.

The index score follows a similar trajectory, increasing from 65.1 in 2022 to a high of 72.7 in 2025, before moderating slightly to 72.0 in 2026.

Figure 29: Regular Recycling Service (2022 to 2026)



Base: All respondents 2022–2026

Q4. "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? Regular recycling service" Figures exclude 'Unsure / Don't know'.

Arrows indicate results significantly higher ▲ or lower ▼ than the preceding year.

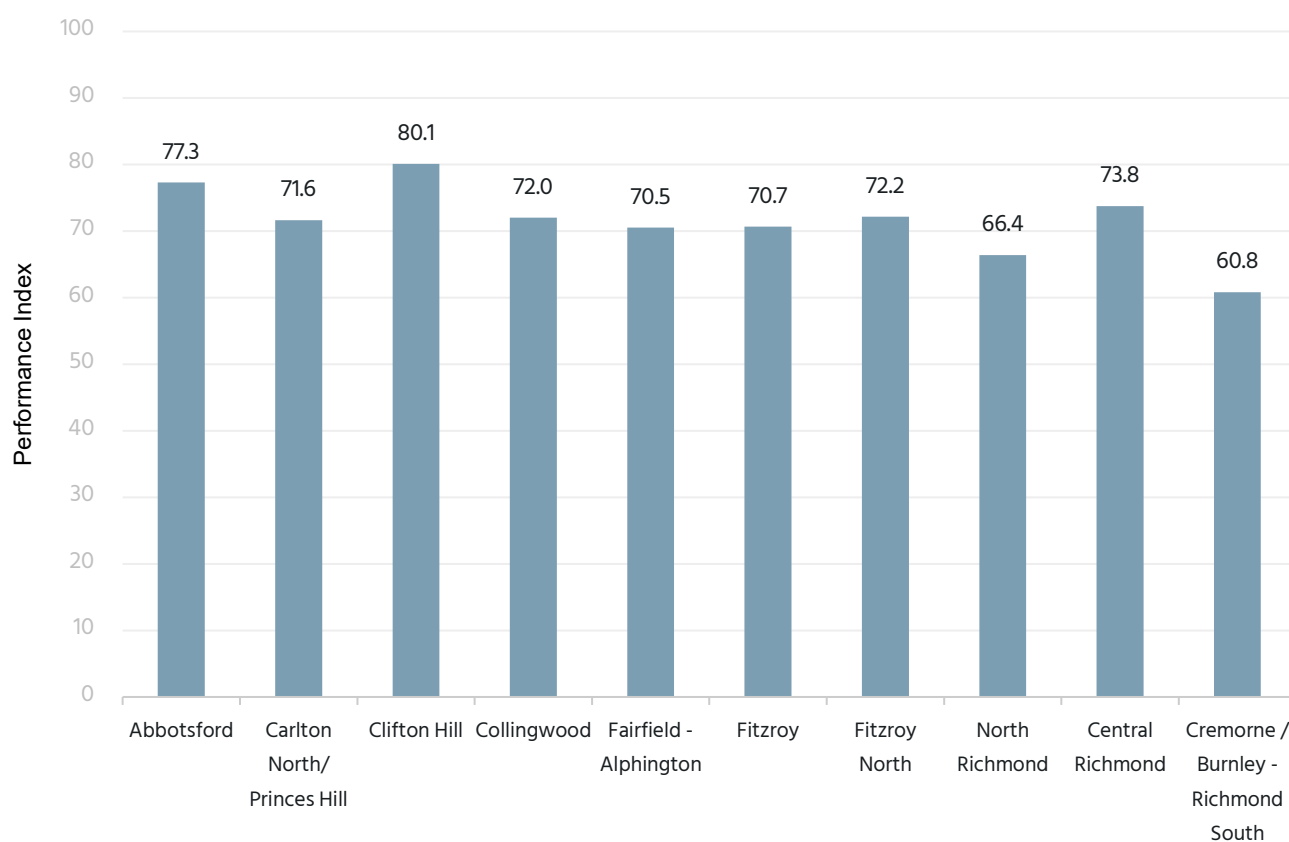
Satisfaction by precinct

Satisfaction with the *regular recycling service* was relatively strong across all precincts, with some degree of variation.

Clifton Hill recorded the highest average index score (80.1), followed by Abbotsford (77.3) and Central Richmond (73.8). Higher scores are also observed in Fitzroy North (72.2), Collingwood (72.0) and Carlton North / Princes Hill (71.6), all of which sit at or above the overall average.

Lower scores are seen in Cremorne / Burnley – Richmond South (60.8) and North Richmond (66.4), with Fairfield – Alphington (70.5) and Fitzroy (70.7) sitting closer to the overall result.

Figure 30: Regular Recycling Service – by Suburb (2026)



Base: All respondents 2026

Q4. "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? Regular recycling service" Figures exclude 'Unsure / Don't know'.

No significant differences between subgroups in 2026.

Satisfaction by respondent group

Satisfaction with the *regular recycling service* was **significantly higher** among:

- Residents aged 75 and over, who gave an average index score of 83.7 compared with 72.0 overall.

No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

Provision of parks, gardens and reserves

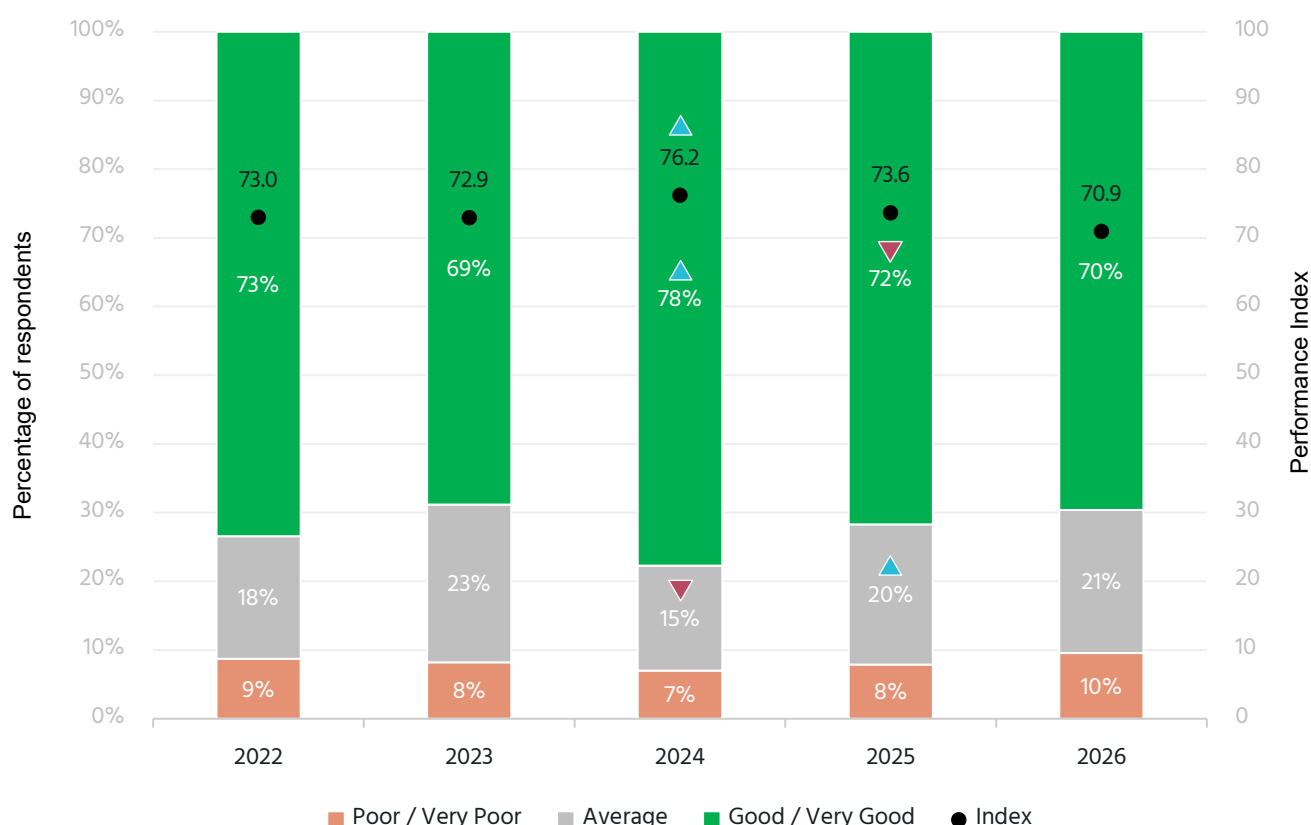
In 2026, 70% of respondents were satisfied with the *provision of parks, gardens and reserves* (rating of 'very good' or 'good'), 21% provided an 'average' rating and 10% rated this aspect as 'poor' or 'very poor'. The index score was 70.9.

Results for 'very good' and 'good' ratings are slightly lower than the 72% recorded in 2025. 'Average' ratings increased slightly from 20% to 21%, while ratings of 'poor' or 'very poor' rose from 8% to 10%. The index score also moved from 73.6 in 2025 to 70.9 in 2026.

Across the period from 2022 to 2026, satisfaction has remained at a relatively high level, ranging between 69% and 78%. 'Average' ratings have varied somewhat over time, while ratings of 'poor' or 'very poor' have stayed comparatively low.

The index score shows a similar trend, reaching a high of 76.2 in 2024 before settling at 70.9 in 2026.

Figure 31: Provision of Parks, Gardens and Reserves (2022 to 2026)



Base: All respondents 2022–2026

Q4. "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? Provision of parks, gardens and reserves" Figures exclude 'Unsure / Don't know'.

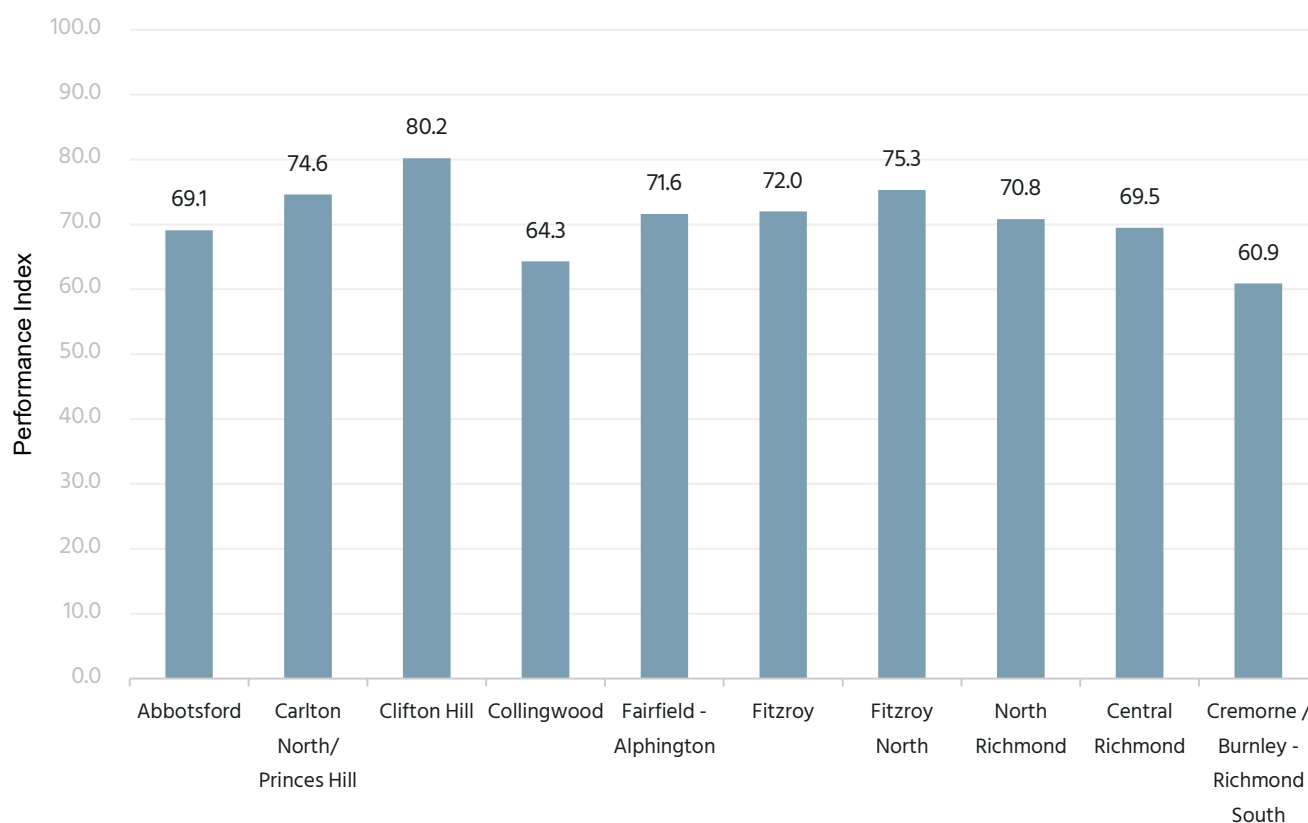
Arrows indicate results significantly higher ▲ or lower ▼ than the preceding year.

Satisfaction by precinct

Satisfaction with *provision of parks, gardens and reserves* is generally positive across all precincts in 2026, with index scores ranging from 60.9 to 80.2. Clifton Hill recorded the highest score (80.2), followed by Fitzroy North (75.3) and Carlton North / Princes Hill (74.6), while Cremorne / Burnley / Richmond South was lowest (60.9).

While there is some variation between precincts, differences are not statistically significant, indicating that perceptions of the *provision of parks, gardens and reserves services* are broadly consistent across the municipality.

Figure 32: Provision of Parks, Gardens and Reserves – by Suburb (2026)



Base: All respondents 2026

Q4. "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? Provision of parks, gardens and reserves" Figures exclude 'Unsure / Don't know'.

No significant differences between subgroups in 2026.

Satisfaction by respondent group

Satisfaction with the *provision of parks, gardens and reserves* was **significantly higher** among:

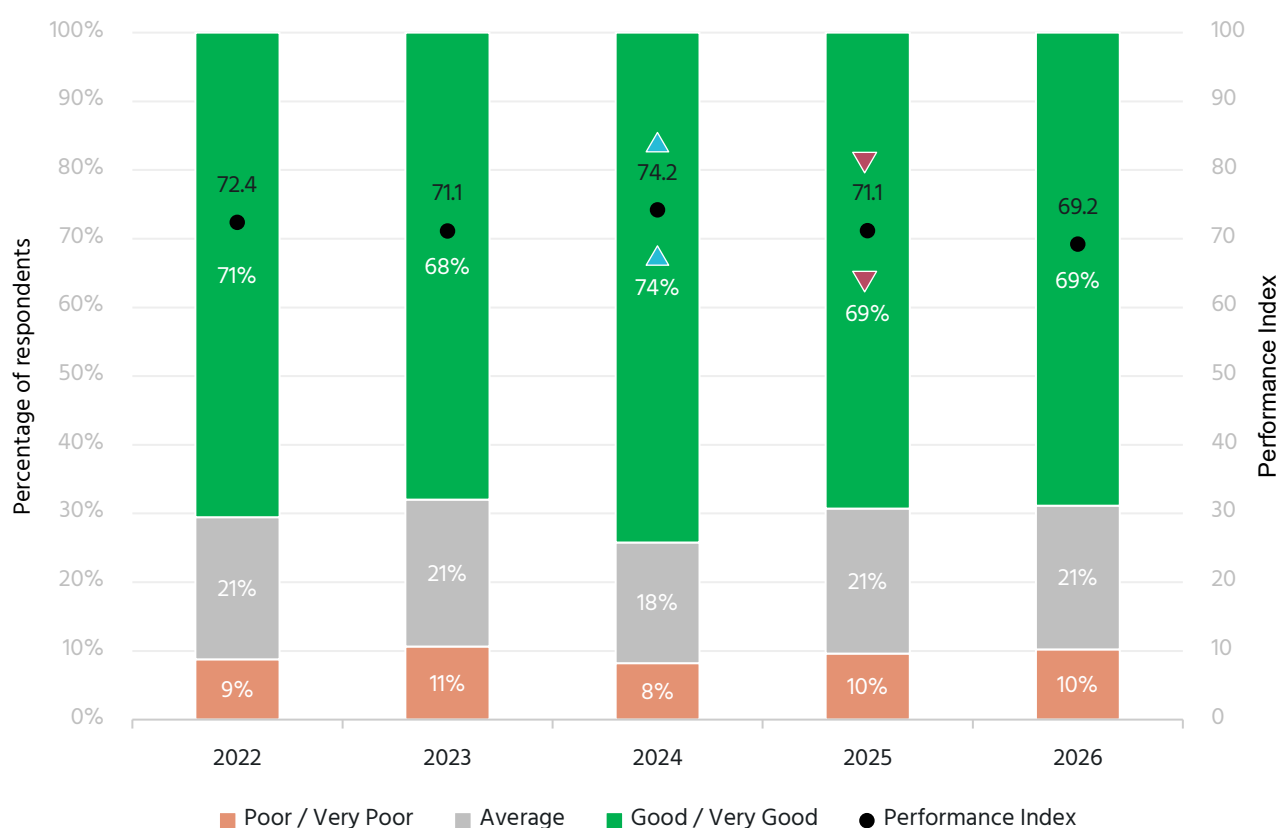
- women, who gave an average index score of 73.9 compared with 68.2 among men.

No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

Maintenance of parks, gardens and reserves

Satisfaction with the *maintenance of parks, gardens and reserves* was unchanged from 2024 at 69%, with a performance index of 69.2. Statistically significant changes occurred between 2023 and 2024, in a positive direction, and then again between 2024 and 2025, this time in a negative direction.

Figure 33: Maintenance of Parks, Gardens and Reserves (2022 to 2026)



Base: All respondents 2022–2026

Q4. "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? Maintenance of parks, gardens and reserves" Figures exclude 'Unsure / Don't know'.

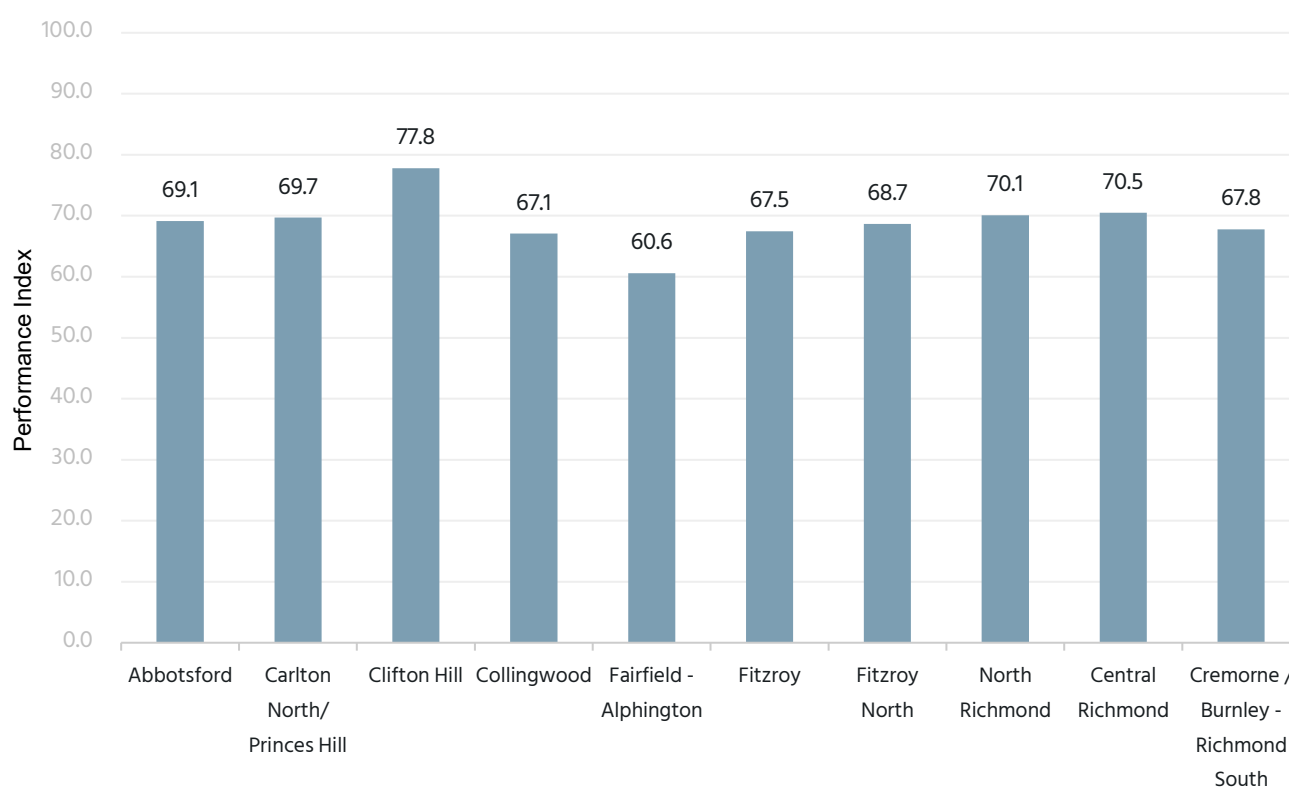
Arrows indicate results significantly higher ▲ or lower ▼ than the preceding year.

Satisfaction by precinct

Satisfaction with the *maintenance of parks, gardens and reserves* is generally positive across all precincts in 2026, with performance index scores ranging from 60.6 (Fairfield–Alphington) to 77.8 (Clifton Hill).

Differences between localities were not statistically significant, suggesting that residents' views of *maintenance of parks, gardens and reserves* are broadly consistent across the municipality.

Figure 34: Maintenance of Parks, Gardens and Reserves – by Suburb (2026)



Base: All respondents 2026

Q4. "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? Maintenance of parks, gardens and reserves" Figures exclude 'Unsure / Don't know'.

No significant differences between subgroups in 2026.

Satisfaction by respondent group

Satisfaction with the *maintenance of parks, gardens and reserves* was **significantly higher** among:

- Residents living in flats, units or apartments, who gave an average index score of 72.9 compared with 69.2 overall.

No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

Traffic management

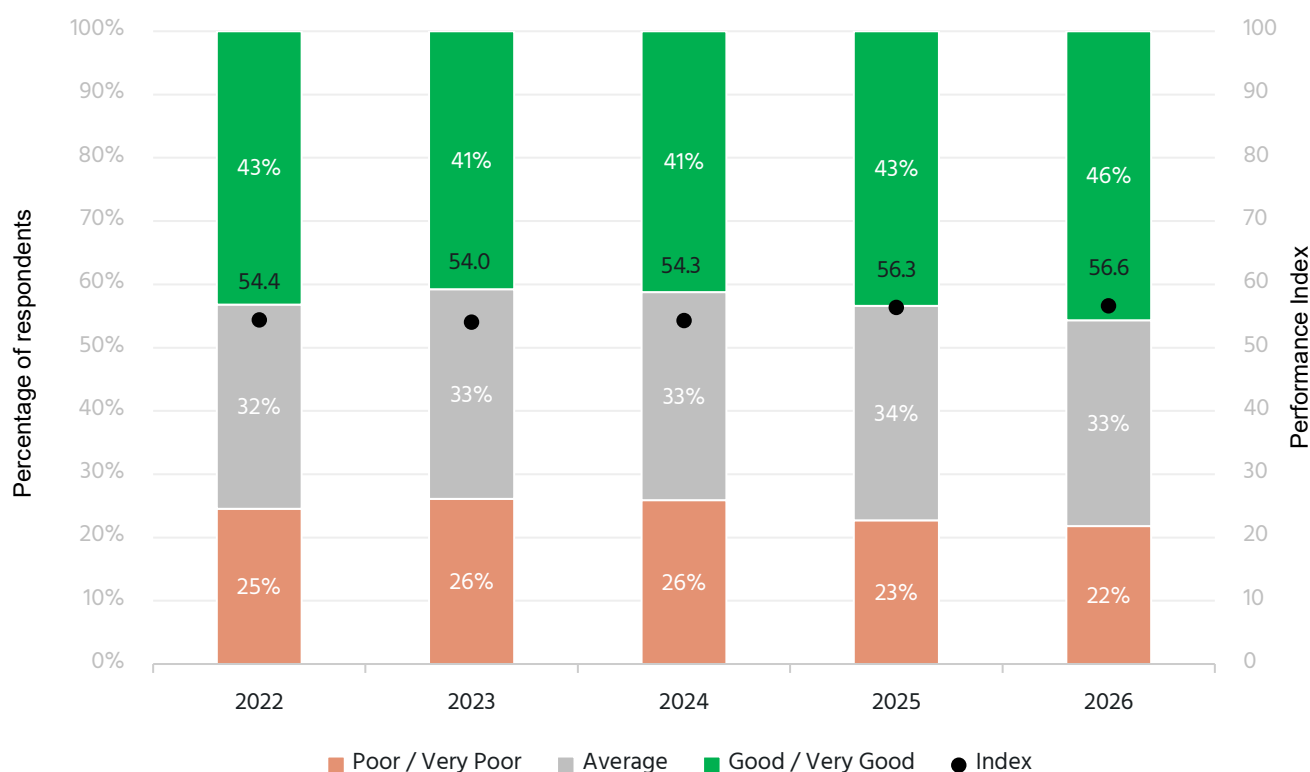
In 2026, 46% of respondents were satisfied with Council's performance in terms of *traffic management*, 33% provided an 'average' rating and 22% rated this aspect as 'poor' or 'very poor'. The index score was 56.6.

The equivalent result in 2025 was slightly lower (43%). The proportion providing an 'average' rating decreased marginally from 34% to 33%, while ratings of 'poor' or 'very poor' decreased from 23% to 22%. The index score also increased from 56.3 in 2025 to 56.6 in 2026.

Across the period from 2022 to 2026, satisfaction has remained within a relatively narrow range, between 41% and 46%. Over this time, ratings of 'poor' or 'very poor' have declined slightly, while 'average' ratings have remained broadly stable.

The index score shows a similar pattern, moving from 54.4 in 2022 to 56.6 in 2026, with only modest variation across the period.

Figure 35: Traffic Management (2022 to 2026)



Base: All respondents 2022–2026

Q4. “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? Traffic management” Figures exclude ‘Unsure / Don’t know’.

No significant change from the preceding year.

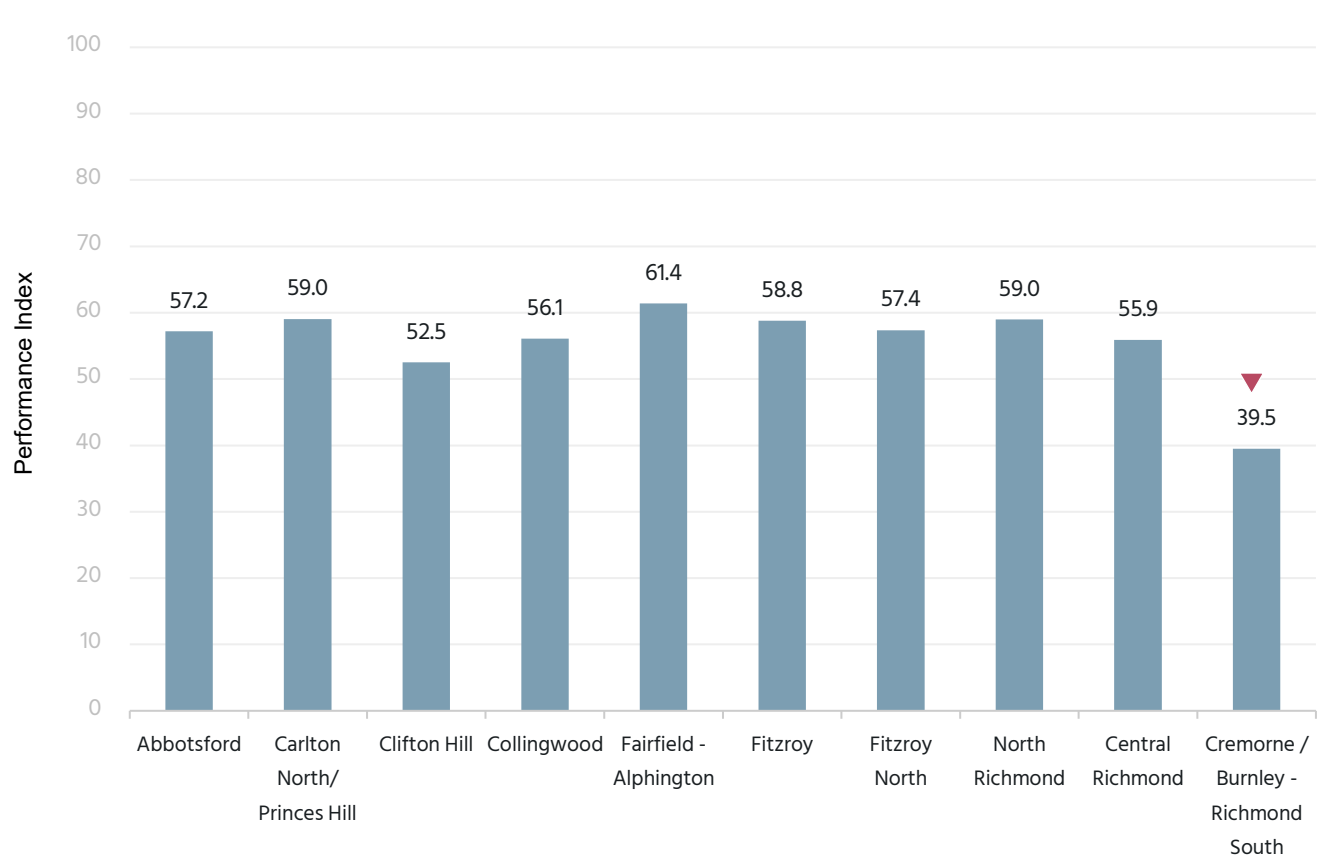
Satisfaction by precinct

Perceptions of *traffic management* vary across precincts, with a broader spread in results compared to other service areas.

Fairfield – Alphington records the highest average index score (61.4), followed by Carlton North / Princes Hill and North Richmond (both 59.0), and Fitzroy (58.8). Abbotsford (57.2), Fitzroy North (57.4) and Collingwood (56.1) sit around the mid-range.

Scores are somewhat lower in Clifton Hill (52.5) and Central Richmond (55.9), while Cremorne / Burnley – Richmond South recorded a **significantly lower** result (39.5).

Figure 36: Traffic Management – by Suburb (2026)



Base: All respondents 2026

Q4. "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? Traffic management" Figures exclude 'Unsure / Don't know'.

Arrows indicate results significantly higher ▲ or lower ▼ than the 2026 overall result.

Satisfaction by respondent group

Satisfaction with *traffic management* was **significantly higher** among:

- Residents aged 18–34, who gave an average index score of 63.7 compared with 56.6 overall
- Residents living with friends or housemates (68.5)
- Residents who had lived in Yarra for less than two years (69.2).

In contrast, **significantly lower** rating were seen among:

- Residents aged 35–44 (49.6)
- Residents aged 55–64 (47.3)

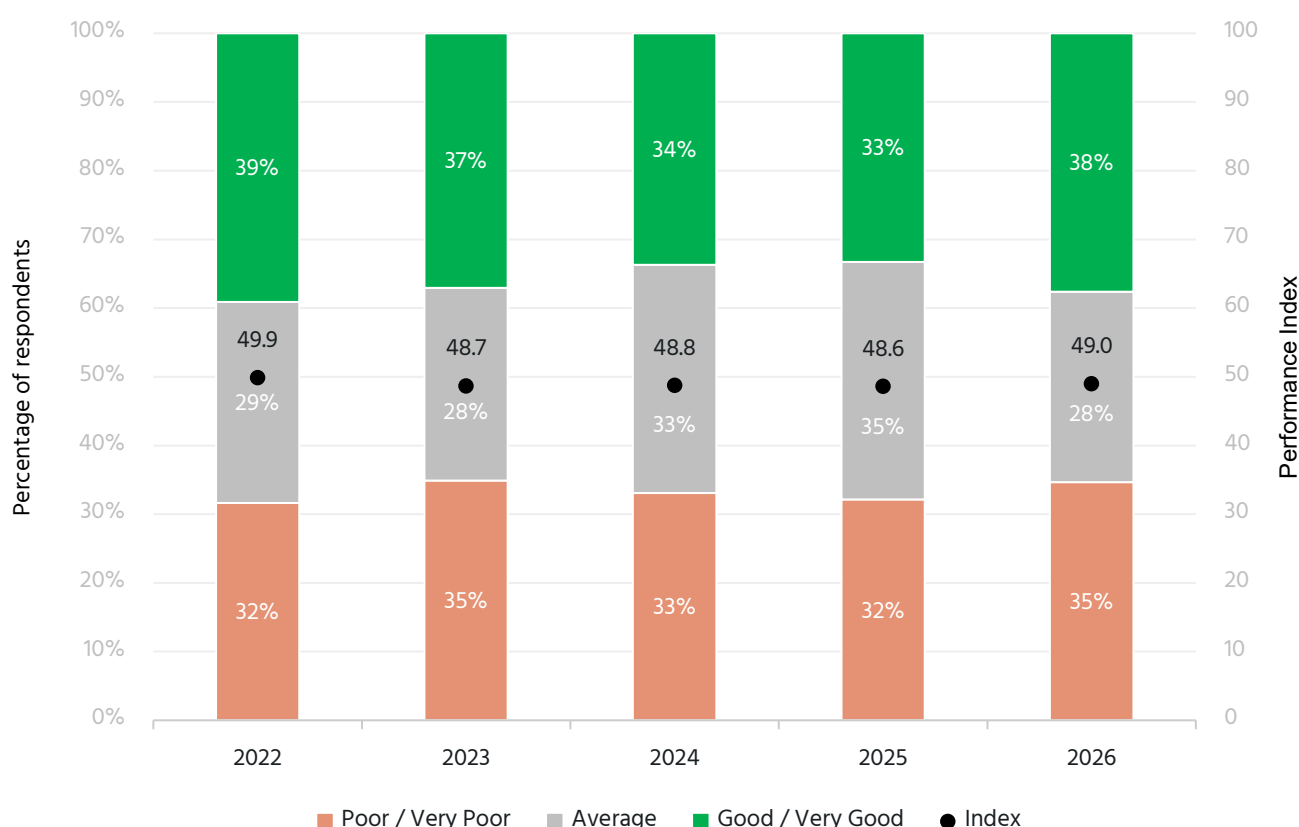
No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

Parking management

Perceptions of *parking management* have remained broadly stable over the past five years. In 2026, 38% of residents rated parking management as good or very good, similar to previous years, while 35% gave a poor or very poor rating and 28% rated it as average.

