



*Maribyrnong City Council*

**2021 Annual Community Survey**

*December 2021*

*Prepared by:*

Metropolis Research  
ABN 39 083 090 993

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**Contact details**

This report was prepared by Metropolis Research Pty Ltd on behalf of the Maribyrnong City Council. For more information, please contact:

**Dale Hubner**

Managing Director  
Metropolis Research Pty Ltd

P O Box 1357  
CARLTON VIC 3053

(03) 9272 4600  
[d.hubner@metropolis-research.com](mailto:d.hubner@metropolis-research.com)

**Lauren McKenzie**

Customer Engagement Manager  
City of Maribyrnong

P O Box 58  
FOOTSCRAY VIC 3011

(03) 9688 0200  
[Lauren.McKenzie@maribyrnong.vic.gov.au](mailto:Lauren.McKenzie@maribyrnong.vic.gov.au)



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## Executive summary

### *Survey aims and methodology*

Metropolis Research conducted Council's 18<sup>th</sup> *Annual Community Satisfaction Survey* primarily as a telephone interview survey of 800 respondents in October and November 2021.

The aim of the research was to measure community satisfaction with the broad range of Council services and facilities, aspects of governance and leadership, planning and development, customer service, and the overall performance of Council.

The survey also measured the importance to the community of 39 individual services and facilities, explored the top issues the community feel needs to be addressed in the municipality "at the moment", as well as measuring the perception of safety in Maribyrnong's public areas, Mayoral recognition, aspects of the sense of community, awareness of the Footscray University Town project, and some questions around Australia Day.

This year, there were also a small number of questions included in the survey that explored how well the community was coping with COVID-19, and ways in which they believe Council could help them during the pandemic, and then help the community rebuild and reconnect when we approach a new COVID-normal.

### *Key findings*

The key finding from the survey this year is that satisfaction with the performance of Council "across all areas of responsibility" or overall performance, remains at close to the highest level recorded for the City of Maribyrnong (the highest being in 2020).

Satisfaction with Council's overall performance has increased 12.9% since the most recent low point back in 2014. Since the program commenced back in 2004, satisfaction has risen from 6.11 to 6.93, an increase of 13.4%.

Satisfaction with aspects of governance and leadership declined marginally this year, as did the average satisfaction with services and facilities, customer service, and planning and housing development. These declines were not statistically significant, and satisfaction remains at historically high levels.

Whilst it cannot be discounted that the COVID-19 pandemic may have influenced community sentiment across a range of services and issues, the results outlined in this report clearly represent a good to very good level of community satisfaction with the performance of Council across the full range of services and facilities, as well as the governance and leadership performance of the Maribyrnong City Council.

The key issues in the municipality remain car parking and traffic management, with traffic management increases this year as an issue, although not to pre-COVID levels. Council rates decreased as an issue this year, after the unusually large proportion nominating it as an issue last year.



The issues that are most likely to be exerting a measurably negative influence on community satisfaction with the performance of Council (for the respondents raising the issues) include footpath maintenance and repairs, building, housing, planning and development issues, and Council rates.

### ***Satisfaction with the performance of Council***

Satisfaction with the [overall performance](#) of Maribyrnong City Council declined by less than one percent this year to 6.93 out of a potential 10 (down from 6.99), which was not a statistically significant decline.

This result was almost identical to the metropolitan Melbourne (6.92) average, marginally lower than the western region councils' (7.01) average, and somewhat higher than the IMAP councils' (6.85) average satisfaction with the local council, as recorded in the 2021 *Governing Melbourne* research.

Metropolis Research notes that it cannot be discounted that the significant external factor of the COVID-19 pandemic may well have impacted on community mindset and outlook and may have had an impact on their satisfaction with the performance of government broadly, including the City of Maribyrnong. This significant external event may have impacted on a range of results outlined in this report, both in 2020 and in 2021.

A little more than one-fifth (21.1% up from 19.4%) considered that Council's overall performance had improved in the last 12 months, whilst 8.1% (up from 6.4%) considered that performance had deteriorated.

A little less than half (40.7% down from 42.0%) of respondents were "very satisfied" with Council's overall performance (rating satisfaction at eight or more out of 10), whilst 8.4% (down from 9.0%) were dissatisfied (rating zero to four).

There was some variation in satisfaction with Council's overall performance observed this year, as follows:

- ***More satisfied than average*** – includes respondents from Braybrook, younger respondents (aged 18 to 34 years), senior citizens (aged 75 years and over), respondents from multi-lingual households, rental household respondents, group household respondents, and newer residents (less than five years in the City of Maribyrnong).
- ***Less satisfied than average*** – includes respondents from Maribyrnong precinct, middle-aged and older adults (aged 45 to 74 years), mortgagor, couple households without children, and respondents from households with a member with a disability.

The most common reasons why dissatisfied respondents were dissatisfied with Council's overall performance were focused on communication, consultation, and the provision of information, rates and financial management, and some comments related to specific services and facilities.



Consistent with the good level of overall satisfaction with Council, satisfaction with the six aspects of [governance and leadership](#) declined only marginally this year, down by an average of 2.6% this year to 6.81 but remains a “good” level of satisfaction.

Satisfaction with all five aspects of governance and leadership included in both the City of Maribyrnong survey as well as *Governing Melbourne* were very similar to the 2021 metropolitan Melbourne, western region councils’, and IMAP councils’ results.

These results confirm that most respondents were satisfied with Council’s performance in promoting gender respect and equity (7.63), representation, lobbying and advocacy (6.82), the responsiveness of Council to local community needs (6.75), Council’s community consultation and engagement (6.72), making decisions in the interests of the community (6.65), and maintaining community trust and confidence (6.64).

There was a new aspect of governance and leadership included this year, focusing on Council’s performance mitigating the causes of and addressing the impacts of climate change. Satisfaction with this aspect was lower than the other aspects at 6.55 (or “good”), with 37.3% “very satisfied”, and 15.8% “dissatisfied”.

Satisfaction with Council’s [customer service](#) delivery was “good”, down from a “very good” level, following a small but not statistically significant decline this year, with the average satisfaction with the nine included aspects of customer service down 2.3% to 7.23 (from 7.40).

The average satisfaction with the 39 Council provided [services and facilities](#) included in the survey decreased very marginally this year, down by 1.3% to 7.30, although it remains on average at a “very good” level.

The services with the highest levels of satisfaction include the weekly garbage collection (8.35), library services (8.17), fortnightly recycling (8.17), fortnightly green waste collection (8.04), animal management (7.89 up from 7.64), the provision and maintenance of parks and gardens (7.79), the provision and maintenance of playgrounds (7.78), and the provision and maintenance of street lighting (7.76 up from 7.59). Satisfaction with all these services was measurably higher than the average satisfaction with all 39 services and facilities.

Many of these services and facilities with the highest levels of satisfaction were also those with higher-than-average importance. This shows that many of the services and facilities of most importance to the community are those with which the community is most satisfied.

Satisfaction with all but eight services and facilities recorded satisfaction scores higher than the overall satisfaction with Council this year, suggesting most services and facilities are a positive influence on satisfaction with Council’s overall performance.

The eight services and facilities to record satisfaction scores lower than overall satisfaction include parking enforcement (6.53), the maintenance and repair of sealed local roads (6.54 down from 6.97), public toilets (6.57), Council’s use of social media (6.62 down from 7.19), footpath maintenance and repairs (6.63), the Customer Request Management System (6.82 down from 7.20), the cleaning and maintenance of the Footscray CBD (6.83), and local traffic management (6.91).



It is important to bear in mind that satisfaction with all these services and facilities were recorded at “good” levels. There were no services and facilities included in the survey this year that received satisfaction scores rated as “solid”, “poor” or lower.

Satisfaction with the [planning and development outcomes](#), “the design of public spaces” (7.17) and the “protection of local heritage” (6.94) both remained relatively stable this year, whilst satisfaction with the “appearance and quality of new developments” (6.30) decreased notably this year, down a statistically significant 6.7% to 6.30 or “solid”. It is noted that 19.5% of respondents were “dissatisfied” with the appearance and quality of new developments.

Cognisant of the fact that just 21 respondents participated in the planning approvals process as applicants and 11 as objectors, satisfaction with the four included aspects of the [planning approvals process](#) all declined sharply, but not measurably this year. This includes Council’s communication during the process (4.02), access to information (4.02), the timeliness of planning decisions (3.87), and the effectiveness of community consultation and involvement (3.79). Satisfaction with all four aspects were rated at “extremely poor” levels of satisfaction.

### ***Issues to address for the City of Maribyrnong***

The main [issues to address in the City of Maribyrnong](#) remain traffic management (13.3% up from 8.3%), road maintenance and repairs (8.1% up from 6.6%), car parking (7.8% down from 10.1%), parks, gardens, and open spaces (7.3% up from 7.0%), building, housing, planning, and development (5.6% down from 5.0%), cycling and walking tracks (5.5% up from 2.9%), and Council rates (5.1% down from 8.3%).

The issues that are most likely to be exerting a negative influence on community satisfaction with the performance of Council includes road maintenance and repairs, parks and gardens, footpath maintenance and repairs, building, housing, planning, and development, and rates.

### ***Mayoral recognition***

In 2021, 12.6% (down from 13.9%) of respondents were able to correctly identify the [current Mayor of the City of Maribyrnong](#).

### ***Footscray University Town project***

In 2020, 15.6% (down from 22.5%) of respondents were aware of the [Footscray University Town project](#). This is the lowest awareness recorded since 2014. This result may well have been impacted by the COVID-19 pandemic.



### ***Perception of safety in the public areas of the City of Maribyrnong***

The [perception of safety in the public areas of the City of Maribyrnong](#) in five of the seven locations or circumstances increased somewhat this year. It is noted that safety, policing, and crime related issues continued to decrease as issues to address in the City of Maribyrnong.

Particular attention is drawn to the perception of safety in the public areas of the City of Maribyrnong at night, which declined by less than one percent this year to 6.26, following on from the 10.3% decline recorded last year. Approximately one-fifth (20.5%) of respondents felt unsafe in the public areas at night, with female respondents feeling an average of 6.8% less safe than male respondents (down from a 17.8% difference in 2020).

### ***Sense of community***

Respondents were again in 2021 asked to rate their agreement with [five statements about the Maribyrnong community and Council](#). These questions were previously included in the survey in 2019.

The majority of respondents “strongly agreed” that “the Maribyrnong community is welcoming and supportive of people from diverse cultures and backgrounds” (7.89), “they feel welcome and included when accessing Council services, facilities, and activities” (7.79), “Maribyrnong Council respects, reflects, and is inclusive of indigenous peoples” (7.65), “Maribyrnong Council promotes connections between different cultural groups” (7.64), and “Maribyrnong is accessible and inclusive for people with disability” (7.35).

### ***Walking / cycling to local destinations***

Approximately three-quarters (76.5%) of respondents reported that they or members of their household regularly walk or cycle to local destinations like shops, schools, or parks.

### ***COVID-19 pandemic***

Respondents were asked questions around COVID-19, including how well they and their household were coping (financial wellbeing, physical and mental health, and wellbeing), and how they feel Council can assist the community through the pandemic and then to rebuild and reconnect once we approach a new COVID-normal.

On average, they rated [how well their household was coping](#) in terms of their financial wellbeing (7.48 up from 7.45), physical health and wellbeing (7.01 down from 7.11), and their mental health and emotional wellbeing (6.72 down from 6.85) at relatively solid levels.





It is important to note that a small but notable proportion of respondents reported that they were not coping well in terms of their financial wellbeing (8.2% up from 7.7%), their physical health and wellbeing (9.3% up from 8.0%), and their mental health and emotional wellbeing (12.4% up from 11.9%).

The main reasons why respondents were not coping well with COVID-19 related to job loss / income loss / job insecurity (22.1% of comments), lockdown issues (19.5%), mental health impacts (12.4%), and social isolation / separation from family (12.4%).

The main ways by which respondents feel that [Council could assist them](#) through the pandemic were focused on assistance with mental health (2.8%), financial support (1.9%), more communication and information (1.9%), and open spaces including dog parks (1.8%).

The main ways by which respondents feel that Council could assist the community to rebuild and reconnect once we approach a new COVID-normal were community activities such as fetes, concerts, and BBQs (9.8%), and assistance small business (2.9%).

## Key findings

The following section of the report provides a summary of the findings from the *Maribyrnong City Council – 2021 Annual Community Survey*.

### **Overall satisfaction**

- ⊗ Satisfaction with Council’s overall performance declined very marginally, but not measurably, this year, down less than one percent from 6.99 to 6.93.
- ⊗ This level of satisfaction remains categorised as “good”, the same categorisation for each year since 2015.
- ⊗ This result was almost identical to the metropolitan Melbourne average (6.92) from the 2021 *Governing Melbourne*.
- ⊗ Respondents from Braybrook (7.33) were notably, but not measurably more satisfied, whilst respondents from Maribyrnong precinct (6.53) were notably but not measurably less satisfied than the municipal average.
- ⊗ There was measurable variation in satisfaction by respondent profile:
  - **Measurably more satisfied than average** – younger respondents (aged 18 to 34 years), senior citizens (aged 75 years and over), respondents from multi-lingual households, rental household respondents, newer residents (between one and five years in the City of Maribyrnong), and group households.
  - **Measurably less satisfied than average** – middle-aged and older adults (aged 45 to 74 years), mortgagor household respondents, respondents from households with a member with a disability, and respondents from couple households.



- ⊗ In 2021, 21.1% (up from 19.4%) of respondents considered that Council’s overall performance had improved in the last twelve months, whilst 8.1% (up from 6.4%) considered that performance had deteriorated.

## ***Governance and leadership***

- ⊗ Average satisfaction with the seven included aspects of governance and leadership was 6.81 this year, including a new aspect relating to mitigating causes of / addressing the impacts of climate change.
- ⊗ Average satisfaction with the six aspects included in previous years was 6.85, down 2.6% on the 7.03 recorded in 2020.
- ⊗ This level of satisfaction remains categorised as “good”.
- ⊗ Satisfaction with the seven aspects being as follows:
  - Promoting gender equity and respect (7.53 dn from 7.63)
  - Representation, lobbying, and advocacy (6.82 dn from 6.87)
  - Responsiveness of Council to local com. needs (6.75 dn from 6.99)
  - Community consultation and engagement (6.72 dn from 6.96)
  - Making decisions in interests of community (6.65 dn from 6.86)
  - Maintaining community trust and confidence (6.64 dn from 6.89)
  - Mitigating causes / addressing the impacts of climate change (6.55, new).
- ⊗ When compared to the metropolitan Melbourne average (excluding gender respect and equity and mitigating the causes of and addressing the impacts of climate change), satisfaction with the remaining five aspects of governance and leadership was identical (6.72).

## ***Customer service***

- ⊗ In 2021, a little less than half (45.0% up from 41.3%) of respondents had contacted Council in the last two years.
- ⊗ The main forms of contacting Council remain telephone (60.4%, stable), via email (19.7% down from 21.3%), and visits in person (6.7% down from 8.2%).
- ⊗ The average satisfaction with nine aspects of customer service decreased marginally but not measurably this year, down by 2.3% from 7.40 to 7.23 this year, although it is now at a “good”, down from a “very good” level.
- ⊗ The average satisfaction with seven aspects of customer service for the City of Maribyrnong (7.06) was marginally, but not measurably lower than the 2021 metropolitan Melbourne average (7.35) from *Governing Melbourne*.



- ⊗ Satisfaction with the nine included aspects of customer service can best be summarised as follows:

○ Staff understanding language needs (NESB only)	<i>(8.04 down from 8.38)</i>
○ The online payments system	<i>(7.93 up from 7.36)</i>
○ Opening hours	<i>(7.69 down from 7.98)</i>
○ Courtesy of service	<i>(7.33 up from 7.29)</i>
○ Provision of information on Council and services	<i>(7.02, stable)</i>
○ General reception	<i>(6.90 down from 7.35)</i>
○ Access to relevant officer / area	<i>(6.86 down from 7.20)</i>
○ Care and attention to enquiry	<i>(6.79 down from 7.06)</i>
○ Speed of service	<i>(6.50 down from 6.95).</i>

### ***Planning and housing development***

- ⊗ In 2021, all respondents were asked to rate their satisfaction with three aspects of planning and housing development outcomes, as follows:

○ The design of public spaces	<i>(7.17 down from 7.33)</i>
○ The protection of local heritage	<i>(6.94 up from 6.91)</i>
○ The appearance and quality of new developments	<i>(6.30 down from 6.75).</i>

- ⊗ Satisfaction with the design of public spaces and the protection of local heritage were similar in the City of Maribyrnong than the comparison results recorded in 2021 *Governing Melbourne*. However, satisfaction with the appearance and quality of new developments was marginally lower in the City of Maribyrnong than the IMAP councils’ average, but measurably lower than the western region councils’ and metropolitan Melbourne average results.

- ⊗ In 2021, respondents that had been personally involved in the planning approvals process in the last 12 months were asked to rate their satisfaction with four aspects of the planning approvals process. It is noted that these results are based on small sample sizes of 21 applicants and 11 objectors, as follows:

○ Communication during the process (applicants)	<i>(3.94 down from 6.40)</i>
○ Communication during the process (objectors)	<i>(3.68 down from 5.51)</i>
○ Access to information (applicants)	<i>(4.02 down from 6.82)</i>
○ Access to information (objectors)	<i>(3.71 down from 6.03)</i>
○ Timeliness of planning decisions (applicants)	<i>(3.70 down from 6.11)</i>
○ Timeliness of planning decisions (objectors)	<i>(3.52 down from 5.86)</i>
○ Effectiveness of community consultation (applicants)	<i>(3.71 down from 6.97)</i>
○ Effectiveness of community consultation (objectors)	<i>(3.47 down from 5.33).</i>

- ⊗ Respondents were asked their level of satisfaction with “planning for population growth by all levels of government”. Satisfaction with this aspect declined 2.2% 6.14 but remained at a “solid” level. This result was identical to the 2021 metropolitan Melbourne average (6.14), was marginally lower than the western region (6.50) results but was measurably higher than IMAP average (5.76).



## Council services and facilities

- ⊗ **Importance** - The average importance of the 39 included Council services and facilities was 8.91 out of ten in 2021, up 0.3% on the 8.88 recorded in 2020.
  
- ⊗ The top eight services and facilities were measurably more important than the average:
  - Weekly garbage collection *(9.35 up from 9.15)*
  - Fortnightly recycling *(9.27 up from 9.20)*
  - On and off-road walking paths *(9.18 up from 9.00)*
  - Services for people with a disability *(9.17 up from 9.10)*
  - Provision and maintenance of street lighting *(9.14 up from 9.02)*
  - Annual hard rubbish collection *(9.14 up from 9.01)*
  - Provision and maintenance of playgrounds *(9.12 up from 8.98)*
  - Provision and maintenance of parks and gardens *(9.12 up from 8.98).*
  
- ⊗ The bottom five services and facilities were measurably less important than the average:
  - Customer Request Management System *(8.65 down from 8.72)*
  - Council's online consultation tool *(8.39 down from 8.58)*
  - Parking enforcement *(8.27 down from 8.49)*
  - Maribyrnong Messenger *(8.21 down from 8.41)*
  - Council's use of social media *(8.07 down from 8.42).*
  
- ⊗ **Satisfaction** - The average satisfaction with the 39 included Council services and facilities was 7.30 in 2021, down 1.3% on the 7.40 recorded in 2020, and remains at a "very good" level.
  
- ⊗ Satisfaction with the top eight services and facilities was measurably higher than the average satisfaction:
  - Weekly garbage collection *(8.35 up from 8.29)*
  - Library services *(8.17 down from 8.47)*
  - Fortnightly recycling *(8.17 down from 8.21)*
  - Fortnightly green waste collection *(8.04 down from 8.20)*
  - Animal management *(7.89 up from 7.64)*
  - Provision and maintenance of parks and gardens *(7.79 down from 7.84)*
  - Provision and maintenance of playgrounds *(7.78 down from 7.94)*
  - Provision and maintenance of street lighting *(7.76 up from 7.59).*
  
- ⊗ Satisfaction with the bottom eight services and facilities was measurably lower than the average satisfaction:
  - Local traffic management *(6.91 down from 7.00)*
  - Maintenance and cleaning of Footscray CBD *(6.83 down from 6.89)*
  - Customer Request Management System *(6.82 down from 7.20)*
  - Footpath maintenance and repairs *(6.63 down from 6.77)*
  - Council's use of social media *(6.62 down from 7.19)*
  - Public toilets *(6.57 up from 6.43)*
  - Maintenance and repair of sealed local roads *(6.54 down from 6.97)*
  - Parking enforcement *(6.53 down from 6.76).*



## ***Issues for Council to address “at the moment”***

- ⊗ A total of 491 respondents representing 61.4% of the total sample identified at least one issue for Council to address in the coming twelve months, with the top five issues being as follows:
  - Traffic management *(13.3% up from 8.3%)*
  - Road maintenance and repairs *(8.1% up from 6.6%)*
  - Car parking *(7.8% down from 10.1%)*
  - Parks, gardens, and open space *(7.3% up from 7.0%)*
  - Building, planning, housing, and development *(5.6% up from 5.0%).*

## ***Mayoral recognition***

- ⊗ In 2021, 12.6% of respondents were able to correctly identify the current Mayor of the City of Maribyrnong (Cr. Michael Clarke). This is a small decline on the 13.9% who correctly identified the mayor in 2020 but remains lower than the long-term average since 2005 of 19.0%.

## ***Perception of safety in public areas of Maribyrnong***

- ⊗ The perception of safety in the public areas of the City of Maribyrnong during the day and in and around the three shopping districts all recovered somewhat this year, following the sharp declines recorded last year.
- ⊗ The perception of safety travelling on or waiting for public transport continued to decline this year, down marginally (less than one percent) to 7.19, as did the perception of safety at night (6.26).
- ⊗ The survey measured respondents’ perception of safety within the public areas of the City of Maribyrnong across seven locations and times, as follows:
  - In public areas of Maribyrnong during the day *(8.24 up from 8.09)*
  - In and around Highpoint Shopping Centre *(8.00 up from 7.94)*
  - In and around Braybrook Shopping Centre *(7.51 up from 7.33)*
  - In and around Footscray CBD during the day *(7.43 up from 7.30)*
  - Travelling on / waiting for public transport *(7.19 down from 7.27)*
  - In public areas of Maribyrnong at night *(6.26 down from 6.33)*
  - In and around Footscray CBD at night *(5.85 up from 5.67).*
- ⊗ The most common reasons why respondents felt unsafe in the public areas of the City of Maribyrnong in 2021 were issues with “gangs, youth, suspicious people” (20.4%), problems with specific areas (18.1%), and drug and alcohol related issues (14.7%).

## ***Sense of community***

- ⊗ Respondents were in 2021, asked to rate their level of agreement with five statements about the local sense of community and Council’s role in fostering a sense of community and inclusion. This set of questions were last included in the survey program back in 2019.



- ⊗ These results do show that the Maribyrnong community overall exhibits a relatively strong sense of community, with agreement with the five aspects as follows:
  - The community is welcoming people from diverse cultures (7.89 dn from 7.97)
  - I feel welcome when accessing Council services and facilities (7.79 dn from 7.92)
  - Council respects, reflects and is inclusive of indigenous people (7.65 up from 7.44)
  - Council promotes connection between cultural groups (7.64 up from 7.52)
  - Maribyrnong is accessible / inclusive for people with disability (7.35 dn from 7.69).