The performance index was 49.0 in 2026, consistent with the results recorded since 2022, which have remained within a narrow range from 48.6 to 49.9. Overall, there has been no statistically significant change in perceptions of *parking management* over time.

Figure 37: Parking Management (2022 to 2026)



Base: All respondents 2022–2026

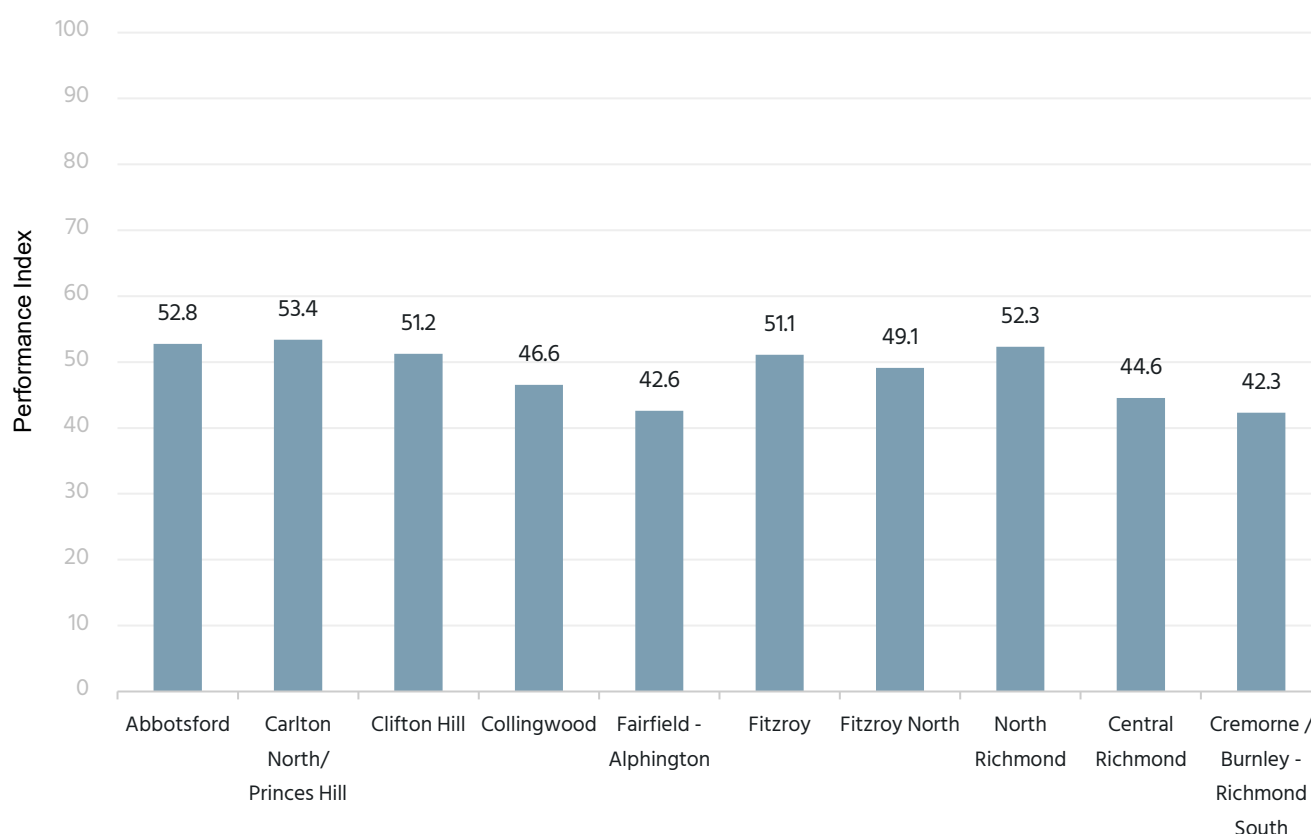
Q4. "On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months? Parking management" Figures exclude 'Unsure / Don't know'.

No significant change from the preceding year.

Satisfaction by precinct

The index score in relation to *parking management* ranged from 42.3 in Cremorne/Burnley, Richmond and 42.6 in Fairfield – Alphington, through to 53.4 in Carlton North/Princes Hill. None of these differences were statistically significant.

Figure 38: Parking Management – by Suburb (2026)



Base: All respondents 2026

Q4. "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? Parking management" Figures exclude 'Unsure / Don't know'.

No significant differences between subgroups in 2026.

Satisfaction by respondent group

Satisfaction with *parking management* was **significantly higher** among:

- Residents who spoke a language other than English at home, who gave an average index score of 58.2 compared with 47.0 among residents who spoke only English at home.
- Residents living in flats, units or apartments (54.8)

- Residents who had lived in Yarra for less than two years (68.2).

By comparison, satisfaction was significantly lower among residents:

- Residents living in semi-detached, row or terrace housing gave a lower rating (43.4).

No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

Other major services and facilities

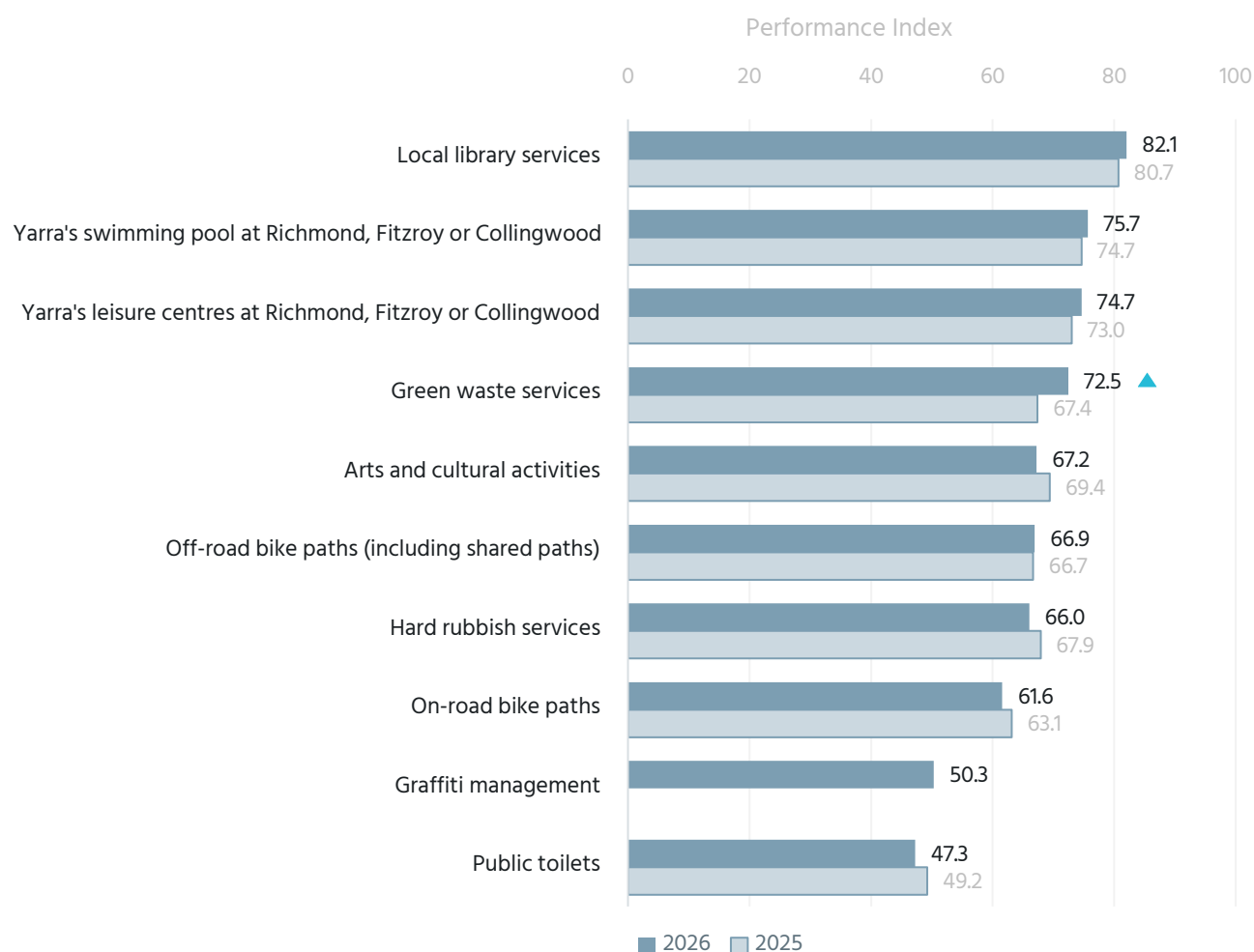
Overview

Overall satisfaction with other major services and facilities remained positive in 2026, with residents continuing to give the strongest ratings to *local library services* (index 82.1), *Yarra's swimming pools* (75.7), *Yarra's leisure centres* (74.7) and *green waste services* (72.5). These results point to strong satisfaction with key community and recreational facilities, as well as environmental services used by many residents.

At the lower end of the scale, satisfaction was more mixed for *public toilets* (47.3), *graffiti management* (50.3), *on-road bike paths* (61.6), *hard rubbish services* (66.0) and reflecting areas where residents were less consistently positive.

The most notable movement in 2026 was the significant improvement in satisfaction with *green waste services* compared with 2025, with the index increasing from 67.4 to 72.5 over the period, while performance across other major services and facilities remained broadly stable. Overall, the findings suggest that Council continues to perform well across most other major services and facilities, with clear strengths in libraries, leisure facilities and green waste services.

Figure 39: Performance of Other Major Services and Facilities (2026 vs 2025)



Base: All respondents 2025-2026

Q4. "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? Figures exclude 'Unsure / Don't know'.

Arrows indicate results significantly higher ▲ or lower ▼ than the preceding year.

Green waste services

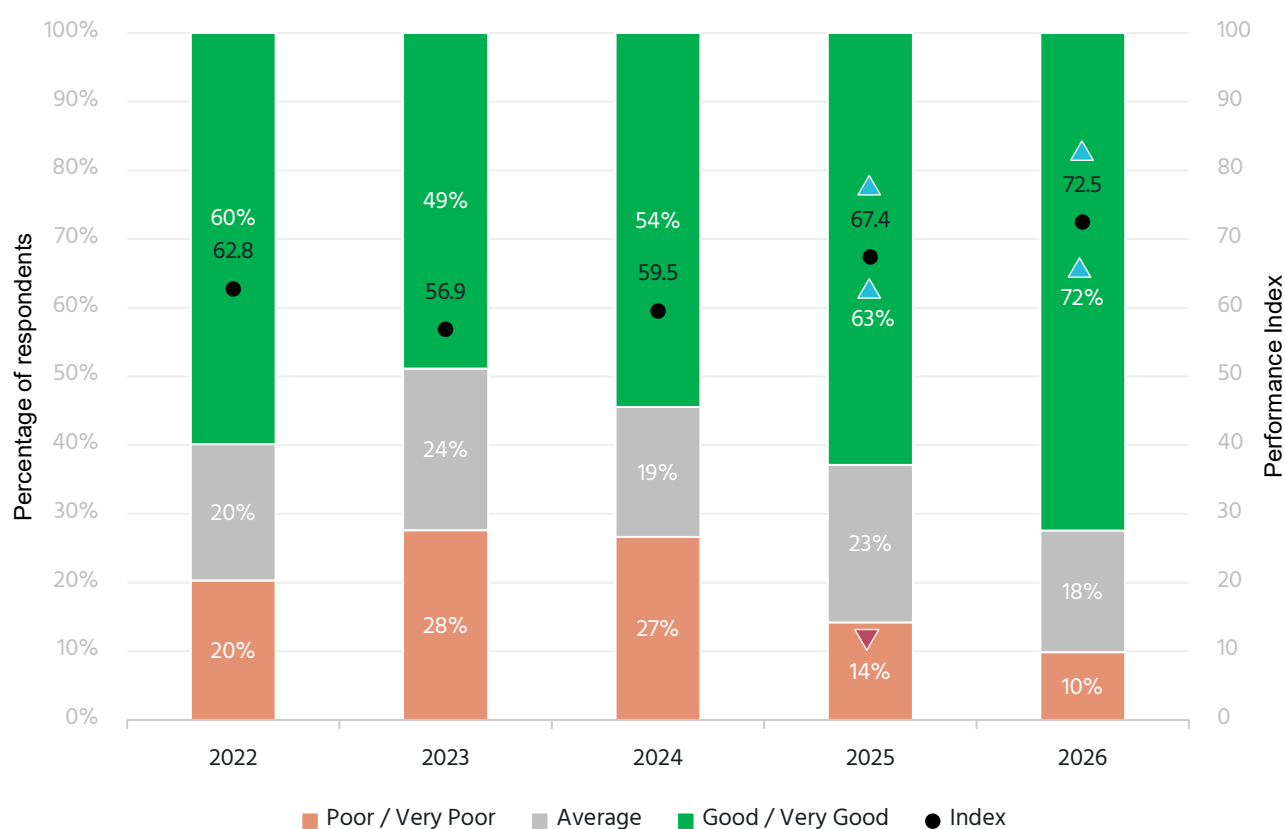
In 2026, 72% of respondents reported being satisfied with *green waste services* (rating of 'very good' or 'good'), 18% provided an 'average' rating and 10% rated this aspect as 'poor' or 'very poor'. The index score was 67.4.

Satisfaction increased from 63% in 2025 to 72% in 2026, and this difference was **statistically significant**. Over the same period, ratings of 'poor' or 'very poor' decreased from 14% to 10%, also representing a **statistically significant** improvement. The index score increased from 67.4 in 2025 to 72.5 in 2026.

Looking over the longer term, satisfaction has improved compared with earlier years, rising from 49% in 2023 to 72% in 2026. Ratings of 'poor' or 'very poor' have declined over this period, while 'average' ratings have fluctuated.

The index score reflects this improvement, increasing from 56.9 in 2023 to 72.5 in 2026, with a steady upward trend observed in recent years.

Figure 40: Green Waste Services (2022 to 2026)



Base: All respondents 2022–2026

Q5. "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? Green waste services" Figures exclude 'Unsure / Don't know'.

Arrows indicate results significantly higher ▲ or lower ▼ than the preceding year.

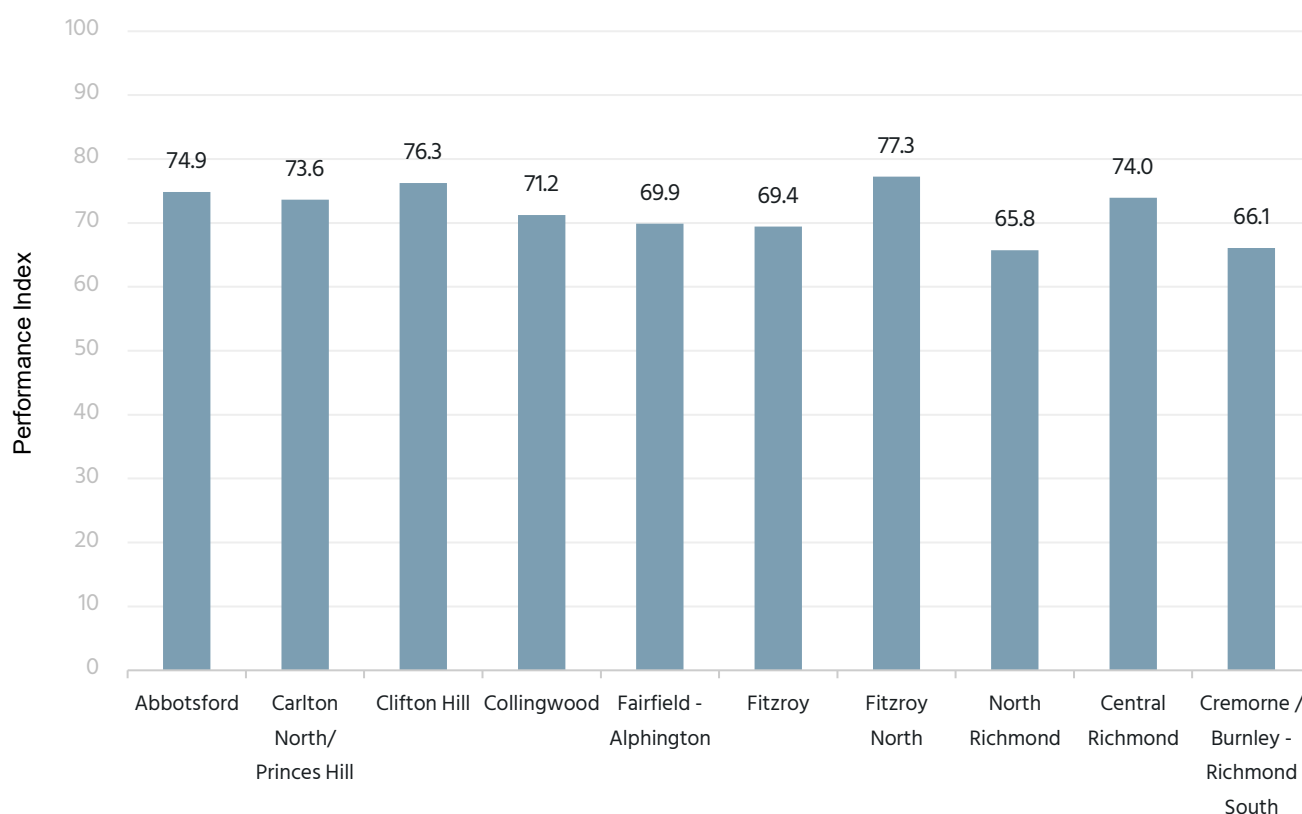
Satisfaction by precinct

Satisfaction with *green waste services* is high across most precincts, with some variation evident.

Fitzroy North recorded the highest average index score (77.3), followed by Clifton Hill (76.3), Abbotsford (74.9) and Central Richmond (74.0). Carlton North / Princes Hill (73.6) and Collingwood (71.2) also recorded relatively strong results, sitting above the overall average.

Slightly lower scores are observed in North Richmond (65.8) and Cremorne / Burnley – Richmond South (66.1), where the index corresponds to an average rating of slightly below ‘Good’. Fairfield – Alphington (69.9) and Fitzroy (69.4) sit closer to the overall result.

Figure 41: Green Waste Services – by Suburb (2026)



Base: All respondents 2026

Q5. “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? Green waste services” Figures exclude ‘Unsure / Don’t know’.

No significant differences between subgroups in 2026.

Satisfaction by respondent group

Satisfaction with *green waste services* was **significantly higher** among:

- Residents aged 75 and over, who gave an average index score of 85.5 compared with 72.5 overall

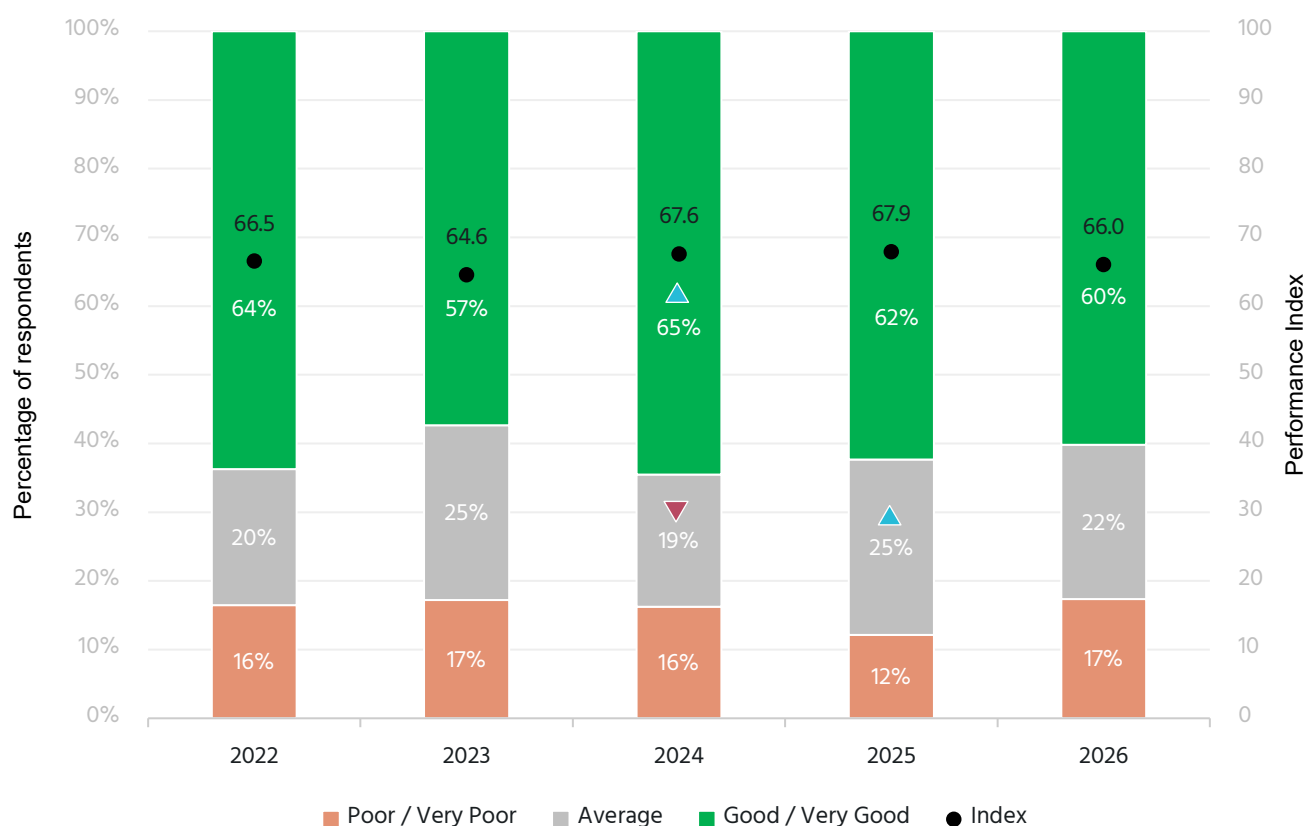
No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

Hard rubbish services

Provision of hard rubbish services has remained stable in 2026, with an index score of 67.6, consistent with 2025. Six in ten residents (60%) rated these services as good or very good, in line with 62% in 2025. The apparent increase in the proportion of respondents giving a rating of Poor/Very poor from 2025 to 2026 is not statistically significant and is not a cause for concern.

The performance index on this measure improved significantly between 2023 (64.6) and 2024 (67.6) and has remained similar since then.

Figure 42: Hard Rubbish Services (2022 to 2026)



Base: All respondents 2022–2026

Q5. "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? Hard rubbish services" Figures exclude 'Unsure / Don't know'.

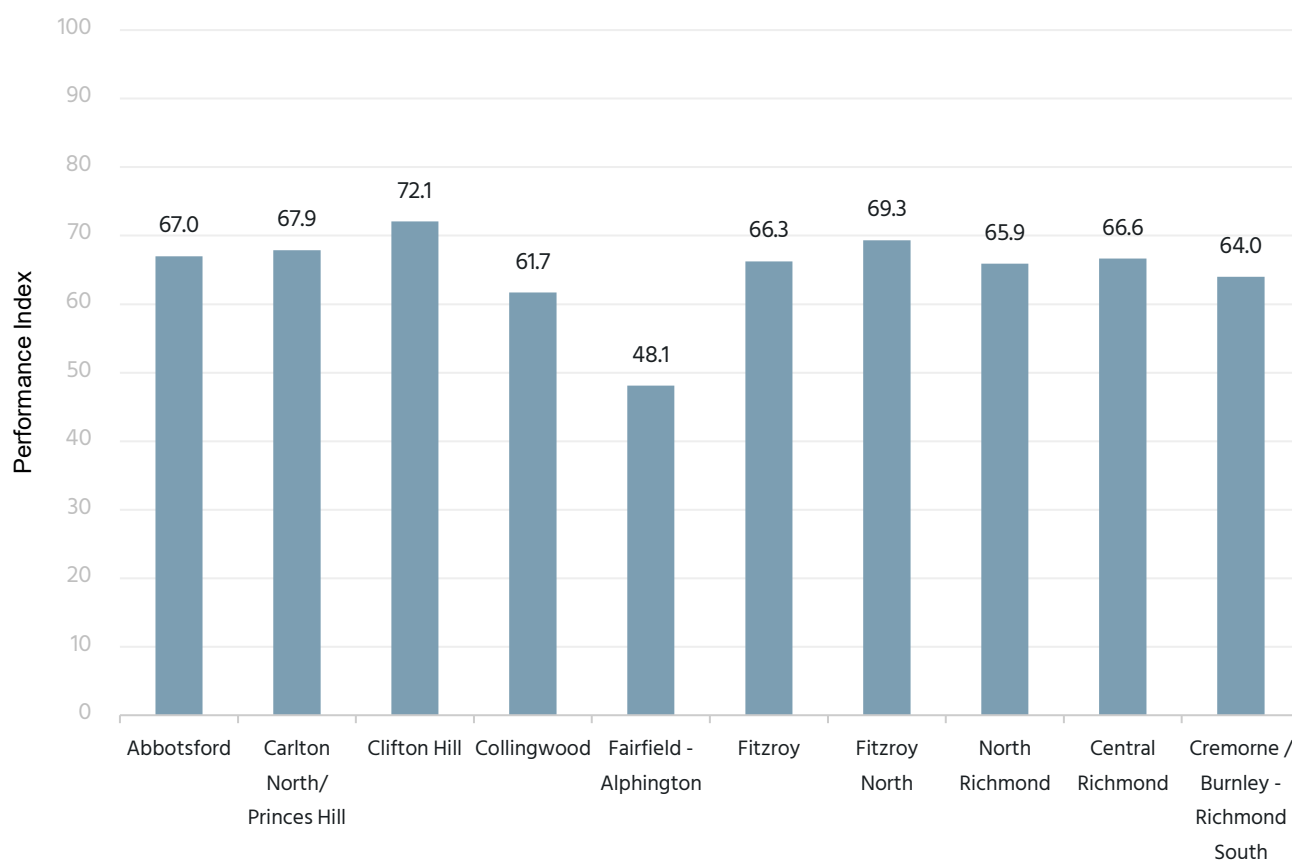
Arrows indicate results significantly higher ▲ or lower ▼ than the preceding year.

Satisfaction by precinct

Satisfaction with *hard rubbish services* is generally positive across the municipality, with performance index scores ranging from 48.1 (Fairfield–Alphington) to 72.1 (Clifton Hill). The relatively low result for Fairfield-Alphington can be attributed to the very small number of respondents providing a rating of this service from this area, and hence is not a cause for concern.

The differences between precincts are not statistically significant, indicating that residents' views of hard rubbish services are broadly consistent across the municipality.

Figure 43: Hard Rubbish Services – by Suburb (2026)V



Base: All respondents 2026

Q5. "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? Hard rubbish services" Figures exclude 'Unsure / Don't know'.

No significant differences between subgroups in 2026.

Satisfaction by respondent group

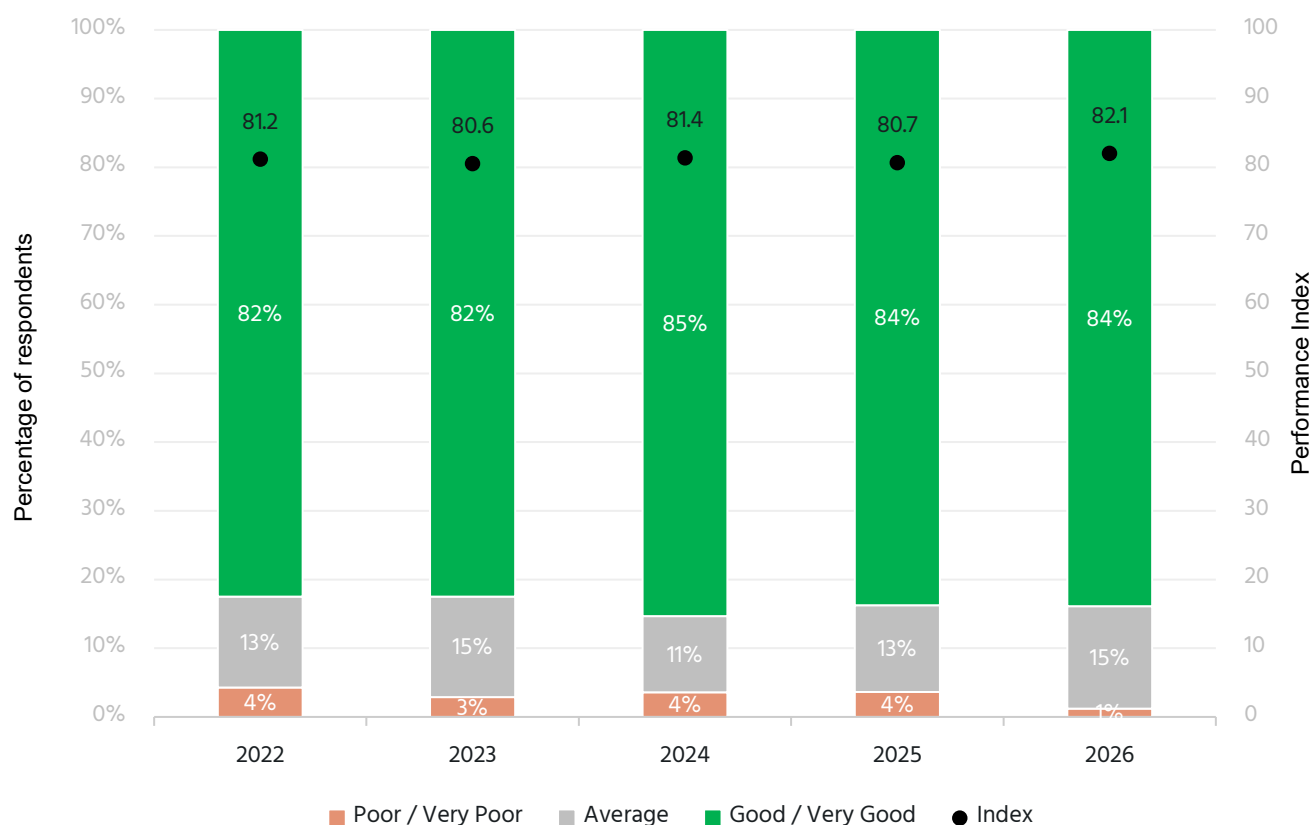
No statistically significant differences were identified across respondent groups in relation to satisfaction with *hard rubbish services*. Further detail is provided in data tables included in a supplement to this report.

Local library services

Overall, *local library services* continue to be very well regarded, with an index score of 82.1 and strong satisfaction levels. In 2026, 84% of residents rated the service as good or very good, unchanged from 2025 and broadly in line with results over the past five years.

Only 1% of residents gave a poor rating in 2026, while 15% rated the service as average. The performance index was 82.1 in 2026, slightly higher than 2025 (80.7), but consistent with the stable trend observed since 2022.

Figure 44: Local Library Services (2022 to 2026)



Base: All respondents 2022–2026

Q5. “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? Local library services” Figures exclude ‘Unsure / Don’t know’.

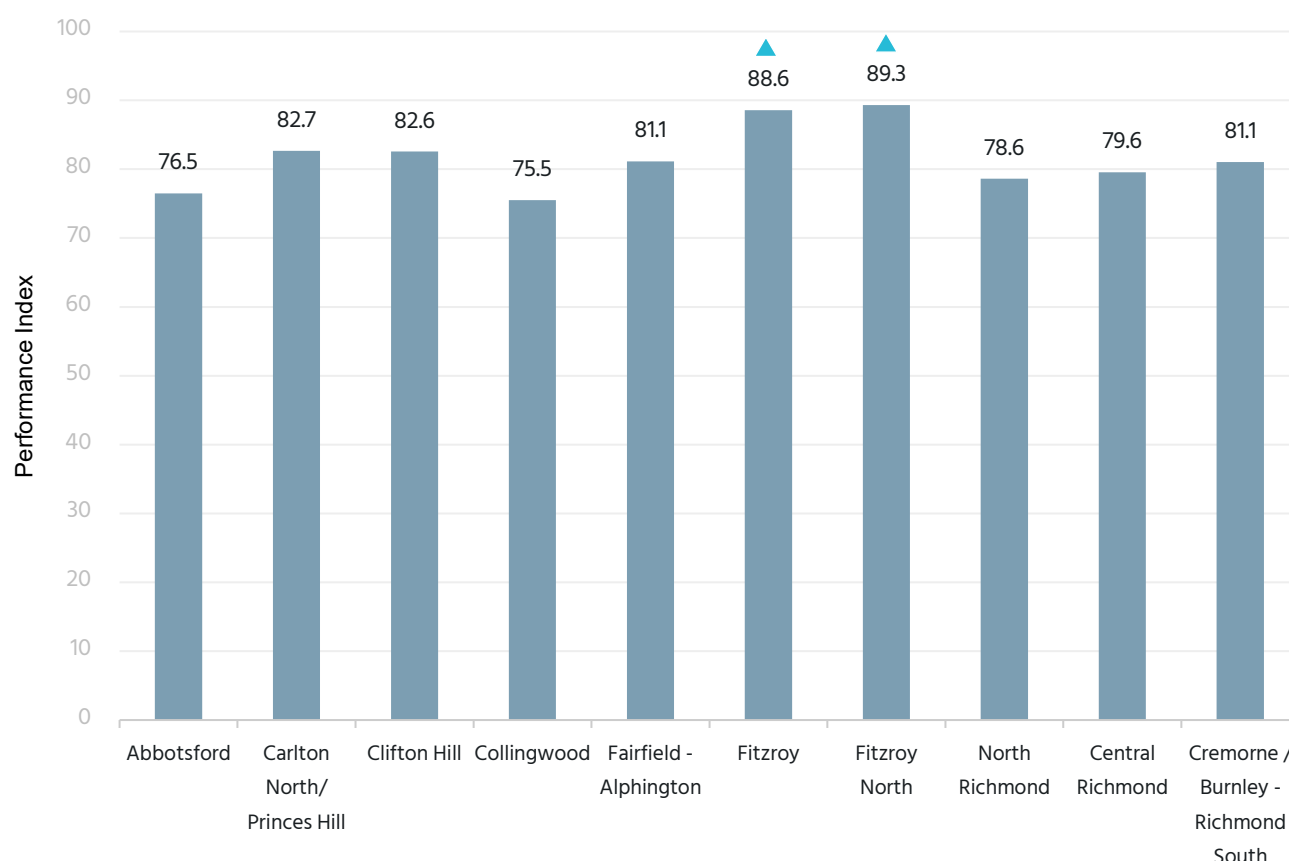
No significant change from the preceding year.

Satisfaction by precinct

Satisfaction with *local library services* is high across all precincts, with performance index scores ranging from 75.5 in Collingwood. Fitzroy North (89.3) and Fitzroy (88.6) recorded **significantly higher** scores than other precincts, indicating particularly strong satisfaction in these areas.

Elsewhere, scores were also positive, including Carlton North / Princes Hill (82.7), Clifton Hill (82.6), Fairfield–Alphington and Cremorne / Burnley – Richmond South (both 81.1).

Figure 45: Local Library Services – by Suburb (2026)



Base: All respondents 2026

Q5. "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? Local library services" Figures exclude 'Unsure / Don't know'.

Arrows indicate results significantly higher ▲ or lower ▼ than the 2026 overall result.

Satisfaction by respondent group

Satisfaction with *local library services* was **significantly higher** among:

- Women, who gave a higher rating than men (84.6 compared with 78.9)
- Residents who had lived in Yarra for 10 years or more (84.7).

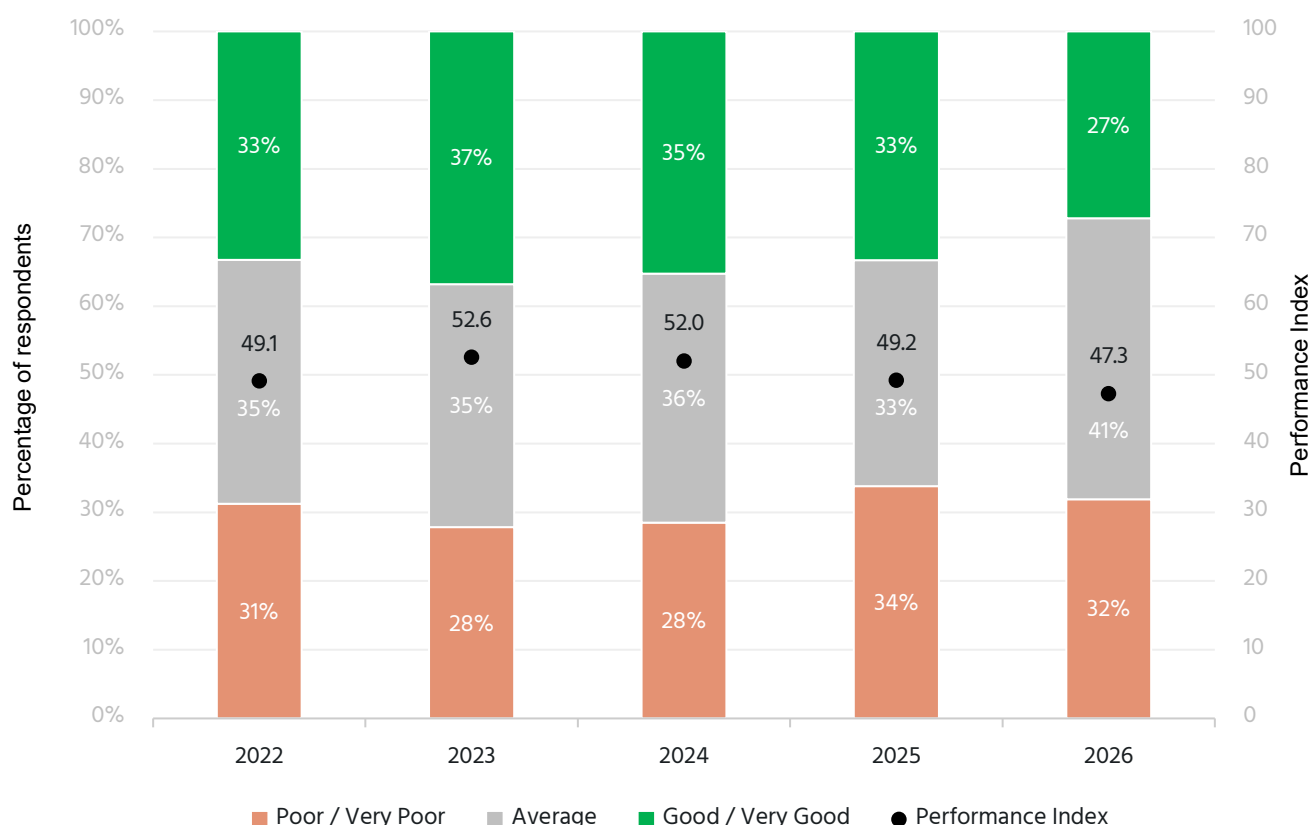
No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

Public toilets

Perceptions of *public toilets* have remained relatively low and stable over the past five years. In 2026, 27% of residents rated public toilets as good or very good, down (but not statistically significantly) from 33% in 2025, while 32% gave a poor or very poor rating and 41% rated them as average.

The performance index was 47.3 in 2026, slightly lower than 49.2 in 2025 and below the recent peak of 52.6 in 2023, but these changes are not statistically significant. Overall, views of *public toilets* remain mixed, with satisfaction consistently lower than for many other council services.

Figure 46: Public Toilets (2022 to 2026)



Base: All respondents 2022–2026

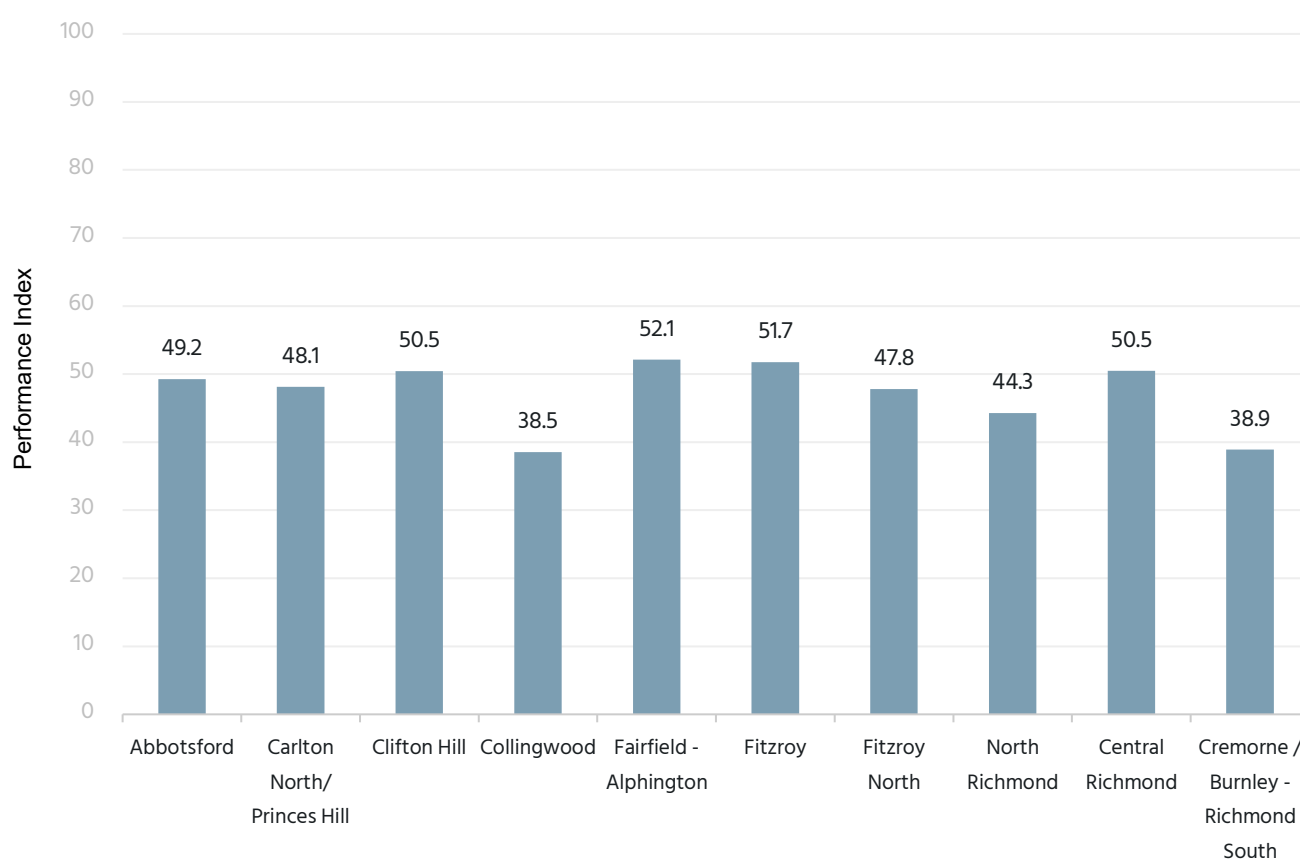
Q5. "On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months? Public toilets" Figures exclude 'Unsure / Don't know'.

No significant change from the preceding year.

Satisfaction by precinct

Perceptions of *public toilets* are mixed across the municipality, with performance index scores ranging from 38.5 to 52.1 in 2026. Fairfield–Alphington (52.1), Fitzroy (51.7), and Clifton Hill and Central Richmond (both 50.5) recorded the highest scores, while Collingwood (38.5) and Cremorne / Burnley – Richmond South (38.9) were lower. The variation between precincts was not statistically significant.

Figure 47: Public Toilets – by Suburb (2026)



Base: All respondents 2026

Q5. "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? Public toilets" Figures exclude 'Unsure / Don't know'.

No significant differences between subgroups in 2026.

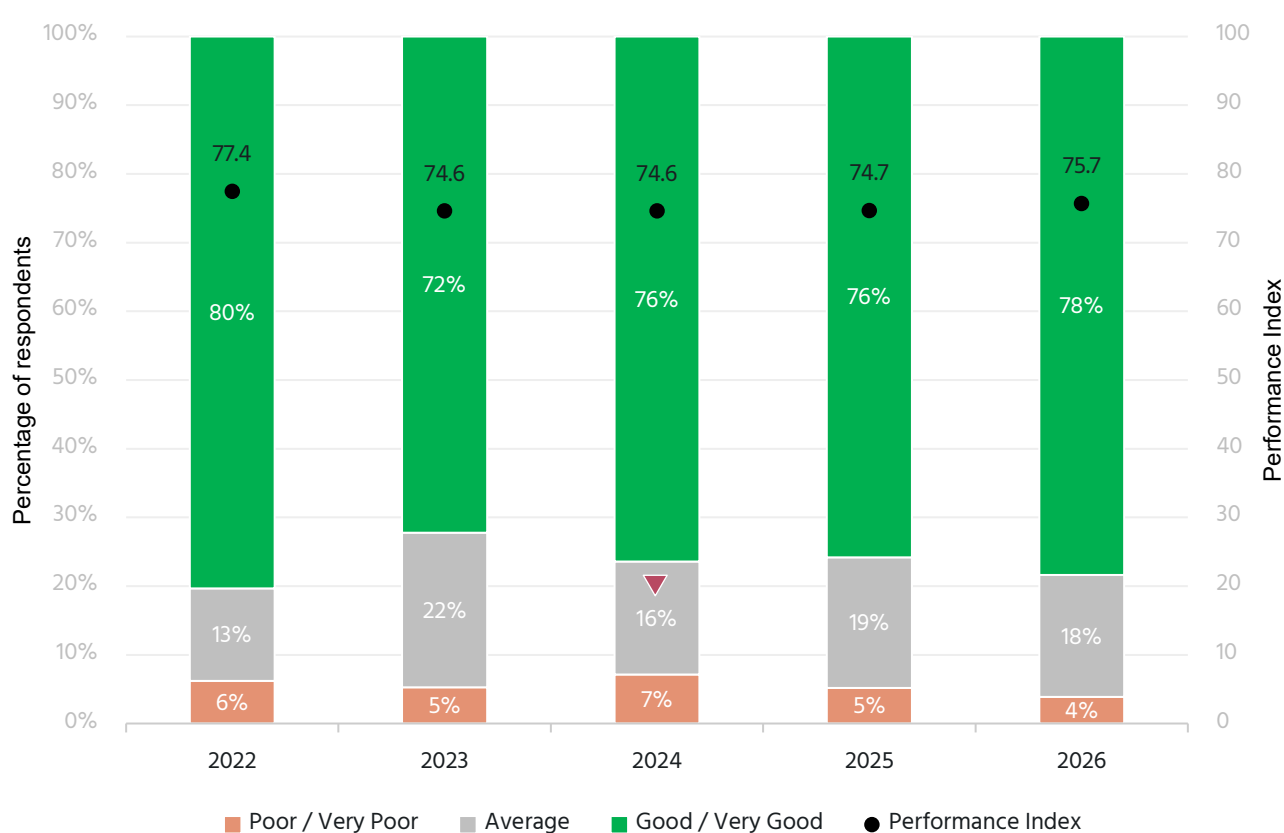
Satisfaction by respondent group

No statistically significant differences were identified across respondent groups.

Yarra's swimming pool (Richmond, Fitzroy or Collingwood)

Satisfaction with *Yarra's swimming pools* remains high with an index score of 75.7. In 2026, 78% of residents rated the pools as good or very good, up slightly from 76% in 2025 and broadly in line with results over the past five years. Only 4% of residents gave a poor rating in 2026, the lowest proportion recorded across the period, while 18% rated the service as average.

Figure 48: Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood (2022 to 2026)



Base: All respondents 2022–2026

Q5. "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? Yarra's swimming pool at Richmond, Fitzroy or Collingwood" Figures exclude 'Unsure / Don't know'.

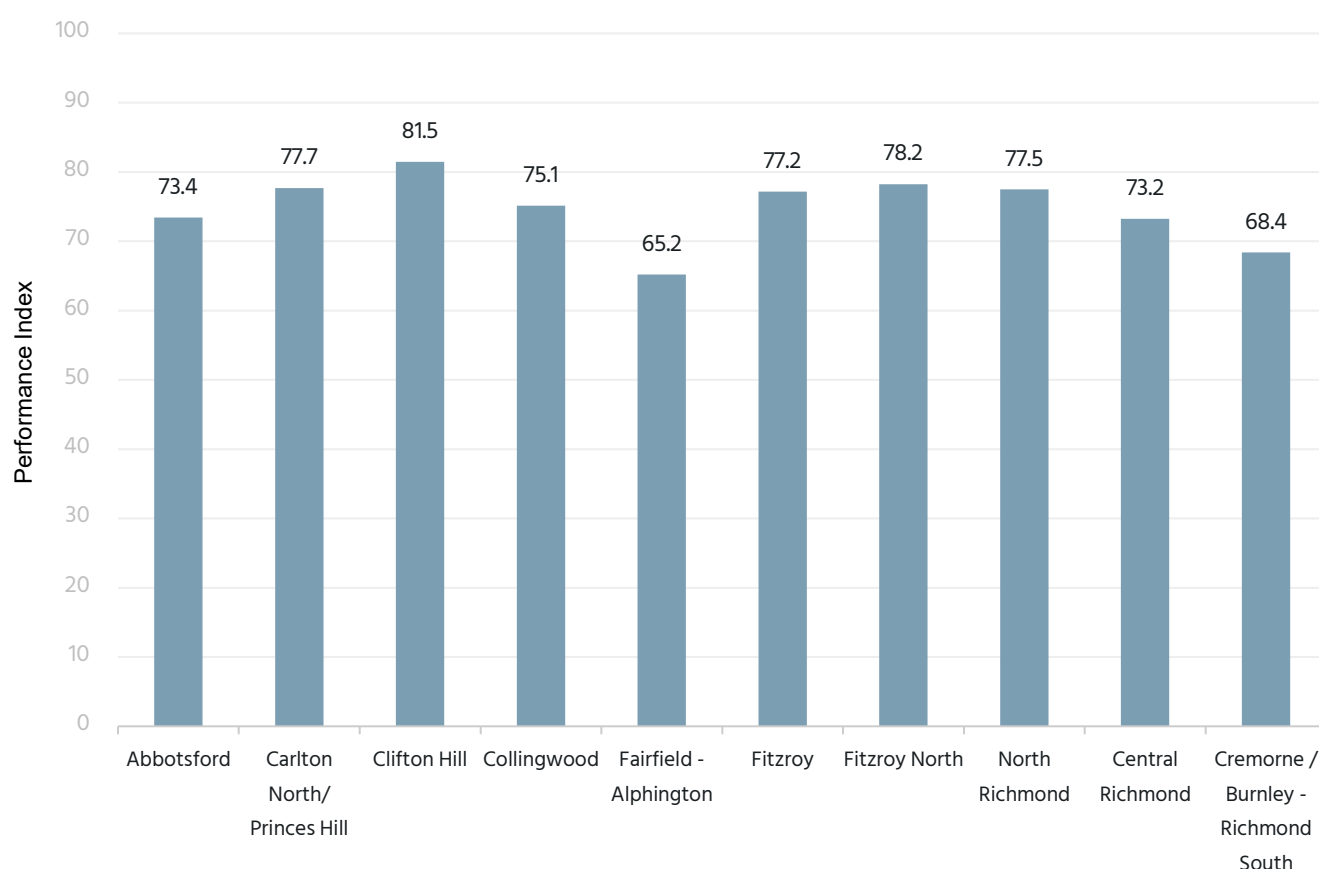
Arrows indicate results significantly higher ▲ or lower ▼ than the preceding year.

Satisfaction by precinct

Satisfaction with *Yarra's swimming pools* is high across the municipality, with 2026 performance index scores ranging from 65.2 to 81.5. Clifton Hill recorded the highest score (81.5), followed by Fitzroy North (78.2), North Richmond (77.5) and Fitzroy (77.2).

Fairfield–Alphington recorded the lowest score (65.2), with Cremorne / Burnley – Richmond South also relatively low at 68.4. However, differences between precincts are not statistically significant, indicating that residents' views of the pools are broadly consistent across the municipality.

Figure 49: Yarra's Swimming Pool at Richmond, Fitzroy or Collingwood – by Suburb (2026)



Base: All respondents 2026

Q5. "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? Yarra's swimming pool at Richmond, Fitzroy or Collingwood" Figures exclude 'Unsure / Don't know'.

No significant differences between subgroups in 2026.

Satisfaction by respondent group

Satisfaction with *Yarra's swimming pools at Richmond, Fitzroy and Collingwood* was **significantly higher** among:

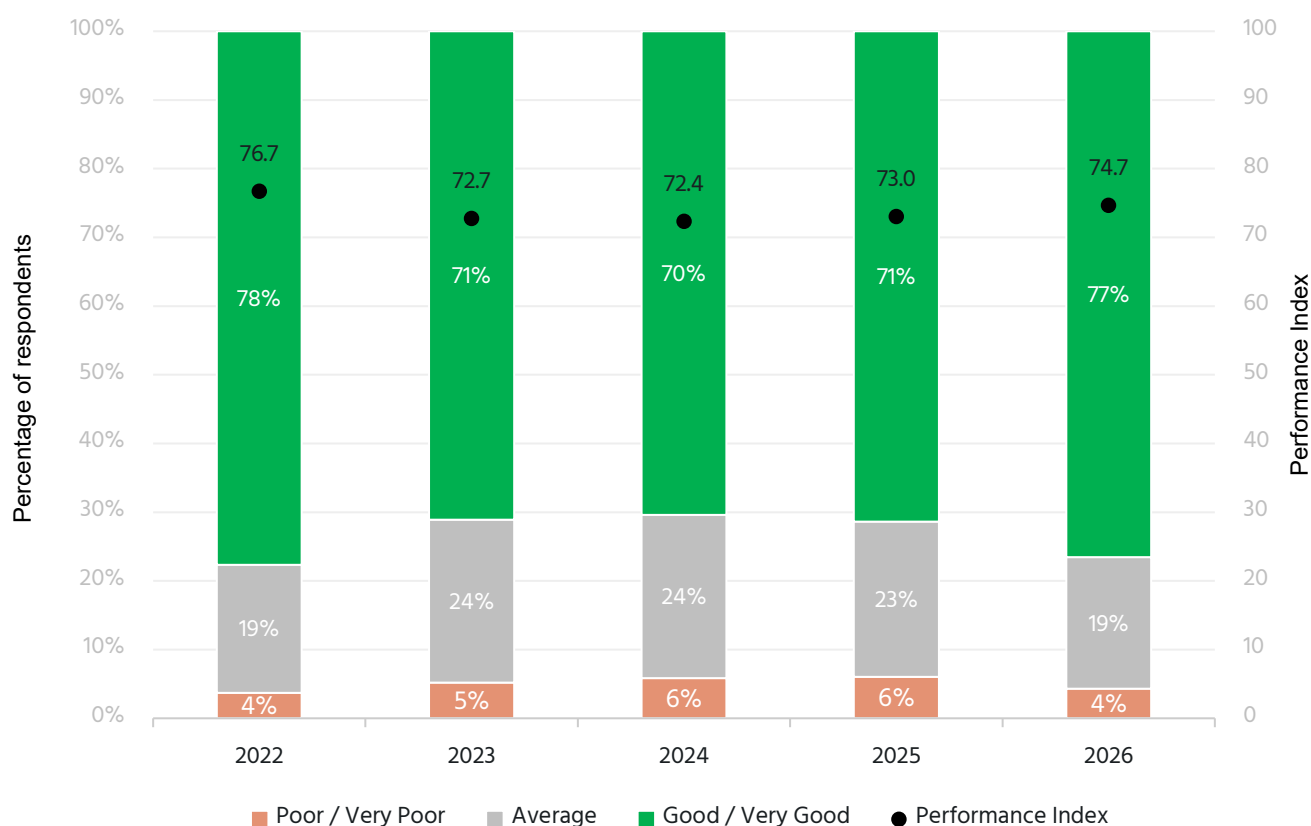
- Residents living as a couple without dependent children, who gave a higher than average rating (82.1).

No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

Yarra's leisure centres (Richmond, Fitzroy or Collingwood)

Satisfaction with *Yarra's leisure centres* was high in 2026, with an index score of 74.7 and more than three quarter (77%) of residents providing a rating of good/very good. This is 6 percentage points higher than the equivalent proportion in 2025 (71%) although this difference was not statistically significant. There has been no statistically significant difference in the index score for this measure across the time series.

Figure 50: Yarra's Leisure Centres at Richmond, Fitzroy or Collingwood (e.g. Gym, etc) (2022 to 2026)



Base: All respondents 2022–2026

Q5. "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? Yarra's leisure centres at Richmond, Fitzroy or Collingwood (e.g. Gym, etc)" Figures exclude 'Unsure / Don't know'.

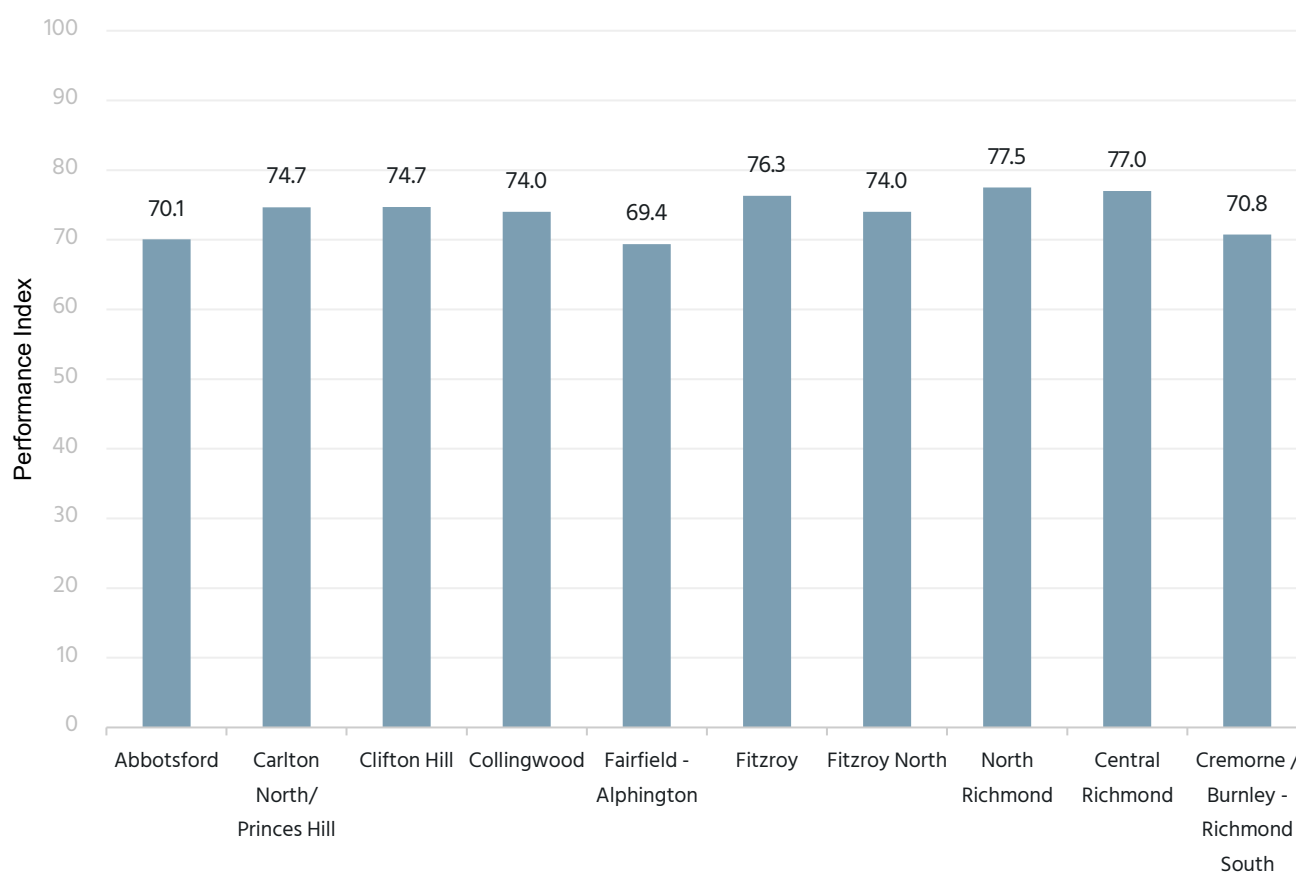
No significant change from the preceding year.

Satisfaction by precinct

Satisfaction with Yarra's leisure centres is consistently high across all precincts, with performance index scores ranging from 69.4 to 77.5 in 2026. North Richmond (77.5), Central Richmond (77.0) and Fitzroy (76.3) recorded the highest scores, while Fairfield–Alphington was lowest at 69.4.

Although there is some variation between precincts, differences are not statistically significant, indicating that residents' views are broadly consistent across the municipality.

Figure 51: Yarra's Leisure Centres at Richmond, Fitzroy or Collingwood (e.g. Gym, etc) – by Suburb (2022 to 2026)



Base: All respondents 2026

Q5. "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? Yarra's leisure centres at Richmond, Fitzroy or Collingwood (e.g. Gym, etc)" Figures exclude 'Unsure / Don't know'.

No significant differences between subgroups in 2026.

Satisfaction by respondent group

Satisfaction with Yarra's leisure centres at Richmond, Fitzroy and Collingwood was significantly higher among:

- Women, who gave an average index score of 77.9 compared with 74.7 overall

By comparison significantly lower ratings of satisfaction were seen among,:

- Men, who gave a rating of 70.6
- Respondents living as a couple with dependent children (69.1).

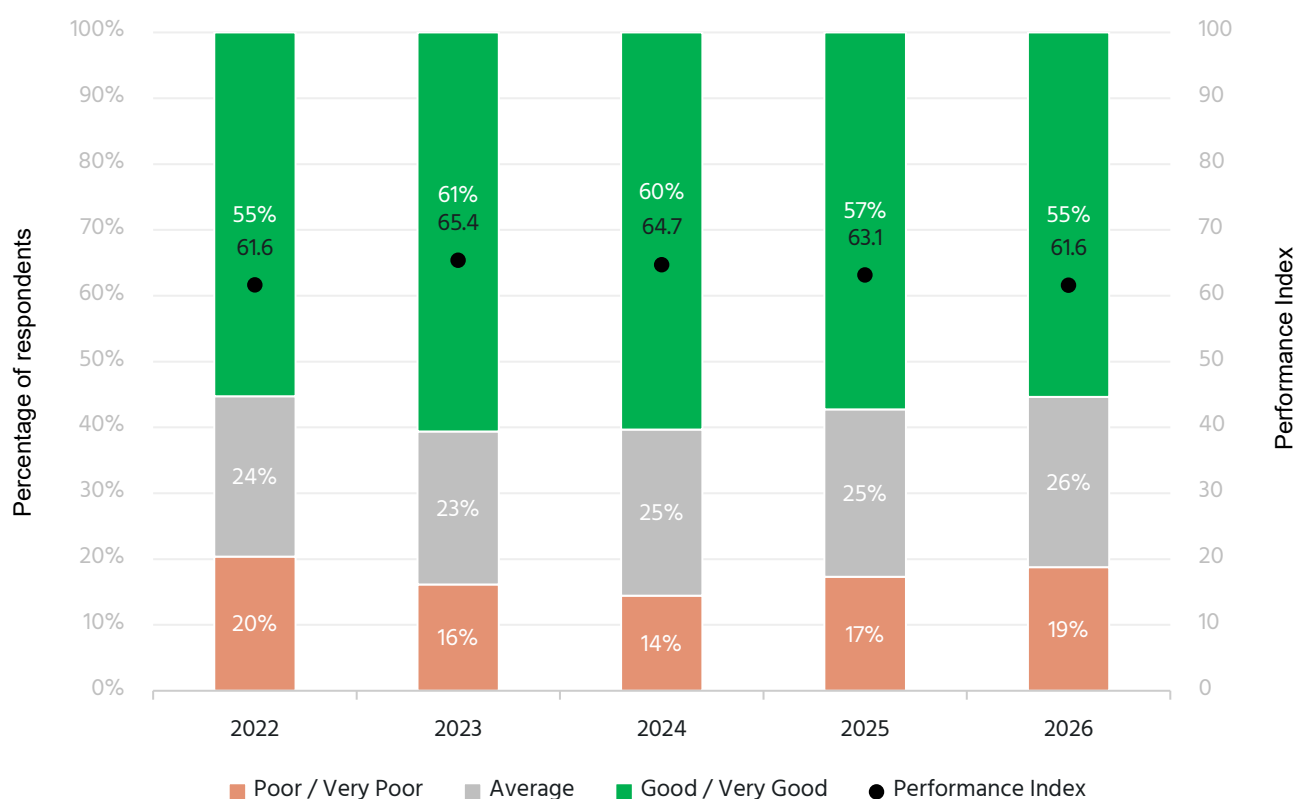
No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

On-road bike paths

In 2026, satisfaction with on-road bike paths is 61.6, with 55% of residents rating them as ‘good’ or ‘very good’. Satisfaction has remained relatively stable over the past five years, unchanged from 2022 and slightly below the recent peak of 61% in 2023.

Nineteen per cent of residents gave a poor rating in 2026, similar to 2022 (20%) but higher than 2024 (14%), while 26% rated them as average. The index is slightly lower than 2025 (63.1) and below the 2023–24 peak, but remains broadly consistent with the longer-term trend, with no statistically significant differences.