### ***Footscray University Town project***

- ⊗ In 2021, a little more than one-fifth (21.8%) of respondents were aware of the Footscray University Town Project. This is an increase on the unusually low result of 15.6% reported last year, and marginally higher than the long-term average since 2015 of 20.5%.

### ***Walking / cycling to local destinations***

- ⊗ Of the 762 respondents who were able or willing to provide a response to this question, approximately three-quarters (76.5%) reported that they or members of their household regularly walk or cycle to local destinations like shops, schools, or parks.

### ***COVID19 pandemic***

- ⊗ Respondents were asked to rate how well they and their household were coping with the impacts of COVID-19 in terms of:
  - Financial wellbeing (7.48 up from 7.45)
  - Physical health and wellbeing (7.01 down from 7.11)
  - Mental health and emotional wellbeing (6.72 down from 6.85).
- ⊗ The most common reasons why respondent households were not coping well with the impacts of COVID-19 were impacts on employment security and income loss (22.1%), the impact of the lockdown (19.5%), mental health impacts including depression (12.4%), and impacts resulting from social isolation / separation from families (12.4%).
- ⊗ The top three ways that respondents believe Council can assist the community deal with the pandemic now were:
  - Assistance with mental health (2.8% up from 0.8%)
  - Financial support (1.9% up from 1.1%)
  - More communication and information in general (1.9% down from 5.3%).
- ⊗ The top three ways that respondents believe Council can assist the community rebuild and reconnect when we reach a new COVID-normal were:
  - Community activities, fete, concert, BBQ (9.8% up from 5.4%)
  - Assisting small business (2.9% dn from 6.1%)
  - Communication, education, information, awareness (1.3% up from 1.0%).



## ***Council acknowledge experience of ATSI peoples on Australia Day***

- ⊗ 52.6% of respondents agreed that Council should take some action to acknowledge the experience of Aboriginal and Torres Strait Islander peoples on Australia Day, 6.5% disagreed, and 40.9% could not say.
- ⊗ The most common suggestions for how Council should acknowledge experiences were change the date (3.6%), consult / agree with what First Nations people want for Australia Day (2.9%), and education about indigenous history (2.8%).
- ⊗ The most common reasons why Council should not acknowledge the experience of Aboriginal and Torres Strait Islanders people on Australia Day were: enough is being already (0.8%), everyone should be equal (0.8%), and don't care (0.5%).
- ⊗ 47.5% of respondents supported Council lowering the Aboriginal and Torres Strait Islander flag on Australia Day, whilst 44.5% of respondents reported don't know / can't say.

## **Methodology, response rate and statistical significance**

The *Annual Community Survey* has traditionally been conducted as a door-to-door, interview style survey.

Due to the lockdowns and social distancing requirements in response to the COVID-19 pandemic, it was not possible to conduct the survey as a face-to-face, doorstep interview survey this year. Consequently, the survey was conducted as a telephone interview.

The surveying was all completed over four weeks in October and November 2021. Prior to COVID-19 in 2020, the surveys have traditionally taken place in August and September.

Surveys were conducted from 11am till 7pm weekdays, and 11am till 5pm on Saturdays and Sunday.

Multiple attempts were made to contact each randomly selected telephone number, to give the household multiple opportunities to participate in the research.

A total of 800 surveys were conducted from a random sample of 14,107 residential telephone numbers, including approximately three-quarters mobile and one-quarter landline phones.

The sample of residential telephone numbers was pre-weighted by precinct population, to ensure that each precinct contributed proportionally to the overall municipal results.

The final sample of surveys were then weighted by age and gender, to ensure that each age / gender group contributed proportionally to the overall municipal result.

This was necessary given the limitations of the telephone survey methodology in obtaining a sample that reflects the age structure of the underlying population.



Of the 14,107 telephone numbers, the following results were obtained:

- No answer - 9,618
- Refused - 2,777
- Call back another time - 912
- Completed - 800

This provides a response rate of 22.4%, reflecting the proportion of individuals who were invited to participate in the research, who ultimately participated.

This is down substantially on the 35% achieved in 2020 using the telephone methodology, and the 41.2% response rate achieved in 2019 using the superior door-to-door methodology.

Metropolis Research notes that the response rate achieved in 2021 was substantially lower than that achieved using the same methodology in 2020. This lower response rate reflects the timing of the survey during and immediately after the last COVID-19 lockdown across metropolitan Melbourne.

It is likely that this lockdown impacted on residents' willingness to engage with Council, reflecting a level of burnout in the community.

The 95% confidence interval (margin of error) of these results is plus or minus 3.4% at the fifty percent level. In other words, if a yes / no question obtains a result of fifty percent yes, it is 95% certain that the true value of this result is within the range of 46.6% and 53.4%.

This is based on a total sample size of 800 respondents, and an underlying population of the City of Maribyrnong of 97,453.

## Council's overall performance

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), can you please rate the performance of Council across all areas of responsibility?”*

Satisfaction with the performance of Council “across all areas of responsibility” declined very marginally, but not measurably, this year, down less than one percent to 6.93.

This remains a “good” level of satisfaction, the same categorisation as recorded in each of the last seven years.

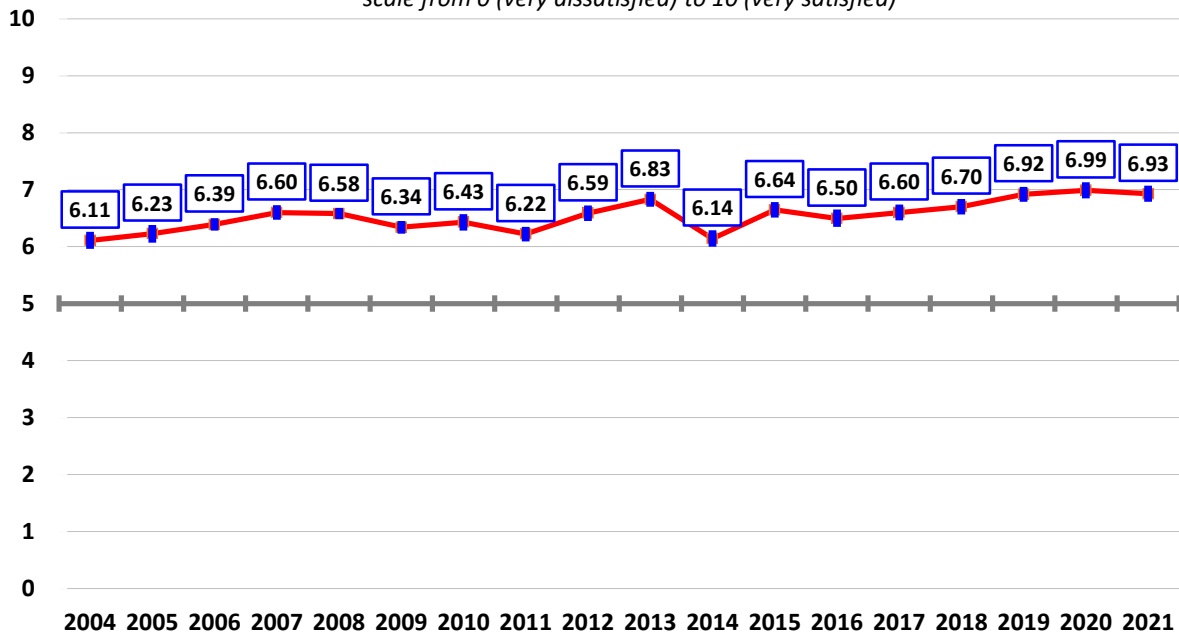
Despite the marginal decline recorded this year, satisfaction with Maribyrnong City Council's overall performance has trended higher over time, and the 2021 result was six percent higher than the long-term average since 2004 of 6.54.

By way of comparison, this City of Maribyrnong result was almost identical to the 2021 metropolitan Melbourne average of 6.92, as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research.





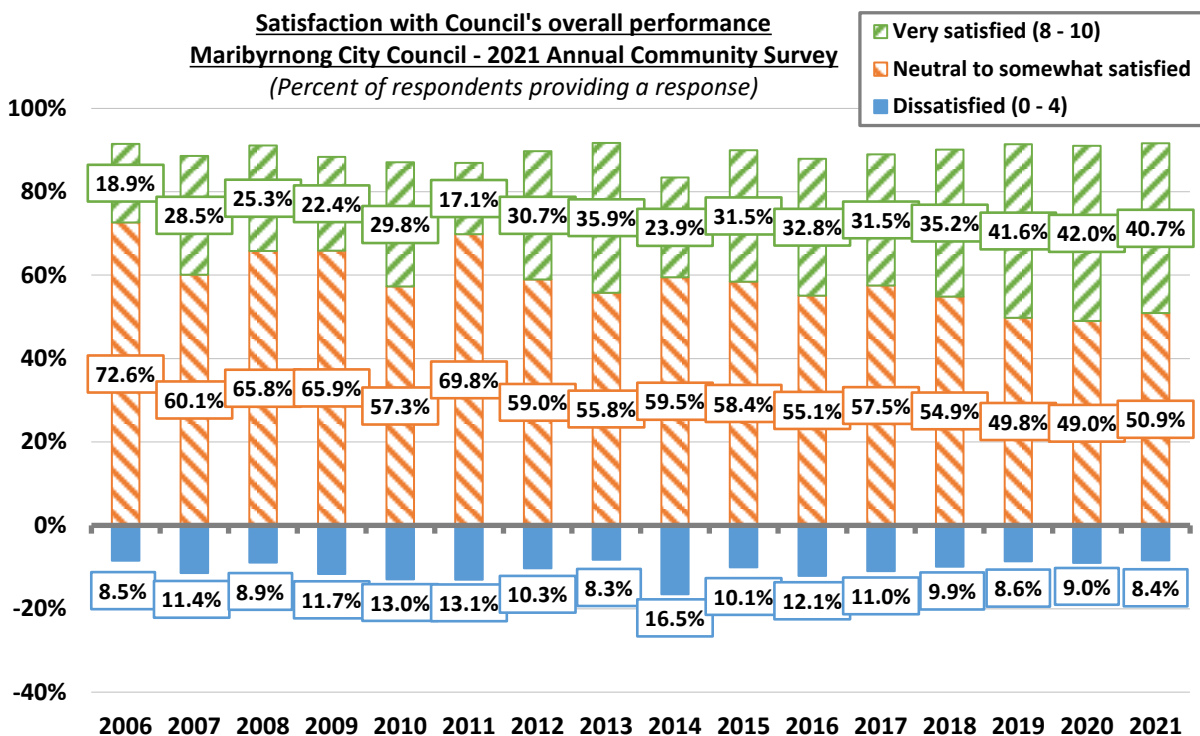
**Satisfaction with Council's overall performance**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



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

Consistent with the results recorded in each of the last two years, more than 40% of respondents providing a satisfaction score were “very satisfied” with Council’s overall performance. By contrast, 8.4% of respondents were “dissatisfied”, down very marginally on the nine percent “dissatisfied” last year.

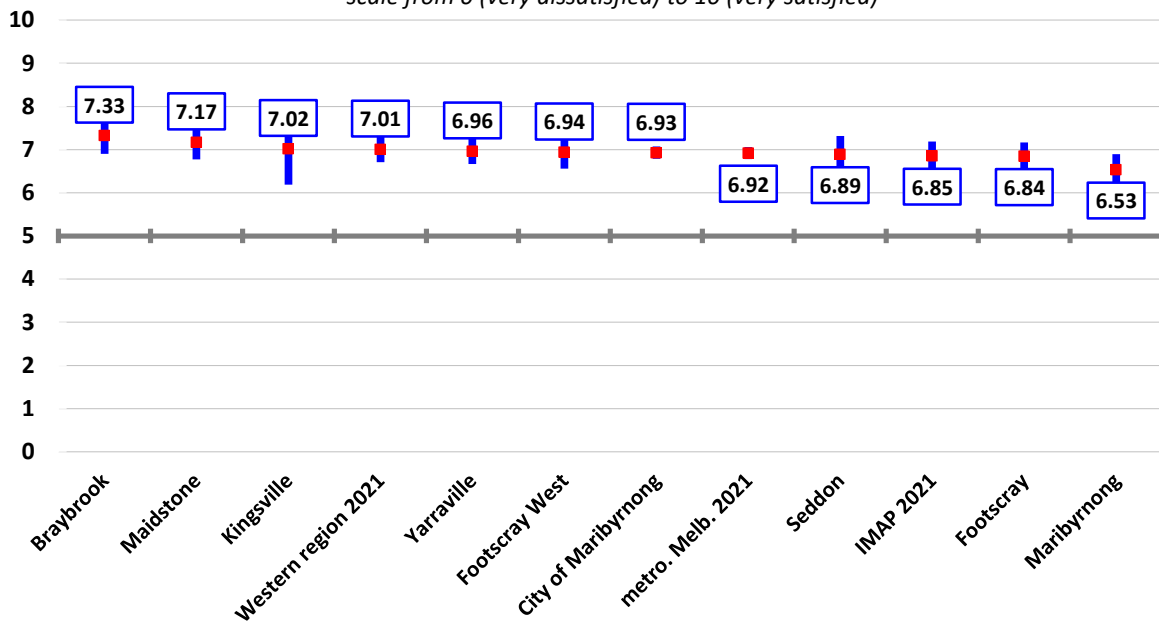
**Satisfaction with Council's overall performance**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
*(Percent of respondents providing a response)*



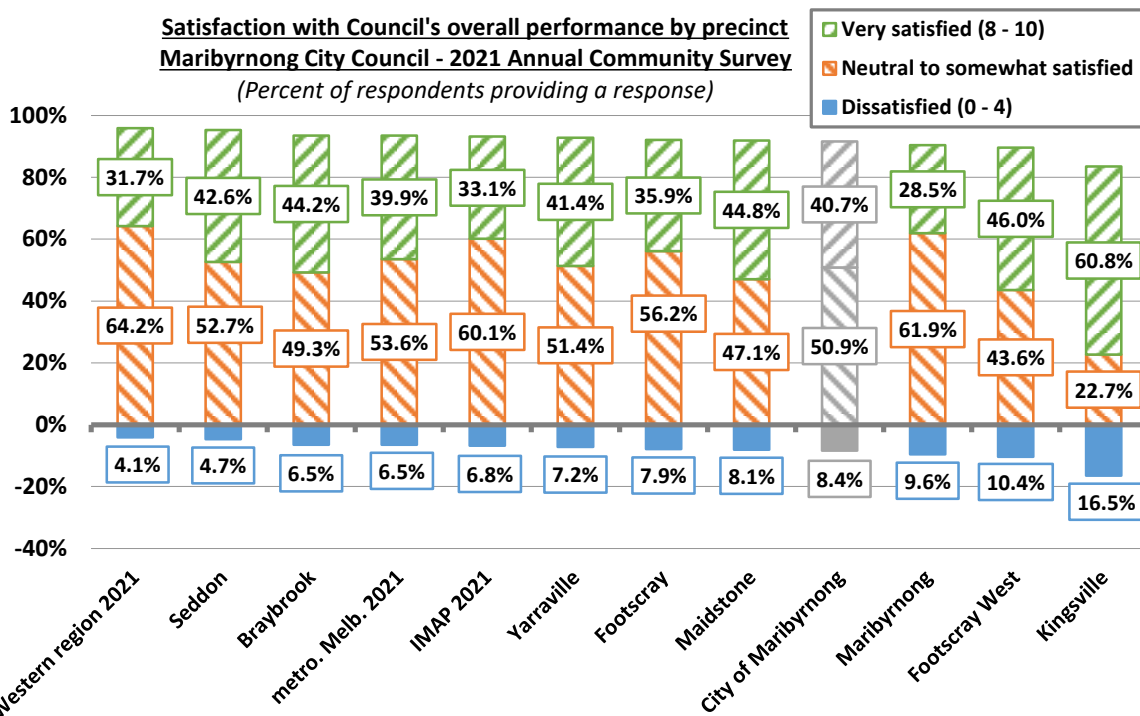
There was no statistically significant variation in satisfaction with Council’s overall performance observed across the municipality, although it is noted that:

- **Braybrook** - respondents were notably, but not measurably more satisfied than average and at a “very good” level.
- **Maribyrnong precinct** – respondents were notably but not measurably less satisfied than average, although still at a “good” level of satisfaction.
- **Kingsville** – respondents were significantly more divergent in terms of overall satisfaction with Council, with 60.8% “very satisfied” and one-sixth (16.5%) “dissatisfied”.

**Satisfaction with Council's overall performance by precinct**  
**Maribyrnong City Council - 2020 Annual Community Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



**Satisfaction with Council's overall performance by precinct**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
 (Percent of respondents providing a response)



### Overall performance by respondent profile

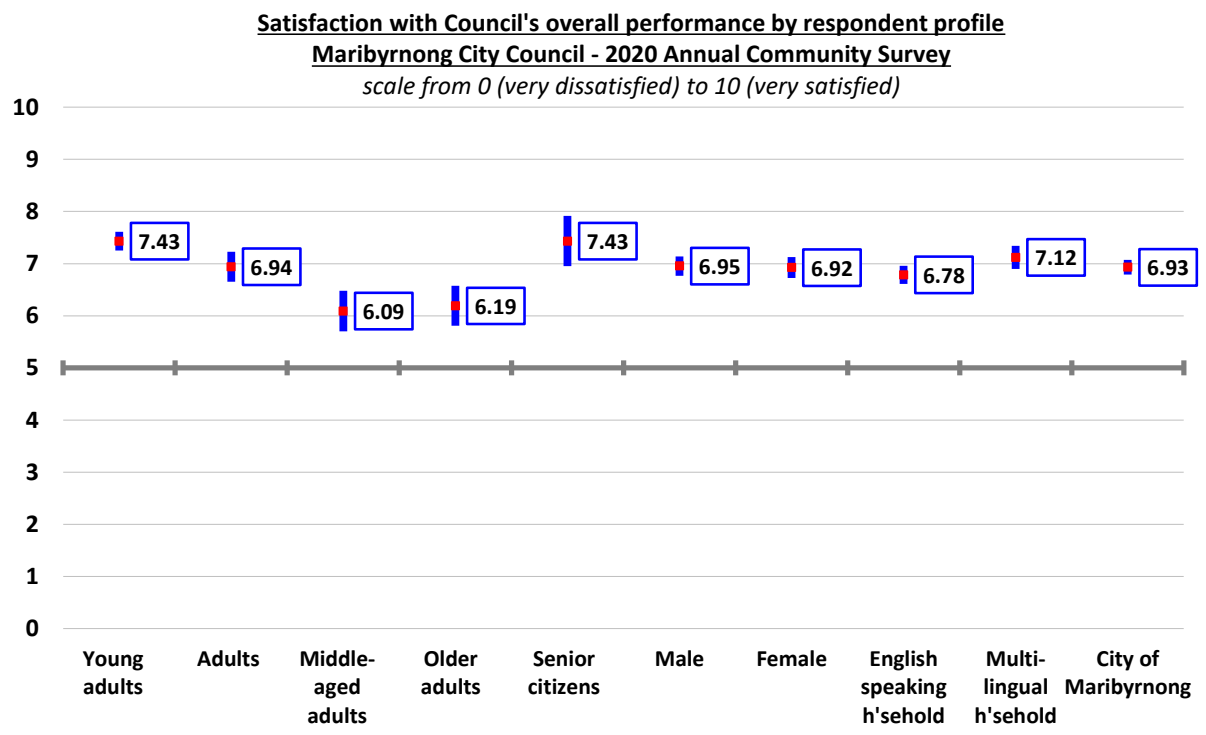
The following graphs provide a comparison of satisfaction with Council’s overall performance by respondent profile, including age structure, gender, language spoken at home, housing situation, period of residence in the City of Maribyrnong, household disability status, and household structure.

There was some measurable and some notable variation in satisfaction observed by household structure, with attention drawn to the following:

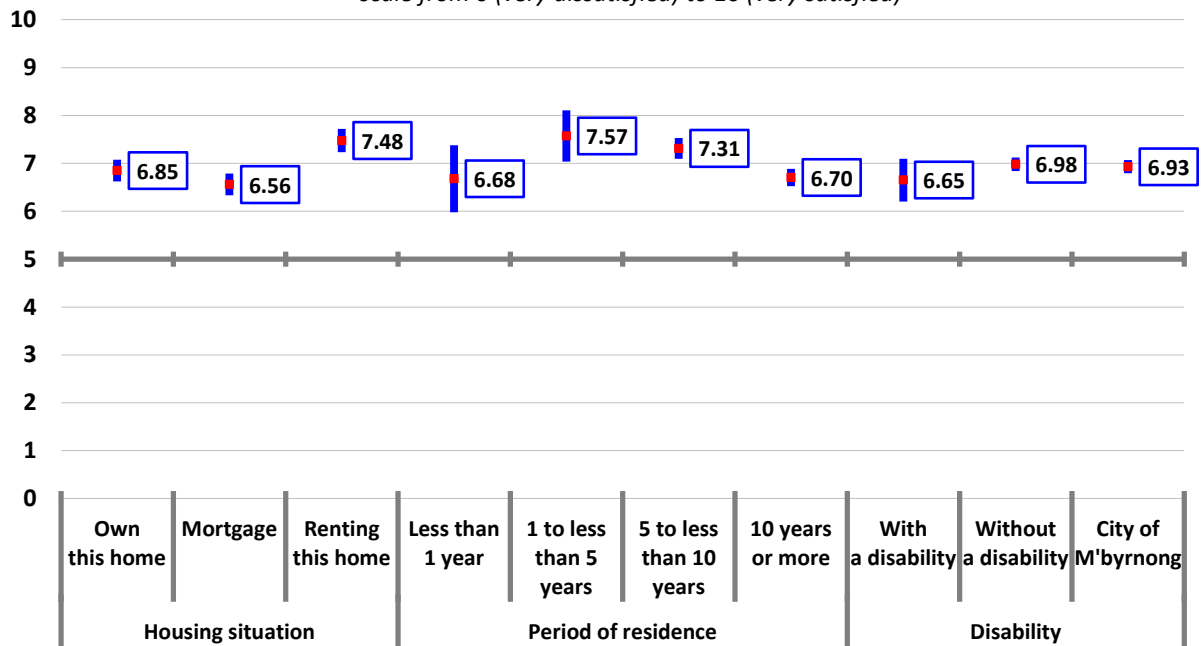
- **More satisfied with Council’s overall performance than average** – includes young adults (aged 20 to 34 years), senior citizens (aged 75 years and over), respondents from multi-lingual households, rental household respondents, newer residents (between one and five years in the City of Maribyrnong), and group households.
- **Less satisfied with Council’s overall performance than average** – includes middle-aged and older adults (aged 45 to 74 years), mortgagor household respondents, respondents from households with a member with a disability, and respondents from couple households.

This pattern of satisfaction with Council’s overall satisfaction is consistent with previous results in the City of Maribyrnong, as well as results observed elsewhere.