Figure 52: On-Road Bike Paths (2022 to 2026)



Base: All respondents 2022–2026

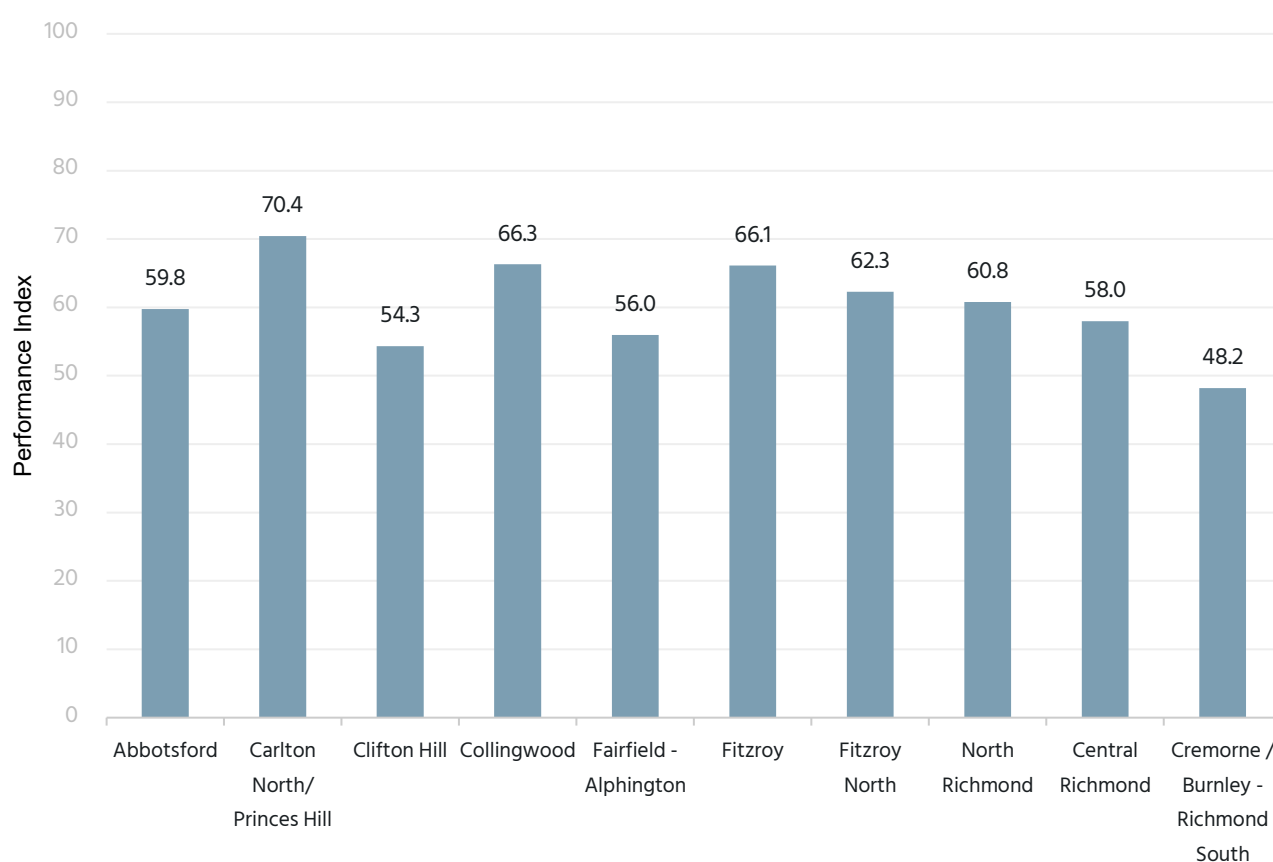
Q5. “On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months? On-road bike paths” Figures exclude ‘Unsure / Don’t know’.

No significant change from the preceding year.

Satisfaction by precinct

Satisfaction with *on-road bike paths* varies across the municipality, with performance index scores ranging from 48.2 to 70.4 in 2026. Carlton North / Princes Hill recorded the highest score (70.4), followed by Collingwood (66.3) and Fitzroy (66.1), while Cremorne / Burnley – Richmond South recorded the lowest score (48.2). There were no statistically significant differences in score between precincts.

Figure 53: On-Road Bike Paths – by Suburb (2026)



Base: All respondents 2026

Q5. "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? On-road bike paths" Figures exclude 'Unsure / Don't know'.

No significant differences between subgroups in 2026.

Satisfaction by respondent group

Satisfaction with *on-road bike paths* was **significantly higher** among:

- Residents living in a flat, unit or apartment, who gave an average index score of 66.3 compared with 61.6 overall.

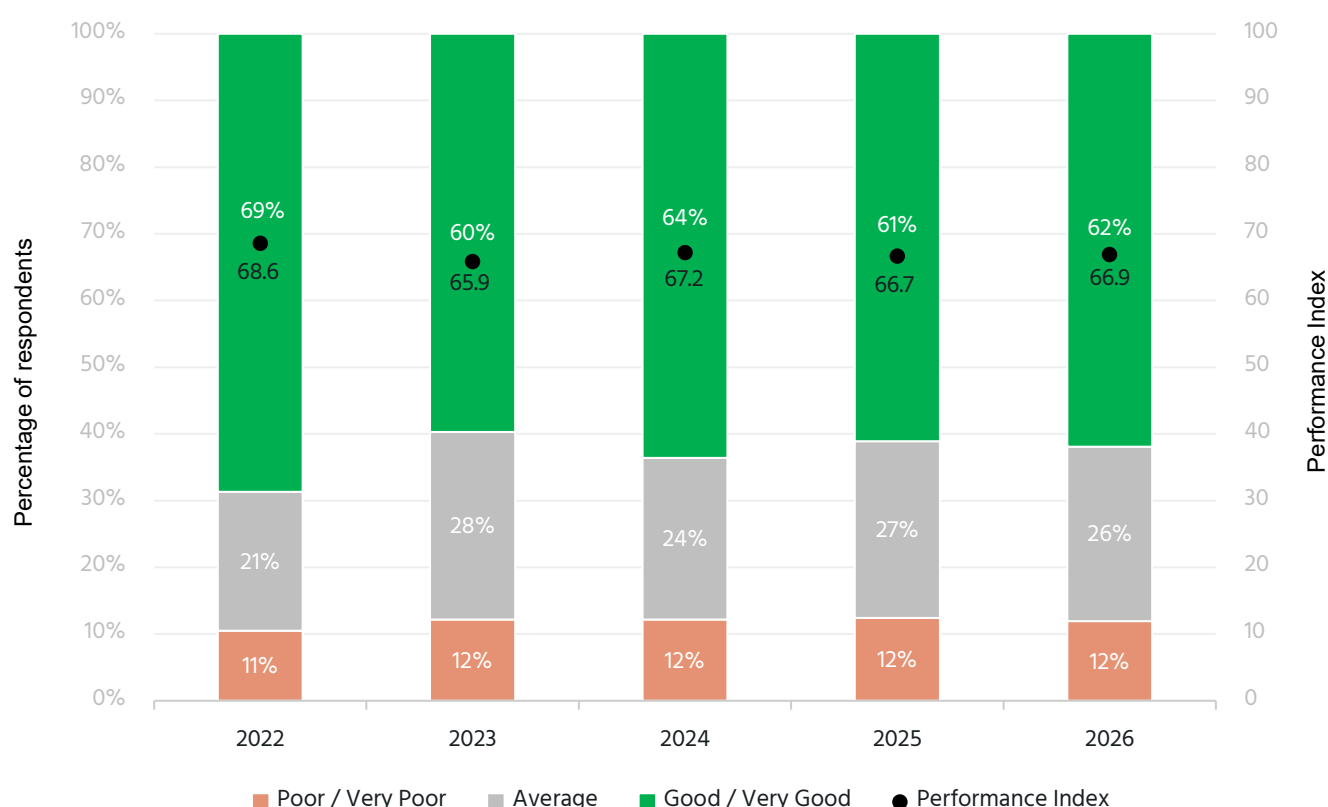
No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

Off-road bike paths (including shared paths)

Satisfaction with off-road bike paths has remained stable in 2026, with an index score of 66.9. Around six in ten residents (62%) rated these paths as good or very good, slightly higher than 61% in 2025 and broadly consistent with results since 2023.

Twelve per cent of residents provided a poor or very poor rating, unchanged from the previous three years, while 26% rated off-road bike paths as average. Overall, there has been no statistically significant change in performance over time.

Figure 54: Off-Road Bike Paths (Including Shared Paths) (2022 to 2026)



Base: All respondents 2022–2026

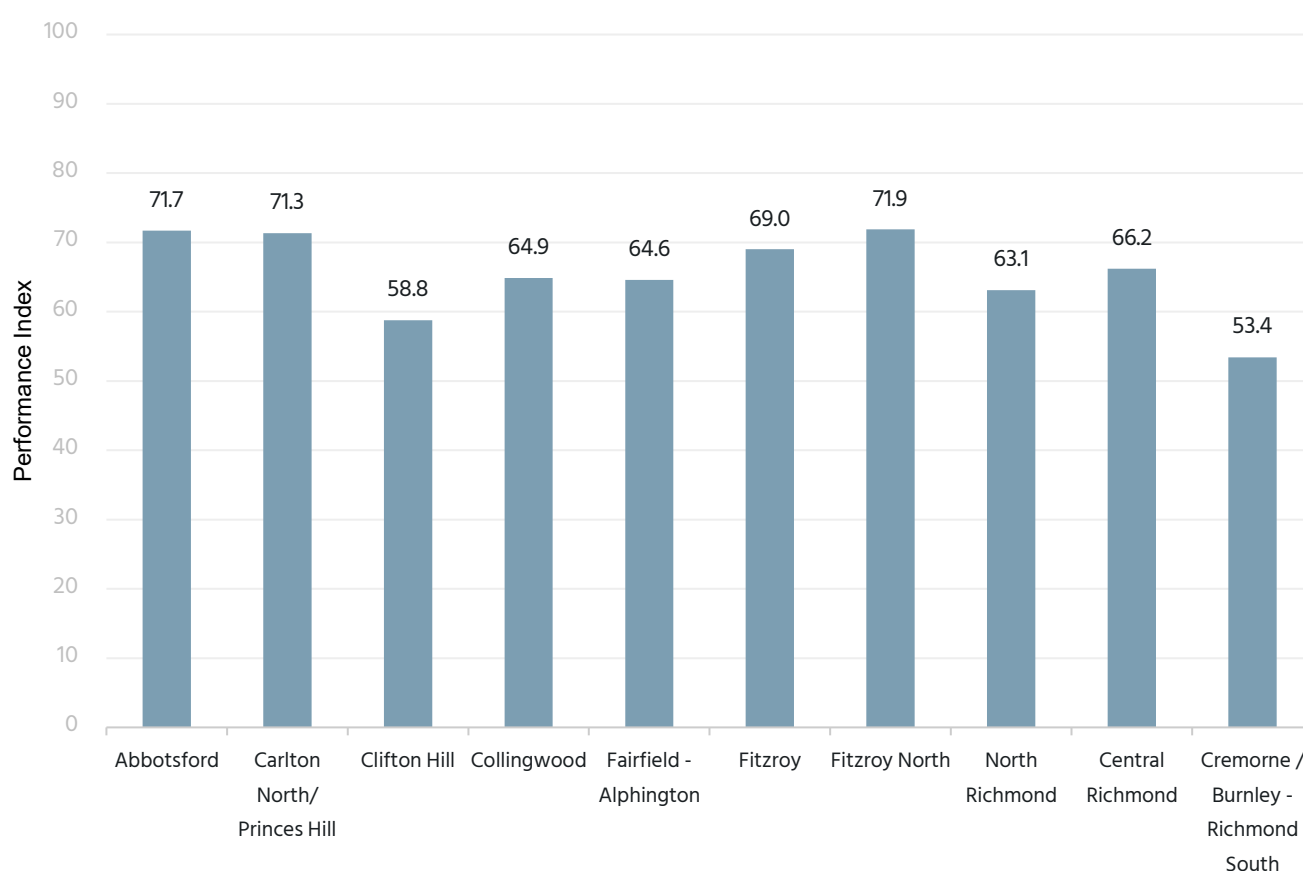
Q5. "On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months? Off-road bike paths (including shared paths)" Figures exclude 'Unsure / Don't know'.

No significant change from the preceding year.

Satisfaction by precinct

Satisfaction with *off-road bike paths* is generally positive across the municipality, with performance index scores ranging from 53.4 to 71.9 in 2026. Fitzroy North (71.9), Abbotsford (71.7) and Carlton North / Princes Hill (71.3) recorded the highest scores, while Cremorne / Burnley – Richmond South was lower at 53.4; although these differences were not statistically significant.

Figure 55: Off-Road Bike Paths (Including Shared Paths) – by Suburb (2026)



Base: All respondents 2026

Q5. "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? Off-road bike paths (including shared paths)" Figures exclude 'Unsure / Don't know'.

No significant differences between subgroups in 2026.

Satisfaction by respondent group

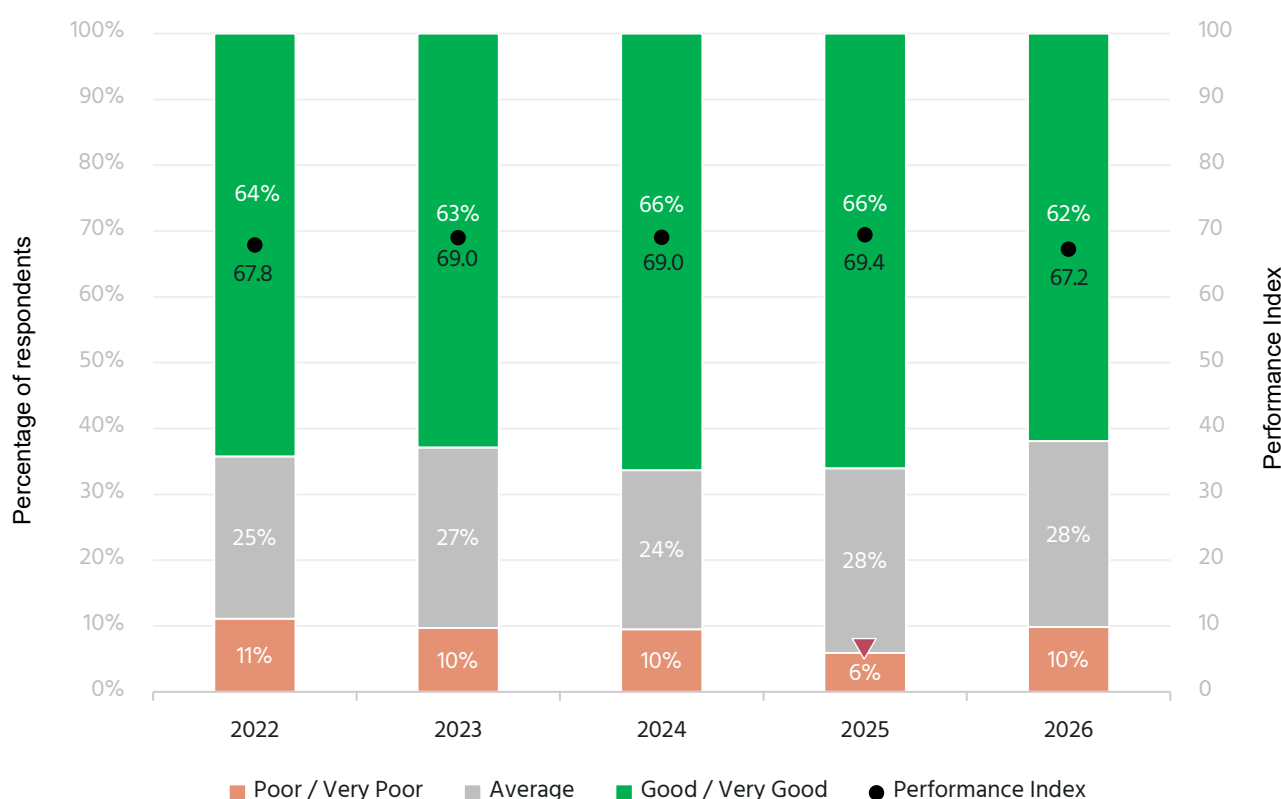
No statistically significant differences were identified across respondent groups.

Arts and cultural activities

In 2026, satisfaction with Yarra's arts and cultural activities is 67.2, with 62% of respondents rating them as 'good' or 'very good'. A further 28% gave an average rating and 10% rated these activities as poor.

While positive ratings are slightly lower than in 2024 and 2025, the overall trend indicates sustained satisfaction, with no statistically significant change.

Figure 56: Arts and Cultural Activities (2022 to 2026)



Base: All respondents 2022–2026

Q5. "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? Arts and cultural activities" Figures exclude 'Unsure / Don't know'.

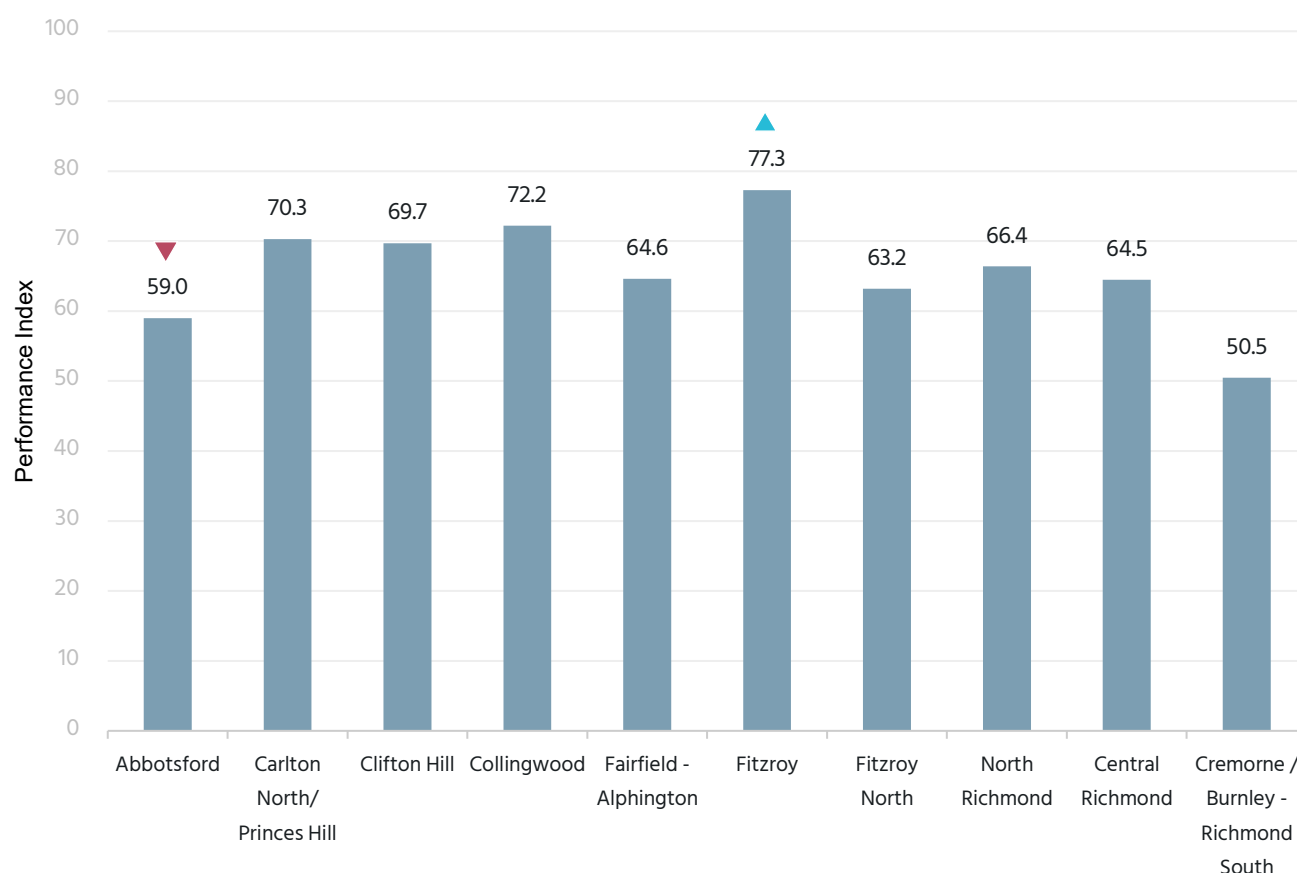
No significant change from the preceding year.

Satisfaction by precinct

Satisfaction with Yarra's *arts and cultural activities* varies across precincts. Fitzroy records the highest performance index (77.3), significantly above the Council average, while Abbotsford (59.0) is significantly lower. Results in Carlton North / Princes Hill (70.3), Clifton Hill (69.7) and Collingwood (72.2) are also

comparatively strong. By contrast, Cremorne / Burnley – Richmond South records the lowest result (50.5), with Fitzroy North (63.2), Central Richmond (64.5), Fairfield – Alphington (64.6) and North Richmond (66.4) all sit around the mid-range.

Figure 57: Arts and Cultural Activities – by Suburb (2026)



Base: All respondents 2026

Q5. "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? Arts and cultural activities" Figures exclude 'Unsure / Don't know'.

Arrows indicate results significantly higher ▲ or lower ▼ than the 2026 overall result.

Satisfaction by respondent group

Satisfaction with *arts and cultural activities* was **significantly higher** among:

- Residents living in a flat, unit or apartment, who gave an average index score of 71.7 compared with 67.2 overall.

No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

No statistically significant differences were identified across respondent groups in relation to satisfaction with *arts and cultural activities*. Further detail is provided in data tables included in a supplement to this report.

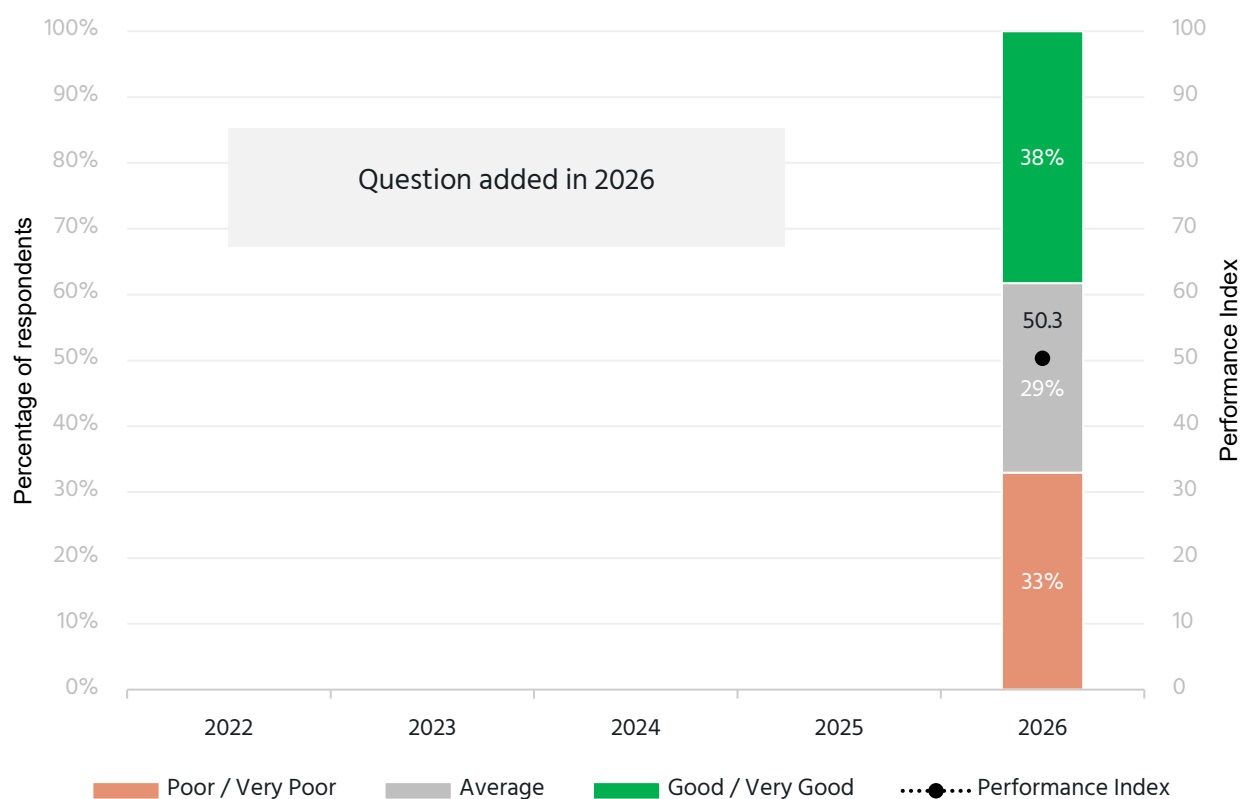
Graffiti management

A question on *graffiti management* was introduced into the questionnaire in 2026. Satisfaction with this aspect was relatively low compared with the other services covered in this report. Thirty eight per cent of residents rated graffiti management as good/very good and the performance indicator overall was 50.3.

Three in ten respondents (29%) felt that this service was average, and the remaining third (33%) opted for poor/very poor. This 2026 measure provides a baseline for future comparisons.

Testing of differences over time is not applicable here.

Figure 58: Graffiti Management (2026)



Base: All respondents 2026

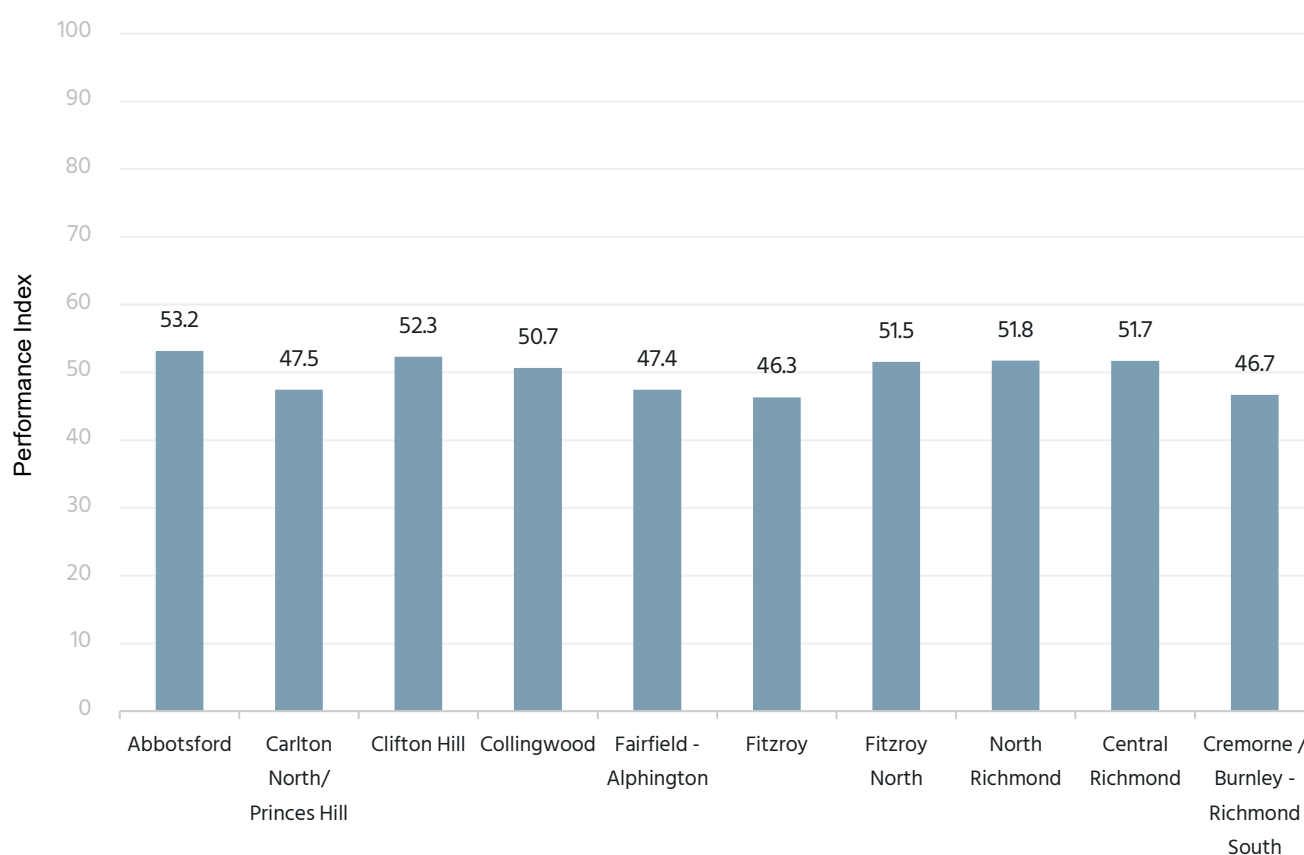
Q5. "On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months? Graffiti management" Figures exclude 'Unsure / Don't know'.

Significance testing not performed on this chart.

Satisfaction by precinct

Views on *graffiti management* are mixed across the region, with performance index scores ranging from 46.3 to 53.2 in 2026. Abbotsford (53.2) and Clifton Hill (52.3) recorded the highest scores, while Fitzroy (46.3), Cremorne / Burnley – Richmond South (46.7) and Fairfield–Alphington (47.4) were lower. Again, these differences were not statistically significant.

Figure 59: Graffiti Management – by Suburb (2026)



Base: All respondents 2026

Q5. "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? Graffiti management" Figures exclude 'Unsure / Don't know'.

No significant differences between subgroups in 2026.

Satisfaction by respondent group

Satisfaction with graffiti management was **significantly higher** among:

- Residents aged 18–34, who gave an average index score of 58.8 compared with 50.3 overall

- Residents who reported their housing situation as private rental (57.3)
- Residents living in a flat, unit or apartment (55.8).

By contrast, **significantly lower** ratings than average were identified for:

- Residents aged 45–54 (42.3) and aged 55–64 (37.8)
- Homeowners (42.3) and mortgage holders (42.8)
- Residents living in semi-detached row or terrace house (42.0)
- Residents who had lived in Yarra for 10 years or more (45.7).

No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

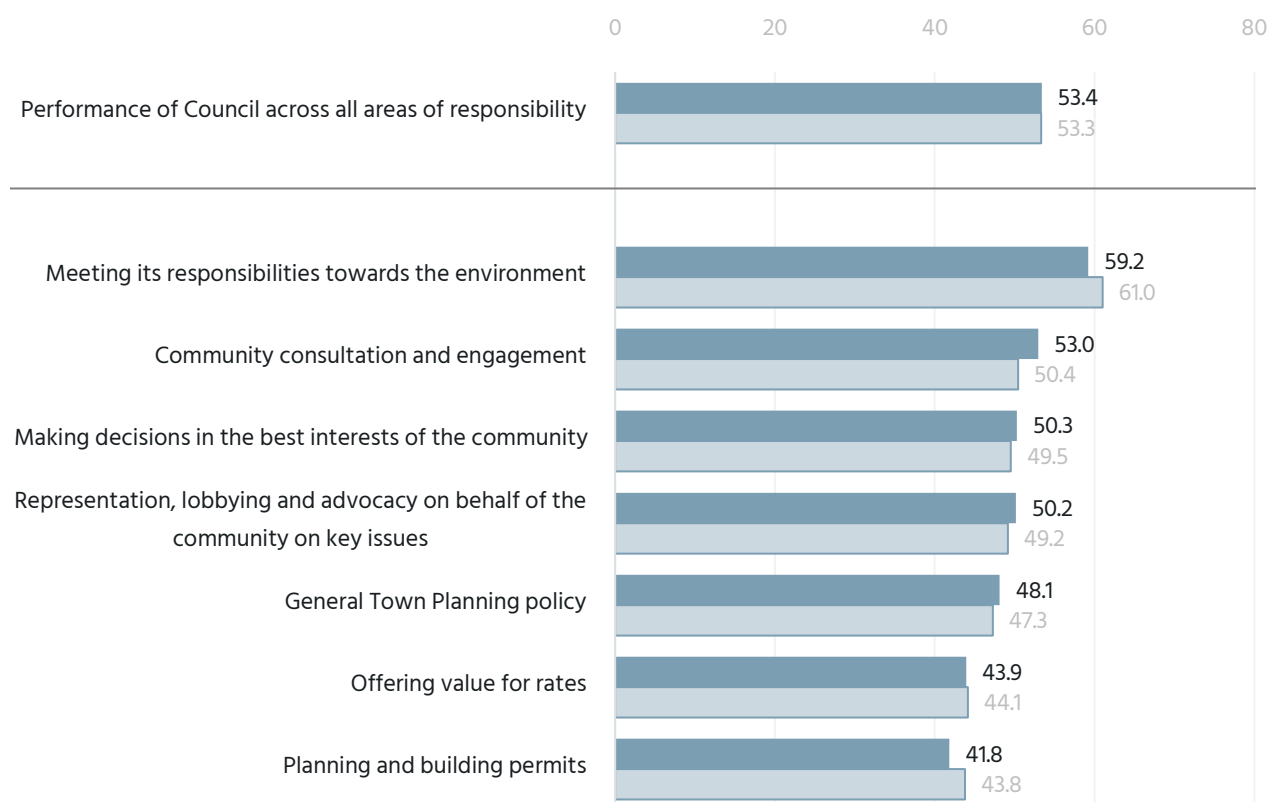
Performance on Leadership and Accountability

Overview

Leadership and accountability ratings remained mixed in 2026, with stronger results for environmental leadership and more moderate ratings for value for money and planning-related functions. Among the eight measures, Council was rated most positively for *meeting its responsibilities towards the environment* (59.2), followed by overall *performance across all areas of responsibility* (53.4) and *community consultation and engagement* (53.0). Ratings were lower for *representation, lobbying and advocacy on behalf of the community on key issues* (50.2) and *making decisions in the best interests of the community* (50.3), indicating more mixed views of Council's broader leadership role. The lowest-rated areas were *offering value for rates* (43.9), *General Town Planning policy* (48.1), and *planning and building permits* (41.8).

When compared with 2025, none of the Leadership and accountability index scores changed to a statistically significant degree.

Figure 60: Performance Index for Leadership and Accountability (2026 vs. 2025)

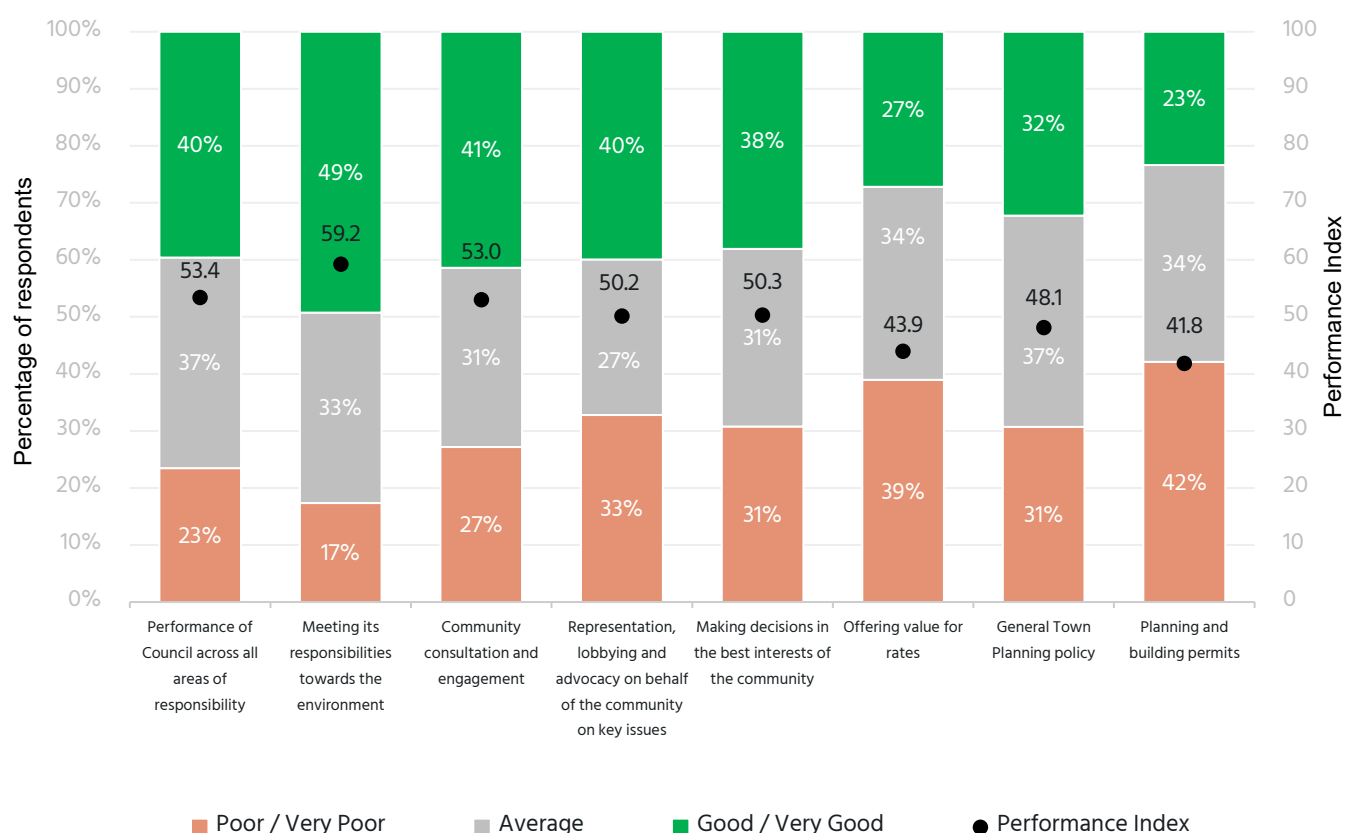


Base: All respondents 2025-2026

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?"

No significant change from the preceding year.

Figure 61: Satisfaction with Performance on Leadership and Accountability (2026)



Base: All respondents 2026

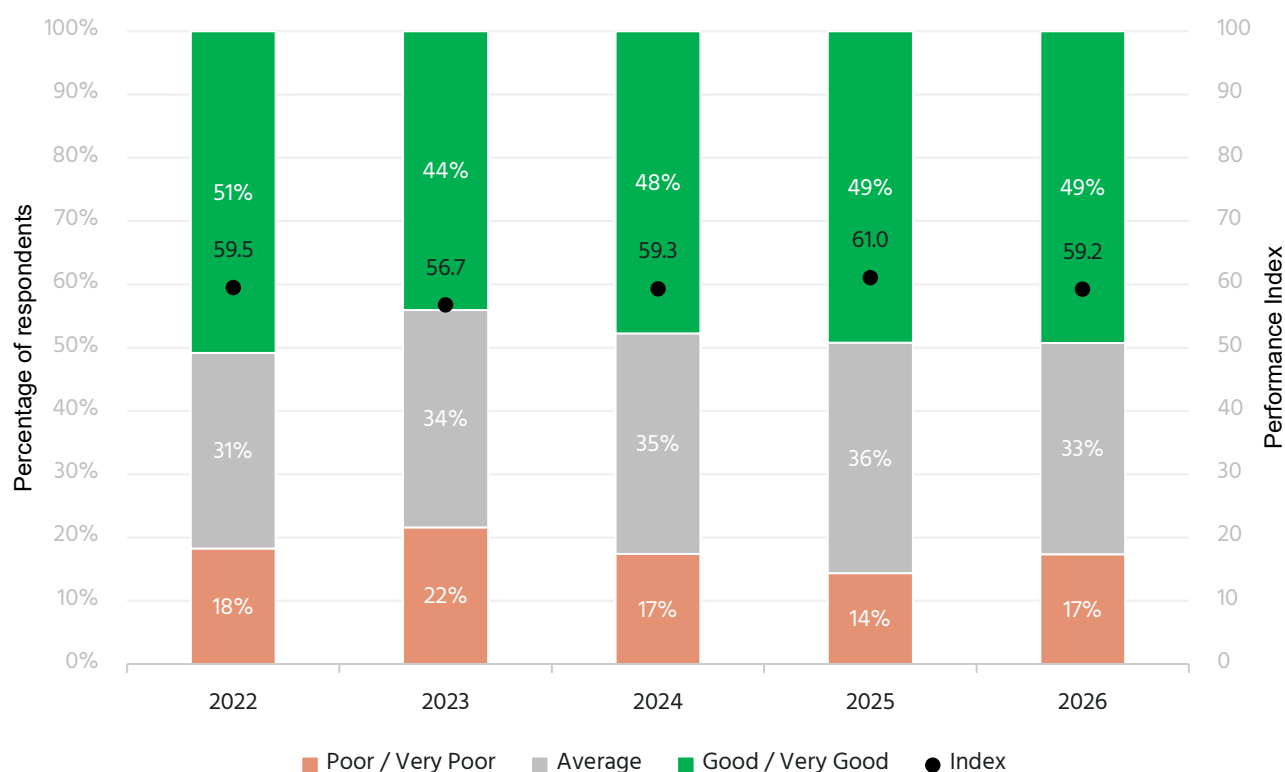
Q15/17. "On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months?"

Meeting its responsibilities towards the environment

Meeting its responsibilities towards the environment In 2026 satisfaction with Council meeting its responsibilities towards the environment is 59.2, with 49% of residents rating performance as 'good' or 'very good'.

This is not significantly different to the 2025 result, indicating stable perceptions over time. A further 33% provided an average rating and 17% rated performance as 'poor' or 'very poor', with positive ratings continuing to outweigh negative ratings.

Figure 62: Satisfaction with Council Meeting its Responsibilities Towards the Environment (2022 to 2026)



Base: All respondents 2022–2026

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?”

No significant change from the preceding year.

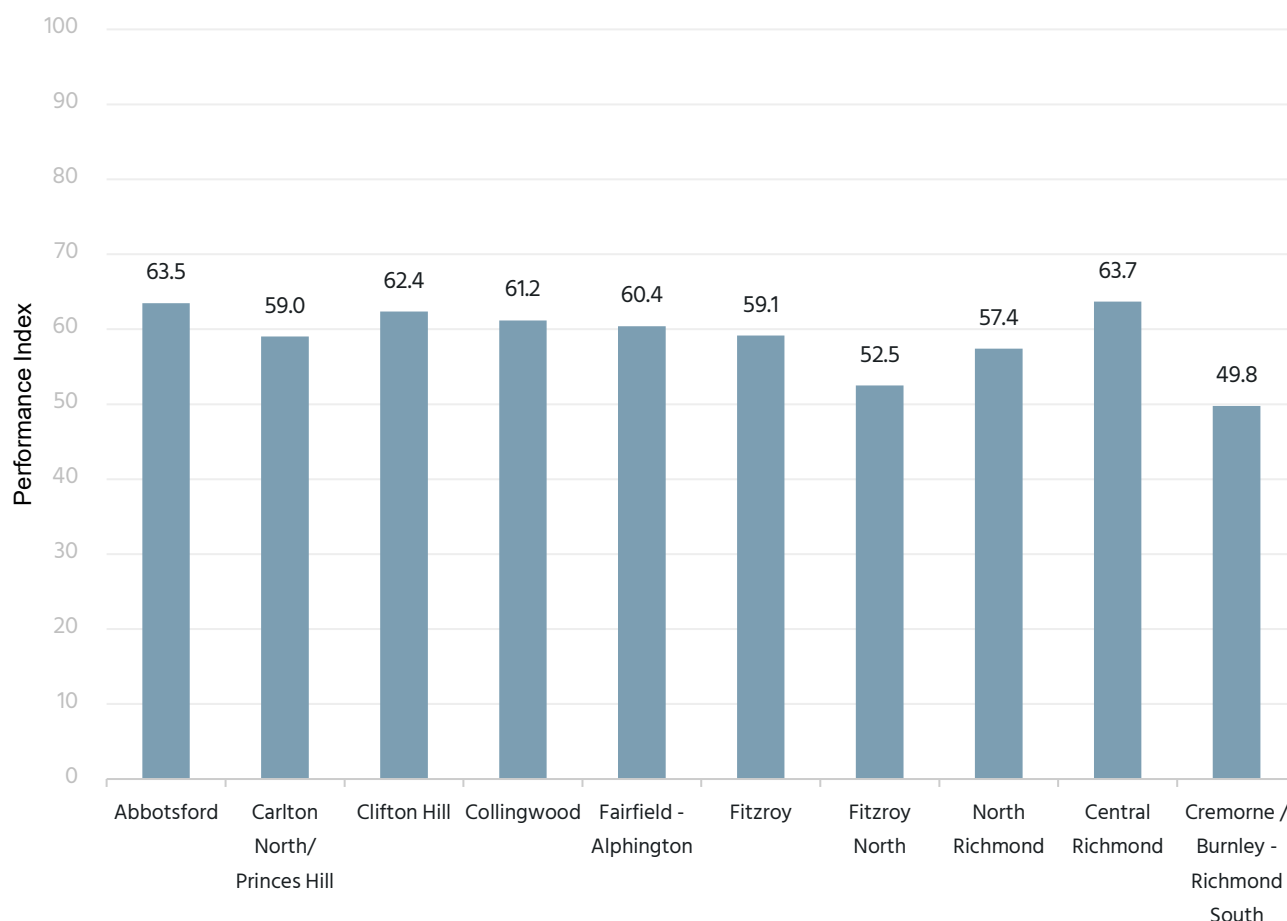
Satisfaction by precinct

Satisfaction with Council’s environmental performance varies across Yarra, with generally positive ratings in most precincts but some clear areas of weaker sentiment.

Central Richmond records the highest rating (63.7), followed by Abbotsford (63.5) and Clifton Hill (62.4), indicating relatively strong confidence in Council’s environmental responsibilities in these areas. Collingwood (61.2), Fairfield–Alphington (60.4), Fitzroy (59.1) and Carlton North / Princes Hill (59.0) are also around or above the overall average.

Lower ratings are recorded in North Richmond (57.4), Fitzroy North (52.5), and especially Cremorne / Burnley – Richmond South (49.8), but these difference were not statistically significant.

Figure 63: Satisfaction with Council Meeting its Responsibilities Towards the Environment – by Suburb (2026)



Base: All respondents 2026

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?"

No significant differences between subgroups in 2026.

Satisfaction by respondent group

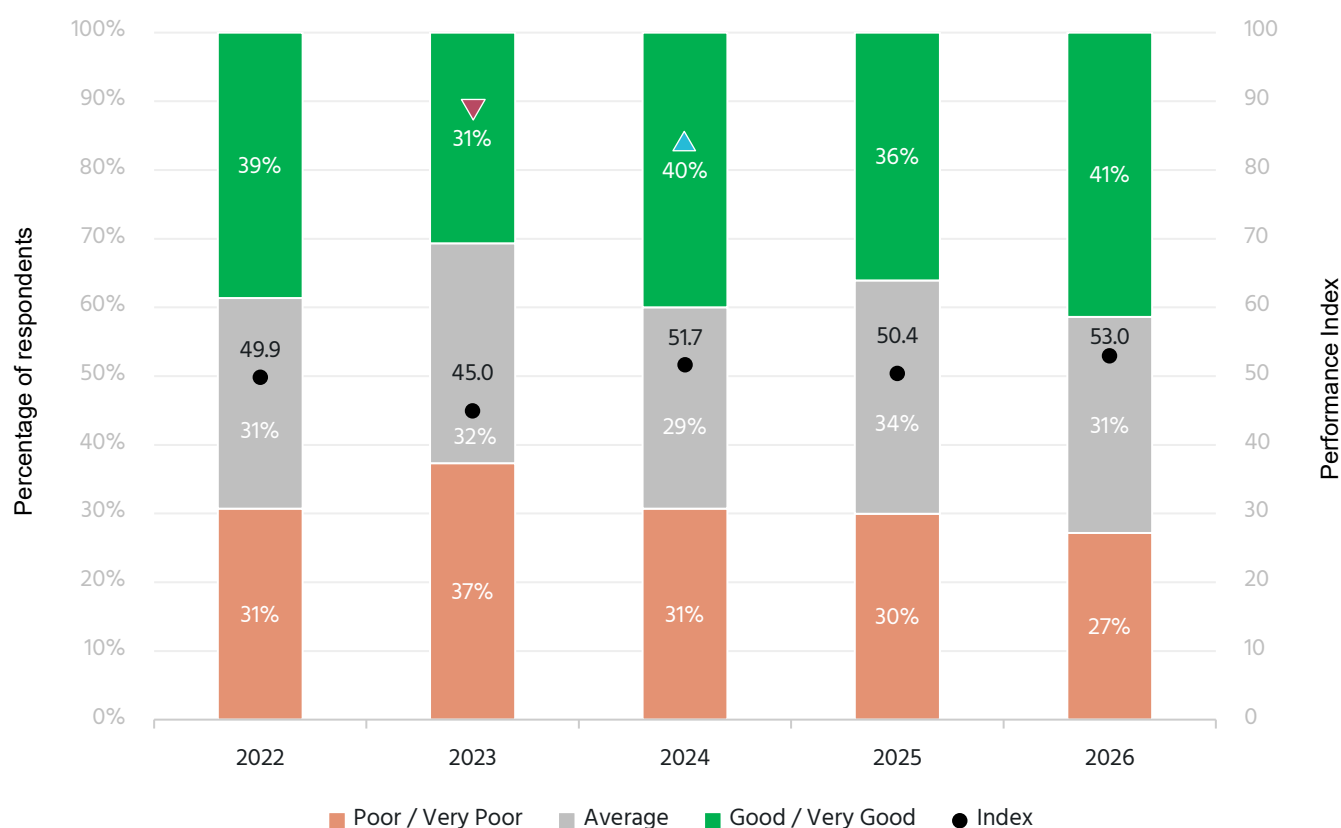
No statistically significant differences were identified across respondent groups in relation to satisfaction with Council's performance in *meeting its responsibilities towards the environment*. Further detail is provided in data tables included in a supplement to this report.

Community consultation and engagement

In 2026, satisfaction with community consultation and engagement is 53.0, with 41% of residents rating it as 'good' or 'very good'. This is slightly higher than 2025 (50.4), although the increase is not statistically

significant. A further 31% of residents provided an average rating, while 27% rated performance as ‘poor’ or ‘very poor’, with positive ratings outweighing negative views.

Figure 64: Satisfaction with Community Consultation and Engagement (2022 to 2026)



Base: All respondents 2022-2026

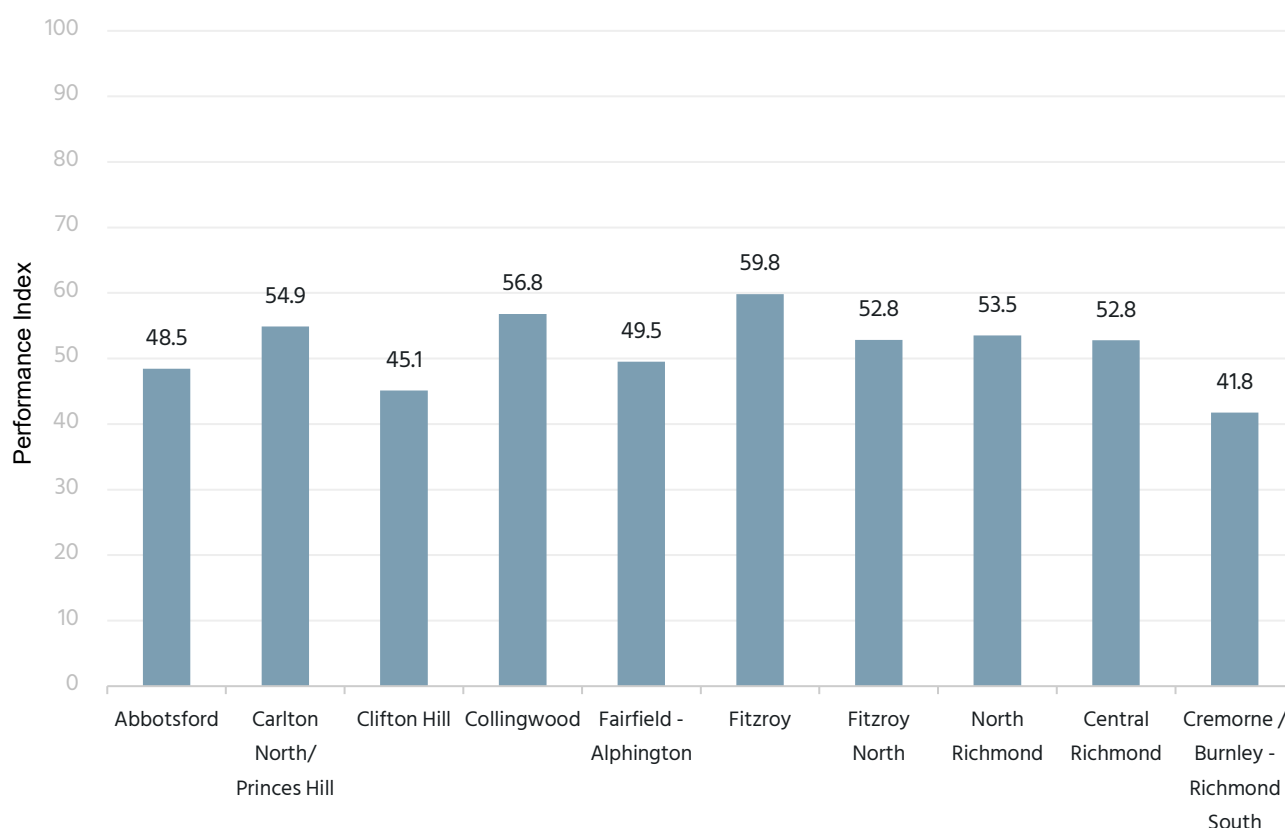
Q15/17. "On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months?"

Arrows indicate results significantly higher ▲ or lower ▼ than the preceding year.

Satisfaction by precinct

Satisfaction with *community consultation and engagement* varies to some extent across Yarra, but with no statistically significant differences between precincts. The highest ratings were in Fitzroy (59.8) and Collingwood (56.8) and the lowest in Cremorne/Burnley – Richmond South (41.8) and Clifton Hill (45.1).

Figure 65: Satisfaction with Community Consultation and Engagement – by Suburb (2026)



Base: All respondents 2026

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?"

No significant differences between subgroups in 2026.

Satisfaction by respondent group

Satisfaction with *community consultation and engagement* was significantly lower among:

- Males who gave an average index score of 49.0 compared with 53.0 overall.

No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

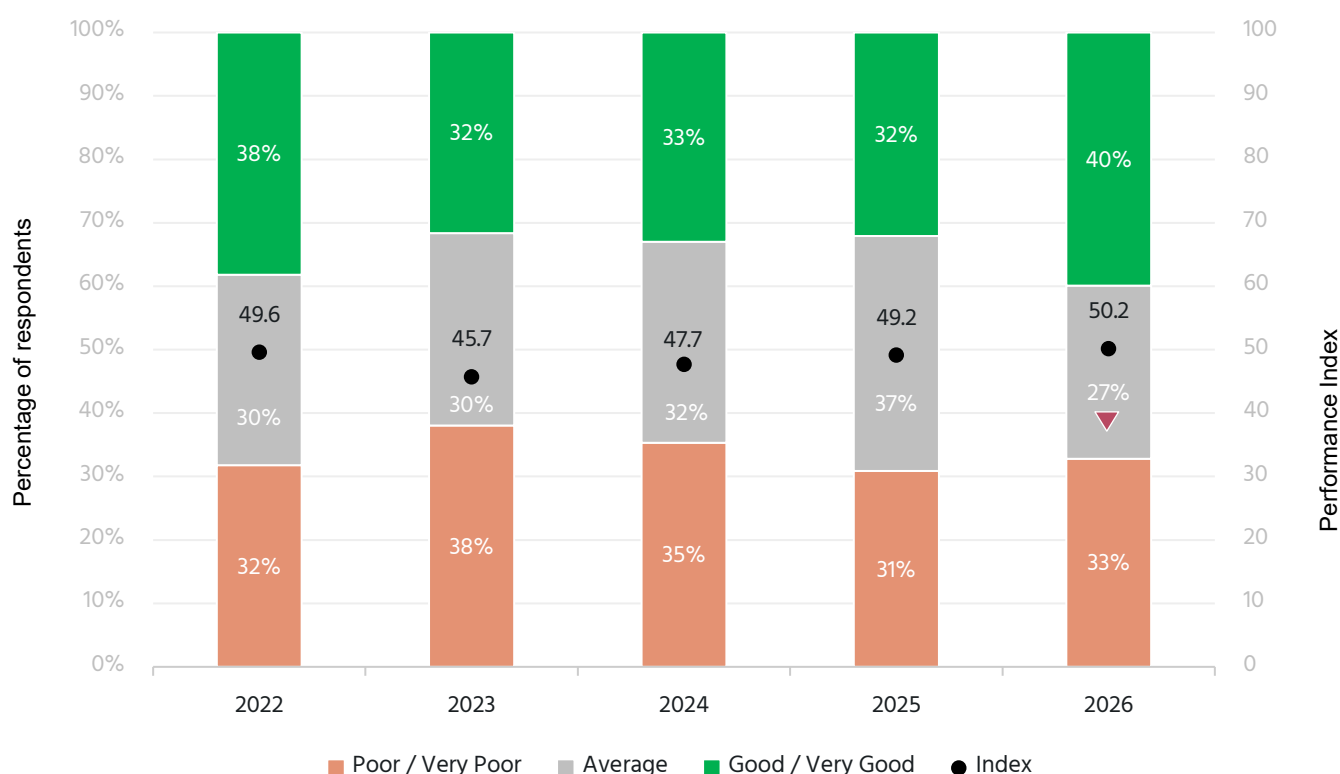
Representation, lobbying and advocacy on behalf of the community

In 2026, satisfaction with Council's representation, lobbying and advocacy on behalf of the community is 50.2, with 40% of residents rating performance as 'good' or 'very good'.

A further 27% of residents provided an average rating, while 33% rated performance as ‘poor’ or ‘very poor’.

These results suggest there is a solid base of satisfaction with Council’s advocacy role, with an opportunity to further strengthen awareness of Council’s efforts and outcomes.

Figure 66: Satisfaction with Representation, Lobbying and Advocacy on Behalf of the Community (2022 to 2026)



Base: All respondents 2022-2026

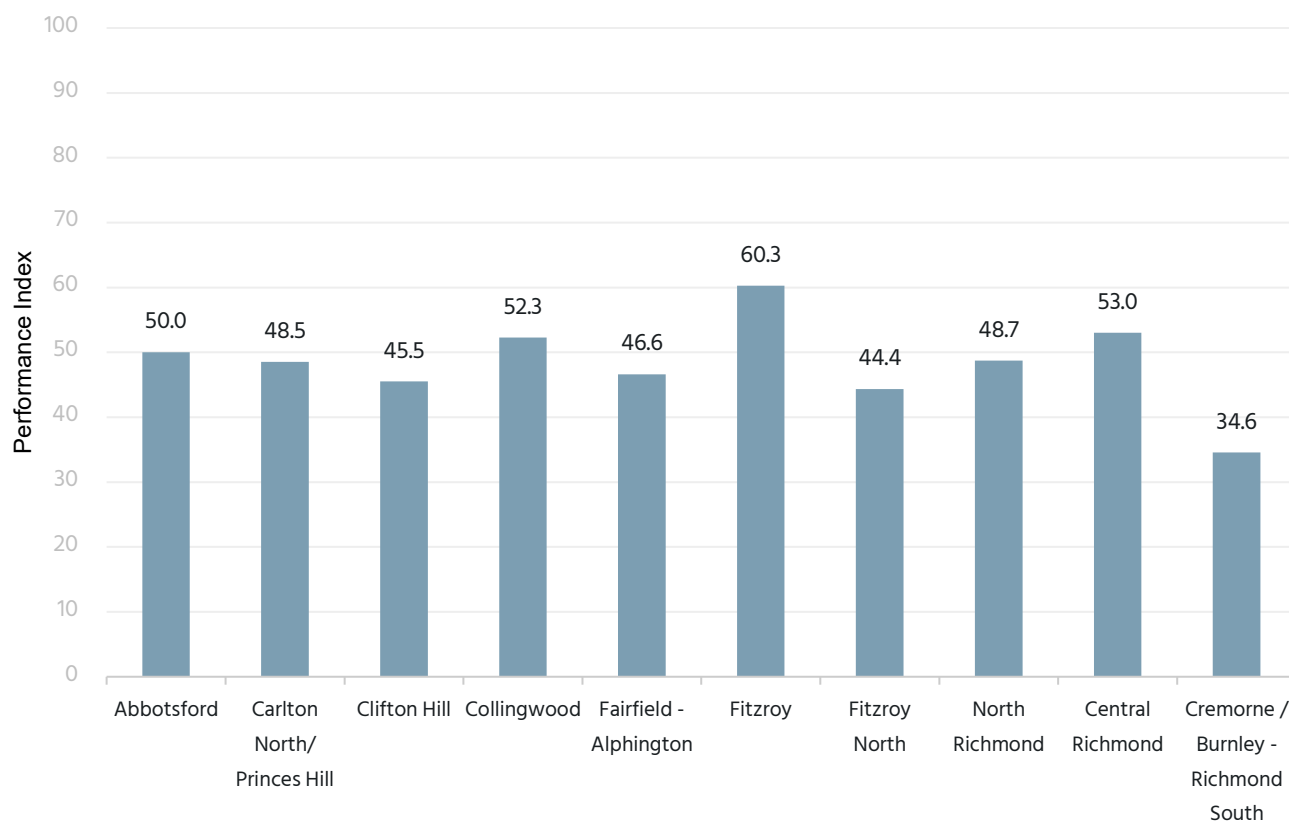
Q15/17. “On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months?”

Arrows indicate results significantly higher ▲ or lower ▼ than the preceding year.

Satisfaction by precinct

At a precinct level, satisfaction with Council’s representation, lobbying and advocacy role is generally consistent across Yarra, with no statistically significant differences between areas. Scores range from 34.6 in Cremorne / Burnley – Richmond South to 60.3 in Fitzroy.

Figure 67: Satisfaction with Representation, Lobbying and Advocacy on Behalf of the Community – by Suburb (2026)



Base: All respondents 2026

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?"

No significant differences between subgroups in 2026.

Satisfaction by respondent group

Satisfaction with Council's *representation, lobbying and advocacy on behalf of the community* on key issues was **significantly higher** among:

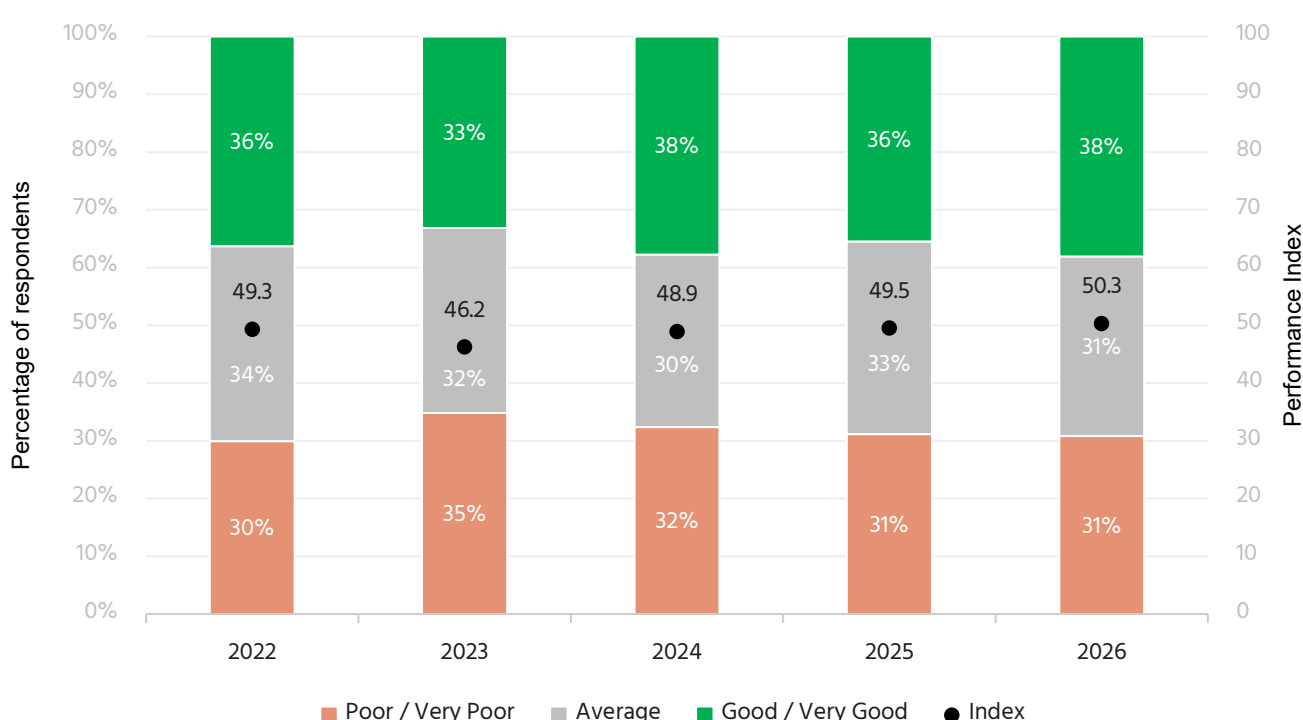
- Women (55.1), compared to men (45.2)
- Residents living in flats, units or apartments, who gave a higher rating than average (55.7 compared with 50.2 overall).

No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

Making decisions in the best interests of the community

In 2026, satisfaction with Council’s decision-making in the interest of the community is 50.3, with 38% of residents rating performance as ‘good’ or ‘very good’. This is broadly in line with 2025 (49.5), with no statistically significant change. A further 31% of residents provided an average rating, while 31% rated performance as ‘poor’ or ‘very poor’.

Figure 68: Satisfaction with Making Decisions in the Best Interests of the Community (2022 to 2026)



Base: All respondents 2022-2026

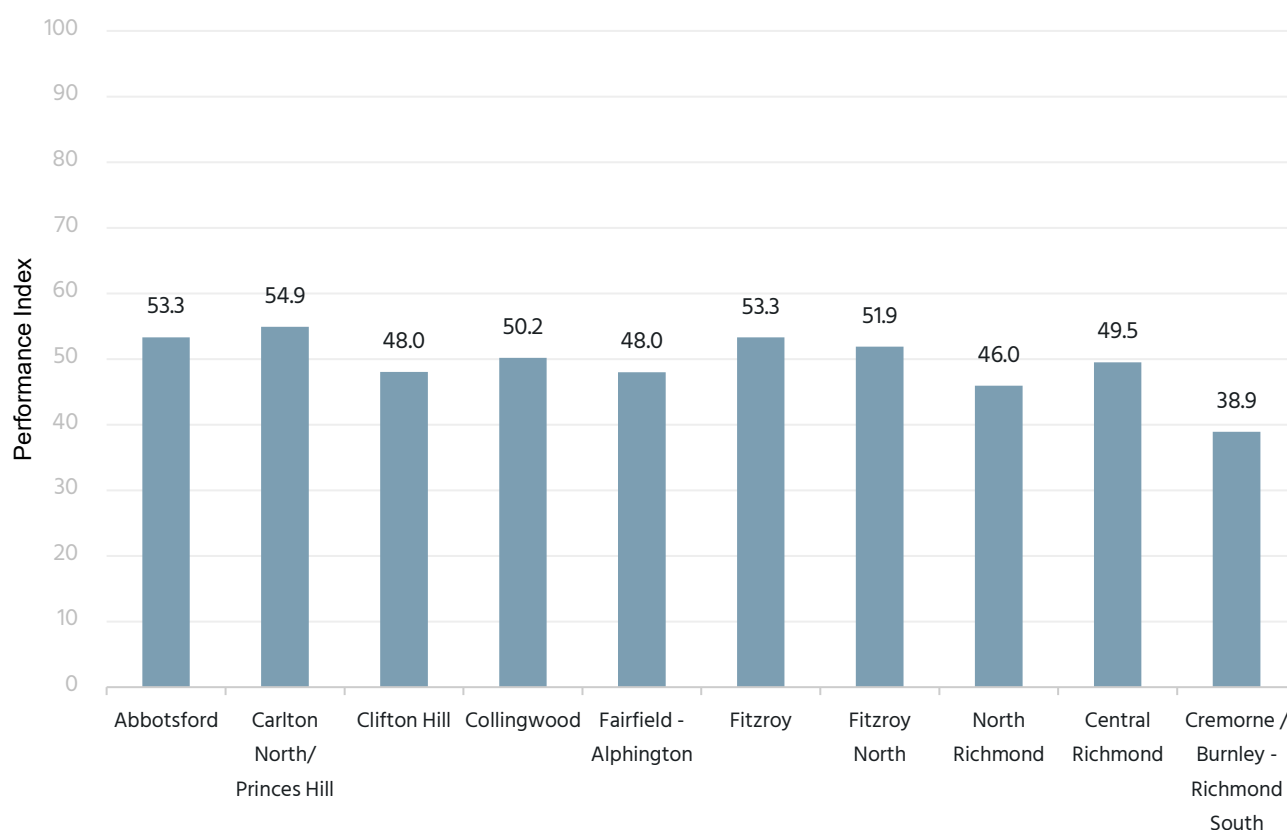
Q15/17. “On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months?”