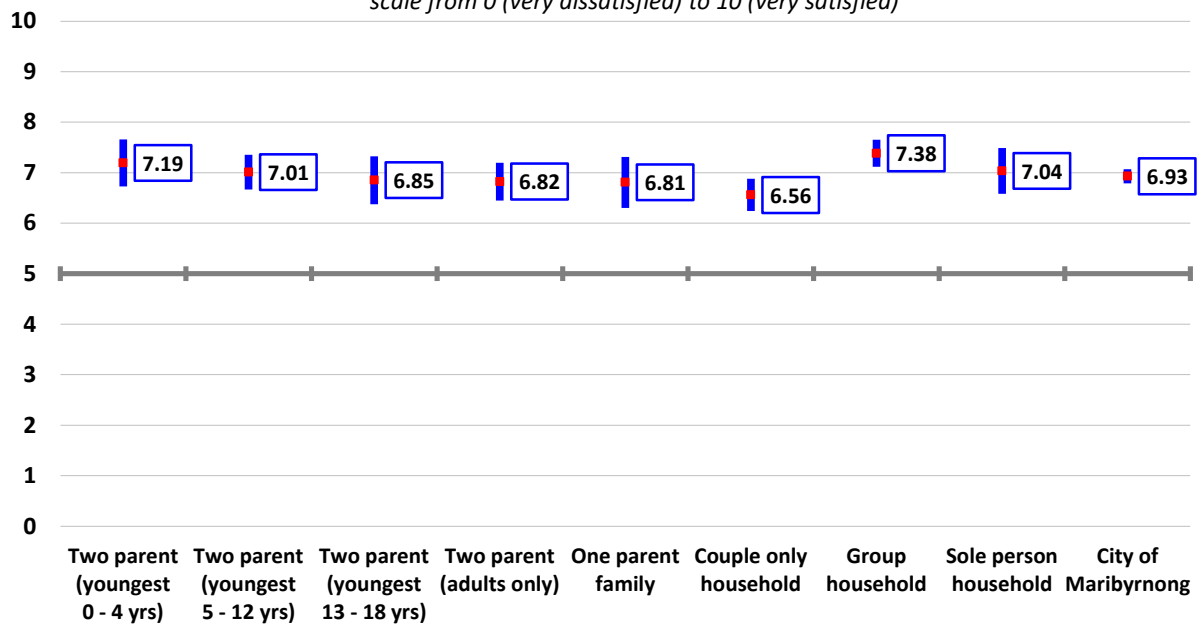
This is particularly true in relation to age structure, whereby younger respondents and senior citizens tend to be more satisfied with Council’s overall performance, whilst middle-aged and older adults tend to be less satisfied. This tends to flow through into the other results, for example rental households and group households tend to be young adults and therefore tend to be more satisfied than average.



**Satisfaction with Council's overall performance by housing profile and disability**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Satisfaction with Council's overall performance by household structure**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



**Relationship between issues and overall satisfaction**

The following graph provides a comparison of satisfaction with Council’s overall performance for respondents nominating each of the 10 most nominated issues to address for the City of Maribyrnong “at the moment”.



As is clear in the graph, the small sample of respondents nominating nine of these 10 issues were notably less satisfied with Council’s overall performance than the municipal average, the exception being rubbish and waste issues.

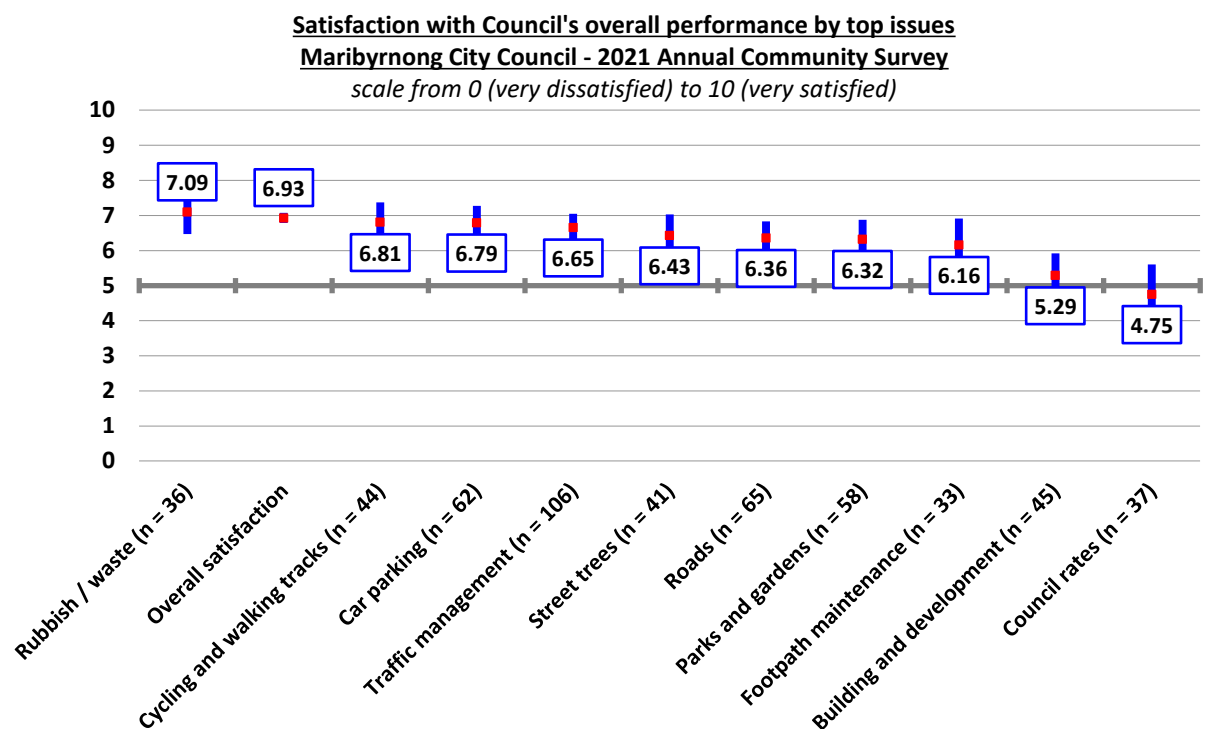
This variation was statistically significant for respondents’ nominating building, housing, planning, and development issues (5.29), and Council rates (5.20).

It is noted, however, that the respondents nominating traffic management (6.65), street trees (6.43), roads maintenance and repairs (6.36), parks and gardens (6.32), and footpath maintenance and repairs (6.16) were all notably less satisfied with Council’s overall performance than the municipal average.

This does suggest that all these issues are likely to be exerting a somewhat negative influence on satisfaction with Council’s overall performance for the respondents’ nominating these issues. This is most evident in relation roads, planning and development, and Council rates.

Metropolis Research notes that these are relatively consistent results observed elsewhere, particularly those in relation to roads, planning, and Council rates, and are consistent with the City of Maribyrnong results in recent years.

For example, it is almost always true that the small number of respondents who nominate Council rates as one of the top three issues to address in the municipality are almost always measurably and significantly less satisfied with Council’s overall performance than the underlying community. This reflects the fact that these respondents, overall, believe they are paying “too much” through their rates for the services and facilities provided by Council.



The following table provides details as to the top issues for the City of Maribyrnong “at the moment” for respondents who were dissatisfied with Council’s overall performance, with a comparison to the issues as nominated by all respondents.

These results reinforce the average satisfaction results discussed above, highlighting that approximately one-fifth of respondents dissatisfied with Council’s overall performance nominated building, housing, planning, and development issues and Council rates as issues to address. These results are approximately four times the proportion of all respondents who nominated these issues.

This highlights the importance of planning and development issues as issues that negatively influence overall satisfaction with Council for the respondents who believe these are issues to address for the municipality.

It is also noted that many other issues were also nominated by a larger proportion of dissatisfied respondents, including, for example, Council customer service, communication and provision of information, services and facilities for persons with a disability, and governance and accountability. Whilst only nominated by a handful of dissatisfied respondents each, these issues were three or more times more likely to be nominated as issues by dissatisfied respondents as they were by all respondents.

**Top three issues for the City of Maribyrnong of respondents' dissatisfied with overall performance**

**Maribyrnong City Council - 2021 Annual Community Survey**

*(Number and percent of total respondents who dissatisfied with overall performance)*

<i>Issue</i>	<i>Dissatisfied respondents</i>		<i>All respondents</i>
	<i>Number</i>	<i>Percent</i>	
Building, planning, housing and development	14	22.2%	5.6%
Council rates	13	20.6%	5.1%
Parks, gardens and open space	8	12.7%	7.3%
Traffic management	8	12.7%	13.3%
Road maintenance and repairs	7	11.1%	8.1%
Council customer service	7	11.1%	3.4%
Cycling and walking tracks	7	11.1%	5.5%
Communication and provision of information	6	9.5%	3.0%
Services and facilities for the disabled	5	7.9%	1.0%
Footpath maintenance and repairs	5	7.9%	4.1%
Governance and accountability	5	7.9%	1.4%
Services and facilities for the elderly	4	6.3%	1.1%
Car parking	4	6.3%	7.8%
Cleanliness and maintenance of area	4	6.3%	3.0%
Public toilets	4	6.3%	2.5%
All other issues <i>(32 separately identified issues)</i>	39	61.9%	49.4%
<b>Total responses</b>	<b>140</b>		<b>973</b>
<i>Respondents identifying at least one issue (percent of total respondents)</i>	<i>60 (95.9%)</i>		<i>491 (61.4%)</i>



## ***Reasons for level of satisfaction with Council's overall performance***

Respondents were asked:

*“Thinking about your satisfaction with Council's overall performance, why do you say that?”*

There was a total of 427 comments received from respondents about the reasons why they rated their satisfaction with Council's overall performance at the level they did. The verbatim comments underpinning this summary table are outlined as an appendix to this report.

The following table provides a breakdown of these comments by the broad issues raised by the respondents, and then they are further broken down into positive and negative comments. For example, there were 145 general statements received from respondents, of which 77 were generally positive and 68 were generally negative in nature.

These comments were split by satisfaction with Council's overall performance, which shows that of the 146 general comments received, 53.4% were from respondents who were satisfied with Council's overall performance (rated satisfaction from six to 10).

The three most common issues raised by respondents in relation to satisfaction with Council's overall performance were general comments that did not raise a specific issue (34.0%), issues around communication, consultation, and the provision of information (18.7%), and services and facilities related issues (10.1%).

Metropolis Research notes that the proportion of comments received this year that focused on governance, accountability, and reputation (6.3%) continued to decline as a proportion of all comments, down from 8.3% in 2020, and less than half the 14.5% from 2019.

It is also noted that the proportion of comments related to rates and financial management decreased a little this year, down from 12.3% last year to 8.9% this year. This is consistent with the decrease in the proportion of respondents nominating Council rates as one of the top three issues to address for the City of Maribyrnong this year, down from 8.3% in 2020 to 5.1% this year.

The other issues raised by a small proportion of respondents this year included customer service and responsiveness (6.3%, with 5.2% negative comments), environment, parks, gardens, open space, and trees (4.4% with 3.3% negative), roads, traffic, transport, and footpaths (3.0% with 2.8% negative), parking, and safety, policing, and crime, and support for business all raised by 0.7% of respondents, and all negative comments.

Metropolis Research notes that planning and development, roads and traffic, and parking were all identified as issues exerting a negative influence on satisfaction with Council's overall performance for the respondents raising these as issues to address in the city of Maribyrnong, and that finding is further strengthened by these results.



**Reasons for rating of satisfaction with Council's overall performance**

**Maribyrnong City Council - 2021 Annual Community Survey**

(Number and percent of total respondents)

<i>Reason for rating of satisfaction</i>	<i>Total Number</i>	<i>Total Percent</i>	<i>Satisfied (6 to 10)</i>	<i>Neutral (5)</i>	<i>Dissatisfied (0 to 4)</i>
<b>General statements</b>	<b>145</b>	<b>34.0%</b>	<b>53.4%</b>	<b>45.9%</b>	<b>14.7%</b>
<i>positive</i>	77	18.0%	34.8%	0.0%	0.0%
<i>negative</i>	68	15.9%	18.6%	45.9%	14.7%
<b>Communication, consultation, information</b>	<b>80</b>	<b>18.7%</b>	<b>22.6%</b>	<b>24.3%</b>	<b>30.9%</b>
<i>positive</i>	13	3.0%	5.9%	0.0%	0.0%
<i>negative</i>	67	15.7%	16.7%	24.3%	30.9%
<b>Services and facilities</b>	<b>43</b>	<b>10.1%</b>	<b>12.2%</b>	<b>8.1%</b>	<b>19.1%</b>
<i>positive</i>	10	2.3%	4.1%	2.7%	0.0%
<i>negative</i>	33	7.7%	8.1%	5.4%	19.1%
<b>Rates and financial management</b>	<b>38</b>	<b>8.9%</b>	<b>8.1%</b>	<b>5.4%</b>	<b>26.5%</b>
<i>positive</i>	0	0.0%	0.0%	0.0%	0.0%
<i>negative</i>	38	8.9%	8.1%	5.4%	26.5%
<b>Governance, accountability and reputation</b>	<b>27</b>	<b>6.3%</b>	<b>1.8%</b>	<b>18.9%</b>	<b>23.5%</b>
<i>positive</i>	1	0.2%	0.5%	0.0%	0.0%
<i>negative</i>	26	6.1%	1.4%	18.9%	23.5%
<b>Customer service and responsiveness</b>	<b>27</b>	<b>6.3%</b>	<b>8.1%</b>	<b>5.4%</b>	<b>10.3%</b>
<i>positive</i>	5	1.2%	2.3%	0.0%	0.0%
<i>negative</i>	22	5.2%	5.9%	5.4%	10.3%
<b>Environment, parks, open space and trees</b>	<b>19</b>	<b>4.4%</b>	<b>5.0%</b>	<b>8.1%</b>	<b>7.4%</b>
<i>positive</i>	5	1.2%	2.3%	0.0%	0.0%
<i>negative</i>	14	3.3%	2.7%	8.1%	7.4%
<b>Building, planning, housing and development</b>	<b>13</b>	<b>3.0%</b>	<b>2.7%</b>	<b>2.7%</b>	<b>8.8%</b>
<i>positive</i>	1	0.2%	0.5%	0.0%	0.0%
<i>negative</i>	12	2.8%	2.3%	2.7%	8.8%
<b>Roads, traffic, transport and footpaths</b>	<b>13</b>	<b>3.0%</b>	<b>4.1%</b>	<b>10.8%</b>	<b>0.0%</b>
<i>positive</i>	1	0.2%	0.5%	0.0%	0.0%
<i>negative</i>	12	2.8%	3.6%	10.8%	0.0%
<b>Parking</b>	<b>3</b>	<b>0.7%</b>	<b>1.4%</b>	<b>0.0%</b>	<b>0.0%</b>
<i>positive</i>	0	0.0%	0.0%	0.0%	0.0%
<i>negative</i>	3	0.7%	1.4%	0.0%	0.0%
<b>Safety, policing and crime</b>	<b>3</b>	<b>0.7%</b>	<b>0.9%</b>	<b>2.7%</b>	<b>0.0%</b>
<i>positive</i>	1	0.2%	0.0%	2.7%	0.0%
<i>negative</i>	2	0.5%	0.9%	0.0%	0.0%
<b>Support for business</b>	<b>3</b>	<b>0.7%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>4.4%</b>
<i>positive</i>	0	0.0%	0.0%	0.0%	0.0%
<i>negative</i>	3	0.7%	0.0%	0.0%	4.4%
<b>Other reasons</b>	<b>13</b>	<b>3.0%</b>	<b>2.7%</b>	<b>11%</b>	<b>0%</b>
<b>Total</b>	<b>427</b>		<b>221</b>	<b>37</b>	<b>68</b>





### Change in Council's overall performance

Respondents were asked:

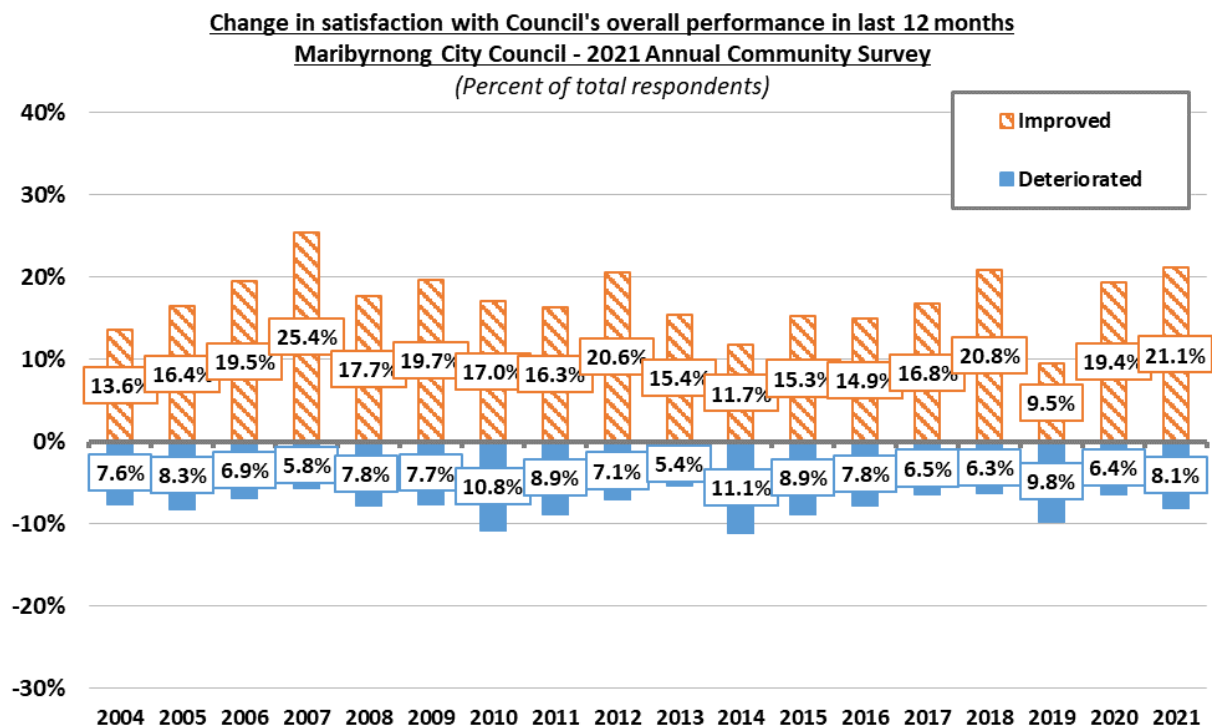
*“Over the past twelve months, do you think Maribyrnong City Council’s overall performance has improved, stayed the same or deteriorated?”*

Respondents were asked whether they thought that Maribyrnong City Council’s overall performance had improved, stayed the same, or deteriorated in the last 12 months.

The proportion of respondents who considered that Council’s performance had improved in the last 12 months increased marginally this year, up from 19.4% to 21.1% this year.

This is the second highest proportion of improved performance observed since the question was first included in the survey program back in 2004 and is well above the long-term average result since 2004 of 17.3%.

The proportion of respondents who considered that Council’s overall performance had deteriorated in the last 12 months also increased marginally, up from 6.4% last year to 8.1% this year. This result is only marginally above the long-term average result of 7.8%.



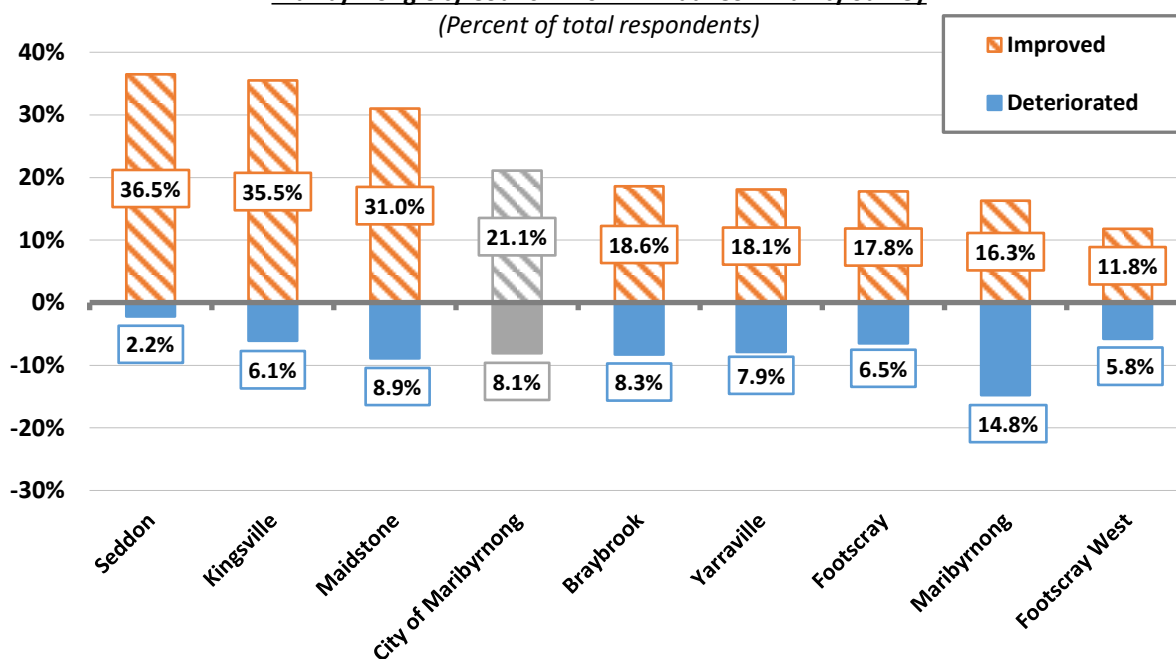
**Change in overall performance**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
 (Number and percent of total respondents)

Change	2021		2020	2019	2018	2017	2016
	Number	Percent					
Improved	169	21.1%	19.4%	9.5%	20.8%	16.8%	14.9%
Stayed the same	372	46.5%	52.9%	53.3%	49.5%	51.8%	58.5%
Deteriorated	65	8.1%	6.4%	9.8%	6.3%	6.5%	7.8%
Can't say	194	24.3%	21.4%	27.5%	23.5%	25.0%	18.7%
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>803</b>

There was significant variation in this result observed across the municipality, as follows:

- **Seddon, Kingsville, and Maidstone** – respondents were measurably more likely than average to consider that Council’s overall performance had improved in the last 12 months.
- **Maribyrnong precinct** – respondents were notably but not measurably more likely than average to consider that Council’s overall performance had deteriorated in the last 12 months.

**Change in satisfaction with Council's overall performance in last 12 months**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
 (Percent of total respondents)



## Governance and leadership

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following?”*

Respondents were asked to rate their satisfaction with seven aspects of governance and leadership in 2021, as outlined in the following graph. The survey included a new aspect of governance and leadership this year, covering satisfaction with Council’s performance “mitigating the causes of and addressing the impacts of climate change”.

The average satisfaction with these seven aspects of governance and leadership was 6.81 out of 10 this year. Excluding the new aspect included for the first time this year, the average satisfaction with the six aspects was 6.85, down 2.6% on the 7.03 recorded in 2020. This decline was not statistically significant, and satisfaction with none of the six aspects declined by a statistically significant degree this year.

Despite the marginal decline recorded this year, average satisfaction with the seven included aspects of governance and leadership remains categorised as “good”.