No significant change from the preceding year.

Satisfaction by precinct

Satisfaction with Council’s *making decisions in the interest of the community* is broadly consistent across precincts, with no statistically significant differences between areas. Scores range from 38.9 in Cremorne / Burnley – Richmond South to 54.9 in Carlton North / Princes Hill.

Figure 69: Satisfaction with Making Decisions in the Best Interests of the Community – by Suburb (2026)



Base: All respondents 2026

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?"

No significant differences between subgroups in 2026.

Satisfaction by respondent group

Satisfaction with Council's performance in *making decisions in the best interests of the community* was **significantly higher** among:

- Women, who gave an average index score of 54.4 compared with 46.2 among men.

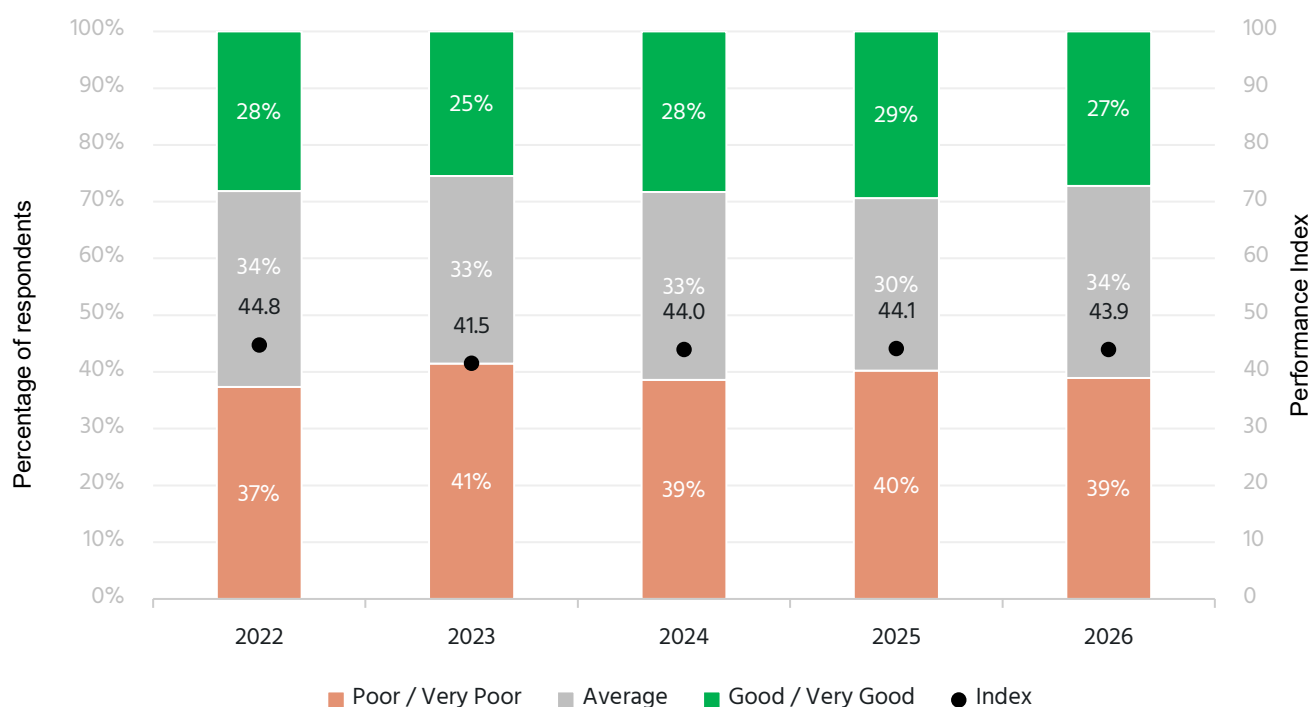
No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

Offering value for rates

Council's performance in *offering value for rates* has remained broadly stable in 2026, with a rating of 43.9, compared with 44.1 in 2025; indicating that residents' views on value for money have been maintained.

In 2026, 27% of residents rated Council as good or very good in *offering value for rates*, while 39% gave a poor or very poor rating. A further 34% provided a neutral assessment. These results suggest perceptions of value for rates remain mixed, with an opportunity to further strengthen community confidence in the value delivered through Council services and investment.

Figure 70: Satisfaction with Offering Value for Rates (2022 to 2026)



Base: All respondents 2022-2026

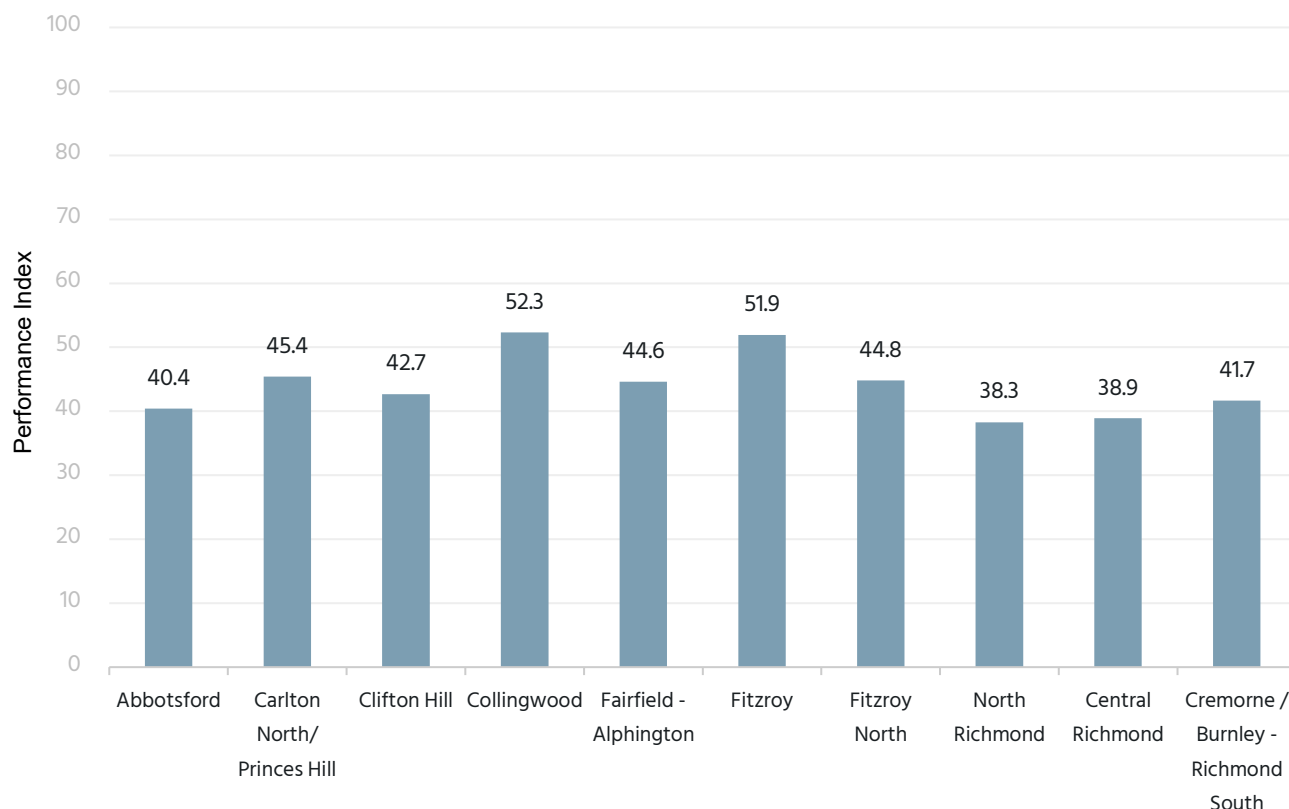
Q15/17. "On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months?"

No significant change from the preceding year.

Satisfaction by precinct

Views on value for rates are relatively consistent across precincts, with no statistically significant differences between areas. Scores range from 38.3 in North Richmond to 52.3 in Collingwood.

Figure 71: Satisfaction with Offering Value for Rates – by Suburb (2026)



Base: All respondents 2026

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?"

No significant differences between subgroups in 2026.

Satisfaction by respondent group

Satisfaction with Council's performance in *offering value for rates* was **significantly higher** among:

- Women, who gave an average index score of 49.0 compared to the overall average of 43.9.

Satisfaction was **significantly lower** among:

- Mortgage holders, who gave an average index score of 38.5
- Men, who gave an index score of 39.2 .

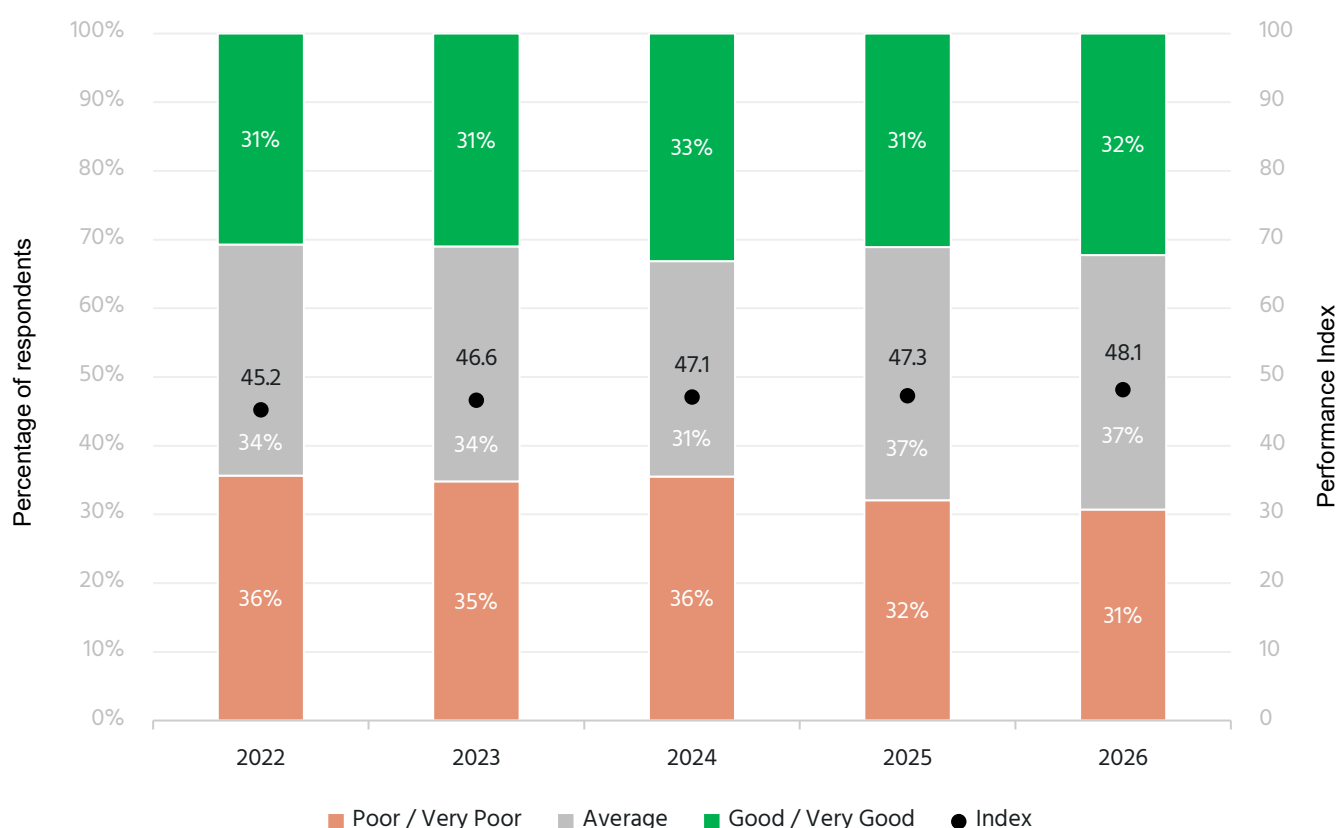
No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

General town planning policy

Council's performance in relation to *general town planning policy* has remained steady in 2026, with a rating of 48.1, compared with 47.3 in 2025.

In 2026, 32% of residents rated performance as good or very good, while 31% gave a poor or very poor rating. A further 37% provided a neutral assessment.

Figure 72: Satisfaction with General Town Planning Policy (2022 to 2026)



Base: All respondents 2022-2026

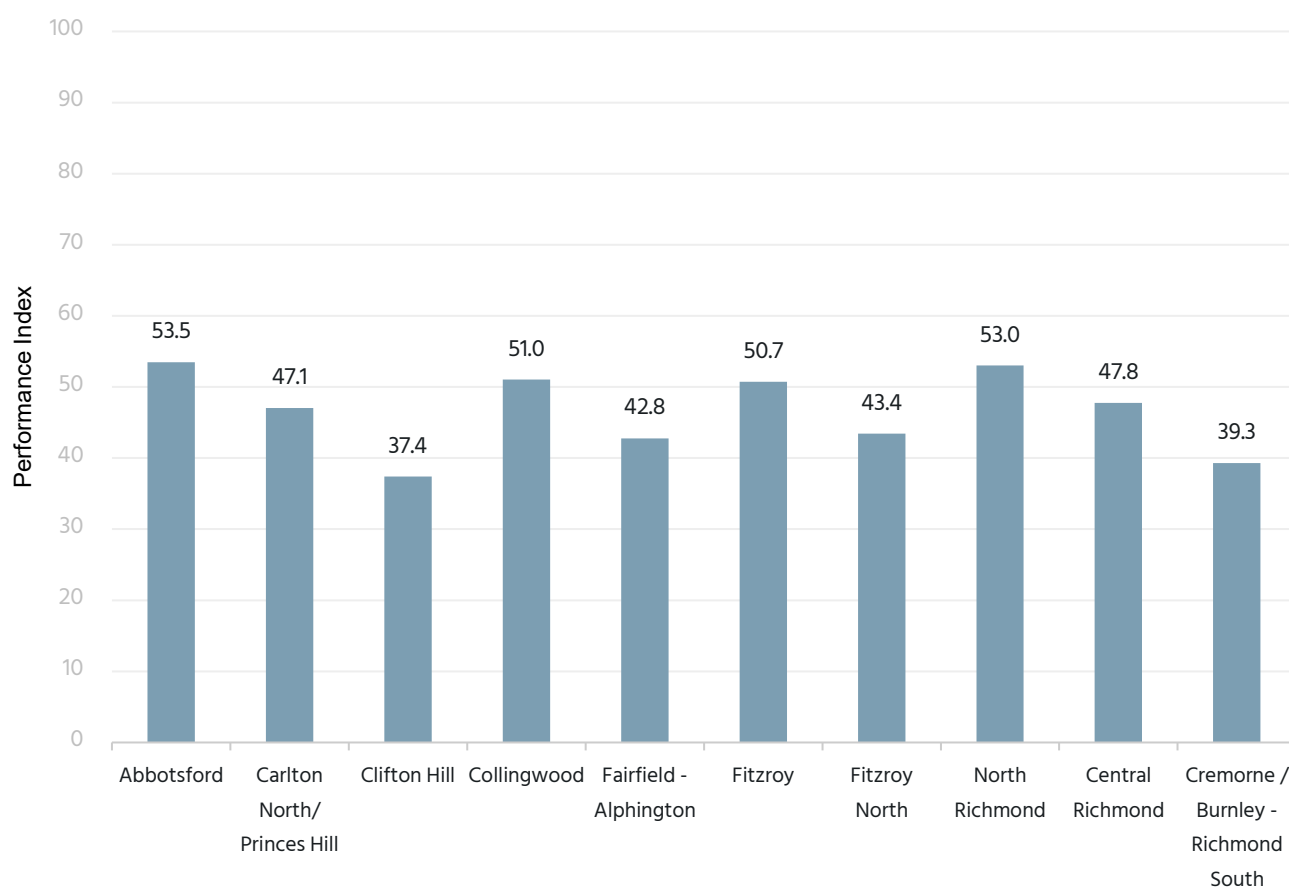
Q15/17. "On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months?"

No significant change from the preceding year.

Satisfaction by precinct

At a precinct level, satisfaction with Council's *general town planning policy* was broadly consistent across Yarra, with no statistically significant differences between areas. Ratings ranged from 39.3 in Cremorne / Burnley – Richmond South to 53.5 in Abbotsford, but this variation was within the expected range.

Figure 73: Satisfaction with General Town Planning Policy – by Suburb (2026)



Base: All respondents 2026

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?"

No significant differences between subgroups in 2026.

Satisfaction by respondent group

Satisfaction with Council's *general town planning policy* was **significantly higher** among:

- Residents aged 18 – 34 years old, who recorded an average index score of 55.9 compared to 48.1 overall
- Residents living in flats, units or apartments, who recorded an average index score of 55.2 compared with 48.1 overall.

Satisfaction with Council's *general town planning policy* was **significantly lower** among:

- Residents aged 45 – 54 years old, who recorded an average index score of 40.3 compared to 48.1 overall.

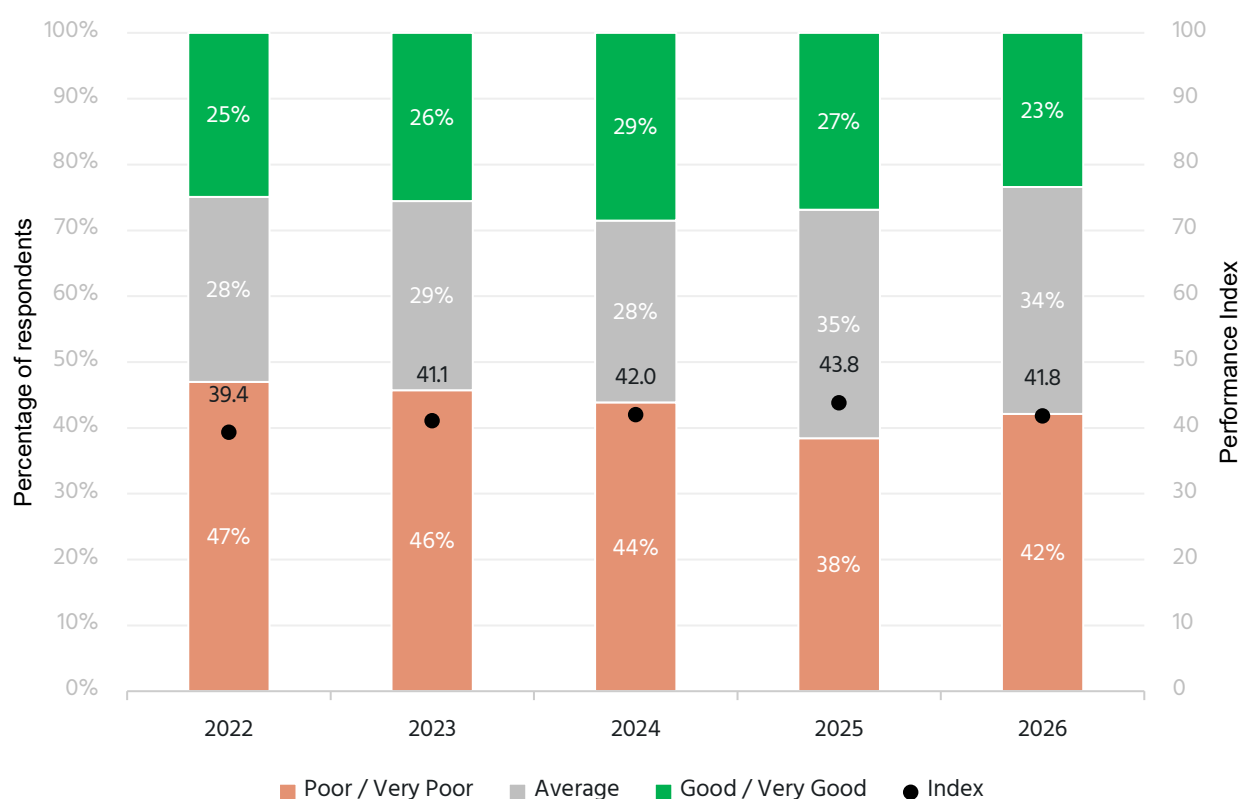
No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

Planning and building permits

Council's performance in relation to *planning and building permits* has remained broadly stable in 2026, with a rating of 41.8, compared with 43.8 in 2025.

In 2026, 23% of residents rated performance as good or very good, while 42% gave a poor or very poor rating. A further 34% provided a neutral assessment.

Figure 74: Satisfaction with Planning and Building Permits by Year (2022 to 2026)



Base: All respondents 2022-2026

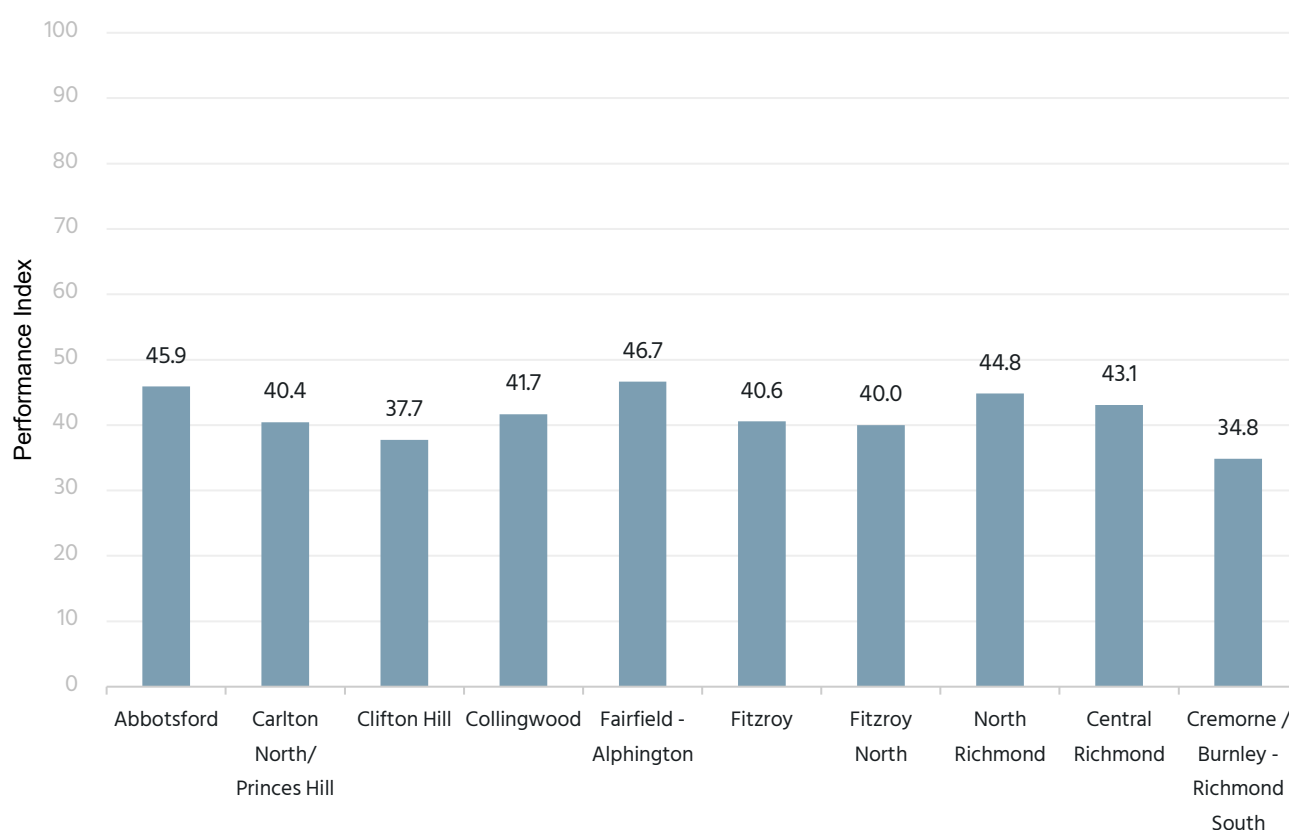
Q15/17. "On a scale of 1 being very poor to 5 being very good, how would you rate the Council on each of the following over the last 12 months?"

No significant change from the preceding year.

Satisfaction by precinct

Views on Council's performance in relation to *planning and building permits* are generally consistent across precincts, with no statistically significant differences between areas. Performance indicators for this measure range from 34.8 in Cremorne / Burnley – Richmond South to 46.7 in Fairfield – Alphington.

Figure 75: Satisfaction with Planning and Building Permits by Year – by Suburb (2026)



Base: All respondents 2026

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?"

No significant differences between subgroups in 2026.

Satisfaction by respondent group

In comparison, satisfaction was **significantly higher** among:

- Residents living in flats, units or apartments, with an average rating of 50.1

- Residents aged 18-34 who had an index of 48.8.

Satisfaction with *planning and building permits* was **significantly lower** among:

- Residents living in detached housing, who recorded an average index score of 35.6 compared with 41.8 overall
- Residents paying off their home, with an index score of 35.3
- Residents aged 65-75, with an index of 30.4

No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

Conclusions

Overall, residents' views of Council's leadership and accountability in 2026 were mixed. Council was rated more positively in relation to environmental leadership, community consultation and overall performance, while lower ratings were recorded for value for money and planning-related functions. These findings suggest that, while Council is performing relatively well in some key areas of leadership and accountability, perceptions remain more mixed in relation to broader planning and infrastructure investment-related responsibilities.

Customer service

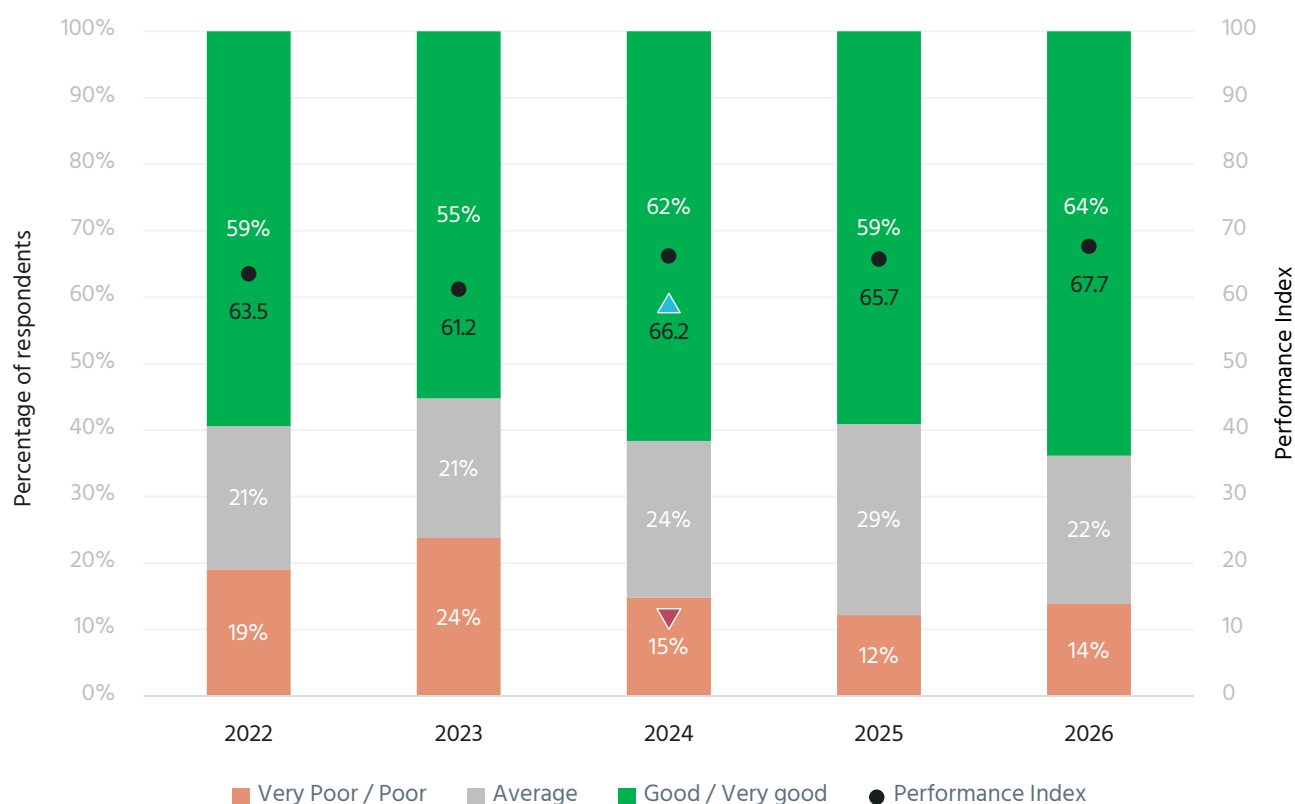
In 2026, 56% of respondents indicated they had contacted Council in the last 12 months. This is very similar to the 58% contacting Council reported in 2025, and 2024.

Among those that contacted Council, *customer service* ratings have improved over the past five years and remain positive in 2026. Nearly two-thirds of residents who had contact with Council in the previous 12 months rated the service they received as good or very good (64%), while 22% gave an average rating and 14% rated their experience as poor or very poor.

The Customer Service Performance Index increased to 67.7 in 2026, up from 65.7 in 2025 and its highest level since 2022.

Looking at the trend over time, *customer service* ratings dipped slightly in 2023 before improving significantly in 2024, when the Performance Index rose to 66.2 and the proportion giving a poor rating fell significantly to 15%. Since then, ratings have remained relatively stable, with 2026 continuing the generally positive pattern seen over the past three years. Overall, the results suggest that residents' experiences of dealing directly with Council have remained consistently favourable, with gradual improvement over time.

Figure 76: Performance on Customer Service (2022 to 2026)



Base: All respondents who had contact with Yarra in the past 12 months 2022–2026

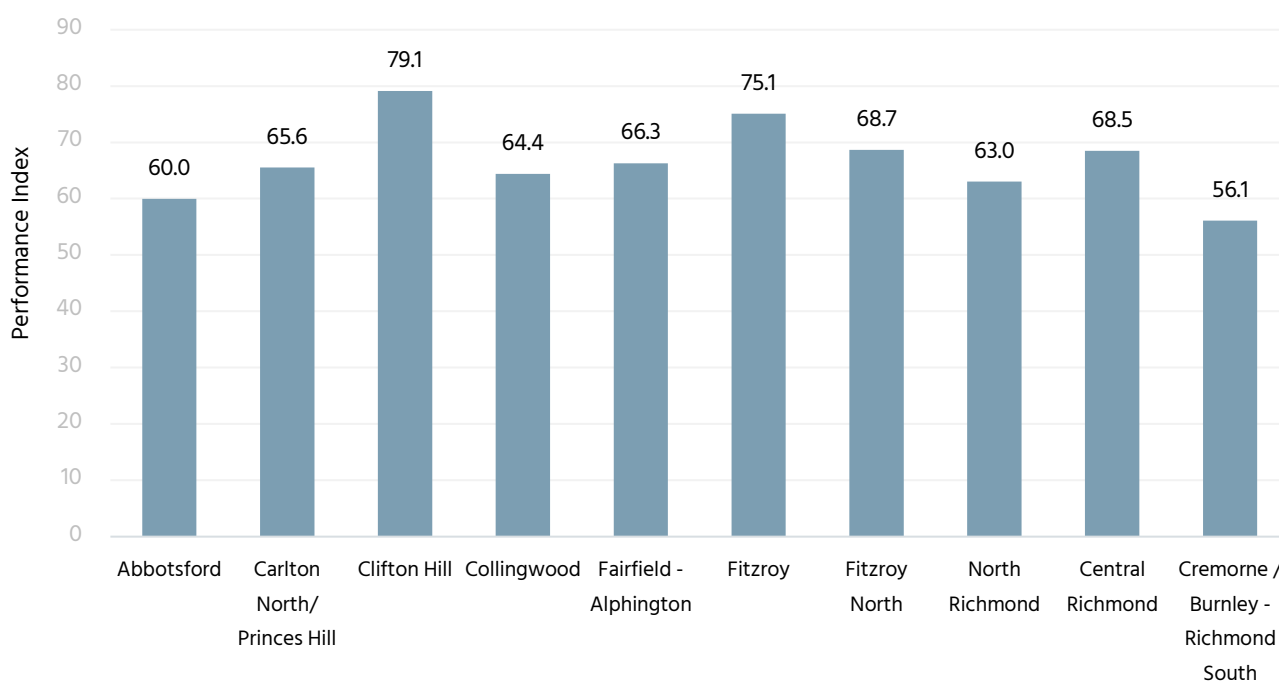
Q3. On a scale of 1 (very poor) to 5 (very good), how would you rate the Council on customer service received? Figures exclude 'Prefer not to answer / Not stated'.