Satisfaction with these seven aspects of governance and leadership can best be summarised as follows:

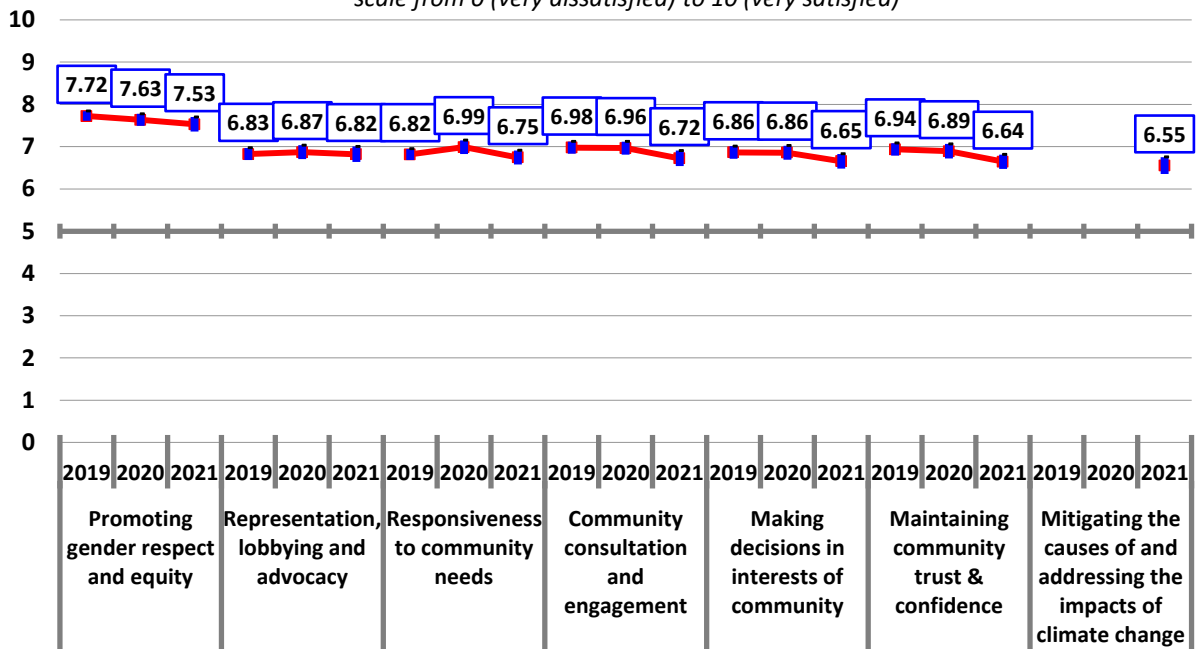
- **Very Good** – for the performance of Council promoting gender respect and equity. Approximately two-thirds of respondents strongly agreed (rating satisfaction at eight or more), whilst 6.1% (up from 3.8%) were dissatisfied. It is noted that the proportion of respondents dissatisfied with this aspect has increased in each of the last two years.
- **Good** – for Council’s representation, lobbying, and advocacy; the responsiveness of Council to local community needs; community consultation and engagement; making decisions in the interests of the community; and maintaining the trust and confidence of the community. Approximately 40% of the respondents were very satisfied with each of these aspects, whilst approximately 13% were dissatisfied.

Metropolis Research draws attention to the fact that satisfaction with the new aspect of leadership related to Council’s performance mitigating the causes of and addressing the impacts of climate change was 6.55 out of 10, marginally lower than satisfaction with five of the other aspects and measurably lower than satisfaction with Council’s performance promoting gender respect and equity.

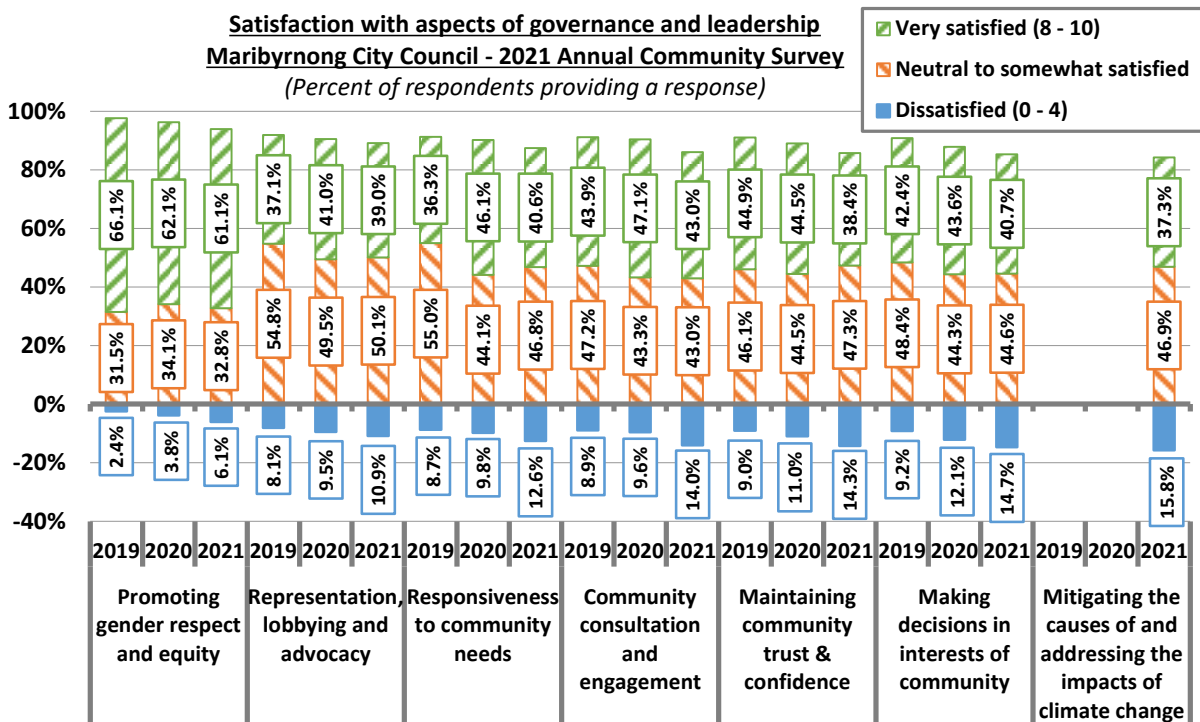
This is an interesting result, particularly given that just 2.4% of respondents nominated environment, conservation, and climate change related issues as one of the top three issues to address for the City of Maribyrnong “at the moment”, as discussed in the [Issues for the City of Maribyrnong](#) section of this report.



**Satisfaction with aspects of governance and leadership**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
 scale from 0 (very dissatisfied) to 10 (very satisfied)



**Satisfaction with aspects of governance and leadership**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
 (Percent of respondents providing a response)

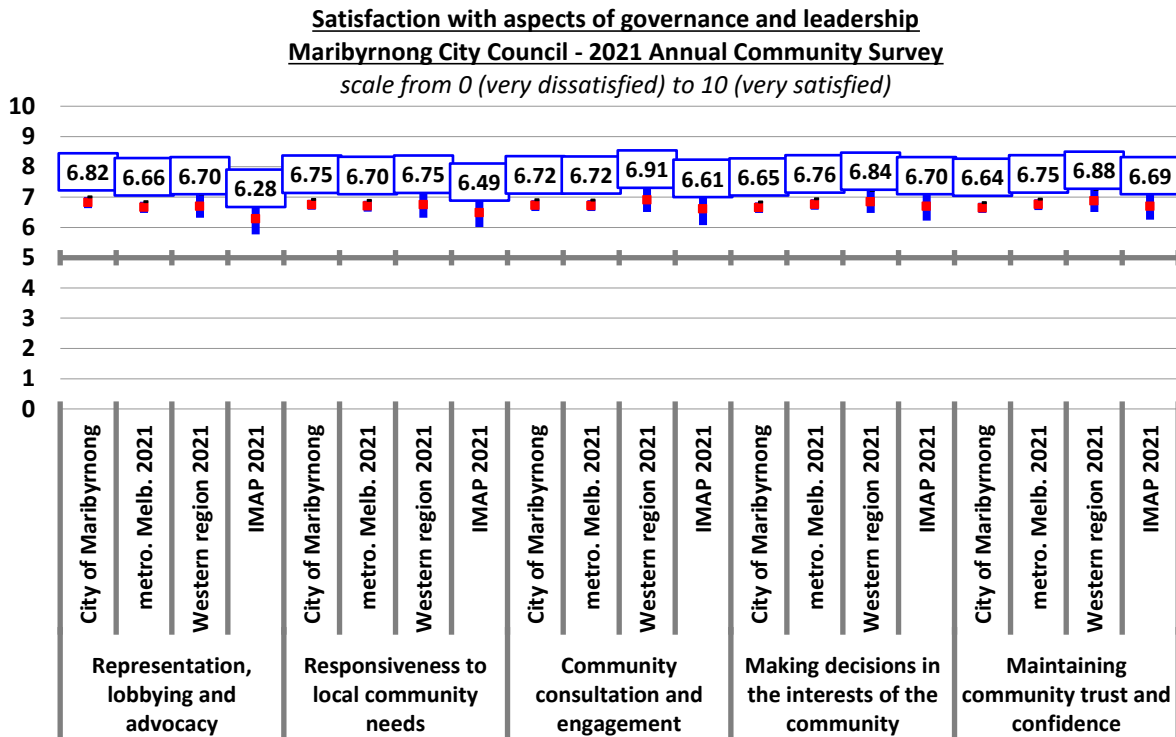


The following graph provides a comparison of satisfaction with the five aspects of governance and leadership that were included both in this City of Maribyrnong survey as well as *Governing Melbourne*, which was conducted independently by Metropolis Research across all 31 metropolitan municipalities in 2021.



It is noted that satisfaction with Council’s representation, lobbying, and advocacy was marginally higher in the City of Maribyrnong than the metropolitan Melbourne, western region, or IMAP councils’ average.

Satisfaction with the other four aspects was similar in the City of Maribyrnong than in the comparison areas.



## Customer service

### Contact with Council in the last two years

Respondents were asked:

*“Have you contacted Maribyrnong City Council in the last two years?”*

In 2021, a little less than half (45.0%) of respondents reported that they had contacted Council in the last two years.

This result is consistent with previous results for the City of Maribyrnong, as well as results observed elsewhere.



**Contacted Council in the last two years**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
 (Number and percent of respondents providing a response)

Response	2021		2020	2019	2018	2017	2016
	Number	Percent					
Yes	360	45.0%	41.3%	34.6%	46.9%	50.4%	48.9%
No	440	55.0%	58.7%	65.4%	53.1%	49.6%	51.1%
Can't say	0		5	5	3	11	8
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>803</b>

**Forms of contact**

Respondents who had contacted Council were asked:

*“When you last contacted the Council, was it?”*

Consistent with the results recorded in 2020, a little less than two-thirds (60.4%) of respondents who contacted Council did so by telephone. The result for the last two years during the COVID-19 pandemic are a little higher than results in previous years.

The proportion of respondents who visited Council in person in 2021 was 6.7%, which was lower than the 8.2% recorded in 2020, and significantly lower than the result recorded prior to COVID-19.

The proportion of respondents who contacted Council by email remains high at 19.7%, similar to the result recorded in 2020 and 2019. This result has trended higher over time.

There was a significant increase this year, in the proportion of respondents who contacted Council by visiting the Council website, up from 7.6% last year to 12.1% this year.

**Form of contact with Maribyrnong City Council**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
 (Number and percent of respondents who contacted Council)

Response	2021		2020	2019	2018	2017	2016
	Number	Percent					
Telephone (during office hours)	215	60.4%	60.4%	54.6%	49.1%	51.4%	54.1%
E-mail	70	19.7%	21.3%	18.7%	10.2%	11.4%	9.3%
Visit in person	24	6.7%	8.2%	17.6%	15.8%	18.7%	19.3%
Website	43	12.1%	7.6%	4.8%	6.2%	4.3%	4.6%
Mail	3	0.8%	1.8%	4.0%	0.5%	1.3%	0.8%
Telephone (after hours service)	1	0.3%	0.6%	0.4%	0.3%	0.8%	1.3%
Multiple	0	0.0%	0.0%	0.0%	18.0%	12.2%	10.6%
Not stated	4		0	2	1	3	1
<b>Total</b>	<b>360</b>	<b>100%</b>	<b>328</b>	<b>275</b>	<b>374</b>	<b>398</b>	<b>389</b>



### Satisfaction with aspects of customer contact

Respondents who had contacted Council were asked:

*“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of service when you last contacted the Maribyrnong City Council?”*

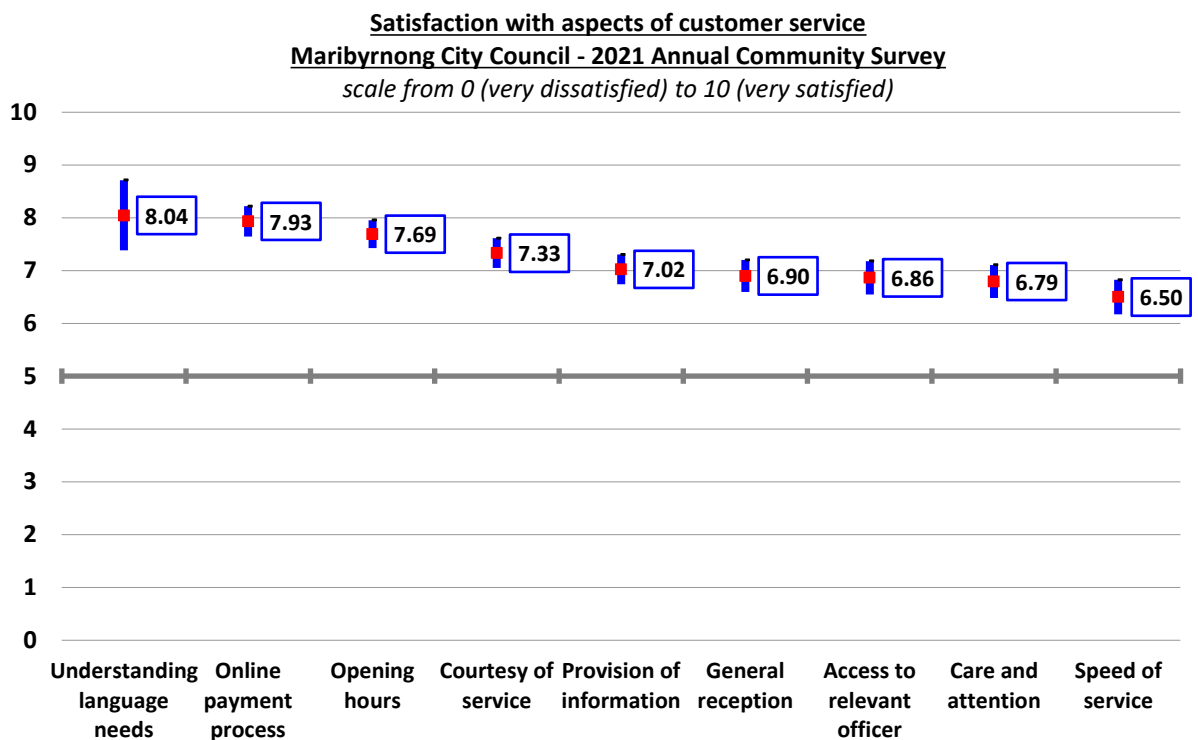
Respondents who had contacted Council in the last two years were again this year asked to rate their satisfaction with nine aspects of customer service, as outlined in the following graph.

The average satisfaction with these nine aspects of customer service was 7.23 out of 10, a marginal but not measurable decline of 2.3% on the average of 7.40 recorded last year.

This is a “good”, down from a “very good” average satisfaction.

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

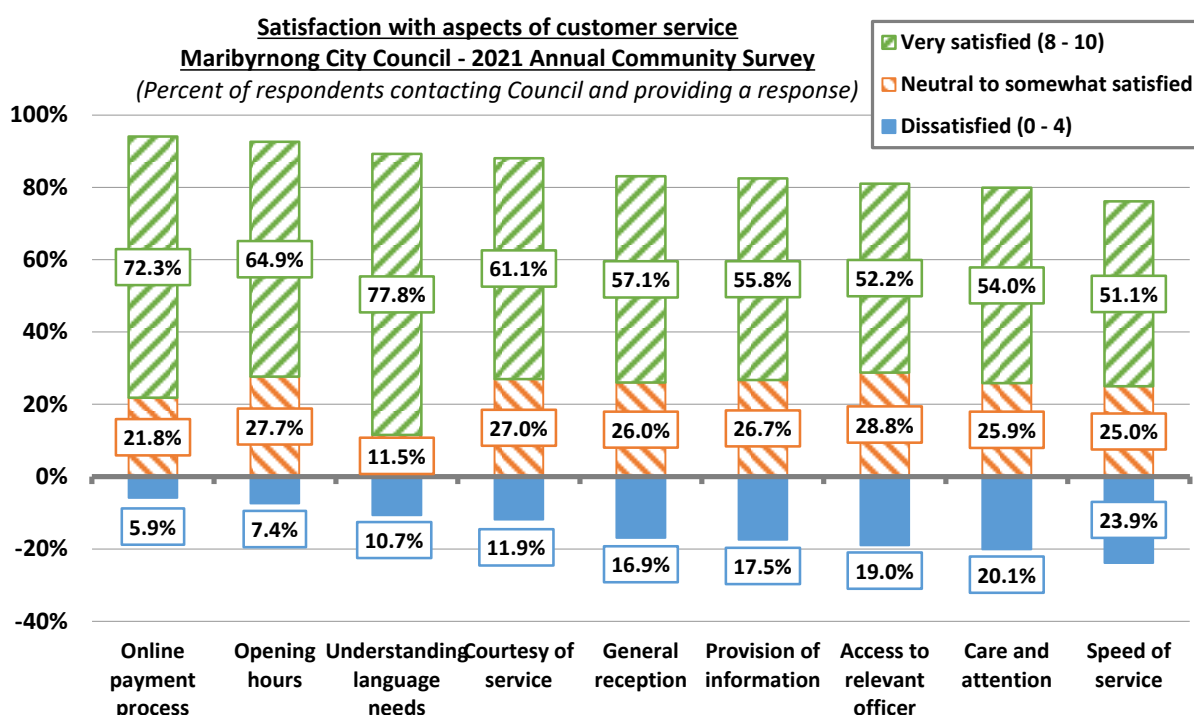
- **Excellent** – for staff understanding the respondents’ language needs (respondents from multi-lingual households only), and the online payment system.
- **Very Good** – for opening hours and staff courtesy of service.
- **Good** – for the provision of information, general reception, access to relevant officer, care and attention to enquiry, and the speed of service.



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

It is noted that more than half of the respondents providing a satisfaction score for each aspect of customer service were “very satisfied” with each aspect.

By contrast, it is noted that one-sixth of respondents were “dissatisfied” with the general reception and the provision of information; approximately one-fifth were dissatisfied with the access to relevant officer and care and attention to enquiry; and almost one-quarter were dissatisfied with the speed of service.



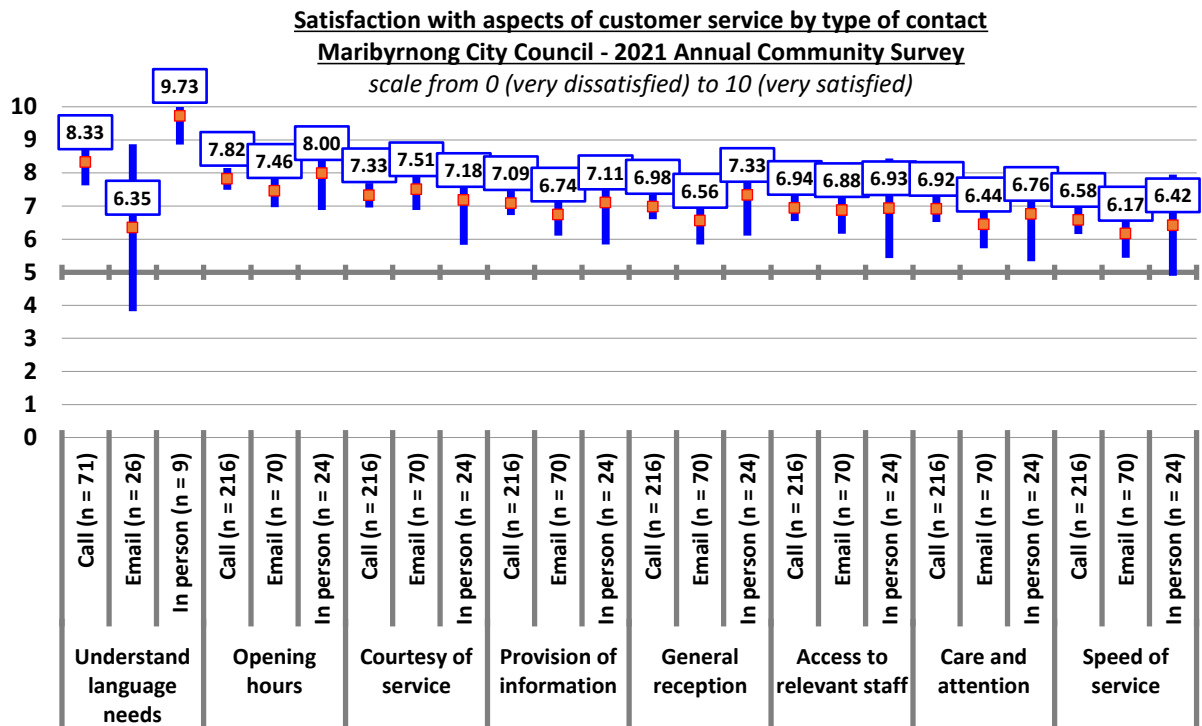
The following graph provides a comparison of satisfaction with aspects of customer service based on the method of contacting Council.

The average satisfaction of the eight aspects (excluding online payment system) of respondents visiting Council in person was 7.43 out of 10 this year, which was 2.5% higher than the average satisfaction of those telephoning Council, and measurably (9.9%) higher than the average satisfaction of those who contacted Council by email.

Particular attention is drawn to the substantially lower satisfaction with staff understanding language needs of the 26 respondents from multi-lingual households who contacted Council by email of 6.35. This result was measurably and significantly lower than the average satisfaction of 9.73 for the respondents from multi-lingual households who visited Council in person, and notably higher than the satisfaction of those who telephoned Council.