Arrows indicate results significantly higher ▲ or lower ▼ than the preceding year.

Satisfaction by precinct

Customer service ratings were generally positive across Yarra in 2026, with some variation across precincts. Clifton Hill recorded the highest Customer Service Performance Index (79.1), followed by Fitzroy (75.1), while Fitzroy North (68.7) and Central Richmond (68.5) were also above the Council average. Lower ratings were recorded in Cremorne / Burnley – Richmond South (56.1) and Abbotsford (60.0), although these differences were not statistically significant. Overall, the results suggest that residents' experiences of dealing directly with Council were broadly consistent across the municipality.

Figure 77: Performance on Customer Service – by Suburb (2026)



Base: All respondents who had contact with Yarra in the past 12 months 2026

Q3. On a scale of 1 (very poor) to 5 (very good), how would you rate the Council on customer service received? Figures exclude 'Prefer not to answer / Not stated'.

No significant differences between subgroups in 2026.

Satisfaction by respondent group

Satisfaction with *customer service* was **significantly higher** among:

- Women, who gave an average Customer Service Performance Index score of 72.4 compared with 62.4 among men who were significantly below average
- Couples without dependent children (72.9).

No other statistically significant differences were identified across respondent groups. Further detail is provided in data tables included in a supplement to this report.

Perceptions of Public Safety

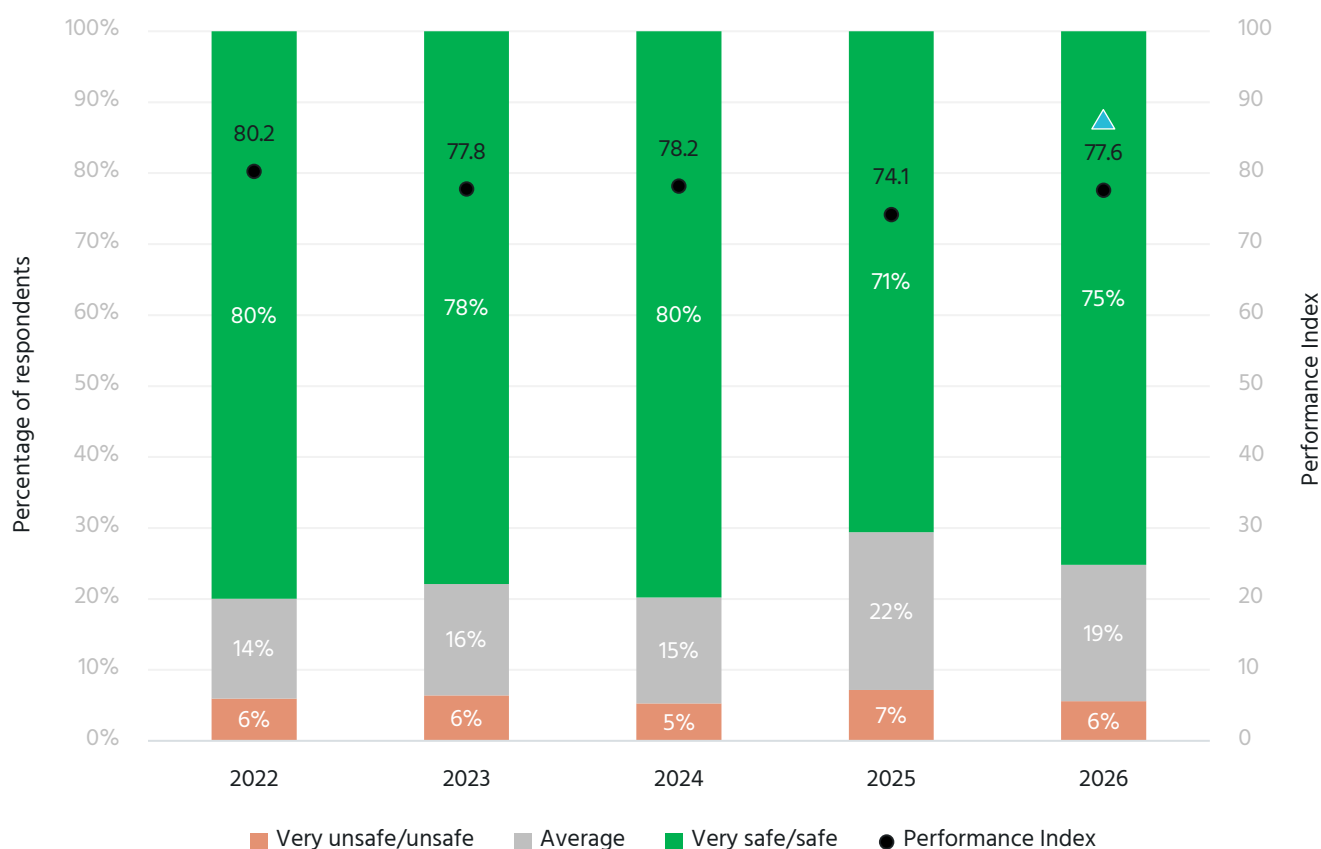
During the day

Perceptions of public safety

Respondents were asked to rate how safe they feel in public areas of the City of Yarra during the day, on a scale ranging from very unsafe to very safe. As shown in the figure below, 75% of respondents reported that they feel safe during the day. This is comprised of 42% of respondents stating that they feel very safe and 33% feeling safe. A further 19% of respondents rated their safety during the day as 'average'. Six percent of respondents, however, stated that they feel unsafe or very unsafe during the day, consisting of 5% of respondents reporting they feel unsafe and 1% feeling very unsafe.

The average rating in the form of the safety performance index shown in the chart was 77.6 in 2026. This figure is **statistically significantly higher** than the index score of 74.1 reported in 2025, suggesting that perceptions of daytime safety within the City of Yarra have improved over the last 12 months. Following a dip from 2024 to 2025, safety perceptions in 2026 have returned to a similar level to what they were over the period 2022 to 2024.

Figure 78: Perceptions of Safety During the Day (2022 to 2026)



Base: All respondents 2022–2026

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...during the day?

Arrows indicate results significantly higher ▲ or lower ▼ than the preceding year.

While considerable variability in the proportion rating unsafe / very unsafe, and safe / very safe, is apparent across demographic sub-groups, in most cases these sub-group proportions are not statistically significantly different to that for the sample as a whole.

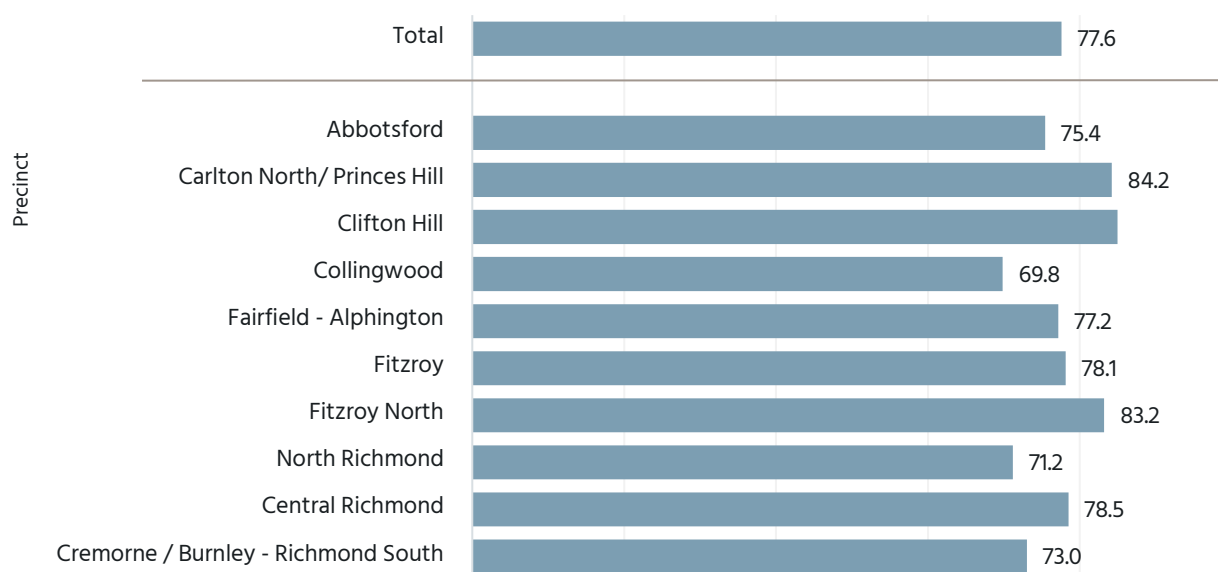
The exceptions that showed **statistically significant differences** were:

- Lone parents with dependant children were slightly more polarised in their perceptions, with a smaller proportion rating their day time safety as ‘average’.
- Residents who have lived in the area 2-5 years more likely to provide a rating of ‘average’.
- Residents who own their own home were less likely to rate their safety as ‘average’.

When the average ratings were compared across sub-groups, using the safety performance index scores, no statistically significantly different index scores were detected across demographic sub-groups, suggesting that the limited sample sizes within many sub-groups explains much of the variability in results across groups.

The chart below shows how average perceptions of daytime safety vary by precinct, based on the Safety Performance Index. No statistically significant differences were identified. While it might be expected - based on known locations of higher safety concern, other findings of this study (reported below) and previous waves of this study - that residents living in precincts such as Central Richmond, Collingwood and Fitzroy might score lower on the Index given they live in closer proximity to hot-spots. Differences across sub-groups in daytime safety perceptions may be less pronounced than differences for perceptions of safety at night. It is also possible the sample sizes for individual precincts may not have been of sufficient size to confidently identify any true differences between sub groups.

Figure 79: Perceptions of Safety During the Day (Index Score) – by Suburb (2026)



Base: All respondents 2026

Q11_01 "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?"

No significant differences between subgroups in 2026.

During the night

Perceptions of public safety

In addition to being asked about their perceptions of safety in public areas of the City of Yarra during the day, respondents were also asked to rate how safe they feel at night. As shown in the figure below, 41% of respondents reported that they feel safe during the night. This is comprised of 12% of respondents stating that they feel very safe and 30% feeling safe.

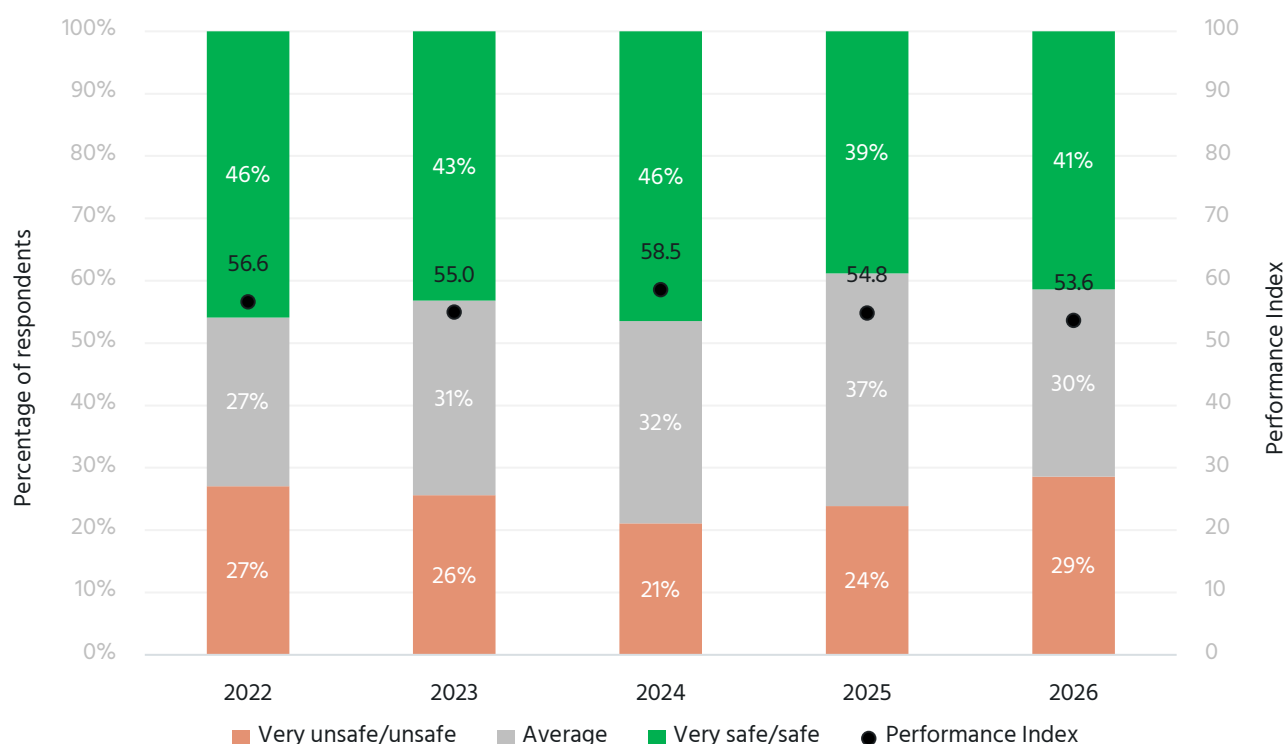
Thirty per cent rated their safety during the night as 'average'. Importantly, 29% of respondents indicated that they feel unsafe at night, comprised of 10% feeling very unsafe and 18% feeling unsafe.

These results highlight the increased safety concerns at night compared to the day. While 71% of residents feel safe during the day, this drops to 41% at night. The proportion feeling very unsafe or unsafe increases from 6% during the day to 29% at night.

The average rating of safety, represented in the chart as the (Safety) Performance Index, drops from 77.6 during the day to 53.6 at night.

When compared to the 2025 results, it is apparent that concerns about safety at night have not changed significantly over the past 12 months.

Figure 80: Perceptions of Safety During the Night (2022 to 2026)



Base: All respondents 2022–2026

Q11_02. 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?

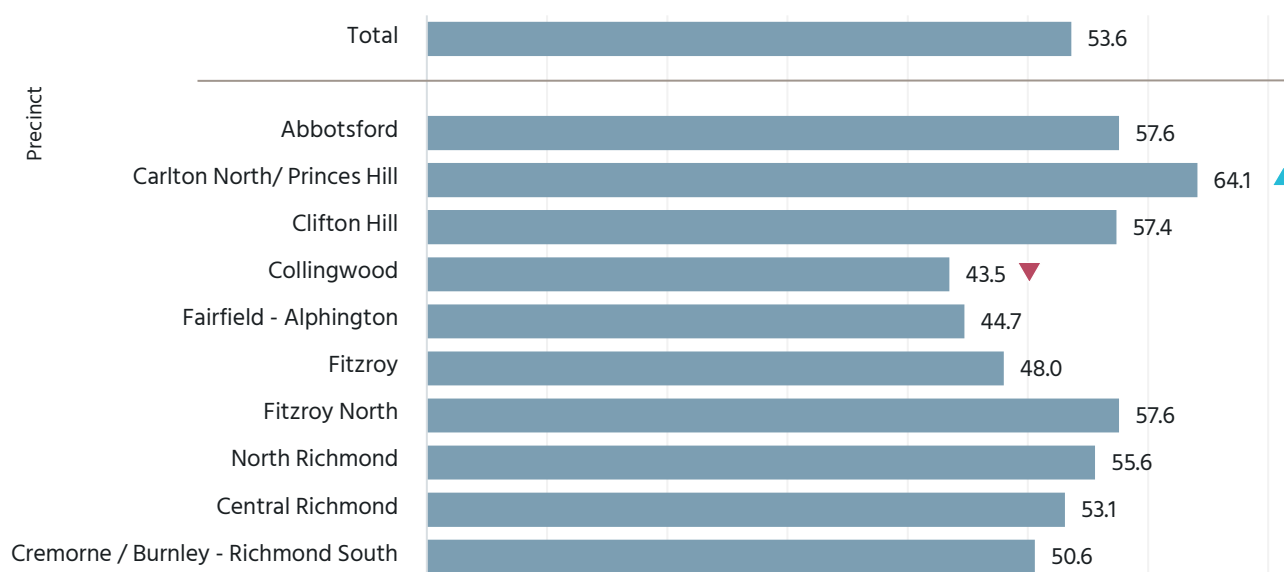
No significant change from the preceding year.

While considerable variability in the proportion rating unsafe / very safe, and safe / very safe, is again apparent across sub-groups, the only statistically significant difference is between men and women, with women feeling significantly less safe at night. This is consistent with findings in the 2025 study and a wide range of studies in urban planning, and public health, that show that women consistently report lower perceived safety than men and a marked drop in perceived safety at night.

When the average ratings were compared across sub-groups, the only statistically significant difference between sub-groups again involves women feeling **significantly less** safe at night than men.

The chart below shows how average perceptions of daytime safety vary by precinct, based on the Safety Performance Index. Results indicate that perceived safety at night is significantly higher among residents of Carlton North / Princes Hill, and **significantly lower** among residents of Collingwood than average for residents of the City of Yarra. The result for Carlton North / Princes Hill is perhaps not surprising given that Carlton North / Princes Hill is further from known areas of higher safety concern, which includes Collingwood as we will see in the next section.

Figure 81: Perceptions of Safety During the Night (Index Score) – by Suburb (2026)



Base: All respondents 2026

Q11_02. 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?

Arrows indicate results significantly higher ▲ or lower ▼ than the 2026 overall result.

Locations where residents feel unsafe

Respondents indicating that they feel unsafe in public areas in the City of Yarra, either during the day and/or night, were also asked to describe the locations where they feel unsafe. The descriptions provided were coded into themes of a similar nature to those used in the 2025 study.

The locations described by respondents are summarised in the sunburst chart below. The sunburst chart shows hierarchical data using concentric rings, with the inner ring showing the broadest categories (i.e., types of locations people mentioned) and the outer ring breaking those categories into more specific sub-categories. The size of each segment represents how frequently that type of response occurred. As you move outward, you see increasing levels of detail.

The chart shows that specific streets are the most commonly mentioned descriptions of the locations where people feel unsafe, forming the largest single category. Within this, a relatively small number of well-known streets dominate responses—most notably Victoria Street, followed by Smith Street, Bridge Road and Lennox Street—while a number of other less frequently mentioned streets indicate more dispersed concerns across the municipality. The same four streets were also the four the most commonly mentioned streets in 2025, suggesting that the hot spots for safety concern have not changed

significantly over the last 12 months. To the extent that perceptions of safety are focussed on recognisable, high-activity areas, perceptions in 2026 appear to be similar in pattern to 2025. Differences in the magnitude of the proportions of respondents coded into each category could in part be due to the use of a new coding scheme in 2026, and consequently, comparison of results across years is best focussed on broader patterns of findings.

A similarly large share of responses relate to non-specific or generalised locations, such as “all areas,” “parks and creeks,” and “back streets.” This may suggest that for many respondents, feelings of being unsafe are not confined to precise locations, but are instead linked to broader environmental or situational factors (e.g. lighting, isolation, or time of day). This is an important contrast to the street-specific responses, highlighting both place-based hotspots and more diffuse, perception-driven concerns. Comparing results for themes of this nature with the 2025 results, we see that ‘all areas’ and ‘parks’ were also the two most frequently mentioned in 2025. ‘Back streets’ is a new theme identified in the 2026 data that may include less well lit streets, often nearby to some of more major roads identified above.

Mentions of specific precincts and suburbs form a smaller but still meaningful portion of responses, with places like Richmond, Collingwood, and Fitzroy recurring. These are more spatially defined than general areas but less precise than individual streets, suggesting that some people conceptualise safety at a neighbourhood level rather than a point location. The above three most frequently mentioned neighbourhoods in 2026 are the same as in 2025. They are also consistent with the specific streets identified above. Overall, the pattern shows a mix of high-profile hotspots, broader area-based concerns, and more generalised concerns that is broadly consistent with the results of the 2025 Annual Customer Satisfaction Survey.

Figure 82: Where Residents Feel Unsafe (2026)



Base: Respondents who feel 'very unsafe' or 'unsafe' in public areas in the City of Yarra either during the day and/or at night. 2026.

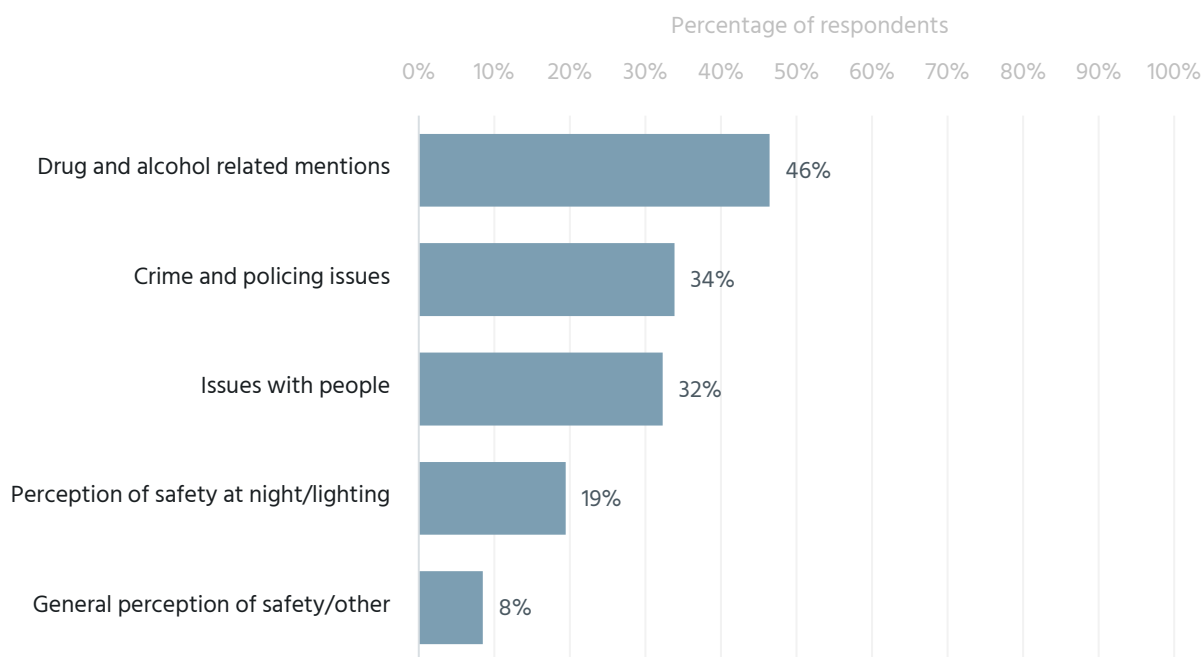
Q25a "Where do you feel unsafe - which public areas or locations in the City of Yarra?" (open-ended response)

No statistically significant changes since 2025

Reasons for feeling unsafe

Respondents indicating that they feel unsafe in public areas in the City of Yarra, either during the day and/or night, were also asked what the reasons they felt unsafe were. The descriptions provided were coded into the same five themes that were reported on in the 2025 study. In terms of the frequency of mentions, the themes were very similarly ranked in 2025 and 2026. Drug and alcohol related issues were most commonly mentioned in both years, and general perceptions were least frequently mentioned in both years. Perception of safety at night/lighting was the fourth most frequently mentioned theme in both years. While the rank order of Crime and policing issues, and Issues with people, swapped between 2025 and 2026, the 2026 proportions for these two themes are very similar and the shift in rank order may not be meaningful when the updated coding scheme is taken into account.

Figure 83: Reasons for Feeling Unsafe



Base: Respondents who felt unsafe during the day and/or night, 2026

Q25b. Why do you feel unsafe there?

No statistically significant changes since 2025

Table 1: Reasons for feeling unsafe 2025 vs 2026

Reasons for feeling unsafe	% mentions 2026	% mentions 2025
Drug and alcohol related mentions	46	58
Crime and policing issues	34	27
Issues with people	32	38
Perception of safety at night/lighting	19	24
General perception of safety/other	8	23

Base: Respondents who felt unsafe during the day and/or night, 2026

Q25b. Why do you feel unsafe there?

Significance testing not available for this table

Residents' views on issues to address and improvements made

Top issues

Respondents were asked to describe what they believe to be the top issue for the City of Yarra. Responses to the open-ended question were grouped into themes for analysis purposes. To facilitate comparison of results with those of previous years, the themes were based on those used in the 2025 Annual Customer Satisfaction Survey report. Any one respondent could be coded into more than one theme if their responses referred to issues relating to those themes.

Seven hundred and six respondents, or 88% of the total sample, nominated at least one issue. In total, 1225 issues were nominated by the 706 respondents. The percentage of respondents nominating each issue is shown in the figure below.

The top five most frequently mentioned types of issues were:

1. Building, planning, housing and development (nominated by 13% respondents)

Respondents noted the pace and scale of high-density development, parking, transport and heritage impacts, and planning and permit processes.

The finding that that building, planning, housing and development is the most common theme among the top issues reported by residents is consistent with results for the leadership and accountability attributes reported later in this report in which Planning and building permits has the lowest performance index. General Town Planning policy had the third lowest out of the seven attributes measured.

This theme was also the most frequently mentioned in the 2025 survey, indicating the issue remains similarly salient for residents in 2026.

2. Car parking (11%)

Respondents noted insufficient supply, permit system concerns, rising costs, and the impact of new developments.

This result is consistent with Parking management having received the lowest Performance Index of any universal service. Car parking was similarly ranked as a top issue in 2025, in terms of frequency of mentions as the top issue, when it was the third ranked issue. While this may suggest that concerns

about parking could be trending up, the Performance Index for Parking management did not change significantly from 2025 to 2026.

3. Traffic management (8%)

Respondents noted congestion, road changes perceived to reduce capacity, and construction impacts.

This result is consistent with Traffic management receiving the equal second lowest Performance index of the 11 universal service items. Traffic management was the sixth most frequently mentioned top issue in 2025. While it ranks as a top issue has risen slightly in rank in 2026, the Performance Index for Traffic management did not change significantly from 2025 to 2026.

4. Graffiti / vandalism (8%)

Respondents mentioned widespread graffiti and vandalism across streets and public spaces, often seeking speedier removal.

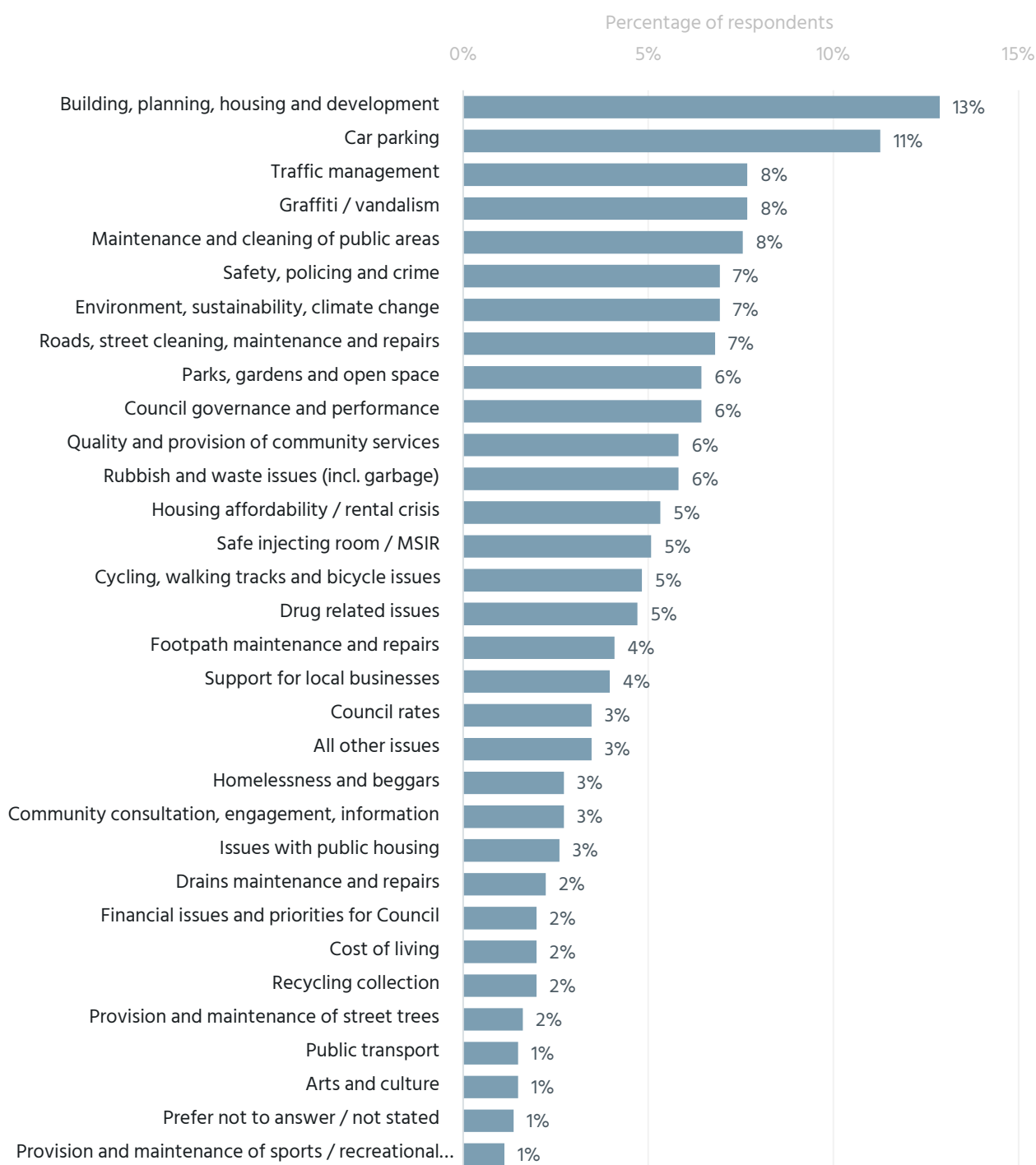
This result is consistent with Graffiti management receiving the second lowest Performance Index among the 10 other major services and facilities that respondents rated in the survey. Interestingly, graffiti and vandalism were less commonly mentioned as top issues for the City of Yarra in 2025, with only 2% of respondents coded into this theme. It is not clear whether this reflects a change in perceptions over the past year, a priming effect triggered by the inclusion of a graffiti management rating question in the survey for the first time in 2026, or differences in the process used to code responses into themes.

5. Maintenance and Cleaning of Public Areas (8%)

Respondents mentioned litter, uncleared leaves, and footpath and road conditions.

The fact that this theme is mentioned fifth most frequently is consistent with the Performance Index for Maintenance and cleaning of public areas being slightly below the average for a universal service, and well below that of the highest scoring service (Regular garbage collection service). This theme was the fourth most frequently ranked issue in 2025, and hence similarly ranked, suggesting that community sentiment has remained at a similar level from 2025 to 2026. The corresponding Performance Index has also not changed significantly.

Figure 84: Top Issues for City of Yarra (2026)



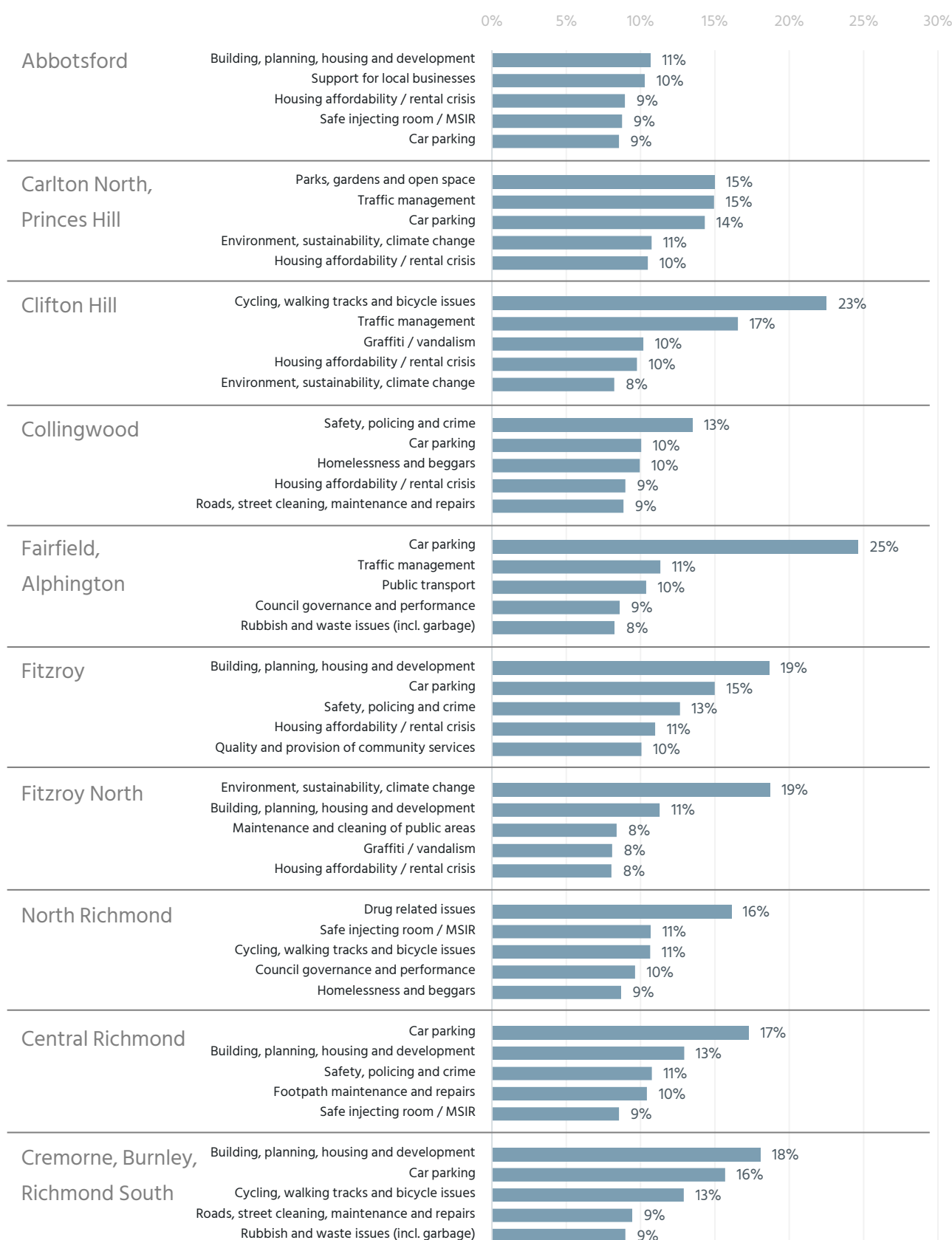
Base: All respondents 2026

Q8. What do you consider to be the top issue for the City of Yarra? (open-ended response)

No statistically significant changes since 2025

The table below shows five most frequently mentioned top issues for residents in each precinct. Due to the limited sample sizes in most precincts, differences across precincts are indicative only.

Figure 85: Top Five Issues for City of Yarra – by Suburb (2026)



Base: All respondents 2026

Q8. What do you consider to be the top issue for the City of Yarra? (open-ended response)

No statistically significant changes since 2025

Improvements delivered

Respondents were also asked to describe what, if any, improvements the Council has delivered in the last 2 years. As with 'Top Issues' responses to the open-ended question were grouped into themes for analysis purposes. Any one respondent could again be coded into more than one theme if their responses mentioned multiple issues.

Four hundred and ninety respondents, 61% of the total sample, nominated at least one issue. In total, 731 issues were nominated by the 490 respondents. A total of 30% of respondents responded 'None/Nothing'.

The percentage of respondents nominating each issue is shown in the figure below. The top five most frequently mentioned areas in which improvements have been perceived are now considered in more detail.

1. Parks, Gardens and Open Space (12%)

Respondents noted improvements involving pocket parks, upgraded playgrounds, and better maintenance and connectivity, among others.

While these perceived improvements may have contributed to the higher than average Performance Index for Providing parks gardens and reserves, and Maintaining parks gardens and reserves, this is not reflected in significantly higher indices for these services in 2026 compared to 2025. Improvements relating to parks, gardens and reserves were the equal first most commonly mentioned type of improvement in 2025, together with green waste collection.

2. Bike, Walk Tracks and Facilities (7%)

Respondents noted safer separated paths, better maintenance and better access among other improvements.

Despite these improvements, the Performance Indices for off and on-road bike paths and lanes remains about average (off-road), or slightly below average (on-road), among the other major services and facilities, and similar to the results reported in 2025. Improvements relating to bike, walking tracks and facilities were also among the most commonly mentioned types of improvement noticed in 2025.

3. Green Waste Collection (5%)

The green bin rollout is widely recognised and appreciated by residents.

These perceived improvements are likely to have contributed to the statistically significant increase in the Performance Index for Green waste services in 2026 compared to 2025. The fact that Green waste collection was the most frequently mentioned improvement in the 2025 study is also consistent with the increase in Index from 2024 to 2025.

4. Parking (4%)

Respondents particularly noted the free parking trial on Bridge and Swan Streets, as well as better communication about parking policies, and improvements involving parking signs.

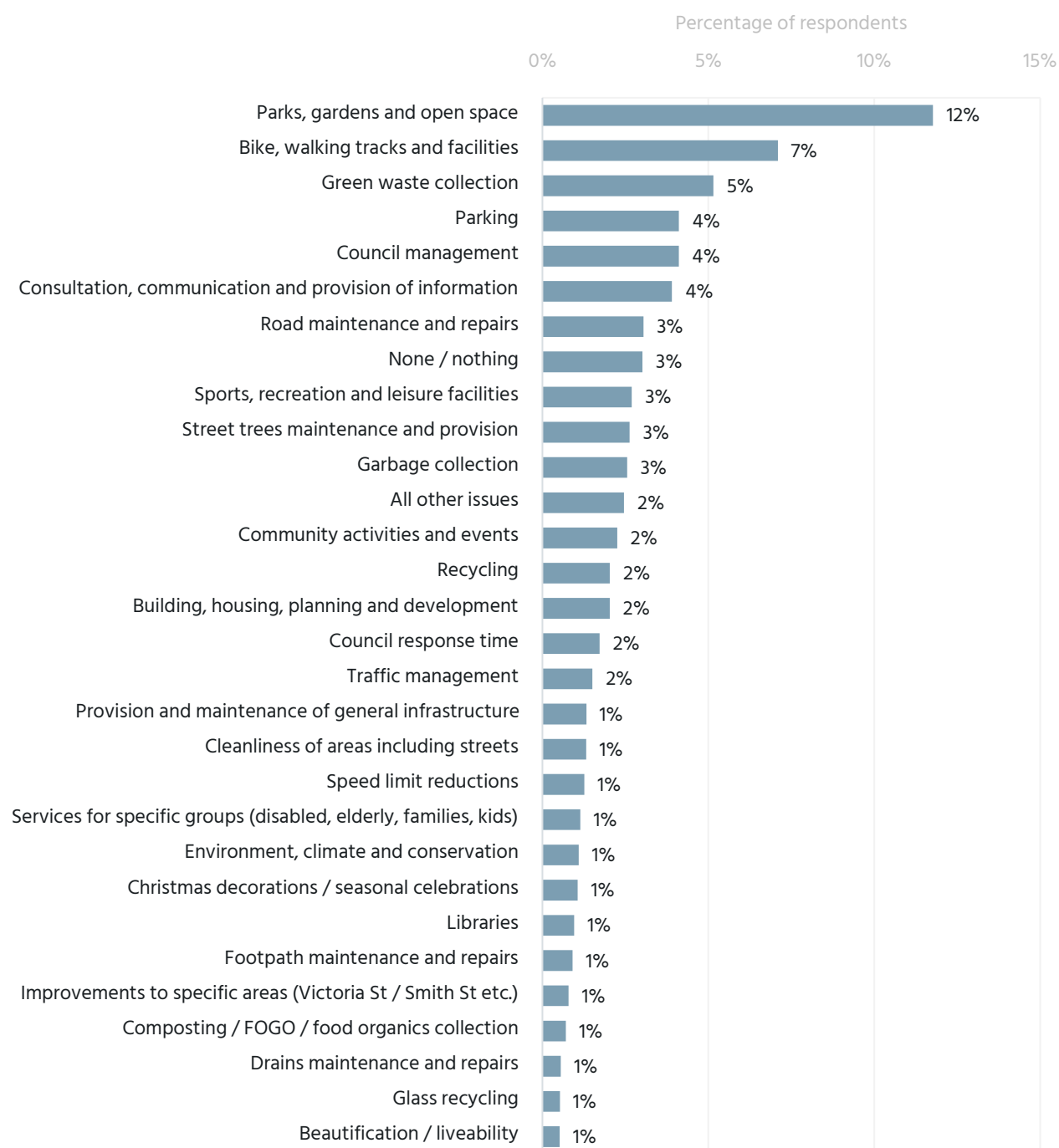
These perceived improvements in parking are notable when the fact that Parking management received the lowest Performance Index among the universal services is considered. While the proportion of respondents nominating parking as an improvement in 2026 was higher than in 2025, the perceptions were not sufficiently widespread to result in an increase in the Index compared to 2025.

5. Council Management (4%)

Respondents noted more pragmatic decision-making and a more community-focussed approach to decision-making.

The perceptions were not sufficiently widespread, however, to result in an increase in the Performance Index for any of the leadership and accountability services compared to 2025.

Figure 86: Improvements Delivered by Council Over Past Two Years (2026)



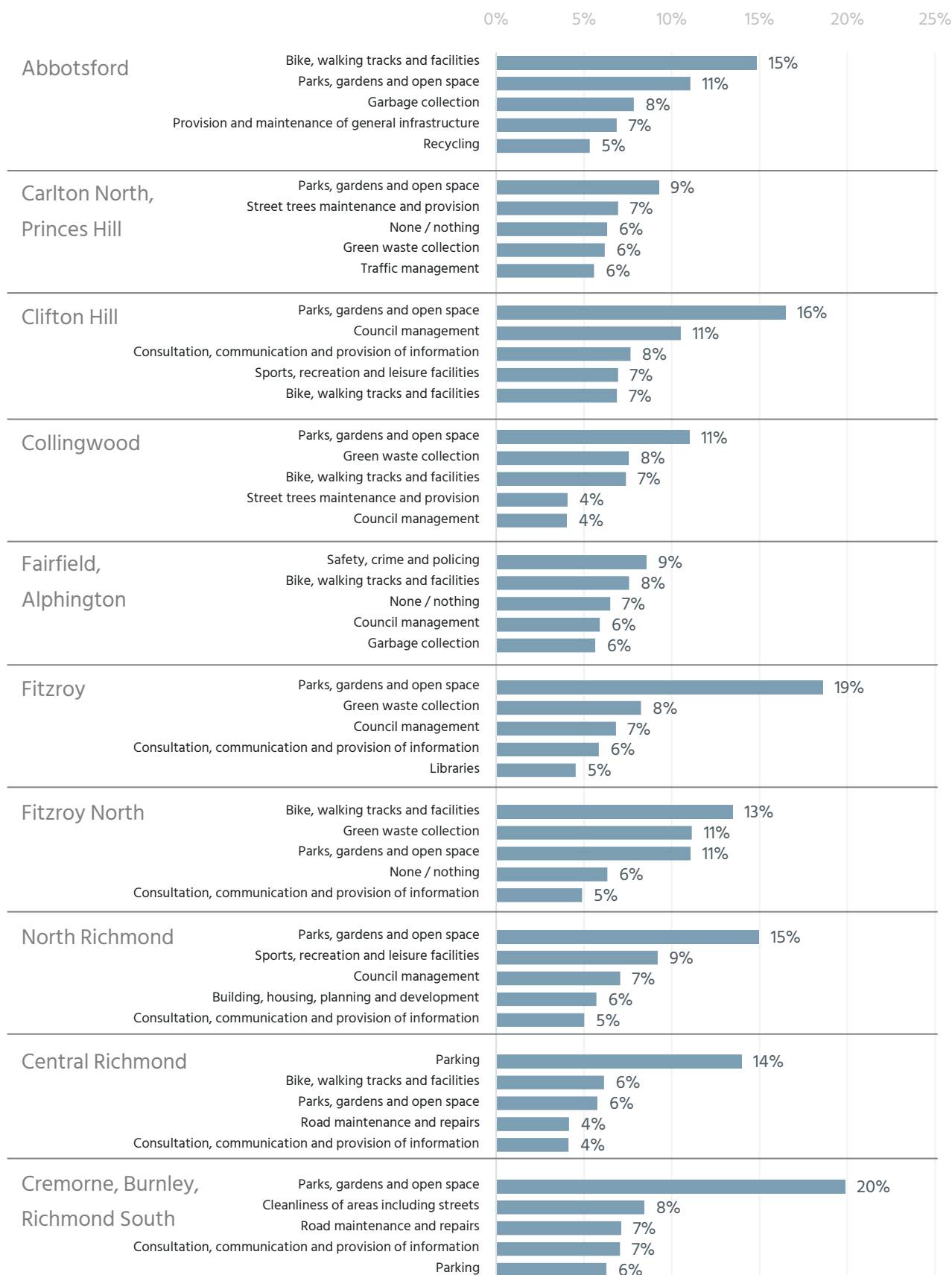
Base: All respondents 2026

Q9. What, if any, improvements have the council delivered in the last 2 years? (open-ended response)

No statistically significant changes since 2025

The table below shows five most frequently mentioned types of improvement that residents in each precinct perceive to have been delivered in the last 2 years. Due to the limited sample sizes in most precincts, differences across precincts are indicative only.

Figure 87: Improvements Delivered by Council Over Past Two Years – by Suburb (2026)



Base: All respondents 2026

Q9. What, if any, improvements have the council delivered in the last 2 years? (open-ended response)

No statistically significant changes since 2025

Local improvements sought

Respondents were also asked to describe what, if any, improvements they would like to see in their local area over the next two years. Responses to the open-ended question were again grouped into themes for analysis purposes.

Seven hundred and one respondents, 87% of the total sample, nominated at least one issue. In total, 1223 issues were nominated by the 701 respondents. A total of 9% of respondents responded 'None/Nothing'.

The percentage of respondents nominating each issue is shown in the figure below. The top five most frequently mentioned areas in which improvement is sought are now described in more detail.

1. Parking (10% respondents)

Respondents noted the need for more permit zones, increased accessibility particularly near their place of residence, stronger enforcement and fairer outcomes.

Parking was also the most frequently nominated improvement suggestion in 2025. The call for improvements is consistent with Parking Management having the lowest 2026 Performance Index of any of the universal services in 2026.

2. Cleanliness of areas including streets (10%)

Residents want cleaner streets, footpaths, laneways, and public spaces across the municipality, with requests for more frequent sweeping and litter removal, and faster graffiti removal.

This theme was also mentioned frequently in 2025, effectively being the equal second most mentioned theme. The fact that that cleanliness of areas is frequently mentioned by respondents is consistent with the Performance Indices for Maintenance and cleaning of public areas, and Maintenance and cleaning of public areas strip shopping areas, being noticeably lower than for some other services.

3. Bike, Walk Tracks and Facilities (9%)

Respondents' suggestions relating to bike lanes were highly polarized, with some other respondents calling for improved integration across different user groups.

This theme was similarly ranked in 2025 in the number of times it was mentioned by respondents. The divided views expressed noted above suggest that the relatively mid-range Performance Indices for On-road bike paths and Off-road bike paths are in part the product of polarised views.

4. Parks, Gardens and Open Space (8%)

Residents want more parks and green spaces — including in Cremorne and central Richmond — and better maintenance of existing ones.

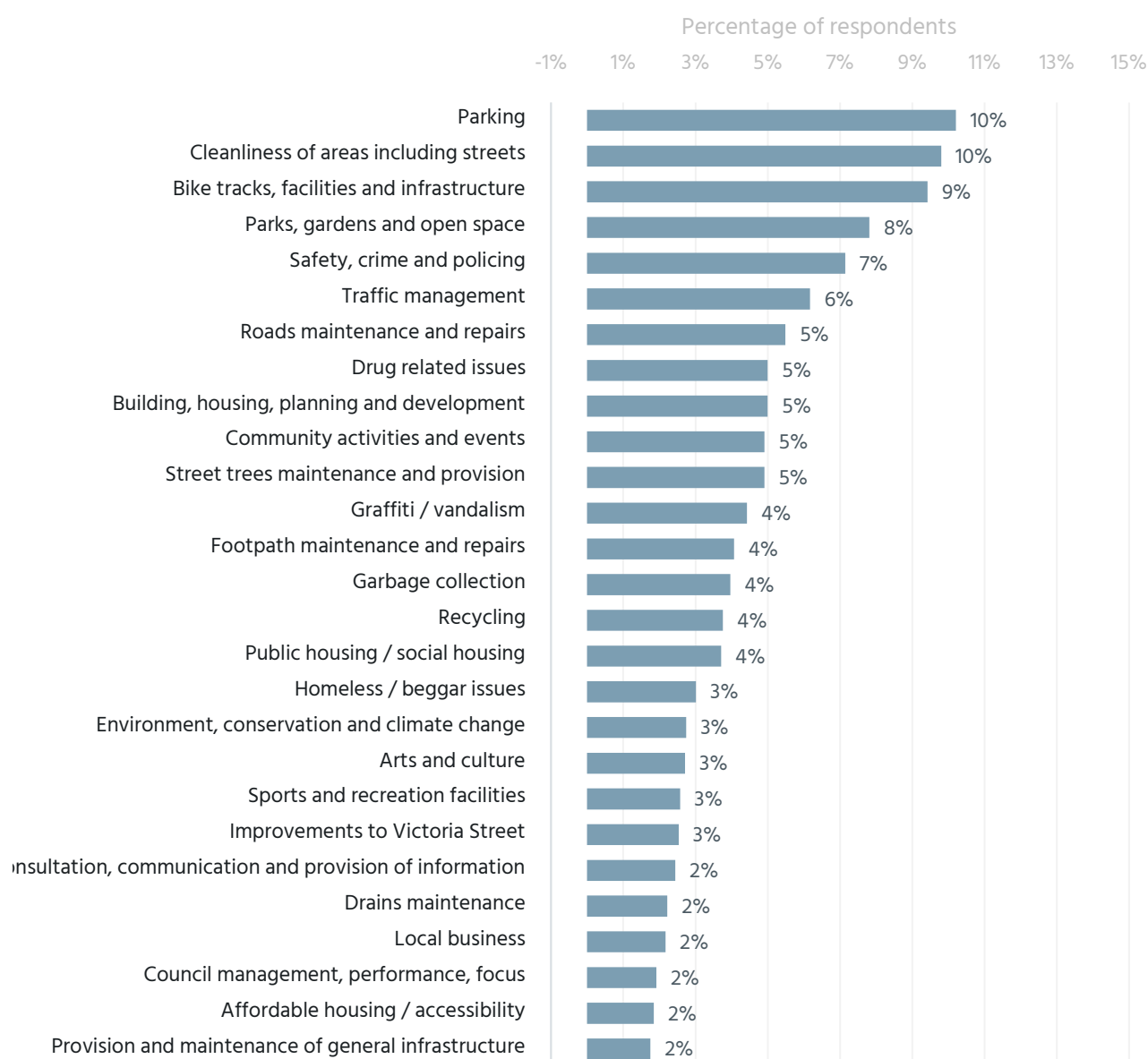
This theme was also similarly ranked in 2025 in the number of times it was mentioned by respondents. Unlike some of the other themes that are commonly mentioned by respondents as top issues, or suggestions for improvement, the Performance Indices for Provision of parks, gardens and reserves, and Maintenance of parks, gardens and reserves are above the average for the universal services. This in part reflects the important role that parks and gardens play in residents' lives. While some residents live in areas with fewer parks and gardens, others are concerned to protect what is already provided, and may aspire to further improvements.

5. Safety, Crime and Policing (7%)

Respondents suggested more visible policing especially at night, and better lighting and CCTV among other suggestions.

This theme was also similarly ranked in 2025 in the number of times it was mentioned by respondents. The relatively high frequency of mentions is consistent with the ratings of safety at night reported above in which only 41% of residents stated that they feel safe at night, and 29% feel unsafe.

Figure 88: Improvements Residents Would Like to See in Next Two Years (2026)



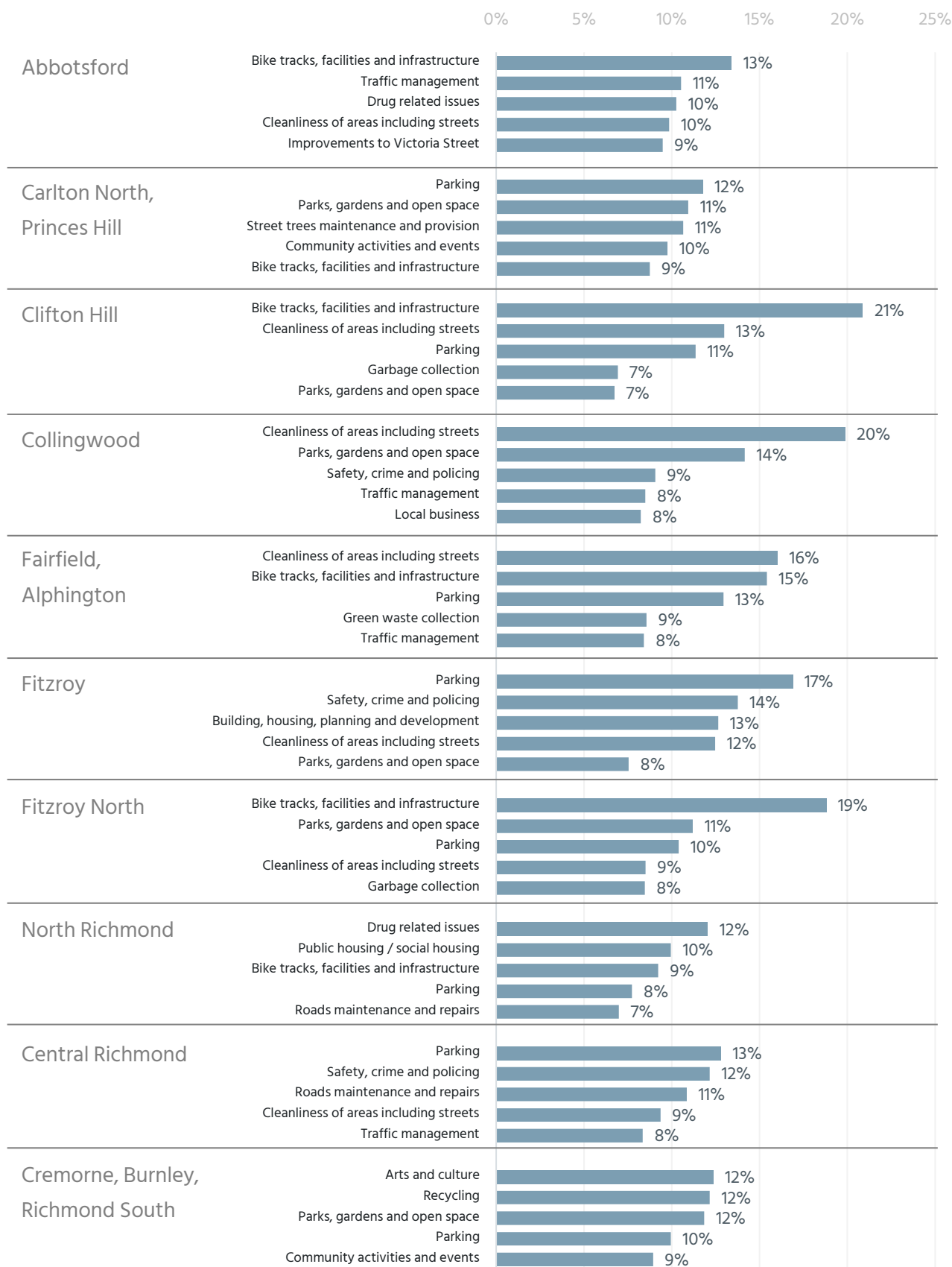
Base: All respondents 2026

Q10. What, if any, improvements would you like to see in your local area over the next two years? (open-ended response)

No statistically significant changes since 2025

The table below shows five most frequently mentioned types of improvement that residents in each precinct perceive to be needed. Due to the limited sample sizes in most precincts, differences across precincts are indicative only.

Figure 89: Top Five Improvements Residents Would Like to See in Next Two Years – by Suburb (2026)



Base: All respondents 2026

Q10. What, if any, improvements would you like to see in your local area over the next two years? (open-ended response)

No statistically significant changes since 2025

Appendices

Appendix 1: Survey Form

QUALIFIER

Ask all Q1. Which suburb in Yarra do you live in? SINGLE RESPONSE	01. Abbotsford 02. Carlton North/ Princess Hill 03. Clifton Hill 04. Collingwood 05. Fairfield -Alphington 06. Fitzroy 07. Fitzroy North 08. North Richmond Between Victoria St and Bridge Rd /Punt Rd and Yarra River. 09. Central Richmond Between Bridge Rd and Swan St /Punt Rd and Yarra River. 10. Cremorne / Burnley - Richmond South South of Swan St until Yarra River / Punt Rd and Yarra River 11. Do not live in Yarra City TERMINATE 98. Prefer to not answer TERMINATE
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CUSTOMER SERVICE

Ask all Q2. Have you had contact with Yarra City Council in the last 12 months? SINGLE RESPONSE	01. Yes 02. No Skip to Q4 98. Prefer not to answer / not stated Skip to Q4
Ask only if answered '1-yes' in Q2 Q3. On a scale of 1 (very poor) to 5 (very good), how would you rate the Council on customer service	Online: Show on scale from left to right 01. Very poor 02. Poor

received? SINGLE RESPONSE	03. Average 04. Good 05. Very good 98. Prefer not to answer / not stated
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UNIVERSAL SERVICES AND FACILITIES

Ask all Q4. 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 poor (1)	Poor (2)	Average (3)	Good (4)	Very good (5)	Unsure / Don't know (99)
01. Maintenance and repair of sealed local roads (this excludes highways and main roads)						
02. Maintenance and repair of storm water drains						
03. Maintenance and repair of footpaths						
04. Maintenance and cleaning of public areas (including litter collection)						
05. Maintenance and cleaning of strip shopping areas						
06. Regular garbage collection service						

07. Regular recycling service						
08. Provision of parks, gardens and reserves						
09. Maintenance of parks, gardens and reserves						
10. Traffic management						
11. Parking management						

OTHER MAJOR SERVICES AND FACILITIES

Ask all

Q5. 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 "unsure / don't know -99'.

SINGLE RESPONSE

ROTATE LIST

	Very poor (1)	Poor (2)	Average (3)	Good (4)	Very good (5)	Unsure / Don't know (99)
01. Green waste services						
02. Hard rubbish services						
03. Local library services						
04. Public toilets						

05. Yarra's swimming pool at Richmond, Fitzroy or Collingwood						
06. Yarra's leisure centres at Richmond, Fitzroy or Collingwood (e.g., Gym, etc)						
07. On-road bike paths						
08. Off-road bike paths (including shared paths)						
09. Arts and cultural activities						
10. Graffiti management						

LEADERSHIP AND ACCOUNTABILITY

Ask all

Q6. 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 poor (1)	Poor (2)	Average (3)	Good (4)	Very good (5)	Unsure / Don't know (99)
01. Meeting its responsibilities towards the environment						
02. Community consultation and engagement						

03. Representation, lobbying and advocacy on behalf of the community on key issues						
04. Making decisions in the best interests of the community						
05. Offering value for rates						
06. General Town Planning policy						
07. Planning and building permits						
Always show this item last on the list						
08. Performance of Council across all areas of responsibility						

CHANGE IN OVERALL PERFORMANCE

Ask all Q7. Over the last 12 months, what is your view of the direction of Council's overall performance? SINGLE RESPONSE	01. Improved 02. Stayed the same 03. Deteriorated 99. Don't know / Can't say
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ISSUES TO ADDRESS

Ask all Q8. What do you consider to be the top issue for the City of Yarra? OPEN ENDED QUESTION	01. Issue: _____ 02. None / nothing 98. Prefer not to answer / not stated
Ask all	01. Issue: _____ 02. None / nothing

Q9. What, if any, improvements have the council delivered in the last 2 years? OPEN ENDED QUESTION	98. Prefer not to answer / not stated
Ask all Q10. What, if any, improvements would you like to see in your local area over the next two years? OPEN ENDED QUESTION	01. Issue: _____ 02. None / nothing 98. Prefer not to answer / not stated

PERCEPTION OF SAFETY

Ask all Q11. 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 unsafe (1)	Unsafe (2)	Average (3)	Safe (4)	Very safe (5)	Unsure / Don't know (99)
01. During the day						
02. At night						
Ask if rating is a 1 or 2 in Q11.1 and/or Q11.2 Q12. Where do you feel unsafe? Why do you feel unsafe? OPEN ENDED QUESTION	01. Where: _____ 02. Why: _____					

DEMOGRAPHICS

Ask all Q13. Please indicate which of the following best describes you. SINGLE RESPONSE	01. 18-24 years 02. 25-34 years 03. 35-44 years 04. 45-54 years 05. 55-64 years 06. 65-75 years 07. 75 plus 98. Prefer not to answer
Ask all Q14. With which gender do you identify? SINGLE RESPONSE	01. Man 02. Woman 03. Self-described (please state _____) 04. Non-binary 98. Prefer not to answer
Ask all Q15. Do any members of this household speak a language other than English at home? SINGLE RESPONSE	01. English only 97. Other (specify _____)
Ask all Q16. Do you or any household member have a long-term health condition, disability or impairment that restricts everyday activities? SINGLE RESPONSE	01. Yes – I have a long-term disability or impairment 02. Yes – A member of this household has long-term disability or impairment 03. Yes – I AND a member of this household have long-term disability or impairment 04. No – Neither I nor a member of this household have a long-term disability or impairment 98. Prefer not to answer
Ask all Q17. Which of the following best describes the current housing situation of this household?	01. Own this home 02. Mortgage (paying off this home) 03. Private rental (e.g., real estate agent)

SINGLE RESPONSE	04. Renting public or community housing 98. Prefer not to answer
Ask all Q18. What is the structure of this household? SINGLE RESPONSE	01. Couple with dependent children 02. Couple with no dependent children 03. Lone parent with dependent children 04. Lone parent with no dependent children 05. Sole person household 06. Single person living with friends or housemates 07. Extended or multiple families 97. Other (Please specify _____) 98. Prefer not to answer
Ask all Q19. What type of dwelling is this? SINGLE RESPONSE	01. Separate house 02. Semi-detached, row or terrace house 03. Flat, unit or apartment 97. Other (Please specify _____) 98. Prefer not to answer
Ask all Q20. How long have you lived in the City of Yarra? SINGLE RESPONSE	01. Less than 2 years 02. 2 to less than 5 years 03. 5 to less than 10 years 04. 10 years or more 98. Prefer not to answer

Appendix 2: Methodology – Additional details

Telephone response rate

The table below describes the response rates achieved during the telephone survey.

Table 2: Outcomes From the Telephone Surveying

Outcome	n
Completed	503
Refused	916
No Answer	2742
Call Back / Appointments	802
Response Rate	35.4%

The response rate of 35.4% is based on the proportion of completed surveys divided by the sum of completed and refused surveys, and is hence a form of what is known among survey methodologists as the ‘cooperation rate’. The equivalent figure in 2025 was 25.2%.

Sample profile

The tables below show how the sample was distributed on a range of demographic variables. These profiles are prior to the application of weighting. As described in the next section, weighting was applied when analysing results to ensure they are representative of the population living in the City of Yarra.

Table 3: Age Profile of Respondents

Age Range	% of Respondents
18-24	5.0%
25-34	19.2%
35-44	19.7%
45-54	20.4%
55-64	16.0%
65-75	12.9%
75 plus	6.8%

Table 4: Gender Profile of Respondents

Gender	% of Respondents
Man	45.8%
Woman	53.7%
Non-binary or self-described (combined)	0.5%

Table 5: Language Profile of Respondents

Language Spoken at Home	% of Respondents
English only	82.7%
Vietnamese	1.1%
Italian	0.9%
Greek	1.5%
Multiple languages	3.2%
French	1.2%

Arabic	0.6%
African	0.6%
East Asian languages	3.0%
South East Asian languages	0.6%
Western European languages	1.0%
Eastern European languages	0.9%
South Asian languages	1.5%
South European languages	1.0%
Other	0.1%
Prefer not to say	0.1%

Table 6: Suburb Where Respondents Live

Suburb	% of Respondents
Abbotsford	9.9%
Carlton North/ Princes Hill	9.3%
Clifton Hill	7.8%
Collingwood	10.2%
Fairfield - Alphington	3.6%
Fitzroy	11.6%
Fitzroy North	12.9%
North Richmond	11.0%
Central Richmond	18.2%
Cremorne / Burnley - Richmond South	5.5%

Table 7: Profile of Long-term Health Conditions, Disabilities or Impairments of Respondents

Status	% of Respondents
Yes – I have a long-term disability or impairment	6.8%
Yes - A member of this household has long-term disability or impairment	5.5%
Yes - I AND a member of this household have long-term disability or impairment	1.4%
No - Neither I nor a member of this household have a long-term disability or impairment	83.5%
Prefer not to answer	2.9%

Table 8: Housing Tenure of Respondents

Type of Tenure	% of Respondents
Own this home	39.3%
Mortgage (paying off this home)	33.5%
Private rental (e.g., real estate agent)	20.2%
Renting public or community housing	4.7%
Prefer not to answer	2.4%

Table 9: Household Composition of Respondents

Category	% of Respondents
Couple with dependent children	26.5%
Couple with no dependent children	34.3%
Lone parent with dependent children	5.2%
Lone parent with no dependent children	2.0%
Sole person household	18.8%

Single person living with friends or housemates	6.7%
Extended or multiple families	3.3%
Other	1.4%
Prefer not to answer	1.7%

Table 10: Type of Dwelling Respondents Live In

Dwelling Type	% of Respondents
Separate house	29.1%
Semi-detached, row or terrace house	35.7%
Flat, unit or apartment	33.8%
Other	0.9%
Prefer not to answer	0.5%

Table 11: Length of Time Living in the City of Yarra

Period	% of Respondents
Less than 2 years	5.7%
2 to less than 5 years	13.3%
5 to less than 10 years	16.1%
10 years or more	64.4%
Prefer not to answer	0.5%

Weighting

Weighting survey data adjusts the results so the sample more closely reflects the actual population. In practice, this means giving slightly more influence to under-represented groups and less to over-represented ones, based on known population characteristics (such as age, gender, or location). By correcting these imbalances, weighting helps reduce bias and ensures the findings better represent the views of the whole community rather than just those who responded.

In this study, the data was weighted by age category, gender and housing tenure (owner occupiers, private rentals, social housing, share house etc) to ensure results are representative of the population of residents of the City of Yarra.

Missing data

Responses of “Unsure/Don’t know” were excluded when calculating the Performance Index scores, consistent with the recommendations of the Victorian Government for Community Satisfaction Surveys undertaken by Victorian Councils¹. These responses were also removed from the base when calculating the percentage of respondents providing very good/good, average and poor/very poor responses.

¹ Practice Note 22 – Conduct of the Community Satisfaction Survey, accessed at:

https://www.localgovernment.vic.gov.au/data/assets/pdf_file/0013/220180/LGPRF-Practice-Note-22-Conduct-of-the-Community-Satisfaction-Survey.pdf