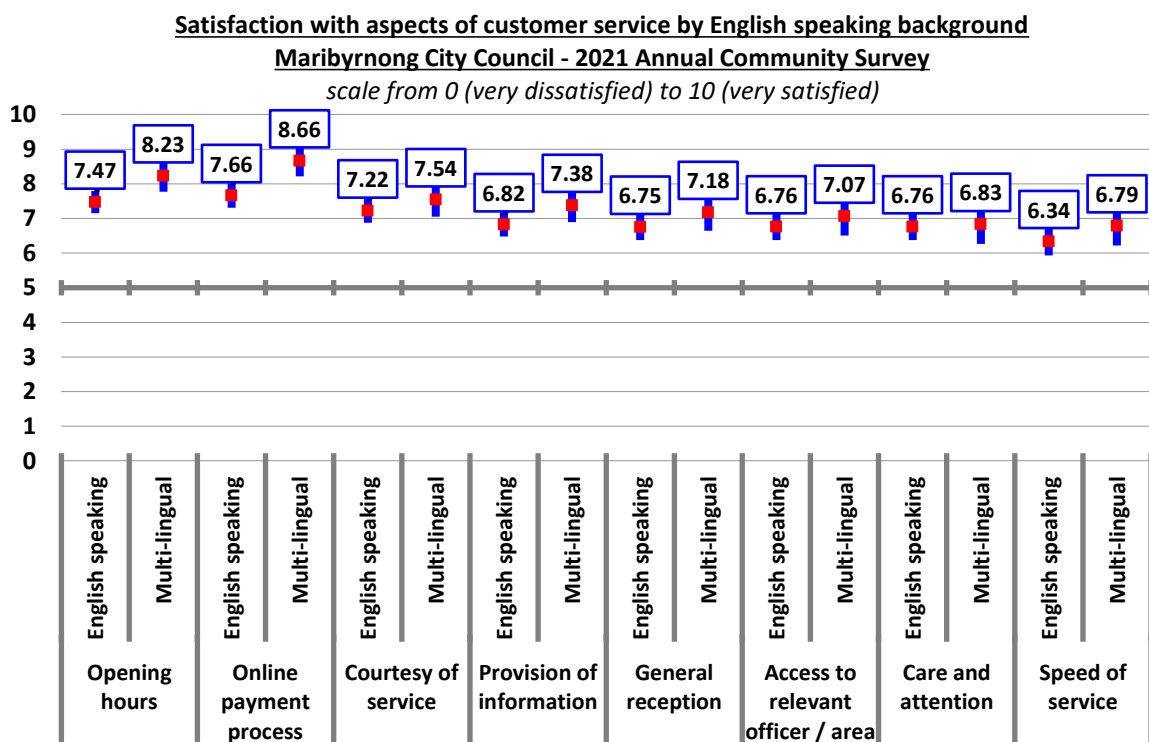






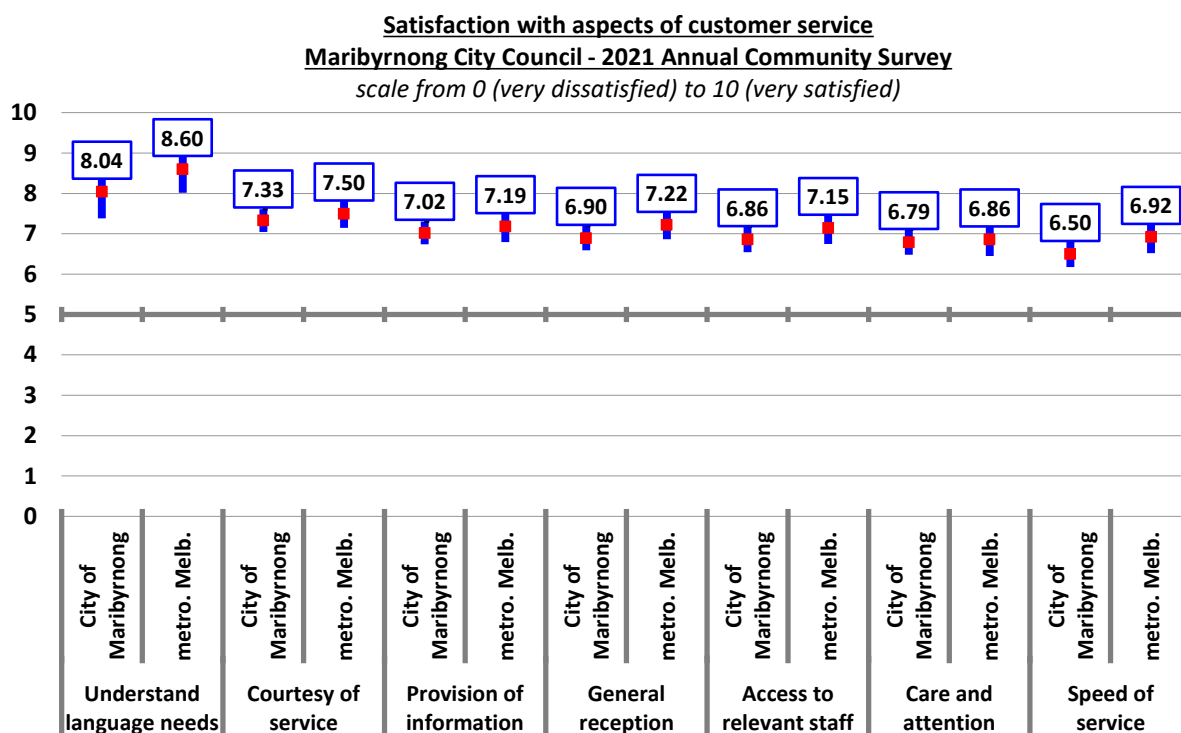
The following graph provides a comparison of satisfaction with aspects of customer service (excluding understanding of language needs) between respondents from English speaking households and respondents from multi-lingual households.

Respondents from multi-lingual households were, on average, seven percent more satisfied with customer service than respondents from English speaking households. They were more satisfied with all eight aspects of customer service, although the variation was not statistically significant.



The following graph provides a comparison of satisfaction with seven aspects of customer service between respondents from the City of Maribyrnong and the metropolitan Melbourne average satisfaction as recorded in the 2021 *Governing Melbourne* research.

Respondents in the City of Maribyrnong were, on average, 3.9% less satisfied with customer service than the metropolitan Melbourne average this year. They were marginally less satisfied with each of the seven aspects that were included in both this survey and *Governing Melbourne*.



## Planning and housing development

There were two separate sets of questions included in the survey relating to satisfaction with planning and housing development. The first set of three questions were asked of all respondents and related to three planning and development outcomes in the municipality.

Following this first set of questions, a screening question was asked about involvement in the planning approvals process in the last 12 months, and for those respondents participating as applicants or objectors, respondents were asked to rate their satisfaction with four aspects of the planning approvals process.



## Planning and housing development outcomes

Respondents were asked:

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

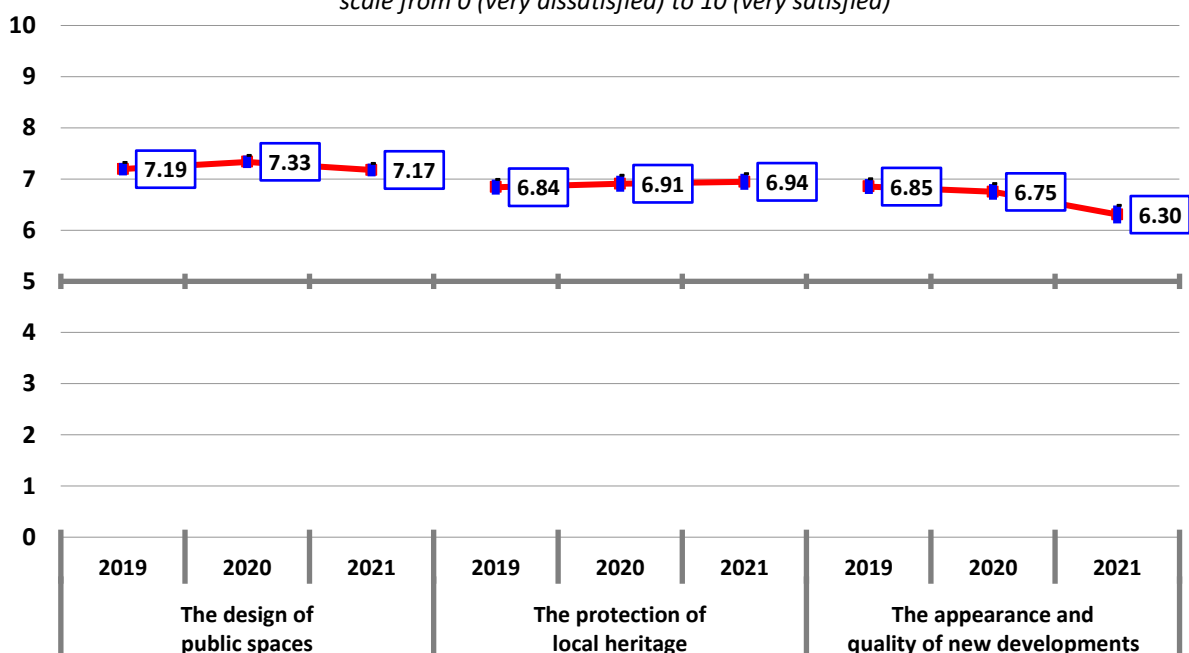
All respondents were asked to rate their satisfaction with these three, planning outcome related aspects, covering the design of public spaces, the protection of local heritage, and the appearance and quality of new developments.

Satisfaction with the protection of local heritage increased marginally, satisfaction with the design of public spaces declined marginally, and satisfaction with the appearance and quality of new developments declined measurably this year.

Satisfaction with the design of public spaces and the protection of local heritage were both at “good” levels of satisfaction, whilst satisfaction with the appearance and quality of new developments was recorded at a “solid”, down from a “good” level of satisfaction.

Despite the statistically significant 6.7% decline in satisfaction with the appearance and quality of new developments this year, Metropolis Research notes that just 5.6% of respondents nominated “building, housing, planning, or development related issues as one of the top three issues for the City of Maribyrnong to address “at the moment”. It is noted, however, that the respondents who nominated planning and development related issues were notably less satisfied with Council’s overall performance than the municipal average. This is discussed in more detail in the [Issues for the City of Maribyrnong](#) section of this report.

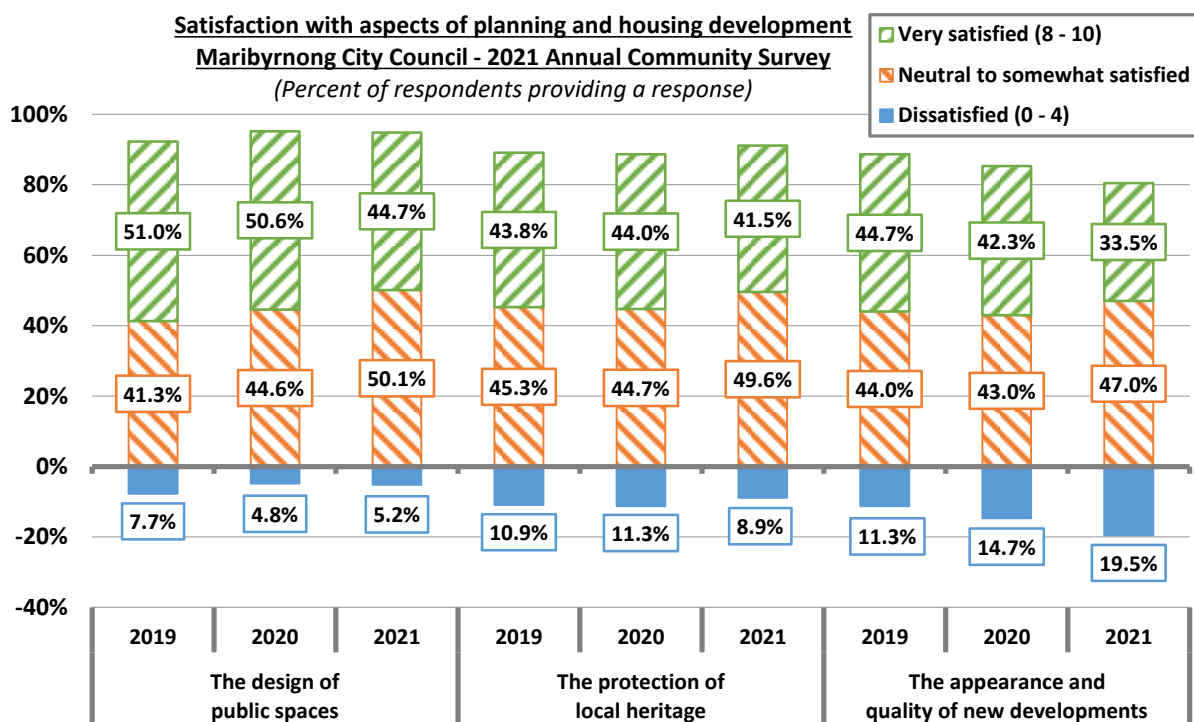
**Satisfaction with aspects of planning and housing development**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



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

Whilst a little less than half of the respondents providing a score were “very satisfied” with both the design of public spaces and the protection of local heritage, although it is noted that 8.9% of respondents were “dissatisfied” with the protection of local heritage.

Attention is drawn to the fact that approximately one-third (33.5% down from 42.3%) of respondents providing a score were “very satisfied” with the appearance and quality of new developments in the local area, whilst approximately one-fifth (19.5% up from 14.7%) were “dissatisfied”.

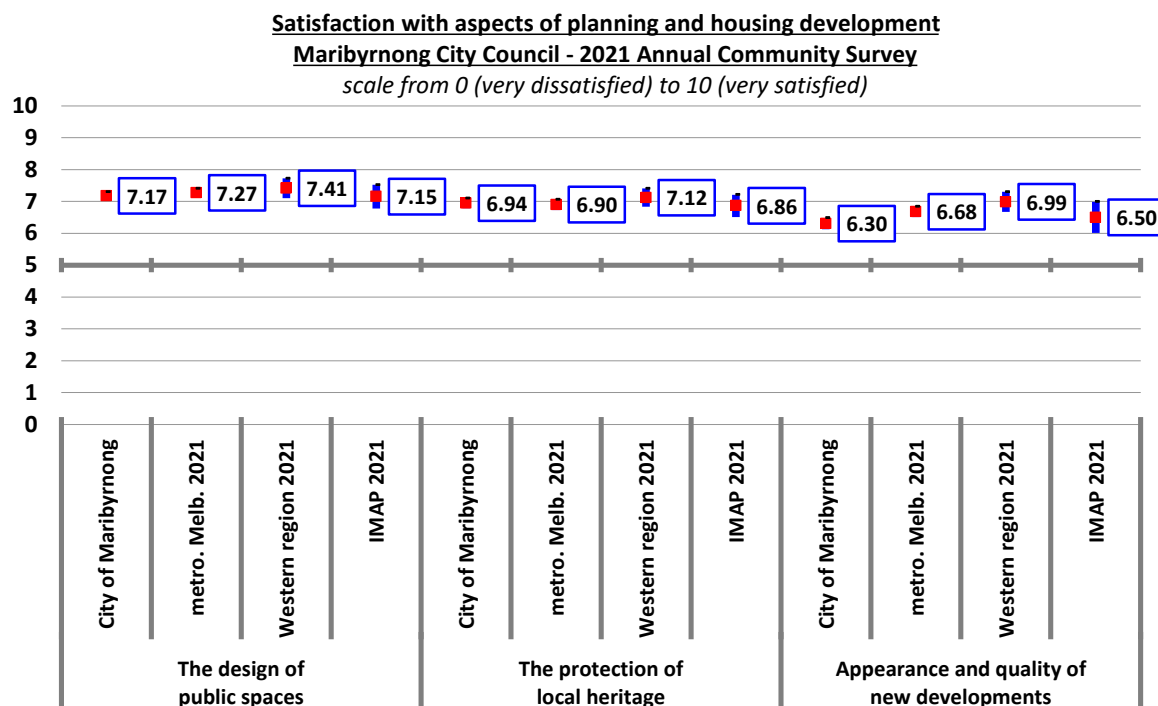


The following graph provides a comparison of satisfaction with these three planning outcomes between respondents from the City of Maribyrnong and the metropolitan Melbourne, western region councils’, and IMAP council’s averages, as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research.

Satisfaction with the design of public spaces and the protection of local heritage was similar in the City of Maribyrnong than the comparison results recorded in *Governing Melbourne*.

It is, however, noted that satisfaction with the appearance and quality of new developments was just marginally lower in the City of Maribyrnong than the IMAP councils’ average, but was measurably lower than the western region councils’ and metropolitan Melbourne average results. This lower satisfaction for this planning outcome for the City of Maribyrnong is different to that recorded in 2020.





### Planning approvals process

#### Involvement in planning approvals process

Respondents were asked:

*“Have you or members of this household been personally involved in a planning application or development in the last 12 months?”*

Consistent with the results recorded in previous years, only a relatively small proportion (4.3%) of respondents reported that they had been personally involved in a planning application or development in the last 12 months.

The 34 respondents who had been involved in a planning application or development included 21 applicants, 11 objectors, and two other forms of involvement.

**Involvement in planning approvals process**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Response	2021		2020	2019	2018	2017	2016
	Number	Percent					
Yes - Applicant	21	2.7%	2.4%	1.9%	3.5%	5.1%	4.1%
Yes - Objector	11	1.4%	1.7%	1.1%	1.6%	3.1%	6.4%
Yes - Other	2	0.3%	0.1%	0.6%	0.5%	0.8%	0.5%
No involvement	749	95.7%	95.8%	96.3%	94.3%	91.0%	89.0%
Not stated	17		17	8	8	19	6
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>803</b>



### Satisfaction with aspects of the planning approvals process

Respondents involved in planning in the last 12 months were asked:

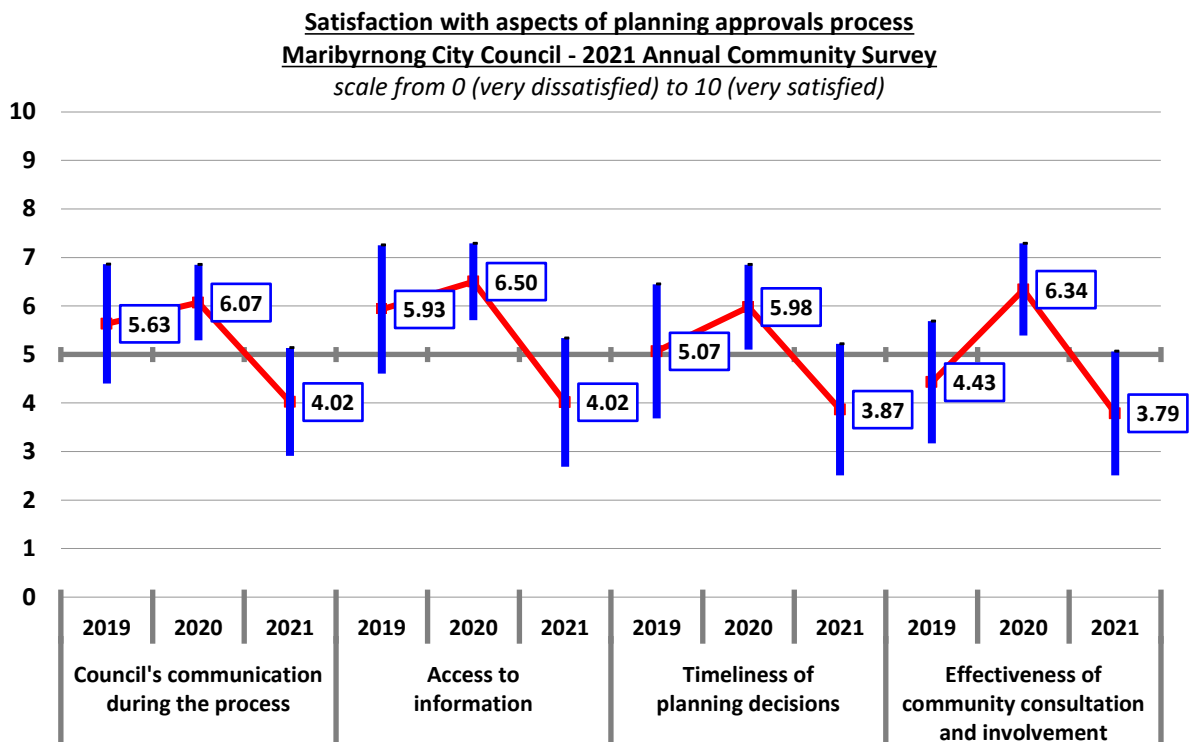
*“On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of the planning approvals process?”*

The 34 respondents who had been personally involved in a planning application or development in the last 12 months were asked to rate their satisfaction with four aspects of the planning approvals process.

Caution should be exercised in the interpretation of these results, given the relatively small sample of just 34 respondents.

Whilst cognisant of the small sample size, it is noted that satisfaction with each of Council’s communication during the process, the access to information, the timeliness of planning decisions, and the effectiveness of community consultation and engagement all declined sharply, and the declines were statistically significant.

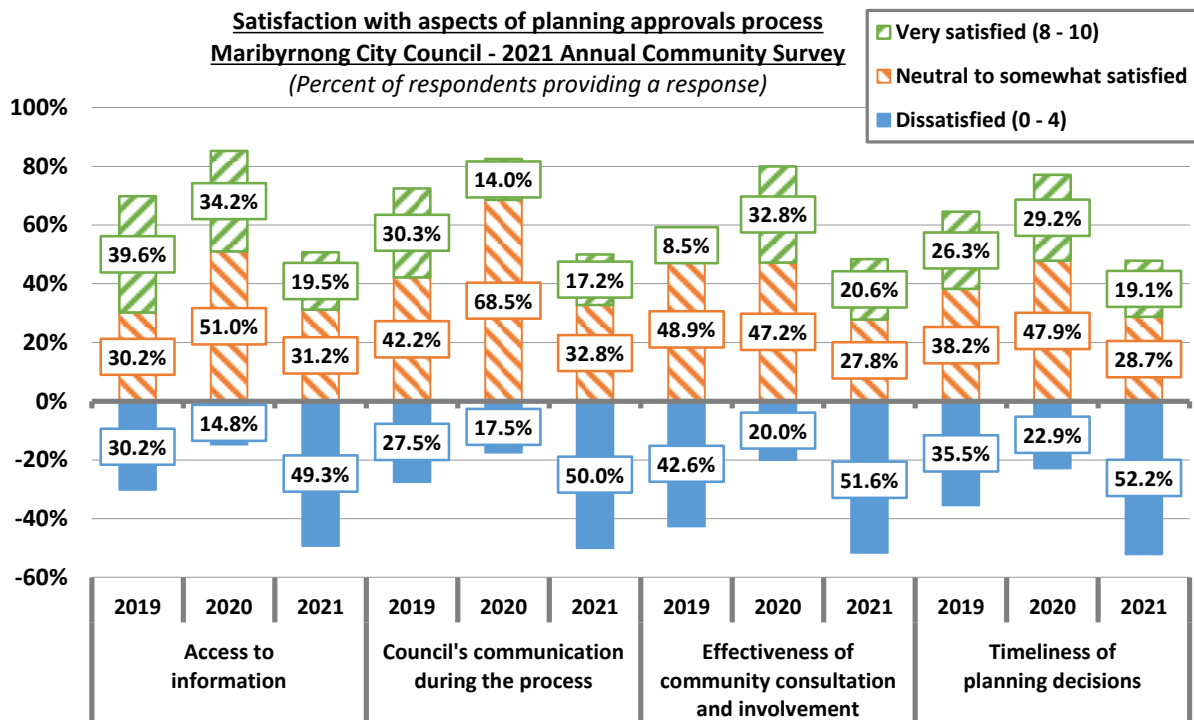
These declines reverse the increases recorded last year and return satisfaction with all four aspects to “extremely poor” levels of satisfaction.



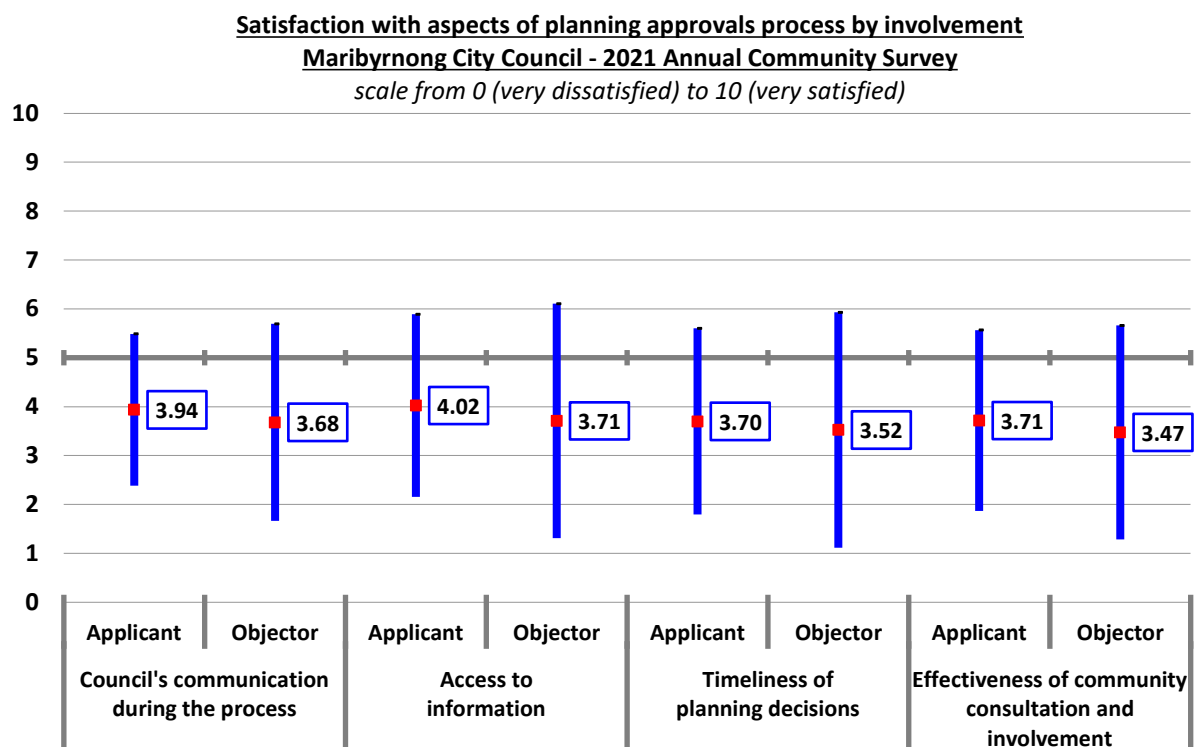
The following graph provides a breakdown of these results into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more out of 10), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at between five and seven), and those who were “dissatisfied”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



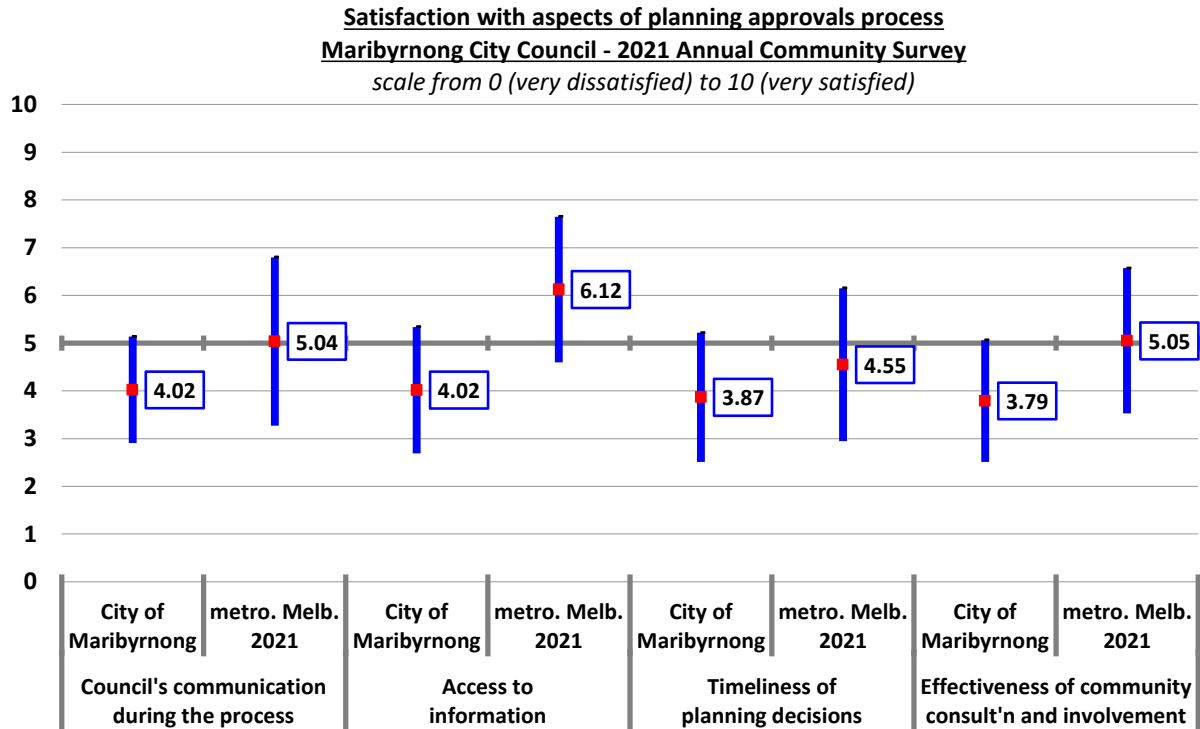
Whilst approximately one-sixth to one-fifth of respondents were “very satisfied” with each of these four aspects of the planning process, particular attention is drawn to the fact that approximately half of the 34 respondents were “dissatisfied” with each of the four aspects.



Cognisant of the fact that these results include only 21 applicants and just 11 objectors, it is noted that both applicants and objectors rated satisfaction with each of the four planning process aspects at “extremely poor” levels of satisfaction.



The following graph provides a comparison of satisfaction with these four planning process aspects between respondents from the City of Maribyrnong and the metropolitan Melbourne averages as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research.



## Importance of and satisfaction with Council services

Respondents were asked:

*“On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and your personal level of satisfaction with each of the following?”*

Respondents were asked to rate the importance to the community of a total of 39 Council provided services and facilities.

Respondents were then asked to rate their personal level of satisfaction with 17 core Council services and facilities, and their personal level of satisfaction with any of the other 22 services and facilities that they or members of their household had used in the last 12 months.





## ***Importance of Council services and facilities to the community***

The average importance of the 39 included Council provided services and facilities was 8.91 out of a potential 10 in 2021, almost identical to the 8.88 recorded last year.

This result is very similar to the metropolitan Melbourne average importance of 31 services and facilities of 9.09, as included in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research.

As outlined at the right-hand side of the following table, there were eight services and facilities that were measurably more important to respondents in 2021 than the average importance of all 39 services and facilities. These include the weekly garbage collection, fortnightly recycling, on and off-road walking paths, services for people with disability, the provision and maintenance of street lighting, the annual hard rubbish collection, the provision and maintenance of playgrounds, and the provision and maintenance of parks and gardens.

Conversely, there were five services and facilities that were measurably less important, on average, than the average of all 39 services and facilities. These include the Customer Request Management System, Council's online consultation tool, parking enforcement, the *Maribyrnong Messenger*, and Council's use of social media.

It is noted that four of these five services were communication related services and facilities provided by Council. This is a common finding, whereby communication and consultation services and facilities tend to be less important, on average, than direct services and facilities, such as waste and recycling, health and human services, and community facilities.

The average importance of 25 services and facilities increased somewhat this year, one remained stable, and the average importance of 13 decreased somewhat. None of these increases or decreases were statistically significant.

When compared to the metropolitan Melbourne average importance, as recorded in the 2021 *Governing Melbourne*, four services and facilities were very marginally more important in the City of Maribyrnong than the metropolitan Melbourne average (less than one percent more important), one had an identical importance, and 26 were less important in the City of Maribyrnong.

Of the services and facilities that were less important in the City of Maribyrnong in 2021, only parking enforcement (7.6% less important in Maribyrnong) and the *Maribyrnong Messenger* (6.0% less important) were statistically significant.



**Importance of selected Council services and facilities**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
 (Number and index score scale 0 - 10)

	Service/facility	Number	2021 Lower Mean Upper	2020	2019	2018	2021 Metro.*
<b>Higher than average</b>	Weekly garbage collection	793	9.28 <b>9.35</b> 9.41	9.15	9.22	9.16	9.34
	Fortnightly recycling	771	9.20 <b>9.27</b> 9.35	9.20	9.04	9.18	9.30
	On and off-road walking paths	726	9.09 <b>9.18</b> 9.26	9.00	8.78	8.70	n.a.
	Services for people with a disability	649	9.07 <b>9.17</b> 9.27	9.10	8.87	9.14	9.22
	Provision and maintenance of street lighting	791	9.07 <b>9.14</b> 9.22	9.02	8.94	8.80	9.19
	Annual hard rubbish collection	714	9.04 <b>9.14</b> 9.23	9.01	8.92	9.00	9.11
	Provision and maintenance of playgrounds	714	9.03 <b>9.12</b> 9.21	8.98	8.72	8.60	9.10
<b>Average importance</b>	Provision and maint. of parks and gardens	767	9.04 <b>9.12</b> 9.20	8.98	8.93	8.76	9.19
	Fortnightly green waste collection	712	9.01 <b>9.11</b> 9.20	9.13	8.90	9.05	9.18
	Services for older people	646	9.00 <b>9.10</b> 9.20	9.06	8.90	8.95	9.13
	Council responsibilities on environment	698	9.00 <b>9.09</b> 9.18	8.91	8.84	8.52	9.10
	Maintenance and repair of sealed local roads	790	8.99 <b>9.07</b> 9.16	9.03	8.96	8.58	9.26
	Maintenance and cleaning of Footscray CBD	694	8.97 <b>9.06</b> 9.15	8.81	8.90	8.46	n.a.
	Services for children	636	8.94 <b>9.05</b> 9.16	9.01	8.74	8.88	9.20
	Sports facilities	692	8.95 <b>9.05</b> 9.14	8.92	8.74	8.71	9.05
	Litter collection in public areas	767	8.96 <b>9.04</b> 9.13	8.93	8.97	8.70	n.a.
	Public toilets	692	8.94 <b>9.04</b> 9.14	8.88	8.57	8.89	9.01
	Library services	674	8.93 <b>9.03</b> 9.13	9.06	8.83	9.08	9.09
	Footpath maintenance and repairs	792	8.93 <b>9.02</b> 9.11	9.00	8.96	8.58	9.22
	On and off-road bike paths	688	8.88 <b>8.99</b> 9.10	9.00	8.78	8.70	9.12
	Illegally dumped rubbish	745	8.89 <b>8.98</b> 9.07	8.91	8.90	8.61	9.07
	Services for young people	621	8.85 <b>8.97</b> 9.09	8.92	8.56	8.79	9.12
	Local traffic management	770	8.87 <b>8.96</b> 9.05	8.90	8.94	8.48	9.19
	Maintenance and cleaning of shopping strips	751	8.86 <b>8.95</b> 9.04	8.86	8.74	8.34	9.07
	Community Centres / Neighbourhood Houses	637	8.84 <b>8.95</b> 9.06	8.85	8.57	8.66	n.a.
	Provision and maintenance of street trees	779	8.82 <b>8.92</b> 9.02	8.94	8.83	8.52	9.16
	Maribyrnong Aquatic Centre	669	8.80 <b>8.91</b> 9.02	8.83	8.53	8.37	9.07
	Promoting local economic development	666	8.75 <b>8.86</b> 8.96	8.84	8.55	8.10	9.03
	Council's festivals and events	663	8.69 <b>8.81</b> 8.92	8.79	8.48	8.33	8.99
	Animal management	676	8.66 <b>8.78</b> 8.90	8.78	8.66	8.06	9.00
	Additional, paid hard waste collection	568	8.55 <b>8.70</b> 8.86	8.70	8.32	8.28	n.a.
	Street sweeping	782	8.59 <b>8.70</b> 8.81	8.79	8.78	8.27	8.98
	Council's website	656	8.57 <b>8.69</b> 8.82	8.83	8.41	8.32	8.94
	Provision of public art	678	8.54 <b>8.68</b> 8.81	8.68	8.20	8.03	8.85
	<b>Lower than average</b>	Customer Request Management System	545	8.51 <b>8.65</b> 8.79	8.72	8.11	8.19
Council's online consultation tool		477	8.24 <b>8.39</b> 8.54	8.58	7.87	7.84	n.a.
Parking enforcement		746	8.11 <b>8.27</b> 8.43	8.49	8.46	7.82	8.95
Maribyrnong Messenger (Council's newsletter)		678	8.04 <b>8.21</b> 8.37	8.41	8.06	7.32	8.73
	Council's use of social media	541	7.89 <b>8.07</b> 8.25	8.42	7.88	7.68	n.a.
<i>Average importance</i>			8.80 <b>8.91</b> 9.02	8.88	8.67	8.52	9.09

(\*) 2021 metropolitan Melbourne average from Governing Melbourne



## ***Satisfaction with Council services and facilities***

The average satisfaction with the 39 included Council provided services and facilities in 2021 was 7.30 out of 10, a marginal decrease of 1.3% on the 7.40 recorded in 2020.

This decrease in average satisfaction was not statistically significant and the average satisfaction with Maribyrnong City Council services and facilities remains “very good”.

This average satisfaction with the 39 included services and facilities in the City of Maribyrnong was marginally lower than the metropolitan Melbourne average satisfaction of 7.53, with the 31 of the 39 services and facilities included in the 2021 *Governing Melbourne* research. The metropolitan Melbourne average satisfaction with only the 31 services and facilities included in both surveys was 7.54, or 3.3% higher than the City of Maribyrnong average satisfaction.

As outlined at the right-hand side of the following table, there were eight services and facilities that received measurably higher satisfaction than the average of all 39 services and facilities. These included the weekly garbage collection, library services, fortnightly recycling, fortnightly green waste collection, animal management, the provision and maintenance of parks and gardens, the provision and maintenance of playgrounds, and the provision and maintenance of street lighting.

Conversely, there were eight services and facilities that received measurably lower satisfaction than the average of all 39 services and facilities. These included local traffic management, the maintenance and cleaning of the Footscray CBD, the Customer Request Management System, footpath maintenance and repairs, Council’s use of social media, public toilets, the maintenance and repair of sealed local roads, and parking enforcement.

Satisfaction with the 39 included Council services and facilities can best be summarised as follows:

- **Excellent** – for the weekly garbage collection, library services, fortnightly recycling, fortnightly green waste collection, animal management, the provision and maintenance of parks and gardens, the provision and maintenance of playgrounds, and the provision and maintenance of street lighting.
- **Very Good** – for the annual hard rubbish collection, sports facilities, on and off-road walking paths, services for children, Council’s festivals and events, Maribyrnong Aquatic Centre, Community Centres / Neighbourhood Houses, additional paid hard rubbish collection, the provision of public art, the maintenance and cleaning of shopping strips, Council activities promoting local economic development, services for young people, and Council meeting its responsibilities towards the environment.
- **Good** – for the *Maribyrnong Messenger*, the provision and maintenance of street trees, services for older persons, on and off-road bike paths, litter collection in public areas, Council’s website, services for people with a disability, Council’s online consultation tool, street sweeping, management of illegally dumped rubbish, local traffic management, the maintenance and cleaning of Footscray CBD, the Customer Request Management System, footpath maintenance and repairs, Council’s use of social media, public toilets, the maintenance and repair of sealed local roads, and parking enforcement.



**Satisfaction with selected Council services and facilities**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
*(Number and index score scale 0 - 10)*

	Service/facility	Number	Lower	2021 Mean	Upper	2020	2019	2018	2021 Metro.*
<b>Higher than average</b>	Weekly garbage collection	787	8.23	<b>8.35</b>	8.46	8.29	8.33	8.46	8.52
	Library services	368	8.01	<b>8.17</b>	8.34	8.47	8.56	8.42	8.58
	Fortnightly recycling	720	8.03	<b>8.17</b>	8.30	8.21	8.27	8.31	8.32
	Fortnightly green waste collection	525	7.88	<b>8.04</b>	8.21	8.20	8.29	8.28	7.96
	Animal management	601	7.75	<b>7.89</b>	8.03	7.64	7.41	7.31	7.90
	Provision and maint. of parks and gardens	757	7.67	<b>7.79</b>	7.92	7.84	7.49	7.63	8.01
	Provision and maintenance of playgrounds	439	7.62	<b>7.78</b>	7.93	7.94	7.92	7.59	8.10
	Provision and maintenance of street lighting	778	7.64	<b>7.76</b>	7.88	7.59	7.21	7.07	7.72
<b>Average satisfaction</b>	Annual hard rubbish collection	484	7.38	<b>7.59</b>	7.79	7.64	7.74	7.64	7.63
	Sports facilities	438	7.42	<b>7.58</b>	7.73	7.50	7.60	7.59	7.90
	On and off-road walking paths	638	7.39	<b>7.53</b>	7.67	7.29	7.23	7.27	n.a.
	Services for children	218	7.31	<b>7.53</b>	7.74	7.87	8.26	7.98	7.95
	Council's festivals and events	353	7.34	<b>7.51</b>	7.68	7.76	7.79	7.75	7.68
	Maribyrnong Aquatic Centre	315	7.27	<b>7.49</b>	7.70	7.65	7.78	7.66	7.77
	Community Centres / Neighbourhood Houses	278	7.22	<b>7.43</b>	7.64	7.80	7.95	7.69	n.a.
	Additional, paid hard waste collection	163	7.10	<b>7.41</b>	7.72	6.99	7.43	6.76	n.a.
	Provision of public art	400	7.18	<b>7.36</b>	7.54	7.14	7.33	7.26	7.19
	Maintenance and cleaning of shopping strips	732	7.15	<b>7.28</b>	7.42	7.29	7.17	7.04	7.56
	Promoting local economic development	553	7.12	<b>7.28</b>	7.43	7.20	6.94	6.79	7.18
	Services for young people	153	6.97	<b>7.26</b>	7.54	7.58	7.69	7.49	7.41
	Council responsibilities on environment	622	7.10	<b>7.25</b>	7.39	7.18	6.93	7.08	7.26
	Maribyrnong Messenger ( <i>Council's newsletter</i> )	591	7.06	<b>7.24</b>	7.42	7.32	6.85	6.68	7.08
	Provision and maintenance of street trees	773	7.06	<b>7.21</b>	7.36	7.48	7.16	6.94	7.40
	Services for older people	138	6.82	<b>7.15</b>	7.49	7.90	7.37	7.77	7.44
	On and off-road bike paths	483	6.91	<b>7.10</b>	7.28	7.29	7.23	7.27	7.64
	Litter collection in public areas	752	6.90	<b>7.04</b>	7.19	7.14	7.17	6.84	n.a.
	Council's website	449	6.82	<b>7.02</b>	7.21	7.39	7.15	7.08	7.47
	Services for people with a disability	123	6.64	<b>6.99</b>	7.34	6.80	7.18	7.24	6.64
	Council's online consultation tool	88	6.50	<b>6.99</b>	7.48	6.81	6.18	7.11	n.a.
	Street sweeping	758	6.80	<b>6.96</b>	7.12	7.12	7.18	6.91	7.49
Illegally dumped rubbish	724	6.79	<b>6.95</b>	7.10	6.83	6.83	6.46	7.10	
<b>Lower than average</b>	Local traffic management	756	6.75	<b>6.91</b>	7.07	7.00	6.75	6.57	7.14
	Maintenance and cleaning of Footscray CBD	658	6.67	<b>6.83</b>	6.99	6.89	6.85	6.47	n.a.
	Customer Request Management System	204	6.50	<b>6.82</b>	7.14	7.20	6.58	6.72	n.a.
	Footpath maintenance and repairs	784	6.48	<b>6.63</b>	6.79	6.77	6.98	6.77	7.00
	Council's use of social media	171	6.32	<b>6.62</b>	6.92	7.19	6.66	7.05	n.a.
	Public toilets	429	6.37	<b>6.57</b>	6.77	6.43	6.61	6.57	6.57
	Maintenance and repair of sealed local roads	787	6.38	<b>6.54</b>	6.70	6.97	7.10	6.90	7.05
Parking enforcement	680	6.34	<b>6.53</b>	6.73	6.76	6.57	6.13	6.97	
<i>Average satisfaction</i>			7.10	<b>7.30</b>	7.49	7.40	7.33	7.24	7.53

(\*) 2021 metropolitan Melbourne average from Governing Melbourne

The following table provides a breakdown of satisfaction with the 39 services and facilities into the proportion of respondents who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction between five and seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).



It is noted that more than half of the respondents were “very satisfied” with 21 of the 39 services and facilities, and that at least one-third or more were “very satisfied” with all 39. Attention is drawn to the fact that more than 10% of respondents were “dissatisfied” with 14 services and facilities, with parking enforcement (18.1%) having the most “dissatisfied”.

**Satisfaction with selected Council services and facilities**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

<i>Service/facility</i>	<i>Dissatisfied</i>	<i>Neutral to somewhat satisfied</i>	<i>Very satisfied</i>	<i>Can't say</i>	<i>Total</i>
Weekly garbage collection	3.3%	20.0%	76.7%	13	<b>800</b>
Fortnightly recycling	3.8%	22.3%	73.9%	6	<b>726</b>
Fortnightly green waste collection	4.5%	22.7%	72.8%	19	<b>543</b>
Library services	2.5%	26.4%	71.1%	10	<b>378</b>
Provision and maintenance of street lighting	4.0%	29.0%	67.0%	23	<b>800</b>
Animal management	3.8%	29.4%	66.8%	200	<b>800</b>
Provision and maint. of parks and gardens	4.6%	28.9%	66.5%	44	<b>800</b>
Annual hard rubbish collection	8.8%	27.6%	63.6%	13	<b>497</b>
Provision and maintenance of playgrounds	2.7%	36.3%	61.0%	5	<b>445</b>
Maribyrnong Messenger ( <i>Council's newsletter</i> )	10.4%	33.1%	56.5%	209	<b>800</b>
Maribyrnong Aquatic Centre	7.0%	36.8%	56.2%	10	<b>325</b>
On and off-road walking paths	5.5%	38.6%	55.9%	6	<b>644</b>
Services for children	2.5%	41.7%	55.8%	4	<b>222</b>
Community Centres / Neighbourhood Houses	4.8%	40.0%	55.2%	5	<b>284</b>
Sports facilities	2.6%	42.5%	54.9%	4	<b>442</b>
Promoting local economic development	7.8%	38.5%	53.7%	247	<b>800</b>
Provision and maintenance of street trees	10.4%	36.2%	53.4%	28	<b>800</b>
Additional, paid hard waste collection	5.1%	43.1%	51.8%	15	<b>178</b>
Maintenance and cleaning of shopping strips	7.4%	40.9%	51.7%	69	<b>800</b>
Council responsibilities on environment	6.7%	42.5%	50.8%	178	<b>800</b>
Council's festivals and events	3.2%	46.1%	50.7%	7	<b>360</b>
Provision of public art	5.6%	44.9%	49.5%	11	<b>411</b>
Council's online consultation tool	10.5%	40.3%	49.2%	1	<b>89</b>
Street sweeping	12.8%	38.2%	49.0%	43	<b>800</b>
Illegally dumped rubbish	10.9%	40.2%	48.9%	76	<b>800</b>
On and off-road bike paths	9.7%	41.8%	48.5%	3	<b>486</b>
Council's website	11.5%	40.4%	48.1%	7	<b>456</b>
Services for young people	5.6%	46.4%	48.0%	4	<b>157</b>
Litter collection in public areas	9.9%	42.8%	47.3%	49	<b>800</b>
Local traffic management	12.6%	40.9%	46.5%	45	<b>800</b>
Customer Request Management System	12.3%	41.7%	46.0%	5	<b>209</b>
Services for older people	8.7%	46.1%	45.2%	3	<b>141</b>
Maintenance and cleaning of Footscray CBD	10.0%	48.5%	41.5%	143	<b>800</b>
Parking enforcement	18.1%	41.1%	40.8%	120	<b>800</b>
Footpath maintenance and repairs	14.7%	46.3%	39.0%	16	<b>800</b>
Maintenance and repair of sealed local roads	15.4%	46.5%	38.1%	14	<b>800</b>
Council's use of social media	12.5%	51.2%	36.3%	3	<b>175</b>
Services for people with a disability	7.8%	55.9%	36.3%	3	<b>125</b>
Public toilets	12.9%	55.5%	31.6%	7	<b>437</b>



## Change in satisfaction from 2020 to 2021

The average satisfaction with 13 services and facilities increased somewhat in 2021, satisfaction with public toilets remained stable at 6.57, and satisfaction with 25 declined somewhat, as follows:

- **Increased satisfaction in 2021** – includes additional paid hard rubbish collection (up 5.9%), animal management (up 3.3%), on and off-road walking paths (up 3.3%), the provision of public art (up 3.0%), services for people with disability (up 2.8%), Council’s online consultation tool (up 2.6%), and the provision and maintenance of street lighting (up 2.2%). None of these increases were statistically significant at the 95% confidence level.
- **Decreased satisfaction in 2021** – includes services for older persons (down 9.4%), Council’s use of social media (down 7.9%), the maintenance and repair of sealed local roads (down 6.2%), the Customer Request Management System (down 5.2%), Council’s website (down 5.0%), Community Centres / Neighbourhood Houses (down 4.8%), services for children (down 4.4%), and services for young people (down 4.3%). Of these declines, only the decline in satisfaction with sealed local roads was statistically significant at the 95% confidence level.

## Variation from metropolitan Melbourne satisfaction

Comparisons of satisfaction with 31 of the 39 services and facilities included in the survey are provided against the metropolitan Melbourne average satisfaction, as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research.

Of the 31 services and facilities, satisfaction with six was somewhat higher in the City of Maribyrnong, one was identical, and satisfaction with 24 was somewhat lower, as follows:

- **Higher than average satisfaction in the City of Maribyrnong** – includes services for people with disability (5.3% higher in Maribyrnong), the provision of public art (2.4% higher), the *Maribyrnong Messenger* (2.2% higher), promoting local economic development (1.4% higher), fortnightly green waste collection (1.1% higher), and the provision and maintenance of street lighting (0.5% higher). None of these results were statistically significant.
- **Lower than average satisfaction in the City of Maribyrnong** – includes the maintenance and repair of sealed local roads (7.2% lower in Maribyrnong), on and off-road bike paths (7.1% lower), street sweeping (7.1% lower), parking enforcement (6.3% lower), Council’s website (6.1% lower), services for children (5.3% lower), footpath maintenance and repairs (5.3% lower), library services (4.8% lower), sports facilities (4.1% lower), and the provision and maintenance of playgrounds (4.0% lower). Of these, only sealed local roads was statistically significant.

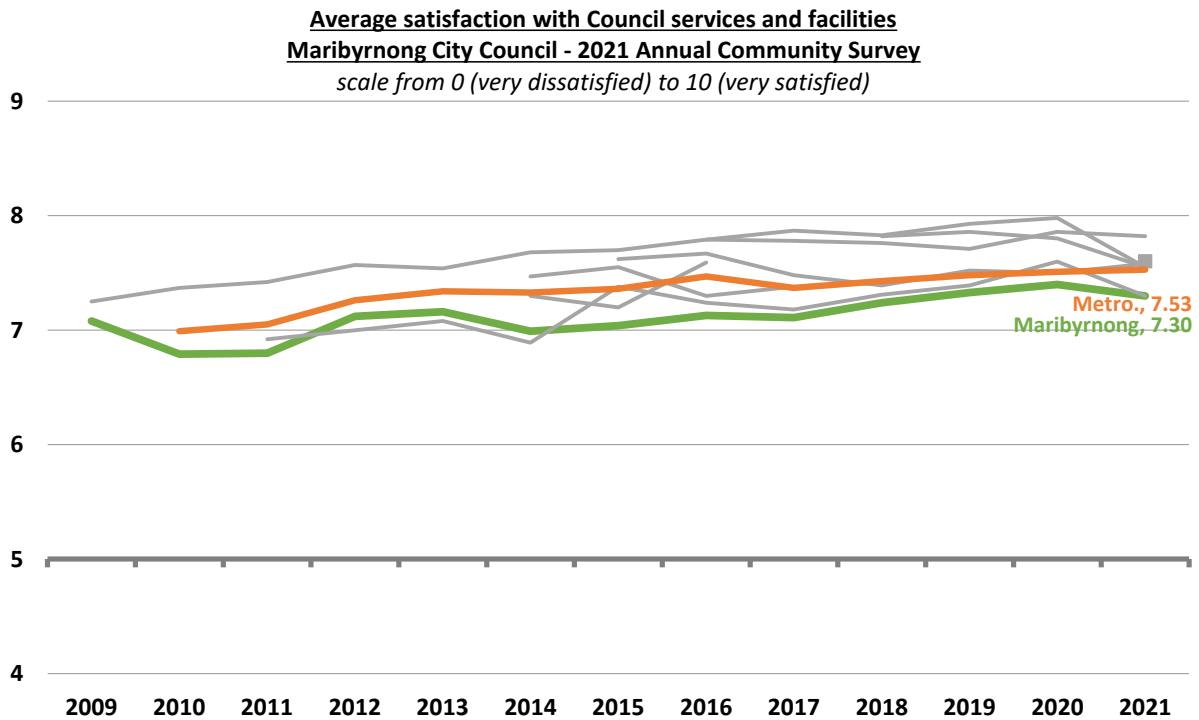
## Average satisfaction with Council services and facilities

The following graph provides a comparison of average satisfaction with the 39 services and facilities included in the 2021 survey, against the metropolitan Melbourne average, as well as a range of other councils for which Metropolis Research conducts this research.



Over the 11 years that Metropolis Research has conducted *Governing Melbourne*, the average satisfaction with services and facilities in the City of Maribyrnong has remained somewhat lower than the metropolitan Melbourne average satisfaction.

It is also true to say that satisfaction with services and facilities in the City of Maribyrnong tends to be a little lower than satisfaction with services and facilities in some, but not all, of the other councils for which directly comparable results are available.



**Change in satisfaction over the last 10 years**

The following graph provides a comparison of satisfaction with services and facilities in the City of Maribyrnong between the average satisfaction for 2011, 2012, and 2013 and the average satisfaction in 2021 (the last 10 years).

The percentage refers to the percentage difference between the average satisfaction recorded between 2011 and 2013 and the satisfaction recorded in 2021.

It is noted that, of the 33 services and facilities for which data is available, 22 recorded a higher average satisfaction score in 2021 than the average from 2011 to 2013, satisfaction with the recycling service remained the same, whilst satisfaction with 10 declined over the 10 years.

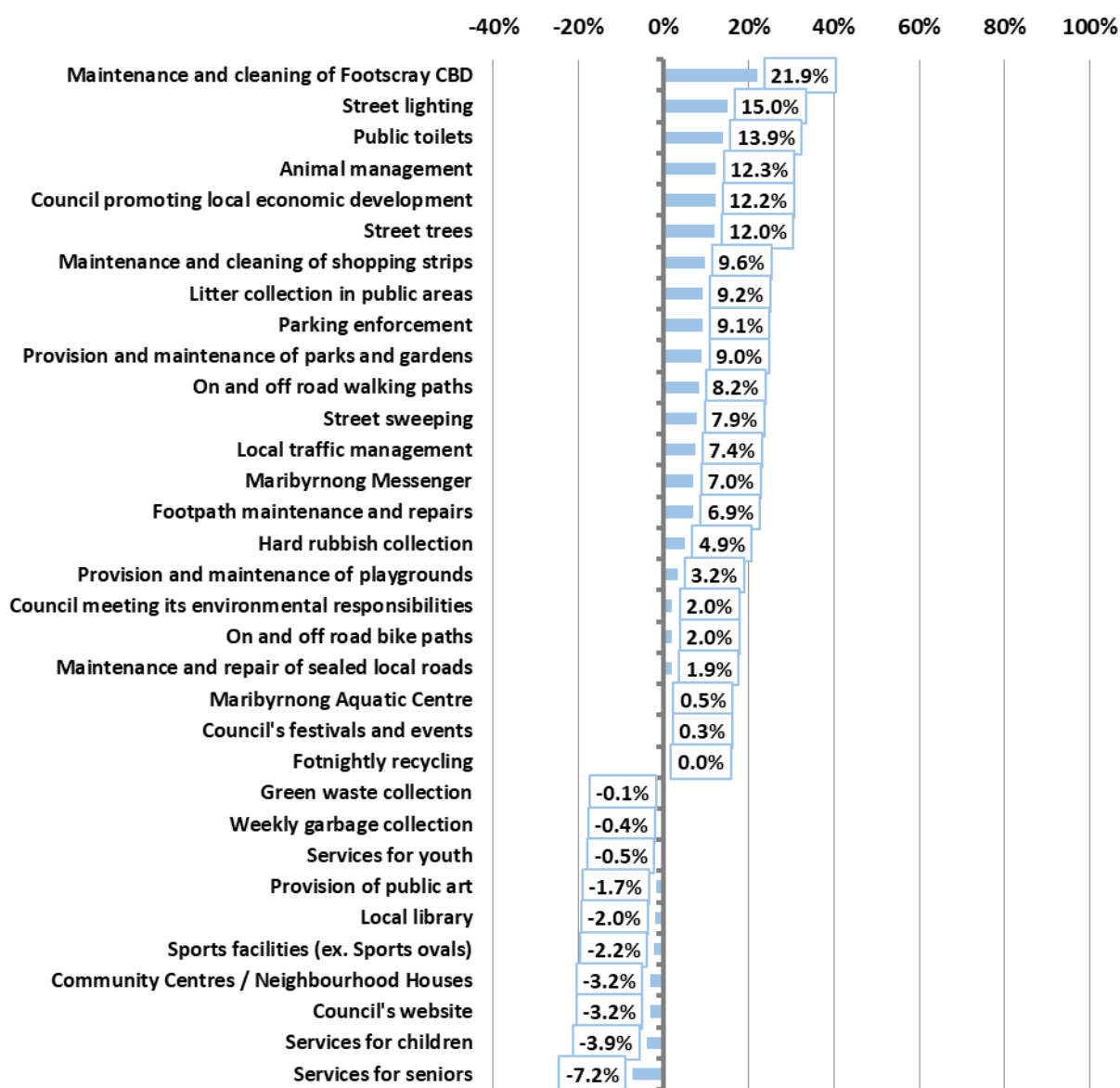
Particular attention is drawn to the significant increase in satisfaction with the maintenance and cleaning of the Footscray CBD, which has increased in satisfaction by 21.9% since 2012.



Other services and facilities to report a significant increase in satisfaction include street lighting, public toilets, animal management, Council promoting local economic development, and street trees.

Of the services and facilities to record a lower satisfaction in 2021 than the three years average 2011 to 2013, the largest declines were for services for seniors (down 7.2%), services for children (down 3.9%), the Council website (down 3.2%), and Community Centres / Neighbourhood Houses (down 3.2%). None of these declines were statistically significant given the smaller sample size for these health and human services.

**Percentage change in satisfaction 2011-2013 to 2021**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
*(Percentage increase / decrease)*





### **Overall performance of respondents dissatisfied with Council services and facilities**

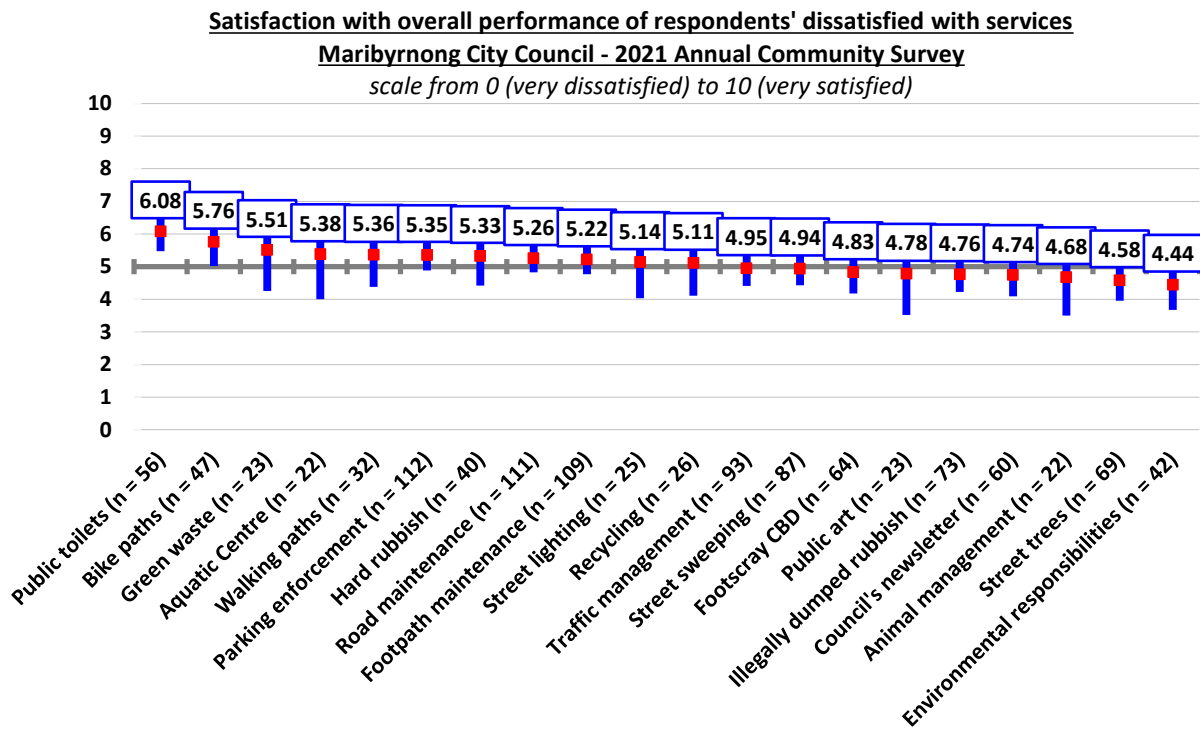
The following graph provides the average satisfaction with Council’s overall performance of respondents dissatisfied with individual services and facilities. Services and facilities with which fewer than 10 respondents were dissatisfied have been excluded from these results.

Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably less satisfied with Council’s overall performance than the municipal average of all respondents (6.93).

It is also acknowledged that a relatively small sample of respondents were dissatisfied with most core Council services and facilities, with a significant degree of overlap between services. In other words, respondents who were dissatisfied with one core service and facility were likely to be dissatisfied with a number of these services and facilities.

This reflects the fact that some (a small number) of respondents were dissatisfied with Council’s performance, and this tended to influence their satisfaction ratings for many, if not all, services and facilities included in the survey.

The opposite is also true for several respondents who tended to provide the same satisfaction rating for many, if not all, services, and facilities. This again reflects the fact that these respondents tended to see Council performance as being generally consistent across the range of services and facilities that Council provides.



## ***Importance and satisfaction cross tabulation***

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

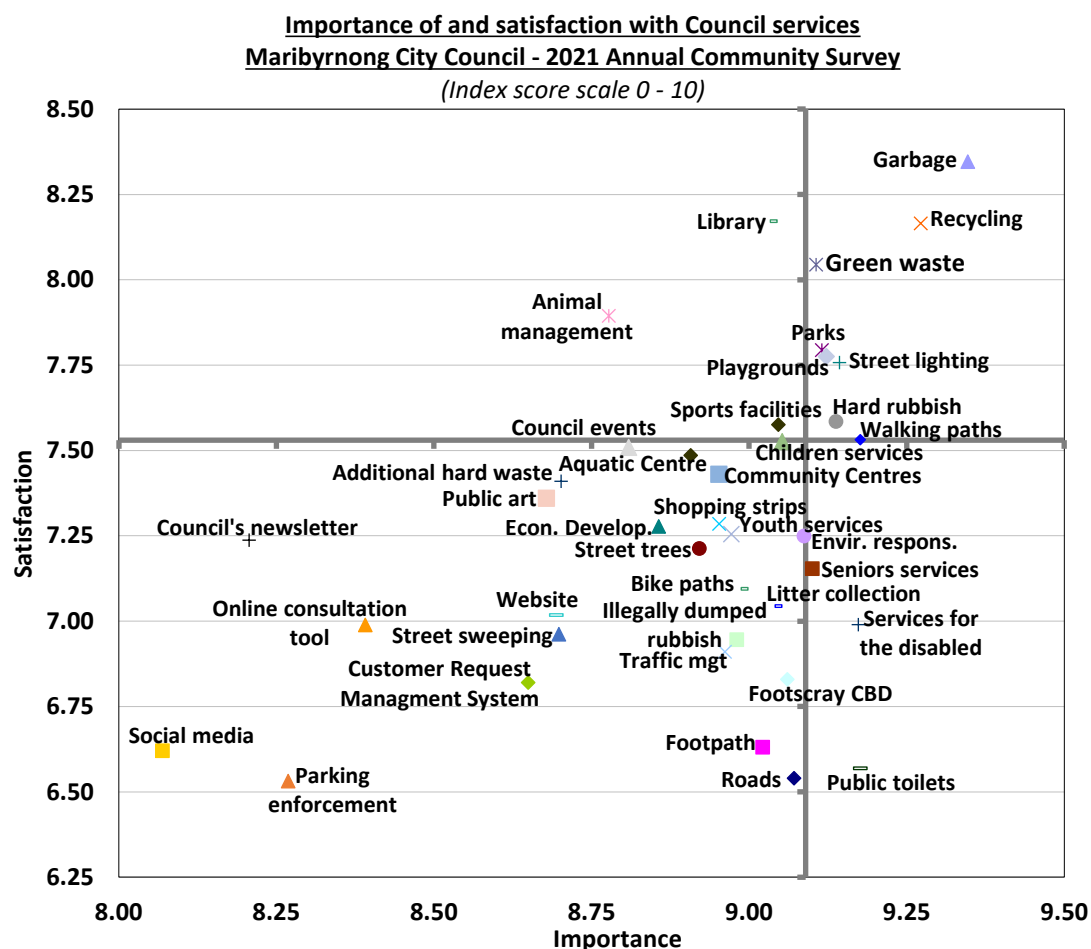
The grey crosshairs represent the metropolitan Melbourne average importance and satisfaction with Council services and facilities as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research.

Services and facilities located in the top right-hand quadrant are therefore more important than average and have obtained higher than average satisfaction. The services in the lower right-hand quadrant are those that are more important than average, but with which respondents are less satisfied than average. This quadrant represents the services and facilities of most concern.

Attention is drawn to the following key findings:

- ***Waste and recycling*** – the three, core kerbside collection services were all higher-than-average importance and were three of the top four services in terms of satisfaction.
- ***Library services*** – whilst the library services were of marginally lower than average importance this year, satisfaction remains extremely high, ranked 2<sup>nd</sup> this year.
- ***Health and human services*** – all four services (for children, youth, older persons, and persons with disability) were all average or higher than average importance. In 2021, satisfaction with all four was average or lower than average satisfaction, with services for older persons and in particular services for persons with disability were notably lower than average.
- ***Communication services*** – consistent with the results recorded in previous years, all the communication services and facilities were of lower-than-average importance, and all received lower than average satisfaction scores.
- ***Sports and recreation facilities*** – the aquatic centre and sports facilities were both of slightly lower than average importance but received average satisfaction scores.
- ***Playgrounds and parks and gardens*** - were both of higher-than-average importance and received a higher-than-average satisfaction score.
- ***Parking enforcement*** – remains of measurably and significantly lower than average importance and received a measurably and significantly lower than average satisfaction score. The lower importance score reflects the large number of respondents dissatisfied with parking enforcement who believe Council should be doing less enforcement.
- ***Services and facilities of concern*** – the three services that were of average importance but received significantly lower than average satisfaction, were public toilets, sealed local roads, and footpath maintenance and repairs.





### Satisfaction by broad service areas

The breakdown of services and facilities into these broad service areas is as follows:

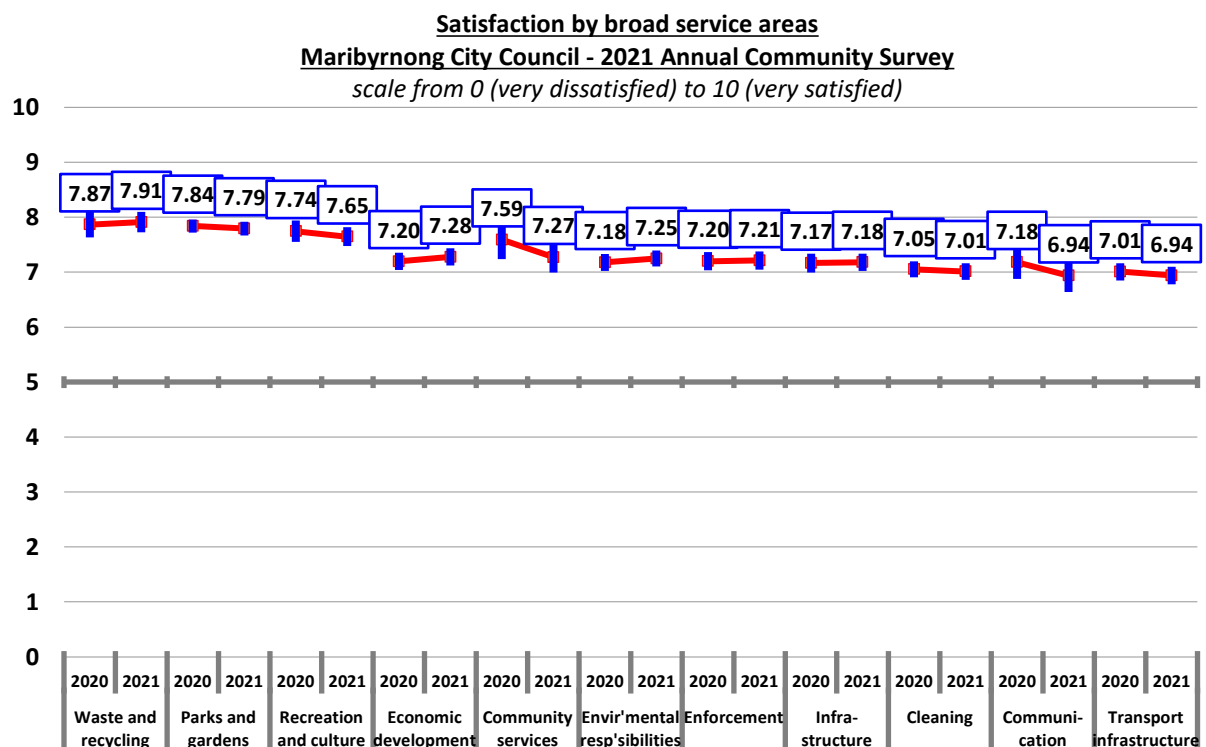
- **Infrastructure** – includes provision and maintenance of street trees, provision and maintenance of street lighting, and public toilets.
- **Waste and recycling services** – includes weekly garbage collection, fortnightly recycling, fortnightly green waste collection, annual hard rubbish collection and additional, paid hard waste collection.
- **Recreation and culture services** – includes library services, sports facilities, Maribyrnong Aquatic Centre, provision and maintenance of playgrounds, provision of public art, and Council’s festivals and events.
- **Community services** – includes Community Centres / Neighbourhood Houses, services for children, services for young people, services for older people, and services for people with a disability.
- **Enforcement** – includes parking enforcement, and animal management.



- **Communication** – includes Maribyrnong Messenger (*Council’s newsletter*), the Council’s website, Customer Request Management System, Council’s use of social media, and Council’s online consultation tool.
- **Cleaning** – includes street sweeping, maintenance and cleaning of shopping strips, and maintenance and cleaning of Footscray CBD.
- **Transport infrastructure** – includes the maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, and on and off-road bike and / or walking paths.
- **Parks and gardens** – include the provision and maintenance of parks and gardens.
- **Business development** – includes Council activities promoting local business development.
- **Environmental responsibilities** – includes Council meeting its responsibilities towards the environment.

There was no statistically significant variation in the average satisfaction with the 11 broad service areas recorded between 2020 and 2021.

It is noted, however, that satisfaction with waste and recycling services and economic development service areas both increased very marginally, whilst satisfaction with the other nine service areas all declined marginally.



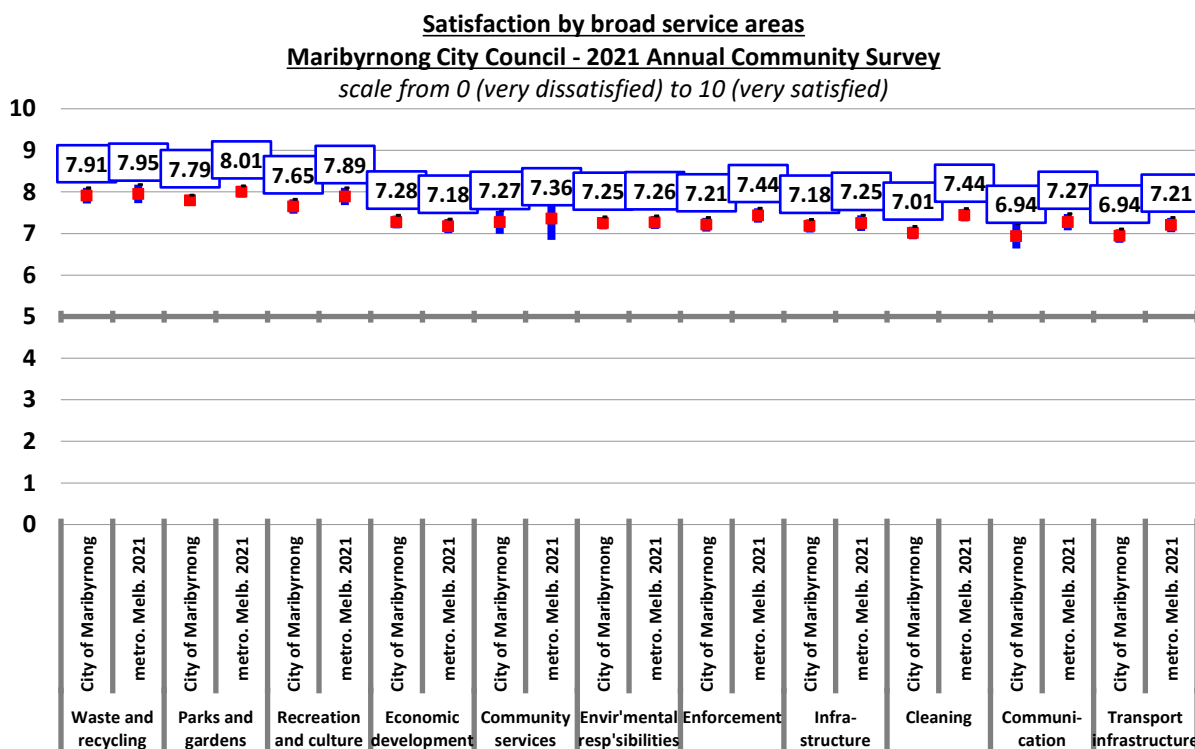
The following graph provides a comparison of satisfaction with the 11 broad service areas between the City of Maribyrnong and the metropolitan Melbourne average, as recorded in the 2021 *Governing Melbourne* research conducted independently by Metropolis Research.



Satisfaction with 10 of the 11 broad service areas was lower in the City of Maribyrnong than the metropolitan Melbourne average, although none of these results were statistically significant. Satisfaction with the broad service areas tended to be only two or three percent lower in the City of Maribyrnong.

The broad service area with the largest difference between the City of Maribyrnong and the metropolitan Melbourne average was cleaning (6.1% lower), communication services (4.8% lower), and transport (3.9% lower).

Satisfaction with Council activities promoting local economic development was marginally higher in the City of Maribyrnong than the metropolitan Melbourne result.



## Issues for the City of Maribyrnong “at the moment”

Respondents were asked:

*“Can you please list what you consider to be the top three issues for the City of Maribyrnong at the moment?”*

Respondents were asked to nominate what they considered to be the top three issues for the City of Maribyrnong “at the moment”.

A little less than two-thirds (61.4% up from 59.9%) of respondents nominated at least one issue, which is still a little lower than the proportion who nominated at least one issue prior to COVID-19.



The decline in response post-COVID-19 may well reflect, at least in part, the change in methodology from face-to-face interaction to a telephone survey, as telephone surveys tend to obtain marginally less buy-in on open-ended questions.

It is also possible, however, that COVID-19 has impacted on the range of issues of importance to respondents, particularly given that some important issues such as traffic management and car parking remain lower during COVID-19 than they were pre-COVID-19.

Metropolis Research notes that the survey was conducted in October and November 2021, during and immediately after the last lockdown in response to the Delta wave of COVID-19.

It is important to bear in mind that the responses to this question are not to be read only as a list of complaints about the performance of Council, nor do they reflect only services, facilities, and issues within the remit of Maribyrnong City Council. Many of the issues raised by respondents were suggestions for future actions rather than complaints about past actions, and many are issues that are principally the responsibility of the state government.

Metropolis Research notes that most of the issues raised this year remain largely consistent with those recorded last year and in previous years, despite declines in 2020 and 2021 for some issues compared to the results from pre-COVID-19.

The most nominated issue in 2021 remains traffic management, with 13.3% (up from 8.3%) of respondents nominating this issue. This result remains somewhat lower than the 16.8% recorded in 2019 and the 18% recorded in 2018. It would appear that the COVID-19 lockdown and social distancing requirements would have had some impact on the volume of traffic, particularly for commuting traffic, and this is likely to be a factor underpinning these lower results.

It is also noted that traffic management was identified by the same proportion of respondents in the City of Maribyrnong as the metropolitan Melbourne average as recorded in the 2021 *Governing Melbourne* research.

Metropolis Research notes that just one respondent nominated COVID-19 as one of the top three issues for the City of Maribyrnong “at the moment”, compared to seven in 2020. This may reflect community views around COVID-19 and the role for Council compared to the role for the state and federal governments.

There was some variation in the results between 2020 and 2021 noted, as follows:

- **Notable increase in the City of Maribyrnong in 2021** – includes traffic management (13.3% up from 8.3%), cycling and walking tracks (5.5% up from 2.9%), Footscray CBD issues (3.6% up from 0.5%), and Council customer service (3.4% up from 1.6%).
- **Notable decrease in the City of Maribyrnong in 2021** – includes car parking (7.8% down from 10.1%), Council rates (5.1% down from 8.3%), and cleanliness and maintenance of the local area (3.0% down from 6.1%).



The proportion of respondents who nominated safety, policing, and crime issues remained essentially stable this year (3.0% up from 2.9%). This result remains significantly below the 7.4% recorded back in 2019 prior to COVID-19. These issues appear to have been diminishing in importance in the City of Maribyrnong in recent years prior to COVID-19, and appear to have declined substantially through COVID-19 as well.

When compared to the results from the 2021 *Governing Melbourne* research conducted independently by Metropolis Research including a sample drawn from across all 31 metropolitan Melbourne municipalities, there was some variation from the City of Maribyrnong results observed, as follows:

- ***Notably more prominent in the City of Maribyrnong*** – includes Council rates (5.1% compared to 2.5%), provision and maintenance of street trees (5.1% compared to 2.5%), Council customer service (3.4% compared to 1.0%), and public transport (2.4% compared to 0.6%).
- ***Notably less prominent in the City of Maribyrnong*** – includes footpath maintenance and repairs (4.1% compared to 5.7%) and lighting (1.9% compared to 4.8%).

As discussed in the [relationship between issues and overall satisfaction](#) section of this report, the issues that were most negatively related to overall satisfaction for the respondents raising the issues include parks and gardens, footpath maintenance and repairs, building and development issues, and Council rates. On average, the respondents nominating these issues were measurably less satisfied with Council's overall performance than the average of all respondents.

Other issues that may have a negative influence on overall satisfaction for the respondents raising them include cycling and walking tracks, car parking, traffic management, street trees, and roads maintenance and repairs.



**Top three issues for the City of Maribyrnong at the moment**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
*(Number and percent of total respondents)*

Issue	2021		2020	2019	2018	2017	2021 Metro.*
	Number	Percent					
Traffic management	106	13.3%	8.3%	16.8%	18.0%	26.8%	13.4%
Road maintenance and repairs	65	8.1%	6.6%	10.1%	5.5%	12.0%	7.0%
Car parking	62	7.8%	10.1%	13.9%	16.5%	17.3%	7.2%
Parks, gardens and open space	58	7.3%	7.0%	5.8%	7.9%	7.1%	9.2%
Building, planning, housing and development	45	5.6%	5.0%	6.1%	6.3%	14.6%	4.1%
Cycling and walking tracks	44	5.5%	2.9%	1.8%	4.3%	3.6%	3.7%
Council rates	41	5.1%	8.3%	3.5%	5.9%	6.0%	2.5%
Provision and maintenance of street trees	41	5.1%	2.3%	5.3%	5.3%	5.3%	2.5%
Rubbish and waste issues including garbage	36	4.5%	3.3%	3.5%	3.8%	5.0%	3.3%
Footpath maintenance and repairs	33	4.1%	4.4%	4.6%	6.0%	6.5%	5.7%
Footscray CBD issues	29	3.6%	0.1%	0.1%	3.1%	2.3%	n.a.
Council customer service	27	3.4%	1.6%	0.8%	0.5%	1.0%	1.0%
Cleanliness and maintenance of area	24	3.0%	6.1%	6.5%	6.9%	5.5%	2.9%
Communication and provision of information	24	3.0%	1.1%	1.4%	0.9%	2.6%	3.0%
Safety, policing and crime	24	3.0%	2.9%	7.4%	9.4%	9.8%	3.3%
Hard rubbish collection	23	2.9%	3.4%	1.8%	3.8%	2.8%	2.7%
Public toilets	20	2.5%	2.0%	1.5%	2.3%	1.5%	1.9%
Recycling services and facilities	20	2.5%	2.1%	8.1%	2.4%	1.6%	1.3%
Environment, conservation, climate change	19	2.4%	3.4%	4.9%	1.8%	4.0%	2.4%
Public transport	19	2.4%	1.1%	1.8%	2.6%	3.4%	0.6%
Green waste collection	17	2.1%	1.5%	1.3%	1.1%	1.5%	1.0%
Lighting	15	1.9%	1.9%	5.1%	9.5%	7.0%	4.8%
Street cleaning and maintenance	13	1.6%	1.3%	3.3%	4.0%	3.0%	2.1%
Dumped rubbish	11	1.4%	0.8%	n.a.	n.a.	n.a.	1.3%
Governance and accountability	11	1.4%	1.8%	1.0%	0.5%	0.8%	0.8%
Activities and facilities for children	9	1.1%	0.5%	1.4%	0.6%	0.4%	1.1%
Services and facilities for the elderly	9	1.1%	0.4%	0.8%	1.0%	1.9%	1.0%
Sports and recreation facilities	9	1.1%	1.0%	0.6%	1.3%	1.1%	1.9%
Services and facilities for the disabled	8	1.0%	0.9%	0.5%	0.3%	0.8%	1.1%
Provision and maintenance of infrastructure	7	0.9%	0.4%	0.3%	1.4%	1.8%	1.1%
Shops, restaurants and entertainment venues	7	0.9%	0.4%	1.1%	0.4%	0.8%	0.6%
Community activities, arts and culture	6	0.8%	2.0%	1.5%	0.6%	1.1%	2.2%
Cultural diversity	6	0.8%	0.5%	0.6%	0.3%	1.6%	1.9%
Animal management	5	0.6%	1.4%	0.4%	0.6%	0.9%	0.5%
Drugs, alcohol and cigarette issues	5	0.6%	0.9%	1.3%	2.1%	2.6%	0.6%
Enforcement and update of local laws	5	0.6%	0.0%	1.5%	0.9%	0.1%	0.3%
Graffiti and vandalism	5	0.6%	1.5%	0.8%	1.0%	1.8%	1.9%
Support for local businesses	5	0.6%	0.6%	0.0%	0.6%	0.1%	0.6%
All other issues (30 separately identified issues)	60	7.5%	7.5%	6.5%	14.3%	19.5%	8.6%
<b>Total responses</b>	<b>973</b>		<b>876</b>	<b>1,120</b>	<b>1,187</b>	<b>1,500</b>	<b>699</b>
<i>Respondents identifying at least one issue</i>	491 (61.4%)		479 (59.9%)	534 (66.7%)	605 (75.6%)	666 (83.3%)	395 (62.9%)

(\* ) 2021 metropolitan Melbourne average from Governing Melbourne





## Respondent profile

The following section provides the demographic profile of the respondents surveyed for the *Maribyrnong City Council – 2021 Annual Community Survey*.

Metropolis Research draws attention to the fact that the *Annual Community Survey* program has obtained a very consistent sample of respondents across a broad range of demographic and household characteristics over a long period of time. This stability in the profile of the sample is an important component which underlies the *Annual Community Survey* results as a reliable and informative tool with which to explore community sentiment.

### Age structure

Due to the survey being conducted by telephone in 2020 and 2021 due to COVID-19, the sample of respondents was weighted by age and gender to reflect the 2016 *Census* age and gender profile. It is noted that the raw sample obtained a minimum of 40% of the age group proportions prior to weighting.

**Age structure**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
(Number and percent of respondents providing a response)

Age group	2021 (unweighted)		2021 (weighted)	2020	2019	2018	2017
	Number	Percent					
Young adults (18 - 34 years)	157	19.6%	40.6%	40.8%	31.0%	36.3%	33.9%
Adults (35 - 44 years)	275	34.4%	20.6%	20.5%	27.9%	21.6%	25.2%
Middle-aged adults (45 - 54 years)	256	32.0%	14.5%	14.4%	17.8%	19.7%	15.3%
Older adults (55 - 74 years)	88	11.0%	16.5%	16.5%	19.0%	18.8%	18.4%
Senior citizens (75 years and over)	24	3.0%	7.8%	7.9%	4.3%	3.5%	7.3%
Not stated	0		0	0	2	4	1
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>

### Gender

**Gender**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
(Number and percent of respondents providing a response)

Gender	2021		2020	2019	2018	2017	2016
	Number	Percent					
Male	399	49.9%	50.0%	54.3%	54.2%	47.3%	47.4%
Female	397	49.7%	50.0%	45.7%	45.6%	52.3%	52.1%
Other	3	0.4%	0.0%	0.0%	0.1%	0.4%	0.5%
Not stated	1		0	8	7	9	8
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>803</b>



## Language spoken at home

**Language**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
*(Number and percent of respondents providing a response)*

Language	2021		2020	2019	2018	2017	2016
	Number	Percent					
English	494	62.5%	55.1%	63.8%	58.7%	57.1%	65.3%
Vietnamese	84	10.6%	8.3%	8.1%	10.5%	7.1%	8.6%
Cantonese	15	1.9%	1.7%	2.0%	1.0%	0.9%	0.9%
Mandarin	15	1.9%	3.3%	2.5%	1.8%	2.1%	2.0%
Arabic	13	1.6%	1.9%	0.5%	1.3%	0.9%	0.6%
Tagalog (Filipino)	12	1.5%	0.9%	1.9%	1.0%	0.6%	1.1%
Telugu	11	1.4%	2.2%	0.9%	0.6%	1.4%	0.4%
Greek	9	1.1%	1.9%	1.6%	1.3%	3.9%	2.7%
Hindi	9	1.1%	4.6%	1.4%	1.5%	2.0%	1.1%
Macedonian	8	1.0%	0.6%	0.8%	0.3%	1.0%	1.0%
Italian	7	0.9%	3.1%	1.5%	1.8%	2.3%	3.0%
Amharic	6	0.8%	0.1%	0.4%	0.2%	0.1%	0.0%
Chinese (not further defined)	6	0.8%	0.5%	1.5%	1.9%	0.1%	0.9%
German	6	0.8%	0.1%	0.3%	0.5%	0.6%	0.0%
Polish	6	0.8%	0.4%	0.6%	0.1%	0.1%	0.5%
Serbian	5	0.6%	0.4%	0.3%	0.3%	0.3%	0.4%
Spanish	5	0.6%	0.8%	1.5%	2.1%	2.1%	1.9%
Thai	5	0.7%	0.1%	0.0%	0.8%	0.1%	0.4%
Gujarati	4	0.5%	1.0%	0.0%	0.3%	0.1%	0.0%
Nepali	4	0.5%	1.4%	0.1%	0.5%	0.5%	0.3%
Bengali	3	0.4%	0.8%	0.6%	0.5%	0.9%	0.8%
Russian	3	0.4%	0.1%	0.1%	0.0%	0.0%	0.0%
Tamil	3	0.4%	0.1%	0.4%	0.3%	0.4%	0.4%
Urdu	3	0.4%	1.3%	0.9%	1.0%	0.4%	0.3%
Albanian	2	0.3%	0.5%	0.2%	0.0%	0.0%	0.0%
Bosnian	2	0.3%	0.1%	0.0%	0.1%	0.0%	0.0%
Croatian	2	0.3%	1.0%	1.1%	0.5%	0.5%	0.4%
Czech	2	0.3%	0.4%	0.0%	0.0%	0.1%	0.0%
Dutch	2	0.3%	0.1%	0.2%	0.0%	0.0%	0.0%
Maltese	2	0.3%	0.1%	0.1%	0.3%	0.3%	0.0%
Shona	2	0.3%	0.1%	0.1%	0.1%	0.0%	0.0%
Somali	2	0.3%	0.4%	0.4%	0.1%	0.5%	0.4%
Swedish	2	0.3%	0.1%	0.2%	0.0%	0.1%	0.0%
French	1	0.1%	1.0%	0.8%	0.8%	0.5%	0.5%
Indonesian	1	0.1%	0.4%	0.6%	0.4%	0.1%	0.5%
Korean	1	0.1%	0.4%	0.3%	0.0%	0.3%	0.0%
Portugese	1	0.1%	0.5%	0.3%	0.5%	0.5%	0.4%
Turkish	1	0.1%	0.5%	0.4%	0.1%	0.4%	0.9%
All other languages (twenty-five)	25	3.2%	3.3%	3.1%	4.6%	6.3%	3.4%
Multiple	6	0.8%	0.4%	0.6%	4.2%	5.4%	1.0%
Not stated	10		13	6	8	7	14
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>803</b>



## Household structure

**Household structure**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
 (Number and percent of respondents providing a response)

Structure	2021		2020	2019	2018	2017	2016
	Number	Percent					
<b>Two parent family total</b>	<b>330</b>	<b>42.3%</b>	<b>41.8%</b>	<b>42.9%</b>	<b>44.4%</b>	<b>39.7%</b>	<b>43.9%</b>
youngest child 0 - 4 years	57	7.3%	13.1%	10.3%	13.2%	14.1%	14.2%
youngest child 5 - 12 years	126	16.2%	13.5%	15.1%	15.2%	11.5%	11.7%
youngest child 13 - 18 years	50	6.4%	6.1%	5.8%	5.7%	5.8%	8.3%
adult children only	97	12.4%	9.0%	11.7%	10.3%	8.3%	10.2%
<b>One parent family total</b>	<b>63</b>	<b>8.1%</b>	<b>6.3%</b>	<b>4.7%</b>	<b>5.2%</b>	<b>7.6%</b>	<b>6.0%</b>
youngest child 0 - 4 years	10	1.3%	0.8%	1.1%	0.4%	0.9%	0.4%
youngest child 5 - 12 years	10	1.3%	1.2%	1.3%	1.5%	1.3%	1.4%
youngest child 13 - 18 years	6	0.8%	1.4%	0.9%	0.6%	1.4%	1.0%
adult children only	37	4.7%	3.0%	1.4%	2.6%	4.0%	3.3%
Couple only household	145	18.6%	21.9%	23.9%	25.8%	22.5%	22.8%
Group household	115	14.7%	15.9%	16.4%	16.7%	16.0%	12.9%
Sole person household	116	14.9%	13.4%	11.4%	7.2%	13.2%	10.3%
Other	11	1.4%	0.8%	0.8%	0.8%	1.0%	3.4%
Not stated	20		24	12	2	2	6
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>803</b>

## Household member with a disability

**Household member with a disability**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
 (Number and percent of respondents providing a response)

Response	2021		2020	2019	2018	2017	2016
	Number	Percent					
Yes	90	11.5%	10.0%	7.7%	8.1%	9.9%	9.7%
No	693	88.5%	90.0%	92.3%	91.9%	90.1%	90.3%
Not stated	17		20	38	7	9	2
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>803</b>



## Housing situation

**Housing situation**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
 (Number and percent of respondents providing a response)

Situation	2021		2019	2018	2017	2016	2015
	Number	Percent					
Own this home	327	41.7%	46.6%	42.8%	37.6%	37.7%	34.3%
Mortgage ( <i>paying-off this home</i> )	223	28.4%	15.2%	19.4%	24.2%	31.5%	30.2%
Renting this home	217	27.7%	35.8%	35.5%	36.5%	30.2%	34.0%
Other arrangement	17	2.2%	2.4%	2.3%	1.8%	0.6%	1.5%
Not stated	16		17	6	2	5	6
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>803</b>	<b>800</b>

## Period of residence

**Period of residence in Maribyrnong**  
**Maribyrnong City Council - 2021 Annual Community Survey**  
 (Number and percent of respondents providing a response)

Period	2021		2020	2019	2018	2017	2016
	Number	Percent					
Less than 1 year	7	0.9%	1.3%	8.6%	13.2%	9.3%	8.1%
1 to less than 5 years	68	8.8%	12.3%	21.8%	22.9%	25.4%	25.3%
5 to less than 10 years	185	23.8%	23.9%	23.2%	19.4%	20.2%	24.4%
10 years or more	517	66.5%	62.5%	46.4%	44.5%	45.1%	42.2%
Not stated	23		21	11	5	6	4
<b>Total</b>	<b>800</b>	<b>100%</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>800</b>	<b>803</b>

